Mountain View
Community Shuttle

MONTHLY OPERATIONS REPORT

September 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	Sep	Total to Date
Total Monthly Weekday Ridership	9,268	8,463	11,420	10,590	9,857	7,166	9,033	10,317	10,973	**87,087**
# of Operating Days	20	19	22	22	20	16	22	21	21	**183**
Average Daily Ridership	463	445	519	481	493	448	411	491	523	**476**
% Increase/Decrease from Prior Month	*17%*	*-4%*	*17%*	*-7%*	*2%*	*-9%*	*-8%*	*20%*	*6%*	
% Increase/Decrease from Prior Year	*6%*	*-2%*	*-6%*	*-6%*	*-13%*	*-4%*	*-4%*	*5%*	*6%*	***-2%***
% of Pre COVID Baseline	118%	113%	120%	118%	111%	120%	115%	122%	118%	**117%**

RED ROUTE-WEEKDAY

2026 - Red Route	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Sep	Total to Date
Total Monthly Weekday Ridership	9,307	8,794	11,539	10,460	10,114	6,779	8,883	10,519	10,893	**87,288**
# of Operating Days	20	19	22	22	20	16	22	21	21	**183**
Average Daily Ridership	465	463	525	475	506	424	404	501	519	**477**
% Increase/Decrease from Prior Month	*12%*	*-1%*	*13%*	*-9%*	*6%*	*-16%*	*-5%*	*24%*	*4%*	
% Increase/Decrease from Prior Year	*-2%*	*1%*	*-2%*	*-5%*	*-5%*	*-6%*	*-4%*	*-3%*	*-2%*	***-3%***
% of Pre COVID Baseline	147%	148%	149%	135%	142%	123%	108%	139%	140%	**137%**

TOTAL WEEKDAY RIDERSHIP

2026 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Sep	Total to Date
Total Monthly Weekday Ridership	18,575	17,257	22,959	21,050	19,971	13,945	17,916	20,836	21,866	**174,375**
# of Operating Days	20	19	22	22	20	16	22	21	21	**183**
Average Daily Ridership	929	908	1,044	957	999	872	814	992	1,041	**953**
% Increase/Decrease from Prior Month	*14%*	*-2%*	*15%*	*-8%*	*4%*	*-13%*	*-7%*	*22%*	*5%*	
% Increase/Decrease from Prior Year	*2%*	*0%*	*-4%*	*-6%*	*-9%*	*-5%*	*-4%*	*1%*	*2%*	***-3%***
% of Pre COVID Baseline	131%	128%	133%	126%	125%	122%	111%	130%	128%	**126%**

GRAY ROUTE-WEEKEND

2026 - Gray Route	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Sep	Total to Date
Total Monthly Weekend Ridership	997	994	1,211	898	1,360	758	937	1,227	940	**9,322**
# of Operating Days	11	9	9	8	11	6	9	10	9	**82**
Average Daily Ridership	91	110	135	112	124	126	104	123	104	**114**
% Increase/Decrease from Prior Month	*-16%*	*22%*	*22%*	*-17%*	*10%*	*2%*	*-18%*	*18%*	*-15%*	
% Increase/Decrease from Prior Year	*-20%*	*-1%*	*1%*	*-1%*	*-6%*	*-6%*	*0%*	*-2%*	*-4%*	***-5%***
% of Pre COVID Baseline	67%	83%	89%	66%	92%	77%	66%	80%	70%	**76%**

RED ROUTE-WEEKEND

2026 - Red Route	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Sep	Total to Date
Total Monthly Weekend Ridership	1,165	1,085	1,170	925	1,379	762	981	1,389	1,148	**10,004**
# of Operating Days	11	9	9	8	11	6	9	10	9	**82**
Average Daily Ridership	106	121	130	116	125	127	109	139	128	**122**
% Increase/Decrease from Prior Month	*7%*	*14%*	*8%*	*-11%*	*8%*	*1%*	*-14%*	*27%*	*-8%*	
% Increase/Decrease from Prior Year	*-15%*	*12%*	*-8%*	*-8%*	*-1%*	*10%*	*-11%*	*2%*	*-9%*	***-4%***
% of Pre COVID Baseline	82%	81%	82%	69%	92%	72%	65%	81%	87%	**78%**

