

# Mountain View Community Shuttle Monthly Operations Report

November 2, 2017

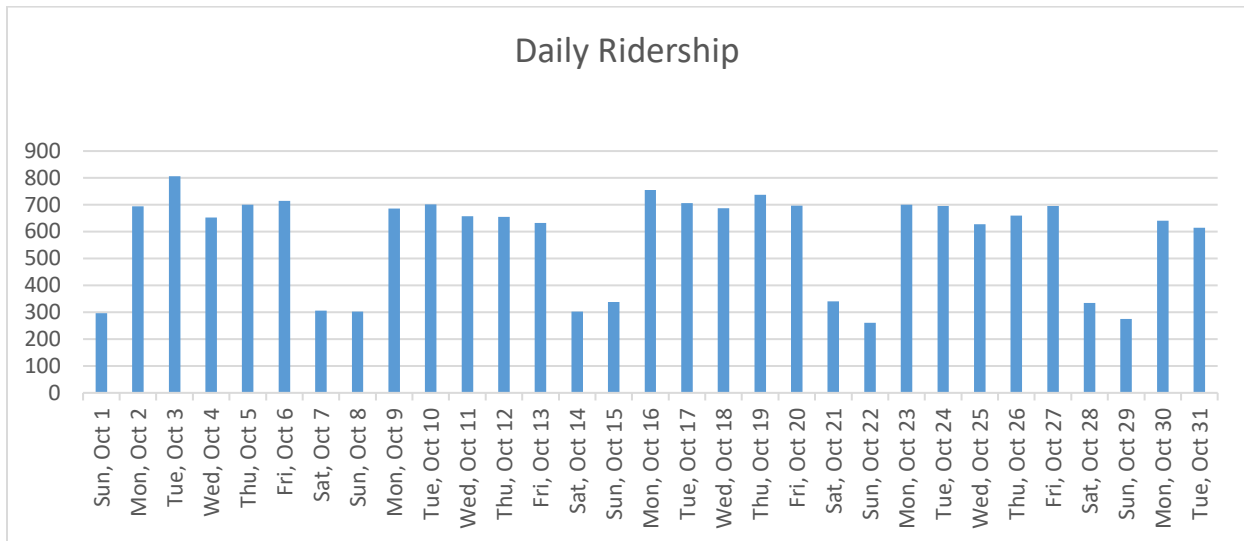
## Contents

<b>Passengers per Day, Table</b> .....	- 3 -
<b>Passengers per Day, Chart</b> .....	- 3 -
<b>Ridership Year-To-Date</b> .....	- 4 -
<b>Average Daily Ridership 2016-2017</b> .....	- 4 -
<b>Additional Ridership Data:</b> .....	- 6 -
<b>Shuttle On-Time Performance</b> .....	- 6 -
<b>Month Total Use (Boarding &amp; Alighting) by Stops</b> .....	- 8 -
<b>Summary of Website Activity</b> .....	- 9 -
<b>Complaints Received by CSR Staff</b> .....	- 12 -
<b>Operational Issues</b> .....	- 12 -

## Passengers per Day, Table

Sun, Oct 1	Mon, Oct 2	Tue, Oct 3	Wed, Oct 4	Thu, Oct 5	Fri, Oct 6	Sat, Oct 7
297	694	806	653	700	715	306
Sun, Oct 8	Mon, Oct 9	Tue, Oct 10	Wed, Oct 11	Thu, Oct 12	Fri, Oct 13	Sat, Oct 14
303	686	702	657	655	632	303
Sun, Oct 15	Mon, Oct 16	Tue, Oct 17	Wed, Oct 18	Thu, Oct 19	Fri, Oct 20	Sat, Oct 21
338	755	706	687	737	697	341
Sun, Oct 22	Mon, Oct 23	Tue, Oct 24	Wed, Oct 25	Thu, Oct 26	Fri, Oct 27	Sat, Oct 28
261	700	695	628	660	696	335
Sun, Oct 29	Mon, Oct 30	Tue, Oct 31				
275	641	615				

