

**TITLE VI
TRIENNIAL PROGRAM UPDATE FOR
METROPOLITAN TRANSIT SYSTEM**

JUNE 1, 2015 – MAY 31, 2018

JUNE 2018



401 B STREET, SUITE 800 • SAN DIEGO, CA 92101 • (619) 699-1900

LETTER PLACEHOLDER

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CHAPTER I

GENERAL REQUIREMENTS AND GUIDELINES

CHAPTER I

GENERAL REQUIREMENTS AND GUIDELINES

OVERVIEW

The Federal Transit Administration (FTA) requires that all transit operators who receive federal funds conduct assessments of Title VI of the Civil Rights Act of 1964 in order to demonstrate nondiscrimination of services and facilities for minority communities. In San Diego County, this responsibility is held by two transit agencies: the San Diego Metropolitan Transit System (MTS) and the North County Transit District (NCTD).

More than ten years ago, the San Diego Association of Governments (SANDAG) entered into a Master Memorandum of Understanding (MOU) with MTS and took contractual responsibility for conducting the triennial Title VI Program Update on behalf of the agency. More information regarding the MOU is included in Chapter II. This update for FY 2018 is consistent with the Title VI Circular entitled “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” (October 1, 2012, FTA C 4702.1B, hereinafter referred to as the “Circular”) as required, and covers the period of June 1, 2015, to May 31, 2018.

Operational planning, along with the responsibility to evaluate major service changes under Title VI, is managed by MTS. SANDAG is responsible for the Title VI evaluation of transit fare changes that affect the Comprehensive Fare Ordinance pursuant to the MOU between the parties. A summary of SANDAG responsibilities under Title VI is included in the SANDAG Triennial Program Update prepared separately from this document. The next Triennial Program Update for SANDAG is due in October 2018.

REQUIRED COMPONENTS OF THE PROGRAM UPDATE

Two chapters of the Circular include instructions for the completion of the Title VI Program Update as they apply to MTS. The following required components in this chapter are consistent with Chapter III of the Circular, while Chapter II of this update is consistent with the reporting requirements specified in Chapter IV of the Circular.

GENERAL REQUIREMENTS

The following requirements are imposed on all FTA recipients and subrecipients to ensure that their programs, policies, and activities comply with the Department of Transportation (DOT) Title VI regulations.

TITLE VI NOTICE TO THE PUBLIC, INCLUDING A LIST OF LOCATIONS POSTED

The annual Title VI Certification and Assurances were provided to the FTA via an update in the FTA’s Transit Award Management System. The MTS certifications and assurances were updated on April 24, 2018.

MTS’s Notice to the Public is posted on its website at sdmts.com/about-mts/title-vi-policy. This webpage also contains links to Title VI Complaint Forms in English, Spanish, Vietnamese, Russian, Khmer, Laotian, Korean, Japanese, Arabic, Persian, Chinese, and Tagalog. Additionally, while not a Title VI requirement, MTS has included a Google Translate pull-down menu on the website which can be used to translate the Title VI Policy, as well as the rest of the website, into more than 90 different languages with the click of a button.

Additional copies of the policy, in both English and Spanish, are located in the lobbies of the MTS and San Diego Transit administrative offices, at the Transit Store, in the MTS Rider's Guide, in all Take One notices (which are published at least three times per year and posted on all vehicles), and posted onboard all MTS Access vehicles.

A copy of the MTS Notice to the Public and screen shots of the Title VI Policy as posted on MTS's website are included in Appendix A.

TITLE VI COMPLAINT PROCEDURE

MTS Policies and Procedures No. 48 (Policy 48) details the procedure for handling all alleged transit service Title VI discrimination complaints on the basis of race, color, or national origin. Both Policy 48 and the MTS website notify complainants of their right to file a Title VI complaint with the U.S. DOT at the address below:

United States Department of Transportation
Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, D.C. 20590

A copy of Policy 48 is included in Appendix B.

TITLE VI COMPLAINT FORM

MTS has developed specific forms for the use of submitting a Title VI complaint. These forms are available in Arabic, Chinese, English, Japanese, Khmer, Korean, Laotian, Persian, Russian, Spanish, Tagalog, and Vietnamese. Copies of the complaint forms in English and Spanish can be found in Appendix C. Complaint forms in all other languages can be found on the MTS website at the following link:

<https://www.sdmts.com/about-mts/title-vi-policy>

TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

MTS does not have any open Title VI complaints. A copy of the MTS complaint log showing the findings of all complaints, the action taken, and the status of the complaints from June 1, 2015, to May 31, 2018, is included in Appendix D.

PUBLIC PARTICIPATION PLAN

MTS updated its most recent Public Participation Plan on April 13, 2018. The MTS Public Participation Plan outlines the process for communicating with and obtaining input from the public concerning agency programs, projects, planning, services, and funding. A copy of the MTS Public Participation Plan is included in Appendix E. The MTS Public Participation Plan also includes a summary of all outreach efforts in its Appendix, which can be found on pages E15 to E25 of this document.

LANGUAGE ASSISTANCE PLAN

MTS's Language Assistance Plan (LAP) was developed in collaboration with SANDAG. This effort included a four-factor analysis that determined the number or proportion of persons with Limited English Proficiency (LEP) who were eligible or likely to be encountered by the transit service (Table 1-1); the frequency with which LEP individuals came into contact with the transit service; the nature and importance of the program, activity, or service provided by the recipient to people's lives; the resources available to the recipients; and costs.

The most recent MTS LAP was completed in June 2013 and revised in August 2015. A copy of the revised MTS LAP is included in Appendix F. Table 1 of the LAP, included on page F-14, illustrates the LEP populations in MTS's jurisdiction by language (of languages with at least 1,000 speakers in the service area). Maps of the service area also are included in the LAP, specifically on pages F-18 through F-22. The table is replicated here for convenience:

Table 1-1 LEP Speakers by Language in MTS Jurisdiction

LEP Population		Percentage of All LEP Speakers	Percentage of Total Population (Age 5+)
Spanish	110,356	70.41	5.28
Vietnamese	11,406	7.28	0.55
Tagalog	6,515	4.16	0.31
Chinese	4,064	2.59	0.19
Syriac	3,513	2.24	0.17
Arabic	2,553	1.63	0.12
Persian	2,307	1.47	0.11
Korean	1,976	1.26	0.09
Laotian	1,842	1.18	0.09
Japanese	1,573	1.00	0.08
Russian	1,258	0.80	0.06
Mandarin	1,180	0.50	0.04
Cambodian	1,018	0.40	0.04

Source: U.S. Census Bureau, 2008-2010 American Community Survey Public Use Microdata Sample data

In reviewing the frequency with which LEP populations come in contact with MTS services, as identified in Factor 2, MTS established that Spanish-speaking LEP persons utilize MTS services and contact the agency with sufficient frequency and coverage to warrant provision of all vital documents in both English and Spanish. The second-largest group of the LEP population speaks Vietnamese, though the Vietnamese-speaking LEP population is almost 90 percent smaller than the Spanish-speaking LEP population as a percentage of total MTS service area. The third-largest group, representing 0.31 percent of the MTS service area population, speaks Tagalog. Spanish, Vietnamese, and Tagalog are the three languages with over 0.25 percent of the LEP population and over 5,000 speakers.

MTS conducted interviews with front-line, administrative, and call center staff and noted that nearly 100 percent of their interaction with LEP populations has been with Spanish-speaking individuals. Occasional contact occurs with speakers of Tagalog and Vietnamese. Call center staff specifically record fewer than five calls per year in any language other than English or Spanish—typically Tagalog. Staff reported extremely rare or no interaction with speakers of the other nine Safe Harbor languages. MTS has determined that the following vital documents should be readily available and visible in Spanish, Vietnamese, and Tagalog to ensure access to the MTS system: Rider’s Guide Brochure; Title VI Notice and Complaint Process; Title VI Complaint Form; Notice of availability for language assistance, translations, and interpretative services; Application for MTS reduced fare ID card (Short Form); and Application for MTS reduced fare ID card (Long Form). Translation services also are provided as warranted by subject matter and meeting location or upon request.

MTS’s Four-Factor Analysis identified 13 languages that meet the thresholds set in the Safe Harbor provision of FTA Circular 4702.1B: Spanish, Vietnamese, Tagalog, Chinese, Syrian, Arabic, Persian, Korean, Laotian, Japanese, Russian, Mandarin, and Cambodian. Spanish is the predominant language spoken by those of limited English proficiency in the MTS service area, at 5.3 percent of the population. The other 12 languages met the Safe Harbor threshold of over 1,000 speakers, but all represented substantially less than 1 percent of the MTS service area population. The following vital documents are translated in all Safe Harbor LEP Languages: Title VI Notice and Complaint Process; Title VI Complaint Form; and Notice of availability for language assistance, translations, and interpretative services. In addition, other vital documents and planning/outreach materials will be translated in any Safe Harbor LEP Language upon request.

In addition to MTS vital documents, most MTS public information documents, such as fare information, fare payment instructions and system maps and timetables, Title VI documents, Notices of Public Hearings, and Take Ones/Rider Alerts (examples included in Appendix F), are published and presented to the public in both English and Spanish. Information and warning signs posted along the Trolley lines and at bus stops also are available to both English- and Spanish-speaking populations. The Transit Store and the MTS Information and Trip Planning Department provide information on all MTS transit services and are staffed by employees who are bilingual in both English and Spanish. Bilingual personnel also are available at all major community events.

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BOARDS

FTA recipients that have transit-related, non-elected planning boards, advisory councils, committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the membership of those committees broken down by race and a description of efforts made to encourage the participation of minorities on such committees.

The FTA has determined that this requirement would pertain to the following committees: the MTS Budget Development Committee, the MTS Public Security Committee, the MTS Audit Oversight Committee, the Taxicab Advisory Committee, and the Accessible Services Advisory Committee. Information pertaining to committee membership and racial breakdown of committee members is provided in Tables 1-2 and 1-3.

Table 1-2 MTS Table of Committee Membership

	Approved Member Positions	Filled Member Positions	Members Completing Survey
Budget Development Committee	5	5	5
Public Security Committee	6	6	6
Audit Oversight Committee	7	7	7
Taxicab Advisory Committee	17	16	10
Accessible Services Advisory Committee	18	16	14

Table 1-3 Racial Breakdown of the Membership of MTS Advisory Committees

Body	American Indian and Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or other Pacific Islander	White	Other	Biracial or Multiracial	Total
Population of MTS Service Area	7,159	303,721	128,691	775,544	10,841	986,308	4,142	76,376	2,292,782
Budget Development Committee	0	0	0	3	0	2	0	0	5
Public Security Committee	0	0	1	1	0	4	0	0	6
Audit Oversight Committee	0	0	1	3	0	3	0	0	7
Taxicab Advisory Committee	0	2	2	1	0	4	0	1	10
Accessible Services Advisory Committee	0	0	3	2	0	7	0	2	14

Population of MTS Service Area Data Source: 2012-2016 American Community Survey 5-year Estimates compiled at the Census Tract Level

Outreach Efforts to Encourage Participation

MTS values the racial diversity of the public it serves. Accordingly, MTS encourages the participation of minority groups on its committees when filling a vacancy. It is the goal of MTS that these committees represent the racial diversity of the region. Methods that MTS uses to promote participation may include, but are not limited to, one or more of the following:

- Notifying the partner agencies on the MTS Board of Directors of the vacancy and underrepresentation
- Making presentations at MTS Board of Directors, Taxicab Advisory Committee, and Accessible Services Advisory Committee meetings providing notice of the opportunity and need to include minority groups on the MTS committees
- Posting the vacancy on the MTS website
- Outreach to civic, cultural, or human service organizations known to serve the targeted group to inform them of the opportunity

DESCRIPTION OF HOW SUBRECIPIENTS ARE MONITORED

MTS does not extend FTA financial assistance to any other recipients or subrecipients. Therefore, there are no recipients or subrecipients to monitor.

TITLE VI EQUITY ANALYSIS FOR THE CONSTRUCTION OF A FACILITY

The requirement to conduct equity analysis to determine the site or location of facilities does not apply to MTS. Since the passage of California State Senate Bill 1703 (Peace, 2002) (SB 1703), major capital public transit projects are conducted by SANDAG on behalf of MTS. Therefore, no such projects were conducted by MTS during the reporting period.

SANDAG carries out the Title VI analyses for these projects when required by the Circular. SANDAG will include analyses of facilities constructed for MTS projects in the next SANDAG Triennial Title VI program update, slated for submittal in October 2018. The Title VI analysis that is prepared prior to operation of new or changed services resulting from the construction of new facilities is carried out by MTS and is covered in Chapter II of this document.

SB 1703, which describes the authority of SANDAG to carry out planning, project development, and construction of projects to be operated by MTS, is available online at the following link: sandag.org/organization/about/pubs/SB1703.pdf

MTS may potentially plan and construct facilities covered under Circular 4702.1B, Chapter III, Part 13, that do not fall within SANDAG responsibilities in the future. No such projects occurred within the past three-year program update period. In such event, MTS would complete a Title VI analysis during the planning stage to ensure that the facility is sited in such a manner that would ensure the location is selected without regard to race, color, or national origin. This process would incorporate public outreach to those potentially impacted by the siting of facilities, include a review of various alternatives, and be completed prior to the selection of a preferred site. A review of potential locations would include analysis of other nearby facilities to determine the potential for cumulative adverse impacts. This analysis will be done at either the Census tract or the Census block level, depending on the scope and nature of the proposed facility.

If, based on a review of all potential alternative sites, MTS analysis determines that a project site that would result in a disparate impact on the basis of race, color, or national origin would be the preferred site, MTS will select the preferred site only if both of the following are true:

1. There is a substantial legitimate justification for the preferred project location
2. There are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin

APPROVAL OF TITLE VI PROGRAM BY GOVERNING ENTITY

The recipient must provide a copy of Board meeting minutes, resolutions, or other appropriate documentation showing the Board of Directors or appropriate governing entity or officials responsible for policy decisions reviewed and approved the Title VI program. Approval must occur prior to submission to the FTA.

The MTS Board of Directors approved the Title VI program update. Resolution No. 18-3 was passed and adopted at the May 10, 2018, MTS Board of Directors meeting. MTS Resolution No. 18-3 is included in Appendix G.

CHAPTER II

REQUIREMENTS AND GUIDELINES FOR FIXED-ROUTE TRANSIT PROVIDERS

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REQUIREMENTS AND GUIDELINES FOR FIXED-ROUTE TRANSIT PROVIDERS

OVERVIEW

This chapter provides the requested information as specified under the Requirements of Transit Providers (Chapter IV) of the Title VI Circular (FTA C 4702.1B). The guidance applies to the MTS, as the agency is the recipient of FTA funds, operates 50 or more fixed-route vehicles in peak service, and its service areas are located in an urbanized area of 200,000 or more in population.

PROGRAM-SPECIFIC REQUIREMENTS

The following requirements are provided in the order of the revised Title VI Circular (Chapter IV).

Requirement to Set System-Wide Service Standards and Policies

Vehicle Load for Each Mode

MTS's Policies and Procedures No. 42 (Policy 42) established the process for evaluating and adjusting existing transit services to improve performance, and procedures for implementing service changes. Attachment A of the Policy identifies the appropriate load factor for each mode of service. The standard states that no more than 20 percent of trips are to exceed the load factor. Table 2-1 summarizes the appropriate standard load factor for each mode of service. Policy 42 is included in Appendix H.

Table 2-1 MTS Load Factor

MTS Load Factor		# of Routes	Standard
Regional Routes	<i>Rapid Express</i>	2	1.00
Corridor Routes	Express Routes	7	1.50
	Light Rail	3	3.00
	<i>Rapid</i> Routes	6	1.50
Local Routes	Urban Frequent	28	1.50
	Urban Standard	39	1.50
Community Routes	Circulator	9	1.00

Vehicle Headway for Each Mode

The Vehicle Headways for MTS vary by route and route type. As shown in Table 2-2, *Rapid Express*, Express, and Urban Standard routes have a standard of 30-minute headways. Light Rail, *Rapid* Routes, and Urban Frequent routes have a standard of 15-minute headways. Circulator routes have less ridership than the Regional, Corridor, and Local routes, and feature services with a headway standard of 60 minutes. Additional information on the MTS headway standards can be found in Policy 42 in Appendix H.

Table 2-2 MTS Vehicle Headways

MTS Vehicle Headways		# of Routes	Standard (minutes)
Regional Routes	<i>Rapid Express</i>	2	30
Corridor Routes	Express Routes	7	30
	Light Rail	3	15
	<i>Rapid</i> Routes	6	15
Local Routes	Urban Frequent	28	15
	Urban Standard	39	30
Community Routes	Circulator	9	60

On-Time Performance for Each Mode

MTS's standard for the On-Time Performance of its services varies by route and route type. MTS defines the On-Time Performance of all of its rail and bus services as zero minutes before and up to five minutes behind the published schedule. As shown in Table 2-3, Premium Express, *Rapid Express*, Express, Light Rail, Urban Standard, and Circulator services have an On-Time Performance standard of 90 percent of trips being on time. *Rapid* and Urban Frequent routes have an On-Time Performance Standard of 85 percent. Additional information on the MTS headway standards can be found in the MTS Policy 42 in Appendix H.

Table 2-3 MTS On-Time Performance

MTS On-Time Performance		Standard
Regional Routes	<i>Rapid Express</i>	90%
Corridor Routes	Express Routes	90%
	Light Rail	90%
	<i>Rapid</i> Routes	85%
Local Routes	Urban Frequent	85%
	Urban Standard	85%
Community Routes	Circulator	90%

Service Availability for Each Mode

The MTS standard for Service Availability requires:

- That 80 percent of residents or jobs be within ½ mile of a bus stop or rail station in an urban area
- That 100 percent of suburban residences be within five miles of a bus stop or rail station
- One return trip, at least two days per week, to destinations from rural villages (defined as Lakeside and Alpine)

Additional information on the MTS service availability can be found in the MTS Policy 42 in Appendix H.

Distribution of Transit Amenities for Each Mode

Transit amenities for the MTS service area are distributed according to route type and depending upon the passenger demand of each stop. Benches and stops are added with increased numbers of boardings and alightings. The process that MTS uses in locating bus stops and distributing amenities is outlined in the MTS Transit Amenities Policy, which is located in Appendix I.

Vehicle Assignment for Each Mode

MTS Bus

MTS Bus vehicles generally are assigned at random by operating entities. Several MTS fixed-route vehicles are interlined with one another for efficiency and cost-saving purposes (one vehicle may be assigned to several routes in a service day). Certain operating conditions and/or route characteristics may require special assignment; however, most bus types are assigned by route based on the following:

Capacity

- Articulated buses are first assigned to higher volume routes that require additional capacity when added frequency is not practical, feasible, or cost-effective. Shorter length standard buses are assigned to routes with lower ridership or operating in areas where a 40-foot standard bus is challenging. MTS also operates a fleet of smaller cutaway “minibuses” that assigned to the lowest-ridership fixed routes – routes which could not be operated economically with a larger bus.

Route type

- *Rapid Express* routes between the Interstate 15 (I-15) corridor and Downtown San Diego are always assigned over-the-road coaches; these routes have a higher fare and pass price. *TransNet*-funded routes (*Rapid* and *SuperLoop*) are always assigned *Rapid* articulated or standard buses, that carry unique branding, although these routes can be supplemented as needed with other MTS-branded buses for capacity purposes or in an emergency situation.
- Routes are assigned to each division based on the number and types of buses available, proximity to the service, and opportunities to complement other nearby routes for efficiency, interlining, driver familiarization, supervision, and incident response. State law limits MTS’s ability to assign directly operated routes to divisions operated by MTS contractors.
- Bus types are assigned to each division based on division space capacity and the capability of the division to fuel, operate, and maintain any specialized equipment.

MTS San Diego Trolley, Inc.

All San Diego Trolley, Inc. (SDTI) Light Rail vehicles (LRVs) are equipped with air-conditioning and have either ramps or wheelchair lifts. SDTI uses three types of LRVs for operations (listed below):

High-Floor Cars

- Siemens SD100 cars with high floors, steps inside the car to access zero-inch to eight-inch station platforms, wheelchair and bike space at the ends of each car, a wheelchair lift next to the driver compartment in the lead car, and a flip seat that allows space for three wheelchairs. These 52 cars were manufactured in 1995.

Low-Floor Cars

- Siemens S70 and S70US cars are 70 percent low-floor. They include steps only up to seating areas at far ends of the car, wheelchair and bike space in the middle of the car, and passenger-activated ramps at two of the four doors on each side of each car. These cars were manufactured between 2005 and 2014.
- MTS currently owns 76 Low-Floor cars, but requires 96 cars for a full peak schedule. Currently, the difference is made up by inserting a high-floor car in the middle of three-car consists, and some tripper and special event service.

Vintage Cars

- Two historic Presidents Conference Committee cars are deployed on the Silver Line loop in Downtown San Diego in the midday on selected days of operation. These cars were manufactured in or around 1946 and rehabilitated in the 2010s to add wheelchair lifts.

Further information regarding the MTS Bus and Rail fleet can be viewed in the MTS Vehicle Assignment Policy, which is included in Appendix J.

Requirement to Collect and Report Demographic Data

On behalf of MTS, SANDAG prepares demographic and service profile maps for the evaluation of low-income and minority population groups in its service area. This information is updated every three years in the Program Update and also used by the transit agencies to evaluate the Title VI impacts of major services changes as necessary. Additionally, SANDAG collects survey data on customer demographics and travel patterns, which are used in the evaluation of transit service changes by MTS.

In order to comply with the reporting requirements in 49 Code of Federal Regulations (CFR) 21.9(b), recipients “should have available for the Secretary racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.” The information and data provided below are intended to meet these reporting requirements.

Demographic and Service Profile Maps and Charts

1. A base map of the agency’s service area that includes each Census tract, Census block or block group, traffic analysis zone (TAZ), or other locally available geographic data with transit facilities – including transit routes, fixed guideway alignments, transit stops and stations, depots, maintenance and garage facilities, and administrative buildings, as well as major activity centers or transit trip generators and major streets and highways.

2. A demographic map that plots the information listed above and also shades those Census tracts, blocks, block groups, TAZs or other geographic zones where the percentage of the total minority population residing in these areas exceeds the average percentage of minority populations for the service area as a whole.
3. For purposes of addressing environmental justice, and in order to evaluate the impacts of major service changes on low-income populations, demographic maps also shall depict those Census tracts, blocks, block groups, TAZs or other geographic zones where the percentage of the total low-income population residing in these areas exceeds the average percentage of low-income populations for the service area as a whole.

To fulfill the requirements for Parts 1, 2, and 3, SANDAG used American Community Survey 2016 5-Year Estimates to identify Low-Income or Minority Census tracts. Census tracts were identified as Minority where the percentage of the total minority population residing in these areas exceeded the average percentage of minority populations in MTS's service area. The same methodology was used to determine the Low-Income populations for the agency's service area.

SANDAG identified the region's most vulnerable communities as the following:

Low-Income

- Any Census tracts where the percentage of the total low-income population (percentage of the population living at or below 200% of the federal poverty level) residing in these areas exceeds the average low-income population for the service area as a whole. The MTS service area is 32.5 percent low-income.

Minority

- Any Census tracts where the percentage of the total minority (non-White) population residing in these areas exceeds the average minority population for the service area as a whole. The MTS service area is 57.0 percent minority.

Using the established criteria above, the region was broken up into three smaller areas to produce sub-regional maps that are easier to read. The maps of Central San Diego include an inset of the Northern part of the County, as MTS operates only a small amount of service in this area. Figures 2-1 and 2-2 illustrate the MTS service areas by Census tract, and include transit facilities, Rail/Premium Express stations, and activity centers as defined in the Circular. Activity centers note the location of colleges and universities, government centers, hospitals, large private employers, school sites, and tourist attractions. Figures 2-3 and 2-4 illustrate the new and improved facilities that were recently replaced or constructed, as well as new stations and services that are scheduled to be completed within the next five years.

Figures 2-5 and 2-6 illustrate the Low-Income Census tracts in the MTS service areas, while Figures 2-7 and 2-8 illustrate the Low-Income population's access to transit amenities such as bus stops, benches, and shelters along all transit routes. Figures 2-9 and 2-10 illustrate the Low-Income population's access to activity centers via transit services. In addition, Figures 2-11 and 2-12 illustrate the Minority population within the MTS service area in relation to transit facilities, Rail/Premium Express stations, and activity centers. Figures 2-13 and 2-14 show the distribution of transit services and amenities, including bus and rail services, along with bus stops, benches, and shelters in each service area. Figures 2-15 and 2-16 illustrate the Minority population's access to activity centers via bus and rail transit services.

Figure 2-1 Base Map of MTS Service Area – Central and North, effective January 1, 2018

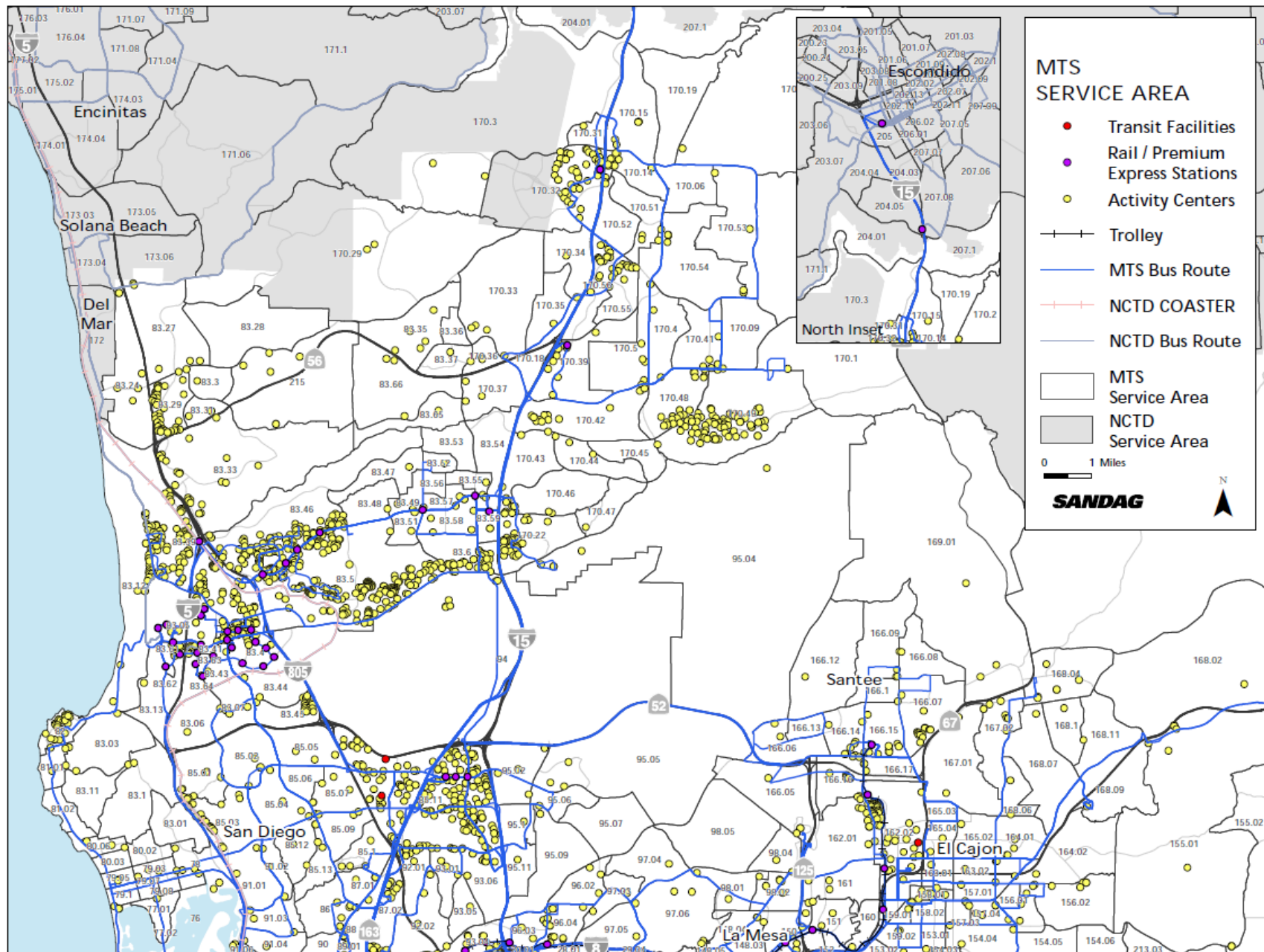


Figure 2-2 Base Map of MTS Service Area – South, effective January 1, 2018

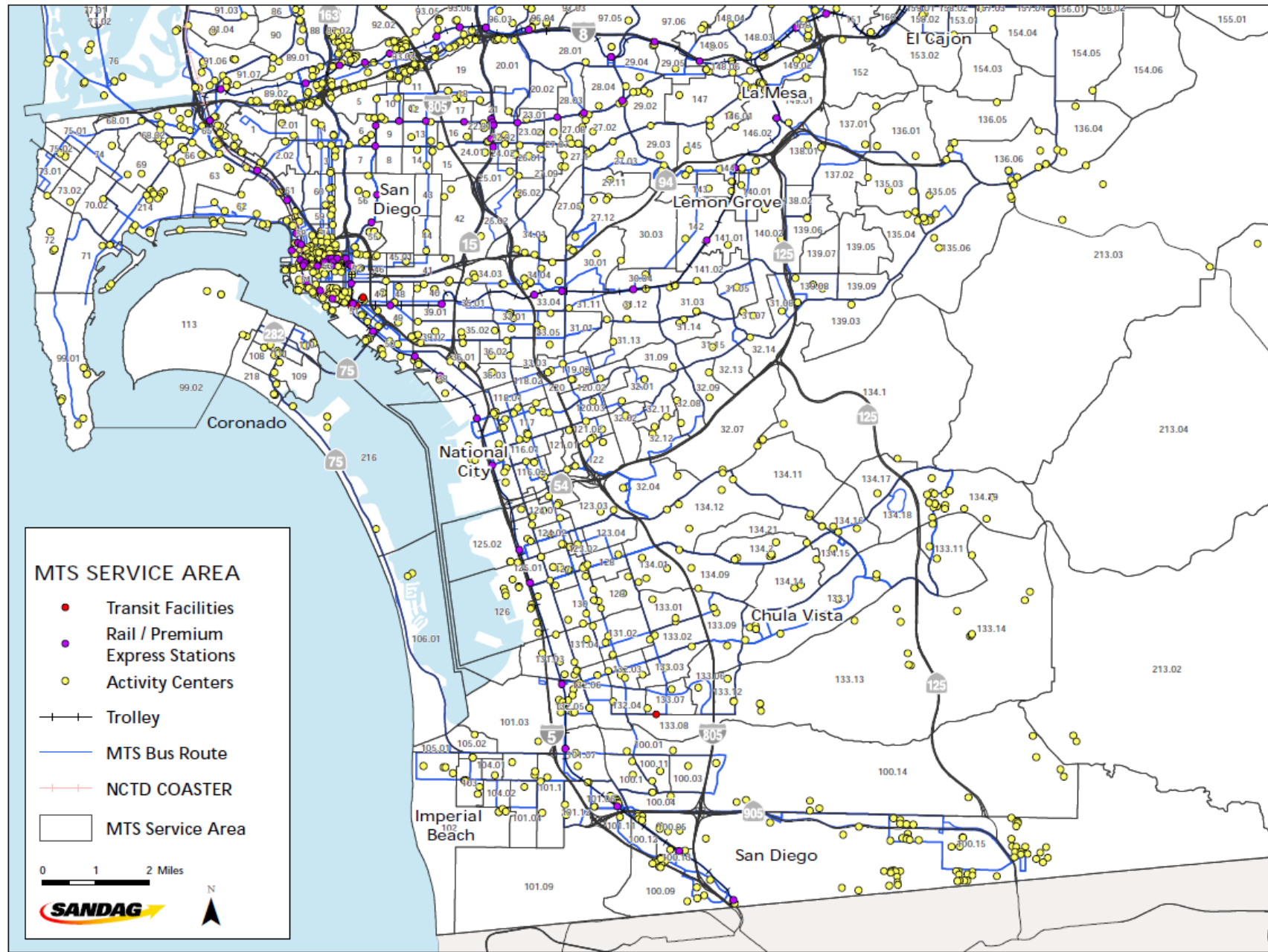


Figure 2-3 MTS New and Improved Transit Facilities – Central and North, effective January 1, 2018

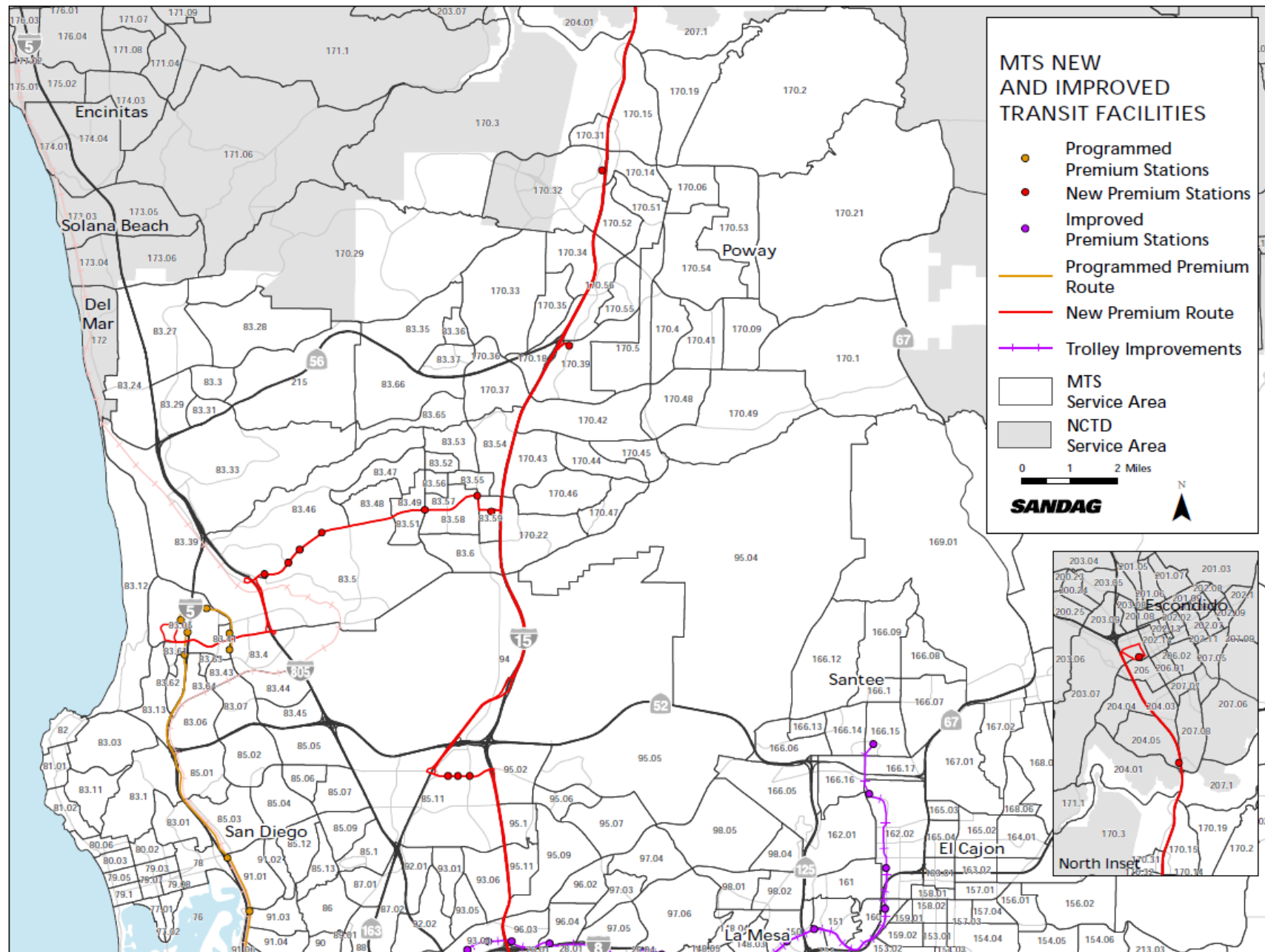


Figure 2-4 MTS New and Improved Transit Facilities – South, effective January 1, 2018

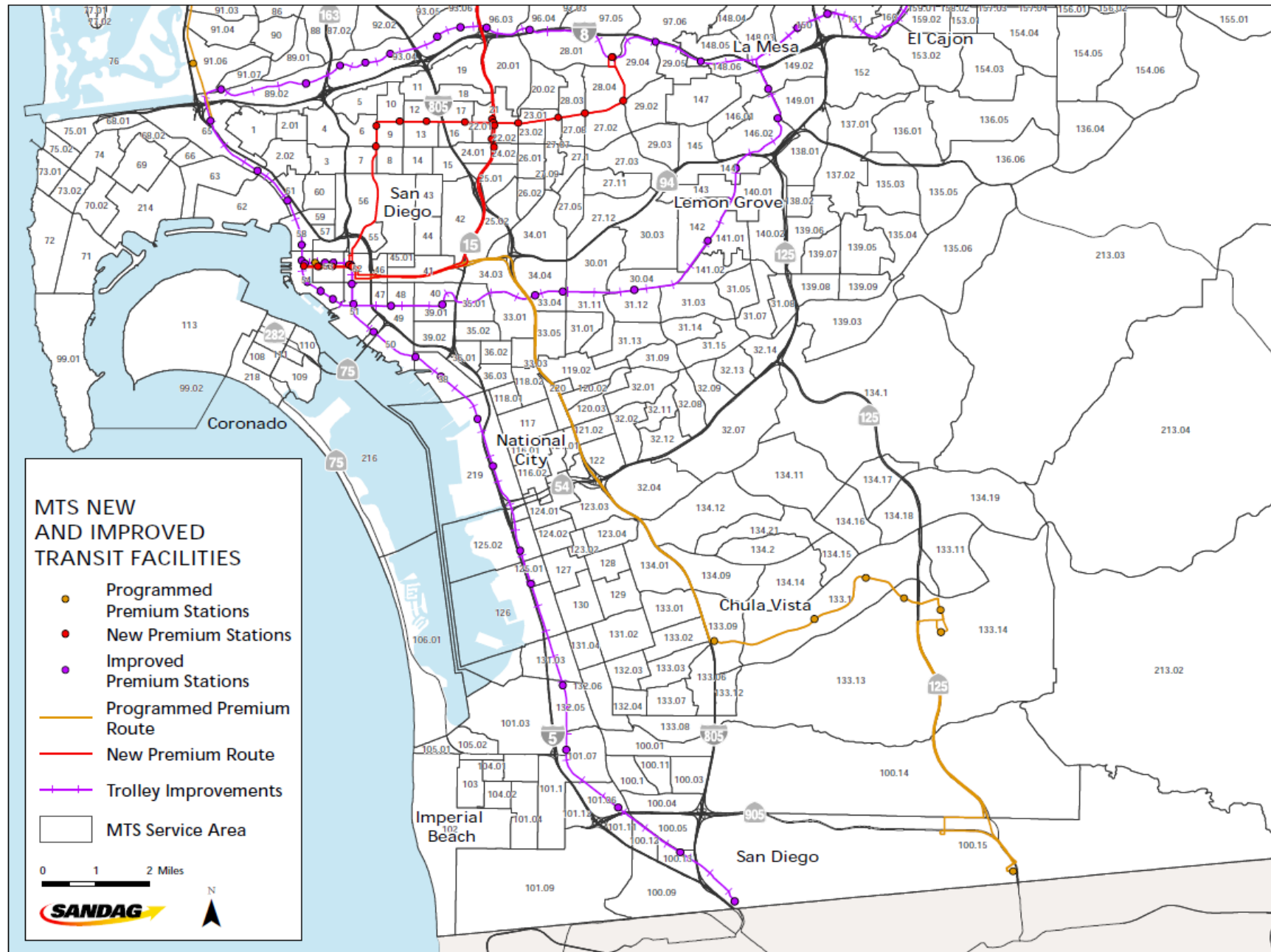


Figure 2-5 MTS Low-Income Population – Central and North, effective January 1, 2018

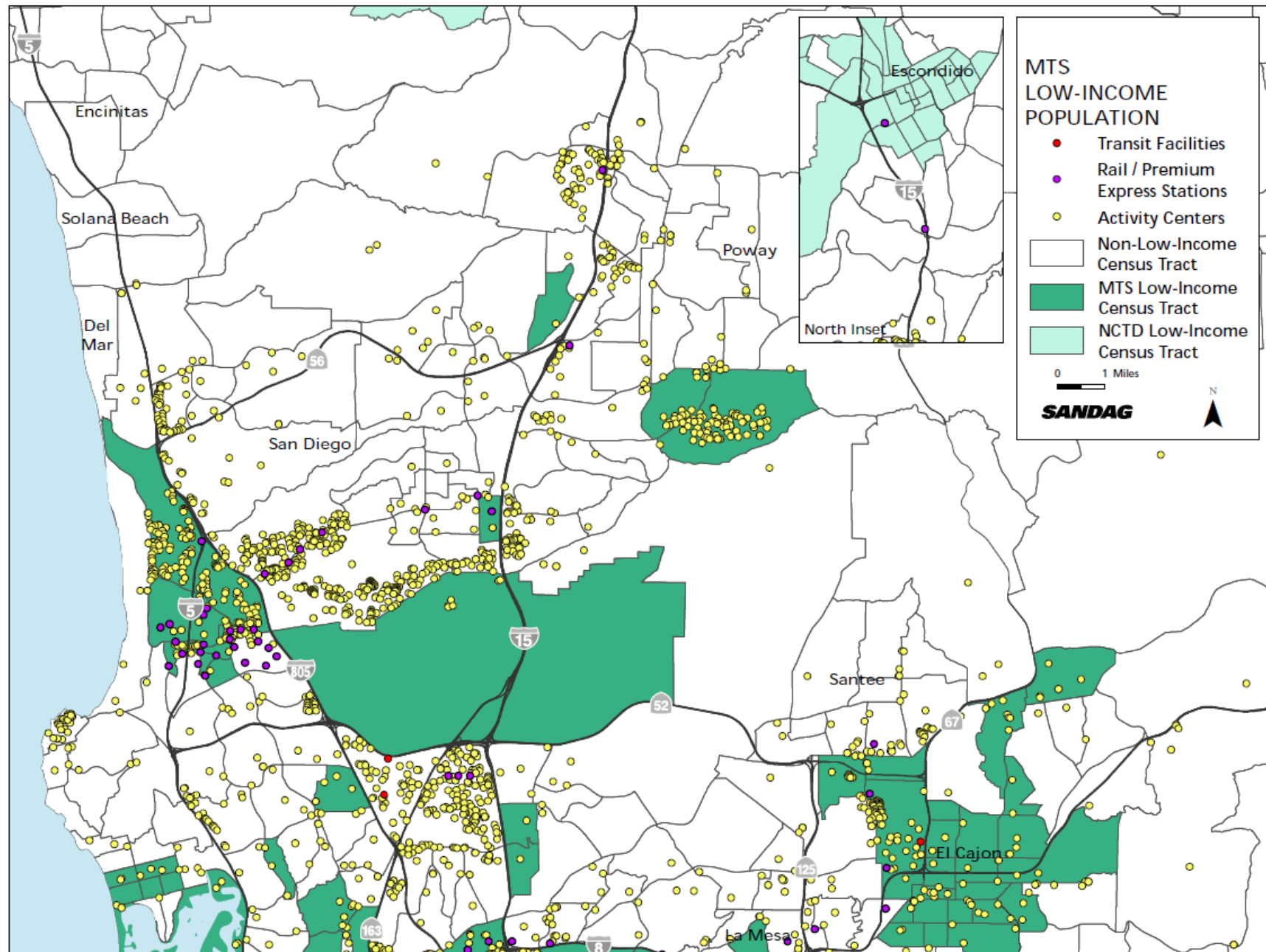


Figure 2-6 MTS Low-Income Population – South, effective January 1, 2018

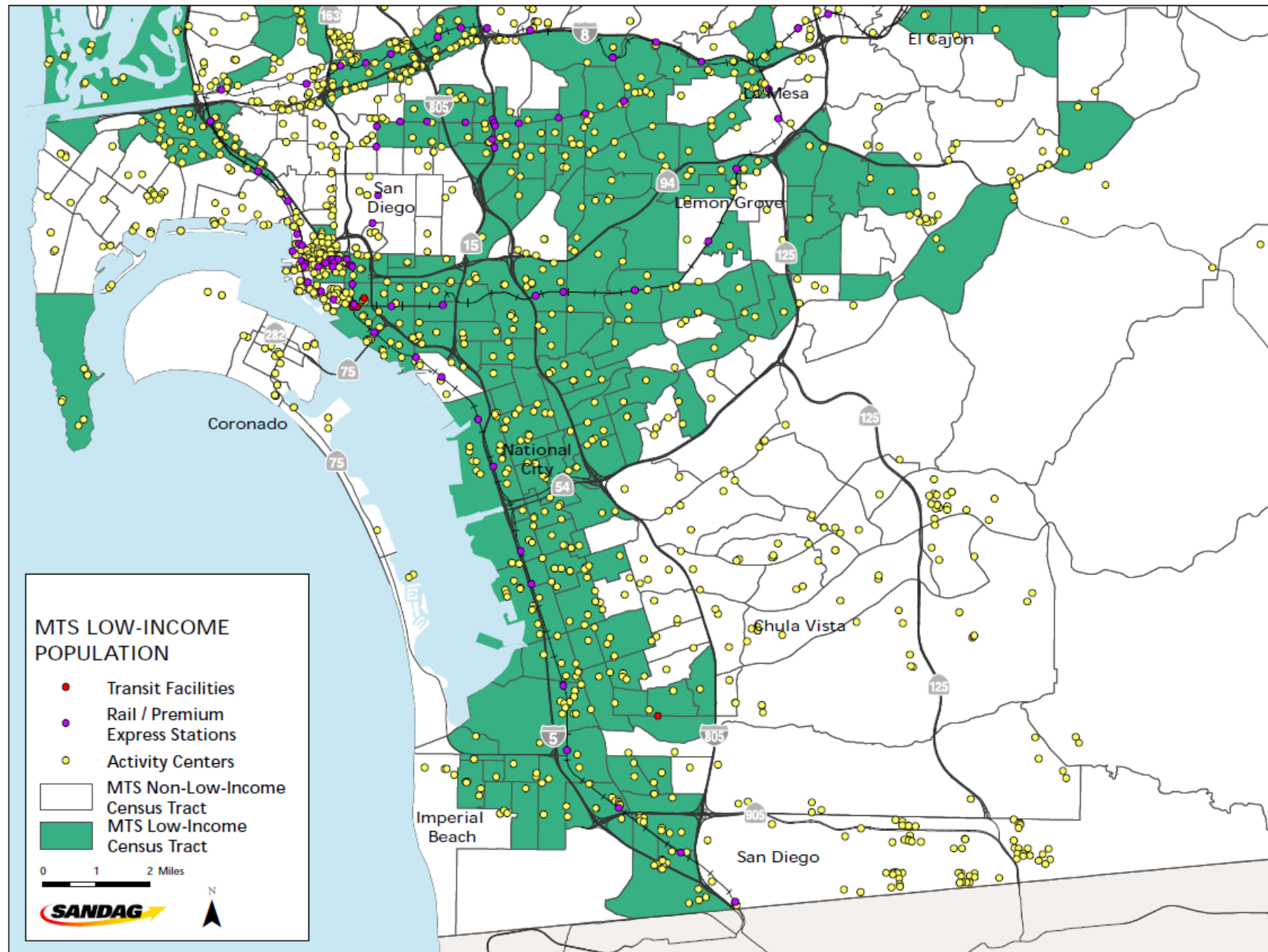


Figure 2-7 MTS Low-Income Population Transit Amenities – Central and North, effective January 1, 2018

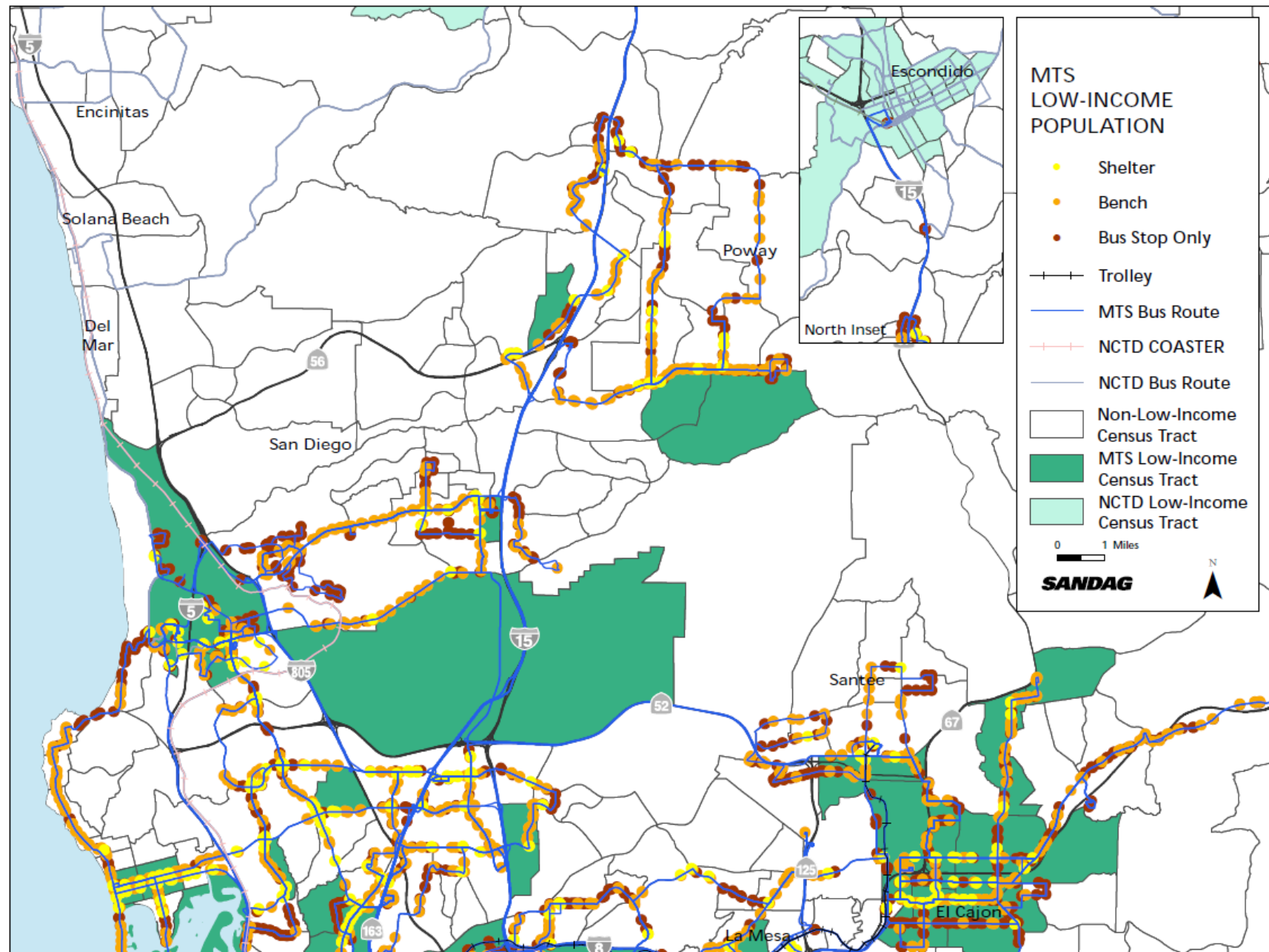


Figure 2-8 MTS Low-Income Population Transit Amenities – South, effective January 1, 2018

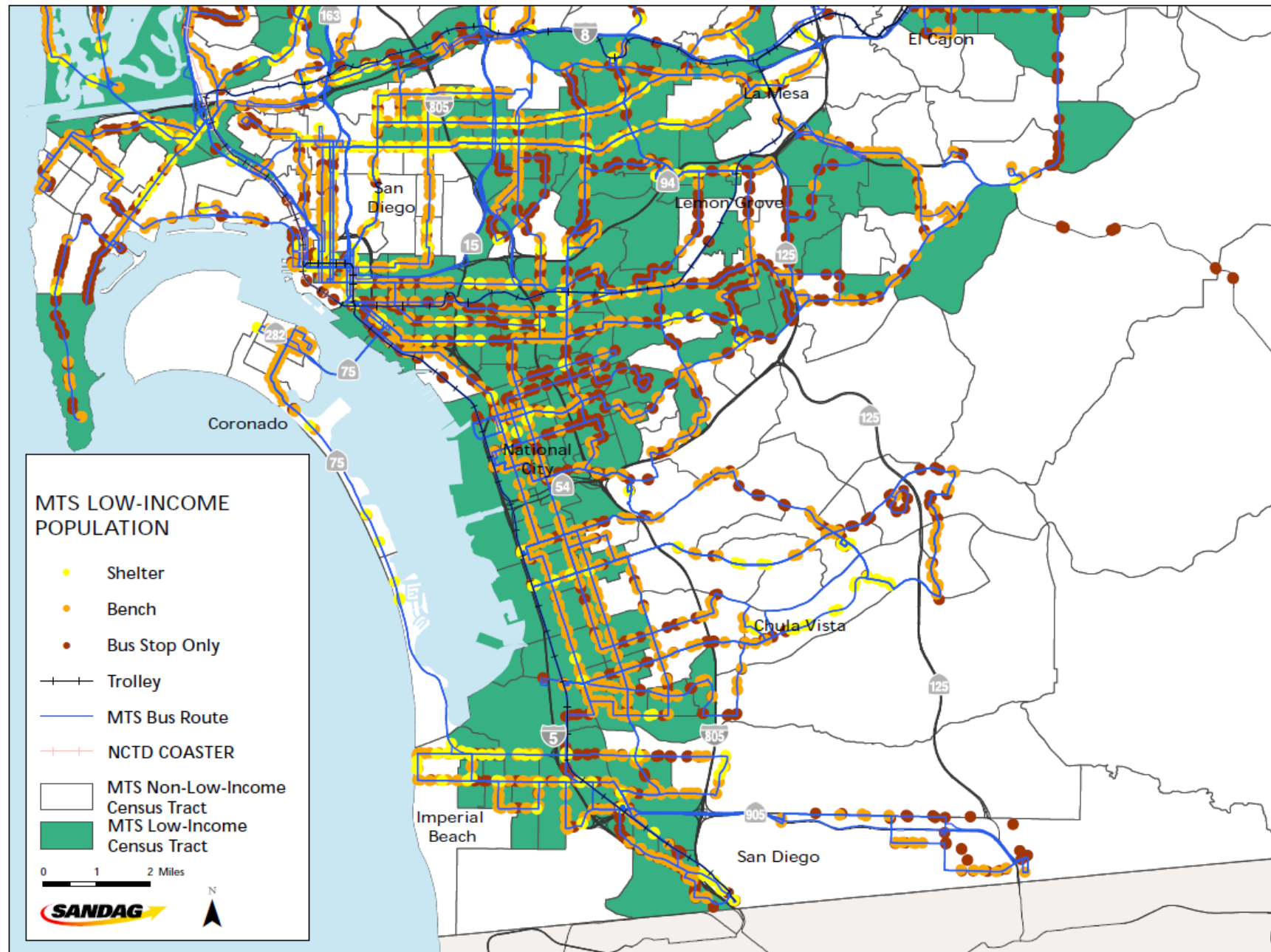


Figure 2-9 MTS Low-Income Population Transit Access to Activity Centers – Central and North, effective January 1, 2018

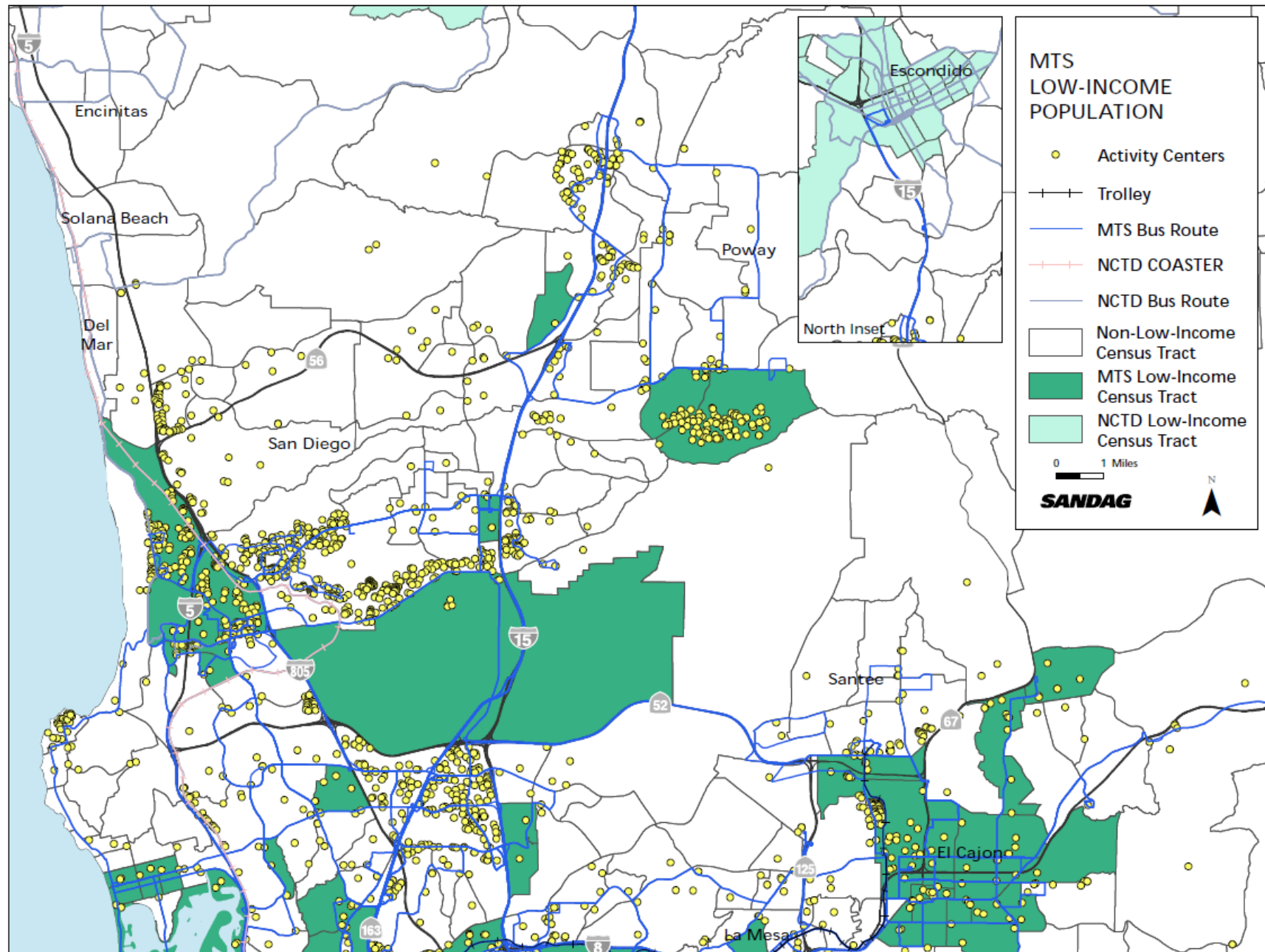


Figure 2-10 MTS Low-Income Population Transit Access to Activity Centers – South, effective January 1, 2018

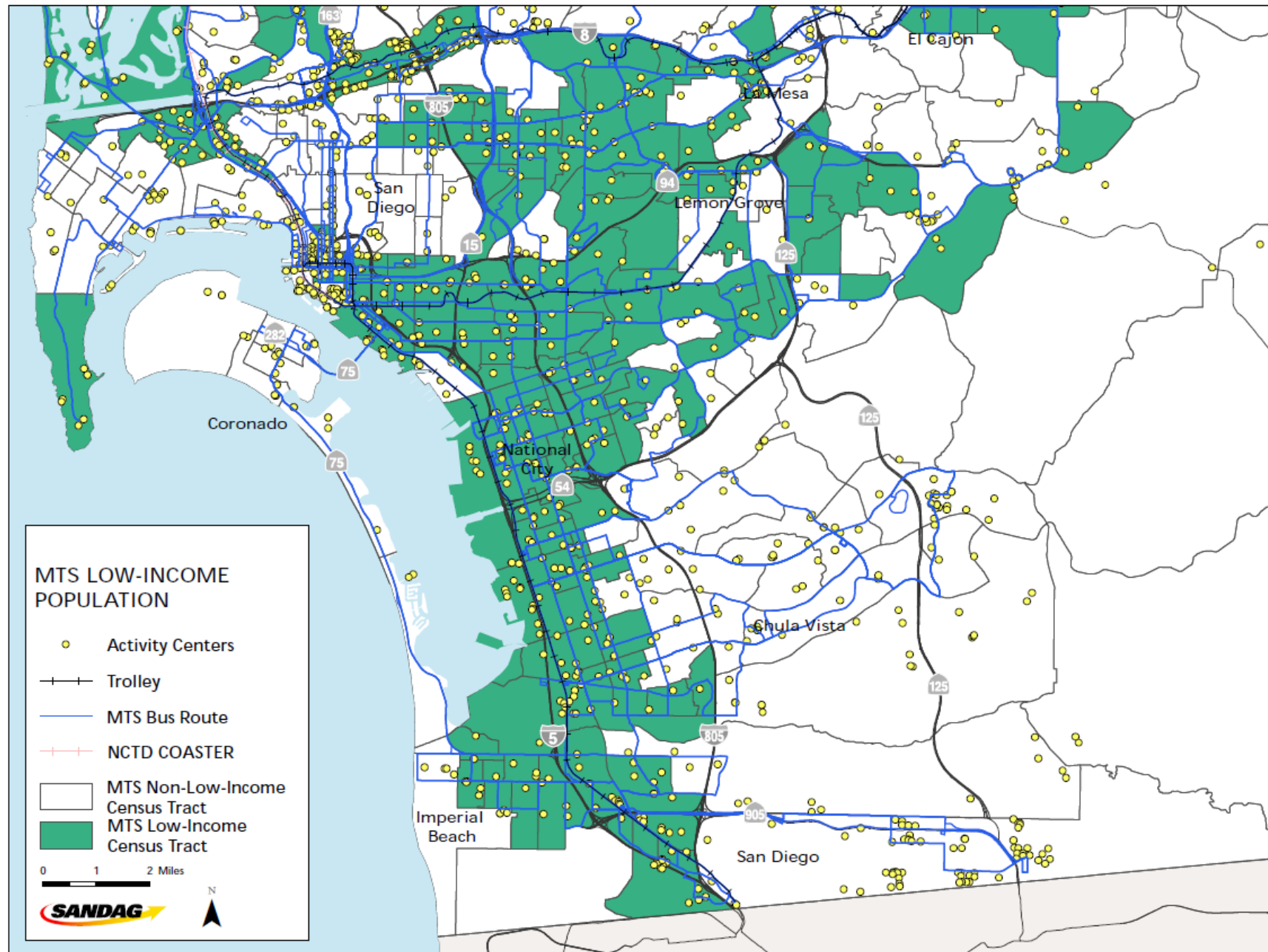


Figure 2-11 MTS Minority Population – Central and North, effective January 1, 2018

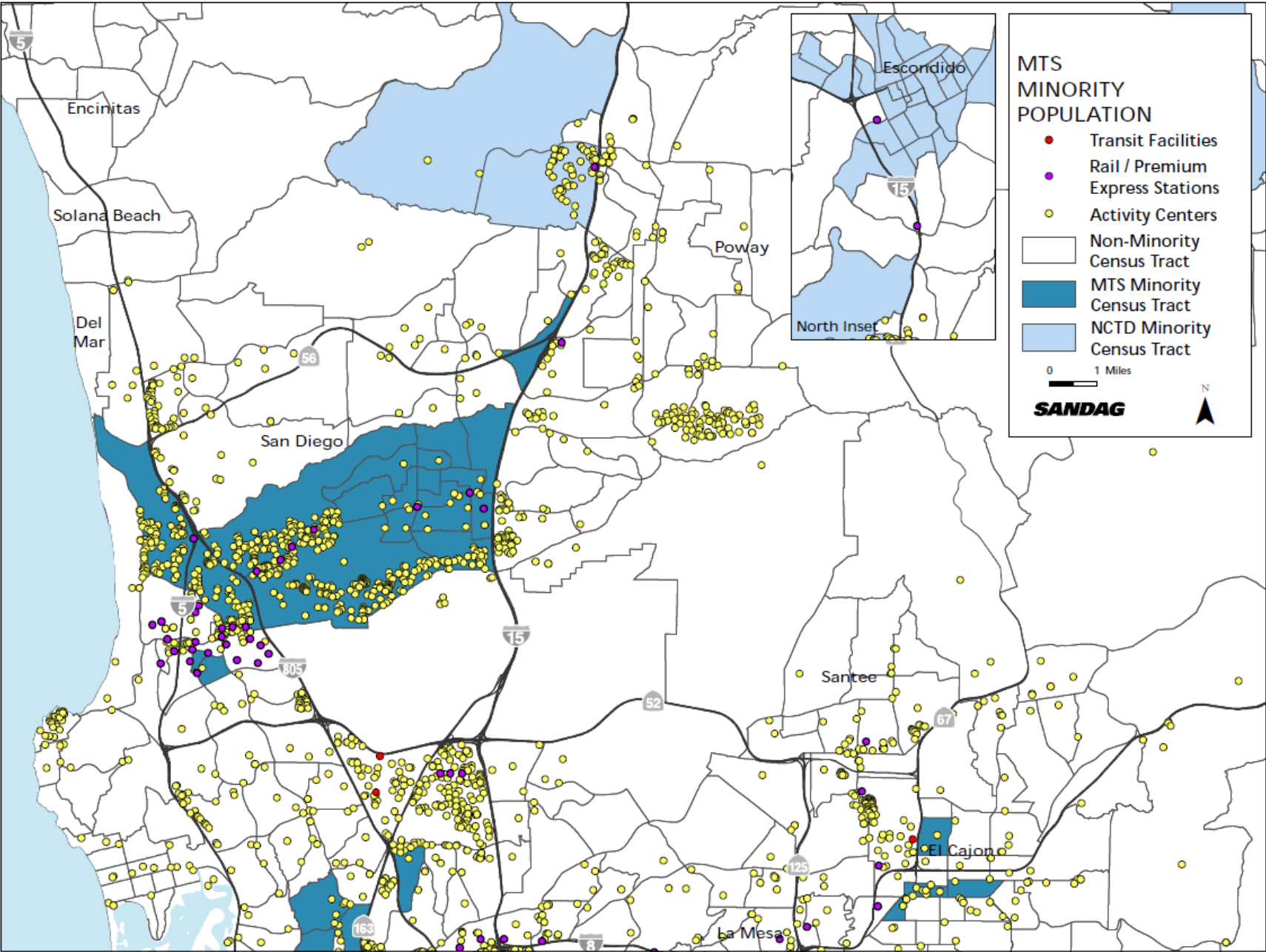


Figure 2-12 MTS Minority Population – South, effective January 1, 2018

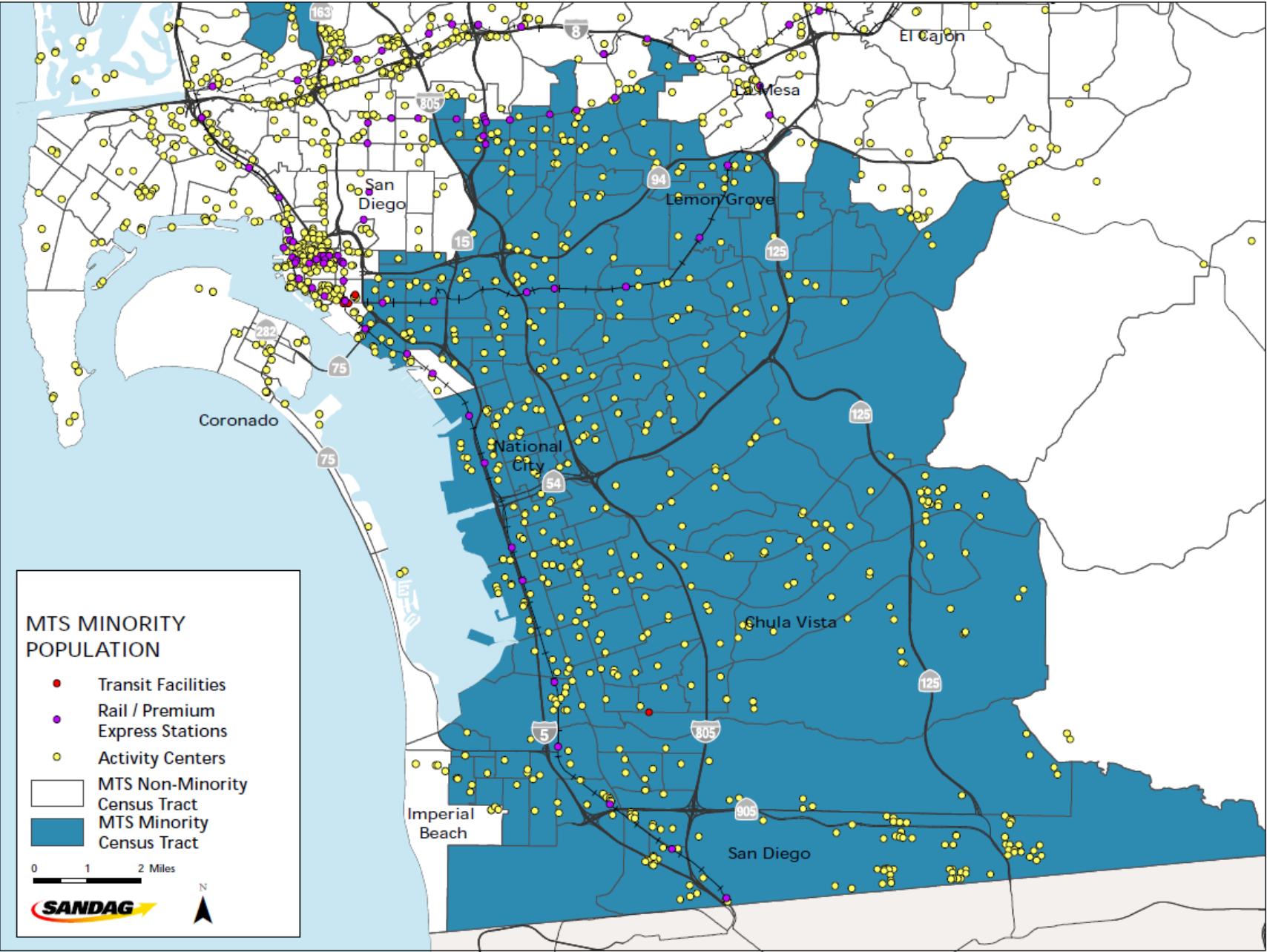


Figure 2-13 MTS Minority Population Transit Amenities – Central and North, effective January 1, 2018

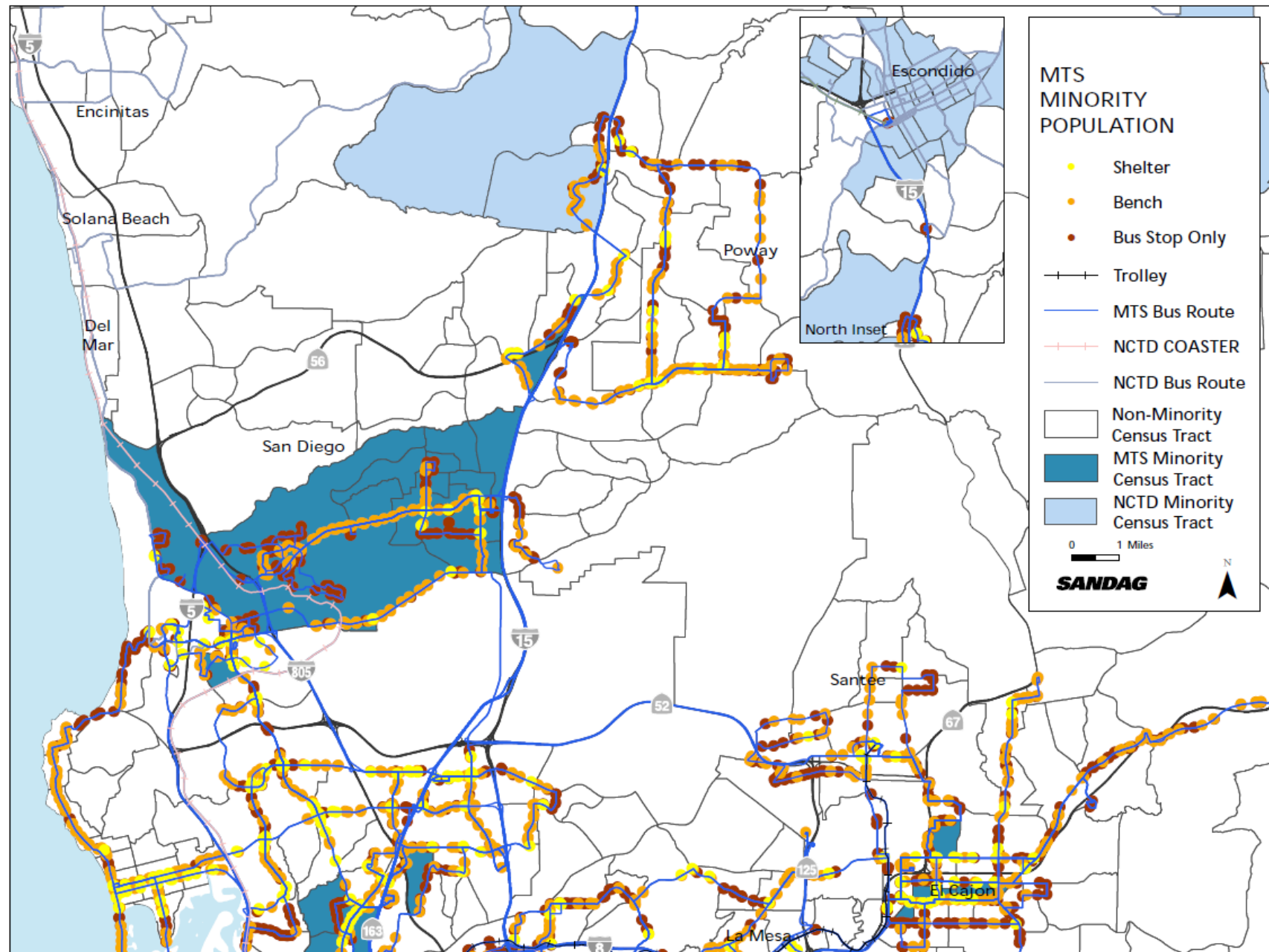


Figure 2-14 MTS Minority Population Transit Amenities – South, effective January 1, 2018

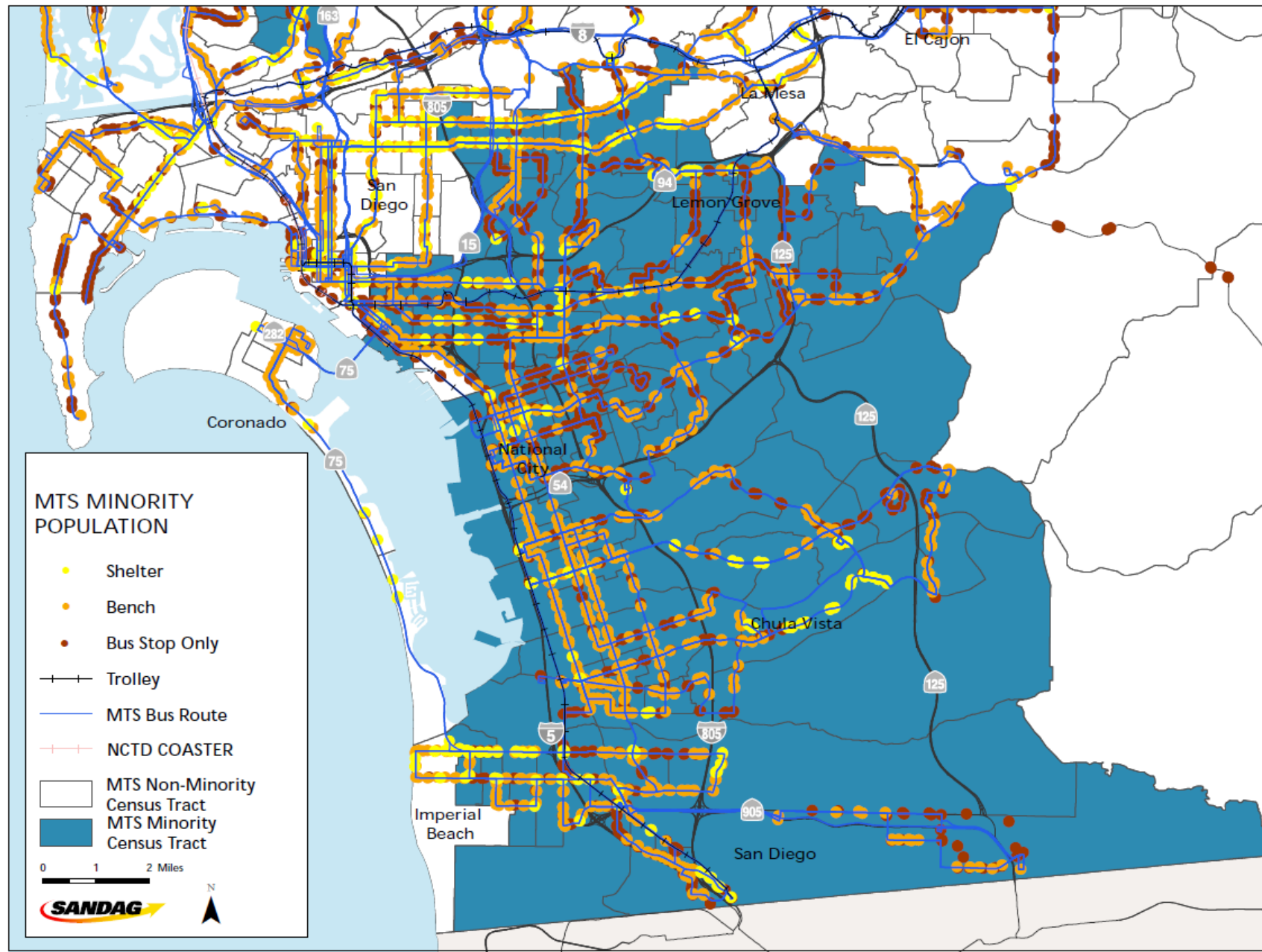


Figure 2-15 MTS Minority Population Transit Access to Activity Centers – Central and North, effective January 1, 2018

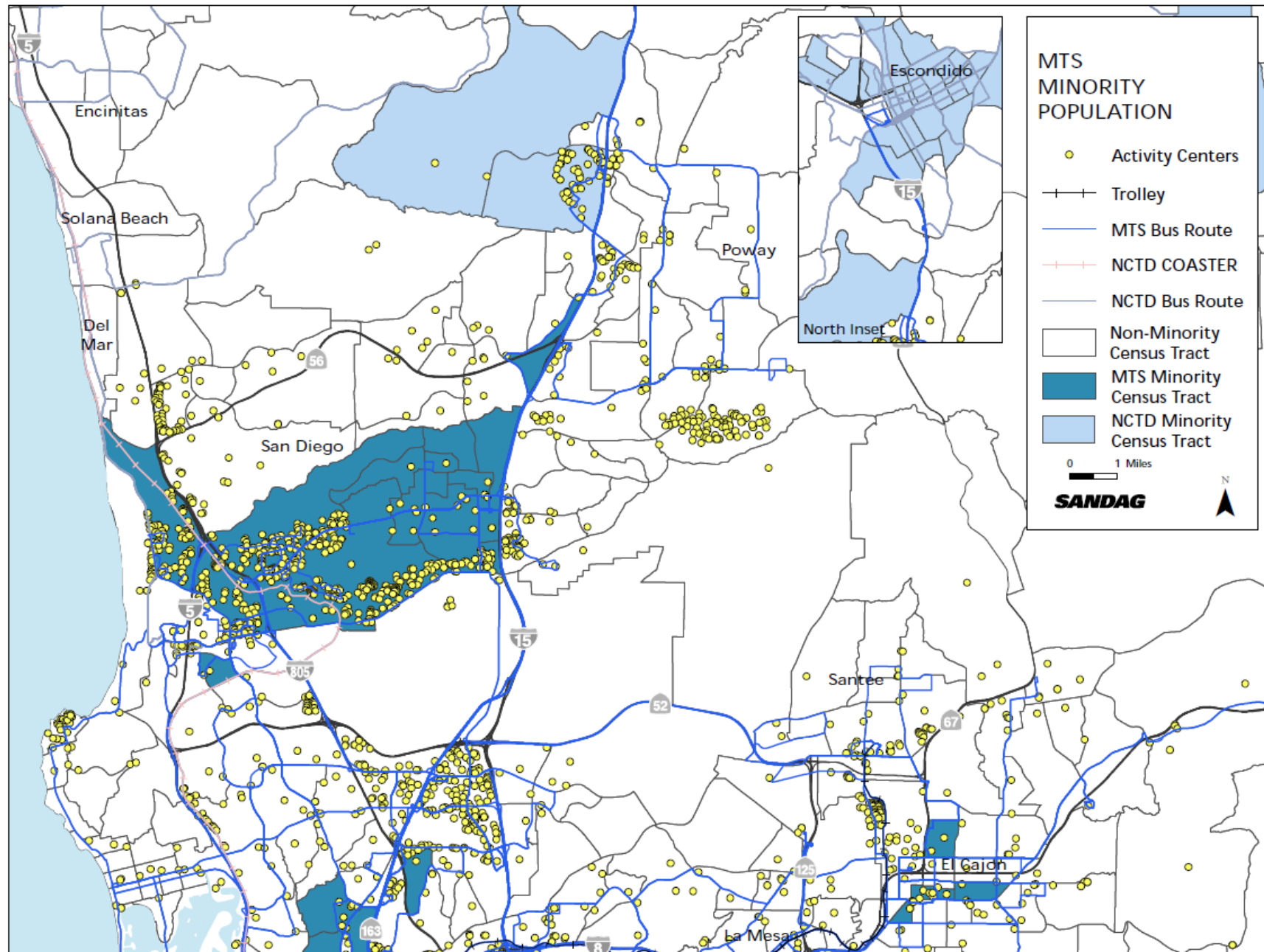
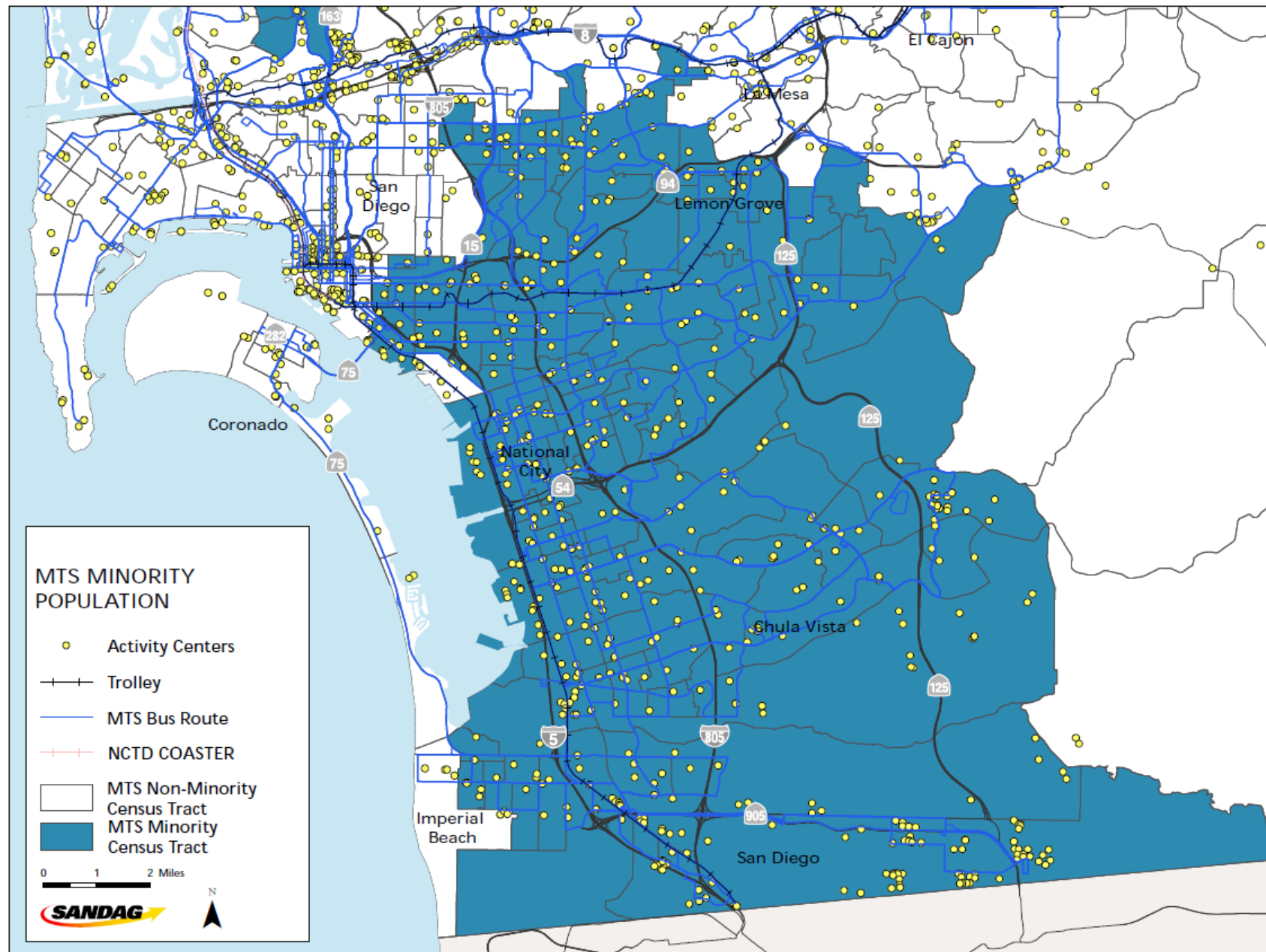


Figure 2-16 MTS Minority Population Transit Access to Activity Centers – South, effective January 1, 2018



Demographic Ridership and Travel Patterns

SANDAG collects information on the race, income, travel patterns, and household characteristics of transit riders in the MTS service area. Additionally, public opinion surveys are conducted by telephone to collect information that will support and provide direction to future planning and marketing efforts related to transit use and operations in the San Diego region.

The last Onboard Transit Survey was conducted in 2015 and consisted of in-person interviews via tablet computers rather than self-administered paper surveys. The following information was collected as recommended by the FTA in the October 1, 2012 Title VI Circular (FTA C 4702.1B):

1. Information on rider's race, color, and national origin
2. English proficiency and language spoken at home
3. Information on rider's household income
4. Travel patterns
5. Fare usage by fare type

The above information will be used to evaluate service and to conduct fare equity analysis consistent with Chapter IV, Section 6, of the FTA Title VI Circular (FTA C 4702.1B).

SANDAG procured a consultant to conduct the survey, ensuring that it is statistically valid for all routes and time periods. The consultant for the current survey, ETC Institute, has extensive experience in conducting onboard transit survey research, including experience in supporting Title VI requirements. The survey was conducted onboard transit vehicles in English and Spanish. For Vietnamese-, Tagalog-, and Chinese-speaking passengers, a call-back option with an interviewer fluent in their language was made available. Results of the 2015 Onboard Transit Passenger Survey for the San Diego Region are located online at the following link:

sandag.org/index.asp?classid=13&subclassid=9&projectid=494&fuseaction=projects.detail

Requirement to Monitor Transit Service

Overview

As outlined in Title VI Circular 4702.1B, the FTA requires that all fixed-route transit providers monitor the performance of their transit system relative to their system-wide service standards and service policies, such as vehicle load, vehicle assignment, and transit amenities, not less than every three years.

System-Wide Service Standards

In accordance with FTA Title VI requirements, SANDAG monitors the performance of MTS's fixed-route bus, Light Rail, and commuter rail services to ensure that minority and non-minority routes are being operated in a fair and equitable manner. The MTS Service Standards were originally adopted in 1993, with the most recent revisions to the policy being adopted on September 15, 2016. These service standards provide a series of performance benchmarks for the various route categories based on the following four service indicators:

1. Vehicle load
2. Vehicle headways
3. On-time performance
4. Service availability

All route-level information below reflects MTS services as of January 1, 2018. Implementation of major system changes began in late January 2018 and will continue through early 2019 as MTS carries out its Transit Optimization Plan (TOP). The MTS Load Factor was determined by ridership data, while Vehicle Headways, On-Time Performance, and Service availability data were provided by the FY 2017 Policy 42 Performance Monitoring Report, which is included in Appendix K. This Performance Monitoring Report was presented to the MTS Board of Directors at its November 9, 2017, meeting. The minutes of this meeting also are included in Appendix K. Load factor, Headway, and On-Time Performance Analyses conducted on a route-by-route basis are included in Appendix L.

Route Categories

Rapid Express

- High-speed, point-to-point service geared towards commute markets
- Service provided during weekday peak periods only and scheduled to meet primary work shift times

Express

- High-speed service geared toward linking major sub-regional residential, employment, and activity centers
- Service is generally provided throughout the weekday and possibly on weekends
- Operates primarily on highways and major arterials.

Light Rail

- High-frequency service (15 minutes or better during the base weekday) operating on exclusive railroad right-of-way
- Serves multiple trip purposes and generally experiences high turnover along the line

Rapid

- High-frequency bus service (15 minutes or better during the base weekday) operating in a combination of High-Occupancy Vehicle lanes, mixed-traffic lanes, and/or exclusive right-of-way
- Serves multiple trip purposes and generally experiences high turnover along the line
- Offers Traffic Signal Priority, enhanced station stops, and “*Rapid*” or other distinct branding
- Service is subsidized by *TransNet*

Urban Frequent

- High-frequency service (15 minutes or better during the base weekday) primarily operated along major arterials in denser urban areas
- Serves multiple trip purposes and generally experiences high turnover along the route

- May be operated as regular (all stops) or limited (stopping only at major transfer points and activity centers)

Urban Standard

- Basic transit service with base weekday frequencies generally between 30 and 60 minutes
- Operates in less dense urban and suburban areas
- Serves multiple trip purposes and provides access to all stops

Circulator

- Neighborhood feeder/distributor to transfer stations or shuttle service to local destinations
- Operates on arterials and local streets to provide access to residences, businesses, activity, and transfer centers

Table 2-4 MTS Summary of Route Categories and Title VI Designations, effective January 1, 2018

Type	Category	Minority	Non-Minority	Total
Regional	<i>Rapid Express</i>	0	2	2
Corridor	Express	1	6	7
Corridor	Light Rail	2	1	3
Corridor	<i>Rapid</i>	5	1	6
Local	Urban Frequent	20	8	28
Local	Urban Standard	18	20	38
Community Routes	Circulator	3	6	9
Bus Subtotals		47	43	90
Light Rail Subtotals		2	1	3
Total		49	44	93
Percentage of Total		52.7%	47.3%	100.0%

As shown in Table 2-4 above, the current MTS system is comprised of 2 *Rapid Express* Routes, 7 Express routes, 3 Light Rail Lines, 6 *Rapid* routes, 28 Urban Frequent routes, 38 Urban Standard routes, and 9 Circulator routes. A listing that identifies the route type, category, and its status as a minority or non-minority route is included in Table 2-5.

Minority Routes

All MTS routes are designated as either a "minority route" or a "non-minority route" based on the FTA definition of a "minority transit route," which is defined in FTA Circular 4702.1B as "a route that has at least ⅓ of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area."

Based on this classification, 49 of the 97 current MTS transit routes are classified as minority routes. This information is listed by route in Table 2-5.

Table 2-5 MTS Route Categories and Title VI Designations for All Routes, effective January 1, 2018

Type	Category	Route #	Title VI Classification
Regional	<i>Rapid Express</i>	280	Non-Minority
Regional	<i>Rapid Express</i>	290	Non-Minority
Corridor	Express	20	Non-Minority
Corridor	Express	50	Non-Minority
Corridor	Express	60	Non-Minority
Corridor	Express	110	Non-Minority
Corridor	Express	150	Non-Minority
Regional	Express	870	Non-Minority
Corridor	Express	950	Minority
Corridor	Light Rail	510	Minority
Corridor	Light Rail	520	Minority
Corridor	Light Rail	530	Non-Minority
Local	<i>Rapid</i>	201	Minority
Local	<i>Rapid</i>	202	Minority
Local	<i>Rapid</i>	204	Minority
Corridor	<i>Rapid</i>	215	Minority
Corridor	<i>Rapid</i>	235	Non-Minority

Type	Category	Route #	Title VI Classification
Local	Urban Standard	4	Minority
Local	Urban Standard	14	Non-Minority
Local	Urban Standard	27	Non-Minority
Local	Urban Standard	28	Minority
Local	Urban Standard	31	Non-Minority
Local	Urban Standard	35	Non-Minority
Local	Urban Standard	105	Non-Minority
Local	Urban Standard	115	Minority
Local	Urban Standard	704	Minority
Local	Urban Standard	705	Minority
Local	Urban Standard	707	Minority
Local	Urban Standard	815	Minority
Local	Urban Standard	816	Non-Minority
Local	Urban Standard	832	Non-Minority
Local	Urban Standard	833	Non-Minority
Local	Urban Standard	834	Non-Minority
Local	Urban Standard	848	Non-Minority

Type	Category	Route #	Title VI Classification
Corridor	<i>Rapid</i>	237	Minority
Local	Urban Frequent	1	Minority
Local	Urban Frequent	2	Minority
Local	Urban Frequent	3	Minority
Local	Urban Frequent	5	Minority
Local	Urban Frequent	6	Non-Minority
Local	Urban Frequent	7	Minority
Local	Urban Frequent	8	Non-Minority
Local	Urban Frequent	9	Non-Minority
Local	Urban Frequent	10	Minority
Local	Urban Frequent	11	Minority
Local	Urban Frequent	13	Minority
Local	Urban Frequent	30	Non-Minority
Local	Urban Frequent	41	Non-Minority
Local	Urban Frequent	44	Non-Minority
Local	Urban Frequent	120	Non-Minority
Local	Urban Frequent	701	Minority
Local	Urban Frequent	709	Minority
Local	Urban Frequent	712	Minority

Type	Category	Route #	Title VI Classification
Local	Urban Standard	854	Non-Minority
Local	Urban Standard	855	Minority
Local	Urban Standard	856	Non-Minority
Local	Urban Standard	864	Minority
Community	Urban Standard	871	Non-Minority
Community	Urban Standard	872	Non-Minority
Local	Urban Standard	874	Non-Minority
Local	Urban Standard	875	Non-Minority
Local	Urban Standard	905	Minority
Local	Urban Standard	916	Minority
Local	Urban Standard	917	Minority
Local	Urban Standard	921	Minority
Local	Urban Standard	923	Non-Minority
Local	Urban Standard	928	Non-Minority
Local	Urban Standard	936	Minority
Local	Urban Standard	944	Non-Minority
Local	Urban Standard	945	Non-Minority
Local	Urban Standard	962	Minority
Local	Urban Standard	963	Minority

Type	Category	Route #	Title VI Classification
Local	Urban Frequent	901	Minority
Local	Urban Frequent	906	Minority
Local	Urban Frequent	907	Minority
Local	Urban Frequent	929	Minority
Local	Urban Frequent	932	Minority
Local	Urban Frequent	933	Minority
Local	Urban Frequent	934	Minority
Local	Urban Frequent	955	Minority
Local	Urban Frequent	961	Minority
Local	Urban Frequent	992	Non-Minority

Type	Category	Route #	Title VI Classification
Local	Urban Standard	967	Minority
Local	Urban Standard	968	Minority
Local	Circulator	18	Non-Minority
Local	Circulator	25	Non-Minority
Local	Circulator	83	Non-Minority
Local	Circulator	84	Non-Minority
Local	Circulator	88	Non-Minority
Community	Circulator	851	Non-Minority
Community	Urban Standard	904	Minority
Local	Circulator	964	Minority
Local	Circulator	965	Minority

Vehicle Loads

MTS has established load factor data for all bus and rail services to prevent overcrowding and to allocate resources appropriately. The load factor for each route is calculated based on the peak and non-peak load of each trip on a route during an average weekday. As ridership is much lower on the weekends, Saturday and Sunday load factors are not included.

Figure 2-17 illustrates the average load factor during peak and off-peak times on both minority and non-minority transit routes. Minority routes do carry slightly higher load factors than do Non-Minority routes during peak and off-peak times. This is most likely due to higher ridership productivity on minority routes in comparison to non-minority routes. No bus or Light Rail lines exceeded the MTS load factor standards, as outlined in Figure 2-17 and Tables 2-6 and 2-7.

Figure 2-17 MTS System-Wide Average Vehicle Loads

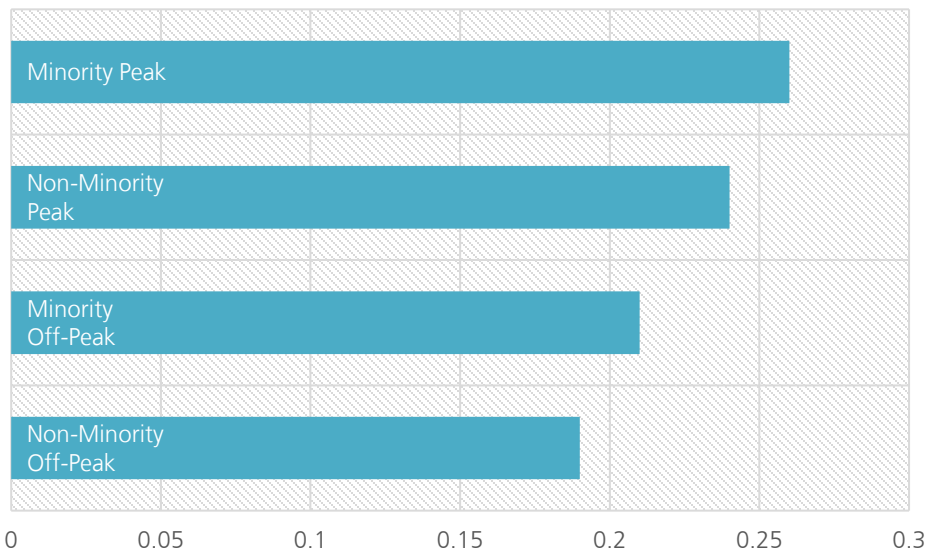


Table 2-6 MTS System-Wide Minority Route Average Vehicle Loads, effective January 1, 2018

MTS Load Factor – Minority Routes		# of Routes	Peak	Off-Peak	Standard
Regional Routes	<i>Rapid Express</i>	0	–	–	1.00
Corridor Routes	Express Routes	1	1.0	.84	1.50
	Light Rail	2	.50	.32	3.00
	<i>Rapid</i> Routes	5	.17	.16	1.50
Local Routes	Urban Frequent	20	.27	.22	1.50
	Urban Standard	18	.23	.17	1.50
Community Routes	Circulator	3	.13	.10	1.00

Table 2-7 MTS System-Wide Non-Minority Route Average Vehicle Loads, effective January 1, 2018

MTS Load Factor – Non-Minority Routes		# of Routes	Peak	Off-Peak	Standard
Regional Routes	<i>Rapid Express</i>	2	.43	.42	1.00
Corridor Routes	Express Routes	6	.31	.25	1.50
	Light Rail	1	.37	.19	3.00
	<i>Rapid</i> Routes	1	.38	.34	1.50
Local Routes	Urban Frequent	8	.26	.21	1.50
	Urban Standard	20	.20	.17	1.50
Community Routes	Circulator	6	.17	.11	1.00

Vehicle Headways

Vehicle headways are defined as the base weekday frequency of service. Routes with high ridership typically have more frequent headways than routes that do not, and are adjusted as ridership increases or decreases – for example, routes that serve the beach areas often have increased service during the summer months to account for increased demand.

The MTS route headways vary by the type of service that is being provided. Light Rail, *Rapid*, and Urban Frequent routes are the most heavily utilized routes, and therefore have the most frequent headway standard (15 minutes). *Rapid Express*, Express, and Urban Standard routes have a standard headway of 30 minutes. Lastly, Circulator routes provide services to areas of lower density, and therefore have a 60-minute frequency standard. A summary of the MTS Headway Standards is included in Table 2-8 below.

Table 2-8 MTS Vehicle Headway Standards, effective January 1, 2018

MTS Vehicle Headways		# of Routes	Standard (minutes)
Regional Routes	<i>Rapid Express</i>	2	30
Corridor Routes	Express Routes	7	30
	Light Rail	3	15
	<i>Rapid</i> Routes	6	15
Local Routes	Urban Frequent	28	15
	Urban Standard	38	30
Community Routes	Circulator	9	60

The majority of the MTS minority route vehicle headways meet or exceed the agency's standard. For example, the standard headway for the Light Rail, *Rapid*, and Urban Frequent routes is 15 minutes. However, the actual headways for these minority routes during peak times averages 11.25 minutes for the Light Rail routes, 13.5 minutes for the *Rapid* routes, and 14.4 minutes for the Urban Frequent routes, respectively. Eighty-two (82) of MTS's 93 routes are operating with headways that either meet or exceed the standard headway for their route category. Eleven routes operate with headways that are less frequent than the standard for their route category. Six of these routes (#707, #901, #916, #917, #967, and #968) are located within minority areas, while the other five routes (#8, #9, #14, #235, and #870) are located within non-minority areas. Figure 2-18 and Tables 2-9 and 2-10 depict the MTS average weekday headways at peak and off-peak times for both the minority and non-minority routes.

Figure 2-18 MTS System-Wide Weekday Headways, effective January 1, 2018

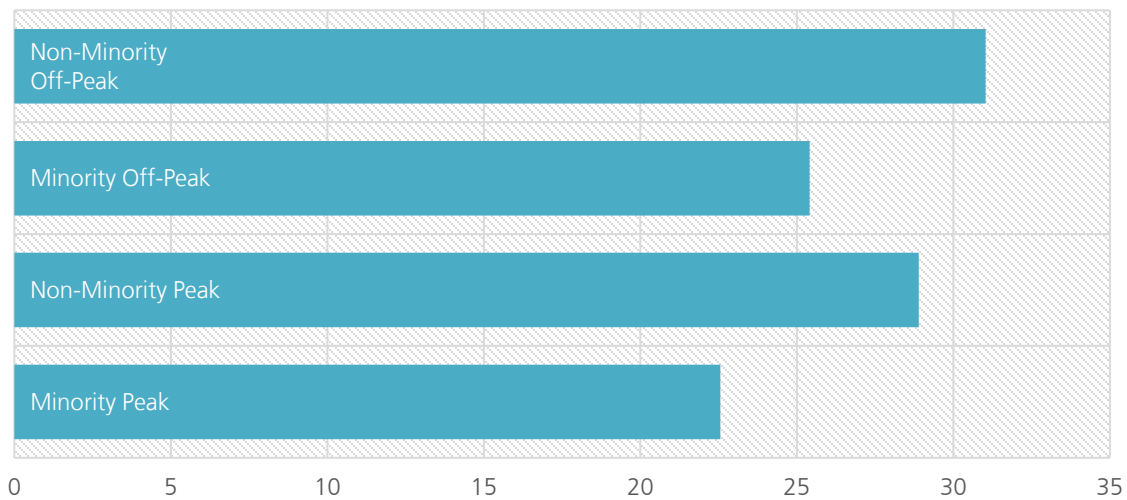


Table 2-9 MTS Minority Route Headways, effective January 1, 2018

MTS Headways – Minority Routes		# of Routes	Peak (minutes)	Off-Peak (minutes)	Standard (minutes)
Regional Routes	<i>Rapid Express</i>	0	N/A	N/A	N/A
Corridor Routes	Express Routes	1	15.00	30.00	30.00
	Light Rail	2	11.25	15.00	15.00
	<i>Rapid</i> Routes	5	13.50	15.00	15.00
Local Routes	Urban Frequent	20	14.40	15.60	15.00
	Urban Standard	18	34.17	38.33	30.00
Community Routes	Circulator	3	32.50	32.50	60.00

Table 2-10 MTS Non-Minority Route Headways, effective January 1, 2018

MTS Headways – Non-Minority Routes		# of Routes	Peak (minutes)	Off-Peak (minutes)	Standard (minutes)
Regional Routes	<i>Rapid Express</i>	2	12.50	N/A	30.00
Corridor Routes	Express Routes	6	30.83	40.00	30.00
	Light Rail	1	15.00	15.00	15.00
	<i>Rapid</i> Routes	1	15.00	30.00	15.00
Local Routes	Urban Frequent	8	15.31	16.25	15.00
	Urban Standard	20	31.13	31.58	30.00
Community Routes	Circulator	6	50.00	50.00	60.00

On-Time Performance

On-Time Performance of transit routes is monitored by MTS to ensure that the services that are being provided are reliable. Transit schedule service changes occur at least three times per year, in part to ensure that routes are running as timely as possible.

