



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT May 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	May	Total to Date
Total Monthly Weekday Ridership	9,268	8,463	11,420	10,590	9,857	49,598
# of Operating Days	20	19	22	22	20	103
Average Daily Ridership	463	445	519	481	493	482
% Increase/Decrease from Prior Month	17%	-4%	17%	-7%	2%	
% Increase/Decrease from Prior Year	6%	-2%	-6%	-6%	-13%	-5%
% of Pre COVID Baseline	118%	113%	120%	118%	111%	116%
RED ROUTE-WEEKDAY						
2026 - Red Route	Jan	Feb	Mar	Apr	May	Total to Date
Total Monthly Weekday Ridership	9,307	8,794	11,539	10,460	10,114	50,214
# of Operating Days	20	19	22	22	20	103
Average Daily Ridership	465	463	525	475	506	488
% Increase/Decrease from Prior Month	12%	-1%	13%	-9%	6%	
% Increase/Decrease from Prior Year	-2%	1%	-2%	-5%	-5%	-3%
% of Pre COVID Baseline	147%	148%	149%	135%	142%	144%
TOTAL WEEKDAY RIDERSHIP						
2026 - GRAY + RED	Jan	Feb	Mar	Apr	May	Total to Date
Total Monthly Weekday Ridership	18,575	17,257	22,959	21,050	19,971	99,812
# of Operating Days	20	19	22	22	20	103
Average Daily Ridership	929	908	1,044	957	999	969
% Increase/Decrease from Prior Month	14%	-2%	15%	-8%	4%	
% Increase/Decrease from Prior Year	2%	0%	-4%	-6%	-9%	-4%
% of Pre COVID Baseline	131%	128%	133%	126%	125%	129%
GRAY ROUTE-WEEKEND						
2026 - Gray Route	Jan	Feb	Mar	Apr	May	Total to Date
Total Monthly Weekend Ridership	997	994	1,211	898	1,360	5,460
# of Operating Days	11	9	9	8	11	48
Average Daily Ridership	91	110	135	112	124	114
% Increase/Decrease from Prior Month	-16%	22%	22%	-17%	10%	
% Increase/Decrease from Prior Year	-20%	-1%	1%	-1%	-6%	-6%
% of Pre COVID Baseline	67%	83%	89%	66%	92%	79%
RED ROUTE-WEEKEND						
2026 - Red Route	Jan	Feb	Mar	Apr	May	Total to Date
Total Monthly Weekend Ridership	1,165	1,085	1,170	925	1,379	5,724
# of Operating Days	11	9	9	8	11	48
Average Daily Ridership	106	121	130	116	125	119
% Increase/Decrease from Prior Month	7%	14%	8%	-11%	8%	
% Increase/Decrease from Prior Year	-15%	12%	-8%	-8%	-1%	-5%
% of Pre COVID Baseline	82%	81%	82%	69%	92%	81%
TOTAL WEEKEND RIDERSHIP						
2026 - GRAY + RED	Jan	Feb	Mar	Apr	May	Total to Date
Total Monthly Weekend Ridership	2,162	2,079	2,381	1,823	2,739	11,184
# of Operating Days	11	9	9	8	11	48
Average Daily Ridership	197	231	265	228	249	233
% Increase/Decrease from Prior Month	-5%	18%	15%	-14%	9%	
% Increase/Decrease from Prior Year	-17%	6%	-4%	-5%	-4%	-5%
% of Pre COVID Baseline	74%	15%	17%	13%	12%	80%
TOTAL RIDERSHIP						
2026 TOTAL RIDERSHIP	Jan	Feb	Mar	Apr	May	Total
Total Monthly Ridership	20,737	19,336	25,340	22,873	22,710	110,996
# of Operating Days	31	28	31	30	31	151
Average Daily Ridership	669	691	817	762	733	735
% Increase/Decrease from Prior Month	5%	3%	18%	-7%	-4%	
% Increase/Decrease from Prior Year	0%	0%	-1%	-6%	-12%	-4%
% of Pre COVID Baseline	118%	121%	130%	118%	113%	120%

Ridership Summary

Weekday Ridership

In May, total weekday ridership increased 4% from the previous month and decreased 9% compared to the same month last year. Year-to-date weekday ridership is 129% of the 2019 pre-pandemic baseline.

