

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2018: JULY 2017 - JUNE 2018
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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 2016	FY 2017	FY 2018	# Change FY16 - FY17	# Change FY17 - FY18	% Change FY16 - FY17	% Change FY17 - FY18
Urban Frequent	32,643,690	30,825,404	29,510,050	(1,818,286)	(1,315,354)	-5.6%	-4.3%
Urban Standard	10,503,448	9,646,605	9,265,348	(856,843)	(381,257)	-8.2%	-4.0%
Rapid	6,114,007	6,280,924	6,002,999	166,917	(277,925)	2.7%	-4.4%
Express	2,161,620	2,191,658	2,096,249	30,038	(95,409)	1.4%	-4.4%
Circulator	762,010	741,301	670,006	(20,709)	(71,295)	-2.7%	-9.6%
Premium/Rapid Express	292,776	287,562	283,135	(5,214)	(4,427)	-1.8%	-1.5%
Rural	72,129	75,488	80,771	3,359	5,283	4.7%	7.0%
All Fixed-Route Bus Modes	52,549,680	50,048,942	47,908,558	(2,500,738)	(2,140,384)	-4.8%	-4.3%
Demand-Resp. (MTS Access)	522,160	529,091	505,973	6,931	(23,118)	1.3%	-4.4%
Light Rail (Blue, Orange, Green)	39,577,369	37,607,470	36,979,119	(1,969,899)	(628,351)	-5.0%	-1.7%
Light Rail (Silver)	36,607	31,749	16,082	(4,858)	(15,667)	-13.3%	-49.3%
System Total Passengers	92,685,816	88,217,252	85,409,732	(4,468,564)	(2,807,520)	-4.8%	-3.2%

NOTES: The MTS system had fewer overall boardings for the third consecutive year, mirroring national trends in transit ridership. This has been attributed to several factors occurring simultaneously, including a low cost of driving (gasoline prices, financing, etc.), new transportation alternatives, and rapidly changing neighborhood demographics due to gentrification. To counter this, MTS conducted the Transit Optimization Plan (TOP), a restructuring of the transit network that will reallocate resources from underutilized services to routes and areas where MTS performs the strongest. Implementation of major changes approved in the TOP began in January 2018 and will continue through January 2019.

Average Weekday Passengers

Route Categories	FY 2016	FY 2017	FY 2018	# Change FY16 - FY17	# Change FY17 - FY18	% Change FY16 - FY17	% Change FY17 - FY18
Urban Frequent	106,912	101,380	96,883	(5,532)	(4,497)	-5.2%	-4.4%
Urban Standard	35,503	32,620	31,423	(2,883)	(1,197)	-8.1%	-3.7%
Rapid	20,009	20,836	19,823	827	(1,013)	4.1%	-4.9%
Express	7,860	7,916	7,623	56	(293)	0.7%	-3.7%
Circulator	2,909	2,844	2,564	(65)	(280)	-2.2%	-9.8%
Premium/Rapid Express	1,181	1,131	1,117	(50)	(14)	-4.2%	-1.3%
Rural	283	297	319	14	22	4.9%	7.4%
All Fixed-Route Bus Modes	174,657	167,024	159,751	(7,633)	(7,273)	-4.4%	-4.4%
Demand-Resp. (MTS Access)	1,876	1,911	1,815	35	(96)	1.9%	-5.0%
Light Rail (Blue, Orange, Green)	121,651	115,211	113,370	(6,440)	(1,841)	-5.3%	-1.6%
Light Rail (Silver)	242	380	101	138	(279)	57.0%	-73.4%
System Avg. Weekday Pass.	298,426	284,526	275,037	(13,900)	(9,489)	-4.7%	-3.3%

NOTES: The MTS system had 3.3% fewer boardings on an average weekday compared to the prior year. Similar to the trends in overall total passengers, the losses on the bus network were greater than those on the light rail system.

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Passengers per Revenue Hour

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.

