



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT October 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	Oct	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	10,757	102,232
# of Operating Days	20	19	21	22	21	21	22	21	21	23	211
Average Daily Ridership	436	453	555	513	568	465	426	466	494	468	485
% Increase/Decrease from Prior Month	2%	4%	23%	-8%	11%	-18%	-8%	9%	6%	-5%	
% Increase/Decrease from Prior Year	-5%	-5%	18%	17%	19%	23%	10%	-1%	-3%	-6%	6%
% of Pre COVID Baseline	111%	115%	129%	126%	127%	125%	119%	116%	112%	108%	119%

RED ROUTE-WEEKDAY											
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	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	11,237	103,520
# of Operating Days	20	19	21	22	21	21	22	21	21	23	211
Average Daily Ridership	475	457	534	501	534	452	421	515	527	489	491
% Increase/Decrease from Prior Month	12%	-4%	17%	-6%	7%	-15%	-7%	22%	2%	-7%	
% Increase/Decrease from Prior Year	3%	-4%	7%	5%	4%	11%	3%	7%	2%	-2%	3%
% of Pre COVID Baseline	150%	146%	152%	143%	150%	131%	112%	143%	143%	142%	141%

TOTAL WEEKDAY RIDERSHIP											
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	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	21,994	205,752
# of Operating Days	20	19	21	22	21	21	22	21	21	23	211
Average Daily Ridership	910	909	1,089	1,014	1,103	917	847	981	1,021	956	975
% Increase/Decrease from Prior Month	7%	0%	20%	-7%	9%	-17%	-8%	16%	4%	-6%	
% Increase/Decrease from Prior Year	-1%	-4%	12%	11%	11%	17%	7%	3%	-1%	-4%	5%
% of Pre COVID Baseline	128%	129%	139%	134%	138%	128%	116%	129%	126%	123%	129%

GRAY ROUTE-WEEKEND											
2025 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Weekend Ridership	1,250	999	1,328	909	1,317	1,216	934	1,258	978	915	11,104
# of Operating Days	11	9	10	8	10	9	9	10	9	8	93
Average Daily Ridership	114	111	133	114	132	135	104	126	109	114	119
% Increase/Decrease from Prior Month	15%	-2%	20%	-14%	16%	3%	-23%	21%	-14%	5%	
% Increase/Decrease from Prior Year	3%	11%	28%	7%	27%	13%	-6%	8%	-7%	-1%	8%
% of Pre COVID Baseline	84%	84%	88%	66%	98%	82%	66%	82%	73%	76%	80%

RED ROUTE-WEEKEND											
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Weekend Ridership	1,366	970	1,414	1,007	1,264	1,041	1,103	1,359	1,268	959	11,751
# of Operating Days	11	9	10	8	10	9	9	10	9	8	93
Average Daily Ridership	124	108	141	126	126	116	123	136	141	120	126
% Increase/Decrease from Prior Month	22%	-13%	31%	-11%	0%	-8%	6%	11%	4%	-15%	
% Increase/Decrease from Prior Year	16%	5%	22%	10%	7%	-19%	-5%	-4%	17%	-15%	3%
% of Pre COVID Baseline	96%	73%	89%	75%	93%	65%	73%	79%	96%	74%	81%

TOTAL WEEKEND RIDERSHIP											
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	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	1,874	22,855
# of Operating Days	11	9	10	8	10	9	9	10	9	8	93
Average Daily Ridership	238	219	274	240	258	251	226	262	250	234	246
% Increase/Decrease from Prior Month	18%	-8%	25%	-13%	8%	-3%	-10%	16%	-5%	-6%	
% Increase/Decrease from Prior Year	9%	8%	25%	8%	17%	-4%	-6%	1%	5%	-9%	5%
% of Pre COVID Baseline	90%	78%	89%	71%	95%	73%	70%	81%	85%	75%	80%

