

**San Diego Metropolitan Transit System**  
**POLICY 42 PERFORMANCE MONITORING REPORT**  
**FY 2020: JULY 2019 - JUNE 2020**

Date: 10/8/20 rev

**OBJECTIVE | Develop a Customer-Focused and Competitive System**

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

**Total Passengers**

Route Categories	FY 2018	FY 2019	FY 2020	# Change		% Change	
				FY18 - FY19	FY19 - FY20	FY18 - FY19	FY19 - FY20
Urban Frequent	29,510,050	30,415,325	24,452,815	905,275	(5,962,510)	3.1%	-19.6%
Urban Standard	9,265,348	7,454,910	6,129,760	(1,810,438)	(1,325,150)	-19.5%	-17.8%
Rapid	6,002,999	6,504,970	5,772,834	501,971	(732,136)	8.4%	-11.3%
Express	2,096,249	2,008,630	1,590,269	(87,619)	(418,361)	-4.2%	-20.8%
Circulator	670,006	821,636	669,608	151,630	(152,028)	22.6%	-18.5%
Premium/Rapid Express	283,135	281,240	207,372	(1,895)	(73,868)	-0.7%	-26.3%
Rural	80,771	84,552	54,435	3,781	(30,117)	4.7%	-35.6%
<b>Fixed-Bus Subtotal</b>	<b>47,908,558</b>	<b>47,571,263</b>	<b>38,877,093</b>	<b>(337,295)</b>	<b>(8,694,170)</b>	<b>-0.7%</b>	<b>-18.3%</b>
Light Rail (Blue, Orange, Green)	36,979,119	37,274,030	31,991,303	294,911	(5,282,727)	0.8%	-14.2%
Light Rail (Silver)	16,082	19,727	11,724	3,645	(8,003)	22.7%	-40.6%
<b>Light Rail Subtotal</b>	<b>36,995,201</b>	<b>37,293,757</b>	<b>32,003,027</b>	<b>298,556</b>	<b>(5,290,730)</b>	<b>0.8%</b>	<b>-14.2%</b>
<b>ALL Fixed Route</b>	<b>84,903,759</b>	<b>84,865,020</b>	<b>70,880,120</b>	<b>(38,739)</b>	<b>(13,984,900)</b>	<b>0.0%</b>	<b>-16.5%</b>
Demand-Resp. (MTS Access)	505,973	423,212	282,578	(82,761)	(140,634)	-16.4%	-33.2%
Demand-Resp. (Access Taxi)	-	69,263	61,382	69,263	(7,881)	100.0%	-11.4%
<b>Demand-Resp. Subtotal</b>	<b>505,973</b>	<b>492,475</b>	<b>343,960</b>	<b>(13,498)</b>	<b>(148,515)</b>	<b>-2.7%</b>	<b>-30.2%</b>
<b>System</b>	<b>85,409,732</b>	<b>85,357,495</b>	<b>71,224,080</b>	<b>(52,237)</b>	<b>(14,133,415)</b>	<b>-0.1%</b>	<b>-16.6%</b>

**NOTES:** After three years of ridership declines since an FY 2015 peak, overall passenger levels increased by 2.8% in the first six months of FY 2020 over the same period in FY 2019. **MTS was on track to carry nearly 89 million passengers in FY 2020**, but the impacts of Covid-19 resulted in a year-over-year decline of 14.1 million riders. This loss of passengers reverberates through many of the performance metrics below.

**Average Weekday Passengers**

Route Categories	FY 2018	FY 2019	FY 2020	# Change		% Change	
				FY18 - FY19	FY19 - FY20	FY18 - FY19	FY19 - FY20
Urban Frequent	96,883	99,521	78,864	2,638	(20,657)	2.7%	-20.8%
Urban Standard	31,423	25,567	20,771	(5,856)	(4,796)	-18.6%	-18.8%
Rapid	19,823	21,678	19,026	1,856	(2,652)	9.4%	-12.2%
Express	7,623	7,247	5,671	(376)	(1,576)	-4.9%	-21.7%
Circulator	2,564	2,947	2,393	384	(554)	15.0%	-18.8%
Premium/Rapid Express	1,117	1,112	813	(5)	(298)	-0.4%	-26.8%
Rural	319	334	213	15	(121)	4.7%	-36.1%
<b>Fixed-Bus Subtotal</b>	<b>159,751</b>	<b>158,406</b>	<b>127,752</b>	<b>(1,345)</b>	<b>(30,654)</b>	<b>-0.8%</b>	<b>-19.4%</b>
Light Rail (Blue, Orange, Green)	113,370	114,624	98,190	1,253	(16,434)	1.1%	-14.3%
Light Rail (Silver)	103	83	79	(20)	(4)	-19.7%	-4.6%
<b>Light Rail Subtotal</b>	<b>113,473</b>	<b>114,706</b>	<b>98,269</b>	<b>1,233</b>	<b>(16,437)</b>	<b>1.1%</b>	<b>-14.3%</b>
<b>ALL Fixed Route</b>	<b>273,224</b>	<b>273,112</b>	<b>226,021</b>	<b>(112)</b>	<b>(47,091)</b>	<b>0.0%</b>	<b>-17.2%</b>
Demand-Resp. (MTS Access)	1,815	1,523	1,004	(292)	(520)	-16.1%	-34.1%
Demand-Resp. (Access Taxi)	-	231	202	231	(29)	100.0%	-12.7%
<b>Demand-Resp. Subtotal</b>	<b>1,815</b>	<b>1,754</b>	<b>1,205</b>	<b>(61)</b>	<b>(549)</b>	<b>-3.4%</b>	<b>-31.3%</b>
<b>System</b>	<b>275,039</b>	<b>274,866</b>	<b>227,226</b>	<b>(173)</b>	<b>(47,640)</b>	<b>-0.1%</b>	<b>-17.3%</b>

**NOTES:** Similar to the overall passenger figures, **average weekday ridership increased by 2.5% in the first six months of FY 2020**, but Covid-19 impacts reduced MTS' overall fiscal year weekday average by nearly 50 thousand passengers. After a low point in mid-April 2020 of under 65 thousand daily riders, by the end of June 2020 the average weekday ridership had risen back up to over 110 thousand passengers.

