

# Mountain View Community Shuttle Monthly Operations Report

October 9, 2018

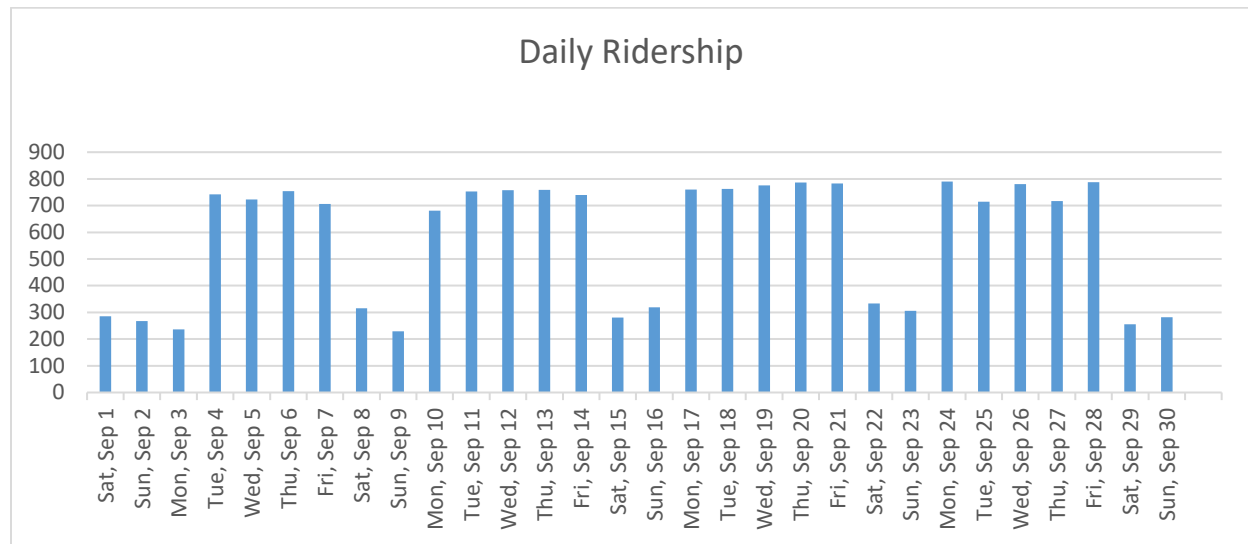
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## Passengers per Day, Table

						Sat, Sep 1
						286
Sun, Sep 2	Mon, Sep 3	Tue, Sep 4	Wed, Sep 5	Thu, Sep 6	Fri, Sep 7	Sat, Sep 8
268	236	742	723	754	706	316
Sun, Sep 9	Mon, Sep 10	Tue, Sep 11	Wed, Sep 12	Thu, Sep 13	Fri, Sep 14	Sat, Sep 15
229	681	753	758	759	740	281
Sun, Sep 16	Mon, Sep 17	Tue, Sep 18	Wed, Sep 19	Thu, Sep 20	Fri, Sep 21	Sat, Sep 22
319	760	762	776	786	783	333
Sun, Sep 23	Mon, Sep 24	Tue, Sep 25	Wed, Sep 26	Thu, Sep 27	Fri, Sep 28	Sat, Sep 29
306	790	714	781	717	788	255
Sun, Sep 30						
282						

