

**San Diego Metropolitan Transit System**  
**POLICY 42 PERFORMANCE MONITORING REPORT**  
**FY 2021: JULY 2020 - JUNE 2021**

Date: 11/2/21 rev

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

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

**Total Passengers**

Route Categories	FY 2019	FY 2020	FY 2021	# Change		% Change	
				FY19 - FY20	FY20 - FY21	FY19 - FY20	FY20 - FY21
Urban Frequent	30,415,325	24,452,815	13,100,977	(5,962,510)	(11,351,838)	-19.6%	-46.4%
Urban Standard	7,454,910	6,129,760	3,324,699	(1,325,150)	(2,805,061)	-17.8%	-45.8%
Rapid	6,504,970	5,772,834	2,122,799	(732,136)	(3,650,035)	-11.3%	-63.2%
Express	2,008,630	1,590,269	689,067	(418,361)	(901,202)	-20.8%	-56.7%
Circulator	821,636	669,608	285,430	(152,028)	(384,178)	-18.5%	-57.4%
Premium/Rapid Express	281,240	207,372	34,017	(73,868)	(173,355)	-26.3%	-83.6%
Rural	84,552	54,435	34,329	(30,117)	(20,106)	-35.6%	-36.9%
<b>Fixed-Bus Subtotal</b>	<b>47,571,263</b>	<b>38,877,093</b>	<b>19,591,318</b>	<b>(8,694,170)</b>	<b>(19,285,775)</b>	<b>-18.3%</b>	<b>-49.6%</b>
Light Rail (Blue, Orange, Green)	37,274,030	31,991,303	19,516,255	(5,282,727)	(12,475,048)	-14.2%	-39.0%
Light Rail (Silver)	19,727	11,724	82	(8,003)	(11,642)	-40.6%	-99.3%
<b>Light Rail Subtotal</b>	<b>37,293,757</b>	<b>32,003,027</b>	<b>19,516,337</b>	<b>(5,290,730)</b>	<b>(12,486,690)</b>	<b>-14.2%</b>	<b>-39.0%</b>
<b>ALL Fixed Route</b>	<b>84,865,020</b>	<b>70,880,120</b>	<b>39,107,655</b>	<b>(13,984,900)</b>	<b>(31,772,465)</b>	<b>-16.5%</b>	<b>-44.8%</b>
Demand-Resp. (MTS Access)	423,212	282,578	92,386	(140,634)	(190,192)	-33.2%	-67.3%
Demand-Resp. (Access Taxi)	69,263	61,382	14,807	(7,881)	(46,575)	-11.4%	-75.9%
<b>Demand-Resp. Subtotal</b>	<b>492,475</b>	<b>343,960</b>	<b>107,193</b>	<b>(148,515)</b>	<b>(236,767)</b>	<b>-30.2%</b>	<b>-68.8%</b>
<b>System</b>	<b>85,357,495</b>	<b>71,224,080</b>	<b>39,214,848</b>	<b>(14,133,415)</b>	<b>(32,009,232)</b>	<b>-16.6%</b>	<b>-44.9%</b>

**NOTES:** Ridership figures were poised for a 3% increase in FY 2020 over the year before, but the onset of the Covid-19 pandemic in March 2020 has impacted ridership since then. Although ridership decreased by over half from FY 2019 to FY 2021, by Fall 2021 passenger levels are back to nearly 70% of pre-pandemic baseline and climbing.

**Average Weekday Passengers**

Route Categories	FY 2019	FY 2020	FY 2021	# Change		% Change	
				FY19 - FY20	FY20 - FY21	FY19 - FY20	FY20 - FY21
Urban Frequent	99,521	78,864	40,886	(20,657)	(37,978)	-20.8%	-48.2%
Urban Standard	25,567	20,771	10,928	(4,796)	(9,843)	-18.8%	-47.4%
Rapid	21,678	19,026	6,486	(2,652)	(12,540)	-12.2%	-65.9%
Express	7,247	5,671	2,387	(1,576)	(3,284)	-21.7%	-57.9%
Circulator	2,947	2,393	1,053	(554)	(1,340)	-18.8%	-56.0%
Premium/Rapid Express	1,112	813	134	(298)	(679)	-26.8%	-83.5%
Rural	334	213	135	(121)	(78)	-36.1%	-36.7%
<b>Fixed-Bus Subtotal</b>	<b>158,406</b>	<b>127,752</b>	<b>62,009</b>	<b>(30,654)</b>	<b>(65,744)</b>	<b>-19.4%</b>	<b>-51.5%</b>
Light Rail (Blue, Orange, Green)	114,624	98,190	59,367	(16,433)	(38,824)	-14.3%	-39.5%
Light Rail (Silver)	83	79	0	(4)	(79)	-4.6%	-100.0%
<b>Light Rail Subtotal</b>	<b>114,706</b>	<b>98,269</b>	<b>59,367</b>	<b>(16,437)</b>	<b>(38,902)</b>	<b>-14.3%</b>	<b>-39.6%</b>
<b>ALL Fixed Route</b>	<b>273,112</b>	<b>226,021</b>	<b>121,375</b>	<b>(47,091)</b>	<b>(104,646)</b>	<b>-17.2%</b>	<b>-46.3%</b>
Demand-Resp. (MTS Access)	1,523	1,004	303	(520)	(700)	-34.1%	-69.8%
Demand-Resp. (Access Taxi)	231	202	51	(29)	(151)	-12.7%	-74.7%
<b>Demand-Resp. Subtotal</b>	<b>1,754</b>	<b>1,205</b>	<b>354</b>	<b>(549)</b>	<b>(851)</b>	<b>-31.3%</b>	<b>-70.6%</b>
<b>System</b>	<b>274,866</b>	<b>227,226</b>	<b>121,729</b>	<b>(47,640)</b>	<b>(105,497)</b>	<b>-17.3%</b>	<b>-46.4%</b>

**NOTES:** The average weekday ridership figure tracks closely with the overall passenger trends. After a low point in mid-April 2020 of under 65 thousand daily riders, by the October 2021 the average weekday ridership had risen back up to over 180 thousand passengers.