TOTAL WEEKEND RIDERSHIP

2026 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Sep	Total to Date
Total Monthly Weekend Ridership	2,162	2,079	2,381	1,823	2,739	1,520	1,918	2,616	2,088	**19,326**
# of Operating Days	11	9	9	8	11	6	9	10	9	**82**
Average Daily Ridership	197	231	265	228	249	253	213	262	232	**236**
% Increase/Decrease from Prior Month	*-5%*	*18%*	*15%*	*-14%*	*9%*	*2%*	*-16%*	*23%*	*-11%*	
% Increase/Decrease from Prior Year	*-17%*	*6%*	*-4%*	*-5%*	*-4%*	*1%*	*-6%*	*0%*	*-7%*	***-5%***
% of Pre COVID Baseline	74%	15%	17%	13%	12%	14%	8%	13%	12%	**77%**

TOTAL RIDERSHIP

2026 TOTAL RIDERSHIP	Jan	Feb	Mar	Apr	May	Jun*	Jul	Aug	Sep	Total
Total Monthly Ridership	20,737	19,336	25,340	22,873	22,710	15,465	19,834	23,452	23,954	**193,701**
# of Operating Days	31	28	31	30	31	22	31	31	30	**265**
Average Daily Ridership	669	691	817	762	733	703	640	757	798	**731**
% Increase/Decrease from Prior Month	*5%*	*3%*	*18%*	*-7%*	*-4%*	*-4%*	*-9%*	*18%*	*6%*	
% Increase/Decrease from Prior Year	*0%*	*0%*	*-1%*	*-6%*	*-12%*	*-2%*	*-4%*	*1%*	*1%*	***-3%***
% of Pre COVID Baseline	118%	121%	130%	118%	113%	119%	104%	119%	125%	**119%**

**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 September, total weekday ridership increased 5% from the previous month and 2% compared to the same month last year. Year-to-date weekday ridership is 126% of the 2019 pre-pandemic baseline.

Weekend Ridership

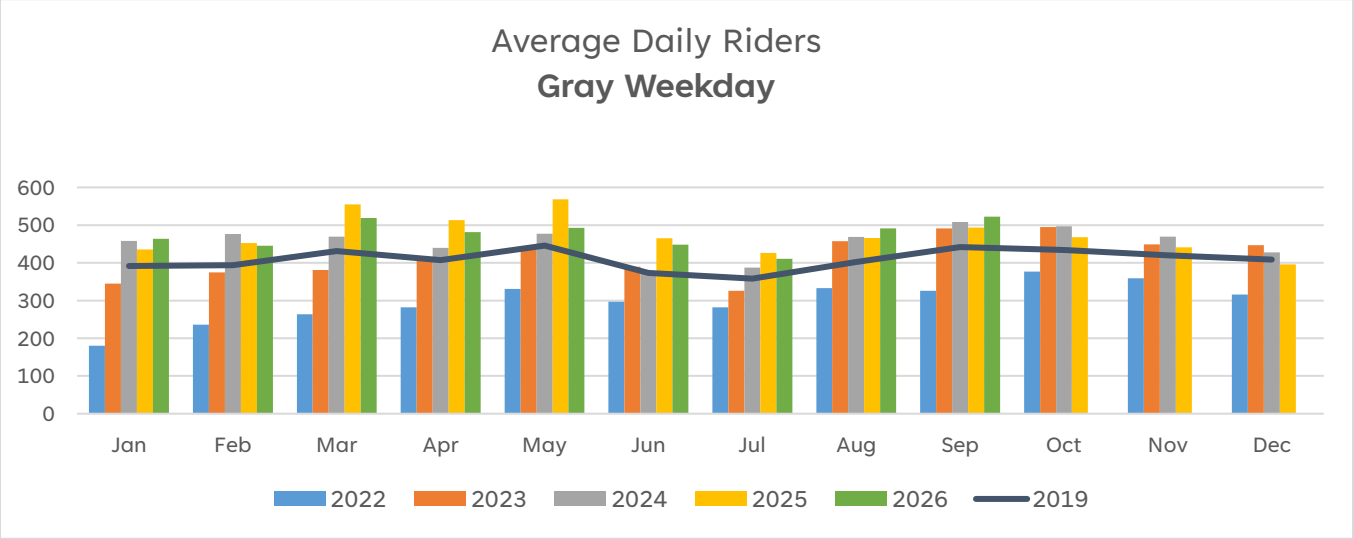
Total weekend ridership decreased 11% from the previous month and 7% compared to the same month in the previous year. Year-to-date weekend ridership is 77% of the 2019 pre-pandemic baseline.