## Passengers per Day, Chart

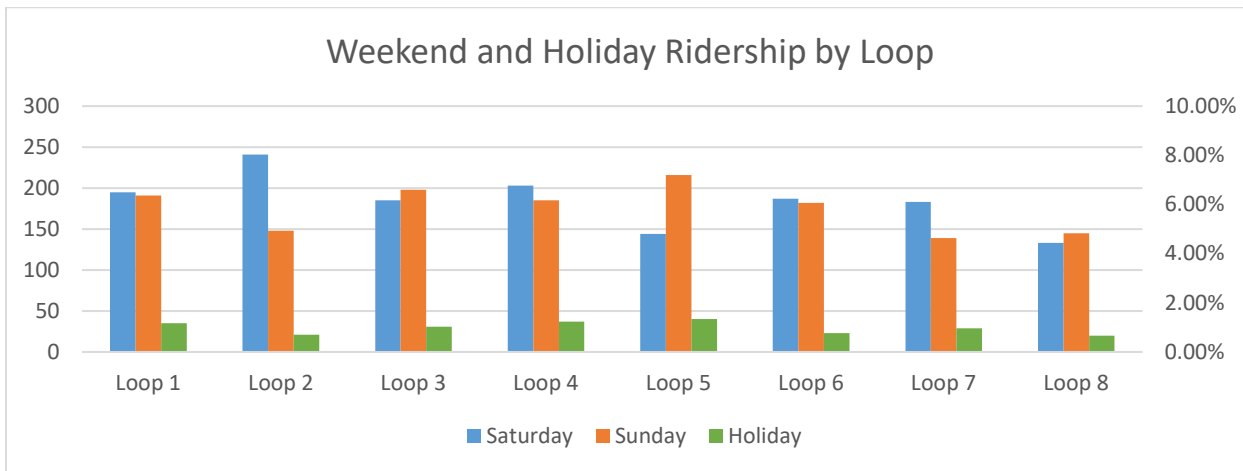
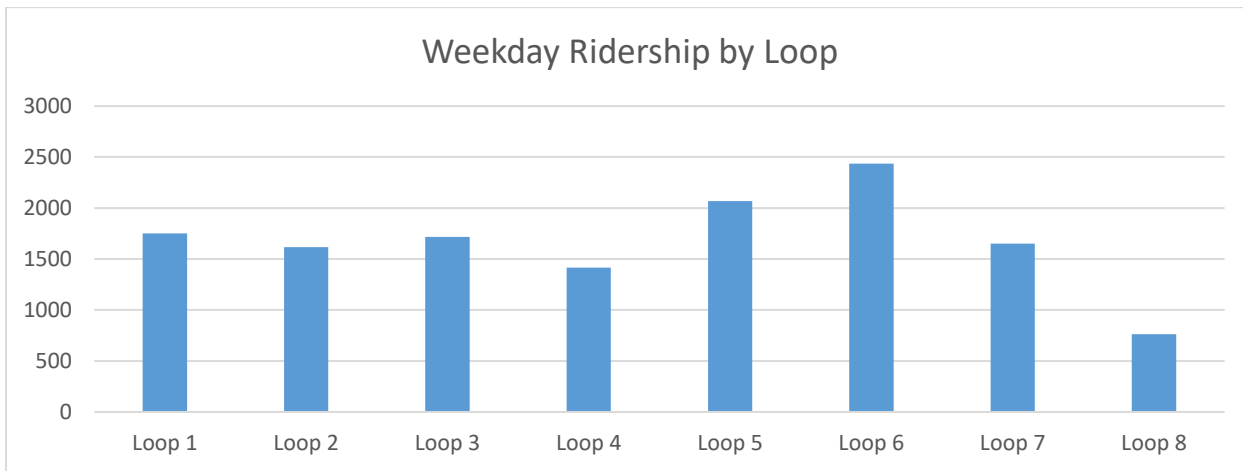
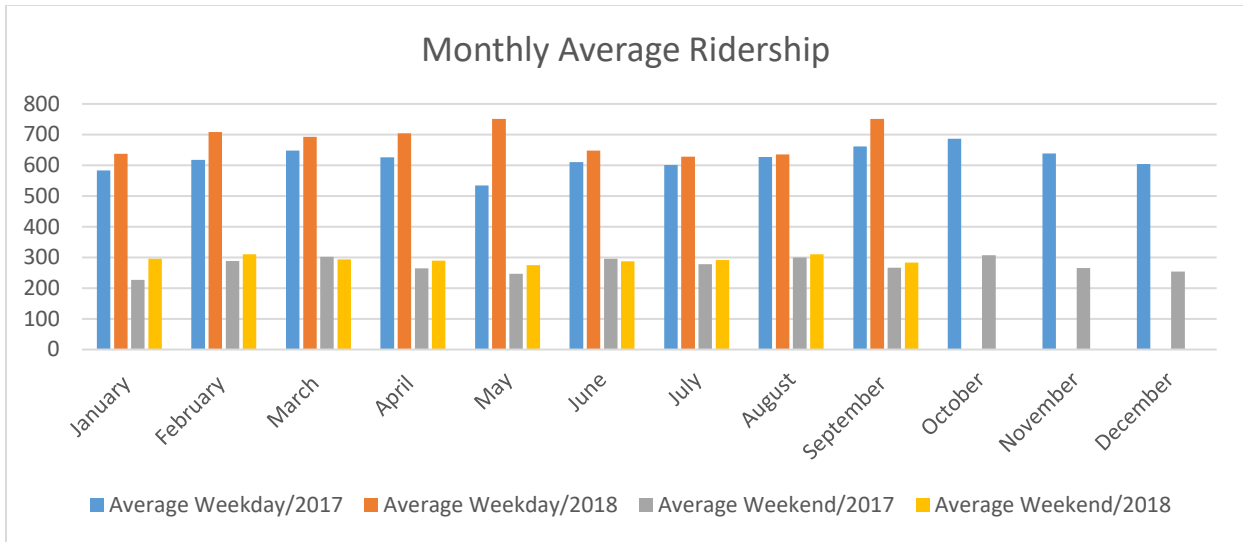


