



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT September 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	Aug	Sep	Total to Date
Total Monthly Weekday Ridership	8,711	8,598	11,652	11,285	11,931	9,771	9,382	9,781	10,364	91,475
# of Operating Days	20	19	21	22	21	21	22	21	21	188
Average Daily Ridership	436	453	555	513	568	465	426	466	494	487
% Increase/Decrease from Prior Month	2%	4%	23%	-8%	11%	-18%	-8%	9%	6%	
% Increase/Decrease from Prior Year	-5%	-5%	18%	17%	19%	23%	10%	-1%	-3%	8%
% of Pre COVID Baseline	111%	115%	129%	126%	127%	125%	119%	116%	112%	120%

RED ROUTE-WEEKDAY										
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekday Ridership	9,495	8,682	11,216	11,029	11,223	9,496	9,253	10,818	11,071	92,283
# of Operating Days	20	19	21	22	21	21	22	21	21	188
Average Daily Ridership	475	457	534	501	534	452	421	515	527	491
% Increase/Decrease from Prior Month	12%	-4%	17%	-6%	7%	-15%	-7%	22%	2%	
% Increase/Decrease from Prior Year	3%	-4%	7%	5%	4%	11%	3%	7%	2%	4%
% of Pre COVID Baseline	150%	146%	152%	143%	150%	131%	112%	143%	143%	141%

TOTAL WEEKDAY RIDERSHIP										
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekday Ridership	18,206	17,280	22,868	22,314	23,154	19,267	18,635	20,599	21,435	183,758
# of Operating Days	20	19	21	22	21	21	22	21	21	188
Average Daily Ridership	910	909	1,089	1,014	1,103	917	847	981	1,021	977
% Increase/Decrease from Prior Month	7%	0%	20%	-7%	9%	-17%	-8%	16%	4%	
% Increase/Decrease from Prior Year	-1%	-4%	12%	11%	11%	17%	7%	3%	-1%	6%
% of Pre COVID Baseline	128%	129%	139%	134%	138%	128%	116%	129%	126%	130%

GRAY ROUTE-WEEKEND										
2025 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekend Ridership	1,250	999	1,328	909	1,317	1,216	934	1,258	978	10,189
# of Operating Days	11	9	10	8	10	9	9	10	9	85
Average Daily Ridership	114	111	133	114	132	135	104	126	109	120
% Increase/Decrease from Prior Month	15%	-2%	20%	-14%	16%	3%	-23%	21%	-14%	
% Increase/Decrease from Prior Year	3%	11%	28%	7%	27%	13%	-6%	8%	-7%	9%
% of Pre COVID Baseline	84%	84%	88%	66%	98%	82%	66%	82%	73%	80%

RED ROUTE-WEEKEND										
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekend Ridership	1,366	970	1,414	1,007	1,264	1,041	1,103	1,359	1,268	10,792
# of Operating Days	11	9	10	8	10	9	9	10	9	85
Average Daily Ridership	124	108	141	126	126	116	123	136	141	127
% Increase/Decrease from Prior Month	22%	-13%	31%	-11%	0%	-8%	6%	11%	4%	
% Increase/Decrease from Prior Year	16%	5%	22%	10%	7%	-19%	-5%	-4%	17%	4%
% of Pre COVID Baseline	96%	73%	89%	75%	93%	65%	73%	79%	96%	81%

TOTAL WEEKEND RIDERSHIP										
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekend Ridership	2,616	1,969	2,742	1,916	2,581	2,257	2,037	2,617	2,246	20,981
# of Operating Days	11	9	10	8	10	9	9	10	9	85
Average Daily Ridership	238	219	274	240	258	251	226	262	250	247
% Increase/Decrease from Prior Month	18%	-8%	25%	-13%	8%	-3%	-10%	16%	-5%	
% Increase/Decrease from Prior Year	9%	8%	25%	8%	17%	-4%	-6%	1%	5%	7%
% of Pre COVID Baseline	90%	78%	89%	71%	95%	73%	70%	81%	85%	81%

