Mountain View Community Shuttle Monthly Operations Report

Contents

# Passengers per Day, Table

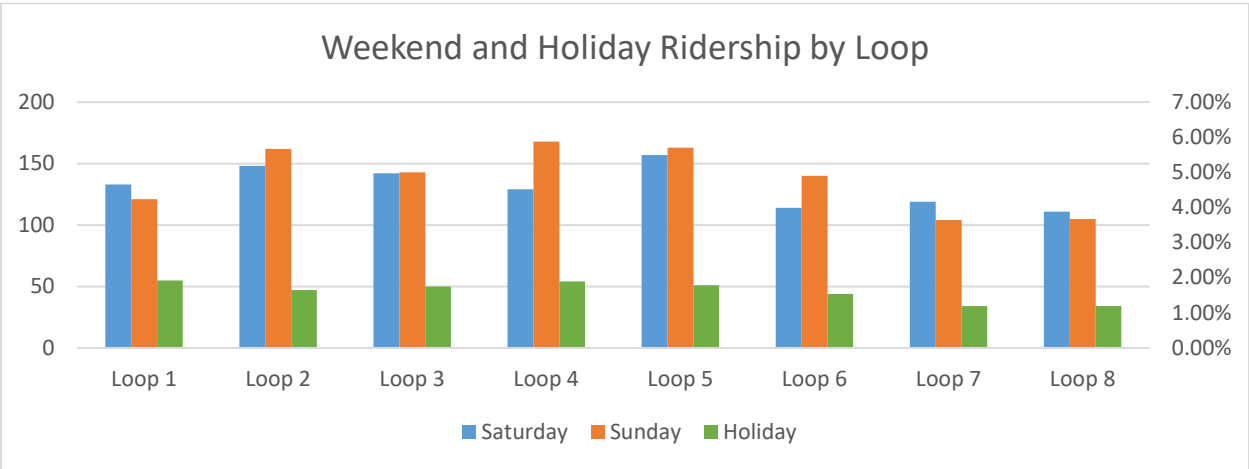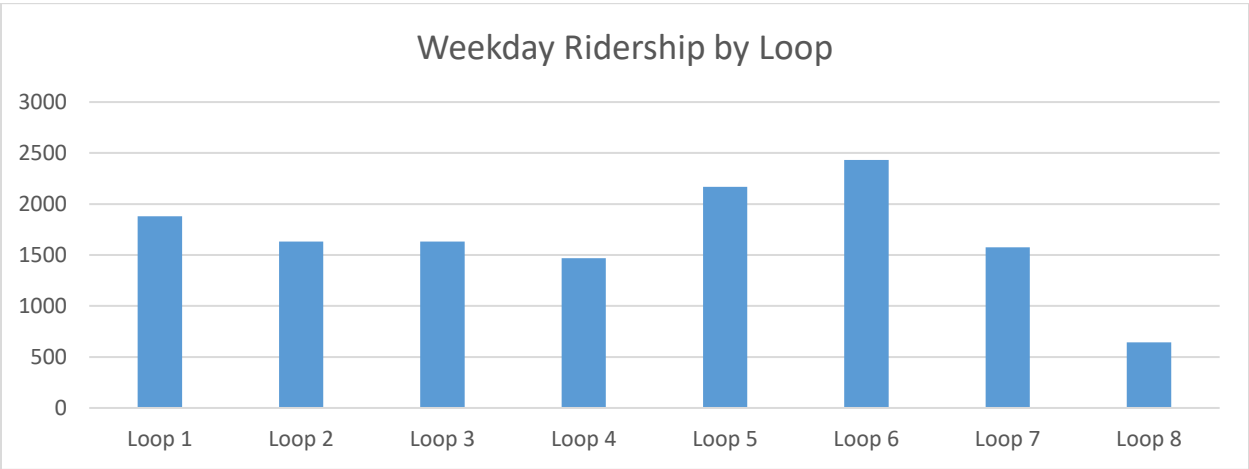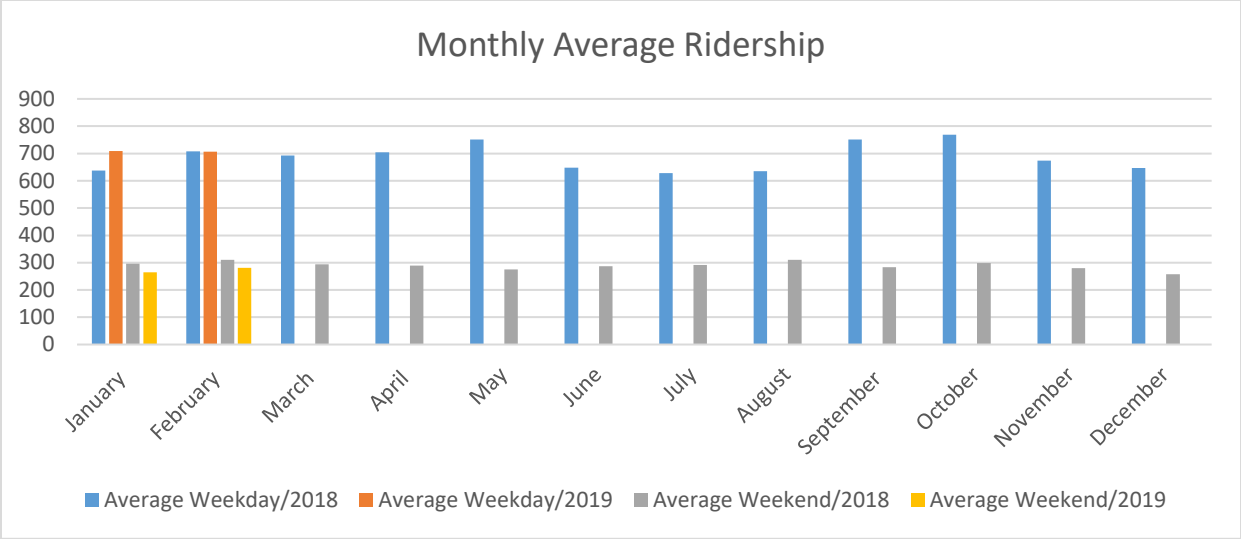|					Fri, Feb 1	Sat, Feb 2
					695	184
Sun, Feb 3	Mon, Feb 4	Tue, Feb 5	Wed, Feb 6	Thu, Feb 7	Fri, Feb 8	Sat, Feb 9
253	557	716	764	765	638	322
Sun, Feb 10	Mon, Feb 11	Tue, Feb 12	Wed, Feb 13	Thu, Feb 14	Fri, Feb 15	Sat, Feb 16
256	762	818	630	626	690	223
Sun, Feb 17	Mon, Feb 18	Tue, Feb 19	Wed, Feb 20	Thu, Feb 21	Fri, Feb 22	Sat, Feb 23
318	369	687	719	747	726	324
Sun, Feb 24	Mon, Feb 25	Tue, Feb 26	Wed, Feb 27	Thu, Feb 28		
279	707	682	699	807		

