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San Diego- Today, the Metropolitan Transit System (MTS) presented to its Board of Directors the results of a recent systemwide Customer Satisfaction Survey. This is the agency's first survey questionnaire post-pandemic, and it revealed an overall satisfaction rate of 91%. In addition to the survey results, the Board also approved the next step for a new affordable housing development in Northern San Diego.

"Listening to our riders is essential in guiding the Board and staff as we set goals to continue improving our operations, safety practices and policies," said Nathan Fletcher, MTS Board Chair and Chair, San Diego County Board of Supervisors. "The overall high satisfaction ratings and recent ridership increases we're seeing are a testament to the proactive steps we've been taking in the last several years to deliver a world-class transit system to the region. We'll continue to look for ways that we can invest in, improve and expand transit access throughout the County."

The customer satisfaction survey was conducted by professional market research firm [Redhill Group](#) in April 2022. More than 1,800 people participated in the effort to measure customer satisfaction in a variety of MTS facets, including service spans, frequencies, fare pricing, safety, and more. Among some of the top findings was feedback on the new PRONTO fare-collection system, introduced in 2021. PRONTO received a 92% satisfaction rating, a significant reason for a large increase in overall fare satisfaction from the 2019 survey (89% 2022 vs 73% 2019). Areas where the agency will be assessing solutions for improved customer experience involved security, data collection, more frequency, weekend service, and ways to increase cleaning services. The full Board report on the Customer Satisfaction Survey can be found at [here](#).

Also during the meeting, the MTS Board voted to advance a new transit-oriented development (TOD) at the Rancho Bernardo Transit Station to provide more affordable housing in a tight market for San Diego residents. The new development is expected to have approximately 100 affordable family-housing units (30-60% of AML), and open for occupancy in September 2025. The development is part of a larger effort by MTS to redevelop park and ride locations into transit-oriented housing projects for the region.

MTS's TOD program currently has 376 residential units under construction and 590 units in the planning, permitting and financing stage. Five more transit stations are the subject of ongoing negotiations with developers. A full inventory of properties available for development can be accessed on the [MTS Real Estate webpage](#).

All of today's Board reports, and future Board meeting information can be found [here](#). Audio of the Board meeting will be available by the end of the day today.

About MTS

The Metropolitan Transit System (MTS) operates more than 100 bus routes and three Trolley lines in 10 cities and unincorporated areas of San Diego. MTS is a leader in advancing initiatives to create a greener, cleaner and better-connected transit system in San Diego. Each weekday nearly 200,000 passenger trips are taken throughout the MTS system taking people to work, school, health appointments and other essential trips. In FY 2022, MTS served more than 57 million riders. For service schedule updates, news, alerts and more information on how you can use public transportation, go to www.sdmts.com.

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