



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT March 2025

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Mountain View Community Shuttle

Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

GRAY ROUTE-WEEKDAY				
2025 - Gray Route	Jan	Feb	Mar	Total to Date
Total Monthly Weekday Ridership	8,711	8,598	11,652	28,961
# of Operating Days	20	19	21	60
Average Daily Ridership	436	453	555	483
% Increase/Decrease from Prior Month	2%	4%	23%	
% Increase/Decrease from Prior Year	-5%	-5%	18%	3%
% of Pre COVID Baseline	111%	115%	129%	119%

RED ROUTE-WEEKDAY				
2025 - Red Route	Jan	Feb	Mar	Total to Date
Total Monthly Weekday Ridership	9,495	8,682	11,216	29,393
# of Operating Days	20	19	21	60
Average Daily Ridership	475	457	534	490
% Increase/Decrease from Prior Month	12%	-4%	17%	
% Increase/Decrease from Prior Year	3%	-4%	7%	2%
% of Pre COVID Baseline	150%	146%	152%	149%

TOTAL WEEKDAY RIDERSHIP				
2025 - GRAY + RED	Jan	Feb	Mar	Total to Date
Total Monthly Weekday Ridership	18,206	17,280	22,868	58,354
# of Operating Days	20	19	21	60
Average Daily Ridership	910	909	1,089	973
% Increase/Decrease from Prior Month	7%	0%	20%	
% Increase/Decrease from Prior Year	-1%	-4%	12%	3%
% of Pre COVID Baseline	128%	129%	139%	132%

GRAY ROUTE-WEEKEND				
2025 - Gray Route	Jan	Feb	Mar	Total to Date
Total Monthly Weekend Ridership	1,250	999	1,328	3,577
# of Operating Days	11	9	10	30
Average Daily Ridership	114	111	133	119
% Increase/Decrease from Prior Month	15%	-2%	20%	
% Increase/Decrease from Prior Year	3%	11%	28%	14%
% of Pre COVID Baseline	84%	84%	88%	85%

RED ROUTE-WEEKEND				
2025 - Red Route	Jan	Feb	Mar	Total to Date
Total Monthly Weekend Ridership	1,366	970	1,414	3,750
# of Operating Days	11	9	10	30
Average Daily Ridership	124	108	141	125
% Increase/Decrease from Prior Month	22%	-13%	31%	
% Increase/Decrease from Prior Year	16%	5%	22%	15%
% of Pre COVID Baseline	96%	73%	89%	86%

TOTAL WEEKEND RIDERSHIP				
2025 - GRAY + RED	Jan	Feb	Mar	Total to Date
Total Monthly Weekend Ridership	2,616	1,969	2,742	7,327
# of Operating Days	11	9	10	30
Average Daily Ridership	238	219	274	244
% Increase/Decrease from Prior Month	18%	-8%	25%	
% Increase/Decrease from Prior Year	9%	8%	25%	14%
% of Pre COVID Baseline	90%	78%	89%	86%

ALL RIDERSHIP				
2025 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Feb	Mar	Total
Total Monthly Ridership	20,822	19,249	25,610	65,681
# of Operating Days	31	28	31	90
Average Daily Ridership	672	687	826	730
% Increase/Decrease from Prior Month	8%	2%	20%	
% Increase/Decrease from Prior Year	-3%	-4%	14%	2%
% of Pre COVID Baseline	119%	121%	131%	124%

Ridership Summary

Weekday Ridership

In March, total weekday ridership increased 20% from the previous month. Ridership also increased 12% from the previous year. Year to date weekday ridership is 132% of the pre-pandemic baseline.

