

Mountain View Community Shuttle Monthly Operations Report

May 10, 2018

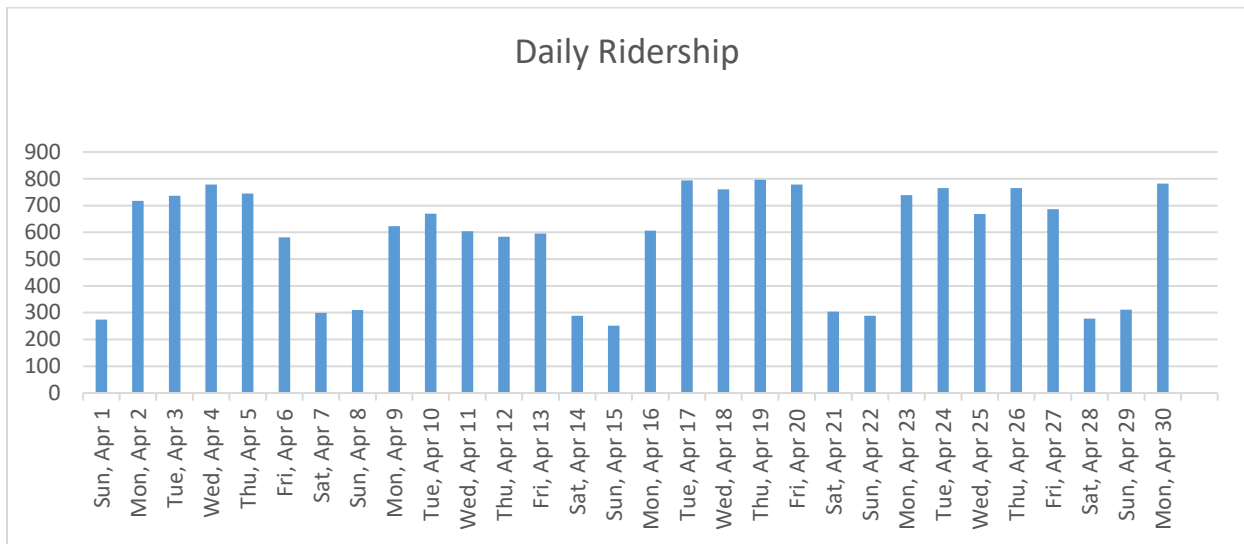
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Passengers per Day, Table

Sun, Apr 1	Mon, Apr 2	Tue, Apr 3	Wed, Apr 4	Thu, Apr 5	Fri, Apr 6	Sat, Apr 7
274	718	737	778	745	581	299
Sun, Apr 8	Mon, Apr 9	Tue, Apr 10	Wed, Apr 11	Thu, Apr 12	Fri, Apr 13	Sat, Apr 14
310	623	670	604	584	596	289
Sun, Apr 15	Mon, Apr 16	Tue, Apr 17	Wed, Apr 18	Thu, Apr 19	Fri, Apr 20	Sat, Apr 21
251	607	794	761	797	779	304
Sun, Apr 22	Mon, Apr 23	Tue, Apr 24	Wed, Apr 25	Thu, Apr 26	Fri, Apr 27	Sat, Apr 28
289	739	765	669	765	687	278
Sun, Apr 29	Mon, Apr 30					
311	782					

