

Mountain View Community Shuttle Monthly Operations Report

February 6, 2018

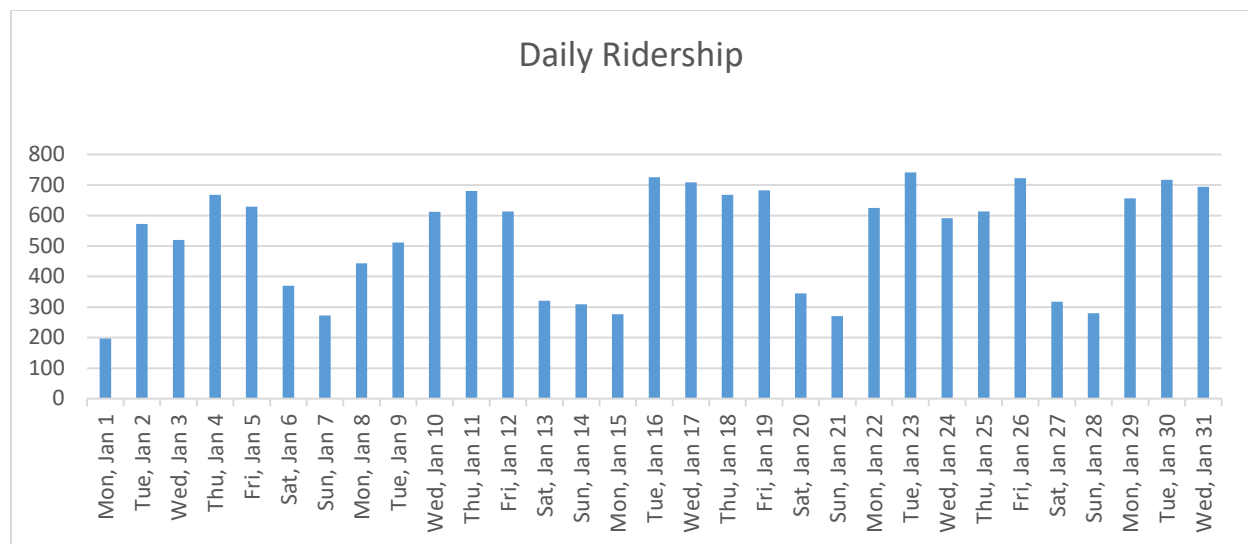
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Passengers per Day, Table

	Mon, Jan 1	Tue, Jan 2	Wed, Jan 3	Thu, Jan 4	Fri, Jan 5	Sat, Jan 6
	197	572	520	668	629	370
Sun, Jan 7	Mon, Jan 8	Tue, Jan 9	Wed, Jan 10	Thu, Jan 11	Fri, Jan 12	Sat, Jan 13
273	443	512	612	680	613	321
Sun, Jan 14	Mon, Jan 15	Tue, Jan 16	Wed, Jan 17	Thu, Jan 18	Fri, Jan 19	Sat, Jan 20
309	277	726	709	668	683	345
Sun, Jan 21	Mon, Jan 22	Tue, Jan 23	Wed, Jan 24	Thu, Jan 25	Fri, Jan 26	Sat, Jan 27
270	625	741	591	613	722	318
Sun, Jan 28	Mon, Jan 29	Tue, Jan 30	Wed, Jan 31			
280	656	717	694			