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**Passengers per Revenue Hour**

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

Route Categories	FY 2019	FY 2020	FY 2021	% Change	
				FY19 - FY20	FY20 - FY21
Urban Frequent	26.8	22.6	11.6	-15.5%	-48.8%
Urban Standard	18.8	15.4	8.2	-18.0%	-46.5%
Rapid	31.4	26.3	9.4	-16.1%	-64.4%
Express	25.4	20.9	8.6	-17.6%	-58.6%
Circulator	13.3	11.2	5.0	-15.3%	-55.2%
Premium/Rapid Express	24.0	21.1	5.8	-12.0%	-72.5%
Rural	15.8	10.6	6.6	-32.6%	-38.4%
<b>Fixed-Bus Subtotal</b>	<b>25.1</b>	<b>21.0</b>	<b>10.3</b>	<b>-16.1%</b>	<b>-51.2%</b>
Light Rail (Blue, Orange, Green)	216.7	180.9	105.4	-16.5%	-41.8%
Light Rail (Silver)	21.6	19.5	6.9	-9.8%	-64.4%
<b>Light Rail Subtotal</b>	<b>215.7</b>	<b>180.4</b>	<b>105.3</b>	<b>-16.4%</b>	<b>-41.6%</b>
<b>ALL Fixed Route</b>	<b>41.0</b>	<b>35.0</b>	<b>18.7</b>	<b>-14.6%</b>	<b>-46.6%</b>
Demand-Resp. (MTS Access)	2.0	1.8	1.3	-8.3%	-27.9%
Demand-Resp. (Access Taxi)	n/a	3.3	3.4	100.0%	3.3%
<b>Demand-Resp. Subtotal</b>	<b>2.1</b>	<b>2.0</b>	<b>1.5</b>	<b>-6.0%</b>	<b>-27.5%</b>
<b>System</b>	<b>37.1</b>	<b>32.4</b>	<b>18.1</b>	<b>-12.6%</b>	<b>-44.2%</b>

**NOTES:** This figure dropped during the Covid-19 pandemic because MTS maintained most regular service levels throughout FY 2021, while ridership remained below normal.

**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 2019	FY 2020	FY 2021	% Change	
				FY19 - FY20	FY20 - FY21
Urban Frequent	33.8	28.8	14.0	-14.7%	-51.4%
Urban Standard	26.1	21.2	10.9	-18.7%	-48.5%
Rapid	41.3	35.0	11.5	-15.2%	-67.3%
Express	33.4	27.4	10.8	-18.1%	-60.4%
Circulator	17.4	14.8	6.8	-15.0%	-54.0%
Premium/Rapid Express	26.6	23.5	6.6	-11.9%	-71.7%
Rural	15.8	10.6	9.5	-32.6%	-11.1%
<b>Fixed-Bus Subtotal</b>	<b>32.3</b>	<b>27.3</b>	<b>12.7</b>	<b>-15.6%</b>	<b>-53.6%</b>
Light Rail (Blue, Orange, Green)	260.9	216.4	122.5	-17.1%	-43.4%
Light Rail (Silver)	23.6	23.2	-	-1.8%	-100.0%
<b>Light Rail Subtotal</b>	<b>260.6</b>	<b>216.2</b>	<b>122.5</b>	<b>-17.0%</b>	<b>-43.4%</b>
<b>ALL Fixed Route</b>	<b>51.1</b>	<b>44.0</b>	<b>22.6</b>	<b>-14.0%</b>	<b>-48.7%</b>
Demand-Resp. (MTS Access)	2.0	1.9	1.3	-8.2%	-29.0%
Demand-Resp. (Access Taxi)	-	3.2	3.4	100.0%	6.3%
<b>Demand-Resp. Subtotal</b>	<b>2.1</b>	<b>2.0</b>	<b>1.5</b>	<b>-6.2%</b>	<b>-27.5%</b>
<b>System</b>	<b>44.6</b>	<b>39.6</b>	<b>21.6</b>	<b>-11.3%</b>	<b>-45.4%</b>

**NOTES:** The Weekday Passengers per In-Service Hour metric followed the same trends as Passengers per Revenue 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. 2019	Jan. 2020	June 2020	Sept. 2020	Jan. 2021	
Urban Frequent	82.1%	86.7%	91.7%	91.9%	90.5%	85.0%
Urban Standard	86.2%	89.3%	92.8%	92.3%	91.9%	90.0%
Rapid	85.1%	88.1%	94.2%	94.0%	93.2%	85.0%
Express	82.3%	88.6%	95.1%	94.5%	94.5%	90.0%
Circulator	85.8%	88.1%	92.7%	93.1%	91.9%	90.0%
Premium/Rapid Express	82.0%	86.8%	91.3%	91.2%	97.6%	90.0%
Rural	N/A	N/A	N/A	N/A	N/A	
Demand-Resp. (Access & Taxi)	N/A	N/A	N/A	N/A	N/A	
Light Rail (Blue, Orange, Green)	93.3%	96.3%	98.0%	97.6%	98.9%	90.0%
Light Rail (Silver)	98.8%	99.6%	N/A	N/A	N/A	90.0%
<b>System</b>	<b>84.1%</b>	<b>88.4%</b>	<b>92.8%</b>	<b>92.9%</b>	<b>91.3%</b>	

**NOTES:** Reduced traffic congestion and ridership levels due to COVID-19 resulted in substantial improvements to MTS' on-time performance in every route category. Every category exceeded its Policy 42 goal by June 2021, though these can be expected to normalize as traffic and ridership return.

**Preventable Accidents per 100,000 Miles**

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

Operator	FY 2019	FY 2020	FY 2021
MTS Directly-Operated Bus	1.09	0.91	0.92
MTS Contracted Fixed-Route Bus	1.24	1.36	0.95
Demand-Resp. (Access & Taxi)	0.76	0.51	0.33
MTS Rail	0.03	0.03	0.09

**NOTES:** In FY 2021, contracted services improved on their FY 2020 preventable accident rate, while directly-operated services showed slight increases.

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**Mean Distance Between Failures (MDBF)**

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

Operator	FY 2019	FY 2020	FY 2021	% Change	
				FY19 - FY20	FY20 - FY21
MTS Directly-Operated Bus	3,937	4,816	5,680	22.3%	18.0%
MTS Contracted Fixed-Route Bus	7,221	6,530	7,685	-9.6%	17.7%
Demand-Resp. (Access & Taxi)	46,086	45,373	46,684	-1.5%	2.9%
MTS Rail	10,392	12,874	13,567	23.9%	5.4%

NOTES: MDBF improved for all modes from FY 2020 to FY 2021.

**Complaints per 100,000 Passengers**

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

Operator	FY 2019	FY 2020	FY 2021	% Change	
				FY19 - FY20	FY20 - FY21
MTS Directly-Operated Bus	5.3	5.5	8.0	4.2%	44.8%
MTS Contracted Fixed-Route Bus	7.3	9.5	10.5	30.4%	10.7%
Demand-Resp. (Access & Taxi)	112.1	145.4	119.4	29.7%	-17.9%
MTS Rail	1.5	1.4	1.3	-7.8%	-7.1%
<b>System</b>	<b>4.8</b>	<b>5.5</b>	<b>5.6</b>	<b>13.5%</b>	<b>1.8%</b>

NOTES: The pandemic caused complaint rates to spike in late FY 2020 and FY 2021 on bus modes, with many complaints related to crowding, face covering requirement, and passenger behavior.

**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	FY21 Budget	FY21 Actual	# Diff	% Diff
MTS Directly-Operated Bus	852,310	814,134	(38,176)	-4.5%
MTS Contracted Fixed-Route Bus	1,146,717	1,093,930	(52,787)	-4.6%
Demand-Resp (Access & Taxi)	226,221	73,654	(152,567)	-67.4%
MTS Rail	545,083	555,064	9,981	1.8%
<b>System</b>	<b>2,770,331</b>	<b>2,536,782</b>	<b>(233,549)</b>	<b>-8.4%</b>

NOTES: Some less bus services was operated than budgeted, mostly school-related tripper services that weren't operated due to school campuses being closed. MTS also operated reduced levels of commuter-oriented bus services. The demand-response MTS Access service had the largest drop in hours and miles compared to budget, as its service level is directly tied to [lower] ridership.

