



Mountain View Community Shuttle

Monthly Operations Report

June 10, 2019

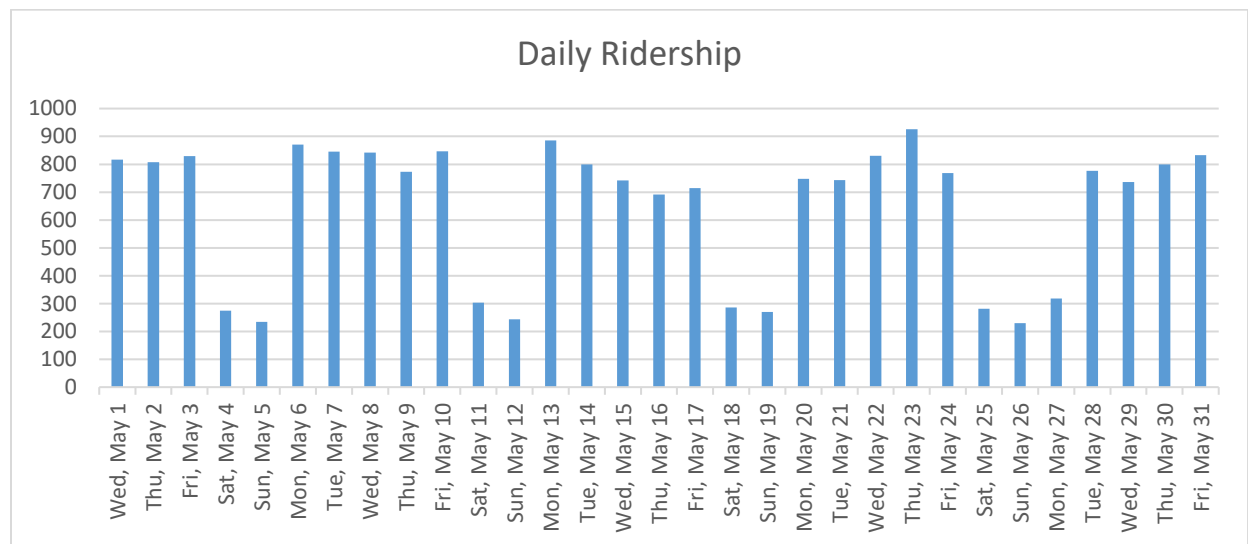
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Passengers per Day, Table

			Wed, May 1	Thu, May 2	Fri, May 3	Sat, May 4
			817	807	829	275
Sun, May 5	Mon, May 6	Tue, May 7	Wed, May 8	Thu, May 9	Fri, May 10	Sat, May 11
234	871	845	842	773	847	303
Sun, May 12	Mon, May 13	Tue, May 14	Wed, May 15	Thu, May 16	Fri, May 17	Sat, May 18
244	886	800	742	692	714	286
Sun, May 19	Mon, May 20	Tue, May 21	Wed, May 22	Thu, May 23	Fri, May 24	Sat, May 25
270	748	743	830	926	768	281
Sun, May 26	Mon, May 27	Tue, May 28	Wed, May 29	Thu, May 30	Fri, May 31	
230	318	776	736	800	833	

