

# Mountain View Community Shuttle Monthly Operations Report

February 11, 2019

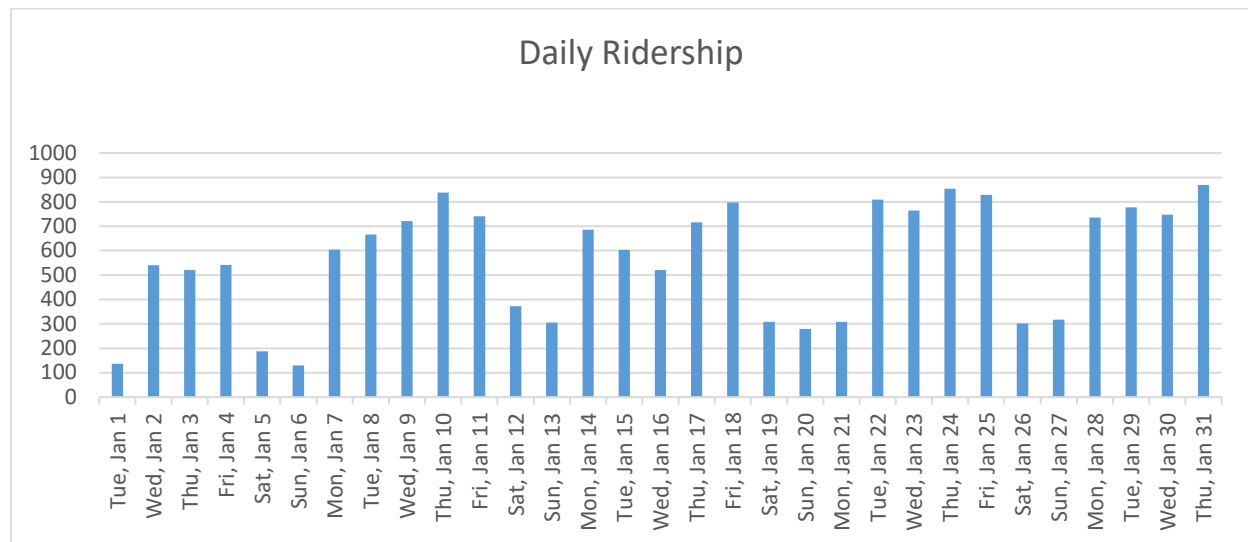
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## Passengers per Day, Table

		Tue, Jan 1	Wed, Jan 2	Thu, Jan 3	Fri, Jan 4	Sat, Jan 5
		137	540	521	542	188
Sun, Jan 6	Mon, Jan 7	Tue, Jan 8	Wed, Jan 9	Thu, Jan 10	Fri, Jan 11	Sat, Jan 12
130	604	666	721	838	741	372
Sun, Jan 13	Mon, Jan 14	Tue, Jan 15	Wed, Jan 16	Thu, Jan 17	Fri, Jan 18	Sat, Jan 19
306	686	603	521	716	797	308
Sun, Jan 20	Mon, Jan 21	Tue, Jan 22	Wed, Jan 23	Thu, Jan 24	Fri, Jan 25	Sat, Jan 26
280	308	809	764	854	829	302
Sun, Jan 27	Mon, Jan 28	Tue, Jan 29	Wed, Jan 30	Thu, Jan 31		
317	736	777	748	869		

