



# Mountain View Community Shuttle

## MONTHLY OPERATIONS REPORT July 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	Jul	Total to Date
Total Monthly Weekday Ridership	8,711	8,598	11,652	11,285	11,931	9,771	9,382	71,330
# of Operating Days	20	19	21	22	21	21	22	146
Average Daily Ridership	436	453	555	513	568	465	426	489
% Increase/Decrease from Prior Month	2%	4%	23%	-8%	11%	-18%	-8%	
% Increase/Decrease from Prior Year	-5%	-5%	18%	17%	19%	23%	10%	11%
% of Pre COVID Baseline	111%	115%	129%	126%	127%	125%	119%	122%

RED ROUTE-WEEKDAY								
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekday Ridership	9,495	8,682	11,216	11,029	11,223	9,496	9,253	70,394
# of Operating Days	20	19	21	22	21	21	22	146
Average Daily Ridership	475	457	534	501	534	452	421	482
% Increase/Decrease from Prior Month	12%	-4%	17%	-6%	7%	-15%	-7%	
% Increase/Decrease from Prior Year	3%	-4%	7%	5%	4%	11%	3%	4%
% of Pre COVID Baseline	150%	146%	152%	143%	150%	131%	112%	140%

TOTAL WEEKDAY RIDERSHIP								
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekday Ridership	18,206	17,280	22,868	22,314	23,154	19,267	18,635	141,724
# of Operating Days	20	19	21	22	21	21	22	146
Average Daily Ridership	910	909	1,089	1,014	1,103	917	847	971
% Increase/Decrease from Prior Month	7%	0%	20%	-7%	9%	-17%	-8%	
% Increase/Decrease from Prior Year	-1%	-4%	12%	11%	11%	17%	7%	7%
% of Pre COVID Baseline	128%	129%	139%	134%	138%	128%	116%	130%

GRAY ROUTE-WEEKEND								
2025 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekend Ridership	1,250	999	1,328	909	1,317	1,216	934	7,953
# of Operating Days	11	9	10	8	10	9	9	66
Average Daily Ridership	114	111	133	114	132	135	104	121
% Increase/Decrease from Prior Month	15%	-2%	20%	-14%	16%	3%	-23%	
% Increase/Decrease from Prior Year	3%	11%	28%	7%	27%	13%	-6%	12%
% of Pre COVID Baseline	84%	84%	88%	66%	98%	82%	66%	81%

RED ROUTE-WEEKEND								
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekend Ridership	1,366	970	1,414	1,007	1,264	1,041	1,103	8,165
# of Operating Days	11	9	10	8	10	9	9	66
Average Daily Ridership	124	108	141	126	126	116	123	124
% Increase/Decrease from Prior Month	22%	-13%	31%	-11%	0%	-8%	6%	
% Increase/Decrease from Prior Year	16%	5%	22%	10%	7%	-19%	-5%	4%
% of Pre COVID Baseline	96%	73%	89%	75%	93%	65%	73%	80%

TOTAL WEEKEND RIDERSHIP								
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekend Ridership	2,616	1,969	2,742	1,916	2,581	2,257	2,037	16,118
# of Operating Days	11	9	10	8	10	9	9	66
Average Daily Ridership	238	219	274	240	258	251	226	244
% Increase/Decrease from Prior Month	18%	-8%	25%	-13%	8%	-3%	-10%	
% Increase/Decrease from Prior Year	9%	8%	25%	8%	17%	-4%	-6%	8%
% of Pre COVID Baseline	90%	78%	89%	71%	95%	73%	70%	80%

ALL RIDERSHIP								
2025 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
Total Monthly Ridership	20,822	19,249	25,610	24,230	25,735	21,524	20,672	157,842
# of Operating Days	31	28	31	30	31	30	31	212
Average Daily Ridership	672	687	826	808	830	717	667	745
% Increase/Decrease from Prior Month	8%	2%	20%	-2%	3%	-14%	-7%	
% Increase/Decrease from Prior Year	-3%	-4%	14%	11%	8%	17%	5%	7%
% of Pre COVID Baseline	119%	121%	131%	125%	128%	121%	109%	122%

# Ridership Summary

## Weekday Ridership

In July, total weekday ridership decreased 8% from the previous month but increased 7% compared to the same month last year. Year-to-date weekday ridership is 130% of the 2019 pre-pandemic baseline.

