



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT July 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	Jun*	Jul	Total to Date
Total Monthly Weekday Ridership	9,268	8,463	11,420	10,590	9,857	7,166	9,033	65,797
# of Operating Days	20	19	22	22	20	16	22	141
Average Daily Ridership	463	445	519	481	493	448	411	467
% Increase/Decrease from Prior Month	17%	-4%	17%	-7%	2%	-9%	-8%	
% Increase/Decrease from Prior Year	6%	-2%	-6%	-6%	-13%	-4%	-4%	-4%
% of Pre COVID Baseline	118%	113%	120%	118%	111%	120%	115%	117%
RED ROUTE-WEEKDAY								
2026 - Red Route	Jan	Feb	Mar	Apr	May	Jun*	Jul	Total to Date
Total Monthly Weekday Ridership	9,307	8,794	11,539	10,460	10,114	6,779	8,883	65,876
# of Operating Days	20	19	22	22	20	16	22	141
Average Daily Ridership	465	463	525	475	506	424	404	467
% Increase/Decrease from Prior Month	12%	-1%	13%	-9%	6%	-16%	-5%	
% Increase/Decrease from Prior Year	-2%	1%	-2%	-5%	-5%	-6%	-4%	-3%
% of Pre COVID Baseline	147%	148%	149%	135%	142%	123%	108%	135%
TOTAL WEEKDAY RIDERSHIP								
2026 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun*	Jul	Total to Date
Total Monthly Weekday Ridership	18,575	17,257	22,959	21,050	19,971	13,945	17,916	131,673
# of Operating Days	20	19	22	22	20	16	22	141
Average Daily Ridership	929	908	1,044	957	999	872	814	934
% Increase/Decrease from Prior Month	14%	-2%	15%	-8%	4%	-13%	-7%	
% Increase/Decrease from Prior Year	2%	0%	-4%	-6%	-9%	-5%	-4%	-4%
% of Pre COVID Baseline	131%	128%	133%	126%	125%	122%	111%	125%
GRAY ROUTE-WEEKEND								
2026 - Gray Route	Jan	Feb	Mar	Apr	May	Jun*	Jul	Total to Date
Total Monthly Weekend Ridership	997	994	1,211	898	1,360	758	937	7,155
# of Operating Days	11	9	9	8	11	6	9	63
Average Daily Ridership	91	110	135	112	124	126	104	114
% Increase/Decrease from Prior Month	-16%	22%	22%	-17%	10%	2%	-18%	
% Increase/Decrease from Prior Year	-20%	-1%	1%	-1%	-6%	-6%	0%	-6%
% of Pre COVID Baseline	67%	83%	89%	66%	92%	77%	66%	76%
RED ROUTE-WEEKEND								
2026 - Red Route	Jan	Feb	Mar	Apr	May	Jun*	Jul	Total to Date
Total Monthly Weekend Ridership	1,165	1,085	1,170	925	1,379	762	981	7,467
# of Operating Days	11	9	9	8	11	6	9	63
Average Daily Ridership	106	121	130	116	125	127	109	119
% Increase/Decrease from Prior Month	7%	14%	8%	-11%	8%	1%	-14%	
% Increase/Decrease from Prior Year	-15%	12%	-8%	-8%	-1%	10%	-11%	-4%
% of Pre COVID Baseline	82%	81%	82%	69%	92%	72%	65%	76%
TOTAL WEEKEND RIDERSHIP								
2026 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun*	Jul	Total to Date
Total Monthly Weekend Ridership	2,162	2,079	2,381	1,823	2,739	1,520	1,918	14,622
# of Operating Days	11	9	9	8	11	6	9	63
Average Daily Ridership	197	231	265	228	249	253	213	232
% Increase/Decrease from Prior Month	-5%	18%	15%	-14%	9%	2%	-16%	
% Increase/Decrease from Prior Year	-17%	6%	-4%	-5%	-4%	1%	-6%	-5%
% of Pre COVID Baseline	74%	15%	17%	13%	12%	14%	8%	76%
TOTAL RIDERSHIP								
2026 TOTAL RIDERSHIP	Jan	Feb	Mar	Apr	May	Jun*	Jul	Total
Total Monthly Ridership	20,737	19,336	25,340	22,873	22,710	15,465	19,834	146,295
# of Operating Days	31	28	31	30	31	22	31	204
Average Daily Ridership	669	691	817	762	733	703	640	717
% Increase/Decrease from Prior Month	5%	3%	18%	-7%	-4%	-4%	-9%	
% Increase/Decrease from Prior Year	0%	0%	-1%	-6%	-12%	-2%	-4%	-4%
% of Pre COVID Baseline	118%	121%	130%	118%	113%	119%	104%	118%

*June 2026 total ridership was reduced due to an 8-day service suspension due to the expiration of the shuttle operator's TCP license.