Weekend Ridership

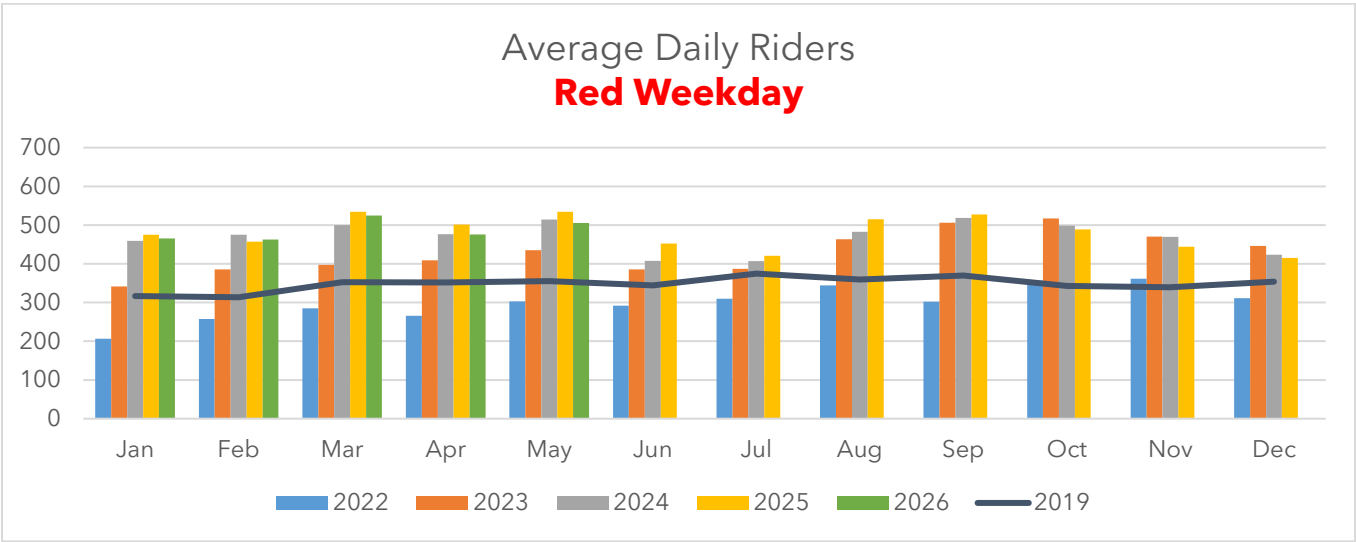
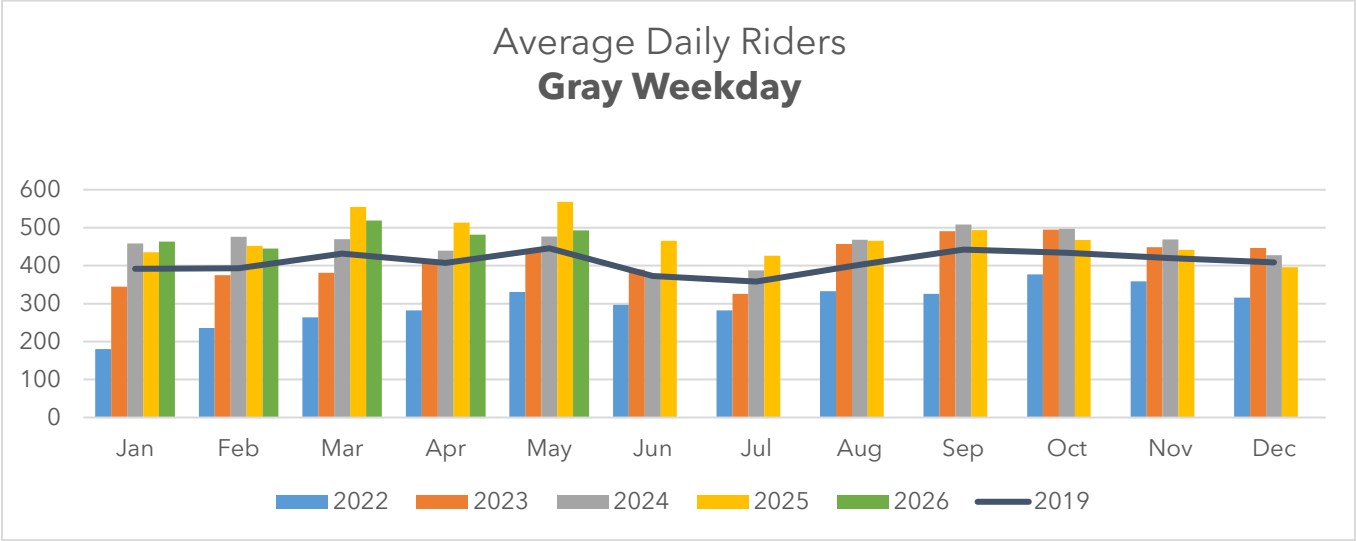
Total weekend ridership increased 9% from the previous month and decreased 4% compared to the same month in the previous year. Year-to-date weekend ridership is 80% of the 2019 pre-pandemic baseline.

