



Mountain View Community Shuttle

Monthly Operations Report

October 10, 2019

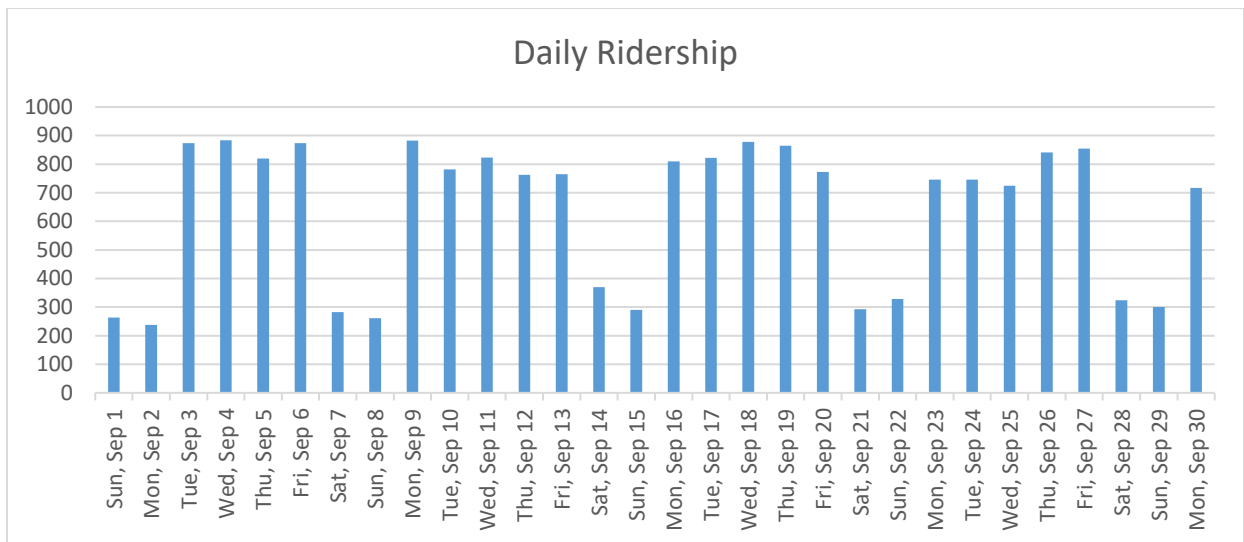
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Passengers per Day, Table

Sun, Sep 1	Mon, Sep 2	Tue, Sep 3	Wed, Sep 4	Thu, Sep 5	Fri, Sep 6	Sat, Sep 7
263	238	874	883	820	873	282
Sun, Sep 8	Mon, Sep 9	Tue, Sep 10	Wed, Sep 11	Thu, Sep 12	Fri, Sep 13	Sat, Sep 14
261	882	782	823	763	765	370
Sun, Sep 15	Mon, Sep 16	Tue, Sep 17	Wed, Sep 18	Thu, Sep 19	Fri, Sep 20	Sat, Sep 21
290	810	822	878	864	773	293
Sun, Sep 22	Mon, Sep 23	Tue, Sep 24	Wed, Sep 25	Thu, Sep 26	Fri, Sep 27	Sat, Sep 28
328	746	746	725	841	854	324
Sun, Sep 29	Mon, Sep 30					
300	717					