Ridership Summary

Weekday Ridership

In July, total weekday ridership decreased 7% from the previous month and 4% compared to the same month last year. Year-to-date weekday ridership is 125% of the 2019 pre-pandemic baseline.

Weekend Ridership

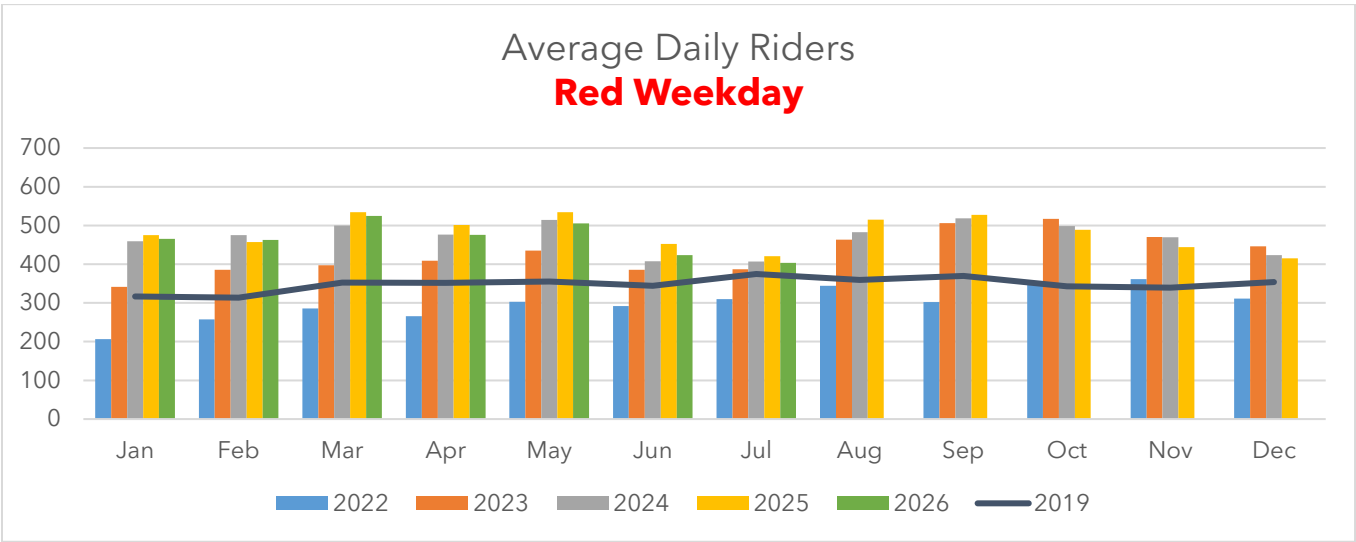
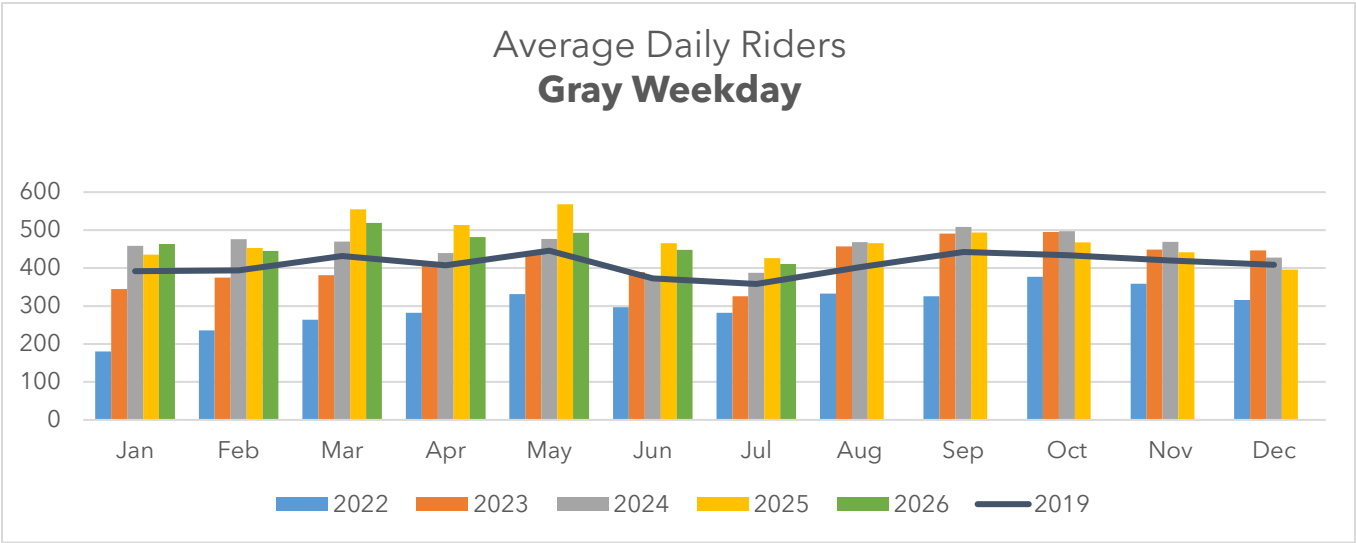
Total weekend ridership decreased 16% from the previous month and 6% compared to the same month in the previous year. Year-to-date weekend ridership is 76% of the 2019 pre-pandemic baseline.