ALL RIDERSHIP										
2025 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Total Monthly Ridership	20,822	19,249	25,610	24,230	25,735	21,524	20,672	23,216	23,681	204,739
# of Operating Days	31	28	31	30	31	30	31	31	30	273
Average Daily Ridership	672	687	826	808	830	717	667	749	789	750
% Increase/Decrease from Prior Month	8%	2%	20%	-2%	3%	-14%	-7%	12%	5%	
% Increase/Decrease from Prior Year	-3%	-4%	14%	11%	8%	17%	5%	0%	3%	6%
% of Pre COVID Baseline	119%	121%	131%	125%	128%	121%	109%	118%	123%	122%

Ridership Summary

Weekday Ridership

In September, total weekday ridership increased 4% from the previous month and decreased 1% compared to the same month last year. Year-to-date weekday ridership is 130% of the 2019 pre-pandemic baseline.

Weekend Ridership

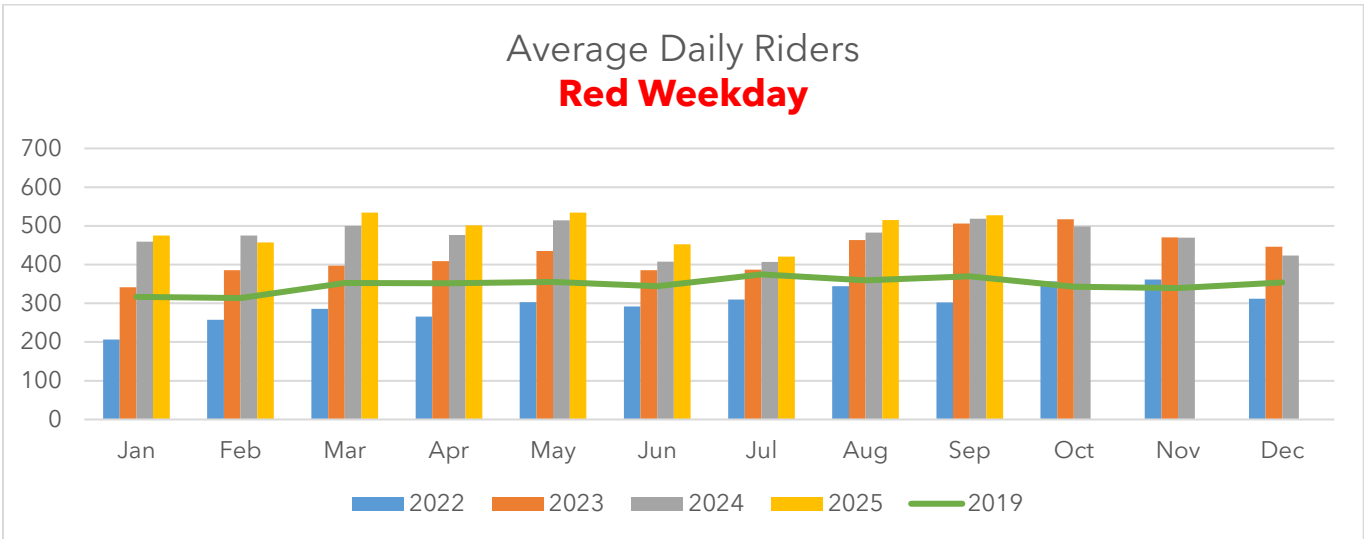
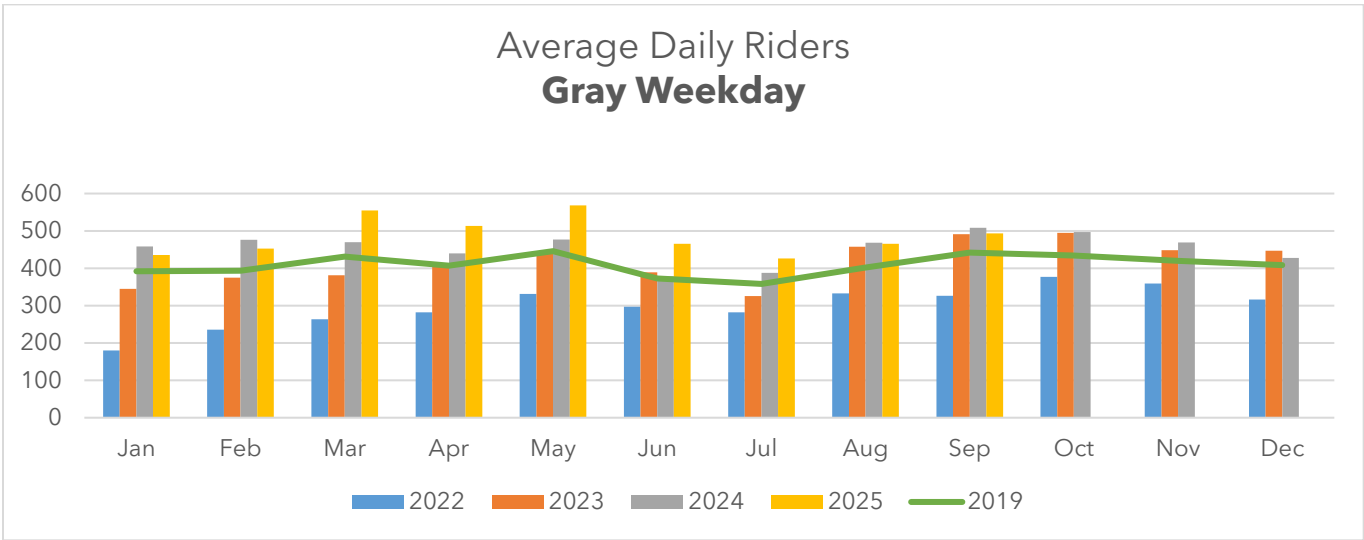
Total weekend ridership decreased 5% from the previous month and increased 5% from the previous year. Year-to-date weekend ridership is 81% of the 2019 pre-pandemic baseline.

