



# **Mountain View** Community Shuttle

## MONTHLY OPERATIONS REPORT December 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														
<b>2025 - Gray Route</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	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	7,946	8,711	118,889	
# of Operating Days	20	19	21	22	21	21	22	21	21	23	18	22	251	
Average Daily Ridership	436	453	555	513	568	465	426	466	494	468	441	396	474	
% Increase/Decrease from Prior Month	2%	4%	23%	-8%	11%	-18%	-8%	9%	6%	-5%	-6%	-10%		
% Increase/Decrease from Prior Year	-5%	-5%	18%	17%	19%	23%	10%	-1%	-3%	-6%	-6%	-7%	4%	
% of Pre COVID Baseline	111%	115%	129%	126%	127%	125%	119%	116%	112%	108%	105%	97%	116%	

RED ROUTE-WEEKDAY														
<b>2025 - Red Route</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	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	7,996	9,136	120,652	
# of Operating Days	20	19	21	22	21	21	22	21	21	23	18	22	251	
Average Daily Ridership	475	457	534	501	534	452	421	515	527	489	444	415	481	
% Increase/Decrease from Prior Month	12%	-4%	17%	-6%	7%	-15%	-7%	22%	2%	-7%	-9%	-7%		
% Increase/Decrease from Prior Year	3%	-4%	7%	5%	4%	11%	3%	7%	2%	-2%	-5%	-2%	2%	
% of Pre COVID Baseline	150%	146%	152%	143%	150%	131%	112%	143%	143%	142%	131%	117%	138%	

TOTAL WEEKDAY RIDERSHIP														
<b>2025 - GRAY + RED</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	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	15,942	17,847	239,541	
# of Operating Days	20	19	21	22	21	21	22	21	21	23	18	22	251	
Average Daily Ridership	910	909	1,089	1,014	1,103	917	847	981	1,021	956	886	811	954	
% Increase/Decrease from Prior Month	7%	0%	20%	-7%	9%	-17%	-8%	16%	4%	-6%	-7%	-8%		
% Increase/Decrease from Prior Year	-1%	-4%	12%	11%	11%	17%	7%	3%	-1%	-4%	-6%	-5%	3%	
% of Pre COVID Baseline	128%	129%	139%	134%	138%	128%	116%	129%	126%	123%	117%	106%	126%	

GRAY ROUTE-WEEKEND														
<b>2025 - Gray Route</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date	
Total Monthly Weekend Ridership	1,250	999	1,328	909	1,317	1,216	934	1,258	978	915	1,225	968	13,297	
# of Operating Days	11	9	10	8	10	9	9	10	9	8	12	9	114	
Average Daily Ridership	114	111	133	114	132	135	104	126	109	114	102	108	117	
% Increase/Decrease from Prior Month	15%	-2%	20%	-14%	16%	3%	-23%	21%	-14%	5%	-11%	5%		
% Increase/Decrease from Prior Year	3%	11%	28%	7%	27%	13%	-6%	8%	-7%	-1%	-12%	9%	6%	
% of Pre COVID Baseline	84%	84%	88%	66%	98%	82%	66%	82%	73%	76%	61%	89%	78%	

RED ROUTE-WEEKEND														
<b>2025 - Red Route</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	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	1,668	894	14,313	
# of Operating Days	11	9	10	8	10	9	9	10	9	8	12	9	114	
Average Daily Ridership	124	108	141	126	126	116	123	136	141	120	139	99	126	
% Increase/Decrease from Prior Month	22%	-13%	31%	-11%	0%	-8%	6%	11%	4%	-15%	16%	-29%		
% Increase/Decrease from Prior Year	16%	5%	22%	10%	7%	-19%	-5%	-4%	17%	-15%	7%	-3%	3%	
% of Pre COVID Baseline	96%	73%	89%	75%	93%	65%	73%	79%	96%	74%	90%	79%	82%	

TOTAL WEEKEND RIDERSHIP														
<b>2025 - GRAY + RED</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	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	2,893	1,862	27,610	
# of Operating Days	11	9	10	8	10	9	9	10	9	8	12	9	114	
Average Daily Ridership	238	219	274	240	258	251	226	262	250	234	241	207	242	
% Increase/Decrease from Prior Month	18%	-8%	25%	-13%	8%	-3%	-10%	16%	-5%	-6%	3%	-14%		
% Increase/Decrease from Prior Year	9%	8%	25%	8%	17%	-4%	-6%	1%	5%	-9%	-2%	3%	5%	
% of Pre COVID Baseline	90%	78%	89%	71%	95%	73%	70%	81%	85%	75%	75%	84%	80%	