Passengers per Day, Chart

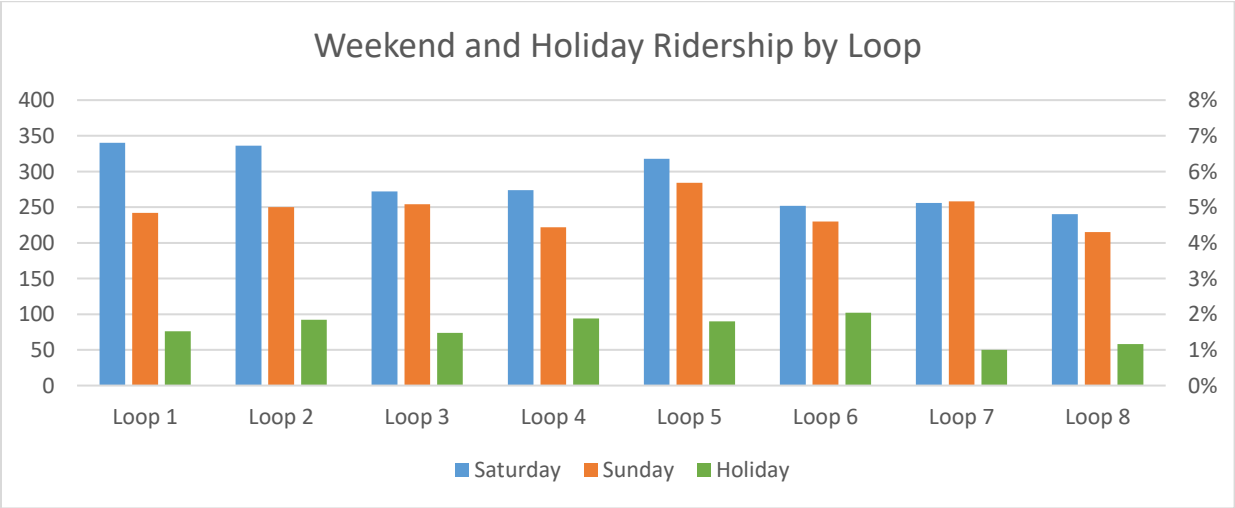
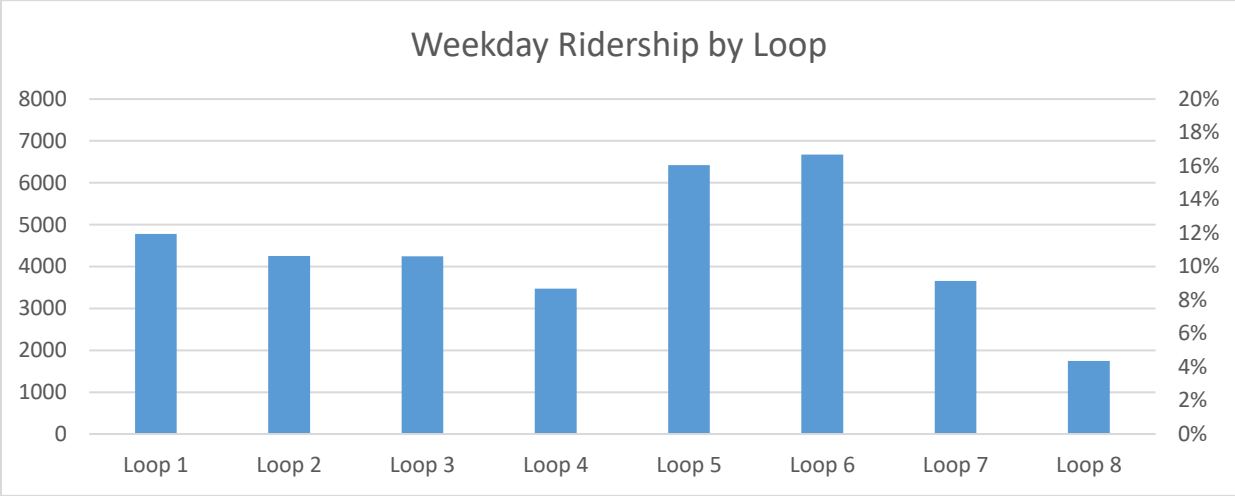
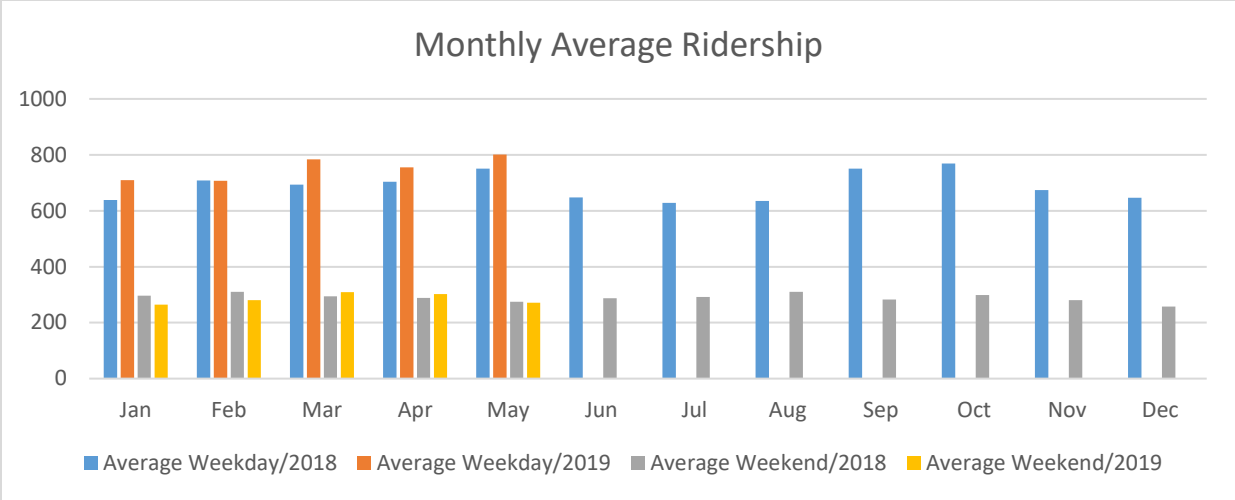


