



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT February 2026

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			
2026 - Gray Route	Jan	Feb	Total to Date
Total Monthly Weekday Ridership	9,268	8,463	17,731
# of Operating Days	20	19	39
Average Daily Ridership	463	445	455
% Increase/Decrease from Prior Month	17%	-4%	
% Increase/Decrease from Prior Year	6%	-2%	4%
% of Pre COVID Baseline	118%	113%	116%
RED ROUTE-WEEKDAY			
2026 - Red Route	Jan	Feb	Total to Date
Total Monthly Weekday Ridership	9,307	8,794	18,101
# of Operating Days	20	19	39
Average Daily Ridership	465	463	464
% Increase/Decrease from Prior Month	12%	-1%	
% Increase/Decrease from Prior Year	-2%	1%	-2%
% of Pre COVID Baseline	147%	148%	146%
TOTAL WEEKDAY RIDERSHIP			
2026 - GRAY + RED	Jan	Feb	Total to Date
Total Monthly Weekday Ridership	18,575	17,257	35,832
# of Operating Days	20	19	39
Average Daily Ridership	929	908	919
% Increase/Decrease from Prior Month	14%	-2%	
% Increase/Decrease from Prior Year	2%	0%	1%
% of Pre COVID Baseline	131%	128%	130%
GRAY ROUTE-WEEKEND			
2026 - Gray Route	Jan	Feb	Total to Date
Total Monthly Weekend Ridership	997	994	1,991
# of Operating Days	11	9	20
Average Daily Ridership	91	110	100
% Increase/Decrease from Prior Month	-16%	22%	
% Increase/Decrease from Prior Year	-20%	-1%	-12%
% of Pre COVID Baseline	67%	83%	74%
RED ROUTE-WEEKEND			
2026 - Red Route	Jan	Feb	Total to Date
Total Monthly Weekend Ridership	1,165	1,085	2,250
# of Operating Days	11	9	20
Average Daily Ridership	106	121	113
% Increase/Decrease from Prior Month	7%	14%	
% Increase/Decrease from Prior Year	-15%	12%	-9%
% of Pre COVID Baseline	82%	81%	87%
TOTAL WEEKEND RIDERSHIP			
2026 - GRAY + RED	Jan	Feb	Total to Date
Total Monthly Weekend Ridership	2,162	2,079	4,241
# of Operating Days	11	9	20
Average Daily Ridership	197	231	212
% Increase/Decrease from Prior Month	-5%	18%	
% Increase/Decrease from Prior Year	-17%	6%	-11%
% of Pre COVID Baseline	74%	15%	80%
TOTAL RIDERSHIP			
2026 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Feb	Total
Total Monthly Ridership	20,737	19,336	40,073
# of Operating Days	31	28	59
Average Daily Ridership	669	691	679
% Increase/Decrease from Prior Month	5%	3%	
% Increase/Decrease from Prior Year	0%	0%	1%
% of Pre COVID Baseline	118%	121%	120%

Ridership Summary

Weekday Ridership

In February, total weekday ridership decreased 2% from the previous month and remained unchanged compared to the same month last year. Year-to-date weekday ridership is 130% of the 2019 pre-pandemic baseline.

