



# Mountain View Community Shuttle

## MONTHLY OPERATIONS REPORT November 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	Nov	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	110,178
# of Operating Days	20	19	21	22	21	21	22	21	21	23	18	229
Average Daily Ridership	436	453	555	513	568	465	426	466	494	468	441	481
% Increase/Decrease from Prior Month	2%	4%	23%	-8%	11%	-18%	-8%	9%	6%	-5%	-6%	
% Increase/Decrease from Prior Year	-5%	-5%	18%	17%	19%	23%	10%	-1%	-3%	-6%	-6%	5%
% of Pre COVID Baseline	111%	115%	129%	126%	127%	125%	119%	116%	112%	108%	105%	118%

RED ROUTE-WEEKDAY												
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	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	111,516
# of Operating Days	20	19	21	22	21	21	22	21	21	23	18	229
Average Daily Ridership	475	457	534	501	534	452	421	515	527	489	444	487
% Increase/Decrease from Prior Month	12%	-4%	17%	-6%	7%	-15%	-7%	22%	2%	-7%	-9%	
% Increase/Decrease from Prior Year	3%	-4%	7%	5%	4%	11%	3%	7%	2%	-2%	-5%	3%
% of Pre COVID Baseline	150%	146%	152%	143%	150%	131%	112%	143%	143%	142%	131%	140%

TOTAL WEEKDAY RIDERSHIP												
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	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	221,694
# of Operating Days	20	19	21	22	21	21	22	21	21	23	18	229
Average Daily Ridership	910	909	1,089	1,014	1,103	917	847	981	1,021	956	886	968
% Increase/Decrease from Prior Month	7%	0%	20%	-7%	9%	-17%	-8%	16%	4%	-6%	-7%	
% Increase/Decrease from Prior Year	-1%	-4%	12%	11%	11%	17%	7%	3%	-1%	-4%	-6%	4%
% of Pre COVID Baseline	128%	129%	139%	134%	138%	128%	116%	129%	126%	123%	117%	128%

GRAY ROUTE-WEEKEND												
2025 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total to Date
Total Monthly Weekend Ridership	1,250	999	1,328	909	1,317	1,216	934	1,258	978	915	1,225	12,329
# of Operating Days	11	9	10	8	10	9	9	10	9	8	12	105
Average Daily Ridership	114	111	133	114	132	135	104	126	109	114	102	117
% Increase/Decrease from Prior Month	15%	-2%	20%	-14%	16%	3%	-23%	21%	-14%	5%	-11%	
% Increase/Decrease from Prior Year	3%	11%	28%	7%	27%	13%	-6%	8%	-7%	-1%	-12%	6%
% of Pre COVID Baseline	84%	84%	88%	66%	98%	82%	66%	82%	73%	76%	61%	78%

RED ROUTE-WEEKEND												
2025 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	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	13,419
# of Operating Days	11	9	10	8	10	9	9	10	9	8	12	105
Average Daily Ridership	124	108	141	126	126	116	123	136	141	120	139	128
% Increase/Decrease from Prior Month	22%	-13%	31%	-11%	0%	-8%	6%	11%	4%	-15%	16%	
% Increase/Decrease from Prior Year	16%	5%	22%	10%	7%	-19%	-5%	-4%	17%	-15%	7%	3%
% of Pre COVID Baseline	96%	73%	89%	75%	93%	65%	73%	79%	96%	74%	90%	82%

TOTAL WEEKEND RIDERSHIP												
2025 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	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	25,748
# of Operating Days	11	9	10	8	10	9	9	10	9	8	12	105
Average Daily Ridership	238	219	274	240	258	251	226	262	250	234	241	245
% Increase/Decrease from Prior Month	18%	-8%	25%	-13%	8%	-3%	-10%	16%	-5%	-6%	3%	
% Increase/Decrease from Prior Year	9%	8%	25%	8%	17%	-4%	-6%	1%	5%	-9%	-2%	4%
% of Pre COVID Baseline	90%	78%	89%	71%	95%	73%	70%	81%	85%	75%	75%	80%