TOTAL RIDERSHIP														
<b>2025 COMBINED RIDERSHIP (Weekday + Weekends)</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Total Monthly Ridership	20,822	19,249	25,610	24,230	25,735	21,524	20,672	23,216	23,681	23,868	18,835	19,709	267,151	
# of Operating Days	31	28	31	30	31	30	31	31	30	31	30	31	365	
Average Daily Ridership	672	687	826	808	830	717	667	749	789	770	628	636	732	
% Increase/Decrease from Prior Month	8%	2%	20%	-2%	3%	-17%	-7%	12%	5%	-2%	-18%	1%		
% Increase/Decrease from Prior Year	-3%	-4%	14%	11%	8%	17%	5%	0%	3%	-4%	-8%	3%	3%	
% of Pre COVID Baseline	119%	121%	131%	125%	128%	121%	109%	118%	123%	117%	105%	109%	119%	

# Ridership Summary

## Weekday Ridership

In December, total weekday ridership decreased 8% from the previous month and 5% compared to the same month last year. Year-to-date weekday ridership is 128% of the 2019 pre-pandemic baseline.

## Weekend Ridership

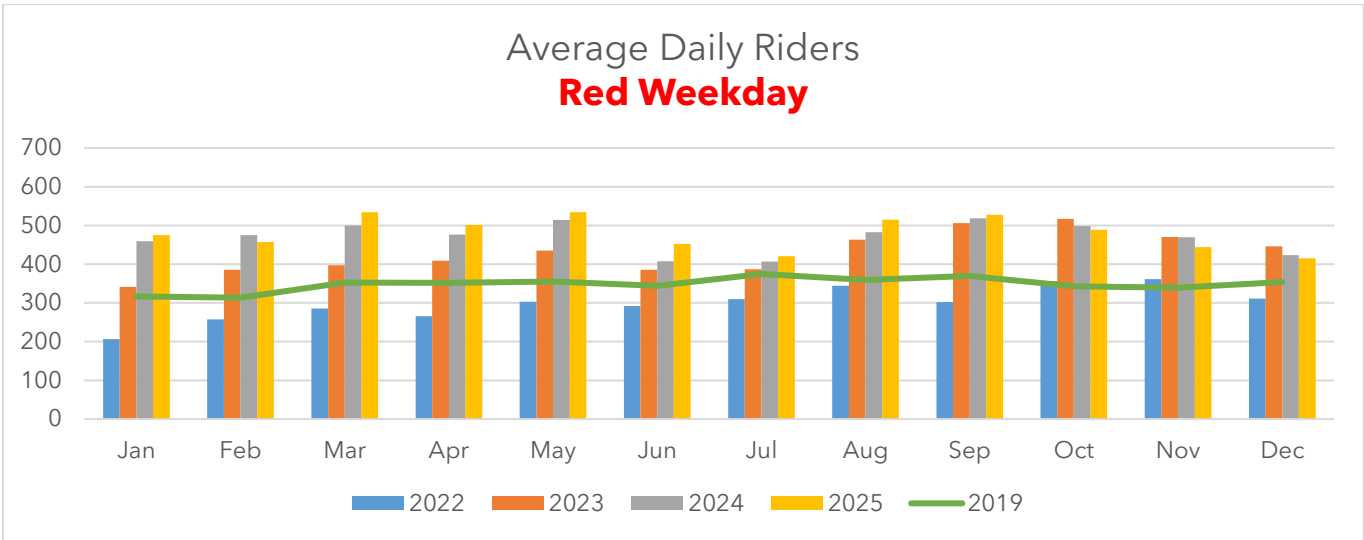
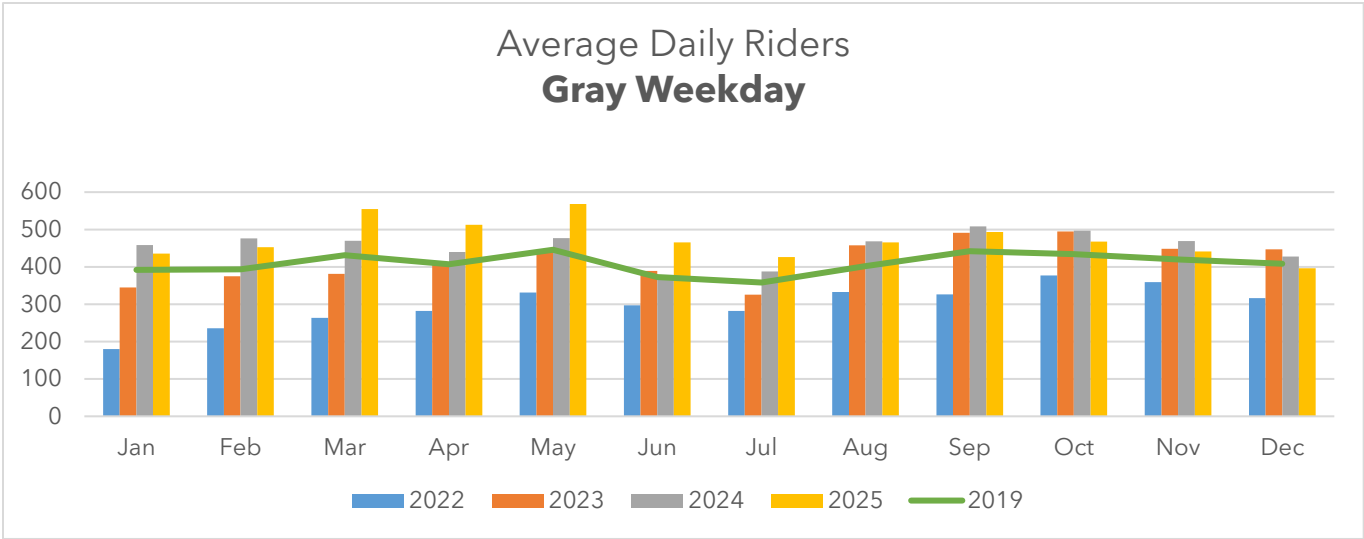
Total weekend ridership decreased 14% from the previous month and increased 3% compared to the same month in the previous year. Year-to-date weekend ridership is 80% of the 2019 pre-pandemic baseline.

