



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT January 2026

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Mountain View Community Shuttle
Annual Ridership Summary (YTD)
w/ Pre-COVID Baseline Comparison

GRAY ROUTE-WEEKDAY		
2026 - Gray Route	Jan	Total to Date
Total Monthly Weekday Ridership	9,268	9,268
# of Operating Days	20	20
Average Daily Ridership	463	463
% Increase/Decrease from Prior Month	17%	
% Increase/Decrease from Prior Year	6%	6%
% of Pre COVID Baseline	118%	118%
RED ROUTE-WEEKDAY		
2026 - Red Route	Jan	Total to Date
Total Monthly Weekday Ridership	9,307	9,307
# of Operating Days	20	20
Average Daily Ridership	465	465
% Increase/Decrease from Prior Month	12%	
% Increase/Decrease from Prior Year	-2%	-2%
% of Pre COVID Baseline	147%	147%
TOTAL WEEKDAY RIDERSHIP		
2026 - GRAY + RED	Jan	Total to Date
Total Monthly Weekday Ridership	18,575	18,575
# of Operating Days	20	20
Average Daily Ridership	929	929
% Increase/Decrease from Prior Month	14%	
% Increase/Decrease from Prior Year	2%	2%
% of Pre COVID Baseline	131%	131%
GRAY ROUTE-WEEKEND		
2026 - Gray Route	Jan	Total to Date
Total Monthly Weekend Ridership	997	997
# of Operating Days	11	11
Average Daily Ridership	91	91
% Increase/Decrease from Prior Month	-16%	
% Increase/Decrease from Prior Year	-20%	-20%
% of Pre COVID Baseline	67%	67%
RED ROUTE-WEEKEND		
2026 - Red Route	Jan	Total to Date
Total Monthly Weekend Ridership	1,165	1,165
# of Operating Days	11	11
Average Daily Ridership	106	106
% Increase/Decrease from Prior Month	7%	
% Increase/Decrease from Prior Year	-15%	-15%
% of Pre COVID Baseline	82%	82%
TOTAL WEEKEND RIDERSHIP		
2026 - GRAY + RED	Jan	Total to Date
Total Monthly Weekend Ridership	2,162	2,162
# of Operating Days	11	11
Average Daily Ridership	197	197
% Increase/Decrease from Prior Month	-5%	
% Increase/Decrease from Prior Year	-17%	-17%
% of Pre COVID Baseline	74%	74%
TOTAL RIDERSHIP		
2026 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Total
Total Monthly Ridership	20,737	20,737
# of Operating Days	31	31
Average Daily Ridership	669	669
% Increase/Decrease from Prior Month	5%	
% Increase/Decrease from Prior Year	0%	0%
% of Pre COVID Baseline	118%	118%

Ridership Summary

Weekday Ridership

In January, total weekday ridership increased 14% from the previous month and 2% compared to the same month last year. Year-to-date weekday ridership is 131% of the 2019 pre-pandemic baseline.

