Mountain View
Community Shuttle

MONTHLY OPERATIONS REPORT

August 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	Aug	Total to Date
Total Monthly Weekday Ridership	9,268	8,463	11,420	10,590	9,857	7,166	9,033	10,317	**76,114**
# of Operating Days	20	19	22	22	20	16	22	21	**162**
Average Daily Ridership	463	445	519	481	493	448	411	491	**470**
% Increase/Decrease from Prior Month	*17%*	*-4%*	*17%*	*-7%*	*2%*	*-9%*	*-8%*	*20%*	
% Increase/Decrease from Prior Year	*6%*	*-2%*	*-6%*	*-6%*	*-13%*	*-4%*	*-4%*	*5%*	***-3%***
% of Pre COVID Baseline	118%	113%	120%	118%	111%	120%	115%	122%	**117%**

RED ROUTE-WEEKDAY

2026 - Red Route	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	9,307	8,794	11,539	10,460	10,114	6,779	8,883	10,519	**76,395**
# of Operating Days	20	19	22	22	20	16	22	21	**162**
Average Daily Ridership	465	463	525	475	506	424	404	501	**472**
% Increase/Decrease from Prior Month	*12%*	*-1%*	*13%*	*-9%*	*6%*	*-16%*	*-5%*	*24%*	
% Increase/Decrease from Prior Year	*-2%*	*1%*	*-2%*	*-5%*	*-5%*	*-6%*	*-4%*	*-3%*	***-3%***
% of Pre COVID Baseline	147%	148%	149%	135%	142%	123%	108%	139%	**136%**

TOTAL WEEKDAY RIDERSHIP

2026 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	18,575	17,257	22,959	21,050	19,971	13,945	17,916	20,836	**152,509**
# of Operating Days	20	19	22	22	20	16	22	21	**162**
Average Daily Ridership	929	908	1,044	957	999	872	814	992	**941**
% Increase/Decrease from Prior Month	*14%*	*-2%*	*15%*	*-8%*	*4%*	*-13%*	*-7%*	*22%*	
% Increase/Decrease from Prior Year	*2%*	*0%*	*-4%*	*-6%*	*-9%*	*-5%*	*-4%*	*1%*	***-3%***
% of Pre COVID Baseline	131%	128%	133%	126%	125%	122%	111%	130%	**126%**

GRAY ROUTE-WEEKEND

2026 - Gray Route	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	997	994	1,211	898	1,360	758	937	1,227	**8,382**
# of Operating Days	11	9	9	8	11	6	9	10	**73**
Average Daily Ridership	91	110	135	112	124	126	104	123	**115**
% Increase/Decrease from Prior Month	*-16%*	*22%*	*22%*	*-17%*	*10%*	*2%*	*-18%*	*18%*	
% Increase/Decrease from Prior Year	*-20%*	*-1%*	*1%*	*-1%*	*-6%*	*-6%*	*0%*	*-2%*	***-5%***
% of Pre COVID Baseline	67%	83%	89%	66%	92%	77%	66%	80%	**77%**

RED ROUTE-WEEKEND

2026 - Red Route	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	1,165	1,085	1,170	925	1,379	762	981	1,389	**8,856**
# of Operating Days	11	9	9	8	11	6	9	10	**73**
Average Daily Ridership	106	121	130	116	125	127	109	139	**121**
% Increase/Decrease from Prior Month	*7%*	*14%*	*8%*	*-11%*	*8%*	*1%*	*-14%*	*27%*	
% Increase/Decrease from Prior Year	*-15%*	*12%*	*-8%*	*-8%*	*-1%*	*10%*	*-11%*	*2%*	***-3%***
% of Pre COVID Baseline	82%	81%	82%	69%	92%	72%	65%	81%	**77%**

TOTAL WEEKEND RIDERSHIP

2026 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	2,162	2,079	2,381	1,823	2,739	1,520	1,918	2,616	**17,238**
# of Operating Days	11	9	9	8	11	6	9	10	**73**
Average Daily Ridership	197	231	265	228	249	253	213	262	**236**
% Increase/Decrease from Prior Month	*-5%*	*18%*	*15%*	*-14%*	*9%*	*2%*	*-16%*	*23%*	
% Increase/Decrease from Prior Year	*-17%*	*6%*	*-4%*	*-5%*	*-4%*	*1%*	*-6%*	*0%*	***-4%***
% of Pre COVID Baseline	74%	15%	17%	13%	12%	14%	8%	13%	**77%**