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

**Revenue Miles**

Operator	FY21 Budget	FY21 Actual	# Diff	% Diff
MTS Directly-Operated Bus	10,138,232	9,631,608	(506,624)	-5.0%
MTS Contracted Fixed-Route Bus	12,056,309	11,407,068	(649,241)	-5.4%
Demand-Resp (Access & Taxi)	4,535,766	1,558,475	(2,977,291)	-65.6%
MTS Rail	9,901,787	10,077,479	175,692	1.8%
<b>System</b>	<b>36,632,094</b>	<b>32,674,630</b>	<b>(3,957,464)</b>	<b>-10.8%</b>

NOTES: See notes above for Revenue Hours.

**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

**Scheduled In-Service Hours (Weekly Total)**

Operator	June 2020	June 2021	# Diff	% Diff
MTS Directly-Operated Bus	12,543	12,921	377	3.0%
MTS Contracted Fixed-Route Bus	15,903	16,107	204	1.3%
MTS Rail	3,064	3,101	37	1.2%
<b>System</b>	<b>31,511</b>	<b>32,129</b>	<b>618</b>	<b>2.0%</b>

**NOTES:** Scheduled hours of bus service were largely flat from the June 2020 shake-up to the June 2021 shake-up.

**Scheduled In-Service Miles (Weekly Total)**

Operator	June 2020	June 2021	# Diff	% Diff
MTS Directly-Operated Bus	185,102	188,416	3,313	1.8%
MTS Contracted Fixed-Route Bus	213,700	215,878	2,178	1.0%
MTS Rail	64,679	65,456	777	1.2%
<b>System</b>	<b>463,482</b>	<b>469,750</b>	<b>6,268</b>	<b>1.4%</b>

**NOTES:** Scheduled in-service miles of bus service were largely flat from the June 2020 shake-up to the June 2021 shake-up.

**Scheduled Weekday Peak-Vehicle Requirement**

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

Operator	June 2020	June 2021	# Change FY20 - FY21
MTS Directly-Operated Bus	209	218	9
MTS Contracted Fixed-Route Bus	290	296	6
MTS Rail	96	96	0

**NOTES:** Peak bus counts increased as seasonal service that did not operate in 2020 due to the pandemic was restored for 2021.

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

Operator	June 2020	June 2021	% Change FY20 - FY21
MTS Directly-Operated Bus	14.7	14.6	-1.1%
MTS Contracted Fixed-Route Bus	13.6	13.7	0.1%
MTS Rail	21.1	21.1	0.0%

**NOTES:** Scheduled service speeds remained relatively flat year-over-year.

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

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

Operator	June 2020	June 2021	% Change FY20 - FY21
MTS Directly-Operated Bus	87.6%	87.0%	-0.6%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail	98.5%	98.5%	0.0%

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

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

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

Operator	June 2020	June 2021	% Change FY20 - FY21
MTS Directly-Operated Bus	76.5%	76.1%	-0.5%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail (Layover Included)	85.4%	85.6%	0.2%

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

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**Farebox Recovery**

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

Operator	FY 2019	FY 2020	FY 2021	% Change	
				FY19 - FY20	FY20 - FY21
MTS Directly-Operated Bus	22.5%	19.3%	12.5%	-14.2%	-35.4%
MTS Contracted Fixed-Route Bus	36.0%	28.4%	17.7%	-21.1%	-37.9%
MTS Rail	51.6%	41.1%	20.7%	-2.7%	-49.6%
<b>ALL Fixed Route</b>	<b>35.8%</b>	<b>29.1%</b>	<b>16.6%</b>	<b>-18.6%</b>	<b>-43.2%</b>
Demand-Resp (Access & Taxi)	14.8%	14.9%	4.4%	-7.9%	-70.6%
<b>System</b>	<b>34.3%</b>	<b>28.3%</b>	<b>16.1%</b>	<b>-17.4%</b>	<b>-43.1%</b>

**NOTES:** While MTS has always been far ahead of the TDA requirement on farebox recovery rate, the Covid-19 pandemic has reduced this down to 16.1% in FY 2021. The state provided pandemic-related relief from this requirement, so MTS' TDA funds are still secure. State lawmakers are considering reforms to the TDA legislation that would remove or replace these requirements, in recognition of the changing role of public transportation since the requirement was added in 1978 (such as improving social equity and reducing greenhouse gas emissions).

**Subsidy Per Passenger**

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

Route Categories	FY 2019	FY 2020	FY 2021	% Change	
				FY19 - FY20	FY20 - FY21
Urban Frequent	\$ 2.34	\$ 3.18	\$ 7.29	36.0%	129.0%
Urban Standard	\$ 2.60	\$ 3.60	\$ 7.88	38.6%	118.8%
Rapid	\$ 2.82	\$ 3.86	\$ 13.25	36.8%	243.4%
Express	\$ 3.72	\$ 5.13	\$ 14.63	37.9%	185.3%
Circulator	\$ 3.05	\$ 3.89	\$ 11.53	27.5%	196.6%
Premium/Rapid Express	\$ 4.83	\$ 7.21	\$ 31.16	49.3%	332.0%
Rural	\$ 8.43	\$ 14.55	\$ 23.47	72.6%	61.3%
<b>Fixed-Bus Subtotal</b>	<b>\$ 2.54</b>	<b>\$ 3.48</b>	<b>\$ 8.43</b>	<b>37.0%</b>	<b>142.2%</b>
Light Rail (Blue, Orange, Green)	\$ 1.05	\$ 1.63	\$ 3.79	55.0%	133.1%
Light Rail (Silver)	\$ 20.67	\$ 24.54	\$ 78.19	18.7%	218.6%
<b>Light Rail Subtotal</b>	<b>\$ 1.06</b>	<b>\$ 1.64</b>	<b>\$ 3.79</b>	<b>54.3%</b>	<b>131.9%</b>
<b>ALL Fixed Route</b>	<b>\$ 1.89</b>	<b>\$ 2.65</b>	<b>\$ 6.11</b>	<b>40.0%</b>	<b>131.0%</b>
Demand-Resp. (MTS Access)	\$ 36.26	\$ 43.32	\$ 102.80	19.5%	137.3%
Demand-Resp. (Access Taxi)	\$ 19.94	\$ 21.86	\$ 36.57	100.0%	67.3%
<b>Demand Response Subtotal</b>	<b>\$ 33.97</b>	<b>\$ 39.49</b>	<b>\$ 93.65</b>	<b>16.2%</b>	<b>137.2%</b>
<b>System</b>	<b>\$ 2.07</b>	<b>\$ 2.82</b>	<b>\$ 6.35</b>	<b>36.5%</b>	<b>124.9%</b>

**NOTES:** In FY 2021, MTS' subsidy per passenger spiked the three times the pre-pandemic level, due to increased costs for supplies and commodities couple with reduced ridership. MTS will continue seeing pressure on this figure from inflation.