Figure 2-19 illustrates the average on-time performance of both minority and non-minority transit routes. Tables 2-11 and 2-12 show the average on-time performance of each route category, and compare it to the standards set forth by the agency. MTS considers routes to be on time if they arrive within zero to five minutes of the scheduled arrival time. Minority routes had an average on-time performance of 82 percent overall. Non-Minority routes had an average on-time performance of 81 percent.

Figure 2-19 MTS On-Time Performance

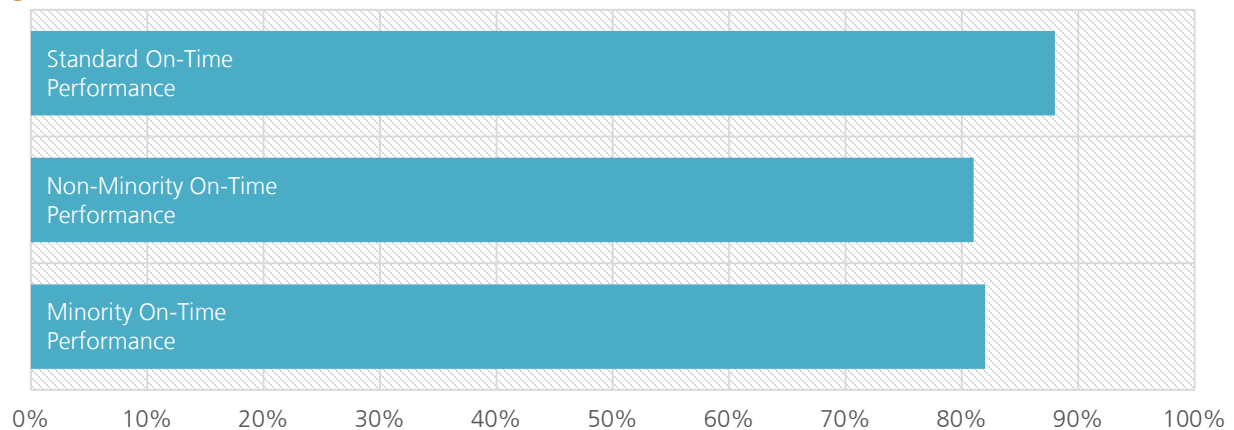


Table 2-11 MTS On-Time Performance – Minority Routes

MTS On-Time Performance – Minority Routes		# of Routes	On-Time Performance	Standard
Regional Routes	<i>Rapid Express</i>	0	–	90%
Corridor Routes	Express Routes	1	90%	90%
	Light Rail	2	91%	90%
	<i>Rapid</i> Routes	5	87%	85%
Local Routes	Urban Frequent	20	81%	85%
	Urban Standard	19	83%	85%
Community Routes	Circulator	3	76%	90%

Table 2-12 MTS On-Time Performance – Non-Minority Routes

MTS On-Time Performance – Non-Minority Routes		# of Routes	On-Time Performance	Standard
Regional Routes	<i>Rapid Express</i>	2	81%	90%
Corridor Routes	Express Routes	6	76%	90%
	Light Rail	1	92%	90%
	<i>Rapid Routes</i>	1	84%	85%
Local Routes	Urban Frequent	8	84%	85%
	Urban Standard	20	83%	85%
Community Routes	Circulator	3	75%	90%

Service Availability

MTS has achieved the following goals regarding service availability, discussed below and shown in Table 2-13:

- 94 percent of residents are within ½ mile of a bus stop or rail station in urban areas
- 90.5 percent of jobs within ½ mile of a bus stop or rail station in urban areas
- 100 percent of suburban residents within five miles of a bus stop or rail station
- Route 848 serves Lakeside seven days a week, and Route 864 serves Alpine seven days a week

Table 2-13 MTS Service Availability

Standard		
80% of residents or jobs within ½ mile of a bus stop or rail station in urban area	Residents within ½ mile of a bus stop or rail station in urban areas: 94%	Jobs within ½ mile of a bus stop or rail station in urban areas: 90.5%
100% of suburban residences within five miles of a bus stop or rail station	Suburban residents within five miles of a bus stop or rail station: 100%	
One return trip at least two days/week to destinations from rural villages (Lakeside and Alpine)	Available Service: <ul style="list-style-type: none"> • Route 848 serves Lakeside seven days a week • Route 864 serves Alpine seven days a week 	

System-Wide Service Policies

Transit Amenities

MTS provides a variety of transit amenities to its riders. Transit stop amenities are determined by the number of passenger boardings at stops and stations along routes. Transit stops can feature benches, shelters, passenger information (including static and electronic displays), elevators and escalators (there are currently no elevators, escalators, or ticket vending machines at any bus-only stops), trash cans, restrooms, and ticket vending machines.

Rail station amenities of the MTS include seating, shelters, passenger information (including static and electronic displays), elevators and escalators, trash cans, restrooms, and ticket vending machines. The full MTS Transit Amenities Policy is included in Appendix I.

Vehicle Assignment

MTS

The MTS Rail fleet consists of High-Floor trolley cars, Low-Floor trolley cars, and Vintage Trolley cars. In January 2015, a portion of the High-Floor fleet was retired. MTS currently owns 76 Low-Floor cars, but requires 96 cars for a full peak schedule. Currently, this difference is accounted for by inserting a High-Floor car in the middle of three-car consists. Vintage service only operates as a supplementary service in a loop around Downtown San Diego. MTS Rail operates out of one location in Downtown San Diego.

The MTS bus fleet consists of nearly 800 vehicles, including standard buses, articulated buses, minibuses, and over-the-road coaches. Standard buses are 30- to 40-foot-long medium- or heavy-duty transit buses. These buses all operate using Compressed Natural Gas engines. The Articulated buses, which are 60 feet long, operate on urban routes with heavy ridership, *Rapid* routes, and *Rapid* freeway routes. The minibus fleet, consisting of buses 29 to 34 feet in length, operates demand-response service and on fixed routes with lower ridership. Over-the-Road Coaches are 45-foot-long buses that are assigned to the *Rapid Express* commuter bus service which operates along the I-15 corridor. The MTS Vehicle Assignment Policy is included in Appendix J.

These bus fleets are assigned to five different divisions:

- | | |
|---|--|
| 1. Imperial Avenue Division
Operates standard and articulated buses | 4. East County Bus Maintenance Facility
Operates standard buses, minibuses, and Over-the-Road coaches |
| 2. Kearny Mesa Division
Operates standard and articulated buses | 5. Copley Park Maintenance Facility
Operates fixed-route minibuses as well as the MTS Americans with Disabilities Act-compliant paratransit fleet, which consists of propane- and gasoline-powered Type II minibuses |
| 3. South Bay Maintenance Facility
Operates standard and articulated buses | |

Figure 2-20 MTS Transit Amenities – Central and North, effective January 1, 2018

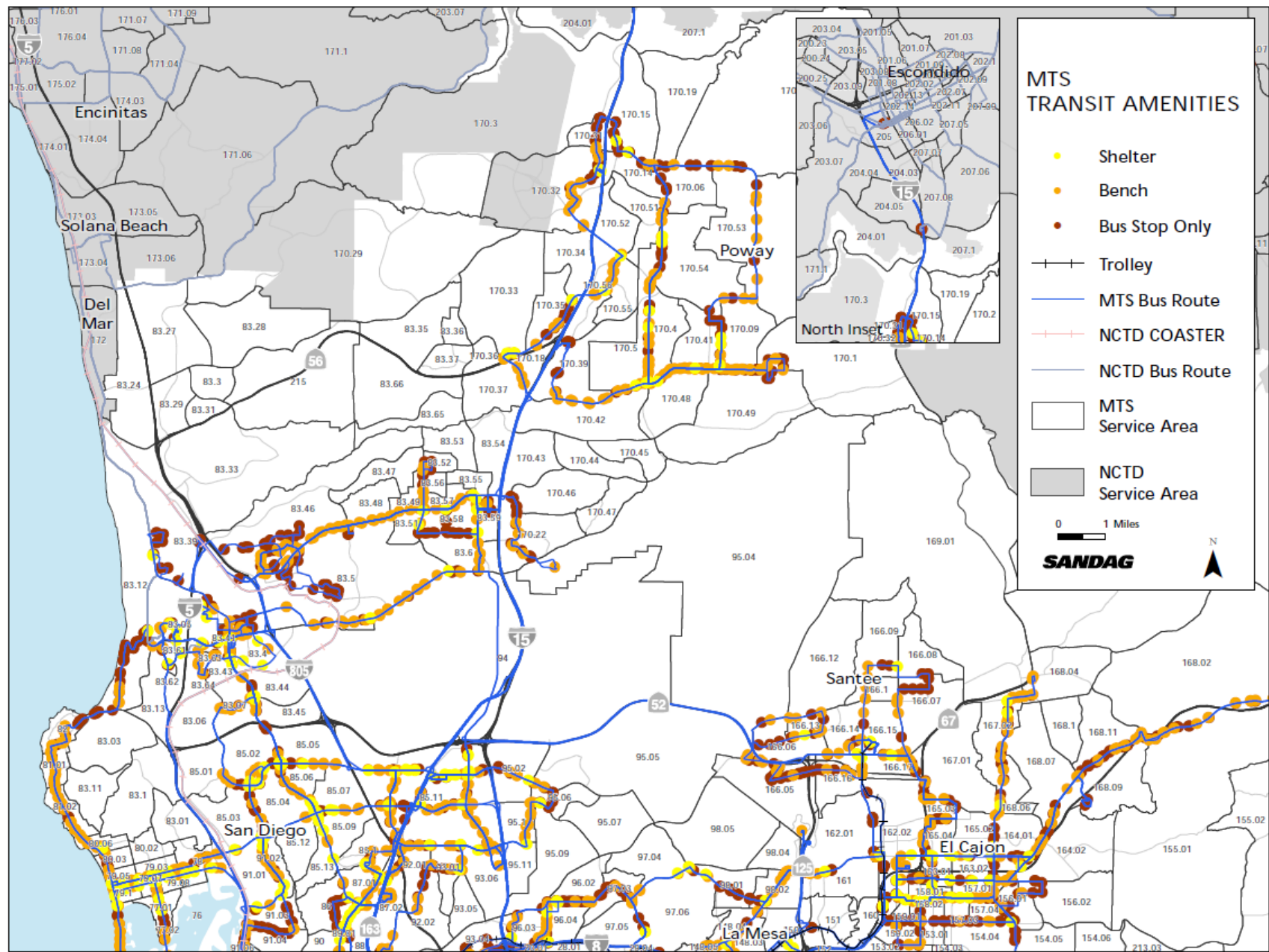


Figure 2-21 MTS Transit Amenities – South, effective January 1, 2018



Requirement to Evaluate Service Changes

MTS complies with its requirements to evaluate service changes found in Chapter IV, Section 7, of the FTA Title VI Circular (FTA C 4702.1B). MTS Policy 42 was originally adopted in 1993 and was revised on September 15, 2016. Policy 42 established processes for evaluating and adjusting existing transit services to improve performance and procedures for implementing service changes. Policy 42 defines a major service change requiring a Title VI Analysis and approval from the MTS Board of Directors before a final implementation decision is made as any of the following changes:

- A change greater than 25 percent of a route's weekly in-service miles or hours
- An increase or reduction in the average weekly span-of-service of more than 25 percent
- The implementation of a new route or the discontinuation of an existing route
- A routing change that affects more than 25 percent of a route's Directional Route Miles and more than 25 percent of the route's bus stops

Policy 42 also establishes a threshold that identifies when effects of a major service change disproportionately and negatively impact minority populations or represent a disparate impact to low-income communities. Similarly, Policy 42 provides a threshold for determining when changes disproportionately benefit non-minority or non-low-income populations.

A copy of Policy 42 is included in Appendix H.

Requirement to Evaluate Fare Changes

All fare changes that do not qualify as a pilot are carried out by SANDAG pursuant to the Master MOU with MTS and NCTD. This MOU gave SANDAG the responsibility to set the fare policies for the region, including the MTS service area. Therefore, it is the responsibility of SANDAG, not MTS, to evaluate fare changes. The minority disparate impact policy and disproportionate burden policy for fare changes is the responsibility of SANDAG, not MTS, and is not applicable to this Title VI Program. Any evaluation of fare changes would be included in the SANDAG Title VI Program, due in October 2018.

RESULTS OF SERVICE ANALYSES

During the triennial period, MTS had two service change requiring a Title VI analysis. The first service change involved the expansion of Route 950 from a pilot program to a permanent fixed bus route. The resulting analysis determined that there were no disparate impacts or disproportionate burdens in making the route permanent. A public hearing for the proposed service change was held at the November 10, 2016, MTS Board of Directors meeting, with the Board approving the service change. Copies of the presentation made at the Board meeting, including the Title VI Analysis, as well as the minutes from the November 10, 2016, MTS Board of Directors meeting, are included in Appendix M.

The second service change involved MTS's Transit Optimization Plan (TOP), which MTS began in fall 2016 to comprehensively review the transit network to ensure it is effective in meeting the region's travel needs. A public hearing was held on July 20, 2017, and the MTS Board of Directors approved the TOP at the September 21, 2017, Board of Directors meeting. An abridged version of the September 21, 2017, meeting agenda, materials (including Title VI analysis), and minutes are included in Appendix M. Due to space constraints within this document, copies of the full agendas, materials (including PowerPoint presentation slides), and minutes from the July 20, 2017, and the September 21, 2017, Board of Directors meetings can be found at the following links:

[July 20, 2017, MTS Board of Directors Meeting Agenda and Materials](#)

[July 20, 2017, MTS Board of Directors Meeting Minutes](#)

[September 21, 2017, MTS Board of Directors Meeting Agenda and Materials](#)

[September 21, 2017, MTS Board of Directors Meeting Minutes](#)

RESULTS OF FARE EQUITY ANALYSIS

The responsibility to conduct a fare equity analysis belongs to SANDAG, not MTS. SANDAG has not implemented any fare changes in the last three years. The last fare change occurred in December 2008. As no fare changes have been implemented during the triennial period, no fare equity analysis has been conducted, no disparate impacts have been found, and no Board approval has occurred.

APPENDICES

APPENDIX A

MTS NOTICE TO THE PUBLIC

MTS TITLE VI POLICY – WEB



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

The San Diego Metropolitan Transit System (MTS) assures that no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any agency program or activity. To request additional information on MTS's nondiscrimination obligations or to file a discrimination complaint against MTS, please write to:

*MTS General Counsel
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101*

-or-

Log on to www.sdmts.com

MTS asegura que ninguna persona a base de raza, color de piel, u origen nacional será excluida de participar en, negada los beneficios de, o de cualquier otra manera sujeta a discriminación bajo cualquier actividad o programa de la agencia. Para solicitar información adicional sobre las obligaciones de MTS contra discriminación o para presentar una denuncia contra MTS, favor de escribir al

*MTS General Counsel,
1255 Imperial Avenue, Suite 1000,
San Diego, CA 92101*

-O-

viste la página www.sdmts.com.



Metropolitan Transit System (MTS) is comprised of the Metropolitan Transit Development Board (MTDB), a California public agency, San Diego Transit Corp., and San Diego Trolley, Inc., in cooperation with Chula Vista Transit and National City Transit. MTS is the taxicab administrator for eight cities. MTDB is owner of the San Diego and Arizona Eastern Railway Company. MTDB member agencies include: City of Chula Vista, City of Coronado, City of El Cajon, City of Imperial Beach, City of La Mesa, City of Lemon Grove, City of National City, City of Poway, City of San Diego, City of Santee, and the County of San Diego.



The San Diego Metropolitan Transit System (MTS) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended.

It is MTS' objective to:

- Ensure that transportation service levels and quality of service are provided without regard to race, color or national origin
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of public transportation programs and activities on minority populations and low-income populations
- Promote the full and fair participation of all affected populations in transportation decision making
- Prevent the denial, reduction or delay in benefits related to public transportation programs and activities that benefit minority populations or low-income populations
- Ensure meaningful access to public transportation programs and activities by persons with limited English proficiency

MTS provides a formal process for the investigation and resolution of any complaint that alleges exclusion or denial of benefits based on race, color or national origin.

Who can file a complaint?

Any person who believes that they have, individually or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color or national origin, may file a Title VI complaint with MTS. A complaint must be filed within 180 days after the date of the alleged discrimination.

How do I file a Title VI Complaint?

If you believe you have been discriminated against, you may file a signed, written complaint within 180 days of the date of alleged discrimination. Complaints shall provide all pertinent facts and circumstances surrounding the alleged discrimination that will help MTS reach a decision. The complaint should include the following information:

- Your name, address and contact information (i.e., telephone number, email address, etc.)

- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.

Complaints sent to MTS should be mailed or dropped off at the following address:

San Diego Metropolitan Transit System
Attn: General Counsel
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

Printable Form:

Title VI Complaint form - English
(<https://www.sdmts.com/sites/default/files/attachments/TitleVIComplaintForm.pdf>)

Formulario de queja de Título VI - Español (Spanish
(<https://www.sdmts.com/sites/default/files/attachments/FormulariodequejadeTituloVI.pdf>))

Tiêu Đề VI Đơn Khiếu Nại – Việt (Vietnamese)
(https://www.sdmts.com/sites/default/files/attachments/TitleVICForm_Vietnamese.pdf)

Форма жалобы по Статье VI – русский язык (Russian)
(https://www.sdmts.com/sites/default/files/attachments/TitleVICF_Russian.pdf)

ទម្រង់បែបបទបណ្តឹងនៃមាតិកា VI – ភាសាខ្មែរ (Khmer)
(https://www.sdmts.com/sites/default/files/attachments/TitleVICF_Khmer.pdf)

ຂໍ້ທ VI ຄບບຟອມການຮ້ອງທຸກ – ລາວ (Laotian)
(https://www.sdmts.com/sites/default/files/attachments/TitleVICF_Laotian.pdf)

Title VI 불만 양식 – 한국어(Korean)
(https://www.sdmts.com/sites/default/files/attachments/TitleVICF_Korean.pdf)

タイトルVI差別苦情届出書 – 日本人(Japanese)
(https://www.sdmts.com/sites/default/files/attachments/TitleVICF_Japanese.pdf)

نموذج شكوى الباب السادس – العربية (Arabic)

(https://www.sdmts.com/sites/default/files/attachments/TitleVIComplaintForm_ARABIC.pdf)

فرم شکایت مربوط به فصل شش – فارسی (Persian)

(https://www.sdmts.com/sites/default/files/attachments/TitleVIComplaintForm_FARSI.pdf)

民權法案第六章投訴表 – 中國 (Chinese)

(https://www.sdmts.com/sites/default/files/attachments/TitleVIComplaintForm_CHINESE.pdf)

Form ng Reklamo sa ilalim ng Titolo VI – Tagalog (Tagalog)

(https://www.sdmts.com/sites/default/files/attachments/TitleVIComplaintForm_TAGALOG.pdf)

Complaint Assistance

MTS Customer Service will assist with writing a complaint if the complainant is unable to do so.

In addition to your right to file a complaint with MTS, you have the right to file a Title VI complaint with the U.S. Department of Transportation:

United States Department of Transportation
Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

What happens to my complaint at MTS?

All complaints alleging discrimination based on race, color or national origin will be documented and an investigation will be initiated within 10 days of receiving the complaint. If additional information is needed, MTS will contact the complainant or their representative in writing. MTS will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

How will I be notified of the outcome?

MTS will make every effort to respond to Title VI complaints within 90 working days of receipt. MTS will send a final written response to the complainant. The complainant will also be advised of their right to appeal the response to federal and state authorities as appropriate.

How can I request additional information about MTS' Title VI obligations?

To receive additional information on MTS' Title VI nondiscrimination obligations, please contact the Office of General Counsel at either 619.557.4539 or 1255 Imperial Avenue, Suite 1000, San Diego, CA 92101.

Notice of Availability of Free Language Assistance

MTS provides vital documents translated into languages other than English.

Written translations are available as follows:

- All vital and many non-vital documents are provided in English and Spanish.
- The Title VI Complaint Form is available in Spanish, Vietnamese, Tagalog, Chinese, Syriac, Arabic, Persian, Korean, Laotian, Japanese, Russian, Mandarin, and Cambodian.
- The Title VI Information and Complaint Process is available in all above languages using the Google Translate widget incorporated into the top of the webpage. (A Spanish version is also readily available via weblink).
- Additional vital documents readily available in Vietnamese and Tagalog are the MTS Riderâ€™s Guide and applications for reduced fare identification cards.
- Most vital documents will be provided in any language identified above upon request, allowing 1-2 weeks for translation.
- MTS may translate outreach materials and other documents for a specific event or change as necessary, as warranted by the local population affected.

Verbal interpretation for vital service information is available as follows:

- Front-line administrative and call center assistance (MTS Information and Trip Planning, MTS Customer Service, MTS Compass Card office) is readily available in English and Spanish.
- Vietnamese and Tagalog interpretive assistance is available through the MTS Information and Trip Planning line with a two-day advanced notice by calling 619.233.3004.
- Interpretive service for all other languages noted above is available through the MTS Information and Trip Planning line with a two-day advanced notice by calling 619.233.3004.
- MTS may offer interpretive services for a specific event as necessary, as warranted by the local population affected.

Additional Resources

United States Department of Transportation

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor – TCR

1200 New Jersey Ave., SE

Washington, DC 20590

California Department of Transportation

Office of Business & Economic Opportunity

Equal Employment Opportunity Program

Discrimination Complaint Investigation Unit

1823 14th Street, MS 79

Sacramento, California 95811

866.810.6346

http://www.dot.ca.gov/hq/bep/title_vi/t6_index.htm[\(http://www.dot.ca.gov/hq/bep/title_vi/t6_index.htm\)](http://www.dot.ca.gov/hq/bep/title_vi/t6_index.htm)

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Reload your Compass Card online!
(<https://compasscard.511sd.com/webtix/>)

ADA COMPLAINTS



MTS INFORMATION AND TRIP PLANNING



CUSTOMER SERVICE

[\(https://www.sdmts.com/\)](https://www.sdmts.com/)**Contact Us (/about-mts/customer-service)**

Information and Trip Planning (/about-mts-customer-service/mts-information-and-trip-planning)

619.233.3004 (tel:+16192333004)

Customer Feedback (/about-mts-customer-service/customer-feedback)

Inside MTS (/inside-mts)

News & Events (/inside-mts/news-events)

Careers (/inside-mts/careers)

Rider Insider (/inside-mts/rider-insider)

Current Projects (/inside-mts/current-projects)

Media Center (/inside-mts/media-center)

619.557.4555 (tel:+16195574555)

Compass Card (/fares-passes/compass-card)

619.595.5636 (tel:+16195955636)

Rider Info (/rider-info)

Rapid (/schedules-real-time/rapid)

Regional Map (/schedules-real-time/maps-and-routes)

Safety and Security (/rider-info/safety-security)

Transit Store (/rider-info/transit-store)

Business Center (/business-center)

Advertising (/business-center/advertising)

Procurement (/business-center/procurement)

Developers (/business-center/developers)

Real Estate (/business-center/real-estate)

Permits (/business-center/permits)

MTS Records (/about-mts/reports-records-and-policies)

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APPENDIX B

MTS POLICIES AND PROCEDURES NO. 48



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

Policies and Procedures

No. 48

Board Approval: 9/17/15

SUBJECT:

TRANSIT SERVICE DISCRIMINATION COMPLAINTS PROCEDURES

PURPOSE:

To carry out Title II of the Americans with Disabilities Act of 1990 (ADA) and Title VI of the Civil Rights Act of 1964 (Title VI), the Federal Transit Administration (FTA) recommends that transit agencies adopt a procedure in which complaints alleging discrimination in provision of transit service are filed, investigated, and a determination made. This policy sets forth such procedures.

BACKGROUND:

It is the policy of the San Diego Metropolitan Transit System, hereinafter "MTS"; its subsidiaries, San Diego Transit Corporation (SDTC), San Diego Trolley, Inc. (SDTI); and its contractors to follow the established procedure for handling all alleged transit service ADA discrimination complaints on the basis of disability and all alleged transit service Title VI discrimination complaints on the basis of race, color, or national origin, hereinafter "complaints".

The responsibility for the implementation of the discrimination complaint procedures is assigned to the Office of General Counsel. Contact information for the Office of General Counsel is as follows:

San Diego Metropolitan Transit System
Attn: Staff Attorney – Regulatory Compliance
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101
Tel.: 619-814-1559

All management personnel within MTS, SDTC, and SDTI are expected to support and implement the following procedures.

PROCEDURES:

- 48.1 All complaints must be in writing and signed by the complainant or his/her representative, hereinafter "complainant", before any action will be taken. A written complaint is necessary to provide a clear record of the issue to be investigated and to help define the scope of the investigation. If complainant is



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

unable to complete the form in writing due to a disability or limited-English proficiency, upon request, reasonable accommodations will be made.

The complaints shall provide all pertinent facts and circumstances surrounding the alleged discrimination that will allow a thorough review and/or investigation. The complainant may use MTS's ADA or Title VI Complaint Form to submit their complaint, as seen in Exhibit A, B, C and D of this Policy.

The complaint should be filed within 180 calendar days from the time of the alleged discrimination. A complaint may be administratively closed when received later than this deadline if evidence of the alleged discrimination no longer exists to properly investigate the complaint.

- 48.2 Upon receipt of a written complaint, the Office of General Counsel will document and assign the complaint to investigating staff for further investigation. Within 10 working days after receipt, the investigating staff will begin investigating the complaint. The investigating staff may use the following resources when available to complete its investigation of the complaint: reviewing video footage, incident reports and employee reports and interviewing applicable personnel.

In instances where additional information is needed, the investigating staff will contact the complainant in writing or where appropriate, in a format accessible to the complainant. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon all the information available from both parties (i.e., the complainant and the identified agency or department) the investigating staff will prepare a written response subject to review and approval by the Office of General Counsel. The investigating staff will use its best efforts to provide a written response of its determination on the matter to the complainant within 90 working days after receipt of complaint. If noncompliance with ADA or Title VI is determined, a recommendation on remedial action will be made. If no violation of ADA or Title VI is determined, the complaint will be administratively closed by MTS.

- 48.3 The complainant may appeal the determination from investigating staff to the Chief Executive Officer within 10 working days after receipt.

Within 15 working days after receipt of an appeal, the Chief Executive Officer will evaluate all information received and respond in writing, and, where appropriate, in a format accessible to the complainant, with a final determination of the complaint.

- 48.4 The complainant who is dissatisfied with the final determination of the Chief Executive Officer may submit their complaint to the FTA at the address below no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by the FTA.

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

This policy was adopted 3/12/98.

Policy revised on 5/13/04.

Policy revised on 1/28/15.

Policy revised on 9/17/15.

Attachments: Exhibit A – Title VI Complaint Form – English (Available in other languages on the MTS website and upon request)

Exhibit B – ADA Complaint Form – English (Available in other languages on the MTS website and upon request)

APPENDIX C

MTS COMPLAINT FORMS



Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

If you believe you have been discriminated against by MTS, you may file a signed, written complaint within 180 days of the date of alleged discrimination. You may use the form below, which includes the necessary information to process your claim. When completed, please return this form to the Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101.

SECTION 1: BASIC INFORMATION

COMPLAINANT'S INFORMATION

A

Name: _____

Address: _____

City/State/Zip: _____

Telephone Number: _____

VICTIM'S INFORMATION (if other than above)

B

Name: _____

Address: _____

City/State/Zip: _____

Telephone Number: _____

C

Date of alleged discrimination: _____

D

Do you believe that the reason for the alleged discrimination:

☐ Race/Color

☐ National Origin

E

Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?

☐ No

☐ Yes →

If yes, mark all appropriate boxes:

☐ Local agency

☐ Federal agency

☐ State agency

☐ Federal court

☐ State court

Contact information for the agency/court where the complaint was filed:

Name: _____

Address: _____

City/State/Zip: _____

Telephone Number: _____

SECTION 2: EVENT DETAILS

Describe in your own words the alleged discrimination. Please explain what happened and whom you believe was responsible. Provide all details and pertinent facts and circumstances surrounding the alleged discrimination that will help MTS investigate your complaint. You may use the back of this form if additional space is required. (You may also attach any written materials or other information that you think is relevant to your complaint.)

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

SECTION 3: SIGNATURE

Complainant's Signature: _____ Date: _____



Formulario de queja de Título VI

El Título VI del Decreto de los Derechos Civiles de 1964 dispone que “ninguna persona en los Estados Unidos debe ser excluida de participar en, negada de los beneficios de sus servicios en base a su raza, color u origen étnico, o ser sujeto(a) a discriminación bajo cualquier programa o actividad que reciba ayuda económica federal.”

Si cree que ha sufrido discriminación, puede presentar una queja por escrito y firmada en un plazo de 180 días de la fecha de la presunta discriminación. Puede utilizar el formulario a continuación, que incluye la información necesaria para procesar su queja. Cuando termine, favor de entregar este formulario a Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101.

SECCIÓN 1: INFORMACIÓN BÁSICA

DATOS DEL RECLAMANTE

A

Nombre: _____

Dirección: _____

Cuidad/Estado/Código postal: _____

Número telefónico: _____

DATOS DE LA VÍCTIMA (si es diferente del anterior)

B

Nombre: _____

Dirección: _____

Cuidad/Estado/Código postal: _____

Número telefónico: _____

C

Fecha de la presunta discriminación: _____

D

Cree que la razón para la presunta discriminación es debido a:

☐ Raza/Color

☐ Origen étnico

¿Ha entregado esta queja a cualquier otro organismo local, estatal, o federal o con cualquier tribunal estatal o federal?

☐ No

☐ Sí

De ser así, marque todas las cajas apropiadas: ☐ Organismo local ☐ Organismo federal
☐ Organismo estatal ☐ Tribunal federal ☐ Tribunal estatal

Información de contacto para el organismo/tribunal donde se presentó la queja:

Nombre: _____

Dirección: _____

Cuidad/Estado/Código postal: _____

Número telefónico: _____

E

SECCIÓN 2: DETALLES DEL EVENTO

Describe en sus propias palabras la presunta discriminación. Favor de explicar qué fue lo que sucedió y quién cree que es responsable. Proporcione todos los detalles y hechos pertinentes, y circunstancias en torno a la presunta discriminación que ayudarán a MTS a investigar su queja. Puede utilizar el reverso de este formulario si requiere espacio adicional. (También puede añadir cualquier material escrito u otra información que considere relevante a su queja.)

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

SECCIÓN 3: FIRMA

Firma del reclamante: _____ Fecha: _____

APPENDIX D

MTS COMPLAINT LOG

FTA Title VI Complaint Log
June 1 2015 to April 13, 2018*

(*As necessary, Complaint Log will be updated if new complaints are received prior to Title VI Program Submission due date of June 1, 2018)

Complainant Name [REDACTED]	Complaint / Claim Form / Lawsuit	Date Legal received	Date of Incident	Summary of Allegations / Facts	Final Findings / Results of Investigation	Actions Taken	Status
	<u>Title VI Form;</u> <u>Claim Form</u> - Alleges stereotyping based on dreadlocks	3.9.2015	8.15.2014	A copy of the claim sent to MTS was attached to a Title VI Form that did not list what type of discrimination he was alleging. Per the claim attached, Complainant alleges that MTS transit security officials (and also SD Police) used excessive force against complainant. Complainant believes they were stereotyped based on their dreadlocks.	TSS Incident report states complainant was exhibiting nervous behavior while holding an object in their hand. As TSS officers approached to investigate and speak with complainant as trained when presented with such behavior, complainant resisted and became combative, requiring several TSS Officers and County of SD sheriffs to take complainant into custody. Drug paraphernalia was later found near where first seen with an object in complainant's hand. No discrimination based on race, color or national origin was found. Detainment occurred due to behavior, not dreadlocks.	Video and incident report requested. Claim rejection letter sent by MTS on 4.6.2015. Received Civil Summons on 6.12.2015 for Civil Action No.15-cv-1286. Referred out to Risk Department and Outside Counsel. Settled on 10.15.2015	CLOSED on 10.15.2015
	<u>Phone Call,</u> <u>PRA Request</u> - Alleges Discrimination based on Race	8.10.2015	7.28.2015	Bus 2431 at Palomar Street Station - Complainant alleges that a black male bus operator would not lower the ramp for complainant when boarding and ignored complainant when complainant fell inside of the bus. Complainant alleges this behavior was due to complainant being Hispanic. Complainant alleges other Hispanics are treated poorly as well.	Video and incident reports were reviewed. Video shows the complainant boarding the bus and falling upon entering the bus. The complainant did not request that the bus be lowered or kneeled until after entering the bus. The bus operator called into dispatch that the complainant had fallen. A bus supervisor arrived and confirmed with the complainant that they did not need medical attention. There are no facts or evidence to support allegation of discrimination against complainant based on race. In addition, no facts or evidence to support broad allegation of discrimination against all Hispanics.	Video and incident notes are being sent over to Legal on 8.10.15. Samantha Leslie sent a translated response in Spanish to complainant on 8.27.2015	Closed on 8.27.2015

FTA Title VI Complaint Log
June 1 2015 to April 13, 2018*

(*As necessary, Complaint Log will be updated if new complaints are received prior to Title VI Program Submission due date of June 1, 2018)

	Phone Call - Alleges discrimination based on race	9.15.2015	9.14.2015	Trolley between 11:33pm-12:00am from 12th & Imperial to El Cajon - Complainant, alleges that a MTS officer provided her a paper note that said complainant's Compass Card was not accurately working and that complainant should be able to ride the trolley for the rest of the day nonetheless. Later that day (See above cited times), during a transit fare check, complainant's compass card came up invalid and the MTS Transit Security Supervisor (TSS) would not accept the note as proof of payment. Complainant alleges verbally harassed by multiple TSSs. A TSS officer also allegedly grabbed complainant and/or belonging attempting to escort complainant off the trolley, which complainant refused to do. Eventually a Code Compliance Inspector boarded at Euclid, read the note, and allowed complainant to continue to destination.	No evidence to support allegations that MTS Security discriminated against the complainant based on the complainant's race. MTS Security conducted a fare check of all passengers on the trolley. A note was presented to TSS officers by complainant that allegedly allowed complainant to ride the trolley without a fare. It was later confirmed that a TSS officer earlier in the day did write a note for complainant but that it was only good for one fare and that complainant needed to purchase a fare for her return trip home. It is not MTS practice or policy for notes to be accepted in lieu of proof of payment and the TSS officer has since be counseled on this policy. Complainant became upset and boisterous that the note was not being accepted. TSS officers dispatched code compliance inspector in order for a citation to be issued and attempted to de-board the complainant as complainant was not able to show proof of fare. Complainant refused to leave and became even more upset. Upon arrival of code compliance inspector, discretion was used in deciding to allow complainant to continue to destination and not issue a citation. This decision was made in order to not escalate an already contentious situation with the passenger and to allow the trolley to continue without further delay.	Designated TSS to investigate and respond. Received summary of investigation from TSS on 12.2.2015. Called on 1.22.2016 and provided complainant summary of investigation that no evidence of discrimination was found.	CLOSED on 1.22.2016
	Phone Call to Customer Service- Discrimination based on race	1.28.2016	1.27.2016	Complainant alleges that transit security officers were only requesting proof of fare from black passengers at Grossmont Transit Station. Complainant was also upset that their Senior/Disabled/Medicare Fare was confiscated.	Transit System Security, Code Compliance Officers and San Diego Police conducted a fare check at the platform of Grossmont Trolley Station as passengers were departing the trolley. Security made contact with many passengers. Video shows that security made contact with as many passengers as they were able to, with no regard to a specific race, national origin or color. No evidence of discrimination found. Complainant was unable to show proof of eligibility to be using a reduced Senior/Disabled/Medicare card and thus was cited and the reduced fare card was confiscated for misuse. Complainant was given information on how to retrieve their fare card so long as appropriate proof of eligibility was provided.	Security responded to complainant with findings on 1.29.2016	CLOSED on 1.29.2016

FTA Title VI Complaint Log
June 1 2015 to April 13, 2018*

(*As necessary, Complaint Log will be updated if new complaints are received prior to Title VI Program Submission due date of June 1, 2018)

	<u>Title VI Complaint Form</u> -Alleges Discrimination based on race/color national origin	6.16.2016	2.10.2016	Arrested at 5th Ave Station by CVPD and Sheriff's officers - alleges they target the poor and minorities to bother and harass, and that complainant was not doing anything illegal but was arrested.	MTS personnel were not involved; therefore, MTS does not have any reports or footage of the incident. Complaints or requests regarding arrest should be directed to the San Diego County Sheriff's Department.	Response letter approved by General Counsel and mailed on 6.28.2016.	CLOSED on 6.28.2016
	<u>Title VI Complaint Form; Public Records Act Request for Video; Customer Service Complaint-</u> NOT ALLEGING DISABILITY OR TITLE VI DISCRIMINATION / GENERAL COMPLAINT	6.16.2016 and 7.15.2016	3.7.2016 and 5.16.2016	Complainant alleges that on 3.7.2016 a bus operator refused to allow complainant to ride with propane tanks. Complainant entered the bus anyway. The bus operator then allegedly took the propane tanks from the complainant and left them on the street. Complainant then retrieves the propane tanks and gets back on bus. Complainant also alleges that on 5.16.2016 they unknowingly stepped in animal feces and tracked it into the bus, for which the bus operator asked the complainant to clean up the mess in the aisle.	MTS staff concluded that for the 3.7.2016 incident, bus operator did not act professionally and thus the bus operator was counseled and disciplinary action was taken. This 3.7.16 complaint was handled initially by Customer Service. MTS staff pulled the video for the 5.16.2016 animal feces incident but upon review, the incident as described was not seen in the footage. Complainant may have provided the wrong date or time of the incident. Unable to investigate. No allegation of discrimination. No evidence of discrimination found.	As for the 3.7.2016, Customer Service initially processed this complaint. As for the 5.16.2016, Jan Gardetto emailed response on 6.24.2016 stating MTS was unable to confirm allegations based on information provided.	CLOSED on 6.24.2016
	<u>Phone Call -</u> Alleging discrimination based on race	7.9.2016	No specific date provided	Complainant alleges that a MTS security officer at Old Town Transit Center targeted complainant for illegally parking in a MTS trolley parking lot due to his race.	Voicemail was difficult to hear and no details on when or who were provided to properly investigate. Called complainant back to request more information but did not receive a return call.	Samantha Leslie called complainant on 9.26.2016 for more information (I was on personal leave and although voicemail message stated who to call for complaints while I was on leave, they did not. This is why it took some time for a return call to occur). Did not receive a return call from complainant.	CLOSED on 9.26.2016

FTA Title VI Complaint Log
June 1 2015 to April 13, 2018*

(*As necessary, Complaint Log will be updated if new complaints are received prior to Title VI Program Submission due date of June 1, 2018)

	<u>Title VI Complaint</u> - Alleging discrimination based on race	9.28.2016 (Rcvd by Finance on 9.21.2016)	8.29.2016	Bus Route 3; 5:20pm; Washington/CVS Bus Stop - Complainant alleges that a bus operator intentionally passed up complainant at a bus stop due to complainant's race. Complainant alleges Customer Service is aware of this complaint but has yet to contact complainant with the conclusion of the investigation.	No records within Customer Service system of this incident or this complainant calling to make a complaint. Discrepancy with date provided. Incomplete mailing address provided. Complainant responded with date information. Unfortunately, video footage was no longer available for this incident as the complaint was received after the video retention period had passed and the bus operator is no longer with MTS to interview.	Samantha Leslie called on 9.28.2016 requesting further information to properly investigate complaint. Samantha Leslie sent email response on 10.5.2016.	CLOSED on 10.5.2016
	<u>Email</u> - Alleges discrimination based on disability and race	10.26.2016	10.25.2016 (Date provided) or 10.26.2016 (Date MTS believes is accurate)	Bus 2867, Old Town, Route 28 - Complainant witnessed an elderly African American man with a walker having difficulty exiting the bus. Complainant alleges the bus operator should have deployed the ramp.	Per video footage - At the time of boarding the bus operator kneels the bus and attempts to deploy the ramp. The passenger with the walker quickly states they do not need the assistance of the ramp. At the time of exiting, the bus operator kneels the bus. The passenger with the walker and the bus operator exchange pleasantries and the passenger slowly exits the bus. A female bystander was seen assisting the passenger to the curb. No evidence of discrimination based on race or disability. Bus operator remained professional towards the passenger at all times.	Requested video on 10.27.2016. Some discrepancies with the provided route number and date of incident. Samantha Leslie emailed response to complainant on 11.2.2016	CLOSED on 11.2.2016
	<u>Title VI Complaint Form</u> . <u>Customer Service Complaint</u> - Alleges no discrimination	3.6.2017	2.19.2017	alleges dispute between complainant and other passengers occurred in regards to whether or not a bus window should remain open or close. Complainant alleges the bus operator did nothing in response to this dispute.	complainant requested assistance from bus operator. Bus operator requested one of the passenger involved in the dispute to move to another window seat. That passenger refused to move. Bus operator then called the MTS Road Supervisor for further assistance. While the bus was waiting for the MTS Road Supervisor to arrive, the complainant departed the bus. MTS found the bus operator's request to the passenger and call to the MTS Road Supervisor followed MTS procedures in attempting to de-escalate the passenger dispute	Samantha Leslie mailed response on 3.7.2017	CLOSED 3.7.2017

FTA Title VI Complaint Log
June 1 2015 to April 13, 2018*

(*As necessary, Complaint Log will be updated if new complaints are received prior to Title VI Program Submission due date of June 1, 2018)

	Phone Call / <u>Email</u> - Alleges discrimination based on race	7.28.2017	7.28.2017	rancho pensaquitos x carmel mountain road, route 20 , bus no. 304, bus operator no. 139060. - Bus operator allegedly refused to accept a LA County Access ID Tap Card/Debit Card as proof of eligibility for reduced fare ticket.	Complainant presented a LA County Access Tap identification card as proof of eligibility for a reduced fare on MTS fixed route. As allowed by State law, so long as a current valid identification card for a transportation service or discount has been issued to an individual with a disability by another transit operator is presented, MTS likely should accept this as proof of eligibility for MTS's reduced fare. LA County Access is a paratransit service, which is a service that individuals with a disability who cannot independently use fixed route service, are eligible for. Thus, MTS likely should have accepted this identification card as proof of eligibility for reduced fare, so long as it was a current and unexpired identification card. MTS will be reviewing what types of additional training measures can be provided for staff on this topic. MTS found current procedures do not discuss this topic. MTS found no evidence to support that the bus operator or bus supervisor did not accept the complainants proof of eligibility based on race, national origin or color. No evidence of discriminatory animus or comments.	Sent response via email on 8.9.2017	CLOSED on 8.9.2017
	<u>Email</u> - Does not allege discrimination based on disability or race.	9.2.2017	9.2.2017	Alleges a driver refused to allow a passenger on with a stroller unless they folded the stroller due to capacity issues.	Review found that prior to boarding, the operator tells complainant that the stroller must be folded. The complainant responds that the stroller cannot be folded. Operator states that there is no room for the stroller, that he just doesn't know where they are going to be able to put it, and that he is just implementing the rules. Complainant is then seen walking away. It is MTS policy that strollers must be folded. Review also showed that there was no room in that particular bus without blocking the aisles. No allegation of discrimination based on race or disability. No evidence of discrimination found.	Transit Operation Specialist responded to complainant on 9.18.2017 regarding stroller policy.	CLOSED on 9.18.2017

FTA Title VI Complaint Log
June 1 2015 to April 13, 2018*

(*As necessary, Complaint Log will be updated if new complaints are received prior to Title VI Program Submission due date of June 1, 2018)

	Letter - Alleges discrimination based on race	10.4.2017	No specific date provided	Alleges security requests less proof of fare from Caucasians, Filipinos and Asians than they do Hispanic and African American commuters. Alleges this shows discrimination, that has been going on for the last 10 years. Also alleges that sometime in the summer, security was asking for proof of fare from passengers exiting the trolley at the E street trolley and chased down complainant to see complainant's proof of fare.	MTS understands that on April 30, 2017, complainant was cited for refusal to comply with a lawful order from MTS Security. MTS Security was conducting a fare enforcement measure where they ask for proof of fare from all passengers boarding and deboarding the trolley. Complainant refused to comply with request and complainant was detained in order to issue a citation. As for the allegation of discrimination based on race, MTS reviewed all fare enforcement measures by MTS Security (on board trolley vehicles, outside of trolley vehicles, within the paid fare zones of trolley stations) and found all were modeled to reduce the likelihood of discriminatory practices based on race. No specific date was provided in order to review any specific incident of discrimination based on race.	Samantha Leslie sent response letter on 10.13.2017	CLOSED 10.13.17
	Letter - Alleges discrimination based on disability and race	11.14.2017	11.6.2017	Alleges the bus operator inappropriately asked complainant, and not others, to vacate their seat in order for a wheelchair passenger to board. Complainant describes self as disabled, senior and not Caucasian.	Video footage shows that the bus operator asked multiple passengers on the left side of the wheelchair securement area to vacate. The bus operator did not ask the right side of the wheelchair securement to vacate, which had a family with a unfolded stroller. No evidence of harassment or discrimination based on race or disability found when bus operator asked complainant and another passenger to move. The bus operator used their discretion on deciding which side should receive the request. However, the bus operator did not request the family with the unfolded stroller to fold their stroller, which is MTS policy. The bus operator was re-counseled on MTS's stroller policy and MTS's policy on priority seating and wheelchair securement boarding.	Response mailed by Samantha Leslie on 12.7.2017	CLOSED on 12.7.2017

FTA Title VI Complaint Log
June 1 2015 to April 13, 2018*

(*As necessary, Complaint Log will be updated if new complaints are received prior to Title VI Program Submission due date of June 1, 2018)

	<u>Phone Call</u> - Alleges discrimination based on race	12.29.2017	12.24.2017	Alleges security wrote complainant a citation but to get contact information for citation, inappropriately asked intrusive questions about their birth certificate, which was complainants only form of identification.	Per video footage - complainant is found to have no valid proof of fare upon request. Escorted off trolley in order to issue citation. CCI requested government issued ID in order to write citation but complainant states they don't have one. Complainant provides verbal information on name and date of birth that cannot be verified through the SD Police Database. Complainant then is handcuffed and asked whether they have any additional forms of identification. Complainant states they do in backpack. CCI finds birth certificate and baptism certificate. CCI asks questions, such as mothers and fathers name, to confirm that the complainant is the same person described on identification documents. CCI is satisfied with answers to questions, issues citation, and releases complainant. No discrimination based on race found. No evidence of any discriminatory animus or statements based on race found. Questions were appropriate to ensure citation was written to the right person.	Samantha Leslie emailed response on 2.6.2018	Closed on 2.6.2018
	<u>Public Records Act Request, Customer Service Form</u> - Alleges discrimination based on race	1.2.2018	12.31.2017	Alleges security profiled, assaulted, and made fun of complainant's mental health.	Security report states that complainant was seen boarding at the rear of the trolley but stopped and left the rear of the trolley after complainant saw security boarding the trolley vehicle. Complainant started walking toward a different trolley vehicle, which is the one the security had just deboarded. Security asked for fare from complainant but complainant walked away and became increasingly agitated. No evidence of discriminated or profiling based on race. Complainant's behavior caused security to believe complainant was intentionally evading a fare check. It was determined that reasonable force was used in order to detain him, after repeated attempts by complainant to walk away from security. No evidence that security discriminated against him based on his disability. One statement made by CCI about the complainant crying was found to be discourteous and unprofessional CCI was counseled and re-trained on MTS's expectations for professionalism.	Jan Gardetto mailed response to Public Records Request on 1.3.2018. Samantha Leslie mailed response to complaint on 1.5.2018	CLOSED on 1.5.2018

FTA Title VI Complaint Log
June 1 2015 to April 13, 2018*

(*As necessary, Complaint Log will be updated if new complaints are received prior to Title VI Program Submission due date of June 1, 2018)

	<u>Title VI Complaint Form</u> - Alleges discrimination based on race/color	1.25.2018	1.20.2018	Complainant was waiting at the bus stop. The approaching bus was honking several times. The bus slowed down at the stop. Allegedly the bus operator looked at the complainant and without fully stopping, accelerated away.	Video footage shows that the bus operator honked, waved hands, stated "all set?", and slowed down to see whether passenger wanted to board or not. This particular bus stop is served by two routes. The passenger in response continued to stand near bus stop sign but did not affirmatively or negatively signal to the bus operator whether they wanted to board. The bus operator interpreted this to mean they did not want to board and they continued on the route. However, the passenger did want to board and bus operator misinterpreted the situation. The bus operator should have stopped to confirm the passenger's intention. The bus operator was counseled regarding this incident. No evidence of discriminatory animus or motive. No evidence that bus operator made any discriminatory statements based on race.	Samantha Leslie mailed response on 1.31.2018	Closed on 1.31.2018
	<u>Title VI Complaint Form; ADA Complaint Form</u> - Alleges discrimination based on race and alleges accessibility concern	2.1.2018	1.20.2018	Alleges discrimination by race and accessibility concern, as complainant describes self as a senior citizen Hindu and the changes to Route 20 will affect complainant and complainant's wife to get to the Indian and Hindu community of stores, restaurants and temple on the weekends.	Per MTS Planning Department, the removal of weekend service on Route 20 was part of MTS's Transit Optimization Plan (TOP), a comprehensive review of MTS's entire bus network. MTS conducted several public outreach events, including two in the subject area. MTS also conducted one public meeting, which provided a chance for the MTS Board of Directors to review and recommend changes to MTS's proposed TOP. Subsequently following a second Board of Directors meeting, the Route 20 changes, along with several other route changes, were approved. The change was implemented based on ridership patterns and make the service faster for passengers. No evidence of discrimination based on race, national origin, color or disability. Although the Route 20 changes did not meet the threshold of a major service change, MTS's Title VI analysis found that the net changes in TOP did not have a disproportionate impact on minority communities or a disparate burden on low-income communities.	Samantha Leslie mailed response on 2.23.2018	Closed on 2.23.2018
	<u>Email</u> - Alleges discrimination based on race	3.13.2018	3.10.2018	Alleges that security discriminated against complainant and complainant's daughter because of their race. Alleges security gave them a citation for smoking at a trolley station, but allegedly did not give a citation to a white male who was also smoking at the trolley station.	Video footage did show both the complainants and a white male smoking at the trolley station. Investigation found that based on where the security officers were stationed, they would not have been able to see the white male smoking, since their view was obstructed. Officers only saw complainant and complainant's daughter smoking. When they approached complainant and complainant's daughter, they stated that they were in violation for smoking on MTS property and pointed to non smoking signs nearby. Officers requested identification and complainant and complainant's daughter refused initially but eventually provided this information and citations were issued. No evidence of discrimination based on race was found.	MTS Security Operations Manager responded by email on 3.12.2018.	CLOSED on 3.12.2018

FTA Title VI Complaint Log
June 1 2015 to April 13, 2018*

(*As necessary, Complaint Log will be updated if new complaints are received prior to Title VI Program Submission due date of June 1, 2018)

	<u>Phone Call</u> - Alleges discrimination based on race	4/6.2018	4.5.2018	Lemon Grove Trolley Station - Alleges that security did not do enough to stop an attack against complainant's daughter by a group of people.	Video footage shows that complainant's daughter and another female got into an altercation on the Lemon Grove Trolley Station, near a group of people. As this was occurring, a security officer was arriving at the opposite end of the station. As the officer approached the altercation the group dispersed from the station. It appears complainant's daughter remained at station but did not communicate that any assistance was needed to Officer. Officer was counseled to call dispatch after witnessing such incidents in the future. No evidence of discrimination based on race found.	Transit Systems Security Sgt. Staples called complainant with findings on 4.10.2018.	CLOSED on 4.10.2018
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APPENDIX E

MTS PUBLIC PARTICIPATION PLAN

MTS LIST OF OUTREACH EFFORTS



PUBLIC PARTICIPATION PLAN 2018



SAN DIEGO METROPOLITAN TRANSIT SYSTEM

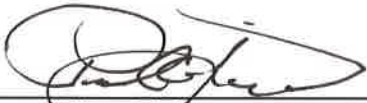
SAN DIEGO METROPOLITAN TRANSIT SYSTEM

Subject: PUBLIC PARTICIPATION PLAN

Effective Date: April 13, 2018

Promulgated this 13th day of April 2018

SAN DIEGO METROPOLITAN
TRANSIT SYSTEM



Paul Jablonski
Chief Executive Officer



Approved as to form:
General Counsel

1.0 Introduction

The San Diego Metropolitan Transit System (MTS) is the provider of fixed-route bus and light rail transit services in the southern and eastern portion of San Diego County. MTS' Area of Jurisdiction is approximately 570 square miles of the urbanized areas of San Diego County as well as the rural parts of East County, 3240 total square miles, serving nearly 3 million people in San Diego County. MTS can trace its roots back to 1886, when private companies began providing various rail transit services in San Diego. Ultimately they merged into the San Diego Electric Railway, later the San Diego Transit System, by the 1960s only bus services remained and the City of San Diego took over the system.

The current MTS organization was created by the passage of California Senate Bill 101 and came into existence in January 1976 as the Metropolitan Transit Development Board (MTDB). In 1984, MTDB took over San Diego Transit from the city, and the Governor signed Senate Bill 1736, which expanded the MTDB Board of Directors from 8 to 15 members. In 2002, Senate Bill 1703 merged MTDB's long-range planning, financial programming, project development and construction functions into the regional metropolitan planning organization, the San Diego Association of Governments (SANDAG). In 2005, MTDB changed its name to MTS.

MTS owns assets of: San Diego Trolley, Inc. (SDTI); San Diego Transit Corporation (SDTC); and the San Diego & Arizona Eastern (SD&AE) Railway Company, which owns 108 miles of track and right-of-way.

MTS is governed by a 15-member Board of Directors that generally meets once a month. Members are as follows:

- Four appointed from the City of San Diego (the Mayor of San Diego and 3 San Diego City Council members)
- Two appointed from the City of Chula Vista (the Mayor of Chula Vista and a Chula Vista City Council Member)
- One appointed from each city council of Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway and Santee
- One appointed from the San Diego County Board of Supervisors

MTS also maintains an advisory member on the SANDAG Board of Directors.

MTS provides bus and rail services directly or by contract with private operators. All services are coordinated by MTS, which determines the routes, stops, frequencies and hours of operation. Light rail service is operated by SDTI on four lines (the UC San Diego Blue, Orange, Sycuan Green and SDG&E Silver Lines) with a total of 53 stations and 102.6 miles of rail. For bus services, MTS operates 93 fixed routes and an Americans with Disabilities Act (ADA) complementary paratransit service, MTS Access. Fixed route bus services include Urban Frequent, Urban Standard, Express, *Rapid*, *Rapid* Express, and Rural routes.

MTS contracts with the San Diego & Imperial Valley (SD&IV) Railroad and the Baja California Railroad to provide freight service to San Diego shippers over SD&AE right-of-way. SD&IV shares certain tracks with SDTI, operating during non-service Trolley hours.

2.0 MTS Commitment to Public Participation

The MTS Public Participation Plan (PPP) defines the process for communicating with and obtaining input from the public concerning agency programs, projects, planning, services, and funding. The guidelines and principles outlined in the plan guide the agency's public outreach and involvement efforts for these and other mandated projects or MTS Board of Directors initiatives.

The PPP is meant to inform the passengers and other stakeholders about the MTS public participation process, how they can obtain information about MTS, and how they can provide input into policy, planning, and decision-making efforts.

The Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) have jointly issued an Interim Policy on Public Involvement. The goal of this policy statement is to aggressively support proactive public involvement at all stages of planning and project development. Transit agencies are required to develop effective involvement processes which are tailored to local conditions. The performance standards for these proactive public involvement processes include early and continuous involvement; reasonable public availability of technical and other information; collaborative input on alternatives, evaluation criteria and mitigation needs; open public meetings where matters related to Federal-aid transit programs are being considered; and open access to the decision-making process prior to closure.

The PPP reflects the MTS commitment to public participation and involvement to include all residents and stakeholders in the regional planning process. The PPP was developed and is updated in accordance with guidelines established by federal and local regulations including those listed below.

- 2.1. Americans with Disabilities Act: The Americans with Disabilities Act of 1990 (ADA) stipulates involving the community, particularly those with disabilities in the development and improvement of services. MTS fully complies with ADA through its provision of fixed-route and complementary paratransit services, and by interacting with stakeholders among and representing those in the disabled community via its Accessible Services Advisory Committee.
- 2.2. National Environmental Policy Act (NEPA): The essential purpose of NEPA is to ensure that environmental factors are considered when compared to other factors in the decision making process undertaken by federal agencies. The act establishes the national environmental policy, including a multidisciplinary approach to considering environmental effects in federal government agency decision making. Generally, SANDAG plans and constructs major federally-funded capital transit projects in the region on behalf of MTS. Such projects with federal funding or needing federal approvals undergo NEPA review.
- 2.3. California Environmental Quality Act (CEQA): CEQA requires state and local agencies to identify the significant environmental impacts of their actions and to avoid or mitigate those impacts, if feasible. Qualifying MTS projects that may cause a significant impact on the environment undergo CEQA review. Both the CEQA and the NEPA have public information components that require an agency such as MTS to conduct public participation programs to

ensure that the public is involved and that community concerns are addressed.

- 2.4. Environmental Justice: MTS makes environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its services, policies, and activities on minority populations and/or low-income populations. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low Income Populations requires that disproportionately high and adverse human health or environmental effects on minority and low-income populations be identified and addressed in order to achieve environmental justice. Environmental justice at MTS includes incorporating environmental justice and non-discrimination principles into transportation planning and decision-making processes.

Environmental justice requires equitably providing to all residents, regardless of age, race, color, national origin, income, or physical ability, opportunities to work, shop, study, be healthy, and play. MTS believes it is important to understand the impacts of transportation investments on our most vulnerable communities in order to better plan for the future. Promoting social equity and environmental justice in providing services and undertaking planning efforts requires involvement from a wide variety of communities and stakeholders. MTS considers the following goals of environmental justice throughout transportation planning and service delivery, and through all public outreach and participation efforts:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations
- To ensure the full and fair participation by all potentially affected communities in the transit decision-making process
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations

- 2.5. Title VI of the Civil Rights Act of 1964 as amended (42 U.S.C. Section 2000d): Title VI states that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Title VI serves as the legal foundation for what is today referred to as environmental justice. MTS adheres to Title VI and environmental justice principles.

- 2.6. Executive Order 13166 – Improving Access to Services for Persons with Limited English Proficiency: Executive Order 13166 was created to “... improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency ...” Federal agencies were directed to provide guidance and technical assistance to recipients of federal funds as to how they can provide meaningful access to limited English proficient users of federal

programs. Consistent with Executive Order 13166 and U.S. Department of Transportation (DOT) guidance, MTS has developed a Language Assistance Plan (LAP) in order to ensure meaningful input opportunities for persons with limited English proficiency. MTS' LAP, included as an attachment to this PPP, calls for translations of vital documents, such as public notices, into Spanish. MTS may translate documents into additional languages if the nature of the document and the character of the document's target audience justify additional translation. The LAP provides further guidance for serving limited English speaking populations.

- 2.7 Other Laws: Numerous other laws and guidance relevant to public participation are utilized by MTS, depending the program, project or service it is undertaking.

3.0 Connecting with our Riders and Stakeholders

With nearly 300,000 boardings on MTS buses and Trolleys every weekday, service 365 days a year throughout our service area, MTS has an opportunity to connect with our riders on a frequent and personal level. The MTS PPP considers every daily ride to be an opportunity to interact with, inform, and receive feedback from our passengers. Further, MTS is committed to a PPP that includes opportunities for interaction with those in MTS with decision-making authority, including management staff and the Board of Directors. Public workshops, meetings, and other outreach efforts provide forums for input and feedback on MTS services, programs, projects, and policies.

Each of the communication opportunities below follows the guidelines in MTS' LAP, as described in Section 2.6. This includes the translation of important documents and notices, and the availability of verbal translations and language services to populations of limited English proficiency.

- 3.1. Front Line Staff Contacts: Every rider boarding a bus interacts with the driver at the point of fare payment. Trolley passengers routinely communicate with Trolley operators, operations supervisors, security officers, fare enforcement personnel, and ambassadors. A critical part of keeping riders informed is keeping MTS front line employees up to date on current campaigns and services, and ensuring that they have a conduit to relay public feedback to appropriate management staff. Feedback received from the public by front-line employees, in the form of comments, questions, complaints, and suggestions are forwarded to supervisory and management staff on a "Miscellaneous" form, email, or verbal request. An example of such a Miscellaneous form is attached.
- 3.2. Public Meetings: Formal public meetings in an indoor setting may be utilized to provide information and seek input on complex topics which may require a general presentation and/or multiple information stations to completely and comprehensively convey information to attendees. A public meeting format is to be used for conceptual and longer-range planning, policy development, and issues of broader interest than just transit users.

Generally, MTS staff or designees host information stations within the meeting facility to explain all relevant aspects of the project, plans, or proposals to attendees. Information is to be presented simply, using graphics to the extent

possible. If necessary, a general presentation may be made at the beginning, or at multiple times throughout the event, to provide project context and background for attendees.

Such meetings are held in locations convenient and easily accessible by MTS services, with a large enough space allotted for the anticipated attendance. Facilities shall be accessible for disabled attendees. Special shuttle or transportation may be provided by MTS to ensure accessibility by disabled and/or transit-dependent attendees. Bilingual staff or interpreters may be provided in accordance with MTS' LAP. Accommodations can be made for special-needs attendees upon advanced request.

MTS provides notice to the community about meetings that it sponsors, to encourage people to participate. Noticing is done using methods that maximize exposure to low-income and minority populations. These include Take One flyers on-board MTS vehicles, posting on the MTS website, and sending notices to community organizations and advocacy groups. When possible, event notices may include electronic versions of handouts and displays, proposed plans or policies, and related agendas and minutes for MTS Board of Directors' meetings.

- 3.3. Outreach Events: Outreach events differ from public meetings in that they are less formal and intended to reach the maximum number of transit users closest to the points at which they access the MTS system or services. Outreach events typically address issues like service change proposals, shorter range planning, and passenger survey collection. These take place at transit centers and stations, or anywhere large groups of potentially interested or impacted populations congregate.
- 3.4. Ambassadors: MTS utilizes ambassadors for conveying information to transit riders, assisting in the implementation phase of major changes, directing passengers throughout special events, and assisting passengers in the purchase of fare media. Ambassadors may be utilized during project planning phases by engaging passengers for surveys, interviews of the public, and collecting data.
- 3.5. Speaking Engagements (Non-MTS-Sponsored): MTS staff from the appropriate disciplines make presentations, answer questions, and collect feedback at non-MTS sponsored meetings. These include community planning groups, special interest or purpose meetings, neighborhood councils, and advocacy groups. The format of these meetings varies from casual lunch meetings to formal speaking events. The information presented is to be relevant to the audience and structured in a way to encourage maximum feedback.
- 3.6. Community Events (Non-MTS-Sponsored): MTS participates in a wide variety of community events, such as street fairs and public markets. These are generally utilized to promote MTS and provide information on our services. They are also used as an opportunity to collect feedback on relevant proposals for which MTS is currently soliciting comment.

- 3.7. Take One Notices: MTS prints up to 100,000 bilingual (English and Spanish) Take One notices a minimum of three times per year (typically 4-6 times annually). These are posted on every fixed-route bus and Trolley in the system for 2-4 weeks, depending on the content. These typically include important rider information on upcoming service changes, public hearings, service interruptions, policies, or other matters of general interest to all MTS riders. Each standard Take One notice also includes details on how to request the information in an alternative format for disabled individuals, and the public's rights under Title VI of the Civil Rights Act, including how to file a complaint or request more information.
- 3.8. MTS News: MTS prints and posts a quarterly newsletter for riders, to keep them informed of general MTS news, the upcoming calendar, projects' status, and opportunities to participate in MTS events. These are published in English and Spanish (or bilingual) versions and posted on all MTS revenue vehicles.
- 3.9. Bus Cards & Wraps: Internal advertising media is used occasionally promote specific events and campaigns, such as informing riders where they can purchase passes or of new policies or procedures. Because passengers cannot take the information with them, and because they have a higher cost and on-going maintenance needs, these media are used less frequently than other communication methods.
- 3.10. The Transit Store: MTS maintains a retail storefront in Downtown San Diego that sells fare media, issues identification cards, handles lost-and-found, and dispenses verbal and printed information on services, programs, and initiatives. The most current timetables, maps, Take One notices, and other flyers are available for riders and the public. The Transit Store is open 8 a.m. to 5 p.m., Monday through Friday, and is located at 1255 Imperial Avenue, Ste 100A, San Diego, CA 92101, at the 12th & Imperial Transit Center. It is easily accessed by bus routes 4, 12, 901, and 929, as well as the Orange, Sycuan Green, SDG&E Silver, and UC San Diego Blue Trolley lines. Paid parking is also available.. Riders can also call The Transit Store at (619) 234-1060.
- 3.11. Information and Trip Planning Office: MTS provides one-on-one travel planning assistance and information at the Information and Trip Planning Office. This line is fully staffed by bilingual staff (English and Spanish) 363 days per year. Weekday hours are 5 a.m. to 8 p.m. (reduced hours on weekends and holidays). Customers can reach the Information and Trip Planning Office directly by calling (619) 233-3004, or through the SANDAG-maintained automated regional transportation information line, 511.
- 3.12. Customer Service Office: The Customer Service Office is the central MTS clearinghouse for rider comments, compliments, complaints, and suggestions received by telephone and email. MTS maintains a Customer Service Center database, which records all comments and complaints, and assigns them to the appropriate staff or department for investigation, resolution, and/or their future records. The Customer Service Office is open 8 a.m. to 5 p.m., Monday through Friday. The Customer Service Office is also the centralized Lost & Found call center.

- 3.13. Compass Card Call Center: MTS has migrated all transit passes onto the reloadable smart card, branded as Compass Card. Customers using these cards are taken care of by a specially-trained staff in the Compass Card office. By calling this office, riders can load passes on to cards, register their cards for loss protection, ask questions, and submit complaints. Callers with complaints and concerns not directly related to their Compass Card are generally directed to the MTS Customer Service Center, where their issue can be recorded, logged, and sent to the appropriate personnel for resolution.
- 3.14. www.sdmts.com: The comprehensive MTS website is riders' and the public's resource for transit information, current events, project updates, meeting schedules and agendas, and reports and other publications. MTS periodically posts surveys and promotes opportunities for online input. This website also includes a Google Translate widget, allowing translation into multiple languages.
- 3.15. Title VI Policy, Complaint & Information Webpage: Directly linked from MTS' website (<http://www.sdmts.com>), MTS provides extensive information to riders, residents, and other stakeholders explaining their rights under Title VI, MTS' obligations, and the procedures for filing a complaint or seeking additional information.
- 3.16. MTS Central Control: This telephone number is primarily used by riders to submit immediate security-related concerns while using the MTS system. Information received on this line is transmitted to transit enforcement and law enforcement staff, as appropriate. Callers with complaints and other concerns are generally directed to the MTS Customer Service Center, where their issue can be recorded, logged, and sent to the appropriate personnel for resolution.
- 3.17. Community Contacts List: MTS maintains an email list of community organizations, employers, advocacy groups, and other interested parties to whom we regularly communicate important information. This includes critical service change or service interruption details, outreach events, and opportunities for public input on various projects.
- 3.18. View Our Calendar: Visit <https://www.sdmts.com/about-mts-meetings-and-agendas> for a comprehensive monthly calendar of all Board of Directors and Board Committee meetings. These meetings are noticed and open to the public.
- 3.19. Social Media: MTS maintains accounts on Instagram, Facebook, Twitter, and YouTube to keep riders informed of the most current events and provide an opportunity for instant feedback and comments.

4.0 Public Participation Process: Overall

The MTS PPP establishes a process for obtaining input from and providing information to the public concerning agency policies, services, projects, and program funding in order to ensure the public is informed and has the opportunity to provide MTS with input so plans can reflect the public's vision. In accordance with FHWA/FTA regulations, MTS will review and update this plan as needed. The various federal and state laws and regulations

mentioned above require that transit agencies like MTS conduct public participation programs to ensure that the public is involved and that community concerns are addressed.

For example, major transit service changes, adjusting rider policies, and passing budgets require MTS to provide opportunities for public participation. A significant component of the MTS mission is a strong commitment to public participation and involvement to include all residents and stakeholders in the process of providing successful transit service. The public participation process, development of plans, and outreach activities are coordinated through the MTS Marketing Department.

Ensuring the meaningful involvement of all social and economic groups, including low-income, minority, disabled, senior, and other traditionally underrepresented communities is a key component of the PPP. As discussed in the Introduction section of this PPP, activities covered in the PPP are consistent with federal and state environmental justice laws, regulations, and requirements, Title VI of the Civil Rights Act and related nondiscrimination requirements, and they reflect the principles of social equity and environmental justice. The overall public participation process follows these guidelines and principles:

- 4.1. The PPP is designed to inform and involve people and organizations in MTS' decision-making process on issues such as service changes, rider policies, and other matter of interest to riders and the public. The PPP seeks to involve all citizens, including, but not limited to, low-income households, Hispanic, African American, Asian, Native American, senior, limited English speaking populations, persons with disabilities, as well as community-based and civic organizations, public agencies, business groups and associations, environmental organizations, corporations, city commissions, schools, and other stakeholders in the decision-making process.
- 4.2. MTS seeks to involve audiences outlined in Section 450.316 of Title 23 in the Code of Federal Regulations: citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties. These efforts also are designed to reach affordable housing advocates, transportation advocates, neighborhood and community groups, environmental advocates, home builder representatives, broad-based business organizations, landowners, commercial property interests, and homeowner associations.
- 4.3. MTS Board of Directors and Executive Committee meetings provide the public input forum and decision point for significant agency issues. The MTS Board of Directors typically holds one board meeting each month on a Thursday and an Executive Committee meeting is typically held the Thursday prior to a Board of Directors meeting. Meetings held at MTS offices are accessible by public transit. During these meetings, the MTS Board solicits public input, adopts plans and budgets, approves service changes, implements policies, and hears staff reports. Other Board advisory committees provide opportunities for the public to provide comment regarding policy formulation prior to action by the Board in specific areas of policy, including the Budget Committee, the Ad Hoc Public Security Committee, and the Audit Oversight

Committee. These meetings are publicly noticed and an agenda is available prior to the meetings.

- 4.4. The MTS Accessible Services Advisory Committee (ASAC) is a committee made up of disabled transit consumers, advocates, organizations, and transit agency staff that deliberates transit service issues of concern to the disabled community, and provides feedback and guidance to the MTS Board of Directors and Chief Executive Officer. The chair of the ASAC is a member or appointee of the MTS Board of Directors. ASAC generally meets quarterly at MTS offices, following a regularly scheduled MTS Board of Directors meeting. ASAC meetings are open to the public, and public attendance, participation, and testimony is invited. The MTS offices are directly served by transit and fully accessible for disabled individuals.
- 4.5. For planning, project, funding, and policy decisions, public input shall be documented, issues or concerns addressed, and resolution of issues and/or changes made reflected in final reports, plans, or other documents. The final reports or documents may be subject to approval by a vote at a public MTS Board of Directors or Executive Committee meeting.
- 4.6. MTS proactively seeks and promotes public participation in decisions regarding service levels, budgeting, capital improvements, security, and location of transit services and amenities. At all times various avenues will be available to the public for making suggestions and comments regarding the way transit is deployed in the community as detailed in Section 3.0. Comments and suggestions are logged, reviewed and responded to in a timely and appropriate manner.
- 4.7. MTS proactively seeks and promotes public participation in MTS public outreach events, meetings, and hearings, as well as participation and attendance at committees, working groups, and task forces. MTS follows local, state, and federal guidelines for posting public meeting and hearing notices. Depending upon the specific project, MTS endeavors to hold meetings at times that can attract as many participants as possible and at locations in communities throughout the MTS area and in locations that are accessible by public transit and to persons with disabilities.
- 4.8. In recognition that not all transit riders are able to attend lengthy, formal meetings, MTS staff working on a specific project may hold spontaneous and informal outreach events at transit centers, busy transfer locations, or other areas where transit riders will congregate while waiting for their transit trip or pass through between transit modes. These are held in locations and during times affected by specific projects or proposals and where and when the maximum number of riders can be reached for feedback and input.
- 4.9. MTS uses its website and social media channels to provide the public with useful and timely information, including: service schedules and maps, meeting schedules and agendas; plans and documents; budgets; reports and other publications; and interactive trip planning applications. Major projects may have a dedicated webpage on the MTS website with information for the public, reporters, and other stakeholders.

- 4.10. MTS informs the public in a timely manner about service changes and pending decisions through a number of efforts. As needed or required, MTS provides adequate notice in newspapers of general circulation for publication of legal notices, including minority and Spanish language publications. Other publication and distribution efforts to residents, agencies, and city/county governments may include e-mail notification, notices on the MTS website, publication in MTS News (an MTS quarterly newsletter posted on board all MTS vehicles), and posts on MTS social media channels.
- 4.11. MTS regularly informs local print and broadcast media about MTS services, changes, upcoming programs, and other issues. MTS regularly distributes press releases to community, minority, local and regional print, as well as web-based publications. MTS also distributes information to local and Spanish radio and television stations.
- 4.12. Following Department of Transportation (DOT) guidance, SANDAG conducted a Four Factor Analysis for MTS' development of MTS' LAP. The plan details the number of limited English speakers in the MTS service area and outlines the language assistance measures provided for these populations. The LAP is an attachment to this PPP. In accordance with the LAP, as appropriate and depending on the specific project, MTS routinely translates into Spanish publications, timetables, Take Ones, and announcements. Translation into other languages is provided on a case-by case basis based on an analysis of the need. In addition, numerous staff members are bilingual Spanish-English speakers and participate in public outreach and conduct presentations in Spanish. Translators are hired as needed to provide services in Spanish and other languages as appropriate.
- 4.13. MTS conducts periodic rider opinion surveys, typically every two years. These surveys are designed to include MTS passengers in the planning and programming of future services and changes by helping gauge effectiveness and satisfaction with current service and unmet needs for potential new services.
- 4.14. MTS periodically reviews the effectiveness of the procedures and strategies contained in the agency wide PPP and any other planning, program, or project-specific public participation plans to ensure the goals of the outreach and involvement are met. Quantitative and qualitative assessment is considered to determine results of outreach effectiveness by reporting how many people are contacted, how many respond, and did MTS receive the necessary input, as well as what follow up measures were taken to ensure persons who commented know what was done with their comments. MTS will revise the overall outreach process as needed based on this review. A table of some commonly used outreach strategies and evaluation methods is included in this PPP.

5.0 Public Participation Process: *Transit Service Changes*

- 5.1. MTS seeks to inform and involve public transit riders, stakeholders, and the general public about proposed changes in transit services. This includes

addressing needs and conducting outreach with stakeholders listed in the overall public participation process.

- 5.2. A public hearing(s) will be held by MTS for major service changes, as defined by MTS Board Policy 42. The public hearings will be held at MTS offices during a regularly scheduled meeting of the MTS Board of Directors and/or in the general geographic area of the affected public, as determined by the MTS Executive Committee or Board of Directors. Public meetings will be held at a time and location that is accessible by users of public transit. When appropriate, outreach sessions, open houses, and/or other meetings at which the public can provide comments will be held during various hours and in different areas of the MTS jurisdiction.
- 5.3. A record of public input received at public hearings, meetings, workshops, or outreach sessions will be provided to the MTS Board of Directors prior to approval of the proposed service changes.
- 5.4. Take Ones, Rider Alerts, or other public notices in both English and Spanish will be posted on all public transit vehicles within the affected area and will include a description of the proposed service change, the date, time, intent and location of the public hearing, and the deadline for written, email, and phone comments from the public. The notices will also be posted to the MTS website.
- 5.5. Print notice of public hearings will be provided prior to the public hearing meeting date in newspapers of general circulation in the affected area(s), including appropriate minority and community publications.
- 5.6. Additional public outreach will be performed through media notification, web postings, social media notifications and email newsletters.

6.0 Public Participation Process: *Fare Changes*

With the approval of Senate Bill 1703 (Peace 2002), the planning and programming functions of MTS and NCTD were consolidated under SANDAG. As part of these functions SANDAG assumed the responsibility of developing a Regional Fare Policy, including setting fares for transit services in the region through a Regional Comprehensive Fare Ordinance. Public participation activities implemented to support the Regional Fare Policy are included within SANDAG's PPP.

7.0 Public Participation Plan: *Evaluation Methods*

As a part of the public engagement strategy for the PPP, staff at MTS is regularly monitoring and evaluating outreach strategies and methods used for efficacy. Some of the evaluation measures used in the most commonly applied public involvement tools and techniques are outlined below.

Public Involvement Tools Evaluation Table

Public Involvement Tool	Evaluation Method
Public Participation Plan	To be reviewed every three years, evaluated

	via survey and public comment
MTS Website	Number of hits
MTS News Newsletter	Open rate analytics, distribution list size
Project Specific Websites	Open rate analytics, distribution list size
Project Specific Open Houses, Meetings & Workshops	Number of attendees, number of comments received, press mentions
Fact Sheets	Distribution, number of calls, comments
Legal Advertisements	No measure (required)
Advertisements	Distribution, number of calls, comments
Project Specific Newsletters	Open rate analytics, distribution list size, number of calls, comments
Direct Mailings	Distribution, number of calls, comments
Press Releases	Distribution, press mentions, number of calls, comments
Public Hearings	Attendance, information distribution, comments
Comment Forms	Number of comments collected
Surveys	Distribution, responses received, comments
Flyers	Distribution, number of calls, comments
Instagram	Number of followers, likes, comments, mentions
Facebook	Number of agency likes, comments, posts, analytics
Twitter	Number of followers, retweets, tweets, direct tweets, mentions
YouTube	Number of followers, views, links

Attachments:

- 1) Public Outreach calendar (2015-2018)
- 2) MTS 2017 Customer Satisfaction Survey
- 3) Sample of MTS Bus Operator Miscellaneous Form with Customer Suggestion

FY 16 Title VI Audit-Communications										
Date	MTS Department Responsible	MTS Staff	Location	Reason for Communication	Minority Group Served	Low Income Area Served (Maps)	Collateral Printed in Another Language	Advertising:	Advertising: Date	Advertising: Language
7/25-7/26/2015	Marketing	Outreach Consultant	Barrio Logan; Fiesta del Sol	Community outreach; information on service routes and Trolley Renewal info	Low-income; Hispanic	Barrio Logan		Bus Queens - Quantity 13	July-Aug 2015	English
8/10/2015	MTS Contract Services	Todd Lordson & Vassy Lerinska	Old Town Area	Request from Area Board XIII	Primarily San Diego Regional Center (Cognitive Disabilities)					
8/12/2015	MTS Contract Services	Todd Lordson & Vassy Lerinska	Naval Medical Center San Diego	Request from Balboa Naval Hospital Staff	Military members who have family members with disabilities	San Diego				
8/19/2015	Marketing	Outreach Consultant	Grossmont College	Discounted Semester Pass Program	College Student; African American; Middle Eastern; Hispanic	East County		Print ads in Grossmont College's student newspaper - Grossmont Summit	Fall 2015/Spring2016	English
8/20/2015	Marketing	Outreach Consultant	Cuyamaca College	Discounted Semester Pass Program	Low-income (College Student); African American; Asian; Middle Eastern; Hispanic; Disabled	East County		N/A		
8/25/2015	Marketing	Outreach Consultant	Mesa College	Discounted Semester Pass Program	Low-income (College Student); African American; Asian; Middle Eastern; Hispanic; Disabled	Kearny Mesa		Print ads in Mesa College's student newspaper - Mesa Press	Fall 2015/Spring2016	English
8/26/2015	Marketing	Outreach Consultant	City College	Discounted Semester Pass Program	Low-income (College Student)	Downtown San Diego		Print ads in City Times	Fall 2015/Spring2016	English
9/1/2015	Marketing	Outreach Consultant	San Diego State University	Discounted Semester Pass Program	Low-income (College Student)	Central San Diego		Print ads in Daily Aztec and ads in the SDSU Student Dollar Stretcher	Fall 2015/Spring2016	English
9/8/2015	Marketing	Outreach Consultant	Miramar College	Rapid 237 Service Changes	Low-income (College Student)	Miramar		N/A		
9/3/2015	Planning	Mark Thomsen & Matt Stone	Broadway Stops: Route 150	Terminal change + service increase	African American, Hispanic, College Student, Veteran	Downtown San Diego	Rider Alert, Timetable - Spanish	Bus Shelters (quantity = 5) in Downtown, Old Town, UCSD, VA Medical Center, UTC areas /Bus bench ads along Rt. 150 in La Jolla / Cinema Ads Sept 4-Oct 15, 2015 at La Jolla	September 2015	English
9/12/2015	Marketing		E Street Transit Center	Trolley Renewal Completion	Hispanic, Low-income	Chula Vista				
9/23/2015	Marketing	Stacie Bishop	UC San Diego	International student transit information	Low-income, student, Asian			The Guardian	Fall2015/Winter&Spring 2016	English
9/25/2015	Legal, Marketing, Contract Services	Samantha Leslie, Judy Leitner, Todd Lordson	Deaf Community Services	Request from DCS	Deaf Community					
10/23/2015	Contract Services	Vassy Lerinska	Mt Miguel Senior Services	Request from Stacie for Access specific info	Seniors					
10/30/2015	Contract Services	Vassy Lerinska	La Mesa Community Center	Senior Expo	Seniors					
11/7/2015	Marketing	Outreach Consultant	OASIS Technology Fair	Senior Technology Expo	Seniors					
1/25/2016	Marketing	Outreach Consultant	City College	Discounted Semester Pass Program	Low-income (College Student)	Downtown San Diego		Print ads in City Times	Fall/Spring semesters	English
1/26-27/2016	Marketing	Outreach Consultant	San Diego State University	Discounted Semester Pass Program	Low-income (College Student)			Print ads in the Daily Aztec	Fall/Spring semesters	English
1/28/2016	Marketing	Outreach Consultant	Mesa College	Discounted Semester Pass Program	Low-income (College Student); African American; Asian; Middle Eastern; Hispanic; Disabled			Print ads in Mesa Press	Fall/Spring semesters	English
3/13/2016	Marketing	Outreach Consultant	Mariachi Festival	Community outreach; South Bay Rapid info	Low-income; Hispanic; Asian	National City		Bus shelter ads - quantity 10 / various locations	February 1 - March 13, 2016	English
3/15/2016	Marketing	Outreach Consultant	Miramar College	Discounted Semester Pass Program	Low-income (college student), Asian, Hispanic	Miramar				
4/16/2016	Marketing	Dianese Jackson	MCRD Resource Fair	Access and transit information	Disabled veterans					
6/17/2016	Marketing	Outreach Consultant	County of SD Let's Connect Expo	Community outreach	Low-income; Hispanic; African American; Asian; Senior					
June 2016	Marketing		Transit Store located at 1255 Imperial Ave.	Advertising Transit Store Opening	Low-income; Hispanic; African American; Asian; Chinese, Filipino	San Diego, East County, South Bay			June 2016	English, Chinese, Vietnamese, Spanish
Jan-Dec 2016	Marketing	N/A	Advertising	Visitor Ads	Japanese	San Diego		Japanese San Diego Guide & Map	Jan-Dec2016	Japanese
October 2015	Marketing	N/A	Advertising	Advertising	Hispanic	San Diego		Ad in La Frontera promoting Balboa Park Family Day	Oct 30, 2015	Spanish
2016	Marketing	N/A	Advertising	SouthBay Advertising	Hispanic	National City		Ad in the National City Chamber of Commerce Guide	2016	English

FY 17 Title VI Audit-Communications										
Date	MTS Department Responsible	MTS Staff	Location	Reason for Communication	Minority Group Served	Low Income Area Served (Maps)	Collateral Printed in Another Language	Advertising: Publication	Advertising: Date	Advertising: Language
8/7/2016	Marketing	Outreach Consultant	Tailgate Park (12th & Imperial)	Phil's Big BBQ Community Event	Military?	Downtown				
8/11/2016	Marketing	Stacie Bishop	County of San Diego	Try Transit Employer event		Kearny Mesa				
8/17/2016	Marketing	Outreach Consultant	Mesa College	Staff outreach, alternative transportation	Low-income, student, African American, Asian, Hispanic	Linda Vista/Kearny Mesa		Mesa Press	Fall/Spring	English
8/22/2016	Marketing	Outreach Consultant	City College	Discounted Semester Pass	Low-income, student, senior, disabled, Hispanic, African American, Asian	Downtown San Diego		City Times	Fall/Spring	English
8/23/2016	Marketing	Outreach Consultant	Miramar College	Discounted Semester Pass	Low-income, student, Asian	Miramar		N/A		
8/24/2016	Marketing	Outreach Consultant	Mesa College	Discounted Semester Pass	Low-income, student, Hispanic, African American, Asian, Disabled	Linda Vista/Kearny Mesa		Mesa Press	Fall/Spring	English
8/24/2016	Marketing	Outreach Consultant	Cuyamaca College	Discounted Semester Pass	Low-income (College Student); African American; Asian; Middle Eastern; Hispanic; Disabled	East County		N/A		
8/25/2016	Marketing	Outreach Consultant	City College	Discounted Semester Pass	Low-income, student, senior, disabled, Hispanic, African American, Asian	Downtown San Diego		City Times	Fall/Spring	English
8/25/2016	Marketing	Outreach Consultant	Grossmont College	Discounted Semester Pass	College Student; African American; Middle Eastern; Hispanic	East County		Grossmont Summit	Fall/Spring	English
8/25/2016	Contract Services	Vassy Lerinska	SDCB	Public Transit Options	Disabled					
8/31/2016	Contract Services	Vassy Lerinska	SDCB	Public Transit Options	Disabled					
8/31-9/1/2016	Marketing	Outreach Consultant	SDSU	Discounted Semester Pass	Low-income, student, Hispanic, African American, Asian, Disabled	College Area				
9/3-9/4/2016	Marketing	Outreach Consultant/Tele Info	Broadway Pier	US Sand Sculpting Challenge		Downtown San Diego				
9/6/2016	Marketing	Stacie Bishop	USD	Discounted Semester Pass	Low-income, student	Linda Vista		The Vista	Fall/Spring	English
9/7/2016	Marketing, Planning		City College	TOP Outreach	Low-income, senior, disabled, Hispanic, African-American, Asian	Downtown San Diego	TOP info sheet (Spanish)	Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), Pomerado Group (UT), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, La Mesa Courier, Mission Times Courier, Mission ValleyNews, San Diego Downtown News, San Diego Uptown News, Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News and San Diego Voice & Viewpoint	Aug/Sept 2016	English, Spanish, Vietnamese
9/9/2016	Marketing, Planning		24th Street Station	TOP Outreach	Low-income, senior, disabled, Hispanic	National City	TOP info sheet (Spanish); TOP survey flier (Tagalog)	Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), Pomerado Group (UT), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, La Mesa Courier, Mission Times Courier, Mission ValleyNews, San Diego Downtown News, San Diego Uptown News, Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News and San Diego Voice & Viewpoint	Aug/Sept 2016	English, Spanish, Vietnamese
9/10/2016	Marketing		El Cajon Transit Center	TOP Outreach		El Cajon		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), Pomerado Group (UT), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, La Mesa Courier, Mission Times Courier, Mission ValleyNews, San Diego Downtown News, San Diego Uptown News, Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News and San Diego Voice & Viewpoint	Aug/Sept 2016	English, Spanish, Vietnamese

FY 17 Title VI Audit-Communications										
Date	MTS Department Responsible	MTS Staff	Location	Reason for Communication	Minority Group Served	Low Income Area Served (Maps)	Collateral Printed in Another Language	Advertising: Publication	Advertising: Date	Advertising: Language
9/10/2016	Planning, S/D/M		San Ysidro Let's Connect Expo	TOP Outreach, transit info/planning	Low-income, senior, disabled, Hispanic	San Ysidro	TOP info sheet (Spanish)	Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), Pomerado Group (UT), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, La Mesa Courier, Mission Times Courier, Mission ValleyNews, San Diego Downtown News, San Diego Uptown News, Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News and San Diego Voice & Viewpoint	Aug/Sept 2016	English, Spanish, Vietnamese
9/12/2016	Marketing, Planning		City Heights Transit Plaza	TOP Outreach	Low-income, senior, disabled, African-America, Asian, Hispanic	City Heights	TOP info sheet (Spanish); TOP survey flier (Vietnamese)	Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), Pomerado Group (UT), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, La Mesa Courier, Mission Times Courier, Mission ValleyNews, San Diego Downtown News, San Diego Uptown News, Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News and San Diego Voice & Viewpoint	Aug/Sept 2016	English, Spanish, Vietnamese
9/12/2016			Miramar College	TOP Outreach	Low-income, student, Asian American	Miramar		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), Pomerado Group (UT), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, La Mesa Courier, Mission Times Courier, Mission ValleyNews, San Diego Downtown News, San Diego Uptown News, Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News and San Diego Voice & Viewpoint	Aug/Sept 2016	English, Spanish, Vietnamese
9/13/2016	Marketing, Planning		Iris Avenue Transit Center	TOP Outreach		San Diego South Bay		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), Pomerado Group (UT), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, La Mesa Courier, Mission Times Courier, Mission ValleyNews, San Diego Downtown News, San Diego Uptown News, Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News and San Diego Voice & Viewpoint	Aug/Sept 2016	English, Spanish, Vietnamese
9/14/2016			America Plaza Transit Center	TOP Outreach		Downtown San Diego		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), Pomerado Group (UT), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, La Mesa Courier, Mission Times Courier, Mission ValleyNews, San Diego Downtown News, San Diego Uptown News, Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News and San Diego Voice & Viewpoint	Aug/Sept 2016	English, Spanish, Vietnamese

FY 17 Title VI Audit-Communications										
Date	MTS Department Responsible	MTS Staff	Location	Reason for Communication	Minority Group Served	Low Income Area Served (Maps)	Collateral Printed in Another Language	Advertising: Publication	Advertising: Date	Advertising: Language
9/14/2016			Euclid Avenue Transit Center	TOP Outreach		City Heights		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), Pomerado Group (UT), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, La Mesa Courier, Mission Times Courier, Mission ValleyNews, San Diego Downtown News, San Diego Uptown News, Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News and San Diego Voice & Viewpoint	Aug/Sept2016	English, Spanish, Vietnamese
9/15/2016			H Street Transit Center	TOP Outreach		Chula Vista		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), Pomerado Group (UT), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, La Mesa Courier, Mission Times Courier, Mission ValleyNews, San Diego Downtown News, San Diego Uptown News, Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News and San Diego Voice & Viewpoint	Aug/Sept 2016	English, Spanish, Vietnamese
10/1/2016	Marketing/Tele Info	Stacie Bishop, Dianese Jackson	Qualcomm Stadium	inaugural Ride for Children Community event						
10/7/2016	Marketing	Outreach Consultant	Children's Museum	Community/family outreach		Downtown San Diego				
10/21/2016	Marketing, Information	Stacie Bishop	Mt Miquel Senior Center	Transit Planning/information	Low-income, senior, disabled	Southeast San Diego				
10/22/2016	Marketing/Tele Info	Stacie Bishop, Angie Eleby	Mid-Coast Ground Breaking	Mid-Coast Transit Info						
10/29/2016	Marketing	Outreach Consultant	Balboa Park Family Day	Community/family outreach						
10/30/2016	Marketing, Planning, Information	Stacie Bishop, Pete Cassellini	CicloSDias	Transit information		Mid-City				
11/6/2016	Marketing	Outreach Consultant	Balboa Park	Susan G Komen Race for the Cure		Downtown San Diego		30 Bus Bench ads	Aug/Sept/Oct 2016	English
11/16/2016	Contract Services	Vassy Lerinska	Chula Vista	Paratransit Options	Seniors, disabled	Chula Vista				
11/29/2016	Contract Services	Vassy Lerinska	Neighborhood House	Paratransit Options	Seniors, disabled					
1/25/2017	Information		SDSU	Discounted Semester Pass	Low-income, student	College Area		Daily Aztec	Fall/Spring	English
2/9/2017	Contract Services	Vassy Lerinska/Jay Washburn	Alvarado Hospital	Access Changes	Disabled					
2/15/2017	Marketing/Tele Info		Navy Broadway Complex	Employer outreach		Downtown San Diego				
2/16/2017	Marketing, Information	Stacie Bishop	National City Sustainability Fair	Transit information	Low-income, Hispanic, Asian	National City				
3/2/2017	Marketing	Stacie Bishop	Cubic	Employer outreach		Kearny Mesa				
3/21/2017	Marketing/Tele Info		Navy Broadway Complex	Employer outreach		Downtown San Diego				
3/23/2017	Marketing	Stacie Bishop	County of San Diego	Employer outreach		Downtown San Diego				
3/25/2017	Marketing, Planning		Old Town Transit Center	TOP Outreach				Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
3/25/2017	Marketing, Planning		City College Transit Plaza	TOP Outreach		Downtown San Diego		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
3/27/2017	Marketing, Planning		8th Street Transit Center	TOP Outreach		National City		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese

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3/27/2017	Marketing, Planning		Kearny Mesa Transit Center	TOP Outreach		Kearny Mesa		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
3/28/2017	Marketing, Planning		24th Street Transit Center	TOP Outreach		National City		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
3/29/2017	Marketing, Planning		12th & Imperial Transit Center	TOP Outreach		Downtown San Diego		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
3/30/2017	Marketing, Planning		Euclid Avenue Trasnit Center	TOP Outreach		City Heights		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
3/31/2017	Planning	Peter Cassellini	La Mesa Trolley Station	TOP Outreach		La Mesa		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
3/31/2017	Planning	Mark Thomsen	Sabre Springs Transit Center	TOP Outreach				Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/1/2017	Marketing, Planning		12th & Imperial Transit Center	TOP Outreach		Downtown San Diego		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese

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4/1/2017	Marketing, Planning		El Cajon Transit Center	TOP Outreach		El Cajon		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/3/2017	Marketing, Planning		Old Town Transit Center	TOP Outreach				Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/3/2017	Marketing, Planning		City College Transit Plaza	TOP Outreach		Downtown San Diego		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/4/2017	Marketing, Planning		Iris Avenue Transit Center	TOP Outreach		South Bay San Diego		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/4/2017	Marketing, Planning		University & I-15 Transit Plaza	TOP Outreach		City Heights		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/5/2017	Marketing, Planning		Santee Trolley Station	TOP Outreach		Santee		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/5/2017	Marketing, Planning		Southwestern College	TOP Outreach		Otay Mesa		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/5/2017	Marketing, Planning		UTC Transit Center	TOP Outreach		La Jolla		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese

FY 17 Title VI Audit-Communications										
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4/6/2017	Marketing, Planning		Miramar College	TOP Outreach		Miramar		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/6/2017	Marketing, Planning		SDSU	TOP Outreach		College Area		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/6/2017	Planning	Hector Solimna-Valdez, Ivan Lizarga	Fashion Valley Transit Plaza	TOP Outreach		Mission Valley		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/7/2017	Marketing, Planning	Stacie Bishop, Hector Soliman-Valdez	H Street Transit Center	TOP Outreach		Chula Vista		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/7/2017	Marketing	Stacie Bishop, Quincy Marin, Katie McCanna	Gaslamp Quarter Station	Opening Day outreach		Downtown San Diego				
4/8/2017	Marketing, Planning		University & Fairmount Avenue	TOP Outreach		City Heights		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/8/2017	Planning	Hector Soliman-Valdez	Iris Avenue Transit Center	TOP Outreach		Chula Vista		Citybeat, Eagle News, Coronado Eagle Times, Imperial Beach, El Latino (*Translation required), Filipino Press, Nguoi Viet Tu Do (*Translation required), La Jolla Light, Poway News Chieftain, Rancho Bernardo News Journal, San Diego Chinese Tribune (*Translation required), Beach & Bay Press, La Jolla Village News, Peninsula Beacon, East County Californian, Star News, San Diego Reader, San Diego Voice & Viewpoint	March 2017	English, Spanish, Chinese, Vietnamese
4/8/2017	Marketing	Stacie Bishop, Dianese Jackson	South Bay Earth Day	Earth Day community event	Low-income, senior, disabled, Hispanic	Chula Vista				
4/19/2017	Marketing		Mesa College	Earth Day	Low-income, student, Hispanic, African American, Asian, Disabled	Linda Vista/Kearny Mesa				
4/20/2017	Marketing		UC San Diego	Earth Day	Low-income, student, Asian	University City				
4/21/2017	Marketing	Stacie Bishop	UTC Aerospace Systems	Earth Day employer outreach		Chula Vista				
4/22/2017	Marketing, Information	Stacie Bishop, Dianese Jackson	Linda Vista Multicultural Fair	Community event; trip planning	Low-income, senior, disabled, Hispanic, Asian, African American	Linda Vista		Linda Vista Multicultural Fair Program ad	June 2017	English
4/23/2017	Marketing, Information	Stacie Bishop, Katie McCanna, Angie Eleby, Rob Schupp	Balboa Park EarthFair	Earth Day community event	Low-income, senior, disabled, Hispanic, Asian, African American	Downtown San Diego				
4/27/2017	Marketing/Tele Info	Stacie Bishop, Angie Eleby	City of San Diego	Earth Day employer outreach		Downtown San Diego				
4/29/2017	Marketing	Stacie Bishop	MCRD	Event for military families with disabilities	Disabled, Military	Point Loma				

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4/30/2017	Marketing, Information	Consultant	CicloSVista	Trip planning and information	Low-income, Hispanic	Chula Vista				
5/6/2017	Marketing, Information	Consultant	LakeFest	Trip planning and information	Low-income, Hispanic	Chula Vista				
5/9/2017	Marketing	Stacie Bishop	Qualcomm	Employer outreach		Mira Mesa				
5/16/2017	Marketing, Information	Stacie Bishop,	Bayside STEAM	Trip planning and information	Low-income, disabled, Hispanic	Imperial Beach				
5/20/2017	Marketing	Outreach Consultant	Waterfront Park	TacoFest community/Rapid outreach		Downtown San Diego				
5/24/2017	Contract Services	Vassy Lerinska	SDCB	Paratransit Options	Disabled					
5/25/2017	Contract Services	Vassy Lerinska	SDCB	Paratransit Options	Disabled					
6/11/2017	Marketing	Outreach Consultant	Scripps Ranch	Scripps Ranch Community Fair	African American, Asian, Hispanic, Middle Eastern Pacific Islander	Scripps Ranch				
6/21/2017	Marketing	Outreach Consultant	MCRD Readiness Event	Trip planning and information	Disabled, Military	Point Loma				
	Marketing	Advertising	Latino Film Festival	Advertising	Hispanic			La Frontera ad	March 10, 2017	Spanish
	Marketing	Advertising	Japanese Vistors	Advertising	Japanese			Japanese Visitor Guide	Jan-Dec 2017	Japanese
	Marketing	Advertising	Mariachi Fest	Advertising	Hispanic			Bus shelter ads	Feb 10-March 12, 2017	
	Marketing	Advertising	Latino Film Festival	Advertising	Hispanic			Bus shelter ads	Feb 29-March 26, 2017	
	Marketing	Advertising	Black Film Festival	Advertising	African-American			Bus shelter ads	April 1-29, 2017	
	Marketing	Advertising	Navy Bay Bridge Run	Advertising				Bus shelter ads	May 1-21, 2017	
	Marketing	Advertising	USS Midway	Advertising	Military			Bus shelter ads	Oct & Nov 2016	

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8/18/2017	Marketing	Consultant	Harborfest Chula Vista	Community outreach	Low-income, Hispanic, Disabled, Senior, African American, Pacific Islander	Chula Vista		Bus shelters (5)	Aug 18 - Sept 17, 2017	English
8/21/2017	Marketing	Consultant	Mesa College	Semester Pass outreach	Low-income, college student, African American, Asian, Hispanic, Middle Eastern, Senior, Disabled	Linda Vista/Kearny Mesa		Mesa Press	Fall/Spring	English
8/23/2017	Marketing	Consultant	Grossmont College	Semester Pass outreach	College Student, low-income, African American, Middle Eastern, Hispanic, Disabled, Senior	East County		Grossmont Summit	Fall/Spring	English
8/25/2017	Marketing	Stacie Bishop, Consultant	SDSU	Semester Pass outreach	Low-income, student, Hispanic, African American, Asian, Disabled, Senior, Hearing/Visually impaired	College Area		Daily Aztec	Fall/Spring	English
8/26/2017	Marketing	Consultant	Imperial Avenue Street Festival	Community outreach	Low-income, Hispanic, African American, Senior, Disabled	Logan Heights				
8/29/2017	Marketing	Consultant	SDSU	Semester Pass outreach	Low-income, student, Hispanic, African American, Asian, Middle Eastern, Pacific Islander, Disabled	College Area		Daily Aztec	Fall/Spring	English
8/30/2017	Marketing	Consultant	SDSU	Semester Pass outreach	Low-income, student, Hispanic, African American, Asian, Middle Eastern, Pacific Islander, Disabled	College Area		Daily Aztec	Fall/Spring	English
9/2/2017	Marketing	Consultant	SDSU Football Tailgate	Compass Cloud app/Semester Pass	Low-income, college student, African American, Latino, Asian	Mission Valley		Daily Aztec	Fall/Spring	English
9/2/2017	Marketing	Consultant	US Sand Sculpting Challenge	Community outreach	Asian, Hispanic, Middle Eastern, Pacific Islander, Disabled, low-income, Senior	Downtown San Diego		Bus Shelters (10) and Reader full page ad on Aug 24, 2017	July 31 - Aug 31, 2017	English
9/3/2017	Marketing	Consultant	US Sand Sculpting Challenge	Community outreach	Asian, Hispanic, Middle Eastern, Pacific Islander, Disabled, low-income, Senior	Downtown San Diego		Bus Shelters (10) and Reader full page ad on Aug 24, 2017	July 31 - Aug 31, 2017	English
9/12/2017	Marketing	Consultant	USD	Community outreach	College student, African American, Asian, Hispanic, Middle Eastern, Pacific Islander	Linda Vista		The Vista college paper	Fall/Spring	English
9/16	Marketing	Consultant	SDSU Football Tailgate	Compass Cloud app/special event	Senior, African American, Asian, Hispanic	Mission Valley				
9/24/2017	Marketing	Consultant	UCSD International Student Fair	College pass program	Low-income, college student, Asian, African American, Middle Eastern, Hispanic	University City		UCSD Guardina college paper	Fall/Winter/Spring/Summer	English
9/27	Marketing	Consultant	Sempra Energy	Employer fair	African American, Asian, Hispanic, Middle Eastern, Pacific Islander					
10/9/2017	Marketing	Consultant	Hilton Bayfront	Employer fair	Low-income, African American, Hispanic, Senior	Downtown San Diego				

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10/23/2017	Marketing	Consultant	Hotel del Coronado	Employer fair	Low-income, senior, Asian, African American, Hispanic, Pacific Islander	Coronado				
10/28/2017	Marketing	Consultant	Balboa Park Family Day	Community outreach	African American, Asian, Hispanic	Downtown San Diego		Reader full page, color print ad	October 12, 2017	English
10/29/2017	Marketing	Consultant	CicloSDias	Community outreach	Low-income, African American, Asian, Hispanic, senior, disabled	Downtown San Diego				
11/5/2017	Marketing	Consultant	Race for the Cure Balboa Park	Community outreach	Low-income, African American, Asian, Hispanic, Pacific Islander, Senior	Downtown San Diego		Reader full page color print ad	Sept 21, 2017	English
11/20/2017	Marketing	Consultant	UCSD Town Hall	College pass program	Low-income, college student, African American, Asian, Hispanic, Middle Eastern	University City				
1/23/2018	Marketing	Consultant	SDSU Welcome Week	Semester Pass outreach	Low-income, college student, African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Senior	College Area		Daily Aztec	Fall/Spring	English
1/24/2018	Marketing	Consultant	SDSU Welcome Week	Semester Pass outreach	Low-income, college student, African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Senior	College Area		Daily Aztec	Fall/Spring	English
1/29/2018	Marketing	Consultant	Mesa College	Semester Pass outreach	Low-income, college student, African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Senior	Linda Vista/Kearny Mesa		Mesa Press college ads	Fall/Spring	English
1/30/2018	Marketing	Consultant	Mesa College	Semester Pass outreach	Low-income, college student, African American, Asian, Hispanic, Disabled	Linda Vista/Kearny Mesa		Mesa Press college ads	Fall/Spring	English
2/6/2018	Marketing	Consultant	USD	Semester Pass outreach	College student, African American, Asian, Hispanic, Senior	Linda Vista		The Vista college ads	Fall/Spring	English
2/24/2018	Marketing	Stacie Bishop, Marcial Gutierrez, Consultant	Teralta Park	Centerline Station Opening	Low-income, African American, Asian, Hispanic, Senior, Disabled, Visually/Hearing Impaired	City Heights				
3/11/2018	Marketing	Consultant	Pepper Park	Mariachi Festival community event	Low-income, Hispanic, Senior, Disabled	National City		Reader full page color print ad	March 1, 2018	English
				Mariachi Festival community event	Low-income, Hispanic, Senior, Disabled			Bus Shelters (10)	Feb 26 - March 9, 2018	English
3/30/2018	Marketing	Stacie Bishop, Consultant	East Village Block Party	Compass Cloud app/special event	Low-income, African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Senior, Disabled	Downtown San Diego				
3/31/2018	Marketing	Mark Olson, Consultant	East Village Block Party	Compass Cloud app/special event	Low-income, African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Senior, Disabled	Downtown San Diego				

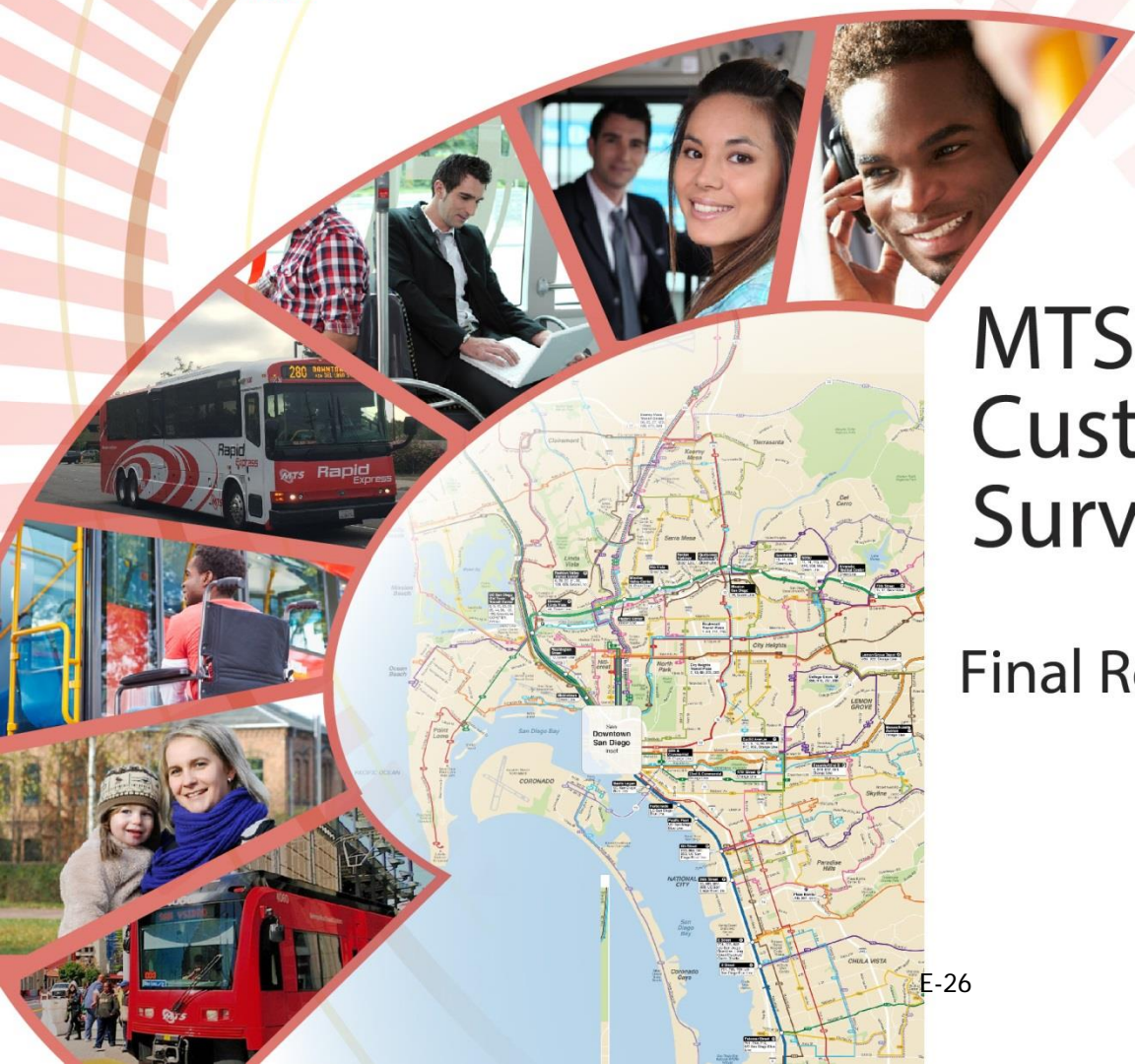
FY 18 Title VI Audit-Communications										
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	Marketing	Advertising		San Diego Asian Film Festival	Asian	San Diego		Reader full page color print ad	October 26, 2017	English
				San Diego Asian Film Festival	Asian	San Diego		Bus Shelters (15)	Oct 23 - Nov 17, 2017	English
	Marketing	Advertising		Latino Film Festival	Hispanic	San Diego		Reader full page color print ad	March 8, 2018	English
				Latino Film Festival	Hispanic	San Diego		Bus Shelters (10)	Feb 12 - March 9, 2018	English
	Marketing	Advertising		Cinco de Mayo (Old Town)	Hispanic	San Diego		Reader full page color print ad	April 26, 2018	English
	Marketing	Advertising	Japanese Visitor Guide	Compass Cloud / Compass Cash	Japanese	San Diego		Half-page, color ads	Jan-Dec 2018	Japanese
	Marketing	Advertising		MTS National City map / Compass Cloud	Hispanic	National City		Half page ad and full page color map	2018	English
	Marketing	Advertising	Frontera	Latino Film Festival	Hispanic	San Diego		Half page color print ad	March 9, 2018	Spanish
	Marketing	Advertising	Total Traffic and Weather Network	Choose Transit	Hispanic	San Diego		Traffic Tags on Hispanic radio and TV stations	march 5 - April 29, 2018	Spanish
	Marketing	Advertising	DMV TV Monitors in Chula Vista	Choose Transit	Hispanic	Chula Vista		30-second ads on TV monintors	March 2018 - Feb 2019	English
	Marketing	Advertising	Digital Advertising	Choose Transit	English, Hispanic	San Diego		Digital ads, streaming, audio	March - Dec 2018	English and Spanish



San Diego
Metropolitan Transit
System

October 19, 2017

V4.3



MTS Customer Satisfaction Surveys

Final Report

redhillgroup
THE POWER OF INSIGHT

Bi-annual Trolley and Bus Rider Satisfaction Survey

Study purpose to:

- Measure rider satisfaction with bus and trolley
- Measure rider satisfaction by geographic area
- Gauge customer satisfaction with improvements and projects implemented
- Understand information tools riders use for wayfinding

In March an onboard survey was conducted:

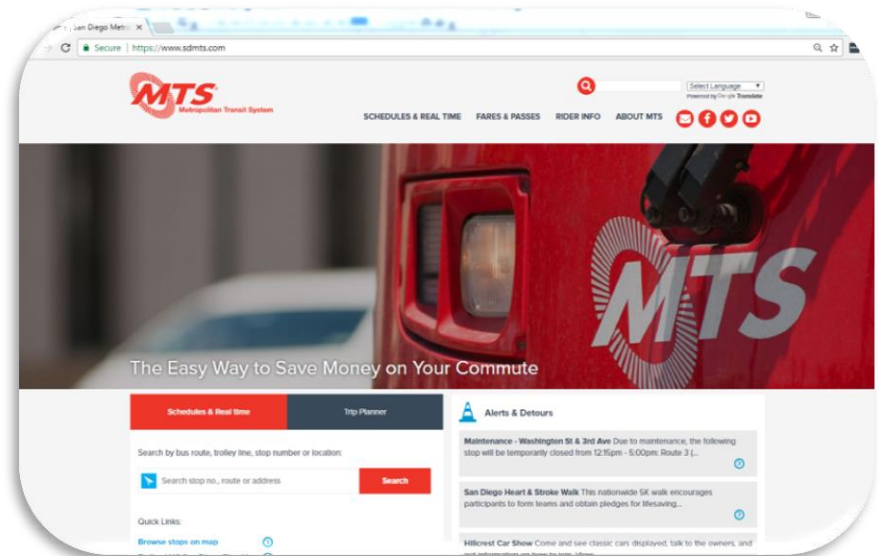
- English and Spanish Language
- Excellent participation: up 14.5% from 2015
- Personal Assistance to Complete
- Mail-back Option

Mode	Sample Size n=	Margin of Error +/-
System-wide	3,380	1.7%
Bus	2,210	2.1%
Trolley	1,170	2.9%



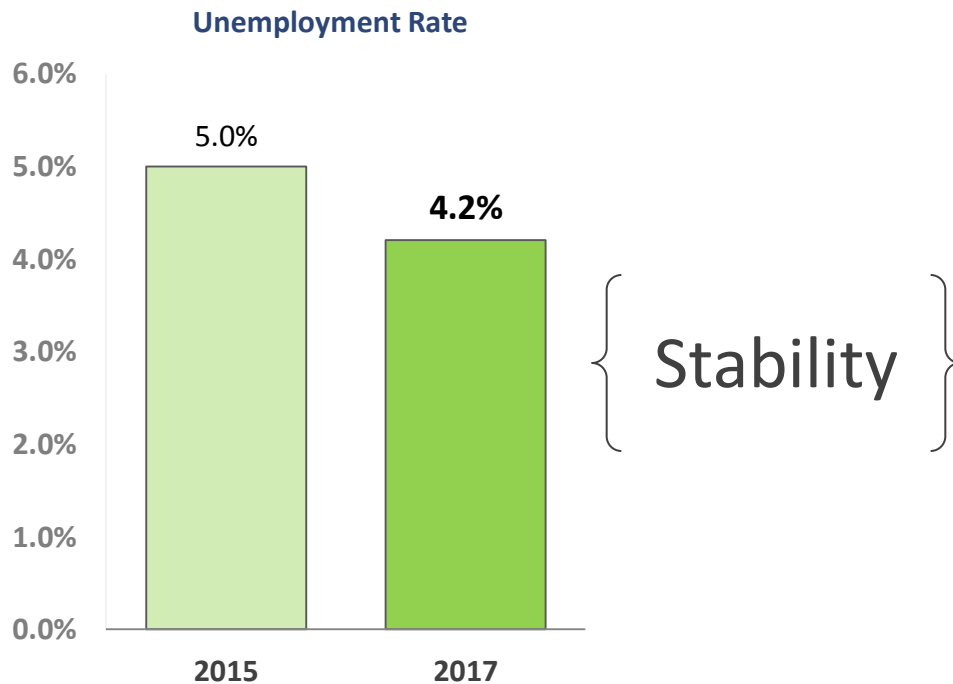
Operating and Environmental Changes

- Completion of Projects in South Bay
- Opening of New Transit Store Location
- New MTS Website
- Nationwide Ridership Dip
- Economic Recovery
- Gasoline Costs and Improved Vehicle Mileage
- Aging Population
- Increase in Smartphone Ownership
- Uber/Lyft



Market Conditions

Full-employment



Low Gasoline Prices



Aging Population

- Between 2011 and 2029 all baby boomers will reach 65
- By 2030 20% of the population will be over 65 up from 13% in 2010
- This cohort will:
 - Live longer
 - Be more active
 - Be technology enabled



Almost Everyone Has a Smartphone...

