

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2025: JULY 2024 - JUNE 2025

Date: 09/09/2025

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	Pre-Pandemic		FY 2023	FY 2024	FY 2025	FY24 - FY25	
	FY 2018	FY 2019				# Change	% Change
Urban Frequent	29,510,050	30,415,325	20,156,847	22,476,382	24,122,553	1,646,171	7.3%
Urban Standard	9,265,348	7,454,910	5,222,535	5,664,277	5,869,524	205,247	3.6%
Rapid	6,002,999	6,504,970	5,477,016	6,364,477	6,956,391	591,914	9.3%
Express	2,096,249	2,008,630	685,945	515,744	506,437	(9,307)	-1.8%
Circulator	670,006	821,636	526,347	554,504	608,727	54,223	9.8%
Premium/Rapid Express	283,135	281,240	102,064	105,696	114,617	8,921	8.4%
Rural	80,771	84,552	43,587	38,130	57,254	19,124	50.2%
Fixed-Bus Subtotal	47,908,558	47,571,263	32,214,341	35,719,210	38,235,503	2,516,293	7.0%
Light Rail (Blue, Orange, Green, Copper)	36,979,119	37,274,030	36,046,304	39,648,454	42,593,571	2,945,117	7.4%
Light Rail (Silver)	16,082	19,727	1,056	1,031	1,220	189	18.3%
Light Rail Subtotal	36,995,201	37,293,757	36,047,360	39,649,485	42,594,791	2,945,306	7.4%
ALL Fixed Route	84,903,759	84,865,020	68,261,701	75,368,695	80,830,294	5,461,599	7.2%
Demand-Resp. (MTS Access)	505,973	423,212	178,828	200,622	284,124	83,502	41.6%
Demand-Resp. (Access Taxi)	-	69,263	70,834	113,477	66,653	(46,824)	-41.3%
Demand-Resp. Subtotal	505,973	492,475	249,662	314,099	350,777	36,678	11.7%
System	85,409,732	85,357,495	68,511,363	75,682,794	81,181,071	5,498,277	7.3%

NOTES: 7.3% increase overall from FY 2024 to FY 2025 indicates a continued rebound from pandemic-related ridership losses. Nearly every route category experienced a year-over-year increase.

Average Weekday Passengers

Route Categories	Pre-Pandemic		FY 2023	FY 2024	FY 2025	FY24 - FY25	
	FY 2018	FY 2019				# Change	% Change
Urban Frequent	96,883	99,521	64,672	72,624	77,588	4,964	6.8%
Urban Standard	31,423	25,567	17,693	19,308	19,933	625	3.2%
Rapid	19,823	21,678	18,378	21,290	22,886	1,596	7.5%
Express	7,623	7,247	2,294	1,756	1,699	(58)	-3.3%
Circulator	2,564	2,947	1,920	2,072	2,239	166	8.0%
Premium/Rapid Express	1,117	1,112	402	418	451	33	8.0%
Rural	319	334	172	151	225	75	49.6%
Fixed-Bus Subtotal	159,751	158,406	105,530	117,619	125,021	7,402	6.3%
Light Rail (Blue, Orange, Green, Copper)	113,370	114,624	109,568	121,002	128,083	7,081	5.9%
Light Rail (Silver)	101	83	n/a	n/a	n/a	n/a	n/a
Light Rail Subtotal	113,471	114,706	109,568	121,002	128,083	7,081	5.9%
ALL Fixed Route	273,222	273,112	215,098	238,621	253,104	14,483	6.1%
Demand-Resp. (MTS Access)	1,815	1,523	630	713	1,004	291	40.8%
Demand-Resp. (Access Taxi)	-	231	242	403	231	(172)	-42.8%
Demand-Resp. Subtotal	1,815	1,754	872	1,116	1,234	118	10.6%
System	275,037	274,866	215,970	239,737	254,338	14,601	6.1%

NOTES: The average weekday ridership figure tracks closely with the overall passenger trends. October 2024 was again MTS's best ridership month.

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Passengers per Revenue Hour

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

Route Categories	Pre-Pandemic		FY 2023	FY 2024	FY 2025	FY24 - FY25 % Change
	FY 2018	FY 2019				
Urban Frequent	28.2	26.8	19.6	20.7	21.5	4.2%
Urban Standard	21.1	18.8	13.5	14.1	14.5	3.2%
Rapid	32.5	31.4	26.6	25.8	26.5	2.8%
Express	25.1	25.4	12.8	12.3	12.1	-1.7%
Circulator	12.9	13.3	8.6	8.5	10.2	19.4%
Premium/Rapid Express	24.3	24.0	13.8	14.4	15.3	7.0%
Rural	12.0	15.8	8.2	7.1	11.0	46.7%
Fixed-Bus Subtotal	26.3	25.1	18.4	19.2	20.1	4.6%
Light Rail (Blue, Orange, Green, Copper)	215.4	216.7	155.7	170.8	170.2	-0.4%
Light Rail (Silver)	23.6	21.6	18.5	19.0	32.1	70.8%
Light Rail Subtotal	214.6	215.7	155.7	170.7	170.2	-0.4%
ALL Fixed Route	42.5	41.0	34.4	36.1	37.5	4.2%
Demand-Resp. (MTS Access)	2.0	2.0	1.7	1.5	1.4	-4.1%
Demand-Resp. (Access Taxi)	0.0	3.3	3.0	2.9	2.7	-5.7%
Demand-Resp. Subtotal	2.0	2.1	1.9	1.8	1.6	-12.7%
System	38.0	37.1	32.4	33.5	34.2	2.1%

