



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT April 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	Feb	Mar	Apr	Total to Date
Total Monthly Weekday Ridership	9,268	8,463	11,420	10,590	39,741
# of Operating Days	20	19	22	22	83
Average Daily Ridership	463	445	519	481	479
% Increase/Decrease from Prior Month	17%	-4%	17%	-7%	
% Increase/Decrease from Prior Year	6%	-2%	-6%	-6%	-2%
% of Pre COVID Baseline	118%	113%	120%	118%	118%
RED ROUTE-WEEKDAY					
2026 - Red Route	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Weekday Ridership	9,307	8,794	11,539	10,460	40,100
# of Operating Days	20	19	22	22	83
Average Daily Ridership	465	463	525	475	483
% Increase/Decrease from Prior Month	12%	-1%	13%	-9%	
% Increase/Decrease from Prior Year	-2%	1%	-2%	-5%	-2%
% of Pre COVID Baseline	147%	148%	149%	135%	144%
TOTAL WEEKDAY RIDERSHIP					
2026 - GRAY + RED	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Weekday Ridership	18,575	17,257	22,959	21,050	79,841
# of Operating Days	20	19	22	22	83
Average Daily Ridership	929	908	1,044	957	962
% Increase/Decrease from Prior Month	14%	-2%	15%	-8%	
% Increase/Decrease from Prior Year	2%	0%	-4%	-6%	-2%
% of Pre COVID Baseline	131%	128%	133%	126%	130%
GRAY ROUTE-WEEKEND					
2026 - Gray Route	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Weekend Ridership	997	994	1,211	898	4,100
# of Operating Days	11	9	9	8	37
Average Daily Ridership	91	110	135	112	111
% Increase/Decrease from Prior Month	-16%	22%	22%	-17%	
% Increase/Decrease from Prior Year	-20%	-1%	1%	-1%	-6%
% of Pre COVID Baseline	67%	83%	89%	66%	76%
RED ROUTE-WEEKEND					
2026 - Red Route	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Weekend Ridership	1,165	1,085	1,170	925	4,345
# of Operating Days	11	9	9	8	37
Average Daily Ridership	106	121	130	116	117
% Increase/Decrease from Prior Month	7%	14%	8%	-11%	
% Increase/Decrease from Prior Year	-15%	12%	-8%	-8%	-6%
% of Pre COVID Baseline	82%	81%	82%	69%	78%
TOTAL WEEKEND RIDERSHIP					
2026 - GRAY + RED	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Weekend Ridership	2,162	2,079	2,381	1,823	8,445
# of Operating Days	11	9	9	8	37
Average Daily Ridership	197	231	265	228	228
% Increase/Decrease from Prior Month	-5%	18%	15%	-14%	
% Increase/Decrease from Prior Year	-17%	6%	-4%	-5%	-6%
% of Pre COVID Baseline	74%	15%	17%	13%	77%
TOTAL RIDERSHIP					
2026 TOTAL RIDERSHIP	Jan	Feb	Mar	Apr	Total
Total Monthly Ridership	20,737	19,336	25,340	22,873	88,286
# of Operating Days	31	28	31	30	120
Average Daily Ridership	669	691	817	762	736
% Increase/Decrease from Prior Month	5%	3%	18%	-7%	
% Increase/Decrease from Prior Year	0%	0%	-1%	-6%	-2%
% of Pre COVID Baseline	118%	121%	130%	118%	122%

Ridership Summary

Weekday Ridership

In April, total weekday ridership decreased 8% from the previous month and 6% compared to the same month last year. Year-to-date weekday ridership is 131% of the 2019 pre-pandemic baseline.