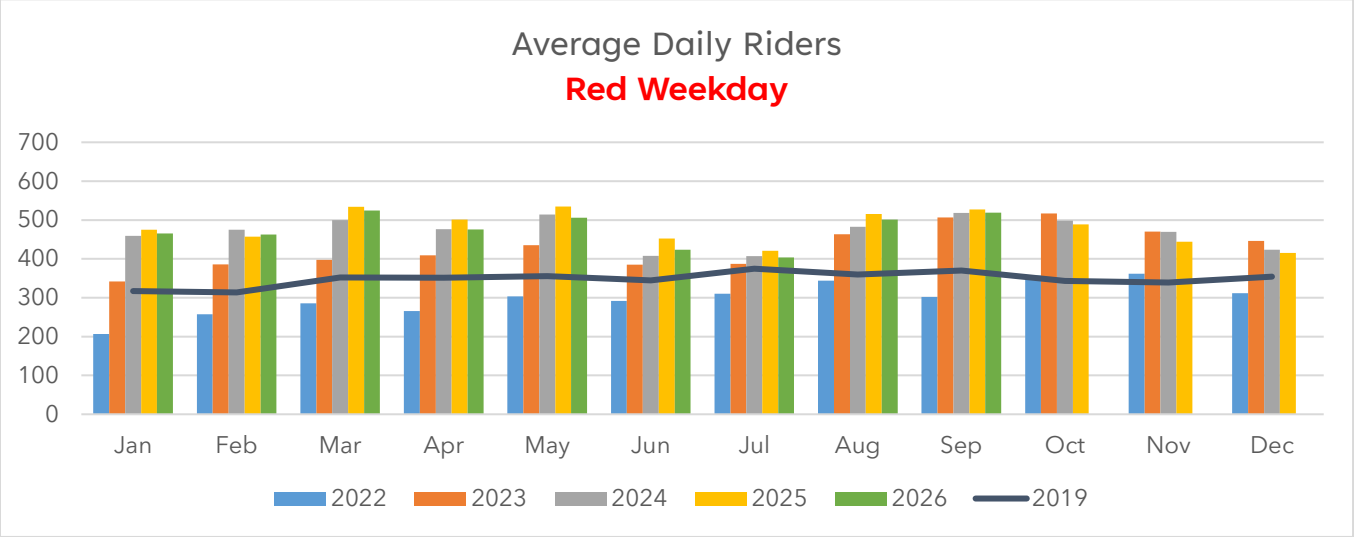
Total Ridership

In September, total ridership (weekday + weekend) increased by 6% from the previous month and 1% compared to the same month last year. Year-to-date ridership is 119% of the 2019 pre-pandemic baseline.

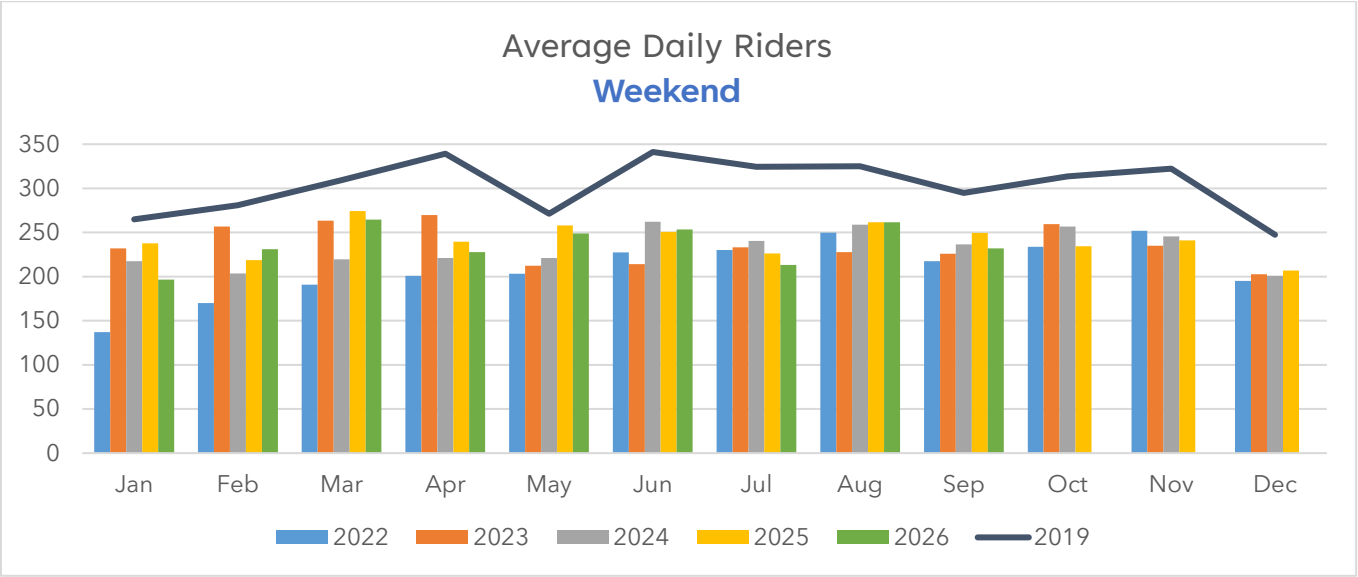
In September, the weekday ridership was highest at 7:30 AM. Saturday ridership peaked at 1:30 PM and Sunday ridership peaked at 10:00 AM.

