

Mountain View Community Shuttle Monthly Operations Report

July 10, 2018

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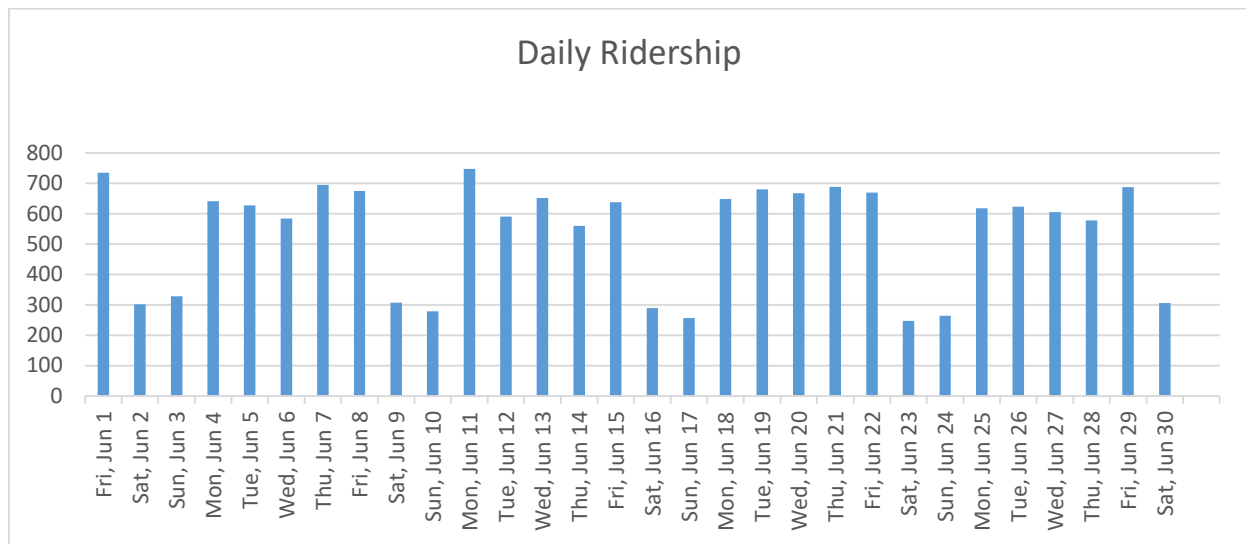
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Passengers per Day, Table

					Fri, Jun 1	Sat, Jun 2
					735	302
Sun, Jun 3	Mon, Jun 4	Tue, Jun 5	Wed, Jun 6	Thu, Jun 7	Fri, Jun 8	Sat, Jun 9
329	641	628	585	695	675	307
Sun, Jun 10	Mon, Jun 11	Tue, Jun 12	Wed, Jun 13	Thu, Jun 14	Fri, Jun 15	Sat, Jun 16
279	748	591	652	560	638	289
Sun, Jun 17	Mon, Jun 18	Tue, Jun 19	Wed, Jun 20	Thu, Jun 21	Fri, Jun 22	Sat, Jun 23
257	649	680	668	689	670	247
Sun, Jun 24	Mon, Jun 25	Tue, Jun 26	Wed, Jun 27	Thu, Jun 28	Fri, Jun 29	Sat, Jun 30
264	618	623	606	578	688	306

