



# ***Social Services Transportation Advisory Council***

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sandag.org

**Tuesday, July 20, 2021**

**10 a.m. to 12 p.m.**

**\*\*Teleconference Meeting\*\***

## MEETING ANNOUNCEMENT AMIDST COVID-19 PANDEMIC:

The Social Services Transportation Advisory Council (SSTAC) meeting scheduled for Tuesday, July 20, 2021, will be conducted virtually in accordance with Governor Newsom’s State of Emergency declaration regarding the COVID-19 outbreak, Executive Order N-29-20, and the Guidance for Gatherings issued by the California Department of Public Health. SSTAC members will primarily participate in the meeting virtually, while practicing social distancing, from individual remote locations.

There are a few options for public participation:

- Participate via Zoom webinar by clicking the link to join:

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- The Webinar ID is: 979 3171 0492

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**Public Comments:** Persons who wish to address the members on an item to be considered at this meeting, or on non-agendized issues, may email comments to the Clerk at [clerk@sandag.org](mailto:clerk@sandag.org). Please reference

“July 20 SSTAC Meeting” in your subject line and identify the item number(s) to which your comments pertain. Comments received by 4 p.m. on Monday, July 19, will be provided to members prior to the meeting.

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*The 18 cities and county government are SANDAG serving as the forum for regional decision-making. SANDAG builds consensus; makes strategic plans; obtains and allocates resources; plans, engineers, and builds public transit; and provides information on a broad range of topics pertinent to the region's quality of life.*

## **Our Commitment to Equity**

*We hold ourselves accountable to the communities we serve. We acknowledge we have much to learn and much to change; and we firmly uphold equity and inclusion for every person in the San Diego region. This includes historically underserved, systemically marginalized groups impacted by actions and inactions at all levels of our government and society.*

*We have an obligation to eliminate disparities and ensure that safe, healthy, accessible, and inclusive opportunities are available to everyone. In 2021, SANDAG will develop an equity action plan that will inform how we plan, prioritize, fund, and build projects and programs; frame how we work with our communities; define how we recruit and develop our employees; guide our efforts to conduct unbiased research and interpret data; and set expectations for companies and stakeholders that work with us.*

*We are committed to creating a San Diego region where every person who visits, works, and lives can thrive.*

San Diego Association of Governments · 401 B Street,  
Suite 800, San Diego, CA 92101-4231  
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# Social Services Transportation Advisory Council

Tuesday, July 20, 2021

<b>Item No.</b>		<b>Action</b>
1.	Introductions	
+2.	<b>Approval of Meeting Minutes</b> The Social Services Transportation Advisory Council (SSTAC) is asked to review and approve the minutes from its May 18, 2021, meeting.	Approve
3.	<b>Public Comments/Communications/Member Comments</b> Public comments under this agenda item will be limited to five public speakers. Members of the public shall have the opportunity to address the SSTAC on any issue within the jurisdiction of SSTAC that is not on this agenda. Public speakers are limited to three minutes or less per person. SSTAC members also may provide information and announcements under this agenda item. If the number of public comments under this agenda item exceeds five, additional public	

comments will be taken at the end of the agenda. Subjects of previous agenda items may not again be addressed under public comment.

## **Reports**

- |  |                           |
|--|---------------------------|
| <p><b>4. Staff Report</b><br/>Staff will report on notable activity within the SANDAG Short-Range Transit section.</p>   | <p><b>Information</b></p> |
| <p><b>5. PRONTO Fare System Update</b><br/>Metropolitan Transit System staff will discuss the implementation of the new PRONTO fare system.</p>  | <p><b>Information</b></p> |
| <p><b>6. Comprehensive Corridor Management Program Overview</b><br/><i>Rachel Kennedy, SANDAG</i><br/>Rachel Kennedy will provide a brief overview of the Comprehensive Multimodal Corridor Program (CMCP). CMCPs promote a planning process that utilizes a holistic and multimodal approach and strives to achieve a balanced transportation system program. In September 2019, the SANDAG Board of Directors identified</p> | <p><b>Information</b></p> |

5 of 12 corridors as priority corridors with the completion of the CMCPs by winter 2021. The summary report presented to the SANDAG Board at their July 10, 2020, meeting is included.

