

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2015: JULY 2014 - JUNE 2015

Date: 11/6/15

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 2013	FY 2014	FY 2015	# Change FY13 - FY14	# Change FY14 - FY15	% Change FY13 - FY14	% Change FY14 - FY15
Urban Frequent	38,457,861	38,270,989	36,613,236	(186,872)	(1,657,753)	-0.5%	-4.3%
Urban Standard	11,984,646	11,425,215	11,444,117	(559,431)	18,902	-4.7%	0.2%
Rapid	1,557,568	1,658,456	4,822,450	100,888	3,163,994	6.5%	190.8%
Express	2,366,370	2,457,794	2,117,727	91,424	(340,067)	3.9%	-13.8%
Circulator	773,698	725,279	774,167	(48,419)	48,888	-6.3%	6.7%
Premium/Rapid Express	308,912	304,094	304,790	(4,818)	696	-1.6%	0.2%
Rural	45,180	72,236	76,000	27,056	3,764	59.9%	5.2%
All Fixed-Route Bus Modes	55,494,235	54,914,063	56,152,487	(580,172)	1,238,424	-1.0%	2.3%
Demand-Responsive	379,415	417,717	475,322	38,302	57,605	10.1%	13.8%
Light Rail (Blue, Orange, Green)	29,699,366	39,665,093	40,049,516	9,965,727	384,423	33.6%	1.0%
Light Rail (Silver)	-	29,540	32,944	-	3,404	-	11.5%
System Total Passengers	85,573,016	95,026,413	96,710,269	9,453,397	1,683,856	11.0%	1.8%

NOTES: MTS system-wide ridership rose +1.8%, with an increase on both buses and Trolleys. Fixed-route bus ridership increased 2.3% overall, mainly due to new Rapid services and the success of the UCSD U-Pass. Ridership decreases in some categories, such as Urban Frequent and Express, reflect the replacement of regular MTS services with new Rapid service. Ridership on our Demand-Responsive service, the federally-mandated American with Disabilities Act complementary paratransit service, continued to grow significantly for the third year in a row. This upward trajectory of ridership on MTS Access is of special concern, due to the high cost of the service.

Average Weekday Passengers

Route Categories	FY 2013	FY 2014	FY 2015	# Change FY13 - FY14	# Change FY14 - FY15	% Change FY13 - FY14	% Change FY14 - FY15
Urban Frequent	125,383	125,361	121,417	(22)	(3,944)	0.0%	-3.1%
Urban Standard	41,228	39,436	39,288	(1,792)	(148)	-4.3%	-0.4%
Rapid	4,862	5,294	15,958	432	10,664	8.9%	201.4%
Express	8,631	9,022	7,807	391	(1,215)	4.5%	-13.5%
Circulator	2,966	2,782	2,963	(184)	181	-6.2%	6.5%
Premium/Rapid Express	1,214	1,197	1,278	(17)	81	-1.4%	6.8%
Rural	227	306	348	79	42	34.8%	13.7%
All Fixed-Route Bus Modes	184,511	183,398	189,059	(1,113)	5,661	-0.6%	3.1%
Demand-Responsive	1,367	1,500	1,708	133	208	9.7%	13.9%
Light Rail (Blue, Orange, Green)	87,955	120,739	123,156	32,784	2,417	37.3%	2.0%
Light Rail (Silver)	-	181	204	-	23	-	12.7%
System Avg. Weekday Pass.	273,833	305,818	314,127	31,985	8,309	11.7%	2.7%

NOTES: The average weekday passenger statistics show how many passengers ride MTS on a typical weekday. For FY15, there is a +2.7% increase in system-wide average weekday passengers (up 8,309 passengers per average weekday). Most of this is a result of new Rapid routes and an increase in Trolley ridership. Similar to **Total Passengers** on buses, the average weekday ridership decreases in the Urban Frequent and Express categories reflect the replacement of regular MTS bus services with new Rapid service.

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Passengers per Revenue Hour

Route Categories	FY 2013	FY 2014	FY 2015	% Change FY13 - FY14	% Change FY14 - FY15
Urban Frequent	37.0	35.5	35.0	-4.1%	-1.4%
Urban Standard	28.0	26.6	26.0	-5.0%	-2.3%
Rapid	34.3	33.4	30.0	-2.6%	-10.2%
Express	32.2	31.6	26.5	-1.9%	-16.1%
Circulator	15.4	17.6	17.0	14.3%	-3.4%
Premium/Rapid Express	21.3	22.8	23.8	7.0%	4.4%
Rural	9.4	13.0	14.1	38.3%	8.5%
All Fixed-Route Bus Modes	33.5	32.4	31.4	-3.3%	-3.1%
Demand-Responsive	2.1	2.1	2.1	0.0%	0.0%
Light Rail (Blue, Orange, Green)	160.6	228.1	236.3	42.0%	3.6%
Light Rail (Silver)	-	40.6	47.9	-	18.0%
System Riders Per Rev. Hour	42.3	45.9	44.1	8.5%	-3.9%

