

Appendix G: Implementation

Table G.1: Strategies and Recommendations to support Goal 1: Available, usable, and shareable data that is collected efficiently to support planning efforts and improve mobility options

Lead Agency	ID	Strategy/Recommendation	Contingent on Additional Funding	Measurement of Progress by Next Coordinated Plan	Supporting Agencies	Goals Supported
SANDAG	1.1	Develop and Implement an Interagency Collaboration Strategy that defines roles and responsibilities for implementing agencies. The plan will highlight opportunities to streamline data collection (such as surveys and focus groups) and information sharing for riders	No	Completed Interagency Collaboration Strategy	MTS, NCTD, CTSA, Local Jurisdictions	1, 2, 3
SANDAG	1.2	Discuss transportation coordination topics at Social Services Transportation Advisory Council (SSTAC) with transportation providers	No	Include summary of transportation coordination topics discussed at SSTAC in TDA Annual Report	MTS, NCTD, CTSA, Specialized Transportation Providers	1, 3
Interagency	1.3	Collaborate with other agencies on their own data collection efforts to fulfill multiple requirements more efficiently when possible	Yes	Inclusion of SANDAG in another public agency's transportation needs data collection efforts. Maintain database of ongoing data collection efforts relating to older adults / people with disabilities. Provide input to maintain consistency in data collection methods	SANDAG, MTS, NCTD, CTSA, Local Jurisdictions	1
Interagency	1.4	Make collected survey data available for use by other agencies to eliminate redundant efforts and establish a baseline. Share data collection efforts and availability at Social Services Transportation Advisory Council (SSTAC), or other interagency meetings	No	Survey reports published on SANDAG and other agency websites	SANDAG, MTS, NCTD, CTSA, Local Jurisdictions, Specialized Transportation Providers	1

Lead Agency	ID	Strategy/Recommendation	Contingent on Additional Funding	Measurement of Progress by Next Coordinated Plan	Supporting Agencies	Goals Supported
Interagency	1.5	Conduct a regional mapping effort to identify sidewalk gaps and other barriers to accessibility, such as steep slopes, to identify where projects to improve accessibility are most needed	Yes	Inventory of available shapefiles with sidewalk and elevation information	SANDAG, MTS, NCTD, CTSA, Local Jurisdictions	1

Table G.2: Strategies and Recommendations to support Goal 2: Clear, understandable, and readily available information about transportation options from transportation providers, coordinators, and public agencies

Lead Agency	ID	Strategy/Recommendation	Contingent on Additional Funding	Measurement of Progress by Next Coordinated Plan	Supporting Agencies	Goals
CTSA	2.1	Collaborate with other agencies and transportation providers to improve information regarding transit, paratransit, specialized transportation eligibility, availability, and discounts in creating rider guides and other transportation resources to be available on CTSA and agency websites	Yes	Publication of a rider guide linked on SANDAG, CTSA, MTS, and NCTD websites. Increase in public awareness due to availability of rider guide and other transportation resources	SANDAG, MTS, NCTD, Specialized Transportation Providers	2
CTSA	2.2	Provide information and referrals to older adults, people with disabilities, and other people needing specialized transportation	No	Number of successful referrals and measured customer satisfaction	SANDAG, Specialized Transportation Providers	2
Specialized Transportation Providers	2.3	Offer in-person and online travel trainings	N/A	N/A	SANDAG, MTS, NCTD, CTSA	2

Table G.3: Strategies and Recommendations to support Goal 3: Coordinated and efficient use of transportation resources

Lead Agency	ID	Strategy/Recommendation	Contingent on Additional Funding	Measurement of Progress by Next Coordinated Plan	Supporting Agencies	Goals
SANDAG	3.1	Evaluate Specialized Transportation Grant Program (STGP) administration based on Coordinated Plan Priorities	No	Updated STGP Program Management Plan and Calls for Projects	CTSA, MTS, NCTD, Specialized Transportation Providers	3
SANDAG	3.2	Conduct a new, competitive Consolidated Transportation Services Agency (CTSA) procurement to establish a contract that includes an updated scope of work, outcome-based performance measures, a limited term, and sufficient and predictable funding	No	New CTSA contract that improves coordination by incentivizing the CTSA to maximize the number of referrals to other transportation providers; incentivizes the CTSA to match riders with the lowest-cost transportation provider that meets their needs; and includes sufficient funding through a direct allocation of Section 5310 funding, subject to performance	MTS, NCTD, Specialized Transportation Providers	3, 2, 5
SANDAG	3.3	Re-compete CTSA contract every four years (option) when updating the Coordinated Plan to ensure that coordination activities and performance metrics reflect regional needs and allow for evaluation of the CTSA's effectiveness. Continuously monitor CTSA performance	No	N/A - beyond next Coordinated Plan	MTS, NCTD, Specialized Transportation Providers	3
CTSA	3.4	Implement updated scope of work in CTSA contract and report performance to SANDAG	Yes	New CTSA contract and performance evaluation	N/A	3