Weekend Ridership

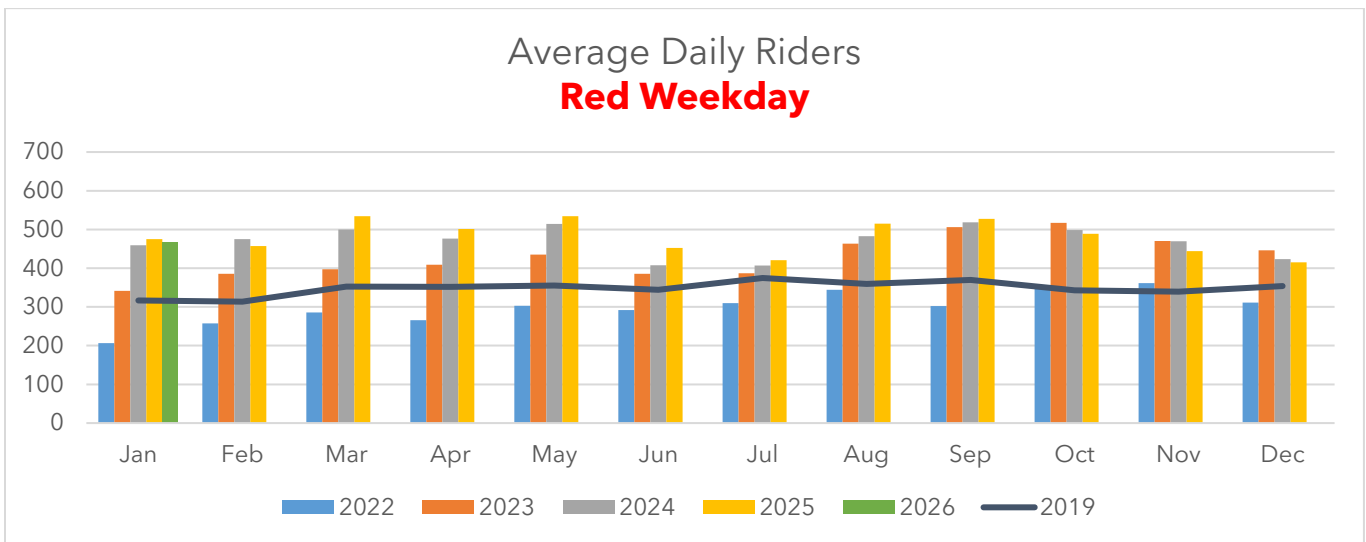
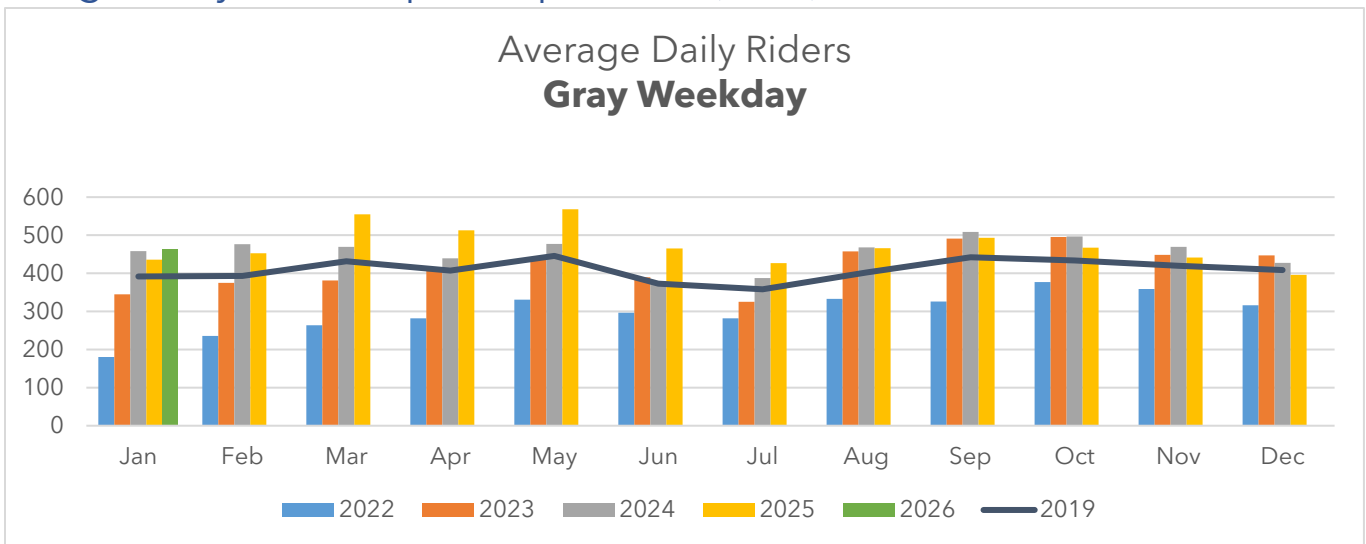
Total weekend ridership decreased 5% from the previous month and 17% compared to the same month in the previous year. Year-to-date weekend ridership is 74% of the 2019 pre-pandemic baseline.

