



Mountain View Community Shuttle

Monthly Operations Report

September 9, 2019

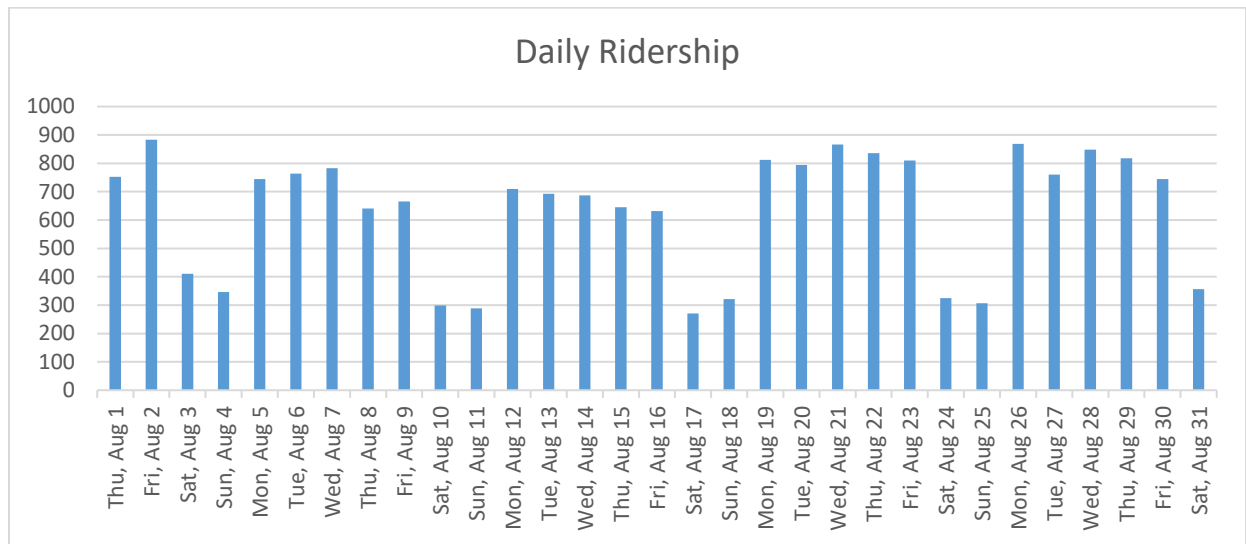
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Passengers per Day, Table

				Thu, Aug 1	Fri, Aug 2	Sat, Aug 3
				752	883	411
Sun, Aug 4	Mon, Aug 5	Tue, Aug 6	Wed, Aug 7	Thu, Aug 8	Fri, Aug 9	Sat, Aug 10
346	744	764	783	641	665	299
Sun, Aug 11	Mon, Aug 12	Tue, Aug 13	Wed, Aug 14	Thu, Aug 15	Fri, Aug 16	Sat, Aug 17
289	709	693	687	645	632	271
Sun, Aug 18	Mon, Aug 19	Tue, Aug 20	Wed, Aug 21	Thu, Aug 22	Fri, Aug 23	Sat, Aug 24
321	812	794	866	836	810	325
Sun, Aug 25	Mon, Aug 26	Tue, Aug 27	Wed, Aug 28	Thu, Aug 29	Fri, Aug 30	Sat, Aug 31
307	869	760	848	818	744	356

