



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT June 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*	Total to Date
Total Monthly Weekday Ridership	9,268	8,463	11,420	10,590	9,857	7,166	56,764
# of Operating Days	20	19	22	22	20	16	119
Average Daily Ridership	463	445	519	481	493	448	477
% Increase/Decrease from Prior Month	17%	-4%	17%	-7%	2%	-9%	
% Increase/Decrease from Prior Year	6%	-2%	-6%	-6%	-13%	-4%	-5%
% of Pre COVID Baseline	118%	113%	120%	118%	111%	120%	117%
RED ROUTE-WEEKDAY							
2026 - Red Route	Jan	Feb	Mar	Apr	May	Jun*	Total to Date
Total Monthly Weekday Ridership	9,307	8,794	11,539	10,460	10,114	6,779	56,993
# of Operating Days	20	19	22	22	20	16	119
Average Daily Ridership	465	463	525	475	506	424	479
% Increase/Decrease from Prior Month	12%	-1%	13%	-9%	6%	-16%	
% Increase/Decrease from Prior Year	-2%	1%	-2%	-5%	-5%	-6%	-3%
% of Pre COVID Baseline	147%	148%	149%	135%	142%	123%	141%
TOTAL WEEKDAY RIDERSHIP							
2026 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun*	Total to Date
Total Monthly Weekday Ridership	18,575	17,257	22,959	21,050	19,971	13,945	113,757
# of Operating Days	20	19	22	22	20	16	119
Average Daily Ridership	929	908	1,044	957	999	872	956
% Increase/Decrease from Prior Month	14%	-2%	15%	-8%	4%	-13%	
% Increase/Decrease from Prior Year	2%	0%	-4%	-6%	-9%	-5%	-4%
% of Pre COVID Baseline	131%	128%	133%	126%	125%	122%	128%
GRAY ROUTE-WEEKEND							
2026 - Gray Route	Jan	Feb	Mar	Apr	May	Jun*	Total to Date
Total Monthly Weekend Ridership	997	994	1,211	898	1,360	758	6,218
# of Operating Days	11	9	9	8	11	6	54
Average Daily Ridership	91	110	135	112	124	126	115
% Increase/Decrease from Prior Month	-16%	22%	22%	-17%	10%	2%	
% Increase/Decrease from Prior Year	-20%	-1%	1%	-1%	-6%	-6%	-6%
% of Pre COVID Baseline	67%	83%	89%	66%	92%	77%	78%
RED ROUTE-WEEKEND							
2026 - Red Route	Jan	Feb	Mar	Apr	May	Jun*	Total to Date
Total Monthly Weekend Ridership	1,165	1,085	1,170	925	1,379	762	6,486
# of Operating Days	11	9	9	8	11	6	54
Average Daily Ridership	106	121	130	116	125	127	120
% Increase/Decrease from Prior Month	7%	14%	8%	-11%	8%	1%	
% Increase/Decrease from Prior Year	-15%	12%	-8%	-8%	-1%	10%	-3%
% of Pre COVID Baseline	82%	81%	82%	69%	92%	72%	79%
TOTAL WEEKEND RIDERSHIP							
2026 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun*	Total to Date
Total Monthly Weekend Ridership	2,162	2,079	2,381	1,823	2,739	1,520	12,704
# of Operating Days	11	9	9	8	11	6	54
Average Daily Ridership	197	231	265	228	249	253	235
% Increase/Decrease from Prior Month	-5%	18%	15%	-14%	9%	2%	
% Increase/Decrease from Prior Year	-17%	6%	-4%	-5%	-4%	1%	-5%
% of Pre COVID Baseline	74%	15%	17%	13%	12%	14%	78%
TOTAL RIDERSHIP							
2026 TOTAL RIDERSHIP	Jan	Feb	Mar	Apr	May	Jun*	Total
Total Monthly Ridership	20,737	19,336	25,340	22,873	22,710	15,465	126,461
# of Operating Days	31	28	31	30	31	22	173
Average Daily Ridership	669	691	817	762	733	703	731
% Increase/Decrease from Prior Month	5%	3%	18%	-7%	-4%	-4%	
% Increase/Decrease from Prior Year	0%	0%	-1%	-6%	-12%	-2%	-4%
% of Pre COVID Baseline	118%	121%	130%	118%	113%	119%	120%

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

Ridership Summary

June ridership was affected by an eight-day service suspension resulting from the expiration of the shuttle operator's Transportation Charter Permit (TCP), which is regulated by the California Public Utilities Commission (CPUC). Service remained suspended while the operator completed the required California Highway Patrol (CHP) terminal inspections and received a satisfactory inspection report. Following CHP approval, the CPUC promptly reinstated the operator's TCP, allowing shuttle service to resume.

