

**San Diego Metropolitan Transit System**  
**POLICY 42 PERFORMANCE MONITORING REPORT**  
**FY 2019: JULY 2018 - JUNE 2019**

Date: 10/04/19 rev  
 Att. A, AI 47, 10/10/19

**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 2017	FY 2018	FY 2019	# Change FY17 - FY18	# Change FY18 - FY19	% Change FY17 - FY18	% Change FY18 - FY19
Urban Frequent	30,825,404	29,510,050	30,415,325	(1,315,354)	905,275	-4.3%	3.1%
Urban Standard	9,646,605	9,265,348	7,454,910	(381,257)	(1,810,438)	-4.0%	-19.5%
Rapid	6,280,924	6,002,999	6,504,970	(277,925)	501,971	-4.4%	8.4%
Express	2,191,658	2,096,249	2,008,630	(95,409)	(87,619)	-4.4%	-4.2%
Circulator	741,301	670,006	821,636	(71,295)	151,630	-9.6%	22.6%
Premium/Rapid Express	287,562	283,135	281,240	(4,427)	(1,895)	-1.5%	-0.7%
Rural	75,488	80,771	84,552	5,283	3,781	7.0%	4.7%
<b>Fixed-Bus Subtotal</b>	<b>50,048,942</b>	<b>47,908,558</b>	<b>47,571,263</b>	<b>(2,140,384)</b>	<b>(337,295)</b>	<b>-4.3%</b>	<b>-0.7%</b>
Light Rail (Blue, Orange, Green)	37,607,470	36,979,119	37,274,030	(628,351)	294,911	-1.7%	0.8%
Light Rail (Silver)	31,749	16,082	19,727	(15,667)	3,645	-49.3%	22.7%
<b>Light Rail Subtotal</b>	<b>37,639,219</b>	<b>36,995,201</b>	<b>37,293,757</b>	<b>(644,018)</b>	<b>298,556</b>	<b>-1.7%</b>	<b>0.8%</b>
<b>ALL Fixed Route</b>	<b>87,688,161</b>	<b>84,903,759</b>	<b>84,865,020</b>	<b>(2,784,402)</b>	<b>(38,739)</b>	<b>-3.2%</b>	<b>0.0%</b>
Demand-Resp. (MTS Access)	529,091	505,973	423,212	(23,118)	(82,761)	-4.4%	-16.4%
Demand-Resp. (Access Taxi)	-	-	69,263	-	69,263	-	100.0%
<b>Demand-Resp. Subtotal</b>	<b>529,091</b>	<b>505,973</b>	<b>492,475</b>	<b>(23,118)</b>	<b>(13,498)</b>	<b>-4.4%</b>	<b>-2.7%</b>
<b>System</b>	<b>88,217,252</b>	<b>85,409,732</b>	<b>85,357,495</b>	<b>(2,807,520)</b>	<b>(52,237)</b>	<b>-3.2%</b>	<b>-0.1%</b>

*NOTES:* After three years of ridership declines since an FY 2015 peak, overall passenger levels for FY 2019 have leveled off. Trolley services and bus routes that received added resources in the Transit Optimization Plan are seeing positive year-over-year results. Overall, minor ridership losses in bus operations were balanced by Trolley gains, largely on the Blue Line, for a flat year-over-year result.

**Average Weekday Passengers**

Route Categories	FY 2017	FY 2018	FY 2019	# Change FY17 - FY18	# Change FY18 - FY19	% Change FY17 - FY18	% Change FY18 - FY19
Urban Frequent	101,380	96,883	99,521	(4,497)	2,638	-4.4%	2.7%
Urban Standard	32,620	31,423	25,567	(1,197)	(5,856)	-3.7%	-18.6%
Rapid	20,836	19,823	21,678	(1,013)	1,856	-4.9%	9.4%
Express	7,916	7,623	7,247	(293)	(376)	-3.7%	-4.9%
Circulator	2,844	2,564	2,947	(280)	383	-9.8%	14.9%
Premium/Rapid Express	1,131	1,117	1,112	(14)	(5)	-1.3%	-0.4%
Rural	297	319	334	22	15	7.4%	4.8%
<b>Fixed-Bus Subtotal</b>	<b>167,024</b>	<b>159,751</b>	<b>158,406</b>	<b>(7,273)</b>	<b>(1,345)</b>	<b>-4.4%</b>	<b>-0.8%</b>
Light Rail (Blue, Orange, Green)	115,211	113,370	114,624	(1,841)	1,253	-1.6%	1.1%
Light Rail (Silver)	380	101	83	(279)	(18)	-73.4%	-18.3%
<b>Light Rail Subtotal</b>	<b>115,591</b>	<b>113,471</b>	<b>114,706</b>	<b>(2,120)</b>	<b>1,235</b>	<b>-1.8%</b>	<b>1.1%</b>
<b>ALL Fixed Route</b>	<b>282,615</b>	<b>273,222</b>	<b>273,112</b>	<b>(9,393)</b>	<b>(110)</b>	<b>-3.3%</b>	<b>0.0%</b>
Demand-Resp. (MTS Access)	1,911	1,815	1,523	(96)	(292)	-5.0%	-16.1%
Demand-Resp. (Access Taxi)	-	-	231	-	231	-	100.0%
<b>Demand-Resp. Subtotal</b>	<b>1,911</b>	<b>1,815</b>	<b>1,754</b>	<b>(96)</b>	<b>(61)</b>	<b>-5.0%</b>	<b>-3.4%</b>
<b>System</b>	<b>284,526</b>	<b>275,037</b>	<b>274,866</b>	<b>(9,489)</b>	<b>(171)</b>	<b>-3.3%</b>	<b>-0.1%</b>

*NOTES:* Similar to the overall passenger figures, average weekday ridership gains on Trolley services mostly offset small losses on the bus side, resulting in a flat change since the same period last year.