## Passengers per Day, Chart

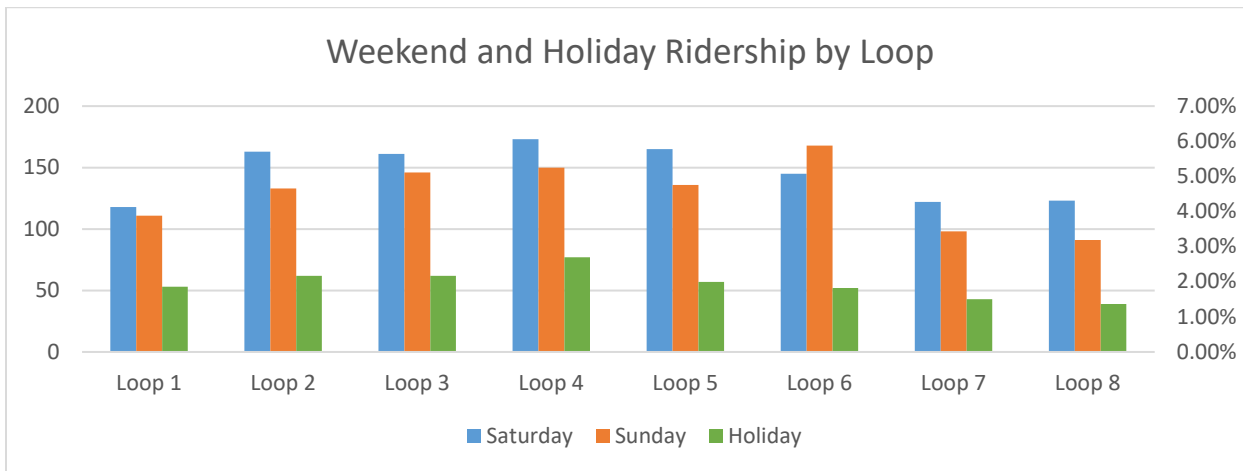