Weekday Passengers per In-Service Hour

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

Route Categories	Pre-Pandemic		FY 2023	FY 2024	FY 2025	FY24 - FY25 % Change
	FY 2018	FY 2019				
Urban Frequent	35.3	33.8	25.3	26.5	27.2	4.9%
Urban Standard	29.1	26.1	18.7	19.4	20.0	4.0%
Rapid	43.7	41.3	35.7	34.7	35.3	-2.7%
Express	32.5	33.4	17.1	15.4	14.7	-9.6%
Circulator	16.7	17.4	12.7	12.0	14.1	-5.5%
Premium/Rapid Express	26.8	26.6	16.1	16.7	18.0	3.9%
Rural	15.8	15.8	12.2	10.5	14.9	-14.1%
Fixed-Bus Subtotal	33.8	32.3	24.3	25.2	26.0	3.6%
Light Rail (Blue, Orange, Green, Copper)	258.0	260.9	185.2	204.3	209.2	10.3%
Light Rail (Silver)	39.1	23.6	n/a	n/a	n/a	n/a
Light Rail Subtotal	257.6	260.6	185.2	204.3	209.2	10.3%
ALL Fixed Route	52.9	51.1	43.5	45.3	46.7	4.0%
Demand-Resp. (MTS Access)	N/A	N/A	1.7	1.5	1.5	-11.1%
Demand-Resp. (Access Taxi)	N/A	N/A	2.9	2.9	2.7	-1.7%
Demand-Resp. Subtotal	N/A	N/A	1.9	1.8	1.6	-5.3%
System	52.9	51.1	40.1	40.8	41.0	1.8%

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On-Time Performance

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

Route Categories	Service Change Period				GOAL
	Jun 2024	Sep 2024	Jan 2025	Jun 2025	
Urban Frequent	82.8%	82.1%	81.9%	84.4%	85.0%
Urban Standard	84.9%	83.8%	85.3%	87.4%	90.0%
Rapid	86.8%	86.8%	86.6%	88.9%	85.0%
Express	90.6%	84.0%	84.5%	87.2%	90.0%
Circulator	84.9%	84.4%	86.3%	89.4%	90.0%
Premium/Rapid Express	90.0%	86.7%	88.1%	88.2%	90.0%
Rural	N/A	N/A	N/A	N/A	
Demand-Resp. (Access & Taxi)	N/A	N/A	N/A	N/A	
Light Rail (Blue, Orange, Green, Copper)	92.3%	93.0%	96.0%	95.6%	90.0%
Light Rail (Silver)	N/A	N/A	N/A	N/A	N/A
System	84.8%	83.4%	84.5%	86.6%	

Preventable Accidents per 100,000 Miles

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

Operator	FY 2023	FY 2024	FY 2025
MTS Directly-Operated Bus	0.96	1.07	1.19
MTS Contracted Fixed-Route Bus	1.30	1.38	1.24
Demand-Resp. (Access & Taxi)	0.71	0.94	0.92
MTS Rail	0.05	0.14	0.19

Mean Distance Between Failures (MDBF)

In this metric, a higher number is better: it means the fleet is traveling farther between breakdowns. Consistent with the National Transit Database definition, a "failure" is a mechanical failure of a vehicle that prevents the start or completion of a trip due to safety, because vehicle movement is limited, or because policy requires removal from service. The average age of each mode's fleet from year to year impacts the annual change in MDBF.

Operator	FY 2023	FY 2024	FY 2025	% Change	
				FY23 - FY24	FY24 - FY25
MTS Directly-Operated Bus	6,019	6,645	7,473	10.4%	12.5%
MTS Contracted Fixed-Route Bus	6,765	6,051	5,704	-10.5%	-15.7%
Demand-Resp. (Access & Taxi)	47,519	54,314	59,865	14.3%	26.0%
MTS Rail	15,439	20,579	17,350	33.3%	12.4%

Complaints per 100,000 Passengers

This metric utilizes data from MTS' Customer Resource Management system, which tracks our customer service contacts.

Operator	FY 2023	FY 2024	FY 2025	% Change	
				FY23 - FY24	FY24 - FY25
MTS Directly-Operated Bus	4.0	4.5	4.8	11.3%	6.7%
MTS Contracted Fixed-Route Bus	10.4	8.6	8.6	-17.0%	0.0%
Demand-Resp. (Access & Taxi)	245.1	181.2	138.3	-26.1%	-23.7%
MTS Rail	1.2	1.4	1.8	17.9%	28.6%
System	4.9	4.6	4.8	-5.5%	4.3%

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OBJECTIVE | Develop a Sustainable System

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

Revenue Hours

Operator	FY25 Budget	FY25 Actual	# Diff	% Diff
MTS Directly-Operated Bus	792,826	793,760	934	0.1%
MTS Contracted Fixed-Route Bus	1,111,887	1,110,108	(1,779)	-0.2%
Demand-Resp (Access & Taxi)	178,138	222,025	43,887	24.6%
MTS Rail (Car Hours)	703,411	704,352	941	0.1%
System	2,786,262	2,830,245	43,983	1.6%

NOTES: MTS Rail shows 'car' (not 'train') revenue hours and miles for budget and actual.

Revenue Miles

Operator	FY25 Budget	FY25 Actual	# Diff	% Diff
MTS Directly-Operated Bus	9,148,475	9,138,713	(9,762)	-0.1%
MTS Contracted Fixed-Route Bus	11,733,477	11,705,565	(27,912)	-0.2%
Demand-Resp (Access & Taxi)	3,855,929	3,383,445	(472,484)	-12.3%
MTS Rail (Car Miles)	12,978,906	12,265,920	(712,986)	-5.5%
System	37,716,787	36,493,643	(1,223,144)	-3.2%

Scheduled In-Service Hours (Weekly Total)

Operator	June 2024	June 2025	# Diff	% Diff
MTS Directly-Operated Bus	12,152	12,116	(36)	-0.3%
MTS Contracted Fixed-Route Bus	16,775	16,746	(29)	-0.2%
MTS Rail	3,827	3,985	157	4.1%
System	32,754	32,846	92	0.3%

Scheduled In-Service Miles (Weekly Total)

Operator	June 2024	June 2025	# Diff	% Diff
MTS Directly-Operated Bus	176,559	176,265	(293)	-0.2%
MTS Contracted Fixed-Route Bus	231,341	230,212	(1,129)	-0.5%
MTS Rail	82,029	85,311	3,282	4.0%
System	489,929	491,789	1,860	0.4%

Scheduled Weekday Peak-Vehicle Requirement

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

Operator	June 2024	June 2025	# Change FY24 - FY25
MTS Directly-Operated Bus	197	194	(3)
MTS Contracted Fixed-Route Bus	288	289	1
MTS Rail	114	113	(1)

Scheduled In-Service Speed (MPH) (Weekday)

Operator	June 2024	June 2025	% Change FY24 - FY25
MTS Directly-Operated Bus	14.5	14.5	0.1%
MTS Contracted Fixed-Route Bus	13.8	14.0	1.9%
MTS Rail	21.5	21.4	-0.2%

