



Mountain View Community Shuttle

Monthly Operations Report

July 9, 2019

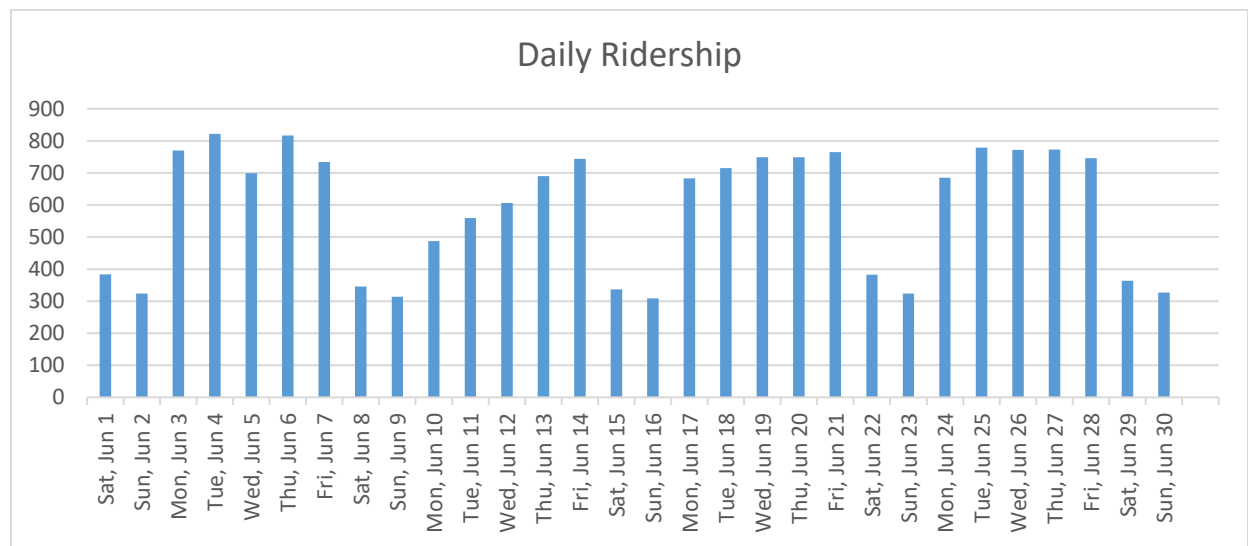
Contents

Passengers per Day, Table	- 3 -
Passengers per Day, Chart	- 3 -
Ridership Year-To-Date	- 4 -
Average Daily Ridership 2018-2019	- 4 -
Additional Ridership Data:	- 6 -
Month Total Use (Boarding & Alighting) by Stops	- 6 -
Shuttle On-Time Performance	- 7 -
Summary of Website Activity	- 9 -
Summary of TripShot App Activity.....	- 12 -
Complaints Received by CSR Staff.....	- 13 -

Passengers per Day, Table

						Sat, Jun 1
						384
Sun, Jun 2	Mon, Jun 3	Tue, Jun 4	Wed, Jun 5	Thu, Jun 6	Fri, Jun 7	Sat, Jun 8
324	770	822	699	817	734	346
Sun, Jun 9	Mon, Jun 10	Tue, Jun 11	Wed, Jun 12	Thu, Jun 13	Fri, Jun 14	Sat, Jun 15
314	487	559	606	690	744	337
Sun, Jun 16	Mon, Jun 17	Tue, Jun 18	Wed, Jun 19	Thu, Jun 20	Fri, Jun 21	Sat, Jun 22
309	683	715	749	749	765	383
Sun, Jun 23	Mon, Jun 24	Tue, Jun 25	Wed, Jun 26	Thu, Jun 27	Fri, Jun 28	Sat, Jun 29
324	685	779	772	773	746	364
Sun, Jun 30						
327						

