

# Mountain View Community Shuttle Monthly Operations Report

January 4, 2018

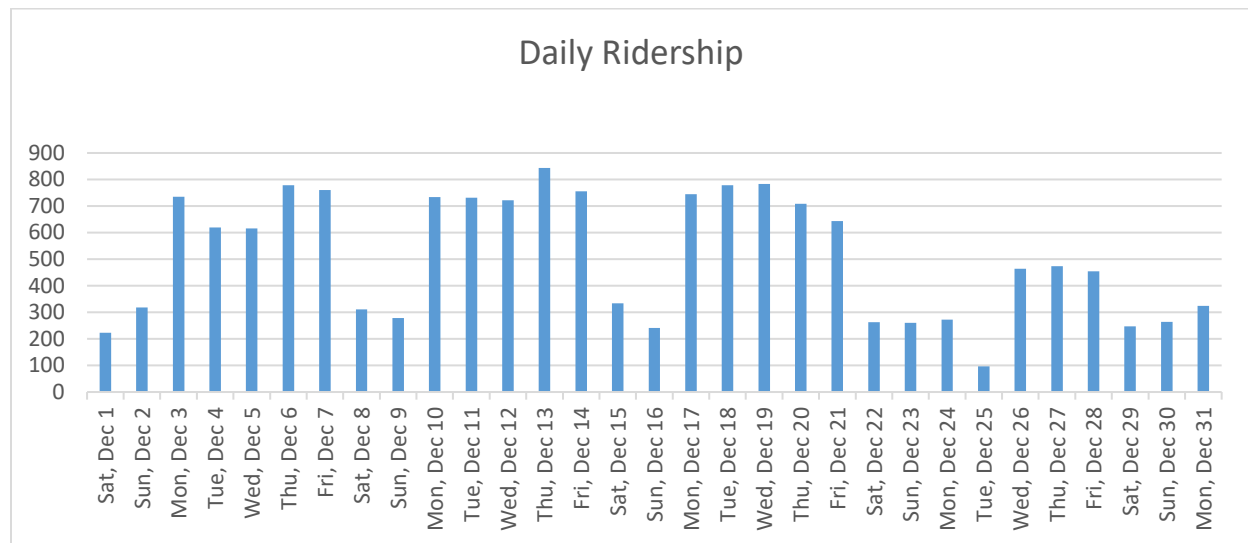
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## Passengers per Day, Table

						Sat, Dec 1
						223
Sun, Dec 2	Mon, Dec 3	Tue, Dec 4	Wed, Dec 5	Thu, Dec 6	Fri, Dec 7	Sat, Dec 8
318	735	620	616	778	760	311
Sun, Dec 9	Mon, Dec 10	Tue, Dec 11	Wed, Dec 12	Thu, Dec 13	Fri, Dec 14	Sat, Dec 15
278	734	731	722	844	756	334
Sun, Dec 16	Mon, Dec 17	Tue, Dec 18	Wed, Dec 19	Thu, Dec 20	Fri, Dec 21	Sat, Dec 22
241	745	779	784	709	644	263
Sun, Dec 23	Mon, Dec 24	Tue, Dec 25	Wed, Dec 26	Thu, Dec 27	Fri, Dec 28	Sat, Dec 29
260	272	97	464	474	454	247
Sun, Dec 30	Mon, Dec 31					
264	324					

