



1255 Imperial Avenue, Suite 1000
 San Diego, CA 92101-7490
 619.231.1466 FAX 619.234.3407

Agenda

METROPOLITAN TRANSIT SYSTEM

****BOARD OF DIRECTORS MEETING & FINANCE WORKSHOP****

May 17, 2012

» » 9:00 a.m. « «

James R. Mills Building
 Board Meeting Room, 10th Floor
 1255 Imperial Avenue, San Diego

This information will be made available in alternative formats upon request. To request an agenda in an alternative format, please call the Clerk of the Board at least five working days prior to the meeting to ensure availability. Assistive Listening Devices (ALDs) are available from the Clerk of the Board/Assistant Clerk of the Board prior to the meeting and are to be returned at the end of the meeting.

FINANCE WORKSHOP - 9:00 a.m.

**ACTION
 RECOMMENDED**

1. Roll Call
2. a. Proposed Fiscal Year 2013 Operating Budget (Mike Thompson) Approve
 Action would: (1) receive a report on the proposed combined MTS fiscal year 2013 operating budget; and (2) recommend that staff hold a public hearing on June 21, 2012, with the purpose of reviewing the proposed combined MTS fiscal year 2013 operating budget.
- b. Service Enhancement Implementation (Sharon Cooney and Denis Desmond) Approve
 Action would approve the recommended service enhancement implementation plan.
3. Public Comments - Limited to five speakers with three minutes per speaker. Others will be heard after Board Discussion items. If you have a report to present, please give your copies to the Clerk of the Board.
4. Adjournment

Please SILENCE electronics
 during the meeting

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Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc., San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations), and San Diego Vintage Trolley, Inc., a 501(c)(3) nonprofit corporation, in cooperation with Chula Vista Transit. MTS is the taxicab administrator for seven cities. MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego.

BOARD MEETING - Meeting will begin when the Finance Workshop ends.

5. a. Roll Call
- b. Approval of Minutes - April 19, 2012 Approve
- c. Public Comments - Limited to five speakers with three minutes per speaker. Others will be heard after Board Discussion items. If you have a report to present, please furnish a copy to the Clerk of the Board.

CONSENT ITEMS

6. San Diego and Arizona Eastern (SD&AE) Railway Company Quarterly Reports Receive
Action would receive the San Diego and Imperial Valley (SD&IV) Railroad, Pacific Southwest Railway Museum Association (Museum), and Carrizo Gorge Railway, Inc. (Carrizo) quarterly reports for information.
7. Unallocated Transportation Development Act Funds for Transit-Related Projects (Santee Trolley Square Clock Tower) Approve
Action would approve the use of \$100,000 in unallocated Transportation Development Act (TDA) funds currently held by the County of San Diego for new display panels and a controller computer for the City of Santee's Clock Tower at Santee Trolley Square.
8. Investment Report - March 2012 Receive
Action would receive a report for information.
9. Consent to Assignment of Carrizo Gorge Railway, Inc. Operating Rights to Pacific Imperial Railroad, Inc. (PIR) Approve
Action would approve Amendment No. 4 to the Carrizo Gorge Railway, Inc. (CZRY) 2002 Operating Agreement (MTDB Doc. No. S200-02-194) consenting to the assignment of CZRY's rights and obligations to Pacific Imperial Railroad, Inc. (PIR).
10. Insurance Brokerage and Consulting Services Contract Approve
Action would authorize the CEO to award MTS Doc. No. G1397.0-12 to Alliant Insurance Services, Inc. for insurance brokerage and consulting services effective July 1, 2012.
11. Purchase of Blank Compass Cards Approve
Action would authorize the CEO to execute a contract to purchase smart card fare media.
12. Internal Audit Report on SDTI Revenue Management Receive
Action would receive an internal audit report on San Diego Trolley, Inc. (SDTI) revenue management.
13. Internal Audit Report on Information Technology–Network Access/Security Receive
Action would receive an internal audit report on Information Technology (IT)–Network Access/Security for information.
14. Exercise Option to Purchase One Light Rail Vehicle from Siemens Industry, Inc. Approve
Action would authorize the CEO to execute MTS Doc. No. L0914.9-10 to exercise an option for one additional light rail vehicle (LRV).

CLOSED SESSION

- | | | |
|-----|---|--------------------|
| 24. | a. CLOSED SESSION - CONFERENCE WITH LEGAL COUNSEL - EXISTING LITIGATION Pursuant to California Government Code Section 54956.9(a): <u>Kit Dawson v. San Diego Transit</u> (Workers' Compensation Appeals Board Case No. ADJ 755792 [SDO 0261150]) | Possible
Action |
|-----|---|--------------------|

NOTICED PUBLIC HEARINGS

25. None.

DISCUSSION ITEMS

- | | | |
|-----|--|---------|
| 30. | <u>Newsracks on MTS-Owned or -Controlled Property (Sharon Cooney)</u>
Action would approve Policy No. 61 to regulate newsracks on MTS-owned or -controlled property. | Approve |
| 31. | <u>San Diego Vintage Trolley - The First Six Months (Wayne Terry)</u>
Action would receive a report for information and approve incorporating President's Conference Committee (PCC) Car 529 into the regular MTS fare structure. | Approve |

REPORT ITEMS

- | | | |
|-----|---|-------------|
| 45. | <u>City/Park Streetcar Feasibility Study Update and Final Report (Denis Desmond and Sharon Cooney)</u>
Action would receive a report for information and provide comments. | Receive |
| 46. | <u>Service Performance Monitoring Report for July 2011 through March 2012 (Devin Braun)</u>
Action would receive a report for information. | Receive |
| 60. | <u>Chairman's Report</u> | Information |
| 61. | <u>Audit Oversight Committee Chairman's Report</u> | Information |
| 62. | <u>Chief Executive Officer's Report</u> | Information |
| 63. | <u>Board Member Communications</u> | |
| 64. | <u>Additional Public Comments Not on the Agenda</u>
If the limit of 5 speakers is exceeded under No. 3 (Public Comments) on this agenda, additional speakers will be taken at this time. If you have a report to present, please furnish a copy to the Clerk of the Board. Subjects of previous hearings or agenda items may not again be addressed under Public Comments. | |
| 65. | <u>Next Meeting Date:</u> June 21, 2012 | |
| 66. | <u>Adjournment</u> | |

MEETING OF THE BOARD OF DIRECTORS FOR THE
METROPOLITAN TRANSIT SYSTEM (MTS)
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

April 19, 2012

MINUTES

1. Roll Call

Chairman Mathis called the Board meeting to order at 9:02 a.m. A roll call sheet listing Board member attendance is attached.

2. Approval of Minutes

Mr. McClellan moved to approve the minutes of the March 15, 2012, MTS Board of Directors meeting. Mr. Ovrom seconded the motion, and the vote was 9 to 0 in favor with Mses. Emerald and England and Messrs. Alvarez, Cunningham, and Roberts absent.

Chairman Mathis announced that Agenda Items 24b and 31 were withdrawn.

3. Public Comments

Lorena Gonzalez: Ms. Gonzalez is with the San Diego Labor Council representing the Amalgamated Transportation Union (ATU) members. She stated that the top manager of MTS is paid 380 times more than the average bus driver. She said that bus drivers are rank-and-file workers, and that it is inherently unfair and wrong to provide any extra benefits for those at the top while cutting benefits from those at the bottom.

Joe Gotcher: Mr. Gotcher stated that bus drivers are the enforcers and recipients, and assaults happen to bus drivers-not management. He stated that San Diego used to rank 1st on the ATU agencies pay ranking list and now ranks 66th, which is even below Stockton, CA. He stated that the ATU is currently in contract negotiations and will be voting on a proposal on April 29, 2012. He said that there are many drivers working for MTS living under the poverty level which is wrong and completely unfair.

Stead Burton: Mr. Burton has been a bus driver with MTS for 5 years, and during this time, has had 1 complaint and 0 accidents. He is upset because in the 5 years he has been with MTS, he has not gotten a reward for his hard work. He would like an occasional raise to show appreciation for his work and anything less than the benefits he is currently getting would be unfair.

Gerald Higginbotham: Mr. Higginbotham commented that the bus stop on 39th & Imperial Avenue toward 47th Street should be reinstated. He also wants the bus stop across from the Crawford Dental Office on Logan Avenue to be reinstated because it is difficult to transfer from Buses 3 and 11 to get connect with Bus 13. He mentioned that it is difficult to get to the Skyline/Paradise Hills area on Sunday evenings because Buses 4 and 11 do not run after 11:00 p.m.

John Wood: Mr. Wood questioned how many cities use Siemens equipment. He feels that the San Diego transit system is disabled-unfriendly. He has noticed that the disabled population

have had many complaints and many of them have been harassed if they don't appear to be disabled. He commented that he has spoken about the public announcement system many times and noticed that some are working now.

Lorraine Leighton: Ms. Leighton commented that Bus 34 left 2 minutes early. She also complained that a bus driver refused to accept her Compass Card last week. She stated that she was getting harassed when being loaded on the trolley for being disabled.

CONSENT ITEMS:

6. Investment Report – January 2012

Action would receive a report for information.

7. Investment Report – February 2012

Action would receive a report for information.

8. Fiber-Optics Cable Project – Funds Transfer

Action would approve the transfer of funds from: (1) the LRV Onboard Cameras Project (CIP 11271) to the MVW Security Fiber Installation Project (CIP 1444000) for construction use; and (2) from the Substation SCADA Design Project (CIP 1144000) to the MVW Security Fiber Installation Project (CIP 11444000) to purchase network switches.

9. Exercise Options to Purchase 53 40-Foot Low-Floor Compressed Natural Gas (CNG) Buses

Action would authorize the CEO to: (1) execute MTS Doc. No. G1101.17-07 with New Flyer to purchase 31 40-foot low-floor, compressed natural gas (CNG) buses for the Imperial Avenue Division (IAD) and 22 40-foot low-floor CNG buses for the South Bay Maintenance Facility operations (for a total of 53 buses); and (2) authorize payment of Use Tax to the California Franchise Tax Board associated with the purchase of the 53 buses.

Action on Recommended Consent Items

Mr. Cunningham moved to approve Consent Agenda Item Nos. 6, 7, 8, and 9. Mr. McClellan seconded the motion, and the vote was 14 to 0 in favor with Mr. Roberts absent.

CLOSED SESSION:

24. Closed Session Items

The Board convened to Closed Session at 9:21 a.m.

- a. CLOSED SESSION – CONFERENCE WITH LEGAL COUNSEL Existing Litigation Pursuant to California Government Code Section 54956.9(a): John Reed – WCAB Case Numbers SDO 32850, ADJ3376677, ADJ2175282, ADJ543101, and ADJ2280282
- b. Agenda Item was withdrawn.

The Board reconvened to Open Session at 9:31 a.m.

Oral Report of Final Actions Taken in Closed Session

Karen Landers, General Counsel, reported the following:

- a. The Board approved a settlement of future medical claims for \$45,000 with a vote of 14 to 0 in favor with Mr. Roberts absent.

NOTICED PUBLIC HEARINGS:

25. Public Hearing Regarding Airport Taxicab Trip Fee

Ms. Landers presented to the Board of Directors the proposed Airport Taxicab Trip Fee. She explained that in 2010, the Airport Authority began charging an "Airport Trip Fee" for all trips originating at the airport. This Trip Fee is paid by the airport taxicab operator to the Airport Authority and was imposed as part of the Airport Authority's Comprehensive Ground Transportation Management Plan (the Plan). She stated that the Airport Trip Fee is based on cost-recovery calculations under the Plan tied to taxicab operations at the Airport.

She explained that due to pressure from Airport taxicab operators, the Airport Authority has requested that MTS allow Airport taxicab operators to recoup some of the extra costs they are incurring as a result of the Airport Trip Fee. She reported that there is currently a proposal to allow installation of an "extra" button on the taxicab meter that would allow Airport taxicabs to charge an additional amount for trips originating at the Airport. The "extra" button would be programed in an amount equal to the Airport Trip Fee paid by each individual taxicab.

She informed the Board of the possible issues with the new rules established by Prop 26 for when a "fee" is a fee or a tax and because of this, the Airport Authority was asked to indemnify MTS. She explained that since the Airport Trip Fee is purely for the benefit of the Airport Authority, and was imposed by that public board following a public meeting process, the Airport Authority has agreed to indemnify MTS and its member cities for any liability associated with the Airport Trip Fee and/or the action requested today.

Mr. Gloria voiced his concern as to the length of time it has taken to allow the drivers to collect the Airport Trip Fee as it was issued back in 2010. Ms. Landers explained that Prop 26 and other various legal issues has been the cause of delay.

Ms. Emerald commented that this issue has been discussed at length by the Taxicab Advisory Committee and this proposal will allow drivers to pass on the Airport Trip Fee to passengers, but the drivers will have to pay the fee regardless if they charge their passengers or not.

Chairman Mathis opened the hearing at 9:45 a.m.

Leslie Henshaw: Ms. Henshaw is a Customer Service Representative who works at the San Diego International Airport with taxicab drivers and customers. She mentioned that many of the taxicab drivers she talks with are concerned that the Airport Trip Fee will deter people from taking taxis from the Airport.

Chairman Mathis closed the hearing at 9:48 a.m.

Action Taken

Ms. Emerald moved to: (1) receive public testimony; and (2) approve amending MTS Ordinance No. 11 and Board Policy No. 34 to authorize collection of an amount equal to the Airport Trip Fee in addition to the standard rate of fare authorized for San Diego International Airport (Airport) taxicab trips. Ms. England seconded the motion, and the vote was 14 to 0 in favor with Mr. Roberts absent.

DISCUSSION ITEMS:

30. Exercise Option to Purchase 7 Light Rail Vehicles from Siemens Industry, Inc.

Wayne Terry, Chief Operating Officer of Rail, explained to the Board of Directors that MTS would like to exercise the option to purchase 7 additional light rail vehicles (LRVs) from Siemens. He explained that MTS purchased 57 LRVs as the plan at the time was to retain and rehabilitate a portion of the older U-2 fleet. Due to increased ridership on the Orange Line, it will soon be necessary to always operate 3-car trains. The procurement of seven S70 LRVs would allow for this 3-car operation with low-floor LRVs on each end of a high-floor SD100 LRV.

Mr. Terry stated that the discounted pricing from Siemens is only available if the option is exercised by the end of April 2012. He stated that the total option price savings would be \$437,284 including sales tax.

Action Taken

Mr. Castaneda moved to authorize the CEO to exercise an option for 7 additional SD-8 (also called "S70") light rail vehicles (LRVs) under MTS Doc. No. L0914.0-10 (as amended) subject to identification of funding. The option price shall not exceed \$3,844,520 per LRV (including 7.75% sales tax). Mr. Faulconer seconded the motion, and the vote was 14 to 0 in favor with Mr. Roberts absent.

31. Agenda Item was withdrawn.

REPORT ITEMS:

45. Federal Legislative Update

Mr. Jablonski introduced Peter Peyser and Beth Bohler from Blank Rome, LLC. He stated that MTS, in conjunction with SANDAG and NCTD, has had a contractual lobbying agreement with Blank Rome for 7 years.

Mr. Peyser stated that it is difficult to make sense of what is currently taking place in Washington, D.C. He explained that the underlying law is short-term extensions, which are valid until June 30, 2012. He explained further that legislation is moving toward further extensions for September 30, 2012, in hopes to provide transit agencies with some certainty about the future for advancing programs.

Ms. Bohler explained that the House has just passed a bill authorizing a further 90-day extension to September 30, 2012, of SAFETEA-LU, and Republicans in the House were joined by Democrats to pass the extension. Ms. Bohler said that there will likely be a big push from Republicans in the House and Senate to find a long-term solution before the September 30 deadline. She explained that the 90-day extension of public transit and highway programs preserves the existing Mass Transit Account of the Highway Trust Fund and dedicated funding of the public transit programs from motor fuel receipts paid into this account. The bill brought to the House floor also included provisions approving the permit of the Keystone XL pipeline and modified version of the Senate's RESTORE Act, which directs BP oil-spill penalties to projects in states bordering the Gulf of Mexico.

Mr. Peyser explained that the "big picture" reveals the recurring issues of funding as General Fund money has been used to cover the costs from the Trust Fund. Essentially, Congress continues to place a Band-Aid on domestic spending. He mentioned that the upcoming elections will most likely continue the funding issues as candidates do not want to raise the gas tax.

Mr. Peyser talked about the Mid-Coast project and said that the project is in the queue to receive commitment of federal funds. The project is in the Preliminary Engineering status, which is the first approval milestone. He stated that Congress continues to keep plan funding, which is a good sign. He explained that he will continue to keep the FTA informed about the Mid-Coast project. He asked for continued support from the Board to make sure that political leaders understand the project and help the process move quickly.

Action Taken

Mr. Ewin moved to receive a report for information. Mr. McClellan seconded the motion, and the vote was 13 to 0 in favor with Ms. Emerald and Mr. Roberts absent.

46. System Ridership and Revenue

Mark Thomsen, Senior Transportation Planner, gave the Board a report on system ridership and revenue. He explained that the fiscal year 2012 projected ridership revenue is approximately \$89.7 million with 88.5 million riders and a 41.8% farebox recovery ratio. He then discussed ridership statistics based on a triennial survey conducted by SANDAG. He stated the following statistical information: the majority of MTS riders are male, between 19-49 years old, 71% are transit-dependent, and 80% are low-income minorities-mainly Hispanic.

Mr. Thomsen discussed the fare-revenue generation based on ridership. He gave an overview of the types of fares and types of fare boardings with the majority of boarding passengers holding Senior/Disabled/Medicare (SDM) passes. He discussed the fare-revenue-by-fare-component figures and the percent of boardings by fare revenue shares. He then explained that passes generate 85% of system boardings and 77% of fare-revenue. He stated that the

average fare revenue for cash boardings is \$1.909 per passenger, \$0.993 for pass holders, and the overall system revenue is \$1.029 per passenger boarding.

Mr. Thomsen then talked about the SDM fare-boarding rates compared to California peer properties based on statistics from fiscal year 2009 with MTS having the highest rate of SDM boardings at 31.3% and the lowest price for SDM holders at \$18 a month (Orange County Transit Authority also has a monthly rate of \$18). He then stated that a disproportionate portion of operating revenue is from non-SDM riders with SDM pass holders representing 30% of trips but generating only 9% of fare revenue.

Sharon Cooney, Chief of Staff, gave an overview of the SDM pass process. She explained that the SDM pass migration to new Compass Cards with a photo has been very successful. Those patrons with disabilities who do not receive Social Security Income, Medicare, or are under age 60 must complete the Long Form application, which requires a physician to certify the disability. She stated that 500-800 long forms are processed per month by management staff with a nearly 10% denial rate. She explained that the program is seeing more revenue coming out of Albertsons compared to Vons, and all factors combined have saved the agency roughly \$900,000 over the past year.

Mr. Minto questioned why the permanent SDM disabled approval is only valid for 3 years and requested staff look into the possibility of not requiring permanently disabled pass holders to recertify.

Ms. Bragg commented that the ASAC Committee would like a staff presentation on the SDM process.

Mr. Castaneda would like a breakdown of Hispanic riders demographically in terms of language proficiency. Ms. Rios would like a demographic breakdown of riders per region. Ms. Cooney stated that SANDAG is currently conducting a language poll.

Action Taken

Mr. Minto moved to receive a report for information. Mr. McClellan seconded the motion, and the vote was 11 to 0 in favor with Mrs. Emerald and Messrs. Alvarez, Faulconer, and Roberts absent.

47. Year-End Security Report (January through December 2011)

Bill Burke, MTS Chief of Police, gave the Board a report on the security incidents that occurred during the 2011 calendar year. He stated that MTS has 35 Code Compliance Inspectors (CCI) and 155 Contracted Security Officers, and both classifications receive training including ethics, community relations, and discretionary decision-making.

Mr. Burke mentioned that Part I incidents on rail in 2011 were slightly higher than 2010, but there was also an increase in ridership. He stated that Part II incidents (which are classified by quality-of-life offenses) on rail were down. He explained that Part I incidents on SDTC Bus was down with Part II incidents up slightly. He explained that robbery has increased due to cell phone robberies and showed some photographs of an iPhone robbery taking place on an SDTC

bus in Grantville. He talked about the new GIS handheld inspection units that CCI use to verify fare. He also talked briefly about the success of the Graffiti Tracker program.

Mr. Burke mentioned that MTS has three K-9 teams, which recently participated in a week-long TSA bomb training program. He mentioned the process that takes place during fare inspections with up to 30 MTS personnel checking fares. He stated that MTS personnel participated in the 2011 National Night Out, which is an event focused on heightening crime prevention and awareness.

Mr. Cunningham wanted to be sure that Security has the tools and support needed to keep customers and communities safe. He also wanted to make sure that MTS is now being viewed as a local law enforcement agency with Mr. Burke becoming a Chief of Police.

Mr. Minto and Mr. Castaneda would like staff to develop public safety procedures for ridership.

Action Taken

Mr. McClellan moved to receive a report for information. Mr. Ovrom seconded the motion, and the vote was 11 to 0 in favor with Mrs. Emerald and Messrs. Alvarez, Faulconer, and Roberts absent.

60. Chairman's Report

Chairman Mathis made no report.

61. Audit Oversight Committee Chairman's Report

Mr. Ewin, Chairman of the Audit Oversight Committee, made no report.

62. Chief Executive Officer's Report

Mr. Jablonski reported that he attended a California Transit Association meeting on March 30, 2012, in Sacramento.

63. Board Member Communications

There were no Board member communications.

64. Additional Public Comments on Items Not on the Agenda

There were no additional public comments.

65. Next Meeting Date

The next regularly scheduled Board meeting is Thursday, May 17, 2012, at 9:00 a.m. and includes a Finance Workshop.

66. Adjournment

Chairman Mathis adjourned the meeting at 11:31 a.m.



Chairperson
San Diego Metropolitan Transit System

Filed by:



Clerk of the Board
San Diego Metropolitan Transit System

Approved as to form:



General Counsel
San Diego Metropolitan Transit System

Attachment: Roll Call Sheet

METROPOLITAN TRANSIT SYSTEM
BOARD OF DIRECTORS
ROLL CALL

MEETING OF (DATE): April 19, 2012

CALL TO ORDER (TIME): 9:02 AM

RECESS: _____

RECONVENE: _____

CLOSED SESSION: 9:21 AM

RECONVENE: 9:31 AM

PUBLIC HEARING: 9:45 AM

RECONVENE: 9:49 AM

ORDINANCES ADOPTED: No. 11

ADJOURN: 11:31 AM

BOARD MEMBER	(Alternate)	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
ALVAREZ	☒ (Faulconer) ☐	9:12 AM	10:31 AM
BRAGG	☒ (King) ☐		
CASTANEDA	☒ (Rindone) ☐		
CUNNINGHAM	☒ (Mullin) ☐	9:14 AM	
EWIN	☒ (Arapostathis) ☐		
EMERALD	☒ (Faulconer) ☐	9:12 AM	10:24 AM
ENGLAND	☒ (Gastil) ☐	9:06 AM	11:22 AM
GLORIA	☒ (Faulconer) ☐		
MATHIS	☒		
MCCLELLAN	☒ (Hanson-Cox) ☐		
MINTO	☒ (McNelis) ☐		
OVROM	☒ (Denny) ☐		
RIOS	☒ (Zarate) ☐		
ROBERTS	☐ (Cox) ☐		
YOUNG	☐ (Faulconer) ☒	9:04 AM	10:52 AM

SIGNED BY THE OFFICE OF THE CLERK OF THE BOARD: Valerie Vitzkeloti

CONFIRMED BY OFFICE OF THE GENERAL COUNSEL: Keller



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
619.231.1466 FAX 619.234.3407

Agenda

Item No. 2a

MTS OPERATORS FINANCE WORKSHOP

May 17, 2012

SUBJECT:

PROPOSED FISCAL YEAR 2013 OPERATING BUDGET (MIKE THOMPSON)

RECOMMENDATION:

That the MTS Board of Directors:

1. receive a report on the proposed combined MTS fiscal year 2013 operating budget; and
2. recommend that staff hold a public hearing on June 21, 2012, with the purpose of reviewing the proposed combined MTS fiscal year 2013 operating budget.

Budget Impact

None at this time.

DISCUSSION:

Fiscal Year 13 Budget Recap

The following is a recap of the fiscal year 2012 budget process:

- In March, staff met with the Budget Development Committee (BDC) and the MTS Board. Within these two meetings, staff discussed and received approval of the fiscal year 2012 midyear budget adjustment and discussed preliminary revenues and assumptions for fiscal year 2013, including Transportation Development Act (TDA), TransNet, and State Transit Assistance (STA) revenues. Regional sales tax receipts are projected to grow by 5.5% year over year for fiscal year 2012 and by an additional 4.5% in fiscal year 2013. In total, MTS's share of TransNet and TDA revenues are projected to increase by approximately \$5.2 million in fiscal year 2013.

In fiscal year 2012, MTS received \$13.9 million in STA funding and projects to receive \$18.5 million. The State Controller projects that MTS will receive an additional \$19.7 million for fiscal year 2013. Due to the stabilization of this funding, staff recommended adding an annualized \$6 million in service improvements in fiscal year 2013 specifically to restore some previous service cuts and to meet increased demand.

Fiscal Year 2013 Operating Budget

The fiscal year 2013 total budgeted revenue is projected at \$244,108,000, and total projected expenses are budgeted at \$244,108,000 resulting in a balanced budget for fiscal year 2013.

Fiscal Year 2013 Revenues

Attachment A summarizes the total operating and non-operating revenues in a schedule format. As indicated within the schedule, fiscal year 2013 combined revenues total \$244.1 million, which is an increase from the fiscal year 2012 amended budget of \$6 million (2.5 percent).

Operating revenue totals \$99 million, which is an increase from the fiscal year 2012 amended budget of \$1.9 million (1.9 percent). This is primarily due to a projected increase in organic ridership as well as new service. Attachment B details the operating revenues by MTS operator.

Subsidy revenue totals \$139.3 million, an increase from the fiscal year 2012 amended budget of \$6 million (4.5 percent). This is due to an increase in STA and TransNet funding mentioned above. There is also a \$3.2 million increase in federal revenue, which is a funding shift from the MTS Capital Improvement Program (CIP), offset by a \$3 million decrease in TDA shifted back into the CIP, allowing MTS to draw the federal funding in a timelier manner. Attachment C details all non-operating revenues by funding source.

Other revenue totaled \$5.8 million, which is a decrease from the fiscal year 2012 amended budget of \$1.8 million (-23.5 percent) due to the proposed increase of \$1.8 million in MTS contingency reserves to reach the 10% total MTS contingency-balance threshold.

The current operating budget utilizes \$11 million in one-time funds:

- \$5 million in TDA funds,
- \$0.8 million in compressed natural gas credits, and
- \$5.2 million in fiscal year 2013 STA funds
 - \$0.8 million to fund the additional service
 - \$1.8 million to bring the MTS contingency reserve balance to 10%
 - \$2.6 million in additional Dexia pension debt principal payments

Fiscal Year 2013 Expenses

Attachment E contains the total revenues as detailed above and the total proposed expenses for the 2013 fiscal year. As indicated within the schedule, fiscal year 2013 combined expenses total \$244.1 million, which is an increase from the fiscal year 2012

amended budget of \$11.2 million (4.8 percent). Attachment D contains the proposed service levels for fiscal year 2013 showing a 2.7 percent increase in revenue miles.

Within operating expenses, personnel expenses increased from the fiscal year 2012 amended budget by \$6.9 million (6.5 percent). The remaining increase is due to service increases, general wage increases, health and welfare cost increases, as well as increases in pension contribution rates.

Personnel expenses relating to the Dexia pension debt are increasing by \$2.6 million (52 percent). This principal payment will retire that debt three years ahead of schedule.

Purchased transportation also increased from the fiscal year 2012 amended budget by \$1.5 million (2.8 percent) primarily due to the increased service levels.

Attachment F details the operating expense budgets for each operating division and administrative department in detail.

Attachment G details the energy rate assumptions for the 2013 fiscal year. Staff projects rates for compressed natural gas, diesel, and gasoline at \$0.72 per therm, \$3.85 per gallon, and \$3.83 per gallon, respectively.

Net of the added service and the additional Dexia pension debt payment, expenses are increasing by \$5.5 million or 2.4 percent.



Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Mike Thompson, 619.557.4557, mike.thompson@sdmts.com

- Attachments:
- A. Operating Revenue Summary
 - B. Operating Revenue
 - C. Non-Operating Revenue
 - D. Operating Statistics
 - E. Operating Budget – Consolidated
 - F. Total Operating Budget
 - G. Energy Impact on Operations

**SAN DIEGO METROPOLITAN TRANSIT SYSTEM
OPERATING BUDGET
REVENUE SUMMARY
FISCAL YEAR 2013**

	<u>ACTUAL FY11</u>	<u>AMENDED BUDGET FY12</u>	<u>PROPOSED BUDGET FY13</u>	<u>\$ CHANGE BUDGET/ AMENDED</u>	<u>% CHANGE BUDGET/ AMENDED</u>
Operating Revenue					
Passenger Revenue	\$ 87,298,527	\$ 91,641,080	\$ 93,662,434	\$ 2,021,354	2.2%
Advertising Revenue	620,774	720,000	540,000	(180,000)	-25.0%
Contract Service Revenue	129,244	0	0	0	-
Other Income	4,611,714	4,754,355	4,770,806	16,451	0.3%
Total Operating Revenue	<u>\$ 92,660,259</u>	<u>\$ 97,115,435</u>	<u>\$ 98,973,240</u>	<u>\$ 1,857,805</u>	<u>1.9%</u>
Subsidy Revenue					
Federal Revenue	\$ 38,114,007	\$ 38,402,528	\$ 41,565,787	\$ 3,163,259	8.2%
Transportation Development Act (TDA)	53,604,950	65,327,765	65,123,146	(204,619)	-0.3%
State Transit Assistance (STA)	12,737,970	1,697,468	5,210,195	3,512,727	206.9%
State Revenue - Other	1,028,185	1,400,000	1,320,000	(80,000)	-5.7%
Transnet	20,438,427	21,749,413	23,534,650	1,785,237	8.2%
Other Local Subsidies	4,878,950	4,763,527	2,548,074	(2,215,453)	-46.5%
Total Subsidy Revenue	<u>\$ 130,802,489</u>	<u>\$ 133,340,701</u>	<u>\$ 139,301,853</u>	<u>\$ 5,961,152</u>	<u>4.5%</u>
Other Revenue					
Other Funds	\$ 7,708,589	\$ 7,576,509	\$ 7,571,926	\$ (4,583)	-0.1%
Reserves Revenue	14,167	43,473	(1,739,413)	(1,782,886)	-4101.1%
Total Other Revenues	<u>\$ 7,722,756</u>	<u>\$ 7,619,982</u>	<u>\$ 5,832,513</u>	<u>\$ (1,787,469)</u>	<u>-23.5%</u>
GRAND TOTAL REVENUES	<u><u>\$ 231,185,504</u></u>	<u><u>\$ 238,076,118</u></u>	<u><u>\$ 244,107,606</u></u>	<u><u>\$ 6,031,488</u></u>	<u><u>2.5%</u></u>

**SAN DIEGO METROPOLITAN TRANSIT SYSTEM
OPERATING BUDGET
OPERATING REVENUE
FISCAL YEAR 2013**

	ACTUAL FY11	AMENDED BUDGET FY12	PROPOSED BUDGET FY13	\$ CHANGE BUDGET/ AMENDED	% CHANGE BUDGET/ AMENDED
<u>Passenger Revenue</u>					
Internal Bus Operations	\$ 26,055,592	\$ 27,812,569	\$ 28,403,719	\$ 591,150	2.1%
Rail Operations - Base	34,672,527	35,107,518	35,878,421	770,903	2.2%
MCS - Fixed route	22,177,470	23,905,997	24,414,435	508,438	2.1%
MCS - Paratransit	1,858,556	1,901,248	1,985,095	83,847	4.4%
Chula Vista Transit	2,534,382	2,913,748	2,980,764	67,016	2.3%
Total Passenger Revenue	\$ 87,298,527	\$ 91,641,080	\$ 93,662,434	\$ 2,021,354	2.2%
<u>Advertising Revenue</u>					
Administration	\$ 620,774	\$ 720,000	\$ 540,000	\$ (180,000)	-25.0%
Total Advertising Revenue	\$ 620,774	\$ 720,000	\$ 540,000	\$ (180,000)	-25.0%
<u>Contract Service Revenue</u>					
Internal Bus Operations	\$ 129,244	\$ -	\$ -	\$ -	-
Total Contract Service Revenue	\$ 129,244	\$ -	\$ -	\$ -	-
<u>Other Income</u>					
Internal Bus Operations	\$ 22,336	\$ 10,000	\$ 10,000	\$ -	-
Rail Operations	527,570	664,549	666,980	2,431	0.4%
Administrative	3,032,699	3,058,806	3,088,826	30,020	1.0%
Taxicab	849,975	881,000	865,000	(16,000)	-1.8%
SD&AE	179,135	140,000	140,000	-	-
Total Other Income	\$ 4,611,714	\$ 4,754,355	\$ 4,770,806	\$ 16,451	0.3%
TOTAL OPERATING REVENUE	\$ 92,660,259	\$ 97,115,435	\$ 98,973,240	\$ 1,857,805	1.9%

SAN DIEGO METROPOLITAN TRANSIT SYSTEM
OPERATING BUDGET
NON OPERATING REVENUE
FISCAL YEAR 2013

	ACTUAL FY11	AMENDED BUDGET FY12	PROPOSED BUDGET FY13	\$ CHANGE BUDGET/ AMENDED	% CHANGE BUDGET/ AMENDED
<u>FEDERAL</u>					
FTA 5307 - Planning	\$ 141,751	\$ 74,000	\$ -	\$ (74,000)	-100.0%
FTA 5307/5309 - Preventative Maintenance	33,200,000	33,200,000	33,200,000	-	-
FTA 5307 - ADA PM	3,645,301	3,869,693	3,995,213	125,520	3.2%
FTA 5307 - Fuel PM	-	-	2,959,280	2,959,280	-
JARC	691,660	823,998	976,457	152,459	18.5%
FTA 5311 / 5311(f) - Rural	435,295	434,837	434,837	-	-
Total Federal Funds	<u>\$ 38,114,007</u>	<u>\$ 38,402,528</u>	<u>\$ 41,565,787</u>	<u>\$ 3,163,259</u>	<u>8.2%</u>
<u>TRANSPORTATION DEVELOPMENT ACT (TDA)</u>					
TDA - Article 4.0 MTS Area	\$ 50,267,537	\$ 61,100,384	\$ 63,787,138	\$ 2,686,753	4.4%
TDA - Fuel PM	-	-	(2,959,280)	(2,959,280)	-
TDA - Article 4.5 (ADA)	3,198,045	3,604,844	3,853,644	248,800	6.9%
TDA - Article 8.0	139,368	622,537	441,644	(180,892)	-29.1%
Total TDA Funds	<u>\$ 53,604,950</u>	<u>\$ 65,327,765</u>	<u>\$ 65,123,146</u>	<u>\$ (204,619)</u>	<u>-0.3%</u>
<u>STATE TRANSIT ASSISTANCE (STA)</u>					
STA - Formula	12,737,970	1,697,468	5,210,195	3,512,727	206.9%
Total State Funds	<u>\$ 12,737,970</u>	<u>\$ 1,697,468</u>	<u>\$ 5,210,195</u>	<u>\$ 3,512,727</u>	<u>206.9%</u>
<u>STATE REVENUE - OTHER</u>					
Caltrans	\$ 31,317	\$ -	\$ -	\$ -	-
MediCal	996,868	1,400,000	1,320,000	(80,000)	-5.7%
Total State Funds	<u>\$ 1,028,185</u>	<u>\$ 1,400,000</u>	<u>\$ 1,320,000</u>	<u>\$ (80,000)</u>	<u>-5.7%</u>
<u>TRANSNET</u>					
TransNet - 40% Operating Support	\$ 18,186,206	\$ 19,330,827	\$ 20,449,289	\$ 1,118,462	5.8%
TransNet - Access ADA	627,530	658,643	688,000	29,357	4.5%
TransNet - Superloop	1,560,672	1,759,943	2,397,361	637,418	36.2%
TransNet - BRT	64,019	-	-	-	-
Total TransNet Funds	<u>\$ 20,438,427</u>	<u>\$ 21,749,413</u>	<u>\$ 23,534,650</u>	<u>\$ 1,785,237</u>	<u>8.2%</u>
<u>OTHER LOCAL</u>					
City of San Diego	\$ 459,102	\$ 459,102	\$ 459,102	\$ -	-
SANDAG - Inland Breeze	1,000,000	1,000,000	1,000,000	-	-
Other - 4S Ranch	129,893	171,222	210,030	38,808	22.7%
SANDAG - Murphy Canyon	134,168	91,242	-	-	-
Other	110,143	78,288	89,516	11,228	14.3%
CNG Rebates	3,045,644	2,963,673	789,426	(2,174,247)	-73.4%
Other Local Funds	<u>\$ 4,878,950</u>	<u>\$ 4,763,527</u>	<u>\$ 2,548,074</u>	<u>\$ (2,215,453)</u>	<u>-46.5%</u>
<u>LEASE-LEASEBACK / RESERVES</u>					
Lease-Leaseback	\$ 7,522,989	\$ 7,576,509	\$ 7,571,926	\$ (4,583)	-0.1%
Reserve Utilization	14,167	43,473	(1,739,413)	(1,782,886)	-4101.1%
Total Lease-Leaseback / Reserves	<u>\$ 7,537,156</u>	<u>\$ 7,619,982</u>	<u>\$ 5,832,513</u>	<u>\$ (1,787,469)</u>	<u>-23.5%</u>
TOTAL NON OPERATING REVENUE	<u>\$ 138,339,645</u>	<u>\$ 140,960,683</u>	<u>\$ 145,134,366</u>	<u>\$ 4,173,683</u>	<u>3.0%</u>

SAN DIEGO METROPOLITAN TRANSIT SYSTEM
OPERATING BUDGET
OPERATING STATISTICS
FISCAL YEAR 2013

	ACTUAL FY11	AMENDED BUDGET FY12	PROPOSED BUDGET FY13	\$ CHANGE BUDGET/ AMENDED	% CHANGE BUDGET/ AMENDED
<u>Revenue Miles</u>					
Internal Bus Operations	8,197,033	8,207,055	8,601,031	393,976	4.8%
Rail Operations - Base	7,740,000	7,554,169	7,766,032	211,864	2.8%
MCS - Fixed Route	8,154,692	8,191,453	8,298,789	107,336	1.3%
MCS - Paratransit	3,145,532	2,972,848	3,030,610	57,762	1.9%
Chula Vista Transit	1,028,250	1,030,524	1,024,202	(6,322)	-0.6%
Total	28,265,507	27,956,048	28,720,665	764,617	2.7%
<u>Total Miles</u>					
Internal Bus Operations	9,359,926	9,384,831	9,795,312	410,481	4.4%
Rail Operations - Base	7,875,806	7,634,873	7,848,649	213,776	2.8%
MCS - Fixed Route	9,773,415	9,804,273	9,964,802	160,529	1.6%
MCS - Paratransit	4,209,622	4,293,915	4,378,375	84,460	2.0%
Chula Vista Transit	1,135,974	1,138,249	1,131,502	(6,747)	-0.6%
Total	32,354,744	32,256,140	33,118,640	862,500	2.7%
<u>Revenue Hours</u>					
Internal Bus Operations	755,658	755,425	790,390	34,966	4.6%
Rail Operations - Base	414,145	427,929	435,632	7,703	1.8%
MCS - Fixed Route	753,693	756,703	765,483	8,780	1.2%
MCS - Paratransit	182,156	169,083	172,302	3,219	1.9%
Chula Vista Transit	100,526	100,526	100,130	(396)	-0.4%
Total	2,206,177	2,209,665	2,263,937	54,272	2.5%
<u>Total Hours</u>					
Internal Bus Operations	796,260	796,557	831,188	34,632	4.3%
Rail Operations - Base	423,810	433,852	441,661	7,809	1.8%
MCS - Fixed Route	803,283	807,053	817,824	10,771	1.3%
MCS - Paratransit	246,026	247,599	252,431	4,831	2.0%
Chula Vista Transit	105,745	105,745	105,329	(416)	-0.4%
Total	2,375,124	2,390,807	2,448,434	57,627	2.4%

**SAN DIEGO METROPOLITAN TRANSIT SYSTEM
OPERATING BUDGET
CONSOLIDATED INCOME STATEMENT
FISCAL YEAR 2013
in (\$000s)**

	ACTUAL FY11	AMENDED BUDGET FY12	PROPOSED BUDGET FY13	\$ CHANGE BUDGET/ AMENDED	% CHANGE BUDGET/ AMENDED
Passenger Revenue	\$ 87,299	\$ 91,641	\$ 93,662	\$ 2,021	2.2%
Other Revenue	5,362	5,474	5,311	(164)	-3.0%
Total Operating Revenues	\$ 92,660	\$ 97,115	\$ 98,973	\$ 1,858	1.9%
Total Non-Operating Revenue	138,525	140,961	145,134	4,174	3.0%
Total Revenues	\$ 231,186	\$ 238,076	\$ 244,108	\$ 6,031	2.5%
Personnel Expenses	101,678	107,154	114,084	6,930	6.5%
Personnel-Dexia Pension Debt	12,200	5,000	7,600	2,600	52.0%
Outside Services	16,234	18,300	18,378	78	0.4%
Purchased Transportation	53,671	54,675	56,195	1,520	2.8%
Materials And Supplies	7,499	7,784	8,388	604	7.8%
Energy	22,824	23,078	22,459	(619)	-2.7%
Risk Management	4,134	3,993	4,046	53	1.3%
General And Administrative	1,660	1,788	1,783	(5)	-0.3%
Vehicle / Facility Lease	818	923	1,139	216	23.4%
Debt Service	10,649	10,199	10,036	(163)	-1.6%
Total Operating Expenses	\$ 231,367	\$ 232,894	\$ 244,108	\$ 11,214	4.8%
Total Revenues Less Total Expenses	(182)	5,182	(0)	(5,182)	-
Net Operating Subsidy	\$ (138,707)	\$ (135,779)	\$ (145,134)	\$ (9,356)	-6.9%

**San Diego Metropolitan Transit System
Operating Budget
Total Operating Expenses
Fiscal Year 2013
(in \$000's)**

	AMENDED FY12	PROPOSED FY13	\$ VARIANCE	Percent Variance
Operations				
Internal Bus Operations	\$ 81,832	\$ 89,049	\$ 7,216	8.8%
Rail Operations	48,180	49,305	1,125	2.3%
Contract Services - Fixed Route	46,971	47,757	786	1.7%
Contract Services - Paratransit	12,986	13,758	772	5.9%
Chula Vista Transit	6,245	6,374	129	2.1%
Coronado Ferry	161	168	7	4.4%
Administrative Pass Through	344	344	-	0.0%
Combined Operations	\$ 196,720	\$ 206,756	\$ 10,036	5.1%
Other Operations				
Taxicab Administration	\$ 835	\$ 840	\$ 5	0.6%
San Diego & Arizona Eastern	137	124	(13)	-9.5%
Combined Other Operations	\$ 972	\$ 964	\$ (8)	-0.8%
Administrative				
Board of Directors	\$ 71	\$ 69	\$ (3)	-3.8%
BOD Admin	155	155	0	0.3%
Bus Bench / Bus Shelter	155	123	(32)	-20.6%
Executive	557	604	47	8.5%
Finance	1,384	1,408	25	1.8%
Fringes	4,882	5,118	236	4.8%
General	9,690	9,728	38	0.4%
Human Resources	1,481	1,423	(57)	-3.9%
Information Technology	2,475	2,909	434	17.5%
Land Management	330	373	44	13.2%
Legal	382	380	(2)	-0.4%
Marketing	1,290	1,482	191	14.8%
Operations Planning	656	630	(26)	-4.0%
Procurement	634	725	91	14.3%
Revenue	-	-	-	0.0%
Risk	624	642	19	3.0%
Security	8,387	8,480	93	1.1%
Stores	1,069	1,109	40	3.7%
Telephone Information Services	634	666	32	5.1%
Transit Store	348	363	15	4.4%
Combined Administrative	\$ 35,202	\$ 36,388	\$ 1,185	3.4%
Combined Grand Total	\$ 232,894	\$ 244,108	\$ 11,214	4.8%

SAN DIEGO METROPOLITAN TRANSIT SYSTEM
Operating Budget
Energy Impact on Operations
Fiscal Year 2013

	CNG	Gasoline	Diesel	Electricity
Unit of Measure	Therm	Gallon	Gallon	KwH
FY13 Projected Rate	\$ 0.72	\$ 3.83	\$ 3.85	\$ 0.15
Annual Usage	7,800,000	1,030,000	840,000	48,800,000
Cost Impact of \$0.01 Rate Increase	\$ 78,000	\$ 10,300	\$ 8,400	\$ 488,000
Annual Miles	16,289,820	5,981,296	2,998,875	7,634,873
Average Cost per Mile	\$ 0.34	\$ 0.66	\$ 1.08	\$ 0.95

Historical Rate Trend

	FY08 Actual	FY09 Actual	FY10 Actual	FY11 Actual	FY12 Amended	FY13 Proposed
Diesel	\$ 3.05	\$ 2.70	\$ 2.41	\$ 2.91	\$ 3.45	\$ 3.85
Gasoline		3.01	2.70	3.35	3.44	3.83
CNG	1.370	1.295	1.096	0.955	0.909	0.717
Electricity	0.158	0.162	0.168	0.164	0.159	0.149

Metropolitan Transit System FY 2013 Budget Development

MTS Board of Directors
Finance Workshop
May 17, 2012



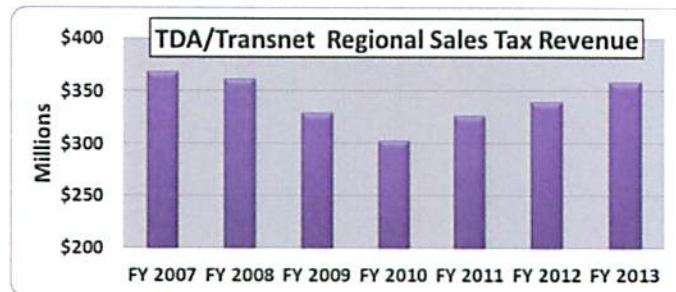
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Fiscal Year 2013 Budget Revenue Assumptions - Subsidy

Sales tax revenue

- YTD sales tax receipts through Q3 are 7.4% higher than FY 2011
- On target to meet SANDAG FY 2012 forecast of 5.0%
- SANDAG forecasts increase of 4.5% for FY 2013
 - \$5.2M additional revenue for MTS



2



Fiscal Year 2013 Budget Revenue Assumptions - Subsidy

- Other Subsidy
 - Federal Revenue projected flat for FY13
 - FTA trial of using Federal preventative maintenance towards fuel in FY12
 - Allows MTS to draw Federal dollars in a more timely manner
 - This would shift \$3.0M Federal from the FY13 CIP
 - Also shifts \$3.0M TDA back into the CIP, net impact zero
 - STA Revenue
 - FY13 Receipts projected at \$19.7M
 - \$0.8M in FY13 Operating Budget
 - BDC recommendation for balance:
 - \$14.5M for 8 LRV cars
 - \$1.8M to increase the contingency reserves to 10%
 - \$2.6M pay off the Dexia pension debt
 - Includes \$5.8M shifted from Capital
 - TDA Capital \$5.0M
 - CNG Credits \$0.8M (final quarterly payment from FY 2011)

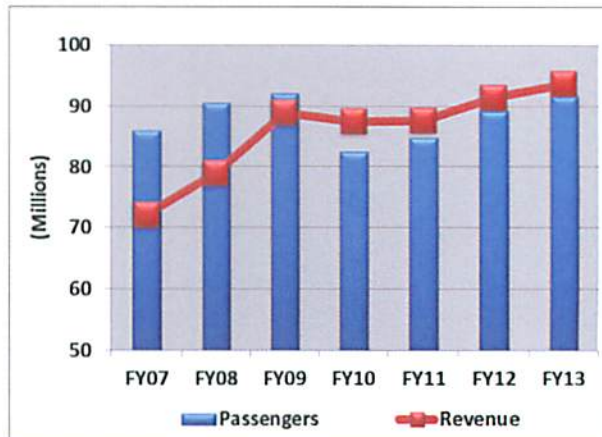


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Fiscal Year 2013 Budget Revenue Assumptions - Passenger Fares

- Review variety of economic indicators
 - SANDAG, Bureau of Labor Statistics
 - Employment growth expected to be 1.6% - 2.0%
- Currently assuming 2.6% growth in passengers
 - 2.3M passenger increase
 - Includes 950K (1.1%) from additional service
- No change in fare structure
 - Average fare decreasing by 0.4¢ to \$1.022



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Fiscal Year 2013 Budget Revenue Projection

	FY 2012 Amended	FY 2013 Projected	Var.	Var. %
Passenger Revenue	\$ 91,641	\$ 93,662	\$ 2,021	2.2%
Other Operating Income	5,474	5,311	(164)	-3.0%
Total Operating Income	\$ 97,115	\$ 98,973	\$ 1,858	1.9%
Federal	38,403	41,566	3,163	8.2%
TDA/Transnet	87,077	88,658	1,581	1.8%
STA	1,697	5,210	3,513	100.0%
Other	13,784	11,501	(2,283)	-16.6%
Total Subsidy	\$ 140,961	\$ 146,934	\$ 5,974	4.2%
Total Revenue	\$ 238,076	\$ 245,908	\$ 7,831	3.3%

- Without the Federal fuel PM shift: Federal 0.4% increase
TDA/Transnet 4.1% increase



5



Fiscal Year 2013 Budget Expense Assumptions - Personnel

- Total personnel increasing by \$6.9M (6.2%)
 - \$1.6M (1.5%) increase due to additional service
 - Net of new service, increasing by \$5.3M (4.7%)
- Headcount increasing by 24 Full Time Equivalents (FTEs)
 - 22 positions for new service: 21 Bus Operators, 1 Mechanic

	FTE	Frozen FTEs	Net FTEs
FY12 Budget	1,394.5	(15.0)	1,379.5
FY13 Proposed	1,415.5	(12.0)	1,403.5
Change	21.0	3.0	24.0

- (Not including 911 Contract Service FTEs)

- Management merit pool assumed at 2.5%



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Fiscal Year 2013 Budget Expense Assumptions - Personnel continued

- Health and Welfare increasing by \$1.1M (9.2%)
 - Net of new service, increasing by \$936K (8.1%)
 - Insurance rates increased by 9.9% on 1/1/2012
 - Management employee contributions increased by 52%, average of \$609/person
- Pension plans increasing by \$1.4M (9.9%)
 - Net of new service, increasing by \$1.1K (7.7%)
 - Management CalPers plan increasing by 1.9%
 - San Diego Trolley CalPers plan decreasing by 0.4%
 - San Diego Transit Pension plan increasing by 9.2%
 - 9.2% increase in contribution rate (30.7% of payroll, increasing from 28.1%)
 - Budget includes \$7.6M payment to pay off Dexia pension debt

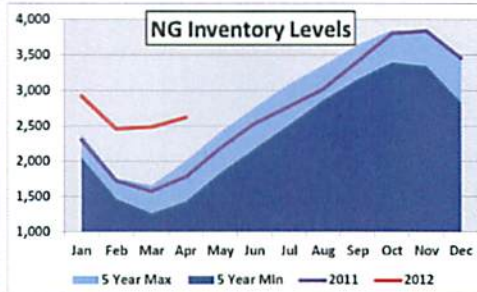


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Fiscal Year 2013 Budget Expense Assumptions - Energy

- Compressed Natural Gas (CNG) - Decreasing by \$1.3M (-17.2%)
 - High NG inventories leading to current spot price of \$2.18 per MMBTU
 - FY11 average NG commodity price \$4.05
 - FY12 year-to-date average NG commodity price \$3.42
 - FY13 pricing for 1 year financial hedge at \$3.00
 - Rate assumption used in FY13 Budget, not fixed at this time



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Fiscal Year 2013 Budget Expense Assumptions - Energy

- Diesel/Gasoline - Increasing by \$888K (12.8%)
 - Crude oil prices increasing by over 11% versus FY 2012 midyear
- Electricity/Traction Power - Decreasing by \$252K (-2.8%)
 - Direct Access program began in Feb. 2012
 - Early experience is a savings of \$0.02 per kWh on electrical commodity

	Unit of Measure	FY11 Actual	FY12 Amended	FY13 Projected	Change	Annual Usage	Cost per \$0.01 Increase
Diesel	Gallon	\$ 2.913	\$ 3.450	\$ 3.846	11.5%	840,000	\$ 8,400
Gasoline	Gallon	3.348	3.440	3.832	11.4%	1,030,000	\$ 10,300
CNG	Therm	0.955	0.909	0.717	-21.1%	7,800,000	\$ 78,000
Electricity	kWh	0.164	0.159	0.149	-6.3%	48,800,000	\$488,000



Fiscal Year 2013 Budget Expense Assumptions - Continued

- Outside Services increasing by \$1.6M (2.2%)
 - Purchased Transportation increasing by \$1.5M (2.8%)
 - \$750K related to additional service
 - Veolia contract variable rate increases by 0.1% for fixed route services
 - ADA/Minibus rates increasing by 4.0%
 - Engines and Transmissions increasing by \$189K (12.5%)
 - Other Outside Services increasing by \$40K (0.6%)
 - Repairs and Maintenance decreasing by \$189K (-4.6%)
- Total Materials and Supplies increasing by \$604K (7.8%)
 - \$373K related to additional service, 3.0% increase otherwise



Fiscal Year 2013 Budget Expense Projection

	FY 2012 Amended	FY 2013 Projected	Var.	Var. %
Personnel Expenses	\$ 107,154	\$ 114,084	\$ 6,930	6.5%
Personnel Expenses - Dexia	5,000	7,600	2,600	52.0%
Outside Services	72,975	74,573	1,598	2.2%
Materials and Supplies	7,784	8,388	604	7.8%
Energy	23,078	22,459	(619)	-2.7%
Risk Management	3,993	4,046	53	1.3%
Other	12,910	12,957	48	0.4%
Total Expenses	\$ 232,894	\$ 244,108	\$ 11,214	4.8%
Total Expenses less Dexia	\$ 227,894	\$ 236,508	\$ 8,614	3.8%
Passengers	89,300	91,646	2,346	2.6%
Cost Per Passenger *	\$ 2.552	\$ 2.581	\$ 0.029	1.1%



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Fiscal Year 2013 Budget Consolidated

	FY 2012 Amended	FY 2013 Projected	Var.	Var. %
Operating Revenues	\$ 97,115	\$ 98,973	\$ 1,858	1.9%
Recurring Subsidy Revenues	131,221	138,484	7,264	5.5%
Reserve Revenues	79	61	(18)	-23.1%
Total Recurring Revenues	\$ 228,415	\$ 237,518	\$ 9,103	4.0%
Total Expenses	232,894	244,108	11,214	4.8%
Net Operating Deficit	\$ (4,479)	\$ (6,589)	\$ (2,111)	47.1%
Non-recurring Subsidy Revenues	9,661	8,389	(1,272)	-13.2%
Total Revenues Less Expenses	\$ 5,182	\$ 1,800	\$ (3,382)	-

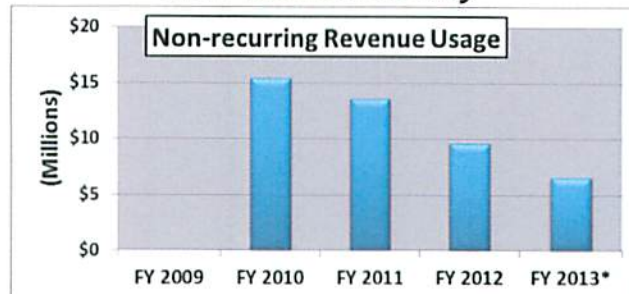
- * \$8.4M in non-recurring revenue: TDA Capital \$5.0M, CNG \$0.8M, STA \$0.8M, STA \$1.8M to increase Reserves to 10.0%



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Fiscal Year 2013 Budget MTS Sustainability



Opportunities:

- TDA revenue trending up
- STA revenue
- Increased ridership

Concerns:

- Federal Reauthorization still pending
- SDTC pension costs
- CNG Credits expired (Dec 2011)

*FY13 does not include proposed \$1.8M of STA to increase reserves



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Metropolitan Transit System Fiscal Year 2013 Projection Staff Recommendation

- That the MTS Board of Directors:
 1. Receive a report on the proposed combined MTS fiscal year 2013 operating budget; and
 2. Recommend staff hold a public hearing on June 21, 2012 with the purpose of reviewing the proposed combined MTS fiscal year 2013 operating budget.



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1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

Agenda

Item No. 2b

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

SERVICE ENHANCEMENT IMPLEMENTATION (SHARON COONEY AND
DENIS DESMOND)

RECOMMENDATION:

That the Board of Directors approve the recommended service enhancement implementation plan (Attachment A).

Budget Impact

The staff's recommended plan is to phase implementation of the service enhancements in September 2012 and January 2013. Upon adoption of the FY 2013 budget, full implementation would be at the discretion of the Chief Executive Officer and based on full realization of the revenues assumed in the budget. If the recommended phasing strategy is fully implemented, the annualized cost would be approximately \$7 million. Passenger revenue is anticipated to be \$1.4 million. FY 2013 figures would be lower due to partial-year implementation.

DISCUSSION:

At the March 15 Finance Workshop, the Board directed staff to devise a plan for adding service at an annual subsidy cost of \$6 million. Staff analyzed service levels based on a number of factors: Board Policy No. 42 evaluation criteria and performance standards, operations feedback, rider comments, and Comprehensive Operations Analysis principles. An outreach program was initiated to gain public feedback on the initial proposals for service improvements. Public comments were then used to further adjust proposals and create a recommended implementation plan (Attachment A).

MTS Policy No. 42 states that any service change affecting more than 25 percent of a route's weekly in-service miles or hours is considered a "major service change" and requires a properly noticed public hearing prior to Board action. None of the recommended changes reaches this threshold.



Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Sharon Cooney, 619.557.4513, sharon.cooney@sdmts.com

Attachments: A. Proposed Budget-Related Service Adjustments for Phased Implementation
B. Transcription of Public Comments Received (**provided the day of Public Hearing**)

Metropolitan Transit System
FY2013 Service Improvement Proposals

PROPOSED CHANGE			PURPOSE				
Route	Day	Description	Estimated Annual Cost	Loads	Service Restoration	Network Enhancement	Significant Public Comment

PHASE I: JUNE 2012 IMPLEMENTATION

7	Saturday	Increase 15 min. frequency to 12 min. (8am-6pm).	\$183,612	X	X		
7	Sunday	Increase 15 min. frequency to 12 min. (11am-6pm).	\$122,396	X	X		
20	Weekday	Add trips from Mira Mesa to Downtown during the PM PEAK.	\$146,567	X	X	X	X
30	Saturday	Add 15 min. overlay between Old Town & Pacific Beach.	\$191,168	X	X		
30	Sunday	Add 15 min. overlay between Old Town & Pacific Beach.	\$248,335	X	X		
810	Weekday	Add one round trip.	\$91,282	X			
			\$983,360				

PHASE II: SEPTEMBER 2012 IMPLEMENTATION

1	Sunday	Add selected trips.	\$48,314	X	X		
6	Saturday	Increase 30 min. frequency to 15 min.	\$77,006	X	X	X	
10	Sunday	Add selected trips.	\$22,010	X	X		
11	Sunday	Reconnect Sunday service via 1st Avenue with an hourly frequency.	\$95,340		X	X	X
13	Sunday	Add selected trips.	\$48,314	X	X		
15	Weekday	Add selected AM PEAK trips; increase 15 min. PM PEAK frequency to 12 min.	\$377,628	X			
20	Weekday	Extend 30 min. frequency midday service to Del Lago Transit Station.	\$281,805	X	X	X	X
35	Weekday	Increase 30 min. frequency to 15 min. during the PM PEAK.	\$62,424	X			X
35	Sunday	Extend span and extend 30 min. frequency three hours earlier.	\$24,551		X		X
41	Sunday	Extend the span of the 30 min. frequency service.	\$64,419		X		
44	Weekday	Add 7.5 min. overlay between Old Town & Mesa College, 3pm-6pm.	\$217,691	X			
44	Sunday	Increase 60 min. frequency to 30 min.	\$64,956		X	X	
150	Weekday	Add extra PEAK hour service.	\$283,221	X			X
703	Sunday	Add service to make a consistent 60 min. frequency.	\$15,655			X	X
705	Saturday	Increase 45 min. frequency to 30 min.	\$15,583		X	X	
712	Saturday	Increase 60 min. frequency to 30 min.	\$55,440		X	X	
712	Sunday	Restore Sunday service with hourly frequency, between Palomar & Sharp.	\$31,094		X	X	
815	Sunday	Increase 60 min. frequency to 30 min., 10am-5pm; extend service to 8pm.	\$25,735		X	X	
848	Sunday	Extend span of service to 8pm.	\$10,102		X		
864	Sunday	Extend span of service to 8pm.	\$4,891		X	X	
874/875	Sunday	Extend span of service to 8pm.	\$4,335		X	X	

905	Weekday	Add selected PEAK hour trips.	\$44,581	X		X	
929	Weekday	Increase 15 min. PM PEAK frequency to 12 min.	\$226,287	X			
BLUE	Weekday	Increase AM span of 7.5 min. frequency.	\$195,000	X			
GREEN	Saturday	Increase AM span of 15 min. frequency west of Qualcomm Stadium.	\$100,055		X		
GREEN	Sunday	Increase 30 min. frequency to 15 min. west of Qualcomm Stadium.	\$223,199		X	X	
ORANGE	Saturday	Increase AM span of 15 min. frequency.	\$75,422		X	X	
ORANGE	Sunday	Increase 30 min. frequency to 15 min. for most of the day.	\$336,500		X	X	X
			\$3,031,558				

PHASE IIIa: JANUARY 2013 IMPLEMENTATION

4	Weekday	Increase 30 min. PEAK frequency to 15 min. west of Euclid.	\$330,424	X		X	
5	Saturday	Increase 30 min. frequency to 20 min.	\$62,231			X	
13	Saturday	Increase 30 min. frequency to 20 min.	\$192,516			X	
15	Sunday	Increase 30 min. frequency to 20 min.	\$128,838		X	X	
20	Saturday	Extend shortline trips from Fashion Valley/Kearny Mesa to Mira Mesa.	\$85,000	X	X	X	X
30	Weekday	Increase 15 min. PEAK frequency between Old Town & the V.A. Med. Ctr.	\$495,636	X			
41	Weekday	Increase northbound 15 min. frequency to 10-12 min. (630am-10am).	\$188,814	X			
905	Saturday	Increase 60 min. frequency to 30 min.	\$61,964	X	X		X
955	Weekday	Increase 15 min. PM PEAK frequency to 10-12 min.	\$212,242	X	X		X
955	Saturday	Increase 30 min. frequency to 20 min. (8am-6pm).	\$54,106			X	
			\$1,811,771				

PHASE IIIb: JANUARY 2013 OR LATER IMPLEMENTATION

2	Weekday	Increase 11-12 min PEAK frequency to 10 min.	\$283,221	X	X		
6	Sunday	Increase 30 min. frequency to 15 min., and add one PM trip.	\$53,682		X	X	
10	Weekday	Increase 15 min. PEAK frequency to 12 min.	\$283,221	X			
856	Sunday	Restore Sunday service with an hourly frequency.	\$91,826		X	X	
901	Sunday	Increase 60 min. frequency to 30 min.	\$156,000		X	X	X
904	Sunday	Restore Sunday service with an hourly frequency.	\$13,262		X		
905	Weekday	Add hourly midday Local service for an all day 30 min. frequency.	\$97,277	X			
905	Sunday	Restore Sunday service with an hourly frequency.	\$72,175		X		
933	Weekday	Increase 12 min. frequency to 6 min. (130pm-230pm).	\$101,517	X			
992	Saturday	Increase 30 min. frequency to 15 min.	\$58,079	X	X	X	
992	Sunday	Increase 30 min. frequency to 15 min.	\$64,780	X	X	X	
			\$1,275,040				

\$7,101,729	TOTAL ESTIMATED ANNUAL COST
\$1,443,363	ESTIMATED ANNUAL FARE REVENUE
1,383,514	ESTIMATED NEW ANNUAL PASSENGERS

Fiscal Year 2013 Budget Service Improvements

- \$14.7 Million in Service Cuts FY08-FY10 (subsidy reductions)
 - February 2010: over 50% of Sunday services (plus others) cut for \$7.1 Million in subsidy reductions
- FY12: Ridership up substantially (+5.8% Y-T-Y), budget outlook improves
- At March 2012 Finance Workshop, Board approved adding up to \$6 million in annual service improvements to restore some previous cuts and meet increased demand



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Fiscal Year 2013 Budget Service Improvement Proposals

- Initial proposals developed at MTS using Policy 42 evaluation criteria, operations feedback, rider comments, and COA principles
- Outreach to passengers with proposals
 - Letters sent to over 30 senior centers and social service agencies
 - 12 staffed outreach sessions held throughout communities
 - Written and on-line survey, social media
 - Nearly 600 comments received
- Comments used to adjust proposals and recommended phasing



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Fiscal Year 2013 Budget Service Improvement Proposals

Public Outreach Events:

Euclid Trolley Station
Iris Avenue Trolley Station
El Cajon Transit Center
UTC Transit Center
Fashion Valley Transit Center
City Heights Transit Plaza
H St. Trolley Station
America Plaza Trolley Station
City College Trolley Station ➔

Old Town Transit Center East
Old Town Transit Center West
Rancho Bernardo Transit Station



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Fiscal Year 2013 Budget Service Improvement Proposals

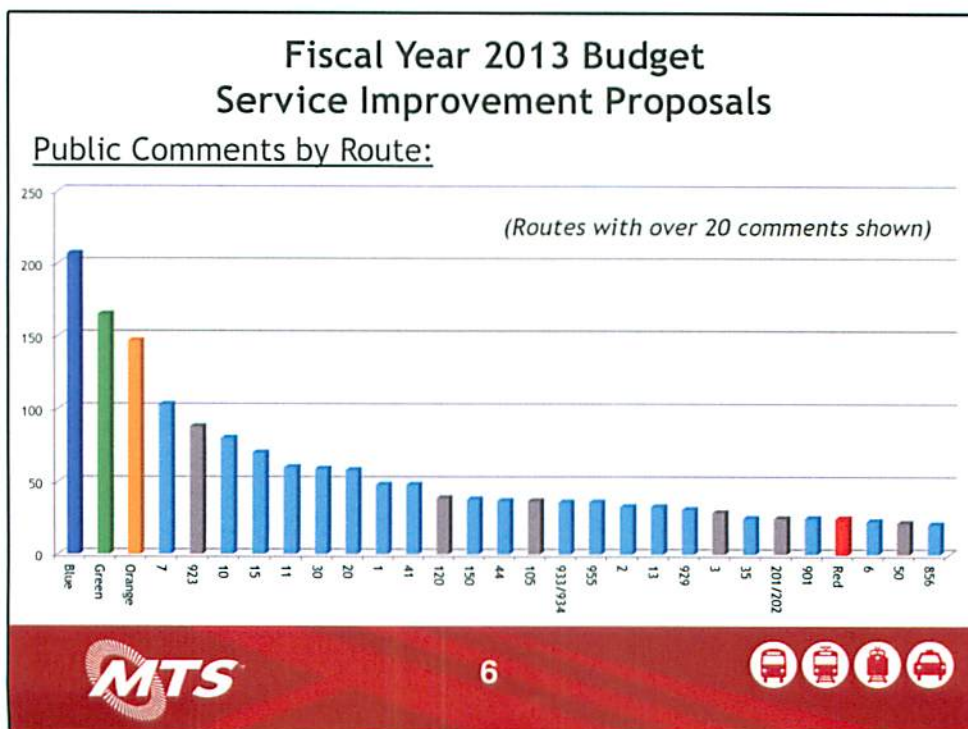
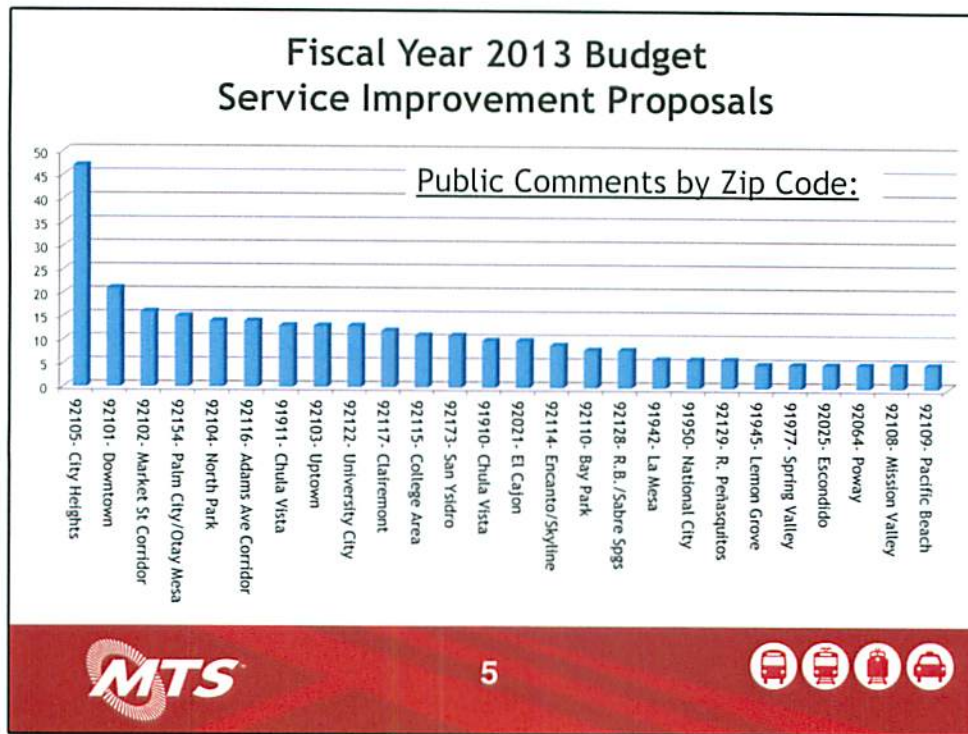
Public Comments Received:

Comment Method/Location																		
																		TOTAL
																		Other
																		Customer Service
																		America Plaza
																		H Street
																		Social Media
																		City College
																		El Cajon
																		Old Town East
																		Rancho Bernardo
																		Fashion Valley
																		UTC Transit Center
																		Old Town West
																		City Heights
																		Euclid Trolley
																		Iris Avenue
																		Telephone
																		E-mail
																		Web Survey
# of Surveys																		
																		589
# of Route Comments																		
																		2,188



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Fiscal Year 2013 Budget Service Improvement Proposals

Comments:

- Theme of comments
 - Later night service
 - More Sunday service
 - Better frequencies
 - More/better connections & transfers
- No major opposition to proposals. Riders unhappy if their specific trip unimproved.
- Many comments unrelated to proposals
 - Service Delivery
 - Security
 - Restrooms
 - COASTER



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Fiscal Year 2013 Budget Service Improvement Proposals

Staff has finalized recommendations for \$6 million in service improvements.

Recommended phasing:

- June 2012: \$1.0 million in previously planned increases
 - Urgently needed capacity
- Sept. 2012: \$2.5 million in additional increases
 - Careful restoration of services cut over previous three years
 - Capacity & frequency improvements on heaviest routes
- January 2013: Final \$2.5 million
 - Contingent on budget and funding trends in Fall 2012
 - Implementation at CEO discretion



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Fiscal Year 2013 Budget Service Improvement Proposals

JUNE 2012 IMPROVEMENTS

Weekdays

20 (163/I-15 Corridor): Add southbound trips from Mira Mesa during PM Peak
810 (Escondido Premium Express): Add one round-trip

Weekends

7 (Dwtn-Balboa Park-University Av): Increase frequency, 15 > 12
30 (Old Town-P.B.-La Jolla-UTC): Increase frequency Old Town-P.B., 30 > 15



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Fiscal Year 2013 Budget Service Improvement Proposals

SEPTEMBER 2012 IMPROVEMENTS

Weekday Frequency Increases

15 (Dwtn-El Cajon Blvd.-SDSU): Peaks, 15 > 10/12
20 (163/I-15 Corridor): Middays on northern segment, 60 > 30
35 (Old Town-Ocean Beach): PM Peak, 30 > 15
44 (Old Town-Linda Vista-Clairemont): PM Peak from Mesa College, 15 > 7.5
929 (Iris-Chula Vista-Nat'l City-Dwtn): PM Peak, 15 > 12
Blue Line: AM Peak, Extend span of morning 7.5 minute frequency

Other Weekday Improvements

150 (Dwtn-Old Town-UCSD-VA-UTC): Add PM peak trips
905 (Otay Mesa-Iris): Add selected peak-hour trips



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Fiscal Year 2013 Budget Service Improvement Proposals

SEPTEMBER 2012 IMPROVEMENTS

Saturday Frequency Increases

6 (North Park-Fashion Valley): 30 > 15
 705 (E St. Trolley-Plaza Bonita-Bonita-SW College): 45 > 30
 712 (Palomar Trolley-Palomar-SW College): 60 > 30
 Orange Line: Extend morning span of 15 minute frequency
 Green Line: Extend morning span of 15 minute frequency west of Qualcomm

Sunday Frequency Increases

35 (Old Town-Ocean Beach): Extend morning span of 30 minute frequency
 41 (Fashion Valley-Genesee-UTC): Extend morning span of 30 min. frequency
 44 (Old Town-Linda Vista-Clairemont): 60 > 30
 703 (H St. Trolley-Otay Ranch): 75/90 > 60
 815 (El Cajon-Main Street): 60 > 30
 Orange Line: 30 > 15
 Green Line: West of Qualcomm, 30 > 15

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Fiscal Year 2013 Budget Service Improvement Proposals

SEPTEMBER 2012 IMPROVEMENTS

Sunday Span-of-Service Increases

35 (Old Town-Ocean Beach): Extend span to 9PM
 815 (El Cajon-Main Street): Extend span to 8PM
 848 (El Cajon-Lakeside): Extend span to 8PM
 864 (El Cajon-Bostonia): Extend span to 8PM
 874/875 (El Cajon-Washington Av.): Extend span to 8PM

Other Sunday Improvements

1 (Hillcrest-El Cajon Blvd.-La Mesa): Add selected trips
 10 (City Heights-University Av.-Old Town): Add selected trips
 11 (Skyline-Logan-Dwtn-Hillcrest-Normal Hts.): Reconnect route
 13 (National City-Euclid-City Hts.-Grantville): Add selected trips
 712 (Palomar Trolley-Palomar-Sharp Hosp.): Restore service (Trolley-Sharp)



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Fiscal Year 2013 Budget Service Improvement Proposals

JANUARY 2013 IMPROVEMENTS

Weekday Frequency Increases

2 (Dwtn-Golden Hill-30th St.): Peaks, 11/12 > 10
 4 (Imperial Avenue): Peaks, 12th/Imperial-Euclid Trolley, 30 > 15
 10 (City Heights-University Av.-Old Town): Peaks, 15 > 12
 30 (Old Town-P.B.-La Jolla-UTC): Peaks, Old Town-VA, 15 > 12
 41 (Fashion Valley-Genesee-UTC): AM Peak, northbound, 15 > 10/12
 905 (Otay Mesa-Iris): Midday local route, 60 > 30
 933 (Imperial Beach-Iris-Palm City-Otay Mesa): 2pm-3pm, 12 > 6
 955 (National City-Euclid-Oak Park-SDSU): PM Peak, 15 > 10/12



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Fiscal Year 2013 Budget

JANUARY 2013 IMPROVEMENTS

Saturday Frequency Increases

5 (Dwtn-Market St.-Euclid): 30 > 20
 13 (National City-Euclid-City Hts.-Grantville): 30 > 20
 20 (163/I-15 Corridor): Fashion Valley/Kearny Mesa-Mira Mesa, 60 > 30
 905 (Otay Mesa-Iris): 60 > 30
 955 (National City-Euclid-Oak Park-SDSU): AM Peak, northbound, 15 > 10/12
 992 (Dwtn-Airport): 30 > 15

Sunday Frequency Increases

6 (North Park-Fashion Valley): 30 > 15
 15 (Dwtn-El Cajon Blvd.-SDSU): 30 > 20
 901 (Dwtn-Coronado-Imperial Beach-Iris): 60 > 30
 992 (Dwtn-Airport): 30 > 15

Sunday Service Restoration

856 (College Grove-Lemon Grove-Spring Valley-Rancho SD)
 864 (El Cajon-Alpine)(Restore service between Bostonia and Alpine)
 904 (Coronado)
 905 (Otay Mesa-Iris)

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Fiscal Year 2013 Budget Service Improvement Proposals

Estimated Bus Resource Requirements

September 2012

SDTC Buses: +10

Contract Buses: +9

SDTC Driver FTEs: +8

Contract Driver FTEs: +12

January 2013

SDTC Buses: +13

Contract Buses: +9

SDTC Driver FTEs: +13

Contract Driver FTEs: +12





Map of Proposed Service Improvements 2012/2013

HANDOUT AI 2b, 5/17/12



Route Comment

Att. B, AI 2b, 5/17/12

Via

Route 1

Shorten Routes #1, 10 - Better Sunday service east. [59]

City College

Rt 10 weekend service to College Ave. Stagger Rt 7 & 10 for more frequent service. Stagger Rt 1 & 15 for better service. Add Rt 7 stop WB at Univ/43rd or at Van Dyke. [77]

City Heights

Greater weekend service, more late night service

More late night services in North Park/City Heights/Mid City/Downtown and on Blue Line. We need to start tapping into transit ride home as alternative to drunk driving. Later Blue Line service. Renew Blue Line Trolley soon, Please! 3 bike capacity bike racks. UCSD Shuttles has them. [593]

Generic Survey

Route #1 needs to go all the way downtown to Broadway then back up 5th Ave. Having to transfer to another bus just to continue to downtown is a waste of my time especially that the scheduling between the 1 and the 3 and the 120 are always near misses. I can't tell you how many times I've seen the #1 drive off without me when I'm still on the 120. Or the other way around... NOT EFFICIENT. [318]

Survey Monkey

More frequency or hourly express trolleys on the green and orange lines. More frequency (10 mins or less) on the 1 and 15 bus routes. Thanks! [338]

Survey Monkey

1) Better connection between the Route 10 and 11

2) Reduce the number of Route 7 buses time schedules. I am ALWAYS observing multiple route 7 buses right behind each other. As one bus leaves the stop, the next bus pulls into the stop within 30 seconds, if not sooner. Having these extra empty buses run is very ineffective, cost wise. The extra buses could be used towards Bullet 3. 3) Extend Route 1 or 11U on Sundays to 11pm. Its extremely hard to get home from work on Sundays as I now depend on a very expensive cab ride that I sometimes have to wait over an hour to be picked up [372]

Survey Monkey

Add more peak buses on the Route 7 during morning Rush. It runs very frequently now but there is still limited capacity as I am passed up by a full bus and sometimes 2 full busses almost every morning. I suggest running the #11 bus from Adams down Park all the way downtown and then have the #1 bus serve First Ave and terminate downtown. Also consider running the 7 down Broadway on Sundays. [401]

Survey Monkey

Best thing you can do for the #1 is to run it to downtown, say about Broadway and back up 5th. Transferring to the 120 or 3 is MURDER. [480]

social_media

Dear MTS staff: I expect that these well-thought suggestions get a full, open discussion. I look forward to an opportunity to work with you to see these to completion. Sincerely, Andrew Bailey - Include street-level (and plaza-level) schedules at trolley stops. Currently, riders have to go down into the hole at SDSU to check, or onto the platform at Grant Ville. - Seriously examine reinstating direct Route 13 service (alternately) to SDSU. This has a number of benefits for the community, and really doesn't make a difference in connecting to the trolley. - Fully stagger the schedules for Routes 15 and 1 on El Cajon Blvd.. At many times, this would give riders the most convenient service. Similarly for Routes 10 and 7. - Reinstate Route 10 service to College Ave. on weekends. - Reinstate the bus stop westbound at 43rd and University (or put one at Van Dyke). The stop at Fairmont gets ridiculously snarled. (It's among the reasons people won't ride the bus.) - Let riders use hailing numbers so we can sit and read while we wait, or go wait in the shade. Again, thanks for your attention. [505]

email

Please change the timing of the buses that run up and down El Cajon Blvd (Rts 1 and 15) on the weekend. Currently both buses come by within a couple of minutes of each other and then there are no buses at all for another 25 minutes or so. Please space them out so that one bus comes by every 15 minutes. Many of us can ride either bus. Having both buses come along at the same time doesn't make much sense. While you are making changes please ensure that the buses on University Avenue are spaced out appropriately as well. (Rts 7 and 10). Also it would be wonderful if Rte 1 would run later on Sunday evening. Especially since Rte 11 doesn't run through Hillcrest on Sundays. And finally, if there ever is any more budget in the future...I am so passionate about drinking and driving. There are no public transportation options for people to use if someone has had too much to drink. At least on the weekends, we should have routes that run all night. And advertise the heck out of the fact that you are doing it. Maybe even make it free. Thank you for your consideration, Jenn- [515]

email

Thank you for opening up the planning to public input. I've got some thoughts on MTS routes I personally use as a resident of North Park. For improving the Green Line between Old Town and Qualcomm, would it be possible to run the service improvement as a Sunday-only Red Line instead? Most of the community hates that forced transfer and are glad it's going away soon. The Blue Line will only get more crowded too. Run more 1A's so it's easier to get to the Trolley and not as far of a trip. 15-min frequency, all-day on the #15 would be great. Itâ€™s a very useful & fast route. Some bendy buses in the morning & afternoon to alleviate crowding since its frequently butt-to-face during peak. Also, extending the current #15 terminus downtown from Union west to Kettner would provide a simple transfer to the Santa Fe Depot; a regional transit hub. Currently, the walk is 5 blocks and buses wouldnâ€™t need to travel much farther than they currently do to end up at the layover point at C & State. This really should be applied to ALL routes that travel on Broadway and terminate on Union. It's a incredible missed opportunity. Rerouting the 6 to move the turn-around loop from existing University & 30th farther south, perhaps to Juniper and 30th. This would help add additional service south of University, do a better job linking the North Park neighborhood together and increasing service & flexibility for those who live on 30th. As the current 6 exists, it feels a little like an orphan route; a little Trolley connection and a little penetration into NP, but neither are spectacular. May require 1 additional bus + driver, but the results could be worth it. A long shot, but extending the 6 down to 25th & Commercial so we can have a new transfer to orange line. Put some of the routes on a stop diet. For example, the 2, 6, and 7 do not need to stop on every single

email

block. This is a problem all over the city on many MTS routes. Removing a few stops here and there will greatly improve the appeal, speed, and reliability of our buses while still maintaining accessibility and flexibility. If anything, having too many stops is driving people away because it's too damn slow! (for example, the #2 bus has 6 stops in 4 blocks between Univ and El Cajon. Combined with the traffic lights, it's not hard to out bike the 2 & 6, if not out walk them.) Other things: bus bulbs so buses don't have to try and merge into traffic, queue jump lights at problematic/major intersection so buses can get out ahead of traffic after stopping, something similar to the OneBusAway app Seattle utilizes (sorry, but the current MTS app kinda sucks if you don't know the stop ID). <http://www.onebusaway.org/> [575]

Having the Route 1 available on the weekends sure would help as far as time consuming. [79]

City Heights

more service on 7,10,1 and trolleys [355]

Survey
Monkey

Route 2

Greater weekend service, more late night service

More late night services in North Park/City Heights/Mid City/Downtown and on Blue Line. We need to start tapping into transit ride home as alternative to drunk driving. Later Blue Line service. Renew Blue Line Trolley soon, Please! 3 bike capacity bike racks. UCSD Shuttles has them. [593]

Generic
Survey

Increased weekend frequency on the 2. Increased evening weekend frequency on the 15, 10, 7. Greatly increased frequency during weekdays on the 921 during commute hours, 15 min lead times instead of 30 - later hours on the 921 as well, at least until 9PM. Later hours on the 41, increased frequency on the 41. It's VERY hard to commute from North Park to Sorrento Valley using MTS. [337]

Survey
Monkey

Route 2 - Is there really a noticeable difference between 11 minute and 10 minute headways? Busses are not that precise in their time, and I frequently wait at stops while on the bus since it is ahead of schedule. This morning I was on a very crowded 2 to downtown, another 2 bus, nearly empty, was leapfrogging the bus I was on. My suggestion would be to have 15min headways for busses that stop at local stops and 15 min headways for an express service. I have a flexible schedule and would rather get to America Plaza quickly, stopping at all the local stops is ridiculous they are only a couple of blocks away. Juniper Street, C Street, 25th Street, maybe 21st street, should be the only stops. [363]

Survey
Monkey

(This comment was sent as a hard copy letter) The letter requests the return of the Saturday schedule on Sundays to Routes 2,10,11,15,120,901. The letter also requests that Route 14 have an increased frequency to every 30 minutes instead of hourly on Weekdays and hourly service on Saturdays. [439]

other

Thank you for opening up the planning to public input. I've got some thoughts on MTS routes I personally use as a resident of North Park. For improving the Green Line between Old Town and Qualcomm, would it be possible to run the service improvement as a Sunday-only Red Line instead? Most of the community hates that forced transfer and are glad it's going away soon. The Blue Line will only get more crowded too. Run more 1A's so it's easier to get to the Trolley and not as far of a trip. 15-min frequency, all-day on the #15 would be great. It's a very useful & fast route. Some bendy buses in the morning & afternoon to alleviate crowding since it's frequently butt-to-face during peak. Also, extending the current #15 terminus downtown from Union west to Kettner would provide a simple transfer to the Santa Fe Depot, a regional transit hub. Currently, the walk is 5 blocks and buses wouldn't need to travel much farther than they currently do to end up at the layover point at C & State. This really should be applied to ALL routes that travel on Broadway and terminate on Union. It's an incredible missed opportunity. Rerouting the 6 to move the turn-around loop from existing University & 30th farther south, perhaps to Juniper and 30th. This would help add additional service south of University, do a better job linking the North Park neighborhood together and increasing service & flexibility for those who live on 30th. As the current 6 exists, it feels a little like an orphan route; a little Trolley connection and a little penetration into NP, but neither are spectacular. May require 1 additional bus + driver, but the results could be worth it. A long shot, but extending the 6 down to 25th & Commercial so we can have a new transfer to orange line. Put some of the routes on a stop diet. For example, the 2, 6, and 7 do not need to stop on every single block. This is a problem all over the city on many MTS routes. Removing a few stops here and there will greatly improve the appeal, speed, and reliability of our buses while still maintaining accessibility and flexibility. If anything, having too many stops is driving people away because it's too damn slow! (for example, the #2 bus has 6 stops in 4 blocks between Univ and El Cajon. Combined with the traffic lights, it's not hard to out bike the 2 & 6, if not out walk them.) Other things: bus bulbs so buses don't have to try and merge into traffic, queue jump lights at problematic/major intersection so buses can get out ahead of traffic after stopping, something similar to the OneBusAway app Seattle utilizes (sorry, but the current MTS app kinda sucks if you don't know the stop ID). <http://www.onebusaway.org/> [575]

email

I see that MTS want to improve certain routes service. I can understand you mentioned once last year that you've no clear picture of the mid-city routes yet. If you decide to swap the north end of the route 11 for the route 2, perhaps 10 minutes frequency during the week, highly recommend splitting to Grantville Trolley Station and SDSU. Another option is 10 minutes frequency between 39th & Adams and Downtown, to and from SDSU would be every 20 minutes. In the future perhaps, I would like to see the Route 6 to serve between North Park and UCSD. I know it's difficult because of 2 different division would be too costly to arrange, but the bottom line is the transfer between routes 6 and 41 is heavy. If this route is serving between North Park and UCSD today, in the valley area traffic can be unpredictable so I think it might be a good idea for the Route 6 layover at Fashion Valley Transit Center for 15 minutes to allow to catch up the time in case if running behind. If you have any questions, please don't hesitate to ask. I do have reasons why I am favor of the Route 2. [599]

email

Bus 35, bus 2, bus 30, 992 is really important for tourists [173]

Old Town
East

2715901 [189]

America
Plaza

The increased frequency of Route #2 during rush hour. [332]

Survey
Monkey

Increased frequency during rush hour. [361]

Survey
Monkey

the increase in the frequency for bus route 2 weekend service for the 150 [389]

Survey
Monkey

10 minute intervals on 2 would be fantastic!! As is, it is quicker for me to walk home (Meade/Park area) from the 11 ""connection"" on 30th street than to wait for the 11 bus to arrive. More operation on 6 on the weekdays is also a great idea. [404]

Survey
Monkey

Route 3

Increase the frequency of the 3. [57]

City College

3 and the 5 [160]

Euclid
Trolley

3 route [185]

Iris Avenue

on ocean view hills it takes 20 min to walk to bus stop to house , they should make routes up there make the buses more often late nights [191]

Iris Avenue

120 & 3 routes Sunday service expanded again and/or later service for 120 & 3 everyday (especially Sunday) [305]

Survey
Monkey

email

I just visited your website to see the upcoming proposed service improvements. I am very disappointed to see that routes 3 and 120 weren't among those routes to be restored on Sundays/Holidays. The route 3, the bus I take from home to work, really needs to be restored to later evening times on Sundays. I work the graveyard shift from 11PM till 730 AM. The last route 3 comes to where I catch it at- 39th and Oceanview Blvd, at around 710PM. That means that I would get to work some 3 hours early!!! On Sunday/Holidays, I have to take a cab from my house to work, which cost over \$20 one way, due to MTS's failure to provide late evening Sunday service. The route 120 Sunday service is equally ridiculous because since it stops at all bus stops on Sundays/Holidays, it is exceptionally overcrowded. I urge MTS Planning Dept. to please reconsider their decision, and include routes 3 and 120 as part of the Sunday/Holiday service restorations for the benefit of those of us that really could behoove from it. [503]

Route 4

More route 4 for Sunday [155]

Euclid
Trolley

weekends. Sunday to be every 15 minutes [177]

Euclid
Trolley

4 Weekday improvements 955 Weekday improvements [155]

Euclid
Trolley

Made it easier to travel route 4, it will help me a great deal off a lot 13 will need much more time need not to wait [158]

Euclid
Trolley

Bus route 4 frequently service on Sunday and weekdays [299]

Survey
Monkey

more buses on route 4, and better Sunday service [307]

Survey
Monkey

Route 5

3 and the 5 [160]

Euclid
Trolley

improve 5 and 6 routes [162]

Euclid
Trolley

phone

The caller would like there to be improved service on Sunday by extending service by about an hour (to 9 a bit past 9pm). There is a store that closes at 9pm along the route, that is in accessible when the route ends at 8pm. [427]

It would be helpful to see the increased trips to routes 5, 20 and 13 as noted in the proposed listing. [96]

Euclid
Trolley

Route 6

Please change Rt 6 Sunday schedule to Saturday frequency please. [125]

Fashion
Valley

improve 5 and 6 routes
[162]

Euclid
Trolley

if they stoped when I am like 20 seconds or less that would be helpful, the food thing why 2 bags per person that would make me do a lot of trips to the market inconvenient.
the 6 on Sunday it runs weird and I work on Sunday [169]

Euclid
Trolley

email

I have been riding the bus in San Diego since I was in high school and it was 35 cents. I have been working full time downtown for over 30 years. The Sunday service changes that were enacted damaged a lot of people. We depend on the bus to get to work, to stores, to get our kids at school or at daycare, and to doctors' offices. I've talked to many, many riders. People have lost jobs because of this. People can't get to church. They can't get their groceries without taking 3 hours after all the bad connections. I rarely ride on Sundays any more. I can't afford to take all day to get somewhere because of bad connections on Sundays. I have severe osteoarthritis in both knees and I get exhausted pretty easily. Some of the suggested improvements for Sunday service are great. However, the route 11 needs to run every half hour again along its regular route on Sundays. And trolleys that run every half hour on Sunday are just plain wrong. Also, a lot of people who work in Mission Valley on Sundays REALLY depend on route 6 to extend back to where it was before. I've heard this a lot from riders. How SDMTS can charge the kind of fare they do, with no more transfers, and offer this kind of service to riders, is very, very wrong. This is the highest fare of any big city I've ever visited, and in those cities the buses run all day and all night and you can use a transfer! [508]

email

From the list provided through the internet, please consider not doing the following items. Items 6, 7, 150, 150, 703, 705, 712, 810, 992, Green, and Orange line. [518]

email

Thank you for opening up the planning to public input. I've got some thoughts on MTS routes I personally use as a resident of North Park. For improving the Green Line between Old Town and Qualcomm, would it be possible to run the service improvement as a Sunday-only Red Line instead? Most of the community hates that forced transfer and are glad it's going away soon. The Blue Line will only get more crowded too. Run more 1A's so it's easier to get to the Trolley and not as far of a trip. 15-min frequency, all-day on the #15 would be great. It's a very useful & fast route. Some bendy buses in the morning & afternoon to alleviate crowding since it's frequently butt-to-face during peak. Also, extending the current #15 terminus downtown from Union west to Kettner would provide a simple transfer to the Santa Fe Depot; a regional transit hub. Currently, the walk is 5 blocks and buses wouldn't need to travel much farther than they currently do to end up at the layover point at C & State. This really should be applied to ALL routes that travel on Broadway and terminate on Union. It's a incredible missed opportunity. Rerouting the 6 to move the turn-around loop from existing University & 30th farther south, perhaps to Juniper and 30th. This would help add additional service south of University, do a better job linking the North Park neighborhood together and increasing service & flexibility for those who live on 30th. As the current 6 exists, it feels a little like an orphan route; a little Trolley connection and a little penetration into NP, but neither are spectacular. May require 1 additional bus + driver, but the results could be worth it. A long shot, but extending the 6 down to 25th & Commercial so we can have a new transfer to orange line. Put some of the routes on a stop diet. For example, the 2, 6, and 7 do not need to stop on every single block. This is a problem all over the city on many MTS routes. Removing a few stops here and there will greatly improve the appeal, speed, and reliability of our buses while still maintaining accessibility and flexibility. If anything, having too many stops is driving people away because it's too damn slow! (for example, the #2 bus has 6 stops in 4 blocks between Univ and El Cajon. Combined with the traffic lights, it's not hard to out bike the 2 & 6, if not out walk them.) Other things: bus bulbs so buses don't have to try and merge into traffic, queue jump lights at problematic/major intersection so buses can get out ahead of traffic after stopping, something similar to the OneBusAway app Seattle utilizes (sorry, but the current MTS app kinda sucks if you don't know the stop ID). <http://www.onebusaway.org/> [575]

email

I see that MTS want to improve certain routes service. I can understand you mentioned once last year that you've no clear picture of the mid-city routes yet. If you decide to swap the north end of the route 11 for the route 2, perhaps 10 minutes frequency during the week, highly recommend splitting to Grantville Trolley Station and SDSU. Another option is 10 minutes frequency between 39th & Adams and Downtown, to and from SDSU would be every 20 minutes. In the future perhaps, I would like to see the Route 6 to serve between North Park and UCSD. I know it's difficult because of 2 different division would be too costly to arrange, but the bottom line is the transfer between routes 6 and 41 is heavy. If this route is serving between North Park and UCSD today, in the valley area traffic can be unpredictable so I think it might be a good idea for the Route 6 layover at Fashion Valley Transit Center for 15 minutes to allow to catch up the time in case if running behind. If you have any questions, please don't hesitate to ask. I do have reasons why I am favor of the Route 2. [599]

expanded services on express lines 20 and 150. more frequent weekend trip between mission valley and north park on #6. [328]

Survey
Monkey

The 15-minute midday intervals for weekends on the 6 would greatly benefit me. Also, the added intervals for the Green line and Orange line trolley on the weekends. [369]

Survey
Monkey

10 minute intervals on 2 would be fantastic!! As is, it is quicker for me to walk home (Meade/Park area) from the 11 "connection" on 30th street than to wait for the 11 bus to arrive. More operation on 6 on the weekdays is also a great idea. [404]

Survey
Monkey

Route 7

Cheaper tickets. Why doesn't it operate every 10 minutes? [67]

City Heights

Rt 10 weekend service to College Ave. Stagger Rt 7 & 10 for more frequent service. Stagger Rt 1 & 15 for better service. Add Rt 7 stop WB at Univ/43rd or at Van Dyke. [77]

City Heights

Increased frequency of 210 and add a weekend time. Also, more late nights on 7. [78]

City Heights

Maybe the 7 having more time. [79]

route 7. improve service going to downtown, they are usually late
Chula Vista 705 weekdays [147]

Cleanliness Stop times

7 more frequently Trolley run maybe a little longer if possible [154]

Route 923 all weekend DT to OB w/no 992 connection, Route 7 complete trip to DT for Zoo Tourist transfers on weekend rather than starting at city college. Normal weekday route for bus 9 also a tourist route on weekend, look at tourist routes, I hear that it is stupid the way they work on the weekend, it's hard to explain why we aren't being more welcoming to tourists when the majority of our tourism uses bus service. [173]

Greater weekend service, more late night service

More late night services in North Park/City Heights/Mid City/Downtown and on Blue Line. We need to start tapping into transit ride home as alternative to drunk driving. Later Blue Line service. Renew Blue Line Trolley soon, Please! 3 bike capacity bike racks. UCSD Shuttles has them. [593]

Route 7 is always very full. As a senior I want this route to have more buses running frequently to make it safer for the bus driver and us, the riders. (Amina Garden, City Heights resident). [285]

Increased weekend frequency on the 2. Increased evening weekend frequency on the 15, 10, 7. Greatly increased frequency during weekdays on the 921 during commute hours, 15 min lead times instead of 30 - later hours on the 921 as well, at least until 9PM. Later hours on the 41, increased frequency on the 41. It's VERY hard to commute from North Park to Sorrento Valley using MTS. [337]

1) Better connection between the Route 10 and 11

2) Reduce the number of Route 7 buses time schedules. I am ALWAYS observing multiple route 7 buses right behind each other. As one bus leaves the stop, the next bus pulls into the stop within 30 seconds, if not sooner. Having these extra empty buses run is very ineffective, cost wise. The extra buses could be used towards Bullet 3. 3) Extend Route 1 or 11U on Sundays to 11pm. It's extremely hard to get home from work on Sundays as I now depend on a very expensive cab ride that I sometimes have to wait over an hour to be picked up [372]

Too many of the big 7 busses clog up the stops in North Park, if there has to be that many 7's going they should be staggered better with a small 7 between each big one.

I'd like to see more weekend service and late night service. [381]

I think that especially in the morning when I am going downtown to go to work the 7 bus at park BLVD and university always gets packed with the school kids by 630am.....and when I am trying to get off the bus its always a hassle with trying to get out cuz the kids are blocking the doorways/seat entrances...Maybe we should have a sepeperate bus for the school kids or a second bus to pick them all up. I see the elderly even having a hard time due to the high volume of people in the am. also Id like to suggest that we get restrooms at the trolley stations. I know the people will do graffitti but thats part of life and we could have a trolley cop observe the restrooms or even have a key to unlock it, I am in remission from cancer and i know i have a hard time holding my bladder then having to walk several blocks to find a restroom to use is such a mess.

More frequent buses from downtown to la mesa trolley, we have alot of ppl that get on with carts and strollers/wheelchairs and if they ran every 15 min and not 30 it would help. as well as the bus that runs to granite hills should run on weekends as well [383]

increased frequency on the 7 during weekdays [389]

Buy Van Hool buses. They are more cart and stroller friendlier. They even build Natural Gas and Hyrdogen Fuel cell versions. To speed up service on Bus 7, space the bus stops further apart. Construct bus bulbs. Have TVM machines at high passenger stops. Institute BRT or Light Rail on Route 7 and 15.

Turn Route 15, 7, 10, and 11 into Light Rail Trolley lines. Run buses 24 hours a day on Friday and Saturday nights; especially Route 15, 10, and 7. Run the Trolley 24 Hours a day on Friday and Saturday nights. [396]

Add more peaker buses on the Route 7 during morning Rush. It runs very frequently now but there is still limited capacity as I am passed up by a full bus and sometimes 2 full busses almost every morning. I suggest running the #11 bus from Adams down Park all the way downtown and then have the #1 bus serve serve First Ave and terminate downtown. Also consider running the 7 down Broadway on Sundays. [401]

The caller would like to make a complaint about the Route 7. The buses are always late and he always sees two buses piggy back each other. [446]

Dear MTS staff: I expect that these well-thought suggestions get a full, open discussion. I look forward to an opportunity to work with you to see these to completion. Sincerely, Andrew Bailey - Include street-level (and plaza-level) schedules at trolley stops. Currently, riders have to go down into the hole at SDSU to check, or onto the platform at Grant Ville. - Seriously examine reinstating direct Route 13 service (alternately) to SDSU. This has a number of benefits for the community, and really doesn't make a difference in connecting to the trolley. - Fully stagger the schedules for Routes 15 and 1 on El Cajon Blvd.. At many times, this would give riders the most convenient service. Similarly for Routes 10 and 7. - Reinstate Route 10 service to College Ave. on weekends. - Reinstate the bus stop westbound at 43rd and University (or put one at Van Dyke). The stop at Fairmont gets ridiculously snarled. (It's among the reasons people won't ride the bus.) - Let riders use hailing numbers so we can sit and read while we wait, or go wait in the shade. Again, thanks for your attention. [505]

City Heights

Iris Avenue

Euclid
Trolley

Old Town
East

Generic
Survey

Survey
Monkey

Survey
Monkey

Survey
Monkey

Survey
Monkey

Survey
Monkey

Survey
Monkey

Survey
Monkey

Survey
Monkey

phone

email

email

From the list provided through the internet, please consider not doing the following items. Items 6.7, 150, 150, 703, 705, 712, 810, 992, Green, and Orange line. [518]

email

Thank you for opening up the planning to public input. I've got some thoughts on MTS routes I personally use as a resident of North Park. For improving the Green Line between Old Town and Qualcomm, would it be possible to run the service improvement as a Sunday-only Red Line instead? Most of the community hates that forced transfer and are glad it's going away soon. The Blue Line will only get more crowded too. Run more 1A's so it's easier to get to the Trolley and not as far of a trip. 15-min frequency, all-day on the #15 would be great. Itâ€™s a very useful & fast route. Some bendy buses in the morning & afternoon to alleviate crowding since its frequently butt-to-face during peak. Also, extending the current #15 terminus downtown from Union west to Kettner would provide a simple transfer to the Santa Fe Depot; a regional transit hub. Currently, the walk is 5 blocks and buses wouldnâ€™t need to travel much farther than they currently do to end up at the layover point at C & State. This really should be applied to ALL routes that travel on Broadway and terminate on Union. It's a incredible missed opportunity. Rerouting the 6 to move the turn-around loop from existing University & 30th farther south, perhaps to Juniper and 30th. This would help add additional service south of University, do a better job linking the North Park neighborhood together and increasing service & flexibility for those who live on 30th. As the current 6 exists, it feels a little like an orphan route; a little Trolley connection and a little penetration into NP, but neither are spectacular. May require 1 additional bus + driver, but the results could be worth it. A long shot, but extending the 6 down to 25th & Commercial so we can have a new transfer to orange line. Put some of the routes on a stop diet. For example, the 2, 6, and 7 do not need to stop on every single block. This is a problem all over the city on many MTS routes. Removing a few stops here and there will greatly improve the appeal, speed, and reliability of our buses while still maintaining accessibility and flexibility. If anything, having too many stops is driving people away because itâ€™s too damn slow! (for example, the #2 bus has 6 stops in 4 blocks between Univ and El Cajon. Combined with the traffic lights, itâ€™s not hard to out bike the 2 & 6, if not out walk them.) Other things: bus bulbs so buses donâ€™t have to try and merge into traffic, queue jump lights at problematic/major intersection so buses can get out ahead of traffic after stopping, something similar to the OneBusAway app Seattle utilizes (sorry, but the current MTS app kinda sucks if you donâ€™t know the stop ID). <http://www.onebusaway.org/> [575]

General comment - increase weekends. Route 7 increase on weekends. [21]

Old Town
East

Increasing the 7's frequency is definitely going to benefit me, along with my school. [57]

City College

Weekend 7 & 15. [77]

City Heights

44-Provide 1/2 hour departure on Sunday. 7-Add extra service for Route 7. [120]

Fashion
Valley

901 Sunday Srvice, 7 Saturday and Sunday service 20 All weekday changes, Trolley frequency increases [171]

Fashion
Valley

2 7 15 901 [189]

America
Plaza

Increased weekend frequency on the 7. [337]

Survey
Monkey

Increases to route 7 [350]

Survey
Monkey

more service on 7,10,1 and trolleys [355]

Survey
Monkey

The frequency on the #7 [398]

Survey
Monkey

I like the improvements to midday route 7 frequency. [401]

Survey
Monkey

Route 8

Extend 35, 8, 9 on Friday and Saturday nights to prevent DUIs. [41]

Old Town
West

The caller would like to request the Routes 8 & 44 run later on sundays like they do on Saturdays. [478]

phone

Route 9

Extend 35, 8, 9 on Friday and Saturday nights to prevent DUIs. [41]

Old Town
West

Look at timed transfer from 430pm SB Coaster to 431pm WB 9. [50]

Old Town
West

I'd like to see Sunday service for the 9 extended into Pacific Beach. I also would like to see later service of the Trolleys and key bus routes to go into the late night on Fridays and Saturdays to make it easier to get home from the bars without paying for a cab, or worse driving drunk [261]

Survey
Monkey

Expanded route 9 service into seaworld. I work at seaworld and the bus stops coming into the park before I am off work often times and it doesn't start going into the park until after I start when I have morning shifts. [341]

Survey
Monkey

Route 10

Extend Rt 10 Sunday to 54th. Later evening 105 frequency. [15]

Old Town
East

The 10 needs to run more often on Sundays. It stops running too early. No drinks like alcohol. There's been too much public drunkenness. [22]

Old Town
East

Shorten Routes #1, 10 - Better Sunday service east. [59]

City College

Rt 10 weekend service to College Ave. Stagger Rt 7 & 10 for more frequent service. Stagger Rt 1 & 15 for better service. Add Rt 7 stop WB at Univ/43rd or at Van Dyke. [77]

City Heights

Add a stop to the route 10 at University & 33rd remove the route 10 stop at Swift re-route the 150 to go right Pac. Hwy then right Seaworld Dr then to I-5 North [170]

Fashion
Valley

Just have the 10 run a later trip on weekdays bike racks lubricated clean the bus a little better windows are dusty and moldy [172]

Fashion
Valley

Greater weekend service, more late night service
More late night services in North Park/City Heights/Mid City/Downtown and on Blue Line. We need to start tapping into transit ride home as alternative to drunk driving. Later Blue Line service. Renew Blue Line Trolley soon. Please! 3 bike capacity bike racks. UCSD Shuttles has them. [593]

Generic
Survey

Increased weekend frequency on the 2. Increased evening weekend frequency on the 15, 10, 7. Greatly increased frequency during weekdays on the 921 during commute hours, 15 min lead times instead of 30 - later hours on the 921 as well, at least until 9PM. Later hours on the 41, increased frequency on the 41. It's VERY hard to commute from North Park to Sorrento Valley using MTS. [337]

Survey
Monkey

Make the 10 bus go to the end of the line, eastbound, on weekends too! [347]

Survey
Monkey

More routes on the #28. Return the #84 route to Cabrillo on weekends. More routes on #10 on Sunday. [354]

Survey
Monkey

1) Better connection between the Route 10 and 11

2) Reduce the number of Route 7 buses time schedules. I am ALWAYS observing multiple route 7 buses right behind each other. As one bus leaves the stop, the next bus pulls into the stop within 30 seconds, if not sooner. Having these extra empty buses run is very ineffective, cost wise. The extra buses could be used towards Bullet 3. 3) Extend Route 1 or 11U on Sundays to 11pm. Its extremely hard to get home from work on Sundays as I now depend on a very expensive cab ride that I sometimes have to wait over an hour to be picked up [372]

Survey
Monkey

1. 88 Bus needs Sunday service, and one last bus during the week at 10:17pm leaving Old Town. 2. 28 needs increased Sunday Service, and later service. Also, should go back to a 28 A, B, C routes for Weekends when 84 does not run. 3. Route needs to be created to service Mt Soledad road up to the cross. 4. A bus needs to run on Midway serving the Midway post office. 35 could do when going West, and 10 could do it when going East. [388]

Survey
Monkey

Route 10 should terminate at SDSU instead of University and College. This would greatly increase connectivity. Why increase frequency on green line west of qualcomm only? This does not make any sense! Should include SDSU and westbound. When will actual arrival times gps be available for additional routes including trolley? [411]

Survey
Monkey

(This comment was sent as a hard copy letter) The letter requests the return of the Saturday scedule on Sundays to Routes 2,10,11,15,120,901. The letter also requests that Route 14 have an increased frequency to every 30 minuites instead of hourly on Weekdays and hourly service on Saturdays. [439]

other

More times on the #10 on Sunday. More times on the #28 during the week and on weekends (stops at Liberty Station and Rock Church and Academy). Return the #84 to run on weekends to Cabrillo National Monument. [481]

social_media

1. 88 Bus needs Sunday service, and one last bus during the week at 10:17pm leaving Old Town. 2. 28 needs increased Sunday Service, and later service. Also, should go back to a 28 A, B, C routes for Weekends when 84 does not run. 3. Route needs to be created to service Mt Soledad road up to the cross. 4. A bus needs to run on Midway serving the Midway post office. 35 could do when going West, and 10 could do it when going East. [496]

email

route 150: buses during the week end from downtown and bus after 8pm from UTC route 10: late night buses [520]

email

Dear MTS staff: I expect that these well-thought suggestions get a full, open discussion. I look forward to an opportunity to work with you to see these to completion. Sincerely, Andrew Bailey - Include street-level (and plaza-level) schedules at trolley stops. Currently, riders have to go down into the hole at SDSU to check, or onto the platform at Grant Ville. - Seriously examine reinstating direct Route 13 service (alternately) to SDSU. This has a number of benefits for the community, and really doesn't make a difference in connecting to the trolley. - Fully stagger the schedules for Routes 15 and 1 on El Cajon Blvd.. At many times, this would give riders the most convenient service. Similarly for Routes 10 and 7. - Reinstate Route 10 service to College Ave. on weekends. - Reinstate the bus stop westbound at 43rd and University (or put one at Van Dyke). The stop at Fairmont gets ridiculously snarled. (It's among the reasons people won't ride the bus.) - Let riders use hailing numbers so we can sit and read while we wait, or go wait in the shade. Again, thanks for your attention. [505]

email

Increase bike racks to hold 3 bikes per bus. Create a Route 10 stop on 50th St. [512]

email

email

A native of San Diego. Retired. Mid 60s also disabled Have used the bus daily from later school years 1960s through decades of working years to date April 2012 at least 50 years+ Some routes that have changed over the years have resulted spending money I can't afford on a taxi to shopping on line rather than supporting our local stores to just doing without, not worth the hassle. Example: Several years back, the No. 10 route after going down the Washington St. hill it would turn onto Midway and ahead to Rosecrans then turn right to Old Town station. This was perfect as there are many stores in the Midway & Rosecrans area along with a shopping center also a few blocks from Target. Years ago the No. 10 was changed from Midway to Pacific Highway with no stores along the way and vers off to Old town Station where you have to wait for another bus line to get to Midway & Rosecrans then repeat this on return When the original route went to Midway & Rosecrans directly. A 4 mile ride turns into at least an 50 minutes+ along with lugging bags with extra walking to stores in between and in changing buses What your schedule states as time is not the usual. Waiting for carts & wheelchairs to get on, waiting for riders after getting on then looking for the pass or money. Riders stopping the driver asking questions. To change this route back to the original would not be a major situation for MTS, at most might add a few minutes to the ride if that. The stores in this area are great for people who have an income under \$30,000 Also at Park & Univ. where the 10 route passes, there are several hundred senior citizens living at that corner in 3 Sr. hi rises They are also missing out as the majority are bus riders. Thank you for your consideration. Pamela [565]

10 make me wait less. I could get to work on time. And good thing that you make some buses longer so people could sit down. [88]

City Heights

Rt 10, yes peak, Sunday Noon & 1 - yes. Rt 30 - weekday, yes. Green Line - yes; Orange Line - yes. [115]

Old Town West

see that they have 10 route mornings [172]

Fashion Valley

More frequent busses to Old Town (#10) will make it easier to use the Coaster. [296]

Survey Monkey

The increased route 10 service will help me a lot! [341]

Survey Monkey

more service on 7,10,1 and trolleys [355]

Survey Monkey

Route 11

Wants Sunday service on Route 11 on 1st Avenue. Too far to walk to 4th Avenue. Rich Gorin: jaguar943-one@yahoo.com [1]

Old Town West

The #11 would greatly help us seniors by restoring the Sunday route. [14]

Old Town East

Security on Trolley - some very scary stuff Burns on bus w/ terrible smell, bus drivers have to tell them they can't ride. Increase # 11 on weekends [149]

Fashion Valley

the 11 955 and 15 [166]

Euclid Trolley

Later runs for Trolleys and Buses/ Passed 12 am 11 Bus leave SDSU on Sundays [168]

Fashion Valley

Wants more frequency on Saturday service on 894. Restore Sunday service to SDSU on 11. [219]

El Cajon

Route 11 to SDSU on Sunday. [278]

Survey Monkey

Please restore Sunday Bus 11 service to SDSU. I teach there, and I am isolated from the campus on Sundays, save for walking mid-Kensington to El Cajon Blvd. to catch the rare Sunday Bus 15's -- which are a slower ride anyway. 11U should be replaced by regular Saturday-level Bus 11 service, with the Sunday Bus 2 going back to its normal route. PS. I have taken Bus 11 to SDSU something like 200 times a year since January 1996. I have never seen a ridership survey on Bus 11 when SDSU is in session -- only during the winter break or (SDSU's oddly timed) spring break. But SDSU has two 16-week semesters each year. Surely the ridership in those periods should not be systematically discounted. [263]

Survey Monkey

Survey

I am VERY upset to NOT see IMPROVEMENT to the SUNDAY routes on ADAMS AVE. do you realize that people have to work on Sunday and Holidays? It is so hard for me to get to work on time since the cutbacks of the #11 on Sundays. The #2 helps but the run at almost the same time and making connections to the #7 is crazy when you have to be to work by a certain time. I think that the people making changes DO NOT ride the bus. Otherwise they would know how hard it is to go out and do errands, work or even go to events on the weekend and in the evenings. Our city transit does not make sense. We are a major city and we have bus routes like we are in a small town. Why have Limited service on HOLIDAYS!! We get tourists here that are not able to get around easily on the weekends. Holiday buses are crowded. Tourists and yes, people who do have to work on those weekends and holidays. I think the people making the proposed changes need to walk a mile in my shoes or others that have to take the bus and have no other way to get to work, or home from the theater downtown, ball games etc. in the evening. This city does not roll up the carpet at 10pm. The buses should think a bit. If you would like to talk to me I can be reached at: Riserasta@aol.com. Been riding the buses since the 70s. Getting harder all the time to enjoy what our city has to offer when I have to take the bus home from a fun event. or on Sundays/Holidays when I have to work, I have a hard time getting there on time due to limited schedules. BRING BACK THE 11 on SUNDAYS going to downtown!!! [266]

Monkey

I want you guys to bring back route 11 from SDSU to downtown SD. Also, bring back all the routes to run on Broadway on Sundays that you guys cut 2 years ago. [319]

Survey
Monkey

The caller would like to request the reinstatement of Route 11 to SDSU on Sunday. [424]

phone

1. Would like the 30 to continue southbound to downtown during its entire schedule. Having to get off, walk under the underpass at Old Town and wait for a trolley adds a lot of time and the underpass does not feel safe at night if there aren't many people around. 2. Restore the 11 on Sunday to its full route and have the 11 run later at night, especially Saturday. There's a ton of night life along the 11 route and it could provide a safe way home for folks if it didn't conk out at 10:30. 3. Have the 83 run at least one weekend day. Might be tough on Saturday because of the Mercato, but it would help bring people to the area. [346]

Survey
Monkey

Return route 11 to full trip on Sundays, going all the way to SDSU [349]

Survey
Monkey

1) Better connection between the Route 10 and 11
2) Reduce the number of Route 7 buses time schedules. I am ALWAYS observing multiple route 7 buses right behind each other. As one bus leaves the stop, the next bus pulls into the stop within 30 seconds, if not sooner. Having these extra empty buses run is very ineffective, cost wise. The extra buses could be used towards Bullet 3. 3) Extend Route 1 or 11U on Sundays to 11pm. Its extremely hard to get home from work on Sundays as I now depend on a very expensive cab ride that I sometimes have to wait over an hour to be picked up [372]

Survey
Monkey

Bring back the 11 to whole route service 7 days a week and cancel the 2 extention on sundays. Bring the 15 back down Broadway on Sundays. Weekends are when I can ride, and the Bus is a great way to get to the central library, the East Village, and the Gaslamp if you RUN ON WEEKENDS!!! I can't get to the trolley or downtown on Sundays without the 11!!!!!! [374]

Survey
Monkey

Add more peaker buses on the Route 7 during morning Rush. It runs very frequently now but there is still limited capacity as I am passed up by a full bus and sometimes 2 full busses almost every morning. I suggest running the #11 bus from Adams down Park all the way downtown and then have the #1 bus serve First Ave and terminate downtown. Also consider running the 7 down Broadway on Sundays. [401]

Survey
Monkey

Return of the 11 Sunday from SDSU. [409]

Survey
Monkey

I am responding to the request for public input on proposed service improvements. I won't be able to attend one of the open houses so I'm emailing my thoughts. Please, please, please, please, please, please restore Sunday service on the #11 bus! Taking the #120 or #3 buses to and from the Gaslamp area on Sundays is pure hell. It's inconvenient, it's usually very crowded and tempers start to flare. It would be greatly appreciated if regular Sunday service was restored on 1st Avenue for the #11. Pretty please with sugar on top! Thank you, CS P.S. There's a problem with cars parking at the bus stops in the Gaslamp area. It happens all the time. [416]

email

(This comment was sent as a hard copy letter) The letter requests the return of the Saturday scedule on Sundays to Routes 2,10,11,15,120,901. The letter also requests that Route 14 have an increased frequency to every 30 minutes instead of hourly on Weekdays and hourly service on Saturdays. [439]

other

The caller would like to request that service on Sunday to Route 11 and 120 with limited stops be restored to Saturday service. [442]

phone

Bring back the 11 on Sundays from SDSU to Adams Ave. Also, extend trolley hours on Fri/Sat nights, it would encourage more people to not drink and drive if they could stay at the bar later and not have to worry about transportation. [482]

social_media

I have been riding the bus in San Diego since I was in high school and it was 35 cents. I have been working full time downtown for over 30 years. The Sunday service changes that were enacted damaged a lot of people. We depend on the bus to get to work, to stores, to get our kids at school or at daycare, and to doctors' offices. I've talked to many, many riders. People have lost jobs because of this. People can't get to church. They can't get their groceries without taking 3 hours after all the bad connections. I rarely ride on Sundays any more. I can't afford to take all day to get somewhere because of bad connections on Sundays. I have severe osteoarthritis in both knees and I get exhausted pretty easily. Some of the suggested improvements for Sunday service are great. However, the route 11 needs to run every half hour again along its regular route on Sundays. And trolleys that run every half hour on Sunday are just plain wrong. Also, a lot of people who work in Mission Valley on Sundays REALLY depend on route 6 to extend back to where it was before.

