

Mountain View Community Shuttle Monthly Operations Report

September 8, 2017

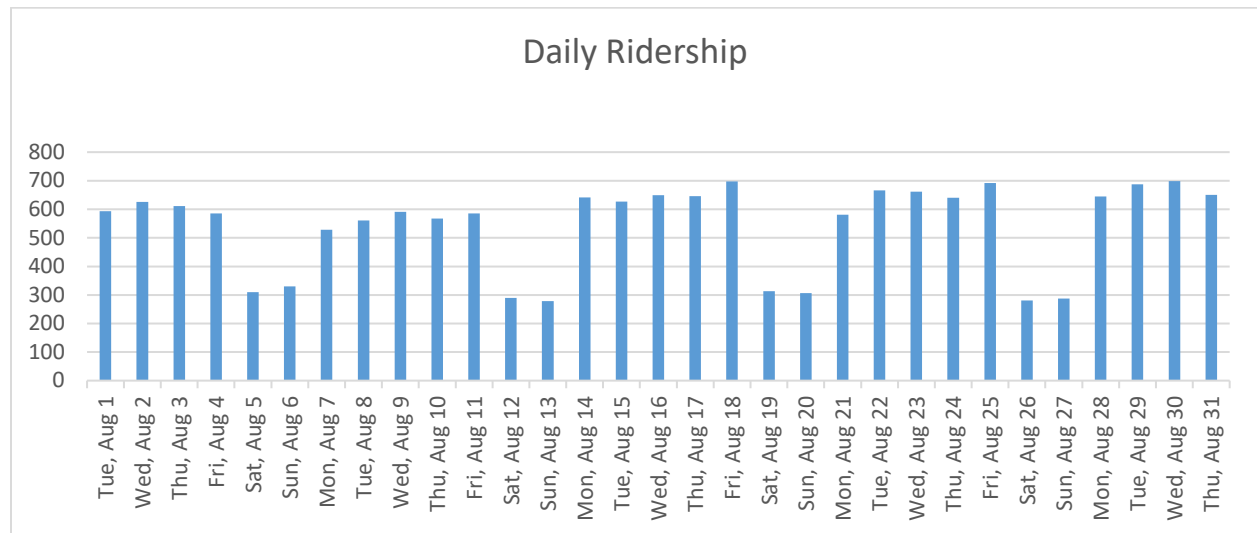
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Passengers per Day, Table

		Tue, Aug 1	Wed, Aug 2	Thu, Aug 3	Fri, Aug 4	Sat, Aug 5
		593	626	611	585	310
Sun, Aug 6	Mon, Aug 7	Tue, Aug 8	Wed, Aug 9	Thu, Aug 10	Fri, Aug 11	Sat, Aug 12
330	528	561	591	568	586	290
Sun, Aug 13	Mon, Aug 14	Tue, Aug 15	Wed, Aug 16	Thu, Aug 17	Fri, Aug 18	Sat, Aug 19
279	641	627	649	646	697	313
Sun, Aug 20	Mon, Aug 21	Tue, Aug 22	Wed, Aug 23	Thu, Aug 24	Fri, Aug 25	Sat, Aug 26
307	581	666	662	640	692	281
Sun, Aug 27	Mon, Aug 28	Tue, Aug 29	Wed, Aug 30	Thu, Aug 31		
287	645	687	699	650		