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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 2017	FY 2018	FY 2019	% Change FY17 - FY18	% Change FY18 - FY19
Urban Frequent	29.7	28.2	26.8	-5.1%	-5.0%
Urban Standard	21.5	21.1	18.8	-1.9%	-10.9%
Rapid	33.9	32.5	31.4	-4.1%	-3.4%
Express	25.8	25.1	25.4	-2.7%	1.1%
Circulator	14.2	12.9	13.3	-9.2%	3.0%
Premium/Rapid Express	25.3	24.3	24.0	-4.0%	-1.2%
Rural	11.2	12.0	15.8	7.1%	31.5%
<b>Fixed-Bus Subtotal</b>	<b>27.3</b>	<b>26.3</b>	<b>25.1</b>	<b>-3.7%</b>	<b>-4.7%</b>
Light Rail (Blue, Orange, Green)	218.4	215.4	216.7	-1.4%	0.6%
Light Rail (Silver)	38.7	23.6	21.6	-39.0%	-8.3%
<b>Light Rail Subtotal</b>	<b>217.7</b>	<b>214.6</b>	<b>215.7</b>	<b>-1.4%</b>	<b>0.5%</b>
<b>ALL Fixed Route</b>	<b>43.7</b>	<b>42.5</b>	<b>41.0</b>	<b>-2.7%</b>	<b>-3.6%</b>
Demand-Resp. (MTS Access)	2.0	2.0	2.0	-0.1%	0.1%
Demand-Resp. (Access Taxi)	-	-	3.3	-	100.0%
<b>Demand-Resp. Subtotal</b>	<b>2.0</b>	<b>2.0</b>	<b>2.1</b>	<b>-0.1%</b>	<b>6.0%</b>
<b>System</b>	<b>38.9</b>	<b>38.0</b>	<b>37.1</b>	<b>-2.3%</b>	<b>-2.4%</b>

**NOTES:** While passenger levels were flat year-over-year and Trolley productivity increased slightly, service added during the Transit Optimization Plan (TOP) reduced the passengers per revenue hour on the bus side and reduced the system productivity by 2.4%. Staff expects this figure to improve as new capacity added during the TOP is absorbed by latent and new demand.

**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 2017	FY 2018	FY 2019	% Change FY17 - FY18	% Change FY18 - FY19
Urban Frequent	38.2	35.3	33.8	-7.6%	-4.2%
Urban Standard	31.2	29.1	26.1	-6.7%	-10.4%
Rapid	46.8	43.7	41.3	-6.6%	-5.4%
Express	33.1	32.5	33.4	-1.8%	2.8%
Circulator	18.7	16.7	17.4	-10.7%	4.4%
Premium/Rapid Express	27.4	26.8	26.6	-2.2%	-0.7%
Rural	14.4	15.8	15.8	9.7%	-0.1%
<b>Fixed-Bus Subtotal</b>	<b>35.3</b>	<b>33.8</b>	<b>32.3</b>	<b>-4.4%</b>	<b>-4.2%</b>
Light Rail (Blue, Orange, Green)	260.0	258.0	260.9	-0.8%	1.1%
Light Rail (Silver)	82.0	39.1	23.6	-52.3%	-39.6%
<b>Light Rail Subtotal</b>	<b>259.6</b>	<b>257.6</b>	<b>260.6</b>	<b>-0.8%</b>	<b>1.2%</b>
<b>ALL Fixed Route</b>	<b>54.6</b>	<b>52.9</b>	<b>51.1</b>	<b>-3.1%</b>	<b>-3.3%</b>
Demand-Resp. (MTS Access)	N/A	N/A	N/A	N/A	N/A
Demand-Resp. (Access Taxi)	N/A	N/A	N/A	N/A	N/A
<b>Demand-Resp. Subtotal</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>System</b>	<b>54.6</b>	<b>52.9</b>	<b>51.1</b>	<b>-3.1%</b>	<b>-3.4%</b>

**NOTES:** The Weekday Passengers per In-Service Hour metric followed the same trends as Passengers per Revenue 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
	Sept. 2017	Jan. 2018	June 2018	Sept. 2018	Jan. 2019	
Urban Frequent	81.5%	82.8%	84.1%	82.5%	83.1%	85.0%
Urban Standard	84.4%	86.2%	85.4%	84.8%	86.0%	90.0%
Rapid	84.7%	84.6%	84.9%	83.3%	85.0%	85.0%
Express	82.1%	81.6%	81.2%	78.2%	79.3%	90.0%
Circulator	79.7%	82.6%	84.7%	87.5%	86.9%	90.0%
Premium/Rapid Express	85.4%	87.3%	87.9%	83.9%	85.1%	90.0%
Rural	N/A	N/A	N/A	N/A	N/A	
Demand-Resp. (Access & Taxi)	N/A	N/A	N/A	N/A	N/A	
Light Rail (Blue, Orange, Green)	95.9%	97.1%	94.5%	95.3%	95.1%	90.0%
Light Rail (Silver)	94.2%	95.3%	98.3%	98.8%	99.3%	90.0%
<b>System</b>	<b>82.7%</b>	<b>83.9%</b>	<b>84.7%</b>	<b>83.4%</b>	<b>84.2%</b>	

**NOTES:** Overall, on-time performance improved slightly from September 2017 to September 2018, and from January 2018 to January 2019. However, all bus modes continue to be challenged to meet their goals, with increased traffic, and a number of significant road and pipeline construction projects causing detours and delays.