Weekend Ridership

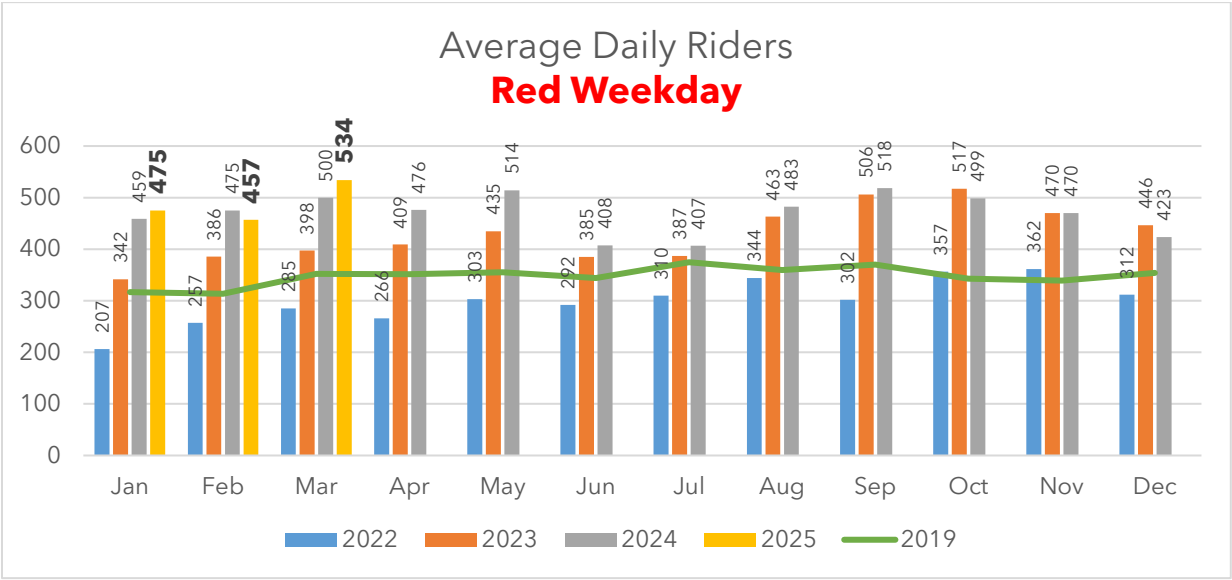
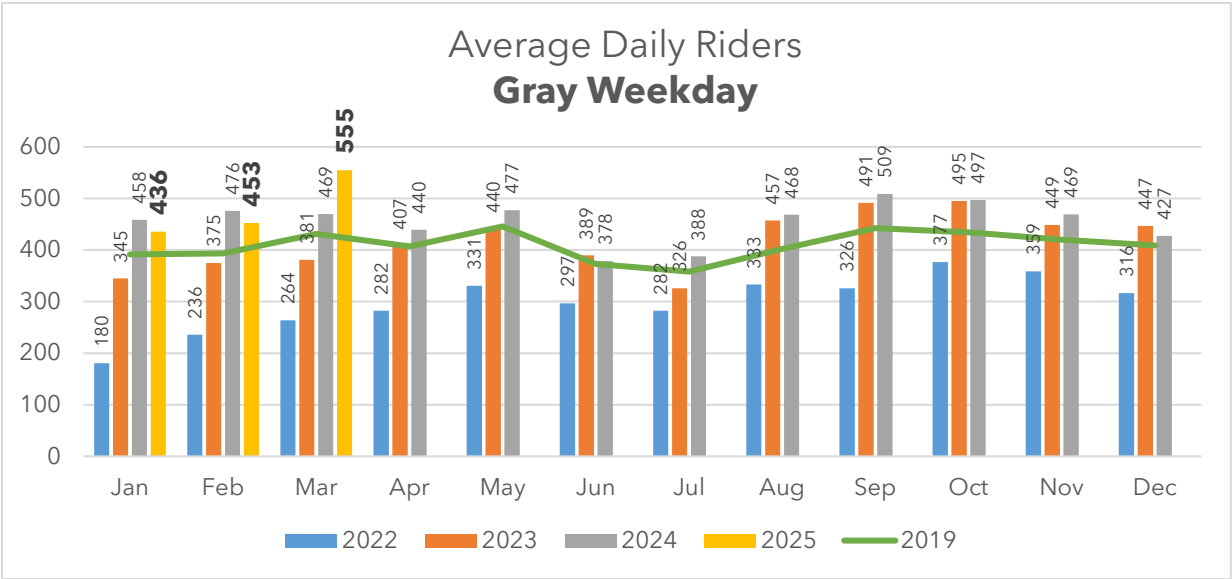
Total weekend ridership increased by 25% from the previous month and also increased 25% from the previous year. Year to date weekend ridership is 86% of the pre-pandemic baseline.