Passengers per Day, Chart

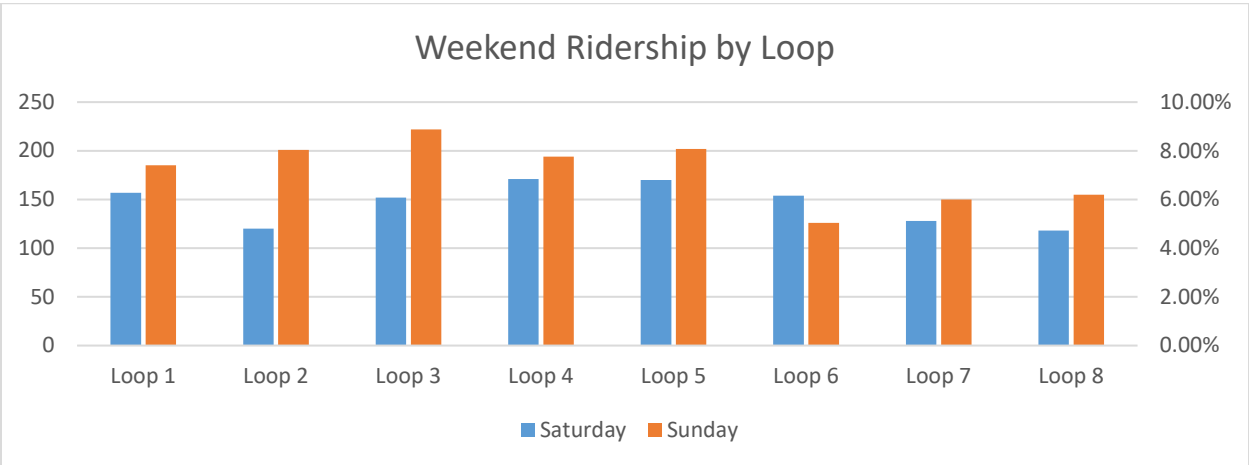
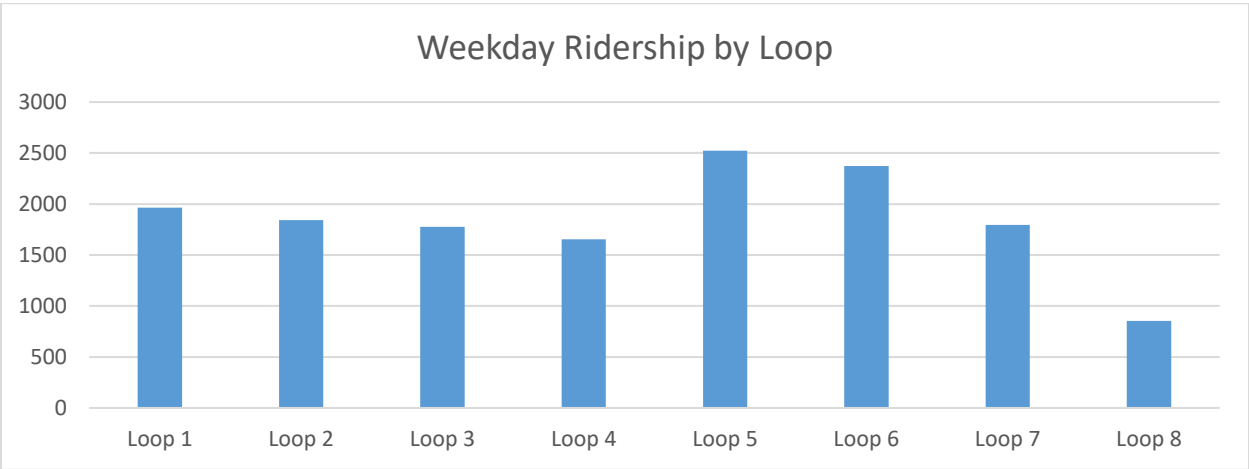
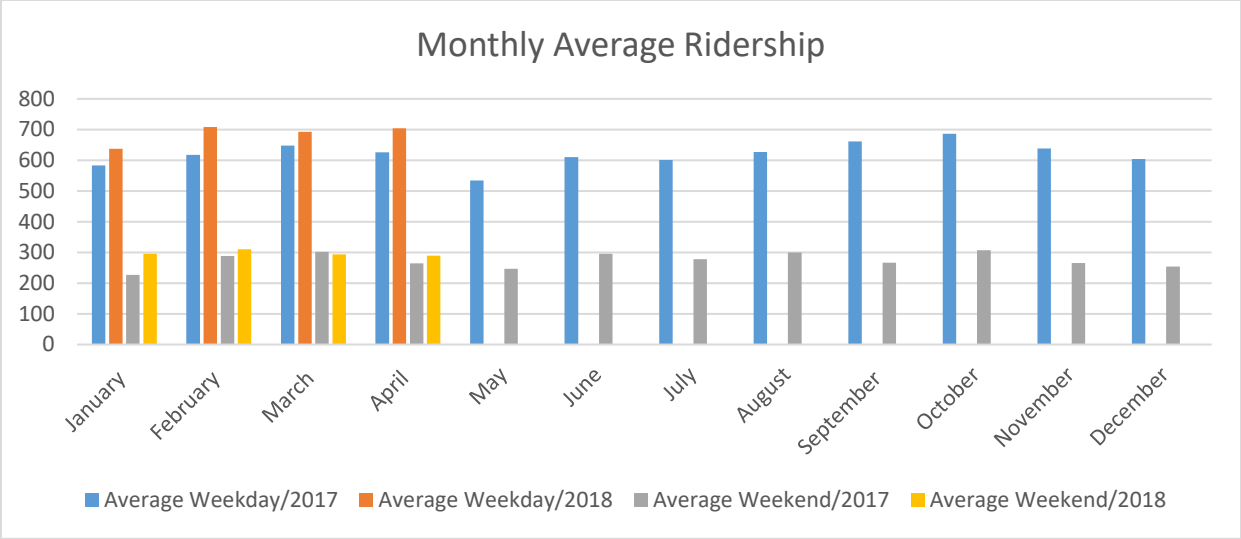