Total Ridership

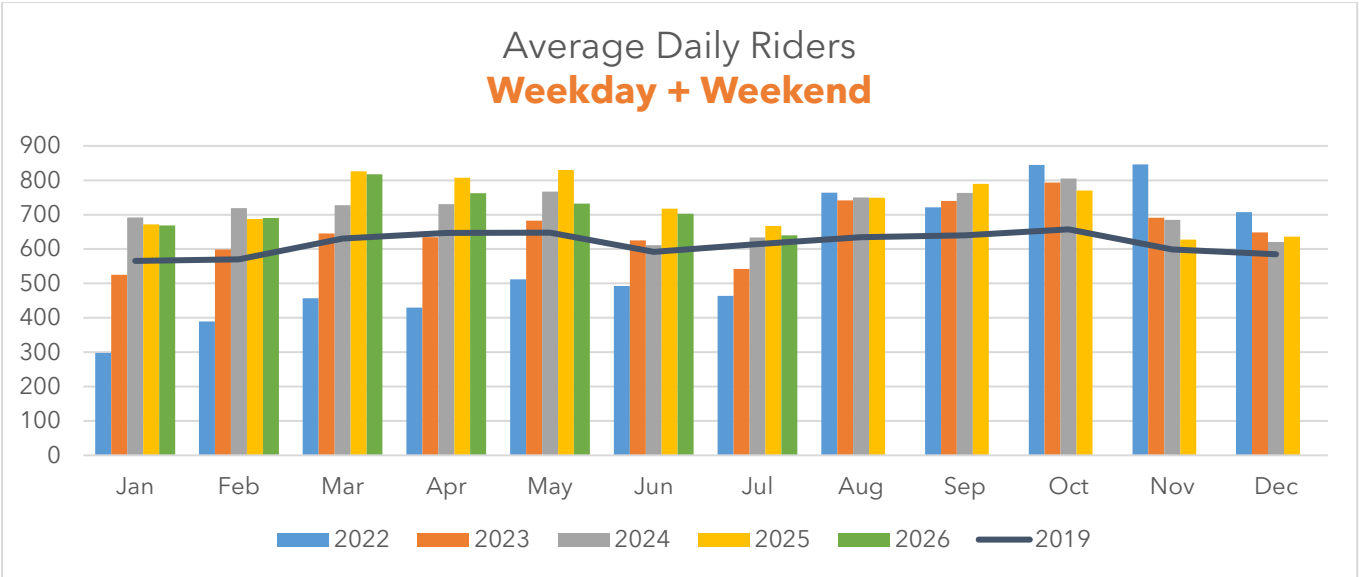
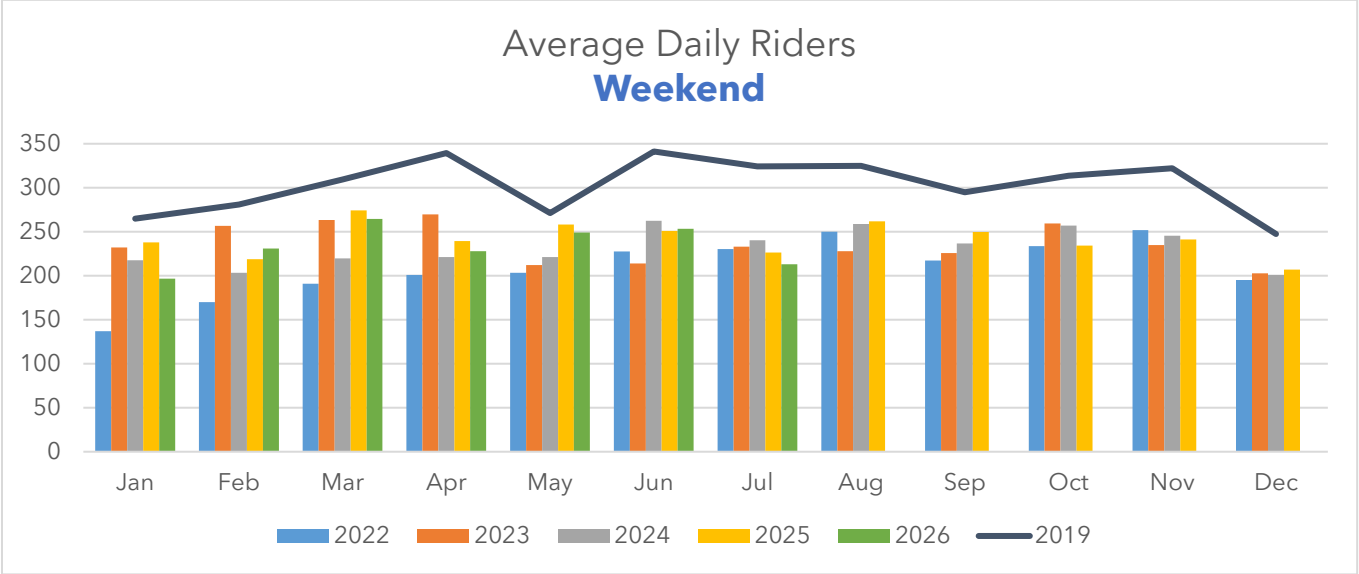
In July, total ridership (weekday + weekend) decreased by 9% from the previous month and 4% compared to the same month last year. Year-to-date ridership is 118% of the 2019 pre-pandemic baseline.