## Weekend Ridership

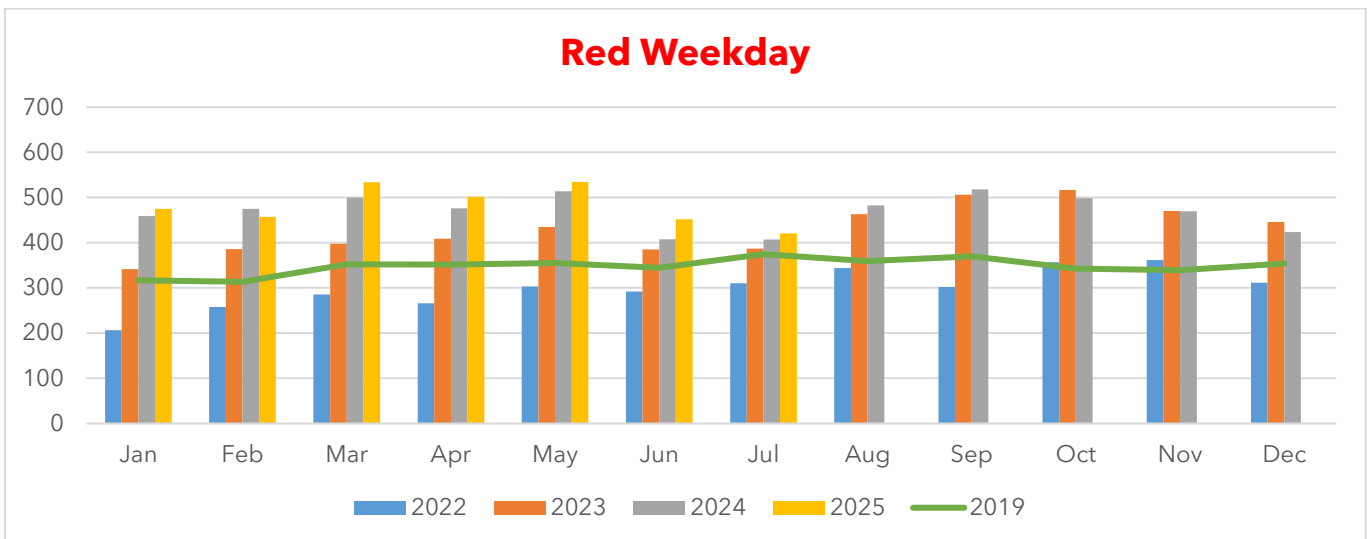
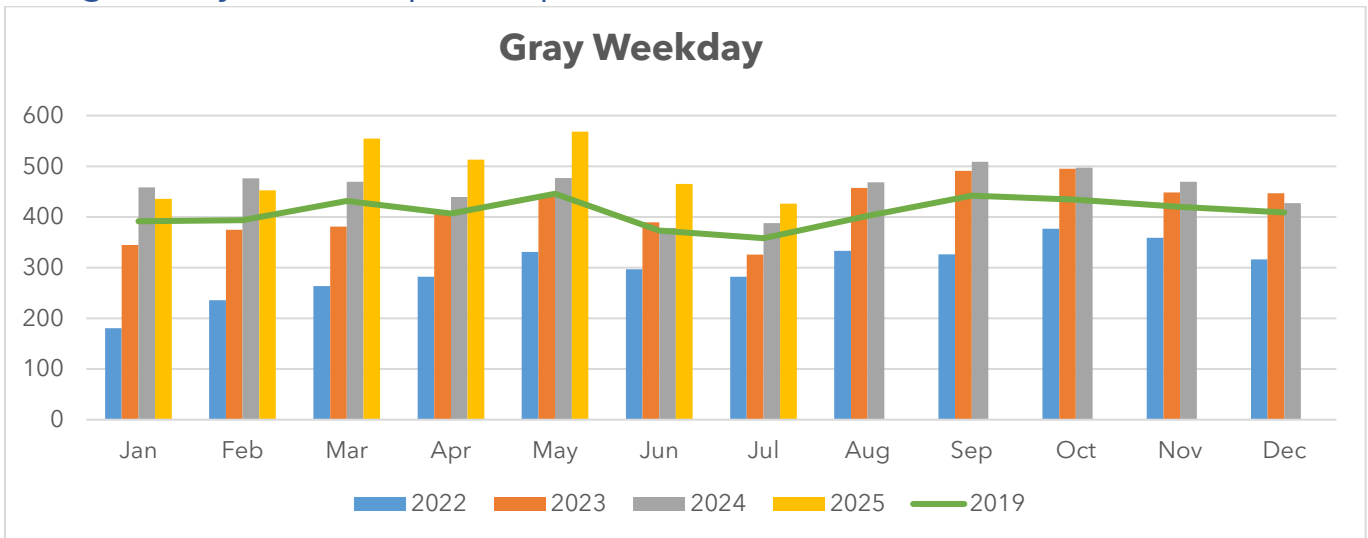
Total weekend ridership decreased 10% from the previous month and by 6% from the previous year. Year-to-date weekend ridership is 80% of the 2019 pre-pandemic baseline.