Passengers per Day, Chart

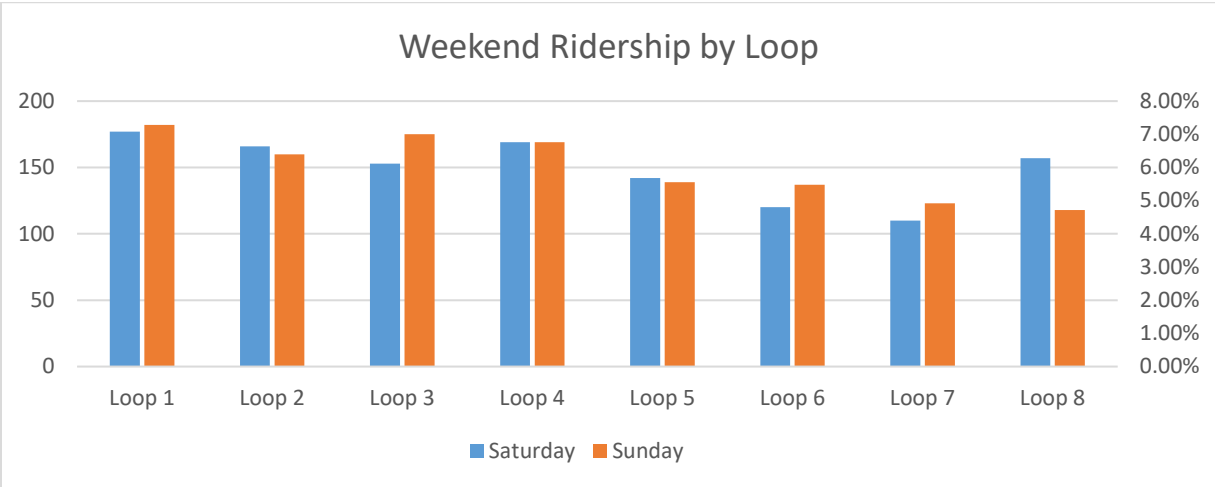
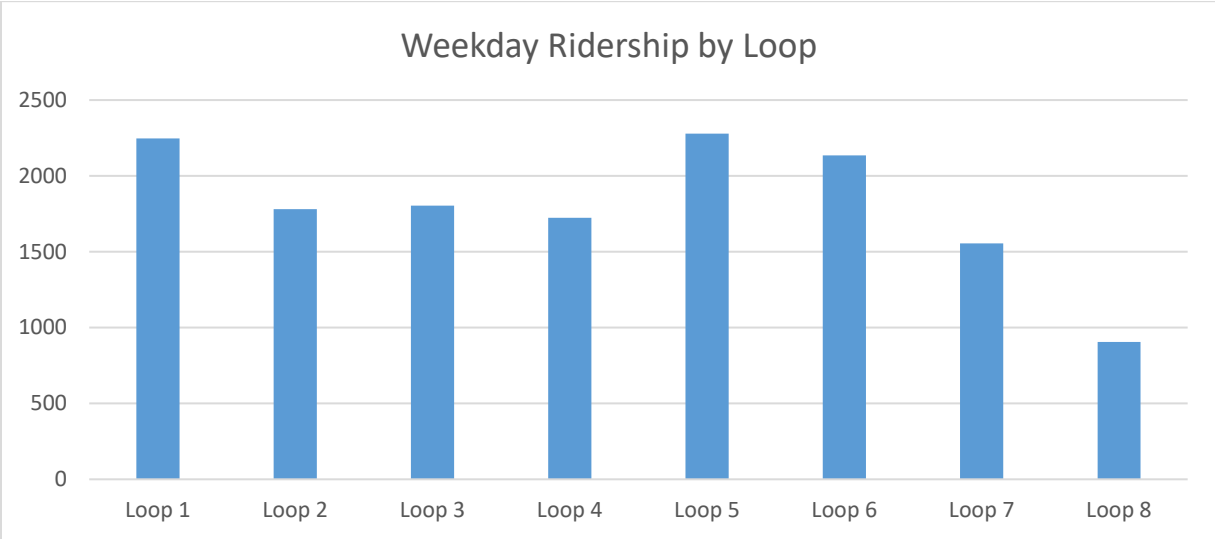
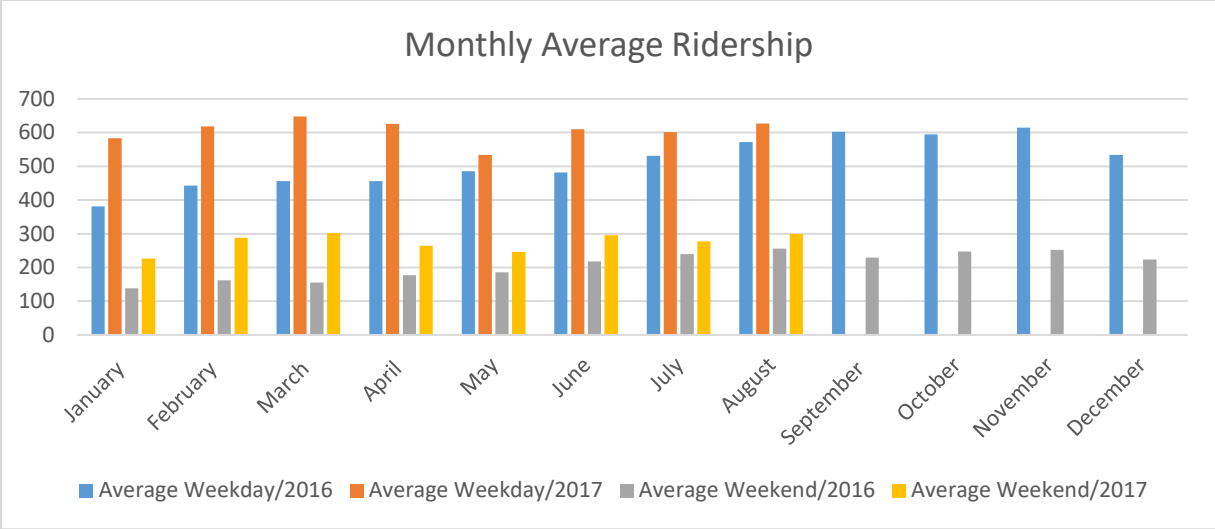


