

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
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OBJECTIVE | Develop a Customer-Focused and Competitive System

The following measures of productivity and service quality are used to ensure that services are focused on providing competitive and attractive transportation that meets our customers' needs.

Total Passengers

Route Categories	FY 2014	FY 2015	FY 2016	# Change FY14 - FY15	# Change FY15 - FY16	% Change FY14 - FY15	% Change FY15 - FY16
Urban Frequent	38,270,989	36,613,236	32,643,690	(1,657,753)	(3,969,546)	-4.3%	-10.8%
Urban Standard	11,425,215	11,444,117	10,503,448	18,902	(940,669)	0.2%	-8.2%
Rapid	1,658,456	4,822,450	6,114,007	3,163,994	1,291,557	190.8%	26.8%
Express	2,457,794	2,117,727	2,161,620	(340,067)	43,893	-13.8%	2.1%
Circulator	725,279	774,167	762,010	48,888	(12,157)	6.7%	-1.6%
Premium/Rapid Express	304,094	304,790	292,776	696	(12,014)	0.2%	-3.9%
Rural	72,236	76,000	72,129	3,764	(3,871)	5.2%	-5.1%
All Fixed-Route Bus Modes	54,914,063	56,152,487	52,549,680	1,238,424	(3,602,807)	2.3%	-6.4%
Demand-Responsive	417,717	475,322	522,160	57,605	46,838	13.8%	9.9%
Light Rail (Blue, Orange, Green)	39,665,093	40,049,516	39,577,369	384,423	(472,147)	1.0%	-1.2%
Light Rail (Silver)	29,540	32,944	36,607	3,404	3,663	11.5%	11.1%
System Total Passengers	95,026,413	96,710,269	92,685,816	1,683,856	(4,024,453)	1.8%	-4.2%

NOTES: MTS system-wide ridership declined -4.2%. Fixed-route bus ridership decreased -6.4% overall, partly due to enforcement of existing Senior/Disabled/Medicare identification requirements. Ridership decreases in some categories, such as Urban Frequent, reflect the replacement of regular MTS services with new Rapid service. Ridership on our Demand-Responsive service, the federally-mandated American with Disabilities Act complementary paratransit service, continued to grow significantly for the fourth year in a row. This upward trajectory of ridership on MTS Access is of special concern, due to the high cost of the service.

Average Weekday Passengers

Route Categories	FY 2014	FY 2015	FY 2016	# Change FY14 - FY15	# Change FY15 - FY16	% Change FY14 - FY15	% Change FY15 - FY16
Urban Frequent	125,361	121,417	106,912	(3,944)	(14,505)	-3.1%	-11.9%
Urban Standard	39,436	39,288	35,503	(148)	(3,785)	-0.4%	-9.6%
Rapid	5,294	15,958	20,009	10,664	4,051	201.4%	25.4%
Express	9,022	7,807	7,860	(1,215)	53	-13.5%	0.7%
Circulator	2,782	2,963	2,909	181	(54)	6.5%	-1.8%
Premium/Rapid Express	1,197	1,278	1,181	81	(97)	6.8%	-7.6%
Rural	306	348	336	42	(12)	13.7%	-3.4%
All Fixed-Route Bus Modes	183,398	189,059	174,710	5,661	(14,349)	3.1%	-7.6%
Demand-Responsive	1,500	1,708	1,876	208	168	13.9%	9.8%
Light Rail (Blue, Orange, Green)	120,739	123,156	121,651	2,417	(1,505)	2.0%	-1.2%
Light Rail (Silver)	181	204	242	23	38	12.7%	18.6%
System Avg. Weekday Pass.	305,818	314,127	298,479	8,309	(15,648)	2.7%	-5.0%

NOTES: The average weekday passenger statistics show how many passengers ride MTS on a typical weekday. For FY16, there is a 5.0% decrease in system-wide average weekday passengers (down 15,648 passengers per average weekday). This is partially a result of increased enforcement of existing Senior/Disabled/Medicare identification requirements. Similar to **Total Passengers** on buses, the average weekday ridership decreases in the Urban Frequent and Express categories reflect the replacement of regular MTS bus services with new Rapid service.

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Passengers per Revenue Hour

Route Categories	FY 2014	FY 2015	FY 2016	% Change FY14 - FY15	% Change FY15 - FY16
Urban Frequent	35.5	35.0	31.2	-1.4%	-10.9%
Urban Standard	26.6	26.0	24.0	-2.3%	-7.7%
Rapid	33.4	30.0	32.9	-10.2%	9.7%
Express	31.6	26.5	25.6	-16.1%	-3.4%
Circulator	17.6	17.0	14.6	-3.4%	-14.1%
Premium/Rapid Express	22.8	23.8	25.3	4.4%	6.3%
Rural	13.0	14.1	13.3	8.5%	-5.7%
All Fixed-Route Bus Modes	32.4	31.4	28.8	-3.1%	-8.3%
Demand-Responsive	2.1	2.1	2.1	0.0%	0.0%
Light Rail (Blue, Orange, Green)	228.1	236.3	229.6	3.6%	-2.8%
Light Rail (Silver)	40.6	47.9	52.7	18.0%	10.0%
System Riders Per Rev. Hour	45.9	44.1	41.2	-3.9%	-6.6%

NOTES: The 'passengers per revenue hour' metric shows how any added or removed revenue hours (in-service hours plus layover hours) relate to ridership increases or decreases. Increasing riders per revenue hour would indicate that the system is more efficient, for example, carrying more passengers with the same number of buses.