## All Ridership

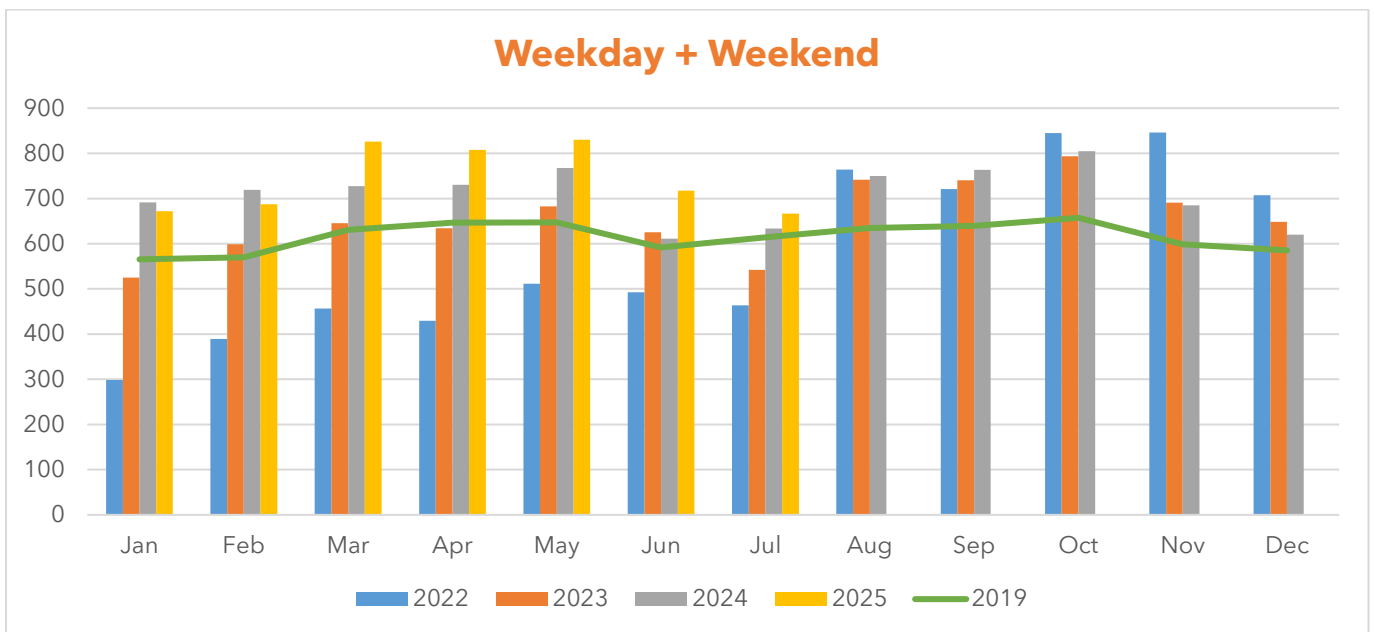
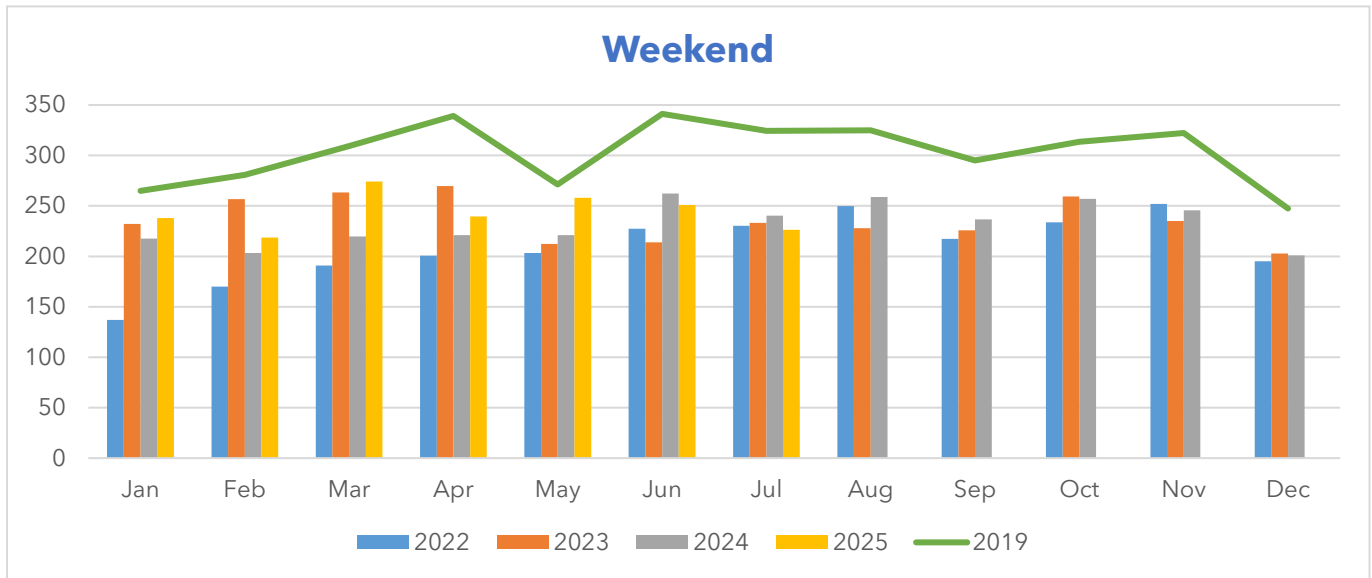
In July, total ridership for the full service (weekday + weekend) decreased by 7% from the previous month but increased by 5% from the same month last year. Year-to-date ridership was 122% of the 2019 pre-pandemic baseline.

