

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2024: JULY 2023 - JUNE 2024

Date: 10/09/24 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	Pre-Pandemic		FY 2022	FY 2023	FY 2024	FY23 - FY24	
	FY 2018	FY 2019				# Change	% Change
Urban Frequent	29,510,050	30,415,325	17,739,607	20,156,847	22,476,382	2,319,535	11.5%
Urban Standard	9,265,348	7,454,910	4,528,650	5,222,535	5,664,277	441,742	8.5%
Rapid	6,002,999	6,504,970	4,021,024	5,477,016	6,364,477	887,461	16.2%
Express	2,096,249	2,008,630	795,781	685,945	515,744	(170,201)	-24.8%
Circulator	670,006	821,636	482,904	526,347	554,504	28,157	5.3%
Premium/Rapid Express	283,135	281,240	79,098	102,064	105,696	3,632	3.6%
Rural	80,771	84,552	37,522	43,587	38,130	(5,457)	-12.5%
Fixed-Bus Subtotal	47,908,558	47,571,263	27,684,586	32,214,341	35,719,210	3,504,869	10.9%
Light Rail (Blue, Orange, Green)	36,979,119	37,274,030	29,737,401	36,046,304	39,648,454	3,602,150	10.0%
Light Rail (Silver)	16,082	19,727	2,098	1,056	1,031	(25)	-2.4%
Light Rail Subtotal	36,995,201	37,293,757	29,739,499	36,047,360	39,649,485	3,602,125	10.0%
ALL Fixed Route	84,903,759	84,865,020	57,424,085	68,261,701	75,368,695	7,106,994	10.4%
Demand-Resp. (MTS Access)	505,973	423,212	169,124	178,828	200,622	21,794	12.2%
Demand-Resp. (Access Taxi)	-	69,263	24,042	70,834	113,477	42,643	60.2%
Demand-Resp. Subtotal	505,973	492,475	193,166	249,662	314,099	64,437	25.8%
System	85,409,732	85,357,495	57,617,251	68,511,363	75,682,794	7,171,431	10.5%

NOTES: A healthy 10.5% increase overall from FY 2023 to FY 2024 indicates a continued rebound from pandemic-related ridership losses. Nearly every route category experienced a year-over-year increase. A notable exception was Express Bus routes, due to Express Route 950 being discontinued and replaced with Rapid Route 227 in mid-year.

Average Weekday Passengers

Route Categories	Pre-Pandemic		FY 2022	FY 2023	FY 2024	FY23 - FY24	
	FY 2018	FY 2019				# Change	% Change
Urban Frequent	96,883	99,521	56,836	64,672	72,624	7,952	12.3%
Urban Standard	31,423	25,567	15,293	17,693	19,308	1,615	9.1%
Rapid	19,823	21,678	13,051	18,378	21,290	2,912	15.8%
Express	7,623	7,247	2,727	2,294	1,756	(537)	-23.4%
Circulator	2,564	2,947	1,750	1,920	2,072	152	7.9%
Premium/Rapid Express	1,117	1,112	311	402	418	16	4.0%
Rural	319	334	148	172	151	(21)	-12.2%
Fixed-Bus Subtotal	159,751	158,406	90,116	105,530	117,619	12,089	11.5%
Light Rail (Blue, Orange, Green)	113,370	114,624	90,745	109,568	121,002	11,434	10.4%
Light Rail (Silver)	101	83	n/a	n/a	n/a	n/a	n/a
Light Rail Subtotal	113,471	114,706	90,745	109,568	121,002	11,434	10.4%
ALL Fixed Route	273,222	273,112	180,861	215,098	238,621	23,523	10.9%
Demand-Resp. (MTS Access)	1,815	1,523	572	630	713	83	13.1%
Demand-Resp. (Access Taxi)	-	231	83	242	403	161	66.5%
Demand-Resp. Subtotal	1,815	1,754	654	872	1,116	244	27.9%
System	275,037	274,866	181,515	215,970	239,737	23,766	11.0%

NOTES: The average weekday ridership figure tracks closely with the overall passenger trends. October 2023 was MTS' best ridership month since February 2020, with average weekday ridership at 93% of pre-pandemic levels.