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Scheduled In-Service Miles/Total Miles (Weekday)

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

Operator	June 2024	June 2025	% Change FY24 - FY25
MTS Directly-Operated Bus	88.0%	88.1%	0.2%
MTS Rail	98.2%	96.7%	-1.5%

Scheduled In-Service Hours/Total Hours (Weekday)

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

Operator	June 2024	June 2025	% Change FY23 - FY24
MTS Directly-Operated Bus	75.6%	75.5%	-0.1%
MTS Rail	83.7%	80.3%	-4.1%

Farebox Recovery

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

Operator	Pre-Pandemic		FY 2023	FY 2024	FY 2025	FY24 - FY25
	FY 2018	FY 2019				% Change
MTS Directly-Operated Bus	29.3%	22.5%	16.9%	16.8%	16.6%	-1.4%
MTS Contracted Fixed-Route Bus	49.8%	36.0%	23.0%	21.6%	24.0%	10.7%
MTS Rail	49.6%	51.6%	21.3%	22.2%	21.6%	-2.6%
ALL Fixed Route	36.2%	35.8%	20.2%	20.2%	20.5%	1.4%
Demand-Resp (Access & Taxi)	12.9%	14.8%	7.8%	7.5%	7.3%	-3.2%
System	34.4%	34.3%	19.7%	19.6%	19.6%	0.1%

NOTES: The TDA's minimum farebox recovery percentages have been suspended through 2026, due to pandemic impacts on ridership. High inflation on the cost side and lower fare revenue on the income side continue to put a strain on this metric.

Subsidy Per Passenger

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

Route Categories	Pre-Pandemic		FY 2023	FY 2024	FY 2025	FY24 - FY25
	FY 2018	FY 2019				% Change
Urban Frequent	\$ 2.26	\$ 2.34	\$ 4.74	\$ 4.47	\$4.55	1.8%
Urban Standard	\$ 2.11	\$ 2.60	\$ 5.66	\$ 5.63	\$5.44	-3.5%
Rapid	\$ 2.72	\$ 2.82	\$ 4.54	\$ 4.64	\$3.37	-27.4%
Express	\$ 3.87	\$ 3.72	\$ 10.60	\$ 10.98	\$12.02	9.5%
Circulator	\$ 3.08	\$ 3.05	\$ 7.62	\$ 8.51	\$6.39	-24.9%
Premium/Rapid Express	\$ 4.27	\$ 4.83	\$ 16.03	\$ 15.51	\$13.94	-10.1%
Rural	\$ 8.49	\$ 8.43	\$ 23.99	\$ 28.29	\$17.69	-37.5%
Fixed-Bus Subtotal	\$ 2.39	\$ 2.54	\$ 5.09	\$ 4.89	\$4.65	-5.0%
Light Rail (Blue, Orange, Green, Copper)	\$ 1.07	\$ 1.05	\$ 2.73	\$ 2.64	\$2.69	1.9%
Light Rail (Silver)	\$ 18.42	\$ 20.67	\$ 28.80	\$ 30.11	\$17.48	-42.0%
Light Rail Subtotal	\$ 1.08	\$ 1.06	\$ 2.74	\$ 2.64	\$2.69	1.9%
ALL Fixed Route	\$ 1.82	\$ 1.89	\$ 3.84	\$ 3.71	\$3.62	-2.5%
Demand-Resp. (MTS Access)	\$ 34.62	\$ 36.26	\$ 60.84	\$ 69.60	\$63.25	-9.1%
Demand-Resp. (Access Taxi)	\$ -	\$ 19.94	\$ 34.36	\$ 33.61	\$30.80	-8.4%
Demand Response Subtotal	\$ 34.62	\$ 33.97	\$ 53.33	\$ 56.60	\$57.09	0.9%
System	\$ 2.01	\$ 2.07	\$ 4.02	\$ 3.93	\$3.90	-0.8%

NOTES: After a major spike caused by the pandemic, MTS' subsidy per passenger has been falling every year since FY 2021 due to increasing ridership. Similar to the farebox recovery, high inflation on the cost side and lower fare revenue on the income side continue to put a strain on this metric.