In July, the weekday ridership was highest at 12:30PM, Saturday ridership peaked at 10AM and 1:30PM and Sunday ridership peaked at 5:00PM.

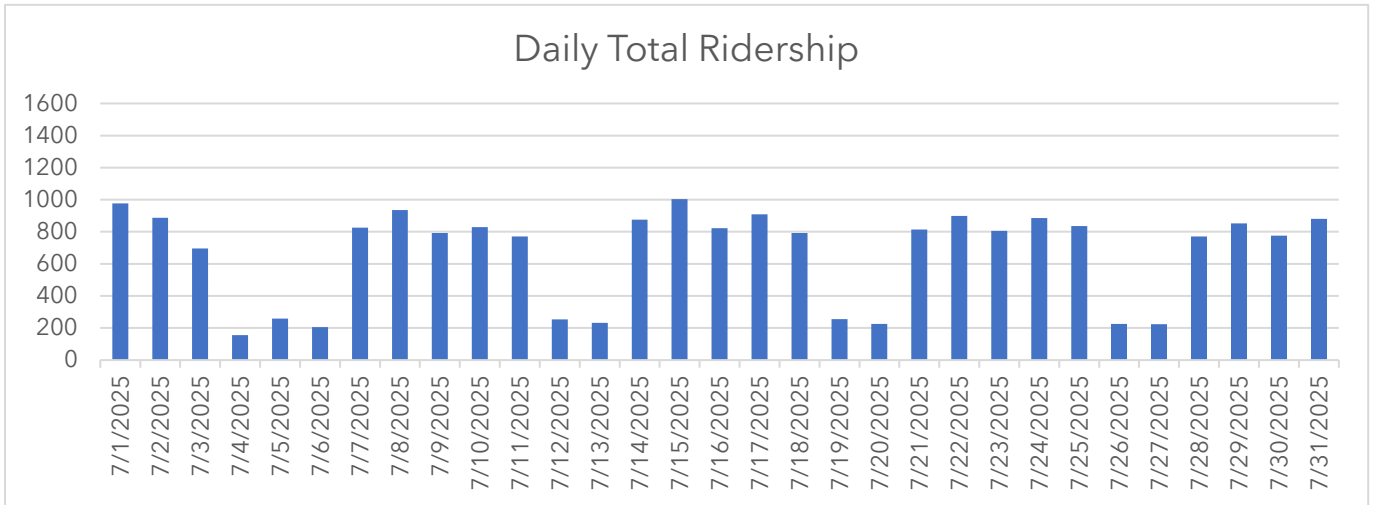
## Average Daily Ridership Comparisons (YTD)



