



# **Mountain View** Community Shuttle

## MONTHLY OPERATIONS REPORT June 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	Apr	May	Jun	Total to Date
Total Monthly Weekday Ridership	8,711	8,598	11,652	11,285	11,931	9,771	61,948
# of Operating Days	20	19	21	22	21	21	124
Average Daily Ridership	436	453	555	513	568	465	500
% Increase/Decrease from Prior Month	2%	4%	23%	-8%	11%	-18%	
% Increase/Decrease from Prior Year	-5%	-5%	18%	17%	19%	23%	11%
% of Pre COVID Baseline	111%	115%	129%	126%	127%	125%	122%

RED ROUTE-WEEKDAY							
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Total to Date
Total Monthly Weekday Ridership	9,495	8,682	11,216	11,029	11,223	9,496	61,141
# of Operating Days	20	19	21	22	21	21	124
Average Daily Ridership	475	457	534	501	534	452	493
% Increase/Decrease from Prior Month	12%	-4%	17%	-6%	7%	-15%	
% Increase/Decrease from Prior Year	3%	-4%	7%	5%	4%	11%	4%
% of Pre COVID Baseline	150%	146%	152%	143%	150%	131%	145%

TOTAL WEEKDAY RIDERSHIP							
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Total to Date
Total Monthly Weekday Ridership	18,206	17,280	22,868	22,314	23,154	19,267	123,089
# of Operating Days	20	19	21	22	21	21	124
Average Daily Ridership	910	909	1,089	1,014	1,103	917	993
% Increase/Decrease from Prior Month	7%	0%	20%	-7%	9%	-17%	
% Increase/Decrease from Prior Year	-1%	-4%	12%	11%	11%	17%	8%
% of Pre COVID Baseline	128%	129%	139%	134%	138%	128%	133%

GRAY ROUTE-WEEKEND							
2025 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Total to Date
Total Monthly Weekend Ridership	1,250	999	1,328	909	1,317	1,216	7,019
# of Operating Days	11	9	10	8	10	9	57
Average Daily Ridership	114	111	133	114	132	135	123
% Increase/Decrease from Prior Month	15%	-2%	20%	-14%	16%	3%	
% Increase/Decrease from Prior Year	3%	11%	28%	7%	27%	13%	15%
% of Pre COVID Baseline	84%	84%	88%	66%	98%	82%	83%

RED ROUTE-WEEKEND							
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Total to Date
Total Monthly Weekend Ridership	1,366	970	1,414	1,007	1,264	1,041	7,062
# of Operating Days	11	9	10	8	10	9	57
Average Daily Ridership	124	108	141	126	126	116	124
% Increase/Decrease from Prior Month	22%	-13%	31%	-11%	0%	-8%	
% Increase/Decrease from Prior Year	16%	5%	22%	10%	7%	-19%	6%
% of Pre COVID Baseline	96%	73%	89%	75%	93%	65%	81%

TOTAL WEEKEND RIDERSHIP							
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Total to Date
Total Monthly Weekend Ridership	2,616	1,969	2,742	1,916	2,581	2,257	14,081
# of Operating Days	11	9	10	8	10	9	57
Average Daily Ridership	238	219	274	240	258	251	247
% Increase/Decrease from Prior Month	18%	-8%	25%	-13%	8%	-3%	
% Increase/Decrease from Prior Year	9%	8%	25%	8%	17%	-4%	10%
% of Pre COVID Baseline	90%	78%	89%	71%	95%	73%	82%

ALL RIDERSHIP							
2025 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Feb	Mar	Apr	May	Jun	Total
Total Monthly Ridership	20,822	19,249	25,610	24,230	25,735	21,524	137,170
# of Operating Days	31	28	31	30	31	30	181
Average Daily Ridership	672	687	826	808	830	717	758
% Increase/Decrease from Prior Month	8%	2%	20%	-2%	3%	-14%	
% Increase/Decrease from Prior Year	-3%	-4%	14%	11%	8%	17%	7%
% of Pre COVID Baseline	119%	121%	131%	125%	128%	121%	124%

# Ridership Summary

## Weekday Ridership

In June, total weekday ridership decreased 17% from the previous month but increased 17% compared to the same month last year. Year-to-date weekday ridership is 133% of the 2019 pre-pandemic baseline.

## Weekend Ridership

Total weekend ridership decreased 3% from the previous month and by 4% from the previous year. Year-to-date weekend ridership is 82% of the 2019 pre-pandemic baseline.