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FY 2025 ANNUAL ROUTE STATISTICS																						
BASE STATISTICS													TITLE VI MONITORING									
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY24-25 % Change	Avg. Wkdy. Psgrs.	Psgrs./ Rev. Hr.	Cost/ Psgr.	Average Fare	Subsidy/ Psgr.	Farebox Recovery	Budgeted Rev.Svc.		Route	Minority Route ^	On-Time Perf.		Weekday Headway			Vehicle Load Factor ~		
											Hours	Miles			Goal	Actual	Goal	Peak	Base	Goal	% trips over VLF	> 20%?
Blue	LRT	3,8,NC,CV	25,947,395	6.4%	79,323	215.6	\$ 2.71	\$ 0.82	\$ 1.89	30.3%	102,479	2,230,429	Blue	✓	90%	95%	15 min.	7.5	15	3.00	0%	No
Orange	LRT	3,4,8,9,LG,LM,EC	6,938,684	4.6%	21,219	138.2	\$ 4.23	\$ 0.74	\$ 3.49	17.6%	44,294	888,778	Orange	✓	90%	97%	15 min.	15	15	3.00	0%	No
Green	LRT	2,3,7,9,LM,EC,ST	9,242,511	7.1%	26,140	149.5	\$ 3.91	\$ 0.74	\$ 3.17	19.0%	54,769	1,199,360	Green		90%	95%	15 min.	15	15	3.00	0%	No
Copper	LRT	EC, ST	464,981	N/A	1,815	26.1	\$ 22.45	\$ 0.74	\$ 21.70	3.3%			Copper		90%	99%	15 min.	15	15	3.00	0%	No
Silver	LRT	3	1,220	18.3%	-	32.3	\$ 18.22	\$ 0.74	\$ 17.48	4.1%	808	5,928	Silver		90%	100%	15 min.	30	30	3.00	0%	No
1	Frq	3,7,9,LM	966,626	19.2%	3,179	19.7	\$ 4.54	\$ 1.23	\$ 3.31	27.1%	41,481	378,315	1	✓	85%	81%	15 min.	15	15	1.50	0%	No
2	Frq	3	588,007	3.9%	1,875	18.9	\$ 8.32	\$ 1.19	\$ 7.13	14.3%	31,098	244,667	2		85%	90%	15 min.	12	15	1.50	0%	No
3	Frq	3,4,8,9	1,077,900	9.9%	3,562	20.1	\$ 3.92	\$ 1.45	\$ 2.47	37.0%	51,964	410,899	3	✓	85%	78%	15 min.	12	12	1.50	0%	No
4	Std	3,4,8,9	489,696	(16.4%)	1,602	19.7	\$ 7.97	\$ 1.02	\$ 6.95	12.7%	24,179	259,591	4	✓	85%	77%	30 min.	30	30	1.50	0%	No
5	Frq	3,4,8,9	458,322	3.0%	1,548	20.3	\$ 3.75	\$ 1.31	\$ 2.44	34.9%	22,611	173,496	5	✓	85%	88%	15 min.	12	12	1.50	0%	No
6	Frq	3,7	231,016	1.2%	703	15.3	\$ 10.27	\$ 1.27	\$ 9.00	12.4%	15,250	130,440	6		85%	89%	15 min.	15	15	1.50	0%	No
7	Frq	3,4,9	1,900,135	1.1%	5,649	29.3	\$ 5.37	\$ 1.11	\$ 4.26	20.7%	65,620	509,054	7	✓	85%	79%	15 min.	10	10	1.50	0%	No
8	Frq	2,3	610,094	4.2%	1,651	18.0	\$ 8.76	\$ 1.28	\$ 7.48	14.6%	33,879	351,792	8		85%	84%	15 min.	20	20	1.50	0%	No
9	Frq	2,3	261,156	6.9%	710	14.9	\$ 10.52	\$ 1.15	\$ 9.36	11.0%	17,537	157,243	9		85%	92%	15 min.	20	20	1.50	0%	No
10	Frq	2,3,4,9	1,032,824	9.1%	3,411	25.6	\$ 6.13	\$ 1.24	\$ 4.89	20.3%	39,989	349,326	10	✓	85%	79%	15 min.	12	15	1.50	0%	No
11	Frq	3,9	513,100	7.6%	1,640	16.3	\$ 9.63	\$ 1.26	\$ 8.36	13.1%	31,647	311,834	11		85%	81%	15 min.	15	15	1.50	0%	No
12	Frq	3,4,8,9	926,378	(0.6%)	3,027	21.2	\$ 7.42	\$ 0.93	\$ 6.49	12.5%	42,440	415,708	12	✓	85%	84%	15 min.	7.5/15	15	1.50	0%	No
13	Frq	4,7,9,NC	1,900,795	7.5%	6,283	31.9	\$ 4.92	\$ 1.07	\$ 3.85	21.8%	57,891	578,803	13	✓	85%	85%	15 min.	12	12	1.50	0%	No
14	Circ	7,9,LM	50,706	14.1%	200	7.8	\$ 10.83	\$ 1.14	\$ 9.69	10.6%	6,444	65,112	14		90%	83%	60 min.	60	60	1.00	0%	No
18	Circ	3,7	17,207	13.4%	68	6.6	\$ 12.96	\$ 1.38	\$ 11.58	10.7%	2,624	39,612	18		90%	95%	60 min.	30	30	1.00	0%	No
20	Exp	3,5,6,7	403,558	8.0%	1,328	11.8	\$ 13.38	\$ 1.25	\$ 12.13	9.3%	34,373	651,457	20	✓	90%	88%	30 min.	15/30	30	1.50	0%	No
25	Circ	6,7	56,593	14.6%	223	9.0	\$ 9.40	\$ 1.16	\$ 8.24	12.3%	6,242	78,260	25		90%	86%	60 min.	60	60	1.00	0%	No
27	Std	2,6	276,354	12.1%	834	13.2	\$ 0.75	\$ 0.14	\$ 0.61	19.2%	20,784	182,050	27		85%	83%	30 min.	30	30	1.50	0%	No
28	Std	2,3	251,002	5.5%	801	20.5	\$ 3.30	\$ 1.18	\$ 2.13	35.7%	12,334	83,837	28		85%	87%	30 min.	15/30	30	1.50	0%	No
30	Frq	1,2,3	1,132,931	(0.8%)	3,384	19.8	\$ 7.93	\$ 1.19	\$ 6.74	15.0%	56,933	719,143	30		85%	81%	15 min.	15	15	1.50	0%	No
31	Std	1,6	83,172	1.0%	327	17.4	\$ 9.03	\$ 1.37	\$ 7.66	15.2%	4,752	58,868	31		85%	81%	30 min.	30	-	1.50	0%	No
35	Frq	2,3	370,229	15.1%	1,128	16.5	\$ 3.75	\$ 1.35	\$ 2.40	36.0%	19,678	117,952	35		85%	87%	15 min.	15	15	1.50	0%	No
41	Frq	1,6,7	818,049	5.3%	2,817	22.4	\$ 7.03	\$ 1.04	\$ 5.99	14.7%	36,742	464,776	41		85%	83%	15 min.	7.5/15	15	1.50	0%	No
43	Frq	2,6	451,991	100.0%	1,428	18.5	\$ 8.52	\$ 1.15	\$ 7.37	13.5%	24,605	248,959	43	✓	85%	86%	15 min.	15	15	1.50	0%	No
44	Frq	2,3,6,7	819,763	6.5%	2,696	24.0	\$ 6.55	\$ 1.06	\$ 5.48	16.3%	34,219	357,180	44	✓	85%	86%	15 min.	7.5/15	15	1.50	0%	No
60	Exp	1,3,4,6,9	52,132	0.4%	205	15.5	\$ 10.14	\$ 1.26	\$ 8.87	12.5%	3,366	58,954	60	✓	90%	79%	30 min.	20/30	-	1.50	0%	No
83	Circ	3	19,867	15.4%	78	6.2	\$ 13.73	\$ 1.48	\$ 12.25	10.8%	3,213	25,846	83		90%	90%	60 min.	60	60	1.00	0%	No
84	Circ	2	15,365	9.8%	60	5.1	\$ 16.50	\$ 1.46	\$ 15.03	8.9%	2,998	35,435	84		90%	88%	60 min.	60	60	1.00	0%	No
88	Circ	3,7	84,565	5.3%	282	11.7	\$ 5.07	\$ 1.38	\$ 3.69	27.2%	7,249	50,867	88		90%	95%	60 min.	30	30	1.00	0%	No
105	Std	1,2,3,6	203,332	5.4%	725	13.5	\$ 11.66	\$ 1.10	\$ 10.56	9.4%	15,119	181,877	105		85%	86%	30 min.	30	30	1.50	0%	No
110	Exp	3,6	20,197	2.1%	80	10.5	\$ 14.98	\$ 1.23	\$ 13.75	8.2%	1,944	40,030	110	✓	90%	96%	30 min.	20/30	-	1.50	0%	No
115	Std	7,9,LM,EC	204,813	4.2%	725	12.1	\$ 8.77	\$ 1.21	\$ 7.57	13.7%	16,728	195,517	115		85%	86%	30 min.	30	30	1.50	0%	No
120	Frq	3,6,7	515,605	6.0%	1,662	15.4	\$ 10.18	\$ 1.23	\$ 8.95	12.1%	33,457	346,608	120	✓	85%	86%	15 min.	15/30	15/30	1.50	0%	No
201/202^	Rpd	1	2,473,822	(0.3%)	8,729	58.7	\$ 2.68	\$ 0.99	\$ 1.69	36.8%	42,419	385,272	201/202^	✓	85%	92%	15 min.	5	10	1.50	0%	No
204^	Rpd	1	67,088	(1.2%)	264	16.5	\$ 9.52	\$ 1.01	\$ 8.51	10.6%	4,087	28,389	204^		85%	97%	15 min.	30	30	1.50	0%	No
215^	Rpd	3,9	1,467,179	3.9%	4,392	23.5	\$ 6.68	\$ 1.18	\$ 5.50	17.6%	55,691	537,180	215^	✓	85%	87%	15 min.	10	15	1.50	0%	No
225^	Rpd	3,8,CV	638,488	12.3%	2,024	16.9	\$ 1.02	\$ 1.34	\$ (0.31)	130.6%	37,462	722,591	225^	✓	85%	86%	15 min.	15	30	1.50	0%	No
227	Rpd	8,IB	893,851	N/A	2,825	23.4	\$ 0.71	\$ 0.31	\$ 0.40	43.4%	30,675	530,938	225^	✓	85%	83%	15 min.	15	30	1.50	0%	No