- |     |   |                    |
|-----|---|--------------------|
| 7.  | <b>2021 SSTAC Membership</b>  | <b>Information</b> |
|     | Staff will provide an update on SSTAC membership for FY 2021–2022.  |                    |
| +8. | <b>2021 Unmet Needs Public Hearing Update</b>   | <b>Information</b> |
|     | Staff will provide responses to the comments received at the Unmet Needs Public Hearing held at the May 18, 2021, SSTAC meeting.                                    |                    |
| 9.  | <b>Transit Operator Update</b>  | <b>Information</b> |
|     | Representatives from the Metropolitan Transit System and North County Transit District will provide an update on proposed service changes and any notable activity. |                    |
| 10. | <b>Facilitating Access to Coordinated Transportation Update</b>   | <b>Information</b> |
|     | A verbal report on the most recent developments of the Facilitating   |                    |

Access to Coordinated Transportation Update and the Council on Access and Mobility will be provided.

**11. Continued Public Comments**

If the five-speaker limit for public comments was exceeded at the beginning of this agenda, other public comments will be taken at this time. Subjects of previous agenda items may not again be addressed under public comment.

**12. Upcoming Meetings**

**Information**

The next SSTAC meeting is scheduled for Tuesday, September 21, 2021, at 10 a.m.

**13. Adjournment**

+ next to an item indicates an attachment

Item: **2**

July 20, 2021

Action: **Approve****May 18, 2021, Meeting Minutes**

Chair Meagan Schmidt (Facilitating Access to Coordinated Transportation [FACT] – Seat B) called the meeting of the Social Services Transportation Advisory Council (SSTAC) to order at 10:02 a.m. Due to the COVID-19 pandemic, the meeting was held in a virtual environment via Zoom.

**1. Introductions**

The attendance sheet for this meeting is included.

**2. Approval of Meeting Minutes (Approve)**

Action: Upon a motion by Ted Kagan (At-Large Alternate – Seat C), and a second by Wayne Landon (At-Large Alternate – Seat A), the SSTAC approved the minutes from the January 19, 2021, and March 11, 2021, meetings.

Yes: Chair Meagan Schmidt (FACT), Vice Chair Jay Washburn (Metropolitan Transit System [MTS] Paratransit), Lorry Seagrim (At-Large Voting Member – Seat A), Rebecca Steiner (At-Large Alternate – Seat B), Nansi Kiwanuka (ElderHelp), Arun Prem (FACT), Todd Shaw (Home of Guiding Hands), Vassilena Lerinska

(MTS Fixed Route), Robert Gebo (North County Transit District [NCTD] Paratransit), Marissa Lucero (San Diego Center for the Blind), Ilse Carey (Special Interest Member – Seat A), Helen Elias (Special Interest Alternate – Seat A), and Mahvash Alami (Survivors of Torture).

No: None.

Abstain: Lorry Seagrim (At-Large Voting Member – Seat A).

Absent: Special Interest Member – Seat B, At-Large Voting Member – Seat B, At-Large Voting Member – Seat C, The Arc of San Diego, and NCTD Fixed Route.

### **3. Public Comments/Communications/Member Comments**

Sharon Beckas, member of the public, noted that the chat functions were not working properly. No member comments were made.

## **Reports**

### **4. Staff Report**

Associate Regional Planner Lisa Madsen gave a report on notable activity within the SANDAG Short-Range Transit section.

SANDAG will be holding a joint working group meeting on San Diego Forward: The Draft 2021 Regional Plan (Draft 2021 Regional Plan). The SSTAC is

invited to join several other SANDAG working groups for a virtual meeting at 10 a.m. on Thursday, June 16, 2021. An agenda that will include information about how the working group members can participate in the webinar meeting is being finalized. SANDAG asks that you hold the date on your calendar to participate in this important discussion.

The joint meeting will be open to the public and translation will be provided. The meeting will include an overview of the Draft 2021 Regional Plan and upcoming opportunities for public engagement.

Staff at SANDAG have begun having discussions about reopening the office later this year. As of right now, SANDAG staff will likely begin returning to the office on July 15, 2021, for a few days per week, and will likely return to the office full-time after Labor Day.