Ridership Year-To-Date

	Total/ 2017	Total/ 2018	% change	Weekday Totals/ 2017	Weekday Totals/ 2018	% change	Weekend Totals/ 2017	Weekend Totals/ 2018	% change
January	14527	16354	13%	12258	13394	9%	2269	2960	30%
February	14332	16251	13%	11744	13461	15%	2588	2790	8%
March	17313	17894	3%	14896	15248	2%	2417	2646	9%
April	15162	17382	15%	12517	14786	18%	2645	2596	-2%
May	16549			14333			2216		
June	15788			13424			2364		
July	15088			12025			3063		
August	16828			14431			2397		
September	15786			13163			2623		
October	17876			15117			2759		
November	15810			13429			2381		
December	14866			12075			2791		
Year to Date	189,925	67,881							

Average Daily Ridership 2017-2018

	Average Weekday / 2017	Average Weekday/ 2018	% change	Average Weekend/ 2017	Average Weekend/ 2018	% change
January	584	638	9%	227	296	30%
February	618	708	15%	288	310	8%
March	648	693	7%	302	294	-3%
April	626	704	12%	265	289	9%
May	534			246		
June	610			296		
July	601			278		
August	627			300		
September	661			266		
October	687			307		
November	639			265		
December	604			254		
YTD Average	620	686	11%	274	297	8%



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

Peak Service Loop in April: 5th loop, 2:00 PM – 3:25 PM.

Additional Ridership Data:

The number of bicycles carried in April: **197**

The number of wheelchair lift usage in April: **13**

Shuttle On-Time Performance

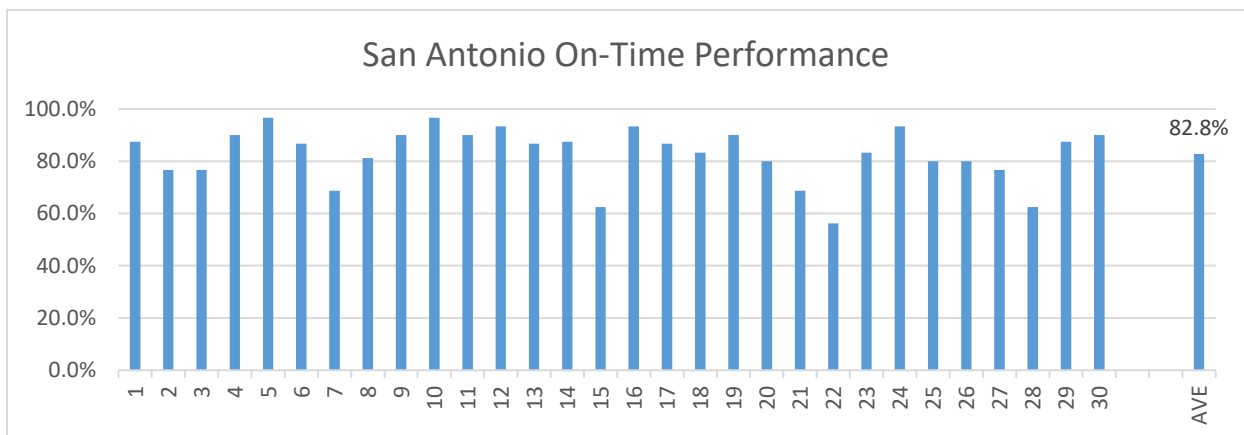
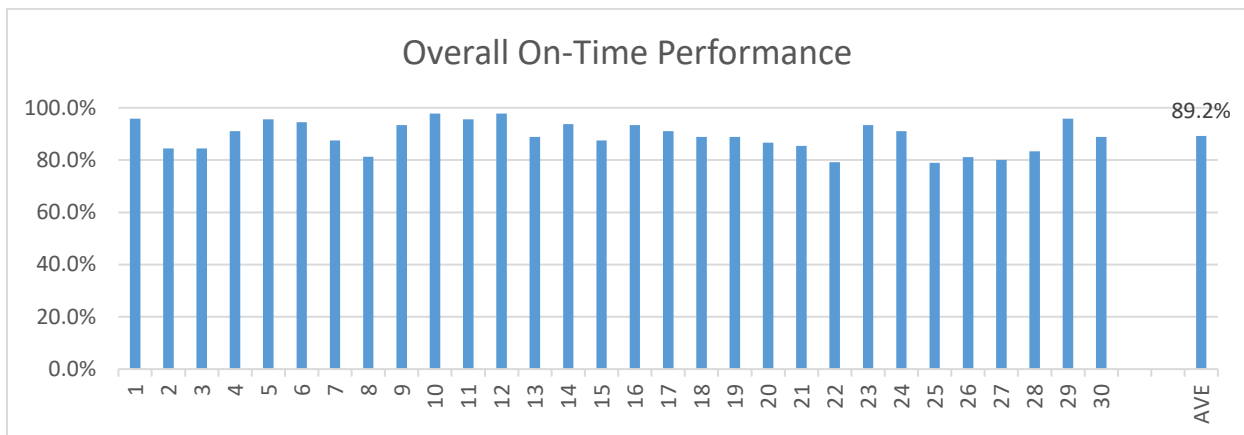
Percentage of being on-time:

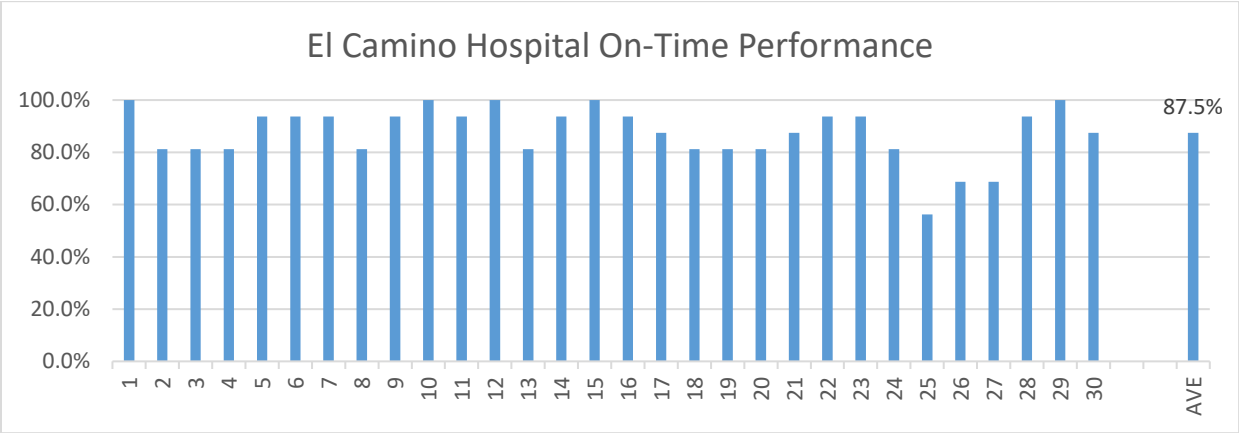
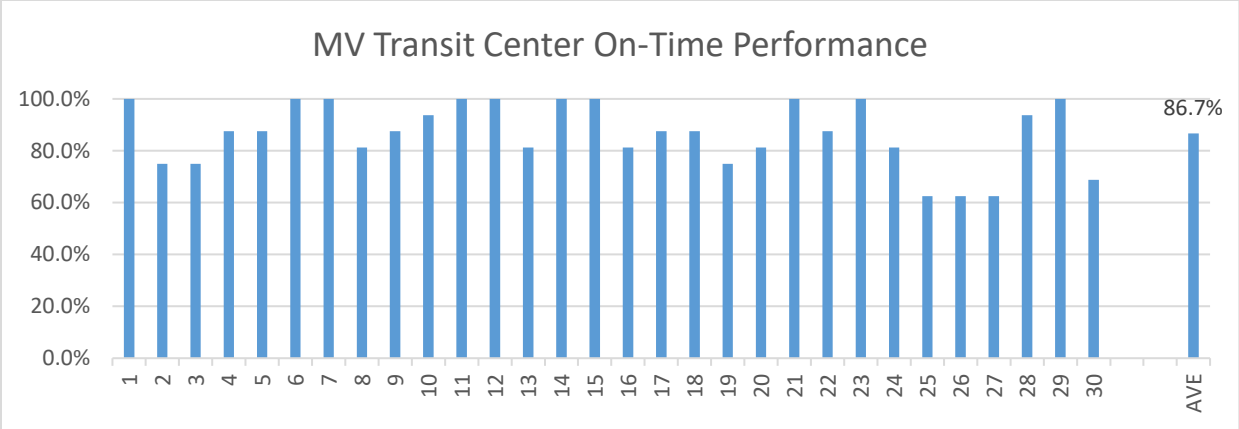
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 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 **89.2%**