All Ridership

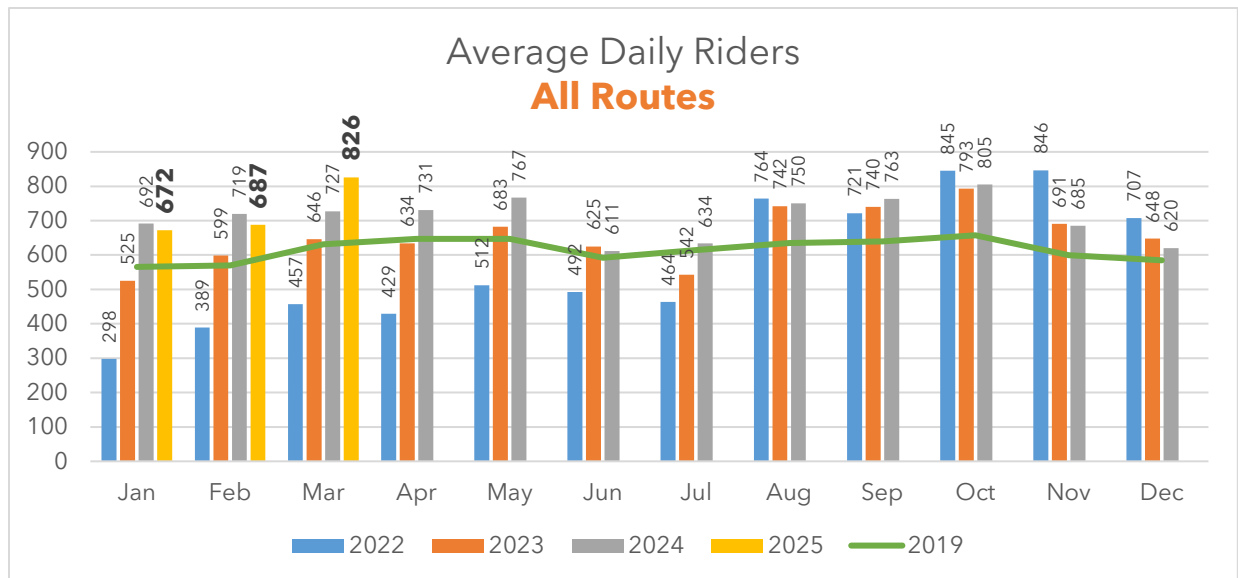
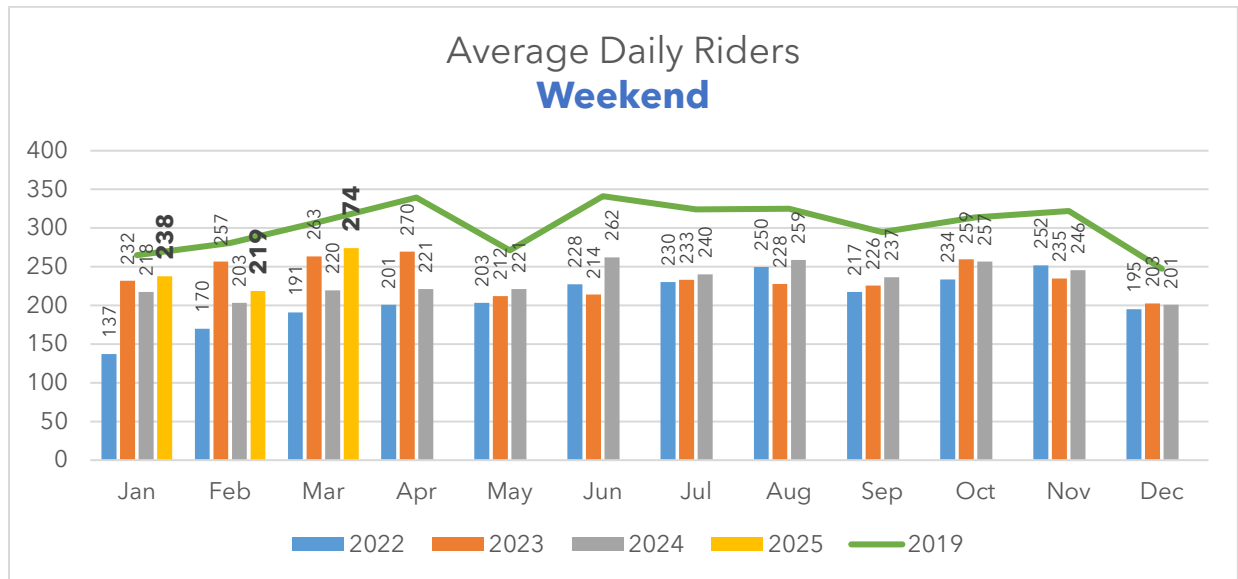
Year to date, the overall ridership increased by 20% from the previous month and increased by 14% from the previous year. Year to date ridership was 124% of the pre-pandemic baseline.