Passengers per Day, Chart

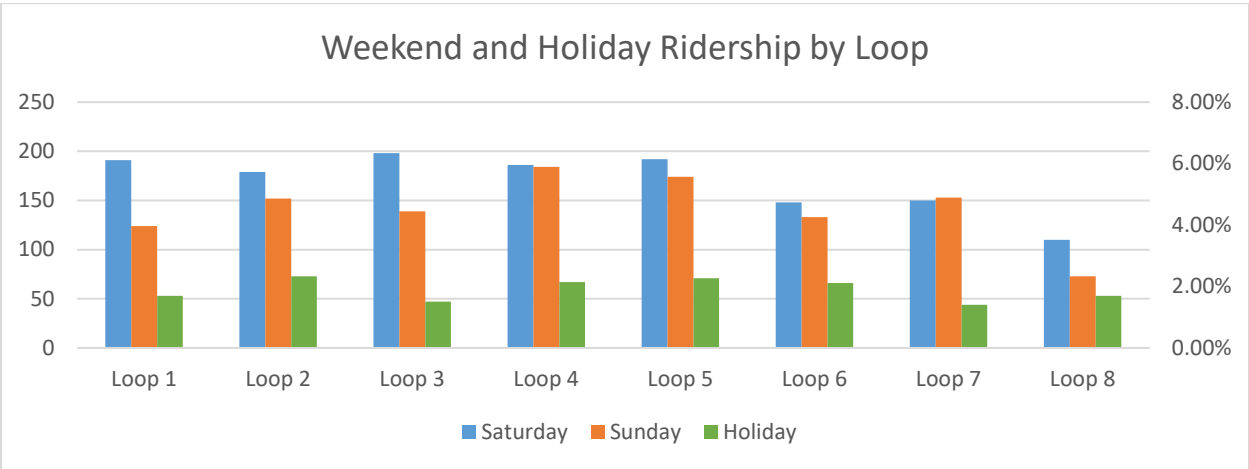
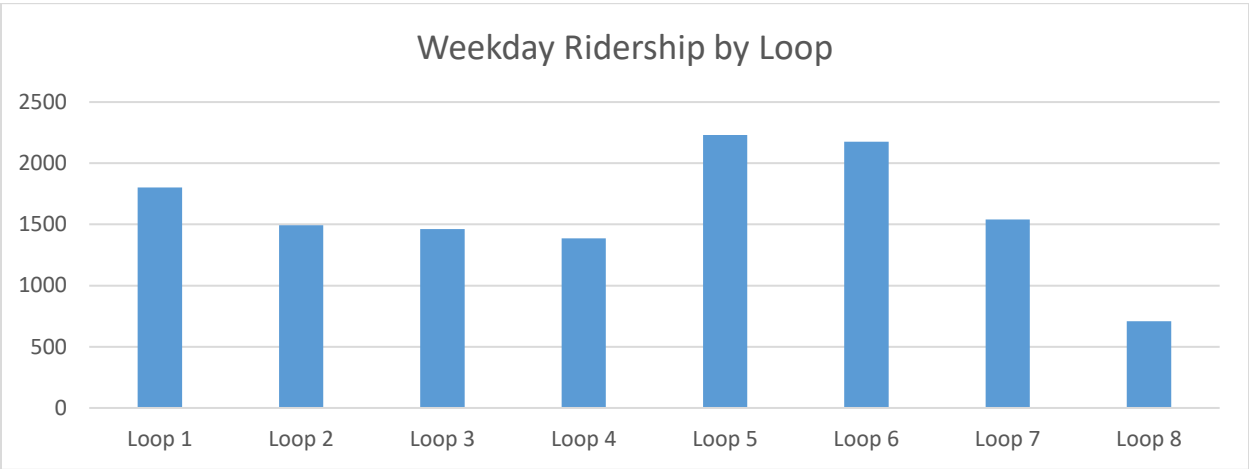
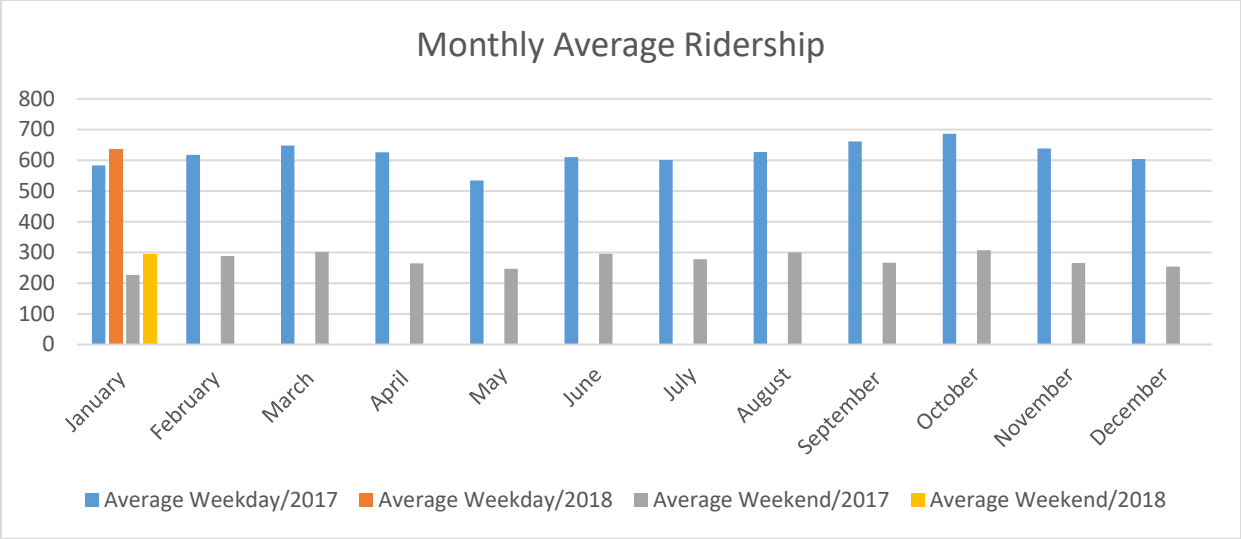