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 2013	FY 2014	FY 2015	% Change FY13 - FY14	% Change FY14 - FY15
Urban Frequent	45.1	44.5	44.4	-1.3%	-0.2%
Urban Standard	37.9	36.2	35.6	-4.5%	-1.7%
Rapid	46.8	45.6	40.2	-2.6%	-11.8%
Express	40.4	39.1	33.4	-3.2%	-14.6%
Circulator	22.3	27.5	26.1	23.3%	-5.1%
Premium Express	23.5	24.8	19.6	5.5%	-21.0%
Rapid Express (Routes 280, 290)	-	29.4	27.6	-	-
Rural	8.5	9.6	10.7	13.1%	11.4%
All Fixed-Route Bus Modes	42.0	41.2	40.5	-1.9%	-1.7%
Demand-Responsive	N/A	N/A	N/A	N/A	N/A
Light Rail (Blue, Orange, Green)	209.2	274.4	279.9	31.2%	2.0%
Light Rail (Silver)	-	63.7	71.6	-	12.4%
System Riders/In-Svc. Hour	56.9	62.4	61.5	9.7%	-1.4%

NOTES: Compared to FY14, MTS' system-wide passengers per in-service hour decreased slightly -0.9 to 61.5 passengers per in-service hour (-1.4%) in FY15. For FY15, fixed-route bus passengers per in-service hour experienced a small decrease -1.7% to 40.5 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-route bus routes, are heavily impacted by construction, stop signs and stop lights, and traffic as they typically go through high density corridors.

Route Categories	Service Change Period					GOAL
	June 2014	August 2014	October 2014	Jan. 2015	June 2015	
Urban Frequent	81.2%	79.5%	81.2%	80.3%	81.6%	85.0%
Urban Standard	86.1%	79.7%	83.4%	80.7%	84.6%	90.0%
Rapid	90.8%	86.5%	83.2%	86.7%	89.2%	85.0%
Express	83.3%	86.1%	78.7%	84.8%	83.4%	90.0%
Circulator	90.5%	95.3%	71.0%	83.8%	82.0%	90.0%
Premium/Rapid Express	85.7%	100.0%	98.9%	95.5%	99.2%	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)	88.0%	89.0%	89.1%	88.5%	92.0%	90.0%
Light Rail (Silver)	91.0%	96.4%	88.1%	91.0%	92.0%	90.0%
System On-Time Performance	85.0%	83.0%	81.8%	82.3%	84.4%	

NOTES: Overall, on-time performance remained around 85%. Since the June 2014 service change, four route categories have met their goal while four categories did not. The Rapid and Rapid Express bus modes met their goals, as freeway express lanes, 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 increased traffic congestion, roadwork and associated detours, and traffic calming measures that slow bus service.

Preventable Accidents per 100,000 Miles

Operator	FY 2013*	FY 2014	FY 2015
MTS Directly-Operated Bus	1.42	1.39	1.17
MTS Contracted Fixed-Route Bus	1.13	1.42	1.35
Demand-Responsive	0.39	0.55	0.46
MTS Rail	0.10	0.10	0.13

NOTES: The rate of preventable accidents for both Directly-Operated and Contracted bus services improved from FY14 to FY15. MTS Trolley reported four accidents in FY15 in which it was determined that a different operator action may have improved the outcome. However, the Trolley operators were not cited or deemed to be at-fault in any of these accidents. 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.

Mean Distance Between Failures (MDBF)

Operator	FY 2013	FY 2014	FY 2015
MTS Directly-Operated Bus	11,759	12,861	12,943
MTS Contracted Fixed-Route Bus	9,031	7,884	8,479
Demand-Responsive	49,236	54,759	58,730
MTS Rail	4,711	6,453	5,987

NOTES: The rate of mechanical failures for both Directly-Operated and Contracted bus services improved from FY14 to FY15, partially due to new bus deliveries decreasing the average fleet age. While Trolley MDBF shows a reduction in MDBF, this is due to a new baseline established in 2015 to adopt a methodology consistent with bus operations.