Passengers per Day, Chart
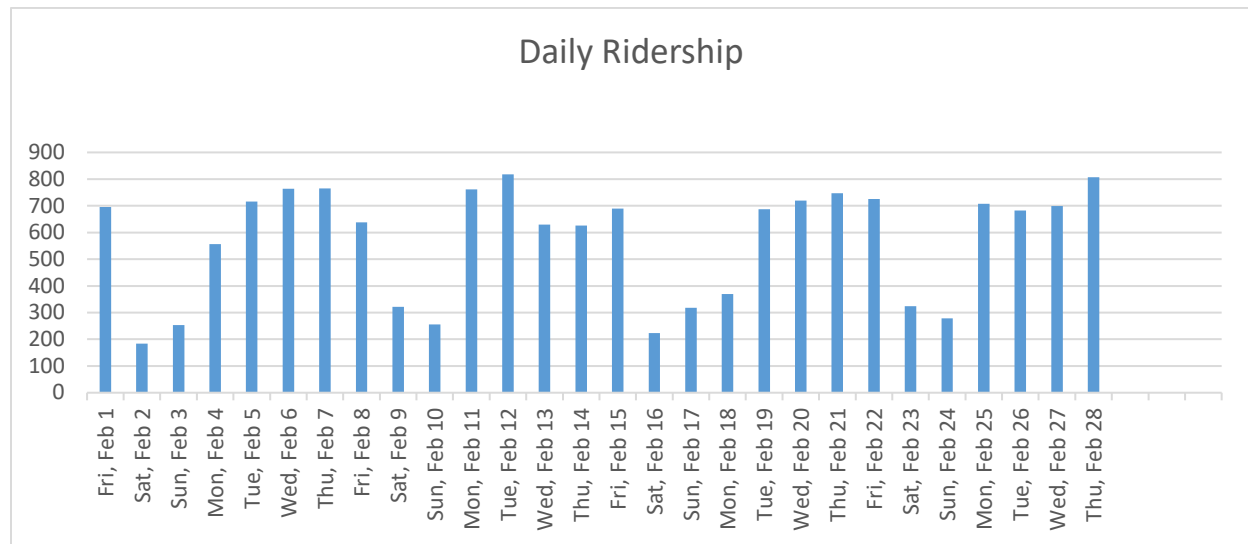
Ridership Year-To-Date