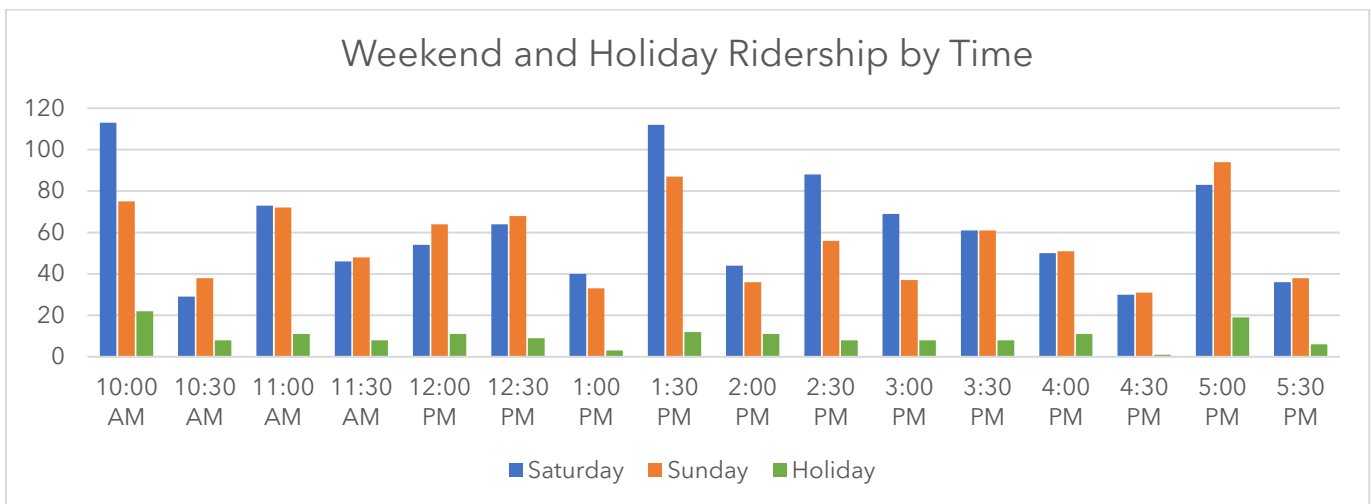
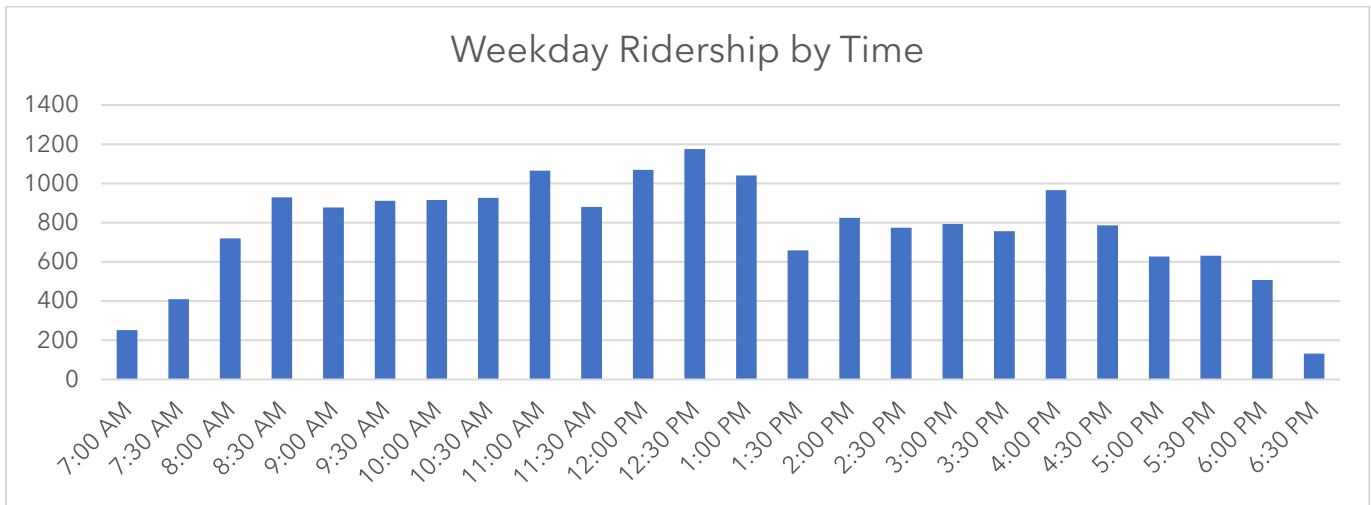
## Average Daily Ridership Comparisons (YTD) (cont'd)



