



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT August 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	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	8,711	8,598	11,652	11,285	11,931	9,771	9,382	9,781	81,111
# of Operating Days	20	19	21	22	21	21	22	21	167
Average Daily Ridership	436	453	555	513	568	465	426	466	486
% Increase/Decrease from Prior Month	2%	4%	23%	-8%	11%	-18%	-8%	9%	
% Increase/Decrease from Prior Year	-5%	-5%	18%	17%	19%	23%	10%	-1%	9%
% of Pre COVID Baseline	111%	115%	129%	126%	127%	125%	119%	116%	121%

RED ROUTE-WEEKDAY									
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	9,495	8,682	11,216	11,029	11,223	9,496	9,253	10,818	81,212
# of Operating Days	20	19	21	22	21	21	22	21	167
Average Daily Ridership	475	457	534	501	534	452	421	515	486
% Increase/Decrease from Prior Month	12%	-4%	17%	-6%	7%	-15%	-7%	22%	
% Increase/Decrease from Prior Year	3%	-4%	7%	5%	4%	11%	3%	7%	4%
% of Pre COVID Baseline	150%	146%	152%	143%	150%	131%	112%	143%	140%

TOTAL WEEKDAY RIDERSHIP									
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	18,206	17,280	22,868	22,314	23,154	19,267	18,635	20,599	162,323
# of Operating Days	20	19	21	22	21	21	22	21	167
Average Daily Ridership	910	909	1,089	1,014	1,103	917	847	981	972
% Increase/Decrease from Prior Month	7%	0%	20%	-7%	9%	-17%	-8%	16%	
% Increase/Decrease from Prior Year	-1%	-4%	12%	11%	11%	17%	7%	3%	7%
% of Pre COVID Baseline	128%	129%	139%	134%	138%	128%	116%	129%	130%

GRAY ROUTE-WEEKEND									
2025 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	1,250	999	1,328	909	1,317	1,216	934	1,258	9,211
# of Operating Days	11	9	10	8	10	9	9	10	76
Average Daily Ridership	114	111	133	114	132	135	104	126	121
% Increase/Decrease from Prior Month	15%	-2%	20%	-14%	16%	3%	-23%	21%	
% Increase/Decrease from Prior Year	3%	11%	28%	7%	27%	13%	-6%	8%	11%
% of Pre COVID Baseline	84%	84%	88%	66%	98%	82%	66%	82%	81%

RED ROUTE-WEEKEND									
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	1,366	970	1,414	1,007	1,264	1,041	1,103	1,359	9,524
# of Operating Days	11	9	10	8	10	9	9	10	76
Average Daily Ridership	124	108	141	126	126	116	123	136	125
% Increase/Decrease from Prior Month	22%	-13%	31%	-11%	0%	-8%	6%	11%	
% Increase/Decrease from Prior Year	16%	5%	22%	10%	7%	-19%	-5%	-4%	3%
% of Pre COVID Baseline	96%	73%	89%	75%	93%	65%	73%	79%	80%

TOTAL WEEKEND RIDERSHIP									
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	2,616	1,969	2,742	1,916	2,581	2,257	2,037	2,617	18,735
# of Operating Days	11	9	10	8	10	9	9	10	76
Average Daily Ridership	238	219	274	240	258	251	226	262	247
% Increase/Decrease from Prior Month	18%	-8%	25%	-13%	8%	-3%	-10%	16%	
% Increase/Decrease from Prior Year	9%	8%	25%	8%	17%	-4%	-6%	1%	7%
% of Pre COVID Baseline	90%	78%	89%	71%	95%	73%	70%	81%	80%

ALL RIDERSHIP									
2025 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
Total Monthly Ridership	20,822	19,249	25,610	24,230	25,735	21,524	20,672	23,216	181,058
# of Operating Days	31	28	31	30	31	30	31	31	243
Average Daily Ridership	672	687	826	808	830	717	667	749	745
% Increase/Decrease from Prior Month	8%	2%	20%	-2%	3%	-14%	-7%	12%	
% Increase/Decrease from Prior Year	-3%	-4%	14%	11%	8%	17%	5%	0%	6%
% of Pre COVID Baseline	119%	121%	131%	125%	128%	121%	109%	118%	122%

Ridership Summary

Weekday Ridership

In August, total weekday ridership increased 16% from the previous month and 3% compared to the same month last year. Year-to-date weekday ridership is 130% of the 2019 pre-pandemic baseline.