TOTAL RIDERSHIP												
2025 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	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	247,442
# of Operating Days	31	28	31	30	31	30	31	31	30	31	30	334
Average Daily Ridership	672	687	826	808	830	717	667	749	789	770	628	741
% Increase/Decrease from Prior Month	8%	2%	20%	-2%	3%	-14%	-7%	12%	5%	-2%	-18%	
% Increase/Decrease from Prior Year	-3%	-4%	14%	11%	8%	17%	5%	0%	3%	-4%	-8%	3%
% of Pre COVID Baseline	119%	121%	131%	125%	128%	121%	109%	118%	123%	117%	105%	120%

# Ridership Summary

## Weekday Ridership

In November, total weekday ridership decreased 7% from the previous month and 6% compared to the same month last year. Year-to-date weekday ridership is 128% of the 2019 pre-pandemic baseline.

## Weekend Ridership

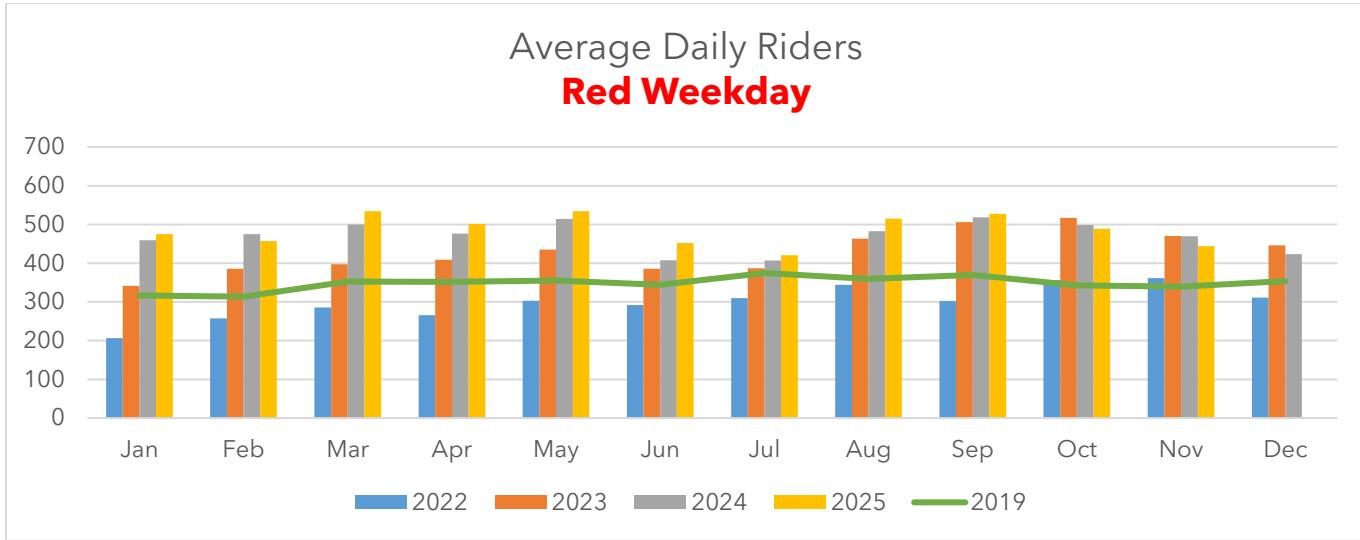
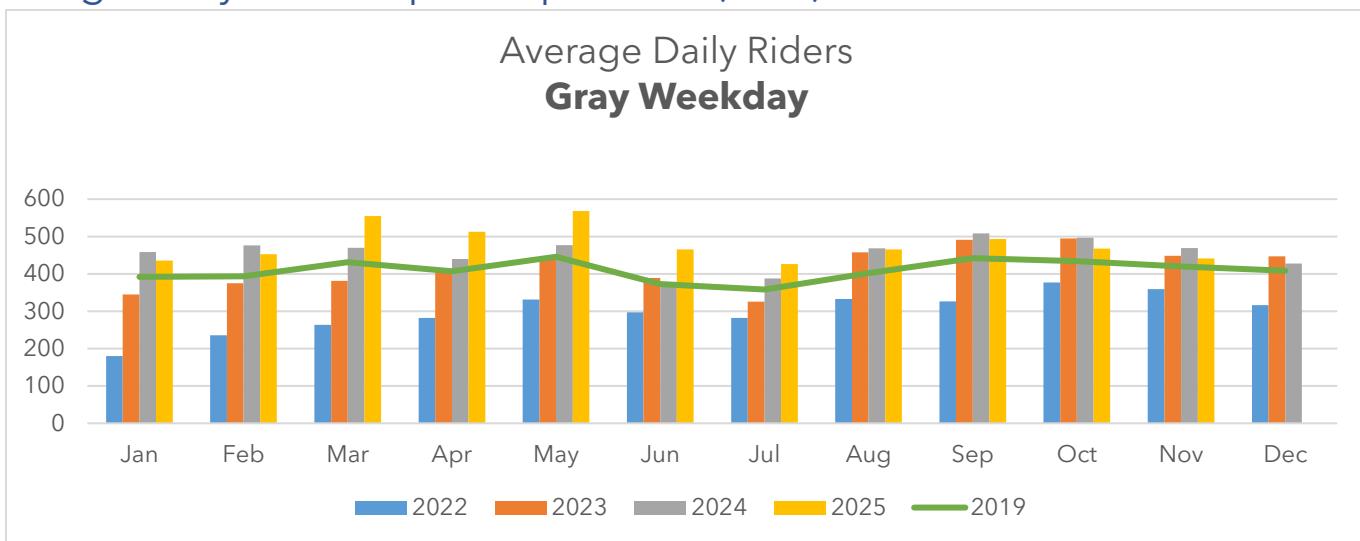
Total weekend ridership increased 3% from the previous month and decreased 2% compared to the same month in the previous year. Year-to-date weekend ridership is 80% of the 2019 pre-pandemic baseline.