During the suspension, the shuttle operator (WeDriveU) provided Uber vouchers for eligible trips within Mountain View during normal service hours to help minimize impacts to riders.

Weekday Ridership

In June, total weekday ridership decreased 13% from the previous month and 5% compared to the same month last year. Year-to-date weekday ridership is 128% of the 2019 pre-pandemic baseline.

Weekend Ridership

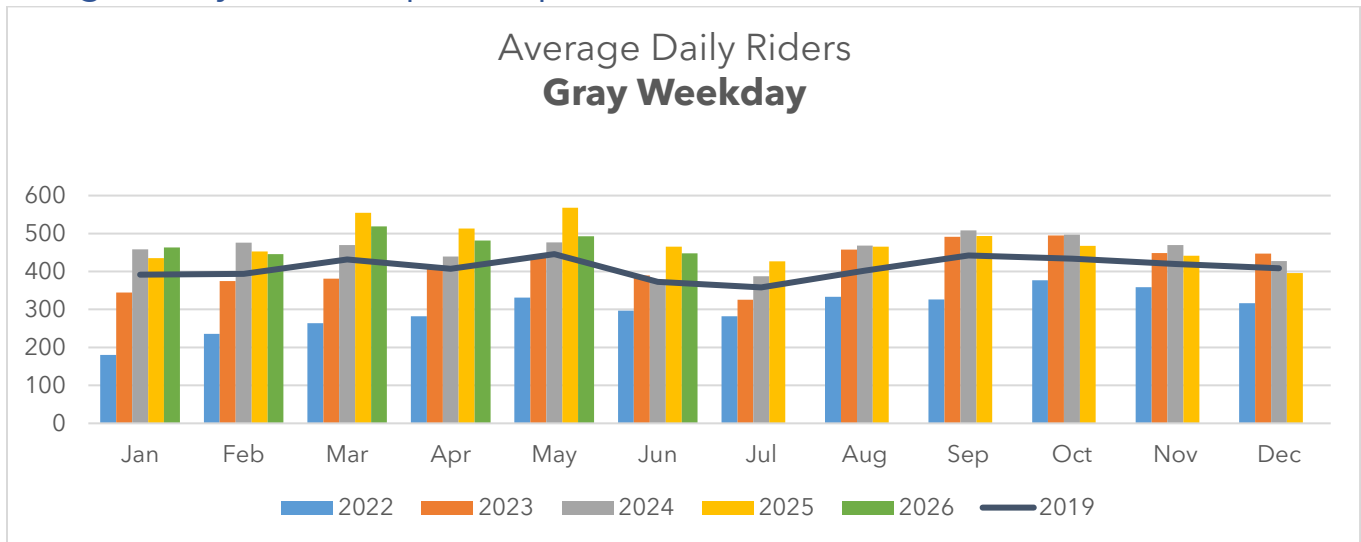
Total weekend ridership increased 2% from the previous month and 1% compared to the same month in the previous year. Year-to-date weekend ridership is 78% of the 2019 pre-pandemic baseline.

