

Mountain View Community Shuttle Monthly Operations Report

January 11, 2017

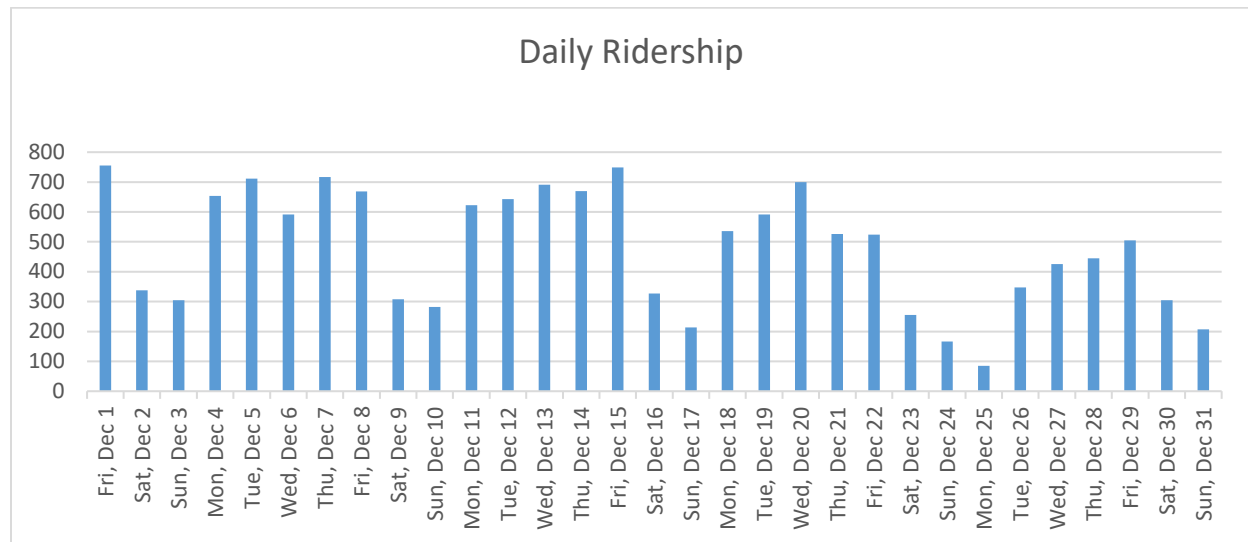
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Passengers per Day, Table

					Fri, Dec 1	Sat, Dec 2	
					755	338	
Sun, Dec 3	Mon, Dec 4	Tue, Dec 5	Wed, Dec 6	Thu, Dec 7	Fri, Dec 8	Sat, Dec 9	
305	654	712	592	717	669	308	
Sun, Dec 10	Mon, Dec 11	Tue, Dec 12	Wed, Dec 13	Thu, Dec 14	Fri, Dec 15	Sat, Dec 16	
282	623	643	691	670	749	327	
Sun, Dec 17	Mon, Dec 18	Tue, Dec 19	Wed, Dec 20	Thu, Dec 21	Fri, Dec 22	Sat, Dec 23	
213	536	591	700	526	524	255	
Sun, Dec 24	Mon, Dec 25	Tue, Dec 26	Wed, Dec 27	Thu, Dec 28	Fri, Dec 29	Sat, Dec 30	
166	85	347	426	445	505	305	
Sun, Dec 31							
207							