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: **1 minutes and 48 seconds (01:48)** behind schedule.

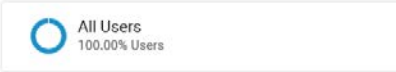
Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2855	16.2%	San Antonio Center	3019	17.6%
Senior/Teen Center	1611	9.2%	Senior/Teen Center (Red)	1535	8.9%
MV Transit Center	1518	8.6%	MV Transit Center	1532	8.9%
Grant Rd.	1185	6.7%	Grant Rd. (Red)	1291	7.5%
Graham Middle School	847	4.8%	Rengstorff/Middlefield (Red)	898	5.2%
Rengstorff/Middlefield	825	4.7%	Civic Center (Red)	656	3.8%
Middlefield/Terra Bella	799	4.5%	Middlefield/Moffett (Red)	624	3.6%
Middlefield/Moffett	784	4.5%	Sylvan Park (Red)	607	3.5%
Civic Center	603	3.4%	El Camino Real/Sylvan (Red)	558	3.2%
Middlefield/Easy	599	3.4%	El Camino Hospital	536	3.1%
Sylvan Park	541	3.1%	Middlefield/Terra Bella (Red)	480	2.8%
El Camino Real/Sylvan	520	3.0%	California/Rengstorff (Red)	455	2.6%
California/Rengstorff	517	2.9%	California/Ortega East	444	2.6%
Cuesta/Miramonte	511	2.9%	Middlefield/Easy (Red)	438	2.5%
Whisman Station	485	2.8%	Whisman Station (Red)	428	2.5%
Whisman/Middlefield	470	2.7%	Whisman/Middlefield (Red)	361	2.1%
Rengstorff/Central	410	2.3%	Graham Middle School (Red)	340	2.0%
Castro/El Camino Real (Gray)	361	2.1%	Cuesta/Miramonte (Red)	327	1.9%
California/Ortega East	337	1.9%	Shoreline/Middlefield #1 (Red)	324	1.9%
California/Ortega West	317	1.8%	California/Rengstorff	299	1.7%
El Camino Hospital	291	1.7%	Castro/El Camino Real (Red)	296	1.7%
Community Center	257	1.5%	Rengstorff/Central (Red)	274	1.6%
Shoreline/Middlefield #3 (Gray)	223	1.3%	Villa/Franklin (Red)	253	1.5%
Villa/Franklin	164	0.9%	Community Center (Red)	246	1.4%
Rengstorff/Montecito	160	0.9%	Villa/Mariposa	232	1.3%
Shoreline/Pear	102	0.6%	Rengstorff/Montecito (Red)	211	1.2%
Grant/Eunice	76	0.4%	Grant/Eunice	171	1.0%
Cuesta/Grant	76	0.4%	California/Ortega West	150	0.9%
Villa/Shoreline	74	0.4%	Shoreline/Pear	107	0.6%
Cuesta/Grant (Gray)	33	0.2%	Cuesta/Grant	84	0.5%
Shoreline/Middlefield #2	20	0.1%	Shoreline/Middlefield #2	21	0.1%
Total	17571	100.0%	Total	17197	100.0%