Weekend Ridership

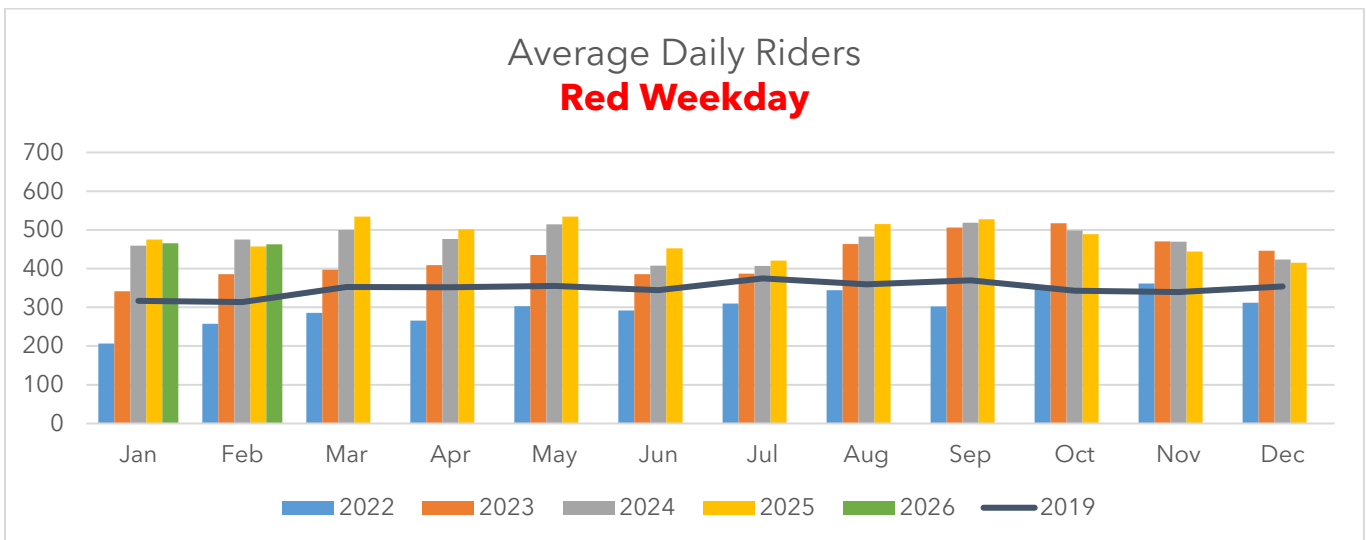
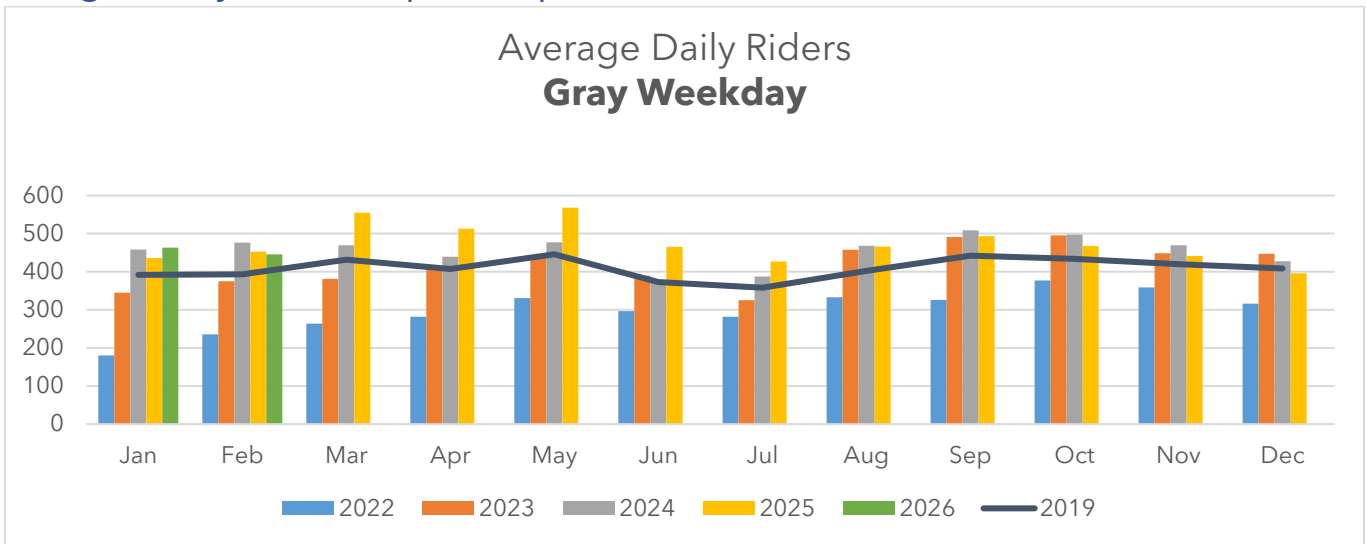
Total weekend ridership increased 18% from the previous month and 6% compared to the same month in the previous year. Year-to-date weekend ridership is 80% of the 2019 pre-pandemic baseline.