Passengers per Day, Chart

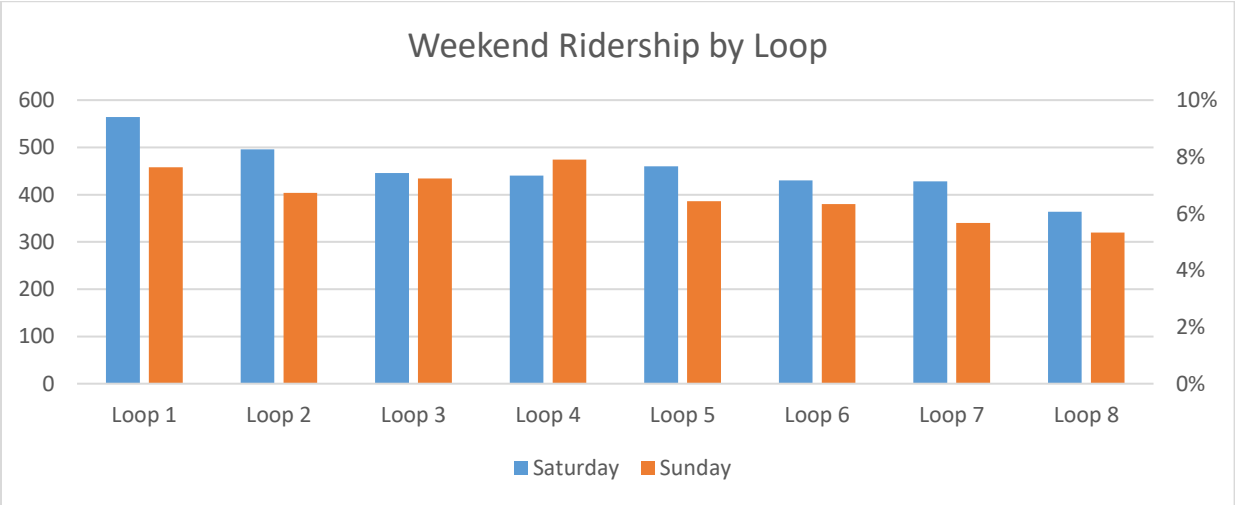
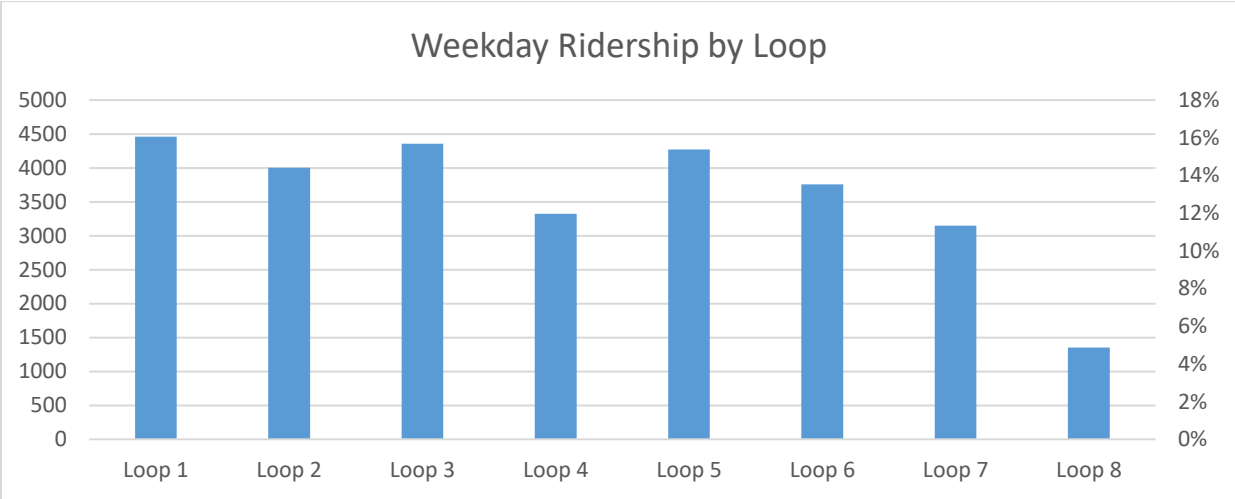
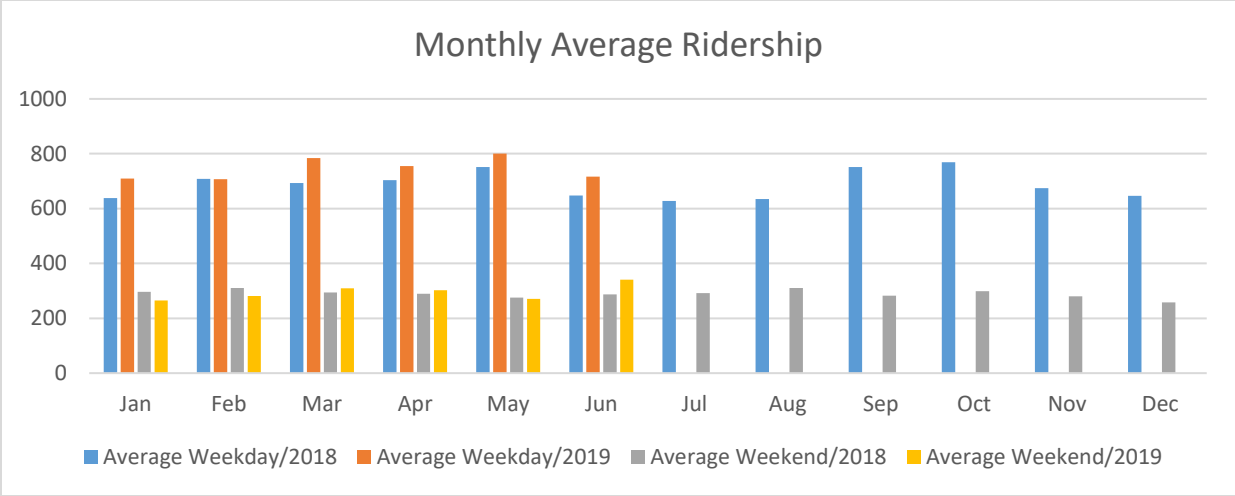