## Passengers per Day, Chart

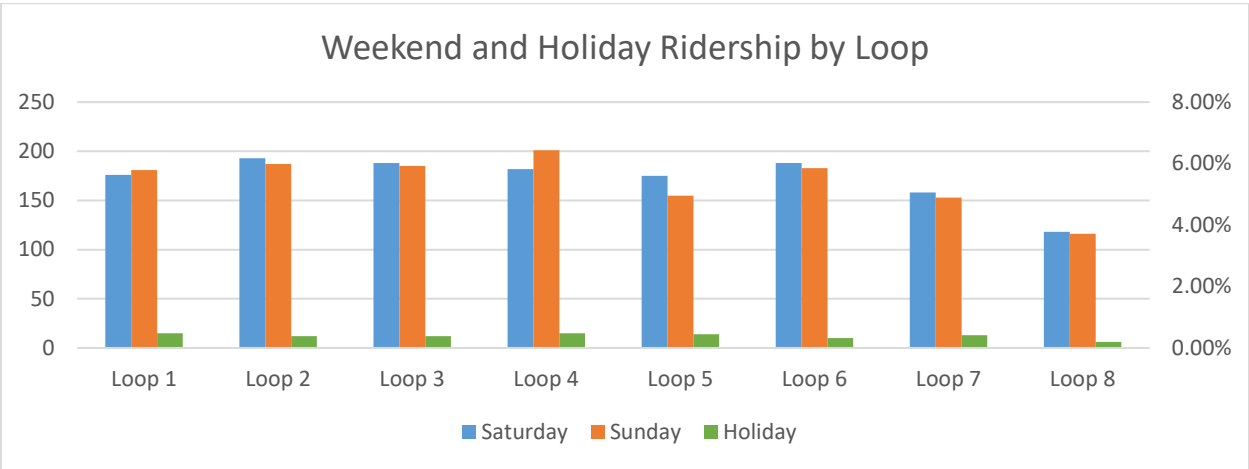
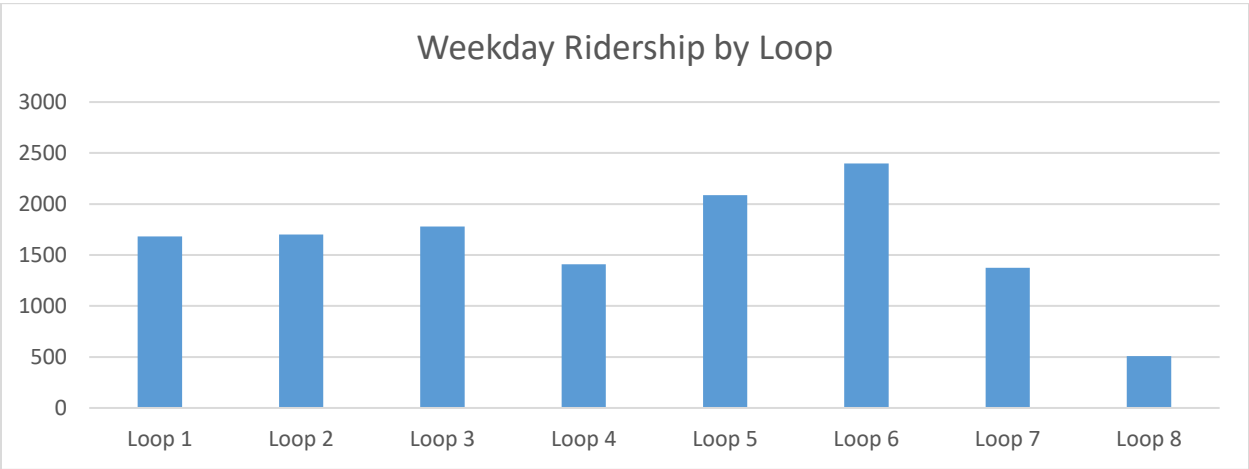
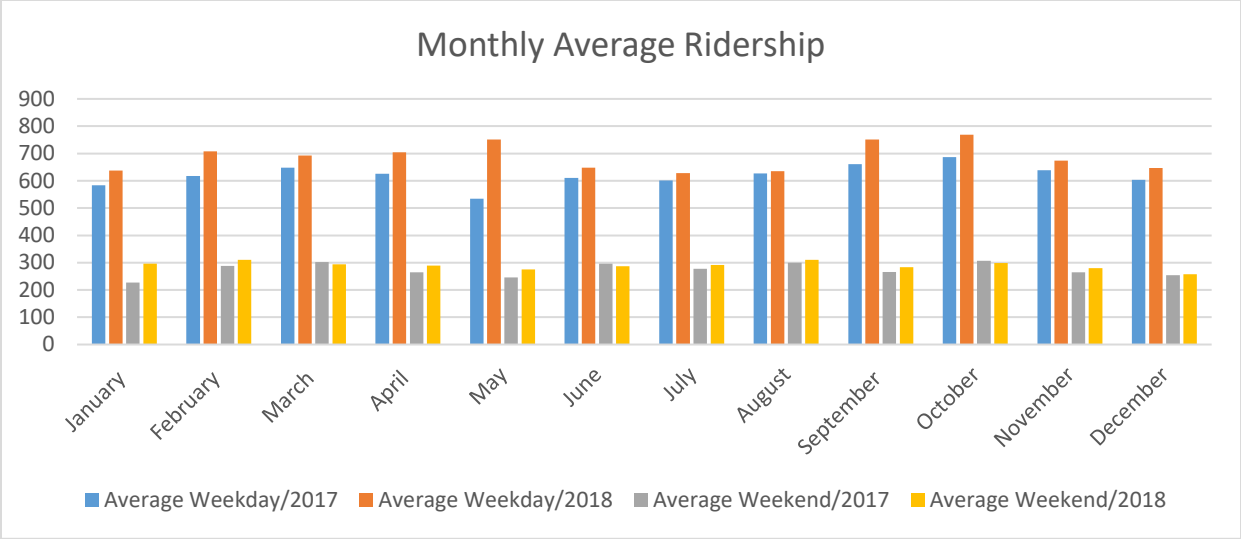