All Ridership

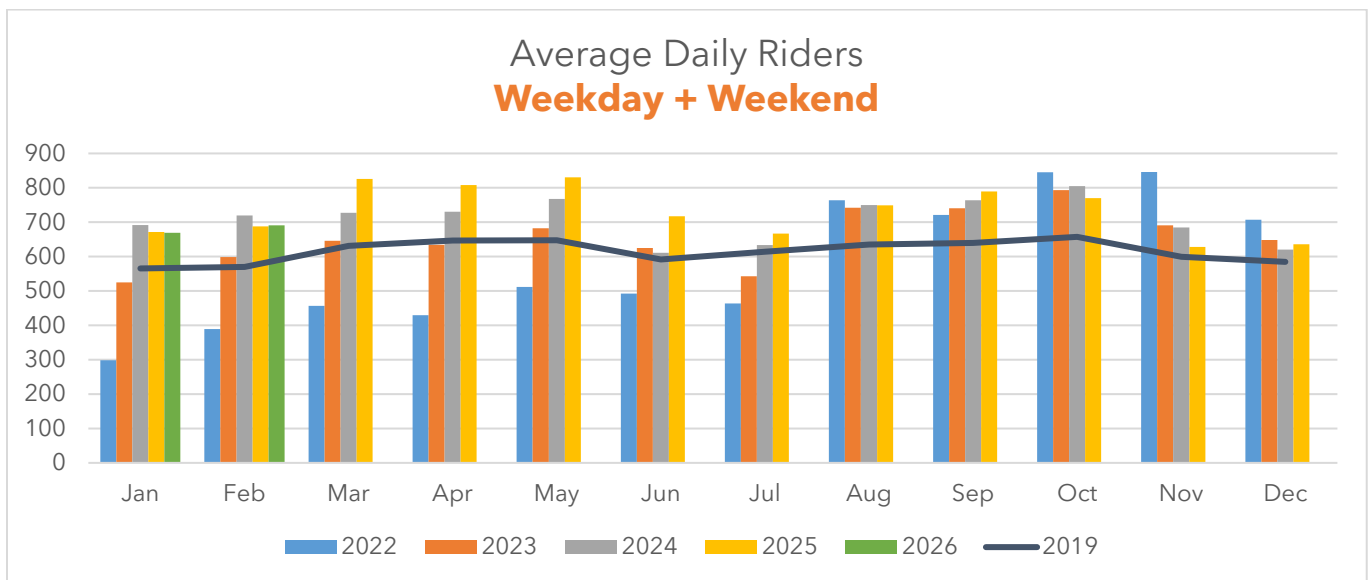
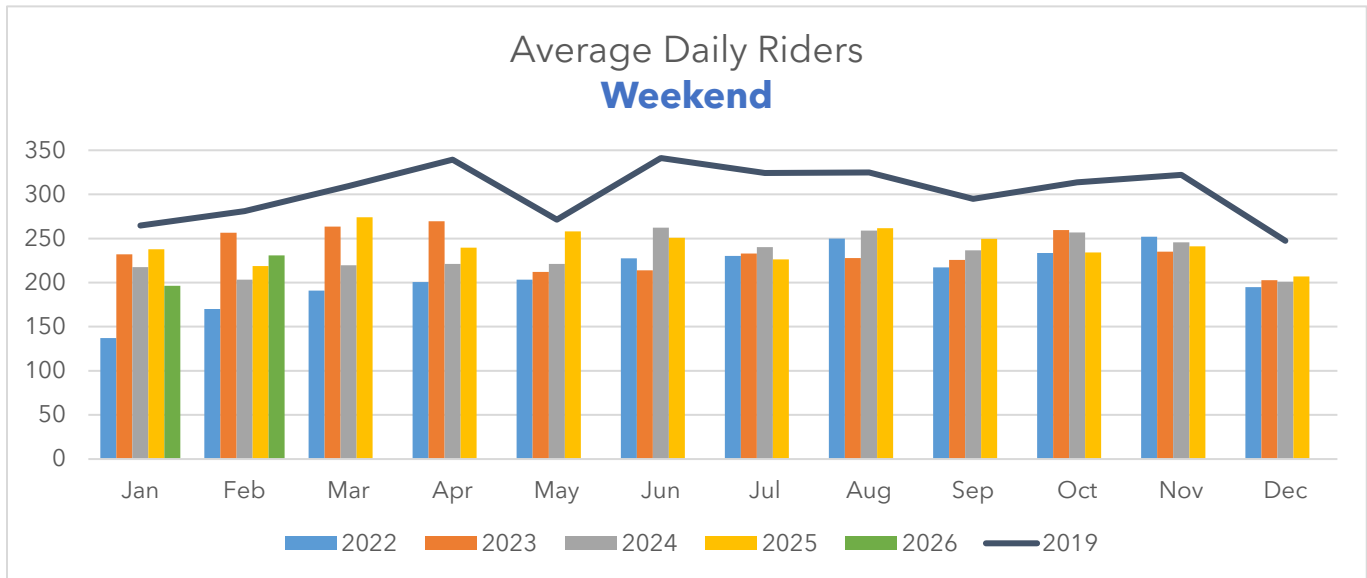
In February, total ridership (weekday + weekend) increased by 3% from the previous month and was flat compared to the same month last year. Year-to-date ridership is 120% of the 2019 pre-pandemic baseline.