In March, the weekday ridership was highest at 7:30am & 3:30pm. Saturday & Sunday ridership were both highest at 1:30pm.

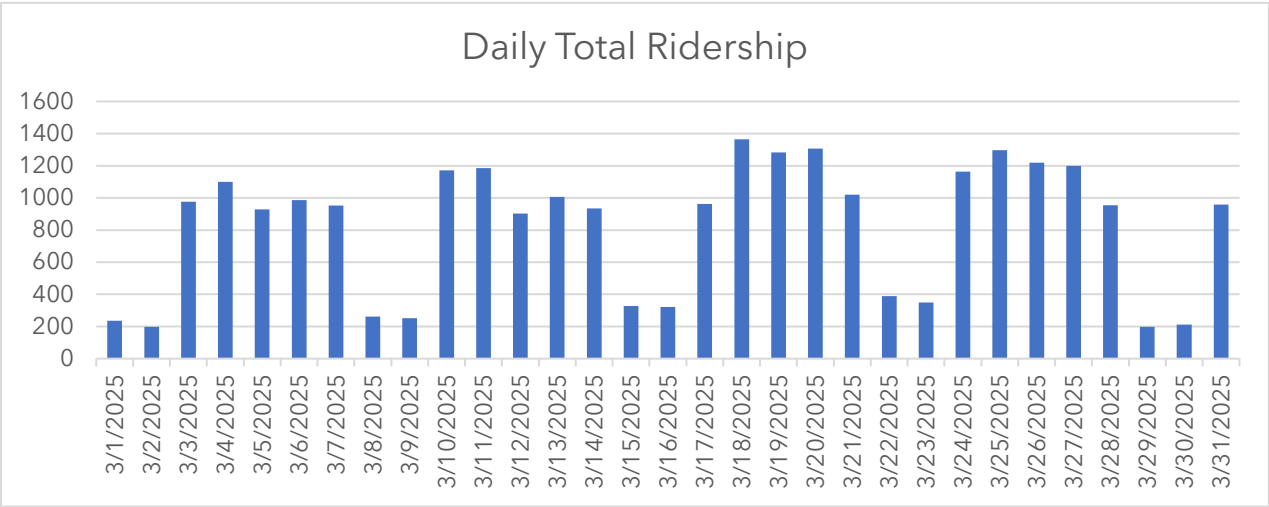
Average Daily Ridership Comparisons (YTD)