Ridership Year-To-Date

	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			13184			2915		
August	17080			14601			2479		
September	17384			14273			3111		
October	20088			17697			2391		
November	16272			13473			2799		
December	15781			12945			2836		
Year to Date	205,779	109,448							

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			292		
August	635			310		
September	751			283		
October	769			299		
November	674			280		
December	647			258		
YTD Average	687	746	8%	289	295	2%



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

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

Additional Ridership Data:

The number of bicycles carried in June: **286**

The number of wheelchair lift usage in June: **10**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3397	18.7%	San Antonio Center	3224	18.6%
MV Transit Center	1606	8.8%	Grant Rd. (Red)	1545	8.9%
Grant Rd.	1556	8.6%	Senior/Teen Center (Red)	1475	8.5%
Senior/Teen Center	1344	7.4%	MV Transit Center	1461	8.4%
Rengstorff/Middlefield	850	4.7%	El Camino Real/Sylvan (Red)	884	5.1%
Civic Center	804	4.4%	Rengstorff/Middlefield (Red)	759	4.4%
El Camino Real/Sylvan	785	4.3%	Civic Center (Red)	732	4.2%
Middlefield/Easy	741	4.1%	Whisman Station (Red)	551	3.2%
Whisman Station	581	3.2%	El Camino Hospital	508	2.9%
Cuesta/Miramonte	512	2.8%	Middlefield/Easy (Red)	500	2.9%
Sylvan Park	491	2.7%	California/Ortega East	495	2.9%
California/Ortega West	465	2.6%	Middlefield/Moffett (Red)	495	2.9%
Middlefield/Moffett	446	2.5%	Sylvan Park (Red)	480	2.8%
Whisman/Middlefield	435	2.4%	California/Rengstorff (Red)	391	2.3%
Community Center	390	2.1%	Villa/Franklin (Red)	354	2.0%
California/Ortega East	386	2.1%	Whisman/Middlefield (Red)	305	1.8%
Crittenden Middle School	380	2.1%	Castro/El Camino Real (Red)	287	1.7%
California/Rengstorff	369	2.0%	Villa/Mariposa	272	1.6%
El Camino Hospital	368	2.0%	Cuesta/Miramonte (Red)	268	1.5%
Castro/El Camino Real (Gray)	359	2.0%	Community Center (Red)	264	1.5%
Rengstorff/Central	322	1.8%	Crittenden Middle School (Red)	258	1.5%
Graham Middle School	279	1.5%	Graham Middle School (Red)	230	1.3%
Shoreline/Middlefield #3 (Gray)	240	1.3%	Rengstorff/Central (Red)	224	1.3%
Rengstorff/Montecito	230	1.3%	Shoreline/Middlefield #1 (Red)	191	1.1%
Middlefield/San Pierre	226	1.2%	California/Rengstorff	186	1.1%
Villa/Franklin	142	0.8%	Rengstorff/Montecito (Red)	186	1.1%
Cuesta/Grant (Gray)	105	0.6%	California/Ortega West	186	1.1%
Shoreline/Pear	90	0.5%	Middlefield/San Pierre (Red)	167	1.0%
Villa/Shoreline	83	0.5%	Cuesta/Grant	149	0.9%
Grant/Eunice	82	0.5%	Shoreline/Pear	136	0.8%
Cuesta/Grant	79	0.4%	Grant/Eunice	124	0.7%
Shoreline/Middlefield #2	41	0.2%	Shoreline/Middlefield #2	33	0.2%
Total	18184	100.0%	Total	17320	100.0%