## Ridership Year-To-Date

	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			15117			2759		
November	15810			13429			2381		
December	14866			12075			2791		
Year to Date	<b>189,925</b>	<b>153,638</b>							

## 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			307		
November	639			265		
December	604			254		
<b>YTD Average</b>	<b>620</b>	<b>684</b>	<b>10%</b>	<b>274</b>	<b>293</b>	<b>7%</b>



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

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

## Additional Ridership Data:

The number of bicycles carried in September: **316**

The number of wheelchair lift usage in September: **12**

## Shuttle On-Time Performance

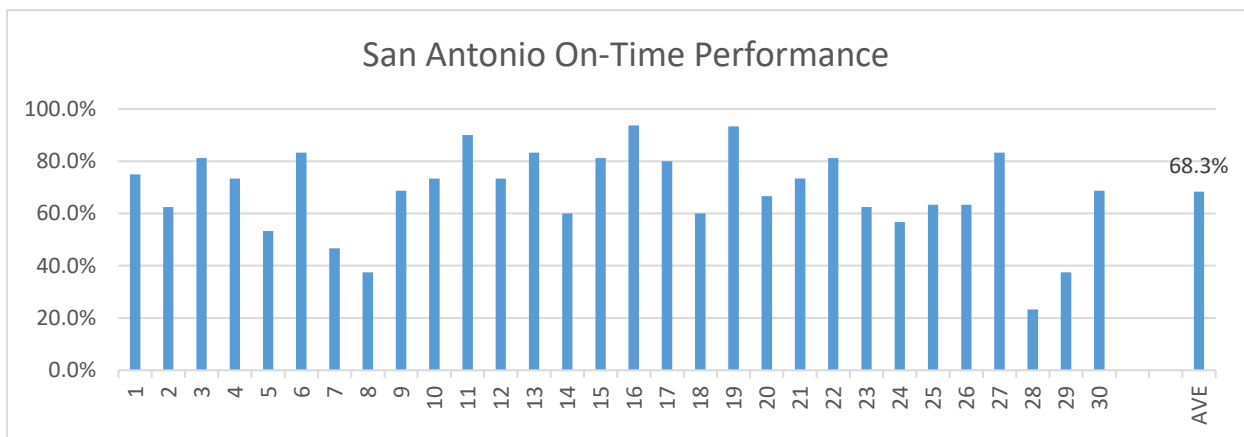
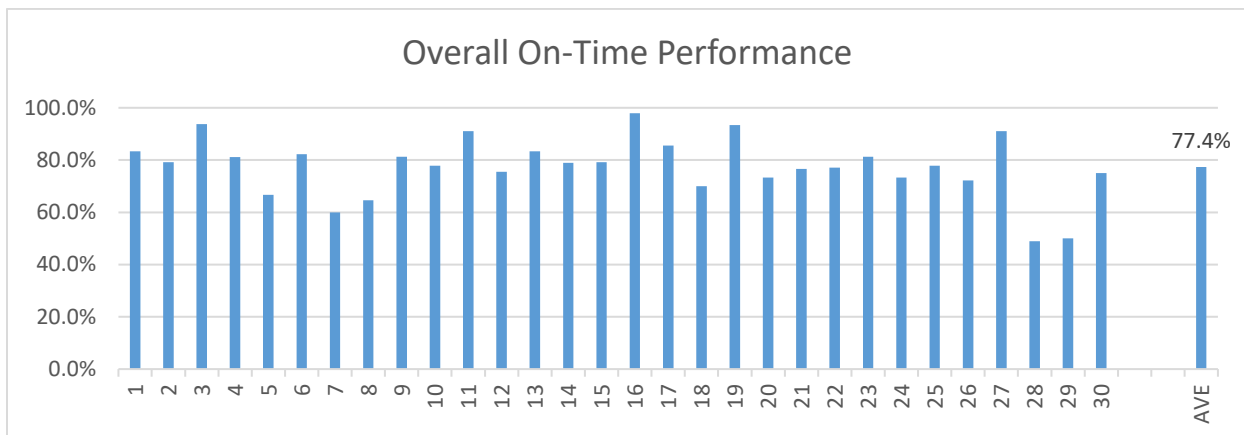
### Percentage of being on-time:

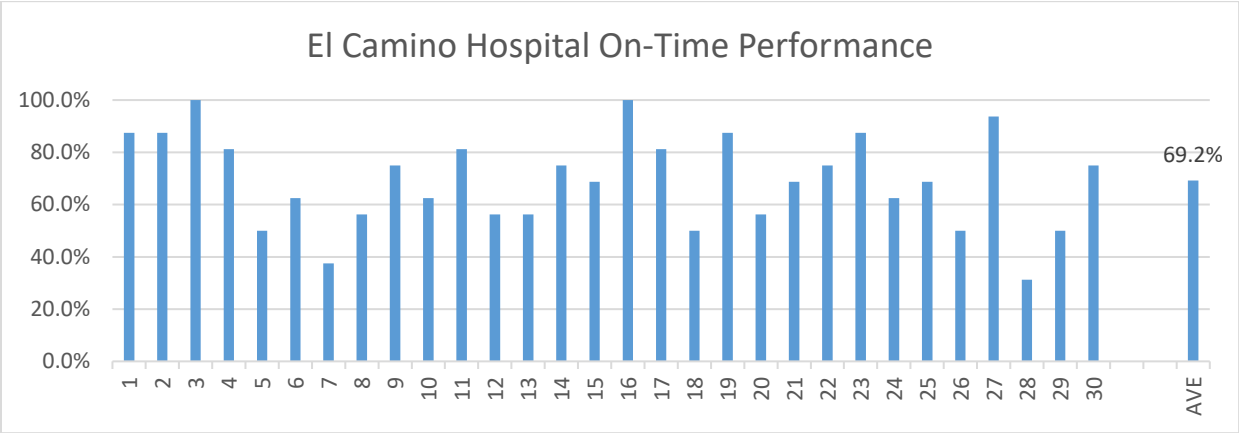
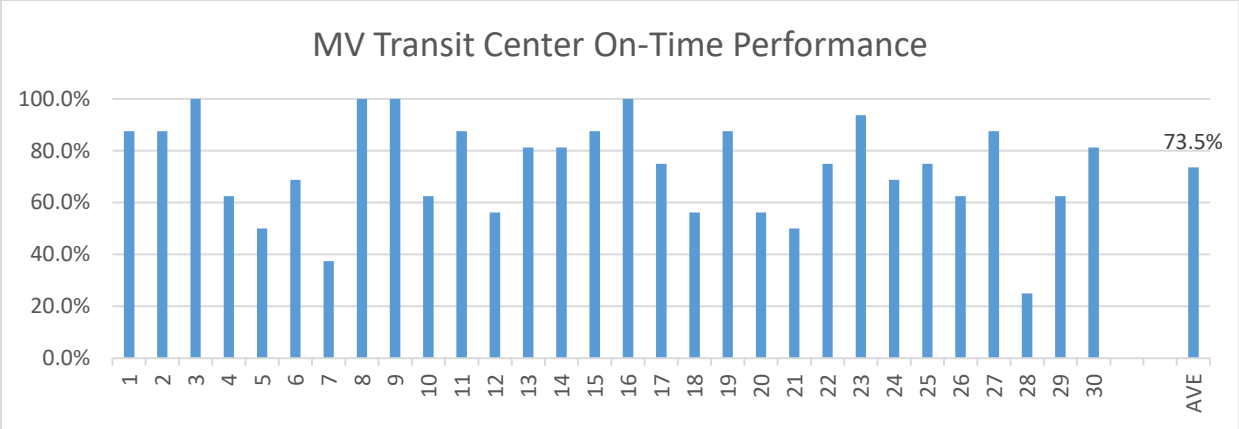
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **77.4%\***