All Ridership

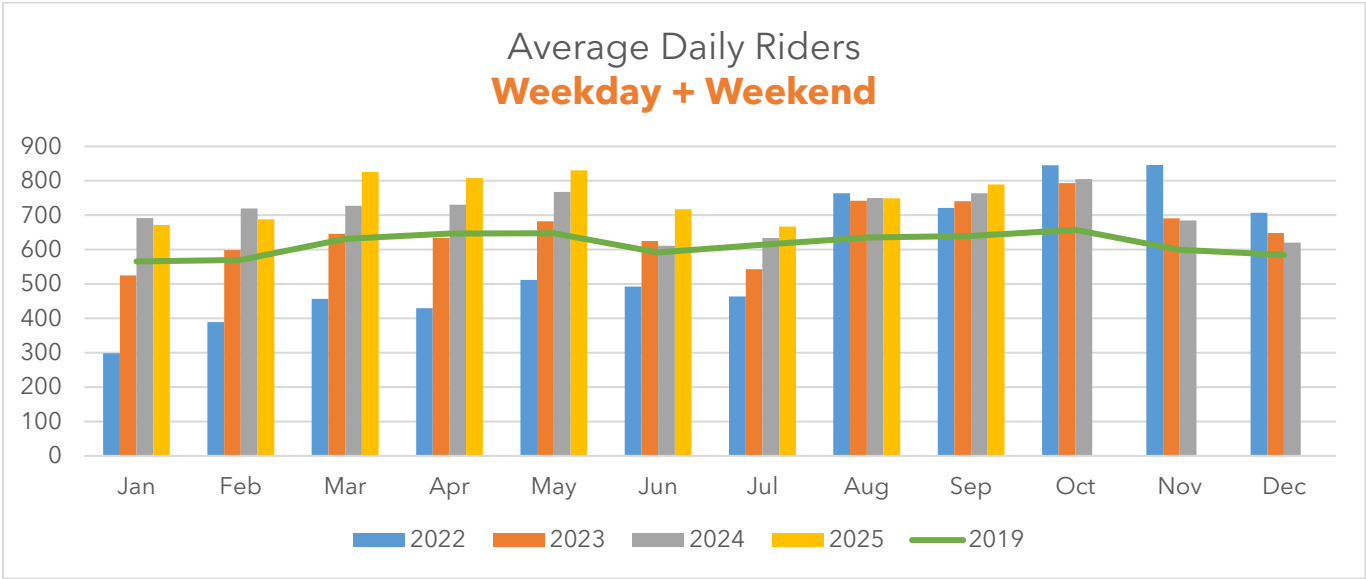
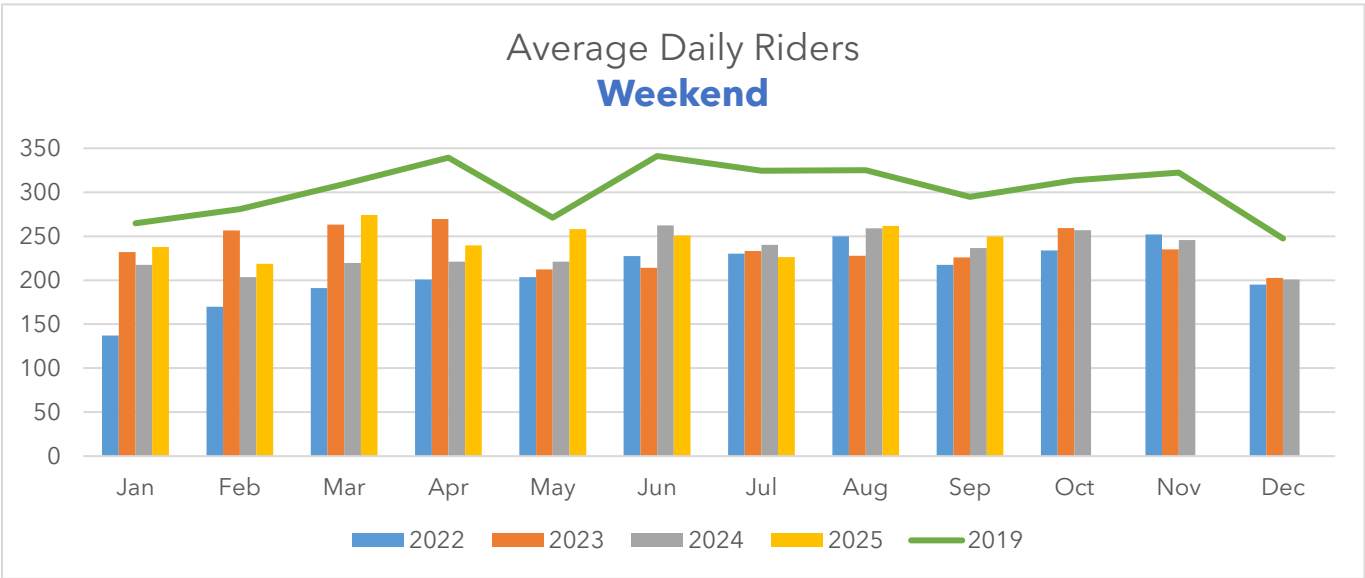
In September, total ridership for the full service (weekday + weekend) increased by 5% from the previous month and 3% from the same month last year. Year-to-date ridership is 122% of the 2019 pre-pandemic baseline.

In September, the weekday ridership was highest at 7:30 AM, Saturday ridership peaked at 10 AM and Sunday ridership peaked at 1:30 PM.