Total Ridership

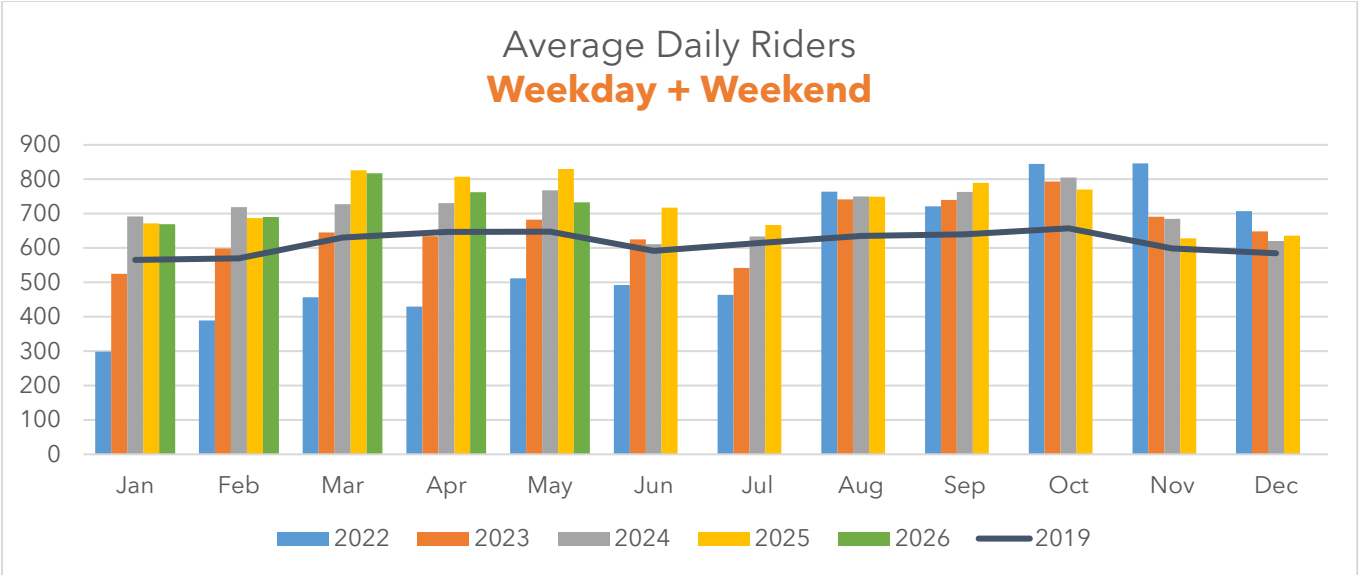
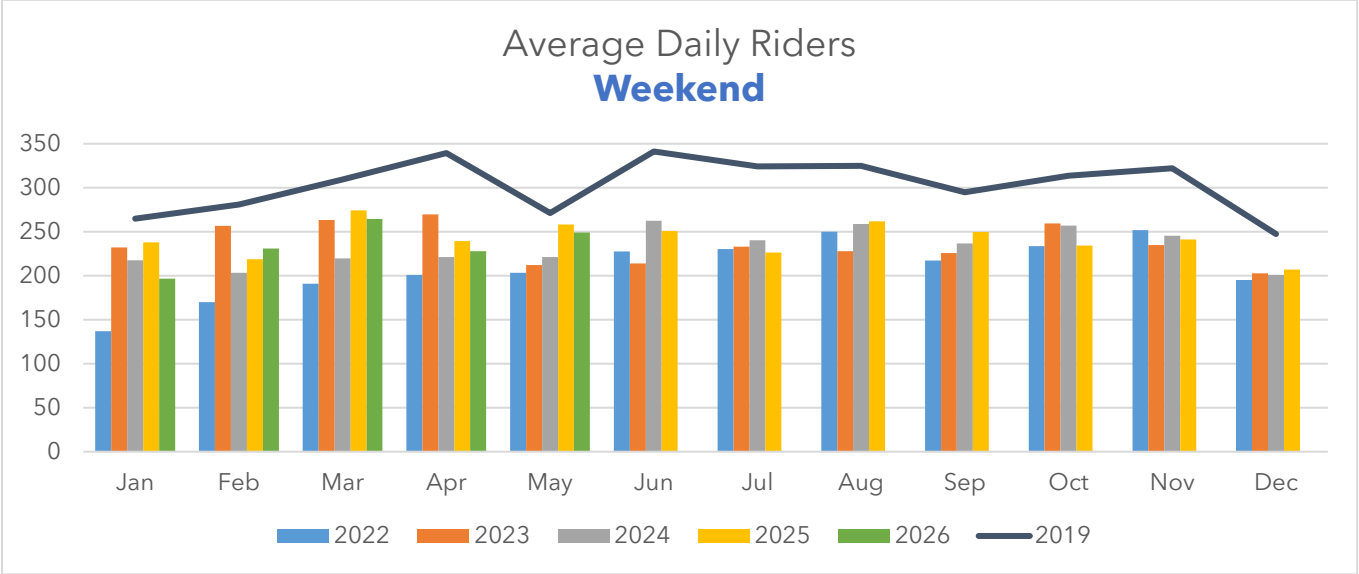
In May, total ridership (weekday + weekend) decreased by 4% from the previous month and 12% compared to the same month last year. Year-to-date ridership is 120% of the 2019 pre-pandemic baseline.

