



# Mountain View Community Shuttle

## MONTHLY OPERATIONS REPORT March 2026

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

<b>GRAY ROUTE-WEEKDAY</b>				
<b>2026 - Gray Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	9,268	8,463	11,420	<b>29,151</b>
# of Operating Days	20	19	22	<b>61</b>
Average Daily Ridership	463	445	519	<b>478</b>
% Increase/Decrease from Prior Month	17%	-4%	17%	
% Increase/Decrease from Prior Year	6%	-2%	-6%	<b>-1%</b>
% of Pre COVID Baseline	118%	113%	120%	<b>118%</b>
<b>RED ROUTE-WEEKDAY</b>				
<b>2026 - Red Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	9,307	8,794	11,539	<b>29,640</b>
# of Operating Days	20	19	22	<b>61</b>
Average Daily Ridership	465	463	525	<b>486</b>
% Increase/Decrease from Prior Month	12%	-1%	13%	
% Increase/Decrease from Prior Year	-2%	1%	-2%	<b>-1%</b>
% of Pre COVID Baseline	147%	148%	149%	<b>148%</b>
<b>TOTAL WEEKDAY RIDERSHIP</b>				
<b>2026 - GRAY + RED</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	18,575	17,257	22,959	<b>58,791</b>
# of Operating Days	20	19	22	<b>61</b>
Average Daily Ridership	929	908	1,044	<b>964</b>
% Increase/Decrease from Prior Month	14%	-2%	15%	
% Increase/Decrease from Prior Year	2%	0%	-4%	<b>-1%</b>
% of Pre COVID Baseline	131%	128%	133%	<b>131%</b>
<b>GRAY ROUTE-WEEKEND</b>				
<b>2026 - Gray Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	997	994	1,211	<b>3,202</b>
# of Operating Days	11	9	9	<b>29</b>
Average Daily Ridership	91	110	135	<b>110</b>
% Increase/Decrease from Prior Month	-16%	22%	22%	
% Increase/Decrease from Prior Year	-20%	-1%	1%	<b>-7%</b>
% of Pre COVID Baseline	67%	83%	89%	<b>79%</b>
<b>RED ROUTE-WEEKEND</b>				
<b>2026 - Red Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	1,165	1,085	1,170	<b>3,420</b>
# of Operating Days	11	9	9	<b>29</b>
Average Daily Ridership	106	121	130	<b>118</b>
% Increase/Decrease from Prior Month	7%	14%	8%	
% Increase/Decrease from Prior Year	-15%	12%	-8%	<b>-6%</b>
% of Pre COVID Baseline	82%	81%	82%	<b>81%</b>
<b>TOTAL WEEKEND RIDERSHIP</b>				
<b>2026 - GRAY + RED</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	2,162	2,079	2,381	<b>6,622</b>
# of Operating Days	11	9	9	<b>29</b>
Average Daily Ridership	197	231	265	<b>228</b>
% Increase/Decrease from Prior Month	-5%	18%	15%	
% Increase/Decrease from Prior Year	-17%	6%	-4%	<b>-7%</b>
% of Pre COVID Baseline	74%	15%	17%	<b>80%</b>
<b>TOTAL RIDERSHIP</b>				
<b>2026 COMBINED RIDERSHIP (Weekday + Weekends)</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total</b>
Total Monthly Ridership	20,737	19,336	25,340	<b>65,413</b>
# of Operating Days	31	28	31	<b>90</b>
Average Daily Ridership	669	691	817	<b>727</b>
% Increase/Decrease from Prior Month	5%	3%	18%	
% Increase/Decrease from Prior Year	0%	0%	-1%	<b>0%</b>
% of Pre COVID Baseline	118%	121%	130%	<b>123%</b>

# Ridership Summary

## Weekday Ridership

In March, total weekday ridership increased 15% from the previous month and decreased 4% compared to the same month last year. Year-to-date weekday ridership is 131% of the 2019 pre-pandemic baseline.