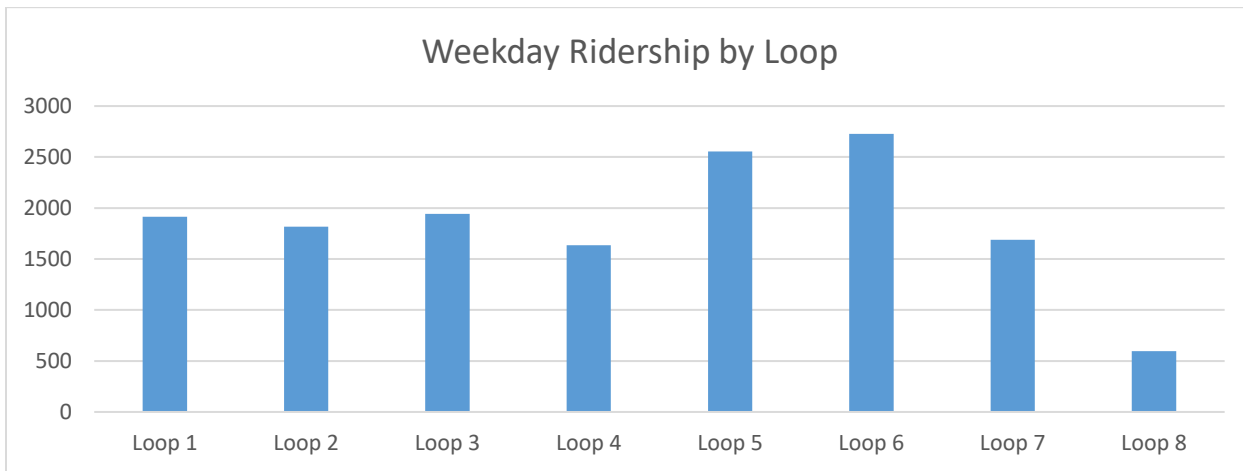
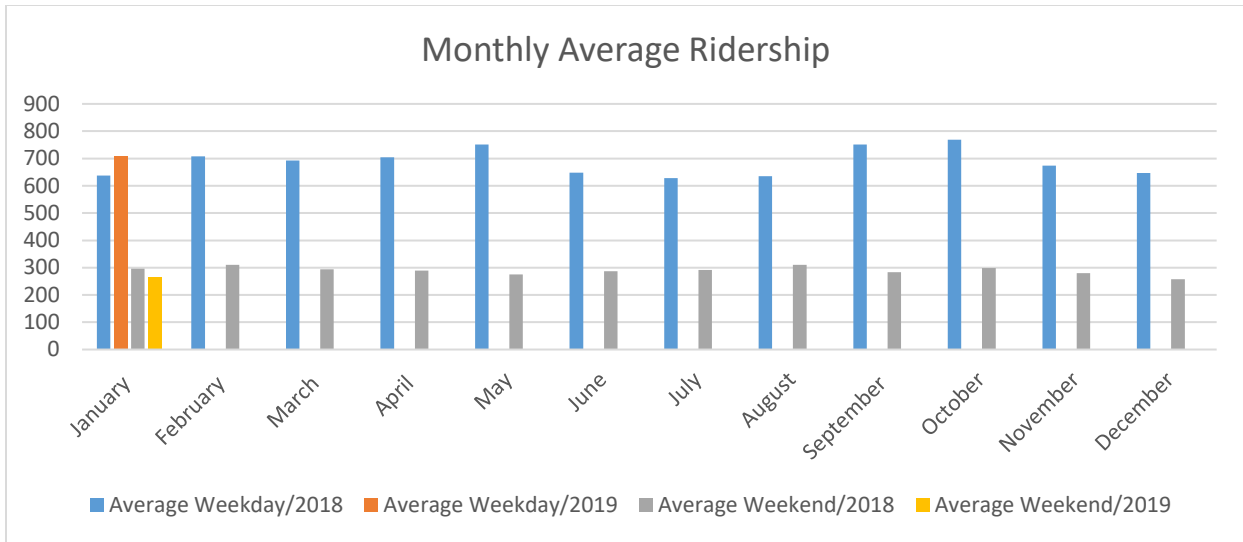