Ridership Year-To-Date

	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			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	91,692							

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			287		
July	628			292		
August	635			310		
September	751			283		
October	769			299		
November	674			280		
December	647			258		
YTD Average	687	751	9%	289	286	-1%



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

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

Additional Ridership Data:

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

The number of wheelchair lift usage in May: **22**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3646	16.6%	San Antonio Center	3198	17.7%
Senior/Teen Center	1715	7.8%	Grant Rd. (Red)	1701	9.4%
Grant Rd.	1704	7.7%	Senior/Teen Center (Red)	1529	8.5%
MV Transit Center	1639	7.4%	MV Transit Center	1441	8.0%
Middlefield/Easy	1408	6.4%	Rengstorff/Middlefield (Red)	843	4.7%
Crittenden Middle School	1258	5.7%	El Camino Real/Sylvan (Red)	793	4.4%
Graham Middle School	986	4.5%	Middlefield/Easy (Red)	687	3.8%
Rengstorff/Middlefield	886	4.0%	El Camino Hospital	649	3.6%
Whisman Station	788	3.6%	Whisman Station (Red)	638	3.5%
El Camino Real/Sylvan	704	3.2%	Civic Center (Red)	630	3.5%
Middlefield/Moffett	702	3.2%	Middlefield/Moffett (Red)	566	3.1%
Civic Center	694	3.2%	Sylvan Park (Red)	559	3.1%
Cuesta/Miramonte	643	2.9%	Crittenden Middle School (Red)	460	2.5%
California/Ortega West	579	2.6%	California/Ortega East	407	2.2%
Whisman/Middlefield	537	2.4%	California/Rengstorff (Red)	370	2.0%
California/Rengstorff	532	2.4%	Whisman/Middlefield (Red)	303	1.7%
Sylvan Park	518	2.4%	California/Rengstorff	301	1.7%
Rengstorff/Central	420	1.9%	Graham Middle School (Red)	286	1.6%
Castro/El Camino Real (Gray)	398	1.8%	Villa/Franklin (Red)	284	1.6%
El Camino Hospital	390	1.8%	Villa/Mariposa	281	1.6%
California/Ortega East	359	1.6%	Community Center (Red)	258	1.4%
Community Center	313	1.4%	Castro/El Camino Real (Red)	241	1.3%
Shoreline/Middlefield #3 (Gray)	257	1.2%	Cuesta/Miramonte (Red)	241	1.3%
Rengstorff/Montecito	177	0.8%	Grant/Eunice	236	1.3%
Villa/Franklin	164	0.7%	Rengstorff/Central (Red)	219	1.2%
Middlefield/San Pierre	150	0.7%	Rengstorff/Montecito (Red)	214	1.2%
Villa/Shoreline	130	0.6%	Shoreline/Middlefield #1 (Red)	191	1.1%
Grant/Eunice	114	0.5%	California/Ortega West	188	1.0%
Shoreline/Pear	81	0.4%	Middlefield/San Pierre (Red)	146	0.8%
Cuesta/Grant (Gray)	73	0.3%	Cuesta/Grant	130	0.7%
Cuesta/Grant	36	0.2%	Shoreline/Pear	72	0.4%
Shoreline/Middlefield #2	23	0.1%	Shoreline/Middlefield #2	28	0.2%
Total	22024	100.0%	Total	18090	100.0%