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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	Pre-Pandemic		FY 2022	FY 2023	FY 2024	FY23 - FY24
	FY 2018	FY 2019				% Change
Urban Frequent	28.2	26.8	15.9	19.6	20.7	6.9%
Urban Standard	21.1	18.8	11.2	13.5	14.1	5.6%
Rapid	32.5	31.4	18.0	26.6	25.8	-4.7%
Express	25.1	25.4	11.7	12.8	12.3	-4.6%
Circulator	12.9	13.3	7.2	8.6	8.5	-1.7%
Premium/Rapid Express	24.3	24.0	11.1	13.8	14.4	4.9%
Rural	12.0	15.8	7.0	8.2	7.1	-15.7%
Fixed-Bus Subtotal	26.3	25.1	14.6	18.4	19.2	5.7%
Light Rail (Blue, Orange, Green)	215.4	216.7	139.6	155.7	170.8	10.8%
Light Rail (Silver)	23.6	21.6	16.5	18.5	19.0	2.8%
Light Rail Subtotal	214.6	215.7	139.5	155.7	170.7	10.8%
ALL Fixed Route	42.5	41.0	27.3	34.4	36.1	6.0%
Demand-Resp. (MTS Access)	2.0	2.0	1.5	1.7	1.5	-12.6%
Demand-Resp. (Access Taxi)	0.0	3.3	3.0	3.0	2.9	-2.7%
Demand-Resp. Subtotal	2.0	2.1	1.6	1.9	1.8	-6.8%
System	38.0	37.1	25.9	32.4	33.5	4.0%

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	Pre-Pandemic		FY 2022	FY 2023	FY 2024	FY23 - FY24
	FY 2018	FY 2019				% Change
Urban Frequent	35.3	33.8	20.0	25.3	26.5	26.4%
Urban Standard	29.1	26.1	15.2	18.7	19.4	22.6%
Rapid	43.7	41.3	23.4	35.7	34.7	52.2%
Express	32.5	33.4	15.3	17.1	15.4	11.3%
Circulator	16.7	17.4	10.1	12.7	12.0	25.6%
Premium/Rapid Express	26.8	26.6	12.8	16.1	16.7	25.4%
Rural	15.8	15.8	9.9	12.2	10.5	22.5%
Fixed-Bus Subtotal	33.8	32.3	18.8	24.3	25.2	29.1%
Light Rail (Blue, Orange, Green)	258.0	260.9	165.5	185.2	204.3	11.9%
Light Rail (Silver)	39.1	23.6	n/a	n/a	n/a	n/a
Light Rail Subtotal	257.6	260.6	165.5	185.2	204.3	11.9%
ALL Fixed Route	52.9	51.1	33.9	43.5	45.3	28.6%
Demand-Resp. (MTS Access)	N/A	N/A	1.5	1.7	1.5	15.0%
Demand-Resp. (Access Taxi)	N/A	N/A	2.9	2.9	2.9	-1.0%
Demand-Resp. Subtotal	N/A	N/A	1.6	1.9	1.8	21.7%
System	52.9	51.1	31.6	40.1	40.8	27.0%

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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' OTP goal is 85% for Urban Frequent and Rapid bus routes, and 90% for Trolley and all other bus route categories. Routes are 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. 2022	Jan. 2023	June 2023	Sept. 2023	Jan. 2024	
Urban Frequent	82.4%	82.0%	84.8%	85.3%	85.5%	85.0%
Urban Standard	84.8%	84.3%	87.6%	86.2%	86.8%	90.0%
Rapid	86.9%	86.5%	87.6%	88.2%	89.3%	85.0%
Express	91.7%	91.1%	92.2%	92.1%	92.0%	90.0%
Circulator	85.9%	85.0%	86.0%	86.3%	87.3%	90.0%
Premium/Rapid Express	90.5%	88.6%	90.7%	92.5%	90.7%	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)	95.8%	95.8%	95.7%	95.4%	92.8%	90.0%
Light Rail (Silver)	N/A	N/A	N/A	N/A	N/A	N/A
System	85.3%	85.0%	86.7%	86.9%	86.8%	

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 2022	FY 2023	FY 2024
MTS Directly-Operated Bus	0.93	0.96	1.07
MTS Contracted Fixed-Route Bus	1.10	1.30	1.38
Demand-Resp. (Access & Taxi)	0.22	0.71	0.94
MTS Rail	0.08	0.05	0.14