All Ridership

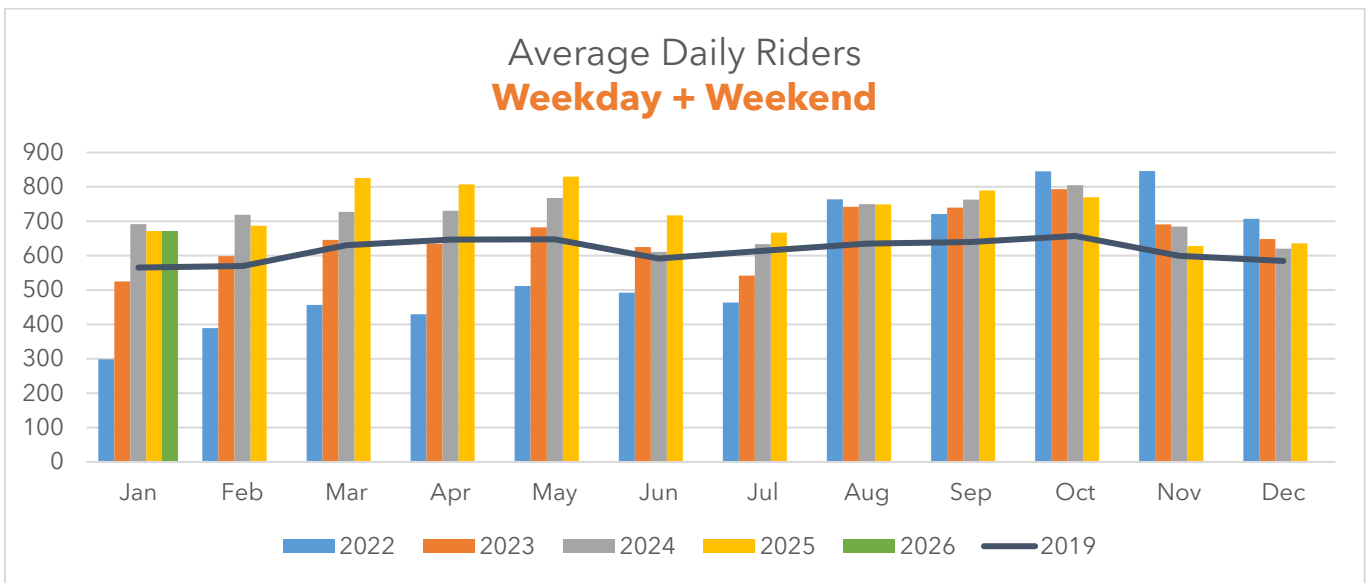
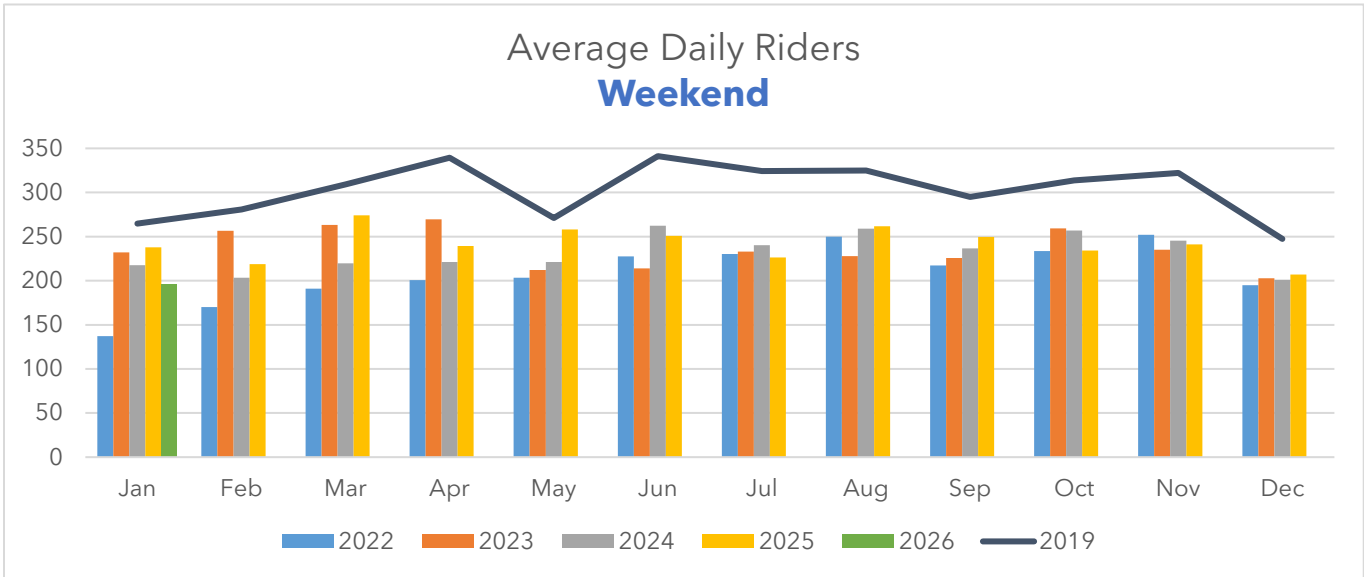
In January, total ridership (weekday + weekend) increased by 5% from the previous month and stayed flat from the same month last year. Year-to-date ridership is 118% of the 2019 pre-pandemic baseline.