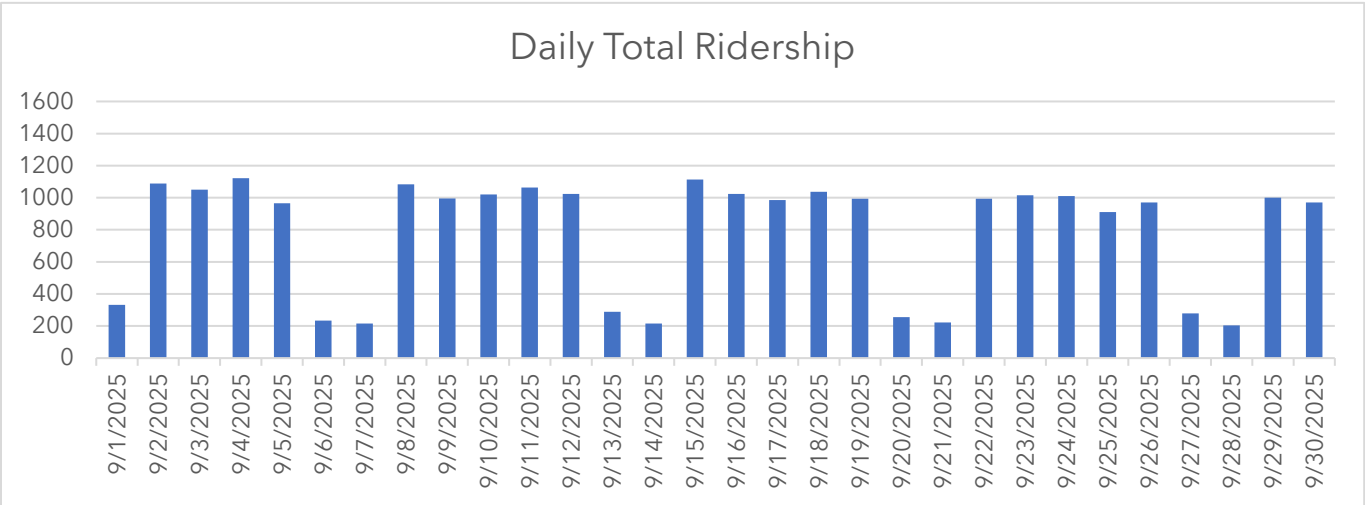
Average Daily Ridership Comparisons (YTD)



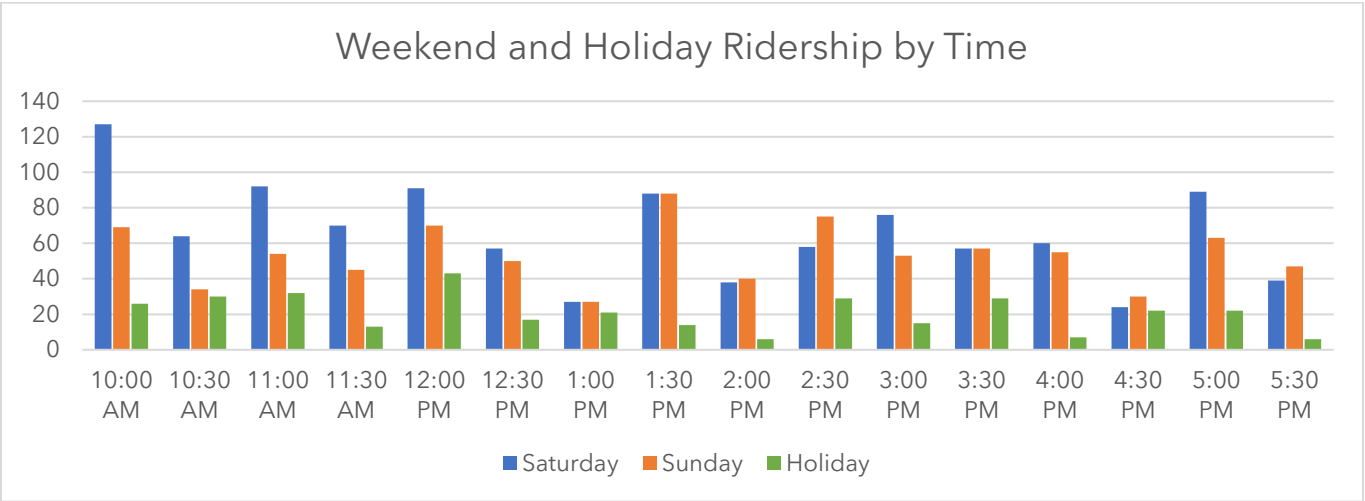
