

Mountain View Community Shuttle Monthly Operations Report

April 4, 2019

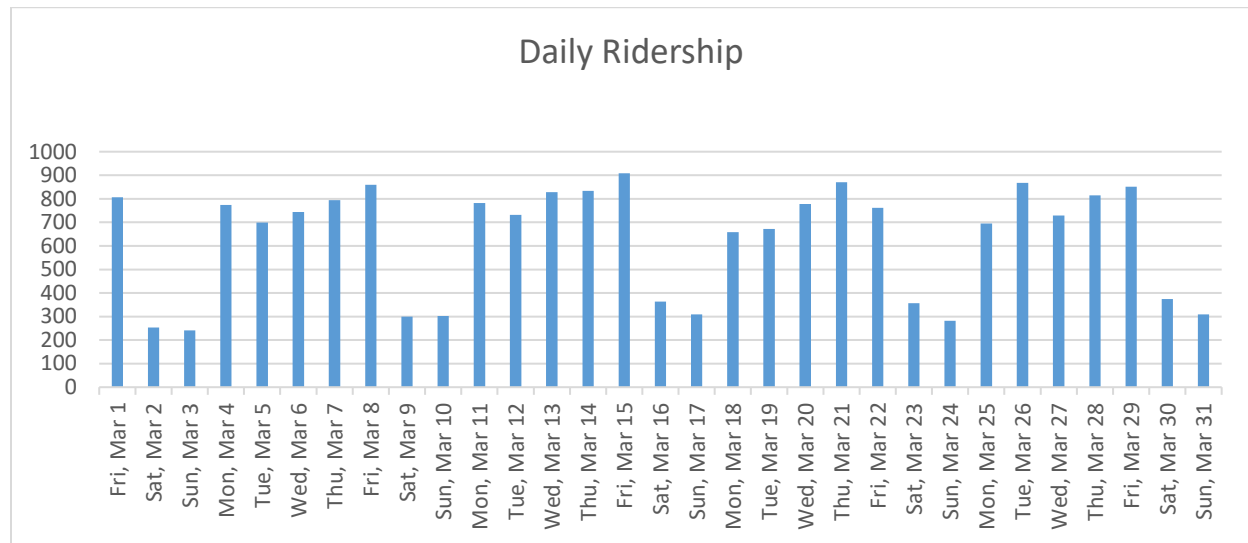
Contents

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

					Fri, Mar 1	Sat, Mar 2	
					806	253	
Sun, Mar 3	Mon, Mar 4	Tue, Mar 5	Wed, Mar 6	Thu, Mar 7	Fri, Mar 8	Sat, Mar 9	
241	774	699	744	794	860	300	
Sun, Mar 10	Mon, Mar 11	Tue, Mar 12	Wed, Mar 13	Thu, Mar 14	Fri, Mar 15	Sat, Mar 16	
303	782	732	828	834	909	364	
Sun, Mar 17	Mon, Mar 18	Tue, Mar 19	Wed, Mar 20	Thu, Mar 21	Fri, Mar 22	Sat, Mar 23	
309	659	672	778	871	762	357	
Sun, Mar 24	Mon, Mar 25	Tue, Mar 26	Wed, Mar 27	Thu, Mar 28	Fri, Mar 29	Sat, Mar 30	
282	695	867	729	815	851	375	
Sun, Mar 31							
309							