Smartphone Ownership by Age, Ethnicity, & Income

Age	'15	'17
18-29	85%	92%
30-49	79%	88%
50-64	54%	74%
65 Plus	27%	42%

Ethnicity	'15	'17
White - non-Hispanic	61%	77%
Black - Non Hispanic	70%	72%
Hispanic	71%	75%

Income	'15	'17
< than \$30K	50%	64%
\$30-\$49K	71%	74%
\$50-\$74.5K	72%	83%
> \$75K	84%	93%

- 77% of U.S. adults own a smartphone



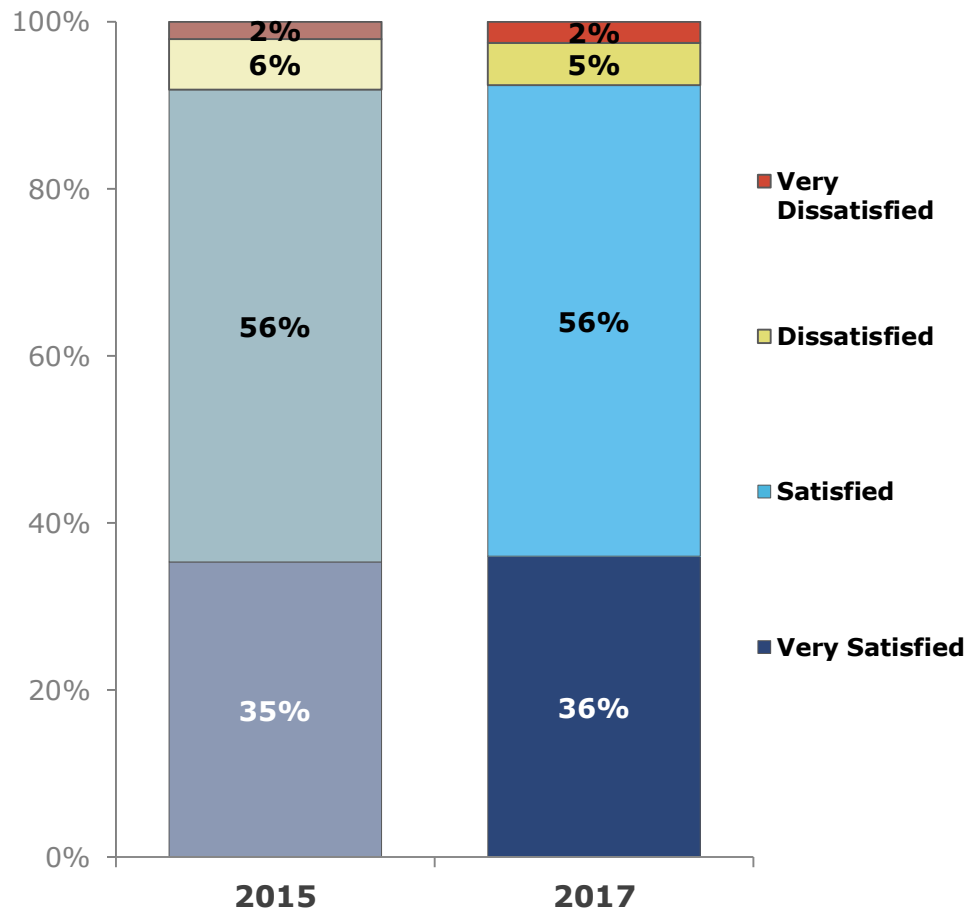
- Increase most pronounced in age groups over 50



Topline Customer Satisfaction Results

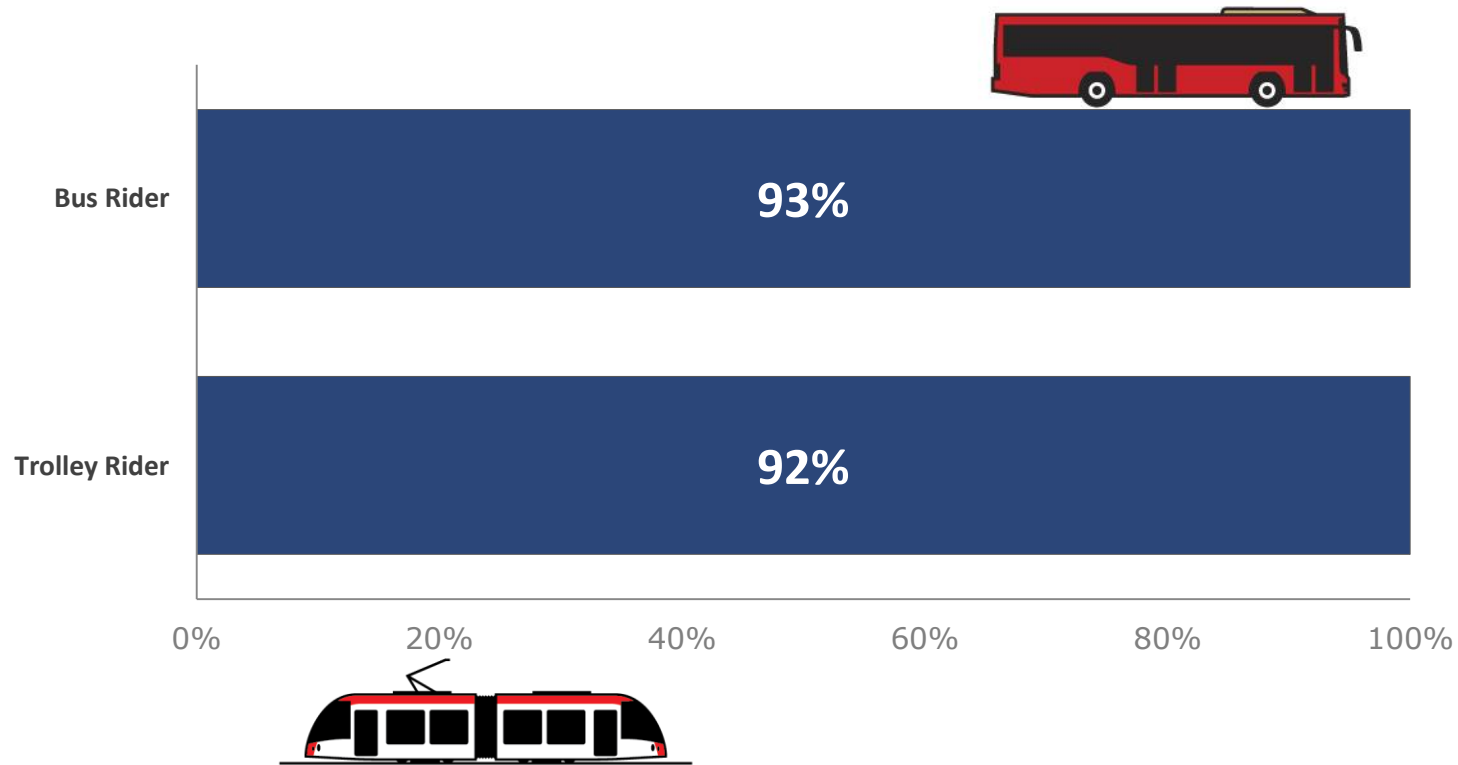


Overall Rider Satisfaction



92%
Satisfied

Overall Satisfaction by Rider Mode



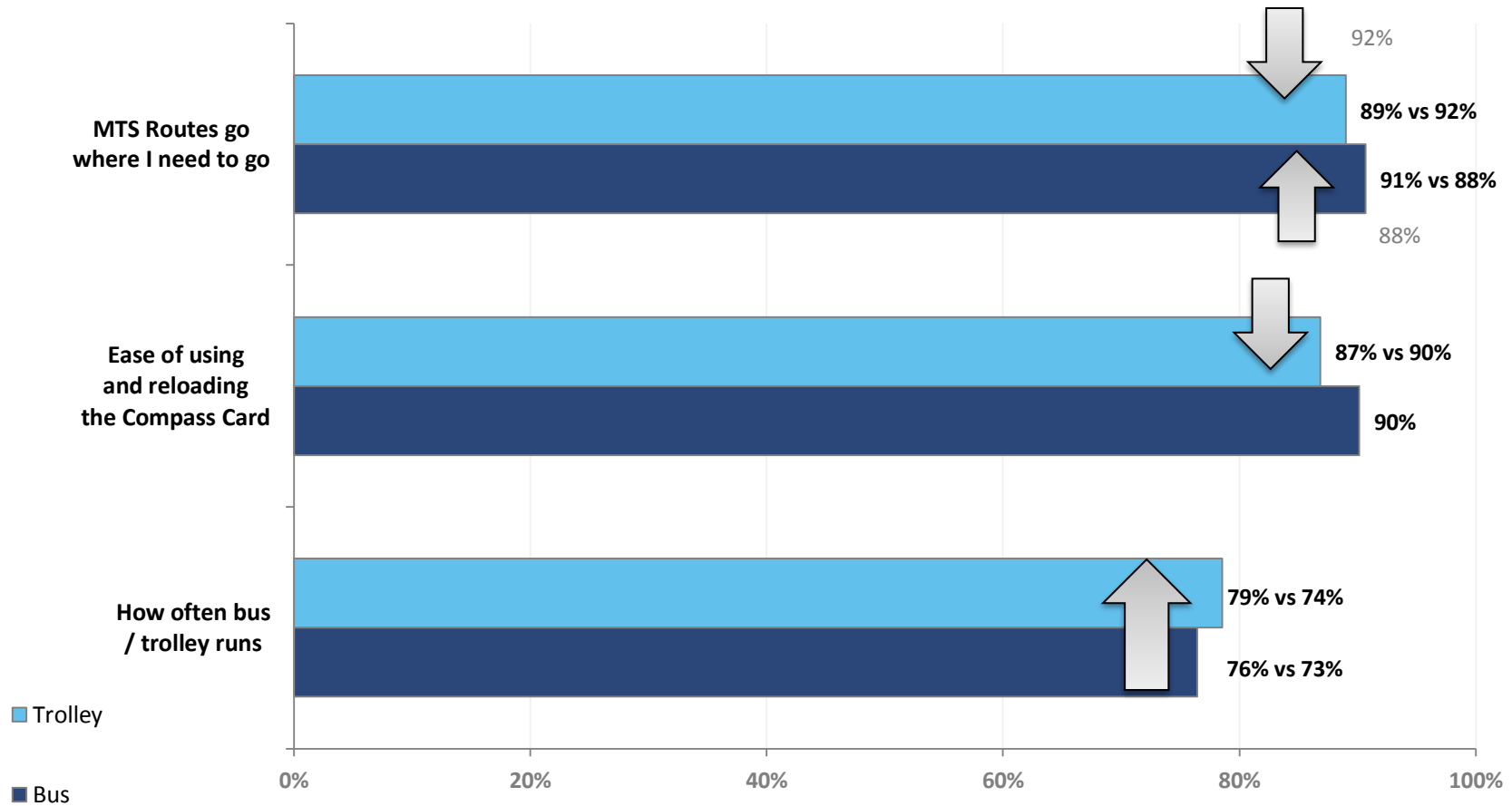
Unchanged from 2015

Topline Results: Satisfaction - Attributes

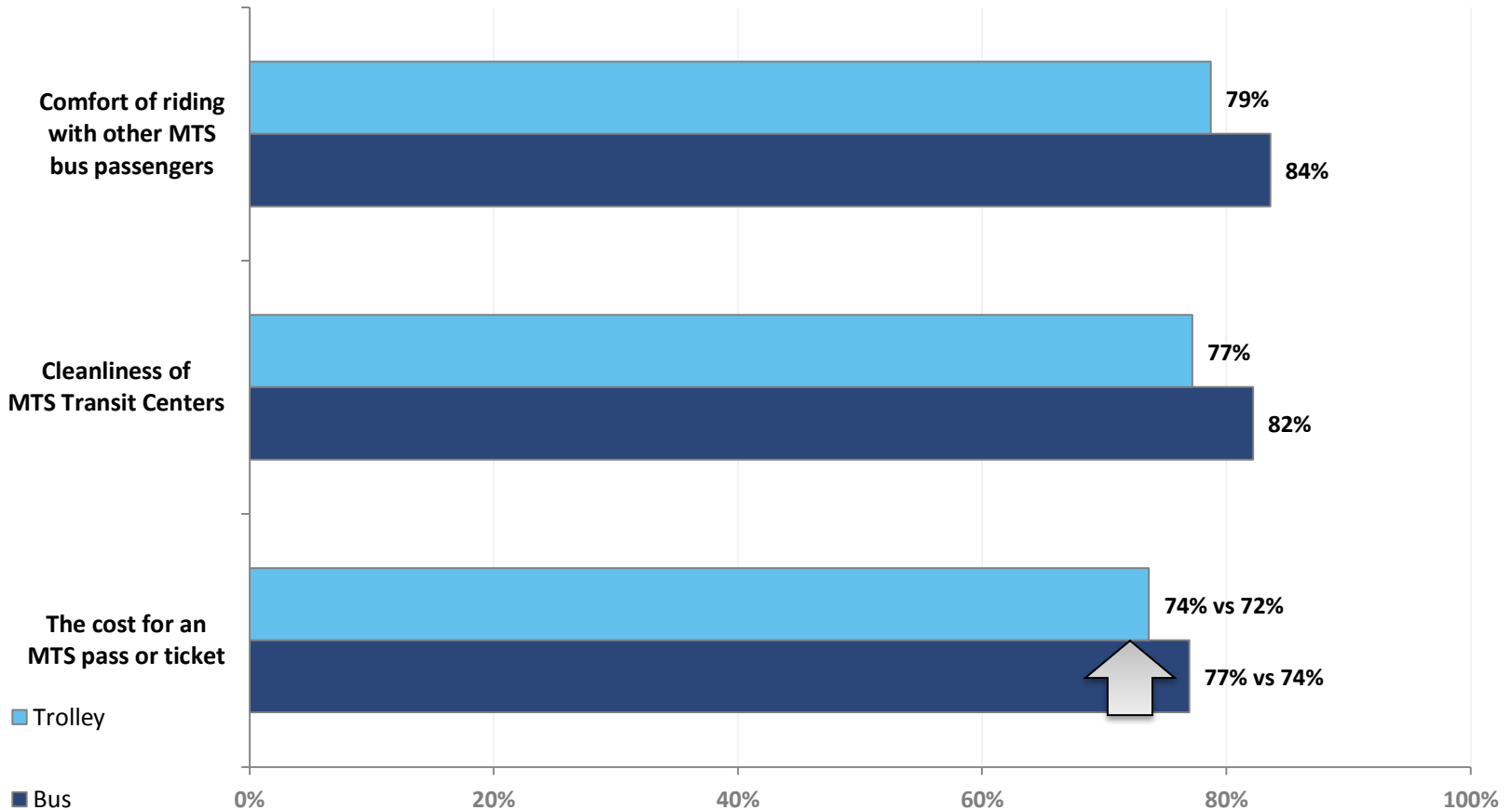
- Six categories of rider satisfaction rated
- Top rated categories unchanged from 2015
 - Service coverage
 - Ease of loading Compass Card
- Lowest rated categories the same as 2015 but statistically significant improvement
 - Service Frequency
 - Fares



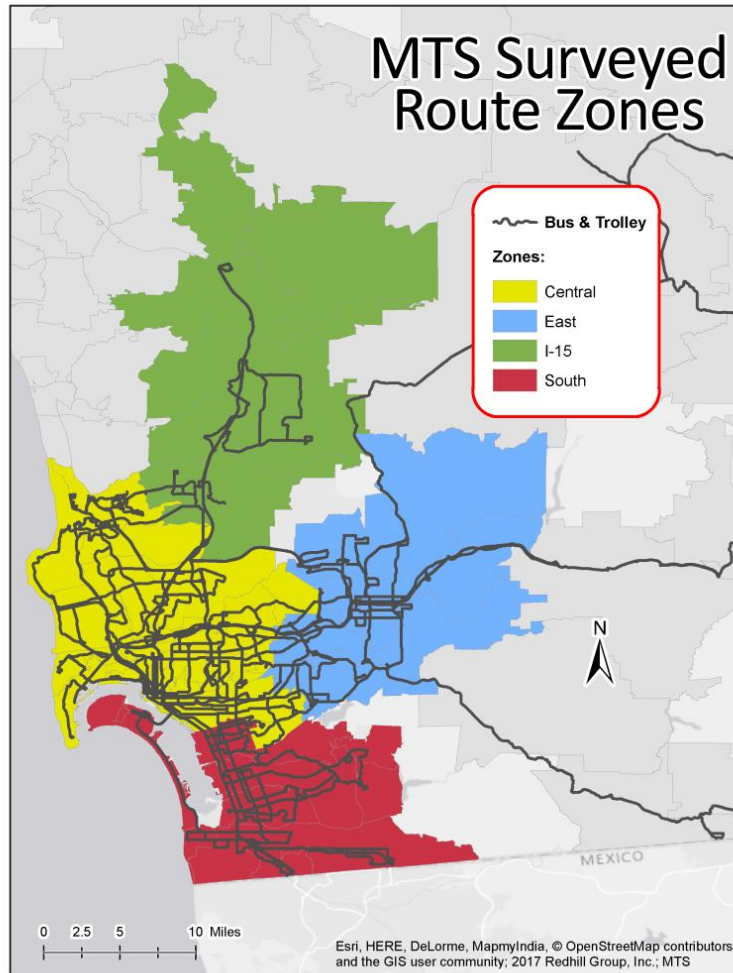
Attributes Trolley & Bus Riders



Attributes Trolley & Bus Riders



Overall Satisfaction – by Zone

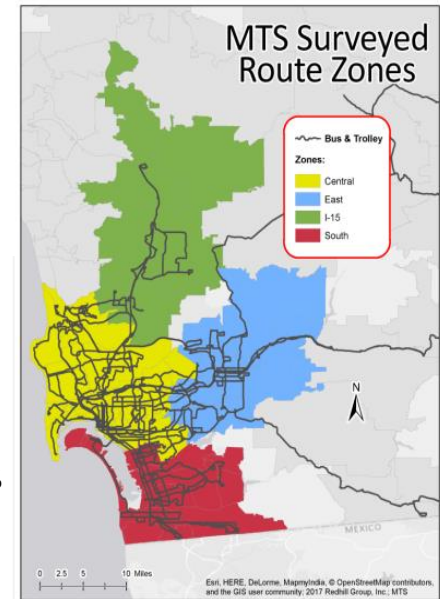
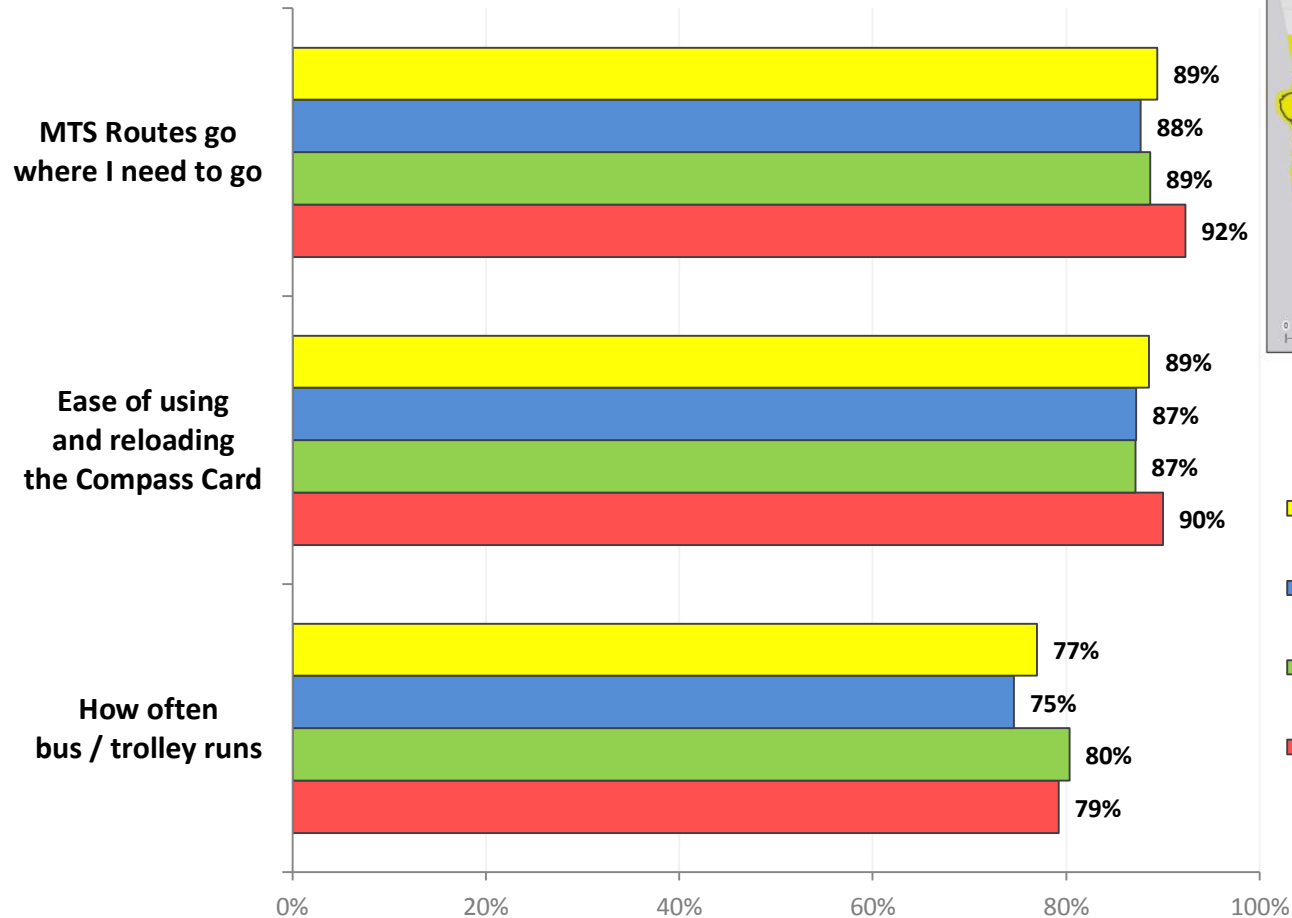


MTS Overall Transit Service	
Zone Interviewed In	'17
Central Urban	93%
East County	90%
I-15 Corridor	94%
South Bay	93%

Unchanged from 2015



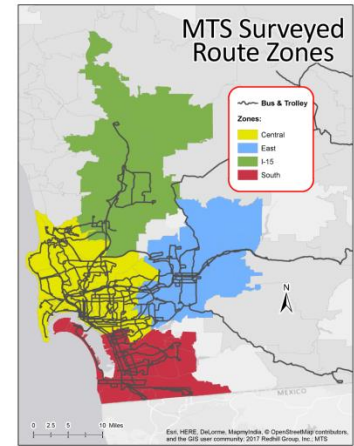
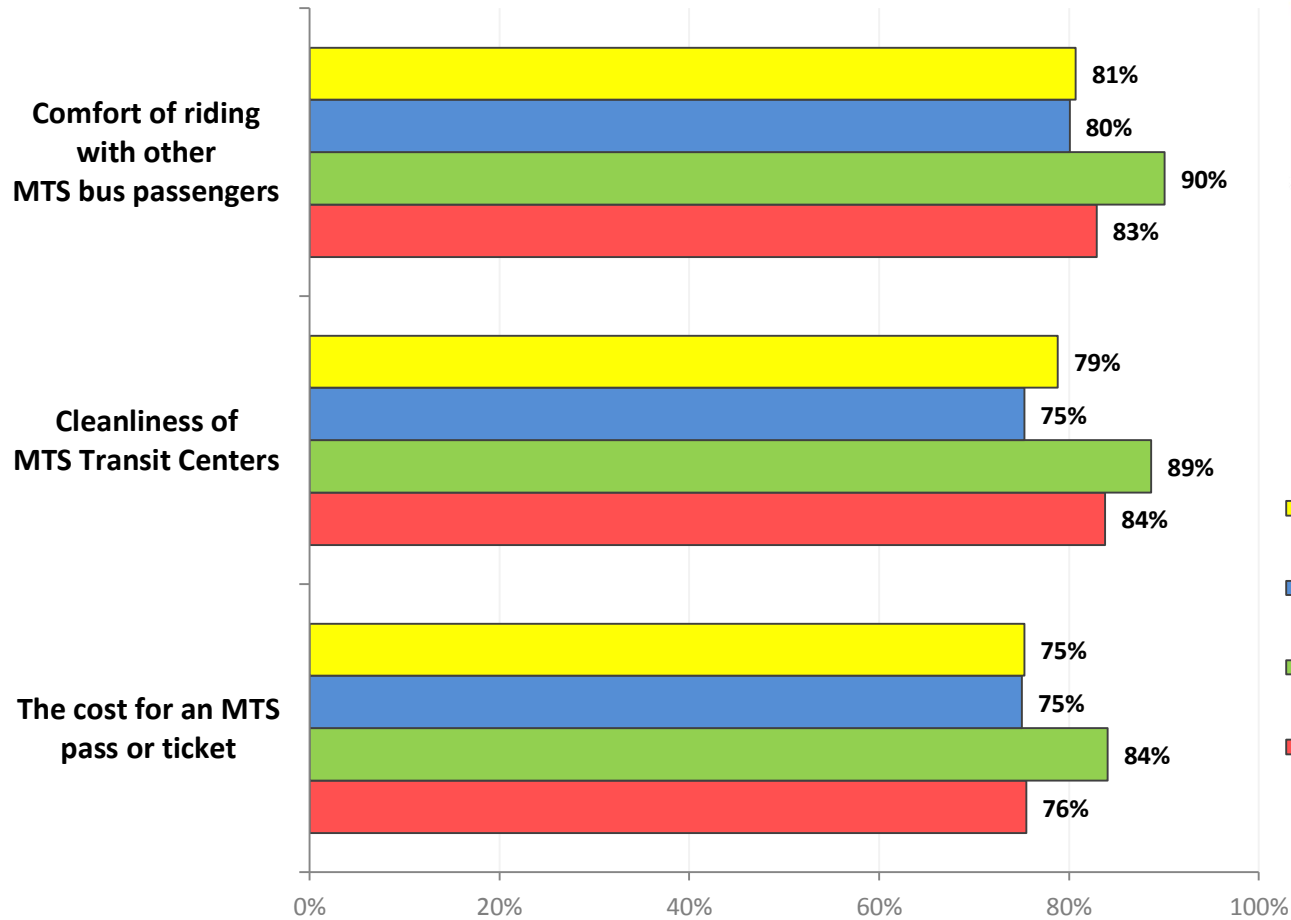
Satisfaction by Zone



- Central Urban
- East County
- I-15 Corridor
- South Bay



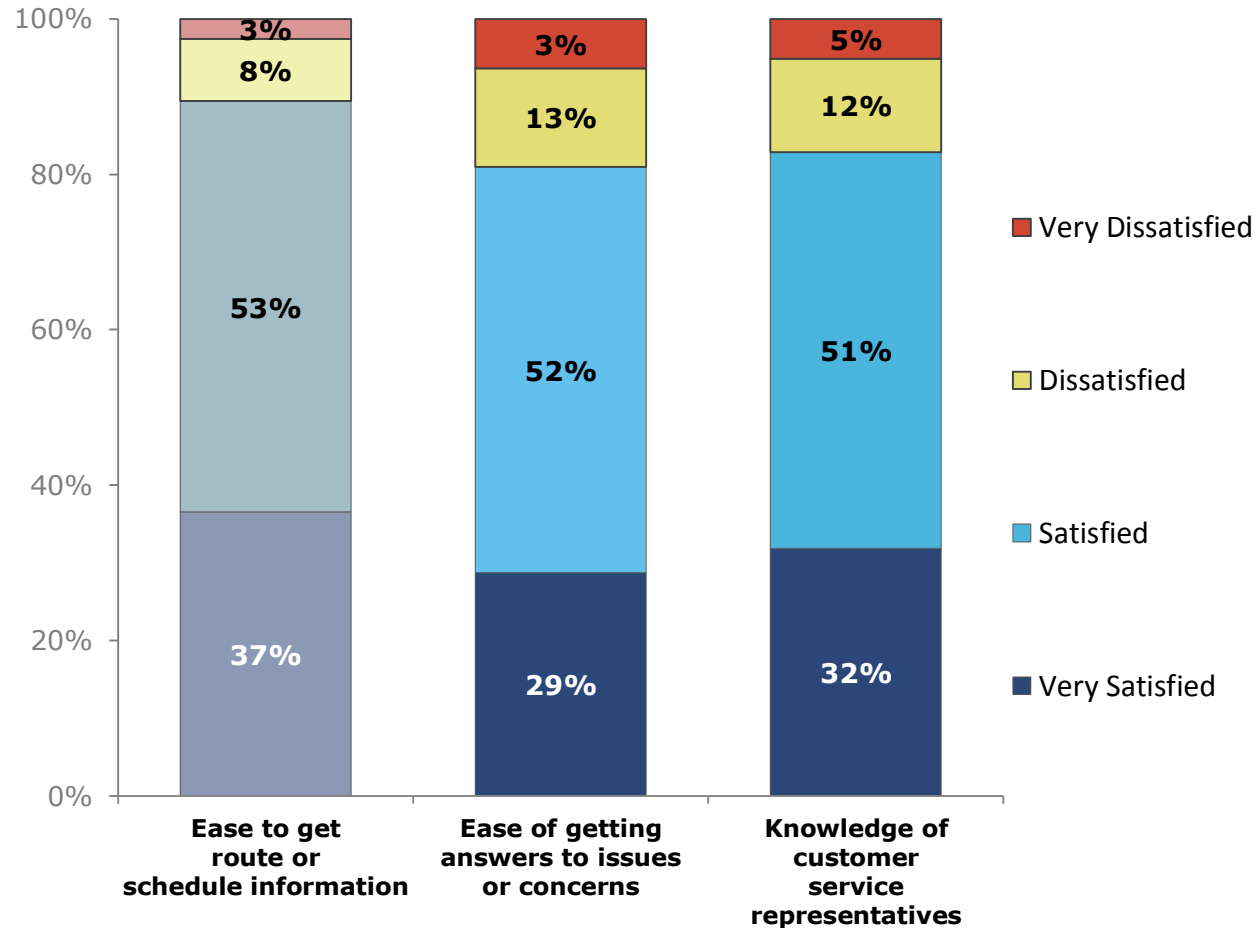
Satisfaction by Zone



- Central Urban
- East County
- I-15 Corridor
- South Bay



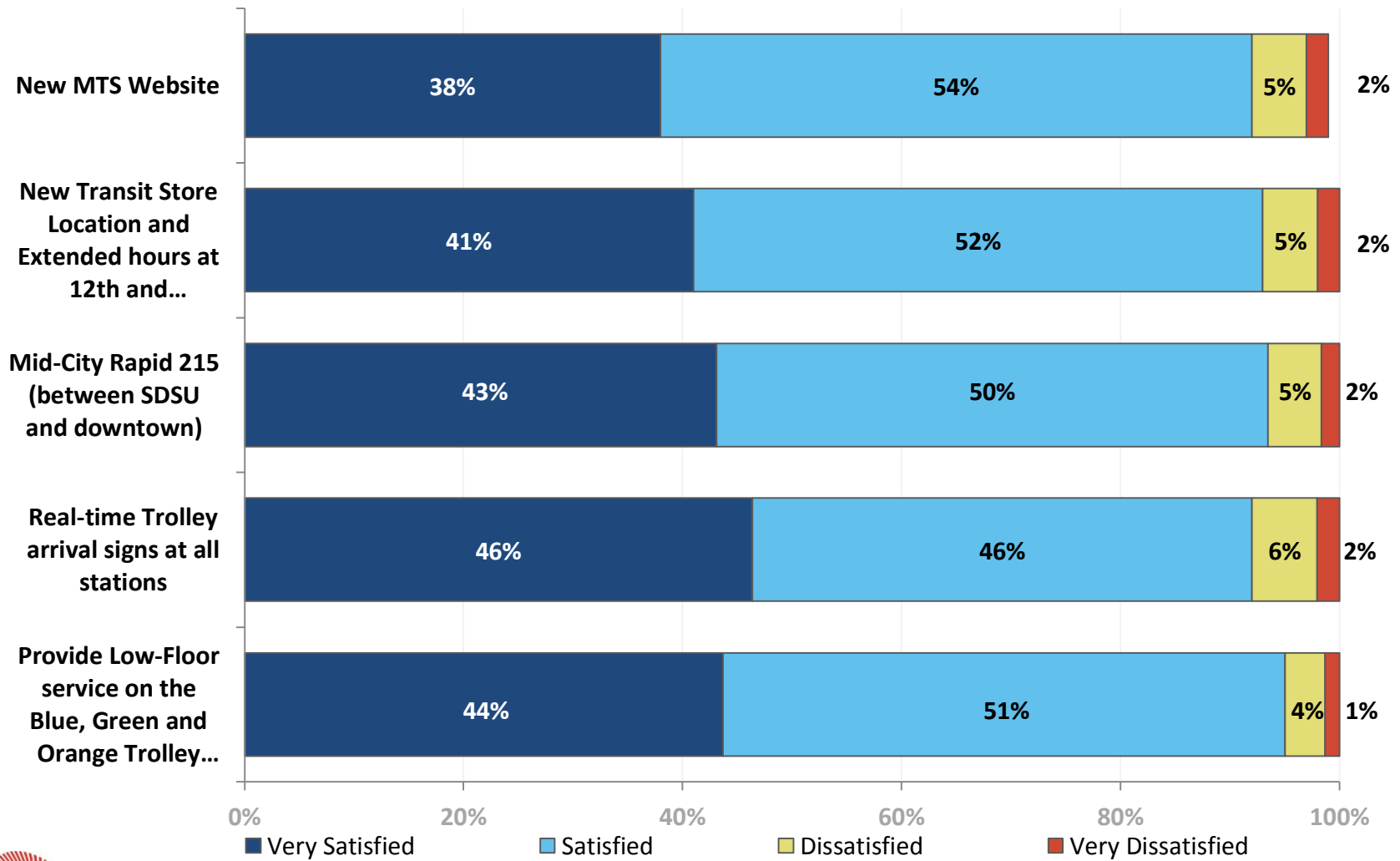
Satisfaction – Customer Information



Unchanged from 2015



High Satisfaction with Improvements





2017 Rider Profile

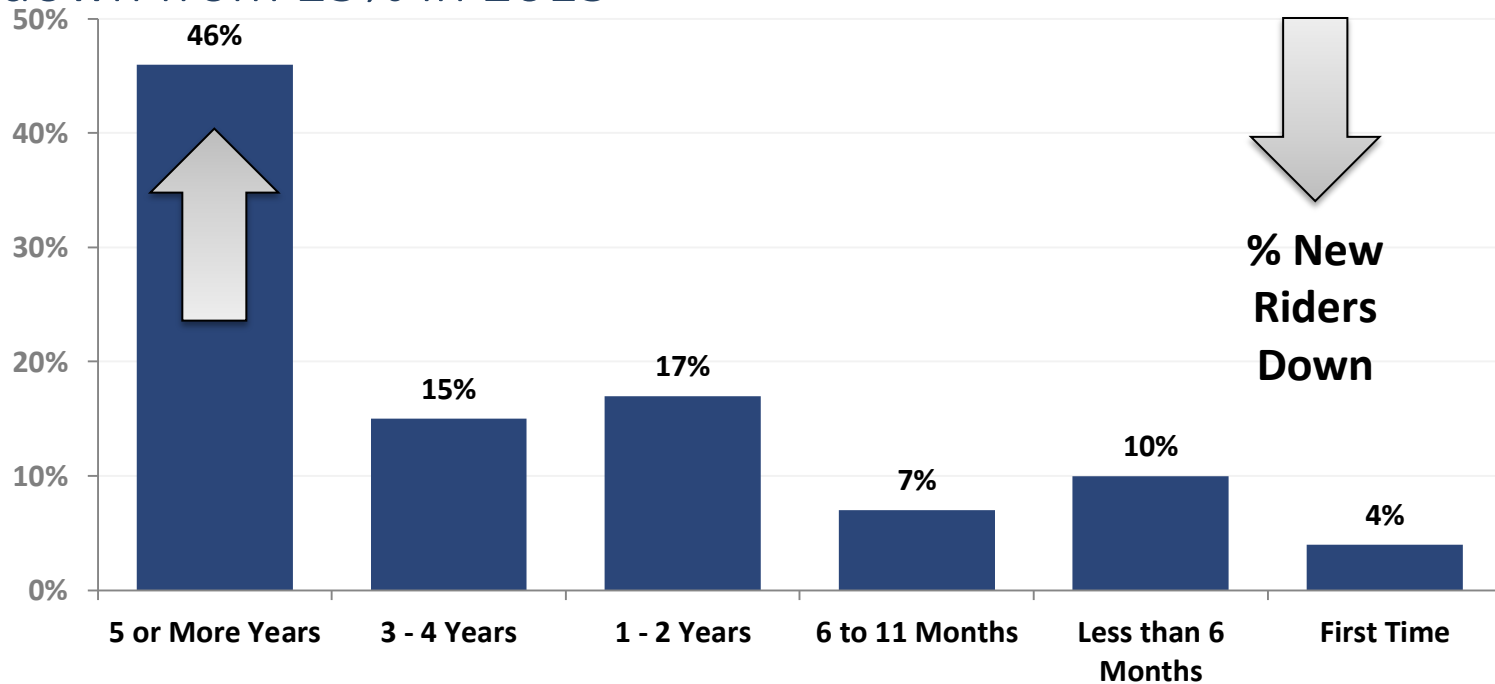


- Use both bus (88%) and trolley (92%)
- Use MTS at least 3 times a week (72%)
- Use MTS the same or more than last year
- Transit Dependent
- Annual Income Less than \$50K (81%)
- More likely to be Hispanic (47%)
- Are likely to speak a language other than English and also speak English “well” or “very well”



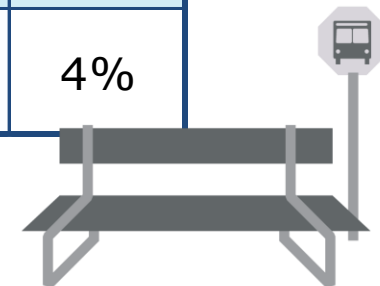
Rider Profile: Length of Use

- Almost half of riders have used MTS for at least 5 years
- Twenty-one percent are new to the system in the past year down from 25% in 2015



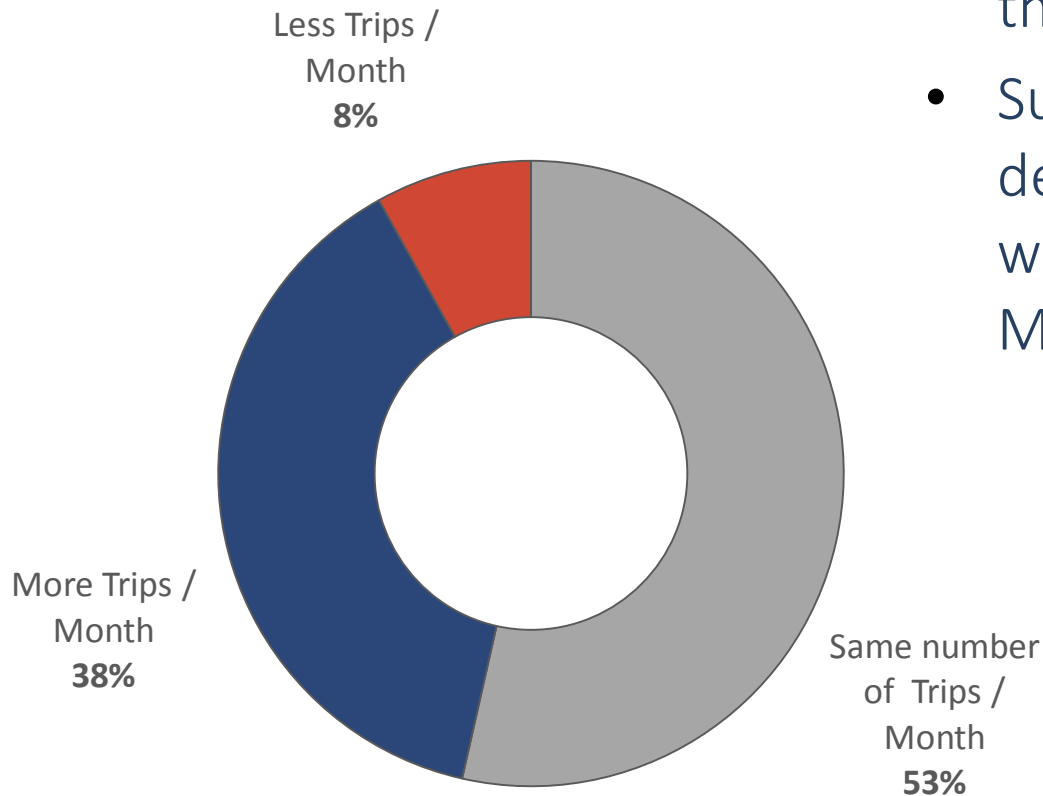
Rider Profile: Frequency

Rider Type	'15	'17
Regular Rider (3+ days/week)	75%	72%
Less than 3 days per week	-	7%
Occasional Rider (1-10 times/month)	18%	13%
Infrequent Rider (Less than once a month)	4%	4%
First Time or Visitor	3%	4%

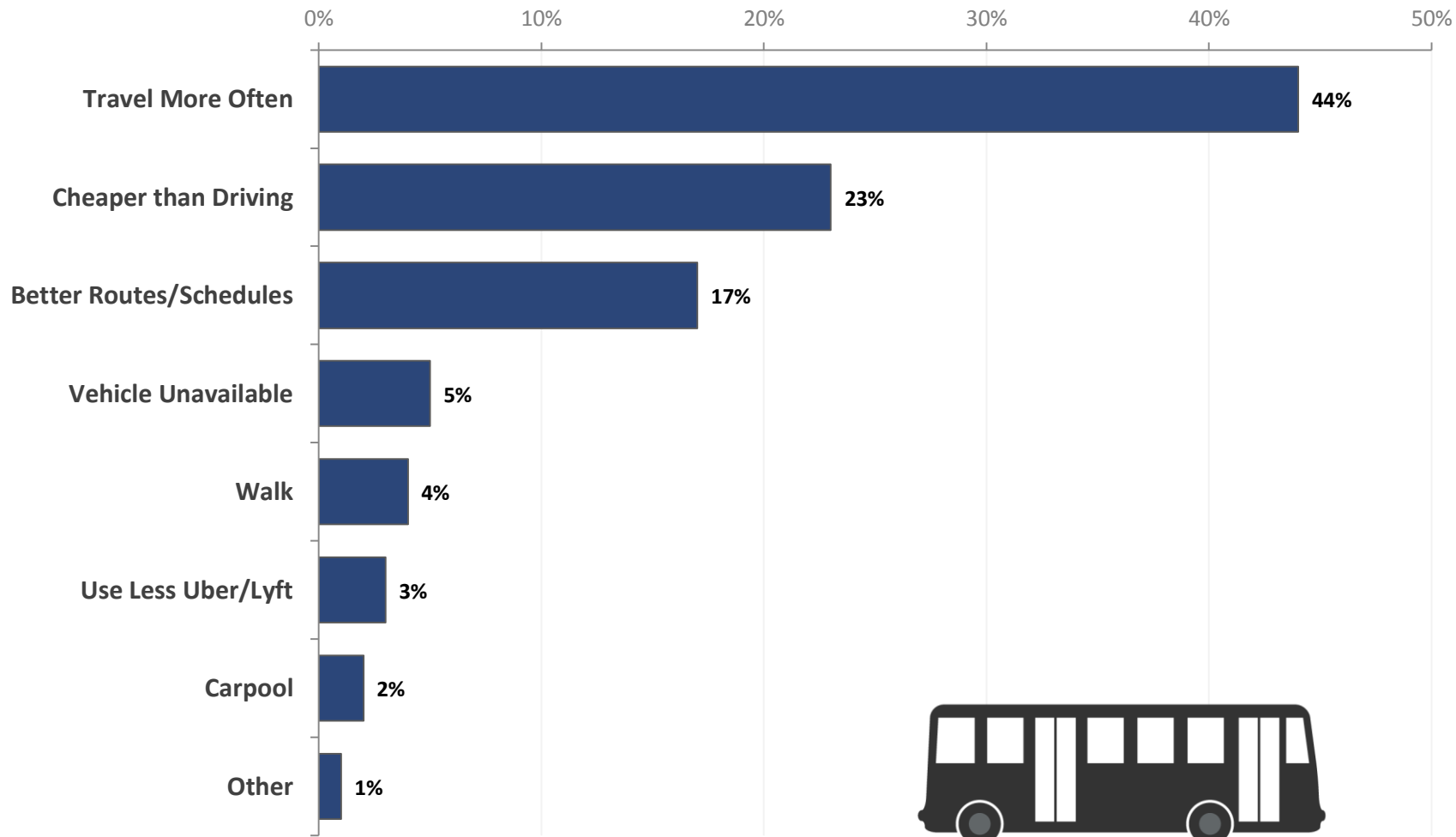


Rider Profile: Use Compared to a Year Ago

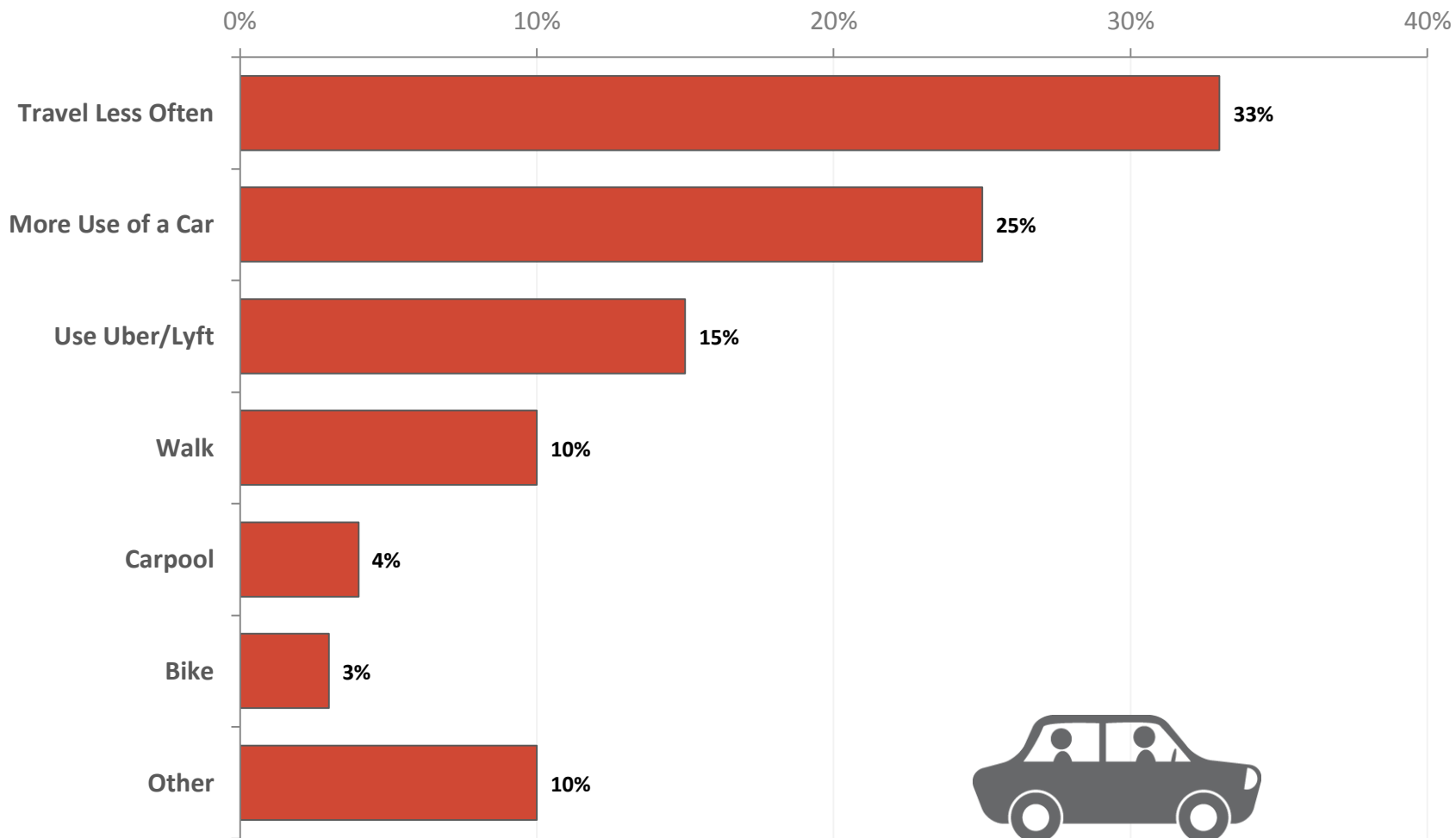
- Most riders are making the same or more trips
- Suggests that ridership decline is from riders who are no longer using MTS



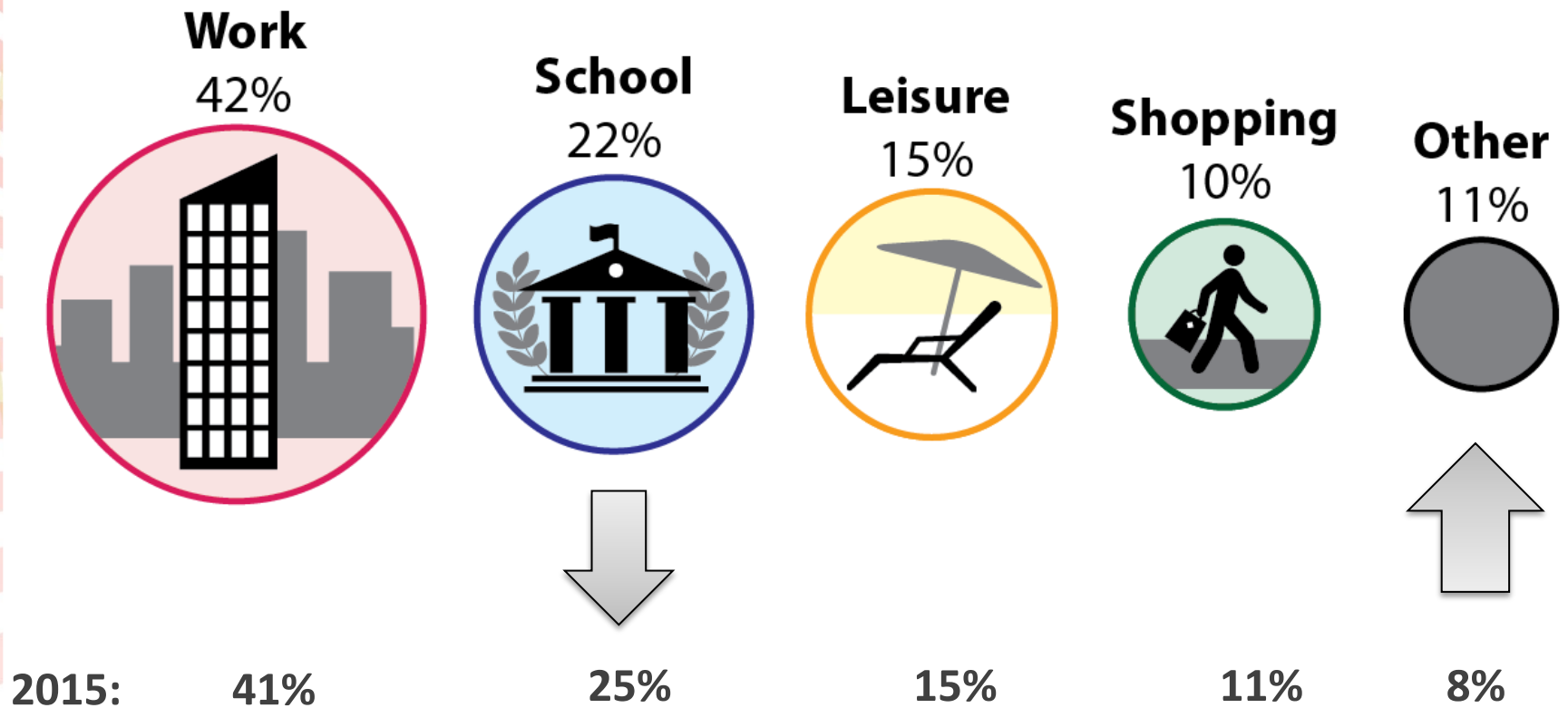
Reasons for Riding More



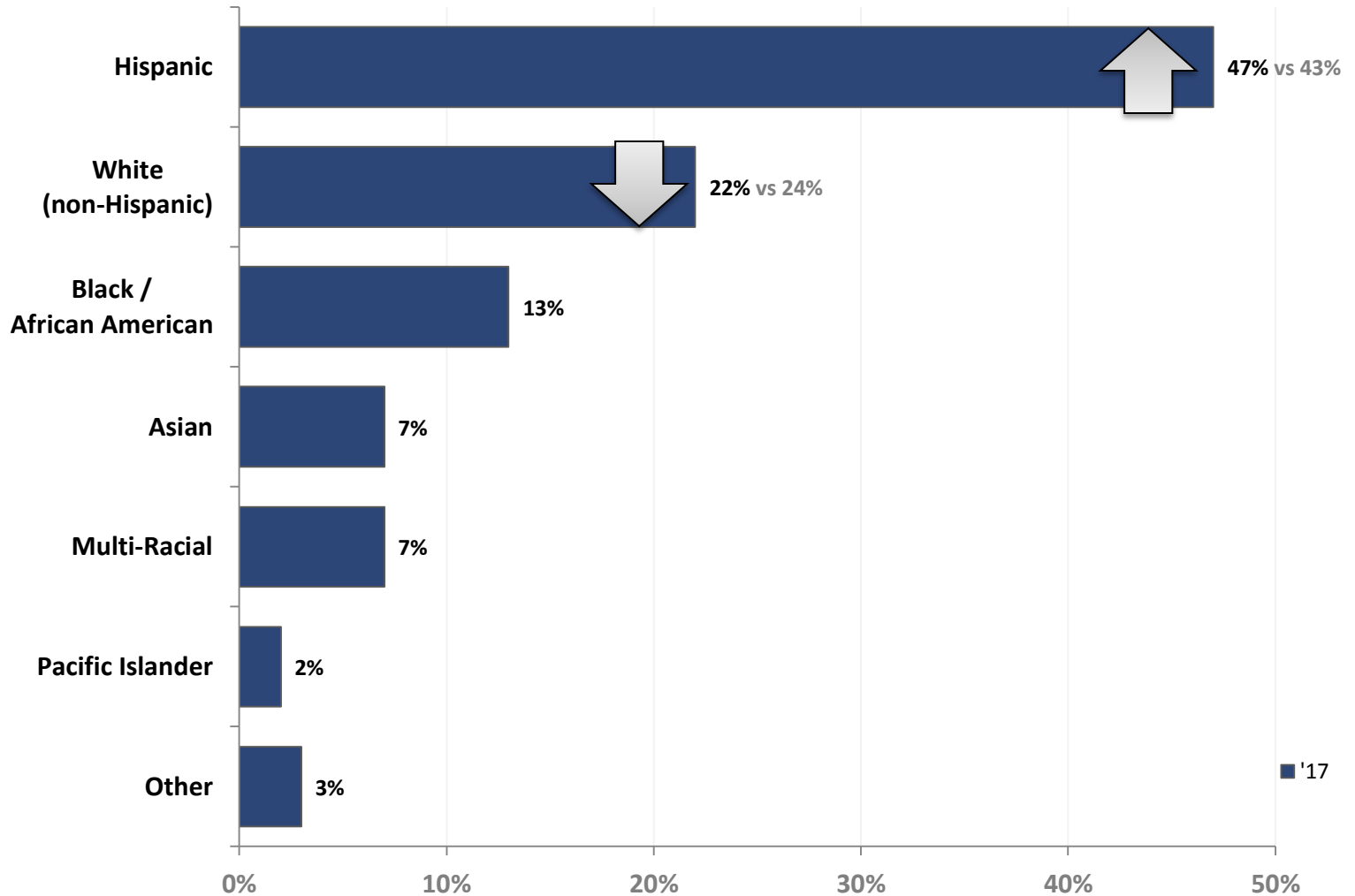
Reasons for Riding Less



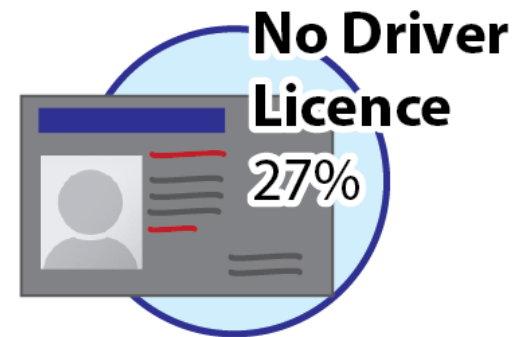
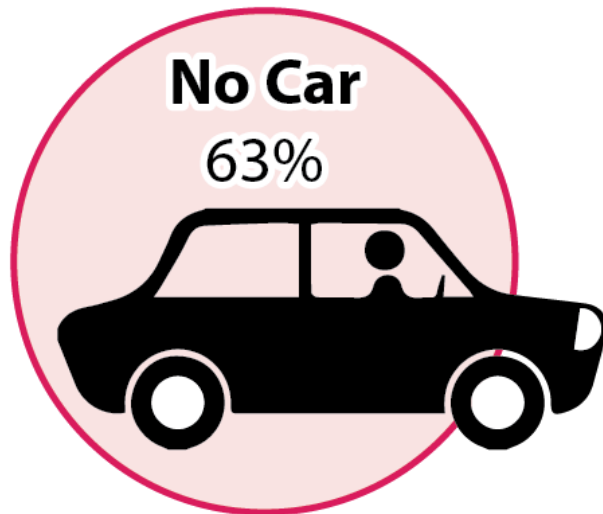
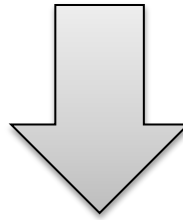
Rider Profile: Trip Purpose



Demographics: Ethnicity



Reasons for Taking Transit



2015: 69%

34%

31%

Reasons for Taking Transit by Income

The Income Effect

< \$15,000	\$15,000 - \$49,999	\$50,000 +
No Car to Use	No Car to Use	Price of Fuel
75%	61%	40%
No Driver's License	Save Money	No Car to Use
29%	32%	39%
Save Money	No Driver's License	Save Money
27%	27%	37%

Core Rider - to - Choice Rider



Reasons for Taking Transit by Age

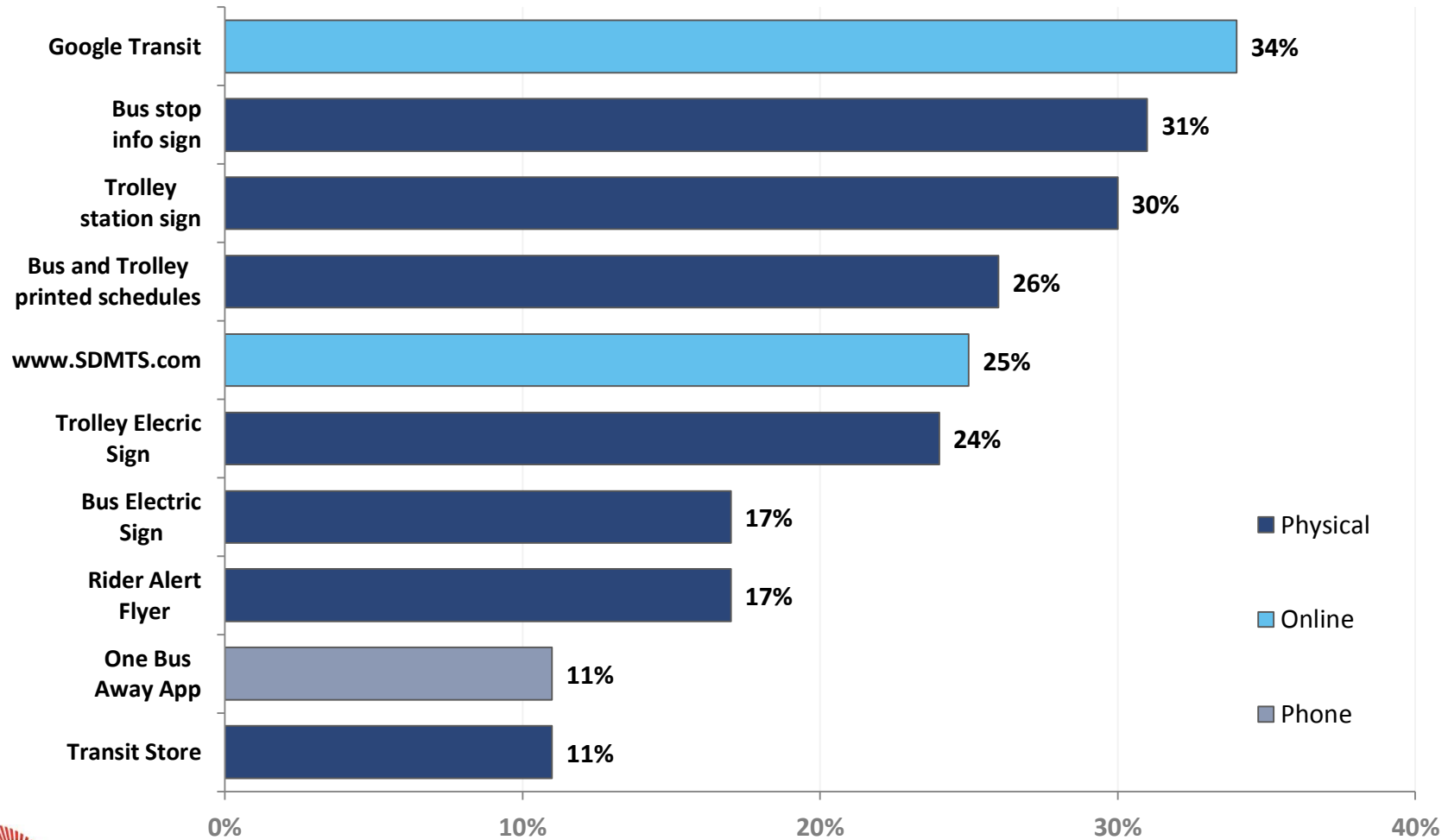
13 - 18	19 - 24	25 - 34	35 - 49	50 - 59	60 or Older
No Car to Use	No Car to Use	No Car to Use	No Car to Use	No Car to Use	No Car to Use
71%	74%	62%	60%	55%	52%
No Driver's License	Save Money	Save Money	Save Money	Save Money	Save Money
55%	36%	31%	27%	25%	35%
Save Money/ No Car to Use	No Driver's License	No Driver's License	Avoid Traffic	Avoid Traffic	Avoid Traffic/ Better for Environment
21%	33%	26%	24%	25%	21%

Core Rider - to - Choice Rider

Sources of Information



Top Sources of Information



Thank You!

 **redhillgroup**
THE POWER OF INSIGHT



SAN DIEGO TRANSIT CUSTOMER SERVICE REPORT

A. REPORT TAKEN BY: _____ **TYPE:** _____ **VERBAL** _____ **W/I** _____

DATE: _____ **TIME:** _____ **A.M.** _____ **P.M.** _____

REPLY REQUESTED: _____ **PHONE** _____ **LETTER** _____

CUSTOMER INFORMATION

B. NAME: LAST _____ **FIRST** _____

ADDRESS _____

PHONE () _____ **CITY** _____ **ZIP** _____

EMAIL ADDRESS _____

DESCRIPTION OF CUSTOMER _____

C. INCIDENT DATE _____ **TIME** _____ **A.M. / P.M.** _____

ROUTE # _____ **VEHICLE #** _____ **LICENSE #** _____

PICKUP LOCATION _____ **DIRECTION NB / SB / EB / WB** _____

DESTINATION _____

INCIDENT LOCATION _____

D. DESCRIPTION OF INCIDENT: _____

E. DESCRIPTION OF DRIVER _____

F. SCHEDULE _____ **RUN** _____ **CALL TIME** _____

**MTS Transit Services
Customer Service
100 16th Street
PO Box 122511
San Diego, CA 92112-2511**

APPENDIX F

MTS LANGUAGE ASSISTANCE PLAN

MTS SAMPLES OF PUBLIC INFORMATION DOCUMENTS



LANGUAGE ASSISTANCE PLAN • 2013



SAN DIEGO METROPOLITAN TRANSIT SYSTEM

Rev. 8/15

MTS Language Assistance Plan

May 2013

(Revised August 2015)

Table of Contents

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V.	Training Staff.....	31
VI.	Providing notice to LEP persons.....	32
VII.	Plan Monitoring and Updating.....	33

I. Executive Summary

The following Language Assistance Plan (LAP) is based on a collaborative effort between the San Diego Metropolitan Transit System (MTS), the North County Transit District (NCTD), and the San Diego Association of Governments (SANDAG). That effort, conducted in early 2012, included the development of the Four Factor Analysis.

Factor 1: The number or proportion of Limited English Proficiency (LEP) persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee;

Factor 2: The frequency with which LEP individuals come in contact with the program;

Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives; and

Factor 4: The resources available to the recipient and costs.

Identification of LEP individuals

Following Department of Transportation guidance on Factor 1, multiple sources were used to determine the number of LEP individuals in San Diego County. These sources included the U.S. Census, the American Community Survey (ACS), U.S. Department of Labor, California Department of Education, and the San Diego County Department of Mental Health. According to these findings, over 230,000 people over the age of five in San Diego County speak English less than well. This accounts for 8 percent of the county's population.

For the purpose of this LAP, MTS refined the data to include only those areas within the MTS jurisdiction. These findings show that there are 156,731 people over the age of five who speak English less than well within the MTS jurisdiction, or 7.5 percent of the population living within the MTS service area.

Language Assistance Measures

Both current and future language assistance measures are presented. Current language assistance measures were compiled by interviewing key staff and reviewing relevant material. Future language assistance measures were compiled through an extensive process involving staff interviews, community based organization (CBO) interviews, focus groups held with LEP persons, and intercept surveys conducted with LEP transit riders. These efforts took place throughout the county with the assistance of NCTD and SANDAG.

Training Staff

Following DOT guidance, staff training will be implemented as a result of the Four Factor Analysis and this LAP. Specific training elements are discussed in this report.

Providing notice to LEP persons

This LAP describes the ways that MTS provides notice to LEP persons. Additionally, this process generated new methods that will supplement current practices.

Plan Monitoring and Updating

Lastly, to ensure compliance and practical implementation by all agency staff, this plan details how monitoring and updating will occur.

II. INTRODUCTION

ABOUT MTS

The Metropolitan Transit Development Board (MTDB) was created in 1975 by the passage of California Senate Bill 101 and came into existence on January 1, 1976. In 1984, the Governor signed Senate Bill 1736, which expanded the MTDB Board of Directors from 8 to 15 members. In 2002, Senate Bill 1703 merged MTDB's long-range planning, financial programming, project development and construction functions into the regional metropolitan planning organization, the San Diego Association of Governments (SANDAG). In 2005, MTDB changed its name to the Metropolitan Transit System (MTS).

Board of Directors

The 15-member Board of Directors generally meets once a month. Members are selected as follows:

- Four appointed from the San Diego City Council
- One appointed from each city council of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway and Santee
- One appointed from the San Diego County Board of Supervisors
- One San Diego County resident elected by other Board members to serve as Chairman

Subsidiary Corporations

MTS owns assets of: San Diego Trolley, Inc. (SDTI); San Diego Transit Corporation (SDTC); and the San Diego & Arizona Eastern (SD&AE) Railway Company, which owns 108 miles of track and right-of-way. In addition, MTS provides administrative and support services to San Diego Vintage Trolley, Inc., a non-profit corporation established to restore historic Trolley vehicles.

Areas of Jurisdiction

The MTS area of jurisdiction is approximately 3,240 total square miles, with a population of over two million San Diego County residents. The MTS service area includes 716 square miles of the urbanized portion of its jurisdiction and the rural parts of East County, serving 1.96 million people.

Operations

MTS provides bus and rail services either directly or by contract with private operators. MTS coordinates all its services and determines the routing, stops, frequencies and hours of operation.

Light Rail

Light rail service is operated by SDTI on four lines (Blue, Orange, Green, and Silver Lines) with a total of 53 stations and 102.6 miles of rail.

Bus

MTS bus service includes 93 fixed–routes, four demand response routes, and Americans with Disabilities Act (ADA) complementary paratransit service (branded as MTS Access). Fixed-route bus service modes are Urban Frequent, Urban Standard, Express, Premium Express, Rapid, Circulator, and Rural.

Operating Budget

MTS' annual operating budget is approximately \$250 million. Annual fare revenue is \$105 million (FY 2012), making MTS' 42% farebox recovery ratio one of the highest among similar transit systems.

Ridership

MTS generates 90 million annual passenger trips, or 300,000 trips each weekday. MTS provides approximately 1.9 million hours of service across 24 million miles each year (FY12).

Planning and Scheduling

MTS is responsible for the service planning, scheduling, and performance monitoring of all MTS transit services. Service adjustments occur three times per year and as needed to improve efficiency and customer service.

Funding

MTS receives funding from various federal, state, and local sources. The primary sources are the California Transportation Development Act (TDA), Federal Transit Administration (sections 5307, 5337 and 5339), TransNet funds (local sales tax), and fares.

Taxicab Administration

MTS licenses and regulates taxicabs, jitneys, and other private for-hire passenger transportation services by contract with the cities of San Diego, El Cajon, Imperial Beach, La Mesa, Lemon Grove, Poway, and Santee.

Coordination between SANDAG, MTS and NCTD

The roles and responsibilities of SANDAG, MTS, and NCTD are outlined in a master memorandum of understanding executed on April 23, 2004. SANDAG is responsible for

transit planning, development, and construction while MTS and NCTD are responsible for transit operations. MTS and NCTD also manage small construction projects with SANDAG assistance. SANDAG is responsible for establishing the regional fare policy.

Title VI of the Civil Rights Act of 1964

Background

Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) states that: “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance.” In the 1974 case of *Lau v. Nichols* (414 U.S. 563), the Supreme Court interpreted Title VI to hold that it also prohibits conduct that has a disproportionate impact on Limited English Proficient (LEP) persons.

On August 11, 2000, Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,” was signed by President Clinton. It directs federal agencies to examine the services they provide and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI.

The U.S. Department of Transportation (DOT) published updated guidance for its recipients on December 14, 2005 in the “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (US DOT, Volume 70, Number 239). The guidance states that Title VI and its implementing regulations require that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). The guidance also suggests that recipients use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

The Federal Transit Administration (FTA) references the DOT LEP guidance in Circular 4702.1A, “Title VI and Title VI-Dependent Guidelines for FTA Recipients,” which was finalized on April 13, 2007. Chapter IV Part 4 of this Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP Guidance. The FTA Office of Civil Rights also released a handbook in 2007 for transit providers (“Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” [FTA 2007]) to give technical assistance for the implementation of the DOT LEP guidance.

MTS supports the DOT guidance to provide meaningful assistance to LEP speakers. Each of the mentioned resources was used to guide the Four Factor Analysis and this LAP.

MTS, in association with SANDAG, has developed this implementation plan to address the needs of the LEP populations in San Diego County. Following DOT LEP Guidance, included in this report are the following five sections:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

Further included is a summation of the Four Factor Analysis. The LAP was shaped by the Four Factor Analysis findings conducted by SANDAG in close association with MTS and NCTD.

Four Factor Analysis

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the transit service.

Factor 1 Analysis findings indicate that 7.5 percent of the population within the MTS jurisdiction speaks English less than well. The top four languages spoken other than English are Spanish (5.28 percent of the MTS jurisdiction's total population), Vietnamese (0.55%), Tagalog (0.31%) and Chinese (0.19). Combined, these four languages include 84.4% of the LEP population in San Diego. The remaining nine languages with at least a thousand speakers in the MTS service area are Syriac, Arabic, Persian, Korean, Laotian, Japanese, Russian, Mandarin, and Cambodian.

Factor 2: The frequency with which LEP individuals come in contact with the transit service.

Based on Community-Based Organization (CBO) interviews, focus groups with LEP individuals, staff interviews, and intercept surveys with LEP transit riders, it was determined that LEP individuals are regularly coming into contact with MTS services. The LEP populations most frequently coming into contact with MTS services speak Spanish, Vietnamese, and Tagalog. These contacts are recorded for MTS' three call centers (Information and Trip Planning, Customer Service, and Compass Card). For FY2015, the call centers reported 97.3% of calls in English, 2.7% of calls in Spanish, and fewer than five calls in other languages.

Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives.

Using the information gathered in the Factor 2 Analysis, Factor 3 findings suggest that access to public transportation is highly important for LEP persons. Because public transit reaches such a large number of LEP

individuals, results are largely focused around the need for, and access to, public transit.

Factor 4: The resources available to the recipient and costs.

The Factor 4 Analysis provided suggestions for LEP outreach measures, as well as consideration of the resources available for these efforts. Several key measures will be implemented based on these findings.

III. IDENTIFYING LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

There were several key findings revealed in the analysis of the data:

- 38 percent of persons in the MTS jurisdiction speak a language other than English at home. This is in-line with countywide numbers, which show that 17 percent of the population speaks English less than “very well” (includes those that speak English “well”, “not well” and “not at all”);
- Eight percent speak English less than “well” (includes those that speak English “not well” and “not at all”);
- Spanish is the second most predominant language, other than English, spoken in the MTS jurisdiction;
- Of the languages spoken in the region, Table 1 shows the languages with over 1,000 LEP speakers.

Table 1: LEP Speakers by Language in MTS Jurisdiction

Language	LEP Population	Percent of All LEP Speakers	Percent of Total Population (Age 5+)
Spanish	110,356	70.41	5.28
Vietnamese	11,406	7.28	0.55
Tagalog	6,515	4.16	0.31
Chinese	4,064	2.59	0.19
Syriac	3,513	2.24	0.17
Arabic	2,553	1.63	0.12
Persian	2,307	1.47	0.11
Korean	1,976	1.26	0.09
Laotian	1,842	1.18	0.09
Japanese	1,573	1.00	0.08
Russian	1,258	0.80	0.06
Mandarin	1,180	0.5	0.04
Cambodian	1,018	0.4	0.04

Source: U.S. Census Bureau, 2008-2010 American Community Survey PUMS data

LIMITED ENGLISH PROFICIENCY POPULATION SOURCES

Regional (MTS jurisdiction) analysis was performed using Public Use Microdata Sample (PUMS) data, which is available at the Public Use Microdata Area (PUMA) geography. San Diego County is composed of 22 PUMAs, each with a minimum population of 100,000 persons. PUMS data is composed of untabulated records from the American Community Survey (ACS). This allows for the creation of custom variables by cross-tabulating selected combination of characteristics from the records (i.e. population over 5 years old that speaks Spanish and speaks English “not well” or “not at all”).

A more detailed geographic analysis was performed using ACS language data at the Census Tract level. ACS data is available as 5 year estimates in pre-tabulated categories for at the tract level (5 year estimates are necessary in order to achieve a sufficient sample size).

Census 2000 data on language is also available at the tract level (Census 2000 tracts). Census 2000 used a longer form survey than 2010, and offers a more detailed language proficiency breakdown without margin of error issues.

PUMS/PUMAs USED AS LIMITED ENGLISH PROFICIENCY POPULATION SOURCE

For the purposes of the MTS Language Assistance Plan, PUMS/PUMAs were selected as the source for LEP population for the following reasons:

- Allow for the creation of custom variables
- Provide more detailed population characteristics (population that speaks a language other than English (total or for a specific language) and speaks English “very well”, “well”, “not well”, or “not at all”).
- Has a low margin of error due to large sample sizes

Other population sources – ACS Census Tracts and Census 2000/Census Tracts – have limitations, including fewer language categories, smaller sample sizes and larger margins of error, and data that does not capture shifts in population and immigration.

LIMITED ENGLISH PROFICIENCY POPULATION ANALYSIS

PUMS/PUMA

The DOT describes limited English proficiency as having a limited ability to read, write, speak or understand English. The DOT and FTA (in both the LEP guidance and Title VI Circular), define this population as people who reported that they speak English “not well” or “not at all.” Table 2 shows this analysis for San Diego County. The table shows that the overall LEP population in the County is 8.0 percent of persons age five years and older.

Table 2: Community Survey 2010, 1-year estimates, Age by Language Spoken

County	Total Population Age 5 and Over	Speaks English Only	Speaks English		Percentage Less than “Well”
			“Well” or “Very Well”	Less Than “Well”	
San Diego	2,089,927	1,287,143	645,723	156,731	7.5%

Source: U.S. Census Bureau, 2010 American Community Survey, Table B16004

The ACS data also includes information on languages spoken for 39 different language groups (but not by ability to speak English as is available in the ACS data). Table 2 shows the top five non-English languages spoken at home in the San Diego region in 2010 among the total population ages five and older (including both LEP and non-LEP populations). While there were respondents from all 39 language groups, Spanish, Tagalog, Chinese, and Vietnamese were the primary languages.

Table 3: Languages Spoken at Home in the MTS Jurisdiction

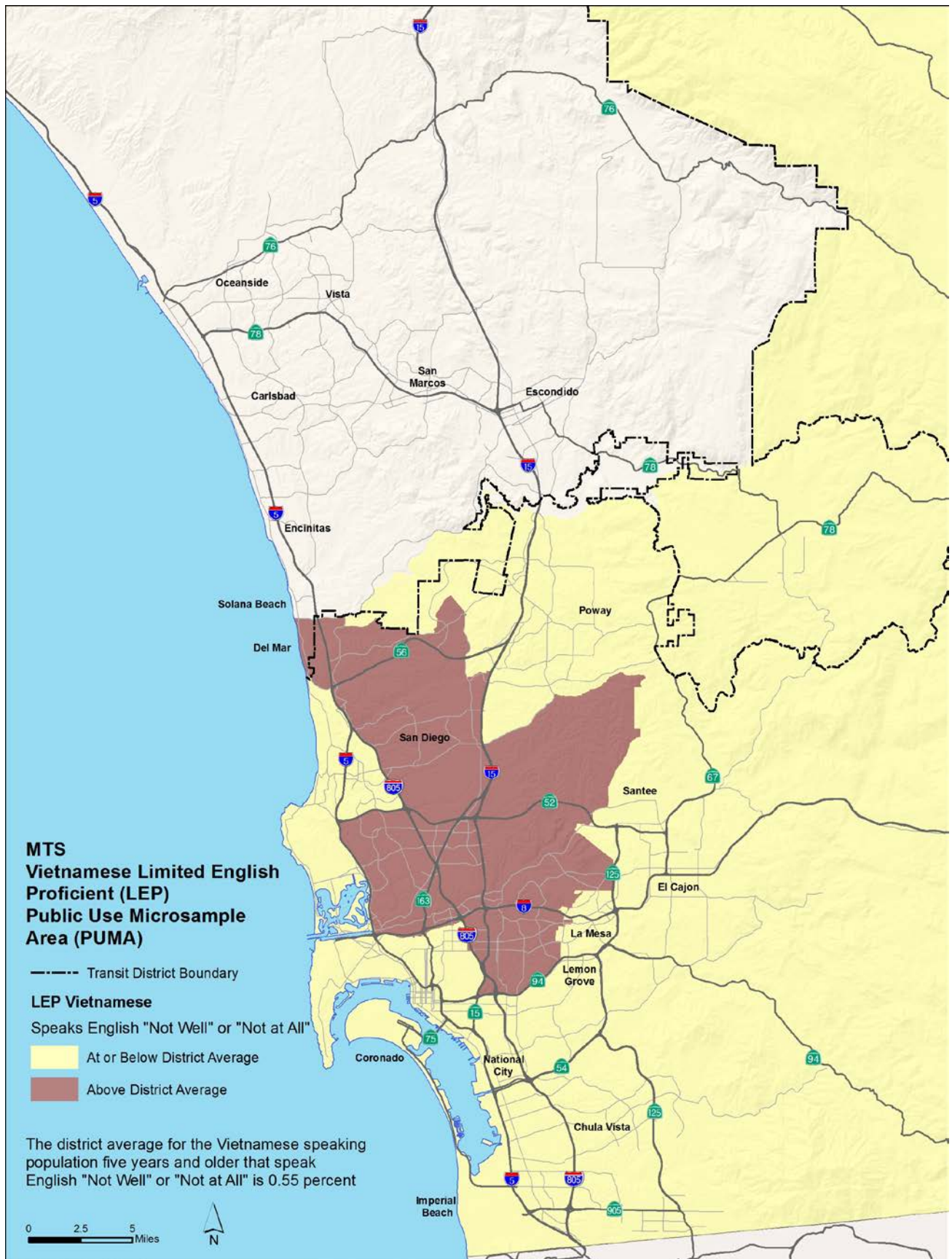
Language	Language Spoken at Home for the Population 5 and Over	Percent of Total Population
Spanish	504,760	24.15%
Tagalog	81,954	3.92%
Vietnamese	33,386	1.59%
Chinese	20,611	0.99%
Arabic	12,915	0.62%
All Other	148,928	7.13%

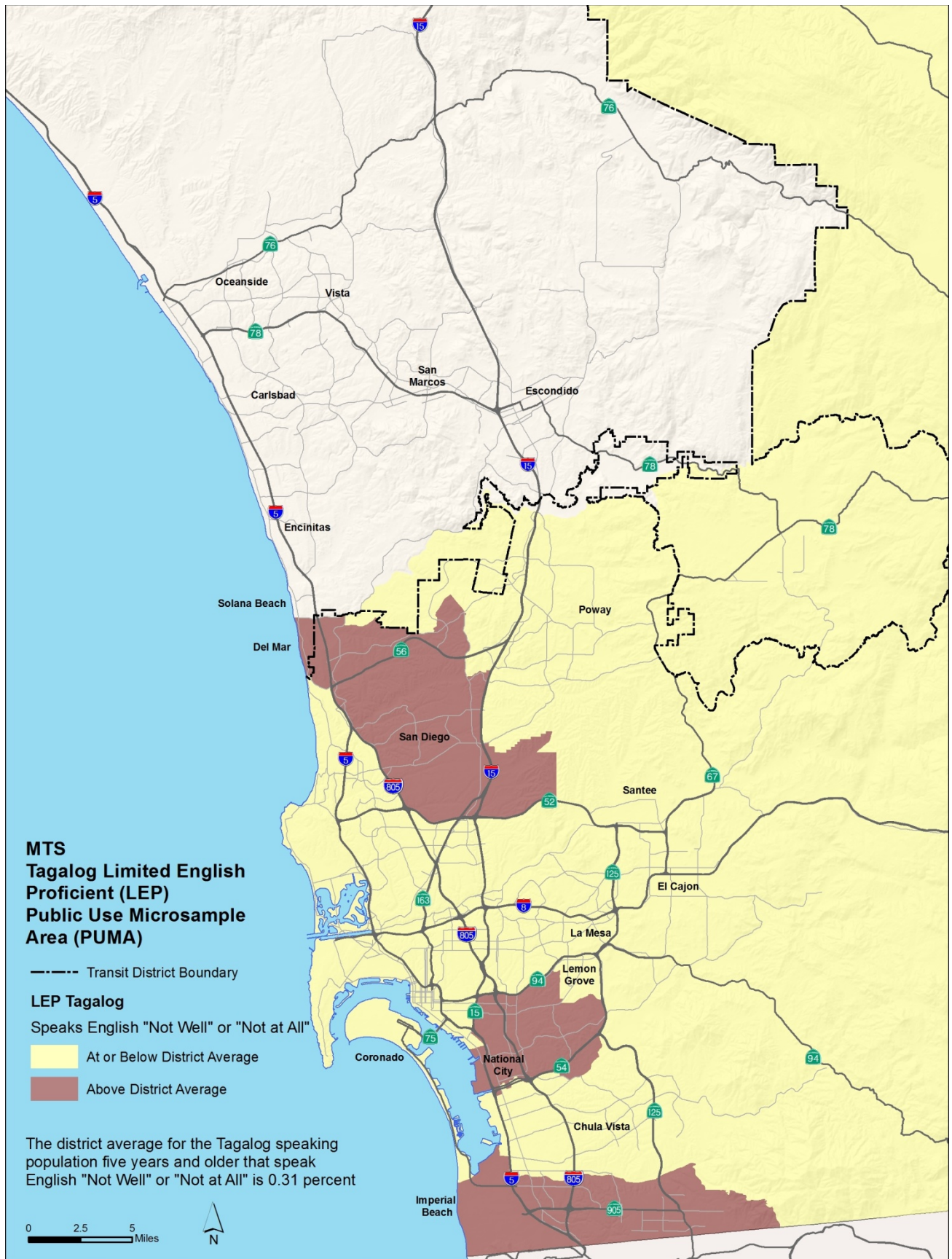
Source: U.S. Census Bureau, American Community Survey, Table C16001

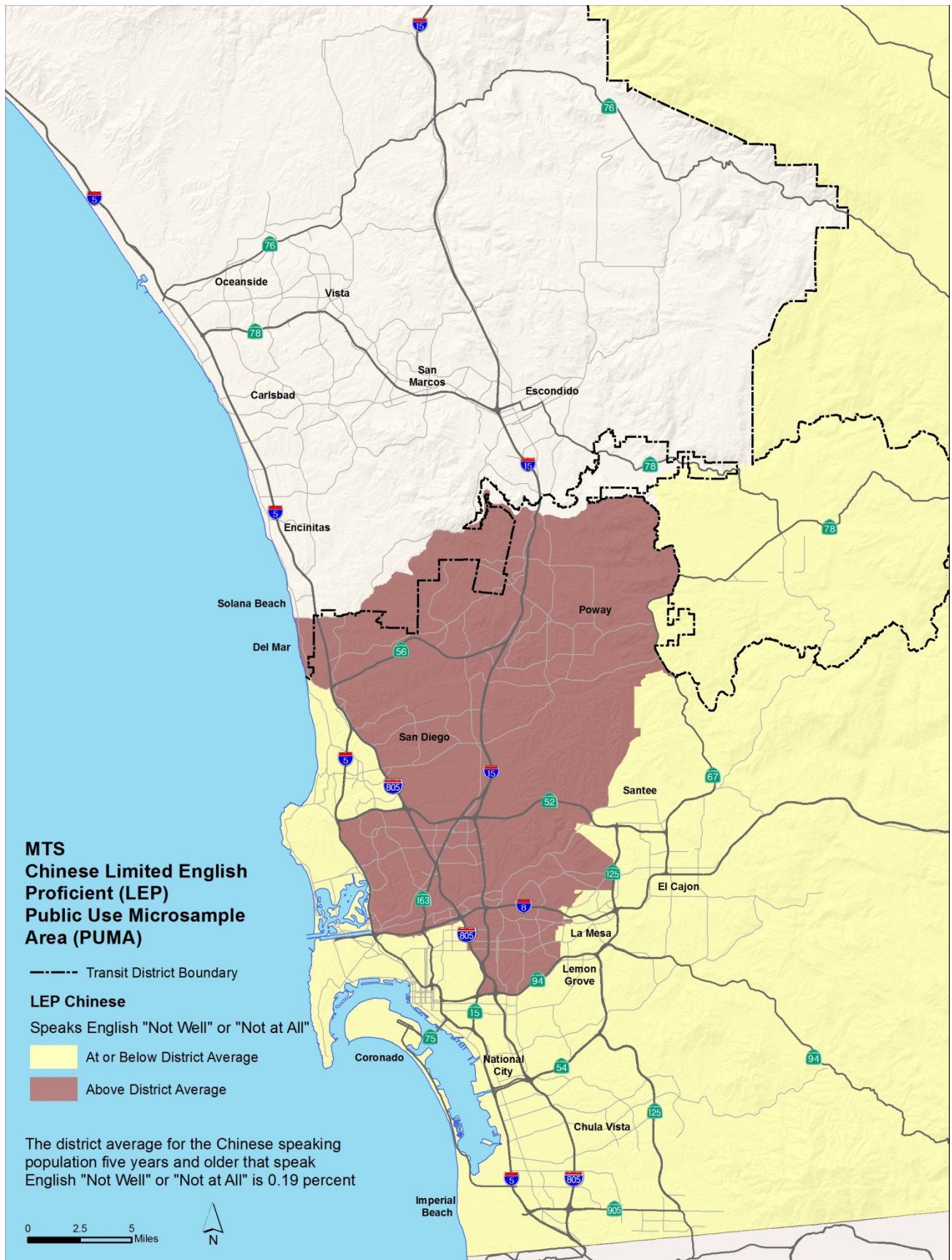
The Figure 1 below shows the LEP Census Tracts using PUMA data. The map illustrates the Census Tracts where the proportion of the population speaking English “less than well” is greater than 7.5 percent, the service area average. Figure 2 shows the Census Tracts where the proportion of LEP Spanish speaking population is greater than 5.7 percent, the service area average; Figure 3 where the proportion of LEP Vietnamese speaking population is greater than 0.55 percent; Figure 4 for Tagalog where the proportion is greater than 0.31 percent, and Figure 5 for Chinese where the proportion is greater than 0.19 percent.











Other Data Sources

In the preparation of the MTS LAP, other data sources were analyzed on a county-wide basis to enhance the language list obtained by PUMA. These sources included The California Department of Education (CDE) English Learner data and the San Diego County Department of Mental Health database of interpreter services. Both of these sources roughly correlate to the languages identified by PUMA data. Spanish, Tagalog, Vietnamese and Chinese are on the top of all lists.

CONCLUSION

The analysis of PUMAs with the MTS jurisdiction corresponds closely with countywide data. There are 13 specific languages in the MTS jurisdiction, as well as in San Diego County, with more than 1,000 individuals who are limited English proficient (LEP). Those languages and corresponding LEP populations were shown in Table 1 on page 13.

IV. LANGUAGE ASSISTANCE MEASURES

Current and future language assistance measures are outlined in this section of the LAP. To gather all the current language assistance measures, staff who regularly work on outreach efforts and in customer service or customer facing capacities were interviewed.

To gain insight for potential future language assistance measures, interviews of community based organizations (CBOs) serving LEP populations and focus groups with LEP residents were conducted in areas in the MTS service territory that were identified as having high proportions of LEP persons. Additionally, intercept surveys were conducted at transit centers known to have high concentrations of LEP riders.

Current Language Assistance Measures

Currently, MTS provides a variety of language assistance services including the translation of all critical rider information. Translation has been primarily in Spanish due to the high concentration of Spanish LEP individuals who utilize MTS services.

MTS utilizes a combination of agency and certified translation companies for translation services. All materials are reviewed by internal native Spanish-speaking staff review documents for accuracy, relevancy, and consistency. MTS also has internal staff with Tagalog and Chinese fluency to review materials translated into those languages.

The charts below detail the LEP assistance components that MTS currently has in place.

Safe Harbor Provision

The Safe Harbor provision found in FTA Circular 4702.1B requires that vital documents be translated into the primary language for each LEP group that meets a demographic threshold. FTA currently sets the safe harbor threshold for each LEP group as the

presence of LEP speakers for that language at 5% of the total service area population or 1,000 individuals, whichever measure is less:

“...if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.”

The safe harbor provision applies only to written documents, and does not apply to MTS’ provision of access for verbal translations for smaller populations speaking other languages.

MTS’ Four Factor Analysis identified thirteen languages that meet the thresholds set in the Safe Harbor provision of FTA Circular 4702.1B: Spanish, Vietnamese, Tagalog, Chinese, Syriac, Arabic, Persian, Korean, Laotian, Japanese, Russian, Mandarin, and Cambodian. Spanish is the predominate language spoken by those of limited English proficiency in the MTS service area, 5.3% of the population. The other twelve languages met the safe harbor threshold with over 1,000 speakers, but all represented substantially less than one percent of the MTS service area population.

Translation of Vital Documents

MTS identified vital documents required for riders to access its service, as well as the language needs to provide meaningful access to information to residents of the MTS service area with limited English proficiency. These identified agency vital documents include:

- Basic system instructional information for riders (Rider’s Guide ‘how to ride’ brochure)
- Title VI protection notifications and notices of MTS’ Title VI obligations, including complaint information and forms
- Notices of availability of language translation assistance
- Notice of availability of telephone interpretation services

- Forms for accessing identification cards for special needs riders, including seniors and disabled passengers
- Rider notices of upcoming changes to services

In reviewing the frequency with which LEP populations come in contact with MTS services, as identified in Factor 2, MTS established that Spanish-speaking LEP persons utilize MTS services and contact our system with sufficient frequency and coverage to warrant providing all vital documents in both English and Spanish. The next largest group of the LEP population speaks Vietnamese, though the number of speakers is almost 90% lower than the Spanish speaking LEP population as a percentage of the total MTS service area. The next largest group speaks Tagalog, representing .31% of the MTS service area population. Spanish, Vietnamese, and Tagalog are the three languages with over 0.25% of the LEP population and over 5,000 speakers.

Interviews with front-line, administrative, and call center staff noted that nearly 100% of their interaction with LEP populations has been with Spanish-speaking individuals. Occasional contact occurs with speakers of Tagalog and Vietnamese. Call center staff specifically records fewer than five calls per year in any language other than English or Spanish, typically in Tagalog. Staff reported extremely rare or no interaction with speakers of the other nine Safe Harbor languages. Using the percentage of the service area population and the number of speakers as a measure of the frequency of *potential* contact with MTS services, MTS has determined that many vital documents should be readily available and visible in Spanish, Vietnamese, and Tagalog to ensure access to the MTS system.

The remaining nine languages that meet the safe harbor threshold each represent less than 0.25% of the MTS service area population and fewer than 5,000 speakers. These are Syriac, Arabic, Persian, Korean, Laotian, Japanese, Russian, Mandarin, and Cambodian. MTS will translate vital documents upon request for speakers of these languages, pending available resources as identified in Factor 4. Limiting factors for making documents available in these nine languages may include the space constraints and the ability to effectively display the information, and locating a qualified translator for some of the languages.