BASE STATISTICS												TITLE VI MONITORING -										
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY20-21 % Change	Avg. Wkly. Psgrs.	Psgrs./ Rev. Hr.	Cost/ Psgr.	Average Fare	Subsidy/ Psgr.	Farebox Recovery	Budgeted Rev.Svc.		Route	Minority Route	On-Time Perf.		Weekday Headway			Vehicle Load Factor --		
											Hours	Miles			Goal	Actual	Goal	Peak	Base	Goal	% trips over YLF	> 20%?
Blue	LRT	3,8,NC,CV	10,468,636	(33.4%)	32,947	140.8	\$ 3.58	\$ 0.99	\$ 2.59	27.7%	78,566	1,410,030	Blue	✓	90%	93%	15 min.	7.5	15	3.00	0%	No
Orange	LRT	3,4,8,9,LG,LM,EC	4,047,094	(42.6%)	12,003	82.2	\$ 6.14	\$ 0.99	\$ 5.15	16.1%	49,547	875,661	Orange	✓	90%	96%	15 min.	15	15	3.00	0%	No
Green	LRT	2,3,7,9,LM,EC,ST	5,000,525	(45.7%)	14,416	81.1	\$ 6.21	\$ 0.99	\$ 5.22	15.9%	62,763	1,182,840	Green		90%	90%	15 min.	15	15	3.00	0%	No
Silver	LRT	3	82	(99.3%)	-	6.9	\$ 79.18	\$ 0.99	\$ 78.19	1.3%	737	5,456	Silver		90%	100%	15 min.	30	30	3.00	0%	No
1	Frq	3,7,9,LM	592,573	(38.9%)	1,903	11.9	\$ 5.19	\$ 1.19	\$ 3.99	23.0%	49,610	443,847	1		85%	92%	15 min.	15	15	1.50	0%	No
2	Frq	3	314,212	(52.9%)	969	9.1	\$ 15.66	\$ 1.69	\$ 13.97	10.8%	34,651	268,471	2		85%	93%	15 min.	12	15	1.50	0%	No
3	Frq	3,4,8,9	734,507	(41.6%)	2,364	13.5	\$ 3.98	\$ 1.21	\$ 2.77	30.4%	57,611	449,456	3	✓	85%	89%	15 min.	12	12	1.50	0%	No
4	Std	3,4,8,9	311,098	(42.3%)	970	12.3	\$ 11.54	\$ 1.64	\$ 9.90	14.2%	24,564	259,954	4	✓	85%	90%	30 min.	30	30	1.50	0%	No
5	Frq	3,4,8,9	307,131	(46.9%)	1,003	12.2	\$ 4.46	\$ 1.20	\$ 3.26	26.9%	25,099	198,011	5	✓	85%	94%	15 min.	12	12	1.50	0%	No
6	Frq	3,7	174,692	(37.8%)	545	9.5	\$ 14.99	\$ 1.70	\$ 13.30	11.3%	18,423	159,783	6		85%	92%	15 min.	15	15	1.50	0%	No
7	Frq	3,4,9	1,052,889	(42.7%)	3,072	14.2	\$ 10.02	\$ 1.64	\$ 8.38	16.4%	74,665	574,164	7	✓	85%	92%	15 min.	10	10	1.50	0%	No
8	Frq	2,3	210,982	(38.8%)	553	12.1	\$ 11.72	\$ 1.64	\$ 10.08	14.0%	19,329	199,178	8		85%	88%	15 min.	20	20	1.50	0%	No
9	Frq	2,3	142,740	(52.6%)	426	10.0	\$ 14.28	\$ 1.65	\$ 12.63	11.6%	17,001	177,896	9		85%	85%	15 min.	20	20	1.50	0%	No
10	Frq	2,3,4,9	569,520	(39.7%)	1,809	14.1	\$ 10.06	\$ 1.71	\$ 8.35	17.0%	43,968	403,863	10		85%	90%	15 min.	12	15	1.50	0%	No
11	Frq	3,9	306,108	(46.3%)	971	8.2	\$ 17.31	\$ 1.70	\$ 15.61	9.8%	37,273	365,667	11		85%	92%	15 min.	15	15	1.50	0%	No
12	Frq	3,4,8,9	494,247	(48.9%)	1,559	11.3	\$ 12.58	\$ 1.63	\$ 10.96	12.9%	44,762	436,289	12	✓	85%	92%	15 min.	7.5/15	15	1.50	0%	No
13	Frq	4,7,9,NC	860,594	(44.0%)	2,719	14.4	\$ 9.87	\$ 1.63	\$ 8.25	16.5%	63,814	631,431	13	✓	85%	91%	15 min.	12	12	1.50	0%	No
14	Circ	7,9,LM	20,031	(52.6%)	79	3.1	\$ 20.60	\$ 1.10	\$ 19.50	5.4%	6,452	63,482	14		90%	97%	60 min.	60	60	1.00	0%	No
18	Circ	3,7	9,461	(56.6%)	37	3.6	\$ 17.79	\$ 1.12	\$ 16.68	6.3%	2,634	39,769	18		90%	97%	60 min.	30	30	1.00	0%	No
20	Exp	3,5,6,7	216,872	(47.0%)	692	6.2	\$ 22.78	\$ 1.67	\$ 21.11	7.3%	34,805	649,861	20		90%	95%	30 min.	15/30	30	1.50	0%	No
25	Circ	6,7	19,402	(61.4%)	76	3.1	\$ 20.69	\$ 1.10	\$ 19.59	5.3%	6,266	78,778	25		90%	96%	60 min.	60	60	1.00	0%	No