## Passengers per Day, Chart

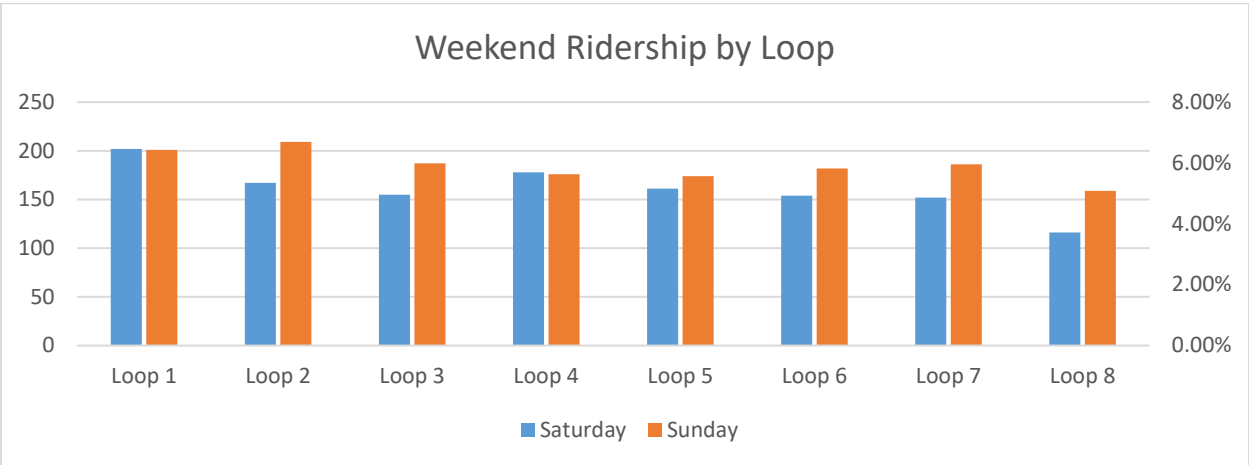
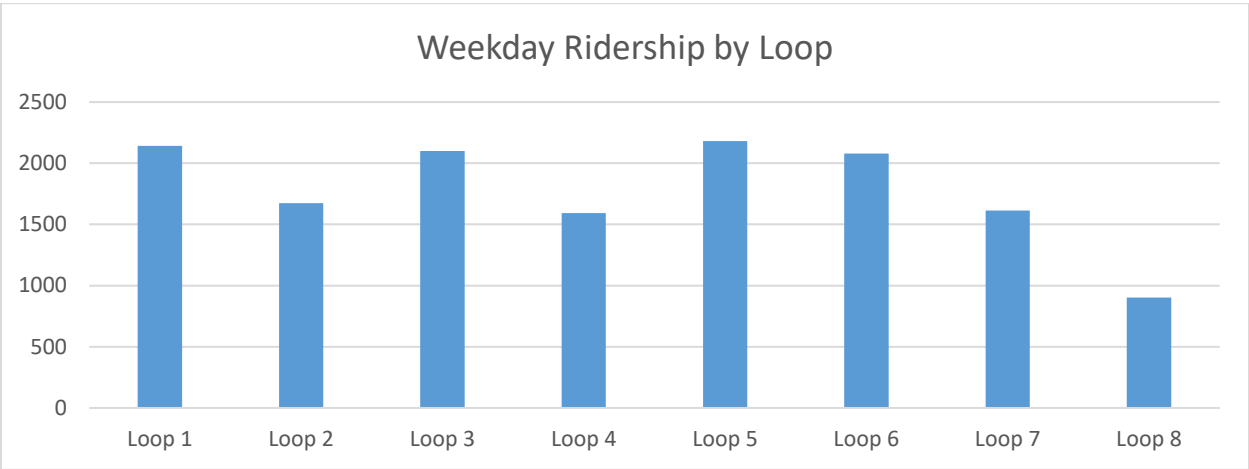
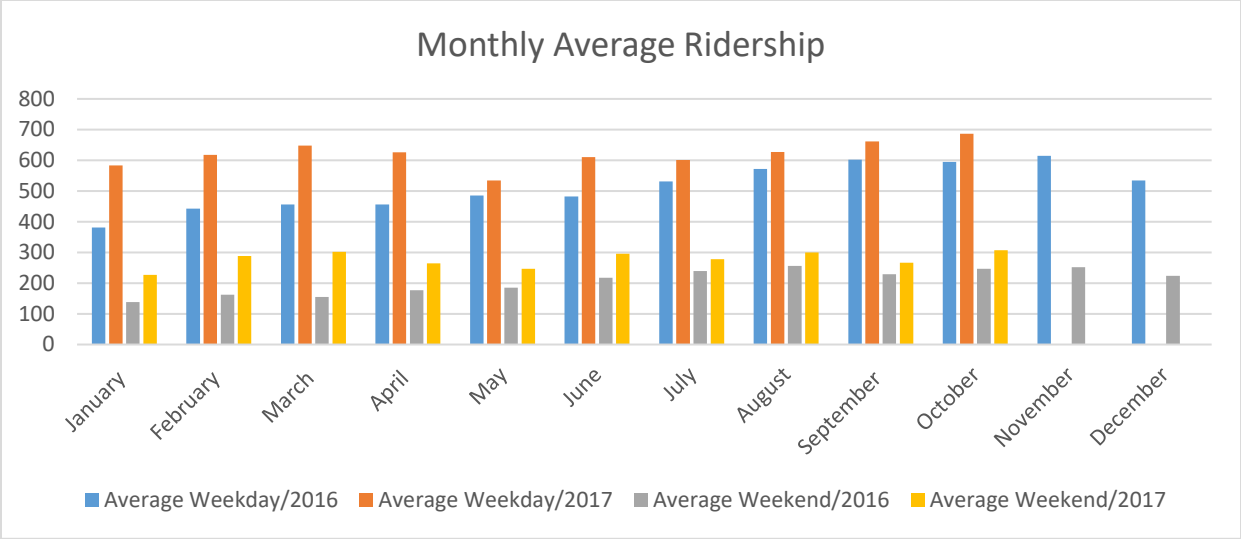