Passengers per Day, Chart

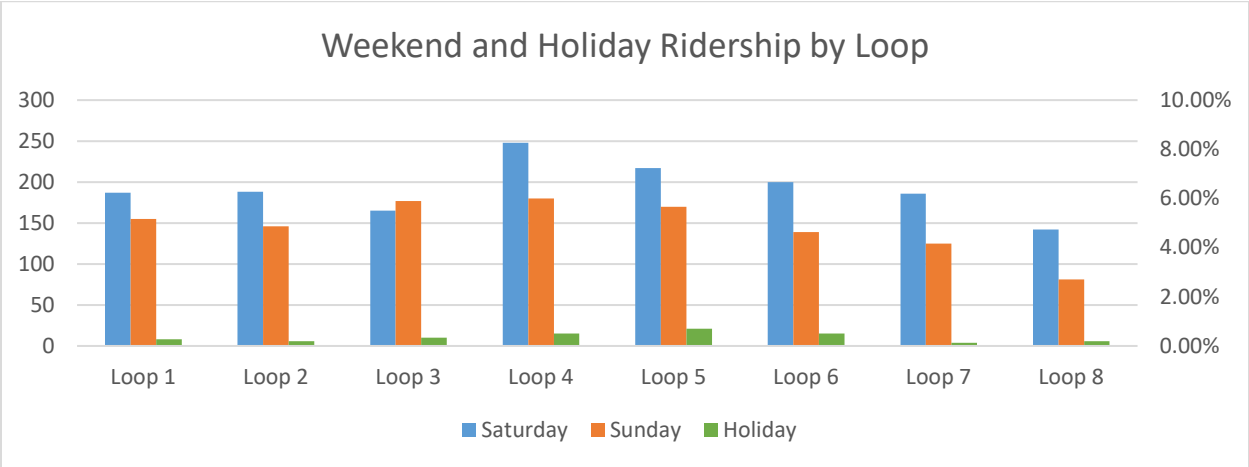
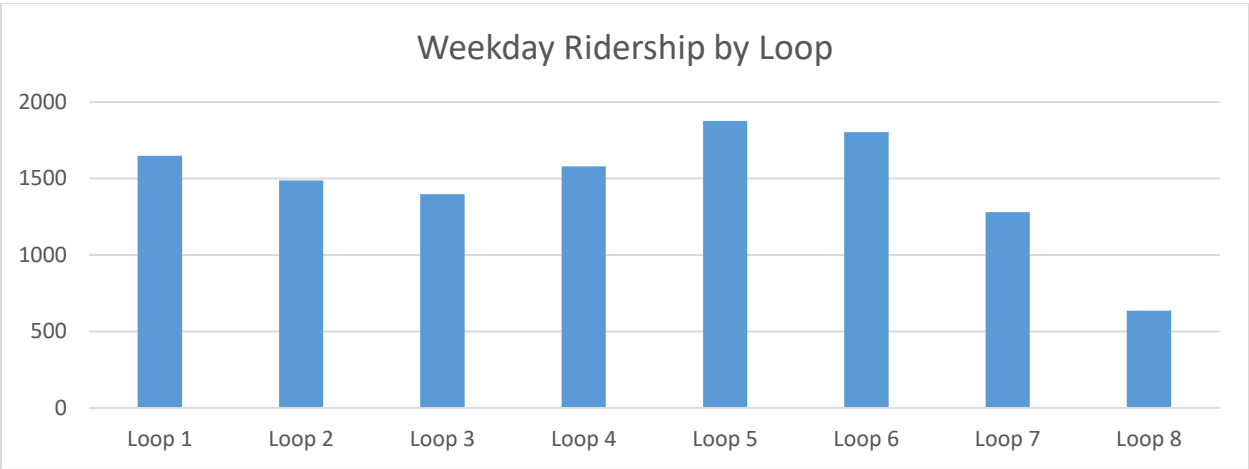
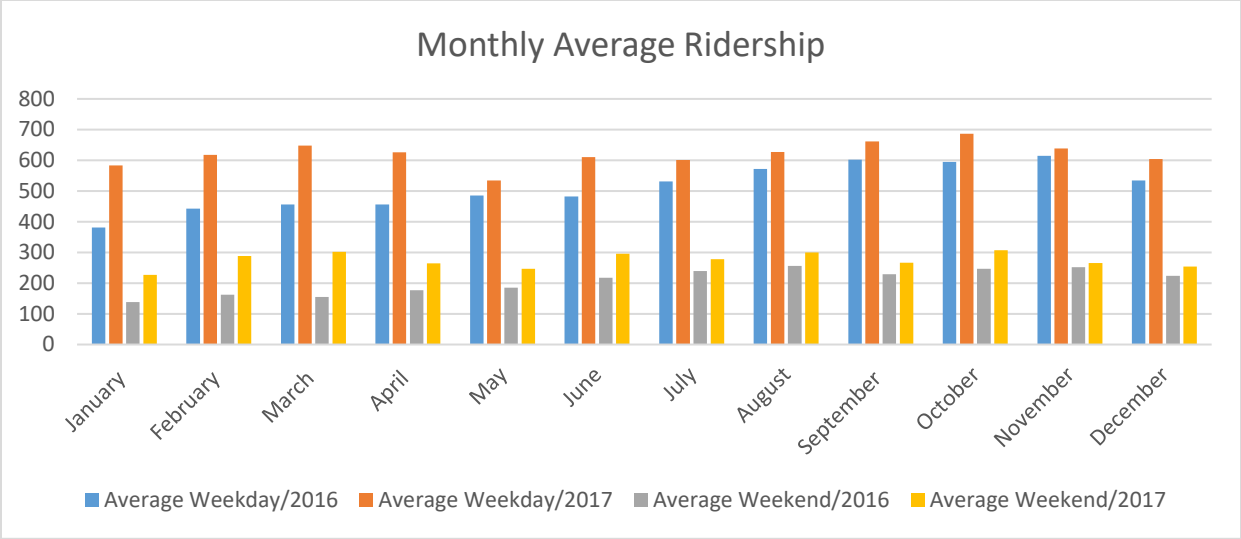