Shuttle On-Time Performance

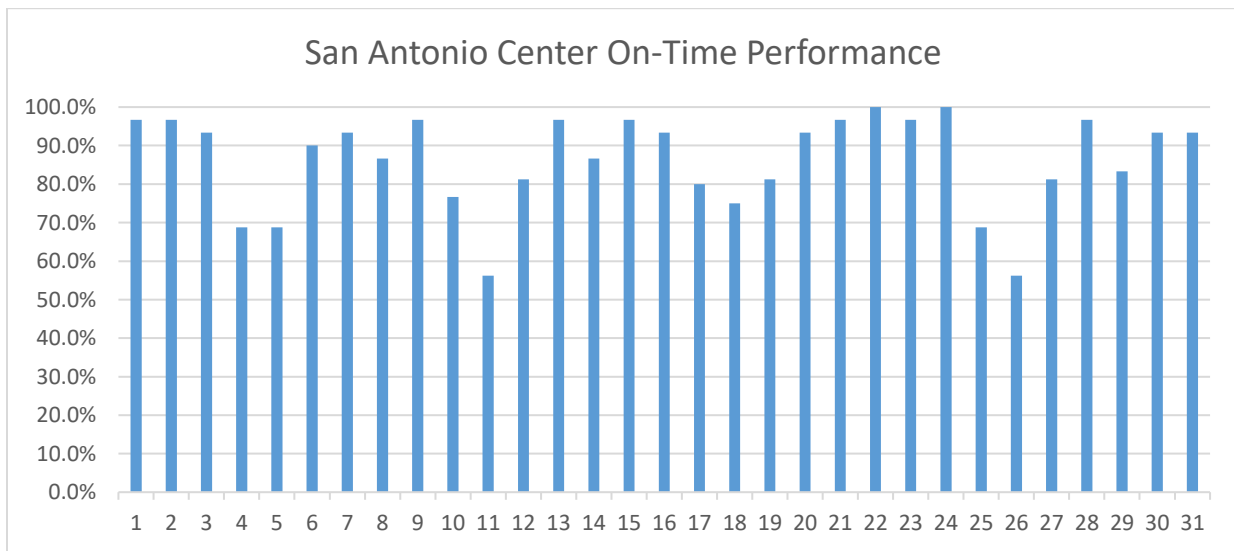
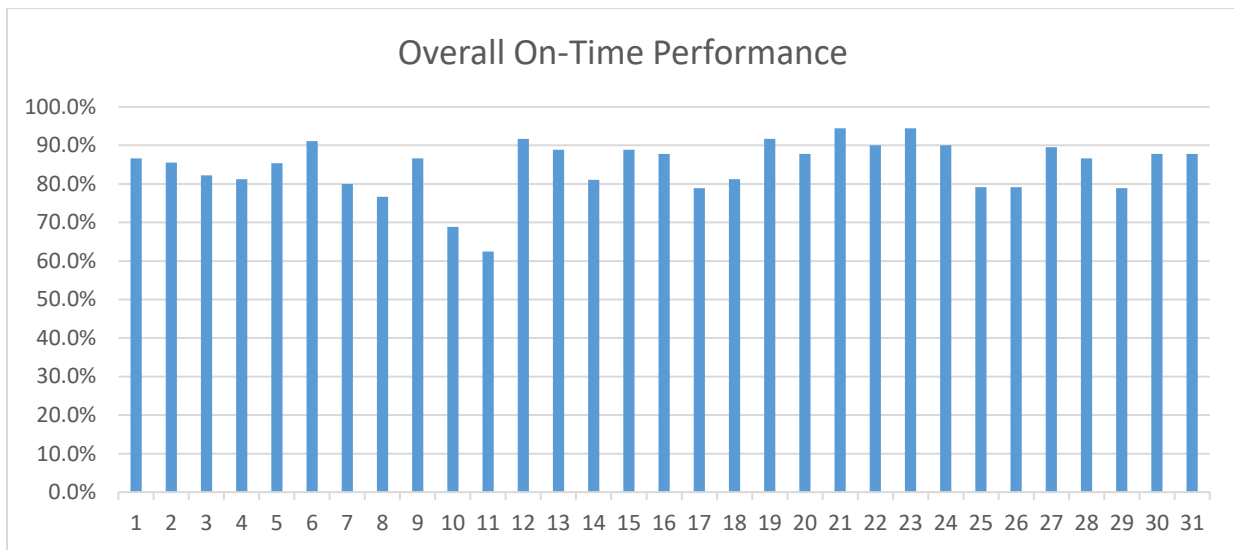
Percentage of being on-time:

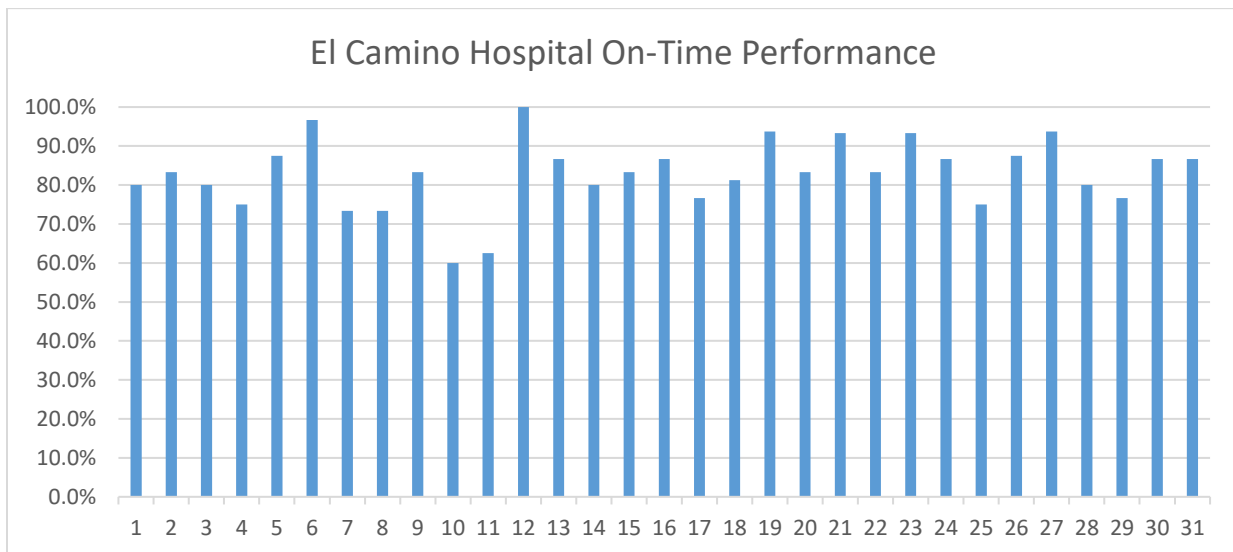
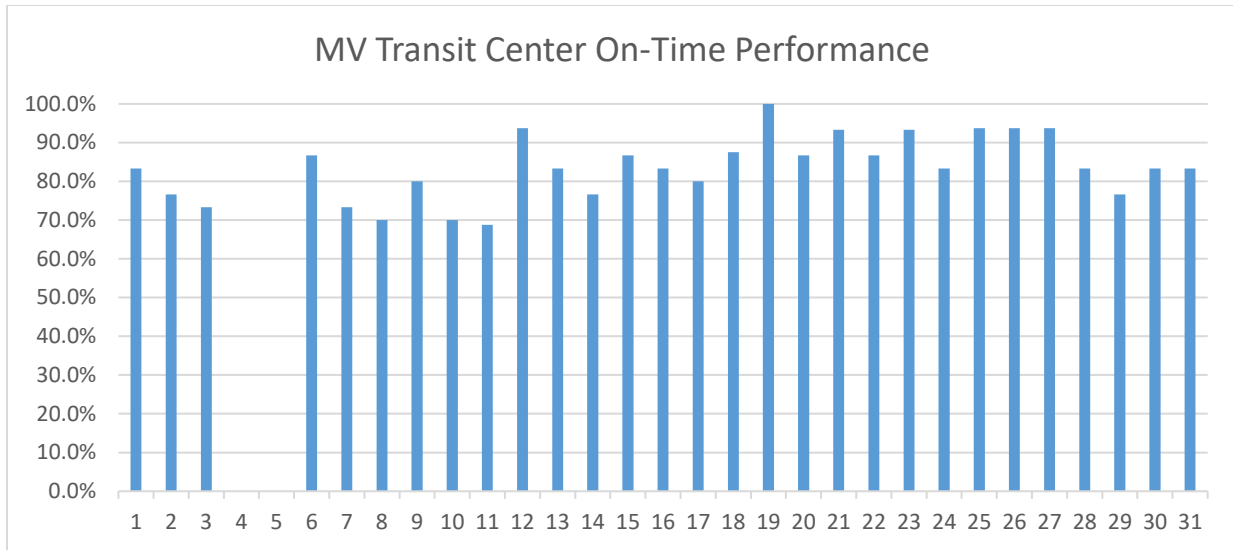
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **84.6%**





