

Mountain View Community Shuttle Monthly Operations Report

October 11, 2017

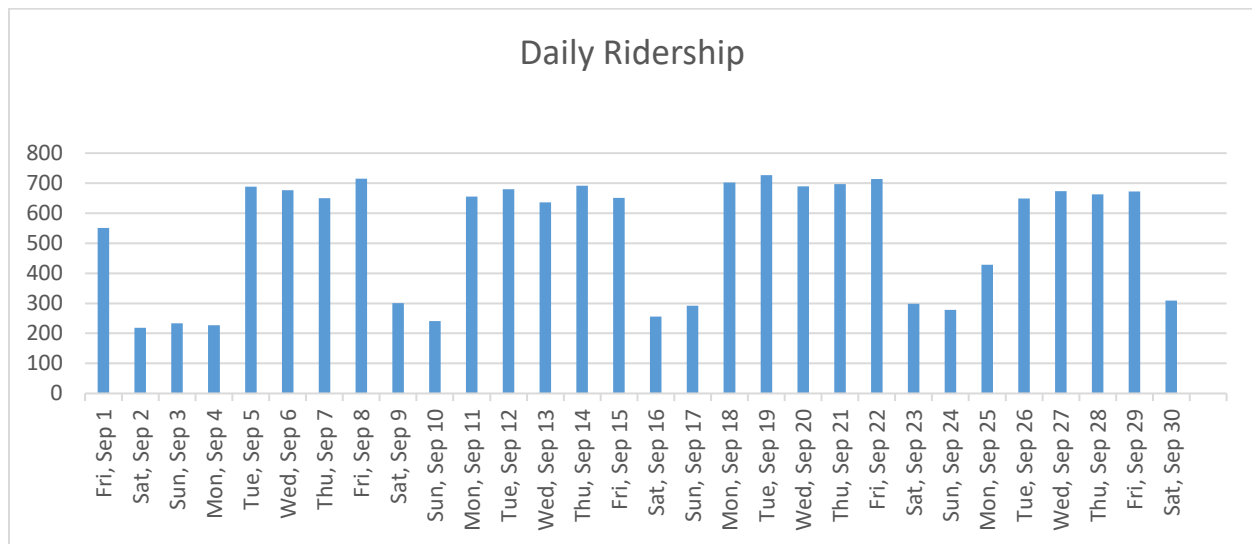
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Passengers per Day, Table

					Fri, Sep 1	Sat, Sep 2
					551	219
Sun, Sep 3	Mon, Sep 4	Tue, Sep 5	Wed, Sep 6	Thu, Sep 7	Fri, Sep 8	Sat, Sep 9
233	227	688	677	650	715	301
Sun, Sep 10	Mon, Sep 11	Tue, Sep 12	Wed, Sep 13	Thu, Sep 14	Fri, Sep 15	Sat, Sep 16
241	655	680	636	692	651	256
Sun, Sep 17	Mon, Sep 18	Tue, Sep 19	Wed, Sep 20	Thu, Sep 21	Fri, Sep 22	Sat, Sep 23
292	702	727	689	697	714	299
Sun, Sep 24	Mon, Sep 25	Tue, Sep 26	Wed, Sep 27	Thu, Sep 28	Fri, Sep 29	Sat, Sep 30
278	429	649	674	663	672	309