In January, the weekday ridership was highest at 7:30 AM. Saturday ridership peaked at 10:00 AM, 12:00 PM, 1:30 PM and 2:30 PM. Sunday ridership peaked at 10:00 AM.

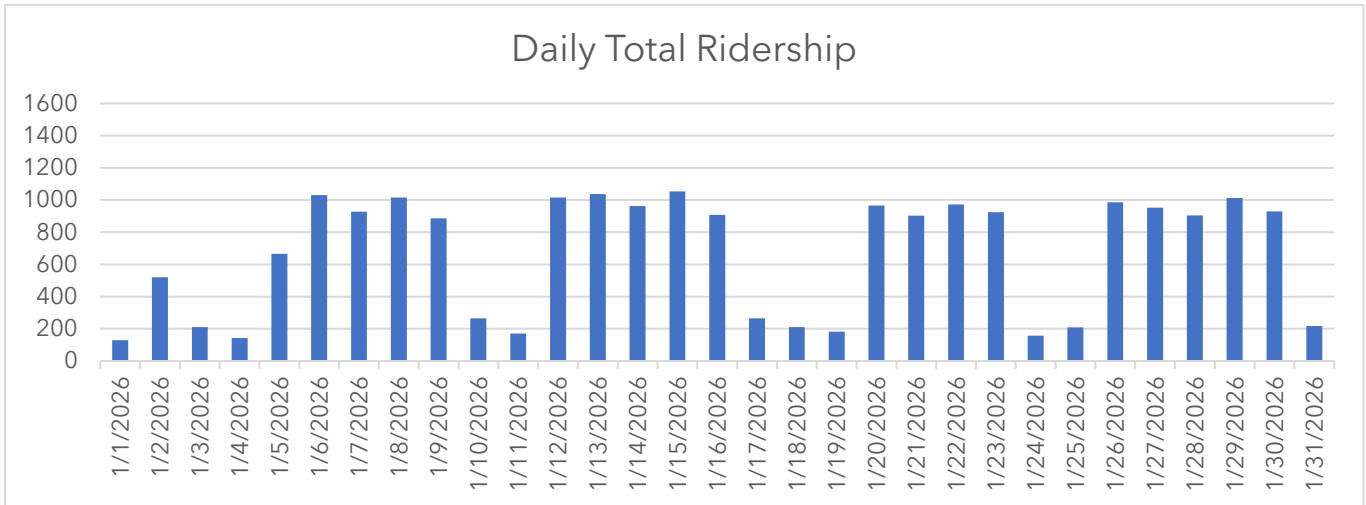
Average Daily Ridership Comparisons (YTD)