Passengers per Day, Chart

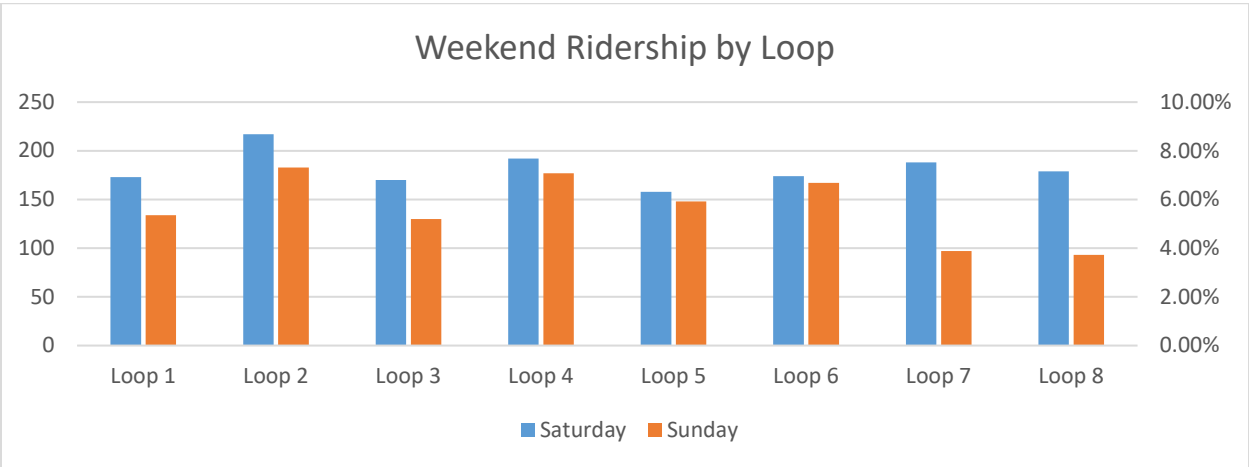
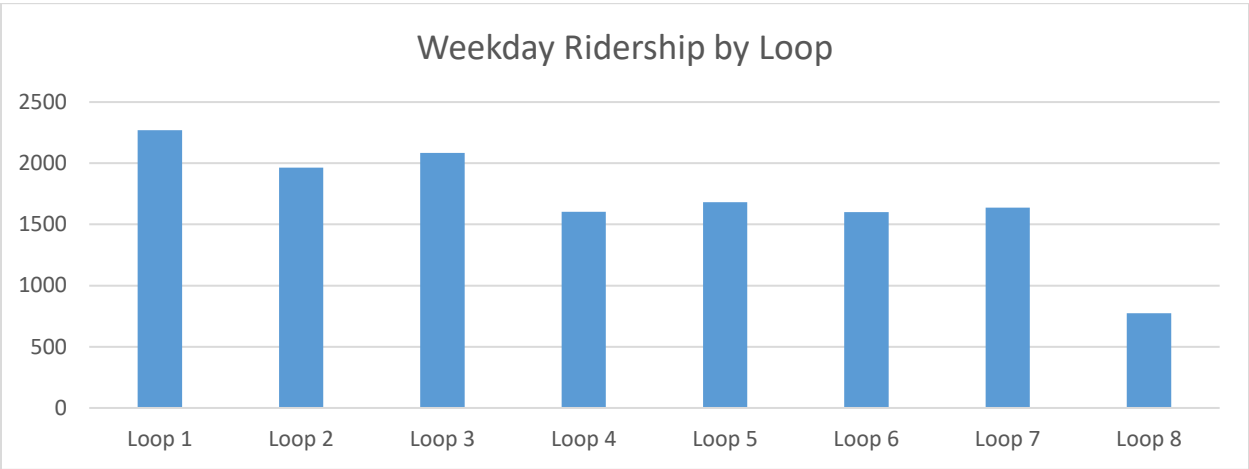
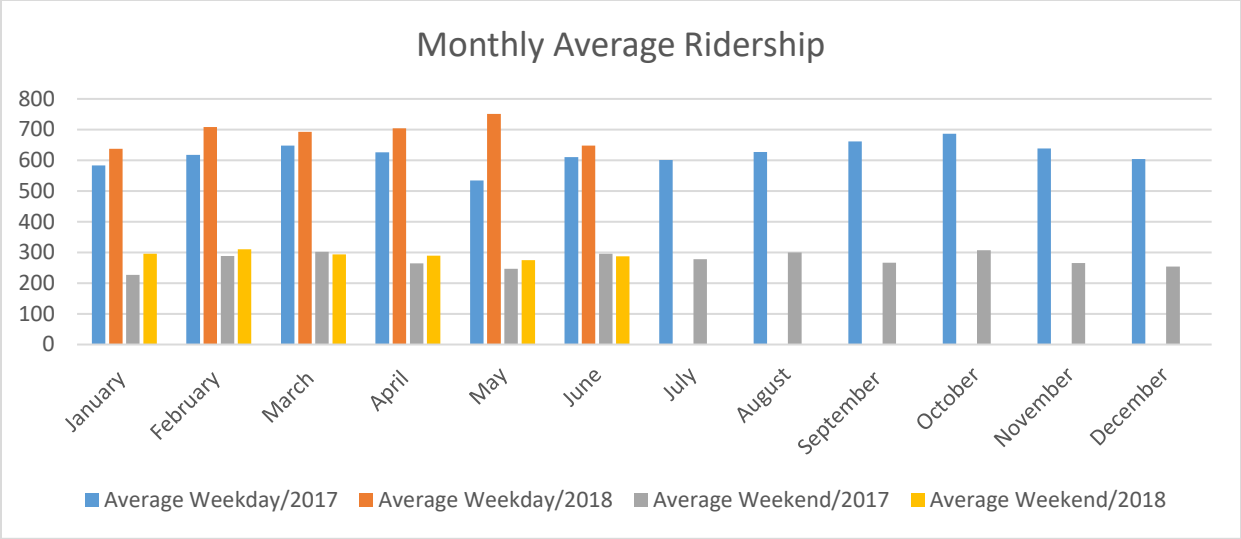