Route Categories	FY 2016	FY 2017	FY 2018	% Change FY16 - FY17	% Change FY17 - FY18
Urban Frequent	31.2	29.7	28.2	-4.8%	-5.2%
Urban Standard	24.0	21.5	21.1	-10.4%	-1.8%
Rapid	32.9	33.9	32.5	3.0%	-4.1%
Express	25.6	25.8	25.1	0.8%	-2.5%
Circulator	14.6	14.2	12.9	-2.7%	-9.2%
Premium/Rapid Express	25.3	25.3	24.3	0.0%	-4.0%
Rural	10.6	11.2	12.0	5.7%	7.1%
All Fixed-Route Bus Modes	28.8	27.3	26.3	-5.2%	-3.8%
Demand-Resp. (MTS Access)	2.1	2.0	2.0	-4.8%	0.0%
Light Rail (Blue, Orange, Green)	229.6	218.4	215.4	-4.9%	-1.4%
Light Rail (Silver)	52.7	38.7	23.6	-26.6%	-39.0%
System Riders Per Rev. Hour	41.1	38.9	38.0	-5.4%	-2.3%

NOTES: For FY18, MTS services overall carried 0.9 fewer passengers per revenue hour than the previous year, largely due to reduced passenger levels.

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 2016	FY 2017	FY 2018	% Change FY16 - FY17	% Change FY17 - FY18
Urban Frequent	39.3	38.2	35.3	-2.8%	-7.6%
Urban Standard	32.7	31.2	29.1	-4.6%	-6.7%
Rapid	45.3	46.8	43.7	3.3%	-6.6%
Express	33.2	33.1	32.5	-0.3%	-1.9%
Circulator	19.2	18.7	16.7	-2.6%	-10.7%
Premium/Rapid Express	28.4	27.4	26.8	-3.5%	-2.3%
Rural	13.8	14.4	15.8	4.3%	9.7%
All Fixed-Route Bus Modes	37.2	35.3	33.8	-5.1%	-4.3%
Demand-Resp. (MTS Access)	N/A	N/A	2.0	N/A	N/A
Light Rail (Blue, Orange, Green)	276.5	260.0	258.0	-6.0%	-0.8%
Light Rail (Silver)	84.9	82.0	39.1	-3.4%	-52.3%
System Riders/In-Svc. Hour	57.7	54.6	52.9	-5.4%	-3.1%

NOTES: MTS' bus passengers per in-service hour decreased 4.3%, while Trolley remained relatively flat.

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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
	Sept. 2016	Jan. 2017	June 2017	Sept. 2017	Jan. 2018	
Urban Frequent	83.0%	81.8%	81.8%	81.5%	82.8%	85.0%
Urban Standard	83.6%	83.3%	85.3%	84.4%	86.2%	90.0%
Rapid	88.1%	86.1%	85.9%	84.7%	84.6%	85.0%
Express	74.3%	82.7%	83.9%	82.1%	81.6%	90.0%
Circulator	83.9%	73.6%	63.1%	79.7%	82.6%	90.0%
Premium/Rapid Express	85.6%	80.5%	80.9%	85.4%	87.3%	90.0%
Rural	N/A	N/A	N/A	N/A	N/A	
Demand-Resp. (MTS Access)	N/A	N/A	N/A	N/A	N/A	
Light Rail (Blue, Orange, Green)	92.0%	93.9%	95.7%	95.9%	97.1%	90.0%
Light Rail (Silver)	96.8%	97.3%	93.0%	94.2%	95.3%	90.0%
System On-Time Performance	83.5%	82.7%	83.3%	82.7%	83.9%	

NOTES: Overall, on-time performance improved to 83.9% as of the January 2018 service change. Trolley services met their goal of 90.0%, while the Rapid bus mode achieved its goal during some months of FY18. Other bus modes did not achieve their OTP goals, largely reflective of increased traffic and on-going major construction detours. A majority of bus routes have been rescheduled due to TOP changes, so some improvement could be anticipated in FY19.

Preventable Accidents per 100,000 Miles

Preventable accidents are defined as those in which MTS safety staff determined that the bus or train operator did not do everything possible to avoid an accident. It does not necessarily indicate that the MTS operator was at-fault or cited.