Ridership Year-To-Date

	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			11744			2588		
March	17313			14896			2417		
April	15162			12517			2645		
May	16549			14333			2216		
June	15788			13424			2364		
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	16,354							

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			288		
March	648			302		
April	626			265		
May	534			246		
June	610			296		
July	601			278		
August	627			300		
September	661			266		
October	687			307		
November	639			265		
December	604			254		
YTD Average	620	638	3%	274	296	8%



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

Peak Service Loop in January: 5th loop, 2:00 PM – 3:25 PM.

Additional Ridership Data:

The number of bicycles carried in January: **285**

The number of wheelchair lift usage in January: **6**

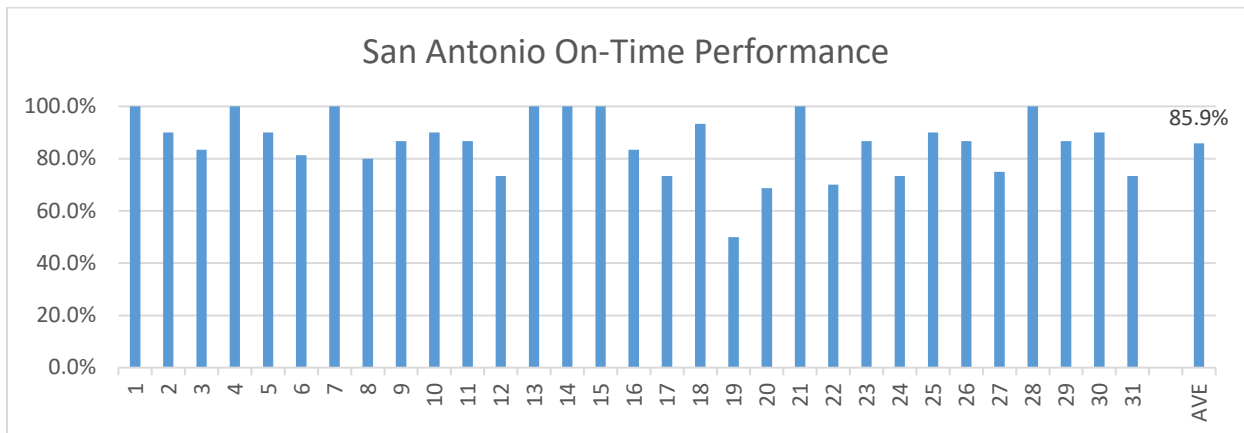
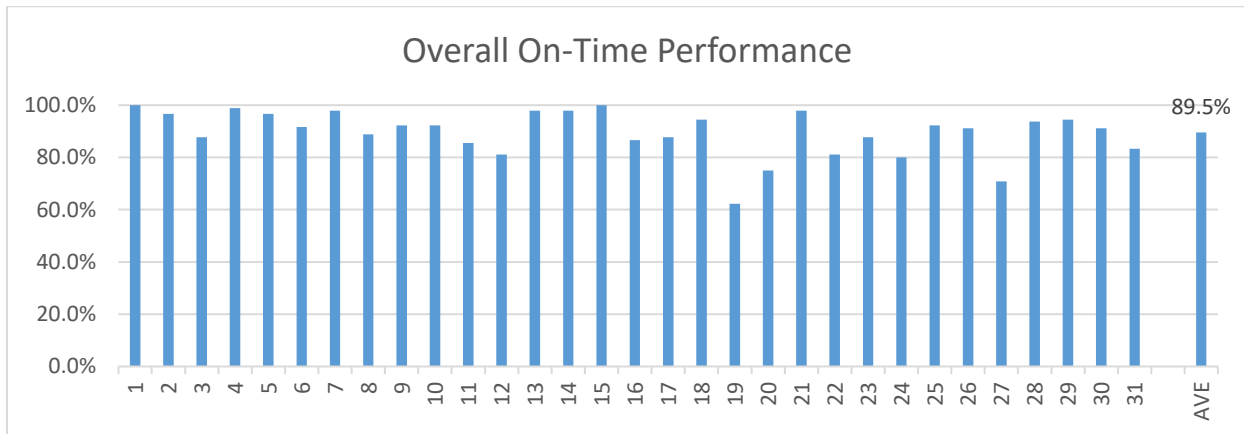
Shuttle On-Time Performance