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2025: JULY 2024 - JUNE 2025

Date: 9/9/25

FY 2025 ANNUAL ROUTE STATISTICS																						
BASE STATISTICS													TITLE VI MONITORING									
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY24-25 % Change	Avg. Wkdy. Psgrs.	Psgrs./ Rev. Hr.	Cost/ Psgr.	Average Fare	Subsidy/ Psgr.	Farebox Recovery	Budgeted Rev.Svc.		Route	Minority Route ^	On-Time Perf.		Weekday Headway			Vehicle Load Factor ~		
											Hours	Miles			Goal	Actual	Goal	Peak	Base	Goal	% trips over VLF	> 20%?
235^	Rpd	3,5,6,9,Esc	1,243,956	9.4%	3,974	18.8	\$ 8.34	\$ 1.28	\$ 7.06	15.4%	65,272	1,538,157	235^		85%	84%	15 min.	15	15	1.50	0%	No
237^	Rpd	1.6	172,007	(5.0%)	677	14.7	\$ 10.72	\$ 1.18	\$ 9.54	11.0%	11,760	144,906	237^	✓	85%	93%	15 min.	15	-	1.50	0%	No
280	RpEx	3,5,Esc	52,597	4.4%	207	13.7	\$ 21.51	\$ 3.50	\$ 18.01	16.3%	3,787	118,991	280		90%	84%	30 min.	15	-	1.00	0%	No
290	RpEx	3.5	62,020	12.2%	244	17.1	\$ 13.61	\$ 3.13	\$ 10.48	23.0%	3,562	88,752	290		90%	92%	30 min.	10	-	1.00	0%	No
701	Frq	CV	331,659	1.7%	1,180	16.4	\$ 6.22	\$ 1.04	\$ 5.18	16.8%	20,220	208,309	701	✓	85%	82%	15 min.	15	15	1.50	0%	No
704	Std	CV	361,591	5.5%	1,268	17.2	\$ 6.18	\$ 1.22	\$ 4.96	19.8%	21,018	225,410	704	✓	85%	79%	30 min.	30	30	1.50	0%	No
705	Std	CV,NC,Cty	176,367	6.2%	628	15.9	\$ 5.67	\$ 1.21	\$ 4.46	21.3%	11,166	100,709	705	✓	85%	86%	30 min.	30/60	30/60	1.50	0%	No
707	Std	CV	94,300	0.7%	371	13.7	\$ 7.17	\$ 1.08	\$ 6.09	15.1%	6,843	68,153	707	✓	85%	88%	30 min.	30	30	1.50	0%	No
709	Frq	CV	685,950	8.9%	2,431	22.3	\$ 4.94	\$ 1.11	\$ 3.83	22.5%	30,483	335,035	709	✓	85%	79%	15 min.	7.5/15	15	1.50	0%	No
712	Frq	CV	531,326	5.3%	1,881	24.4	\$ 4.21	\$ 1.04	\$ 3.17	24.7%	21,855	225,812	712	✓	85%	85%	15 min.	15	15	1.50	0%	No
815	Frq	EC	331,398	17.8%	1,089	19.3	\$ 3.48	\$ 1.41	\$ 2.07	40.4%	14,416	105,852	815		85%	89%	15 min.	15	15	1.50	0%	No
816	Std	EC,Cty	99,938	6.6%	393	11.2	\$ 8.60	\$ 1.24	\$ 7.36	14.4%	8,804	94,749	816		85%	87%	30 min.	30	30	1.50	0%	No
832	Std	ST	36,524	1.8%	129	13.3	\$ 6.61	\$ 1.17	\$ 5.44	17.7%	2,683	28,025	832		85%	91%	30 min.	60	60	1.50	0%	No
833	Std	EC,ST	77,508	8.1%	266	10.5	\$ 8.06	\$ 1.08	\$ 6.97	13.4%	7,356	73,119	833		85%	85%	30 min.	35-45	35-45	1.50	0%	No
834	Std	ST	23,070	5.5%	91	9.0	\$ 9.71	\$ 1.28	\$ 8.43	13.2%	2,421	24,703	834		85%	91%	30 min.	60	60	1.50	0%	No
838	Std	Cty	100,978	(0.7%)	287	9.8	\$ 8.67	\$ 1.35	\$ 7.32	15.6%	10,363	155,751	838		85%	83%	30 min.	60	60	1.50	0%	No
848	Std	EC,Cty	259,033	6.3%	847	16.3	\$ 5.41	\$ 1.31	\$ 4.10	24.2%	15,787	153,603	848		85%	88%	30 min.	30	30	1.50	0%	No
851	Circ	LM,Cty	64,468	16.2%	254	18.2	\$ 5.72	\$ 0.88	\$ 4.85	15.3%	3,499	40,675	851	✓	90%	91%	60 min.	60	60	1.00	0%	No
852	Std	4,9,LM	240,640	6.5%	762	12.9	\$ 6.40	\$ 1.28	\$ 5.12	20.0%	18,615	168,525	852	✓	85%	87%	30 min.	30	30	1.50	0%	No
854	Std	7,LM	60,255	15.2%	237	10.3	\$ 9.86	\$ 1.34	\$ 8.52	13.6%	5,925	65,151	854		85%	96%	30 min.	30/60	30/60	1.50	0%	No
855	Std	LM,Cty	207,564	12.2%	723	22.6	\$ 3.77	\$ 0.95	\$ 2.82	25.2%	9,113	85,933	855	✓	85%	93%	30 min.	30	30	1.50	0%	No