For the LEP users, their level of literacy and the ability to make follow-up inquiries in their language may limit the utility of written translations. As stated in Circular 4702.1B, “A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures.” However, MTS remains committed to ensuring that the system be accessible to speakers of all 13 languages, and works with local community groups, churches, and other organizations to provide the necessary written or verbal access to vital information.

Many less critical documents (those not included in the vital documents list) will be translated and made available in Spanish primarily (bilingual translation), owing to the much higher level of interaction with the Spanish-speaking LEP population. Additionally, the MTS website (www.sdmts.com) includes the Google Translation widget on the Title VI information page, allowing translation of all content into each of MTS’ LEP languages, plus dozens of others.

Table 4 below depicts the level of translation made available by MTS for vital written documents. In addition to the documents translated into the top three LEP languages, MTS may opt to translate other documents when a specific population may be interested or affected. An example would be a notice of a public meeting in a particular community known for a high population of a certain LEP group.

Table 4: Vital Documents and Levels of Translation

Document	Level of Translation				
	Bilingual	Area Appropriate	Top three LEP Languages*	All Safe Harbor LEP Languages	
	<i>English & Spanish</i>	<i>Based on subject and local language needs</i>	<i>Word-for-Word Translation</i>	<i>Word-for-Word Translation</i>	<i>Upon request</i>
Rider's Guide Brochure			X		X
Take Ones/Rider Alerts	X	X			
Rider Surveys & Outreach Materials	X	X			
Title VI Notice & Complaint Process				X**	
Title VI Complaint Form				X	
Notice of availability for language assistance, translations, and interpretative services				X**	
Application for MTS reduced fare ID card (Short Form)	X		X		X
Application for MTS reduced fare ID card (Instructions for Long Form)	X		X		X

* Currently Spanish, Vietnamese, and Tagalog.

**via Google Translate widget on www.sdmts.com.

Notice of Availability of Free Language Assistance

In accordance with the vital documents list and the levels of translation shown in Table 4, MTS provides the following notice to the public on its website:

MTS provides vital documents translated into languages other than English. Written translations are available as follows:

- All vital and many non-vital documents are provided in English and Spanish.
- The Title VI Complaint Form is available in Spanish, Vietnamese, Tagalog, Chinese, Syriac, Arabic, Persian, Korean, Laotian, Japanese, Russian, Mandarin, and Cambodian.

- The Title VI Information and Complaint Process is available in all above languages using the Google Translate widget incorporated into the top of the webpage. (A Spanish version is also readily available via weblink).
- Additional vital documents readily available in Vietnamese and Tagalog are the MTS Rider's Guide and applications for reduced fare identification cards.
- Most vital documents will be provided in any language identified above upon request, allowing 1-2 weeks for translation.
- MTS may translate outreach materials and other documents for a specific event or change as necessary, as warranted by the local population affected.

Verbal interpretation for vital service information is available as follows:

- Front-line administrative and call center assistance (MTS Information and Trip Planning, MTS Customer Service, MTS Compass Card office) is readily available in English and Spanish.
- Vietnamese and Tagalog interpretive assistance is available through the MTS Information and Trip Planning line with a two-day advanced notice by calling (619) 233-3004.
- Interpretive service for all other languages noted above is available through the MTS Information and Trip Planning line with a two-day advanced notice by calling (619) 233-3004.
- MTS may offer interpretive services for a specific event as necessary, as warranted by the local population affected.

Assistance Services by Language

Table 5 shows the availability of written and oral language assistance provided to speakers of each Safe Harbor language, consistent with the Four Factor analysis.

Table 5: LEP Assistance Measures by Language

Language	LEP Population	Written Assistance Measures	Oral Assistance Measures
Spanish	110,356	All vital documents, many non-vital documents, important web content, surveys	Readily available assistance at call centers and administrative offices. Interpretation available at public meetings and events
Vietnamese	11,406	Word-for-word translation readily available for Rider's Guide brochure, notice of availability for translation assistance, Title VI Notice, Title VI Complaint Process, Title VI Complaint Form, and applications for reduced fare identification cards. Printed materials for specific events, meetings, and changes translated as needed for specific areas or affected populations.	Translation assistance at call centers and administrative offices available with advanced notice. Interpretation available at public meetings and events with advanced notice. Translators readily provided for specific events and meetings as needed for specific areas or affected populations.
Tagalog	6,515		
Chinese	4,064	Word-for-word translation readily available for Notice of availability for translation assistance, Title VI Notice, Title VI Complaint Process, and Title VI Complaint Form. Printed materials for specific events, meetings, and changes translated as needed for specific areas or affected populations.	Translation assistance at call centers and administrative offices available with advanced notice. Interpretation available at public meetings and events with advanced notice. Translators readily provided for specific events and meetings as needed for specific areas or affected populations.
Syriac	3,513		
Arabic	2,553		
Persian	2,307		
Korean	1,976		
Laotian	1,842		
Japanese	1,573		
Russian	1,258		
Mandarin	1,180		
Cambodian	1,018		

Current Outreach Measures

The table below depicts all of the outreach methods used by MTS to engage LEP communities throughout its service area.

CURRENT LEP OUTREACH MEASURES

Program, Activity, Service	LEP Component
MTS Public Meetings	<ul style="list-style-type: none">• English/Spanish translation service provided as warranted by subject matter and meeting location, or upon request.• Oral interpretation for other Safe Harbor languages available upon advanced request.
Transit Planning Efforts	<ul style="list-style-type: none">• Public meetings/workshops• Bilingual English/Spanish staff attend public meetings and workshops where public comment is requested• Fact sheets and comment cards produced in English/Spanish• Community-based outreach program to secure participation from underrepresented groups• Conduct system-wide public opinion surveys in English/Spanish on an as-needed basis for specific projects• Planning/outreach materials produced in other Safe Harbor languages as warranted by subject matter and meeting location, or upon request.
Rider Information	<ul style="list-style-type: none">• Public meetings/workshops

Materials (printed)	<ul style="list-style-type: none"> • On-board communications, including Take One notices for service announcements and quarterly rider newsletter • All fare information printed in English and Spanish • All MTS service advertising printed in English and Spanish • All “How to Ride” information on board vehicles and on station platforms printed in English/Spanish • Timetables printed in English/Spanish • All collateral printed in English/Spanish • Critical Web information available in Spanish • MTS will endeavor to accommodate translation requests outside of the vital documents and Safe Harbor languages, pending considerations of cost and availability.
Customer Satisfaction Survey	<ul style="list-style-type: none"> • Written customer survey produced in English/Spanish • On-Line customer survey available in Spanish, Tagalog, Vietnamese, and Chinese
Rider Information at Call Centers (511 and Telephone Information)	<ul style="list-style-type: none"> • Bilingual English/Spanish IVR (Interactive Voice Recognition) phone system • Bilingual English/Spanish operators • Printed materials (brochures, application forms) produced in English/Spanish
Telephone Information and Customer Service Call Centers	<ul style="list-style-type: none"> • Bilingual English/Spanish IVR (Interactive Voice Recognition) phone system • Bilingual English/Spanish operators
Fare Collection Services (Bus Farebox, Trolley Ticket Machines)	<ul style="list-style-type: none"> • Bilingual English/Spanish IVR (Interactive Voice Recognition) phone system • Bilingual English/Spanish operators at Regional

	Transit and Roadside Assistance service centers
General MTS	<ul style="list-style-type: none"> • Bilingual English/Spanish receptionists on staff to provide assistance on the phone and in person • Bilingual Bus operators • Bilingual Rail Ambassadors (to provide rider assistance) • Access to language line • Established contracts for document translation • Internal translation review by native Spanish and other language speakers
Transit Fares	<ul style="list-style-type: none"> • Public notices printed in English/Spanish when fare changes are being considered • Public comment period, public meeting dates, printed in English/Spanish in regional and local newspapers • Fare Facts document printed in English/Spanish • Fare information on board all vehicles and on rail platforms printed in both English/Spanish • Title VI complaint materials provided in English/Spanish

The list below provides a more detailed review of all the tools utilized by MTS to communicate with its LEP riders.

Written Language Assistance

- Bilingual or multilingual versions of:
 - "How to ride" brochures
 - Spanish language fare payment instructions
 - Spanish language system maps and timetables
 - Printed Spanish language service change announcements
 - Spanish language notices pertaining to upcoming events
- As resources become available and materials are updated, more and more pictographs in stations and in vehicles are being implemented
- Ticket vending machines with Spanish language functions

Oral language Assistance

- Bilingual staff
- Contracting for interpreters on an "as needed" basis
- Utilizing community volunteers to interpret information
- Using bilingual staff to interpret information on an "as needed" basis
- Driver training to ask other riders for assistance when language services are required

Community Outreach

- Spanish language TV advertisements
- Spanish language radio advertisements
- Spanish language newspaper advertisements
- Advertisements in ethnic media, including Tagalog, Vietnamese and Chinese

Stations

- Visible Spanish instructions on how to make fare payments

- Visible Spanish schedules, route maps and information on how to use the system
- Staff awareness regarding availability of translated materials
- Bilingual Ambassador staff

Vehicles

- Visible Spanish instructions on how to make fare payments
- Visible Spanish schedules, route maps and information on how to use the system
- Operator awareness that translated information is available
- Bilingual bus operators

Customer Service

- Bilingual customer service representatives
- Ability to provide information in other languages through third-party interpretation services

Community Outreach

- Translators present at community meetings as needed
- Opportunity for both oral as well as written comments

Press/Public Relations

- Working relationships with ethnic media who translate press release content
- Select translated information on website

Future Language Assistance Measures

Interviews with LEP individuals and community based organizations (CBOs) that serve these populations brought to light a number of measures LEP communities would like to see implemented. Many of the suggestions were repeated in the different language LEP

focus groups, making the case that the issue of access to information is fairly consistent throughout different speaking LEP communities.

Efforts to include as many realistic suggestions as possible in this report have been made. Available resources helped to determine the feasibility of the suggestions received. Of the many suggested ideas, the condensed list below provides direction for MTS staff when planning future LEP outreach efforts.

- Thoroughly analyze LEP populations for specific areas and provide staff and written materials specific to the LEP needs of each community.
- Establish a self-monitoring mechanism for project managers to document LEP participation at all community meetings through sign-in sheets
- Create community specific guidelines and key partner contacts for MTS project managers to use when working in neighborhoods with high concentrations of LEP residents
- Maintain a CBO database to spread information through those networks
- Increase usage of Spanish language radio and TV announcements when possible
- Incorporate language into all grant agreements for federal sourced funds to ensure that LEP requirements are met by grantees (MTS currently has no subrecipients)
- For new transit construction, ensure that vital transit signage is translated or incorporates design pictograms
 - Provide any necessary telephone interpretation for 511 (through SANDAG), FasTrak, Compass, iCommute, Service Patrol, Planning questions in different languages. Use the Language Line for additional languages
- Place multi-language information and notices in publications serving LEP populations to demonstrate MTS's commitment to all stakeholders, to share service-related announcements; and to increase comfort levels regarding access to information in a native language
- Provide Notice of Availability of language assistance for LEP populations
- Work with LEP-serving CBOs to provide information/training on how to ride for LEP populations

- Create staff Language Assistance Guidelines for how to interact and provide services to LEP populations

Transit specific suggestions received through the public interaction process are included below. The suggestions below will be implemented as budget allows.

- Increase access to telephone interpreter services
- Translate complaint/commendation forms
- Increase usage of pictographs for information and instructions
- Explore use of interactive electronic customer information signs at major transit centers
- Provide more robust translation on agency website
- Translated electronic signs
- Upcoming stop announcements in vehicles
- Provide more translated information at bus stops in high LEP neighborhoods
- Train drivers to provide loud and clear announcements, even in English, as any sort of stop recognition is helpful
- Provide LEP serving CBOs, community centers, temples, churches, etc. bus guides and other transit information
- Have transit information printed in ethnic newspapers and publicized on ethnic radio
- Partner with CBOs to conduct more trainings on how to use public transit for LEP populations, allowing for greater comfort levels and encouraging use of public transit
- Provide drivers with customer service training on how to interact with LEP communities

V. TRAINING STAFF

MTS has three internal training functions: Bus Operator Training, Trolley Operator Training and Administrative Staff Training, which includes all customer service representatives, management and administrative staff.

All three departments will integrate LEP modules into their overall training procedures. The following will be implemented to ensure adequate training for all MTS employees who interact with customers:

- Revising required annual training to incorporate LEP training
- Providing an initial Language Assistance Plan training to all staff
- Conducting follow-up front line staff to ensure that they are utilizing LEP interaction procedures covered in the training
- Conducting reviews to assess the effectiveness of LEP training video or other LEP training material and update as necessary
- Create LEP Language Assistance Guidelines for all staff to reference

The initial staff training on the Language Assistance Plan and how to work with LEP individuals will be conducted by MTS training professionals. Training will include:

- A summary of MTS responsibilities under the DOT LEP Guidance
- A summary of MTS' Language Assistance Plan
- A summary of the Four Factor Analysis
- A description of the type of language assistance MTS currently provides and instructions on how staff can access these products and services
- How to respond to calls from LEP persons
- How to respond to correspondence from LEP persons
- How to respond to LEP persons in person
- How to document the needs of LEP persons
- How to respond to civil rights Title VI complaints

Subsequent follow up with staff that interact with LEP individuals the most will be

conducted to ensure all necessary efforts are being made. This staff will include reception, customer service and project manager positions. After the initial training, LEP training will be incorporated into existing required annual Title VI training.

VI. PROVIDING NOTICE TO LEP PERSONS

As more thoroughly discussed in earlier sections of this report, MTS currently provides notice to LEP individuals in a number of ways. These include:

- Translated information for fare changes and other important notices
- Translated project fact sheets documents
- Access to multiple language customer service telephone line
- Press release distribution to ethnic media, who regularly translate material for their audiences
- Interpreters at community meetings
- Presence at community events with LEP attendees
- Some web translations
- Leveraging community partners to help disseminate notice of availability of language assistance to LEP populations
- Including notices in local newspapers in languages other than English

Moving forward, several other methods will be implemented to provide notice to LEP persons, including:

- Google Translation widget built into new MTS website
- Increased usage of multi-language newspaper, radio, and television advertisements
- Creation of documents to notify people of the availability of language assistance to be taken to MTS outreach meetings and distributed through CBO partners
- Language regarding availability of language assistance to be added to existing materials
- Posting signs in MTS reception area specifying language assistance availability

VII. MONITORING/UPDATING THE PLAN

The Four Factor Analysis and LAP, upon implementation, will be monitored and scheduled for review every four years.

The plan will be monitored using the following measures:

- Assigning a staff person to provide day-to-day administration of the LAP to ensure compliance and correct implementation
- Seeking feedback from LEP communities and CBOs regarding the effectiveness of the plan when possible
- Seeking staff feedback to determine the effectiveness and usefulness of the LAP
- Utilizing LEP Language Assistance Guidelines for all staff

The following is a list of the elements to be reviewed regularly:

- Assessment of the number of LEP persons in the region
- The frequency of encounters with LEP language groups
- Nature and importance of activities to LEP persons
- Availability of resources, including technological advances and sources of additional resources, and the costs imposed
- Assessment of the language needs of LEP individuals in order to determine whether interpreters and/or translated materials are needed
- Assessment of whether existing language assistance services are meeting the needs of LEP individuals
- Assessment of whether staff members understand LEP policies, procedures, and how to access and carry them out
- Assessment of whether language assistance resources and arrangements for those resources are current
- Feedback from LEP communities and community organizations about the LAP

Changes to the LAP will be made based on the input provided from staff, CBOs and LEP persons.

MTS Public Meeting on Proposed Changes

Title VI and Planning for Trolley and Bus Services

MTS is developing new policies to reflect new federal rules related to the impacts service changes have on minority and low-income populations. Details are available at

www.sdmts.com. MTS is soliciting public input on these proposed policies. There are several ways for the public to provide comments:

PUBLIC MEETING

Monday, June 17

4:30 pm through 6:30 pm

(arrive anytime up to 6:30 pm)

MTS Board Room

1255 Imperial Avenue, 10th floor

San Diego, CA 92101



Location served by Trolley's Blue, Orange and Green Lines, and Bus Routes 4, 11, 901 and 929

For translation service, please leave a message at (619) 595-4912 in advance of the public meeting

MAIL

MTS Title VI

1255 Imperial Avenue, Suite 1000

San Diego, CA 92101

EMAIL

mts.planning@sdmts.com

TELEPHONE VOICEMAIL

(619) 595-4912



Metropolitan Transit System

MTS PAGTITIPON PUBLIKO SA PLANONG PAGBABAGO NANG MGA REGULASYONES

Titulo VI at Mga Planong Serbisyo nang Trolley at Bus

Ang MTS ay nagsasagawa ang mga bagong palatuntunan para sa mag ikaliliwanag nang mga bagong regulasyon nang federal na makapagbibigay nang lakas sa mga pagbabago nang serbisyo sa kapakanan nang mga minority at low-income na populasyon. Ang mga detalye ay makukuha sa **www.sdmts.com**. And MTS ay humihingi nang tulong sa publiko sa pamamagitan nang pagbibigay nang opinyon sa mga binabalak na regulasyon. Maraming mga paraan para makapagbigay nang opinyon ang publiko:

PUBLIC MEETING

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Para sa serbisyo nang ibat ibang mag salita, paki iwan nang mensahe sa (619) 595-4912

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mts.planning@sdmts.com

TELEPHONE VOICEMAIL

(619) 595-4912



Metropolitan Transit System

F-44



MTS Junta Pública referente a la propuesta de cambios de políticas

Título VI y Planeación de Servicios de Trolley y Autobús

MTS esta desarrollando nuevas políticas para reflejar las nuevas normas federales relacionadas con el impacto que tiene el cambio en los servicios, sobre las poblaciones minoritarias y de bajos ingresos. Los detalles están disponibles en www.sdmts.com. MTS esta solicitando comentarios de el público con relación a estas propuestas. Hay varias formas de aportarlos:

JUNTA PÚBLICA

Lunes 17 de Junio
de 4:30 pm hasta las 6:30 pm
(llegar a cualquier hora hasta las 6:30 pm)

MTS Salón de Mesa Directiva
1255 Imperial Ave.
10mo. Piso
San Diego, CA 92101

Transporte a la locación proporcionado por las líneas Blue, Orange, y Green del Trolley y las rutas de autobús 4, 11, 901 y 929

Para servicio de traducción, por favor deje un mensaje al (619) 595-4912 con anticipación

CORREO

MTS Title VI
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

CORREO ELECTRÓNICO

mts.planning@sdmts.com

BUZÓN TELEFÓNICO

(619) 595-4912



Metropolitan Transit System



MTS Public Meeting on Proposed Changes

Title VI and Planning for Trolley and Bus Services

MTS is developing new policies to reflect new federal rules related to the impacts service changes have on minority and low-income populations. Details are available at www.sdmts.com. MTS is soliciting public input on these proposed policies. There are several ways for the public to provide comments:

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MTS Board Room
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Proposed MTS Title VI Policies

[Esta página en Español](#)

Federal guidelines require that MTS implement policies to ensure compliance with Title VI of the Civil Rights Act of 1964. MTS is seeking public comment on the following proposed policies regarding major service changes and their impacts.

Major Service Change Policy

MTS proposes to maintain its existing Major Service Change Policy, which considers any change of more than 25% of a route's weekly miles or hours to be major. It also requires an equity analysis for any major change, or for any of the following:

- A change in the weekly span-of service of more than 25%
- Implementation or elimination of a route
- A change that affects more than 25% of a route's directional miles and more than 25% of its stops.

An exception in the Title VI requirements allows for temporary additions of service (e.g. demonstration projects), including those that would otherwise qualify as a major service change. If a temporary service addition or change lasts longer than twelve months, then it is considered permanent and MTS must conduct a service equity analysis if the service otherwise qualifies as a major service change.

Disparate Impact and Disproportionate Burden Policies

These policies are new federal requirements of MTS. These policies would establish a threshold which identifies when a major service change has a disproportionate impact on minority and/or low-income populations. Our proposed policy is summarized as follows:

For all major service changes, MTS will determine if disparate impacts to minority populations or disproportionate burdens on low-income populations exist.

A disparate impact is found when there is a difference in adverse effects between minority and nonminority areas of 10 percent or more. If MTS chooses to implement a proposed major service change despite a finding of a disparate impact, MTS may only do so if there is a substantial justification for the change, and there are no alternatives that would have a less disparate impact and still accomplish the goals of the change.

A disproportionate burden is found when there is a difference in adverse effects between low-income and non-low income populations of 10 percent or more. If MTS chooses to implement a proposed change despite a finding of disproportionate burden, MTS may only do so if steps are taken to avoid or minimize impacts where practicable, and MTS provides a description of alternatives available to affected low-income populations.

Provide Your Comments


The MTS Board of Directors will consider these policies for approval at its June 20, 2013 meeting. The public has several ways to comment on the proposed policies prior to that:





Public Meeting	<p>When: Monday, June 17, 2013, anytime from 4:30 pm through 6:30 pm</p> <p>Where: MTS Board Room (1255 Imperial Ave., 10th Floor, San Diego, CA 92101)</p> <p>MTS staff will be accepting comments and answering questions on the proposed policies. Please inform us in advance if you require translation services—leave a message at (619) 595-4912.</p>
Mail	<p>MTS, Attention: Title VI 1255 Imperial Ave., Suite 1000 San Diego, CA 92101</p>
Telephone Voicemail	(619) 595-4912
Email	mts.planning@sdmts.com no later than June 17, 2013

More Information

The Federal Transit Administration's Office of Civil Rights maintains a webpage with more details on their Title VI requirements. The documents pertinent to these policy changes are located online at http://www.fta.dot.gov/civilrights/sitemap_11706.html.


Or, read [more about Title VI as it specifically pertains to MTS](#).



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Propuestas políticas MTS de Título VI

[This page in English](#)

Pautas federales requieren que MTS implemente políticas para asegurar cumplimiento con Título VI de la Ley de Derechos Civiles de 1964. MTS está buscando comentario público sobre las siguientes políticas propuestas relacionadas a cambios significativos de servicio y sus impactos.

Política sobre cambio significativo de servicio

MTS propone mantener su política actual de cambio significativo de servicio, que considera cualquier cambio de más de 25% de las millas semanales u horarios de una ruta como un cambio significativo de servicio. Si una adición de servicio o cambio provisional dura más que doce meses, entonces es considerado permanente y MTS debe realizar un análisis equitativo de servicio si el servicio de otra manera califica como un cambio significativo de servicio.

- Un cambio en el periodo de servicio semanal de más de 25%
- Implementación o eliminación de una ruta
- Un cambio que afecta más de 25% de las millas direccionales de la ruta y más de 25% de sus paradas

Una excepción en los requisitos de Título VI permite la provisional adición de servicio (p. ej. proyectos de demostración), incluyendo aquellos que de otra manera calificarían como un cambio significativo de servicio. Si una adición de servicio o cambio provisional dura más que doce meses, entonces es considerado permanente y MTS debe realizar un análisis equitativo de servicio si el servicio de otra manera califica como un cambio significativo de servicio.

Impacto dispar y políticas de carga desproporcionada

Estas políticas son nuevos requisitos federales de MTS. Estas políticas establecerían un umbral que identifica cuando un cambio significativo de servicio tiene un impacto desproporcionado en las poblaciones minorías y/o de bajos ingresos. Nuestra política propuesta es resumida como sigue:

Para todos los cambios significativos de servicio, MTS determinará si existen impactos dispares en las poblaciones minorías o cargas desproporcionadas en las poblaciones de bajos ingresos.

Un impacto disparate es notado cuando hay una diferencia en los efectos adversos entre las áreas con minorías y sin minorías de 10 por ciento o más. Si MTS elige implementar un cambio significativo al servicio propuesto a pesar de un descubrimiento de un impacto dispar, MTS solo puede hacerlo si hay una justificación sustancial por el cambio y no hay alternativas que tuvieran un menor impacto disparate y aun cumplir las metas del cambio.

Una carga desproporcionada es notada cuando hay una diferencia en efectos adversos entre poblaciones de bajos ingresos y no de bajos ingresos de 10 por ciento o más. Si MTS elige implementar un cambio significativo al servicio propuesto a pesar de un descubrimiento de una carga desproporcionada, MTS solo puede hacerlo si se toman pasos para evitar o minimizar impactos donde fuera practico y si MTS proporciona una descripción de alternativas disponibles para las poblaciones afectadas de bajos ingresos.

Ofrezca sus comentarios


La junta directiva MTS considerará estas políticas para aprobación en su reunión el 20 de junio del 2013. El público tiene varias maneras por cuales comentar sobre las políticas propuestas antes de la fecha:





Reunión pública	<p>Cuando: El lunes 17 de junio del 2013, a cualquier momento entre las 4:30 pm y las 6:30 pm</p> <p>Donde: MTS Board Room (1255 Imperial Ave., 10th Floor, San Diego, CA 92101)</p> <p>El personal MTS estará aceptando comentarios y contestando preguntas sobre las políticas propuestas. La reunión se llevará a cabo en las oficinas de MTS (1255 Imperial Ave., 10mo piso, San Diego, CA 92101). Favor de informarnos por adelantado si requiere servicios de transporte -- deje un mensaje al (619) 595-4912.</p>
Envíe a la dirección anterior	MTS, Attention: Title VI 1255 Imperial Ave., Suite 1000 San Diego, CA 92101
Mensaje de voz telefónico	(619) 595-4912
Correo electrónico	mts.planning@sdmts.com a más tardar el 17 de junio del 2013

Más información

La oficina de derechos civiles de la Administración Federal de Transporte mantiene un sitio web con detalles adicionales sobre sus requisitos de Título VI. Los documentos pertinentes a estos cambios de política están ubicados en línea aquí: http://www.fta.dot.gov/civilrights/sitemap_11706.html.

Además, encuentra [más información sobre el Título VI en lo que respecta específicamente a la MTS.](#)

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115	Ajustes al horario.
150	Se agrega un recorrido más temprano en dirección norte desde el Centro los días entre semana.
204	La frecuencia entre semana se reduce de cada 15 a cada 30 minutos y se descontinúa el servicio los fines de semana . Adicionalmente, hay un cambio menor en la ruta para agregar SERVICIO ADICIONAL . La frecuencia a Eastgate Mall y Judicial Drive.
235	SERVICIO ADICIONAL . La frecuencia a medio día entre semana se incrementa de cada 30 a cada 15 minutos. Adicionalmente, todos los días de la semana tendrán otros ajustes en el horario.
237	La terminal del este se cambia de la Estación de Tránsito de Rancho Bernardo a la Estación de Tránsito de Miramar College. Para servicio a y desde las estaciones de tránsito de Rancho Bernardo o Sabre Springs/Pañosquitos, los usuarios podrán hacer la transferencia a/del autobús <i>Rapid</i> 235 en la Estación de Tránsito Miramar College. Adicionalmente, habrá otros ajustes en el horario.
701	SERVICIO ADICIONAL : Se agrega servicio los domingos con una frecuencia cada 60 minutos. Adicionalmente, los días entre semana tendrán ajustes en el horario.
703	Se descontinúa la ruta y se reemplaza con servicio adicional en las Rutas 701, 704, 709, y 712.
704	SERVICIO ADICIONAL : Se agrega servicio los domingos con una frecuencia de cada 60 minutos entre el Centro de Tránsito Palomar y el Centro Médico Sharp Chula Vista. Adicionalmente, los días entre semana tendrán ajustes en el horario.
709	SERVICIO ADICIONAL : Se agrega servicio los domingos con una frecuencia de cada 60 minutos.
712	SERVICIO ADICIONAL : Se extiende el servicio los domingos de Medical Center Drive a Southwestern College.
815	La ruta se cambia en El Cajon entre el Centro de Tránsito El Cajon y Jaramacha Rd. para usar Washington Ave. en lugar de Main Street. El servicio en la calle Main se sustituye con una mayor frecuencia en la Ruta 815.
833	La ruta se cambia en El Cajon entre el Centro de Tránsito de El Cajon y Parkway Plaza para usar Marshall Avenue en lugar de Johnson Avenue También hay otros ajustes en el horario.
848	Ajustes al horario.
854	El servicio nocturno entre semana después de las 7 p.m. en la Ruta 854 normal (Vía Lake Murray Blvd.) se sustituye con servicio adicional del autobús de la Ruta 854x (Vía el Freeway 125) hasta las 10 p.m. Adicionalmente, los sábados se descontinúa el servicio de la Ruta 854 .
856	Ajustes al horario.
864/864x	La Ruta 864 se divide en dos rutas separadas como sigue: <ul style="list-style-type: none">• Ruta 838: Operará entre East County Square (Los Coches Rd.), Alpine, y Viejas, siguiendo la ruta actual de la Ruta 864 a lo largo de Olde Highway 80, Alpine Blvd. y Arnold Way. El servicio opera cada hora, los siete días de la semana, con algunos ajustes en el horario y alcance de servicios de la Ruta 864 actual.• Ruta 864: Operará entre el Centro de Tránsito El Cajon y East County Square (Los Coches Rd.), siete días a la semana. La Ruta 864 conservará su ruta existente al oeste de East County Square, pero seguirá sobre E. Main St. en lugar de usar la desviación actual por la Broadway y la Calle Segunda [Second Street].• Ruta 864x (Domingos) se descontinúa y se reemplaza con el servicio de la Ruta 838. Puede ver mapas de ambas rutas dentro de este Tome Uno.
870	Se descontinúa la Ruta 870 . La Línea Verde [Sycuan Green Line] del Trolley y la Ruta 20 ofrecen servicio alternativo entre comunidades en el Condado Este y Kearny Mesa.
871/872	Se descontinúa la Ruta 871 : la Ruta 872 seguirá operando como un circuito acortado en una sola dirección únicamente entre semana . El circuito que operará únicamente entre semana seguirá la ruta existente de la Ruta 872A, siguiendo las avenidas Johnson, Chase, Magnolia, y Douglas. Se descontinúa el servicio de la Ruta 872A los fines de semana. Vea el mapa de la nueva Ruta 872 que dará servicio únicamente entre semana, dentro de este Tome Uno.

235	ADDED SERVICE : Weekday midday frequency is increased from 30 to 15 minutes. Also, schedule adjustments on all days.
237	The eastern terminal is changed from the Rancho Bernardo Transit Station to the Miramar College Transit Station. For service to/from the Rancho Bernardo or Sabre Springs/Pañosquitos Transit Stations, riders can transfer to/from <i>Rapid</i> 235 at the Miramar College Transit Station. Also, other schedule adjustments.
701	ADDED SERVICE : Sunday service is added at a 60 minute frequency. Also, weekday schedule adjustments.
703	Route is discontinued and replaced with added service on Routes 701, 704, 709, and 712.
704	ADDED SERVICE : Sunday service is added at a 60 minute frequency between Palomar Transit Center and Sharp Chula Vista Medical Center. Also, weekday schedule adjustments.
709	ADDED SERVICE : Sunday service is added at a 60 minute frequency.
712	ADDED SERVICE : Sunday service is extended from Medical Center Drive to Southwestern College.
815	ADDED SERVICE : Weekday frequency is increased from 30 to 15 minutes. Also, the eastern terminal is moved from Broadway to East Main between Madison Ave. and Oakdale Avenue. Service north/east of Madison Ave. is available on Routes 864 and 874/875.
816	Routing is changed in El Cajon between the El Cajon Transit Center and Jaramacha Rd. to use Washington Ave. instead of Main Street. Service on Main Street is replaced by expanded frequency on Route 815.
833	Routing is changed in El Cajon between the El Cajon Transit Center and Parkway Plaza to use Marshall Ave. instead of Johnson Ave. Also, other schedule adjustments.
848	Schedule adjustments.
854	Weekday evening service after approx. 7 p.m. on regular Route 854 (Vía Lake Murray Blvd.) is replaced with additional Route 854x service (Vía Freeway 125) through 10 p.m. Also, Route 854 Saturday service is discontinued .
856	Schedule adjustments.
864/864x	Route 864 is split into two separate routes as follows: <ul style="list-style-type: none">• Route 838 will operate between East County Square (Los Coches Rd.), Alpine, and Viejas, via the current Route 864 routing along Olde Highway 80, Alpine Blvd. and Arnold Way. Service is hourly, seven days a week, with some adjustments to the schedule and span of service from the current Route 864.• Route 864 will operate between the El Cajon Transit Center and East County Square (Los Coches Rd.), seven days/week. Route 864 will maintain its existing routing west of East County Square, except it will remain on E. Main St. instead of using the current deviation via Broadway and Second Street.• Route 864x (Sundays) is discontinued and replaced with Route 838 service. See maps of both routes inside this Take One.
870	Route 870 is discontinued . Alternative service between East County communities and Kearny Mesa is available via the Sycuan Green Line Trolley and Route 20.
871/872	Route 871 is discontinued . Route 872 will continue to operate as a shortened, one-way loop on weekdays only . The weekday-only loop will follow the existing Route 872A routing via Johnson Ave., Chase Ave., Magnolia Ave., and Douglas Avenue. Weekend Route 872A service is discontinued. See map of new weekday-only Route 872 inside this Take One.
874/875	Routing is changed in east El Cajon to use Jaramacha Rd. and E. Main St. instead of traveling through Granite Hills. Route 874/875 service east of Jaramacha Rd. and E. Main St. (along Lexington Ave., 3rd St., Melody Lane, Granite Hills Dr., 4th St., and E. Madison Ave.) is discontinued. See map of revised Route 874/875 inside this Take One.
905	Schedule adjustments.
906/907	ADDED SERVICE : Saturday frequency is increased from 20 to 15 minutes, and Sunday frequency is increased from 30 to 15 minutes between 12 Noon and 5 p.m. Also, schedule adjustments on all days.
916/917	Schedule adjustments.
921	Schedule adjustments on all days.




TOME UNO

Cambios en el servicio

enero de 2018

y horario para el Día de los Presidentes



TAKE ONE

January 2018

Service Changes

and Presidents Day Schedule

Post Until
02/20/18

Favor de tomar nota de los cambios en los servicios MTS que se indican a continuación, con efectividad a partir del domingo, 28 de enero de 2018 (a menos que se indique lo contrario). Los horarios nuevos en las rutas afectadas serán del mismo color verde que este aviso.

ruta	DESCRIPCIÓN DE LOS CAMBIOS
Trolley (todas líneas)	En la primavera de 2018, la Orange Line cambiará a operar entre la nueva estación Courthouse en el centro de San Diego y la estación Arnele Avenue en El Cajon. En ese momento, las tres líneas del Trolley tendrán cambios en sus horarios. Se publicará más información en todo el sistema cuando se finalice la fecha del cambio.
3	SERVICIO ADICIONAL : La frecuencia entre semana se incrementa de cada 15 a cada 12 minutos, y los domingos la frecuencia se incrementa de cada 60 a cada 30 minutos.
5	SERVICIO ADICIONAL : La frecuencia entre semana se incrementa de cada 15 a cada 12 minutos. Adicionalmente, todos los días de la semana tendrán otros ajustes en la frecuencia.
6	Ajustes al horario.
11	La Ruta 11 se divide en dos rutas separadas como sigue: <ul style="list-style-type: none">• Ruta 11: Operará entre First Ave./G Street en el centro de San Diego y SDSU todos días de la semana, siguiendo la ruta actual por First Ave., University Ave., Park Blvd., Adams Ave., y Montezuma Rd. Todos los días de la semana tendrán otros ajustes en el horario.• Ruta 12: Operará entre el City College Transit Center y Paradise Valley Rd./Meadowbrook Dr., usando las avenidas 10 y 11 entre el City College y 12th/Imperial Transit Centers. La Ruta 12 mantendrá la ruta actual de la Ruta 11 al sur del 12th/Imperial Transit Center, viajando por Logan Ave., National Ave., Olvera Ave., y Skyline Drive. Los ajustes en el horario afectarán todos los días. <ul style="list-style-type: none">• Para servicio a lo largo de la Market St. en el Centro, use la Ruta 3 (al este de la 4th Ave.). Puede ver mapas de ambas rutas dentro de este Tome Uno.
13	Ajustes al horario y se extienden dos recorridos entre los centro de tránsito de la Ave. Euclid y de la Calle 24 [Euclid Ave. y 24th Street Transit Centers].
18	Se descontinúan el primer y el último recorrido que salen del Centro de Tránsito Grantville [Grantville Transit Center] a las 6:38 a.m. y a las 5:38 p.m.). El primer recorrido y el último recorrido saldrán de Grantville a las 7:08 a.m. y las 5:08 p.m. respectivamente.
20	La Ruta entre el Centro de Tránsito de Kearny Mesa (KMTC, por sus siglas en inglés) y la Estación de Tránsito de Miramar College (MCTS) cambiará y usará los freeways 15 y 163, en lugar de las calles Black Mountain, Kearny Villa, y Ruffin Road. Se re-estructura la Ruta 20 para que opere sin paradas entre KMTC y MCTS . <ul style="list-style-type: none">• Para servicio a lo largo de Clairemont Mesa Blvd., al este de KMTC, por favor utilice la Ruta 25 o la 928, o el <i>Rapid</i> 235.• Para servicio a lo largo de Black Mountain Rd., entre Miramar Rd. y el MCTS, el servicio sigue estando disponible en la Ruta 31 durante las horas pico entre semana.• Se descontinúa el servicio a lo largo de Ruffin Rd. al norte de Clairemont Mesa Blvd.
31	Ajustes al horario, incluyendo cambios en los recorridos temprano en la mañana y en los recorridos de la tarde.
35	SERVICIO ADICIONAL : La frecuencia entre semana se incrementa de cada 30 a cada 15 minutos. Además, el servicio al sur de Newport Ave. (entre Newport Ave. y Point Loma Ave.) se sustituye los días entre semana por una extensión en la Ruta 923, y se descontinúa las noches entre semana y los sábados.
50	Se descontinúa el primer recorrido de las 4:56 a.m. en la Ruta 50 en dirección norte (saliendo de la Calle 9 y la C en el Centro).
60	Ajustes en el horario.
83	Se cambia la ruta para brindar servicio al Centro de Tránsito de Old Town en lugar de Hillcrest. Se descontinúa el servicio al este de la calle Goldfinch (sobre la calle Washington y entrando a Hillcrest). Se dará servicio al norte de Mission Hills sobre Sunset Blvd. y la calle Juan en lugar de Fort Stockton Drive. Para más detalles, vea el mapa adentro de este Tome Uno . El período de servicio actual se mantiene, pero tenga en cuenta que hay ajustes importantes en el horario.

ROUTE	DESCRIPTION OF CHANGES
Trolley (all lines)	In Spring 2018, the Orange Line will be changed to operate between the new Courthouse station in Downtown San Diego and the Arnele Avenue Station in El Cajon. At that time, all three Trolley lines will have schedule changes. More information will be posted throughout the system when the date is finalized.
3	ADDED SERVICE : Weekday frequency is increased from 15 minutes to 12 minutes, and Sunday frequency is increased from 60 to 30 minutes.
5	ADDED SERVICE : Weekday frequency is increased from 15 to 12 minutes. Also, other schedule adjustments on all days.
6	Schedule adjustments.
11	Route 11 is split into two separate routes as follows: <ul style="list-style-type: none">• Route 11 will operate between First Ave./G Street in Downtown San Diego and SDSU seven days per week, via the current routing along First Ave., University Ave., Park Blvd., Adams Ave., and Montezuma Rd. Schedule adjustments on all days.• Route 12 will operate between the City College Transit Center and Paradise Valley Rd./Meadowbrook Dr., using 10th and 11th Avenues between the City College and 12th/Imperial Transit Centers. Route 12 will maintain current Route 11's existing routing south of the 12th/Imperial Transit Center, via Logan Ave., National Ave., Olvera Ave., and Skyline Drive. Schedule adjustments on all days. <ul style="list-style-type: none">• For service along Market St. in Downtown, use Route 3 (east of 4th Ave.). See maps of both routes inside this Take One.
13	Schedule adjustments and two trips extended between Euclid Ave. and 24th Street Transit Centers.
18	The first and last trips (departing Grantville Transit Center at 6:38 a.m. and 5:38 p.m.) are discontinued. The new first and last trips will depart Grantville at 7:08 a.m. and 5:08 p.m.
20	Routing between Kearny Mesa Transit Center (KMTC) and Miramar College Transit Station (MCTS) is changed to use the 15 and 163 freeways instead of Black Mountain, Kearny Villa, and Ruffin Roads. Route 20 is streamlined to operate nonstop between KMTC and MCTS . <ul style="list-style-type: none">• For service along Clairemont Mesa Blvd. east of KMTC, please use Route 25 or 928, or <i>Rapid</i> 235.• For access along Black Mountain Rd. between Miramar Rd. and MCTS, service remains available on Route 31 during weekday peak hours.• Service along Ruffin Rd. north of Clairemont Mesa Blvd. is discontinued.
31	Schedule adjustments, including early morning and later evening trip changes.
35	ADDED SERVICE : Weekday frequency is increased from 30 to 15 minutes. Also, service south of Newport Ave. (between Newport Ave. and Point Loma Ave.) is replaced on weekdays by an extended Route 923, and discontinued on weekday nights and on Saturdays.
50	The first northbound Route 50 trip from Downtown (departs 9th & C at 4:56 a.m.) is discontinued.
60	Schedule adjustments.
83	Route is changed to serve Old Town Transit Center instead of Hillcrest. Service east of Goldfinch Street (on Washington Street and into Hillcrest) is discontinued. Northern Mission Hills will be served on Sunset Blvd. and Juan Street instead of Fort Stockton Drive. See map inside this Take One for details . Current span of service is maintained, but note there are major schedule adjustments.
115	Schedule adjustments.
150	One earlier morning northbound trip from Downtown is added on weekdays.
204	Weekday frequency is reduced from 15 to 30 minutes, and weekend service is discontinued . Also, there is a minor route change to add service to Eastgate Mall and Judicial Drive.

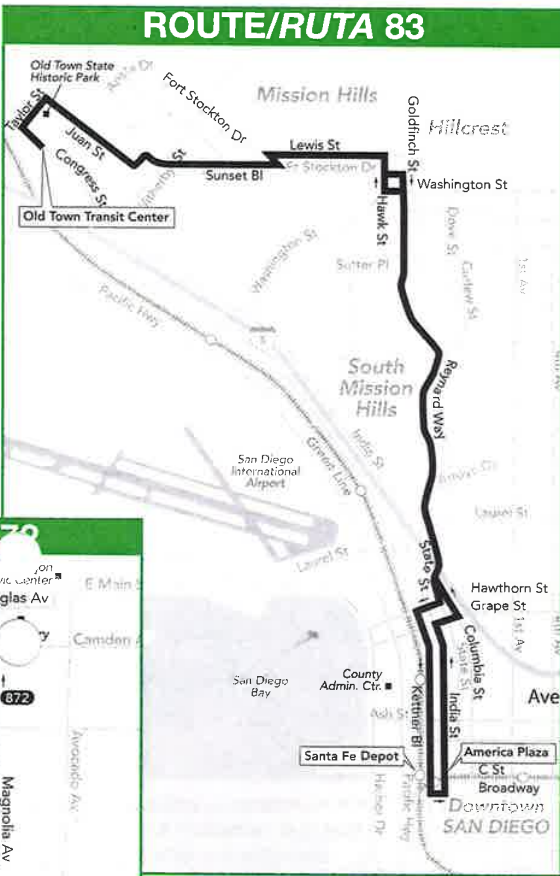
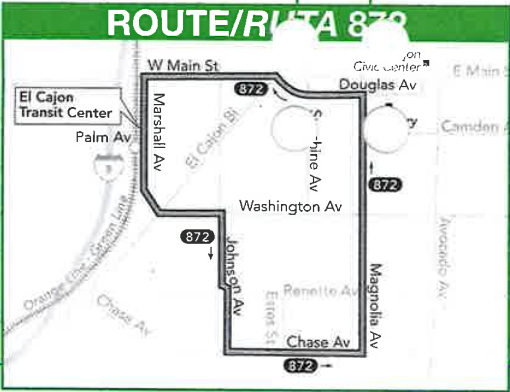
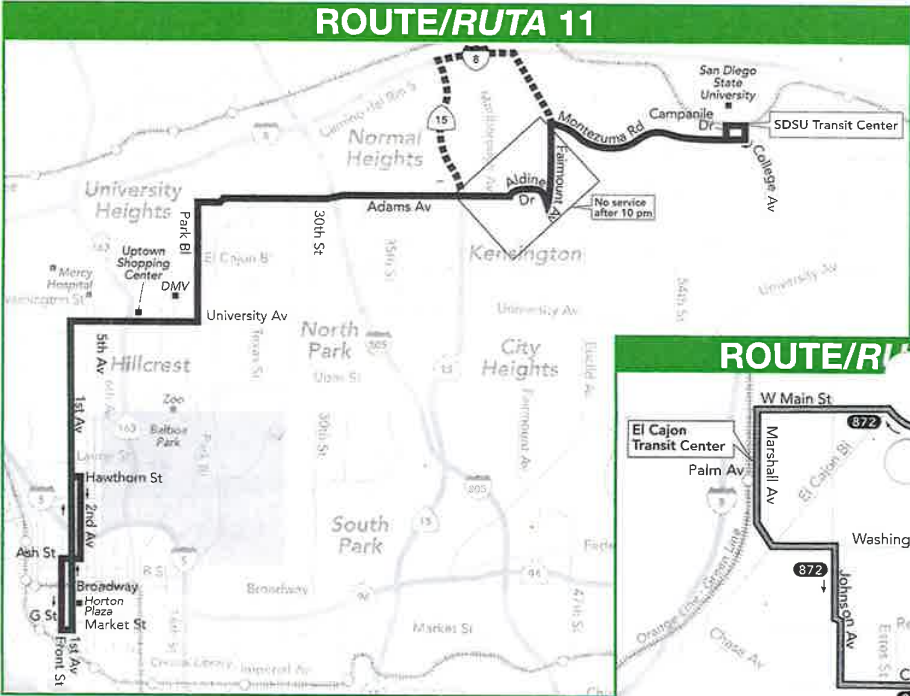
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874/875	Se cambia la ruta al este de El Cajon para usar Jamacha Rd. y E. Main St. en lugar de viajar por Granite Hills. Se discontinúa el servicio de la Ruta 874/875 al este de Jamacha Rd. y E. Main St. (viajando por Lexington Ave., 3rd St., Melody Lane, Granite Hills Dr., 4th St., e E. Madison Ave.). Vea el mapa actualizado de la nueva Ruta 874/875 dentro de este Tome Uno.
905	Ajustes al horario.
906/907	SERVICIO ADICIONAL: La frecuencia los sábados se incrementa de cada 20 a cada 15 minutos, y la frecuencia los domingos se incrementa de cada 30 a cada 15 minutos entre las 12 del mediodía y las 5 p.m. Adicionalmente, todos los días de la semana tendrán ajustes en el horario.
916/917	Ajustes en los horarios.
921	Todos los días de la semana tendrán ajustes en el horario.
923	La ruta entre semana se extiende en Ocean Beach desde Newport Ave. hacia el sur hasta Point Loma Ave., sustituyendo la Ruta 35 en este segmento. Adicionalmente, se discontinúa el servicio los sábados en la Ruta 923A.
929	La terminal del Centro de San Diego [Downtown] se cambia del Centro de Tránsito City College al Centro de Tránsito en la 12th & Imperial. El servicio entre el Centro de Tránsito de City College y el de 12th/Imperial sigue estando disponible en la nueva Ruta 12, la Ruta 901 y los Trolleys de la UC San Diego Blue Line y Orange Line. La Terminal de la Ruta 929 en el Centro de Tránsito de la 12th/Imperial estará ubicado en el lado sur de National Ave., en frente de la estación de Greyhound.
936	Ajustes en los horarios.
944	La ruta en el extremo este de la Ruta 944 se cambia para dar servicio a Community Rd. y Hilleary Pl. en lugar de la zona de Garden Road. Se discontinúa el servicio al este de Midland Rd., incluyendo todas las paradas a lo largo de Garden Rd., Neddick Ave., Bowdoin Rd., y Standish Drive. Vea el mapa actualizado de la Ruta 944 dentro de este Tome Uno. Adicionalmente, tome nota de otros cambios en el horario para mejorar las conexiones con el autobús <i>Rapid</i> 235.
945	Ajustes al horario para mejorar las conexiones con la ruta <i>Rapid</i> 235.
950	SERVICIO ADICIONAL ENTRE SEMANA: El servicio en dirección oeste desde Otay Mesa comenzará a las 4:30 a.m., el servicio en dirección este desde la Iris operará hasta las 9:30 p.m., y la frecuencia se incrementará durante las horas pico en la mañana y la tarde. Adicionalmente, el servicio direccional de medio día cambiará de dirección oeste a dirección este a las 12 del mediodía, en lugar de las 3 p.m. Tome nota de otros ajustes en el horario.
955	SERVICIO ADICIONAL: La frecuencia entre semana se incrementa de cada 15 a cada 12 minutos. Adicionalmente, todos los días de la semana tendrán ajustes en el horario.
961	Ajustes al horario.
964	Ajustes al horario.
967, 968	Ajustes al horario.
992	SERVICIO ADICIONAL: La frecuencia los fines de semana se incrementa de cada 30 a cada 15 minutos. Adicionalmente, todos los días de la semana tendrán ajustes en el horario.

923	Weekday routing is extended in Ocean Beach from Newport Ave. south to Point Loma Ave., replacing Route 35 on this segment. Also, Route 923A Saturday service is discontinued.
929	The Downtown terminal is changed from the City College Transit Center to the 12th & Imperial Transit Center. Service between the City College and 12th/Imperial Transit Centers remains available on new Route 12, Route 901, and the UC San Diego Blue and Orange Line Trolleys. The Route 929 terminal at the 12th/Imperial Transit Center will be located on the south side of National Ave., in front of the Greyhound Station.
936	Schedule adjustments.
944	The routing on the eastern end of Route 944 is changed to serve Community Rd. and Hilleary Pl. instead of the Garden Road area. Service east of Midland Rd. is discontinued, including all stops along Garden Rd., Neddick Ave., Bowdoin Rd., and Standish Drive. See map of revised Route 944 inside this Take One. Also, note other schedule changes to improve connections with <i>Rapid</i> 235.
945	Schedule adjustments to improve connections with <i>Rapid</i> 235.
950	ADDED WEEKDAY SERVICE: Westbound service from Otay Mesa will begin at 4:30 a.m., eastbound service from Iris will operate until 9:30 p.m., and frequency is increased during the morning and afternoon peaks. Also, directional midday service will change from westbound to eastbound at 12 Noon instead of 3 p.m. Note other schedule adjustments.
955	ADDED SERVICE: Weekday frequency is increased from 15 minutes to 12 minutes. Also, other schedule adjustments on all days.
961	Schedule adjustments.
964	Schedule adjustments.
967, 968	Schedule adjustments.
992	ADDED SERVICE: Weekend frequency is increased from 30 to 15 minutes. Also, other schedule adjustments on all days.

Other routes also operate in the areas shown on the maps. Please call 511 or visit sdmts.com for complete route and schedule information.

También funcionarán otras rutas en las áreas que aparecen en los mapas. Llame al 511 o visite sdmts.com para obtener información sobre rutas y horarios.



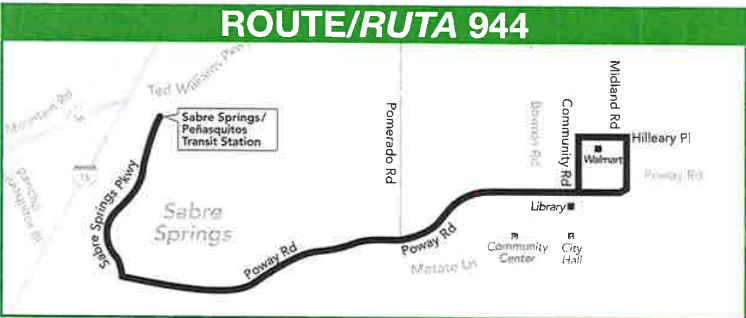
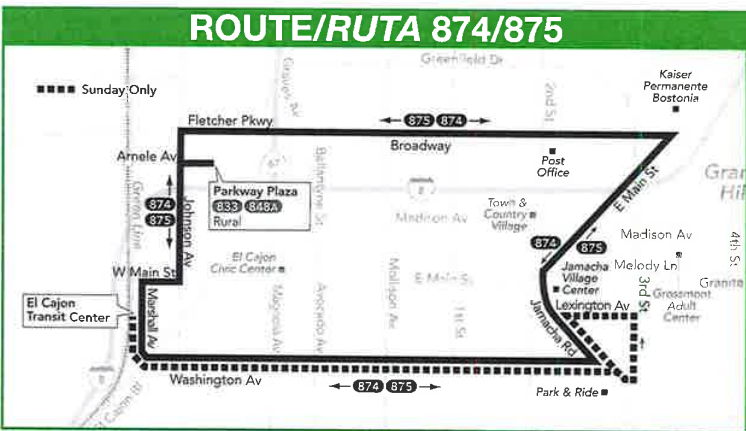
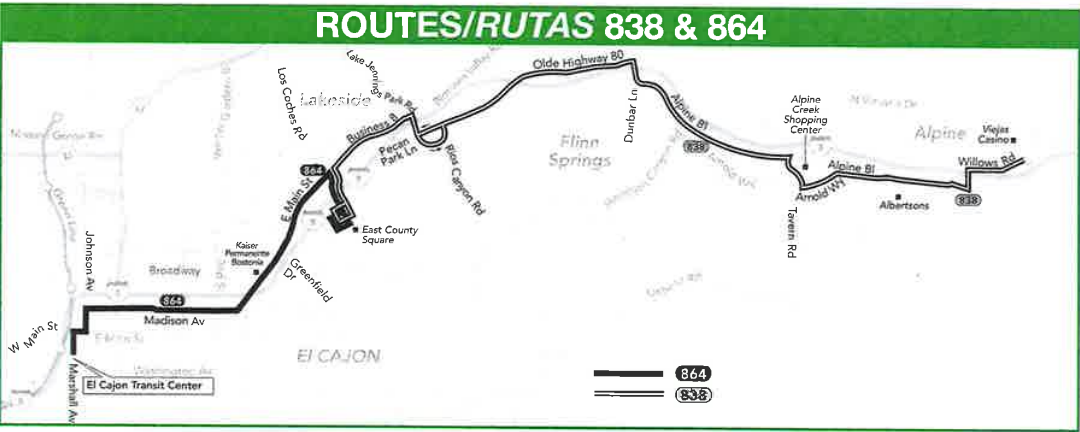
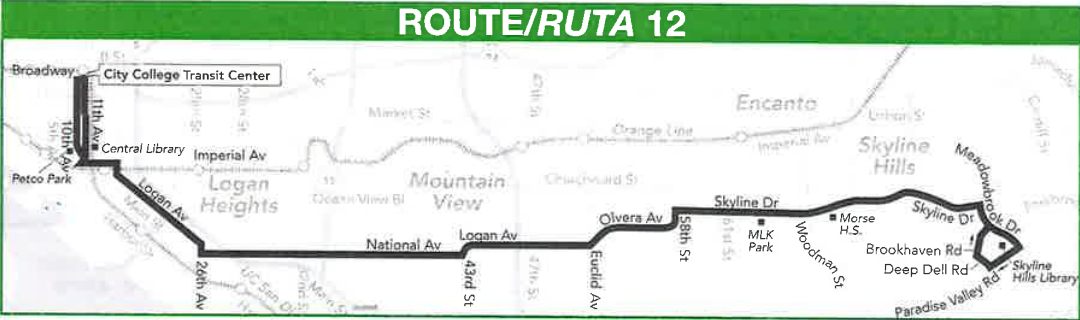
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DÍA DE LOS PRESIDENTES (Lunes, 19 de febrero, 2018): El Trolley y la mayoría de las rutas de los Autobuses MTS operarán en el horario de un día **sábado** (sin servicio en los autobuses Rapid Express 280 & 290 o Rural 894). Los servicios de NCTD y el **Sorrento Valley COASTER Connection** operarán en un horario de entre semana. La **Oficina de Información y Ayuda al Planear un Viaje** de MTS (619-233-3004) estará abierta de 8 a.m. a 5 p.m. Las Oficinas de la **Transit Store**, **Compass Card** (619-595-5636) y Servicio al Cliente (619-557-4555) estarán cerradas. Los pasajeros inscritos en **MTS Access** que desean tener servicio este día deberán llamar para hacer arreglos para su transporte.

PRESIDENTS DAY (Monday 2/19/18): The Trolley and most MTS Bus routes will operate a **Saturday** schedule (no service on Rapid Express 280 & 290 or Rural 894). NCTD services and the **Sorrento Valley COASTER Connection** will operate a weekday schedule. MTS' **Information and Trip Planning Office** (619-233-3004) will be open 8 a.m. – 5 p.m. the **Transit Store** and the **Compass Card** (619-595-5636) and **Customer Service** (619-557-4555) offices will be closed. **MTS Access** subscription passengers who want service on this day must call to arrange transportation.

ESTA INFORMACIÓN ESTÁ DISPONIBLE EN DIFERENTES FORMATOS BAJO SOLICITUD. Para solicitar esta información en un formato diferente, por favor llame al (619) 231-1466. Los operadores del Metropolitan Transit System siguen una política que prohíbe la discriminación en cuanto a servicios e instalaciones. MTS garantiza que ninguna persona por motivos de raza, color de piel u origen nacional será excluida de participar en los servicios, se le negará disfrutar de sus beneficios ni será víctima de cualquier otro tipo de discriminación en ninguna actividad o programa de la agencia. Para solicitar información adicional sobre las obligaciones de MTS contra la discriminación o para presentar una denuncia contra MTS, favor de escribir al MTS General Counsel, 1255 Imperial Ave., Suite 1000, San Diego, 92101 o visitar la página sdmts.com.

THIS INFORMATION WILL BE MADE AVAILABLE IN ALTERNATIVE FORMATS UPON REQUEST. To request this notice in an alternative format, please call (619) 231-1466. The Metropolitan Transit System operators adhere to a nondiscrimination policy with regard to both services and facilities. MTS assures that no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any agency program or activity. To request additional information on MTS' nondiscrimination obligations or to file a complaint against MTS, please write to MTS General Counsel, 1255 Imperial Ave., Suite 1000, San Diego, 92101 or log on to sdmts.com.

APPENDIX G

MTS RESOLUTION NO. 18-3

PLACEHOLDER

APPENDIX H

MTS POLICIES AND PROCEDURES 42



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

Policies and Procedures

No. 42

Board Approval: 9/15/16

SUBJECT:

TRANSIT SERVICE EVALUATION AND ADJUSTMENT

PURPOSE:

To establish:

- (1) a process for evaluating and adjusting existing transit services to improve performance; and
- (2) procedures for implementing service changes.

BACKGROUND:

On June 23, 2005, the MTS Board of Directors approved the following vision for MTS services.

A Vision for MTS Services

- Develop a **Customer-Focused** System: Provide services that reflect the travel needs and priorities of our customers.
- Develop a **Competitive** System: Provide services that are competitive with other travel options by meeting market segment expectations.
- Develop an **Integrated** System: Develop transit services as part of an integrated network rather than a collection of individual routes.
- Develop a **Sustainable** System: Provide appropriate types and levels of service that are consistent with market demands and are maintainable under current financial conditions.



This policy establishes a process for evaluating existing transit services based on these vision statements. In addition, the policy outlines procedures for implementing minor and major service adjustments.

POLICY:

42.1 Categories of Transit Service

To ensure that transit services are evaluated against other similar services, routes are designated into eight service categories based on route characteristics. These categories include: Premium Express, Express, Light Rail, Urban Frequent, Urban Standard, Circulator, Rural, and Demand-Responsive, as defined below. These categories also ensure that fares are consistent with the type and characteristics of the service. Attachment A specifies the services within each category.

Fixed-Route Services

Premium Express – High-speed, point-to-point service geared towards commute markets. Service provided during weekday peak periods only and scheduled to meet primary work shift times. May use over-the-road coaches for maximum comfort and highway operations.

Express – High-speed service geared toward linking major subregional residential, employment, and activity centers. Service is generally provided throughout the weekday and possibly on weekends. Operates primarily on highways and major arterials.

Light Rail – High-frequency service (15 minutes or better during the base weekday) operating on exclusive railroad right-of-way. Serves multiple trip purposes and generally experiences high turnover along the line.

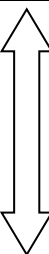
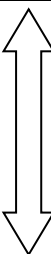
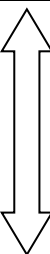
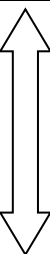

Rapid – High-frequency bus service (15 minutes or better during the base weekday) operating in a combination of HOV lanes, mixed-traffic lanes, and/or exclusive right-of-way. Serves multiple trip purposes and generally experiences high turnover along the line. Offers Traffic Signal Priority, enhanced station stops, and “Rapid” or other distinct branding. Service is subsidized by TransNet.

Urban Frequent – High-frequency service (15 minutes or better during the base weekday) primarily operated along major arterials in denser urban areas. Serves multiple trip purposes and generally experiences high turnover along the route. May be operated as regular (all stops) or limited (stopping only at major transfer points and activity centers).

Urban Standard – Basic transit service with base weekday frequencies generally between 30 and 60 minutes. Operates in less dense urban and suburban areas. Serves multiple trip purposes and provides access to all stops.

Circulator – Neighborhood feeder/distributor to transfer stations or shuttle service to local destinations. Operates on arterials and local streets to provide access to residences, businesses, activity, and transfer centers.

Figure 1
Characteristics of Fixed-Route Services

	Trip Distance	Speed	Stop Spacing	Streamlined Routing	Fares
	<i>Longer</i>	<i>Faster</i>	<i>Greater</i>	<i>More</i>	<i>Higher</i>
Premium Express Express Light Rail Rapid Bus Urban Frequent Urban Standard Circulator					
	<i>Shorter</i>	<i>Slower</i>	<i>Lesser</i>	<i>Less</i>	<i>Lower</i>

Specialized Services

Rural – Lifeline service that provides a link between rural communities and the San Diego urban core. Very limited service levels; generally a few round-trips operating a few days per week given limited demand.

Demand-Responsive - Paratransit services that complement fixed-route services in accordance with the Americans with Disabilities Act (ADA), as well as services that provide transit access to areas difficult to serve by conventional fixed-routes (e.g., due to terrain, discontinuous street patterns, and extremely low densities).

42.2 Performance Indicators

The following performance indicators, summarized in Figure 2, ensure that the service evaluation is consistent with the vision statements established for MTS services.

Figure 2
Transit Service Performance Indicators

CUSTOMER FOCUSED / COMPETITIVE								INTEGRATED			SUSTAINABLE								
PRODUCTIVITY				QUALITY				CONNECTIVITY			RESOURCES			EFFICIENCY					
Total Passengers	Average Weekday Passengers	Passengers/Revenue Hour	Passengers/In Service Hour	Passenger Load Factor	On-Time Performance	Mean Distance between Failures	Accidents/100,000 Miles	Comments/100,000 Passengers	Route Headway	Span of Service Consistency	Service Availability	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

Bold – Key indicators used for ranking route performance.

Total Passengers – Total number of unlinked boardings.

Average Weekday Passengers – Average of weekday unlinked boardings excluding abnormal weekday boardings due to unusual circumstances, such as inclement weather, special events, and other unusual impacts to daily ridership levels.

Passengers per Revenue Hour – Total number of unlinked boardings divided by the sum of in-service and layover (including recovery) hours. Does not include pull and deadhead hours. Consistent with National Transit Database (NTD) definitions, this indicator is generally used to compare the productivity of MTS services with other agencies.

Passengers per In Service Hour – Total number of unlinked boardings divided by in-service hours. Does not include layover, recovery, pull, and deadhead hours. This indicator is a more accurate measure of service performance because it only includes scheduled hours available for loading, unloading, and transporting passengers.

Passenger Load Factor – Percent of trips exceeding the passenger load target.

On-Time Performance – Percent of service that is within zero minutes zero seconds (00m:00s) early and four minutes fifty nine seconds (04m:59s) late.

Mean Distance between Failures – Average distance (measured in total miles) between major mechanical failures.

Accidents per 100,000 Miles – Average number of collision accidents (preventable and nonpreventable) for every 100,000 miles operated (measured in total miles).

Comments per 100,000 Passengers – Average number of passenger comments for every 100,000 unlinked boardings.

Route Headway – Base weekday frequency of route.

Span of Service Consistency – Indication of consistency in service span for route groups that experience high levels of transfers between the services.

Service Availability – A general measure of the geographic distribution of service within the MTS service area.

In Service Miles – Scheduled miles of service available for loading, unloading, and transporting passengers (measured as scheduled miles between departure from the first stop and arrival to the last stop of a trip).

In-Service Hours – Scheduled hours of service available for loading, unloading, and transporting passengers (measured as scheduled hours between departure from the first stop and arrival to the last stop of a trip).

Peak Vehicle Requirement – Maximum number of vehicles available to provide scheduled service during the heaviest service period of the week.

In-Service Speed – Average scheduled speed of transit service between departure from the first stop and arrival to the last stop of a trip.

In-Service Miles/Total Miles – Percent of total miles operated that are attributed to service available for loading, unloading, and transporting passengers.

In-Service Hours/Total Hours – Percent of total hours operated that are attributed to service available for loading, unloading, and transporting passengers.

Farebox Recovery Ratio – Percent of total operating cost recovered through fare revenue.

Subsidy/Passenger – The amount of public subsidy required to provide service for each unlinked boarding (measured as total operating cost minus fare revenue divided by total passengers).

42.3 Performance Targets

Performance targets represent aggressive yet realistic service expectations based on service design, route characteristics, and operating environments. In addition to setting service expectations, targets are also used to flag and evaluate negative impacts that may occur when balancing an improvement in one aspect of performance at the expense of another aspect. Therefore, using targets ensures that service is designed to achieve the overall goals of the system through a balanced approach.

To ensure that targets are stable, yet reflect changes to market and operating conditions, they will be reviewed and adjusted, if needed, on a three-year basis. In addition to evaluating performance indicators against their targets, tracking the performance trend of each indicator will help ensure that no aspect of performance is unduly impacted over time as a result of overemphasizing other performance priorities. Attachment B presents the performance targets for each indicator.

42.4 Performance-Monitoring Process

Annual Service Evaluation - The MTS operating budget is adopted annually by the Board of Directors prior to the start of the fiscal year (July 1). This budget is developed around initial assumptions of service levels to be provided in the upcoming year, including anticipated service changes as well as expected performance in achieving the vision for MTS services.

The annual service evaluation will be conducted at the conclusion of each fiscal year to compare actual performance of the system with the targets outlined in Attachment B and to identify opportunities for adjustments and improvements based on this analysis.

Key indicators for flagging low-performing routes are passengers per revenue hour and subsidy per passenger. Routes on the bottom quartile of each route group for both of these indicators will be identified for further analysis on a segment basis (temporal and geographic) as well as closer look at other aspects of the route's performance.

Service Change Evaluation – The triannual service evaluation will be conducted at the conclusion of each regularly scheduled service change period. This evaluation will present initial results of service changes and provide an early indication of significant trends. The analysis also provides a basis for tracking the progress of performance throughout the year.

Attachment B identifies the key performance indicators that will be used for analysis during the triannual and annual service evaluations.

42.5 Service Changes

Changes to MTS bus and trolley services are implemented three times a year in the fall, winter, and summer. These regularly scheduled service changes provide an opportunity to: (1) improve the routing, operation, and schedules of the transit system consistent with service evaluation and customer comments, (2) implement changes as a result of service plans, including the implementation of new services, (3) optimize service according to the MTS service vision, and (4) adjust service levels according to budget constraints. Service changes can be classified into minor and major changes.

42.5a Minor Service Changes. Minor service changes generally include schedule adjustments for routes that are chronically late or to improve scheduling efficiencies or trip-level adjustments to address overcrowding and productivity improvements. Minor service changes can also include slight routing adjustments to serve a new trip generator, eliminate unproductive segments, or to streamline and optimize service.

Since minor service changes address service maintenance issues, it is important that they are implemented expeditiously. To streamline the process, these changes should not result in a significant impact to ridership. To ensure that impacts are minimized, minor service changes will not represent more than a 25 percent change in a route's weekly in-service miles or hours. Therefore, no action will be required of the MTS Board for approval and implementation of these changes, unless a Title VI report requires Board action as specified in Section 42.6.

42.5b Major Service Changes. Major service changes represent a change that is greater than 25 percent of a route's weekly in-service miles or hours. These changes are generally a result of in-depth research and analyses to address a significant change in a route's demand, operating environment, or performance. Changes may include significant route realignment, changes in scheduled headways, or subarea restructuring.

Although these changes are strategically designed to maximize public benefit and minimize negative impacts, they often result in tradeoffs or reduction in benefits for some riders. Due to the significance and potential negative impacts, approval of these changes is contingent on a properly noticed public hearing.

42.5c New Service Implementation. All new services will be implemented on a trial basis for one year. New service can include new routes, increased frequency during a significant part of the service day, new days of operation, or a significant route extension. These services should perform to equal or better than the system average for passenger per revenue hour and subsidy per passenger within the first year of operation. For a new service to be continued beyond 12 months, a Title VI analysis must be completed and presented to the MTS Board of Directors, which must take action to approve the new service as regular service.

42.6 Title VI

MTS is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. This includes the planning and scheduling of routes and services.

42.6a Analysis: Except as provided in Section 42.5c, any of the following changes would require that a Title VI analysis be presented to the MTS Board of Directors before a final implementation decision is made:

- A change that is greater than 25 percent of a route's weekly in-service miles or hours.
- An increase or reduction in the average weekly span-of service of more than 25 percent.
- The implementation of a new route or the discontinuation of an existing route.
- A routing change that affects more than 25% of a route's Directional Route Miles and more than 25% of the route's bus stops.

42.6b Disparate Impacts and Disproportionate Burdens: MTS' Title VI analysis for a Major Service Change will include a determination of whether or not disparate impacts to minority populations or disproportionate burdens to low-income populations would result from the change.

- A disparate impact is found when there is a difference in adverse effects between minority and non-minority populations such that: the adversely affected population is 10 percent or greater minority by percentage of total population than the total MTS service area average; or, the benefitting population is 10 percent or more non-minority (by percentage of total MTS service area population) than the total MTS service area average. *For example, if the total MTS service area average is 55% minority, then a proposed service change that adversely affects a population that is 65% minority or greater would be defined as a disparate impact.* If MTS chooses to implement a proposed major service change despite a finding of a disparate impact, MTS may only do so if there is a substantial justification for the change, and there are no alternatives that would have a less disparate impact and still accomplish the goals of the change.
- A disproportionate burden is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10 percent or more "low-income" (by percentage of total MTS service area population) than the total MTS service area average; or, the benefitting population is 10 percent or greater "non-low-income" by percentage of total population than the total MTS service area average. *For example, if the total MTS service area average is 20% "low-income," then a proposed service*

change that benefits a population that is 90% or greater “non-low-income” would be defined as a disproportionate burden. If MTS chooses to implement a proposed change despite a finding of disproportionate burden, MTS may only do so if steps are taken to avoid or minimize impacts where practicable, and MTS provides a description of alternatives available to affected low-income populations.

42.6c Complaints: Persons alleging violations of Title VI by MTS would follow the procedures outlined in MTS Policy No. 48.

Attachments: A. Service Categories
B. FY 2016 – FY 2020 Performance Targets

Original Policy Accepted on 4/8/93.
Policy Revised on 12/8/94.
Policy Repealed and Readopted on 1/13/00.
Policy Revised on 10/26/00.
Policy Revised on 12/14/00.
Policy Revised on 4/25/02.
Policy Revised on 4/29/04.
Policy Revised on 6/14/07.
Policy Revised on 9/20/12.
Policy Revised on 6/20/13.
Policy Revised on 9/15/16.

Attachment A
Service Categories/Modes & Service Standards

Category/Mode	Routes (subject to change)	On-Time Performance Standard	Headway Standard (base wkdy)	Vehicle Load Factor (Standard = No more than 20% of trips exceed factor)
<u>Premium Express</u> – High-speed, point-to-point service geared toward commute markets. Service provided during weekday peak periods only and scheduled to meet primary work shift times. May use over-the-road coaches for maximum comfort and highway operations.	280, 290	90%	30 min.	1.0
<u>Express</u> – High-speed service geared toward linking major subregional residential, employment, and activity centers. Service is generally provided throughout the weekday and possibly on weekends. Operates primarily on highways and major arterials.	20, 50, 60, 110, 150, , 870, 950	90%	30 min.	1.5*
<u>Light Rail</u> – High-frequency service operating on exclusive railroad right-of-way. Serves multiple-trip purposes and generally experiences high turnover along the line.	Blue Line, Orange Line, Green Line, Silver Line	90%	15 min.	3.0
<u>Rapid</u> – High-frequency service primarily operated along major arterials in denser urban areas. Serves multiple-trip purposes and generally experiences high turnover along the route. May be operated as regular (all stops) or limited (stopping only at major transfer points and activity centers).	201/202, 204, 215, 235, 237, 225 (future South Bay Rapid 225)	85%	15 min.	1.5*
<u>Urban Frequent</u> – High-frequency service primarily operated along major arterials in denser urban areas. Serves multiple-trip purposes and generally experiences high turnover along the route. May be operated as regular (all stops) or limited (stopping only at major transfer points and activity centers).	1, 2, 3, 5, 6, 7, 8, 9, 10, 11, 13, 30, 41, 44, 120, 701, 709, 712, 901, 906/907, 929, 932, 933/934, 955, 961, 992	85%	15 min.	1.5*
<u>Urban Standard</u> – Basic transit	4, 27, 28, 31, 35,	90%	30 min.	1.5*

service along major arterials throughout the MTS service area. Operates in less dense urban and suburban areas. Serves multiple-trip purposes and provides access to all stops.	105, 115, 703, 704, 705, 707, 815, 816, 832, 833, 834, 848, 854, 855, 856, 864, 871/872, 874/875, 904, 905, 916/917, 921, 923, 928, 936, 944, 945, 962, 963, 967, 968			
Circulator – Neighborhood feeder/distributor to transfer stations or shuttle service to local destinations. Operates on arterials and local streets to provide access to residences, businesses, activity, and transfer centers.	14, 18, 25, 83, 84, 88, 851, 964, 965, 972, 973, 978, 979	90%	60 min.	1.5*
Rural – Lifeline service that provides a link between rural communities and the San Diego urban core. Very limited service levels; generally a few round-trips operating a few days per week given limited demand.	888, 891, 892, 894	No specific goal	No specific goal	No specific goal
Demand-Responsive - Paratransit services that complement fixed-route services in accordance with the Americans with Disabilities Act (ADA) as well as services that provide transit access to areas difficult to serve by conventional fixed-routes (e.g., due to terrain, discontinuous street patterns, and extremely low densities).	MTS Access (ADA Paratransit)	No specific goal	n/a	No specific goal

*Load standard is 1.0 for routes operated with a minibus

Attachment B
FY 2016 – FY 2020 Performance Targets

		Performance Indicator	Level of Analysis	Freq	Target
CUSTOMER FOCUSED/COMPETITIVE	PRODUCTIVITY	Total Passengers	Sys, Cat, Rt	A,Q	• Year-over-year improvement by route, category, and system
		Average Weekday Passengers	Sys, Cat, Rt	A, Q	• Year-over-year improvement by route, category, and system
		Passengers/Revenue Hour	Sys, Cat, Rt	A, Q	• Improve route category average
		Passengers/In-Service Hour	Sys, Cat, Rt	A, Q	• Improve route category average
	QUALITY	Passenger Load Factor	Rt	A	• No more than 20% of trips exceed vehicle load factor
		On-Time Performance	Sys, Cat, Rt	A, Q	• 85% for Urban Frequent and Rapid, and 90% for all other route categories
		Mean Distance between Failures	Op	A	• Improve operator average
		Accidents/100,000 Miles	Op	A	• Improve operator average
		Comments/100,000 Passengers	Op	A	• Improve operator average
	INTEGRATED	CONNECTIVITY	Route Headway	Rt	A, Q
Span of Service Consistency			Sys	Q+	• Improve for routes that share common transfers
Service Availability			Sys	Q+	• 80% of residents or jobs within ½ mile of a bus stop or rail station in urban areas. • 100% of suburban residences within 5 miles of a bus stop or rail station. • One return trip at least 2 days/week to destinations from rural villages
SUSTAINABLE	RESOURCES	In-Service Miles	Op	Q, A	• Not to exceed budget
		In-Service Hours	Op	Q, A	• Not to exceed budget
		Peak Vehicle Requirement	Op	Q, A	• Not to exceed budget
	EFFICIENCY	In-Service Speeds	Op	Q, A	• Improve operator average
		In-Service/Total Miles	Op	Q, A	• Improve operator average
		In-Service/Total Hours	Op	Q, A	• Improve operator average
		Farebox Recovery Ratio	Sys, Cat, Rt	A	• TDA requirement of 31.9 percent system wide for fixed-route (excluding regional routes that have a 20 percent requirement)
		Subsidy/Passenger	Sys, Cat, Rt	A	• Improve route category average

Level of Analysis: Sys=System, Op=Operator, Cat=Route Category Rt=Route; Frequency: A=Annually, Q=Quarterly/Triannually
+ Staff analysis/Not included in Board report. **BOLD** indicates analysis level for the target.

APPENDIX I

MTS TRANSIT AMENITIES POLICY



TRANSIT AMENITIES POLICY



SAN DIEGO METROPOLITAN TRANSIT SYSTEM

SAN DIEGO METROPOLITAN TRANSIT SYSTEM

Subject: TRANSIT AMENITIES POLICY

Effective Date: July 1, 2015

Promulgated this 1st day of July 2015.

SAN DIEGO METROPOLITAN
TRANSIT SYSTEM



Paul Jablonski
Chief Executive Officer



Approved as to form:
General Counsel

1.0 Introduction

The Metropolitan Transit System (MTS) is the provider of public fixed-route bus and light rail transit services in the southern and eastern portions of San Diego County. MTS' area of jurisdiction is approximately 570 square miles of the urbanized areas of San Diego County as well as the rural parts of East County, 3240 total square miles, serving nearly 3 million people in San Diego County.

MTS can trace its roots back to 1886, when private companies began providing various rail transit services in San Diego. The current organization was created by the passage of California Senate Bill 101 and came into existence in January 1976 as the Metropolitan Transit Development Board (MTDB). In 2002, Senate Bill 1703 merged MTDB's long-range planning, financial programming, project development and construction functions into the regional metropolitan planning organization, the San Diego Association of Governments (SANDAG). In 2005, MTDB changed its name to MTS.

MTS directly or through private contractors operates 94 fixed bus routes, 4 light rail lines, and an Americans with Disabilities Act complementary paratransit service. All services are coordinated by MTS, which determines the routes, stops, frequencies and hours of operation. Light rail infrastructure includes 53 stations and 102.6 miles of rail. Various modes of bus routes are operated, including local, urban, express, Rapid, Rapid Express, and rural services.

Federal Transit Administration Circular FTA C 4702.1B requires that operators receiving federal financial assistance have policies ensuring the equitable distribution of vehicles and amenities as part of their compliance with Title VI of the Civil Rights Act of 1964.

This policy is established to ensure the equitable distribution of amenities across the MTS transit network. Details on amenities provided by mode follow below. It has been provided to MTS' outside contractors that install and maintain amenities (currently, Clear Channel Outdoor and Coast United).

This policy applies to amenities funded by or constructed by or at the direction of MTS. This policy does not limit or restrict outside parties from funding and constructing infrastructure improvements at or near MTS transit stations/stops for the benefit of MTS passengers.

2.0 Bus Stops

The installation of bus stop amenities is prioritized based on the number of passenger boardings at stops and stations along those routes. This prioritization can be adjusted by site constraints which may prevent installation of an amenity. MTS also works with local communities to ensure that installed amenities are an asset rather than nuisance, and may adjust siting and installations on a case-by-case basis accordingly.

2.1. Seating

MTS provides four types of seating at bus stops:

- 2.1.A Stand-alone benches: MTS maintains a contract with a vendor (currently Coast United) to install benches at bus stop locations, based on passenger volume or upon request. Space constraints on city sidewalks often limit the ability to install a bench. Some cities in MTS' service area install their own bus stop benches; While MTS works closely with the local jurisdictions, MTS does not have the ultimate authority over the placement, design, or location of these benches.
- 2.1.B Shelter benches: MTS maintains a contract with a vendor (currently Clear Channel Outdoor) to install shelters and benches at bus stop locations. Typically a bench is installed at each shelter location, but MTS occasionally omits or removes the bench when working with local communities to resolve loitering issues, or to increase circulation and queuing space for passengers.
- 2.1.C. Rapid/TransNet station benches: MTS maintains benches at Rapid and SuperLoop bus stops/stations with TransNet reimbursement for operating expenses.
- 2.1.D. Transit Center benches: off-street transit centers maintained by MTS and shared with Trolley service have benches located at or near the bus stops for use by bus passengers.

Outside entities such as nearby institutions, cities, business improvement districts, and adjacent property owners sometimes install their own furniture at or near bus stops. MTS maintains some control of the immediate bus stop area for safety and ADA compliance, but the local jurisdiction has the ultimate authority over furniture placed within its right-of-way.

2.2. Shelters

MTS provides three kinds of shelters at its bus stops:

- 2.2.A Stand-alone shelters: MTS maintains a contract with a vendor (currently Clear Channel Outdoor) to install shelters at bus stop locations, based primarily on passenger volume.

Potential locations require sufficient space for the shelter and suitable electrical conditions (nearby power source and ability to ground the equipment). Space constraints on city sidewalks often limit the ability to install a shelter. MTS offers

two lengths of the stand-alone shelter to accommodate smaller spaces where possible, or to provide more shelter area at busier stops, space permitting.

- 2.2.B. Rapid/TransNet station shelters: MTS maintains shelters at Rapid and SuperLoop bus stops/stations with TransNet reimbursement for operating expenses.
- 2.2.C. Transit Center shelters: off-street transit centers maintained by MTS and shared with Trolley service have shelters located at or near the bus stops for use by bus passengers.

Some cities in MTS' service area install their own bus stop shelters; While MTS works closely with the local jurisdictions, MTS does not have the ultimate authority over the placement, design, or location of these shelters.

Other outside entities, such as nearby institutions, business improvement districts, and adjacent property owners, sometimes install their own furniture at or near bus stops. MTS maintains some control of the immediate bus stop area for safety and ADA compliance, but the local jurisdiction has the ultimate authority over furniture placed within its right-of-way.

2.3. Passenger Information

2.3.A Static Displays

Each bus stop blade includes the following information: MTS logo, bus icon, list of routes serving the stop, and the individual stop number, allowing passengers to access stop-specific information on the internet or via smartphone. Blades installed at transit centers, major transfer points, and significant destinations include larger route decals with each route's destination also provided.

Bus stop pole displays showing the schedule for the route(s) serving the stop are installed at transit centers, major transfer points, significant destinations, and locations with high numbers of boardings.

Information kiosks are installed at off-street transit centers, selected busy on-street transfer locations, and along Broadway in Downtown San Diego. The information provided is customized to the location, but may include routes and destinations, fare information, local area maps, route maps, and "How to Ride" information.

Most shelters provided and serviced by MTS' vendor (currently Clear Channel Outdoor) include an information panel for a schedule, route map, or other information, depending on the service and location.

2.3.B Electronic Displays

"Next-arrival" displays are provided at Rapid and SuperLoop bus stops/stations with TransNet reimbursement for operating expenses. These are installed as part of the capital project, and maintained through the operating agreement with SANDAG.

Next-arrival signs were also installed in a few other transit center locations as part of a pilot to test the technology; the functionality of these signs is maintained to the extent possible, but there are no plans to expand the program at this time.

2.4. Elevators/Escalators

2.4.A. Elevators: Provided only at locations where a fixed ramp could not meet Americans with Disabilities Act (ADA) requirements. Currently, the only bus stop location with an MTS-owned elevator not also served by Trolley is the parking structure at the Sabre Springs/Peñasquitos Transit Station. In the future, elevators will be installed at the bus-only transit plaza stations in City Heights.

2.4.B. Escalators: There are no escalators at any bus-only location.

2.5. Trash Cans

MTS provides for trash cans at the following bus stop locations:

2.5.A. Transit centers served by both buses and Trolleys

2.5.B. Rapid stations with TransNet reimbursement for operating expenses

2.5.C. MTS-contracted bus shelter locations

At all other locations, trash cans (if provided) are installed, serviced, and controlled by an outside entity, typically a city, business improvement district, or adjacent property owner.

2.6. Restrooms

Only three locations have MTS-owned restrooms available for passenger use: 12th & Imperial Transit Center, Old Town Transit Center, and El Cajon Transit Center. All three locations have an outside vendor that maintains the restroom and controls access. Other bus stops have nearby restrooms that can be used by passengers, but MTS does not reimburse the owner nor have any control over access.

MTS provides secured restrooms for employees only at various bus route terminal locations. At some bus route terminals, MTS has an agreement with a nearby business to allow drivers (not passengers) to use their restroom.

2.7. Ticket Vending Machines

There are currently no ticket vending machines provided at bus stops apart from Trolley stations.

3.0 Rail Stations

Trolley station amenities, except where noted below, are generally standardized at all Trolley stations throughout the Trolley network. This standardization ensures equal distribution to all users, regardless of the location of the station. Quantities and siting of amenities are dependent on level of boardings and site-specific conditions.

3.1. Seating

MTS provides seating at all Trolley stations. Quantity and placement of benches is dependent on location, number of boardings, and station design and layout.

3.2 Shelters

MTS provides two kinds of shelters at its Trolley stations:

3.2.A. Large canopies: Most Trolley stations have one large canopy, located on the platform with the most open area.

3.2.B. Small canopies: Most Trolley stations have one or more small canopies, located on the narrower platform.

3.3 Passenger Information

3.3.A. Static Displays: Each Trolley platform includes signage along its length indicating the station name, line of service, and terminal destination.

Information kiosks are installed on the platforms of all Trolley stations. The information provided includes Trolley schedules, fare information, local area maps, and "How to Ride" information. Bus transfer information is also included at busy transfer centers with bus service.

3.3.B Electronic Displays: "Next-arrival" displays are provided above all Trolley platforms. When operable, these indicate the line of service and the estimated time of arrival for subsequent trains.

3.4 Elevators/Escalators

3.4.A. Elevators: Provided only at locations where a fixed ramp could not meet Americans with Disabilities Act (ADA) requirements. Currently, MTS provides and maintains elevators at the following Trolley stations: Fashion Valley Transit Center, Qualcomm Stadium, Grantville Trolley Station, SDSU Transit Center, and Grossmont Transit Center.

3.4.B. Escalators: The only MTS stop/station with escalators is the SDSU Transit Station, where peak volumes would exceed the capacity of the elevators. No other escalators are planned for the system at this time.

3.5 Trash Cans

MTS installs and services trash cans at all Trolley stations.

3.6 Restrooms

Only three Trolley locations have MTS-owned restrooms available for passenger use: 12th & Imperial Transit Center, Old Town Transit Center, and El Cajon Transit Center. All three locations have an outside vendor that maintains the restroom and controls access; hours and availability vary. Other Trolley stations have nearby restrooms that can be used by passengers, but MTS does not reimburse the owner nor have any control over access.

3.7 Ticket Vending Machines

At least two ticket vending machines are provided at every Trolley station. Each machine accepts credit cards and dispenses tickets. At least one machine at each station also has the ability to dispense Compass Cards and load passes on Compass Cards.

APPENDIX J

MTS VEHICLE ASSIGNMENT POLICY



VEHICLE ASSIGNMENT POLICY



SAN DIEGO METROPOLITAN TRANSIT SYSTEM

SAN DIEGO METROPOLITAN TRANSIT SYSTEM

Subject: VEHICLE ASSIGNMENT POLICY

Effective Date: July 1, 2015

Promulgated this 1st day of July 2015.

SAN DIEGO METROPOLITAN
TRANSIT SYSTEM



Paul Jablonski
Chief Executive Officer



Approved as to form:
General Counsel

1.0 Introduction

The Metropolitan Transit System (MTS) is the provider of public fixed-route bus and light rail transit services in the southern and eastern portions of San Diego County. MTS' area of jurisdiction is approximately 570 square miles of the **urbanized** areas of San Diego County, plus the rural areas of East County. Our total service area is 3,240 square miles, serving a population of nearly 3 million.

MTS can trace its roots back to 1886, when private companies began providing various rail transit services in San Diego. The current organization was created by the passage of California Senate Bill 101 and came into existence in January 1976 as the Metropolitan Transit Development Board (MTDB). In 2002, Senate Bill 1703 merged MTDB's long-range planning, financial programming, project development and construction functions into the regional metropolitan planning organization, the San Diego Association of Governments (SANDAG). In 2005, MTDB changed its name to MTS.

MTS directly or through private contractors operates 94 fixed bus routes, 4 light rail lines, and an Americans with Disabilities Act complementary paratransit service. All services are coordinated by MTS, which determines the routes, stops, frequencies and hours of operation. Light rail infrastructure includes 53 stations and 102.6 miles of rail. Various modes of bus routes are operated, including local, urban, express, Rapid, Rapid Express, and rural services.

Federal Transit Administration Circular FTA C 4702.1B requires that operators receiving federal financial assistance have policies ensuring the equitable distribution of vehicles and amenities as part of their compliance with Title VI of the Civil Rights Act of 1964. This document provides the policy guidelines for the distribution and operation of MTS vehicles throughout the MTS service area.

2.0 Buses

MTS bus services board approximately 55 million passengers per year, nearly 200,000 on an average weekday. The fleet consists of over 700 buses operating on 94 fixed-routes and paratransit service. Modes operated include motorbus, commuter bus, and paratransit. Approximately half of the service is directly operated by MTS employees, the remaining half is operated by private contractors using buses provided by MTS and operating from divisions owned by MTS.

2.1. Bus Categories

- 2.1.A. Standard Bus: Medium or Heavy-Duty urban transit buses manufactured by New Flyer, Gillig, etc. Passenger amenities are common throughout the fleet, with only minor year-to-year variations. There are three distinct fleets:

- 2.1.A.1 **CNG:** The largest segment of MTS' fixed-route fleet. Buses vary in length from 30'-40' with shorter buses assigned to routes with lower ridership or operating in areas where a 40' standard bus is challenging. Seating is a standard transit shell seat product with fabric inserts.



- 2.1.A.2. **Diesel:** Similar bus as the CNG model, except powered by diesel fuel. Operated only from ECBMF because that division is not yet capable of maintaining CNG buses. These will be replaced with CNG buses when retired.



Standard Diesel Bus

- 2.1.A.3. **Gasoline Hybrid:** Branded for SuperLoop or Rapid service with passenger amenities similar to MTS standard buses. These are assigned only to TransNet-funded routes.



Standard Gasoline Hybrid

- 2.1.B. **Articulated Bus:** Sixty-foot articulated transit buses manufactured by New Flyer, NABI, etc. There are three distinct fleets:

- 2.1.B.1. **Urban:** MTS branded with passenger amenities similar to MTS standard buses; diesel or CNG-powered. These are assigned to higher volume routes that require additional capacity when added frequency isn't practical, feasible, or cost-effective.



Urban Articulated Bus

- 2.1.B.2. **Rapid:** Branded for Rapid service with passenger amenities similar to MTS standard buses. These are assigned to TransNet-funded Rapid routes that operate primarily on surface streets.



Rapid Articulated Bus

- 2.1.B.3. **Rapid Freeway:** Branded for Rapid service with an upgraded seating product. These are assigned to TransNet-funded Rapid routes that operate significant freeway segments, with the upgraded seating intended to improve the ride quality at higher speeds.

- 2.1.C. **Minibus:** Single-door, high-floor, body-on-chassis cutaway buses, 25'-34' in length; generally fewer seats than standard buses; gasoline-powered. These are assigned to demand response service and fixed-routes with lower ridership. They are also used on other routes during lower-demand periods such as weekends.



Minibus

- 2.1.D. Over-the-Road Coach: Single-door, 45' long, high-floor highway coach; upgraded seating product and some additional passenger amenities such as parcel racks and reading lights. These are assigned to the higher-fare Rapid Express service on the Interstate 15 corridor.



- 2.1.E. ADA Paratransit Minibus: All Americans with Disabilities Act (ADA) complementary paratransit buses are Type II cutaway minibuses operated from CPMF. There is no variation in passenger amenities from year-to-year, and vehicles are dispatched equally throughout the region based on ride demands.



2.2. Divisions: MTS bus service is operated from five bus divisions:

- 2.2.A. Imperial Avenue Division (IAD): Directly operated by MTS. Located at 100 Sixteenth Street, San Diego, CA 92101 (Downtown San Diego); operates standard and articulated buses. Fuels and maintains CNG-powered and gasoline-hybrid buses.
- 2.2.B. Kearny Mesa Division (KMD): Directly operated by MTS. Located at 4630 Ruffner Street, San Diego, CA 92111 (Kearny Mesa); operates standard and articulated buses. Fuels and maintains CNG- and diesel-powered buses.
- 2.2.C. South Bay Maintenance Facility (SBMF): Owned by MTS and operated by a contractor (currently Transdev). Located at 3650A Main Street, Chula Vista, CA 91911 (southern Chula Vista); operates standard buses. Fuels and maintains CNG-powered buses.
- 2.2.D. East County Bus Maintenance Facility (ECBMF). Owned by MTS and operated by a contractor (currently Transdev): 1213 North Johnson Avenue, El Cajon, CA 92020; operates standard buses, minibuses, and over-the-road coaches. Fuels and maintains diesel- and gasoline-powered buses. ECBMF will become fully CNG-capable in 2016.
- 2.2.E. Copley Park Maintenance Facility (CPMF): Owned by MTS and operated by a contractor (currently First Transit). Located at 7490 Copley Park Place, San Diego, CA 92111 (Kearny Mesa); operates minibuses. Fuels and maintains gasoline-powered buses.

2.3. Vehicle Amenities: Passenger amenities vary by bus type, as shown in the table below:

Vehicle Amenity	Standard Bus	Articulated Bus	Minibus	OTR Coach
Alternative Fuel-Powered	X	X		
Air conditioning	X	X	X	X
Lift for accessibility			X	X
Ramp for accessibility	X	X		
Wheelchair Tie-Down Locations	2	2	2	2
Bicycle Rack (2-positions)	X	X	X	
Bicycle Underfloor Storage				X
Seating: shell seats with fabric inserts	X	X		
Seating: standard transit padded seating			X	
Seating: upgraded high-back seats		X		X

2.4. Bus Assignments by Route: Bus types are assigned by route based on the following:

2.4.A. Capacity needs: Articulated buses are assigned to higher volume routes that require additional capacity when added frequency isn't practical, feasible, or cost-effective. Shorter length standard buses are assigned to routes with lower ridership or operating in areas where a 40' standard bus is challenging. Minibuses are assigned to the lowest ridership fixed-routes – routes which generally could not be economically operated with a larger bus.

2.4.B. Route type: Rapid Express routes between the Interstate 15 corridor and Downtown San Diego are always assigned over-the-road coaches; these routes have a higher fare and pass price. TransNet-funded routes (Rapid and SuperLoop) routes are always assigned Rapid articulated or SuperLoop buses. (These can be supplemented as needed with other MTS buses for capacity purposes or in an emergency situation.) Rapid routes or trips that operate significant freeway segments are assigned the Rapid "freeway" articulated buses, with upgraded seating intended to improve the ride quality at higher speeds. TransNet-funded routes or trips with lower demand are operated using the gasoline hybrid 35' buses when and where possible.

2.5. Route Assignments by Division: Routes are assigned to each division based on the number and types of buses available, proximity to the service, and opportunities to complement other nearby routes for efficiency, interlining, driver familiarization, supervision, and incident response. State law limits MTS's ability to assign directly-operated routes to divisions operated by MTS contractors.

2.6. Bus Assignments by Division: Bus types are assigned to each division based on division space capacity, and the capability of the division to fuel, operate, and maintain any specialized equipment (alternative fuels, articulated buses, etc.).

2.7. Future Procurements: All heavy-duty buses are alternative fuel, hybrid-electric, or zero-emission; or replaced by alternative fuel, hybrid-electric, or zero-emission buses upon retirement. Heavy-duty buses will be low-floor, except for buses used for Rapid Express, standby, or tripper services, or on special or low-ridership routes.

3.0 Rail Vehicles

3.1 Trolley Car Categories: Three different types of cars are operated:

3.1.A. High-Floor Cars: Siemens SD100 cars with high floors, steps inside the car to access 0"-8" station platform, wheelchair and bike space at the ends of each car, and a wheelchair lift next to the driver compartment in the lead car. These cars have a flip seat that allows space for three wheelchairs. These 52 cars were manufactured in 1995. Passenger amenities are identical on the fleet.



3.1.B. Low-Floor Cars: Siemens S70 and S70US cars are 70% low-floor. They include inside steps only up to seating areas at far ends of the car, wheelchair and bike space in the middle of the car, and passenger-activated ramps at two of four doors on each side of each car. Cars were manufactured between 2005 and 2014. Passenger amenities are nearly identical for all models and vintages.



3.1.C. Vintage Cars: MTS deploys two vintage Presidents Conference Car (PCC) cars on the Silver Line in Downtown San Diego. These are high-floor vehicles with a wheelchair lift and a high-density forward-facing seating arrangement.



3.2 Divisions: MTS operates one rail division, from which all light rail ("Trolley") service is operated: 1341 Commercial Street, San Diego, CA 92113 (Downtown San Diego).

3.3 Vehicle Amenities: Passenger amenities vary by car type, as shown in the table below:

Vehicle Amenity	High-Floor	Low-Floor	Vintage
Air conditioning	X	X	
Lift for accessibility	X		X
Ramps for accessibility		X	
Wheelchair Spaces	3	Not limited	1
Bicycle Spaces (limited by policy for safety)	2	2	0
Seating: shell seats with fabric inserts		X	
Seating: standard transit padded seating	X		X

3.4. Trolley Assignments by Line: Trolley cars are assigned primarily based on four factors:

3.4.A. Station infrastructure limitations: Low floor cars require a minimum 8" station platform height in order for the ramp to maintain an ADA-compliant slope. All stations on all four lines now have 8" platforms.

- 3.4.B. Fleet constraints: MTS currently owns 76 low-floor cars, but requires 96 cars for a full peak schedule. Currently, the difference is made up by inserting a high-floor car in the middle of three-car consists, and some tripper and special event service.
- 3.4.C. Vintage Car constraints: Due to their high floor and limited capacity, the vintage PCC cars are used only on the Silver Line loop in Downtown San Diego, where they supplement other existing services.
- 3.5 Future Procurements: Except for vintage cars, all Trolley cars will be a minimum of 70% low-floor; existing high-floor cars will be replaced by low-floor cars upon retirement.
- 3.6 Trolley System Map (Silver Line not shown):



4.0 MTS Fleet List (as of 7/1/2015)

Motorbus - Directly Operated						
Division	Quantity in Fleet	Fleet Series	Year	Make	Model	Vehicle Assignment Policy Category
KMD	12	900	2014	Gillig	Low-Floor	Standard Bus - CNG
IAD	26	800	2013	Gillig	Low-Floor	Standard Bus - CNG
KMD	29	1100	2013	New Flyer	XN60	Articulated Bus - Rapid Freeway
IAD	18	1200	2013	New Flyer	XN60	Articulated Bus - Rapid
IAD	31	700	2012	New Flyer	C40LFR	Standard Bus - CNG
IAD	26	600	2011	New Flyer	C40LFR	Standard Bus - CNG
IAD	12	500	2008	New Flyer	GE35LFR	Standard Bus - Gasoline Hybrid
IAD/KMD	50	300	2008	New Flyer	C40LF	Standard Bus - CNG
IAD	26	1000	2008	NABI	60BRT	Articulated Bus - Urban
KMD	7	400	2005	New Flyer	C40LF	Standard Bus - CNG
IAD/KMD	36	1800	2001	New Flyer	C40LF	Standard Bus - CNG
KMD	13	1900	2001	New Flyer	D60LF	Articulated Bus - Urban
Motorbus - Purchased Transportation						
SBMF	38	2400	2014	Gillig	Low-Floor	Standard Bus - CNG
SBMF	24	2300	2013	Gillig	Low-Floor	Standard Bus - CNG
SBMF	22	2900	2012	New Flyer	C40LFR	Standard Bus - CNG
SBMF	75	2800/7300	2009	New Flyer	C40LF	Standard Bus - CNG
SBMF	7	2770	2008	El Dorado Nat'l	EZ Rider II	Standard Bus - CNG
SBMF	5	7200	2008	New Flyer	C40LF	Standard Bus - CNG
SBMF	40	2700	2005	New Flyer	C40LF	Standard Bus - CNG
SBMF	6	7100	2005	El Dorado Nat'l	EZ Rider II	Standard Bus - CNG
SBMF	14	2600	2001	New Flyer	C40LF	Standard Bus - CNG
ECBMF	49	8100/6000	2001	New Flyer	D40LF	Standard Bus - Diesel
ECBMF	2	8039/8041	1995	Gillig	Phantom	Standard Bus - Diesel
CPBF/ECBMF	5	3500	2009	El Dorado Nat'l	AeroElite 290	Minibus
CPBF	6	3000	2014	El Dorado Nat'l	AeroElite	Minibus
CPBF	26	3400	2008	El Dorado Nat'l	AeroElite 290	Minibus
CPBF	1	3451	2008	Goshen	Sentinel	Minibus
CPBF	2	3452/3453	2008	El Dorado Nat'l	AeroElite 320	Minibus
Commuter Bus - Purchased Transportation						
ECBMF	25	8500	2007	Blue Bird	Express 4500	Over-the-Road Coach
Demand Response - Purchased Transportation						
CPBF	57	3900	2014	Starcraft	AllStar	ADA Paratransit Minibus
CPBF	40	3800	2012	Starcraft	AllStar	ADA Paratransit Minibus
CPBF	30	3700	2012	Starcraft	AllStar	ADA Paratransit Minibus
CPBF	16	3600	2011	Starcraft	AllStar	ADA Paratransit Minibus
CPBF	30	3300	2008	Starcraft	AllStar	ADA Paratransit Minibus
Light Rail - Directly Operated						
SDTI	65	4000	2011	SDU	S70US	Low-Floor Car
SDTI	11	3000	2005	SDU	S70	Low-Floor Car
SDTI	52	2000	1995	SDU	SD100	High-Floor Car
SDTI	2	529/530	1946	SLC	PCC	Vintage Car

APPENDIX K

FY 2017 POLICY 42 PERFORMANCE MONITORING REPORT

**MTS BOARD OF DIRECTORS MEETING MINUTES
NOVEMBER 9, 2017**



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

Agenda Item No. 46

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

November 9, 2017

SUBJECT:

YEAR END OPERATIONS REPORT (WAYNE TERRY, BILL SPRAUL AND DENIS DESMOND)

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

MTS Board Policy No. 42, "Transit Service Evaluation and Adjustment", establishes a process for evaluating existing transit services to achieve the objective of developing a customer-focused, competitive, integrated, and sustainable system. Additionally, federal Title VI guidance requires that certain performance measures be evaluated and reported to the Board periodically. The analyses show trends for the current fiscal year and help to track performance throughout the year.

Staff from the Planning department and the Rail and Bus Operating Divisions will provide a summary of fiscal year 2017 service performance.

/s/ Paul C. Jablonski
Paul C. Jablonski
Chief Executive Officer

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

Attachment: A. Service Performance Monitoring Report



San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2017: JULY 2016 - JUNE 2017
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OBJECTIVE | Develop a Customer-Focused and Competitive System

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

Total Passengers

Route Categories	FY 2015	FY 2016	FY 2017	# Change FY15 - FY16	# Change FY16 - FY17	% Change FY15 - FY16	% Change FY16 - FY17
Urban Frequent	36,613,236	32,643,690	30,825,404	(3,969,546)	(1,818,286)	-10.8%	-5.6%
Urban Standard	11,444,117	10,503,448	9,646,605	(940,669)	(856,843)	-8.2%	-8.2%
Rapid	4,822,450	6,114,007	6,280,924	1,291,557	166,917	26.8%	2.7%
Express	2,117,727	2,161,620	2,191,658	43,893	30,038	2.1%	1.4%
Circulator	774,167	762,010	741,301	(12,157)	(20,709)	-1.6%	-2.7%
Premium/Rapid Express	304,790	292,776	287,562	(12,014)	(5,214)	-3.9%	-1.8%
Rural	76,000	72,129	75,488	(3,871)	3,359	-5.1%	4.7%
All Fixed-Route Bus Modes	56,152,487	52,549,680	50,048,942	(3,602,807)	(2,500,738)	-6.4%	-4.8%
Demand-Responsive	475,322	522,160	529,091	46,838	6,931	9.9%	1.3%
Light Rail (Blue, Orange, Green)	40,049,516	39,577,369	37,607,470	(472,147)	(1,969,899)	-1.2%	-5.0%
Light Rail (Silver)	32,944	36,607	31,749	3,663	(4,858)	11.1%	-13.3%
System Total Passengers	96,710,269	92,685,816	88,217,252	(4,024,453)	(4,468,564)	-4.2%	-4.8%

NOTES: MTS system-wide ridership declined 4.8%. Fixed-route bus ridership decreased 4.8% overall. The Transit Optimization Plan (TOP) was approved by the Board in September 2017 with the goal of identifying unproductive segments, and markets where added service could increase ridership. Ridership on MTS' Demand-Responsive service, the federally-mandated American with Disabilities Act complementary paratransit service, continued to grow, but the rate of growth decreased compared to FY16 due to new enforcement strategies of ensuring the benefit serves those individuals who qualify under federal ADA guidelines.