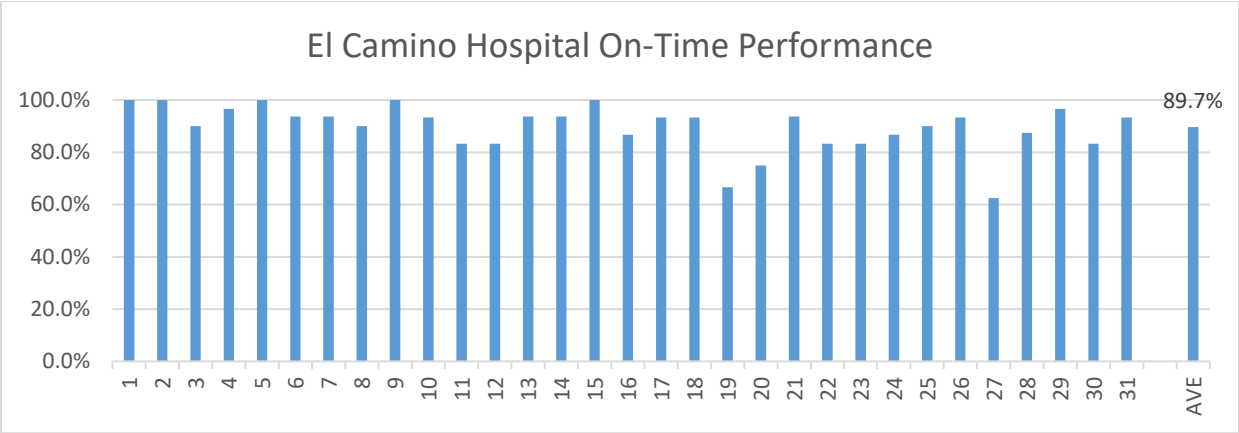
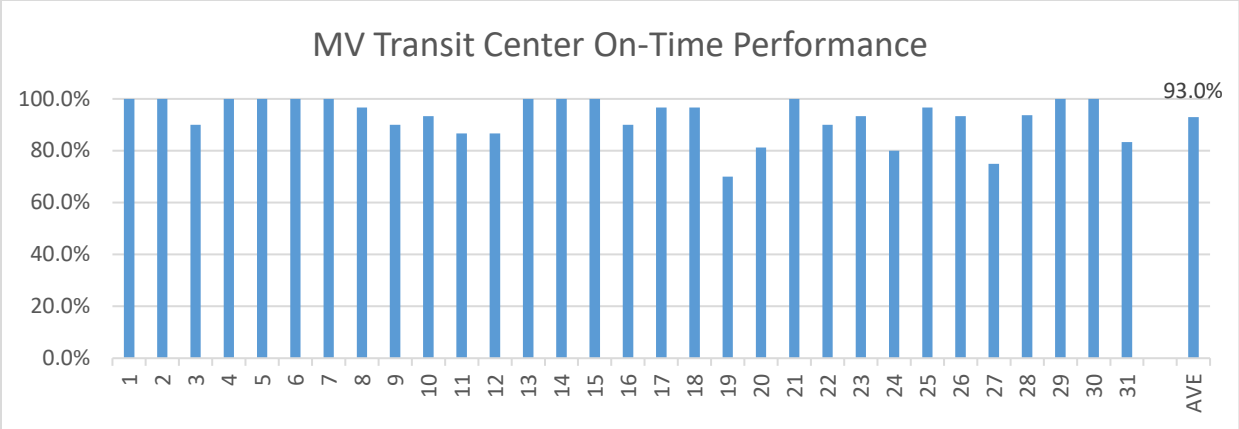
Percentage of being on-time:

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.

Overall average of all shuttles being on time is **89.5%**





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: **1 minutes and 54 seconds (01:54)** behind schedule.

**The lower On-Time Performance on January 19^h was due to construction on Grant Road.*

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2766	16.1%	San Antonio Center	2640	17.1%
Senior/Teen Center	1549	9.0%	Senior/Teen Center (Red)	1484	9.6%
MV Transit Center	1346	7.8%	MV Transit Center	1230	8.0%
Grant Rd.	1155	6.7%	Grant Rd. (Red)	1177	7.6%
Middlefield/Terra Bella	900	5.2%	Rengstorff/Middlefield (Red)	742	4.8%
Middlefield/Easy	802	4.7%	Civic Center (Red)	705	4.6%
Civic Center	780	4.5%	El Camino Real/Sylvan (Red)	581	3.8%
Rengstorff/Middlefield	716	4.2%	Middlefield/Terra Bella (Red)	562	3.6%
Graham Middle School	694	4.0%	El Camino Hospital	531	3.4%
Middlefield/Moffett	688	4.0%	Sylvan Park (Red)	519	3.4%
Whisman Station	532	3.1%	Middlefield/Moffett (Red)	491	3.2%
El Camino Real/Sylvan	522	3.0%	California/Rengstorff (Red)	444	2.9%
California/Rengstorff	506	2.9%	Middlefield/Easy (Red)	402	2.6%
Sylvan Park	481	2.8%	California/Ortega East	391	2.5%
Cuesta/Miramonte	470	2.7%	Whisman Station (Red)	364	2.4%
Rengstorff/Central	413	2.4%	California/Rengstorff	285	1.8%
California/Ortega West	369	2.1%	Castro/El Camino Real (Red)	276	1.8%
El Camino Hospital	363	2.1%	Villa/Franklin (Red)	274	1.8%
Castro/El Camino Real (Gray)	347	2.0%	Graham Middle School (Red)	263	1.7%
Whisman/Middlefield	341	2.0%	Community Center (Red)	254	1.6%
California/Ortega East	291	1.7%	Cuesta/Miramonte (Red)	253	1.6%
Community Center	242	1.4%	Rengstorff/Central (Red)	233	1.5%
Shoreline/Middlefield #3 (Gray)	214	1.2%	Whisman/Middlefield (Red)	219	1.4%
Rengstorff/Montecito	175	1.0%	Rengstorff/Montecito (Red)	213	1.4%
Villa/Franklin	163	0.9%	California/Ortega West	198	1.3%
Villa/Shoreline	104	0.6%	Villa/Mariposa	177	1.1%
Grant/Eunice	86	0.5%	Shoreline/Middlefield #1 (Red)	157	1.0%
Cuesta/Grant	86	0.5%	Grant/Eunice	150	1.0%
Shoreline/Pear	65	0.4%	Cuesta/Grant	124	0.8%
Cuesta/Grant (Gray)	36	0.2%	Shoreline/Pear	87	0.6%
Shoreline/Middlefield #2	23	0.1%	Shoreline/Middlefield #2	33	0.2%
Total	17225	100.0%	Total	15459	100.0%