Weekend Ridership

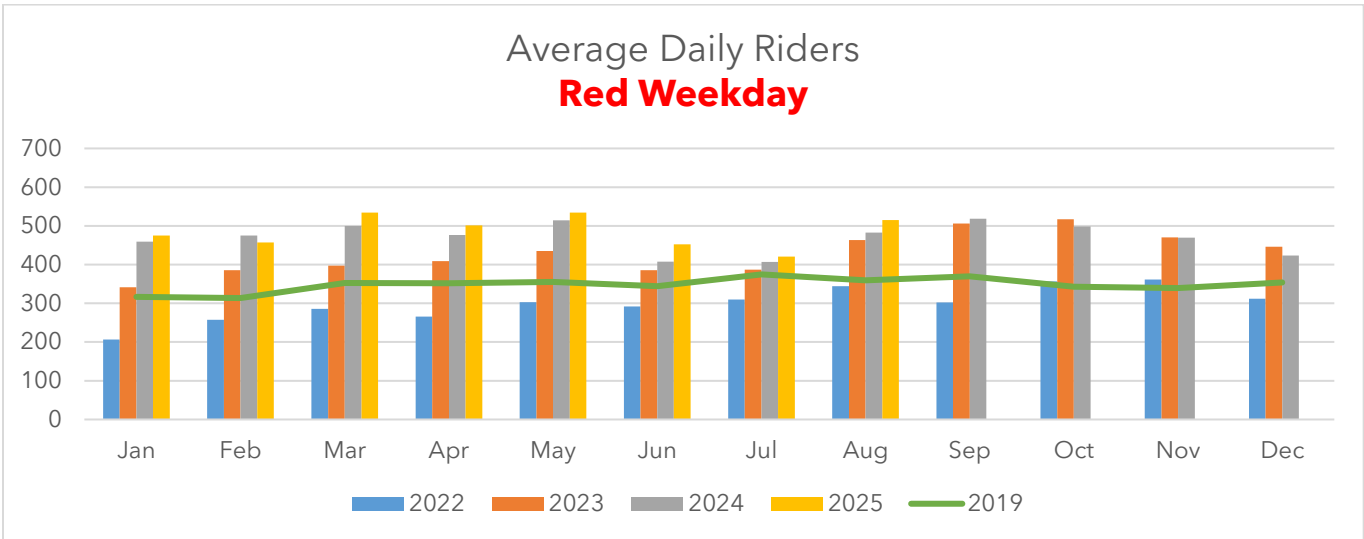
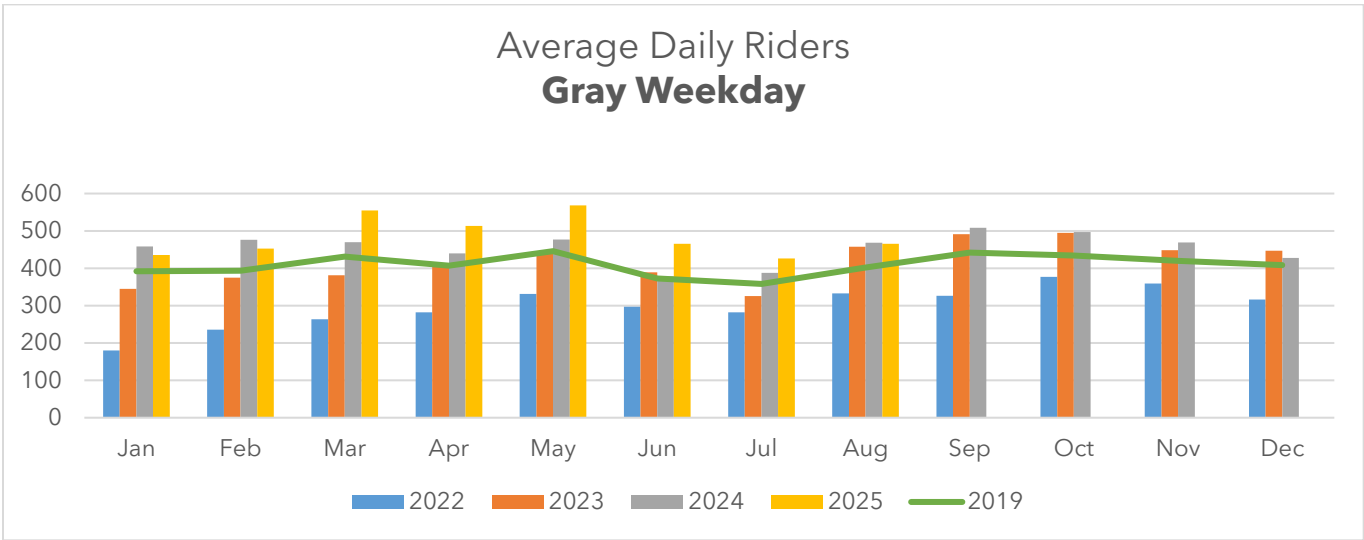
Total weekend ridership increased 16% from the previous month and by 1% from the previous year. Year-to-date weekend ridership is 80% of the 2019 pre-pandemic baseline.