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

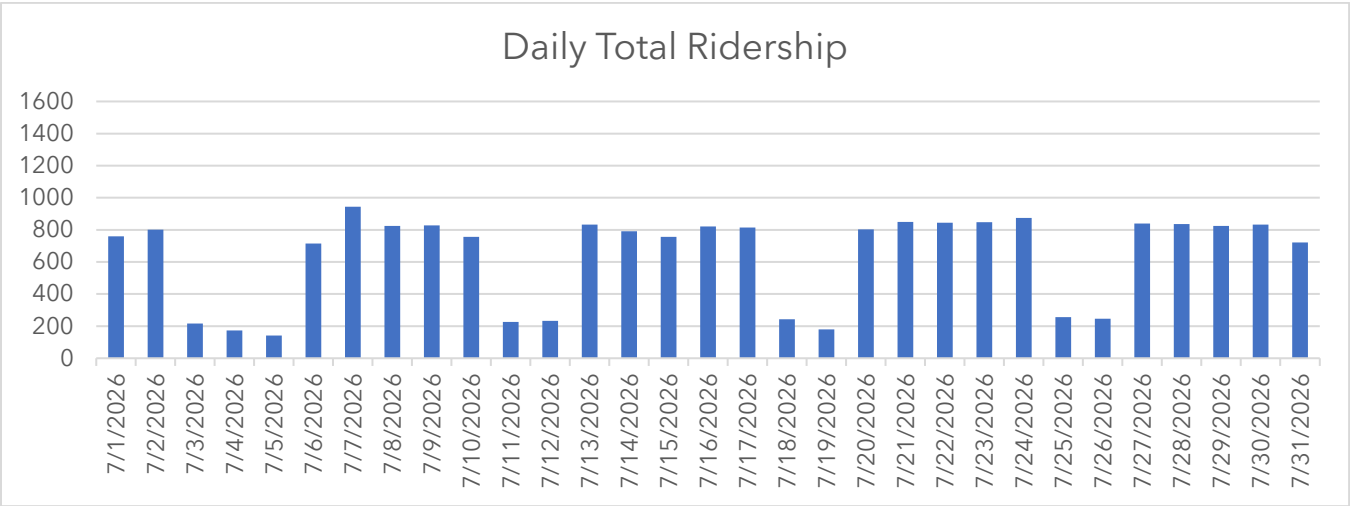
Average Daily Ridership Comparisons (YTD)