Passengers per Day, Chart

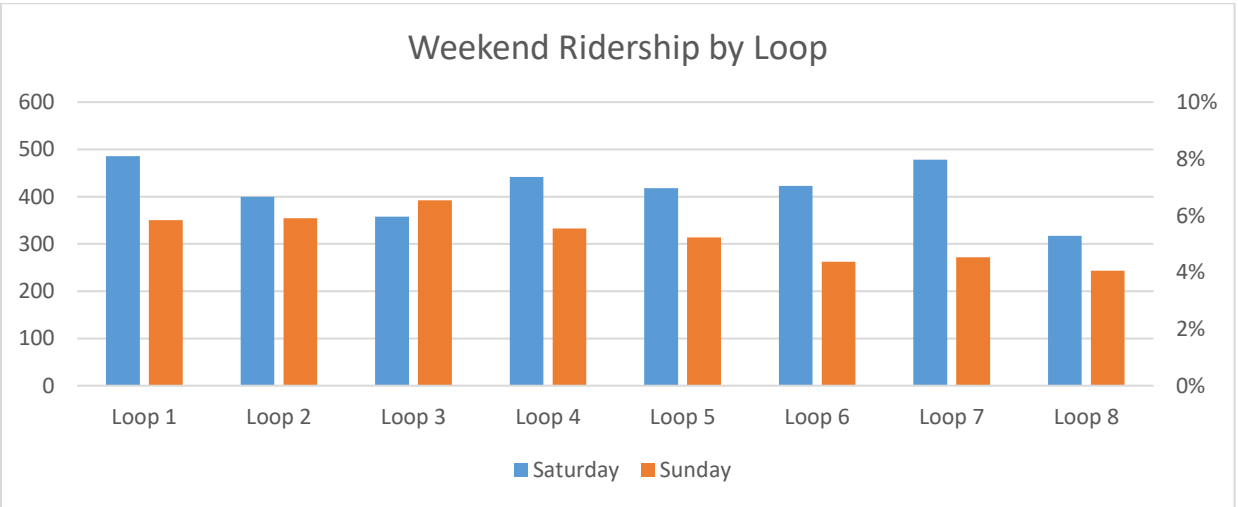
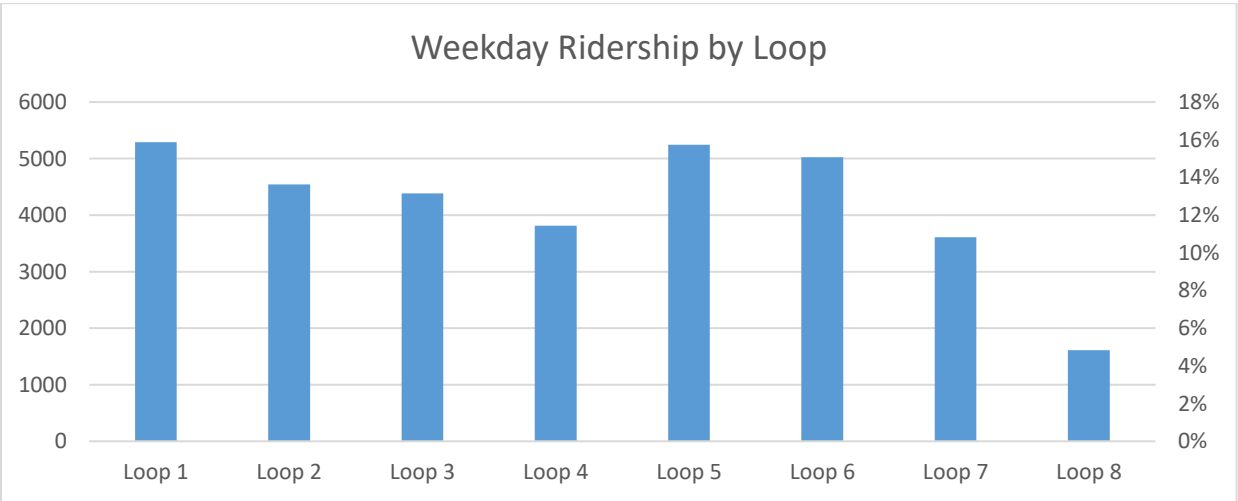
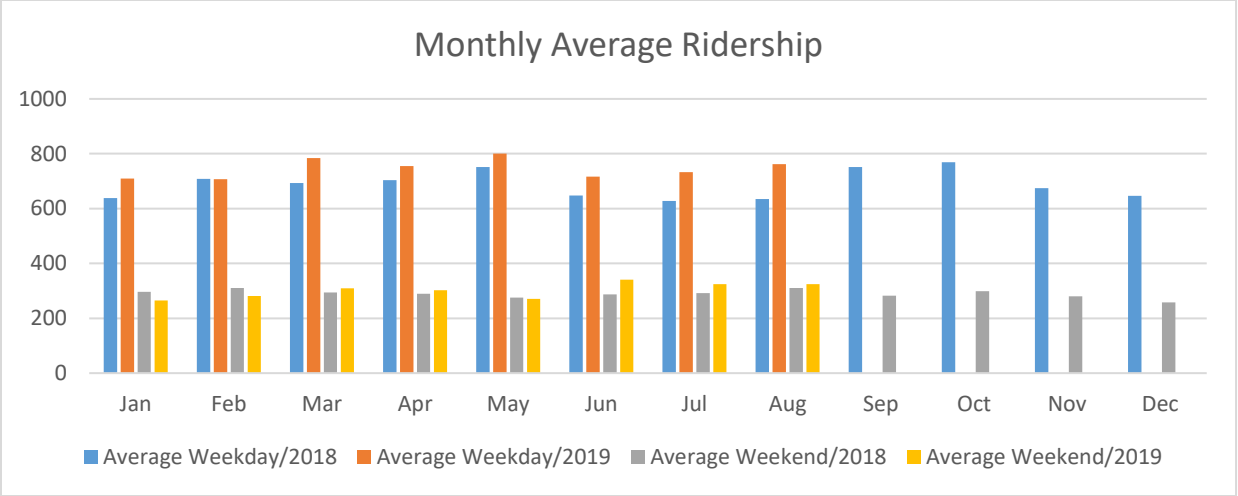


