



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT February 2025

Table of Contents

Annual Ridership Summary (YTD)	3
Ridership Summary	4
Average Daily Ridership Comparisons (YTD).....	4
Average Daily Ridership Comparisons (YTD) (cont'd)	5
Daily Total Ridership by Date	6
Monthly Total Ridership by Time	6
Service Expansion Hours Ridership.....	7
Monthly Total Use (Boarding & Alighting) by Stop	8
On Time Performance	9
Additional Ridership Data	10
Compliments/Complaints	10
Electric Vehicle Utilization.....	10

Mountain View Community Shuttle

Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

GRAY ROUTE-WEEKDAY			
2025 - Gray Route	Jan	Feb	Total to Date
Total Monthly Weekday Ridership	8,711	8,598	17,309
# of Operating Days	20	19	39
Average Daily Ridership	436	453	444
% Increase/Decrease from Prior Month	2%	4%	
% Increase/Decrease from Prior Year	-5%	-5%	-5%
% of Pre COVID Baseline	111%	115%	113%

RED ROUTE-WEEKDAY			
2025 - Red Route	Jan	Feb	Total to Date
Total Monthly Weekday Ridership	9,495	8,682	18,177
# of Operating Days	20	19	39
Average Daily Ridership	475	457	466
% Increase/Decrease from Prior Month	12%	-4%	
% Increase/Decrease from Prior Year	3%	-4%	0%
% of Pre COVID Baseline	150%	146%	148%

TOTAL WEEKDAY RIDERSHIP			
2025 - GRAY + RED	Jan	Feb	Total to Date
Total Monthly Weekday Ridership	18,206	17,280	35,486
# of Operating Days	20	19	39
Average Daily Ridership	910	909	910
% Increase/Decrease from Prior Month	7%	0%	
% Increase/Decrease from Prior Year	-1%	-4%	-3%
% of Pre COVID Baseline	128%	129%	129%

GRAY ROUTE-WEEKEND			
2025 - Gray Route	Jan	Feb	Total to Date
Total Monthly Weekend Ridership	1,250	999	2,249
# of Operating Days	11	9	20
Average Daily Ridership	114	111	112
% Increase/Decrease from Prior Month	15%	-2%	
% Increase/Decrease from Prior Year	3%	11%	7%
% of Pre COVID Baseline	84%	84%	84%

RED ROUTE-WEEKEND			
2025 - Red Route	Jan	Feb	Total to Date
Total Monthly Weekend Ridership	1,366	970	2,336
# of Operating Days	11	9	20
Average Daily Ridership	124	108	117
% Increase/Decrease from Prior Month	22%	-13%	
% Increase/Decrease from Prior Year	16%	5%	11%
% of Pre COVID Baseline	96%	73%	84%

TOTAL WEEKEND RIDERSHIP			
2025 - GRAY + RED	Jan	Feb	Total to Date
Total Monthly Weekend Ridership	2,616	1,969	4,585
# of Operating Days	11	9	20
Average Daily Ridership	238	219	229
% Increase/Decrease from Prior Month	18%	-8%	
% Increase/Decrease from Prior Year	9%	8%	9%
% of Pre COVID Baseline	90%	78%	84%

ALL RIDERSHIP			
2025 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Feb	Total
Total Monthly Ridership	20,822	19,249	40,071
# of Operating Days	31	28	59
Average Daily Ridership	672	687	679
% Increase/Decrease from Prior Month	8%	2%	
% Increase/Decrease from Prior Year	-3%	-4%	-4%
% of Pre COVID Baseline	119%	121%	120%

Ridership Summary

Weekday Ridership

In February, total weekday ridership was unchanged from the previous month and decreased 4% from the previous year. Year to date weekday ridership is 128% of the pre-pandemic baseline.