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 2022	FY 2023	FY 2024	% Change	
				FY22 - FY23	FY23 - FY24
MTS Directly-Operated Bus	7,029	6,019	6,645	-14.4%	10.4%
MTS Contracted Fixed-Route Bus	10,022	6,765	6,051	-32.5%	-39.6%
Demand-Resp. (Access & Taxi)	44,658	47,519	54,314	6.4%	21.6%
MTS Rail	15,963	15,439	20,579	-3.3%	28.9%

Complaints per 100,000 Passengers

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

Operator	FY 2022	FY 2023	FY 2024	% Change	
				FY22 - FY23	FY23 - FY24
MTS Directly-Operated Bus	4.9	4.0	4.5	-17.5%	11.3%
MTS Contracted Fixed-Route Bus	9.8	10.4	8.6	5.8%	-17.0%
Demand-Resp. (Access & Taxi)	168.8	245.1	227.2	45.2%	-7.3%
MTS Rail	1.1	1.2	1.4	5.7%	17.9%
System	4.7	4.9	4.6	3.6%	-5.5%

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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	FY24 Budget	FY24 Actual	# Diff	% Diff
MTS Directly-Operated Bus	784,268	783,784	(484)	-0.1%
MTS Contracted Fixed-Route Bus	1,079,170	1,073,161	(6,009)	-0.6%
Demand-Resp (Access & Taxi)	142,557	172,158	29,601	20.8%
MTS Rail	706,167	668,844	(37,324)	-5.3%
System	2,712,162	2,685,710	(26,452)	-1.0%

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

Revenue Miles

Operator	FY24 Budget	FY24 Actual	# Diff	% Diff
MTS Directly-Operated Bus	9,070,213	9,052,237	(17,976)	-0.2%
MTS Contracted Fixed-Route Bus	11,344,096	11,297,726	(46,370)	-0.4%
Demand-Resp (Access & Taxi)	2,866,694	3,267,530	400,836	14.0%
MTS Rail	12,981,281	12,156,157	(825,124)	-6.4%
System	36,262,284	35,773,650	(488,634)	-1.3%

Scheduled In-Service Hours (Weekly Total)

Operator	June 2023	June 2024	# Diff	% Diff
MTS Directly-Operated Bus	11,615	12,152	537	4.6%
MTS Contracted Fixed-Route Bus	15,443	16,775	1,331	8.6%
MTS Rail	3,834	3,827	(7)	-0.2%
System	30,892	32,754	1,862	6.0%

Scheduled In-Service Miles (Weekly Total)

Operator	June 2023	June 2024	# Diff	% Diff
MTS Directly-Operated Bus	169,784	176,559	6,775	4.0%
MTS Contracted Fixed-Route Bus	212,702	231,341	18,638	8.8%
MTS Rail	82,078	82,029	(49)	-0.1%
System	464,564	489,929	25,365	5.5%

Scheduled Weekday Peak-Vehicle Requirement

This figure is 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 2023	June 2024	# Change FY23 - FY24
MTS Directly-Operated Bus	185	197	12
MTS Contracted Fixed-Route Bus	281	288	7
MTS Rail	114	114	0

Scheduled In-Service Speed (MPH) (Weekday)

Operator	June 2023	June 2024	% Change FY23 - FY24
MTS Directly-Operated Bus	14.6	14.5	-0.5%
MTS Contracted Fixed-Route Bus	13.8	13.8	-0.2%
MTS Rail	21.5	21.5	0.0%

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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 2023	June 2024	% Change FY23 - FY24
MTS Directly-Operated Bus	88.3%	88.0%	-0.4%
MTS Rail	98.2%	98.2%	0.0%

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 2023	June 2024	% Change FY23 - FY24
MTS Directly-Operated Bus	76.7%	75.6%	-1.4%
MTS Rail (Layover Included)	83.7%	83.7%	0.0%

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	Pre-Pandemic		FY 2022	FY 2023	FY 2024	FY23 - FY24 % Change
	FY 2018	FY 2019				
MTS Directly-Operated Bus	29.3%	22.5%	14.1%	16.9%	16.8%	-0.3%
MTS Contracted Fixed-Route Bus	49.8%	36.0%	17.1%	23.0%	21.6%	-6.0%
MTS Rail	49.6%	51.6%	24.7%	21.3%	22.2%	4.0%
ALL Fixed Route	36.2%	35.8%	18.7%	20.2%	20.2%	0.2%
Demand-Resp (Access & Taxi)	12.9%	14.8%	6.5%	7.8%	7.5%	-3.8%
System	34.4%	34.3%	18.2%	19.7%	19.6%	-0.5%

NOTES: The TDA's minimum farebox recovery percentages have been suspended through 2026, due to pandemic impacts on ridership. High inflation on the cost side and lower fare revenue on the income side continue to put a strain on this metric.