856	Std	4,9,LG,Cty	458,766	11.0%	1,641	20.2	\$ 4.88	\$ 1.16	\$ 3.72	23.8%	22,550	246,511	856	✓	85%	86%	30 min.	30	30	1.50	0%	No
864	Std	EC,Cty	275,824	9.1%	873	18.4	\$ 4.38	\$ 1.38	\$ 3.00	31.5%	15,082	132,630	864		85%	86%	30 min.	30	30	1.50	0%	No
872	Std	EC	38,115	8.9%	150	11.1	\$ 5.42	\$ 1.42	\$ 4.00	26.3%	3,383	22,755	872		85%	91%	30 min.	30	30	1.50	0%	No
874/875	Std	EC	250,835	2.7%	835	14.4	\$ 5.99	\$ 1.38	\$ 4.60	23.1%	17,192	165,250	874/875		85%	93%	30 min.	30	30	1.50	0%	No
888	Rural	EC,Cty	763	4.0%	8	1.4	\$ 196.72	\$ 2.32	\$ 194.40	1.2%	546	17,520	888									
891	Rural	EC,Cty	263	(12.0%)	6	0.8	\$ 327.79	\$ 2.61	\$ 325.18	0.8%	324	8,991	891									
892	Rural	EC,Cty	221	(6.0%)	5	0.7	\$ 367.90	\$ 1.91	\$ 365.99	0.5%	324	8,615	892									
894	Rural	EC,Cty	56,007	51.9%	221	13.9	\$ 16.21	\$ 3.75	\$ 12.47	23.1%	5,316	99,876	894									
901	Frq	3,8,IB,Cor	584,435	6.6%	1,803	15.0	\$ 8.58	\$ 1.37	\$ 7.21	16.0%	38,916	507,834	901	✓	85%	80%	15 min.	15	30	1.50	0%	No
904*	Circ	Cor	66,837	52.7%	176	12.3	\$ 3.30	\$ 0.25	\$ 3.05	7.7%	7,515	37,731	904*		90%	87%	60 min.	60	60	1.50	0%	No
905	Std	8	217,875	(24.0%)	787	14.0	\$ 9.77	\$ 1.15	\$ 8.62	11.8%	17,249	252,871	905	✓	85%	86%	30 min.	15/30	30	1.50	0%	No
906/907	Frq	8	1,180,158	14.1%	3,772	27.3	\$ 2.59	\$ 1.15	\$ 1.45	44.3%	42,688	304,717	906/907	✓	85%	85%	15 min.	15	15	1.50	0%	No
909	Circ	8	42,881	11.1%	169	11.4	\$ 10.73	\$ 1.08	\$ 9.65	10.1%	3,820	46,390	909	✓	90%	86%	60 min.	60+	60+	1.5	0%	No
910	Exp	3,8,CV,NC	30,550		200	13.4	\$ 16.17	\$ 1.40	\$ 14.76	8.7%	3,820	46,390	910		90%	61%	60 min.	60+	60+	1.5	0%	No
916/917	Std	4,LG	126,612	7.3%	444	11.0	\$ 10.42	\$ 1.18	\$ 9.23	11.4%	11,733	133,149	916/917	✓	85%	87%	30 min.	30/60	30/60	1.50	0%	No
921	Std	1.6	220,561	7.6%	693	13.8	\$ 6.46	\$ 1.63	\$ 4.84	25.2%	15,876	154,736	921	✓	85%	83%	30 min.	30	30	1.50	0%	No
923	Std	2.3	140,287	6.3%	552	10.4	\$ 8.70	\$ 1.30	\$ 7.39	15.0%	13,467	122,958	923		85%	85%	30 min.	30	30	1.50	0%	No
928	Std	6,7	158,142	13.1%	549	10.6	\$ 9.63	\$ 1.39	\$ 8.24	14.4%	14,717	167,465	928		85%	89%	30 min.	30	30	1.50	0%	No
929	Frq	3,8,CV,NC	1,465,026	7.1%	4,688	20.7	\$ 4.50	\$ 1.23	\$ 3.26	27.4%	67,004	647,583	929	✓	85%	76%	15 min.	12	15	1.00	0%	No
932	Frq	8,CV,NC	817,392	18.3%	2,785	20.4	\$ 4.78	\$ 1.22	\$ 3.56	25.5%	34,021	328,737	932	✓	85%	79%	15 min.	15	15	1.50	0%	No
933/934	Frq	8,IB	1,233,741	2.1%	4,074	23.3	\$ 4.77	\$ 1.05	\$ 3.73	21.9%	52,626	594,698	933/934	✓	85%	76%	15 min.	12	15	1.50	0%	No
936	Std	4,9,LG,Cty	359,817	11.9%	1,039	17.6	\$ 4.14	\$ 1.32	\$ 2.82	31.9%	20,313	163,334	936	✓	85%	87%	30 min.	30	30	1.50	0%	No
944	Std	5,PW	51,108	19.7%	186	6.6	\$ 12.85	\$ 1.31	\$ 11.55	10.2%	7,097	76,323	944		85%	89%	30 min.	30	30	1.00	0%	No
945	Std	5,PW	105,396	13.3%	383	8.7	\$ 9.71	\$ 1.15	\$ 8.55	11.9%	12,073	168,051	945		85%	81%	30 min.	30	30	1.50	0%	No
945A	Std	PW	12,164	33.7%	48	7.1	\$ -	\$ -	\$ -	2.0%	999	14,064	945A		85%	76%	30 min.	30	30	1.50	0%	No
955	Frq	4,8,9,NC	1,032,715	12.0%	3,375	24.3	\$ 3.72	\$ 1.10	\$ 2.62	29.6%	41,116	373,755	955	✓	85%	81%	15 min.	12	12	1.50	0%	No