Weekend Ridership

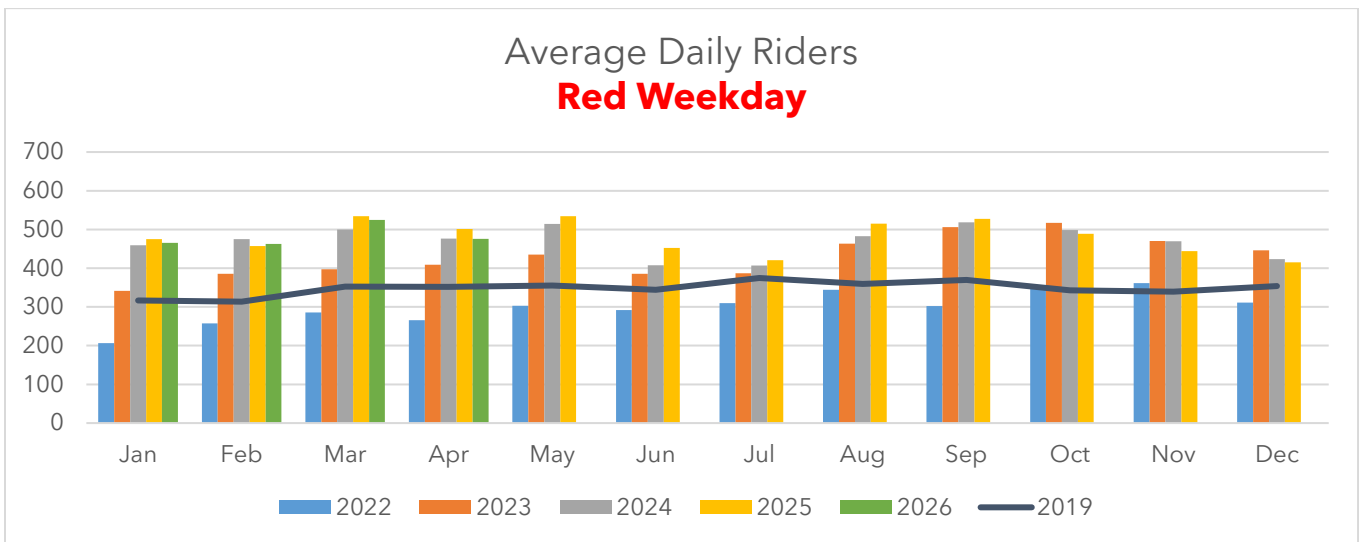
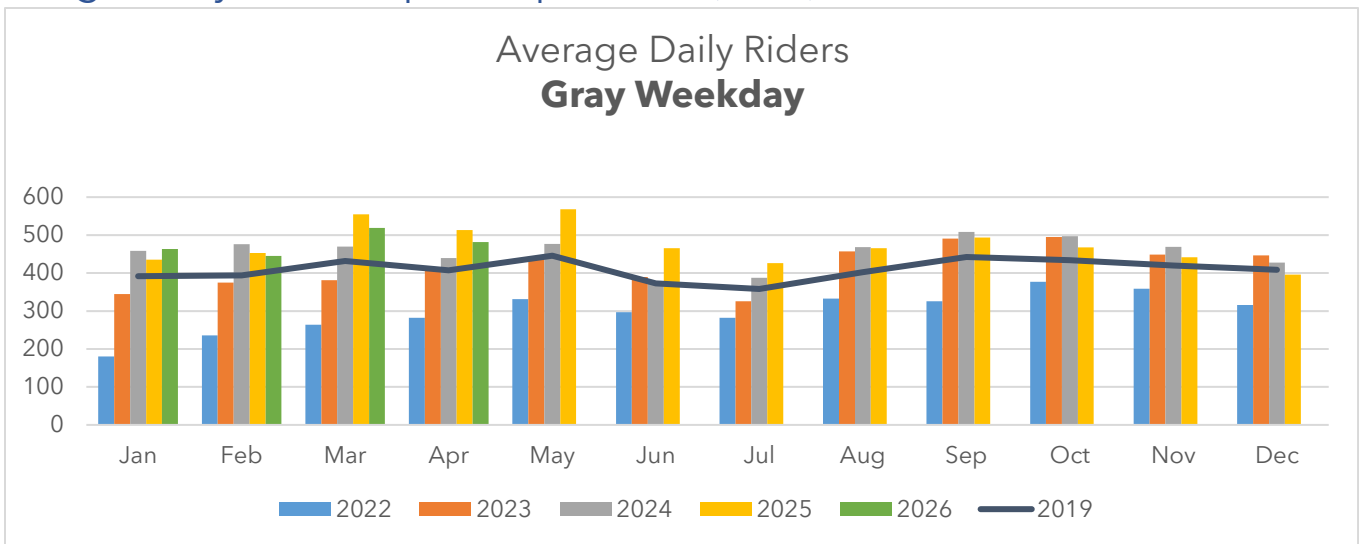
Total weekend ridership decreased 14% from the previous month and 5% compared to the same month in the previous year. Year-to-date weekend ridership is 77% of the 2019 pre-pandemic baseline.