email

I've heard this a lot from riders. How SDMTS can charge the kind of fare they do, with no more transfers, and offer this kind of service to riders, is very, very wrong. This is the highest fare of any big city I've ever visited, and in those cities the buses run all day and all night and you can use a transfer! [508]

email

Please consider expanding the 923 bus route hours later in the evenings and on Sundays. While you're at it, couldn't either the 11 operate on Sundays from Adams and/or have the 15 go at least to Horton Plaza on Sundays???? [579]

email

I see that MTS want to improve certain routes service. I can understand you mentioned once last year that you've no clear picture of the mid-city routes yet. If you decide to swap the north end of the route 11 for the route 2, perhaps 10 minutes frequency during the week, highly recommend splitting to Grantville Trolley Station and SDSU. Another option is 10 minutes frequency between 39th & Adams and Downtown, to and from SDSU would be every 20 minutes. In the future perhaps, I would like to see the Route 6 to serve between North Park and UCSD. I know it's difficult because of 2 different division would be too costly to arrange, but the bottom line is the transfer between routes 6 and 41 is heavy. If this route is serving between North Park and UCSD today, in the valley area traffic can be unpredictable so I think it might be a good idea for the Route 6 layover at Fashion Valley Transit Center for 15 minutes to allow to catch up the time in case if running behind. If you have any questions, please don't hesitate to ask. I do have reasons why I am favor of the Route 2. [599]

Route 13

Improvements that will help me on my trip would be more lights, cover/roofs (some does not), and create closer routes. I would like to see more 13 routes to get to the trolley. [596]

Generic Survey

I would like to see Route 13 extended to North County. I use Route 13 on the weekends going North but the fares are too expensive so I haven't been able to take the bus. I believe transportation should be free or reduced to help the economy, we would spend more money shopping. [294]

Survey Monkey

email

Dear MTS staff: I expect that these well-thought suggestions get a full, open discussion. I look forward to an opportunity to work with you to see these to completion. Sincerely, Andrew Bailey - Include street-level (and plaza-level) schedules at trolley stops. Currently, riders have to go down into the hole at SDSU to check, or onto the platform at Grant Ville. - Seriously examine reinstating direct Route 13 service (alternately) to SDSU. This has a number of benefits for the community, and really doesn't make a difference in connecting to the trolley. - Fully stagger the schedules for Routes 15 and 1 on El Cajon Blvd.. At many times, this would give riders the most convenient service. Similarly for Routes 10 and 7. - Reinstate Route 10 service to College Ave. on weekends. - Reinstate the bus stop westbound at 43rd and University (or put one at Van Dyke). The stop at Fairmont gets ridiculously snarled. (It's among the reasons people won't ride the bus.) - Let riders use hailing numbers so we can sit and read while we wait, or go wait in the shade. Again, thanks for your attention. [505]

email

I really like the new proposed improvements that are due to be made. Seeing that I catch a few of the routes MTS plans to improve. Especially route 13 and 856, seeing that those are two routes I use most often and the trolley on Sundays. These improvements would help a number of people. Also, I would like to see a little more time coordination and connectivity between routes and trolley. It's difficult to plan trips or to get places when a bus leaves a minute or two before the one your riding is due to arrive. Thank you for your improvements and working to maintain your customers and riders happiness. [589]

It would be helpful to see the increased trips to routes 5, 20 and 13 as noted in the proposed listing. [96]

Euclid Trolley

Route 13 because it has been hard on Sundays. [126]

Fashion Valley

Made it easier to travel route 4, it will help me a great deal off a lot 13 will need much more time need not to wait [158]

Euclid Trolley

Orange line change, the 13 change, the 20 change, the 856 change, the 955 change, the Green line change. [159]

Euclid Trolley

Route 14

email

Why didn't the 14 bus route get at least 2 times an hour? ATLEAST. That is the least you could do. [421]

custsvcs

Please re establish bus service to the Mission Valley Vet center!!!! [433]

other

(This comment was sent as a hard copy letter) The letter requests the return of the Saturday schedule on Sundays to Routes 2,10,11,15,120,901. The letter also requests that Route 14 have an increased frequency to every 30 minutes instead of hourly on Weekdays and hourly service on Saturdays. [439]

email

I understand that the route to the VA Medical center had been changed due to budget cuts. I would urge restoration of a stop close to the facility as a priority. More frequent weekend service on the green line on weekends and increased weekend service on the 901 also would be among my priorities for using MTS. Thank you. [501]

Route 15

Keep 15 active to schools! SDSU SDCC. Time trolley and buses to better transit esp. nights. Create I-15 north-south route. Use 94/805/8 as hub. North-south for low-income families. Free bus pass pilot program in City Heights for students during school months. [71]	City Heights
Rt 10 weekend service to College Ave. Stagger Rt 7 & 10 for more frequent service. Stagger Rt 1 & 15 for better service. Add Rt 7 stop WB at Univ/43rd or at Van Dyke. [77]	City Heights
Match 928 arrival/departure to 120, or 928 to 6 routes. 15 south needs routes after 11pm. Trolley southbound from Old Town until 1:30am. [123]	Fashion Valley
the 11 955 and 15 [166]	Euclid Trolley
Add route 15 stop between Montezuma & el Cajon (near Pontiac) Turn should be more clear about pass purchase prices buses and trolley should run later at night, especially Sunday [174]	Fashion Valley
Bus Rapid Transit on the #15. [255]	Survey Monkey
Greater weekend service, more late night service More late night services in North Park/City Heights/Mid City/Downtown and on Blue Line. We need to start tapping into transit ride home as alternative to drunk driving. Later Blue Line service. Renew Blue Line Trolley soon, Please! 3 bike capacity bike racks. UCSD Shuttles has them. [593]	Generic Survey
I am strongly against taking away the 15. - (Fatumina Abshir, City Heights Resident). [288]	Survey Monkey
I am strongly against taking away the 15.- Mariam Ahmed (City Heights resident). [289]	Survey Monkey
I am strongly against taking away the 15.- Najma Jeilani (City Heights resident) [290]	Survey Monkey
I am strongly against taking away the 15. [291]	Survey Monkey
I am strongly against taking away the 15. [293]	Survey Monkey
Increased weekend frequency on the 2. Increased evening weekend frequency on the 15, 10, 7. Greatly increased frequency during weekdays on the 921 during commute hours, 15 min lead times instead of 30 - later hours on the 921 as well, at least until 9PM. Later hours on the 41, increased frequency on the 41. It's VERY hard to commute from North Park to Sorrento Valley using MTS. [337]	Survey Monkey
More frequency or hourly express trolleys on the green and orange lines. More frequency (10 mins or less) on the 1 and 15 bus routes. thanks! [338]	Survey Monkey
Bring back the 11 to whole route service 7 days a week and cancel the 2 extension on sundays. Bring the 15 back down Broadway on Sundays. Weekends are when I can ride, and the Bus is a great way to get to the central library, the East Village, and the Gaslamp if you RUN ON WEEKENDS!!! I can't get to the trolley or downtown on Sundays without the 11!!!!!! [374]	Survey Monkey
Buy Van Hool buses. They are more cart and stroller friendlier. They even build Natural Gas and Hyrdogen Fuel cell versions. To speed up service on Bus 7, space the bus stops further apart. Construct bus bulbs. Have TVM machines at high passenger stops. Institute BRT or Light Rail on Route 7 and 15. Turn Route 15, 7, 10, and 11 into Light Rail Trolley lines. Run buses 24 hours a day on Friday and Saturday nights; especially Route 15, 10, and 7. Run the Trolley 24 Hours a day on Friday and Saturday nights. [396]	Survey Monkey
(This comment was sent as a hard copy letter) The letter requests the return of the Saturday scedule on Sundays to Routes 2,10,11,15,120,901. The letter also requests that Route 14 have an increased frequency to every 30 minutes instead of hourly on Weekdays and hourly service on Saturdays. [439]	other
The caller spoke with Devin B. at the Fashion Valley outreach day and would like to add that he would also like to add a Route 15 stop between Pontiac and College. There is currently no stop between el cajon and montezuma and would like a stop there as well. [451]	phone
Dear MTS staff: I expect that these well-thought suggestions get a full, open discussion. I look forward to an opportunity to work with you to see these to completion. Sincerely, Andrew Bailey - Include street-level (and plaza-level) schedules at trolley stops. Currently, riders have to go down into the hole at SDSU to check, or onto the platform at Grant Ville. - Seriously examine reinstating direct Route 13 service (alternately) to SDSU. This has a number of benefits for the community, and really doesn't make a difference in connecting to	email

the trolley. - Fully stagger the schedules for Routes 15 and 1 on El Cajon Blvd.. At many times, this would give riders the most convenient service. Similarly for Routes 10 and 7. - Reinstate Route 10 service to College Ave. on weekends. - Reinstate the bus stop westbound at 43rd and University (or put one at Van Dyke). The stop at Fairmont gets ridiculously snarled. (It's among the reasons people won't ride the bus.) - Let riders use hailing numbers so we can sit and read while we wait, or go wait in the shade. Again, thanks for your attention. [505]

email

Please change the timing of the buses that run up and down El Cajon Blvd (Rts 1 and 15) on the weekend. Currently both buses come by within a couple of minutes of each other and then there are no buses at all for another 25 minutes or so. Please space them out so that one bus comes by every 15 minutes. Many of us can ride either bus. Having both buses come along at the same time doesn't make much sense. While you are making changes please ensure that the buses on University Avenue are spaced out appropriately as well. (Rts 7 and 10). Also it would be wonderful if Rte 1 would run later on Sunday evening. Especially since Rte 11 doesn't run through Hillcrest on Sundays. And finally, if there ever is any more budget in the future...I am so passionate about drinking and driving. There are no public transportation options for people to use if someone has had too much to drink. At least on the weekends, we should have routes that run all night. And advertise the heck out of the fact that you are doing it. Maybe even make it free. Thank you for your consideration, Jenn- [515]

email

Please consider expanding the 923 bus route hours later in the evenings and on Sundays. While you're at it, couldn't either the 11 operate on Sundays from Adams and/or have the 15 go at least to Horton Plaza on Sundays???? [579]

email

Thank you for opening up the planning to public input. I've got some thoughts on MTS routes I personally use as a resident of North Park. For improving the Green Line between Old Town and Qualcomm, would it be possible to run the service improvement as a Sunday-only Red Line instead? Most of the community hates that forced transfer and are glad it's going away soon. The Blue Line will only get more crowded too. Run more 1A's so it's easier to get to the Trolley and not as far of a trip. 15-min frequency, all-day on the #15 would be great. Itâ€™s a very useful & fast route. Some bendy buses in the morning & afternoon to alleviate crowding since its frequently butt-to-face during peak. Also, extending the current #15 terminus downtown from Union west to Kettner would provide a simple transfer to the Santa Fe Depot; a regional transit hub. Currently, the walk is 5 blocks and buses wouldnâ€™t need to travel much farther than they currently do to end up at the layover point at C & State. This really should be applied to ALL routes that travel on Broadway and terminate on Union. It's an incredible missed opportunity. Rerouting the 6 to move the turn-around loop from existing University & 30th farther south, perhaps to Juniper and 30th. This would help add additional service south of University, do a better job linking the North Park neighborhood together and increasing service & flexibility for those who live on 30th. As the current 6 exists, it feels a little like an orphan route; a little Trolley connection and a little penetration into NP, but neither are spectacular. May require 1 additional bus + driver, but the results could be worth it. A long shot, but extending the 6 down to 25th & Commercial so we can have a new transfer to orange line. Put some of the routes on a stop diet. For example, the 2, 6, and 7 do not need to stop on every single block. This is a problem all over the city on many MTS routes. Removing a few stops here and there will greatly improve the appeal, speed, and reliability of our buses while still maintaining accessibility and flexibility. If anything, having too many stops is driving people away because itâ€™s too damn slow! (for example, the #2 bus has 6 stops in 4 blocks between Univ and El Cajon. Combined with the traffic lights, itâ€™s not hard to out bike the 2 & 6, if not out walk them.) Other things: bus bulbs so buses donâ€™t have to try and merge into traffic, queue jump lights at problematic/major intersection so buses can get out ahead of traffic after stopping, something similar to the OneBusAway app Seattle utilizes (sorry, but the current MTS app kinda sucks if you donâ€™t know the stop ID). <http://www.onebusaway.org/> [575]

Weekend 7 & 15. [77]

City Heights

the additions to the 712, 15, 905 [148]

Iris Avenue

2 7 15 901 [189]

America Plaza

I would say more frequent bus times on the 15. [319]

Survey Monkey

Increasing frequency of Route 15 trips on Sundays, Increasing frequency of Green Line trips on Sundays [349]

Survey Monkey

Any improvements to routes 15 or 992. [353]

Survey Monkey

The frequency of the 15 gives me more options to make it to work on time. [408]

Survey Monkey

The 15 increases might improve time, but not sure until the schedule comes out. [409]

Survey Monkey

Routes 15 helps. [411]

Survey Monkey

email

I would like to support #15. Reducing the wait times before beginning a bus trip is one of the best ways to improve a rider's sense of the service being provided. Even though as a Limited Stop bus, the 15 may not take a passenger exactly where he wants to go, once he arrives at the stop nearest to his actual destination the remainder of his trip is on his schedule and under his control. Conversely, while waiting for the bus to arrive he does not have control over his trip or his schedule. As a passenger, forward progress always feels better than being stuck in one place waiting for someone to show up. I will leave calculating actual service demand to your statisticians. David Moty [510]

Route 18

weekend service on 18 [348]

Survey
Monkey**Route 20**Put 20 back to 30 minute trip!!!
[31]

City College

More 20x routes during morning and afternoon. [37]

Old Town
West

Del Lago Express. More North County interchanges frequently. [60]

Rancho
Bernardo

Mira Mesa to I-15 North used to have a "Bus Only" left turn onto I-15 North. It would be great to re-instate the bus-only left turn in Mira Mesa. In 4S Ranch, 880 makes three left turns; instead of this could be changed to right turns then it would save 5-7 minutes in the morning going southbound. [61]

Rancho
Bernardo

Route 20 should run every 30 minutes.
We need restroom here in RBTS. RESTROOM!!! [102]

Rancho
Bernardo

More service on Rt 20 on Sunday. [105]

Rancho
Bernardo

Add more on 20 [239]

UTC

There will be slight improvements to many of my trips, but the most significant PROBLEMS on route #20 will continue to remain unresolved. An increase in frequency from hourly to half hourly, with elimination of the partial routes (Downtown to Kearny Mesa or Downtown to Mira Mesa) would be much better improvements to route #20. It is unwise to create partial routes for bus #20. The buses that travel only between Downtown San Diego and Kearny Mesa rarely have more than 5 passengers. Other #20 routes that travel only from Mira Mesa to Downtown are equally unnecessary. What IS needed are more trips that cover the entire route from Del Lago to Downtown San Diego (and all routes should stop in Fashion Valley since it is a major point where a large number of passengers board the bus). The bus stops where the majority of passengers board the bus include Del Lago, Rancho Bernardo Transit Center, numerous stops throughout Rancho Penasquitos especially Paseo Montrail, Mira Mesa Boulevard at Black Mountain Road, Kearny Mesa, Fashion Valley, and Downtown. This indicates that where the additional bus routes are needed are from Del Lago to Downtown San Diego and vice versa. Bus #20 is extremely overcrowded on weekdays--both northbound and southbound. It currently operates only hourly throughout most of the day, except early morning and late afternoon. This results in buses that are often "standing room only". An increase in frequency from hourly to half hourly, with elimination of the partial routes (Downtown to Kearny Mesa or Downtown to Mira Mesa) would be much better improvements to route #20. Sometimes the bus is so overloaded that no additional passengers can be permitted onboard. Also, there have been numerous times when two bicycles were already in place on the bike rack (there was no room for a third bicycle to be stored), resulting in bicyclists having to wait ONE HOUR for the next bus to arrive, and they had to hope that space would be available for them and their bike. [258]

Survey
Monkey

Requests Rt 150 service seven days/week, and that the first three Saturday morning Rt 20 trips be non-stop Express. [598]

email

I would like some at least one additional northbound 20 trips to Del Lago Station living downtown about 9:30 p.m. I would like the 921A to run on Sundays from about 9:00 a.m. to 5:00 p.m. or 6:00 p.m. at least the bus running in both directions every 2 hours (ex. 9, 11, 1, 3, 5). I would also like to see a shuttle in the 4S ranch area like the 845 or 844 bus. It will help me get to Camino Del Norte faster since right now if I walk it takes me 40 minutes to get to Camino Del Norte and Bernardo Center Drive (plus I do not have money to right the 800 series busses). [283]

Survey
Monkey

I want No 20 to be more frequent. It is better if it is for ever 30 minutes once. If we have to take No 20 from Scripps High school, We need to walk till Mira mesa blvd & Black mountain intersection. It is very far, let there be busstop near freeway. Let there be more buses near YMCA, Library of Scripps Ranch. There is no bus facility near Black mountain road and Rancho penasquitos. Let there be connectivity between 964 and 20, if we have to go to Mira mesa. [284]

Survey
Monkey

The caller would like to request large circulator buses during rush hr on Route 20, and more busses on Friday afternoon and holidays. [423]

phone

None will help. The closest bus stop is slightly over 1 mile from my house. I'm older and it's too far to walk to the bus stop, in the condition I'm in.
I would like to see the #20 circle around and stop at the Penasquitos Town Center, or the PQ library. [345]

Survey
Monkey

The caller would like to request a higher frequency of 30 min to Route 20 and more frequency to Route 845 on Saturday. [436]

phone

email

As a rider on the MTS since 1990, I have some change suggestions as follows: Route 20/20X Re-establish A½ hour service daily and Saturdays to Del Lago and back. Or at least put the articulated buses during the day since they are routinely overcrowded. Route 27 Re-establish A½ hour service on Saturday to the Kearny Mesa Complex. I have some suggestions to change Bus 27 along with Bus 44 changes below. Another Suggestion :Every weekday Morning I watch the 120 bus going to start the run a Kearny Mesa Complex go by at about 5:30 so why not use that instead of the 27 for the two morning shuttles from Convoy and Clairemont Mesa Blvd. Route 44 Change the 44 route to go through the Kearny Complex (not stopping at Convoy). From Clairemont Square route to Kearny Mesa Complex via Clairemont Mesa Blvd. Exit Complex via Kearny Villa and go to Balboa Drive to Convoy on to Old Town. Run every 20

minutes on weekdays and $1\frac{1}{2}$ hour on Saturday and Sunday. This could eliminate the first two weekday 27 Shuttles from Convoy and Clairemont Mesa Blvd. and eliminate a bus transfer for numerous people daily (A help to save time on our commutes). This change would also be beneficial if it was done for the first four 44 routes from Clairemont Square and buses leaving after 6:00 at night from Old Town (27 could then terminate at Balboa and Convoy in the later routes). Just for Trivia Information: I have saved over \$84,000 riding the bus since 1990, which includes car payments, gas, license, tires, repair and maintenance costs. My commute is from Clairemont to Rancho Bernardo and back. In getting from home to the bus and from bus to work and then back in the evening (5.5 miles a day walking) I have walked from San Diego to NYC and Back 6.25 times or around the world at the equator once plus 7500 miles. The commute time is $1\frac{1}{2}$ to $2\frac{1}{4}$ hours each way depending on connections. [507]

email

I am sending suggestions for improving the MTS service in 2012 and 2013 are as follows: MTS Route 20: Increase weekday morning service to at least 30 minute frequency as before, even better would be 20 minute frequency so that trips to and from work and also during lunch hour can also be better accommodated. Part of this is because the current Route 20 schedule has a critical missed transfer possibility on weekdays--NCTD buses can miss the connection with the 8:49am Route 20 leaving Del Lago Transit Station, if the bus is any more than two minutes late. If and when this connection is missed--the current schedule has the next bus leaving at 9:52am. Avoiding a missed appointment or coming in close to 1 hour late for work would then require calling for a ride or paying for a taxi. This is why the justification for at least 30 minute frequency and even better 20 minute frequency would seem to be justified. MTS Route 810: Add one more bus on the return trip for those transferring from a later Route 20 or Route 880 at Rancho Bernardo Transit Station; otherwise, the next Route 20 bus is usually 7:45pm based on current schedule, which--after connecting to an NCTD Route 350 from Del Lago Transit Station to Escondido Transit Center, misses some last buses leaving Escondido Transit Center at 8:03am. In the case of NCTD Route 358 being missed, the next two alternate buses would be NCTD Route 356 leaving at 8:33pm and the last NCTD Route 356 at leaving 9:03pm; however, for stops in the opposite direction that the bus travels along El Norte Parkway would it require some walking distance at night to get to the same location where Route 358 would be closer. The suggested time for this additional return trip Route 810 bus would ideally leave Rancho Bernardo Transit Station at 7:20pm. Even allowing for a 30 minute trip from Rancho Bernardo Transit Station in the event a traffic jam, the bus should arrive at or before 7:50pm at Escondido Transit Center. This would still allow riders to connect to NCTD buses leaving at 8:03pm from Escondido Transit Center to their destinations home. I don't think Premium Express buses should only be intended for commuters that also have cars, so connections for bus rider should also be considered with more of a higher priority as well. I also think that extra cash fare and also the extra cost of the Premium Express pass would seem to justify adding this extra bus. MTS Route 880: During the times I did take Route 880 to work, I found it quite a challenge to remember to tell the bus driver each time I wanted to transfer to a weekday morning Route 880 from a Route 810 (at Rancho Bernardo Transit Station), and also hoping each time that the bus driver had to either be radioed or else had to radio in passengers for the Route 880 so it did not depart before the Route 810 arrived. I think that the Route 880 should be an automatic transfer by waiting for when the Route 810 arrives, unless no passengers actually board the Route 880 within say 5 minutes of the arrival of the Route 810 (also allowing for the possibility of any wheelchair passengers). Though I no longer use Route 880 at the present time because my work location does not require using that route--should I ever need to use the Route 880 in the future, I think the extra cash fare and the extra cost of the Premium Express pass would justify such an improvement. If you have any questions regarding my suggestions, please contact me at the e-mail address or phone numbers listed in my signature. [517]

Every half hour instead of 60 minutes. [32]	City College
It would be helpful to see the increased trips to routes 5, 20 and 13 as noted in the proposed listing. [96]	Euclid Trolley
Extra service on Rt 20 in the midday and Saturday. [105]	Rancho Bernardo
More frequent 20 midday. [106]	Rancho Bernardo
60 to 30 minutes on Rt 20. [121]	Fashion Valley
Added 20 service. [122]	Fashion Valley
Orange line change, the 13 change, the 20 change, the 856 change, the 955 change, the Green line change. [159]	Euclid Trolley
901 Sunday Srvce, 7 Saturday and Sunday service 20 All weekday changes, Trolley frequency increases [171]	Fashion Valley
20, Blueline, Greenline [303]	Survey Monkey
expanded services on express lines 20 and 150. more frequent weekend trip between mission valley and north park on #6. [328]	Survey Monkey
41 and 20 [371]	Survey Monkey

Route 25

Rt 105A Saturday and Sunday. change to 1020pm for last bus out of Old Town Station. Add Rt 25 service to Tierrasanta on weekends. Tom Scott (619) 798-2085 [16]	Old Town East
Have route 25 run every hour on Saturdays. [407]	Survey Monkey

email

My name is Quenton Parks and I am emailing on behalf of students at Coleman University and Kaplan College. There are at least 40-50 students that attend both schools that ride the bus Monday through Friday. We have to get off at Kearny Villa Road @ Balboa or Century Park @Kearney Villa Road and walk to the schools. It would be nice to add one trip north and south bound on the 960 and reactivate the old bus # 25 loop where it came down Balboa Ave and connected to the Kearney Mesa Transit Center. Classes end at 10pm nightly at both schools and students have to literally run to catch the last 20 heading downtown. Quenton D. Parks Career Services Coleman University 8888 Balboa Avenue San Diego, CA 92123 Phone 858 499 0202 ext.12401 Fax 858 499 0233 ws-25980-parks@coleman.edu <http://www.coleman.edu> [602]

Route 27

30 minute intervals on weekends regarding 27 & 105 possible? [24]

Old Town East

Balboa Avenue to 27. [26]

Old Town East

Rt 851 frequency, weekend service. Sunday service on Rt 27. [42]

Old Town West

27 more frequently. [54]

City College

27-Improve the times instead of every half hour. 27 & 960-More buses throughout the day and 960 on Saturdays from University. [70]

City Heights

More frequency on the 27 during the weekday and Sunday service, too. Sunday service on the 50 and 150 buses [391]

Survey Monkey

Would like to see 150 make a stop in Pacific Beach, with timed transfers from a more-frequent 27 bus. [399]

Survey Monkey

I feel that the #30 bus should make full downtown runs on both Saturdays and Sundays. I also feel that the #27 bus should run on Sats, 30 minutes apart---and also on Sundays---30 minutes apart. I may have more comments in the future. Thank you for receiving my comments, at this time. Ron Schlager. [415]

email

I would like to see the 150 stop in PB and coordinate-transfer on the 27, especially for fast service north (takes 1 hour to use the 30). I agree that the trolley needs to be 15-minute frequencies all day -- one big link missing would be a bus link between UTC and Solana Beach through Carmel Valley -- the Coaster is still very limited and is a premium fare. [489]

social_media

I would like you to spend your new \$ revenues on the following. 1. Eliminate the 1-hour weekend pickups for Bus Route 105, and other similar bus routes, and go back to 30-minute pickups. 2. Re-instate normal bus routes, which were shorten when \$ was tight, and have 30-minute during prime pickup times. 3. Increase the Bus 27 route, and go back to 30-minute pickups. Bottom line--I have been a bus and trolley rider since 2003, and I hate the shorten bus routes and the 1-hour pickup times. Respectfully Bruce Carpenter [492]

email

As a rider on the MTS since 1990, I have some change suggestions as follows: Route 20/20X Re-establish $\frac{1}{2}$ hour service daily and Saturdays to Del Lago and back. Or at least put the articulated buses during the day since they are routinely overcrowded. Route 27 Re-establish $\frac{1}{2}$ hour service on Saturday to the Kearny Mesa Complex. I have some suggestions to change Bus 27 along with Bus 44 changes below. Another Suggestion :Every weekday Morning I watch the 120 bus going to start the run a Kearny Mesa Complex go by at about 5:30 so why not use that instead of the 27 for the two morning shuttles from Convoy and Clairemont Mesa Blvd. Route 44 Change the 44 route to go through the Kearny Complex (not stopping at Convoy). From Clairemont Square route to Kearny Mesa Complex via Clairemont Mesa Blvd. Exit Complex via Kearny Villa and go to Balboa Drive to Convoy on to Old Town. Run every 20 minutes on weekdays and $\frac{1}{2}$ hour on Saturday and Sunday. This could eliminate the first two weekday 27 Shuttles from Convoy and Clairemont Mesa Blvd. and eliminate a bus transfer for numerous people daily (A help to save time on our commutes). This change would also be beneficial if it was done for the first four 44 routes from Clairemont Square and buses leaving after 6:00 at night from Old Town (27 could then terminate at Balboa and Convoy in the later routes). Just for Trivia Information: I have saved over \$84,000 riding the bus since 1990, which includes car payments, gas, license, tires, repair and maintenance costs. My commute is from Clairemont to Rancho Bernardo and back. In getting from home to the bus and from bus to work and then back in the evening (5.5 miles a day walking) I have walked from San Diego to NYC and Back 6.25 times or around the world at the equator once plus 7500 miles. The commute time is 1 $\frac{1}{2}$ to 2 $\frac{1}{4}$ hours each way depending on connections. [507]

email

Route 28

I would like to see an evening 84X for those who work at/near SPAWAR. I would alternatively like to see an additional time to the 28 which arrives closer to Coaster departure times. [33]

Old Town West

28 needs to run later on Sundays, with increased frequency, also needs a SubBase/Cabrillo on Weekends since the 84 does not run. 88 needs Sunday schedule, and during the week needs one more late run from old town at 10:17pm The 88 increase will not only help the locals, but will attract San Diego Tourists to use MTS instead of cabs. [304]

Survey Monkey

More routes on the #28. Return the #84 route to Cabrillo on weekends. More routes on #10 on Sunday. [354]

Survey Monkey

Have the 923 run later & have it run on Sundays. Please have the 28 run late on Sundays, the last bus is 7:45. I work every Sunday and don't get to Old Town until 10:30PM, therefore I have to take a taxi & it gets pretty expensive. Thank you for your consideration. [357]

Survey
Monkey

I would like the 28 bus to run more frequently, especially on Sunday, and to run later on Sunday. Thank you for asking. [384]

Survey
Monkey

1. 88 Bus needs Sunday service, and one last bus during the week at 10:17pm leaving Old Town. 2. 28 needs increased Sunday Service, and later service. Also, should go back to a 28 A, B, C routes for Weekends when 84 does not run. 3. Route needs to be created to service Mt Soledad road up to the cross. 4. A bus needs to run on Midway serving the Midway post office, 35 could do when going West, and 10 could do it when going East. [388]

Survey
Monkey

More times on the #10 on Sunday. More times on the #28 during the week and on weekends (stops at Liberty Station and Rock Church and Academy). Return the #84 to run on weekends to Cabrillo National Monument. [481]

social_media

Aww thought you woulda brought back the 923 on sundays and/or made the 28 run later on Sundays :(the 35 is great but I don't travel that way. I go the 28 way. [488]

social_media

1. 88 Bus needs Sunday service, and one last bus during the week at 10:17pm leaving Old Town. 2. 28 needs increased Sunday Service, and later service. Also, should go back to a 28 A, B, C routes for Weekends when 84 does not run. 3. Route needs to be created to service Mt Soledad road up to the cross. 4. A bus needs to run on Midway serving the Midway post office, 35 could do when going West, and 10 could do it when going East. [496]

email

Route 30

Wants Rt 30 to go downtown on weekends. [34]

Old Town
West

Rt 30 wants more service on Sunday but would like it to go downtown. [36]

Old Town
West

Disabled- would like the 30 to run at night. [49]

Old Town
West

30 route at Grand and Ingraham...buses are bunching (2 together). Really wants more frequent service because bunching creates delay. 3:33 comes at 3:45 or 3:50. [114]

Old Town
West

Saturday and Sunday services need improvements on 105 30 [234]

UTC

I think that it would be very valuable to extend the restored 15-minute frequency of the 30 line on weekends to La Jolla (downtown: Herschel and Silverado) rather than just Pacific Beach, which already has additional service with routes 8 and 9. [267]

Survey
Monkey

1. Would like the 30 to continue southbound to downtown during its entire schedule. Having to get off, walk under the underpass at Old Town and wait for a trolley adds a lot of time and the underpass does not feel safe at night if there aren't many people around. 2. Restore the 11 on Sunday to its full route and have the 11 run later at night, especially Saturday. There's a ton of night life along the 11 route and it could provide a safe way home for folks if it didn't conk out at 10:30. 3. Have the 83 run at least one weekend day. Might be tough on Saturday because of the Mercato, but it would help bring people to the area. [346]

Survey
Monkey

I would like to see the 150 run more frequently and have later trips and weekends. I would also like the 201/202 stop at the VA Medical Center. [380]

Survey
Monkey

i would just like to see more trips, like the increase in 41 (from 15 to 12 minutes) and also weekend improvements, like being able to take the 30 to la jolla more frequently than every half hour. right now, i don't like traveling over the weekend because of this [405]

Survey
Monkey

I feel that the #30 bus should make full downtown runs on both Saturdays and Sundays. I also feel that the #27 bus should run on Sats, 30 minutes apart---and also on Sundays---30 minutes apart. I may have more comments in the future. Thank you for receiving my comments, at this time. Ron Schlager. [415]

email

Please restore weekend service downtown for the 30 express bus. A lot of tourists don't like to have to trolley trip to old town and transfer. Locals also. [523]

email

I was happy to see that there are plans to start restoring transit service after years of cutbacks. In terms of the suggested improvements, I have one comment. The return of 15-minute service frequency on route 30 on the weekends is very welcome and quite needed (despite the use of articulated buses on the weekends, there are times when there is only standing room), but I believe that it would be most beneficial for the additional service to be extended to downtown La Jolla, not just Pacific Beach. From my personal experience, the stretch between La Jolla and PB is quite heavily used. And if tradeoffs are needed, it is my personal opinion that this is

email

more important than increasing weekday service from four buses per hour to five. Thank you for your consideration. [571]	
30 on wekeends, earlier starts on Sunday. [42]	Old Town West
929-Frequency weekday peak; 30-Sat & Sun frequency. [46]	Old Town West
Rt 10, yes peak, Sunday Noon & 1 - yes. Rt 30 - weekday, yes. Green Line - yes; Orange Line - yes. [115]	Old Town West
Bus 35, bus 2 , bus 30 , 992 is really important for tourists [173]	Old Town East
30 [226]	UTC
30 [234]	UTC
30 [238]	UTC
Improved on 30 150 help my trip [250]	UTC
The number 30 having more frequency helps [261]	Survey Monkey
Increased frequency of weekend service on the 30. [267]	Survey Monkey
30 35 41 44 150 Green Line Blue Line [304]	Survey Monkey
Improvements to the 150 and the 30 routes. [380]	Survey Monkey
Green Line, 41, 30, and 150. [388]	Survey Monkey
Frequent 30 service [399]	Survey Monkey
Greater frequency at peak hours would be great (for the 41) and on the weekend with the 30 to la jolla [485]	social_media

Route 31

Improving the 31. [73]	City Heights
Add later trips on 921 and weekend service on 31. [231]	UTC
Route 31 921 two improvements in weekdays/weekends. Extra trip Black Mountain N/Mira Mesa-Camino Ruiz/ Miramar Road [250]	UTC
I'd like to see more service on the 31 (longer peak hours, or some off-peak or weekend) and on the 921 as well. The 921 is crowded on Saturdays but only runs hourly, and it's very hard to use (it syncs up poorly with the 20 in Mira Mesa, and if you miss one you've got an hour to wait). I'd like to be able to get to Mira Mesa from UTC more easily, and I wish I could patronize businesses along Miramar Road -- but the only time I can get there is the weekday afternoon rush hours. [406]	Survey Monkey

Route 34

(This caller left several messages) The caller would like Route 34 loop added back to route 8 along west point loma blvd. He requested that Route 44 run every 30 minutes, not every hour. He requested that Route 992 should run along Broadway, Market, Park to serve to two international hostels in downtown, as well as the national ave Gray Hound station. He requests that the old town stairway to tunnel should be widened with more banisters - stairs on the west side do not lead directly to buses. He also mentions that notices need to be posted at old town to allow riders to exit without crowds - bus courtesy could also be printed in mts news flyer. [468]	phone
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Route 35

Extend 35, 8, 9 on Friday and Saturday nights to prevent DUIs. [41]	Old Town West
Extend Sunday service for the 35, 44. [44]	Old Town West
More frequent buses on the 35 or a larger one. Please extend the 35 in the morning and at night. Most days there is no standing room. [48]	Old Town West

35 needs to increase their number of rides. 15 minutes during busy hours. 44 -this bus flew past me the other day because it was full. Not cool.

Old Town
West

816 should run on Sundays. It should also run later. Buses to Alpine should run later. [92]

Survey
Monkey

Route 120 during the week needs to make a stop at 5th and B Street during the peak morning hours. This will siphon off some of the wheelchair and walker crowd bound for the senior citizen center from the Route 3 bus. The 3 is so crowded that I have seen the driver have to leave people at stops before B Street. I want the bus route that used to be the 35 returned to provide service from Old town to Voltaire. It is impossible to make the 28/923 combination work to serve this area. The frequencies for both routes would have to be no more than 15 minutes for an acceptable transit time and only if they ran to schedule. I pick up the 28 near Midway and Rosecrans and have never made it to Voltaire in under an hour connecting with the 923. I don't go to the library any more since I can't guarantee having hours on the weekend to return books. Shopping is only done in that area when I can get a ride. [321]

Survey
Monkey

1. 88 Bus needs Sunday service, and one last bus during the week at 10:17pm leaving Old Town. 2. 28 needs increased Sunday Service, and later service. Also, should go back to a 28 A, B, C routes for Weekends when 84 does not run. 3. Route needs to be created to service Mt Soledad road up to the cross. 4. A bus needs to run on Midway serving the Midway post office, 35 could do when going West, and 10 could do it when going East. [388]

email

I have been riding the 35 bus on its many routes for the past 20 years. As I have recently lost some mobility, it has been more important to have access to bus transportation even for short trips I used to make by foot. It has been very difficult on Sundays. There has been no service for some 2-3 years on Sunday that reaches my home, and as a result I have been largely restricted to home unless I was willing to take a cab. Since I pay \$72.00 per month to take the bus and trolley, I don't think I should have that as the only alternative to isolation. As many of us said at the time, truncating the route on Sundays served no purpose, and only served to use up dearly-needed parking spaces on Cable Avenue at Newport Avenue in downtown Ocean Beach. I would urge the Board to reinstate service to Point Loma Avenue on Sundays. There is plenty of parking there. There are a number of bus riders at the south end of Ocean Beach and Sunset Cliffs who currently are not being served adequately, and I don't see how it is benefitting the system. Please contact me if you have any questions about my suggestion. [494]

email

1. 88 Bus needs Sunday service, and one last bus during the week at 10:17pm leaving Old Town. 2. 28 needs increased Sunday Service, and later service. Also, should go back to a 28 A, B, C routes for Weekends when 84 does not run. 3. Route needs to be created to service Mt Soledad road up to the cross. 4. A bus needs to run on Midway serving the Midway post office, 35 could do when going West, and 10 could do it when going East. [496]

35 extended Sunday nights. [41]

Old Town
West

The 35 weekday peak time changing from 30 - 15 min. [116]

Old Town
West

Bus 35, bus 2, bus 30, 992 is really important for tourists [173]

Old Town
East

30 35 41 44 150 Green Line Blue Line [304]

Survey
Monkey

Route 35 frequency changes and improved Sunday schedule, maybe. I might be able to use the 35 to compensate for the unusable 1 hour frequency of Route 28 on Sundays. I'll have to see the schedule. [321]

Survey
Monkey

Route 41

UTC

The 105 and 41 needs to come more often. [221]

Survey
Monkey

Even more increase of 41 frequency [257]

Survey
Monkey

Increased weekend frequency on the 2. Increased evening weekend frequency on the 15, 10, 7. Greatly increased frequency during weekdays on the 921 during commute hours, 15 min lead times instead of 30 - later hours on the 921 as well, at least until 9PM. Later hours on the 41, increased frequency on the 41. It's VERY hard to commute from North Park to Sorrento Valley using MTS. [337]

Survey
Monkey

i would just like to see more trips, like the increase in 41 (from 15 to 12 minutes) and also weekend improvements, like being able to take the 30 to la jolla more frequently than every half hour. right now, i don't like traveling over the weekend because of this [405]

Survey
Monkey

I would like to see the Saturday schedule for the 105 go back to running every half hour. Also on its northbound trips on the weekend going all the way to University Town Shopping Center again...at least every hour. Also running later at night and more often. Route 105 is the major route I take to connect with all the others and for my part time job at night. I work two jobs and any improvements on the 105 and 928 will help. The 44 and 41 need some sort of improvements that will help them run on time. Even though they supposedly run every 15 minutes usually there will be such every traffic that you get two of the same route coming at the same time every half hour it seems like.

[410]

email

I see that MTS want to improve certain routes service. I can understand you mentioned once last year that you've no clear picture of the mid-city routes yet. If you decide to swap the north end of the route 11 for the route 2, perhaps 10 minutes frequency during the week,

highly recommend splitting to Grantville Trolley Station and SDSU. Another option is 10 minutes frequency between 39th & Adams and Downtown, to and from SDSU would be every 20 minutes. In the future perhaps, I would like to see the Route 6 to serve between North Park and UCSD. I know it's difficult because of 2 different division would be too costly to arrange, but the bottom line is the transfer between routes 6 and 41 is heavy. If this route is serving between North Park and UCSD today, in the valley area traffic can be unpredictable so I think it might be a good idea for the Route 6 layover at Fashion Valley Transit Center for 15 minutes to allow to catch up the time in case if running behind. If you have any questions, please don't hesitate to ask. I do have reasons why I am favor of the Route 2. [599]

Expansion of the 41 route. [54]	City College
Shortening of route 41's Frequency from 15 to 12 min. [144]	Fashion Valley
41 [229]	UTC
The increased frequency of the 41 will help with crowding of the peak times. [257]	Survey Monkey
30 35 41 44 150 Green Line Blue Line [304]	Survey Monkey
The 41 and 44 [313]	Survey Monkey
41 and 20 [371]	Survey Monkey
Green Line, 41, 30, and 150. [388]	Survey Monkey
Increased frequency of the 41 route during peak hours. [397]	Survey Monkey
the 12 min frequency trips of the 41, and perhaps the green line increase. [405]	Survey Monkey
Increasing frequency on the 41 and adding Sunday trips, adding weekend service for the 150. But why not go all the way downtown for the 150? Catching something else at Old Town will add a lot to the trip unless it syncs up well with the trolley or the 30. [406]	Survey Monkey
Greater frequency at peak hours would be great (for the 41) and on the weekend with the 30 to la jolla [485]	social_media

Route 44

Extend Sunday service for the 35, 44. [44]	Old Town West
35 needs to increase their number of rides. 15 minutes during busy hours. 44 -this bus flew past me the other day because it was full. Not cool. 816 should run on Sundays. It should also run later. Buses to Alpine should run later. [92]	Old Town West
More Route 44 buses during mornings and afternoons because of Mesa College students. I have been passed up by the driver many times due to the bus being packed with passengers all the way up to the yellow line. This is in no way a bad report on the driver as some drivers stop to let me know they have no more room. [310]	Survey Monkey
I would like to see the Saturday schedule for the 105 go back to running every half hour. Also on its northbound trips on the weekend going all the way to University Town Shopping Center again...at least every hour. Also running later at night and more often. Route 105 is the major route I take to connect with all the others and for my part time job at night. I work two jobs and any improvements on the 105 and 928 will help. The 44 and 41 need some sort of improvements that will help them run on time. Even though they supposedly run every 15 minutes usually there will be such every traffic that you get two of the same route coming at the same time every half hour it seems like. [410]	Survey Monkey
(This caller left several messages) The caller would like Route 34 loop added back to route 8 along west point loma blvd. He requested that Route 44 run every 30 minutes, not every hour. He requested that Route 992 should run along Broadway, Market, Park to serve to two international hostels in downtown, as well as the national ave Gray Hound station. He requests that the old town stairway to tunnel should be widened with more banisters - stairs on the west side do not lead directly to buses. He also mentions that notices need to be posted at old town to allow riders to exit without crowds - bus courtesy could also be printed in mts news flyer. [468]	phone
The caller would like to request the Routes 8 & 44 run later on sundays like they do on Saturdays. [478]	phone
	email

As a rider on the MTS since 1990, I have some change suggestions as follows: Route 20/20X Re-establish $\frac{1}{2}$ hour service daily and Saturdays to Del Lago and back. Or at least put the articulated buses during the day since they are routinely overcrowded. Route 27 Re-establish $\frac{1}{2}$ hour service on Saturday to the Kearny Mesa Complex. I have some suggestions to change Bus 27 along with Bus 44 changes below. Another Suggestion :Every weekday Morning I watch the 120 bus going to start the run a Kearny Mesa Complex go by

at about 5:30 so why not use that instead of the 27 for the two morning shuttles from Convoy and Clairemont Mesa Blvd. Route 44 Change the 44 route to go through the Kearny Complex (not stopping at Convoy). From Clairemont Square route to Kearny Mesa Complex via Clairemont Mesa Blvd. Exit Complex via Kearny Villa and go to Balboa Drive to Convoy on to Old Town. Run every 20 minutes on weekdays and $\frac{1}{2}$ hour on Saturday and Sunday. This could eliminate the first two weekday 27 Shuttles from Convoy and Clairemont Mesa Blvd. and eliminate a bus transfer for numerous people daily (A help to save time on our commutes). This change would also be beneficial if it was done for the first four 44 routes from Clairemont Square and buses leaving after 6:00 at night from Old Town (27 could then terminate at Balboa and Convoy in the later routes). Just for Trivia Information: I have saved over \$84,000 riding the bus since 1990, which includes car payments, gas, license, tires, repair and maintenance costs. My commute is from Clairemont to Rancho Bernardo and back. In getting from home to the bus and from bus to work and then back in the evening (5.5 miles a day walking) I have walked from San Diego to NYC and Back 6.25 times or around the world at the equator once plus 7500 miles. The commute time is $1\frac{1}{2}$ to $2\frac{1}{4}$ hours each way depending on connections. [507]

email

Hello, MTS. I would like to comment on MTS proposed Service improvements flyer posted until 4-17-12: My partner Mark Grumsen and I would both like to see the #44 bus to Linda Vista, where we live and where many people use the 15-minute service during the week and 1/2 hour service on Saturday, have the Sunday service increased in frequency to 1/2 hour so we may use the trolley without getting stuck at Old Town for an hour. Also, I would like to see the #84 service to Cabrillo be restored on Saturday and Sunday, hourly okay, at least during the Whale Festival in January and the Cabrillo Festival in September. But it should be restored for all weekends as tourists use this service also all during the year. Thank you very much! [513]

44-Provide 1/2 hour departure on Sunday. 7-Add extra service for Route 7. [120]

Fashion Valley

30 35 41 44 150 Green Line Blue Line [304]

Survey Monkey

The 41 and 44 [313]

Survey Monkey

Route 44, increasing afternoon frequency between Mesa college and Old Town to every 7.5 minutes will really improve my trips to & from classes at Mesa College, since the ridership is high enough lately that the bus is often too full at Mesa to accept more passengers. I think more buses are needed on that route. [384]

Survey Monkey

Route 50

More time on weekends, later time 50 on weekends. [25]

Old Town East

More frequency on the 27 during the weekday and Sunday service, too. Sunday service on the 50 and 150 buses [391]

Survey Monkey

The caller would like to see an increase in frequency of Route 50 express in the mornings to every 15 mins and would like it to begin service at 6am so she can connect to Route 929 at her transfer point. The caller also requests that Route 105 have a frequency of 30 minutes on weekends and restore service to the Midton stop at UTC. [438]

phone

(This comment was sent as a hard copy letter) The letter requests higher frequency to Route 50 express in the mornings to every 15 minutes departing from UTC...add a trip at 6am. The letter also requests increased frequency to Route 105 to 30 minutes on Weekdays and every hour on Saturdays. [441]

other

Route 83

1. Would like the 30 to continue southbound to downtown during its entire schedule. Having to get off, walk under the underpass at Old Town and wait for a trolley adds a lot of time and the underpass does not feel safe at night if there aren't many people around. 2. Restore the 11 on Sunday to its full route and have the 11 run later at night, especially Saturday. There's a ton of night life along the 11 route and it could provide a safe way home for folks if it didn't conk out at 10:30. 3. Have the 83 run at least one weekend day. Might be tough on Saturday because of the Mercato, but it would help bring people to the area. [346]

Survey Monkey

Route 84

Bring 84 back onto lower sub base in early morning and mid afternoon commute times (E.G. 530a-730a and 230p-430p). [5]

H Street

I would like to see an evening 84X for those who work at/near SPAWAR. I would alternatively like to see an additional time to the 28 which arrives closer to Coaster departure times. [33]

Old Town West

10-minute frequencies to Point Loma. [130]

Fashion Valley

More routes on the #28. Return the #84 route to Cabrillo on weekends. More routes on #10 on Sunday. [354]

Survey Monkey

email

Dear Sir/Madam, I'm writing in regards to the flyer I picked up at the Express bus I rode this morning. Rte. 84X from Old Town to SPAWAR. The flyer was mentioning about proposed service improvement. I was wondering if we could have express bus service in the

afternoon around 4:30 from SPAWAR to Old Town? The reason I suggested because our activity pays around \$250+K/yr., in turn to encourage employees to utilize metro transit. It will be nice to have express bus in the afternoon because it takes like forever to get to Old Town from Rosecrans and Canon St. There's a lot of traffic, people from work and students. Thanks. Your reply is greatly appreciated. V/R, Jelly Nix SPAWARSYSCEN Pacific Ph: (619) 553-4409 [417]

social_media

More times on the #10 on Sunday. More times on the #28 during the week and on weekends (stops at Liberty Station and Rock Church and Academy). Return the #84 to run on weekends to Cabrillo National Monument. [481]

email

Provide an express bus service for route #84 at 05:30PM to go directly from SPAWAR to Oldtown. [588]

email

Thank you for the opportunity to recommend a proposed service improvement. I ride the Route 84 from the Old Town Transit Center at 6:13am and it is an express to the SPAWAR Main Gate. My suggestion would be to institute an afternoon/evening express that would do the reverse route at 4:30pm. Everyone that rides that bus at 4:40pm and 5:30pm are en-route to the Old Town Transit Center. This will eliminate the wait for the 28 bus that is packed to the gills when it stops at the schools. Several times in the past the ride has been at hazardous capacity. My recommended proposal is to add an afternoon/evening 84 express from SPAWAR Main Gate to Old Town Transit Center. [509]

email

Hello, MTS, I would like to comment on MTS proposed Service improvements flyer posted until 4-17-12: My partner Mark Grumsen and I would both like to see the #44 bus to Linda Vista, where we live and where many people use the 15-minute service during the week and 1/2 hour service on Saturday, have the Sunday service increased in frequency to 1/2 hour so we may use the trolley without getting stuck at Old Town for an hour. Also, I would like to see the #84 service to Cabrillo be restored on Saturday and Sunday, hourly okay, at least during the Whale Festival in January and the Cabrillo Festival in September. But it should be restored for all weekends as tourists use this service also all during the year. Thank you very much! [513]

email

Department of the pays MTS to provide bus service for its employees, and only one express shuttle 84 EXPRESS goes directly to PT Loma SPAWAR and it is not enough. The bus is crowded because not only SPAWAR employee ride this bus, employees from Veterans Park Service ride also. Only one small shuttle bus provides this service leaving Old Town at 0613, a bigger bus is needed. Better service is required, I suggest rather than having a larger bus, a second bus could relieve the crowded bus, not everyone can be at Old town on time early at 0613, a second bus trip at 0645 could make a big difference, especially is one cannot make the first bus leaving at 0613. Secondly I suggest a shuttle express from SPAWAR to Old Town at provide service at 4:15 pm and 5:00. The present afternoon shuttle ends at Rosecrans and Cannon, where one has to wait for the 28 Bus to arrive. This service is very slow due to the many students who ride at the same time, most often only standing room is available. An Express Bus could relieve this situation and more SPAWAR employees would use the bus service if it were more timely. I hope you will consider my input, for a second 84 Express Shuttle leaving Old Town at 0645 and returning Express Shuttles in the afternoon at 4:15pm and 5:00 pm. [587]

email

I would like MTS to strongly consider adding an express shuttle at the end of each working day for Route 84 similar to the existing morning shuttle (84X) between the Old Town Transit Center and SPAWARSYSCEN PACIFIC on Pt Loma. [590]

Route 88

88 needs Sunday Service, and during the week needs a 10:17pm from old town. [303]

Survey
Monkey

28 needs to run later on Sundays, with increased frequency, also needs a SubBase/Cabrillo on Weekends since the 84 does not run. 88 needs Sunday schedule, and during the week needs one more late run from old town at 10:17pm The 88 increase will not only help the locals, but will attract San Diego Tourists to use MTS instead of cabs. [304]

Survey
Monkey

88 needs a weekday scheduled route of 10:17 pm from old town to fashion valley. Also 88 needs a Sunday schedule. Mt Soledad needs a route added serving mt soledad up the to cross. Orange Line should not go to Galespie Field, and stop at Grossmont since the Green Line serves that going to Santee, or have the Orange line goto Santee and Green line stops at Grossmont since it will be going downtown soon. [371]

Survey
Monkey

1. 88 Bus needs Sunday service, and one last bus during the week at 10:17pm leaving Old Town. 2. 28 needs increased Sunday Service, and later service. Also, should go back to a 28 A, B, C routes for Weekends when 84 does not run. 3. Route needs to be created to service Mt Soledad road up to the cross. 4. A bus needs to run on Midway serving the Midway post office, 35 could do when going West, and 10 could do it when going East. [388]

Survey
Monkey

1. 88 Bus needs Sunday service, and one last bus during the week at 10:17pm leaving Old Town. 2. 28 needs increased Sunday Service, and later service. Also, should go back to a 28 A, B, C routes for Weekends when 84 does not run. 3. Route needs to be created to service Mt Soledad road up to the cross. 4. A bus needs to run on Midway serving the Midway post office, 35 could do when going West, and 10 could do it when going East. [496]

email

Route 89

email

I live in Hillcrest and work in Carmel Valley. If I take the coaster, I have to walk 2-1/2 miles to work from the Sorrento Valley station. There used to be a bus #89 that would somewhat connect with the Coaster, but the problem was that if you worked downtown and stayed until 5, the bus was gone from Sorrento Valley. It was not a true connector like the buses that service Sorrento Valley. I believe

that you would have significant interest in a coaster connection â€” or any type of transportation â€” that serviced Carmel Valley. It is a huge area to not have ANY public transit at all. Please consider some sort of transportation from the Sorrento Valley Coaster station to the businesses along El Camino Real in Carmel Valley. Please. [519]

Route 105

I would like to see the 105 run every half hour again at least on Saturdays and going back up to UTC again at least on Saturdays. [12]	Old Town East
Run 105 and 150 on weekends. [13]	Old Town East
Extend Rt 10 Sunday to 54th. Later evening 105 frequency. [15]	Old Town East
Rt 105A Saturday and Sunday, change to 1020pm for last bus out of Old Town Station. Add Rt 25 service to Tierrasanta on weekends. Tom Scott (619) 798-2085 [16]	Old Town East
30 minute intervals on weekends regarding 27 & 105 possible? [24]	Old Town East
105 weekends - Clairemont Mesa & Clairemont Dr. Without 105 I have to walk 40 minutes going to church from Route 41. [43]	Old Town West
More 105 routes on weekday mornings. [116]	Old Town West
105-Provide more time frames form Old Town and UTC. Provide routes scheduled and advanced time boards in the station. [120]	Fashion Valley
The 105 and 41 needs to come more often. [221]	UTC
105-need to walk 2 blocks down on Genesee. Needs 105 service. More stops. [229]	UTC
Saturday and Sunday services need improvements on 105 30 [234]	UTC
No 150 on Saturday and Sunday No 105 on Saturday and Sunday [240]	UTC
Adding more frequent busses on the 105 would be awesome! I run a program for teens and young adults with disabilities, and we often use MTS for transportation. My main concern has been with the bus drivers' attitude towards our group. We view riding public transportation as a learning opportunity for our students, and therefore have them handle their own money. Very often I have had bus drivers roll their eyes at some of our slower students, and make rude comments, asking why we can't just do it for them. These students face discrimination on a daily basis, and it is very disheartening for them to hear it in yet another area of their lives. Once we asked a driver to wait until one of our students sat down before driving because he has serious balance issues, She completely ignored that request, and sped away, causing that student to lose his balance and almost fall (he would have, had a very nice gentleman not caught him). I would like to also say though, that many of your drivers are extremely nice and very accomodating to our students' needs; a big thank you to them! I guess my suggestion to mts in general is to perhaps have a sensitivity training for your drivers. Public transportation is in place to serve those that are unable to transport themselves; in large part the disabled community. It would be very helpful to us if all of your drivers are on board with the fact that everyone deserves to be treated with respect, regardless of their ability level. [272]	Survey Monkey
PLEASE add frequency and extend hours for the 105 in both directions. Many, many people ride this route for work and school in Clairemont and it is pathetic that it shuts down so early and also the frequency. This is a main artery for folks living in that area. [369]	Survey Monkey
I would like to see the Saturday schedule for the 105 go back to running every half hour. Also on its northbound trips on the weekend going all the way to University Town Shopping Center again...at least every hour. Also running later at night and more often. Route 105 is the major route I take to connect with all the others and for my part time job at night. I work two jobs and any improvements on the 105 and 928 will help. The 44 and 41 need some sort of improvements that will help them run on time. Even though they supposedly run every 15 minutes usually there will be such every traffic that you get two of the same route coming at the same time every half hour it seems like. [410]	Survey Monkey
The caller would like to see an increase in frequency of Route 50 express in the mornings to every 15 mins and would like it to begin service at 6am so she can connect to Route 929 at her transfer point. The caller also requests that Route 105 have a frequency of 30 minutes on weedends and restore service to the Midton stop at UTC. [438]	phone
(This comment was sent as a hard copy letter) The letter requests higher frequency to Route 50 express in the mornings to every 15 minutes departing from UTC...add a trip at 6am. The letter also requests increased frequency to Route 105 to 30 minutes on Weekdays and every hour on Saturdays. [441]	other
	email

I would like you to spend your new \$ revenues on the following. 1. Eliminate the 1-hour weekend pickups for Bus Route 105, and other similar bus routes, and go back to 30-minute pickups. 2. Re-instate normal bus routes, which were shorten when \$ was tight, and have 30-minute during prime pickup times. 3. Increase the Bus 27 route, and go back to 30-minute pickups. Bottom line--I have been a bus and trolley rider since 2003, and I hate the shorten bus routes and the 1-hour pickup times. Respectfully Bruce Carpenter [492]

email

I was unable to attend any of the Open House sessions last week, due to being too busy trying to make connections to get to my normal activities. From that opening statement, you may guess that I am a frequent and system-wide rider. My primary concern/request would be to restore and/or upgrade Sunday service. I sing with several church choirs (upon requests) and using MTS on Sunday mornings requires a lot of stamina and devotion. For example, to get to a pre-service rehearsal at 8:45 AM, I must leave my house shortly after 6AM to walk to a bus stop, then take 3 busses. Most of that time is spent waiting in the cold for up to 50 minutes for connections between busses. Ridiculous amount of time for what is a 15 or 20 minute trip by car. Also, please give strong consideration to restoring weekend and evening service to recently shortened routes, such as #105 and #923. I live in the area serviced by Route 105. The route is shortened on weekends and evenings, requiring 2 transfers for me to get home. Or, for that matter, to get TO route 105. [586]

Route 115

I think that especially in the morning when I am going downtown to go to work the 7 bus at park BLVD and university always gets packed with the school kids by 630am,....and when I am trying to get off the bus its always a hassle with trying to get out cuz the kids are blocking the doorways/seat entrances...Maybe we should have a sepeperate bus for the school kids or a second bus to pick them all up. I see the elderly even having a hard time due to the high volume of people in the am. also Id like to suggest that we get restrooms at the trolley stations. I know the people will do graffiti but thats part of life and we could have a trolley cop observe the restrooms or even have a key to unlock it,I am in remission from cancer and i know i have a hard time holding my bladder then having to walk several blocks to find a restroom to use is such a mess.
More frequent buses from downtown to la mesa trolley, we have alot of ppl that get on with carts and strollers/wheelchairs and if they ran every 15 min and not 30 it would help. as well as the bus that runs to granite hills should run on weekends as well [383]

Survey
Monkey

Route 120

120 & 3 routes Sunday service expanded again and/or later service for 120 & 3 everyday (especially Sunday) [305]

Survey
Monkey

Route 120 during the week needs to make a stop at 5th and B Street during the peak morning hours. This will siphon off some of the wheelchair and walker crowd bound for the senior citizen center from the Route 3 bus. The 3 is so crowded that I have seen the driver have to leave people at stops before B Street. I want the bus route that used to be the 35 returned to provide service from Old town to Voltaire. It is impossible to make the 28/923 combination work to serve this area. The frequencies for both routes would have to be no more than 15 minutes for an acceptable transit time and only if they ran to schedule. I pick up the 28 near Midway and Rosecrans and have never made it to Voltaire in under an hour connecting with the 923. I don't go to the library any more since I can't guarantee having hours on the weekend to return books. Shopping is only done in that area when I can get a ride. [321]