**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 2017	FY 2018	FY 2019
MTS Directly-Operated Bus	1.04	1.16	1.09
MTS Contracted Fixed-Route Bus	1.19	1.19	1.24
Demand-Resp. (Access & Taxi)	1.17	1.28	0.76
MTS Rail	-	0.06	0.03

**NOTES:** Trolley had no preventable accidents in FY16 or FY17, but two such accidents in FY18 and one in FY19.

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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 2017	FY 2018	FY 2019	% Change FY17 - FY18	% Change FY18 - FY19
MTS Directly-Operated Bus	9,650	10,980	16,303	13.8%	48.5%
MTS Contracted Fixed-Route Bus	6,561	7,775	7,221	18.5%	-7.1%
Demand-Resp. (Access & Taxi)	49,639	58,393	40,712	17.6%	-30.3%
MTS Rail	6,906	9,239	10,392	33.8%	12.5%

NOTES: The rate of mechanical failures for MTS' directly-operated services improved from FY18 to FY19, while contracted bus services experienced fewer miles between roadcalls.

**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 2017	FY 2018	FY 2019	% Change FY17 - FY18	% Change FY18 - FY19
MTS Directly-Operated Bus	3.5	4.7	5.3	36.7%	11.2%
MTS Contracted Fixed-Route Bus	5.7	5.8	7.2	2.5%	24.0%
Demand-Resp. (Access & Taxi)	85.4	106.5	112.1	24.7%	5.2%
MTS Rail	1.2	1.4	1.5	8.9%	12.1%
<b>System</b>	<b>3.7</b>	<b>4.2</b>	<b>4.8</b>	<b>14.7%</b>	<b>15.0%</b>

NOTES: MTS saw an increase in customer contacts and complaints on fixed-route services over the year prior, in part because of the substantial changes made through the TOP in January through September 2018. 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 over time.

**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	FY19 Budget	FY19 Actual	# Diff	% Diff
MTS Directly-Operated Bus	821,543	822,638	1,095	0.1%
MTS Contracted Fixed-Route Bus	1,069,300	1,074,679	5,379	0.5%
Demand-Resp (Access & Taxi)	251,120	230,661	(20,459)	-8.1%
MTS Rail	482,950	487,132	4,182	0.9%
<b>System</b>	<b>2,624,913</b>	<b>2,615,110</b>	<b>(9,803)</b>	<b>-0.4%</b>

NOTES: In FY19, MTS operated largely the same level of service as was budgeted, except for MTS Access, which was notably below budget.

**Revenue Miles**

Operator	FY19 Budget	FY19 Actual	# Diff	% Diff
MTS Directly-Operated Bus	9,765,328	9,738,607	(26,721)	-0.3%
MTS Contracted Fixed-Route Bus	11,050,566	11,138,358	87,792	0.8%
Demand-Resp (Access & Taxi)	4,621,091	4,528,073	(93,018)	-2.0%
MTS Rail	8,684,277	8,820,704	136,427	1.6%
<b>System</b>	<b>34,121,262</b>	<b>34,225,742</b>	<b>104,480</b>	<b>0.3%</b>

NOTES: In FY19, MTS operated largely the same number of miles as budgeted.

**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 2018	June 2019	% Change FY18 - FY19
MTS Directly-Operated Bus	216	214	(2)
MTS Contracted Fixed-Route Bus	291	307	16
MTS Rail	97	97	0

NOTES: Trolley's peak car requirement remained consistent. Changes made for the Transit Optimization Plan and the new South Bay Rapid 225 increased contracted bus services. Also, the TOP reduced underperforming peak services and reallocated hours to midday on higher productivity routes, resulting in a decrease in the **peak** bus requirement while the overall hours remained fairly flat.

**Scheduled In-Service Speed (MPH) (Weekday)**

Operator	June 2018	June 2019	% Change FY18 - FY19
MTS Directly-Operated Bus	14.6	14.7	0.7%
MTS Contracted Fixed-Route Bus	13.6	13.8	1.2%
MTS Rail	18.2	18.3	0.5%

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 2018	June 2019	% Change FY18 - FY19
MTS Directly-Operated Bus	87.7%	87.6%	-0.1%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail	99.2%	97.9%	-1.3%

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

**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 2018	June 2019	% Change FY18 - FY19
MTS Directly-Operated Bus	76.7%	76.3%	-0.5%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail (Layover Included)	98.9%	97.9%	-1.0%

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 2017	FY 2018	FY 2019	% Change FY17 - FY18	% Change FY18 - FY19
MTS Directly-Operated Bus	32.3%	29.3%	22.5%	-9.3%	-23.2%
MTS Contracted Fixed-Route Bus	52.7%	49.8%	36.0%	-5.5%	-27.7%
MTS Rail	51.0%	49.6%	51.6%	-2.7%	4.0%
<b>ALL Fixed Route</b>	<b>38.4%</b>	<b>36.2%</b>	<b>35.8%</b>	<b>-5.7%</b>	<b>-1.1%</b>
Demand-Resp (Access & Taxi)	14.0%	12.9%	14.8%	-7.9%	14.7%
<b>System</b>	<b>36.5%</b>	<b>34.4%</b>	<b>34.3%</b>	<b>-5.8%</b>	<b>-0.3%</b>