Total Ridership

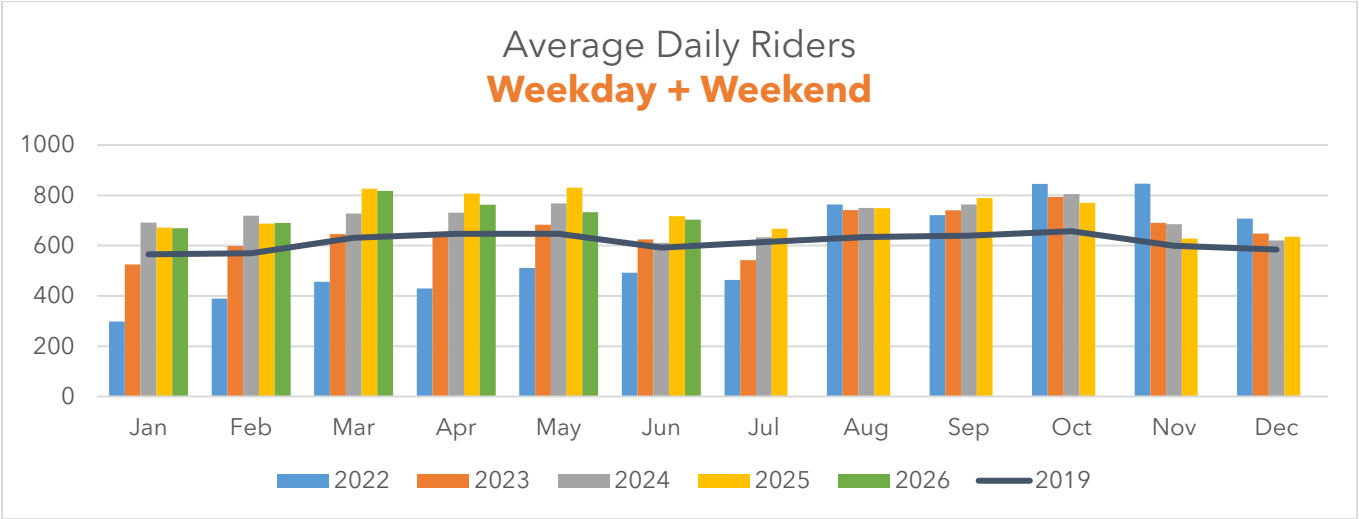
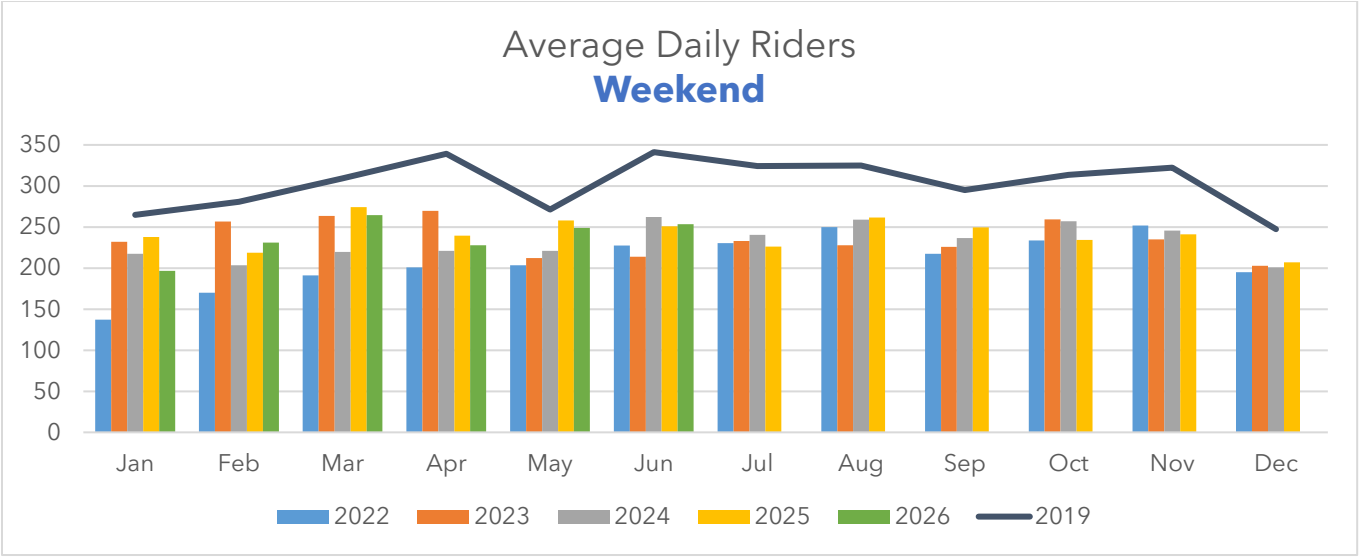
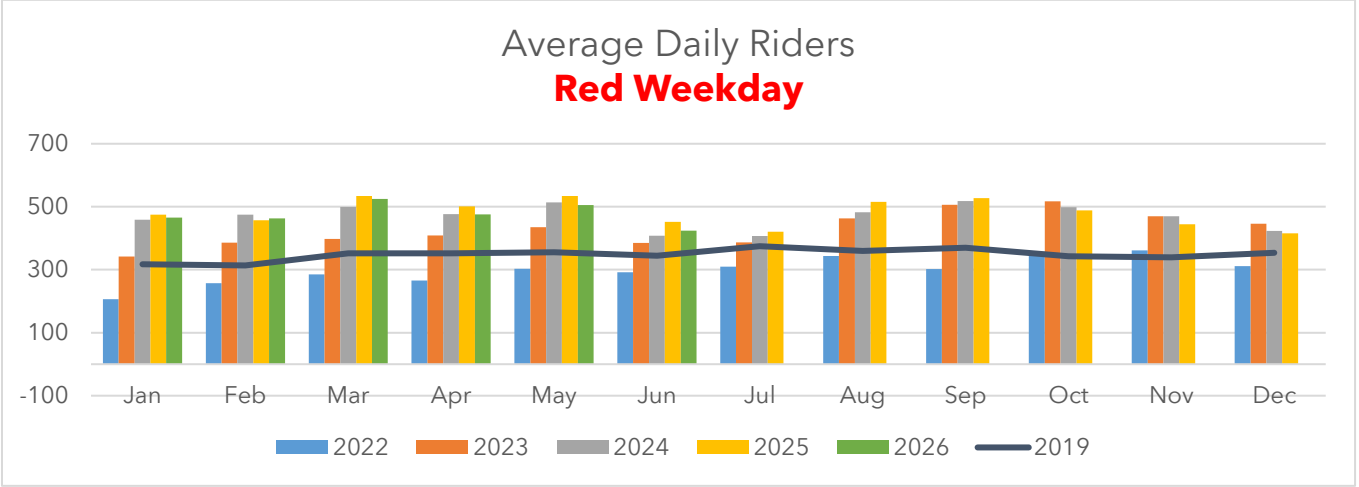
In June, total ridership (weekday + weekend) decreased by 4% from the previous month and 2% compared to the same month last year. Year-to-date ridership is 120% of the 2019 pre-pandemic baseline.