27	Std	2,6	85,734	(47.7%)	298	5.7	\$ 11.39	\$ 1.30	\$ 10.09	11.4%	15,182	137,555	27		85%	86%	30 min.	30	30	1.50	0%	No
28	Std	2,3	132,149	(52.6%)	410	10.5	\$ 4.52	\$ 1.20	\$ 3.32	26.4%	13,678	93,619	28		85%	94%	30 min.	15/30	30	1.50	0%	No
30	Frq	1,2,3	567,529	(53.8%)	1,653	8.1	\$ 17.49	\$ 1.68	\$ 15.81	9.6%	70,037	879,981	30		85%	91%	15 min.	15	15	1.50	0%	No
31	Std	1,6	50,119	(45.3%)	197	10.2	\$ 13.91	\$ 1.70	\$ 12.21	12.2%	8,315	100,282	31	✓	85%	93%	30 min.	30	-	1.50	0%	No
35	Std	2,3	253,544	(44.1%)	767	11.2	\$ 3.81	\$ 1.20	\$ 2.61	31.5%	22,591	140,119	35		85%	91%	15 min.	15	15	1.50	0%	No
41	Frq	1,6,7	321,841	(64.7%)	968	9.1	\$ 15.62	\$ 1.70	\$ 13.92	10.9%	36,694	465,197	41		85%	96%	15 min.	7.5/15	15	1.50	0%	No
44	Frq	2,3,6,7	407,711	(48.8%)	1,252	11.4	\$ 12.52	\$ 1.64	\$ 10.87	13.1%	37,512	416,660	44	✓	85%	92%	15 min.	7.5/15	15	1.50	0%	No
50	Exp	1,2,3,6	40,765	(61.6%)	160	5.4	\$ 26.22	\$ 1.69	\$ 24.53	6.5%	7,625	115,458	50		90%	93%	30 min.	30	-	1.50	0%	No
60	Exp	1,3,4,6,9	35,419	(50.3%)	139	10.7	\$ 13.30	\$ 1.70	\$ 11.60	12.8%	3,226	59,187	60		90%	96%	30 min.	20/30	-	1.50	0%	No
83	Circ	3	8,465	(62.6%)	33	2.6	\$ 24.32	\$ 1.10	\$ 23.22	4.5%	3,226	25,949	83		90%	96%	60 min.	60	60	1.00	0%	No
84	Circ	2	9,398	(56.9%)	37	3.1	\$ 20.44	\$ 1.11	\$ 19.33	5.4%	3,010	35,575	84		90%	95%	60 min.	60	60	1.00	0%	No
88	Circ	3,7	53,222	(23.3%)	176	10.9	\$ 5.70	\$ 1.10	\$ 4.60	19.3%	5,771	64,020	88		90%	86%	60 min.	30	30	1.00	0%	No
105	Std	1,2,3,6	119,491	(54.4%)	398	8.6	\$ 16.54	\$ 1.67	\$ 14.88	10.1%	13,933	175,439	105		85%	95%	30 min.	30	30	1.50	0%	No
110	Exp	3,6	22,375	(18.4%)	88	12.3	\$ 11.60	\$ 1.73	\$ 9.87	14.9%	2,592	56,564	110		90%	99%	30 min.	20/30	-	1.50	0%	No
115	Std	7,9,LM,EC	64,350	(69.1%)	212	3.9	\$ 17.70	\$ 1.31	\$ 16.39	7.4%	16,891	195,632	115		85%	96%	30 min.	30	30	1.50	0%	No
120	Frq	3,6,7	295,094	(45.8%)	945	8.7	\$ 16.30	\$ 1.66	\$ 14.63	10.2%	34,007	358,191	120		85%	90%	15 min.	15/30	15/30	1.50	0%	No
150	Exp	1,2,3	224,361	(67.0%)	804	9.1	\$ 15.61	\$ 1.73	\$ 13.88	11.1%	29,090	472,736	150		90%	92%	30 min.	7.5/15/30	30	1.50	0%	No
201/202^	Rpd	1	378,666	(82.7%)	1,167	9.1	\$ 15.56	\$ 1.85	\$ 13.71	11.9%	46,061	431,150	201/202^		85%	97%	15 min.	5	10	1.50	0%	No
204^	Rpd	1	9,482	(84.8%)	37	2.3	\$ 61.44	\$ 1.79	\$ 59.65	2.9%	4,082	31,684	204^		85%	81%	15 min.	30	30	1.50	0%	No
215^	Rpd	3,9	749,201	(52.1%)	2,194	12.6	\$ 11.31	\$ 1.70	\$ 9.61	15.1%	63,468	635,378	215^		85%	94%	15 min.	10	15	1.50	0%	No
225^	Rpd	3,8,CV	257,478	(49.5%)	784	6.0	\$ 22.47	\$ 1.71	\$ 20.76	7.6%	43,196	873,149	225^	✓	85%	92%	15 min.	15	30	1.50	0%	No
235^	Rpd	3,5,6,9,Esc	677,834	(46.0%)	2,107	10.3	\$ 13.85	\$ 1.67	\$ 12.18	12.1%	70,589	1,668,290	235^		85%	92%	15 min.	15	15	1.50	0%	No
237^	Rpd	1,6	50,138	(73.6%)	197	4.3	\$ 33.08	\$ 1.77	\$ 31.31	5.4%	11,824	145,479	237^	✓	85%	97%	15 min.	15	-	1.50	0%	No
280	RpEx	3,5,Esc	19,028	(79.3%)	75	6.2	\$ 38.86	\$ 6.79	\$ 32.07	17.5%	5,784	179,172	280		90%	97%	30 min.	15	-	1.00	0%	No
290	RpEx	3,5	14,989	(87.0%)	59	5.3	\$ 36.77	\$ 6.77	\$ 30.01	18.4%	6,002	165,476	290		90%	98%	30 min.	10	-	1.00	0%	No