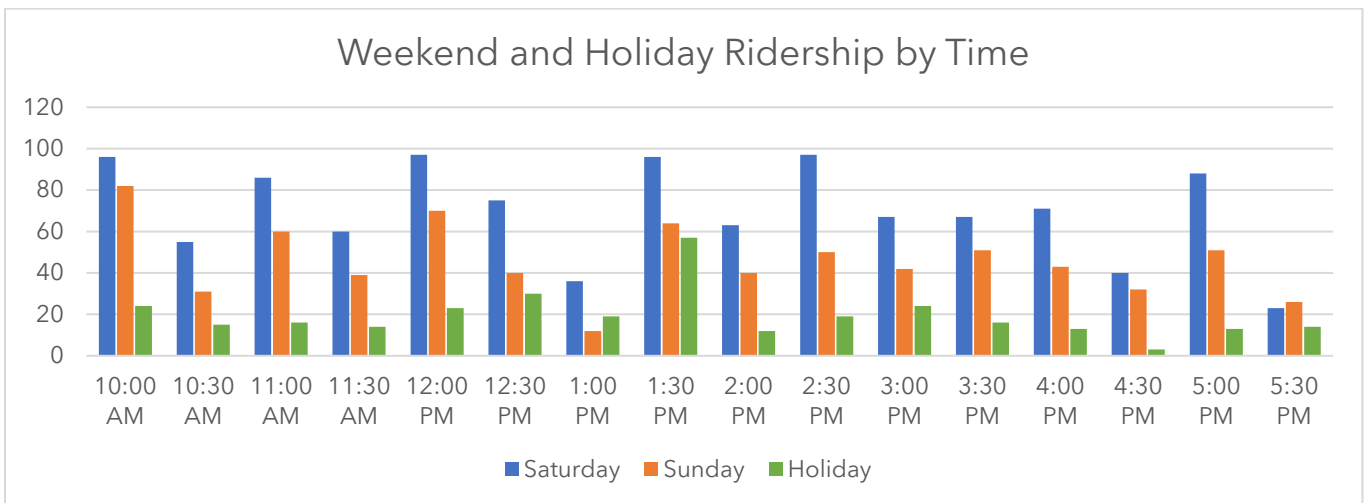
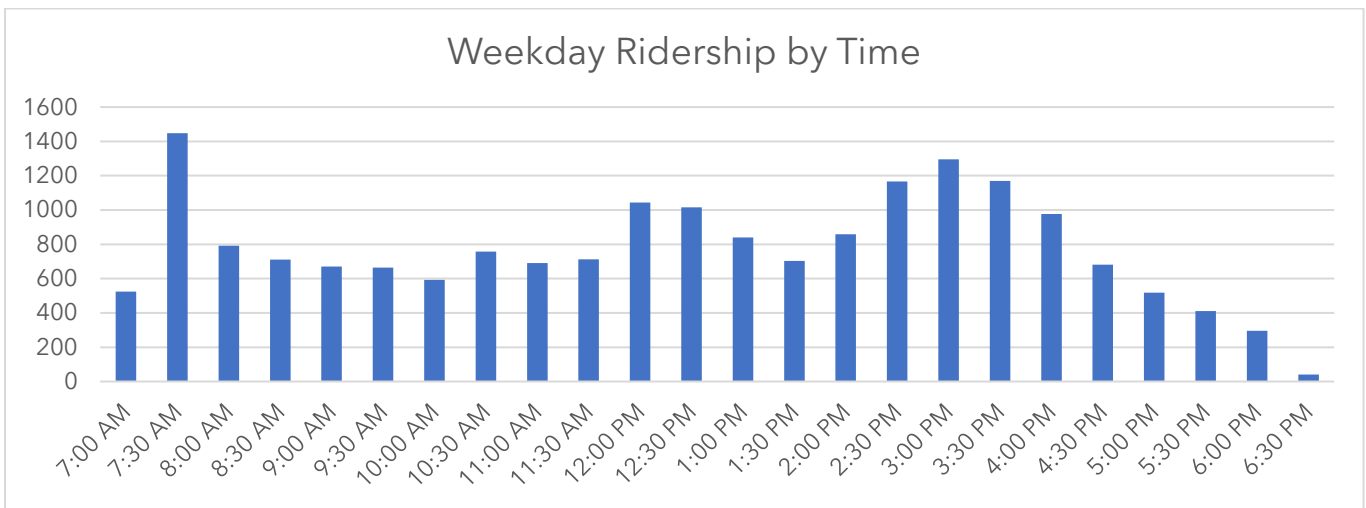
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