In June, the weekday ridership was highest at 12:30 PM. Saturday ridership peaked at 1:30 PM and Sunday ridership peaked at 10:00 AM.

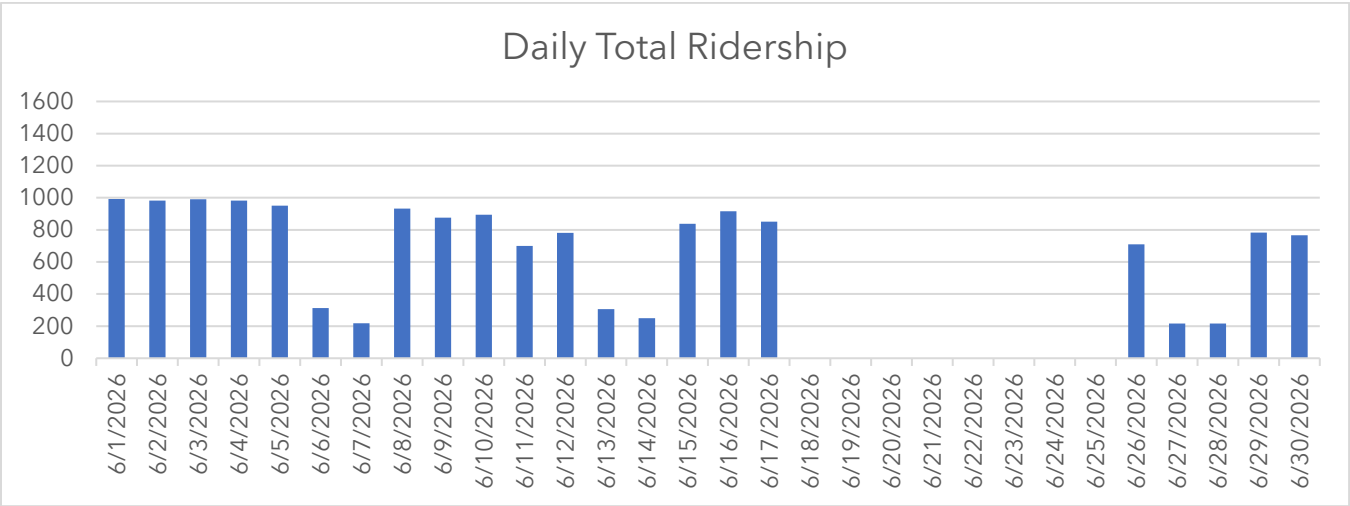
Average Daily Ridership Comparisons (YTD)