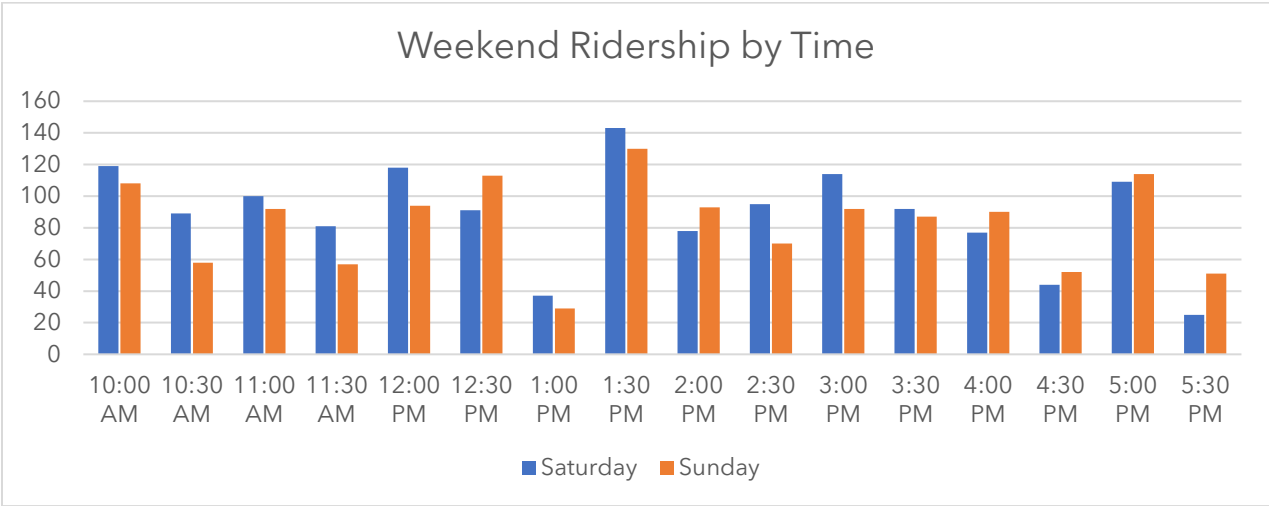
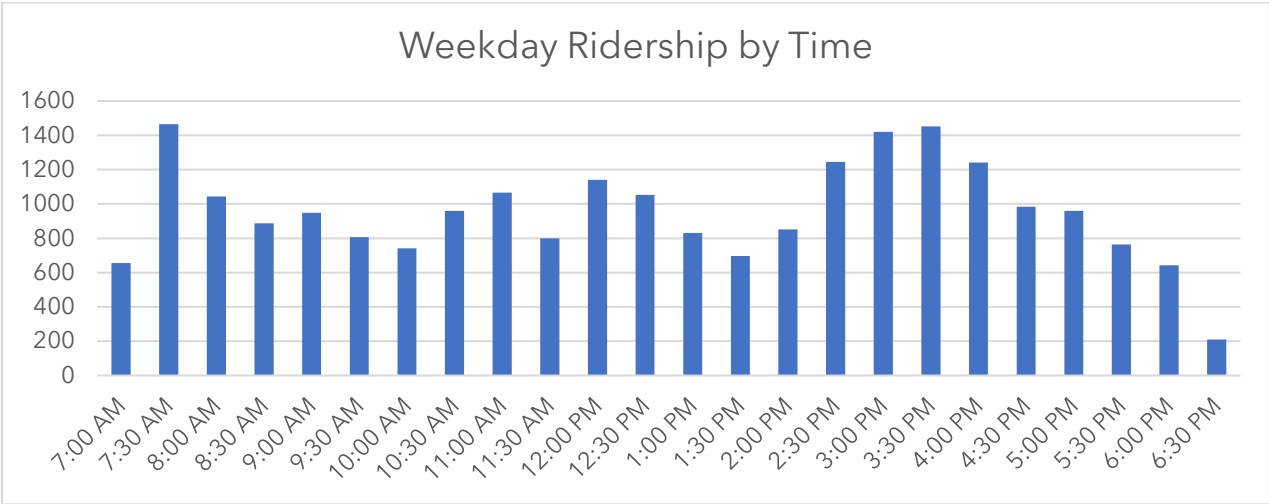
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