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	Pre-Pandemic		FY 2022	FY 2023	FY 2024	FY23 - FY24 % Change
	FY 2018	FY 2019				
Urban Frequent	\$ 2.26	\$ 2.34	\$ 5.30	\$ 4.74	\$ 4.47	-5.7%
Urban Standard	\$ 2.11	\$ 2.60	\$ 6.32	\$ 5.66	\$ 5.63	-0.5%
Rapid	\$ 2.72	\$ 2.82	\$ 6.26	\$ 4.54	\$ 4.64	2.2%
Express	\$ 3.87	\$ 3.72	\$ 10.06	\$ 10.60	\$ 10.98	3.6%
Circulator	\$ 3.08	\$ 3.05	\$ 8.45	\$ 7.62	\$ 8.51	11.7%
Premium/Rapid Express	\$ 4.27	\$ 4.83	\$ 18.45	\$ 16.03	\$ 15.51	-3.3%
Rural	\$ 8.49	\$ 8.43	\$ 24.76	\$ 23.99	\$ 28.29	17.9%
Fixed-Bus Subtotal	\$ 2.39	\$ 2.54	\$ 5.86	\$ 5.09	\$ 4.89	-3.8%
Light Rail (Blue, Orange, Green)	\$ 1.07	\$ 1.05	\$ 2.62	\$ 2.73	\$ 2.64	-3.3%
Light Rail (Silver)	\$ 18.42	\$ 20.67	\$ 28.84	\$ 28.80	\$ 30.11	4.6%
Light Rail Subtotal	\$ 1.08	\$ 1.06	\$ 2.62	\$ 2.74	\$ 2.64	-3.3%
ALL Fixed Route	\$ 1.82	\$ 1.89	\$ 4.18	\$ 3.84	\$ 3.71	-3.5%
Demand-Resp. (MTS Access)	\$ 34.62	\$ 36.26	\$ 67.73	\$ 60.84	\$ 69.60	14.4%
Demand-Resp. (Access Taxi)	\$ -	\$ 19.94	\$ 31.25	\$ 34.36	\$ 33.61	-2.2%
Demand Response Subtotal	\$ 34.62	\$ 33.97	\$ 63.19	\$ 53.33	\$ 56.60	6.1%
System	\$ 2.01	\$ 2.07	\$ 4.38	\$ 4.02	\$ 3.93	-2.4%

NOTES: After a major spike caused by the pandemic, MTS' subsidy per passenger has been falling every year since FY 2021 due to increasing ridership. Similar to the farebox recovery, high inflation on the cost side and lower fare revenue on the income side continue to put a strain on this metric.