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**Passengers per Revenue Hour**

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

Route Categories	FY 2018	FY 2019	FY 2020	% Change	
				FY18 - FY19	FY19 - FY20
Urban Frequent	28.2	26.8	22.6	-4.9%	-15.5%
Urban Standard	21.1	18.8	15.4	-10.9%	-18.0%
Rapid	32.5	31.4	26.3	-3.4%	-16.1%
Express	25.1	25.4	20.9	0.9%	-17.6%
Circulator	12.9	13.3	11.2	3.0%	-15.3%
Premium/Rapid Express	24.3	24.0	21.1	-1.2%	-12.0%
Rural	13.1	15.8	10.6	20.1%	-32.6%
<b>Fixed-Bus Subtotal</b>	<b>26.3</b>	<b>25.1</b>	<b>21.0</b>	<b>-4.5%</b>	<b>-16.1%</b>
Light Rail (Blue, Orange, Green)	215.4	216.7	180.9	0.6%	-16.5%
Light Rail (Silver)	23.6	21.6	19.5	-8.3%	-9.8%
<b>Light Rail Subtotal</b>	<b>214.6</b>	<b>215.7</b>	<b>180.4</b>	<b>0.5%</b>	<b>-16.4%</b>
<b>ALL Fixed Route</b>	<b>42.5</b>	<b>41.0</b>	<b>35.0</b>	<b>-3.6%</b>	<b>-14.6%</b>
Demand-Resp. (MTS Access)	2.0	2.0	1.8	0.1%	-8.3%
Demand-Resp. (Access Taxi)		3.32	3.3	100.0%	-0.9%
<b>Demand-Resp. Subtotal</b>	<b>2.0</b>	<b>2.1</b>	<b>2.0</b>	<b>6.0%</b>	<b>-6.0%</b>
<b>System</b>	<b>38.0</b>	<b>37.1</b>	<b>32.4</b>	<b>-2.4%</b>	<b>-12.6%</b>

**NOTES:** This metric is driven by overall ridership, so Covid-19 also negatively impacted this productivity measure. **Systemwide 'passengers per revenue hour' increased in the first six months of FY 2020 to 38.0**, but the ridership drop in the last four months of the year reduced the annual average by 12.6% compared to the year before.

Light Rail uses '**train**' (not 'car') revenue hours to calculate Passengers per Revenue Hour.

**Weekday Passengers per In-Service Hour**

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

Route Categories	FY 2018	FY 2019	FY 2020	% Change	
				FY18 - FY19	FY19 - FY20
Urban Frequent	28.6	33.8	28.8	18.1%	-14.7%
Urban Standard	21.3	26.1	21.2	22.4%	-18.7%
Rapid	34.7	41.3	35.0	19.1%	-15.2%
Express	26.2	33.4	27.4	27.7%	-18.1%
Circulator	12.8	17.4	14.8	35.7%	-15.0%
Premium/Rapid Express	24.2	26.6	23.5	9.9%	-11.9%
Rural	13.1	15.8	10.6	20.1%	-32.6%
<b>Fixed-Bus Subtotal</b>	<b>26.6</b>	<b>32.3</b>	<b>27.3</b>	<b>21.4%</b>	<b>-15.6%</b>
Light Rail (Blue, Orange, Green)	258.0	260.9	216.4	1.1%	-17.1%
Light Rail (Silver)	39.1	23.6	23.2	-39.6%	-1.8%
<b>Light Rail Subtotal</b>	<b>257.6</b>	<b>260.6</b>	<b>216.2</b>	<b>1.2%</b>	<b>-17.0%</b>
<b>ALL Fixed Route</b>	<b>42.4</b>	<b>51.1</b>	<b>44.0</b>	<b>20.5%</b>	<b>-14.0%</b>
Demand-Resp. (MTS Access)	2.0	2.0	1.9	N/A	N/A
Demand-Resp. (Access Taxi)	-	3.2	3.2	N/A	N/A
<b>Demand-Resp. Subtotal</b>	<b>2.0</b>	<b>2.1</b>	<b>2.0</b>	<b>N/A</b>	<b>N/A</b>
<b>System</b>	<b>37.5</b>	<b>44.6</b>	<b>39.6</b>	<b>18.9%</b>	<b>-11.3%</b>

**NOTES:** This metric followed the same trends as 'passengers per revenue hour.' **The figure increased by almost two percent in the first six months of FY 2020**, but the ridership drop in the last four months of the year reduced the annual average by over 11 percent compared to the year before.

Light Rail uses '**train**' (not 'car') in-service hours to calculate Weekday Passengers per In-Service Hour.

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**On-Time Performance**

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

Route Categories	Service Change Period					GOAL
	Sept. 2018	Jan. 2019	June 2019	Sept. 2019	Jan. 2020	
Urban Frequent	82.5%	83.1%	83.5%	82.1%	86.6%	85.0%
Urban Standard	84.8%	86.0%	87.7%	86.2%	89.3%	90.0%
Rapid	83.3%	85.0%	87.5%	85.1%	88.1%	85.0%
Express	78.2%	79.3%	82.9%	82.3%	88.5%	90.0%
Circulator	87.5%	86.9%	85.1%	85.8%	88.1%	90.0%
Premium/Rapid Express	83.9%	85.1%	86.0%	82.0%	86.8%	90.0%
Rural	N/A	N/A	N/A	N/A	N/A	
Demand-Resp. (Access & Taxi)	N/A	N/A	N/A	N/A	N/A	
Light Rail (Blue, Orange, Green)	94.6%	93.8%	93.6%	92.6%	96.3%	90.0%
Light Rail (Silver)	98.8%	99.3%	98.3%	99.0%	99.6%	90.0%
<b>System</b>	<b>84.0%</b>	<b>84.7%</b>	<b>85.6%</b>	<b>84.0%</b>	<b>88.4%</b>	

**NOTES:** Less traffic congestion and fewer passengers in the second half of FY 2020, due to Covid-19, resulted in improved on-time performance across-the-board for MTS services. The January 2020 service change period includes several weeks before the Covid-19 shutdown, but by the end of FY 2020 every route category had met or exceeded its goal.

**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 2018	FY 2019	FY 2020
MTS Directly-Operated Bus	1.16	1.09	0.91
MTS Contracted Fixed-Route Bus	1.19	1.24	1.36
Demand-Resp. (Access & Taxi)	1.28	0.76	0.51
MTS Rail	0.06	0.03	0.03

**NOTES:** In FY 2020, all modes maintained or improved on their FY 2019 preventable accident rate except for contracted fixed-route bus services, which showed a slight increase.