## All Ridership

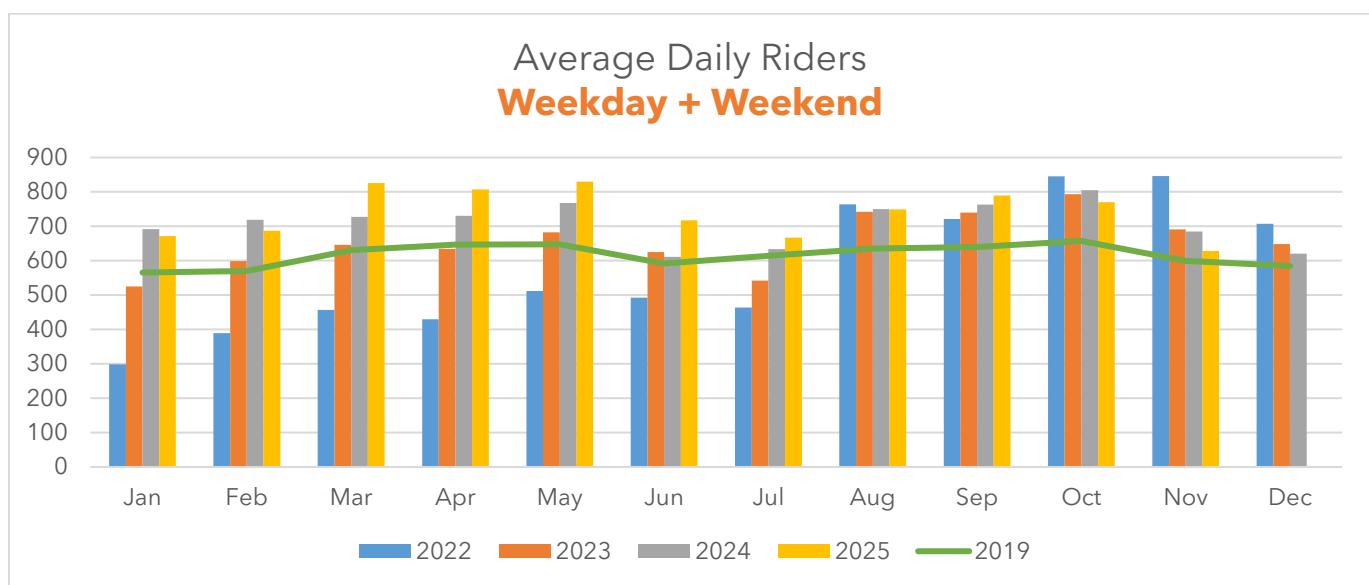
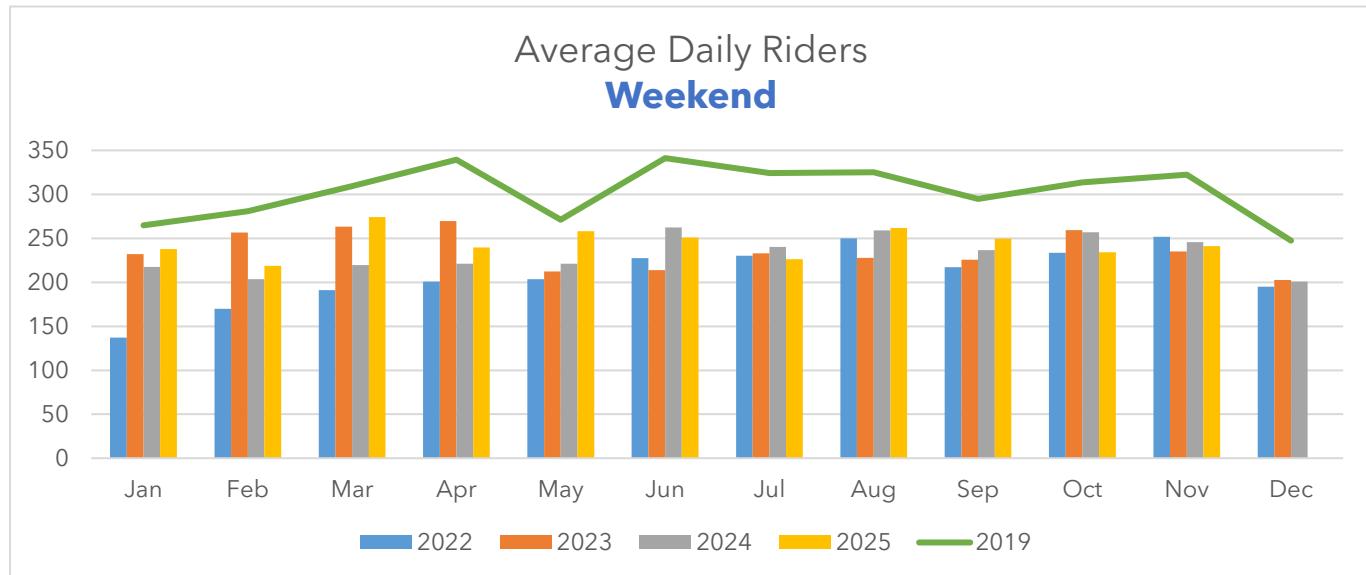
In November, total ridership (weekday + weekend) decreased by 18% from the previous month and 8% from the same month last year. Year-to-date ridership is 120% of the 2019 pre-pandemic baseline.

In November, the weekday ridership was highest at 7:30 AM, Saturday ridership peaked at 10:00 AM and Sunday ridership peaked at 10 AM.