Passengers per Day, Chart

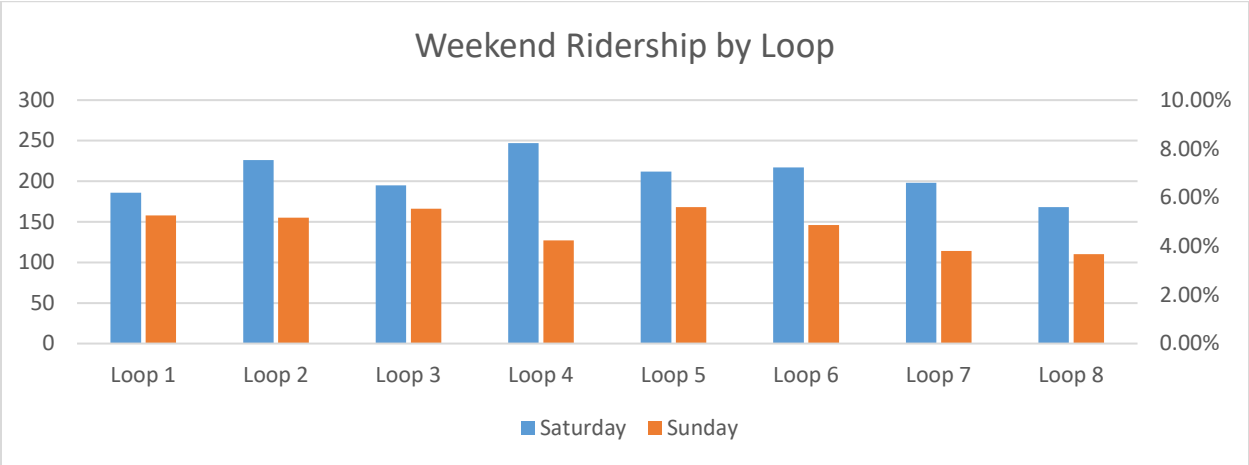
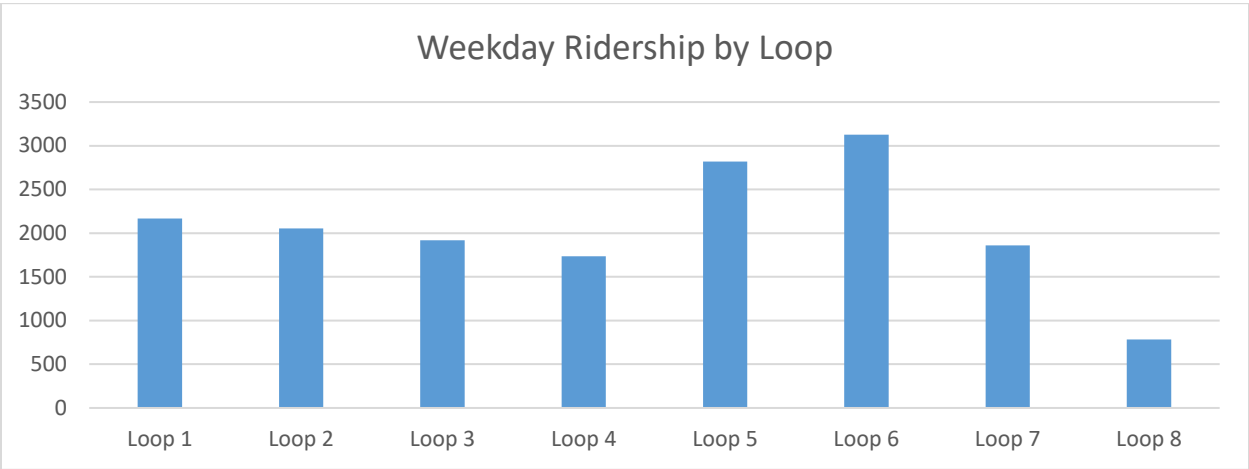
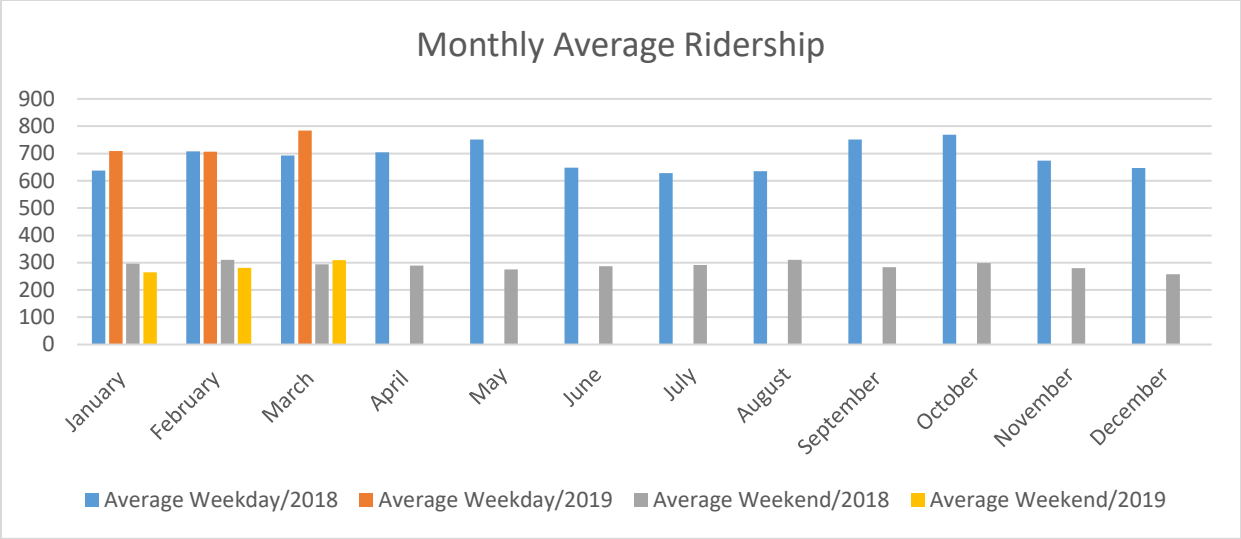