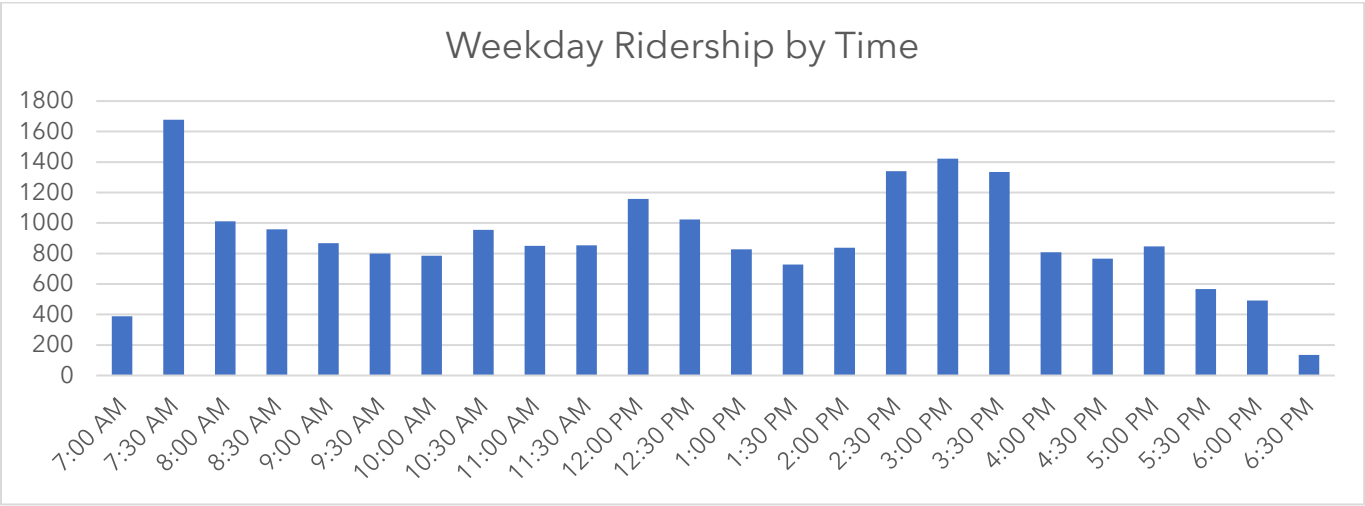
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



