

Mountain View Community Shuttle Monthly Operations Report

December 6, 2018

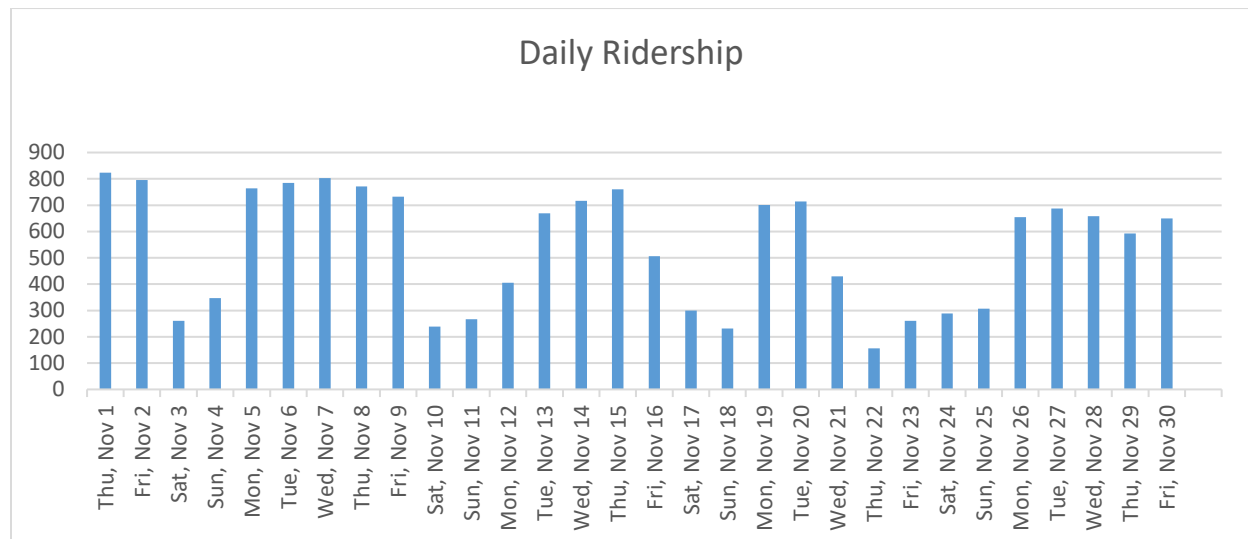
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Passengers per Day, Table

				Thu, Nov 1	Fri, Nov 2	Sat, Nov 3
				824	796	260
Sun, Nov 4	Mon, Nov 5	Tue, Nov 6	Wed, Nov 7	Thu, Nov 8	Fri, Nov 9	Sat, Nov 10
347	764	785	803	771	732	239
Sun, Nov 11	Mon, Nov 12	Tue, Nov 13	Wed, Nov 14	Thu, Nov 15	Fri, Nov 16	Sat, Nov 17
267	405	669	716	760	506	299
Sun, Nov 18	Mon, Nov 19	Tue, Nov 20	Wed, Nov 21	Thu, Nov 22	Fri, Nov 23	Sat, Nov 24
231	701	714	429	156	261	288
Sun, Nov 25	Mon, Nov 26	Tue, Nov 27	Wed, Nov 28	Thu, Nov 29	Fri, Nov 30	
307	654	687	658	593	650	