## All Ridership

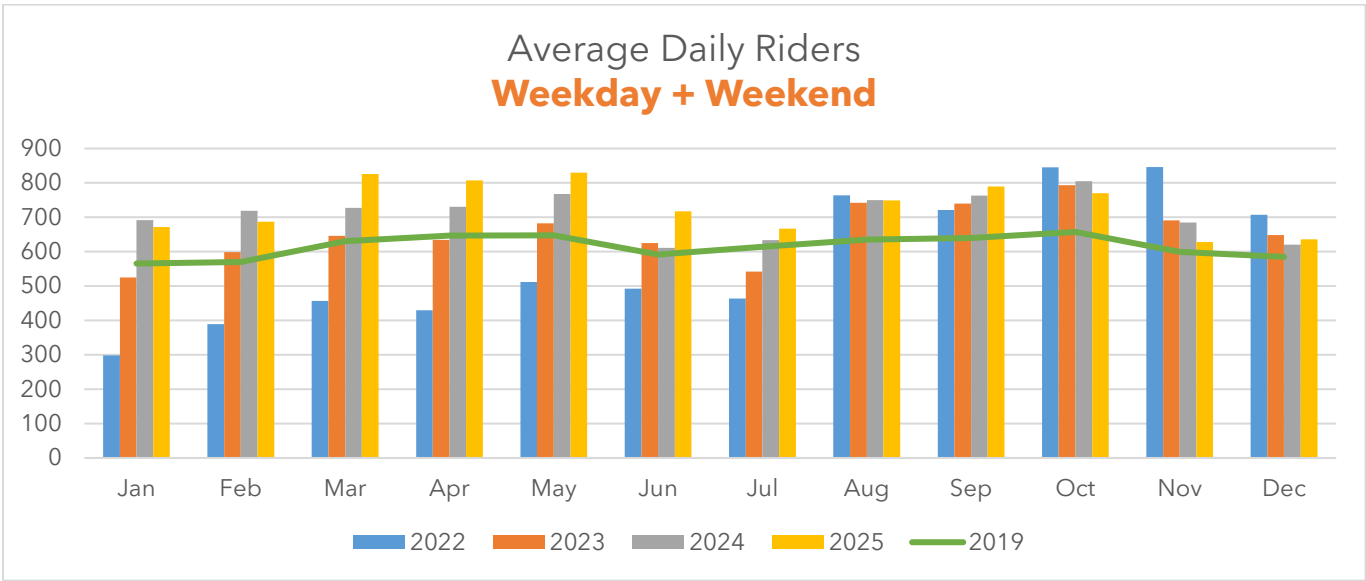
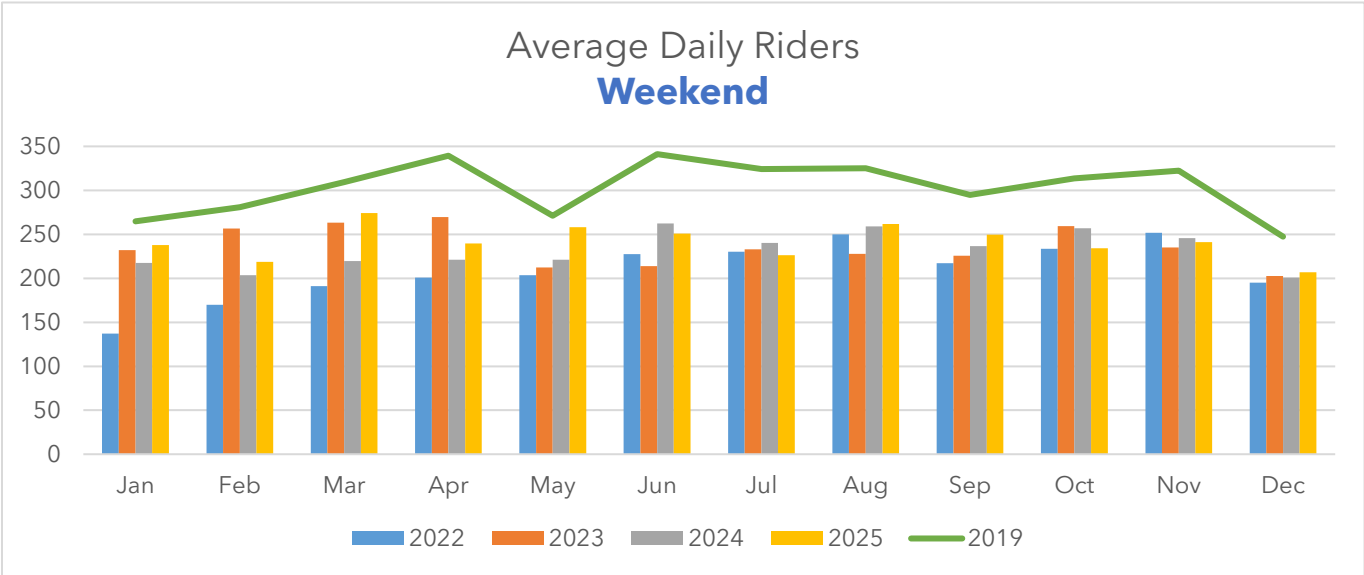
In December, total ridership (weekday + weekend) increased by 1% from the previous month and 3% from the same month last year. Year-to-date ridership