Weekday Passengers per In-Service Hour

The 'passengers per in-service hour' measure is related to the above 'passengers per revenue hour,' but shows how many passengers are carried while the vehicle is in-service picking up passengers, excluding layover time. Analyzing this figure helps MTS to understand how effective it is at providing the right level of service, instead of how efficiently MTS is grouping trips and breaks together for a vehicle to operate (revenue hours).

Route Categories	FY 2014	FY 2015	FY 2016	% Change FY14 - FY15	% Change FY15 - FY16
Urban Frequent	44.5	44.4	39.3	-0.2%	-11.5%
Urban Standard	36.2	35.6	32.7	-1.7%	-8.1%
Rapid	45.6	40.2	45.3	-11.8%	12.7%
Express	39.1	33.4	33.2	-14.6%	-0.6%
Circulator	27.5	26.1	21.7	-5.1%	-16.9%
Premium/Rapid Express	29.4	27.7	28.4	-5.8%	2.5%
Rural	9.6	10.7	10.3	11.5%	-3.7%
All Fixed-Route Bus Modes	41.2	40.5	37.2	-1.7%	-8.1%
Demand-Responsive	N/A	N/A	N/A	N/A	N/A
Light Rail (Blue, Orange, Green)	274.4	279.9	276.5	2.0%	-1.2%
Light Rail (Silver)	64	71.6	84.9	12.4%	18.6%
System Riders/In-Svc. Hour	62.4	61.5	58.1	-1.4%	-5.5%

NOTES: Compared to FY15, MTS' system-wide passengers per in-service hour decreased slightly -5.5% to 58.1 passengers per in-service hour in FY16. For FY16, fixed-route bus passengers per in-service hour experienced a large decrease (-8.1%) to 37.2 passengers per in-service hour.

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On-Time Performance

On-time performance (OTP) is measured at each bus timepoint for every trip; buses departing timepoints within 0-5 minutes of the scheduled time are considered to be "on-time." Trolley trips arriving at their end terminal within 0-5 minutes of the scheduled time are considered to be "on-time." OTP is measured by service change period in order to show the results of scheduling changes. MTS' goal for on-time performance is 85% for Urban Frequent and Rapid bus routes, and 90% for Trolley and all other bus route categories. Each route is continually evaluated to determine if performance below the target is a result of issues that MTS controls, such as driver performance or scheduling, or situations outside MTS' direct control, such as construction, traffic congestion, and passenger issues. Performance of fixed bus routes is heavily impacted by construction, stop signs and stop lights, and traffic when they travel through high density corridors.

Route Categories	Service Change Period					GOAL
	Oct. 2014	Jan. 2015	June 2015	Sept. 2015*	Jan. 2016*	
Urban Frequent	81.2%	80.3%	81.6%	83.0%	83.1%	85.0%
Urban Standard	83.4%	80.7%	84.6%	82.2%	84.0%	90.0%
Rapid	83.2%	86.7%	89.2%	87.5%	89.7%	85.0%
Express	78.7%	84.8%	83.4%	75.6%	85.5%	90.0%
Circulator	71.0%	83.8%	82.0%	79.8%	86.6%	90.0%
Premium/Rapid Express	98.9%	95.5%	99.2%	85.4%	87.9%	90.0%
Rural	N/A	N/A	N/A	N/A	N/A	
Demand-Responsive	N/A	N/A	N/A	N/A	N/A	
Light Rail (Blue, Orange, Green)	89.1%	88.5%	92.0%	94.7%	92.6%	90.0%
Light Rail (Silver)	88.1%	91.0%	92.0%	90.0%	94.3%	90.0%
System On-Time Performance	81.8%	82.3%	84.4%	82.6%	85.0%	

NOTES: Overall, on-time performance remained between 80% and 85%. As of the January 2016 service change, three route categories have met their goal while four categories did not. A seasonal on-time performance dip is expected in September when schools return to session and traffic congestion increases. The Rapid bus mode met its goals, as signal priority measures, and limited stops helped reliability and performance. Rapid Express came close to meeting its goal since it operates in separated lanes from general traffic. The two Trolley modes also met their goal, benefitting from the completion of Trolley Renewal construction and activities. The remaining bus modes continue to be challenged by traffic congestion, roadwork and associated detours, lack of transit priority treatments, and traffic calming measures that slow bus service. MTS has recently installed AVL equipment on buses that provides more robust on-time performance reporting capabilities. This data will be used to improve on-time performance. (*New AVL data included.)