Survey
Monkey

(This comment was sent as a hard copy letter) The letter requests the return of the Saturday scedule on Sundays to Routes 2,10,11,15,120,901. The letter also requests that Route 14 have an increased frequency to every 30 minutes instead of hourly on Weekdays and hourly service on Saturdays. [439]

other

The caller would like to request that service on Sunday to Route 11 and 120 with limited stops be restored to Saturday service. [442]

phone

The caller would like to request the addition of a new bus stop along Route 120 at 4th and cedar near senior center. [450]

phone

I just visited your website to see the upcoming proposed service improvements. I am very disappointed to see that routes 3 and 120 weren't among those routes to be restored on Sundays/Holidays. The route 3, the bus I take from home to work, really needs to be restored to later evening times on Sundays. I work the graveyard shift from 11PM till 730 AM. The last route 3 comes to where I catch it at 39th and Oceanview Blvd, at around 710PM. That means that I would get to work some 3 hours early!!! On Sunday/Holidays, I have to take a cab from my house to work, which cost over \$20 one way, due to MTS's failure to provide late evening Sunday service. The route 120 Sunday service is equally ridiculous because since it stops at all bus stops on Sundays/Holidays, it is exceptionally overcrowded. I urge MTS Planning Dept. to please reconsider their decision, and include routes 3 and 120 as part of the Sunday/Holiday service restorations for the benefit of those of us that really could behoove from it. [503]

email

My name is Quenton Parks and I am emailing on behalf of students at Coleman University and Kaplan College. There are at least 40-50 students that attend both schools that ride the bus Monday through Friday. We have to get off at Kearny Villa Road @ Balboa or Century Park @Kearney Villa Road and walk to the schools. It would be nice to add one trip north and south bound on the 960 and reactivate the old bus # 25 loop where it came down Balboa Ave and connected to the Kearney Mesa Transit Center. Classes end at 10pm nightly at both schools and students have to literally run to catch the last 20 heading downtown. Quenton D. Parks Career Services Coleman University 8888 Balboa Avenue San Diego, CA 92123 Phone 858 499 0202 ext.12401 Fax 858 499 0233 ws-25980-parks@coleman.edu http://www.coleman.edu [602]

email

Route 150

Run 105 and 150 on weekends. [13]

Old Town
East

Increase 150 to UTC. Blue Line should continue beyond Old Town going to Santee. [21]

Old Town
East

At UCSD some classes go beyond 645pm which is the last 150 heading south, so my commute is extended when taking the 30. If the 150 kept running at least each hour, I feel I do better in school because I'd have more time to study in the library. [47]	Old Town West
Add a stop to the route 10 at University & 33rd remove the route 10 stop at Swift re-route the 150 to go right Pac. Hwy then right Seaworld Dr then to I-5 North [170]	Fashion Valley
No 150 on Saturday and Sunday No 105 on Saturday and Sunday [240]	UTC
Requests Rt 150 service seven days/week, and that the first three Saturday morning Rt 20 trips be non-stop Express. [598]	email
Adding 150 on the weekend and short wait time between all buses [365]	Survey Monkey
I would like to see the 150 run more frequently and have later trips and weekends. I would also like the 201/202 stop at the VA Medical Center. [380]	Survey Monkey
More frequency on the 27 during the weekday and Sunday service, too. Sunday service on the 50 and 150 buses [391]	Survey Monkey
Would like to see 150 make a stop in Pacific Beach, with timed transfers from a more-frequent 27 bus. [399]	Survey Monkey
I would like to see the 150 stop in PB and coordinate-transfer on the 27, especially for fast service north (takes 1 hour to use the 30). I agree that the trolley needs to be 15-minute frequencies all day -- one big link missing would be a bus link between UTC and Solana Beach through Carmel Valley -- the Coaster is still very limited and is a premium fare. [489]	social_media
route 150: buses during the week end from downtown and bus after 8pm from UTC route 10: late night buses [520]	email
From the list provided through the internet, please consider not doing the following items. Items 6,7, 150, 150, 703, 705, 712, 810, 992, Green, and Orange line. [518]	email
Yes, looks good, she's very happy. Rt 150 is excellent, SRO on lots of trips in AM/PM peak. [38]	Old Town West
The 150 on Saturdays will help. [47]	Old Town West
150 to the VA, 848 extra Sunday [163]	El Cajon
150 on Saturday every 30 min. 905 on Sunday [201]	America Plaza
150 [220]	UTC
150 [222]	UTC
Improved on 30 150 help my trip [250]	UTC
30 35 41 44 150 Green Line Blue Line [304]	Survey Monkey
expanded services on express lines 20 and 150. more frequent weekend trip between mission valley and north park on #6. [328]	Survey Monkey
The 150 improvements are huge - both the mid-day frequency during the week and Saturday service. [346]	Survey Monkey
All improvements help my trip. Having a 150 bus run on saturday will help so much. [365]	Survey Monkey
Improvements to the 150 and the 30 routes. [380]	Survey Monkey
Green Line, 41, 30, and 150. [388]	Survey Monkey
the increase in the frequency for bus route 2 weekend service for the 150 [389]	Survey Monkey
Increased frequency on most lines listed above; additional Saturday service on 150 [394]	Survey Monkey

Increasing frequency on the 41 and adding Sunday trips, adding weekend service for the 150. But why not go all the way downtown for the 150? Catching something else at Old Town will add a lot to the trip unless it syncs up well with the trolley or the 30. [406]

Survey
Monkey

Love the idea of Saturday 150 service! [483]

social_media

Pretty happy to see midday frequency for the 150 improve in addition to new Saturday service! UCSD and the VA are major destination points at times outside AM and PM peaks! [487]

social_media

Route 201

Crossroads service. More frequency on 201 202 and improved connection between 201 202. [232]

UTC

I would like to see the 150 run more frequently and have later trips and weekends. I would also like the 201/202 stop at the VA Medical Center. [380]

Survey
Monkey

Route 202

Improved frequencies on 202. Needs better communication on times. Improved attitude of bus drivers (varies on driver). [224]

UTC

202 superloop gets jammed packed from UTC to UCSD onward. The 201 clockwise from UTC to campus is empty. [228]

UTC

Crossroads service. More frequency on 201 202 and improved connection between 201 202. [232]

UTC

I would like to see the 150 run more frequently and have later trips and weekends. I would also like the 201/202 stop at the VA Medical Center. [380]

Survey
Monkey

Route 210

Increased frequency of 210 and add a weekend time. Also, more late nights on 7. [78]

City Heights

Route 701

712 Sunday service 701 more service [140]

Iris Avenue

Route 703

Longer hours in PM. 707 to Southwestern and 709A longer than 6:48pm, Sunday 703 more often and faster. More improvements back to back routes. MTS trolley also back to back on weekends please. [20]

Old Town
East

I dont like the time schedule of the 703 [282]

Survey
Monkey

More frequency in Sundays for bus 962. Also for bus 703 (and a one hour more late for the last bus). I'm also have problems with bus 712 at weekdays when I need to take 6:18 pm bus, I missed and I must wait 30 min. for the next one and also walk from Brandywine Dr. all the way down because I also miss the 704 bus. [403]

Survey
Monkey

The caller would like Route 712 to run on Sunday again. She would also like to request that Route 703 run more frequently. [428]

phone

From the list provided through the internet, please consider not doing the following items. Items 6, 7, 150, 150, 703, 705, 712, 810, 992, Green, and Orange line. [518]

email

Sunday 703 more often. [20]

Old Town
East

Updating of 703 service to hourly and return of Sunday 712 service would greatly improve the transit system for me, as the inability to commute effectively on Sundays causes difficulty with work schedules. Additionally, the 703 is often so crowded that it is standing room only, and if a wheelchair or two are on board it will pass those waiting at stops as there is no room - meaning there is not another bus for an hour or more and your plans or work schedule are down the tubes. [386]

Survey
Monkey

Route 704

More frequent trips in the afternoon on 704 and 705. [10]

H Street

704 has to pass more often like 929. TV on bus. Bathroom. [118]

Iris Avenue

I take the 704 on the Telegraph Canyon and Crest stop, I take it either to the E street trolley or the Palomar station and every where in between I need to get things done. My daughter really needs a Sunday bus, she sometimes has to work downtown and its difficult sometimes finding an alternate way to work. [253]

Survey
Monkey

I would love to see a Sunday proposed schedule for the 704--my daughter works downtown and relies on the bus for transportation; she often works on Sundays and without the running, she must search for alternatives to work and home. Even if it runs every 2 hours, just something. [262]

Survey
Monkey

To be the line 704 always available every 15 minutes. It has been very hard to walk with my knee hurt all mornings many blocks to get the bus, and then wait 30 minutes. Before the route was more accessible every 15 minutes for me and it was less stressful. I do miss the route 704 to work every 15 minutes, I hope you can do something about this change. Please help!!! Thank you so much for your understanding.
Route 704 every 15 minutes. P L E A S E !! I am begging you!!!!!! Thank you. [268]

Survey
Monkey

I would like to know how if possible we may have Sunday bus service for the 704 route. [426]

custsvc

More frequency in Sundays for bus 962, Also for bus 703 (and a one hour more late for the last bus). I'm also have problems with bus 712 at weekdays when I need to take 6:18 pm bus, I missed and I must wait 30 min. for the next one and also walk from Brandywine Dr. all the way down because I also miss the 704 bus. [403]

Survey
Monkey

Route 705

Extend hours formt he alst bus from 625pm to 725pm or 825pm. Also, late service on 709 A/C and 712. [2]

H Street

More frequent trips in the afternoon on 704 and 705. [10]

H Street

route 7. improve service going to downtown, they are usually late
Chula Vista 705 weekdays [147]

Iris Avenue

From the list provided through the internet, please consider not doing the following items. Items 6,7, 150, 150, 703, 705, 712, 810, 992, Green, and Orange line. [518]

email

The bus 712, 705 and 929. [403]

Survey
Monkey

Route 707

Longer hours in PM. 707 to Southwestern and 709A longer than 6:48pm, Sunday 703 more often and faster. More improvements back to back routes. MTS trolley also back to back on weekends please. [20]

Old Town
East

Route 709

Extend hours formt he alst bus from 625pm to 725pm or 825pm. Also, late service on 709 A/C and 712. [2]

H Street

I need 709 to Agua Vista and Proctor Valley. I have a 45 minute walk 2 x a day to get to work. [6]

H Street

Sunday 709 service and more late hours on 933/934. [9]

H Street

In the morning the first departure at 455am. Sundays to the College. [11]

H Street

Longer hours in PM. 707 to Southwestern and 709A longer than 6:48pm, Sunday 703 more often and faster. More improvements back to back routes. MTS trolley also back to back on weekends please. [20]

Old Town
East

Increase the bus service for the morning and evening routes of the 709 bus going and coming from Southwestern College.
Overall, Increase in the morning 709 routes. from 7-10. often times the bus becomes so full that it is a danger to passengers. If an accident were to occur there would be many fatalities and injuries. [378]

Survey
Monkey

Route 712

Extend hours formt he alst bus from 625pm to 725pm or 825pm. Also, late service on 709 A/C and 712. [2]

H Street

Increase Blue Line frequencies past midnight to San Ysidro and more trips for the 712 from Southwestern College past 9pm. [45]	Old Town West
712 doesn't have Sunday routes 905 doesn't have stops at SY high [138]	Iris Avenue
more frequency, improve Sunday service. Atlas/ Southwestern College closest station, run later [143]	Iris Avenue
More frequency in Sundays for bus 962, Also for bus 703 (and a one hour more late for the last bus). I'm also have problems with bus 712 at weekdays when I need to take 6:18 pm bus, I missed and I must wait 30 min. for the next one and also walk from Brandywine Dr. all the way down because I also miss the 704 bus. [403]	Survey Monkey
The caller would like Route 712 to run on Sunday again. She would also like to request that Route 703 run more frequently. [428]	phone
From the list provided through the internet, please consider not doing the following items. Items 6,7, 150, 150, 703, 705, 712, 810, 992, Green, and Orange line. [518]	email
712-Would allow for easier visiting of family with shorter travel times; 901-Better planning of trips with better cross over. [17]	Old Town East
712 on Sunday. [119]	Iris Avenue
712 Sunday service 701 more service [140]	Iris Avenue
the additions to the 712, 15, 905 [148]	Iris Avenue
712 [208]	Iris Avenue
Updating of 703 service to hourly and return of Sunday 712 service would greatly improve the transit system for me, as the inability to commute effectively on Sundays causes difficulty with work schedules. Additionally, the 703 is often so crowded that it is standing room only, and if a wheelchair or two are on board it will pass those waiting at stops as there is no room - meaning there is not another bus for an hour or more and your plans or work schedule are down the tubes. [386]	Survey Monkey
The bus 712, 705 and 929. [403]	Survey Monkey

Route 810

You can never work a half day because there is nothing midday. Need one going north at 1230pm and going south at 1230pm. [62]	Rancho Bernardo
Better coordination of 810/880 north transfer. Allow access to NB carpool lane at Mira Mesa. Best would be to allow left turn from Mira Mesa onto I-15 NB entrance. Add stops on La Jolla Village Dr. [63]	Rancho Bernardo
810 & 880 routes aligning better. Often 810 buses leave 880 passengers just as they're arriving at RBTS in the afternoon. Also, 1 or 2 more 880 buses in the afternoon, to give us more options of times to leave. Weekend 810 service to downtown. [99]	Rancho Bernardo
Stop at Rancho Peñasquitos more often later. [103]	Rancho Bernardo
Add a stop at Del Lago. [107]	Rancho Bernardo
810 during the day. [110]	Rancho Bernardo
The Northbound 810 that hits the downtown area, (Kettner to 3rd specifically), would be much more efficient for we folks that work in Fed, State, & County offices, and cannot leave work before 5PM could conceivably catch a five minute later bus. For me and several other riders that travel to Escondido, being able to catch the earlier RTA bus that departs Escondido TC @5:55P instead of having to wait until the next RTA @ 6:30P. Question? When will the 810 quit the Escondido side trips to pick up passengers and make them use the Del Lago TC???? [276]	Survey Monkey
Buses that return to Escondido in the morning. Sometimes I need to get home. [301]	Survey Monkey
Another added bus to route 810. [302]	Survey Monkey
Southbound additional trip to 810 at later time (after 8:04 from RB Center) would greatly help me every day to commute to work and won't need to drive more often. I like to propose change to route 860 to be extended to RB transit Center to serve Rancho Bernardo and South Escondido resident to go to downtown in addition to 810 route. This will give more options and at the same time reduce the crowd to 810 bus service. I hope	Survey Monkey

you would consider this suggestion. [375]

Later 810 trips. [382]

Survey
Monkey

Increasing the Sunday Green line service every 15 min west of Grossmont so it can connect with the orange line , which you have proposed to run every 15 min.

Survey
Monkey

Reverse commute trips on the 810. Changing the weekday departure times on route 875 to :03 and :33 after the hour most of the day (until 7pm) to separate this bus from the 848 on Broadway and the 833 in Parkway Plaza (which would provide 15 min frequency on both Broadway and Parkway plaza) 90 minute frequency on route 816 after 7:03pm for late classes during fall and winter semester for cuyamaca college (no service during the summer) [387]

Currently 810 last depart at 8:04 from RB Transit center but it will be beneficial to include another bus at later time to meet the needs of passeanger who want to go to work later. This will also help manage the crowd in 8:04 bus and connection to 880 (8:40 AM) to UTC/Qualcomm. [392]

Survey
Monkey

Change the morning route to go straight to the freeway after picking up at Escondido Transit. We should be in the HOV for the whole trip! [402]

Survey
Monkey

I would like to suggest an earlier afternoon route for the northbound 820/860 premium express busses. The earliest 820/860 departure from downtown is 4:20. If you want to get to the Sabre Springs Transit Station earlier than that, you must take the 810A, which is usually full, if not standing room only. And even though the 810A destination is Escondido, I would say 75% of the people get off at the Sabre Springs stop. I definitely feel thereâ€™s a need for earlier (pre 4:00) 820 or 860 northbound routes. [418]

email

Hello MTS representative, I have been taking the Park and Ride bus for over 10 years from Rancho Bernardo. When the RB transit station was built I was surprised that the 810 route makes use of this stop verses the 860 route which is for the Rancho Bernardo area. The 810 is overcrowded and the 860 is not full at all. I propose that the 810 does not hit the RB transit, but instead have the 860 route start at this transit station. The 860 could hit two stops, the RB transit station and the Sabra Springs and head downtown. The 850 route is also not full and it could pick up the old 860 stop by the Carmel Mountain location since it is near its normal route. By changing the proposed routes, you will resolve the overcrowding problem on the 810 route and make many Rancho Bernardo passengers happy. Thank you for listening. Mary Alice Mitchell [493]

email

I am sending suggestions for improving the MTS service in 2012 and 2013 are as follows: MTS Route 20: Increase weekday morning service to at least 30 minute frequency as before, even better would be 20 minute frequency so that trips to and from work and also during lunch hour can also be better accommodated. Part of this is because the current Route 20 schedule has a critical missed transfer possibility on weekdays--NCTD buses can miss the connection with the 8:49am Route 20 leaving Del Lago Transit Station, if the bus is any more than two minutes late. If and when this connection is missed--the current schedule has the next bus leaving at 9:52am. Avoiding a missed appointment or coming in close to 1 hour late for work would then require calling for a ride or paying for a taxi. This is why the justification for at least 30 minute frequency and even better 20 minute frequency would seem to be justified. MTS Route 810: Add one more bus on the return trip for those transferring from a later Route 20 or Route 880 at Rancho Bernardo Transit Station; otherwise, the next Route 20 bus is usually 7:45pm based on current schedule, which--after connecting to an NCTD Route 350 from Del Lago Transit Station to Escondido Transit Center, misses some last buses leaving Escondido Transit Center at 8:03am. In the case of NCTD Route 358 being missed, the next two alternate buses would be NCTD Route 356 leaving at 8:33pm and the last NCTD Route 356 at leaving 9:03pm; however, for stops in the opposite direction that the bus travels along El Norte Parkwy would it require some walking distance at night to get to the same location where Route 358 would be closer. The suggested time for this additional return trip Route 810 bus would ideally leave Rancho Bernardo Transit Station at 7:20pm. Even allowing for a 30 minute trip from Rancho Bernardo Transit Station in the event a traffic jam, the bus should arrive at or before 7:50pm at Escondido Transit Center. This would still allow riders to connect to NCTD buses leaving at 8:03pm from Escondido Transit Center to their destinations home. I don't think Premium Express buses should only be intended for commuters that also have cars, so connections for bus rider should also be considered with more of a higher priority as well. I also think that extra cash fare and also the extra cost of the Premium Express pass would seem to justify adding this extra bus. MTS Route 880: During the times I did take Route 880 to work, I found it quite a challenge to remember to tell the bus driver each time I wanted to transfer to a weekday morning Route 880 from a Route 810 (at Rancho Bernardo Transit Station), and also hoping each time that the bus driver had to either be radioed or else had to radio in passengers for the Route 880 so it did not depart before the Route 810 arrived. I think that the Route 880 should be an automatic transfer by waiting for when the Route 810 arrives, unless no passengers actually board the Route 880 within say 5 minutes of the arrival of the Route 810 (also allowing for the possibility of any wheelchair passengers). Though I no longer use Route 880 at the present time because my work location does not require using that route--should I ever need to use the Route 880 in the future, I think the extra cash fare and the extra cost of the Premium Express pass would justify such an improvement. If you have any questions regarding my suggestions, please contact me at the e-mail address or phone numbers listed in my signature. [517]

email

From the list provided through the internet, please consider not doing the following items. Items 6,7, 150, 150, 703, 705, 712, 810, 992, Green, and Orange line. [518]

email

An additional Route 810 is definitely needed. Buses are almost always full and many times standing room only which is dangerous. Also passengers frequently carry several bags which they donâ€™t put in the overhead bins and either occupy seats or make it very uncomfortable for passengers. Also the 810 that departs Pacific Hwy at 4:50 p.m usually arrives at the corner of Front and Broadway between 4:55p and 5P. and there are usually several Federal and Superior Court workers who dangerously try to run or jaywalk to catch the bus. Suggest that bus arrive between 5:05pm and 5:10pm. Has consideration been given to starting and ending the 860 bus runs at the Rancho Bernardo transit center with stops at Sabre Springs and cancelling the street route portion to and from Sabre Springs to Carmel Valley Costco. In closing, I really appreciate the 810 service and my 25-30 min ride downtown and the parking and fuel savings GENE R SMITHBURG - CONTRACTOR RAM TECHNOLOGIES, INC. SECURITY OFFICER U.S. ATTORNEY'S OFFICE 880 FRONT ST. SUITE 6293 SAN DIEGO, CA. 92101 PHONE: 619 546 7682 [525]

email

Additional 810 trips may be helpful if they align with 880 routes. [99]	Rancho Bernardo
More 810 routes. [103]	Rancho Bernardo
Additional trip 810. [107]	Rancho Bernardo
810 extra trip to relieve the crowiness. [108]	Rancho Bernardo
Incrementing 810 frequency will be helpful [178]	Rancho Bernardo
Adding a bus to the 810 route. [276]	Survey Monkey
810 increased service [301]	Survey Monkey
The added bus to route 810, those buses are always so full that many times people have to stand. There may be a need for 2 additional buses for that route. [302]	Survey Monkey
Route 810 will help me. Since car pool lanes started more people started taking 810 to downtown from RB transit. Due to limited capacity lot of time only standing space left. [392]	Survey Monkey
Adding another bus to the 810. [402]	Survey Monkey
Route 816	
35 needs to increase their number of rides. 15 minutes during busy hours. 44 -this bus flew past me the other day because it was full. Not cool. 816 should run on Sundays. It should also run later. Buses to Alpine should run later. [92]	Old Town West
Bus service for the 816 on Sundays. Service that runs a little later on weekdays. [129]	Fashion Valley
Increasing the Sunday Green line service every 15 min west of Grossmont so it can connect with the orange line , which you have proposed to run every 15 min. Reverse commute trips on the 810. Changing the weekday departure times on route 875 to :03 and :33 after the hour most of the day (until 7pm) to separate this bus from the 848 on Broadway and the 833 in Parkway Plaza (which would provide 15 min frequency on both Broadway and Parkway plaza) 90 minute frequency on route 816 after 7:03pm for late classes during fall and winter semester for cuyamaca college (no service during the summer) [387]	Survey Monkey
Route 820	
I live at Truempst st. in poway and would like to be able to walk to 860 pick up and drop off I used to be able to but you discontinued that location near pomerado road and twin peaks, also please re- instate 820 pick up at community road and twin peaks [178]	Rancho Bernardo
I would like to suggest an earlier afternoon route for the northbound 820/860 premium express busses. The earliest 820/860 departure from downtown is 4:20. If you want to get to the Sabre Springs Transit Station earlier than that, you must take the 810A, which is usually full, if not standing room only. And even though the 810A destination is Escondido, I would say 75% of the people get off at the Sabre Springs stop. I definitely feel thereâ€™s a need for earlier (pre 4:00) 820 or 860 northbound routes. [418]	email
Route 833	
Weekend service on 833. Needs service on 871 872 to serve veterans mall on chambers at noon and 5-7 pm [247]	El Cajon
833 back the way it was before it was cut back. [251]	Survey Monkey
The trolley stations are running smooth, great looking. Why isn't anything being done for the people living in the poorest area near the DMV (El Cajon). You have many handicap people that take up time because of their wheelchairs where it takes the bus driver time to get them inside the bus and then out of the bus. The bus comes every hour, I am not complaining but am sort of angry that this bus 833 runs every hour and has a short schedule to the El Cajon Transit Center and then to Santee trolley station. We need a bus that runs earlier on the weekdays to the El Cajon Transit Center, there should be a bus starting at 5am going both ways. There are students, working people that need to get to work and getting to the trolley station on time would be a blessing. There should also be a bus that runs at least until 7pm. Everyone is always on that last bus or that first bus. Just the 833 is the worst bus route in the El Cajon area. The route starting late and ending early. We are suppose to be happy that you added a weekend route but the weekday schedule sucks. Thanks for reading, Susanna Gonzales [256]	Survey Monkey
Bus 833. Many people are starting to use this bus. The economy is not to good, hard to keep up with a car. There are many of us who need an earlier bus 5AM and later bus at least to 7PM, come on these buses run every hour, at least extend the time it runs. The	Survey Monkey

weekend hours are fine. Thanks, Kiki V.

I am looking to move now because of bus times on this one route 833, I need an earlier bus to get to work. I hate to walk all the way to Broadway to catch the 848 in the dark and it is dangerous walking down Graves Avenue in El Cajon. The first bus is always crowded with students and people who need to get to work. We need an earlier bus please, both ways. Thanks again, Kiki V. [259]

Expand the hours on weekdays and weekends on the 833. [330]

Survey
Monkey

other

(This comment was sent as a hard copy letter) The letter requests earlier service at El Cajon to Route 833. [440]

Route 845

Bus 845 should run on Sundays; Bus 845 should run 7 days a week and last trip should be 10pm. [101]

Rancho
Bernardo

#845 schedule on Sundays. #845 should leave RBTS until at least 5 minutes after #20 is scheduled to arrive at RBTS. [104]

Rancho
Bernardo

Earlier 845 in the morning. I walk 8 miles to catch Rt 20. [111]

Rancho
Bernardo

I would like the 845 to connect better with the 20 also when the bus or trolley is crowded the driver should direct where to stand [180]

Euclid
Trolley

The caller would like to request a higher frequency of 30 min to Route 20 and more frequency to Route 845 on Saturday. [436]

phone

Route 848

Extra train on Green line, add more svc on 848 on weekend besides hourly. [244]

El Cajon

More than 1 bus into Westfield Mall on Sundays. [269]

Survey
Monkey

150 to the VA, 848 extra Sunday [163]

El Cajon

service extension of Route 848 on Sundays [323]

Survey
Monkey

the extended sunday service of the 848 and 874/875 routes. [325]

Survey
Monkey

Route 851

Rt 851 frequency, weekend service. Sunday service on Rt 27. [42]

Old Town
West

Route 854

Compass pass read "Insufficient funds" three times. Waste of money. Need to go back to paper with pretty pictures of nature. 854 all day, 7 days/week, instead of just school. 45 minutes to walk home from trolley. [66]

City Heights

I would like to see at least a minimum schedule for 854 on Sundays and holidays. This rout goes to an area, where I have a very dear friend in an assisted living home, and I can't visit n holidays or sundays. And Hliday are so vital to be able to see persons in these home. As an example, I went to see him on Good Friday, because I was unable to see him Easter Sunday. [355]

Survey
Monkey

Route 856

bus 856 to Rancho San Diego 901 more often [153]

Iris Avenue

An improvement that I would like to see to suggest is making improvements in the Saturday and Sunday schedule on route 856/936. I ride these two buses consistently and Running till' nine- o'clock on Saturday doesn't help me. On Saturday, April 15th, 2012, I was in the Spring Valley area at exactly 9:20, I was stranded there. It was cold. I had a cart of groceries and the last bus ran. I ran as fast as I could but, I did not make it. I had to walk home that dark night. I was so scared. I live in Lemon Grove so, I had to be careful. Please MTS! Please improve the time schedules on route 856/936. Or, at least one of those routes! Please E-Mail me back at, stompcr3@yahoo.com. [312]

Survey
Monkey

phone

The caller would like to make three sugestions: re-implement sunday service along Route 856, increase weekday service along Route 888, and implement a new commuter route from El Cajon to Jamul. [430]

email

Regarding the bus service for the 856 on Sundays is very much needed. Several people work out in the areas that this route takes. I myself am a caregiver near the Rancho San Diego Village Shopping Center and have a very difficult time getting to my employment on Sundays. I do walk the 1.8 miles on Saturdays from Cuyamaca College and can do so on Sundays if the service is restarted and only to the college. It would be even better if the loop in the Rancho San Diego Village Shopping Center area was restarted, as there are not only people who work in this area but senior citizens who did rely on the Saturday and Sunday services. Thankyou, Judy Stevens [522]

email

please make the buses 856/936 run at least till midnight or an hour later Mon-Sat, some colleges get out at 10pm & have no way to get back home because the last bus is around 10:30pm [558]

email

I really like the new proposed improvements that are due to be made. Seeing that I catch a few of the routes MTS plans to improve. Especially route 13 and 856, seeing that those are two routes I use most often and the trolley on Sundays. These improvements would help a number of people. Also, I would like to see a little more time coordination and connectivity between routes and trolley. It's difficult to plan trips or to get places when a bus leaves a minute or two before the one your riding is due to arrive. Thank you for your improvements and working to maintain your customers and riders happiness. [589]

Route 856 on Sunday - Really need this. [89]

City Heights

Orange line change, the 13 change, the 20 change, the 856 change, the 955 change, the Green line change. [159]

Euclid
Trolley

restoring Sunday service for route 856 [265]

Survey
Monkey

Route 860

Make 860 hit the Rancho Bernardo station. [64]

Rancho
Bernardo

I live at Truempst st. in poway and would like to be able to walk to 860 pick up and drop off I used to be able to but you discontinued that location near pomerado road and twin peaks, also please re- instate 820 pick up at community road and twin peaks [178]

Rancho
Bernardo

Southbound additional trip to 810 at later time (after 8:04 from RB Center) would greatly help me every day to commute to work and won't need to drive more often.

Survey
Monkey

I like to propose change to route 860 to be extended to RB transit Center to serve Rancho Bernardo and South Escondido resident to go to downtown in addition to 810 route. This will give more options and at the same time reduce the crowd to 810 bus service. I hope you would consider this suggestion. [375]

email

I would like to suggest an earlier afternoon route for the northbound 820/860 premium express busses. The earliest 820/860 departure from downtown is 4:20. If you want to get to the Sabre Springs Transit Station earlier than that, you must take the 810A, which is usually full, if not standing room only. And even though the 810A destination is Escondido, I would say 75% of the people get off at the Sabre Springs stop. I definitely feel there's a need for earlier (pre 4:00) 820 or 860 northbound routes. [418]

email

Hello MTS representative, I have been taking the Park and Ride bus for over 10 years from Rancho Bernardo. When the RB transit station was built I was surprised that the 810 route makes use of this stop verses the 860 route which is for the Rancho Bernardo area. The 810 is overcrowded and the 860 is not full at all. I propose that the 810 does not hit the RB transit, but instead have the 860 route start at this transit station. The 860 could hit two stops, the RB transit station and the Sabra Springs and head downtown. The 850 route is also not full and it could pick up the old 860 stop by the Carmel Mountain location since it is near its normal route. By changing the proposed routes, you will resolve the overcrowding problem on the 810 route and make many Rancho Bernardo passengers happy. Thank you for listening, Mary Alice Mitchell [493]

Route 864

35 needs to increase their number of rides. 15 minutes during busy hours. 44 -this bus flew past me the other day because it was full. Not cool. 816 should run on Sundays. It should also run later. Buses to Alpine should run later. [92]

Old Town
West

The caller would like to restore sunday service to all routes that got cut previously. Also she would like Route 864 W at east county square to have a frequency of every 30 mins, not every hour. [437]

phone

Sundays. [40]

Old Town
West

864 815 especially on weekends [249]

El Cajon

864 - expand service to 8 PM and include Sunday to Alpine 874 & 875 extend service to 8 pm on Sunday 815 extend service to 8 pm on Sunday [269]

Survey
Monkey

Route 871

El Cajon

Weekend service on 833. Needs service on 871 872 to serve veterans mall on chambers at noon and 5-7 pm [247]

Route 872

Weekend service on 833. Needs service on 871 872 to serve veterans mall on chambers at noon and 5-7 pm [247]

El Cajon

Route 874

Run 874 875 whole route on Sunday [217]

El Cajon

874 to Granite Hills on Sundays [245]

El Cajon

- Schedule adjustments and/or other changes to improve timekeeping on route 874. The last three times I have been waiting for this bus, it has been over ten minutes late (reaching the corner at Washington & Jamacha, which is only two stops after the Lexin [419]

email

864 - expand service to 8 PM and include Sunday to Alpine 874 & 875 extend service to 8 pm on Sunday 815 extend service to 8 pm on Sunday [269]

Survey Monkey

the extended sunday service of the 848 and 874/875 routes. [325]

Survey Monkey

Route 875

Run 874 875 whole route on Sunday [217]

El Cajon

Increasing the Sunday Green line service every 15 min west of Grossmont so it can connect with the orange line , which you have proposed to run every 15 min.
Reverse commute trips on the 810. Changing the weekday departure times on route 875 to :03 and :33 after the hour most of the day (until 7pm) to separate this bus from the 848 on Broadway and the 833 in Parkway Plaza (which would provide 15 min frequency on both Broadway and Parkway plaza) 90 minute frequency on route 816 after 7:03pm for late classes during fall and winter semester for cuyamaca college (no service during the summer) [387]

Survey Monkey

864 - expand service to 8 PM and include Sunday to Alpine 874 & 875 extend service to 8 pm on Sunday 815 extend service to 8 pm on Sunday [269]

Survey Monkey

the extended sunday service of the 848 and 874/875 routes. [325]

Survey Monkey

Route 880

Better coordination of 810/880 north transfer. Allow access to NB carpool lane at Mira Mesa. Best would be to allow left turn from Mira Mesa onto I-15 NB entrance. Add stops on La Jolla Village Dr. [63]

Rancho Bernardo

810 & 880 routes aligning better. Often 810 buses leave 880 passengers just as they're arriving at RBTS in the afternoon. Also, 1 or 2 more 880 buses in the afternoon, to give us more options of times to leave. Weekend 810 service to downtown. [99]

Rancho Bernardo

Drop off 880 passengers where the passenger drop off is so people don't have to run to catch the 810. Some people are asking for a later 880. [100]

Rancho Bernardo

4S Ranch-Downtown service. [108]

Rancho Bernardo

880 or similar shuttles/buses in 4S Ranch Area that operate on a daily basis and not just on peak times. [273]

Survey Monkey

I would like to see a left turn from Mira Mesa onto I-15 allowed just for the buses. It will save a tremendous amount of time on the return trip [379]

Survey Monkey

email

Hi, In response to the MTS plan for service improvements, I have a minor route change suggestion for the 880 bus. Currently, the bus connects between Lusk Blvd. and Mira Mesa Blvd. on Barnes Canyon/Scranton Road. A lot of people actually have to walk some distance to the Qualcomm buildings on Morehouse drive. My suggestion is the following to reduce this walk: Morning routes: When coming from Lusk Blvd, instead of turning right at Barnes Canyon Rd, continue straight on Lusk Blvd. and turn right on Morehouse Dr. At the end of Morehouse Dr, the bus can turn left and return to the original route. Evening route: After turning left from Mira Mesa Blvd onto Scranton Rd, the bus can turn right onto Morehouse Dr. At the end of Morehouse Dr, the bus can turn left and return to the original route. With the above changes and adding a bus stop on Morehouse Dr, preferably close to Qualcomm headquarters, it would become very convenient for a lot of Qualcomm employees to take the bus. I expect the impact of this change to be minimal. Hope you will consider the above minor adjustment to the 880 route. Thanks a lot. -Pranav. [500]

email

I am sending suggestions for improving the MTS service in 2012 and 2013 are as follows: MTS Route 20: Increase weekday morning

service to at least 30 minute frequency as before, even better would be 20 minute frequency so that trips to and from work and also during lunch hour can also be better accommodated. Part of this is because the current Route 20 schedule has a critical missed transfer possibility on weekdays--NCTD buses can miss the connection with the 8:49am Route 20 leaving Del Lago Transit Station, if the bus is any more than two minutes late. If and when this connection is missed--the current schedule has the next bus leaving at 9:52am. Avoiding a missed appointment or coming in close to 1 hour late for work would then require calling for a ride or paying for a taxi. This is why the justification for at least 30 minute frequency and even better 20 minute frequency would seem to be justified. MTS Route 810: Add one more bus on the return trip for those transferring from a later Route 20 or Route 880 at Rancho Bernardo Transit Station; otherwise, the next Route 20 bus is usually 7:45pm based on current schedule, which--after connecting to an NCTD Route 350 from Del Lago Transit Station to Escondido Transit Center, misses some last buses leaving Escondido Transit Center at 8:03am. In the case of NCTD Route 358 being missed, the next two alternate buses would be NCTD Route 356 leaving at 8:33pm and the last NCTD Route 356 at leaving 9:03pm; however, for stops in the opposite direction that the bus travels along El Norte Parkway would it require some walking distance at night to get to the same location where Route 358 would be closer. The suggested time for this additional return trip Route 810 bus would ideally leave Rancho Bernardo Transit Station at 7:20pm. Even allowing for a 30 minute trip from Rancho Bernardo Transit Station in the event a traffic jam, the bus should arrive at or before 7:50pm at Escondido Transit Center. This would still allow riders to connect to NCTD buses leaving at 8:03pm from Escondido Transit Center to their destinations home. I don't think Premium Express buses should only be intended for commuters that also have cars, so connections for bus rider should also be considered with more of a higher priority as well. I also think that extra cash fare and also the extra cost of the Premium Express pass would seem to justify adding this extra bus. MTS Route 880: During the times I did take Route 880 to work, I found it quite a challenge to remember to tell the bus driver each time I wanted to transfer to a weekday morning Route 880 from a Route 810 (at Rancho Bernardo Transit Station), and also hoping each time that the bus driver had to either be radioed or else had to radio in passengers for the Route 880 so it did not depart before the Route 810 arrived. I think that the Route 880 should be an automatic transfer by waiting for when the Route 810 arrives, unless no passengers actually board the Route 880 within say 5 minutes of the arrival of the Route 810 (also allowing for the possibility of any wheelchair passengers). Though I no longer use Route 880 at the present time because my work location does not require using that route--should I ever need to use the Route 880 in the future, I think the extra cash fare and the extra cost of the Premium Express pass would justify such an improvement. If you have any questions regarding my suggestions, please contact me at the e-mail address or phone numbers listed in my signature. [517]

Route 888

The caller would like to make three suggestions: re-implement Sunday service along Route 856, increase weekday service along Route 888, and implement a new commuter route from El Cajon to Jamul. [430]

phone

Route 894

Wants more frequency on Saturday service on 894. Restore Sunday service to SDSU on 11. [219]

El Cajon

Route 901

Sunday 901, more northbound after 740pm. [4]

H Street

bus 856 to Rancho San Diego 901 more often [153]

Iris Avenue

905 extend service weekday evening, frequency or schedule adjustments at Iris trolley to make connections more reliable for 901 and 934 nights [171]

Fashion Valley

(This comment was sent as a hard copy letter) The letter requests the return of the Saturday schedule on Sundays to Routes 2,10,11,15,120,901. The letter also requests that Route 14 have an increased frequency to every 30 minutes instead of hourly on Weekdays and hourly service on Saturdays. [439]

other

The caller lives in Imperial Beach and uses routes 901, 933, and 934 on a daily basis. She stated that the stop at palm and iris stop is a bit scary in the evenings and needs to have increased lighting. The caller would also like to request additional service in the evenings to Imperial Beach on Sunday (the last bus stops there at 7). The caller also requests better connections between Routes 901 and 904. [444]

phone

Regarding Sunday service for the 901 ... any chance of restoring the Sunday service so that it goes all the way downtown? Thank you, Joyce Russell [495]

email

I understand that the route to the VA Medical center had been changed due to budget cuts. I would urge restoration of a stop close to the facility as a priority. More frequent weekend service on the green line on weekends and increased weekend service on the 901 also would be among my priorities for using MTS. Thank you. [501]

email

712-Would allow for easier visiting of family with shorter travel times; 901-Better planning of trips with better cross over. [17]

Old Town East

901 Sunday Service, 7 Saturday and Sunday service 20 All weekday changes, Trolley frequency increases [171]

Fashion Valley

2 7 15 901 [189]

America Plaza

Sunday 901 will help us after church to go home faster. [395]

Survey
Monkey

Route 904

The caller lives in Imperial Beach and uses routes 901, 933, and 934 on a daily basis. She stated that the stop at palm and iris stop is a bit scary in the evenings and needs to have increased lighting. The caller would also like to request additional service in the evenings to Imperial Beach on Sunday (the last bus stops there at 7). The caller also requests better connections between Routes 901 and 904. [444]

phone

Route 905

905 service every 45 minutes. The only problem is the prices of the pass and Trolley tickets. [134]

Iris Avenue

712 doesn't have Sunday routes 905 doesn't have sstops at SY high [138]

Iris Avenue

705 703 901 905 932 907 (improvements needed, 907 (Sunday) Eastlake need Sunday 905-need Sunday [157]

Iris Avenue

905 extend service weekday evening, frequency or schedule adjustments at Iris trolley to make connections more reliable for 901 and 934 nights [171]

Fashion
Valley

Run the 905A bus all day and more frequently (this is the bus route that comes through Airway Rd and it currently stops running in the middle of the day for several hours). Put a bus stop on Gigantic St (in front of our campus). Place benches and shade covers on the current 905 stops. Students/People have to stand out in the sun and rain when waiting for the bus. Provide a bus route connecting east county (El Cajon, La Mesa, Lemon Grove, Spring Valley, Eastlake, Otay Ranch) through the 125 to Otay Mesa. (I know I'm pushing it, but I see that many of our students live in the east county/east Chula Vista and there is nothing connecting these communities to Otay Mesa). [334]

Survey
Monkey

None. I would like to see the 905A provide services ALL DAY, and not stop serving in the middle of the day. I would also like for it to have a stop at the Higher Education Center at Otay Mesa (8100 Gigantic St, 92154). Currently the stop is not close to the college and we have to walk a lot in the rain. We also need benches with shade for the sun and for when it's raining. I live in the East County, La Mesa/Lemon Grove/Spring Valley and I work/go to school in Otay Mesa. There is no line that connects the east county to Otay Mesa/South San Diego. I would like to see a line that connects these communities (maybe through the SBX 125). A lot of people work out in Otay Mesa and we have to reliable transportation. Thank you! [377]

Survey
Monkey

the additions to the 712, 15, 905 [148]

Iris Avenue

150 on Saturday every 30 min. 905 on Sunday [201]

America
Plaza

Route 906

Sometimes when I wait for the bus at Willow Road, the bus is always full. Because the people at the border and it is very full and there is no room for the people that catch the bus 906. First AM trip on 906. [137]

Iris Avenue

Wants more service on 906 907 [214]

Iris Avenue

Wants more service on 933 934 906 [215]

Iris Avenue

906 [183]

Iris Avenue

Route 907

705 703 901 905 932 907 (improvements needed, 907 (Sunday) Eastlake need Sunday 905-need Sunday [157]

Iris Avenue

Wants more service on 906 907 [214]

Iris Avenue

907 [193]

Iris Avenue

Route 916

Restore Sunday service on Route 916 OR 917. [94]

Euclid
Trolley

Restore 916 / 917 Sunday service [151]

Euclid
Trolley

Restore Sunday service on 916 917. Extend Sunday span of service to 8 pm.
Every 15 minutes on the weekends and Sundays service and operate Sunday 15 minute frequencies West of Qualcomm Stadium. [218]

El Cajon

The caller would like to request more service in the evenings to route 916. [443]

phone

The caller would like Route 916 from Euclid to extend service so that it can run until at least 6:30pm. [449]

phone

Route 917

Restore Sunday service on Route 916 OR 917. [94]

Euclid
Trolley

Restore 916 / 917 Sunday service
[151]

Euclid
Trolley

Restore Sunday service on 916 917. Extend Sunday span of service to 8 pm.
Every 15 minutes on the weekends and Sundays service and operate Sunday 15 minute frequencies West of Qualcomm Stadium. [218]

El Cajon

Route 921

Wants 921 on Sunday. [131]

Fashion
Valley

Add later trips on 921 and weekend service on 31. [231]

UTC

Route 31 921 two improvements in weekdays/weekends. Extra trip Black Mountain N/Mira Mesa-Camino Ruiz/ Miramar Road [250]

UTC

I would like some at least one additional northbound 20 trips to Del Lago Station living downtown about 9:30 p.m. I would like the 921A to run on Sundays from about 9:00 a.m. to 5:00 p.m. or 6:00 p.m. at least the bus running in both directions every 2 hours (ex. 9, 11, 1, 3,5). I would also like to see a shuttle in the 4S ranch area like the 845 or 844 bus. It will help me get to Camino Del Norte faster since right now if I walk it takes me 40 minutes to get to Camino Del Norte and Bernardo Center Drive (plus I do not have money to right the 800 series busses). [283]

Survey
Monkey

Increased weekend frequency on the 2. Increased evening weekend frequency on the 15, 10, 7. Greatly increased frequency during weekdays on the 921 during commute hours, 15 min lead times instead of 30 - later hours on the 921 as well, at least until 9PM. Later hours on the 41, increased frequency on the 41. It's VERY hard to commute from North Park to Sorrento Valley using MTS. [337]

Survey
Monkey

I'd like to see more service on the 31 (longer peak hours, or some off-peak or weekend) and on the 921 as well. The 921 is crowded on Saturdays but only runs hourly, and it's very hard to use (it syncs up poorly with the 20 in Mira Mesa, and if you miss one you've got an hour to wait). I'd like to be able to get to Mira Mesa from UTC more easily, and I wish I could patronize businesses along Miramar Road -- but the only time I can get there is the weekday afternoon rush hours. [406]

Survey
Monkey

I think you should add Sunday Service for the 921 since lots of people work on Mira Mesa Blvd and it would benefit lots of people even if the bus runs every 1 hour and a half or every hour on Sundays. The others I would like to see a purposed new schedule for the other routes you want to operate more often. Thanks. [414]

email

I think you should add Sunday Service for the 921A bus. At least make it run every 95 minutes. Many people work Sunday on Mira Mesa Blvd and lots of them have to walk or get a ride since there is no bus. [491]

social_media

Route 923

Route 923 all weekend DT to OB w/no 992 connection. Route 7 complete trip to DT for Zoo Tourist transfers on weekend rather than starting at city college. Normal weekday route for bus 9 also a tourist route on weekend, look at tourist routes. I hear that it is stupid the way they work on the weekend. It's hard to explain why we aren't being more welcoming to tourists when the majority of our tourism uses bus service. [173]

Old Town
East

923-Sunday service, late night service past 7 p.m. Rural reas, Scripps Ranch, La Mesa [592]

email

Route 120 during the week needs to make a stop at 5th and B Street during the peak morning hours. This will siphon off some of the wheelchair and walker crowd bound for the senior citizen center from the Route 3 bus. The 3 is so crowded that I have seen the driver have to leave people at stops before B Street. I want the bus route that used to be the 35 returned to provide service from Old town to Voltaire. It is impossible to make the 28/923 combination work to serve this area. The frequencies for both routes would have to be no more than 15 minutes for an acceptable transit time and only if they ran to schedule. I pick up the 28 near Midway and Rosecrans and have never made it to Voltaire in under an hour connecting with the 923. I don't go to the library any more since I can't guarantee having hours on the weekend to return books. Shopping is only done in that area when I can get a ride. [321]

Survey
Monkey

Have the 923 run later & have it run on Sundays. Please have the 28 run late on Sundays, the last bus is 7:45. I work every Sunday and don't get to Old Town until 10:30PM, therefore I have to take a taxi & it gets pretty expensive. Thank you for your consideration. [357]

Survey
Monkey

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to 11pm. [475]

phone

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to 11pm. [476]

phone

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to 11pm. [454]

phone

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to 11pm. [455]

phone

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to 11pm. He states that there is an international hostel along Route 923 that could benefit greatly from the service. [456]

phone

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to 11pm. The caller also requests more frequency for Route 901 to more then once and hour. [457]

phone

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to 11pm. [458]

phone

The caller would like to request that service be restored to Route 923 (did not specify when or to what days). [459]

phone

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to 11pm. He states that there is an international hostel along Route 923 that could benefit greatly from the service. [460]

phone

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to 11pm. [461]

phone

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to the evenings. [462]

phone

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to evenings beyond 7pm until 11pm. [463]

phone

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phone

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phone

Many people, it seems, including tourists staying at the Pt. Loma hostel and other venues, would greatly benefit from and appreciate extension of the current service on bus rte 923 through 11 PM. This would do two things: provide transportation to the airport during these hours, and enable visitors and local residents as well to enjoy activities in the evening (which helps sustain the local economy). Please seriously consider implementing this change. You might do it initially for a period of six months and assess the results...especially with the aid of a little publicity, perhaps including notices that local businesses can post. Public transportation can be a truly valuable service to the community and help alleviate some of the major movement problems--and their side effects--that we experience today. [472]

email

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to 11pm. He states that there is an international hostel along Route 923 that could benefit greatly from the service. [473]

phone

The caller would like to request that service be restored to Route 923 on Sunday and have daily service extended to 11pm. Also, the caller would like to re-establish the paper ticket to allow for the easy transfer between two routes. [477]

phone

Have the 923 run later like it used to, if not then 2. Please have the 28 run later on Sundays. I can't afford to be taking a taxi every Sunday because no buses are running after 7:45 to get me or others home. [479]

social_media

social_media

Aww thought you woulda brought back the 923 on sundays and/or made the 28 run later on Sundays :(the 35 is great but I don't travel that way. I go the 28 way. [488]

email

Please restore the 923 bus service to the point Loma hostel after 7 pm weeknights and on Sundays. People who use the hostel generally take public transportation and they can't do that if there isn't any! [535]

email

Hello, I know there are meetings forthcoming about upgrades in some bus lines. I was wondering if you could consider resuming evening and Sunday services for the 923. Without weekday evening services, it makes it very difficult to do jobs that run into the early or mid-evening. I am an actor and most of my theatre work (rehearsal and performance) takes place at night. You may not be concerned about the plight of jobbing actors, but I know there are several other professions which only happen when the stars are out. Please let me know if you will consider making the 923 a more than mediocre busline, again. Thank you. ---Gerard Maxwell 619-222-7591 P.S.: I know about the 35, but it does not operate on Voltaire between Pt Loma High and points west, except for Cable St. It's quite a slog from Cable/Voltaire to my home on Tennyson St, especially with my arthritic knees. [506]

email

Hi Bill, I am so sorry for how hard it has been for you to get a hold of me. I left a message at the number you gave me, but thought I should email as well. I would love to talk to you about expanding the bus route #923's service to include Sundays and later hours, maybe even increasing frequency. Extending the hours from 7pm to 11pm would make it possible for people coming in on the last flight to get to the Point Loma area and for vacationers to get back to the Point Loma area from an evening out on the town without having to walk a mile uphill in the dark with their luggage. We had just under 16,000 overnights in FY 11/12 with 5000 unique guests averaging to a 3 night stay. About a quarter of these guests used public transportation exclusively while staying with us and many more wishing to use public transportation, but being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus on Sundays and no bus after 7pm on a daily basis travelers find it very hard to use our bus system. Our guests are earth conscious, they come from and have traveled many countries, and are used to public transportation. They don't want to have to use a car. The feedback I get is if the bus system was more convenient to use (every day of the week, later hours, more frequent) than they would use it. An increase in public transportation service will be beneficial to us both. Your ridership will increase with both an increase in the number of guests that stay with us because they now have a more viable transportation option and the guests that we currently have who will choose to use the bus instead of renting a car. [514]

email

As a San Diego resident and board member for the Non-profit Point Loma HI-USA Hostel I am writing to encourage you to restore bus service on Sundays and later hours. The Point Loma hostel is an important part of our tourist economy in San Diego having last year served over 16,000 visitors. These visitors bring incredible value both financially and culturally to our great city. Our clientele rely heavily on public transportation to access the many sights and business in our city during their stay. The loss of service on the 923 line has greatly diminished their access and lowered our organizations value. Our guests are earth conscious, they come from and have traveled many countries, and are used to public transportation. They don't want to have to use a car. The feedback I get is if the bus system was more convenient to use (every day of the week, later hours, more frequent) than they would use it. An increase in public transportation service will be beneficial to us both. Your ridership will increase with both an increase in the number of guests that stay with us because they now have a more viable transportation option and the guests that we currently have who will choose to use the bus instead of renting a car. [527]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feed back from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. Thank you for your consideration. [528]

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email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. I am a resident of Edinburgh, Scotland (which has an excellent city bus service) and recently stayed at the HI in San Diego, and was a frequent user of the 923 bus service, may firstly I congratulate you on a first class bus system which was a pleasure and easy to use, and on your really helpful and friendly bus drivers, my only disappointment was that the buses ceased to run after 7.00pm during weekdays and not on Sunday at all, the only alternatives being an expensive taxi or a long hike!?. I do hope therefore that you would consider expanding this service not just to benefit international tourists and local people, but also the environment in general. Thank you for your time and consideration [532]

email

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email

Please keep all bus service to Pt. Lomma running! The bus is needed for many travelers that stay at the HI hostel there even though it is now limited (with no Sunday service) there is really no other way to get there except to rent a car (expensive) or hire a cab (also expensive). I stay at the hostel at least once a year and the hostel is always full with people needing the service to the beach and other points of interest in the area! PLEASE KEEP THE BUS SERVICE 923 TO POINT LOMMA! [534]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feed back from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. [536]

email

I also would like for the Board to consider re-establishing access to the Point Loma Library on Sundays for the senior residents in the Sports Arena (orchard apts) I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feed back from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. [537]

email

Please restore the 923 bus service on Sundays and until 11pm on weeknights, including Saturday night. This will serve San Diego's visitors from around the world, staying at the Point Loma Youth Hostel. I have stayed in Youth Hostels in many countries, and know that bus access makes all the difference in my experience in a city. Thank you. Anne S. Fege, 12934 Texana Street, San Diego CA 92129

[538]

I live on Udall Street. I am dropping a line to ask that you extend bus 923's evening hours. There is so much congestion on this street in terms of parking. We sometimes do not have space to pull our garbage cans out to the street each week for pick up because of all the rental cars parked (sometimes they stick out in front of our driveway). There are a lot of cars that park on the turn and I have seen them ticketed because of it, but they have no choice. [539]

email

Please restore bus service to the Point Loma hostel on Sundays and evenings. This greatly affects guests staying there! [540]

email

I regularly visit my daughter in San Diego and stay at the Pt. Loma Hostel. It is a great way to meet people from all over the world, who come to visit the U.S.A. Many of them arrive at odd hours or on weekends and their initial impressions of San Diego and the U.S. are negative if they can't find inexpensive transportation. Most European and Asian countries provide such transportation options. Restoring full service on this line (923) would help international relations! [541]

email

Please restore the 923 bus service on Sunday and at night. It would be a great boon to the many travelers who stay at the Point Loma Hostel. The Point Loma Hostel receives feedback from guests that if the bus system was more convenient they would use it. It is important that we keep the flow of travelers from abroad coming into San Diego. They help keep the economy going and their experience here makes an impression on others that are thinking about visiting. I know if the public transportation was available these younger travelers would use it. It is safer, less expensive, and is a greener solution than taking individual cars and taxis. [542]

email

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email

Please consider expanding the 923 bus route hours later in the evenings and on Sundays. While you're at it, couldn't either the 11 operate on Sundays from Adams and/or have the 15 go at least to Horton Plaza on Sundays???? [579]

email

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email

you for your consideration. [546]

email

I am writing to ask that you restore bus route 923 to full service including weeknights and Sundays. This route provides critical public transportation for not only our hostel (off Chatsworth St.) but also the Ocean Beach community in general to reach important destinations such as the airport, the train station, and even the ballpark. It is a major link between downtown and the Point Loma/Ocean Beach area. Consequently, the suspension of service after 7pm and on Sundays has been a hardship for a great number of tourist and locals alike. It would seem that there are few, if any, routes that would return a bigger economic bang for your buck if restored to full service. Thank You. [547]

email

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email

I could no better echo the sentiments of the the letter below than to include it here in my letter. I would further like to say that I have has many opportunities to speak with guests from over seas who are very surprised at our lack of or limited services when it comes to public transportation. They mentioned to me it seems odd that San Diego, being an international city, tourist destination, and a gateway border city, has such a limiting public transit system, especially to an area of interest like Ocean Beach and Point Loma. Bus Line 923 is not only our life line to the city for travelers, but also to the local residents who live here. I have had discussion with guests and employees who have also asked the rhetorical question of how are you supposed to be able to reduce the carbon footprint when the lack of bus service makes people either get a taxi, or rent their own car. There seems to be an opportunity here for MTS to ""make les [550]

email

hostelers like myself depend on bus 923 for full service to the Point Loma Hostel. please restor this service. [551]

email

I am the treasurer on the board of Hostelling International- San Diego and would like to request that you expand bus #923's route to include Sundays and later hours, maybe even increasing frequency is a much needed service to the Point Loma area. Extending the hours from 7pm to 11pm would make it possible for people coming in on the last flight to get to the Point Loma area and for vacationers to get back to the Point Loma area from an evening out on the town without having to walk a mile uphill in the dark with their luggage. We had just under 16,000 overnights in FY 11/12 with 5000 unique guests averaging to a 3 night stay per guest. About a quarter of these guests used public transportation exclusively while staying with us and many more wishing to use public transportation, but being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus on Sundays and no bus after 7pm on a daily basis travelers find it very hard to use our bus system. Our guests are earth conscious, they come from and have traveled many countries, and are used to public transportation. They don't want to have to use a car. The feedback I get is if the bus system was more convenient to use (every day of the week, later hours, more frequent) than they would use it. An increase in public transportation service will be beneficial to us both. Your ridership will increase with both an increase in the number of guests that stay with us because they now have a more viable transportation option and the guests that we currently have who will choose to use the bus instead of renting a car. Please let me know if you have any questions! [552]