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 43 seconds (02:43)** behind schedule.

The missing data for the MV Transit Center stop on May 4th and 5th is due to the street closure of Castro Street during the A La Carte Art Event. This resulted in the downtown Mountain View stops being temporarily closed throughout the event.

Summary of Website Activity

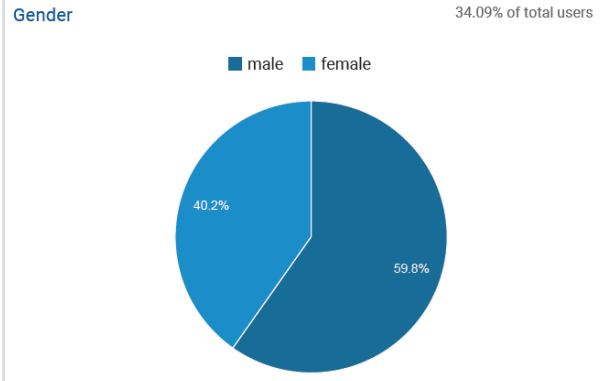
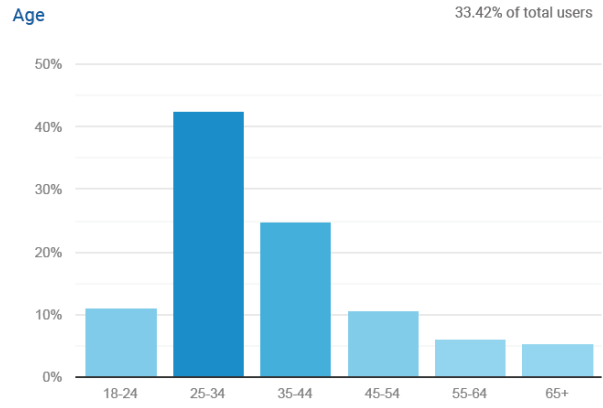
Year To Date/Monthly Report

Demographics: Overview




May 1, 2019 - May 31, 2019

Key Metric:



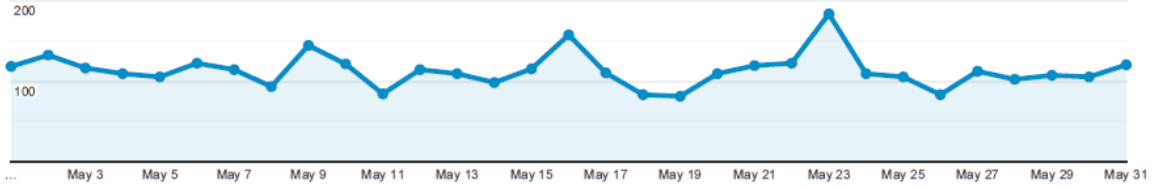
Audience Overview

May 1, 2019 - May 31, 2019


All Users
 100.00% Users

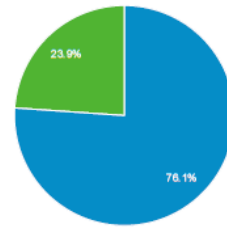
Overview

Users



Users 2,705	New Users 2,363	Sessions 3,969
Number of Sessions per User 1.47	Pageviews 8,203	Pages / Session 2.07
Avg. Session Duration 00:01:33	Bounce Rate 68.35%	


■ New Visitor
 ■ Returning Visitor



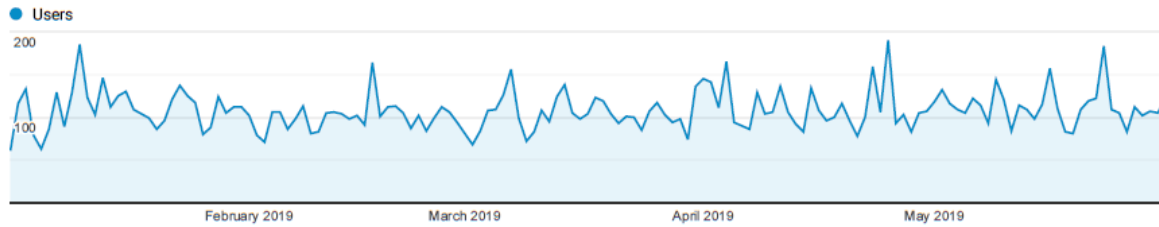
Language	Users	% Users
1. en-us	2,411	88.97%
2. en-gb	44	1.62%
3. zh-cn	35	1.29%
4. es-xl	20	0.74%
5. ja-jp	20	0.74%
6. en	19	0.70%
7. en-ca	19	0.70%
8. zh-tw	15	0.55%
9. de-de	12	0.44%
10. fr-fr	10	0.37%