Weekend Ridership

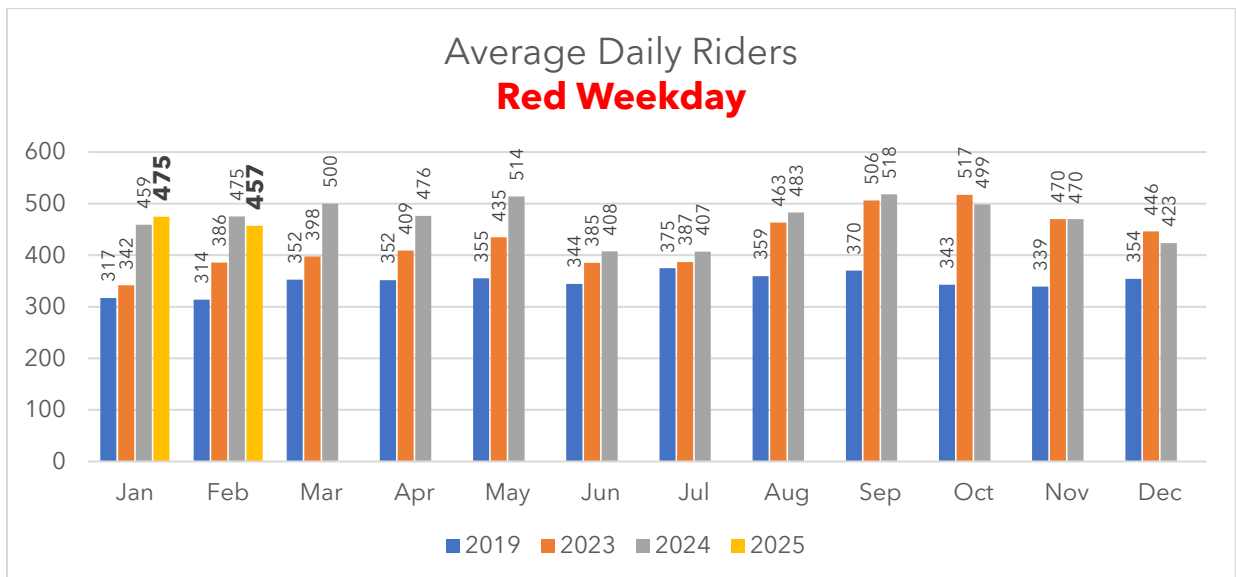
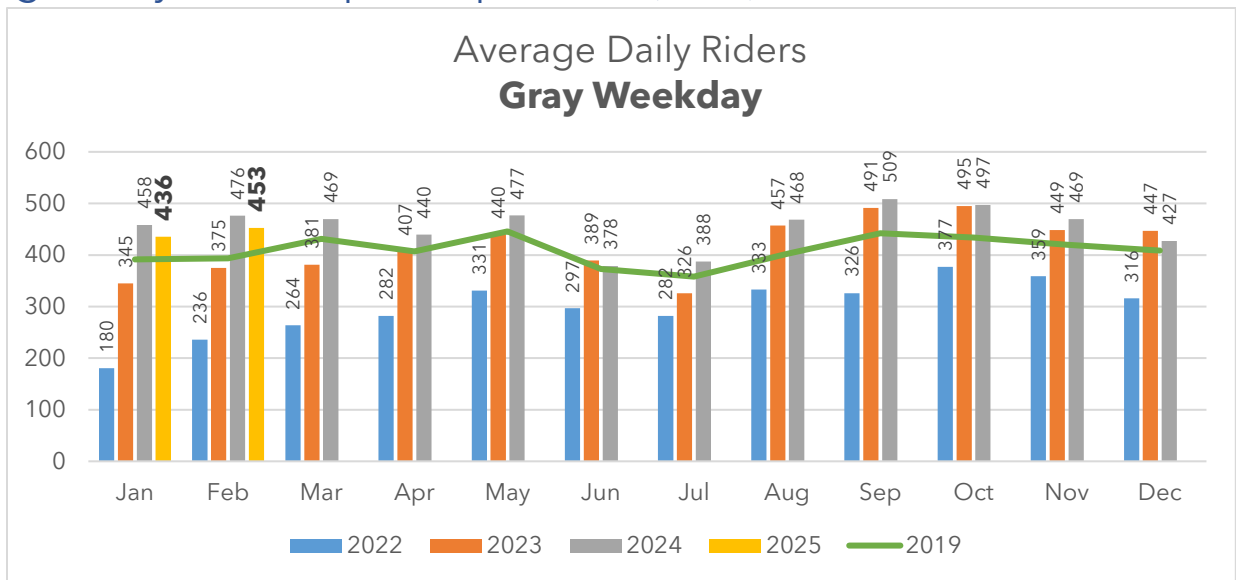
Total weekend ridership decreased by 8% from the previous month and increased 8% from the previous year. Year to date weekend ridership is 87% of the pre-pandemic baseline.