TOTAL RIDERSHIP											
2025 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Total Monthly Ridership	20,822	19,249	25,610	24,230	25,735	21,524	20,672	23,216	23,681	23,868	228,607
# of Operating Days	31	28	31	30	31	30	31	31	30	31	304
Average Daily Ridership	672	687	826	808	830	717	667	749	789	770	752
% Increase/Decrease from Prior Month	8%	2%	20%	-2%	3%	-14%	-7%	12%	5%	-2%	
% Increase/Decrease from Prior Year	-3%	-4%	14%	11%	8%	17%	5%	0%	3%	-4%	4%
% of Pre COVID Baseline	119%	121%	131%	125%	128%	121%	109%	118%	123%	117%	121%

Ridership Summary

Weekday Ridership

In October, total weekday ridership decreased 6% from the previous month and 4% compared to the same month last year. Year-to-date weekday ridership is 129% of the 2019 pre-pandemic baseline.

Weekend Ridership

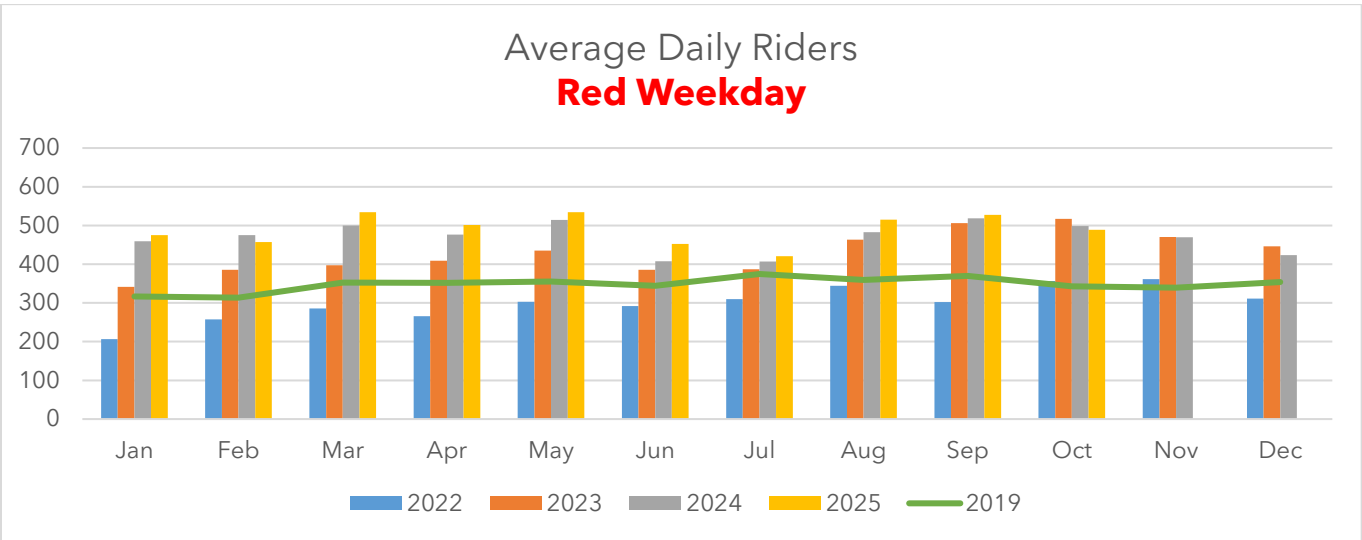
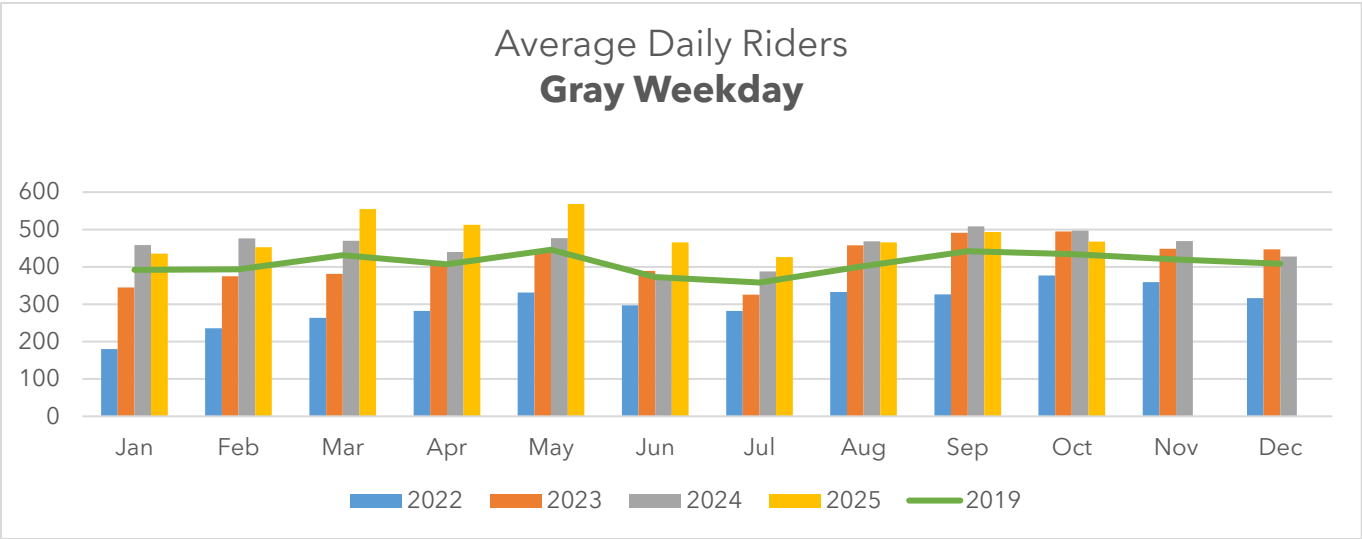
Total weekend ridership decreased 6% from the previous month and 9% from the previous year. Year-to-date weekend ridership is 80% of the 2019 pre-pandemic baseline.