**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 16 seconds (03:16)** behind schedule.

**Below average on-time performance was due to road construction on Villa Street and Hope Street and road closures on Grant Road and Sylvan Avenue.**

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

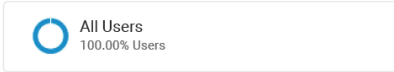
GRAY Route			RED Route		
San Antonio Center	2951	16.2%	San Antonio Center	2912	17.6%
Senior/Teen Center	1473	8.1%	Senior/Teen Center (Red)	1502	9.1%
MV Transit Center	1470	8.1%	MV Transit Center	1442	8.7%
Grant Rd.	1294	7.1%	Grant Rd. (Red)	1293	7.8%
Middlefield/Easy	1128	6.2%	Rengstorff/Middlefield (Red)	799	4.8%
Middlefield/Terra Bella	1095	6.0%	El Camino Real/Sylvan (Red)	690	4.2%
Rengstorff/Middlefield	887	4.9%	Civic Center (Red)	636	3.8%
Graham Middle School	666	3.7%	Whisman Station (Red)	540	3.3%
Whisman Station	643	3.5%	El Camino Hospital	519	3.1%
Middlefield/Moffett	640	3.5%	California/Ortega East	496	3.0%
Cuesta/Miramonte	610	3.4%	Middlefield/Easy (Red)	488	2.9%
Civic Center	596	3.3%	Middlefield/Moffett (Red)	488	2.9%
El Camino Real/Sylvan	508	2.8%	California/Rengstorff (Red)	462	2.8%
Whisman/Middlefield	427	2.3%	Middlefield/Terra Bella (Red)	450	2.7%
Sylvan Park	415	2.3%	Sylvan Park (Red)	434	2.6%
California/Ortega West	403	2.2%	Cuesta/Miramonte (Red)	322	1.9%
Rengstorff/Central	387	2.1%	California/Rengstorff	317	1.9%
California/Rengstorff	381	2.1%	Villa/Mariposa	304	1.8%
Castro/El Camino Real (Gray)	318	1.7%	Villa/Franklin (Red)	258	1.6%
California/Ortega East	306	1.7%	Shoreline/Middlefield #1 (Red)	254	1.5%
Shoreline/Middlefield #3 (Gray)	289	1.6%	Castro/El Camino Real (Red)	248	1.5%
El Camino Hospital	262	1.4%	Rengstorff/Central (Red)	244	1.5%
Community Center	257	1.4%	Grant/Eunice	243	1.5%
Rengstorff/Montecito	166	0.9%	Graham Middle School (Red)	239	1.4%
Villa/Franklin	147	0.8%	Whisman/Middlefield (Red)	220	1.3%
Villa/Shoreline	136	0.7%	California/Ortega West	217	1.3%
Grant/Eunice	101	0.6%	Rengstorff/Montecito (Red)	173	1.0%
Shoreline/Pear	89	0.5%	Community Center (Red)	153	0.9%
Cuesta/Grant	89	0.5%	Cuesta/Grant	107	0.6%
Cuesta/Grant (Gray)	32	0.2%	Shoreline/Pear	91	0.5%
Shoreline/Middlefield #2	27	0.1%	Shoreline/Middlefield #2	12	0.1%
<b>Total</b>	<b>18193</b>	<b>100.0%</b>	<b>Total</b>	<b>16553</b>	<b>100.0%</b>