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**Mean Distance Between Failures (MDBF)**

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

Operator	FY 2018	FY 2019	FY 2020	% Change	
				FY18 - FY19	FY19 - FY20
MTS Directly-Operated Bus	10,980	3,937	4,816	-64.1%	22.3%
MTS Contracted Fixed-Route Bus	7,775	7,221	6,530	-7.1%	-9.6%
Demand-Resp. (Access & Taxi)	58,393	40,712	39,056	-30.3%	-4.1%
MTS Rail	9,239	10,392	12,874	12.5%	23.9%

*NOTES:* The accounting of mechanical failures for Directly-Operated Bus services changed from FY 2018 to FY 2019 for consistency with federal reporting definitions.

**Complaints per 100,000 Passengers**

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

Operator	FY 2018	FY 2019	FY 2020	% Change	
				FY18 - FY19	FY19 - FY20
MTS Directly-Operated Bus	4.7	5.3	5.5	11.7%	4.2%
MTS Contracted Fixed-Route Bus	5.8	7.3	9.5	24.3%	30.4%
Demand-Resp. (Access & Taxi)	106.5	112.1	145.4	5.2%	29.7%
MTS Rail	1.4	1.5	1.5	12.3%	-4.2%
<b>System</b>	<b>4.2</b>	<b>4.8</b>	<b>5.6</b>	<b>15.3%</b>	<b>15.5%</b>

*NOTES:* The FY 2020 complaint rate was on-par or slightly above FY 2019 for the first part of the year. However, in the last four months of FY 2020, complaints did not decrease at the same rate as ridership which caused the rate to spike on some modes, especially since Covid-19 generated new types of complaints related to crowding, passenger behavior, and rear-door boarding.

**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	FY20 Budget	FY20 Actual	# Diff	% Diff
MTS Directly-Operated Bus	826,528	781,729	(44,799)	-5.4%
MTS Contracted Fixed-Route Bus	1,111,922	1,065,845	(46,077)	-4.1%
Demand-Resp (Access & Taxi)	219,978	171,400	(48,578)	-22.1%
MTS Rail	483,176	508,259	25,083	5.2%
<b>System</b>	<b>2,641,604</b>	<b>2,527,233</b>	<b>(114,371)</b>	<b>-4.3%</b>

*NOTES:* Trolley service increases implemented in January 2020 added overall annual miles and hours. Otherwise, reductions in all services between April and June 2020 due to Covid-19 impacts resulted in fewer miles and hours operated than budgeted. The demand-response MTS Access service had the largest drop in hours and miles compared to budget, as its service level is directly tied to [lower] ridership.

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

**Revenue Miles**

Operator	FY20 Budget	FY20 Actual	# Diff	% Diff
MTS Directly-Operated Bus	9,784,494	9,236,042	(548,452)	-5.6%
MTS Contracted Fixed-Route Bus	11,707,356	11,182,076	(525,280)	-4.5%
Demand-Resp (Access & Taxi)	4,266,950	3,302,697	(964,253)	-22.6%
MTS Rail	8,820,704	9,210,076	389,372	4.4%
<b>System</b>	<b>34,579,504</b>	<b>32,930,893</b>	<b>(1,648,611)</b>	<b>-4.8%</b>

*NOTES:* See notes above for Revenue Hours.

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**Scheduled Weekday Peak-Vehicle Requirement**

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

Operator	June 2019	June 2020	% Change FY19 - FY20
MTS Directly-Operated Bus	214	209	(5)
MTS Contracted Fixed-Route Bus	307	290	(17)
MTS Rail	97	103	6

NOTES: Trolley's peak car requirement increased during FY 2020 up to 103 with two Orange Line peak trips added midyear, but these were removed in April due to ridership reductions related to Covid-19. Peak bus requirements are down in June 2020 primarily due to reduced service on the commute-oriented Interstate 15 Rapid Express routes. Also, extra summer service typically provided on beach-area bus routes wasn't added in Summer 2020 due to beach closures and reduced demand.

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

Operator	June 2019	June 2020	% Change FY19 - FY20
MTS Directly-Operated Bus	14.7	14.7	0.0%
MTS Contracted Fixed-Route Bus	13.8	13.6	-1.4%
MTS Rail	18.3	18.2	-0.5%

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

**Scheduled In-Service Miles/Total Miles (Weekday)**

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

Operator	June 2019	June 2020	% Change FY19 - FY20
MTS Directly-Operated Bus	87.6%	87.6%	0.0%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail	97.9%	98.5%	0.6%

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

**Scheduled In-Service Hours/Total Hours (Weekday)**

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

Operator	June 2019	June 2020	% Change FY19 - FY20
MTS Directly-Operated Bus	76.3%	76.5%	0.3%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail (Layover Included)	97.9%	97.3%	-0.6%

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

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**Farebox Recovery**

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

Operator	FY 2018	FY 2019	FY 2020	% Change	
				FY18 - FY19	FY19 - FY20
MTS Directly-Operated Bus	29.3%	22.5%	19.3%	-23.2%	-14.2%
MTS Contracted Fixed-Route Bus	49.8%	36.0%	28.4%	-27.7%	-21.1%
MTS Rail	49.6%	51.6%	41.1%	-2.7%	-20.4%
<b>ALL Fixed Route</b>	<b>36.2%</b>	<b>35.8%</b>	<b>29.1%</b>	<b>-1.1%</b>	<b>-18.6%</b>
Demand-Resp (Access & Taxi)	12.9%	14.8%	14.9%	-7.9%	1.0%
<b>System</b>	<b>34.4%</b>	<b>34.3%</b>	<b>28.3%</b>	<b>-0.3%</b>	<b>-17.4%</b>

For the first half of FY 2020, MTS' fixed-route farebox recovery percentage was 35.2%, well above the TDA requirement and an improvement over FY 2019. However, ridership and revenue losses in the second half of FY 2020 due to Covid-19 reduced this figure to 28.3%. MTS' cost recovery percentage still remains among the highest in the state. The role of public transportation has expanded since the TDA requirement was added in 1978, including added goals of improving social equity and reducing greenhouse gas emissions. In recognition of this, there are proposed reforms to the TDA legislation that include replacing the farebox recovery requirement with efficiency targets.