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

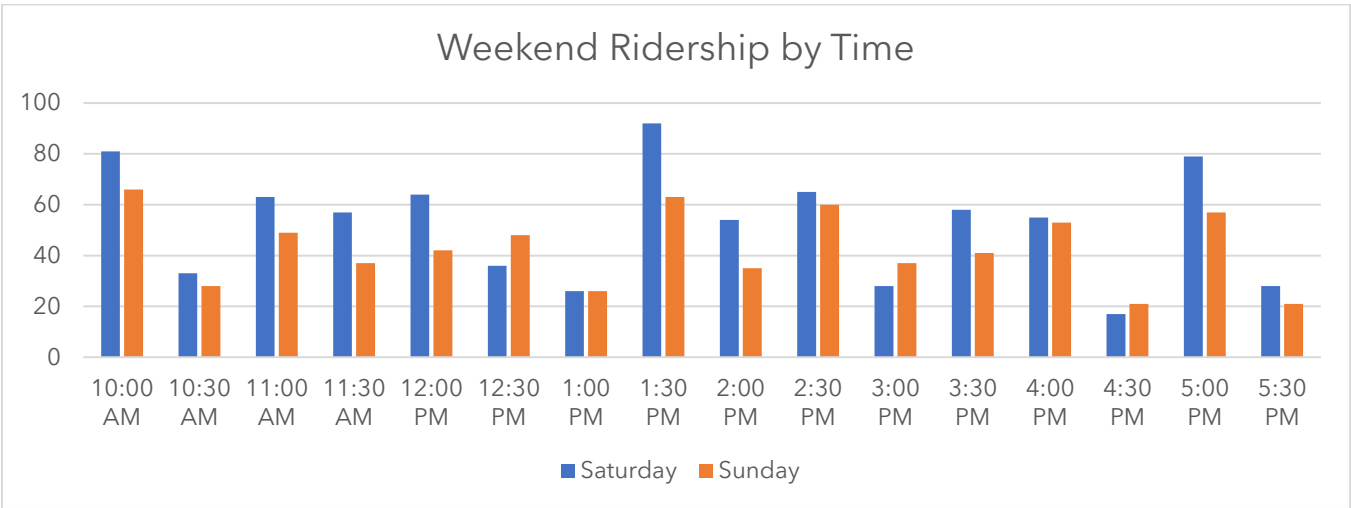
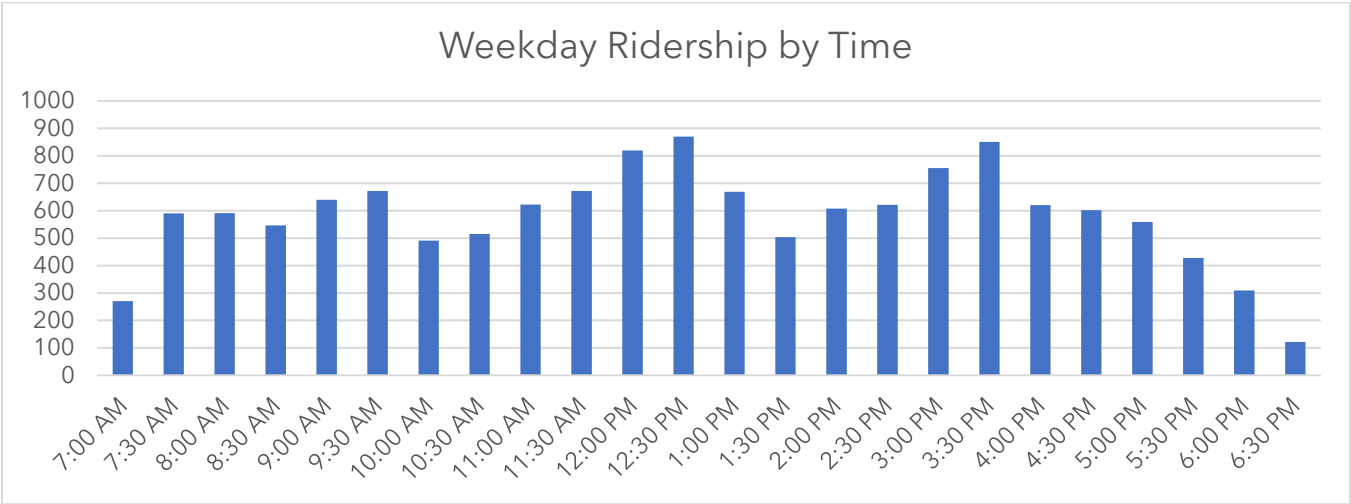