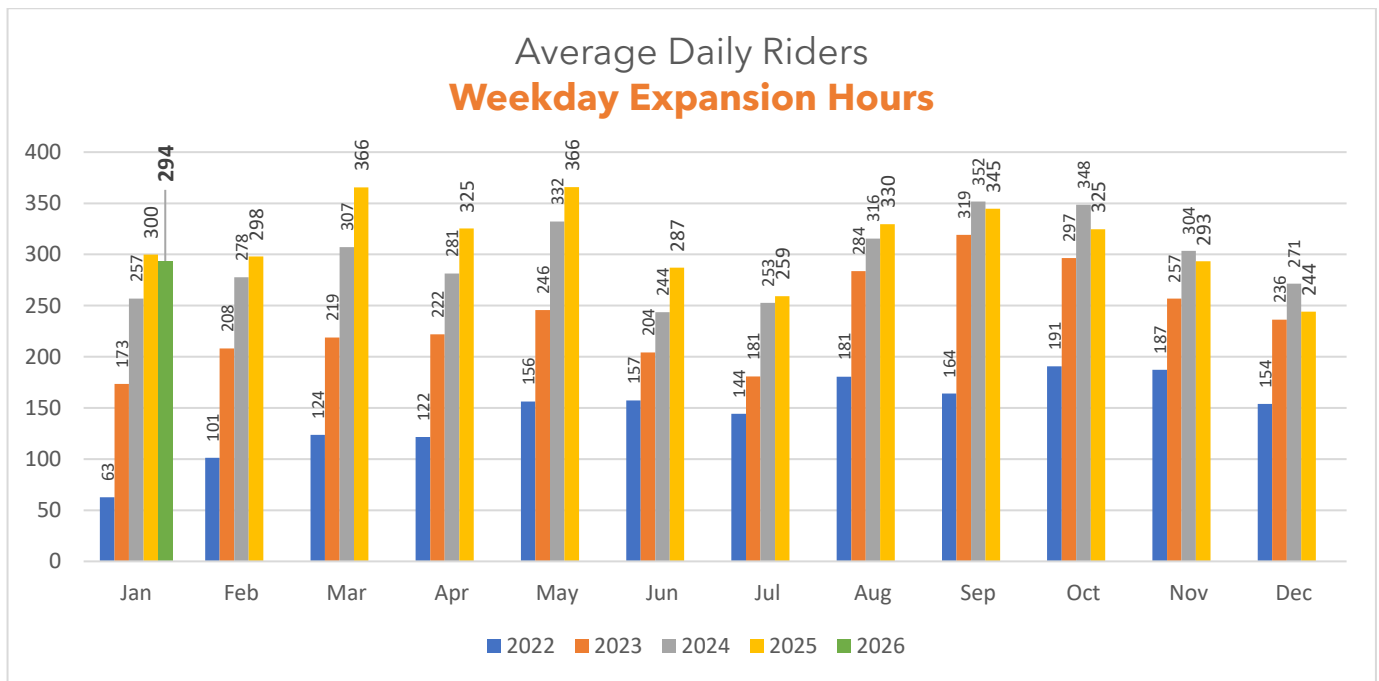
Monthly Total Ridership by Time



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 (2026)	% Increase/Decrease from 2022	Expansion % of Total Weekday Ridership 2022	Expansion % of Total Weekday Ridership 2025
Jan	1,256	5,872	368%	16%	32%
Feb	1,923			21%	
Mar	2,844			23%	
Apr	2,553			22%	
May	3,281			25%	
Jun	3,461			27%	
Jul	2,886			24%	
Aug	4,154			27%	
Sep	3,443			26%	
Oct	4,005			26%	
Nov	3,746			26%	
Dec	3,385			25%	
Total/YTD	36,937	5,872	368%	24%	32%