Passengers per Day, Chart

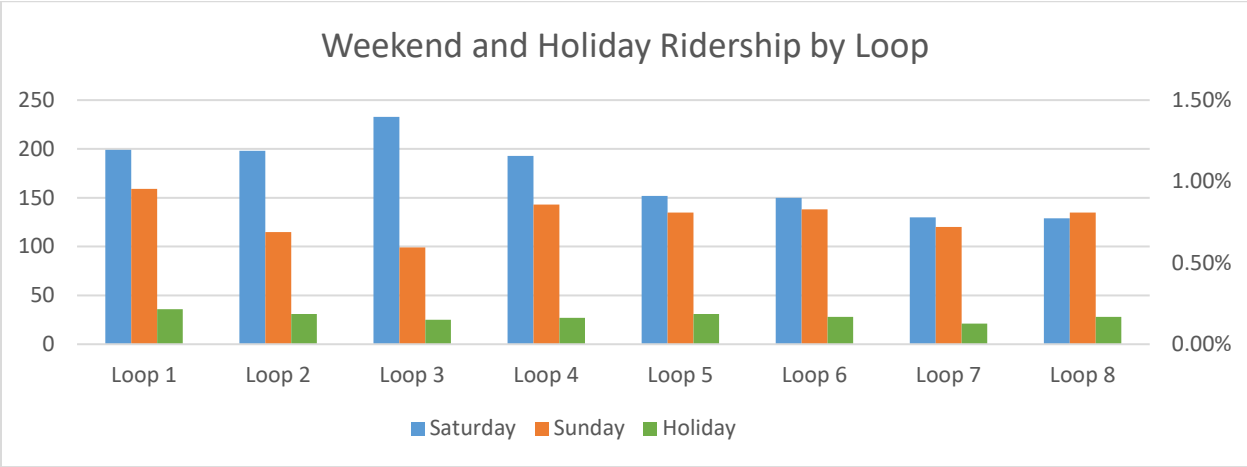
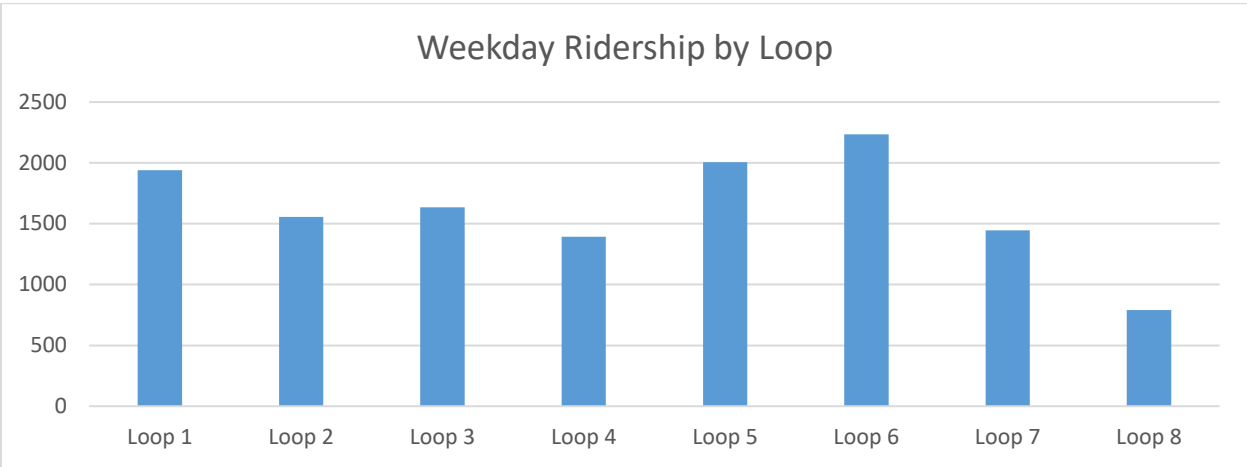
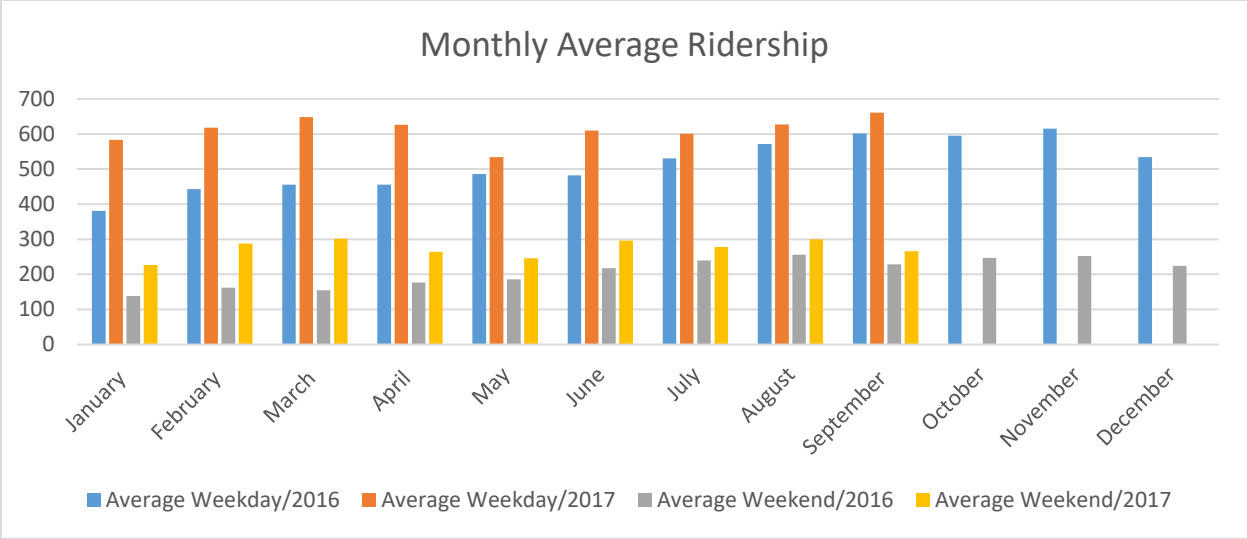