TOTAL RIDERSHIP

2026 TOTAL RIDERSHIP	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Total
Total Monthly Ridership	20,737	19,336	25,340	22,873	22,710	15,465	19,834	23,452	**169,747**
# of Operating Days	31	28	31	30	31	22	31	31	**235**
Average Daily Ridership	669	691	817	762	733	703	640	757	**722**
% Increase/Decrease from Prior Month	*5%*	*3%*	*18%*	*-7%*	*-4%*	*-4%*	*-9%*	*18%*	
% Increase/Decrease from Prior Year	*0%*	*0%*	*-1%*	*-6%*	*-12%*	*-2%*	*-4%*	*1%*	***-3%***
% of Pre COVID Baseline	118%	121%	130%	118%	113%	119%	104%	119%	**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 August, total weekday ridership increased 22% from the previous month and 1% compared to the same month last year. Year-to-date weekday ridership is 126% of the 2019 pre-pandemic baseline.

Weekend Ridership

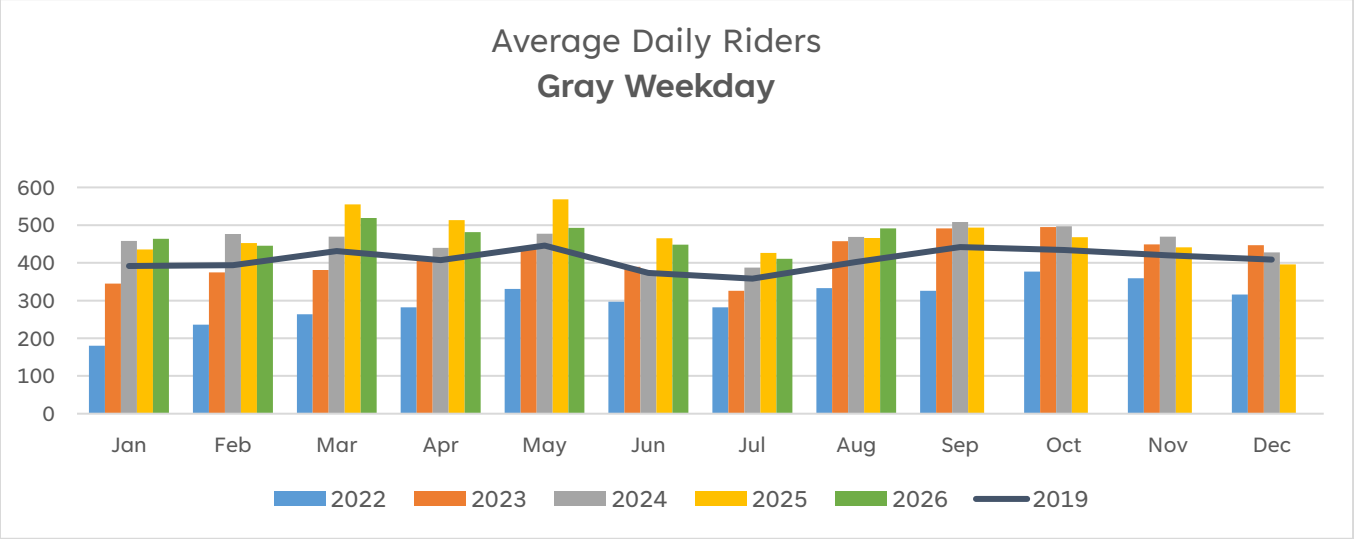
Total weekend ridership increased 23% from the previous month and there was no change compared to the same month in the previous year. Year-to-date weekend ridership is 77% of the 2019 pre-pandemic baseline.