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

Route Categories	FY 2017	FY 2018	FY 2019	% Change FY17 - FY18	% Change FY18 - FY19
Urban Frequent	\$ 1.98	\$ 2.26	\$ 2.34	14.1%	3.5%
Urban Standard	\$ 1.96	\$ 2.11	\$ 2.60	7.7%	23.2%
Rapid	\$ 2.48	\$ 2.72	\$ 2.82	9.7%	3.7%
Express	\$ 3.59	\$ 3.87	\$ 3.72	7.8%	-3.9%
Circulator	\$ 2.65	\$ 3.08	\$ 3.05	16.2%	-1.0%
Premium/Rapid Express	\$ 3.73	\$ 4.27	\$ 4.83	14.5%	13.1%
Rural	\$ 10.24	\$ 8.49	\$ 8.43	-17.1%	-0.7%
<b>Fixed-Bus Subtotal</b>	<b>\$ 2.14</b>	<b>\$ 2.39</b>	<b>\$ 2.54</b>	<b>11.7%</b>	<b>6.3%</b>
Light Rail (Blue, Orange, Green)	\$ 1.00	\$ 1.07	\$ 1.05	7.0%	-1.9%
Light Rail (Silver)	\$ 11.52	\$ 18.42	\$ 20.67	59.9%	12.2%
<b>Light Rail Subtotal</b>	<b>\$ 1.00</b>	<b>\$ 1.08</b>	<b>\$ 1.06</b>	<b>8.0%</b>	<b>-1.9%</b>
<b>ALL Fixed Route</b>	<b>\$ 1.65</b>	<b>\$ 1.82</b>	<b>\$ 1.89</b>	<b>10.3%</b>	<b>3.8%</b>
Demand-Resp. (MTS Access)	\$ 32.11	\$ 34.62	\$ 36.26	7.8%	4.7%
Demand-Resp. (Access Taxi)	\$ -	\$ -	\$ 19.94	-	100.0%
<b>Demand Response Subtotal</b>	<b>\$ 32.11</b>	<b>\$ 34.62</b>	<b>\$ 33.97</b>	<b>7.8%</b>	<b>-1.9%</b>
<b>System</b>	<b>\$ 1.84</b>	<b>\$ 2.01</b>	<b>\$ 2.07</b>	<b>9.2%</b>	<b>3.0%</b>

The overall systemwide subsidy per passenger went up 2.3%, a smaller growth than previous years. Also, fare changes effective in September 2019 should reduce the required subsidy per passenger for FY 2020.