## Weekend Ridership

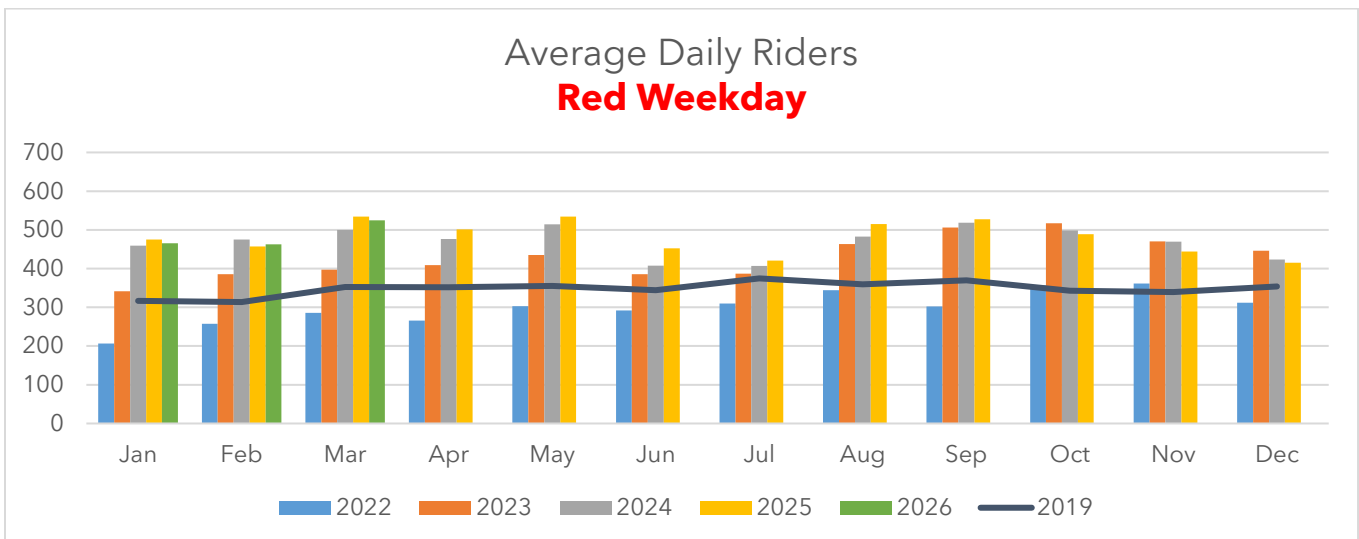
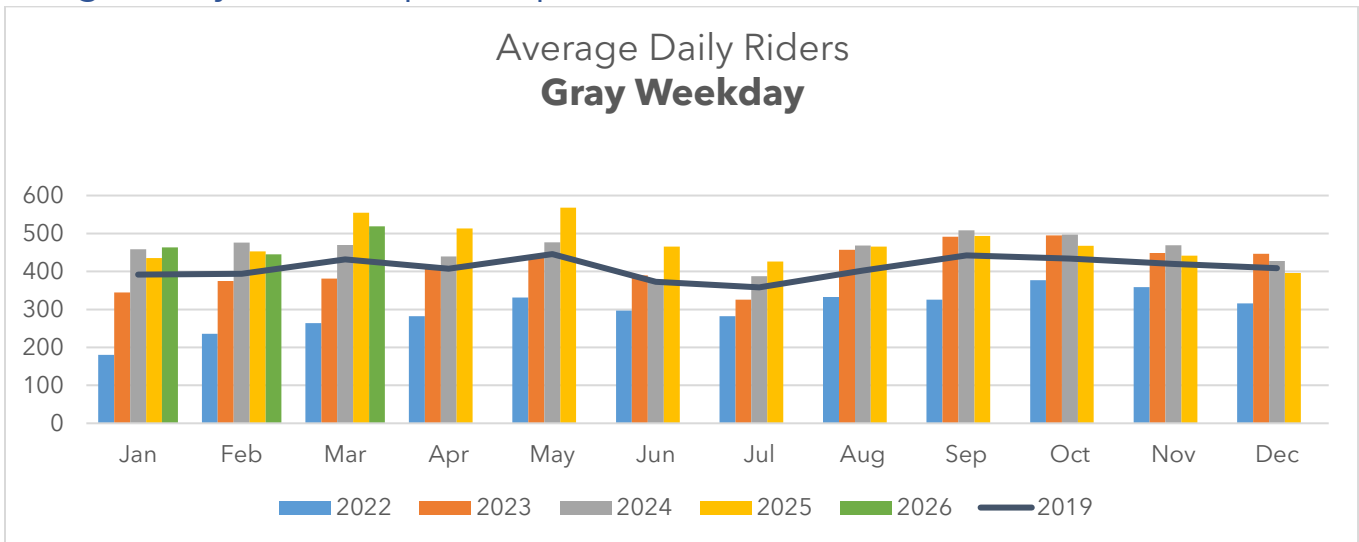
Total weekend ridership increased 15% from the previous month and decreased 4% compared to the same month in the previous year. Year-to-date weekend ridership is 80% of the 2019 pre-pandemic baseline.