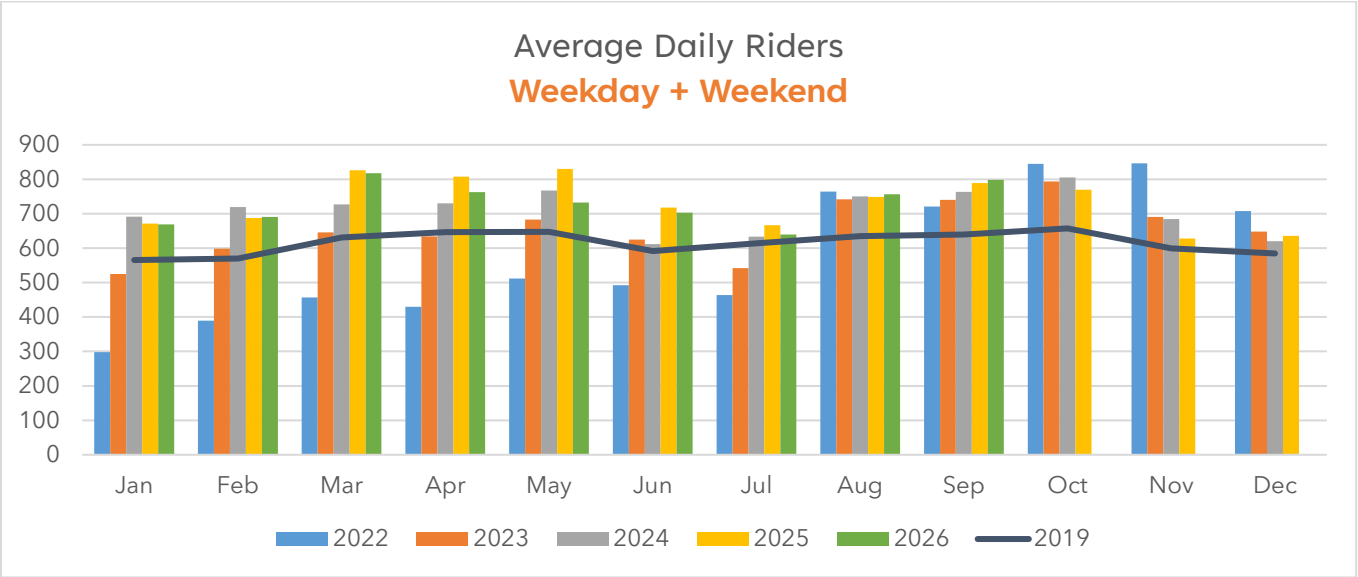
Average Daily Ridership Comparisons (YTD)