In February, the weekday ridership was highest at 3:00 PM. Both Saturday and Sunday ridership peaked at 10:00 AM.

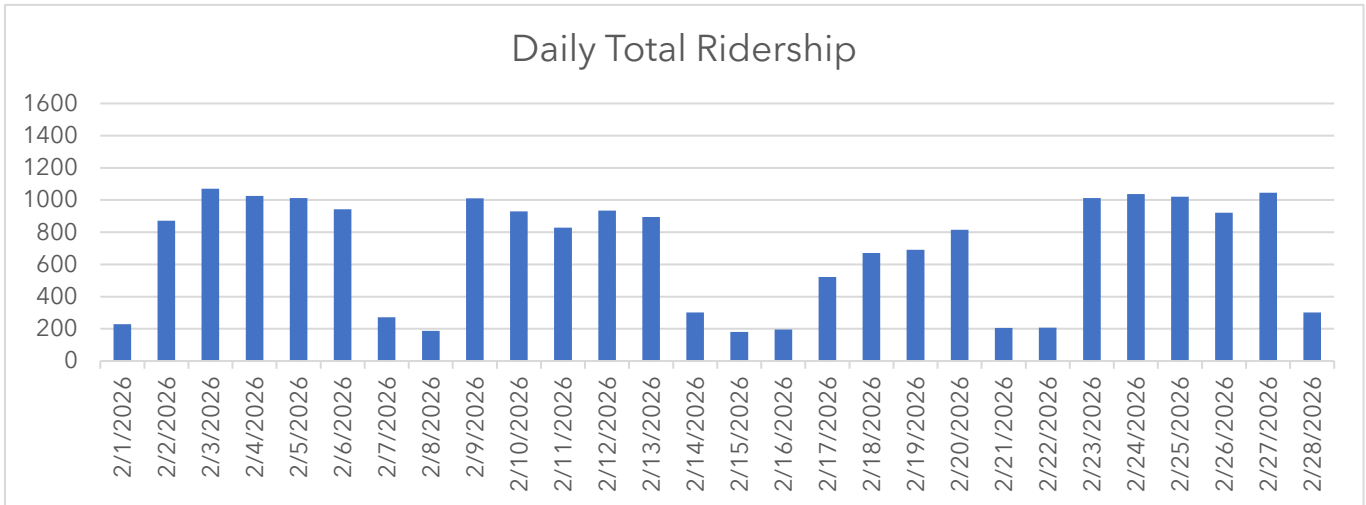
Average Daily Ridership Comparisons (YTD)