Operator	FY 2016	FY 2017	FY 2018
MTS Directly-Operated Bus	1.21	1.04	1.16
MTS Contracted Fixed-Route Bus	1.26	1.19	1.19
Demand-Resp. (MTS Access)	1.13	1.20	1.28
MTS Rail (Train Miles)	-	-	0.06

NOTES: Trolley had no preventable accidents in FY16 or FY17, but two such accidents in FY18.

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Mean Distance Between Failures (MDBF)

In this metric, a higher number is better: it means the fleet is traveling farther between breakdowns. Consistent with the National Transit Database definition, a "failure" is a mechanical failure of a vehicle that prevents the start or completion of a trip due to safety, because vehicle movement is limited, or because policy requires removal from service.

Operator	FY 2016	FY 2017	FY 2018	% Change FY16-FY17	% Change FY17-FY18
MTS Directly-Operated Bus	9,463	9,600	10,980	1.4%	14.4%
MTS Contracted Fixed-Route Bus	5,927	6,561	7,866	10.7%	19.9%
Demand-Resp. (MTS Access)	50,130	49,639	58,393	-1.0%	17.6%
MTS Rail	6,335	6,906	9,239	9.0%	33.8%

NOTES: The rate of mechanical failures for all MTS services improved substantially from FY17 to FY18. This trend reduces costs and improves service reliability and customer perception.

Complaints per 100,000 Passengers

This metric utilizes data from MTS' Customer Resource Management system, which tracks customer service contacts on all aspects of our agency.

Operator	FY 2016	FY 2017	FY 2018	% Change FY16-FY17	% Change FY17-FY18
MTS Directly-Operated Bus	4.5	3.5	4.8	-22.2%	37.1%
MTS Contracted Fixed-Route Bus	6.5	5.7	5.8	-12.3%	1.8%
Demand-Responsive	72.2	85.4	106.5	18.3%	24.7%
MTS Rail	1.5	1.2	1.3	-20.0%	8.3%
General System	4.2	3.7	4.2	-11.9%	13.5%

NOTES: MTS saw an increase in customer contacts and complaints over the year prior, in part because substantial changes were made to nearly two-thirds of the MTS network in Winter and Spring of FY18. The associated changes in service availability, as well as the learning curve for both passengers and operators, typically cause a spike in complaints that levels off after a few months. Overall, the complaints per 100,000 passengers was on par with FY16.

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	FY18 Budget	FY18 Actual	# Diff	% Diff
MTS Directly-Operated Bus	820,902	820,677	(225)	0.0%
MTS Contracted Fixed-Route Bus	982,690	1,003,905	21,215	2.2%
Demand-Resp. (MTS Access)	261,446	251,648	(9,798)	-3.7%
MTS Rail	482,950	478,175	(4,775)	-1.0%
System	2,547,988	2,554,405	6,417	0.3%

NOTES: In FY18, MTS operated largely the same level of service as was budgeted.

Revenue Miles

Operator	FY18 Budget	FY18 Actual	# Diff	% Diff
MTS Directly-Operated Bus	9,651,465	9,683,731	32,266	0.3%
MTS Contracted Fixed-Route Bus	10,226,359	10,374,239	147,880	1.4%
Demand-Resp. (MTS Access)	5,297,415	4,608,758	(688,657)	-13.0%
MTS Rail	8,684,277	8,656,486	(27,791)	-0.3%
System	33,859,516	33,323,215	(536,301)	-1.6%

NOTES: In FY18, MTS operated largely the same level of service as was budgeted.

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Scheduled 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 2017	June 2018	% Change FY17-FY18
MTS Directly-Operated Bus	227	216	(11)
MTS Contracted Fixed-Route Bus	279	286	7
Demand-Resp. (MTS Access)	148	171	23
MTS Rail	97	97	-

NOTES: Trolley's peak car requirement remained consistent. There was a minor reduction in the overall fixed-route bus peak vehicle requirement, largely due to adjustments made for the TOP. MTS Access' peak vehicle requirement fluctuates significantly because it is an on-demand service. Unlike fixed-route services, the peak vehicle count is not necessarily indicative of the overall amount of service provided.

