

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2017: JULY 2016 - JUNE 2017
Page 1 of 6

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.

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2017: JULY 2016 - JUNE 2017
Page 2 of 6

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.

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2017: JULY 2016 - JUNE 2017
Page 3 of 6

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.

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2017: JULY 2016 - JUNE 2017
Page 4 of 6

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.

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2017: JULY 2016 - JUNE 2017
Page 5 of 6

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.

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2017: JULY 2016 - JUNE 2017
Page 6 of 6

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 |

FY 2017 ANNUAL ROUTE STATISTICS

| 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.

**San Diego Metropolitan Transit System
POLICY 42 TITLE VI MONITORING REPORT
FY 2017: JULY 2016 - JUNE 2017**

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 | | | | | | | |
| <i>Goal</i> | <i>30 min.</i> | <i>n/a</i> | <i>1.00</i> | <i>20% Max</i> | | | <i>90%</i> |
| 280 | 15 | - | - | - | | - | 75% |
| 290 | 10 | - | - | - | | - | 86% |
| Express | | | | | | | |
| <i>Goal</i> | <i>30 min.</i> | <i>n/a</i> | <i>1.50</i> | <i>20% Max</i> | | | <i>90%</i> |
| 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 | | | | | | | |
| <i>Goal</i> | <i>n/a</i> | <i>15 min.</i> | <i>3.00</i> | <i>20% Max</i> | | | <i>90%</i> |
| Blue | 7.5 | 15 | - | - | ✓ | - | 94% |
| Orange | 15 | 15 | - | - | ✓ | - | 88% |
| Green | 15 | 15 | - | - | | - | 92% |
| Silver | 30 | 30 | - | - | | Operates selected days only | 97% |
| Rapid | | | | | | | |
| <i>Goal</i> | <i>n/a</i> | <i>15 min.</i> | <i>1.50</i> | <i>20% Max</i> | | | <i>85%</i> |
| 201/202 | 10 | 15 | - | - | ✓ | - | 86% |
| 204 | 15 | 15 | - | - | ✓ | - | 94% |
| 215 | 10 | 15 | - | - | ✓ | - | 83% |
| 235 | 15 | 30 | - | - | | - | 84% |
| 237 | 15/30 | - | - | - | ✓ | - | 86% |
| Urban Frequent | | | | | | | |
| <i>Goal</i> | <i>n/a</i> | <i>15 min.</i> | <i>1.50</i> | <i>20% Max</i> | | | <i>85%</i> |
| 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% |

San Diego Metropolitan Transit System
POLICY 42 TITLE VI MONITORING REPORT
FY 2017: JULY 2016 - JUNE 2017

Page 2 of 3

| 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% |

**San Diego Metropolitan Transit System
POLICY 42 TITLE VI MONITORING REPORT
FY 2017: JULY 2016 - JUNE 2017**

Page 3 of 3

| 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) | | | | | | | |
| <i>Goal</i> | <i>60 min.</i> | <i>n/a</i> | <i>1.00</i> | <i>20% Max</i> | | | <i>90%</i> |
| 972 | ~30 | - | - | - | ✓ | - | - |
| 973 | ~30 | - | - | - | ✓ | - | - |
| 978 | ~30 | - | - | - | ✓ | - | - |
| 979 | ~30 | - | - | - | ✓ | - | - |
| Rural (Note 2) | | | | | | | |
| <i>Goal</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 | - | - | - | - | ✓ | - | - |

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.