Ridership Year-To-Date

	Total/2016	Total/2017	% change	Weekday Totals/ 2016	Weekday Totals/ 2017	% change	Weekend Totals/ 2016	Weekend Totals/ 2017	% change
January	8899	14527	63%	7239	12258	69%	1660	2269	37%
February	10349	14332	38%	8850	11744	33%	1499	2588	73%
March	11728	17313	48%	10492	14896	42%	1236	2417	96%
April	11168	15162	36%	9568	12517	31%	1600	2645	65%
May	12355	16549	34%	10495	14333	37%	1860	2216	19%
June	12345	15788	28%	10604	13424	27%	1741	2364	36%
July	13248	15088	14%	10614	12025	13%	2634	3063	16%
August	15199	16828	11%	13151	14431	10%	2048	2397	17%
September	14710			12645			2065		
October	14959			12489			2470		
November	14820			12296			2524		
December	13758			7153			6605		
Year to Date	153,538	125,587							

Average Daily Ridership 2016-2017

	Average Weekday / 2016	Average Weekday/ 2017	% change	Average Weekend/ 2016	Average Weekend/ 2017	% change
January	381	584	53%	138	227	64%
February	443	618	40%	162	288	78%
March	456	648	42%	155	302	95%
April	456	626	37%	177	265	49%
May	486	534	10%	185	246	33%
June	482	610	21%	218	296	26%
July	531	601	12%	239	278	14%
August	572	627	10%	256	300	17%
September	602			229		
October	595			247		
November	615			252		
December	534			224		
YTD Average	511	603	43%	205	272	72%



(The y-axis percentage values show a respective loop's weight of total weekend ridership.)

Peak Service Loop in August: **1st loop, 10:00 am – 11:25 PM.**

Additional Ridership Data:

The number of bicycles carried in August: **253**

The number of wheelchair lift usage in August: **7**

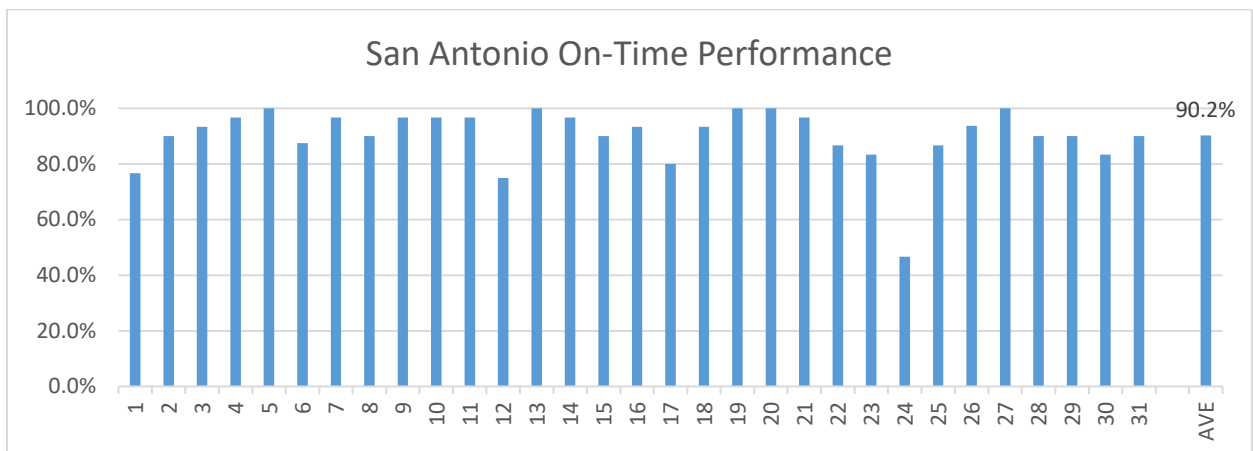
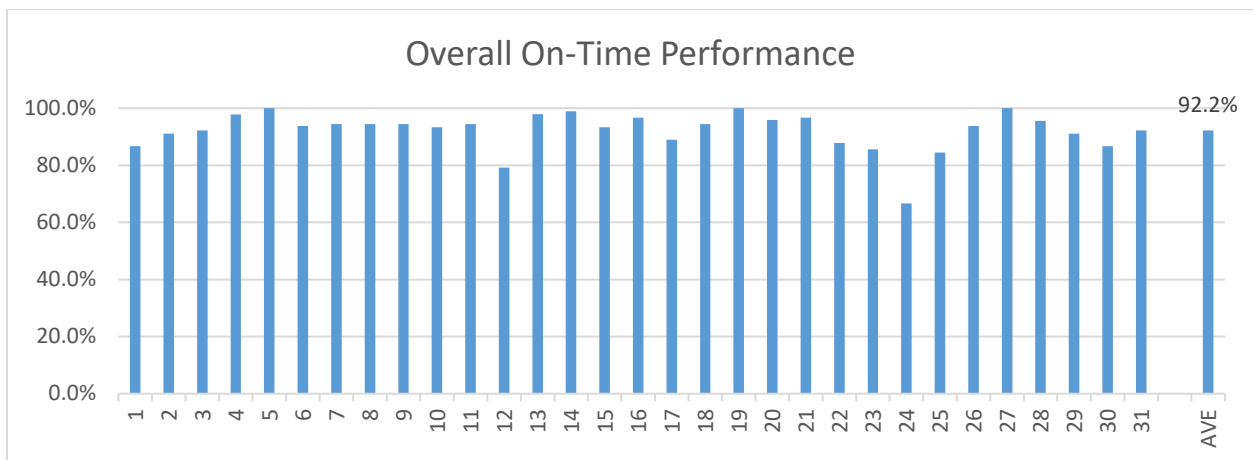
Shuttle On-Time Performance

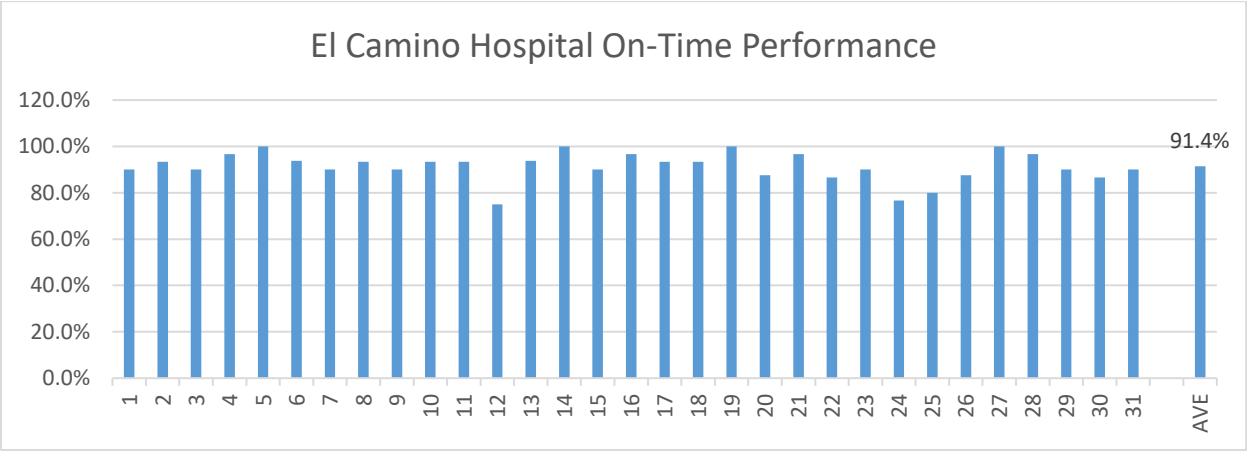
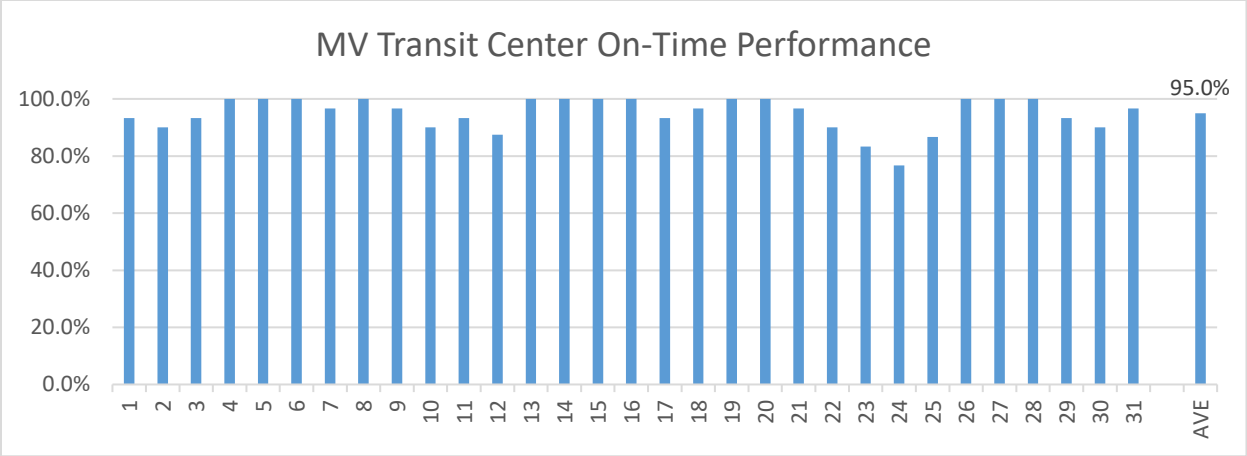
Percentage of being on-time:

On-Time performance data is now gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 3 centralized stops.

Overall average of all shuttles being on time is **92.2%**





Average Time Behind-Schedule in minutes:

Average arrival time was determined by averaging all shuttle arrival times at the San Antonio Center, MV Transit Center, and El Camino Hospital.

Average Arrival Time: **01:54** seconds behind schedule.

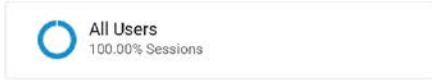
Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3057	17.80%	San Antonio Center	2870	17.50%
MV Transit Center	1474	8.60%	MV Transit Center	1572	9.60%
Senior/Teen Center	1428	8.30%	Senior/Teen Center (Red)	1260	7.70%
Grant Rd.	1243	7.20%	Grant Rd. (Red)	1245	7.60%
Civic Center	890	5.20%	Civic Center (Red)	890	5.40%
Rengstorff/Middlefield	856	5.00%	Rengstorff/Middlefield (Red)	834	5.10%
Middlefield/Terra Bella	639	3.70%	El Camino Hospital	612	3.70%
Sylvan Park	637	3.70%	El Camino Real/Sylvan (Red)	603	3.70%
Middlefield/Easy	621	3.60%	Sylvan Park (Red)	561	3.40%
El Camino Real/Sylvan	571	3.30%	Whisman Station (Red)	515	3.10%
Middlefield/Moffett	527	3.10%	California/Rengstorff (Red)	503	3.10%
Cuesta/Miramonte	503	2.90%	California/Ortega East	432	2.60%
Community Center	491	2.90%	Middlefield/Terra Bella (Red)	421	2.60%
Whisman Station	473	2.70%	Middlefield/Easy (Red)	338	2.10%
Whisman/Middlefield	470	2.70%	Middlefield/Moffett (Red)	329	2.00%
Graham Middle School	403	2.30%	Cuesta/Miramonte (Red)	312	1.90%
California/Rengstorff	377	2.20%	Whisman/Middlefield (Red)	289	1.80%
El Camino Hospital	360	2.10%	Graham Middle School (Red)	288	1.80%
California/Ortega East	331	1.90%	Villa/Mariposa	287	1.70%
California/Ortega West	315	1.80%	Community Center (Red)	270	1.60%
Rengstorff/Central	276	1.60%	Castro/El Camino Real (Red)	267	1.60%
Castro/El Camino Real (Gray)	258	1.50%	California/Rengstorff	263	1.60%
Shoreline/Middlefield #3 (Gray)	248	1.40%	Shoreline/Middlefield #1 (Red)	262	1.60%
Rengstorff/Montecito	212	1.20%	California/Ortega West	223	1.40%
Villa/Franklin	132	0.80%	Rengstorff/Central (Red)	222	1.40%
Villa/Shoreline	107	0.60%	Rengstorff/Montecito (Red)	221	1.30%
Grant/Eunice	93	0.50%	Villa/Franklin (Red)	194	1.20%
Shoreline/Pear	75	0.40%	Grant/Eunice	138	0.80%
Cuesta/Grant (Gray)	64	0.40%	Cuesta/Grant	81	0.50%
Cuesta/Grant	58	0.30%	Shoreline/Middlefield #2	63	0.40%
Shoreline/Middlefield #2	19	0.10%	Shoreline/Pear	59	0.40%
Total	17208	100.00%	Total	16424	100.00%