Scheduled In-Service Speed (MPH) (Weekday)

Operator	June 2017	June 2018	% Change FY17-FY18
MTS Directly-Operated Bus	14.5	14.6	0.3%
MTS Contracted Fixed-Route Bus	13.6	13.5	-1.3%
MTS Rail	20.8	20.8	0.0%

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

Scheduled In-Service Miles/Total Miles (Weekday)

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 2017	June 2018	% Change FY17-FY18
MTS Directly-Operated Bus	84.8%	87.7%	3.4%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail	99.3%	99.4%	0.1%

NOTES: MTS Bus improved 3.4%, indicating a more efficient use of buses.

Scheduled In-Service Hours/Total Hours (Weekday)

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

Operator	June 2017	June 2018	% Change FY17-FY18
MTS Directly-Operated Bus	75.8%	76.7%	1.2%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail (Layover Included)	97.6%	97.0%	-0.6%

NOTES: Efficiency of scheduling has kept the ratio generally consistent over time.

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Farebox Recovery

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% requirement).

Operator	FY 2016	FY 2017	FY 2018	% Change FY16-FY17	% Change FY17-FY18
MTS Fixed-Route Bus (exc PrExp)	34.9%	32.3%	29.3%	-7.4%	-9.2%
MTS Premium Exp./Rapid Express	56.4%	52.7%	49.8%	-6.6%	-5.5%
Demand-Resp. (MTS Access)	12.7%	14.0%	12.9%	10.2%	-7.7%
MTS Rail	55.6%	51.0%	49.6%	-8.3%	-2.7%
System Farebox Recovery	39.6%	36.5%	34.4%	-7.8%	-5.7%

The farebox recovery percentages 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 2016	FY 2017	FY 2018	% Change FY16-FY17	% Change FY17-FY18
Urban Frequent	\$ 1.76	\$ 1.98	\$ 2.26	12.6%	14.1%
Urban Standard	\$ 1.64	\$ 1.96	\$ 2.11	19.9%	7.7%
Rapid	\$ 2.42	\$ 2.48	\$ 2.72	2.3%	9.8%
Express	\$ 3.39	\$ 3.59	\$ 3.87	5.8%	7.9%
Circulator	\$ 2.21	\$ 2.65	\$ 3.08	19.8%	16.2%
Premium Exp./Rapid Express	\$ 3.29	\$ 3.73	\$ 4.27	13.2%	14.3%
Rural	\$ 9.56	\$ 10.24	\$ 8.49	7.1%	-17.1%
All Fixed-Route Bus Modes	\$ 1.90	\$ 2.14	\$ 2.39	12.7%	11.7%
Demand-Resp. (MTS Access)	\$ 31.37	\$ 32.11	\$ 34.62	2.4%	7.8%
Light Rail (Blue, Orange, Green)	\$ 0.82	\$ 1.00	\$ 1.07	21.4%	7.6%
Light Rail (Silver)	\$ 7.06	\$ 11.52	\$ 18.42	63.2%	59.8%
System Subsidy Per Pass.	\$ 1.61	\$ 1.84	\$ 2.01	14.0%	9.7%

Increases in systemwide subsidies per passenger indicate that revenues and/or ridership levels are not keeping up with costs. While costs have been increasing incrementally each year, MTS has not had a major fare increase in nearly ten years. Combined with lower ridership levels, the net effect is an increased subsidy per passenger.