Ridership Year-To-Date

	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%	1660	2269	37%
February	10349	14332	38%	8850	11744	33%	1499	2588	73%
March	11728	17313	48%	10492	14896	42%	1236	2417	96%
April	11168	15162	36%	9568	12517	31%	1600	2645	65%
May	12355	16549	34%	10495	14333	37%	1860	2216	19%
June	12345	15788	28%	10604	13424	27%	1741	2364	36%
July	13248	15088	14%	10614	12025	13%	2634	3063	16%
August	15199	16828	11%	13151	14431	10%	2048	2397	17%
September	14710	15786	7%	12645	13163	4%	2065	2623	27%
October	14959			12489			2470		
November	14820			12296			2524		
December	13758			7153			6605		
Year to Date	153,538	141,373							

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	21%	218	296	26%
July	531	601	12%	239	278	14%
August	572	627	10%	256	300	17%
September	602	661	10%	229	266	16%
October	595			247		
November	615			252		
December	534			224		
YTD Average	513	612	19%	207	274	33%



(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: **227**

The number of wheelchair lift usage in September: **8**

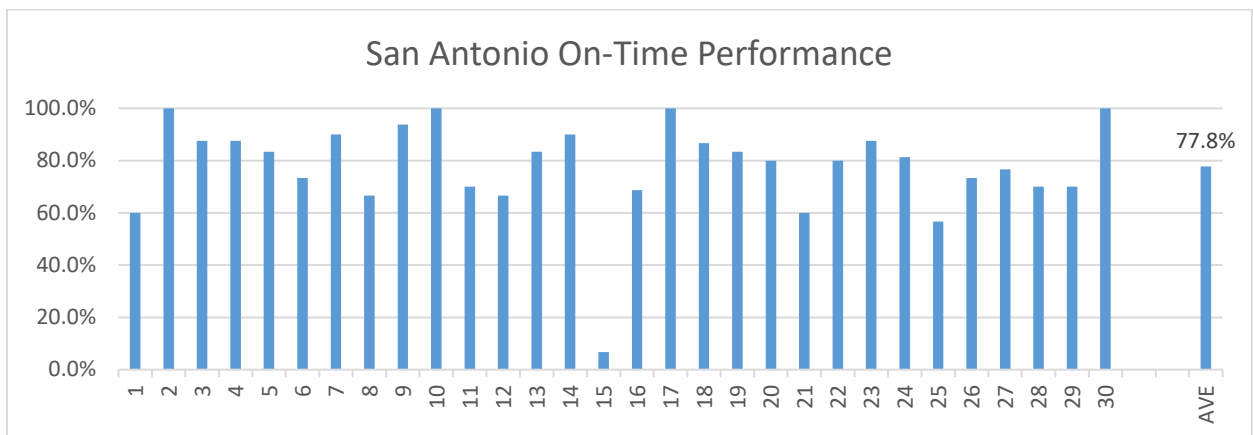
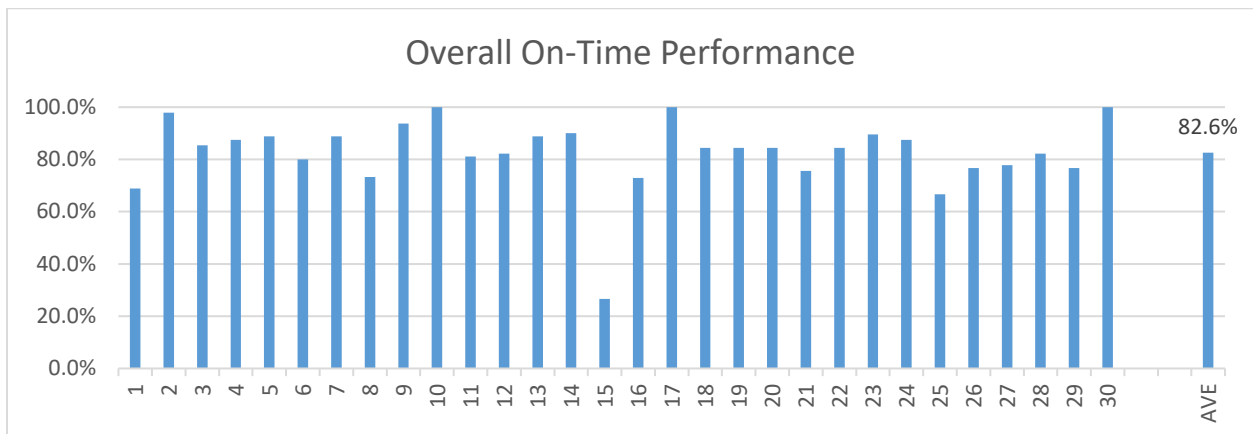
Shuttle On-Time Performance