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Complaints per 100,000 Passengers

Operator	FY 2013	FY 2014	FY 2015	% Change FY13-FY14	% Change FY14-FY15
MTS Directly-Operated Bus	7.2	7.0	7.8	-2.8%	11.4%
MTS Contracted Fixed-Route Bus	9.0	7.3	7.2	-18.9%	-1.4%
Demand-Responsive	25.0	-	27.6	-	-
MTS Rail	3.4	1.7	1.9	-49.4%	10.5%
General System	1.0	4.9	5.3	390.0%	8.2%

NOTES: In FY15, MTS saw an increase in the number of passenger complaints, mostly related to the implementation of new Rapid routes, which involved realigning or reducing other services. Over the past two years, MTS has worked to direct all complaints to a centralized call number, and track all complaints and employee responses to a database. This included ensuring all MTS printed materials contained the one call number, and staff were trained on procedures to log complaints, comments, and suggestions from passengers. For FY15, the MTS General System received 5.3 complaints per 100,000 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	FY15 Actual	FY15 Budget	# Diff	% Diff
MTS Directly-Operated Bus	854,963	816,176	38,787	4.8%
MTS Contracted Fixed-Route Bus	932,750	979,921	(47,171)	-4.8%
Demand-Responsive	231,652	205,002	26,650	13.0%
MTS Rail	495,686	501,008	(5,322)	-1.1%
System	2,515,051	2,502,107	12,944	0.5%

NOTES: In FY15, MTS Directly-Operated Bus hours were slightly higher than originally budgeted, while MTS Contract Services Fixed-Route Bus hours were slightly below budget. MTS Rail hours were also slightly below budget in FY15. Demand-Responsive service levels were significantly over budget, due to a third consecutive year of significant growth in the federally-mandated ADA complementary paratransit service.

Revenue Miles

Operator	FY15 Actual	FY15 Budget	# Diff	% Diff
MTS Directly-Operated Bus	9,561,390	9,858,205	(296,815)	-3.0%
MTS Contracted Fixed-Route Bus	9,877,734	10,315,436	(437,702)	-4.2%
Demand-Responsive	4,083,491	3,719,423	364,068	9.8%
MTS Rail	8,596,143	8,488,071	108,072	1.3%
System	32,118,758	32,381,135	(262,377)	-0.8%

NOTES: In FY15, MTS Directly-Operated Bus hours were slightly lower than budgeted, and MTS Contract Services Fixed-Route Bus hours were slightly below budget. MTS Rail hours were also slightly above budget in FY15. The Demand-Responsive ADA complementary paratransit service was again substantially over budgeted miles.

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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 2014	June 2015	# Change FY14-FY15
MTS Directly-Operated Bus	213	224	11
MTS Contracted Fixed-Route Bus	272	282	10
Demand-Responsive	134	149	15
MTS Rail	96	96	0

NOTES: All buses services experienced an increase in the peak vehicle requirement, largely due to the implementation of new Rapid services. Trolley's peak car requirement remained consistent between FY14 and FY15. MTS Access' peak vehicle requirement has grown significantly over the past three years, mirroring large increases in ridership.

In-Service Speeds (MPH) (Weekday)

Operator	June 2014	June 2015	% Change FY14-FY15
MTS Directly-Operated Bus	14.5	14.6	0.7%
MTS Contracted Fixed-Route Bus	13.9	13.8	-0.7%
MTS Rail	18.1	18.1	0.0%

NOTES: In-service speeds have remained relatively flat year-over-year. MTS Directly-Operated Bus speeds are up slightly, due to implementation of Rapid service along the I-15 Corridor.

In-Service/Total Miles

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 2014	June 2015	% Change FY14-FY15
MTS Directly-Operated Bus	86.7%	85.7%	-1.0%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail	99.3%	98.9%	-0.4%

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

In-Service/Total Hours

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

Operator	June 2014	June 2015	% Change FY14-FY15
MTS Directly-Operated Bus	75.7%	75.4%	-0.3%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail	97.7%	97.3%	-0.4%

NOTES: Efficiency of scheduling has kept the ratio generally consistent over time, with only a minor change from FY14 to FY15.

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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 2013	FY 2014	FY 2015	% Change FY13-FY14	% Change FY14-FY15
MTS Fixed-Route Bus (exc PrExp)	39.6%	38.2%	35.6%	-1.4%	-2.6%
MTS Premium Exp./Rapid Express	46.5%	43.3%	51.4%	-3.2%	8.1%
Demand-Responsive	13.2%	13.0%	13.5%	-0.2%	0.5%
MTS Rail	55.3%	58.0%	56.8%	2.7%	-1.2%
System Farebox Recovery Ratio	42.6%	42.5%	40.5%	-0.1%	-2.0%