Average Weekday Passengers

Route Categories	FY 2015	FY 2016	FY 2017	# Change FY15 - FY16	# Change FY16 - FY17	% Change FY15 - FY16	% Change FY16 - FY17
Urban Frequent	121,417	106,912	101,380	(14,505)	(5,532)	-11.9%	-5.2%
Urban Standard	39,288	35,503	32,620	(3,785)	(2,883)	-9.6%	-8.1%
Rapid	15,958	20,009	20,836	4,051	827	25.4%	4.1%
Express	7,807	7,860	7,916	53	56	0.7%	0.7%
Circulator	2,963	2,909	2,844	(54)	(65)	-1.8%	-2.2%
Premium/Rapid Express	1,278	1,181	1,131	(97)	(50)	-7.6%	-4.2%
Rural	348	336	336	(12)	0	-3.4%	0.0%
All Fixed-Route Bus Modes	189,059	174,710	167,063	(14,349)	(7,647)	-7.6%	-4.4%
Demand-Responsive	1,708	1,876	2,334	168	458	9.8%	24.4%
Light Rail (Blue, Orange, Green)	123,156	121,651	115,211	(1,505)	(6,440)	-1.2%	-5.3%
Light Rail (Silver)	204	242	380	38	138	18.6%	57.0%
System Avg. Weekday Pass.	314,127	298,479	284,988	(15,648)	(13,491)	-5.0%	-4.5%

NOTES: The average weekday passenger statistics show how many passengers ride MTS on a typical weekday. For FY17, there is a 4.5% decrease in system-wide average weekday passengers (down 13,491 passengers per average weekday). Similar to **Total Passengers** on buses, the average weekday ridership decreases in the Urban Frequent category reflect customers utilizing Rapid services.

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Passengers per Revenue Hour

Route Categories	FY 2015	FY 2016	FY 2017	% Change FY15 - FY16	% Change FY16 - FY17
Urban Frequent	35.0	31.2	29.7	-10.9%	-4.8%
Urban Standard	26.0	24.0	21.5	-7.7%	-10.4%
Rapid	30.0	32.9	33.9	9.7%	3.0%
Express	26.5	25.6	25.8	-3.4%	0.8%
Circulator	17.0	14.6	14.2	-14.1%	-2.7%
Premium/Rapid Express	23.8	25.3	25.3	6.3%	0.0%
Rural	14.1	13.3	14.1	-5.7%	6.0%
All Fixed-Route Bus Modes	31.4	28.8	27.4	-8.3%	-4.9%
Demand-Responsive	2.1	2.1	2.0	0.0%	-4.8%
Light Rail (Blue, Orange, Green)	236.3	229.6	218.4	-2.8%	-4.9%
Light Rail (Silver)	47.9	52.7	38.7	10.0%	-26.6%
System Riders Per Rev. Hour	44.1	41.2	39.0	-6.6%	-5.3%

NOTES: 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.

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 2015	FY 2016	FY 2017	% Change FY15 - FY16	% Change FY16 - FY17
Urban Frequent	44.4	39.3	38.2	-11.5%	-2.8%
Urban Standard	35.6	32.7	31.2	-8.1%	-4.6%
Rapid	40.2	45.3	46.8	12.7%	3.3%
Express	33.4	33.2	33.1	-0.6%	-0.3%
Circulator	26.1	21.7	21.3	-16.9%	-1.8%
Premium/Rapid Express	27.7	28.4	27.4	2.5%	-3.5%
Rural	10.7	10.3	11.0	-3.7%	6.8%
All Fixed-Route Bus Modes	40.5	37.2	36.4	-8.1%	-2.2%
Demand-Responsive	N/A	N/A	N/A	N/A	N/A
Light Rail (Blue, Orange, Green)	279.9	276.5	268.7	-1.2%	-2.8%
Light Rail (Silver)	71.6	84.9	82.0	18.6%	-3.4%
System Riders/In-Svc. Hour	61.5	58.1	56.6	-5.5%	-2.6%

NOTES: Compared to FY16, MTS' system-wide passengers per in-service hour decreased slightly 2.6% to 56.6 passengers per in-service hour in FY17. For FY17, fixed-route bus passengers per in-service hour experienced a decrease of 2.2% to 36.4 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. 2015	Jan. 2016	June 2016	Sept. 2016	Jan. 2017	
Urban Frequent	83.0%	83.1%	82.7%	83.0%	81.8%	85.0%
Urban Standard	82.2%	84.0%	81.9%	83.6%	83.3%	90.0%
Rapid	87.5%	89.7%	89.7%	88.1%	86.1%	85.0%
Express	75.6%	85.5%	73.7%	74.3%	82.7%	90.0%
Circulator	79.8%	86.6%	83.8%	83.9%	73.6%	90.0%
Premium/Rapid Express	85.4%	87.9%	87.1%	85.6%	80.5%	90.0%
Rural	N/A	N/A	N/A	N/A	N/A	
Demand-Responsive	N/A	N/A	N/A	N/A	N/A	
Light Rail (Blue, Orange, Green)	94.7%	92.6%	88.2%	92.0%	93.9%	90.0%
Light Rail (Silver)	90.0%	94.3%	95.5%	96.8%	97.3%	90.0%
System On-Time Performance	82.6%	85.0%	82.7%	83.5%	82.7%	

NOTES: Overall, on-time performance remained between 80% and 85%. As of the January 2017 service change, two route categories have met their goal while five categories did not. The Rapid bus mode met its goals, as signal priority measures, and limited stops helped reliability and performance. The two Trolley modes also met their goal, benefitting from the completion of Trolley Renewal construction and activities. The remaining bus modes continue to be challenged by traffic congestion, roadwork and associated detours, lack of transit priority treatments, and traffic calming measures that slow bus service. MTS has recently installed AVL equipment on buses that provides more robust on-time performance reporting capabilities. This data will be used to improve on-time performance. Additionally, service changes related to the Transit Optimization Plan (TOP) in January 2018, could also improve on-time performance.

Preventable Accidents per 100,000 Miles

Operator	FY 2015	FY 2016	FY 2017
MTS Directly-Operated Bus	1.17	1.21	1.04
MTS Contracted Fixed-Route Bus	1.35	1.26	1.19
Demand-Responsive	0.46	1.13	1.20
MTS Rail (Fleet)	0.21	0.26	0.17

NOTES: The rate of preventable accidents for Directly-Operated and contracted bus services' improved in FY17 while the number of accidents involving a light rail vehicle increased. Trolley operators were not cited or deemed to be at-fault for any accidents in FY17. For bus and Trolley operations, continued operator retraining and safety awareness programs are held throughout the year to improve the operator average for this safety metric. Accidents are reviewed regularly to determine if a different operator action may have improved the outcome.

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Mean Distance Between Failures (MDBF)

Operator	FY 2015	FY 2016	FY 2017	% Change FY15-FY16	% Change FY16-FY17
MTS Directly-Operated Bus	12,943	9,463	9,600	-26.9%	1.4%
MTS Contracted Fixed-Route Bus	8,479	5,927	6,561	-30.1%	10.7%
Demand-Responsive	58,730	50,130	49,639	-14.6%	-1.0%
MTS Rail	5,987	6,335	6,906	5.8%	9.0%

NOTES: The rate of mechanical failures for both Directly-Operated and Contracted bus services improved from FY16 to FY17. Trolley shows an increase in MDBF compared to FY16 as well.

Complaints per 100,000 Passengers

Operator	FY 2015	FY 2016	FY 2017	% Change FY15-FY16	% Change FY16-FY17
MTS Directly-Operated Bus	7.8	4.5	3.5	-42.3%	-22.2%
MTS Contracted Fixed-Route Bus	7.2	6.5	5.7	-9.7%	-12.3%
Demand-Responsive	27.6	72.2	85.4	161.6%	18.3%
MTS Rail	1.9	1.5	1.2	-21.1%	-20.0%
General System	5.3	4.2	3.7	-20.8%	-11.9%

NOTES: In FY16 and FY17, MTS saw a decrease in the number of passenger complaints. Over the past three two years, MTS has worked to direct all complaints to a centralized call number, and track all complaints and employee responses to a database. The effort to centralize complaints for Demand-Responsive occurred over FY16 and FY17, hence the significant increase, concurrently the new ADA certification also generated complaints. MTS ensures printed materials contain the one call number, and staff are trained on procedures to log complaints, comments, and suggestions from passengers.

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	FY17 Budget	FY17 Actual	# Diff	% Diff
MTS Directly-Operated Bus	824,961	822,300	(2,661)	-0.3%
MTS Contracted Fixed-Route Bus	992,233	1,000,081	7,848	0.8%
Demand-Responsive	274,353	267,840	(6,513)	-2.4%
MTS Rail	501,008	490,197	(10,811)	-2.2%
System	2,592,555	2,580,418	(12,137)	-0.5%

NOTES: In FY17, all modes remained relatively unchanged to compared to what was budgeted.

Revenue Miles

Operator	FY17 Budget	FY17 Actual	# Diff	% Diff
MTS Directly-Operated Bus	9,689,251	9,626,387	(62,864)	-0.6%
MTS Contracted Fixed-Route Bus	10,303,454	10,340,647	37,193	0.4%
Demand-Responsive	4,708,525	4,803,000	94,475	2.0%
MTS Rail	8,488,071	8,728,365	240,294	2.8%
System	33,189,301	33,498,399	309,098	0.9%

NOTES: In FY17, all modes remained relatively unchanged to compared to what was budgeted.

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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 2016	June 2017	# Change FY16-FY17
MTS Directly-Operated Bus	227	227	0
MTS Contracted Fixed-Route Bus	283	279	(4)
Demand-Responsive	157	148	(9)
MTS Rail	96	96	-

NOTES: All bus service peak vehicle requirements remained largely the same. Trolley's peak car requirement remained consistent between FY16 and FY17. MTS Access' peak vehicle requirement has decreased over the past year, due to decreased service operated.

In-Service Speeds (MPH) (Weekday)

Operator	June 2016	June 2017	% Change FY16-FY17
MTS Directly-Operated Bus	14.6	14.5	-0.4%
MTS Contracted Fixed-Route Bus	13.8	13.6	-1.2%
MTS Rail	18.1	18.1	-0.2%

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

In-Service/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 2016	June 2017	% Change FY16-FY17
MTS Directly-Operated Bus	85.2%	84.8%	-0.4%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail	99.3%	99.3%	0.0%

NOTES: Ratios have remained stable over the two service periods reported for MTS Directly-Operated Bus and MTS Trolley operations.

In-Service/Total Hours (Weekday)

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

Operator	June 2016	June 2017	% Change FY16-FY17
MTS Directly-Operated Bus	75.7%	75.8%	0.1%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail (Layover Included)	93.3%	97.6%	4.3%

NOTES: Efficiency of scheduling has kept the ratio generally consistent over time, with only a minor change from FY16 to FY17.

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Farebox Recovery Ratio

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 percent requirement).

Operator	FY 2015	FY 2016	FY 2017	% Change FY15-FY16	% Change FY16-FY17
MTS Fixed-Route Bus (exc PrExp)	35.6%	34.9%	32.3%	-0.7%	-2.6%
MTS Premium Exp./Rapid Express	51.4%	56.4%	52.7%	5.0%	-3.7%
Demand-Responsive	13.5%	12.7%	14.0%	-0.8%	1.3%
MTS Rail	56.8%	55.6%	51.0%	-1.2%	-4.6%
System Farebox Recovery Ratio	40.5%	39.6%	36.5%	-0.9%	-3.1%

The farebox recovery ratios for all fixed-route services continue to exceed the Transportation Development Act (TDA) target.

Subsidy Per Passenger

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

Operator	FY 2015	FY 2016	FY 2017	% Change FY15-FY16	% Change FY16-FY17
Urban Frequent	\$1.56	\$1.76	\$1.85	12.7%	5.3%
Urban Standard	\$1.58	\$1.64	\$1.88	3.6%	14.9%
Rapid	\$2.86	\$2.42	\$2.20	-15.4%	-9.1%
Express	\$3.27	\$3.39	\$3.16	3.6%	-6.8%
Circulator	\$1.94	\$2.21	\$2.02	14.0%	-8.7%
Premium Exp./Rapid Express	\$3.91	\$3.29	\$4.09	-15.7%	24.1%
Rural	\$9.25	\$9.56	\$9.32	3.4%	-2.6%
All Fixed-Route Bus Modes	\$1.77	\$1.90	\$1.99	7.3%	4.7%
Demand-Responsive	\$31.25	\$31.37	\$28.07	0.4%	-10.5%
Light Rail (Blue, Orange, Green)	\$0.78	\$0.82	\$0.83	5.1%	1.2%
Light Rail (Silver)	\$7.78	\$7.06	\$8.07	-9.3%	14.3%
System Subsidy Per Pass.	\$1.51	\$1.61	\$1.65	6.6%	2.5%

Overall, system-wide subsidy per passenger increased to \$1.65 in FY17. For fixed-route bus service, subsidy per passenger increased from \$1.90 in FY16 to \$1.99 in FY17 (4.7%). Light rail subsidy per passenger increased from \$0.82 to \$0.83 over the last year.

FY 2017 ANNUAL ROUTE STATISTICS

Route	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
Blue	17,524,753	55,163	296.8	\$0.45	69.6%	\$1.49
Orange	8,930,210	27,310	180.8	\$1.43	41.7%	\$2.45
Green	11,152,507	32,738	174.9	\$1.50	40.9%	\$2.54
Silver	31,749	380	38.7	\$11.45	8.8%	\$12.56
1	1,228,261	4,050	25.5	\$1.00	51.3%	\$2.06
2	972,600	3,148	26.5	\$3.44	22.9%	\$4.46
3	1,502,966	5,149	33.8	\$0.32	76.9%	\$1.40
4	735,914	2,353	31.5	\$2.73	27.2%	\$3.75
5	769,756	2,608	38.4	\$0.30	77.8%	\$1.37
6	452,096	1,437	24.7	\$3.77	21.4%	\$4.80
7	2,809,987	8,639	34.5	\$2.42	29.7%	\$3.43
8	469,303	1,284	24.6	\$3.77	21.7%	\$4.81
9	387,873	1,157	22.9	\$4.12	20.2%	\$5.16
10	1,328,883	4,419	33.5	\$2.51	29.1%	\$3.53
11	2,030,597	6,834	26.7	\$3.41	23.0%	\$4.43
13	1,777,236	5,811	37.2	\$2.16	32.2%	\$3.18
14	61,448	241	9.6	\$4.30	19.3%	\$5.32
18	26,075	102	9.1	\$4.70	16.4%	\$5.62
20	688,144	2,328	17.7	\$5.66	15.6%	\$6.70
25	111,426	438	17.4	\$2.04	30.3%	\$2.92
27	253,141	919	16.5	\$2.25	31.8%	\$3.30
28	384,283	1,266	30.8	\$0.32	76.2%	\$1.37
30	1,579,905	4,996	22.5	\$4.22	19.8%	\$5.26
31	109,086	425	23.2	\$4.06	20.3%	\$5.09
35	523,498	1,583	26.8	\$0.42	70.4%	\$1.41
41	1,238,797	4,250	33.8	\$2.48	29.2%	\$3.50
44	1,116,538	3,698	29.3	\$3.01	25.6%	\$4.04
50	209,136	817	18.2	\$5.46	15.8%	\$6.49
60	87,615	343	28.7	\$3.09	25.0%	\$4.12
83	35,128	137	10.8	\$3.75	20.5%	\$4.71
84	33,775	132	11.3	\$3.63	19.8%	\$4.53
88	91,459	318	19.4	\$1.74	33.9%	\$2.64
105	349,527	1,177	22.8	\$4.17	19.5%	\$5.19
110	46,327	181	25.6	\$3.65	21.2%	\$4.63
115	275,350	986	17.0	\$2.98	27.9%	\$4.14
120	793,947	2,552	23.6	\$3.99	20.5%	\$5.02
150	852,022	3,144	36.1	\$2.26	31.0%	\$3.28
201/202	2,337,168	8,167	57.0	\$1.08	47.9%	\$2.08
204	168,690	513	17.1	\$5.91	14.4%	\$6.91
215	2,067,873	6,381	33.4	\$2.53	28.6%	\$3.55
235	1,451,717	4,773	24.7	\$3.76	21.6%	\$4.80
237	255,476	1,002	19.0	\$5.22	16.2%	\$6.23
280	122,917	483	22.3	\$5.42	43.6%	\$9.60

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Route	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
290	164,645	648	28.2	\$2.47	62.6%	\$6.62
701	519,830	1,951	21.1	\$1.88	34.6%	\$2.87
703	36,463	-	25.6	\$2.26	29.3%	\$3.19
704	466,182	1,691	23.0	\$1.90	34.5%	\$2.91
705	240,803	863	21.1	\$1.59	37.7%	\$2.55
707	70,188	274	25.1	\$1.90	32.6%	\$2.82
709	915,708	3,371	32.3	\$1.14	45.7%	\$2.10
712	715,263	2,556	27.3	\$1.27	44.0%	\$2.28
815	309,228	928	29.7	\$0.52	68.3%	\$1.63
816	266,141	1,044	25.5	\$1.29	46.7%	\$2.43
832	46,421	156	12.5	\$2.67	30.5%	\$3.84
833	126,852	430	18.6	\$1.78	36.4%	\$2.80
834	16,927	66	14.6	\$4.85	19.6%	\$6.03
848	351,006	1,137	21.9	\$1.51	42.2%	\$2.61
851	76,801	301	16.7	\$2.07	32.1%	\$3.05
854	157,735	590	20.3	\$2.18	34.8%	\$3.34
855	242,273	842	26.6	\$1.08	50.9%	\$2.19
856	600,088	2,131	24.4	\$1.80	38.5%	\$2.92
864	380,583	1,252	15.4	\$3.86	21.9%	\$4.94
870	14,849	58	12.4	\$3.12	24.2%	\$4.12
871/872	97,449	350	14.9	\$2.24	33.5%	\$3.37
874/875	399,679	1,366	21.9	\$1.70	39.8%	\$2.82
888	2,038	20	3.8	\$49.47	2.6%	\$50.80
891	816	16	2.6	\$70.92	2.2%	\$72.52
892	981	19	3.1	\$56.42	2.8%	\$58.02
894	71,653	282	17.1	\$7.80	12.6%	\$8.92
901	836,236	2,685	20.3	\$3.14	23.6%	\$4.10
904 (Note 1)	173,614	451	8.8	\$3.38	2.7%	\$3.48
905	563,850	1,910	38.7	\$1.10	42.4%	\$1.91
906/907	2,043,532	6,682	49.4	\$0.01	98.9%	\$0.87
916/917	186,775	644	16.1	\$3.14	24.8%	\$4.18
921	275,576	904	17.2	\$2.21	32.3%	\$3.27
923	229,024	877	16.1	\$2.23	30.5%	\$3.21
928	296,841	1,075	19.4	\$2.25	32.1%	\$3.32
929	2,230,944	7,218	32.4	\$0.84	54.7%	\$1.86
932	1,146,682	3,921	27.7	\$1.11	46.8%	\$2.10
933/934	1,663,576	5,547	29.4	\$1.51	39.7%	\$2.51
936	522,702	1,533	25.2	\$1.02	52.3%	\$2.14
944	67,869	245	8.7	\$4.87	16.9%	\$5.86
945	159,468	585	12.5	\$3.10	24.3%	\$4.09
950	293,565	1,043	59.5	\$1.39	36.8%	\$2.20
955	1,343,108	4,362	31.9	\$0.73	58.5%	\$1.75
961	581,507	1,963	26.5	\$1.34	42.9%	\$2.35
962	412,465	1,335	25.7	\$1.19	45.4%	\$2.17
963	211,058	829	22.0	\$1.41	41.3%	\$2.39
964	131,880	517	12.5	\$3.11	23.8%	\$4.08
965	66,026	235	14.0	\$2.60	28.5%	\$3.63

FY 2017 ANNUAL ROUTE STATISTICS						
Route	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
967	52,447	194	11.8	\$3.64	22.6%	\$4.71
968	56,099	208	12.7	\$3.96	20.9%	\$5.01
992	370,273	1,092	19.2	\$1.63	35.2%	\$2.51
972 (SVCC) (Note 2)	33,512	132	22.4	\$1.43	41.0%	\$2.40
973 (SVCC) (Note 2)	29,219	115	19.6	\$1.78	35.0%	\$2.75
978 (SVCC) (Note 2)	23,147	91	17.6	\$2.08	32.0%	\$3.06
979 (SVCC) (Note 2)	21,405	84	16.9	\$2.21	31.0%	\$3.18
MTS ACCESS	529,091	2,334	2.0	\$32.11	14.0%	\$37.36

By Route Category	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
Urban Frequent	30,825,404	101,380	29.7	\$ 1.85	33.7%	\$2.99
Urban Standard	9,646,605	32,620	21.5	\$ 1.88	34.3%	\$3.01
Rapid (Note 3)	6,280,924	20,836	33.9	\$ 2.20	29.0%	\$3.49
Express	2,191,658	7,916	25.8	\$ 3.16	21.8%	\$4.58
Circulator	741,301	2,844	14.2	\$ 2.02	27.5%	\$3.16
Premium/Rapid Express	287,562	1,131	25.3	\$ 4.09	52.7%	\$7.89
Rural (Note 4)	75,488	336	14.1	\$ 9.32	10.0%	\$11.38
All Fixed-Route Bus Modes	50,048,942	167,063	27.4	\$ 1.99	32.5%	\$3.17
Demand-Responsive	529,091	2,334	2.0	\$ 28.07	14.0%	\$37.36
Light Rail (Blue, Orange, Green)	37,607,470	115,211	218.4	\$ 0.83	51.0%	\$2.03
Light Rail (Silver)	31,749	380	38.7	\$ 8.07	8.8%	\$12.56
System Totals	88,217,252	284,988	39.0	\$ 1.65	36.5%	\$2.89

Note 1: City of Coronado subsidized fares for summer service on Route 904.

Note 2: SVCC fares and one-half of the subsidy are paid for by NCTD.

Note 3: SANDAG reimburses MTS for the net operating cost (operating cost less fare revenue) using TransNet funds for Routes 201/202, 204, 235, & 237.

Note 4: Routes 888, 891, 892, and 894 receive federal rural operating subsidy.

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Title VI Compliance							
The indicators below are required by the FTA to be monitored by and reported to the MTS Board. They measure the quantity and quality of service that MTS provides to minority and non-minority populations, as defined in FTA Circular 4702.1B (2012).The circular defines a minority route as, "a route that has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area."							
Route Headway, On-Time Performance, and Passenger Load Factor							
Category/ Route (*Seasonal Changes)	Weekday Headway		Vehicle Load Factor (VLF)		Minority Route	Notes	On-Time Performance
	Peak	Base	Did 20% of trips exceed vehicle load factor? (Note 3)	What % of trips exceeded vehicle load factor. (Note 3)			
Rapid Express/Premium Express							
Goal	30 min.	n/a	1.00	20% Max			90%
280	15	-	-	-		-	75%
290	10	-	-	-		-	86%
Express							
Goal	30 min.	n/a	1.50	20% Max			90%
20	15/30	30	-	-		-	85%
50	15/30	60	-	-		-	85%
60	15/30	-	-	-		-	73%
110	20	-	-	-		-	90%
150	15/30	30	-	-		-	79%
870	75	-	-	-		VLF goal = 1.00 (minibus)	44%
950	10/20	30	-	-	✓	-	90%
Light Rail							
Goal	n/a	15 min.	3.00	20% Max			90%
Blue	7.5	15	-	-	✓	-	94%
Orange	15	15	-	-	✓	-	88%
Green	15	15	-	-		-	92%
Silver	30	30	-	-		Operates selected days only	97%
Rapid							
Goal	n/a	15 min.	1.50	20% Max			85%
201/202	10	15	-	-	✓	-	86%
204	15	15	-	-	✓	-	94%
215	10	15	-	-	✓	-	83%
235	15	30	-	-		-	84%
237	15/30	-	-	-	✓	-	86%
Urban Frequent							
Goal	n/a	15 min.	1.50	20% Max			85%
1	15	15	-	-	✓	-	79%
2	12	15	-	-	✓	-	89%
3	15	15	-	-	✓	-	79%
5	15	15	-	-	✓	-	81%
6	15	15	-	-		-	87%
7	6/12	12	-	-	✓	-	71%
8*	20	20	-	-		Summer headway = 15 min.	85%
9*	20	20	-	-		Summer headway = 15 min.	84%
10	15	15	-	-	✓	-	78%
11	15	15	-	-	✓	-	75%
13	15	15	-	-	✓	-	85%
30	15	15	-	-		-	83%
41	7.5/15	15	-	-		-	85%
44	7.5/15	15	-	-		-	82%
120	15	15	-	-		-	84%
701	15	15	-	-	✓	-	92%
709	15	15	-	-	✓	-	84%
712	15	15	-	-	✓	-	91%
901	15	30	-	-	✓	-	74%
906/907	15	15	-	-	✓	-	82%
929	12	15	-	-	✓	-	71%
932	15	15	-	-	✓	-	82%
933/934	15	15	-	-	✓	-	72%
955	15	15	-	-	✓	-	81%
961	15	15	-	-	✓	-	91%
992	15	15	-	-		-	79%

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Category/ Route (*Seasonal Changes)	Weekday Headway		Vehicle Load Factor (VLF)		Minority Route	Notes	On-Time Performance
	Peak	Base	Did 20% of trips exceed vehicle load factor? (Note 3)	What % of trips exceeded vehicle load factor. (Note 3)			
Urban Standard							
Goal	n/a	30 min.	1.50	20% Max			85%
4	30	30	-	-	✓	-	85%
14	60	60	-	-		VLF goal = 1.00 (minibus)	82%
27	30	30	-	-		-	85%
28	30	30	-	-	✓	-	91%
31	30	-	-	-		Operates peaks only	85%
35	15/30	30	-	-		-	90%
105	30	30	-	-		-	89%
115	30	30	-	-	✓	-	77%
703	-	60	-	-	✓	Operates Sundays only	78%
704	30	30	-	-	✓	-	86%
705	30	30	-	-	✓	-	94%
707	60	60	-	-	✓	-	83%
815	30	30	-	-	✓	-	72%
816	30	30	-	-		-	80%
832	30	30	-	-		-	80%
833	30	30	-	-		VLF goal = 1.00 (minibus)	74%
834	30	30	-	-		-	85%
848	30	30	-	-		-	83%
854	30	30	-	-		-	93%
855	30	30	-	-	✓	-	89%
856	30	30	-	-		-	76%
864	30	30	-	-	✓	-	74%
871/872	30	30	-	-		-	75%
874/875	30	30	-	-		-	79%
905	15	30	-	-	✓	-	74%
916/917	30	60	-	-	✓	-	78%
921	30	30	-	-	✓	-	87%
923	30	30	-	-		-	82%
928	30	30	-	-		-	85%
936	30	30	-	-	✓	-	77%
944	30	30	-	-		VLF goal = 1.00 (minibus)	84%
945	30	30	-	-		VLF goal = 1.00 (minibus)	91%
962	30	30	-	-	✓	-	84%
963	30	30	-	-	✓	-	87%
967	60	60	-	-	✓	-	92%
968	60	60	-	-	✓	-	89%
Circulator							
Goal	n/a	60 min.	1.00	20% Max			90%
18	30	30	-	-		-	86%
25	60	60	-	-		-	58%
83	60	60	-	-		-	-
84	60	60	-	-		-	73%
88	30	30	-	-		-	74%
851	60	60	-	-		-	84%
904*	30	30	-	-	✓	-	74%
964	30	30	-	-	✓	-	71%
965	35-40	35-40	-	-	✓	-	82%

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Category/ Route (*Seasonal Changes)	Weekday Headway		Vehicle Load Factor (VLF)		Minority Route	Notes	On-Time Performance
	Peak	Base	Did 20% of trips exceed vehicle load factor? (Note 3)	What % of trips exceeded vehicle load factor. (Note 3)			
Circulator (SVCC) (Note 1)							
Goal	60 min.	n/a	1.00	20% Max			90%
972	~30	-	-	-	✓	-	-
973	~30	-	-	-	✓	-	-
978	~30	-	-	-	✓	-	-
979	~30	-	-	-	✓	-	-
Rural (Note 2)							
Goal	n/a	n/a	n/a	n/a			n/a
888	-	-	-	-		-	-
891	-	-	-	-		-	-
892	-	-	-	-		-	-
894	-	-	-	-	✓	-	-

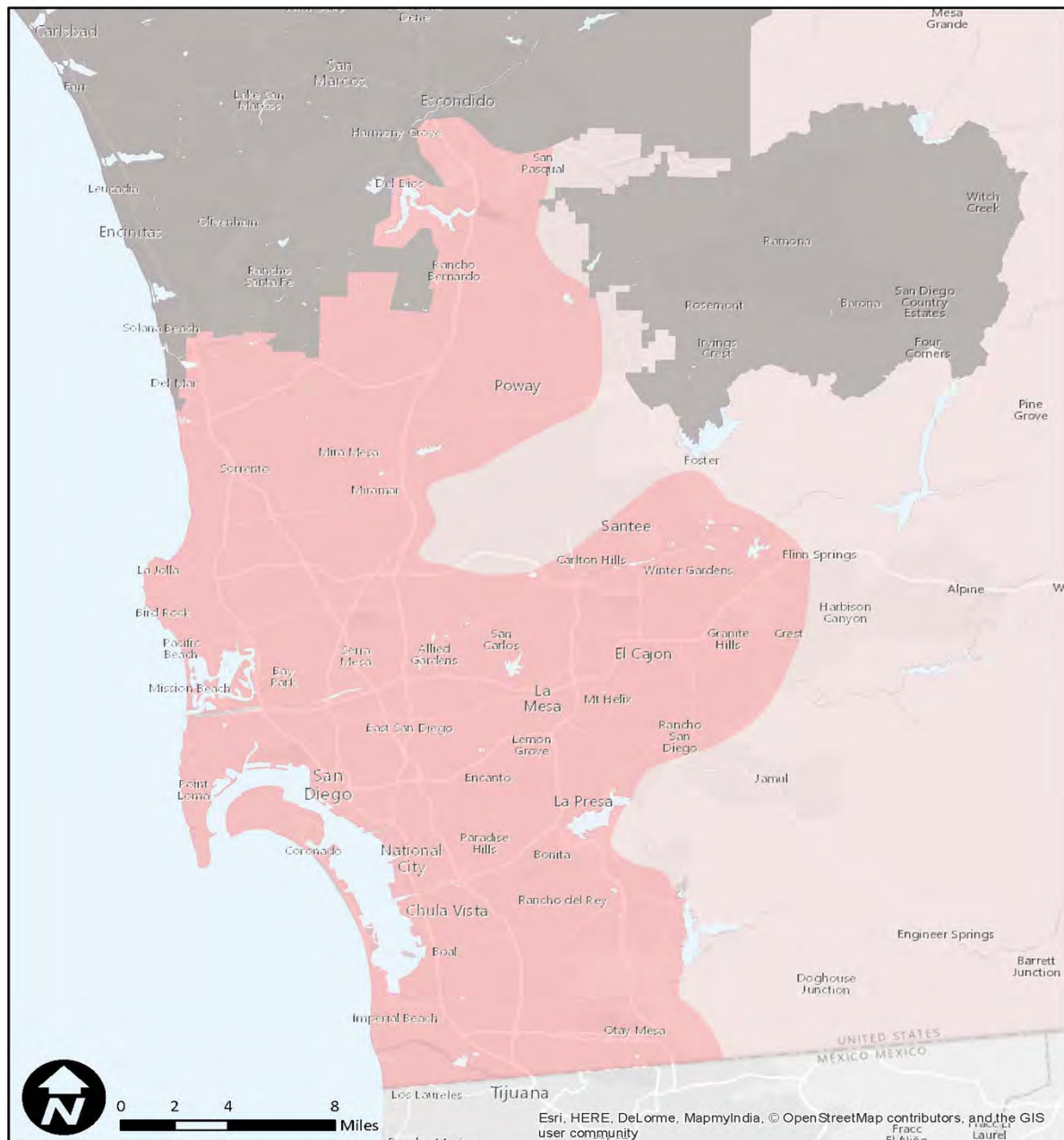
Note 1: Routes 972, 973, 978, are 979 are timed to the COASTER schedule and wait for passengers to transfer from the COASTER. Trips with an overflow of passengers use an additional standby bus located at the COASTER station.

Note 2: Rural & Demand Response services have no specific Policy 42 goals for on-time performance, headway, or vehicle load.

Note 3: No route exceeded the 20% vehicle load factor.

Service Availability		
Goal	Actual	
80% of residents or jobs within ½ mile of a bus stop or rail station in urban area	% of residents within 1/2 mile of a bus stop or rail station in urban	% of jobs within 1/2 mile of a bus stop or
	94.0%	90.5%
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:	
	99.9%	
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 864 serves Alpine seven days a week.	

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



MTS Area of Jurisdiction **October 2016**

- MTS Service Area
- MTS Rural Service Area
- NCTD Service Area

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM
BOARD OF DIRECTORS
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

MINUTES

November 9, 2017

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased].

1. Roll Call

Chairman Mathis called the Board meeting to order at 9:03 a.m. A roll call sheet listing Board member attendance is attached.

2. Approval of Minutes

Mr. Sandke moved to approve the minutes of the October 19, 2017, MTS Board of Directors meeting. Ms. Bragg seconded the motion, and the vote was 12 to 0 in favor with Mr. Alvarez, Mr. Cunningham, and Ms. Zapf absent.

3. Public Comments

Kathleen Prewitt – Ms. Prewitt asked the Board to please reconsider her application for MTS Access bus service. She stated that five of her physicians have written appeals noting that she is not healthy enough to ride regular bus service and should be approved to ride Access service. She commented that she has various health issues that make it dangerous for her to ride regular service. Ms. Prewitt stated that her applications have been denied and asked for them to be reconsidered. A full transcript of Ms. Prewitt's statement is included in the final Board meeting packet.

Martha Welch – Ms. Welch commented that she had issues with payment on her monthly transit pass. She stated that she doesn't like the changes on Route 11. She commented that she does not support MTS's ability to go after a sales tax because the voters did not approve the previous sales tax effort. Ms. Welch commented about the lack of public restrooms and bus benches available. She also commented on the Courthouse construction for the new trolley station.

Mr. Roberts commented on an article that was in the newspaper regarding the construction of the trolley Courthouse Station. He stated that MTS has been meeting with the Courthouse staff and judges regarding the construction. He noted that MTS has coordinated its construction with the Courthouse's own construction so the courts are able to complete their building location move during December. Mr. Roberts stated that the trolley Courthouse station location poses no threat to anyone and is important to MTS's operations. The station will be open at the beginning of next year.

CONSENT ITEMS

6. Fiscal Year 2018 State Transit Assistance Claim

Action would adopt Resolution No. 17-13 approving the fiscal year (FY) 2018 State Transit Assistance (STA) claim.

7. Fare Collection Technical Support Services – Contract Amendment
Action would authorize the Chief Executive Officer (CEO) to extend the contract with CH2M (MTS Doc. No. G1923.0-16) consistent with draft Amendment No. 4.
8. Payroll and Human Resources Information System Solution & Implementation Services – Contract Award
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G1935.0-17, with Automatic Data Processing (ADP), for Payroll and Human Resources Information System (HRIS) Solution & Implementation Services.
9. Occupational Health Services – Contract Award
Action would: (1) Authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G1944.0-17, with Kaiser Permanente, to provide occupational health services for a three (3) year base term with three (3) one year options in the amount of \$599,265.00; (2) Authorize the CEO to execute MTS Doc. No. G2069.0-18, with Concentra, to provide occupational health services for a three (3) year base term with three (3) one year options in the amount of \$122,542.00; and (3) Authorize the CEO to execute MTS Doc. No. G2070.0-18, with UCSD Health, to provide occupational health services for a three (3) year base term with three (3) one year options in the amount of \$40,397.00.
10. Investment Report – September 2017
11. Relocation of SDG&E Facilities for the New Orange Line Courthouse Station – Change Orders
Action would authorize the Chief Executive Officer (CEO) to execute Construction Change Orders 9 to MTS Doc. No. PWL204.0-16, Work Order No. MTSJOC7504-26 with ABC for additional trenching for SDG&E utility relocation.
12. Courthouse Station – Additional Design Services (HDR/RailPros Work Order)
Action would ratify the action taken by the Chief Executive Officer (CEO) approving Work Order WOA1947-AE-10 to MTS Doc. No. G1947.0-17 with HDR Engineering, Inc. (HDR) for \$97,209 for Design Services during Construction (DSDC) and authorizing an additional project contingency of \$25,000 for unforeseen conditions.
13. Orange Line Grade Crossing Warning Approach and Signal Improvements Engineering Design Services - Work Order
Action would authorize the Chief Executive Officer (CEO) to execute Work Order No. WOA-AE-07 to MTS Doc. No. G1953.0-17 with Pacific Railway Enterprises, Inc. (PRE) for the Orange Line Grade Crossing Warning Approach and Signal Improvements Engineering design services.
14. Interlocking E22 to E24 AC Low Voltage and E26 Upgrade Design Services - Work Order
Action would authorize the Chief Executive Officer (CEO) to execute Work Order No. WOA1953-AE-08 to MTS Doc. No. G1953.0-17 with Pacific Railway Enterprises, Inc. (PRE) for design services for the Orange Line Interlocking E22 to E24 AC Low Voltage and E26 upgrade design services.
15. Purchase of Three (3) Class E Medium Duty Buses for Rural Service - Contract Award
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. B0681.0-18 with Creative Bus Sales, for the purchase of three (3) gasoline powered 32ft Class E mid-size rural buses.

16. Davra Networks, RuBAN Software and Support Infrastructure Solution Five Years - Sole Source Contract Award
Action would authorize the Chief Executive Officer (CEO) to: (1) Execute MTS Doc. No. G2071.0-18 with Davra Networks, for a three (3) year period with two (2) one-year options to provide Software and Supporting Infrastructure for RuBAN system; and (2) Exercise each option year at CEO's discretion.
17. SDSU Tunnel Safety Equipment Maintenance - Contract Award
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. PWL226.0-17 with Comfort Mechanical, Inc. to provide maintenance services for San Diego State University (SDSU) Tunnel Safety Equipment.
18. San Diego Trolley, Inc. (SDTI) S70 Axle Overhaul Contract Award - Sole Source
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. L1416.0-18 with Siemens Industry, Inc., on a sole source basis, for S70 Light Rail Vehicle Axle Overhaul services.

Action on Recommended Consent Items

Ms. Bragg moved to approve Consent Agenda Item Nos. 6 – 18. Mr. Hall seconded the motion, and the vote was 13 to 0 in favor with Mr. Cunningham and Ms. Zapf absent.

CLOSED SESSION

24. Closed Session Items

The Board convened to Closed Session at 9:14 a.m.

- a. CLOSED SESSION - CONFERENCE WITH LEGAL COUNSEL - EXISTING LITIGATION Pursuant to California Government Code Section 54956.9(d)(1) Donald Wood v. San Diego Metropolitan Transit System et al. San Diego Superior Court Case No. 37-2015-00034512-CU-PO-CTL

The Board reconvened to Open Session at 9:27 a.m.

Oral Report of Final Actions Taken in Closed Session

Karen Landers, General Counsel, reported the following:

- a. The Board received a report and gave instructions to counsel.

NOTICED PUBLIC HEARINGS

25. None.

DISCUSSION ITEMS

30. Fiscal Year 2017 Comprehensive Annual Financial Report (Erin Dunn and Larry Marinesi; Ken Pun of The Pun Group)

Larry Marinesi, Chief Financial Officer, introduced Ken Pun with The Pun Group to present the results of the Fiscal Year (FY) 2017 Comprehensive Annual Financial Report (CAFR). Mr. Pun

continued the presentation and reviewed management's responsibilities, auditors' responsibilities, and the approach to the audit. He provided an overview of the financial statements including the summary statements of net position; summary statements of revenues, expenses and changes in net position; and summary statements of cash flows. Mr. Pun reviewed key pension and other postemployment benefits (OPEB) information including the net pension liability. He noted that the rate of return was recently decreased from 7.5% to 7.0% which contributed to the increase in the net pension liability. Mr. Pun reviewed pension expenses and the OPEB schedule of funding progress. He discussed the audit results and noted that they have an unmodified opinion for the audit. Mr. Pun also reviewed other audit results noting that there were no disagreements with management; no material weaknesses or significant deficiencies in internal controls; and no accounting issues.

Mr. Cunningham asked a series of questions to ensure that compliance standards were met during the audit. Mr. Cunningham asked if during the audit they were given full access to any MTS employee that they needed to talk to for the purposes of preparing the audit. Mr. Pun replied yes. Mr. Cunningham asked if they ever asked for access to an MTS employee that they felt necessary to complete their audit and were denied access to that MTS employee. Mr. Pun replied no. Mr. Cunningham asked if they were given full access to any documents including ledgers and financial statements and financial documents for the purposes of preparing your audit. Mr. Pun replied yes. Mr. Cunningham asked if they ever asked for any documents, ledgers or any financial documents from MTS, staff or executives that were refused to be provided to you. Mr. Pun replied no. Mr. Cunningham asked if they found any financial practices being used by MTS, its staff or executives to be not consistent with best practices of accounting that they were looking for in the audit. Mr. Pun replied no. Mr. Cunningham asked if it's their opinion that this audit and MTS's financial record keeping deserves an unmodified opinion. Mr. Pun replied yes. Mr. Cunningham asked what the alternative is to an unmodified opinion. Mr. Pun replied that if the opinion is not unmodified then it could mean that there is a modified opinion which is a qualification on certain items in the financial stations; or an adverse opinion which means that the information within the financial statements cannot be relied on; and another option would decline to provide an opinion which is a disclaimer. Mr. Pun stated that throughout the audit process they believe that MTS had all of the accounting records in order and they were able to conduct their audit in conformity with government auditing standards. Mr. Cunningham asked how many years their company been conducting finance audits for MTS. Mr. Pun replied that under The Pun Group, they have been conducting audits for MTS since 2012, although their predecessor, Caporicci and Larson, conducted audits for MTS since 2005. Lastly, Mr. Cunningham asked if they have ever found an MTS audit that they did not ultimately conclude that it would be an unmodified opinion. Mr. Pun replied no.

Action Taken

No action taken. Informational item only.

31. Fiscal Year 2017 Final Budget Comparison (Mike Thompson)

Mike Thompson, Director of Financial Planning and Analysis, provided a presentation on the Fiscal Year (FY) 2017 final budget comparison. Mr. Thompson reviewed total operating revenues; total operating expenses; and total non-operating revenue. He noted that Medi-Cal revenues were favorable by \$2.2 million due to updated reimbursement procedures for FY 2016 and FY 2017. He reviewed total revenues less expenses and stated that preliminary revenues less expenses are \$3.5 million. He reviewed the staff recommendation to approve the allocation of FY17 excess revenues less expenses to return \$2.0 million to the contingency reserve balance and carry-over \$1.5 million to the FY19 capital budget.

Mr. Hall asked if MTS pays sales tax on gasoline. Mr. Thompson replied that MTS does pay sales tax on gasoline however we use very little diesel and gasoline so the increase to MTS will be minimal. Mr. Hall asked if the excess revenue could be put towards pension. Mr. Thompson replied that there is a plan in place to be 100% funded on all pension plans. Mr. Marinesi commented that staff will be bringing an item back to the Board in January to discuss the San Diego Transit pension plan and actuarial valuation. He stated that we currently have a plan over the next 20 to 25 years for the unfunded liability to be completely paid off that is a sustainable program going forward.

Mr. Roberts commented that excess money could possibly be used to help fund zero emission bus (ZEB) purchases. Chairman Mathis commented that discussion will be brought back as a separate item to discuss further.

Mr. Alvarez inquired about the expenses for the Silver Line operations and asked if there was a sponsor for the Silver Line. Mr. Thomson replied that there is a SDG&E sponsorship on the Silver Line which is about \$400,000 over five years, although those numbers are not reflected in the table. He noted that none of the funds related to naming rights deals are included in the tables. Mr. Alvarez asked what the other major adjustments were at mid-year. Mr. Thompson replied that the major adjustments were primarily on the revenue side and we also decreased expenses to help offset the revenue losses. Mr. Alvarez inquired about the higher BRT numbers. Mr. Thompson replied that SANDAG pays for the net operating cost of BRT and SuperLoop. He said that if revenue comes in lower, then there is additional cost from SANDAG to pay for that route. Lastly, Mr. Alvarez inquired about the contingency reserve percentage goal. Mr. Thompson replied that the contingency reserve goal was set at 12.5%.

Mr. Jablonski noted that we have already borrowed \$5.0 million from the Capital budget to backfill the Operating budget. He stated that staff has already begun meeting on next year's Capital budget. Mr. Jablonski also commented that there are alternative funding options and miscellaneous grants that can be pursued for the ZEB pilot, but we may have to use some of our own funds too.

Mr. Roberts commented that he is pleased to hear that we will have options for grant funding for the ZEB pilot. Mr. Jablonski noted that these options do not include any SB 1 money, but when we receive that money, it could also be used toward ZEBs.

Ms. Salas inquired about the ZEB pilot. Mr. Jablonski replied that staff will bring back a full pilot plan report at a later Board meeting. He did note that we are planning to have buses at each of our transit facilities. Mr. Jablonski also commented that MTS is currently working on a Transit and Intercity Rail Capital Program (TIRCP) grant application that would be used toward the pilot.

Action Taken

Ms. Gomez moved to receive the MTS operations budget status report for Fiscal Year 2017 and approve staff recommendations to program the excess revenues less expenses. Mr. Hall seconded the motion, and the vote was 15 to 0 in favor.

32. AB 805 Implementation and Process for Electing Chairperson (Karen Landers)

Karen Landers, General Counsel, provided a presentation on AB 805 implementation and the process for electing a Chairperson. She reviewed the changes made by AB 805 including Board membership; Board Chair; MTS voting; weighted voting; skilled labor/project labor agreement

requirement; and MTS sales tax authority. Ms. Landers reviewed the required Board actions including revising Board policies to be consistent with AB 805 and determining the process to elect a Chairperson. She noted that the Executive Committee recommended establishing an Ad Hoc Nominating Committee to determine that process.

Mr. Arambula inquired about the changes related to Lemon Grove and weighted voting. Ms. Landers replied that the 2016 population data was the reason behind the change in Lemon Grove's weighted vote count and not the passage of AB 805.

Ms. Gomez inquired about the process for appointing the Vice Chair. Ms. Landers replied that traditionally, the Vice Chair and Chair Pro Tem are included along with the slate of committee appointments that the regular Ad Hoc Nominating Committee recommends. Ms. Gomez asked what the process would be to create a new committee related to the sales tax authority. Ms. Landers replied that the Board may create a new committee related to the sales tax authority; however, it would first have to be noticed in the agenda to comply with Brown Act requirements.

Ms. Salas commented that each of the respective cities should encourage their councils to move up their outside appointments to their December council meetings to ensure that the MTS Board will have an updated list of members by the January Board meeting.

Mr. Hall inquired about the new sales tax authority. Ms. Landers replied that the sales tax authority is similar to the tax that SANDAG proposed last year, but it would only be applicable in MTS's jurisdiction and not the entire county. Mr. Jablonski commented that there are nuances to the sales tax authority due to the unincorporated area of our jurisdiction being divided. He stated that the Board of Equalization has established special requirements for us to follow if we were to go out for a sales tax measure.

Ms. Bragg asked if the realignment of the Board will affect the Executive Committee. Ms. Landers replied that the Executive Committee is solely based on MTS Board Policy No. 22 and not based on AB 805.

Mr. Alvarez inquired about the Ad Hoc Nominating Committee. Ms. Landers replied that the traditional Ad Hoc Nominating Committee would recommend appointments for various committees, the Vice Chair and Chair Pro Tem.

Ms. Gomez recommended amending Board Policy No. 22, Sections 22.7.2 and 22.8.5, to take out the requirement that the Executive Committee appoint the SANDAG Transportation Committee Representative and Alternate and instead include that appointment with the regular slate of committee nominations. Mr. Jablonski commented that the rationale as to why the Executive Committee appoints the Transportation Committee member from one of its members is to ensure that the member has a broader understanding of the agency, rather than a member that does not have as much experience. Ms. Gomez stated that she understands that purpose and agrees that the Transportation Committee member should sit on the Executive Committee, but would like the nomination to come from the entire Board rather than just from the Executive Committee. Ms. Landers restated the proposed changes being recommended by Ms. Gomez for clarification.

Mr. Sandke seconded Ms. Gomez's Board Policy No. 22 amendments.

Mr. Cunningham asked why the Executive Committee was initially given the ability to nominate the Transportation Committee member and Alternate member. Mr. Jablonski stated that is was

likely a matter where the pool of members on the Executive Committee had more tenure and experience with the understandings of the organization to be appointed to that Committee.

Mr. Alvarez inquired about the voting requirements for the slate of committees. Ms. Landers replied that the vote will be a majority vote and not a two-thirds vote.

Ms. Cole inquired about the size of the Ad Hoc Nominating Committee. Ms. Landers replied that the Committee would likely be made up of three to five Board members. She stated that she is asking for appointments for an Ad Hoc Nominating Committee in relation to the Chairperson, but in the next agenda item they are also looking to appoint an Ad Hoc Nominating Committee for the traditional nominations for committees, Vice Chair and Chair Pro Tem. Ms. Landers noted that the Board could appoint one Ad Hoc Nominating Committee for everything including the Chairperson, Vice Chair, Chair Pro Tem and committees.

Mr. McWhirter asked for clarification on the changes Ms. Gomez is recommending. Ms. Landers replied and explained that Board Policy No. 22 currently states that the Ad Hoc Nominating Committee makes recommendations on the slate of outside boards and/or committees except for the SANDAG Transportation Committee, which is appointed by the Executive Committee. The changes today would take out the requirement that the Executive Committee appoint the SANDAG Transportation Committee and that appointment would be included on the regular slate of committee appointments that the Ad Hoc Nominating Committee recommends.

Ms. Sotelo-Solis asked about the Board meeting date for the Chairperson election. Ms. Landers replied that the election of the Chairperson Board meeting date will be up to the Board to decide today and not the decision of the Ad Hoc Nominating Committee.

Action Taken – Board Policy No. 22 Amendments

Ms. Gomez moved to approve the revisions to Board Policy No. 22, “Rules of Procedures for the San Diego Metropolitan Transit System (MTS) Board of Directors”, including the stated amendments related to the SANDAG Transportation Committee appointments. Mr. Sandke seconded the motion, and the vote was 15 to 0 in favor.

Action Taken – Board Policy No. 27 Amendments

Ms. Sotelo-Solis moved to approve the revisions to Board Policy No. 27, “Weighted Vote Procedure”. Mr. Alvarez seconded the motion, and the vote was 14 to 1 in favor with Mr. Hall voting no.

Action Taken – Board Policy No. 52 Amendments

Mr. Alvarez moved to approve the revisions to Board Policy No. 52, “Procurement of Goods and Services”. Mr. Cunningham seconded the motion, and the vote was 13 to 2 in favor with Mr. Hall and Ms. Zapf voting no.

BOARD COMMENTS

Chairman Mathis recommended Board Members Cole, Bragg, Sandke and McWhirter to sit on the Ad Hoc Nominating Committee.

Ms. Zapf commented that she would also recommend Mr. Roberts to sit on the Ad Hoc Nominating Committee.

Mr. Sandke asked if someone sitting on the Ad Hoc Nominating Committee could also be considered as Chairperson. Ms. Landers replied that she would advise that if a member of the Ad Hoc Nominating Committee decided to have their name presented to the Board as a Chairperson nominee that they should file the Form 806 as soon as possible.

Mr. Alvarez commented that he doesn't believe any person on the Ad Hoc Nominating Committee should be considered to be appointed as Chairperson.

Mr. Sandke asked for his name to be removed from the Ad Hoc Nominating Committee list.

Mr. Roberts asked for his name to be removed from the Ad Hoc Nominating Committee list.

Ms. Sotelo-Solis recommended Ms. Rios to sit on the Ad Hoc Nominating Committee.

Mr. Arambula recommended himself to sit on the Ad Hoc Nominating Committee.

Ms. Bragg asked for her name to be removed from the Ad Hoc Nominating Committee list.

Ms. Salas recommended herself to sit on the Ad Hoc Nominating Committee.

Ms. Zapf asked if there are minimum qualifications as far as experience goes for appointments to the Chairperson. Ms. Landers replied no.

Ms. Bragg commented that as a member of the Ad Hoc Nominating Committee in the past, the committee does take into consideration experience, time on the Board and willingness to serve.

Action Taken – Appointment of Ad Hoc Nominating Committee

Ms. Sotelo-Solis moved to appoint Board Members Arambula, Cole, McWhirter, Rios and Salas to the Ad Hoc Nominating Committee to recommend a candidate or candidates for a new Chairperson. Mr. Hall seconded the motion, and the vote was 15 to 0 in favor.

Action Taken – Board Meeting Date Proposal for Chairperson Election

Ms. Zapf moved to recommend holding the election for the Chairperson at the January 18th Board meeting. Mr. McWhirter seconded the motion, and the vote was 14 to 0 in favor with Mr. Arambula absent.

33. Appointment of Ad Hoc Nominating Committee for Recommending Appointments to MTS Committees for 2018 (Sharon Cooney)

This report was waived.

Action Taken

Ms. Zapf moved to appoint Board Members Arambula, Cole, McWhirter, Rios and Salas to the Ad Hoc Nominating Committee to make recommendations to the Board with respect to the appointment of members of the Board to serve as Vice-Chair, Chair Pro-Tem and on MTS and non-MTS committees for 2018. Ms. Cole seconded the motion, and the vote was 14 to 0 in favor with Mr. Arambula absent.

REPORT ITEMS

45. 2017 Customer Satisfaction Report (Rob Schupp and Judith McCourt with Redhill Principal)

Rob Schupp, Director of Marketing and Communications, introduced Judith McCourt with Redhill Principal to present the 2017 Customer Satisfaction Report. Ms. McCourt continued the presentation and reviewed the results of the report including the bi-annual trolley and bus rider satisfaction survey; operating and environmental changes; topline customer satisfaction results; overall rider satisfaction; peer transit agency comparisons; overall satisfaction by rider mode; satisfaction attributes by trolley and bus riders; overall satisfaction by zone; and satisfaction by customer information. Ms. McCourt also discussed the 2017 rider profile including length of use; frequency; comparisons; reasons for riding more; reasons for riding less; trip purpose; demographics; reasons for taking transit by income and reasons for taking transit by age. Lastly, she reviewed the top sources of information.

Ms. Sotelo-Solis asked what the other top three languages were besides English and Spanish. Ms. McCourt replied Tagalog, Chinese and Vietnamese. Ms. Sotelo-Solis asked what regions those languages were primarily located. Ms. McCourt replied that she did not have that information readily available, but could provide that information offline.

Ms. Bragg commented that some of the other changes that the Board previously made have helped increase customer satisfaction such as real time arrival signs; English and Spanish on board announcements; increased frequency on the Blue Line; and increased security presence.

Mr. Roberts commented that it looks like there is room for growth in the One Bus Away mobile application. Mr. Schupp commented that the application is new and staff is working on transitioning riders to the application. Mr. Roberts commented the he recently received positive feedback from a rider related to MTS's service.

Mr. Sandke commented that he would also like to see improvements to the One Bus Away application. He also asked what the other various reasons were as to why people are riding less. Ms. McCourt replied that she did not have the entire list on hand, but could follow up with him offline on those specific details.

Ms. Gomez asked if it was possible to pull feedback related to the BRT routes. Ms. McCourt replied that she could look at their pool of information and see if it is a substantial enough number related to BRT to obtain a reasonable result. She did note that they completed a customer satisfaction survey for SANDAG related to BRT about a year and a half ago.

Mr. Alvarez inquired about the national benchmarks for some of the details provided. He asked if it was specifically asked whether driving was a better option than taking transit. Ms. McCourt replied that question is not specifically asked as part of this survey. Mr. Alvarez asked if questions were asked about utilizing bicycles as part of the transit system. Ms. McCourt replied that there was a recent origin to destination survey done earlier in the year that may contain some of this information. This survey was primarily focused on customer satisfaction. Mr. Alvarez inquired about new ridership being down. Ms. McCourt replied that they saw in the survey that riders have been riding the system for longer rather than seeing new riders entering into the system. Mr. Alvarez asked if questions were asked about what attracts new ridership. Ms. McCourt replied that they did not ask that specific question in this survey.

Action Taken

No action taken. Informational item only.

46. Year End Operations Report (Wayne Terry, Bill Spraul and Denis Desmond)

Denis Desmond, Manager of Planning, provided a presentation on the year end operations report. He stated that Board Policy No. 42 lists 20 different metrics that staff uses to evaluate the system every year and that he would highlight some of those metrics. Mr. Desmond reviewed results for annual total passengers; ridership; passengers per revenue hour; on-time performance; mean distance between failures; preventable accidents per 100,000 miles; complaints per 100,000 passengers; and farebox recovery.

Bill Spraul, Chief Operating Officer – Transit Services, continued the presentation and reviewed results from the MTS bus division. He discussed service quality highlights; safety and security highlights; the opening of the East County Bus Operations and Maintenance Facility; Access Service highlights; fleet technology highlights; installation of new solar shelters; installation of new benches; and the opening of the UTC Transit Center.

Brian Riley, Superintendent of Transportation – Rail, continued the presentation and reviewed results from the MTS rail division. He discussed the master concessionaire services for FY 2017 and event statistics including Comic-Con. He reviewed Capital Improvement Projects including 30th and Commercial; Massachusetts crossing; I-8 off-ramp; C Street and 1st; Park and J Street; Lemon Grove Depot; Orange Line tie and track work; Seaward Ave. traction power substation ivy installation; SDSU jet fan project; train operator lounge improvements; and the Courthouse Station construction. Mr. Riley also discussed the Mid-Coast trolley extension project and vehicle purchase update.

David Bagley, System Safety Manager, continued the presentation and reviewed rail safety results. He reviewed the downtown safety enhancements; peer agency comparisons; CPR AED training; FEMA independent study courses; TSI training; completed safety audits; multi threat response exercises; emergency responder training exercises; and National City Police Department SWAT training. Lastly, he discussed the success of the internal Safety Committee.

Mr. Alvarez asked about the issue related to enough room for bicycles on trolleys and how that is being addressed with the new trolley cars. Mr. Riley responded that the new trolley cars will have linear seating which will create more room for bicycles, wheelchairs and standing capacity.

Action Taken

No action taken. Informational item only.

47. Semi-Annual Security Report (January 1, 2017 through June 30, 2017) (Manny Guaderrama)

This item was deferred to the next Board meeting.

Action Taken

No action taken. Informational item only.

48. Operations Budget Status Report for September 2017 (Mike Thompson)

This report was waived.

Action Taken

No action taken. Informational item only.

60. Chairman's Report

There was no Chairman's report.

61. Chief Executive Officer's Report

There was no Chief Executive Officer's report.

62. Board Member Communications

There were no Board Member communications.

63. Additional Public Comments on Items Not on the Agenda

There were no additional public comments.

64. Next Meeting Date

The next regularly scheduled Board meeting is December 14, 2017.

65. Adjournment

Chairman Mathis adjourned the meeting at 12:06 p.m.

/s/ Harry Mathis
Chairperson
San Diego Metropolitan Transit System

Filed by:

Approved as to form:

/s/ Julia Tuer
Clerk of the Board
San Diego Metropolitan Transit System

/s/ Karen Landers
General Counsel
San Diego Metropolitan Transit System

Attachment: Roll Call Sheet

SAN DIEGO METROPOLITAN TRANSIT SYSTEM
BOARD OF DIRECTORS
ROLL CALL

MEETING OF (DATE): November 9, 2017

CALL TO ORDER (TIME): 9:03 a.m.

RECESS: _____

RECONVENE: _____

CLOSED SESSION: 9:14 a.m.

RECONVENE: 9:27 a.m.

PUBLIC HEARING: _____

RECONVENE: _____

ORDINANCES ADOPTED: _____

ADJOURN: 12:06 p.m.

BOARD MEMBER	(Alternate)	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
ALVAREZ	<input checked="" type="checkbox"/> (Cate) <input type="checkbox"/>	9:06 a.m.	12:06 p.m.
ARAMBULA	<input checked="" type="checkbox"/> (Mendoza) <input type="checkbox"/>	9:03 a.m.	11:08 a.m.
BRAGG	<input checked="" type="checkbox"/> (Spriggs) <input type="checkbox"/>	9:03 a.m.	12:06 p.m.
COLE	<input checked="" type="checkbox"/> (Cate) <input type="checkbox"/>	9:03 a.m.	12:06 p.m.
CUNNINGHAM	<input checked="" type="checkbox"/> (Mullin) <input type="checkbox"/>	9:15 a.m.	12:06 p.m.
GOMEZ	<input checked="" type="checkbox"/> (Cate) <input type="checkbox"/>	9:03 a.m.	12:06 p.m.
HALL	<input checked="" type="checkbox"/> (TBD) <input type="checkbox"/>	9:03 a.m.	12:06 p.m.
MATHIS	<input checked="" type="checkbox"/>	9:03 a.m.	12:06 p.m.
MCCLELLAN	<input checked="" type="checkbox"/> (Goble) <input type="checkbox"/>	9:03 a.m.	12:06 p.m.
MCWHIRTER	<input checked="" type="checkbox"/> (Arapostathis) <input type="checkbox"/>	9:03 a.m.	12:06 p.m.
RIOS	<input type="checkbox"/> (Sotelo-Solis) <input checked="" type="checkbox"/>	9:03 a.m.	11:55 a.m.
ROBERTS	<input checked="" type="checkbox"/> (Cox) <input type="checkbox"/>	9:03 a.m.	11:40 a.m.
SALAS	<input checked="" type="checkbox"/> (Diaz) <input type="checkbox"/>	9:03 a.m.	12:06 p.m.
SANDKE	<input checked="" type="checkbox"/> (Donovan) <input type="checkbox"/>	9:03 a.m.	12:06 p.m.
ZAPF	<input checked="" type="checkbox"/> (Cate) <input type="checkbox"/>	9:15 a.m.	12:06 p.m.

SIGNED BY THE CLERK OF THE BOARD: Julia Tuer

CONFIRMED BY THE GENERAL COUNSEL: Ken Cord

APPENDIX L

**MTS MINORITY AND NON-MINORITY LOAD FACTOR, HEADWAY,
AND ON-TIME PERFORMANCE DATA**

MTS Minority and Non-Minority Load Factor, Headway, and On-Time Performance Data

Minority Peak Load Factor Data				
Route	Time Period	Service Type	Mode	Load Factor
950	a.m. peak	Corridor	Express	1.10
950	p.m. peak	Corridor	Express	0.91
Average				1.00
510 Blue Line	a.m. peak	Corridor	Light Rail	0.62
510 Blue Line	p.m. peak	Corridor	Light Rail	0.60
520 Orange Line	a.m. peak	Corridor	Light Rail	0.36
520 Orange Line	p.m. peak	Corridor	Light Rail	0.42
Average				0.50
201	a.m. peak	Local	Rapid	0.05
201	p.m. peak	Local	Rapid	0.32
202	a.m. peak	Local	Rapid	0.28
202	p.m. peak	Local	Rapid	0.14
204	a.m. peak	Local	Rapid	0.003
204	p.m. peak	Local	Rapid	0.009
215	a.m. peak	Corridor	Rapid	0.24
215	p.m. peak	Corridor	Rapid	0.26
237	a.m. peak	Corridor	Rapid	0.21
237	p.m. peak	Corridor	Rapid	0.18
Average				0.17
1	a.m. peak	Local	Urban Frequent	0.20
1	p.m. peak	Local	Urban Frequent	0.26
2	a.m. peak	Local	Urban Frequent	0.20
2	p.m. peak	Local	Urban Frequent	0.22
3	a.m. peak	Local	Urban Frequent	0.26
3	p.m. peak	Local	Urban Frequent	0.29
5	a.m. peak	Local	Urban Frequent	0.29
5	p.m. peak	Local	Urban Frequent	0.31
7	a.m. peak	Local	Urban Frequent	0.21
7	p.m. peak	Local	Urban Frequent	0.23
10	a.m. peak	Local	Urban Frequent	0.32
10	p.m. peak	Local	Urban Frequent	0.36
11	a.m. peak	Local	Urban Frequent	0.27
11	p.m. peak	Local	Urban Frequent	0.26
13	a.m. peak	Local	Urban Frequent	0.33
13	p.m. peak	Local	Urban Frequent	0.36
701	a.m. peak	Local	Urban Frequent	0.19
701	p.m. peak	Local	Urban Frequent	0.17

709	a.m. peak	Local	Urban Frequent	0.45
709	p.m. peak	Local	Urban Frequent	0.42
712	a.m. peak	Local	Urban Frequent	0.21
712	p.m. peak	Local	Urban Frequent	0.31
901	a.m. peak	Local	Urban Frequent	0.26
901	p.m. peak	Local	Urban Frequent	0.28
906	a.m. peak	Local	Urban Frequent	0.33
906	p.m. peak	Local	Urban Frequent	0.31
907	a.m. peak	Local	Urban Frequent	0.30
907	p.m. peak	Local	Urban Frequent	0.34
929	a.m. peak	Local	Urban Frequent	0.35
929	p.m. peak	Local	Urban Frequent	0.31
932	a.m. peak	Local	Urban Frequent	0.17
932	p.m. peak	Local	Urban Frequent	0.23
933	a.m. peak	Local	Urban Frequent	0.23
933	p.m. peak	Local	Urban Frequent	0.26
934	a.m. peak	Local	Urban Frequent	0.18
934	p.m. peak	Local	Urban Frequent	0.20
955	a.m. peak	Local	Urban Frequent	0.27
955	p.m. peak	Local	Urban Frequent	0.30
961	a.m. peak	Local	Urban Frequent	0.22
961	p.m. peak	Local	Urban Frequent	0.27
Average				0.27
4	a.m. peak	Local	Urban Standard	0.26
4	p.m. peak	Local	Urban Standard	0.31
28	p.m. peak	Local	Urban Standard	0.34
115	p.m. peak	Local	Urban Standard	0.22
704	a.m. peak	Local	Urban Standard	0.24
704	p.m. peak	Local	Urban Standard	0.23
705	a.m. peak	Local	Urban Standard	0.27
705	p.m. peak	Local	Urban Standard	0.32
707	a.m. peak	Local	Urban Standard	0.09
707	p.m. peak	Local	Urban Standard	0.17
815	a.m. peak	Local	Urban Standard	0.21
815	p.m. peak	Local	Urban Standard	0.22
855	a.m. peak	Local	Urban Standard	0.24
855	p.m. peak	Local	Urban Standard	0.25
864	a.m. peak	Local	Urban Standard	0.34
864	p.m. peak	Local	Urban Standard	0.29
905	a.m. peak	Local	Urban Standard	0.48
905	p.m. peak	Local	Urban Standard	0.58

916	a.m. peak	Local	Urban Standard	0.06
916	p.m. peak	Local	Urban Standard	0.05
917	a.m. peak	Local	Urban Standard	0.08
917	p.m. peak	Local	Urban Standard	0.13
921	p.m. peak	Local	Urban Standard	0.18
936	a.m. peak	Local	Urban Standard	0.23
936	p.m. peak	Local	Urban Standard	0.28
962	a.m. peak	Local	Urban Standard	0.29
962	p.m. peak	Local	Urban Standard	0.29
963	a.m. peak	Local	Urban Standard	0.13
963	p.m. peak	Local	Urban Standard	0.18
967	a.m. peak	Local	Urban Standard	0.15
967	p.m. peak	Local	Urban Standard	0.03
968	a.m. peak	Local	Urban Standard	0.11
Average				0.23
904	a.m. peak	Community	Circulator	0.02
904	p.m. peak	Community	Circulator	0.15
964	a.m. peak	Local	Circulator	0.15
964	p.m. peak	Local	Circulator	0.14
965	a.m. peak	Local	Circulator	0.15
965	p.m. peak	Local	Circulator	0.18
Average				0.13
Average Peak Minority Route Load Factor				0.26

Minority Off-Peak Load Factor Data				
Route	Time Period	Service Type	Mode	Load Factor
950	a.m. early	Corridor	Express	1.01
950	midday	Corridor	Express	0.62
950	p.m. late	Corridor	Express	0.90
Average				0.84
510 Blue Line	a.m. early	Corridor	Light Rail	0.38
510 Blue Line	midday	Corridor	Light Rail	0.73
510 Blue Line	other	Corridor	Light Rail	0.13
510 Blue Line	p.m. late	Corridor	Light Rail	0.48
520 Orange Line	a.m. early	Corridor	Light Rail	0.20
520 Orange Line	midday	Corridor	Light Rail	0.30
520 Orange Line	other	Corridor	Light Rail	0.11
520 Orange Line	p.m. late	Corridor	Light Rail	0.24
Average				0.32
201	a.m. early	Local	Rapid	0.02
201	midday	Local	Rapid	0.23
201	p.m. late	Local	Rapid	0.28
202	a.m. early	Local	Rapid	0.04
202	midday	Local	Rapid	0.30
202	p.m. late	Local	Rapid	0.10
204	midday	Local	Rapid	0.01
204	p.m. late	Local	Rapid	0.00
215	a.m. early	Corridor	Rapid	0.15
215	midday	Corridor	Rapid	0.29
215	other	Corridor	Rapid	0.12
215	p.m. late	Corridor	Rapid	0.18
237	a.m. early	Corridor	Rapid	0.14
237	midday	Corridor	Rapid	0.30
237	p.m. late	Corridor	Rapid	0.23
Average				0.16
1	a.m. early	Local	Urban Frequent	0.11
1	midday	Local	Urban Frequent	0.28
1	p.m. late	Local	Urban Frequent	0.15
2	a.m. early	Local	Urban Frequent	0.10
2	midday	Local	Urban Frequent	0.23
2	other	Local	Urban Frequent	0.08
2	p.m. late	Local	Urban Frequent	0.15
3	a.m. early	Local	Urban Frequent	0.21
3	midday	Local	Urban Frequent	0.29

3	p.m. late	Local	Urban Frequent	0.17
5	a.m. early	Local	Urban Frequent	0.20
5	midday	Local	Urban Frequent	0.26
5	p.m. late	Local	Urban Frequent	0.15
7	a.m. early	Local	Urban Frequent	0.11
7	midday	Local	Urban Frequent	0.25
7	other	Local	Urban Frequent	0.13
7	p.m. late	Local	Urban Frequent	0.17
10	a.m. early	Local	Urban Frequent	0.33
10	midday	Local	Urban Frequent	0.32
10	p.m. late	Local	Urban Frequent	0.24
11	a.m. early	Local	Urban Frequent	0.21
11	midday	Local	Urban Frequent	0.26
11	p.m. late	Local	Urban Frequent	0.21
13	a.m. early	Local	Urban Frequent	0.28
13	midday	Local	Urban Frequent	0.32
13	p.m. late	Local	Urban Frequent	0.24
701	a.m. early	Local	Urban Frequent	0.17
701	midday	Local	Urban Frequent	0.17
701	p.m. late	Local	Urban Frequent	0.11
709	a.m. early	Local	Urban Frequent	0.23
709	midday	Local	Urban Frequent	0.42
709	p.m. late	Local	Urban Frequent	0.29
712	a.m. early	Local	Urban Frequent	0.15
712	midday	Local	Urban Frequent	0.28
712	p.m. late	Local	Urban Frequent	0.25
901	a.m. early	Local	Urban Frequent	0.24
901	midday	Local	Urban Frequent	0.31
901	other	Local	Urban Frequent	0.26
901	p.m. late	Local	Urban Frequent	0.23
906	a.m. early	Local	Urban Frequent	0.48
906	midday	Local	Urban Frequent	0.31
906	other	Local	Urban Frequent	0.07
906	p.m. late	Local	Urban Frequent	0.17
907	a.m. early	Local	Urban Frequent	0.41
907	midday	Local	Urban Frequent	0.33
907	other	Local	Urban Frequent	0.06
907	p.m. late	Local	Urban Frequent	0.18
929	a.m. early	Local	Urban Frequent	0.27
929	midday	Local	Urban Frequent	0.38
929	other	Local	Urban Frequent	0.27

929	p.m. late	Local	Urban Frequent	0.25
932	a.m. early	Local	Urban Frequent	0.12
932	midday	Local	Urban Frequent	0.27
932	p.m. late	Local	Urban Frequent	0.13
933	a.m. early	Local	Urban Frequent	0.13
933	midday	Local	Urban Frequent	0.27
933	other	Local	Urban Frequent	0.04
933	p.m. late	Local	Urban Frequent	0.18
934	a.m. early	Local	Urban Frequent	0.14
934	midday	Local	Urban Frequent	0.20
934	other	Local	Urban Frequent	0.03
934	p.m. late	Local	Urban Frequent	0.15
955	a.m. early	Local	Urban Frequent	0.18
955	midday	Local	Urban Frequent	0.29
955	p.m. late	Local	Urban Frequent	0.21
961	a.m. early	Local	Urban Frequent	0.17
961	midday	Local	Urban Frequent	0.22
961	p.m. late	Local	Urban Frequent	0.19
Average				0.22
4	a.m. early	Local	Urban Standard	0.18
4	midday	Local	Urban Standard	0.27
4	p.m. late	Local	Urban Standard	0.20
28	a.m. early	Local	Urban Standard	0.13
28	midday	Local	Urban Standard	0.27
28	p.m. late	Local	Urban Standard	0.14
115	a.m. early	Local	Urban Standard	0.07
115	midday	Local	Urban Standard	0.21
115	p.m. late	Local	Urban Standard	0.15
704	a.m. early	Local	Urban Standard	0.20
704	midday	Local	Urban Standard	0.26
704	p.m. late	Local	Urban Standard	0.17
705	midday	Local	Urban Standard	0.27
705	p.m. late	Local	Urban Standard	0.12
707	midday	Local	Urban Standard	0.21
707	p.m. late	Local	Urban Standard	0.07
815	a.m. early	Local	Urban Standard	0.20
815	midday	Local	Urban Standard	0.26
815	p.m. late	Local	Urban Standard	0.22
855	a.m. early	Local	Urban Standard	0.11
855	midday	Local	Urban Standard	0.22
855	p.m. late	Local	Urban Standard	0.19

864	a.m. early	Local	Urban Standard	0.28
864	midday	Local	Urban Standard	0.27
864	p.m. late	Local	Urban Standard	0.24
905	a.m. early	Local	Urban Standard	0.44
905	midday	Local	Urban Standard	0.47
905	p.m. late	Local	Urban Standard	0.42
916	a.m. early	Local	Urban Standard	0.06
916	midday	Local	Urban Standard	0.07
916	p.m. late	Local	Urban Standard	0.04
917	a.m. early	Local	Urban Standard	0.09
917	midday	Local	Urban Standard	0.12
917	p.m. late	Local	Urban Standard	0.08
921	a.m. early	Local	Urban Standard	0.10
921	midday	Local	Urban Standard	0.17
921	p.m. late	Local	Urban Standard	0.17
936	a.m. early	Local	Urban Standard	0.15
936	midday	Local	Urban Standard	0.26
936	p.m. late	Local	Urban Standard	0.19
962	a.m. early	Local	Urban Standard	0.17
962	midday	Local	Urban Standard	0.28
962	p.m. late	Local	Urban Standard	0.20
963	a.m. early	Local	Urban Standard	0.07
963	midday	Local	Urban Standard	0.19
963	p.m. late	Local	Urban Standard	0.12
967	a.m. early	Local	Urban Standard	0.03
967	midday	Local	Urban Standard	0.06
967	p.m. late	Local	Urban Standard	0.01
968	a.m. early	Local	Urban Standard	0.07
968	midday	Local	Urban Standard	0.04
968	p.m. late	Local	Urban Standard	0.01
Average				0.17
904	midday	Community	Circulator	0.14
904	p.m. late	Community	Circulator	0.08
964	a.m. early	Local	Circulator	0.13
964	midday	Local	Circulator	0.12
964	p.m. late	Local	Circulator	0.07
965	a.m. early	Local	Circulator	0.11
965	midday	Local	Circulator	0.11
965	p.m. late	Local	Circulator	0.08
Average				0.10
Average Minority Off-Peak Load Factor				0.21

Non-Minority Peak Load Factor Data				
Route	Time Period	Service Type	Mode	Load Factor
280	a.m. peak	Regional	<i>Rapid Express</i>	0.47
280	p.m. peak	Regional	<i>Rapid Express</i>	0.41
290	a.m. peak	Regional	<i>Rapid Express</i>	0.46
290	p.m. peak	Regional	<i>Rapid Express</i>	0.40
Average				0.43
20	a.m. peak	Corridor	Express	0.29
20	p.m. peak	Corridor	Express	0.21
50	a.m. peak	Corridor	Express	0.28
50	p.m. peak	Corridor	Express	0.22
60	a.m. peak	Corridor	Express	0.48
60	p.m. peak	Corridor	Express	0.32
110	a.m. peak	Corridor	Express	0.48
150	a.m. peak	Corridor	Express	0.37
150	p.m. peak	Corridor	Express	0.37
870	a.m. peak	Regional	Express	0.19
870	p.m. peak	Regional	Express	0.24
Average				0.31
530 Green Line	a.m. peak	Corridor	Light Rail	0.34
530 Green Line	p.m. peak	Corridor	Light Rail	0.40
Average				0.37
235	a.m. peak	Corridor	<i>Rapid</i>	0.37
235	p.m. peak	Corridor	<i>Rapid</i>	0.39
Average				0.38
6	a.m. peak	Local	Urban Frequent	0.15
6	p.m. peak	Local	Urban Frequent	0.22
8	a.m. peak	Local	Urban Frequent	0.23
8	p.m. peak	Local	Urban Frequent	0.27
9	a.m. peak	Local	Urban Frequent	0.18
9	p.m. peak	Local	Urban Frequent	0.18
30	a.m. peak	Local	Urban Frequent	0.39
30	p.m. peak	Local	Urban Frequent	0.34
41	a.m. peak	Local	Urban Frequent	0.31
41	p.m. peak	Local	Urban Frequent	0.33
44	a.m. peak	Local	Urban Frequent	0.30
44	p.m. peak	Local	Urban Frequent	0.31
120	a.m. peak	Local	Urban Frequent	0.26
120	p.m. peak	Local	Urban Frequent	0.27
992	a.m. peak	Local	Urban Frequent	0.19

992	p.m. peak	Local	Urban Frequent	0.21
Average				0.26
14	a.m. peak	Local	Urban Standard	0.08
14	p.m. peak	Local	Urban Standard	0.07
27	a.m. peak	Local	Urban Standard	0.19
27	p.m. peak	Local	Urban Standard	0.23
31	a.m. peak	Local	Urban Standard	0.15
31	p.m. peak	Local	Urban Standard	0.11
35	a.m. peak	Local	Urban Standard	0.27
35	p.m. peak	Local	Urban Standard	0.26
105	a.m. peak	Local	Urban Standard	0.20
105	p.m. peak	Local	Urban Standard	0.16
816	a.m. peak	Local	Urban Standard	0.25
816	p.m. peak	Local	Urban Standard	0.25
832	a.m. peak	Local	Urban Standard	0.20
832	p.m. peak	Local	Urban Standard	0.22
833	a.m. peak	Local	Urban Standard	0.40
833	p.m. peak	Local	Urban Standard	0.26
834	a.m. peak	Local	Urban Standard	0.17
848	a.m. peak	Local	Urban Standard	0.34
848	p.m. peak	Local	Urban Standard	0.36
854	a.m. peak	Local	Urban Standard	0.21
854	p.m. peak	Local	Urban Standard	0.22
856	a.m. peak	Local	Urban Standard	0.28
856	p.m. peak	Local	Urban Standard	0.30
871	a.m. peak	Community	Urban Standard	0.04
871	p.m. peak	Community	Urban Standard	0.06
872	a.m. peak	Community	Urban Standard	0.13
872	p.m. peak	Community	Urban Standard	0.11
874	a.m. peak	Local	Urban Standard	0.14
874	p.m. peak	Local	Urban Standard	0.09
875	a.m. peak	Local	Urban Standard	0.22
875	p.m. peak	Local	Urban Standard	0.20
923	a.m. peak	Local	Urban Standard	0.33
923	p.m. peak	Local	Urban Standard	0.32
928	a.m. peak	Local	Urban Standard	0.22
928	p.m. peak	Local	Urban Standard	0.22
944	a.m. peak	Local	Urban Standard	0.09
944	p.m. peak	Local	Urban Standard	0.09
945	a.m. peak	Local	Urban Standard	0.18
945	p.m. peak	Local	Urban Standard	0.17

946	a.m. peak	Local	Urban Standard	0.22
946	p.m. peak	Local	Urban Standard	0.10
Average				0.20
18	a.m. peak	Local	Circulator	0.05
18	p.m. peak	Local	Circulator	0.12
25	a.m. peak	Local	Circulator	0.10
25	p.m. peak	Local	Circulator	0.18
83	a.m. peak	Local	Circulator	0.14
83	p.m. peak	Local	Circulator	0.14
84	a.m. peak	Local	Circulator	0.21
88	a.m. peak	Local	Circulator	0.18
88	p.m. peak	Local	Circulator	0.25
851	a.m. peak	Community	Circulator	0.29
851	p.m. peak	Community	Circulator	0.20
Average				0.17
Average Non-Minority Peak Load Factor				0.24

Non-Minority Off-Peak Load Factor Data				
Route	Time Period	Service Type	Mode	Load Factor
280	a.m. early	Regional	<i>Rapid Express</i>	0.45
280	midday	Regional	<i>Rapid Express</i>	0.43
290	a.m. early	Regional	<i>Rapid Express</i>	0.40
290	midday	Regional	<i>Rapid Express</i>	0.42
Average				0.42
20	a.m. early	Corridor	Express	0.15
20	midday	Corridor	Express	0.25
20	p.m. late	Corridor	Express	0.14
50	a.m. early	Corridor	Express	0.26
50	midday	Corridor	Express	0.23
50	p.m. late	Corridor	Express	0.12
60	a.m. early	Corridor	Express	0.35
60	p.m. late	Corridor	Express	0.15
150	a.m. early	Corridor	Express	0.54
150	midday	Corridor	Express	0.35
150	p.m. late	Corridor	Express	0.21
Average				0.25
530 Green Line	a.m. early	Corridor	Light Rail	0.13
530 Green Line	midday	Corridor	Light Rail	0.32
530 Green Line	other	Corridor	Light Rail	0.08
530 Green Line	p.m. late	Corridor	Light Rail	0.22
Average				0.19
235	a.m. early	Corridor	Rapid	0.32
235	midday	Corridor	Rapid	0.46
235	p.m. late	Corridor	Rapid	0.26
Average				0.34
6	a.m. early	Local	Urban Frequent	0.18
6	midday	Local	Urban Frequent	0.18
6	p.m. late	Local	Urban Frequent	0.17
8	a.m. early	Local	Urban Frequent	0.23
8	midday	Local	Urban Frequent	0.22
8	other	Local	Urban Frequent	0.06
8	p.m. late	Local	Urban Frequent	0.15
9	a.m. early	Local	Urban Frequent	0.09
9	midday	Local	Urban Frequent	0.16
9	p.m. late	Local	Urban Frequent	0.13
30	a.m. early	Local	Urban Frequent	0.32
30	midday	Local	Urban Frequent	0.32

30	other	Local	Urban Frequent	0.11
41	midday	Local	Urban Frequent	0.33
41	p.m. late	Local	Urban Frequent	0.33
44	a.m. early	Local	Urban Frequent	0.18
44	midday	Local	Urban Frequent	0.33
44	p.m. late	Local	Urban Frequent	0.25
120	a.m. early	Local	Urban Frequent	0.15
120	midday	Local	Urban Frequent	0.27
120	p.m. late	Local	Urban Frequent	0.16
992	a.m. early	Local	Urban Frequent	0.25
992	midday	Local	Urban Frequent	0.24
992	p.m. late	Local	Urban Frequent	0.20
Average				0.21
14	midday	Local	Urban Standard	0.10
14	p.m. late	Local	Urban Standard	0.03
27	a.m. early	Local	Urban Standard	0.14
27	midday	Local	Urban Standard	0.20
27	p.m. late	Local	Urban Standard	0.13
31	a.m. early	Local	Urban Standard	0.07
31	midday	Local	Urban Standard	0.12
31	p.m. late	Local	Urban Standard	0.05
35	a.m. early	Local	Urban Standard	0.15
35	midday	Local	Urban Standard	0.29
35	p.m. late	Local	Urban Standard	0.23
105	a.m. early	Local	Urban Standard	0.11
105	midday	Local	Urban Standard	0.16
105	p.m. late	Local	Urban Standard	0.17
816	a.m. early	Local	Urban Standard	0.12
816	midday	Local	Urban Standard	0.30
816	p.m. late	Local	Urban Standard	0.17
832	midday	Local	Urban Standard	0.26
832	p.m. late	Local	Urban Standard	0.17
833	a.m. early	Local	Urban Standard	0.39
833	midday	Local	Urban Standard	0.22
834	midday	Local	Urban Standard	0.03
848	a.m. early	Local	Urban Standard	0.28
848	midday	Local	Urban Standard	0.32
848	p.m. late	Local	Urban Standard	0.29
854	a.m. early	Local	Urban Standard	0.10
854	midday	Local	Urban Standard	0.28
854	p.m. late	Local	Urban Standard	0.16

856	a.m. early	Local	Urban Standard	0.20
856	midday	Local	Urban Standard	0.26
856	p.m. late	Local	Urban Standard	0.22
871	a.m. early	Community	Urban Standard	0.05
871	midday	Community	Urban Standard	0.06
871	p.m. late	Community	Urban Standard	0.04
872	midday	Community	Urban Standard	0.13
872	p.m. late	Community	Urban Standard	0.11
874	a.m. early	Local	Urban Standard	0.09
874	midday	Local	Urban Standard	0.09
874	p.m. late	Local	Urban Standard	0.13
875	midday	Local	Urban Standard	0.23
875	p.m. late	Local	Urban Standard	0.23
923	a.m. early	Local	Urban Standard	0.09
923	midday	Local	Urban Standard	0.21
923	p.m. late	Local	Urban Standard	0.17
928	a.m. early	Local	Urban Standard	0.12
928	midday	Local	Urban Standard	0.26
928	p.m. late	Local	Urban Standard	0.16
944	a.m. early	Local	Urban Standard	0.02
944	midday	Local	Urban Standard	0.06
944	p.m. late	Local	Urban Standard	0.07
945	a.m. early	Local	Urban Standard	0.10
945	midday	Local	Urban Standard	0.15
945	p.m. late	Local	Urban Standard	0.09
946	midday	Local	Urban Standard	0.58
Average				0.17
18	midday	Local	Circulator	0.07
25	midday	Local	Circulator	0.19
25	p.m. late	Local	Circulator	0.04
83	midday	Local	Circulator	0.11
83	p.m. late	Local	Circulator	0.11
84	midday	Local	Circulator	0.10
88	a.m. early	Local	Circulator	0.03
88	midday	Local	Circulator	0.11
88	p.m. late	Local	Circulator	0.06
851	a.m. early	Community	Circulator	0.19
851	midday	Community	Circulator	0.14
851	p.m. late	Community	Circulator	0.10
Average				0.11
Average Non-Minority Off Peak				0.19

Minority Headways and On-Time Performance				
Route	Mode	Peak Headway	Base Headway	OTP
950	Express	15	30	90%
Average		15	30	90%
510	Light Rail	7.5	15	94%
520	Light Rail	15	15	88%
Average		11.25	15.0	91%
201	<i>Rapid</i>	10	15	86%
202	<i>Rapid</i>	10	15	86%
204	<i>Rapid</i>	15	15	94%
215	<i>Rapid</i>	10	15	83%
237	<i>Rapid</i>	22.5		86%
Average		13.50	15.00	87%
1	Urban Frequent	15	15	79%
2	Urban Frequent	12	15	89%
3	Urban Frequent	15	15	79%
5	Urban Frequent	15	15	81%
7	Urban Frequent	9	12	71%
10	Urban Frequent	15	15	78%
11	Urban Frequent	15	15	75%
13	Urban Frequent	15	15	85%
701	Urban Frequent	15	15	92%
709	Urban Frequent	15	15	84%
712	Urban Frequent	15	15	91%
901	Urban Frequent	15	30	74%
906	Urban Frequent	15	15	82%
907	Urban Frequent	15	15	82%
929	Urban Frequent	12	15	71%
932	Urban Frequent	15	15	82%
933	Urban Frequent	15	15	72%
934	Urban Frequent	15	15	72%
955	Urban Frequent	15	15	81%
961	Urban Frequent	15	15	91%
Average		14.40	15.60	81%
4	Urban Standard	30	30	85%
28	Urban Standard	30	30	91%
115	Urban Standard	30	30	77%
704	Urban Standard	30	30	86%
705	Urban Standard	30	30	94%
707	Urban Standard	60	60	83%

815	Urban Standard	30	30	72%
855	Urban Standard	30	30	89%
864	Urban Standard	30	30	74%
905	Urban Standard	15	30	74%
916	Urban Standard	30	60	78%
917	Urban Standard	30	60	78%
921	Urban Standard	30	30	87%
936	Urban Standard	30	30	77%
962	Urban Standard	30	30	84%
963	Urban Standard	30	30	87%
967	Urban Standard	60	60	92%
968	Urban Standard	60	60	89%
Average		34.17	38.33	83%
904	Circulator	30	30	74%
964	Circulator	30	30	71%
965	Circulator	37.5	37.5	82%
Average		32.50	32.50	76%
Total Average		22.56	25.41	82%

Non-Minority Headways and On-Time Performance				
Route	Mode	Peak Headway	Base Headway	OTP
280	<i>Rapid Express</i>	15		75%
290	<i>Rapid Express</i>	10		86%
Average		12.50		81%
20	Express	22.5	30	85%
50	Express	22.5	60	85%
60	Express	22.5		73%
110	Express	20		90%
150	Express	22.5	30	79%
870	Express	75		44%
Average		30.83	40.00	76%
530	Light Rail	15	15	92%
Average		15	15	92%
235	<i>Rapid</i>	15	30	84%
Average		15	30	84%
6	Urban Frequent	15	15	87%
8	Urban Frequent	20	20	85%
9	Urban Frequent	20	20	84%
30	Urban Frequent	15	15	83%
41	Urban Frequent	11.25	15	85%
44	Urban Frequent	11.25	15	82%
120	Urban Frequent	15	15	84%
992	Urban Frequent	15	15	79%
Average		15.31	16.25	84%
14	Urban Standard	60	60	82%
27	Urban Standard	30	30	85%
31	Urban Standard	30		85%
35	Urban Standard	22.5	30	90%
105	Urban Standard	30	30	89%
816	Urban Standard	30	30	80%
832	Urban Standard	30	30	80%
833	Urban Standard	30	30	74%
834	Urban Standard	30	30	85%
848	Urban Standard	30	30	83%
854	Urban Standard	30	30	93%
856	Urban Standard	30	30	76%
871	Urban Standard	30	30	75%

872	Urban Standard	30	30	75%
874	Urban Standard	30	30	79%
875	Urban Standard	30	30	79%
923	Urban Standard	30	30	82%
928	Urban Standard	30	30	85%
944	Urban Standard	30	30	84%
945	Urban Standard	30	30	91%
Average		31.13	31.58	83%
18	Circulator	30	30	86%
25	Circulator	60	60	58%
83	Circulator	60	60	
84	Circulator	60	60	73%
88	Circulator	30	30	74%
851	Circulator	60	60	84%
Average		50	50	75%
Total Average		28.89	31.03	81%

APPENDIX M

**MTS BOARD OF DIRECTORS MEETING AGENDA
NOVEMBER 10, 2016**

**MTS BOARD OF DIRECTORS MEETING MINUTES
NOVEMBER 10, 2016**

**MTS BOARD OF DIRECTORS MEETING AGENDA AND MATERIALS
SEPTEMBER 21, 2017**

**MTS BOARD OF DIRECTORS MEETING MINUTES
SEPTEMBER 21, 2017**



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

Agenda Item No. 25

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

November 10, 2016

SUBJECT:

PUBLIC HEARING FOR ROUTE 950 MAJOR SERVICE CHANGES (DENIS
DESMOND)

RECOMMENDATION:

That the Board of Directors:

- 1) Receive public testimony; and
- 2) Provide direction to staff for any changes prior to approval at a later Board of Directors meeting

Budget Impact

MTS has piloted changes to the Route 950 service levels since January 2016. This public hearing is to consider making those service enhancements permanent. The increase of \$101,000 for the service enhancements is already budgeted in the Fiscal Year 2017 operating budget.

DISCUSSION:

In 1999, MTS began operating Route 905 to connect the business parks of the East Otay Mesa area with the Otay Mesa Port of Entry (POE) and the Iris Avenue Transit Center (IATC). Over the past 17 years, this route has created a significant new market that has opened the Otay Mesa POE to transit riders and enabled workers in the mostly industrial East Otay Mesa area to access new employment opportunities. While transit ridership has plateaued or contracted in many areas over the past two years, growth in the Otay Mesa area has been climbing steeply upward for several years, doubling in the past five years.

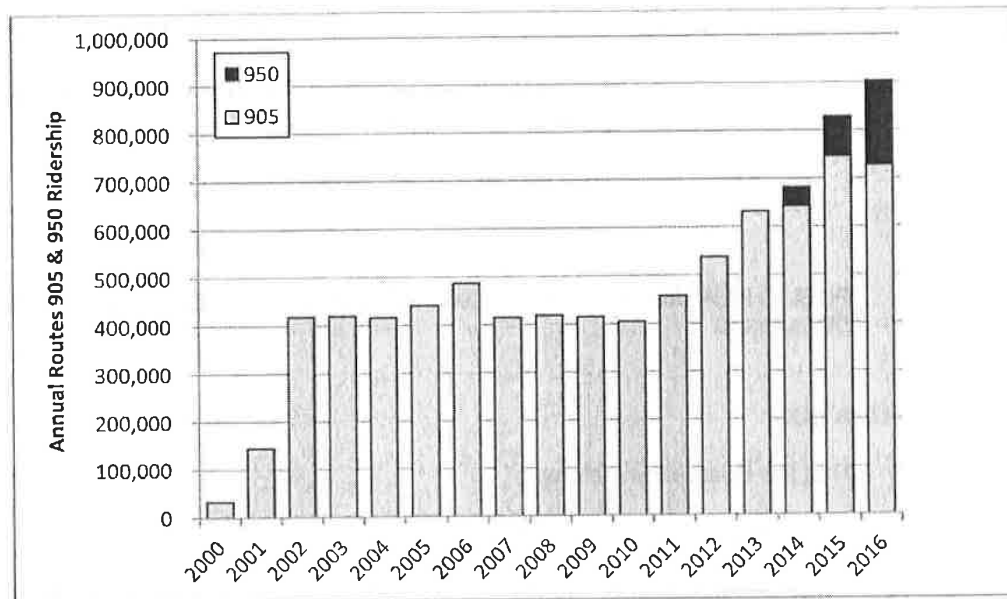
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Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS is the fiscal administrator 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, San Marcos, and the County of San Diego.

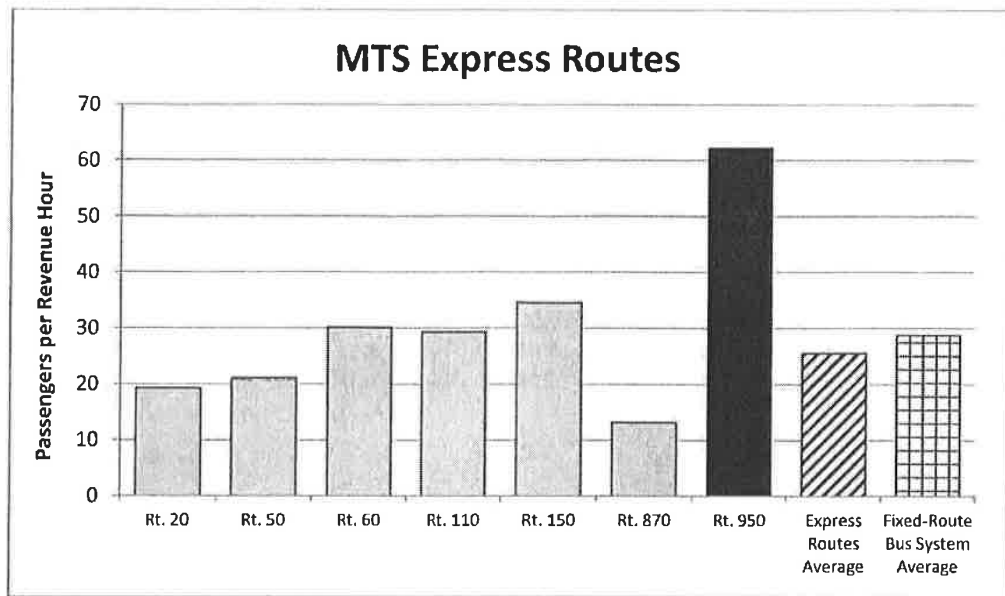


Most of this new ridership is generated by border crossers using the Otay Mesa Port of Entry as an alternative to San Ysidro, and then continuing onward in the MTS network. Since Route 905 offers a slower, local service through the business parks, new Express Route 950 was implemented in September 2013 to specifically serve the nonstop market between the POE and IATC, utilizing the newly opened State Route 125 freeway. Following Route 950 implementation, trips were incrementally added through 2014 and 2015 to meet ridership increases.



However, the level of service on Route 950 was not keeping pace with the volume of demand, and we were experiencing full buses and an inability to accommodate all riders. Additionally, MTS's contractor, Transdev, was adding a significant amount of ad-hoc tripper service in an attempt to serve as many riders as possible. To address this capacity shortfall, a trial major expansion of Route 950 was implemented in January 2016, adding nonstop trips between the Otay Mesa POE and IATC throughout the weekday, plus new all-day weekend service. Response to this new service had been overwhelmingly positive. Passengers gravitate towards the Route 950 express service over the local Route 905, and have consistently asked for greater frequency and span.

MTS Board Policy 42 requires that new services, including a significant route expansion, be implemented on a trial basis for a year during which the new service should perform to equal or better than the system average. For all of Fiscal Year 2016, including five months of the expanded service, Route 950 achieved over 62 passengers per revenue hour, above other peer express routes and above MTS's system-wide total.



Route 950 (FY2016)	Average Weekday Passengers	Passengers/ Revenue Hour	Subsidy/ Passenger
July 1, 2015-January 30, 2016 (Before Trial Service Changes)	344	64.0	\$1.24
January 31, 2016-June 30, 2016 (During Trial Period)	1,022	58.4	\$1.30
MTS Fixed-Route Bus FY2016 System Average	175,606	28.8	\$1.95

The proposed major service changes increase Route 950 weekly in-service miles by 233.9% and weekly revenue hours by 255.5%. MTS Board Policy 42 considers changes of either metric by more than 25% to be major, requiring Board action to continue beyond a one-year trial period. The success of these Route 950 changes leads staff to recommend that the major service increase be made permanent, effective with the January 2017 service change date.

Title VI

For compliance with Title VI guidance, FTA requires that transit agencies have a policy for major service changes, including a definition of what constitutes a major service change, and a process for evaluating such changes to determine any adverse potential impacts to minority communities that would result from the permanent implementation of the changes. MTS Board Policy 42 provides a definition of a major service change and outlines the process for the Title VI analysis.

The Title VI analysis of the proposed major changes to Route 950 does not reveal any potentially adverse impacts, and in fact represents a net benefit to the affected communities, which are predominantly both low-income and minority. The Title VI analysis is included as Attachment A.

California Environmental Quality Act (CEQA)

The requirements of CEQA specifically exempt the implementation of or increases in transit services on existing roads and highways (Public Resource Code § 21080 (6)(10)). Even considering the net effect including the minor reductions in Route 905 service, this change would still be an increase of 540 annual revenue hours of transit service along existing highway and road rights-of-way, thereby exempting the elements of the proposal from further examination under CEQA.

Staff will make adjustments to this proposal as necessary based on Board member and public comment at this Public Hearing. Final recommendations will be brought to the Board of Directors in December 2016 for approval. All approved changes would be considered "permanent" effective January 2017.



Paul C. Jablonski
Chief Executive Officer

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

Attachment: A. Route 950 Major Service Change Title VI Analysis



Title VI Analysis

Route 950

Prepared by the Metropolitan Transit System
October 2016

Executive Summary

The San Diego Metropolitan Transit System (MTS) has conducted a Title VI analysis of the 2016 proposed bus service change to Route 950, as required by the Federal Transit Administration (FTA). Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The purpose of this analysis is to ensure that MTS is in compliance with Title VI requirements. MTS has followed FTA's guidelines, published in FTA Circular 4702.1B on October 1, 2012.

The critical elements of this analysis involve a determination of whether or not disparate impacts to minority populations or disproportionate burdens to low-income populations would result from the change. As defined in MTS Policy 42:

A disparate impact is found when there is a difference in adverse effects between minority and non-minority populations such that: the adversely affected population is 10 percent or greater minority than the total MTS service area average; or, the benefitting population is 10 percent or more non-minority than the total MTS service area average.

A disproportionate burden is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10 percent or more "low-income" than the total MTS service area average; or, the benefitting population is 10 percent or greater "non-low-income" by percentage of total population than the total MTS service area average.

The study found that there is no disparate impact and no disproportionate burden resulting from the changes to Route 950.

Introduction

The San Diego Metropolitan Transit System (MTS) is proposing making permanent a service change to Route 950 which began its pilot period in January 2016. The extent of the changes involves an increase in express bidirectional service between the Otay Mesa Port of Entry and the MTS Iris Avenue Transit Center, including the addition of weekend service, with a decrease in Route 905 local service levels. This change was piloted due to staff observations that a significant amount of passenger activity on Route 905 outside of the peak periods when Route 950 was not in operation was continuing to travel directly between the route's two terminals, indicating a continued demand for express service.

The change to Route 950 is considered to be a major service change under MTS Policy 42.5B, and as a result the Federal Transit Administration (FTA) requires the execution of a Title VI analysis (FTA C 4702.1B). The change to Route 905 has been minimal and falls below the threshold to be considered a major service change under MTS Policy 42.5B, therefore requiring no analysis. This Title VI analysis involves the evaluation of the Route 950 major service change to determine whether or not it will have a disparate impact on both minority and low-income groups. If disparate impacts or disproportionate burdens are found, this analysis will identify the available service alternatives and mitigation strategies that can be used to minimize them.

Background

Qualification as Major Service Change

The definition of a major service change, as used within MTS Policy 42, was developed with public input as part of a public engagement process during June 2013 when MTS held a public hearing to solicit feedback from stakeholders. According to the policy, MTS will conduct a Title VI analysis on any of the following changes before a final implementation decision is made:

- A change that is greater than 25 percent of a route's weekly in-service miles or hours.
- An increase or reduction in the average weekly span-of service of more than 25 percent.
- The implementation of a new route or the discontinuation of an existing route.
- A routing change that affects more than 25 percent of a route's Directional Route Miles and more than 25 percent of the route's bus stops.

Because this change is greater than 25 percent of Route 950's weekly in-service miles and hours, it qualifies under MTS Policy 42 as a major service change. The following table shows the percent change in the proposed weekly revenue hours and miles from the September 2015 booking (prior to the pilot implementation) to the January 2016 booking (when the pilot was implemented), and the resulting sums which qualify the service change as a major service change.

Table 1: Current and Proposed Major Service Change

Route	Description of Change	September 2015		January 2016			
		Weekly Revenue Hours	Weekly Revenue Miles	Weekly Revenue Hours	Percent Change	Weekly Revenue Miles	Percent Change
950	Increase service	26.5	586.5	94.2	255%	1958.1	234%

Purpose of MTS Service Changes

Due to consistently high passenger demand, it is proposed that expanded Route 950 service currently being operated as a one-year pilot be made permanent.

Definition of Low-income and Minority Groups

FTA Circular 4702.1B encourages recipients to use a locally developed threshold for low-income person that is "at least as inclusive as the HHS poverty guidelines." In coordination with SANDAG, MTS defines a low-income person as an individual whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau. The FTA defines minority persons as the following: American Indian and Alaska Native, Asian, African American, Hispanic or Latino, and Native Hawaiian or other Pacific Islander.

Disparate Impact and Disproportionate Burden to Low-income and Minority Populations

This analysis considers the percentage of minority and low income persons by route in each census block group that the route serves. It identifies which route changes could potentially have a disparate impact or disproportionate burden. In order to provide the standard for the analysis, this section defines the criteria that MTS considers to be qualifications for a disparate impact or disproportionate burden.