# Summary of Website Activity

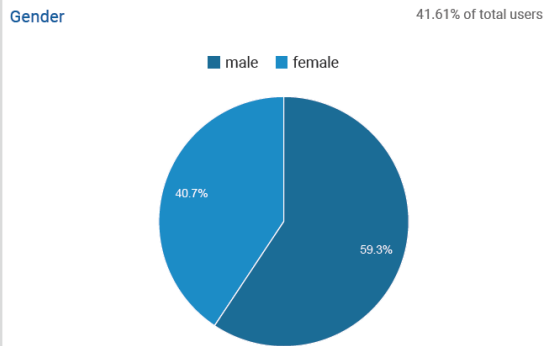
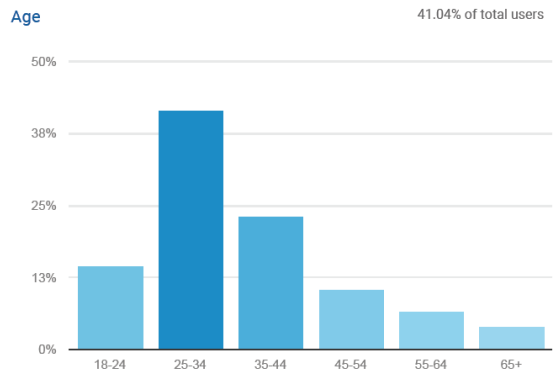
## Year To Date/Monthly Report

### Demographics: Overview

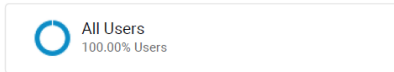


Jan 1, 2018 - Sep 30, 2018

Key Metric:

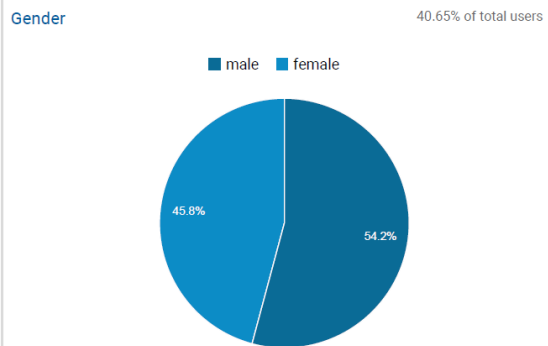
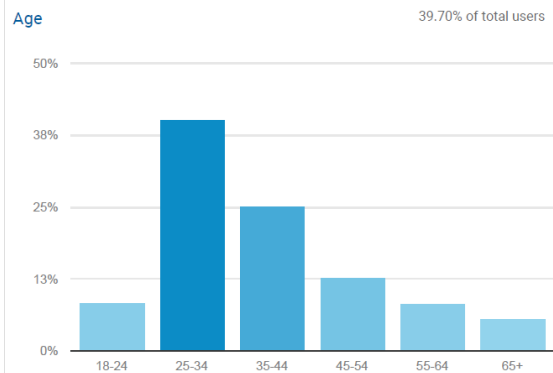


### Demographics: Overview



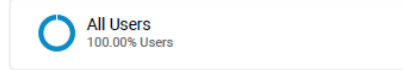
Sep 1, 2018 - Sep 30, 2018

Key Metric:



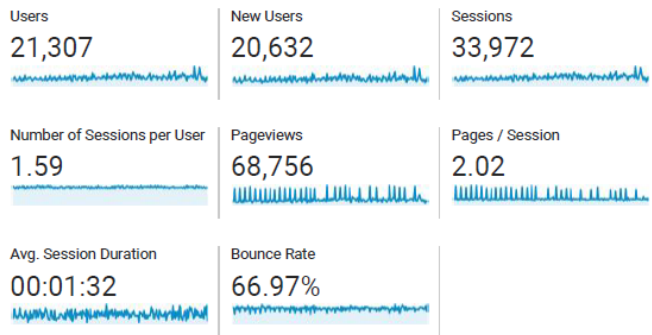
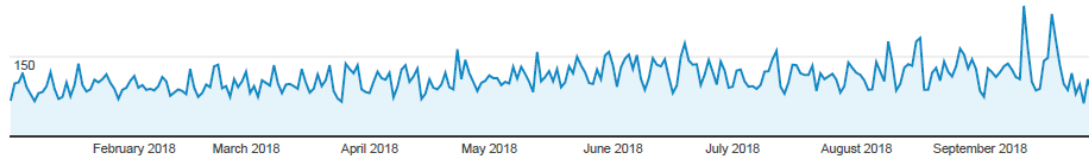
## Audience Overview