All Ridership

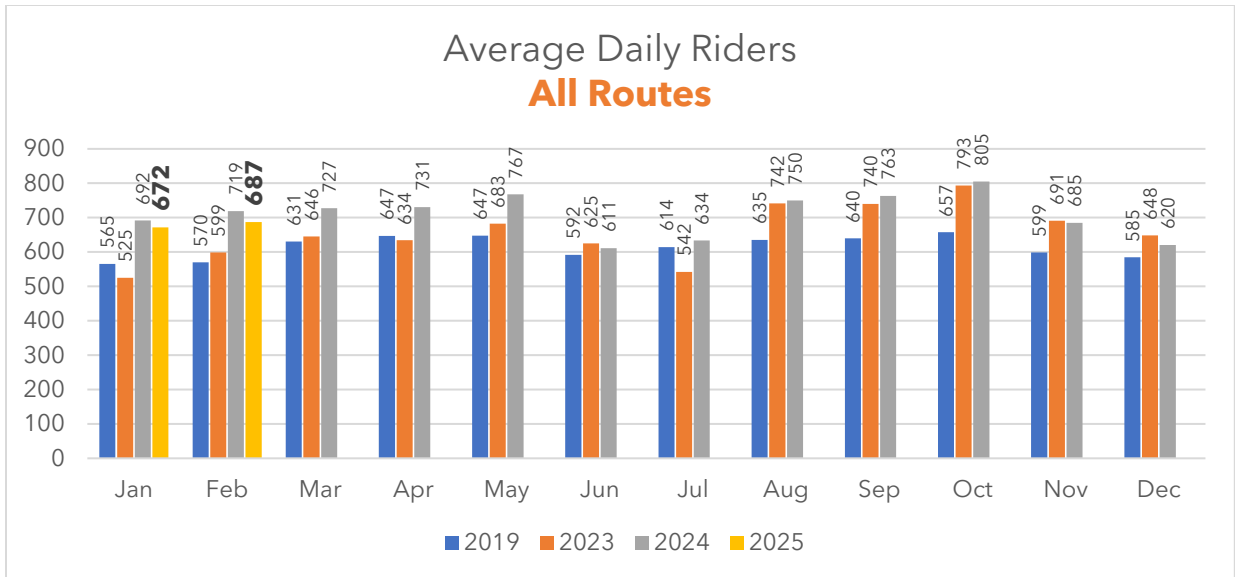
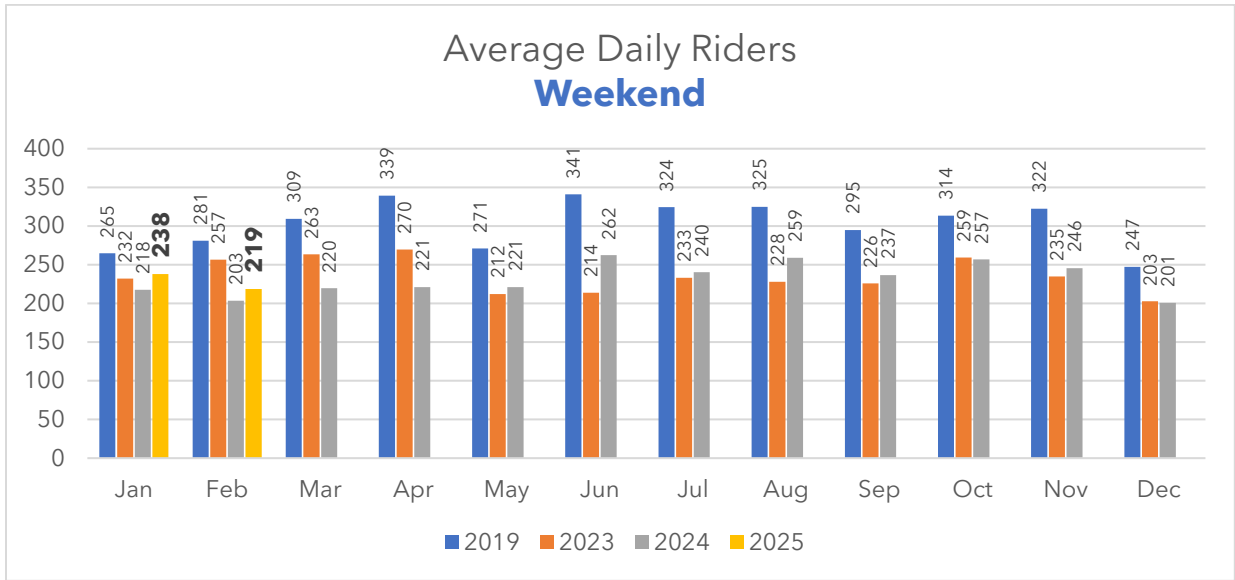
Year to date, the overall ridership increased by 2% from the previous month and decreased ridership by 4% from the previous year. Year to date ridership was 120% of the pre-pandemic baseline.