All Ridership

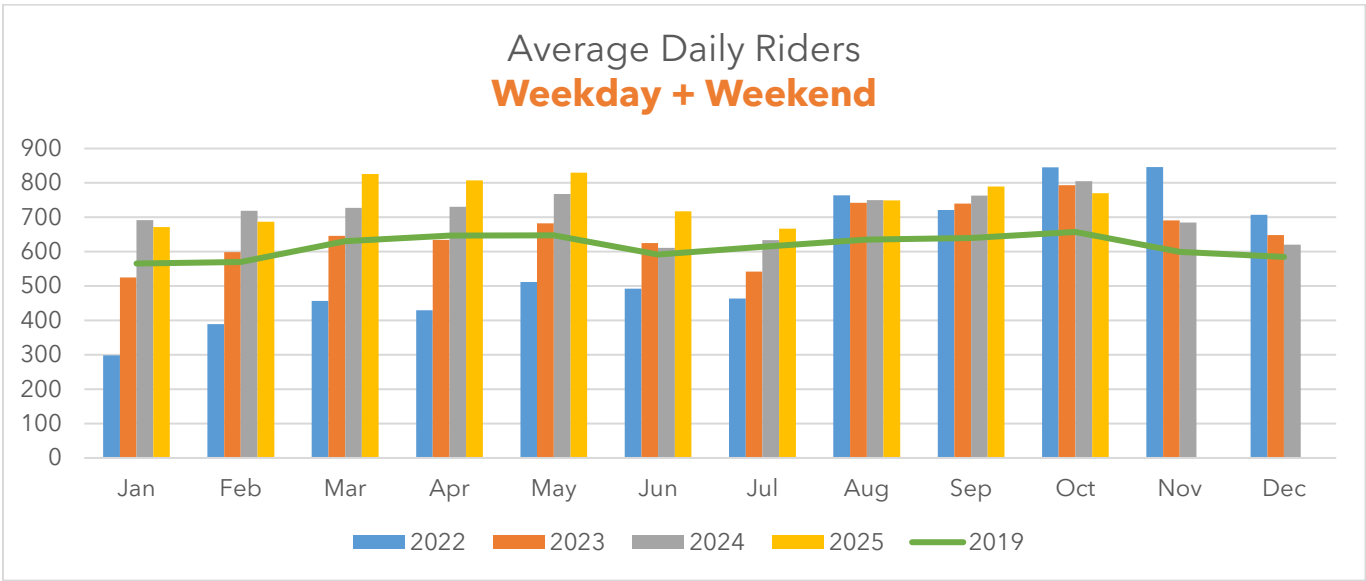
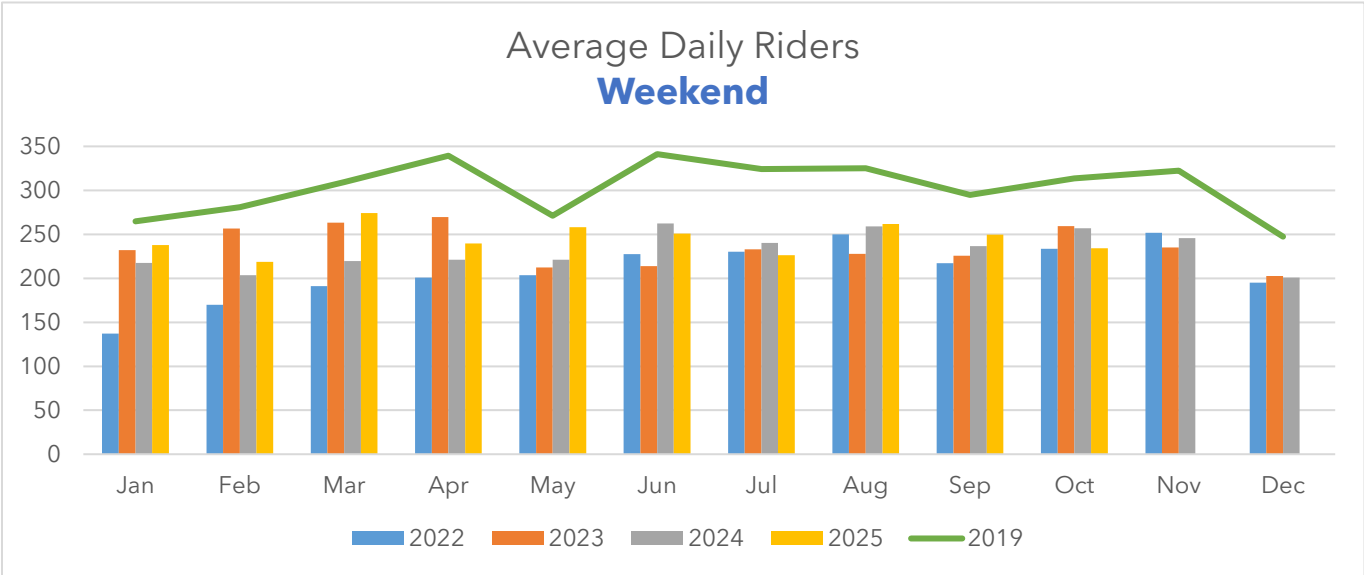
In October, total ridership (weekday + weekend) decreased by 2% from the previous month and 4% from the same month last year. Year-to-date ridership is 121% of the 2019 pre-pandemic baseline.