Ridership Year-To-Date

	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			12025			3063		
August	16828			14431			2397		
September	15786			13163			2623		
October	17876			15117			2759		
November	15810			13429			2381		
December	14866			12075			2791		
Year to Date	189,925	103,075							

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			278		
August	627			300		
September	661			266		
October	687			307		
November	639			265		
December	604			254		
YTD Average	620	690	11%	274	292	6%



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

Peak Service Loop in June: 1st loop, 10:00 AM – 11:25 AM.

Additional Ridership Data:

The number of bicycles carried in June: **294**

The number of wheelchair lift usage in June: **3**

Shuttle On-Time Performance

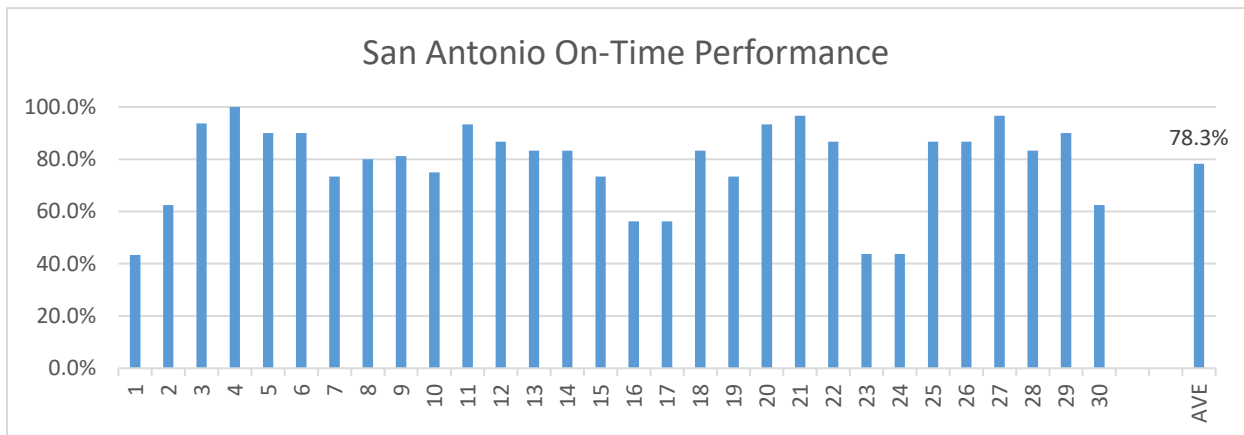
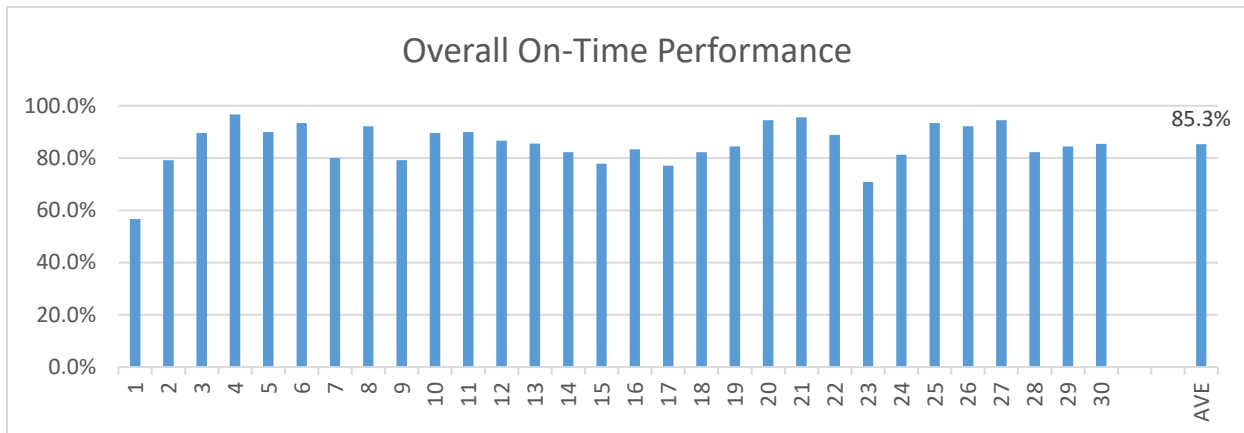
Percentage of being on-time:

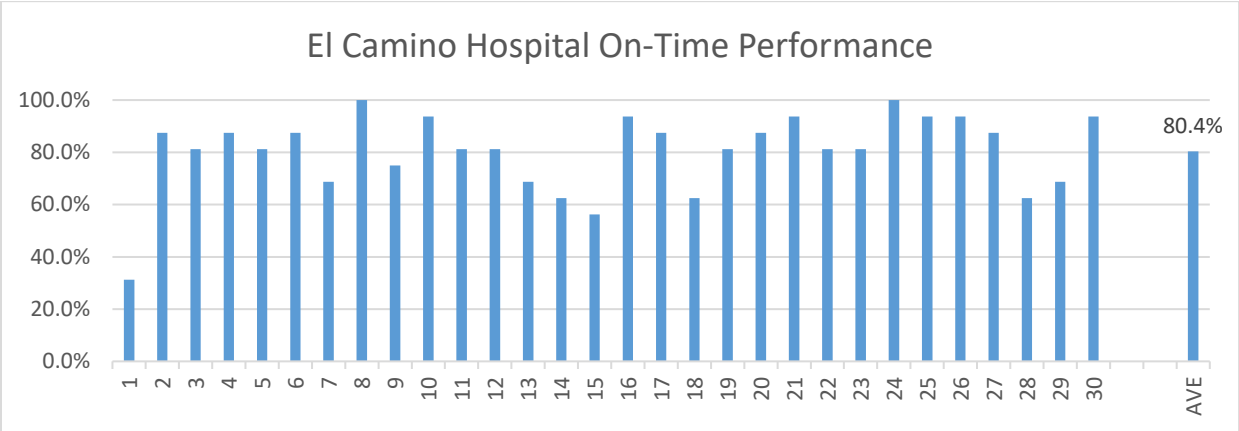
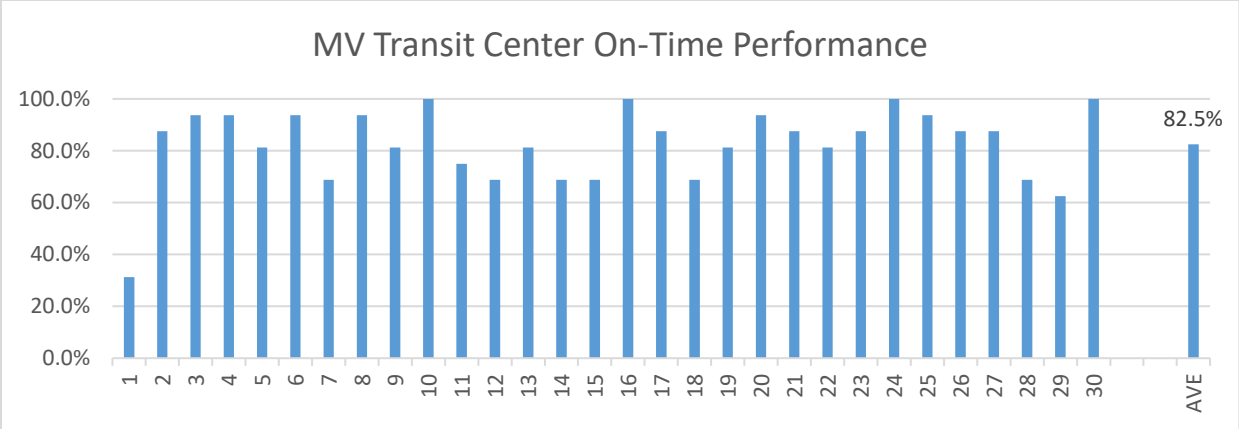
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **85.3%***