Shuttle On-Time Performance

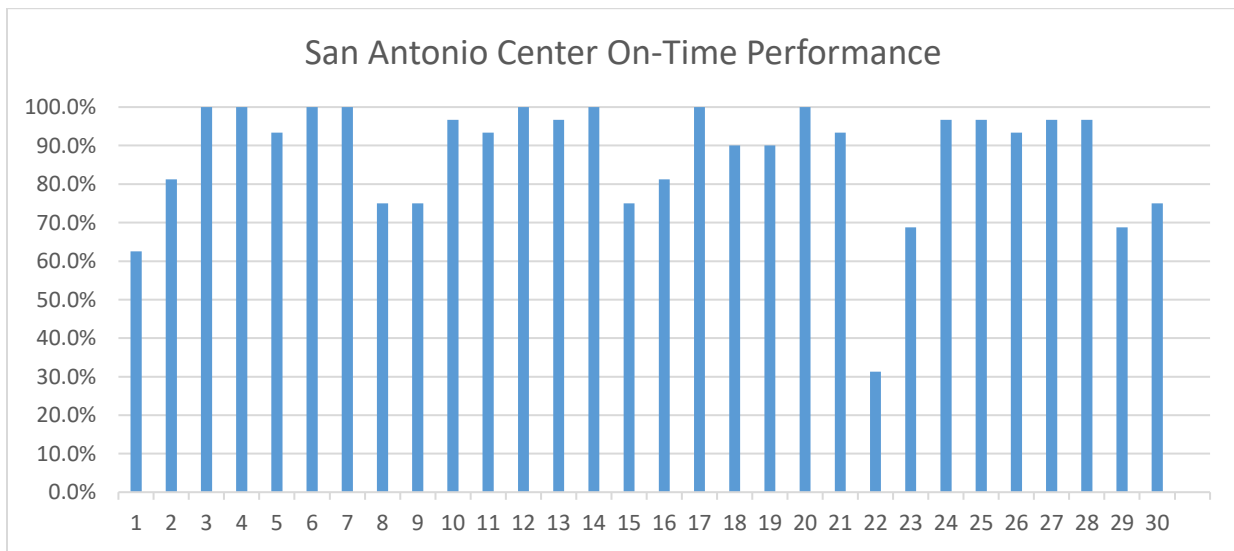
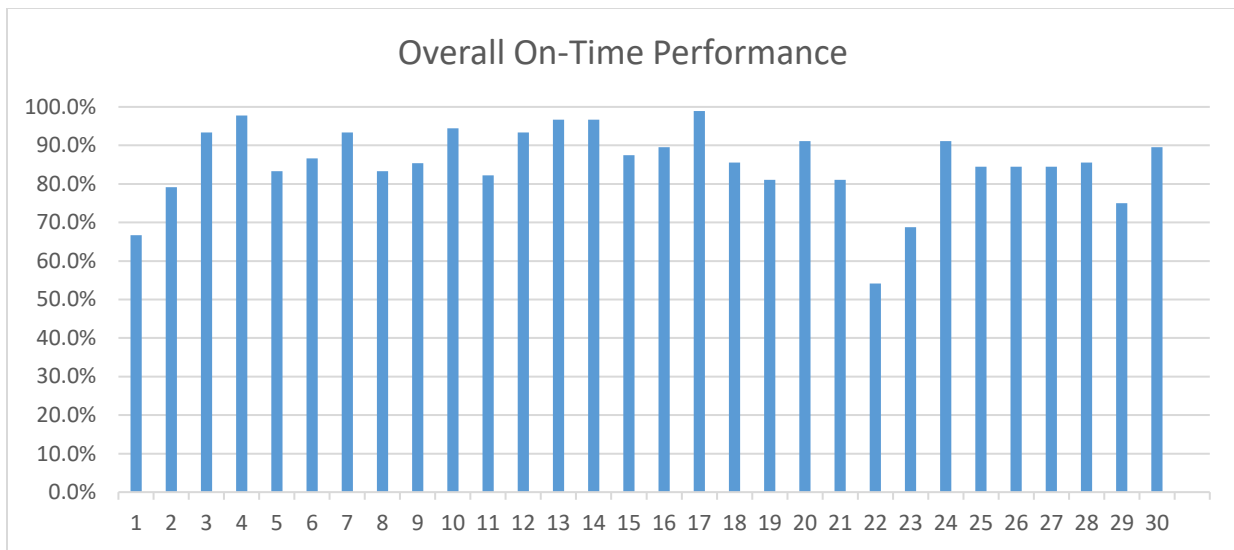
Percentage of being on-time:

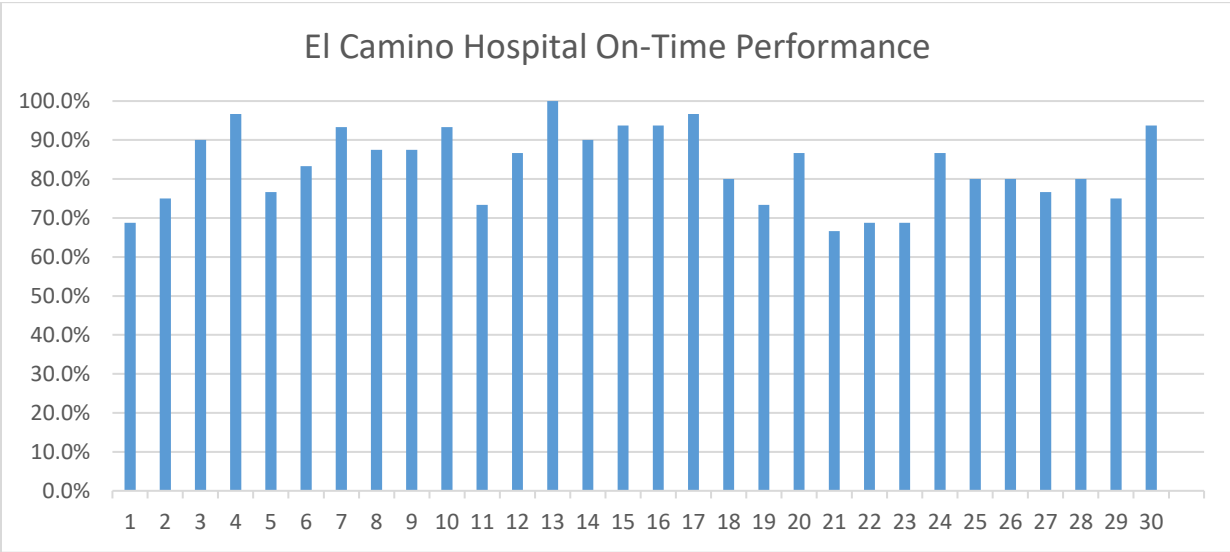
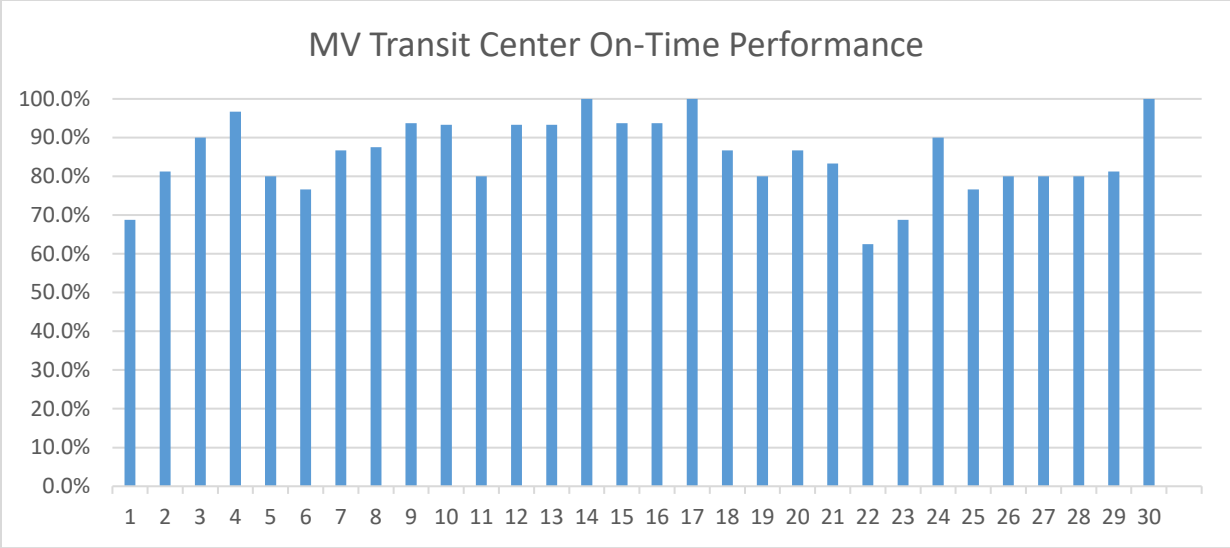
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **85.5%**