BASE STATISTICS													TITLE VI MONITORING -									
Route	Cat	Jurisdiction (#SD Dist.)	Annual Passengers	FY20-21 % Change	Avg. Wkly. Psgrs.	Psgrs./ Rev. Hr.	Cost/ Psgr.	Average Fare	Subsidy/ Psgr.	Farebox Recovery	Budgeted Rev.Svc.		Route	Minority Route	On-Time Perf.		Weekday Headway			Vehicle Load Factor --		
											Hours	Miles			Goal	Actual	Goal	Peak	Base	Goal	% trips over YLF	> 20%?
701	Frq	CV	200,875	(52.9%)	704	7.8	\$ 8.90	\$ 1.18	\$ 7.72	13.3%	25,790	258,411	701	✓	85%	92%	15 min.	15	15	1.50	0%	No
704	Std	CV	189,926	(46.0%)	646	9.0	\$ 8.23	\$ 1.20	\$ 7.04	14.6%	21,081	225,587	704	✓	85%	93%	30 min.	30	30	1.50	0%	No
705	Std	CV,NC,Cty	78,812	(56.3%)	285	6.8	\$ 8.88	\$ 1.19	\$ 7.69	13.4%	12,617	109,345	705	✓	85%	95%	30 min.	30/60	30/60	1.50	0%	No
707	Std	CV	39,155	(57.7%)	154	3.9	\$ 15.83	\$ 1.19	\$ 14.63	7.5%	9,982	89,469	707	✓	85%	92%	30 min.	30	30	1.50	0%	No
709	Frq	CV	269,600	(60.9%)	898	9.2	\$ 8.22	\$ 1.19	\$ 7.03	14.5%	30,991	340,561	709	✓	85%	93%	15 min.	7.5/15	15	1.50	0%	No
712	Frq	CV	231,272	(61.5%)	764	9.6	\$ 7.34	\$ 1.18	\$ 6.16	16.1%	25,070	258,556	712	✓	85%	94%	15 min.	15	15	1.50	0%	No
815	Frq	EC	212,533	(45.4%)	691	12.4	\$ 4.20	\$ 1.31	\$ 2.89	31.3%	17,080	126,688	815		85%	93%	15 min.	15	15	1.50	0%	No
816	Std	EC,Cty	59,611	(53.1%)	235	6.9	\$ 11.28	\$ 1.33	\$ 9.95	11.8%	8,656	95,123	816		85%	95%	30 min.	30	30	1.50	0%	No
832	Std	ST	10,947	(61.2%)	32	4.1	\$ 17.18	\$ 1.25	\$ 15.93	7.3%	2,673	28,014	832		85%	91%	30 min.	60	60	1.50	0%	No
833	Std	EC,ST	45,882	(45.6%)	150	6.2	\$ 10.28	\$ 1.08	\$ 9.19	10.6%	7,378	73,115	833		85%	88%	30 min.	35-45	35-45	1.50	0%	No
834	Std	ST	11,671	(46.1%)	46	4.8	\$ 15.00	\$ 1.34	\$ 13.67	8.9%	2,418	24,801	834		85%	91%	30 min.	60	60	1.50	0%	No
838	Std	Cty	110,377	29.8%	320	8.0	\$ 7.98	\$ 1.09	\$ 6.89	13.7%	10,342	155,447	838		85%	86%	30 min.	60	60	1.50	0%	No
848	Std	EC,Cty	138,362	(45.3%)	416	8.6	\$ 7.84	\$ 1.30	\$ 6.54	16.6%	20,027	196,155	848		85%	93%	30 min.	30	30	1.50	0%	No
851	Circ	LM,Cty	24,504	(54.4%)	96	7.0	\$ 9.10	\$ 1.08	\$ 8.02	11.9%	6,008	69,838	851	✓	90%	95%	60 min.	60	60	1.00	0%	No
852	Std	4,9,LM	132,330	(43.4%)	403	7.1	\$ 8.96	\$ 1.32	\$ 7.64	14.7%	18,578	168,177	852		85%	92%	30 min.	30	30	1.50	0%	No
854	Std	7,LM	18,201	(77.8%)	72	5.1	\$ 14.62	\$ 1.35	\$ 13.27	9.2%	7,207	78,790	854		85%	96%	30 min.	30/60	30/60	1.50	0%	No
855	Std	LM,Cty	87,439	(49.4%)	286	9.6	\$ 6.92	\$ 1.31	\$ 5.61	18.9%	10,433	98,614	855		85%	96%	30 min.	30	30	1.50	0%	No
856	Std	4,9,LG,Cty	231,391	(45.2%)	788	9.7	\$ 7.78	\$ 1.31	\$ 6.47	16.9%	23,816	255,050	856	✓	85%	90%	30 min.	30	30	1.50	0%	No
864	Std	EC,Cty	199,414	(19.3%)	597	12.9	\$ 4.70	\$ 1.32	\$ 3.38	28.0%	15,480	132,633	864		85%	92%	30 min.	30	30	1.50	0%	No
872	Exp	EC	17,754	(50.9%)	70	5.3	\$ 9.10	\$ 1.34	\$ 7.77	14.7%	3,335	22,845	872		85%	94%	30 min.	30	30	1.50	0%	No
874/875	Std	EC	168,887	(44.7%)	563	9.8	\$ 6.93	\$ 1.31	\$ 5.62	18.9%	17,196	165,415	874/875		85%	94%	30 min.	30	30	1.50	0%	No
888	Rural	EC,Cty	1,124	(34.8%)	10	1.9	\$ 102.99	\$ 1.89	\$ 101.10	1.8%	551	17,498	888			0%						
891	Rural	EC,Cty	445	(53.8%)	8	1.5	\$ 130.54	\$ 3.31	\$ 127.22	2.5%	330	9,168	891			0%						
892	Rural	EC,Cty	306	(65.2%)	6	1.1	\$ 177.87	\$ 5.08	\$ 172.80	2.9%	330	8,784	892			0%						
894	Rural	EC,Cty	32,454	(36.2%)	128	7.9	\$ 21.57	\$ 3.62	\$ 17.95	16.8%	5,530	102,154	894			0%						
901	Frq	3,8,IB,Cor	344,811	(43.0%)	1,091	8.2	\$ 11.33	\$ 1.20	\$ 10.13	10.6%	44,385	594,021	901		85%	87%	15 min.	15	30	1.50	0%	No
904*	Circ	Cor	20,955	(83.3%)	59	4.9	\$ 7.08	\$ 0.48	\$ 6.61	6.7%	8,379	42,484	904*		90%	92%	60 min.	60	60	1.50	0%	No
905	Std	8	244,648	(35.4%)	825	15.8	\$ 6.23	\$ 1.18	\$ 5.05	19.0%	15,371	215,357	905	✓	85%	87%	30 min.	15/30	30	1.50	0%	No
906/907	Frq	8	762,255	(42.1%)	2,382	17.4	\$ 2.80	\$ 1.19	\$ 1.61	42.3%	43,739	305,291	906/907	✓	85%	91%	15 min.	15	15	1.50	0%	No
909	Circ	8	27,671	(38.7%)	109	7.4	\$ 11.00	\$ 1.19	\$ 9.81	10.8%	3,670	46,573	909	✓	90%	96%	60 min.	60+	60+	1.5	0%	No
916/917	Std	4,LG	73,815	(46.2%)	251	6.4	\$ 12.17	\$ 1.18	\$ 10.99	9.7%	11,587	133,259	916/917	✓	85%	89%	30 min.	30/60	30/60	1.50	0%	No
921	Std	1,6	94,620	(52.9%)	288	6.0	\$ 11.05	\$ 1.30	\$ 9.76	11.7%	15,880	154,805	921	✓	85%	94%	30 min.	30	30	1.50	0%	No
923	Std	2,3	75,587	(54.7%)	298	5.6	\$ 11.30	\$ 1.19	\$ 10.11	10.6%	13,520	123,444	923		85%	91%	30 min.	30	30	1.50	0%	No
928	Std	6,7	122,414	(47.4%)	434	7.9	\$ 9.38	\$ 1.34	\$ 8.04	14.3%	16,933	182,255	928		85%	93%	30 min.	30	30	1.50	0%	No
929	Frq	3,8,CV,NC	966,685	(43.0%)	2,998	15.4	\$ 4.50	\$ 1.21	\$ 3.28	27.0%	67,178	669,605	929	✓	85%	84%	15 min.	12	15	1.00	0%	No
932	Frq	8,CV,NC	497,736	(44.8%)	1,624	12.3	\$ 5.49	\$ 1.19	\$ 4.30	21.6%	40,302	394,275	932	✓	85%	90%	15 min.	15	15	1.50	0%	No
933/934	Frq	8,IB	691,652	(46.1%)	2,205	12.1	\$ 6.80	\$ 1.19	\$ 5.61	17.5%	57,385	681,597	933/934	✓	85%	89%	15 min.	12	15	1.50	0%	No
936	Std	4,9,LG,Cty	218,139	(42.6%)	621	10.4	\$ 5.91	\$ 1.31	\$ 4.60	22.2%	20,937	182,692	936	✓	85%	90%	30 min.	30	30	1.50	0%	No
944	Std	5,PW	26,972	(47.3%)	96	3.5	\$ 18.39	\$ 1.09	\$ 17.30	5.9%	7,765	83,588	944		85%	96%	30 min.	30	30	1.00	0%	No
945	Std	5,PW	54,151	(44.4%)	190	4.5	\$ 14.25	\$ 1.08	\$ 13.16	7.6%	12,623	175,766	945		85%	94%	30 min.	30	30	1.50	0%	No
945A	Std	PW	673	(89.8%)	10	-	\$ -	\$ -	\$ -	0.0%	1,008	14,120	945A		85%	96%	30 min.	30	30	1.50	0%	No
950	Exp	8	149,275	(49.5%)	504	19.4	\$ 6.32	\$ 1.20	\$ 5.12	19.0%	7,713	132,135	950	✓	90%	98%	30 min.	12/20	20	1.50	0%	No
955	Frq	4,8,9,NC	615,821	(43.9%)	1,934	12.5	\$ 5.10	\$ 1.19	\$ 3.91	23.3%	49,053	453,487	955	✓	85%	91%	15 min.	12	12	1.50	0%	No
961	Frq	4,NC	234,493	(47.6%)	727	10.0	\$ 7.11	\$ 1.20	\$ 5.91	16.8%	27,406	280,929	961	✓	85%	94%	15 min.	15/30	15/30	1.50	0%	No
962	Frq	4,NC,Cty	301,406	(34.6%)	923	11.6	\$ 6.02	\$ 1.20	\$ 4.82	19.9%	25,915	261,952	962	✓	85%	91%	15 min.	15	15	1.50	0%	No
963	Std	4,NC	73,152	(48.3%)	227	7.7	\$ 7.36	\$ 1.18	\$ 6.18	16.0%	10,234	83,817	963	✓	85%	93%	30 min.	30	30	1.50	0%	No