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email

Hi there, I would love to see better bus service between City Heights and the beach areas like Ocean Beach, Pacific Beach, etc.. I have

heard it is a very slow journey with two buses and many stops, especially on weekends or holidays. [554]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feedback from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. Thank you for your consideration. [555]

email

I am writing in support of Hostelling International San Diego and Ocean Beach Peoples Organic Market, request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) or take cabs due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system, because no buses run within walking distance of the hostel during these times. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Ocean Beach Peoples Organic Market has over 13,000 members that shop with them and many of these shoppers take the bus to shop. Also many of the 100 employees take the bus to work, when they can. Both shopping trips and commuting to and from work have become impossible after 6:54pm and completely out of question on Sundays, for anyone who lives down Voltaire towards Chatsworth. Guests at the Point Loma Hostel and employees and shoppers at Ocean Beach Peoples Market are earth conscious and would prefer to use public transportation, whenever possible. It has become a huge burden for the disabled and senior citizens along that Voltaire area, as well, not to be able to shop, go to the library or go to church on Sundays. Remember the Federal funds you get for public transportation include funds meant to be used for the Disabled/Senior population. If you stop providing service for these populations, you may lose that funding. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the businesses, shoppers, employees, seniors, disabled, church attendees and those environmentally concerned citizens who want to ride the bus. Thank you for your consideration. [556]

email

Frequent guest at Point Loma Hostel [557]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feedback from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. Thank you for your consideration. [559]

email

I currently live and work off of Voltaire Street, where the #923 bus runs from Ocean Beach to Downtown San Diego. I work in a youth hostel, and it is very important to our staff and our guests that we have a dependable bus line. It would greatly benefit the residents, as well as the tourists, if Sunday service was added to route #923, in addition to extending the routes till 11pm everyday. I hope you will consider our request. [560]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feedback from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. Thank you for your consideration. [561]

email

I am writing in regards to the insufficient amount of time the 923 bus route runs. The 923 bus route is the most convenient way to get Downtown from Ocean Beach however the length of time that the route runs for the day is disappointing. The last bus out of Ocean Beach leaves at 6:54. Many of us have local jobs that end much later than this time and would like to be able to take public transit home. Furthermore, would it not be a good idea to have a bus that runs from Downtown to Ocean Beach to prevent drunk driving. There are other route options but they can be an inconvenience and take up more time than some of us that work two jobs have. I hope this

message is heard as there are many more that feel the same way. [562]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feed back from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. [563]

email

My granddaughter goes to Mesa College and also works at a hostel in Point Loma. She says there is no bus service on route 923 after 7 pm and none at all on Sunday. I worry about her safety. I urge you to restore service on this route. [564]

email

I am in support of restoring the 923 service on Sunday and at night. Public transportation could be a primary source of transportation for many more with a little improving. [566]

email

I saw your e-mail message. And the last time that I was there as I did check-out from the Point Loma Hostel since Sunday, September 11th, 2011. In fact, I took a taxi to the Alaska Airlines Terminal at San Diego International Airport, and then I took Line 992 at the nearby bus stop, and then I got off at the nearby Santa Fe Depot in Downtown San Diego. Anyway, it was a very lousy for adjusting fares, and I demand to do something about restoring full bus service for Route 923, as it will happen for seven-days-a-week bus service from early morning until midnight every Monday thru Friday, and from early morning until 10 PM on weekends and holidays. Please do so as soon as you can. And speaking of adjustments, These are very-very important. Right now, I have a total so far of \$875 with only \$125 to reach my goal this year, and I'm trying to make \$320 more to break my own record from last year. And, please make sure to log-on to my webpage address: <http://www.marchforbabies.org/dennisalabaso>. Okay? Thank you all so very much for your cooperation. Bye-bye!! [567]

email

I support San Diego's Point Loma's Hostelling International appeal requesting the expansion of bus route 923's service to include Sundays and later hours. The Point Loma Hostel has and continues to host visitors at the hostel from all over the world. Some of these visitors are travelers that cannot afford the high prices of San Diego's commercial hotels; nor do some of these visitors have the funds to spend on rental cars and taxi services. These visitors come to San Diego to discover our city's treasures; they visit Sea World, the Zoo, the Arts & Cultural institutions as well as to experience the multi-dimensional aspects of our community. While they're here, they eat at our restaurants, experience our lifestyle, purchase products, and mix with our community. I relocated to San Diego because of my initial stay at the Point Loma Hostel and the positive experiences that I had while staying there. Looking back, there was a fantastic MTS service and incredible things to do during my initial visit. (The weather wasn't so nice, but enjoyed my visit anyway) I've now lived here in San Diego for 13 years as a full time resident. Since my relocation to San Diego, I have served and continue to serve the SD tourism sector and work with an Arts & Culture Institution which also is a significant San Diego attraction. A major portion of my role as an employee serves to interact with the public. While I cannot provide imperial data quantifying how many persons I interact with or which accommodation they are coming from, I can state that I do encourage travelers who are on a budget to come to San Diego for a visit and stay at the Hostelling International facilities located within our community. My interactions with these clients have resulted in bringing families and individuals to San Diego and to stay at the Point Loma Hostel rather than skipping the San Diego leg and just visiting LA or Las Vegas. Most all of them rely on convenient transportation options if they are going to visit. The below statistics provided by Hostelling International Point Loma serve to substantiate the desperate need for reliable and consistent public transportation options for visitors and travelers. ""Approximately 25% of the guests used public transportation. Many more wished to use public transportatio [568]

email

I support restoring the 923 service on Sunday and at night. This would help travelers get to the Hostelling International Point Loma hostel. thanks. Nancy [569]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feed back from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. Thank you for your consideration. [570]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long

uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. In February I visited the hostel for five days and used the MTS as my sole source of transportation. Without evening service, I was unable to patronize the downtown area in the evenings, something I would have liked to do two or three evenings. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. [572]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feedback from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. [573]

email

I am in support of Hostelling International's request to restore MTS route 923's Sunday and evening service. I have been a member of HI since I was 21 years old and have used their hostels around the world. When traveling by train or on foot, public transportation becomes important within the city. Please show world travelers that San Diego is a city which can accommodate visitors who are travelling in a 'green' way. [574]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feedback from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. [576]

email

Many people, it seems, including tourists staying at the Pt. Loma hostel and other venues, would greatly benefit from and appreciate extension of the current service on bus route 923 through 11 PM. This would do two things: provide transportation to the airport during these hours, and enable visitors and local residents as well to enjoy activities in the evening (which helps sustain the local economy). Please seriously consider implementing this change. You might do it initially for a period of six months and assess the results...especially with the aid of a little publicity, perhaps including notices that local businesses can post. Public transportation can be a truly valuable service to the community and help alleviate some of the major movement problems--and their side effects--that we experience today. [577]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. I guest for several days last February at HI San Diego. Due to the lack of sufficient public transportation, I rented a car to get from the Airport to the hostel, and then between the hostel and the location of the meetings that were the purpose of my trip to San Diego. Given that extra cost, I am not inclined to make a return trip to San Diego to visit with friends and sightsee. [578]

email

Hi Bill and thank you for asking about Routes #923 and #35 to Ocean Beach.  First priority is to restore any #923 service on Sundays.  Second priority is to restore later trips to the #35 on weekends. Last weekend two of our guests literally limped from Old Town to Target to ask a policeman to please call them a cab. Not a cab was in sight at Old Town, a major transit center?! C'mon! I repeat again: Tourism is the single largest private-market sector in San Diego producing 15 BILLION dollars, second only to DOD. Where do the tourists go?  San Diego County hosted more than 30 million visitors in 2009, of whom approximately half stayed overnight and half were day visitors; collectively they spent an estimated \$15 billion locally. http://en.wikipedia.org/wiki/San_Diego#Tourism  San Diego's Economic Base (from City of San Diego Economic Development): Military Tourism (Updated March 29, 2011) <http://www.sandiego.gov/economic-development/sandiego/economy.shtml> Build tourism! Build our economy! You can do it! GO MTS! [580]

email

I am writing in support of HI Hostels of San Diego Point Loma's request for expanding bus route 923's service to include Sundays and later hours [581]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. If the bus system was more convenient I

would stay at Point Loma Hostel. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. [583]

email

I'm writing to express my interest in getting the 923 running again on Sundays and extending hours during the week. I live across the street from the stop at the Library on Voltaire st and I used to ride the bus into OB and couldn't ride at night since there was no service. I have a ton of neighbors who use the bus and have been inconvenienced with no service on nights and Sundays. Please try and restore these services as soon as possible. [584]

email

I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. I am mexican but I like San Diego as a Spring Break destination. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, (including myself on 2010 and last month in 2012) with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. In 2010 I had to take a taxi which costed 13 dollars !!! Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feed back from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. Also, it would bring more visitors to that zone of San Diego, which may leave their money. Thank you for your consideration. [585]

email

I was unable to attend any of the Open House sessions last week, due to being too busy trying to make connections to get to my normal activities. From that opening statement, you may guess that I am a frequent and system-wide rider. My primary concern/request would be to restore and/or upgrade Sunday service. I sing with several church choirs (upon requests) and using MTS on Sunday mornings requires a lot of stamina and devotion. For example, to get to a pre-service rehearsal at 8:45 AM, I must leave my house shortly after 6AM to walk to a bus stop, then take 3 busses. Most of that time is spent waiting in the cold for up to 50 minutes for connections between busses. Ridiculous amount of time for what is a 15 or 20 minute trip by car. Also, please give strong consideration to restoring weekend and evening service to recently shortened routes, such as #105 and #923. I live in the area serviced by Route 105. The route is shortened on weekends and evenings, requiring 2 transfers for me to get home. Or, for that matter, to get TO route 105. [586]

email

Dear MTS Board of Directors, I am writing in support of Hostelling International San Diego, Point Loma's request for expanding bus route 923's service to include Sundays and later hours. The Point Loma Hostel had over 5,000 guests staying at the hostel in fiscal year ending March 2012, with an average stay of three nights. Approximately 25% of the guests used public transportation. Many more wished to use public transportation, but were being forced to rent cars (35%) due to the lack of usable public transportation in this area. With no bus service on Sundays and no bus service after 7pm on a daily basis, travelers find it very hard to use the bus system. Currently, guests without a car have to take a taxi if their flight is on a Sunday or arrives in San Diego after 7pm. The closest bus stop is a mile away, with a long uphill climb, difficult to do with luggage. If a guest wanted to experience Downtown at night, they would have to find alternative transportation. Right now, the 923's limitations are a great service to the taxi industry in San Diego. Guests at the Point Loma Hostel are earth conscious and 60% are from outside the US, where public transportation is plentiful. The Point Loma Hostel receives feed back from guests that if the bus system was more convenient they would use it. Restoring the 923 bus service on Sunday and at night will be a win-win-win for MTS, the Point Loma Hostel and the many travelers who will be able to use the bus instead of renting a car. Thank you for your consideration. Henry J Welch Portland Oregon 97232 [600]

Route 928

928 bus route Sunday. [113]

Euclid
Trolley

Match 928 arrival/departure to 120, or 928 to 6 routes. 15 south needs routes after 11pm. Trolley southbound from Old Town until 1:30am. [123]

Fashion
Valley

Add 928 Sunday night service. [128]

Fashion
Valley

I'd like to suggest extending duration and route (from Kearny Mesa instead of Stonecrest) on 928 service till 10.30 PM. This helps students near the area to get economical and safe transport facility to get to their homes after classes. [376]

Survey
Monkey

Route 932

932-National city Sundays
[186]

Iris Avenue

Everyday for 932 Route extend 30-minute frequency past 8:00 PM.
[385]

Survey
Monkey

phone

The caller would like to request at stop at the National City library for the routes that run along National City Boulevard. [452]

Route 933

Sunday 709 service and more late hours on 933/934. [9]

H Street

That the 933 schedule is more frequent on Sunday mornings from 5:15am. The other bus schedules are good. [135]

Iris Avenue

my co-workers and I would like that on Sundays the trolley came in with more frequency. The bus 933 like it was before 5:15 am, so we can get to work on time
everything is fine, except for the 933 route [210]

Iris Avenue

Wants more service on 933 934 906 [215]

Iris Avenue

The caller lives in Imperial Beach and uses routes 901, 933, and 934 on a daily basis. She stated that the stop at palm and iris stop is a bit scary in the evenings and needs to have increased lighting. The caller would also like to request additional service in the evenings to Imperial Beach on Sunday (the last bus stops there at 7). The caller also requests better connections between Routes 901 and 904. [444]

phone

Route 934

Sunday 709 service and more late hours on 933/934. [9]

H Street

905 extend service weekday evening, frequency or schedule adjustments at Iris trolley to make connections more reliable for 901 and 934 nights [171]

Fashion Valley

Later times on 934 on Sundays [190]

Iris Avenue

Wants more service on 933 934 906 [215]

Iris Avenue

The caller lives in Imperial Beach and uses routes 901, 933, and 934 on a daily basis. She stated that the stop at palm and iris stop is a bit scary in the evenings and needs to have increased lighting. The caller would also like to request additional service in the evenings to Imperial Beach on Sunday (the last bus stops there at 7). The caller also requests better connections between Routes 901 and 904. [444]

phone

Route 936

weekends, Sunday to be every 15 minutes [177]

Euclid Trolley

An improvement that I would like to see to suggest is making improvements in the Saturday and Sunday schedule on route 856/936. I ride these two buses consistently and Running till nine- o'clock on Saturday doesn't help me. On Saturday, April 15th, 2012, I was in the Spring Valley area at exactly 9:20, I was stranded there. It was cold. I had a cart of groceries and the last bus ran. I ran as fast as I could but, I did not make it. I had to walk home that dark night. I was so scared. I live in Lemon Grove so, I had to be careful. Please MTS! Please improve the time schedules on route 856/936. Or, at least one of those routes! Please E-Mail me back at, stompcr3@yahoo.com. [312]

Survey Monkey

please make the buses 856/936 run at least till midnight or an hour later Mon-Sat, some colleges get out at 10pm & have no way to get back home because the last bus is around 10:30pm [558]

email

Route 955

the 11 955 and 15 [166]

Euclid Trolley

Longer hours on Sunday for 955 more time dependable [176]

Euclid Trolley

I believe that the 955 should go North of SDSU. [292]

Survey Monkey

Mostly SDSU students that live in City Heights take this route. Sometimes we have to wait up to an hour, and if we miss the bus it causes students to miss class. On the weekends I have to take more than one route to return home. The routes on weekday mornings need to be on time. [295]

Survey Monkey

The frequency of 955, add frequency to Trolley on Sunday. [94]

Euclid Trolley

4 Weekday improvements 955 Weekday improvements [155]

Euclid Trolley

Orange line change, the 13 change, the 20 change, the 856 change, the 955 change, the Green line change. [159]

Euclid
Trolley

955 improvements [160]

Euclid
Trolley

Route 960

27-Improve the times instead of every half hour. 27 & 960-More buses throughout the day and 960 on Saturdays from University. [70]

City Heights

The 960 needs to have a better schedule to meet the 7 and 10. Need to give more time to cross the street to catch the transfer. [87]

City Heights

The caller would like to request more service in the evenings for Route 960 in the evening leaving from utc, perhaps leaving at 6:30 or 7 pm. [422]

phone

My name is Quenton Parks and I am emailing on behalf of students at Coleman University and Kaplan College. There are at least 40-50 students that attend both schools that ride the bus Monday through Friday. We have to get off at Kearny Villa Road @ Balboa or Century Park @Kearney Villa Road and walk to the schools. It would be nice to add one trip north and south bound on the 960 and reactivate the old bus # 25 loop where it came down Balboa Ave and connected to the Kearney Mesa Transit Center. Classes end at 10pm nightly at both schools and students have to literally run to catch the last 20 heading downtown. Quenton D. Parks Career Services Coleman University 8888 Balboa Avenue San Diego, CA 92123 Phone 858 499 0202 ext.12401 Fax 858 499 0233 ws-25980-parks@coleman.edu http://www.coleman.edu [602]

email

Route 961

The 961 should end more late on Fridays, Saturday, and Sunday mostly when getting to Plaza Bonita and getting to Encanto or 24th street trolley stations when someone wants to stay late at the theaters. Thank you. [420]

email

The 961 should have end more late on Fridays Saturday and Sundays mostly going to Plaza Bonita and off it [484]

social_media

Route 962

More frequency in Sundays for bus 962. Also for bus 703 (and a one hour more late for the last bus). I'm also have problems with bus 712 at weekdays when I need to take 6:18 pm bus, I missed and I must wait 30 min. for the next one and also walk from Brandywine Dr. all the way down because I also miss the 704 bus. [403]

Survey
Monkey

The caller would like to request at stop at the National City library for the routes that run along National City Boulevard. [452]

phone

Route 963

The caller would like to request at stop at the National City library for the routes that run along National City Boulevard. [452]

phone

Route 965

Longer time ex. having both buses come then having to wait every 40 minutes. [72]

City Heights

965 bus on Sunday. [74]

City Heights

Add service bi-directional. [80]

City Heights

965 on Sundays. More A/C. [91]

City Heights

The caller would like to request that that a stop be added along Route 965 at thorn & 45th (just north right before rosa parks elementary school). She would also like Route 965 to extend north of university. [445]

phone

The caller requests that sunday service to Route 965 be restored and Route 965B should be reinstated into service. [469]

phone

Route 992

Route 923 all weekend DT to OB w/no 992 connection. Route 7 complete trip to DT for Zoo Tourist transfers on weekend rather than starting at city college, Normal weekday route for bus 9 also a tourist rout on weekend, look at tourist routes. I hear that it is stupid the

Old Town
East

way they work on the weekend. It's hard to explain why we aren't being more welcoming to tourists when the majority of our tourism uses bus service. [173]

phone

(This caller left several messages) The caller would like Route 34 loop added back to route 8 along west point loma blvd. He requested that Route 44 run every 30 minutes, not every hour. He requested that Route 992 should run along Broadway, Market, Park to serve to two international hostels in downtown, as well as the national ave Gray Hound station. He requests that the old town stairway to tunnel should be widened with more banisters - stairs on the west side do not lead directly to buses. He also mentions that notices need to be posted at old town to allow riders to exit without crowds - bus courtesy could also be printed in mts news flyer. [468]

email

From the list provided through the internet, please consider not doing the following items. Items 6,7, 150, 150, 703, 705, 712, 810, 992, Green, and Orange line. [518]

Bus 35, bus 2, bus 30, 992 is really important for tourists [173]

Old Town East

Every 15 on weekends for 992. [244]

El Cajon

Any improvements to routes 15 or 992. [353]

Survey Monkey

Blue

Increase 150 to UTC. Blue Line should continue beyond Old Town going to Santee. [21]

Old Town East

Increase Blue Line frequencies past midnight to San Ysidro and more trips for the 712 from Southwestern College past 9pm. [45]

Old Town West

Match 928 arrival/departure to 120, or 928 to 6 routes. 15 south needs routes after 11pm. Trolley southbound from Old Town until 1:30am. [123]

Fashion Valley

Iris Avenue

[188]

Greater weekend service, more late night service

More late night services in North Park/City Heights/Mid City/Downtown and on Blue Line. We need to start tapping into transit ride home as alternative to drunk driving. Later Blue Line service. Renew Blue Line Trolley soon, Please! 3 bike capacity bike racks. UCSD Shuttles has them. [593]

Generic Survey

Cutting off the Blue Line at America Plaza will make riding very inconvenient for me. It would mean i have to transfer to go 2 stations. Keep the Blue Line to Old Town! [308]

Survey Monkey

Make sure Blue Line Trolley is on time, even if you have to change the time table. A 7-minute delay could turn into a 30 minute delay - it could mean missing a bus and waiting another half hour to catch the next one. Trolley also get packed to when it's running late. And sometimes, one seems to mysteriously disappear, leaving 30 minute gaps between the last and next trolley. [390]

Survey Monkey

email

Mon., April 9, 2012 Gentlemen: The lack of cleanliness on the blue line trolley will not be improved by placing into use new rolling stock. For years the situation of food and drink and placing feet on the seats has contributed greatly to the nasty conditions aboard the blue line. Male and female passengers equally share these rude and ill-mannered habits which make it extremely uncomfortable for law abiding respectable citizens to enjoy the transport without getting their clothing soiled. Now is the time to appropriate funds for undercover officers who are to issue tickets to said violators. Discussions held with numerous trolley security personnel have confirmed the efficacy of this approach. A program dedicated to the blue line will result in the most cost/benefit. Respectfully submitted, David Hanna, 4/9/12 [497]

email

Good afternoon dear MTS good job but something good can be much better if the first trolley departs San Ysidro at 4:30 am than the one that departs at 4:45 a.m.the reason is because the first trolley is so congested that when I am on the trolley at that time I feel like a sardine in a can.Unfortunately a lot of people smell like sardines if you know what I mean.There is so much traffic at the border so early in the morning,that more revenues for MTS are likely,if MTS adds another pickup earlier than the first one at 4:45 a.m.Thank you and i have been riding MTS for the last 3 years,keep up the good work. [601]

20, Blueline, Greenline [303]

Survey Monkey

30 35 41 44 150 Green Line Blue Line [304]

Survey Monkey

Fares

City College

I would like to see the fares decrease. [28]

City Heights

We need to reduce the price of the tickets. It's necessary for us students. [65]

Compass pass read "Insufficient funds" three times. Waste of money. Need to go back to paper with pretty pictures of nature. 854 all day, 7 days/week, instead of just school. 45 minutes to walk home from trolley. [66]	City Heights
Cheaper tickets. Why doesn't it operate every 10 minutes? [67]	City Heights
Just bring costs down. [69]	
Keep 15 active to schools! SDSU SDCC. Time trolley and buses to better transit esp. nights. Create I-15 north-south route. Use 94/805/8 as hub. North-south for low-income families. Free bus pass pilot program in City Heights for students during school months. [71]	City Heights
I want to see more routes in City Heights and free pass for our children for school. [83]	City Heights
905 service every 45 minutes. The only problem is the prices of the pass and Trolley tickets. [134]	Iris Avenue
More affordable all-day pass would be great. [252]	Survey Monkey
very few of the proposed changes will help a lot -- maybe some might take off a few minutes here or there, but overall, none really add anything. On the very rare occasions that I would use a bus on Sunday, perhaps having route 10 available could be ok, but I managed a long time before there was a route 10 Changes I'd like: \$2.25 is an awkward price -- drop the fee to an even \$2 (this won't matter to me since I normally use a pass or compass card). At SDSU, there are panels that say when the next bus is coming -- it would be useful to have such devices at all/most stops that could say how far away in minutes the next buses are (as now some trolley stops do). Faster and more frequent service running along Freeway 15 to/from downtown and stopping in City Heights would be excellent. The stop at 54th and University Ave could use a cover -- there is nothing there to protect people from rain or sun [274]	Survey Monkey
I would like to see Route 13 extended to North County. I use Route 13 on the weekends going North but the fares are too expensive so I haven't been able to take the bus. I believe transportation should be free or reduced to help the economy, we would spend more money shopping. [294]	Survey Monkey
This is not a route or schedule change, but I would like to see the fare include at least one transfer again. Compared to San Francisco, mass transit in San Diego is much more expensive. [296]	Survey Monkey
Lower price for monthly passes [340]	Survey Monkey
I am writing this email regarding your decision to improve services over the next year. I am a user of MTS, however, I have decreased my usage as a result of your increasing prices. So, the most important thing I think you can do to increase my usage would be to decrease the prices. Here are some things I think need improving: 1. Decrease prices for the average user (non-disabled, non-student, non-elderly, non-military) so that I can afford to buy a monthly pass. 2. OR Allow transfer from bus to trolley. I have to drive to the trolley stop because I can no longer get a transfer from the bus. 3. Make trips faster. It takes me an hour to get to 12th and Imperial from El Cajon -- too long! [526]	email
Green	
Green Line - More cars. [56]	City College
Shortening of Green line frequency to 10 min. [144]	Fashion Valley
faster green line service [148]	Iris Avenue
green time import [182]	Euclid Trolley
Restore Sunday service on 916 917. Extend Sunday span of service to 8 pm. Every 15 minutes on the weekends and Sundays service and operate Sunday 15 minute frequencies West of Qualcomm Stadium. [218]	El Cajon
Extra train on Green line, add more svc on 848 on weekend besides hourly. [244]	El Cajon
15 minute frequency of Green line trolley service between Old Town and San Diego State University Transit Center until 9pm Monday - Friday. [280]	Survey Monkey
I'd like to see the Green Line Trolley's route extended to the downtown soon. [332]	Survey Monkey

Please provide 15 minute Sunday Green Line Service from SDSU, rather than the proposed Qualcomm Stadium I would also like to see more late night Green Line Service from Old Town to SDSU. My wife & I frequently ride the Trolley Downtown, but have to leave early since the last green line leaves Old Town at mid-night. Maybe try and complete a ridership survey to see if there are enough riders on those early morning weekend trips from the Q to Old Town. [366]	Survey Monkey
Increasing the Sunday Green line service every 15 min west of Grossmont so it can connect with the orange line , which you have proposed to run every 15 min. Reverse commute trips on the 810. Changing the weekday departure times on route 875 to :03 and :33 after the hour most of the day (until 7pm) to separate this bus from the 848 on Broadway and the 833 in Parkway Plaza (which would provide 15 min frequency on both Broadway and Parkway plaza) 90 minute frequency on route 816 after 7:03pm for late classes during fall and winter semester for cuyamaca college (no service during the summer) [387]	Survey Monkey
Route 10 should terminate at SDSU instead of University and College. This would greatly increase connectivity. Why increase frequency on green line west of qualcomm only? This does not make any sense! Should include SDSU and westbound. When will actual arrival times gps be available for additional routes including trolley? [411]	Survey Monkey
Also, bring back the 15 minute frequency on the Orange and Green Lines especially cause baseball season starts tomorrow. It will encourage more people to ride the trolley to the games and they won't be paying 15 to park there and deal with traffic. [486]	social_media
What about extending the greenline's night line to include going to santee? When I was living in lemon grove and working in fashion valley, I would get off work at 10:40pm-11:00pm. I would have to wait in the freezing cold until 11:30pm when the last 120 would run to down town so I could catch the last orange line heading east. I would get home around 12:45am. As a female, sitting alone in the dark downtown is not exactly safe. If the green line would have gone past sdsu (last trip to santee stops at fashion valley at 10:36pm) during all hours of service I would not have had to deal with that. [490]	social_media
I am writing in suggestion to the proposed Sunday service increase to the Green Line. Please extend the 15 minute frequency to SDSU rather than the proposed Qualcomm Stadium. This would better serve the SDSU community and students who use the trolley for work and other travel needs. [502]	email
Just as a note, I would like to suggest that if you do in fact initiate mid-day 15-minute service on the Green Line on Sundays, that it be extended to SDSU, rather than just to Qualcomm Stadium. Also, please focus on providing on-time trolley service, particularly on Sundays. I can understand that traffic and other conditions can wreak havoc on bus schedules, but it is more difficult to see how the trolley can sometimes fall so far behind. I have on several occasions missed my bus connection at the Fashion Valley Transit Center, even though the trolley is supposed to arrive seven minutes before the bus departs. This is a particular problem on weekends, when the next bus will often be thirty minutes (sometimes a full hour) later. [516]	email
From the list provided through the internet, please consider not doing the following items. Items 6,7, 150, 150, 703, 705, 712, 810, 992, Green, and Orange line. [518]	email
Sundays. [40]	Old Town West
Green Line. [45]	Old Town West
Rt 10, yes peak, Sunday Noon & 1 - yes. Rt 30 - weekday, yes. Green Line - yes; Orange Line - yes. [115]	Old Town West
Orange line change, the 13 change, the 20 change, the 856 change, the 955 change, the Green line change. [159]	Euclid Trolley
The frequency of Green line trolley service on the weekend. [280]	Survey Monkey
20, Blueline, Greenline [303]	Survey Monkey
30 35 41 44 150 Green Line Blue Line [304]	Survey Monkey
Increasing frequency of Route 15 trips on Sundays, Increasing frequency of Green Line trips on Sundays [349]	Survey Monkey
The 15-minute midday intervals for weekends on the 6 would greatly benefit me. Also, the added intervals for the Green line and Orange line trolley on the weekends. [369]	Survey Monkey
Green Line, 41, 30, and 150. [388]	Survey Monkey
the 12 min frequency trips of the 41, and perhaps the green line increase. [405]	Survey Monkey

Orange

[96]

Euclid
Trolley

More cars on Orange line in afternoons- often ""SRO""

Wants 15 minute service on Orange and Green lines on Sundays soon and build the UCSD line soon. What's the delay? SANDAG is the problem [216]

El Cajon

An improvement that I would like to see to suggest is making improvements in the Saturday and Sunday schedule on route 856/936. I ride these two buses consistently and Running till nine- o'clock on Saturday doesn't help me. On Saturday, April 15th, 2012, I was in the Spring Valley area at exactly 9:20, I was stranded there. It was cold. I had a cart of groceries and the last bus ran. I ran as fast as I could but, I did not make it. I had to walk home that dark night. I was so scared. I live in Lemon Grove so, I had to be careful. Please MTS! Please improve the time schedules on route 856/936. Or, at least one of those routes! Please E-Mail me back at, stompcr3@yahoo.com. [312]

Survey
Monkey

More times. More Frequent. Less delayed. Sunday service to be better. More often. No every 30 mins.

I would like to see more orange line service. Seem that you have blue line down packed. That thing runs more often then anything. Give the orange line some love. There a lot of people who use it for work. [344]

Survey
Monkey

88 needs a weekday scheduled route of 10:17 pm from old town to fashion valley. Also 88 needs a Sunday schedule. Mt Soledad needs a route added serving mt soledad up the to cross. Orange Line should not go to Galespie Field, and stop at Grossmont since the Green Line serves that going to Santee, or have the Orange line goto Santee and Green line stops at Grossmont since it will be going downtown soon. [371]

Survey
Monkey

Increasing the Sunday Green line service every 15 min west of Grossmont so it can connect with the orange line , which you have proposed to run every 15 min.

Reverse commute trips on the 810. Changing the weekday departure times on route 875 to :03 and :33 after the hour most of the day (until 7pm) to separate this bus from the 848 on Broadway and the 833 in Parkway Plaza (which would provide 15 min frequency on both Broadway and Parkway plaza) 90 minute frequency on route 816 after 7:03pm for late classes during fall and winter semester for cuyamaca college (no service during the summer) [387]

Survey
Monkey

phone

The caller would like to make a complaint against the Orange Line at the El Cajon transit station. The trolley is always late and he constantly misses his bus connections with Routes 864 and 815. He proposes to change the departure times for the buses so the trolley does not miss its connections. [448]

social_media

Also, bring back the 15 minute frequency on the Orange and Green Lines especially cause baseball season starts tomorrow. It will encourage more people to ride the trolley to the games and they won't be paying 15 to park there and deal with traffic. [486]

email

From the list provided through the internet, please consider not doing the following items. Items 6,7, 150, 150, 703, 705, 712, 810, 992, Green, and Orange line. [518]

Extending the 815 on Sundays til 8pm; From every 60 min to half hours on Sundays. Orange Line running every 15 min on Sundays. [93]

Euclid
Trolley

Rt 10, yes peak, Sunday Noon & 1 - yes. Rt 30 - weekday, yes. Green Line - yes; Orange Line - yes. [115]

Old Town
West

Orange line change, the 13 change, the 20 change, the 856 change, the 955 change, the Green line change. [159]

Euclid
Trolley

Orange line - More frequent runs [164]

Euclid
Trolley

more frequent buses to/from my work expanded orange line service [175]

Euclid
TrolleyEuclid
Trolley

El Cajon

15 minutes Orange earlier on weekends [245]

The 15-minute midday intervals for weekends on the 6 would greatly benefit me. Also, the added intervals for the Green line and Orange line trolley on the weekends. [369]

Survey
Monkey

Rural

El Cajon

More rural routes [243]

phone

The caller would like to make three sugestions: re-implement sunday service along Route 856, increase weekday service along Route 888, and implement a new commuter route from El Cajon to Jamul. [430]

Security

The caller requests that new no smoking signs should be placed at trolley stations and transit security should be enforced better. This is a huge problem at city college. [470]

phone

Mon., April 9, 2012 Gentlemen: The lack of cleanliness on the blue line trolley will not be improved by placing into use new rolling stock. For years the situation of food and drink and placing feet on the seats has contributed greatly to the nasty conditions aboard the blue line. Male and female passengers equally share these rude and ill-mannered habits which make it extremely uncomfortable for law abiding respectable citizens to enjoy the transport without getting their clothing soiled. Now is the time to appropriate funds for undercover officers who are to issue tickets to said violators. Discussions held with numerous trolley security personnel have confirmed the efficacy of this approach. A program dedicated to the blue line will result in the most cost/benefit. Respectfully submitted, David Hanna, 4/9/12 [497]

email

Sunday

More service on Sundays. [7]

H Street

More service on Sunday. [32]

City College

Shorten Routes #1, 10 - Better Sunday service east. [59]

City College

sunday service is appalling...long waits are unforgivable [352]

Survey
Monkey

More frequency on the 27 during the weekday and Sunday service, too. Sunday service on the 50 and 150 buses [391]

Survey
Monkey

longer hours on sunday [393]

Survey
Monkey

I would just like you to consider having better bus service for Sundays. I live in Spring Valley and am unable to find any routes so I can attend church. Often times the weekend is when more people use public transportation and we are also more out and about. Not to mention, whether one is Muslim, Jewish or Christian -- we all attend church on Sundays. And I think it creates a great disservice to your clientele to have such limited service on Sundays. I have noticed all the construction going on at the various trolley stops -- if you have money for that, which is only for aesthetic purposes, please consider using your monies to better benefit those making use of your services. Thank you. [453]

custsvc

(This comment was sent as a hard copy letter) The rider would like to see an increase in route frequency and restore Sunday service to those routes that were cut. The rider would also like to see more benches at stops and have them maintained on a regular basis. The rider would also like a restroom at the most frequented trolley stations including Old Town. [471]

other

I have been riding the bus in San Diego since I was in high school and it was 35 cents. I have been working full time downtown for over 30 years. The Sunday service changes that were enacted damaged a lot of people. We depend on the bus to get to work, to stores, to get our kids at school or at daycare, and to doctors' offices. I've talked to many, many riders. People have lost jobs because of this. People can't get to church. They can't get their groceries without taking 3 hours after all the bad connections. I rarely ride on Sundays any more. I can't afford to take all day to get somewhere because of bad connections on Sundays. I have severe osteoarthritis in both knees and I get exhausted pretty easily. Some of the suggested improvements for Sunday service are great. However, the route 11 needs to run every half hour again along its regular route on Sundays. And trolleys that run every half hour on Sunday are just plain wrong. Also, a lot of people who work in Mission Valley on Sundays REALLY depend on route 6 to extend back to where it was before. I've heard this a lot from riders. How SDMTS can charge the kind of fare they do, with no more transfers, and offer this kind of service to riders, is very, very wrong. This is the highest fare of any big city I've ever visited, and in those cities the buses run all day and all night and you can use a transfer! [508]

email

all improvements, especially on Sundays [174]

Fashion
Valley

Putting Sunday service on a couple of routes [185]

Iris Avenue

sunday service and more hours [202]

America
Plaza

more buses on route 4, and better Sunday service [307]

Survey
Monkey

extending Sunday service would be convenient [336]

Survey
Monkey

System

We need more buses and frequent times to ride them. People use buses more often because the increase in gasoline. [3]

H Street

Old Town

(Old Town) Removing the trolley platform access from the Rosecrans sidewalks. Removing the bike storage next to the station. Restoring the original sidewalk at the bus station. [23]	East
Fix speakers in buses and trolleys. Control bums. Build a QA for drivers. Recheck their driving skills. [27]	Old Town East
Late buses after 10pm. [29]	City College
It would be nice if the buses that are scheduled to leave at the same time as Coaster trains arriving would wait for folks to get off the train before leaving Old Town. More Coaster trips. Some bus drivers don't care about being on-time. A greater urgency for being on-time would be great. [35]	Old Town West
More 15 minute frequency during weekends. [51]	City College
I am with the Epilepsy Foundation and we are in DeAnza Park tomorrow, Sunday service. Please put DeAnza Park on your route map - I think the route is the 30. [53]	City College
Just keep making the buses and trolleys faster to transport us. [58]	City College
Better Saturday and Sunday services. [68]	City Heights
Keep 15 active to schools! SDSU SDCC. Time trolley and buses to better transit esp. nights. Create I-15 north-south route. Use 94/805/8 as hub. North-south for low-income families. Free bus pass pilot program in City Heights for students during school months. [71]	City Heights
More better time. Clean buses more. More security. [75]	City Heights
Light Rail at I-15 transit plazas and University and El Cajon. [81]	City Heights
I would like the routes to run longer on the weekends. [82]	City Heights
I want to see more routes in City Heights and free pass for our children for school. [83]	City Heights
I would like to see routes every 10 minutes. [85]	City Heights
I want to see express routes every day. [86]	City Heights
Better time coordination between Trolley and bus. [95]	Euclid Trolley
Customer service needs to be improved towards riders with disabilities...nicer. [97]	Euclid Trolley
More frequent service every half hour. [98]	Euclid Trolley
Route 20 should run every 30 minutes. We need restroom here in RBTS. RESTROOM!!! [102]	Rancho Bernardo
Have a bathroom area at Rancho Bernardo. [109]	Rancho Bernardo
704 has to pass more often like 929. TV on bus. Bathroom. [118]	Iris Avenue
Later service. [122]	Fashion Valley
instead of having MTS security, I would like to have MTS CALIFORNIA police, taking same training as police officer with state jurisdiction. Change and service every 15 minutes, the more buses are used near through border, the busier routes on main streets and neighborhoods [139]	Iris Avenue
Later hours on weekends to 3 am [146]	America Plaza
Security on Trolley - some very scary stuff Bums on bus w/ terrible smell , bus drivers have to tell them they can't ride.	Fashion

Increase # 11 on weekends [149]	Valley
Seems good just really wanted them to come faster [152]	Euclid Trolley
Cleanliness Stop times # 7 more frequently Trolley run maybe a little longer if possible [154]	Euclid Trolley
to put the RTS to what they once were, as well as the drivers. The fact that you let passengers stranded on all the RTS and yet you don't care to return the RTS back to their own RTS! to have the proper drivers out here! better service on weekends as well as once you made a promise "" Re COLA"" on RT 816 you speak with fork tongue [161]	El Cajon
Service after 10PM in El Cajon fix the leaky windows on the trolley more buses in El Cajon [165]	El Cajon
Less wait time for example on weekends like a half hour on weekends instead of an hour wait time [167]	Fashion Valley
Later runs for Trolleys and Buses/ Passed 12 am 11 Bus leave SDSU on Sundays [168]	Fashion Valley
if they stopped when I am like 20 seconds or less that would be helpful, the food thing why 2 bags per person that would make me do a lot of trips to the market inconvenient. the 6 on Sunday it runs weird and I work on Sunday [169]	Euclid Trolley
Just have the 10 run a later trip on weekdays bike racks lubricated clean the bus a little better windows are dusty and moldy [172]	Fashion Valley
Add route 15 stop between Montezuma & el Cajon (near Pontiac) Tum should be more clear about pass purchase prices buses and trolley should run later at night, especially Sunday [174]	Fashion Valley
later service, especially for buses on heavily-travelled routes later service for the trolley on weekends more express routes to popular destinations [175]	Euclid Trolley
to be able to take our carts to go shopping and to take it back home [179]	Iris Avenue
once or twice a week have all trolleys and buses run later (every day would be nice especially for people who work late I have no car, work, church, social events are hard [187]	Euclid Trolley
on ocean view hills it takes 20 min to walk to bus stop to house , they should make routes up there make the buses more often late nights [191]	Iris Avenue
people keeping feet off seats more buses [194]	America Plaza
Need more Buses on Sundays In the mornings and late nights [195]	Iris Avenue
Restore service for Sunday and holidays [197]	Iris Avenue
More hrs. Night hours on Sunday [199]	America Plaza
public restroom service at stops [201]	America Plaza
that the route on the weekend don't change the time they come , it should stay on the same time through the week [209]	Euclid Trolley
they say that radios are not permitted on the trolley but people use head phones that create a louder sound and that affects people w/ emotional problems and you see that more o the weekends, you also need to fix the air conditioners on the trolleys , 50% of TO are nice and the other 50% are rude. [211]	City Heights
Make reliable schedules. Not capacity, wheelchair operations wreck schedules [220]	UTC
Likes low floor. Close bathrooms. Needs better overhangs/shelters. [222]	UTC
Improved frequencies on 202. Needs better communication on times. Improved attitude of bus drivers (varies on driver). [224]	UTC
	UTC

I would like service in Otay Mesa and faster service on weekends. [225]	
More frequency and wants bus going to Poway and where needed. [227]	UTC
Genesee/Governor to complex in Kearny Mesa and more curious security. [230]	UTC
More buses and better transfers. [233]	UTC
Bus route in Santee [241]	El Cajon
More routes to North from El Cajon and more bus routes and trolley North to Escondido, Del Mar Fairgrounds, and other places North. [242]	El Cajon
I would like to see the historic Class 1 streetcars back on the rails. [279]	Survey Monkey
There's no efficient way to get from North County to downtown. There are commuter buses but they run infrequently only Monday through Friday. There are other buses but it usually takes over an hour to get to your final destination - so one might as well take the faster route and drive themselves. To take advantage of the recent route 15 HOV lanes expansion a bus route could be added from Escondido to the Qualcomm trolley station (with stops along the way at the applicable enhanced transit stations/park and drives). This would assist people going to work in Mission Valley, going to downtown on the weekends, shopping at Fashion Plaza or other stores/businesses in Mission Valley, as well as reduce traffic and increase numbers to Petco and Charger games. The route could even end at the Boulevard Transit Plaza so people could easily access the up and coming restaurants and shops of North Park, Normal Heights, University Heights as well as more established neighborhoods of Kensington and Hillcrest. [260]	Survey Monkey
I would like to see route frequency go to every 15 minutes in the areas where it is currently every 30 minutes to an hour. [265]	Survey Monkey
very few of the proposed changes will help a lot -- maybe some might take off a few minutes here or there, but overall, none really add anything. On the very rare occasions that I would use a bus on Sunday, perhaps having route 10 available could be ok, but I managed a long time before there was a route 10 Changes I'd like: \$2.25 is an awkward price -- drop the fee to an even \$2 (this won't matter to me since I normally use a pass or compass card). At SDSU, there are panels that say when the next bus is coming -- it would be useful to have such devices at all/most stops that could say how far away in minutes the next buses are (as now some trolley stops do). Faster and more frequent service running along Freeway 15 to/from downtown and stopping in City Heights would be excellent. The stop at 54th and University Ave could use a cover -- there is nothing there to protect people from rain or sun [274]	Survey Monkey
923-Sunday service, late night service past 7 p.m. Rural areas, Scripps Ranch, La Mesa [592]	email
Bus run until later on weekends [270]	Survey Monkey
If the 2 only spots on the bike rack are taken, riders should be allowed to bring their bike on the bus. Having only 2 bike spots and not allowing bikes to come on the bus, does not support multimodal transportation. If the bus is full, it is understandable that no bikes would be allowed onboard. There have been several times where I have not been allowed onto a half empty bus because the bike spots happen to be full. Thank you [271]	Survey Monkey
Adding more frequent busses on the 105 would be awesome! I run a program for teens and young adults with disabilities, and we often use MTS for transportation. My main concern has been with the bus drivers' attitude towards our group. We view riding public transportation as a learning opportunity for our students, and therefore have them handle their own money. Very often I have had bus drivers roll their eyes at some of our slower students, and make rude comments, asking why we can't just do it for them. These students face discrimination on a daily basis, and it is very disheartening for them to hear it in yet another area of their lives. Once we asked a driver to wait until one of our students sat down before driving because he has serious balance issues. She completely ignored that request, and sped away, causing that student to lose his balance and almost fall (he would have, had a very nice gentleman not caught him). I would like to also say though, that many of your drivers are extremely nice and very accommodating to our students' needs; a big thank you to them! I guess my suggestion to MTS in general is to perhaps have a sensitivity training for your drivers. Public transportation is in place to serve those that are unable to transport themselves; in large part the disabled community. It would be very helpful to us if all of your drivers are on board with the fact that everyone deserves to be treated with respect, regardless of their ability level. [272]	Survey Monkey
Greater weekend service, more late night service More late night services in North Park/City Heights/Mid City/Downtown and on Blue Line. We need to start tapping into transit ride home as alternative to drunk driving. Later Blue Line service. Renew Blue Line Trolley soon, Please! 3 bike capacity bike racks. UCSD Shuttles has them. [593]	Generic Survey
Faster bus, less stops, more seats, more dedicated lines. [594]	Generic Survey
More or faster transportation. Light at the bus stops. Safety around bus stops. Running later and earlier. [595]	Generic Survey

Improvements that will help me on my trip would be more lights, cover/roofs (some does not), and create closer routes. I would like to see more 13 routes to get to the trolley. [596]

Generic
Survey

Condition, less crowded, safer for people with illness, money [597]

Generic
Survey

I would like some at least one additional northbound 20 trips to Del Lago Station living downtown about 9:30 p.m. I would like the 921A to run on Sundays from about 9:00 a.m. to 5:00 p.m. or 6:00 p.m. at least the bus running in both directions every 2 hours (ex. 9, 11, 1, 3, 5). I would also like to see a shuttle in the 4S ranch area like the 845 or 844 bus. It will help me get to Camino Del Norte faster since right now if I walk it takes me 40 minutes to get to Camino Del Norte and Bernardo Center Drive (plus I do not have money to right the 800 series buses). [283]

Survey
Monkey

I am strongly opposed to closing bus stops in City Heights. (Halima Macalin, City Heights resident). [286]

Survey
Monkey

I am strongly against taking away bus stops in City Heights. (Sabrina Aden, City Heights resident). [287]

Survey
Monkey

There is no transportation access to my area at all, so I cannot access your system. I have disabilities that prevent me from driving, so I can't reach your buses by car either. Because of this, none of the proposed improvements benefits me.

I would like to more routes come in to the Carmel Valley area heading south toward University City and east toward Poway. My local shopping center, the Del Mar Highlands Shopping Center has three or four bus bays already built across from the Barnes and Nobles. My area, Carmel Valley is not the only area that does not have public transportation. The following area also don't have public transportation: Torrey Hills, Del Mar Mesa, Del Mar Heights, Torrey Highlands, Black Mountain Ranch, and 4S Ranch. I think there should routes traveling through all these areas to provide transportation for those who can't drive, like people with disabilities and the elderly. If there are enough buses throughout, it might even have high school students on it as riders. [297]

Survey
Monkey

No transfers please! Sitting around in Old Town is a real drag. I'd like end to end services: La Mesa to OB, La Mesa to PB/MB, San Ysidro to UCSD, San Ysidro to Kearny Mesa. Please make transit more convenient and easy to use. I love the GoMTS app and use it a lot. Also would like more 24 hour services and more frequent services to the airport. After going out for drinks or for entertainment, I like to ride the bus home - unless MTS policy is to encourage drunk driving. So many buses stop running late on weekends and on weekdays. Besides offering services to the party animals, many San Diegans have graveyard shifts and not having convenient, regular transit services forces them to drive.

Would like service from major end points to end points. For example: City Heights to Kearny Mesa (without having to go downtown). Really want a 24 hour service from east ends and north ends to the beaches. [298]

Survey
Monkey

What is proposed? I'd like to see greater enforcement of feet-off-seats rule. I'd like to see MTS more active in gaining pedestrian easements for better access to trolley stations, e.g., Spring Street station requires a circuitous route from Eastridge neighborhood because various unnecessary barriers.

Historic class 1 streetcar line connecting downtown, Balboa Park, and uptown would be brilliant! [300]

Survey
Monkey

We need public transit in CARMEL VALLEY (where I work) PLEASE [306]

Survey
Monkey

Sorrento Valley area for jobs, to Surfside race place in Del Mar [307]

Survey
Monkey

More historic streetcars on an expanded route [311]

Survey
Monkey

would love to have historic street cars (Class 1) back. I also support the proposed light rail on Park Blvd, and the Mid-city to downtown express connection. Would use this a lot. Also we need better connections between Mission Valley and Uptown i.e. a way to get from trolley station to University Hts/Hillcrest. Route 6 doesn't cut it and stops running too early. [314]

Survey
Monkey

I live in Hillcrest simply for it's walk-ability. I understand the trolley used to come up here. That's a shame. Downtown, the airport would be obvious destinations. [315]

Survey
Monkey

More changes during weekends to decrease waiting time and adding more trips during evenings. [316]

Survey
Monkey

I would like to see weekend service extended to later hours of the night, especially in the Hillcrest/North Park/downtown corridor. Thanks. [317]

Survey
Monkey

I want you guys to bring back route 11 from SDSU to downtown SD. Also, bring back all the routes to run on Broadway on Sundays that you guys cut 2 years ago. [319]

Survey
Monkey

Please support San Diego Historic Streetcars' efforts to bring the Class 1 Streetcars back to San Diego! [320]

Survey
Monkey

The caller would like to state that there is no location for the open house events on the flyers and no information about greater at the locations. [425]

phone

Get your bus rivers to look at each and every stop at night. If not they will end up leaving you. I would also like the texting service to be more accurate on time for bus or trolley.

Have bus or trolley be here 1 minute before its arrival time. [324]

Survey
Monkey

Electric trolley buses in the hilly routes. [326]

Survey
Monkey

None, because these all extend the Saturday and Sunday Service. These possibly are important to many and I am pleased about more service but not what I need. I would like a bus route added during the week day as explained below.

Survey
Monkey

I ride buses and trolleys on the weekdays (not a choice in above question). I would love for MTS to add a bus route that connects El Cajon Transit Center to the Grossmont High School area via El Cajon Boulevard by taking a right on Marshall, a right on El Cajon Blvd and up Murray Drive stopping at Grossmont High and then onto the Grossmont Transit Station or Amaya Station. This is an area that is not easy to walk. Students at Grossmont High need a way to get to a trolley station many of them travel via trolley to Grossmont High from around the San Diego area. The trolley runs right next to the high school but there is not stop there. (Any combination where the bus can stop, during the school day at Grossmont High would be great) [327]

Public transit AFTER the bars close! PLEASE! [329]

Survey
Monkey

I never ride the vintage trolley downtown because it costs me extra money outside of my college semester pass. MTS should find a solution where most people can enjoy it - especially everyday commuters that happen to be standing by when it comes by. I'd like to see a partnership be formed with MTS and the San Diego/Coronado Bay Ferry. With the bottleneck felt by the budget cuts - everything on MTS slows down on most routes after 7 pm - so having the ferry as a option without having to pay an additional \$4.25 would be convenient for bay commuters. Please restore the evening 901 route to San Diego from Coronado on Sunday nights. It has severely impacted people who work on Coronado but live off island - it's a rich town but employers can be unsympathetic. Also, maybe a rule should be instated (a permanent one) where those who plan the public transit routes for MTS should be obligated to commute by public transit. I have a feeling new and creative solutions would be found rather quickly despite all the recent budget cuts in the last few years. [331]

Survey
Monkey

I will hope to see the improvements proposed for routes 5, 13, 20 to their respective increases of frequencies of improved trips:-) It will be a great help to me to see these routes increased in the number of trips that are being proposed in the MTS plan. However, it is my hope that in the future as well; it would be great to also see the 47th Street Trolley stop to have improved access via the 45th Street and Market Street intersections as well. The topography in getting to the current 47th Street Trolley stop is very difficult to do a walking/pedestrian path for easy use. I support a new location to be closer to the 805 Highway (Westward movement towards 45th Street).. [335]

Survey
Monkey

I would like to see the peak-hours increased during the week, specifically in the morning (and only the blue line effects me). Increase peak hours toward 8:00 to 8:30am (i believe they now end at 7:30am), every 7 minutes or 10 minutes would be fine. [342]

Survey
Monkey

More times, More Frequent, Less delayed. Sunday service to be better. More often. No every 30 mins.

I would like to see more orange line service. Seem that you have blue line down packed. That thing runs more often then anything. Give the orange line some love. There a lot of people who use it for work. [344]

Survey
Monkey

None will help. The closest bus stop is slightly over 1 mile from my house. I'm older and it's too far to walk to the bus stop, in the condition I'm in.

I would like to see the #20 circle around and stop at the Penasquitos Town Center, or the PQ library. [345]

Survey
Monkey

Express buses (limited stops from downtown to North Park) during peak hours. 24-hour transit service so that I can drink in OB until last call and then make it home safely. [359]

Survey
Monkey

I am very much against the modification of Park Blvd in order to accomodate busses. The street needs to remain 2 lanes to be shared by cars and busses. I live in the area and with all the infill that has been built we don't have large enough streets as it is, reducing this critical path through our neighborhoods will severely impact our quality of life and ability to travel freely in a very negative way. [362]

Survey
Monkey

None - right now MTS is not proposing any improvements to help my 'trip.' There are no efficient transit options in the east Chula Vista area (91913/4). Right now, if I were to take transit from Eastlake to Downtown San Diego (home to work), it would take me 2-4 hours. Reversing that trip in the evening is almost impossible as evening transit is scaled back considerably. None of these options are helpful.

Survey
Monkey

I would like to see more express buses from east Chula Vista to Trolley stations or directly to downtown San Diego. I would like to have a more convenient and efficient way get to work. [367]

more bus in the more remote areas line serento valley and rancho bernardo mira mesa and have the buses run longer [368]

Survey
Monkey

Weekends shouldnt be such a drag when taking the bus. They should run every twenty minutes instead of every hour.

I would like for the busses to run earlier and end later and I would also like for the trolley lines to run 24 hours a day. The reason for this is, some people work during the evening and sometimes have problems getting a ride home, yet they cant quit their job because they have children to support and bills to pay. For those of us who arent so fortunate like myself, have the only option to hangout at work although their shift is over and be stuck til the first bus runs in the morning. Or hangout in a dark cold parking lot or bus stop or find some shelter somewhere with the possibility of being mugged, raped or pulled over by the cops for loitering. Or if they are lucky enough to have a gym nearby then they can fork out \$35 a month for shelter, although too tired to workout just so they are safe. All of this can be prevented if the busses run earlier in the morning and later in the evening. Since I take the #41 bus, it starts at 6am and ends at 11pm. It should start at 5am and end at 1am so when I get off from work at 12am then I know I will make it home. [370]

Survey
Monkey

88 needs a weekday scheduled route of 10:17 pm from old town to fashion valley. Also 88 needs a Sunday schedule. Mt Soledad needs a route added serving mt soledad up the to cross. Orange Line should not go to Galespie Field, and stop at Grossmont since the Green Line serves that going to Santee, or have the Orange line goto Santee and Green line stops at Grossmont since it will be going downtown soon. [371]

Survey
Monkey

Extending hours is good, but we need longer hours!

Having trolleys that run from downtown after the bars shut down would be huge. I live in La Mesa and would use the trolley at least two times a month if it offered service from downtown between midnight and 2:30 a.m. I know others from different corners of the county who would do the same. [373]

Survey
Monkey

Too many of the big 7 busses clog up the stops in North Park, if there has to be that many 7's going they should be staggered better with a small 7 between each big one.

I'd like to see more weekend service and late night service. [381]

Survey
Monkey

I think that especially in the morning when I am going downtown to go to work the 7 bus at park BLVD and university always gets packed with the school kids by 630am.....and when I am trying to get off the bus its always a hassle with trying to get out cuz the kids are blocking the doorways/seat entrances...Maybe we should have a sepeperate bus for the school kids or a second bus to pick them all up. I see the elderly even having a hard time due to the high volume of people in the am. also Id like to suggest that we get restrooms at the trolley stations. I know the people will do graffitti but thats part of life and we could have a trolley cop observe the restrooms or even have a key to unlock it,I am in remission from cancer and i know i have a hard time holding my bladder then having to walk several blocks to find a restroom to use is such a mess.

More frequent buses from downtown to la mesa trolley, we have alot of ppl that get on with carts and strollers/wheelchairs and if they ran every 15 min and not 30 it would help. as well as the bus that runs to granite hills should run on weekends as well [383]

Survey
Monkey

I would like to see Chula Vista buses running later into the night, at least on weekends and during summer months, for an additional 1-2 hours. When the sun is up 'till 8 and the buses stop around 9, there are few options to spend time out on the town or have dinner with friends when you take public transit. [386]

Survey
Monkey

1. 88 Bus needs Sunday service, and one last bus during the week at 10:17pm leaving Old Town. 2. 28 needs increased Sunday Service, and later service. Also, should go back to a 28 A, B, C routes for Weekends when 84 does not run. 3. Route needs to be created to service Mt Soledad road up to the cross. 4. A bus needs to run on Midway serving the Midway post office, 35 could do when going West, and 10 could do it when going East. [388]

Survey
Monkey

Buy Van Hool buses. They are more cart and stroller friendlier. They even build Natural Gas and Hyrdogen Fuel cell versions. To speed up service on Bus 7, space the bus stops further apart. Construct bus bulbs. Have TVM machines at high passenger stops. Institute BRT or Light Rail on Route 7 and 15.