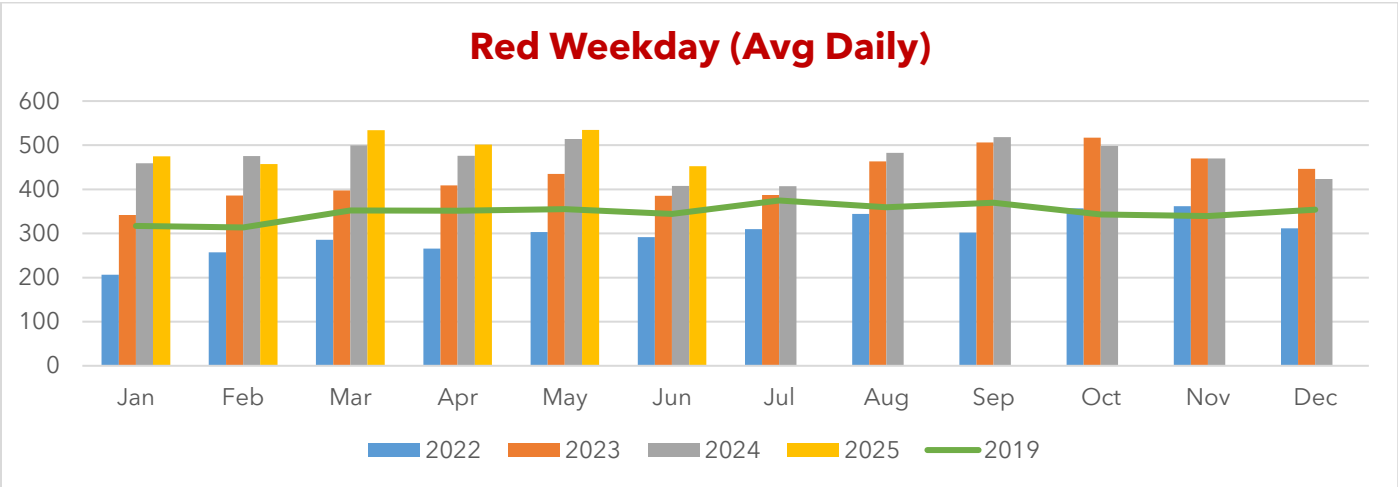
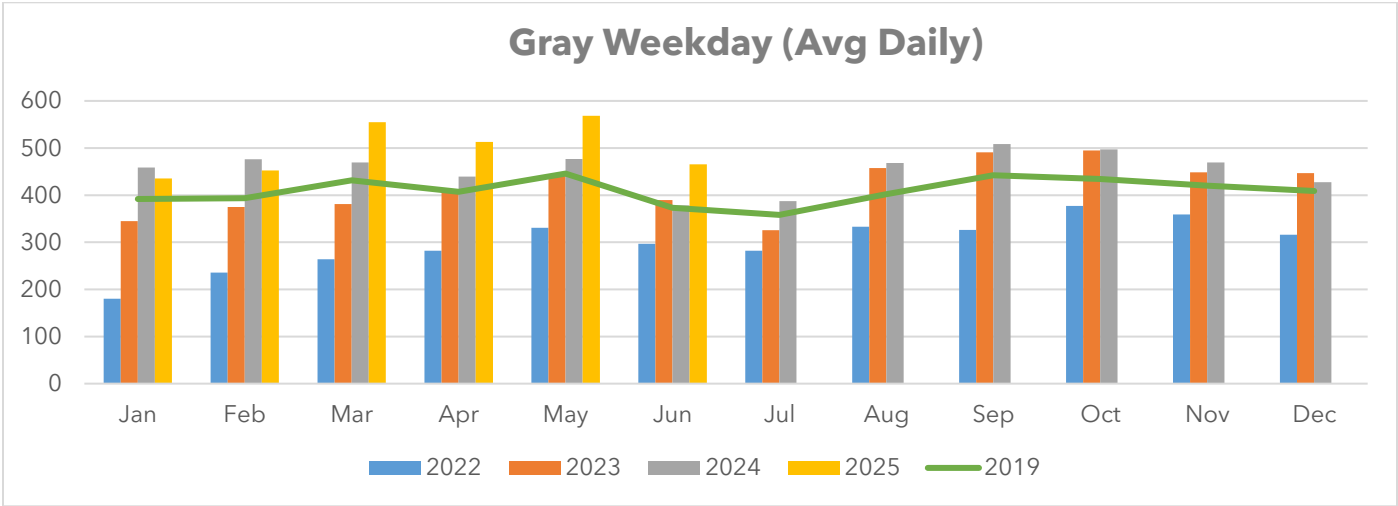
## All Ridership

In June, total ridership for the full service (weekday + weekend) decreased by 14% from the previous month but increased by 17% from the same month last year. Year-to-date ridership was 124% of the 2019 pre-pandemic baseline.