Passengers per Day, Chart

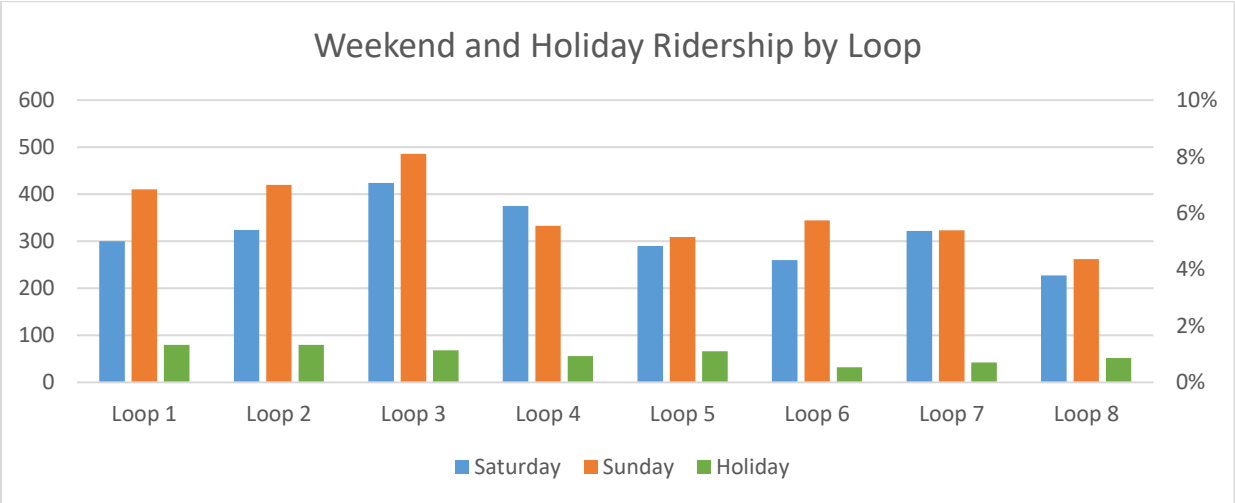
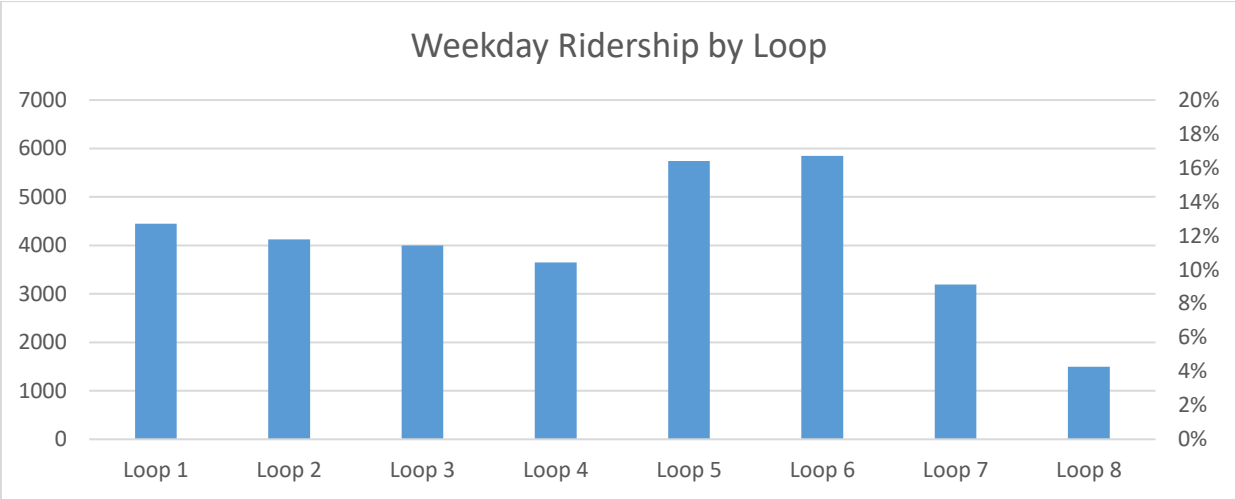
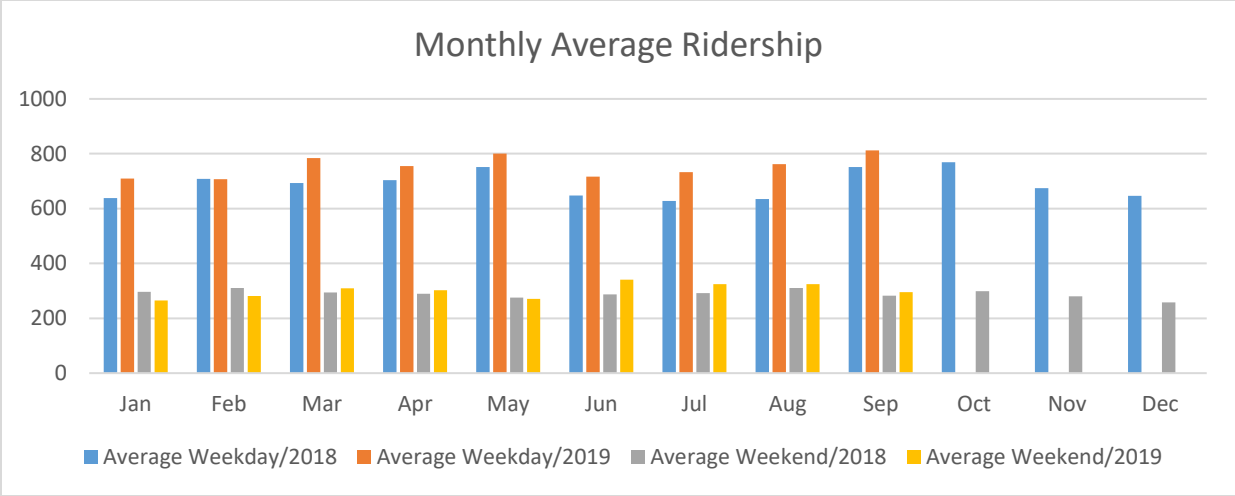