Average Time Behind-Schedule in minutes:

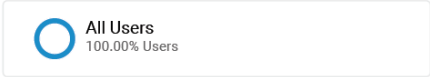
Average departure time was determined by averaging all shuttle departure times at the San Antonio Center, MV Transit Center, and El Camino Hospital.

Average Departure Time: **2 minutes and 30 seconds (02:30)** behind schedule.

Summary of Website Activity

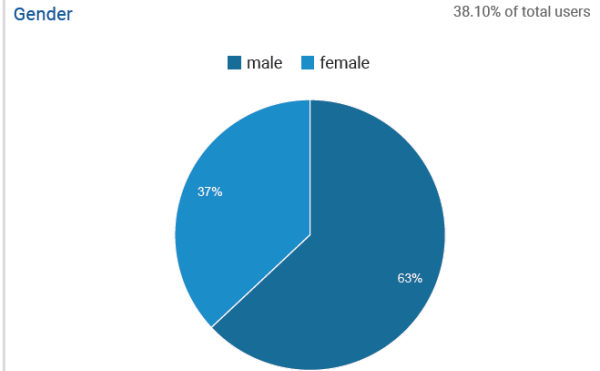
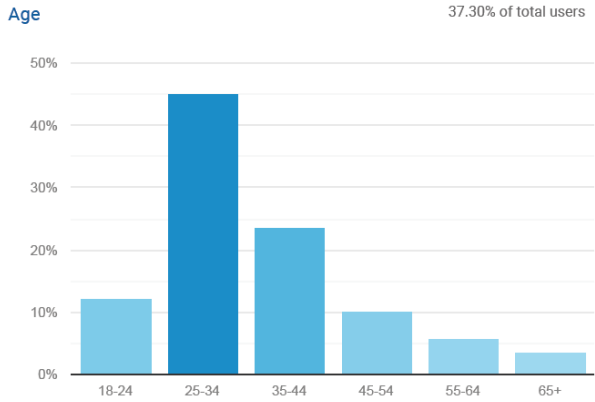
Year To Date/Monthly Report

Demographics: Overview

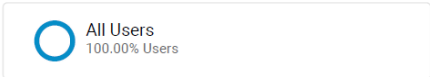


Jun 1, 2019 - Jun 30, 2019

Key Metric:

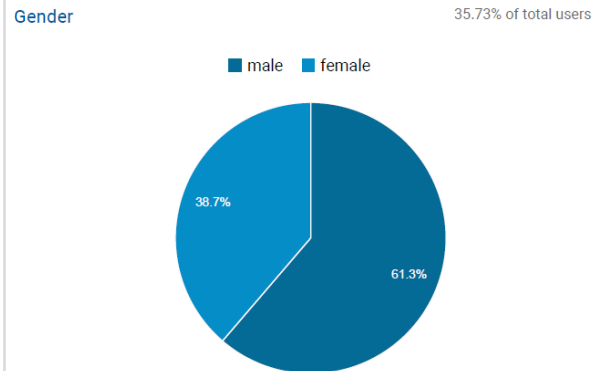
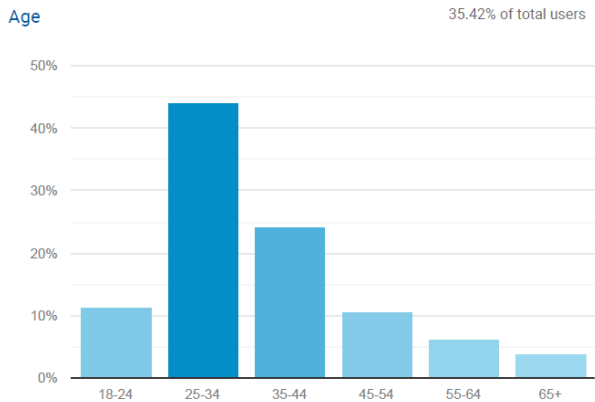