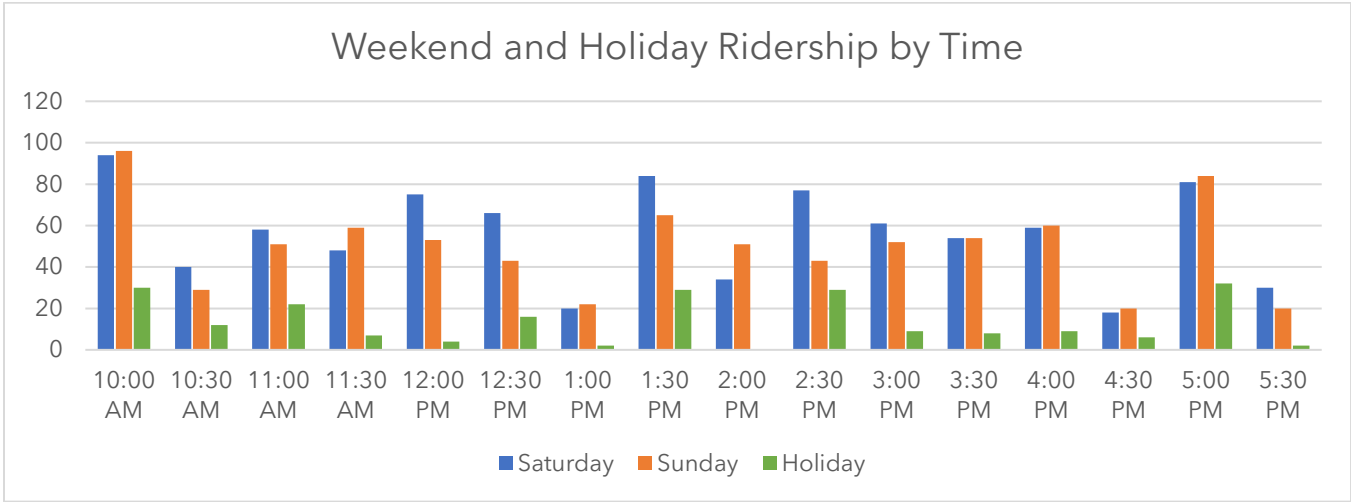
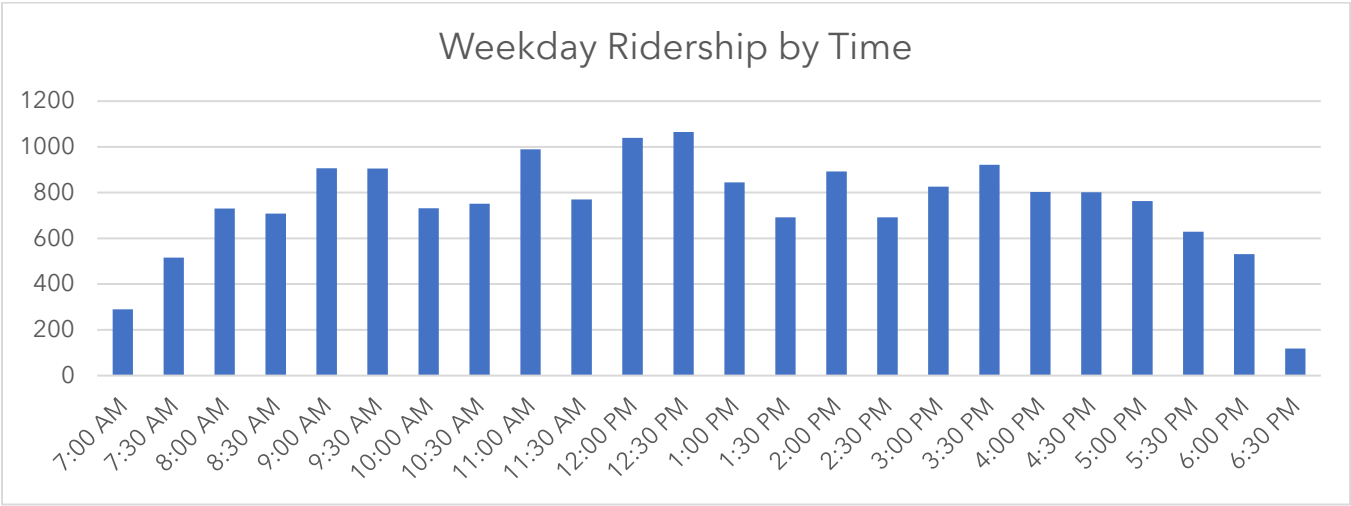
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