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

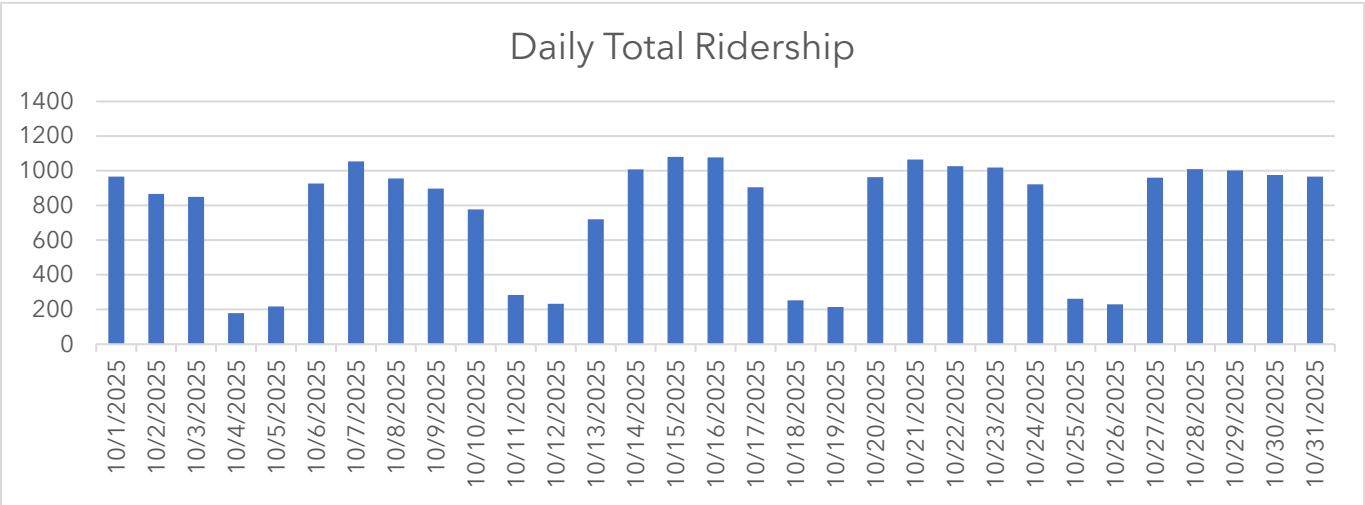
Average Daily Ridership Comparisons (YTD)