The FTA defines a disparate impact as "a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin (FTA C 4702.1B Chapter I-2)."

MTS Policy 42.6b uses the phrase, "disparate impact," when speaking of minorities, and the phrase, "disproportionate burden," when speaking of low-income impacts. This report uses these phrases to differentiate the two. Both are defined as follows:

A disparate impact is found when there is a difference in adverse effects between minority and non-minority populations such that: the adversely affected population is 10 percent or greater minority by percentage of total population than the total MTS service area average; or, the benefitting population is 10 percent or more non-minority than the total MTS service area average. *For example, if the total MTS service area average is 55% minority, then a proposed service change that adversely affects a population that is 65% minority or greater would be defined as a disparate impact.* If MTS chooses to implement a proposed major service change despite a finding of a disparate impact, MTS may only do so if there is a substantial justification for the change, and there are no alternatives that would have a less disparate impact and still accomplish the goals of the change (MTS Policy 42.6b).

A disproportionate burden is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10 percent or more "low-income" than the total MTS service area average; or, the benefitting population is 10 percent or greater "non-low-income" by percentage of total population than the total MTS service area average. *For example, if the total MTS service area average is 20% "low-income," then a proposed service change that benefits a population that is 90% or greater "non-low-income" would be defined as a disproportionate burden.* If MTS chooses to implement a proposed change despite a finding of disproportionate burden, MTS may only do so if steps are taken to avoid or minimize impacts where practicable, and MTS provides a description of alternatives available to affected low-income populations (MTS Policy 42.6b).

Table 2 shows the total MTS service area averages for minority and low-income populations, based on the data from the 2014 American Community Survey 5 year estimates, 2010-2014:

Table 2: Service Area Averages

Population	Service Area Average
Minority	55.6%
Low-Income	32.9%

Proposed Service Changes

The following section provides a profile of Route 950 with two maps of the proposed route: one with percentage of low-income population census block groups, and one with percentage of minority census block groups.

Figure 1: Route 950 and MTS Low-Income Population by Census Block Group

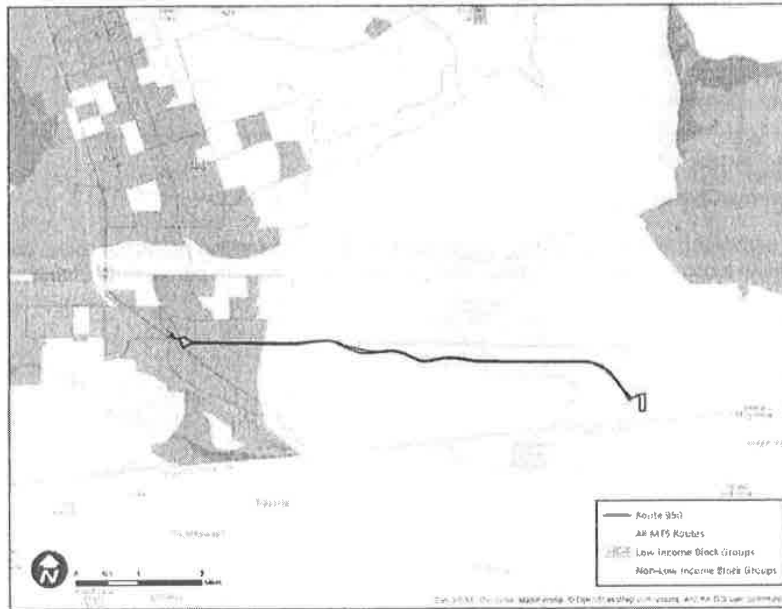
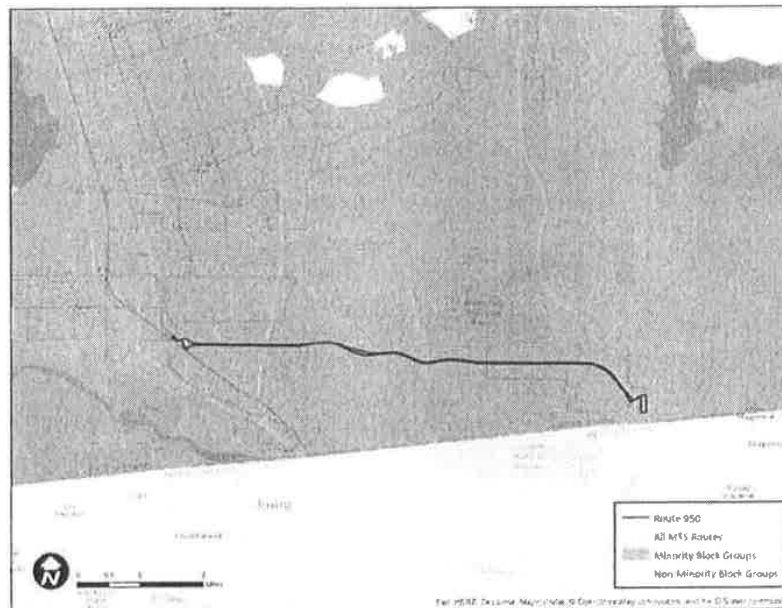


Figure 2: Route 950 and MTS Minority Population by Census Block Group



Title VI Methodology

The FTA guidelines allow transit agencies to use either ridership or population as a basis to determine disparate impacts and disproportionate burdens. Whichever basis is selected should be used throughout the analysis. MTS has selected population as the basis to ensure consistency with past analyses.

The analysis compares the population in Census block groups affected by the proposed change (defined as within 1/4 mile of an affected route) with the population in the service area. The data source is the 2010-2014 5 year estimates from the American Community Survey.

The definitions of disparate impact and disproportionate burden included in MTS Policy 42 are used in this analysis. The definitions require that the percentage of adversely affected minority or low-income populations be no more than 10 percent higher than the percentage of minority or low-income populations within the MTS service area for a service reduction. Conversely, for a service improvement or new service, the percentage of benefitted non-minority or non-low-income populations cannot be more than 10 percent higher than the percentage of non-minority and non-low-income populations within the service area.

This analysis uses the definition of low-income persons included in FTA Circular 4702.1B. The Circular encourages recipients to use a locally developed threshold for low-income persons that are "at least as inclusive as the HHS poverty guidelines." This analysis defines low-income persons as individuals whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau.

The formats provided in Tables 1 and 2 in Appendix K of FTA Circular 4702.1B are used to present the results of the analysis, as recommended by FTA.

Title VI Evaluation Results

Table 3 presents minority and low-income population data within the MTS service area.

Table 3: Population Data within the MTS Service Area

Service Area Population	Minority Population	Percent Minority	Low Income Population	Percent Low Income
2,225,382	1,237,074	55.6%	732,930	32.9%

Table 4 presents minority and low-income population data for census block groups affected by proposed route discontinuations.

Table 4: Census Block Group Population Affected by New Service on Route 950

# Census Block Groups	Total Population Race/Ethnicity	Minority Population Affected	Percent Minority	Total Population Low Income/ Non-Low Income	Low Income Population Affected	Percent Low Income Affected
13	42,453	38,135	89.9%	38,000	14,355	37.8%
		Non-Minority Population Affected	Percent Non-Minority		Non-Low Income Population Affected	Percent Non-Low Income
		4,318	10.1%		23,645	62.2%

The proposed changes to Route 950 can be defined as a service improvement, as they meet a great ridership demand, introduce no material new negative impacts, and MTS has received no complaints about the additional service provided during the pilot period. Therefore, the analysis must consider whether non-minority and non-low income populations receive a greater benefit. The percent non-minority population in Table 4 is much lower than the percent non-minority population within the MTS service area (10.1 percent versus 44.4 percent). Since the percentage of benefitted non-minority populations is not more than 10 percent higher than the percentage of non-minority populations within the MTS service area, there is no disparate impact from proposed new service. The percent non-low-income population in Table 4 is also lower than the percent non-low-income population within the MTS service area (62.2 percent versus 67.1 percent). Since the percentage of benefitted non-low-income populations is not more than 10 percent higher than the percentage of non-low-income populations within the MTS service area there is no disproportionate burden from proposed new service.



Route 950 Public Hearing

MTS Board of Directors
November 10, 2016

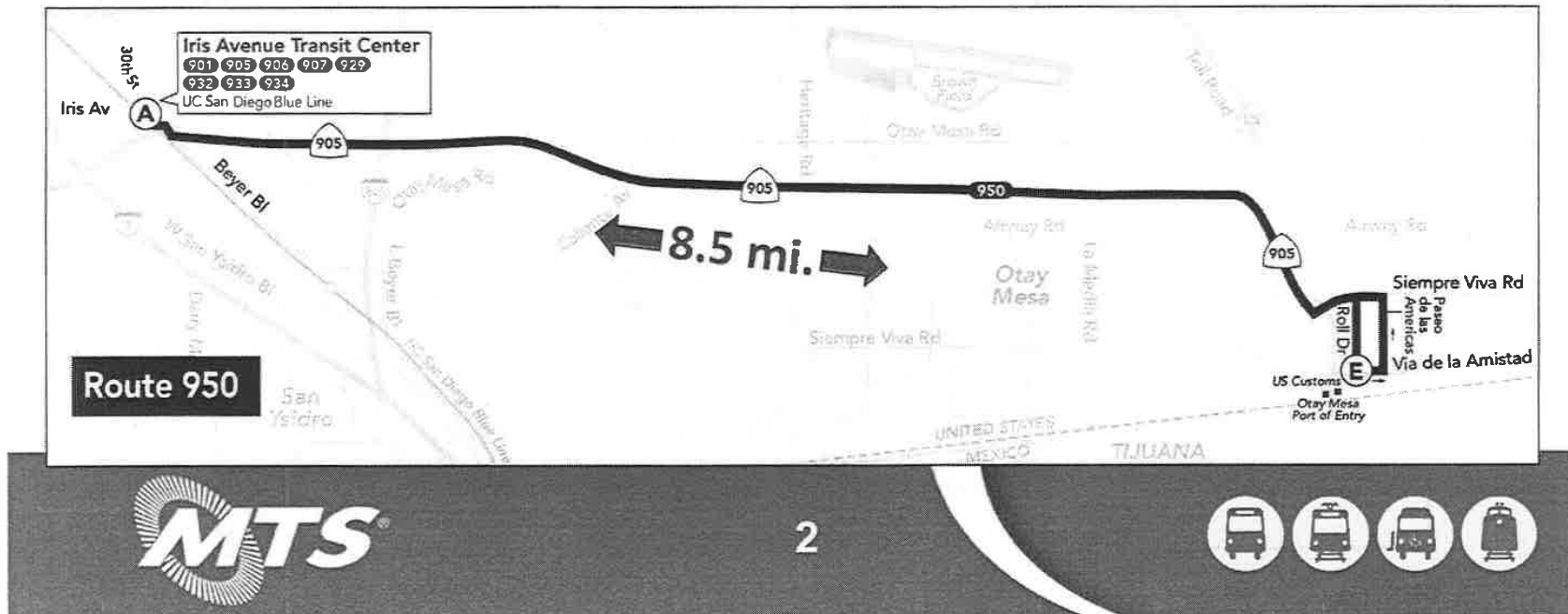


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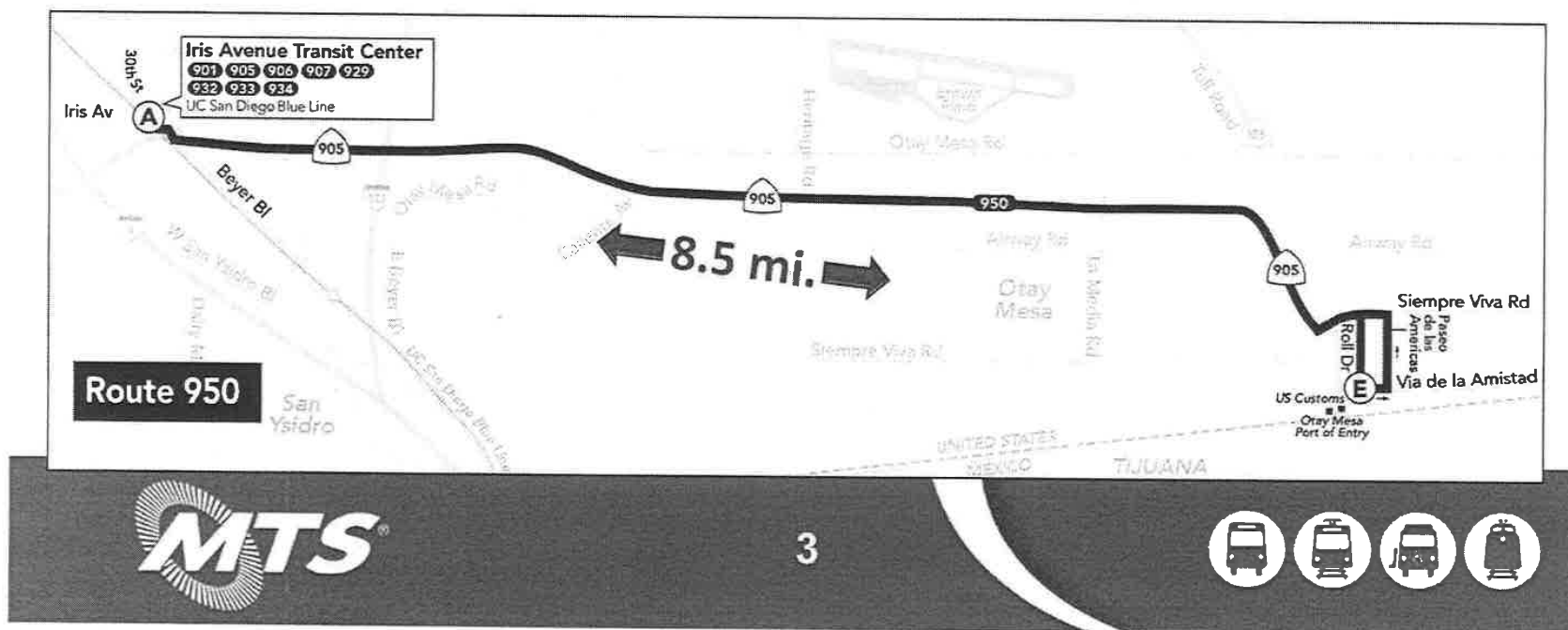
Route 950

- **Nonstop** service between Otay Mesa border and Iris Avenue Transit Center (Bus and Trolley transfers)
- Implemented in 2013 to supplement local Route 905 service
- Uses SR-905 freeway; up to 16 minutes faster than Route 905
- Express fare vs. Local fare (but passes accepted)
- Future Rapid route



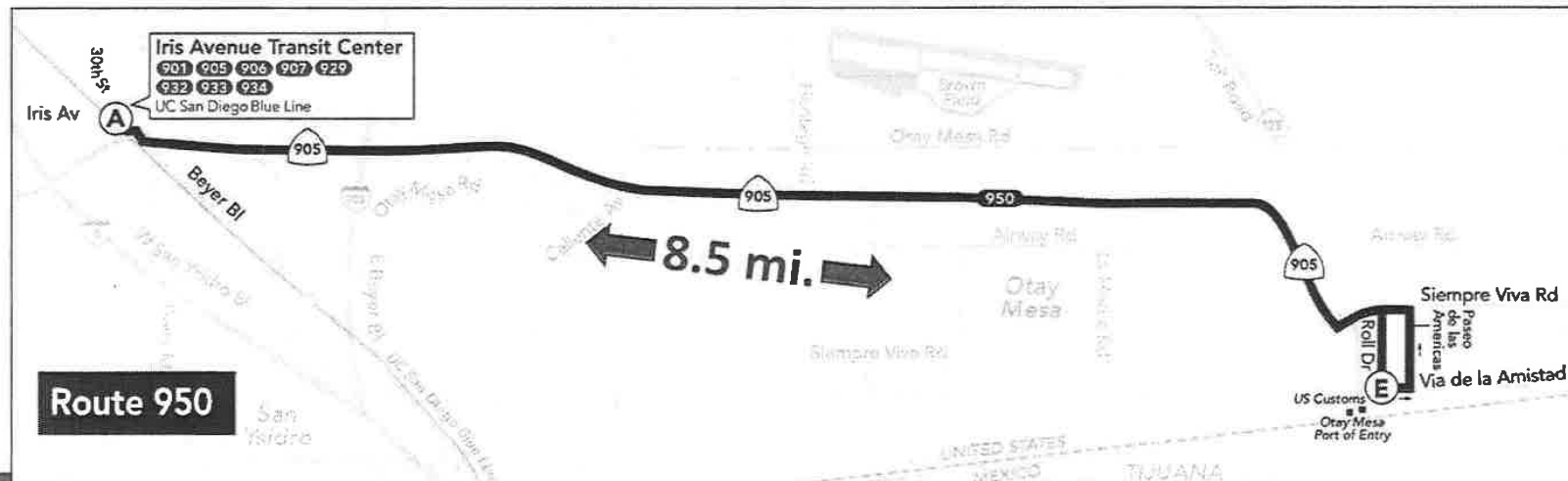
Route 950

- Very heavy demand and ridership from Day One
- More trips incrementally added over past three years
- Ad hoc trippers being used to accommodate heavy loads
- **Expansion implemented in Jan. 2016 as a trial**
- Board Policy 42 requires a public hearing, Title VI analysis, and Board approval for major changes to be made permanent



Route 950

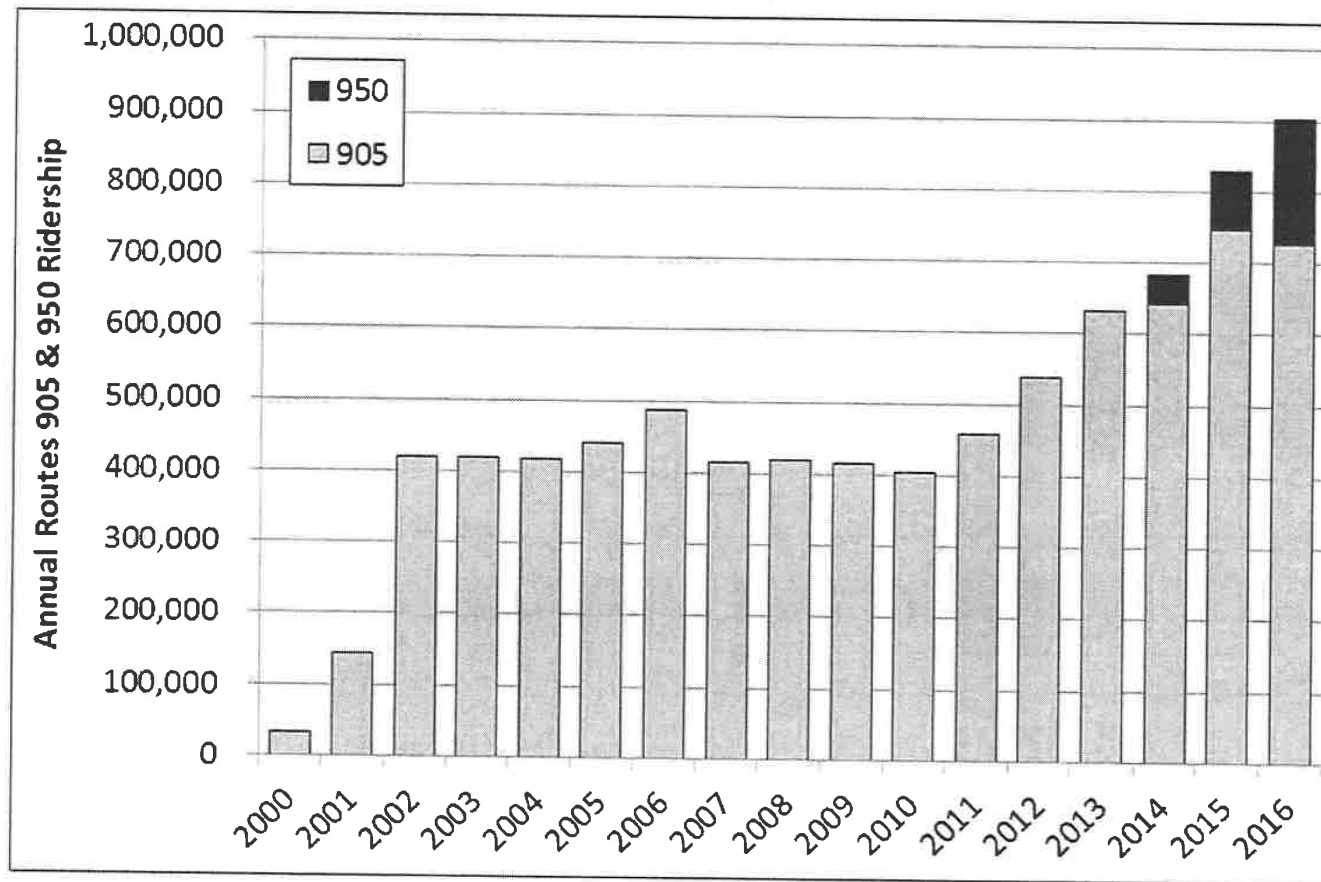
- Successful pilot...
 - Quickly increasing ridership
 - Still very high demand for some trips
 - Positive feedback from customers
 - MTS considering larger buses in the future
- Transit investment in growing South Bay area
- One comment received for Public Hearing (supportive)



4



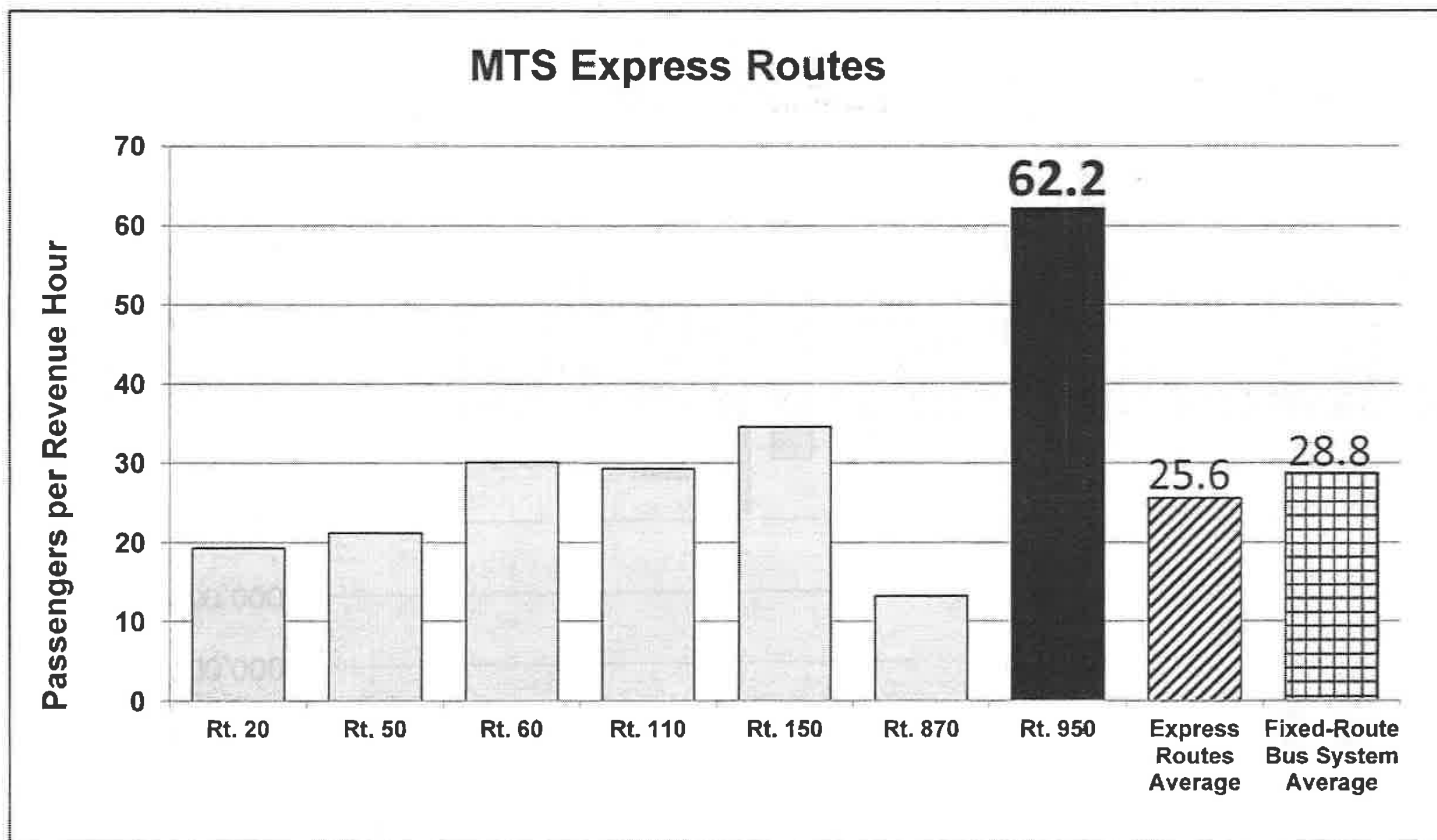
Otay Mesa Ridership (Routes 905, 950)



Rt. 950 Average Weekday: 1,022



Express Route Productivity



ROUTE 950 TIMELINE

- 2013-2014: Route 950 pilot
- 2014-2015: Trips added to meet demand
- Jan. 2016: Trial expansion implemented as a pilot
- ➔ Nov. 2016: Public Hearing to make pilot expansion permanent
- Dec. 2016: Board approval
- Jan. 2017: Pilot made permanent, if approved

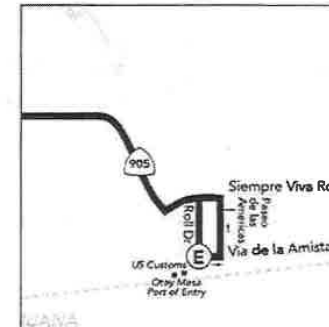
TODAY'S ACTION

- Conduct hearing, receive testimony, provide direction



7





Route 950 Public Hearing

Comments & Questions



8



From: Marcela < @gmail.com>
Sent: Thursday, November 03, 2016 5:25 AM
To: MTS- Regional Scheduling and Service Planning Division
Subject: Route 950 Public Hearing

Follow Up Flag: Follow up
Flag Status: Flagged

I an everyday rider of the public transportation want to participate in the public hearing for the 950 route so that there can be an Increase on weekdays and new services on Saturdays and Sundays. ☺

Sent from my iPhone

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM
BOARD OF DIRECTORS
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

MINUTES

November 10, 2016

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased].

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. Cunningham moved to approve the minutes of the October 13, 2016, MTS Board of Directors meeting. Ms. Rios seconded the motion, and the vote was 11 to 0 in favor with Messrs. Gloria, Minto, Roberts and Ms. Salas absent.

3. Public Comments

Chris Olson – Mr. Olson presented the Board with a petition (attached in final meeting packet) to move the Pacific Beach Farmers Market on Tuesday afternoons from its current location on Bayard Street to a two block section on Garnet Avenue. He stated that previous requests to move the Farmers Market were denied due to rerouting of two bus routes and traffic rerouting. Mr. Olson said that the community would like to have the Farmers Market on Garnet Avenue to utilize a larger area for expansion and be located on the main street of the community. He also offered to hand out public transportation information to the public at the Farmers Market to encourage people to ride public transportation.

Sara Berns – Ms. Berns stated that she is the Executive Director of Discover Pacific Beach, which manages the business improvement district and also hosts the Tuesday Farmers Market. She asked the Board to consider their request to move the Farmers Market to Garnet Avenue as a critical component of the revitalization plan of Pacific Beach. Ms. Berns stated that moving the Farmers Market to Garnet Avenue will help to increase foot traffic in a high retail area of Pacific Beach. She noted that the increased foot traffic can bring more business to the struggling small local shops.

Kristen Victor – Ms. Victor stated that she is a Board Member of the Pacific Beach Town Council. She stated that the community has been working to come up with ideas for a first mile/last mile solution for transit riders. Ms. Victor said that the community wants to utilize Garnet Avenue as a safe street for pedestrians and bicyclists. She noted that moving the Farmers Market to Garnet Avenue on Tuesdays will help the community better experience a non-car environment. Ms. Victor said that other cities have done similar things to increase pedestrian and bicyclist use and those cities have seen an improvement in their retail businesses as well as increased safety. Garnet Avenue was reported as the 8th most dangerous street in San Diego and the community wants to find ways to reduce the amount of cars and increase the amount of pedestrians.

Mike Aguirre – [Verbatim Transcription] I am here to ask you to look into the need to replace Mr. Jablonski, because he has engaged in a pattern of discrimination, one, and two, he has failed to file your tax non-profit for San Diego Trolley since 2009. Every non-profit is required to file non-profit reports with the Attorney General of the State of California. Before Mr. Jablonski got here you did file those reports. The non-profit, let's say the California Independent System Operator, which is an arm of the state, they file theirs every year. Mr. Jablonski has created a system of discrimination. I will be talking about that in a different forum. But I want to bring to your attention the need to look into whether Mr. Jablonski is systematically discriminating. And I say that to you before we take what we have found to the enforcement agencies that are responsible for investigating discrimination. As you know, public agencies are required to comply with the responsibilities under the anti-discrimination laws. And as you know, many of the people that work for the San Diego Trolley, Inc. are minorities. Those minorities are not being treated equal to how other employees are throughout the County of San Diego and City of San Diego. I'm not making this request lightly. As you probably know, I have a very strong feeling that all public officials should meet their responsibilities under the law, and when you see that somebody like Mr. Jablonski has failed to do so, it is incumbent upon you to at least look at it. And I ask you to consider hiring an independent investigative team with a lawyer to look into Mr. Jablonski's practices, which I will discuss in greater detail when I address this in item 24. Thank you.

Ms. Zapf commented that she provided the Board with a letter (attached in final meeting packet) regarding the request to move the Pacific Beach Farmers Market to Garnet Avenue. She asked for MTS to work with herself and the community to find a way to successfully move the Farmers Market, which would create a positive impact on the Pacific Beach community.

4. Appointment of Ad Hoc Nominating Committee for Recommending Appointments to MTS Committees for 2017 (Sharon Cooney)

Chairman Mathis made a recommendation to nominate himself, Vice Chair Roberts, Board Member Bragg and Board Member Cole to the Ad Hoc Nominating Committee.

Action Taken

Ms. Rios moved to appoint Chairman Mathis, Vice Chair Roberts, Board Member Bragg and Board Member Cole as the Ad Hoc Nominating Committee to make recommendations to the Board with respect to the appointment of the Board to serve as Vice-Chair, Chair Pro-Tem and on MTS and non-MTS committees for 2017. Mr. McClellan seconded the motion, and the vote was 9 to 0 in favor with Mr. Gloria and Mr. Minto absent and Chairman Mathis, Vice Chair Roberts, Ms. Bragg and Ms. Cole abstaining.

CONSENT ITEMS

6. San Diego and Arizona Eastern (SD&AE) Railway Company Quarterly Reports and Ratification of Actions Taken by the SD&AE Board of Directors at its Meeting on October 11, 2016
Action would: (1) receive the San Diego and Imperial Valley Railroad (SD&IV), Pacific Southwest Railway Museum Association (Museum), and Pacific Imperial Railroad, Inc. (PIR) quarterly reports for information; and (2) ratify actions taken by the SD&AE Board at its quarterly meeting on October 11, 2016.

7. Investment Report – September 2016
8. Light Rail Vehicle (LRV) Remote Diagnostics System and Public Address System Integration with Variable Message Sign System - Contract Award
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G1966.0-17, a Sole Source agreement, with Davra Networks (Davra), for the integration of the remote diagnostics and telematics information and the public address (PA) system, with the variable message sign (VMS) system located at each of the trolley stations.
9. Authorization to Increase Legal Service Contract with Tyson & Mendes, LLP to Pay Projected Expenses
Action would authorize the Chief Executive Officer (CEO) to approve increasing the Tyson & Mendes, LLP contract by \$200,000 to cover anticipated legal expenses.
10. Work Order Contract Approval for Beech and Middletown Trackwork and Signaling Preliminary Engineering
Action would authorize the Chief Executive Officer (CEO) to execute Work Order 13.05 to MTS Doc. No. G1494.0-13 with Pacific Railway Enterprises, Inc. to perform Design Engineering Services for the Beech and Middletown Double Crossover project.
11. HASTUS Timekeeping Implementation for Non Driving Employees
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G1883.1-16 with GIRO, Inc., for the purchase of additional licensing for Roster and Daily Crew with SignIn/SignOut and FMLA; and the options to exercise Employee Performance Management (EPM) and SelfService modules for non-driving employees.
12. Janitorial Services for San Diego Trolley, Inc. (SDTI) & San Diego Transit Corporation (SDTC) Buildings and Light Rail Vehicle (LRV) Fleet - Contract Award
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G1931.0-16 with NMS Management, Inc. (NMS), a Disadvantaged Business Enterprise (DBE), for the provision of janitorial services for SDTI & SDTC buildings and the LRV fleet for three (3) base years with three (3) 1-year options, exercisable at MTS's sole discretion.
13. Centralized Train Control System Maintenance Services
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G0930.17-04.29.2 with San Diego Association of Governments (SANDAG), for the provision of preventative maintenance services on software and equipment for the Centralized Train Control (CTC) System.
14. Additional Funding for the Catenary Improvements to the Orange Line from 12th & Imperial to Main Street El Cajon, Broadway Wye
Action would authorize the Chief Executive Officer (CEO) to approve additional funding of \$2,950,000 for the installation of catch cable for Orange Line and Broadway Wye.
15. Proposed Revisions to MTS Board Policy No. 59, "Natural Gas and Energy Commodity Hedge Policy"
Action would approve the proposed revisions to MTS Board Policy No. 59, "Natural Gas and Energy Commodity Hedge Policy".

16. Trust Fund Administrator Position
Action would authorize the Chief Executive Officer (CEO) to add one (1) Trust Fund Administrator position to the FY17 budget, increasing the total Full Time Equivalent (FTE) position from 0 to 1.
17. SD8 Procurement Project - Funding Transfer
Action would approve the transfer of \$4,550,000 from the SD100 Light Rail Vehicle (LRV) Replacement project (MTS CIP No. 20020027) to the SD8 Procurement project (MTS CIP No. 20021029).
18. Proposed Revisions to MTS Board Policy No. 22
Action would approve the proposed revisions to MTS Board Policy No. 22, "Rules of Procedure for the San Diego Metropolitan Transit System (MTS) Board of Directors" related to the Audit Oversight Committee (Section 22.9).
19. Construction Support Services for Roadway Worker Protection Safety Training
Action would ratify previous actions and authorize the Chief Executive Officer (CEO) to execute Work Order No. 11.04.03 to MTS Doc. No. G1386.0-11 with PGH Wong Engineering, Inc.
20. Cubic Corporation: Fare System Software Upgrades
Action would authorize the Chief Executive Officer (CEO) to issue a purchase order to Cubic Transportation Systems, Inc. (Cubic), on a sole source basis, for the provision of professional services to program fare system software upgrades in an amount not to exceed \$350,000.

BOARD MEMBER COMMENTS

Mr. Alvarez requested to pull consent agenda item numbers 12, 17 and 20 for further discussion. Mr. McClellan requested to pull consent agenda item number 11 for discussion. Chairman Mathis stated that he will take a vote on the remaining consent items and then discuss the pulled consent items.

Action on Recommended Consent Items, Excluding Consent Items 11, 12, 17 & 20

Mr. Alvarez moved to approve Consent Agenda Item Nos. 6 – 20, excluding Nos. 11, 12, 17 & 20. Mr. McWhirter seconded the motion, and the vote was 13 to 0 in favor with Mr. Gloria and Mr. Minto absent.

DISCUSSION – CONSENT AGENDA ITEM NO. 11

Mr. McClellan made a suggestion for staff to look into using hand scanners for employees to check-in and check-out of work. He stated that his business used that method in the past and it was successful. This method ensured that employees' hours were logged correctly since the scanner had to read their personal hand/finger prints instead of a password login method.

DISCUSSION – CONSENT AGENDA ITEM NO. 12

Mr. Alvarez inquired about the previous contract holder and whether or not there were any enhanced scopes or services added to this contract. Andy Goddard, Superintendent of LRV Maintenance, replied that NMS Management, Inc. was the previous contractor and was also

awarded the current contract. He stated that there was a slight enhancement to the scope of work which included cleaning for the upholstered seating. He said that the remainder of the scope stayed relatively the same.

DISCUSSION – CONSENT AGENDA ITEM NO. 17

Mr. Alvarez inquired about the new SD8 LRV fleet and asked if the vehicles will be easily accessible for bicycles and wheelchairs. Mr. Jablonski replied that the center sections of these vehicles will be new and will be reconfigured with peripheral seating which will widen out the standing room for people with bicycles or wheelchairs. He noted that there will not be a loss of seating with the new peripheral seats versus the front and back facing seats.

DISCUSSION – CONSENT AGENDA ITEM NO. 20

Mr. Alvarez inquired if the fare system software updates were an expected expense to the program. Mr. Jablonski replied that this expense is related to updating the software for Webtix, which is the software for the public to load their compass cards online. The update will include enhanced software to improve credit card security.

Action on Consent Item Nos. 11, 12, 17 & 20

Mr. Alvarez moved to approve Consent Agenda Item Nos. 11, 12, 17 & 20. Mr. McWhirter seconded the motion, and the vote was 13 to 0 in favor with Mr. Gloria and Mr. Minto absent.

CLOSED SESSION – PUBLIC COMMENTS

Mike Aguirre – [Verbatim Transcription] Trolley head Jablonski pays himself over \$358,000 yearly, but he refuses to pay overtime to trolley workers who work more than eight hours a day. He cuts health and vacation benefits by mislabeling full time workers as part time. He places those hoping to be supervisors in a suspended animation status called auxiliary supervisors. Trolley workers have worked under their latest collective bargaining agreement since 2012. Under its terms, the contract rolled over for additional years after each December if a new contract was not made. After the PTEA was certified, Jablonski refused to honor the contract's roll over terms. Jablonski now claims the contract that he treated in force and effect for two years expired in 2014. Meanwhile, Jablonski took a 3.5 pay increase to pay for the past two years and more in deferred compensation. PTEA proposed Jablonski give current and retroactive pay increases of 9.75%, pay overtime after eight hours of work, treat workers who work full time as full time workers, reform the auxiliary supervisor system, and collect dues for PTEA. He refused all of those and made us go out and have to collect signatures even though we are a closed agency shop, we had to go out and collect signatures from all the members, because he refused to collect our dues. Now, for the IBEW, while they were supporting what Jablonski wanted in a contract, he collected their dues every month, and he paid them. He paid the union representatives \$20,000 a month so that they would then support his contract. And when the workers said hey, no, we need to have fairness here, he said no, I'm not going to do that, so I'm going to defund you. That's what he's done. Now I know that some of you may know that I oppose public employees who rip off the system. Like for example, when Mr. Mathis was with the city, he voted to increase benefits and decrease contributions and he voted for compensation for himself and other councilmembers that allowed them to give themselves retroactive pension increases 3.5%. People are retiring millionaires at the City of San Diego.

There is almost no pension to speak of for trolley workers. It is appalling that the people that are primarily minorities, work eight hours a day and don't get overtime. Week after week after week they work full time, but they're not given full time status so they don't have to pay in vacation pay. (Chairman Mathis: your three minutes are up sir.) Okay let me just close by saying this, we want to help make MTS the very best it can be. We don't want to ask for anything unreasonable. We are committed, and this is what we told Jablonski's coordinator, we're committed to working with you. And Mr. Mathis is pulling the plug here very aggressively, but I want to tell you that's not the right way to open up a dialogue with people that are trying to work with you. And this kind of closed... (Chairman Mathis: Mr. Aguirre, your time is up). Thank you Councilmember Mathis, former Councilmember Mathis for your courtesy this morning in recognition to the fact that I was the City Attorney of San Diego, I really appreciate the fact that you have the dignity of giving that courtesy to me. Thank you very much everyone. (Chairman Mathis: you're welcome sir).

Nate Fairmen – Mr. Fairmen stated that he is the business manager for IBEW Local 465. He commented that he had the privilege and honor to attend the apprenticeship graduation for the journeyman mechanics the previous day. He said that the apprenticeship program is a great program which was implemented by MTS partnered with the IBEW about 12 years ago. Mr. Fairmen stated that he is not going to make a public comment about the PTEA. He stated that the IBEW used to represent the 170 employees at San Diego Trolley and they hope to represent them again one day.

Juan Gonzalez – Mr. Gonzalez stated that he is the President of the PTEA. He commented that they are looking forward to working with MTS to improve training, working conditions and working environment at San Diego Trolley. Mr. Gonzalez said that he was disappointed when he first started working for San Diego Trolley and that's why the employees voted in the new union, PTEA, in order to make the San Diego Trolley the best system in the country.

Joshua Stolz – Mr. Stolz stated that he is the Vice President of the PTEA. He commented that there are many weeks that he works overtime. He said that his family is a single-income household and there are days when he has to call out of work for doctor's appointments and he loses money every time he calls out. He stated that there are family issues that will take precedent over work and the employees should not lose out on overtime pay when doing so. Mr. Stolz stated that they are looking forward to working with MTS on finalizing a contract.

Kiko Diaz – Mr. Diaz stated that he is the IBEW Local 465 business representative. He commented that while he doesn't agree with what the PTEA did, he wishes them good luck. He also thanked MTS for the relationship that they built with the IBEW. Mr. Diaz stated that contrary to what Mr. Aguirre said, the IBEW does not get paid to keep quiet, but they get paid dues which in turn go back to the employees they represent. Lastly, he commented that between 2008 and 2013, when many other companies were laying off employees and reducing benefits, there were no layoffs under the IBEW Local 465.

Mr. Jablonski commented that the issues discussed today relative to the labor contract will be addressed in closed session. He stated that he and the Board highly value the work, commitment and dedication that everybody in the organization does. He noted that MTS's trolley system is well respected and won the award as the best system in the country and that is because we have great employees. Mr. Jablonski stated that all they have wanted is to get a raise into the hands of the employees and we will continue to work together to do that.

CLOSED SESSION

24. Closed Session Items

The Board convened to Closed Session at 9:35 a.m.

- a. CLOSED SESSION - CONFERENCE WITH LABOR NEGOTIATORS Pursuant to California Government Code Section 54957.6
Agency: San Diego Trolley, Inc. (SDTI)
Employee Organization: Public Transit Employees Association (Representing SDTI Train Operators, Electromechanics, Servicers and Clerical Staff)
Agency-Designated Representative: Jeff Stumbo

The Board reconvened to Open Session at 10:12 a.m.

Oral Report of Final Actions Taken in Closed Session

Karen Landers, General Counsel, reported the following:

- a. The Board received a briefing and gave direction to staff.

NOTICED PUBLIC HEARINGS

25. Public Hearing for Route 950 Major Service Changes (Denis Desmond)

Denis Desmond, Manager of Planning, provided a report on the Route 950. The Route 950 is nonstop service between the Otay Mesa border and Iris Avenue Transit Center. He stated that the Route 950 was implemented in 2013 to supplement the local Route 905 service. Since 2013, there has been a very high demand for Route 950 and more trips have been incrementally added over the past three years to accommodate the heavy loads. In January 2016, a pilot of expanded service was implemented to accommodate the high demand. Mr. Desmond stated that the pilot was successful and continues to grow in use. He noted that Board Policy 42 requires a public hearing, Title VI analysis, and Board approval for major changes to be made permanent. Mr. Desmond stated that the Board agenda packet includes the Title VI analysis, which is a federally required analysis to make sure that any major change that MTS implements does not have a disparate impact on minority populations or a disproportionate burden on low income populations. He noted that the analysis shows that it does not have either. In the packet, there are also maps which show the demographics of low-income and minority populations. He noted that the Board received an email handout from a supporter of the changes to Route 950. Mr. Desmond also presented graphs detailing the increase in ridership for the Route 905 and 950. Lastly, he reviewed the Route 950 timeline and reviewed today's action to conduct the hearing, receive testimony and provide direction.

Mr. Alvarez stated that the Otay community and business community appreciates this service. He inquired about the Otay Mesa transit station and how it will be configured in order to accommodate space for the increase in riders. Mr. Desmond replied that SANDAG is building a new Otay Mesa Transit Center which will be larger to accommodate the increase in riders. The new transit center is set to open in 2018.

Action Taken

Mr. McWhirter moved to: (1) Receive public testimony; and (2) Provide direction to staff for any changes prior to approval at a later Board of Directors meeting. Ms. Bragg seconded the motion and the vote was 13 to 0 in favor with Mr. Gloria and Mr. Minto absent.

DISCUSSION ITEMS:

30. Fiscal Year 2016 Comprehensive Annual Financial Report (CAFR) (Erin Dunn and Larry Marinesi; Kenneth Pun and Gary Caporicci of The Pun Group)

Ernie Ewin, Chairman of the Audit Oversight Committee (AOC), introduced the discussion of the CAFR. He noted that there are questions that will be asked at the end of the presentation. Erin Dunn, Controller, introduced Ken Pun and Gary Caporicci of The Pun Group to provide a presentation on the CAFR. Mr. Pun discussed the management responsibilities, auditors' responsibilities and the approach to the audit. The Pun Group's audit approach included detailed planning; risk based review of internal controls over systems and compliance; validation of account balances; and review of financial statements and the issuance of the audit report opinion. Mr. Pun discussed the implementation of the new ERP system, SAP Account Software. He stated that they tested the new system and found no issues. Mr. Pun discussed the IT controls review and stated that they used an IT Specialist to review MTS's IT policy and security. He discussed the recommendations from the result of the IT controls review. Mr. Pun reviewed the financial statements including the summary statements of net position; summary statements of revenues, expenses and changes in net position; and summary statements of cash flows.

Mr. Alvarez inquired about the potential security weaknesses in the fare system ticket vending machines and their recommendation. Mr. Pun replied that the Microsoft 2000 version is currently phasing out on a lot of systems and their recommendation is to upgrade that software to a newer and more compatible system. Mr. Alvarez asked about the recommendations on a going forward basis. Mr. Pun replied that the recommendations from a previous year will be reviewed the following year to ensure that there has been action to move forward on those recommendations. Mr. Jablonski stated the issue of the fare collection system is well known by staff. He said that the current system is about 14 years old and staff is coming back to the Board in December with a discussion about the future of MTS's fare collection system. He stated that staff is looking into possibly updating the current system or going out for a completely new system. Mr. Alvarez inquired what level of risk the auditors would assign in the fare system technology. Mr. Pun replied that it is low risk.

Mr. Caporicci continued the presentation and discussed the key pension and OPEB information including net pension liability; pension expenses; and other postemployment benefits plan. Mr. Caporicci reviewed the audit results and stated that they had an unmodified opinion including the following: financial statements are fairly presented in all material respects; significant accounting policies have been consistently applied; estimates are reasonable; and disclosures are properly reflected in the financial statements. Lastly, he discussed the upcoming changes to GASB and the current technical agenda projects.

Mr. Ewin commented that the Board has had an opportunity to read the letters from management and the auditors. He stated that he hopes these letters will raise thoughts and questions for going forward.

Mr. McClellan asked if the return percentage of 7.0% is low enough. Mr. Caporicci replied that his opinion is that the return percentage should be approximately 6.0%; however the pension liabilities are long term and not next year payments, so there is time to adjust in the future. Mr. Marinesi commented that this was addressed at the Budget Development Committee earlier in the year where the recommendation was to decrease from 7.5% to 7.0%. He stated that staff will continue to look at this number on an annual basis. Mr. Marinesi stated that in January, the actuarial evaluation report and the pension investment results will be presented to the Executive Committee and the Board.

Mr. Ewin noted that MTS received the Government Finance Officers Association Certificate of Achievement for Excellence in Financial Reporting for the 10th consecutive year.

Mr. Cunningham stated that the Board's responsibility is to make sure that this audit was done with full compliance by MTS. Mr. Cunningham asked Mr. Pun if during the audit they were given full access to any MTS employee that they needed to talk to for purposes of preparing their audit. Mr. Pun replied yes. Mr. Cunningham asked if they were ever denied access to any employee that they needed to talk to for preparing for the audit. Mr. Pun replied no. Mr. Cunningham asked if they were given full access to any or all documents including accounting ledgers or any documentation that they needed for purposes of preparing the audit. Mr. Pun replied yes. Mr. Cunningham asked if they were ever denied any documents that they asked to see by any MTS employees. Mr. Pun replied no. Mr. Cunningham asked if they found anything other than what they stated here this morning that they felt were not consistent with the best practices of accounting as it applies to MTS. Mr. Pun replied no.

Action Taken

Mr. Cunningham moved to receive the Fiscal Year (FY) 2016 Comprehensive Annual Financial Report (CAFR). Mr. McClellan seconded the motion, and the vote was 13 to 0 in favor with Mr. Gloria and Mr. Minto absent.

31. Fiscal Year 2016 Final Budget Comparison (Mike Thompson)

Mike Thompson, Director of Financial Planning and Analysis, provided a presentation on the Fiscal Year 2016 final budget comparison. He reviewed the results of the operating revenues, operating expenses and subsidies. Mr. Thompson stated that the Budget Development Committee met to discuss what to do with the remaining excess revenues from Fiscal Year 2016. He noted that in order to reach MTS's contingency reserve balance of 12.5%, an additional \$4.3 million was needed, which left \$4.7 million in revenues to be programmed elsewhere. The recommendation from the Budget Development Committee was to add \$4.3 million to the contingency reserve balance; add \$2.7 million to the fare collection system upgrades capital project; and carry-over \$2.0 million for the Fiscal Year 2017 operating budget.

Action Taken

Mr. Gastil moved to: (1) add \$4.3 million to the contingency reserve balance; (2) add \$2.7 million to the fare collection system upgrades capital project; and (3) carry-over \$2.0 million for the Fiscal Year 2017 operating budget.. Mr. Woiwode seconded the motion, and the vote was 12 to 0 in favor with Mr. Gloria, Mr. Minto and Ms. Salas absent.

REPORT ITEMS

45. Operations Budget Status Report for August 2016 (Mike Thompson)

Mr. Thompson discussed the operations budget status report for August 2016. He reviewed the total operating revenues; total operating expenses; and total operating variance. Mr. Thompson also reviewed ongoing concerns including sales tax subsidy revenue, State of California budget, passenger levels, and energy prices.

Action Taken

No action taken. Informational item only.

46. Year End Operations Report (Denis Desmond, Bill Spraul & Wayne Terry)

Mr. Desmond began the year end operations report. He reviewed the results for annual total passengers; ridership; passengers per revenue hour; on-time performance; mean distance between failures; preventable accidents per 100,000 miles; complaints per 100,000 passengers; and farebox recovery.

Wayne Terry, Chief Operating Officer – Rail, provided a presentation on the Fiscal Year 2016 year-end review for the Rail Division. He discussed the following results related to Rail contracts, projects and updates: Master Concessionaire Services contract; ticket vending machine transactions between failures; Fiscal Year 2016 event statistics; Alvarado Creek flooding; Grossmont Station flooding; Alvarado Creek clean-out; sink hole rehabilitation; railroad bridge 2.72 repair; 69th Street grade crossing; Morena/Linda Vista Station rehabilitation; Seaward Traction Power Substation ivy installation; SD100 LRV coupler replacement; station monument sign installation; next train arrival signs; Courthouse Trolley Station; San Ysidro Yard improvements; Mid-Coast extension; approval of the FFGA for the Mid-Coast extension project; LRV vehicle purchase; status of decommissioned U-2 LRVs; U-2 LRV vehicle deliver to TSA; PCC 531 recommission project; and enhanced signage for accident prevention.

David Bagley, System Safety Manager, provided the Rail System Safety report for Fiscal Year 2016. He discussed the following information: rail accidents per month; MTS comparison to other systems; safety data acquisition and analysis; MAP 21 Safety Management Systems (SMS) implementation requirements; vision for safety culture; SMS components and sub-components; new hire rail safety training; Department of Transportation TSI training; 3-year agency preparedness training program; MTS staff teaching on national level; CPR AED training; FEMA independent study courses; County Office of Emergency Services table top exercises; multi-threat response training; San Diego Regional table top exercise participants; emergency responder training; and heavy rescue training.

Bill Spraul, Chief Operating Officer – Transit Services, provided a report on the Fiscal Year 2016 Transit Services highlights. Mr. Spraul reviewed the following results: service quality highlights; safety program; safety and security; fleet technology highlights; East Count Bus Operations and Maintenance Facility; new Transit Store; new solar shelters; new pylons; new benches; installation of Real-Time Management System (RTMS) – Computer Aided Dispatch (CAD)/Automatic Vehicle Location (AVL) systems; installation of Automatic Vehicle Annunciators; and the incorporation of SuperLoop into RAPID service.

Ms. Cole inquired how staff is addressing the issue that riders are not riding the system as often due to time and convenience factors. Mr. Desmond commented that staff is currently conducting the Transit Optimization Plan (TOP) which will help guide staff to make necessary changes to address these issues.

Ms. Bragg requested for a list of the new bus shelters to be sent to each of the Board Members.

Mr. Cunningham commented on how it's great to hear how proud staff is of their respective employees and their work. He said this statement is very well received by the Board and he appreciates everyone's hard work.

Ms. Zapf commented that it is great to see and hear all of the hard work that MTS has done over the past year.

Mr. Jablonski noted that the Board will begin to receive more comprehensive reports on safety in their future meetings due to new requirements at the federal level to reinforce safety first.

Action Taken

No action taken. Informational item only.

60. Chairman's Report

Chairman Mathis stated that he was proud to attend the apprentice graduation program at the Kearny Mesa Division yesterday.

61. Chief Executive Officer's Report

Mr. Jablonski reported the following business travel: on October 26th, he traveled to Diamond Bar for a meeting with the California Air Resources Board for a transit subcommittee meeting; and on October 28th, he traveled to Washington D.C. for a TOPS Committee meeting, which is fully paid for by that outside committee.

62. Board Member Communications

There were no Board Member Communications.

63. Additional Public Comments on Items Not on the Agenda

Roger Andersen – Mr. Andersen made a suggestion to move the terminus for the Route 1 bus to Mercy Hospital. He also suggested for the Route 7 bus to end its service at 2:30am for the

service industry riders. He also commented that staff should look into raising the age for the senior discount pass. Chairman Mathis responded that unfortunately, the age for the senior discount pass was set by the TransNet tax and cannot be changed.

64. Next Meeting Date

The next regularly scheduled Board meeting is December 8, 2016.

65. Adjournment

Chairman Mathis adjourned the meeting at 11:55 a.m.



Chairperson
San Diego Metropolitan Transit System

Filed by:

Approved as to form:



Clerk of the Board
San Diego Metropolitan Transit System



General Counsel
San Diego Metropolitan Transit System

Attachment: Roll Call Sheet

SAN DIEGO METROPOLITAN TRANSIT SYSTEM
BOARD OF DIRECTORS
ROLL CALL

MEETING OF (DATE): November 10, 2016 CALL TO ORDER (TIME): 9:02 a.m.
 RECESS: _____ RECONVENE: _____
 CLOSED SESSION: 9:35 a.m. RECONVENE: 10:12 a.m.
 PUBLIC HEARING: 10:13 a.m. RECONVENE: 10:22 a.m.
 ORDINANCES ADOPTED: _____ ADJOURN: 11:55 a.m.

BOARD MEMBER	(Alternate)	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
ALVAREZ	<input checked="" type="checkbox"/> (Cate) <input type="checkbox"/>	9:02 a.m.	11:07 a.m.
BRAGG	<input checked="" type="checkbox"/> (Spriggs) <input type="checkbox"/>	9:02 a.m.	11:55 a.m.
COLE	<input checked="" type="checkbox"/> (Cate) <input type="checkbox"/>	9:02 a.m.	11:55 a.m.
CUNNINGHAM	<input checked="" type="checkbox"/> (Mullin) <input type="checkbox"/>	9:02 a.m.	11:55 a.m.
GASTIL	<input checked="" type="checkbox"/> (Jones) <input type="checkbox"/>	9:02 a.m.	11:55 a.m.
GLORIA	<input type="checkbox"/> (Cate) <input type="checkbox"/>		
MATHIS	<input checked="" type="checkbox"/>	9:02 a.m.	11:55 a.m.
MCCLELLAN	<input checked="" type="checkbox"/> (Ambrose) <input type="checkbox"/>	9:02 a.m.	11:55 a.m.
MCWHIRTER	<input checked="" type="checkbox"/> (Arapostathis) <input type="checkbox"/>	9:02 a.m.	11:55 a.m.
MINTO	<input type="checkbox"/> (McNelis) <input type="checkbox"/>		
RIOS	<input checked="" type="checkbox"/> (Sotelo-Solis) <input type="checkbox"/>	9:02 a.m.	11:20 a.m.
ROBERTS	<input checked="" type="checkbox"/> (Cox) <input type="checkbox"/>	9:07 a.m.	11:22 a.m.
SALAS	<input checked="" type="checkbox"/> (Miesen) <input type="checkbox"/>	9:05 a.m.	10:56 a.m.
WOIWODE	<input checked="" type="checkbox"/> (Sandke) <input type="checkbox"/>	9:02 a.m.	11:55 a.m.
ZAPF	<input checked="" type="checkbox"/> (Cate) <input type="checkbox"/>	9:02 a.m.	11:55 a.m.

SIGNED BY THE CLERK OF THE BOARD: Julia Tuer

CONFIRMED BY THE GENERAL COUNSEL: Chad Cook



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

Agenda Item No. 30

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

September 21, 2017

SUBJECT:

MAJOR SERVICE CHANGES RECOMMENDATIONS OF THE TRANSIT
OPTIMIZATION PLAN (DENIS DESMOND)

RECOMMENDATION:

That the Board of Directors:

- 1) Receive a report on proposed major service changes as detailed in Attachment A;
- 2) Approve the recommendations for TransNet-subsidized Rapid services; and
- 3) Approve the recommendations for MTS-subsidized transit services.

Budget Impact

Recommendations for all routes would initially have a new annual MTS budget impact of approximately \$2 million in additional operating subsidy. This added investment would preserve existing services and fund new services that would be expected to increase ridership and fare revenue, gradually reducing the operational subsidy required over time.

DISCUSSION:

Significant changes have occurred in the regional transit operating environment over the past ten years since MTS completed a Comprehensive Operational Analysis (COA). Budget-related service adjustments, changes in the Trolley operating plan, consolidation of local bus operations, and the implementation of Rapid services have all shifted trip patterns and MTS' service. Additionally, record ridership levels reached in 2015 have more recently trended downward, indicating that the market is changing faster than transit services. In this environment, last fall MTS launched the Transit Optimization

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. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). 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



Plan. The TOP aims to update the COA and bring a similar level of analysis and adjustment to the MTS system.

The project began in September 2016 with an extensive rider outreach effort. Between Fall 2016 and Spring 2017, MTS collected more than 6,000 surveys and held over 40 outreach events. MTS' project consultant, Transportation Management and Design, Inc. (TMD), conducted a market analysis, service analysis, and service implementation plan with recommendations for system adjustments across the region.

The final service implementation plan recommends changes that invest more transit resources in the busiest and highest demand corridors, reduce transit travel times by streamlining routings, and restructure routes to improve reliability. The resources for these improvements would largely be generated by shifting from underutilized services, though the final recommendations also include the added investment of \$2 million in annual subsidy to help grow ridership and revenue.

Initial proposals were aired at a Public Hearing held at the MTS Board of Directors meeting on July 20, 2017. The Board heard over 50 speakers, and read over 350 comments received by e-mail, web, telephone hotline, and U.S. Mail. Following the hearing, the Board provided direction to staff on the proposals. This feedback, as well as the public comments heard at the hearing, has informed the final recommendations presented at today's meeting. These include adjustments to the initial proposals, and most of the services included in the 'added subsidy' option.

The attached table (Attachment A) summarizes recommendations to the Board, including changes from the initial proposals presented at the Public Hearing. MTS has continued to collect public comments since the public hearing; these are summarized and transcribed for the Board's consideration as Attachment C (to be provided at the Board Meeting).

Changes approved at today's meeting will be phased in to minimize impacts to riders and operations. The earliest major changes would be implemented in January 2018.

Title VI

Transit agencies that are implementing major changes, as defined by their locally-developed policy (Board Policy 42 for MTS), are required by the Federal Transit Administration to conduct a service equity analysis to determine if there would be any adverse impacts to low-income or minority communities resulting from implementation of the changes. That analysis is completed and assumes all of the major service change recommendations presented here. No potentially adverse impacts were identified from the net of all major changes. Any material changes to these recommendations would need to be analyzed and presented to the Board prior to final approval.

California Environmental Quality Act (CEQA)

CEQA requires agencies to prepare and certify an environmental impact report on a project that it proposes to implement that may have a significant effect on the environment (or to adopt a negative declaration if the project will not have a significant effect). However, certain activities are exempted from the requirements of CEQA, including implementation of or increases in transit services on existing roads and

highways (Public Resource Code § 21080 (6)(10)). The TOP recommendations for Board consideration would represent a net increase in transit service along existing highway and road rights-of-way, thereby exempting the elements of these proposals from further examination under CEQA.

/s/ Paul C. Jablonski
Paul C. Jablonski
Chief Executive Officer

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

Attachments: A. Final Transit Optimization Plan Recommendations
B. Title VI Report Including Maps *
C. Comments Received Since the Public Hearing *

*** to be distributed at the Board Meeting**

MTS Transit Optimization Plan - Final Recommendations
Board of Directors, September 21, 2017

“+” sign indicates a recommendation for a significant frequency improvement		
ROUTE	RECOMMENDATION	CHANGE FROM INITIAL JULY 2017 PROPOSAL (if applicable)
1	<p><i>Route 1 would be adjusted as follows:</i></p> <ul style="list-style-type: none"> Route would be extended from Hillcrest to Fashion Valley, via Sixth Ave., Hwy. 163, and Hotel Circle. Rt. 1 service along 4th/5th Avenues in Hillcrest would be discontinued, but the stops would remain served by Route 3. Route 1A service to 70th St. T.S. would be discontinued, with all trips ending at the La Mesa Blvd. Trolley Station instead. Continuing service between Downtown La Mesa and Grossmont T.C. via La Mesa Blvd. would be served by new Route 52. 	
3 +	Weekday frequency would be increased from 15 to 12 minutes, and Sunday frequency would be increased from 60 to 30 minutes.	Initial proposal only increased Sunday frequency.
5 +	Weekday frequency would be increased from 15 to 12 minutes.	
7 +	All Rt. 7 trips would operate between Downtown and University Ave./College Ave. only. Continuing service east of College Ave. into Downtown La Mesa via University Ave. would be served by new Rt. 52. Also, peak hour service would be adjusted to operate every 10 minutes in both directions (instead of every 6 or 12 minutes, depending on direction).	
8	During summer, frequency would remain every 15 min. on all days. In non-summer months, Mon.-Sat. frequency would be reduced from 20 to 30 min.	
9	During summer, frequency would remain every 15 minutes on all days (30 minutes north of SeaWorld). In non-summer months, Monday-Saturday frequency would be reduced from 20 to 30 minutes.	
11	Route 11 would be split into two routes: The <u>northern segment would remain Route 11</u> , operating between Downtown and SDSU via the current alignment. The routing in Downtown would be: southbound on Front St., left on Market St., and left on First Ave. to a terminal at First Ave./G St.	The northern segment is changed to Rt. 11 to retain historic numbering scheme.
12	New route number for the <u>southern half of the current Route 11</u> , operating between Skyline Hills and the City College T.C. in Downtown San Diego along the current alignment to Imperial Ave. In Downtown, Route 12 would use 10 th /11th Avenues between Imperial Ave. and the City College T.C. Hours and frequency would be similar to current service.	The southern segment is numbered as Rt. 12 to retain historic numbering scheme.
13 +	Weekday afternoon frequency would be increased from 15 to 12 minutes.	Initial proposal only added selected P.M. trippers (rather than increasing frequency throughout the P.M.).
14	Route would remain as-is (no changes recommended).	Initial proposal shifted the route east to the Grossmont T.C. and discontinued service to Rancho Mission Rd. and 70 th St. T.S.

18	Reduced span of service by 1-3 hours.	Initial proposal was to discontinue route.
20	Routing would be streamlined between Kearny Mesa and Mira Mesa to use Freeways 15 and 163 instead of Ruffin Rd., Kearny Villa Rd. and Black Mountain Rd. Service along Black Mountain Rd. would remain available during weekday peak periods on Route 31.	
25	Route would be streamlined to use Highway 163 and Friars Rd. between Mesa College Drive and Fashion Valley. Local service between Mesa College Drive and Fashion Valley would remain on other routes as follows: Health Center Dr. on Route 120, Genesee Ave. on Routes 41 & 120, and Ulric St. on Route 120. Service on Comstock St. (west of Linda Vista Rd.) and Osler St. would be discontinued.	
27	Route would be streamlined to operate along Kearny Villa Rd. instead of Convoy St. between Balboa Ave. and Clairemont Mesa Blvd.	
35	Weekday service would be increased to a 15-minute frequency. Service south of Newport Ave. would be replaced on weekdays by an extended Route 923 to Point Loma Ave., and discontinued in the later evening and on Saturdays.	
44	The northern end of Rt. 44 would be realigned on Clairemont Mesa Blvd. to serve east of Convoy St. to the Kearny Mesa T.C. (instead of west to Clairemont Square). Service on Clairemont Mesa Blvd. between Convoy St. and Clairemont Square would be replaced by a revised Rt. 105.	
50	Route would be adjusted in Clairemont and University City to use Regents Rd. and Governor Drive. Midday service would be discontinued between approx. 10 a.m. and 2 p.m. (but remain available on Rt. 41 on Genesee Ave. and Route 105 on Clairemont Dr.).	
52	New Route 52 would replace eastern segments of Routes 1 and 7, operating between University Ave./54th St. and the Grossmont Transit Center via University Ave., Allison Ave., La Mesa Blvd. and Grossmont Blvd. 30-minute frequency, 7 days/week. (New route number subject to change.)	Initial proposal was to operate Sunday service hourly.
83	Route 83 would be adjusted as follows: <ul style="list-style-type: none"> • Service would operate weekday middays only, approx. 8 a.m. - 3 p.m. • The segment along Washington St. and into Hillcrest would be discontinued from Route 83, but remain served by Route 10. • A new northern terminal would be established at Old Town T.C., and the north Mission Hills alignment would change from Fort Stockton Dr. to Sunset Blvd./Juan St. 	Initial proposal was to discontinue route.
84	Service would operate weekday peak hours only, operating two round trips in the morning and two round trips in the afternoon, between Old Town T.C., SPAWAR Main Gate (via Cañon St), and the Sub Base Main Gate. Midday service and all service to Cabrillo Monument would be discontinued. Also, MTS would operate a <u>trial special service</u> on Memorial Day and Veterans Day in 2018 between the Old Town Transit Center and Fort Rosecrans National Cemetery.	Initial proposal was to discontinue route.
85	New route would operate hourly on all days between the Otay Mesa border and SWC (Otay), replacing portions of Routes 905A (Airway Rd. between La Media Rd. and Britannia Blvd.) and 905B (Otay Mesa Rd. east of La Media Rd., Sanyo Rd., and H. Hertz Dr.). (New route number subject to change.)	Initial proposal did not include Route 85 to replace portions of current Route 905.

105	<p><i>Route 105 would be adjusted as follows:</i></p> <ul style="list-style-type: none"> • The northern end would be realigned to operate east from Clairemont Square to the Kearny Mesa Transit Center, replacing Route 44 along Clairemont Mesa Blvd. Frequency along Clairemont Mesa Blvd. between Kearny Mesa Transit Center and Clairemont Square would be 15 minutes on weekdays and 30 minutes on weekends. • The Route 105 segment between Clairemont Square and UTC would be replaced during weekday peak hours by a realigned Route 50. • Service along Milton St. and Burgener Blvd. would be discontinued and operated via Ingulf St. and Denver St. (current Route 105A routing). 	
120	Routing would be adjusted in Kearny Mesa to remain on Kearny Villa Rd. instead of Convoy St. and Kearny Mesa Rd.	
204	Weekday service would be reduced to a 30-minute frequency, and weekend service would be discontinued.	
235 +	Weekday midday service would be increased to a 15-minute frequency.	
237	All trips would terminate on the east end at the Miramar College Transit Station. Continuing service to/from Sabre Springs/Peñasquitos and Rancho Bernardo Transit Stations would remain available on Route 235.	
701	Sunday service would be added with a 60-minute frequency.	
703	Route 703 would be entirely replaced with restored Sunday service on Routes 701, 704, and 709.	
704	<p><i>Route 704 would be adjusted as follows:</i></p> <ul style="list-style-type: none"> • Operate on 3rd Ave. instead of 4th Ave. north of Naples St. • Operate on F St. instead of E St. to/from the E Street Transit Center. • Add Sunday service between Palomar Transit Center and Sharp Hospital with a 60-minute frequency. 	
707	<u>Upon implementation of the South Bay Rapid in 2019</u> , frequency would be increased to every 30 minutes, replacing the extended Route 709 trips along Eastlake Parkway. The span-of-service would also be increased to match the current earliest and latest Route 709 Eastlake Parkway service.	Initial proposal maintained Rt. 707 service as-is.
709	Proposed addition of Sunday service at 60-minute frequency. Also, <u>Upon implementation of the South Bay Rapid in 2019</u> , Route 709 service north of Olympic Parkway along Eastlake Pkwy., Boswell Rd., and Lane Ave. would be replaced with added Route 707 service. Service around Lakeshore Dr. would be discontinued.	Initial proposal did not include replacement of Rt. 709 Eastlake Pkwy. service with increased Rt. 707 service.
815 +	Weekday service would be increased to a 15-minute frequency. Also, route would be shortened to terminate at E. Main St./Madison Ave. instead of north to Broadway. Continuing service along E. Main St. would be available on Routes 864 and 874/875.	
816	Route would be streamlined to operate on Washington St. between Jamacha Rd. and the El Cajon T.C. instead of Main St./Douglas Ave.	
832	Service along the loop of El Nopal, Los Ranchitos Rd., and 2nd St. would be discontinued.	
834 +	Route would be restructured as an hourly, weekday counterclockwise loop from Santee Town Center to West Santee, via Cuyamaca St., Mast Blvd., West Hills Pkwy., and Mission Gorge Rd., and Town Center Pkwy. Service along Mesa Rd. and Prospect Ave. would be discontinued.	Initial proposal was to discontinue route.
838	New Route 838 would replace the eastern part of Route 864 east of East County Square (Los Coches Rd.). Between East County Square and Viejas	Initial proposal was to operate only 12 hours

	Casino, Route 838 would follow the same alignment as current Route 864, operating hourly every day between approx. 6 a.m. and 8 p.m.	per day.
851	Route would be streamlined to operate to/from Highway 94 along Bancroft Dr. instead of Kenwood Dr. Also, service west of Hwy. 125 along Elkelton Blvd., would be discontinued, and weekday peak hour frequency would be reduced to 60 minutes.	
854	Saturday service would be discontinued. Some weekday night service would be reallocated from regular Route 854 (via Baltimore Dr. & Lake Murray Blvd.) to Route 854x (via SR-125).	Initial proposal was to discontinue all regular Rt. 854 (non-Rt. 854X) service.
856	Route 856 service to the Rancho San Diego Village area (Calle Verde and Via Mercado) would be discontinued. Minimal service to the area would remain available on Route 894. Also, Routes 856 and 936 would remain on College Ave. without turning through the College Grove Transit Center (which would still be accessible on Routes 916/917).	
864	Route would operate between El Cajon Transit Center and East County Square on all days. Continuing service to Alpine/Viejas would be available via a transfer with new Route 838 at East County Square. Route would also be streamlined in El Cajon to remain on Madison Ave. and E. Main St., rather than using 2nd St. and Broadway.	
864x	Route would be replaced with service on new Route 838.	
870	Proposed for discontinuation.	
871/872	Route would be replaced with a hourly, weekday-only Route 872, operating a shortened loop via Johnson Ave., Chase Ave., Magnolia Ave., and Douglas Ave./Main Street (same as current Route 872A routing).	Initial proposal was to discontinue route.
874/875	Service to the Granite Hills area would be discontinued, with the route using the current 874A/875A routing along E. Main St. and Jamacha Rd. instead.	
894	No further changes proposed.	Initial proposal was to discontinue service to Parkway Plaza.
901	Minor schedule adjustments and trip changes.	Initial proposal was to discontinue some trips. Ridership will be further evaluated for potential minor adjustments.
905	Route 905 would be realigned to a single variant (instead of 905A/905B) via the current Route 905 alignment between the Otay Mesa border and Airway Rd./La Media Rd., then via La Media Rd. and Otay Mesa Rd. to/from the Iris T.C. Also, weekday frequency would be changed to 30 minutes all day. Service to Britannia Blvd. and the western segment of Airway Rd. (including Southwestern College), and to eastern Otay Mesa Rd. and Sanyo Rd., would be replaced by new Route 85.	Initial proposal did not include implementation of Rt. 85.
906/ 907 +	Saturday and Sunday service would be increased to a 15-minute frequency.	Initial proposal was to only increase Sunday to a 20-minute frequency.
923	Service would be extended in Ocean Beach to Point Loma Ave., replacing Route 35 service south of Newport Ave. Also, Saturday service would be discontinued.	

929	Route 929 would terminate at the 12th & Imperial T.C. instead of City College. Through-service would be available on the Trolley or Routes 12 and 901. Some late trips could be extended to/from Broadway in Downtown.	
936	Routes 856 and 936 would stay on College Ave. without turning into College Grove Transit Center. Service to College Grove Transit Center would remain available on Routes 916/917.	
944	Route would be adjusted to serve Community Rd. and Hilleary Place. Service would be discontinued east of Midland Rd. (and along the Garden Rd. loop).	
945A	No changes proposed.	Initial proposal was to discontinue all Rt. 945A service.
950 +	Westbound frequency would be increased to 10-minutes in the morning peak, and eastbound service to the Otay Mesa border would be extended later in the evening.	
955 +	Weekday service would be increased to a 12-minute frequency.	
962 +	Frequency would be increased to 15 min. on weekdays and 30 min. on weekends. Also, route would be streamlined to Plaza Blvd. and Paradise Valley Rd., instead of Harbison Ave., Reo Dr., Cumberland St. and Potomac St. Local Paradise Hills service would be mostly replaced by Route 963.	
963	Route would be changed on the east end to continue east on Plaza Blvd. to Harbison Ave., and replace the Paradise Hills portion of Route 962, via a loop of Reo Dr., Cumberland St., Saipan Dr., and Alleghany St. Service would operate every 30 minutes on weekdays and hourly on Saturday/Sunday. Service south along Euclid Ave. to Plaza Bonita would be replaced by a realigned Route 968. (Note that Route 968 would remain on Euclid Ave. instead of the Granger Ave./24th St. loop.)	Initial proposal was to discontinue route.
967	Routing would be adjusted to eastbound 4 th St. between Euclid Ave. and Harbison Ave, continuing east to Alta Vista (Mariposa Pl./Ava St) via the current routing. Also, Saturday service would be discontinued.	Initial proposal was to discontinue route.
968	Route would be adjusted to operate weekdays only, between 24th St. T.C. and Plaza Bonita. From 4th St., Route 968 would turn south on Euclid Ave. to Sweetwater Rd. and into Plaza Bonita. Route 968 service east of Euclid Ave. and to the Munda Rd. loop would be discontinued.	
969	New route proposal is withdrawn.	Initial proposal was for new Rt. 969 to replace a segment of Rt. 962. Revised recommendation realigns Rt. 963 instead.
992 +	Weekend service would be increased to a 15-minute frequency.	Initial proposal was to maintain current frequencies.



Title VI Analysis

2017 Transit Optimization Plan Major Service Changes

Prepared by the Metropolitan Transit System
September 2017

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Executive Summary

The San Diego Metropolitan Transit System (MTS) has conducted a Title VI analysis of the 2017 proposed series of major bus service changes recommended through the MTS Transit Optimization Plan (TOP), as required by the Federal Transit Administration (FTA). Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The purpose of this analysis is to ensure that MTS complies with Title VI requirements. MTS has followed FTA's guidelines, published in FTA Circular 4702.1B on October 1, 2012.

The critical elements of this analysis involve a determination of whether or not disparate impacts to minority populations or disproportionate burdens to low-income populations would result from the change. As defined in MTS Policy 42:

A disparate impact is found when there is a difference in adverse effects between minority and non-minority populations such that: the adversely affected population is 10 percent or greater minority than the total MTS service area average; or, the benefitting population is 10 percent or more non-minority than the total MTS service area average.

A disproportionate burden is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10 percent or more "low-income" than the total MTS service area average; or, the benefitting population is 10 percent or greater "non-low-income" by percentage of total population than the total MTS service area average.

All changes related to the Transit Optimization Plan have been evaluated jointly, as recommended in the FTA guidelines. The study found that there is no disparate impact and no disproportionate burden resulting from the proposed service change package.

Introduction

The San Diego Metropolitan Transit System (MTS) has undertaken a comprehensive review of its bus transit services as part of its Transit Optimization Plan (TOP). The TOP effort was launched with the goal of thoroughly evaluating the performance and effectiveness of MTS's bus network and to potentially reallocate operating resources to better align with current and future market conditions as well as areas of growing demand for transit service. Most of the service changes recommended as a result of the TOP process are planned to be implemented beginning in January 2018, continuing throughout the end of year, following MTS's standard service change public hearing process. Many of the route changes proposed under the TOP are considered to be major service changes (MTS Policy 42.5B), and as a result the Federal Transit Administration (FTA) requires the execution of a Title VI analysis (FTA C 4702.1B). This Title VI analysis involves the evaluation of the TOP's service recommendations to determine whether they will have a disparate impact on both minority and low-income groups. If disparate impacts or disproportionate burdens are found, this analysis will identify the available service alternatives and mitigation strategies that can be used to minimize them.

Background

Qualification as Major Service Change

MTS Policy 42 defines major service changes as those that represent a change that is greater than 25 percent of a route, measured by various criteria including hours, miles, route miles, and span-of-service. This definition was developed with public input as part of a public engagement process during June 2013 when MTS held a public hearing to solicit feedback from stakeholders. According to the policy, MTS will conduct a Title VI analysis on any of the following changes before a final implementation decision is made:

- A change that is greater than 25 percent of a route's weekly in-service miles or hours.
- An increase or reduction in the average weekly span-of service of more than 25 percent.
- The implementation of a new route or the discontinuation of an existing route.
- A routing change that affects more than 25 percent of a route's Directional Route Miles and more than 25 percent of the route's bus stops.

Several of the proposed changes fall under these categories, and are listed in Appendix A.

Purpose of MTS Service Changes

The service changes are being proposed as part of the MTS Transit Optimization Plan (TOP). The TOP effort was launched with the goal of thoroughly evaluating the performance and effectiveness of MTS's bus network and to potentially reallocate operating resources to better align with current and future market conditions as well as areas of growing demand for transit service.

Definition of Low-income and Minority Groups

FTA Circular 4702.1B encourages recipients to use a locally developed threshold for low-income person that is "at least as inclusive as the HHS poverty guidelines." In coordination with SANDAG, MTS defines a low-income person as an individual whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau. The FTA defines minority persons as the following: American Indian and Alaska Native, Asian, African American, Hispanic or Latino, and Native Hawaiian or other Pacific Islander.

Disparate Impact and Disproportionate Burden to Low-income and Minority Populations

This analysis considers the percentage of minority and low income persons by route in each census block group that the route serves. It identifies which route changes could potentially have a disparate impact or disproportionate burden. In order to provide the standard for the analysis, this section defines the criteria that MTS considers qualifications for a disparate impact or disproportionate burden.

The FTA defines a disparate impact as “a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin (FTA C 4702.1B Chapter I-2).”

MTS Policy 42.6b uses the phrase, “disparate impact,” when speaking of minorities, and the phrase, “disproportionate burden,” when speaking of low-income impacts. This report uses these phrases to differentiate the two. Both are defined as follows:

A **disparate impact** is found when there is a difference in adverse effects between minority and non-minority populations such that: the adversely affected population is 10 percent or greater minority by percentage of total population than the total MTS service area average; or, the benefitting population is 10 percent or more non-minority than the total MTS service area average. *For example, if the total MTS service area average is 55% minority, then a proposed service change that adversely affects a population that is 65% minority or greater would be defined as a disparate impact.* If MTS chooses to implement a proposed major service change despite a finding of a disparate impact, MTS may only do so if there is a substantial justification for the change, and there are no alternatives that would have a less disparate impact and still accomplish the goals of the change (MTS Policy 42.6b).

A **disproportionate burden** is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10 percent or more “low-income” than the total MTS service area average; or, the benefitting population is 10 percent or greater “non-low-income” by percentage of total population than the total MTS service area average. *For example, if the total MTS service area average is 20% “low-income,” then a proposed service change that benefits a population that is 90% or greater “non-low-income” would be defined as a disproportionate burden.* If MTS chooses to implement a proposed change despite a finding of disproportionate burden, MTS may only do so if steps are taken to avoid or minimize impacts where practicable, and MTS provides a description of alternatives available to affected low-income populations (MTS Policy 42.6b).

Table 1 shows the total MTS service area averages for minority and low-income populations, based on the data from the 2015 American Community Survey 5 year estimates, 2010-2015:

Table 1 – Service Area Averages

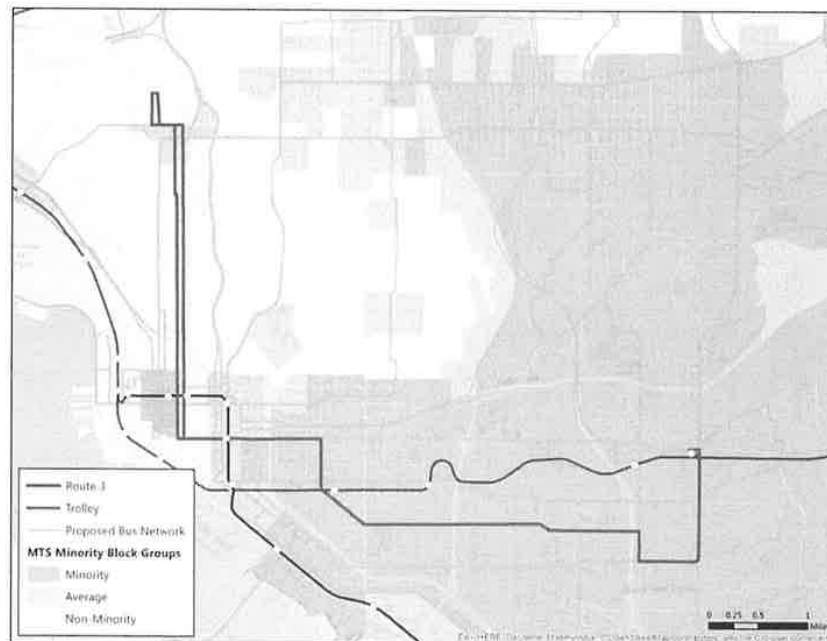
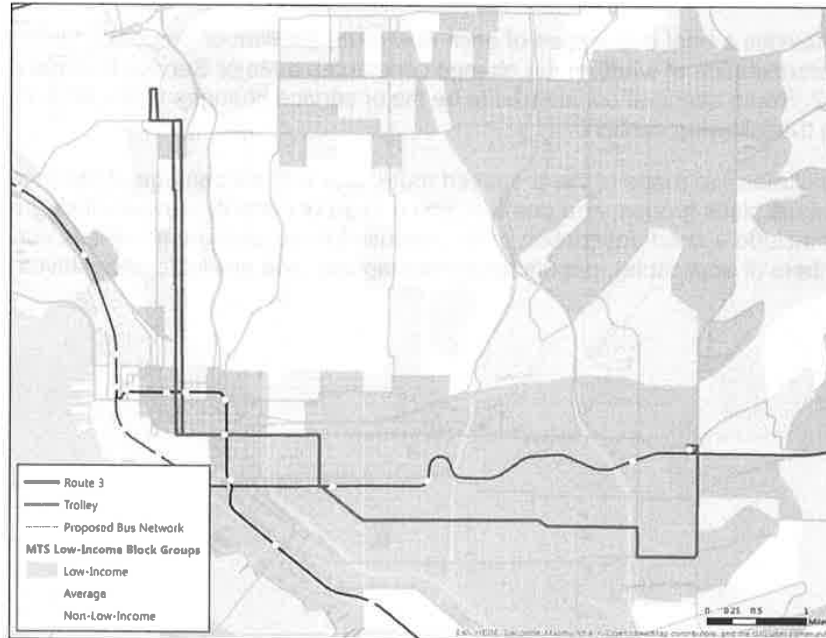
Population	Service Area Average
Minority	56.5%
Low-income	32.7%

Proposed Service Changes

Appendix A provides a brief description of each new route addition or proposed route change, including a determination of whether the change constitutes a Major Service Change under MTS Policy 42. Route changes considered to be major service changes under MTS Policy 42 are profiled in the following section.

Each profile includes two maps of the proposed route: one with percentage of low-income population census block groups, and one with percentage of minority census block groups. They will also include a short description of the proposed route change, as well as current ridership numbers (if applicable), population demographics, and available alternatives (if applicable).

Route 3



Route 3 Proposal

Weekday frequency would be increased from 15 to 12 minutes, and Sunday frequency would be increased from 60 to 30 minutes.

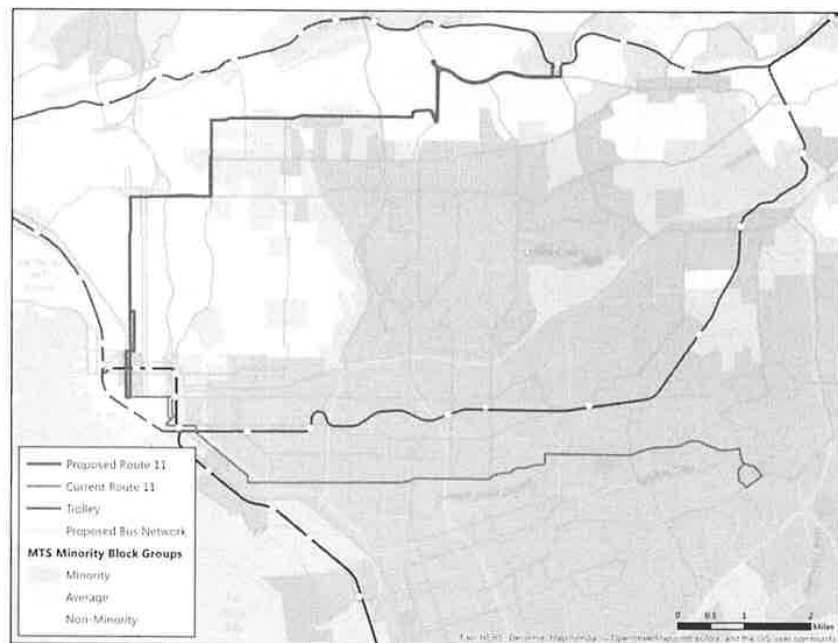
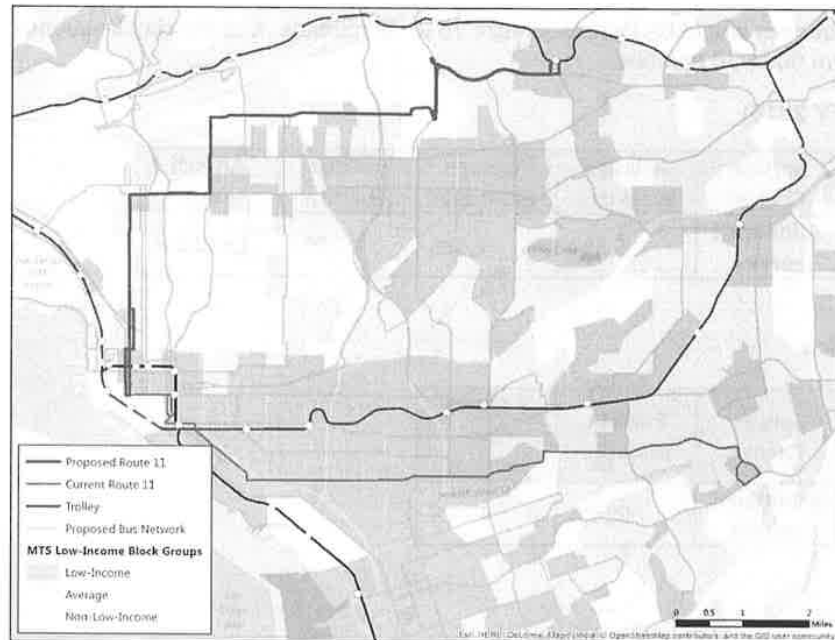
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
3	Additional service	5,590	2,586	1,092	1,630,246

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
3	Additional service	69.2%	45.2%

Route 11



Route 11 Proposal

Route 11 would be split into two routes: The northern segment would remain Route 11, operating between Downtown San Diego and SDSU via the current alignment. The routing in Downtown would be: southbound on Front St., left on Market St., and left on First Ave. to the terminal at First Ave./G St. Hours and frequency would be similar to current service.

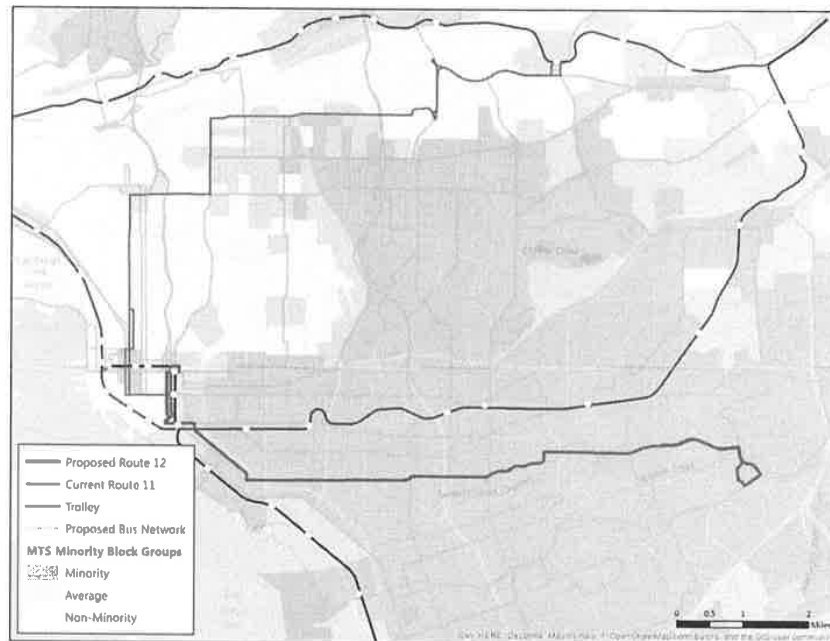
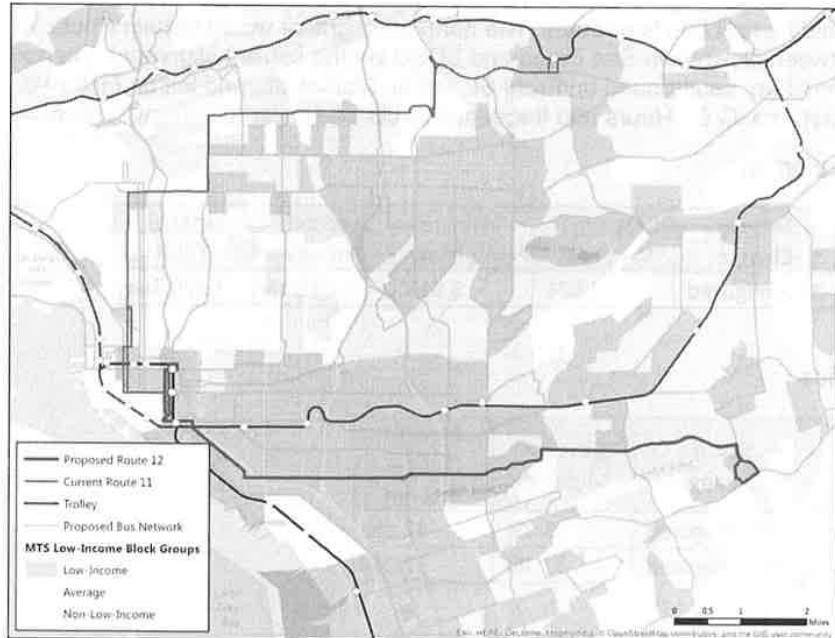
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
11	Reconfigured	7,676	3,616	1,946	2,270,364

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
11 – Existing	Reconfigured	61.7%	42.6%
11 – Proposed	Reconfigured	37.7%	32.2%

Route 12



Route 12 Proposal

New route number for the southern half of the current Route 11, operating between Skyline Hills and the City College Transit Center in Downtown San Diego along the current alignment to Imperial Ave. In Downtown, Route 12 would use 10th and 11th Avenues between Imperial Ave. and the City College Transit Center. Hours and frequency would be similar to current service.

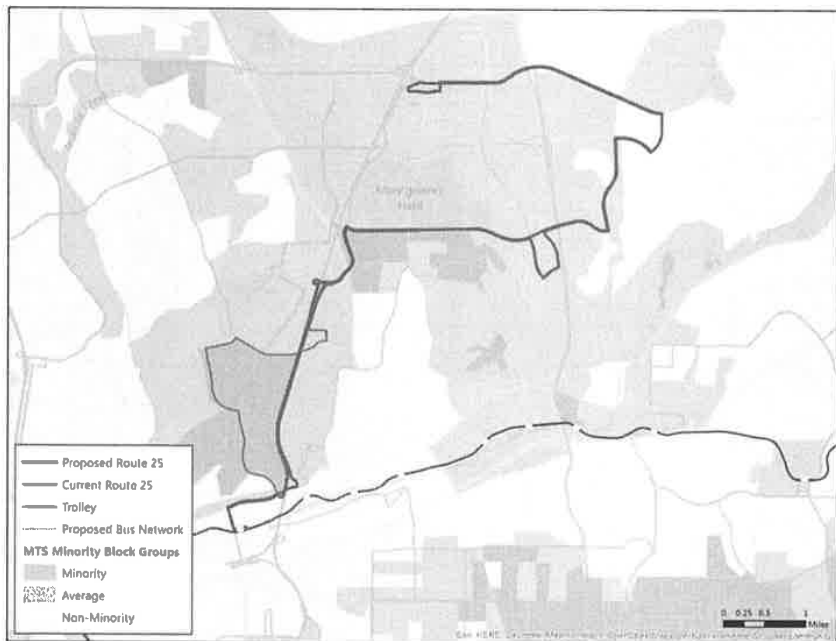
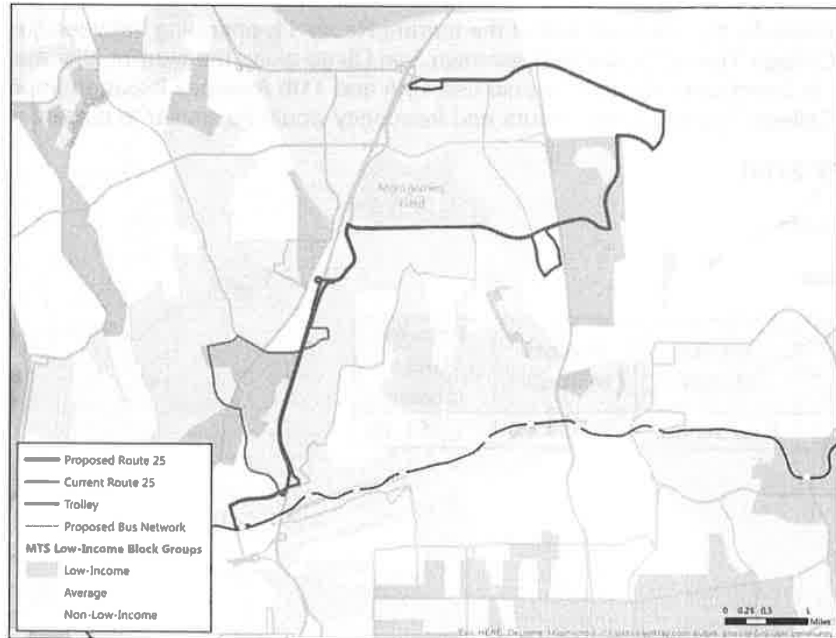
Ridership (FY 2016)

None – new route.

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
12 – Proposed	New Service	84.4%	51.3%

Route 25



Route 25 Proposal

Route would be streamlined to use Highway 163 and Friars Rd. between Mesa College Drive and Fashion Valley. Local service between Mesa College Drive and Fashion Valley would remain on other routes as follows: Health Center Dr. on Route 120, Genesee Ave. on Routes 41 & 120, and Ulric St. on Route 120. Service on Comstock St. (west of Linda Vista Rd.) and Osler St. would be discontinued.

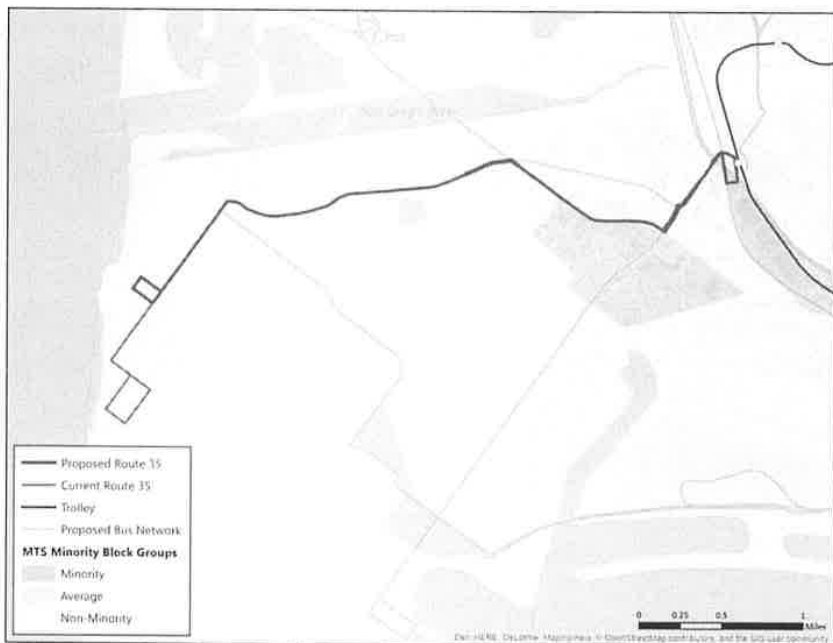
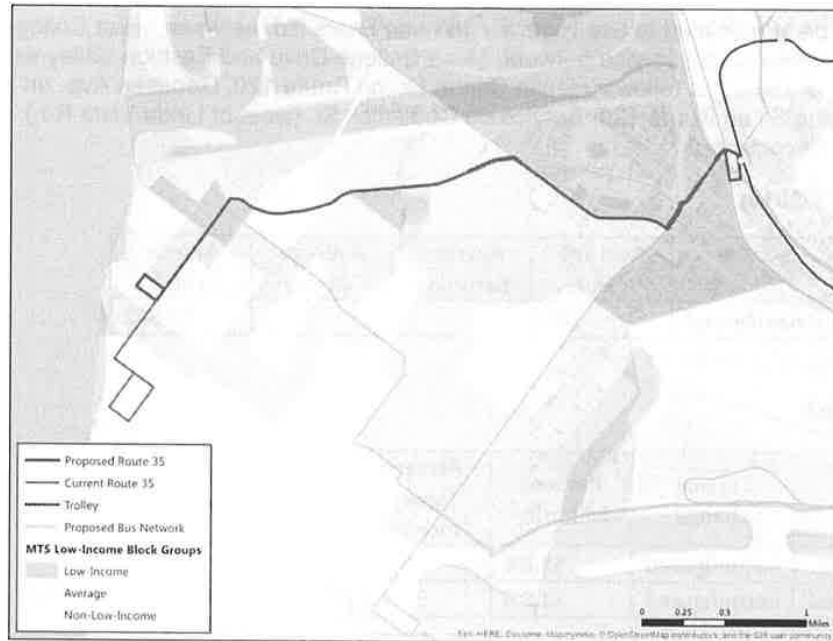
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
25	Reconfigured	386	-	-	98,562

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
25 – Existing	Reconfigured	55.8%	35.2%
25 – Proposed	Reconfigured	51.8%	34.2%

Route 35



Route 35 Proposal

Weekday frequency would be increased from 30 to 15 minutes. Service south of Newport Ave. would be replaced on weekdays by an extended Route 923 to Point Loma Ave., and discontinued in the later evening and on Saturdays.

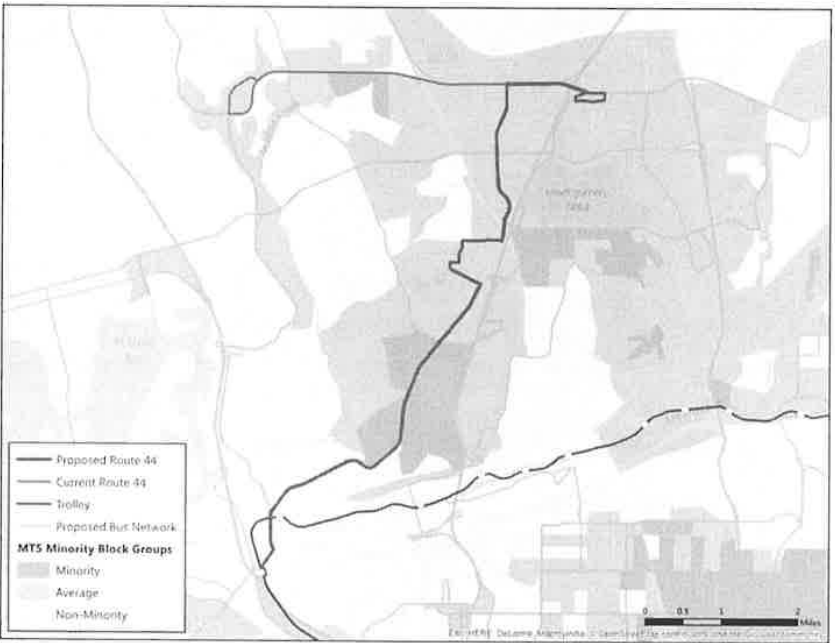
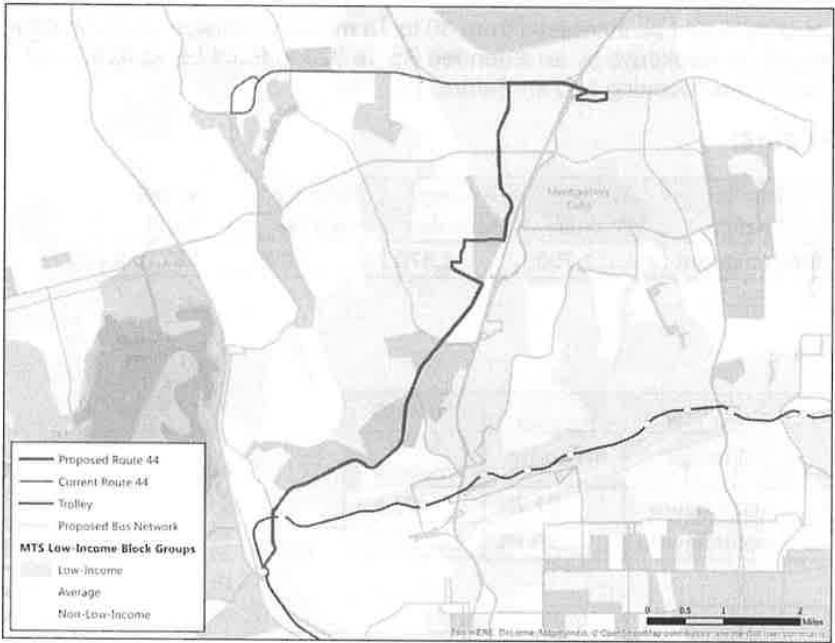
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
35	Reconfigured	1,750	1,370	1,006	581,074

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
35 – Existing	Reconfigured	27.7%	29.5%
35 – Proposed	Reconfigured	30.1%	32.5%

Route 44



Route 44 Proposal

The northern end of Route 44 would be realigned on Clairemont Mesa Blvd. to serve east of Convoy St. to the Kearny Mesa Transit Center (instead of west to Clairemont Square). Service on Clairemont Mesa Blvd. between Convoy St. and Clairemont Square would be replaced by a revised Route 105.