## Ridership Year-To-Date

	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	16272	3%	13429	13473	0%	2381	2799	18%
December	14866	15781	6%	12075	12945	7%	2791	2836	2%
Year to Date	<b>189,925</b>	<b>205,779</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	769	12%	307	299	-3%
November	639	674	5%	265	280	6%
December	604	647	7%	254	258	2%
<b>YTD Average</b>	<b>620</b>	<b>687</b>	<b>11%</b>	<b>274</b>	<b>289</b>	<b>5%</b>



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

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

## Additional Ridership Data:

The number of bicycles carried in December: **227**

The number of wheelchair lift usage in December: **N/A**

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

GRAY Route			RED Route		
San Antonio Center	2943	17.1%	San Antonio Center	2568	17.6%
MV Transit Center	1565	9.1%	MV Transit Center	1473	10.1%
Senior/Teen Center	1423	8.3%	Grant Rd. (Red)	1391	9.5%
Grant Rd.	1284	7.5%	Senior/Teen Center (Red)	1327	9.1%
Middlefield/Easy	925	5.4%	Rengstorff/Middlefield (Red)	671	4.6%
Middlefield/Terra Bella	860	5.0%	El Camino Real/Sylvan (Red)	636	4.4%
Rengstorff/Middlefield	742	4.3%	Civic Center (Red)	576	3.9%
Civic Center	684	4.0%	Middlefield/Easy (Red)	501	3.4%
Graham Middle School	597	3.5%	El Camino Hospital	427	2.9%
Cuesta/Miramonte	571	3.3%	California/Ortega East	425	2.9%
El Camino Real/Sylvan	566	3.3%	Middlefield/Moffett (Red)	407	2.8%
Middlefield/Moffett	548	3.2%	Sylvan Park (Red)	394	2.7%
Whisman Station	512	3.0%	Whisman Station (Red)	378	2.6%
California/Ortega West	435	2.5%	California/Rengstorff (Red)	317	2.2%
Sylvan Park	408	2.4%	Middlefield/Terra Bella (Red)	274	1.9%
Rengstorff/Central	388	2.3%	Villa/Franklin (Red)	266	1.8%
California/Rengstorff	385	2.2%	California/Ortega West	254	1.7%
Whisman/Middlefield	325	1.9%	California/Rengstorff	233	1.6%
El Camino Hospital	316	1.8%	Rengstorff/Central (Red)	233	1.6%
California/Ortega East	310	1.8%	Cuesta/Miramonte (Red)	219	1.5%
Castro/El Camino Real (Gray)	306	1.8%	Graham Middle School (Red)	204	1.4%
Community Center	230	1.3%	Whisman/Middlefield (Red)	202	1.4%
Shoreline/Middlefield #3 (Gray)	183	1.1%	Castro/El Camino Real (Red)	201	1.4%
Rengstorff/Montecito	168	1.0%	Grant/Eunice	200	1.4%
Villa/Franklin	117	0.7%	Shoreline/Middlefield #1 (Red)	197	1.4%
Villa/Shoreline	115	0.7%	Villa/Mariposa	169	1.2%
Grant/Eunice	72	0.4%	Rengstorff/Montecito (Red)	149	1.0%
Cuesta/Grant	72	0.4%	Community Center (Red)	104	0.7%
Shoreline/Pear	64	0.4%	Cuesta/Grant	84	0.6%
Cuesta/Grant (Gray)	38	0.2%	Shoreline/Pear	54	0.4%
Shoreline/Middlefield #2	34	0.2%	Shoreline/Middlefield #2	53	0.4%
<b>Total</b>	<b>17186</b>	<b>100.0%</b>	<b>Total</b>	<b>14587</b>	<b>100.0%</b>