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 19 seconds (02:19)** behind schedule.

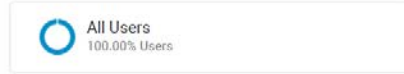
Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	3071	19.2%	San Antonio Center	3431	21.0%
MV Transit Center	1370	8.6%	Senior/Teen Center (Red)	1433	8.8%
Senior/Teen Center	1245	7.8%	MV Transit Center	1396	8.5%
Grant Rd.	1118	7.0%	Grant Rd. (Red)	1134	6.9%
Rengstorff/Middlefield	826	5.2%	Rengstorff/Middlefield (Red)	915	5.6%
Civic Center	747	4.7%	Civic Center (Red)	795	4.9%
Middlefield/Easy	650	4.1%	El Camino Real/Sylvan (Red)	548	3.3%
El Camino Real/Sylvan	609	3.8%	El Camino Hospital	521	3.2%
Middlefield/Moffett	565	3.5%	Middlefield/Moffett (Red)	504	3.1%
Cuesta/Miramonte	537	3.4%	Sylvan Park (Red)	473	2.9%
Sylvan Park	535	3.3%	California/Rengstorff (Red)	459	2.8%
Middlefield/Terra Bella	443	2.8%	Middlefield/Easy (Red)	454	2.8%
Rengstorff/Central	415	2.6%	California/Ortega East	450	2.7%
Whisman Station	377	2.4%	Whisman Station (Red)	323	2.0%
El Camino Hospital	371	2.3%	Cuesta/Miramonte (Red)	320	2.0%
Castro/El Camino Real (Gray)	341	2.1%	Whisman/Middlefield (Red)	310	1.9%
Whisman/Middlefield	337	2.1%	Rengstorff/Central (Red)	272	1.7%
California/Ortega West	316	2.0%	Middlefield/Terra Bella (Red)	271	1.7%
California/Rengstorff	300	1.9%	Shoreline/Middlefield #1 (Red)	260	1.6%
California/Ortega East	298	1.9%	Castro/El Camino Real (Red)	249	1.5%
Community Center	291	1.8%	California/Rengstorff	229	1.4%
Shoreline/Middlefield #3 (Gray)	244	1.5%	Community Center (Red)	216	1.3%
Rengstorff/Montecito	218	1.4%	Villa/Franklin (Red)	214	1.3%
Graham Middle School	213	1.3%	Graham Middle School (Red)	208	1.3%
Grant/Eunice	142	0.9%	Rengstorff/Montecito (Red)	200	1.2%
Villa/Franklin	121	0.8%	California/Ortega West	191	1.2%
Shoreline/Pear	100	0.6%	Grant/Eunice	172	1.1%
Cuesta/Grant	73	0.5%	Villa/Mariposa	157	1.0%
Villa/Shoreline	62	0.4%	Shoreline/Middlefield #2	94	0.6%
Cuesta/Grant (Gray)	49	0.3%	Cuesta/Grant	92	0.6%
Shoreline/Middlefield #2	18	0.1%	Shoreline/Pear	79	0.5%
Total	16002	100.0%	Total	16370	100.0%