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 2013	FY 2014	FY 2015	% Change FY13-FY14	% Change FY14-FY15
Urban Frequent	\$1.44	\$1.58	\$1.56	9.7%	-1.3%
Urban Standard	\$1.39	\$1.56	\$1.58	12.2%	1.3%
Rapid	\$2.11	\$2.35	\$2.86	11.4%	21.7%
Express	\$2.51	\$2.60	\$3.27	3.6%	25.8%
Circulator	\$2.00	\$2.21	\$1.94	10.5%	-12.2%
Premium Exp./Rapid Express	\$4.73	\$5.46	\$3.91	15.4%	-28.4%
Rural	\$13.17	\$9.79	\$9.25	-25.7%	-5.5%
All Fixed-Route Bus Modes	\$1.51	\$1.68	\$1.77	11.3%	5.4%
Demand-Responsive	\$32.55	\$31.62	\$31.25	-2.9%	-1.2%
Light Rail (Blue, Orange, Green)	\$0.97	\$0.73	\$0.78	-24.7%	6.8%
Light Rail (Silver)	-	\$8.67	\$7.78	-	-10.3%
System Subsidy Per Pass.	\$1.47	\$1.42	\$1.51	-3.4%	6.3%

Overall, system-wide subsidy per passenger increased to \$1.51 in FY15. For fixed-route bus service, subsidy per passenger increased from \$1.68 to \$1.77 in FY15 (5.4%). Light rail subsidy per passenger increased from \$0.73 to \$0.78 over the last year, a 6.8% increase.

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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	On-Time Performance	Weekday Headway		Veh. Load Factor (VLF)		Minority Route	Notes
		Peak	Base	20% of trips exceed vehicle load factor	% Trips Exceeding VLF		
Rapid Express/Premium Express							
<i>Goal</i>	<i>90%</i>	<i>30 min.</i>	<i>n/a</i>	<i>1.00</i>	<i>20% Max</i>		
270^	-	45-60	-	-	-	✓	Trial route disc. 9/2015
280	96.7%	15	-	-	-	-	
290	97.8%	10	-	-	-	-	
880*	-	45-60	-	-	-	✓	Route disc. 9/2014
Express							
<i>Goal</i>	<i>90%</i>	<i>30 min.</i>	<i>n/a</i>	<i>1.50</i>	<i>20% Max</i>		
20	88.1%	15/30	30	-	-	-	
50	81.0%	15/30	60	-	0.03%	-	
60	79.8%	15/30	-	-	0.07%	-	
110	89.4%	20	-	-	0.12%	-	
150	75.9%	15/30	30	-	0.68%	-	Base headway to 30 min. in 9/2015
170	92.6%	30	-	-	-	-	Trial route disc. 9/2015
870	52.2%	75	-	-	-	-	VLF goal = 1.00 (minibus)
950	100.0%	30	-	✓	33.33%	✓	
Light Rail							
<i>Goal</i>	<i>90%</i>	<i>n/a</i>	<i>15 min.</i>	<i>3.00</i>	<i>20% Max</i>		
Blue	83.2%	7.5	15	-	-	✓	
Orange	90.9%	15	15	-	-	✓	
Green	96.1%	15	15	-	-	-	
Silver	91.3%	30	30	-	-	-	Operates selected days only
Rapid							
<i>Goal</i>	<i>85%</i>	<i>n/a</i>	<i>15 min.</i>	<i>1.50</i>	<i>20% Max</i>		
201	86.5%	10	15	-	8.81%	✓	
202	84.2%	10	15	-	7.95%	✓	
204	85.5%	15	15	-	0.00%	✓	
215^	82.4%	10	15	-	0.01%	✓	New route started 10/2015
235	88.8%	15	30	-	-	-	
237^	87.1%	15/30	-	-	-	✓	New route started 10/2015
Urban Frequent							
<i>Goal</i>	<i>85%</i>	<i>n/a</i>	<i>15 min.</i>	<i>1.50</i>	<i>20% Max</i>		
1	78.6%	15	15	-	-	✓	
2	86.3%	12	15	-	0.07%	✓	
3	76.6%	15	15	-	0.80%	✓	
5	84.0%	15	15	-	0.00%	✓	
6	74.5%	15	15	-	0.02%	-	
7	75.8%	6/12	12	-	0.24%	✓	
8	87.1%	20	20	-	0.03%	-	Summer headway = 15 min.
9	85.9%	20	20	-	0.04%	-	Summer headway = 15 min.
10	79.9%	15	15	-	0.13%	✓	
11	76.7%	15	15	-	0.48%	✓	
13	79.3%	15	15	-	0.44%	✓	
15*	76.7%	15	15	-	-	✓	Route disc. 10/2014
30	80.1%	15	15	-	1.23%	-	
41	76.1%	7.5/15	15	-	0.91%	-	
44	85.0%	7.5/15	15	-	0.31%	-	
120	83.1%	15	15	-	0.02%	-	
701	91.1%	15	15	-	0.93%	✓	
709	84.5%	15	15	-	7.32%	✓	
712	93.4%	15	15	-	-	✓	