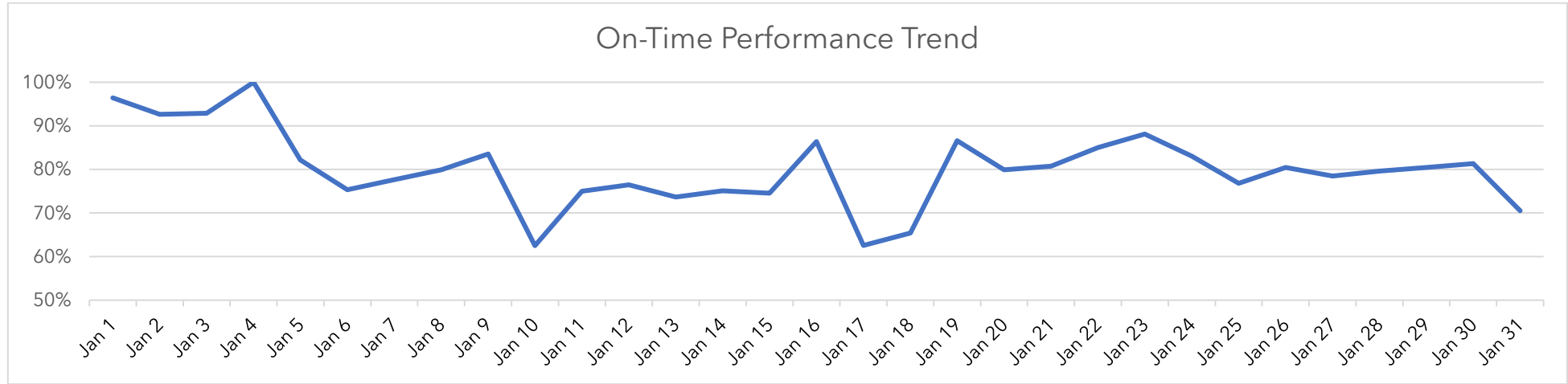
Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,650	1,895	3,545	17.3%	San Antonio Center	1,165	1,963	3,128	15.0%
Mountain View Transit Center	582	994	1,576	7.7%	Mountain View Transit Center	1,188	845	2,033	9.8%
Grant Road (SB)	732	671	1,403	6.9%	Senior/Teen Center (NB)	935	519	1,454	7.0%
Senior/Teen Center (SB)	486	875	1,361	6.7%	Grant Road (NB)	768	657	1,425	6.8%
California/Ortega (WB)	67	1,276	1,343	6.6%	El Camino Real/Sylvan (NB)	429	406	835	4.0%
Cuesta/Miramonte (NB)	826	186	1,012	4.9%	Civic Center (SB)	481	350	831	4.0%
Rengstorff/Middlefield (EB)	683	295	978	4.8%	Rengstorff/Middlefield (SB)	377	441	818	3.9%
Community Center (NB)	511	162	673	3.3%	Whisman Station (NB)	418	372	790	3.8%
Whisman Station (SB)	328	343	671	3.3%	Cuesta/Miramonte (EB)	172	589	761	3.7%
El Camino Real/Sylvan (SB)	302	356	658	3.2%	California/Ortega (EB)	721	33	754	3.6%
Graham Middle School (NB)	287	328	615	3.0%	Sylvan Park (NB)	244	451	695	3.3%
Middlefield/Easy (EB)	344	243	587	2.9%	El Camino Hospital	249	397	646	3.1%
Civic Center (NB)	249	337	586	2.9%	Castro/El Camino Real (SB)	352	227	579	2.8%
Sylvan Park (SB)	369	199	568	2.8%	Graham Middle School (SB)	213	322	535	2.6%
Middlefield/Moffett (EB)	291	220	511	2.5%	Crittenden Middle School (WB)	259	258	517	2.5%
California/Ortega (EB)	412	40	452	2.2%	Middlefield/Easy (WB)	266	225	491	2.4%
El Camino Hospital	261	171	432	2.1%	Community Center (SB)	159	322	481	2.3%
Crittenden Middle School (EB)	279	148	427	2.1%	Middlefield/Moffett (WB)	237	182	419	2.0%
Castro/El Camino Real (NB)	256	167	423	2.1%	California/Rengstorff (EB)	340	77	417	2.0%
Shoreline/Middlefield #3 (EB)	223	180	403	2.0%	Shoreline/Middlefield #1 (EB)	168	182	350	1.7%
Whisman/Middlefield (SB)	199	126	325	1.6%	Whisman/Middlefield (NB)	176	160	336	1.6%
California/Rengstorff (WB)	74	246	320	1.6%	Rengstorff/Central Expressway (SB)	141	159	300	1.4%
Rengstorff/Central Expressway (NB)	133	99	232	1.1%	California/Ortega (WB)	36	253	289	1.4%
Whisman/Dana (SB)	146	80	226	1.1%	Grant/Eunice	206	73	279	1.3%
Grant/Eunice	133	93	226	1.1%	Villa/Mariposa	197	58	255	1.2%
Middlefield/San Pierre (EB)	93	93	186	0.9%	Castro/High School Way	136	115	251	1.2%
Rengstorff/Montecito (NB)	71	100	171	0.8%	Middlefield/San Pierre (WB)	125	121	246	1.2%
Villa/Shoreline	74	92	166	0.8%	Villa/Franklin (EB)	50	162	212	1.0%
Cuesta/Grant	58	64	122	0.6%	California/Rengstorff (WB)	39	163	202	1.0%
Grant/Cuesta	26	70	96	0.5%	Whisman/Dana (NB)	87	75	162	0.8%
Villa/Franklin (WB)	79	13	92	0.4%	Rengstorff/Montecito (SB)	65	81	146	0.7%
Shoreline/Pear	39	13	52	0.3%	Grant/Cuesta	59	82	141	0.7%
Shoreline/Middlefield #2	2	5	7	0.0%	Shoreline/Pear	11	21	32	0.2%
					Shoreline/Middlefield #2	3	9	12	0.1%
Total	10,265	10,180	20,445	100.0%	Total	10,469	10,341	20,810	100.0%