Total Ridership

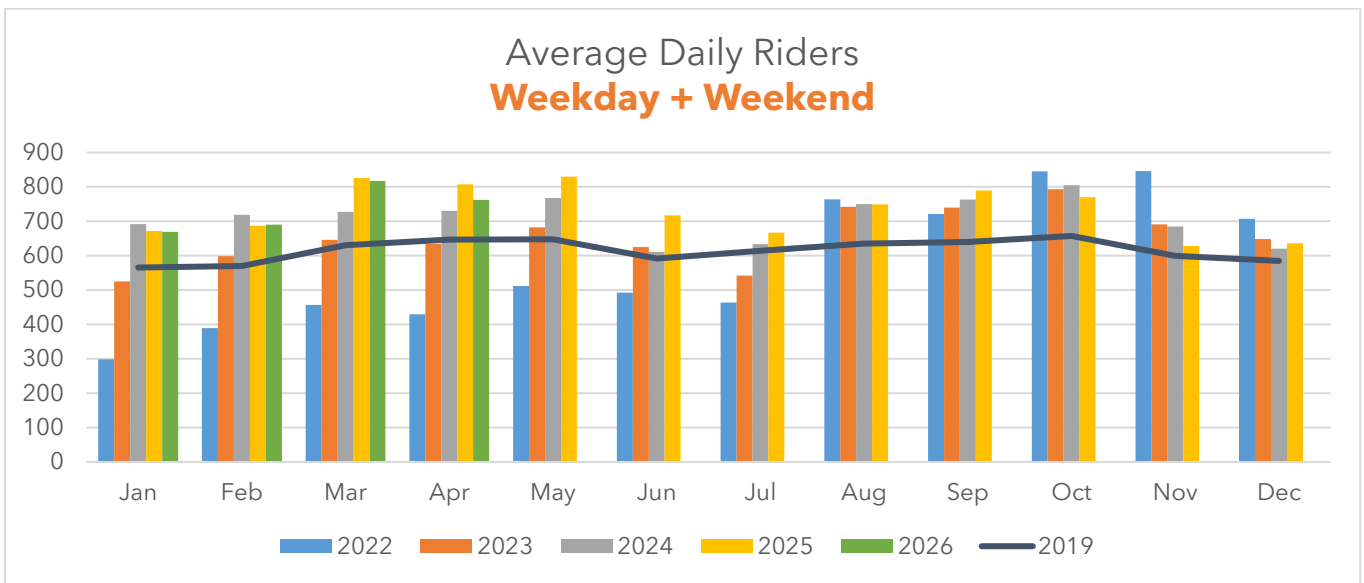
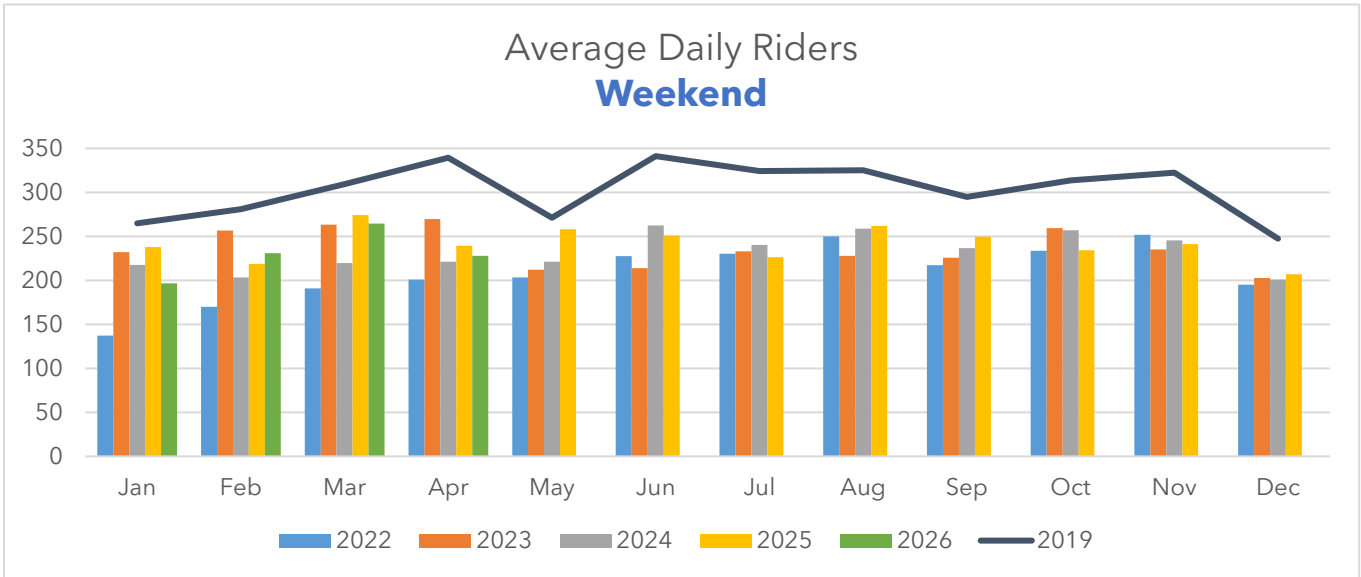
In April, total ridership (weekday + weekend) decreased by 7% from the previous month and 6% compared to the same month last year. Year-to-date ridership is 122% of the 2019 pre-pandemic baseline.