Demographics: Overview



Jan 1, 2019 - Jun 30, 2019

Key Metric:



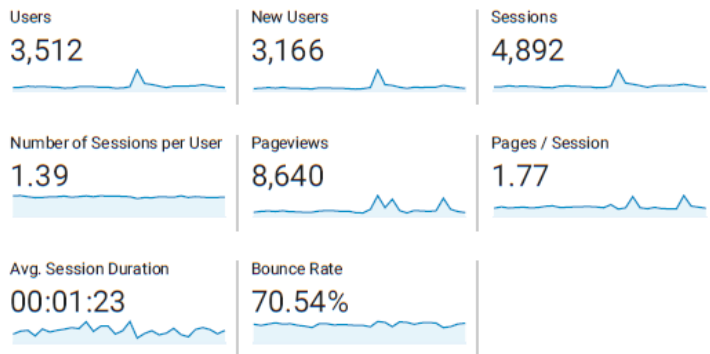
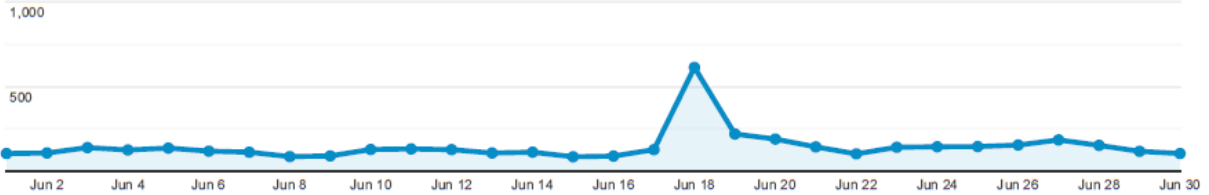
Audience Overview

Jun 1, 2019 - Jun 30, 2019

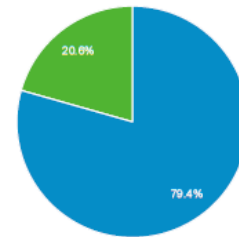
All Users
100.00% Users

Overview

Users



■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	3,080	87.55%
2. en-gb	93	2.64%
3. zh-cn	43	1.22%
4. en-za	36	1.02%
5. zh-tw	31	0.88%
6. ja-jp	29	0.82%
7. es-xl	26	0.74%
8. en	20	0.57%
9. ko	14	0.40%
10. en-ca	13	0.37%