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Urban Frequent							
Goal	85%	n/a	15 min.	1.50	20% Max		
901	76.9%	15	30	-	-	-	
906/907	86.0%	15	15	-	-	✓	
929	75.7%	12	15	-	1.40%	✓	
932	78.9%	15	15	-	-	✓	
933/934	77.0%	15	15	-	1.37%	✓	
955	74.6%	15	15	-	-	✓	
961	78.8%	15	15	-	-	✓	
992	79.4%	15	15	-	-	-	
Urban Standard							
Goal	90%	n/a	30 min.	1.50	20% Max		
4	86.1%	30	30	-	0.17%	✓	
14	89.7%	60	60	-	-	-	VLF goal = 1.00 (minibus)
27	89.0%	30	30	-	-	-	
28	86.3%	30	30	-	-	-	
31	75.3%	30	-	-	-	✓	Operates peaks only
35	91.1%	15/30	30	-	-	-	
105	82.0%	30	30	-	0.06%	-	
115	74.6%	30	30	-	-	-	
703	-	-	60*	-	-	✓	*Operates Sundays only
704	81.6%	30	30	-	-	✓	
705	94.5%	30	30	-	-	✓	
707	81.4%	60	60	-	-	✓	
815	73.0%	30	30	-	-	✓	
816	77.9%	30	30	-	-	✓	
832	64.6%	30	30	-	-	-	
833	77.8%	30	30	-	-	-	VLF goal = 1.00 (minibus)
834	90.2%	30	30	-	-	-	
848	73.6%	30	30	-	-	-	
854	94.4%	30	30	-	-	-	
855	84.3%	30	30	-	-	-	
856	70.6%	30	30	-	-	✓	
864	72.1%	30	30	-	-	-	
871/872	67.0%	30	30	-	-	✓	
874/875	74.0%	30	30	-	-	-	
904	76.3%	30	30	-	2.00%	-	
905	79.5%	30	30	-	3.26%	✓	
916/917	79.0%	30	60	-	-	✓	
921	82.9%	30	30	-	-	✓	
923	78.9%	30	30	-	-	-	
928	82.9%	30	30	-	-	-	
936	70.7%	30	30	-	-	✓	
944	88.1%	30	30	-	-	-	VLF goal = 1.00 (minibus)
945	78.2%	30	30	-	-	-	VLF goal = 1.00 (minibus)
962	72.9%	30	30	-	-	✓	
963	79.7%	30	30	-	-	✓	
967	100.0%	60	60	-	-	✓	
968	93.9%	60	60	-	-	✓	
Circulator							
Goal	90%	n/a	60 min.	1.00 (Note 1)	20% Max		
18	85.7%	30	30	-	-	-	
25	58.8%	60	60	-	-	-	
83	78.3%	60	60	-	-	-	
84	90.9%	60	60	-	-	-	
88	91.8%	30	30	-	-	-	
851	94.7%	60	60	-	-	✓	
964	74.8%	30	30	-	-	✓	
965	84.0%	35-40	35-40	-	-	✓	
Circulator (SVCC) (Note 2)							
Goal	90%	60 min.	n/a	1.00 (Note 1)	20% Max		
972	-	~30	-	-	-	✓	
973	-	~30	-	-	-	✓	
978	-	~30	-	-	-	✓	
979	-	~30	-	-	-	✓	

**San Diego Metropolitan Transit System
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Rural (Note 3)							
<i>Goal</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
888	-	-	-	-	-	-	-
891	-	-	-	-	-	-	-
892	-	-	-	-	-	-	-
894	-	-	-	-	-	-	✓

(*) Route discontinued in FY15. (^) New route in FY15.

Note 1: VLF goal is 1.50 for Circulator mode. However, all are currently operated using minibuses, which have a VLF goal of 1.00.