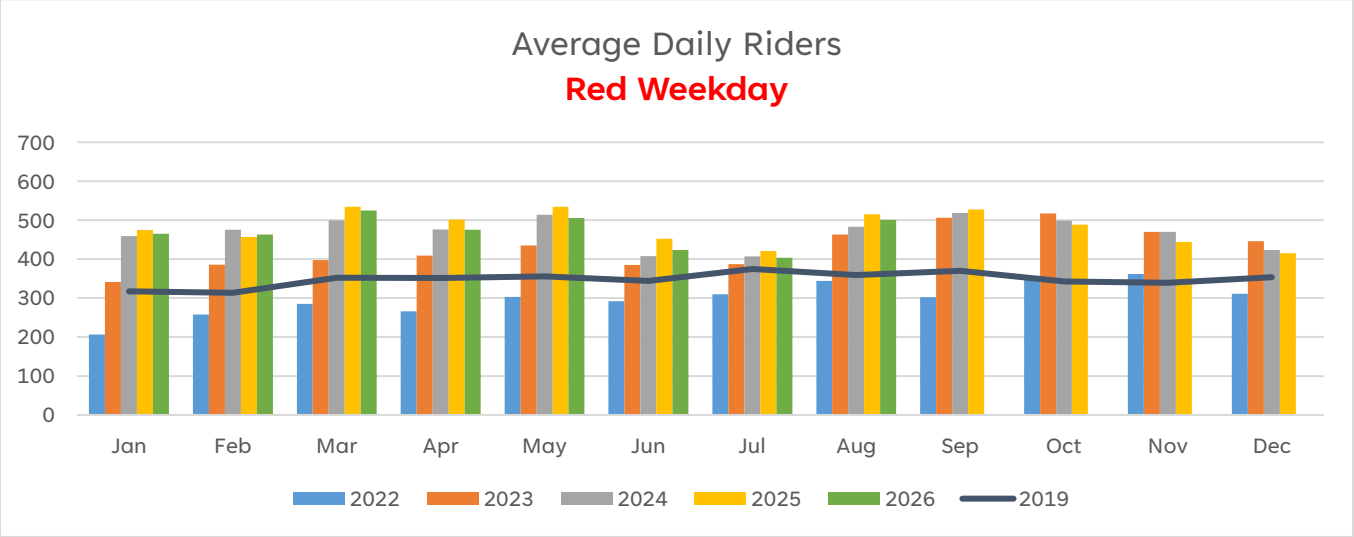
Total Ridership

In August, total ridership (weekday + weekend) increased by 18% from the previous month and 1% compared to the same month last year. Year-to-date ridership is 118% of the 2019 pre-pandemic baseline.

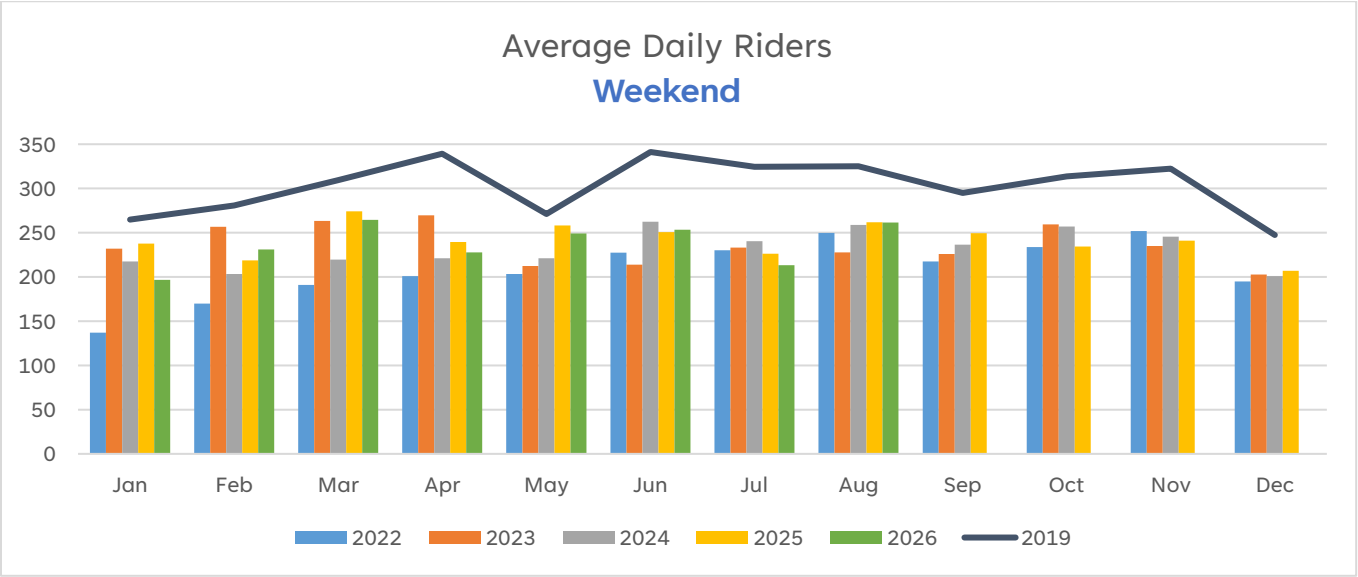
In August, the weekday ridership was highest at 7:30 AM. Saturday ridership peaked at 10:00 AM and 1:30 PM. Sunday ridership peaked at 10:00 AM.