# Shuttle On-Time Performance

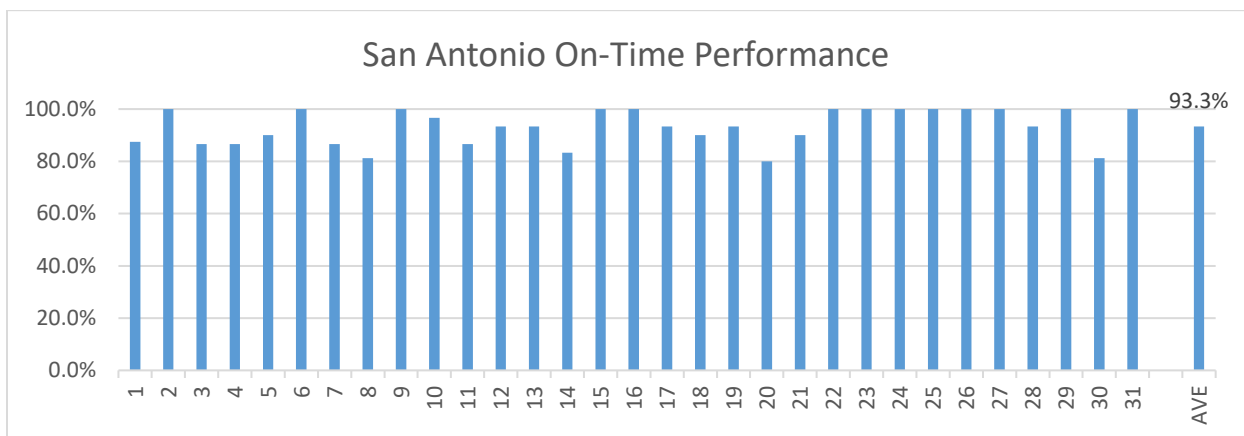
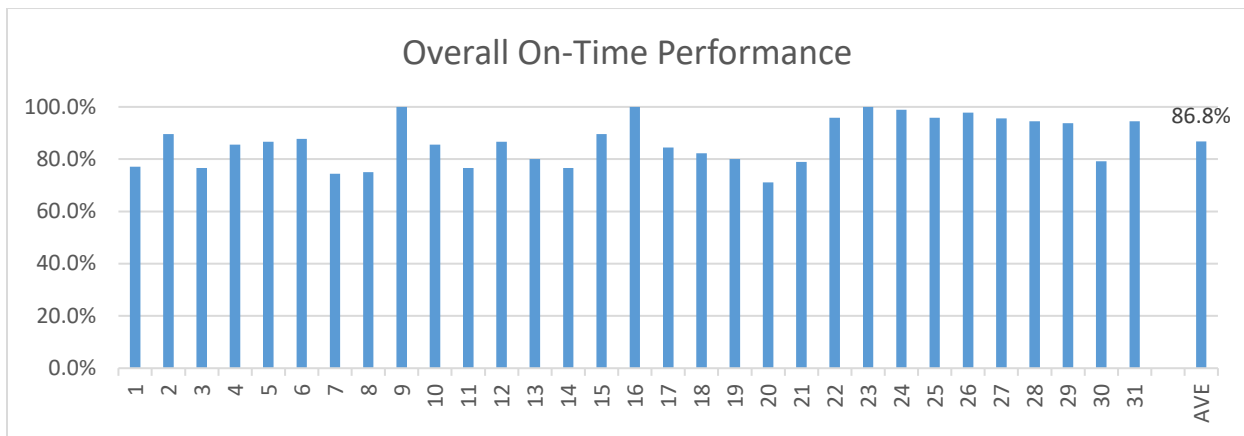
## Percentage of being on-time:

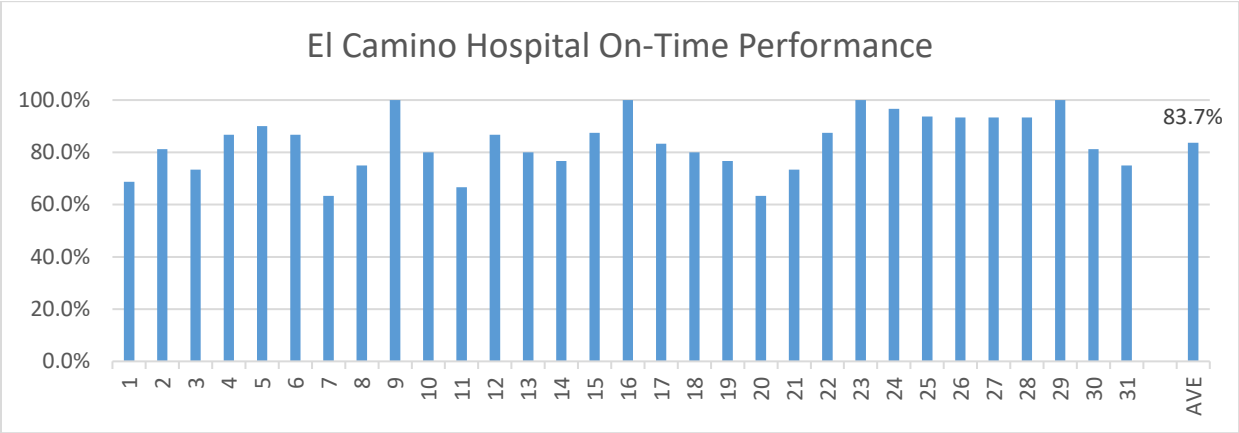
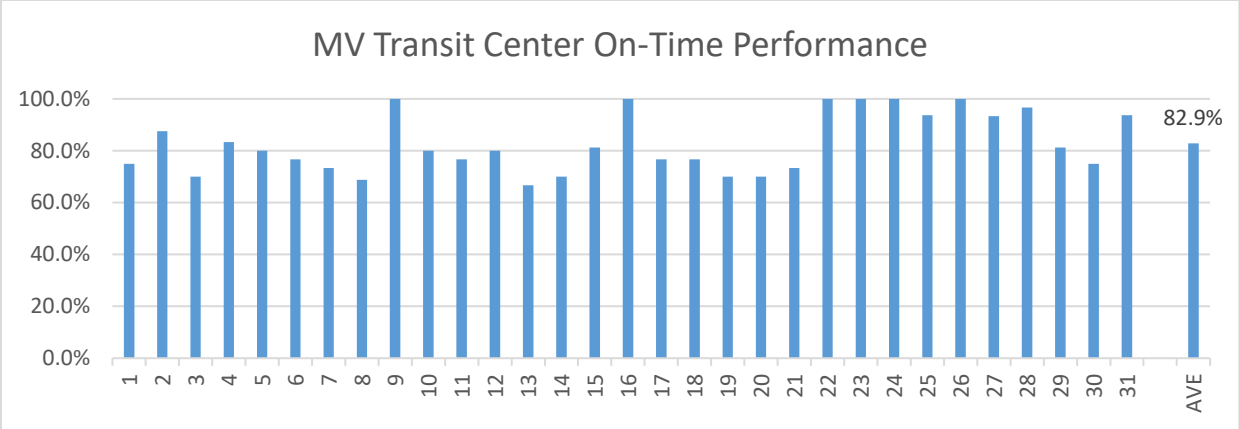
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 86.8%\***