Summary of Website Activity

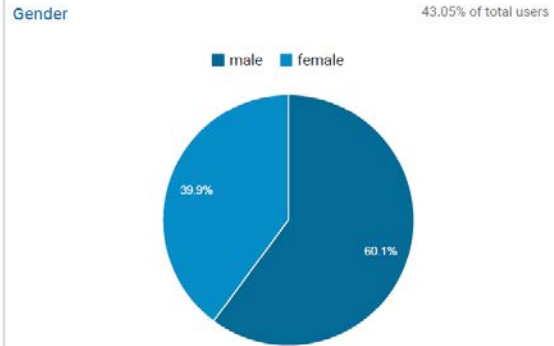
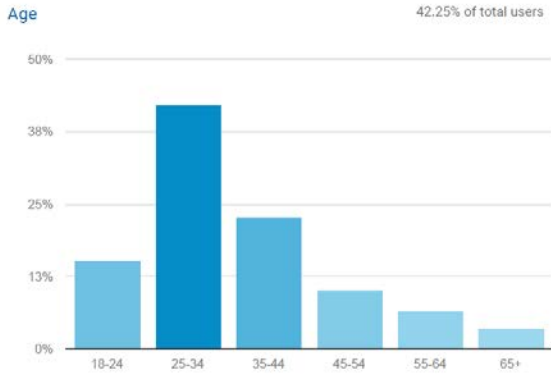
Year To Date/Monthly Report

Demographics: Overview



Jan 1, 2018 - Jun 30, 2018

Key Metric:

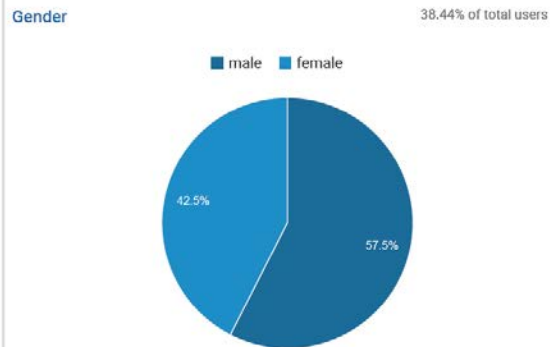
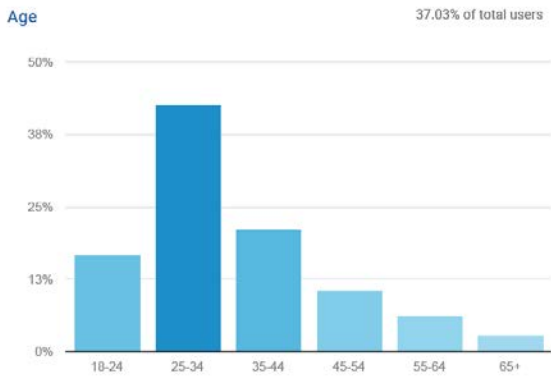


Demographics: Overview



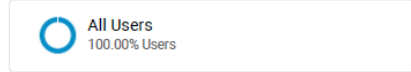
Jun 1, 2018 - Jun 30, 2018

Key Metric:



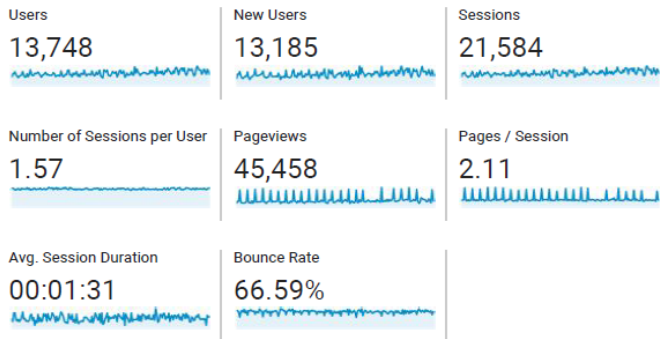
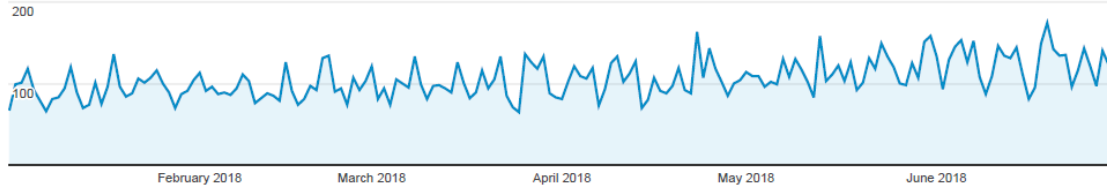
Audience Overview