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FY 2024 ANNUAL ROUTE STATISTICS																						
BASE STATISTICS												TITLE VI MONITORING										
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY23-24 % Change	Avg. Wkdy. Psgrs.	Psgrs./ Rev. Hr.	Cost/ Psgr.	Average Fare	Subsidy/ Psgr.	Farebox Recovery	Budgeted Rev.Svc.		Route	Minority Route ^	On-Time Perf.		Weekday Headway			Vehicle Load Factor ~		
											Hours	Miles			Goal	Actual	Goal	Peak	Base	Goal	% trips over VLF	> 20%?
Blue	LRT	3,8,NC,CV	24,389,986	11.5%	75,160	203.8	\$ 2.85	\$ 0.75	\$ 2.09	26.5%	102,479	2,230,429	Blue	✓	90%	92%	15 min.	7.5	15	3.00	0%	No
Orange	LRT	3,4,8,9,LG,LM,EC	6,631,168	6.1%	20,523	133.7	\$ 4.34	\$ 0.75	\$ 3.58	17.4%	44,294	888,778	Orange	✓	90%	91%	15 min.	15	15	3.00	0%	No
Green	LRT	2,3,7,9,LM,EC,ST	8,627,300	8.8%	25,319	137.1	\$ 4.23	\$ 0.75	\$ 3.48	17.8%	54,769	1,199,360	Green	✓	90%	92%	15 min.	15	15	3.00	0%	No
Silver	LRT	3	1,031	(2.4%)	-	19.0	\$ 30.55	\$ 0.44	\$ 30.11	1.4%	808	5,928	Silver	✓	90%	100%	15 min.	30	30	3.00	0%	No
1	Frq	3,7,9,LM	811,259	14.6%	2,591	19.6	\$ 4.14	\$ 1.25	\$ 2.89	30.2%	41,481	378,315	1	✓	85%	90%	15 min.	15	15	1.50	0%	No
2	Frq	3	565,968	5.6%	1,822	18.2	\$ 8.20	\$ 1.09	\$ 7.11	13.2%	31,098	244,667	2	✓	85%	93%	15 min.	12	15	1.50	0%	No
3	Frq	3,4,8,9	981,093	18.5%	3,249	18.9	\$ 3.71	\$ 1.32	\$ 2.40	35.4%	51,964	410,899	3	✓	85%	55%	15 min.	12	12	1.50	0%	No
4	Std	3,4,8,9	585,628	15.9%	1,878	23.8	\$ 6.27	\$ 0.92	\$ 5.35	14.7%	24,179	259,591	4	✓	85%	96%	30 min.	30	30	1.50	0%	No
5	Frq	3,4,8,9	444,857	14.3%	1,513	19.7	\$ 3.47	\$ 1.21	\$ 2.25	35.0%	22,611	173,496	5	✓	85%	89%	15 min.	12	12	1.50	0%	No
6	Frq	3,7	228,268	(7.0%)	691	15.0	\$ 9.96	\$ 1.13	\$ 8.83	11.4%	15,250	130,440	6	✓	85%	93%	15 min.	15	15	1.50	0%	No
7	Frq	3,4,9	1,878,990	8.5%	5,645	28.9	\$ 5.16	\$ 0.98	\$ 4.18	19.0%	65,620	509,054	7	✓	85%	74%	15 min.	10	10	1.50	0%	No
8	Frq	2,3	585,573	14.5%	1,622	17.2	\$ 8.66	\$ 1.16	\$ 7.50	13.4%	33,879	351,792	8	✓	85%	70%	15 min.	20	20	1.50	0%	No
9	Frq	2,3	244,269	(6.0%)	676	13.9	\$ 10.70	\$ 1.05	\$ 9.65	9.8%	17,537	157,243	9	✓	85%	98%	15 min.	20	20	1.50	0%	No
10	Frq	2,3,4,9	946,336	8.7%	3,135	23.6	\$ 6.31	\$ 1.16	\$ 5.15	18.4%	39,989	349,326	10	✓	85%	73%	15 min.	12	15	1.50	0%	No
11	Frq	3,9	476,948	2.0%	1,535	15.2	\$ 9.79	\$ 1.21	\$ 8.58	12.3%	31,647	311,834	11	✓	85%	67%	15 min.	15	15	1.50	0%	No
12	Frq	3,4,8,9	931,964	9.5%	3,046	21.7	\$ 6.88	\$ 0.87	\$ 6.01	12.7%	42,440	415,708	12	✓	85%	93%	15 min.	7.5/15	15	1.50	0%	No
13	Frq	4,7,9,NC	1,768,897	18.7%	5,861	30.6	\$ 4.88	\$ 0.95	\$ 3.93	19.4%	57,891	578,803	13	✓	85%	93%	15 min.	12	12	1.50	0%	No
14	Circ	7,9,LM	44,447	19.7%	176	6.9	\$ 11.94	\$ 1.12	\$ 10.82	9.4%	6,444	65,112	14	✓	90%	97%	60 min.	60	60	1.00	0%	No
18	Circ	3,7	15,178	18.2%	60	5.8	\$ 14.28	\$ 1.34	\$ 12.93	9.4%	2,624	39,612	18	✓	90%	93%	60 min.	30	30	1.00	0%	No