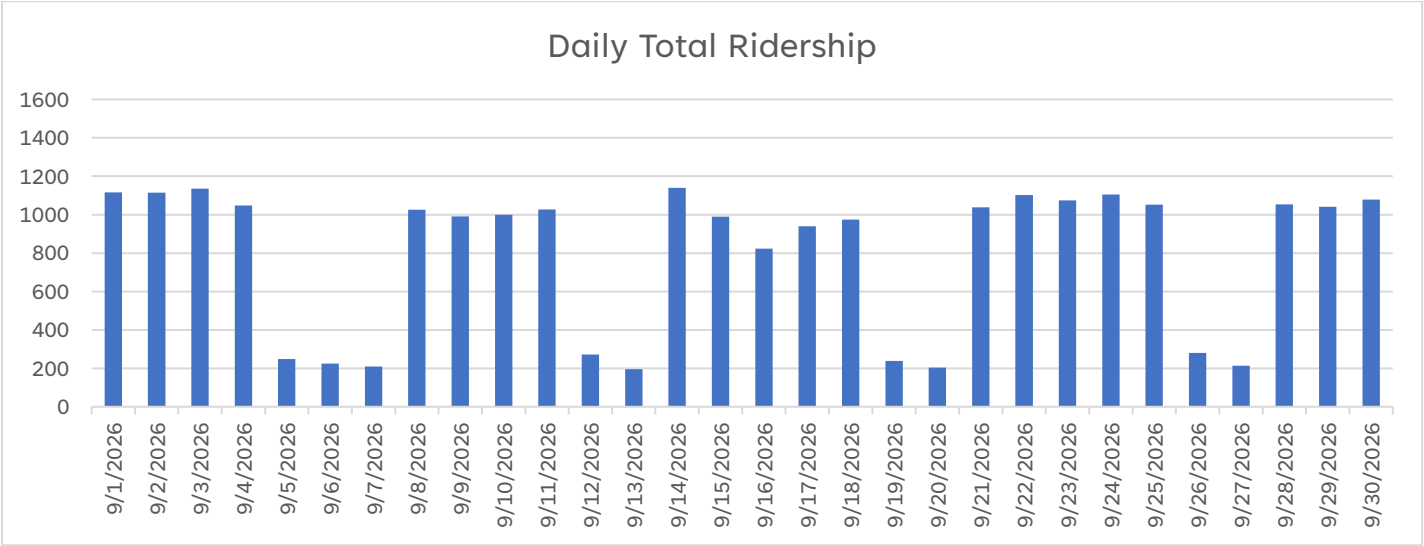


Average Daily Ridership Comparisons (YTD) (cont'd)