## Daily Total Ridership by Date



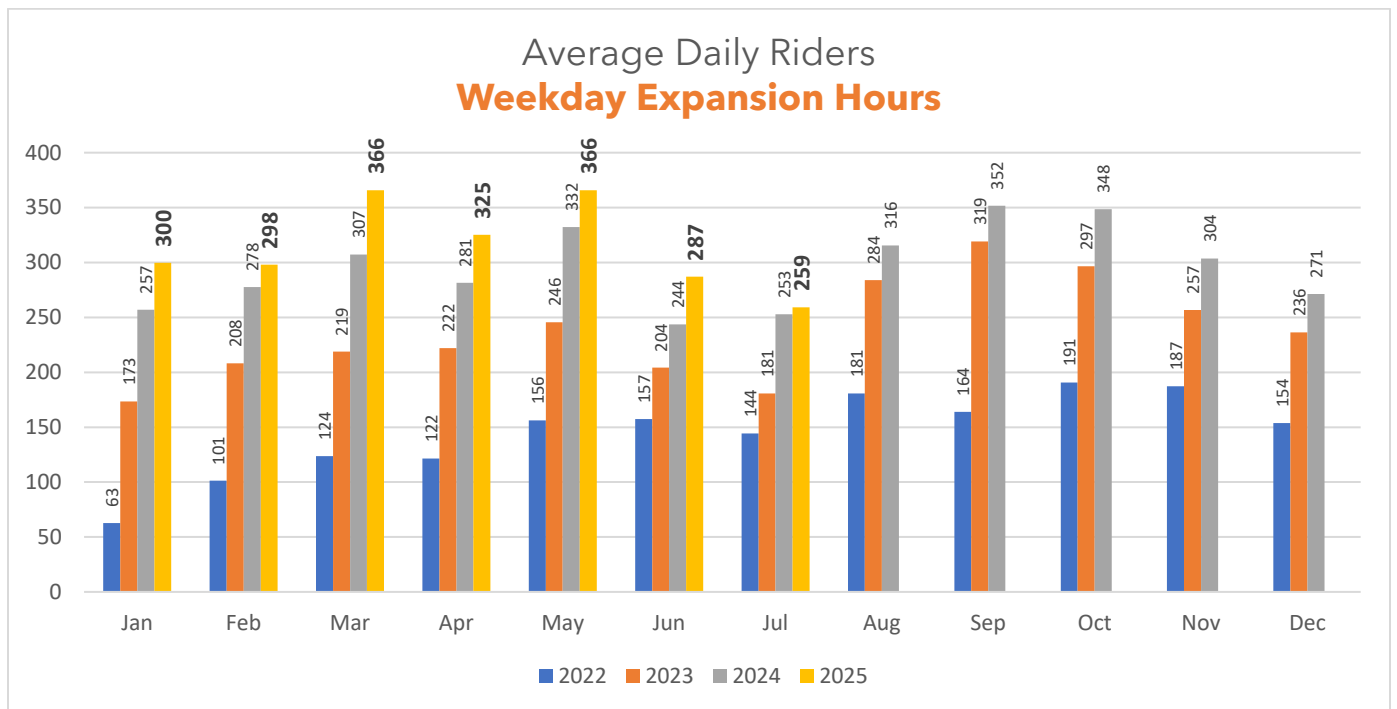
## Monthly Total Ridership by Time



## 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			27%	
Sep	3443			26%	
Oct	4005			26%	
Nov	3746			26%	
Dec	3385			25%	
<b>Total/YTD</b>	<b>36,937</b>	<b>45,907</b>	<b>152%</b>	<b>24%</b>	<b>32%</b>