	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			15248			2646		
April	17382			14786			2596		
May	18997			16522			2475		
June	16197			13617			2580		
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**	**33,493**							

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			294		
April	704			289		
May	751			275		
June	648			287		
July	628			292		
August	635			310		
September	751			283		
October	769			299		
November	674			280		
December	647			258		
YTD Average	**687**	**708**	**3%**	**289**	**273**	**-6%**

Monthly Average Ridership

Legend: ■ Average Weekday/2018 ■ Average Weekday/2019 ■ Average Weekend/2018 ■ Average Weekend/2019

Weekday Ridership by Loop

Weekend and Holiday Ridership by Loop

Legend: ■ Saturday ■ Sunday ■ Holiday

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

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

Additional Ridership Data:

The number of bicycles carried in February: **160**

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

Month Total Use (Boarding & Alighting) by Stops

| GRAY Route			RED Route		
San Antonio Center	2808	16.1%	San Antonio Center	2490	17.0%
MV Transit Center	1607	9.2%	Grant Rd. (Red)	1417	9.7%
Grant Rd.	1378	7.9%	MV Transit Center	1304	8.9%
Senior/Teen Center	1292	7.4%	Senior/Teen Center (Red)	1223	8.4%
Middlefield/Easy	982	5.6%	Civic Center (Red)	660	4.5%
Crittenden Middle School	808	4.6%	Rengstorff/Middlefield (Red)	637	4.4%
Rengstorff/Middlefield	696	4.0%	El Camino Real/Sylvan (Red)	623	4.3%
Graham Middle School	675	3.9%	Middlefield/Easy (Red)	566	3.9%
Civic Center	664	3.8%	Whisman Station (Red)	524	3.6%
Whisman Station	587	3.4%	El Camino Hospital	485	3.3%
Cuesta/Miramonte	559	3.2%	Sylvan Park (Red)	449	3.1%
El Camino Real/Sylvan	544	3.1%	Middlefield/Moffett (Red)	382	2.6%
Middlefield/Moffett	540	3.1%	California/Ortega East	354	2.4%
California/Ortega West	444	2.6%	California/Rengstorff (Red)	328	2.2%
Sylvan Park	411	2.4%	Villa/Franklin (Red)	300	2.1%
Whisman/Middlefield	399	2.3%	Crittenden Middle School (Red)	271	1.9%
California/Rengstorff	369	2.1%	Castro/El Camino Real (Red)	265	1.8%
California/Ortega East	356	2.0%	Whisman/Middlefield (Red)	247	1.7%
Rengstorff/Central	351	2.0%	California/Rengstorff	230	1.6%
Castro/El Camino Real (Gray)	295	1.7%	Cuesta/Miramonte (Red)	206	1.4%
El Camino Hospital	279	1.6%	Grant/Eunice	206	1.4%
Shoreline/Middlefield #3 (Gray)	230	1.3%	Rengstorff/Central (Red)	200	1.4%
Community Center	219	1.3%	Shoreline/Middlefield #1 (Red)	192	1.3%
Rengstorff/Montecito	177	1.0%	Graham Middle School (Red)	190	1.3%
Villa/Franklin	171	1.0%	California/Ortega West	178	1.2%
Middlefield/San Pierre	167	1.0%	Community Center (Red)	168	1.1%
Villa/Shoreline	107	0.6%	Rengstorff/Montecito (Red)	152	1.0%
Grant/Eunice	94	0.5%	Villa/Mariposa	120	0.8%
Cuesta/Grant	68	0.4%	Cuesta/Grant	92	0.6%
Shoreline/Pear	64	0.4%	Middlefield/San Pierre (Red)	84	0.6%
Cuesta/Grant (Gray)	55	0.3%	Shoreline/Pear	62	0.4%
Shoreline/Middlefield #2	10	0.1%	Shoreline/Middlefield #2	24	0.2%
Total	**17406**	**100.0%**	**Total**	**14629**	**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 **91%***