Ridership Year-To-Date

	Total/2018	Total/2019	% change	Weekday Totals/ 2018	Weekday Totals/ 2019	% change	Weekend Totals/ 2018	Weekend Totals/ 2019	% change
January	16354	17530	7%	13394	14882	11%	2960	2648	-11%
February	16251	15963	-2%	13461	13435	0%	2790	2528	-9%
March	17894	19554	9%	15248	16461	8%	2646	3093	17%
April	17382	18579	7%	14786	15865	7%	2596	2714	5%
May	18997	20066	6%	16522	17625	7%	2475	2441	-1%
June	16197	17756	10%	13617	14344	5%	2580	3412	32%
July	16099	19040	18%	13184	16121	22%	2915	2919	0%
August	17080	19680	15%	14601	16755	15%	2479	2925	18%
September	17384			14273			3111		
October	20088			17697			2391		
November	16272			13473			2799		
December	15781			12945			2836		
Year to Date	205,779	148,168							

Average Daily Ridership 2018-2019

	Average Weekday/2018	Average Weekday/2019	% change	Average Weekend/2018	Average Weekend/2019	% change
January	638	709	11%	296	265	-10%
February	708	707	0%	310	281	-9%
March	693	784	13%	294	309	5%
April	704	755	7%	289	302	4%
May	751	801	7%	275	271	-1%
June	648	717	11%	287	341	19%
July	628	733	17%	292	324	11%
August	635	762	20%	310	325	5%
September	751			283		
October	769			299		
November	674			280		
December	647			258		
YTD Average	687	746	9%	289	302	4%



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

Peak Service Loop in August: 1st loop, 10:00 PM – 11:25 PM.

Additional Ridership Data:

The number of bicycles carried in August: **242**

The number of wheelchair lift usage in August: **4**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3520	17.2%	San Antonio Center	3682	19.5%
Grant Rd.	1748	8.5%	Grant Rd. (Red)	1753	9.3%
MV Transit Center	1717	8.4%	Senior/Teen Center (Red)	1675	8.9%
Senior/Teen Center	1560	7.6%	MV Transit Center	1463	7.7%
Middlefield/Easy	989	4.8%	Civic Center (Red)	932	4.9%
Rengstorff/Middlefield	949	4.6%	Rengstorff/Middlefield (Red)	766	4.1%
El Camino Real/Sylvan	835	4.1%	El Camino Real/Sylvan (Red)	743	3.9%
Civic Center	756	3.7%	Middlefield/Easy (Red)	597	3.2%
Whisman Station	684	3.3%	El Camino Hospital	561	3.0%
Crittenden Middle School	681	3.3%	California/Ortega East	517	2.7%
Cuesta/Miramonte	645	3.2%	Sylvan Park (Red)	514	2.7%
Sylvan Park	556	2.7%	Middlefield/Moffett (Red)	508	2.7%
Middlefield/Moffett	542	2.6%	Whisman Station (Red)	500	2.6%
California/Ortega West	508	2.5%	California/Rengstorff (Red)	479	2.5%
Community Center	498	2.4%	Villa/Mariposa	384	2.0%
Graham Middle School	462	2.3%	Crittenden Middle School (Red)	355	1.9%
California/Rengstorff	452	2.2%	Villa/Franklin (Red)	320	1.7%
Castro/El Camino Real (Gray)	446	2.2%	Castro/El Camino Real (Red)	318	1.7%
Whisman/Middlefield	432	2.1%	Cuesta/Miramonte (Red)	312	1.7%
El Camino Hospital	378	1.8%	Shoreline/Middlefield #1 (Red)	308	1.6%
California/Ortega East	367	1.8%	Community Center (Red)	278	1.5%
Rengstorff/Central	354	1.7%	Graham Middle School (Red)	258	1.4%
Shoreline/Middlefield #3 (Gray)	321	1.6%	Whisman/Middlefield (Red)	253	1.3%
Middlefield/San Pierre	206	1.0%	California/Rengstorff	232	1.2%
Villa/Franklin	178	0.9%	Rengstorff/Central (Red)	221	1.2%
Rengstorff/Montecito	176	0.9%	California/Ortega West	174	0.9%
Villa/Shoreline	142	0.7%	Grant/Eunice	167	0.9%
Cuesta/Grant (Gray)	97	0.5%	Cuesta/Grant	150	0.8%
Grant/Eunice	95	0.5%	Rengstorff/Montecito (Red)	150	0.8%
Shoreline/Pear	92	0.4%	Middlefield/San Pierre (Red)	147	0.8%
Cuesta/Grant	57	0.3%	Shoreline/Pear	94	0.5%
Shoreline/Middlefield #2	31	0.2%	Shoreline/Middlefield #2	77	0.4%
Total	20474	100.0%	Total	18888	100.0%