In February, the weekday ridership was highest at 7:30am. Saturday ridership was highest at 10am, Sunday ridership was highest at 5:00pm and Holiday ridership was highest at 11:00am.

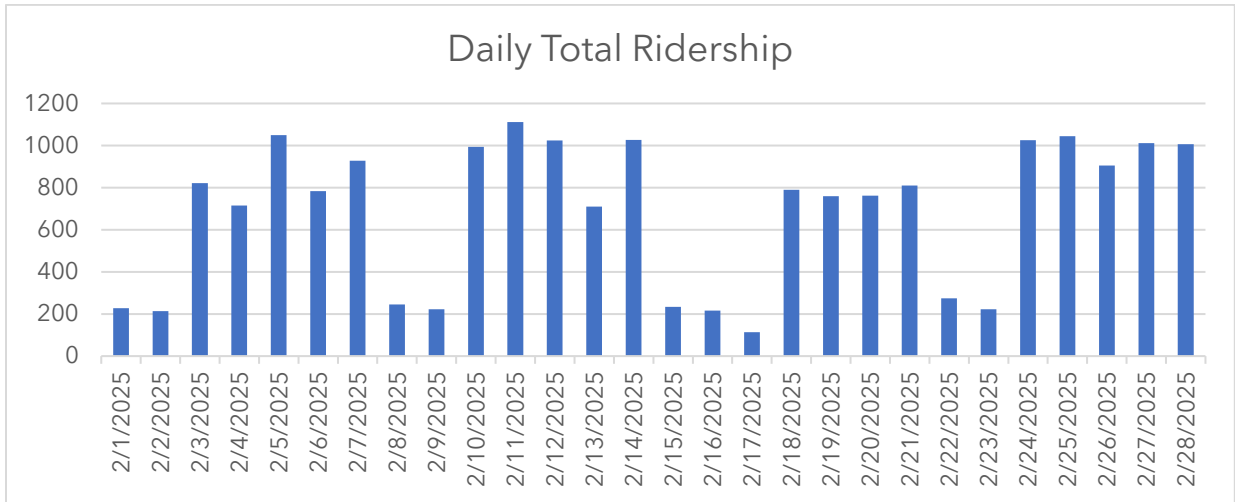
Average Daily Ridership Comparisons (YTD)