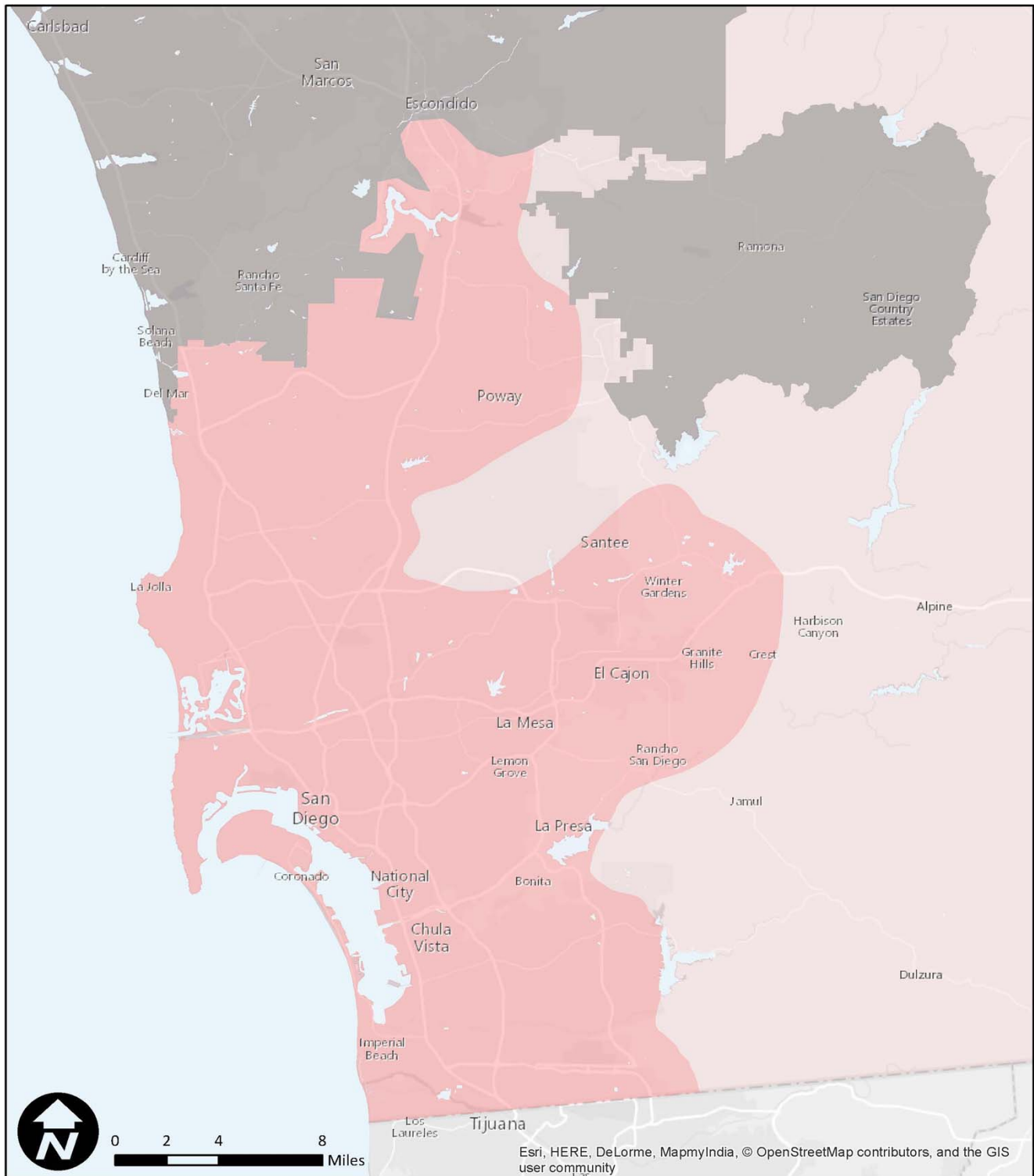
Note 2: Routes 972, 973, 978, are 979 are timed to the COASTER schedule and wait for passengers to transfer from the COASTER. Trips with an overflow of passengers use an additional standby bus located at the COASTER station.

Note 3: Rural & Demand Response services have no specific Policy 42 goals for on-time performance, headway, or vehicle load.

Service Availability

Goal	Actual	
80% of residents or jobs within ½ mile of a bus stop or rail station in urban area	<i>% of residents within 1/2 mile of a bus stop or</i> 94.0%	<i>% of jobs within 1/2 mile of a bus stop or rail station</i> 90.5%
100% of suburban residences within 5 miles of a bus stop or rail station.	<i>% of suburban residents within 5 miles</i> 99.9%	
One return trip at least 2 days/week to destinations from rural villages (defined as Lakeside and Alpine).	<i>Available Service:</i> 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 2015