is 119% of the 2019 pre-pandemic baseline.

In December, the weekday ridership was highest at 12:30 PM and both Saturday & Sunday ridership peaked at 1:30 PM.

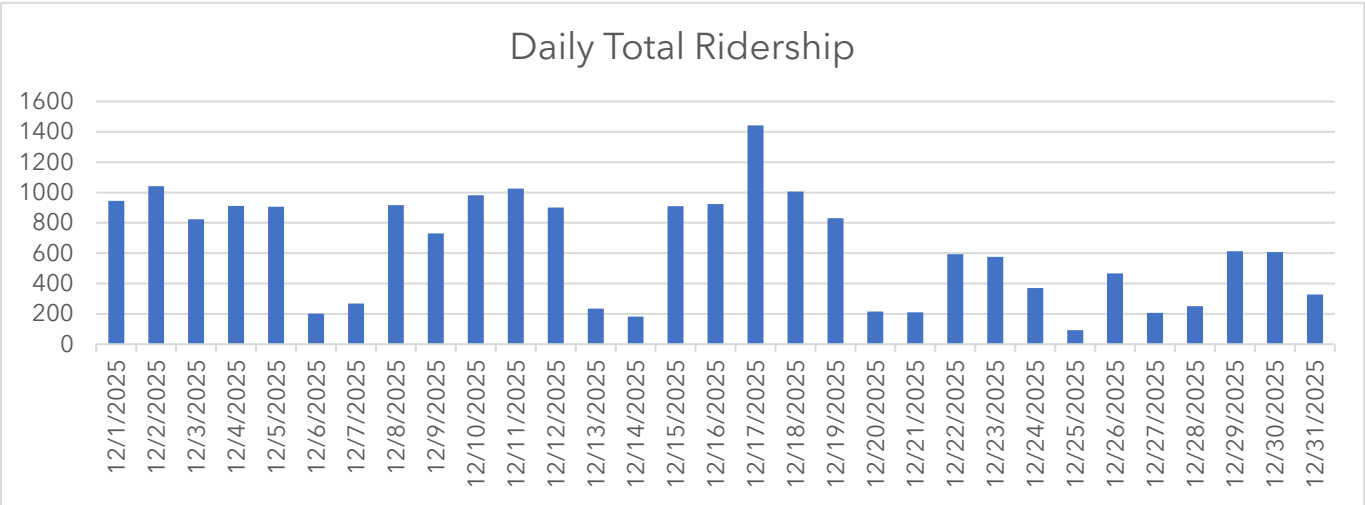
## Average Daily Ridership Comparisons (YTD)



