



# Executive Committee Agenda

Click link to access the meeting:

<https://us02web.zoom.us/j/94562188418>






Zoom Meeting ID

## Ways to Join



**Computer:** Click the link above. You will be prompted to run the Zoom browser or Zoom application. Once signed on to the meeting, you will have the option to join using your computer audio system or phone.

### Webinar Features:

 Raise Hand	▶	Use the <b>raise hand</b> feature every time you wish to make a public comment.
	▶	Participants can enable <b>closed captioning</b> by clicking the CC icon. You may also view the full transcript and change the font size by clicking 'subtitle settings'. These features are not available via phone.
	▶	This symbol shows you are <b>muted</b> , click this icon to unmute your microphone.
	▶	This symbol shows you are currently <b>unmuted</b> , click this button to mute your microphone.
	▶	The chat feature should be used by panelists and attendees solely for "housekeeping" matters as comments made through this feature will not be retained as part of the meeting record. See the <b>Live Verbal Public Comment</b> for instructions on how to make a public comment.



**Smartphone or Tablet:** Download the Zoom app and join the meeting by clicking the link or using the webinar ID (found in the link).



### Phone:

1. If you are joining the meeting audio by phone and viewing the meeting on a device, dial the number provided in the 'join audio' phone call tab of the initial pop-up, and enter the Meeting ID (found in the link).
2. If you are joining by phone only, dial: **+1-669-900-9128** or **+1-253-215-8782** and type the meeting ID found in the link, press #. You will have access to the meeting audio, **but will NOT be able to view the PowerPoint presentations.**



### Live Verbal Public Comments:

Use the 'Raise Hand' icon every time you wish to make a public comment on an item. Raise your hand once the agenda item you wish to comment on has been called. In person public comments will be taken first, virtual attendees will be taken in the order in which they raise their hand. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting. Two-minutes of time is allotted per speaker, unless otherwise directed by the Chair.

### Public Comments Made Via Zoom

1. Click the link found at the top of this instruction page
2. Click the raise hand icon located in the bottom center of the platform
3. The Clerk will announce your name when it is your turn to speak
4. Unmute yourself to speak

### Public Comments Made by Phone Only

1. Dial **+1-669-900-9128**
2. Type in the zoom meeting ID found in the link and press #
3. Dial \*9 to raise your hand via phone
4. The Clerk will call out the last 4 digits of your phone number to announce you are next to speak
5. Dial \*6 to unmute yourself



**Written Public Comments (before the meeting):** Written public comments will be recorded in the public record and will be provided to MTS Board Members in advance of the meeting. Comments must be emailed or mailed to the Clerk of the Board\* by 4:00pm the day prior to the meeting.

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**Translation Services:** Requests for translation services can be made by contacting the Clerk of the Board\* at least four working days in advance of the meeting.

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**In-Person Participation:** In-person public comments will be heard first. Following in-person public comments, virtual attendees will be heard in the order in which they raise their hand via the Zoom platform. Speaking time will be limited to two minutes per person, unless specified by the Chairperson. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion.

**Instructions for providing in-person public comments:**

1. Fill out a speaker slip located at the entrance of the Board Room;
2. Submit speaker slip to MTS staff seated at the entrance of the Board Room;
3. When your name is announced, please approach the podium located on the right side of the dais to make your public comments.

Members of the public are permitted to make general public comment at the beginning of the agenda or specific comments referencing items on the agenda during the public comment period. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting.

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**Assistive Listening Devices (ALDs):** ALDs are available from the Clerk of the Board\* prior to the meeting and are to be returned at the end of the meeting.

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**Reasonable Accommodations:** As required by the Americans with Disabilities Act (ADA), requests for agenda information in an alternative format or to request reasonable accommodations to facilitate meeting participation, please contact the Clerk of the Board\* at least two working days prior to the meeting.

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**\*Contact Information:** Contact the Clerk of the Board via email at [ClerkoftheBoard@sdmts.com](mailto:ClerkoftheBoard@sdmts.com), phone at (619) 398-9681 or by mail at 1255 Imperial Ave. Suite 1000, San Diego CA 92101.



# Agenda del Comité Ejecutivo

Haga clic en el enlace para acceder a la reunión:

<https://us02web.zoom.us/j/94562188418>






## Formas de Participar



**Computadora:** Haga clic en el enlace más arriba. Recibirá instrucciones para operar el navegador de Zoom o la aplicación de Zoom. Una vez que haya iniciado sesión en la reunión, tendrá la opción de participar usando el sistema de audio de su computadora o teléfono.

ID de la reunión  
en Zoom

## Funciones del Seminario En Línea:

 Levantar la mano	▶	Use la herramienta de <b>levantar la mano</b> cada vez que desee hacer un comentario público.
	▶	Los participantes pueden habilitar el <b>subtitulado</b> haciendo clic en el ícono CC. También puede ver la transcripción completa y cambiar el tamaño de letra haciendo clic en “configuración de subtítulos”. Estas herramientas no están disponibles por teléfono.
	▶	Este símbolo indica que usted se encuentra en <b>silencio</b> , haga clic en este ícono para quitar el silenciador de su micrófono.
	▶	Este símbolo indica que su micrófono se encuentra <b>encendido</b> . Haga clic en este símbolo para silenciar su micrófono.
	▶	La herramienta de chat deben usarla los panelistas y asistentes únicamente para asuntos “pertinentes a la reunión”, ya que comentarios realizados a través de esta herramienta no se conservarán como parte del registro de la reunión. Consulte el <b>Comentario público verbal</b> en vivo para obtener instrucciones sobre cómo hacer un comentario público.



**Teléfono Inteligente o Tableta:** Descargue la aplicación de Zoom y participe en la reunión haciendo clic en el enlace o usando el ID del seminario web (que se encuentra en el enlace).



## Teléfono:

1. Si está participando en la reunión mediante audio de su teléfono y viendo la reunión en un dispositivo, marque el número indicado en la pestaña de llamada telefónica “unirse por audio” en la ventana emergente inicial e ingrese el ID de la reunión (que se encuentra en el enlace).
2. Si está participando solo por teléfono, marque: **+1-669-900-9128** o **+1-253-215-8782** e ingrese el ID de la reunión que se encuentra en el enlace, pulse #. Tendrá acceso al audio de la reunión, **pero NO podrá ver las presentaciones en PowerPoint.**



**Comentarios Públicos Verbales en Vivo:** Use la herramienta “levantar la mano” cada vez que desee hacer un comentario público sobre alguno de los artículos. Levante la mano una vez que el artículo de la agenda sobre el que desea comentar haya sido convocado. Los comentarios públicos en persona se escucharán primero, se escuchará a los asistentes virtuales en el orden en el que levanten la mano. No se aceptarán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción. Comentarios públicos generales, únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión. Se otorga dos minutos de tiempo por persona que desee hablar, a menos de que el presidente instruya de otra forma. *(Consulte la página 2 para obtener instrucciones sobre cómo hacer un comentario público.)*

## Comentarios Públicos a Través de Zoom

1. Haga clic en el enlace que se encuentra en la parte superior de esta página de instrucciones
2. Haga clic en el ícono de levantar la mano en el centro inferior de la plataforma
3. El secretario anunciará su nombre cuando sea su turno de hablar
4. Desactive el silenciador para que pueda hablar

## Comentarios Públicos Realizados Únicamente por Teléfono

1. Marque el **+1-669-900-9128**
2. Ingrese el ID de la reunión en Zoom que se encuentra en el enlace y pulse #
3. Marque \*9 para levantar la mano por teléfono
4. El secretario indicará los últimos 4 dígitos de su número de teléfono para anunciar que usted será el siguiente en hablar
5. Marque \*6 para desactivar el silenciador



**Comentarios Públicos por Escrito (Antes de la Reunión):** Los comentarios públicos por escrito se registrarán en el registro público y se entregarán a los miembros de la Junta de MTS antes de la reunión. Los comentarios deben enviarse por correo electrónico o postal al secretario de la Junta\* antes de las 4:00 p.m. el día anterior a la reunión.



**Servicios de Traducción:** Pueden solicitarse servicios de traducción comunicándose con el secretario de la Junta\* por lo menos cuatro días hábiles antes de la reunión.



**Participación en Persona:** Los comentarios públicos en persona se escucharán primero. Después de los comentarios públicos en persona, se escuchará a los asistentes virtuales en el orden en el que levanten la mano a través de la plataforma de Zoom. El tiempo para hablar se limitará a dos minutos por persona, a menos de que el presidente especifique de otra forma. No se recibirán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción.

### Instrucciones para brindar comentarios públicos en persona:

1. Llene la boleta para personas que desean hablar que se encuentran en la entrada de la Sala de la Junta.
2. Entregue la boleta para personas que desean hablar al personal de MTS que se encuentra sentado en la entrada de la Sala de la Junta.
3. Cuando anuncien su nombre, por favor, acérquese al podio ubicado en el lado derecho de la tarima para hacer sus comentarios públicos.

Los miembros del público pueden hacer comentarios públicos generales al inicio de la agenda o comentarios específicos que hagan referencia a los puntos de la agenda durante el periodo de comentarios públicos. Los comentarios públicos generales únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión.



**Dispositivos de Asistencia Auditiva (ALD, por sus siglas en inglés):** Los ALD están disponibles con el secretario de la Junta\* antes de la reunión y estos deberán ser devueltos al final de la reunión.



**Facilidades Razonables:** Según lo requerido por la Ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés), para presentar solicitudes de información de la agenda en un formato alternativo o solicitar facilidades razonables para facilitar su participación en la reunión, por favor, comuníquese con el secretario de la Junta\* por lo menos dos días hábiles antes de la reunión.



**\*Información de Contacto:** Comuníquese con el secretario de la Junta por correo electrónico en [ClerkoftheBoard@sdmts.com](mailto:ClerkoftheBoard@sdmts.com), por teléfono al **(619) 398-9681** o por correo postal en **1255 Imperial Ave. Suite 1000, San Diego CA 92101.**



**Metropolitan  
Transit  
System**

## **Executive Committee Agenda**

**May 9, 2024 at 9:00 a.m.**

**In-Person Participation:** James R. Mills Building, 1255 Imperial Avenue, 10th Floor Board Room, San Diego CA 92101

**Teleconference Participation:** (669) 444-9171; Webinar ID: 945 6218 8418, <https://us02web.zoom.us/j/94562188418>

<b>NO.</b>	<b>ITEM SUBJECT AND DESCRIPTION</b>	<b>ACTION</b>
<b>1.</b>	<b>Roll Call</b>	
<b>2.</b>	<b>Public Comments</b> This item has a two minute per speaker time limit. If you have a report to present, please give your copies to the Clerk of the Board.	
<b>3.</b>	<b>Approval of Minutes</b> Action would approve the April 11, 2024 Executive Committee meeting Minutes.	Approve
CLOSED SESSION		
<b>4.</b>	<b>Public Comment for Closed Session</b>	
<b>5.</b>	<b>Closed Session - Public Employee Performance Evaluation/ Conference with Labor Negotiators – Chief Executive Officer Pursuant to California Government Code Sections 54957 and 54957.6;</b> Agency-Designated Representative: Stephen Whitburn, Chair Employee: Sharon Cooney, CEO	Possible Action
OTHER ITEMS		
<b>6.</b>	<b>Review of Draft May 16, 2024 MTS Board Agenda</b>	
<b>7.</b>	<b>Staff Communications and Committee Member Communications</b>	
<b>8.</b>	<b>Next Meeting Date: June 13, 2024 at 9:00 a.m.</b>	
<b>9.</b>	<b>Adjournment</b>	

**1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • [sdmts.com](http://sdmts.com)**

San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego. MTS is also the For-Hire Vehicle administrator for nine cities.





## CALL – IN PUBLIC COMMENT

Alex Wong, provided a public comment for agenda item #2. A paraphrased version of Alex’s statement will be reflected in the minutes.

### PUBLIC SPEAKER DISCLAIMER

#### INSTRUCTIONS

This meeting is offered both in an in-person and virtual format. In-person speaker requests will be taken first. Speaking time will be limited to two minutes per person, unless specified by the Chairperson. Members of the public are permitted to make general public comments at the beginning of the agenda or make specific comments on any item in the agenda at the time the Board/Committee is considering the item during the meeting. Requests to speak will not be taken after the public comment period ends, unless under the Chair’s discretion.

#### BOARD OF DIRECTORS MEETING

General Public Comment at the beginning of the agenda will be limited to five speakers with the standard two-minute limit, unless otherwise directed by the Chair. Additional speakers with general public comments will be heard at the end of the meeting.

#### MEETING RECORD

A paraphrased version of this comment will be included in the minutes. The full comment can be heard by reviewing the recording posted on the respective meeting website:

<https://www.sdmts.com/about/meetings-and-agendas>.





## CALL – IN PUBLIC COMMENT

The Original DRA, provided a public comment for agenda item #2. A paraphrased version of The Original DRA's statement will be reflected in the minutes.

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## CALL – IN PUBLIC COMMENT

Truth provided a public comment for agenda item #2. A paraphrased version of Truth's statement will be reflected in the minutes.

### PUBLIC SPEAKER DISCLAIMER

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<https://www.sdmts.com/about/meetings-and-agendas>.





MINUTES  
MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
EXECUTIVE COMMITTEE

April 11, 2024

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased. The full comments can be heard by reviewing the recording at the [MTS website](#).]

**1. Roll Call**

Chair Whitburn called the Executive Committee meeting to order at 9:02 a.m. A roll call sheet listing Executive Committee member attendance is attached.

**2. Public Comment**

The Original DRA – Provided a verbal statement to the Board during the meeting. The Original DRA complained about activities at the Iris Ave Trolley Station.

**3. Approval of Minutes**

Vice Chair Goble moved to approve the minutes of the March 7, 2024, MTS Executive Committee meeting. Board Member Moreno seconded the motion, and the vote was 5 to 0 in favor with Board Member Frank and Board Member Bush absent.

**Public Comment**

The Original DRA – Provided a verbal statement to the Board during the meeting. The Original DRA expressed dissatisfaction with the paraphrased version of the minutes.

**DISCUSSION ITEMS**

**4. Independent Salary Study Results – Implementation of Recommended Pay Grades and Ranges**

Jeff Stumbo, MTS Chief Human Resources Officer, Brendan Shannon, MTS Director of Human Resources, and TL Cox, with the Segal Group, Inc. (Segal), presented on independent salary study results and implementation of recommended pay grades and ranges. They outlined: the Segal company background, California and industry presence, project introduction and methodology, market survey process, key deliverables, criteria for peer agency selection, peer agencies, geographic adjustments, published survey sources, external comparisons, survey responses summarized, competitiveness varied by job title, base pay, base pay by peer organization, salary structure development, compression and equity adjustment variables, cost breakout, distribution of implementation costs, compensation ratio, pay increase distribution by org. level, and relevant statistics.

**Committee Comment**

Vice Chair Goble asked staff to clarify that today's meeting would only address employee's salary portion of compensation. Mr. Cox confirmed that the scope of the analysis was limited to base salary. Vice Chair Goble asked if similar industry and regional agency salaries were used in the survey. Mr. Cox confirmed that both regional and similar industry types were taken into consideration. He noted that published data allowed Segal to pull data across all industries for a job type. Vice Chair Goble recommended that non-transit specific jobs reflect local market conditions, as he believed that many management jobs moved to other regional agencies rather than those out of state. Sharon Cooney, MTS Chief Executive Officer, acknowledged that employees leave for local and out of state positions, and mentioned competitive housing

markets that create additional obstacles for prospective candidates. Vice Chair Goble also noted that historically, public sector jobs traditionally have lower compensation due to pension benefits. He asked how the agency factors in benefit compensation vs salary. Ms. Cooney added that the Public Employees' Pension Reform Act (PEPRA) limited the amount of pension pay that can be offered for new special district employees. These limitations do not apply to some counties and cities. This lowers the overall amount of future pensions and requires the employee to pay a set amount toward their pension. Mr. Stumbo replied that MTS employee contribution is slightly over 9% and added that pensions today are not similar to what they were traditionally. Mr. Stumbo noted that upon hire, some ask to opt out of paying into the pension system; however, employees are not allowed to opt out. Mr. Cox added that policy decisions were made to limit the influence of published data because government ranges are not consistent with those published for the private sector.

Board Member Moreno expressed support for staff's recommendation. She asked if MTS has conducted a similar pay analysis for the agency's front-line positions compared to other transit agencies. Mr. Stumbo replied that the agency receives a DASH report, which is a comprehensive survey of all bus operation pay averages throughout the United States, listing out various pay rates of many represented employees for comparison. He reminded the Board that during Closed Session, the agency asked for significant authority to improve wages for the bargaining units. Board Member Moreno encouraged staff to create a salary survey for unionized employees. Board Member Moreno cautioned that due to the uniqueness of the region, she believes it was difficult to find a comparable city to the San Diego region. Chair Whitburn asked staff to clarify if the service could be done within the existing Segal contract. Karen Landers, MTS General Counsel, replied that the agency would review the terms of the contract to make that determination.

Board Member Elo-Rivera asked staff to clarify decreases in range and asked what the potential repercussions may be when understanding that employees may not be able to earn more. Ms. Cooney clarified that the ranges would be evaluated and increased over time to meet traditional growth standards. Mr. Cox added that the intention was to monitor changes in the market and adjust the ranges accordingly so that the survey assessment is not outdated. He noted that while the maximum ranges may be a concern to some employees, many of them were not at the top of their range to begin with. Board Member Elo-Rivera supported a salary survey being conducted for frontline employees. Through experience with recent City pension reform, he stressed the importance of providing pension benefits and adequate salaries to employees for retention. Board Member Elo-Rivera clarified that pensions are a mechanism for employees to defer their compensation for retirement.

### **Action Taken**

Board Member Moreno moved to forward a recommendation to the Board of Directors to: (1) adopt the pay ranges recommended by independent compensation consultant The Segal Company effective May 1, 2024, and (2) authorize the Chief Executive Officer (CEO) to implement the results of the independent compensation study. Chair Whitburn seconded the motion, and the vote was 5 to 0 in favor with Board Member Frank and Board Member Bush absent.

OTHER ITEMS

**5. Review of Draft April 25, 2024 Board Agenda**

Recommended Consent Items

**3. Approval of Minutes**

Action would approve the March 14, 2024 Board of Directors meeting minutes.

**4. Mobile Security Trailers – Sole Source Contract Amendment**

Action would 1) Ratify MTS Doc. No. G2755.0-23 with Monmouth Solutions, Inc., a Service-Disabled Veteran Owned Small Business (SDVOSB) (Monmouth Solutions), in the amount of \$107,945.00 related to mobile security trailers; and 2) Authorize Chief Executive Officer (CEO) to execute MTS Doc. No. G2755.1-23 with Monmouth Solutions in the amount of \$98,055.00 to change the contract from leasing to purchasing the mobile security trailers.

**5. Siemens: Orange Line Improvement Project – Sole Source Contract Award**

Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. L1670.0-24, a sole source award to Siemens Mobility, Inc. (Siemens), in the amount of \$427,222.03 for the purchase of Siemens signal instrument components for the Orange Line Improvement Project.

**6. Light Rail Vehicle (LRV) Accident and Vandalism Repair Services – Contract Amendment**

*Agenda item will be provided prior to Board Meeting.*

**7. Increased Authorization for Legal Services Contract to Pay Projected Expenses in Fiscal Year 2025 – Contract Amendment**

Action would: 1) Ratify Amendment 9 to MTS Doc. No. G2202.0-19, with Meyers Nave, in the amount of \$150,000.00; and 2) Authorize the Chief Executive Officer (CEO) to execute Amendment 10 to MTS Doc. No. G2202.0-19, with Meyers, in the amount of \$600,000.00.