In April, the weekday ridership was highest at 3:00 PM. Saturday ridership peaked at 1:30 PM and Sunday ridership peaked at 3:00 PM.

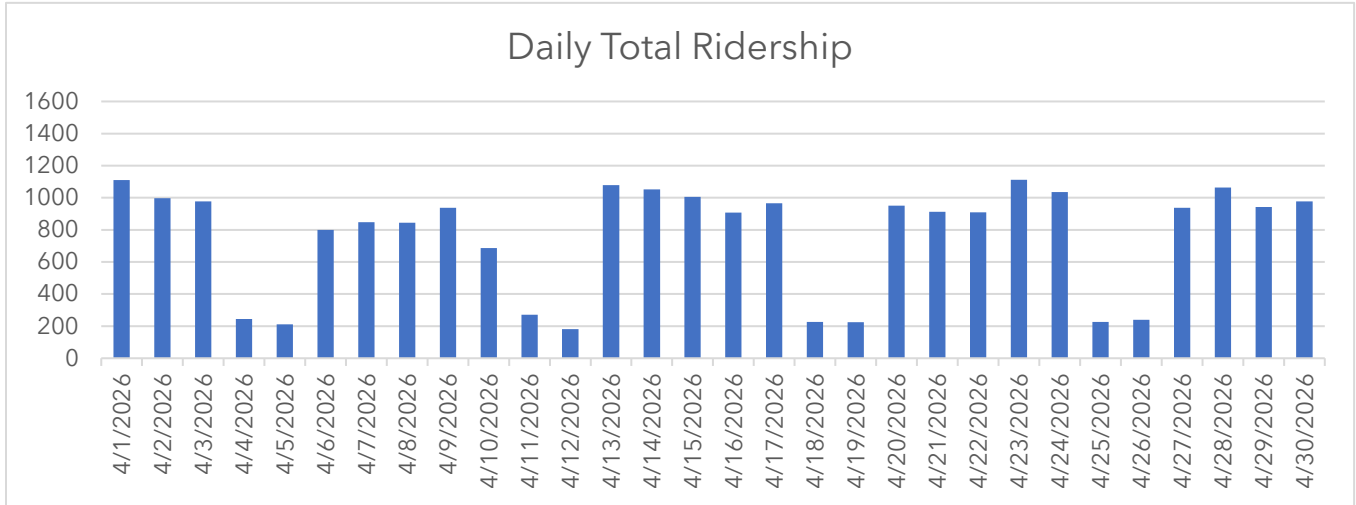
Average Daily Ridership Comparisons (YTD)