Turn Route 15, 7, 10, and 11 into Light Rail Trolley lines. Run buses 24 hours a day on Friday and Saturday nights; especially Route 15, 10, and 7. Run the Trolley 24 Hours a day on Friday and Saturday nights. [396]

Survey
Monkey

More frequency for other routes as well. [397]

Survey
Monkey

Shorter wait times for travel in the Hillcrest and Downtown areas. And more flexibility during weekends, especially Sundays. [400]

Survey
Monkey

Getting to Mission Valley is a hassle, it would be wonderful if more buses were able to service Mission Valley from the south/District 3 area. Getting downtown from SDSU (and vice versa) is ridiculous - why doesn't the trolley make a direct route??? Getting to the airport takes FAR too long from anywhere. It's nice to know the 15 may someday be an express route but as it is, it is always behind schedule and always full; obviously there need to be more buses on the line for it to ever be ""express,"" or maybe a VERY 'limited stop' bus added to that route so that passengers can efficiently travel the entire route. [404]

Survey
Monkey

GPS Tracking on the bus the sends information to signs at each bus stop showing an estimated arrival time. (Like San Francisco's system) [408]

Survey
Monkey

The caller would like to complain about the cleanliness of the stop at Merrimac Ave and Clairemont Dr. She would either like the stop to be moved or be cleaned more often. [429]

phone

The caller is the property owner of 4009-4015 Park boulevard and would like to complain about the new express bus service that is proposed along Park Boulevard between El Cajon and University (where there is no proposed stops). He and the adjacent property owners want to beautify median because the new service will alien business, add noise, and add more congestion, will move parking spots, making it hard for ADA passengers. They want the business to run along normal st. instead. [431]

phone

The caller would like to make a general complaint about the MTS bus drivers being unhelpful and rude. He would also like to request a new policy to be implemented that discourages people from bringing radios onto the bus. [447]

phone

The caller requests that new no smoking signs should be placed at trolley stations and transit security should be enfored better. This is a huge problem at city college. [470]

phone

other

(This comment was sent as a hard copy letter) The rider would like to see an increase in route frequency and restore Sunday service to

those routes that were cut. The rider would also like to see more benches at stops and have them maintained on a regular basis. The rider would also like a restroom at the most frequented trolley stations including Old Town. [471]

phone

The caller requests that MTS repair bus shelters and move the RTM's that are on the left side of the shelter because they currently block the view of the rider and the bus driver. The caller requests that there be more effective communication between the bus and trolley drivers so that riders do not miss their connections when the trolley is late. He also suggests the MTS implement a guaranteed ride home program jointly with SANDAG. [474]

social_media

I would like to see the 150 stop in PB and coordinate-transfer on the 27, especially for fast service north (takes 1 hour to use the 30). I agree that the trolley needs to be 15-minute frequencies all day -- one big link missing would be a bus link between UTC and Solana Beach through Carmel Valley -- the Coaster is still very limited and is a premium fare. [489]

email

I would like you to spend your new \$ revenues on the following. 1. Eliminate the 1-hour weekend pickups for Bus Route 105, and other similar bus routes, and go back to 30-minute pickups. 2. Re-instate normal bus routes, which were shorten when \$ was tight, and have 30-minute during prime pickup times. 3. Increase the Bus 27 route, and go back to 30-minute pickups. Bottom line--I have been a bus and trolley rider since 2003, and I hate the shorten bus routes and the 1-hour pickup times. Respectfully Bruce Carpenter [492]

email

Don't gave any of the money to the board members!!!! Especially the 88 year old retired, political who lived in UTC!!!! The board members do nothing but sit on their ass!! NONE of them ride the trolley or the buses. All of them are politicians!!! If you wishes to improve the routes you have, fix the buses you have first and make sure the bus driver's speak ENGLISH clearly!!!! Any routes with 3 numbers like 928-up come from Chula Vista area. They change bus drivers every hour.. If a bus break down we wait a for the next bus to show. There should be a stand by bus. Your bus driver's complain about bathrooms, we the riders have no bathrooms, coverings from rain or smokers and robbers!!! And you gave most of the money to a conceal weapon carry 88 year old man!!! [498]

email

Would you please consider providing bathroom facilities, at least, at the main transit stations. It is very inconvenient especially during long commutes. I used to take bus route 20X from Rancho Bernardo station (no bathrooms there) to the Fashion Valley station (no bathrooms there either) and transfer to green line Trolley to the Old Town station. As you know, there are bathrooms in the Old Town Park but not at the station. Even for a healthy person is near impossible to go (well you now the travel time) without using bathroom. I have witnessed that some transit riders (and I don't blame them) at almost every station use ""the nature"" if you know what I mean or just about anywhere that they can go. I am sure this is not news to MTS. I sent similar recommendation to MTS not too long ago via MTS websit [499]

email

I have long been a multiple-daily patron, and also worked many years as a tourism taxi driver in San Diego. I published a cell phone app on the SD Trolley system, routed the Green Line years ago, and suggested the policy of not issuing paper day passes at the border due to resale abuse. More recently I criticized the new luggage policy as a violation of ADA, and objected to its selective enforcement only against the poor, and not against the rich tourists with 5 or more pieces of baggage each. I had a bike locker in El Cajon in which I stored my mountain bike and gear for camping via rural bus, and MTS took that without explanation or payment. They did say they took it, so it was not stolen, but will not tell me why nor have they attempted to return it or compensate me for the loss. I considered a lawsuit. I am considered a Citizen Advisor to MTS and MTDB. . The suggestions I made which were not implemented including charging for parking at Trolley stops, the dashboard pass issued by the trolley ticket machine, and charging a tiny amount via vending machine for transit schedules and maps, to prevent waste. Currently, one must either go to First and Broadway, or use electronic access. Once schedules were available at Old Town and El Cajon Transit Center, but were repeatedly vandalized and strewn in disorder. I propose a fee of five cents for a schedule, fifty cents for a transit map, to defray the cost of a spiral vendor machine. Vend everything including rural and North County transit information. Too many people use transit schedules to line parrot cages. . Another suggestion not yet implemented is to cause the terminus of the Green Line Trolley to be the 12th and Imperial Transit Station, via the Convention Center Route. This permits visitors to conventions and Seaport Village to view the good side of San Diego and its shopping malls on the Green Line more easily, without having to transfer from an Orange Line to a Blue Line, and then to a Green Line. Basic tourism lesson. Plus, this makes it much easier to get into Old Town, because you can do that one additional way, on the Green Line. Currently, tourists on weekends are so confused that I often help them at America Plaza, which is where they usually get lost. You could post somebody there, particularly when there is an NFL, Major League Baseball, or Convention Center event. . You also need more frequent service to Alpine on Route 864, especially on Sundays when the El Cajon East Main 99 Cents Only Store is completely cut off from all transit. The old Route 15 bus had its terminus at Pepper Drive and East Main in El Cajon, at that 99 Cent Store. The 815 should at least go that far, plus the 864 on Sundays. It is also a major stop for those needing the California Highway Patrol station there. Both hard to get to by bus. . Another problem is that on weekends, buses are being used from foreign venues, such as Downtown San Diego buses being used in El Cajon, and none of those buses has the 800 series El Cajon schedules available. All their schedules are Downtown San Diego routes. Weekends, you need to have a copy of all the schedules in an area, because there are so few buses. . Regarding nondiscrimination, I want to see nondiscrimination policies that include a person's smell, clothing, occupation (such as bottle and can recycler) and similar. Blaming the poor on the policy on carry-ons is ridiculous. Transit is slow and behind on the Blue Line because doors malfunction mechanically and do not close, all of the trolleys are overloaded and need 4 or 5 train cars minimum, and no one ever translates the ""Stay Clear of the Doors"" message into Spanish. People do not speak Englis [504]

email

Dear MTS staff: I expect that these well-thought suggestions get a full, open discussion. I look forward to an opportunity to work with you to see these to completion. Sincerely, Andrew Bailey - Include street-level (and plaza-level) schedules at trolley stops. Currently, riders have to go down into the hole at SDSU to check, or onto the platform at Grant Ville. - Seriously examine reinstating direct Route 13 service (alternately) to SDSU. This has a number of benefits for the community, and really doesn't make a difference in connecting to the trolley. - Fully stagger the schedules for Routes 15 and 1 on El Cajon Blvd.. At many times, this would give riders the most convenient service. Similarly for Routes 10 and 7. - Reinstate Route 10 service to College Ave. on weekends. - Reinstate the bus stop westbound at 43rd and University (or put one at Van Dyke). The stop at Fairmont gets ridiculously snarled. (It's among the reasons people won't ride the bus.) - Let riders use hailing numbers so we can sit and read while we wait, or go wait in the shade. Again, thanks for your attention. [505]

email

I just sent in my comments via the mts survey, but I wanted to add another comment. MTS's CEO, Paul Jablonski makes over \$429,000 a year. Yet, he himself doesn't ride the transit system he is in charge of improving. If the transit system doesn't meet his needs by being convenient - how is it supposed to serve the public's needs? I'd like to propose that Mr. Jablonski ride the transit everyday for a month and then make improvements based on the deficiencies he experiences during that month. [521]

email

To whom it may concern, I would like to see an express route from the East Chula Vista area to the downtown area. I would use the public transportation system more often and maybe even permanently if there was such a route. At this time it takes me over an hour to get from the Eastlake area to downtown by riding one bus and transferring to the trolley. I think that if more of my neighbors had this option there would be less congestion on H St., Telegraph Canyon Rd and the 805 North. I would like to know if this is anything that is included in your plans or something that might be considered for the future. Sincerely, Lorena Aguirre [511]

email

Increase bike racks to hold 3 bikes per bus. Create a Route 10 stop on 50th St. [512]

email

I am writing this email regarding your decision to improve services over the next year. I am a user of MTS, however, I have decreased my usage as a result of your increasing prices. So, the most important thing I think you can do to increase my usage would be to decrease the prices. Here are some things I think need improving: 1. Decrease prices for the average user (non-disabled, non-student, non-elderly, non-military) so that I can afford to buy a monthly pass. 2. OR Allow transfer from bus to trolley. I have to drive to the trolley stop because I can no longer get a transfer from the bus. 3. Make trips faster. It takes me an hour to get to 12th and Imperial from El Cajonâ€™[too long!] [526]

email

Thank you for opening up the planning to public input. I've got some thoughts on MTS routes I personally use as a resident of North Park. For improving the Green Line between Old Town and Qualcomm, would it be possible to run the service improvement as a Sunday-only Red Line instead? Most of the community hates that forced transfer and are glad it's going away soon. The Blue Line will only get more crowded too. Run more 1A's so it's easier to get to the Trolley and not as far of a trip. 15-min frequency, all-day on the #15 would be great. Itâ€™s a very useful & fast route. Some bendy buses in the morning & afternoon to alleviate crowding since its frequently butt-to-face during peak. Also, extending the current #15 terminus downtown from Union west to Kettner would provide a simple transfer to the Santa Fe Depot, a regional transit hub. Currently, the walk is 5 blocks and buses wouldnâ€™t need to travel much farther than they currently do to end up at the layover point at C & State. This really should be applied to ALL routes that travel on Broadway and terminate on Union. It's a incredible missed opportunity. Rerouting the 6 to move the turn-around loop from existing University & 30th farther south, perhaps to Juniper and 30th. This would help add additional service south of University, do a better job linking the North Park neighborhood together and increasing service & flexibility for those who live on 30th. As the current 6 exists, it feels a little like an orphan route, a little Trolley connection and a little penetration into NP, but neither are spectacular. May require 1 additional bus + driver, but the results could be worth it. A long shot, but extending the 6 down to 25th & Commercial so we can have a new transfer to orange line. Put some of the routes on a stop diet. For example, the 2, 6, and 7 do not need to stop on every single block. This is a problem all over the city on many MTS routes. Removing a few stops here and there will greatly improve the appeal, speed, and reliability of our buses while still maintaining accessibility and flexibility. If anything, having too many stops is driving people away because itâ€™s too damn slow! (for example, the #2 bus has 6 stops in 4 blocks between Univ and El Cajon. Combined with the traffic lights, itâ€™s not hard to out bike the 2 & 6, if not out walk them.) Other things: bus bulbs so buses donâ€™t have to try and merge into traffic, queue jump lights at problematic/major intersection so buses can get out ahead of traffic after stopping, something similar to the OneBusAway app Seattle utilizes (sorry, but the current MTS app kinda sucks if you donâ€™t know the stop ID). <http://www.onebusaway.org/> [575]

email

First I want to thank-you for taking suggestions from the public. It really means a lot that you are listening to the riders. I ride several routes, many of which involve tourist riders. I also work at the Ocean Beach International Hostel at 4961 Newport ave. in Ocean Beach. I live at 2004 C street. My car broke down last summer and I haven't had the money to fix it, because it is an expensive repair. I have been riding the bus full time since July 2011. I have recently started supplementing my ridership with car2go. I do buy a monthly pass. Here are the bus routes I ride and suggestions, based on my experience. Route 2: which is my main transportation, I can understand increasing the frequency in the afternoon. I have been caught in the afternoon, with 10 people having to exit out the back door to let me off the bus. However, it only takes about 12 minutes for the next bus. I suppose the down side of the afternoon route is that the buses get off schedule, because it takes so long for the people to get on and off the bus. It would be nice to have an earlier route on Sunday as well. I have to walk a half mile to the trolley station if I have to work at 7am in OB. I am sure I'm not the only one with this problem. Route 7: HIGH PRIORITY. Please resume service on Broadway on Sunday. It is the most ridiculous thing to stand at the stop in front of Horton Plaza and try to explain to tourists that the bus couldn't drive a mile to go pick them up. It's confusing and totally unnecessary, especially when you see that there is only the 992 and 2 servicing Broadway on Sunday and the buses only come every half hour, and within 5 minutes of each other. I seriously suggest standing there on a Sunday and find out what the frustration level is for tourists. I'm sure it saved lots of money, but is that really how we want to treat guests in our city? To me it says that we don't really care about them. I know the bus system and how to use the texting for times (which is a fabulous service), but that system isn't really very clear for tourists. I know the sign was changed, but there are still several people waiting for bus 7 every Sunday to go to the zoo, when I am at that stop. Route 15: My biggest frustration is that Sunday service is infrequent. However, there are higher priorities. Route 30: Doesn't have service to downtown on the weekend and I often use this to transfer from Bus 35 from OB, so that I don't have to use the stairs to get to the Trolley. I would like to see weekend service added back to downtown, but feel it is a low priority, since it is just for convenience. It would be nice if the layout of Old Town transit center was redesigned for this reason. That is probably an entirely different issue. I have missed buses and trolleys, because I can't run up and down the stairs from the trolley to the bus fast enough. Route 35: I especially like the suggestion for later service. One night a week, I work at the Hostel until 11:30 PM and have no transportation home. I have slept at the hostel and more recently have used Car2Go. I think it would be a great advertising for MTS, to let MTS do the driving to reduce drunk driving. Also, many hostellers want a Gaslamp or Pacific Beach clubbing experience and there is no transportation available after 10:30PM. Also, I've noticed an increase of San Diegans outside Ocean Beach, coming to the bars in OB that could supplement the late night service. I probably don't ride during the times you are suggesting the 15 minute frequency, because I don't see a reason for it. I think a route for 923 on Sunday would be better suited for the money. However, maybe a 20 to 25 min interval could be considered, if you still felt that it was necessary. Route 923: HIGH PRIORITY Obviously, restoring Sunday service is primary! I am a member of the Point Loma Presbyterian Church on Chatsworth. To get to church I need to walk a mile up hill in heels! I usually don't bother going, because I always end up with blisters. Secondly, it would be better for the Ocean Beach International Hostel guests to go downtown or the airport on Sunday. And the most obvious reason would be to restore service to the Point Loma Hostel. I am sure

that you are very aware of the inconvenience and once again unthoughtfulness to these sophisticated travelers, who are used to having better public transportation services in their home countries. Also, it will improve the San Diego green stamp, if guests can actually use the transportation that is needed. Another serious issue is that the first transfer of the morning, which also is the first bus into OB, which will get me to work only 5 minutes late (I start at 7 am) I've had problems with the transfer, if the bus 992 is late. This happens when the driver is running late, there are a lot of travelers with luggage riding and when there are route changes, like when there is a parade or other road closing. I've had to take a cab three times from the airport to OB, because there are no other transportation options once I make it to the airport. The cab costs about \$16. I only work a three hour shift, so more than half of the money I made that morning goes to transportation. I would prefer a longer transfer time at the airport, like a five or ten minute wait or if you add 992 service, I would wait for half an hour at the airport for bus 923. My current option, to always make the bus would be to get to the airport an hour early, which doesn't make sense, when I'm already getting up at 4:30am to make it to work. Or route 35 could start earlier. Route 992: I'm so glad that 15 minute service is being added on the weekends! I have held luggage on my lap for travelers to have enough room on the bus for people to get on and off. If I was met with bus 992 when I first arrived into San Diego, I would have second thoughts about traveling by MTS and would probably rent a car. I hope that it starts early in the morning. I would like to see a bus arrive about 15 minutes before the first 923 goes to Ocean Beach. It would relieve a whole lot of stress that I have, if I knew I was going to make my transfer. I usually ride the Blue Line trolley to get to many of the stops between City college and Old Town. I would like to see this increased on the weekends, sometimes it can be pretty full around 11:30 Am from Old Town to City college on Saturday, which I sometimes ride. I look forward to the newer trolley cars! Green Line trolley to go to the malls on the weekend. It seems great. These are the main routes that I ride. Thanks for listening to my suggestions. [582]

Increased buses on these routes. [26]	Old Town East
The 'every-15-minutes' improvements are a very good idea. [58]	City College
Increased frequency. [69]	
I am happy with all changes, they are for the better in all aspects. [75]	City Heights
I-15 rapid transit route [future TransNet BRT]. [80]	City Heights
All, because I use it everyday and bus is sometimes full or late due to people overcrowding or baseball games. [132]	Iris Avenue
disabled service-blocking isles need to stop carts and cans MTS does an excellent job [145]	Iris Avenue
The increase in frequency of routes [180]	Euclid Trolley
the ones you have planned are awesome [184]	Euclid Trolley
Sunday hour improvement (increases) in general increased number of buses and trolleys during the day [187]	Euclid Trolley
Trolley and bus services are grate , no complaints the schedules are good [196]	Iris Avenue
Increased frequency of bus routes and the trolley. [275]	Survey Monkey
15 minute improvements are positive. [295]	Survey Monkey
Increasing frequency of buses during weekdays and adding trips during Sunday. [316]	Survey Monkey

Trolley

New north line from Old Town to Balboa and the College. [18]	Old Town East
Longer hours in PM. 707 to Southwestern and 709A longer than 6:48pm, Sunday 703 more often and faster. More improvements back to back routes. MTS trolley also back to back on weekends please. [20]	Old Town East
More frequent trolley services in the evening. Every 15-20 minutes instead of 30. Morning trolleys are often late by 5-10 minutes. It would be great if they were closer to the schedule. [112]	Euclid Trolley
Cleanliness Stop times # 7 more frequently Trolley run maybe a little longer if possible [154]	Euclid Trolley
I'd like to see them Arrive in time and respond to complaints [164]	Euclid Trolley
later service, especially for buses on heavily-travelled routes later service for the trolley on weekends more express routes to popular destinations [175]	Euclid Trolley
Trolley to Otay [181]	Iris Avenue

Frequency of trolley during "rush hours" i.e. after 5. I see several out SVC trolleys go by when lots of people have just gotten off work. Another idea: when trains leave old town and are out of service, they could easily pickup riders along the way until they reach Santa Fe Depot [192]	America Plaza
people keeping feet off seats more buses [194]	America Plaza
I would like to see a trolley line go north between the established Santee route and the coaster route ex. Kearny Mesa or Escondido [198]	America Plaza
my co-workers and I would like that on Sundays the trolley came in with more frequency. The bus 933 like it was before 5:15 am, so we can get to work on time everything is fine, except for the 933 route [210]	Iris Avenue
More cars on Orange line in afternoons- often ""SRO"" Wants 15 minute service on Orange and Green lines on Sundays soon and build the UCSD line soon. What's the delay? SANDAG is the problem [216]	El Cajon
Extending the blue trolley through the midcoast corridor to the UTC shopping center. [281]	Survey Monkey
I'd like to see Sunday service for the 9 extended into Pacific Beach. I also would like to see later service of the Trolleys and key bus routes to go into the late night on Fridays and Saturdays to make it easier to get home from the bars without paying for a cab, or worse driving drunk [261]	Survey Monkey
I wish the trolley ran all night. There are a lot of people working night shifts now if they're lucky enough to have the transportation means to get to work and home. We all know the wages paid in most fields of employment here in San Diego just aren't high enough for most people to buy and maintain their own vehicle. I KNOW ...IT WOULD INCREASE RIDERSHIP - AND CREATE A FEW MORE GOOD JOBS [309]	Survey Monkey
None, because these all extend the Saturday and Sunday Service. These possibly are important to many and I am pleased about more service but not what I need. I would like a bus route added during the week day as explained below. I ride buses and trolleys on the weekdays (not a choice in above question). I would love for MTS to add a bus route that connects El Cajon Transit Center to the Grossmont High School area via El Cajon Boulevard by taking a right on Marshall, a right on El Cajon Blvd and up Murray Drive stopping at Grossmont High and then onto the Grossmont Transit Station or Amaya Station. This is an area that is not easy to walk. Students at Grossmont High need a way to get to a trolley station many of them travel via trolley to Grossmont High from around the San Diego area. The trolley runs right next to the high school but there is no stop there. (Any combination where the bus can stop, during the school day at Grossmont High would be great) [327]	Survey Monkey
More frequency or hourly express trolleys on the green and orange lines. More frequency (10 mins or less) on the 1 and 15 bus routes. thanks! [338]	Survey Monkey
Trolley locations closer to the beach (PB) Trolley location close to the airport [339]	Survey Monkey
What I would really like to see, and I am not alone in this request, is the Blue Line trolley that used to go from Downtown to Qualcomm reinstated. Me and many, many of the working folks who ride the trolley every day have never understood why there is no Blue Line going from Downtown to Qualcomm during peak hours - 4:30 p.m. - 6:00 p.m. We have never understood why we have to transfer to the Green Line in Old Town to continue on our course. I would also like to add that there should be more Green Line frequency during peak hours that go from Old Town and continue to Mission Valley, SDSU, etc. Please take this comment under consideration. You would really enhance the lives of your consistent customers, the working folks, who ride your trolleys day in and day out, month in and month out and year in and year out, by either adding Blue Lines that go straight through from Downtown to Qualcomm during peak work hours and/or adding more frequent Green Lines that go from Old Town to Mission Valley, SDSU, etc. during peak work hours. Thank you very much for your consideration. [343]	Survey Monkey
Weekends shouldn't be such a drag when taking the bus. They should run every twenty minutes instead of every hour. I would like for the busses to run earlier and end later and I would also like for the trolley lines to run 24 hours a day. The reason for this is, some people work during the evening and sometimes have problems getting a ride home, yet they can't quit their job because they have children to support and bills to pay. For those of us who aren't so fortunate like myself, have the only option to hangout at work although their shift is over and be stuck til the first bus runs in the morning. Or hangout in a dark cold parking lot or bus stop or find some shelter somewhere with the possibility of being mugged, raped or pulled over by the cops for loitering. Or if they are lucky enough to have a gym nearby then they can fork out \$35 a month for shelter, although too tired to workout just so they are safe. All of this can be prevented if the busses run earlier in the morning and later in the evening. Since I take the #41 bus, it starts at 6am and ends at 11pm. It should start at 5am and end at 1am so when I get off from work at 12am then I know I will make it home. [370]	Survey Monkey
Extending hours is good, but we need longer hours! Having trolleys that run from downtown after the bars shut down would be huge. I live in La Mesa and would use the trolley at least two times a month if it offered service from downtown between midnight and 2:30 a.m. I know others from different corners of the county who would do the same. [373]	Survey Monkey
Buy Van Hool buses. They are more cart and stroller friendly. They even build Natural Gas and Hydrogen Fuel cell versions. To speed up service on Bus 7, space the bus stops further apart. Construct bus bulbs. Have TVM machines at high passenger stops. Institute BRT or Light Rail on Route 7 and 15.	Survey Monkey

Turn Route 15, 7, 10, and 11 into Light Rail Trolley lines. Run buses 24 hours a day on Friday and Saturday nights; especially Route 15, 10, and 7. Run the Trolley 24 Hours a day on Friday and Saturday nights. [396]

email

To whom it may concern: I have been a patron of bus routes 932, 933, and 934 in and around the Palm Avenue trolley stop for years. I have always felt that extending those three routes so that the buses visit the Palm Avenue trolley station would be an exceptionally wise new concept. The stroll from three of the four bus stops in that area would be dramatically shortened, and the present stroll from the northbound 932 stop to trolley access would also be made more pleasant. There would be no need for stalls nor signage beyond that which MTS provides for any service change. The buses would simply enter the Palm Trolley parking lot, stop adjacent to the covered area, and load and unload passengers; then depart immediately. This concept might add perhaps two minutes to the scheduled operations of the buses. The creation of a 100% safer bus/trolley connection would seem to me to be well worth the slight addition in timing. I have always felt that crossing the Palm Avenue and Hollister Street intersection was a dangerous trek. I just turned 78 years old on the 16th of April. If this idea of mine finds acceptance, MTS would also harvest the four bus stop covers, benches, and trash receptacles currently in use in that area for use elsewhere. I feel those type facilities should be provided at every MTS bus stop system-wide. More pleasant ridership equals increased ridership. Surely San Diego City officials, police, fire personnel, and safety experts would see this concept as a giant step forward for all concerned with the safe and convenient movement of MTS customers. I am pleased to make this suggestion to your planning board, and I would be especially proud to see these concepts (modified or not) quickly implemented. I am a devout advocate and user of public transportation, and am happy to see your constant improvements in your system. Sincerely yours, William E. Bill Smith Major, USAF, Retired Coronado Palms Senior Mobile Home Park resident [524]

Trolley every 15 minutes on Sundays is good. [18]

Old Town East

OK with Trolley on Sunday. [36]

Old Town West

More trollies - 15 minute frequency. [51]

City College

The frequency of 955, add frequency to Trolley on Sunday. [94]

Euclid Trolley

901 Sunday Srvce, 7 Saturday and Sunday service 20 All weekday changes, Trolley frequency increases [171]

Fashion Valley

Trolley earlier times [206]

Iris Avenue

Trolley improvements. [326]

Survey Monkey

The blueline revisions are something I look forward to (the final result obviously, not the current construction.) I'm excited about the expansion of the trolley to UCSD in the next few years. [331]

Survey Monkey

Many of your improvements sound great. I ride the trolley far more than I ride the bus. [343]

Survey Monkey

more service on 7,10,1 and trollies [355]

Survey Monkey



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

Agenda Item No. 6

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

SAN DIEGO AND ARIZONA EASTERN (SD&AE) RAILWAY COMPANY QUARTERLY
REPORTS

RECOMMENDATION:

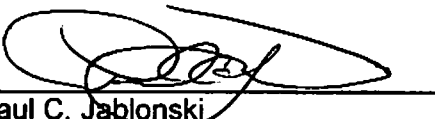
That the Board of Directors receive the San Diego and Imperial Valley Railroad (SD&IV), Pacific Southwest Railway Museum Association (Museum), and Carrizo Gorge Railway, Inc. (Carrizo) quarterly reports (Attachment A) for information.

Budget Impact

None.

DISCUSSION:

Pursuant to the Agreement for Operation of Freight Rail Services, SD&IV, Museum, and Carrizo have provided operations reports during the first quarter of 2012 (Attachment A).



Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Karen Landers, 619.557.4512, Karen.Landers@sdmts.com

Attachment: A. SD&AE Meeting Agenda & Materials (Board Only Due to Volume)





AGENDA

San Diego and Arizona Eastern (SD&AE)
Railway Company
Board of Directors Meeting

April 10, 2012

9:00 a.m.

Executive Committee Room
James R. Mills Building
1255 Imperial Avenue, 10th Floor

San Diego & Arizona Eastern
Railway Company

A Nevada Nonprofit
Corporation

1255 Imperial Avenue,
Suite 1000
San Diego, CA 92101-7490
619.231.1466

BOARD OF DIRECTORS
Randy Perry, Chairman
Bob Jones
Paul Jablonski

OFFICERS
Paul Jablonski, President
Bob Jones, Secretary
Linda Musengo, Treasurer

GENERAL COUNSEL
Karen Landers

This information will be made available in alternative formats upon request. To request an agenda in an alternative format, please call the Clerk of the Board at least five working days prior to the meeting to ensure availability. Assistive Listening Devices (ALDs) are available from the Clerk of the Board prior to the meeting and are to be returned at the end of the meeting.

- | | <u>ACTION
RECOMMENDED</u> |
|---|--------------------------------------|
| 1. <u>Approval of the Minutes of January 24, 2012</u>
Action would approve the SD&AE Railway Company Minutes of January 24, 2012. | Approve |
| 2. <u>Statement of Railway Finances (Linda Musengo)</u>
Action would receive a report for information. | Receive |
| 3. <u>Report on San Diego and Imperial Valley (SD&IV) Railroad Operations (Matt Domen)</u>
Action would receive a report for information. | Receive |
| 4. <u>Report on Pacific Southwest Railway Museum (Diana Hyatt)</u>
Action would receive a report for information. | Receive |
| 5. a. <u>Report on the Desert Line (Chas McHaffie)</u>
Action would receive a report for information. | Receive |
| b. <u>Assignment of Carrizo Gorge Railway, Inc. Operating Rights (Karen Landers)</u>
Action would authorize the SD&AE President to consent to Amendment No. 3 of the Carrizo Gorge Railway, Inc. (CZRY) 2002 Operating Agreement (MTDB Doc. No. S200-02-194) assigning CZRY's rights and obligations to Pacific Imperial Railroad (PIR). | Approve |
| 6. <u>Real Property Matters (Tim Allison)</u> – No Report | |
| 7. Board Member Communications | |
| 8. Public Comments | |
| 9. Next Meeting Date: July 17, 2012 | |
| 10. Adjournment | |

See Agenda Item No. 9 of
the 5/17/12 Board Agenda
for this item (5b)

MINUTES

BOARD OF DIRECTORS MEETING OF THE SAN DIEGO & ARIZONA EASTERN RAILWAY COMPANY

January 24, 2012

A meeting of the Board of Directors of the San Diego & Arizona Eastern (SD&AE) Railway Company, a Nevada corporation, was held at 1255 Imperial Avenue, Suite 1000, San Diego, California 92101, on January 24, 2012, at 9:00 a.m.

The following persons, constituting the Board of Directors, were present: Randy Perry, Bob Jones, and Paul Jablonski. Also in attendance were:

MTS staff:	Karen Landers, Tom Tupta
SANDAG staff:	Pete d'Ablaing
Kimley-Horn:	Anthony Podegracz
SD&IV staff:	Matt Domen
Pacific Southwest Railway Museum:	Diana Hyatt
Carrizo Gorge Railway, Inc. (Carrizo):	Chas McHaffie, Sheila LeMire
Burlington Northern Santa Fe (BNSF):	John Hoegemeier
Tierra Madre Railway:	R. Mitchell Beauchamp
Public:	Lorraine Leighton, Bob Nickles

1. Approval of Minutes

Mr. Jablonski moved to approve the Minutes of the October 18, 2011, SD&AE Railway Board of Directors meeting. Mr. Jones seconded the motion, and it was unanimously approved.

2. Statement of Railway Finances

Linda Musengo presented the financial statement for the 4th quarter of 2011 (attached to the agenda item).

Action Taken

Mr. Jablonski moved to receive the report for information. Mr. Jones seconded the motion, and it was unanimously approved.

3. Report on SD&IV Operations

Matt Domen presented the report of activities for the 4th quarter of 2011 (attached to the agenda item).

Action Taken

Mr. Jones moved to receive the report for information. Mr. Jablonski seconded the motion, and it was unanimously approved.

4. Report on Pacific Southwest Railway Museum Operations**Action Taken**

Mr. Jablonski moved to receive the report for information. Mr. Jones seconded the motion, and it was unanimously approved

Presentation After the Action was Taken (Ms. Hyatt came in during Carrizo's report)

Diana Hyatt presented the 4th quarter of 2011 report (attached to the agenda item) after Carrizo Gorge's report on the Desert Line (No. 5 below). She stated that the Museum had its best quarter in a number of years. Ms. Hyatt informed the Board that February is Black History Month, and the Museum has one of the only Jim Crow restored cars in the United States. She said an invitation to that event on Saturday, February 25, 2012, will be forthcoming.

In response to Mr. Nickles comments (under No. 5 *Public Speaker*), Ms. Hyatt stated that Museum personnel are doing everything they can to assist with the grade-crossings at Highway 94. The Museum contracted with a signal inspector and also did repairs to the crossings. Museum personnel informed Ms. Hyatt that they are in operating condition, and—to her knowledge—the Federal Railroad Administration (FRA) inspections passed. Ms. Hyatt added that the Museum would be willing to hire an inspector on a monthly basis if Marc Langlais (Carrizo Gorge Railroad Police) is not available to inspect them.

Ms. Hyatt distributed an invitation for a community celebration hosted by the Museum and The Chefs de Cuisine (attached).

5. Report on the Desert Line

Chas McHaffie presented the 4th quarter of 2012 report (submitted at the meeting). Mr. Jablonski asked if the environmental issues have been resolved at Jacumba. Mr. McHaffie responded that he is pretty sure that they have been resolved, but he will verify it.

Public Speaker

- **Bob Nickles:** Mr. Nickles stated that he was performing the clerical and FRA reporting for Carrizo last year, but he is no longer employed in that capacity. Mr. Nickles was in the process of learning grade-crossing inspections and maintenance and was in contact with Gary Reedman and Scott Lewis of the FRA. Now that he no longer has that job, he is concerned about who will be responsible for conducting the grade-crossing inspections for FRA compliance. Mr. Nickles added that Carrizo has been issuing track warrants to run trains on the weekends, and he is also concerned that the warrants won't be filed.

Mr. McHaffie confirmed for Board members that Carrizo maintains a crossing inventory list for the FRA database, and he will make it available. Mr. Jones added that it is Carrizo's responsibility to be in compliance with FRA reporting requirements.

Action Taken

Mr. Jablonski moved to receive the report for information. Mr. Jones seconded the motion, and it was unanimously approved.

6. Real Property Matters**a. Summary of SD&AE Documents Issued Since October 18, 2011**

- S200-12-503: Right of Entry Permit to Kehoe Testing and Engineering to perform field investigations along the Orange and Blue Lines in support of the San Diego Association of Governments (SANDAG).
- S200-12-508: Right of Entry Permit to Sweetwater Authority to perform facilities maintenance.
- S200-12-509: Right of Entry Permit to SDG&E to perform utility relocation in San Ysidro.
- S200-12-510: Right of Entry Permit to JCMS Landscaping to perform slope stabilization near Hill Street in El Cajon.
- S200-12-512: Right of Entry Permit to Integrated Marine Services to construct improvements near Main Street in Chula Vista.
- S200-12-513: Right of Entry Permit to American Integrated Services to perform field investigations along the Orange and Blue Lines in support of SANDAG.
- S200-12-514: Right of Entry Permit to Project Design Consultants to perform field surveys along the Orange and Blue Lines in support of SANDAG.
- S200-12-515: Right of Entry Permit to Spectrum Geophysics to perform field investigations along the Orange and Blue Lines in support of SANDAG.
- S200-12-516: Construction and Maintenance Agreement to the City of Lemon Grove for the Promenade Project.

Action Taken

Mr. Jablonski moved to receive the report for information. Mr. Jones seconded the motion, and it was unanimously approved.

7. Status of SD&AE Main Line Track and San Ysidro Freight Yard Improvements Project

Mr. Jablonski introduced Pete d'Ablaing of SANDAG and Anthony Podegracz of Kimley-Horn. Mr. d'Ablaing and Mr. Podegracz gave a PowerPoint presentation (entitled *TCIF Funded South Line Freight Rail Projects*—attached) on the SD&AE Main Line Track and San Ysidro Freight Yard Improvements Projects. The Trade Corridor Improvement Fund (TCIF) Program is a \$2 billion state-wide project focusing on freight infrastructure improvements and increased capacity in the corridor. There are two separate construction projects—the San Ysidro Yard Expansion Project and the Main Line Improvement Project. Highlights included construction timelines and phases, project elements, expansions, and improvements. Construction is scheduled to begin in January 2013 and to be completed by December 2014.

Mr. Jones expressed support for the project and stated his appreciation for the cooperative efforts involved. He added that the new business model will help the community.

Action Taken

Mr. Jablonski moved to receive the report for information. Mr. Jones seconded the motion, and it was unanimously approved.

8. Old Business

None.

9. New Business

None.

10. Public Comments

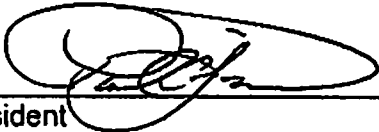
None.

11. Next Meeting Date

The next meeting of the SD&AE Railway Company Board of Directors is on April 17, 2012.

12. Adjournment

The meeting was adjourned at 9:30 a.m.



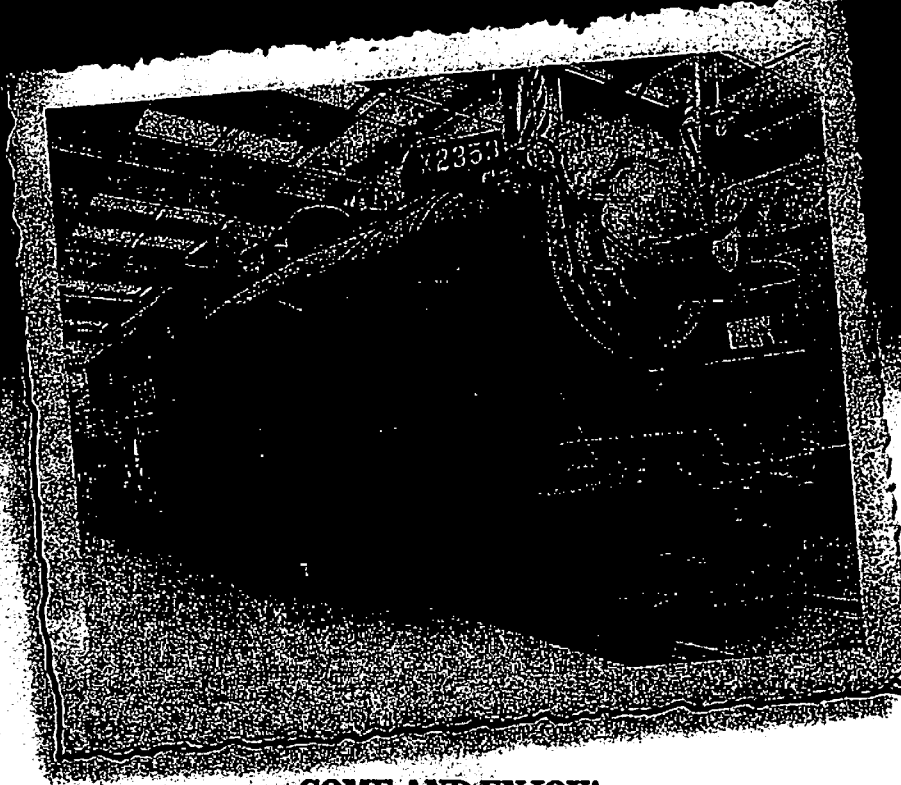
President



General Counsel

JGardetto/
MINUTES-SDAE.1-24-12.doc

Attachments: Community Celebration Invitation Hosted by the Museum and The Chefs de Cuisine
Carrizo Gorge 4th Quarter Report
TCIF Funded South Line Freight Rail Projects - PowerPoint Presentation



COME AND ENJOY!

CHEFS FIRE UP THE

MARCH 24, 2012



12:00 - 5:00 PM

IRON HORSE

PRESENTED AT

THE CAMPO RAILROAD MUSEUM

The Chefs de Cuisine & The Campo RR Museum are celebrating
over fifty years of service to the San Diego community
together with The San Diego County Vintners Association

GOURMET FOOD SAMPLING • WINE TASTING
BEER GARDEN • SILENT AUCTION • LIVE MUSIC

(MUST BE OVER 21)

TICKETS \$25 PER PERSON | \$30 DAY OF EVENT

\$20 PER PERSON FOR GROUPS OF 12 OR MORE | TICKETS AT WWW.PSRM.ORG



GOURMET FOOD

Last years selection included...

Seafood Station

Sushi, Seafood Pasta, Ceviche
and much more

Bar-B-Que Station

With Grilled Gourmet Sausages,
Chili, Bar-B-Que Chicken

The "Iron Horse" Oven

Carved Roasted Pig,
and New York Strip Loin

Salads

Caesar Salad
Potato Salad with
Cherry Wood Smoked Bacon
Tropical Fruit Salad
Spring Caprice Salad

Dessert Station

Assorted Cookies
Brownies
Assorted Pies

BEVERAGES

Wine provided by the members of
**The San Diego County
Vintners Association**
www.sandiegowineries.org

Food prepared by
**Chefs de Cuisine
Association of San Diego**
www.sdchefsdecuisine.com

SPONSORS

**Caffé Calabria
Ballast Point Brewery**



TRAIN RIDES AVAILABLE

Train fares may be purchased when you place
your Iron Horse ticket order
or at the Campo Depot on the day of the event.



Periodic Report

To The San Diego & Arizona Eastern Railway Company

Fourth Quarter 2011

The periodic Report to the SD&AE Railway Company is produced quartely by the Carrizo Gorge Railway, Inc for the SD&AE Board, in fulfillment of contractual requirements and to document activity in the restoration of the line to regional service along with its ongoing improvement for future generations.

CARRIZO GORGE RAILWAY, INC.

Accomplishments during Fourth Quarter 2011

CONTENTS

FOURTH QUARTER 2011 ACTIVITY

Appendix A- MOW Summary

Appendix B- Desert Line Freight Revenues

Financial Summary

CARRIZO GORGE RAILWAY, INC.

Fourth Quarter 2011

Metropolitan Transit Development Board
San Diego & Arizona Eastern Railway Board
1255 Imperial Avenue 10th floor
San Diego, California 92101

Pursuant to reporting agreement, here is the summary of Fourth Quarter activity for 2011.

I. Labor

As of December 31, 2011, Carrizo Gorge Railway has 6 employees to cover the railroad administration and operation in the U.S.

- 3 Administration
- 1 DSL & Engineer
- 1 Train Master & Locomotive engineer
- 1 Track Inspector & Signals

CARRIZO GORGE RAILWAY, INC.

II. Marketing

Carrizo Gorge Railway is currently not seeking any new business for the desert line until repairs can be completed

Carrizo Gorge Railway continued working to improve relations with Admicarga in an effort to increase revenues as well as the improvement of service to the shipping community in the region.

III. Desert Line

Carrizo Gorge Railway is the rail freight operator on the Desert Line by contractual agreement with Rail America/ SD&IV and with the approval of SD&AE/ MTDB.

IV. Reportable Injuries / Environmental Incidents

There were no reportable injuries in the Fourth quarter of 2011.

There were no reportable accidents in the Fourth quarter of 2011.

There were no environmental incidents in the Fourth quarter of 2011.

CARRIZO GORGE RAILWAY, INC.

V. Freight Activity

No freight activity in the 4th quarter of 2011 due to the embargo , we are still continuing to store empties, with a total amount of 52 GE cars located in the East end of the line as of this date.

MOW Sand carloads moved on the Desert Line	0
Revenue Sand carloads moved on the Desert Line	0
Revenue Freight carloads moved to/from Seeley Via interchange with UPRR, on the Desert Line	0
Non-Revenue Freight carloads moved from UPRR and USG, on the Desert Line	0
Revenue Freight carloads terminating/originating in Mexico to/from San Ysidro via interchange with SD&IV Railroad	0
Total overall fourth quarter 2011 Carloads Moved	0
Revenue Empties	0
Revenue Storage	52

CARRIZO GORGE RAILWAY, INC.

VI. Mexican Railroad

Carrizo Gorge Railway is the rail freight operator for the State of Baja California, Mexico and continues to employ the following personnel dedicated to freight service south of the border.

Here is an update of Carrizo Gorge Railway, Inc. Mexico's Operation.

CURRENT MEXICO PERSONNEL

- 1 Director of Operations
- 1 Supervisor of Operations
- 3 Dispatchers
- 3 Train Engineers
- 6 Conductors
- 1 Mechanic
- 1 Division Engineer
- 1 Track Inspector
- 1 Track Supervisor
- 8 Track laborer
- 2 Traffic

CARRIZO GORGE RAILWAY, INC.

Page 1 of 1

Appendix A M.O.W. SUMMARY

DESERT LINE

TRACK

Ties Installed (6" x 8" x 8')	0	each
(7" x 9" x 9")	0	each
Stringers	0	each
90 lb/yd Rail Change Out	0	ft.
113 lb. rail Change Out	0	ft.
Repair Open Joints	0	each
Track Regaging	0	each
Separator Rails (4" x 8" x 20")	0	each
Replace Missing Track Bolts	0	each
Rail Anchors Replaces	0	each
Repair Broken angle bars (60 lb.)	0	each
(75 lb.)	0	each
(90 lb.)	0	each
Track Surfaced	0	ft
Track Spikes Used (new)	0	each
Switch Ties Installed	0	each

CARRIZO GORGE RAILWAY, INC.

Page 1 of 1
Appendix B
FINANCIAL SUMMARY

DESERT LINE

REVENUE FREIGHT HAULED

Railcar loads to/from UP Interchange, Seeley /Plaster City 0

Railcar loads revenue sand from Dixie (Plaster City) to Campo 0

Non-revenue Freight
USG Cars

Total 0

Track Use Fees:

Interchange freight to/from UPRR over the Desert Line

SD&AE / MTS 1% payment 71.76
SD&IV / Rail America payment 6.9 495.14
(52 Railcars Storage)

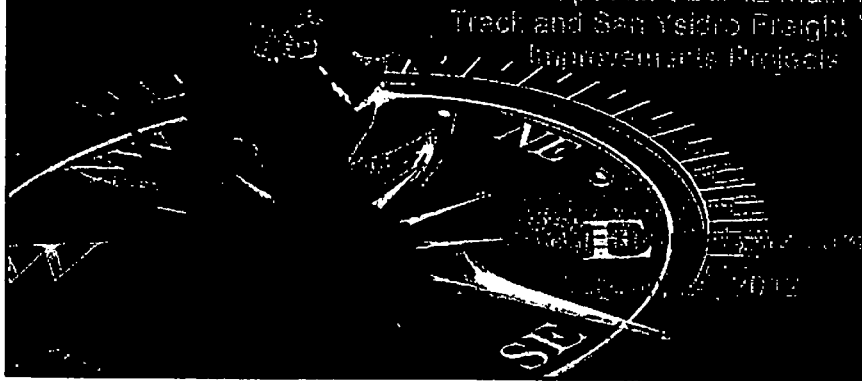
Revenue Sand from Dixie to Campo

SD&AE / MTS 1% payment 0.00
SD&IV RailAmerica payment(0cars at \$0.00 each) 0.00



TCIF Funded South Line Freight Rail Projects

Status Update: SD&AE Main Line
Track and San Ysidro Freight Yard
Improvements Projects



Trade Corridors Improvement Fund (TCIF) Program

- » \$2 Billion statewide
- » Focus on freight infrastructure improvements on high volume trade corridors
- » Construction must begin in 2013
- » CTC has approved project scope of work
- » Monitored by California Transportation Commission (CTC) and Caltrans Division of Rail (DOR)

South Line Freight Corridor Improvements

- » Increased Freight Capacity within corridor
 - Doubles capacity - increase freight capacity from 10,000/year to 19,600/year (from 2 to 4 trains/day)
 - Provide freight capacity to potentially eliminate up to 31,800 truck trips/year on regional facilities
- » Increase speed of freight traffic along corridor
- » Safety improvements through Signal upgrades
- » Potential for improved connectivity with Mexico
- » Leverages rail investments from private operators, TransNet, Port of San Diego, and Mexico
- » Also benefits MTS and Port of San Diego



SANDAG 3

South Line Freight Corridor Details

- » 2 Separate Construction Projects
 - San Ysidro Yard Expansion Project
 - Cost:
 - \$25.9M from TCIF
 - \$40.5M total cost
 - Status:
 - Environmental Documents Complete
 - Final Design and Right-of-Way Acquisition Underway
 - Construction Expected to Start Early 2013
 - Main Line Improvement Project
 - Cost:
 - \$98.1M from TCIF for mainline improvements
 - \$107.3M total cost
 - Status:
 - Environmental Document Complete
 - Broken into 4 Phases for Construction. 2 Phases in Construction

SANDAG 4

Mainline Improvement Project

» Project Elements

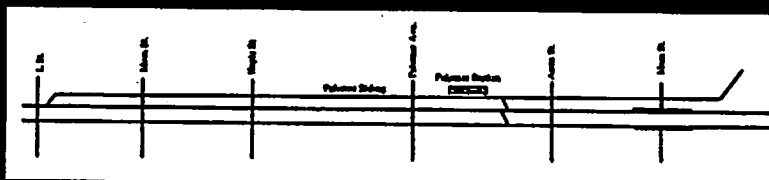
- » Signaling Improvements
 - Aerial Cable Fiber Backbone
 - Positive Train Separation (if FRA requires)
 - Bi-Directional CTC
 - Bi-Directional Grade Crossing
- » Palomar Siding Improvements
 - Siding Split North and South of Palomar St Trolley Station
 - New Southern Connection
 - Freight Bridge Over Main Street
 - New turnouts and crossovers
- » New Mainline Crossovers
 - Just South of San Diego Yard Entrance
 - North of L Street



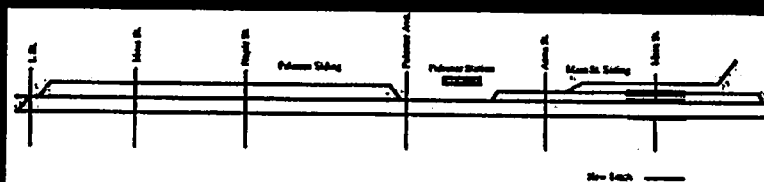
SANDAG

Mainline Improvement Project Status

» Palomar Siding: Existing Condition



» Palomar Siding: Future Configuration



SANDAG

Mainline Improvement Project Status

» Construction Phasing

Broken into 4 Phases to Aid in project delivery and for Efficiency with concurrent Trolley Improvement Program

Phase 1: Aerial Cable/Fiber Backbone

Under Construction

Phase 2: Initial Signal & Track Improvements

Under Construction

Phase 3: Palomar Siding Improvements

Concurrent with Palomar LRT Station reconstruction. Scheduled for Bid in March 2012

Phase 4: Track, Signal and Grade Separation Improvements

In final design. Construction to commence at completion of Phase 3 & Blue Line Station Completion. Anticipated Construction Start: 3rd Quarter 2013

SANDAG

San Ysidro Freight Yard Expansion

» Project Elements

— Freight Track Improvements

Storage Tracks

Yard Lead Extension

— Grading & Drainage Improvements

— New Access Road & Circulation

— Now Paved Loading Areas

Improved Potential for Transloading

— Right of Way Acquisition Required



SANDAG

San Ysidro Freight Yard Expansion

- a. Environmental Documentation:
Complete
- b. Final Design:
Underway. Completion in June 2012
85% Design Completed August 2011
95% Design Due February 2012
- c. Right-of-Way Acquisition:
Underway. Completion in Nov. 2012
- d. Construction:
 - Begin – January 2013
 - Complete – December 2014



SANDAG

Conclusion

- » We will continue to work with MTS/SD&AE.
- » We will continue to monitor concurrent Trolley Improvement Projects.
- » Questions?
- » Contacts
 - Pete D'Ablaing (619-699-1906;
 - Anthony Podegracz (619-744-0116;

SANDAG

Agenda Item No. 2

San Diego and Arizona Eastern (SD&AE)
Railway Company
Board of Directors Meeting

April 10, 2012

SUBJECT:

STATEMENT OF RAILWAY FINANCES

RECOMMENDATION:

That the SD&AE Board of Directors receive a financial report for the quarter ended March 31, 2012.

Budget Impact

None.

DISCUSSION:

Attached are the financial results for the three quarters ended March 31, 2012, and 2011. The current year-to-date results show decreases of \$33,000 in right of entry revenue, a \$20,000 in lease income, and a \$38,000 decrease in SD&IV freight fee compared to the same period last year. These decreases are due to the timing of receipts from SD&IV, greatly reduced demand for right of entry permits, and delays in the calculation of lease income for the quarter. Expenses showed a \$14,000 positive variance due to reduced personnel cost and insurance premiums. The net loss for FY 12 through Q3 was \$16,122 compared to net income of \$61,115 in FY 11.

Attachment: SD&AE Operating Statement 3rd Quarter FY 12

SD&AE operating statement FY2012 and FY2011

	FY2012				FY2011			
	Q1	Q2	Q3	YTD	Q1	Q2	Q3	YTD
Revenue								
Right of entry permits	\$ 1,221	\$ 4,400	\$ 500	\$ 6,121	\$ 12,250	\$ 5,450	\$ 21,370	\$ 39,071
Lease income	19,155	20,836	10,251	50,242	22,072	28,845	19,340	70,257
SD&IV 1% freight fee	-	-	-	-	-	-	38,187	38,187
Total revenue	20,376	25,236	10,751	56,363	34,322	34,295	78,897	147,515
Expense								
Personnel costs	20,284	17,151	16,877	54,311	19,916	22,595	18,746	61,256
Outside services	-	-	-	-	-	260	-	260
Risk management	5,798	5,974	6,093	17,865	8,352	8,194	7,771	24,317
Misc operating expenses	309	-	-	309	303	194	70	567
Depreciation	-	-	-	-	-	-	-	-
Total expense	26,391	23,125	22,970	72,485	28,571	31,243	26,587	86,400
Net income/(loss)	\$ (6,015)	\$ 2,111	\$ (12,219)	\$ (16,122)	\$ 5,751	\$ 3,052	\$ 52,310	\$ 61,115

Reserve balance 2011 - actual	\$ 919,524
Allocated interest earnings - estimated	5,245
Operating profit (loss)	(16,122)
Improvement expense 2012	-
Reserve balance 2012- estimated	\$ 908,647

Agenda Item No. 3

San Diego and Arizona Eastern (SD&AE)
Railway Company
Board of Directors Meeting

April 10, 2012

SUBJECT:

REPORT ON SAN DIEGO AND IMPERIAL VALLEY (SD&IV) RAILROAD OPERATIONS

RECOMMENDATION:

That the SD&AE Board of Directors receive a report for information.

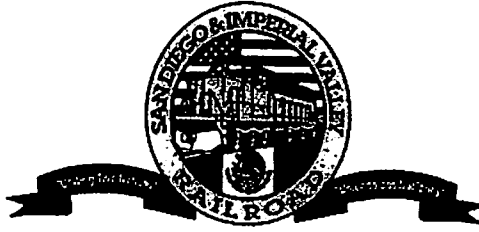
Budget Impact

None.

DISCUSSION:

An oral report will be given during the meeting.

Attachment: Periodic Report for the 1st Quarter of 2012



SD&AE Board
C/O MTS
1255 Imperial Avenue, Suite 1000
San Diego, California 92101

April 2, 2012

Periodic Report

In accordance with Section 20 of the Agreement for Operational Freight Service and Control through Management of the San Diego and Arizona Eastern Railway Company; activities of interest for the 1st Quarter of 2012 are listed as follows:

1. Labor

At the end of March 31, 2012 the San Diego & Imperial Railroad had 10 employees:

- 1 General Manager
- 1 Asst. General Manager
- 1 Asst. Trainmaster
- 1 Manager - Marketing & Sales
- 1 Office Manager
- 1 Mechanical Officer
- 1 Roadmaster
- 1 Maintenance of Way Employee
- 2 Train Service Employees

2. Marketing

Volume in the 1st Quarter was significantly impacted by border crossing issues of Texas Gas & Oil LPGS. LPG volume was down 71%. Overall, the volume dropped 46% over last year. Bridge traffic was down 49% over last year. Traffic destined or originated on the SDIV was down 431 to last year.

3. Reportable Injuries/Environmental

Days through year to date, March 31, 2012, there were no FRA Reportable injuries or environmental incidents on the SDIV Railroad.

Days FRA Reportable Injury Free: 4568

4. Summary of Freight

	2012	2011	2010
Total rail carloads that moved by SDIY Rail Service in the quarter.	757	1418	1501
Total railroad carloads Terminating/Originating Mexico in the quarter.	585	1168	1212
Total railroad carloads Terminating/Originating El Cajon, San Diego, National City, San Ysidro, California in the quarter.	172	250	289
Total customers directly served by SDIY in the quarter	10	11	12
Regional Truck trips that SDIY Railroad Service replaced in the quarter	2573	4821	5103

Respectfully,

Randy Perry-
General Manager

Agenda Item No. 4

**San Diego and Arizona Eastern (SD&AE)
Railway Company
Board of Directors Meeting**

April 10, 2012

SUBJECT:

REPORT ON PACIFIC SOUTHWEST RAILWAY MUSEUM

RECOMMENDATION:

That the SD&AE Board of Directors receive a report for information.

Budget Impact

None.

DISCUSSION:

A report will be presented during the meeting.

Attachment: First Quarter Report for 2012



Pacific Southwest Railway Museum

La Mesa Depot 4885 Nebo Drive La Mesa, CA 91941 619-465-7776

April 2, 2012

SD&AE Board
c/o Metropolitan Transit System
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

Re: First Quarter 2012

Dear SD&AE Board:

During the first quarter of 2012, the Pacific Southwest Railway Museum carried 3,001 passengers with no FRA reportable accidents or injuries. Total income from SD&AE property for first quarter 2012 was \$27,281.06; our check for \$545.62 is enclosed. By comparison, PSRM carried:

- 3,001 passengers during the first quarter of 2012
- 924 passengers during the first quarter of 2011
- 1,006 passengers during the first quarter of 2010
- 2,483 passengers during the first quarter of 2009
- 2,987 passengers during the first quarter of 2008

Since the fourth quarter of 2009, the museum has been unable to operate trips to Tecate, B.C., Mexico and that is evident by the decline in ridership for the first quarters of 2010 and 2011. We believe a minimum of two factors have come into play with a resultant increase in ridership: 410 Groupon tickets were redeemed during this quarter while the income from their purchase was attributed to fourth quarter 2011 and one day of Bunny Trains fell during this quarter.

A California Non-Profit, Public Benefit Corporation, IRS Tax # 95-2374478

Owners and operators of the Campo Railroad Museum,
San Diego & Arizona Railway and the La Mesa Depot Museum

A Federal Tax Exempt 501 (C) 3 California Non-Profit Corporation www.psrn.org

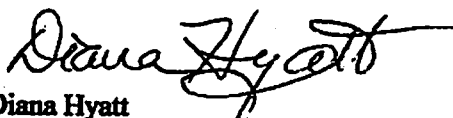
On Saturday, February 25, 2012 PSRM commemorated the completion of the ten year restoration project of its 1886 wooden passenger combine Rockdale, Sandow & Southern number 3, also known as a Jim Crow car. The occasion was celebrated with representatives from a number of organizations including the Vice President of the National Railroad Historical Society who traveled from Pennsylvania, representatives of the Black Storytellers of San Diego, Congress of History, Friends of Allensworth State Park, Los Angeles Railroad Heritage Foundation, Mountain Empire Historical Society, Navy League of San Diego, Railway & Locomotive Historical Society, San Diego African American Genealogy Research Group, and the San Diego Electric Railway Association. A proclamation was also unveiled from the San Diego County Board of Supervisors proclaiming February 25th to be Jim Crow car day. Ours is one of a handful of such cars remaining in the United States and is perhaps the only one that has been restored to its' Jim Crow car era. The Smithsonian National Museum of African American History and Culture recently acquired a steel bodied, un-restored Jim Crow car for their collection.

On Saturday, March 24, PSRM held its' second annual Chefs Fire Up the Iron Horse event on museum property with the San Diego Chefs de Cuisine and the San Diego County Vintners' Association. Security was provided by the Carrizo Gorge Railway Police. This event is an afternoon of wine tasting from local San Diego wineries, food pairing and musical entertainment. It was so successful, that the planning for a third annual event is now in progress.

PSRM made arrangements with a signal inspector currently employed with Transit America/Herzog to assume the monthly signal inspections and training of other signal inspectors for the purpose of complying with FRA regulations for the two grade crossings on Highway 94 in the Campo Valley. The monthly inspections for January, February and March have been performed on time and the quarterly inspection has been completed. PSRM now has two of its own members who are able to perform the monthly signal inspections.

During the first quarter of this year a proposal was sent to MTS personnel requesting permission to install a 36" drain pipe under the mainline just east of MP 66 in Campo. This drain is necessary because of the drainage issues that did not exist prior to the construction of the Campo Hills housing project. Not only does storm water runoff deluge the mainline at this location but there is continual water runoff from the Campo Hills water treatment facility onto the railroad right-of-way. PSRM has attempted to remedy some of the effects to no avail. PSRM has requested that MTS personnel visit the location in question for a visual inspection of the situation.

Very Truly Yours,


Diana Hyatt
President

Agenda Item No. 5a

**San Diego and Arizona Eastern (SD&AE)
Railway Company
Board of Directors Meeting**

April 10, 2012

SUBJECT:

REPORT ON THE DESERT LINE

RECOMMENDATION:

That the SD&AE Board of Directors receive a report for information.

Budget Impact

None.

DISCUSSION:

A report will be presented during the meeting.

Attachment: First Quarter of 2012



Periodic Report

To The San Diego & Arizona Eastern Railway Company

First Quarter 2012

The periodic Report to the SD&AE Railway Company is produced quarterly by the Carrizo Gorge Railway, Inc for the SD&AE Board, in fulfillment of contractual requirements and to document activity in the restoration of the line to regional service along with its ongoing improvement for future generations.

CARRIZO GORGE RAILWAY, INC.

Accomplishments during First Quarter 2012

CONTENTS

FIRST QUARTER 2012 ACTIVITY

Appendix A- MOW Summary

Appendix B- Desert Line Freight Revenues

Financial Summary

CARRIZO GORGE RAILWAY, INC.

First Quarter 2012

Metropolitan Transit Development Board
San Diego & Arizona Eastern Railway Board
1255 Imperial Avenue 10th floor
San Diego, California 92101

Pursuant to reporting agreement, here is the summary of First Quarter activity for 2012.

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As of March 31, 2012, Carrizo Gorge Railway has 6 employees to cover the railroad administration and operation in the U.S.

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II. Marketing

Carrizo Gorge Railway is currently not seeking any new business for the desert line until repairs can be completed

Carrizo Gorge Railway continued working to improve relations with Admicarga in an effort to increase revenues as well as the improvement of service to the shipping community in the region.

III. Desert Line

Carrizo Gorge Railway is the rail freight operator on the Desert Line by contractual agreement with Rail America/ SD&IV and with the approval of SD&AE/ MTDB.

CARRIZO GORGE RAILWAY, INC.

IV. Reportable Injuries / Environmental Incidents

There were no reportable injuries in the First quarter of 2012.

There were no reportable accidents in the First quarter of 2012.

There were was on environmental incidents in the First quarter of 2012.

V. Freight Activity

No freight activity in the 1st quarter of 2012 due to the embargo , we are still continuing to store empties, with a total amount of 52 GE cars located in the East end of the line as of this date.

MOW Sand carloads moved on the Desert Line	0
Revenue Sand carloads moved on the Desert Line	0
Revenue Freight carloads moved to/from Seeley Via interchange with UPRR, on the Desert Line	0
Non-Revenue Freight carloads moved from UPRR and USG, on the Desert Line	0
Revenue Freight carloads terminating/originating in Mexico to/from San Ysidro via interchange with SD&IV Railroad	0
Total overall fourth quarter 2011 Carloads Moved	0
Revenue Empties	0
Revenue Storage	52

CARRIZO GORGE RAILWAY, INC.

VI. Mexican Railroad

Carrizo Gorge Railway is the rail freight operator for the State of Baja California, Mexico and continues to employ the following personnel dedicated to freight service south of the border.

Here is an update of Carrizo Gorge Railway, Inc. Mexico's Operation.

CURRENT MEXICO PERSONNEL

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- 1 Track Inspector
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- 2 Traffic

CARRIZO GORGE RAILWAY, INC.

Page 1 of 1

Appendix A M.O.W. SUMMARY

DESERT LINE

TRACK

Ties Installed (6" x 8" x 8')	0	each
(7" x 9" x 9")	0	each
Stringers	0	each
90 lb/yd Rail Change Out	0	ft.
113 lb. rail Change Out	0	ft.
Repair Open Joints	0	each
Track Regaging	0	each
Separator Rails (4" x 8" x 20")	0	each
Replace Missing Track Bolts	0	each
Rail Anchors Replaces	0	each
Repair Broken angle bars (60 lb.)	0	each
(75 lb.)	0	each
(90 lb.)	0	each
Track Surfaced	0	ft
Track Spikes Used (new)	0	each
Switch Ties Installed	0	each

CARRIZO GORGE RAILWAY, INC.

Page 1 of 1
Appendix B
FINANCIAL SUMMARY

DESERT LINE

REVENUE FREIGHT HAULED

Railcar loads to/from UP Interchange, Seeley /Plaster City	0
Railcar loads revenue sand from Dixie (Plaster City) to Campo	0
Non-revenue Freight USG Cars	
Total	0

Track Use Fees:

Interchange freight to/from UPRR over the Desert Line

SD&AE / MTS 1% payment	71.76
SD&IV / Rail America payment 6.9 (52 Railcars Storage)	495.14

Revenue Sand from Dixie to Campo

SD&AE / MTS 1% payment	0.00
SD&IV RailAmerica payment(0cars at \$0.00 each)	0.00

Agenda Item No. 6

**San Diego and Arizona Eastern (SD&AE)
Railway Company
Board of Directors Meeting**

April 10, 2012

SUBJECT:

REAL PROPERTY MATTERS

No report.



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

Agenda Item No. 7

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

UNALLOCATED TRANSPORTATION DEVELOPMENT ACT FUNDS FOR TRANSIT-RELATED PROJECTS (SANTEE TROLLEY SQUARE CLOCK TOWER)

RECOMMENDATION:

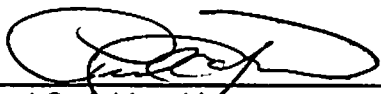
That the Board of Directors approve the use of \$100,000 in unallocated Transportation Development Act (TDA) funds currently held by the County of San Diego for new display panels and a controller computer for the City of Santee's Clock Tower at Santee Trolley Square.

Budget Impact

The use of unallocated TDA funds set aside by the County of San Diego (County) for transit-related projects in various jurisdictions would have no impact on MTS's operating or capital budgets. The total available unallocated TDA held for the benefit of the City of Santee would be reduced by \$100,000 resulting in a remaining balance of \$136,616 held by the County for future transit-related projects pending Board approval.

DISCUSSION:

On April 10, 2012, MTS received a request from the City of Santee for the use of \$100,000 of unallocated TDA funds held by the County to purchase replacement display panels and a controller computer for the City of Santee's Clock Tower (at the Santee Trolley Square). The panels display the arrival and departure of MTS Trolleys. The existing system was installed in 2004 and has reached the end of its useful life.



Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Mike Thompson, 619.557.4557, mike.thompson@sdmts.com

1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • www.sdmts.com

Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc., San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations), and San Diego Vintage Trolley, Inc., a 501(c)(3) nonprofit corporation, in cooperation with Chula Vista Transit. MTS is the taxicab administrator for seven cities. MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego.





1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

Agenda Item No. 8

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

INVESTMENT REPORT – MARCH 2012

RECOMMENDATION:

That the Board of Directors receive a report for information.

Budget Impact

None.

DISCUSSION:

Attachment A comprises a report of MTS investments as of March 2012. The combined total of all investments has decreased from \$176.3 million to \$174.9 million in the current month. This \$1.3 million decrease is due to normal variations in the timing of operational payments and receipts.

The first column provides details about investments restricted for capital improvement projects and debt service—the majority of which are related to the 1995 lease and leaseback transactions. The funds restricted for debt service are structured investments with fixed returns that will not vary with market fluctuations if held to maturity. These investments are held in trust and will not be liquidated in advance of the scheduled maturities. The second column, unrestricted investments, reports the working capital for MTS operations, which includes employee payroll and vendors' goods and services.

A handwritten signature in black ink, appearing to read 'Paul C. Jablonski', is written over a horizontal line.

Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Tom Lynch, 619.557.4538, tom.lynch@sdmts.com

Attachment: A. Investment Report for March 2012



**San Diego Metropolitan Transit System
Investment Report
March 31, 2012**

	<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>	Average rate of return
Cash and Cash Equivalents				
Bank of America - concentration sweep account	\$ 5,964,592	\$ 13,858,505	\$ 19,823,097	0.00%
Total Cash and Cash Equivalents	<u>5,964,592</u>	<u>13,858,505</u>	<u>19,823,097</u>	
Cash - Restricted for Capital Support				
US Bank - retention trust account	4,701,848	-	4,701,848	N/A *
Local Agency Investment Fund (LAIF) Proposition 1B TSGP grant funds	5,508,446	-	5,508,446	0.38%
Total Cash - Restricted for Capital Support	<u>10,210,294</u>	<u>-</u>	<u>10,210,294</u>	
Investments - Working Capital				
Local Agency Investment Fund (LAIF)	-	23,481,234	23,481,234	0.38%
San Diego County Investment Pool	-	691,563	691,563	
Total Investments - Working Capital	<u>-</u>	<u>24,172,797</u>	<u>24,172,797</u>	
Investments - Restricted for Debt Service				
US Bank - Treasury Strips - market value (Par value \$39,474,000)	38,684,375	-	38,684,375	
Rabobank - Payment Undertaking Agreement	82,053,636	-	82,053,636	7.69%
Total Investments Restricted for Debt Service	<u>120,738,010</u>	<u>-</u>	<u>120,738,010</u>	
Total cash and investments	<u>\$ 136,912,896</u>	<u>\$ 38,031,302</u>	<u>\$ 174,944,198</u>	

N/A* - Per trust agreements, interest earned on retention account is allocated to trust beneficiary (contractor)



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Agenda Item No. 9

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

CONSENT TO ASSIGNMENT OF CARRIZO GORGE RAILWAY, INC. OPERATING RIGHTS TO PACIFIC IMPERIAL RAILROAD, INC. (PIR)

RECOMMENDATION:

That the Board of Directors approve Amendment No. 4 (Attachment A) to the Carrizo Gorge Railway, Inc. (CZRY) 2002 Operating Agreement (MTDB Doc. No. S200-02-194) consenting to the assignment of CZRY's rights and obligations to Pacific Imperial Railroad, Inc. (PIR).

Budget Impact

None.

DISCUSSION:

In 1984, SD&AE and MTS entered into an operating agreement for SD&AE's freight railroad assets with San Diego & Imperial Valley Railway Company (SD&IV) ("1984 Operating Agreement"). The 1984 Operating Agreement gives SD&IV the exclusive right to operate freight on the SD&AE right-of-way, including the portion called the "Desert Line." The 1984 Operating Agreement includes 5 ten-year terms through March 8, 2034. SD&IV has the right to unilaterally exercise each option period.

In 2002, SD&AE and MTS consented to an assignment by SD&IV to CZRY of its rights to operate the Desert Line ("CZRY Operating Agreement"). The term of the CZRY Operating Agreement coincides with the 1984 Operating Agreement but is subject to SD&IV's reasonable discretion, and SD&AE/MTS consent, to extend the CZRY Operating Agreement for each new ten-year term. The current term for each agreement ends on March 8, 2014.

Through a series of loans, assignments, and other agreements between CZRY, its shareholders, and creditors, CZRY has assigned its rights under the CZRY Operating Agreement to PIR:

- a. January 5, 2011, Assignment, Assumption, and Settlement Agreement between CZRY, Pacific Imperial Holdings, LLC (PIH), Pacific Imperial Industries, LLC (PII), and Sheila Lemire. (Transfer of operating and trackage rights to PII).
- b. November 1, 2011, Assignment Agreement between PII and PIR. (Transfer of operating and trackage rights to PIR.)
- c. January 7, 2012, Amendment No. 4 to CZRY Operating Agreement (formally assigning CZRY Operating Agreement to PIR) SD&IV, SD&AE, and MTS consent required (see proposed action).¹

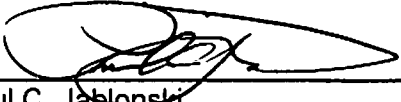
Pursuant to a November 10, 2011, "Interim Operating Agreement" between PIR and CZRY, CZRY continues to operate on the Desert Line under the supervision of PIR and subject to PIR's discretion. PIR now requests that SD&AE and MTS acknowledge and consent to the assignment of the CZRY Operating Agreement to PIR (Attachment A). PIR is authorized to do business in the State of California and has agreed to assume all responsibilities under the CZRY Operating Agreement.

The 2002 CZRY Operating Agreement was entered into based on CZRY's intent to "reopen the Desert Line by reconstructing the line to accommodate freight service." (CZRY Operating Agreement, page 2.) MTS agreed to SD&IV's assignment of the Desert Line operating rights to CZRY to allow "CZRY the ability to reinstate the line and provide common carrier service over the line." (CZRY Operating Agreement, page 2.) Since CZRY took over the Desert Line in 2002, very little freight activity has taken place. In 2007, a study was prepared concerning the state of repair for the Desert Line bridges. The study concluded that the condition of the infrastructure was significantly more deteriorated than previously known. Costs to bring the Desert Line into a state of good repair were informally estimated at more than \$100 million. The tunnels along the Desert Line have not been inspected or repair costs estimated. As a result of the bridge study, and a lack of funds to commence the full set of repairs needed, CZRY agreed to an embargo and no freight activity has occurred on the line since early 2009. Since that time, CZRY has also been engaged in various shareholder and creditor disputes impacting performance under the CZRY Operating Agreement and creating uncertainty as to who was in control at CZRY.

Following execution of the January 5, 2011, Assignment, Assumption and Settlement Agreement, PII and PIR have been actively engaged in obtaining financing and developing a proposal to repair the Desert Line. These are the first steps toward performing the original intent of the CZRY Operating Agreement. Additional progress on PIR obtaining funds to finance the repairs cannot proceed to the next step until MTS formally acknowledges the transfer of the operating rights to PIR.

¹ The document executed by CZRY and PIR is incorrectly labeled as "Amendment # 3". There is already an existing Amendment No. 3. Therefore, this document will be reflected in MTS's contract file as Amendment No. 4.

Staff recommends that the Board consent to the Amendment to the CZRY Operating Agreement acknowledging the assignment of the rights and obligations to PIR.



Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Karen Landers; 619.557.4513; Karen.Landers@sdmts.com

Attachment: A. 1/7/12 Amendment to CZRY Operating Agreement

AMENDMENT NO. 3

This Amendment No. 3 is entered into as of the 7th day of January, 2012 by and between San Diego and Imperial Valley Railroad Company, Inc. (SDIY), Carrizo Gorge Railway, Inc. (CZRY), Pacific Imperial Railroad, Inc. (PIR), Metropolitan Transit System (MTS), and San Diego and Arizona Eastern Railway Company (SD&AE);

WHEREAS, by virtue of Carrizo Gorge Railway, Inc. Operating Rights Agreement Over Desert Line, dated March 1, 2002, among SDIY, CZRY, SD&AE, and Metropolitan Transit Development Board (MTDB), as amended (2002 Operating Agreement), CZRY was authorized by MTDB, SD&AE, and SDIY to operate over a rail line between Milepost 59.6 at the border between the United States and Mexico near Division, CA and Milepost 130.0 at or near Plaster City, CA, which is commonly known as the Desert Line; and

WHEREAS, by decision of the Surface Transportation Board (STB) in its Finance Docket No. 34485, *Carrizo Gorge Railway, Inc. -- Operation Exemption -- San Diego and Arizona Eastern Railway Company*, served April 12, 2004, CZRY was authorized by the STB to operate the Desert Line; and

WHEREAS, by virtue of an Amendment No. 1 executed on August 1, 2002, among SDIY, CZRY, MTDB, and SD&AE, Section 8(c) of the 2002 Operating Agreement was amended in regard to insurance requirements; and

WHEREAS, by virtue of Amendment No. 2 entered into on August 23, 2003, among SDIY, CZRY, MTDB, and SD&AE, the 2002 Operating Agreement was further amended to extend the term of the Agreement and to modify terms relating to payment of fees; and

WHEREAS, MTDB has been succeeded by Metropolitan Transit System (MTS); and

WHEREAS, CZRY desires to assign its rights and obligations under the 2002 Operating

Agreement to Pacific Imperial Railroad, Inc. (PIR); and

WHEREAS, PIR is willing to assume all of CZRY's rights and obligations under the 2002 Operating Agreement; and

WHEREAS, by virtue of Section 10 of the 2002 Operating Agreement, CZRY's rights under that Agreement cannot be assigned without the written consent of SDIY, MTDB (now MTS) and SD&AE; and

WHEREAS, SDIY, MTS, and SD&AE are willing to consent to an assignment by CZRY of its rights and obligations under the 2002 Operating Agreement to PIR; and

WHEREAS, PIR has agreed that within a reasonable time after execution of this Amendment No. 3, PIR will file a Notice of Exemption at the STB for PIR's acquisition from CZRY of authority to operate the Desert Line by virtue of this Amendment No. 3;

NOW, THEREFORE, the undersigned parties agree as follows:

1. CZRY hereby assigns its rights and obligations under the 2002 Operating Agreement to PIR; and
2. PIR hereby assumes CZRY's rights and obligations under the 2002 Operating Agreement; and
3. SDIY, MTS, and SD&AE hereby consent to the assignment of CZRY's rights and obligations under the 2002 Operating Agreement to PIR, and to the assumption of such rights and obligations by PIR; and
4. PIR hereby agrees that within a reasonable time after execution of this Amendment No. 3, it will file a Notice of Exemption at the STB for its acquisition from CZRY of authority to operate the Desert Line by virtue of this Amendment No.3;

WHEREFORE, authorized representatives of the parties have signed this Amendment
No. 3 as of the date stated in the foregoing.

CARRIZO GORGE RAILWAY, INC.

by: _____

Its Authorized Representative

printed name: _____

PACIFIC IMPERIAL RAILROAD, INC.

by: _____

Its Authorized Representative

printed name: _____

CONSENTED TO BY:

SAN DIEGO & IMPERIAL VALLEY RAILROAD COMPANY, INC.

by: _____

Its Authorized Representative

printed name: _____

METROPOLITAN TRANSIT SERVICE

by: _____

Its Authorized Representative

printed name: _____

SAN DIEGO & ARIZONA EASTERN RAILWAY COMPANY

by: _____

Its Authorized Representative

printed name: _____



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Agenda Item No. 10

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

INSURANCE BROKERAGE AND CONSULTING SERVICES CONTRACT

RECOMMENDATION:

That the Board of Directors authorize the Chief Executive Officer (CEO) to award MTS Doc. No. G1397.0-12 (Attachment A) to Alliant Insurance Services, Inc. for insurance brokerage and consulting services effective July 1, 2012.

Budget Impact

Funds have been programmed for the first year of the new contract in the proposed FY 2013 operating budget; each successive year would include sufficient funding as well.

ESTIMATED ANNUAL BUDGET IMPACT					
AGENCY	MTS	SD&AE	SDTC	SDTI	TOTAL
YEAR 1	\$52,140	\$1,580	\$13,430	\$11,850	\$79,000
YEAR 2	\$52,140	\$1,580	\$13,430	\$11,850	\$79,000
YEAR 3	\$52,140	\$1,580	\$13,430	\$11,850	\$79,000
YEAR 4	\$52,140	\$1,580	\$13,430	\$11,850	\$79,000
YEAR 5	\$52,140	\$1,580	\$13,430	\$11,850	\$79,000
YEAR 6 - OPTION	\$54,120	\$1,640	\$13,940	\$12,300	\$82,000
YEAR 7 - OPTION	\$54,120	\$1,640	\$13,940	\$12,300	\$82,000
GRAND TOTAL (BASE PLUS OPTION YEARS)					\$559,000
SPLIT	66%	2%	17%	15%	

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Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc., San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations), and San Diego Vintage Trolley, Inc., a 501(c)(3) nonprofit corporation, in cooperation with Chula Vista Transit. MTS is the taxicab administrator for seven cities. MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lamon Grove, National City, Poway, San Diego, Santee, and the County of San Diego.

DISCUSSION:

A Request for Proposals (RFP) to provide Insurance Brokerage and Consulting Services was issued on November 18, 2011. A preproposal meeting was subsequently held along with a written question-and-answer period. The following firms submitted proposals by the January 24, 2012, due date:

1. Alliant insurance Services, Inc.
2. Arthur J. Gallagher Risk Management Services, Inc.
3. BB&T John Burnham Insurance Services
4. Keenan & Associates
5. Willis Risk & Insurance Services

A selection committee consisting of representatives from various MTS departments met several times and rated the proposals. The ratings were based on the following criteria:

- | | |
|--|-----|
| 1. Project Experience | 25% |
| 2. Staff Qualifications | 20% |
| 3. Proposed Methodology and Approach to Work | 20% |
| 4. Cost/Price | 35% |

After evaluating the proposals and conducting interviews of the top-ranked firms, the committee proposed that Alliant Insurance Services, Inc. be awarded the contract to provide the insurance brokerage and consulting services as outlined in the RFP Scope of Work. Services are recommended to commence on July 1, 2012. The contract would be awarded for five years with two 1-year renewal options to be exercised as appropriate.

While cost was only one criterion considered in the selection, it should be noted that the recommended firm, Alliant Insurance Services, Inc. has proposed an \$18,390 per-year (or 18.8%) cost reduction over the insurance brokerage and consulting fees currently being paid to the incumbent contractor. Moreover, Alliant's proposed contract fees shall remain fixed at \$79,000 throughout the five-year base contract.



Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Susan Lockwood, 619.557.4502, susan.lockwood@sdmts.com

Attachment: A. Draft MTS Doc. No. G1397.0-12

DRAFT

Att. A, AI 10, 5/17/12

STANDARD SERVICES AGREEMENT

G1397.0-12
CONTRACT NUMBER

FILE NUMBER(S)

THIS AGREEMENT is entered into this _____ day of _____ 2012, in the State of California by and between San Diego Metropolitan Transit System ("MTS"), a California public agency, and the following contractor, hereinafter referred to as "Contractor":

Name: Alliant Insurance Services Address: 100 Pine Street, 11th Floor

Form of Business: Corporation San Francisco, CA 94111

(Corporation, partnership, sole proprietor, etc.)

Telephone: 415-403-1400

Authorized person to sign contracts: Dennis Mulqueeney Senior Vice President
Name Title

The attached Standard Conditions are part of this Agreement. The Contractor agrees to furnish to MTS services and materials, as follows:

Provide Insurance Brokerage and Consultation Services as set forth in the Scope of Work, Alliant Insurance Services' proposal dated April 2, 2012, in accordance with the Standard Services Agreement, including the Standard Conditions Services, and Federal Requirements.

The base contract will be effective for the period of July 1, 2012, through June 30, 2017, with an option to extend two optional years at the sole discretion of MTS.

The base contract cost will not exceed \$395,000, without the express written consent of MTS.

SAN DIEGO METROPOLITAN TRANSIT SYSTEM	CONTRACTOR AUTHORIZATION
By: _____ Chief Executive Officer	Firm: _____
Approved as to form:	By: _____
By: _____ Office of General Counsel	Signature
	Title: _____

AMOUNT ENCUMBERED	BUDGET ITEM	FISCAL YEAR
\$395,000	633-56310	2013-2018

By: _____ Date
Chief Financial Officer

(___ total pages, each bearing contract number)

SA-SERVICES REVISED (REV 05-09)
DATE



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Agenda Item No. 11

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

PURCHASE OF BLANK COMPASS CARDS

RECOMMENDATION:

That the Board of Directors authorize the Chief Executive Officer (CEO) to execute a contract to purchase smart card fare media.

**THE COMPLETE AGENDA ITEM AND
ATTACHMENTS WILL BE
MAILED OUT SEPARATELY**



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Agenda

Item No. 11

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

PURCHASE OF BLANK COMPASS CARDS - CONTRACT AWARD

RECOMMENDATION:

That the Board of Directors authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. L1073.0-12 (in substantially the same format as Attachment A) with Giesecke & Devrient America, Inc. for the purchase of Transit Smart Cards.

Budget Impact

The total amount of \$406,217.50 would be funded under MTS FY 12 operating funds (includes federal and local funding).

DISCUSSION:

MTS Policy No. 52 governing procurement of goods and services requires a formal competitive bid process for procurements exceeding \$100,000.

A Transit Smart Card is used in fare-collection systems for the region's fixed-route bus and rail operations. The Smart Card, referred to as the Compass Card in the San Diego region, is designed to provide a better fare product for transit customers and to allow the area's transit operators to collect enhanced ridership and revenue data. The plastic cards are reusable and reloadable and will replace all paper fare media for MTS operations once fully implemented.

On April 23, 2012, MTS issued an Invitation for Bids (IFB) to interested parties for the purchase of Transit Smart Cards to support day-to-day fare product sales as well as the implementation of day pass sales on Compass Cards. A total of five bids were received

on May 14, 2012 (see Bid Summary – Attachment B). Giesecke & Devrient America, Inc. is the lowest responsive and responsible bidder at \$406,217.50. Based on the comparison between the in-house cost estimate and Giesecke & Devrient America, Inc. bid amount, MTS's cost savings would be approximately 19.4% overall . The bid by Giesecke & Devrient America, Inc. is considered to be reasonable based on adequate competition in the marketplace. Therefore, pursuant to MTS policy, staff recommends award of MTS Doc. No. L1073.0-12 to Giesecke & Devrient America, Inc. pending the expiration of the 15-day protest period from the date of the Notice of Intent to Award for the purchase of Transit Smart Cards (estimated expiration is May 31, 2012). The first batch of cards is expected to arrive in July.



Paul G. Jablonski
Chief Executive Officer

Key Staff Contact: Sharon Cooney, 619.557.4513, sharon.cooney@sdmts.com

MAY17-12.11.COMPASS CARDS.COONEY.doc

Attachments: A. Draft Standard Procurement Agreement
B. Bid Summary

ATTACHMENT A

DRAFTL1073.0-12
CONTRACT NUMBERSTANDARD PROCUREMENT AGREEMENT
FOR
TRANSIT SMART CARDSOPS 970.6
FILE/PO NUMBER(S)

THIS AGREEMENT is entered into this _____ day of _____, 2012, in the state of California by and between San Diego Metropolitan Transit System ("MTS"), a California public agency, and the following contractor, hereinafter referred to as "Contractor":

Name: Giesecke & Devrient America, Inc. Address: 45925 Horseshoe Drive

Form of Business: Corporation Dulles, VA 20166
(Corporation, Partnership, Sole Proprietor, etc.)

Telephone: 703-480-2000

Authorized person to sign contracts: Scott Marquardt President
Name Title

The attached Standard Conditions are part of this agreement. The Contractor agrees to furnish to MTS and materials, as follows:

Transit Smart Cards as specified in the Technical Specifications, Bid Summary, Standard Conditions Procurement, and Federal Requirements.

The total amount of this contract shall not exceed \$406,217.50 including all applicable sale taxes and freight charges.

SAN DIEGO METROPOLITAN TRANSIT SYSTEM	CONTRACTOR AUTHORIZATION
By: _____ Paul C. Jablonski, Chief Executive Officer	Firm: _____
Approved as to form:	By: _____ Signature
By: _____ Office of General Counsel	Title: _____

AMOUNT ENCUMBERED	BUDGET ITEM	FISCAL YEAR
<u>\$ 406,217.50</u>	<u>921-53950</u>	<u>FY 12</u>

By: _____
Chief Financial Officer

(_____ total pages, each bearing contract number)



Purchasing Department
1255 Imperial Ave., Suite 1000
San Diego, CA 92101
619.231.1466 FAX 619.696.7084

ATTACHMENT "B"
BID SUMMARY

TRANSIT SMART CARDS IFB
MTS DOC. NO. L1073.0-12

Transit Smart Cards		
COMPANY NAME	BID AMOUNT	Meets Buy America Requirements
** Giesecke & Devrient	\$ 406,217.50	Y
ASKintTag	\$ 429,000.00	N
eAccess, LLC	\$ 465,749.38	Y
Gemalto	\$ 502,762.50	Y
Telaeris	\$ 635,311.25	N

**** Giesecke & Devrient America Inc. is the Lowest Responsive, Responsible Bidder**



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Agenda Item No. 12

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

INTERNAL AUDIT REPORT ON SDTI REVENUE MANAGEMENT

That the Board of Directors receive an internal audit report on San Diego Trolley, Inc. (SDTI) revenue management.

Budget Impact

None.

DISCUSSION:

The MTS Internal Auditor performed a review of SDTI Revenue Management's procedures and internal controls. As a result of this review, seven findings and recommendations were made for Management's consideration. Management has reviewed the recommendations and is taking action to address the issues identified.

Based on the sensitive nature of some of the findings, certain information has been redacted from the audit report for public disclosure.

A handwritten signature in black ink, appearing to read 'Paul C. Jablonski', is written over a horizontal line.

Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Daniel Madzelan, 619.595.4920; daniel.madzelan@sdmts.com

Attachment: A. Audit Report – SDTI Revenue Management (Unredacted Version for Board Only)



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Memorandum

DATE: 5/21/2012

TO: Scott Donnell
Israel Maldonado

Contents of the audit report have been
redacted for public disclosure.

FROM: Daniel Madzellan

SUBJECT: Audit Report – SDTI Revenue Management

EXECUTIVE SUMMARY:

Audit Objectives and Scope:

Audit objectives were to identify the key risks associated with SDTI Revenue Management operations, evaluate the effectiveness of current controls in mitigating those risks, and assess opportunities for improving existing controls. The audit also followed up on findings from a report issued September 2010.

Based on assessed risks, as well as consultation with management, the audit focused on seven areas: 1) Revenue Collection; 2) Revenue Processing; 3) Revenue Reconciliations/Reporting; 4) Special Events and related operating fund; 5) Cash Funds Management (Dollar, Quarter, Loose Currency, and Start-up Funds); 6) Inventory Management (Compass Cards and Spare Parts); and 7) Preventative Maintenance.

Testing concentrated on operations occurring in July, August, and September of 2011. The audit also examined control activities that are to occur on a quarterly basis.

Audit Results:

Overall, management has done a good job of identifying risks to achieving their objectives, as well as implementing controls to mitigate and manage those risks. For most operating areas the internal controls were well designed and producing the intended outcomes. Audit did identify one area, spare parts inventory, with notable deficiencies. The audit also identified opportunities for improving existing controls.

Prior to the audit commencing, management began a process of reviewing and updating all their Standard Operating Procedures (SOPs). Management was extremely proactive in resolving all audit findings, as well as updating their SOP to specifically address audit findings. As such, many of the findings discussed below are already remediated or are in process of being remediated.

High Priority Findings:

- No findings considered high priority.

Medium Priority Findings:

- Inventory Management – Spare Parts: There was no formal SOP addressing spare part inventories, which likely contributed to the deficiencies identified within existing operations. Among the deficiencies observed 1) not having an inventory control balance for which to reconcile physical count totals, 2) non-compliance with department directives for performing physical inventory counts, 3) documentation used to track inventory and physical counts was not adequately designed to provide management meaningful information, and 4) general lack of oversight of the process. Corrective actions to address these issues have already commenced.

Low Priority Findings:

- Revenue Reconciliations/Reporting – Formula Omission: There was an omission in a formula that totals cash balances at ticket vending machines (TVMs), a monthly report prepared by Revenue Management. This omission resulted in cash balances being understated by [REDACTED] at months end. Revenue Management immediately corrected the formula and communicated the finding to Accounting to recognize the cash previously excluded from the report totals.
- Cash Funds – Monitoring Loose Currency Returns: [REDACTED]
[REDACTED]
[REDACTED] Audit concluded additional monitoring/reporting should be implemented to analyze these events.
- Preventative Maintenance – [REDACTED]
[REDACTED]
[REDACTED]
- Special Events – Potential Segregation of Duty Concern: There was one instance where an Event Coordinator performed the duties of a Ticket Sales Agent (TSA) and their work was not independently verified while in the field of operations. This does pose a potential loss situation; however, there was no evidence of any wrong doing in this instance.
- Revenue Collections – Monthly Inventory Key Reconciliations: [REDACTED]
[REDACTED]
- Revenue Processing – Security Camera Reviews: [REDACTED]
[REDACTED]
[REDACTED]

Subsequent events occurred after Audit completed their fieldwork and drafted a preliminary report. The events occurred within special event operations and resulted in loss situations for MTS. Audit fully participated in the review and remediation efforts regarding these events.

The following pages of this report contain details regarding audit findings documented above, the subsequent loss events, additional audit observations, as well as definitions of Audit Priority Findings.

Contents of the audit report have been redacted for public disclosure.

Background:

Under the direction of the Revenue Manager, the San Diego Trolley's Revenue department is responsible for the maintenance and collection of 132 ticket vending machines (TVMs) from its 54 stations, and the processing and deposit of all cash receipts from said TVM's and special event sales.

The Revenue Department employs one Supervisor, and eight full time Collector/Processors in support of the collection and processing of SDTI's cash receipts, which are conducted seven days a week, 365 days a year.

[REDACTED]

The Revenue Department also conducts manual ticket sale campaigns for over 100 special events per year, employing one Supervisor and [REDACTED] in support of that function. The Revenue Department also employs two Supervisors and 13 full-time employees in support of its TVM maintenance program. TVM Maintainers trouble shoot and perform preventative maintenance on the Trolley's ticket vending equipment and Platform Card Interface Devices (PCIDs).

Report Distribution:

Paul Jablonski, Cliff Telfer, Karen Landers – MTS
Wayne Terry – SDTI

AUDIT FINDINGS AND MANAGEMENT ACTION PLANS:

Finding/Observation:

Inventory Management – Spare Parts:

There was no formal SOP addressing spare part inventories, which likely contributed to the deficiencies identified within existing operations. The primary deficiencies observed were:

1. Not having an inventory control balance for spare parts that are inventoried. Thus, performance of physical counts does not confirm that all spare parts needing to be accounted for are properly identified.
2. Non-compliance with department directives for performing physical inventory counts. Physical inventory counts are to be performed quarterly; there was only tangible evidence to support one physical inventory occurring in 2011.
3. Documentation used to track inventory and physical counts was not adequately designed to provide management meaningful information regarding spare parts inventories.
4. General lack of monitoring/oversight into the spare parts inventory process.

Management immediately began the process of remediation. To date, they have drafted an SOP, re-designed the forms used to track inventory, changed the frequency of physical inventory counts to monthly, and enhanced their oversight monitoring controls.

Finding Priority Rating:

Medium Priority Finding

Audit Recommendation:

Audit has reviewed the proposed SOP and revisions to forms used to track and monitor inventories. Audit concluded the proposed SOP and revisions to forms utilized should sufficiently address the deficiencies identified during the audit.

Accordingly, Audit's recommendation would be to finalize the SOP and implement revised policy and procedures as soon as feasible.

Management Response/Action Plan:

Per Audit's recommendation in 2010, Revenue Management identified the major fare equipment spare part components to be inventoried, creating forms to be used for the inventory process. Revenue Management delivered these forms to revenue maintenance supervision and verbally communicated the frequency in which to conduct the inventory process. Revenue Management agrees with the stated observations that a formal SOP should have been drafted detailing the inventory process and that better oversight over this process should have been observed.

Revenue Management has addressed all findings on this issue through the issuance of SOP 102.81 entitled "REVENUE FARE EQUIPMENT INVENTORY." Issuance occurred on 10/20/11. As stated above, Audit has reviewed SOP 102.81 and concluded it sufficiently addresses all deficiencies identified in the audit.

Management Estimated Action Plan Completion Date:

Completed as of 10/20/11

Contents of the audit report have been redacted for public disclosure.

Finding/Observation:

Revenue Reconciliations/Reporting – Formula Omission:

Revenue Management prepares a report listing all currency and coin located at trolley stations at month end. Audit re-calculated ending balance based on the report. The re-calculated balance did not agree with the total balance actually reflected on the report. It was determined management's report did not capture a coin hopper column and its related cash totals.

[REDACTED] When these hoppers were added the totals formula on the report was not updated to capture this data. Thus, the ending balance documented on the report understated [REDACTED]

Revenue Management immediately corrected the formula and communicated the finding to Accounting to recognize the cash previously excluded from the report total.

Finding Priority Rating:

Low Priority Finding – Audit classified as low priority as the finding is remediated and had no material impact on month end cash balances reported on the Statements of Net Assets.

Audit Recommendation:

Audit recommends that all reports/reconciliations prepared by Revenue Management electronically be forwarded to Accounting in electronic format, so that formulas can be reviewed for accuracy by Accounting as part of their month end closing procedures.

Management Response/Action Plan:

As Audit states above, the formula has been corrected. All erroneous reports have been corrected and re-submitted to MTS Finance. MTS Finance confirmed Audit's finding that there was no material impact on month end cash balances reported on the Statements of Net Assets. All the Revenue section's October reporting was sent electronically to MTS Finance per Audit's recommendation, and this form of reporting transmittal will be the standard practice henceforth.

Management Estimated Action Plan Completion Date:

Complete as of 11/1/11

Finding/Observation:

Cash Funds – Monitoring Loose Currency Returns:

[REDACTED]

[REDACTED] the initial cash handling is not performed under the direct control of management. As such, there is some potential loss exposure around these events. Audit concluded additional monitoring/reporting should be implemented to analyze these events.

Finding Priority Rating:

Low Priority Finding

Audit Recommendation:

Audit recommends that the information captured manually in the Loose Change Log be input into Excel or Access. Audit provided an example of analysis that could be generated if data was input into Excel. Implementing such a process would provide additional information to management and could reduce the likelihood of loss events from occurring.

Management Response/Action Plan:

Revenue Management agrees with Audit's recommendation, and had actually begun the process of inputting the data from the recovered money monthly logs into an Access database previous to the audit. Recovered money data had been input as far back as September of 2008. Subsequent to Audit's recommendation, queries have been created to analyze patterns of recovered money by Revenue Maintainer, TVM, and line.

Management Estimated Action Plan Completion Date:

Completed as of 11/1/2011

Finding/Observation:

Preventative Maintenance – [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Finding Priority Rating:

Low Priority Finding

Audit Recommendation:

[REDACTED]

[REDACTED]

Management Response/Action Plan:

[REDACTED]

[REDACTED]

Management Estimated Action Plan Completion Date:

[REDACTED]

Finding/Observation:**Special Events – Potential Segregation of Duty Concern:**

Audit reviewed four special events occurring in September. There was one instance where a Ticket Sales Agent (TSA) did not report to work as scheduled. As such, the Event Coordinator at that station performed the duties of the TSA. At the conclusion of the event, the event sales kit was not independently verified by another employee while in the field; thus there was a potential loss event due to lack of segregation of duties in this circumstance. The employee reported being under by \$3, thus there was no evidence suggesting any wrong doing in this instance.

In two previous audits, the amount of the fund balance maintained by Revenue Management was determined to be "excessive;" the last audit noted the balance held in the fund was [REDACTED]. Audit followed up on the finding by reviewing the fund balance at the end of July, August, and September. In all three months the ending balance was [REDACTED]. Based on discussions with management and review of the transactional log tracking the fund balance, Audit concluded the fund balance held was at reasonable levels for the periods reviewed. However, given there is no stated policy regarding how much should be maintained in the fund balance, there is still the potential for subjective assessments as to what is considered "excessive" balances held in the fund at any point in time.

Finding Priority Rating:

Low Priority Finding

Audit Recommendation:

Audit recommends updating the Special Event SOP to include operating procedures in the event that a TSA does not report as scheduled to ensure proper segregation of duties and mitigate potential loss situations from arising.

Audit recommends updating the SOP to specify a reasonable range of balances, based on time of year and special events calendar, held in the special event fund to eliminate subjective assessments regarding month end balances held by Management.

Management Response/Action Plan:

It will now be standard practice for all Special Events Supervisors, or Ticket Sales Agents (TSAs), to enlist the help of another TSA, or MTS employee, to witness the close-out ticket kit reconciliation procedures whenever employees are required to close-out their sales kits without a Special Events Supervisor present. S.O.P. #101.06 entitled "Special Events Ticket Sales" which now states, "It is understood that circumstances may arise that necessitate the Special Event Supervisor, or his Designee, to sell tickets during a special event. In this event, the Supervisor/Designee should enlist the help of another TSA, or Trolley Employee, in witnessing the close-out reconciliation procedures, and follow all directives as described in this SOP".

S.O.P. #101.04 entitled "Special Events Fund Reconciliation" which has been revised, and now states: "The Special Events Cash Fund shall not exceed [REDACTED] during the Charger's NFL football season and the Padre's MLB baseball season. During the time period that the Chargers and Padres are not playing, the Special Events Cash Fund shall not exceed [REDACTED]. If at any time it is determined that the caps on the Special Event's Cash Fund need to exceed the amounts set forth in this SOP, authorization for the increase in funds will be required by MTS' Chief Financial Officer.

Management Estimated Action Plan Completion Date:

Complete as of 10/25/11.

Contents of the audit report have been redacted for public disclosure.

Finding/Observation:

Revenue Collections – Monthly Inventory Key Reconciliations:

[REDACTED]

Revenue Management performs monthly key inventory reconciliations; evidence reviewed indicated compliance with this policy. However, there were different procedural requirements when performing monthly key inventories. Key inventories for Revenue Collectors required a witness be present, key inventories for Revenue Maintainers did not require a witness.

Audit concluded the risk associated with the key inventories as equal. Thus, the reconciliation procedures should be consistent for both inventories.

Finding Priority Rating:

Low Priority Finding

Audit Recommendation:

With respect to existing policy and procedures, Audit recommends the SOP be updated to indicate a witness attests to both month end inventory key reconciliations. Similarly, the reconciliation form for maintenance key inventories should be updated to include a space for the witness's signature and date of attestation.

[REDACTED]

Management Response/Action Plan:

S.O.P. #101.02 entitled "Revenue Section Key Controls" has been updated per Audit's recommendation with the following passage: "An inventory of all TVM keys shall be conducted by the Revenue Maintenance and Collection Supervisors [REDACTED], using the "key set inventory" forms (see attached). The completion of this form will confirm that all TVM keys are accounted for. If keys are missing, the Revenue Manager shall be contacted immediately. Any extra, duplicate, or unauthorized keys discovered should be confiscated. The inventory key count shall be witnessed by at least one other employee, who will confirm the count's accuracy by signing and dating the "Key Set Inventory" form along with the Supervisor's signature/date".

Revenue Management was given a demonstration [REDACTED] by Susie Gutschmidt at Transit. Revenue Management agrees with Audit's assessment that the Keykeeper system could provide a marginally enhanced benefit to Revenue's key controls. [REDACTED]

[REDACTED] This room may only be entered by authorized employees, during those employees authorized work windows, using their unique employee IDs. This room is also monitored by electronic surveillance equipment 24 hours a day, seven days a week.

Management Estimated Action Plan Completion Date:

Complete as of 10/25/11

Contents of the audit report have been redacted for public disclosure.

Finding/Observation:

Revenue Processing – Security Camera Reviews:

[REDACTED]

[REDACTED]

[REDACTED]

Finding Priority Rating:

Low Priority Finding

Audit Recommendation:

Audit recommends the Revenue Manager review the new tracking spreadsheet on a monthly basis to ensure continued compliance with operational procedures.

Management Response/Action Plan:

S.O.P. #101.052 entitled "Processing room Video Surveillance Tape Review" has been updated per Audit's recommendation, to include the following passages: [REDACTED]

[REDACTED] Any discovered deviations from proper rules and procedures should be addressed immediately with the appropriate individuals. Continued deviations, or egregious internal control deviations, should be addressed with the Revenue Manager so appropriate disciplinary action can be administered. And, "A copy of the electronic log should be forwarded to the Revenue Manager on a monthly basis for his review. The Revenue Manager shall print, review, sign-off, and file the hard copy of the log".

Management Estimated Action Plan Completion Date:

Completed as of 10/25/11

SUBSEQUENT LOSS EVENTS – SPECIAL EVENT OPERATIONS:

Events Summary:

There were two loss events within special event operations. [REDACTED]

[REDACTED]

[REDACTED]

Corrective Actions:

SDTI Revenue Management conducted an internal investigation. MTS Security, along with Internal Audit, conducted a separate investigation into the events. Memorandums regarding the investigations were prepared and distributed to appropriate members of MTS Management. The primary corrective actions taken by SDTI Revenue Management to prevent these types of events from occurring in the future were as follows:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Audit Assessment of Corrective Actions:

Audit believes MTS as a whole has taken the appropriate actions with respect to the events. Audit, in a consultative role, has worked closely with SDTI Revenue Management regarding revisions to their SOPs in response to these events. The consultation has focused on ensuring that the new goals and objectives for operations above are achieved in the most effective and efficient manner. Audit has formally documented their reviews of the procedural changes and distributed their findings via memorandum to appropriate management personnel.

OTHER AUDIT OBSERVATIONS:

Contents of the audit report have been redacted for public disclosure.

Inventory Management – Compass Card Inventory:

Previous audit report recommended management develop an SOP for Compass Card inventories. Audit requested and received a copy of the SOP. Prior to fieldwork commencing, management communicated they felt the controls initially implemented created inefficiencies, as the procedures were extremely labor intensive. As such, management re-designed the procedures and is in the process of updating the SOP to reflect those changes. Management performed a compass card inventory using the revised procedures in October 2011. Audit reviewed the new procedures, as well as the old procedures.

- In Audit's professional opinion, management's revisions, which encompass using estimates, as opposed to actual physical reconciling using individual serialized numbers, produced the same intended outcomes in a more efficient manner, while still addressing the key risk associated with inventory control objectives (accounting for total Compass Card quantities under management's control). As such, Audit concluded utilizing these new procedures was reasonable going forward.

Audit also recognizes that Compass Card inventory control procedures may need additional revisions when day passes are sold in all TVM locations, not just at border stations. Audit is willing to review and attest to the operational effectiveness of any subsequent changes around these controls when day passes are sold in all TVMs.

Management Response:

S.O.P. #102.61 entitled "Smart Card Inventory Control" details the procedures for procurement, chain of custody, and the newly improved inventory control methodology for all compass cards used in MTS' Ticket Vending Equipment (TVMs).

SOP Updates Based on Minor Audit Findings:

As stated in the Executive Summary, management initiated a detailed review of their existing SOPs prior to the audit commencing. Audit, through testing procedures or through independent reviews of existing SOPs, identified opportunities to strengthen or clarify language around internal controls within current versions of management's SOPs. Audit considered these recommendations to be minor and therefore did not detail within this report. Management agreed with the opportunities to improve the control language and incorporated those recommendations into their SOPs.

- Audit reviewed proposed changes to SOPs in response to communicated recommendations. Audit concluded the updated SOPs sufficiently addressed all findings communicated to management.

Management Response:

As stated, previous to the audit commencing, Revenue Management had initiated a detailed review of all departmental SOPs. This review process eliminated or revised old antiquated SOPs, and created new SOPs for those job functions that had not already been formally addressed. The review process is 90% complete.

Vintage Trolley:

Controls around the recovery of the fares within the fare box on the vintage trolley are consistent with operations for all other collections. Thus, audit concluded these controls well designed and evidence reviewed indicated they were working as intended. [REDACTED]

If the vintage trolley expands operations, Audit believes there will be a need to strengthen the controls around the actual passenger fare collection process.

Contents of the audit report have been redacted for public disclosure.

Management Response:

Revenue Management agrees with Audit's assessment that internal controls covering the collection and processing of Vintage Trolley fare box revenue is currently working as intended, but will need to be reviewed if the VT significantly expands its operations.

Systems/IT Reporting:

There were some issues with system generated reports. For example, there was activity reflected on Hummingbird R040 Bill Box Removal Reports, which did not actually occur on the date specified on the report. This can raise some concerns regarding integrity of systems and reporting; however, in totality, evidence reviewed does indicate IT systems are working as designed and producing intended outcomes.

AUDIT FINDINGS RATINGS DEFINITIONS:

Contents of the audit report have been redacted for public disclosure.

High Priority Finding	Immediate management attention is required. This is a serious internal control that if not mitigated could lead to: • Significant financial losses; • Serious violation of corporate strategies, policies, or values, • Reputational damage • Significant adverse regulatory impact (loss of operating licenses, material fines).
Medium Priority Finding	Timely management attention is required. This is an internal control that if not mitigated could lead to: • Financial losses, • Loss of control, non-compliance with departmental policies or procedures, • Adverse regulatory impact.
Low Priority Finding	Routine management attention is warranted. This is an internal control or risk issue which may lead to improvement in the quality or efficiencies of the organization or process.



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

Agenda Item No. 13

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

INTERNAL AUDIT REPORT ON INFORMATION TECHNOLOGY–NETWORK
ACCESS/SECURITY

RECOMMENDATION:

That the Board of Directors receive an internal audit report on Information Technology
(IT)–Network Access/Security for information.

Budget Impact

None.

DISCUSSION:

During January/February 2012, the MTS Internal Auditor performed a review of internal controls governing IT – Network Access/Security. As a result of this review, seven findings and recommendations were made for Management's consideration. Management has reviewed the recommendations and is taking action to address the issues identified.

Based on the sensitive nature of some of the findings, certain information has been redacted from the audit report for public disclosure.

A handwritten signature in black ink, appearing to read 'Paul C. Jablonski', is written over a horizontal line.

Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Daniel Madzellan, 619.595.4920, daniel.madzellan@sdmts.com

Attachment: A. Audit Report IT-Network Access/Security (Unredacted Version for Board Only)





1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

Memorandum

DATE: 2/27/2012

TO: Stevan White, Jon Saul, and Gary Pietila – Information Technology (IT)
Brendan Shannon – Human Resources

FROM: Daniel Madzelan

SUBJECT: Audit Report – Information Technology Network Access/Security

Contents of the audit report
have been redacted for
public disclosure.

EXECUTIVE SUMMARY:

Audit Objectives and Scope:

The purpose of the audit was to 1) understand the goals and objectives regarding network access/security controls; 2) evaluate current general control procedures, as well as policies, to substantiate achievement of goals and objectives; and 3) assess opportunities of improving general internal control procedures.

The scope of the audit focused on three general areas:

1. Access Rights Administration (new user, access change requests, and terminations). The audit reviewed the following classes of individuals:
 - a. MTS, SDTC, SDTI Employees
 - b. Outside parties, such as external business partners or contractors.
 - c. Remote Users
2. Network/Applications Password Policies and Administration; and
3. Management Monitoring/Reviews of Existing Control Procedures.

The audit focused primarily on activities from September 1, 2011 through December 31, 2011. There was analysis of activities performed in January 2012, as well as previous calendar years, specifically related to remote users.

NOTE: Audit testing procedures did not assess administrator rights amongst members of the IT Department. Audit procedures only validated that a member of the IT Department performed the granting, changing, or termination procedures related to network/application rights requests. IT management did discuss with Audit the changes implemented beginning in calendar year 2011 to strengthen administrative rights controls amongst members of the Department.

The audit did not review access requests for potential segregation of duties issues that may exist based on the actual rights granted to various employees or third parties.

Audit Results:

Overall, the general controls regarding network access and security are in place and mostly operating as designed and intended. Audit did identify potential opportunities for improving the overall control environment and current operational procedures.

Beginning in late 2011 the IT Department had a new Chief Technology Officer. Additionally, management personnel of the specific areas under review were also relatively new to the organization. As such, some observations are attributable to operational procedures implemented by previous management. Further, the Department is current looking to hire four (4) full time positions. Thus, implementing any recommendations related to this review, or other changes management has independently identified through their own analysis will likely require a longer period of time than normal.

Based on management inquiries, Audit concluded the operations and related controls are moving in the right direction. Summary of audit findings are as follows:

High Priority Findings:

- No findings considered high priority.

Medium Priority Findings:

- General Policies and Procedures – Manual Provided to Audit Not Reflective of Current Operations: Policies and procedural manual provided to Internal Audit from the former Chief Technology Officer indicated annual reviews and updates of the manual were occurring. However, discussions with current management personnel revealed the document was not completely up to date and reflective of current operations.
- Granting Access Rights – Remote Users: Granting remote access rights should only occur when an individual has a valid business need. There is circumstantial evidence to question the validity of certain individuals who currently have remote access rights. The evidence also suggests the need to strengthen the policies and procedures for granting such access rights going forward.
- Password Policies for Network and Applications – Configurations for Network Access Below Recommended Guidelines: Current password configurations for Windows Active Directory (Network) are below recommended external benchmarking guidelines. Additionally, certain applications with stated password controls currently do not have active password controls.

Low Priority Findings:

- Terminations of Network/Application Access – Lack of Uniformity in Reporting Requests: There were several different summary headings in Track-It for communicating account terminations. Track-It is the application utilized by the IT Department to track such requests. This can create obstacles when reviewing user account directories to ensure access rights have been terminated in accordance with the request provisions.
- Granting New Access Requests – Request for Access Based on Existing or Previous Employee Profiles: There were three (3) cases out of twenty-three (23) cases reviewed where requests for creating new accounts were based on duplicating the access rights of employee profiles, instead of affirmative reviews of the programs and files that the new user will need access to. This practice could result in granting excessive rights or potential segregation of duties issues.
- Granting New Access Requests – Request Granted Outside of Normal Processing Procedures: There were three (3) cases out the twenty-three (23) cases reviewed where the request was not submitted utilizing the standard request form. In two of these cases, there was no hard evidence indicating approval

of the request by HR management, as required by current operating procedures. Audit concluded there were no significant risks associated with these events.

- **Granting Access Requests – Missing Hard Evidence of Employee's Manager/Director Approval:**
Employees below the manager/director level need their direct manager to complete the standard change access request form on their behalf in order to change their existing access rights. There were three (3) access requests; total population reviewed thirty-one (31), submitted by an employee below the manager/director level approved by HR where there was no hard evidence in the case file documenting the employee's direct manager approval. Audit concluded there were no significant risks associated with these events.

Subsequent pages of this report contain details regarding audit findings documented above, as well as definitions of Audit Priority Findings.

Background:

Information Technology Department plays a critical role in the daily operations of the Metropolitan Transit System (MTS), San Diego Transit Corporation (SDTC) – MTS BUS, and San Diego Trolley, Incorporated (SDTI). The computing systems in use by the three agencies represent a major investment of capital and are considered vital assets that enhance the organizations ability to provide safe and efficient service to transit patrons. The implementation and support of information systems requires the commitment of staff, funding and support at the executive level.

The Information Technology Department is centralized under MTS and structured under the MTS Finance Department, and provides technical guidance to agency wide technology integration projects, software application, report development services, and delivers technical support to the systems and applications used by the MTS staff to perform day to day computing activities .

The Department, when fully staffed, would be comprised of 16 full time equivalent (FTE) positions within three 3 functional groups (shown below). As previously mentioned the Department was under new leadership as of late 2011, as well as looking to fill four (4) full time positions.

1. Network Operations
2. Software Development;
3. Business/Project Development

Report Distribution:

Paul Jablonski, Cliff Telfer, Karen Landers, and Jeff Stumbo - MTS

AUDIT FINDINGS AND MANAGEMENT ACTION PLANS:

Finding/Observation:

General Policies and Procedures – Manual Provided to Audit Not Reflective of Current Operations:

The policies and procedures manual provided to Internal Audit from previous Chief Technology Officer indicated that annual reviews and updates were taking place. However, inquiries of current management indicated that information contained within the manual was not reflective of current operations. Management inquiries also indicated newer members of the IT Department were unaware of the policies and procedures manual. As such, evidence to support compliance and adherence to procedures, as stated in the manual, was not specifically available.

Additionally, while reviewing the section of the manual addressing user access reviews, Audit noted the procedures in place were considered the minimum requirements for internal control. Reviews and monitoring activities should not be designed merely to facilitate minimum requirements for internal controls, but rather should focus on ensuring controls allow the business to meet their strategic goals and objectives in the most effective and efficient manner.

Finding Priority Rating:

Medium Priority Finding

Audit Recommendation:

Audit would recommend IT Management formally update their policies and procedures manual. Once formal revisions of policies and procedures are completed the revisions will need to be communicated to individuals who will be responsible for carrying out the control activities. Communicating new procedures will be essential to ensuring responsible parties are aware of the procedural changes, as well as fostering an understanding of the reasons why the controls are place.

Management Response/Action Plan:

IT Management agrees with audit finding and recommendation and has already begun the process to update all documentation regarding IT policies, procedures, and standards. This task will be assigned to the new Assistant Technology Officer.

Management Estimated Action Plan Completion Date:

IT Management has targeted June 30, 2012 for completion of draft updates for all IT documentation.

Finding/Observation:**Granting Access Rights – Remote Users:**

Audit requested from IT a listing of all employees currently with remote access rights. Audit also requested from HR a report of all active employees. Audit merged the two reports and generated the following information:

Included in IT Active Directory with remote access rights AND included in HR Active Employee File:

Exempt Employees	Exempt with Overtime	Non-Exempt Employees	Totals
79	33	54	166

Included in HR Active Employee File, but not included in IT Active Directory for remote access rights:

Exempt Employees	Exempt with Overtime	Non-Exempt Employees	Totals
17	15	71	103

Included in IT Active Directory with remote access rights, but not include in HR Active Employee File:

Contractor/External Business Partners	Employees Audit is Certain are no longer MTS Employees	Individuals Audit is not certain of their Status	Totals of individuals with Remote Access not reported within HR Active File
46	4	17	67

Remote access rights should only be granted when there is a valid business need. Current reporting capabilities do not easily permit IT to generate a report showing the last time individuals logged in remotely. However, the available evidence, albeit circumstantial, does raise questions regarding the validity of the business needs for certain individuals to have remote access rights. (NOTE: IT is actively working on resolving the reporting limitations).

Additionally, there low level of residual risk in granting access remote rights to non-exempt employees. Providing non-exempt employees with remote access creates a presumption and perhaps an expectation that the employee will perform work outside of normal business hours. There is no easy method to monitor this work. If the employee does not record the hours on his/her timesheet, it could create wage & hour liability at a later time.

NOTE: Residual risk, as defined by Institute of Internal Audit, is the risk remaining after management takes actions to reduce the impact and likelihood of an adverse event, including control activities in responding to risk.

Finding Priority Rating:

Medium Priority Finding

Audit Recommendation:

Audit would recommend HR and IT work to strengthen the control procedures around granting remote user access rights going forward. Procedures should include some analysis of whether a valid business purpose exists before granting such rights to an individual.

Once reporting is available showing actual remote access utilization by individual employees Audit would recommend HR and IT review the existing remote access rights granted to employees to verify continued rights are warranted.

Management Response/Action Plan:

Management agrees with audit finding and recommendation. IT Management will collaborate with HR Management to define criteria that would allow each manager to specify the business needs that will be served by granting an employee remote access to the network and/or IT systems. The criteria will be added to the "request form" currently used by managers to request access changes for their employees.

HR Management has analyzed the potential risk of granting non-FLSA exempt employees remote access and believes the Agency's timecard and preauthorization of overtime policies/procedures mitigate this risk. However, HR management agrees that remote access should only be granted when a business need exists regardless of FLSA exemption status.

Management Estimated Action Plan Completion Date:

Management will develop and implement remote access criteria by April 30, 2012.

Finding/Observation:

Password Policies for Network and Applications – Configurations for Network Access Below Recommended Guidelines:

The policies and procedures manual provided to Internal Audit from the previous Chief Technology Officer indicated there were five applications, along with the Windows Network, that had password policies. Audit requested IT provide evidence to support the current configurations for these applications and the network.

From IT reporting, only the Windows Network had password controls. Two of the applications listed in the procedures manual were no longer in use by the organization. The other three did not have any visible password controls. Based on various external benchmarks, the current Windows Network password policies are below recommended guidelines.

Finding Priority Rating:

Medium Priority Finding

Audit Recommendation:

Audit would recommend strengthening password policies and configurations for Windows Network to at least best practice guidelines from external benchmarks. Preferably, management should implement stronger policies than minimum external benchmarks, provided those policies are consistent with business goals and objectives.

Audit would also recommend IT management perform a risk assessment of other applications utilized by the organization and determine if setting password controls for other key applications used by the organization is merited.

Management Response/Action Plan:

IT Management partially agrees with audit finding and recommendation(s).

[REDACTED]

[REDACTED]

Management Estimated Action Plan Completion Date:

IT Management has targeted June 30, 2012 to implement recommended changes to Windows network group policy password controls.

Finding/Observation:**Terminations of Network/Application Access – Lack of Uniformity in Reporting Request:**

Audit requested from IT a listing of employees whose access rights were terminated during the periods under review. Developing such a report was rather labor intensive due in large part that there were different Summary Headings in Track-It to perform such a request. Among the summary headings used in Track-It to record a termination request were:

- Network User Provisioning/Access Change Request (utilization of the standard request form)
- Termination Request
- Account Decommission
- (Employee's Name) - Ceases To Render Service
- Network User Deactivation

Inconsistent requests and reporting can create challenges when reviewing Track-It, or other active directory reviews, to verify all necessary account/network access terminations have been logged and performed in accordance with termination requests provisions.

Finding Priority Rating:

Low Priority Finding

Audit Recommendation:

Audit would recommend HR and IT management review the current practices for communicating termination requests and assess if there are better options available to facilitate more consistency in reporting and processing these events.

Management Response/Action Plan:

IT Management would note that inconsistencies observed were the result of comparing accounting before and after recent process improvements. The new process is based on collaboration between HR and IT to review process and implement process improvements. While HR and IT management will review the existing process, we feel that the new process is a vast improvement and we are unlikely to find opportunity for substantial improvements.

Management Estimated Action Plan Completion Date:

IT and HR Management will target a review of the existing process by June 30, 2012.

Finding/Observation:**Granting New Access Requests – Request for Access Based on Existing or Previous Employee Profiles:**

There were three (3) cases out of twenty-three (23) cases reviewed where requests for creating new accounts were based on duplicating the access rights of employee profiles, instead of affirmative reviews of the programs and files that the new user will need access to. This practice could result in granting excessive rights or potential segregation of duties issues.

Finding Priority Rating:

Low Priority Finding

Audit Recommendation:

Audit would recommend either 1) not approving such requests, returning to the requesting manager with instructions to specify which applications and or network access rights the employee will need, or 2) providing commentary in the approval process that such a request was evaluated by HR and the requesting manager, and all rights granted were consistent with the employee's job functions and business needs.

Management Response/Action Plan:

Management agrees with audit finding and recommendation. HR Management has begun requesting that either the requesting Manager or Manager with overall responsibility for a particular system review the specific access levels in the profile to be copied and confirm they are appropriate and supported by business needs. IT staff will provide the appropriate access-level information to the requesting Manager or Manager with overall responsibility for a particular system at HR Management's request to facilitate this control.

Management Estimated Action Plan Completion Date:

Complete.

Finding/Observation:**Granting New Access Requests – Request Granted Outside of Normal Processing Procedures:**

There were three (3) cases out of twenty-three (23) reviewed where a request was not submitted utilizing the standard request form. The standard form ensures routing to HR for review and approval of the access rights requested. One case was forwarded to and approved by HR, which is consistent with general granting access procedures.

The other two cases, both Contract Service requests to grant access to Veolia Supervisors to the SDTC Detours Alert System, did not contain hard evidence in Track-It that HR approved the request. There was commentary by Help Desk personnel questioning whether these should be or need HR approval; however Audit did not observe evidence Help Desk inquired with HR regarding the matter.

Granting access rights outside of the normal process can create challenges in conducting reviews ensuring compliance with stated policies and procedures designed to control the risk of granting access rights without approval and valid business reasons.

Audit concluded there were no significant risks associated with these events.

Finding Priority Rating:

Low Priority Finding

Audit Recommendation:

Audit would recommend new access or change access requests not submitted via the standard form be denied with instructions to the requestor to complete the Network User Provisioning/Access Change Request form. This would help ensure consistency in the granting access rights process.

Management Response/Action Plan:

Management agrees with audit finding and recommendation.

Management Estimated Action Plan Completion Date:

Management has implemented changes to SOP to reject requests not received through normal process with HR approval.

Finding/Observation:

Granting Access Requests: Missing Hard Evidence of Employee's Manager/Director Approval:

Employees below the manager/director level need their direct manager to complete the standard change access request form on their behalf in order to change their existing access rights. There were three (3) access requests, (total population reviewed thirty-one (31)), submitted by employees below the manager/director level that were approved by HR where there was no hard evidence in the case file showing the employee's direct managers approval. Thus, evidence suggests the system does allow the ability for control procedures to be overridden, which could lead to granting access rights to employees beyond their business needs.

Based on the actual requests, discussions with HR, and evidence of compensating controls in case file, Audit concluded there were no significant risks associated with these individual events.

Finding Priority Rating:

Low Priority Finding

Audit Recommendation:

Audit would recommend that when HR receives a network access change request form from an employee below the manager/director Level, HR should include commentary, provided they approve the request, in Track-It that they confirmed with employee's manager that granting access was appropriate and consistent with employee's business needs.

Management Response/Action Plan:

HR Management agrees with this recommendation and will implement it immediately.

Management Estimated Action Plan Completion Date:

Complete.

AUDIT FINDINGS RATINGS DEFINITIONS:

High Priority Finding	Immediate management attention is required. This is a serious internal control that if not mitigated could lead to: • Significant financial losses; • Serious violation of corporate strategies, policies, or values, • Reputational damage • Significant adverse regulatory impact (loss of operating licenses, material fines).
Medium Priority Finding	Timely management attention is required. This is an internal control that if not mitigated could lead to: • Financial losses, • Loss of control, non-compliance with departmental policies or procedures, • Adverse regulatory impact.
Low Priority Finding	Routine management attention is warranted. This is an internal control or risk issue which may lead to improvement in the quality or efficiencies of the organization or process.



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

Agenda

Item No. 14

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

EXERCISE OPTION TO PURCHASE ONE LIGHT RAIL VEHICLE FROM SIEMENS
INDUSTRY, INC.

RECOMMENDATION:

That the Board of Directors authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. L0914.9-10 (Attachment A) to exercise an option for one additional light rail vehicle (LRV).

Budget Impact

The total cost for the one LRV, assuming a sales tax rate of 7.75%, would be \$3,787,413. In the event that the sales tax is raised in November 2012, the sales tax portion would increase. CIP 120080 would be increased with 50% of the funding anticipated from the San Diego Association of Governments (SANDAG) and 50% from the MTS CIP.

DISCUSSION:

MTS currently has a contract with Siemens Industry, Inc. to purchase 57 new low-floor LRVs with an option for 8 additional vehicles (MTS Doc. No. L0914.0-10 as amended). The contract expires upon delivery of the 57 LRVs, which is estimated at June 30, 2013. MTS may exercise its option to purchase the 8 additional LRVs at any time during the contract. The option price is subject to negotiations.

Recent negotiations with Siemens resulted in a discounted price for the option LRVs if MTS exercises its option within enough time for Siemens to remain in continuous production of the MTS LRVs. Recognizing the benefits of increasing consist size on the Orange Line to 3 cars, on April 19, 2012, the Board approved exercising the option to

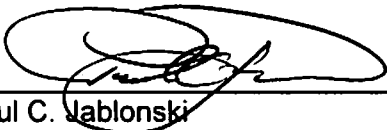
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Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc., San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations), and San Diego Vintage Trolley, Inc., a 501(c)(3) nonprofit corporation, in cooperation with Chula Vista Transit. MTS is the taxicab administrator for seven cities. MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego.

purchase 7 additional LRVs. The discounted pricing for that order resulted in a \$437,284 savings over the original contract price for the 7 LRVs.