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

FY 2015 ANNUAL ROUTE STATISTICS

Route	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
Blue Line	16,531,208	52,166	284.5	\$ 0.47	68.4%	\$ 1.50
Orange Line	10,404,696	32,230	212.8	\$ 0.97	51.3%	\$ 2.00
Green Line	13,113,612	38,761	209.9	\$ 1.00	50.6%	\$ 2.03
Silver Line	32,944	204	47.9	\$ 7.78	11.7%	\$ 8.81
1	1,460,397	4,856	30.3	\$ 0.85	52.2%	\$ 1.78
2	1,324,765	4,337	35.8	\$ 2.20	31.6%	\$ 3.22
3	1,814,910	6,260	41.8	\$ 0.30	75.7%	\$ 1.21
4	862,792	2,813	37.1	\$ 2.17	30.0%	\$ 3.10
5	896,187	3,046	47.5	\$ 0.52	63.2%	\$ 1.42
6	579,134	1,868	31.5	\$ 2.68	26.7%	\$ 3.66
7	3,473,855	10,852	43.0	\$ 1.66	38.0%	\$ 2.68
8	614,844	1,719	31.8	\$ 2.58	28.8%	\$ 3.62
9	499,438	1,478	29.3	\$ 2.91	26.2%	\$ 3.94
10	1,595,138	5,336	41.0	\$ 1.82	35.3%	\$ 2.81
11	2,450,774	8,311	32.1	\$ 2.59	27.6%	\$ 3.58
13	2,135,319	7,045	45.5	\$ 1.59	37.3%	\$ 2.53
14	67,991	267	11.2	\$ 3.68	20.9%	\$ 4.64
15*	428,108	4,966	35.6	\$ 2.23	31.0%	\$ 3.23
18	45,228	178	14.2	\$ 2.14	31.4%	\$ 3.12
20	897,722	3,027	22.2	\$ 4.13	20.4%	\$ 5.19
25	113,834	447	18.6	\$ 1.78	35.4%	\$ 2.75
27	281,748	1,045	16.2	\$ 2.02	32.3%	\$ 2.99
28	416,841	1,383	31.3	\$ 0.41	69.1%	\$ 1.33
30	2,097,354	6,757	29.7	\$ 2.79	28.0%	\$ 3.88
31	114,815	450	24.4	\$ 3.73	21.1%	\$ 4.73
35	639,651	1,959	32.7	\$ 0.24	79.8%	\$ 1.19
41	1,363,340	4,535	38.1	\$ 2.03	32.7%	\$ 3.02
44	1,350,839	4,502	36.0	\$ 2.17	32.3%	\$ 3.20
50	264,441	1,040	23.4	\$ 3.98	19.1%	\$ 4.93
60	95,884	376	30.9	\$ 2.81	24.5%	\$ 3.73
83	36,950	145	10.5	\$ 3.33	22.6%	\$ 4.30
84	35,384	139	12.4	\$ 3.17	23.6%	\$ 4.15
88	105,253	363	22.8	\$ 1.21	44.6%	\$ 2.18
105	391,737	1,336	25.2	\$ 3.56	22.1%	\$ 4.57
110	44,688	173	23.3	\$ 4.02	18.5%	\$ 4.94
115	338,567	1,227	22.6	\$ 2.43	29.3%	\$ 3.44
120	1,022,158	3,345	30.1	\$ 2.82	26.3%	\$ 3.82
150	688,963	2,695	38.9	\$ 2.06	30.6%	\$ 2.96
170**	27,351	151	8.4	\$ 6.95	11.1%	\$ 7.82
201	870,586	2,811	46.5	\$ 1.61	34.5%	\$ 2.46
202	877,720	2,905	47.9	\$ 1.47	36.7%	\$ 2.32
204	200,812	697	20.8	\$ 4.67	15.6%	\$ 5.53
215^	1,490,479	6,475	34.0	\$ 2.37	30.1%	\$ 3.39
235	1,256,980	4,177	21.2	\$ 4.37	19.5%	\$ 5.43
237^	125,873	683	11.3	\$ 9.16	9.9%	\$ 10.16

