



Social Services Transportation Advisory Council

Tuesday, July 19, 2022

10 a.m.

****Teleconference Meeting****

**MEETING ANNOUNCEMENT AMIDST COVID-19
PANDEMIC:**

The Social Services Transportation Advisory Council meeting scheduled for Tuesday, July 19, 2022, will be conducted virtually in accordance with AB 361. Group members will participate in the meeting virtually, while practicing social distancing, from individual remote locations.

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San Diego Association of Governments
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Members of the public may speak to the Social Services Transportation Advisory Council on any item at the time the Group is considering the item. Public speakers are limited to three minutes or less per person. The Group may only take action on any item appearing on the agenda.

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 clerkoftheboard@sandag.org (please reference the “Tuesday, July 19, 2022, Social Services Transportation Advisory Council 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 18, 2022, will be provided to members prior to the meeting. If you desire to

provide live verbal comment during the meeting, please join the Zoom meeting by computer or phone and use the “Raise Hand” function to request to provide public comment. On a computer, the “Raise Hand” feature is on the Zoom toolbar. By phone, enter *9 to “Raise Hand” and *6 to unmute. Requests to provide live public comment must be made at the beginning of the relevant item, and no later than the end of any staff presentation on the item. The Clerk will call on members of the public who have timely requested to provide comment by name for those joining via a computer and by the last three digits of for those joining via telephone. All comments received prior to the close of the meeting will be made part of the meeting record. Please note that any available chat feature on the Zoom meeting platform should be used by panelists and attendees solely for procedural or other “housekeeping” matters as comments provided via the chat feature will not be retained as part of the meeting record. All comments to be provided for the record must be made via email or orally per the instructions above.



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Vision Statement

Pursuing a brighter future for all.

Mission Statement

We are the regional agency that connects people, places, and innovative ideas by implementing solutions with our unique and diverse communities.

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. The SANDAG equity action plan 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.



Social Services Transportation Advisory Council

Tuesday, July 19, 2022

Item No.

Action

1. Introductions

2. Public

Comments/Communications/
Member Comments

Public comments under this agenda item will be limited to five public speakers. Members of the public shall have the opportunity to address the Social Services Transportation Advisory Council (SSTAC) on any issue within the jurisdiction of the 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.

+3. Approval of Meeting Minutes

Approve

The SSTAC is asked to review and approve the minutes from its March 15, 2022, meeting.

Reports

4. Next Generation 511

Information

Stacey Unholz, IBI Group

SANDAG is following the Systems Engineering Process to plan the next-generation 511 Traveler Information System. Having completed the Regional ITS Architecture update in 2021, the next step in the process is to engage stakeholders to help develop the Concept of Operations for a new 511 system, which may provide seamless planning and paying for a trip involving multiple transportation methods, booking and paying for a trip in one payment, and allowing customers to request and view multiple trip itineraries and make reservations for shared-use transportation options such as transit, bike-sharing, ridesharing, and car-sharing. Development of the ConOps, to be conducted over the next several months, will identify and crystallize the regional vision for the next deployed 511 system.

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| 5. SSTAC 2022 Membership
<i>Ashley Wiley, SANDAG</i>
Staff will provide an update on SSTAC Membership for FY 2022-2023. | Information |
| 6. TDA Recommendation- SSTAC advising on unmet transit needs
<i>Brian Lane, SANDAG</i>
Staff will discuss the TDA recommendation for SSTAC from the FY 2019-FY 2021 Audit. | Discussion |
| 7. Transit Operator Update
<i>Jay Washburn, Metropolitan Transit System</i>
<i>Robert Gebo, North County Transit District</i>
Representatives from the Metropolitan Transit System and North County Transit District will provide an overview on proposed service changes and any notable activity. | Information |

8. Facilitating Access to Coordinated Transportation Update **Information**

Meagan Schmidt, FACT

Meagan Schmidt will present an overview on the most recent developments of the Facilitating Access to Coordinated Transportation Update and the Council on Access and Mobility.

9. Staff Report **Information**

Ashley Wiley, SANDAG

Staff will present an overview on the notable activity within the SANDAG Short Range Transit section.

10. Public Hearing

Ashley Wiley, SANDAG

As required by Public Utilities Codes 99238.5, the SSTAC will hold a public hearing to solicit the input of transit dependent and transit disadvantaged persons, including the elderly, disabled, and persons of limited means, on public transportation needs in San Diego County.

11. Upcoming Meetings

The next SSTAC meeting is scheduled for Tuesday, September 20, 2022, at 10 a.m.