**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 54 seconds (02:54)** behind schedule.



# Summary of Website Activity

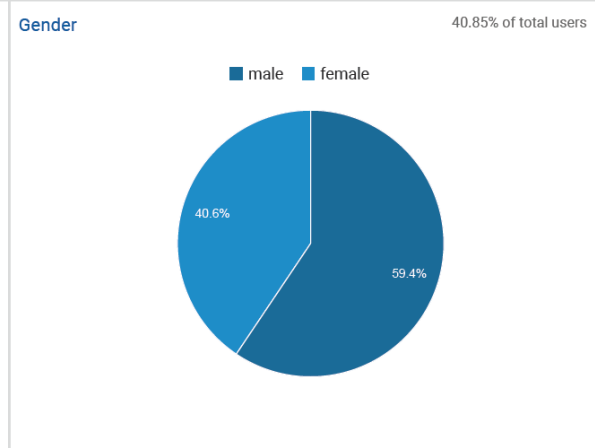
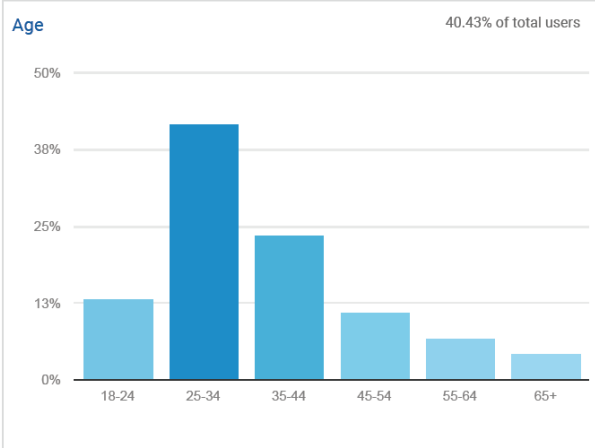
## Year To Date/Monthly Report

### Demographics: Overview


 All Users  
100.00% Users

Jan 1, 2018 - Dec 31, 2018

Key Metric:

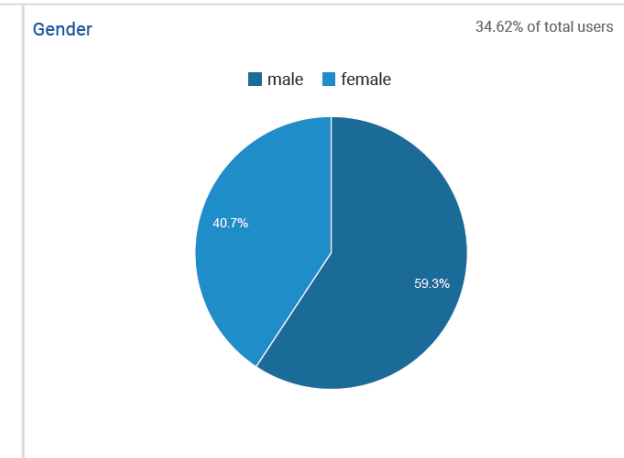
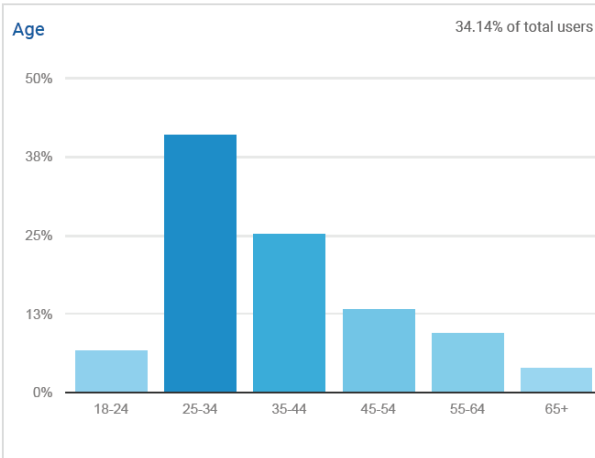


### Demographics: Overview

 All Users  
100.00% Users


Dec 1, 2018 - Dec 31, 2018

Key Metric:



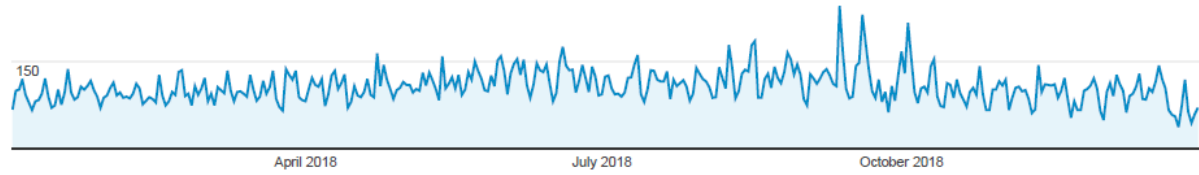
## Audience Overview









Jan 1, 2018 - Dec 31, 2018


**All Users**  
 100.00% Users

### Overview

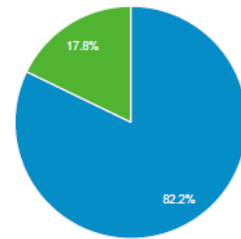

**Users**  
 300



<b>Users</b> 26,847 	<b>New Users</b> 26,417 	<b>Sessions</b> 44,079 
<b>Number of Sessions per User</b> 1.64 	<b>Pageviews</b> 87,628 	<b>Pages / Session</b> 1.99 
<b>Avg. Session Duration</b> 00:01:33 	<b>Bounce Rate</b> 67.61% 	


**New Visitor**


**Returning Visitor**



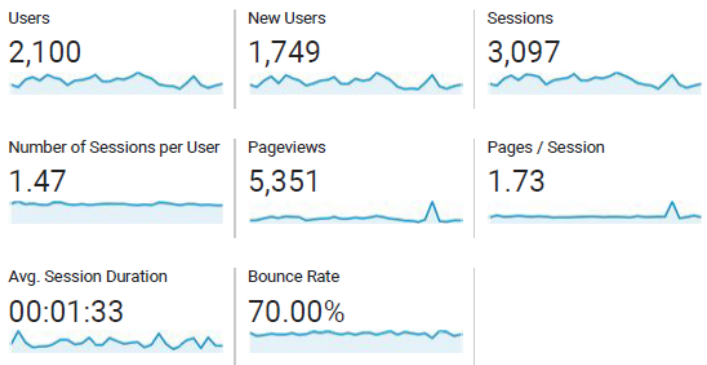
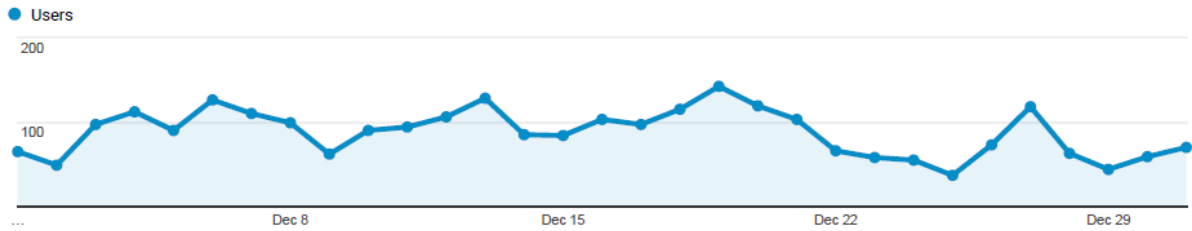
Language	Users	% Users
1. en-us	23,690	87.94%
2. en-gb	552	2.05%
3. zh-cn	355	1.32%
4. fr	333	1.24%
5. zh-tw	238	0.88%
6. ja-jp	176	0.65%
7. ko	152	0.56%
8. pt-br	143	0.53%
9. es-xl	126	0.47%
10. en-ca	100	0.37%