## Ridership Year-To-Date

	Total/2018	Total/2019	% change	Weekday Totals/ 2018	Weekday Totals/ 2019	% change	Weekend Totals/ 2018	Weekend Totals/ 2019	% change
January	16354	17530	7%	13394	14882	11%	2960	2648	-11%
February	16251			13461			2790		
March	17894			15248			2646		
April	17382			14786			2596		
May	18997			16522			2475		
June	16197			13617			2580		
July	16099			13184			2915		
August	17080			14601			2479		
September	17384			14273			3111		
October	20088			17697			2391		
November	16272			13473			2799		
December	15781			12945			2836		
<b>Year to Date</b>	<b>205,779</b>	<b>17,530</b>							

## Average Daily Ridership 2018-2019

	Average Weekday/2018	Average Weekday/2019	% change	Average Weekend/2018	Average Weekend/2019	% change
January	638	709	11%	296	265	-10%
February	708			310		
March	693			294		
April	704			289		
May	751			275		
June	648			287		
July	628			292		
August	635			310		
September	751			283		
October	769			299		
November	674			280		
December	647			258		
<b>YTD Average</b>	<b>687</b>	<b>709</b>	<b>3%</b>	<b>289</b>	<b>265</b>	<b>-8%</b>



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

Peak Service Loop in January: **6th loop, 3:00 PM – 4:25 PM.**

## Additional Ridership Data:

The number of bicycles carried in January: **236**

The number of wheelchair lift usage in January: **19**

## Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3024	15.7%	San Antonio Center	2653	16.6%
MV Transit Center	1726	8.9%	Grant Rd. (Red)	1684	10.5%
Senior/Teen Center	1561	8.1%	MV Transit Center	1482	9.2%
Grant Rd.	1549	8.0%	Senior/Teen Center (Red)	1401	8.7%
Middlefield/Easy	1135	5.9%	El Camino Real/Sylvan (Red)	784	4.9%
Rengstorff/Middlefield	842	4.4%	Rengstorff/Middlefield (Red)	701	4.4%
Civic Center	827	4.3%	Civic Center (Red)	680	4.2%
Graham Middle School	738	3.8%	Middlefield/Easy (Red)	591	3.7%
El Camino Real/Sylvan	685	3.6%	Whisman Station (Red)	563	3.5%
Whisman Station	670	3.5%	Sylvan Park (Red)	504	3.1%
Crittenden Middle School	593	3.1%	El Camino Hospital	499	3.1%
Middlefield/Moffett	571	3.0%	Middlefield/Moffett (Red)	465	2.9%
Cuesta/Miramonte	569	3.0%	California/Ortega East	413	2.6%
California/Ortega West	502	2.6%	California/Rengstorff (Red)	386	2.4%
Sylvan Park	438	2.3%	Cuesta/Miramonte (Red)	273	1.7%
Rengstorff/Central	421	2.2%	Castro/El Camino Real (Red)	266	1.7%
California/Rengstorff	412	2.1%	Shoreline/Middlefield #1 (Red)	263	1.6%
California/Ortega East	399	2.1%	Grant/Eunice	239	1.5%
Whisman/Middlefield	394	2.0%	Villa/Franklin (Red)	231	1.4%
El Camino Hospital	350	1.8%	Rengstorff/Central (Red)	228	1.4%
Castro/El Camino Real (Gray)	322	1.7%	California/Rengstorff	222	1.4%
Shoreline/Middlefield #3 (Gray)	250	1.3%	Whisman/Middlefield (Red)	214	1.3%
Middlefield/Terra Bella	233	1.2%	California/Ortega West	176	1.1%
Community Center	222	1.2%	Graham Middle School (Red)	163	1.0%
Rengstorff/Montecito	155	0.8%	Community Center (Red)	159	1.0%
Villa/Franklin	144	0.7%	Middlefield/Terra Bella (Red)	136	0.8%
Villa/Shoreline	119	0.6%	Rengstorff/Montecito (Red)	131	0.8%
Cuesta/Grant	106	0.5%	Villa/Mariposa	129	0.8%
Grant/Eunice	100	0.5%	Crittenden Middle School (Red)	128	0.8%
Cuesta/Grant (Gray)	95	0.5%	Cuesta/Grant	117	0.7%
Middlefield/San Pierre	60	0.3%	Shoreline/Pear	53	0.3%
Shoreline/Pear	53	0.3%	Shoreline/Middlefield #2	47	0.3%
Shoreline/Middlefield #2	23	0.1%	Middlefield/San Pierre (Red)	45	0.3%
<b>Total</b>	<b>19288</b>	<b>100.00%</b>	<b>Total</b>	<b>16026</b>	<b>100.00%</b>