Preventable Accidents per 100,000 Miles

Operator	FY 2014	FY 2015	FY 2016
MTS Directly-Operated Bus	1.39	1.17	1.21
MTS Contracted Fixed-Route Bus	1.42	1.35	1.26
Demand-Responsive	0.55	0.46	1.13
MTS Rail (Fleet)	0.23	0.21	0.26

NOTES: The rate of preventable accidents for Directly-Operated bus service increased slightly in FY16. The contracted bus services' rate of preventable accidents improved slightly from FY15 to FY16. The number of accidents involving a light rail vehicle increased slightly. Trolley operators were not cited or deemed to be at-fault for any accidents in FY16. For bus and Trolley operations, continued operator retraining and safety awareness programs are held throughout the year to improve the operator average for this safety metric. Accidents are reviewed regularly to determine if a different operator action may have improved the outcome.

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Mean Distance Between Failures (MDBF)

Operator	FY 2014	FY 2015	FY 2016
MTS Directly-Operated Bus	12,861	12,943	9,463
MTS Contracted Fixed-Route Bus	7,884	8,479	5,927
Demand-Responsive	54,759	58,730	50,130
MTS Rail	6,453	5,987	6,335

NOTES: The rate of mechanical failures for both Directly-Operated and Contracted bus services decreased from FY15 to FY16. This is primarily due to tracking failure rates based on new baselines MTS is following, established in the National Transit Database (NTD). Trolley shows a slight increase in MDBF compared to FY15.

Complaints per 100,000 Passengers

Operator	FY 2014	FY 2015	FY 2016	% Change FY14-FY15	% Change FY15-FY16
MTS Directly-Operated Bus	7.0	7.8	4.5	11.4%	-42.3%
MTS Contracted Fixed-Route Bus	7.3	7.2	6.5	-1.4%	-9.7%
Demand-Responsive	15.3	27.6	72.2	80.4%	161.6%
MTS Rail	1.7	1.9	1.5	11.8%	-21.1%
General System	4.9	5.3	4.2	8.2%	-20.8%

NOTES: In FY16, MTS saw a decrease in the number of passenger complaints, mostly related to a concerted focus throughout the organization on complaint resolution. Over the past two years, MTS has worked to direct all complaints to a centralized call number, and track all complaints and employee responses to a database. The effort to centralize complaints for Demand-Responsive occurred over FY16, hence the significant increase. This included ensuring all MTS printed materials contained the one call number, and staff were trained on procedures to log complaints, comments, and suggestions from passengers. Additionally, MTS is reviewing video and audio recording of these reported instances.

OBJECTIVE | Develop a Sustainable System

The following measures are used to ensure that transit resources are deployed efficiently and do not exceed budgetary constraints. These resources may be increased over the budgeted amounts in order to respond to heavy passenger loads, special events, or unplanned detours due to construction or route changes. They may be lower than budgeted if underperforming services are reduced, or if not all of the planned capacity is required to meet the ridership demand.

Revenue Hours

Operator	FY16 Budget	FY16 Actual	# Diff	% Diff
MTS Directly-Operated Bus	813,607	824,866	11,259	1.4%
MTS Contracted Fixed-Route Bus	989,975	997,562	7,587	0.8%
Demand-Responsive	253,737	254,309	572	0.2%
MTS Rail	501,008	492,683	(8,325)	-1.7%
System	2,558,327	2,569,420	11,093	0.4%

NOTES: In FY16, all modes remained relatively unchanged to compared to what was budgeted.

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Revenue Miles

Operator	FY16 Budget	FY16 Actual	# Diff	% Diff
MTS Directly-Operated Bus	9,661,568	9,702,131	40,563	0.4%
MTS Contracted Fixed-Route Bus	10,322,056	10,401,003	78,947	0.8%
Demand-Responsive	4,569,283	4,567,865	(1,418)	0.0%
MTS Rail	8,488,071	8,673,789	185,718	2.2%
System	33,040,978	33,344,788	303,810	0.9%

NOTES: In FY16, all modes remained relatively unchanged to compared to what was budgeted.

Weekday Peak-Vehicle Requirement

This measure shows the maximum number of vehicles that are on the road at any one time (a weekday peak period) in order to provide the levels of service that have been scheduled.

Operator	June 2015	June 2016	# Change FY15-FY16
MTS Directly-Operated Bus	224	227	3
MTS Contracted Fixed-Route Bus	282	283	1
Demand-Responsive	149	157	8
MTS Rail	96	96	0

NOTES: All bus service peak vehicle requirements remained largely the same. Trolley's peak car requirement remained consistent between FY15 and FY16. MTS Access' peak vehicle requirement has grown significantly over the past three years, mirroring large increases in ridership.

In-Service Speeds (MPH) (Weekday)

Operator	June 2015	June 2016	% Change FY15-FY16
MTS Directly-Operated Bus	14.6	14.6	-0.2%
MTS Contracted Fixed-Route Bus	13.8	13.8	-0.1%
MTS Rail	18.1	18.1	0.0%

NOTES: In-service speeds have remained relatively flat year-over-year.

In-Service/Total Miles

The 'in-service miles per total miles' ratio is only calculated for MTS in-house operations, as contractors are responsible for bus and driver assignments (runcutting) for MTS Contract Services.

Operator	June 2015	June 2016	% Change FY15-FY16
MTS Directly-Operated Bus	85.7%	85.2%	-0.5%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail	98.9%	99.3%	0.4%

NOTES: Ratios have remained stable over the two service periods reported for MTS Directly-Operated Bus and MTS Trolley operations.