Summary of Website Activity

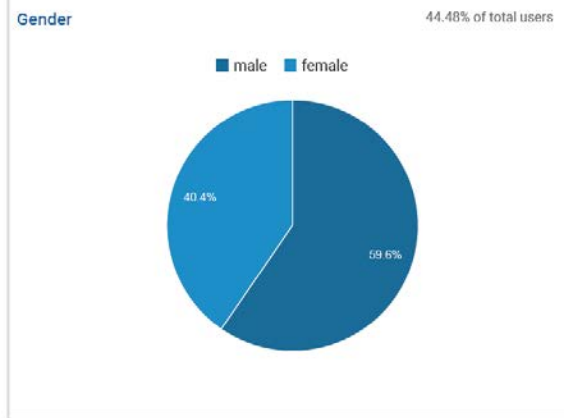
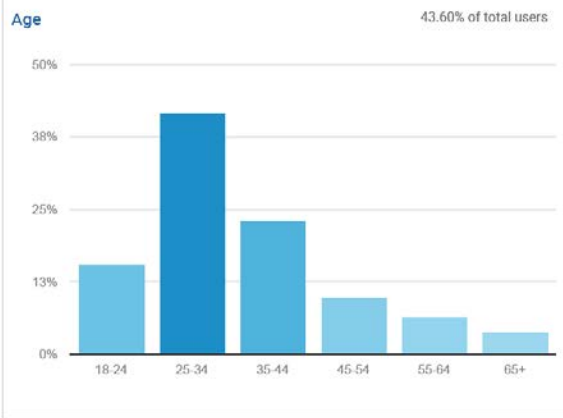
Year To Date/Monthly Report

Demographics: Overview

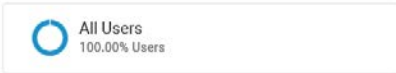


Jan 1, 2018 - Apr 30, 2018

Key Metric:

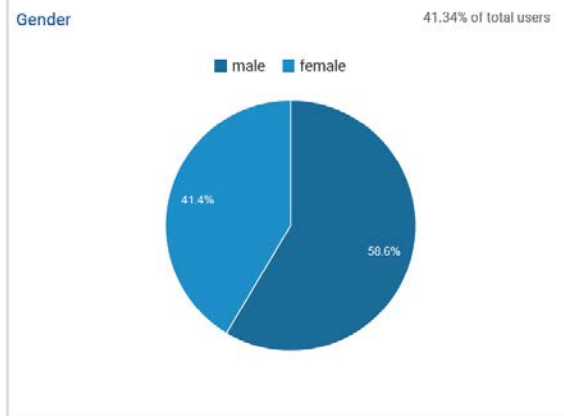
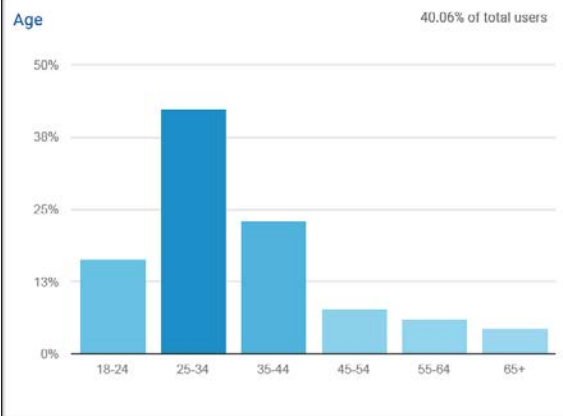


Demographics: Overview



Apr 1, 2018 - Apr 30, 2018

Key Metric:



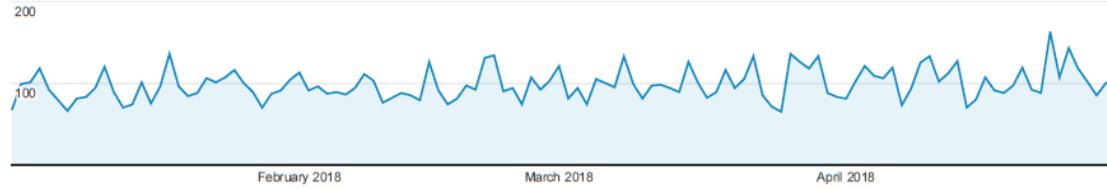
Audience Overview

Jan 1, 2018 - Apr 30, 2018

All Users
100.00% Users

Overview

Users



Users

8,559



New Users

8,103



Sessions

13,297



Number of Sessions per User

1.55



Pageviews

28,982



Pages / Session

2.18



Avg. Session Duration

00:01:28

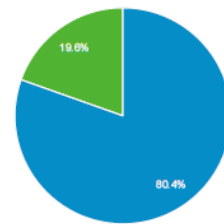


Bounce Rate

66.63%



New Visitor Returning Visitor



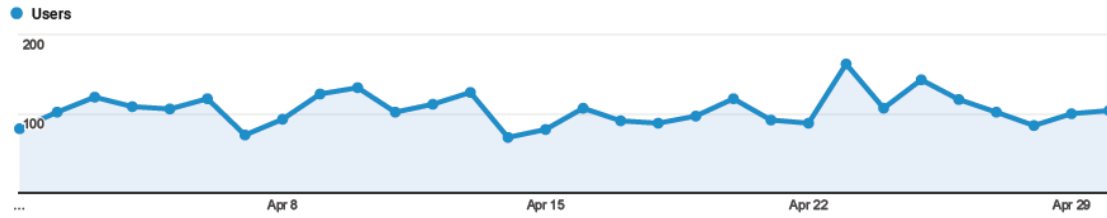
Language	Users	% Users
1. en-us	7,701	89.74%
2. en-gb	174	2.03%
3. zh-cn	103	1.20%
4. zh-tw	69	0.80%
5. ja-jp	58	0.68%
6. ko	53	0.62%
7. fr	50	0.58%
8. es-419	35	0.41%
9. es-xl	34	0.40%
10. en-ca	32	0.37%