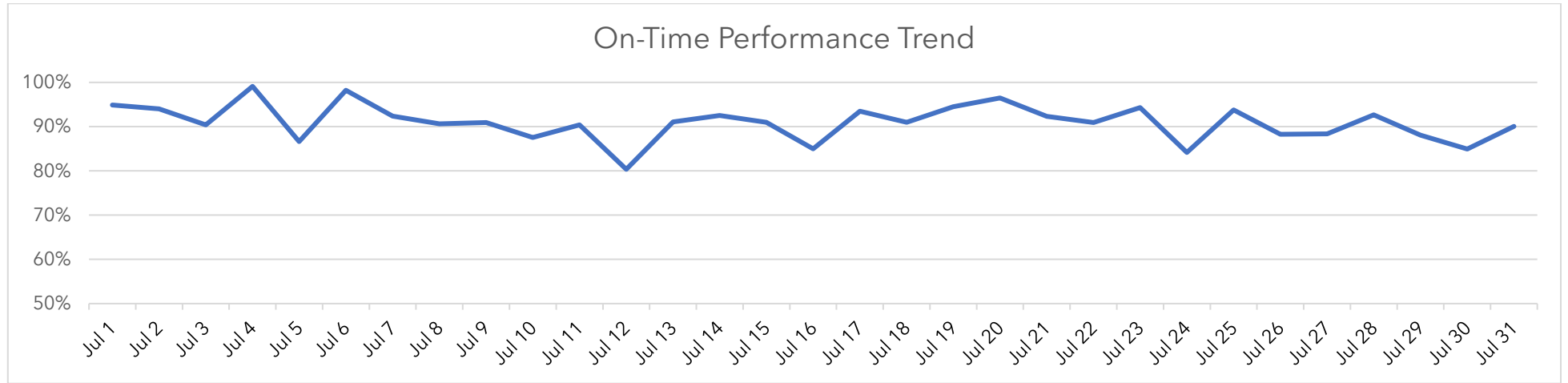
## Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,795	2,338	4,133	20.1%	San Antonio Center	1,472	1,807	3,279	15.9%
Senior/Teen Center (SB)	657	1,033	1,690	8.2%	Mountain View Transit Center	1,020	1,044	2,064	10.0%
Mountain View Transit Center	853	802	1,655	8.1%	Senior/Teen Center (NB)	1,333	657	1,990	9.7%
Grant Road (SB)	644	753	1,397	6.8%	Grant Road (NB)	831	717	1,548	7.5%
El Camino Real/Sylvan (SB)	374	622	996	4.8%	El Camino Real/Sylvan (NB)	591	394	985	4.8%
El Camino Hospital	461	334	795	3.9%	Civic Center (SB)	536	359	895	4.3%
California/Ortega (WB)	102	632	734	3.6%	El Camino Hospital	346	503	849	4.1%
Rengstorff/Middlefield (EB)	405	294	699	3.4%	Rengstorff/Middlefield (SB)	438	384	822	4.0%
Community Center (NB)	559	127	686	3.3%	Middlefield/Easy (WB)	377	234	611	3.0%
Civic Center (NB)	312	346	658	3.2%	Cuesta/Miramonte (EB)	142	415	557	2.7%
Sylvan Park (SB)	356	238	594	2.9%	Whisman Station (NB)	216	325	541	2.6%
California/Ortega (EB)	539	44	583	2.8%	Community Center (SB)	124	402	526	2.6%
Middlefield/Easy (EB)	279	243	522	2.5%	Sylvan Park (NB)	244	275	519	2.5%
Cuesta/Miramonte (NB)	369	129	498	2.4%	Whisman/Middlefield (NB)	227	226	453	2.2%
Whisman/Middlefield (SB)	239	221	460	2.2%	Crittenden Middle School (WB)	208	240	448	2.2%
Whisman Station (SB)	300	146	446	2.2%	California/Ortega (EB)	395	23	418	2.0%
Shoreline/Middlefield #3 (EB)	243	176	419	2.0%	California/Rengstorff (EB)	272	111	383	1.9%
Castro/El Camino Real (NB)	226	182	408	2.0%	Middlefield/Moffett (WB)	232	127	359	1.7%
Middlefield/Moffett (EB)	198	168	366	1.8%	Shoreline/Middlefield #1 (EB)	132	224	356	1.7%
Crittenden Middle School (EB)	185	169	354	1.7%	Middlefield/San Pierre (WB)	207	144	351	1.7%
Middlefield/San Pierre (EB)	150	148	298	1.5%	California/Ortega (WB)	19	297	316	1.5%
California/Rengstorff (WB)	90	186	276	1.3%	Castro/El Camino Real (SB)	135	169	304	1.5%
Whisman/Dana (SB)	75	197	272	1.3%	Villa/Franklin (EB)	47	232	279	1.4%
Cuesta/Grant	149	95	244	1.2%	California/Rengstorff (WB)	61	208	269	1.3%
Rengstorff/Montecito (NB)	126	113	239	1.2%	Castro/High School Way	81	152	233	1.1%
Grant/Eunice	146	81	227	1.1%	Villa/Mariposa	152	71	223	1.1%
Villa/Shoreline	95	129	224	1.1%	Rengstorff/Central Expressway (SB)	123	83	206	1.0%
Villa/Franklin (WB)	136	51	187	0.9%	Grant/Eunice	88	90	178	0.9%
Rengstorff/Central Expressway (NB)	67	67	134	0.7%	Graham Middle School (SB)	60	87	147	0.7%
Grant/Cuesta	37	96	133	0.6%	Whisman/Dana (NB)	109	38	147	0.7%
Graham Middle School (NB)	96	33	129	0.6%	Grant/Cuesta	34	105	139	0.7%
Shoreline/Pear	43	30	73	0.4%	Rengstorff/Montecito (SB)	72	48	120	0.6%
Shoreline/Middlefield #2	10	12	22	0.1%	Shoreline/Pear	25	43	68	0.3%
					Shoreline/Middlefield #2	7	22	29	0.1%
<b>Total</b>	<b>10,316</b>	<b>10,235</b>	<b>20,551</b>	<b>100.0%</b>	<b>Total</b>	<b>10,349</b>	<b>10,234</b>	<b>20,583</b>	<b>100.0%</b>