**8. Imperial Avenue Division (IAD) Overhead Charging System – Contract Award**

Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. B0761.0-24, with Heliox Technology North America, LLC (Heliox), for the provision of the IAD overhead charging system, for a term of five (5) years, for a total of \$3,358,171.90.

**9. Railroad Ties – Contract Award**

Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. L1663.0-24, with Balfour Beatty Infrastructure, Inc. (Balfour), in the amount of \$167,475.00 for the purchase of railroad ties.

**10. Hewlett Packard Enterprise (HPE) Synergy for Operations Control Center (OCC) Data Center – Contract Award**

Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G2833.0-24, with Nth Generation Computing, Inc. (Nth), effective for five (5) years, for the purchase of HPE Synergy equipment, software, and support/services in the amount of \$283,820.08.

- 11. Occupational Health Services – Contract Award**  
Action would: 1) Authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G2887.0-24, with Concentra Medical Centers (Concentra), to provide occupational health services for a five (5) year base period with five (5) 1-year options, a total of ten (10) years, for a total contract cost of \$1,114,128.00; 2) Authorize the CEO to execute MTS Doc. No. G2888.0-24, with Kaiser On-the-Job (Kaiser), to provide occupational health services for a five (5) year base period with five (5) 1-year options, a total of ten (10) years, for a total contract cost of \$1,351,200; and 3) Exercise options years at the CEO's discretion.
- 12. Variable Messaging Sign (VMS) Media Converter & Cradlepoint Hardware – Contract Award**  
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. G2839.0-24, with Datel Systems Incorporated (Datel), effective for five (5) years, for the purchase of network equipment, in the amount of \$402,481.00.
- 13. Iris Rapid Transit Center East and Bus Stops Construction – Contract Award**  
Action would authorize the Chief Executive Officer (CEO) to: 1) Execute MTS Doc. No. PWB380.0-24, with Hazard Construction Engineering LLC (Hazard Construction), for the Iris Rapid Transit Center East and Bus Stops Construction in the amount of \$4,410,884.00; and 2) Authorize the CEO to execute amendments or change orders up to a 15% contingency or \$661,632.60 for this construction contract, bringing total expenditure authority to \$5,072,516.60.
- 14. Design Services for Iris Rapid Route and Station Infrastructure Improvements – Work Order Amendment**  
Action would: 1) Ratify Work Order WOA353-AE-19, under MTS Doc No. PWL353.0-22, with Dokken Engineering (Dokken), in the amount of \$111,611.05 to provide additional project management, new bid package development and support services, additional design support during construction, and prepare as-built drawings; 2) Ratify Work Order WOA353-AE-19.01, under MTS Doc No. PWL353.0-22, with Dokken, in the amount of \$16,813.67 to provide temporary construction easement extensions; and 3) Authorize the Chief Executive Officer (CEO) to approve Amendment WOA353-AE-19.02, under MTS Doc No. PWL353.0-22, with Dokken, in the amount of \$117,746.82 to provide additional project management, local agency processing, fiber optic design and San Diego Gas & Electric (SDG&E) coordination, bid package preparation and bid support, design support during construction, and as-built drawings.
- 15. Iris Rapid Transit Center East and Bus Stops Construction Management (CM) Services – Award Work Order Agreement**  
Action would authorize the Chief Executive Officer (CEO) to execute Work Order No. WOA2498-CM19 under MTS Doc. No. G2498.0-21, with Kleinfelder Construction Services, Inc. (KCS), totaling \$900,510.13 for CM services for the Iris Rapid Project.
- 16. Building B Office Improvements – Work Order Agreement**  
Action would authorize the Chief Executive Officer (CEO) to execute Work Order No. MTSJOC324-48 under Job Order Contract (JOC) to MTS Doc. No. PWG324.0-21, with ABC General Contractor, Inc. (ABCGC), in the amount of \$220,792.67 for the

improvements of Revenue Area, Pay Station Service Room, Facility Offices and Break Room areas at Building B.

**17. El Cajon Third Track Construction Management (CM) Services – Work Order Amendment**

Action would authorize the Chief Executive Officer (CEO) to execute Work Order Amendment No. WOA2498-CM02.02 under MTS Doc. No. G2498.0-21, with Kleinfelder Construction Services, Inc. (KCS), for the El Cajon Third Track and El Cajon Third Track – Interlocking E26 CM services in the amount of \$411,792.40.

**18. Commercial Tenant Relocation and Property Management Services - Clean Transit Advancement Campus (CTAC) – Work Order Agreement**

Action would authorize the Chief Executive Officer (CEO) to execute Work Order WOA357-AE-39 under MTS Doc. No. PWL357.0-22, with Chen Ryan Associates, Inc. (CRA), a Disadvantaged Business Enterprise (DBE), in the amount of \$533,448.30 to provide tenant relocation and property management services for the CTAC project.

**19. State of California Office of Emergency Services – Designation of Applicant Agent Resolution**

Action would: 1) Authorize the Chief Executive Officer (CEO) and designee(s) to serve as MTS's agent to engage with the Federal Emergency Management Agency and the Governor's Office of Emergency Services regarding all matters pertaining to Federal financial assistance and/or State financial assistance under the California Disaster Assistance Act; and 2) Authorize the Chair of the Board of Directors to sign the Designation of Applicant's Agent Resolution for Non-State Agencies Form (CalOES Form 130).

**20. Improving Restroom Availability at San Diego State University Transit Center - Memorandum of Understanding Amendment**

*Agenda item will be provided prior to Board Meeting.*

**21. Fiscal Year (FY) 2025 Capital Improvement Program (CIP) Amendment**

*Agenda item will be provided prior to Board Meeting.*

**22. ChargePoint ViriCiti Bus Telematics License Renewal-Sole Source Contract Award**

*Agenda item will be provided prior to Board Meeting.*

**6. Other Staff Communications and Business**

There was no Other Staff Communications and Business discussion.

**7. Committee Member Communications and Other Business**

There was no Committee Member Communications and Other Business discussion.

**8. Next Meeting Date**

The next Executive Committee meeting is scheduled for May 9, 2024, at 9:00 a.m.

**9. Adjournment**

Executive Committee

April 11, 2024

Page 6 of 6

The meeting was adjourned at 10:07 a.m.

/S/ Stephen Whitburn  
Chairperson  
San Diego Metropolitan Transit System

/S/ Dalia Gonzalez  
Clerk of the Board  
San Diego Metropolitan Transit System

Attachment: Roll Call Sheet

SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
EXECUTIVE COMMITTEE

ROLL CALL

MEETING OF (DATE): April 11, 2024 CALL TO ORDER (TIME): 9:02 a.m.  
 RECESS: \_\_\_\_\_ RECONVENE: \_\_\_\_\_  
 CLOSED SESSION: \_\_\_\_\_ RECONVENE: \_\_\_\_\_  
 PUBLIC HEARING: \_\_\_\_\_ RECONVENE: \_\_\_\_\_  
 ORDINANCES ADOPTED: \_\_\_\_\_ ADJOURN: 10:07 a.m.

REPRESENTING	BOARD MEMBER	ALTERNATE	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Chair	Whitburn <input checked="" type="checkbox"/>	No Alternate <input type="checkbox"/>	9:02 a.m.	10:07 a.m.
City of San Diego	Elo-Rivera <input checked="" type="checkbox"/>	Joe LaCava <input type="checkbox"/>	9:02 a.m.	10:07 a.m.
County of San Diego	Montgomery Steppe <input checked="" type="checkbox"/>	Vargas <input type="checkbox"/>	9:02 a.m.	10:07 a.m.
East County	Frank <input type="checkbox"/>	Hall <input type="checkbox"/>	ABSENT	ABSENT
SANDAG Transportation Committee	Moreno <input checked="" type="checkbox"/>	Bush <input type="checkbox"/>	9:02 a.m.	10:07 a.m.
South Bay	Bush <input type="checkbox"/>	Leyba- Gonzalez <input type="checkbox"/>	ABSENT	ABSENT
Vice Chair	Goble <input checked="" type="checkbox"/>	No Alternate <input type="checkbox"/>	9:02 a.m.	10:07 a.m.

SIGNED BY THE CLERK OF THE BOARD: /S/ Dalia Gonzalez



## CALL – IN PUBLIC COMMENT

The Original DRA, provided a public comment for agenda item #3. A paraphrased version of The Original DRA's statement will be reflected in the minutes.

### PUBLIC SPEAKER DISCLAIMER

#### INSTRUCTIONS

This meeting is offered both in an in-person and virtual format. In-person speaker requests will be taken first. Speaking time will be limited to two minutes per person, unless specified by the Chairperson. Members of the public are permitted to make general public comments at the beginning of the agenda or make specific comments on any item in the agenda at the time the Board/Committee is considering the item during the meeting. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion.

#### BOARD OF DIRECTORS MEETING

General Public Comment at the beginning of the agenda will be limited to five speakers with the standard two-minute limit, unless otherwise directed by the Chair. Additional speakers with general public comments will be heard at the end of the meeting.

#### MEETING RECORD

A paraphrased version of this comment will be included in the minutes. The full comment can be heard by reviewing the recording posted on the respective meeting website:

<https://www.sdmts.com/about/meetings-and-agendas>.







## CALL – IN PUBLIC COMMENT

The Original DRA, provided a public comment for agenda item #4. A paraphrased version of The Original DRA's statement will be reflected in the minutes.

### PUBLIC SPEAKER DISCLAIMER

#### INSTRUCTIONS

This meeting is offered both in an in-person and virtual format. In-person speaker requests will be taken first. Speaking time will be limited to two minutes per person, unless specified by the Chairperson. Members of the public are permitted to make general public comments at the beginning of the agenda or make specific comments on any item in the agenda at the time the Board/Committee is considering the item during the meeting. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion.

#### BOARD OF DIRECTORS MEETING

General Public Comment at the beginning of the agenda will be limited to five speakers with the standard two-minute limit, unless otherwise directed by the Chair. Additional speakers with general public comments will be heard at the end of the meeting.

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<https://www.sdmts.com/about/meetings-and-agendas>.





**Metropolitan  
Transit  
System**

# Board of Directors Agenda

May 16, 2024 at 9:00 a.m.

**In-Person Participation:** James R. Mills Building, 1255 Imperial Avenue, 10th Floor Board Room, San Diego CA 92101

**Teleconference Participation:** (669) 444-9171; Webinar ID: 982 8803 2362, <https://zoom.us/j/98288032362>

NO.	ITEM SUBJECT AND DESCRIPTION	ACTION
1.	<b>Roll Call</b>	
2.	<b>Public Comments</b> This item is limited to five speakers with two minutes per speaker. Others will be heard after Board Discussion items. If you have a report to present, please give your copies to the Clerk of the Board.	
CONSENT ITEMS		
3.	<b>Approval of Minutes</b> Action would approve the April 25, 2024 Board of Director meeting minutes.	Approve
4.	<b>Chief Executive Officer (CEO) Report</b>	Informational
5.	<b>Light Rail Vehicle (LRV) Friction Brakes - Contract Award</b> Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. L1659.0-24, with Siemens Mobility, Inc. (Siemens), for the purchase of LRV Friction Brakes for a five (5) year base period in the amount of \$7,141,664.46 (inclusive of 7.75% CA Sales Tax).	Approve
6.	<b>Title VI Triennial Program Update Submittal</b> Action would adopt Resolution No. 24-05 approving the Title VI Program, including the plans, notices, records, maps, and data that demonstrate MTS's compliance with requirements of Title VI of the Civil Rights Act of 1964 (Title VI), for submittal to the Federal Transit Administration (FTA).	Approve
7.	<b>Portable Toilet Services for MTS Employees/Contractors – Contract Award</b> Action would authorize the Chief Executive Officer (CEO) to: 1) Execute MTS Doc No. G2805.0-24, with Diamond Environmental Services LP (Diamond) for portable toilet services, for two (2) base years with one 3-year	Approve



option, for a total of five (5) years, at a cost of \$887,597.60; and 2) Exercise the option at the CEO's discretion.

8. **On-Call Plumbing Repair Services – Contract Award** Approve  
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. PWG384.0-24 with Drain Medic, Inc. (Drain Medic), a Woman-Owned Business Enterprise (WBE), for On-Call Plumbing Repair Services for three (3) years for a total contract value of \$376,069.85.
9. **On-Call Electrical Repair Services – Contract Award** Approve  
Action would authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. PWG383.0-24, with Advanced Railway Innovations, Inc. (Advanced Railway), a Disadvantaged Business Enterprise (DBE), for On-Call Electrical Repair Services for a period of three (3) years for a total contract value of \$342,294.91.
10. **Automobile Lease Services – Contract Amendment** Approve  
Action would authorize the Chief Executive Officer (CEO) to execute Amendment No. 3 to MTS Doc No. G1872.3-16, with Enterprise Fleet Management, to add \$627,206.00 for automobile lease services and extend agreement for six (6) months to December 31, 2024.
11. **Quarter Ending March 31, 2024 – Investment Report** Informational
12. **PRONTO Extend Pilot Program – Pilot Extension** Approve  
Action would approve an extension of the PRONTO Extend Pilot Program until June 30, 2026.
13. **Impedance Bond and Plug-In Relay Socket – Contract Award** Approve  
Action would authorize the Chief Executive Officer (CEO) to: 1) Execute MTS Doc. No. L1676.0-, with Modern Railway Systems, for the purchase of Impedance Bond (Group 1) in the amount of \$875,966.73 (inclusive of 7.75% CA sales tax); and 2) Execute MTS Doc. No. L1677.0-24, with Siemens Mobility, Inc. (Siemens), for the purchase of Plug-In Relay Socket Assembly (Group 2) in the amount of \$61,782.66 (inclusive of 7.75% CA sales tax).
14. **City of San Diego Bus Shelter and Bus Bench Advertising; Revisions to MTS Board Policy 21** Approve  
Action would authorize the Chief Executive Officer (CEO) to: 1) Enter into a Memorandum of Understanding (MOU) with City of San Diego, MTS Doc. No. G2906.0-24, regarding bus shelter and bus bench advertising; and 2) Revise MTS Board Policy No. 21 “MTS Revenue-Generating Display Advertising, Concessions, and Merchandise” to delete the separate City of San Diego advertising policy document.

- 15. [Broadway Wye Special Trackwork Design – Work Order Agreement](#)** Approve  
Action would authorize the Chief Executive Officer (CEO) to execute Work Order WOA352-AE-35 under MTS Doc. No. PWL352.0-22, with HDR Engineering, Inc. (HDR), in the amount of \$575,349.49 for the Broadway Wye Special Trackwork Design.
- 16. [Mobile Trailer Power Connection and Fencing at El Cajon Transit Center – Work Order Agreement](#)** Approve  
Action would authorize the Chief Executive Officer (CEO) to: 1) Ratify Work Order MTSJOC324-44 under Job Order Contract (JOC) to MTS Doc. No. PWG324.0-21 with ABC General Contractor, Inc. (ABCGC), in the amount of \$139,977.72 for the Security Trailer Power Connection and Fencing at El Cajon Transit Center; and 2) Execute Change Order MTSJOC324-44.01 under MTS Doc. No. PWG324.0-21, with ABCGC, in the amount of \$24,947.96 for the installation of additional fencing needed for Security Trailer Power Connection and Fencing at El Cajon Transit Center.
- 17. [Orange Line Improvement Project Phase 1 & 2 Construction Management \(CM\) Services – Work Order Agreement](#)** Approve  
Action would authorize the Chief Executive Officer (CEO) to execute Work Order No. WOA2498-CM15 under MTS Doc. No. G2498.0-21, with Kleinfelder Construction Services, Inc. (KCS) totaling \$11,292,600.34 for CM services for the Orange Line Improvements Projects.

DISCUSSION AND REPORT ITEMS

- 18. [Fiscal Year \(FY\) 2025 Operating Budget Discussion \(Gordon Meyer\)](#)** Possible Action  
Action would approve the staff recommendation to: 1) Postpone the Trolley 15-minute add-ons until the future of Senate Bill (SB) 125 funding is known; and 2) Postpone the public hearing and implementation date for Route 910 (overnight border express).
- 19. [Boardroom Audio Visual \(A/V\) Upgrade and Maintenance – Contract Award \(Julia Tuer and Justin Plaetzler\)](#)** Approve  
Action would authorize the Chief Executive Officer (CEO) to 1) Execute MTS Doc. No. G2780.0-24 with AVI-SPL LLC (AVI) to provide Boardroom A/V Equipment Installation and Ongoing Maintenance in the amount of \$420,591.94 exclusive of tax for a contract period of a three (3) month installation with a three (3) base years and two (2) 1-year options maintenance agreement; and 2) Exercise the option years of the agreement at the CEO's discretion.
- 20. [Grants Administration Report \(Kena Teon and Julia Tuer\)](#)** Informational

**21. Naming Rights**

OTHER ITEMS

**22. Chair, Board Member and CEO Communications**

**23. Remainder of Public Comments Not on The Agenda**

This item is a continuation of item No. 2 (Public Comment), in the event all speakers who request to comment on item No. 2 are not called. If all Public Comment is accepted during item No. 2, no additional public comment will be accepted under this item.

CLOSED SESSION

**24. Public Comment for Closed Session**

**25. Closed Session - Public Employee Performance Evaluation/  
Conference with Labor Negotiators – Chief Executive Officer Pursuant  
to California Government Code Sections 54957 and 54957.6;**

Possible Action

Agency-Designated Representative: Stephen Whitburn, Chair  
Employee: Sharon Cooney, CEO

ADJOURNMENT

**26. Next Meeting Date**

The next Board of Director's meeting is scheduled for June 20, 2024 at 9:00am.

**27. Adjournment**



**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/2024**

## **Agenda Item No. 4**

**MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS**

May 16, 2024

**SUBJECT:**

Chief Executive Officer (CEO) Report

**AGENDA ITEM WILL  
BE PROVIDED  
BEFORE BOARD  
MEETING**

**1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • [sdmts.com](http://sdmts.com)**

San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego. MTS is also the For-Hire Vehicle administrator for nine cities.





**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/24**

## **Agenda Item No. 5**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

**SUBJECT:**

Light Rail Vehicle (LRV) Friction Brakes - Contract Award

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. L1659.0-24 (in substantially the same format as Attachment A), with Siemens Mobility, Inc. (Siemens), for the purchase of LRV Friction Brakes for a five (5) year base period in the amount of \$7,141,664.46 (inclusive of 7.75% CA Sales Tax).

**Budget Impact**

The total cost of this contract is estimated to be \$7,141,664.46 (inclusive of CA sales tax) (Attachment C). This project will be funded by the San Diego Trolley, Inc. (SDTI) Light Rail Vehicle (LRV) Maintenance Budget account 350016-545100.

**DISCUSSION:**

MTS requires a capable supplier to provide friction brake spare parts to support its S70 LRV maintenance. It is required that the contracted supplier will supply only Original Equipment Manufactured (OEM) parts under this program by sourcing these parts from approved manufacturers or distributors. They are to be compatible with existing installation equipment and manuals.

MTS advertised this requirement across Planet Bids that was distributed to over one hundred fifty (150) prospective bidders. Siemens was the single responsive and responsible bidder at \$8,780,795.33.

To ascertain that the solicitation was not restrictive, MTS contacted all firms that downloaded the Invitation for Bids (IFB) on PlanetBids or had expressed interest and asked for their reasons for not submitting their bid. The results indicated that the firms did not submit a bid due to their own internal business reasons. Therefore, MTS determined that competition was adequate and



that neither the IFB nor MTS's procurement processes played a role in their decision not to propose. Staff proceeded with Siemens' bid as a competitive solicitation.