Ridership Year-To-Date

	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			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	53,047							

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			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	733	7%	289	285	-2%



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

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

Additional Ridership Data:

The number of bicycles carried in March: **244**

The number of wheelchair lift usage in March: **14**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3307	15.6%	San Antonio Center	3095	17.2%
MV Transit Center	1778	8.4%	Grant Rd. (Red)	1660	9.2%
Grant Rd.	1710	8.1%	MV Transit Center	1549	8.6%
Senior/Teen Center	1626	7.7%	Senior/Teen Center (Red)	1499	8.3%
Middlefield/Easy	1287	6.1%	Rengstorff/Middlefield (Red)	869	4.8%
Crittenden Middle School	1079	5.1%	Civic Center (Red)	762	4.2%
Rengstorff/Middlefield	883	4.2%	El Camino Real/Sylvan (Red)	730	4.1%
Graham Middle School	860	4.1%	Middlefield/Easy (Red)	666	3.7%
Civic Center	816	3.9%	Whisman Station (Red)	625	3.5%
Whisman Station	794	3.8%	Middlefield/Moffett (Red)	577	3.2%
Middlefield/Moffett	697	3.3%	El Camino Hospital	536	3.0%
Cuesta/Miramonte	621	2.9%	Sylvan Park (Red)	513	2.9%
El Camino Real/Sylvan	569	2.7%	California/Rengstorff (Red)	415	2.3%
California/Rengstorff	524	2.5%	California/Ortega East	391	2.2%
Sylvan Park	517	2.4%	Crittenden Middle School (Red)	389	2.2%
California/Ortega West	469	2.2%	Villa/Franklin (Red)	361	2.0%
Whisman/Middlefield	466	2.2%	Whisman/Middlefield (Red)	309	1.7%
Rengstorff/Central	449	2.1%	California/Rengstorff	303	1.7%
Castro/El Camino Real (Gray)	397	1.9%	Castro/El Camino Real (Red)	297	1.7%
California/Ortega East	384	1.8%	Cuesta/Miramonte (Red)	296	1.6%
El Camino Hospital	334	1.6%	Grant/Eunice	290	1.6%
Community Center	282	1.3%	Rengstorff/Central (Red)	264	1.5%
Rengstorff/Montecito	253	1.2%	Graham Middle School (Red)	250	1.4%
Shoreline/Middlefield #3 (Gray)	229	1.1%	Rengstorff/Montecito (Red)	241	1.3%
Villa/Franklin	212	1.0%	Shoreline/Middlefield #1 (Red)	231	1.3%
Middlefield/San Pierre	151	0.7%	Community Center (Red)	189	1.1%
Villa/Shoreline	146	0.7%	California/Ortega West	167	0.9%
Grant/Eunice	83	0.4%	Villa/Mariposa	140	0.8%
Cuesta/Grant	76	0.4%	Middlefield/San Pierre (Red)	136	0.8%
Cuesta/Grant (Gray)	69	0.3%	Cuesta/Grant	121	0.7%
Shoreline/Pear	52	0.2%	Shoreline/Pear	77	0.4%
Shoreline/Middlefield #2	13	0.1%	Shoreline/Middlefield #2	27	0.2%
Total	21133	100.00%	Total	17975	100.00%