FY 2018 ANNUAL ROUTE STATISTICS						
Route	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
Blue	17,751,405	55,794	299.0	\$ 0.47	69.1%	\$ 1.54
Orange	8,403,099	25,990	133.1	\$ 1.63	39.5%	\$ 2.69
Green	10,824,615	31,587	220.1	\$ 1.62	39.6%	\$ 2.68
Silver	16,082	101	23.6	\$ 18.42	5.5%	\$ 19.48
1	1,140,805	3,756	23.7	\$ 1.24	45.4%	\$ 2.27
2	940,137	3,097	25.8	\$ 3.73	21.2%	\$ 4.74
3	1,504,714	5,117	31.6	\$ 0.50	67.7%	\$ 1.54
4	686,043	2,193	29.2	\$ 3.21	23.5%	\$ 4.20
5	735,439	2,496	31.2	\$ 0.53	66.0%	\$ 1.55
6	416,272	1,315	22.9	\$ 4.35	18.7%	\$ 5.35
7	2,478,809	7,565	30.5	\$ 3.03	24.4%	\$ 4.01
8	412,742	1,146	21.5	\$ 4.74	16.7%	\$ 5.69
9	369,152	1,052	21.8	\$ 4.67	17.0%	\$ 5.63
10	1,266,202	4,147	31.7	\$ 2.86	26.0%	\$ 3.86
11	1,423,338	4,712	23.7	\$ 4.16	19.5%	\$ 5.16
12	491,977	3,803	27.7	\$ 3.43	22.3%	\$ 4.42
13	1,704,852	5,600	35.0	\$ 2.53	27.6%	\$ 3.49
14	57,502	226	9.0	\$ 4.75	18.1%	\$ 5.80
18	24,125	97	8.7	\$ 4.96	16.9%	\$ 5.98
20	605,701	2,046	16.4	\$ 6.49	13.0%	\$ 7.46
25	89,868	344	14.1	\$ 2.67	27.6%	\$ 3.69
27	257,805	943	16.8	\$ 3.06	25.0%	\$ 4.08
28	372,546	1,232	29.3	\$ 0.46	68.5%	\$ 1.47
30	1,553,686	4,977	22.2	\$ 4.53	18.0%	\$ 5.52
31	122,263	480	26.3	\$ 3.68	21.0%	\$ 4.65
35	535,976	1,663	25.7	\$ 0.53	64.9%	\$ 1.50
41	1,102,933	3,771	30.6	\$ 2.95	26.2%	\$ 4.00
44	1,057,877	3,544	28.4	\$ 3.32	23.0%	\$ 4.31
50	208,375	820	18.9	\$ 5.46	15.6%	\$ 6.46
60	83,059	327	26.1	\$ 3.70	21.2%	\$ 4.69
83	28,548	113	8.8	\$ 4.85	17.5%	\$ 5.88
84	25,991	106	8.7	\$ 5.00	16.6%	\$ 5.99
88	82,297	286	17.5	\$ 1.99	33.1%	\$ 2.97
105	285,239	932	18.5	\$ 5.64	14.9%	\$ 6.63
110	39,759	157	22.2	\$ 4.46	19.2%	\$ 5.52
115	236,613	833	15.4	\$ 3.78	22.2%	\$ 4.86
120	771,438	2,486	22.9	\$ 4.37	18.4%	\$ 5.35
150	843,562	3,136	34.9	\$ 2.44	30.4%	\$ 3.50
201/202	2,145,795	7,410	53.2	\$ 1.15	49.8%	\$ 2.30
204	111,144	395	14.9	\$ 7.11	13.6%	\$ 8.22
215	2,004,738	6,140	32.3	\$ 2.80	26.1%	\$ 3.79
235	1,489,528	4,887	24.0	\$ 4.14	18.8%	\$ 5.10
237	251,794	992	19.8	\$ 5.09	17.6%	\$ 6.18
280	119,993	473	21.0	\$ 6.17	40.8%	\$ 10.42
290	163,142	643	27.4	\$ 2.87	59.5%	\$ 7.08
701	552,337	2,044	22.1	\$ 1.86	34.1%	\$ 2.82
703	21,826	-	24.6	\$ 2.49	26.9%	\$ 3.40
704	451,052	1,632	22.2	\$ 2.12	31.3%	\$ 3.09
705	234,688	841	21.1	\$ 1.74	34.8%	\$ 2.67
707	69,200	273	22.6	\$ 2.01	31.3%	\$ 2.93
709	880,647	3,215	32.5	\$ 1.24	42.9%	\$ 2.16
712	708,455	2,532	29.1	\$ 1.23	43.9%	\$ 2.20