## Audience Overview

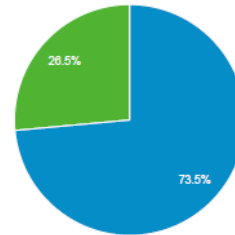
Dec 1, 2018 - Dec 31, 2018


**All Users**  
 100.00% Users

### Overview

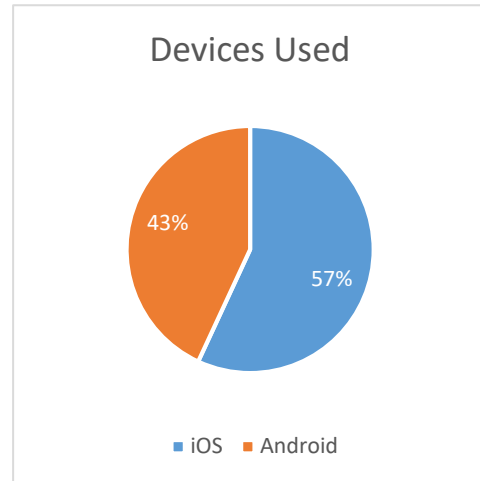
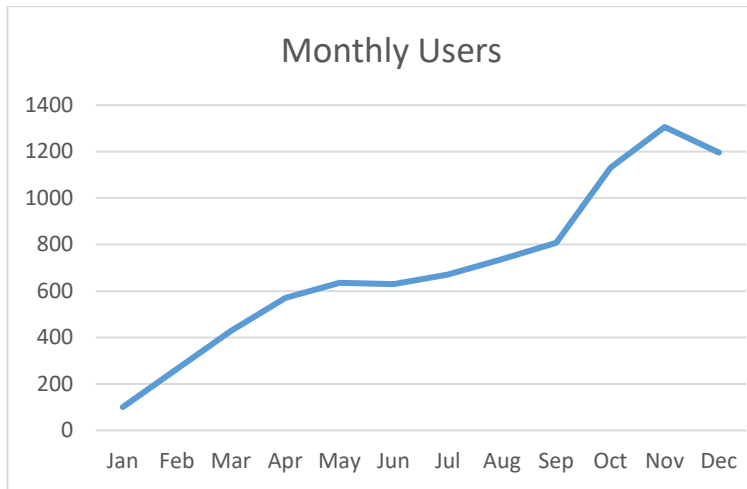
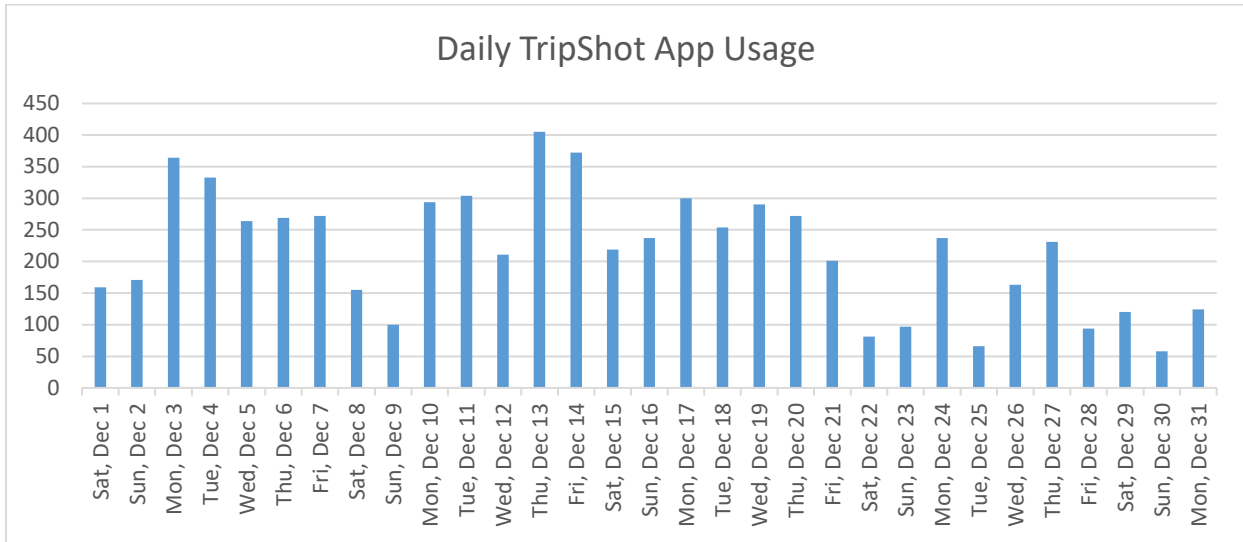


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	1,864	88.51%
2. en-gb	36	1.71%
3. zh-cn	26	1.23%
4. zh-tw	19	0.90%
5. pt-br	18	0.85%
6. es-419	14	0.66%
7. es-xl	14	0.66%
8. en-ca	12	0.57%
9. ja-jp	10	0.47%
10. ko	10	0.47%

## Summary of TripShot App Activity



**Users\*: 1196**

**App Sessions: 2047**

*\*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 3 complaints that the shuttle skipped a stop
  - Going forward, during the final run of the evening, every stop will be made whether or not the driver actually sees any passengers waiting.
- There were 3 complaints that the shuttle began moving before all of the passengers were seated.
  - Drivers have been instructed to wait until all passengers are seated and/or secured before putting the shuttle into motion.