Siemens' initial bid was in the amount of \$8,780,795.33, which is approximately \$3M over the MTS Independent Cost Estimate (ICE) of \$5,677,052.95, which was derived from the MTS existing cost with a markup based off current consumption quantities. As a result, MTS conducted a market analysis and commenced negotiations with Siemens sharing actual market data and requested Siemens to improve their original proposal. Under a single bid, negotiations with the single bidder are permissible. Siemens responded with a reduced updated pricing of \$7,363,668.25 that was more in line with the market data.

MTS further requested additional reductions with which Siemens proposed a third quote to MTS at \$7,141,664.46, which would be contingent upon MTS using a demand planning schedule through the life of the contract enabling Siemens to reduce inventory levels based on predictability. MTS accepted this offer. As a result of staff negotiations, the agency was able to realize a savings of \$1,639,130.87. This contract will be firm-fixed pricing with set lead times.

Therefore, staff recommends that the MTS Board of Directors authorize the CEO to execute MTS Doc. No. L1659.0-24 (in substantially the same format as Attachments A) with Siemens for the purchase of LRV Friction Brakes for a five (5) year base period in the amount of \$7,141,664.46 (inclusive of 7.75% CA Sales Tax).

/S/ Sharon Cooney

Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachments: A. Draft Agreement, MTS Doc. No. L1659.0-24  
B. Scope of Work  
C. Bid Form





# Metropolitan Transit System

**STANDARD AGREEMENT  
FOR  
MTS DOC. NO. L1659.0-24  
LRV FRICTION BRAKES**

THIS AGREEMENT is entered into this 1<sup>st</sup> day of June 2024 in the State of California by and between San Diego Metropolitan Transit System ("MTS"), a California public agency, and the following, hereinafter referred to as "Contractor":

Name: Siemens Mobility, Inc. Address: 1 Pennsylvania Plaza, 11<sup>th</sup> Fl.  
New York, NY 10119

Form of Business: Corporation  
 (Corporation, Partnership, Sole Proprietor, etc.) Email: [barry.sidler@siemens.com](mailto:barry.sidler@siemens.com)

Telephone: (916) 802-4586

Authorized person to sign contracts Barry Sidler Spare Parts Director  
 Name Title

The Contractor agrees to provide goods as specified in the conformed Scope of Work/Minimum Technical Specification (Exhibit A), Contractor's Bid/Pricing Form (Exhibit B), and in accordance with the Standard Agreement, including Standard Conditions (Exhibit C), Federal Requirements (Exhibit D), and Forms (Exhibit E).

The contract term is five (5) years effective June 1, 2024, through May 31, 2029.

Payment terms shall be net 30 days from invoice date. The total cost of this contract shall not exceed \$7,141,664.46 (inclusive of 7.75 % CA Sales tax) without the express written consent of MTS.

SAN DIEGO METROPOLITAN TRANSIT SYSTEM	SIEMENS MOBILITY, INC.
By: <u>Sharon Cooney, Chief Executive Officer</u>	By _____
Approved as to form:	
By: <u>Karen Landers, General Counsel</u>	Title: _____



## **4. SCOPE OF WORK/TECHNICAL SPECIFICATIONS**

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### **4.1. BUY AMERICA**

This scope of work may trigger Buy America and/or Build America Buy America requirements, which apply to construction materials, manufactured products, rolling stock, iron and steel. The below list of definitions and examples is not exhaustive and is only to be used as illustrative and a guidance tool for Contractor compliance.

#### **4.1.1. [NOT APPLICABLE] CONSTRUCTION MATERIALS**

#### **4.1.2. MANUFACTURED PRODUCT**

Per IJJA Section 70912 (2)(B), all manufactured products used in the project must be produced in the United States. Examples for manufactured products provided per Appendix A to 49 CFR 661.3 include: Infrastructure projects not made primarily of steel or iron, including structures (terminals, depots, garages, and bus shelters), ties and ballast; contact rail not made primarily of steel or iron; fare collection systems; computers; information systems; security systems; data processing systems; and mobile lifts, hoists, and elevators.

#### **4.1.3. [NOT APPLICABLE] ROLLING STOCK**

#### **4.1.4. IRON OR STEEL**

Per IJJA Section 70912 (2)(A), all iron and steel used in the project must be produced in the United States. This means all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States. Examples of iron and steel provided per Appendix A to 49 CFR 661.3 include: Items made primarily of steel or iron such as structures, bridges, and track work, including running rail, contact rail, and turnouts.

### **4.2. GENERAL OVERVIEW**

The San Diego Metropolitan Transit System (MTS) is looking for a capable Contracted Supplier (CS) that is able to provide LRV Friction Brake spare parts to support its S70 Light Rail Vehicles (LRV) maintenance.

It is expected that CS will supply only Original Equipment Manufacturer (OEM) parts under this program by sourcing these parts from approved manufacturers.

The minimum technical description provided for all items, under this solicitation, represent MTS's exact requirements. Nothing less than parts described will be accepted, whilst MTS will do its best to provide the most accurate quantity forecast for the duration of this contract. MTS reserves the right to purchase more or less quantities across each item at its sole discretion, depending on actual usage and pricing.

### **4.3. CONTRACT TERMS**

The period of performance under the resultant agreement shall be for a five (5) year base period effective approximately June 1, 2024 – May 31, 2029.

#### 4.4. DESCRIPTION AND MINIMUM SPECIFICATION OF MATERIALS

The intent of this section is to ensure MTS receives equipment that is globally proven across same or like service as operated by MTS for each material under this contract that account for existing vehicle loads, dynamics and extended brake and tire life. All Brake System consumable materials shall be compatible with existing installation equipment and manuals. All materials must include the appropriate hardware for mounting.

To be considered service-proven, the following materials and criteria is required:

MTS Stock Code	Material Description	Manufacturer Part Number
70156679	Pad Brake, Center Truck - SD7, SD8	C92303/20C7
70156711	Rotor Idler, Center Truck Disc Brake - SD7, SD8	II/19631/2C/U
70157347	Pad Brake, Power Truck Right - SD7, SD8	C78598/17C7
70157354	Pad Brake, Power Truck Left – SD7, SD8	C78597/17C7
70159145	Brake Rotor w/o Hub Power Truck – S70	II/43214/1/U
70200419	Brake Pad Center Truck - SD9	C208097/20A8
70200296	Brake Disk CT – SD9, SD10	II103631/1

A minimum quantity of three thousand (3,000) of the proposed materials must have been operated by any global transit agency or any other similar agencies for a minimum of three (3) years. In addition, the Contractor must have produced at least one thousand (1,000) of each part for use on the Siemens S70 vehicle in North America.

Non-Original Equipment Manufacturer Bidders shall provide as part of their bid, the names, agency affiliation, addresses, telephone numbers, fax numbers and email addresses of agency personnel currently using the above LRV Friction Brakes.

The failure to meet any of the above required specifications, may result in the Bidder's submittal being declared non-responsive.

#### 4.5. CERTIFICATION AND TESTS

In all cases, materials must be furnished as specified in the technical specifications with part numbers permanently stamped or etched onto each part. They shall be provided with OEM material certifications and marked in accordance with OEM details and requirements.

#### 4.6. ESTIMATED FORECAST

The below forecast is MTS's best estimate of consumption for the duration of the contract.

As all items under this contract are wearable items, usage across each item under the contract may fluctuate and as such, MTS may purchase more or less than the estimated annual contract forecast to an amount not to exceed the aggregated quantity specified under this solicitation for the duration of the contract period.

CS must ensure all identified parts are shipped out within 24 hours of the receipt of the Purchase Order (PO), thus allowing MTS to minimize our stock holdings and meet the service level requirements of our customer. The CS shall also assess MTS's

consumption analysis and provide feedback and recommendations on how best to optimize inventory management.

(Material Descriptions and Manufacturer Part Numbers are listed in Section 4.4)

<b>MTS Stock Code</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>	<b>2028</b>	<b>Total</b>
70156679	390	370	370	390	390	1,910
70156711	150	150	160	160	160	780
70157347	650	510	510	510	510	2,680
70157354	650	510	510	510	510	2,680
70159145	100	100	80	80	80	440
70200419	100	120	120	120	120	580
70200296	30	50	50	50	50	230

#### **4.7. FEDERAL REQUIREMENTS AND REFERENCES**

MTS requires all items under this contract to be fully compliant with all Federal Rail Administration (FRA) and California Public Utilities Commission's (CPUC) rail requirements.

The Bidder's attention is directed to the "Buy America" requirements set forth in Section 165 of the Federal Surface Transportation Act of 1982, and the FTA requirements implementing Section 165 (49 C.F.R., part 661).

#### **4.8. PACKAGING**

Each LRV Friction Brake Materials shall be individually wrapped, labeled, stacked and bandaged on treated hardwood pallets in a way that prevents any damage from shipment and exposure to natural elements. All items delivered with each LRV Friction Brake shall be coupled with OEM material certifications, marked in accordance with OEM requirements, and stacked and banded on treated hardwood or plastic pallets.

#### **4.9. LABELING**

Each item is required to have a label across each package containing the following information:

- MTS Purchase Order Reference
- MTS Stock Code
- OEM Part Number
- Part Description
- Serial Number (where applicable)
- Shelf-Life Expiry Date (where applicable)
- Quantity
- Unit of Issue

#### **4.10. DAMAGED OR DEFECTIVE ITEMS**

All items delivered damaged or with a defect in packaging or manufacturing shall be returned to the CS. The CS shall provide a replacement in full within fifteen (15) business days of the receipt of the defective material. All cost incurred as a result of the return of the defective material and redelivery of the replacement material including but not limited to freight, insurance, re-stocking, and packaging arising from the defective item shall be borne by the CS.

#### **4.11. BID PRICING**

Bidders shall use the Bid Forms provided herein. Bidders shall provide pricing for all line items on the bid form, failure to do so may deem your bid non-responsive. All bids shall include all materials, delivery fees, and all applicable taxes required to complete the items as described on the bid forms.

#### **4.12. INVOICES**

Invoices must be sent to the MTS Accounting Department, via email, at [ap@sdmts.com](mailto:ap@sdmts.com). All invoices must have the Purchase Order and contract number clearly displayed to ensure timely payment. MTS will not pay on packing slips, receiving documents, delivery documents, or other similar documents. Invoices must be submitted for payment.

Payment terms shall be net 30 days from invoice date.

Contractors must also indicate if any of the invoiced amount(s) is for service or work provided by a subcontractor and indicate the amount that will be paid to the subcontractor. Contractors must also comply with the prompt payment requirements in the *Prompt Progress Payments* section of the Standard Conditions.

#### **4.13. SAFETY DATA SHEETS (SDS)**

MTS retains the safety data sheets on an electronic database (currently CloudSDS). Upon award, Contractors shall email the SDS for chemicals that any individuals may be exposed to, attention Ngan Nguyen, MTS Environmental Health and Safety Specialist at [Ngan.Nguyen@sdmts.com](mailto:Ngan.Nguyen@sdmts.com) to upload into the database. The Contractor shall notify the MTS Environmental Health and Safety Specialist if there are changes or updates to the SDS during the term of the contract to ensure the MTS database is kept updated throughout the contract.

#### **4.14. WARRANTY**

CS warrants all items delivered under this contract will be in factory new condition, free from liens and defects in design, materials, workmanship and title and shall conform in all respects to the terms of this Agreement and to the drawings issued for manufacture by the CS, and shall be of the best quality, if no quality is specified. Unless the warranty period is otherwise extended, the following minimum warranty shall apply.

If within one (1) year from the date of commercial operation for the purpose for which the goods are purchased, or within eighteen (18) months from the date of receipt by MTS, whichever comes first, it appears that goods, or any part thereof, do not conform to these

warranties, and MTS so notifies the CS within thirty (30) days after discovery, CS shall thereupon promptly correct such non-conformity to the satisfaction of MTS at the CS's sole expense.

MTS may reject and cover the discrepancy if it is not satisfied with the CS's attempt to remedy the discrepancy by purchasing substitute goods or make corrections or accomplish the CS's performance by the most expeditious means available where all costs related to the correction shall be charged to the CS.

CS's liability hereunder shall extend to all damages such as demand inspection, cost of return or warehousing. CS shall not be liable for any consequential damages, such as loss of revenue or profit, loss of use or production or costs of capital. NO IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR PURPOSE SHALL APPLY.

#### **4.15. REPLACEMENT PARTS**

Replacement parts and technical support for the specified equipment must be guaranteed by the manufacturer; to be available for a fifteen (15) year period from the date of purchase. Manufacturer shall keep parts books and maintenance manuals up-to-date for that period.

#### **4.16. DELIVERY AND ACCEPTANCE**

Equipment or any deliverable provided under this contract shall be delivered F.O.B. to SDTI, 1341 Commercial Street, San Diego, California 92113 unless otherwise specified, in first class condition, complete and ready for operation, and the Contractor shall assume all responsibility and risk of loss incident to said delivery.

Contractor shall indicate delivery date on the Bid Form unless already specified, in which case, shall be made within the time set forth. Delivery is part of the consideration and must be adhered to as specified.

Contractor will not be held liable for failure to make delivery because of strikes, construction of property, governmental regulations, acts of God or any other causes beyond his control, provided a written extension of time is obtained from MTS.

Upon delivery, MTS will acknowledge receipt of said items or products. Delivery shall not constitute acceptance. Upon inspection and testing (if necessary) by MTS, a determination will be made whether said items or products are in conformance with contract requirements. If found in conformance, MTS shall approve the Contractor's invoice for payment; thereby constituting acceptance. Payment terms begin from this point. If the delivered items or products are found not in compliance, MTS will immediately notify the Contractor, and furnish all details of deficiencies. Contractor shall correct the deficiencies or supply new items or products (at the discretion of MTS) and resubmit for inspection and testing (if necessary).

#### **4.17. KEY PERFORMANCE INDICATORS (KPI)**

The CS performance shall be measured by a set of Key Performance Indicators (KPI). Each KPI shall be produced and reviewed monthly between MTS and the CS to assess the status of service level achievements and areas of improvement. The initial KPI shall be created at 2 months after the conclusion of any ramp up period where required. The

review shall be conducted through a conference call between the parties and may be changed to quarterly once the service levels reach a rolling 3 months of reaching the expected target.

1. Purchase Order On-Time Delivery:

- a. Purchase Order On-Time Delivery measures the lapsed period for the actual delivery time for all Purchase orders and Line Items in full, from the date of the order placement to the MTS receipt.
- b. The target service level for on time delivery shall be 60 days which is aligned to the contract delivery time.
- c. The measurement shall be for an order quantity not to exceed 125% of the average monthly estimated forecast quantity and may be aggregated to a higher monthly quantity if orders are not placed in previous months.
- d. The success target will be set at 98% across the volume of orders and line items that meet these criteria.

2. Purchase Order Recovery

- a. Purchase Order Recovery measures the delivery time of Purchase Orders and Line Items that failed the Purchase Order On-Time Delivery. Where an On-Time Delivery has failed, the CS shall have an additional 10 days to ship the items to fully fulfil the failed order. Similarly, the target service level will be consistent at 98%.

**BID FORM**  
LRV FRICTION BRAKES, MTS DOC. NO. L1659.0-24

MTS Material #	Manufacturer Part #	Siemens PN	Item Description	Est. Annual Usage	Year 1 Bid	Year 1 Total	Year 2 Bid	Year 2 Total	Year 3 Bid	Year 3 Total	Year 4 Bid	Year 4 Total	Year 5 Bid	Year 5 Total
					6/1/24 - 5/31/25	6/1/25 - 5/31/26	6/1/26 - 5/31/27	6/31/27 - 5/31/28	6/1/28 - 5/31/29					
70156679	C92303/20C7	RS:A4806700	Pad Brake Center Truck - SD7/SD8	382	\$ 491.00	\$ 187,562.00	\$ 532.00	\$ 203,224.00	\$ 547.00	\$ 208,954.00	\$ 564.00	\$ 215,448.00	\$ 581.00	\$ 221,942.00
70156711	II/19631/2C/U	RS:A2200800	Rotor Idler CTR Truck Disc Brake - SD7/SD8	156	\$ 1,905.25	\$ 297,219.00	\$ 2,061.00	\$ 321,516.00	\$ 2,123.00	\$ 331,188.00	\$ 2,187.00	\$ 341,172.00	\$ 2,252.00	\$ 351,312.00
70157347	C78598/17C7	RS:A2200200	Pade Brake Power Right - SD7/SD8	538	\$ 340.00	\$ 182,920.00	\$ 368.00	\$ 197,984.00	\$ 380.00	\$ 204,440.00	\$ 390.00	\$ 209,820.00	\$ 403.00	\$ 216,814.00
70157354	C78597/17C7	RS:A2200300	Pade Brake Power Left - SD7/SD8	538	\$ 339.97	\$ 182,903.86	\$ 368.00	\$ 197,984.00	\$ 380.00	\$ 204,440.00	\$ 390.00	\$ 209,820.00	\$ 403.00	\$ 216,814.00
70159145	II/43214/1/U	RS:A2200900	Brake Rotor w/out hub, PT, SD7/SD8/SD9	88	\$ 1,644.00	\$ 144,672.00	\$ 1,778.00	\$ 156,464.00	\$ 1,832.00	\$ 161,216.00	\$ 1,887.00	\$ 166,056.00	\$ 1,943.00	\$ 170,984.00
70200296	II103631/1	RS:A8635600	CT Disc - SD9/SD10	46	\$ 3,267.00	\$ 150,282.00	\$ 3,533.00	\$ 162,518.00	\$ 3,639.00	\$ 167,394.00	\$ 3,749.00	\$ 172,454.00	\$ 3,861.00	\$ 177,606.00
70200419	C208097/20	RS:A9027800	Brake Pad CT - SD9	116	\$ 460.00	\$ 53,360.00	\$ 498.00	\$ 57,768.00	\$ 512.00	\$ 59,392.00	\$ 528.00	\$ 61,248.00	\$ 544.00	\$ 63,104.00
<b>Subtotals Per Year</b>					\$ 1,198,918.86		\$ 1,297,458.00		\$ 1,337,024.00		\$ 1,376,018.00		\$ 1,418,576.00	
<b>Annual Sales Tax @ 7.75%</b>					\$ 92,916.21		\$ 100,553.00		\$ 103,619.36		\$ 106,641.40		\$ 109,939.64	
<b>Subtotals Per Year w/Sales Tax</b>					\$ 1,291,835.07		\$ 1,398,011.00		\$ 1,440,643.36		\$ 1,482,659.40		\$ 1,528,515.64	
<b>Bid Grand Total</b>					<b>\$ 7,141,664.46</b>									





**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/24**

## **Agenda Item No. 6**

**MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS**

**May 16, 2024**

**SUBJECT:**

Title VI Triennial Program Update Submittal

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors adopt Resolution No. 24-05 approving the Title VI Program, including the plans, notices, records, maps, and data that demonstrate MTS's compliance with requirements of Title VI of the Civil Rights Act of 1964 (Title VI), for submittal to the Federal Transit Administration (FTA).

**Budget Impact**

None for this action. Various elements of the Title VI Program have costs for maintaining compliance.

**DISCUSSION:**

The FTA is responsible for ensuring that recipients of federal transit funds comply with Title VI, which states that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The MTS Board of Directors is presented with data and information related to Title VI compliance on a regular basis, including during regular performance monitoring reports, major service changes, and other policy and plan updates. Additionally, the public's rights under Title VI are posted throughout our system, including in our facilities, on notices posted onboard buses and trolleys, and MTS's website.

A significant component of Title VI compliance is the production and submittal to the FTA of a Title VI Program. A Title VI Program describes how MTS complied with its Title VI requirements for the last three years. FTA requires its recipients to submit a program that:

- Ensures that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promotes full and fair participation in public transportation decision-making without regard to race, color, or national origin; and

**1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • [sdmts.com](http://sdmts.com)**

San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego. MTS is also the For-Hire Vehicle administrator for nine cities.



- Ensures meaningful access to transit-related programs and activities by persons with limited English proficiency.