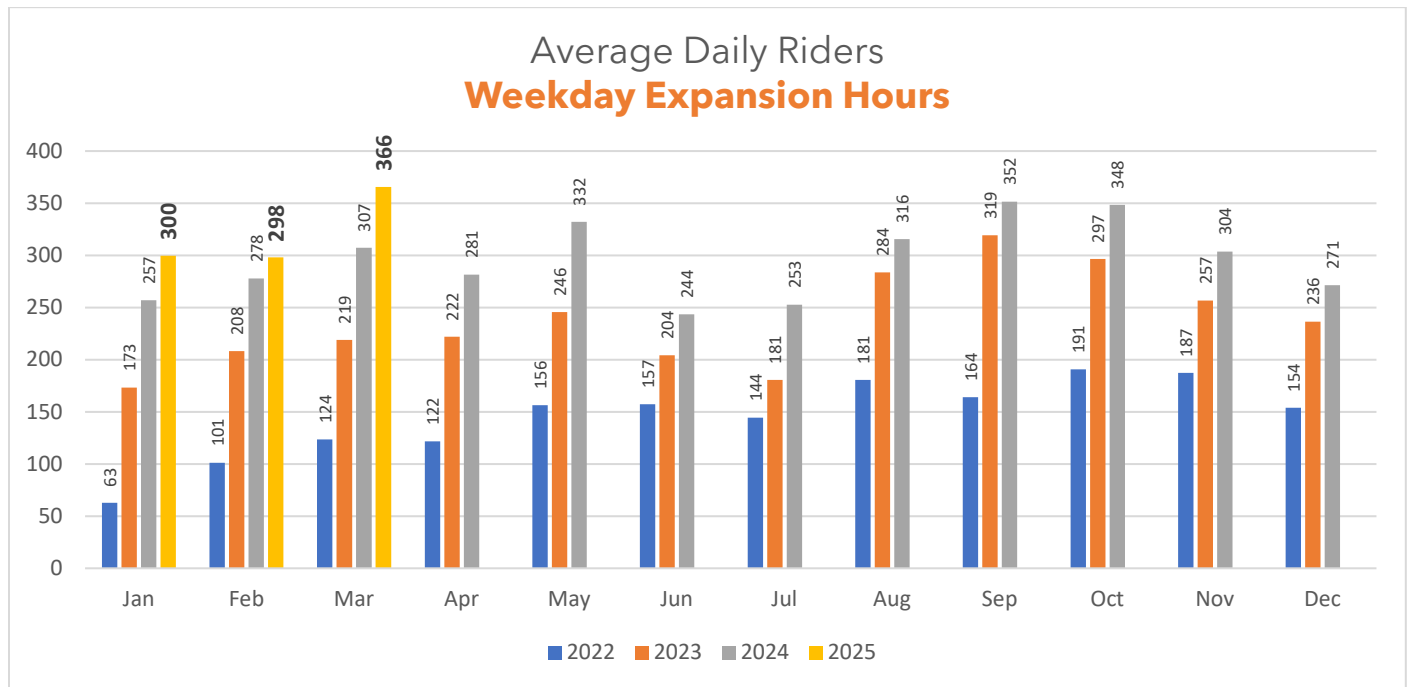
Monthly Total Ridership by Time



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	7679	170%	23%	34%
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	19,335	221%	24%	33%