In-Service/Total Hours

As with the mileage statistic, 'in-service hours' per total hours are only calculated for MTS in-house operations.

Operator	June 2015	June 2016	% Change FY15-FY16
MTS Directly-Operated Bus	75.4%	75.7%	0.3%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail	97.3%	93.3%	-4.0%

NOTES: Efficiency of scheduling has kept the ratio generally consistent over time, with only a minor change from FY15 to FY16.

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Farebox Recovery Ratio

This metric measures the percent of total operating cost recovered through fare revenue. The Transportation Development Act (TDA) has a requirement of 31.9 percent system-wide for fixed-route services (excluding regional routes which have a 20 percent requirement).

Operator	FY 2014	FY 2015	FY 2016	% Change FY14-FY15	% Change FY15-FY16
MTS Fixed-Route Bus (exc PrExp)	38.2%	35.6%	34.9%	-2.6%	-0.7%
MTS Premium Exp./Rapid Express	43.3%	51.4%	56.4%	8.1%	5.0%
Demand-Responsive	13.0%	13.5%	12.7%	0.5%	-0.8%
MTS Rail	58.0%	56.8%	55.6%	-1.2%	-1.2%
System Farebox Recovery Ratio	42.5%	40.5%	39.6%	-2.0%	-0.9%

The farebox recovery ratios for all fixed-route services continue to exceed the Transportation Development Act (TDA) target.

Subsidy Per Passenger

This metric is the amount of public subsidy required to provide service for each unlinked passengers boarding (measured as total operating cost minus fare revenue, divided by total passengers). MTS' goal is to improve route-category average year-over-year.

Operator	FY 2014	FY 2015	FY 2016	% Change FY14-FY15	% Change FY15-FY16
Urban Frequent	\$1.58	\$1.56	\$1.76	-1.3%	12.7%
Urban Standard	\$1.56	\$1.58	\$1.64	1.3%	3.6%
Rapid	\$2.35	\$2.86	\$2.42	21.7%	-15.4%
Express	\$2.60	\$3.27	\$3.39	25.8%	3.6%
Circulator	\$2.21	\$1.94	\$2.21	-12.2%	14.0%
Premium Exp./Rapid Express	\$5.46	\$3.91	\$3.29	-28.4%	-15.7%
Rural	\$9.79	\$9.25	\$9.56	-5.5%	3.4%
All Fixed-Route Bus Modes	\$1.68	\$1.77	\$1.90	5.4%	7.3%
Demand-Responsive	\$31.62	\$31.25	\$31.37	-1.2%	0.4%
Light Rail (Blue, Orange, Green)	\$0.69	\$0.78	\$0.82	13.0%	5.1%
Light Rail (Silver)	\$8.63	\$7.78	\$7.06	-	-9.3%
System Subsidy Per Pass.	\$1.40	\$1.51	\$1.61	7.9%	6.6%

Overall, system-wide subsidy per passenger increased to \$1.61 in FY16. For fixed-route bus service, subsidy per passenger increased from \$1.77 in FY15 to \$1.90 in FY16 (7.3%). Light rail subsidy per passenger increased from \$0.78 to \$0.82 over the last year.

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Title VI Compliance

The indicators below are required by the FTA to be monitored by and reported to the MTS Board. They measure the quantity and quality of service that MTS provides to minority and non-minority populations, as defined in FTA Circular 4702.1B (2012). The circular defines a minority route as, "a route that has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area."

Route Headway, On-Time Performance, and Passenger Load Factor (June 30, 2016)