Monthly Total Ridership by Time

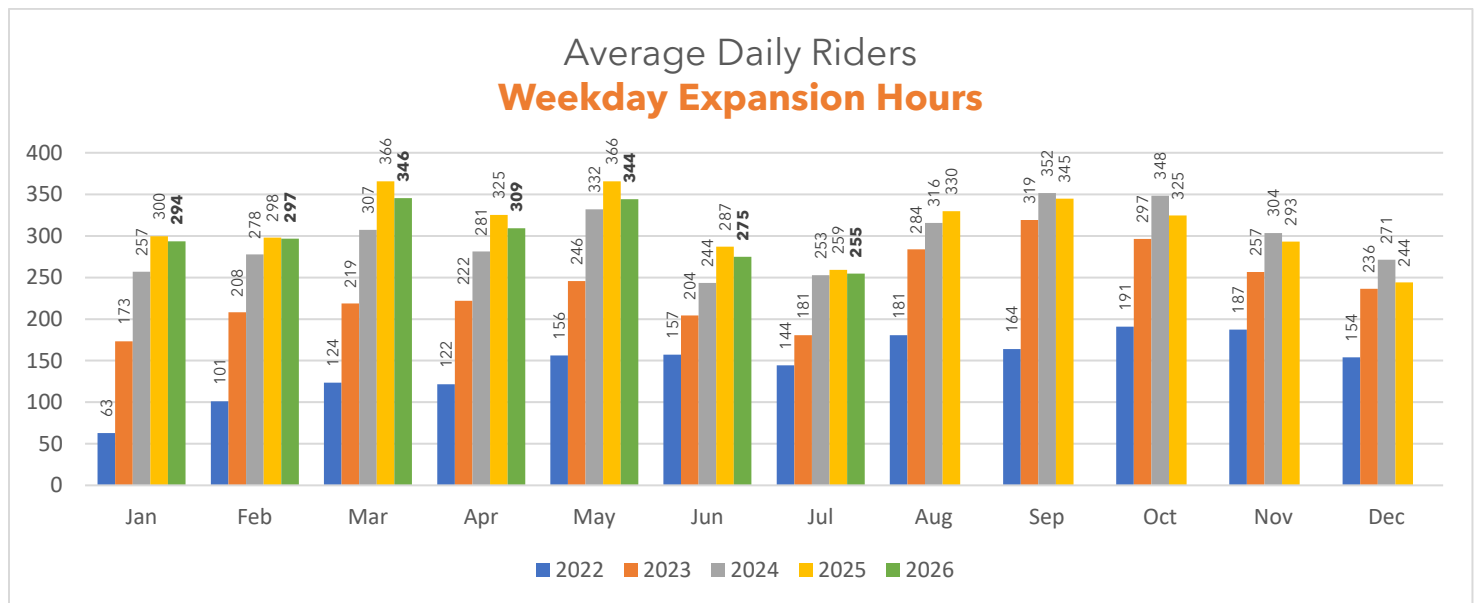


Service Expansion Hours Ridership

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	4398	27%	27%	32%
Jul	2,886	5605	94%	24%	31%
Aug	4,154			27%	
Sep	3,443			26%	
Oct	4,005			26%	
Nov	3,746			26%	
Dec	3,385			25%	
Total/YTD	36,937	42,802	135%	24%	33%

Note: June 2026 total ridership was reduced due to an 8-day service suspension due to the expiration of the shuttle operator's TCP license.