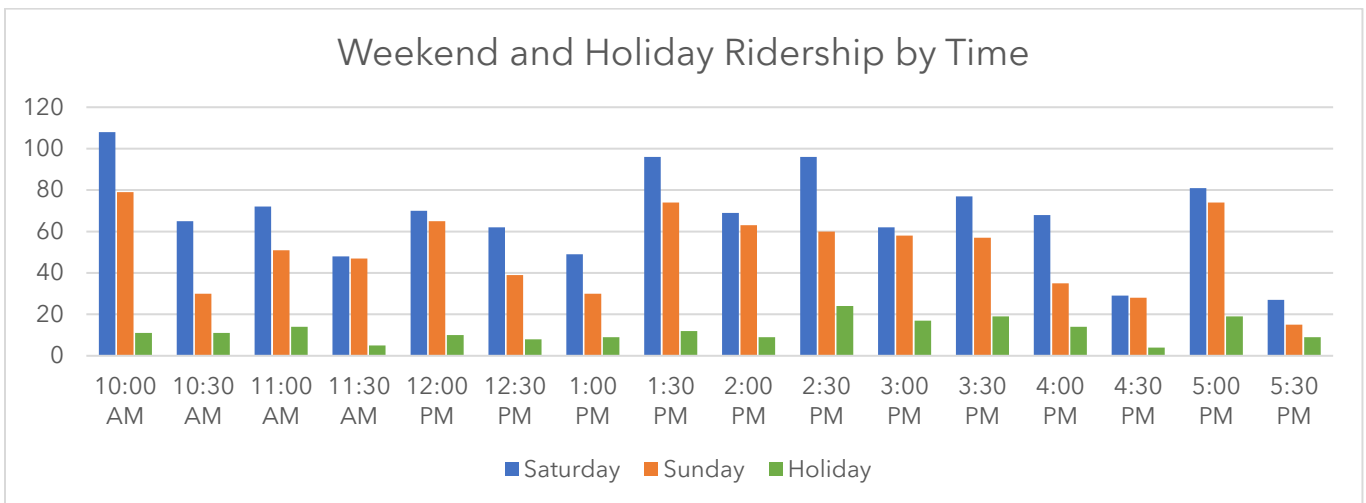
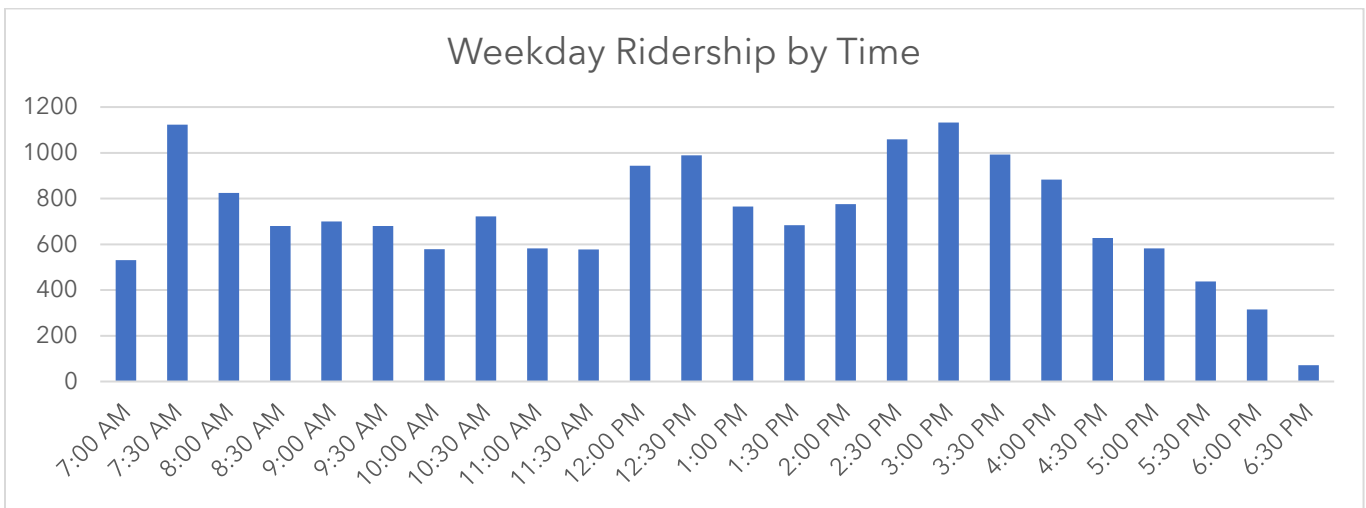
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