## Ridership Year-To-Date

	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	15786	7%	12645	13163	4%	2065	2623	27%
October	14959	17876	19%	12489	15117	21%	2470	2759	12%
November	14820			12296			2524		
December	13758			7153			6605		
Year to Date	<b>153,538</b>	<b>159,249</b>							

## 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	27%	218	296	36%
July	531	601	13%	239	278	16%
August	572	627	10%	256	300	17%
September	602	661	10%	229	266	16%
October	595	687	15%	247	307	24%
November	615			252		
December	534			224		
<b>YTD Average</b>	<b>513</b>	<b>620</b>	<b>21%</b>	<b>207</b>	<b>277</b>	<b>34%</b>



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

**Peak Service Loop in October: 1st loop, 10:00 AM – 11:25 AM.**

## Additional Ridership Data:

The number of bicycles carried in October: **321**

The number of wheelchair lift usage in October: **9**

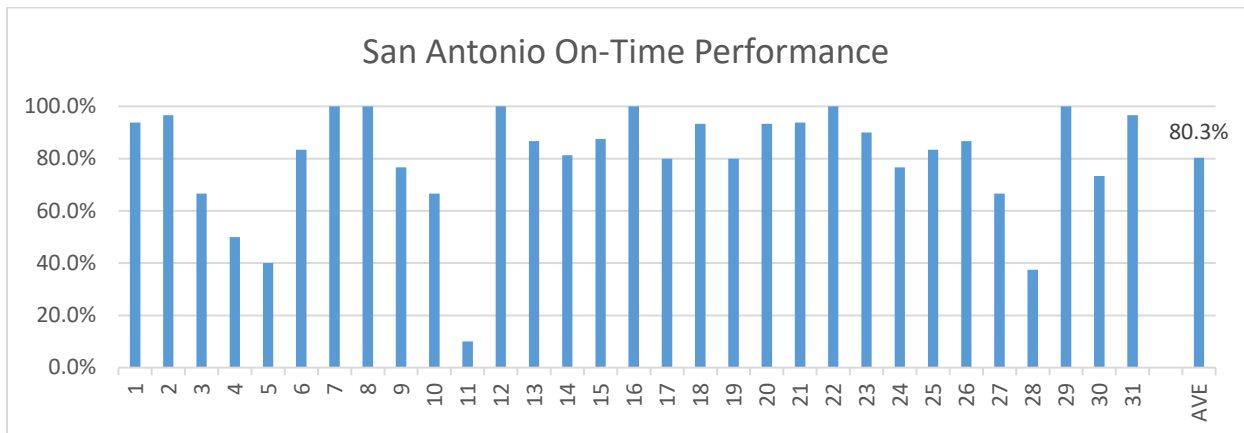
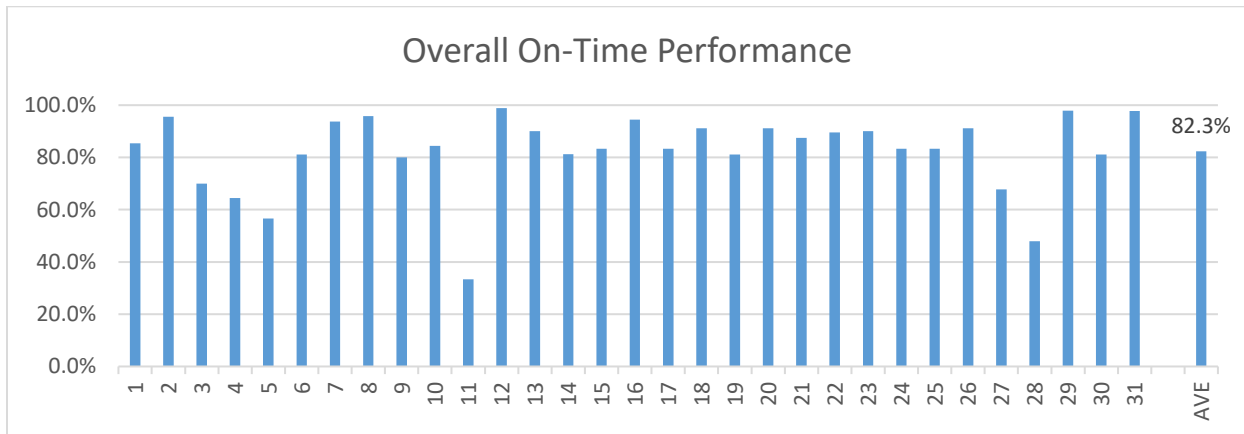
## Shuttle On-Time Performance