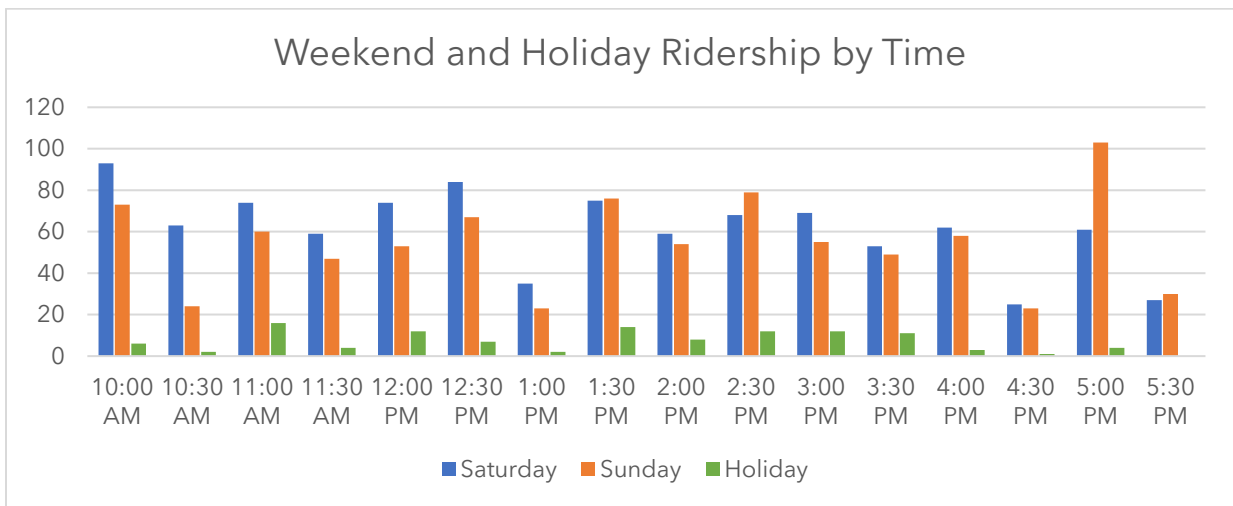
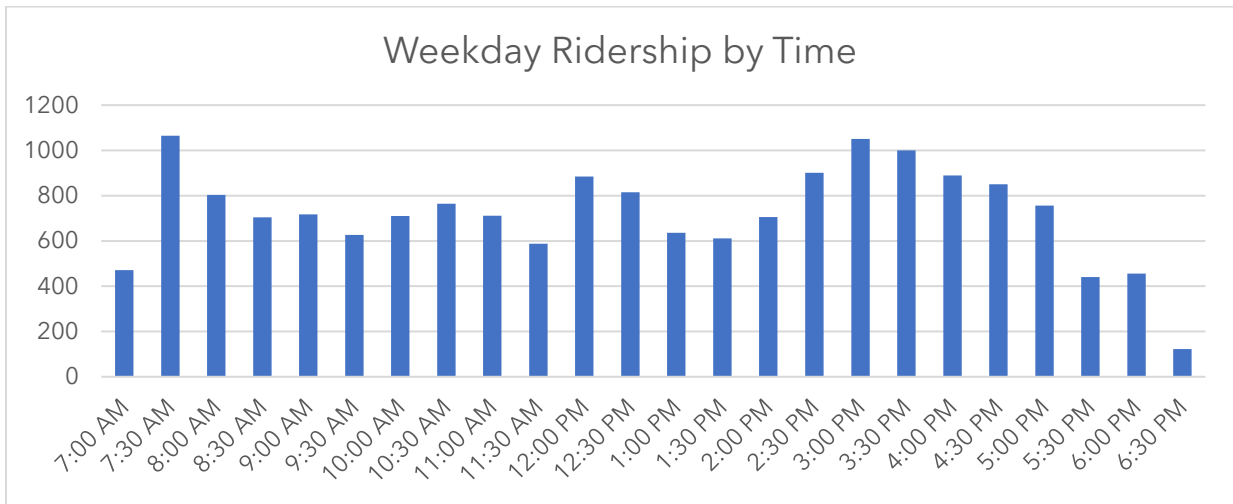
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



