

Mountain View Community Shuttle Monthly Operations Report

November 13, 2018

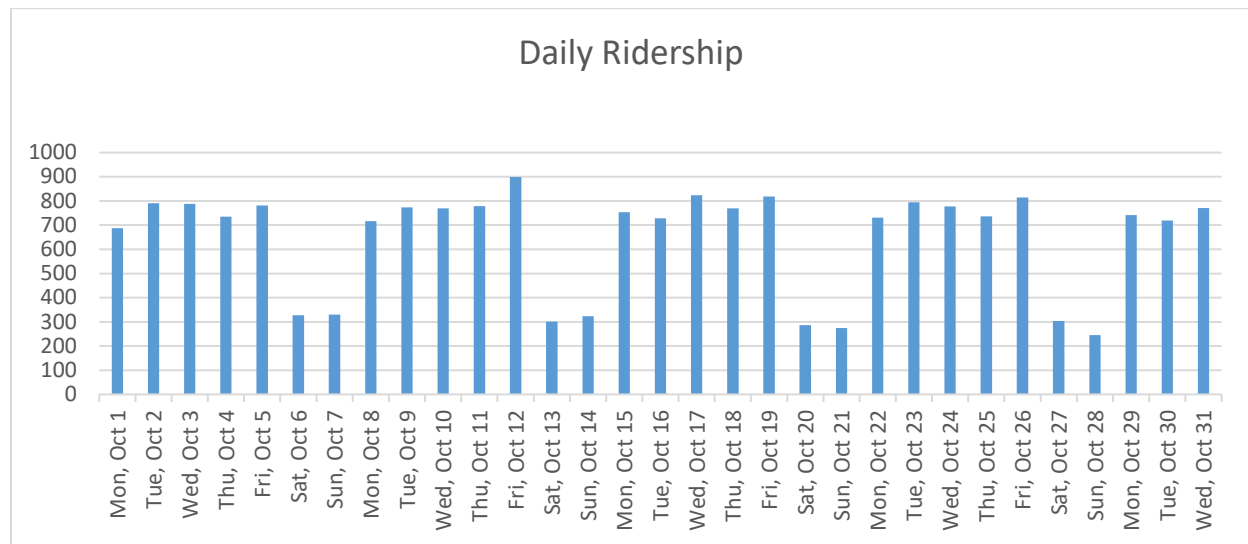
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Passengers per Day, Table

	Mon, Oct 1	Tue, Oct 2	Wed, Oct 3	Thu, Oct 4	Fri, Oct 5	Sat, Oct 6
	687	791	788	735	781	327
Sun, Oct 7	Mon, Oct 8	Tue, Oct 9	Wed, Oct 10	Thu, Oct 11	Fri, Oct 12	Sat, Oct 13
330	717	774	769	779	899	301
Sun, Oct 14	Mon, Oct 15	Tue, Oct 16	Wed, Oct 17	Thu, Oct 18	Fri, Oct 19	Sat, Oct 20
323	753	728	823	770	819	287
Sun, Oct 21	Mon, Oct 22	Tue, Oct 23	Wed, Oct 24	Thu, Oct 25	Fri, Oct 26	Sat, Oct 27
275	731	794	777	736	815	303
Sun, Oct 28	Mon, Oct 29	Tue, Oct 30	Wed, Oct 31			
245	741	719	771			