Summary of Website Activity

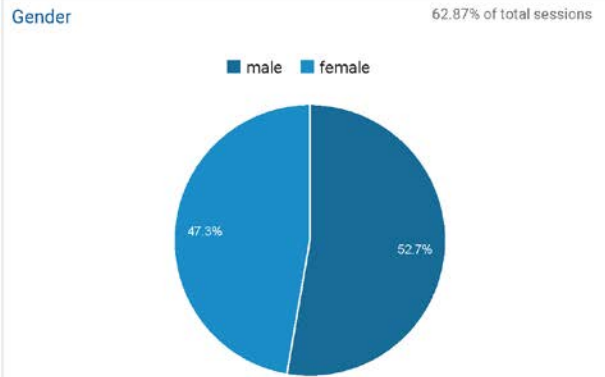
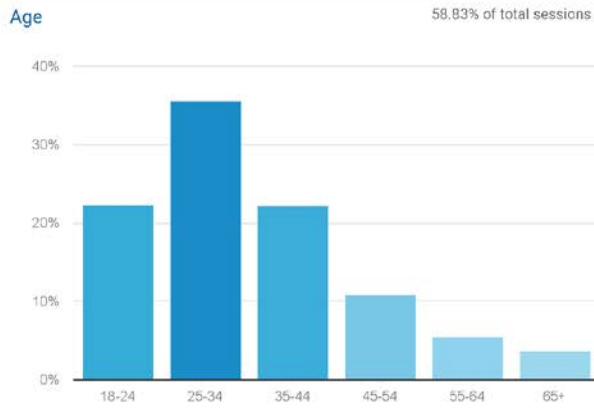
Year To Date and Monthly Report

Demographics: Overview



Jan 1, 2017 - Aug 31, 2017

Key Metric:

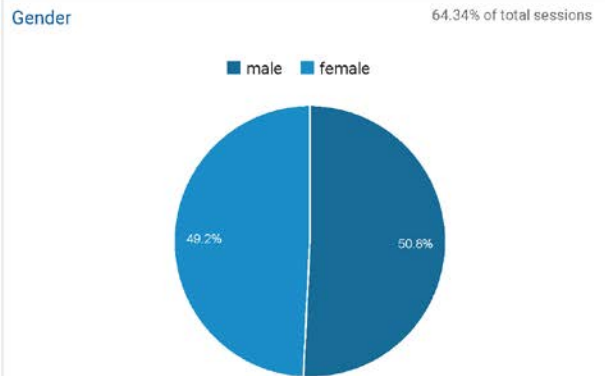
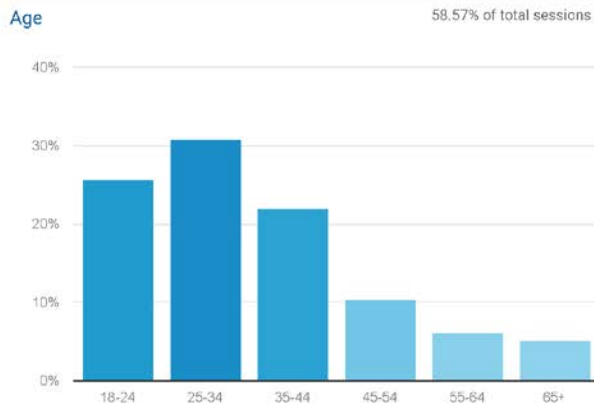


Demographics: Overview



Aug 1, 2017 - Aug 31, 2017

Key Metric:



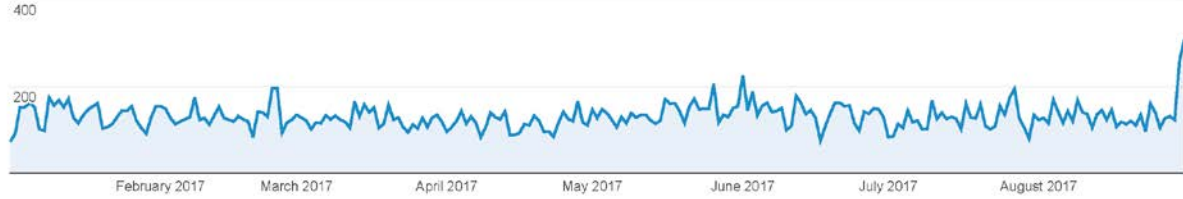
Audience Overview

Jan 1, 2017 - Aug 31, 2017

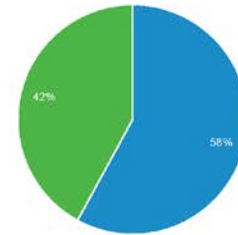
All Users
100.00% Sessions

Overview

Sessions



■ New Visitor ■ Returning Visitor



Language	Sessions	% Sessions
1. en-us	28,096	88.07%
2. en-gb	892	2.80%
3. zh-cn	461	1.45%
4. ru	454	1.42%
5. zh-tw	247	0.77%
6. ja-jp	211	0.66%
7. es-xl	207	0.65%
8. es-419	168	0.53%
9. ja	131	0.41%
10. en-ca	97	0.30%

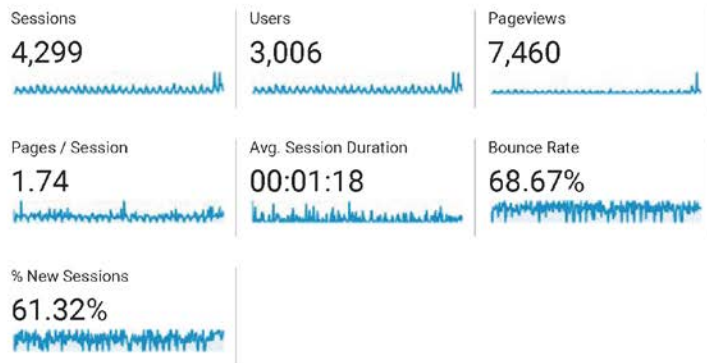
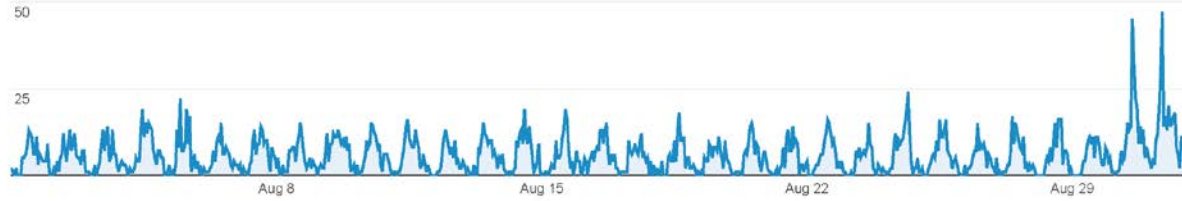
Audience Overview

Aug 1, 2017 - Aug 31, 2017

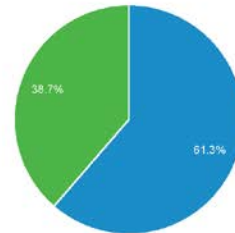
All Users
100.00% Sessions

Overview

Sessions



■ New Visitor ■ Returning Visitor



Language	Sessions	% Sessions
1. en-us	3,877	90.18%
2. en-gb	108	2.51%
3. zh-cn	63	1.47%
4. ja-jp	38	0.88%
5. ko	27	0.63%
6. es-419	25	0.58%
7. es-xl	24	0.56%
8. ja	20	0.47%
9. zh-tw	15	0.35%
10. en-ca	13	0.30%

Complaints Received by CSR Staff

- There were two complaints that we do not start before 10:00am.

Operational Issues

- Beginning on August 1st, 2017, the Mountain View Community Shuttle transitioned to paperless record keeping. The new, electronic method using the TripShot App will allow more accurate ridership counting and on-time performance tracking.