Daily Total Ridership by Date



Note: Service Suspended 6/18/26-6/25/26 due to the expiration of the operator's TCP license

Monthly Total Ridership by Time

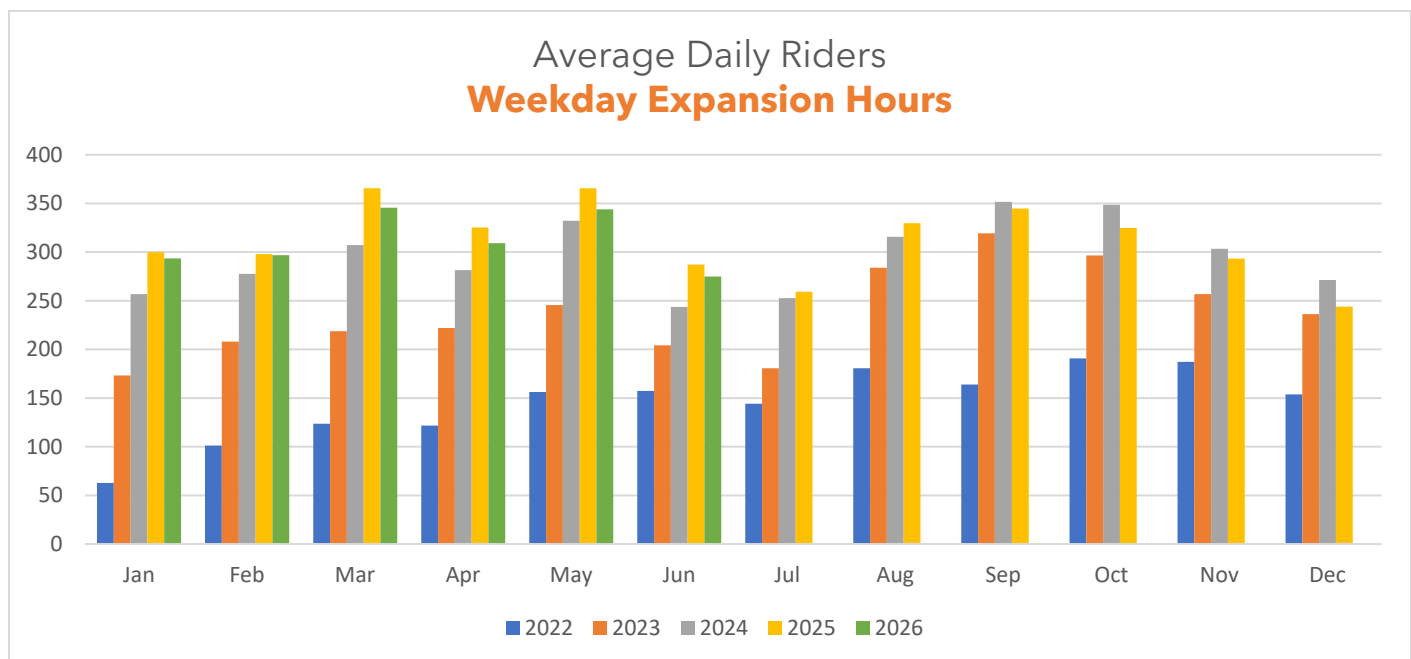


Service Expansion Hours Ridership

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			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	37,197	143%	24%	33%