Shuttle On-Time Performance

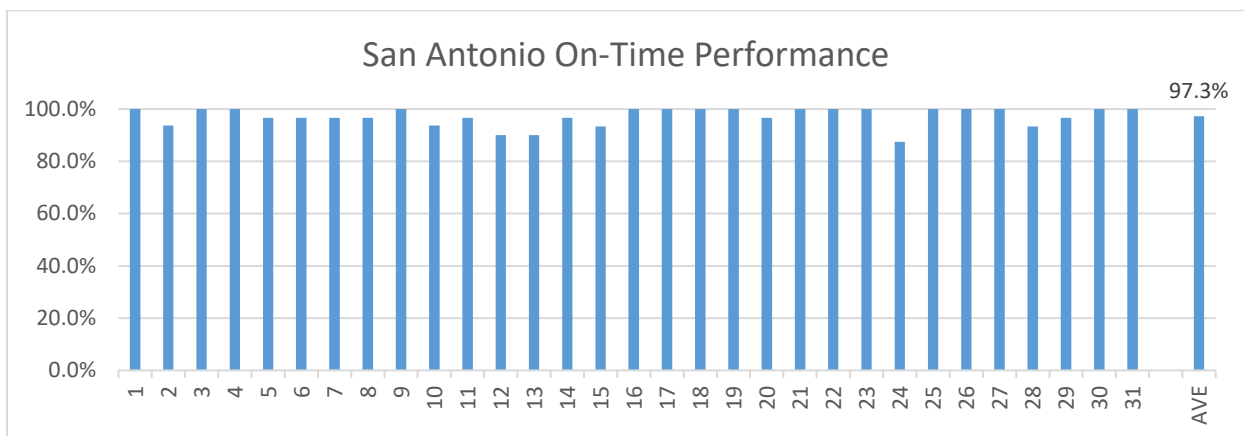
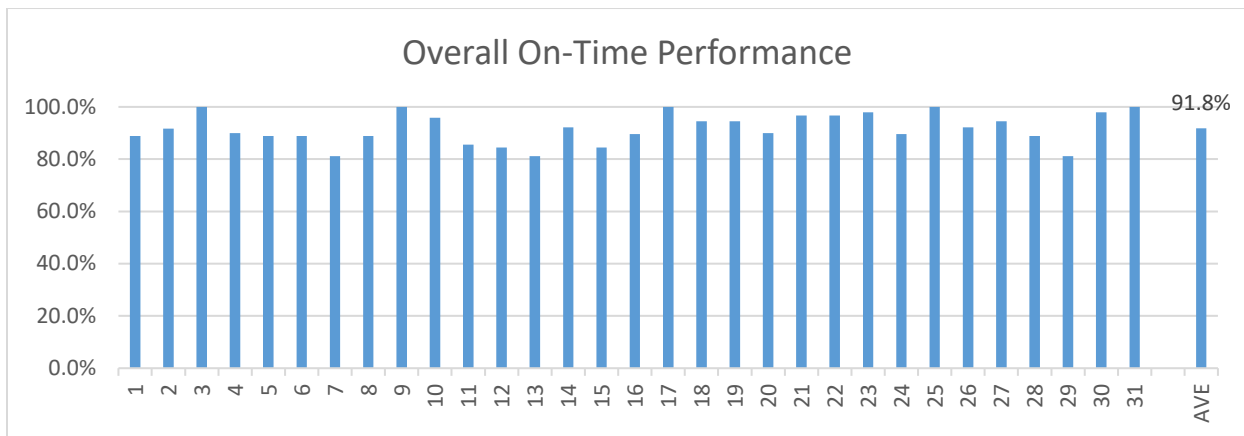
Percentage of being on-time:

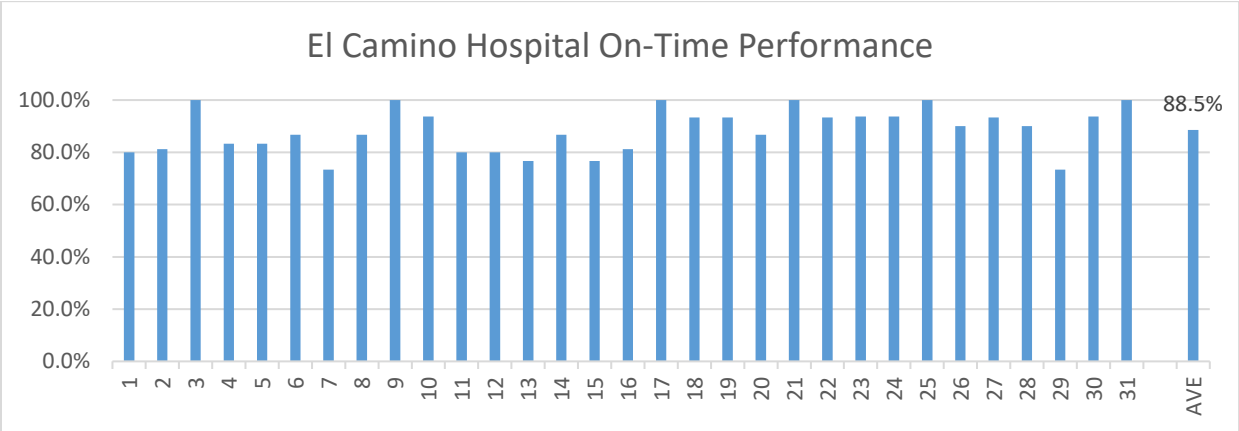
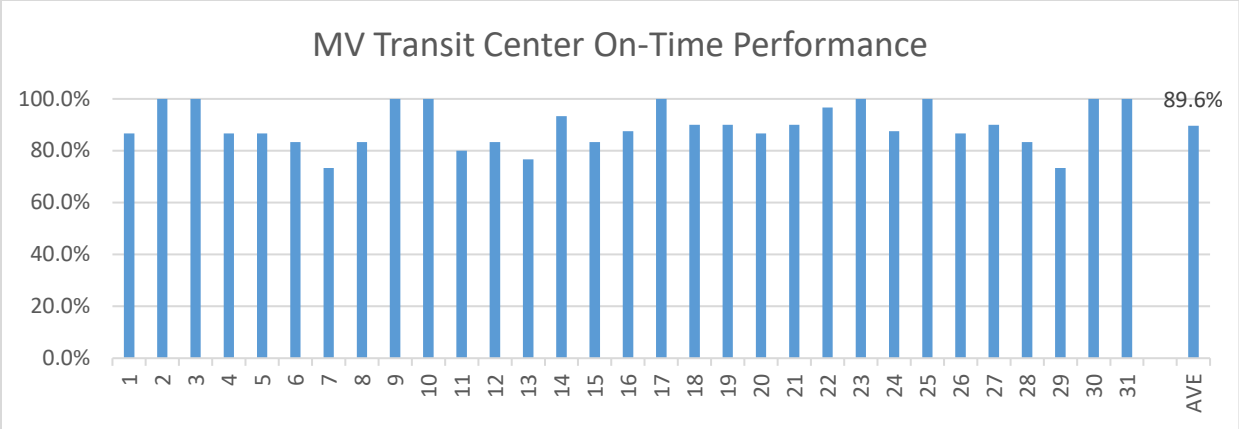
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **91.8%***