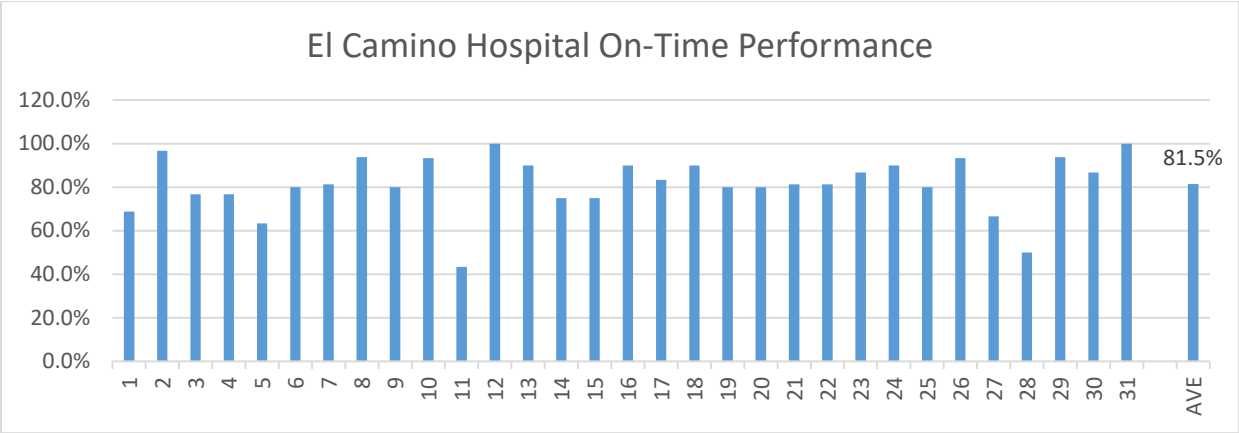
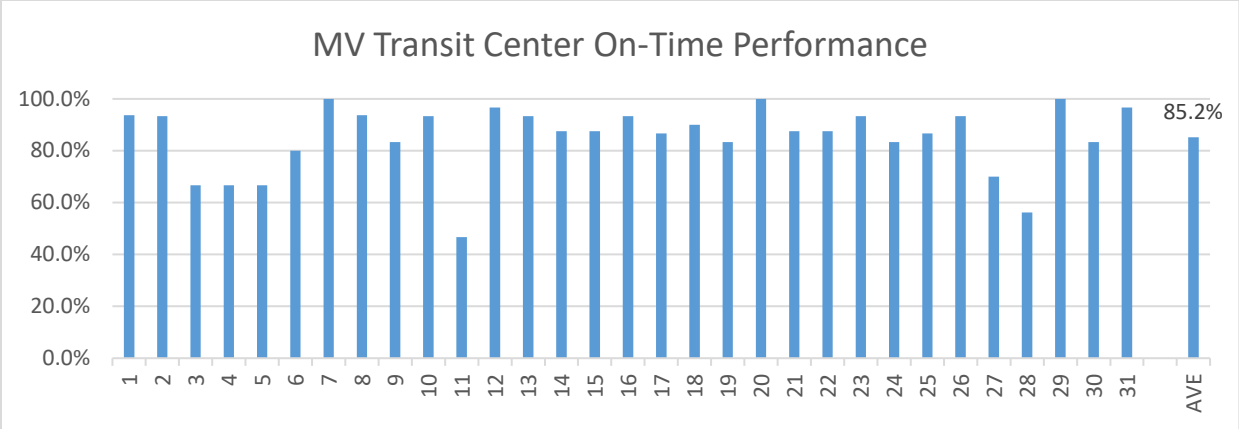
### Percentage of being on-time:

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 **82.3%**





**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: **2 minutes and 37 seconds (02:37)** behind schedule.

*\* Due to construction and closures on Grant Road, the MV Community Shuttle experienced greater than usual traffic, resulting in program-wide delays.*