Shuttle On-Time Performance

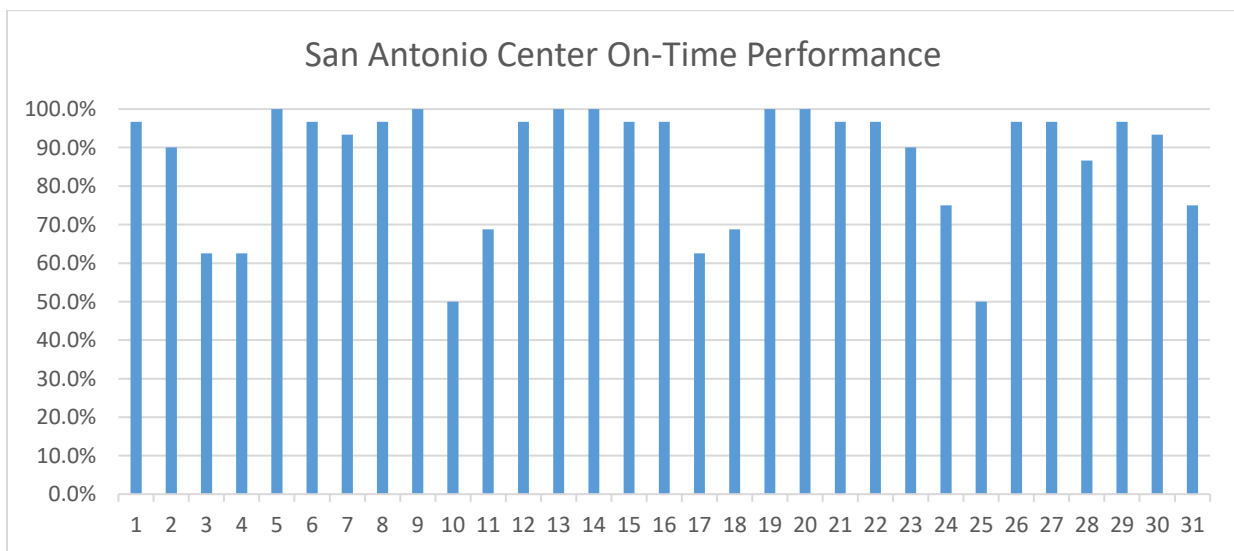
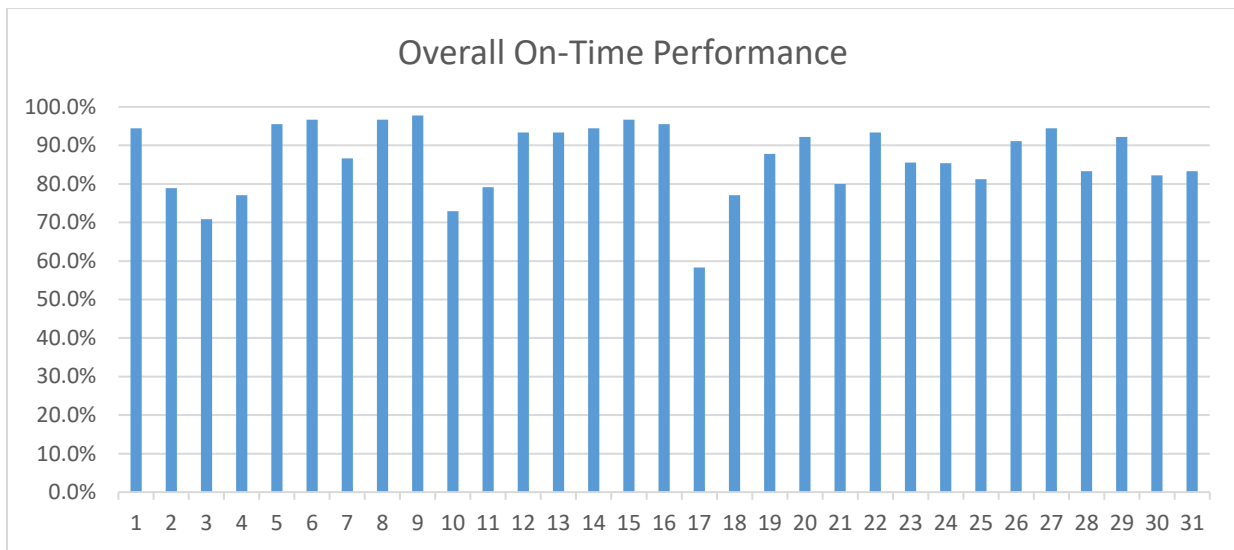
Percentage of being on-time:

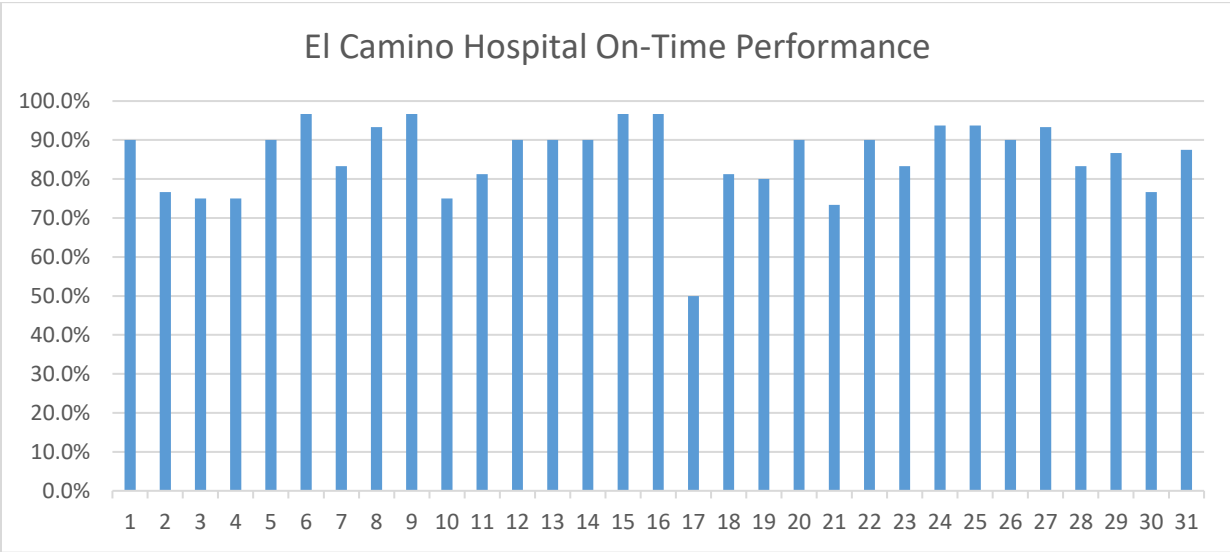
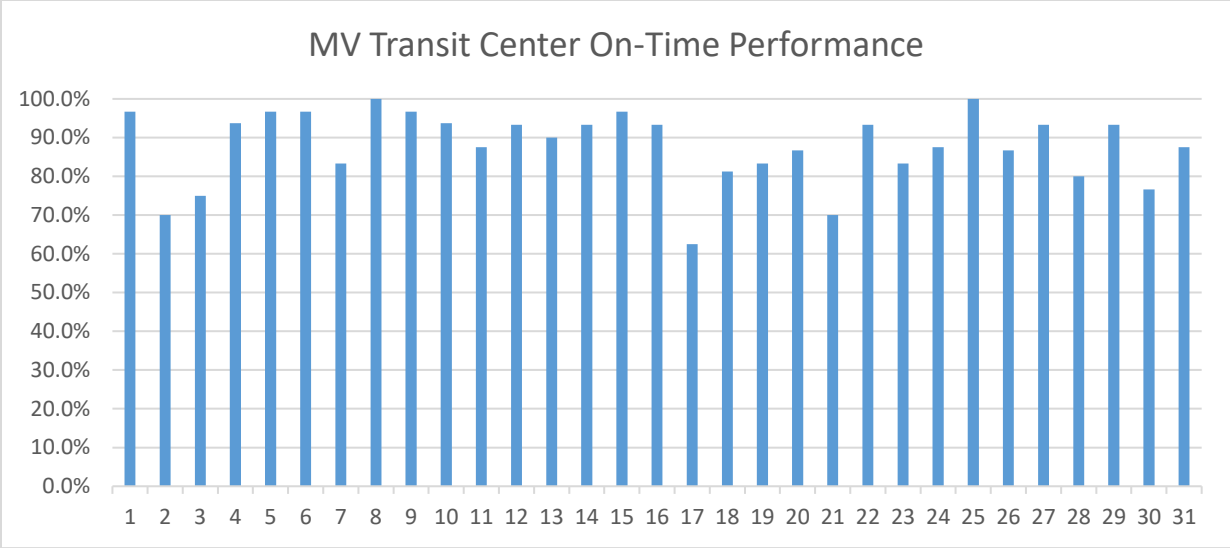
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 considered 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 **86.7%**