## All Ridership

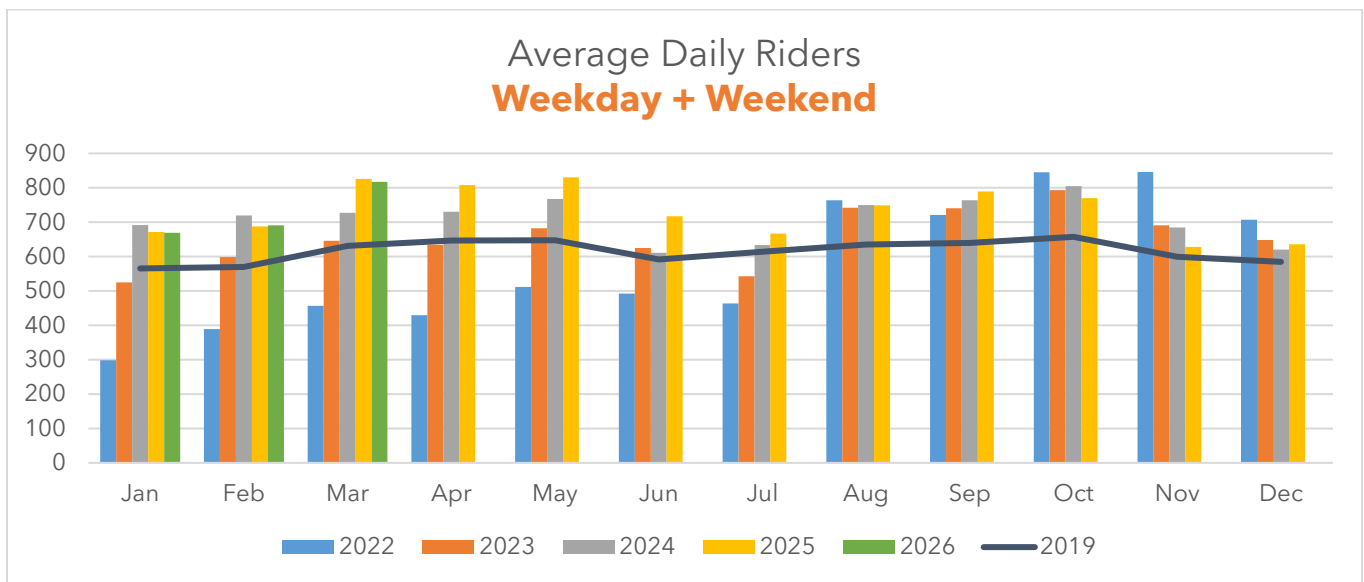
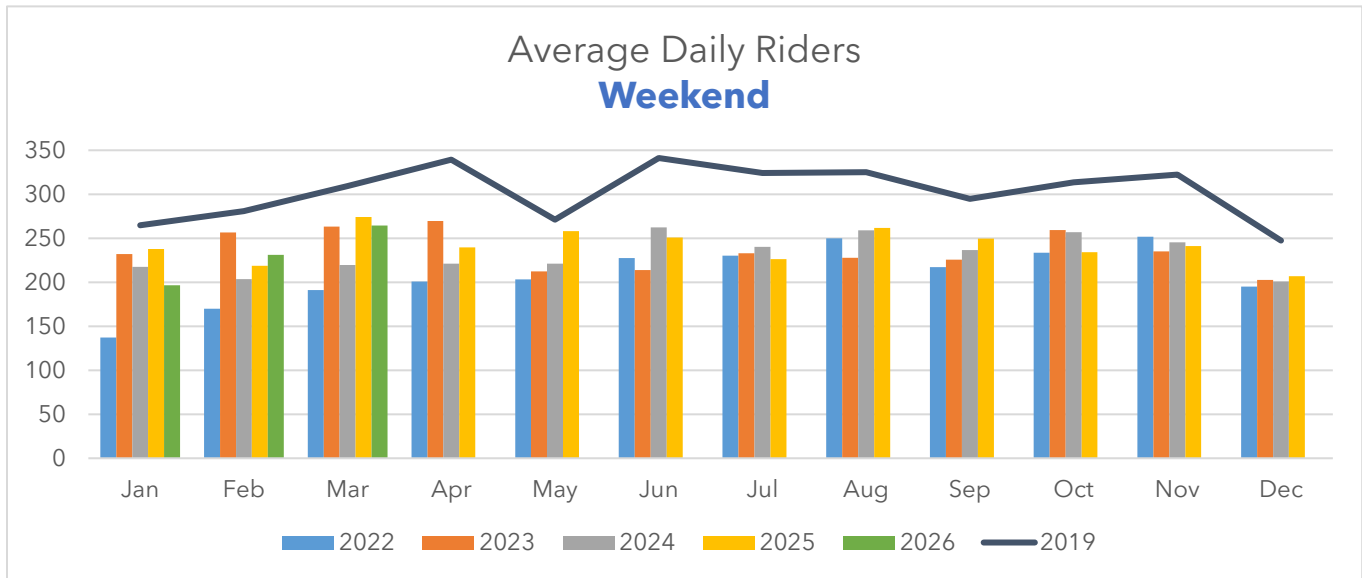
In March, total ridership (weekday + weekend) increased by 18% from the previous month and decreased 1% compared to the same month last year. Year-to-date ridership is 123% of the 2019 pre-pandemic baseline.