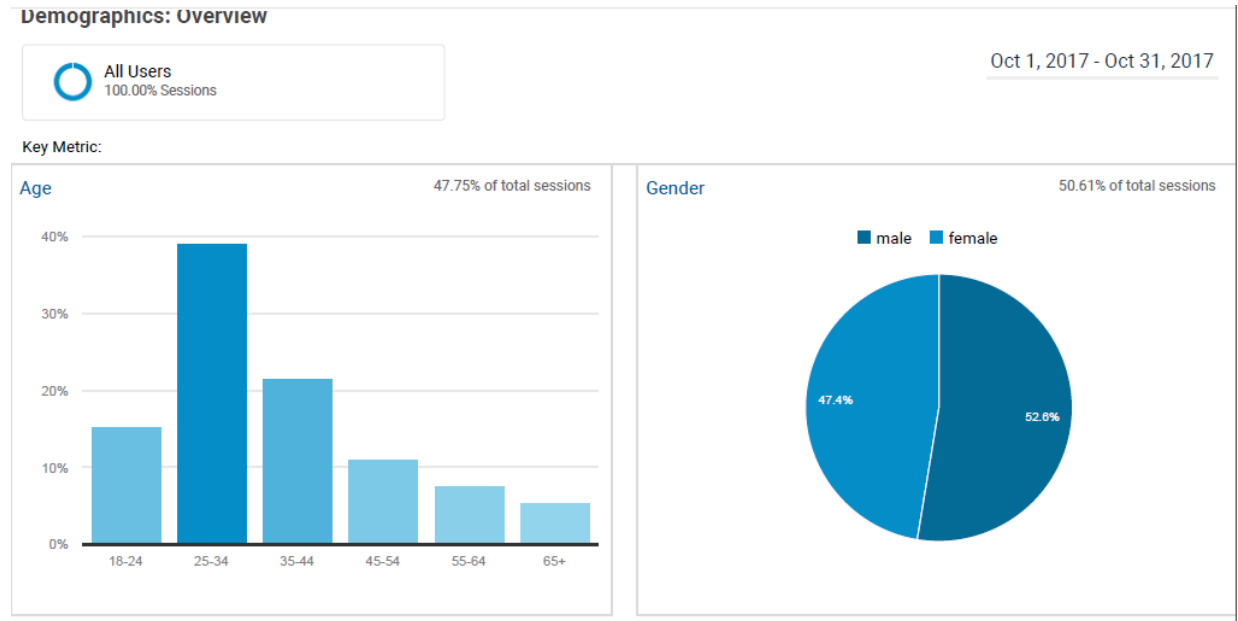
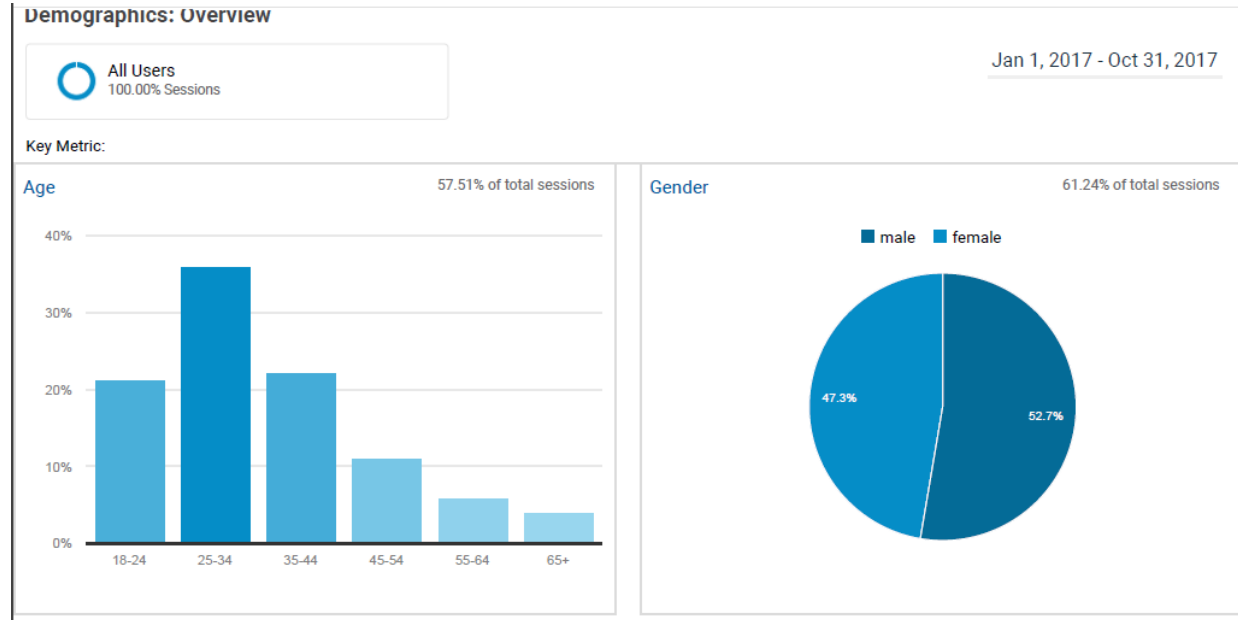
## Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2971	16.0%	San Antonio Center	2898	16.9%
Senior/Teen Center	1797	9.7%	MV Transit Center	1520	8.9%
MV Transit Center	1662	9.0%	Senior/Teen Center (Red)	1443	8.4%
Grant Rd.	1230	6.6%	Grant Rd. (Red)	1348	7.9%
Middlefield/Terra Bella	918	4.9%	Rengstorff/Middlefield (Red)	866	5.1%
Civic Center	866	4.7%	Civic Center (Red)	825	4.8%
Graham Middle School	821	4.4%	El Camino Real/Sylvan (Red)	664	3.9%
Middlefield/Easy	738	4.0%	Middlefield/Terra Bella (Red)	655	3.8%
Middlefield/Moffett	669	3.6%	El Camino Hospital	558	3.3%
Rengstorff/Middlefield	661	3.6%	California/Rengstorff (Red)	537	3.1%
California/Rengstorff	605	3.3%	Sylvan Park (Red)	478	2.8%
Cuesta/Miramonte	567	3.1%	Whisman Station (Red)	442	2.6%
Sylvan Park	558	3.0%	Middlefield/Moffett (Red)	403	2.4%
Whisman Station	521	2.8%	California/Ortega East	400	2.3%
El Camino Real/Sylvan	515	2.8%	Middlefield/Easy (Red)	388	2.3%