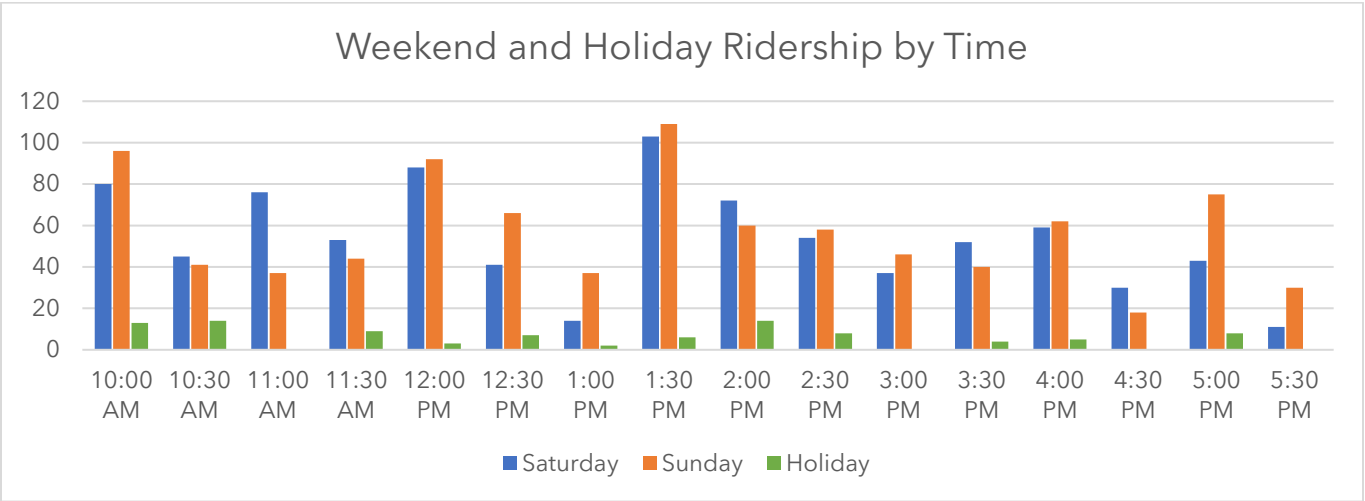
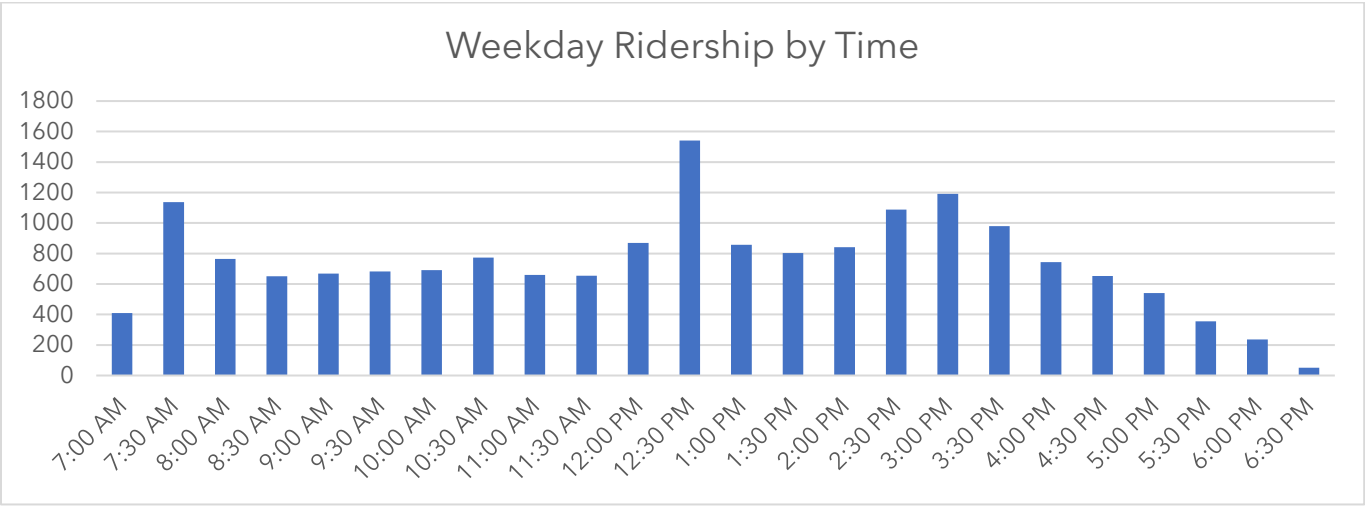
# Average Daily Ridership Comparisons (YTD) (cont'd)