FY 2019 ANNUAL ROUTE STATISTICS										
Route	Cat	Jurisdiction	Annual Passengers	FY18-19 Change	Avg. Wkday Passengers	Passengers/ Rev Hour	Cost Per Passenger	Average Fare	Subsidy per Passenger	Farebox Recovery
Blue	LRT	SD,NC,CV	18,246,797	2.8%	56,994	306.1	\$ 1.54	\$ 1.13	\$ 0.41	73.3%
Orange	LRT	SD,LG,LM,EC	8,350,180	(0.6%)	26,016	169.7	\$ 3.56	\$ 1.13	\$ 2.44	31.6%
Green	LRT	SD,LM,EC,ST	10,677,053	(1.4%)	31,613	168.9	\$ 2.17	\$ 1.13	\$ 1.04	51.9%
Silver	LRT	SD	19,727	22.7%	83	21.6	\$ 21.75	\$ 1.08	\$ 20.67	5.0%
1	Freq	SD,LM	1,106,014	(3.0%)	3,637	22.4	\$ 2.60	\$ 1.01	\$ 1.59	39.0%
2	Freq	SD	846,251	(10.0%)	2,779	24.4	\$ 4.88	\$ 0.98	\$ 3.90	20.0%
3	Freq	SD	1,578,894	4.9%	5,297	30.2	\$ 1.69	\$ 1.04	\$ 0.65	61.5%
4	Std	SD	683,197	(0.4%)	2,194	29.2	\$ 4.08	\$ 0.96	\$ 3.12	23.4%
5	Freq	SD	750,910	2.1%	2,571	30.0	\$ 1.71	\$ 1.02	\$ 0.69	59.6%
6	Freq	SD	357,664	(14.1%)	1,116	19.5	\$ 6.10	\$ 0.98	\$ 5.12	16.0%
7	Freq	SD	2,174,381	(12.3%)	6,637	28.9	\$ 4.12	\$ 0.96	\$ 3.16	23.2%
8	Freq	SD	419,835	1.7%	1,106	21.9	\$ 5.44	\$ 0.94	\$ 4.51	17.2%
9	Freq	SD	388,726	5.3%	1,153	22.9	\$ 5.20	\$ 0.94	\$ 4.26	18.1%
10	Freq	SD	1,175,265	(7.2%)	3,856	29.5	\$ 4.03	\$ 0.98	\$ 3.05	24.3%
11	Freq	SD	706,255	(50.4%)	2,336	18.8	\$ 6.34	\$ 1.00	\$ 5.34	15.8%
12	Freq	SD	1,142,007	132.1%	3,755	26.4	\$ 4.51	\$ 0.96	\$ 3.55	21.2%
13	Freq	SD,NC	1,823,187	6.9%	5,985	30.6	\$ 3.90	\$ 0.94	\$ 2.96	24.0%
14	Circ	SD,LM	49,631	(13.7%)	196	7.7	\$ 6.75	\$ 1.07	\$ 5.67	15.9%
18	Circ	SD	26,682	10.6%	105	10.2	\$ 5.13	\$ 1.01	\$ 4.11	19.8%
20	Exp	SD	534,173	(11.8%)	1,806	15.4	\$ 7.72	\$ 0.96	\$ 6.77	12.4%
25	Circ	SD	60,610	(32.6%)	240	9.7	\$ 5.36	\$ 1.05	\$ 4.31	19.6%
27	Std	SD	222,253	(13.8%)	811	14.5	\$ 3.89	\$ 1.06	\$ 2.83	27.3%
28	Std	SD	349,758	(6.1%)	1,141	27.0	\$ 1.66	\$ 1.00	\$ 0.66	60.4%
30	Freq	SD	1,579,366	1.7%	5,146	22.6	\$ 5.28	\$ 0.98	\$ 4.30	18.6%
31	Std	SD	106,759	(12.7%)	422	21.7	\$ 5.49	\$ 0.97	\$ 4.52	17.7%
35	Std	SD	573,496	7.0%	1,796	25.4	\$ 1.58	\$ 0.98	\$ 0.61	61.7%
41	Freq	SD	1,113,043	0.9%	3,797	30.8	\$ 3.87	\$ 1.02	\$ 2.85	26.3%
44	Freq	SD	1,017,661	(3.8%)	3,339	27.4	\$ 4.35	\$ 0.96	\$ 3.39	22.1%
50	Exp	SD	140,309	(32.7%)	555	18.5	\$ 6.43	\$ 0.98	\$ 5.45	15.2%
60	Exp	SD	82,709	(0.4%)	327	25.0	\$ 4.76	\$ 0.97	\$ 3.79	20.3%
83	Circ	SD	24,743	(13.3%)	98	7.7	\$ 6.76	\$ 1.05	\$ 5.71	15.6%
84	Circ	SD	24,261	(6.7%)	96	8.1	\$ 6.44	\$ 1.04	\$ 5.40	16.1%
88	Circ	SD	80,419	(2.3%)	274	17.2	\$ 3.04	\$ 0.98	\$ 2.06	32.4%
105	Std	SD	279,555	(2.0%)	958	20.1	\$ 5.93	\$ 0.97	\$ 4.96	16.3%
110	Exp	SD	39,999	0.6%	158	21.8	\$ 5.47	\$ 1.02	\$ 4.44	18.7%
115	Std	SD,LM,EC	228,865	(3.3%)	805	14.2	\$ 5.22	\$ 1.07	\$ 4.14	20.6%
120	Freq	SD	693,557	(10.1%)	2,253	20.4	\$ 5.83	\$ 0.96	\$ 4.88	16.4%
150	Exp	SD	824,005	(2.3%)	3,069	33.9	\$ 3.51	\$ 1.03	\$ 2.48	29.4%
201/202^	Rapid	SD	2,525,053	17.7%	8,770	58.3	\$ 2.05	\$ 1.10	\$ 0.94	53.8%
204^	Rapid	SD	73,677	(33.7%)	291	17.9	\$ 6.67	\$ 1.08	\$ 5.59	16.2%
215^	Rapid	SD	1,907,762	(4.8%)	5,834	30.8	\$ 3.86	\$ 0.97	\$ 2.90	25.0%
225^	Rapid	CV	236,103	n/a	1,861	11.7	\$ 11.43	\$ 0.91	\$ 10.52	7.9%
235^	Rapid	SD,Escdo	1,494,413	0.3%	4,930	22.6	\$ 5.27	\$ 0.94	\$ 4.33	17.9%
237^	Rapid	SD	267,962	6.4%	1,059	23.0	\$ 5.19	\$ 1.06	\$ 4.13	20.4%
280	RpEx	SD,Escdo	116,810	(2.7%)	462	20.3	\$ 11.27	\$ 4.16	\$ 7.12	36.9%
290	RpEx	SD	164,430	0.8%	650	27.6	\$ 7.39	\$ 4.18	\$ 3.21	56.5%
701	Freq	CV	561,124	1.6%	2,002	21.8	\$ 2.99	\$ 0.95	\$ 2.03	31.9%
704	Std	CV	451,508	(4.5%)	1,584	21.6	\$ 3.27	\$ 0.96	\$ 2.32	29.2%
705	Std	CV	241,612	3.0%	886	21.5	\$ 2.71	\$ 0.93	\$ 1.77	34.5%
707	Std	CV	65,551	(5.3%)	259	10.9	\$ 5.62	\$ 0.90	\$ 4.72	16.1%
709	Freq	CV	886,522	0.7%	3,193	30.0	\$ 2.42	\$ 0.92	\$ 1.50	38.1%
712	Freq	CV	715,360	1.0%	2,554	28.6	\$ 2.34	\$ 0.96	\$ 1.39	40.8%
815	Freq	EC	431,559	17.7%	1,442	25.0	\$ 1.85	\$ 1.03	\$ 0.82	55.5%
816	Std	EC,Cty	132,355	(37.6%)	523	14.3	\$ 4.53	\$ 1.05	\$ 3.48	23.1%
832	Std	ST	37,652	(9.4%)	124	13.2	\$ 4.48	\$ 1.07	\$ 3.42	23.8%
833	Std	EC,ST	107,911	(6.1%)	362	14.5	\$ 3.61	\$ 1.03	\$ 2.58	28.5%
834	Std	ST	20,252	62.2%	80	9.4	\$ 7.18	\$ 1.08	\$ 6.10	15.0%
838	Std	Cty	98,991	125.1%	302	9.6	\$ 5.42	\$ 0.99	\$ 4.43	18.3%
848	Std	EC,Cty	339,643	(4.5%)	1,108	21.4	\$ 2.86	\$ 1.03	\$ 1.83	35.9%
851	Circ	LM,Cty	63,655	(16.0%)	252	18.3	\$ 2.85	\$ 1.01	\$ 1.84	35.3%
852	Std	SD,LM	287,762	1686.8%	913	15.0	\$ 3.82	\$ 1.06	\$ 2.76	27.7%
854	Std	SD,LM	108,853	(21.2%)	430	18.5	\$ 3.75	\$ 1.08	\$ 2.67	28.8%
855	Std	LM,Cty	217,883	(9.7%)	751	23.9	\$ 2.49	\$ 1.02	\$ 1.47	41.0%