Whisman/Middlefield	439	2.4%	Cuesta/Miramonte (Red)	365	2.1%
California/Ortega West	399	2.2%	Community Center (Red)	357	2.1%
Rengstorff/Central	327	1.8%	California/Rengstorff	347	2.0%
Castro/El Camino Real (Gray)	313	1.7%	Castro/El Camino Real (Red)	281	1.6%
El Camino Hospital	308	1.7%	Villa/Franklin (Red)	273	1.6%
California/Ortega East	296	1.6%	Rengstorff/Montecito (Red)	263	1.5%
Community Center	293	1.6%	Rengstorff/Central (Red)	256	1.5%
Shoreline/Middlefield #3 (Gray)	266	1.4%	Villa/Mariposa	250	1.5%
Rengstorff/Montecito	234	1.3%	Graham Middle School (Red)	250	1.5%
Villa/Franklin	139	0.7%	California/Ortega West	234	1.4%
Grant/Eunice	93	0.5%	Whisman/Middlefield (Red)	227	1.3%
Villa/Shoreline	93	0.5%	Shoreline/Middlefield #1 (Red)	213	1.2%
Cuesta/Grant	88	0.5%	Grant/Eunice	171	1.0%
Cuesta/Grant (Gray)	71	0.4%	Cuesta/Grant	130	0.8%
Shoreline/Pear	64	0.3%	Shoreline/Pear	78	0.5%
Shoreline/Middlefield #2	25	0.1%	Shoreline/Middlefield #2	13	0.1%
<b>Total</b>	<b>18547</b>	<b>100.0%</b>	<b>Total</b>	<b>17133</b>	<b>100.0%</b>