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

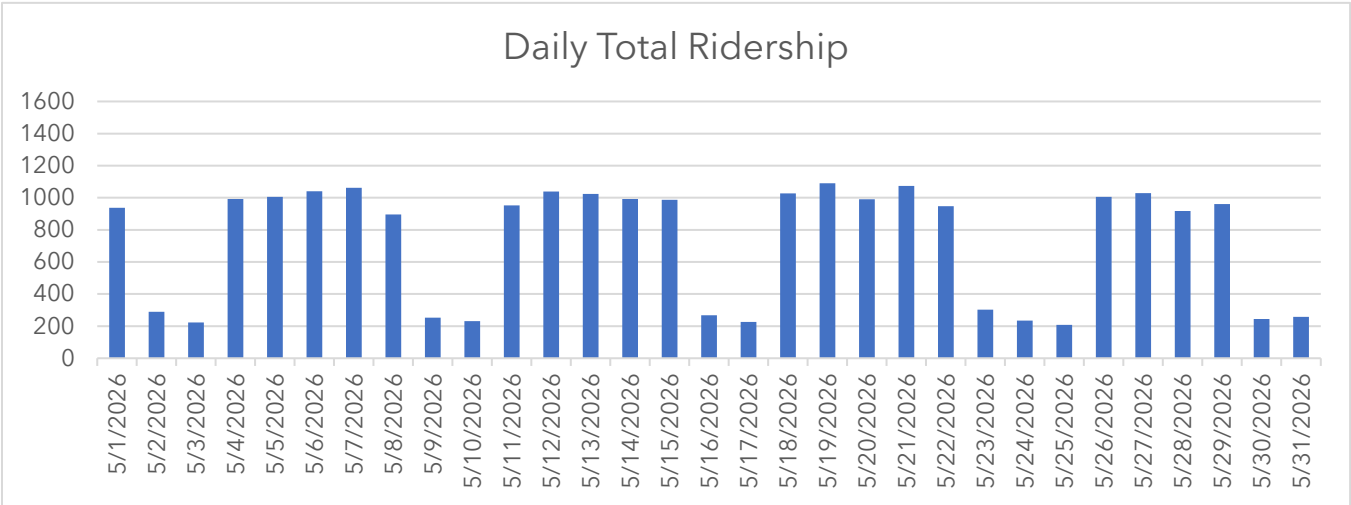
Average Daily Ridership Comparisons (YTD)