Category/ Route	Weekday Headway		Veh. Load Factor (VLF)		Minority Route	Notes	On-Time Performance
	Peak	Base	20% of trips exceed vehicle load factor	% Trips Exceeding VLF (Note 3)			
Rapid Express/Premium Express							
<i>Goal</i>	<i>30 min.</i>	<i>n/a</i>	<i>1.00</i>	<i>20% Max</i>			<i>90%</i>
280	15	-	-	-	-	-	95.8%
290	10	-	-	-	-	-	97.1%
Express							
<i>Goal</i>	<i>30 min.</i>	<i>n/a</i>	<i>1.50</i>	<i>20% Max</i>			<i>90%</i>
20	15/30	30	-	-	-	-	90.3%
50	15/30	60	-	-	-	-	87.6%
60	15/30	-	-	-	-	-	77.7%
110	20	-	-	-	-	-	79.1%
150	15/30	30	-	-	-	-	83.3%
870	75	-	-	-	-	VLF goal = 1.00 (minibus)	-
950	10/20	30	-	-	✓	-	100.0%
Light Rail							
<i>Goal</i>	<i>n/a</i>	<i>15 min.</i>	<i>3.00</i>	<i>20% Max</i>			<i>90%</i>
Blue	7.5	15	-	-	✓	-	92.7%
Orange	15	15	-	-	✓	-	91.6%
Green	15	15	-	-	-	-	95.1%
Silver	30	30	-	-	-	Operates selected days only	97.1%
Rapid							
<i>Goal</i>	<i>n/a</i>	<i>15 min.</i>	<i>1.50</i>	<i>20% Max</i>			<i>85%</i>
201/202	10	15	-	-	✓	-	94.0%
204	15	15	-	-	✓	-	92.7%
215	10	15	-	-	✓	-	83.4%
235	15	30	-	-	-	-	82.9%
237	15/30	-	-	-	✓	-	85.5%
Urban Frequent							
<i>Goal</i>	<i>n/a</i>	<i>15 min.</i>	<i>1.50</i>	<i>20% Max</i>			<i>85%</i>
1	15	15	-	-	✓	-	79.8%
2	12	15	-	-	✓	-	86.2%
3	15	15	-	-	✓	-	80.8%
5	15	15	-	-	✓	-	75.7%
6	15	15	-	-	-	-	72.0%
7	6/12	12	-	-	✓	-	75.8%
8	20	20	-	-	-	Summer headway = 15 min.	87.2%
9	20	20	-	-	-	Summer headway = 15 min.	84.9%
10	15	15	-	-	✓	-	85.0%
11	15	15	-	-	✓	-	77.0%
13	15	15	-	-	✓	-	82.9%
30	15	15	-	-	-	-	82.8%
41	7.5/15	15	-	-	-	-	83.5%
44	7.5/15	15	-	-	-	-	84.3%
120	15	15	-	-	-	-	85.1%
701	15	15	-	-	✓	-	90.0%
709	15	15	-	-	✓	-	85.7%
712	15	15	-	-	✓	-	93.2%
901	15	30	-	-	✓	-	73.0%

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Urban Frequent							
<i>Goal</i>	<i>n/a</i>	<i>15 min.</i>	<i>1.50</i>	<i>20% Max</i>			85%
906/907	15	15	-	-	✓	-	88.7%
929	12	15	-	-	✓	-	70.3%
932	15	15	-	-	✓	-	74.4%
933/934	15	15	-	-	✓	-	73.2%
955	15	15	-	-	✓	-	79.6%
961	15	15	-	-	✓	-	82.2%
992	15	15	-	-	-	-	74.1%
Urban Standard							
<i>Goal</i>	<i>n/a</i>	<i>30 min.</i>	<i>1.50</i>	<i>20% Max</i>			90%
4	30	30	-	-	✓	-	86.4%
27	30	30	-	-	-	-	81.6%
28	30	30	-	-	-	-	91.0%
31	30	30	-	-	✓	Operates peaks only	85.0%
35	15/30	30	-	-	-	-	88.5%
105	30	30	-	-	-	-	88.7%
115	30	30	-	-	-	-	83.1%
703	-	60*	-	-	✓	*Operates Sundays only	-
704	30	30	-	-	✓	-	78.0%
705	30	30	-	-	✓	-	95.3%
707	60	60	-	-	✓	-	89.8%
815	30	30	-	-	✓	-	62.5%
816	30	30	-	-	✓	-	75.9%
832	30	30	-	-	-	-	79.5%
833	30	30	-	-	-	VLF goal = 1.00 (minibus)	66.4%
834	30	30	-	-	-	-	100.0%
848	30	30	-	-	-	-	73.9%
854	30	30	-	-	-	-	90.9%
855	30	30	-	-	-	-	93.1%
856	30	30	-	-	✓	-	76.0%
864	30	30	-	-	-	-	80.9%
871/872	30	30	-	-	✓	-	75.7%
874/875	30	30	-	-	-	-	85.9%
904	30	30	-	-	-	Summer headway = 15 min.	83.7%
905	15	30	-	-	✓	-	77.7%
916/917	30	60	-	-	✓	-	80.6%
921	30	30	-	-	✓	-	90.4%
923	30	30	-	-	-	-	74.7%
928	30	30	-	-	-	-	88.5%
936	30	30	-	-	✓	-	68.0%
944	30	30	-	-	-	VLF goal = 1.00 (minibus)	96.5%
945	30	30	-	-	-	VLF goal = 1.00 (minibus)	87.9%
962	30	30	-	-	✓	-	67.5%
963	30	30	-	-	✓	-	96.0%
967	60	60	-	-	✓	-	89.2%
968	60	60	-	-	✓	-	84.4%
Circulator							
<i>Goal</i>	<i>n/a</i>	<i>60 min.</i>	<i>1.00 (Note 1)</i>	<i>20% Max</i>			90%
14	60	60	-	-	-	-	95.7%
18	30	30	-	-	-	-	96.9%
25	60	60	-	-	-	-	44.0%
83	60	60	-	-	-	-	81.3%
84	60	60	-	-	-	-	95.7%
88	30	30	-	-	-	-	78.4%
851	60	60	-	-	✓	-	85.4%
964	30	30	-	-	✓	-	49.6%
965	35-40	35-40	-	-	✓	-	77.2%

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Circulator (SVCC) (Note 1)							
<i>Goal</i>	<i>60 min.</i>	<i>n/a</i>	<i>1.00 (Note 1)</i>	<i>20% Max</i>			<i>90%</i>
972	~30	-	-	-	✓	-	-
973	~30	-	-	-	✓	-	-
978	~30	-	-	-	✓	-	-
979	~30	-	-	-	✓	-	-
Rural (Note 2)							
<i>Goal</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>			<i>n/a</i>
888	-	-	-	-	-	-	-
891	-	-	-	-	-	-	-
892	-	-	-	-	-	-	-
894	-	-	-	-	✓	-	-

Note 1: Routes 972, 973, 978, are 979 are timed to the COASTER schedule and wait for passengers to transfer from the COASTER. Trips with an overflow of passengers use an additional standby bus located at the COASTER station.