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

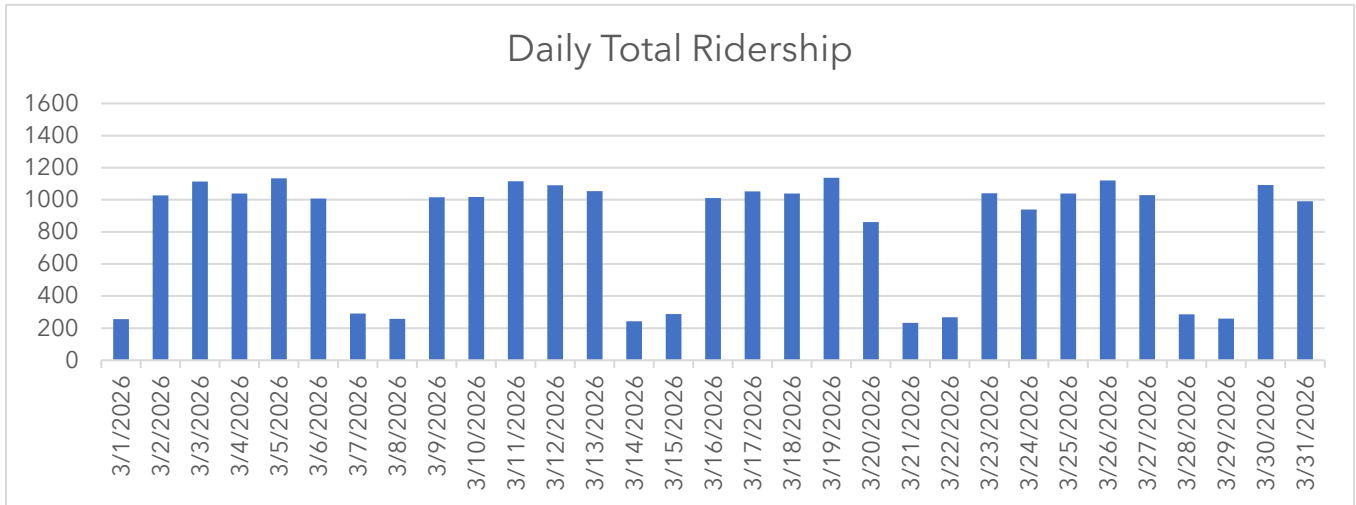
## Average Daily Ridership Comparisons (YTD)