Following the Board's action, staff determined that the addition of one more vehicle would optimize the spare ratio to 20 percent. Therefore, staff is requesting approval to exercise the option for the additional car.

Staff engaged in additional negotiations with Siemens to determine if the 8th option LRV could be purchased at a further discount. Siemens responded by further discounting the option price for the 65th LRV by \$57,107.



Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Karen Landers, 619.557.4512, Karen.Landers@sdmts.com

Attachment: A. Draft MTS Doc. No. L0914.9-10

DRAFT

May 17, 2012

MTS Doc. No. L0914.9-10
OPS 970.6, CIP 1210080

Mr. Michael Cahill
President
Siemens Industry, Inc.
Infrastructure & Cities Sector, Rail Systems Division
7464 French Road
Sacramento, CA 95828

Dear Mr. Cahill:

Subject: AMENDMENT NO. 9 TO MTS DOC. NO. L0914.0-10 - PROCUREMENT OF 57
ULTRASHORT LOW-FLOOR VEHICLES

This amendment shall serve to modify our Agreement for the procurement of 57 ultrashort low-floor vehicles from Siemens Industry, Inc., as further described below.

SCOPE OF SERVICES

Pursuant to Section 4.1 of the contract, San Diego Metropolitan Transit System (MTS) hereby exercises its option to purchase 1 additional ultrashort low-floor vehicles ("Option LRV #8"), at the price set forth in this Amendment No. 9. This Amendment No. 9 brings the total LRV order to 65 ultrashort low-floor vehicles.

PAYMENT

Pricing for the Option LRVs shall be as follows:

OPTION PRICING	
Price for Option LRV #8	3,515,000
7.75% Sales Tax	272,413
Total Cost of Option LRV #8	\$3,787,413

Option LRV #8 shall include all approved change orders through Amendment No. 7. In the event the California Sales Tax rate changes during the course of this contract, Siemens shall adjust the pricing to reflect the sales tax actually owed to the State of California.

UPDATED AGREEMENT TOTALS THROUGH AMENDMENT NO. 9:

The new total amount encumbered by this contract, after the addition of the Option LRV, is as follows:

	Through Amendment 8 @ 7.75% sales tax	Through Amendment 9 @ 7.75% sales tax
Total Product	\$242,836,611.34	\$246,351,611
Total Tax	\$18,819,837.38	\$19,092,250
Grand Total	\$261,656,448.72	265,443,861.22
Increase		\$3,787,413

If you agree with the above, please sign in the space provided below and return the document marked "Original" to the Contracts Specialist at MTS. All other terms and conditions shall remain the same and in effect. Retain the other copy for your records.

Sincerely,

Accepted:

Paul C. Jablonski
Chief Executive Officer

Michael Cahill, President

Siemens Industry, Inc.
Infrastructure & Cities Sector
Rail Systems Division

Date: _____

Chris Halleus, Vice President, FBA

Siemens Industry, Inc.
Infrastructure & Cities Sector
Rail Systems Division

Date: _____



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Agenda Item No. 30

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

NEWSRACKS ON MTS-OWNED OR -CONTROLLED PROPERTY (SHARON COONEY)

RECOMMENDATION:

That the Board of Directors approve Policy No. 61 (Attachment A) to regulate newsracks on MTS-owned or -controlled property.

Budget Impact

Permit fees are expected to cover the cost of regulating newsracks in MTS right-of-way.

DISCUSSION:

MTS does not have a policy to regulate the placement of newsracks and other equipment for the dissemination of print media on its property. The result has been the proliferation of this equipment at transit centers and trolley stations. Unregulated access to MTS property has led to the placement of too many newsracks in many locations, which impedes customer use of the facilities and causes potential safety hazards. In addition, the equipment is frequently installed or removed improperly causing damage to the site and potential tripping hazards. Finally, maintenance of the equipment varies from owner to owner, and graffiti removal, cleaning, and repair of equipment often is not up to the MTS standards of care. MTS staff recommends that the Board approve a policy to regulate newsracks on MTS property to include permit fees and guidelines for safe and effective location of this equipment.

A handwritten signature in black ink, appearing to read 'Paul C. Jablonski', is written over a horizontal line.

Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Sharon Cooney, 619.557.4513, sharon.cooney@sdmts.com

Attachment: A. Proposed Policy No. 61 (Newsracks on MTS-Owned or –Controlled Property)



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Policies and Procedures

No. 61

SUBJECT:

Board Approval: 05/17/12

NEWSRACKS ON MTS-OWNED OR -CONTROLLED PROPERTY

PURPOSE:

This policy is to preserve and promote the public health, general welfare, and safety of persons using the public transportation system and to foster the aesthetics of public transportation system facilities by providing guidelines for newsrack placement in and around these facilities.

STATEMENT OF INTENT:

The uncontrolled placement and maintenance of newsracks can create a danger to the safety and welfare of the San Diego Metropolitan Transit System (MTS) customers, employees, and assets including the obstruction of safe and efficient flow of pedestrian and vehicle traffic.

POLICY:

61.1 DEFINITIONS

For purposes of this policy, the following definitions shall apply:

- a. "MTS" shall mean the San Diego Metropolitan Transit System and all of its subsidiaries.
- b. "Policy" shall mean and refer to this policy on newsracks on MTS-owned or -controlled property.
- c. "CEO or Designee" shall mean the Chief Executive Officer of MTS or mean every member, officer, employee, or consultant the CEO appoints as his/her representative.
- d. "MTS-owned or -controlled property" means any location designated for bus or rail vehicle operations including loading or unloading of passengers, layover, or maintenance owned, operated, or controlled by MTS.

- e. "Bus stop or bus stop area" means any location designated for passenger loading or unloading of buses owned, operated, or controlled by MTS and any layover location owned, operated, or controlled by MTS.
- f. "Newsrack" means a self-service or coin-operated box, container, storage unit or other dispenser installed, used or maintained for the display and sale or distribution of newspapers, magazines, periodical or other publications to the public.
- g. "Newsrack area" means a defined area of MTS-owned or -controlled property that has been identified and authorized for placement of newsracks.
- h. "Publisher" means the person who publishes a newspaper, magazine, periodical or other publication that is displayed and offered for the sale or distribution in a newsrack.
- i. "Publication" means any newsrack, magazine, periodical, leaflet, or any other document offered for sale or distribution to the public.
- j. "Newsrack slot" means the specific site within a newsrack area that is assigned for the placement of a newsrack.
- k. "Nudity" shall mean the showing with less than a fully opaque covering of the genitals, pubic hair, perineum, anus, or anal region of any person, or any portion of the breast at or below the areola thereof of any female person.
- l. "Sexual conduct" shall mean an act of sexual intercourse, masturbation, homosexuality, sodomy, bestiality, anal intercourse, oral copulation, flagellation, or other act of sexual arousal involving any physical contact with a person's clothed or unclothed genitals, pubic region, pubic hair, perineum, anus or anal region, or, if such person be a female, breast.
- m. "Pictorial material" shall mean any material suggesting or conveying a visual image, and includes, but is not limited to, a photograph, painting, or drawing.

61.2 GENERAL PROVISIONS

Newsracks may not be placed in whole or in part upon MTS-owned or -controlled property except as follows:

- a. Newsracks shall only be allowed at MTS-designated and approved newsrack areas. MTS reserves the right to amend or modify its approved newsrack areas as well as accept or reject final placement based on passenger flow, safety, and security issues, emergency evacuations, construction, and other reasons deemed to be in the traveling public's best interest.

- b. Newsracks shall only be allowed if publisher complies with existing MTS Policies and Procedures No. 50 Engineering and Construction Expense Cost Recovery for Plan Review, Real Estate Action, and Right of Entry Permits. Prior to placement of a newsrack on MTS-owned or -controlled property, the publisher shall request and have received a notice to proceed to access MTS-owned and -controlled property. Newsracks shall not be bolted, affixed, or placed on or to any MTS-owned or -controlled property without prior written permission from MTS. MTS reserves the right to require affixing a newsrack in a newsrack Slot to ensure proper safety of customers, employees, and assets.
- c. Newsracks shall not be placed anywhere that impedes the mobility of customers or inhibits customers protected under any Americans with Disabilities Act (ADA) requirement.

61.3 APPLICATION AND PERMITTING

- a. Prior to placement of a newsrack on MTS-owned or -controlled property, the publisher shall apply for and obtain a permit with MTS. A sample application is attached (Attachment A).
- b. Each newsrack shall have a permit sticker issued by MTS affixed to it in a readily visible place setting forth the name, address, working telephone number, and working e-mail address of the publisher where official correspondence regarding the newsrack will be sent. Each sticker will have a unique permit number for tracking current status.
- c. Publisher shall update information required in this section within five (5) business days of any change of information.
- d. Any violation of any provision of this section may result in removal of affected newsrack(s) pursuant to Section 61.6a below.

61.4 INSTALLATION & MAINTENANCE

- a. Publishers shall ensure that newsrack(s) are stocked with current publications. A newsrack that remains empty for a period of 10 consecutive calendar days shall be deemed abandoned. MTS may summarily remove an abandoned newsrack.
- b. Publishers shall be solely responsible for the maintenance and repair of all newsracks installed on MTS-owned and -controlled property or on behalf of the publisher. Newsracks shall at all times be maintained in a neat and clean condition and in good repair. Specifically, newsracks must be kept free of trash, debris, dirt, grease, and graffiti without chipping, peeling, cracking, or fading paint in visibly painted areas, and without rust or corrosion.
- c. Each newsrack shall have affixed to it in a readily visible place a notice setting forth the name, address, and working telephone number for customers to report a malfunction or obtain a refund.

- d. Commercial advertising or material dealing with anything other than the name of the publication contained within the newsrack shall not be displayed on the outside of any newsrack.
- e. All newsracks must follow appropriate physical and removal standards for newsracks at the discretion of MTS to provide stability and safety. All newsracks must be appropriately weighted and secured at the discretion of MTS to provide stability and safety to prevent theft. MTS reserves the right to amend or modify physical, removal, or weighted and secured standards to ensure proper safety of customers, employees, and assets.

61.5 MATERIAL DEPICTING NUDITY AND SEXUAL CONDUCT IN PUBLICATIONS

- a. No newsrack will be permitted that knowingly places or maintains in any newsrack which rests in whole or in part, upon, in, or on any portion of MTS owned or controlled property, or which projects onto, into, or over any part of MTS owned or controlled property, any publication or material which while in said newsrack exposes to public view:
 - (1) Any statements or words describing explicit sexual acts, sexual organs, or excrement where such statements or words have as their purpose or effect sexual arousal, gratification, or affront.
 - (2) Any pictorial material depicting nudity where such material has as its purpose or effect sexual arousal, gratification, or affront.
 - (3) Any pictorial material depicting explicit sexual conduct where such picture or illustration has as its purpose or effect sexual arousal, gratification, or affront.

61.6 VIOLATIONS

- a. MTS is authorized to remove, without prior notice, any newsrack placed on MTS owned or controlled property for the following reasons:
 - (1) A newsrack is placed without first obtaining proper MTS Right-of-Entry Permit(s).
 - (2) The placement of the newsrack poses a threat to the public health, safety, or welfare.
 - (3) MTS is unable to contact the publisher via email or written notice for a newsrack based exclusively on information provided in a current permit, related to a current permit.
 - (4) A permitted newsrack remains empty for ten consecutive calendar days.
 - (5) A publisher failed to comply with a Notice of Violation within five business days after notification.

- (6) Any newsrack in violation with Section 61.5a of this policy.
- b. If a publisher fails to comply with any of the requirements of this policy, MTS shall notify the publisher and the publisher will have five (5) business days to correct the violation(s).
 - (1) Upon removal, MTS shall notify the publisher that the newsrack has been removed, the reason for removal, and the procedure for reclaiming the newsrack.
 - (2) If the publisher fails to reclaim the newsrack within 30 days of notification of removal and does not pay in full all reasonably incurred removal, storage, and administration fees the newsrack and its contents will be deemed to have been abandoned and may be disposed of by MTS.

61.7 FEES

- a. MTS shall charge fees sufficient to recover the costs of removal, eliminating any potential hazards, cost to maintain facilities related to newsrack storage, and administration of newsrack permitting, and all reasonable fees associated with administering newsracks on property MTS owns or controls. MTS may review and adjust the fees sufficient to recover costs on an annual basis (Attachment B).
- b. A publisher that applies for a permit that has failed to pay any outstanding fees may be denied a newsrack permit for noncompliance with this policy until all fees are paid in full and all other permit requirements are met.

61.8 NEWSRACKS AT BUS STOPS LOCATED IN JURISDICTIONS THAT DO NOT HAVE APPROVED NEWSRACK POLICIES

It is not the intent of this policy for MTS to regulate or require permits for locations where MTS has no easements and no structures other than a bus stop sign; such locations are instead subject to local governmental regulations and control. Notwithstanding the above, MTS provides the following guidance to local jurisdictions regarding newsracks near MTS bus stops:

- a. No newsrack should be installed within the 5 feet ahead of or 65 feet to the rear of any bus sign or anywhere in an a bus stop area along a curb or where there is no curb to the edge of the pavement; and no closer than 10 feet to the curb within this distance.
- b. Newsracks shall not be placed anywhere that impedes the mobility of customers or inhibits customers protected under any ADA requirement.
- c. If a publisher fails to comply with the requirements of this policy, MTS reserves the right to notify the publisher, and the publisher will have 5 business days to correct the violation(s) or face removal of the newsrack.

- (1) Upon removal, MTS shall notify the publisher that the newsrack has been removed, the reason for removal, and the procedure for reclaiming the newsrack.
- (2) If the publisher fails to reclaim the newsrack within 30 days of notification of removal and not pay in full all reasonably incurred removal, storage, and administration fees, the newsrack and its contents will be deemed to have been abandoned and may be disposed of by MTS.

Original Policy Adopted on 05/17/12

Attachments: A. Newsrack Permit Application
B. Newsrack Fee Schedule

MTS NEWSRACK PERMIT APPLICATION

Please print clearly all information. Please note publishers must comply with MTS Right-of-Entry process.

ORGANIZATION INFORMATION

Publisher Name _____

Street Address _____

City, State, and Zip _____

Contact _____

Phone Number _____ E-mail Address _____

PUBLICATION INFORMATION & WHERE PUBLISHER DESIRES TO PLACE THEIR PUBLICATION(S)

Publication Name	Publication Frequency	Requested MTS Newsrack Area
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		

PERMIT FEES

A permit is required for each newsrack, newsbox, shelf, or bin. Publisher must include a check with the completed application for the required permit fee(s). Check(s) must be made payable to Metropolitan Transit System.

Number of Permits Requested			Cost Per Permit		=	Total Permit Cost
		X				

NOTICES IN CASE OF NON-COMPLIANCE

How would you wish to be notified of any notices or orders? Cost for publisher to be notified via U.S. Mail will be \$35 {jc1} and cost to be notified via electronic posting will be \$25. Please indicate your preference by checking one. Notices will be delivered to the Organization Information listed on this form. Publisher is required to update the information within 5 days of changes.

☐ U.S. Mail/registered/return receipt

☐ Electronic Posting

CERTIFICATION

By submitting this application the publisher/newsrack owner certifies that any newsrack will be placed, installed, used, and maintained in accordance with the rules and policies of the San Diego Metropolitan Transit System (MTS) and in such a manner as not to interfere with the safe and efficient operation of MTS. Furthermore the newsrack owner agrees to indemnify and hold harmless MTS, its officers and employees from and against any loss, liability, or damage, including expresses and costs, for bodily or personal injury and for property damage sustained by any person as a result of the installation, use, or maintenance of a permitted newsrack on MTS property.

Print Name _____ Signature _____ Date _____
{jc2}

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Note: All newsrack permits expire one-year from the date of issue. Publishers may renew by submitting a new permit application 30-days prior to expiration. Mail this completed application to: MTS, 1255 Imperial Avenue, Suite 1000, San Diego, CA, 92101.



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NEWSRACK FEE SCHEDULE

Item	Fee
Right-of-Entry Permit (Per private or public party)	\$500.00
Permit Fees (Per Newsrack)	\$200.00
MTS Issued Identifier (Sticker)	\$15.00
Replacement of MTS Issued Identifier (Sticker)	\$65.00
Order to Correct (Paper)	\$35.00
Order to Correct (Electronic)	\$25.00
Graffiti/Sticker/Trash/Dirt Abatement (Per Occurrence)	\$100.00
Impound Fee (Cost to Repair MTS-Owned or -Controlled Property upon removal of newsrack)* ¹	\$400.00
Removal Fee	\$100.00
Storage Fee (30-Day Period)	\$100.00
Disposal Fee	\$150.00

A-8

¹ Payment may be required in advance through a bond, deposit, or other security instrument.

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Newsracks on MTS Property

Board of Directors
May 17, 2012



1



Regulation of Newsracks

- Most San Diego municipalities have a policy for regulating newsracks in the public right of way
- MTS has a policy regulating right of entry to MTS-owned property but not for newsracks
 - *"It is the intention of MTS to recover engineering and construction expenses incurred in support of actions from public agencies and private parties that impact MTS facilities and property." Board Policy 50*
 - *\$500 fee to cover right of entry permit preparation, approval and administration*
- Municipal policies address proximity to bus stops
 - Recognize the need for access and safety at bus stops, and the impact of newsracks and related equipment



2



Current Experience with Newsracks

- Removal of safety hazards or abandoned equipment by MTS staff frequently required
- Attempts to reach owners of the boxes to address maintenance/installation concerns
 - Ownership frequently not known
 - Clean up or maintenance of equipment, or resolution of unsafe conditions after removal by owners, often fall to MTS
- Lack of permit fee, waiting crowds, make location on MTS property more attractive than in municipal right of way: proliferation
- Newsrack owners frequently ignore city regulations regarding location near bus stops
 - MTS initiates contact with violators where necessary, and turns cases over to city for enforcement if necessary
- During Trolley Renewal, MTS notified owners to remove equipment and refrain from restoring until further notice



3



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4







7



5th and
University



Clairemont Mesa and Complex Dr



8



MTS Areas of Concern to be Addressed by Proposed Policy

- Proliferation of newsracks and related equipment on MTS-owned property
 - Prevents unhindered access by the public
 - Safety
 - Damage to MTS property
 - Degradation of the customer experience
- Lack of consistent enforcement in city right of way near bus stops
 - Access issues
 - Poor waiting environment



9



Board Policy 61

- Requires a permit before placing a newsrack
- MTS specifies locations
 - Safety, access for patrons taken into consideration
 - No fare-paid zones
- Compliance with installation/maintenance standards
 - Deposit or bond will be required to address damage
 - Insurance will be required to cover liability
 - Removal for cause
 - Prohibition against display of nudity/sexual content
- Intent is to have full cost recovery
 - Schedule of fees to be updated regularly
- Recognition of local regulatory authority for bus stops
 - Language to cover locations without a local ordinance



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Recommendation

- Recommend that the Board approve Policy 61, "Newsracks on MTS-Owned or - Controlled Property"





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Agenda Item No. 31

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

SAN DIEGO VINTAGE TROLLEY – THE FIRST SIX MONTHS (WAYNE TERRY)

RECOMMENDATION:

That the Board of Directors receive a report for information and approve incorporating President's Conference Committee (PCC) Car 529 into the regular MTS fare structure.

Budget Impact

None.

DISCUSSION:

At its May 26, 2011, meeting, the MTS Board approved the Vintage Trolley operating plan and budget and accepted ownership of PCC Car 529 as part of the MTS-Rail vehicle fleet. The total first-year budget was estimated to be approximately \$147,500, which included general operations and maintenance, station shelter improvements, and a compliment of spare parts.

PCC Car 529 initiated service on the downtown loop (Silver Line) on Saturday, August 20, 2011. The initial operating schedule provided service between 10:00 a.m. and 2:00 p.m. on weekends and holidays with a \$2.00 round-trip cash fare independent from the regular MTS fare structure. The schedule was expanded to include Tuesday and Thursday midday service effective Tuesday, December 20, 2011.

As requested, a report detailing the initial six-month experience of Silver Line operations will be provided at the meeting, including a proposal that the PCC Car 529 be incorporated into the regular MTS fare structure.

A handwritten signature in black ink, appearing to read 'Paul C. Jablonski', is written over a horizontal line.

Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Wayne Terry, 619.595.4906, wayne.terry@sdmts.com

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San Diego Vintage Trolley: The First Six Months

E. Wayne Terry

May 17, 2012



1

①

Vintage Trolley Silver Line



- May 26, 2011 Board accepts ownership of PCC 529 and approves operating plan
- Board approves \$2.00 per trip cash fare, independent from MTS regular fare structure
- Board approves a first year budget of \$147K, including; \$25K O&M, \$120K parts inventory and \$2.5K one-time station improvements at the Imperial Station



②

Service Schedule



- Opening Day: Saturday, August 20, 2011
- The Silver Line: Bayside - Center City Loop, Imperial Station home terminal
- Initial schedule provides weekend and holiday service 10:00 am to 2:00 pm
- Effective December 20, 2011, schedule extended to include Tuesday and Thursday midday service



3

Operating Experience



- PCC 529 is very reliable
- Removed from service three times; two brake-related problems and one battery problem
- One minor accident on December 22, 2011 at 1st and C Street (illegal left turn)



9

Ridership, Fare Structure & Security Personnel

- Estimated daily ridership: 45/day (blended regular and senior fares)
- Anticipate significant increase in ridership with regular fare media
- Security supervises onboard farebox and passenger activity
- Operator also monitors onboard activity
- Assigned security personnel at 5th Avenue, City College, and Park & Market stations, available to board and observe while PCC 529 is berthed in station



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Recommendation:

1. That the Board of Directors accept this report for information, and
2. Approve incorporating the San Diego Vintage Trolley PCC 529 into the regular MTS fare structure



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Agenda Item No. 45

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

CITY/PARK STREETCAR FEASIBILITY STUDY UPDATE AND FINAL REPORT
(DENIS DESMOND AND SHARON COONEY)

RECOMMENDATION:

That the Board of Directors receive a report for information and provide comments.

Recommendation by the Executive Committee

At its meeting on May 10, 2012, the Executive Committee recommended forwarding this agenda item to the Board of Directors for information and comments.

Budget Impact

None.

DISCUSSION:

Several American cities have built new or vintage streetcar systems within the past 15 years to spur economic development, reduce parking demands, and enhance pedestrian mobility. Streetcars differ from light rail because they generally feature single-car consists and operate in mixed-traffic. San Diego's last streetcar turned into the barn in 1949, but the recent implementation of the Silver Line by San Diego Vintage Trolley, and the upcoming centennial of Balboa Park, has sparked an interest by many in seeing streetcars once again ply the streets of our area. MTS received a Caltrans planning grant last year to study the feasibility of constructing and operating a streetcar line between Downtown San Diego and Balboa Park. MTS retained Parsons-Brinkerhoff to conduct the technical portions of the study, which is now complete. Staff will provide a final report on the findings of the feasibility study and discuss potential next steps.

A handwritten signature in black ink, appearing to read 'Paul C. Jablonski', is written over a horizontal line.

Paul C. Jablonski
Chief Executive Officer

Key Staff Contact: Denis Desmond, 619.515.0929, denis.desmond@sdmts.com

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MTS City/Park STREETCAR Feasibility Study

May 2012



CITY / PARK STREETCAR FEASIBILITY STUDY

①

PURPOSE OF THE FEASIBILITY STUDY

- 1) Assess engineering related to infrastructure
- 2) Identify/evaluate potential alignments & vehicles
- 3) Develop ridership estimates and conceptual service characteristics
- 4) Estimate costs & identify possible financing options

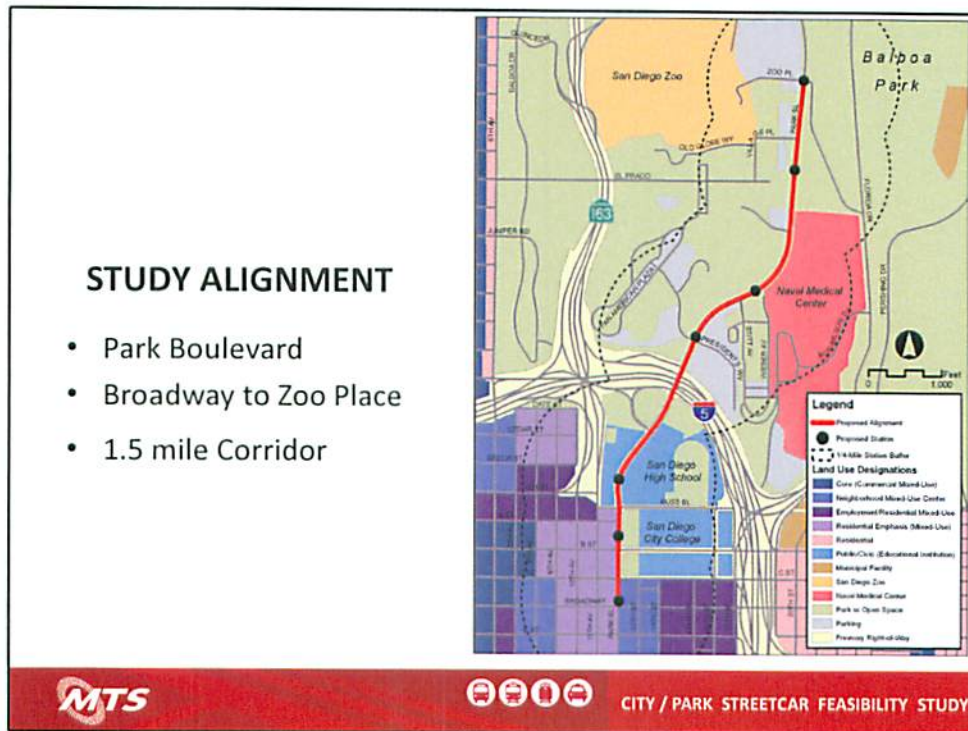


Streetcar in Mixed-Flow Traffic in Portland, OR



CITY / PARK STREETCAR FEASIBILITY STUDY

②



3

ALIGNMENT CONCEPTS & EVALUATION

Project alignments included the following:

- In-Street/Mixed Flow Alignment for Streetcar
- Future light rail transit (LRT) right-of-way as defined by SANDAG's 2050 RTP
- Class 2 bicycle facility or better as defined in the City's Bicycle Master Plan
- Pedestrian enhancements to implement the "Bay to Park" link
- Retention of the landscaped median north of Interstate 5 through Balboa Park



MTS



CITY / PARK STREETCAR FEASIBILITY STUDY

4

ALIGNMENT CONCEPTS & EVALUATION

Alternatives Developed for North of I-5 Segment

- Option 1 – Right Lane Mixed Flow w/ Parking
- Option 2 – Provides Additional Travel Lane
- Option 3 – Right Lane Mixed Flow w/o Parking and Class 2 Bicycle Facility
- Option 4 – Curbside Lane Mixed Flow w/o Parking and Class 1 Bicycle Facility *
- Option 5 – Median Side Mixed Flow /w Parking and Class 2 Bicycle Facility**

* Ranked the highest

** Note: LRT not provided



CITY / PARK STREETCAR FEASIBILITY STUDY

(5)

ALIGNMENT CONCEPTS & EVALUATION

Evaluation matrix scored each alternative on:

- Engineering Feasibility
- Operational Feasibility
- Cost Feasibility
- Others – Consistency with approved plans, stakeholder comments, complete streets, etc.



Streetcar at Balboa Park Terminal Near Park Boulevard, c. 1915

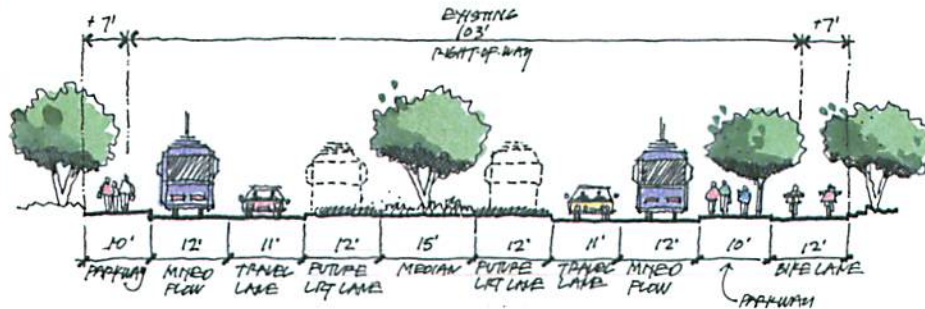


CITY / PARK STREETCAR FEASIBILITY STUDY

(6)

HIGHEST SCORING ALTERNATIVE

Concept North of Interstate 5



- Addresses future operational plans.
- Eliminates on-street parking.
- Accommodates all streetcar types.
- Reduces bike/rail conflict.
- Reduces circulation conflict.
- Enhances bay-to-park link.

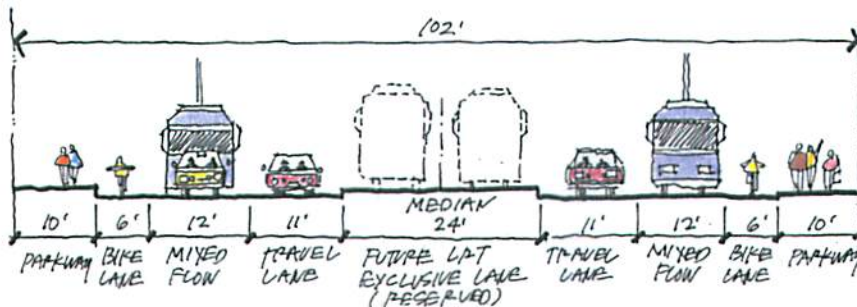


CITY / PARK STREETCAR FEASIBILITY STUDY

7

HIGHEST SCORING ALTERNATIVE

Concept South of Interstate 5 to C Street



CITY / PARK STREETCAR FEASIBILITY STUDY

8

BRIDGES

I-5 Bridge

- Insufficient structural capacity for streetcar.
- Stray current issues.
- Rebuilding a new bridge possibly best solution.
- Future light rail.



Balboa Park Pedestrian Bridge

- Insufficient clearance for overhead wire.
- Not ADA accessible, likely not historic.
- May require at-grade pedestrian crossing.
- Options: build new bridge or lower street.



CITY / PARK STREETCAR FEASIBILITY STUDY

(9)

VEHICLES

Vintage Cars

- Historical charm
- Local availability of vehicles
- More compact size



Replica Cars

- Historical charm
- Modern running gear
- Availability of additional cars



Modern Cars

- Integration with current Trolley
- Low-floor access
- Availability of additional cars



CITY / PARK STREETCAR FEASIBILITY STUDY

(10)

VEHICLES

Major Considerations

- Accessibility
- Capacity
- Reliability
- System integration
- Expandability into larger streetcar network

Hybrid Model

- Modern streetcar as the “workhorse” of the system
- Historic cars operating when their aesthetic appeal would be most appreciated (e.g. special events)



CITY / PARK STREETCAR FEASIBILITY STUDY

11

SERVICE CONCEPT



- 7 stations
- 1.5 miles each way
- Transfers to two Trolley lines and 14 bus routes at City College Trolley Station
- Hours: 8 AM - 6 PM, 7 days a week
- 15 minute frequency
- 377,000 passengers annually



CITY / PARK STREETCAR FEASIBILITY STUDY

12

PUBLIC PARTICIPATION

- 1) Stakeholder Steering Committee
- 2) Community outreach meeting in Balboa Park (June 2011)
- 3) On-line & outreach session survey
- 4) Project materials available on the MTS website



CITY / PARK STREETCAR FEASIBILITY STUDY

(13)

COSTS

- 1) Capital Cost: \$68.8 - \$77.7 Million
 - Construction Estimate: \$65.9 Million
 - Vehicles: \$2.9 - \$11.8 Million
- 2) Operating Cost: \$1.1 Million Annually



Guideway and Track Construction



CITY / PARK STREETCAR FEASIBILITY STUDY

(14)

CAPITAL COSTS

Description	COST
GUIDEWAY & TRACK ELEMENTS	\$25,395,000
Guideway: At-grade in mixed traffic	\$9,295,000
I-5 bridge (including demo)	\$14,000,000
Turntables	\$2,100,000
STATION PLATFORMS (12)	\$3,424,200
SUPPORT FACILITIES: YARDS, SHOPS, ADMIN BLDGS	\$0
SITE WORK & SPECIAL CONDITIONS	\$6,021,000
Demolition, clearing, earthwork, utilities, environmental	\$580,000
Site structures, incl. retaining walls and sound walls	\$200,000
Curbs, gutters, landscaping, pedestrian & bicycle facilities	\$5,241,000
SYSTEMS	\$8,875,000
Traffic signals and crossing protection	\$375,000
Substations	\$4,000,000
Overhead catenary	\$3,750,000
Communications	\$750,000
R.O.W, LAND, & EXISTING IMPROVEMENTS	\$0
PROFESSIONAL SERVICES (Environmental/Engineering/Mngmt)	\$16,814,928
UNALLOCATED CONTINGENCY (10%)	\$5,993,013
TOTAL PROJECT COST (EXCLUDING VEHICLES)	\$65,923,141

15

FINANCING OPTIONS FOR STREETCAR

- Federal, State
- Transit agency
 - General fund, operating revenue
 - General obligation bonds
- Local options
 - Tax increment financing
 - Parking revenues (meters, garages, fines)
 - Local option sales/gas tax
 - Assessment district
 - Tourism fees
 - Investment by adjacent property owners/P3s
 - Developer agreements
 - Sale of sponsorships
 - Joint development
 - Carbon offsets



16

NEXT STEPS

Estimated timeline once project is identified/funded:

- 1.5 years - Conceptual Engineering & Environmental
- 1.0 years - Preliminary Engineering/Vehicle Procurement
- 1.0 years - Final Design
- 1.5 years - Construction/Vehicle Delivery
- 5.0 years - Total**



Paved Track Nearing Completion



CITY / PARK STREETCAR FEASIBILITY STUDY



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

Agenda

Item No. 46

MEETING OF THE METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

May 17, 2012

SUBJECT:

SERVICE PERFORMANCE MONITORING REPORT FOR JULY 2011 THROUGH
MARCH 2012 (DEVIN BRAUN)

RECOMMENDATION:

That the Board of Directors receive a report for information.

Budget Impact

None.

DISCUSSION:

MTS Board Policy No. 42 establishes a process for evaluating existing transit services to achieve the objective of developing a customer-focused, competitive, integrated, and sustainable system. The policy states that services will be evaluated annually; however, this information is provided for the first nine months of FY 12 in order to see more recent data. The analysis will show any trends for the current fiscal year and help to track performance throughout the year.

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	YTD FY 2010	YTD FY 2011	YTD FY 2012	Chg. 10-11	Chg. 11-12	% Chg. 10-11	% Chg. 11-12
Premium Express	207,760	218,934	229,059	11,174	10,125	5.4%	4.6%
Express	1,628,071	1,571,071	1,737,818	(57,000)	166,747	-3.5%	10.6%
Light Rail	22,750,414	23,449,389	24,639,240	698,975	1,189,851	3.1%	5.1%
Urban Frequent	28,226,100	27,242,631	28,739,978	(983,469)	1,497,347	-3.5%	5.5%
Urban Standard	8,458,994	9,515,677	10,198,734	1,056,683	683,057	12.5%	7.2%
Circulator	623,578	599,113	627,111	(24,465)	27,998	-3.9%	4.7%
Rural	19,021	25,837	37,270	6,816	11,433	35.8%	44.3%
Demand-Responsive	261,795	266,488	262,447	4,693	(4,041)	1.8%	-1.5%
Total MTS Passengers	62,175,733	62,889,140	66,471,657	713,407	3,582,517	1.1%	5.7%
Bus Ridership	39,163,524	39,173,263	41,569,970	9,739	2,396,707	0.0%	6.1%

Fixed-route bus ridership is up 6.1% for the first nine months of FY 12 compared to the first nine months of FY 11. We continue to see higher ridership on all fixed-route buses and trolley lines. This is more than likely the result of an improved economy combined with higher gas prices. Unemployment was at 11.9% in May 2011 and has been as low as 10.9% in recent months.

MTS operated 0.7% more revenue hours in FY 12 than in FY 11, which is an increase of only 10,277 hours. The increased hours are the result of added service to deal with the higher passenger demands. Ridership has grown faster than service levels, which means that vehicles are more crowded.

Demand-responsive routes (MTS Access) showed a slight decrease of 1.5% or 4,041 passengers. We believe this is due to the higher cost of the service (\$9 round trip) compared to fixed-route fares, and passengers are riding fixed-route when possible.

- **Average Weekday Passengers**

Route Categories	YTD FY 2010	YTD FY 2011	YTD FY 2012	Chg. 10-11	Chg. 11-12	% Chg. 10-11	% Chg. 11-12
Premium Express	1,115	1,150	1,205	35	55	3.2%	4.8%
Express	7,809	7,590	8,394	(220)	804	-2.8%	10.6%
Light Rail	90,143	93,345	98,401	3,202	5,056	3.6%	5.4%
Urban Frequent	120,959	119,471	125,714	(1,488)	6,243	-1.2%	5.2%
Urban Standard	37,297	43,180	46,365	5,883	3,185	15.8%	7.4%
Circulator	3,486	3,414	3,554	(72)	140	-2.1%	4.1%
Rural	153	212	259	59	47	38.3%	22.1%
Demand-Responsive	1,277	1,298	1,267	21	(31)	1.6%	-2.4%
Average Weekday Passengers	262,240	269,660	285,159	7,420	15,499	2.8%	5.7%
Bus Passengers Only	170,820	175,017	185,491	4,197	10,474	2.5%	6.0%

The total average weekday passenger statistics show how many passengers ride MTS on a typical weekday. For the first nine months of FY 12, there is a 5.7% increase in average weekday riders which equates to a gain of 15,499 passengers per average weekday. The largest percentage increase was the Express category with a 10.6%

increase in average weekday riders (804 riders). The largest increase in the number of daily passengers was found in the Urban Frequent category with an increase of 5.2% or 6,243 passengers per weekday.

• **Passengers per Revenue Hour**

Route Categories	YTD FY 2010	YTD FY 2011	YTD FY 2012	Chg. 10-11	Chg. 11-12	% Chg. 10-11	% Chg. 11-12
Premium Express	23.1	22.6	21.3	(0.6)	(1.3)	-2.5%	-5.7%
Express	28.4	30.8	33.8	2.4	3.0	8.4%	9.8%
Light Rail	169.4	179.8	188.5	10.5	8.7	6.2%	4.8%
Urban Frequent	34.1	35.9	37.6	1.8	1.7	5.3%	4.6%
Urban Standard	25.2	27.9	29.5	2.7	1.6	10.5%	5.9%
Circulator	15.7	15.8	16.4	0.2	0.6	1.0%	3.6%
Rural	5.74	7.97	11.19	2.2	3.2	38.8%	40.4%
Demand-Responsive	2.03	2.07	2.08	0.0	0.0	1.8%	0.5%
System Riders per Rev. Hour	40.5	43.0	45.2	2.6	2.1	6.3%	5.0%
Bus Riders per Rev. Hour	30.8	32.6	34.2	1.8	1.6	5.9%	5.0%

Passengers per revenue hour describes how the revenue hours (in-service hours and layover hours) that were added or removed related to ridership increases or decreases. Increasing riders per revenue hour shows the system is more efficient—carrying more passengers with the same number of buses. For the first nine months of FY 12, passengers per revenue hour were 45.2, which is a 2.1-riders-per-revenue-hour increase (or 5.0%).

For fixed-route buses only, riders per revenue hour increased from 32.6 to 34.2, which is a rate change of 5.0%.

The decrease in the Premium Express rate can be attributed in part to the Route 830 Pilot Project (Tierrasanta to 32nd Street Naval Station) which has been discontinued. In addition, some service was added to Route 810 to alleviate overcrowding causing a slight decline in productivity.

• **Passengers per In-Service Hour**

Route Categories	YTD FY 2010	YTD FY 2011	YTD FY 2012	Chg. 10-11	Chg. 11-12	% Chg. 10-11	% Chg. 11-12
Premium Express	24.70	24.25	23.55	(0.5)	(0.7)	-1.8%	-2.9%
Express	34.46	37.45	40.99	3.0	3.5	8.7%	9.4%
Light Rail	202.16	213.12	224.66	11.0	11.5	5.4%	5.4%
Urban Frequent	42.46	44.30	45.89	1.8	1.6	4.3%	3.6%
Urban Standard	33.83	37.04	39.45	3.2	2.4	9.5%	6.5%
Circulator	24.29	24.67	28.01	0.4	3.3	1.6%	13.5%
Rural	5.35	7.97	9.96	2.6	2.0	49.0%	24.9%
Demand-Responsive							
System Riders per In-Svc. Hour	54.17	57.18	59.89	3.0	2.7	5.6%	4.7%
Bus Riders per In-Svc. Hour	38.9	40.9	42.9	2.0	2.0	5.3%	4.9%

Passengers per in-service hour is related to passengers per revenue hour but shows how many passengers are carried while the bus is in service and not on layover. Analyzing this figure helps MTS to understand how effective it is at providing the right level of service instead of how effective MTS is at grouping trips and breaks together for a vehicle to operate (revenue hours).

System-wide riders per in-service hour increased by 2.7 riders per in-service hour (or 4.7%) and is now at 59.89. Only Premium Express had a slightly lower rate due to the addition of Route 830, which had low ridership during the reporting period.

- On-Time Performance

Route Categories	Service Change				
	Sept. 10	Jan 11	June 11	Sept 11	Jan 12
Premium Express	98.2%	97.9%	100.0%	99.6%	93.8%
Express	84.1%	70.3%	71.3%	87.5%	80.6%
Light Rail	90.3%	90.6%	91.9%	90.9%	89.8%
Urban Frequent	84.8%	84.2%	82.4%	82.1%	83.5%
Urban Standard	86.7%	83.7%	83.6%	83.7%	86.2%
Circulator	79.9%	87.2%	90.0%	90.2%	75.9%
Rural	N/A	N/A	N/A	N/A	N/A
Demand-Responsive	N/A	N/A	N/A	N/A	N/A
MTS System	85.8%	84.3%	84.2%	85.2%	84.4%

On-time performance is calculated as departing within 5 minutes of the scheduled time.

On-time performance is measured by service change in order to realize the results of scheduling changes. Overall, on-time performance has remained around 84% to 86%. MTS's goal for on-time performance is 85% for urban frequent routes and 90% for all other routes.

Due to increased ridership, traffic, wheelchair boardings, construction, and other outside factors, on-time performance has seen a slight decline in the last fiscal year. However, improvement in on-time performance remains an important goal for MTS. Where budget allows, the Scheduling Department builds in extra time to handle the higher loads and to deal with the extraneous circumstances on certain trips. In addition, the MTS On-Time Task Force meets to discuss ways of improving on-time performance without added cost. Such changes as the new cart/baggage policy, removing seats from buses, and headsigns asking passengers to exit the rear of the bus have helped to stem the delays passengers experience on the bus.

MTS Rail continues to deal with wheelchair-lift uses as one of the biggest causes of delays. In addition, on-time performance will continue to be affected by construction related to the Trolley Renewal Project. When the lines are reconstructed, operational, and available for use of low-floor light rail vehicles, on-time performance is expected to greatly improve.

- Preventable Accidents per 100,000 Miles

Operator	FY 10	FY 11	YTD FY 12	Chg. 10-11	Chg. 11-12
MTS Bus	1.73	1.58	1.54	-8.5%	-2.7%
MTS Contract Services	1.00	0.96	0.92	-3.6%	-4.7%
MTS Rail	0.01	0.00	0.05	-100.0%	N/A

MTS Bus and MTS Contract Services preventable accidents are slightly down for FY 12. MTS Rail has had 3 preventable accidents in FY 12 compared to none in FY 11.

- Complaints per 100,000 Passengers

Operator	FY 11	YTD FY 12	Chg. 11-12
MTS Bus	7.8	5.2	-32.8%
MTS Contract Services FR	7.4	7.7	3.1%
MTS Rail	1.78	1.39	-21.7%
General System	N/A	0.68	N/A

Complaints for MTS Bus have fallen by 32.8% at 5.2 complaints per 100,000 passengers carried. Contract services fixed-route complaints have remained very steady with only a slight increase in the rate. MTS Rail has also seen a decrease in the number of complaints received, down 21.7%.

We have begun tracking complaints that apply to the MTS System rather than an operator. These complaints are in addition to any complaints that the operators receive and are related to planning issues, Web site problems, and general MTS policies and procedures. For the first nine months of FY 12, the MTS General System saw 0.68 complaints per 100,000 passengers.

Objective: Develop a Sustainable System

The following measures are used to ensure that transit resources are deployed as efficiently as possible and do not exceed budgetary constraints.

- In-Service Hours (weekly)

Operator	January		Difference	
	2011	2012	Number	Percent
MTS Bus	11,828	11,856	29	0.2%
MTS Contract Service Fixed-Route	12,899	12,993	94	0.7%
System	24,727	24,849	123	0.5%

Service levels have slightly increased from the last fiscal year. MTS is operating approximately 123 more hours per week, which is a 0.5% increase. The increases have come from some slight service adjustments to deal with high-load factors.

- In-Service Miles (weekly)

Operator	January		Difference	
	2011	2012	Number	Percent
MTS Bus	158,608	158,821	213	0.1%
MTS Contract Service Fixed-Route	179,356	182,213	2,857	1.6%
System	337,964	341,034	3,070	0.9%

Service levels have slightly increased from last fiscal year. MTS operates approximately 3,070 more in-service miles per week, which is a 0.9% increase. These increases have come from slight service adjustments to deal with high-load factors.

- Weekday Peak-Vehicle Requirement

Operator	Jan 2011	Jan 2012	Chg. 11-12
MTS Bus	189	188	-1
MTS Contract Services Fixed-Route	233	234	+1
MTS Rail	97	97	0

The Weekday Peak-Vehicle Requirement shows the maximum number of vehicles that are on the road at any time in order to provide the levels of service that have been planned. MTS bus had an overall decrease of one vehicle while Contract Services increased by one peak bus in the same time period. These changes can be attributed to added running time (for increases) and scheduling efficiencies (for decreases).

- In-Service Speeds (mph)

Operator	Jan 2011	Jan 2012	Chg. 11-12
MTS Bus	13.4	13.4	NC
MTS Contract Services FR	13.9	14.0	+0.1

In-service speeds have remained very constant year-over-year.

- In-Service/Total Miles

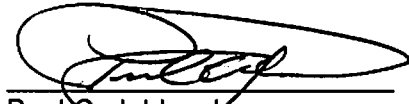
Operator	Jan 2011	Jan 2012	Chg. 11-12
MTS Bus	87.6%	87.4%	-0.23%
MTS Contract Services FR	N/A	N/A	N/A
MTS Rail	N/A	N/A	N/A

In-service miles per total miles is only calculated for MTS bus operations as the contractor is responsible for bus and driver assignments (run-cutting) for contract routes. MTS bus ratios have been generally consistent over time with only a minor decrease in the ratio. MTS Rail does not incur out-of-service mileage.

- In-Service/Total Hours

Operator	Jan. 2011	Jan. 2012	Chg. 11-12
MTS Bus	77.0%	76.9%	-0.07%
MTS Contract Services FR	N/A	N/A	N/A
MTS Rail	N/A	N/A	N/A

As with the mileage statistic, in-service hours per total hours can only be calculated for MTS bus operations. Efficiency of scheduling has shown that the in-service to total-vehicle-hours ratio has remained practically steady over the two service periods reported for MTS bus operations.



Paul G. Jablonski
Chief Executive Officer

Key Staff Contact: Devin Braun, 619.595.4916, devin.braun@sdmts.com

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FY 2012 Q1-Q3 Service Performance Monitoring Report

MTS Board of Directors Meeting
May 17, 2012



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Evaluation Criteria Policy 42

CUSTOMER FOCUSED/COMPETITIVE		SUSTAINABLE	
PRODUCTIVITY	QUALITY	RESOURCES	EFFICIENCY
• Total Passengers • Average Weekday Passengers • Passengers/ Revenue Hour • Passengers/ In Service Hour	• Passenger Load Factor • On Time Performance • Accidents/ 100,000 Miles • Complaints/ 100,000 Passengers	• In Service Miles • In Service Hours • Peak Vehicle Requirement	• In Service Speeds • In Service/Total Miles • In Service/Total Hours • Farebox Recovery Ratio • Subsidy/ Passenger



②

Total Passenger Ridership

Route Categories	YTD FY 2010	YTD FY 2011	YTD FY 2012	Chg. 10-11	Chg. 11-12	% Chg. 10-11	% Chg. 11-12
Premium Express	207,760	218,934	229,059	11,174	10,125	5.4%	4.6%
Express	1,628,071	1,571,071	1,737,818	(57,000)	166,747	-3.5%	10.6%
Light Rail	22,750,414	23,449,389	24,639,240	698,975	1,189,851	3.1%	5.1%
Urban Frequent	28,226,100	27,242,631	28,739,978	(983,469)	1,497,347	-3.5%	5.5%
Urban Standard	8,458,994	9,515,677	10,198,734	1,056,683	683,057	12.5%	7.2%
Circulator	623,578	599,113	627,111	(24,465)	27,998	-3.9%	4.7%
Rural	19,021	25,837	37,270	6,816	11,433	35.8%	44.3%
Demand-Responsive	261,795	266,488	262,447	4,693	(4,041)	1.8%	-1.5%
Total Ridership	62,175,733	62,889,140	66,471,657	713,407	3,582,517	1.1%	5.7%
Bus Ridership Only	39,163,524	39,173,263	41,569,970	9,739	2,396,707	0.0%	6.1%



③

April Ridership Update

- System-wide Ridership up 0.9% from last April
- Up 5.1% year-to-date
- Average weekday ridership up 2.5%



④

Average Weekday Passengers

Route Categories	YTD FY 2010	YTD FY 2011	YTD FY 2012	Chg. 10-11	Chg. 11-12	% Chg. 10-11	% Chg. 11-12
Premium Express	1,115	1,150	1,205	35	55	3.2%	4.8%
Express	7,809	7,590	8,394	(220)	804	-2.8%	10.6%
Light Rail	90,143	93,345	98,401	3,202	5,056	3.6%	5.4%
Urban Frequent	120,959	119,471	125,714	(1,488)	6,243	-1.2%	5.2%
Urban Standard	37,297	43,180	46,365	5,883	3,185	15.8%	7.4%
Circulator	3,486	3,414	3,554	(72)	140	-2.1%	4.1%
Rural	153	212	259	59	47	38.3%	22.1%
Demand-Responsive	1,277	1,298	1,267	21	(31)	1.6%	-2.4%
Avg. Weekday Passengers	262,240	269,660	285,159	7,420	15,499	2.8%	5.7%
Bus Passengers Only	170,820	175,017	185,491	4,197	10,474	2.5%	6.0%



5

Passengers per Revenue Hour

Route Categories	YTD FY 2010	YTD FY 2011	YTD FY 2012	Chg. 10-11	Chg. 11-12	% Chg. 10-11	% Chg. 11-12
Premium Express	23.1	22.6	21.3	(0.6)	(1.3)	-2.5%	-5.7%
Express	28.4	30.8	33.8	2.4	3.0	8.4%	9.8%
Light Rail	169.4	179.8	188.5	10.5	8.7	6.2%	4.8%
Urban Frequent	34.1	35.9	37.6	1.8	1.7	5.3%	4.6%
Urban Standard	25.2	27.9	29.5	2.7	1.6	10.5%	5.9%
Circulator	15.7	15.8	16.4	0.2	0.6	1.0%	3.6%
Rural	5.74	7.97	11.19	2.2	3.2	38.8%	40.4%
Demand-Responsive	2.03	2.07	2.08	0.0	0.0	1.8%	0.5%
MTS System	40.5	43.0	45.2	2.6	2.1	6.3%	5.0%
Bus Riders per Rev. Hour	30.8	32.6	34.2	1.8	1.6	5.9%	5.0%



6

On-Time Performance

Route Categories	Service Change Periods				
	Sept 10	Jan 11	June 11	Sept 11	Jan 12
Premium Express	98.2%	97.9%	100.0%	99.6%	93.8%
Express	84.1%	70.3%	71.3%	87.5%	80.6%
Light Rail	90.3%	90.6%	91.9%	90.9%	89.8%
Urban Frequent	84.8%	84.2%	82.4%	82.1%	83.5%
Urban Standard	86.7%	83.7%	83.6%	83.7%	86.2%
Circulator	79.9%	87.2%	90.0%	90.2%	75.9%
Rural	N/A	N/A	N/A	N/A	N/A
Demand-Responsive	N/A	N/A	N/A	N/A	N/A
MTS System	85.8%	84.3%	84.2%	85.2%	84.4%

Blue	90.6%	Orange	81.5%	Green	97.3%
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7

Preventable Accidents per 100,000 Miles

Operator	FY 10	FY 11	YTD FY 12	Chg 10-11	Chg 11-12
MTS Bus	1.73	1.58	1.54	-8.5%	-2.7%
MTS Contract Services	1.00	0.96	0.92	-3.6%	-4.7%
MTS Rail	0.01	0.00	0.05	-100.0%	N/A



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Complaints per 100,000 Passengers

Operator	FY 11	YTD FY 12	Chg 11-12
MTS Bus	7.8	5.2	-32.8%
MTS Contract Services FR	7.4	7.7	3.1%
MTS Rail	1.78	1.39	-21.7%
General System	N/A	0.68	N/A



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In-Service Miles (weekly)

Operator	January		Difference	
	2011	2012	Number	Percent
MTS Bus	158,608	158,821	213	0.1%
MTS Contract Service Fixed-Route	179,356	182,213	2,857	1.6%
System	337,964	341,034	3,070	0.9%

In-Service Hours (weekly)

Operator	January		Difference	
	2011	2012	Number	Percent
MTS Bus	11,828	11,856	29	0.2%
MTS Contract Service Fixed-Route	12,899	12,993	94	0.7%
System	24,727	24,849	123	0.5%



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Weekday Peak Vehicle Requirement

Operator	Jan 2011	Jan 2012	Chg 11-12
MTS Bus	189	188	-1
MTS Contract Services FR	233	234	+1
MTS Rail	97	97	0





1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

Agenda

Item No. 62

Chief Executive Officer's Report

ADM 121.7

May 17, 2012

In accordance with Board Policy No. 52, Procurement of Goods and Services, attached are listings of contracts, purchase orders, and work orders that have been approved within the CEO's authority (up to and including \$100,000) for the period April 13, 2012, through May 8, 2012.

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EXPENSE CONTRACTS

Doc #	Organization	Subject	Amount	Day
G1437.0-12	THE KNEEHIGHS	LOCAL BAND PROJECT FOR MTS COMMERCIALS	\$2,500.00	4/19/2012
G1400.1-12	RICOH USA, INC.	NAME CHANGE FROM IKON TO RICOH	\$0.00	4/30/2012
G1439.0-12	VOKAB KOMPANY	LOCAL BAND PROJECT FOR MTS COMMERCIAL	\$2,500.00	5/2/2012
G1471.0-12	BIG FISH RECORDING	LOCAL BAND PROJECT	\$2,995.00	5/2/2012
G1455.0-12	LAUGHLIN, FALBO, LEVY & MORESI	LEGAL SERVICES - WORKERS COMPENSATION	\$50,000.00	5/3/2012
G1473.0-12	CANON BUSINESS SOLUTIONS, INC.	COPIERS FOR 10TH FLOOR AND TRANSIT STORE	\$12,342.42	5/3/2012
G1334.2-11	SOHAGI LAW GROUP, PLC	LEGAL SERVICES - APPELLATE WORK & ENVIRO	\$25,000.00	5/7/2012
G1193.1-08	COZEN O'CONNOR ATTORNEYS	LEGAL SERVICES - TAXICAB CONTRACT EXTEN	\$0.00	5/7/2012

REVENUE CONTRACTS

Doc #	Organization	Subject	Amount	Day
G1472.0-12	SAN DIEGO PADRES	LRV WRAP	\$0.00	4/18/2012
M6695.0-12	CITY OF SAN DIEGO	CONSTRUCTION & MAINT AGRMT SD RIVER PATH	\$0.00	4/30/2012
M6696.0-12	CITY OF SAN DIEGO	EASEMENT - SAN DIEGO RIVER USE PATH	\$0.00	4/30/2012
G1440.1-12	BUCK-O-NINE	SYNC LICENSE WITH Z6F INC.	\$0.00	5/1/2012
L0896.1-09	SAN DIEGO METROPOLITAN CREDIT	LEASE AMENDMENT 12TH & IMPER ATM MACH	(\$400.00)	5/2/2012
L1082.0-12	PACIFIC DRILLING, INC.	ROE PERMIT - GEOTECH BORINGS	\$0.00	5/2/2012
L1083.0-12	GEOCON INC.	ROE PERMIT - GEOTECH FIELD INVESTIGATION	\$0.00	5/2/2012
L1085.0-12	CRM STUDIOS	ROE PERMIT TO FILM ONBOARD LRV	(\$605.00)	5/2/2012
L6680.0-12	OCEAN BLUE ENVIRONMENTAL	JROE PERMIT CHEMICAL SPILL CLEAN UP	(\$500.00)	5/2/2012
S200-12-529	CITY OF LA MESA	ROE PERMIT - LA MESA FLAG DAY PARADE	\$0.00	5/2/2012
S200-12-528	OUTDOOR DIMENSIONS	ROE PERMIT TO HANG BANNERS AT GROSSMONT	\$0.00	5/4/2012
S200-12-530	HAZARD CONSTRUCTION	ROE PERMIT 22ND ST & COMMERCIAL HOUSING	(\$5,120.00)	5/4/2012

PURCHASE ORDERS (IFAS)

DATE	PO NUMBER	Organization	Subject	AMOUNT
4/13/2012	3178	WCI CONSULTING, INC.	INSTALL BUSINESS OBJECTS	\$4,200.00
4/13/2012	3177	BLUE VIOLET NETWORKS	NETWORK TESTING SERVICES	\$1,400.00
4/16/2012	3179	SALVADOR BARAJAS	TRANSLATION SERVICES - ON CALL	\$2,992.00
4/19/2012	3180	FUSION STORM	EMC HARDWARE, SOFTWARE, SUPPORT	\$86,032.88
4/19/2012	3181	AT&T	SUPPORT SERVICES NORTEL	\$41,789.93
4/20/2012	3182	RAY ALLEN MANUFACTURING	K-9 EQUIPMENT FOR CODE COMPLIANCE	\$962.00
4/25/2012	3184	PIXEL IMAGING MEDIA	TROLLEY WRAP - LABOR	\$9,834.75
4/25/2012	3183	AZTEC SPORTS PROPERTIES	SDSU MARKETING/ADVERTISING	\$67,500.00
4/25/2012	3185	L & L PRINTERS	TROLLEY POCKET GUIDES	\$2,251.13
4/26/2012	3187	FAMILY GYM STADIUM	SIX MONTH MEMBERSHIP FOR EMPLOYEES	\$4,060.00
4/26/2012	3186	EMC CORPORATION	DATA RECOVERY SERVICES	\$6,744.00

WORK ORDERS

Doc #	Organization	Subject	Amount	Day
PWL132.0-11.06	SOUTHLAND ELECTRIC, INC.	5TH & CST AND SPRING ST CCTV UPGRAD	\$98,872.95	4/18/2012
G0930.17-04.10	SANDAG	HIGH VOLTAGE BREAKER REPLACE	AS NEEDED	4/30/2012
G1245.0-09.09.7	KIMLEY-HORN & ASSOC.	ENGINEERING DESIGN SVS - SY TRANS	\$7,000.00	4/30/2012
PWL135.0-12.1	ABC CONSTRUCTION CO., INC.	UNION & C ST PAVEMENT REPLACEMENT	\$14,412.21	4/30/2012
PWL136.0-12.01	HMS CONSTRUCTION, INC.	BROADWAY WYE FEEDER CABLER REPLACEMENT	\$68,886.47	5/9/2012