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2025: JULY 2024 - JUNE 2025

Date: 9/9/25

FY 2025 ANNUAL ROUTE STATISTICS																						
BASE STATISTICS												TITLE VI MONITORING										
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY24-25 % Change	Avg. Wkdy. Psgrs.	Psgrs./ Rev. Hr.	Cost/ Psgr.	Average Fare	Subsidy/ Psgr.	Farebox Recovery	Budgeted Rev.Svc.		Route	Minority Route ^	On-Time Perf.		Weekday Headway			Vehicle Load Factor ~		
											Hours	Miles			Goal	Actual	Goal	Peak	Base	Goal	% trips over VLF	> 20%?
961	Frq	4,NC	497,064	11.6%	1,591	20.9	\$ 4.84	\$ 1.14	\$ 3.70	23.5%	23,643	240,439	961	✓	85%	86%	15 min.	15/30	15/30	1.50	0%	No
962	Frq	4,NC,Cty	471,933	15.2%	1,507	18.4	\$ 5.50	\$ 1.24	\$ 4.26	22.5%	22,776	235,730	962	✓	85%	83%	15 min.	15	15	1.50	0%	No
963	Std	4,NC	117,137	(0.3%)	380	12.4	\$ 6.57	\$ 1.22	\$ 5.35	18.6%	9,431	77,764	963	✓	85%	86%	30 min.	30	30	1.50	0%	No
964	Circ	5,6	108,587	11.7%	428	10.5	\$ 8.05	\$ 1.16	\$ 6.89	14.4%	9,438	89,107	964	✓	90%	82%	60 min.	30	30	1.00	0%	No
965	Circ	9	46,238	9.3%	162	9.9	\$ 8.62	\$ 1.13	\$ 7.49	13.1%	4,714	47,975	965	✓	90%	74%	60 min.	35-45	35-45	1.00	0%	No
967	Std	4,NC	38,773	25.4%	153	10.8	\$ 8.19	\$ 1.24	\$ 6.95	15.1%	3,593	31,979	967	✓	85%	92%	30 min.	60	60	1.50	0%	No
968	Std	NC	51,975	11.8%	205	12.4	\$ 7.98	\$ 1.13	\$ 6.85	14.2%	4,169	41,737	968	✓	85%	80%	30 min.	60+	60+	1.50	0%	No
985	Circ	1	35,413	100.0%	139	10.3	\$ 8.24	\$ 1.70	\$ 6.54	20.6%	3,433	38,929	985	✓	90%	92%	15 min.	15	15	1.00	0%	No
992	Frq	2,3	384,835	22.0%	1,059	16.3	\$ 4.82	\$ 1.29	\$ 3.53	26.7%	23,332	184,411	992		85%	69%	15 min.	15	15	1.50	0%	No
Access	D.R.	ALL	284,124	41.6%	1,004	1.4	\$ 67.67	\$ 4.42	\$ 63.25	6.5%			FTA defines Minority persons to include the following: (1) American Indian and Alaska Native, (2) Asian, (3) Black or African American, (4) Hispanic or Latino, (5) Native Hawaiian or Other Pacific Islander. FTA defines Minority Route as one with at least 1/3 of its revenue mileage in a census block(s) with a percentage of minority population that exceeds the percentage of minority population in the entire MTS service area. Source: https://www.transit.dot.gov/sites/fta.dot.gov/files/dovs/FTA_Title_VI_FINAL.pdf									
Taxi	D.R.	ALL	66,653	(41.3%)	231	2.7	\$ 35.53	\$ 4.73	\$ 30.80	13.3%												
TOTAL			81,181,071	7.3%	255,343	34.2	\$ 4.85	\$ 0.95	\$ 3.90	19.6%	2,061,320	24,683,698										

Route Category	FY25 Passengers	FY24-25 % Change	Avg. Wkday. Psgrs.	Psgrs./ Rev. Hr.	Cost/ Psgr.	Average Fare	Subsidy/ Psgr.	Farebox Recovery
Urban Frequent	24,122,553	7.3%	77,895	21.5	\$ 5.72	\$ 1.17	\$ 4.55	20.5%
Urban Standard	5,869,524	3.6%	20,012	14.5	\$ 6.62	\$ 1.19	\$ 5.44	17.9%
Rapid ^	6,956,391	9.3%	22,976	26.5	\$ 4.39	\$ 0.99	\$ 3.41	22.5%
Express	506,437	-1.8%	1,705	12.1	\$ 13.28	\$ 1.26	\$ 12.02	9.5%
Circulator	608,727	9.8%	2,248	10.2	\$ 7.40	\$ 1.01	\$ 6.39	13.7%
Premium/Rapid Express	114,617	8.4%	453	15.3	\$ 17.23	\$ 3.30	\$ 13.94	19.1%
Rural ^^	57,254	50.2%	226	11.0	\$ 21.41	\$ 3.72	\$ 17.69	17.4%
Fixed Bus Subtotal	38,235,503	7.0%	125,515	20.1	\$ 5.80	\$ 1.15	\$ 4.65	19.8%
Light Rail (B,O,G)	42,593,571	7.4%	128,589	170.2	\$ 3.44	\$ 0.74	\$ 2.69	21.6%
Light Rail (Silver)	1,220	18.3%	-	32.3	\$ 18.22	\$ 0.74	\$ 17.48	4.1%
Light Rail Subtotal	42,594,791	7.4%	128,589	170.2	\$ 3.44	\$ 0.74	\$ 2.69	21.6%
ALL Fixed-Route	80,830,294	7.2%	254,104	37.5	\$ 4.56	\$ 0.94	\$ 3.62	20.5%
MTS Access	284,124	41.6%	1,008	1.4	\$ 67.67	\$ 4.42	\$ 63.25	6.5%
Access Taxi	66,653	-41.3%	231	2.7	\$ 35.53	\$ 4.73	\$ 30.80	13.3%
Demand-Resp Subtotal	350,777	11.7%	1,239	1.6	\$ 61.56	\$ 4.47	\$ 57.09	7.3%
System Total ~	81,181,071	7.3%	255,343	34.2	\$ 4.85	\$ 0.95	\$ 3.90	19.6%