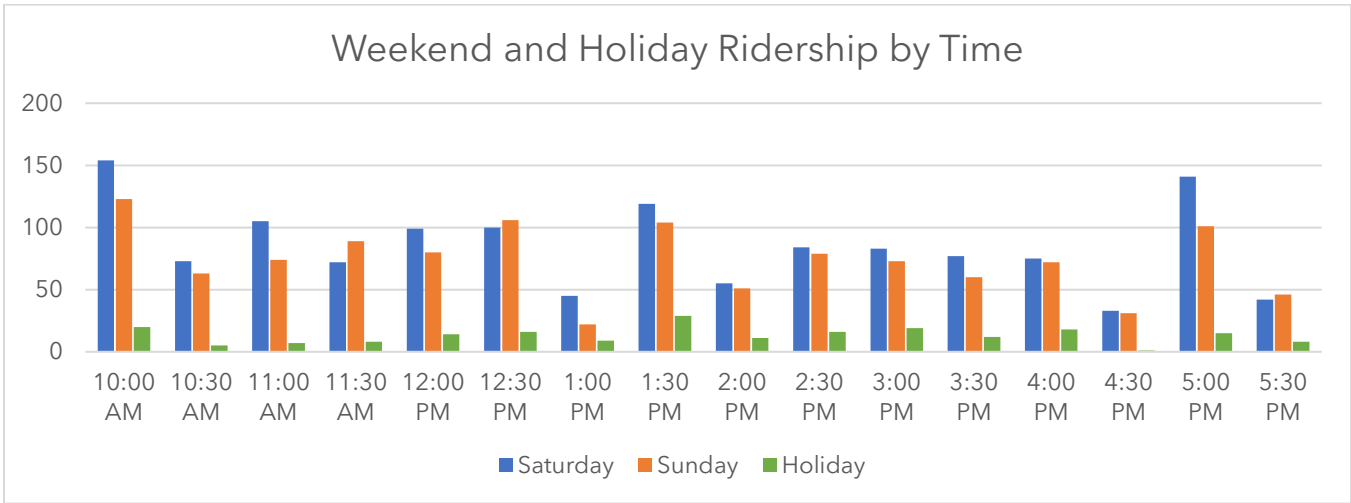
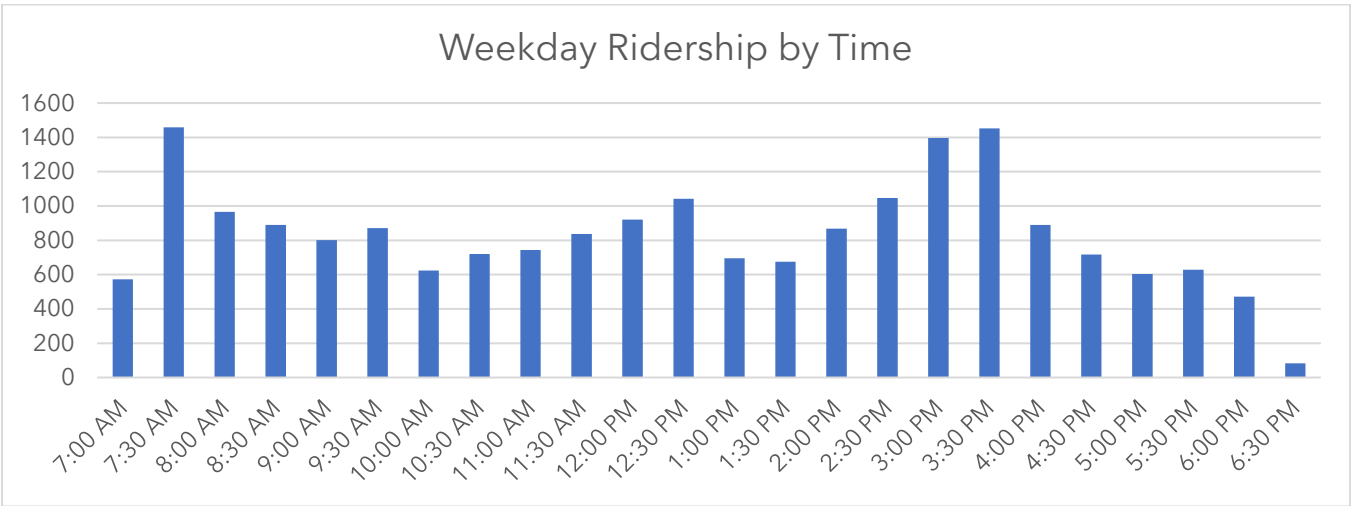
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