**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	FY 2018	FY 2019	FY 2020	% Change	
				FY18 - FY19	FY19 - FY20
Urban Frequent	\$ 2.26	\$ 2.34	\$ 3.18	3.5%	36.0%
Urban Standard	\$ 2.11	\$ 2.60	\$ 3.60	23.2%	38.6%
Rapid	\$ 2.72	\$ 2.82	\$ 3.86	3.7%	36.8%
Express	\$ 3.87	\$ 3.72	\$ 5.13	-3.9%	37.9%
Circulator	\$ 3.08	\$ 3.05	\$ 3.89	-1.0%	27.5%
Premium/Rapid Express	\$ 4.27	\$ 4.83	\$ 7.21	13.1%	49.3%
Rural	\$ 8.49	\$ 8.43	\$ 14.55	-0.7%	72.6%
<b>Fixed-Bus Subtotal</b>	<b>\$ 2.39</b>	<b>\$ 2.54</b>	<b>\$ 3.48</b>	<b>6.3%</b>	<b>37.0%</b>
Light Rail (Blue, Orange, Green)	\$ 1.07	\$ 1.05	\$ 1.63	-1.9%	55.0%
Light Rail (Silver)	\$ 18.42	\$ 20.67	\$ 24.54	12.2%	18.7%
<b>Light Rail Subtotal</b>	<b>\$ 1.08</b>	<b>\$ 1.06</b>	<b>\$ 1.64</b>	<b>-1.9%</b>	<b>54.3%</b>
<b>ALL Fixed Route</b>	<b>\$ 1.82</b>	<b>\$ 1.89</b>	<b>\$ 2.65</b>	<b>3.8%</b>	<b>40.0%</b>
Demand-Resp. (MTS Access)	\$ 34.62	\$ 36.26	\$ 43.32	4.7%	19.5%
Demand-Resp. (Access Taxi)	\$ -	\$ 19.94	\$ 21.86	100.0%	9.6%
<b>Demand Response Subtotal</b>	<b>\$ 34.62</b>	<b>\$ 33.97</b>	<b>\$ 39.49</b>	<b>-1.9%</b>	<b>16.2%</b>
<b>System</b>	<b>\$ 2.01</b>	<b>\$ 2.07</b>	<b>\$ 2.82</b>	<b>3.0%</b>	<b>36.5%</b>

For the first half of FY 2020, MTS' subsidy per passenger was \$2.13, increasing slightly approximately in line with inflation. However, ridership and revenue losses in the second half of FY 2020 due to Covid-19 caused this figure to jump to \$2.82 for the whole fiscal year.