Passengers per Day, Chart

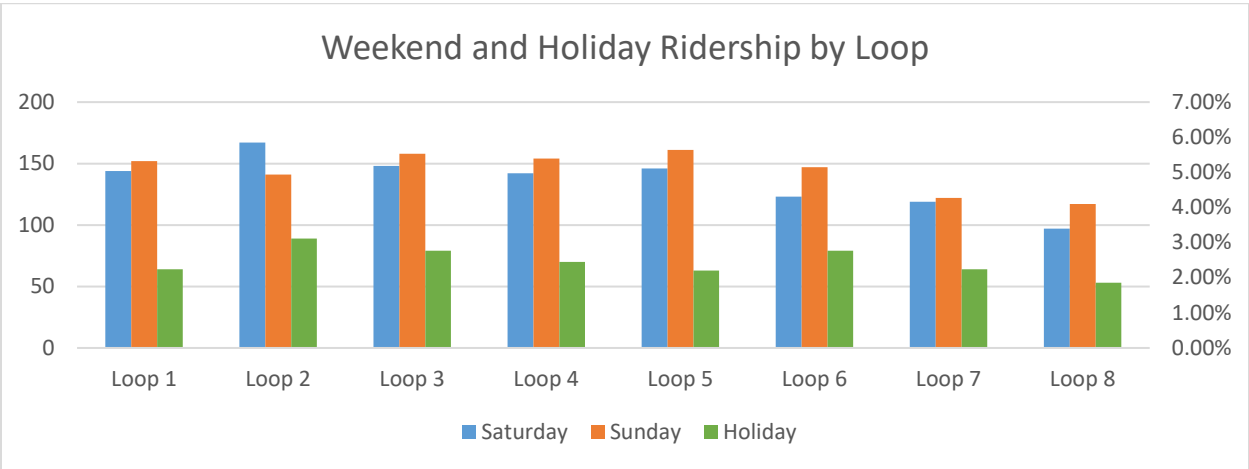
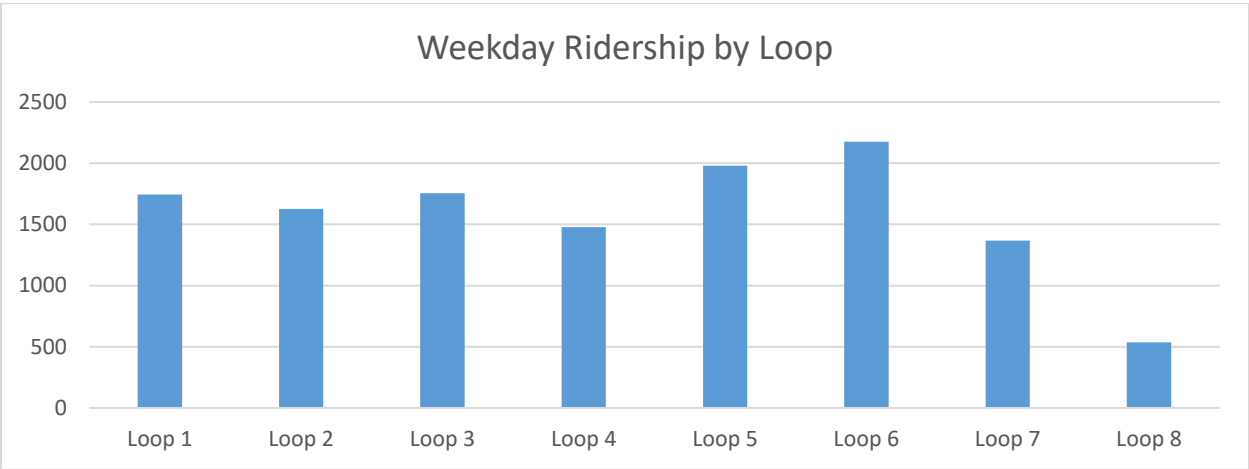
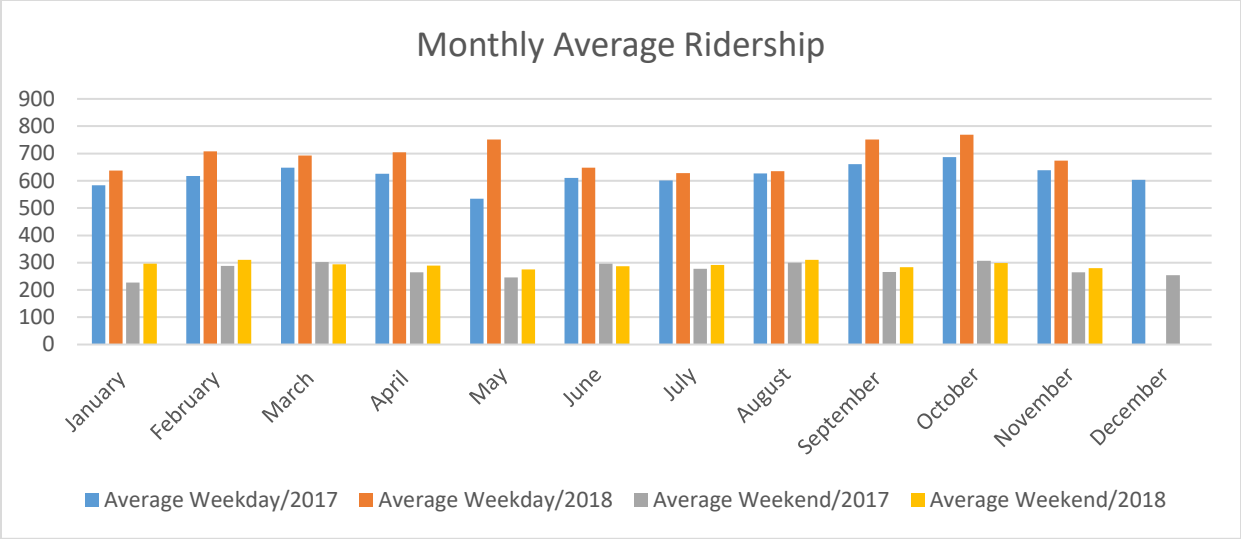