# Daily Total Ridership by Date



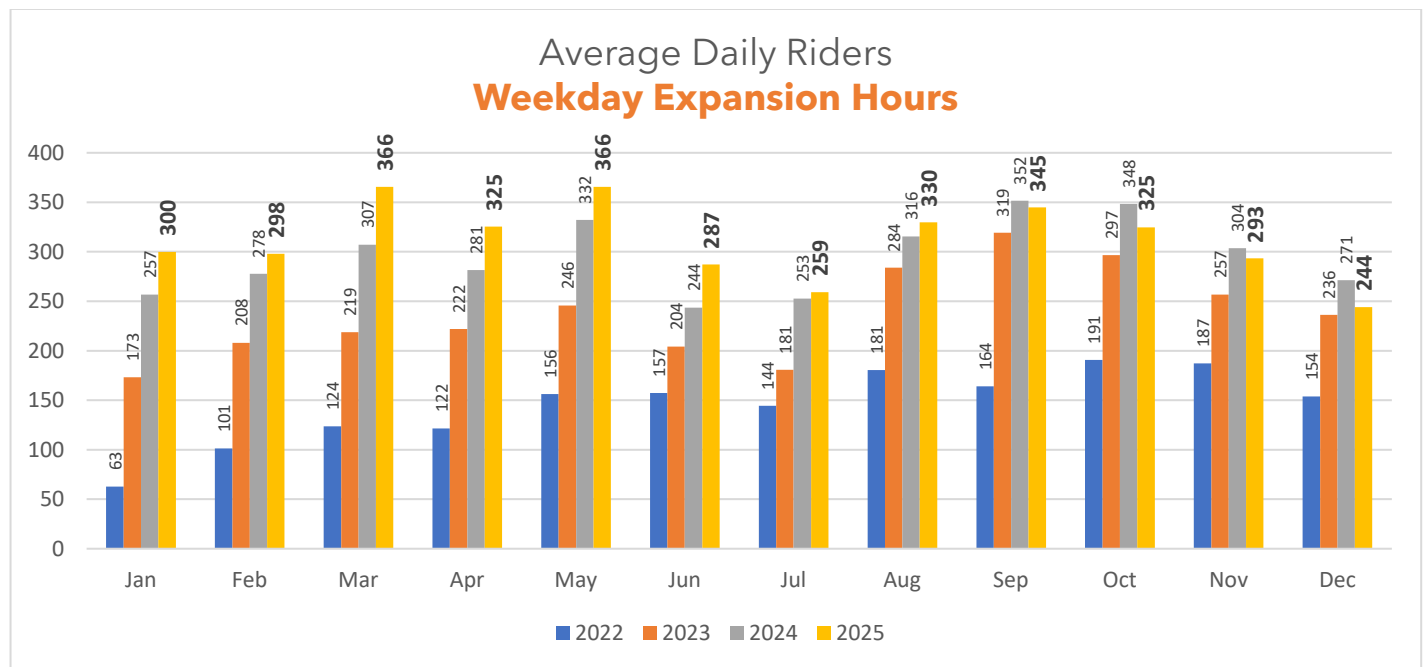
# Monthly Total Ridership by Time



## 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	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	5280	41%	26%	33%
Dec	3,385	5369	59%	25%	30%
<b>Total/YTD</b>	<b>36,937</b>	<b>78,188</b>	<b>112%</b>	<b>24%</b>	<b>33%</b>