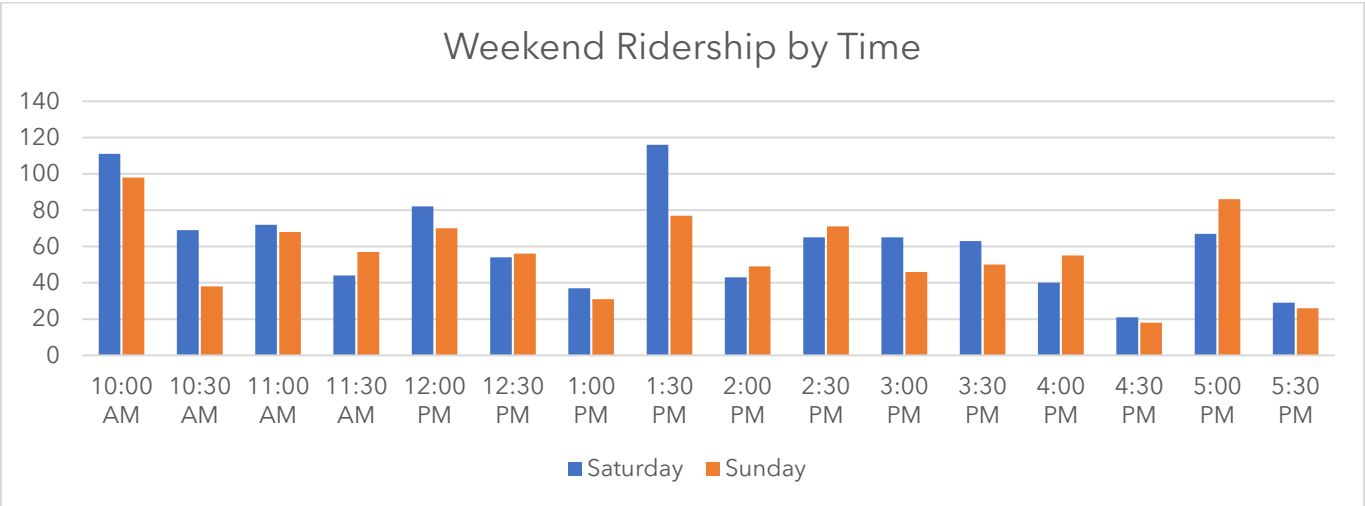
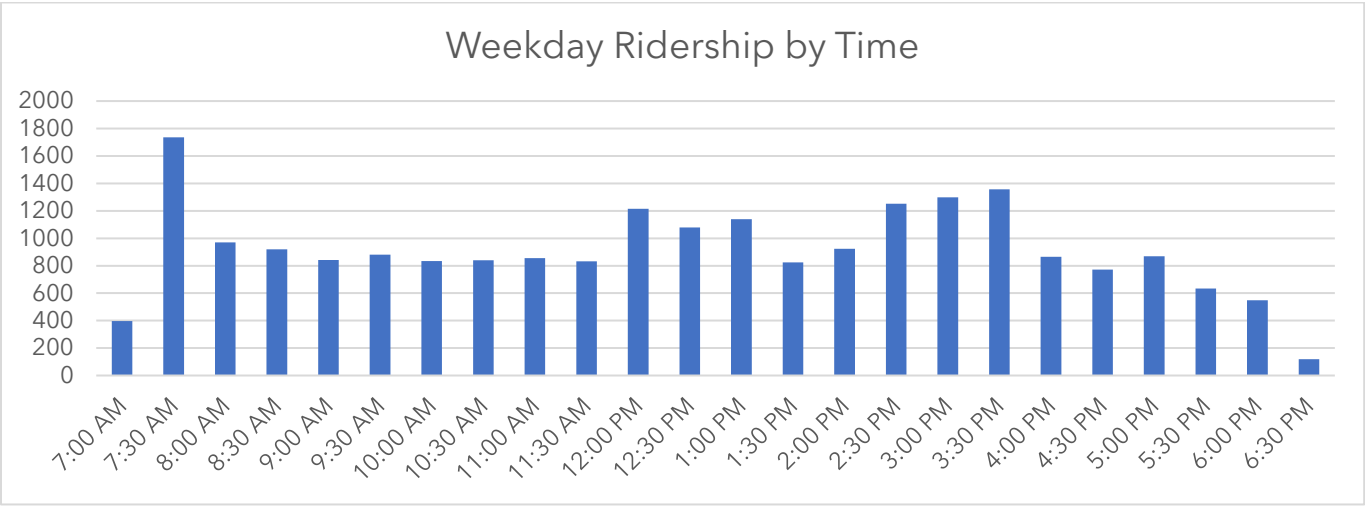
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