Passengers per Day, Chart

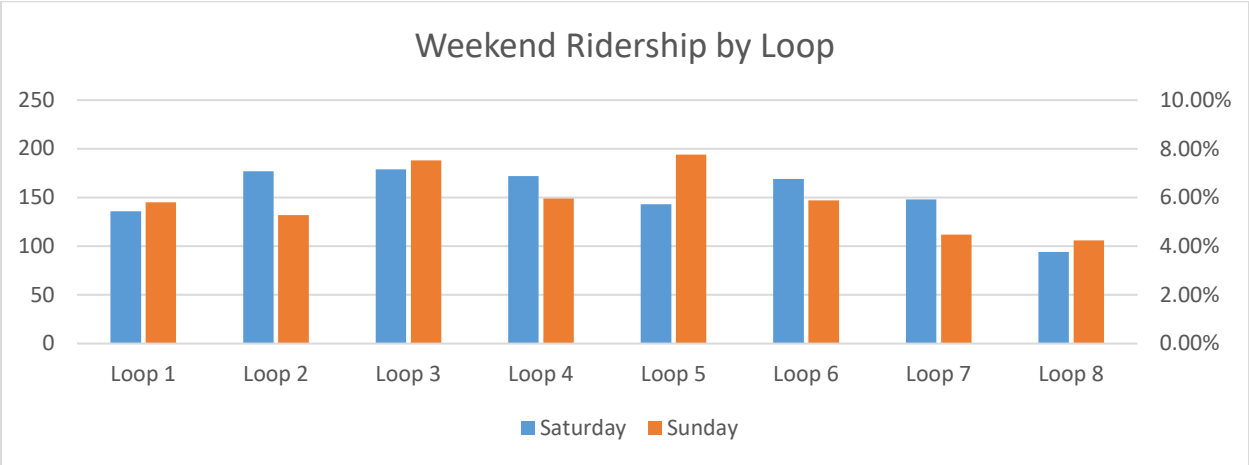
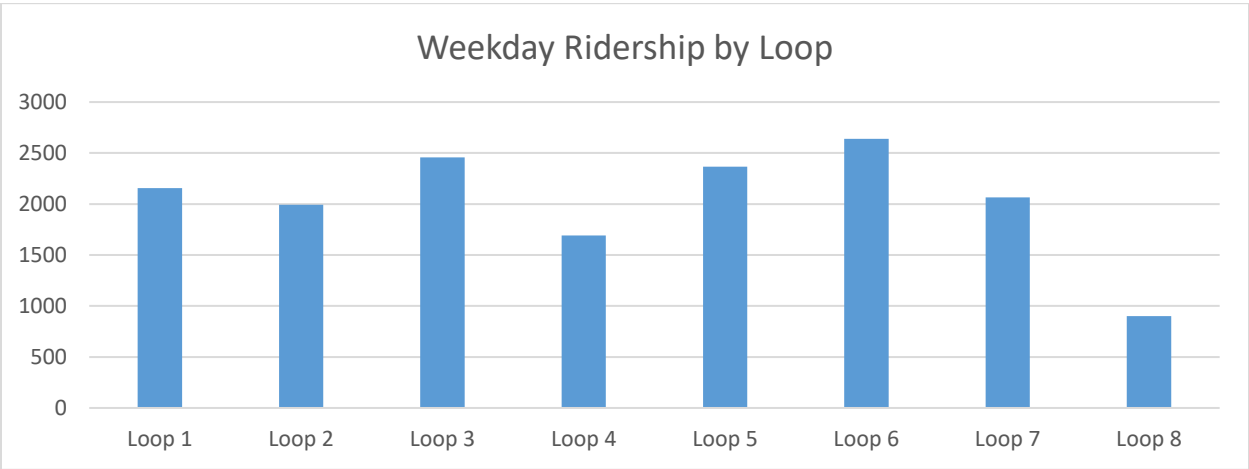
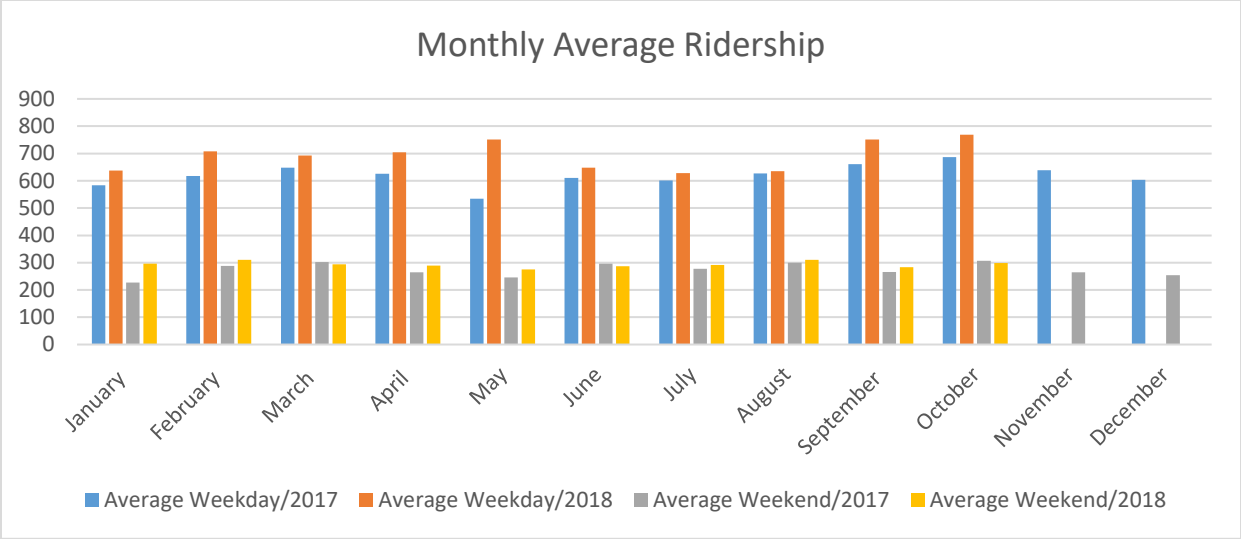