MV Transit Center On-Time Performance

89.5%

El Camino Hospital On-Time Performance

86.3%
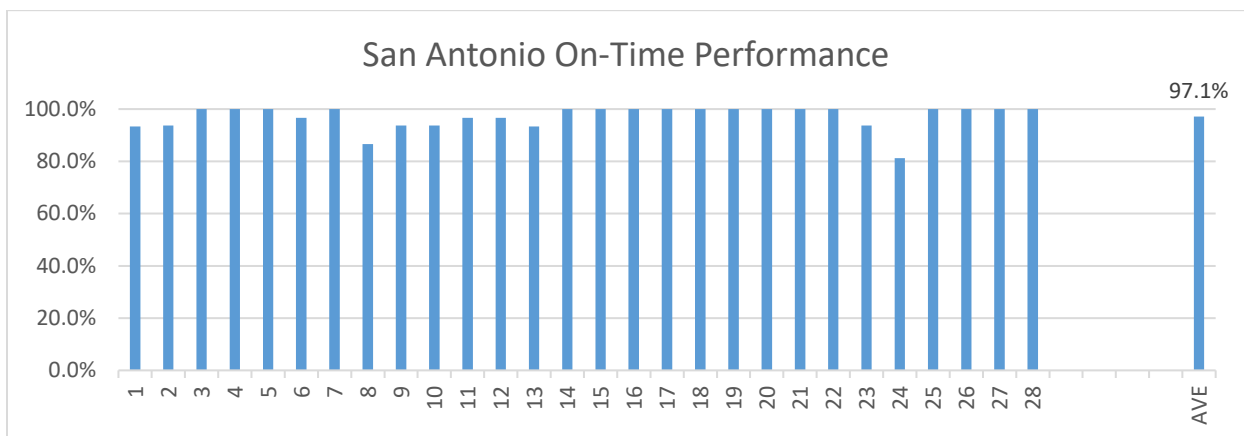