Ridership Year-To-Date

	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	19040	18%	13184	16121	22%	2915	2919	0%
August	17080	19680	15%	14601	16755	15%	2479	2925	18%
September	17384	19190	10%	14273	16241	14%	3111	2949	-5%
October	20088			17697			2391		
November	16272			13473			2799		
December	15781			12945			2836		
Year to Date	205,779	167,358							

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	733	17%	292	324	11%
August	635	762	20%	310	325	5%
September	751	812	8%	283	295	4%
October	769			299		
November	674			280		
December	647			258		
YTD Average	687	753	10%	289	301	4%



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

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

Additional Ridership Data:

The number of bicycles carried in September: **321**

The number of wheelchair lift usage in September: **15**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2893	14.0%	San Antonio Center	3010	17.0%
MV Transit Center	1952	9.4%	Senior/Teen Center (Red)	1670	9.4%
Senior/Teen Center	1669	8.1%	Grant Rd. (Red)	1631	9.2%
Grant Rd.	1573	7.6%	MV Transit Center	1331	7.5%
Middlefield/Easy	1057	5.1%	Civic Center (Red)	723	4.1%
Crittenden Middle School	960	4.6%	El Camino Real/Sylvan (Red)	704	4.0%
Rengstorff/Middlefield	948	4.6%	Rengstorff/Middlefield (Red)	688	3.9%
Cuesta/Miramonte	926	4.5%	El Camino Hospital	644	3.6%
Civic Center	735	3.6%	Middlefield/Easy (Red)	576	3.3%
El Camino Real/Sylvan	693	3.4%	Sylvan Park (Red)	570	3.2%
Graham Middle School	656	3.2%	Middlefield/Moffett (Red)	563	3.2%
Middlefield/Moffett	642	3.1%	Whisman Station (Red)	521	2.9%
Whisman Station	637	3.1%	California/Ortega East	467	2.6%
Sylvan Park	600	2.9%	Crittenden Middle School (Red)	455	2.6%
California/Rengstorff	566	2.7%	Villa/Franklin (Red)	380	2.1%
Castro/El Camino Real (Gray)	501	2.4%	California/Rengstorff (Red)	378	2.1%
Whisman/Middlefield	495	2.4%	Villa/Mariposa	312	1.8%
El Camino Hospital	442	2.1%	Cuesta/Miramonte (Red)	283	1.6%
California/Ortega West	421	2.0%	Grant/Eunice	283	1.6%
Community Center	332	1.6%	California/Rengstorff	268	1.5%
California/Ortega East	304	1.5%	Castro/El Camino Real (Red)	268	1.5%
Rengstorff/Central	303	1.5%	Shoreline/Middlefield #1 (Red)	255	1.4%
Shoreline/Middlefield #3 (Gray)	300	1.5%	Whisman/Middlefield (Red)	254	1.4%
Middlefield/San Pierre	257	1.2%	Graham Middle School (Red)	253	1.4%
Villa/Shoreline	187	0.9%	Rengstorff/Central (Red)	206	1.2%
Rengstorff/Montecito	149	0.7%	Rengstorff/Montecito (Red)	193	1.1%
Grant/Eunice	132	0.6%	California/Ortega West	183	1.0%
Villa/Franklin	113	0.5%	Community Center (Red)	182	1.0%
Shoreline/Pear	80	0.4%	Middlefield/San Pierre (Red)	164	0.9%
Cuesta/Grant (Gray)	77	0.4%	Cuesta/Grant	145	0.8%
Cuesta/Grant	76	0.4%	Shoreline/Pear	92	0.5%
Shoreline/Middlefield #2	10	0.0%	Shoreline/Middlefield #2	43	0.2%
Total	20686	100.0%	Total	17695	100.0%