All Ridership

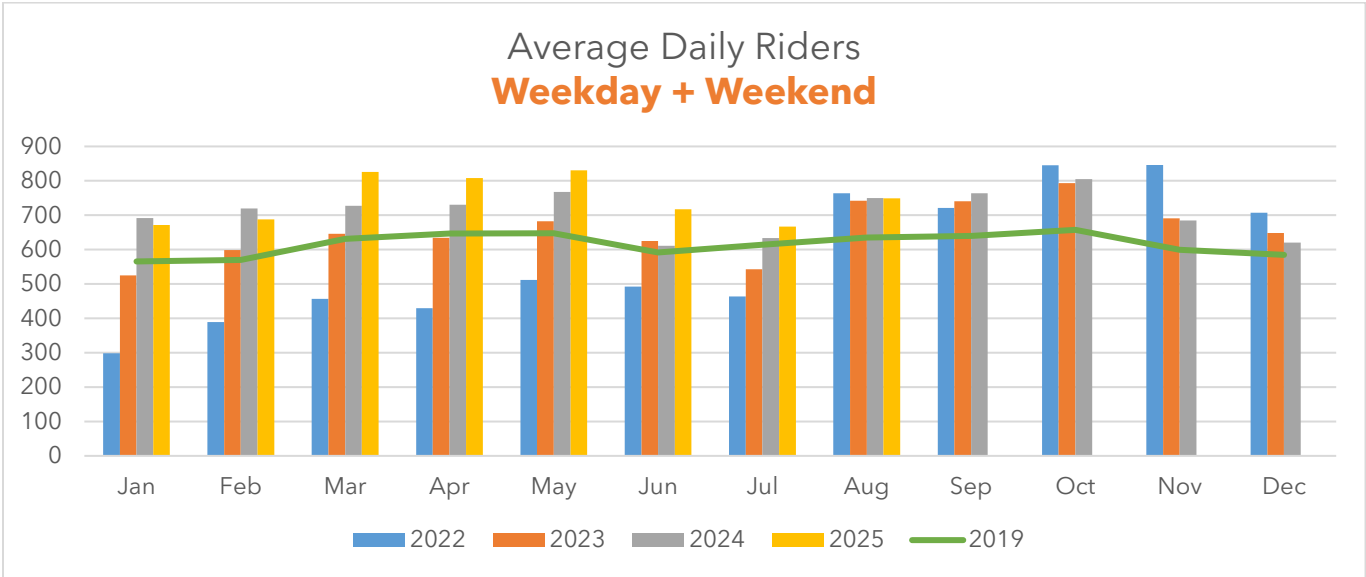
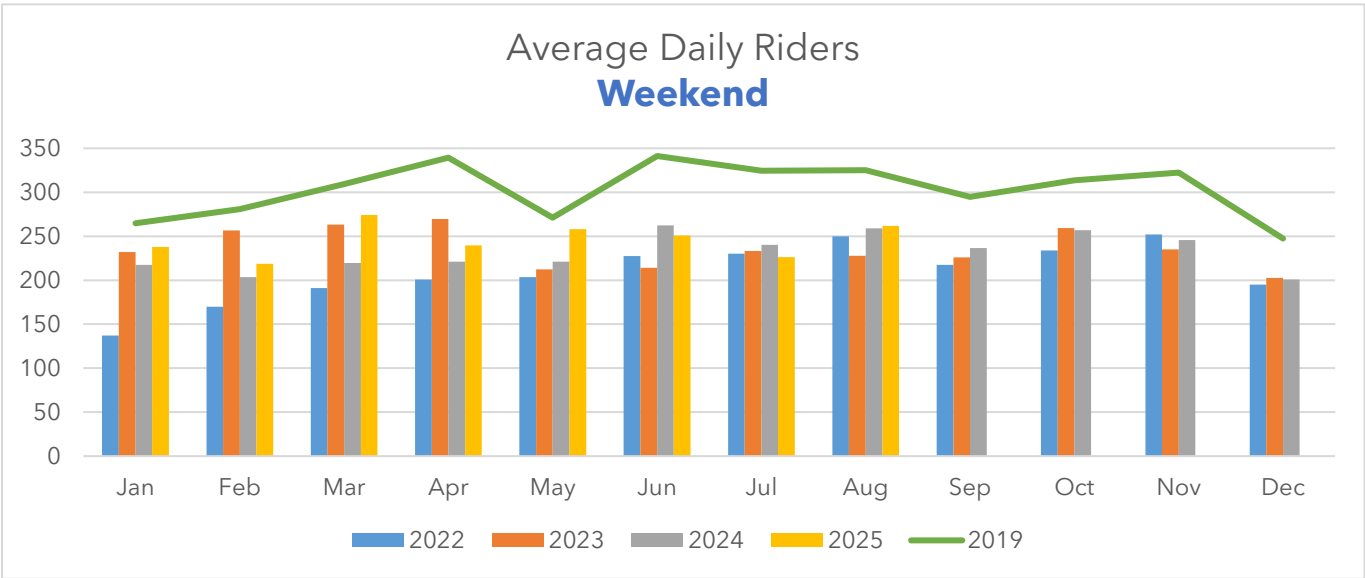
In August, total ridership for the full service (weekday + weekend) increased by 12% from the previous month and did not increase or decrease from the same month last year. Year-to-date ridership is 122% of the 2019 pre-pandemic baseline.