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

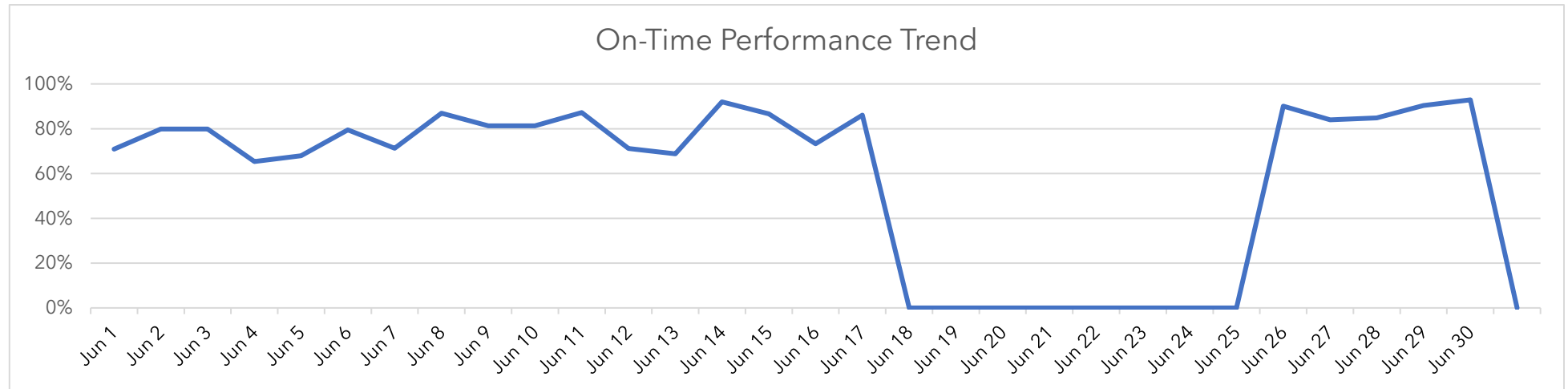


Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,361	1,785	3,146	20.0%	San Antonio Center	1,192	1,901	3,093	20.7%
Senior/Teen Center (SB)	496	687	1,183	7.5%	Mountain View Transit Center	663	608	1,271	8.5%
Grant Road (SB)	558	585	1,143	7.3%	Senior/Teen Center (NB)	815	405	1,220	8.2%
Mountain View Transit Center	428	531	959	6.1%	Grant Road (NB)	509	464	973	6.5%
Rengstorff/Middlefield (EB)	446	366	812	5.2%	Rengstorff/Middlefield (SB)	370	276	646	4.3%
El Camino Real/Sylvan (SB)	238	354	592	3.8%	El Camino Hospital	254	313	567	3.8%
Civic Center (NB)	260	295	555	3.5%	Civic Center (SB)	347	204	551	3.7%
Middlefield/Easy (EB)	341	205	546	3.5%	El Camino Real/Sylvan (NB)	334	216	550	3.7%
Whisman Station (SB)	254	256	510	3.2%	Middlefield/Easy (WB)	235	236	471	3.1%
California/Ortega (EB)	410	77	487	3.1%	California/Ortega (EB)	439	20	459	3.1%
Community Center (NB)	331	114	445	2.8%	Sylvan Park (NB)	201	244	445	3.0%
Sylvan Park (SB)	260	180	440	2.8%	Whisman Station (NB)	177	215	392	2.6%
Shoreline/Middlefield #3 (EB)	265	162	427	2.7%	Crittenden Middle School (WB)	168	182	350	2.3%
Middlefield/Moffett (EB)	185	225	410	2.6%	Cuesta/Miramonte (EB)	114	219	333	2.2%
El Camino Hospital	205	177	382	2.4%	Community Center (SB)	49	264	313	2.1%
Graham Middle School (NB)	212	140	352	2.2%	Castro/El Camino Real (SB)	136	156	292	2.0%
Castro/El Camino Real (NB)	182	150	332	2.1%	California/Rengstorff (EB)	222	67	289	1.9%
Whisman/Middlefield (SB)	155	166	321	2.0%	Middlefield/Moffett (WB)	167	99	266	1.8%
Cuesta/Miramonte (NB)	198	115	313	2.0%	Shoreline/Middlefield #1 (EB)	107	136	243	1.6%
California/Ortega (WB)	35	233	268	1.7%	Middlefield/San Pierre (WB)	129	98	227	1.5%
California/Rengstorff (WB)	78	181	259	1.6%	Graham Middle School (SB)	88	138	226	1.5%
Crittenden Middle School (EB)	125	109	234	1.5%	Whisman/Middlefield (NB)	105	115	220	1.5%
Rengstorff/Montecito (NB)	124	102	226	1.4%	Villa/Mariposa	166	47	213	1.4%
Whisman/Dana (SB)	102	107	209	1.3%	Grant/Eunice	128	60	188	1.3%
Middlefield/San Pierre (EB)	97	109	206	1.3%	Castro/High School Way	94	90	184	1.2%
Rengstorff/Central Expressway (NB)	117	78	195	1.2%	Rengstorff/Central Expressway (SB)	106	74	180	1.2%
Cuesta/Grant	101	83	184	1.2%	California/Ortega (WB)	15	149	164	1.1%
Grant/Eunice	115	52	167	1.1%	Villa/Franklin (EB)	18	140	158	1.1%
Villa/Shoreline	79	54	133	0.8%	California/Rengstorff (WB)	28	119	147	1.0%
Grant/Cuesta	36	84	120	0.8%	Rengstorff/Montecito (SB)	92	46	138	0.9%
Villa/Franklin (WB)	83	20	103	0.7%	Whisman/Dana (NB)	46	35	81	0.5%
Shoreline/Pear	44	26	70	0.4%	Grant/Cuesta	12	59	71	0.5%