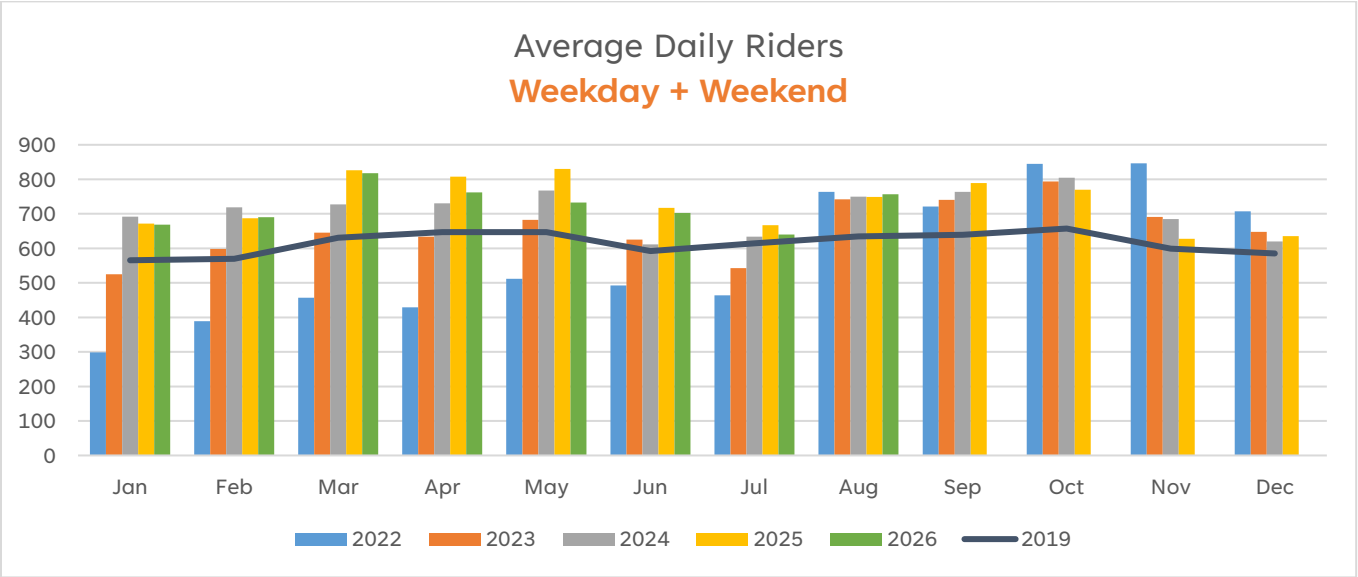
Average Daily Ridership Comparisons (YTD)



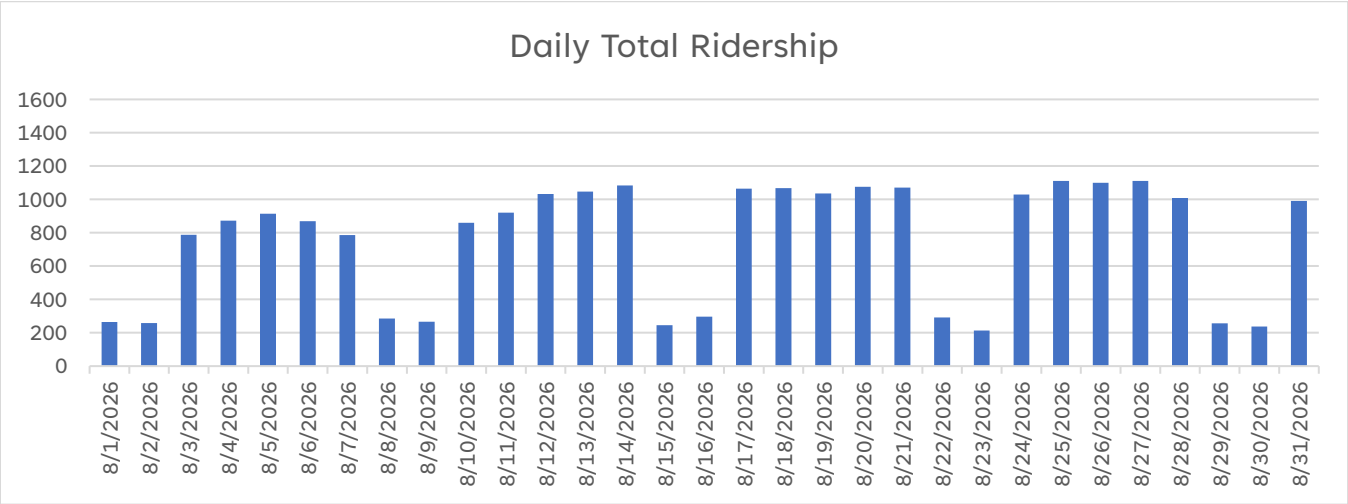


Average Daily Ridership Comparisons (YTD) (cont'd)