There are still no instructions on in-person meetings. SSTAC will continue to be held virtually until we have further instruction.

## **5. SSTAC Membership (Information)**

An overview of SSTAC membership rotation and opportunities to serve on the SSTAC was presented. There are six positions on the SSTAC that are expiring this year: one at-large voting member; one special interest alternate of potential transit riders who are disabled; two at-large alternates representing the interests of seniors, persons with limited means, or

disabled transportation users who are familiar with the ADA and Title 24 regulations; one social service provider for seniors including one representative of a social service transportation provider, if one exists; and one representative of local social service providers for individuals with disabilities.

Per the SSTAC Charter:

*SSTAC members shall be chosen by a selection panel and shall serve a three-year term beginning and ending in the month of July. At the end of their term, members may apply for another three-year term. Three-year terms are staggered among the selected members such that annually, 4 the terms of approximately one-third of the members expire. The membership application and selection process, therefore, occurs annually.*

*A selection panel shall consist of SANDAG staff and no more than three current members of the SSTAC whose membership position is not open for applications. The selection panel shall select members from a broad representation of social service agencies, transportation providers, and others representing the elderly, the disabled, and persons of limited means; and strive to attain geographic and minority representation among members.*

SSTAC is looking to fill the positions that will be open in July. Lisa Madsen will email everyone on the contact list copies of the applications. The application period will be open June 1, 2021–June 30, 2021.

Chair Schmidt, Vice Chair Washburn, and At-Large Alternate Wayne Landon volunteered to serve on the selection panel.

## **6. Transit Operator Update (Information)**

Vice Chair Washburn gave an update on masks and face coverings. MTS falls under TSA regulations and will continue to enforce masks until September 13, 2021. MTS will be preparing a campaign to inform transit riders. The transit agency will also be returning to in-person assessments and shared rides on access buses with the intention to soon return to pre-pandemic service levels. MTS also continues to work on the new fare system, known as PRONTO.

Robert Gebo gave an update that on June 7, 2021, NCTD will be returning to pre-pandemic levels of service for their eligibility offices. Ridership is coming back very strong but is not yet at pre-pandemic levels. NCTD will also be enforcing mask and face covering regulations until September 13, 2021, following TSA regulations. NCTD has all-new vehicles for their paratransit services. All staff returned to the office on May 1, 2021.

## **7. Facilitating Access to Coordinated Transportation Update (Information)**

Chair Schmidt gave an update on the Subcommittee meeting. The Subcommittee has been working on the Code of Conduct for the specialized grantees and transit agencies. A draft was sent out for the committee to review, but they are still working out some of the details. FACT's demand for trips has continued to be above what they are funded to provide, and they recently started limiting their trips to 100 per day. FACT is having to refer people to other specialized grantees as well as MTS and NCTD. The FACT Board of Directors retreat teleconference will be held Thursday, May 27, 2021, at 9 a.m. The next CAM meeting will be on June 8, 2021. Please contact Chair Schmidt if you would like to attend any of these meetings.

## **8. Public Hearing (Information)**

In accordance with Public Utilities Code 99238, one of the responsibilities of the SSTAC is to annually participate in the identification of transit needs in the jurisdiction, including unmet transit needs that may exist within the jurisdiction of the council and that may be reasonable to meet by establishing or contracting for new public transportation or specialized transportation services or by expanding existing services. Additionally, per Public Utilities Code

99238.5, SANDAG shall ensure the establishment and implementation of a citizen participation process, utilizing the SSTAC as a mechanism to solicit the input of transit dependent and transit disadvantaged persons, including the elderly, disabled, and persons of limited means. The process shall include provisions for at least one public hearing in the jurisdiction represented by the SSTAC.

To date, no comments were sent via email or telephone to be read aloud at the meeting.

Public comments were made during the meeting and noted. The comments and responses are included in Item 8 of the July 20, 2021, SSTAC meeting agenda.

## **9. Adjournment**

The next SSTAC meeting is scheduled for Tuesday, July 20, 2021, at 10 a.m.

Chair Schmidt adjourned the meeting at 10:54 a.m.