Ridership Year-To-Date

	Total/2016	Total/2017	% change	Weekday Totals/ 2016	Weekday Totals/ 2017	% change	Weekend Totals/ 2016	Weekend Totals/ 2017	% change
January	8899	14527	63%	7239	12258	69%	1661	2269	37%
February	10349	14332	38%	8850	11744	33%	1499	2588	73%
March	11729	17313	48%	10492	14896	42%	1236	2417	96%
April	11149	15162	36%	9555	12517	31%	1594	2645	66%
May	12340	16549	34%	10480	14333	37%	1860	2216	19%
June	12345	15788	28%	10604	13424	27%	1741	2364	36%
July	13248	15088	14%	10614	12025	13%	1236	3063	148%
August	15199	16828	11%	13151	14431	10%	2048	2397	17%
September	14710	15786	7%	12645	13163	4%	2065	2623	27%
October	14959	17876	19%	12489	15117	21%	2470	2759	12%
November	15002	15810	5%	12478	13429	8%	2524	2381	-6%
December	13758	14866	8%	11743	12075	3%	2015	2791	39%
Year to Date	153,678	189,925							

Average Daily Ridership 2016-2017

	Average Weekday / 2016	Average Weekday/ 2017	% change	Average Weekend/ 2016	Average Weekend/ 2017	% change
January	381	584	53%	138	227	64%
February	443	618	40%	162	288	78%
March	456	648	42%	155	302	95%
April	456	626	37%	177	265	49%
May	486	534	10%	185	246	33%
June	482	610	27%	218	296	36%
July	531	601	13%	239	278	16%
August	572	627	10%	256	300	17%
September	602	661	10%	229	266	16%
October	595	687	15%	247	307	24%
November	615	639	4%	252	265	5%
December	534	604	13%	224	254	13%
YTD Average	513	620	21%	207	274	33%



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

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

Additional Ridership Data:

The number of bicycles carried in December: **266**

The number of wheelchair lift usage in December: **11**

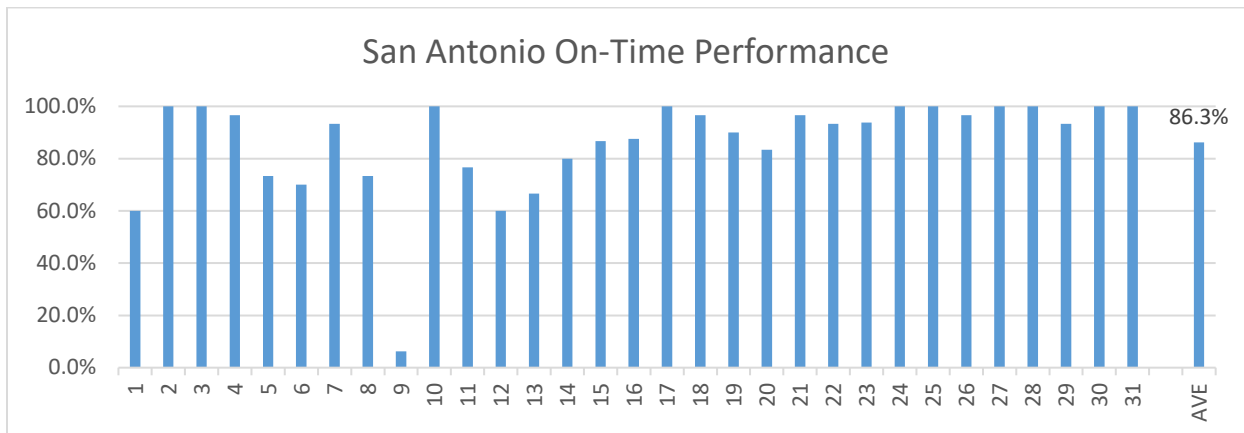
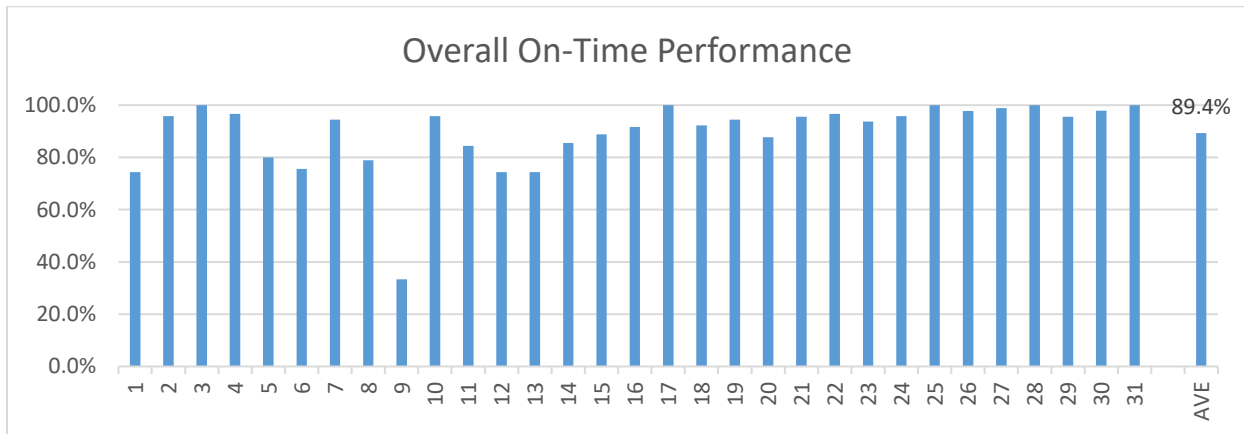
Shuttle On-Time Performance