To develop MTS's Title VI Program, MTS provides information and documentation of their Title VI activities to SANDAG, which compiles and produces a Title VI Program submittal. In accordance with FTA guidelines in FTA Circular 4702.1B, the Title VI Program includes (but is not limited to) MTS's:

- Title VI notice to the public
- Title VI complaint procedures and instructions to the public
- Title VI complaint form
- List of transit-related Title VI complaints, investigations, and lawsuits
- Public Participation Plan and a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan
- Table depicting the racial breakdown of MTS's non-elected boards and committees
- Evidence of the Board of Director's review and approval of the Title VI Program
- System-wide service standards and policies
- Demographic and Service Profile Maps and Charts
- Demographic Ridership and Travel Patterns, collected by surveys
- Description of the public engagement process used for determining the major service change, disparate impact, and disproportionate burden policies
- Results of service equity analyses conducted since the last Title VI Program submission and evidence of the Board's awareness and approval of the equity analyses
- Additional information as specified Circular FTA Circular 4702.1B.

The following elements of the attached 2024 Draft Triennial Title VI Program Update will be finalized prior to submittal to the FTA:

- A signed letter from SANDAG Interim Chief Executive Officer Coleen Clementson, upon approval from the MTS Board of Directors; and
- Appendix G will be finalized with the resolution from the MTS Board of Directors.

Following MTS Board approval, MTS will submit the Title VI Program to the FTA by June 1, 2024. Upon FTA approval, the new program will take effect on August 1, 2024 and be valid for three years. Throughout the next program period, staff will continue to provide updates on Title VI during on-going service monitoring reports, major changes, and any new FTA-required adjustments to policies and procedures.

/S/ Sharon Cooney

Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachments: A. Resolution No. 24-05  
B. Draft 2024 Triennial Title VI Program Update

SAN DIEGO METROPOLITAN TRANSIT SYSTEM

Resolution No. 24-05

Resolution Approving the San Diego Metropolitan Transit System's Triennial Title VI Program and its Submittal to the Federal Transit Administration

WHEREAS, Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal funding; and

WHEREAS, the Federal Transit Administration (FTA) provided guidance to and set requirements for transit agencies' Title VI compliance by issuing FTA Circular 4702.1B on October 1, 2012; and

WHEREAS, FTA Circular 4702.1B details the elements required in San Diego Metropolitan Transit System (MTS') Title VI Program, required to be submitted to the FTA every three years; and

WHEREAS, FTA Circular 4702.1B requires that the Title VI Program be approved by the MTS Board of Directors; and

WHEREAS, MTS' current Title VI Program expires July 31, 2024; and

WHEREAS, FTA Circular 4702.1B requires that the Title VI Program contain certain elements, including but not limited to the following MTS documents:

1. Title VI notice to the public
2. Title VI complaint procedures
3. Title VI complaint form
4. List of transit-related Title VI complaints, investigations, and lawsuits
5. Public Participation Plan
6. Language Assistance Plan
7. Table depicting the racial breakdown of MTS' non-elected boards and committees
8. Evidence of the Board of Director's review and approval of the Title VI Program
9. System wide service standards and policies
10. Demographic and service profile maps and charts
11. Demographic ridership and travel patterns, collected by surveys
12. Description of the public engagement process used for determining the major service change, disparate impact, and disproportionate burden policies
13. Results of service equity analyses conducted since the last Title VI Program submission and evidence of the Board of Director's awareness and approval of the equity analysis; and

WHEREAS, MTS Staff, in conjunction with the San Diego Association of Governments (SANDAG) staff, has developed a Title VI Program (provided to the MTS Board of Directors as an attachment to the May 16, 2024 Board agenda item) that contains the above listed elements and shows MTS' compliance with Title VI, for Board consideration and approval.

NOW, THEREFORE, BE IT RESOLVED, that the MTS Board of Directors does hereby adopt the MTS Title VI Program; and

BE IT FURTHER RESOLVED, that the MTS Board of Directors authorizes the Chief Executive Officer, or a designee, to:

1. Provide evidence of the Board 's consideration and approval of the final MTS Title VI Program to the FTA;
2. Submit the final MTS Title VI Program to the FTA; and
3. Take any other steps necessary to give effect to the Resolution, including responding to any follow-up inquiries from the FTA.

PASSED AND ADOPTED, by the Board of Directors this 16th day of May, 2024 by the following vote:

AYES:

NAYS:

ABSENT:

ABSTAINING:

\_\_\_\_\_  
Chairperson  
San Diego Metropolitan Transit System

Filed by:

Approved as to form:

\_\_\_\_\_  
Clerk of the Board  
San Diego Metropolitan Transit System

\_\_\_\_\_  
General Counsel  
San Diego Metropolitan Transit System

Resolution 24-05

**TITLE VI  
TRIENNIAL PROGRAM UPDATE FOR  
METROPOLITAN TRANSIT SYSTEM**

**JUNE 1, 2021 – MAY 31, 2024**

**JUNE 2024**

***SANDAG***

401 B STREET, SUITE 800 • SAN DIEGO, CA 92101 • (619) 699-1900



May 16, 2024

File Number 3320100

Ms. Karin Vosgueritchian  
Regional Civil Rights Officer – Region 9  
U.S. Department of Transportation  
Federal Transit Administration, TRO-9  
90 Seventh Street, Suite 15-300  
San Francisco, CA 94103

Dear Ms. Vosgueritchian :

Subject: Title VI Program Update: June 1, 2021 – May 31, 2024

Enclosed is the Metropolitan Transit System (MTS) Title VI Program Update, encompassing the period from June 1, 2021, to May 31, 2024. This document includes the agency's triennial Title VI Program requirements. The report also is consistent with the FTA Circular "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (FTA C 4702.1B) dated October 1, 2012.

The San Diego Association of Governments (SANDAG) is the metropolitan planning organization for the San Diego region, in which MTS operates its services. MTS has contracted with SANDAG for SANDAG to prepare its Title VI Program Updates with the goal of having a consistent Program that covers both MTS and North County Transit District service areas.

The MTS Board of Directors approved this Title VI Program at its May 16, 2024, meeting. The updated Title VI Program has been uploaded to the Transit Award Management System for the agency. If you have any questions regarding this submittal or require any additional information concerning this update, please contact Zaccary Bradt, Associate Transit Planner, at (619) 744-8523 or [Zaccary.bradt@sandag.org](mailto:Zaccary.bradt@sandag.org).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Coleen', with a long horizontal flourish extending to the right.

COLEEN CLEMENTSON  
Interim Chief Executive Officer

CCO/ZBR

Enclosure(s)

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**CHAPTER I**  
**GENERAL REQUIREMENTS AND GUIDELINES**

# CHAPTER I

## GENERAL REQUIREMENTS AND GUIDELINES

---

### OVERVIEW

The Federal Transit Administration (FTA) requires that all transit operators who receive federal funds conduct assessments of Title VI of the Civil Rights Act of 1964 in order to demonstrate nondiscrimination of services and facilities for minority communities. In San Diego County, this responsibility is held by two transit agencies: the San Diego Metropolitan Transit System (MTS) and the North County Transit District (NCTD).

More than fifteen years ago, the San Diego Association of Governments (SANDAG) entered into a Master Memorandum of Understanding (MOU) with MTS and took contractual responsibility for conducting the triennial Title VI Program Update on behalf of the agency. More information regarding the MOU is included in Chapter II. This update for FY 2024 is consistent with the Title VI Circular entitled “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” (October 1, 2012, FTA C 4702.1B, hereinafter referred to as the “Circular”) as required, and covers the period of June 1, 2021, to May 31, 2024.

Operational planning, along with the responsibility to evaluate major service changes under Title VI, is managed by MTS. SANDAG is responsible for the Title VI evaluation of transit fare changes that affect the Comprehensive Fare Ordinance pursuant to the MOU between the parties. A summary of SANDAG responsibilities under Title VI is included in the SANDAG Triennial Program Update prepared separately from this document. The next Triennial Program Update for SANDAG is due on October 1, 2024.

### REQUIRED COMPONENTS OF THE PROGRAM UPDATE

Two chapters of the Circular include instructions for the completion of the Title VI Program Update as they apply to MTS. The following required components in this chapter are consistent with Chapter III of the Circular, while Chapter II of this update is consistent with the reporting requirements specified in Chapter IV of the Circular.

### GENERAL REQUIREMENTS

The following requirements are imposed on all FTA recipients and subrecipients to ensure that their programs, policies, and activities comply with the Department of Transportation (DOT) Title VI regulations.

### TITLE VI NOTICE TO THE PUBLIC, INCLUDING A LIST OF LOCATIONS POSTED

The annual Title VI Certification and Assurances were provided to the FTA via an update in the FTA’s Transit Award Management System. The MTS certifications and assurances were updated on March 6, 2024.

MTS's Notice to the Public is posted on its website at [sdmts.com/about-mts/title-vi-policy](https://sdmts.com/about-mts/title-vi-policy). This webpage also contains links to Title VI Complaint Forms in English, Spanish, Vietnamese, Russian, Khmer, Laotian, Korean, Japanese, Arabic, Persian, Chinese, Tagalog, Assyrian, and Chaldean. Additionally, while not a Title VI requirement, MTS has included a Google Translate pull-down menu on the website which can be used to translate the Title VI Policy, as well as the rest of the website, into more than 90 different languages with the click of a button.

Additional copies of the policy, in both English and Spanish, are located in the lobbies of the MTS and San Diego Transit administrative offices, at the Transit Store, in the MTS Rider's Guide, in all Take One notices (which are published at least three times per year and posted on all vehicles) and posted onboard all MTS Access vehicles.

A copy of the MTS Notice to the Public and screen shots of the Title VI Policy as posted on MTS's website are included in Appendix A.

### **TITLE VI COMPLAINT PROCEDURE**

MTS Policies and Procedures No. 48 (Policy 48) details the procedure for handling all alleged transit service Title VI discrimination complaints on the basis of race, color, or national origin. Both Policy 48 and the MTS website notify complainants of their right to file a Title VI complaint with the U.S. DOT at the address below:

United States Department of Transportation  
Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

A copy of Policy 48 is included in Appendix B.

### **TITLE VI COMPLAINT FORM**

MTS has developed specific forms for the use of submitting a Title VI complaint. These forms are available in Arabic, Assyrian, Chaldean, Chinese, English, Japanese, Khmer, Korean, Laotian, Persian, Russian, Spanish, Tagalog, and Vietnamese. Copies of the complaint forms in these languages can be found in Appendix C, as well as on the MTS website at the following link:

<https://www.sdmts.com/about-mts/title-vi-policy>

### **TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

**All Title VI investigations, complaints, claims, and lawsuits are closed.** A copy of the MTS complaint log showing the findings of all complaints, the action taken, and the status of the complaints from June 1, 2021, to May 31, 2024, is included in Appendix D.

### **PUBLIC PARTICIPATION PLAN**

MTS updated its most recent Public Participation Plan on March 27, 2024. The MTS Public Participation Plan outlines the process for communicating with and obtaining input from the public concerning agency programs, projects, planning, services, and funding. A copy of the MTS Public Participation Plan is included in Appendix E. The MTS Public Participation Plan also includes a summary of all outreach efforts in its Appendix, which can be found on pages E15 to E20 of this document.

**LANGUAGE ASSISTANCE PLAN**

MTS’s Language Assistance Plan (LAP) was most recently updated on March 3, 2023. This effort included a four-factor analysis that determined the number or proportion of persons with Limited English Proficiency (LEP) who were eligible or likely to be encountered by the transit service (Table 1-1); the frequency with which LEP individuals came into contact with the transit service; the nature and importance of the program, activity, or service provided by the recipient to people’s lives; the resources available to the recipients; and costs.

A copy of the revised MTS LAP is included in Appendix F. Table 1 of the LAP, included on page F-7, illustrates the LEP populations in MTS’s jurisdiction by language (of languages with at least 1,000 speakers in the service area). The table is replicated here for convenience:

*Table 1-1 LEP Speakers by Language in MTS Jurisdiction*

Language	LEP Population	Percentage of All LEP Speakers	Percentage of Total Population (Age 5+)
Spanish	114,295	68.54	5.08
Vietnamese	12,276	7.36	0.55
Tagalog	6,303	3.78	0.28
Arabic	5,091	3.05	0.23
Chinese	4,633	2.78	0.21
Korean	2,855	1.71	0.13
Chaldean Neo-Aramaic	1,989	1.19	0.09
Russian	1,695	1.02	0.08
Filipino	1,675	1.00	0.07
Assyrian Neo-Aramaic	1,591	0.95	0.07
Mandarin	1,504	0.90	0.07
Lao	1,347	0.81	0.06
Farsi	1,301	0.78	0.06
Japanese	1,181	0.71	0.05
Cantonese	1,024	0.61	0.05

Source: U.S. Census Bureau, American Community Survey (ACS) 5-Year Public Use Microdata Sample (PUMS) 2013-2017

In reviewing the frequency with which LEP populations encounter MTS services, as identified in Factor 2, MTS established that Spanish-speaking LEP persons utilize MTS services and contact the agency with sufficient frequency and coverage to warrant provision of all vital documents in both English and Spanish. The second-largest group of the LEP population speaks Vietnamese, though the Vietnamese-speaking LEP population is almost 90 percent smaller than the Spanish-speaking LEP population as a percentage of the total MTS service area. The third-largest group, representing 0.28 percent of the MTS service area population, speaks Tagalog. Spanish, Vietnamese, and Tagalog are the three languages with over 0.25 percent of the LEP population and over 6,000 speakers.

MTS conducted interviews with front-line, administrative, and call center staff and noted that the vast majority of interactions with LEP populations has been with Spanish-speaking individuals. Contact with speakers of other languages occurred less frequently.

MTS's Four-Factor Analysis identified 15 languages that meet the thresholds set in the Safe Harbor provision of FTA Circular 4702.1B: Spanish, Vietnamese, Tagalog, Arabic, Chinese, Korean, Chaldean Neo-Aramaic, Russian, Filipino, Assyrian Neo-Aramaic, Mandarin, Lao, Farsi, Japanese and Cantonese. Spanish is the predominant language spoken by those of limited

English proficiency in the MTS service area, at 5.08 percent of the population. The other 14 languages met the Safe Harbor threshold of over 1,000 speakers, but all represented substantially less than 1 percent of the MTS service area population. The following vital documents are translated in all Safe Harbor LEP Languages: Title VI Notice and Complaint Process; Title VI Complaint Form; and Notice of availability for language assistance, translations, and interpretative services. In addition, other vital documents and planning/outreach materials will be translated in any Safe Harbor LEP Language upon request.

In addition to MTS vital documents, most MTS public information documents, such as fare information, fare payment instructions and system maps and timetables, Title VI documents, Notices of Public Hearings, and Take Ones/Rider Alerts (examples included in Appendix F), are published and presented to the public in both English and Spanish. Information and warning signs posted along the Trolley lines and at bus stops also are available to both English- and Spanish-speaking populations. The Transit Store and the MTS Information and Trip Planning Department provide information on all MTS transit services and are staffed by employees who are bilingual in both English and Spanish. Bilingual personnel are also available at all major community events.

#### **MINORITY REPRESENTATION ON PLANNING AND ADVISORY BOARDS**

FTA recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the membership of those committees broken down by race, and a description of efforts made to encourage the participation of minorities on such committees.

The FTA has determined that this would include the following committees: the MTS Budget Development Committee, the MTS Public Safety Committee, the MTS Audit Oversight Committee, the Taxicab Advisory Committee, the Accessible Services Advisory Committee and the Security and Passenger Safety Community Advisory Group. Information on committee membership and survey is provided at Table 1-2. Information on racial breakdown of MTS committees is provided at Table 1-3.



*Table 1-2 MTS Table of Committee Membership (as of 3/3/2024)*

Body	Approved Member Positions	Filled Member Positions	Members Completing Survey
Budget Development Committee	5	5	4
Public Security Committee	6	6	3
Audit Oversight Committee	7	7	5
Taxicab Advisory Committee	16	16	11
Accessible Services Advisory Committee	15	15	14
Security and Passenger Safety Community Advisory Group	16	16	7

*Table 1-3 Racial Breakdown of the Membership of MTS Advisory Committees (as of 3/3/2024)*

Body	American Indian and Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or other Pacific Islander	White	Other	Biracial or Multiracial	Total
Population of MTS Service Area	4,711	318,077	126,106	800,884	9,119	959,015	9,832	105,096	2,332,840
Budget Development Committee			1	1		2			4
Public Security Committee			1			2			3
Audit Oversight Committee			1	2		2			5
Taxicab Advisory Committee		2	4	3		2			11
Accessible Services Advisory Committee		1	2	5		5		1	14
Security and Passenger Safety Community Advisory Group			1	2		3		1	7

Population of MTS Service Area Data Source: 2018-2022 American Community Survey 5-year Estimates compiled at the 2020 Census Tract Level

### ***Outreach Efforts to Encourage Participation***

MTS values the racial diversity of the public it serves. Accordingly, MTS encourages the participation of minority groups on its committees when filling a vacancy. It is MTS's goal that these committees represent the racial diversity of the region.

Methods that MTS uses to promote participation may include, but are not limited to, one or more of the following: notifying the partner agencies on MTS's Board of Directors of the vacancy and underrepresentation; making presentations at MTS Board of Directors, Taxicab Advisory Committee, Security and Passenger Safety Community Advisory Group, and Accessible Services Advisory Committee meetings of the opportunity and need to include minority groups on MTS's committees; posting the vacancy on MTS's website; and/or outreach to civic, cultural or human service organizations known to serve the targeted group to inform them of the opportunity.

### **DESCRIPTION OF HOW SUBRECIPIENTS ARE MONITORED**

MTS does not extend FTA financial assistance to any other recipients or subrecipients. Therefore, there are no recipients or subrecipients to monitor.

### **TITLE VI EQUITY ANALYSIS FOR THE CONSTRUCTION OF A FACILITY**

The requirement to conduct equity analysis to determine the site or location of facilities does not apply to MTS. Since the passage of California State Senate Bill 1703 (Peace, 2002) (SB 1703), major capital public transit projects are conducted by SANDAG on behalf of MTS. Therefore, no such projects were conducted by MTS during the reporting period.

SANDAG carries out the Title VI analyses for these projects when required by the Circular. SANDAG will include analyses of facilities constructed for MTS projects in the next SANDAG Triennial Title VI program update, slated for submittal on October 1, 2024. The Title VI analysis that is prepared prior to operation of new or changed services resulting from the construction of new facilities is carried out by MTS and is covered in Chapter II of this document.

SB 1703, which describes the authority of SANDAG to carry out planning, project development, and construction of projects to be operated by MTS, is [available online](#).

MTS may also plan and construct facilities covered under Circular 4702.1B, Chapter III, Part 13, that do not fall within SANDAG responsibilities. During this program update period, MTS conducted a facility siting Title VI & social equity analysis for the planned Clean Transit Advancement Campus, a new bus facility that will expand the agency's capacity of bus vehicles. It will primarily serve zero-emissions electric buses, with charging infrastructure and maintenance facilities for these vehicles. The resulting analysis determined that there were no disparate impacts or disproportionate burdens resulting from the proposed facility. The analysis for the proposed facility was approved at the October 20, 2022, MTS Board of Directors meeting, with the Board approving the analysis and the site of the new facility. Due to space constraints within this document, copies of the full agendas, materials, and minutes from the October 20, 2022, Board of Directors meeting can be found at the following links:

[October 20, 2022 MTS Board of Directors Meeting Agenda and Materials](#)

## October 20, 2022 MTS Board of Directors Meeting Minutes

MTS may potentially plan and construct facilities covered under Circular 4702.1B, Chapter III, Part 13, that do not fall within SANDAG responsibilities in the future. No such projects occurred within the past three-year program update period. In such event, MTS would complete a Title VI analysis during the planning stage to ensure that the facility is sited in such a manner that would ensure the location is selected without regard to race, color, or national origin. This process would incorporate public outreach to those potentially impacted by the siting of facilities, include a review of various alternatives, and be completed prior to the selection of a preferred site. A review of potential locations would include analysis of other nearby facilities to determine the potential for cumulative adverse impacts. This analysis will be done at either the Census tract or the Census block level, depending on the scope and nature of the proposed facility.