20	Exp	3,5,6,7	373,818	3.8%	1,240	10.9	\$ 13.72	\$ 1.14	\$ 12.58	8.3%	34,373	651,457	20	✓	90%	95%	30 min.	15/30	30	1.50	0%	No
25	Circ	6,7	49,386	31.0%	195	8.0	\$ 10.39	\$ 1.12	\$ 9.27	10.8%	6,242	78,260	25	✓	90%	87%	60 min.	60	60	1.00	0%	No
27	Std	2,6	246,489	15.6%	756	11.9	\$ 6.57	\$ 1.26	\$ 5.31	19.1%	20,784	182,050	27	✓	85%	96%	30 min.	30	30	1.50	0%	No
28	Std	2,3	237,862	10.7%	774	19.4	\$ 3.13	\$ 1.10	\$ 2.03	35.1%	12,334	83,837	28	✓	85%	88%	30 min.	15/30	30	1.50	0%	No
30	Frq	1,2,3	1,141,886	12.3%	3,483	20.1	\$ 7.44	\$ 1.22	\$ 6.21	16.4%	56,933	719,143	30	✓	85%	84%	15 min.	15	15	1.50	0%	No
31	Std	1,6	82,332	6.6%	325	17.3	\$ 8.61	\$ 1.25	\$ 7.36	14.6%	4,752	58,868	31	✓	85%	59%	30 min.	30	-	1.50	0%	No
35	Frq	2,3	321,640	1.0%	964	16.4	\$ 3.26	\$ 1.34	\$ 1.91	41.3%	19,678	117,952	35	✓	85%	86%	15 min.	15	15	1.50	0%	No
41	Frq	1,6,7	776,659	2.3%	2,693	21.3	\$ 7.02	\$ 1.09	\$ 5.92	15.6%	36,742	464,776	41	✓	85%	93%	15 min.	7.5/15	15	1.50	0%	No
43	Frq	2,6	431,740	100.0%	1,376	17.6	\$ 8.47	\$ 1.02	\$ 7.45	12.0%	24,605	248,959	43	✓	85%	94%	15 min.	15	15	1.50	0%	No
44	Frq	2,3,6,7	769,401	12.6%	2,535	22.4	\$ 6.65	\$ 0.98	\$ 5.67	14.7%	34,219	357,180	44	✓	85%	96%	15 min.	7.5/15	15	1.50	0%	No
60	Exp	1,3,4,6,9	51,925	(6.6%)	205	15.4	\$ 9.66	\$ 1.19	\$ 8.47	12.3%	3,366	58,954	60	✓	90%	12%	30 min.	20/30	-	1.50	0%	No
83	Circ	3	17,222	22.1%	68	5.4	\$ 15.37	\$ 1.34	\$ 14.03	8.7%	3,213	25,846	83	✓	90%	87%	60 min.	60	60	1.00	0%	No
84	Circ	2	13,989	12.2%	55	4.7	\$ 17.56	\$ 1.42	\$ 16.14	8.1%	2,998	35,435	84	✓	90%	98%	60 min.	60	60	1.00	0%	No
88	Circ	3,7	80,323	(9.2%)	270	11.1	\$ 5.78	\$ 1.37	\$ 4.41	23.7%	7,249	50,867	88	✓	90%	98%	60 min.	30	30	1.00	0%	No
105	Std	1,2,3,6	192,843	0.2%	688	12.8	\$ 11.68	\$ 0.99	\$ 10.69	8.5%	15,119	181,877	105	✓	85%	84%	30 min.	30	30	1.50	0%	No
110	Exp	3,6	19,782	12.1%	78	10.2	\$ 14.64	\$ 1.24	\$ 13.39	8.5%	1,944	40,030	110	✓	90%	100%	30 min.	20/30	-	1.50	0%	No
115	Std	7,9,LM,EC	196,573	3.5%	696	11.8	\$ 9.04	\$ 1.04	\$ 8.00	11.5%	16,728	195,517	115	✓	85%	93%	30 min.	30	30	1.50	0%	No
120	Frq	3,6,7	486,418	0.6%	1,584	14.6	\$ 10.25	\$ 1.15	\$ 9.10	11.2%	33,457	346,608	120	✓	85%	78%	15 min.	15/30	15/30	1.50	0%	No
201/202^	Rpd	1	2,482,109	1.2%	8,898	58.9	\$ 2.53	\$ 1.36	\$ 1.17	53.9%	42,419	385,272	201/202^	✓	85%	92%	15 min.	5	10	1.50	0%	No
204^	Rpd	1	67,905	(3.6%)	268	16.6	\$ 8.98	\$ 1.31	\$ 7.67	14.6%	4,087	28,389	204^	✓	85%	99%	15 min.	30	30	1.50	0%	No
215^	Rpd	3,9	1,411,658	11.1%	4,273	25.4	\$ 5.89	\$ 1.06	\$ 4.83	18.0%	55,691	537,180	215^	✓	85%	72%	15 min.	10	15	1.50	0%	No
225^	Rpd	3,8,CV	568,724	14.8%	1,817	15.2	\$ 10.98	\$ 1.33	\$ 9.65	12.1%	37,462	722,591	225^	✓	85%	92%	15 min.	15	30	1.50	0%	No
227	Rpd	8,IB	516,379	N/A	1,665	16.9	\$ 8.45	\$ 0.97	\$ 7.47	11.5%	30,675	530,938	227^	✓	85%	85%	15 min.	15	30	1.50	0%	No