Ridership Year-To-Date

	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			13429			2381		
December	14866			12075			2791		
Year to Date	189,925	173,726							

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			265		
December	604			254		
YTD Average	620	693	12%	274	294	7%



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

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

Additional Ridership Data:

The number of bicycles carried in October: **265**

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

Shuttle On-Time Performance

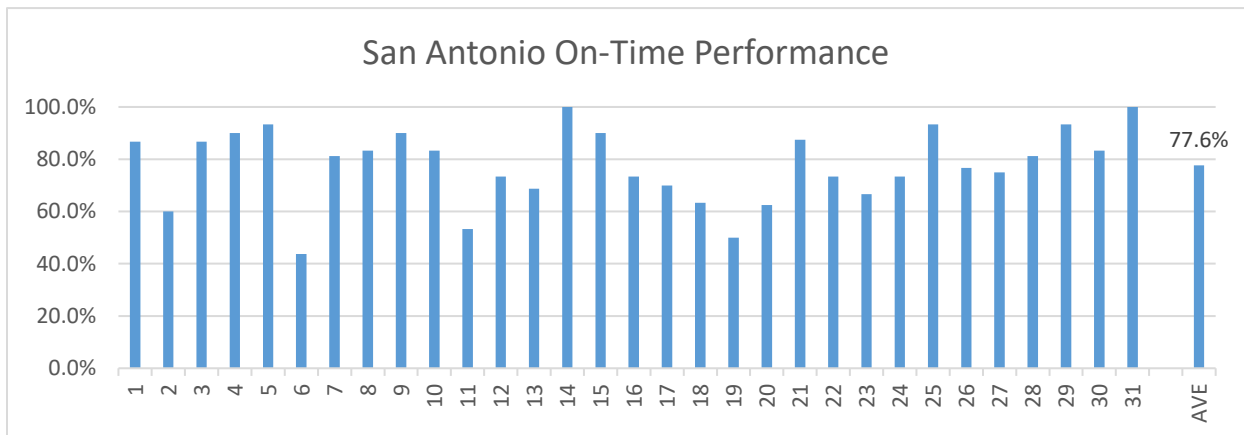
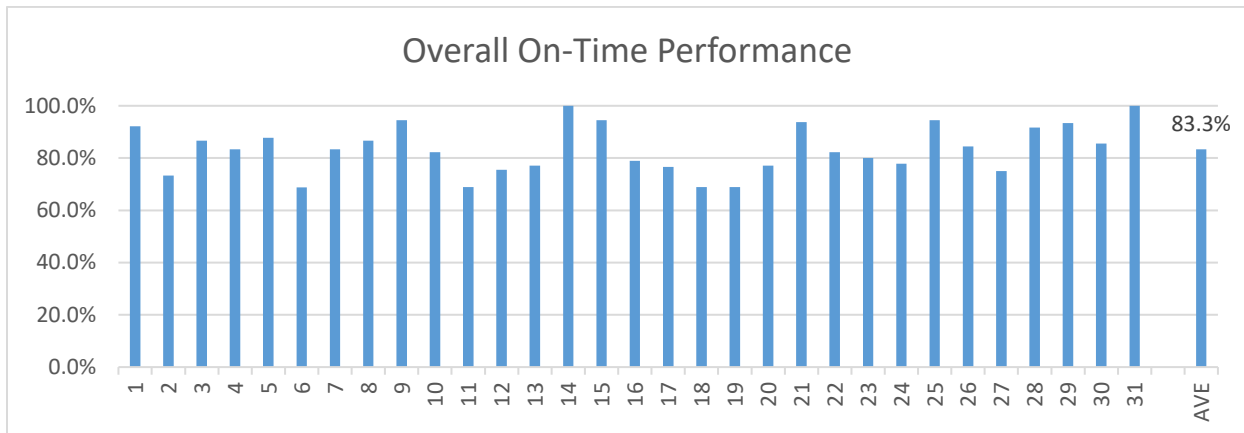
Percentage of being on-time:

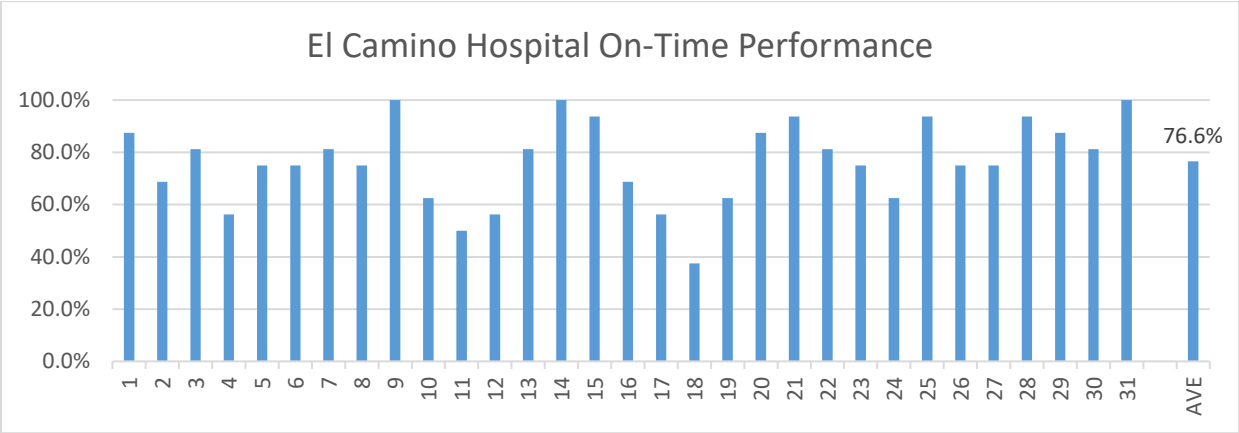
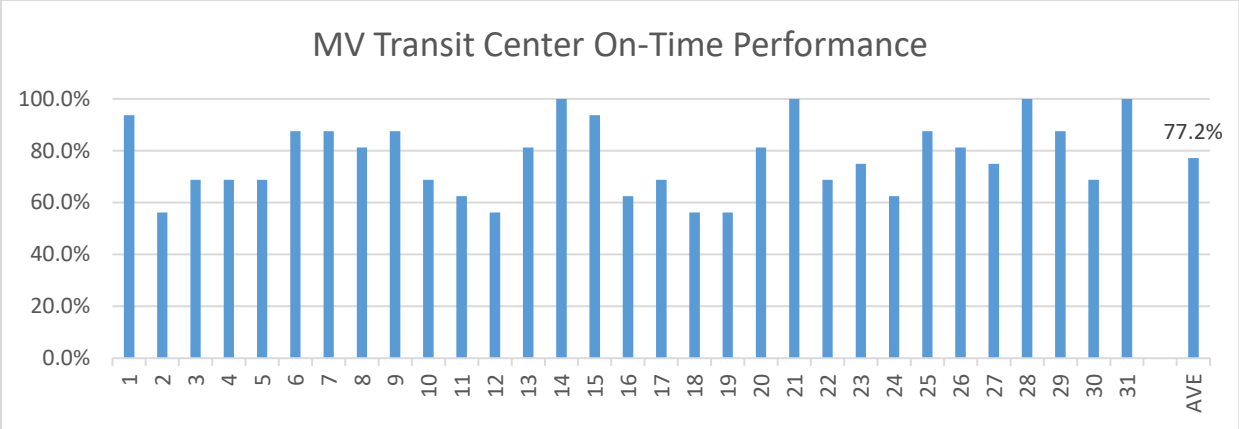
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **83.3%***