Average Time Behind-Schedule in minutes:

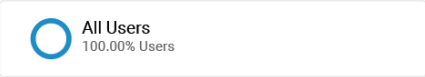
Average departure time was determined by averaging all shuttle departure times at the San Antonio Center, MV Transit Center, and El Camino Hospital.

Average Departure Time: **2 minutes and 24 seconds (02:24)** behind schedule.

Summary of Website Activity

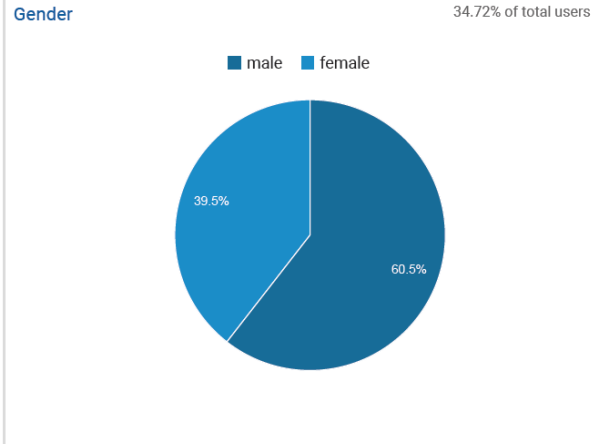
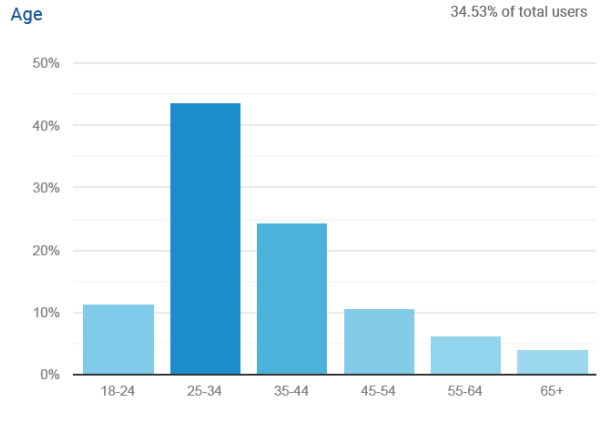
Year To Date/Monthly Report

Demographics: Overview

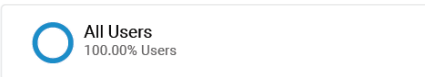


Jan 1, 2019 - Aug 31, 2019

Key Metric:

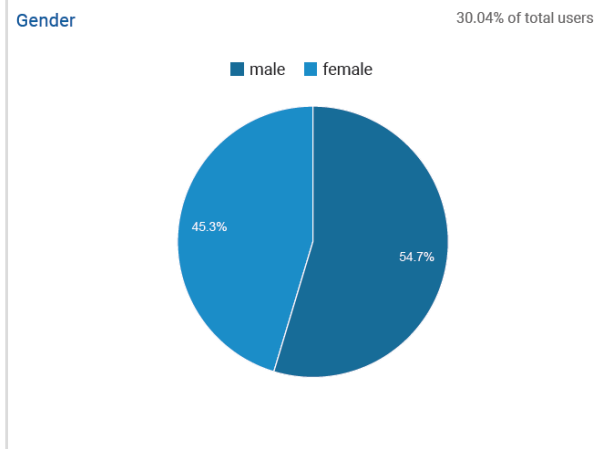
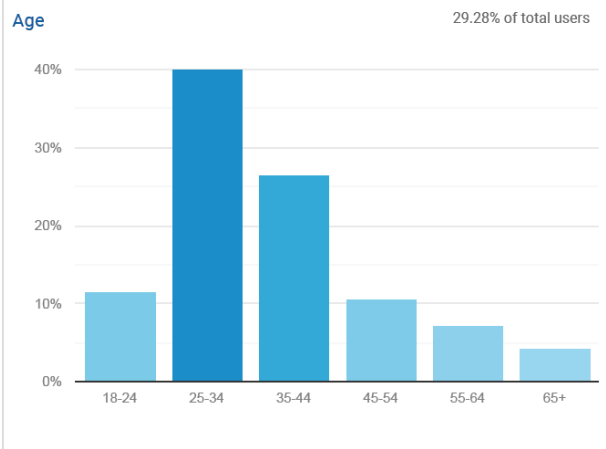


Demographics: Overview



Aug 1, 2019 - Aug 31, 2019

Key Metric:



Audience Overview

Jan 1, 2019 - Aug 31, 2019

All Users
100.00% Users

Overview

Users

1,000

500

February 2019 March 2019 April 2019 May 2019 June 2019 July 2019 August 2019

Users

20,466



New Users

19,967



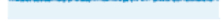
Sessions

32,569



Number of Sessions per User

1.59



Pageviews

59,826



Pages / Session

1.84



Avg. Session Duration

00:01:26

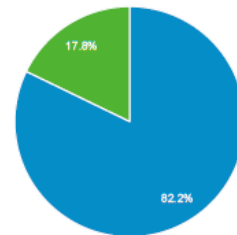


Bounce Rate

69.90%



New Visitor Returning Visitor



Language

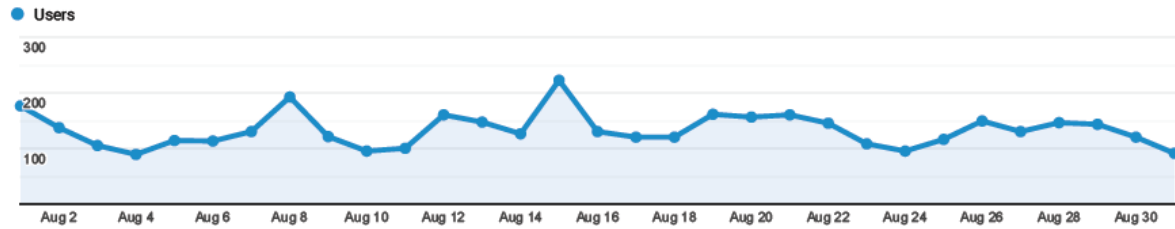
Language	Users	% Users
1. en-us	18,256	89.14%
2. en-gb	395	1.93%
3. zh-cn	279	1.36%
4. ja-jp	158	0.77%
5. zh-tw	147	0.72%
6. es-xl	144	0.70%
7. en-ca	119	0.58%
8. en	109	0.53%
9. ko	102	0.50%
10. ja	71	0.35%