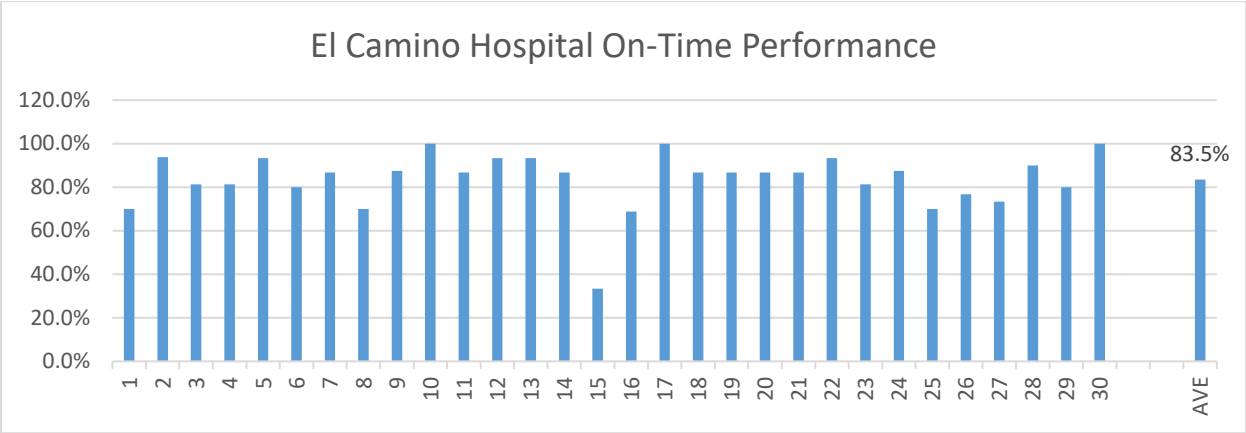
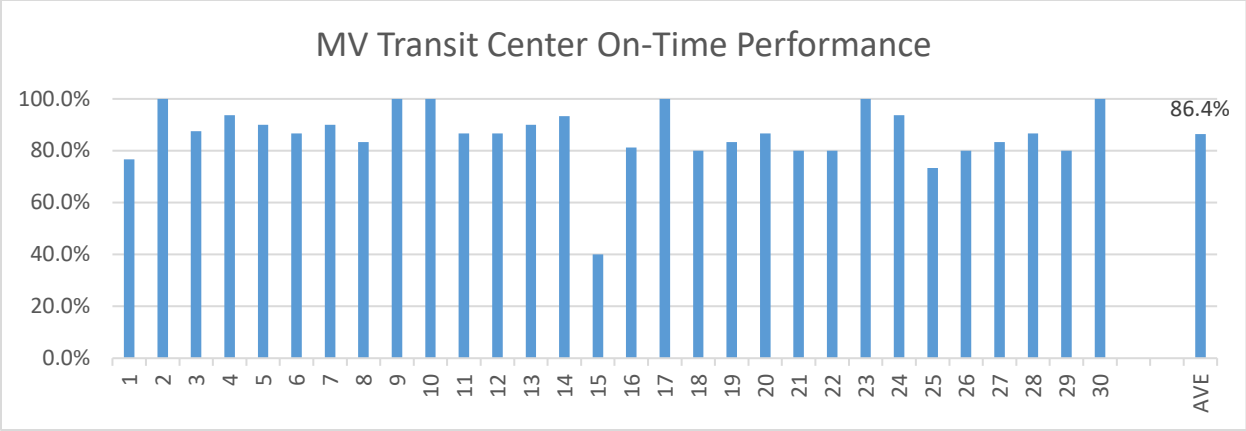
Percentage of being on-time:

On-Time performance data is now 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 **82.6%**





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: **02:25** seconds behind schedule.

** Due to construction and closures on Grant Road, the MV Community Shuttle experienced greater than usual traffic, resulting in program-wide delays.*


Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2613	16.0%	San Antonio Center	2671	17.4%
MV Transit Center	1420	8.7%	MV Transit Center	1328	8.7%
Senior/Teen Center	1390	8.5%	Senior/Teen Center (Red)	1214	7.9%
Grant Rd.	1109	6.8%	Grant Rd. (Red)	1154	7.5%
Middlefield/Terra Bella	755	4.6%	Civic Center (Red)	760	5.0%
Rengstorff/Middlefield	738	4.5%	Rengstorff/Middlefield (Red)	710	4.6%
Civic Center	730	4.5%	Middlefield/Terra Bella (Red)	607	4.0%
Middlefield/Easy	650	4.0%	El Camino Real/Sylvan (Red)	594	3.9%
Middlefield/Moffett	627	3.8%	El Camino Hospital	499	3.3%
Graham Middle School	546	3.3%	California/Rengstorff (Red)	489	3.2%
Sylvan Park	542	3.3%	Sylvan Park (Red)	475	3.1%
El Camino Real/Sylvan	485	3.0%	Villa/Mariposa	412	2.7%
Cuesta/Miramonte	477	2.9%	California/Ortega East	394	2.6%
Whisman Station	433	2.7%	Whisman Station (Red)	369	2.4%
Whisman/Middlefield	426	2.6%	Middlefield/Easy (Red)	346	2.3%
California/Rengstorff	422	2.6%	Middlefield/Moffett (Red)	332	2.2%
California/Ortega West	413	2.5%	Community Center (Red)	318	2.1%
Castro/El Camino Real (Gray)	397	2.4%	Cuesta/Miramonte (Red)	296	1.9%
Community Center	325	2.0%	Whisman/Middlefield (Red)	262	1.7%
Rengstorff/Central	300	1.8%	California/Rengstorff	255	1.7%
El Camino Hospital	286	1.8%	Graham Middle School (Red)	252	1.6%
California/Ortega East	282	1.7%	California/Ortega West	246	1.6%
Shoreline/Middlefield #3 (Gray)	226	1.4%	Castro/El Camino Real (Red)	216	1.4%
Rengstorff/Montecito	151	0.9%	Villa/Franklin (Red)	213	1.4%
Grant/Eunice	117	0.7%	Rengstorff/Central (Red)	202	1.3%
Villa/Franklin	113	0.7%	Rengstorff/Montecito (Red)	174	1.1%
Villa/Shoreline	109	0.7%	Grant/Eunice	166	1.1%
Shoreline/Pear	94	0.6%	Shoreline/Middlefield #1 (Red)	151	1.0%
Cuesta/Grant	85	0.5%	Cuesta/Grant	97	0.6%
Cuesta/Grant (Gray)	45	0.3%	Shoreline/Pear	84	0.5%
Shoreline/Middlefield #2	31	0.2%	Shoreline/Middlefield #2	29	0.2%
Total	16337	100.0%	Total	15315	100.0%