BASE STATISTICS													TITLE VI MONITORING -									
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY20-21 % Change	Avg. Wkdy. Psgrs.	Psgrs./ Rev. Hr.	Cost/ Psgr.	Average Fare	Subsidy/ Psgr.	Farebox Recovery	Budgeted Rev.Svc.		Route	Minority Route	On-Time Perf.		Weekday Headway			Vehicle Load Factor --		
											Hours	Miles			Goal	Actual	Goal	Peak	Base	Goal	% trips over VLF	> 20%?
964	Circ	5,6	54,355	(48.8%)	214	5.3	\$ 12.10	\$ 1.08	\$ 11.02	8.9%	10,305	98,549	964	✓	90%	93%	60 min.	30	30	1.00	0%	No
965	Circ	9	28,005	(39.1%)	96	5.9	\$ 10.76	\$ 1.07	\$ 9.69	9.9%	5,156	52,480	965	✓	90%	87%	60 min.	35-45	35-45	1.00	0%	No
967	Std	4,NC	17,612	(39.8%)	69	4.9	\$ 13.06	\$ 1.10	\$ 11.96	8.4%	3,607	32,106	967	✓	85%	95%	30 min.	60	60	1.50	0%	No
968	Std	NC	19,816	(51.6%)	78	4.7	\$ 14.73	\$ 1.19	\$ 13.54	8.1%	9,720	97,893	968	✓	85%	92%	30 min.	60+	60+	1.50	0%	No
972**	Circ	1,6	2,573	(88.3%)	10	3.4	\$ 22.50	\$ 0.88	\$ 21.62	3.9%	1,313	15,953	972**			0%			1.00	0%	No	
973**	Circ	1,6	2,374	(80.6%)	9	3.1	\$ 25.22	\$ 0.88	\$ 24.34	3.5%	1,334	19,592	973**	✓		0%			1.00	0%	No	
974***	Circ	1	1,188	100.0%	5	1.8	\$ 44.18	\$ 0.88	\$ 43.30	2.0%	1,232	12,954	974***			0%			1.00	0%	No	
978**	Circ	1	1,707	(86.0%)	7	2.4	\$ 32.77	\$ 0.88	\$ 31.88	2.7%	1,306	15,456	978**			0%			1.00	0%	No	
979**	Circ	1	2,119	(85.2%)	8	3.1	\$ 25.25	\$ 0.88	\$ 24.37	3.5%	1,255	11,743	979**			0%			1.00	0%	No	
992	Frq	2,3	165,924	(52.1%)	465	7.2	\$ 7.62	\$ 1.15	\$ 6.47	15.1%	24,606	194,285	992		85%	78%	15 min.	15	15	1.50	0%	No
Access	D.R.	ALL	92,386	(67.3%)	303	1.3	\$ 107.06	\$ 4.27	\$ 102.80	4.0%												
Taxi	D.R.	ALL	14,807	(75.9%)	51	3.4	\$ 41.13	\$ 4.56	\$ 36.57	11.1%												
<b>TOTAL</b>			<b>39,214,848</b>	<b>(44.9%)</b>	<b>121,729</b>	<b>18.1</b>	<b>\$ 7.58</b>	<b>\$ 1.22</b>	<b>\$ 6.35</b>	<b>16.1%</b>	<b>2,190,639</b>	<b>25,668,529</b>										