Audience Overview

Jan 1, 2019 - May 31, 2019

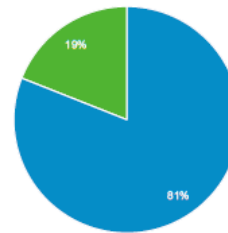

All Users
 100.00% Users

Overview



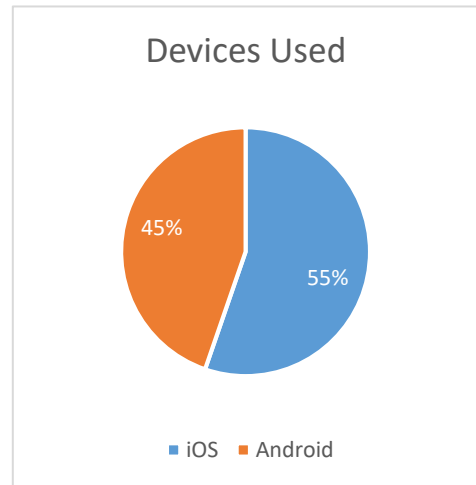
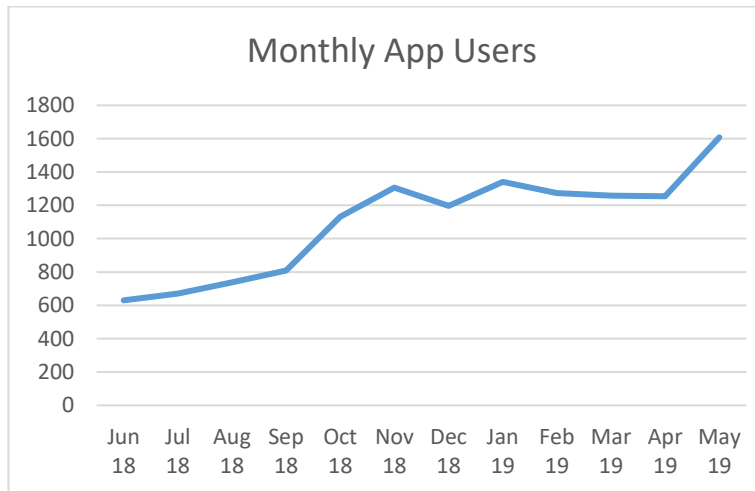
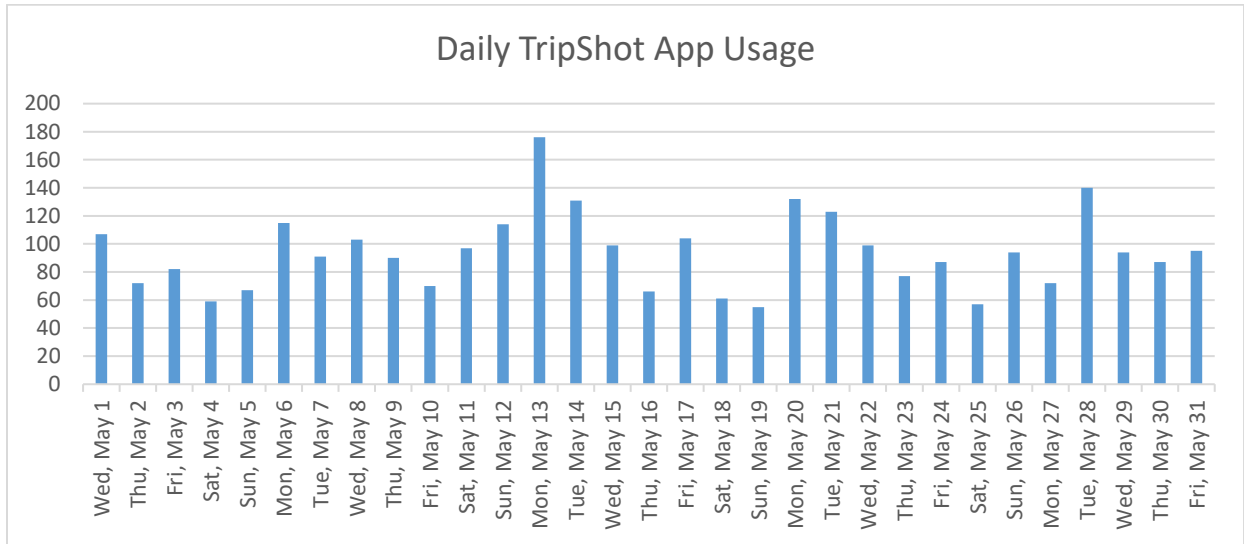
Users 11,307	New Users 10,879	Sessions 18,384
Number of Sessions per User 1.63	Pageviews 34,293	Pages / Session 1.87
Avg. Session Duration 00:01:26	Bounce Rate 70.06%	

■ New Visitor
 ■ Returning Visitor



Language	Users	% Users
1. en-us	10,102	89.33%
2. en-gb	206	1.82%
3. zh-cn	163	1.44%
4. es-xl	83	0.73%
5. ja-jp	82	0.73%
6. zh-tw	75	0.66%
7. en-ca	73	0.65%
8. en	63	0.56%
9. ko	58	0.51%
10. ja	40	0.35%

Summary of TripShot App Activity



Users*: 1608

App Sessions: 2916

**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 was one complaint that the TripShot app is difficult to use.
 - Instructions were provided to the caller and website trip-planning functionality was explained as an alternate to the use of the app.
- There was one complaint that a driver was rude and insulted the passenger.
 - The caller was unable to provide enough information about the day, time, or route to identify the driver in question, however, all drivers were reminded to be mindful of their tone when speaking to passengers.
- There was one complaint that a driver was driving aggressively.
 - The driver was identified, and disciplinary action was taken.
- There were three complaints that drivers skipped stops while passengers were waiting.
 - When asked, all three drivers stated that they did not see anyone at the stops in question.
 - All drivers are regularly reminded to be observant of their surroundings and the locations at and around stops.