If, based on a review of all potential alternative sites, MTS analysis determines that a project site that would result in a disparate impact on the basis of race, color, or national origin would be the preferred site, MTS will select the preferred site only if both of the following are true:

1. There is a substantial legitimate justification for the preferred project location
2. There are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin

### **APPROVAL OF TITLE VI PROGRAM BY GOVERNING ENTITY**

The recipient must provide a copy of Board meeting minutes, resolutions, or other appropriate documentation showing the Board of Directors or appropriate governing entity or officials responsible for policy decisions reviewed and approved the Title VI program. Approval must occur prior to submission to the FTA.

The MTS Board of Directors approved the Title VI program update. Resolution No. 24-X was passed and adopted at the May 16, 2024, MTS Board of Directors meeting. MTS Resolution No. 24-X is included in Appendix G.

**CHAPTER II**

**REQUIREMENTS AND GUIDELINES  
FOR FIXED-ROUTE TRANSIT PROVIDERS**

## CHAPTER II

# REQUIREMENTS AND GUIDELINES FOR FIXED-ROUTE TRANSIT PROVIDERS

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### OVERVIEW

This chapter provides the requested information as specified under the Requirements of Transit Providers (Chapter IV) of the Title VI Circular (FTA C 4702.1B). The guidance applies to the MTS, as the agency is the recipient of FTA funds, operates 50 or more fixed-route vehicles in peak service, and its service areas are in an urbanized area of 200,000 or more in population.

### PROGRAM-SPECIFIC REQUIREMENTS

The following requirements are provided in the order of the revised Title VI Circular (Chapter IV).

#### ***Requirement to Set System-Wide Service Standards and Policies***

##### *Vehicle Load for Each Mode*

MTS's Policies and Procedures No. 42 (Policy 42) established the process for evaluating and adjusting existing transit services to improve performance, and procedures for implementing service changes. Attachment A of the Policy identifies the appropriate load factor for each mode of service. The standard states that no more than 20 percent of trips are to exceed the load factor. Table 2-1 summarizes the appropriate standard load factor for each mode of service. Policy 42 is included in Appendix H.

*Table 2-1 MTS Load Factor*

MTS Load Factor		# of Routes	Standard
Regional Routes	<i>Rapid Express</i>	2	1.00
Corridor Routes	Express Routes	5	1.50
	Light Rail	3	3.00
	<i>Rapid Routes</i>	6	1.50
Local Routes	Urban Frequent	32	1.50
	Urban Standard	34	1.50
Community Routes	Circulator	17	1.00
Rural Routes	Rural	4	No specific goal

### Vehicle Headway for Each Mode

The Vehicle Headways for MTS vary by route and route type. As shown in Table 2-2, *Rapid Express*, Express, and Urban Standard routes have a standard of 30-minute headways. Light Rail, *Rapid Routes*, and Urban Frequent routes have a standard of 15-minute headways. Circulator routes have less ridership than the Regional, Corridor, and Local routes, and feature services with a headway standard of 60 minutes. Rural routes have no specific headway goal. Additional information on the MTS headway standards can be found in Policy 42 in Appendix H.

*Table 2-2 MTS Vehicle Headways*

MTS Vehicle Headways		# of Routes	Standard (minutes)
Regional Routes	<i>Rapid Express</i>	2	30
Corridor Routes	Express Routes	5	30
	Light Rail	3	15
	<i>Rapid Routes</i>	6	15
Local Routes	Urban Frequent	32	15
	Urban Standard	34	30
Community Routes	Circulator	17	60
Rural Routes	Rural	4	No specific goal

### On-Time Performance for Each Mode

MTS's standard for the On-Time Performance of its services varies by route and route type. MTS defines the On-Time Performance of all of its rail and bus services as zero minutes before and up to five minutes behind the published schedule. As shown in Table 2-3, *Rapid Express*, Express, Light Rail, Urban Standard, and Circulator services have an On-Time Performance standard of 90 percent of trips being on time. *Rapid* and Urban Frequent routes have an On-Time Performance Standard of 85 percent. The Rural routes have no specific On-Time Performance goal. Additional information on the MTS headway standards can be found in the MTS Policy 42 in Appendix H.

Table 2-3 MTS On-Time Performance

MTS On-Time Performance		Standard
Regional Routes	<i>Rapid Express</i>	90%
Corridor Routes	Express Routes	90%
	Light Rail	90%
	<i>Rapid</i> Routes	85%
Local Routes	Urban Frequent	85%
	Urban Standard	90%
Community Routes	Circulator	90%
Rural Routes	Rural	No specific goal

### *Service Availability for Each Mode*

The MTS standard for Service Availability requires:

- That 80 percent of residents or jobs be within ½ mile of a bus stop or rail station in an urban area
- That 100 percent of suburban residences be within five miles of a bus stop or rail station
- One return trip, at least two days per week, to destinations from rural villages (defined as Lakeside and Alpine)

Additional information on the MTS service availability can be found in the MTS Policy 42 in Appendix H.

### *Distribution of Transit Amenities for Each Mode*

Transit amenities for the MTS service area are distributed according to route type and depending upon the passenger demand of each stop. Benches and stops are added with increased numbers of boardings and alightings. The process that MTS uses in locating bus stops and distributing amenities is outlined in the MTS Transit Amenities Policy, which is located in Appendix I.

### *Vehicle Assignment for Each Mode*

#### *MTS Bus*

MTS Bus vehicles generally are assigned at random by operating entities. Several MTS fixed-route vehicles are interlined with one another for efficiency and cost-saving purposes (one vehicle may be assigned to several routes in a service day). Certain operating conditions and/or route characteristics may require special assignment; however, most bus types are assigned by route based on the following:

#### *Capacity*

- Articulated buses are first assigned to higher volume routes that require additional capacity when added frequency is not practical, feasible, or cost-effective. Shorter length standard buses are assigned to routes with lower ridership or operating in areas where a 40-foot standard bus is challenging. MTS also operates a fleet of smaller cutaway “minibuses” that are assigned to the lowest-ridership fixed routes – routes which could not be operated economically with a larger bus.

#### *Route type*

- *Rapid Express* routes between the Interstate 15 (I-15) corridor and Downtown San Diego are always assigned over-the-road coaches; these routes have a higher fare and pass price. *TransNet*-funded routes (*Rapid* and *SuperLoop*) are always assigned *Rapid* articulated or standard buses, that carry unique branding, although these routes can be supplemented as needed with other MTS-branded buses for capacity purposes or an emergency.
- Routes are assigned to each division based on the number and types of buses available, proximity to the service, and opportunities to complement other nearby routes for



efficiency, interlining, driver familiarization, supervision, and incident response. State law limits MTS's ability to assign directly operated routes to divisions operated by MTS contractors.

- Bus types are assigned to each division based on division space capacity and the capability of the division to fuel, operate, and maintain any specialized equipment.

#### *MTS San Diego Trolley, Inc.*

All San Diego Trolley, Inc. (SDTI) Light Rail vehicles (LRVs) are equipped with air-conditioning and have either ramps or wheelchair lifts. SDTI uses three types of LRVs for operations (listed below):

#### *High-Floor Cars*

- Siemens SD100 cars with high floors, steps inside the car to access zero-inch to eight-inch station platforms, wheelchair and bike space at the ends of each car, a wheelchair lift next to the driver compartment in the lead car, and a flip seat that allows space for three wheelchairs. These 52 cars were manufactured in 1995.

#### *Low-Floor Cars*

- Siemens S70 and S70US cars are 70 percent low-floor. They include steps only up to seating areas at far ends of the car, wheelchair and bike space in the middle of the car, and passenger-activated ramps at two of the four doors on each side of each car. These cars were manufactured between 2005 and 2014.
- MTS currently owns 121 Low-Floor cars but requires 112 cars (plus spares) for a full peak schedule. Currently, the difference is made up by inserting a high-floor car in the middle of three-car consists, and some tripper and special event service.

#### *Vintage Cars*

- Two historic Presidents Conference Committee cars are deployed on the Silver Line loop in Downtown San Diego in the midday on selected days of operation. These cars were manufactured in or around 1946 and rehabilitated in the 2010s to add wheelchair lifts.

Further information regarding the MTS Bus and Rail fleet can be viewed in the MTS Vehicle Assignment Policy, which is included in Appendix J.

#### **Requirement to Collect and Report Demographic Data**

On behalf of MTS, SANDAG prepares demographic and service profile maps for the evaluation of low-income and minority population groups in its service area. This information is updated every three years in the Program Update and also used by the transit agencies to evaluate the Title VI impacts of major services changes as necessary. Additionally, SANDAG collects survey data on customer demographics and travel patterns, which are used in the evaluation of transit service changes by MTS.

In order to comply with the reporting requirements in 49 Code of Federal Regulations (CFR) 21.9(b), recipients "should have available for the Secretary racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal

financial assistance.” The information and data provided below are intended to meet these reporting requirements.

### *Demographic and Service Profile Maps and Charts*

1. A base map of the agency’s service area that includes each Census tract, Census block or block group, traffic analysis zone (TAZ), or other locally available geographic data with transit facilities – including transit routes, fixed guideway alignments, transit stops and stations, depots, maintenance and garage facilities, and administrative buildings, as well as major activity centers or transit trip generators and major streets and highways.
2. A demographic map that plots the information listed above and also shades those Census tracts, blocks, block groups, TAZs or other geographic zones where the percentage of the total minority population residing in these areas exceeds the average percentage of minority populations for the service area as a whole.
3. For purposes of addressing environmental justice, and in order to evaluate the impacts of major service changes on low-income populations, demographic maps also shall depict those Census tracts, blocks, block groups, TAZs or other geographic zones where the percentage of the total low-income population residing in these areas exceeds the average percentage of low-income populations for the service area as a whole.

To fulfill the requirements for Parts 1, 2, and 3, SANDAG used American Community Survey 2019 5-Year Estimates to identify Low--Income or Minority Census tracts. Census tracts were identified as Minority where the percentage of the total minority population residing in these areas exceeded the average percentage of minority populations in MTS’s service area. The same methodology was used to determine the Low-Income populations for the agency’s service area.

SANDAG identified the region’s most vulnerable communities as the following:

#### *Low-Income*

- Any Census tracts where the percentage of the total low-income population (percentage of the population living at or below 200% of the federal poverty level) residing in these areas exceeds the average low--income population for the service area as a whole. The MTS service area is 24.6 percent low-income.

#### *Minority*

- Any Census tracts where the percentage of the total minority (non-White) population residing in these areas exceeds the average minority population for the service area as a whole. The MTS service area is 56.4 percent minority.

Using the established criteria above, the region was broken up into three smaller areas to produce sub-regional maps that are easier to read. The maps of Central San Diego include an inset of the Northern part of the County, as MTS operates only a small amount of service in this area. Figures 2-1 and 2-2 illustrate the MTS service areas by Census tract, and include transit facilities, Rail/Premium Express stations, and activity centers as defined in the Circular. Activity centers note the location of colleges and universities, government centers, hospitals, large private employers, school sites, and tourist attractions. Figures 2-3 and 2-4 illustrate the

new and improved facilities that were recently replaced or constructed, as well as new stations and services that are scheduled to be completed within the next five years.

Figures 2-5 and 2-6 illustrate the Low-Income Census tracts in the MTS service areas, while Figures 2-7 and 2-8 illustrate the Low-Income population's access to transit amenities such as bus stops, benches, and shelters along all transit routes. Figures 2-9 and 2-10 illustrate the Low-Income population's access to activity centers via transit services. In addition, Figures 2-11 and 2-12 illustrate the Minority population within the MTS service area in relation to transit facilities, Rail/Premium Express stations, and activity centers. Figures 2-13 and 2-14 show the distribution of transit services and amenities, including bus and rail services, along with bus stops, benches, and shelters in each service area. Figures 2-15 and 2-16 illustrate the Minority population's access to activity centers via bus and rail transit services.

Figure 2-1 Base Map of MTS Service Area – Central and North, effective January 1, 2024

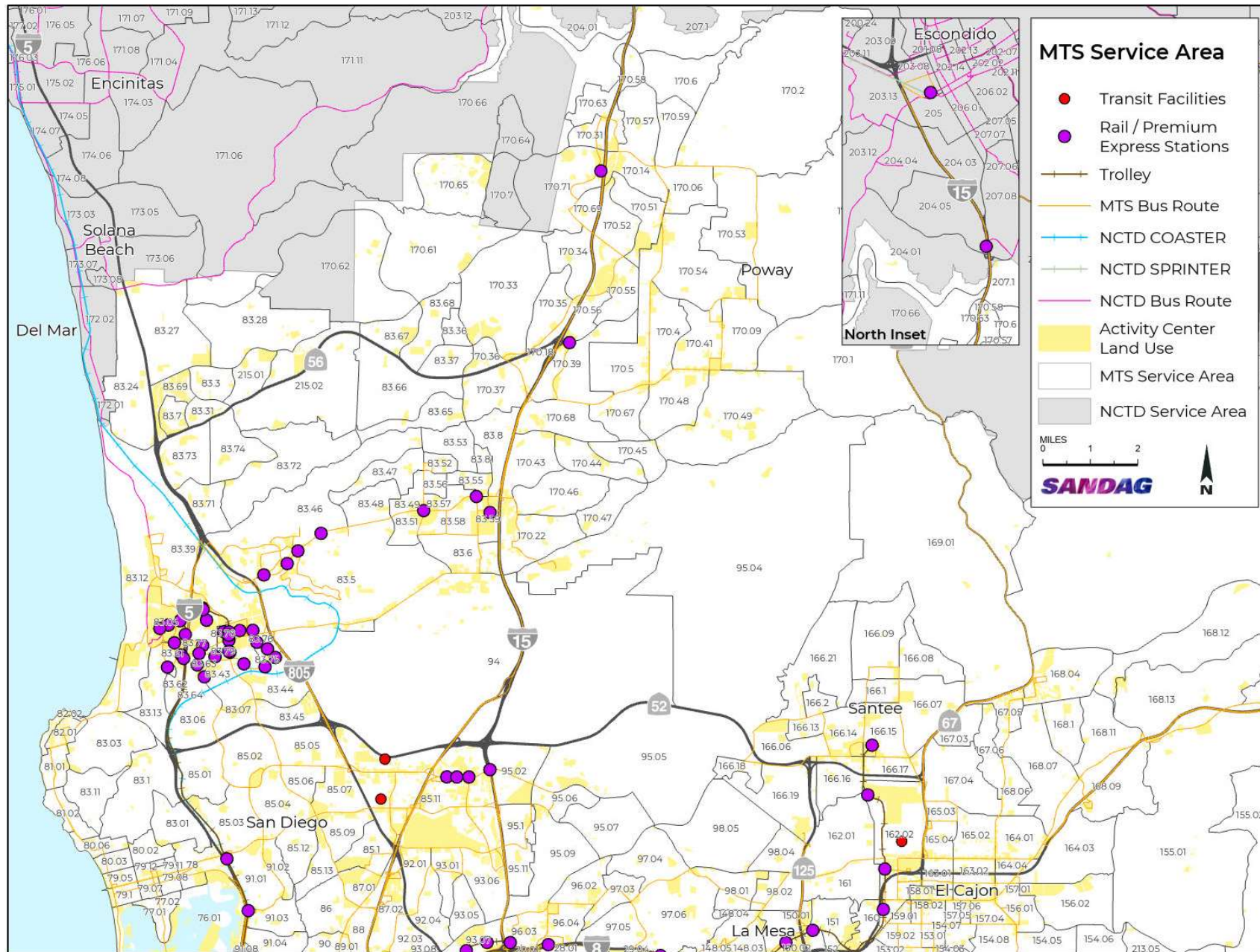


Figure 2-2 Base Map of MTS Service Area – South, effective January 1, 2024



Figure 2-3 MTS New Transit Facilities – Central and North, effective January 1, 2024

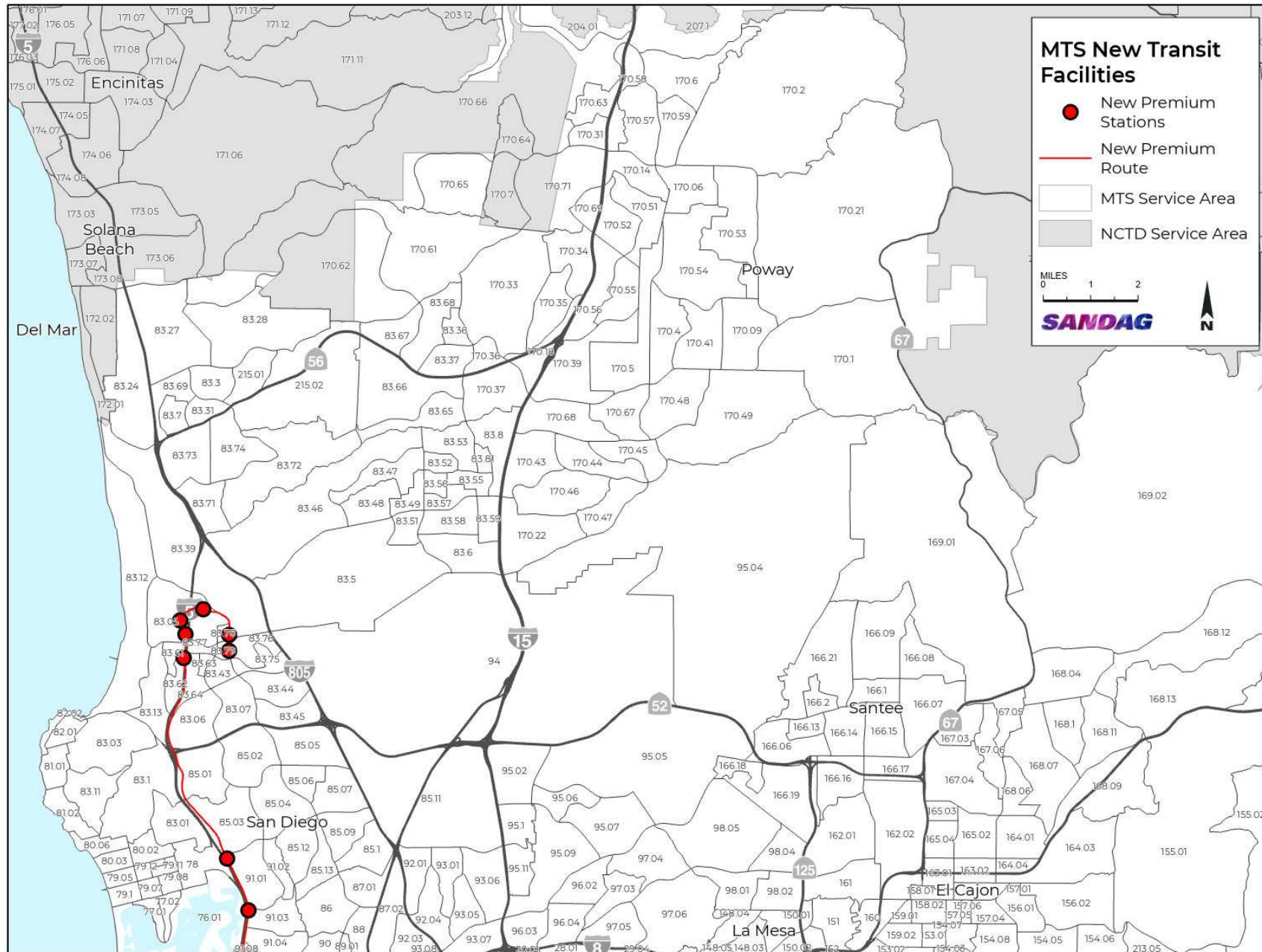


Figure 2-4 MTS New Transit Facilities – South, effective January 1, 2024



Figure 2-5 MTS Low-Income Population – Central and North, effective January 1, 2024