Shoreline/Middlefield #2	3	8	11	0.1%	Shoreline/Pear	14	17	31	0.2%
					Shoreline/Middlefield #2	1	6	7	0.0%
Total	7,924	7,816	15,740	100.0%	Total	7,540	7,412	14,952	100.0%

On Time Performance

June's on-time performance (OTP) of 59% was significantly impacted by the eight-day suspension of shuttle service from June 18-25. Under the program's performance methodology, scheduled trips were unable to operate and were recorded as missed trips, resulting in a lower overall OTP for the month.



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	86%	73%	73%	59%	65%			84%	77%	75%	82%	51%			80%	71%	83%	0%	0%			0%	0%	0%	0%	88%			84%	92%	56%
GRAY Weekend						66%	79%						43%	93%						0%	0%						79%	77%			54%
RED	56%	87%	87%	72%	71%			90%	85%	88%	92%	91%			93%	75%	89%	0%	0%			0%	0%	0%	0%	92%			97%	94%	62%
RED Weekend						93%	64%						95%	91%						0%	0%						89%	93%			66%
Grand Total	71%	80%	80%	65%	68%	79%	71%	87%	81%	81%	87%	71%	69%	92%	87%	73%	86%	0%	0%	0%	0%	0%	0%	0%	0%	90%	84%	85%	90%	93%	59%

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: 101
- Wheelchair Lift Usage: 28

Compliments/Complaints

- Compliments: None
- Complaints:
 - A rider reported being left on the shuttle while the driver exited the vehicle to use the restroom. The bus was locked during the driver's absence, preventing the rider from exiting the vehicle. The rider reported becoming uncomfortable due to the heat while waiting for the driver to return.
 - The driver was counseled on proper procedure and reminded that passengers must never be left inside a locked vehicle. The driver was instructed that, if a restroom break is necessary while passengers remain on board, the vehicle must be left unlocked with the passenger door open, and the ignition keys must be removed and taken with the driver. Expectations for passenger safety and accessibility were reviewed to prevent future occurrences.

Electric Vehicle Utilization

In early June, all electric vehicles were removed from service due to air conditioning system failures. The maintenance team identified deficiencies in the air conditioning systems that required significant repairs, including the replacement of undersized compressors and installation of missing components. These repairs kept the electric vehicle fleet out of service for more than 30 days, reducing electric vehicle utilization during the reporting period.

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

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

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

Electric Vehicle Utilization Continued

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