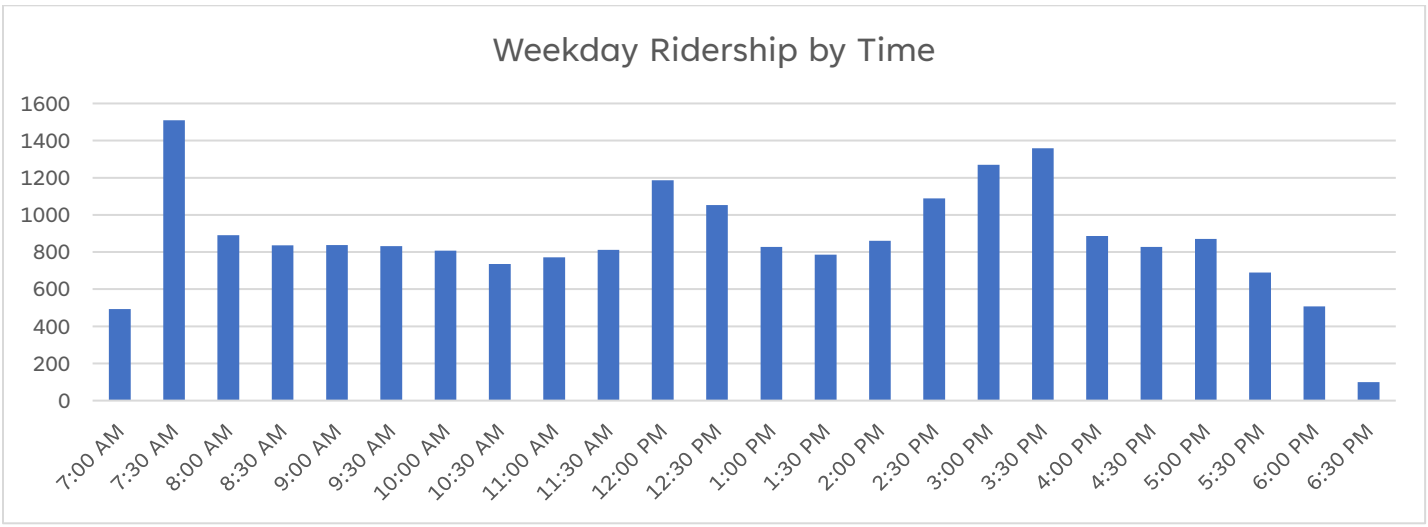


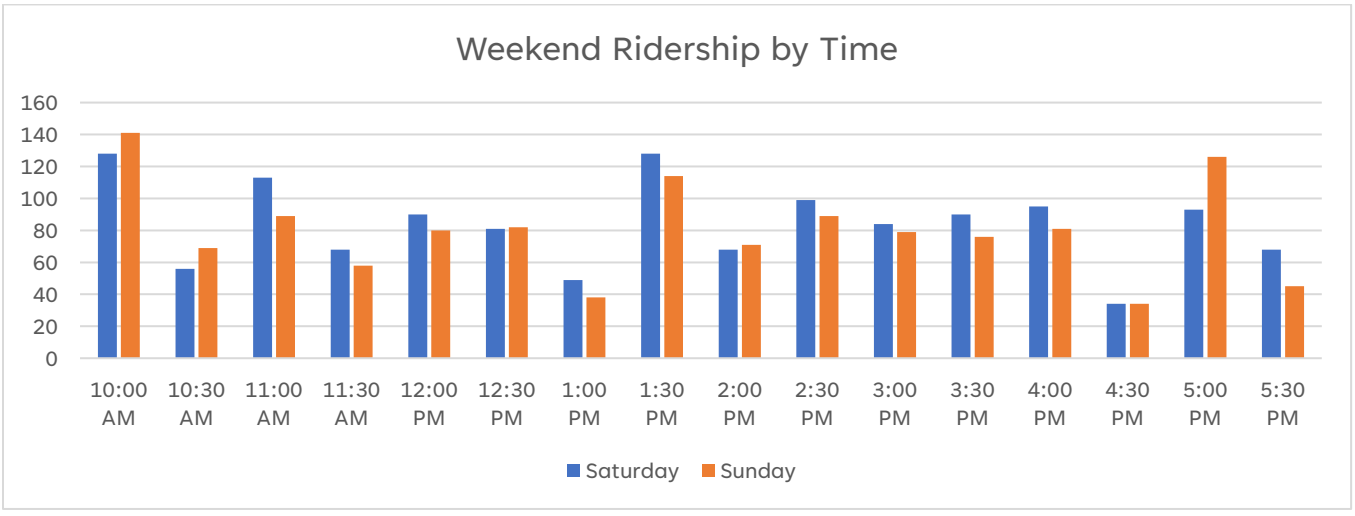


Daily Total Ridership by Date



Monthly Total Ridership by Time

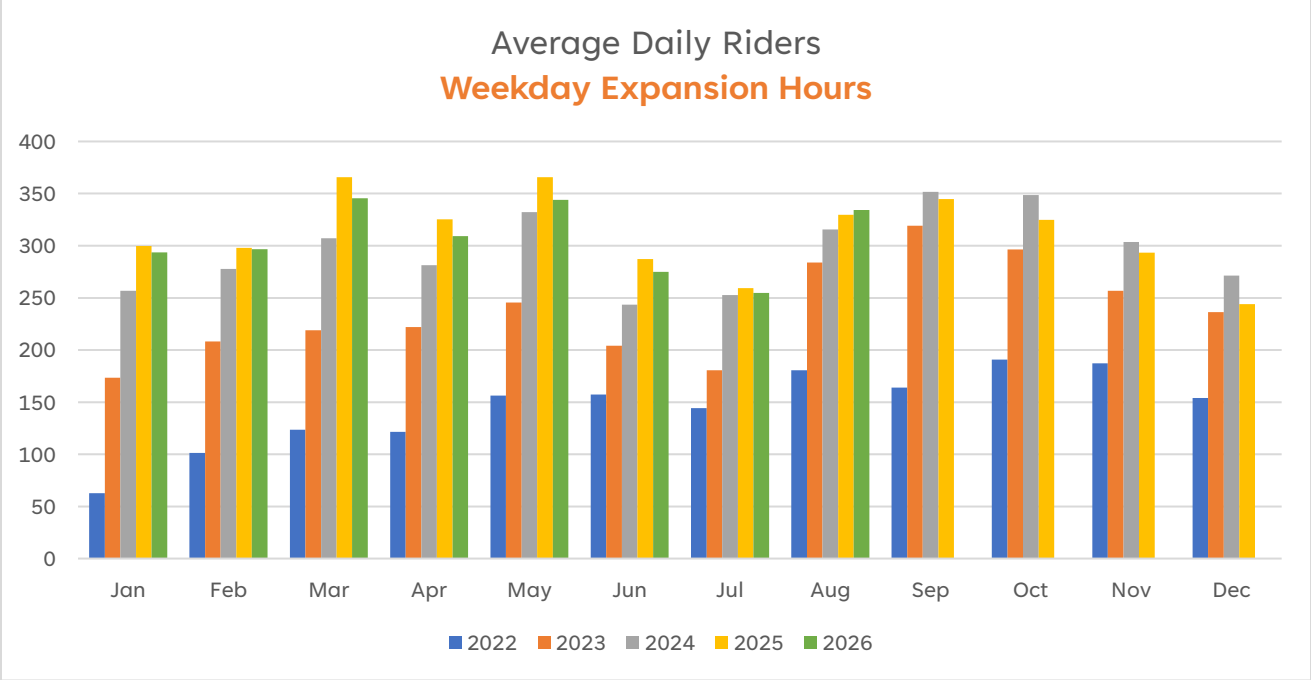




Service Expansion Hours Ridership

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	7019	69%	27%	34%
Sep	3,443			26%	
Oct	4,005			26%	
Nov	3,746			26%	
Dec	3,385			25%	
Total/YTD	**36,937**	**49,821**	**123%**	**24%**	**33%**