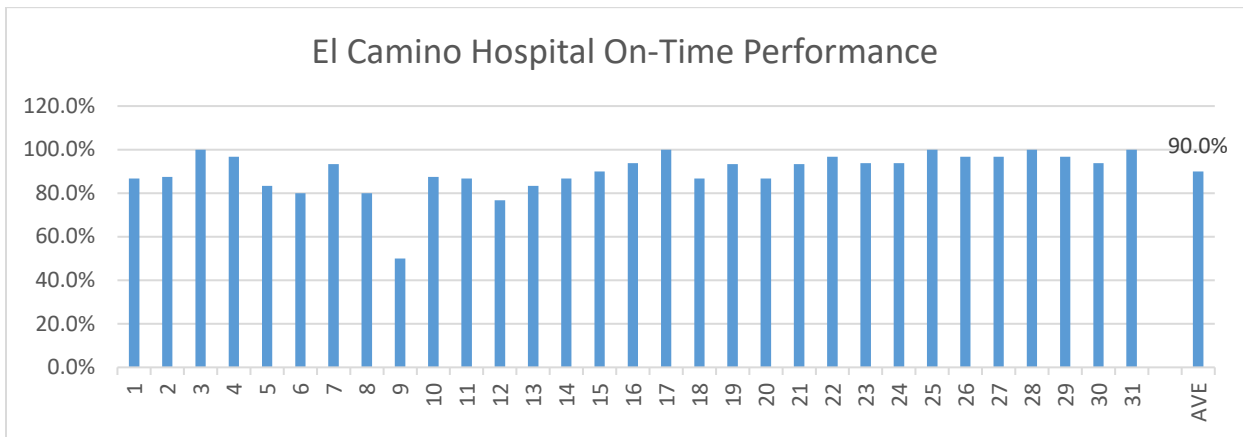
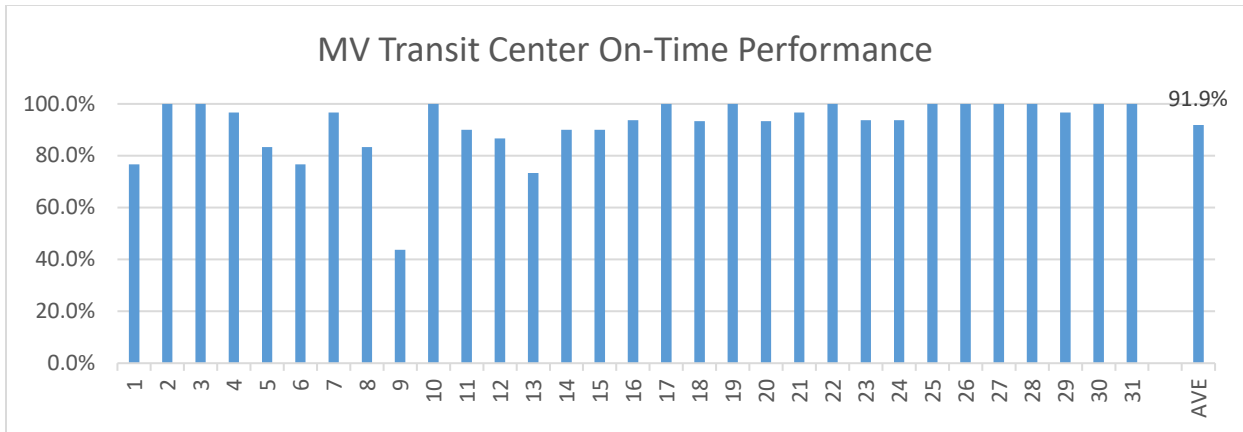
Percentage of being on-time:

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 **89.4%**





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 57 seconds (01:57)** behind schedule.