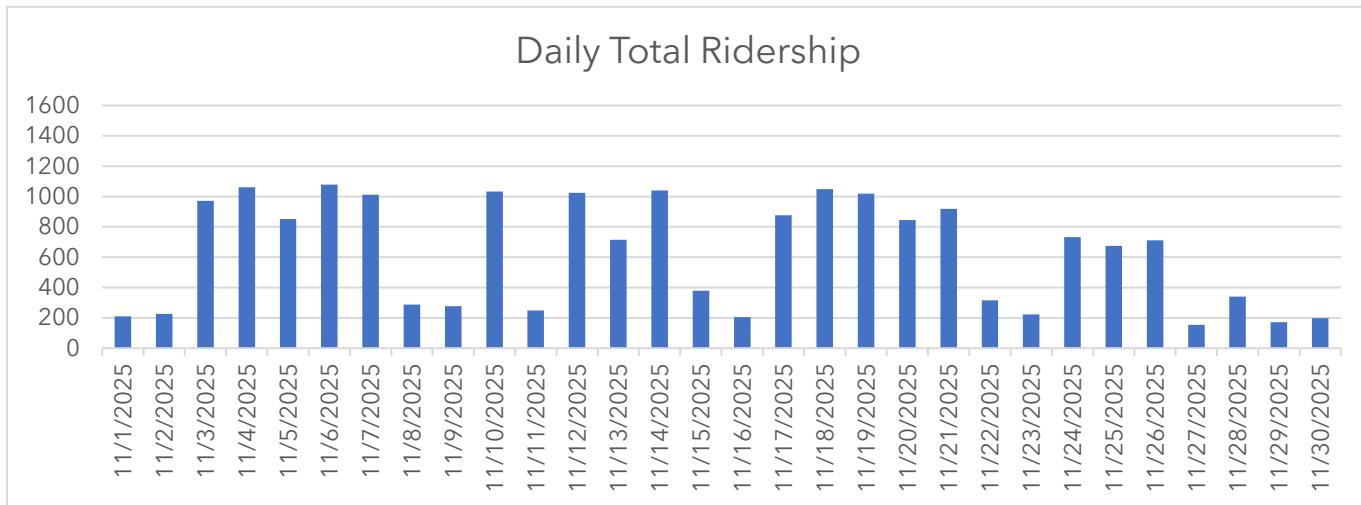
## Average Daily Ridership Comparisons (YTD)



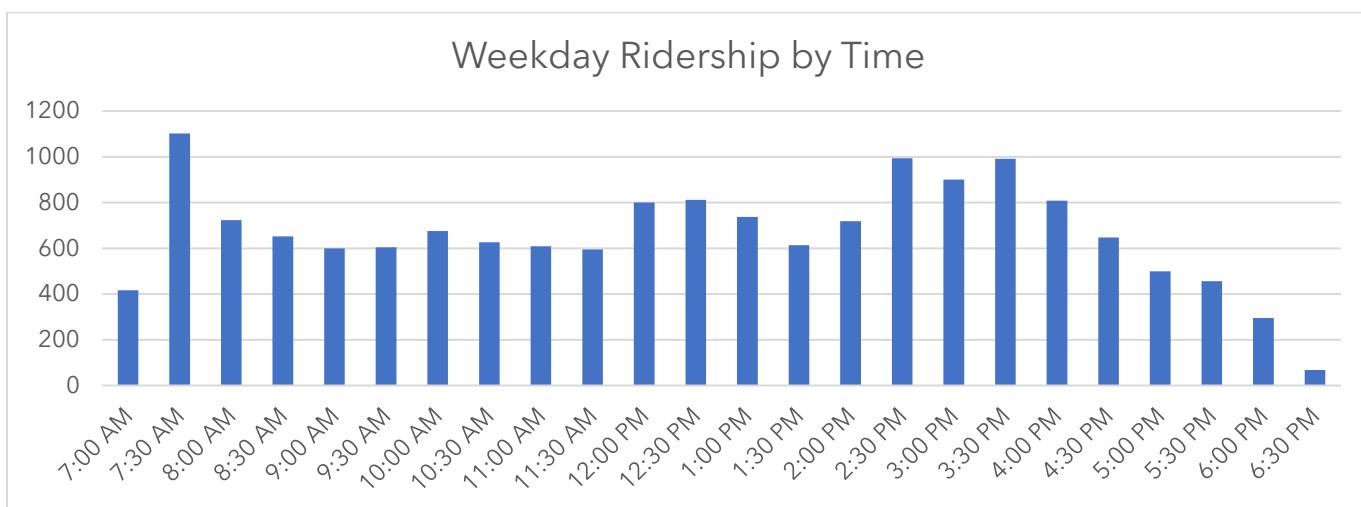
## Average Daily Ridership Comparisons (YTD) (cont'd)