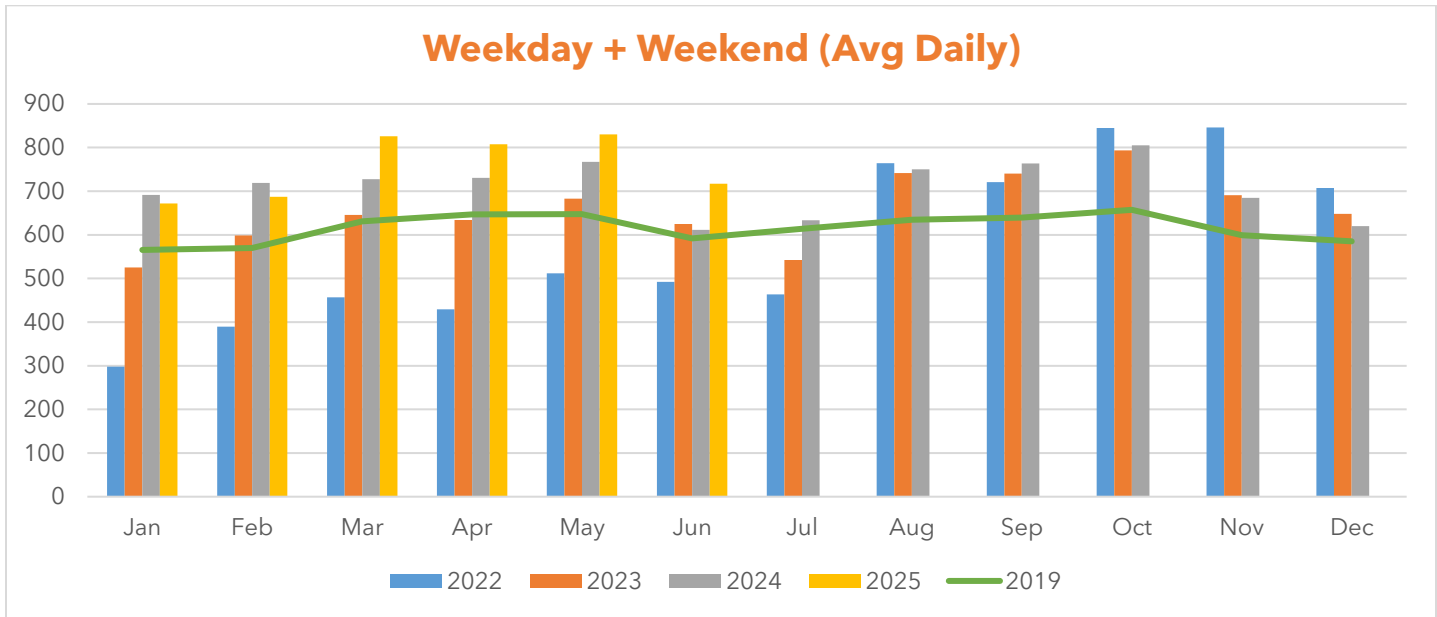
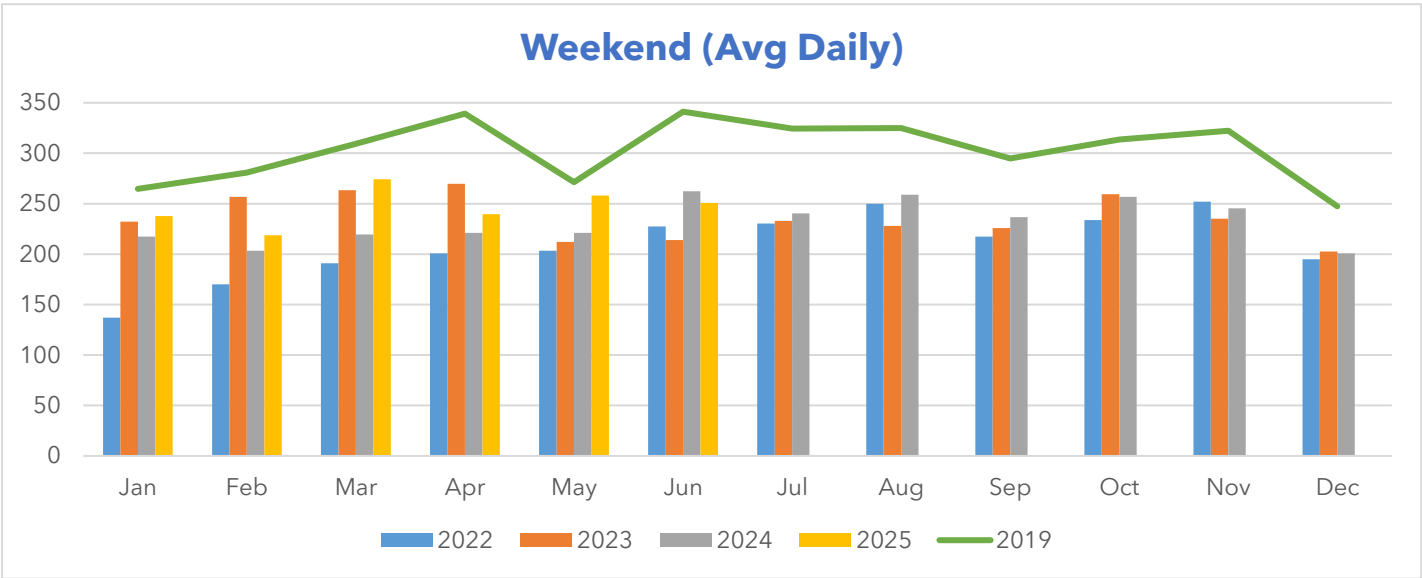
Overall, ridership trends continue to show steady growth compared to last year and a strong recovery from the pandemic levels.