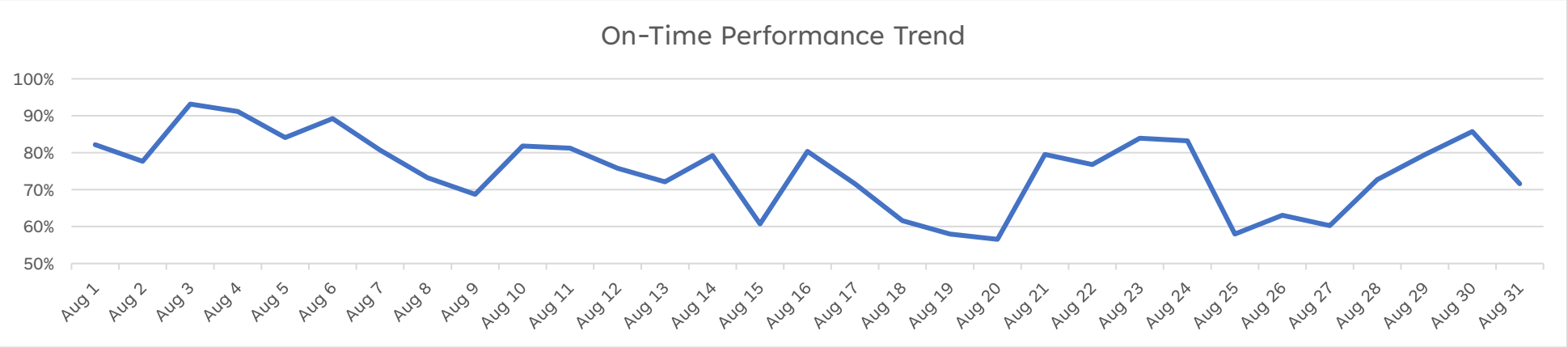


Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,984	2,458	4,442	19.4%	San Antonio Center	1,575	2,304	3,879	16.3%
Mountain View Transit Center	683	1,203	1,886	8.2%	Mountain View Transit Center	1,158	890	2,048	8.6%
Senior/Teen Center (SB)	733	901	1,634	7.1%	Senior/Teen Center (NB)	1,161	543	1,704	7.2%
Grant Road (SB)	676	753	1,429	6.2%	Grant Road (NB)	758	661	1,419	6.0%
Rengstorff/Middlefield (EB)	537	532	1,069	4.7%	El Camino Real/Sylvan (NB)	495	499	994	4.2%
El Camino Real/Sylvan (SB)	480	503	983	4.3%	Civic Center (SB)	598	324	922	3.9%
Cuesta/Miramonte (NB)	793	172	965	4.2%	Rengstorff/Middlefield (SB)	581	334	915	3.8%
Whisman Station (SB)	358	484	842	3.7%	Whisman Station (NB)	537	366	903	3.8%
Graham Middle School (NB)	322	376	698	3.0%	Crittenden Middle School (WB)	305	538	843	3.5%
Middlefield/Easy (EB)	391	290	681	3.0%	El Camino Hospital	342	496	838	3.5%
El Camino Hospital	365	301	666	2.9%	Middlefield/Easy (WB)	441	354	795	3.3%
Civic Center (NB)	248	388	636	2.8%	Graham Middle School (SB)	360	345	705	3.0%
Community Center (NB)	487	117	604	2.6%	Cuesta/Miramonte (EB)	187	505	692	2.9%
California/Ortega (EB)	523	77	600	2.6%	California/Ortega (EB)	579	46	625	2.6%
Shoreline/Middlefield #3 (EB)	355	200	555	2.4%	Sylvan Park (NB)	237	362	599	2.5%
Crittenden Middle School (EB)	324	221	545	2.4%	Community Center (SB)	60	481	541	2.3%
Sylvan Park (SB)	325	176	501	2.2%	California/Rengstorff (EB)	388	138	526	2.2%
Middlefield/Moffett (EB)	237	256	493	2.1%	Middlefield/San Pierre (WB)	164	352	516	2.2%
Castro/El Camino Real (NB)	231	237	468	2.0%	Castro/El Camino Real (SB)	254	239	493	2.1%
Whisman/Middlefield (SB)	181	252	433	1.9%	Middlefield/Moffett (WB)	302	125	427	1.8%
California/Rengstorff (WB)	63	305	368	1.6%	Shoreline/Middlefield #1 (EB)	129	255	384	1.6%
California/Ortega (WB)	68	286	354	1.5%	California/Ortega (WB)	33	330	363	1.5%
Middlefield/San Pierre (EB)	164	147	311	1.4%	Whisman/Middlefield (NB)	212	145	357	1.5%
Grant/Eunice	178	105	283	1.2%	Grant/Eunice	209	143	352	1.5%
Rengstorff/Central Expressway (NB)	156	100	256	1.1%	Villa/Franklin (EB)	68	247	315	1.3%
Villa/Shoreline	107	141	248	1.1%	Villa/Mariposa	221	72	293	1.2%
Rengstorff/Montecito (NB)	123	98	221	1.0%	Castro/High School Way	99	164	263	1.1%
Whisman/Dana (SB)	119	100	219	1.0%	California/Rengstorff (WB)	59	203	262	1.1%
Villa/Franklin (WB)	151	32	183	0.8%	Rengstorff/Central Expressway (SB)	137	92	229	1.0%
Cuesta/Grant	84	57	141	0.6%	Rengstorff/Montecito (SB)	78	86	164	0.7%
Grant/Cuesta	38	87	125	0.5%	Whisman/Dana (NB)	89	68	157	0.7%
Shoreline/Pear	58	37	95	0.4%	Grant/Cuesta	36	99	135	0.6%
Shoreline/Middlefield #2	2	18	20	0.1%	Shoreline/Pear	49	50	99	0.4%
					Shoreline/Middlefield #2	7	4	11	0.0%
Total	**11,544**	**11,410**	**22,954**	**100.0%**	**Total**	**11,901**	**11,856**	**23,757**	**100.0%**