Average Time Behind-Schedule in minutes:

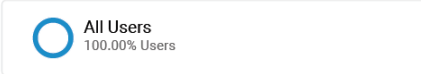
Average departure time was determined by averaging all shuttle departure times at the San Antonio Center, MV Transit Center, and El Camino Hospital.

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

Summary of Website Activity

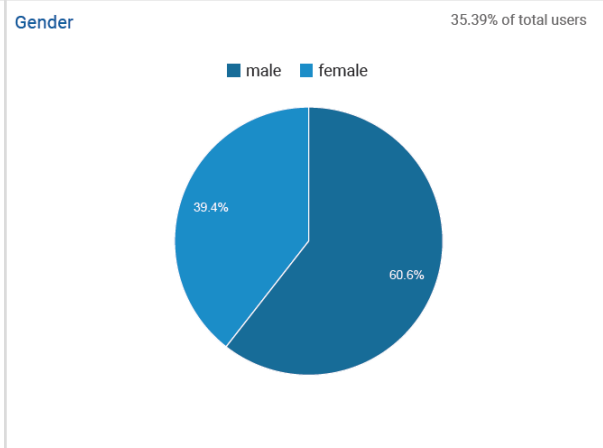
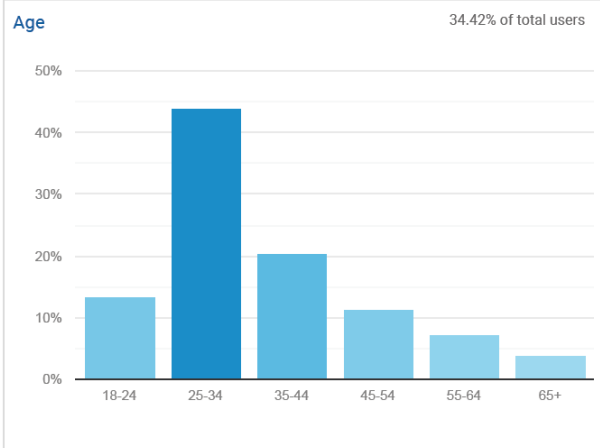
Year To Date/Monthly Report

Demographics: Overview



Mar 1, 2019 - Mar 31, 2019

Key Metric:

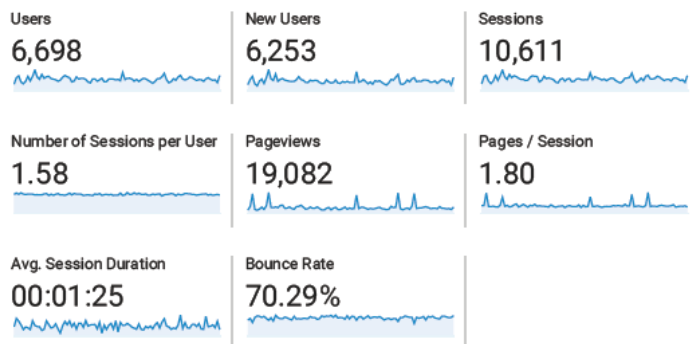
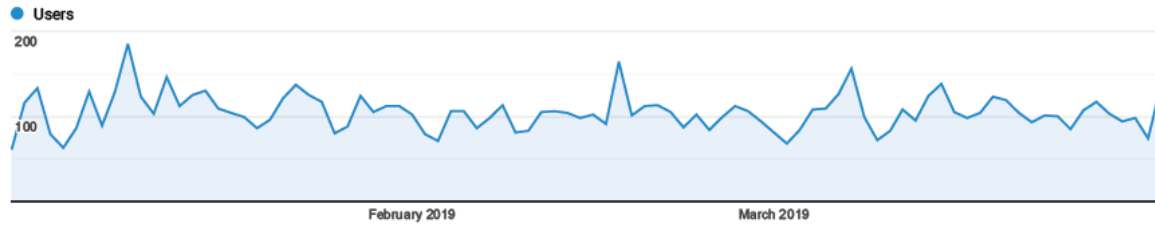


Audience Overview

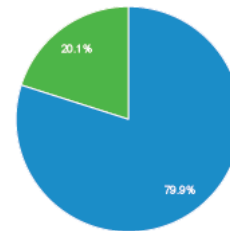
Jan 1, 2019 - Mar 31, 2019

All Users
100.00% Users

Overview



■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	6,010	89.29%
2. en-gb	129	1.92%
3. zh-cn	109	1.62%
4. es-xl	54	0.80%
5. ja-jp	52	0.77%
6. en-ca	44	0.65%
7. zh-tw	41	0.61%
8. ko	38	0.56%
9. en	35	0.52%
10. ja	27	0.40%