In June, the weekday ridership was highest at 12:30PM, Saturday ridership peaked at 10AM and Sunday ridership peaked at 5:00PM.

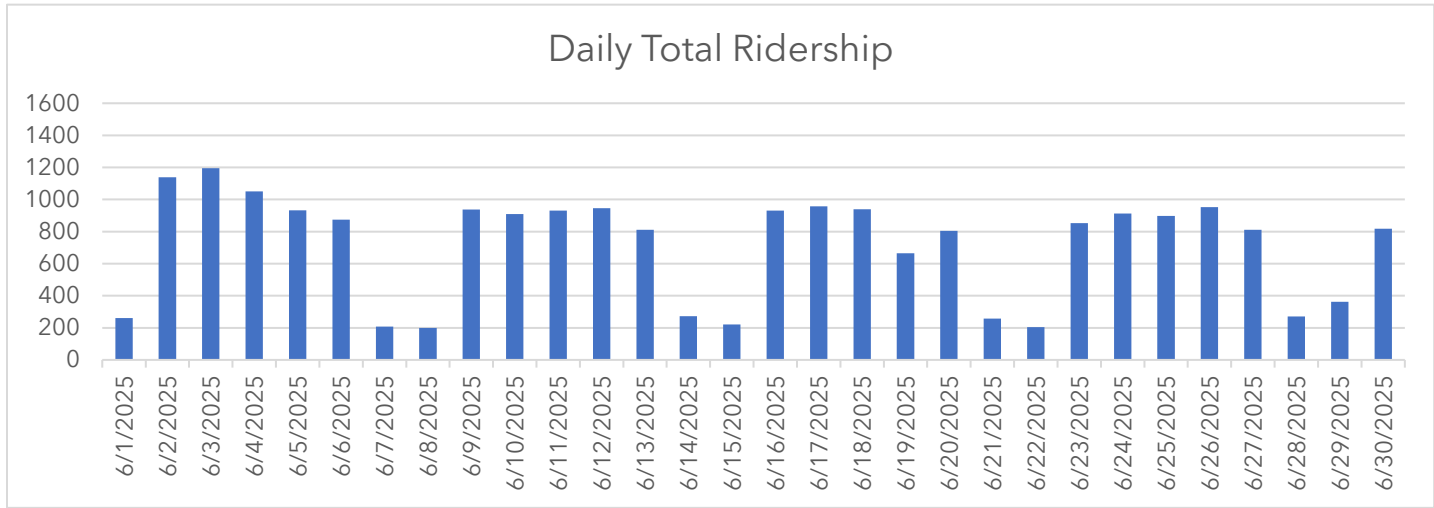
## Average Daily Ridership Comparisons (YTD)