FTA defines **Minority** persons to include the following: (1) American Indian and Alaska Native, (2) Asian, (3) Black or African American, (4) Hispanic or Latino, (5) Native Hawaiian or Other Pacific Islander.  
 FTA defines **Minority Route** as one with at least 1/3 of its total mileage in a census block(s) with a percentage of minority population that exceeds the percentage of minority population in the entire MTS service area.  
 Source: [https://www.transit.dot.gov/sites/fta.dot.gov/files/dovs/FTA\\_Title\\_VI\\_FINAL.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/dovs/FTA_Title_VI_FINAL.pdf)

Route Category	Annual Passengers	FY19-20 % Change	Avg. Wkday. Psgrs.	Psgrs./ Rev. Hr.	Cost/ Psgr.	Average Fare	Subsidy/ Psgr.	Farebox Recovery
Urban Frequent	13,100,977	-46.4%	40,886	11.6	\$ 8.69	\$ 1.40	\$ 7.29	16.1%
Urban Standard	3,324,699	-45.8%	10,928	8.2	\$ 9.19	\$ 1.31	\$ 7.88	14.3%
Rapid ^	2,122,799	-63.2%	6,486	9.4	\$ 14.97	\$ 1.72	\$ 13.25	11.5%
Express	689,067	-56.7%	2,387	8.6	\$ 16.23	\$ 1.59	\$ 14.64	9.8%
Circulator	285,430	-57.4%	1,053	5.0	\$ 12.61	\$ 1.05	\$ 11.56	8.3%
Premium/Rapid Express	34,017	-83.6%	134	5.8	\$ 37.94	\$ 6.78	\$ 31.16	17.9%
Rural ^^	34,329	-36.9%	135	6.6	\$ 27.04	\$ 3.57	\$ 23.47	13.2%
<b>Fixed Bus Subtotal</b>	<b>19,591,318</b>	<b>-49.6%</b>	<b>62,009</b>	<b>10.3</b>	<b>\$ 9.86</b>	<b>\$ 1.44</b>	<b>\$ 8.43</b>	<b>14.6%</b>
Light Rail (B,O,G)	19,516,255	-39.0%	59,367	105.4	\$ 4.78	\$ 0.99	\$ 3.79	20.7%
Light Rail (Silver)	82	-99.3%	-	6.9	\$ 79.18	\$ 0.99	\$ 78.19	1.3%
<b>Light Rail Subtotal</b>	<b>19,516,337</b>	<b>-39.0%</b>	<b>59,367</b>	<b>105.3</b>	<b>\$ 4.79</b>	<b>\$ 0.99</b>	<b>\$ 3.79</b>	<b>20.7%</b>
<b>ALL Fixed-Route</b>	<b>39,107,655</b>	<b>-44.8%</b>	<b>121,375</b>	<b>18.7</b>	<b>\$ 7.33</b>	<b>\$ 1.21</b>	<b>\$ 6.11</b>	<b>16.6%</b>
MTS Access	92,386	-67.3%	303	1.3	\$ 107.06	\$ 4.27	\$ 102.80	4.0%
Access Taxi	14,807	-75.9%	51	3.4	\$ 41.13	\$ 4.56	\$ 36.57	11.1%
<b>Demand-Resp Subtotal</b>	<b>107,193</b>	<b>-68.8%</b>	<b>354</b>	<b>1.5</b>	<b>\$ 97.95</b>	<b>\$ 4.31</b>	<b>\$ 93.65</b>	<b>4.4%</b>
<b>System Total</b>	<b>39,214,848</b>	<b>-44.9%</b>	<b>121,729</b>	<b>18.1</b>	<b>\$ 7.58</b>	<b>\$ 1.22</b>	<b>\$ 6.35</b>	<b>16.1%</b>

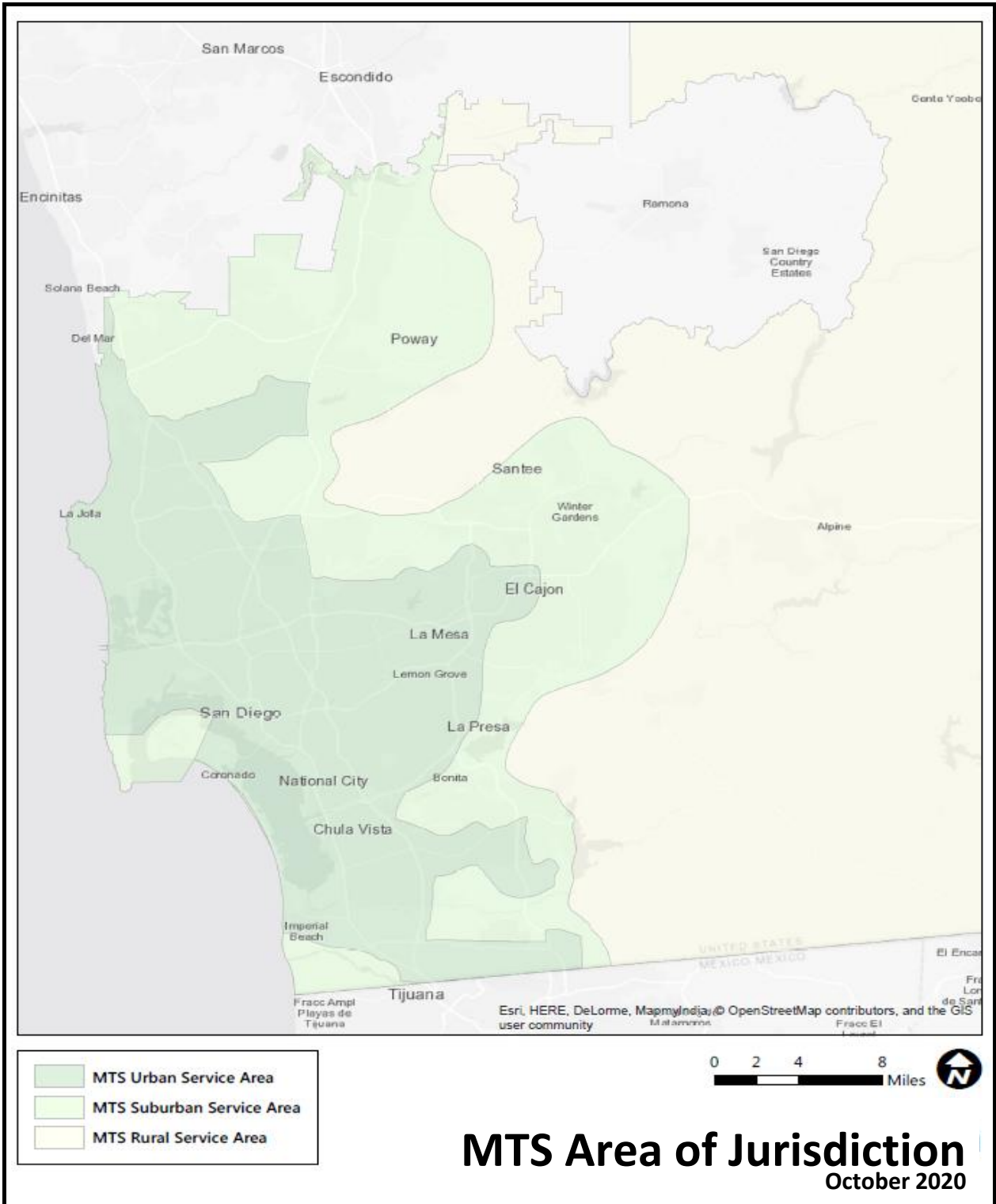
\* City of Coronado subsidized fares for summer service on Route 904.  
 \*\* SVCC Fares and one-half of the subsidy are paid for by NCTD.  
 \*\*\* Route 974 SVCC connection to UCSD service starts January 2020  
 ^ SANDAG reimburses MTS for net operating costs for Routes 201-237 (TransNet funds).  
 ^^ Routes 888, 891, 892, and 894 receive federal rural operating subsidy.  
 & Rural and Demand Response services have no specific Policy 42 goals for on-time performance, headway, or vehicle load.

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

SERVICE AVAILABILITY	
Goal	Actual
80% of residents or jobs within 1/4 mile of a bus stop or rail station in urban area	% of <b>residents</b> within 1/2 mile of a bus stop or rail station in urban areas: <b>99.0%</b>  % of <b>jobs</b> within 1/2 mile of a bus stop or rail station in urban areas: <b>99.2%</b>
100% of suburban residences within 5 miles of a bus stop or rail station.	% of suburban residents within 5 miles of a bus stop or rail station: <b>100.0%</b>
One return trip at least 2 days/week to destinations from rural villages (defined as Lakeside and Alpine).	Available Service: <b>Route 848 serves Lakeside seven days a week and Route 838 serves Alpine seven days a week.</b>

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

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



# MTS Area of Jurisdiction

October 2020