Ridership Year-To-Date

	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	18997	15%	14333	16522	15%	2216	2475	12%
June	15788	16197	3%	13424	13617	1%	2364	2580	9%
July	15088	16099	7%	12025	13184	10%	3063	2915	-5%
August	16828	17080	1%	14431	14601	1%	2397	2479	3%
September	15786	17384	10%	13163	14273	8%	2623	3111	19%
October	17876	20088	12%	15117	17697	17%	2759	2391	-13%
November	15810	16272	3%	13429	13473	0%	2381	2799	18%
December	14866			12075			2791		
Year to Date	189,925	189,998							

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	751	41%	246	275	12%
June	610	648	6%	296	287	-3%
July	601	628	4%	278	292	5%
August	627	635	1%	300	310	3%
September	661	751	14%	266	283	6%
October	687	769	12%	307	299	-3%
November	639	674	5%	265	280	6%
December	604			254		
YTD Average	620	691	11%	274	292	6%



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

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

Additional Ridership Data:

The number of bicycles carried in November: **255**

The number of wheelchair lift usage in October: **5**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2848	16.2%	San Antonio Center	2991	19.7%
Senior/Teen Center	1631	9.3%	MV Transit Center	1515	10.0%
MV Transit Center	1628	9.2%	Grant Rd. (Red)	1448	9.5%
Grant Rd.	1299	7.4%	Senior/Teen Center (Red)	1403	9.2%
Middlefield/Easy	1039	5.9%	Rengstorff/Middlefield (Red)	753	5.0%
Rengstorff/Middlefield	822	4.7%	El Camino Real/Sylvan (Red)	614	4.0%
Middlefield/Terra Bella	815	4.6%	Middlefield/Easy (Red)	517	3.4%
Graham Middle School	673	3.8%	Middlefield/Moffett (Red)	479	3.2%
Middlefield/Moffett	588	3.3%	Civic Center (Red)	476	3.1%
El Camino Real/Sylvan	576	3.3%	El Camino Hospital	448	2.9%
Whisman Station	558	3.2%	Sylvan Park (Red)	441	2.9%
Cuesta/Miramonte	544	3.1%	California/Ortega East	419	2.8%
Civic Center	533	3.0%	Whisman Station (Red)	405	2.7%
Rengstorff/Central	476	2.7%	Middlefield/Terra Bella (Red)	341	2.2%
Sylvan Park	450	2.6%	California/Rengstorff (Red)	340	2.2%
California/Ortega West	406	2.3%	California/Rengstorff	280	1.8%
California/Rengstorff	382	2.2%	Castro/El Camino Real (Red)	249	1.6%
Whisman/Middlefield	338	1.9%	Rengstorff/Central (Red)	243	1.6%
Castro/El Camino Real (Gray)	319	1.8%	Villa/Franklin (Red)	239	1.6%
California/Ortega East	310	1.8%	Shoreline/Middlefield #1 (Red)	232	1.5%
El Camino Hospital	283	1.6%	Cuesta/Miramonte (Red)	219	1.4%
Community Center	227	1.3%	Grant/Eunice	166	1.1%
Shoreline/Middlefield #3 (Gray)	197	1.1%	Rengstorff/Montecito (Red)	163	1.1%
Villa/Franklin	156	0.9%	Whisman/Middlefield (Red)	160	1.1%
Rengstorff/Montecito	152	0.9%	Graham Middle School (Red)	157	1.0%
Villa/Shoreline	124	0.7%	California/Ortega West	143	0.9%
Grant/Eunice	94	0.5%	Villa/Mariposa	141	0.9%
Shoreline/Pear	53	0.3%	Community Center (Red)	106	0.7%
Cuesta/Grant	47	0.3%	Cuesta/Grant	66	0.4%
Cuesta/Grant (Gray)	22	0.1%	Shoreline/Pear	36	0.2%
Shoreline/Middlefield #2	20	0.1%	Shoreline/Middlefield #2	13	0.1%
Total	17610	100.0%	Total	15203	100.0%