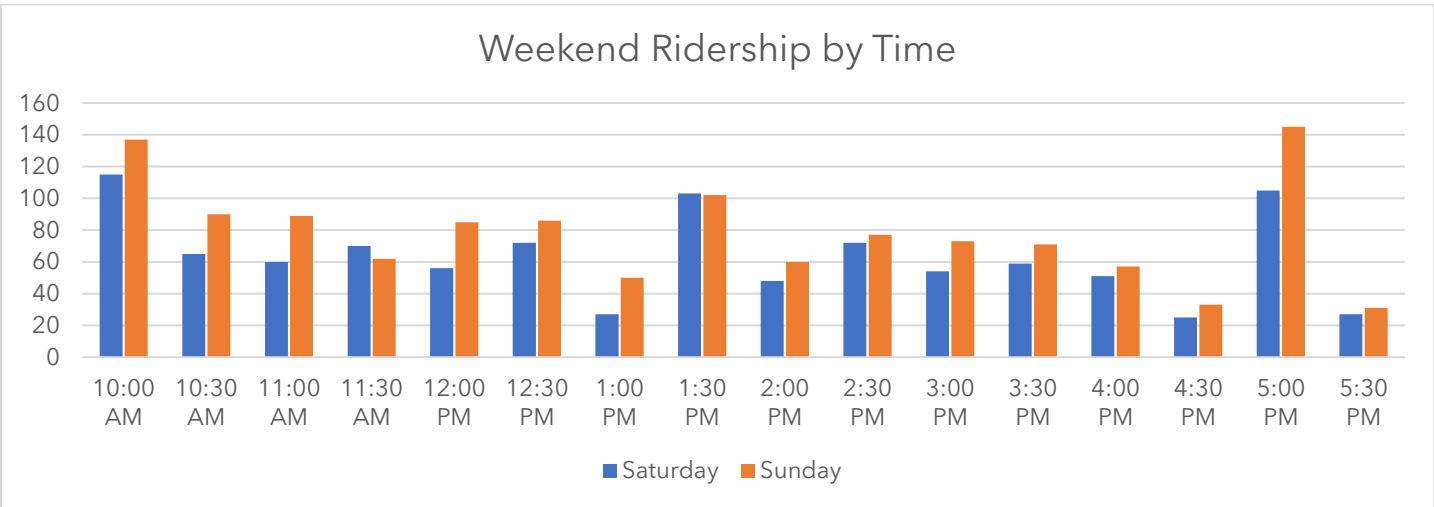
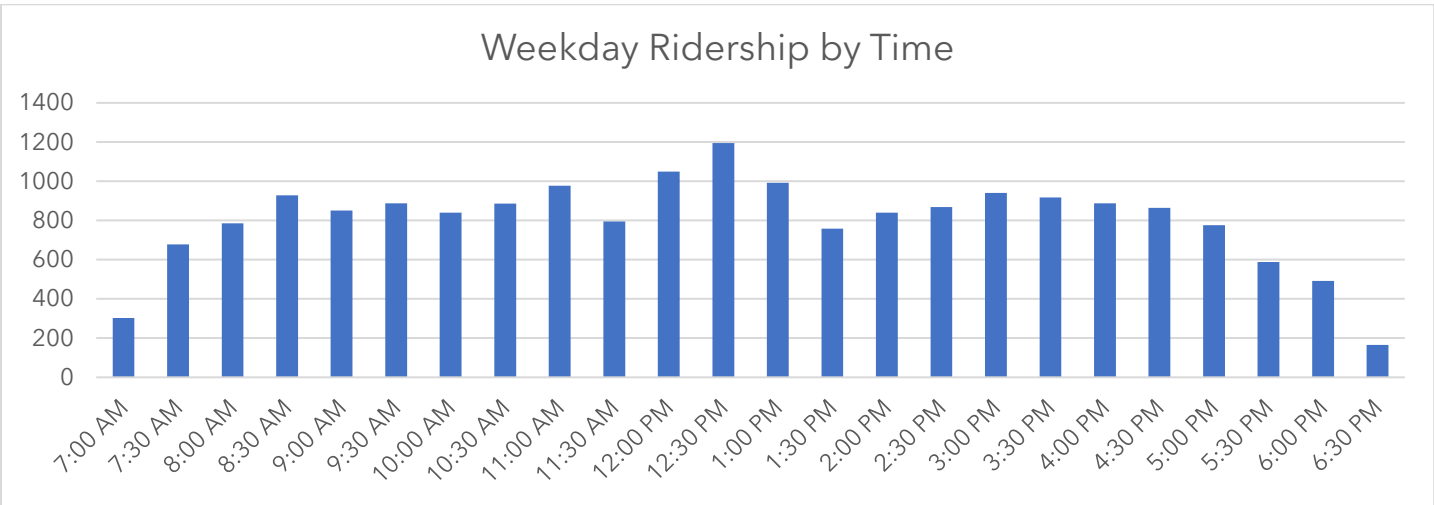
Average Daily Ridership Comparisons (YTD) (cont'd)