# Shuttle On-Time Performance

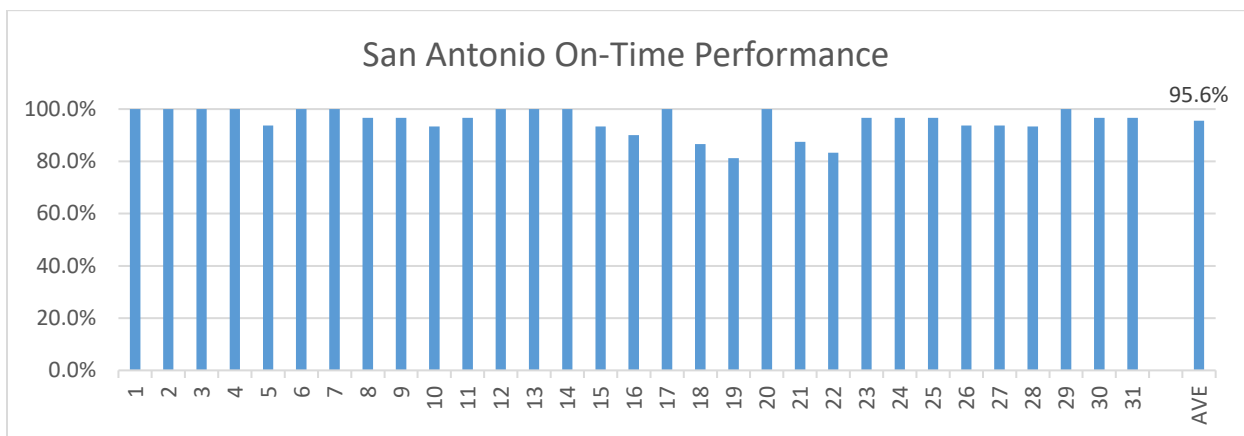
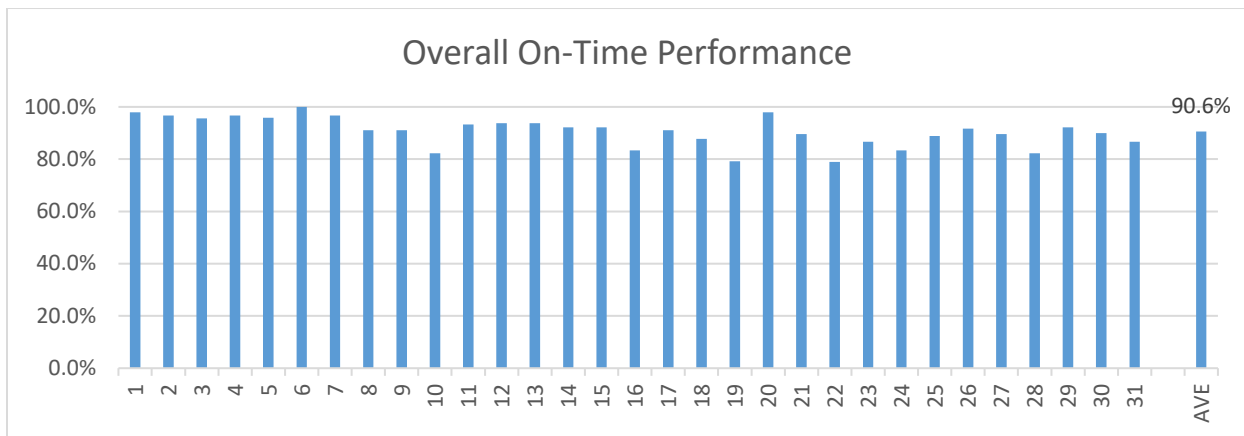
## Percentage of being on-time:

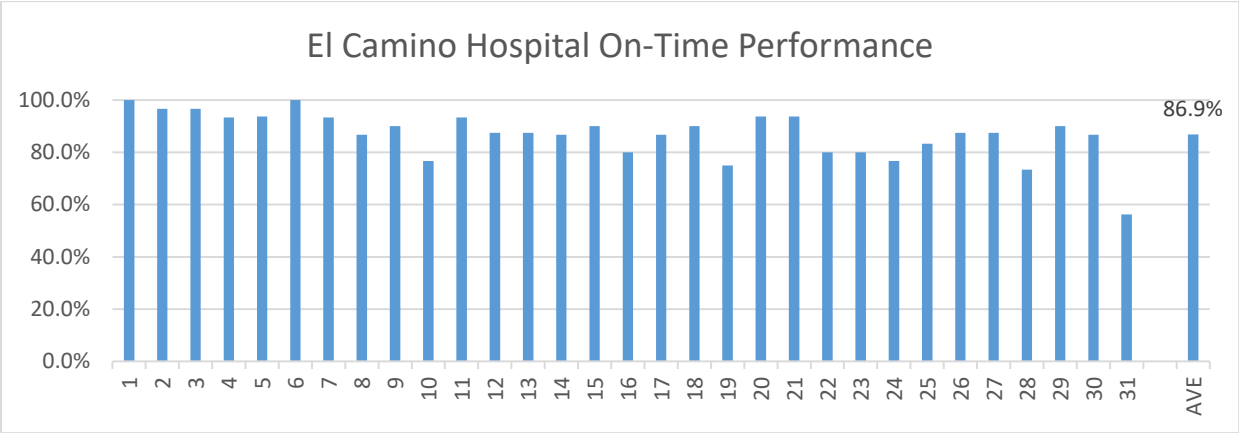
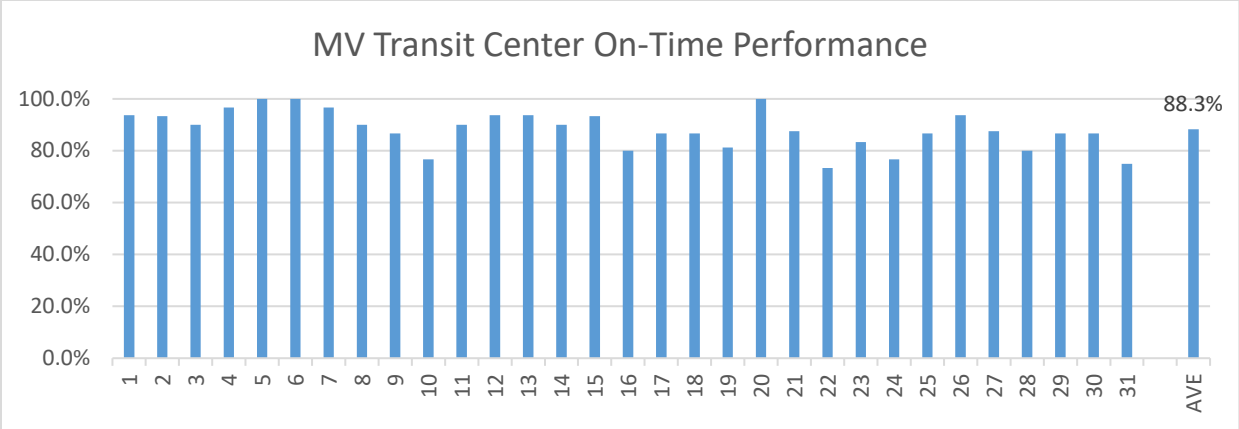
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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.

A shuttle is considered On Time if it departs between 1 minute early to 5 minutes late of the scheduled departure time.

**Overall average of all shuttles being on time is 90.6%\***





**Average Time Behind-Schedule in minutes:**

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

Average Departure Time: **2 minutes and 36 seconds (02:36)** behind schedule.



# Summary of Website Activity

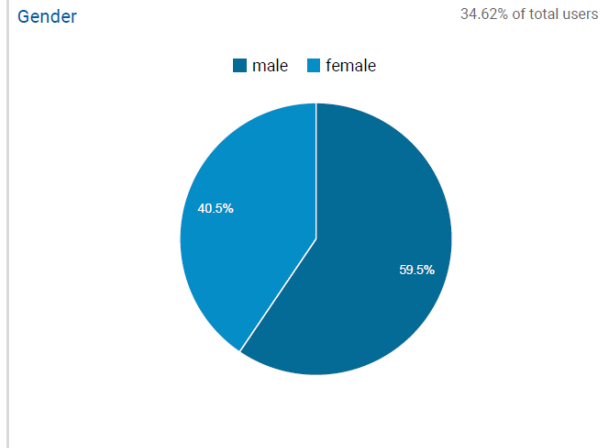
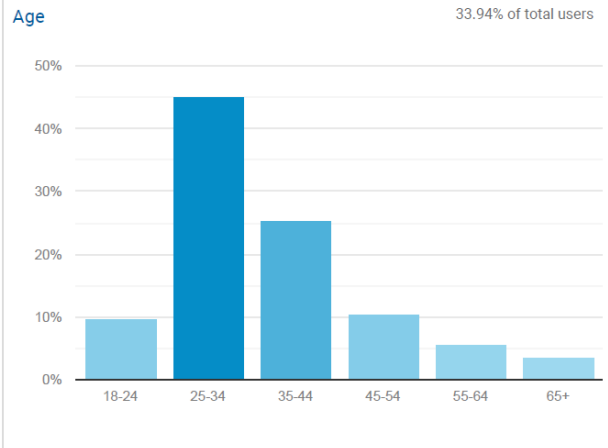
## Year To Date/Monthly Report