12. Adjournment

+ next to an item indicates an attachment



Social Services Transportation Advisory Council

Item: **3**

July 19, 2022

Action: **Approve**

March 15, 2022, Meeting Minutes

Chair Meagan Schmidt (Facilitating Access to Coordinated Transportation [FACT]) called the meeting of the Social Services Transportation Advisory Council (SSTAC) to order at 10:01 a.m.

1. Introductions

2. Public

Comments/Communications/Member Comments

Sharon Beckas (At Large Voting Member- Seat B) discussed issues with Trolley schedules, Trolleys not having ramps, Trolley route signage needing to be more visible from the sides of the Trolley, and Trolley stations need better signage.

Ted Kagan (Special Interest Voting Member- Seat A alt.) discussed issues with the day trip planner showing incorrect bus routes for trip destinations.

David's Galaxy (public attendee) stated that they have no issue with seeing Trolley signage on the sides of the Trolley.

3.Approval of Meeting Minutes (Approve)

Action: Upon a motion by Ted Kagan and a second by Wayne Landon (At Large Voting Member- Seat A alt.), the SSTAC approved the minutes from its January 18, 2022, meeting.

The motion passed.

Yes: Clytie Kohler (Special Interest Voting Member- Seat B alt.), Lorry Seagrim (At Large Voting Member- Seat A), Sharon Beckas, Marcy Roke (Traveler's Aid), Todd Shaw (Home of Guiding Hands), Arun Prem (FACT), Jay Washburn (Metropolitan Transit System [MTS]- Paratransit), Mary Balderrama (North County Transit District [NCTD]- Fixed Route), and Robert Gebo (NCTD- Paratransit).

No: None.

Abstain: None.

Absent: At Large Voting Member- Seat B, San Diego Center for the Blind, The Arc of San Diego, and Elderhelp.

Reports

4. Flexible Fleets Implementation Strategic Plan (Discussion)

Eva Sanchez, Regional Planner, provided an overview on the Flexible Fleets Implementation Strategic Plan. The Strategic Plan aims to advance the 2021 Regional Plan Flexible Fleets concept and develop a framework for implementing near-term pilots. The flexible fleets are informed by public engagement and feedback which has allowed SANDAG to identify gaps in the network. Flexible fleet services will help fill gaps between mobility hubs (areas with increased transportation access e.g. transit stops, flexible fleets, etc.). A Suitability Analysis was developed which used data to identify geographic clusters that would be suitable for flexible fleets. Peet City Research and Provider Interviews were conducted which allowed more understanding of flexible fleets when considering pilot implementation and access barriers. The final flexible fleet use cases is under development but will include the best types of development for flexible fleets. The Strategic Plan will be completed in June of 2022.

Alejandra Warner (At Large Voting Member-Seat C Alt.) asked how SANDAG will ensure ADA accessible vehicles. Eva Sanchez clarified that this will be a requirement in these pilot programs, but a percentage is not defined yet. Marcy Roke asked if there are any examples of challenges that have presented and how they have been addressed. Eva Sanchez provided an example of on-demand ride hailing being a solution if someone is faced with barriers to utilizing active transportation.

Clytie Kohler asked how an individual pays for a ride. Eva Sanchez discussed that this would depend on the implementation. As of now, many pay through mobile applications, but this isn't accessible for those without bank accounts or who use cash payments. These will be identified in Final Use Cases and this issue will be a key consideration. Clytie Kohler suggested this being implemented in PRONTO services. Eva Sanchez replied that payment integration will need to be discussed with transit providers as a long-term consideration in the plan.

5.Specialized Transportation Grant Program 2021 Report (Information)

Aly Neumann, Grants Program Analyst, presented an overview on the 5. Specialized Transportation Grant Program, which aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options. There are two funding sources, federal Section 5310 funding and Senior Mini-Grant funding. Section 5310 funds will include capital, mobility management, and operating projects. Senior Mini-Grant funds will include mobility management and operating projects.

Sharon Beckas discussed how the cost of gas and vehicles has increased with inflation and if there anything to offset this cost with inflation. Aly Neumann answered that the funding is limited to parameters but there is working being done to incorporate gas and vehicle costs into the future program management.

6. Upcoming Specialized Transportation Grant Program Call for Projects (Discussion)

Zachary Rivera, Business Analyst, and Ben Gembler, Associate Grants Program Analyst, provided an overview on the development of the Specialized Transportation Grant Program Cycle 12 and Access for All Cycle 1 call for

projects. The evaluation criteria was presented, with a total of 100 points. Criteria included effectiveness, equity, environmental responsibility, and coordination.

Chair Schmidt asked if there was any discussion on how in the STGP program goals will address equity in regard to population density and service area. Zachary Rivera replied that Existing STGP Performance Measures (D. Need) will address this concern and identify how this issue with equity will be approached.