BASE STATISTICS												TITLE VI MONITORING ~										
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY19-20 % 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	15,722,390	(13.8%)	49,335	243.1	\$ 2.06	\$ 1.14	\$ 0.92	55.3%	59,607	1,067,124	Blue	✓	90%	92%	15 min.	7.5	15	3.00	0%	No
Orange	LRT	3,4,8,9,LG,LM,EC	7,054,474	(15.5%)	21,983	142.3	\$ 4.44	\$ 1.14	\$ 3.30	25.6%	49,239	873,929	Orange	✓	90%	94%	15 min.	15	15	3.00	0%	No
Green	LRT	2,3,7,9,LM,EC,ST	9,214,439	(13.7%)	26,873	147.2	\$ 2.69	\$ 1.14	\$ 1.55	42.3%	63,208	1,206,964	Green		90%	94%	15 min.	15	15	3.00	0%	No
Silver	LRT	3	11,724	(40.6%)	79	19.5	\$ 25.64	\$ 1.10	\$ 24.54	4.3%	912	5,708	Silver		90%	100%	15 min.	30	30	3.00	0%	No
1	Frq	3,7,9,LM	970,194	(12.3%)	3,137	20.4	\$ 3.03	\$ 1.00	\$ 2.03	33.1%	49,750	445,286	1		85%	86%	15 min.	15	15	1.50	0%	No
2	Frq	3	667,428	(21.1%)	2,152	20.5	\$ 6.39	\$ 1.08	\$ 5.31	16.8%	34,688	269,337	2		85%	89%	15 min.	12	15	1.50	0%	No
3	Frq	3,4,8,9	1,257,777	(20.3%)	4,123	24.7	\$ 2.14	\$ 1.03	\$ 1.12	47.9%	54,188	421,851	3	✓	85%	83%	15 min.	12	12	1.50	0%	No
4	Std	3,4,8,9	539,162	(21.1%)	1,716	23.2	\$ 5.64	\$ 1.02	\$ 4.62	18.0%	23,510	248,521	4	✓	85%	88%	30 min.	30	30	1.50	0%	No
5	Frq	3,4,8,9	578,330	(23.0%)	1,935	24.9	\$ 2.14	\$ 1.03	\$ 1.11	47.9%	25,183	198,680	5	✓	85%	90%	15 min.	12	12	1.50	0%	No
6	Frq	3,7	280,719	(21.5%)	882	15.6	\$ 8.38	\$ 1.09	\$ 7.29	13.0%	18,443	160,287	6		85%	90%	15 min.	15	15	1.50	0%	No
7	Frq	3,4,9	1,838,376	(15.5%)	5,525	25.6	\$ 5.11	\$ 1.01	\$ 4.10	19.8%	74,675	575,342	7	✓	85%	88%	15 min.	10	10	1.50	0%	No
8	Frq	2,3	344,506	(17.9%)	908	18.5	\$ 7.08	\$ 1.01	\$ 6.07	14.3%	19,235	198,815	8		85%	91%	15 min.	20	20	1.50	0%	No
9	Frq	2,3	300,845	(22.6%)	900	18.4	\$ 7.09	\$ 1.04	\$ 6.05	14.7%	17,029	178,133	9		85%	91%	15 min.	20	20	1.50	0%	No
10	Frq	2,3,4,9	943,797	(19.7%)	3,040	25.0	\$ 5.22	\$ 1.04	\$ 4.18	20.0%	39,967	368,175	10		85%	89%	15 min.	12	15	1.50	0%	No
11	Frq	3,9	570,331	(19.2%)	1,852	16.5	\$ 7.94	\$ 1.08	\$ 6.86	13.6%	37,507	371,528	11		85%	87%	15 min.	15	15	1.50	0%	No
12	Frq	3,4,8,9	966,552	(15.4%)	3,115	23.5	\$ 5.58	\$ 1.04	\$ 4.54	18.6%	43,552	421,752	12	✓	85%	90%	15 min.	7.5/15	15	1.50	0%	No
13	Frq	4,7,9,NC	1,537,853	(15.7%)	5,005	27.7	\$ 4.73	\$ 1.02	\$ 3.70	21.6%	59,977	595,121	13	✓	85%	90%	15 min.	12	12	1.50	0%	No
14	Circ	7,9,LM	42,258	(14.9%)	166	6.5	\$ 8.05	\$ 1.08	\$ 6.97	13.4%	6,477	63,732	14		90%	85%	60 min.	60	60	1.00	0%	No
18	Circ	3,7	21,776	(18.4%)	86	8.2	\$ 6.38	\$ 1.04	\$ 5.34	16.3%	2,644	39,925	18		90%	91%	60 min.	30	30	1.00	0%	No
20	Exp	3,5,6,7	409,127	(23.4%)	1,352	12.5	\$ 10.46	\$ 1.06	\$ 9.40	10.1%	34,867	651,942	20		90%	91%	30 min.	15/30	30	1.50	0%	No
25	Circ	6,7	50,287	(17.0%)	197	8.0	\$ 6.57	\$ 1.06	\$ 5.51	16.2%	6,281	79,088	25		90%	88%	60 min.	60	60	1.00	0%	No
27	Std	2,6	163,789	(26.3%)	584	10.7	\$ 5.61	\$ 1.05	\$ 4.56	18.7%	15,270	138,047	27		85%	87%	30 min.	30	30	1.50	0%	No
28	Std	2,3	278,529	(20.4%)	903	22.5	\$ 2.09	\$ 1.02	\$ 1.07	48.7%	12,795	87,608	28		85%	93%	30 min.	15/30	30	1.50	0%	No
30	Frq	1,2,3	1,228,896	(22.2%)	3,862	18.5	\$ 7.09	\$ 1.09	\$ 6.00	15.3%	70,280	882,784	30		85%	87%	15 min.	15	15	1.50	0%	No
31	Std	1,6	91,668	(14.1%)	359	19.4	\$ 6.76	\$ 1.09	\$ 5.67	16.2%	4,904	59,333	31	✓	85%	90%	30 min.	30	-	1.50	0%	No
35	Std	2,3	453,697	(20.9%)	1,403	21.3	\$ 1.97	\$ 1.00	\$ 0.97	50.6%	22,668	140,568	35		85%	92%	15 min.	15	15	1.50	0%	No
41	Frq	1,6,7	911,243	(18.1%)	3,075	27.4	\$ 4.78	\$ 1.14	\$ 3.65	23.8%	36,775	466,674	41		85%	90%	15 min.	7.5/15	15	1.50	0%	No
44	Frq	2,3,6,7	796,891	(21.7%)	2,561	23.2	\$ 5.63	\$ 1.06	\$ 4.57	18.9%	37,461	417,974	44	✓	85%	88%	15 min.	7.5/15	15	1.50	0%	No
50	Exp	1,2,3,6	106,233	(24.3%)	417	13.9	\$ 9.39	\$ 1.09	\$ 8.30	11.6%	7,635	115,913	50		90%	90%	30 min.	30	-	1.50	0%	No
60	Exp	1,3,4,6,9	71,235	(13.9%)	279	21.6	\$ 6.07	\$ 1.04	\$ 5.03	17.1%	3,277	59,420	60		90%	79%	30 min.	20/30	-	1.50	0%	No
83	Circ	3	22,619	(8.6%)	89	7.0	\$ 7.50	\$ 1.05	\$ 6.45	14.0%	3,239	26,051	83		90%	96%	60 min.	60	60	1.00	0%	No
84	Circ	2	21,817	(10.1%)	86	7.2	\$ 7.27	\$ 1.05	\$ 6.22	14.5%	3,022	35,715	84		90%	93%	60 min.	60	60	1.00	0%	No
88	Circ	3,7	69,409	(13.7%)	232	14.7	\$ 3.57	\$ 1.00	\$ 2.57	27.9%	4,727	52,443	88		90%	90%	60 min.	30	30	1.00	0%	No
105	Std	1,2,3,6	262,214	(6.2%)	881	18.9	\$ 6.91	\$ 1.06	\$ 5.86	15.3%	13,976	176,045	105		85%	91%	30 min.	30	30	1.50	0%	No
110	Exp	3,6	27,409	(31.5%)	107	14.9	\$ 8.76	\$ 1.05	\$ 7.71	12.0%	1,838	40,346	110		90%	87%	30 min.	20/30	-	1.50	0%	No
115	Std	7,9,LM,EC	207,932	(9.1%)	735	12.3	\$ 5.88	\$ 1.14	\$ 4.74	19.3%	16,946	196,285	115		85%	89%	30 min.	30	30	1.50	0%	No
120	Frq	3,6,7	544,850	(21.4%)	1,751	16.8	\$ 7.80	\$ 1.06	\$ 6.74	13.6%	34,082	359,307	120		85%	90%	15 min.	15/30	15/30	1.50	0%	No
150	Exp	1,2,3	680,658	(17.4%)	2,512	29.4	\$ 4.44	\$ 1.15	\$ 3.29	25.9%	24,608	402,119	150		90%	83%	30 min.	7.5/15/30	30	1.50	0%	No
201/202^	Rpd	1	2,191,068	(13.2%)	7,586	51.1	\$ 2.56	\$ 1.23	\$ 1.33	48.2%	45,020	432,343	201/202^		85%	89%	15 min.	5	10	1.50	0%	No
204^	Rpd	1	62,566	(15.1%)	245	15.1	\$ 8.66	\$ 1.22	\$ 7.44	14.1%	4,134	31,809	204^		85%	89%	15 min.	30	30	1.50	0%	No
215^	Rpd	3,9	1,565,004	(18.0%)	4,732	26.7	\$ 4.90	\$ 1.00	\$ 3.90	20.4%	60,961	592,715	215^		85%	87%	15 min.	10	15	1.50	0%	No
225^	Rpd	3,8,CV	509,713	115.9%	1,652	12.5	\$ 10.47	\$ 1.01	\$ 9.46	9.7%	43,329	875,516	225^	✓	85%	89%	15 min.	15	30	1.50	0%	No
235^	Rpd	3,5,6,9,Esc	1,254,240	(16.1%)	4,064	20.3	\$ 6.44	\$ 1.04	\$ 5.40	16.2%	66,327	1,562,708	235^		85%	88%	15 min.	15	15	1.50	0%	No
237^	Rpd	1,6	190,243	(29.0%)	746	17.3	\$ 7.56	\$ 1.20	\$ 6.37	15.8%	11,801	146,051	237^	✓	85%	94%	15 min.	15	-	1.50	0%	No
280	RpEx	3,5,Esc	92,042	(21.2%)	361	18.8	\$ 12.60	\$ 3.38	\$ 9.22	26.9%	5,806	179,877	280		90%	84%	30 min.	15	-	1.00	0%	No
290	RpEx	3,5	115,330	(29.9%)	452	23.3	\$ 8.98	\$ 3.36	\$ 5.61	37.5%	6,026	166,127	290		90%	89%	30 min.	10	-	1.00	0%	No