Jan 1, 2018 - Jun 30, 2018

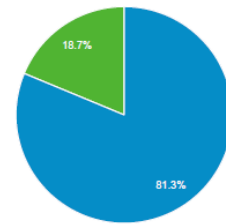


Overview

Users




■ New Visitor ■ Returning Visitor



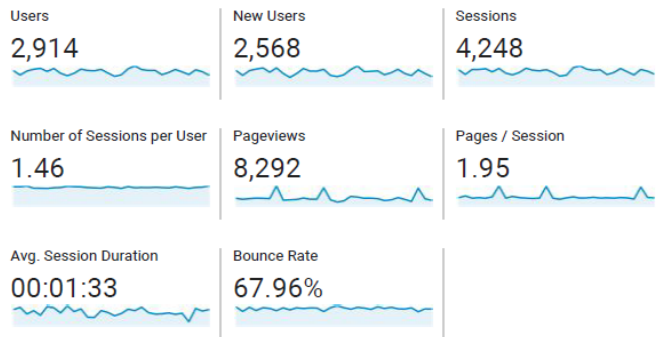
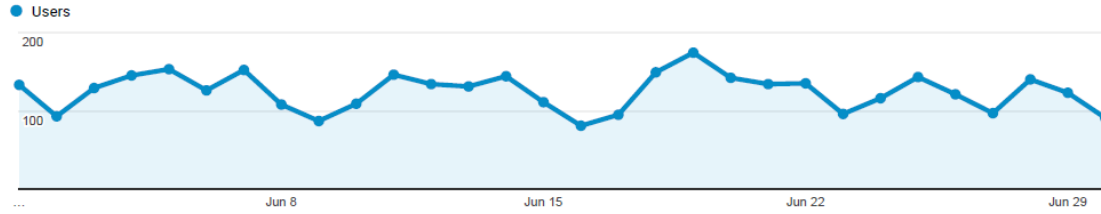
Language	Users	% Users
1. en-us	12,147	88.62%
2. en-gb	284	2.07%
3. fr	191	1.39%
4. zh-cn	177	1.29%
5. zh-tw	116	0.85%
6. ja-jp	83	0.61%
7. ko	75	0.55%
8. es-xl	53	0.39%
9. en-ca	50	0.36%
10. ja	49	0.36%