# Summary of Website Activity

## Year To Date and Monthly Report



## Audience Overview

Jan 1, 2017 - Oct 31, 2017

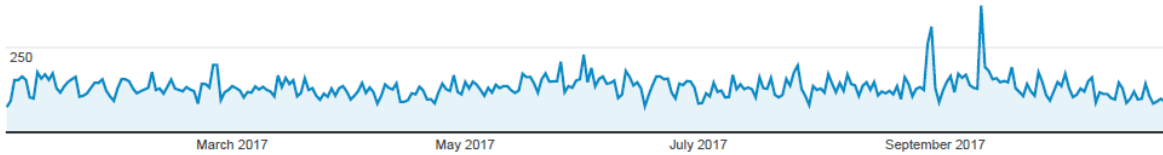
All Users  
100.00% Sessions

### Overview

Sessions

500

250



Sessions

39,907



Users

24,037



Pageviews

81,922



Pages / Session

2.05



Avg. Session Duration

00:01:47



Bounce Rate

59.25%

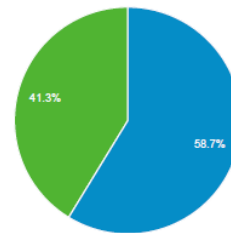


% New Sessions

58.69%



New Visitor Returning Visitor



### Language

Language	Sessions	% Sessions
1. en-us	35,339	88.55%
2. en-gb	1,106	2.77%
3. zh-cn	562	1.41%
4. ru	466	1.17%
5. zh-tw	306	0.77%
6. ja-jp	251	0.63%
7. es-xl	237	0.59%
8. es-419	220	0.55%
9. ja	177	0.44%
10. en-ca	118	0.30%