BASE STATISTICS												TITLE VI MONITORING ~										
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY19-20 % 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%?
701	Frq	CV	426,234	(24.0%)	1,503	17.8	\$ 3.80	\$ 1.00	\$ 2.80	26.3%	25,881	259,333	701	✓	85%	88%	15 min.	15	15	1.50	0%	No
704	Std	CV	351,884	(22.1%)	1,219	16.9	\$ 4.38	\$ 1.00	\$ 3.38	22.8%	21,153	226,354	704	✓	85%	87%	30 min.	30	30	1.50	0%	No
705	Std	CV	180,273	(25.4%)	653	15.9	\$ 3.79	\$ 0.98	\$ 2.81	25.8%	11,656	101,252	705	✓	85%	95%	30 min.	30/60	30/60	1.50	0%	No
707	Std	CV	92,623	41.3%	363	10.4	\$ 5.98	\$ 1.01	\$ 4.98	16.8%	10,022	89,821	707	✓	85%	92%	30 min.	30	30	1.50	0%	No
709	Frq	CV	688,834	(22.3%)	2,461	24.3	\$ 3.08	\$ 1.00	\$ 2.08	32.6%	31,071	341,394	709	✓	85%	87%	15 min.	7.5/15	15	1.50	0%	No
712	Frq	CV	600,562	(16.0%)	2,117	26.1	\$ 2.70	\$ 1.01	\$ 1.69	37.5%	25,137	259,210	712	✓	85%	89%	15 min.	15	15	1.50	0%	No
815	Frq	EC	389,434	(9.8%)	1,280	24.6	\$ 2.03	\$ 1.03	\$ 1.00	50.9%	17,136	127,107	815		85%	90%	15 min.	15	15	1.50	0%	No
816	Std	EC,Cty	127,233	(3.9%)	499	14.6	\$ 5.04	\$ 1.07	\$ 3.97	21.3%	8,690	95,498	816		85%	92%	30 min.	30	30	1.50	0%	No
832	Std	ST	28,223	(25.0%)	92	10.5	\$ 6.21	\$ 1.11	\$ 5.10	17.9%	2,682	28,103	832		85%	91%	30 min.	60	60	1.50	0%	No
833	Std	EC,ST	84,401	(21.8%)	284	11.2	\$ 4.68	\$ 1.03	\$ 3.65	22.0%	7,402	73,351	833		85%	81%	30 min.	35-45	35-45	1.50	0%	No
834	Std	ST	21,658	6.9%	87	8.9	\$ 7.72	\$ 1.08	\$ 6.63	14.0%	2,428	24,898	834		85%	84%	30 min.	60	60	1.50	0%	No
838	Std	Cty	85,026	(14.1%)	256	8.1	\$ 6.47	\$ 1.00	\$ 5.48	15.4%	10,356	155,895	838		85%	84%	30 min.	60	60	1.50	0%	No
848	Std	EC,Cty	252,791	(25.6%)	788	15.8	\$ 4.09	\$ 1.02	\$ 3.07	25.0%	16,040	154,088	848		85%	90%	30 min.	30	30	1.50	0%	No
851	Circ	LM,Cty	53,759	(15.5%)	212	15.3	\$ 3.43	\$ 1.02	\$ 2.41	29.6%	3,527	40,996	851	✓	90%	91%	60 min.	60	60	1.00	0%	No
852	Std	4,9,LM	233,664	(18.8%)	735	12.6	\$ 4.86	\$ 1.05	\$ 3.81	21.6%	18,631	168,659	852		85%	92%	30 min.	30	30	1.50	0%	No
854	Std	7,LM	82,081	(24.6%)	322	15.1	\$ 4.87	\$ 1.17	\$ 3.70	24.0%	5,953	65,448	854		85%	97%	30 min.	30/60	30/60	1.50	0%	No
855	Std	LM,Cty	172,824	(20.7%)	584	18.9	\$ 3.31	\$ 1.03	\$ 2.28	31.2%	9,148	86,255	855		85%	93%	30 min.	30	30	1.50	0%	No
856	Std	4,9,LG,Cty	422,278	(18.8%)	1,471	18.4	\$ 3.91	\$ 1.06	\$ 2.85	27.1%	23,897	255,920	856	✓	85%	85%	30 min.	30	30	1.50	0%	No
864	Std	EC,Cty	247,071	(16.1%)	776	15.9	\$ 3.64	\$ 0.98	\$ 2.66	27.1%	15,528	133,062	864		85%	89%	30 min.	30	30	1.50	0%	No
872	Exp	EC	36,193	(14.5%)	142	10.8	\$ 4.26	\$ 1.05	\$ 3.20	24.7%	3,348	22,935	872		85%	97%	30 min.	30	30	1.50	0%	No
874/875	Std	EC	305,130	(17.9%)	1,020	17.7	\$ 3.65	\$ 1.02	\$ 2.64	27.8%	17,251	165,980	874/875		85%	89%	30 min.	30	30	1.50	0%	No
888	Rural	EC,Cty	1,725	(16.5%)	15	3.3	\$ 64.64	\$ 2.19	\$ 62.45	3.4%	557	17,666	888									
891	Rural	EC,Cty	963	(17.1%)	15	3.3	\$ 64.15	\$ 2.83	\$ 61.33	4.4%	330	9,168	891									
892	Rural	EC,Cty	880	9.0%	16	3.6	\$ 61.31	\$ 3.15	\$ 58.16	5.1%	330	8,784	892									
894	Rural	EC,Cty	50,867	(36.8%)	199	12.5	\$ 14.11	\$ 2.83	\$ 11.29	20.0%	5,551	102,556	894									
901	Frq	3,8,IB,Cor	604,635	(23.3%)	1,924	15.0	\$ 6.10	\$ 0.99	\$ 5.11	16.3%	42,191	564,234	901		85%	82%	15 min.	15	30	1.50	0%	No
904*	Circ	Cor	125,541	(26.9%)	324	20.4	\$ 1.68	\$ 0.12	\$ 1.55	7.4%	7,559	37,732	904*		90%	92%	60 min.	60	60	1.50	0%	No
905	Std	8	378,552	(14.3%)	1,284	25.0	\$ 3.79	\$ 0.92	\$ 2.87	24.4%	15,266	214,233	905	✓	85%	92%	30 min.	15/30	30	1.50	0%	No
906/907	Frq	8	1,316,706	(31.5%)	4,212	29.9	\$ 1.59	\$ 0.90	\$ 0.69	56.8%	43,868	306,194	906/907	✓	85%	86%	15 min.	15	15	1.50	0%	No
909	Circ	8	45,171	(7.3%)	177	12.5	\$ 7.08	\$ 0.83	\$ 6.25	11.7%	3,601	46,757	909	✓	90%	93%	60 min.	60+	60+	1.5	0%	No
916/917	Std	4,LG	137,211	(14.3%)	481	12.2	\$ 6.15	\$ 1.02	\$ 5.13	16.6%	11,626	133,712	916/917	✓	85%	83%	30 min.	30/60	30/60	1.50	0%	No
921	Std	1,6	200,910	(20.4%)	649	12.6	\$ 4.85	\$ 1.10	\$ 3.75	22.6%	15,933	155,292	921	✓	85%	88%	30 min.	30	30	1.50	0%	No
923	Std	2,3	167,014	(21.3%)	655	12.3	\$ 5.08	\$ 1.00	\$ 4.08	19.7%	13,574	123,930	923		85%	90%	30 min.	30	30	1.50	0%	No
928	Std	6,7	232,726	(13.8%)	836	15.0	\$ 4.69	\$ 1.09	\$ 3.61	23.2%	15,488	162,649	928		85%	85%	30 min.	30	30	1.50	0%	No
929	Frq	3,8,CV,NC	1,696,665	(18.7%)	5,449	27.3	\$ 2.51	\$ 0.98	\$ 1.53	39.1%	63,128	629,649	929	✓	85%	80%	15 min.	12	15	1.00	0%	No
932	Frq	8,CV,NC	901,113	(19.9%)	3,027	23.5	\$ 2.82	\$ 0.97	\$ 1.85	34.5%	40,460	395,585	932	✓	85%	86%	15 min.	15	15	1.50	0%	No
933/934	Frq	8,IB	1,283,916	(19.4%)	4,213	23.8	\$ 3.42	\$ 0.99	\$ 2.42	29.1%	57,533	683,840	933/934	✓	85%	75%	15 min.	12	15	1.50	0%	No
936	Std	4,9,LG,Cty	379,832	(16.8%)	1,113	18.1	\$ 3.25	\$ 1.00	\$ 2.25	30.8%	21,000	183,238	936	✓	85%	85%	30 min.	30	30	1.50	0%	No
944	Std	5,PW	51,170	(18.3%)	186	6.6	\$ 7.99	\$ 1.03	\$ 6.96	12.8%	7,793	83,888	944		85%	96%	30 min.	30	30	1.00	0%	No
945	Std	5,PW	97,417	(23.1%)	347	8.1	\$ 6.52	\$ 1.05	\$ 5.47	16.1%	12,133	168,883	945		85%	88%	30 min.	30	30	1.50	0%	No
945A	Std	PW	6,566	(47.0%)	37	8.6	\$ 6.11	\$ 1.04	\$ 5.07	17.1%	988	14,175	945A		85%	90%	30 min.	30	30	1.50	0%	No
950	Exp	8	295,607	(23.7%)	1,004	39.2	\$ 2.98	\$ 0.89	\$ 2.10	29.8%	7,736	132,551	950	✓	90%	97%	30 min.	12/20	20	1.50	0%	No
955	Frq	4,8,9,NC	1,097,230	(17.3%)	3,571	23.9	\$ 2.64	\$ 0.99	\$ 1.65	37.5%	49,215	454,981	955	✓	85%	87%	15 min.	12	12	1.50	0%	No
961	Frq	4,NC	447,502	(24.2%)	1,433	19.6	\$ 3.55	\$ 1.01	\$ 2.54	28.5%	23,469	241,219	961	✓	85%	89%	15 min.	15/30	15/30	1.50	0%	No
962	Frq	4,NC,Cty	461,001	(11.7%)	1,464	19.2	\$ 3.60	\$ 0.98	\$ 2.62	27.3%	25,979	262,803	962	✓	85%	87%	15 min.	15	15	1.50	0%	No
963	Std	4,NC	141,457	(13.0%)	454	14.9	\$ 3.74	\$ 0.94	\$ 2.81	25.1%	9,526	78,045	963	✓	85%	91%	30 min.	30	30	1.50	0%	No