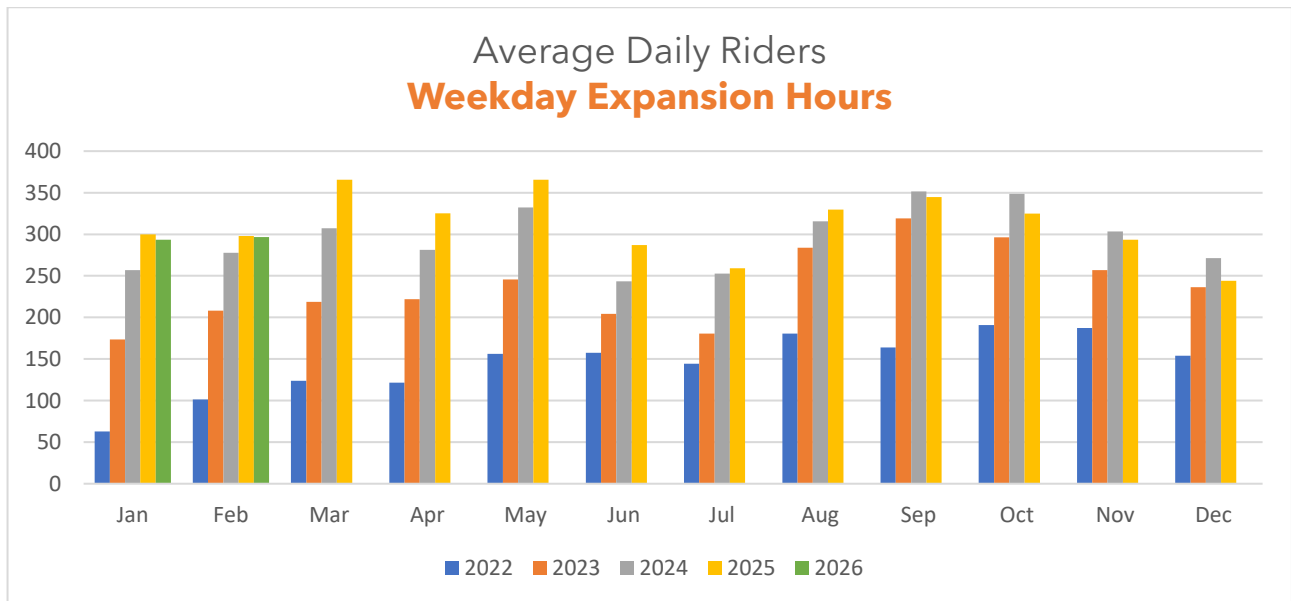
Monthly Total Ridership by Time



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 2026
Jan	1,256	5872	368%	16%	32%
Feb	1,923	5639	193%	21%	33%
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	11,511	262%	24%	32%