Shuttle On-Time Performance

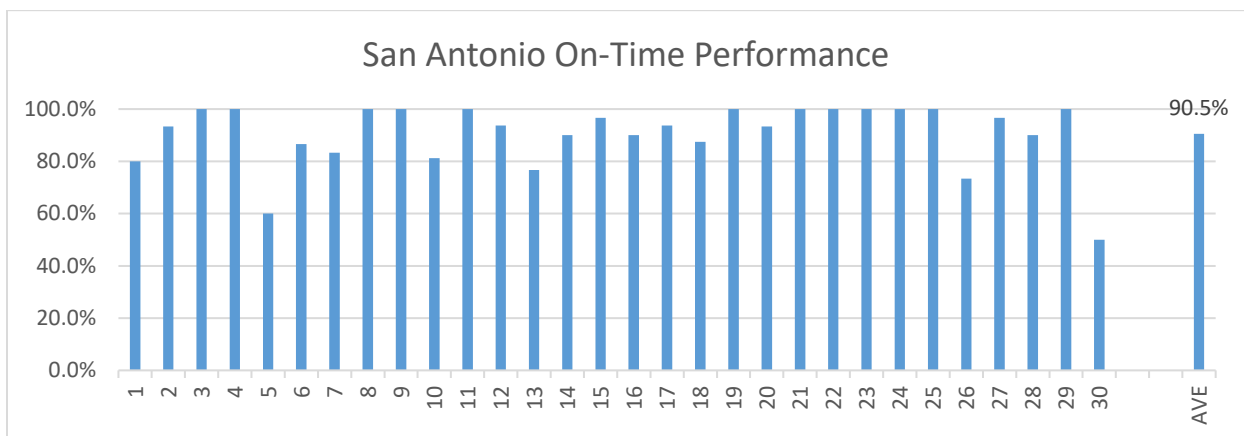
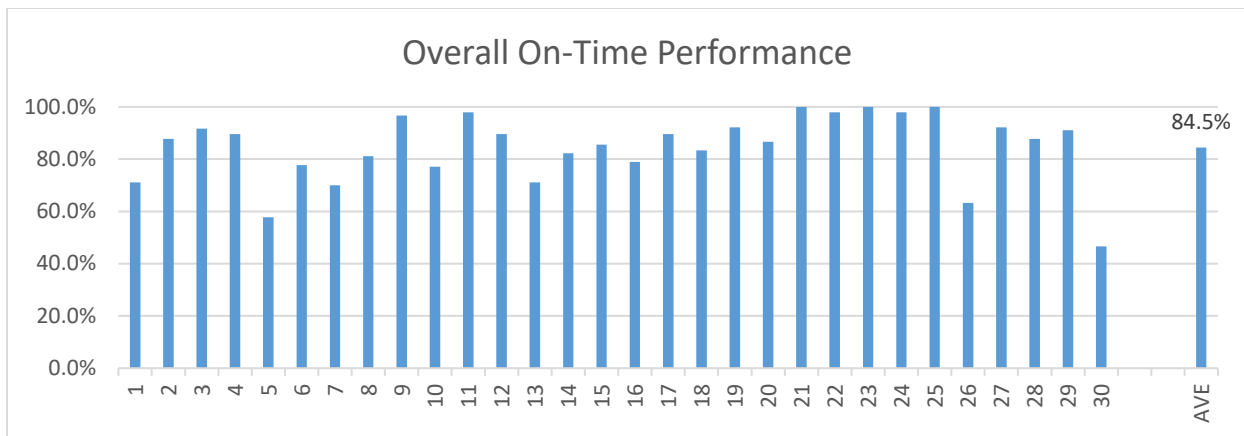
Percentage of being on-time:

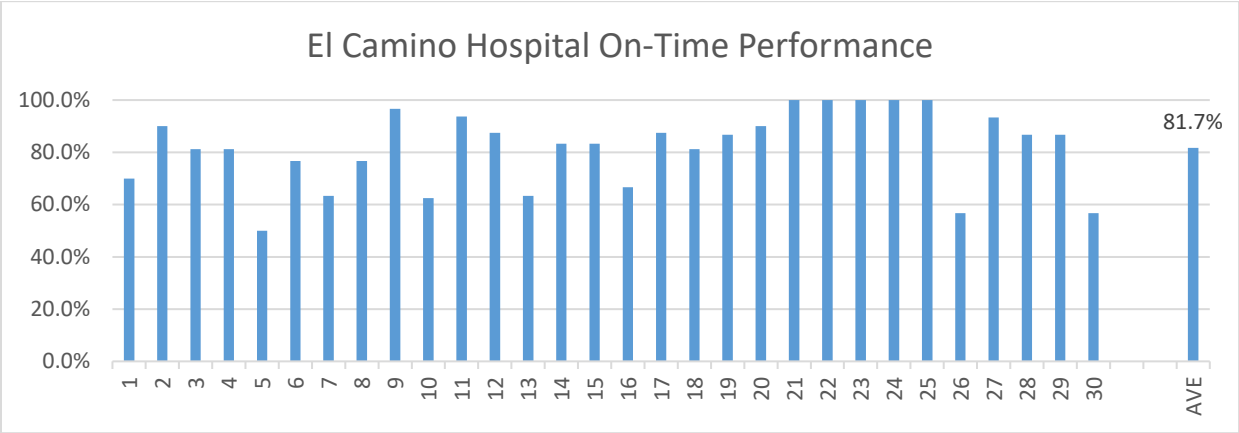
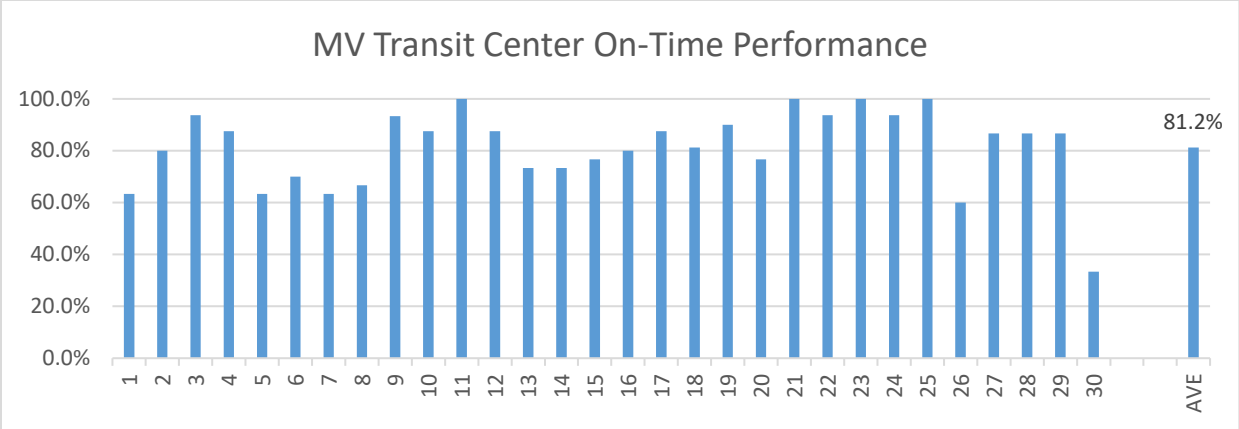
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 84.5%*