Note 2: Rural & Demand Response services have no specific Policy 42 goals for on-time performance, headway, or vehicle load.

Note 3: No route exceeded the 20% VLF. Dispatch adds buses when notified that trips are at capacity.

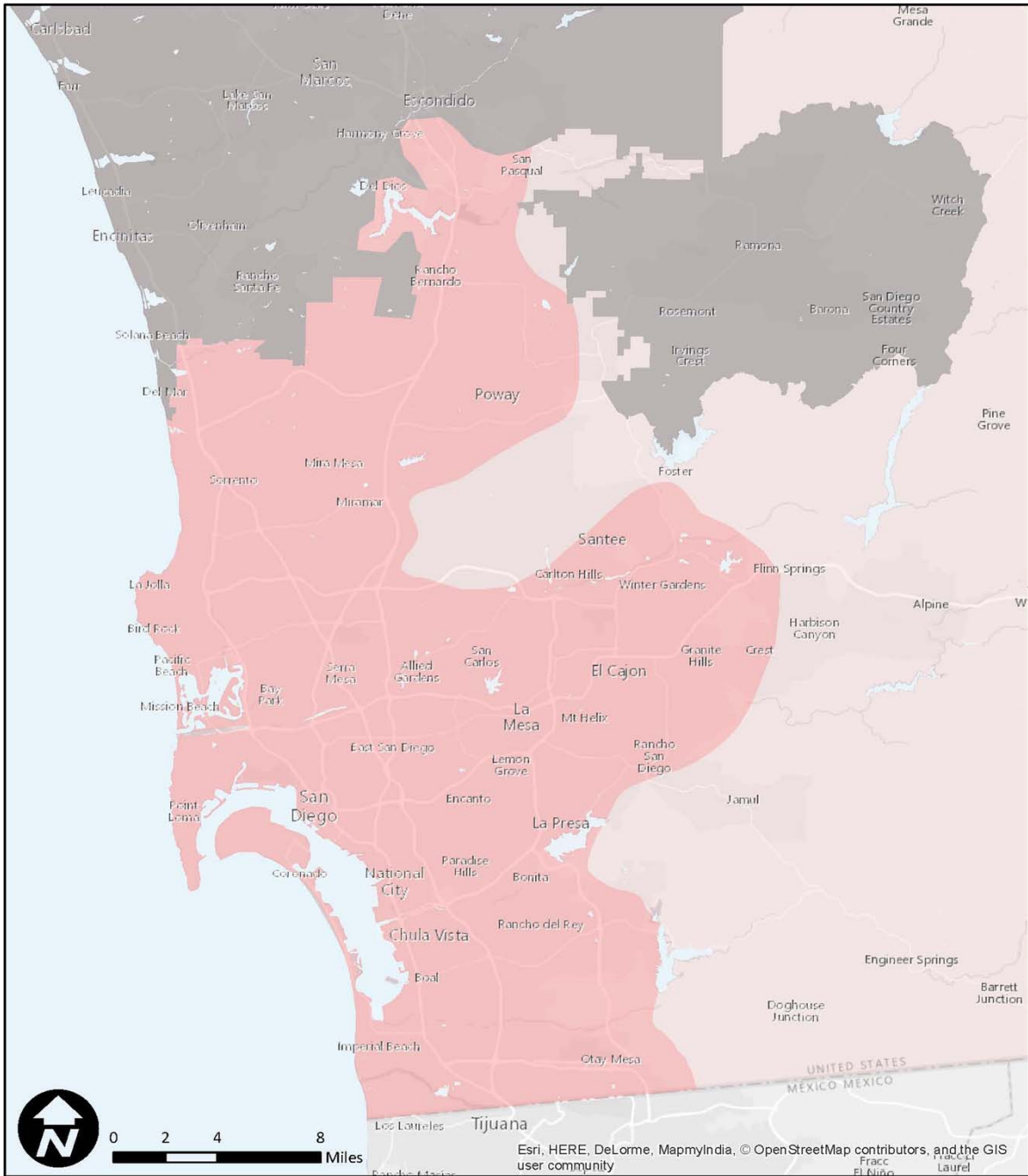
Service Availability

Goal	Actual	
80% of residents or jobs within ½ mile of a bus stop or rail station in urban area	<i>% of residents within 1/2 mile of a bus stop or rail station in urban areas:</i>	<i>% of jobs within 1/2 mile of a bus stop or rail station in urban areas:</i>
	94.0%	90.5%
100% of suburban residences within 5 miles of a bus stop or rail station.	<i>% of suburban residents within 5 miles</i>	
	99.9%	
One return trip at least 2 days/week to destinations from rural villages (defined as Lakeside and Alpine).	<i>Available Service:</i>	
	Route 848 serves Lakeside seven days a week and Route 864 serves Alpine seven days a week.	