Shuttle On-Time Performance

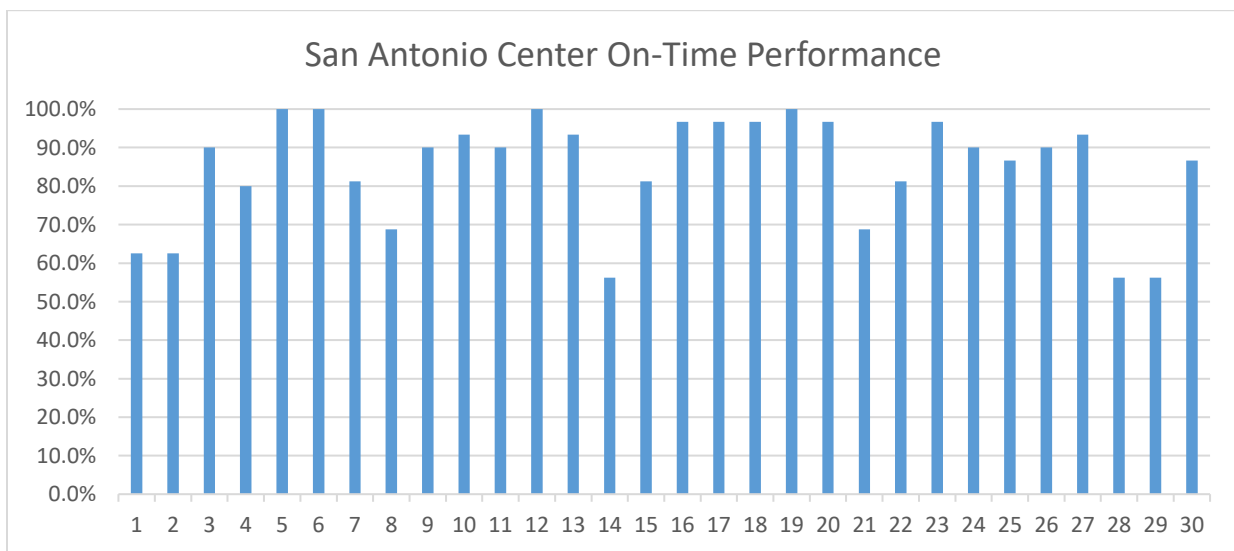
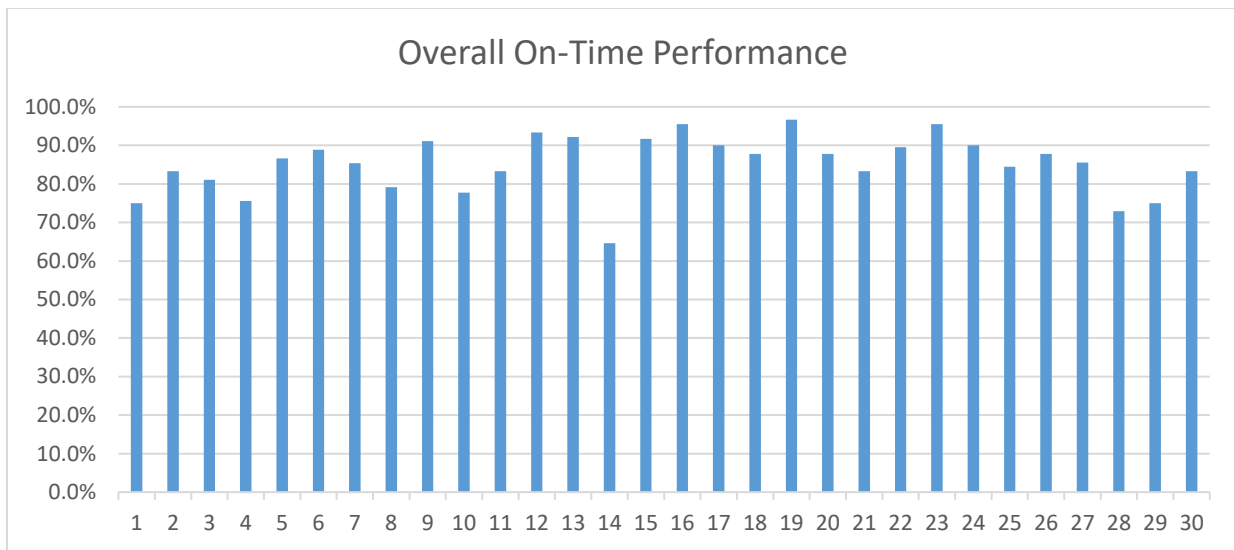
Percentage of being on-time:

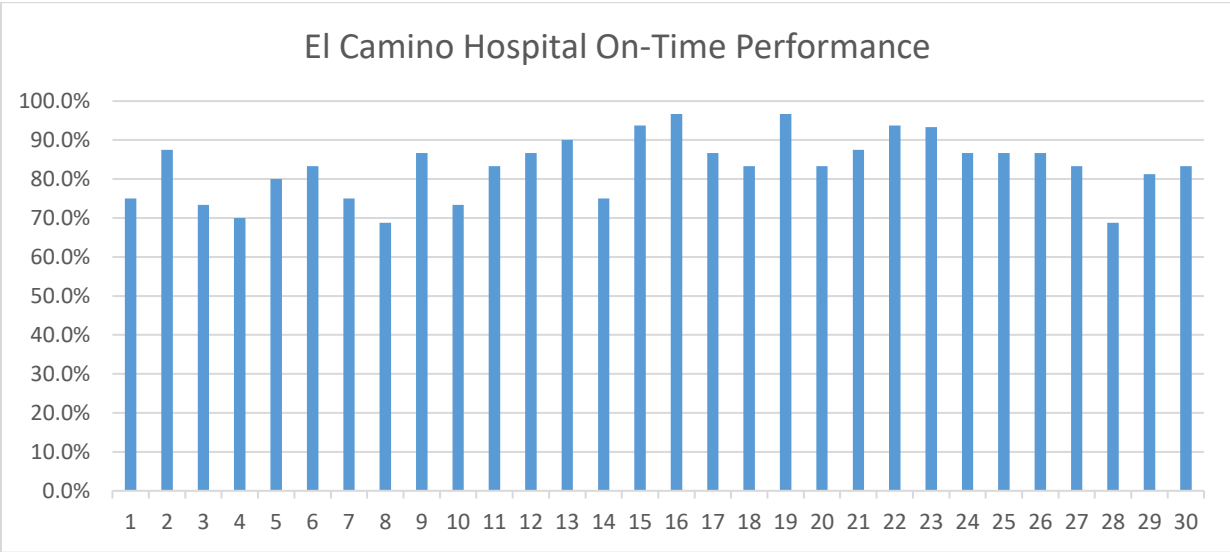
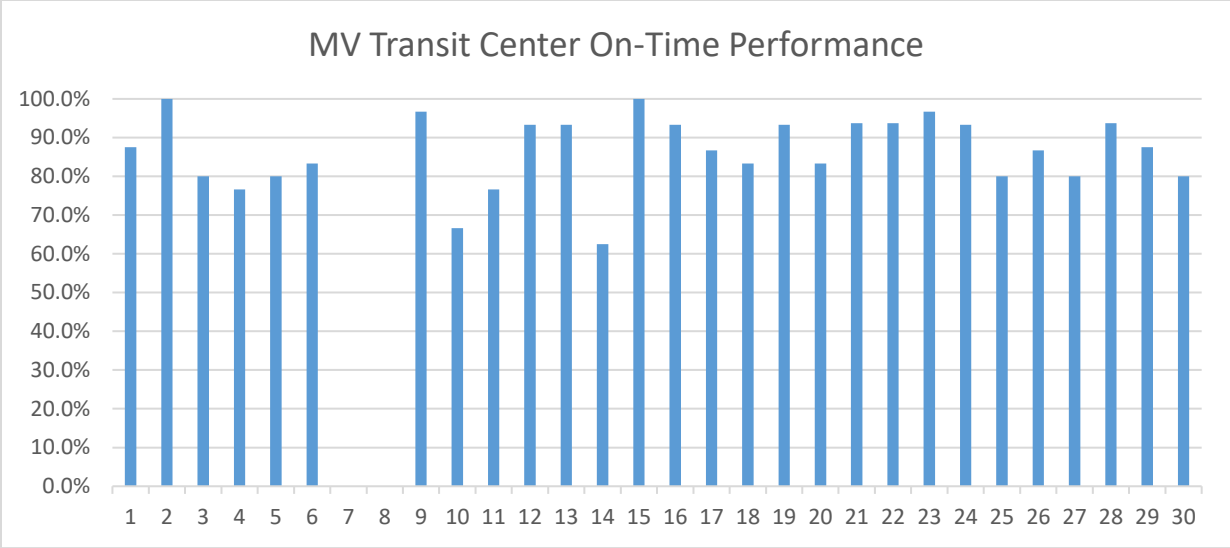
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **85.1%**





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 34 seconds (02:34)** behind schedule.