In August, the weekday ridership was highest at 7:30AM, Saturday ridership peaked at 11AM and Sunday ridership peaked at 5:00PM.

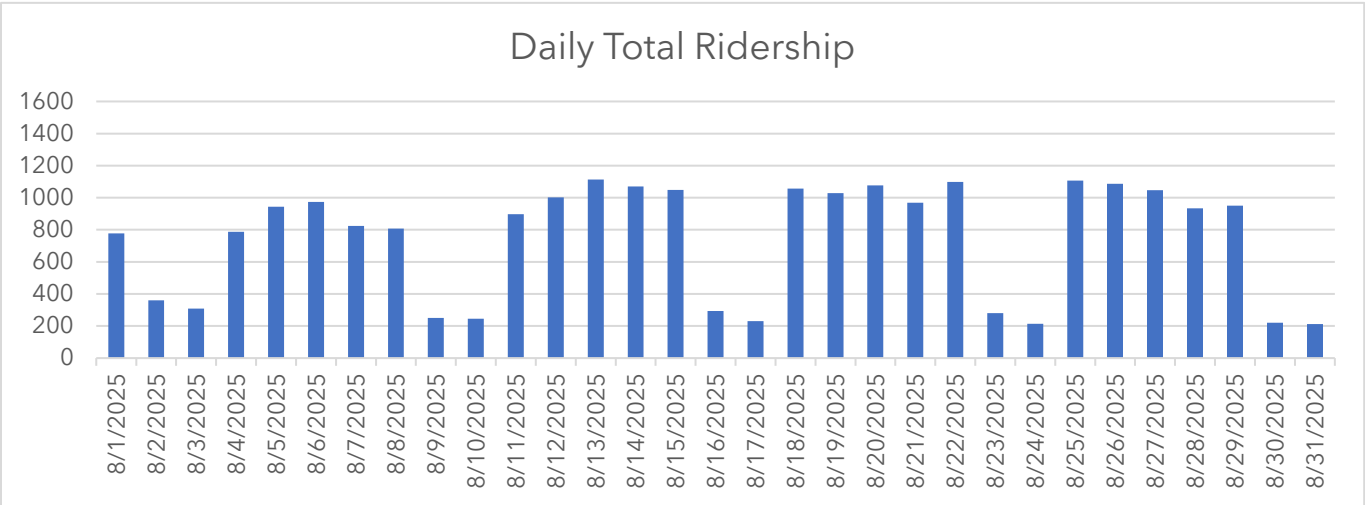
Average Daily Ridership Comparisons (YTD)