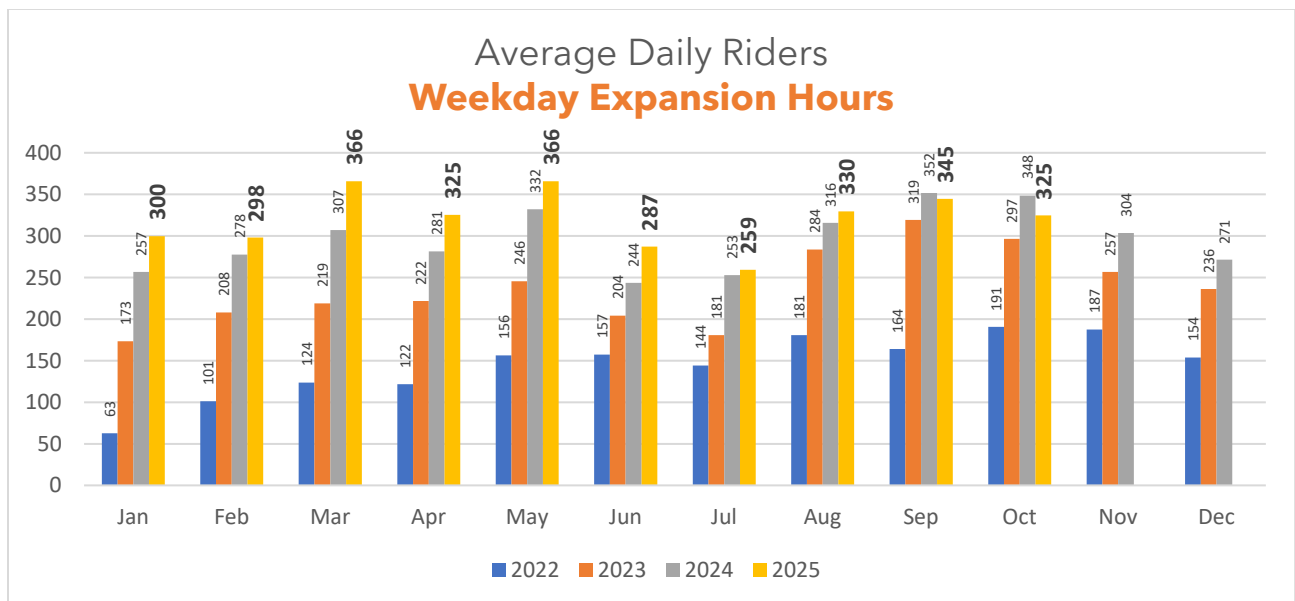
Monthly Total Ridership by Time



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	Expansion % of Total Weekday Ridership 2022	Expansion % of Total Weekday Ridership 2025
Jan	1,256	5,995	377%	16%	33%
Feb	1,923	5,661	194%	21%	33%
Mar	2,844	7,679	170%	23%	34%
Apr	2,553	7,157	180%	22%	32%
May	3,281	7,680	134%	25%	33%
Jun	3,461	6,031	74%	27%	31%
Jul	2,886	5,704	98%	24%	31%
Aug	4,154	6,923	67%	27%	34%
Sep	3,443	7,240	110%	26%	34%
Oct	4,005	7,469	86%	26%	34%
Nov	3,746			26%	
Dec	3,385			25%	
Total/YTD	36,937	67,539	127%	24%	33%