*Lack of data on September 7th and 8th was due to downtown Mountain View stop closures caused by the Art and Wine Festival.

Summary of Website Activity

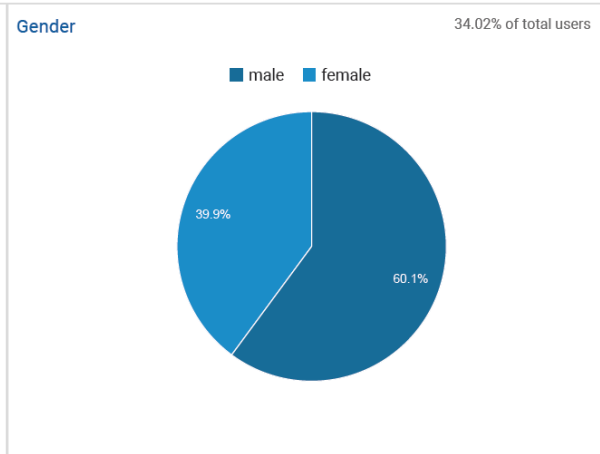
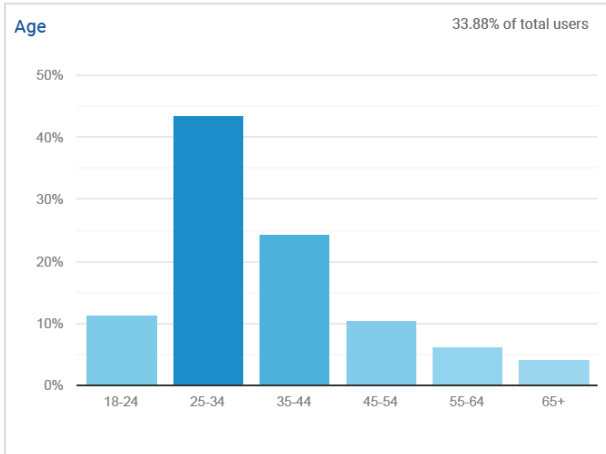
Year To Date/Monthly Report

Demographics: Overview


 All Users
100.00% Users

Jan 1, 2019 - Sep 30, 2019

Key Metric:

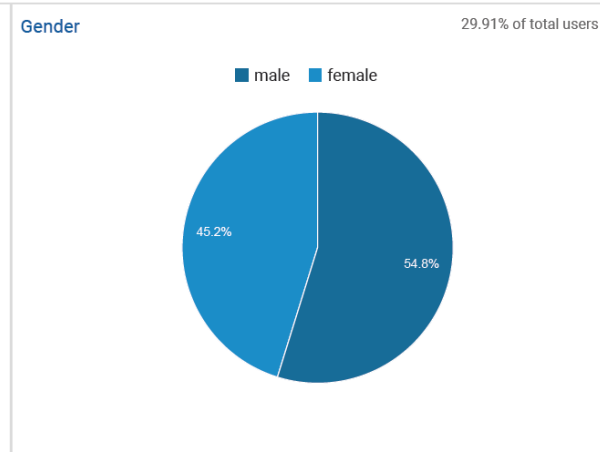
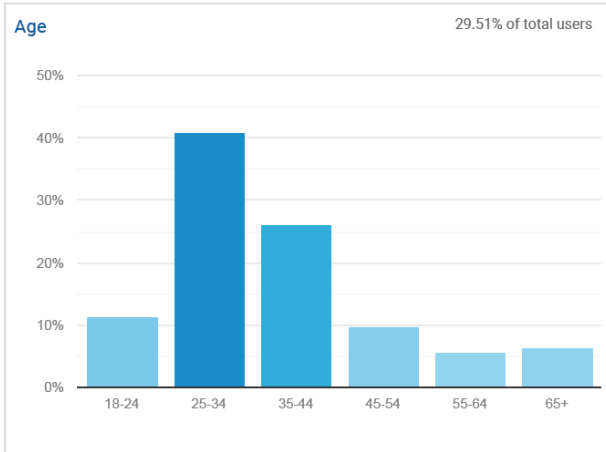


Demographics: Overview

 All Users
100.00% Users

Sep 1, 2019 - Sep 30, 2019

Key Metric:



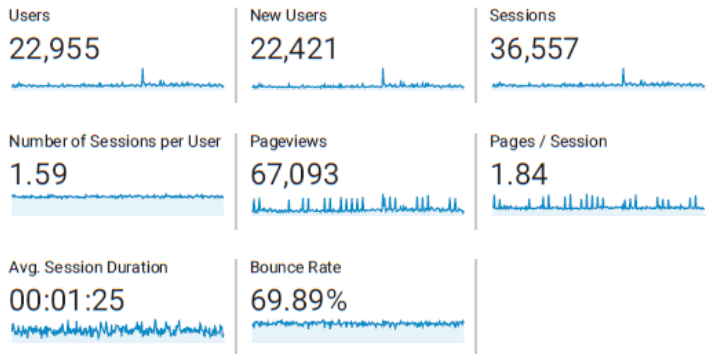
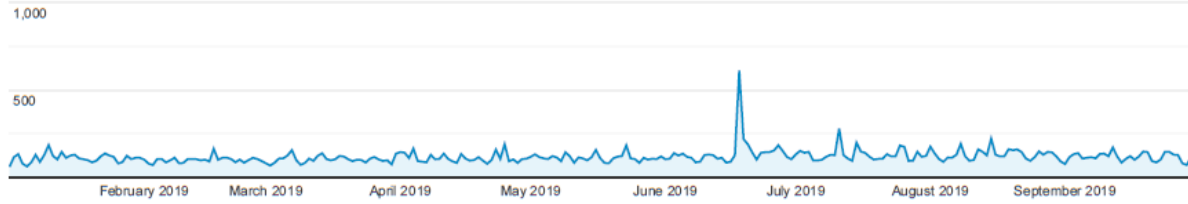
Audience Overview

Jan 1, 2019 - Sep 30, 2019

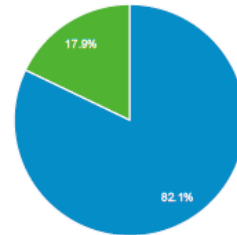
All Users
100.00% Users

Overview

Users



■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	20,421	88.88%
2. en-gb	479	2.08%
3. zh-cn	316	1.38%
4. ja-jp	185	0.81%
5. es-xl	165	0.72%
6. zh-tw	162	0.71%
7. en-ca	139	0.60%
8. en	118	0.51%
9. ko	113	0.49%
10. ja	78	0.34%