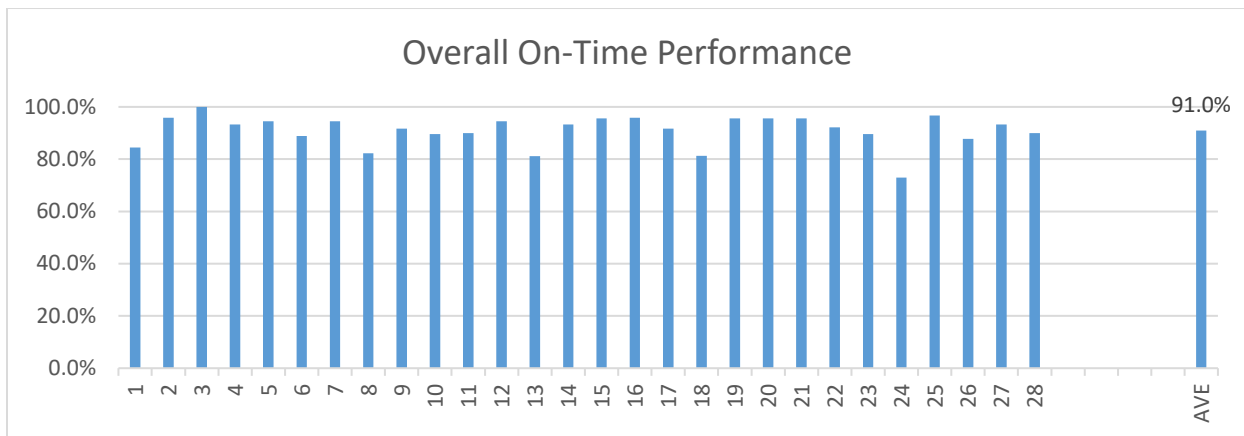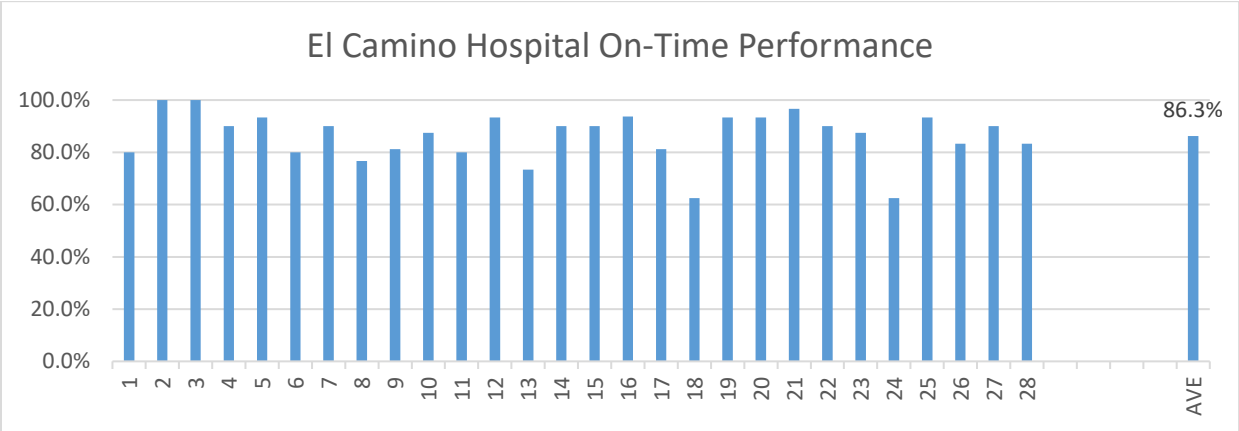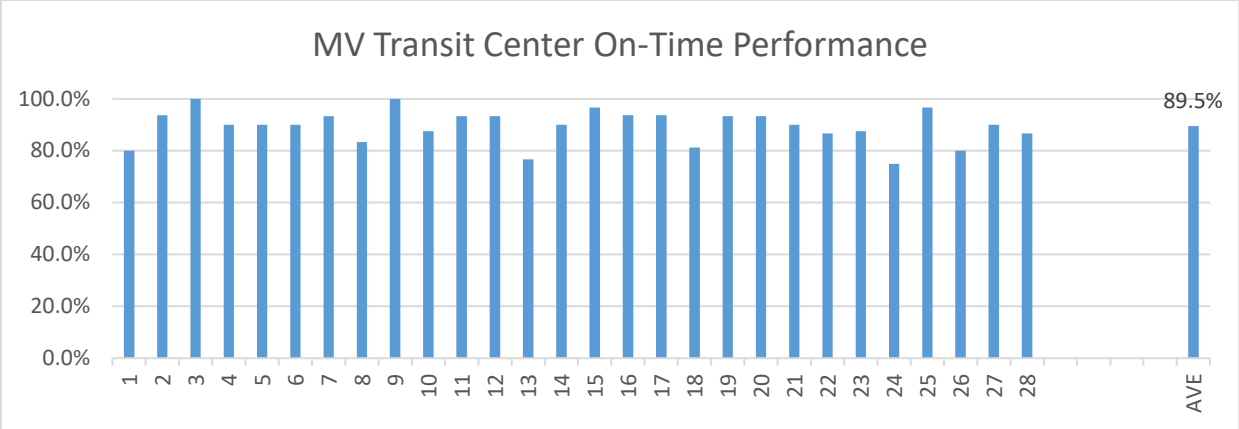
Average Time Behind-Schedule in minutes:

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 31 seconds (02:31)** behind schedule.
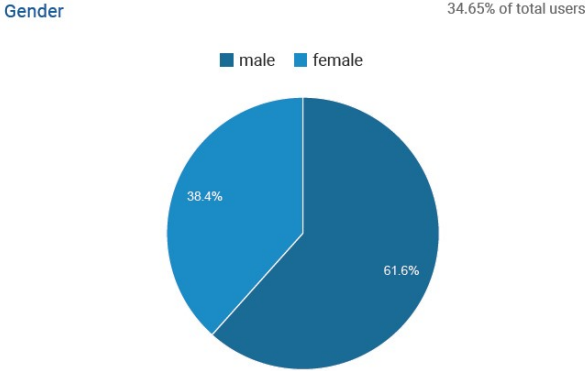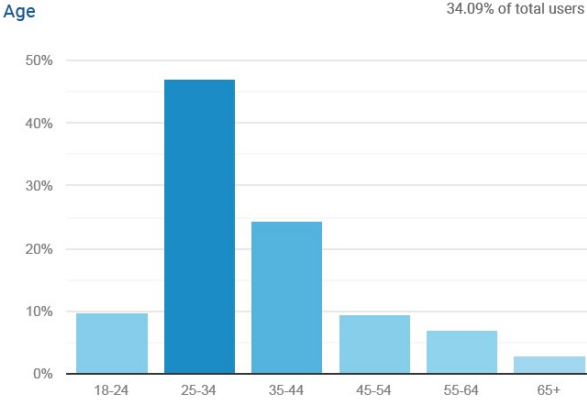
Summary of Website Activity
Year To Date/Monthly Report

Demographics: Overview

⭕ **All Users**
100.00% Users

Feb 1, 2019 - Feb 28, 2019

Key Metric:

Age
34.09% of total users

| | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |

Gender
34.65% of total users

■ male ■ female

38.4%

61.6%

Audience Overview

All Users
100.00% Users

Feb 1, 2019 - Feb 28, 2019

Overview

● Users

200

100

...   Feb 3   Feb 5   Feb 7   Feb 9   Feb 11   Feb 13   Feb 15   Feb 17   Feb 19   Feb 21   Feb 23   Feb 25   Feb 27

Users	New Users	Sessions
2,150	1,794	3,149

Number of Sessions per User	Pageviews	Pages / Session
1.46	5,237	1.66

Avg. Session Duration	Bounce Rate
00:01:20	72.69%

■ New Visitor   ■ Returning Visitor

25.1%

74.9%
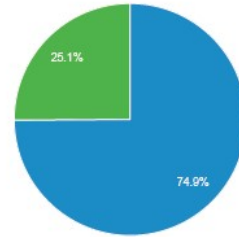
	Language	Users	% Users
1.	en-us	1,919	89.13%
2.	en-gb	43	2.00%
3.	zh-cn	36	1.67%
4.	es-xl	19	0.88%
5.	zh-tw	18	0.84%
6.	ja-jp	16	0.74%
7.	en	12	0.56%
8.	es-419	11	0.51%
9.	en-ca	10	0.46%
10.	ko	9	0.42%