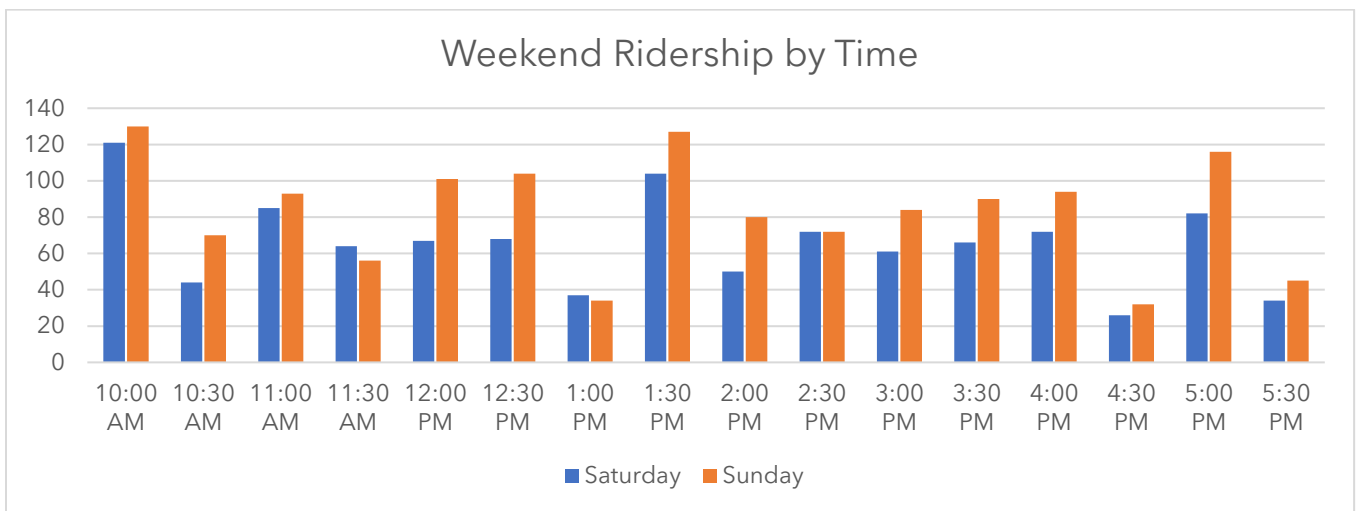
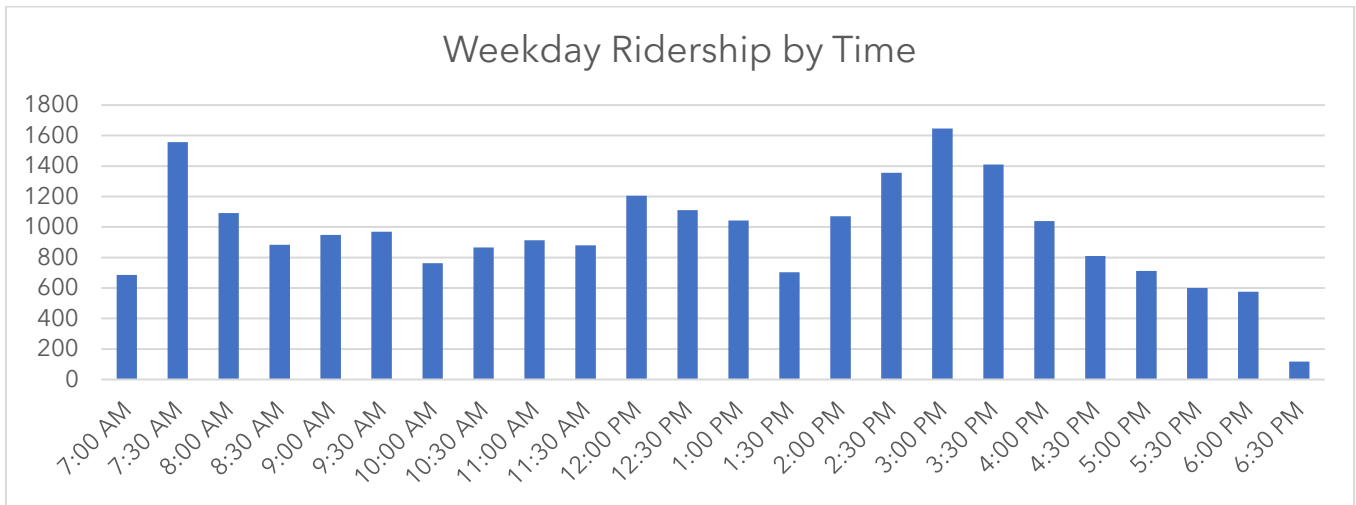
## Average Daily Ridership Comparisons (YTD) (cont'd)