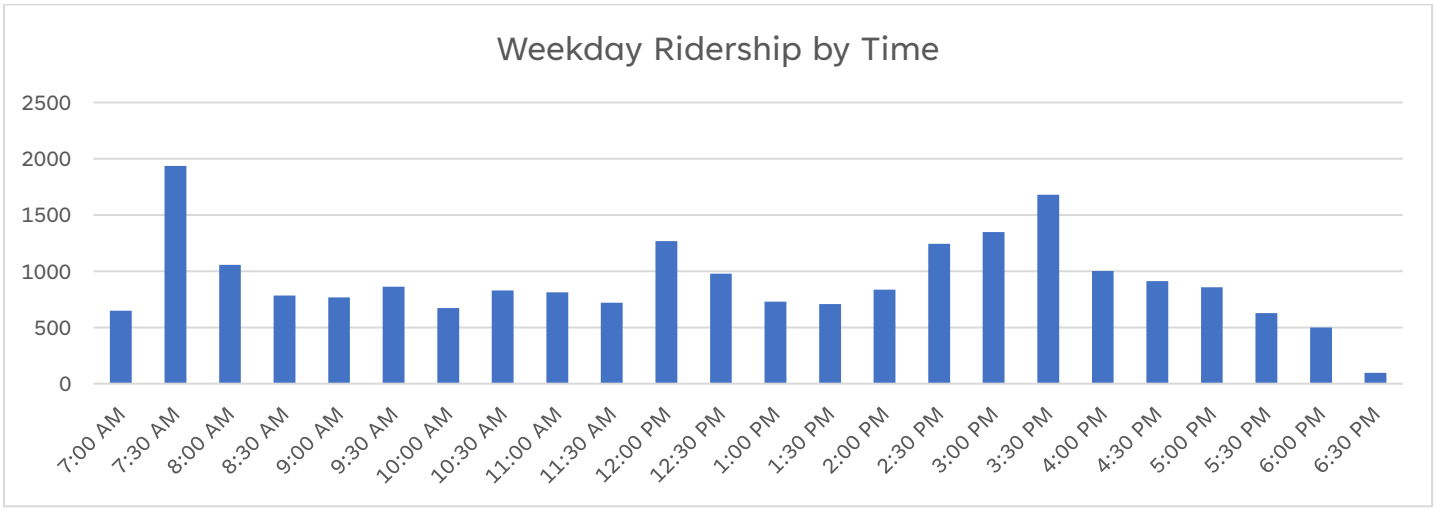


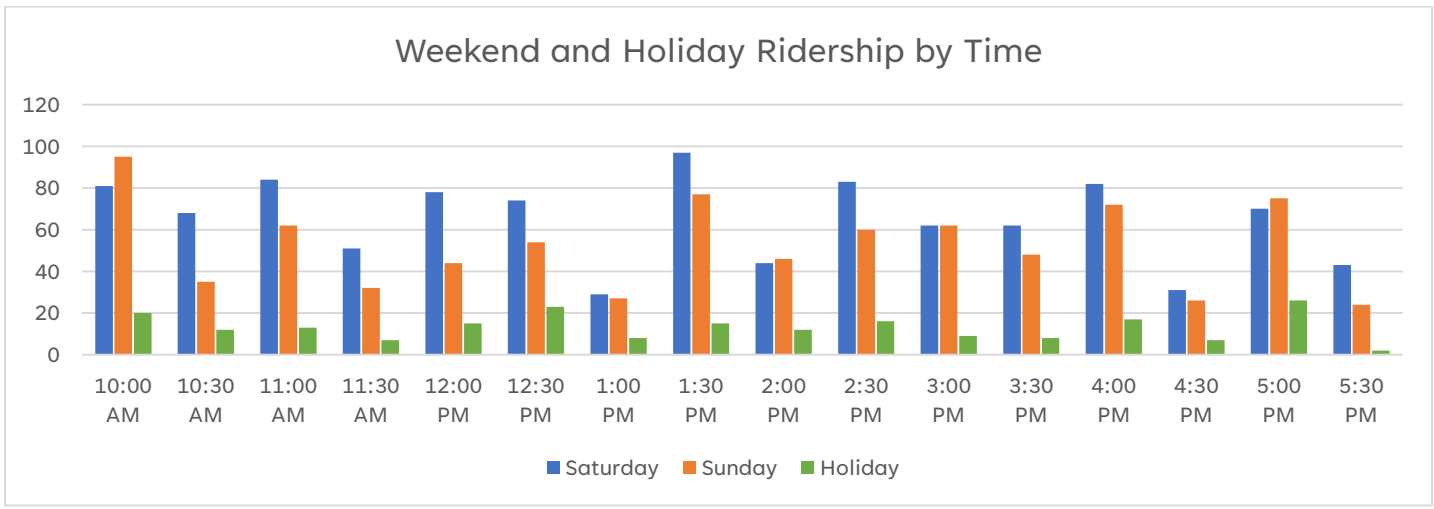


Daily Total Ridership by Date



Monthly Total Ridership by Time



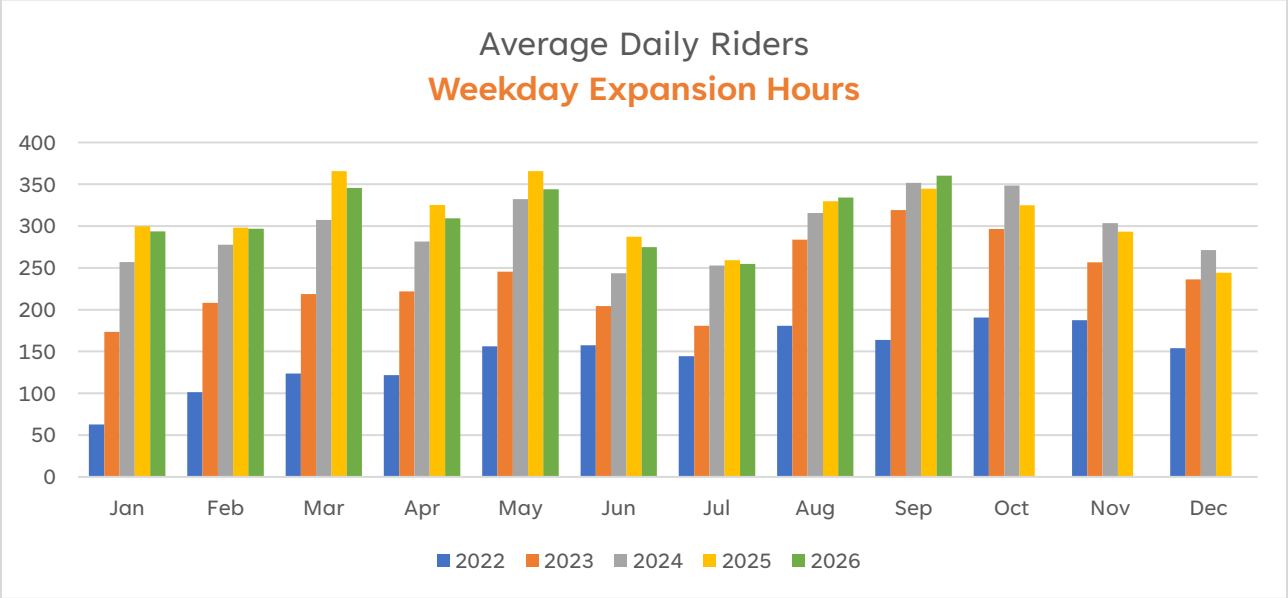


Service Expansion Hours Ridership

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	7567	120%	26%	35%
Oct	4,005			26%	
Nov	3,746			26%	
Dec	3,385			25%	
Total/YTD	**36,937**	**57,388**	**122%**	**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.