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Route	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
815	366,794	1,162	27.5	\$ 0.66	61.2%	\$ 1.69
816	211,960	831	20.9	\$ 1.87	35.9%	\$ 2.91
832	41,562	145	11.1	\$ 3.22	25.3%	\$ 4.31
833	114,940	378	16.5	\$ 2.11	33.2%	\$ 3.15
834	12,484	50	12.7	\$ 5.99	15.5%	\$ 7.09
838	43,969	322	10.3	\$ 4.07	19.5%	\$ 5.06
848	355,722	1,164	22.3	\$ 1.62	38.9%	\$ 2.65
851	75,772	298	16.7	\$ 2.10	32.6%	\$ 3.12
852	16,105	801	14.8	\$ 2.77	27.6%	\$ 3.82
854	138,051	530	24.0	\$ 1.63	40.2%	\$ 2.72
855	241,217	826	26.4	\$ 1.17	47.0%	\$ 2.20
856	574,464	2,045	22.8	\$ 2.00	34.3%	\$ 3.05
864	354,164	1,159	17.0	\$ 3.02	25.0%	\$ 4.02
870	6,854	47	9.6	\$ 4.34	19.8%	\$ 5.42
871/872	83,941	417	17.2	\$ 1.90	35.7%	\$ 2.96
874/875	390,234	1,338	21.6	\$ 1.72	37.6%	\$ 2.76
888	1,985	18	3.2	\$ 22.45	59.0%	\$ 54.72
891	821	16	2.3	\$ 64.99	11.2%	\$ 73.17
892	1,022	19	3.2	\$ 51.54	0.3%	\$ 51.72
894	76,943	304	15.9	\$ 6.95	19.9%	\$ 8.68
901	788,304	2,503	19.3	\$ 3.49	21.2%	\$ 4.43
904 (Note 1)	166,087	423	21.4	\$ 1.36	7.0%	\$ 1.46
905	529,659	1,800	36.0	\$ 1.65	32.2%	\$ 2.44
906/907	2,042,322	6,642	46.5	\$ 0.10	89.6%	\$ 0.93
909	3,218	173	15.1	\$ 4.26	14.9%	\$ 5.01
916/917	190,127	672	16.5	\$ 3.18	24.1%	\$ 4.19
921	251,879	820	15.8	\$ 2.55	29.2%	\$ 3.60
923	209,514	816	15.2	\$ 2.65	26.5%	\$ 3.60
928	257,806	924	16.8	\$ 2.85	27.0%	\$ 3.92
929	2,176,669	7,041	32.9	\$ 0.90	52.3%	\$ 1.88
932	1,095,948	3,748	27.1	\$ 1.29	42.3%	\$ 2.23
933/934	1,618,925	5,403	28.4	\$ 1.66	36.7%	\$ 2.62
936	503,856	1,492	24.2	\$ 1.20	46.2%	\$ 2.23
944	62,435	230	8.1	\$ 5.43	15.7%	\$ 6.45
945	132,249	481	11.1	\$ 3.66	21.7%	\$ 4.68
946	13,123	55	13.7	\$ 2.80	26.3%	\$ 3.80
950	308,939	1,109	55.3	\$ 1.52	34.1%	\$ 2.31
955	1,307,685	4,288	29.2	\$ 0.98	50.1%	\$ 1.97
961	578,222	1,910	25.0	\$ 1.58	38.3%	\$ 2.55
962	394,126	1,266	23.7	\$ 1.45	40.2%	\$ 2.43
963	228,622	896	23.9	\$ 1.26	43.9%	\$ 2.25
964	131,772	520	12.5	\$ 3.15	24.4%	\$ 4.16
965	60,187	215	12.8	\$ 3.00	26.3%	\$ 4.07
967	50,365	188	11.5	\$ 3.88	21.2%	\$ 4.92
968	56,642	216	12.9	\$ 4.02	20.2%	\$ 5.04
992	390,163	1,122	21.2	\$ 1.73	32.8%	\$ 2.58
972 (SVCC) (Note 2)	31,125	126	15.4	\$ 1.75	35.9%	\$ 2.73
973 (SVCC) (Note 2)	22,565	88	14.2	\$ 2.79	26.0%	\$ 3.77
978 (SVCC) (Note 2)	18,418	73	14.8	\$ 3.10	24.0%	\$ 4.08
979 (SVCC) (Note 2)	18,618	75	19.2	\$ 2.93	32.8%	\$ 3.91
MTS ACCESS	505,973	1,815	2.0	\$ 34.62	12.9%	\$ 39.75