**The lower On-Time Performance on December 9th was due to weekend construction on Grant Road.*

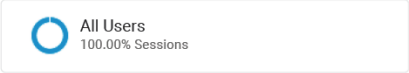
Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2760	17.5%	San Antonio Center	2470	17.8%
MV Transit Center	1427	9.0%	MV Transit Center	1318	9.5%
Senior/Teen Center	1289	8.2%	Senior/Teen Center (Red)	1291	9.3%
Grant Rd.	1263	8.0%	Grant Rd. (Red)	1100	7.9%
Civic Center	732	4.6%	Civic Center (Red)	745	5.4%
Middlefield/Terra Bella	664	4.2%	Rengstorff/Middlefield (Red)	653	4.7%
Rengstorff/Middlefield	602	3.8%	El Camino Real/Sylvan (Red)	508	3.7%
Middlefield/Easy	597	3.8%	El Camino Hospital	429	3.1%
El Camino Real/Sylvan	539	3.4%	California/Rengstorff (Red)	420	3.0%
Cuesta/Miramonte	503	3.2%	Sylvan Park (Red)	418	3.0%
Middlefield/Moffett	495	3.1%	Middlefield/Moffett (Red)	387	2.8%
Sylvan Park	457	2.9%	Middlefield/Easy (Red)	380	2.7%
California/Rengstorff	457	2.9%	California/Ortega East	363	2.6%
Whisman Station	420	2.7%	Middlefield/Terra Bella (Red)	362	2.6%
Graham Middle School	419	2.7%	Whisman Station (Red)	343	2.5%
California/Ortega West	390	2.5%	California/Rengstorff	240	1.7%
Rengstorff/Central	389	2.5%	Villa/Franklin (Red)	235	1.7%
El Camino Hospital	331	2.1%	Cuesta/Miramonte (Red)	235	1.7%
California/Ortega East	330	2.1%	Castro/El Camino Real (Red)	219	1.6%
Castro/El Camino Real (Gray)	313	2.0%	Graham Middle School (Red)	215	1.5%
Whisman/Middlefield	291	1.8%	Rengstorff/Central (Red)	208	1.5%
Community Center	243	1.5%	Community Center (Red)	199	1.4%
Shoreline/Middlefield #3 (Gray)	188	1.2%	Whisman/Middlefield (Red)	196	1.4%
Rengstorff/Montecito	151	1.0%	California/Ortega West	194	1.4%
Villa/Franklin	128	0.8%	Shoreline/Middlefield #1 (Red)	160	1.2%
Grant/Eunice	107	0.7%	Villa/Mariposa	146	1.1%
Villa/Shoreline	93	0.6%	Rengstorff/Montecito (Red)	135	1.0%
Cuesta/Grant	85	0.5%	Grant/Eunice	115	0.8%
Shoreline/Pear	59	0.4%	Cuesta/Grant	96	0.7%
Cuesta/Grant (Gray)	40	0.3%	Shoreline/Pear	82	0.6%
Shoreline/Middlefield #2	23	0.1%	Shoreline/Middlefield #2	23	0.2%
Total	15785	100.0%	Total	13885	100.0%

Summary of Website Activity

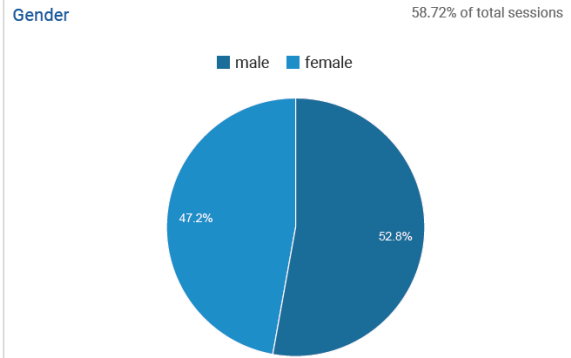
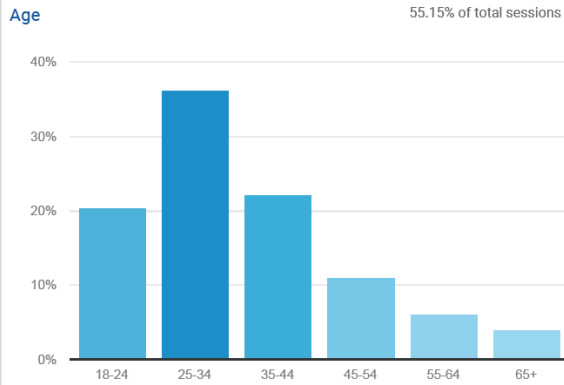
Year To Date and Monthly Report

Demographics: Overview

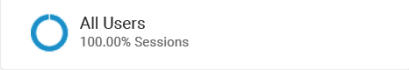


Jan 1, 2017 - Dec 31, 2017

Key Metric:

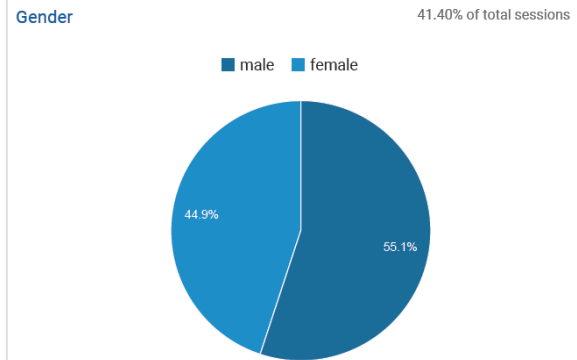
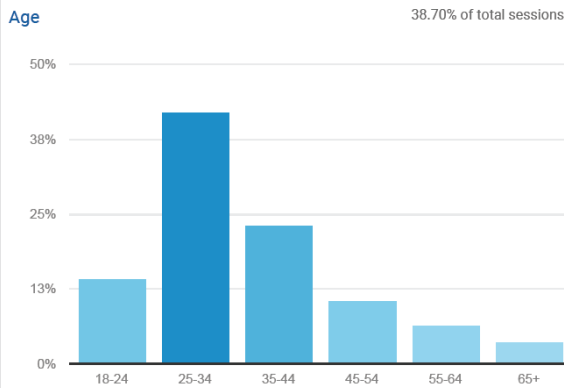


Demographics: Overview



Dec 1, 2017 - Dec 31, 2017

Key Metric:



Audience Overview

Jan 1, 2017 - Dec 31, 2017

All Users
100.00% Sessions

Overview

Sessions

500



Sessions

46,163



Users

27,711



Pageviews

95,565



Pages / Session

2.07



Avg. Session Duration

00:01:45

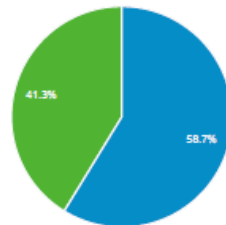


Bounce Rate

60.14%



New Visitor Returning Visitor



% New Sessions

58.69%



Language	Sessions	% Sessions
1. en-us	40,898	88.59%
2. en-gb	1,370	2.97%
3. zh-cn	646	1.40%
4. ru	471	1.02%
5. zh-tw	332	0.72%
6. ja-jp	276	0.60%
7. es-xl	273	0.59%
8. es-419	258	0.56%
9. ja	193	0.42%
10. en-ca	130	0.28%

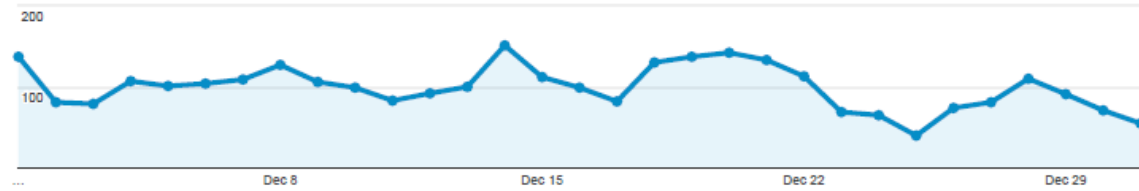
Audience Overview

Dec 1, 2017 - Dec 31, 2017

All Users
100.00% Sessions

Overview

Sessions



Sessions

3,080



Users

2,106



Pageviews

7,116



Pages / Session

2.31



Avg. Session Duration

00:01:43



Bounce Rate

65.32%

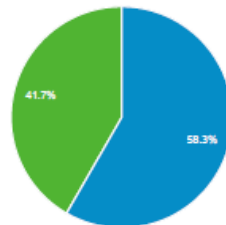


% New Sessions

58.31%



New Visitor Returning Visitor



Language	Sessions	% Sessions
1. en-us	2,816	91.43%
2. en-gb	82	2.66%
3. zh-cn	42	1.36%
4. es-419	25	0.81%
5. ko	16	0.52%
6. es-xl	10	0.32%
7. zh-tw	10	0.32%
8. ja	8	0.26%
9. ja-jp	8	0.26%
10. en-au	6	0.19%

Complaints Received by CSR Staff

- There were two complaints that the shuttles left early
 - Driver manager reinforced with all drivers that they need to make sure they are departing on time or slightly after the scheduled time, but not early.
- There was one complaint that the shuttle passed the Community Center without stopping.
 - Driver said that he did not see the passenger waiting at the stop.