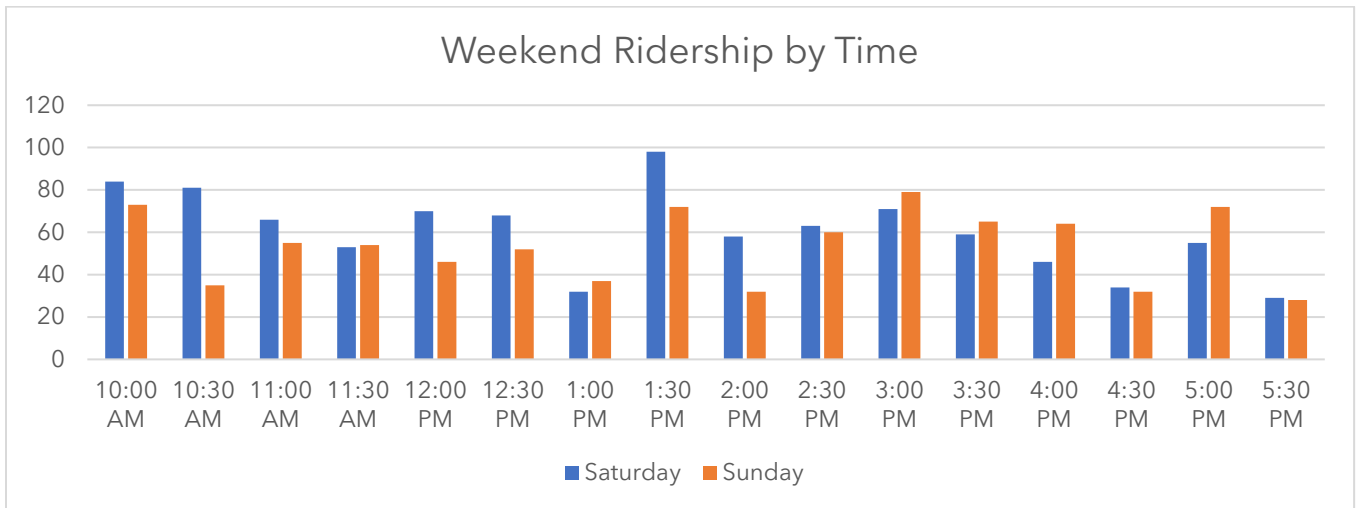
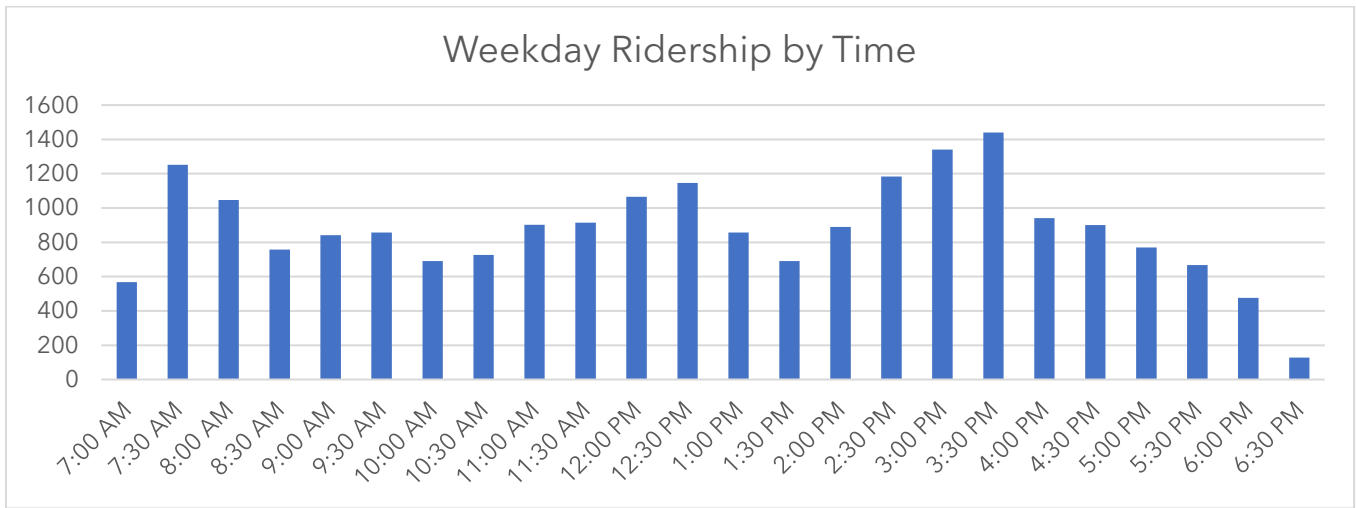
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