FY 2018 ANNUAL ROUTE STATISTICS						
Route	Annual Passengers	Avg. Weekday Passengers	Passengers/Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger

By Route Category	Annual Passengers	Avg. Weekday Passengers	Passengers/Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
Urban Frequent	29,510,050	96,883	28.2	\$ 2.26	30.1%	\$ 3.23
Urban Standard	9,265,348	31,423	21.1	\$ 2.11	31.8%	\$ 3.10
Rapid (Note 3)	6,002,999	19,823	32.5	\$ 2.72	27.8%	\$ 3.76
Express	2,096,249	7,623	25.1	\$ 3.87	20.4%	\$ 4.86
Circulator	670,006	2,564	12.9	\$ 3.08	24.8%	\$ 4.09
Premium/Rapid Express	283,135	1,117	24.3	\$ 4.27	49.8%	\$ 8.49
Rural (Note 4)	80,771	319	13.1	\$ 8.49	23.0%	\$ 11.01
All Fixed-Route Bus Modes	47,908,558	159,751	26.3	\$ 2.39	29.6%	\$ 3.40
Demand-Resp. (MTS Access)	505,973	1,815	2.0	\$ 34.62	12.9%	\$ 39.75
Light Rail (Blue, Orange, Green)	36,979,119	113,370	215.4	\$ 1.07	49.8%	\$ 2.14
Light Rail (Silver)	16,082	101	23.6	\$ 18.42	5.5%	\$ 19.48
System Totals	85,409,732	275,037	38.0	\$ 2.01	34.4%	\$ 3.07

Note 1: City of Coronado subsidized fares for summer service on Route 904.
 Note 2: SVCC fares and one-half of the subsidy are paid for by NCTD.
 Note 3: SANDAG reimburses MTS for the net operating cost (operating cost less fare revenue) using TransNet funds for Routes 201/202, 204, 215, 235, and 237.
 Note 4: Routes 888, 891, 892, and 894 receive federal rural operating subsidy.

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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

Category/ Route (*Seasonal Changes)	Weekday Headway		Vehicle Load Factor (VLF)		Minority Route	Notes	On-Time Performance
	Peak	Base	Did 20% of trips exceed vehicle load factor? (Note 3)	What % of trips exceeded vehicle load factor. (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	-	-	-		-	86%
290	10	-	-	-		-	89%
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	-	-		-	85%
50	15/30	-	-	-		-	82%
60	15/30	-	-	-		-	74%
110	20	-	-	-		-	90%
150	15/30	30	-	-		-	74%
950	10/20	30	-	-	✓	-	95%
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	-	-	✓	-	97%
Orange	15	15	-	-	✓	-	94%
Green	15	15	-	-		-	95%
Silver	30	30	-	-		Operates selected days only	95%
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	-	-	✓	-	79%
204	30	30	-	-	✓	-	89%
215	10	15	-	-	✓	-	86%
235	15	15	-	-		-	85%
237	15/30	-	-	-	✓	-	92%
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%
2	12	15	-	-	✓	-	92%
3	12	12	-	-	✓	-	84%
5	12	12	-	-	✓	-	89%
6	15	15	-	-		-	82%
7	10	10	-	-	✓	-	71%
8*	20	20	-	-		Summer freq. = 15 min.	89%
9*	20	20	-	-		Summer freq. = 15 min.	87%
10	15	15	-	-	✓	-	80%
11	15	15	-	-		-	81%
12	15	15	-	-	✓	-	82%
13	12	12	-	-	✓	-	84%
30	15	15	-	-		-	80%
35	15	15	-	-		-	92%
41	7.5/15	15	-	-		-	79%
44	7.5/15	15	-	-		-	84%
120	15	15	-	-		-	86%
701	15	15	-	-	✓	-	91%
709	7.5/15	15	-	-	✓	-	86%
712	7.5/15	15	-	-	✓	-	91%
815	15	15	-	-	✓	-	82%
901	15	30	-	-		-	79%
906/907	15	15	-	-	✓	-	90%
929	12	15	-	-	✓	-	78%
932	15	15	-	-	✓	-	85%
933/934	15	15	-	-	✓	-	78%
955	12	12	-	-	✓	-	87%
961	15	15	-	-	✓	-	91%
962	15	15	-	-	✓	-	86%
992	15	15	-	-		-	85%