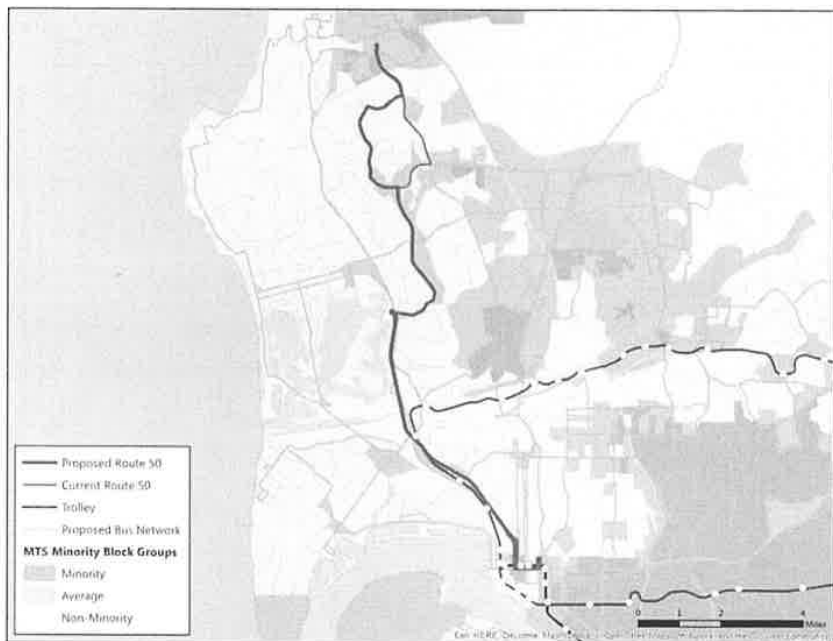
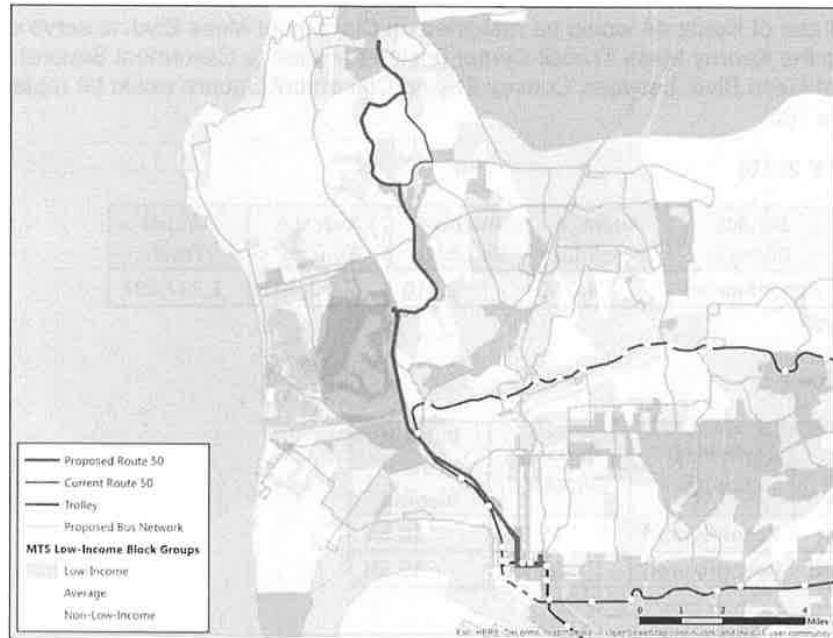
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
44	Reconfigured	4,074	2,110	1,401	1,237,697

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
44 – Existing	Reconfigured	55.5%	36.5%
44 – Proposed	Reconfigured	58.4%	39.3%

Route 50



Route 50 Proposal

Route would be adjusted in Clairemont and University City to use Regents Rd. and Governor Drive. Midday service would be discontinued between approximately 10 a.m. and 2 p.m. Alternative midday service would remain available on Route 41 on Genesee Ave. and Route 105 on Clairemont Dr.

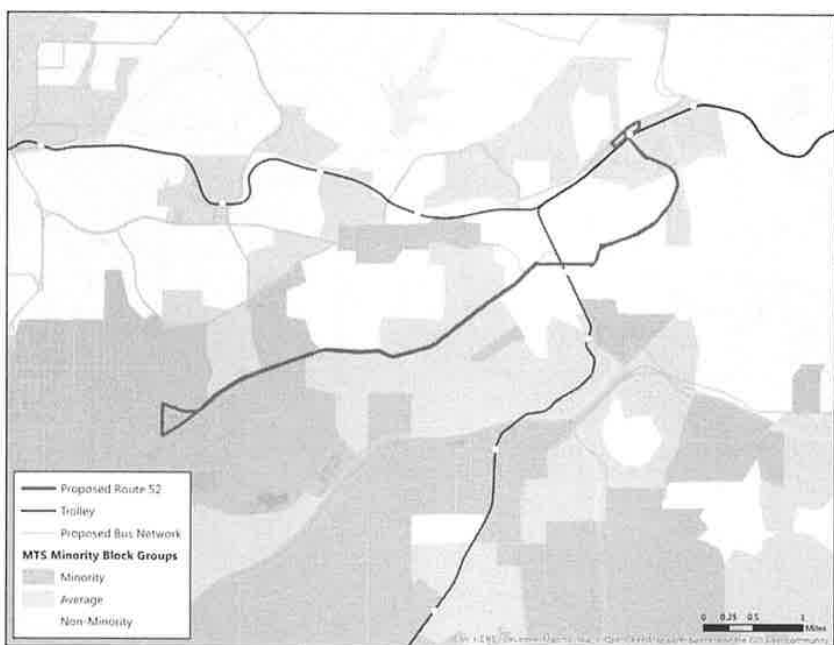
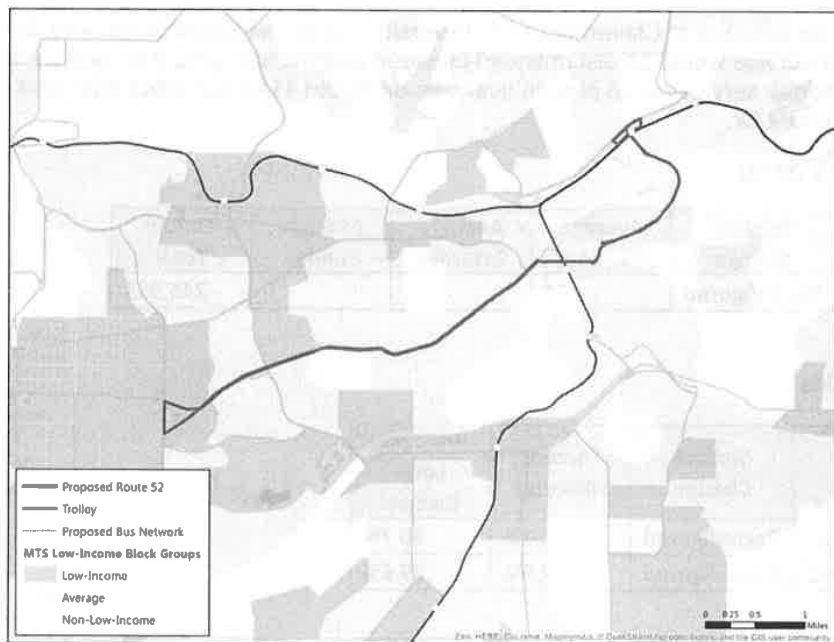
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
50	Reconfigured	954	-	-	245,983

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
50 – Existing	Reconfigured	40.1%	30.7%
50 – Proposed	Reconfigured	37.9%	29.6%

Route 52



Route 52 Proposal

New Route 52 would replace eastern segments of Routes 1 and 7, operating between University Ave./54th St. and the Grossmont Transit Center via University Ave., Allison Ave., La Mesa Blvd. and Grossmont Blvd. 30-minute frequency, 7 days/week.

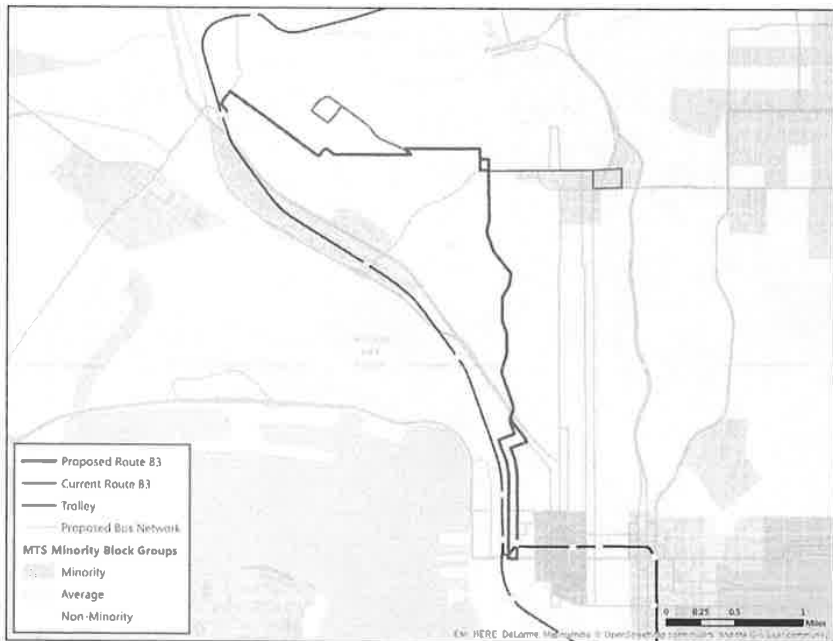
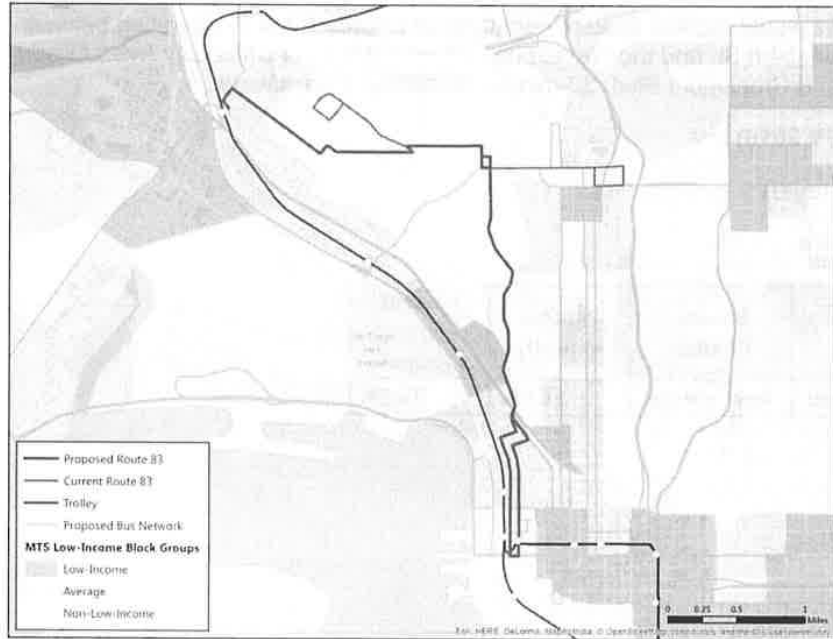
Ridership (FY 2016)

None – new route.

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
52 – Proposed	New Service	56.0%	35.9%

Route 83



Route 83 Proposal

Route 83 would be adjusted as follows: service would operate weekday middays only (approx. 8 a.m. - 3 p.m.); Rt. 83 would be disc. along Washington St. and into Hillcrest, which would remain served by Route 10; the northern terminal would move to Old Town, and the Fort Stockton Dr. segment would change to Sunset Blvd./Juan St.

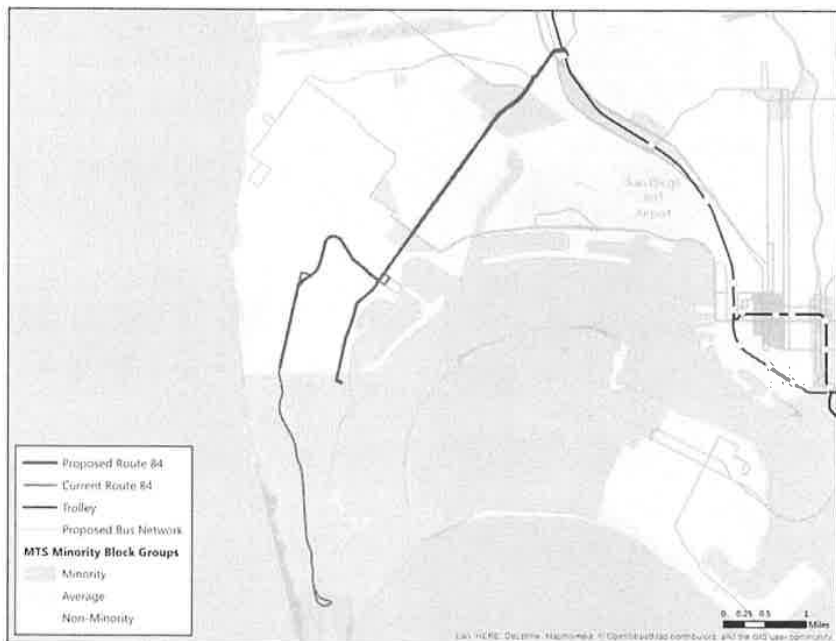
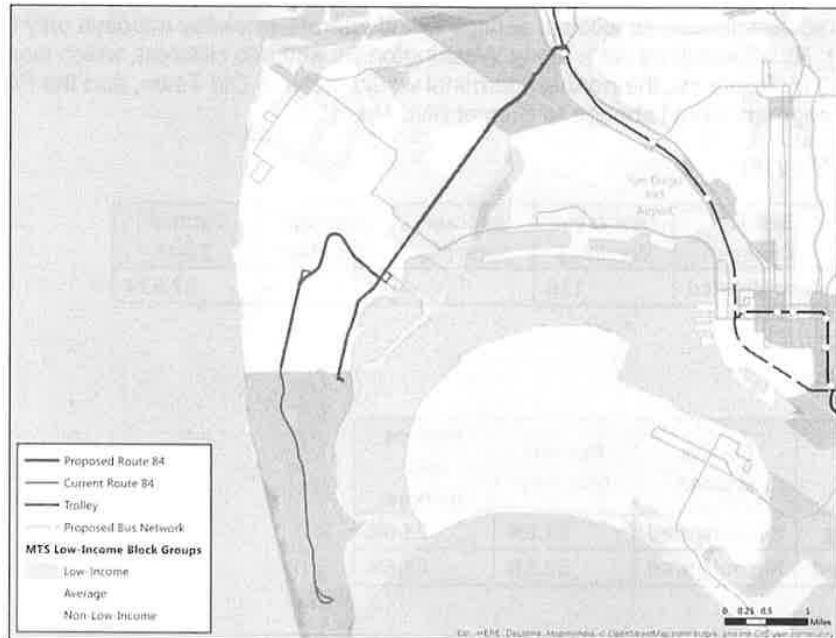
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
83	Reconfigured	128	-	-	32,839

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
83 – Existing	Reconfigured	31.8%	23.6%
83 – Proposed	Reconfigured	32.5%	24.6%

Route 84



Route 84 Proposal

Service would operate during weekday peak hours only, operating two round trips in the morning and two round trips in the afternoon, between Old Town Transit Center, SPAWAR Main Gate (via Cañon St), and the Sub Base Main Gate. Midday service and all service to Cabrillo Monument would be discontinued.

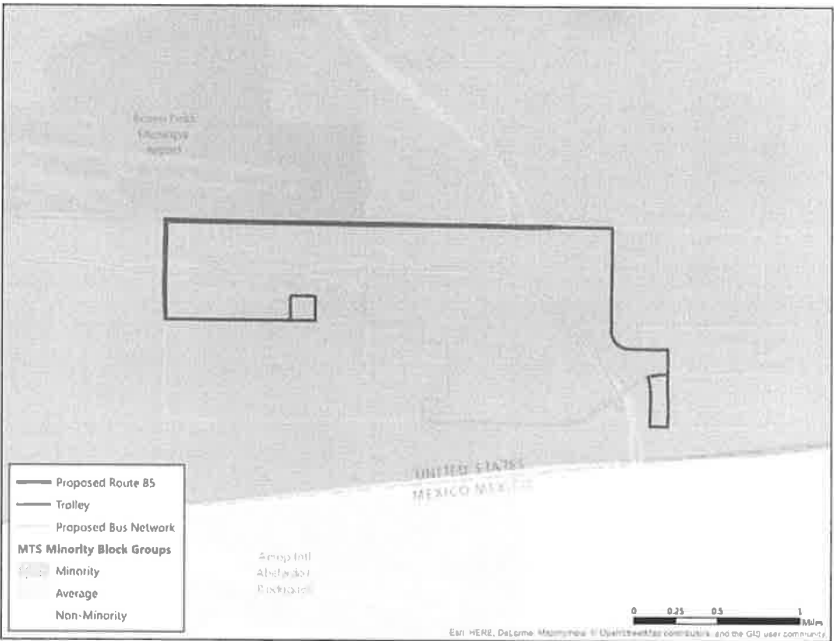
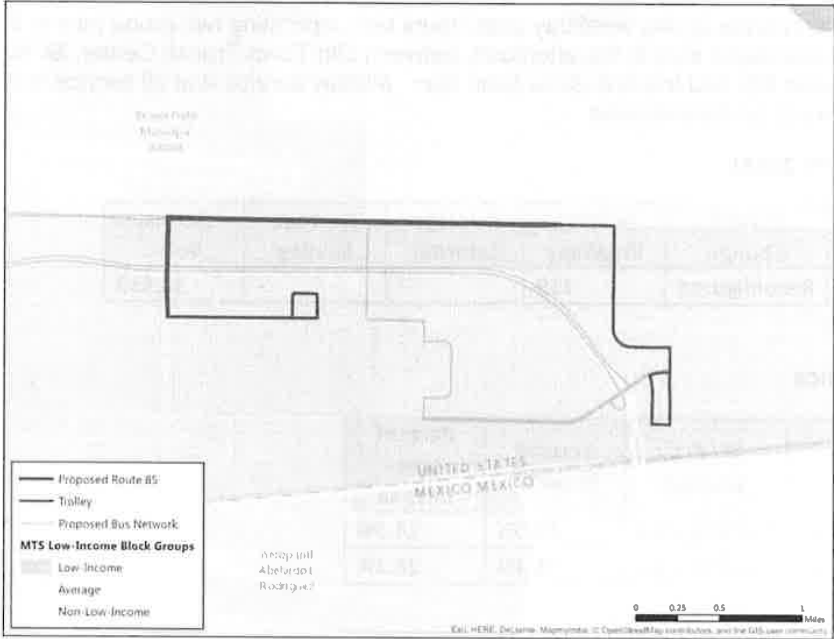
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
84	Reconfigured	119	-	-	32,839

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
84 – Existing	Reconfigured	19.0%	14.5%
84 – Proposed	Reconfigured	35.4%	28.1%

Route 85



Route 85 Proposal

Implement new route to replace Route 905 service to northeastern and southwestern Otay Mesa proposed for discontinuation. Service would operate hourly 7 days/week.

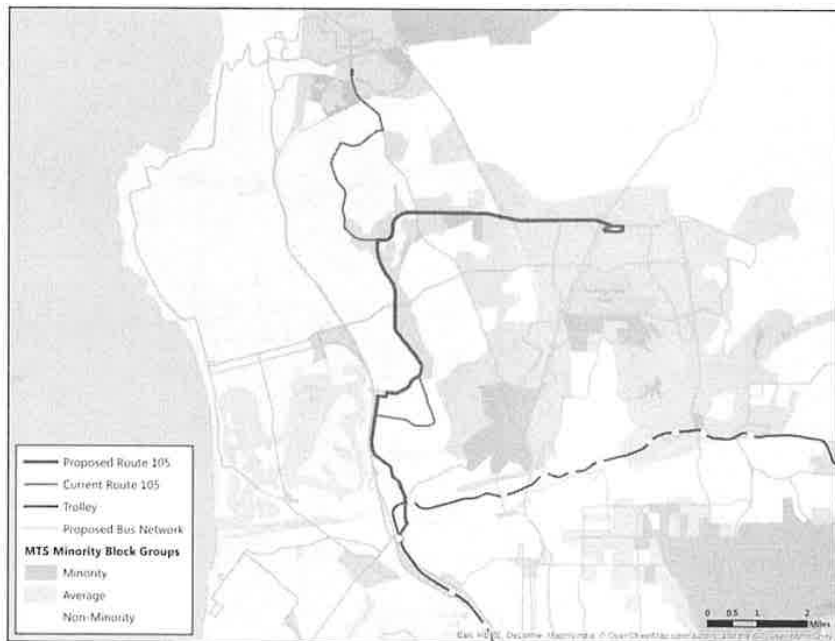
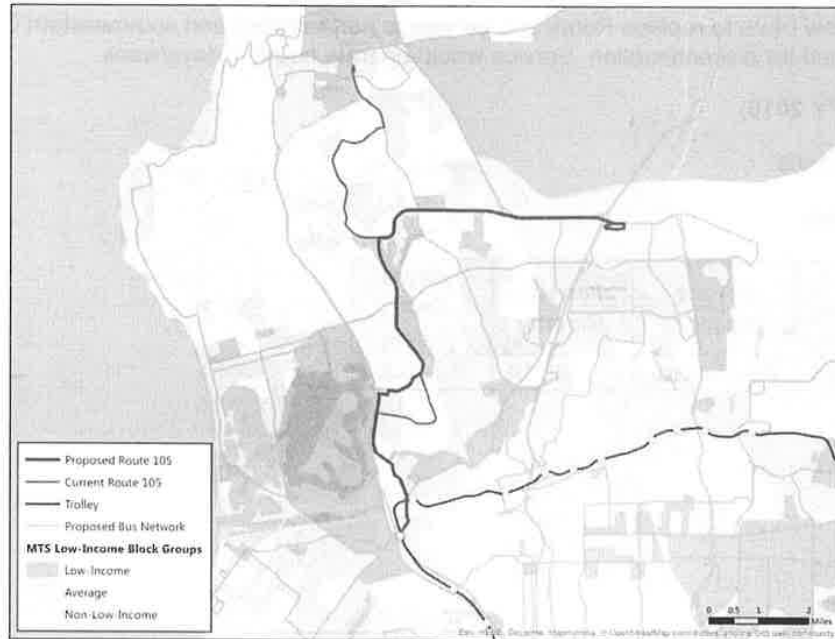
Ridership (FY 2016)

None – new route.

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
85 – Proposed	New Service	81.4%	26.8%

Route 105



Route 105 Proposal

Route 105 would be adjusted as follows: the northern end would be realigned to operate east from Clairemont Square to KMTC, replacing Route 44 along Clairemont Mesa Blvd.; frequency along Clairemont Mesa Blvd. between KMTC and Clairemont Square would be 15 minutes on weekdays; the Route 105 segment between Clairemont Square and UTC would be replaced during weekday peak hours by a realigned Route 50; service along Milton St. and Burgener Blvd. would be discontinued and operated via Ingulf St. and Denver St. (current Route 105A routing).

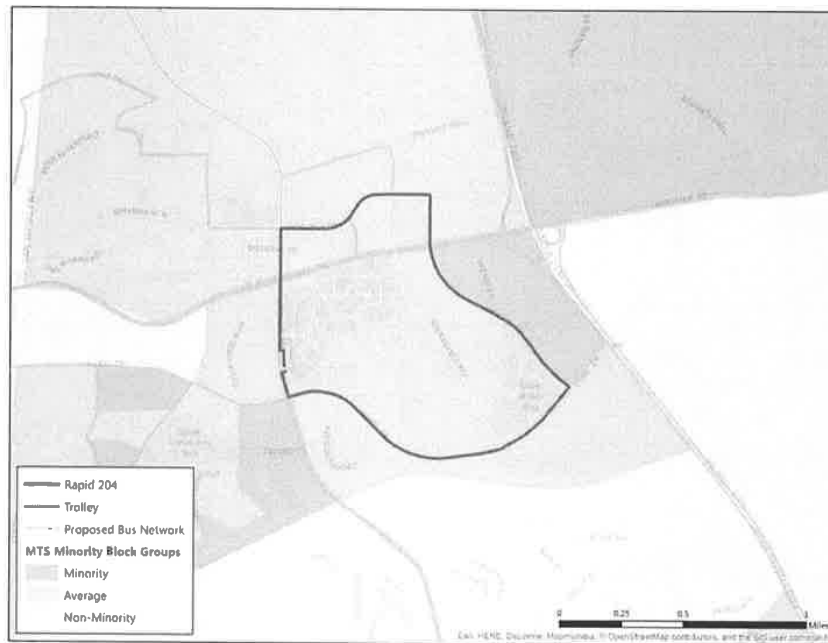
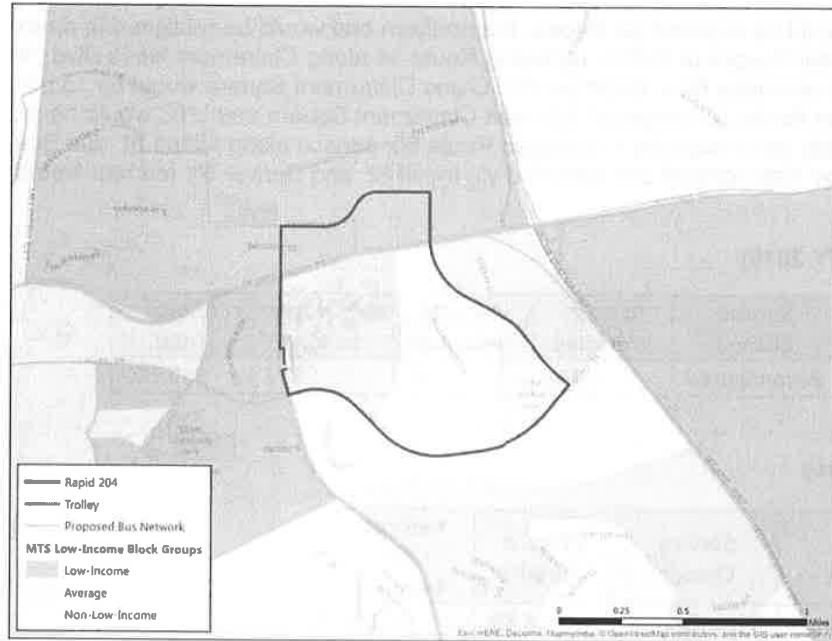
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
105	Reconfigured	1,205	546	372	359,151

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
105 – Existing	Reconfigured	38.8%	30.0%
105 – Proposed	Reconfigured	41.1%	28.9%

Rapid 204



Rapid 204 Proposal

Weekday frequency would be reduced from 15 to 30 minutes, and weekend service would be discontinued.

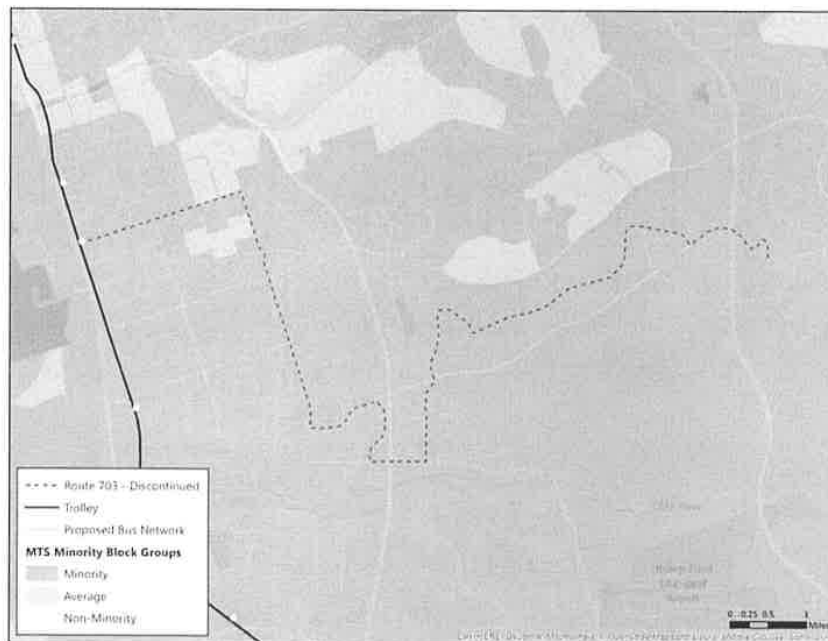
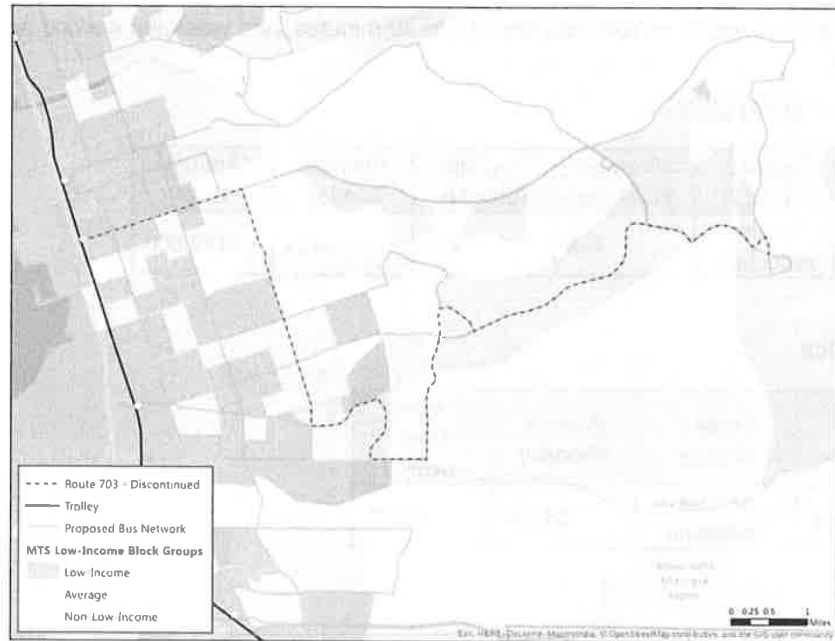
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
204	Service reduction	498	211	188	149,600

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
204 – Existing	Service reduction	53.2%	40.5%

Route 703



Route 703 Proposal

Route 703 would be entirely replaced with restored Sunday service on Routes 701, 704, and 709.

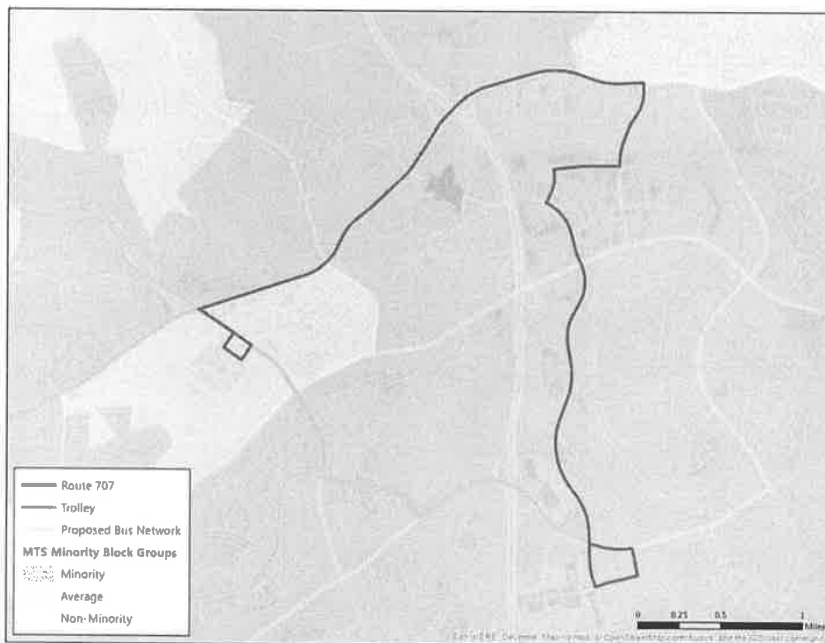
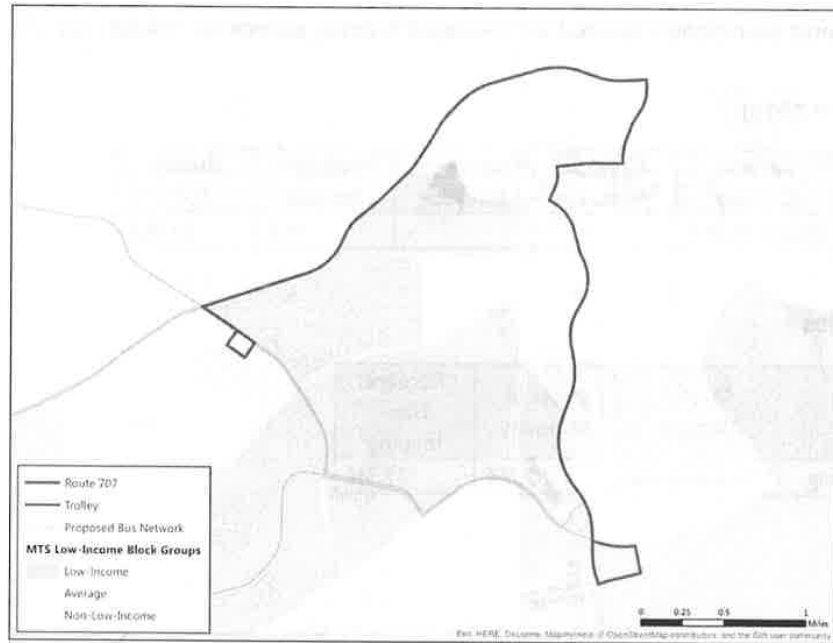
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
703	Discontinued	-	-	608	38,804

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
703 – Existing	Discontinued	82,6%	27.5%

Route 707



Route 707 Proposal

Upon implementation of the South Bay Rapid in 2019, frequency would be increased from 60 to 30 minutes, replacing the extended Route 709 trips along Eastlake Parkway. The span-of-service would also be increased to match the current earliest and latest Route 709 Eastlake Parkway service.

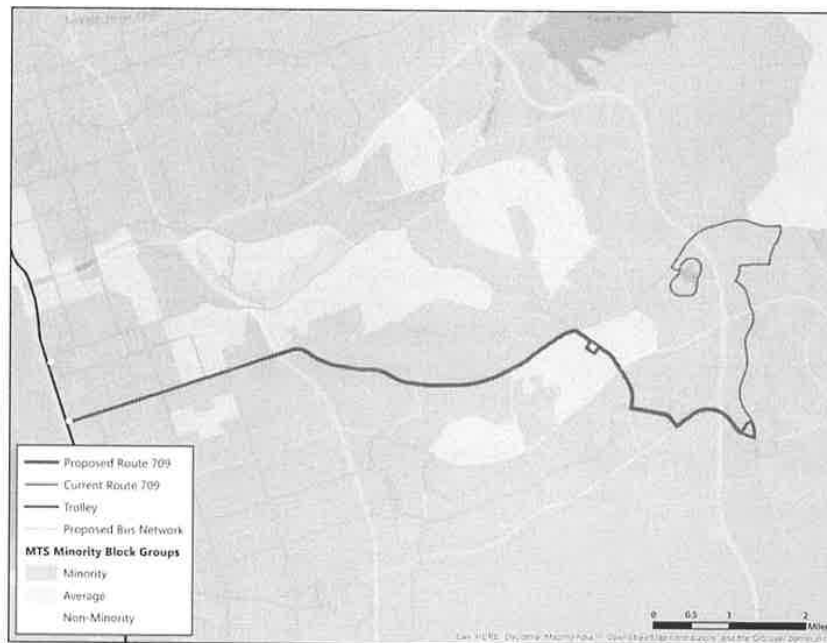
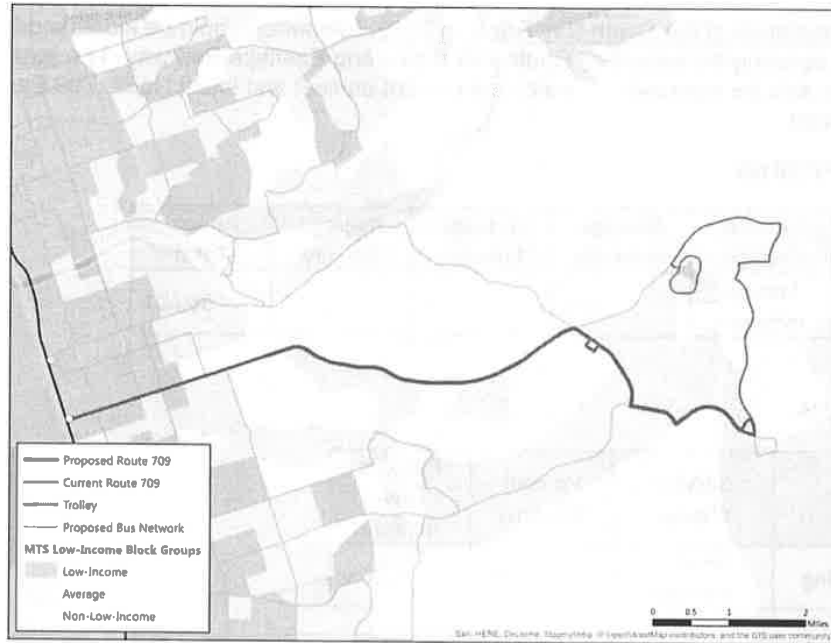
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
707	Service increase	222	-	-	56,601

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
707 – Existing	Service increase	78.9%	18.0%

Route 709



Route 709 Proposal

Proposed addition of Sunday service at 60-minute frequency. Also, Upon implementation of the South Bay Rapid in 2019, Route 709 service north of Olympic Parkway along Eastlake Pkwy., Boswell Rd., and Lane Ave. would be replaced with added Route 707 service. Service around Lakeshore Dr. would be discontinued.

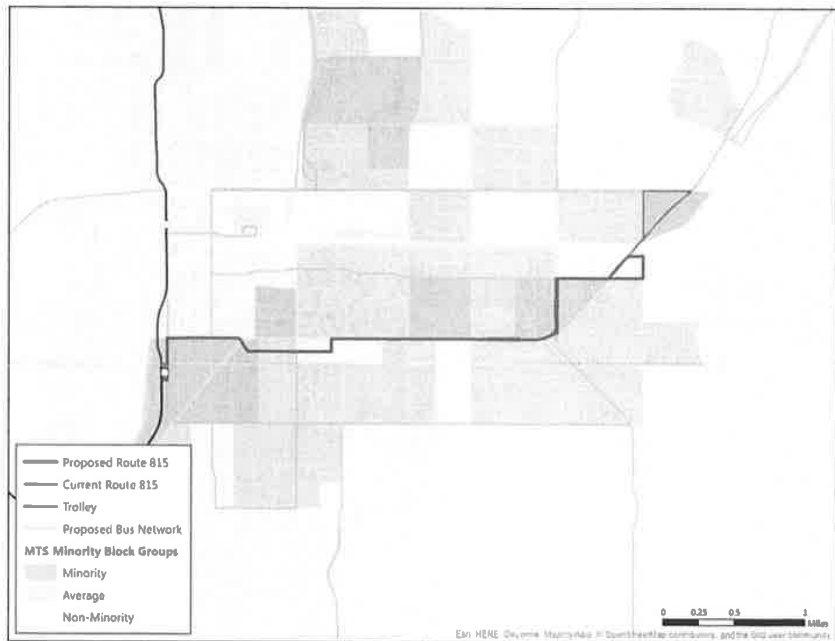
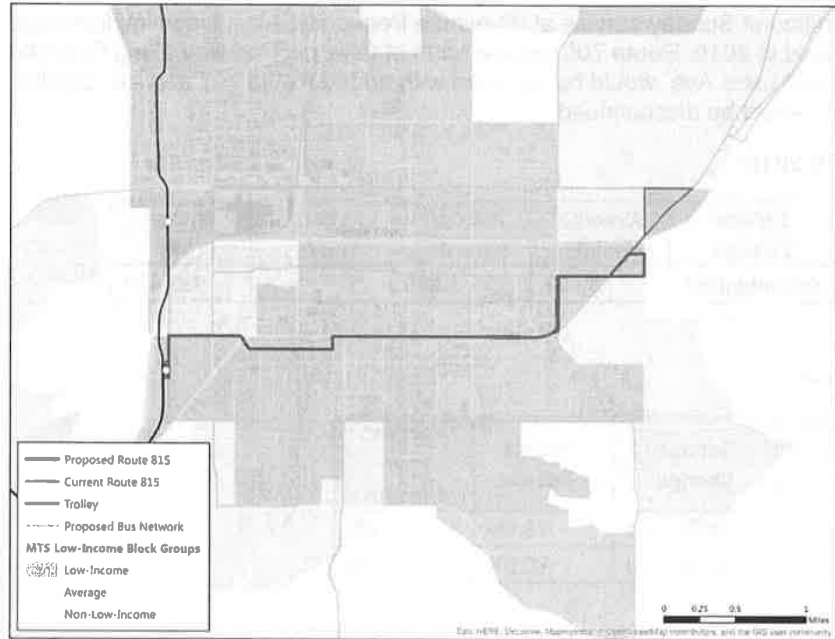
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
709	Reconfigured	3,608	1,185	-	983,470

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
709 – Existing	Reconfigured	78.6%	20.8%
709 – Proposed	Reconfigured	80.0%	23.5%

Route 815



Route 815 Proposal

Weekday service would be increased to a 15-minute frequency. Also, route would be shortened to terminate at E. Main St./Madison Ave. instead of north to Broadway. Continuing service along E. Main St. would be available on Routes 864 and 874/875.

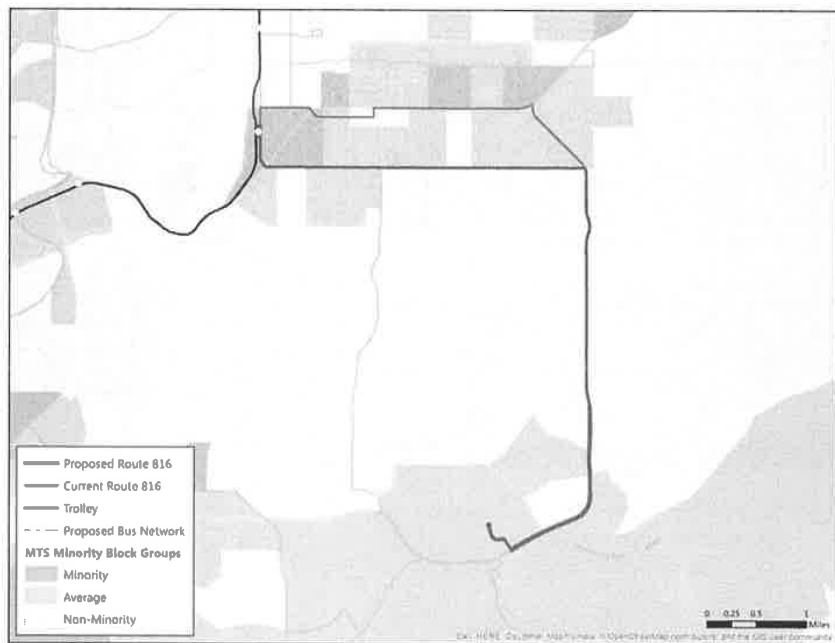
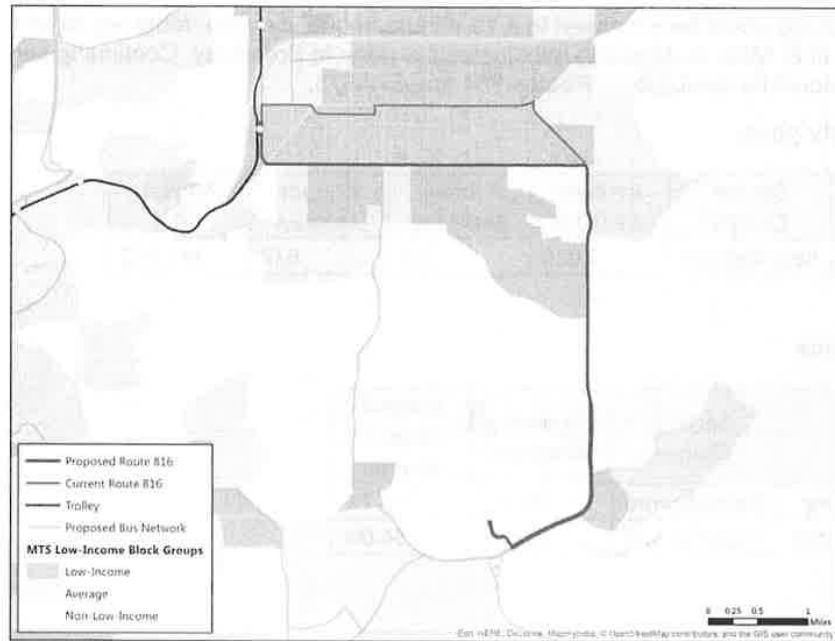
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
815	Reconfigured	1,026	794	622	341,942

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
815 – Existing	Reconfigured	49.5%	53.2%
815 – Proposed	Reconfigured	51.5%	56.0%

Route 816



Route 816 Proposal

Route would be streamlined to operate along Washington St. between Jamacha Rd. and the El Cajon Transit Center instead of Main St./Douglas Ave.

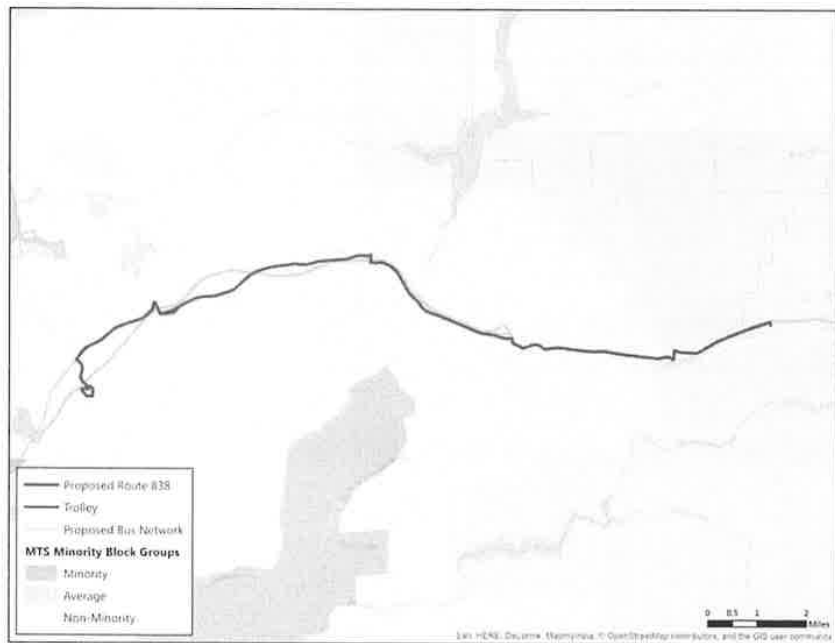
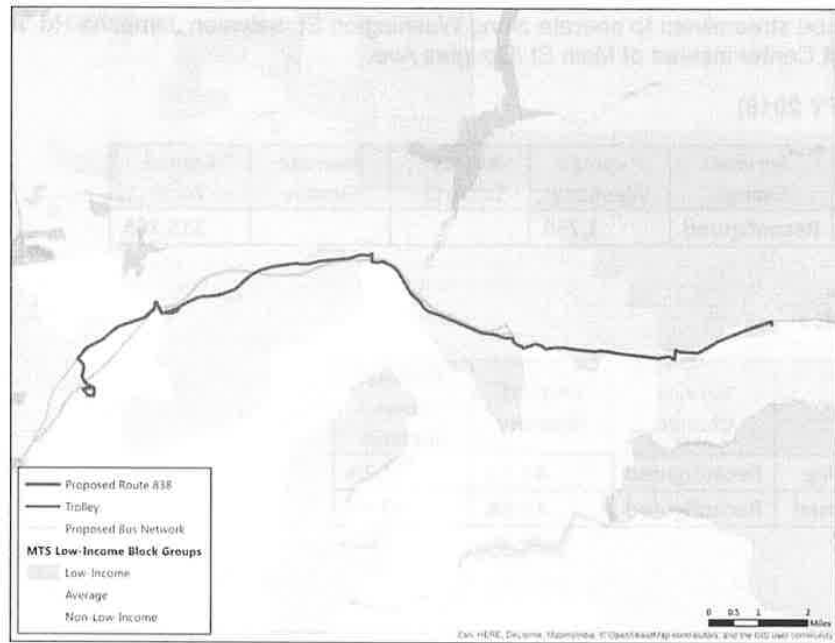
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
816	Reconfigured	1,234	-	-	315,265

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
816 – Existing	Reconfigured	48.0%	43.2%
816 – Proposed	Reconfigured	43.6%	40.6%

Route 838



Route 838 Proposal

New Route 838 would replace the eastern part of Route 864 east of East County Square (Los Coches Rd.). Between East County Square and Viejas Casino, Route 838 would follow the same alignment as current Route 864, operating hourly every day between approx. 7 a.m. and 7 p.m.

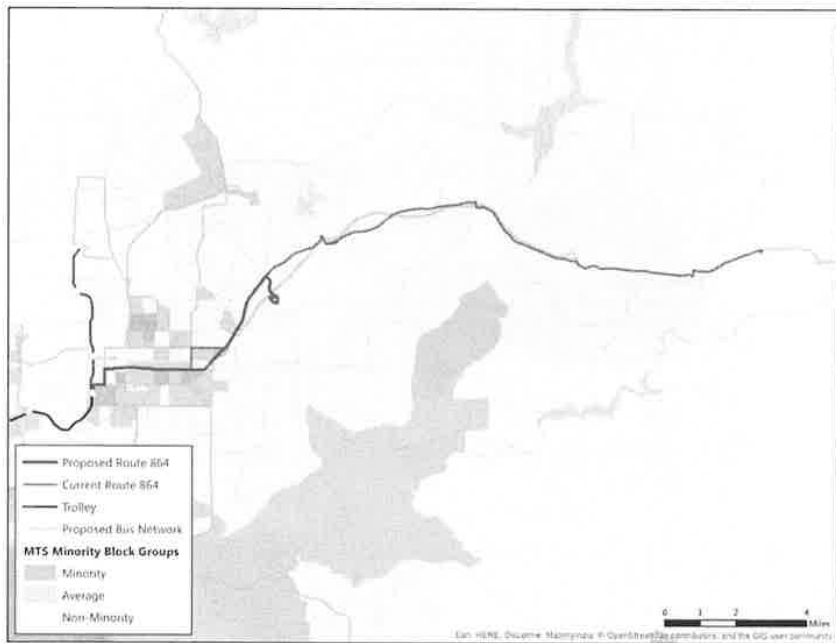
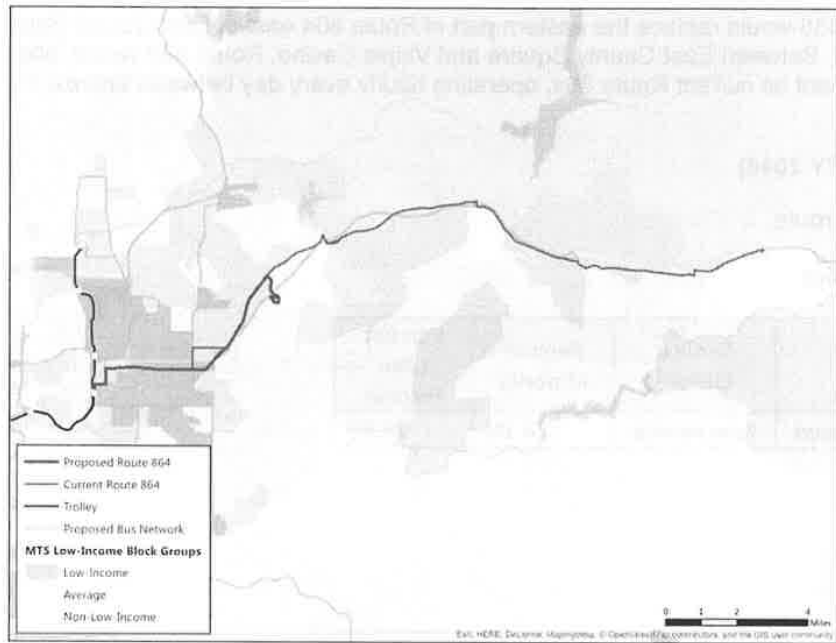
Ridership (FY 2016)

None – new route.

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
838 – Proposed	New service	24.1%	24.3%

Route 864



Route 864 Proposal

Route would operate between El Cajon Transit Center and East County Square on all days. Continuing service to Alpine/Viejas would be available via a transfer with new Route 838 at East County Square. Route would also be streamlined in El Cajon to remain on Madison Ave. and E. Main St., rather than using 2nd St. and Broadway. Sunday-only Route 864x would be replaced with service on new Route 838.

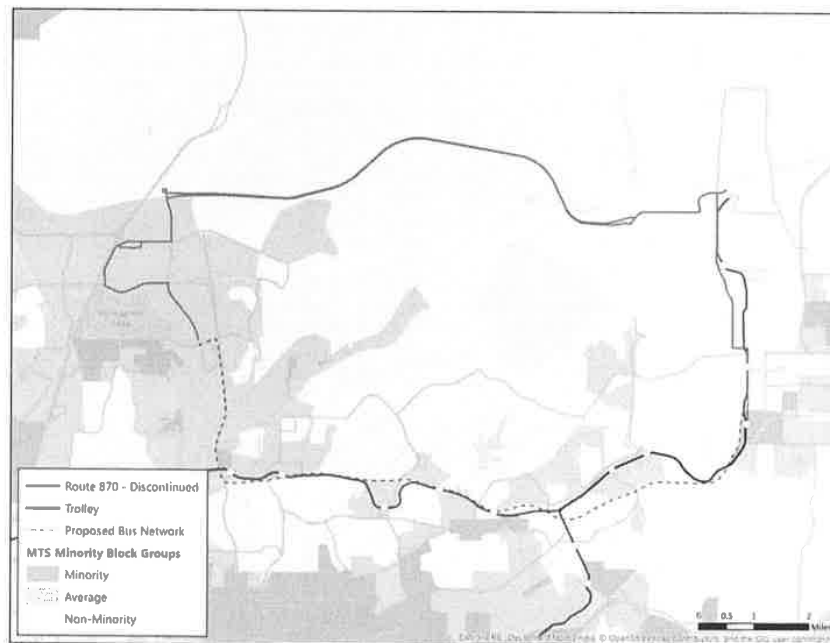
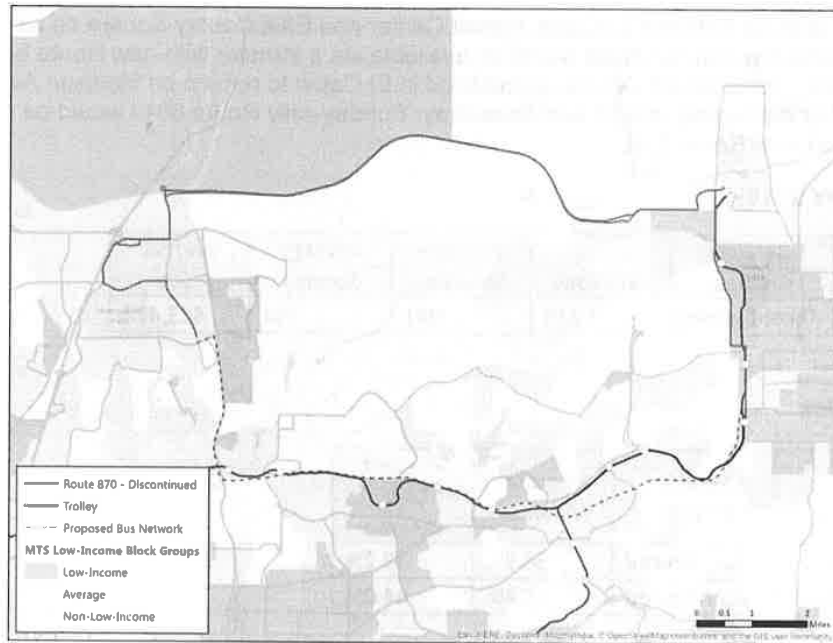
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
864	Reconfigured	1,315	941	452	413,482

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
864 – Existing	Reconfigured	38.2%	39.2%
864 – Proposed	Reconfigured	46.4%	44.2%

Route 870



Route 870 Proposal

Discontinue route.

Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
864	Discontinued	61	-	-	15,461

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
870 – Existing	Discontinued	36.3%	23.8%

Routes 871/872



Route 872 Proposal

Route would be replaced with a hourly, weekday-only Route 872, operating a shortened loop via Johnson Ave., Chase Ave., Magnolia Ave., and Douglas Ave./Main Street (same as current Route 872A routing).

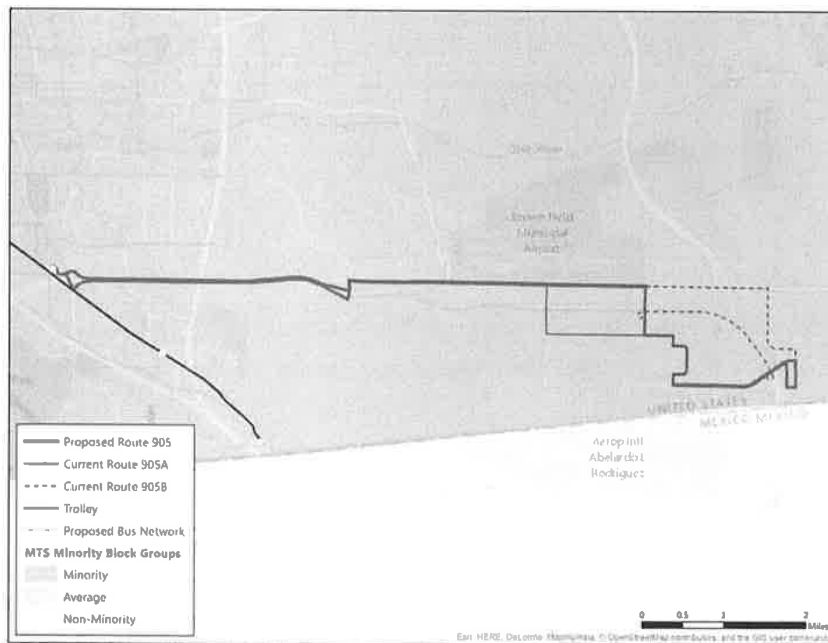
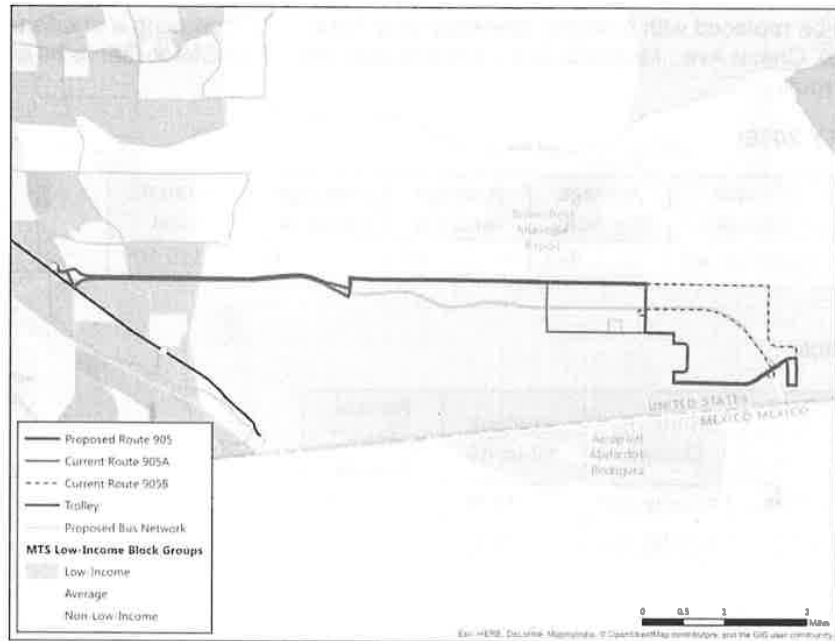
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
871/872	Reconfigured	441	64	42	119,109

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
871/872 – Existing	Reconfigured	48.6%	51.7%
872 – Proposed	Reconfigured	47.6%	50.1%

Route 905



Route 905 Proposal

Route 905 would be realigned to a single variant (instead of 905A and 905B) via the current Route 905 alignment between the Otay Mesa border and Airway Rd./La Media Rd., then via La Media Rd. and Otay Mesa Rd. to/from the Iris Transit Center. Also, weekday frequency would be changed to 30 minutes all day.

Service to Britannia Blvd. and the western segment of Airway Rd., and to eastern Otay Mesa Rd. and Sanyo Rd., would be replaced by new Route 85, operating hourly on all days between the Otay Mesa border and Southwestern College (Otay), replacing portions of Routes 905A (Airway Rd. between La Media Rd. and Britannia Blvd.) and 905B (Otay Mesa east of La Media Rd., Sanyo Rd. and Heinrich Hertz Dr.).

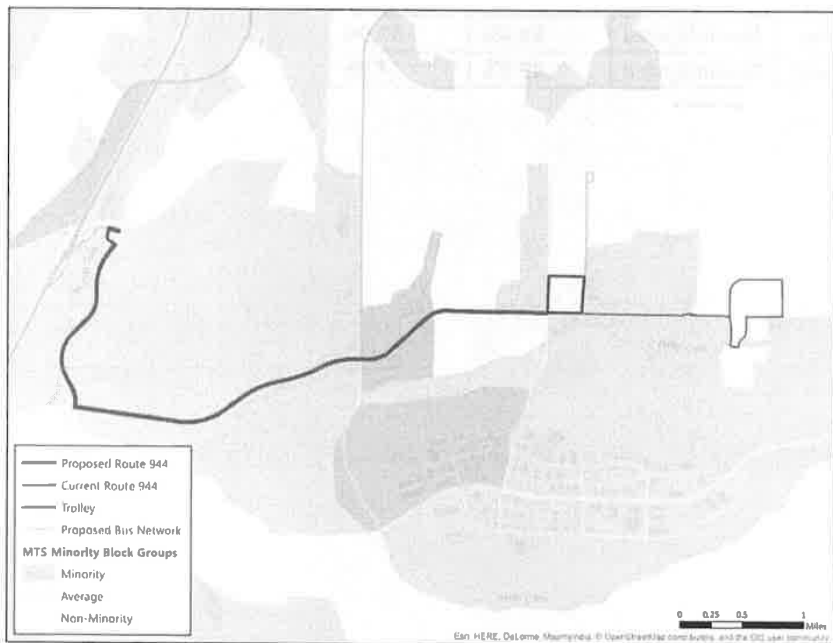
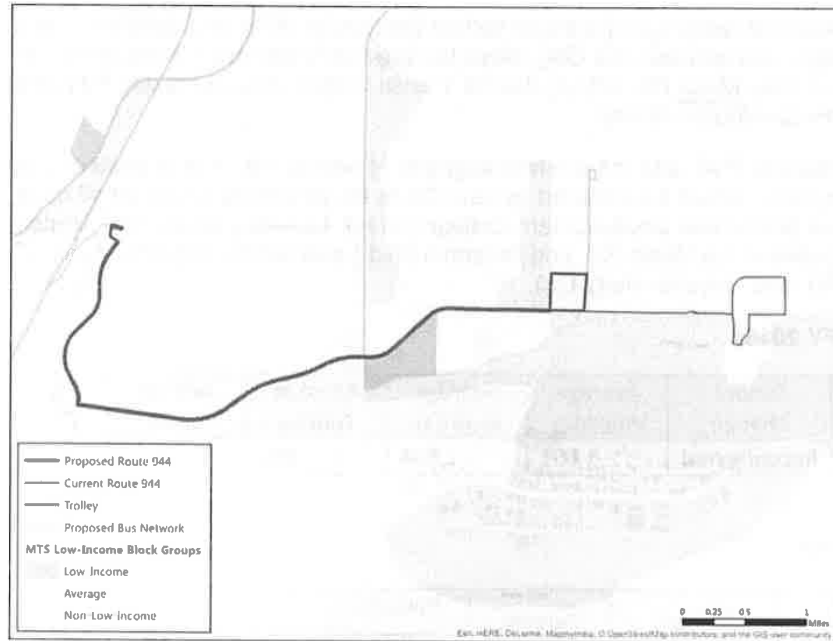
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
905	Reconfigured	1,851	1,618	994	726,780

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
905 – Existing	Reconfigured	89.4%	37.9%
905 – Proposed	Reconfigured	89.4%	37.9%

Route 944



Route 944 Proposal

Route would be adjusted to serve Community Rd. and Hillery Place. Service would be discontinued east of Midland Rd. (and along the Garden Rd. loop).

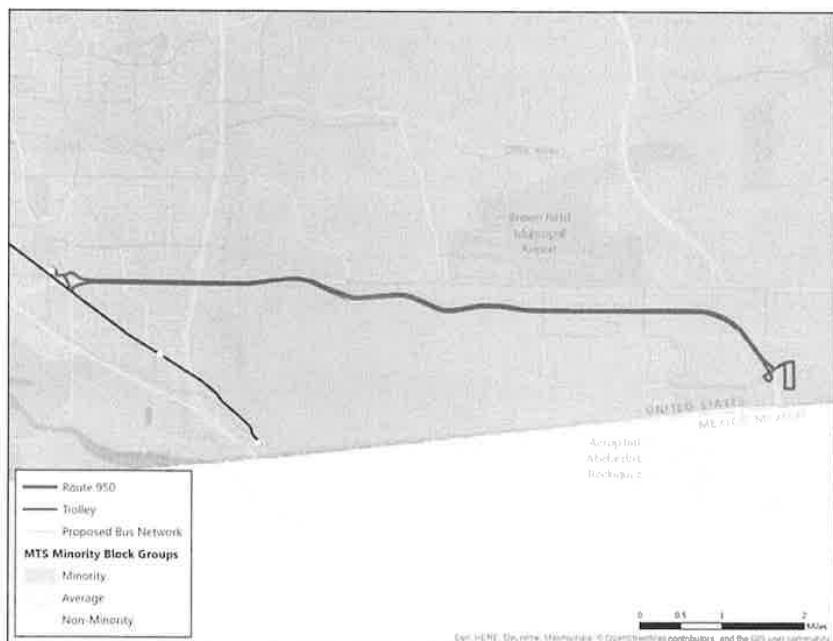
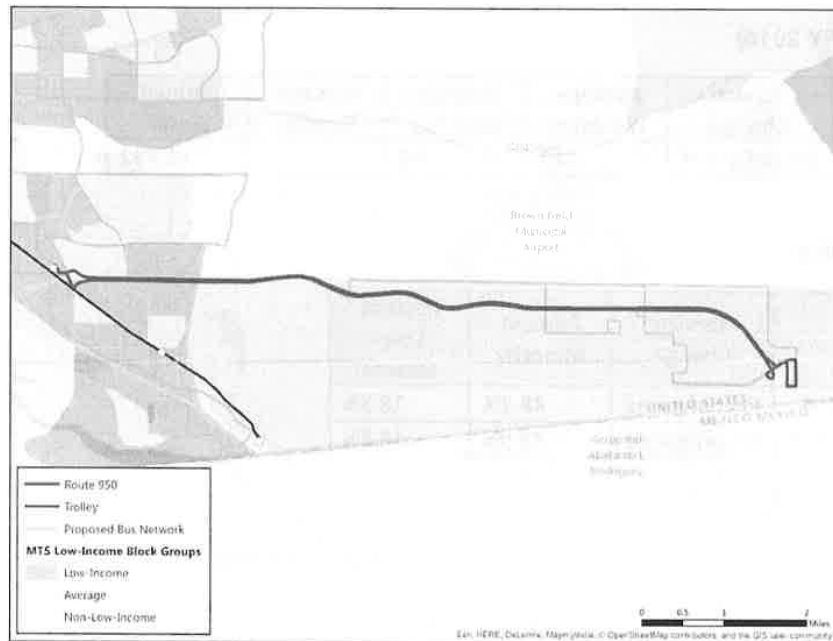
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
944	Reconfigured	249	99	-	68,892

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
944 – Existing	Reconfigured	48.2%	18.3%
944 – Proposed	Reconfigured	48.9%	18.8%

Route 950



Route 950 Proposal

Frequency would be increased to 10-minutes in the morning peak, and later night service to the Otay Mesa border.

Ridership (FY 2016-17)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
950	Increased service	1,204	178	104	176,228

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
950 – Existing	Increased service	89.4%	37.9%

Route 962



Route 962 Proposal

Increase frequency from 30 to 15 minutes on weekdays and from 60 to 30 minutes on weekends. Also, route would be streamlined to remain on Plaza Blvd. and Paradise Valley Rd., instead of Harbison Ave., Reo Dr., Cumberland St. and Potomac St. Local Paradise Hills service would be mostly replaced by Route 963.

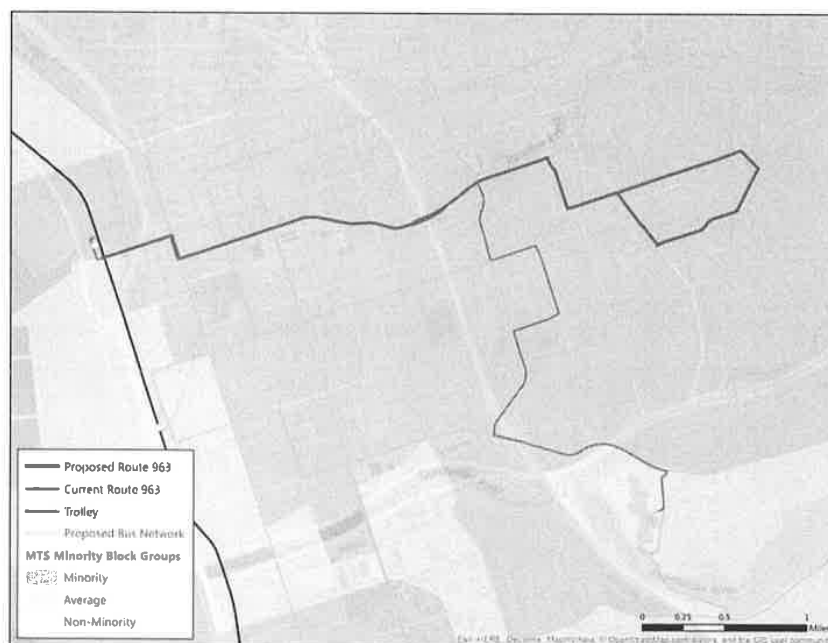
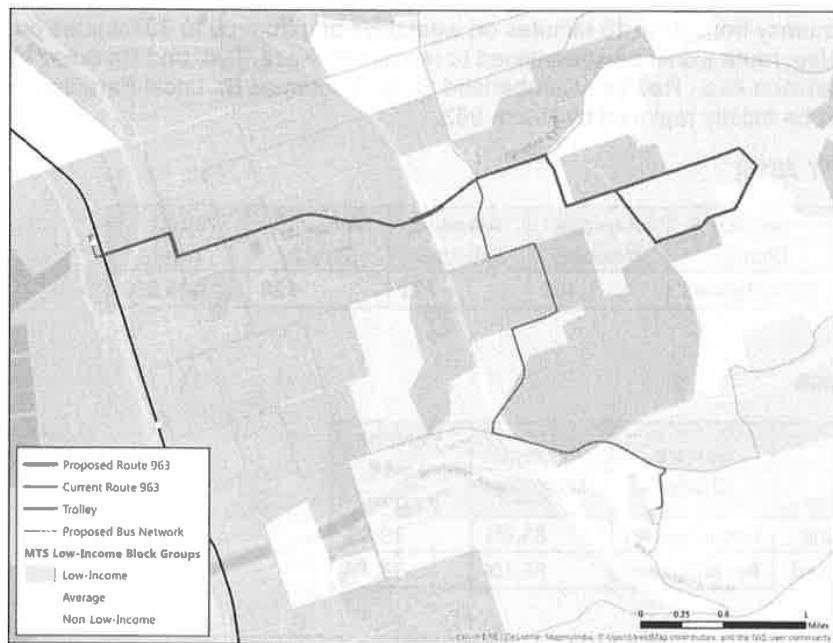
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
962	Reconfigured	1,461	773	528	446,050

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
962 – Existing	Reconfigured	85.6%	39.8%
962 – Proposed	Reconfigured	86.1%	38.2%

Route 963



Route 963 Proposal

Route would be changed on the east end to continue east on Plaza Blvd. to Harbison Ave., and replace the Paradise Hills portion of Route 962, via a loop of Reo Dr., Cumberland St., Saipan Dr., and Alleghany St. Service would operate every 30 minutes on weekdays and hourly on Saturday/Sunday.

Service south along Euclid Ave. to Plaza Bonita would be replaced by a realigned Route 968. (Route 968 would remain on Euclid Ave. instead of the Granger Ave./24th St. loop.)

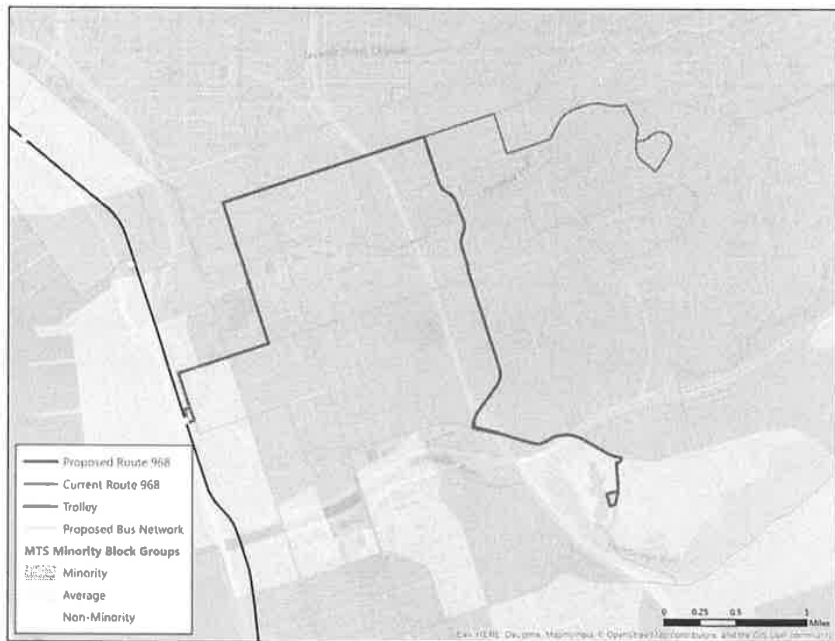
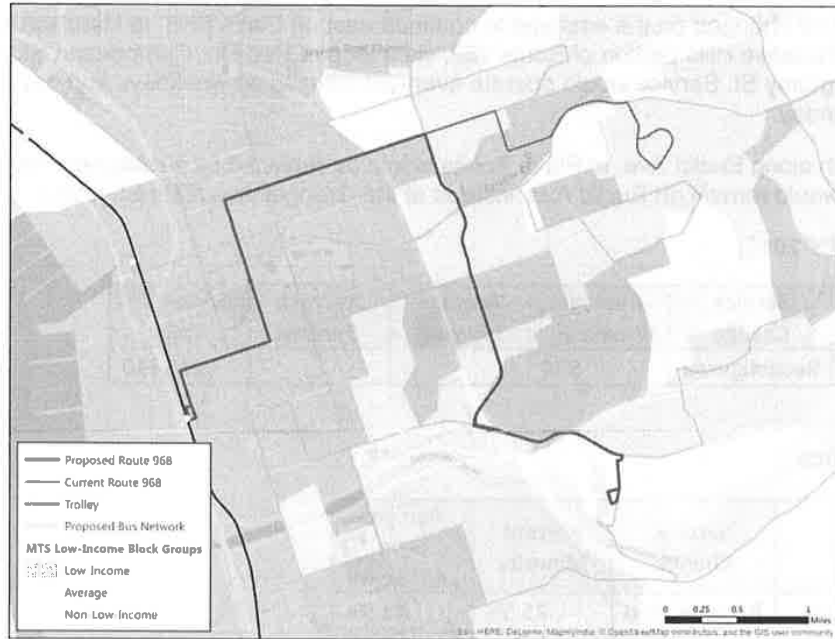
Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
963	Reconfigured	934	-	-	238,310

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
963 – Existing	Reconfigured	85.5%	48.9%
963 – Proposed	Reconfigured	85.2%	47.6%

Route 968



Route 968 Proposal

Route would be adjusted to operate weekdays only, between 24th St. Transit Center and Plaza Bonita. From its current alignment along 4th St., Route 968 would turn south on Euclid Ave. to Sweetwater Rd. and into Plaza Bonita. Route 968 service east of Euclid Ave. and to the Munda Rd. loop would be discontinued.

Ridership (FY 2016)

Route	Service Change	Average Weekday	Average Saturday	Average Sunday	Annual Total
967/968	Reconfigured	408	107	-	109,751

Demographics

Route	Service Change	Percent Minority	Percent Low-Income
968 – Existing	Reconfigured	86.4%	50.0%
968 – Proposed	Reconfigured	86.3%	51.5%

Title VI Methodology

The FTA guidelines allow transit agencies to use either ridership or population as a basis to determine disparate impacts and disproportionate burdens. Whichever basis is selected should be used throughout the analysis. MTS has selected population as the basis because the service changes include new routes for which no ridership information is yet available.

The analysis compares the population in Census block groups affected by the proposed changes (defined as within 1/4 mile of an affected route) with the population in the service area. The data source is the 2010-2015 5-year estimates from the American Community Survey.

Three types of service changes are analyzed. Several new routes replace all or part of existing routes, and the existing routes are defined as discontinued services. The new routes are defined as new services. Routes where proposed changes result in reduced frequencies are defined as decreased frequency services. Each type of service change is analyzed separately to ensure compliance with the guidelines. For example, the analysis sums total and minority populations in each census block group within 1/4 mile of discontinued services, calculates the percentage of minority population affected by route discontinuation, and compares this percentage to the percentage of minority population in the MTS service area. The same procedures were followed for low-income populations and for all three types of service changes.

The definitions of disparate impact and disproportionate burden included in MTS Policy 42 are used in this analysis. The definitions require that the percentage of adversely affected minority or low-income populations be no more than 10 percent higher than the percentage of minority or low-income populations within the MTS service area for a service reduction. Conversely, for a service improvement or new service, the percentage of benefitted non-minority or non-low-income populations cannot be more than 10 percent higher than the percentage of non-minority and non-low-income populations within the service area.

This analysis uses the definition of low-income persons included in FTA Circular 4702.1B. The Circular encourages recipients to use a locally developed threshold for low-income persons that is "at least as inclusive as the HHS poverty guidelines." This analysis defines low-income persons as individuals whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau.

The formats provided in Tables 1 and 2 in Appendix K of FTA Circular 4702.1B are used to present the results of the analysis, as recommended by FTA.

Title VI Evaluation Results

Table 2 presents minority and low-income population data within the MTS service area.

Table 2 - Population Data within the MTS Service Area

Minority Population			Low-Income Population		
Service Area Population ¹	Minority Population	Percent Minority	Service Area Population ¹	Low-Income Population	Percent Low-Income
2,292,581	996,898	56.5%	2,236,947	1,505,454	32.7%

Table 3 presents minority and low-income population data for census block groups affected by proposed route discontinuations. The only route considered to be fully discontinued for this analysis is Route 870².

Table 3 - Census Block Group Population Affected by Proposed Route Discontinuations

Number of Census Block Groups	Total Impacted Population ¹	Impacted Minority Population	Percent Minority	Total Impacted Population ¹	Impacted Low-Income Population	Percent Low-Income
63	60,028	21,817	36.3%	55,551	13,245	23.8%

The percent minority population in Table 3 is below the percent minority population within the MTS service area (36.3 percent versus 56.5 percent), so there is no disparate impact from route discontinuations². The percent low-income population in Table 3 is below the percent low-income population within the MTS service area (23.8 percent versus 32.7 percent), so there is no disproportionate burden from route discontinuations.

¹ Census block group populations are tabulated differently for each separate population characteristic measured by the American Community Survey. To ensure accurate population weighting for each characteristic, the total population value for each individual population characteristic explored for this analysis is included separately, and may vary from the total population reported for another population characteristic.

²MTS staff is not considering the retirement of the Sunday-only Route 703 in Chula Vista as a complete discontinuation, as the route segment, span, and frequency coverage provided by the current Route 703 on Sundays will be entirely replaced by restored or expanded Sunday service on Routes 701, 704, 709, and 712. Consequently, there is no loss or reduction in service availability for riders.

Table 4 presents minority and low-income population data for census block groups affected by decreased frequency proposals that constitute a major service change. The only route considered to decrease in frequency under this proposal is Route 204.

Table 4 - Census Block Group Population Affected by Decreased Frequency Proposals

Number of Census Block Groups	Total Impacted Population ¹	Impacted Minority Population	Percent Minority	Total Impacted Population ¹	Impacted Low-Income Population	Percent Low-Income
12	30,830	16,404	53.2%	27,677	11,212	40.5%

The percent minority population in Table 4 is below the percent minority population within the MTS service area (53.2 percent versus 56.5 percent), so there is no disparate impact from decreased frequency proposals. The percent low-income population in Table 4 is within 10 percent of the percent low-income population within the MTS service area (40.5 percent versus 32.7 percent), so there is no disproportionate burden from decreased frequency proposals.

Table 5 presents minority and low-income population data for census block groups affected by proposed new service. Because this change is an improvement, the analysis must consider whether non-minority and non-low income populations receive a greater benefit relative to the service area as a whole. Routes considered to be new routes for this analysis are the proposed Routes 12, 52, 85, and 838.

Table 5 - Census Block Group Population Affected by Proposed New Service

Number of Census Block Groups	Total Impacted Population*	Impacted Minority Population	Percent Minority	Total Impacted Population*	Impacted Low-Income Population	Percent Low-Income
105	206,808	133,320	64.5%	201,212	82,830	41.2%

The percent minority population in Table 5 is greater than the percent minority population within the MTS service area (64.5 percent versus 56.5 percent), so there is no disparate impact from proposed new service. The percent low-income population in Table 5 is greater than the percent low-income population within the MTS service area (41.2 percent versus 32.7 percent), so there is no disproportionate burden from proposed new service.

Table 6 presents minority and low-income population data for census block groups affected by increased frequency proposals that constitute a major service change. As with proposals for new service, because this change is an improvement, the analysis must consider whether non-minority and non-low income populations receive a greater benefit relative to the service area as a whole. Routes considered to increase in frequency under this proposal are Routes 3, 35, 707, 815, 834, 950, and 962.

Table 6 - Census Block Group Population Affected by Increased Frequency Proposals

Number of Census Block Groups	Total Impacted Population*	Impacted Minority Population	Percent Minority	Total Impacted Population*	Impacted Low- Income Population	Percent Low- Income
204	424,105	287,143	67.7%	410,111	157,620	38.4%

The percent minority population in Table 6 is greater than the percent minority population within the MTS service area (67.7 percent versus 56.5 percent), so there is no disparate impact from proposed new service. The percent low-income population in Table 6 is greater than the percent low-income population within the MTS service area (38.4 percent versus 32.7 percent), so there is no disproportionate burden from proposed new service.

The Transit Optimization Plan includes a number of other route restructurings profiled in the Proposed Service Changes section that are not accounted for in Tables 3 through 6, as these routes do not include significant frequency decreases or increases and are not complete route discontinuations or additions. The FTA template does not offer a specific tool or methodology for analyzing these restructured routes. In the restructurings proposed in this project, service is effectively replaced rather than lost or gained in most cases, with the delta of geographic or temporal coverage between the current and recommended scenarios less than what would be considered "major" under Board Policy 42.

Route	Description of Proposed Change	Major Svc Change?	Weekly In-Service Hours			Weekly In-Service Miles			Est. Weekly Span of Service			New/Disc. Route			Directional Route Miles			Bus Stops Served			Major Svc Change?		
			Current	Proposed (Est)	Percent Change	Major Svc Change?	Current	Proposed (Est)	Percent Change	Major Svc Change?	Current	Proposed (Est)	Percent Change	Major Svc Change?	Current	Disc. Route	New Route	Current	Cur. Mi. Affected	Percent Change	Current	Proposed	% Current Stops Affected
1	Route 1 would be adjusted as follows: Extended from Hillcrest to Fashion Valley instead of along 4th and 5th Avenues in Hillcrest; Route 1A service to 7th St. Trolley Station would be discontinued; with all trips ending at the La Mesa Blvd. Trolley Station instead. (Service between Downtown La Mesa and Grossmont Transit Center via La Mesa Blvd. would be served by new Route 52.)		777	947	9.0%		8,660	8,780	8.5%									14.8	5.2	35.2%	129	30	23.3%
3	Weekday frequency would be increased from 15 to 12 minutes, and Sunday frequency would be increased from 60 to 30 minutes	x	711	900	26.5%	x	6,728	8,508	26.4%	x													
5	Weekday frequency would be increased from 15 to 12 minutes		300	351	17.0%		3,369	3,936	16.5%														
7	All Route 7 trips would operate between Downtown San Diego and University Ave. (College Ave. only. Continuing service east of College Ave. into Downtown La Mesa via University Ave. would be served by new Route 52. Also, peak hour service would be adjusted to operate every 10 minutes in both directions (instead of every 6 or 12 minutes, depending on direction).		1,276	1,175	-7.9%		12,854	11,822	-8.0%									13.7	4.2	30.6%	118	28	23.7%
8	During summer, frequency would remain every 15 minutes on all days. In non-summer months, Monday-Saturday frequency would be reduced from 20 to 30 minutes		254	222	-12.8%		3,577	3,108	-13.1%														
9	During summer, frequency would remain every 15 minutes on all days (30 minutes north of Soledad). In non-summer months, Monday-Saturday frequency would be reduced from 20 to 30 minutes		249	204	-18.1%		3,358	2,752	-18.3%														
11	Route 11 would be split into two routes. The northern segment would remain <u>Route 11</u> , operating between Downtown San Diego and SDSU via the current alignment. The routing in Downtown would be southbound on Front St., left on Market St., and left on First Ave. to the terminal at 16th St. (O St. Hours and frequency would be similar to current service)	x	1,254	703	-44.0%	x	15,330	6,594	-44.0%	x								23.4	10.7	45.6%	201	102	50.7%
12	New route number for the <u>southbound half of the current Route 11</u> , operating between Skyline Hills and the City College Transit Center in Downtown San Diego along the current alignment to Imperial Ave. In Downtown, Route 12 would use 10th and 11th Avenues between Imperial Ave. and the City College Transit Center. Hours and frequency would be similar to current service	x	658	0	-100.0%	x	0	6,162	100.0%	x								New	New	New	New	New	New
13	Week-day afternoon frequency would be increased from 15 to 12 minutes		771	958	16.5%		9,119	10,616	16.4%														
18	Reduced span of service		42	37	-12.0%		857	754	-12.0%														
20	Routing would be streamlined between Kearny Mesa and Mira Mesa to use Freeways 15 and 163 instead of Ruffin Rd. Kearny Villa Rd. and Black Mountain Rd. Service along Black Mountain Rd. would remain available during weekday peak periods on Route 31		514	557	-9.4%		12,462	11,323	-9.3%									34.3	8.3	24.0%	66	22	22.9%
25	Route would be streamlined to use Highway 163 and Friars Rd. between Mesa College Drive and Fashion Valley. Local service between Mesa College Drive and Fashion Valley would remain on other routes as follows: Health Center Dr. on Route 120, Genesee Ave. on Routes 41 & 120, and Ulric St. on Route 120. Service on Comstock St. (west of Linda Vista Rd.) and Oster St. would be discontinued	x	107	107	0.0%		1,655	1,695	0.0%									15.1	4.8	29.8%	106	40	37.7%
27	Route would be adjusted to operate along Kearny Villa Rd. instead of Convey St. between Balboa Ave. and Claremont Mesa Blvd.		217	217	0.0%		2,658	2,658	0.0%									9.9	2.0	19.8%	63	13	20.6%
35	Week-day frequency would be increased from 30 to 15 minutes. Service south of Newport Ave. would be replaced on week-days by an extended Route 523 to Point Loma Ave. and discontinued in the later evening and on Saturdays	x	243	319	31.2%	x	2,346	3,077	31.2%	x								5.4	1.4	25.4%	44	10	22.7%

Route	Description of Proposed Change	Weekly In-Service Hours				Weekly In-Service Miles				Est. Weekly Span of Service				New/Dis. Route				Directional Route Miles			Bus Stops Served			Major Svc Change?							
		Current	Proposed (Est.)	Percent Change	Major Svc Change?	Current	Proposed (Est.)	Percent Change	Major Svc Change?	Current	Proposed (Est.)	Percent Change	Major Svc Change?	Current	New Route	Dis. Route	Current	Curr. MI Affected	Percent Change	Current	Proposed	% Current Stops Affected									
44	The northern end of Route 44 would be realigned on Claremont Mesa Blvd. to serve east of Convey St. to the Kearny Mesa Transit Center (instead of west to Claremont Mesa Blvd. and then to the University City Transit Center). The University City Transit Center would be replaced by a revised Route 105.	595	530	-10.9%		8,266	7,372	-10.8%		NO SPAN CHANGES												13.0	4.8	36.6%	88	27	30.3%	X			
50	Route would be adjusted in Claremont and University City to use Roper Rd. and Governor Drive. Midday service would be discontinued between approx. 10 a.m. and 2 p.m. (but remain available on Route 41 on Genesee Ave. and Route 105 on Claremont Dr.).	181	124	-31.4%	X	3,336	2,287	-31.4%	X	71.50	51.50	-27.8%	X				16.9	3.0	17.7%	52	18	29.0%	no								
52	New Route 52 would replace eastern segments of Routes 1 and 7, operating between University Ave./54th St. and the Grossmont Transit Center via University Ave., Allison Ave., La Mesa Blvd. and Grossmont Blvd. 30-minute frequency, 7 days/week.	0	289	100.0%	X	0	3,003	100.0%	X	0.00	121.45	100%	X		New	New	New	New	New	New	New	X									
83	Route 83 would be adjusted as follows: service would operate daily midday (approx. 9 a.m. to 3 p.m.) on Roper Rd. between West Mission St. and 40th Ave. (which would remain served by Route 10); the northern terminal would move to Old Town, and the Fort Stockton Dr. segment would change to Sunset Blvd./Juan St.	57	36	-37.6%	X	627	391	-37.6%	X	64.05	40.00	-37.6%	X				5.8	3.2	54.5%	53	21	39.6%	X								
84	Service would operate during weekday peak hours only, operating two round trips in the morning and two round trips in the afternoon, between Old Town Transit Center, SPAC/PR Juan Gate (via Cation St.), and the San Base Main Center. Midday service and all service to Camino Monument would be discontinued.	44	18	-57.8%	X	700	295	-57.8%	X	59.25	20.00	-66.3%	X				7.5	3.3	43.9%	59	18	32.2%	X								
85	Implement new route to replace Route 85's service to northeastern and southwestern Olaj Mesa proposed for discontinuation. Service would operate hourly 7 days/week.	0	63	100.0%	X	0	1,063	100.0%	X	0.00	68.10	100%	X		New	New	New	New	New	New	New	X									
105	Route 105 would be adjusted as follows: the northern end would be realigned to operate east from Claremont Square to KATC, replacing Route 44 along Claremont Mesa Blvd. and Claremont Square; the southern end would be extended to the University City Transit Center to KATC, replacing Route 44 along Claremont Mesa Blvd. between KATC and Claremont Square; the route would be adjusted to operate on weekdays (the route 105 segment between Claremont Square and UTC would be replaced during weekday peak hours by a realigned Route 50, service along Milton St. and Burgener Blvd. would be discontinued and operated via Ingrid St. and Denver St. (current Route 105A routing)).	237	445	87.7%	X	3,758	7,078	88.4%	X	115.23	132.05	14.5%					13.1	7.1	54.0%	114	56	49.1%	X								
120	Routing would be adjusted in Kearny Mesa to remain on Kearny Villa Rd. instead of Convey St. and Kearny Mesa Rd.	518	482	-6.8%		6,945	6,475	-6.8%		NO SPAN CHANGES												14.6	1.5	10.1%	66	7	10.3%	no			
204	Weekday frequency would be reduced from 15 to 30 minutes, and weekend service would be discontinued.	109	44	-59.7%	X	1,420	571	-59.8%	X	113.56	81.30	-28.5%	X	SCHEDULE-ONLY CHANGE																	
235	Weekday midday service would be increased to a 15-minute frequency.	935	1,075	14.9%		26,347	30,253	14.8%		NO SPAN CHANGES										SCHEDULE-ONLY CHANGE											
237	All trips would terminate on the east end at the Miramar College Transit Station. Continuing service to/from Sabre Springs/Petatequitos and Rancho Bernardo Transit Stations would remain available on Route 235.	209	183	-12.4%		4,031	3,532	-12.4%		NO SPAN CHANGES															22.5	9.9	44.1%	23	4	17.4%	no
701	Sunday service would be added with a 60-minute frequency.	378	395	4.6%		4,823	5,079	5.3%		102.15	115.55	14.3%		SCHEDULE-ONLY CHANGE																	
703	Route 703 would be entirely replaced with restored Sunday service on Routes 701, 704, and 709.	21	0	-100.0%	X	341	0	-100.0%	X	13.36	0.00	-100%	X			X	Disc	Disc	Disc	Disc	Disc	Disc	X								
704	Route 704 would be adjusted as follows: routing would be adjusted to operate on 3rd Ave. instead of 4th Ave. north of Naples St. and to use F St. instead of E St. to/from the E Street T.C. and Sunday service would be added between Palomar Transit Center and Sharp Hospital with a 60-minute frequency.	309	300	-2.9%		4,328	4,225	-2.4%		98.02	113.29	15.8%			16.2	4.0	24.8%	106				33	no								

Route	Description of Proposed Change	Major Svc Change?	Weekly In-Service Hours			Weekly In-Service Miles			Est. Weekly Span of Service			New/Disc. Route		Directional Route Miles			Bus Stops Served			Major Svc Change?			
			Current	Proposed (Est)	Percent Change	Major Svc Change?	Current	Proposed (Est)	Percent Change	Major Svc Change?	Current	Proposed (Est)	Percent Change	Major Svc Change?	New Route	Disc. Route	Current	Proposed	% Current Stops Affected				
707	Upon implementation of the South Bay Phase in 2019, frequency would be increased from 60 to 30 minutes. The route would be extended to the new South Bay Parkway. The span of service would also be increased to match the current earliest and latest Route 709 Eastlake Parkway service.	x	37	92	150.0%	x	643	1,608	150.0%	x	54.20	73.35	35.4%	x									
709	Proposed addition of Sunday service at 60-minute frequency. Also, upon implementation of the South Bay Phase in 2019, Route 709 service north of Olympic Parkway along Eastlake Pkwy, Bowler Rd, and Lane Ave. would be replaced with added Route 707 service. Service around Lakeshore Dr would be discontinued.	x	412	414	0.4%		6,348	6,121	-3.6%		106.39	123.28	15.8%				16.6	6.4	38.8%	34	43.0%	x	
815	Weekday service would be increased to a 15-minute frequency. Also, route would be shortened to terminate at E Main St/Madison Ave. instead of north to Broadway. Continuing service along E Main St. would be available on Routes 864 and 874/875.	x	146	224	54.2%	x	1,576	2,424	53.8%	x							4.9	1.3	25.6%	40	4	10.0%	no
816	Route would be streamlined to operate along Washington St between Jananacha Rd. and the El Cajon Transit Center instead of Main St/Douglas Ave.	x	152	146	-4.0%		2,071	1,587	-4.0%								8.6	3.6	44.8%	57	34	59.6%	x
832	Service along the loop of El Nopal, Los Ranchitos Rd. and 2nd St. would be discontinued.		39	33	-15.9%		612	515	-15.8%								8.3	2.0	24.0%	26	7	26.9%	no
834	Route would be restructured to operate as an hourly counterclockwise loop from Santee Town Center to West Santee, via Cuyamaca St., Mast Blvd., West Hills Pkwy., and Mission Gorge Rd. and Town Center Pkwy. Service along Mesa Rd. and Prospect Ave. would be discontinued.		18	30	67.2%	x	287	480	67.2%	x	18.55	57.30	204%	x			10.8	6.3	57.8%	60	53	88.3%	x
838	New Route 838 would replace the eastern part of Route 864 east of East County Square (Los Coches Rd.). Between East County Square and Vegas Casino, Route 838 would follow the same alignment as current Route 864, operating hourly every day between approx. 7 a.m. and 7 p.m. As an alternative, the Board may consider operating Route 838 earlier and later in the day.	x	0	150	100.0%	x	0	2,395	100.0%	x	0.00	95.42	100%	x	x		New	New	New	New	New	New	x
851	Route would be streamlined to operate toll-free on Highway 94 along Bancroft Dr. instead of Kenwood Dr. Also, service west of Hwy. 125 along Ellington Blvd. would be discontinued, and weekday peak hour frequency would be reduced to 60 minutes.		72	56	-23.0%		1,164	896	-23.0%								8.6	3.6	41.7%	35	8	22.9%	no
855	Route 855 service to the Rancho San Diego Village area (Calle Verde and Via Mercado) would be discontinued. Minimal service to the area would remain available on Route 864. Also, Routes 856 and 935 would remain on College Ave. without turning through the College Grove Transit Center (which would still be accessible on Routes 915/917).		391	331	-15.2%		5,647	4,788	-15.2%														no
864	Route would operate between El Cajon Transit Center and East County Square on all days. Continuing service to Alhambra/Vegas would be available via a transfer with new Route 838 at East County Square. Route would also be streamlined in El Cajon to remain on Madison Ave. and E Main St. rather than using 2nd St. and Broadway. Sunday-only Route 864x would be replaced with service on new Route 838.	x	346	151	-56.5%	x	6,233	2,568	-58.8%	x							25.7	18.4	63.9%	134	94	70.1%	x
870	Discontinue route.		22	0	-100.0%	x	545	0	-100.0%	x	24.00	0.00	-100%	x		x	Disc	Disc	Disc	Disc	Disc	Disc	x
871/872	Route would be replaced with a hourly, weekday-only Route 872, operating a shortened loop via Johnson Ave., Chase Ave., Magnolia Ave., and Douglas Ave./Main Street (same as current Route 872A routing).	x	85	14	-83.0%	x	1,038	175	-83.1%	x	102.37	45.00	-56.1%	x			7.1	3.4	48.7%	48	34	70.6%	x
874/875	Service to the Granite Hills area would be discontinued, with the route using the current 874/875A routing along E Main St. and Jananacha Rd. instead.		276	248	-10.1%		3,580	3,216	-10.1%								13.3	2.5	18.9%	86	11	13.8%	no
901	Two peak shoulder round-trips discontinued.		657	645	-1.8%		10,896	10,703	-1.8%														no
SCHEDULE-ONLY CHANGE																							
SCHEDULE-ONLY CHANGE																							

Route	Description of Proposed Change	Major Svc Change?	Weekly in-Service Hours			Weekly in-Service Miles			Est. Weekly Span of Service			New/Disc. Route	Directional Route Miles		Bus Stops Served						
			Current	Proposed (Est)	Percent Change	Major Svc Change?	Current	Proposed (Est)	Percent Change	Current	Proposed (Est)	Percent Change	New Route	Disc. Route	Current	Cur. Mi. Affected	Percent Change	Current	Proposed	% Current Stops Affected	
905	Route 525 would be realigned to a single variant instead of 3 variants (SSB). The current Route 525 has 3 variants: 1. SSB via La Media Rd. and Clay Mesa Rd. 2. SSB via La Media Rd. and Clay Mesa Rd. 3. SSB via La Media Rd. and Clay Mesa Rd. The current Route 525 would be changed to 30 minutes all day.	x	175	159	-9.5%		4,030	3,636	-9.8%		NO SPAN CHANGES					17.3	6.2	35.8%	46	12	26.1%
906/907	Service to Brianna Blvd. and the western segment of Arroyo Rd. and to eastern Clay Mesa Rd. and Sanyo Rd. would be replaced by new Route 85, operating hourly on all days between the Clay Mesa border and Southwestern College (Clay), replacing portions of Routes 518A (Arroyo Rd. between La Media Rd. and Brianna Blvd.) and 508B (Clay between La Media Rd. and Sanyo Rd. and between La Media Rd. and Sanyo Rd.).		560	648	15.7%		5,514	6,384	15.6%		NO SPAN CHANGES										
911	Service would be extended in Ocean Beach to Point Loma. The current Route 525 would be discontinued. Also, Sunday service would be discontinued.		212	218	2.8%		2,420	2,458	1.6%		83.42	-15.3%				9.6	0.4	3.7%			no
919	Route 529 would terminate at the 12th & Imperial Transit Center instead of City College. Throughservice would be available on the Trolley or Routes 11 and 901. Some late night trips could be extended to/from Broadway in Downtown.		1,109	1,032	-7.0%		13,145	12,227	-7.0%		NO SPAN CHANGES					17.6	2.2	12.6%	130	11	9.5%
916	Routes 615 and 916 would stay on College Ave. without turning into College Grove Transit Center. Service to College Grove Transit Center would remain available on Routes 515B and 515C.		303	276	-8.8%		3,528	3,219	-8.8%		NO SPAN CHANGES					10.1	0.4	4.1%	66	4	6.1%
944	Route 525 would be adjusted to serve Community Rd. and Hillery Place. Service would be discontinued east of Iodan Rd. (east along the Golden Rd. 525).	x	116	115	0.0%		2,108	2,108	0.0%		NO SPAN CHANGES					9.2	3.1	37.7%	66	28	42.4%
950	Frequency would be increased to 10-minutes in the morning peak and later night service to the Clay Mesa border.	x	55	82	46.0%	x	2,031	2,664	46.0%	x	99.13	14.8%									x
955	Weekday service would be increased to a 12-minute frequency.		653	762	16.7%		7,511	8,754	16.6%		NO SPAN CHANGES					SCHEDULE-ONLY CHANGE					
962	Increase frequency from 20 to 15 minutes on weekdays and from 30 to 30 minutes on weekends. Also, route would be streamlined to remain on Plaza Blvd. and Placitas Valley Road, instead of Harbor Ave. Also Dr. Combs Blvd. and Plaza Blvd. would be discontinued. Also, Hillery Place would be mostly replaced by Route 523.		229	462	102.1%	x	2,869	5,768	102.1%	x	NO SPAN CHANGES					9.5	2.7	28.5%	64	19	29.7%
963	Route would be changed on the east end to continue east on Plaza Blvd. to Harbor Ave. and replace the Fairlane Hills station. Also, a new station would be added at Harbor St. and Sanyo Rd. and replace the current 30 minutes on weekdays and hourly on Saturday/Sunday. Service south along Euclid Ave. to Plaza Encia would be replaced by a realigned Route 528. (Route 528 would remain on Euclid Ave. instead of the Granger Ave./24th St. loop.)	x	128	115	-14.8%		1,640	1,404	-14.4%		83.45	34.3%	x			6.3	3.7	57.8%	49	28	57.1%
967	Routing would be adjusted to eastbound 2nd St. between Euclid Ave. and Harbor Ave. continuing east to Alta Vista (Mariposa Pl./Alta St.) via the current routing. Also, Saturday service would be discontinued.		61	55	-8.0%		765	685	-16.4%		93.16	-13.1%				5.3	0.3	5.5%	37	1	2.7%
968	Route would be adjusted to operate weekdays only, between 24th St. Transit Center and Plaza Bonita. From its current alignment along 4th St., Route 528 would turn south on Euclid Ave. to Sycamore Rd. and into Plaza Bonita. Route 528 service east of Euclid Ave. and to the Murda Rd. loop would be discontinued.	x	68	78	15.5%		908	1,045	15.2%		92.00	-14.6%				9.5	2.9	30.7%	46	16	24.8%
992	Saturday and Sunday service increased to a 15-minute frequency.		302	349	15.7%		2,966	3,434	15.8%		NO SPAN CHANGES					SCHEDULE-ONLY CHANGE					

Name	Route (s)	Comment	Mode of Communication
ROUTE 1			
Peggy Allen	1	We need that bus, children, teenagers, people going to work, going to 99 cent store. Please don't change #1 bus.	Voicemail
-	1	To provide access to Hillcrest medical facilities for seniors, Route 1 needs to continue loop around 4th and 5th Avenue then go up 5th to Fashion Valley.	Web
-	1	DON'T CHANGE THE ROUTE 1!" THE ROUTE IS FINE AS IT IS! WHY FORCE INDIVIDUALS LIKE MYSELF(WHO LIVE IN THE SDSU AREA) TO HAVE TO GET OFF AT THE LA MESA TRANSIT STATION AND F**** WAIT FOR ANOTHER BUS TO GO TO GROSSMONT CENTER?!!! THAT'S "S***-F*** STUPID AS F****!" AS FOR THE FASHION VALLEY EXTENSION; MANY, LIKE MYSELF, CAN EASILY TAKE THE ROUTE 120 TO FASHION VALLEY. REMEMBER, THE ROUTE 1 ENDS ON 5TH NEAR UNIVERSITY AVENUE(WHERE THE 120 STOP EN ROUTE TO FASHION VALLEY. THEREFORE, DON'T MAKE ANY CHANGES ; THE ROUTE 1 IS FINE AS IT IS!!!	Web
-	1	1/215 duplicated combine for higher freq	Web
-	1	If you are considering having the route go to Fashion Valley transit center get ride of the route 1A because if you are going to have a new route 52 that goes to La Mesa Blvd trolley station you don't need the route 1A. People can catch the trolley to Grossmont by the orange line and transfer to the green line toward 12th Ave and Imperial Ave.	Web
-	1	Why are you going to make it more difficult to get to grossmont by having to transfer to another bus and take a chance on getting to work even later, it seems like your just creating this new project so you can increase the money and not taking into consideration the inconvenience of the people	Web
-	1	Have this bus continue to loop around to the 4th Avenue medical centers on its way to Fashion Valley for Eastern area seniors.	Web
-	1	Connect route 11 and route 12 at 12th and Imperial, who ever heard of splitting up a route then not connecting its different parts, totally outside basic transit planning principles	Web
-	1	Connect route 11 and route 12 at 12th and Imperial, who ever heard of splitting up a route then not connecting its different parts, totally outside basic transit planning principles. Keep transit service on all of a major cross street-Market Street including for senior tower dwellers from University and Park through Cortez to downtown	Web
-	1	Have it run to Gaslamp, and then 'bounce' to 12th & Imperial	Web
-	1	Nice extension. Increase frequency of Route 52 to connect.	Web
-	1	I think that proposal is a good one.	Web
ROUTE 3			
-	3	I support adding additional frequency to route 3.	Web
-	3	This bus is not pleasant to take, full of homeless guys from Commercial Street going to Hillcrest clinics Make the 11 which has a nicer community of people more frequent not this one.	Web
-	3	run until 1am nightly	Web
-	3	Have the bus drivers for the 3 and 10 at Washington and Fifth coordinate themselves so that the 3 to the UCSD hospital doesn't leave as soon as the 10 comes in or the 10 driver doesn't wait for the 3 to pull out before pulling in.	Web
-	3	good	Web