Jan 1, 2018 - Sep 30, 2018

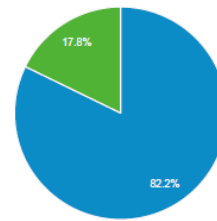


### Overview

● Users  
300



■ New Visitor ■ Returning Visitor



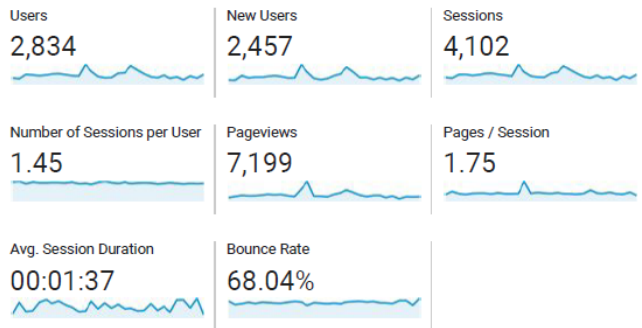
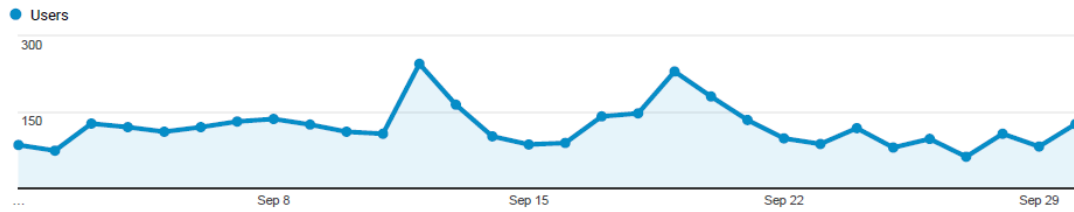
Language	Users	% Users
1. en-us	18,716	87.90%
2. en-gb	423	1.99%
3. fr	332	1.56%
4. zh-cn	272	1.28%
5. zh-tw	183	0.86%
6. ja-jp	139	0.65%
7. ko	117	0.55%
8. pt-br	116	0.54%
9. es-xl	101	0.47%
10. en-ca	75	0.35%