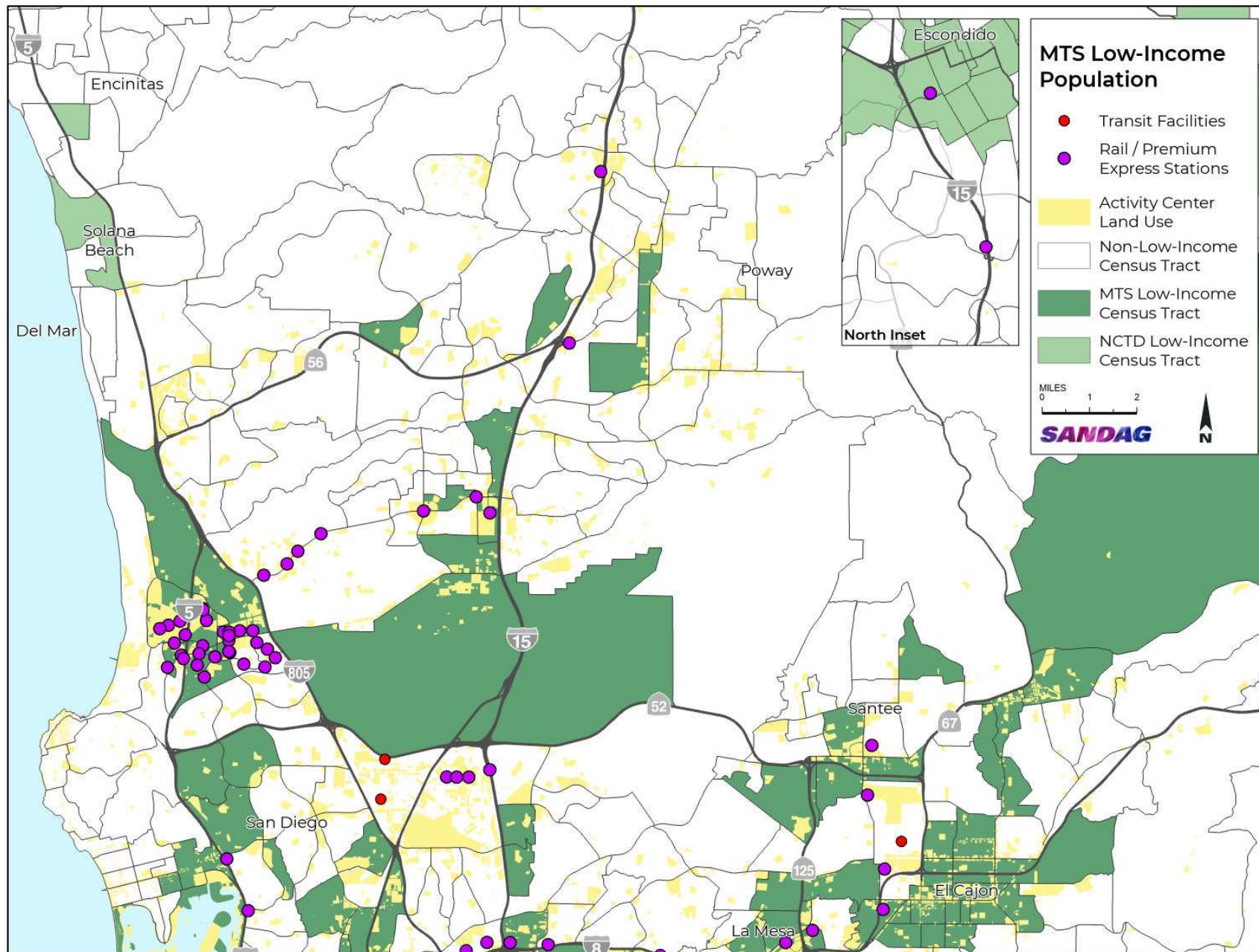




Figure 2-6 MTS Low-Income Population – South, effective January 1, 2024

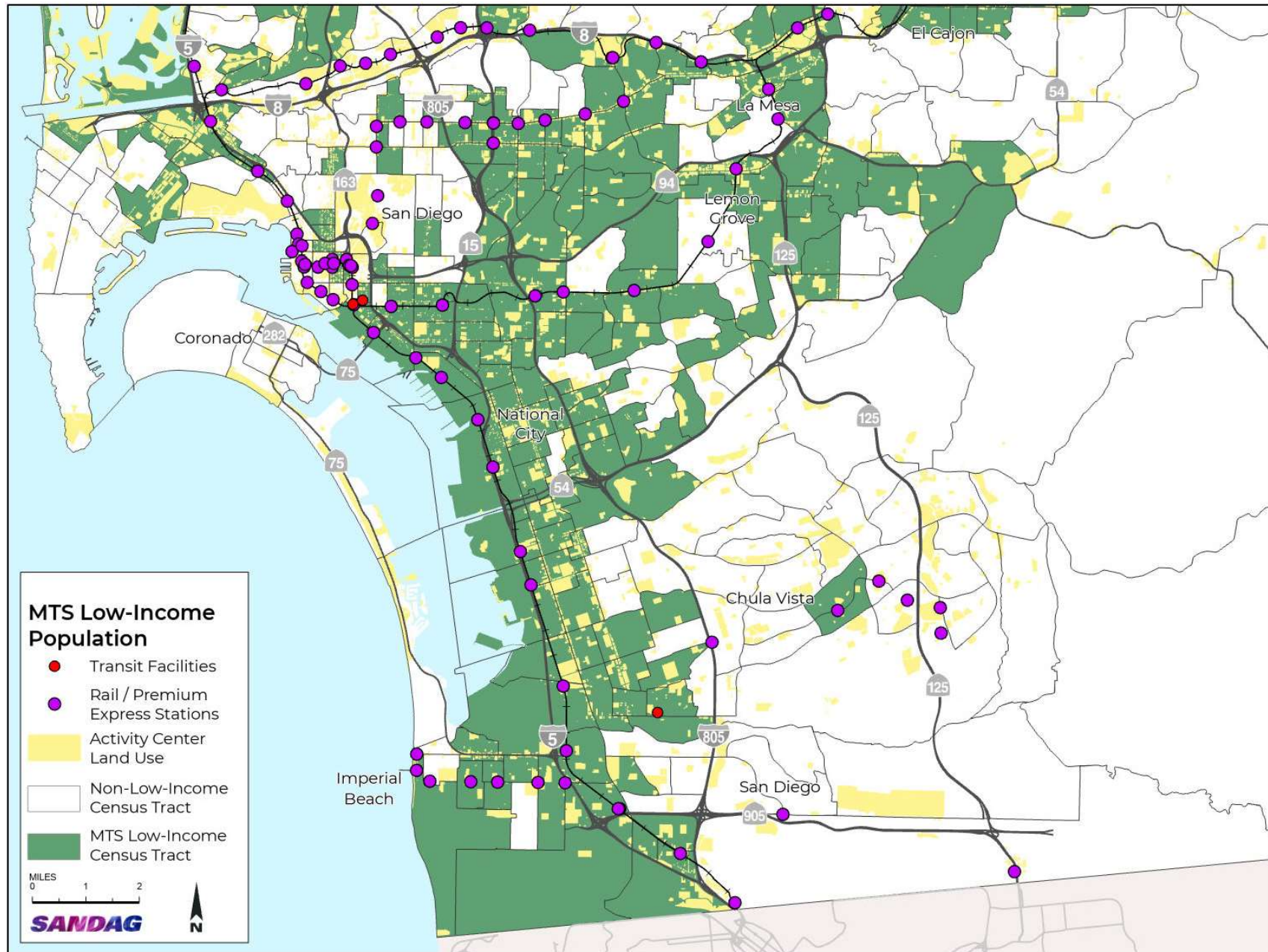


Figure 2-7 MTS Low-Income Population Transit Amenities – Central and North, effective January 1, 2024

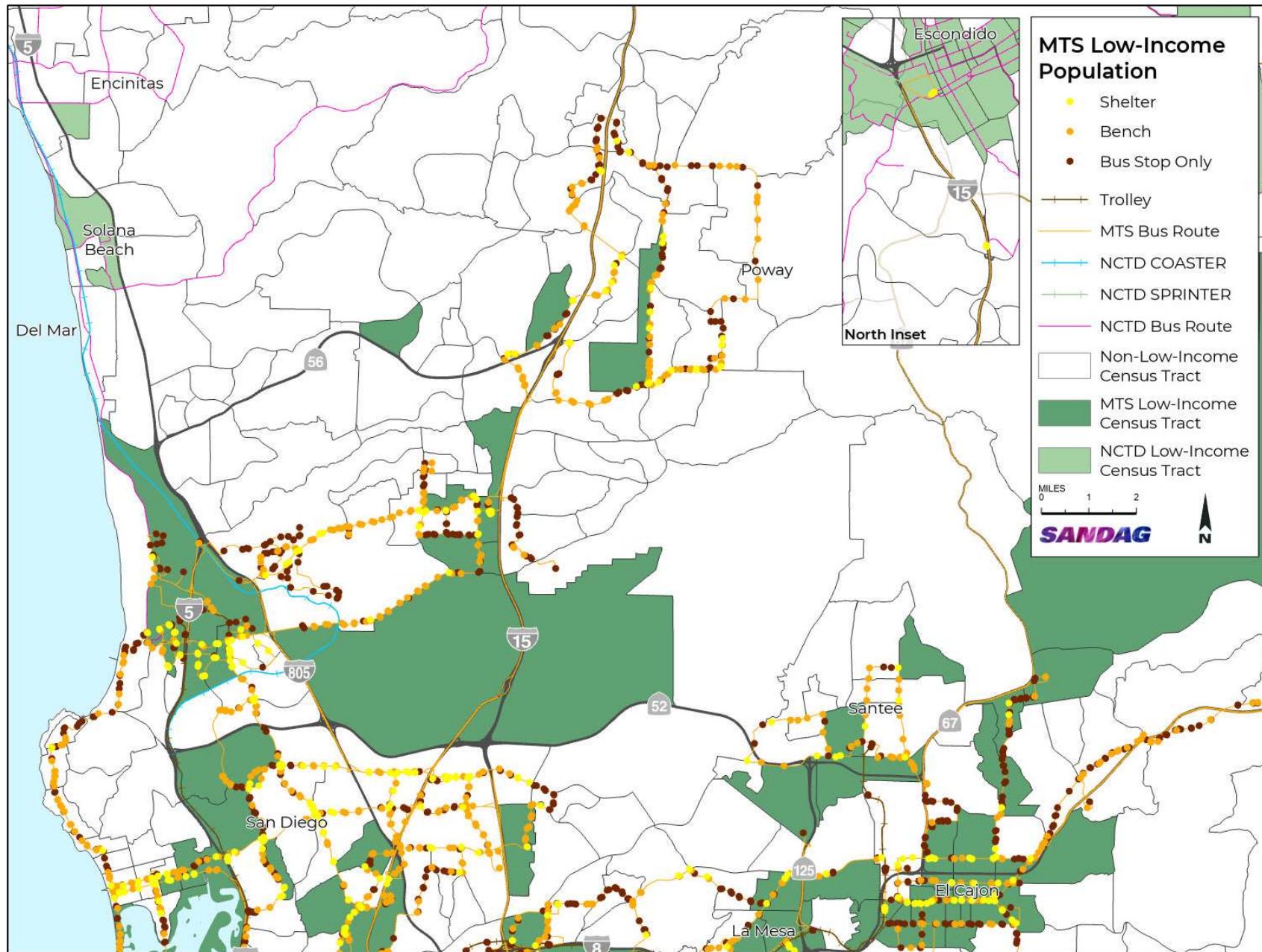


Figure 2-8 MTS Low-Income Population Transit Amenities – South, effective January 1, 2024

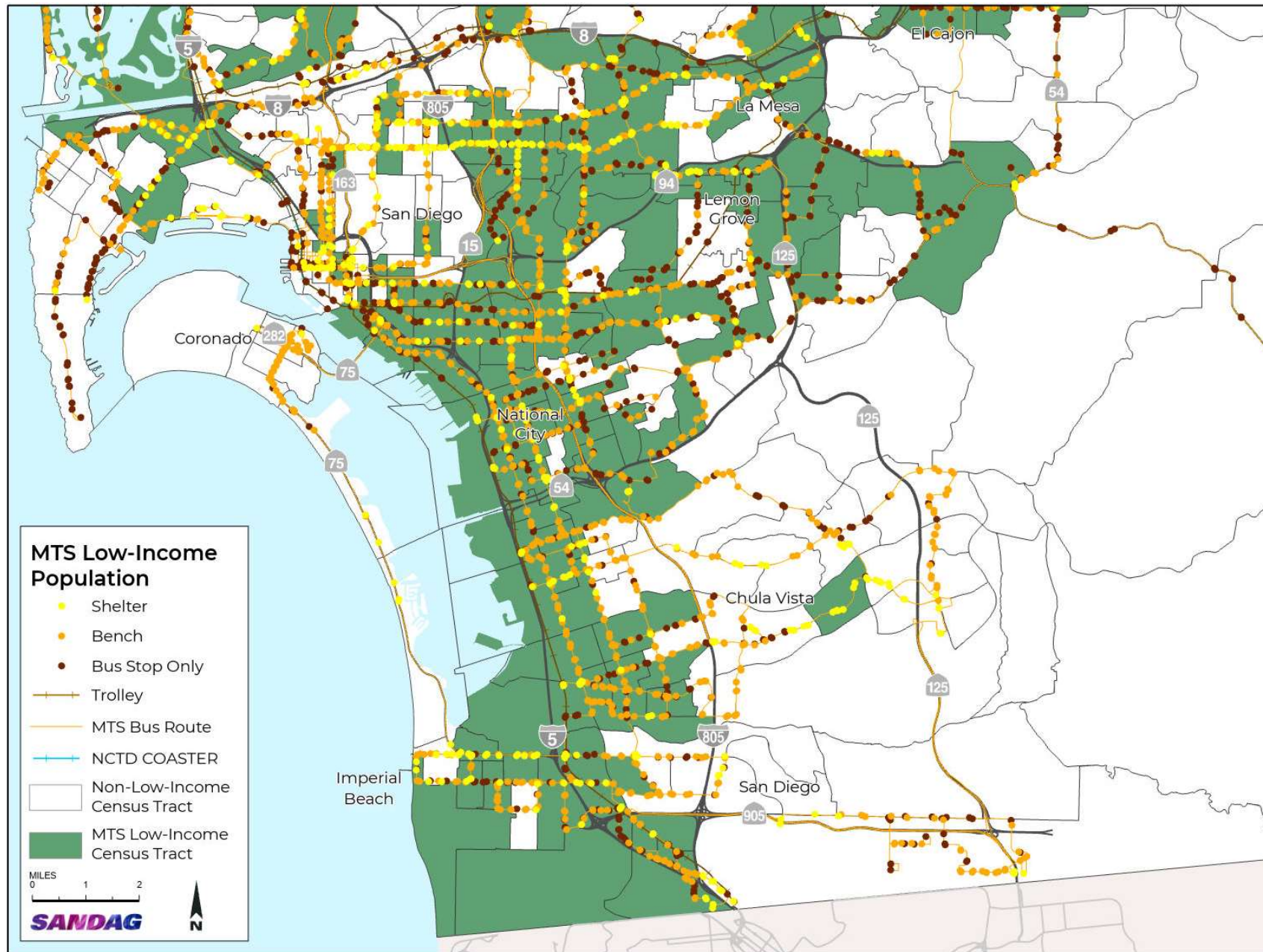


Figure 2-9 MTS Low-Income Population Transit Access to Activity Centers – Central and North, effective January 1, 2024

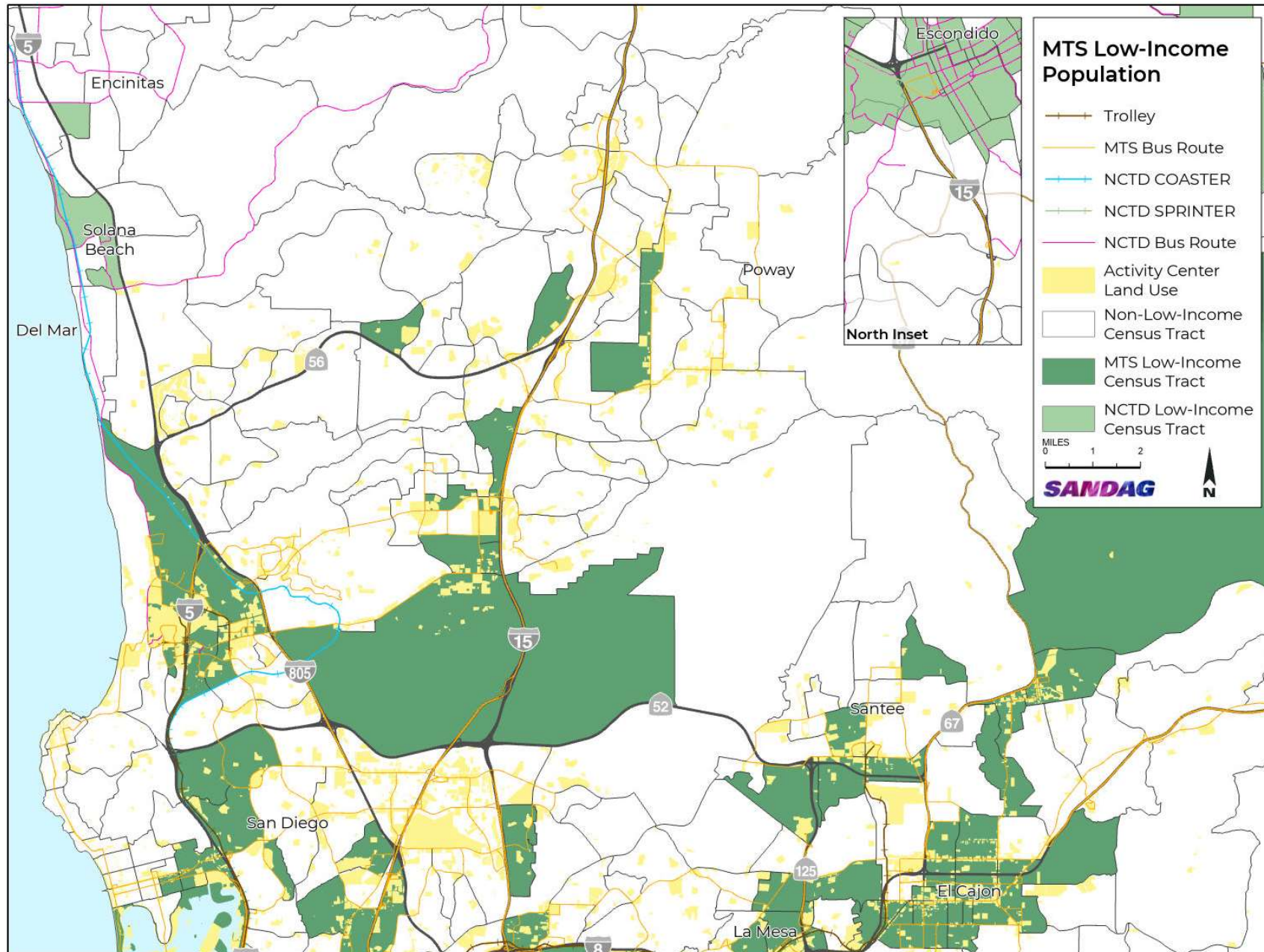


Figure 2-10 MTS Low-Income Population Transit Access to Activity Centers – South, effective January 1, 2024