On Time Performance

August on-time performance (OTP) was 75%. The primary factors contributing to delays continue to be traffic congestion and construction along the routes. 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			97%	94%	83%	88%	79%			86%	89%	81%	79%	78%			71%	64%	54%	54%	84%			92%	54%	63%	59%	79%			68%	**76%**
GRAY Weekend	68%	63%						75%	52%						52%	70%						73%	82%						75%	88%		**70%**
RED			89%	89%	85%	90%	82%			77%	74%	70%	65%	81%			72%	59%	62%	59%	75%			75%	62%	63%	61%	67%			75%	**73%**
RED Weekend	96%	93%						71%	86%						70%	91%						80%	86%						84%	84%		**84%**
Grand Total	**82%**	**78%**	**93%**	**91%**	**84%**	**89%**	**81%**	**73%**	**69%**	**82%**	**81%**	**76%**	**72%**	**79%**	**61%**	**80%**	**72%**	**62%**	**58%**	**57%**	**80%**	**77%**	**84%**	**83%**	**58%**	**63%**	**60%**	**73%**	**79%**	**86%**	**72%**	**75%**

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: 118
- Wheelchair Lift Usage: 43

Compliments/Complaints

Compliment

- None

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 received corrective coaching regarding proper bus stop procedures and ensuring passengers waiting are not passed.
- A complaint was received regarding a driver stopping the bus and requiring disruptive passengers to exit the vehicle.
    - Video footage was reviewed and confirmed the incident. The driver received disciplinary action and corrective coaching.

Electric Vehicle Utilization

Three of the four electric vehicles continued to experience mechanical and air conditioning issues during August, requiring additional repairs and resulting in extended periods out of service. Only one electric vehicle was available for the majority of the month. As a result, electric vehicle utilization remained significantly limited during August.

	2026 Vehicle Utilization							
Vehicle #	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**
36	8%	5%	0%	4%	8%	7%	3%	0.5%
38	6%	11%	13%	10%	15%	5%	5%	12%
39	0%	6%	10%	11%	0%	2%	5%	1%
4770	2%	5%	5%	0%	3%	0%	0%	6%
Total	**16%**	**27%**	**27%**	**25%**	**26%**	**14%**	**13%**	**19%**

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**	**August**
36	16	9	19	9	16	11	6	1
38	14	21	19	18	26	8	11	22
39	1	10	18	21	1	3	10	2
4770	4	11	10	0	6	0	0	12

Electric Vehicle Utilization Continued

	2026 Average Daily Miles and Percentage of Full Range Miles															
	January		February		March		April		May		June		July		August	
Vehicle #	Miles	%	Miles	%	Miles	%	Miles	%	Miles	%	Miles	%	Miles	%	Miles	%
36	89	59%	92	61%	110	74%	82	55%	94	62%	92	61%	89	60%	105	70%
38	85	57%	91	61%	98	66%	100	67%	103	69%	92	61%	98	65%	101	67%
39	63	42%	88	59%	97	65%	96	64%	42	28%	79	53%	101	67%	92	61%
4770	87	58%	84	56%	105	70%	0	0%	98	65%	0	0%	0	0%	103	68%

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