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 45 seconds (02:45)** behind schedule.

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3270	14.9%	San Antonio Center	3146	17.2%
Senior/Teen Center	2046	9.3%	Senior/Teen Center (Red)	1679	9.2%
MV Transit Center	1945	8.9%	MV Transit Center	1594	8.7%
Grant Rd.	1312	6.0%	Grant Rd. (Red)	1537	8.4%
Middlefield/Easy	1301	5.9%	El Camino Real/Sylvan (Red)	839	4.6%
Middlefield/Terra Bella	1148	5.2%	Rengstorff/Middlefield (Red)	835	4.6%
Rengstorff/Middlefield	1046	4.8%	Civic Center (Red)	758	4.1%
Graham Middle School	977	4.4%	El Camino Hospital	639	3.5%
Cuesta/Miramonte	889	4.0%	Middlefield/Easy (Red)	583	3.2%
Civic Center	778	3.5%	Middlefield/Moffett (Red)	575	3.1%
Middlefield/Moffett	772	3.5%	Middlefield/Terra Bella (Red)	541	3.0%
El Camino Real/Sylvan	753	3.4%	California/Ortega East	524	2.9%
Whisman Station	727	3.3%	Whisman Station (Red)	521	2.9%
California/Ortega West	571	2.6%	Sylvan Park (Red)	509	2.8%
Sylvan Park	546	2.5%	California/Rengstorff (Red)	418	2.3%
Rengstorff/Central	499	2.3%	California/Rengstorff	367	2.0%
California/Rengstorff	479	2.2%	Rengstorff/Central (Red)	352	1.9%
Whisman/Middlefield	474	2.2%	Castro/El Camino Real (Red)	323	1.8%
California/Ortega East	433	2.0%	Villa/Franklin (Red)	317	1.7%
El Camino Hospital	347	1.6%	Cuesta/Miramonte (Red)	303	1.7%
Castro/El Camino Real (Gray)	344	1.6%	Whisman/Middlefield (Red)	281	1.5%
Community Center	282	1.3%	Grant/Eunice	261	1.4%
Shoreline/Middlefield #3 (Gray)	242	1.1%	Shoreline/Middlefield #1 (Red)	252	1.4%
Rengstorff/Montecito	163	0.7%	Graham Middle School (Red)	243	1.3%
Villa/Franklin	155	0.7%	Villa/Mariposa	204	1.1%
Grant/Eunice	143	0.7%	California/Ortega West	175	1.0%
Villa/Shoreline	142	0.6%	Rengstorff/Montecito (Red)	171	0.9%
Cuesta/Grant	74	0.3%	Community Center (Red)	131	0.7%
Cuesta/Grant (Gray)	53	0.2%	Cuesta/Grant	95	0.5%
Shoreline/Pear	47	0.2%	Shoreline/Pear	50	0.3%
Shoreline/Middlefield #2	19	0.1%	Shoreline/Middlefield #2	47	0.3%
Total	21977	100.0%	Total	18270	100.0%