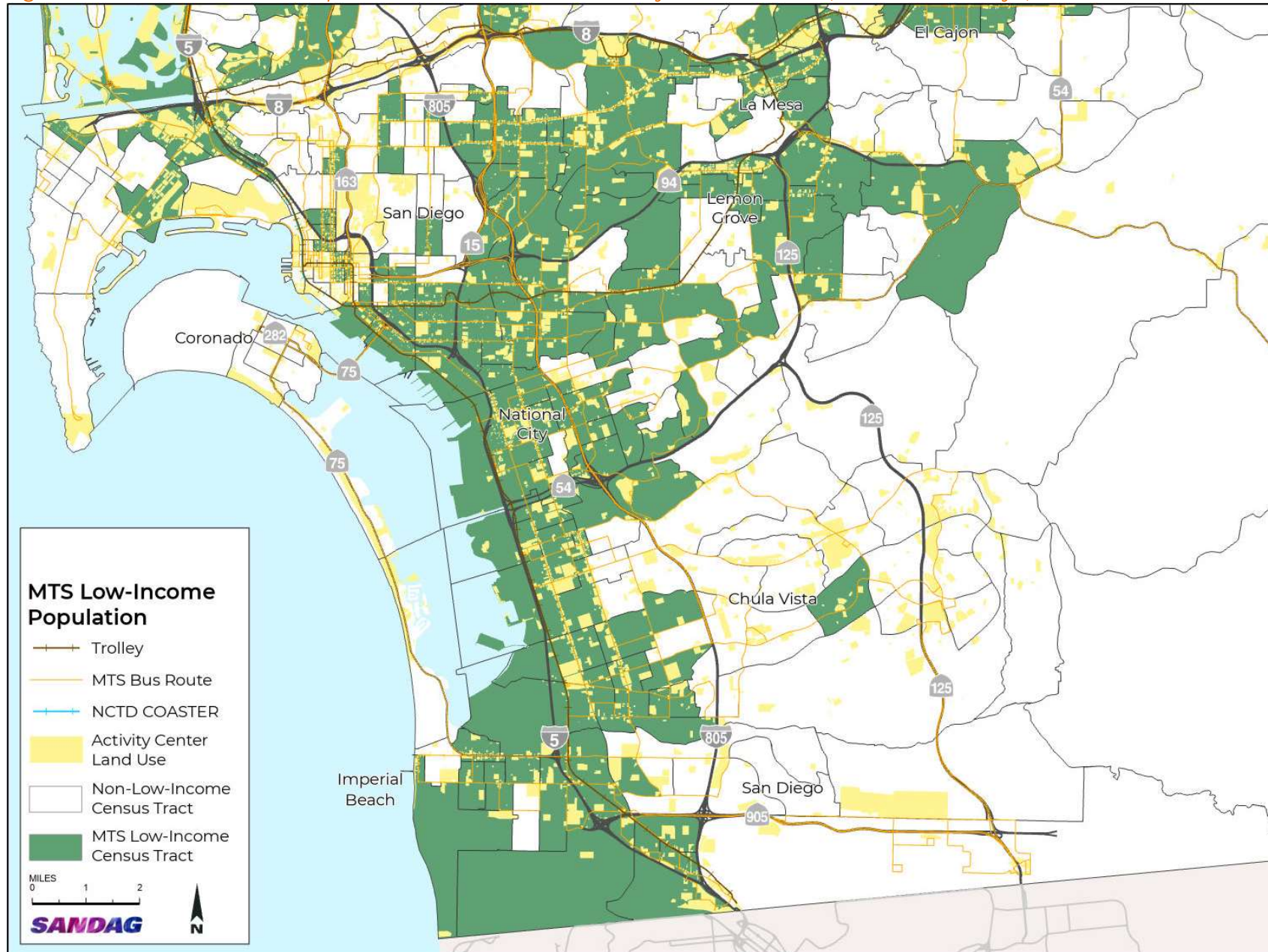


Figure 2-11 MTS Minority Population – Central and North, effective January 1, 2024

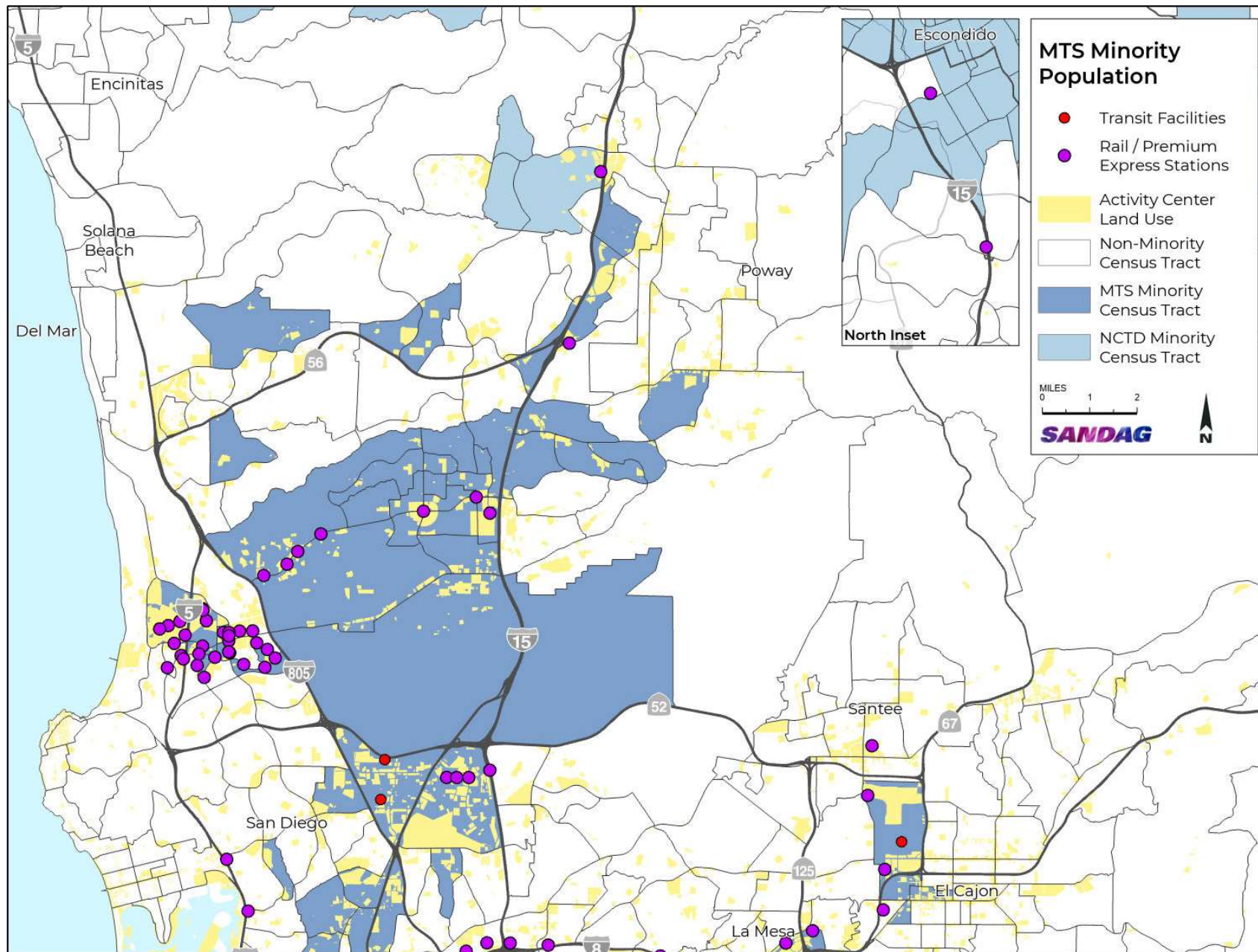


Figure 2-3 MTS Minority Population – South, effective January 1, 2024

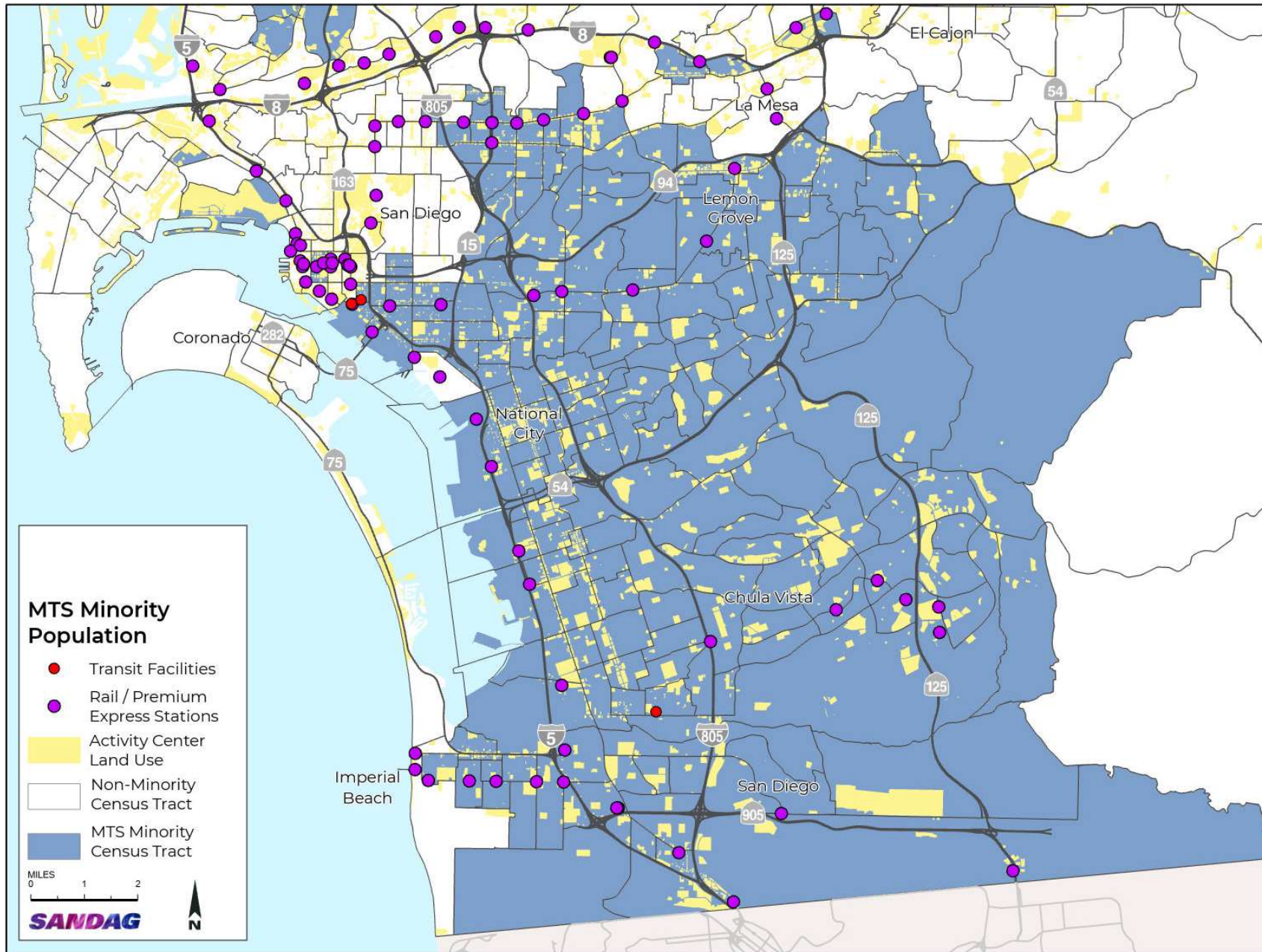


Figure 2-13 MTS Minority Population Transit Amenities – Central and North, effective January 1, 2024

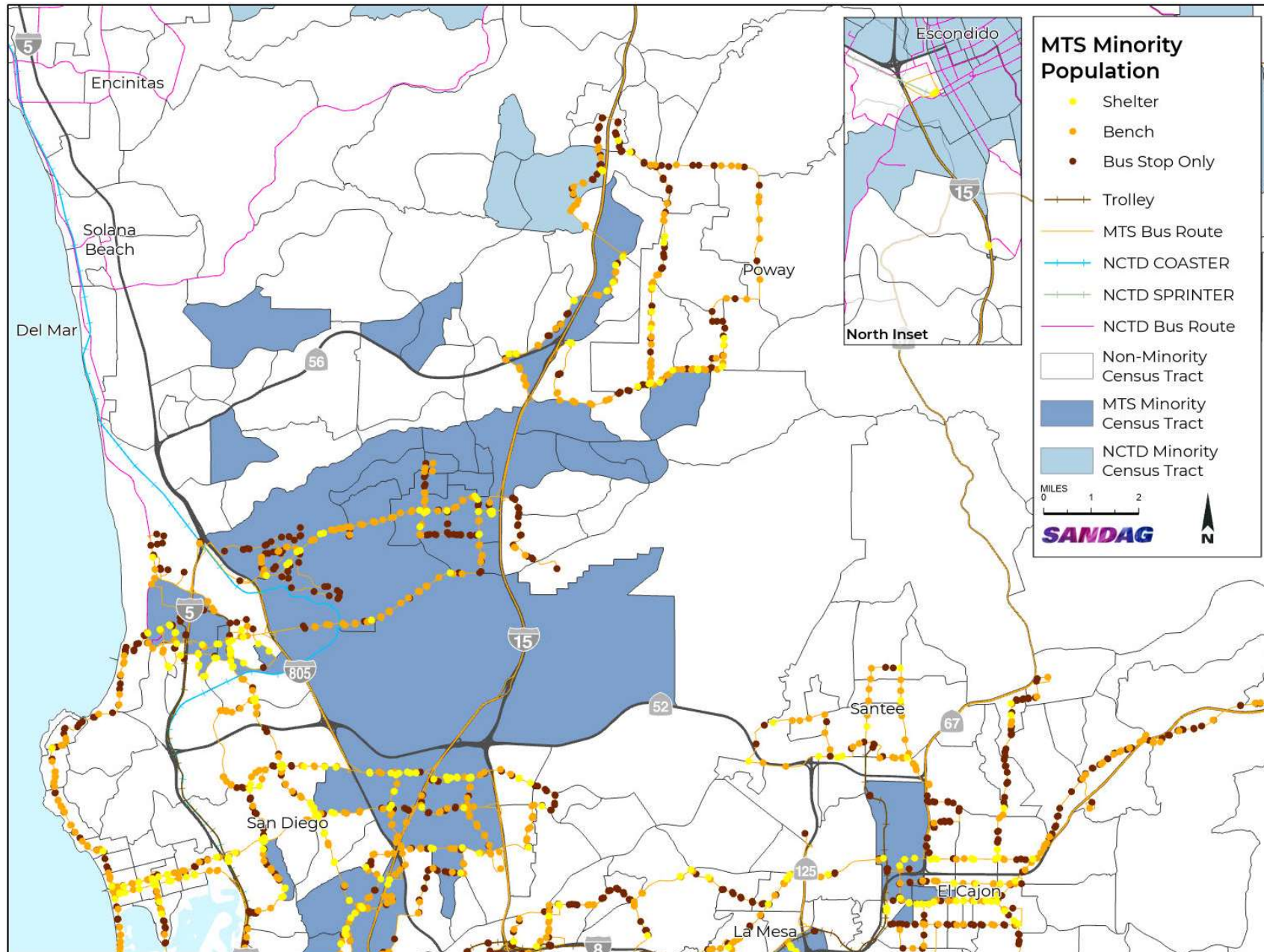






Figure 2-4 MTS Minority Population Transit Access to Activity Centers – Central and North, effective January 1, 2024

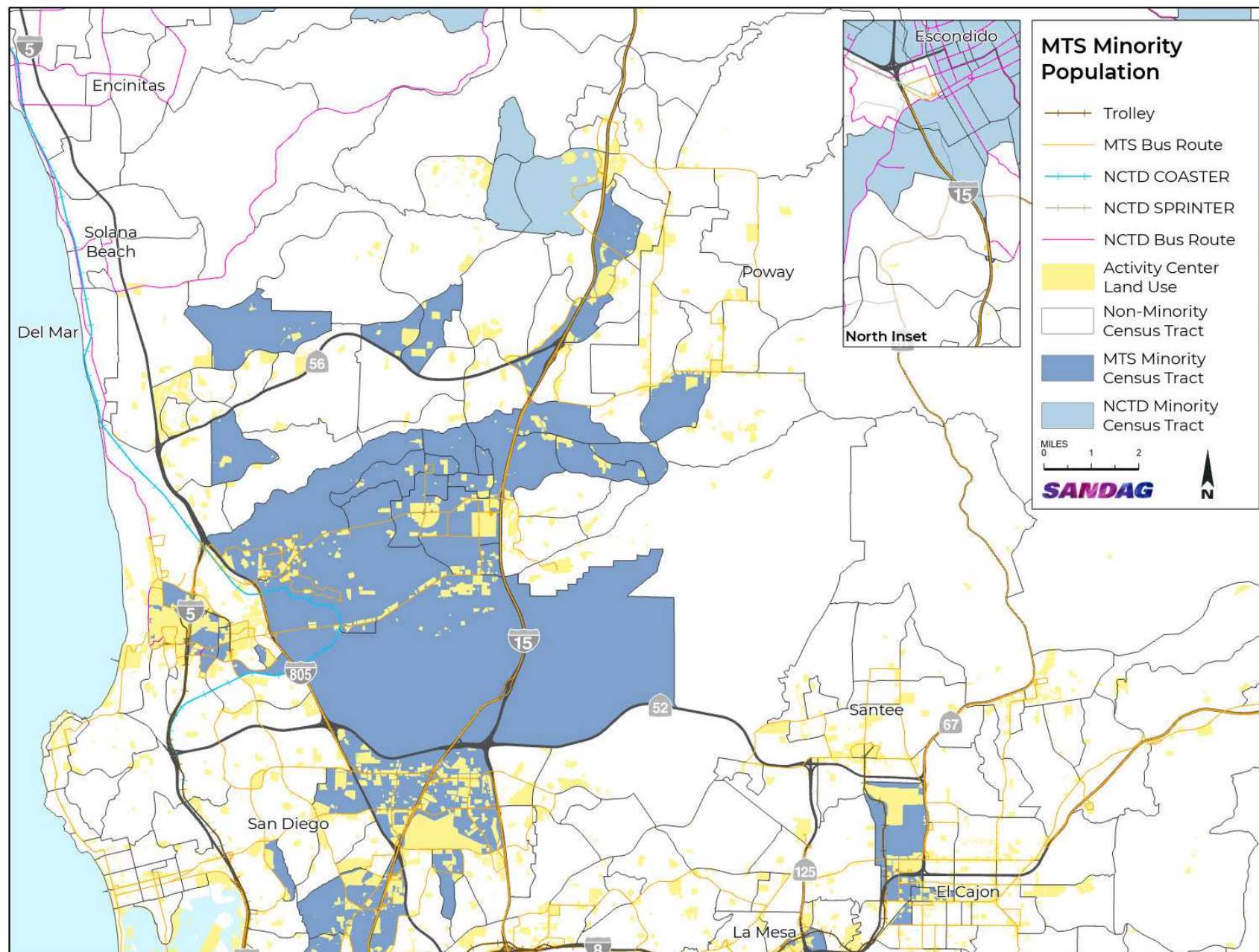
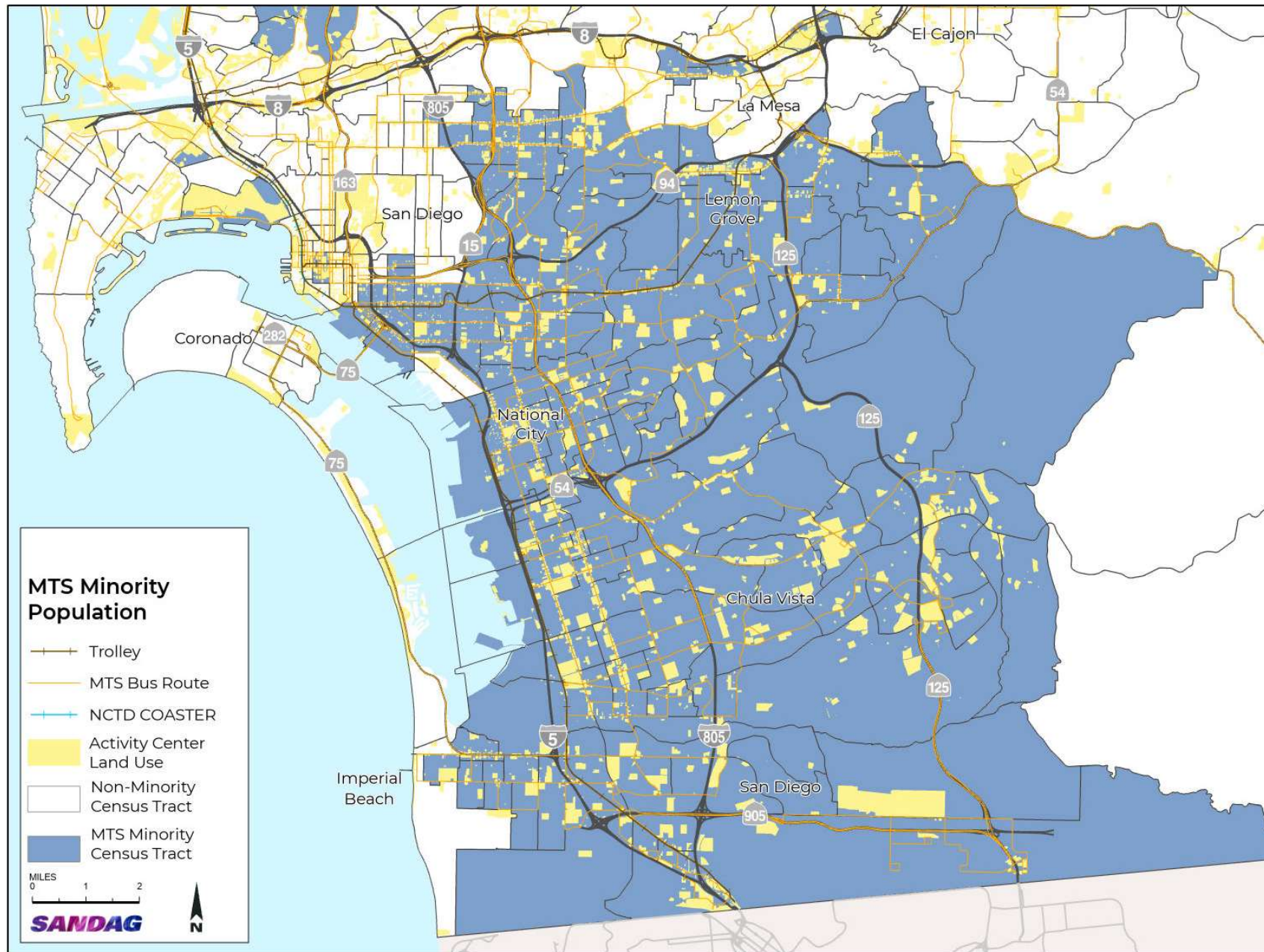