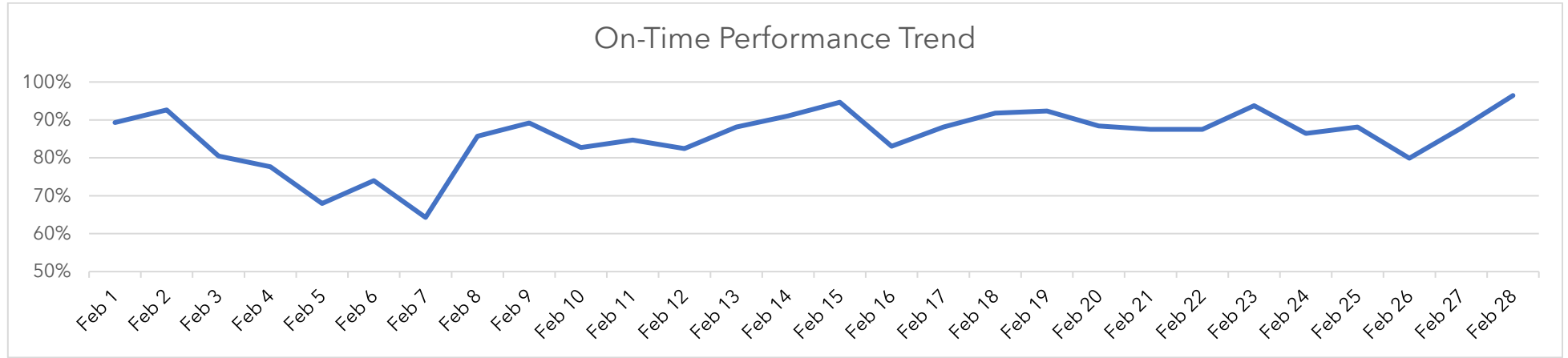
Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,391	1,659	3,050	16.2%	San Antonio Center	1,278	1,923	3,201	16.3%
Mountain View Transit Center	590	955	1,545	8.2%	Mountain View Transit Center	1,115	798	1,913	9.7%
Grant Road (SB)	586	672	1,258	6.7%	Senior/Teen Center (NB)	973	498	1,471	7.5%
Senior/Teen Center (SB)	470	787	1,257	6.7%	Grant Road (NB)	670	626	1,296	6.6%
California/Ortega (WB)	102	881	983	5.2%	Rengstorff/Middlefield (SB)	407	500	907	4.6%
Cuesta/Miramonte (NB)	781	183	964	5.1%	El Camino Real/Sylvan (NB)	396	390	786	4.0%
Rengstorff/Middlefield (EB)	481	234	715	3.8%	Civic Center (SB)	425	294	719	3.7%
Graham Middle School (NB)	296	355	651	3.5%	Cuesta/Miramonte (EB)	147	544	691	3.5%
El Camino Real/Sylvan (SB)	342	301	643	3.4%	El Camino Hospital	275	389	664	3.4%
Whisman Station (SB)	281	310	591	3.1%	Whisman Station (NB)	408	248	656	3.3%
Community Center (NB)	445	126	571	3.0%	Sylvan Park (NB)	217	404	621	3.2%
Middlefield/Easy (EB)	310	239	549	2.9%	California/Ortega (EB)	573	42	615	3.1%
Civic Center (NB)	258	290	548	2.9%	Graham Middle School (SB)	213	292	505	2.6%
California/Ortega (EB)	452	40	492	2.6%	Castro/El Camino Real (SB)	287	202	489	2.5%
El Camino Hospital	259	226	485	2.6%	Community Center (SB)	135	350	485	2.5%
Middlefield/Moffett (EB)	216	244	460	2.4%	Crittenden Middle School (WB)	222	238	460	2.3%
Shoreline/Middlefield #3 (EB)	285	161	446	2.4%	Middlefield/Easy (WB)	265	180	445	2.3%
Sylvan Park (SB)	289	143	432	2.3%	Middlefield/Moffett (WB)	253	170	423	2.1%
Castro/El Camino Real (NB)	263	157	420	2.2%	California/Rengstorff (EB)	252	72	324	1.6%
Crittenden Middle School (EB)	234	152	386	2.1%	Middlefield/San Pierre (WB)	139	182	321	1.6%
Whisman/Middlefield (SB)	200	157	357	1.9%	California/Ortega (WB)	52	262	314	1.6%
California/Rengstorff (WB)	66	277	343	1.8%	Grant/Eunice	221	68	289	1.5%
Whisman/Dana (SB)	120	116	236	1.3%	Shoreline/Middlefield #1 (EB)	134	155	289	1.5%
Rengstorff/Montecito (NB)	132	102	234	1.2%	Villa/Mariposa	209	69	278	1.4%
Rengstorff/Central Expressway (NB)	117	111	228	1.2%	Whisman/Middlefield (NB)	120	149	269	1.4%
Grant/Eunice	98	72	170	0.9%	California/Rengstorff (WB)	43	195	238	1.2%
Middlefield/San Pierre (EB)	74	90	164	0.9%	Villa/Franklin (EB)	56	164	220	1.1%
Cuesta/Grant	91	65	156	0.8%	Castro/High School Way	102	105	207	1.1%
Villa/Franklin (WB)	107	46	153	0.8%	Rengstorff/Central Expressway (SB)	91	95	186	0.9%
Villa/Shoreline	64	83	147	0.8%	Grant/Cuesta	57	73	130	0.7%
Grant/Cuesta	24	90	114	0.6%	Whisman/Dana (NB)	76	36	112	0.6%
Shoreline/Pear	31	23	54	0.3%	Rengstorff/Montecito (SB)	50	52	102	0.5%
Shoreline/Middlefield #2	2	9	11	0.1%	Shoreline/Pear	13	26	39	0.2%
					Shoreline/Middlefield #2	5	8	13	0.1%
Total	9,457	9,356	18,813	100.0%	Total	9,874	9,791	19,665	100.0%