Audience Overview

Aug 1, 2019 - Aug 31, 2019

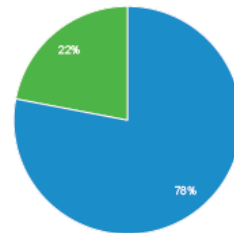

All Users
 100.00% Users

Overview



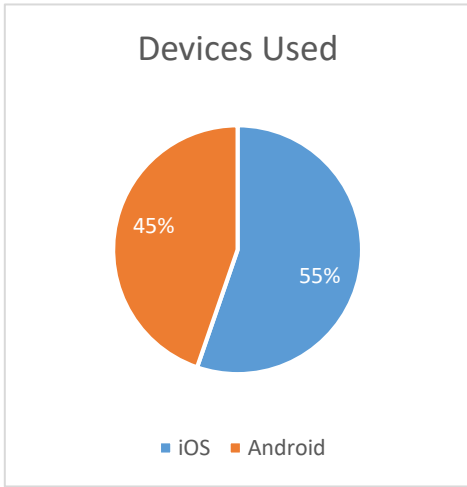
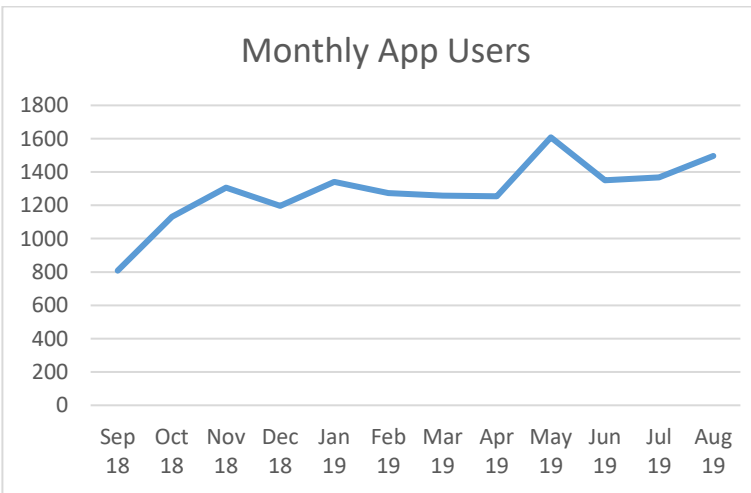
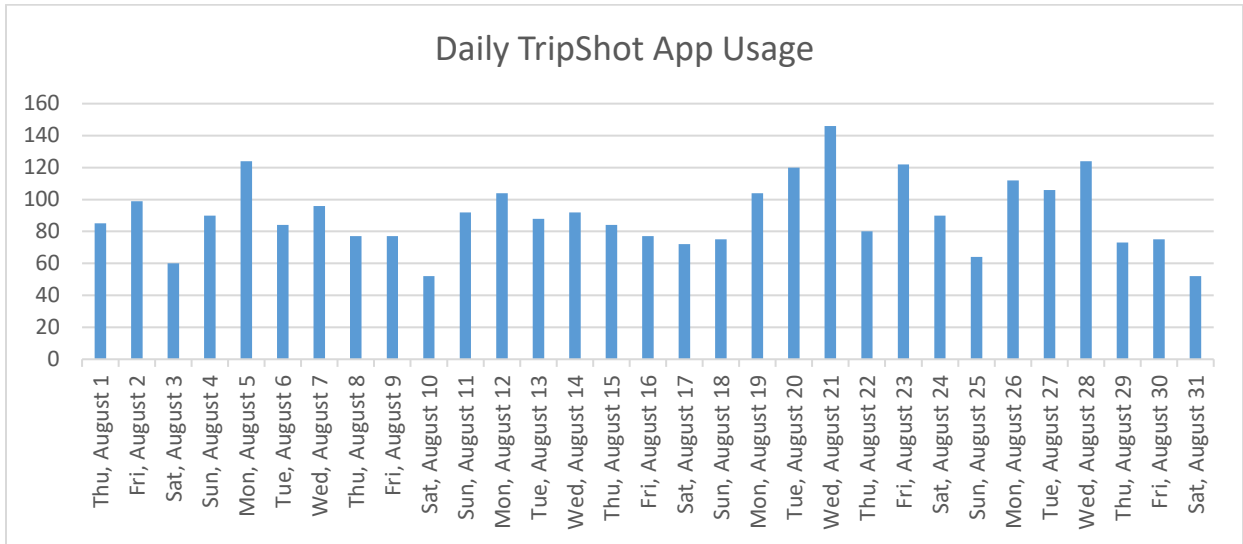
Users 3,289	New Users 2,963	Sessions 4,662
Number of Sessions per User 1.42	Pageviews 9,006	Pages / Session 1.93
Avg. Session Duration 00:01:31	Bounce Rate 68.38%	

■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	2,930	88.84%
2. zh-cn	55	1.67%
3. en-gb	46	1.39%
4. ja-jp	34	1.03%
5. zh-tw	30	0.91%
6. es-xl	25	0.76%
7. en-ca	19	0.58%
8. en	15	0.45%
9. ja	15	0.45%
10. ko	14	0.42%

Summary of TripShot App Activity



Users: 1496

App Sessions: 2796

Complaints Received by CSR Staff

- There was one complaint of a driver not using his turn signals.
 - All drivers are required to use their turn signals both when entering and exiting traffic.
- There were two complaints about the lack of air conditioning in the shuttles.
 - The vehicle maintenance team has been working hard to get the air conditioning units up and running in all of the shuttle buses. As of the beginning of September, all but one vehicle now have operational A/C units.
- There were three complaints about drivers being rude.
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service. The drivers in question were spoken to and reminded of this fact.