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Category/ Route (*Seasonal Changes)	Weekday Headway		Vehicle Load Factor (VLF)		Minority Route	Notes	On-Time Performance
	Peak	Base	Did 20% of trips exceed vehicle load factor? (Note 3)	What % of trips exceeded vehicle load factor. (Note 3)			
Urban Standard							
<i>Goal</i>	<i>n/a</i>	<i>30 min.</i>	<i>1.50</i>	<i>20% Max</i>			<i>85%</i>
4	30	30	-	-	✓	-	86%
27	30	30	-	-		-	82%
28	30	30	-	-		-	91%
31	30	-	-	-	✓	Operates peaks only	83%
105	30	30	-	-		-	90%
115	30	30	-	-		-	79%
704	30	30	-	-	✓	-	89%
705	30	30	-	-	✓	-	96%
707	60	60	-	-	✓	-	89%
816	30	30	-	-		-	89%
832	60	60	-	-		-	94%
833	30	30	-	-		VLF goal = 1.00 (minibus)	77%
834	60	60	-	-		-	81%
838	60	60	-	-		-	86%
848	30	30	-	-		-	80%
852	30	30	-	-	✓	-	95%
854	30	30	-	-		-	95%
855	30	30	-	-	✓	-	86%
856	30	30	-	-	✓	-	81%
864	30	30	-	-		-	88%
872	30	30	-	-		-	95%
874/875	30	30	-	-		-	78%
905	15	30	-	-	✓	-	81%
916/917	30	60	-	-	✓	-	92%
921	30	30	-	-	✓	-	87%
923	30	30	-	-		-	87%
928	30	30	-	-		-	79%
936	30	30	-	-	✓	-	83%
944	30	30	-	-		VLF goal = 1.00 (minibus)	94%
945	30	30	-	-		VLF goal = 1.00 (minibus)	86%
963	30	30	-	-	✓	-	88%
967	60	60	-	-	✓	-	94%
968	60	60	-	-	✓	-	91%
Circulator							
<i>Goal</i>	<i>n/a</i>	<i>60 min.</i>	<i>1.00</i>	<i>20% Max</i>			<i>90%</i>
14	60	60	-	-		VLF goal = 1.00 (minibus)	92%
18	30	30	-	-		-	93%
25	60	60	-	-		-	48%
83	70	70	-	-		-	98%
84	60	60	-	-		-	92%
88	30	30	-	-		-	95%
851	60	60	-	-	✓	-	85%
904*	30	30	-	-		-	90%
909	60	60	-	-	✓	-	98%
964	30	30	-	-	✓	-	85%
965	35-40	35-40	-	-	✓	-	88%

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Category/ Route (*Seasonal Changes)	Weekday Headway		Vehicle Load Factor (VLF)		Minority Route	Notes	On-Time Performance
	Peak	Base	Did 20% of trips exceed vehicle load factor? (Note 3)	What % of trips exceeded vehicle load factor. (Note 3)			
Circulator (SVCC) (Note 1)							
<i>Goal</i>	<i>60 min.</i>	<i>n/a</i>	<i>1.00</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% vehicle load factor.

Service Availability

Goal	Actual	
80% of residents or jobs within 1/2 mile of a bus stop or rail station in urban area	% of residents within 1/2 mile of a bus stop or rail station in urban	% of jobs within 1/2 mile of a bus stop or
	99.0%	99.2%
100% of suburban residences within 5 miles of a bus stop or rail station.	% of suburban residents within 5 miles of a bus stop or rail station:	
	100.0%	
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 838 serves Alpine seven days a week.	

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