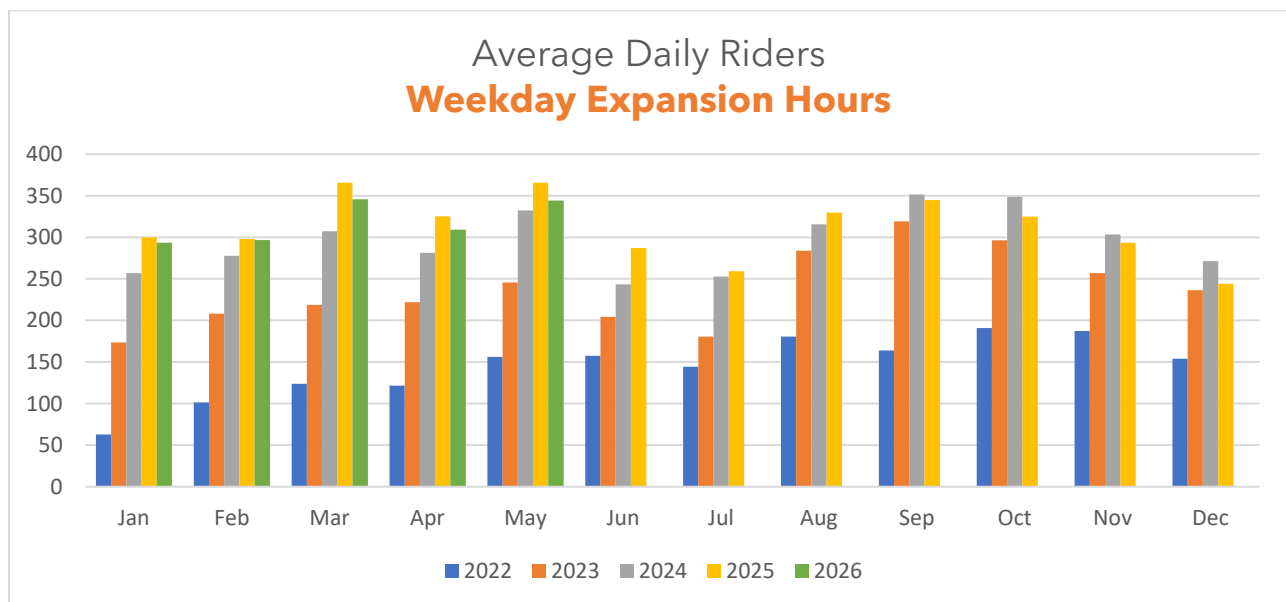
Monthly Total Ridership by Time



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	6804	167%	22%	32%
May	3,281	6881	110%	25%	34%
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	32,799	177%	24%	33%