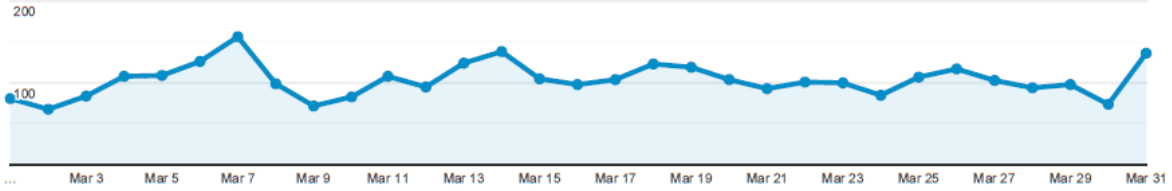
Audience Overview

Mar 1, 2019 - Mar 31, 2019

All Users
100.00% Users

Overview

● Users



Users
2,464

New Users
2,123

Sessions
3,598

Number of Sessions per User
1.46

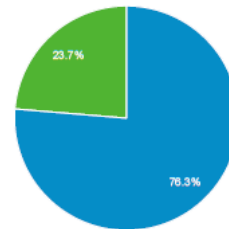
Pageviews
6,677

Pages / Session
1.86

Avg. Session Duration
00:01:28

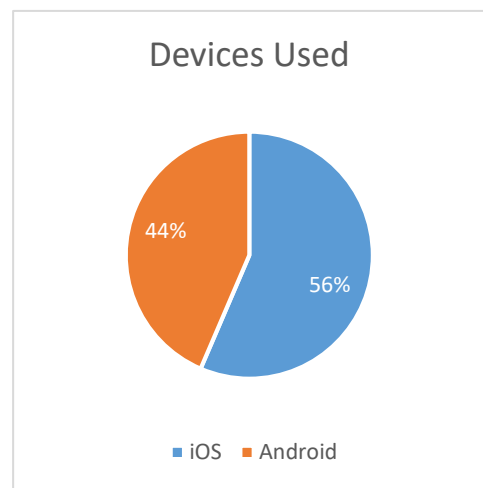
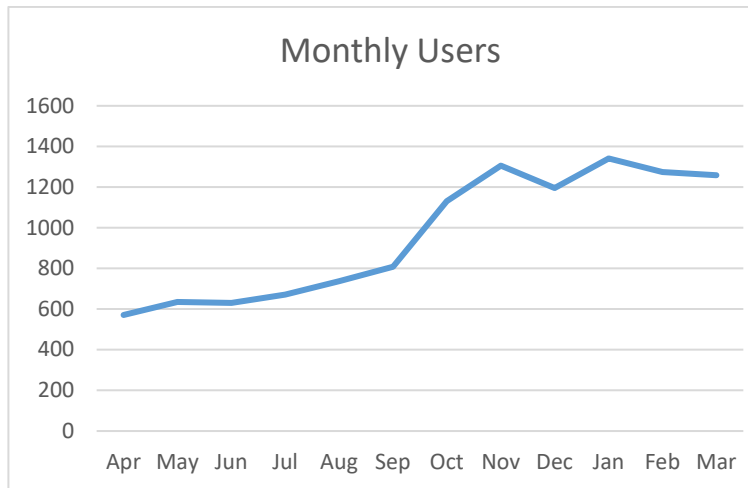
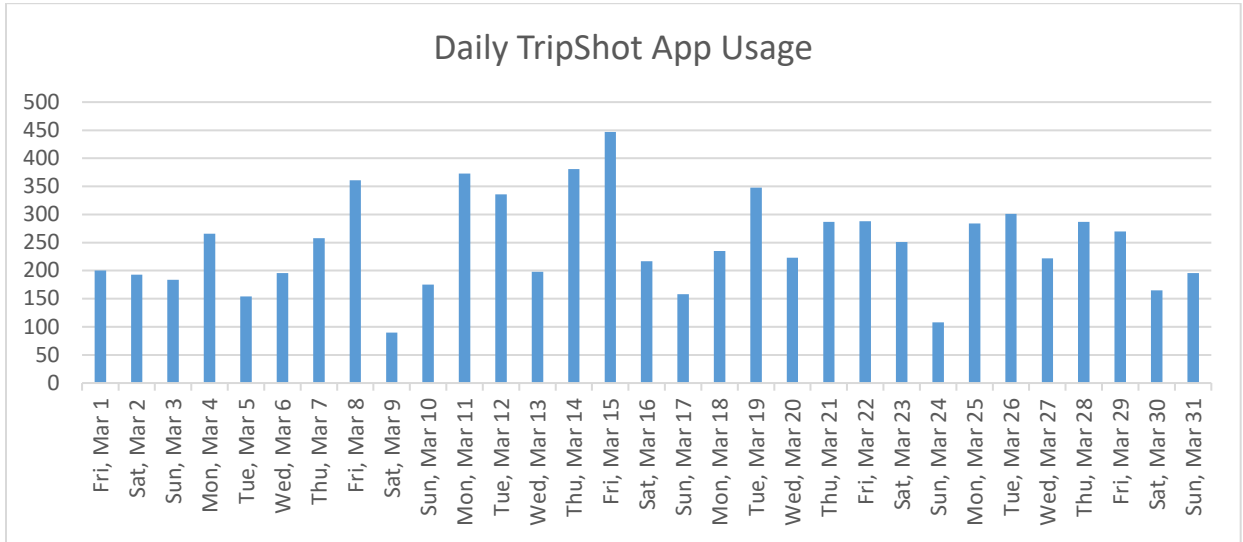
Bounce Rate
69.87%

■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	2,203	89.19%
2. en-gb	47	1.90%
3. zh-cn	36	1.46%
4. ja-jp	22	0.89%
5. es-xl	21	0.85%
6. en-ca	15	0.61%
7. ko	14	0.57%
8. en	13	0.53%
9. zh-tw	13	0.53%
10. ja	12	0.49%

Summary of TripShot App Activity



Users*: 1258

App Sessions: 2308

**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 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 was one complaint that the driver was speeding and driving in an unsafe manner.
 - Driver was spoken to and disciplinary action was taken.