BASE STATISTICS													TITLE VI MONITORING ~									
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY19-20 % Change	Avg. Wkday. 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%?
964	Circ	5,6	106,229	(20.5%)	417	10.3	\$ 5.11	\$ 1.03	\$ 4.08	20.1%	10,345	98,937	964	✓	90%	91%	60 min.	30	30	1.00	0%	No
965	Circ	9	45,992	(13.6%)	159	9.7	\$ 5.40	\$ 1.06	\$ 4.33	19.7%	4,734	48,166	965	✓	90%	86%	60 min.	35-45	35-45	1.00	0%	No
967	Std	4,NC	29,277	(25.8%)	115	8.1	\$ 6.48	\$ 1.06	\$ 5.42	16.3%	3,621	32,232	967	✓	85%	93%	30 min.	60	60	1.50	0%	No
968	Std	NC	40,981	(16.3%)	161	9.8	\$ 7.06	\$ 1.00	\$ 6.05	14.2%	4,177	42,067	968	✓	85%	90%	30 min.	60+	60+	1.50	0%	No
972**	Circ	1,6	22,080	(32.4%)	92	19.5	\$ 2.95	\$ 1.00	\$ 1.95	33.8%	1,318	16,015	972**							1.00	0%	No
973**	Circ	1,6	12,211	(32.0%)	50	10.6	\$ 5.44	\$ 1.00	\$ 4.44	18.3%	1,339	19,668	973**	✓						1.00	0%	No
974***	Circ	1	3,979	100.0%	37	11.2	\$ 5.15	\$ 1.00	\$ 4.16	19.4%	536	5,639	974***							1.00	0%	No
978**	Circ	1	12,187	(24.6%)	55	10.9	\$ 5.28	\$ 1.00	\$ 4.28	18.9%	1,311	15,516	978**							1.00	0%	No
979**	Circ	1	14,293	(17.8%)	59	13.1	\$ 4.41	\$ 1.00	\$ 3.42	22.6%	1,260	11,789	979**							1.00	0%	No
992	Frq	2,3	346,698	(17.5%)	984	16.0	\$ 3.40	\$ 0.94	\$ 2.46	27.7%	23,161	183,205	992		85%	81%	15 min.	15	15	1.50	0%	No
Access	D.R.	ALL	282,578	(33.2%)	1,004	1.8	\$ 50.36	\$ 7.04	\$ 43.32	14.0%												
Taxi	D.R.	ALL	61,382	n/a	202	3.3	\$ 28.30	\$ 6.44	\$ 21.86	22.8%												
<b>TOTAL</b>			<b>71,224,080</b>	<b>(16.6%)</b>	<b>227,226</b>	<b>32.4</b>	<b>\$ 3.94</b>	<b>\$ 1.12</b>	<b>\$ 2.82</b>	<b>28.3%</b>	<b>2,111,419</b>	<b>24,645,575</b>										