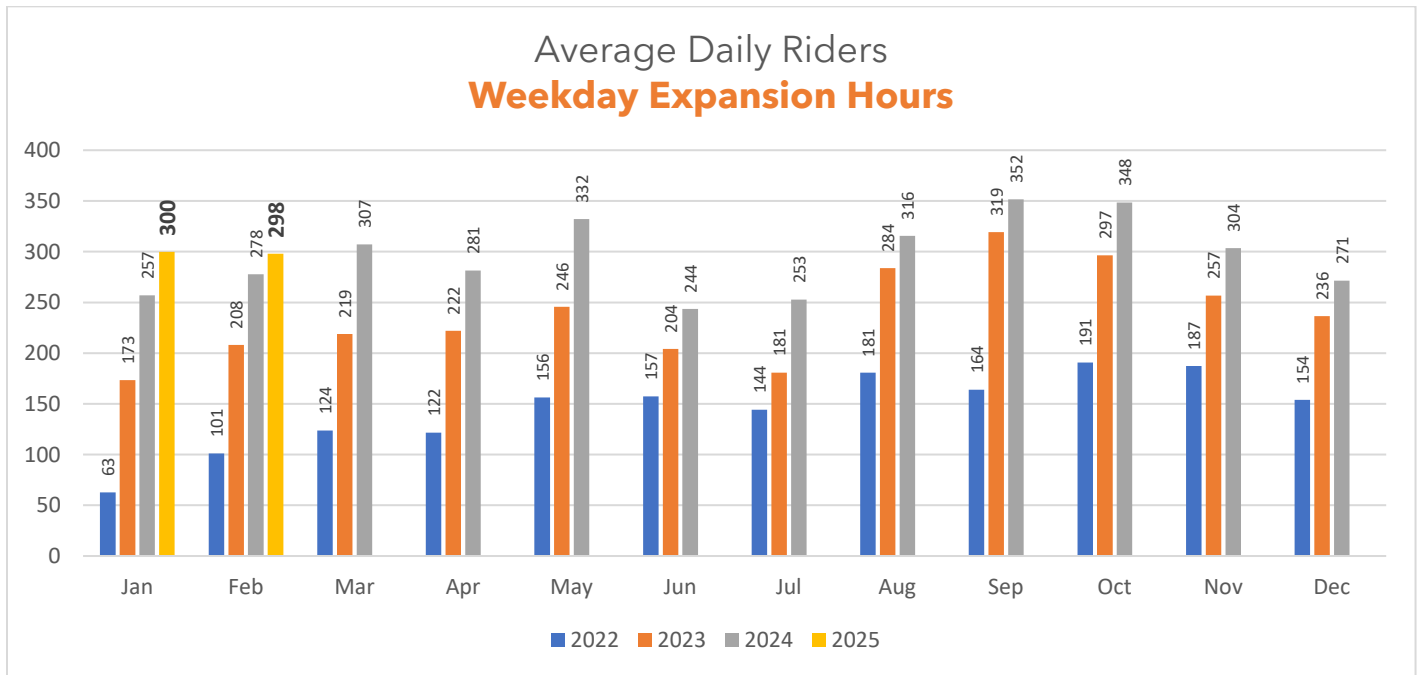
Monthly Total Ridership by Time



Service Expansion Hours Ridership

The Mountain View Community Shuttle program increased its weekday service by 4 hours a day, in January 2022. Below are the total monthly ridership stats during the expanded hours only (7 AM to 10 AM and 6 PM to 7 PM).

Month	1st year of Expansion (2022)	Current Year (2025)	% Increase/Decrease from 2022	% of Total Monthly Ridership in 2022	% of Total Monthly Ridership in 2025
Jan	1256	5,995	377%	16%	33%
Feb	1923	5661	194%	21%	33%
Mar	2844			23%	
Apr	2553			22%	
May	3281			25%	
Jun	3461			27%	
Jul	2886			24%	
Aug	4154			27%	
Sep	3443			26%	
Oct	4005			26%	
Nov	3746			26%	
Dec	3385			25%	
Total/YTD	36,937	11,656	267%	24%	33%