San Diego Metropolitan Transit System
POLICY 42 PERFORMANCE MONITORING REPORT
FY 2024: JULY 2023 - JUNE 2024

Date: 9/26/24 rev

FY 2024 ANNUAL ROUTE STATISTICS													TITLE VI MONITORING									
BASE STATISTICS													TITLE VI MONITORING									
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY23-24 % 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%?
961	Frq	4,NC	445,541	9.3%	1,434	18.9	\$ 4.79	\$ 1.08	\$ 3.71	22.6%	23,643	240,439	961	✓	85%	80%	15 min.	15/30	15/30	1.50	0%	No
962	Frq	4,NC,Cty	409,622	15.0%	1,293	18.0	\$ 5.11	\$ 1.24	\$ 3.87	24.2%	22,776	235,730	962	✓	85%	92%	15 min.	15	15	1.50	0%	No
963	Std	4,NC	117,463	7.3%	391	12.5	\$ 5.88	\$ 1.25	\$ 4.62	21.3%	9,431	77,764	963	✓	85%	94%	30 min.	30	30	1.50	0%	No
964	Circ	5,6	97,178	24.1%	384	10.4	\$ 7.96	\$ 1.15	\$ 6.81	14.4%	9,438	89,107	964	✓	90%	65%	60 min.	30	30	1.00	0%	No
965	Circ	9	42,313	11.4%	148	9.0	\$ 9.16	\$ 1.12	\$ 8.04	12.2%	4,714	47,975	965	✓	90%	79%	60 min.	35-45	35-45	1.00	0%	No
967	Std	4,NC	30,922	12.5%	122	8.6	\$ 9.19	\$ 1.23	\$ 7.96	13.4%	3,593	31,979	967	✓	85%	78%	30 min.	60	60	1.50	0%	No
968	Std	NC	46,478	4.6%	184	11.1	\$ 7.98	\$ 1.09	\$ 6.90	13.6%	4,169	41,737	968	✓	85%	94%	30 min.	60+	60+	1.50	0%	No
972**	Circ	1,6	2,936	(46.6%)	12	2.4	\$ 32.57	\$ 0.76	\$ 31.81	2.3%	1,238	13,221	972**						1.00	0%	No	
973**	Circ	1,6	7,242	(4.1%)	29	5.8	\$ 13.37	\$ 0.76	\$ 12.60	5.7%	1,250	16,204	973**	✓					1.00	0%	No	
974**	Circ	1	6,707	(3.7%)	27	5.9	\$ 13.06	\$ 0.76	\$ 12.30	5.8%	1,135	10,624	974***	✓					1.00	0%	No	
978**	Circ	1	4,402	(15.7%)	17	3.6	\$ 21.28	\$ 0.76	\$ 20.51	3.6%	1,212	12,834	978**						1.00	0%	No	
979**	Circ	1	6,820	8.3%	27	5.8	\$ 13.40	\$ 0.76	\$ 12.64	5.7%	1,183	10,351	979**						1.00	0%	No	
985	Circ	1	28,471	100.0%	113	8.4	\$ 9.85	\$ 1.45	\$ 8.40	14.7%	3,433	38,929	985	✓	90%	95%	15 min.	15	15	1.00	0%	No
992	Frq	2,3	315,341	9.5%	878	13.6	\$ 5.18	\$ 1.42	\$ 3.76	27.4%	23,332	184,411	992	✓	85%	86%	15 min.	15	15	1.50	0%	No
Access	D.R.	ALL	200,622	12.2%	713	1.5	\$ 74.09	\$ 4.50	\$ 69.60	6.1%												
Taxi	D.R.	ALL	113,477	60.2%	403	2.9	\$ 38.39	\$ 4.78	\$ 33.61	12.4%												
TOTAL			75,682,794	10.5%	239,737	33.5	\$ 4.89	\$ 0.96	\$ 3.93	19.6%	2,065,787	24,738,803										