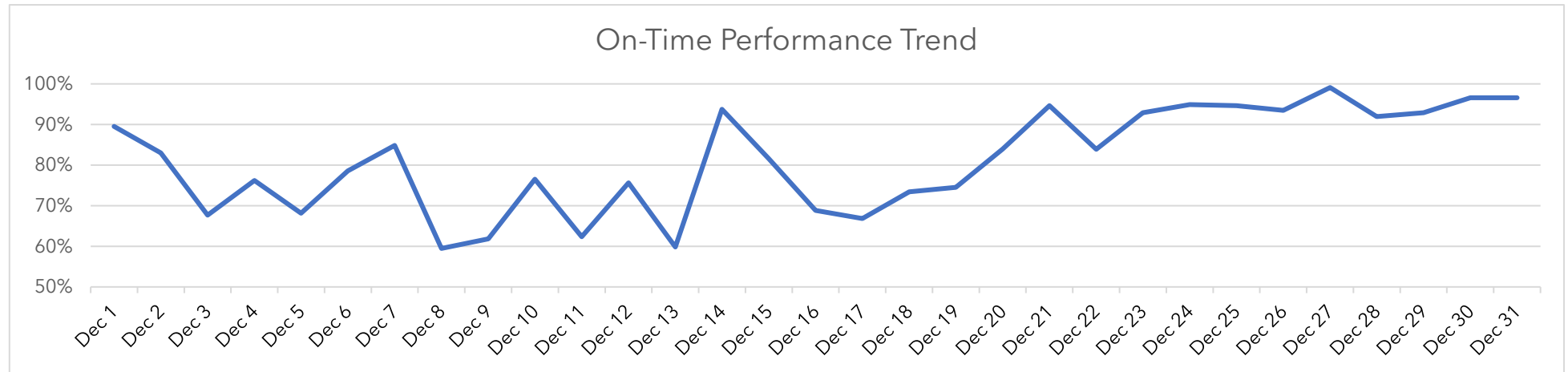
## Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,548	1,852	3,400	17.7%	San Antonio Center	1,179	1,520	2,699	13.9%
Mountain View Transit Center	697	997	1,694	8.8%	Senior/Teen Center (NB)	1,668	654	2,322	12.0%
Senior/Teen Center (SB)	681	832	1,513	7.9%	Mountain View Transit Center	985	943	1,928	9.9%
Grant Road (SB)	693	692	1,385	7.2%	Grant Road (NB)	659	644	1,303	6.7%
California/Ortega (WB)	77	889	966	5.0%	El Camino Real/Sylvan (NB)	353	376	729	3.8%
Cuesta/Miramonte (NB)	758	186	944	4.9%	El Camino Hospital	279	438	717	3.7%
Rengstorff/Middlefield (EB)	547	287	834	4.3%	Sylvan Park (NB)	249	405	654	3.4%
El Camino Real/Sylvan (SB)	355	330	685	3.6%	Rengstorff/Middlefield (SB)	320	329	649	3.3%
Middlefield/Easy (EB)	367	213	580	3.0%	California/Ortega (EB)	612	36	648	3.3%
Whisman Station (SB)	246	330	576	3.0%	Civic Center (SB)	369	264	633	3.3%
Graham Middle School (NB)	258	314	572	3.0%	Cuesta/Miramonte (EB)	147	463	610	3.1%
Sylvan Park (SB)	352	190	542	2.8%	Castro/El Camino Real (SB)	326	242	568	2.9%
Castro/El Camino Real (NB)	251	260	511	2.7%	Whisman Station (NB)	294	274	568	2.9%
Civic Center (NB)	198	312	510	2.6%	California/Rengstorff (EB)	388	88	476	2.5%
El Camino Hospital	303	194	497	2.6%	Middlefield/Easy (WB)	262	208	470	2.4%
Middlefield/Moffett (EB)	281	177	458	2.4%	Crittenden Middle School (WB)	205	256	461	2.4%
California/Ortega (EB)	342	31	373	1.9%	Whisman/Middlefield (NB)	216	191	407	2.1%
Shoreline/Middlefield #3 (EB)	195	168	363	1.9%	Middlefield/Moffett (WB)	209	198	407	2.1%
Community Center (NB)	272	81	353	1.8%	Graham Middle School (SB)	145	258	403	2.1%
California/Rengstorff (WB)	67	280	347	1.8%	California/Ortega (WB)	45	266	311	1.6%
Crittenden Middle School (EB)	237	108	345	1.8%	Villa/Franklin (EB)	63	183	246	1.3%
Whisman/Middlefield (SB)	149	143	292	1.5%	Shoreline/Middlefield #1 (EB)	108	138	246	1.3%
Rengstorff/Central Expressway (NB)	114	104	218	1.1%	Middlefield/San Pierre (WB)	88	157	245	1.3%
Grant/Eunice	119	96	215	1.1%	Grant/Eunice	172	61	233	1.2%
Whisman/Dana (SB)	109	95	204	1.1%	Rengstorff/Central Expressway (SB)	150	83	233	1.2%
Villa/Franklin (WB)	129	64	193	1.0%	Castro/High School Way	102	115	217	1.1%
Rengstorff/Montecito (NB)	102	69	171	0.9%	Villa/Mariposa	143	65	208	1.1%
Middlefield/San Pierre (EB)	67	71	138	0.7%	Community Center (SB)	44	154	198	1.0%
Villa/Shoreline	41	72	113	0.6%	California/Rengstorff (WB)	52	136	188	1.0%
Cuesta/Grant	70	42	112	0.6%	Rengstorff/Montecito (SB)	87	61	148	0.8%
Grant/Cuesta	13	70	83	0.4%	Grant/Cuesta	40	81	121	0.6%
Shoreline/Pear	40	14	54	0.3%	Whisman/Dana (NB)	46	48	94	0.5%
Shoreline/Middlefield #2	1	8	9	0.0%	Shoreline/Pear	24	29	53	0.3%
					Shoreline/Middlefield #2	1	8	9	0.0%
<b>Total</b>	<b>9,679</b>	<b>9,571</b>	<b>19,250</b>	<b>100.0%</b>	<b>Total</b>	<b>10,029</b>	<b>9,364</b>	<b>19,393</b>	<b>100.0%</b>