# Daily Total Ridership by Date



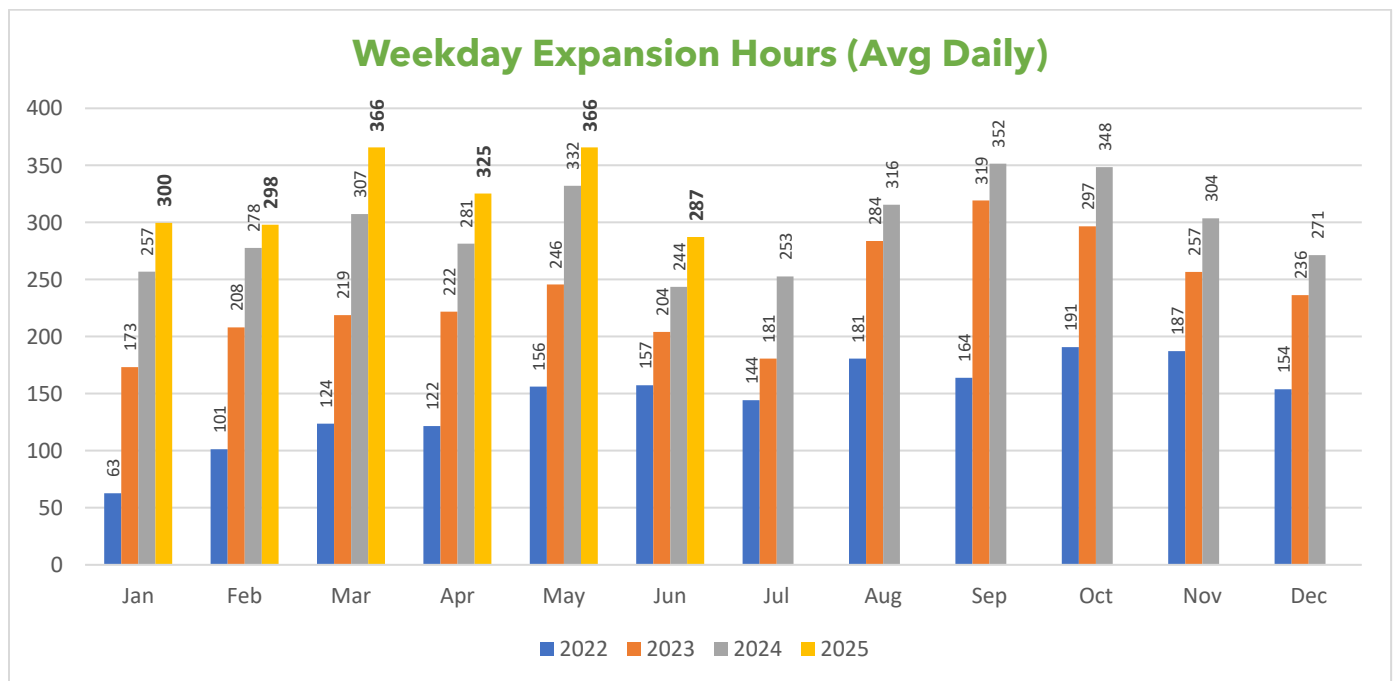
# Monthly Total Ridership by Time



## 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	7157	180%	22%	32%
May	3281	7680	134%	25%	33%
Jun	3461	6,031	74%	27%	31%
Jul	2886			24%	
Aug	4154			27%	
Sep	3443			26%	
Oct	4005			26%	
Nov	3746			26%	
Dec	3385			25%	
<b>Total/YTD</b>	<b>36,937</b>	<b>40,203</b>	<b>162%</b>	<b>24%</b>	<b>33%</b>