Meeting Start Time: 10:02 a.m.  
 Meeting Adjourned Time: 10:54 a.m.

## Confirmed Attendance at SANDAG SSTAC Meeting

May 18, 2021

Jurisdiction	Name	Attended	Comments
<b>Individual Members</b>			
Special Interest Voting Member (Seat A)	Ilse Carey	Yes	
Special Interest Voting Member (Seat B)	Helen Elias, Alternate	Yes	
Special Interest Voting Member (Seat B)	Kent Rodricks	No	
Special Interest Voting Member (Seat B)	Clytie Kohler, Alternate	Yes	
At-Large Voting Member (Seat A)	Lorry Seagrim	Yes	
At-Large Voting Member (Seat B)	Sharlene Ornelas	No	
At-Large Voting	Catherine Manis	Yes	

Member (Seat C)

At-Large Voting Members (Seats A through C) Alternates	Wayne Landon Rebecca Steiner Ted Kagan	Yes Yes Yes
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**Rotating Agency Members**

Survivors of Torture, International	Winona Garcia	No
	Mahvash Alami	Yes

San Diego Center for the Blind	Marissa Lucero	Yes
	Elsa Caballero, Alternate	No

Home of Guiding Hands	Todd Shaw	Yes
	Edward Hershey, Alternate	Yes

The Arc of San Diego	Anthony DeSalis	No
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	Melanie McCoy, Alternate	No
ElderHelp	Claudia Gavin	No
	Nansi Kiwanuka, Alternate	Yes

**Standing Agency Members**

FACT (Seat A)	Arun Prem Chair	Yes
FACT (Seat B)	Meagan Schmidt	Yes
MTS Fixed Route	Vassilena Lerinska	Yes
MTS Paratransit	Vice Chair Jay Washburn	Yes
NCTD Fixed Route	Charles Main	No
NCTD Paratransit	Robert Gebo	Yes

**Other Attendees**

Adrianna Yemhatpe  
Budd Anderson

Carla Perez  
David Jackson  
Ethel Miranda  
Lidia Perez (Captioner)  
Liz Santucci  
Marcy Roke  
Nick Duron  
Noela Rios  
Priscila Hazrun (Interpreter)  
Reina Equihua  
Rob Anderson  
Sharon Beckas  
Sophia Hernandez (Captioner)

## **SANDAG Staff**

Arthur Tovar  
Ashley Wiley  
Brian Lane  
Kendall Reynolds  
Laura Valdes  
Lisa Madsen

July 20, 2021

Action: **Information****2021 Unmet Needs Public Hearing Update****Introduction**

A summary of the comments received at the 2021 Unmet Needs Public Hearing and the responses to those comments are outlined in the table below.

<b>2021 SSTAC Unmet Needs Public Hearing Comments and Responses</b>				
<b>No.</b>	<b>Date</b>	<b>Form</b>	<b>Name/ Agency</b>	<b>Comments and Responses</b>
1	5/18/21	Public Hearing	Mahvash Alami / Survivors of Torture, International	<b>Comment:</b> Asylum seekers are barred from have any income generating activities, despite them having presented to our Governments. Many of them are public transit dependent to get to their essential appointments. Will