Audience Overview

All Users
100.00% Users

Jan 1, 2019 - Jun 30, 2019

Overview

Users

1,000

500



Users

14,553



New Users

14,045



Sessions

23,276



Number of Sessions per User

1.60



Pageviews

42,933



Pages / Session

1.84



Avg. Session Duration

00:01:25

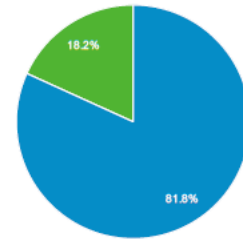


Bounce Rate

70.16%

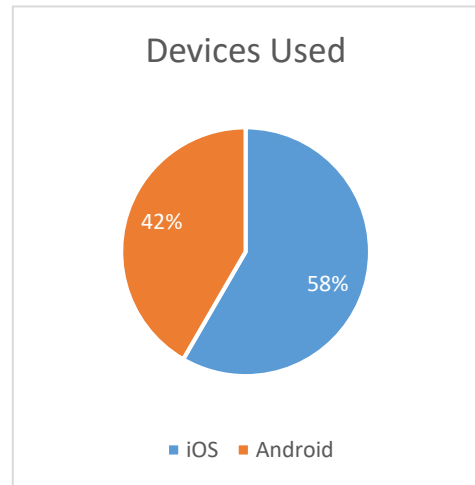
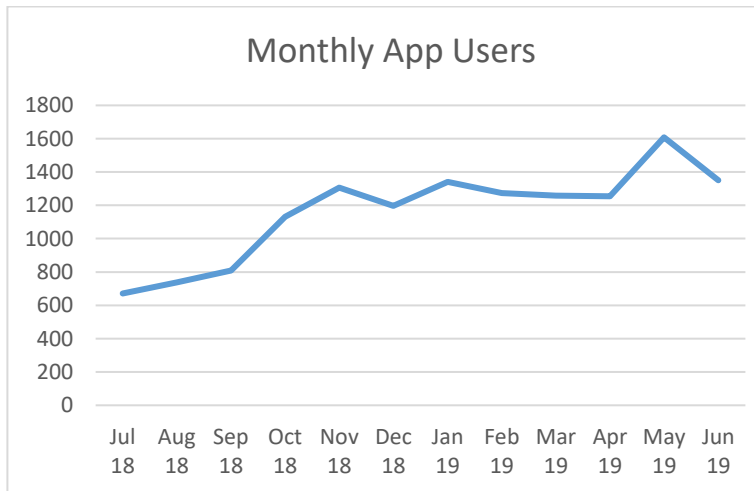
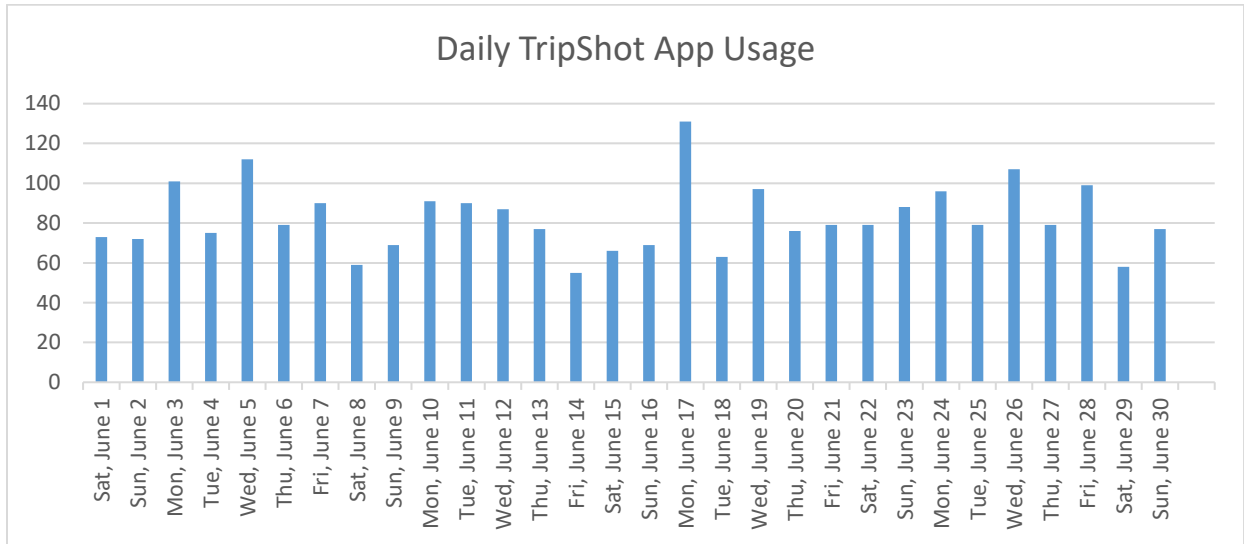


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	12,979	89.03%
2. en-gb	292	2.00%
3. zh-cn	198	1.36%
4. ja-jp	109	0.75%
5. zh-tw	103	0.71%
6. es-xl	102	0.70%
7. en-ca	86	0.59%
8. en	82	0.56%
9. ko	72	0.49%
10. ja	48	0.33%

Summary of TripShot App Activity



Users*: 1350

App Sessions: 2473

**User information is not required by the TripShot app and therefore, these numbers represent an estimation based on the data available*

Complaints Received by CSR Staff

- There were two complaints that some drivers use their cell phones while driving.
 - The Mountain View Community Shuttle has a “No Cell Phone usage” policy for its drivers. The Driver Manager was notified and disciplinary action was taken.
- There was one complaint that a driver ran a red light.
 - Driver was spoken to and stated that the light was yellow when the shuttle entered the intersection.
- There were two complaints that the shuttle skipped the stop at which the passenger was waiting.
 - All drivers are regularly reminded to be observant of their surroundings and the locations at and around stops.