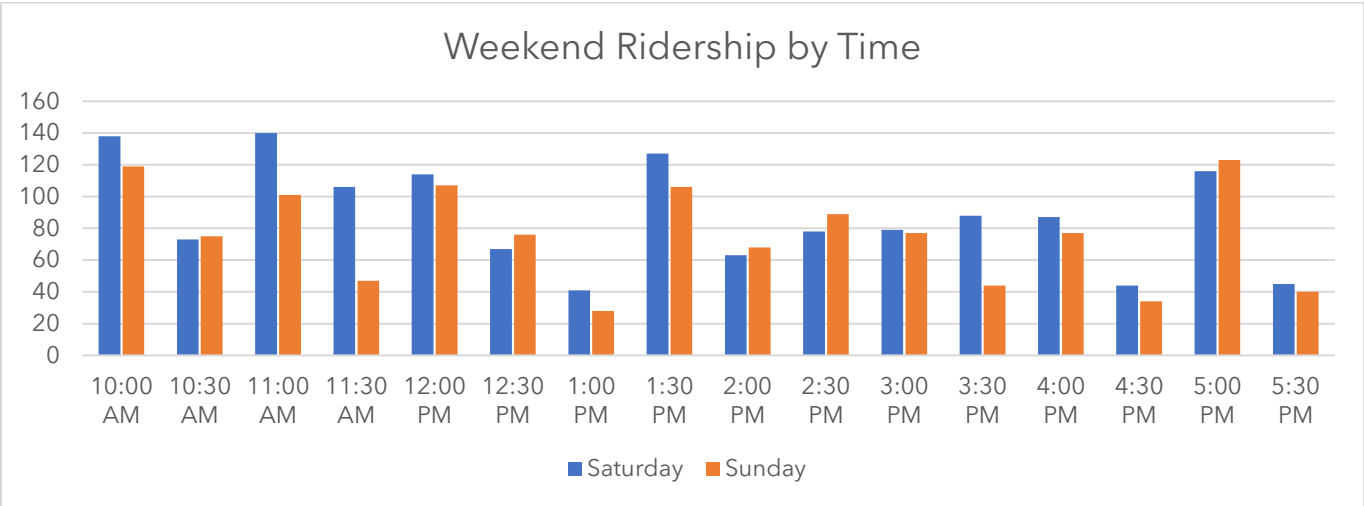
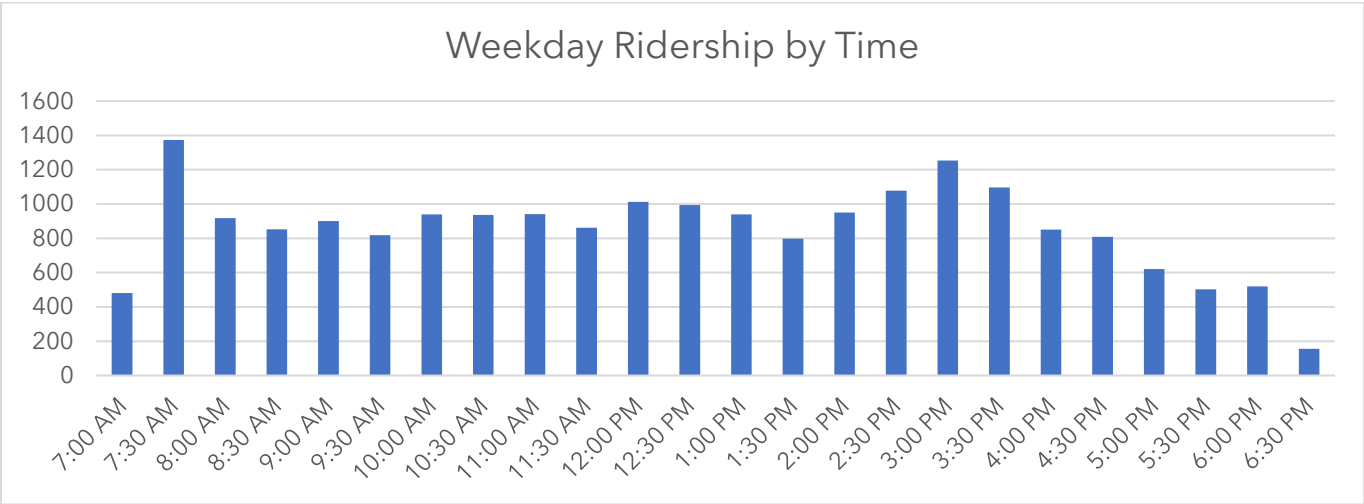
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