FY 2015 ANNUAL ROUTE STATISTICS

Route	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
270**	10,876	52	7.1	\$ 3.44	22.3%	\$ 4.42
280	116,800	458	21.4	\$ 6.31	40.7%	\$ 10.64
290	172,896	679	31.2	\$ 2.32	64.4%	\$ 6.52
701	568,081	2,133	23.0	\$ 1.80	32.7%	\$ 2.67
703	41,543	-	28.2	\$ 2.03	32.0%	\$ 2.98
704	486,439	1,769	23.8	\$ 1.93	31.8%	\$ 2.83
705	285,951	1,028	25.0	\$ 1.27	41.9%	\$ 2.18
707	61,150	241	22.5	\$ 2.37	28.2%	\$ 3.29
709	1,048,415	3,883	39.3	\$ 0.87	50.7%	\$ 1.76
712	844,164	3,051	29.3	\$ 1.20	42.9%	\$ 2.10
815	386,614	1,187	34.3	\$ 0.35	74.2%	\$ 1.34
816	343,761	1,352	32.7	\$ 0.91	53.3%	\$ 1.94
832	55,590	199	14.1	\$ 2.28	30.1%	\$ 3.26
833	132,706	434	19.9	\$ 1.61	37.7%	\$ 2.58
834	16,364	64	13.9	\$ 5.45	16.0%	\$ 6.49
848	439,848	1,441	30.5	\$ 1.11	48.3%	\$ 2.14
851	88,773	347	20.8	\$ 1.57	38.0%	\$ 2.54
854	197,391	747	27.0	\$ 1.51	39.9%	\$ 2.51
855	294,337	1,024	32.0	\$ 0.89	52.1%	\$ 1.85
856	720,557	2,596	30.2	\$ 1.51	39.6%	\$ 2.50
864	461,218	1,488	19.4	\$ 3.18	25.5%	\$ 4.27
870	15,395	61	14.2	\$ 2.74	26.1%	\$ 3.70
871.872	122,144	462	20.6	\$ 1.73	36.9%	\$ 2.74
874.875	497,726	1,695	28.4	\$ 1.32	43.4%	\$ 2.34
880*	4,218	98	17.9	\$ 3.79	55.7%	\$ 8.56
888	3,473	33	6.0	\$ 26.11	4.3%	\$ 27.30
891	846	18	2.6	\$ 63.24	2.3%	\$ 64.74
892	1,176	24	3.7	\$ 43.20	3.8%	\$ 44.92
894	70,505	277	16.9	\$ 7.21	14.9%	\$ 8.47
901	1,027,069	3,340	24.9	\$ 2.50	27.9%	\$ 3.47
904	120,069	330	25.1	\$ 0.93	28.1%	\$ 1.29
905	746,078	2,575	41.8	\$ 0.82	59.7%	\$ 2.04
906.907	1,583,527	5,168	40.2	\$ 0.10	90.7%	\$ 1.08
916.917	264,717	944	22.7	\$ 2.11	30.1%	\$ 3.01
921	317,610	1,129	21.5	\$ 1.95	34.7%	\$ 2.98
923	272,545	1,046	19.1	\$ 1.76	36.3%	\$ 2.77
928	369,163	1,325	24.1	\$ 1.83	33.7%	\$ 2.76
929	2,581,788	8,434	37.4	\$ 0.72	56.4%	\$ 1.65
932	1,355,459	4,635	32.6	\$ 0.91	50.2%	\$ 1.84
933.934	1,828,399	6,163	32.6	\$ 1.42	39.3%	\$ 2.35
936	640,185	1,922	30.6	\$ 0.84	53.2%	\$ 1.80
944.945	225,499	826	11.0	\$ 3.49	21.7%	\$ 4.45
950	83,283	322	84.3	\$ 0.77	54.9%	\$ 1.71
955	1,579,775	5,168	37.0	\$ 0.65	58.1%	\$ 1.55

FY 2015 ANNUAL ROUTE STATISTICS

Route	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
961	631,865	2,167	30.5	\$ 1.19	43.6%	\$ 2.10
962.963	700,765	2,498	27.9	\$ 1.08	47.2%	\$ 2.04
964	143,693	566	13.6	\$ 2.62	27.0%	\$ 3.58
965	86,250	310	18.4	\$ 1.68	36.7%	\$ 2.65
967	66,589	249	15.0	\$ 2.89	24.1%	\$ 3.81
968	63,416	237	14.2	\$ 3.63	20.5%	\$ 4.57
992	458,134	1,372	23.4	\$ 1.02	53.2%	\$ 2.17
MTS ACCESS	475,322	1,708	2.1	\$ 31.25	13.5%	\$ 36.13
SVCC	118,802	467	20.3	\$ 1.49	39.3%	\$ 2.45

By Route Category	Annual Passengers	Avg. Weekday Passengers	Passengers/ Revenue Hour	Subsidy per Passenger	Farebox Recovery	Cost Per Passenger
Urban Frequent	36,613,236	121,417	35.0	\$ 1.56	38.3%	\$ 2.53
Urban Standard	11,444,117	39,288	26.0	\$ 1.58	38.4%	\$ 2.57
Rapid	4,822,450	15,958	30.0	\$ 2.86	25.1%	\$ 3.83
Express	2,117,727	7,807	26.5	\$ 3.27	23.0%	\$ 4.25
Circulator	774,167	2,963	17.0	\$ 1.94	33.4%	\$ 2.91
Rapid Exp./Prem. Exp.	304,790	1,278	23.8	\$ 3.91	51.4%	\$ 8.05
Rural	76,000	348	14.1	\$ 9.25	12.0%	\$ 10.52
All Fixed Route Bus	56,152,487	189,059	31.4	\$ 1.77	35.9%	\$ 2.76
Demand-Responsive	475,322	1,708	2.1	\$ 31.25	13.5%	\$ 36.13
Light Rail (Blue, Orange, Green)	40,049,516	123,156	236.3	\$ 0.78	56.9%	\$ 1.80
Light Rail (Silver)	32,944	204	47.9	\$ 7.78	11.7%	\$ 8.81
System Totals	96,710,269	314,128	44.1	\$ 1.51	40.5%	\$ 2.53

Note 1: (*) Route discontinued in FY15. (^) New route in FY15. (**) Routes 170 and 270 were Trial Routes and discontinued in September 2015.

Note 2: JARC grant subsidy received.

Note 3: City of Coronado subsidized fares for summer service on Route 904.

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

Note 5: SVCC fares and one-half of the subsidy are paid for by NCTD.

Note 6: Routes 170, 201, 202, 204, 235, & 237 SANDAG reimburses MTS for the net operating cost (operating cost less fare revenue) using TransNet funds.