## On Time Performance

December on-time performance (OTP) was 81%, below the target level. MTMA staff are evaluating operational protocols and performance data to identify improvement opportunities. Operational adjustments are expected to be implemented upon completion of the new Inigo bus yard, which will improve fleet deployment, reduce deadhead time, and support more reliable on-time service.



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	88%	86%	68%	74%	56%			62%	80%	71%	56%	78%			85%	75%	68%	63%	63%			72%	92%	94%		93%			99%	99%	98%	78%
GRAY Weekend						77%	80%						77%	91%						79%	95%				89%		98%	88%				86%
RED	91%	80%	68%	78%	80%			57%	44%	82%	69%	73%			78%	63%	66%	84%	86%			95%	94%	96%		94%			87%	94%	95%	80%
RED Weekend						80%	89%						43%	96%						89%	95%				100%		100%	96%				88%
<b>Grand Total</b>	<b>90%</b>	<b>83%</b>	<b>68%</b>	<b>76%</b>	<b>68%</b>	<b>79%</b>	<b>85%</b>	<b>59%</b>	<b>62%</b>	<b>77%</b>	<b>62%</b>	<b>76%</b>	<b>60%</b>	<b>94%</b>	<b>82%</b>	<b>69%</b>	<b>67%</b>	<b>73%</b>	<b>75%</b>	<b>84%</b>	<b>95%</b>	<b>84%</b>	<b>93%</b>	<b>95%</b>	<b>95%</b>	<b>93%</b>	<b>99%</b>	<b>92%</b>	<b>93%</b>	<b>97%</b>	<b>97%</b>	<b>81%</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: 170
- Wheelchair Lift Usage: 37

## Compliments/Complaints

- Compliments:
  - Rider emailed in that their driver was safe, wonderful, courteous, polite, patient and friendly and engaging with riders of all ages.
    - Thanked rider for feedback and passed along the compliments to the driver.
- Complaints: None

## Electric Vehicle Utilization

We're pleased to report that the first of four new electric buses has entered service, marking an important milestone in fleet modernization. Three additional electric buses arrived at the end of 2025 and are currently being prepared for deployment, further advancing our progress toward a cleaner, more sustainable transit system.