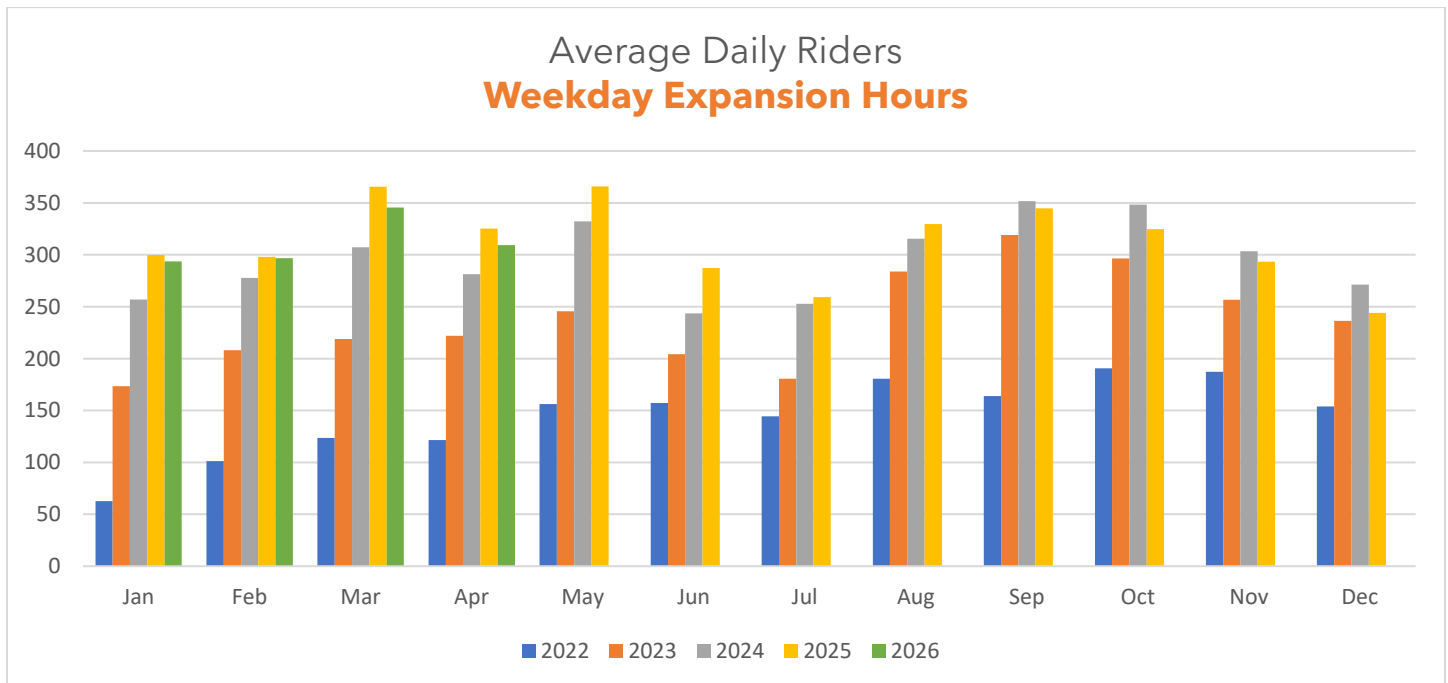
Monthly Total Ridership by Time



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 (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	6804	167%	22%	32%
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	25,918	202%	24%	32%