Name	Route (s)	Comment	Mode of Communication
ROUTE 5			
-	5	Keep the system fair and equitable across the region. Don't increase frequencies on this or any bus to 10 minutes while cutting back other services to half hour. Half hour headways don't mean people use schedules, it means they try not to use the service--either they take Uber or Lyft or avoid going on the trip all together. And it is easier to keep riders by keeping to 20 minutes than gain riders through ads by increasing bus routes like this to 10 minutes.	Web
ROUTE 7			
Hasani Hughes	7	This route honestly sucks horribly! It never fails to be soo late! Something needs to be done about this! Even 10 minutes in my opinion is too late. San Diego is a big city and our transit needs much improvements! From MTS trolley guards to bus routes. Today this 7 that I am still currently on is running ten whole minutes late which means I am late for work. I know it's not entirely the drivers fault. There was a wheel chair and several ppl pulling the cord at unwanted stops. Even with that being said, maybe two buses can be dispatched 5 minutes apart to keep this kind of thing from happening. I already leave my house way ahead of time, and shouldn't have to really cuz the bus should be more time efficient. I will continue to complain until this is fixed. I need MTS and I pay for the service so I expect to be able to count on it.	Web
-	7	I like the new Route 7.	Web
-	7	Sorry to see Route 7 terminating farther to the west; if you want this to work, increase frequency of Route 52 connection from La Mesa	Web
-	7	keep 12 Park replacing #7, 10 replaces on Univ Improves frequencies	Web
-	7	Don't increase frequency on this bus any more. I stand on the corner of University and Park between 8:15 and 8:30 waiting for a 10 bus and see 3-4 7's go by	Web
ROUTE 8			
-	8	good	Web
-	8	Don't reduce service to our world famous beaches ever.	Web
-	8	For system equity do not reduce non-summer frequency of service from 20 minutes to 30 minutes. This will harm all the retail and restaurant workers at Pacific and Mission Beach places and the system for tourists--they will think it dumb that we advertise our great beaches and they can't get to them easily, they won't think 70 degrees or even 65 is too cold for a beach trip.	Web
-	8	Do not reduce non-summer frequency of service from 20 minutes to 30 minutes. This will harm all the retail and restaurant workers at Pacific and Mission Beach places and the system for tourists--they will think it dumb that we advertise our great beaches and they can't get to them easily, they won't think 70 degrees or even 65 is too cold for a bea	Web
ROUTE 9			
-	9	good	Web
-	9	Don't reduce service to our world famous beaches ever.	Web
-	9	This route should still run every 20 minutes due to overcrowding	Web

Name	Route (s)	Comment	Mode of Communication
ROUTE 10			
-	10	Restore the eliminated despite our input but not brought up before the Board MAJOR Route 10 June 11 changes. Restore the bus stops at 3rd and Washington and 3rd and University.	Web
-	10	Restore the Washington and 3rd and University and 3rd Route 10 bus stops as seniors and others have dangerous walks across curb cuts to get to health care places--Lab Corp and Family Health Service on Washington and Walgreens on University. And for the Washington and Third who ever heard of transit planners eliminating a bus stop for the best pizza place--Bronx Pizza. Eliminate stops if you will before Park Blvd as that part of the route is well covered by constant big artic 7 buses. That was crazy to eliminate stops where there is not other service but keep them where there is frequent service already, who ever heard of such a thing.	Web
ROUTE 11			
Lynne Shapiro [Multiple]	11	I am even more concerned, however, at the many who would not have direct access to the regions only transit-friendly Grocery Outlet/Bargain Market at 10th and Market which is almost half a mile from the proposed 1st and G Route 11 truncation location.	E-mail
-	1, 11	The proposed changes make transit nearly impossible. If I want to get from Hillcrest to Downtown or Convoystreet nearly impossible. I'm a native San Diegan. I don't know what you are thinking. We have an aging population and disabled. You push things through like Route 215.	Voicemail
James	11	If you can't bring the Route 12 to 12th and Imperial, have the Route 11 go onto Market Street and the last stop would be at G Street. Have the Route 11 go to Front Street and park it at Front and F Street. You can park three to four buses here. Then you could have Route 12 stop at Front and F Street too.	Voicemail
-	11	We need a bus that serves East Village and runs on Market St. Keep #11 on Market St.	Web
-	11	With the Department of Child Support Services now open at 3666 Kearny Villa Road, a new bus stop is needed at Aero Drive and Kearny Villa Rd (Hotel corner) I know plenty of Seniors that get their groceries at Grocery Outlet by riding the 11 to and from Senior housing complexes, without a way to connect to a bus going down Market Street creates a very bad hardship on people with walkers, wheelchairs and canes.	Web
-	11	I am concerned that the new Route 1 will turn into another Route 11 as it seems like it is trying to do too much with one bus.	Web
-	11	the ridership through Kensington via Aldine Dr. to SDSU is extremely low. please consider rerouting the 11/12 route to the 15 freeway or reduce the operating schedule Going down/up Aldine Dr. creates an enormous amount of noise pollution for this 100% residential neighborhood.	Web
-	11	Please do not change this route. It eliminates direct access to the San Diego Central Library from Uptown, Normal Heights and other neighborhoods. The northbound stop is right at the Library; the no. 3 is not an acceptable alternative for handicapped and elderly riders due to the distance from Market Street.	Web
-	11	If we must have a no. 12, please extend the terminus to 12th/Imperial Transit Center so access to the Central Library is maintained and direct connection to the no. 11.	Web
-	11	people get groceries at ralphs and jimpos at 1st and F. If you break the route, they will ride the bus 2 blocks to change to the 12 at Broadway. doesn't make sense.	Web

Name	Route (s)	Comment	Mode of Communication
-	11	not good at broadway start; better at F at Ralphs	Web
-	11	Splitting thr route should help - why has it taken so long?	Web
-	11	Finally a good idea splittling the route #11	Web
-	11	Please keep continuous bus service in downtown along Market Street, it is currently a great alternative to driving.	Web
-	11	This should have been done many years ago.	Web
-	11	as long as routing stays similar, with only abus number change and ending downtown I think that proposal is a good one.	Web
-	11	The route splits in the 11 to 11 and 12 need to meet at 12th and Imperial to keep bus service fully on Market Street near senior towers and to provide senior tower residents on Market Street, in the Cortez, Mission Hills and Hillcrest areas direct access to Grocery Outlet, the Central Library and medical facilities in the Market Street area.	Web
-	11	Market St must be connected somehow as there are several streets cut off with no service	Web
ROUTE 12			
-	12	See Route 11 as I am totally in support of Route 11 becoming 2 routes as people dont really go on the route for the entire distance and with minimal impact you can make it into 2 routes.	Web
-	12	Market St must be connected somehow as there are several streets cut off with no service	Web
-	12	remove #12 off 1st Ave since it can replace #7 on Park	Web
-	12	Please keep continuous bus service in downtown along Market Street, it is currently a great alternative to driving. Or as an alternative, have the new 12 bus serve Market St. from Front to 4th/5th for easy transfer to the 3 bus.	Web
ROUTE 13			
-	13	good	Web
-	13, 14	Route 13 could be re-worked to service Rancho Mission Rd in lieu of total elimination. This 'streamlining' should not affect the good citizens who depend on these essential public services. These services are to help citizens be productive and self sufficient so we don't have to rely on family members and become shut-ins of society.	Web
ROUTE 14			
Shain Haug [Multiple Comments]	14	I am distressed by the potential denial of bus service from 51st and Zion to the San Diego Mission and Grantville Trolley stations. Because of the narrow windows allowed to transfer between the Route 14 and/or the Green Line and 215 it is likely that the prospective change in schedule will add a full hour to to my travel between 51st and Zion and downtown and return in the evening. If you are going to deprive our community of use of the San Diego Mission and Grantville Trolley stations by the truncation of the Route 14 you MUST revise the route schedules to ensure seamless transfers. I would like to discuss this further with you and hope that you will call me for a conversation in this regard. I am generally available at the number given after 5:00 p.m.	Web
William Erickson	14	Please do not discontinue the # 14 bus from traveling from Friars to Rancho Mission to Ward road. There are nine condominium projects with no way to get to the San Diego Mission trolley station or to Rite Aid drug store or Vons. Many older residents do not drive! How do they survive?	E-mail

Name	Route (s)	Comment	Mode of Communication
-	14	Concerning elimination of Rancho Mission Rd service. I am a disable man, 53 years old. I support myself through full time work. I bought my condo specifically for the reason it is next to the 14 bus line. I do not drive. Removing this line will cause a tremendous physical hardship due to my cerebral palsy, due to living at the top of Rancho Mission Rd near Friars Rd and the trolley station is at the bottom of a steep hill that i find extremely difficult to walk. I do not qualify for the Access bus and it would be difficult to arrange to leave work in a 3 hour window the Access bus requires. By removing this bus line, you are impacting my being a self-sufficient citizen and adding an undue burden to walking a steep hill that a citizen without a disability would find invigorating. You are taking away a personal freedom to be a productive member of this society in San Diego.	Web
-	14	Please consider the initial proposal for the Bus Route 14 to extend the route from Kaiser Hospital to Grossmont Transit Center, thank you.	Web
-	14	Route 14 provided timely connection between Allied Gardens and the nearest trolley stations, Mission San Diego and Grantville with minimal waiting time at the transfer points. The elimination of that connection leaves only the San Diego State University transit center as a means to connection between Route 14 and the trolley or Route 215. If you are to eliminate the Kaiser Hospital to Grantville connection you must connect Allied Gardens to the SDSU transit center on at least a one half hour basis with timing for minimum wait time at the transit center either way. As it is, it does not appear that the Route 14 will stop at the SDSU transit center either direction.	Web
ROUTE 20			
-	20	I don't use route now but in the past and in the future will use it. All the workers that use service on Black Mountain Road will weck a lot of people, you say this streamline, but little advantage. Really bad idea.	Voicemail
-	20	Please do not discontinue the Black Mountain route. This route helps reach stores and businesses there during the weekend when there is no route 31.	Web
-	20	I am a big route 20 rider and the changes seem to be good.	Web
-	20	On week days peak hours route 20 should be every 15 minutes from rancho Bernardo transit center to downtown. On Sundays route 20 should be every 30 minutes from Miramar college to downtown.	Web
-	20	Isn't this proposing re-route what the 235 is for? The 235 already goes straight to Kearny Mesa TC. I feel like there are still a lot of south bound passengers, that would now have to now travel North to Miramar TC, just to travel South towards Kerney Mesa TC. Thanks for your time.	Web
-	20	Increase the Sunday service to every 30 minutes	Web
-	20	We oppose this proposed change because it will tremendously inconvenience the many passengers who get on/off along Black Mountain Road, as well the connecting passengers who get on/off at Ruffin Road. MANY people utilize route #20 to access the commercial areas--businesses and services, as well the densely populated residential areas. Many passengers use this route when bus #31 is unavailable. This proposed change would require that all of these passengers walk to and from Miramar College Transit Center. Such as change is unwelcome and unreasonable. Please reconsider this proposed change. It would only reduce the trip by 5 minutes, but cause tremendous inconvenience to many of us who ride this route daily. Thank you	Web
ROUTE 25			

Name	Route (s)	Comment	Mode of Communication
Victoria Simmons	25	Removing the Ostler/Comstock portion of Route 25 would be a tremendous disservice to the people in that neighborhood who depend on #25. Many of them are elderly immigrants. Many use the bus as part of their commute to work. Some use this bus to get to Sharp Hospital. The bus is usually crowded. To get to the bus stop for the #41 on Genesee is an extra 10-20 minute walk. To get to the bus stop for the #44 on Linda Vista Road is an extra 20 to 30 minutes. That may not seem like much, but it is through a hilly neighborhood that can be difficult to walk, especially for older people carrying groceries or laundry. For commuters, the extra walk and waiting for another bus connection could add up to an hour to our commutes, each way.	E-mail
ROUTE 27			
Estela Melendez	27, 44, 50	As a paying customer, please do not reduce service for Routes 27, 44, and 50.	E-mail
-	27	Please add a Sunday schedule	Web
-	27	Peak hours should be every 15 minutes on weekdays	Web
-	27	Prolific service in anticipation on the Trolley extension -- every 15 min to connect with 41	Web
ROUTE 28			
-	28	Line 28 should cover 84 mts makes people transfer to many times	Web
ROUTE 31			
-	31	Yo30u stated in your MTS flyer (6-26-17 to 7-20-17) that the "following routes" didn't have any "major changes" to be considered..."30, 31,41...921", yet there was a "major change" made to several of these routes, including Routes 31 and 41, and nowhere in the listing above was there ANY space for "public comments" to be submitted. Also, there were probably not many speakers in favor of keeping these routes as they were, since people would not come out and "comment" on routes they had been told "would not be having 'major changes' made" to those routes. Since the public was NOT INFORMED of the potential for such changes, and had been told no changes WOULD BE MADE, WHY would they come and speak in "defense" of the routes that they need, if they believed the information given to them in YOUR MTS flyers.....WE WERE 'MIS-INFORMED BY YOU, and now our bus service has been impacted due to the "lack of public comment".....This is not fair, and it needs to be reconsidered.	Web
-	31	The bus route that I am concerned with is the 31, which was changed dramatically even though the initial flyer announcing the possible changes specifically stated that Route 31 was among the bus routes that would NOT be changed in any way.....Therefore, few people commented on it because they saw no reason to contest changes on a route that they had been informed WOULD NOT BE CHANGED.	Web
-	31, 44, 105	Please increase frequency of Route 31 on Weekdays. Also, please add service for route 31 on WEEKENDS, even if it is infrequent. Also, since route 44 is being changed, maintain similar frequency for route 105 and potentially align times for transfer from route 41 at Genessee Av. and Clairemont Mesa Blvd.	Web
ROUTE 41			
N/A	41	I have a concern. I heard you were going to stop it [Route 41]. I have two daughter and a son disabled who cannot drive. Really depend on bus. Please if you can, please keep bus or help somehow.	Voicemail

Name	Route (s)	Comment	Mode of Communication
Misty Prino	41, 44	I do not have a car, I have a bicycle. I have issues going to issues on weekends past 10 p.m. Ridiculous are cuts in evening. Marking hard on us. 511 does not work. Losing riders because of all the changes. Having a trouble with bicycle. Rethink some of your changes. Make it more accessible to people that have to travel in evening. Route 27 doesn't do anything on Sundays.	Voicemail
ROUTE 44			
-	44	Keep the Route 44 bus for many important reasons. Thank you and have a good day.	Voicemail
-	44	I am disabled and I need the route to go to my doctor appointments. I heard the Route 44 won't go by the Smart & Final. If you could keep it the way it is. My doctor on Convoy. I have another doctor at Sharp Memorial Hospital. I'm disabled and cannot drive.	Voicemail
-	41, 44	Do not change the route or make any stop changes. It's the most economical and viable way for me to get around. I'm a senior citizen.	Voicemail
-	44	I do not want Route 44 changed. Times can be changed, just don't want route changed. That's my only way to Mesa College.	Voicemail
krystal Brown	44	I am an MTS user and I was wondering how I'm supposed to get from Claremont to Mesa College Drive on the bus, are usually use the 44 on Merrimack and Clairemont Drive but now it doesn't service Claremont so I don't know what bus I need to use	E-mail
Linda Paulin	41, 44	I am appalled by the proposed elimination of bus service in Clairemont, especially between downtown, Clairemont Town Square and Westfield UTC. How are we supposed to get downtown for jury duty? Or maybe we will be exempt since there will be no public transportation available. I can understand cutting back on the frequency, but total elimination of stops will create a real hardship.	E-mail
Catherine Hall	44, 105	I've read that you are proposing massive changes to the routes of the 44 and 105 buses. I find it difficult to believe that adequate consideration has been given to the needs of the elderly who no longer drive. While they don't need 'special' busing, they do benefit from the frequent schedule provided on the 44 bus route. I've personally seen many older citizens use this mode of transportation to go to Clairemont Square, Walmart, Zion, and the Asian markets, as well as further to Downtown or University Town Center, when their needs dictate.	E-mail
Janet Lutz	44	Why would the MTS Planning Board want to disrupt a great & useful bus line? #44 is a well-planned route--Clairemont Square, Mesa College, Old Town and all the apartments & shopping centers along the way. Your plan of forcing us to transfer to the 105 is an unnecessary & time consuming hassle for the riders! I wonder if any of you people on the planning board ever actually ride the buses? If you did, you would know that changing buses does nothing to encourage ridership. I am a senior citizen who uses the Route 44 bus more than once a week to go from Convoy & Othello to Clairemont Square where I do a lot of shopping, dining & movie viewing. Please do not change #44!	E-mail
-	44	Have a 10:15 bus that starts from Mesa College for students in classes that end at 9:50	Web
-	44	Don't change Route 44 from the original proposal. Don't bow to peoples feedback to bring back the old route. Maybe have a 44A or 44B which is the old route for those who don't want to have to transfer.	Web
-	44	New route is good	Web
-	44	I love the new Route 44. Don't bow to pressure from others to change it. People are resistant to change, but this change is for the better as more people will ride the Rapids.	Web

Name	Route (s)	Comment	Mode of Communication
	44	Instead of changing the 44 why don't you terminate the 105 at Clairemont square and add a route from Kearny transit to mesa college. Many seniors only pay cash and would have to pay twice for the same trip.	Web
	44	Have been out of town for most of the summer & unaware of the proposed changes to this Route. The article that I read in the Clairemont Times has me very confused. I am 82 & ride this route very often to get to the Clairemont Square from Linda Vista. One question is what bus will be providing service on Clairemont Mesa Blvd. between Convoy & the Square? Since Madison High School is on that route, what route will provide their transportation? Your web site, as far as I can tell, is not really that informative. The thing that really need to be looked at on the 44 route is more adequate service around Mesa College. There are MANY times that I have been on that bus, when there are at least 25-30 students getting on an already crowded bus. I am a pretty savvy bus rider, using the 120, 25, 27, 41, 101 & the Trolley & have had nothing but praise for my riding experience in my section of town (even riding as far as Encinitas & Carlsbad at times). But this proposed change in this route has me very concerned due to my age. You want people to use public transportation, but then you change it to make it more difficult. There are a lot of senior citizens that ride that route. Please reconsider this decision.	Web
	44	Have a 10:15 bus that starts from Mesa College for students in classes that end at 9:50	Web
	44	A great Idea! especially for southbound students going to MESA. Thanks for your time.	Web
	44	Have a 10:15 p.m. bus from Mesa College for classes ending at 9:50 p.m.	Web
ROUTE 50			
Alice Goldman	50, 105	You propose to have the 50 bus operate only during "peak hours", whatever that means and turn left at Clairemont Mesa Blvd. instead of going to Genessee. And the 105 you are not clear on where it would go up Milton. Why are you screwing things up like this? It works great just the way it is. I depend on the 50 a lot for doctor appointments. [Excerpts]	Letter
Katie Rodolico	50, 41	I live in east UC. Our closest bus stop is at Genessee and Governor. My children are enrolled at SDHS downtown, and take the 50 bus to school. If the proposed changes occur for route 50 they will need to take 2 buses to get home... spending hours doing so. I participate in water fitness classes at Swanson Pool on Governor Dr. Several regulars take the 105 from Clairemont to get to the pool. This will be effected if the 105 ends at the Clairemont Square and if the 50 doesn't run during the middle of the day. [Excerpt]	E-mail
	50	Needs to run all day long, every 30 minutes	Web
	50	It should run every 30 to 60 minutes	Web

Name	Route (s)	Comment	Mode of Communication
	50, 150	The changes to the 105 and 50 will greatly impact my ability to get where I need to go during the middle of the day. I am a senior who doesn't have a car and I rely on the bus service to run my errands and do my banking, etc. It will be difficult for me to get to my bank during banking hours and to my preferred grocery stores during the middle of the day if you realign the 105 and limit the 50 to only rush hour service. Will the 50 only run once an hour like it does now? How will I get where I need to go? Will I have to pay Uber or Lyft to take me places? How will that cut back on traffic? These proposals are unfair to those who count on the buses to get us around town.	Web
ROUTE 52			
-	52	This bus should have a 20 minute headway, not 30 minutes	Web
-	52	Have this bus every 20 minutes for system equity	Web
-	52	Route 52 is definitely going to relieve the 7 for a lot of its duties.	Web
-	52	making to 52 run only ever hour when the old routes already stop early is not good.	Web
-	52	For system equity, have the frequency be every 20 minutes not every half hour also for the many older Asian bus riders who aren't part of the TOP process and for those going to the Kroc Center and health care places between College Avenue and La Mesa	Web
-	52	Increase frequency, please.	Web
ROUTE 83			
EmN/Ai La Fond	83	I am very upset that the 83 bus is possibly going to be cancelled!!! This is very unfair to the poor population who has been your customers for years!!! These ladies need a way to get to work to earn a living! What happened to San Diego being the Finest City in America???	Web
Kent Koopman	83	We attended the MTS Public meeting at 1255 Imperial on Thursday, July 20, 2017. We were there to support the continuation of bus route # 83. We use this route to ride downtown so we can connect with the Blue and Orange line trolleys at America Plaza. We also use this bus to ride to Shay Nursing home on Reynaud when one of our neighbors happens to be taken there for rehab. As senior citizens w/o an automobile and living in senior housing (Green Manor) we appreciate the #83 bus and hope the present route and schedule can be maintained.	Web
John Weems	83	Pls let the Bopard know that I and my friends and neighbors in Mission Hills will definitely use Bus 83 more if it goes to the Old Town Transit center.	E-mail
Joyce Karel	83	I am strongly in favor of continuing Bus Route 83, it is a lifeline for we Seniors who depend on it to get downtown to appointments, shopping and entertainment. It would be great if the Hillcrest Loop could be discontinued and bus route could be continued to the Old Town Transit Station, which would make the bus service even more user friendly.	E-mail
Stuart Showalter [Multiple Comments]	83	As a resident of Mission Hills and a frequent patron of MTS Route #83, I strongly disagree with any plan to eliminate that bus or restrict its hours of operation. I do support, however, the option to eliminate the Hillcrest Loop and, instead, to extend the north end of the route through Old Town to the Transit Center. The "loop" offers nothing that can't be obtained by the #10, and the extension through Old Town covers new ground not currently served by MTS. [Excerpts]	E-mail

Name	Route (s)	Comment	Mode of Communication
Darryl Bowlin	83	We are seniors living in N Mission Hills. We still drive but love to take public transportation. We think its a great idea to continue the bus line down to the Old Town transit station. When we take the trolley, we can never find parking, so the bus would help. It would also help in getting people up here that work in the area. So they need an early morning schedule. We love traveling in Europe mainly because one never needs a car. The US is so far behind!	E-mail
Patricia Paylor [Multiple Comments]	83	The final proposal to be presented to you on September 21 suggests limited service from 8:00 a.m. to 3:00 p.m. IT IS ABSOLUTELY THE WORST THING THAT COULD HAPPEN TO THIS ROUTE. We've all conceded that the route to Old Town is going to happen, no matter what we say. As a result, many who live and work as far up as Arista Street will now have to walk a long way to get to work or home.BUT TO REMOVE THE EARLIER MORNING AND THE LATE AFTERNOON/EARLY EVENING RUNS ON THIS ROUTE IS THE MOST DAMAGING OF ALL. It will affect very many people who need to get somewhere in the morning and evening. [Excerpts]	E-mail
Judith Krumholz [Multiple Comments]	83	Please don't decapitate Bus route 83 ..	E-mail
Jim Eckman	83	Dear Mr. Castellini - as a Mission Hills resident I am writing to object strenuously to the final proposal for the Route 83 bus. Restricting the timing of runs to only start at 8:00 am and stop by 3:00 pm (ESPECIALLY the latter) is, in my mind, preposterous. This would make the bus functionally useless for anyone wanting to use this bus for work commuting (in either direction) or to go downtown for all-day business (such as jury duty). Unless the first service starts in the 7:00 am hour and continues to AT MINIMUM 5:00-6:00 pm, the bus will have VERY limited use. Please reconsider the timing I have no issues with eliminating the Hillcrest portion of the loop (other buses do go there) or to head to the Old Town terminal. However, the timing restrictions are VERY ILL ADVISED.	E-mail
Linda Artiaga [Multiple Comments]	83	I am a homeowner and resident of Mission Hills. I have several senior friends in the area who are totally dependent on the 83 bus to go to the store and doctor appointments and urge you to vote to keep the line going. Also, what kind of City and metropolitan transportation system do we have that would have no public transportation to one of the City's most historic and iconic neighborhoods? I respectfully request that you vote to keep the 83 line in full operation.	E-mail
Barbara Augustine [Multiple Comments]	83	I am almost 80 years old and depend on my friend to help me 2 days a week... she has to take that bus --- she has no other way to get here... b.augustine	E-mail
Debarah Wiggs	83	Thank you for your comments regarding the Route 83 bus. I am forwarding your email along to the appropriate staff.	E-mail
Joan Braustein [Multiple Comments]	83	Oh, please do not let this travesty happen. I am a 70-year-old senior who will lose my safe way home from downtown, but I grieve most for the workers who for years have relied on this bus to get to and from work in Mission Hills in the morning and evening hours.	E-mail

Name	Route (s)	Comment	Mode of Communication
Sharon Gehl	83	The only way to save the 83 bus long term is to increase ridership. I think using the money saved by eliminating the Washington Street loop to extend the north end of the route to the Old Town Transit Center, could increase ridership by making the bus an option for high school students who go to the Science and Technology High School in Liberty Station, college students who go to USD, SDSC, or UCS, and residents who work north of Mission Hills. But all of these changes would be wasted if the bus runs midday only. One way to get more money would be to raise fares. I understand that it's been 10 years since bus fares were last raised. Maybe it's time!	E-mail
G. Kaffel	83	Please Keep bus 83 in Mission Hills. WE all use it..	E-mail
Marcia Halpern	83	I am writing to urge you to vote in favor of keeping a full schedule for the 83 bus line in Mission Hills. This bus is utilized by a wide variety of people who work in this neighborhood on a daily basis. Cutting this line would make their commute much more difficult. Any alteration of the route should include a connection to the trolley station in Old Town or Washington St. And, if MTS were to contemplate any reduction in service, it should be for the midday service, not the morning and evening service. In order for our city to be environmentally sustainable, as well as accessible to visitors and our aging population, we need to encourage the use of public transportation, NOT reduce it.	E-mail
Joan Braunstein	83	Oh, please do not let this travesty happen. I'm a 70-year-old senior who will lose my safe way home from downtown, but I grieve more for the people who for years have relied on the 83 bus to get to and from work in the morning and evening hours. They're getting older as well. Please reconsider. Who is behind this senseless schedule proposal to run the 83 only in the middle of the day? It sounds like someone who has a grudge against Mission Hills. Surely all of you don't feel that way. Please reconsider. I've worn my "Save 83" badge since the last meeting and have described the situation to everyone who asks about it. MTS will lose face with many locals if this proposal goes through. Again, please reconsider. I trust that after the final decision I can still sign off as	E-mail
Beverly Thompson	83	My husband is 84 years old and I'm 86. We have a part time care giver and housekeeper. We need to bus to continue so our helpers can get to work to take care of us.	Voicemail
Gia Walker	83	My father is a senior and purposely stop driving his car, as a matter of fact he sold it. He knew he should no longer drive due to his age. My Father lives with me and was so excited to see a bus route close to our home, within walking distance. Being 82, he gets tired but with the bus stop being close, it's a blessing. For the last four years my father has enjoyed the luxury of bus 83 taking him to and from doctors appointments, back and forth to the store for much needed items. Please, i explore you and all other making the decision...to NOT take bus 83 away and consider the many people this will effect and not just the bottom line. [Excerpts]	E-mail
Doug	83	The bus drivers are the best in the City. Please keep the bus line along Reynard Way.	Voicemail
Lauren Williams	83	I own three properties in Mission Hills. I find it absurd that this bus might not exist in the near future. A lot of people depend on it. We all know a lot of housekeepers and gardeners depend on it. I'm absolutely against it.	Voicemail
Stephanie Morgan	83	We rely on this route to deliver my daughter to school. Also, service workers use this route carrying heavy items. There are many new charter schools in Downtown San Diego.	Voicemail

Name	Route (s)	Comment	Mode of Communication
Leslie Morgan	83	This is our daughter's way to get to school. We've been taking this route instead of taking the Trolley at Old Town. There are a lot of Charter Schools now Downtown. Grant Elementary School is feeding less to Pt. Loma HS. Highly in support of maintaining Bus 83.	Voicemail
Mary Johnson	83	Keep Bus 83 in Mission Hills ... we need public transportation in our neighborhood!	E-mail
-	83	Save 83 is the right thing to do for seniors in that area.	Web
-	83	If you eliminate 83 service on Washington Avenue from Hillcrest, reinstate the 10 bus stop at 3rd and Washington and 3rd and University.	Web
Christopher Ward Councilmember, City of San Diego, District Three	83	I am writing to express my opposition to the removal of Bus Route 83 in San Diego, that connects Mission Hills and Hillcrest to the Downtown area. I have received numerous communications from constituents of District 3 who are concerned about the elimination of this route, and we previously provided a letter of support in June 2017. I understand that there is a current proposal to combine Route 83 and Route 84 with limited service, and respectfully request that the maximum amount of service hours be preserved for Route 83 to include morning and late afternoon commuters. [Excerpts]	Letter
-	83	This needs to be saved or at least run in the morning and afternoon.	Web
Genevieve Lestat	83	I urge the MTS Board of Directors to vote on September 21st to increase ridership on the 83 bus line by connecting the north end of the route to the Old Town Transit Center. This would make the bus line useful for new riders, such as high school and college students, and residents who work north of Mission Hills. Most of those who currently use the line are domestic workers, the elderly, handicapped, riders who don't drive, or work downtown. Please also vote to retain full day bus service. Riders who work an 8-hour day, plus time for lunch and travel, can't use a bus that only runs for 7 hours in the middle of the day! All MTS efforts to improve the bus route would be useless if you cut service hours. [Excerpts]	Letter
Jeff Smith	83	Route 83 is an essential part of my bus travels any change to it will have an adverse effect. I know many other seniors in the neighborhood who use it and also many of the folks who are domestic help. Any change would make our travels very challenging.	E-mail
Sally Stovall	83	We are writing to support a proposed change in the 83 Bus Route. We support the re-routing of the bus to the Old Town Transit Center and eliminating the Hillcrest Loop.	Letter
ROUTE 84			
Andrea Compton United States Department of the Interior, Cabrillo National Monument	84	We are concerned about the impact to park visitation and the availability of access to park visitors who rely on public transportation should this route be eliminated. [Excerpts]	Letter
-	84	This route should not be eliminated for equitable access for all to the Cabrillo Monument and for access to other Point Loma important locations.	Web
-	84	Have the bus drivers drop off and pick up Cabrillo Monument passengers at the visitor center not the entry booth.	Web
-	84	Please continue!	Web

Name	Route (s)	Comment	Mode of Communication
-	84	Please adopt the alternate plan for the 84 linking it between old town transit center and Point Loma University. My daughter, who has muscular dystrophy relies on the 84 to take her from Rosecrans to Point Loma University where she is employed. She cannot get to work unless the 84 takes her to Point Loma University. She works M-F 9 to 3. Other employees of Point Loma University also rely on the 84 to get to work. By having the 84 connect directly with Old Town, she can go directly from the 30 to 84.	Web
-	84	Make this bus user friendly. Have the bus driver let people off at the Visitors Bureau where the bus ends up and parks for his/her break. Now they let riders off at the entrance booth for a long walk up to anywhere part of the walk on the shoulder of the road without a sidewalk. Also have the bus driver let departing bus riders on at their visitor center stop, not tell them to walk down a long steep path part without a sidewalk to get on the bus going back. That's why people Uber or Lyft back or take Uber or Lyft on repeat trips.	Web
ROUTE 85			
Mye Flatley	85	I politely request that the #85 Sub Base route go all the way to Ballast Point.	Web
ROUTE 88			
-	88	so sorry if we can't get to the cabrillo monument, yet the 88 runs	Web
ROUTE 105			
-	105	Sad to see Milton street go, but the safety is bad. I really like the new Route 105 as it will increase Ridership for the Rapids.	Web
-	105	Route suggestion is good	Web
Neal Putnam	105	I am taking bus 105 several times a week, including twice on Sunday, from the Old Town Trolley Station, and I will appreciate it if you can increase the frequency of bus 105. Currently, on Sundays, the bus 105 leaves and departs only once an hour, and more frequency will help.	E-mail
Joyce N. Burnett	105	Maintain the current level of service on route 105 which serves Regents and Governor. Service on the 105 to/from UTC/Westgate mall does not exist after 7pm and was eliminated on weekends north of Clairmont Mesa Boulevard and Clairemont Drive. [Excerpts]	E-mail
-	105	This bus needs to run every 15 minutes, just like the 44 does now.	Web
-	105	please keep Milton St.-Burgener Blvd. segment of route in place	Web
ROUTE 120			
-	120	Extend the trip to Kearny mesa on Sunday	Web
-	120	I use the 120 from time to time and ok with the changes.	Web
-	120	good you brought back the 120 south of fashion valley.. otherwise the weekends with just the 3 bus would have been too infrequent	Web
-	120	eliminate downtown segment since there are duplication	Web
-	120	Increase half hour service to 20 minutes for system equity to key health care and County offices.	Web
-	120	Should go to Kearny Mesa on Sunday	Web
-	120	There are some points of interest that this route would now be skipping over such as 2 japanese supermarkets, a few go-to ramen restaurants, a great sushi place, Staples, Target, and a Ross. which would be a quarter mile away from the nearest bus stop. (not counting route 60 which only runs very early in the morning, or late in the afternoon) Also the walk over the bridge on Balboa Ave., which has onramps to the 15 on bothsides. Without a proper crosswalk or a stop light, It is a challenge to get through especially for the elderly. Thank you for your time.	Web

Name	Route (s)	Comment	Mode of Communication
-	120	Make this bus every 20 minutes to Kearny Mesa County offices and health care facilities	Web
-	120	Route 120 Route 120: It makes no sense to me to adjust the route to remain on Kearny Villa Rd (with no stops) instead of Convoy St and Kearny Mesa Rd. There are quite a few retailers along Kearny Mesa Rd that would not be serviced. The proposed change is truly a net negative in service.	Web
ROUTE 201/202			
-	201/202	Please consider reducing the frequency of Rt. 201/202 in the evenings during UCSD summer and winter breaks because the ridership is low during this period. If the frequency in summer/winter break evenings cannot be reduced, please consider using regular buses instead of 60-ft to save the cost.	Web
ROUTE 204			
Terranda Robertsq	204	I am a single mom of 4 kids. i commute from El Cajon to Olsen Dr and Executive Mall Tuesday through Saturday for work. I take the 204 from UTC, go two stop, then walk 1.8 miles to and from work. The 31 does not run on my work hours, which are 11-7:30PM, so I catch the 204. I also have a drop foot and nerve damage in my left foot, but I still am determined to make ends meet for me and my children. If the 204 is cut, then my walk increases to 1.12 miles. What I am saying is that, If we could get at least an increase in the 31 route, because it would make a big difference in alot of folks commutes back and forth to work.	Web
-	204	Do not reduce service. This bus is widely used by UCSD students and connects us with the system.	Voicemail
-	204	This bus needs to be local for all the working people who need to go directly to their work sites not speed around then have long walks instead.	Web
-	204	Should run every 60 minutes on the weekends and operated by first transit	Web
-	204	Request you to not discontinue the weekend service. This would highly impact the students at UCSD and others who use the service in the UTC area to get to other bus routes like 41, 921, 201, 202 etc. Please keep service at least with half hour frequency. Request you to consider this.	Web
-	204	I have not been on the 204 in a while and ridership is low to the point where 30 minute service is probably ok and same with Weekend service.	Web
-	204	Make this a LOCAL not rapid bus for the office workers not students who use this bus and keep the frequency	Web
-	204	Make this bus a local for all the office workers who need to schlep up there	Web
ROUTE 235			
-	235	Bring on the 15 minute weekday service. I see a lot of busy buses on the 235 during weekdays and mid days so this would help out a lot.	Web
-	235	Route proposal is good	Web
-	235	Add one late night northbound trip	Web
-	235	Thrilled at the increase in frequency. But this needs to connect to trolleys somewhere other than downtown. Route 235 is grand. That it connects with the trolley only downtown is absurd. What are the chances of locating an intermodal transit center at the Qualcomm site, in part to bridge this gap?	Web

Name	Route (s)	Comment	Mode of Communication
ROUTE 237			
-	237	Please retain atleast few trips to Rancho Bernardo Transit center. This helps many people from north county to reach Qualcomm/UCSD on a single bus.	Web
-	237	This route has been completely dessimated and this curtailing of the route is the last straw. MOST passengers board route #237 at Rancho Bernardo and Sabre Springs. These are the stops that you propose to eliminate! Please do not proceed with this change.	Web
ROUTE 704			
Juanita Gutierrez	704	I'm just calling because I see the Route 704 isn't going to run to the hospital on Fourth Avenue. Spoke to other customers and we're concerned it won't take us to physical therapy, and doctors. We're hoping you reconsider.	Voicemail
ROUTE 707			
Fernanda Mendoza Hoffmann	707, 709	The purpose of this e-mail is to express the concern that these proposed changes has brought to some of the people who ride the 709 bus route all the way to Boswell road and further. It is mentioned that 707 would extender its route and service every half hour, but our main concern is that it starts servicing until 9am. If the changes are approved, would 707 start earlier in the morning to replace the 709 schedule?	E-mail
-	707	we can surely use extended route to cover Hunte parkway. Many new developments and business in or near this area	Web
ROUTE 709			
-	709	Can use service closer to Hunte expressway or Hunte and Eatlake parkway	Web
ROUTE 815			
-	815	Changes appear to be ok.	Web
ROUTE 816			
-	816	Changes to be ok I guess for Route 816. I like how it dovetails with the 815.	Web
ROUTE 832			
Rofiee Two [Multiple Comments]	832	Slightly over a year ago, we decided to purchase a home north of El Nopal. One of the consideration in purchasing the house was the availability of a bus route near our house. The proposed cut on the northern route will have a great impact for a few people that live in that neighborhood. Ever since the Trolley Green line route established in 2005, I have been riding the public transportation even though it is more expensive and the inconvenience of it. [Excerpts]	Web
-	832	Keep Woodglen Vista and Magnolia bus stop. This is my stop, and my daughter has a permanent disability.	Voicemail
Alice Marin	832	Would like bus to go to Woodside there are a lot students that would be able to go to Santana High School.	Voicemail
ROUTE 834			
-	834	I like this proposal since I live in Santee and have often wished for more bus service on Mission Gorge to get to shops, Post Office and etc. I hope this will go into effect.	Web
-	834	Look at traffic patterns and bus times to accomodate bell strat times of WHHS, please!	Web
-	834	Students of WHHS living on the west side of the attendance boundaries need service, as well as those attending Grossmont college.	Web

Name	Route (s)	Comment	Mode of Communication
-	834	Happy to see alternate route to service WHHS, major concern, route traveling west bound on mast in the AM puts the bus in major traffic congestion which will cause students to be late to school, travel should maintain a clockwise direction as traffic on mast west bound is worse than Mission Gorge in the AM, typical 20/30 min wait to reach West Hills Pkwy travelling west on Mast in the am	Web
-	834	WHHS students depend on this bus service, purposed changes places bus in prime traffic to 52 west vis mast in the am rush hour, travel in opposite direction would provide more reliable bus times due to traffic	Web
ROUTE 851			
Stacie Vandever	851	Keep Route 851 on Kenwood. Walks from Lamar Street / Helix Street to mid-block Kenwood bus stop. Feels it safer to walk to Kenwood in lieu of Lamar Street Route 851 bus stop. Lots of people work need bus stop.	Voicemail
Marco [Multiple Comments]	851	Insane to discontinue Kenwood segment. Must be realistic, MTS makes millions of dollars. Its not fair, there are a lot of people disabled and people going to school. People going to work. Calling news to make a big scandal.	Voicemail
-	851	I need this bus to get to work every day without it i will lose my job I know of 10 other people with this same problem there are no other alternate routes in my area and I will lose my home without a job. the street to the nearest route is long and has no sidewalk it is dangerous and i dont want to risk the life of myself or my child due to YOUR budget cuts. Think of the people you serve! 619-206-9859 I would like to speak to someone regarding the discontinuation. The discontinuation of route 851 will affect so many people living in the area. To get to the next closest route i need to walk down a street with no sidewalks, it is not safe and I dont want to see the 851 be cut off. so many people need that to get to work or school. think of the families in san diego you are supposed to be serving, dont cut low income neighborhoods!	Web
ROUTE 854			
Kurt Redman	854	Informed Bus Route 854 service may end. Moved into La Mesa in 1990, use 854 as part of daily commute to work and shopping, request info. in retaining service. Other option is to not commute, contrary to the MTS purpose.	Voicemail
Suzanne Gegna	854	The 854 provides transportation to many important spots along the Lake Murray route and would leave many people unable to shop at these local businesses. Also suggested is that the route 14 would go directly to the Grossmont Center in place of the route 854 and that is fine if one is going that direction, but not if one wants or needs to get from Baltimore to Navajo or in between. As wish list, I'd like to say that there is no transportation at all for Fletcher Parkway from Navajo to Grossmont Center. [Excerpts]	E-mail
Doug	854	The 854 should be left alone. The Route 854X should be terminated and keep Route 854 regular route should be left open. If your eliminate both routes [Route 1], you eliminate ridership, you can finance new Trolley stations in North County.	Voicemail
-	854	Please install Bus stops along Fletcher Pkwy from Grossmont Transit Center to Baltimore Dr or at least reroute the Bus Route 854 to use Parkway Dr that runs parallel Fletcher Pkwy, thank you.	Web
ROUTE 856			
Barbara Stephenson [Multiple Comments]	856	Retain service to Calle Verde to Kaiser doctor office. Commutes from Lemon Grove to Rancho San Diego Town Center. Is 75 and will not be able to make it to doctors if you change service.	Letter
-	856	Disabled boarding bus to SDSU, how. Walker and wheel chairs	Web

Name	Route (s)	Comment	Mode of Communication
ROUTE 864			
Peter Hanna	864	The proposed changes to the route 864 are malicious changes that adversely affect the people who take the 864 in the alpine area. The changes require that we transfer at walmart in los choches to go to the el cajon transit center. I can not shop for groceries go to the doctor or do anything that i need to do any where because the bus runs every hour and not every half hour when i am doing something in alpine. Taking the bus on sunday is unfeasible because service stops running at 6pm. [Excerpts]	Web
-	864	Keep 864x on sundays	Web
ROUTE 870			
-	870	I know several people who take this route to and from El Cajon and Kearney Mesa, this route should be kept or replaced!	Web
ROUTES 871/872			
Sam Mayfield	871/872	East Corner Clubhouse and most of its members rely on MTS for their transportation needs. The MTS 871 and 872 bus lines are crucial for all of those individuals to be able to attend and participate in East Corner Clubhouse many training and rehabilitation departments within the clubhouse which are beneficial to their mental health recovery. [Excerpts]	C-mail
-	871/872	these routes are needed. please do not discontinue them.	Web
-	871/872	Barely any ridership	Web
-	871/872	Barely anyone takes that bus, if anything just keep the 872	Web
ROUTES 874/875			
-	874/875	I don't really ride this bus often and I think the changes look positive.	Web
ROUTES 894			
-	894	Saturday service and bus is always packed on last trips to tecate/campo	Web
-	894	Dont take away parkway plaza, please fix student fare	Web
-	894	Fix fare issue if you can make it all one zone, lots of students can barely afford to ride this bus, please dont cut off parkway plaza, some drivers tend to leave students for no reason, too many people on the bus to tecate gets full every single day on the last trips	Web
ROUTES 901			
-	901	Have the 901 loop around Imperial Beach for direct beach connections for downtowners and tourists. The tourists hear of our great beaches then to get to this one they have to transfer going there and cross a wide thorough fare to get this 901 bus going back to their hotels	Web
-	901	Route 901: Imperial Beach is desperately in need of a Rapid Bus line that bypasses Coronado. 14 miles to downtown ends up taking 1 hour and 15 minutes from 9th Street in IB to First Street @ Broadway. Bus also comes very infrequently.	Web
-	901	Bring it 'in-house' since the contractor doesn't seem to have a real interest in Customer Service, and this route could especially serve visitors on weekends	Web
-	901	Get more riders for this bus by having it loop around Imperial Beach on its way to the Iris Transit Center.	Web

Name	Route (s)	Comment	Mode of Communication
ROUTES 905			
Alejandra Torres-Lacy	905	Students at Southwestern College at the Higher Education Center, Otay Mesa as well as employees in the businesses between La Media Road and Britannia Ave (Via Airway Road) rely on the bus connection from the current 905-A to the Iris Trolley Station. Changing this route would leave students and employees without direct transportation to trolley station taking more time for them to get to classes or work. People would have to walk a very long distance to take the new 905 route or 905-B. If any changes are to be considered, I would recommend that you keep a route that goes through Airway via La Media/Britannia to the Iris Trolley Station, as well as increasing how often the bus runs from 60 to 30 minutes, and stop mid-day as it currently does. [Excerpts]	E-mail
Alejandra Mier y Teran <i>Otay Mesa Chamber of Commerce</i>	905, 950, 85	The TOP neutral revenue scenario completely eliminates service for an important area of Otay Mesa (the eastern section). This area includes major employers, such as Emerald Textiles and Costco Distribution with well over 500 employees. route 85 is implemented, while it does provide service to the eastern area of Otay Mesa, it does not connect to Iris Avenue. The proposed frequency on 905 is less than 905A, which will also negatively impact commuters in this area. [Excerpts, 9/7/17]	Letter
Alejandra Mier y Teran <i>Otay Mesa Chamber of Commerce</i>	905, 950, 85	On behalf of the Otay Mesa Chamber of Commerce, I would like to express our strong support of the full TOP alternative, which includes route 85. We also very much appreciate your willingness to work with our community to improve transit services in Otay Mesa through other measures, such as establishing shelters and evaluating permitting jitney services to work in our area. [Excerpts, 9/20/17]	Letter
-	905	905 is a good route and I think that and the 85 would probably work out. I wish MTS had a 905 that could go to the Otay Border and the CBX terminal. MTS ignoring the CBX is a bad idea as it could bring in new riders.	Web
-	905	My concerns is the change in route of bus 905A. We as students use this route to go to school at southwestern college. I understand that the change in route is because of the flooded that many of the times happens in la media and airway st. Just imagine if the new route leaves us on the other side of the road and is flooded students will have to walk long distances just to get to school by the time that we get to school is going to be late for our classes. The transportation should consider students and people that use that route to go to school and work. Please take in consideration my comment.	Web

Name	Route (s)	Comment	Mode of Communication
-	905	Good Afternoon, My name is Maria G Fortanel Quintero, I am currently a student at Southwestern College Higher Education Center at Otay Mesa. The reason for contacting you is to complain about the new route that MTS is proposing for the 905-A route . I am completely against this new change because not only will I be impacted due to the fact that I am a current user of the bus and trolley systems. Me and many more students as well as factory workers rely from the 905-A between La Media and Britannia to the Iris Trolley to get from our daily work or school day to our home.Taking this route away will mean that students will have to find a different way to come to this campus. Also if this request passes students will have to walk longer if they get off route 905-B to get to the college, and if the street if flooded they wont be able to get through. I also would advice if you could instead propose to create a new stop and a more frequent 30 minute bus service as well as shade cover for the current stops. Hope you can rethink about this proposal and refuse to implement to help students continue with their education. Thank you for your time and hope to hear soon from you.	Web
-	905	Same commenter as above: I am currently a student at Southwestern College Higher Education Center at Otay Mesa. The reason for Contacting you is to complain about the new route that MTS is proposing for the 905-A route. I am completely against this new change because not only will I be impacted due to the fact that I am a current user of this route. Me and many more students as well as factory workers rely from the 905-A between La Media and Britannia to the Iris Trolley to get to work and school. Taking this route away will mean that students will have to find a different way to come to this campus. Also if this request passes students will have to walk longer if they get off route 905-B to get to the college, and if the street if flooded we won't be able to get through. I also would advise if you could instead propose to create a new stop and a more frequent 30 minute bus service as well as shade cover for the current stops. Sometimes we wait over an hour for the bus to arrive and sometimes there is no space in the bus. Hope you can rethink about this proposal and implement other proposals to help students continue with our education.	
-	905	Please do not remove the 905a because it is the only method of transportation I take to get to work. I am unable to get to school, which is southwestern college and there is only one bus stop that goes through the school and that is the 905a. Please, I am begging you, do not remove the 905a, otherwise I will not be able to get to school or work, which is at the southwestern college Otay mesa, which is on gigantic rd. Thank you, and hopefully you can help a student-worker out.	Web
ROUTE 928			
-	928	Please fix the 928 on Sundays.	Web
ROUTE 929			
-	929	Keep 929 running to City College. I live at 11 & K and need to use to go back and forth.	Web
-	929	Keep the route going to Broadway as sometimes people will miss the trolley at 12th & Imperial It's a connection going to for the routes at Broadway	Web
-	929	929 is a long route but the change is a good thing I guess.	Web

Name	Route (s)	Comment	Mode of Communication
	929	Keep this bus going to City College as there is a Sharp Senior Health Center on the way from City College to 12th and Imperial. Some people just want to get places without a lot of walking and transfers, that is more important to them than how fast a particular route is. A route can be fast, but if there are walks because bus stops are removed or transfers because the bus route is truncated the ultimate trip can be 50% longer	Web
ROUTE 936			
	936	Flower people with disabilities Wheelchairs and Walkers supposed to get on a bus heading to SDSU at College Grove	Web
ROUTE 944			
	944	I don't really use 944 but sad to see the service go.	Web
	944	Last bus should be at 7:39 at Sabres springs to poway. On Sunday it should be every 60 minutes	Web
	944, 945	Sunday service needs to be brought back to route 944 and 945 at a frequency of 60 minutes. Last bus for route 944 should be 6:39 at Sabres springs and for route 945 last bus departure rancho Bernardo should be 6:57.	Web
ROUTE 945			
	945	Try keeping the 945A to run only when Poway High is in session and then when school is out the bus can stop running.	Web
	945	Should go to mount Carmel and poway high.	Web
ROUTE 950			
	950	Route 950 should run both ways instead of it being a one way route. This route needs bigger buses as the bus was standing room only and a long line, the last time I was on that bus.	Web
ROUTE 969			
	969	Will probably work for Paradise hills residents.	Web
ROUTE 992			
	992	Extend a 'branch' along where the rental-car shuttles go around the end of the runway, and connect to Washington Street Trolley via the new cut next to the new MCRD gate	Web
	992	Have the bus stops for the 992 be the same as for the Rapid Routes all along Broadway. Have a paradigm of easy fast connections in your head, don't make someone coming on a Rapid to go to the airport have to walk with their luggage a block and across a street for an airport bus.	Web
	992	have this bus stop be at the same stops as the Rapid routes	Web
	992	Good increase in frequency. But - since it seems impossible to get direct airport service via trolley - what about a dedicated shuttle loop serving, say, Union Station and Washington Av or Old Town?	Web

Name	Route (s)	Comment	Mode of Communication
Non-Route Specific			
	Schedule Request	Many of the heavily used bus routes should run later into the night such as: 105; 50; 27, etc. This may encourage people to leave their vehicles at home and ride the trolleys and buses more extensively.	Web
	Security	I take the bus, and there is always someone smoking sitting at the bus stops around, especially downtown, sometimes the trolley. Would you consider having undercover employees specifically designated to hand out citations for this? I am trying to be environmentally friendly, but I really don't want lung cancer! Also I noticed my bus never has the same driver, it seems like a lot of the time we are behind because the driver isn't familiar with the route. I'm not sure what the issue is, retention? Consider raising wages or something so we have drivers who know where they are going and can therefore stick to a schedule.	Web
Lucas Kurlan	Service Request	Alternate I talked about at meeting: making route use shoulders, maybe on highway. You could have feeder buses. & it could start from Sabre Springs/Penasquitos Transit Center. [Excerpts]	E-mail
	Service Request	There has a boom of development in the area around I lunte parkway and olympic intersection, and or Hunte parkway and Otay lakes. 91915 zipcode. PLEASE consider this increase in area coverage. lots of us will use it.	Web
	Service Request	There should be better service from Fashion Valley to Kearney Mesa to make trolley service more convenient for riders	Web
	Service Request	Add a '130' that runs like the 150 from Downtown along the I-5, but have it serve East Mission Bay Drive in Pacific Beach, and then run Gilman from where it exits the I-5 and 'hook' like the 30 through VA Hospital and UCSD -- at least until the Trolley starts running the new route all the way.	Web
	Fare	Why MTS doesn't provide, like SFMTA in San Francisco, free pass for buses and trolley for senior citizens Please consider, and provide me with a reply at nanilobe@gmail.com (I don't need the newsletter) Thank you	Web
	Green Line	Extend 15 Minute Service on green line to SDSU	Web
	Green Line	Green Line- Please make the bus stops safer as well as inside the trolley.	Web
	Green Line	Please re-extend the Green Line late at night at least to Grossmont Center. Ending the line at SDSU at 10:30 is ridiculous.	Web
	Information Complaint	I heard about the changes through another rider. I wish you would publicize better the ways to make input. we all can feel quite helpless and not asked what will work for us. likewise the drivers. they have the wisdom of their routes as do we.	Web
	Information Complaint	Many riders are not aware of the proposed changes. Riders need to be better informed of the proposed changes via paper flyers, media exposure on the news, etc. It's the equivalent of pulling the rug out from underneath you without warning.	Web
	Information Complaint	Also, please make the public aware of your final decision well in advance of the change.	Web
	Operational	General feedback for MTS: Learn to play nice with NCTD. Many of us are "bi-transit" and would greatly benefit from co-system cooperation.	Web
Rachelle Jones	Clairemont	Can you please tell me the reasoning for the above route stopping? We have customers contacting us and just wanted to gather the facts for them when they ask. We are assuming it is from lack of use, but what to see if there were any other factors.	E-mail

Name	Route (s)	Comment	Mode of Communication
Edie Saville	Clairemont	I just wanted to add my opinion regarding cuts to bus service in Clairmont. I was under the impression that the city was working to decrease private car use. Cutting transportation options seems to work against that purported goal. It's already hard enough for my children to get home from school, cutting bus service will further impact this, causing me to have to leave work or find other options to get them home from school. San diego has never had great public transportation, and continuing cuts, with rising costs just makes the situation worse.	E-mail
Marisa Cole	Schedule Request	Have two kids and I'm pregnant. Can you think of running the bus a little later on the weekends.	Voicemail



United States Department of the Interior
NATIONAL PARK SERVICE
Cabrillo National Monument
1800 Cabrillo Memorial Drive
San Diego, California 92106-3601
<http://www.nps.gov/cabr/>

9.B

August 3, 2017

Metropolitan Transit System
Board of Directors
1255 Imperial Avenue
Suite 1000
San Diego, CA 92101

Subject: Transit Optimization Plan, Proposal Route 84

Dear Board Members:

This memo is in response to the City of San Diego's Transit Optimization Plan. In the current proposal, Route 84, which directly serves Cabrillo National Monument is proposed for discontinuation. We are concerned about the impact to park visitation and the availability of access to park visitors who rely on public transportation should this route be eliminated.

Cabrillo National Monument, San Diego's only National Park Service unit, attracts people to the area and contributes significantly to the economics of the City of San Diego, providing over \$75,000,000 in support to the area through visitor spending, jobs, and labor income.

This route currently provides access to a wide range of park visitors, including regular riders who live locally and visit repeatedly, to travelers from around the world who are visiting San Diego and explore the park once during their vacations. These visitors, for a wide variety of reasons, rely or choose to rely, on public transportation to reach the park.

The park is currently developing an Accessibility Transition Plan, which focuses on continuing to improve and increasing universal access, including for those with disabilities. The bus route and affiliated infrastructure currently figure in this plan as a mechanism to serve these visitors.

This route currently only provides access during the weekdays. There is currently no public bus transportation option for the weekends, which is limiting to all of the visitors who might otherwise visit the park on Saturdays and Sundays.

Thank you for your consideration. If you have any questions, please contact me at 619-557-5450, ext. 4560 or Andrea_Compton@nps.gov.

Sincerely,

Andrea Compton, Superintendent

EXPERIENCE YOUR AMERICA
The National Park Service cares for special places Saved by the American people so that all may experience our heritage.



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Torrey Pines Bank
XEW 12 Televisa/Rep. LLC

September 20, 2017

Paul Jablonski
CEO
MTS
1255 Imperial Avenue
San Diego, CA 92101

Dear Paul,

On behalf of the Otay Mesa Chamber of Commerce, I would like to express our strong support for the full TOP alternative, which includes route 85. The revenue neutral alternative would eliminate bus services in the eastern part of Otay Mesa and at our Airway Corridor, which includes the Southwestern College campus and other major employers, such as Emerald Textiles, Heinz, Costco Distribution and Honeywell. Not implementing route 85 would leave hundreds of our employees without transit services.

We also very much appreciate your willingness to work with our community to improve transit services in Otay Mesa through other measures, such as establishing shelters and evaluating permitting jitney services to work in our area.

Thank you very much for listening to our concerns and looking at potential solutions to address them.

Sincerely,

Alejandra Mier y Teran
Executive Director

Cc: David Alvarez, San Diego City Council-Member

9163 Siempre Viva Road, Ste 1-2 • San Diego, CA 92154
(619) 661-6111 Fax (619) 661-6178
www.otaymesa.org



CHRISTOPHER WARD
COUNCILMEMBER, THIRD DISTRICT

September 20, 2017

San Diego Metropolitan Transit System
Board of Directors
c/o Peter Casellini
Associate Transportation Planner
1255 Imperial Ave #1000
San Diego, CA 92101

Dear Members of the Board,

I am writing to express my opposition to the removal of Bus Route 83 in San Diego, that connects Mission Hills and Hillcrest to the Downtown area. I have received numerous communications from constituents of District 3 who are concerned about the elimination of this route, and we previously provided a letter of support in June 2017.

Bus Route 83 is a crucial method of transit for many residents across the City of San Diego. Hundreds of San Diegans use this bus each week for work & personal reasons. It is the only North - South bus route that services the Mission Hills area, a neighborhood with many disabled residents dependent on local public transit. This route also services The Meeting Place, Scripps Mercy Hospital, and various senior living centers. Eliminating Bus Route 83 would significantly hurt many of our city's most vulnerable citizens, who already struggle to access sufficient transportation options. I understand that there is a current proposal to combine Route 83 and Route 84 with limited service, and respectfully request that the maximum amount of service hours be preserved for Route 83 to include morning and late afternoon commuters.

I understand that from time to time difficult choices must be made to keep MTS whole. However, we must be mindful of the need to service all of our neighborhoods and not create gaps in access across the region. I encourage MTS to continue Bus Route 83, to preserve transportation access to our most vulnerable residents.

Sincerely,

Christopher Ward
Councilmember
City of San Diego, District Three



September 21, 2017

Dear MTS Board,

On behalf of The Meeting Place Clubhouse, I wanted to give one final plea to reconsider changing the 83 bus route to midday service only. Our organization is for adults with mental health disorders, and many of our members rely on the morning and afternoon routes to get to and from the Clubhouse. The vast majority of our members do not drive, and they simply need public transportation to make their commutes possible. Members who cannot make it here cannot receive our services to support their mental health recovery. Please keep this in mind when you vote today. Thank you.

Sincerely,

Members and Staff of The Meeting Place Clubhouse



RT. 83

AGENDA ITEM NO.

30

REQUEST TO SPEAK FORM

ORDER REQUEST RECEIVED

☐

PLEASE SUBMIT THIS COMPLETED FORM (AND YOUR WRITTEN STATEMENT)
TO THE CLERK OF THE BOARD PRIOR TO DISCUSSION OF YOUR ITEM

1. INSTRUCTIONS

This Request to Speak form must be filled out and submitted in advance of the discussion of your item to the Clerk of the Board (please attach any written statement to this form). Communications on hearings and agenda items are generally limited to three minutes per person unless the Board authorizes additional time; however, the Chairperson may limit comment to one or two minutes each if there are multiple requests to speak on a particular item. General public comments on items not on the agenda are limited to three minutes. Please be brief and to the point. No yielding of time is allowed. Subjects of previous hearings or agenda items may not again be addressed under General Public Comments.

(PLEASE PRINT)

DATE	9/21/17
Name	Patricia Paylor
Address	808 Fort Stockton #31 SD 572103
Telephone	619-838-1126
Email	ppaylor@plannedinstlaw.com
Organization Represented	83 bus riders
Subject of Your Remarks	
Regarding Agenda Item No.	
Your Comments Present a Position of:	<input type="checkbox"/> <input checked="" type="checkbox"/> SUPPORT <input type="checkbox"/> <input type="checkbox"/> OPPOSITION

2. TESTIMONY AT NOTICED PUBLIC HEARINGS

At Public Hearings of the Board, persons wishing to speak shall be permitted to address the Board on any issue relevant to the subject of the Hearing.

3. DISCUSSION OF AGENDA ITEMS

The Chairman may permit any member of the public to address the Board on any issue relevant to a particular agenda item.

4. GENERAL PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Public comment on matters not on the agenda will be limited to five speakers with three minutes each, under the Public Comment Agenda Item. Additional speakers will be heard at the end of the Board's Agenda.

NOTE: Subjects of previous hearings or agenda items may not again be addressed under General Public Comments.

Patricia L. Paylor

From: Patricia L. Paylor
Sent: Friday, September 15, 2017 3:37 PM
To: 'christopherward@sandiego.gov'; 'davidalvarez@sandiego.gov';
'myrtlecole@sandiego.gov'; 'loriezapf@sandiego.gov';
'georgettegomez@sandiego.gov'; 'ron.roberts@sdcounty.ca.gov'
Cc: julia.tuer@sdmts.com
Subject: Final Proposal for Route 83

Good Afternoon to you all. Thank you for taking time to read my e-mail. I'll keep it brief. I reviewed the Final Proposal for the Route 83 that is posted on the TOP website.

The final proposal to be presented to you on September 21 suggests limited service from 8:00 a.m. to 3:00 p.m. IT IS ABSOLUTELY THE WORST THING THAT COULD HAPPEN TO THIS ROUTE. We have been pushing and pushing for the opposite to happen: Cut out the mid-day service! Every rider I've talked to this week agrees wholeheartedly.

We've all conceded that the route to Old Town is going to happen, no matter what we say. As a result, many who live and work as far up as Arista Street will now have to walk a long way to get to work or home.

BUT TO REMOVE THE EARLIER MORNING AND THE LATE AFTERNOON/EARLY EVENING RUNS ON THIS ROUTE IS THE MOST DAMAGING OF ALL. It will affect very many people who need to get somewhere in the morning and evening. I grieve especially for those who live along Reynard Way, as well as the seniors and disabled up in Mission Hills.

PLEASE -- I beg of you to table this decision and have the planners take time to get things right. If you think ridership is bad now, I guarantee it will plummet when those morning and evening times are removed.

I've taken the 83 every morning this week encouraging people to come to the meeting on Sept. 21. But this Monday, sadly I'll have to share the bad news with all those kind, gentle ladies who work in Mission Hills. They will not ask anything of their employers. Rather, most will choose to just take the #10 bus – much

earlier – to Washington Street & Goldfinch and simply get off and start walking miles to their jobs because MTS has let them down.

IT'S SURREAL TO ME AND I AM DEEPLY SADDENED THAT WHAT MAY OCCUR IS THE OPPOSITE OF WHAT NEEDS TO HAPPEN. If this route was revived the way that it should be, revenue would be coming in. And we in the community would make damn sure it would thrive. We need more time to make this route work! It can work!

Patricia L. Paylor

From: Peter Casellini <Peter.Casellini@sdmts.com>
Sent: Tuesday, September 19, 2017 2:06 PM
To: MTS- Regional Scheduling and Service Planning Division
Subject: MTS Public Comment - Route 83

Dear interested passenger,

Thank you for your interest regarding MTS's proposal for Route 83 under the Transit Optimization Plan. All comments relating to this service that have been directed to myself, Julia Tuer, or the MTS Planning Department e-mail at mts.planning@sdmts.com have been added to our public comment log and will be presented along with all other public comments to the MTS Board prior to the upcoming vote on the Transit Optimization Plan's proposed service changes this Thursday.

While the original staff recommendation presented to the board was to discontinue the route, overwhelming community feedback led the MTS Board to direct staff to preserve limited service on two minibus routes proposed for discontinuation: Route 83 through Mission Hills and along Reynard Way, and Route 84 in Point Loma.

MTS Planning staff has recently been triple-checking our ridership data through manual counts on board every trip on each route to ensure ridership along each route has been captured accurately. Our analysis of ridership by time of day and by trip indicates generally equal utilization of Route 83 on each trip throughout the service day, while Route 84 exhibits greater utilization during the commute hours than Route 83 and lower utilization than Route 83 during the midday period.

Staff developed a proposal to share one vehicle between the two communities to maximize the number of people that can be served with the limited resources available and to cater to the demand each market exhibits to the greatest extent possible. This proposal is undoubtedly a compromise solution, but is a compromise that can continue to cater to the stronger commute-period market our service sees in Point Loma, while continuing to offer people like seniors in Mission Hills an opportunity to travel independently during the midday period. The revised Route 83 routing proposal will also discontinue redundant service to the frequent Route 10 service on Washington Street, and will add a connection to the Old Town Transit Center at the north end of the route. This new terminal would offer a direct connection to the MTS Green Line Trolley, as well as MTS bus services operating in Mission Valley, Linda Vista, Midway, Ocean Beach, Pacific Beach, and La Jolla, among others.

If you are interested in attending the MTS Board meeting to provide additional comment, it will be held at 9:00am on Thursday, September 21 on the 10th Floor of the James R. Mills Building at 1255 Imperial Avenue in downtown San Diego. It is possible that many people will wish to offer comment at this meeting, and seating in the boardroom is limited, so it is advisable to arrive early to ensure that you can secure a seat.

Thank you again for providing comment, and please feel free to contact me directly for questions regarding this proposal. Any future questions or comments on MTS service planning can continue to be directed to the MTS Planning Department address at mts.planning@sdmts.com.

Sincerely,

Peter Casellini, AICP
Associate Transportation Planner

San Diego Metropolitan Transit System
1255 Imperial Avenue, Suite 1000



RT. 83

AGENDA ITEM NO.

30

REQUEST TO SPEAK FORM

ORDER REQUEST RECEIVED

☐

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(PLEASE PRINT)

DATE	9-21-17
Name	Paul Williams
Address	
Telephone	
Email	
Organization Represented	
Subject of Your Remarks	Route 83
Regarding Agenda Item No.	
Your Comments Present a Position of:	<input type="checkbox"/> <input type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

2. TESTIMONY AT NOTICED PUBLIC HEARINGS

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(PLEASE PRINT)

DATE	Sept. 21, 2017		
Name	Sharon Gehl		
Address	4301 Hermosa Way		
Telephone	619.299.9606		
Email	slgehl@cox.net		
Organization Represented	self		
Subject of Your Remarks	83 bus line		
Regarding Agenda Item No.			
Your Comments Present a Position of:	<input type="checkbox"/>	<input checked="" type="checkbox"/> SUPPORT	<input type="checkbox"/> OPPOSITION

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AGENDA ITEM NO.

30

REQUEST TO SPEAK FORM

ORDER REQUEST RECEIVED

Route 44, 10550

PLEASE SUBMIT THIS COMPLETED FORM (AND YOUR WRITTEN STATEMENT)
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(PLEASE PRINT)

DATE	
Name	Lynn Parrish
Address	
Telephone	(858) 581-1798
Email	
Organization Represented	
Subject of Your Remarks	- Amendment to
Regarding Agenda Item No.	30 Top as Proposed
Your Comments Present a Position of:	<input type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

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Suggested Amendment to the TRANSIT OPTIMIZATION PLAN – prepared by Lynn Parrish as proposed to be voted on Sept 21 – MTS Board Agenda Item 30.

This public comment is offered as an alternative to a disruption proposed in the TOP to countless hundreds of passengers that utilize the 44, 50, and 105 in order to accommodate a smaller number of Mesa College students traveling from the Kearny Mesa Transit Hub.

The suggested re-routing and bus stop relocations and removals herein are based primarily on the West intersection of Clairemont Mesa Boulevard and Clairemont Drive which is particularly unsafe for pedestrians attempting to make connections with the respective 3 bus routes, 44, 50 and 105.

At this time, the pedestrian signals do not have count down timers. There needs to be an investigation to consider promotion of safe pedestrian interface with vehicles including: No Right Turn on Red on southbound Clairemont Drive and No U-Turn on Eastbound Clairemont Mesa Blvd. For over 25 years, the existing Bus Stop 12673 between the south driveways of United Oil is contributory to ongoing unsafe egress and ingress to United Oil (previous 76).

A. Express 50 Downtown to University Town Center

1. Leave scheduling as is.
2. Suggested minor re-routing at Clairemont Square only for the Northbound portion of the route.
Northbound: Existing turns right from Clairemont Drive on Clairemont Mesa Blvd to go North. As is – there are no connections with other Bus Routes going in same direction.
SUGGESTED – at said intersection do not turn left until the east intersection of the two arterials, Clairemont Mesa Blvd and Clairemont Drive. This will create new **connectivity** with existing Bus Route 44 and suggested 105.

3. Remove 3 Bus Stops 10415, 10052, 10053. As is there are not any connections with other bus routes unless crossing Clairemont Mesa Boulevard and in some instances Clairemont Drive as well (two parts of intersection up to 5 minutes).

B. Route 44 Old Town to Clairemont Square

1. No re-alignment necessary.
2. Suggestion every ½ hour: Offer a Sub-route to Kearny Mesa.
3. Relocate Bus Stop 99385 to in front of Denney's Restaurant (further west on Clairemont Mesa Blvd. and create additional **connectivity** with 105 and 50. As is there are not any connections with other bus routes unless you cross two parts of the intersection.

Suggested Amendment to the TRANSIT OPTIMIZATION PLAN – prepared by Lynn Parrish as proposed to be voted on Sept 21 – MTS Board Agenda Item 30.

C. Route 105 Old Town to University Town Center

1. Continue existing alignment with one suggestion:
 - A. North Bound At Clairemont Square – continue North instead of left, circle Clairemont Square and then continue west on Clairemont Mesa.
 - B. South Bound at Clairemont Square by turning left instead of existing right at West intersection of Clairemont Mesa and Clairemont Drive. Circle Clairemont Square and connect with 44 and 50 respectively and turn left at said intersection to go South.
2. Remove Bus Stop 12673 (Gas station) and Bus Stop 11933 (Bike shop/Yoga).
3. Add New Bus Stop in front of Jack In the Box that again **creates connectivity** with all 3 bus routes (44, 105 & 50).
4. Increase weekday frequency to 15 minute frequency.
5. Restore Pre-2008 cutbacks: 30 minute frequency weekends and weeknights to University Town Center.



AGENDA ITEM NO.

3 50**REQUEST TO SPEAK FORM**

ORDER REQUEST RECEIVED

☐

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(PLEASE PRINT)

DATE	09/21/2017		
Name	Martina Valencia		
Address	954 Ellen Ln El Cajon		
Telephone	619-717-3226		
Email	mama-martina@live.com		
Organization Represented	Commuters Bus Route 894		
Subject of Your Remarks			
Regarding Agenda Item No.			
Your Comments Present a Position of:	<input type="checkbox"/>	<input type="checkbox"/> SUPPORT	<input type="checkbox"/> OPPOSITION

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(PLEASE PRINT)

DATE	9-21-2017
Name	LOUIS I PRUITT
Address	
Telephone	
Email	
Organization Represented	
Subject of Your Remarks	901 ROUTE
Regarding Agenda Item No.	
Your Comments Present a Position of:	<input type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

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(PLEASE PRINT)

DATE	9/21/17	9/21/17
Name	Pam Algea	
Address	11163 Caminito Alvarez	
Telephone	858-342-2878	
Email	pam9574@att.net	
Organization Represented		
Subject of Your Remarks	Routes 31 and 204	
Regarding Agenda Item No.	30	
Your Comments Present a Position of:	<input type="checkbox"/>	<input checked="" type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

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Mid-City

AGENDA ITEM NO.

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(PLEASE PRINT)

DATE	9/21/17
Name	Maria Cortez
Address	
Telephone	619-961-1050
Email	mcortez@cityheightsdc.org
Organization Represented	City Heights CDC
Subject of Your Remarks	support for improvements to midcity park
Regarding Agenda Item No.	30
Your Comments Present a Position of:	<input checked="" type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

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(PLEASE PRINT)

DATE	9/21/17
Name	Randy Van Vleck
Address	4001 El Cajon Blvd #205
Telephone	619-961-1066
Email	RvanVleck@cityheightscdc.org
Organization Represented	City Heights CDC
Subject of Your Remarks	Urban Core Route frequencies
Regarding Agenda Item No.	30
Your Comments Present a Position of:	<input checked="" type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

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(PLEASE PRINT)

DATE	9/21/17
Name	Anastasia Brewster
Address	5205 LEAST SD 92105
Telephone	4/495-8393
Email	abrewster@cityheightscdc.org
Organization Represented	City heights CDC
Subject of Your Remarks	TOP
Regarding Agenda Item No.	30
Your Comments Present a Position of:	<input checked="checked" type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

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MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM
BOARD OF DIRECTORS
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

MINUTES

September 21, 2017

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased].

1. Roll Call

Chairman Mathis called the Board meeting to order at 9:03 a.m. A roll call sheet listing Board member attendance is attached.

2. Approval of Minutes

Mr. Roberts moved to approve the minutes of the July 20, 2017, MTS Board of Directors meeting. Ms. Cole seconded the motion, and the vote was 11 to 0 in favor with Mr. Alvarez, Ms. Bragg, Mr. Cunningham and Ms. Salas absent.

3. Public Comments

Martha Welch – Ms. Welch commented about MTS stations not having public restrooms and senior fares only having a one-way option. She commented on the Orange Line trolley ending at American Plaza instead of Santa Fe Depot. Ms. Welch said that she saw a Blue Line trolley with all older trolley cars instead of the new trolley cars.

David Rodger – Mr. Rodger commented that there is a lack of MTS information available to tourists. He said that the MTS information pamphlets he has found do not provide simple information for tourists to utilize while visiting San Diego.

Sara Blodgett – Ms. Blodgett commented on behalf of the San Diego Dance Theater. She stated that her organization puts on trolley dances in collaboration with MTS and the City of San Diego. She said that the dances are brought to a different trolley line every year and this year they will start in Chula Vista, go through National City and end at the Central Library. She asked for everyone to come out to see this year's trolley dances.

Martina Valencia – Ms. Valencia commented that she provided the Board a petition letter regarding Route 894. She said they are requesting to not discontinue Route 894. Ms. Valencia also asked for the addition of service on Route 894 on Saturdays. She said that she has 300 signatures on the petition.

Dan Lobell – Mr. Lobell stated that the bus drivers should kneel down the buses at every stop for riders. He also said that when he gets off the Green Line at Santa Fe Depot, he often sees Uber drivers and regular drivers loading and unloading passengers at the bus stop. Mr. Lobell recommended that there should be officers there monitoring that stop so they can cite those drivers.

CONSENT ITEMS

6. Lease Agreement with Pacific Axe, LLC at 1695 Main Street, San Diego
Action would authorize the Chief Executive Officer (CEO) to execute a Lease Agreement with Pacific Axe, LLC for a lease at 1695 Main Street, San Diego.
7. Phase II Propane Fueling Services at Copley Park Division (CPD) - Contract Amendment
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. B0656.1-16 with Ferrellgas, LP (Ferrellgas) for the provision of propane fueling services.
8. Blue Line Traction Power Substation Installation Design Services - Work Order
Action would authorize the Chief Executive Officer (CEO) to execute Work Order No. WOA1948-AE-04 to MTS Doc. No. G1948.0-17 with HNTB Corporation for the Blue Line Traction Power Substation (TPSS) installation design services.
9. Uninterruptible Power Supply (UPS) On-Site Repair and Support - Contract Award
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G2009.0-17, a Sole Source agreement with Schneider Electric, for on-site support and repair of the current inventory of UPS units located throughout the MTS network including Data Centers, Trolley Stations and Bus Facilities.
10. Orange Line Design Services for Various Track Improvements - Work Order Agreement
Action would authorize the Chief Executive Officer (CEO) to execute Work Order No. WO1947-AE-05 to MTS Doc. No. G1947.0-17 with HDR Engineering, Inc. (HDR) for track improvement design services.
11. Service and Maintenance of the Hegenscheidt Underfloor Wheel Truing Machine - Sole Source Award
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. PWL242.0-18, a sole source agreement, for a period of three (3) years with Simmons Machine Tool Corporation (SMTC) for service and maintenance of the Hegenscheidt Underfloor Wheel Truing machine.
12. Light Rail Vehicle (LRV) Pantograph Carbon Strips - Contract Award
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. L1393.0-17 with Schunk Carbon Technology for the purchase of LRV Pantograph Carbon Strips.
13. Visual Messaging System (VMS) Maintenance (Warranty) and On-Site Parts - Sole Source Contract Award
Action would authorize the Chief Executive Officer (CEO) to: (1) Execute MTS Doc. No. G2025.0-18 with Daktronics, Inc. for up to a three (3) year period with two (2) one-year options to provide VMS maintenance service and technical support; and (2) Exercise each option year at CEO's discretion.
14. San Diego Metropolitan Transit System (MTS) SAP Tier 3 Production Support Services - Contract Amendments
Action would: (1) Approve increasing the dollar amount of two (2) SAP support services contracts to cover anticipated fiscal year (FY) 2018 expenses; and (2) Ratify one SAP support services contract amendment.

15. Relocation of SDG&E Facilities for the New Orange Line Courthouse Station - Change Orders
Action would: (1) Ratify Construction Change Orders 1-3 and 5-7 to MTS Doc. No. PWL204.0-16, Work Order No. MTSJOC7504-26 with ABC Construction Co., Inc. (ABC), for the relocation of SDG&E facilities; and (2) Authorize the Chief Executive Officer (CEO) to execute Construction Change Order 4 to MTS Doc. No. PWL204.0-16, Work Order No. MTSJOC7504-26 with ABC for relocating the utilities below an existing tunnel.
16. Number Not Used
17. Green Line Shelter Upgrades and Shelter Replacement at the Old Town Transit Center - Work Order
Action would authorize the Chief Executive Officer (CEO) to execute MTSJOC7504-15, PWL204.0-16 with ABC Construction Co. Inc. (ABC) for Green Line shelter upgrades and shelter replacement at the Old Town Transit Center.
18. Orange Line Track Improvements - Change Orders
Action would: (1) Ratify Construction Change Orders 9-10 to MTS Doc. No. PWL211.0-16 for \$84,176.78, which was previously issued under the Chief Executive Officer's (CEO) authority, for Orange Line Track Improvements; and (2) Authorize the CEO to execute Change Order Amendment 11, with Herzog Contracting Corp. (Herzog), for \$74,087.08.
19. Desert Line Lease and Operating Agreement: Amended and Restated BJRR-SDAE-MTS Desert Line Lease and Operating Agreement
Action would authorize the Chief Executive Officer (CEO) to execute and Amended and Restated Desert Line Lease and Operating Agreement by and between Baja California Rail Road, Inc. (BJRR), San Diego & Arizona Eastern Railroad (SDAE), and MTS (MTS Doc. No. S200-13-560.4).
20. Purchase of 20 Class B Propane Powered Paratransit Buses - Contract Award
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G0675.0-18, with Creative Bus Sales, for the purchase of up to twenty (20) propane powered Class B paratransit buses.
21. Investment Report - June 2017
22. Investment Report - July 2017

BOARD MEMBER COMMENTS

Ms. Salas requested to pull agenda item number 20 for further discussion.

Mr. Alvarez requested to pull agenda item numbers 6 and 19 for further discussion.

Action on Recommended Consent Items, excluding Items 6, 19 and 20

Ms. Salas moved to approve Consent Agenda Item Nos. 6 – 22, excluding consent items 6, 19 and 20. Ms. Cole seconded the motion, and the vote was 13 to 0 in favor with Ms. Bragg and Mr. Cunningham absent.

DISCUSSION ITEMS:

30. Major Service Changes Recommendations of the Transit Optimization Plan (Denis Desmond)
(TAKEN OUT OF ORDER)

Sharon Cooney, Chief of Staff, began the presentation and noted that the Board Members were provided the most recent proposals for all of the route changes. She said that staff also provided a copy of the Title VI analysis and public comments received through yesterday. Ms. Cooney noted that today is not a public hearing and that staff is asking for a final decision from the Board.

Denis Desmond, Manager of Planning, continued the presentation. He provided a background on the TOP and the processes over the past year. Mr. Desmond reviewed the route frequency improvements and the proposed frequent service network changes. He reviewed the final proposals for Routes 1, 7, 52 (La Mesa/Mid-City); Routes 701, 703, 704, 707, 709 (Chula Vista); Routes 204, 235, 237 (I-15/University City); Routes 83, 84 (Mission Hills, Pt. Loma); Routes 815, 816 (El Cajon); Routes 962, 963, 967, 968 (National City/Paradise Hills); Routes 27, 44, 50, 105, 120 (Clairemont/Kearny Mesa); Routes 14, 854 (Grantville/La Mesa); Routes 35, 923 (Ocean Beach, Pt. Loma); Routes 905, 950 (Otay Mesa); Routes 856, 936 (Rancho SD Village, College Grove); and other changes with route splits, route reductions and route discontinuations. Mr. Desmond explained that the results of the Title VI Analysis showed no disparate impact to minorities or disproportionate burdens to low-income communities based on the definitions in Policy No. 42 adopted by the Board. He added that a full copy of the Title VI Analysis had been provided to each Board member and called out certain elements of the report, including maps for each route and the results. Lastly, he reviewed the proposed actions for this item and asked for questions and comments.

Mr. Hall inquired about Route 834 changes. Mr. Desmond replied that Route 834 was initially proposed to be discontinued; however the proposal has been changed to run this route hourly as a one-way loop around West Santee down Mast Blvd. and coming back around Mission Gorge Road.

PUBLIC COMMENTS

Patricia Paylor – Ms. Paylor commented on Route 83. She stated that she has not spoken to anyone that could use the midday service. She said that it's not a good idea to tether the Route 83 to the 84 and take away the early morning and evening service. Ms. Paylor commented that dozens of people commute early in the morning on these routes to their various jobs, school and appointments.

Paul Williams – This speaker was not present.

Sharon Gehl – Ms. Gehl commented on Route 83. She said that she is in support of maintaining Route 83. She said that if the hours are limited, then people will not be able to use it for work. Ms. Gehl said that if changes are made to Route 83, then it could make it easier for riders and increase ridership on the route. She stated that the community supports keeping full day service of Route 83.

Lynn Parrish – Ms. Parrish commented on Routes 44, 50 and 105 in Clairemont. She asked that there be no changes to Route 50. She made suggestions on how to amend Routes 44 and 105. The suggestions are included in a handout she provided to the Board Members and are also included in the final meeting packet.

Martina Valencia – Ms. Valencia already provided her comments.

Louis Pruitt – Mr. Pruitt commented on Route 901. He provided recommendations for Route 901 including having the bus run until 3:00am and having the bus come to the 12th and Imperial Station at 2:00am. He said that he believes Route 901 would be just as busy as Route 929.

Pam Algea – Ms. Algea commented on Routes 31 and 204. She asked that the routes not be discontinued because it will become harder for the people getting to and from the businesses in that area. She provided alternative options for the routes instead of discontinuation.

Maria Cortez – Ms. Cortez commented on Routes 1, 7, 13, 52, 235 and 955 in City Heights. She stated that the community is very pleased with changes to the routes and they are in full support of the TOP proposal.

Randy Van Vleck – Mr. Van Vleck commented on behalf of the City Heights Community Development Corporation. He stated that they are in support of the TOP. He said the community is especially pleased with Route 235. Mr. Van Vleck stated that they were also pleased with the amount of community engagement during the TOP process.

Anastasia Brewster – Ms. Brewster commented that she lives in City Heights. She stated that she lives near Routes 7 and 955. Ms. Brewster applauded MTS's data driven analysis that has produced improvement recommendations that benefit neighborhoods that are financially contributing the most through their bus fares.

BOARD COMMENTS

Mr. Alvarez inquired for more details related to the Route 905 changes. Mr. Desmond replied and gave a more detailed explanation of the changes that will take place on the route. Mr. Alvarez inquired about Routes 901 and 929 and asked if staff had considered some of the modifications similar to what the public speaker had suggested. Mr. Desmond replied that staff does not have any additional proposals today for those routes, but will continue to look at modifying those routes in the future.

Ms. Zapf commented on Routes 83 and 84. She thanked staff that they were able to preserve the routes on a limited scale instead of a full discontinuation. She also commented on Route 50 and noted that there was miscommunication within the community related to this route and the minimal proposed changes.

Mr. Hall commented on Route 83 and 84 and asked if staff can consider looking into expanding those services in the future.

Ms. Gomez thanked staff for the increase in service for the Mid-City bus routes. She also commented on Route 83 and asked for staff to look at this route closer and see if they can preserve the service at Fort Stockton Drive in Mission Hills. Ms. Cooney commented on Route

83 and noted that staff has been riding that route all week to get a closer look at the dynamics of how people are using the service. She stated that it is unclear whether riders initially wanted the route to go down that street, or if they did not have any other choice when the service was first implemented. She said that staff is hopeful that there will be a lot of people that will now benefit because they will be closer to their jobs. Ms. Cooney also stated that staff will keep a close eye on these changes. Ms. Gomez also commented that there needs to be a strong marketing plan in place to publicize the upcoming changes to the service.

Mr. Goble asked if changes being made today could be changed again in the near future if needed. Mr. Jablonski replied that MTS makes service changes three times per year. Mr. Goble also commented on Route 874/875 and asked if staff knew how many students or adults take those routes. Mr. Desmond replied that it is between 50 and 60 riders that take that segment of service every day. This proposal would shift the route to Jamacha and Main Street, which would take the service right by commercial business causing the estimates in increased ridership.

Mr. Sandke commented on airport service and suggested direct service to the airport from the bayfront hotels. He also asked for reconsideration of service to the landmarks in San Diego. He stated that the Cabrillo Monument service would be worthwhile for tourists and employees.

Action Taken

Mr. Alvarez moved to: (1) Receive a report on proposed major service changes as detailed in Attachment A; (2) Approve the recommendations for TransNet-subsidized Rapid services; and (3) Approve the recommendations for MTS-subsidized transit services. Ms. Rios seconded the motion, and the vote was 13 to 0 in favor with Ms. Bragg and Mr. Cunningham absent.

REPORT ITEMS

45. MTS Efforts in Response to Hepatitis A Outbreak (Paul Jablonski) (TAKEN OUT OF ORDER)

Ms. Cooney provided a presentation on MTS's efforts in response to the Hepatitis A outbreak. She stated that the main areas for action by MTS is the protection for MTS customers; protection for front line MTS employees; and assisting in efforts by other agencies to contain the outbreak in the general population. Ms. Cooney reviewed the steps MTS has taken including daily cleanings of vehicles and other assets. She also noted that MTS has provided all employees with safety bulletins and various protections for employees such as vaccinations, gloves and cleaning supplies. Ms. Cooney stated that staff has been in communication with the County Health and Human Services Agency (HHSA) for several weeks. MTS has volunteered assistance in siting wash stations and have received specific locations including 8th Street, Grossmont and El Cajon. Lastly, Ms. Cooney presented a news clip showing the work MTS has been doing in response to the outbreak.

Mr. Roberts presented a map related to the Hepatitis A outbreak. He stated that the map displays the homeless count throughout the entire county and the known case locations within the county. He noted that the outbreak is not only in the city, but throughout the entire county. Mr. Roberts stated that it was first discovered in March 2017 at a very low level and has since grown. He said that the incubation period is up to and in excess of 28 days. Mr. Roberts mentioned that the County has vaccinated over 22,000 people. He stated that the vaccinations

are free for people at all County locations and encouraged people to inform their respective cities.

Ms. Zapf inquired when MTS started taking these specific precautions. Ms. Cooney replied that MTS started the extra cleaning precautions approximately four weeks ago. She noted that MTS has always done their regular nightly cleanings on the vehicles. Ms. Zapf asked if people are aware that the antibacterial wipes are not effective since this is a virus and not bacteria. Mr. Roberts stated that warm water and soap is more effective.

Ms. Cole asked about the portable restrooms for bus drivers and whether they are cleaned daily. Ms. Landers replied that they are cleaned six days a week. Ms. Cooney also stated that the restrooms are locked and cannot be accessed by the public.

Ms. Salas thanked Mr. Roberts' staff at the County HHSA and the great work they have done with the communities. Ms. Salas stated that the City of Chula Vista will continue their efforts on encouraging their homeless population to get vaccinated.

Ms. Rios commented that National City received a thorough report from the County HHSA and appreciated the outreach. Ms. Rios asked if it would be possible to look into also placing antiseptic cleaning stands at stations for people to use.

Mr. Alvarez asked if the contracted buses were being cleaned the same way as the MTS buses. Ms. Cooney replied that they are taking identical protocols and being cleaned the same way. Mr. Alvarez also suggested looking into getting teams to do vaccinations at the trolley and transit stations.

Ms. Gomez commented that it would be great to see vaccinations offered at public transit centers. She agreed with Ms. Rios' suggestion of looking into putting antiseptic cleaning stands at transit stations in addition to the hand washing stations. Ms. Gomez asked if the restrooms in this building were open 24 hours, and if they weren't, she asked if the restrooms could be opened for 24 hours. Ms. Cooney replied that the restrooms are only open when the building is open due to security restrictions. Ms. Gomez said that she would like to explore putting a portable restroom outside for people to use 24 hours per day. Ms. Cooney stated that the City is currently putting restrooms in strategic locations and MTS is relying on the City to tell us if that is something they would like to do at this location.

PUBLIC COMMENTS

Mark Robak – Mr. Robak commented on the Hepatitis A outbreak. He said that his place of business is next to the La Mesa Trolley Station and has issues with people urinating and defecating outside of his business. He stated that there are no restrooms at the trolley stations and believes that there should be restrooms at all trolley stations.

Action Taken

No action taken. Informational item only.

CONSENT AGENDA ITEMS – CONTINUED

Chairman Mathis revisited consent items 6, 19 and 20 for further discussion.

CONSENT ITEM 6: Lease Agreement with Pacific Axe, LLC at 1695 Main Street, San Diego
Action would authorize the Chief Executive Officer (CEO) to execute a Lease Agreement with Pacific Axe, LLC for a lease at 1695 Main Street, San Diego.

Mr. Alvarez asked for additional information about consent item number 6. Karen Landers, General Counsel, replied and further discussed details of the property location related to the item.

Action on Recommended Consent Item 6

Mr. Alvarez moved to approve Consent Agenda Item No. 6. Mr. Roberts seconded the motion, and the vote was 13 to 0 in favor with Ms. Bragg and Mr. Cunningham absent.

CONSENT ITEM 19: Desert Line Lease and Operating Agreement: Amended and Restated BJRR-SDAE-MTS Desert Line Lease and Operating Agreement
Action would authorize the Chief Executive Officer (CEO) to execute and Amended and Restated Desert Line Lease and Operating Agreement by and between Baja California Rail Road, Inc. (BJRR), San Diego & Arizona Eastern Railroad (SDAE), and MTS (MTS Doc. No. S200-13-560.4).

Mr. Alvarez inquired about consent item number 19. He asked for the differences that were made to the lease from the previous version. Ms. Landers responded and explained the differences in the lease. She stated that we kept most of what we agreed to in December 2012. Ms. Landers said the main changes include restarting the 99 year term; it doesn't make any changes to compensation, but deleted a section about collateral revenue, which is to MTS's benefit; and it starts the escalation of the minimum payment after the customs inspection facility approval date.

Action on Recommended Consent Item 19

Mr. Alvarez moved to approve Consent Agenda Item No. 19. Mr. Sandke seconded the motion, and the vote was 13 to 0 in favor with Ms. Bragg and Mr. Cunningham absent.

CONSENT ITEM 20: Purchase of 20 Class B Propane Powered Paratransit Buses - Contract Award
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G0675.0-18, with Creative Bus Sales, for the purchase of up to twenty (20) propane powered Class B paratransit buses.

Ms. Salas inquired about consent item number 20. She asked if there was a plan in place to electrify our bus fleet. Mr. Jablonski replied that we are not planning on electrifying our bus fleet at this time. He stated that staff has been working with the California Air Resources Board (CARB) for the last two and a half years regarding the proposed Zero Emission Bus (ZEB) mandate. Mr. Jablonski stated that CARB agrees that the economic issues specific to southern California make it very difficult to deploy electric buses economically. He stated that the purchase of these buses today is for our regular fleet and there are no guaranteed maximum

amounts that we are committing to. He noted that if we wanted to transition to electric buses, we can do that without violating the contracts today. Mr. Jablonski further discussed the details as to why MTS is not ready to embrace electric buses at this time, including various operational issues and cost. Ms. Salas commented that she would like to have additional ZEB information provided in a report to the Board. Mr. Jablonski stated that he could bring back a more detailed presentation on this topic at either the October or November Board meeting.

Ms. Cole commented that she would also like to see the ZEB discussion as a report in a future Board meeting.

Mr. Roberts commented that Mr. Jablonski has spent a lot of time working with CARB related to the proposed ZEB mandate. He stated that MTS is already almost 50% electrified system wide with the operations of our trolley system. Mr. Roberts stated that we need to possibly start thinking of how to implement a pilot program, because the technology is not ready for a full scale implementation. He noted that we will need to look for grant funding to help subsidize the pilot program too.

Ms. Gomez asked for additional information to be provided to the Board and also asked if CARB staff could attend the meeting and provide their own presentation too.

Mr. Alvarez agreed that he would like to hear additional information about electrifying the bus fleet and looks forward to hearing more at the next meeting. He stated that technology is moving in the direction of electric vehicles and MTS needs to be ready and well informed to move in that direction and not left behind.

Action on Recommended Consent Item 20

Ms. Salas moved to approve Consent Agenda Item No. 20. Mr. Hall seconded the motion, and the vote was 13 to 0 in favor with Ms. Bragg and Mr. Cunningham absent.

DISCUSSION ITEMS:

31. 40-Foot Low-Floor Compressed Natural Gas (CNG) Transit Buses - Contract Award (Bill Spraul)
(TAKEN OUT OF ORDER)

Action to waive the staff reports: Mr. McWhirter moved to waive this staff report. Mr. Hall seconded the motion, and the vote was 13 to 0 in favor with Ms. Bragg and Mr. Cunningham absent.

PUBLIC COMMENTS – ITEMS 31 & 32

David Gruhb – Mr. Gruhb commented on behalf of the Sierra Club. He offered to bring in one of their experts to the October Board meeting and provide a substantive presentation of what the pros and cons are from the perspective of the environmental side.

Margo Tanguay – Ms. Tanguay stated that when San Diego had a black out several years ago, there were no working cell phones, televisions, trolleys, etc. She stated that the only things working were the buses and the Sprinter. Ms. Tanguay said that the community needs emergency transportation in case the electricity is out.

Gretchen Newsom – Ms. Newsom commented on behalf of the IBEW 569. She stated that she would like to raise red flags related to these agenda items. She said that MTS has previously been a leader in transitioning to CNG and reducing air pollution levels, but is now instead asking the Board to lock themselves into contracts with CNG buses. CNG buses are no longer the best options available. Ms. Newsom stated that implementing a zero emission public transit fleet will reduce greenhouse gases and toxic pollution throughout the communities. She noted that LA Metro just recently announced that they will be transitioning to 100% zero emission buses by 2030.

Action Taken

Mr. Hall moved to authorize the Chief Executive Officer (CEO) to: (1) Execute MTS Doc. No. B0660.0-17 with Gillig, LLC for the purchase of 250 40-foot, low-floor CNG transit buses; and (2) Make additional purchases of up to 100 option buses for a period not to exceed five years from the date of the initial contract with Gillig, LLC. All purchases would be contingent upon the successful completion of the federally required Buy America audit and available funding. Mr. McWhirter seconded the motion, and the vote was 11 to 2 in favor with Mr. Alvarez and Ms. Gomez voting no and Ms. Bragg and Mr. Cunningham absent.

32. 60-Foot Low-Floor Compressed Natural Gas (CNG) Transit Buses - Contract Award (Bill Spraul)
(TAKEN OUT OF ORDER)

Action to waive the staff reports: Mr. McWhirter moved to waive this staff report. Mr. Hall seconded the motion, and the vote was 13 to 0 in favor with Ms. Bragg and Mr. Cunningham absent.

Action Taken

Mr. Hall moved to authorize the Chief Executive Officer (CEO) to: (1) Execute MTS Doc. No. B0661.0-17 with New Flyer of America, Inc. (New Flyer) for the purchase of up to 30 60-foot, low-floor articulated CNG buses plus associated contract spare parts, manuals, training, tools and diagnostics, and use tax payments; and (2) Make additional purchase of up to 20 option buses for a period not to exceed five years from the date of the initial contract with New Flyer. All purchases would be contingent upon the successful completion of the federally required Buy America audit and available funding. Mr. McWhirter seconded the motion, and the vote was 11 to 2 in favor with Mr. Alvarez and Ms. Gomez voting no and Ms. Bragg and Mr. Cunningham absent.

REPORT ITEMS

46. Comic-Con 2017 Recap (Rob Schupp and Tom Doogan) (TAKEN OUT OF ORDER)

This report was deferred to next month.

Action Taken

No action taken. Informational item only.

47. Operations Budget Status Report for June 2017 (Mike Thompson) (TAKEN OUT OF ORDER)

This report was waived.

Action Taken

Mr. McWhirter moved to waive and receive the report. Mr. Hall seconded the motion, and the vote was 13 to 0 in favor with Ms. Bragg and Mr. Cunningham absent.

CLOSED SESSION – PUBLIC COMMENTS

Miguel Aguirre – Mr. Aguirre commented on closed session item 24b. He stated that this case has had a lot of discovery materials presented supporting their case. He asked for the Board to please look at and consider their settlement offer to MTS.

CLOSED SESSION

24. Closed Session Items

The Board convened to Closed Session at 11:40 a.m.

- a. CLOSED SESSION – CONFERENCE WITH REAL PROPERTY NEGOTIATORS
Pursuant to California Government Code Section 54956.8
Property: Federal Blvd. (APN 541-611-27-00); 1348 47th St. (APN 541-611-16-00); 47th St. (APN 541-611-09-00); 1344 47th St. (APN 541-611-08-00); 47th St. (APN 541-611-11-00); Federal Blvd. (APN 541-611-10-00); 47th St. (APN 541-611-12-00); 47th St. (APN 541-611-14-00); 47th St. (APN 541-611-13-00); 47th St. (APN 541-611-15-00)
Agency Negotiators: Paul Jablonski, Chief Executive Officer; Karen Landers; General Counsel; and Tim Allison, Manager of Real Estate Assets
Negotiating Parties: Coca-Cola Bottling Co of Los Angeles & BCI Coca-Cola Bottling Company of Los Angeles
Under Negotiation: Price and Terms of Payment
- b. CLOSED SESSION – CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION Pursuant to California Government Code Section 54956.9(d)(1) San Diego Metropolitan Transit System v. Grand Central West LLC and related cross-complaints (San Diego Superior Court Case No. 37-2014-00044014-CU-OR-CTL)

The Board reconvened to Open Session at 12:15 p.m.

Oral Report of Final Actions Taken in Closed Session

Karen Landers, General Counsel, reported the following:

- a. The Board received a report from staff and gave instructions.
- b. The Board received a report from counsel and gave instructions.

BOARD MEMBER COMMENTS

Ms. Salas and Ms. Rios stated that they would like to change their votes on item numbers 31 and 32 to a no vote and inquired if that was possible. Ms. Landers replied that she would research the MTS Board bylaws to confirm if it is possible to adjust their votes after the vote had been registered.

NOTICED PUBLIC HEARINGS

25. None.

60. Chairman's Report

There was no Chairman's report.

61. Chief Executive Officer's Report

There was no Chief Executive Officer's report.

62. Board Member Communications

There were no Board Member Communications.

63. Additional Public Comments on Items Not on the Agenda

Elodia Villa – This speaker was not present.

Lorraine Leighton – Ms. Leighton commented that there are a lot of homeless people in El Cajon gathering at the old police station. She said that she wanted to bring it to the Board's attention so people can go out and see if these people have been offered vaccinations or had their vaccinations yet.

Louis Pruitt – This speak was not present.

64. Next Meeting Date

The next regularly scheduled Board meeting is October 19, 2017.

65. Adjournment

Chairman Mathis adjourned the meeting at 12:20 p.m.

/s/ Harry Mathis
Chairperson
San Diego Metropolitan Transit System

Board of Directors – MINUTES
September 21, 2017
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Filed by:

Approved as to form:

/s/ Julia Tuer
Clerk of the Board
San Diego Metropolitan Transit System

/s/ Karen Landers
General Counsel
San Diego Metropolitan Transit System

Attachment: Roll Call Sheet

SAN DIEGO METROPOLITAN TRANSIT SYSTEM
BOARD OF DIRECTORS
ROLL CALL

MEETING OF (DATE): September 21, 2017 CALL TO ORDER (TIME): 9:03 a.m.
 RECESS: _____ RECONVENE: _____
 CLOSED SESSION: 11:40 a.m. RECONVENE: 12:15 p.m.
 PUBLIC HEARING: _____ RECONVENE: _____
 ORDINANCES ADOPTED: _____ ADJOURN: 12:20 p.m.

BOARD MEMBER	(Alternate)	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
ALVAREZ	<input checked="" type="checkbox"/> (Cate) <input type="checkbox"/>	9:11 a.m.	12:15 p.m.
ARAMBULA	<input checked="" type="checkbox"/> (Mendoza) <input type="checkbox"/>	9:03 a.m.	12:15 p.m.
BRAGG	<input type="checkbox"/> (Spriggs) <input type="checkbox"/>		
COLE	<input checked="" type="checkbox"/> (Cate) <input type="checkbox"/>	9:03 a.m.	12:15 p.m.
CUNNINGHAM	<input type="checkbox"/> (Mullin) <input type="checkbox"/>		
GOMEZ	<input checked="" type="checkbox"/> (Cate) <input type="checkbox"/>	9:03 a.m.	12:15 p.m.
HALL	<input checked="" type="checkbox"/> (TBD) <input type="checkbox"/>	9:03 a.m.	12:20 p.m.
MATHIS	<input checked="" type="checkbox"/>	9:03 a.m.	12:20 p.m.
MCCLELLAN	<input type="checkbox"/> (Goble) <input checked="" type="checkbox"/>	9:03 a.m.	12:20 p.m.
MCWHIRTER	<input checked="" type="checkbox"/> (Arapostathis) <input type="checkbox"/>	9:03 a.m.	12:15 p.m.
RIOS	<input checked="" type="checkbox"/> (Sotelo-Solis) <input type="checkbox"/>	9:03 a.m.	12:20 p.m.
ROBERTS	<input checked="" type="checkbox"/> (Cox) <input type="checkbox"/>	9:03 a.m.	12:20 p.m.
SALAS	<input checked="" type="checkbox"/> (Diaz) <input type="checkbox"/>	9:05 a.m.	12:20 p.m.
SANDKE	<input checked="" type="checkbox"/> (Donovan) <input type="checkbox"/>	9:03 a.m.	12:20 p.m.
ZAPF	<input checked="" type="checkbox"/> (Cate) <input type="checkbox"/>	9:03 a.m.	12:15 p.m.

SIGNED BY THE CLERK OF THE BOARD: Julia Turner

CONFIRMED BY THE GENERAL COUNSEL: John Chao