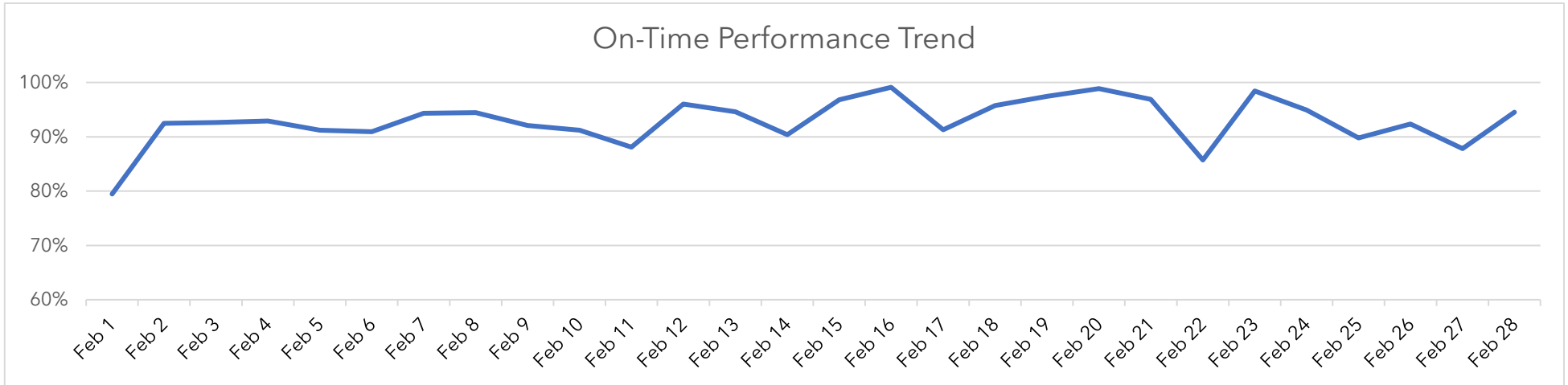
Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,467	1,692	3,159	16.6%	San Antonio Center	1,327	1,641	2,968	15.5%
Senior/Teen Center (SB)	667	953	1,620	8.5%	Senior/Teen Center (NB)	1,204	621	1,825	9.5%
Mountain View Transit Center	500	872	1,372	7.2%	Mountain View Transit Center	733	769	1,502	7.8%
Grant Road (SB)	537	763	1,300	6.8%	Grant Road (NB)	699	554	1,253	6.5%
Rengstorff/Middlefield (EB)	601	295	896	4.7%	Rengstorff/Middlefield (SB)	384	411	795	4.1%
Cuesta/Miramonte (NB)	731	136	867	4.6%	Civic Center (SB)	429	319	748	3.9%
Middlefield/Easy (EB)	426	387	813	4.3%	El Camino Real/Sylvan (NB)	386	345	731	3.8%
Whisman Station (SB)	269	444	713	3.7%	Cuesta/Miramonte (EB)	164	561	725	3.8%
El Camino Real/Sylvan (SB)	305	398	703	3.7%	Graham Middle School (SB)	405	300	705	3.7%
El Camino Hospital	394	224	618	3.2%	El Camino Hospital	254	385	639	3.3%
Sylvan Park (SB)	416	192	608	3.2%	Whisman Station (NB)	372	250	622	3.2%
Graham Middle School (NB)	212	367	579	3.0%	Middlefield/Easy (WB)	347	256	603	3.1%
Civic Center (NB)	247	301	548	2.9%	Crittenden Middle School (WB)	251	352	603	3.1%
Whisman/Middlefield (SB)	179	344	523	2.7%	Sylvan Park (NB)	181	408	589	3.1%
Community Center (NB)	382	75	457	2.4%	California/Ortega (EB)	465	24	489	2.5%
California/Ortega (EB)	424	31	455	2.4%	California/Rengstorff (EB)	310	81	391	2.0%
Crittenden Middle School (EB)	267	174	441	2.3%	Castro/High School Way	138	231	369	1.9%
Middlefield/Moffett (EB)	198	224	422	2.2%	Middlefield/Moffett (WB)	236	123	359	1.9%
Castro/El Camino Real (NB)	217	169	386	2.0%	Whisman/Middlefield (NB)	187	170	357	1.9%
Shoreline/Middlefield #3 (EB)	184	151	335	1.8%	California/Ortega (WB)	19	285	304	1.6%
California/Ortega (WB)	21	287	308	1.6%	Middlefield/San Pierre (WB)	168	108	276	1.4%
California/Rengstorff (WB)	78	208	286	1.5%	Grant/Eunice	151	109	260	1.4%
Middlefield/San Pierre (EB)	104	181	285	1.5%	Community Center (SB)	56	203	259	1.3%
Whisman/Dana (SB)	136	101	237	1.2%	California/Rengstorff (WB)	36	212	248	1.3%
Rengstorff/Central Expressway (NB)	114	107	221	1.2%	Shoreline/Middlefield #1 (EB)	108	131	239	1.2%
Rengstorff/Montecito (NB)	99	108	207	1.1%	Villa/Mariposa	177	54	231	1.2%
Grant/Eunice	109	53	162	0.9%	Rengstorff/Central Expressway (SB)	118	100	218	1.1%
Villa/Franklin (WB)	128	33	161	0.8%	Villa/Franklin (EB)	35	166	201	1.0%
Cuesta/Grant	90	16	106	0.6%	Rengstorff/Montecito (SB)	113	67	180	0.9%
Grant/Cuesta	28	70	98	0.5%	Castro/El Camino Real (SB)	80	76	156	0.8%
Villa/Shoreline	26	50	76	0.4%	Grant/Cuesta	45	105	150	0.8%
Shoreline/Pear	40	29	69	0.4%	Whisman/Dana (NB)	52	83	135	0.7%
Shoreline/Middlefield #2	1	12	13	0.1%	Shoreline/Pear	21	27	48	0.2%
					Shoreline/Middlefield #2	1	22	23	0.1%
Total	9,597	9,447	19,044	100.0%	Total	9,651	9,527	19,178	100.0%