FY 2019 ANNUAL ROUTE STATISTICS										
Route	Cat	Jurisdiction	Annual Passengers	FY18-19 Change	Avg. Wkday Passengers	Passengers/ Rev Hour	Cost Per Passenger	Average Fare	Subsidy per Passenger	Farebox Recovery
856	Std	SD, LG, Cty	520,222	(9.4%)	1,836	21.6	\$ 3.12	\$ 1.04	\$ 2.08	33.4%
864	Std	EC, Cty	294,475	(16.9%)	935	19.1	\$ 2.85	\$ 1.02	\$ 1.83	35.8%
872	Exp	EC	42,331	(53.4%)	167	12.8	\$ 3.40	\$ 1.07	\$ 2.34	31.4%
874/875	Std	EC	371,813	(4.7%)	1,248	21.7	\$ 2.81	\$ 1.04	\$ 1.77	36.9%
888	Rural	EC, Cty	2,065	4.0%	18	4.0	\$ 49.01	\$ 2.07	\$ 46.94	4.2%
891	Rural	EC, Cty	1,161	41.4%	21	3.8	\$ 48.89	\$ 2.98	\$ 45.91	6.1%
892	Rural	EC, Cty	807	(21.0%)	15	2.9	\$ 66.32	\$ 3.38	\$ 62.94	5.1%
894	Rural	EC, Cty	80,519	4.6%	318	18.9	\$ 8.73	\$ 2.33	\$ 6.39	26.7%
901	Freq	SD, IB, Cor	788,763	0.1%	2,514	19.3	\$ 4.62	\$ 0.94	\$ 3.68	20.4%
904*	Circ	Cor	171,848	3.5%	444	20.9	\$ 1.47	\$ 0.09	\$ 1.38	6.4%
905	Std	SD	441,903	(16.6%)	1,541	29.6	\$ 3.20	\$ 0.80	\$ 2.39	25.1%
906/907	Freq	SD	1,923,490	(5.8%)	6,201	41.5	\$ 1.08	\$ 0.83	\$ 0.25	77.3%
909	Circ	SD	48,743	1414.7%	193	14.0	\$ 5.98	\$ 0.72	\$ 5.26	12.1%
916/917	Std	SD, LG	160,068	(15.8%)	566	13.9	\$ 5.16	\$ 1.02	\$ 4.14	19.9%
921	Std	SD	252,326	0.2%	828	15.9	\$ 3.65	\$ 1.06	\$ 2.59	29.0%
923	Std	SD	212,314	1.3%	839	15.9	\$ 3.76	\$ 0.96	\$ 2.80	25.5%
928	Std	SD	269,855	4.7%	977	17.6	\$ 3.80	\$ 1.07	\$ 2.73	28.1%
929	Freq	SD, CV, NC	2,086,806	(4.1%)	6,782	33.3	\$ 1.95	\$ 0.97	\$ 0.97	50.1%
932	Freq	SD, CV, NC	1,124,493	2.6%	3,818	27.9	\$ 2.27	\$ 0.95	\$ 1.33	41.7%
933/934	Freq	SD, IB	1,592,518	(1.6%)	5,299	28.0	\$ 2.78	\$ 0.96	\$ 1.83	34.4%
936	Std	SD, LG, Cty	456,447	(9.4%)	1,351	21.9	\$ 2.54	\$ 1.02	\$ 1.51	40.4%
944	Std	SD, PW	62,655	0.4%	231	8.1	\$ 6.43	\$ 1.02	\$ 5.41	15.9%
945	Std	SD, PW	126,660	(4.2%)	461	10.5	\$ 4.95	\$ 1.04	\$ 3.90	21.1%
945A	Std	PW	12,399	(5.5%)	49	12.9	\$ 4.03	\$ 0.96	\$ 3.08	23.7%
950	Exp	SD	387,435	25.4%	1,332	51.1	\$ 2.26	\$ 0.78	\$ 1.48	34.4%
955	Freq	SD, NC	1,325,995	1.4%	4,349	27.4	\$ 2.22	\$ 0.99	\$ 1.23	44.6%
961	Freq	SD, NC	590,123	2.1%	1,924	25.3	\$ 2.64	\$ 0.97	\$ 1.67	36.6%
962	Freq	SD, NC, Cty	521,807	32.4%	1,682	20.2	\$ 3.26	\$ 0.98	\$ 2.28	30.1%
963	Std	SD, NC	162,665	(28.8%)	533	17.2	\$ 3.09	\$ 0.97	\$ 2.12	31.5%
964	Circ	SD	133,627	1.4%	528	13.0	\$ 4.02	\$ 1.02	\$ 3.00	25.4%
965	Circ	SD	53,228	(11.6%)	189	11.3	\$ 4.60	\$ 1.06	\$ 3.54	23.1%
967	Std	SD, NC	39,459	(21.7%)	156	11.0	\$ 4.72	\$ 1.07	\$ 3.65	22.7%
968	Std	NC	48,960	(13.6%)	194	11.8	\$ 5.54	\$ 0.97	\$ 4.58	17.4%
972**	Circ	SD	32,676	5.0%	129	19.8	\$ 2.82	\$ 0.99	\$ 1.83	35.0%
973**	Circ	SD	17,962	(20.4%)	71	13.3	\$ 4.20	\$ 0.99	\$ 3.21	23.5%
978**	Circ	SD	16,166	(12.2%)	64	12.5	\$ 4.48	\$ 0.99	\$ 3.49	22.1%
979**	Circ	SD	17,384	(6.6%)	69	13.9	\$ 4.02	\$ 0.99	\$ 3.03	24.6%
992	Freq	SD	420,252	7.7%	1,202	18.7	\$ 2.75	\$ 0.85	\$ 1.90	30.8%
Access	D.R.	ALL	423,212	(16.4%)	1,523	2.0	\$ 42.21	\$ 5.95	\$ 36.26	14.1%
Taxi	D.R.	ALL	69,263	n/a	231	3.3	\$ 25.64	\$ 5.71	\$ 19.94	22.3%
<b>TOTAL</b>			<b>85,357,495</b>	<b>(0.1%)</b>	<b>274,866</b>	<b>37.1</b>	<b>\$ 3.15</b>	<b>\$ 1.08</b>	<b>\$ 2.07</b>	<b>34.3%</b>