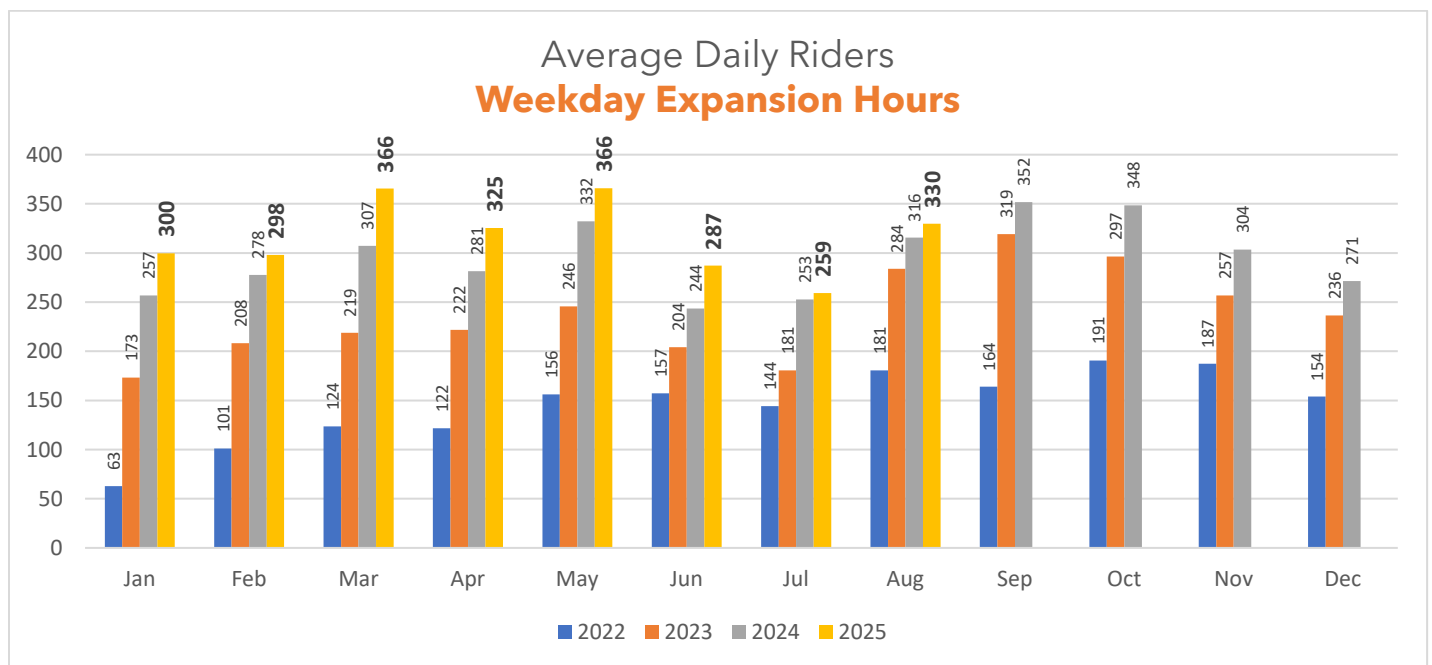
Monthly Total Ridership by Time



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	5,704	98%	24%	31%
Aug	4154	6923	67%	27%	34%
Sep	3443			26%	
Oct	4005			26%	
Nov	3746			26%	
Dec	3385			25%	
Total/YTD	36,937	52,830	136%	24%	33%