Summary of Website Activity

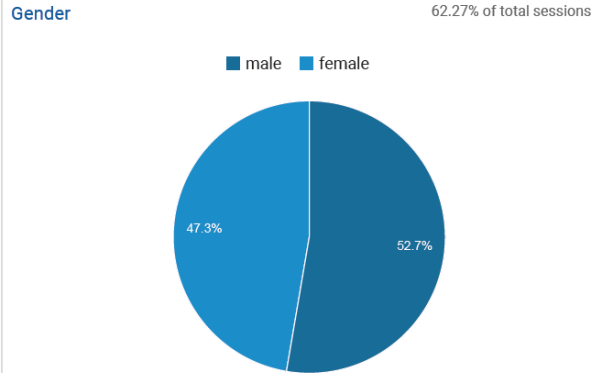
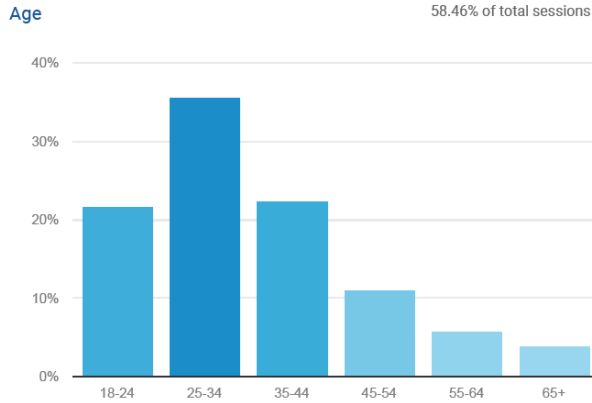
Year To Date and Monthly Report

Demographics: Overview


 All Users
100.00% Sessions

Jan 1, 2017 - Sep 30, 2017

Key Metric:

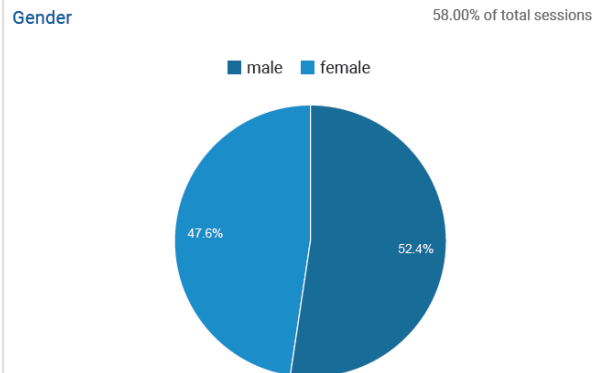
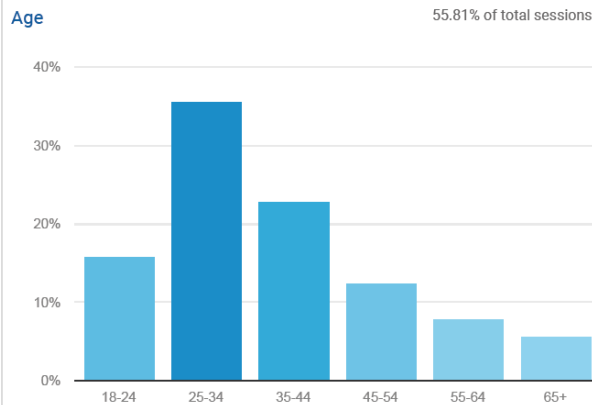


Demographics: Overview

 All Users
100.00% Sessions

Sep 1, 2017 - Sep 30, 2017

Key Metric:



Audience Overview

Jan 1, 2017 - Sep 30, 2017

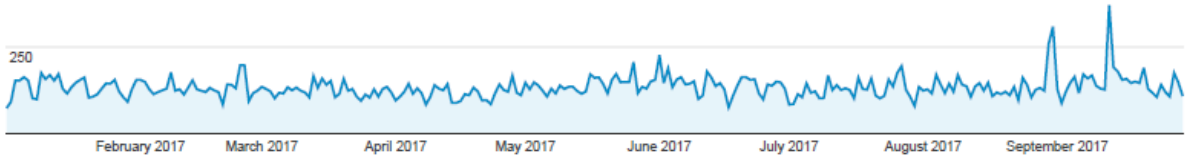
All Users
100.00% Sessions

Overview

Sessions

500

250



Sessions

36,368



Users

21,940



Pageviews

74,344



Pages / Session

2.04



Avg. Session Duration

00:01:49

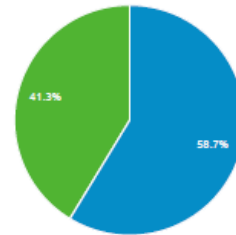


Bounce Rate

58.48%



■ New Visitor ■ Returning Visitor



% New Sessions

58.63%



Language	Sessions	% Sessions
1. en-us	32,150	88.40%
2. en-gb	998	2.74%
3. zh-cn	519	1.43%
4. ru	459	1.26%
5. zh-tw	289	0.79%
6. ja-jp	243	0.67%
7. es-xl	224	0.62%
8. es-419	202	0.56%
9. ja	147	0.40%
10. ru-ru	102	0.28%

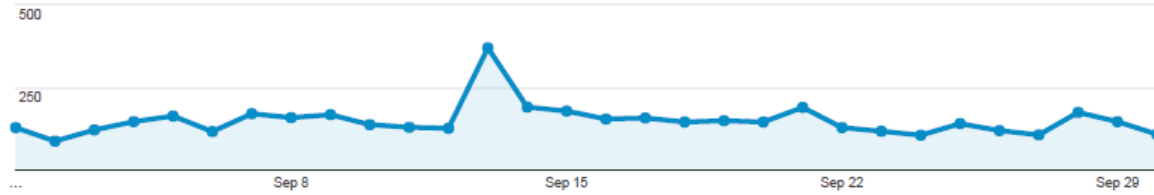
Audience Overview

Sep 1, 2017 - Sep 30, 2017

All Users
100.00% Sessions

Overview

Sessions



Sessions

4,467



Users

3,242



Pageviews

9,597



Pages / Session

2.15



Avg. Session Duration

00:01:29



Bounce Rate

66.02%

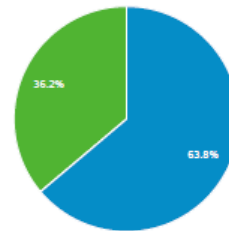


% New Sessions

63.85%



New Visitor Returning Visitor



Language	Sessions	% Sessions
1. en-us	4,054	90.75%
2. en-gb	106	2.37%
3. zh-cn	58	1.30%
4. zh-tw	42	0.94%
5. es-419	34	0.76%
6. ja-jp	32	0.72%
7. es-xl	17	0.38%
8. ja	16	0.36%
9. fr	11	0.25%
10. ko	11	0.25%

Complaints Received by CSR Staff

- There were 2 complaints about drivers not stopping for passengers.
 - The driver was asked by passenger to stop at California/Ortega, but didn't stop until Rengstorff/Central. Driver was spoken to about making all requested stops.
 - The driver passed by Castro/El Camino without stopping for passenger. Driver was spoken to about making sure there are no passengers at a stop before passing.
- There was one complaint about overcrowding students at the Gray Route, Terra Bella/Middlefield stop.
 - The Gray routes now have additional over-flow-support buses at the Terra Bella/Middlefield and Graham Middle School stops during the middle school dismissal times.
- There was one complaint about the shuttles running behind schedule.
 - Due to construction and closures on Grant Road, the MV Community Shuttle experienced greater than usual traffic, resulting in program-wide delays. CSR apologized for the inconvenience and informed caller of the next estimated arrival of their bus.
- There was one complaint about a hazard on the shuttle.
 - A passenger reported a loose rubber strip on the entrance step, which could cause someone to trip. Once identified, the bus was temporarily removed from service and the repair was made.
- There was one complaint about a driver refusing to assist a passenger.
 - A passenger wanted to use the wheelchair lift to get her cart onto the shuttle. Due to ADA regulations, this request was denied. Drivers have now been instructed that if help is requested, and it is safe to do so, they should help with a passenger's belongings by hand.

Operational Issues

- Due to construction and closures on Grant Road, the MV Community Shuttle experienced greater than usual traffic, resulting in program-wide delays.
- In an effort to alleviate overcrowding in the afternoons, the Gray routes now have additional over-flow-support buses at the Terra Bella/Middlefield and Graham Middle School stops during the middle school dismissal times.