## Daily Total Ridership by Date



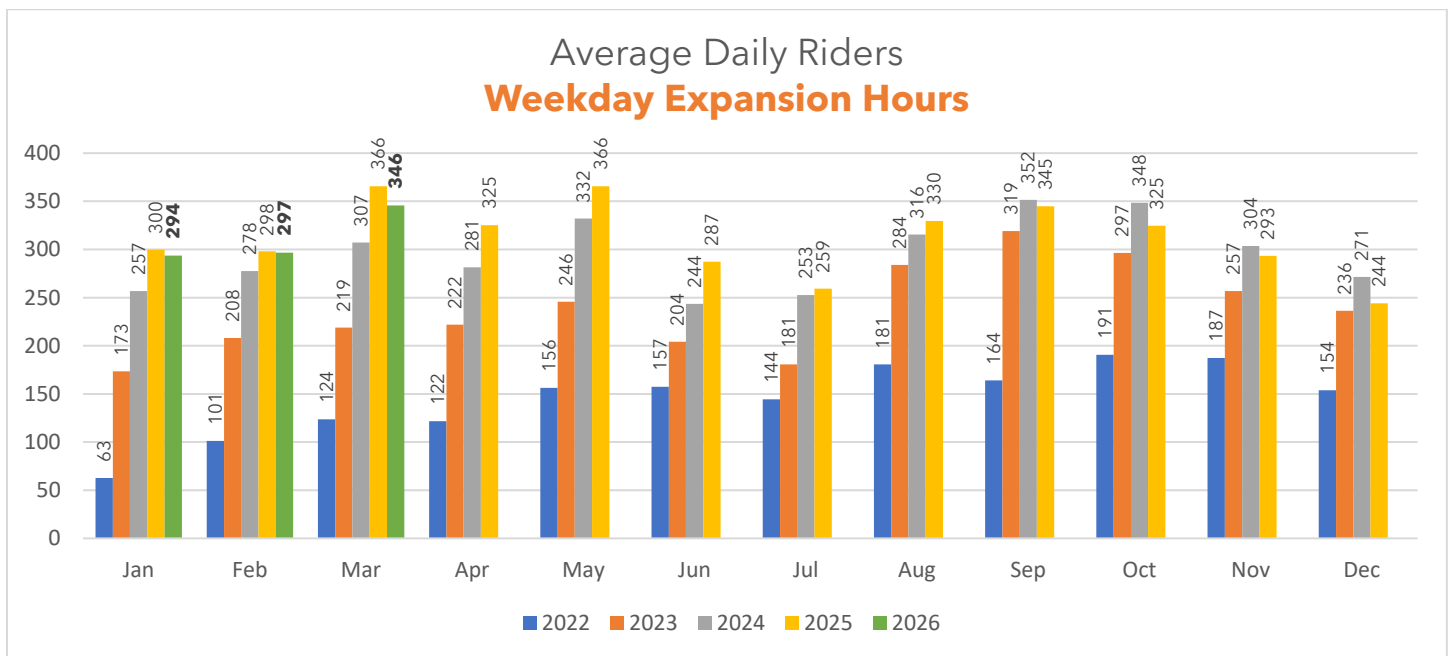
## Monthly Total Ridership by Time



## 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	7603	167%	23%	33%
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%	
<b>Total/YTD</b>	<b>36,937</b>	<b>19,114</b>	<b>217%</b>	<b>24%</b>	<b>33%</b>