# On Time Performance

In July, overall on-time performance (OTP) was above the 90% target at 91%.



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%	99%	86%				88%	93%	93%	80%	87%			96%	92%	84%	92%	88%			96%	90%	98%	79%	92%			87%	88%	95%	97%	<b>91%</b>
GRAY Weekend				98%	82%	100%						80%	89%						91%	95%						80%	82%					<b>89%</b>
RED	94%	89%	95%				97%	89%	89%	95%	94%			89%	90%	86%	95%	94%			89%	91%	90%	89%	95%			98%	89%	75%	84%	<b>91%</b>
RED Weekend				100%	91%	96%						80%	93%						98%	98%						97%	95%					<b>94%</b>
<b>Grand Total</b>	<b>95%</b>	<b>94%</b>	<b>90%</b>	<b>99%</b>	<b>87%</b>	<b>98%</b>	<b>92%</b>	<b>91%</b>	<b>91%</b>	<b>88%</b>	<b>90%</b>	<b>80%</b>	<b>91%</b>	<b>93%</b>	<b>91%</b>	<b>85%</b>	<b>94%</b>	<b>91%</b>	<b>95%</b>	<b>97%</b>	<b>92%</b>	<b>91%</b>	<b>94%</b>	<b>84%</b>	<b>94%</b>	<b>88%</b>	<b>88%</b>	<b>93%</b>	<b>88%</b>	<b>85%</b>	<b>90%</b>	<b>91%</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: 233
- Wheelchair Lift Usage: 29

## Compliments/Complaints

Compliments: None

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 October 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.