Lead Agency	ID	Strategy/Recommendation	Contingent on Additional Funding	Measurement of Progress by Next Coordinated Plan	Supporting Agencies	Goals
CTSA	3.5	Using the Council on Access and Mobility (CAM), collect feedback continuously from social service transportation providers to determine which coordination strategies would be effective, best serve their needs, and could be addressed by the CTSA.	No	Include summary of transportation coordination topics discussed at CAM in TDA Annual Report	SANDAG, MTS, NCTD, Specialized Transportation Providers	3
CTSA	3.6	Explore joint procurement, use, and maintenance of wheelchair-accessible vehicles; driver training; ride-scheduling and dispatching; specialized transportation eligibility verification; use of improved referral tracking software; and other functions to reduce duplication and improve efficiency and effectiveness of coordination	Yes	Feasibility study based on discussions with transportation providers	SANDAG, MTS, NCTD, Specialized Transportation Providers	3
MTS and NCTD	3.7	Improve the utilization of fixed-route transit vehicles by offering zero-fare access to fixed-route transit for customers certified to use paratransit	No	Program creation and report on findings	SANDAG	3, 4

Table G.4: Strategies and Recommendations to support Goal 4: Convenient, accessible, safe, and comfortable transportation services

Lead Agency	ID	Strategy/Recommendation	Contingent on Additional Funding	Measurement of Progress by Next Coordinated Plan	Supporting Agencies	Goals
SANDAG	4.1	Continue to monitor performance of all transportation services in the San Diego region	No	TDA Annual Report	MTS, NCTD, CTSA	4
MTS and NCTD	4.2	Maintain fixed-route transit service levels, infrastructure, and vehicles to ensure access to opportunities	Yes	Vehicle revenue hours and other performance measures of service availability	SANDAG	4
MTS and NCTD	4.3	Continue providing subsidized fixed-route transit rides to older adults and people with disabilities through the Senior/Disabled/Medicare (SDM) fare and consider expanding to include people with low incomes	Yes	Continuation of SDM fare discount	SANDAG	4
MTS and NCTD	4.4	Improve fixed-route transit frequency, reliability, and service coverage consistent with the 2025 Regional Plan	Yes	Vehicle revenue hours and other performance measures of service availability	SANDAG	4
Interagency	4.5	Improve accessibility of sidewalks and waiting areas near transit stops	Yes	Length of sidewalk, number of curb ramps, accessible pedestrian signals, transit shelters constructed	SANDAG, MTS, NCTD, CTSA, Local Jurisdictions	4
Specialized Transportation Providers	4.6	Provide specialized transportation, prioritizing cost-effective and non-redundant services	N/A	N/A	SANDAG, MTS, NCTD, CTSA	4
Specialized Transportation Providers	4.7	Provide paratransit-equivalent service across the MTS/NCTD service area boundary without requiring rider transfers, coordinating with the CTSA as needed	N/A	N/A	SANDAG, MTS, NCTD, CTSA	4
Specialized Transportation Providers	4.8	Use additional STGP funding, if available, to expand door-to-door and door-through-door service availability	N/A	N/A	SANDAG, MTS, NCTD, CTSA	4

Table G.5: Strategies and Recommendations to support Goal 5: Financial and operational stability for transportation providers and coordinators

Lead Agency	ID	Strategy/Recommendation	Contingent on Additional Funding	Measurement of Progress by Next Coordinated Plan	Supporting Agencies	Goals
SANDAG	5.1	Pursue funding from both conventional (local ballot measures and state/federal funding) and unconventional (philanthropic) sources, to augment and sustain all transportation services in the San Diego region	No	Additional funding beyond current sources for specialized transportation, issue a request for information and prepare a report of findings and recommendations related to unconventional funding sources	MTS, NCTD	5
MTS and NCTD	5.2	Consider setting aside funds for specialized transportation in future transit funding ballot measures proposed by public agencies	Yes	Additional funding beyond current sources for specialized transportation	SANDAG	5, 4