On Time Performance

February on-time performance (OTP) was 86%, which is below the established target. MTMA staff continue to review operational data and service performance to identify areas for improvement.

Operational and schedule adjustments are anticipated 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	Grand Total	
GRAY		90%	75%	69%	67%	63%			81%	78%	84%	82%	85%				84%	96%	87%	86%			91%	84%	83%	74%	78%		81%	
GRAY Weekend	91%						61%	88%						86%	93%	86%					84%	91%							95%	86%
RED		95%	86%	86%	69%	85%			97%	88%	85%	83%	91%				93%	88%	98%	91%			97%	89%	93%	86%	98%		89%	
RED Weekend	88%						68%	84%						96%	96%	80%					91%	84%						98%	87%	
Grand Total	89%	93%	80%	78%	68%	74%	64%	86%	89%	83%	85%	82%	88%	91%	95%	83%	88%	92%	92%	88%	88%	88%	94%	86%	88%	80%	88%	96%	86%	

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: 41

Compliments/Complaints

- Compliments: None
- Complaints: None

Electric Vehicle Utilization

The new fleet of electric buses has experienced some initial reliability issues. We are working closely with the maintenance team to ensure any necessary repairs are completed in a timely manner.

	2026 Electric Vehicle Utilization	
UNIT	Jan	Feb
36	8%	5%
38	6%	11%
39	0%	6%
4770	2%	5%