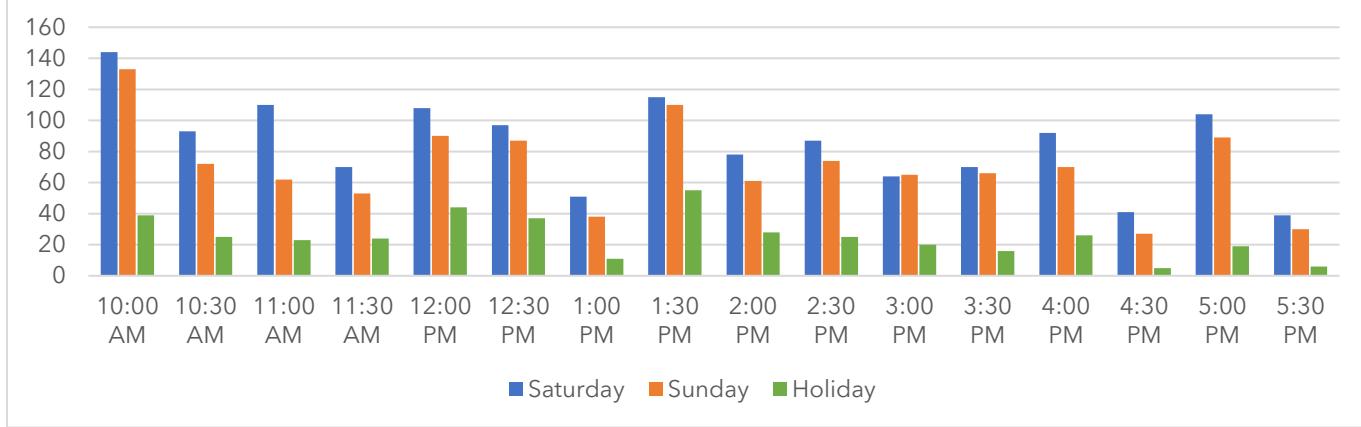
## Daily Total Ridership by Date



## Monthly Total Ridership by Time



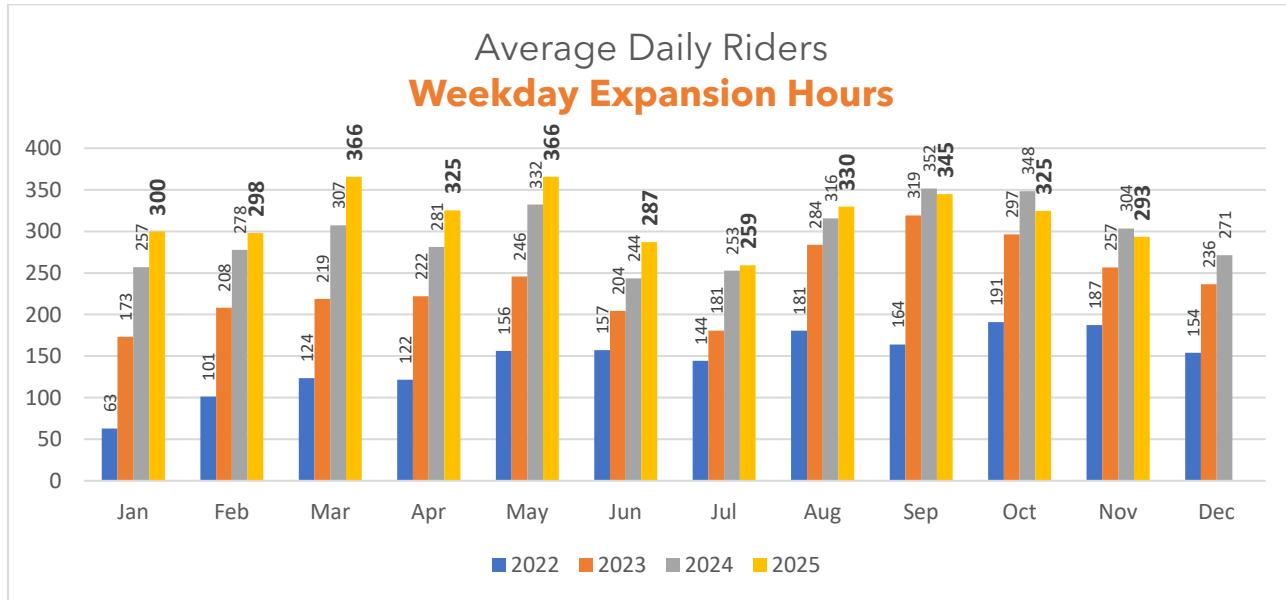
## Weekend and Holiday Ridership by Time