See attached map entitled 'Metropolitan Transit System Area of Jurisdiction.'

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**MTS Area of Jurisdiction
October 2016**

- MTS Service Area
- MTS Rural Service Area
- NCTD Service Area

FY 2016 ANNUAL ROUTE STATISTICS

Route	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
Blue Line	17,842,765	56,175	301.5	\$0.38	73.2%	\$1.42
Orange Line	9,625,754	29,677	194.5	\$1.16	47.2%	\$2.20
Green Line	12,108,850	35,799	190.1	\$1.21	46.2%	\$2.25
Silver Line	36,607	242	52.7	\$7.06	12.8%	\$8.10
1	1,320,669	4,342	27.3	\$0.90	53.9%	\$1.95
2	1,176,410	3,814	31.8	\$2.55	28.4%	\$3.56
3	1,630,246	5,590	35.5	\$0.26	80.7%	\$1.33
4	804,515	2,577	34.5	\$2.27	30.8%	\$3.28
5	837,203	2,822	41.7	\$0.22	83.1%	\$1.28
6	511,405	1,628	27.7	\$3.06	24.9%	\$4.08
7	2,973,434	9,072	36.5	\$2.09	32.5%	\$3.10
8	565,472	1,576	29.4	\$2.83	26.5%	\$3.85
9	407,657	1,160	24.1	\$3.68	21.7%	\$4.70
10	1,429,015	4,692	35.9	\$2.13	32.4%	\$3.15
11	2,270,364	7,676	29.7	\$2.80	26.5%	\$3.81
13	1,922,998	6,261	40.8	\$1.76	36.4%	\$2.77
14	58,986	231	9.1	\$4.03	20.8%	\$5.08
18	35,739	140	12.3	\$2.79	25.9%	\$3.76
20	782,704	2,611	19.3	\$4.83	17.5%	\$5.86
25	98,562	386	15.3	\$2.01	33.6%	\$3.03
27	274,651	999	17.8	\$2.03	34.0%	\$3.07
28	400,630	1,309	31.4	\$0.34	75.4%	\$1.37
30	1,701,618	5,367	23.9	\$3.71	21.7%	\$4.74
31	115,155	447	24.3	\$3.62	22.1%	\$4.65
35	581,074	1,750	29.6	\$0.31	76.3%	\$1.29
41	1,307,940	4,426	36.0	\$2.12	32.7%	\$3.14
44	1,237,697	4,074	32.7	\$2.44	29.5%	\$3.46
50	245,983	954	21.2	\$4.31	19.1%	\$5.33
60	89,594	351	30.1	\$2.75	26.9%	\$3.76
83	32,839	128	10.1	\$3.59	22.2%	\$4.61
84	30,415	119	10.1	\$3.66	20.4%	\$4.60
88	87,122	296	18.4	\$1.60	36.4%	\$2.52
105	359,151	1,205	23.6	\$3.78	21.3%	\$4.80
110	54,320	212	29.3	\$2.86	25.9%	\$3.86
115	306,037	1,081	19.2	\$2.49	31.2%	\$3.61
120	892,805	2,877	26.3	\$3.29	23.6%	\$4.30
150	790,769	2,903	34.6	\$2.25	31.4%	\$3.27
170*	6,561	140	9.2	\$6.15	14.4%	\$7.18
201/202	2,066,083	7,050	50.4	\$1.22	45.8%	\$2.25
204	149,600	498	15.2	\$6.43	13.7%	\$7.46
215	2,147,151	6,568	34.6	\$2.26	30.9%	\$3.27
235	1,503,545	4,926	25.4	\$3.44	22.7%	\$4.45
237	247,628	968	18.1	\$5.21	16.4%	\$6.24
270*	2,101	45	9.6	\$3.61	25.5%	\$4.84