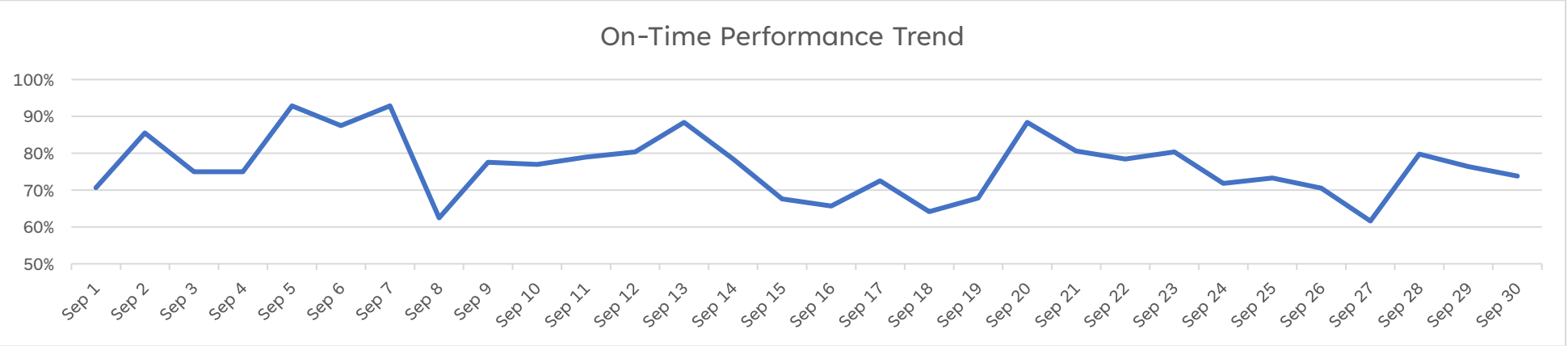


Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,701	2,059	3,760	15.9%	San Antonio Center	1,415	1,850	3,265	13.6%
Mountain View Transit Center	764	1,315	2,079	8.8%	Mountain View Transit Center	1,166	937	2,103	8.8%
Senior/Teen Center (SB)	890	1,128	2,018	8.5%	Senior/Teen Center (NB)	1,309	655	1,964	8.2%
Grant Road (SB)	658	733	1,391	5.9%	Grant Road (NB)	726	687	1,413	5.9%
Cuesta/Miramonte (NB)	1,026	184	1,210	5.1%	Crittenden Middle School (WB)	342	810	1,152	4.8%
Rengstorff/Middlefield (EB)	689	453	1,142	4.8%	El Camino Real/Sylvan (NB)	483	593	1,076	4.5%
El Camino Real/Sylvan (SB)	476	448	924	3.9%	Whisman Station (NB)	706	299	1,005	4.2%
Graham Middle School (NB)	447	449	896	3.8%	El Camino Hospital	398	534	932	3.9%
Crittenden Middle School (EB)	464	320	784	3.3%	Graham Middle School (SB)	456	416	872	3.6%
Whisman Station (SB)	278	445	723	3.1%	Rengstorff/Middlefield (SB)	448	420	868	3.6%
El Camino Hospital	385	337	722	3.1%	Cuesta/Miramonte (EB)	194	613	807	3.4%
Middlefield/Easy (EB)	331	371	702	3.0%	Civic Center (SB)	471	331	802	3.3%
Civic Center (NB)	271	403	674	2.8%	Middlefield/Easy (WB)	407	327	734	3.1%
California/Ortega (EB)	551	59	610	2.6%	California/Ortega (EB)	658	45	703	2.9%
Sylvan Park (SB)	337	197	534	2.3%	Sylvan Park (NB)	279	321	600	2.5%
Shoreline/Middlefield #3 (EB)	326	198	524	2.2%	Castro/El Camino Real (SB)	364	220	584	2.4%
Middlefield/Moffett (EB)	209	311	520	2.2%	Middlefield/Moffett (WB)	350	177	527	2.2%
Community Center (NB)	383	129	512	2.2%	Middlefield/San Pierre (WB)	137	354	491	2.0%
California/Rengstorff (WB)	85	420	505	2.1%	Community Center (SB)	53	403	456	1.9%
Whisman/Middlefield (SB)	161	295	456	1.9%	California/Rengstorff (EB)	340	100	440	1.8%
California/Ortega (WB)	55	400	455	1.9%	Whisman/Middlefield (NB)	250	148	398	1.7%
Castro/El Camino Real (NB)	247	195	442	1.9%	Shoreline/Middlefield #1 (EB)	110	242	352	1.5%
Middlefield/San Pierre (EB)	226	143	369	1.6%	Grant/Eunice	201	117	318	1.3%
Grant/Eunice	216	94	310	1.3%	California/Ortega (WB)	21	277	298	1.2%
Rengstorff/Montecito (NB)	168	126	294	1.2%	Villa/Mariposa	185	96	281	1.2%
Whisman/Dana (SB)	145	119	264	1.1%	Rengstorff/Montecito (SB)	78	182	260	1.1%
Rengstorff/Central Expressway (NB)	99	103	202	0.9%	Castro/High School Way	129	128	257	1.1%
Villa/Franklin (WB)	127	29	156	0.7%	Rengstorff/Central Expressway (SB)	139	96	235	1.0%
Grant/Cuesta	26	121	147	0.6%	Villa/Franklin (EB)	38	175	213	0.9%
Villa/Shoreline	50	92	142	0.6%	California/Rengstorff (WB)	41	150	191	0.8%
Cuesta/Grant	88	31	119	0.5%	Grant/Cuesta	43	130	173	0.7%
Shoreline/Pear	27	28	55	0.2%	Whisman/Dana (NB)	62	80	142	0.6%
Shoreline/Middlefield #2	7	4	11	0.0%	Shoreline/Pear	36	36	72	0.3%
					Shoreline/Middlefield #2	6	9	15	0.1%
Total	**11,913**	**11,739**	**23,652**	**100.0%**	**Total**	**12,035**	**11,949**	**23,984**	**100.0%**