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>there be funding available for asylum seekers to be able to ride public transportation?</p> <hr/> <p><b>Response from SANDAG:</b></p> <p>SANDAG has included refugee and asylum seeker’s transportation needs in chapter 4 of the Coordinated Plan. This identification of the needs is a start to help win grants awarded to the region, but the gap between the needs of this community and what is available (Chapter 3) has not been recognized in the Coordinated Plan. This</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				will be noted and added into the next iteration of the Coordinated Plan, specifically into Chapters 3, 5, and 6.
2	5/18/21	Public Hearing	Sharon Beckas / Attendee	<p><b>Comment:</b></p> <p>There are new schedule changes coming up and transit riders need paper schedules. Not everyone has access to wi-fi, phone, or internet once they leave their house and need a way to know when their transit rides will be coming. North County (NCTD) has stopped mailing the travel guide/bus schedule guide. North County buses run about every</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>thirty minutes and currently that is the only option to get the schedule. When will paper schedules be returning to the busses or getting mailed out again? Do the paper schedules not being available have something to do with regulations?</p> <p><b>Response from NCTD:</b>                      NCTD provides service updates through three methods of communication:</p> <ol style="list-style-type: none"> <li>1. The GONCTD website has all schedule and change information available for viewing.</li> </ol>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>2. All BREEZE buses have scheduled booklets with current schedule information.</p> <p>3. Three NCTD Customer Service offices have booklets and can provide any schedule information needed.</p>
3	5/18/21	Public Hearing	Budd Anderson / Attendee / FACT	<p><b>Comment:</b></p> <p>FACT would like to highlight the need for funding to support specialized transportation services to meet the demand of a growing senior population. Limited operating funds, stagnant funding growth, increasing per</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>trip costs, and a growing need for senior mobility has constrained FACT's ability to meet the specialized transportation needs not met by other agencies. FACT is currently limiting ridership to 100 one-way trips per day resulting in approximately 1,200 trip requests being denied each month. Primarily these requests are for medical purposes. Due to the daily limit, riders are making reservations early, leading to a daily cap being reached five</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>days in advance. This hurts the quality and reliability of service making it difficult for clients to rely on RideFACT to meet their needs. Social equity is a major part of SANDAG's 2021 Regional Plan. FACT is dedicated to improving equity and access in San Diego County's transportation system. The service infrastructure is in place to meet the needs of transit disadvantaged persons, but the funding is not available to sustain and grow services. This is a quote from one of our riders</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>regarding their recent experience with some of the budget cuts, "Why are they cutting essential transportation for us elderly disabled people? I worked for 40 years and paid my share of taxes, so it is very upsetting to be treated so poorly in my golden years. It has been hard enough being isolated for a year because of the Coronavirus, no social interaction with anybody since I live alone. My once a week ride at least I was able to eat, see the doctor, and have the ability to talk to somebody."</p> <p>These are just some of</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>our thoughts that been expressed by some of our riders and our opinion on the budget situation for specialized transportation programs.</p> <hr/> <p><b>Response from SANDAG:</b></p> <p>SANDAG’s Board of Directors recently approved providing increased funding to FACT to support increased rides for the senior population. The Draft 2021 Regional Plan includes increased funding for transportation for seniors, individuals with</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				disabilities, and low-income residents.
4	5/18/21	Public Hearing	Clytie Kohler / Special Interest Voting Member (Seat B)	<p><b>Comment:</b> If North County is considering any additional services, there is a strong need for a bus line or any transportation options between Woodland Parkway and Twin Oaks on Rancheros Drive. There is a DMV and the Department of Rehabilitation in this corridor; these locations are both needed services for folks who can't get around on their own.</p> <p><b>Response from NCTD:</b></p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>The NCTD Strategic Multimodal Implementation Plan (SMTIP) identifies Rancheros Drive between Woodland Parkway and Twin Oaks Valley Road within a proposed FLEX zone for the Escondido West – San Marcos area. FLEX is on-demand transit service available within a defined geographic area. The proposed FLEX zone will fill gaps in service that currently exist in areas such as Rancheros Drive in San Marcos.</p>
5	5/18/21	Public Hearing	Ethel Miranda / Attendee	<p><b>Comment:</b> Both MTS and NCTD have done many cuts to</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>the transit services which has affected the disabled community, because if the transit agencies cut bus services the paratransit services are also cut down. This leaves disabled passengers stranded and really affects them. People have felt the effects of the service changes during the pandemic, when some of the main services were taken almost completely away. FACT was there to step in and help the community in a huge way. During the pandemic, I received many calls from the</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>Blind community in San Diego as well as North County letting me know how FACT was able to help them out tremendously. They were able to get to appointments and unexpected medical emergencies using FACT's services. People were even able to make it to locations in North County where services had not reached before. Although, now that FACT is stepping back due to the daily ride cap many of these people are feeling the effects once again. I really hope that both MTS and NCTD take</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>the time to get back on their feet and return services that were cut back on, including weekends to meet the passenger's needs.</p> <p><b>Response from MTS and NCTD:</b></p> <p>MTS: services have been returned to pre-COVID levels with a few minor changes.</p> <p>NCTD: NCTD apologizes for any inconvenience caused by temporary or permanent service reductions. During the COVID-19 pandemic, NCTD retained all BREEZE bus service except for school-</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>trippers. COASTER weekday service was reduced, and weekend service suspended during the statewide stay-at-home order. No trip modifications were made to SPRINTER or FLEX modes during the pandemic and paratransit service continued to operate. NCTD has since restored all COASTER service and is restoring BREEZE school trippers as students return to in-person learning.</p> <p>NCTD has not made a permanent major service reduction since October 2017. The routes that were</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>reduced or eliminated in 2017 were identified as the least productive in the NCTD network. A BREEZE Speed and Reliability Study will commence in late Summer 2021 to identify improvements to ten (10) high-priority BREEZE routes and their associated corridors. NCTD is proposing to increase the number of weekday and weekend COASTER trips in October 2021 to improve regional connectivity. By 2027, SPRINTER is proposed to increase frequencies from every thirty (30) minutes to every fifteen</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				(15) minutes. The NCTD Strategic Multimodal Implementation Plan (SMTIP) proposes FLEX and microtransit zones to bridge existing gaps in service. NCTD is also working with SANDAG to improve first-last mile connections through micromobility options.
6	5/18/21	Public Hearing	Arun Prem / Member / FACT	<p><b>Comment:</b></p> <p>In the most recent Cycle 11 Grant process there were many cities such as La Mesa, Oceanside, Vista, and others that requested funding for seniors and specialized funding that were unsuccessful. It is very concerning and disappointing that we</p>