## 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	5,280	41%	26%	33%
Dec	3,385			25%	
<b>Total/YTD</b>	<b>36,937</b>	<b>72,819</b>	<b>117%</b>	<b>24%</b>	<b>33%</b>

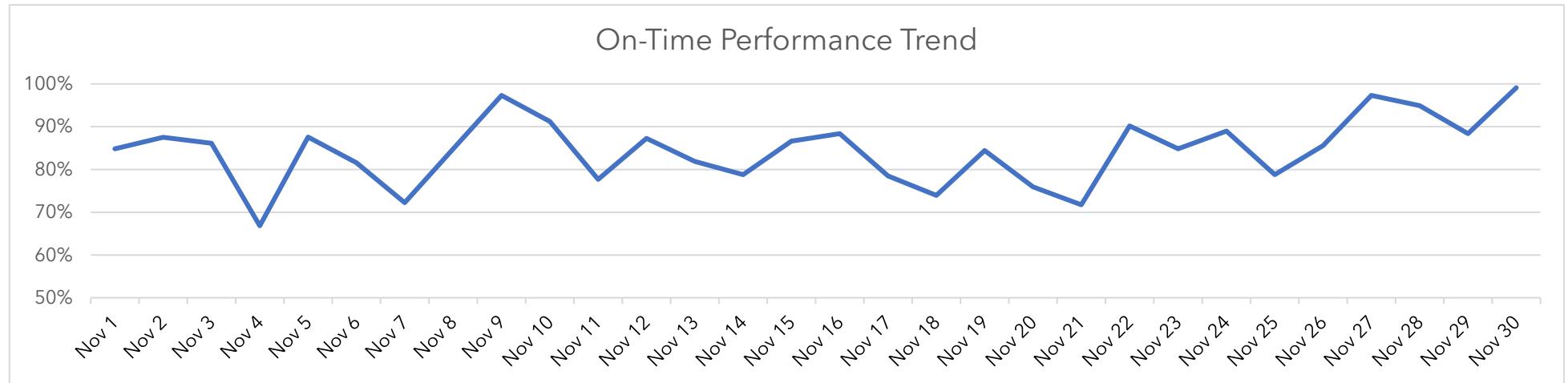


## Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,351	1,681	3,032	16.6%	San Antonio Center	1,101	1,454	2,555	13.3%
Mountain View Transit Center	659	1,009	1,668	9.1%	Mountain View Transit Center	1,012	965	1,977	10.3%
Senior/Teen Center (SB)	564	872	1,436	7.9%	Senior/Teen Center (NB)	1,066	553	1,619	8.4%
Grant Road (SB)	636	671	1,307	7.2%	Grant Road (NB)	653	642	1,295	6.7%
Cuesta/Miramonte (NB)	731	157	888	4.9%	El Camino Real/Sylvan (NB)	439	380	819	4.3%
Rengstorff/Middlefield (EB)	600	257	857	4.7%	Civic Center (SB)	499	318	817	4.2%
El Camino Real/Sylvan (SB)	352	408	760	4.2%	El Camino Hospital	268	454	722	3.7%
California/Ortega (WB)	72	577	649	3.6%	Rengstorff/Middlefield (SB)	349	370	719	3.7%
Whisman Station (SB)	283	335	618	3.4%	Sylvan Park (NB)	314	355	669	3.5%
Middlefield/Easy (EB)	351	235	586	3.2%	Cuesta/Miramonte (EB)	151	494	645	3.3%
Sylvan Park (SB)	300	222	522	2.9%	California/Ortega (EB)	596	40	636	3.3%
El Camino Hospital	322	198	520	2.8%	Whisman Station (NB)	291	284	575	3.0%
Civic Center (NB)	196	293	489	2.7%	Middlefield/Easy (WB)	309	238	547	2.8%
California/Ortega (EB)	431	43	474	2.6%	Graham Middle School (SB)	195	289	484	2.5%
Graham Middle School (NB)	182	251	433	2.4%	Crittenden Middle School (WB)	202	282	484	2.5%
Shoreline/Middlefield #3 (EB)	246	168	414	2.3%	Castro/El Camino Real (SB)	244	194	438	2.3%
Crittenden Middle School (EB)	225	169	394	2.2%	California/Rengstorff (EB)	348	71	419	2.2%
Castro/El Camino Real (NB)	238	150	388	2.1%	Whisman/Middlefield (NB)	178	182	360	1.9%
Middlefield/Moffett (EB)	198	163	361	2.0%	Middlefield/Moffett (WB)	194	157	351	1.8%
California/Rengstorff (WB)	59	273	332	1.8%	Middlefield/San Pierre (WB)	109	187	296	1.5%
Community Center (NB)	236	74	310	1.7%	California/Ortega (WB)	33	253	286	1.5%
Whisman/Middlefield (SB)	141	156	297	1.6%	Villa/Franklin (EB)	91	186	277	1.4%
Whisman/Dana (SB)	100	106	206	1.1%	Shoreline/Middlefield #1 (EB)	115	153	268	1.4%