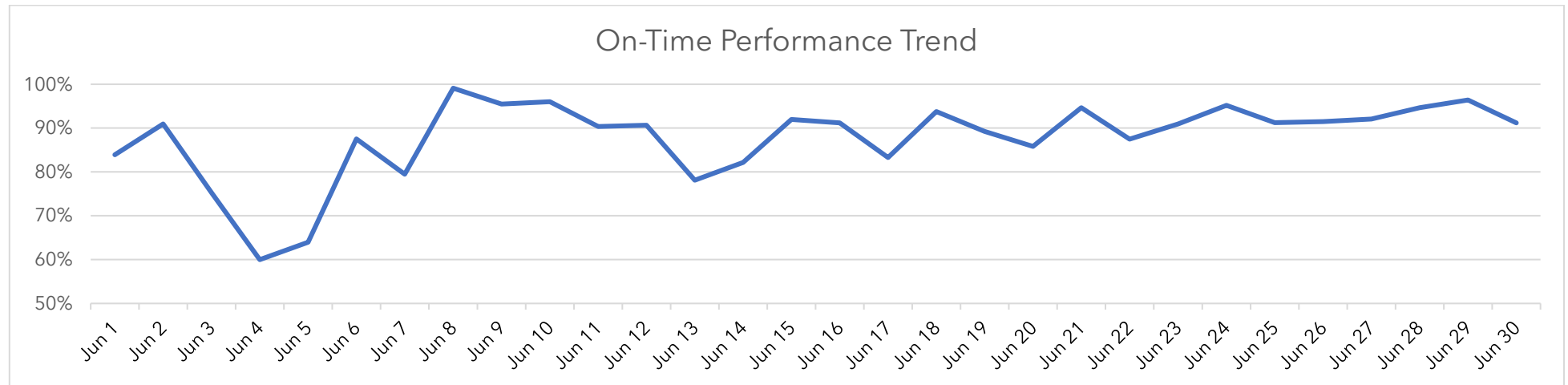
## Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,703	2,430	4,133	18.8%	San Antonio Center	1,352	1,766	3,118	14.9%
Senior/Teen Center (SB)	689	1,110	1,799	8.2%	Mountain View Transit Center	1,050	908	1,958	9.3%
Mountain View Transit Center	837	890	1,727	7.9%	Senior/Teen Center (NB)	1,313	610	1,923	9.2%
Grant Road (SB)	699	746	1,445	6.6%	Grant Road (NB)	837	733	1,570	7.5%
El Camino Hospital	594	317	911	4.2%	El Camino Real/Sylvan (NB)	541	349	890	4.2%
Rengstorff/Middlefield (EB)	549	344	893	4.1%	Civic Center (SB)	490	393	883	4.2%
El Camino Real/Sylvan (SB)	368	525	893	4.1%	Rengstorff/Middlefield (SB)	436	428	864	4.1%
Middlefield/Easy (EB)	413	368	781	3.6%	El Camino Hospital	280	486	766	3.7%
Civic Center (NB)	326	420	746	3.4%	Middlefield/Easy (WB)	504	240	744	3.5%
Community Center (NB)	551	112	663	3.0%	Cuesta/Miramonte (EB)	133	529	662	3.2%
Sylvan Park (SB)	397	235	632	2.9%	Sylvan Park (NB)	261	347	608	2.9%
California/Ortega (EB)	575	51	626	2.9%	Community Center (SB)	98	459	557	2.7%
Crittenden Middle School (EB)	315	219	534	2.4%	Whisman Station (NB)	241	313	554	2.6%
Cuesta/Miramonte (NB)	383	149	532	2.4%	Crittenden Middle School (WB)	220	329	549	2.6%
Whisman Station (SB)	280	250	530	2.4%	California/Ortega (EB)	489	30	519	2.5%
Shoreline/Middlefield #3 (EB)	265	238	503	2.3%	Whisman/Middlefield (NB)	216	223	439	2.1%
California/Ortega (WB)	55	423	478	2.2%	Middlefield/Moffett (WB)	301	130	431	2.1%
Castro/El Camino Real (NB)	233	213	446	2.0%	Castro/El Camino Real (SB)	228	153	381	1.8%
Middlefield/Moffett (EB)	209	235	444	2.0%	Middlefield/San Pierre (WB)	188	142	330	1.6%
Whisman/Middlefield (SB)	173	233	406	1.9%	California/Rengstorff (EB)	234	90	324	1.5%
Villa/Shoreline	162	201	363	1.7%	California/Ortega (WB)	19	301	320	1.5%
Middlefield/San Pierre (EB)	135	168	303	1.4%	Castro/High School Way	145	171	316	1.5%
Whisman/Dana (SB)	106	186	292	1.3%	Shoreline/Middlefield #1 (EB)	124	185	309	1.5%
Graham Middle School (NB)	156	127	283	1.3%	Villa/Franklin (EB)	59	220	279	1.3%
California/Rengstorff (WB)	87	185	272	1.2%	Graham Middle School (SB)	109	151	260	1.2%
Rengstorff/Montecito (NB)	116	132	248	1.1%	Rengstorff/Central Expressway (SB)	118	129	247	1.2%
Grant/Eunice	134	93	227	1.0%	California/Rengstorff (WB)	42	187	229	1.1%
Cuesta/Grant	141	71	212	1.0%	Villa/Mariposa	152	69	221	1.1%
Villa/Franklin (WB)	144	46	190	0.9%	Whisman/Dana (NB)	112	91	203	1.0%
Rengstorff/Central Expressway (NB)	70	99	169	0.8%	Grant/Eunice	103	59	162	0.8%
Grant/Cuesta	33	95	128	0.6%	Rengstorff/Montecito (SB)	77	73	150	0.7%
Shoreline/Pear	88	19	107	0.5%	Grant/Cuesta	30	86	116	0.6%
Shoreline/Middlefield #2	1	18	19	0.1%	Shoreline/Pear	28	44	72	0.3%
					Shoreline/Middlefield #2	7	19	26	0.1%
<b>Total</b>	<b>10,987</b>	<b>10,948</b>	<b>21,935</b>	<b>100.0%</b>	<b>Total</b>	<b>10,530</b>	<b>10,424</b>	<b>20,954</b>	<b>100.0%</b>