Summary of TripShot App Activity

Daily TripShot App Usage

Monthly Users

Devices Used

iOS 57%
Android 43%
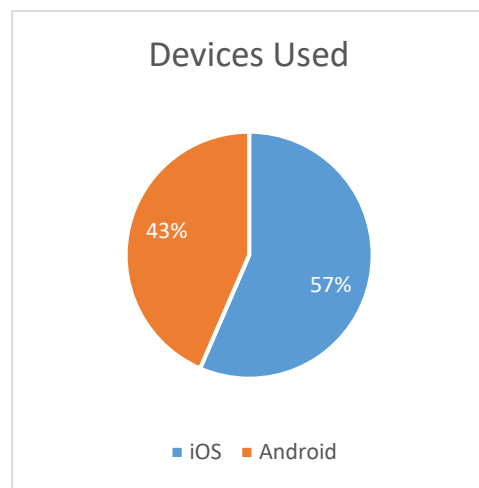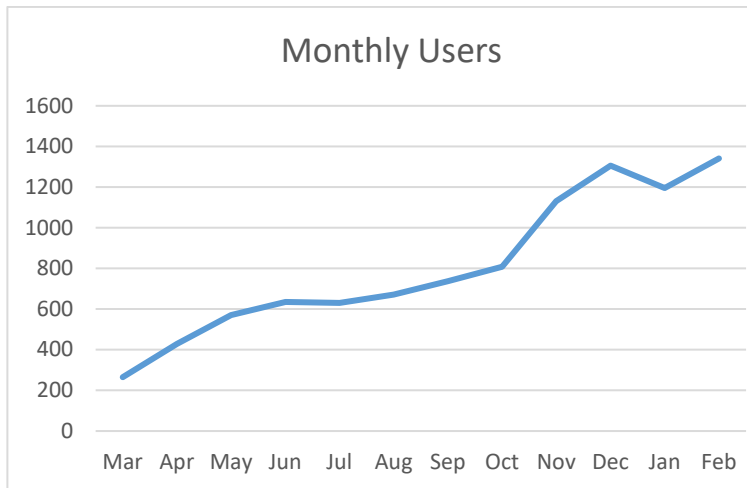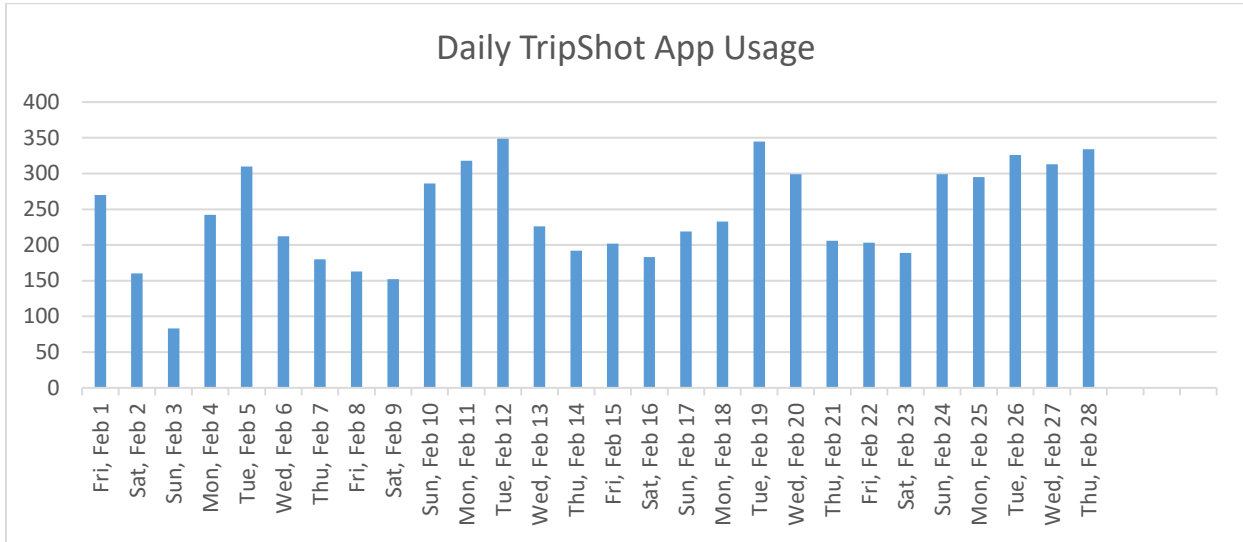
Users*: 1274

App Sessions: 2196

*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 a driver refused to give multiple schedules to a passenger when requested.
    - Policy was clarified with the new driver that passengers can take as many schedules as they would like.
- There was one complaint that the shuttle departed even though the driver saw the passenger running up to the shuttle.
    - Upon discussion, the driver did not see the passenger. However, the driver was reminded that they need to scan the surrounding area before departing.
- There were two complaints of drivers using their cell phone while driving.
    - The driver manager was informed of each situation and disciplinary action was taken.