Summary of Website Activity

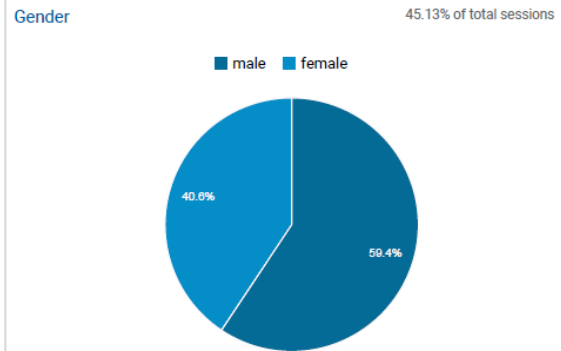
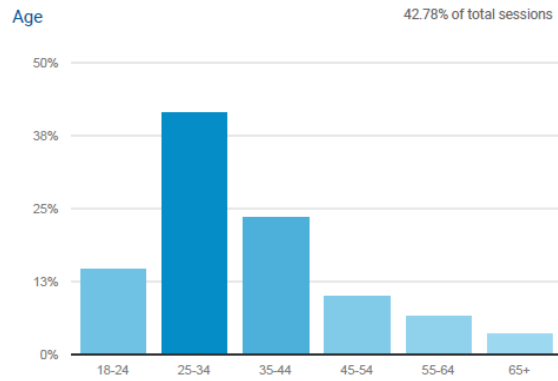
Year To Date/Monthly Report

Demographics: Overview

All Users
100.00% Sessions

Jan 1, 2018 - Jan 31, 2018

Key Metric:



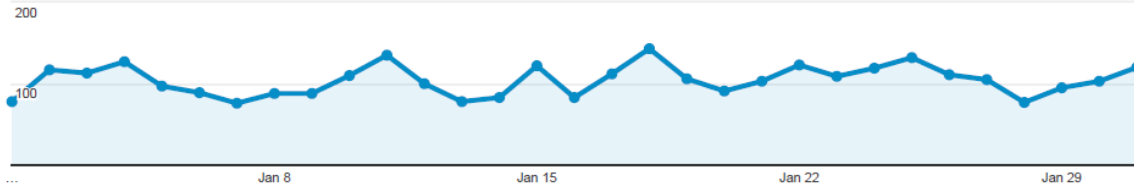
Audience Overview

All Users
100.00% Sessions

Jan 1, 2018 - Jan 31, 2018

Overview

Sessions



Sessions

3,233



Users

2,268



Pageviews

7,084



Pages / Session

2.19



Avg. Session Duration

00:01:27



Bounce Rate

66.69%

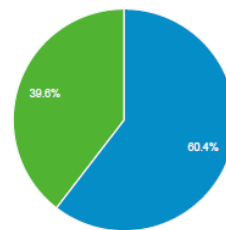


% New Sessions

60.41%



■ New Visitor ■ Returning Visitor



Language	Sessions	% Sessions
1. en-us	2,930	90.63%
2. en-gb	72	2.23%
3. ja-jp	37	1.14%
4. zh-cn	37	1.14%
5. es-419	21	0.65%
6. zh-tw	20	0.62%
7. ko	19	0.59%
8. es-xl	17	0.53%
9. ja	11	0.34%
10. es	9	0.28%

Complaints Received by CSR Staff

- There was one complaint that shuttle did not stop at passenger's preferred stop.
 - Passenger was informed that shuttles do not stop at every stop, unless a passenger is waiting to board at a stop or a passenger on board requests the stop.