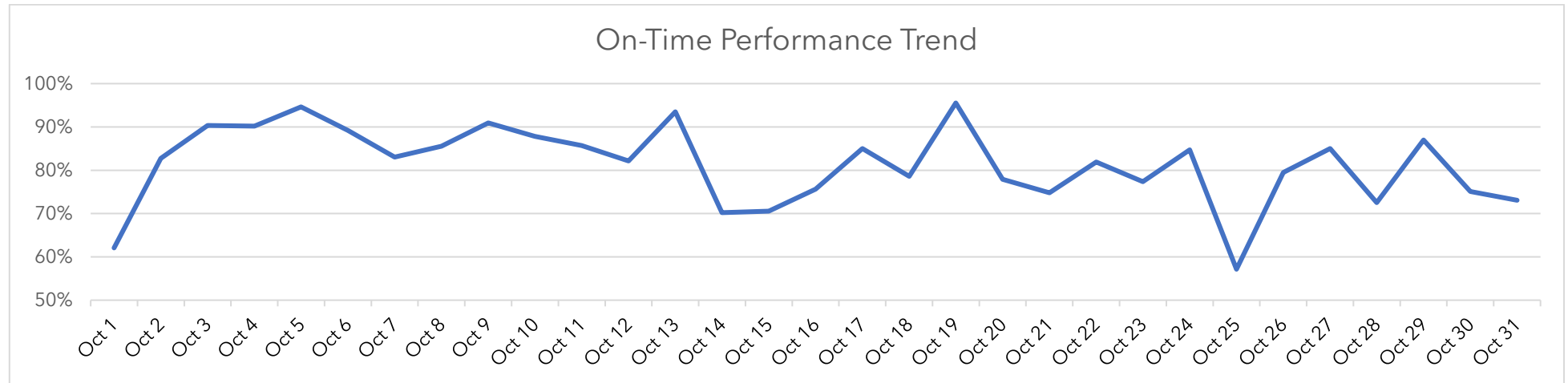


Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,676	2,272	3,948	17.0%	San Antonio Center	1,378	1,891	3,269	13.5%
Mountain View Transit Center	754	1,142	1,896	8.2%	Mountain View Transit Center	1,195	980	2,175	9.0%
Senior/Teen Center (SB)	656	1,090	1,746	7.5%	Senior/Teen Center (NB)	1,310	739	2,049	8.5%
Grant Road (SB)	703	812	1,515	6.5%	Grant Road (NB)	882	720	1,602	6.6%
Cuesta/Miramonte (NB)	946	215	1,161	5.0%	Rengstorff/Middlefield (SB)	525	610	1,135	4.7%
Rengstorff/Middlefield (EB)	763	291	1,054	4.5%	El Camino Real/Sylvan (NB)	542	458	1,000	4.1%
El Camino Real/Sylvan (SB)	402	529	931	4.0%	Whisman Station (NB)	510	396	906	3.7%
Whisman Station (SB)	276	481	757	3.3%	Sylvan Park (NB)	382	486	868	3.6%
California/Ortega (WB)	90	658	748	3.2%	California/Ortega (EB)	812	49	861	3.6%
Sylvan Park (SB)	455	292	747	3.2%	Civic Center (SB)	436	424	860	3.5%
Graham Middle School (NB)	328	402	730	3.1%	El Camino Hospital	324	498	822	3.4%
Middlefield/Easy (EB)	420	282	702	3.0%	Cuesta/Miramonte (EB)	238	504	742	3.1%
Civic Center (NB)	246	398	644	2.8%	Graham Middle School (SB)	272	466	738	3.0%
El Camino Hospital	363	237	600	2.6%	Crittenden Middle School (WB)	323	348	671	2.8%
Shoreline/Middlefield #3 (EB)	361	196	557	2.4%	Middlefield/Moffett (WB)	315	306	621	2.6%
Crittenden Middle School (EB)	325	226	551	2.4%	Middlefield/Easy (WB)	361	250	611	2.5%
Middlefield/Moffett (EB)	313	213	526	2.3%	Castro/El Camino Real (SB)	303	264	567	2.3%
California/Ortega (EB)	463	47	510	2.2%	California/Rengstorff (EB)	375	99	474	2.0%
Community Center (NB)	406	95	501	2.2%	Middlefield/San Pierre (WB)	168	267	435	1.8%
Castro/El Camino Real (NB)	290	150	440	1.9%	Shoreline/Middlefield #1 (EB)	161	258	419	1.7%
Whisman/Middlefield (SB)	207	205	412	1.8%	Whisman/Middlefield (NB)	198	209	407	1.7%
Whisman/Dana (SB)	212	187	399	1.7%	Community Center (SB)	79	297	376	1.6%