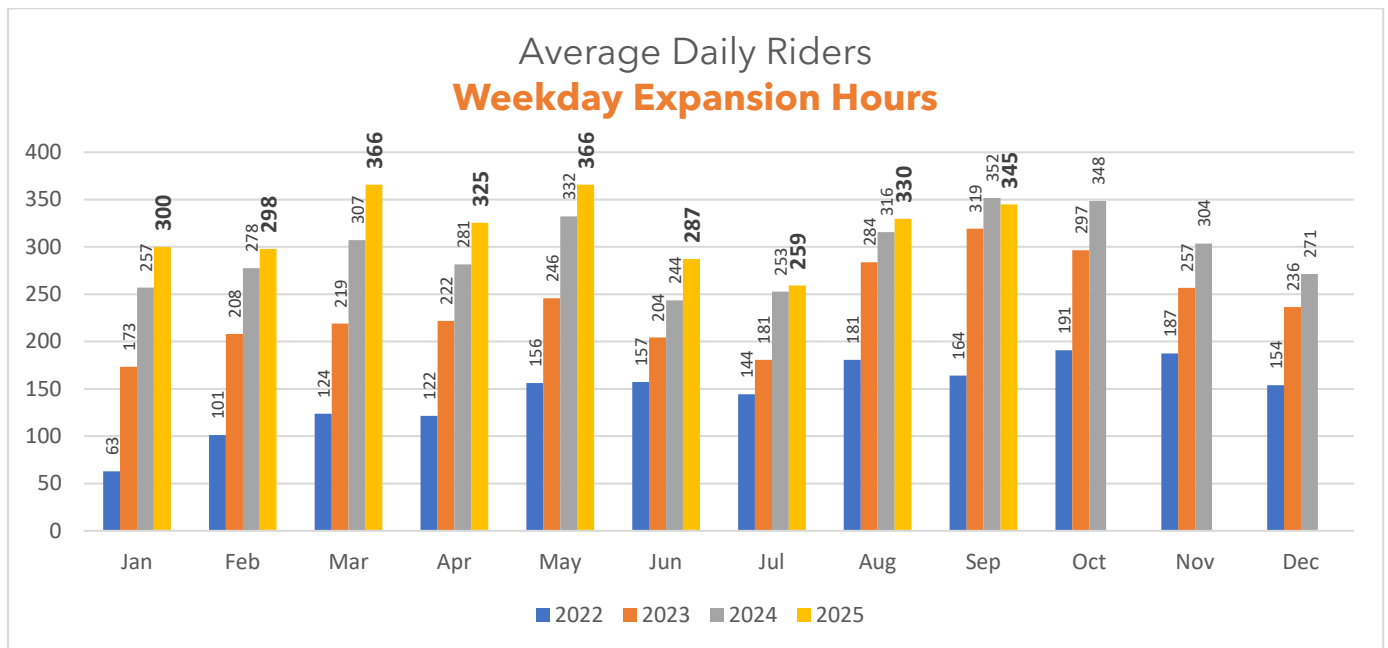
Monthly Total Ridership by Time



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	7240	110%	26%	34%
Oct	4005			26%	
Nov	3746			26%	
Dec	3385			25%	
Total/YTD	36,937	60,070	133%	24%	33%