## On Time Performance

In June, overall on-time performance (OTP) was 89%. The Red Route experienced lower OTP early in the month due to construction related delays.



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	Grand Total
GRAY		92%	92%	82%	92%	89%			97%	97%	90%	95%	97%			97%	90%	99%	90%	98%			89%	97%	86%	93%	93%			95%	<b>93%</b>
GRAY Weekend	79%						73%	98%						75%	96%						96%	88%						93%	96%		<b>88%</b>
RED		90%	59%	38%	36%	86%			94%	95%	91%	86%	60%			85%	77%	89%	88%	74%			93%	94%	96%	90%	91%			88%	<b>81%</b>
RED Weekend	89%						86%	100%						89%	88%						93%							96%	96%		<b>92%</b>
<b>Grand Total</b>	<b>84%</b>	<b>91%</b>	<b>75%</b>	<b>60%</b>	<b>64%</b>	<b>88%</b>	<b>79%</b>	<b>99%</b>	<b>95%</b>	<b>96%</b>	<b>90%</b>	<b>91%</b>	<b>78%</b>	<b>82%</b>	<b>92%</b>	<b>91%</b>	<b>83%</b>	<b>94%</b>	<b>89%</b>	<b>86%</b>	<b>95%</b>	<b>88%</b>	<b>91%</b>	<b>95%</b>	<b>91%</b>	<b>91%</b>	<b>92%</b>	<b>95%</b>	<b>96%</b>	<b>91%</b>	<b>89%</b>

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: 208
- Wheelchair Lift Usage: 54

## Compliments/Complaints

### Compliments:

- After not riding the shuttle for six months, the rider was pleasantly surprised when the driver greeted him by name. He said it made his day. He also shared that the driver is always courteous and pleasant to the passengers, and is consistently positive, bright and cheerful.
  - Compliment passed on to the driver.

### Complaints:

- Rider sent an email complaining that the shuttle had not arrived and no one was answering the phone when he called to find out what the issue was.
  - Dispatchers were re-trained on the phone system and protocols and reminded that customer service is a high priority for the service.

## Electric Vehicle Utilization

We're excited to announce that the first of our four new electric buses has officially arrived in California! It made its debut at the City's Earth and Arbor Day Celebration and is now being prepped to hit the streets in July or August.

The remaining three electric buses are expected to arrive in the fall, helping us move toward a cleaner, greener future for our community.