Route Category	Annual Passengers	% Change FY18-FY19	Avg. Wkday Passengers	Passengers/ Rev Hour	Cost Per Passenger	Average Fare	Subsidy per Passenger	Farebox Recovery
Urban Frequent	30,415,325	3.1%	99,521	26.8	\$ 3.30	\$ 0.96	\$ 2.34	29.2%
Urban Standard	7,454,910	-19.5%	25,567	18.8	\$ 3.60	\$ 1.00	\$ 2.60	27.8%
Rapid ^	6,504,970	8.4%	21,678	31.4	\$ 3.84	\$ 1.02	\$ 2.82	26.5%
Express	2,008,630	-4.2%	7,247	25.4	\$ 4.68	\$ 0.96	\$ 3.73	20.4%
Circulator	821,636	22.6%	2,947	13.3	\$ 3.87	\$ 0.81	\$ 3.06	20.9%
Premium/Rapid Express	281,240	-0.7%	1,112	24.0	\$ 9.00	\$ 4.17	\$ 4.83	46.3%
Rural ^^	84,552	4.7%	334	15.8	\$ 10.81	\$ 2.35	\$ 8.46	21.7%
<b>Fixed Bus Subtotal</b>	<b>47,571,263</b>	<b>-0.7%</b>	<b>158,406</b>	<b>25.1</b>	<b>\$ 3.54</b>	<b>\$ 0.99</b>	<b>\$ 2.54</b>	<b>28.1%</b>
Light Rail (B,O,G)	37,274,030	0.8%	114,624	216.7	\$ 2.17	\$ 1.13	\$ 1.05	51.9%
Light Rail (Silver)	19,727	22.7%	83	21.6	\$ 21.75	\$ 1.08	\$ 20.67	5.0%
<b>Light Rail Subtotal</b>	<b>37,293,757</b>	<b>0.8%</b>	<b>114,706</b>	<b>215.7</b>	<b>\$ 2.18</b>	<b>\$ 1.13</b>	<b>\$ 1.06</b>	<b>51.6%</b>
<b>ALL Fixed-Route</b>	<b>84,865,020</b>	<b>0.0%</b>	<b>273,112</b>	<b>41.0</b>	<b>\$ 2.94</b>	<b>\$ 1.05</b>	<b>\$ 1.89</b>	<b>35.8%</b>
MTS Access	423,212	-2.7%	1,523	2.0	\$ 42.21	\$ 5.95	\$ 36.26	14.1%
Access Taxi	69,263	n/a	231	3.3	\$ 25.64	\$ 5.71	\$ 19.94	22.3%
<b>Demand-Resp Subtotal</b>	<b>492,475</b>		<b>1,754</b>	<b>2.1</b>	<b>\$ 39.88</b>	<b>\$ 5.92</b>	<b>\$ 33.97</b>	<b>14.8%</b>
<b>System Total</b>	<b>85,357,495</b>	<b>-0.1%</b>	<b>274,866</b>	<b>37.1</b>	<b>\$ 3.15</b>	<b>\$ 1.08</b>	<b>\$ 2.07</b>	<b>34.3%</b>

\* City of Coronado subsidized fares for summer service on Route 904.

\*\* SVCC Fares and one-half of the subsidy are paid for by NCTD.

^ SANDAG reimburses MTS for the net operating cost using TransNet funds for Routes 201-237.

^^ Routes 888, 891, 892, and 894 receive federal rural operating subsidy.