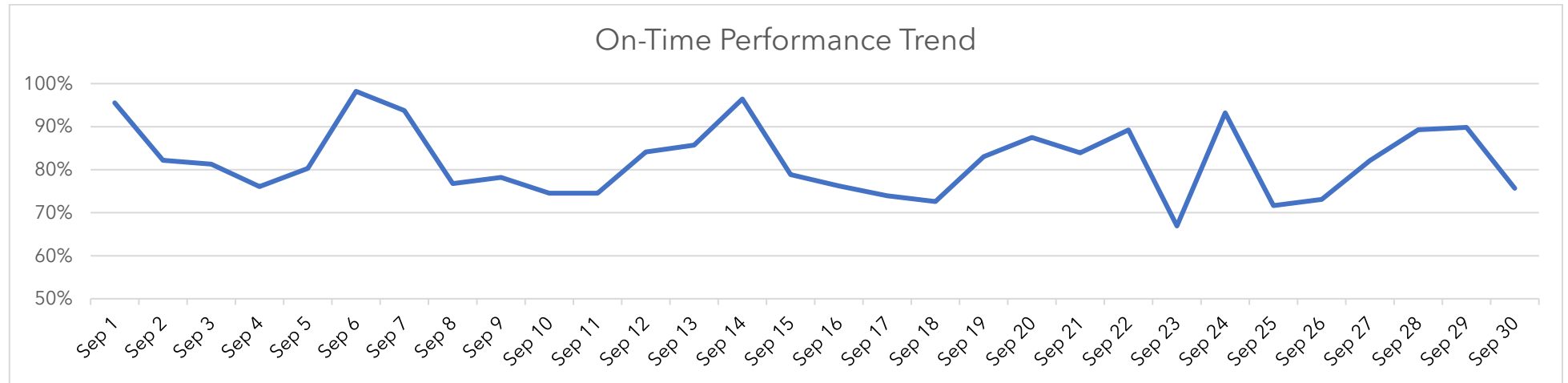


Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,683	2,003	3,686	16.3%	San Antonio Center	1,392	2,067	3,459	14.1%
Mountain View Transit Center	711	1,362	2,073	9.2%	Senior/Teen Center (NB)	1,380	782	2,162	8.8%
Senior/Teen Center (SB)	719	1,078	1,797	7.9%	Mountain View Transit Center	1,146	970	2,116	8.6%
Grant Road (SB)	579	716	1,295	5.7%	Grant Road (NB)	817	698	1,515	6.2%
Cuesta/Miramonte (NB)	1,020	188	1,208	5.3%	El Camino Real/Sylvan (NB)	513	527	1,040	4.2%
Rengstorff/Middlefield (EB)	578	330	908	4.0%	Rengstorff/Middlefield (SB)	483	456	939	3.8%
El Camino Real/Sylvan (SB)	370	504	874	3.9%	El Camino Hospital	379	518	897	3.6%
Middlefield/Easy (EB)	472	329	801	3.5%	Whisman Station (NB)	521	358	879	3.6%
Whisman Station (SB)	341	444	785	3.5%	Cuesta/Miramonte (EB)	234	633	867	3.5%
Graham Middle School (NB)	350	411	761	3.4%	Civic Center (SB)	511	332	843	3.4%
El Camino Hospital	385	311	696	3.1%	Sylvan Park (NB)	369	459	828	3.4%
Sylvan Park (SB)	419	276	695	3.1%	California/Ortega (EB)	771	47	818	3.3%
Civic Center (NB)	263	402	665	2.9%	Crittenden Middle School (WB)	385	331	716	2.9%
California/Ortega (WB)	36	592	628	2.8%	Middlefield/Easy (WB)	402	277	679	2.8%
Community Center (NB)	501	85	586	2.6%	Graham Middle School (SB)	303	362	665	2.7%
Castro/El Camino Real (NB)	315	200	515	2.3%	Castro/El Camino Real (SB)	369	273	642	2.6%
California/Ortega (EB)	465	48	513	2.3%	Middlefield/Moffett (WB)	254	281	535	2.2%
Middlefield/Moffett (EB)	307	198	505	2.2%	Community Center (SB)	88	408	496	2.0%
Crittenden Middle School (EB)	295	196	491	2.2%	Middlefield/San Pierre (WB)	197	281	478	1.9%
Shoreline/Middlefield #3 (EB)	233	191	424	1.9%	Whisman/Middlefield (NB)	234	220	454	1.8%
Whisman/Dana (SB)	176	197	373	1.6%	California/Rengstorff (EB)	336	109	445	1.8%
Whisman/Middlefield (SB)	190	166	356	1.6%	Shoreline/Middlefield #1 (EB)	155	264	419	1.7%
California/Rengstorff (WB)	85	265	350	1.5%	Villa/Mariposa	224	131	355	1.4%
Middlefield/San Pierre (EB)	106	173	279	1.2%	California/Ortega (WB)	37	293	330	1.3%
Rengstorff/Montecito (NB)	111	105	216	1.0%	Villa/Franklin (EB)	69	236	305	1.2%