On Time Performance

January on-time performance (OTP) was 80%, which is below the established target. MTMA staff have evaluated operational protocols and performance data and have identified opportunities for improvement.

Operational adjustments are planned following the completion of the new Inigo bus yard. The location of the new facility 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		90%			74%	79%	76%	74%	86%			84%	64%	64%	67%	82%				81%	85%	82%	85%			79%	84%	82%	77%	75%		78%
GRAY Weekend	95%		93%	100%						25%	80%						57%	52%	82%					77%	84%						64%	74%
RED		95%			90%	72%	80%	86%	81%			69%	83%	86%	82%	91%				79%	77%	88%	91%			82%	73%	77%	84%	88%		83%
RED Weekend	98%		93%	100%						100%	70%						68%	79%	91%					89%	70%					77%	85%	
Grand Total	96%	93%	93%	100%	82%	75%	78%	80%	84%	63%	75%	76%	74%	75%	75%	86%	63%	65%	87%	80%	81%	85%	88%	83%	77%	80%	78%	80%	80%	81%	71%	80%

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: 156
- Wheelchair Lift Usage: 34

Compliments/Complaints

- Compliments: None
- Complaints:
 - Driver left passenger at stop.
 - The incident was reviewed and confirmed, and the matter was addressed with the driver and appropriate corrective action was taken.

Electric Vehicle Utilization

We are pleased to report that the remaining three electric vehicles were delivered at the end of 2025, so we are now in possession of all 4 new vehicles. Unfortunately, we have experienced several problems with all 4 EV's, causing them to be pulled from service for repair. We are working closely with the maintenance team to ensure the repairs are completed in a timely manner to minimize vehicle downtime. We are working with the operations team to develop a system for tracking monthly EV usage for future reporting.

With the new fleet of vehicles now operating in service, this represents an important milestone in our fleet modernization efforts. The addition of these electric vehicles supports our commitment to a cleaner and sustainable transit system.