SD=San Diego, NC=National City, CV=Chula Vista  
 IB=Imperial Beach, LG=Lemon Grove, LM=La Mesa  
 EC=El Cajon, ST=Santee, PW=Poway  
 Cor=Coronado, Cty=County, Esco=Escondido



**San Diego Metropolitan Transit System  
POLICY 42 TITLE VI MONITORING REPORT  
FY 2019: JULY 2018 - JUNE 2019**

DATE: 10/04/19  
Att. A, AI 47, 10/10/19

**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)			
<b>Rapid Express/Premium Express</b>							
<i>Goal</i>	<i>30 min.</i>	<i>n/a</i>	<i>1.00</i>	<i>20% Max</i>			<i>90%</i>
280	15	-	-	-		Operates peaks only	83%
290	10	-	-	-		Operates peaks only	87%
<b>Express</b>							
<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	-	-	-		Operates peaks only	83%
60	15/30	-	-	-		Operates peaks only	72%
110	20	-	-	-		Operates peaks only	90%
150	15/30	30	-	-		-	66%
950	10/20	30	-	-	✓	-	98%
<b>Light Rail</b>							
<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	-	-	✓	-	96%
Orange	15	15	-	-	✓	-	95%
Green	15	15	-	-		-	94%
Silver	30	30	-	-		Operates Fri.-Sun. only	99%
<b>Rapid</b>							
<i>Goal</i>	<i>n/a</i>	<i>15 min.</i>	<i>1.50</i>	<i>20% Max</i>			<i>85%</i>
201/202	5-10	10	-	-		-	79%
204	30	30	-	-		-	83%
215	10	15	-	-		-	87%
225	15	30	-	-	✓	-	85%
235	15	15	-	-		-	88%
237	15/30	-	-	-	✓	Operates peaks only	90%
<b>Urban Frequent</b>							
<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	-	-		-	85%
2	12	15	-	-		-	83%
3	12	12	-	-	✓	-	78%
5	12	12	-	-	✓	-	90%
6	15	15	-	-		-	83%
7	10	10	-	-	✓	-	79%
8*	20	20	-	-		Summer freq. = 15 min.	86%
9*	20	20	-	-		Summer freq. = 15 min.	89%
10	15	15	-	-		-	84%
11	15	15	-	-		-	82%
12	15	15	-	-	✓	-	85%
13	12	12	-	-	✓	-	89%
30	15	15	-	-		-	78%
35	15	15	-	-		-	92%
41	7.5/15	15	-	-		-	84%
44	7.5/15	15	-	-		-	83%
120	15	15	-	-		-	82%
701	15	15	-	-	✓	-	85%
709	7.5/15	15	-	-	✓	-	86%
712	7.5/15	15	-	-	✓	-	88%
815	15	15	-	-		-	87%
901	15	30	-	-		-	78%
906/907	15	15	-	-	✓	-	87%
929	12	15	-	-	✓	-	75%
932	15	15	-	-	✓	-	83%
933/934	15	15	-	-	✓	-	76%
955	12	12	-	-	✓	-	85%
961	15	15	-	-	✓	-	91%
962	15	15	-	-	✓	-	90%
992	15	15	-	-		-	78%

**San Diego Metropolitan Transit System  
POLICY 42 TITLE VI MONITORING REPORT  
FY 2019: JULY 2018 - JUNE 2019**

DATE: 10/04/19  
Att. A, AI 47, 10/10/19

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)			
<b>Urban Standard</b>							
<b>Goal</b>	<b>n/a</b>	<b>30 min.</b>	<b>1.50</b>	<b>20% Max</b>			<b>85%</b>
4	30	30	-	-	✓	-	84%
27	30	30	-	-		-	82%
28	30	30	-	-		-	91%
31	30	-	-	-	✓	Operates peaks only	83%
105	30	30	-	-		-	85%
115	30	30	-	-		-	90%
704	30	30	-	-	✓	-	81%
705	30	30	-	-	✓	-	96%
707	30	30	-	-	✓	-	95%
816	30	30	-	-		-	88%
832	60	60	-	-		-	86%
833	30	30	-	-		VLF goal = 1.00 (minibus)	81%
834	60	60	-	-		-	88%
838	60	60	-	-		-	85%
848	30	30	-	-		-	83%
852	30	30	-	-		-	82%
854	30	30	-	-		-	95%
855	30	30	-	-		-	90%
856	30	30	-	-	✓	-	84%
864	30	30	-	-		-	87%
872	30	30	-	-		-	92%
874/875	30	30	-	-		-	81%
905	15	30	-	-	✓	-	89%
916/917	30	60	-	-	✓	-	84%
921	30	30	-	-	✓	-	85%
923	30	30	-	-		-	81%
928	30	30	-	-		-	80%
936	30	30	-	-	✓	-	87%
944	30	30	-	-		VLF goal = 1.00 (minibus)	94%
945	30	30	-	-		VLF goal = 1.00 (minibus)	86%
963	30	30	-	-	✓	-	91%
967	60	60	-	-	✓	-	91%
968	60	60	-	-	✓	-	79%
<b>Circulator</b>							
<b>Goal</b>	<b>n/a</b>	<b>60 min.</b>	<b>1.00</b>	<b>20% Max</b>			<b>90%</b>
14	60	60	-	-		VLF goal = 1.00 (minibus)	89%
18	30	30	-	-		-	92%
25	60	60	-	-		-	84%
83	70	70	-	-		-	95%
84	60	60	-	-		-	93%
88	30	30	-	-		-	90%
851	60	60	-	-	✓	-	91%
904*	60	60	-	-		Summer freq. = 15 min.	89%
909	60	60	-	-	✓	-	75%
964	30	30	-	-	✓	-	90%
965	35-40	35-40	-	-	✓	-	89%

**San Diego Metropolitan Transit System  
POLICY 42 TITLE VI MONITORING REPORT  
FY 2019: JULY 2018 - JUNE 2019**

DATE: 10/04/19  
Att. A, AI 47, 10/10/19

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)			
<b>Circulator (SVCC) (Note 1)</b>							
<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	-	-	-		-	-
<b>Rural (Note 2)</b>							
<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.

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	99.0%	% of jobs within 1/2 mile of a bus stop or	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).	Available Service:	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.'