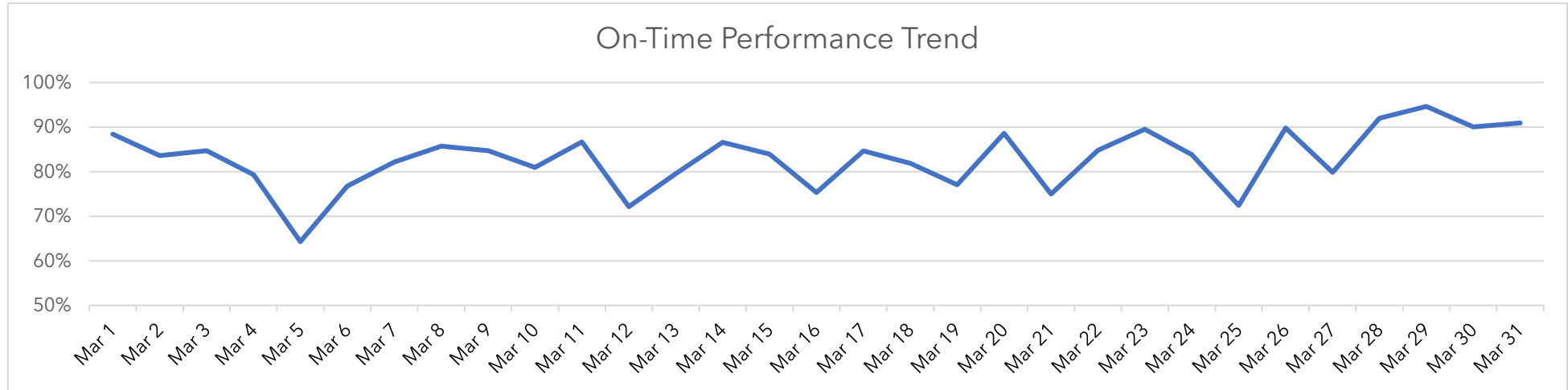


## Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,917	2,493	4,410	17.5%	San Antonio Center	1,589	2,246	3,835	15.1%
Mountain View Transit Center	850	1,475	2,325	9.2%	Mountain View Transit Center	1,400	1,033	2,433	9.6%
Senior/Teen Center (SB)	798	1,203	2,001	8.0%	Senior/Teen Center (NB)	1,430	855	2,285	9.0%
Grant Road (SB)	795	907	1,702	6.8%	Grant Road (NB)	826	717	1,543	6.1%
Cuesta/Miramonte (NB)	1,124	259	1,383	5.5%	Rengstorff/Middlefield (SB)	472	601	1,073	4.2%
Rengstorff/Middlefield (EB)	776	369	1,145	4.5%	El Camino Real/Sylvan (NB)	512	497	1,009	4.0%
El Camino Real/Sylvan (SB)	427	437	864	3.4%	Cuesta/Miramonte (EB)	196	780	976	3.9%
Whisman Station (SB)	361	479	840	3.3%	Civic Center (SB)	521	409	930	3.7%
Graham Middle School (NB)	363	413	776	3.1%	California/Ortega (EB)	853	51	904	3.6%
Middlefield/Easy (EB)	432	324	756	3.0%	Whisman Station (NB)	521	315	836	3.3%
Civic Center (NB)	309	423	732	2.9%	Crittenden Middle School (WB)	415	405	820	3.2%
California/Ortega (WB)	60	653	713	2.8%	El Camino Hospital	370	447	817	3.2%
Middlefield/Moffett (EB)	352	334	686	2.7%	Sylvan Park (NB)	291	421	712	2.8%
Sylvan Park (SB)	415	220	635	2.5%	Graham Middle School (SB)	287	357	644	2.5%
El Camino Hospital	340	287	627	2.5%	Castro/El Camino Real (SB)	348	274	622	2.5%
California/Ortega (EB)	531	35	566	2.2%	Middlefield/Easy (WB)	308	284	592	2.3%
Castro/El Camino Real (NB)	316	250	566	2.2%	Middlefield/Moffett (WB)	298	248	546	2.2%
Shoreline/Middlefield #3 (EB)	334	220	554	2.2%	Community Center (SB)	95	404	499	2.0%
Crittenden Middle School (EB)	295	204	499	2.0%	California/Rengstorff (EB)	339	97	436	1.7%
Community Center (NB)	392	95	487	1.9%	Middlefield/San Pierre (WB)	171	218	389	1.5%
Whisman/Middlefield (SB)	259	180	439	1.7%	California/Ortega (WB)	22	364	386	1.5%
California/Rengstorff (WB)	101	294	395	1.6%	Whisman/Middlefield (NB)	150	229	379	1.5%
Rengstorff/Montecito (NB)	178	113	291	1.2%	Shoreline/Middlefield #1 (EB)	164	215	379	1.5%
Whisman/Dana (SB)	133	141	274	1.1%	Grant/Eunice	226	98	324	1.3%
Grant/Eunice	169	92	261	1.0%	Villa/Mariposa	227	80	307	1.2%
Middlefield/San Pierre (EB)	115	137	252	1.0%	Villa/Franklin (EB)	66	210	276	1.1%
Rengstorff/Central Expressway (NB)	109	119	228	0.9%	Castro/High School Way	128	132	260	1.0%
Cuesta/Grant	126	65	191	0.8%	Rengstorff/Central Expressway (SB)	156	104	260	1.0%
Villa/Franklin (WB)	110	57	167	0.7%	California/Rengstorff (WB)	41	204	245	1.0%
Grant/Cuesta	19	146	165	0.7%	Rengstorff/Montecito (SB)	105	122	227	0.9%
Villa/Shoreline	63	77	140	0.6%	Grant/Cuesta	84	122	206	0.8%
Shoreline/Pear	50	17	67	0.3%	Whisman/Dana (NB)	67	53	120	0.5%
Shoreline/Middlefield #2	12	18	30	0.1%	Shoreline/Pear	27	32	59	0.2%
					Shoreline/Middlefield #2	4	7	11	0.0%
<b>Total</b>	<b>12,631</b>	<b>12,536</b>	<b>25,167</b>	<b>100.0%</b>	<b>Total</b>	<b>12,705</b>	<b>12,624</b>	<b>25,329</b>	<b>100.0%</b>