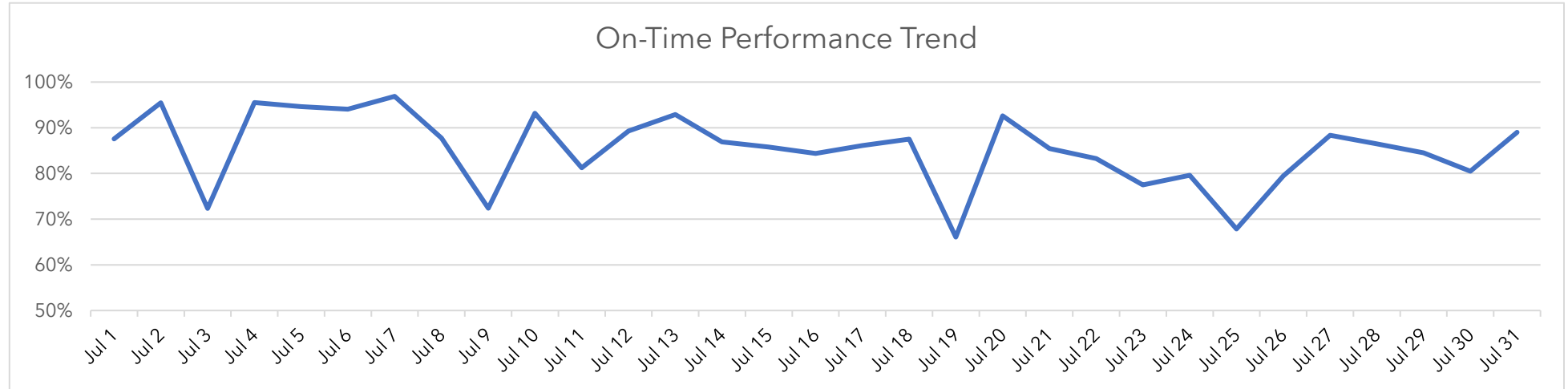


Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,866	2,300	4,166	21.1%	San Antonio Center	1,529	2,410	3,939	20.1%
Senior/Teen Center (SB)	678	887	1,565	7.9%	Mountain View Transit Center	878	819	1,697	8.6%
Grant Road (SB)	652	726	1,378	7.0%	Senior/Teen Center (NB)	1,126	521	1,647	8.4%
Mountain View Transit Center	577	684	1,261	6.4%	Grant Road (NB)	714	567	1,281	6.5%
Rengstorff/Middlefield (EB)	518	514	1,032	5.2%	Rengstorff/Middlefield (SB)	520	298	818	4.2%
El Camino Real/Sylvan (SB)	359	506	865	4.4%	Civic Center (SB)	448	351	799	4.1%
Civic Center (NB)	328	387	715	3.6%	El Camino Hospital	345	438	783	4.0%
Community Center (NB)	521	168	689	3.5%	El Camino Real/Sylvan (NB)	532	246	778	4.0%
El Camino Hospital	313	294	607	3.1%	Middlefield/Easy (WB)	311	272	583	3.0%
Sylvan Park (SB)	340	264	604	3.1%	Sylvan Park (NB)	296	282	578	2.9%
California/Ortega (EB)	540	44	584	3.0%	Whisman Station (NB)	230	328	558	2.8%
Whisman Station (SB)	331	224	555	2.8%	California/Ortega (EB)	475	36	511	2.6%
Middlefield/Easy (EB)	284	265	549	2.8%	Community Center (SB)	83	412	495	2.5%
Castro/El Camino Real (NB)	291	237	528	2.7%	Crittenden Middle School (WB)	229	217	446	2.3%
Whisman/Middlefield (SB)	256	210	466	2.4%	California/Rengstorff (EB)	306	111	417	2.1%
Shoreline/Middlefield #3 (EB)	272	181	453	2.3%	Cuesta/Miramonte (EB)	112	270	382	1.9%
Cuesta/Miramonte (NB)	257	143	400	2.0%	Castro/El Camino Real (SB)	163	202	365	1.9%
Crittenden Middle School (EB)	185	195	380	1.9%	California/Ortega (WB)	23	306	329	1.7%
Middlefield/Moffett (EB)	184	179	363	1.8%	Shoreline/Middlefield #1 (EB)	158	159	317	1.6%
California/Ortega (WB)	66	282	348	1.8%	Middlefield/San Pierre (WB)	174	142	316	1.6%
Middlefield/San Pierre (EB)	130	155	285	1.4%	Whisman/Middlefield (NB)	154	161	315	1.6%
California/Rengstorff (WB)	53	187	240	1.2%	Middlefield/Moffett (WB)	175	140	315	1.6%
Villa/Shoreline	114	119	233	1.2%	Villa/Mariposa	215	69	284	1.4%
Rengstorff/Montecito (NB)	127	104	231	1.2%	Grant/Eunice	128	98	226	1.2%
Graham Middle School (NB)	146	84	230	1.2%	Rengstorff/Central Expressway (SB)	139	86	225	1.1%
Rengstorff/Central Expressway (NB)	124	91	215	1.1%	Castro/High School Way	89	132	221	1.1%
Grant/Eunice	146	42	188	1.0%	California/Rengstorff (WB)	50	162	212	1.1%
Cuesta/Grant	92	93	185	0.9%	Villa/Franklin (EB)	20	183	203	1.0%
Villa/Franklin (WB)	110	46	156	0.8%	Graham Middle School (SB)	51	108	159	0.8%
Whisman/Dana (SB)	52	99	151	0.8%	Grant/Cuesta	41	95	136	0.7%
Grant/Cuesta	24	64	88	0.4%	Whisman/Dana (NB)	78	45	123	0.6%
Shoreline/Pear	23	27	50	0.3%	Rengstorff/Montecito (SB)	45	65	110	0.6%
Shoreline/Middlefield #2	11	13	24	0.1%	Shoreline/Pear	23	21	44	0.2%
					Shoreline/Middlefield #2	4	5	9	0.0%