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 revenue 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

Route Category	Q1-Q2 Passengers	FY22-23 % Change	Avg. Wkdy. Psgrs.	Psgrs./ Rev. Hr.	Cost/ Psgr.	Average Fare	Subsidy/ Psgr.	Farebox Recovery
Urban Frequent	22,476,382	11.5%	72,624	20.7	\$ 5.58	\$ 1.11	\$ 4.47	19.9%
Urban Standard	5,664,277	8.5%	19,308	14.1	\$ 6.86	\$ 1.17	\$ 5.69	17.1%
Rapid ^	6,364,477	16.2%	21,290	25.8	\$ 5.86	\$ 1.22	\$ 4.64	20.8%
Express	515,744	-24.8%	1,756	12.3	\$ 12.14	\$ 1.16	\$ 10.98	9.6%
Circulator	554,504	5.3%	2,072	8.5	\$ 8.68	\$ 1.03	\$ 7.66	11.8%
Premium/Rapid Express	105,696	3.6%	418	14.4	\$ 18.69	\$ 3.19	\$ 15.51	17.0%
Rural ^^	38,130	-12.5%	151	7.1	\$ 32.52	\$ 4.24	\$ 28.29	13.0%
Fixed Bus Subtotal	35,719,210	10.9%	117,619	19.2	\$ 6.04	\$ 1.15	\$ 4.89	19.0%
Light Rail (B,O,G)	39,648,454	10.0%	121,002	170.8	\$ 3.40	\$ 0.75	\$ 2.64	22.2%
Light Rail (Silver)	1,031	-2.4%	-	19.0	\$ 30.55	\$ 0.44	\$ 30.11	1.4%
Light Rail Subtotal	39,649,485	10.0%	121,002	170.7	\$ 3.40	\$ 0.75	\$ 2.64	22.2%
ALL Fixed-Route	75,368,695	10.4%	238,621	36.1	\$ 4.65	\$ 0.94	\$ 3.71	20.2%
MTS Access	200,622	12.2%	713	1.5	\$ 74.09	\$ 4.50	\$ 69.60	6.1%
Access Taxi	113,477	60.2%	403	2.9	\$ 38.39	\$ 4.78	\$ 33.61	12.4%
Demand-Resp Subtotal	314,099	25.8%	1,116	1.8	\$ 61.19	\$ 4.60	\$ 56.60	7.5%
System Total	75,682,794	10.5%	239,737	33.5	\$ 4.89	\$ 0.96	\$ 3.93	19.6%

* City of Coronado subsidized fares for extra summer service on Route 904.
 ** MTS SVCC services discontinued in June 2024. Costs were partially subsidized by NCTD.
 ^ SANDAG reimburses MTS for net operating costs for Routes 201-237 with TransNet funds(exc. Rt. 227).
 ^^ Routes 888, 891, 892, and 894 receive federal rural operating subsidy.
 Rural and Demand Response services have no specific Policy 42 goals for OTP, headway, or vehicle load.

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

SERVICE AVAILABILITY *		
Goal	Actual	
80% of residents or jobs within 1/2 mile of a bus stop or rail station in urban area	% of residents within 1/2 mile of a bus stop or rail station in urban areas:	% of jobs within 1/2 mile of a bus stop or rail station in urban areas:
	99.2%	95.9%
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:	
	100.0%	
One return trip at least 2 days/week to destinations from rural villages (defined as Lakeside and Alpine).	Available Service:	
	Route 848 serves Lakeside seven days a week and Route 838 serves Alpine seven days a week.	

See map on next page titled 'MTS Area of Jurisdiction.'
 ^ Minority Route report updated using ACS 2020 (10/26/2023)
 ~ No trips averaged above the vehicle load factor target (1.5 for most bus routes, 3.0 for Trolley).
 * Service Availability updated from PR request for Urban & Suburban Transit Access (1/27/2023)