Rengstorff/Central Expressway (NB)	109	91	200	1.1%	Grant/Eunice	151	106	257	1.3%
Grant/Eunice	92	81	173	0.9%	Villa/Mariposa	168	87	255	1.3%
Cuesta/Grant	104	64	168	0.9%	Community Center (SB)	63	190	253	1.3%
Rengstorff/Montecito (NB)	86	79	165	0.9%	Rengstorff/Central Expressway (SB)	145	93	238	1.2%
Middlefield/San Pierre (EB)	89	71	160	0.9%	California/Rengstorff (WB)	53	178	231	1.2%
Villa/Franklin (WB)	117	36	153	0.8%	Castro/High School Way	104	121	225	1.2%
Villa/Shoreline	40	92	132	0.7%	Grant/Cuesta	53	123	176	0.9%
Grant/Cuesta	26	87	113	0.6%	Rengstorff/Montecito (SB)	65	85	150	0.8%
Shoreline/Pear	32	24	56	0.3%	Whisman/Dana (NB)	67	43	110	0.6%
Shoreline/Middlefield #2	3	8	11	0.1%	Shoreline/Pear	35	51	86	0.4%
<b>Total</b>	<b>9,171</b>	<b>9,101</b>	<b>18,272</b>	<b>100.0%</b>	<b>Total</b>	<b>9,661</b>	<b>9,578</b>	<b>19,239</b>	<b>100.0%</b>

## On Time Performance

In November, on-time performance (OTP) was 84%, below the target level. Mountain View Transportation Management Association (MTMA) staff are currently reviewing operational protocols and performance data to identify contributing factors and determine appropriate strategies to improve on-time performance.



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			80%	75%	81%	80%	66%			90%		90%	75%	73%			84%	71%	86%	72%	57%			92%	73%	84%		94%		<b>79%</b>	
GRAY Weekend	84%	91%						84%	96%		80%				82%	82%					84%	79%				100%		80%	98%	<b>87%</b>	
RED			92%	59%	94%	83%	78%			93%		85%	89%	84%			73%	77%	82%	80%	86%			86%	84%	87%		95%		<b>84%</b>	
RED Weekend	86%	84%						86%	98%		75%				91%	95%					96%	91%				95%		96%	100%	<b>91%</b>	
<b>Grand Total</b>	<b>85%</b>	<b>88%</b>	<b>86%</b>	<b>67%</b>	<b>88%</b>	<b>82%</b>	<b>72%</b>	<b>85%</b>	<b>97%</b>	<b>91%</b>	<b>78%</b>	<b>87%</b>	<b>82%</b>	<b>79%</b>	<b>87%</b>	<b>88%</b>	<b>78%</b>	<b>74%</b>	<b>84%</b>	<b>76%</b>	<b>72%</b>	<b>90%</b>	<b>85%</b>	<b>89%</b>	<b>79%</b>	<b>86%</b>	<b>97%</b>	<b>95%</b>	<b>88%</b>	<b>99%</b>	<b>84%</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: 144
- Wheelchair Lift Usage: 51

## 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.