## Audience Overview

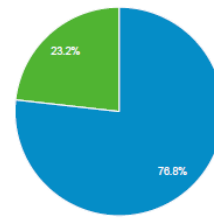
Sep 1, 2018 - Sep 30, 2018

All Users  
100.00% Users

### Overview

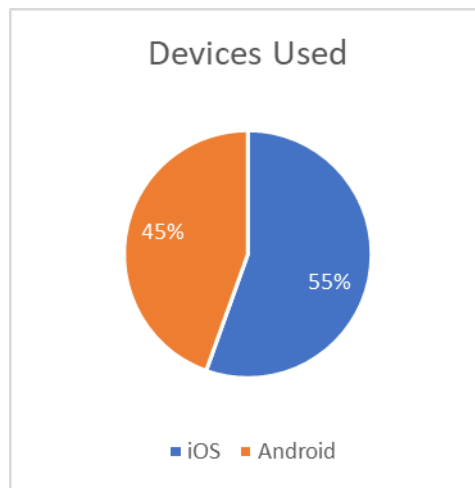
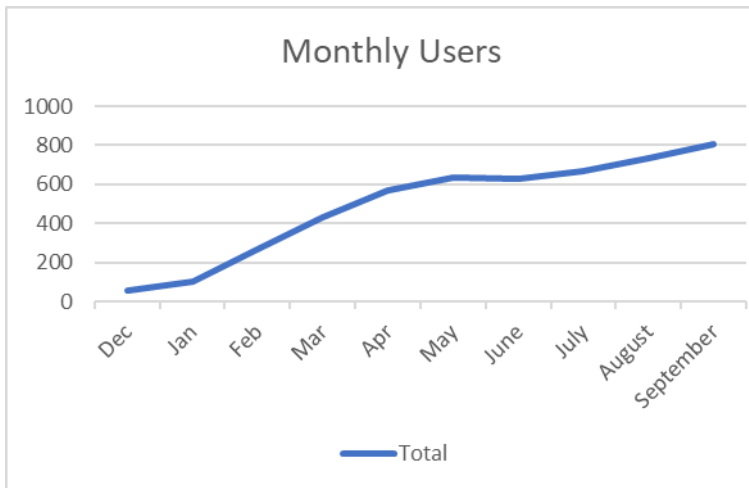
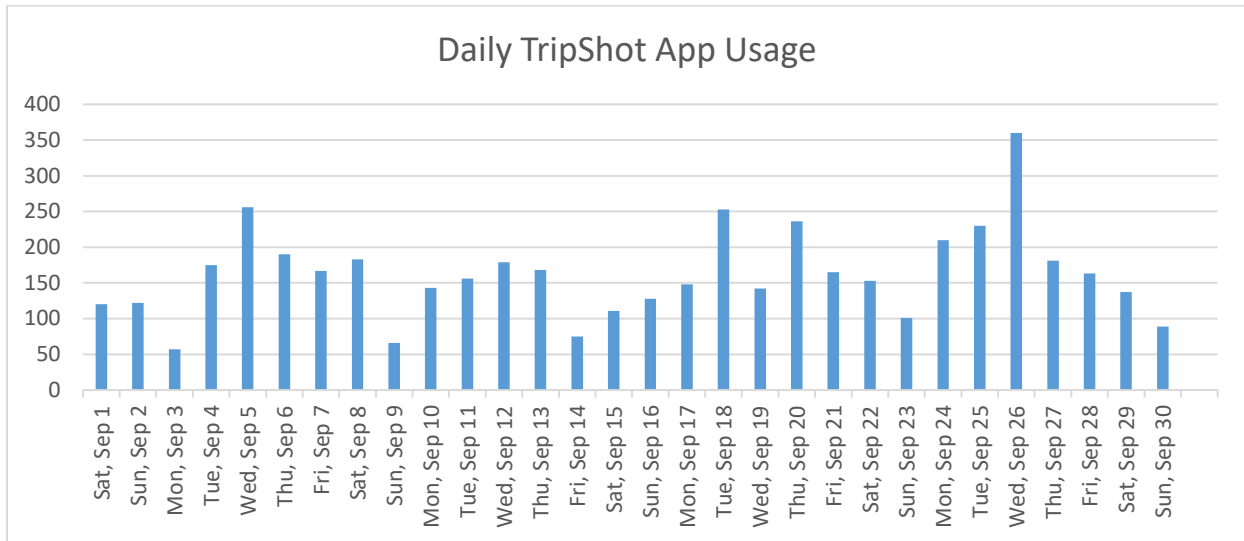


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	2,554	89.90%
2. en-gb	54	1.90%
3. zh-cn	33	1.16%
4. fr	23	0.81%
5. zh-tw	20	0.70%
6. es-xl	19	0.67%
7. ko	18	0.63%
8. ja-jp	14	0.49%
9. es-419	11	0.39%
10. ko-kr	10	0.35%

## Summary of TripShot App Activity



**Users\*: 808**

**App Sessions: 1352**

*\*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 that there were no signs were posted on downtown stops notifying passengers of closures during the Art and Wine Festival.
  - During scheduled closures of stops, management will begin hanging signs to notify passengers of the dates and times of the closures. Additionally, and for any unscheduled closures, notifications are placed on the website, Twitter and sent out using the TripShot apps.
- There was one incident in which a caller reported being cut off by the shuttle driver which caused a verbal altercation.
  - The situation is currently being investigated by driver managers.