Alejandra Warner asked if there was data showing the most requested areas for transportation services so that the program service could be strategized. Zachary Rivera did not have a specific number but assured that data will be highly valuable in the program design.

Clytie Kohler discussed the need for analyzing affordability in the program services. Zachary Rivera addressed that this would be included in the accessibility component of criteria.

Jay Washburn discussed the need for emergency preparedness and the potential for developing data informed applications. Zachary Rivera responded that technology

can be pursued through Section 5310 but would need to investigate it further.

Alejandra Warner added that long response time is a barrier to continued use of transportation services. Chair Schmidt added that funds need to remain flexible to inflation and this could be added to the evaluation criteria or there could be a process on how to address this in the scope.

Clytie Kohler would like low-income service to be addressed in the program.

7. Uniform Code of Conduct for Regional Specialized Transportation Services (Discussion)

Chair Schmidt, Marilyn Greenblatt, Jewish Family Service, Marcy Roke, and Zachary Rivera provided an overview of the Uniform Code of Conduct for regional specialized transportation services. The objective over the past year for this subcommittee was to implement a uniform code of conduct policy for users of all specialized transportation programs within San Diego region.

Sharon Beckas discussed the issue with not having a cell phone and accessibility to the services. Marcy Roke discussed that

customers are not required to have a cell phone, but it has presented some issues. Marilyn Greenblatt stated that cell phones are required for their riders, but low cost and alternatives are presented.

8. Transit Operator Update (Information)

Jay Washburn, MTS, provided an update on MTS service. Service levels and cancellations have been above normal. MTS has seen a spike in ridership this past month, the busiest month since COVID-19. In January MTS launched an online portal for trip scheduling. The portal has seemed successful so far with many individuals reserving trips. MTS is finishing final testing on other online products.

Robert Gebo and Mary Balderrama, NCTD, provided an update on NCTD service. A measure is going into place soon to address driver shortages, which will reduce service on most fixed routes by 20% and Route 318 is expecting a 10% service reduction. This is expected to be a temporary measure.

9. Facilitating Access to Coordinated Transportation Update

Chair Schmidt presented a press release video on FACT. FACT worked with Councilmember Raul Campillo on a grant awarded by San Diego Foundation to provide transportation service trips within the Linda Vista community.

10. Staff Report

Brian Lane, Senior Transit Planner, presented an overview on the Youth Opportunity Pass Pilot, which is in the works with a tentative May 1 launch date. A study will be launched in the summer for free or reduced fares for low-income and disadvantaged riders.

11. Upcoming Meetings

The next SSTAC meeting is scheduled for Tuesday, May 17, 2022, at 10 a.m. Chair Schmidt proposed that the SSTAC coordinate before the next meeting to discuss potential agenda items. Brian Lane proposed an in person or hybrid meeting option for the next SSTAC meeting, a poll will be created to determine this.

12. Adjournment

Chair Schmidt adjourned the meeting at 12:05 p.m.

Confirmed Attendance at SANDAG SSTAC Meeting

March 15, 2022

Jurisdiction	Name	Attended	Comments
Individual Members			
Special Interest Voting Member (Seat A)	Ilse Carey	No	
Special Interest Voting Member (Seat B)	Ted Kagan, 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)	Sharon Beckas	Yes	

At-Large Voting Member (Seat C)	Catherine Manis	No
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At-Large Voting Members (Seats A through C) Alternates	Wayne Landon David Jackson Alejandra Warner	Yes Yes Yes
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Rotating Agency Members

San Diego Center for the Blind	Elsa Caballero, Primary Vacant, Alternate	Yes
Travelers Aid Society of San Diego	Marcy Roke (Primary) Adrianna Yemhatpe (Alternate)	Yes
	Todd Shaw	Yes

Home of Guiding Hands	Edward Hershey, Alternate	No
The Arc of San Diego	Anthony DeSalis	No
	Matt Mauer, Alternate	No
ElderHelp	Elizabeth Wagner	No
	Nansi Kiwanuka, Alternate	No
Standing Agency Members		
FACT (Seat A)	Arun Prem	Yes
FACT (Seat B)	Chair Meagan Schmidt	Yes
MTS Fixed Route	Carla Perez	Yes
MTS Paratransit	Vice Chair Jay Washburn	Yes

NCTD	Mary	
Fixed	Balderram	Yes
Route	a	
NCTD	Robert	
Paratransit	Gebo	Yes

Other Attendees

David's
Galaxy

SANDAG Staff

Shawna McCann Marisa Mangan
Ashley Wiley Jennifer Williamson
Brian Lane Ben Gambler
Eva Sanchez Zach Rivera
Aly Neumann