Grant/Eunice	200	177	377	1.6%	California/Ortega (WB)	8	330	338	1.4%
California/Rengstorff (WB)	107	241	348	1.5%	Villa/Franklin (EB)	96	228	324	1.3%
Rengstorff/Central Expressway (NB)	141	122	263	1.1%	Grant/Eunice	207	115	322	1.3%
Middlefield/San Pierre (EB)	91	129	220	0.9%	Rengstorff/Central Expressway (SB)	174	114	288	1.2%
Villa/Franklin (WB)	138	74	212	0.9%	Villa/Mariposa	195	69	264	1.1%
Rengstorff/Montecito (NB)	80	106	186	0.8%	California/Rengstorff (WB)	42	216	258	1.1%
Grant/Cuesta	49	133	182	0.8%	Castro/High School Way	111	114	225	0.9%
Cuesta/Grant	116	56	172	0.7%	Whisman/Dana (NB)	98	86	184	0.8%
Villa/Shoreline	69	98	167	0.7%	Grant/Cuesta	61	116	177	0.7%
Shoreline/Pear	21	11	32	0.1%	Rengstorff/Montecito (SB)	89	84	173	0.7%
Shoreline/Middlefield #2	5	11	16	0.1%	Shoreline/Pear	20	34	54	0.2%
					Shoreline/Middlefield #2	6	20	26	0.1%
Total	11,672	11,578	23,250	100.0%	Total	12,190	12,025	24,215	100.0%

On Time Performance

In October, on-time performance (OTP) remained lower than the target at 81%, 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 early 2026.



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	54%	81%	97%			93%	76%	86%	90%	84%			90%	86%	67%	73%	78%			74%	63%	69%	76%	85%			84%	72%	89%	66%	69%	78%
GRAY Weekend				86%	95%						89%	80%						68%	93%						59%	64%						79%
RED	70%	84%	84%			85%	90%	85%	92%	91%			97%	55%	74%	78%	92%			82%	86%	94%	79%	85%			86%	73%	85%	85%	77%	83%
RED Weekend				95%	95%						82%	84%						89%	98%						55%	95%						87%
Grand Total	62%	83%	90%	90%	95%	89%	83%	86%	91%	88%	86%	82%	93%	70%	71%	76%	85%	79%	96%	78%	75%	82%	77%	85%	57%	79%	85%	73%	87%	75%	73%	81%

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: 193
- Wheelchair Lift Usage: 46

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 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.