### Demographics: Overview

All Users  
100.00% Users

Jan 1, 2019 - Jan 31, 2019

Key Metric:



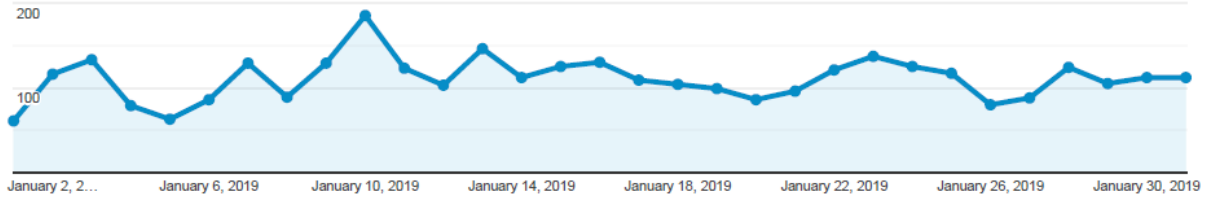
## Audience Overview

Jan 1, 2019 - Jan 31, 2019

All Users  
100.00% Users

### Overview

#### Users



#### Users

2,652



#### New Users

2,336



#### Sessions

3,864



#### Number of Sessions per User

1.46



#### Pageviews

7,168



#### Pages / Session

1.86



#### Avg. Session Duration

00:01:26

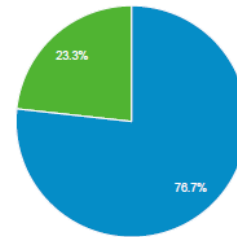


#### Bounce Rate

68.71%

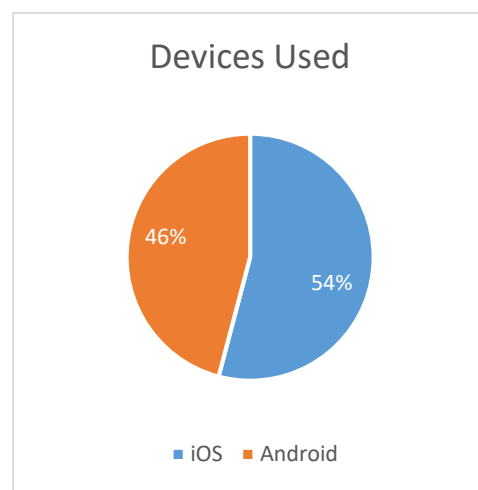
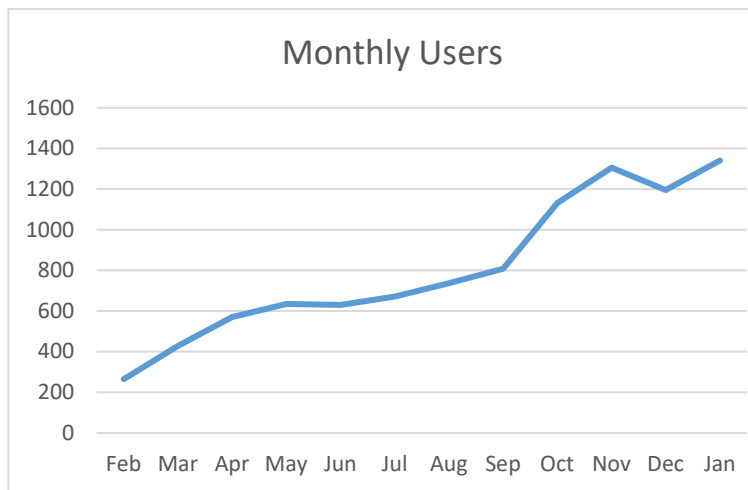
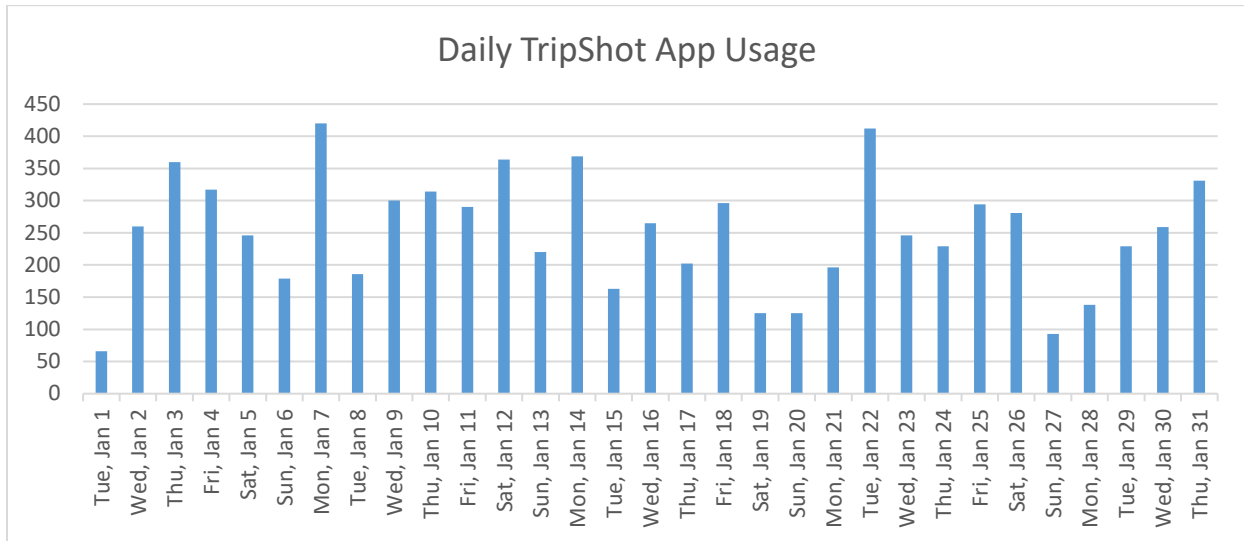


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	2,367	89.12%
2. zh-cn	52	1.96%
3. en-gb	47	1.77%
4. es-xl	24	0.90%
5. en-ca	19	0.72%
6. ja-jp	15	0.56%
7. ko	15	0.56%
8. zh-tw	13	0.49%
9. es-419	12	0.45%
10. en	11	0.41%

## Summary of TripShot App Activity



**Users\*: 1341**

**App Sessions: 2393**

*\*User information is not required by the TripShot app and therefore, these numbers represent a low-end estimation based on the data available*

## Operational Updates

- In an effort to better serve both students and non-students, the Middlefield/Terra Bella stops were discontinued as of January 21<sup>st</sup>, 2019 and two new stops were opened in their place.
  - **Crittenden Middle School:** This new stop is located near the crosswalks at the intersection of Middlefield/Farley
  - **Middlefield/San Pierre:** This new stop is located near the intersection of Middlefield/San Pierre, in front of the Social Services Agency (Red) and the Meadowood Apartments (Gray).

## Complaints Received by CSR Staff

- There was one complaint that a shuttle departed early.
  - Driver was spoken to and a new practice has been implemented for all drivers to prevent early departures from happening
- There was one complaint that a particular driver regularly rolls through stop signs.
  - Both driver manager and program manager investigated and monitored the driver in question. While the complaint could not be verified, the driver was spoken to and will continue to be monitored.