# On Time Performance

March on-time performance (OTP) was 84%, which is below the established target. MTMA staff have identified 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	29	30	31	Grand Total
GRAY		79%	82%	77%	68%	78%			88%	87%	85%	73%	77%			72%	82%	73%	67%	90%			86%	79%	71%	88%	73%			93%	93%	80%
GRAY Weekend	88%						82%	84%						75%	79%						82%	79%						84%	95%			83%
RED		88%	88%	81%	61%	76%			81%	75%	89%	71%	82%			79%	87%	91%	87%	87%			93%	89%	74%	92%	87%			87%	89%	83%
RED Weekend	89%						82%	88%						98%	89%						68%	91%						100%	95%			89%
<b>Grand Total</b>	<b>88%</b>	<b>84%</b>	<b>85%</b>	<b>79%</b>	<b>64%</b>	<b>77%</b>	<b>82%</b>	<b>86%</b>	<b>85%</b>	<b>81%</b>	<b>87%</b>	<b>72%</b>	<b>80%</b>	<b>87%</b>	<b>84%</b>	<b>75%</b>	<b>85%</b>	<b>82%</b>	<b>77%</b>	<b>89%</b>	<b>75%</b>	<b>85%</b>	<b>90%</b>	<b>84%</b>	<b>72%</b>	<b>90%</b>	<b>80%</b>	<b>92%</b>	<b>95%</b>	<b>90%</b>	<b>91%</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: 146
- Wheelchair Lift Usage: 52

## Compliments/Complaints

- Compliments: None
- Complaints:
  - A rider reported that the driver missed their requested stop and responded rudely when notified.
    - The driver was counseled on professional demeanor, and all drivers were reminded to service all stops when no stop request system is in the bus.

## Electric Vehicle Utilization

The new fleet of electric buses continues to experience reliability issues. We are working closely with the maintenance team to ensure repairs are completed in a timely manner.

	<b>2026 Vehicle Utilization</b>		
<b>UNIT</b>	<b>January</b>	<b>February</b>	<b>March</b>
36	8%	5%	0%
38	6%	11%	13%
39	0%	6%	10%
4770	2%	5%	5%