FY 2016 ANNUAL ROUTE STATISTICS

Route	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
280	119,541	467	21.5	\$5.24	45.3%	\$9.57
290	171,134	670	29.6	\$1.93	68.6%	\$6.17
701	539,675	2,017	21.8	\$1.82	35.4%	\$2.82
703	38,804	-	26.3	\$2.22	29.7%	\$3.16
704	467,968	1,685	22.9	\$1.95	33.9%	\$2.95
705	264,815	954	22.9	\$1.38	41.5%	\$2.36
707	56,601	222	21.2	\$2.67	25.3%	\$3.58
709	983,470	3,608	35.3	\$1.00	49.2%	\$1.96
712	745,622	2,655	24.7	\$1.50	39.9%	\$2.50
815	341,942	1,026	31.3	\$0.37	74.6%	\$1.44
816	315,265	1,234	29.8	\$0.90	55.0%	\$2.00
832	55,371	191	14.9	\$1.96	36.8%	\$3.10
833	121,049	400	17.0	\$1.71	37.3%	\$2.73
834	16,195	65	13.8	\$4.23	22.0%	\$5.42
848	389,820	1,280	26.7	\$1.22	46.6%	\$2.29
851	74,441	291	16.1	\$1.92	33.6%	\$2.89
854	169,460	627	23.4	\$1.62	40.8%	\$2.74
855	264,765	915	28.9	\$0.86	55.9%	\$1.95
856	651,139	2,314	27.2	\$1.52	41.8%	\$2.62
864	413,482	1,315	17.1	\$3.42	23.4%	\$4.46
870	15,461	61	13.2	\$2.47	29.7%	\$3.52
871/872	119,109	441	18.8	\$1.60	40.4%	\$2.68
874/875	440,315	1,501	24.8	\$1.41	43.8%	\$2.50
888	3,356	32	5.7	\$27.05	4.5%	\$28.33
891	1,055	20	3.2	\$49.85	2.6%	\$51.15
892	1,191	22	3.8	\$42.24	3.2%	\$43.64
894	66,527	261	15.9	\$7.46	14.8%	\$8.76
901	922,008	2,945	22.1	\$2.83	25.6%	\$3.81
904	142,352	375	21.2	\$1.33	10.7%	\$1.49
905	726,780	2,458	43.2	\$0.79	59.2%	\$1.93
906/907	1,453,342	4,720	36.8	\$0.25	78.4%	\$1.16
916/917	224,373	792	19.2	\$2.46	29.9%	\$3.50
921	283,898	933	17.7	\$2.16	32.6%	\$3.21
923	242,152	926	16.9	\$2.09	32.0%	\$3.08
928	326,974	1,173	21.2	\$2.02	34.3%	\$3.07
929	2,326,848	7,478	33.6	\$0.79	56.4%	\$1.81
932	1,248,916	4,226	30.0	\$0.97	50.4%	\$1.96
933/934	1,733,443	5,771	30.8	\$1.45	40.7%	\$2.45
936	573,112	1,701	27.3	\$0.82	56.9%	\$1.91
944	68,892	249	8.8	\$4.28	18.8%	\$5.27
945	153,451	557	11.9	\$2.84	26.9%	\$3.88
950	176,228	629	62.2	\$1.30	39.2%	\$2.13
955	1,454,467	4,740	34.0	\$0.62	62.5%	\$1.65
961	622,929	2,100	28.6	\$1.21	45.6%	\$2.22
962	446,050	1,461	27.7	\$1.04	49.5%	\$2.05
963	238,310	934	24.6	\$1.15	47.0%	\$2.17

FY 2016 ANNUAL ROUTE STATISTICS

Route	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
964	158,442	620	14.9	\$2.07	33.5%	\$3.11
965	75,419	266	16.0	\$1.83	36.8%	\$2.89
967	55,718	202	12.5	\$3.45	23.5%	\$4.51
968	54,073	206	12.1	\$4.26	19.7%	\$5.30
972 (SVCC)	35,887	141	24.8	\$1.14	46.2%	\$2.13
973 (SVCC)	28,595	112	19.8	\$1.69	36.8%	\$2.67
978 (SVCC)	23,629	93	19.0	\$1.79	35.4%	\$2.78
979 (SVCC)	21,934	86	18.3	\$1.91	34.0%	\$2.89
992	428,037	1,274	22.0	\$1.34	39.8%	\$2.23
MTS Access	522,160	1,876	2.1	\$31.37	12.7%	\$35.93

By Route Category	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
Urban Frequent	32,643,690	106,912	31.2	\$ 1.76	36.5%	\$ 2.77
Urban Standard	10,503,448	35,503	24.0	\$ 1.64	38.9%	\$ 2.68
Rapid	6,114,007	20,009	32.9	\$ 2.42	29.6%	\$ 3.44
Express	2,161,620	7,860	25.6	\$ 3.39	22.9%	\$ 4.40
Circulator	762,010	2,909	14.6	\$ 2.21	31.2%	\$ 3.22
Premium/Rapid Express	292,776	1,181	25.3	\$ 3.29	56.4%	\$ 7.55
Rural	72,129	336	13.3	\$ 9.56	12.0%	\$ 10.86
All Fixed-Route Bus Modes	52,549,680	174,710	28.8	\$ 1.90	35.2%	\$ 2.94
Demand-Responsive	522,160	1,876	2.1	\$ 31.37	12.7%	\$ 35.93
Light Rail (Blue, Orange, Green)	39,577,369	121,651	229.6	\$ 0.82	55.8%	\$ 1.86
Light Rail (Silver)	36,607	242	52.7	\$ 7.06	12.8%	\$ 8.10
System Totals	92,685,816	298,479	41.2	\$ 1.61	39.6%	\$ 2.67

Note 1: JARC grant subsidy received for Route 905.

Note 2: City of Coronado subsidized fares for summer service on Route 904.

Note 3: Routes 888, 891, 892, and 894 receive federal subsidy.

Note 4: SVCC fares and one-half of the subsidy are paid for by NCTD.

Note 5: Routes 201, 202, 204, 235, & 237 SANDAG reimburses MTS for the net operating cost (operating cost less fare revenue) using TransNet funds.

Note 6: With the addition of \$700,111 miscellaneous revenue and a pension payment of \$2.1 million, system farebox recovery rate would remain flat at 39.6%.

* Routes 170 and 270 discontinued in September 2015.