Summary of Website Activity

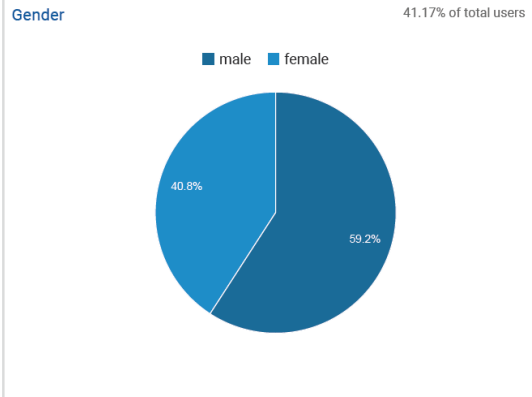
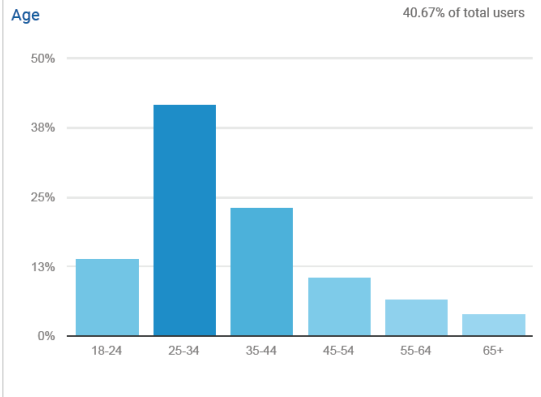
Year To Date/Monthly Report

Demographics: Overview

All Users
100.00% Users

Jan 1, 2018 - Oct 31, 2018

Key Metric:

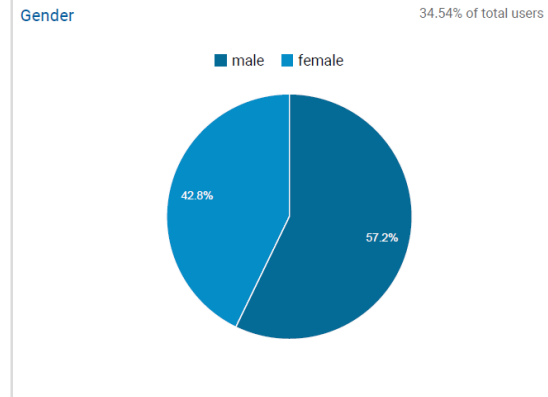
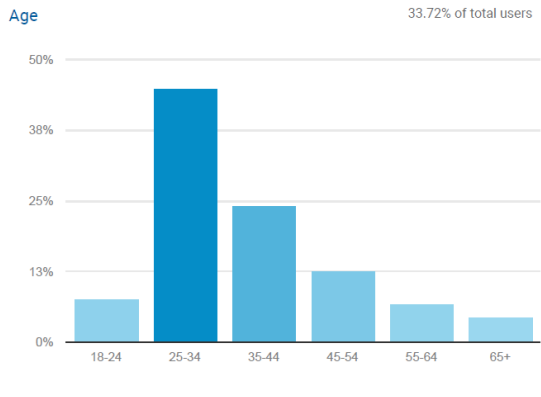


Demographics: Overview

All Users
100.00% Users

Oct 1, 2018 - Oct 31, 2018

Key Metric:



Audience Overview

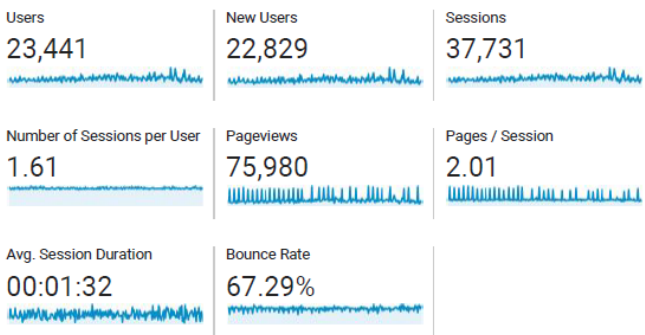
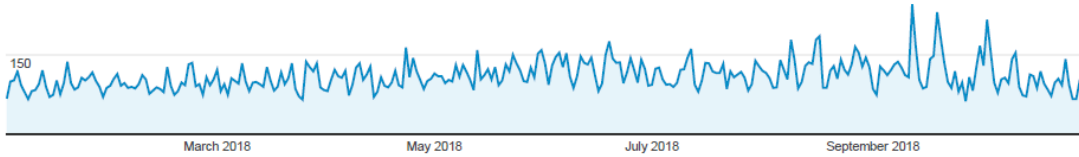
Jan 1, 2018 - Oct 31, 2018



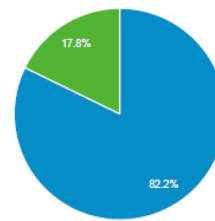
Overview

Users

300



■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	20,612	87.99%
2. en-gb	463	1.98%
3. fr	332	1.42%
4. zh-cn	309	1.32%
5. zh-tw	202	0.86%
6. ja-jp	155	0.66%
7. ko	129	0.55%
8. pt-br	121	0.52%
9. es-xl	115	0.49%
10. es-419	84	0.36%

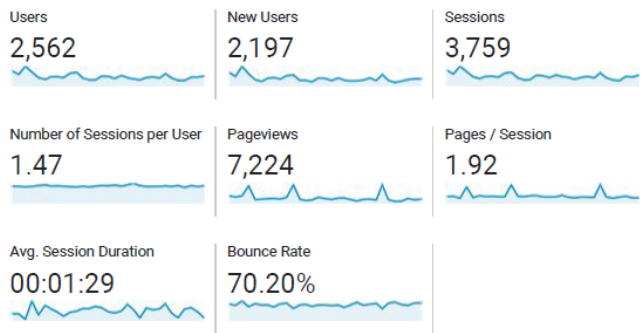
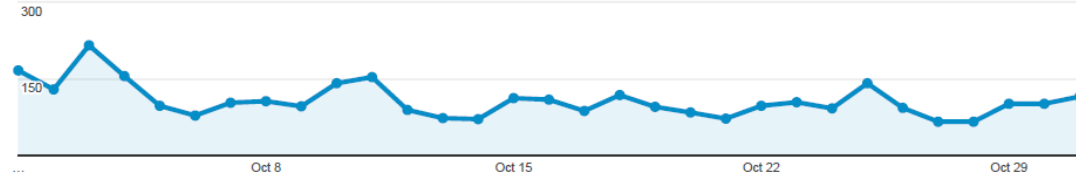
Audience Overview