Audience Overview

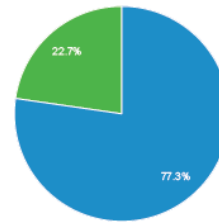
Apr 1, 2018 - Apr 30, 2018

All Users
100.00% Users

Overview

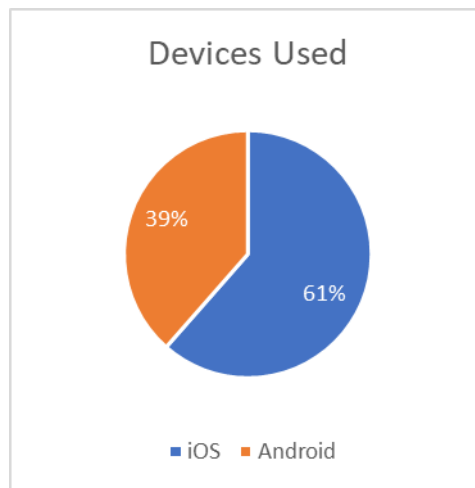
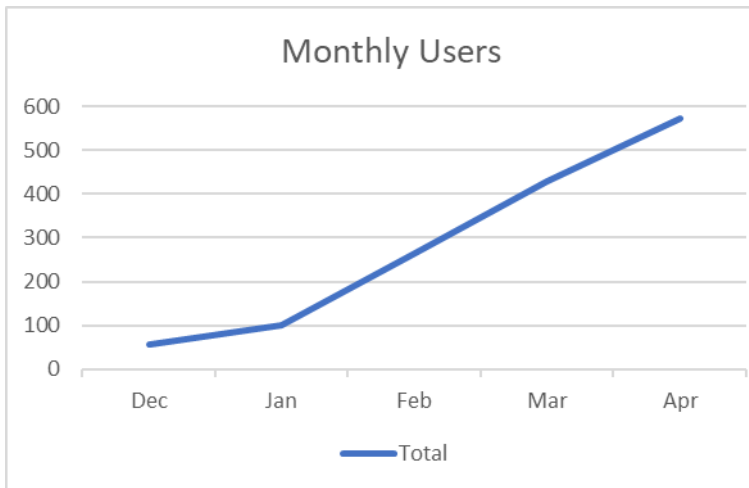
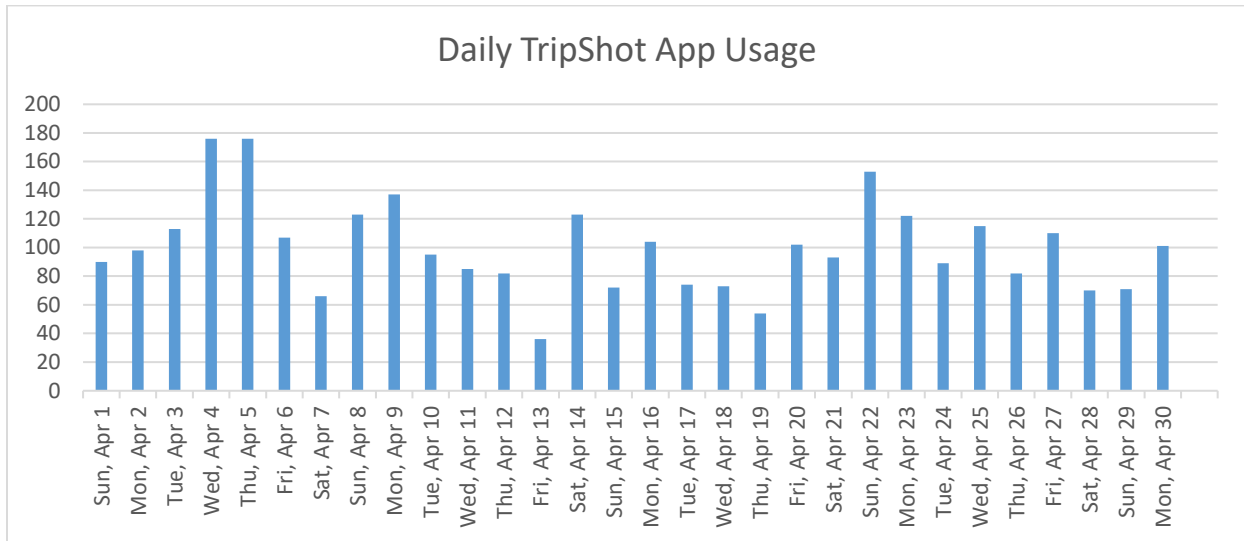


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	2,245	89.37%
2. fr	43	1.71%
3. en-gb	38	1.51%
4. zh-cn	36	1.43%
5. zh-tw	24	0.96%
6. en	11	0.44%
7. es-419	10	0.40%
8. ja-jp	10	0.40%
9. de-de	9	0.36%
10. ko-kr	9	0.36%

Summary of TripShot App Activity



Users*: 571

App Sessions: 901

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

Complaints Received by CSR Staff

- There was one complaint drivers are using their cell phones
 - Caller did not report specific time or route, so all drivers were reminded of strict “no phone” policy and laws.
- There were two complaints that the shuttle departed stop early
 - Reports were confirmed and drivers were spoken to about early departures
- There was one incident in which numerous students from Crittenden Middle School were asked to get off shuttle early due to poor behavior.
 - The MVCS Program policy states that no passenger will be kicked off of the shuttle unless they pose a health or safety risk to the other passengers. Incident was investigated by managers and disciplinary action was taken with driver to ensure it does not happen again.
- There was one complaint that a driver would not allow passenger with walker to board using the wheelchair lift.
 - For safety purposes, the wheelchair lift is only to be used to lift passengers in wheelchairs or other transportation devices that can be secured. However, driver was spoken to about offering alternative solutions to help ADA passengers board.