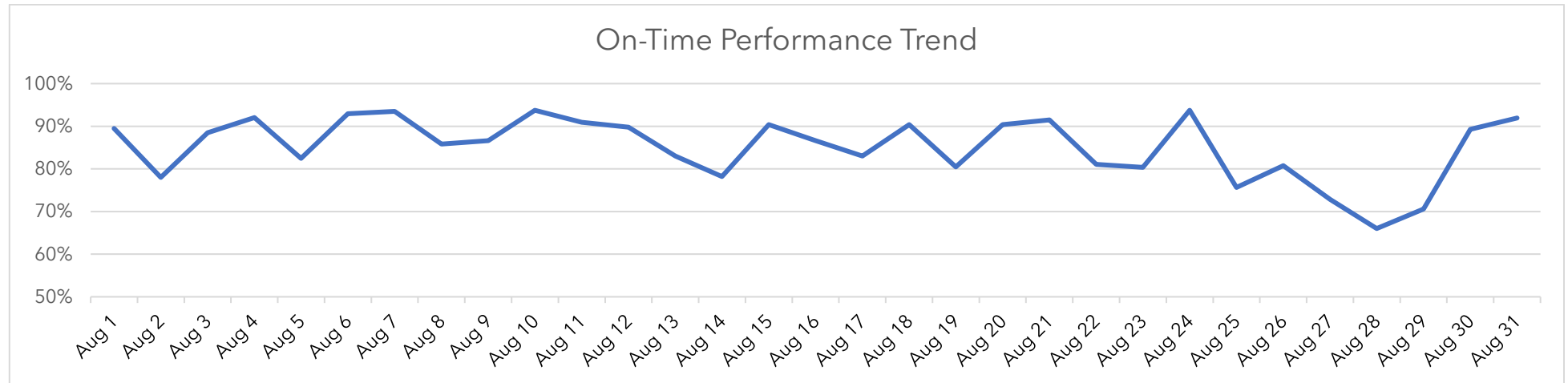


Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,755	2,141	3,896	17.7%	San Antonio Center	1,497	2,014	3,511	14.5%
Mountain View Transit Center	729	1,040	1,769	8.0%	Mountain View Transit Center	1,211	1,014	2,225	9.2%
Senior/Teen Center (SB)	667	977	1,644	7.5%	Senior/Teen Center (NB)	1,333	707	2,040	8.4%
Grant Road (SB)	630	717	1,347	6.1%	Grant Road (NB)	878	746	1,624	6.7%
Rengstorff/Middlefield (EB)	592	393	985	4.5%	El Camino Real/Sylvan (NB)	519	527	1,046	4.3%
El Camino Real/Sylvan (SB)	351	580	931	4.2%	Civic Center (SB)	555	407	962	4.0%
Cuesta/Miramonte (NB)	679	181	860	3.9%	Rengstorff/Middlefield (SB)	505	437	942	3.9%
Whisman Station (SB)	368	398	766	3.5%	Crittenden Middle School (WB)	363	570	933	3.8%
Middlefield/Easy (EB)	453	283	736	3.3%	El Camino Hospital	428	476	904	3.7%
California/Ortega (WB)	67	633	700	3.2%	Whisman Station (NB)	494	389	883	3.6%
Sylvan Park (SB)	412	281	693	3.1%	Cuesta/Miramonte (EB)	192	607	799	3.3%
Civic Center (NB)	279	405	684	3.1%	Sylvan Park (NB)	309	429	738	3.0%
El Camino Hospital	380	300	680	3.1%	Middlefield/Easy (WB)	410	302	712	2.9%
Community Center (NB)	507	93	600	2.7%	California/Ortega (EB)	653	50	703	2.9%
California/Ortega (EB)	546	50	596	2.7%	Whisman/Middlefield (NB)	272	224	496	2.0%
Graham Middle School (NB)	234	273	507	2.3%	Graham Middle School (SB)	215	273	488	2.0%
Shoreline/Middlefield #3 (EB)	314	169	483	2.2%	Community Center (SB)	78	376	454	1.9%
Crittenden Middle School (EB)	245	200	445	2.0%	Castro/El Camino Real (SB)	250	198	448	1.8%
Castro/El Camino Real (NB)	239	186	425	1.9%	Middlefield/Moffett (WB)	240	178	418	1.7%
Whisman/Middlefield (SB)	206	175	381	1.7%	Middlefield/San Pierre (WB)	184	230	414	1.7%
California/Rengstorff (WB)	104	277	381	1.7%	California/Rengstorff (EB)	290	115	405	1.7%
Middlefield/Moffett (EB)	207	156	363	1.6%	Shoreline/Middlefield #1 (EB)	167	238	405	1.7%
Whisman/Dana (SB)	147	193	340	1.5%	California/Ortega (WB)	22	334	356	1.5%
Grant/Eunice	172	144	316	1.4%	California/Rengstorff (WB)	65	236	301	1.2%
Middlefield/San Pierre (EB)	127	125	252	1.1%	Villa/Franklin (EB)	52	221	273	1.1%