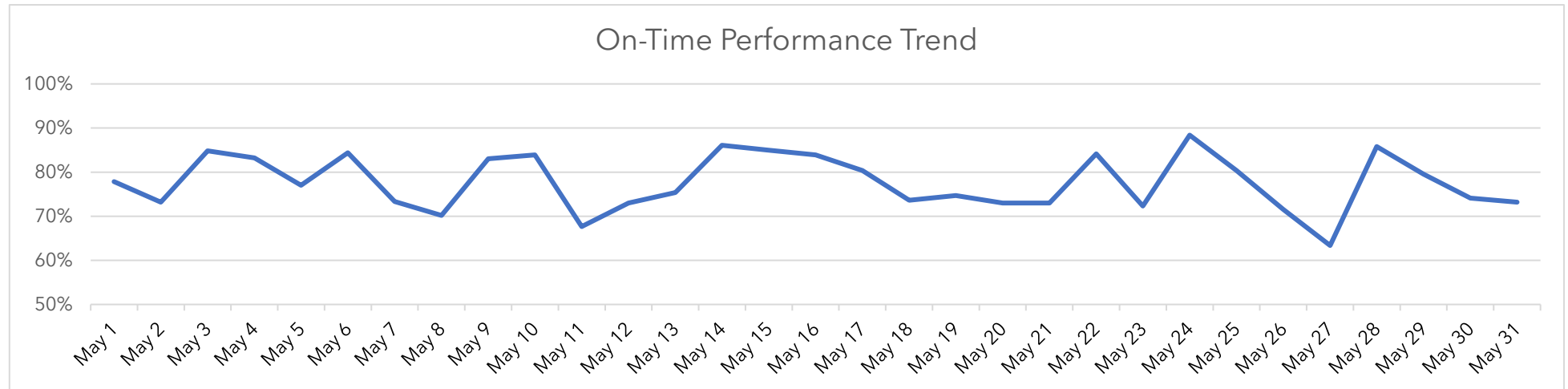


Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,828	2,499	4,327	19.4%	San Antonio Center	1,430	2,631	4,061	17.7%
Mountain View Transit Center	657	1,084	1,741	7.8%	Mountain View Transit Center	1,189	920	2,109	9.2%
Senior/Teen Center (SB)	615	989	1,604	7.2%	Senior/Teen Center (NB)	1,185	654	1,839	8.0%
Grant Road (SB)	743	690	1,433	6.4%	Grant Road (NB)	679	677	1,356	5.9%
Rengstorff/Middlefield (EB)	721	444	1,165	5.2%	Rengstorff/Middlefield (SB)	466	506	972	4.2%
Cuesta/Miramonte (NB)	781	166	947	4.3%	El Camino Hospital	348	508	856	3.7%
Graham Middle School (NB)	481	466	947	4.3%	El Camino Real/Sylvan (NB)	433	397	830	3.6%
El Camino Real/Sylvan (SB)	330	451	781	3.5%	Crittenden Middle School (WB)	369	397	766	3.3%
Whisman Station (SB)	312	451	763	3.4%	Sylvan Park (NB)	305	438	743	3.2%
Middlefield/Easy (EB)	439	312	751	3.4%	California/Ortega (EB)	683	40	723	3.2%
Sylvan Park (SB)	375	218	593	2.7%	Civic Center (SB)	421	264	685	3.0%
Community Center (NB)	451	132	583	2.6%	Whisman Station (NB)	391	270	661	2.9%
California/Ortega (EB)	525	57	582	2.6%	Cuesta/Miramonte (EB)	193	449	642	2.8%
Middlefield/Moffett (EB)	289	246	535	2.4%	Middlefield/Easy (WB)	335	306	641	2.8%
Crittenden Middle School (EB)	311	213	524	2.4%	Graham Middle School (SB)	312	307	619	2.7%
Civic Center (NB)	234	288	522	2.3%	Castro/El Camino Real (SB)	374	217	591	2.6%
El Camino Hospital	304	212	516	2.3%	Middlefield/Moffett (WB)	322	201	523	2.3%
Shoreline/Middlefield #3 (EB)	257	196	453	2.0%	Community Center (SB)	104	371	475	2.1%
Whisman/Middlefield (SB)	204	213	417	1.9%	California/Rengstorff (EB)	366	89	455	2.0%
Castro/El Camino Real (NB)	193	201	394	1.8%	Grant/Eunice	216	114	330	1.4%
California/Ortega (WB)	29	353	382	1.7%	Middlefield/San Pierre (WB)	141	185	326	1.4%
California/Rengstorff (WB)	64	244	308	1.4%	Shoreline/Middlefield #1 (EB)	126	179	305	1.3%
Rengstorff/Montecito (NB)	143	144	287	1.3%	Whisman/Middlefield (NB)	135	166	301	1.3%
Middlefield/San Pierre (EB)	132	146	278	1.2%	California/Ortega (WB)	36	256	292	1.3%
Grant/Eunice	163	96	259	1.2%	Villa/Franklin (EB)	70	189	259	1.1%
Whisman/Dana (SB)	140	116	256	1.1%	Rengstorff/Central Expressway (SB)	170	86	256	1.1%
Rengstorff/Central Expressway (NB)	120	112	232	1.0%	Villa/Mariposa	189	63	252	1.1%
Grant/Cuesta	47	156	203	0.9%	Castro/High School Way	117	117	234	1.0%
Villa/Franklin (WB)	126	22	148	0.7%	Rengstorff/Montecito (SB)	131	81	212	0.9%
Cuesta/Grant	96	51	147	0.7%	California/Rengstorff (WB)	42	163	205	0.9%
Shoreline/Pear	64	34	98	0.4%	Whisman/Dana (NB)	106	76	182	0.8%
Villa/Shoreline	36	50	86	0.4%	Grant/Cuesta	67	99	166	0.7%
Shoreline/Middlefield #2	7	10	17	0.1%	Shoreline/Pear	34	21	55	0.2%
					Shoreline/Middlefield #2	8	10	18	0.1%
Total	11,217	11,062	22,279	100.0%	Total	11,485	11,437	22,922	100.0%