## 2021 SSTAC Unmet Needs Public Hearing Comments and Responses

No.	Date	Form	Name/ Agency	Comments and Responses
				<p>do not have more comments for the specialized transportation funding based on the applications and the denials. We know that the need for these services are out there and I would like to encourage SANDAG to input into the process. These needs have been quantified in the applications that have been submitted to SANDAG and I hope there is a way to reach out or somehow include those needs into the process.</p>
				<p><b>Response from SANDAG:</b></p>

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				<p>SANDAG realizes there is a large gap between the funding levels and the transportation needs for many residents. The Draft 2021 Regional Plan includes increased funding for transportation for seniors, individuals with disabilities, and low-income residents.</p>
7	5/20/21	Email	Ted Kagan / SSTAC At-Large Alternate	<p><b>Comment:</b> How we are going to handle the transfer from Compass to Pronto, and who would I complain to regarding terrible bathroom conditions at the El</p>

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				<p>Cajon and Old Town Trolley stations?</p> <p><b>Response from MTS:</b> For PRONTO information please go to <a href="https://sdmts.com/fares-passes/pronto-fare-system">sdmts.com/fares-passes/pronto-fare-system</a> or call customer service at 619-557-4555. Please also call customer service to report any concerns like bathroom conditions.</p>
8	5/24/21	Web	Faye Detsky-Weil	<p><b>Comment:</b> Del Mar Heights and Carmel Valley have no public transit. When will public transit be available on Del Mar Heights Road and Carmel Valley Road to connect to train</p>

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				<p>stations, MTS, NCTD and the UTC hub?</p> <p><b>Response from MTS and NCTD:</b></p> <p>MTS: MTS' "Elevate SD" is a comprehensive plan for near- and mid-term improvements for transit throughout the MTS service area. For Carmel Valley and other communities in the area, the plan includes express bus services designated for a median transit lane with stations along the SR-56 freeway. This would be supplemented by park and ride lots, mobility hubs, microtransit, shuttles, and/or other</p>

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				<p>micromobility options to connect local communities along the corridor into the service. Elevate SD was anticipated to be funded by a sales tax, but the authorizing ballot measure intended for 2020 was postponed due to the pandemic. Additionally, SANDAG is now soliciting public comments on its 2050 Regional Plan, which also proposes a number of transit improvements in the area, including managed lanes along the SR-56 freeway and new micromobility</p>

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				<p>services for local neighborhoods</p> <p>NCTD: Del Mar Heights Road and Carmel Valley Road are within the MTS service area. NCTD defers to MTS on this question. If MTS decides to implement transit service in this area, NCTD will work with MTS to coordinate connections with BREEZE and COASTER service.</p>