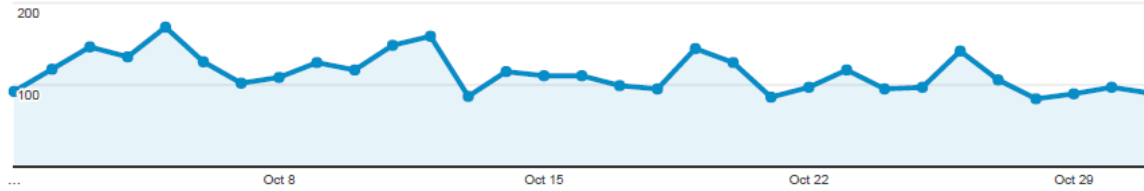
## Audience Overview

Oct 1, 2017 - Oct 31, 2017

All Users  
100.00% Sessions

### Overview

#### Sessions



#### Sessions

3,539



#### Users

2,478



#### Pageviews

7,578



#### Pages / Session

2.14



#### Avg. Session Duration

00:01:30



#### Bounce Rate

67.17%

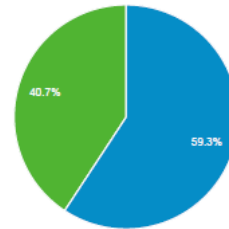


#### % New Sessions

59.25%



■ New Visitor ■ Returning Visitor



Language	Sessions	% Sessions
1. en-us	3,189	90.11%
2. en-gb	108	3.05%
3. zh-cn	43	1.22%
4. ja	30	0.85%
5. es-419	18	0.51%
6. en-ca	17	0.48%
7. en-sg	17	0.48%
8. zh-tw	17	0.48%
9. es-xl	13	0.37%
10. fr	13	0.37%

## Complaints Received by CSR Staff

- There were 2 complaints about shuttles leaving early.
  - Caller reported that both shuttles left San Antonio early according the Google Local Time on her phone. GPS tracking registered shuttles leaving 1 minute after scheduled time.
  - Caller reported that shuttle passed Sylvan Park early. All drivers were instructed that if they arrive at a stop early, they need to wait until their scheduled departure time.
- There was one complaint about the shuttle not stopping
  - Caller reported that shuttle didn't stop at Castro/El Camino
  - Caller reported that Red route driver drove past Graham Middle without stopping, despite the fact that the passenger was waving at him. She reported him having headphones in and not paying attention. Driver manager was notified and driver was spoken to. The headphones reported were found to be a hands-free Bluetooth device.
- There were two complaints about a driver making a dangerous turn
  - Caller reported that shuttle made a dangerous right turn from Castro to Mercy. Driver was spoken to about the situation and from her perspective, there was nothing dangerous or illegal about how the turn was managed.
  - Caller reported that driver emerged from the Gray Castro/El Camino stop without using their turn signal. Driver manager was informed and spoke to all drivers about making sure they use their turn signals.
- Caller reported that one of the buses in use had brakes that "did not sound right."
  - Driver manager looked into the buses in service and recent inspection reports and found that bus L45 was reported to have "noisy" brakes, but did not indicate failure or the need to be replaced. She followed up with the maintenance team and the vehicle was taken out of service for repairs.
- There was one complaint about a passenger being refused due to overcrowding on the Gray shuttle.
  - Caller was informed that the overcrowding-support shuttle which normally operates at 3:06pm was cancelled for vehicle maintenance. Caller was informed of the next scheduled shuttle.

## Operational Issues

- Due to construction and closures on Grant Road, the MV Community Shuttle experienced greater than usual traffic, resulting in program-wide delays.