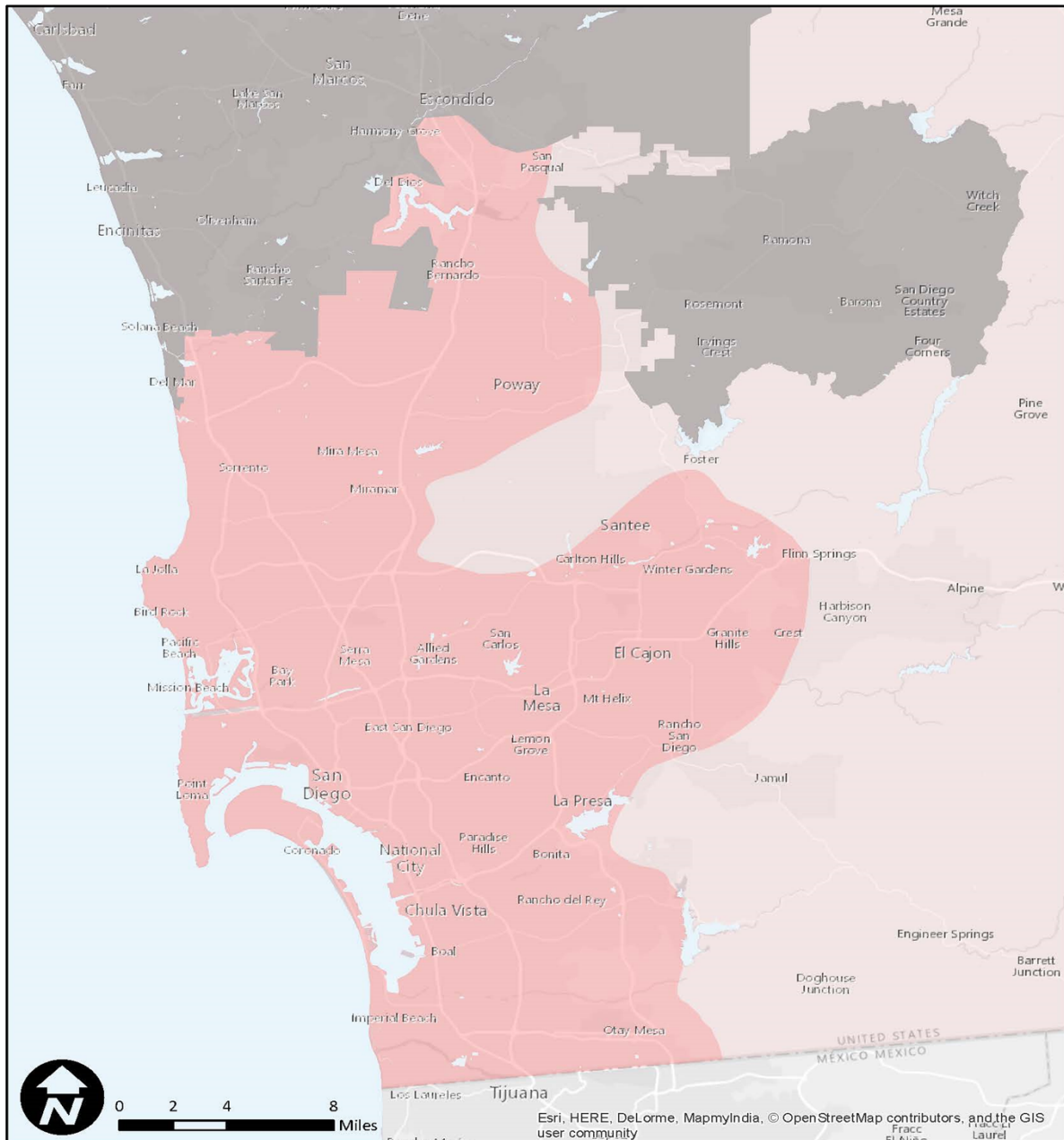
Note 2: Rural & Demand Response services have no specific Policy 42 goals for on-time performance, headway, or vehicle load.

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 | <i>% of residents within 1/2 mile of a bus stop or rail station in urban</i> 94.0% | <i>% of jobs within 1/2 mile of a bus stop or</i> 90.5% |
| 100% of suburban residences within 5 miles of a bus stop or rail station. | <i>% of suburban residents within 5 miles of a bus stop or rail station:</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 2016

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