On Time Performance

In February, on-time performance (OTP) for the MVCS was 93%. The days that fell below 80% were due to traffic.

New schedules went into effect on February 1, 2025 and are helping to increase the OTP.



Route Name	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	Grand Total
GRAY			92%	97%	92%	87%	93%			95%	90%	96%	94%	91%				98%	98%	99%	98%			94%	94%	92%	82%	98%	94%
GRAY Weekend	71%	92%						89%	84%						94%	100%	83%					71%	97%						87%
RED			93%	89%	91%	95%	95%			87%	86%	96%	95%	90%				94%	97%	99%	95%			96%	85%	93%	93%	91%	93%
RED Weekend	88%	93%						100%	100%						100%	98%	100%					100%	100%						98%
Grand Total	79%	92%	93%	93%	91%	91%	94%	94%	92%	91%	88%	96%	95%	90%	97%	99%	91%	96%	97%	99%	97%	86%	98%	95%	90%	92%	88%	95%	93%

The On-Time Performance target is 90%. On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records the arrival and departure times at stops along each route. A shuttle is considered on time if it arrives between 1 minute early to 5 minutes late of the scheduled arrival time.

Additional Ridership Data

- Bicycles Carried: 180
- Wheelchair Lift Usage: 25

Compliments/Complaints

Complaints:

- A rider complained because the driver was not picking up at the designated stop, the driver was stopping before the stop, across a driveway.
 - The driver was disciplined and counseled on safety and the use of designated stops.
- A complaint was called in from a person who was behind an MVCS vehicle and witnessed the bus driver honking at a vehicle in front of them. This escalated to the driver of the vehicle being honked at, getting out of his car, approaching the bus yelling, raising his hands and hitting the bus.
 - Video footage collaborates with what the caller said, and the driver was disciplined for honking and creating an unsafe environment. Honking is only allowed for safety reasons.

Compliments:

- None

Electric Vehicle Utilization

Since the program began in 2015, the Mountain View Community Shuttle has operated a fleet of 6 electric shuttle buses. These 6 clean-air vehicles travelled over 600,000 miles over the course of their lifetime and were officially retired from the program on December 31, 2022. Four (4) new electric buses have been ordered and are expected to be delivered in the second quarter of 2025.