Audience Overview

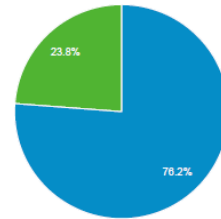
Jun 1, 2018 - Jun 30, 2018


All Users
 100.00% Users

Overview

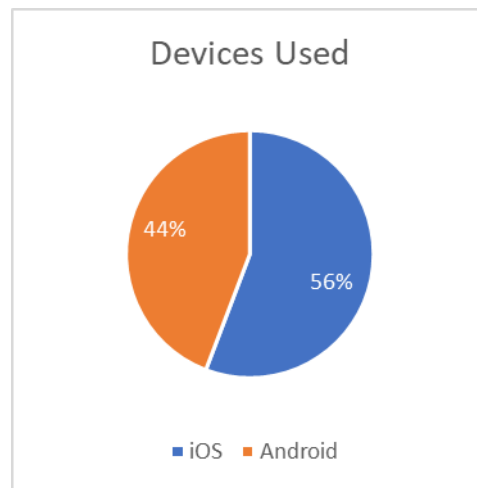
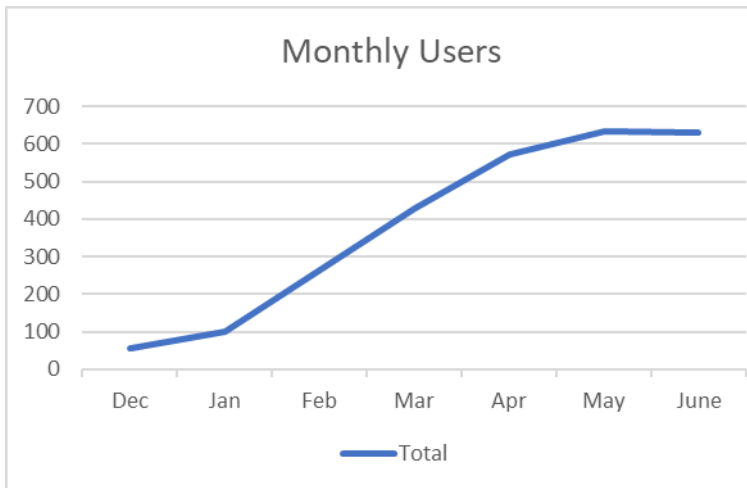
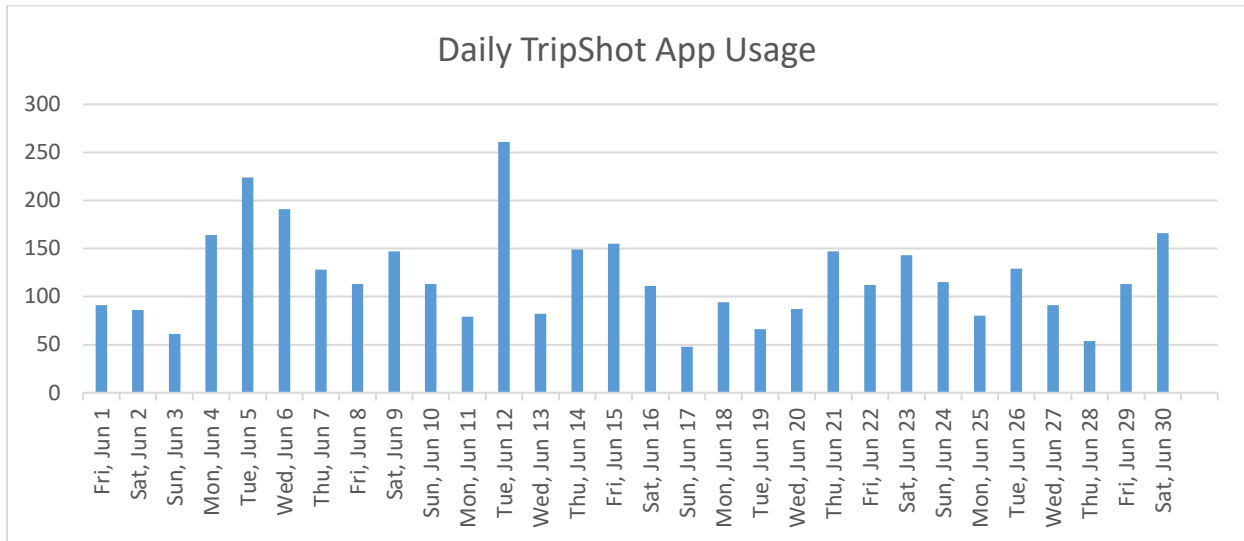


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	2,532	86.80%
2. fr	101	3.46%
3. en-gb	54	1.85%
4. zh-cn	47	1.61%
5. zh-tw	23	0.79%
6. ko	13	0.45%
7. en	11	0.38%
8. en-ca	11	0.38%
9. ja	11	0.38%
10. ja-jp	11	0.38%

Summary of TripShot App Activity



Users*: 630

App Sessions: 1036

**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 two complaints about shuttles departing early from their stops
 - All drivers are regularly reminded to wait until their scheduled departure time. Specific occurrences are looked into and individual drivers are spoken to directly.