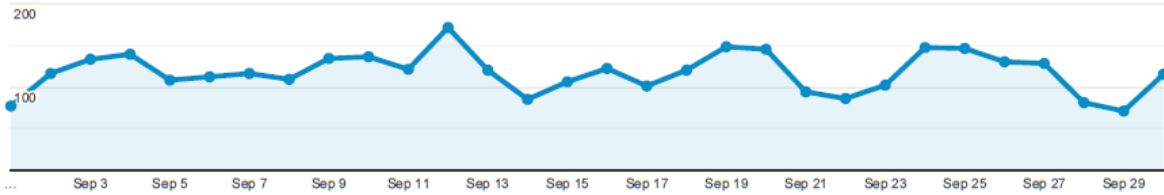
Audience Overview

Sep 1, 2019 - Sep 30, 2019

All Users
100.00% Users

Overview

Users



Users

2,758



New Users

2,454



Sessions

3,988



Number of Sessions per User

1.45



Pageviews

7,267



Pages / Session

1.82



Avg. Session Duration

00:01:19

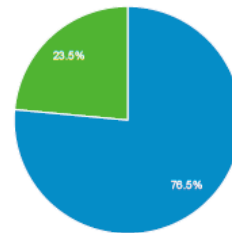


Bounce Rate

69.76%

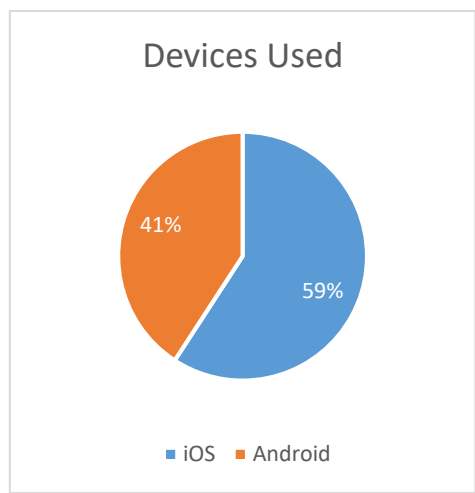
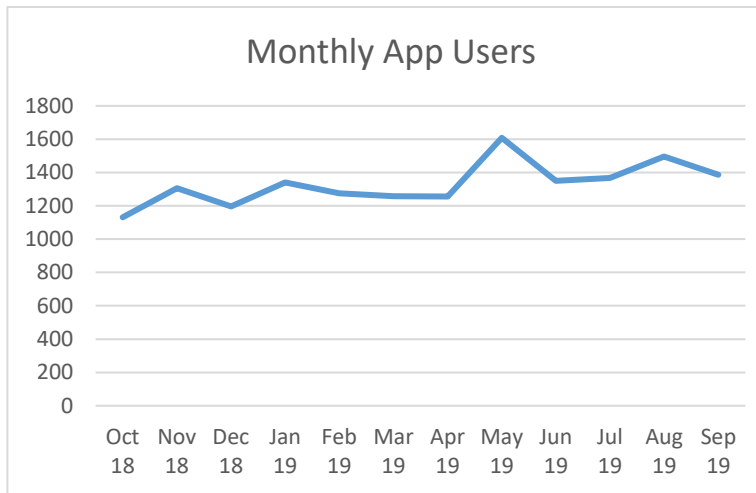
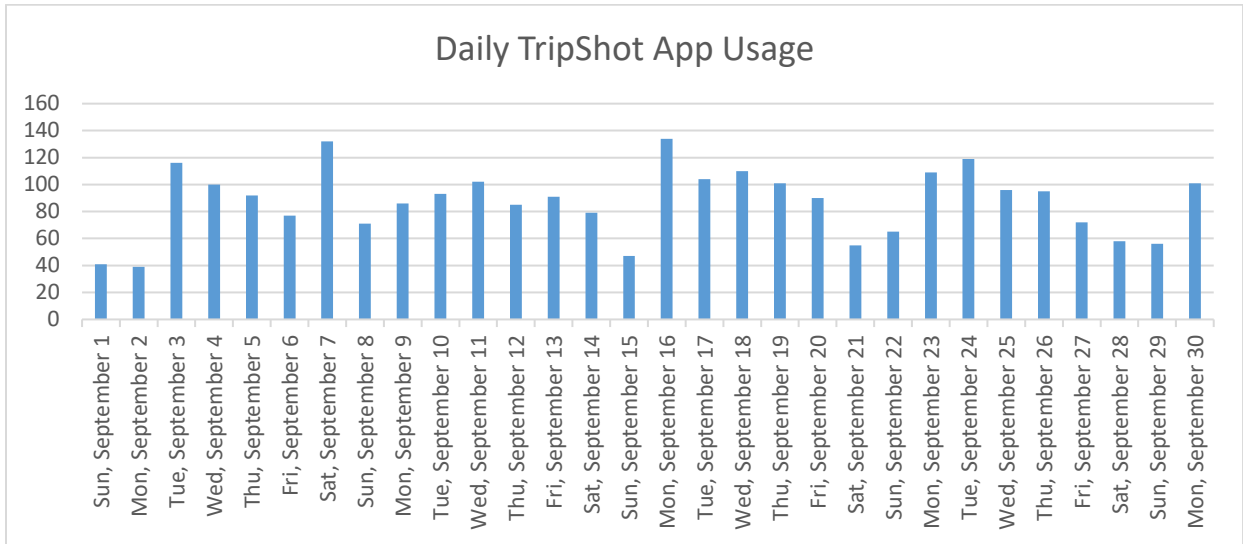


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	2,392	86.64%
2. en-gb	85	3.08%
3. zh-cn	42	1.52%
4. ja-jp	29	1.05%
5. es-xl	25	0.91%
6. en-ca	24	0.87%
7. zh-tw	18	0.65%
8. en	13	0.47%
9. es-419	13	0.47%
10. ko	11	0.40%

Summary of TripShot App Activity



Users: 1387

App Sessions: 2616

Complaints Received by CSR Staff

- There were three complaints about drivers being rude.
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service. The drivers in question were spoken to and reminded of this fact.
- There was one complaint of a driver not using his turn signals.
 - All drivers are required to use their turn signals both when entering and exiting traffic.
- There were two complaints about drivers not stopping at a stop
 - All drivers are regularly reminded to be observant of their surroundings and the locations at and around stops.
- There was one complaint that a wheelchair was not properly secured which caused it to move around while on the shuttle.
 - The situation was investigated by management and further training/instruction was provided to the driver.