Grant/Eunice	105	105	210	0.9%	California/Rengstorff (WB)	56	231	287	1.2%
Rengstorff/Central Expressway (NB)	108	97	205	0.9%	Grant/Eunice	162	106	268	1.1%
Cuesta/Grant	152	46	198	0.9%	Rengstorff/Central Expressway (SB)	158	98	256	1.0%
Villa/Franklin (WB)	139	29	168	0.7%	Castro/High School Way	106	130	236	1.0%
Grant/Cuesta	37	127	164	0.7%	Grant/Cuesta	68	126	194	0.8%
Villa/Shoreline	58	94	152	0.7%	Rengstorff/Montecito (SB)	89	99	188	0.8%
Shoreline/Pear	28	20	48	0.2%	Whisman/Dana (NB)	89	77	166	0.7%
Shoreline/Middlefield #2	5	10	15	0.1%	Shoreline/Pear	35	32	67	0.3%
					Shoreline/Middlefield #2	7	28	35	0.1%
Total	11,342	11,298	22,640	100.0%	Total	12,332	12,212	24,544	100.0%

On Time Performance

In September, on-time performance (OTP) remained lower than the target at 85% due to increased traffic and construction around the city. Mountain View Transportation Management Association (MTMA) staff are in the process of reviewing data and revising route schedules to improve the on-time performance for weekday and weekend routes. New schedules will be implemented in late 2025.



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		76%	84%	80%	80%			79%	73%	68%	70%	87%			78%	75%	69%	54%	80%			84%	45%	90%	80%	76%			87%	71%	76%
GRAY Weekend	98%					100%	89%						82%	100%						82%	80%						71%	84%			88%
RED		89%	79%	72%	80%			74%	84%	81%	79%	81%			80%	77%	78%	91%	86%			94%	89%	96%	63%	70%			93%	80%	82%
RED Weekend	93%					96%	98%						89%	93%						93%	88%						93%	95%			93%
Grand Total	96%	82%	81%	76%	80%	98%	94%	77%	78%	75%	75%	84%	86%	96%	79%	76%	74%	73%	83%	88%	84%	89%	67%	93%	72%	73%	82%	89%	90%	76%	84%

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: 203
- Wheelchair Lift Usage: 46

Compliments/Complaints

- Compliments: None
- Complaints:
 - 2 complaints that shuttles have been running late.
 - Explained that due to increased traffic and construction throughout the city the routes have been running late and told them we are working on revising schedules to make the service more reliable.

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.