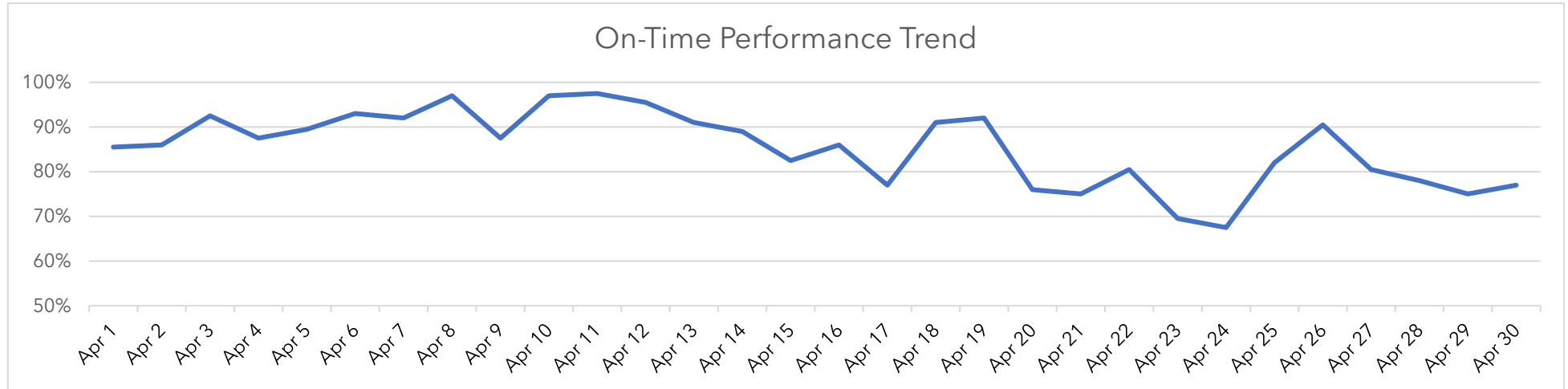


Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,917	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%
Total	12,631	12,536	25,167	100.0%	Total	12,705	12,624	25,329	100.0%

On Time Performance

April on-time performance (OTP) was 87%, below the established target. Areas for improvement have been identified, and 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	Grand Total
GRAY	84%	85%	97%			95%	93%	97%	86%	95%			85%	86%	76%	85%	66%			86%	65%	75%	59%	65%			90%	85%	67%	75%	82%
GRAY Weekend				77%	84%						95%	96%						91%	88%						73%	88%					87%
RED	87%	87%	88%			91%	91%	97%	89%	99%			97%	92%	89%	87%	88%			66%	85%	86%	80%	70%			71%	71%	83%	79%	85%
RED Weekend				98%	95%						100%	95%						91%	96%						91%	93%					95%
Grand Total	86%	86%	93%	88%	90%	93%	92%	97%	88%	97%	98%	96%	91%	89%	83%	86%	77%	91%	92%	76%	75%	81%	70%	68%	82%	91%	81%	78%	75%	77%	87%

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: 172
- Wheelchair Lift Usage: 39

Compliments/Complaints

- Compliments: None
- Complaints:
 - A rider reported that the driver did not stop for pedestrians at crosswalk.
 - The driver was counseled regarding the complaint and expectations for safe operation and compliance with traffic laws reviewed.
 - Three rider complaints were received regarding consistent delays on the Gray Route.
 - Riders were advised that delays were primarily due to mechanical issues and ongoing construction impacts affecting service reliability during the month.

Electric Vehicle Utilization

The electric bus fleet continues to experience mechanical failures as well as windshield bonding failures requiring corrective body work. We are coordinating closely with the maintenance team to address issues and complete repairs as efficiently as possible.

	2026 Vehicle Utilization			
UNIT	January	February	March	April
36	8%	5%	0%	4%
38	6%	11%	13%	10%
39	0%	6%	10%	11%
4770	2%	5%	5%	0%
TOTAL	16%	27%	28%	25%