On Time Performance

July on-time performance (OTP) was 84%. The primary factors contributing to delays were traffic congestion, traffic signal delays, and increased traffic associated with the World Cup event. Schedule adjustments are planned following completion of the new Inigo bus yard and are expected to help improve service reliability and on-time performance.



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	81%	95%				92%	97%	94%	79%	93%			95%	89%	87%	89%	85%			94%	95%	85%	85%	68%			91%	88%	81%	71%	92%	87%
GRAY Weekend			48%	91%	91%						82%	88%						84%	71%						61%	61%						75%
RED	94%	95%				96%	97%	82%	66%	93%			91%	85%	85%	80%	87%			91%	75%	82%	70%	91%			86%	85%	88%	90%	86%	86%
RED Weekend			96%	100%	98%						80%	91%						91%	61%						75%	98%						88%
Grand Total	88%	95%	72%	96%	95%	94%	97%	88%	72%	93%	81%	89%	93%	87%	86%	84%	86%	88%	66%	93%	85%	83%	78%	80%	68%	79%	88%	87%	85%	81%	89%	84%

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: 140
- Wheelchair Lift Usage: 45

Compliments/Complaints

Compliments

- A rider complimented one of the Red Route drivers for his safe driving and excellent customer service.
 - Compliment was shared with the driver.

Complaints

- A rider reported that a bus passed their stop without stopping to pick them up.
 - Video footage was reviewed, and the complaint was confirmed. The driver and trainee received corrective coaching regarding proper bus stop procedures and ensuring waiting passengers are not passed.

Electric Vehicle Utilization

Three electric vehicles returned to service in mid-July following air conditioning system repairs. However, recurring air conditioning issues continued to affect vehicle availability, with some vehicles requiring additional warranty repairs shortly after returning to service. As a result, electric vehicle utilization remained limited during July.

	2026 Vehicle Utilization						
Vehicle #	January	February	March	April	May	June	July
36	8%	5%	0%	4%	8%	7%	3%
38	6%	11%	13%	10%	15%	5%	5%
39	0%	6%	10%	11%	0%	2%	5%
4770	2%	5%	5%	0%	3%	0%	0%
Total	16%	27%	27%	25%	26%	14%	13%

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

	Number of Days in Service						
Vehicle #	January	February	March	April	May	June	July
36	16	9	19	9	16	11	6
38	14	21	19	18	26	8	11
39	1	10	18	21	1	3	10
4770	4	11	10	0	6	0	0

Electric Vehicle Utilization Continued

2026 Average Daily Miles and Percentage of Full Range Miles														
Vehicle #	January		February		March		April		May		June		July	
	Miles	%	Miles	%	Miles	%	Miles	%	Miles	%	Miles	%	Miles	%
36	89	59%	92	61%	110	74%	82	55%	94	62%	92	61%	89	60%
38	85	57%	91	61%	98	66%	100	67%	103	69%	92	61%	98	65%
39	63	42%	88	59%	97	65%	96	64%	42	28%	79	53%	101	67%
4770	87	58%	84	56%	105	70%	0	0%	98	65%	0	0%	0	0%

Note 1: Data in this table reflects average daily miles for the days the vehicles were in service.

Note 2: Average daily miles include approximately 27 miles round trip to San Jose for EV charging

Note 3: Full range miles = 150