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

** MTS SVCC services discontinued in June 2024. Costs were partially subsidized by NCTD.

^ SANDAG reimburses MTS for net operating costs for Routes 201-237 with TransNet funds(exc. Rt. 227).

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

Rural and Demand Response services have no specific Policy 42 goals for OTP, headway, or vehicle load.

~ System summary totals include Transit Center costs not associated with specific routes.

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

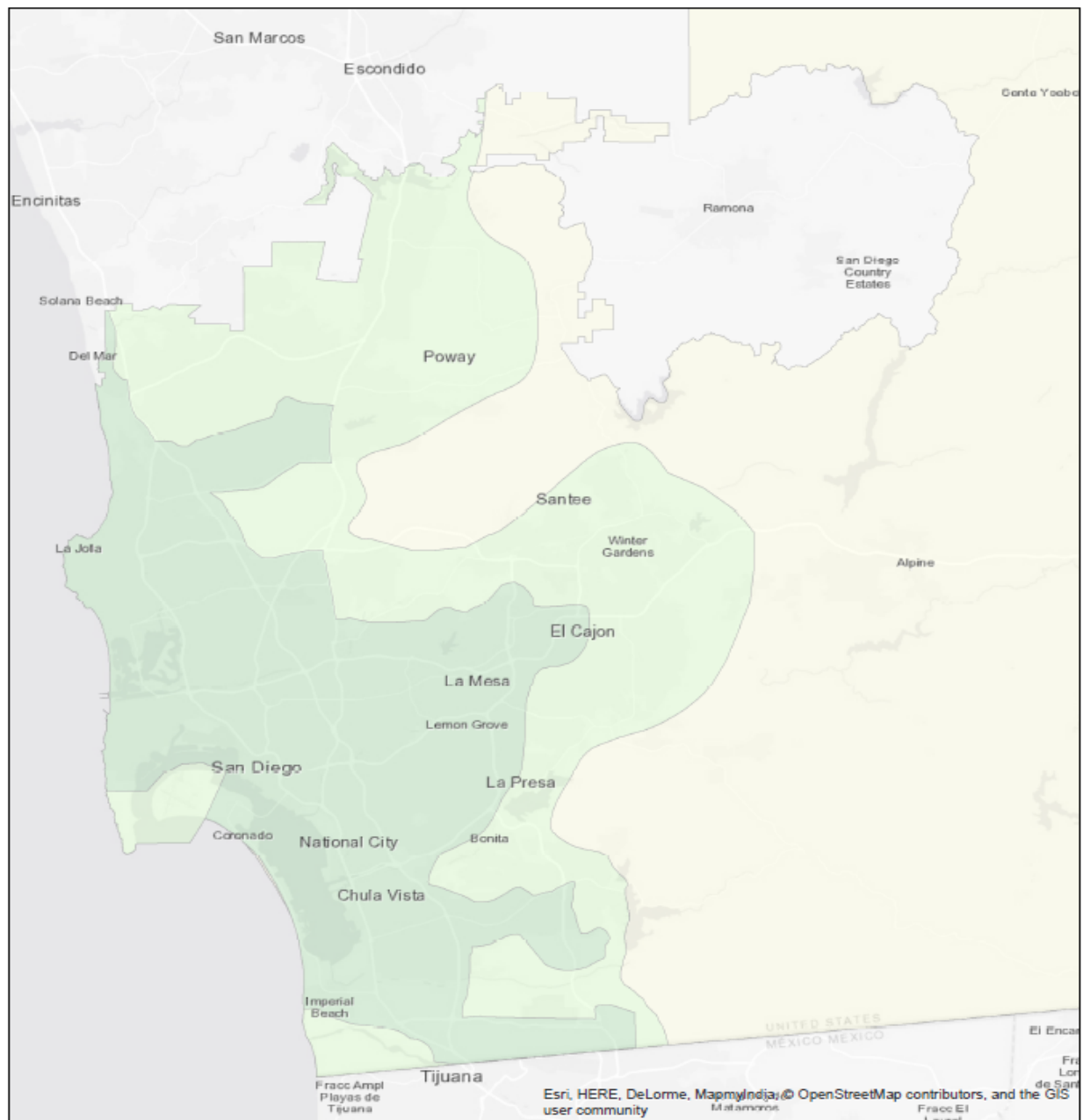
SERVICE AVAILABILITY *		
Goal	Actual	
80% of residents or jobs within 1/2 mile of a bus stop or rail station in urban area	% of residents within 1/2 mile of a bus stop or rail station in urban areas:	% of jobs within 1/2 mile of a bus stop or rail station in urban areas:
	99.2%	95.9%
100% of suburban residences within 5 miles of a bus stop or rail station.	% of suburban residents within 5 miles of a bus stop or rail station:	
	100.0%	
One return trip at least 2 days/week to destinations from rural villages (defined as Lakeside and Alpine).	Available Service:	
	Route 848 serves Lakeside seven days a week and Route 838 serves Alpine seven days a week.	

See map on next page titled "MTS Area of Jurisdiction."

^ Minority Route report updated using ACS 2020 (10/26/2023)

~ No trips averaged above the vehicle load factor target (1.5 for most bus routes, 3.0 for Trolley).

* Service Availability updated from PR request for Urban & Suburban Transit Access (1/27/2023)



- MTS Urban Service Area
- MTS Suburban Service Area
- MTS Rural Service Area

MTS Area of Jurisdiction

October 2023