On Time Performance

May on-time performance (OTP) was 79%. The data shows that the low OTP is due to traffic on route. Schedule adjustments will be made following the completion of the new Inigo bus yard to address this issue. Additionally, 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	75%			84%	72%	82%	70%	70%			55%	77%	62%	81%	79%			67%	75%	75%	73%	76%				77%	60%	82%	77%			74%
GRAY Weekend		71%	80%						73%	82%						75%	75%						68%	79%	66%					55%	71%	73%
RED	81%			83%	82%	86%	77%	70%			80%	69%	89%	91%	91%			80%	75%	71%	73%	92%				66%	66%	89%	82%			80%
RED Weekend		75%	89%						93%	86%						93%	86%						77%	98%	95%					93%	75%	88%
Grand Total	78%	73%	85%	83%	77%	84%	73%	70%	83%	84%	68%	73%	75%	86%	85%	84%	80%	74%	75%	73%	73%	84%	72%	88%	80%	72%	63%	86%	80%	74%	73%	79%

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: 32

Compliments/Complaints

- Compliments: None
- Complaints:
 - Rider complained that the bus is consistently late to their stop.
 - Confirmed that delays were due to construction and traffic. Recommended the use of the TripShot app for real time arrival predictions.

Electric Vehicle Utilization

During May, two electric vehicles were removed from service due to mechanical issues. In addition, one vehicle was involved in an accident and was taken out of service in mid-May. We continue to work closely with the maintenance team to prioritize repairs and minimize impacts on service.

Electric vehicle utilization continues to be affected by several operational factors, including vehicle breakdowns, the distance required to travel to and from the charging facilities in San Jose, and efforts to minimize in-service driver and vehicle swaps. Once the new Inigo EV charging yard is operational, we expect average daily miles to increase as these operational constraints are reduced.

2026 Vehicle Utilization					
Vehicle #	January	February	March	April	May
36	8%	5%	0%	4%	8%
38	6%	11%	13%	10%	15%
39	0%	6%	10%	11%	0%
4770	2%	5%	5%	0%	3%
Total	16%	27%	28%	25%	26%

Note: Utilization is calculated using number of trips driven out of total trips in the month

Number of Days in Service					
Vehicle #	January	February	March	April	May
36	16	9	19	9	16
38	14	21	19	18	26
39	1	10	18	21	1
4770	4	11	10	0	6

2026 Average Daily Miles and Percentage of Full Range Miles										
Vehicle #	January		February		March		April		May	
	Miles	%	Miles	%	Miles	%	Miles	%	Miles	%
36	89	59%	92	61%	110	74%	82	55%	94	62%
38	85	57%	91	61%	98	66%	100	67%	103	69%
39	63	42%	88	59%	97	65%	96	64%	42	28%
4770	87	58%	84	56%	105	70%	0	0%	98	65%

Note 1: Average daily miles include approximately 27 miles round trip to San Jose for EV charging

Note 2: Full range miles = 150