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: **3 minutes and 6 seconds (03:06)** behind schedule.

Below average OTP is due to ongoing road work on Grant Road.

Summary of Website Activity

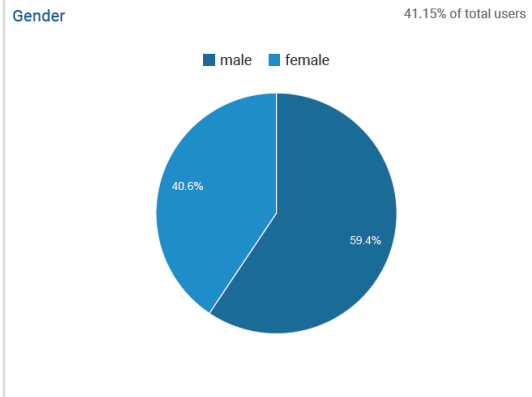
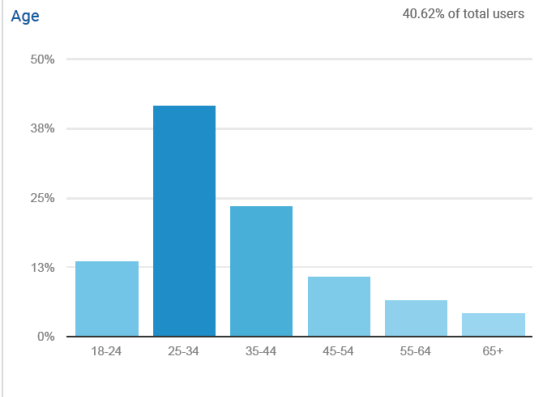
Year To Date/Monthly Report

Demographics: Overview

All Users
100.00% Users

Jan 1, 2018 - Nov 30, 2018

Key Metric:

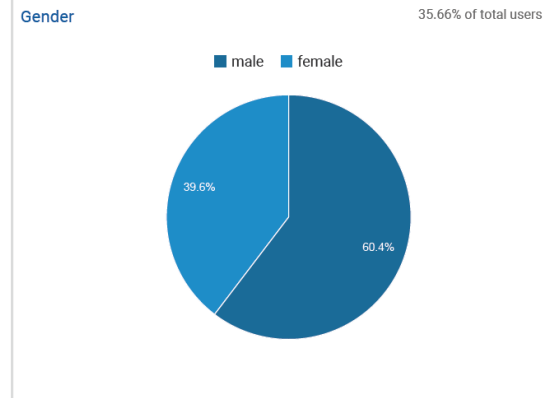
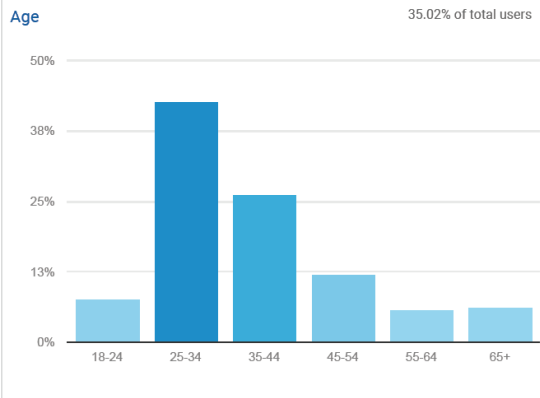


Demographics: Overview

All Users
100.00% Users

Nov 1, 2018 - Nov 30, 2018

Key Metric:



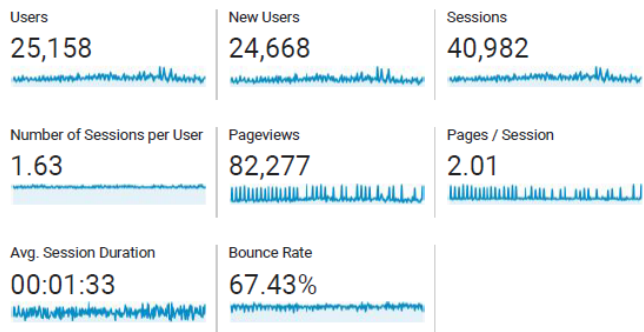
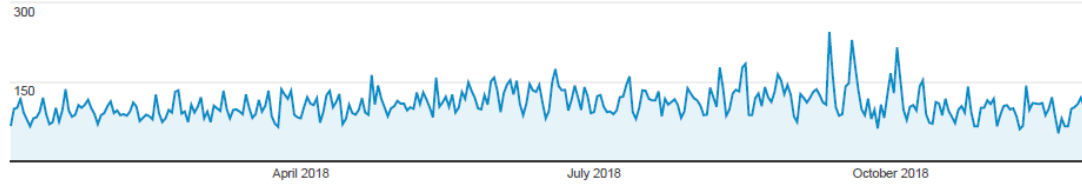
Audience Overview

Jan 1, 2018 - Nov 30, 2018

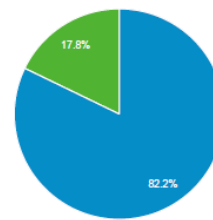
All Users
100.00% Users

Overview

Users



■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	22,160	87.91%
2. en-gb	519	2.06%
3. zh-cn	338	1.34%
4. fr	333	1.32%
5. zh-tw	220	0.87%
6. ja-jp	169	0.67%
7. ko	143	0.57%
8. pt-br	125	0.50%
9. es-xl	120	0.48%
10. es-419	91	0.36%