Oct 1, 2018 - Oct 31, 2018

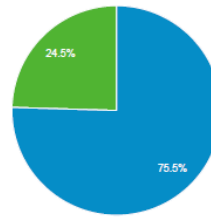
All Users
100.00% Users

Overview

Users

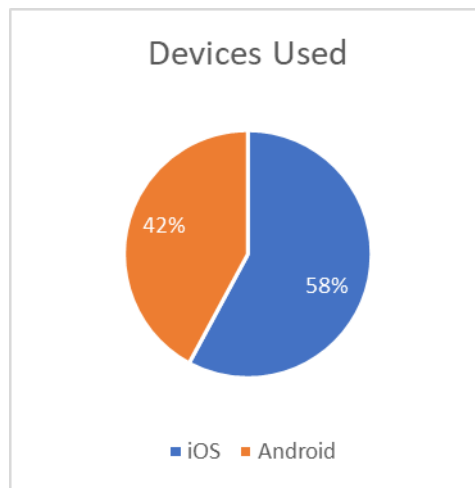
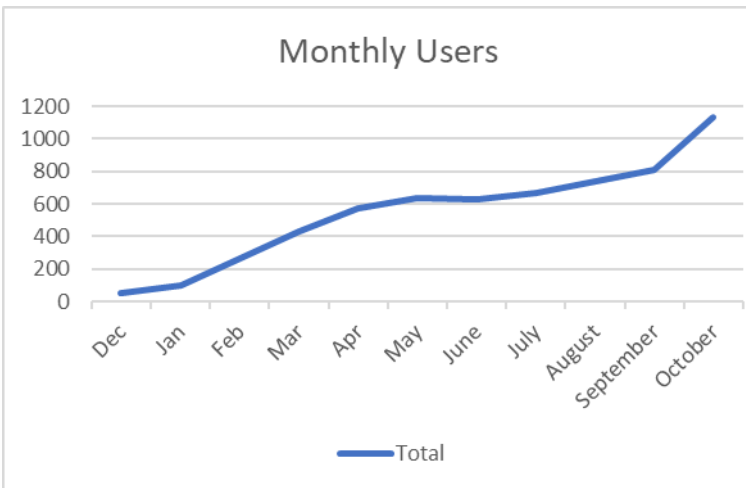
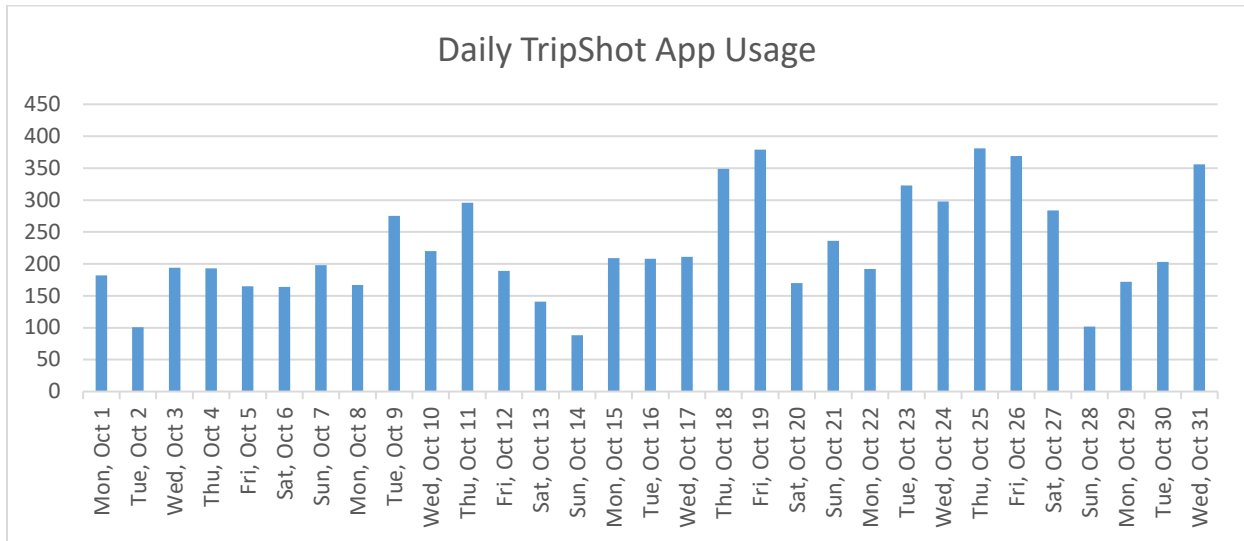


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	2,293	89.40%
2. en-gb	45	1.75%
3. zh-cn	44	1.72%
4. fr-fr	27	1.05%
5. zh-tw	20	0.78%
6. es-xl	19	0.74%
7. ja-jp	19	0.74%
8. es-419	14	0.55%
9. ko	13	0.51%
10. en-in	7	0.27%

Summary of TripShot App Activity



Users*: 1131

App Sessions: 1947

**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 were two complaints that the Gray route shuttles are at full capacity with students during the 3:00pm trips, which does not allow other passengers to board.
 - During the 3:00pm hour, secondary, overflow vehicles are in use to help alleviate these overcrowding issues.
- There was one complaint that the driver did not stop at their requested stop.
 - Incident took place on Tuesday, October 23rd at 12:48pm at the Red Route Castro/El Camino Real stop.