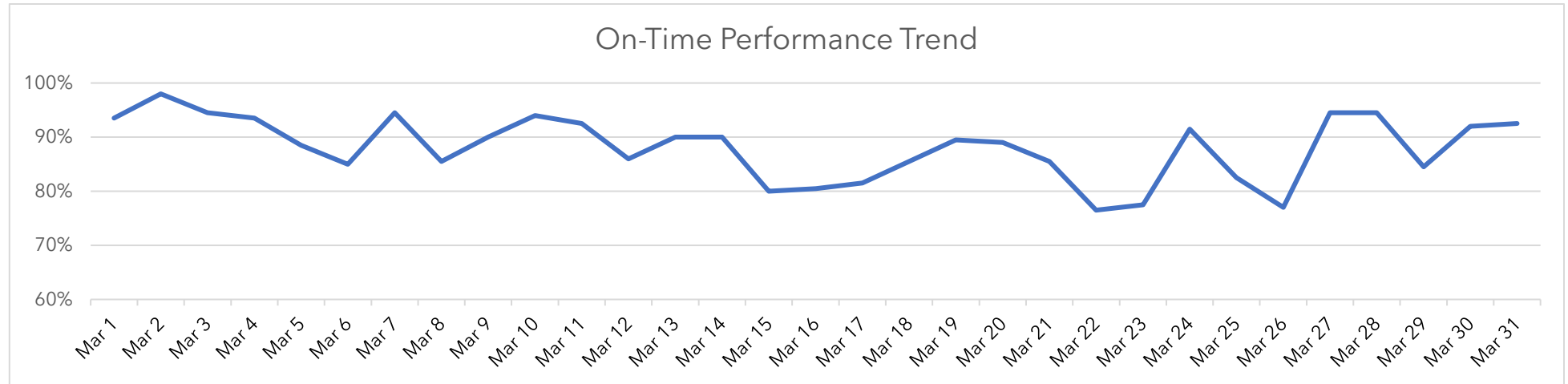


Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,987	2,216	4,203	16.3%	San Antonio Center	1,776	2,429	4,205	16.7%
Senior/Teen Center (SB)	909	1,331	2,240	8.7%	Senior/Teen Center (NB)	1,336	746	2,082	8.3%
Mountain View Transit Center	891	1,263	2,154	8.4%	Mountain View Transit Center	1,083	903	1,986	7.9%
Grant Road (SB)	730	893	1,623	6.3%	Grant Road (NB)	985	754	1,739	6.9%
Rengstorff/Middlefield (EB)	756	511	1,267	4.9%	Rengstorff/Middlefield (SB)	612	494	1,106	4.4%
Cuesta/Miramonte (NB)	886	160	1,046	4.1%	El Camino Real/Sylvan (NB)	475	512	987	3.9%
El Camino Real/Sylvan (SB)	489	516	1,005	3.9%	Civic Center (SB)	539	415	954	3.8%
Middlefield/Easy (EB)	482	457	939	3.6%	Graham Middle School (SB)	481	383	864	3.4%
Civic Center (NB)	399	532	931	3.6%	Crittenden Middle School (WB)	351	448	799	3.2%
Sylvan Park (SB)	587	307	894	3.5%	Cuesta/Miramonte (EB)	188	609	797	3.2%
Whisman Station (SB)	322	514	836	3.2%	Sylvan Park (NB)	278	499	777	3.1%
El Camino Hospital	547	279	826	3.2%	El Camino Hospital	303	444	747	3.0%
Graham Middle School (NB)	357	465	822	3.2%	California/Ortega (EB)	708	37	745	3.0%
Community Center (NB)	559	117	676	2.6%	Whisman Station (NB)	434	273	707	2.8%
Whisman/Middlefield (SB)	263	379	642	2.5%	Middlefield/Easy (WB)	413	284	697	2.8%
California/Ortega (EB)	563	38	601	2.3%	California/Rengstorff (EB)	454	117	571	2.3%
Middlefield/Moffett (EB)	262	282	544	2.1%	Middlefield/Moffett (WB)	346	185	531	2.1%
Castro/El Camino Real (NB)	305	231	536	2.1%	Community Center (SB)	82	434	516	2.1%
California/Ortega (WB)	44	487	531	2.1%	California/Ortega (WB)	18	418	436	1.7%
Crittenden Middle School (EB)	260	226	486	1.9%	Whisman/Middlefield (NB)	209	225	434	1.7%
California/Rengstorff (WB)	86	339	425	1.7%	Grant/Eunice	222	161	383	1.5%
Shoreline/Middlefield #3 (EB)	215	168	383	1.5%	Castro/El Camino Real (SB)	177	176	353	1.4%
Middlefield/San Pierre (EB)	115	191	306	1.2%	Castro/High School Way	157	190	347	1.4%
Grant/Eunice	172	125	297	1.2%	Villa/Franklin (EB)	49	277	326	1.3%
Rengstorff/Central Expressway (NB)	130	141	271	1.1%	Shoreline/Middlefield #1 (EB)	138	181	319	1.3%
Whisman/Dana (SB)	118	106	224	0.9%	California/Rengstorff (WB)	61	258	319	1.3%
Rengstorff/Montecito (NB)	92	131	223	0.9%	Middlefield/San Pierre (WB)	170	92	262	1.0%
Villa/Franklin (WB)	149	69	218	0.8%	Rengstorff/Central Expressway (SB)	145	116	261	1.0%
Villa/Shoreline	59	126	185	0.7%	Villa/Mariposa	172	75	247	1.0%
Cuesta/Grant	151	23	174	0.7%	Rengstorff/Montecito (SB)	130	100	230	0.9%
Grant/Cuesta	36	104	140	0.5%	Grant/Cuesta	52	127	179	0.7%
Shoreline/Pear	50	19	69	0.3%	Whisman/Dana (NB)	61	105	166	0.7%
Shoreline/Middlefield #2	9	14	23	0.1%	Shoreline/Pear	21	29	50	0.2%
					Shoreline/Middlefield #2	4	21	25	0.1%
Total	12,980	12,760	25,740	100.0%	Total	12,626	12,496	25,122	100.0%

On Time Performance

In March, on-time performance (OTP) was 87%.



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	29	30	31	Grand Total
GRAY			95%	92%	83%	82%	93%			94%	95%	81%	91%	94%			82%	86%	85%	90%	85%			92%	81%	78%	92%	96%			89%	88%
GRAY Weekend	91%	96%						71%	80%						64%	68%						55%	55%						71%	84%		74%
RED			94%	95%	94%	88%	96%			94%	90%	91%	89%	86%			81%	85%	94%	88%	86%			91%	84%	76%	97%	93%			96%	90%
RED Weekend	96%	100%						100%	100%						96%	93%						98%	100%						98%	100%		98%
Grand Total	94%	98%	95%	94%	89%	85%	95%	86%	90%	94%	93%	86%	90%	90%	80%	81%	82%	86%	90%	89%	86%	77%	78%	92%	83%	77%	95%	95%	85%	92%	93%	87%

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: 274
- Wheelchair Lift Usage: 20

Compliments/Complaints

Complaints:

- Caller notified dispatch that she was trying to park on Castro Street and admittedly was having difficulty parking. The caller's 91-year-old mother started getting out of the car causing them to block the street. The driver was impatient and began yelling at the caller for blocking the street.
 - The video footage corroborated the caller's complaint, and the driver was disciplined and counseled on professionalism.

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.