Rengstorff/Montecito (NB)	91	111	202	0.9%	Rengstorff/Central Expressway (SB)	159	107	266	1.1%
Rengstorff/Central Expressway (NB)	93	101	194	0.9%	Grant/Eunice	186	78	264	1.1%
Villa/Shoreline	91	103	194	0.9%	Villa/Mariposa	179	83	262	1.1%
Villa/Franklin (WB)	137	54	191	0.9%	Castro/High School Way	104	149	253	1.0%
Cuesta/Grant	121	63	184	0.8%	Rengstorff/Montecito (SB)	114	98	212	0.9%
Grant/Cuesta	31	125	156	0.7%	Grant/Cuesta	79	114	193	0.8%
Shoreline/Pear	48	29	77	0.3%	Whisman/Dana (NB)	126	66	192	0.8%
Shoreline/Middlefield #2	17	25	42	0.2%	Shoreline/Pear	42	55	97	0.4%
					Shoreline/Middlefield #2	6	15	21	0.1%
Total	11,039	10,981	22,020	100.0%	Total	12,171	12,048	24,219	100.0%

On Time Performance

In August, on-time performance (OTP) dropped to 85% due to increased traffic and construction throughout the city. Mountain View Transportation Management Association (MTMA) staff will begin the process of revising the schedules to improve the on-time performance for all routes. Analyzing data and revising schedules will take approximately 3 months to complete.



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	87%			95%	73%	89%	93%	85%			90%	90%	83%	68%	90%			90%	83%	87%	88%	73%			71%	74%	62%	63%	50%			80%
GRAY Weekend		63%	88%						88%	96%						77%	75%						82%	88%						86%	93%	83%
RED	92%			89%	92%	97%	94%	86%			91%	89%	83%	89%	90%			91%	78%	94%	95%	89%			81%	88%	84%	69%	91%			88%
RED Weekend		93%	89%						86%	91%						96%	91%						79%	100%						93%	91%	91%
Grand Total	90%	78%	89%	92%	82%	93%	93%	86%	87%	94%	91%	90%	83%	78%	90%	87%	83%	90%	80%	90%	92%	81%	80%	94%	76%	81%	73%	66%	71%	89%	92%	85%

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: 233
- Wheelchair Lift Usage: 40

Compliments/Complaints

- Compliments:
 - Rider emailed compliment that their driver displayed excellent driving skills to avoid an accident.
 - Compliment passed on to the driver.
- Complaints: None

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 fall 2025.

The remaining three electric buses are expected to arrive in late fall 2025, helping us move toward a cleaner, greener future for our community.