On Time Performance

September on-time performance (OTP) was 77%. The primary factor contributing to delays is traffic congestion. 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	Grand Total
GRAY	84%	85%	81%	75%				67%	80%	80%	80%			78%	66%	59%	75%	73%			92%	79%	83%	80%	73%			85%	82%	82%	**78%**
GRAY Weekend					95%	89%	88%					70%	80%						45%	86%						70%	80%				**78%**
RED	58%	86%	69%	75%				58%	75%	74%	78%			79%	70%	73%	70%	55%			69%	78%	78%	64%	73%			75%	71%	66%	**71%**
RED Weekend					91%	86%	98%					91%	96%						91%	91%						71%	43%				**84%**
Grand Total	**71%**	**86%**	**75%**	**75%**	**93%**	**88%**	**93%**	**62%**	**78%**	**77%**	**79%**	**80%**	**88%**	**78%**	**68%**	**66%**	**73%**	**64%**	**68%**	**88%**	**81%**	**78%**	**80%**	**72%**	**73%**	**71%**	**62%**	**80%**	**76%**	**74%**	**77%**

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: 46

Compliments/Complaints

Compliment

- None

Complaints

Note: Complaints involving safety, service quality, reliability, or operational performance are highlighted below. All other complaints are documented and addressed by the Operations Team.

Complaint	Response / Corrective Action
Driver failed to follow established procedures when unable to accommodate additional passengers on a full shuttle.	Complaint verified. Driver received disciplinary action.
Rider missed a train connection due to shuttle delays.	Complaint verified. Existing schedules were identified as needing revisions.
Vehicle breakdown on last trip of the day resulted in a rider being unable to complete their trip by shuttle.	Complaint verified. No replacement vehicle or driver was available to assist, and rider left before an Uber code could be provided. Rider was contacted and an apology was provided.

Electric Vehicle Utilization

Electric vehicle utilization increased to 31% in September, up from 19% in August. However, three of the four vehicles continued to experience mechanical and air conditioning issues, resulting in additional time out of service.

Utilization remains constrained by the current charging location, approximately 13 miles from the shuttle operating area. This limits each vehicle to six trips per day, with a maximum monthly utilization of approximately 12.5% per vehicle. Relocating the fleet to the new parking and charging facility is expected to improve operational efficiency and allow for increased EV utilization.

Electric Vehicle Utilization Continued

	2026 Vehicle Utilization								
UNIT	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**
36	8%	5%	0%	4%	8%	7%	3%	0.5%	8%
38	6%	11%	13%	10%	15%	5%	5%	12%	12%
39	0%	6%	10%	11%	0%	2%	5%	1%	1%
4770	2%	5%	5%	0%	3%	0%	0%	6%	10%
Total	**16%**	**27%**	**27%**	**25%**	**26%**	**14%**	**13%**	**19%**	**31%**

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

	Number of Days in Service								
Vehicle #	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**
36	16	9	19	9	16	11	6	1	17
38	14	21	19	18	26	8	11	22	24
39	1	10	18	21	1	3	10	2	3
4770	4	11	10	0	6	0	0	12	17

	2026 Average Daily Miles and Percentage of Full Range Miles																	
	Jan		**Feb**		**Mar**		**Apr**		**May**		**Jun**		**Jul**		**Aug**		**Sep**	
Vehicle #	Miles	%	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%	90	60%
38	85	57%	91	61%	98	66%	100	67%	103	69%	92	61%	98	65%	101	67%	96	64%
39	63	42%	88	59%	97	65%	96	64%	42	28%	79	53%	101	67%	92	61%	76	51%
4770	87	58%	84	56%	105	70%	0	0%	98	65%	0	0%	0	0%	103	68%	102	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