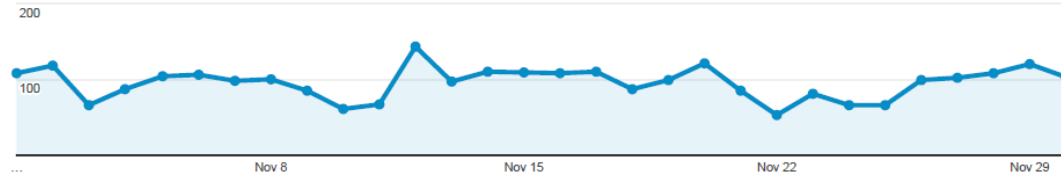
Audience Overview

All Users
100.00% Users

Nov 1, 2018 - Nov 30, 2018

Overview

Users



Users

2,207



New Users

1,839



Sessions

3,251



Number of Sessions per User

1.47



Pageviews

6,297



Pages / Session

1.94



Avg. Session Duration

00:01:41

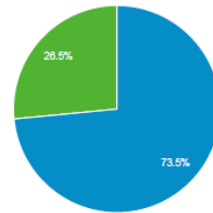


Bounce Rate

69.06%

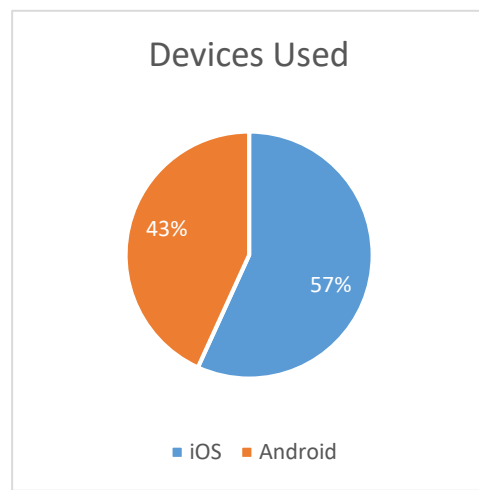
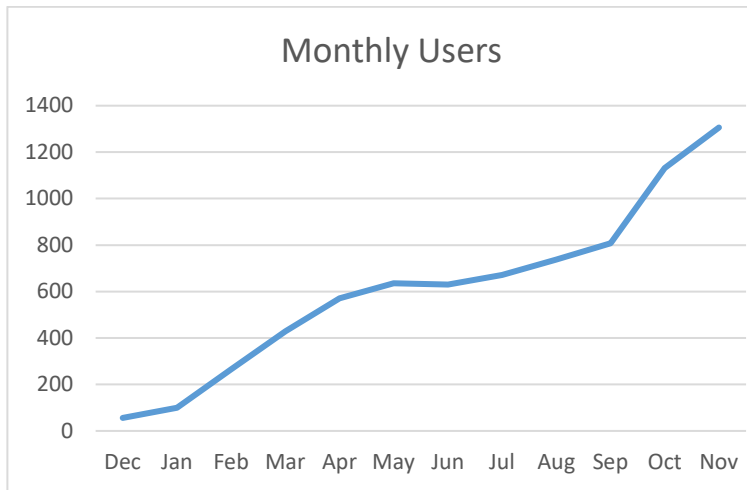
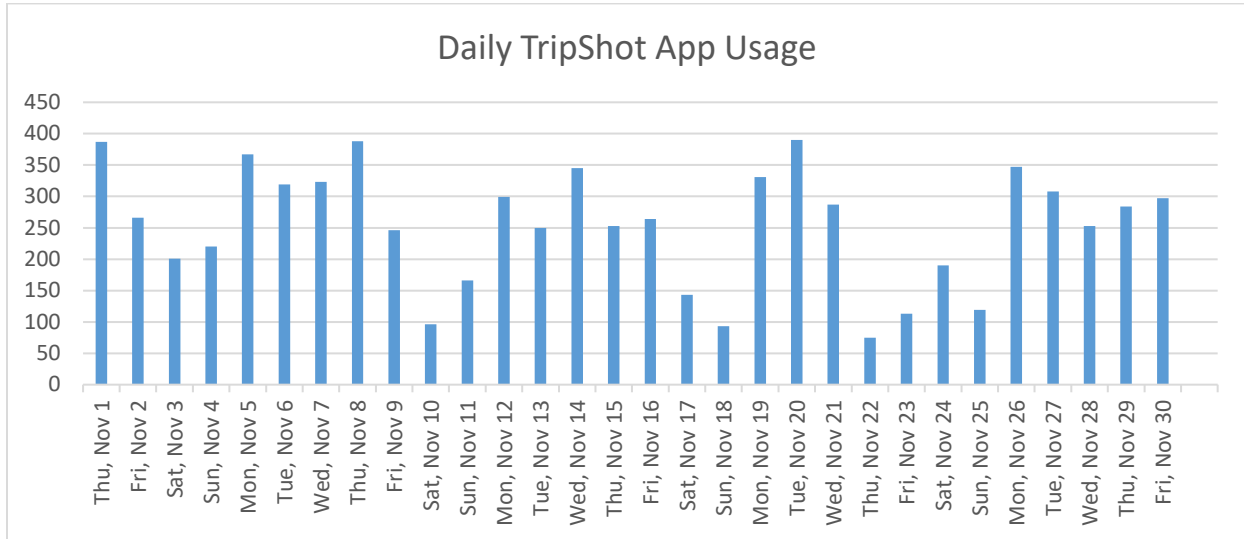


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	1,941	87.63%
2. en-gb	63	2.84%
3. zh-cn	38	1.72%
4. zh-tw	23	1.04%
5. ja-jp	17	0.77%
6. ko	15	0.68%
7. en	13	0.59%
8. en-ca	12	0.54%
9. es-419	12	0.54%
10. es-xl	9	0.41%

Summary of TripShot App Activity



Users*: 1306

App Sessions: 2290

**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 about a driver speeding.
 - GPS records did not validate the complaint, but all drivers were reminded to slow down, especially in poor weather conditions