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 total 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](https://www.transit.dot.gov/sites/fta.dot.gov/files/dovs/FTA_Title_VI_FINAL.pdf)

Route Category	Annual Passengers	FY19-20 % Change	Avg. Wkday. Psgrs.	Psgrs./Rev. Hr.	Cost/ Psgr.	Average Fare	Subsidy/ Psgr.	Farebox Recovery
Urban Frequent	24,452,815	-19.6%	78,864	22.6	\$ 4.20	\$ 1.02	\$ 3.18	24.2%
Urban Standard	6,129,760	-17.8%	20,771	15.4	\$ 4.63	\$ 1.03	\$ 3.60	22.2%
Rapid ^	5,772,834	-11.3%	19,026	26.3	\$ 4.97	\$ 1.11	\$ 3.86	22.3%
Express	1,590,269	-20.8%	5,671	20.9	\$ 6.20	\$ 1.07	\$ 5.13	17.2%
Circulator	669,608	-18.5%	2,393	11.2	\$ 4.74	\$ 0.85	\$ 3.89	17.9%
Premium/Rapid Express	207,372	-26.3%	813	21.1	\$ 10.59	\$ 3.37	\$ 7.21	31.9%
Rural ^^	54,435	-35.6%	213	10.6	\$ 17.36	\$ 2.81	\$ 14.55	16.2%
<b>Fixed Bus Subtotal</b>	<b>38,877,093</b>	<b>-18.3%</b>	<b>127,752</b>	<b>21.0</b>	<b>\$ 4.53</b>	<b>\$ 1.05</b>	<b>\$ 3.48</b>	<b>23.1%</b>
Light Rail (B.O.G)	31,991,303	-14.2%	98,190	180.9	\$ 2.77	\$ 1.14	\$ 1.63	41.2%
Light Rail (Silver)	11,724	-40.6%	79	19.5	\$ 25.64	\$ 1.10	\$ 24.54	4.3%
<b>Light Rail Subtotal</b>	<b>32,003,027</b>	<b>-14.2%</b>	<b>98,269</b>	<b>180.4</b>	<b>\$ 2.78</b>	<b>\$ 1.14</b>	<b>\$ 1.64</b>	<b>41.1%</b>
<b>ALL Fixed-Route</b>	<b>70,880,120</b>	<b>-16.5%</b>	<b>226,021</b>	<b>35.0</b>	<b>\$ 3.74</b>	<b>\$ 1.09</b>	<b>\$ 2.65</b>	<b>29.1%</b>
MTS Access	282,578	-18.7%	1,004	1.8	\$ 50.36	\$ 7.04	\$ 43.32	14.0%
Access Taxi	61,382	n/a	202	3.3	\$ 28.30	\$ 6.44	\$ 21.86	22.8%
<b>Demand-Resp Subtotal</b>	<b>343,960</b>		<b>1,205</b>	<b>2.0</b>	<b>\$ 46.42</b>	<b>\$ 6.94</b>	<b>\$ 39.49</b>	<b>14.9%</b>
<b>System Total</b>	<b>71,224,080</b>	<b>-16.6%</b>	<b>227,226</b>	<b>32.4</b>	<b>\$ 3.94</b>	<b>\$ 1.12</b>	<b>\$ 2.82</b>	<b>28.3%</b>

\* City of Coronado subsidized fares for summer service on Route 904 in Summer 2019 (not 2020).  
 \*\* SVCC Fares and one-half of the subsidy are paid for by NCTD.  
 \*\*\* Route 974 SVCC connection to UCSD service started January 2020.  
 ^ SANDAG reimburses MTS for net operating costs for Routes 201-237 (TransNet funds).  
 ^^ Routes 888, 891, 892, and 894 receive federal rural operating subsidy.  
 & Rural and Demand Response services have no specific Policy 42 goals for on-time performance, headway, or vehicle load.

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 <b>residents</b> within 1/2 mile of a bus stop or rail station in urban areas: <b>99.0%</b>	% of <b>jobs</b> within 1/2 mile of a bus stop or rail station in urban areas: <b>99.2%</b>
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: <b>100.0%</b>	
One return trip at least 2 days/week to destinations from rural villages (defined as Lakeside and Alpine).	Available Service: <b>Route 848 serves Lakeside seven days a week and Route 838 serves Alpine seven days a week.</b>	

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

~ Title VI Monitoring statistics are updated on an annual basis  
 ~~~ No trips averaged above the vehicle load factor target (1.5 for most bus routes, 3.0 for Trolley).