Figure 2-16 MTS Minority Population Transit Access to Activity Centers – South, effective January 1, 2024



### *Demographic Ridership and Travel Patterns*

SANDAG collects information on the race, income, travel patterns, and household characteristics of transit riders in the MTS service area. Additionally, public opinion surveys are conducted by telephone to collect information that will support and provide direction to future planning and marketing efforts related to transit use and operations in the San Diego region.

The last completed Onboard Transit Survey was conducted in 2015 and consisted of in-person interviews via tablet computers rather than self-administered paper surveys. Due to the COVID-19 pandemic, efforts to conduct a new survey starting in 2020 were delayed and survey efforts did not begin until Fall 2023. The updated onboard survey will be finalized in June 2024 and included in the next Program Update. The following information was collected as part of the 2015 Onboard Transit Survey as recommended by the FTA in the October 1, 2012 Title VI Circular (FTA C 4702.1B):

1. Information on rider's race, color, and national origin
2. English proficiency and language spoken at home
3. Information on rider's household income
4. Travel patterns
5. Fare usage by fare type

The above information will be used to evaluate service and to conduct fare equity analysis consistent with Chapter IV, Section 6, of the FTA Title VI Circular (FTA C 4702.1B).

SANDAG procured a consultant to conduct the survey, ensuring that it is statistically valid for all routes and time periods. The consultant for the current survey, ETC Institute, has extensive experience in conducting onboard transit survey research, including experience in supporting Title VI requirements. The survey was conducted onboard transit vehicles in English and Spanish. For Vietnamese-, Tagalog-, and Chinese-speaking passengers, a call-back option with an interviewer fluent in their language was made available. Results of the 2015 Onboard Transit Passenger Survey for the San Diego Region are located online at the following link:

[2015 Onboard Transit Passenger Survey Results](#)

### **Requirement to Monitor Transit Service**

#### *Overview*

As outlined in Title VI Circular 4702.1B, the FTA requires that all fixed-route transit providers monitor the performance of their transit system relative to their system-wide service standards and service policies, such as vehicle load, vehicle assignment, and transit amenities, not less than every three years.

#### *System-Wide Service Standards*

In accordance with FTA Title VI requirements, SANDAG monitors the performance of MTS's fixed-route bus, Light Rail, and commuter rail services to ensure that minority and non-

minority routes are being operated in a fair and equitable manner. The MTS Service Standards were originally adopted in 1993, with the most recent revisions to the policy being adopted on September 15, 2016. These service standards provide a series of performance benchmarks for the various route categories based on the following four service indicators:

1. Vehicle load
2. Vehicle headways
3. On-time performance
4. Service availability

All route-level information below reflects MTS services as of January 1, 2024. The MTS Load Factor was determined by ridership data, while Vehicle Headways, On-Time Performance, and Service availability data were provided by the FY 2023 Policy 42 Performance Monitoring Report, which is included in Appendix K. This Performance Monitoring Report was presented to the MTS Board of Directors at its November 9, 2023, meeting. The minutes of this meeting also are included in Appendix K. Load factor, Headway, and On-Time Performance Analyses conducted on a route-by-route basis are included in Appendix L.

### *Route Categories*

#### *Rapid Express*

- High-speed, point-to-point service geared towards commuter markets
- Service provided during weekday peak periods only and scheduled to meet primary work shift times

#### *Express*

- High-speed service geared toward linking major sub-regional residential, employment, and activity centers
- Service is generally provided throughout the weekday and possibly on weekends
- Operates primarily on highways and major arterials.

#### *Light Rail*

- High-frequency service (15 minutes or better during the base weekday) operating on exclusive railroad right-of-way
- Serves multiple trip purposes and generally experiences high turnover along the line

#### *Rapid*

- High-frequency bus service (15 minutes or better during the base weekday) operating in a combination of High-Occupancy Vehicle lanes, mixed-traffic lanes, and exclusive right-of-way
- Serves multiple trip purposes and generally experiences high turnover along the line
- Offers Traffic Signal Priority, enhanced station stops, and distinct “*Rapid*” branding
- Service is subsidized by *TransNet*

*Urban Frequent*

- High frequency service (15 minutes or better during the base weekday) primarily operated along major arterials in denser urban areas
- Serves multiple trip purposes and generally experiences high turnover along the route
- May be operated as regular (all stops) or limited (stopping only at major transfer points and activity centers)

*Urban Standard*

- Basic transit service with base weekday frequencies generally between 30 and 60 minutes
- Operates in less dense urban and suburban areas
- Serves multiple trip purposes and provides access to all stops

*Circulator*

- Neighborhood feeder/distributor to transfer stations or shuttle service to local destinations
- Operates on arterials and local streets to provide access to residences, businesses, activity, and transfer centers

*Rural*

- Lifeline service that provides a link between rural communities and the San Diego urban core
- Very limited service; generally, a few round trips operating a few days per week given limited demand.

Table 2-4 MTS Summary of Route Categories and Title VI Designations, effective January 1, 2024

Type	Category	Minority	Non-Minority	Total
Regional	<i>Rapid Express</i>	0	2	2
Corridor	Express	4	1	5
Corridor	Light Rail	2	1	3
Corridor	<i>Rapid</i>	5	2	7
Local	Urban Frequent	23	10	33
Local	Urban Standard	14	21	35
Community Routes	Circulator	7	10	17
Rural	Rural	0	4	4
	Bus Subtotals	50	50	100
	Light Rail Subtotals	2	1	3
	Total	52	51	103
	Percentage of Total	50.5%	49.5%	100.0%

As shown in Table 2-4 above, the current MTS system is comprised of 2 *Rapid Express* Routes, 5 Express routes, 3 Light Rail Lines, 7 *Rapid* routes, 33 Urban Frequent routes, 35 Urban Standard routes, 17 Circulator routes, and 4 Rural routes. A listing that identifies the route type, category, and its status as a minority or non-minority route is included in Table 2--5.

### Minority Routes

All MTS routes are designated as either a “minority route” or a “non-minority route” based on the FTA definition of a “minority transit route,” which is defined in FTA Circular 4702.1B as “a route that has at least ⅓ of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area.”

Based on this classification, 52 of the 103 current MTS transit routes are classified as minority routes. This information is listed by route in Table 2-5.

Table 2-5 MTS Route Categories and Title VI Designations for All Routes, effective January 1, 2024

Type	Category	Route	Title VI Classification	Type	Category	Route	Title VI Classification
Regional	<i>Rapid Express</i>	280	Non-Minority	Local	Urban Standard	4	Minority
Regional	<i>Rapid Express</i>	290	Non-Minority	Local	Urban Standard	27	Non-Minority
Corridor	Express	20	Minority	Local	Urban Standard	28	Non-Minority
Corridor	Express	60	Minority	Local	Urban Standard	31	Non-Minority
Corridor	Express	110	Minority	Local	Urban Standard	105	Non-Minority
Corridor	Express	140	Non-Minority	Local	Urban Standard	115	Non-Minority
Corridor	Express	950	Minority	Local	Urban Standard	704	Minority
Corridor	Light Rail	510	Minority	Local	Urban Standard	705	Minority
Corridor	Light Rail	520	Minority	Local	Urban Standard	707	Minority
Corridor	Light Rail	530	Non-Minority	Local	Urban Standard	816	Non-Minority
Corridor	<i>Rapid</i>	201	Minority	Local	Urban Standard	832	Non-Minority
Corridor	<i>Rapid</i>	202	Minority	Local	Urban Standard	833	Non-Minority
Corridor	<i>Rapid</i>	204	Non-Minority	Local	Urban Standard	834	Non-Minority
Corridor	<i>Rapid</i>	215	Minority	Local	Urban Standard	838	Non-Minority
Corridor	Rapid	225	Minority	Local	Urban Standard	848	Non-Minority
Corridor	<i>Rapid</i>	235	Non-Minority	Local	Urban Standard	852	Minority
Corridor	<i>Rapid</i>	237	Minority	Local	Urban Standard	854	Non-Minority
Local	Urban Frequent	1	Minority	Local	Urban Standard	855	Minority
Local	Urban Frequent	2	Non-Minority	Local	Urban Standard	856	Minority
Local	Urban Frequent	3	Minority	Local	Urban Standard	864	Non-Minority
Local	Urban Frequent	5	Minority	Local	Urban Standard	872	Non-Minority



Type	Category	Route	Title VI Classification
Local	Urban Frequent	6	Non-Minority
Local	Urban Frequent	7	Minority
Local	Urban Frequent	8	Non-Minority
Local	Urban Frequent	9	Non-Minority
Local	Urban Frequent	10	Minority
Local	Urban Frequent	11	Non-Minority
Local	Urban Frequent	12	Minority
Local	Urban Frequent	13	Minority
Local	Urban Frequent	30	Non-Minority
Local	Urban Standard	35	Non-Minority
Local	Urban Frequent	41	Non-Minority
Local	Urban Frequent	43	Minority
Local	Urban Frequent	44	Minority
Local	Urban Frequent	120	Minority
Local	Urban Frequent	701	Minority
Local	Urban Frequent	709	Minority
Local	Urban Frequent	712	Minority
Local	Urban Standard	815	Non-Minority
Local	Urban Frequent	901	Minority
Local	Urban Frequent	906	Minority
Local	Urban Frequent	907	Minority
Local	Urban Frequent	929	Minority

Type	Category	Route	Title VI Classification
Local	Urban Standard	874	Non-Minority
Local	Urban Standard	875	Non-Minority
Local	Urban Standard	905	Minority
Local	Urban Standard	916	Minority
Local	Urban Standard	917	Minority
Local	Urban Standard	921	Minority
Local	Urban Standard	923	Non-Minority
Local	Urban Standard	928	Non-Minority
Local	Urban Standard	936	Minority
Local	Urban Standard	944	Non-Minority
Local	Urban Standard	945	Non-Minority
Local	Urban Standard	963	Minority
Local	Urban Standard	967	Minority
Community	Circulator	968	Minority
Community	Circulator	14	Non-Minority
Community	Circulator	18	Non-Minority
Community	Circulator	25	Non-Minority
Community	Circulator	83	Non-Minority
Community	Circulator	84	Non-Minority
Community	Circulator	88	Non-Minority
Community	Circulator	851	Minority
Community	Circulator	904	Non-Minority

Type	Category	Route	Title VI Classification
Local	Urban Frequent	932	Minority
Local	Urban Frequent	933	Minority
Local	Urban Frequent	934	Minority
Local	Urban Frequent	955	Minority
Local	Urban Frequent	961	Minority
Local	Urban Frequent	962	Minority
Local	Urban Frequent	992	Non-Minority

Type	Category	Route	Title VI Classification
Community	Circulator	909	Minority
Community	Circulator	964	Minority
Community	Circulator	965	Minority
Community	Circulator	972	Non-Minority
Community	Circulator	973	Minority
Community	Circulator	974	Minority
Community	Circulator	978	Non-Minority
Community	Circulator	979	Non-Minority
Community	Circulator	985	Minority
Rural	Rural	888	Non-Minority
Rural	Rural	891	Non-Minority
Rural	Rural	892	Non-Minority
Rural	Rural	894	Non-Minority

*Vehicle Loads*

MTS has established load factor data for all bus and rail services to prevent overcrowding and to allocate resources appropriately. The load factor for each route is calculated based on the peak and non-peak load of each trip on a route during an average weekday. As ridership is much lower on the weekends, Saturday and Sunday load factors are not included.

Figure 2-17 illustrates the average load factor during peak and off-peak times on both minority and non--minority transit routes. Minority routes do carry slightly higher load factors than do non-minority routes during peak and off--peak times. This is most likely due to higher ridership productivity on minority routes in comparison to non--minority routes. No bus or Light Rail lines exceeded the MTS load factor standards, as outlined in Figure 2--17 and Tables 2--6 and 2--7.

Figure 2-5 MTS System-Wide Average Vehicle Loads

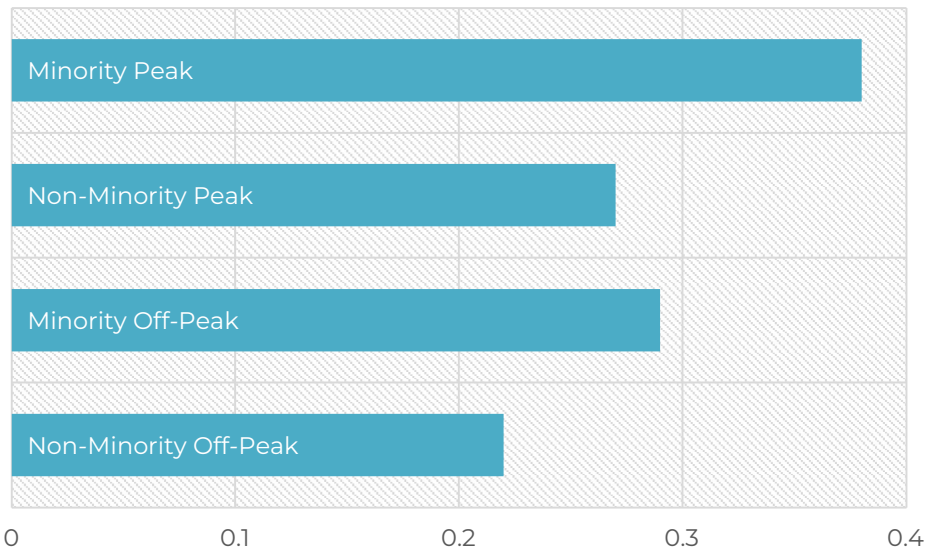


Table 2-6 MTS System-Wide Minority Route Average Vehicle Loads, effective January 1, 2024

MTS Load Factor – Minority Routes		# of Routes	Peak	Off-Peak	Standard
Regional Routes	<i>Rapid Express</i>	0	–	–	1.00
Corridor Routes	Express Routes	4	0.26	0.21	1.50
	Light Rail	2	0.48	0.33	3.00
	<i>Rapid</i> Routes	5	0.26	0.21	1.50
Local Routes	Urban Frequent	23	0.28	0.23	1.50
	Urban Standard	14	0.28	0.23	1.50
Community Routes	Circulator	7	0.13	0.12	1.00

Table 2-7 MTS System-Wide Non-Minority Route Average Vehicle Loads, effective January 1, 2024

MTS Load Factor – Non-Minority Routes		# of Routes	Peak	Off-Peak	Standard
Regional Routes	<i>Rapid Express</i>	2	0.26	0.25	1.00
Corridor Routes	Express Routes	1	0.31	0.25	1.50
	Light Rail	1	0.31	0.23	3.00
	<i>Rapid</i> Routes	2	0.31	0.25	1.50
Local Routes	Urban Frequent	10	0.22	0.18	1.50
	Urban Standard	21	0.22	0.18	1.50
Community Routes	Circulator	10	0.13	0.13	1.00
Rural Routes	Rural	4	0.36	0.60	No specific goal

*Vehicle Headways*

Vehicle headways are defined as the base weekday frequency of service. Routes with high ridership typically have more frequent headways than routes that do not and are adjusted as ridership increases or decreases – for example, routes that serve the beach areas often have increased service during the summer months to account for increased demand.

The MTS route headways vary by the type of service that is being provided. Light Rail, *Rapid*, and Urban Frequent routes are the most heavily utilized routes, and therefore have the most frequent headway standard (15 minutes). *Rapid Express*, Express, and Urban Standard routes have a standard headway of 30 minutes. Circulator routes provide services to areas of lower density, and therefore have a 60-minute frequency standard. Lastly, the Rural routes have no specific headway standard. A summary of the MTS Headway Standards is included in Table 2-8 below.

*Table 2-8 MTS Vehicle Headway Standards, effective January 1, 2024*

MTS Vehicle Headways		# of Routes	Standard (minutes)
Regional Routes	<i>Rapid Express</i>	2	30
Corridor Routes	Express Routes	5	30
	Light Rail	3	15
	<i>Rapid</i> Routes	7	15
Local Routes	Urban Frequent	33	15
	Urban Standard	35	30
Community Routes	Circulator	17	60
Rural Routes	Rural	4	No specific goal

The majority of the MTS minority route vehicle headways meet or exceed the agency’s standard. For example, the standard headway for the Light Rail, *Rapid*, and Urban Frequent routes is 15 minutes. However, the actual headways for these minority routes during peak times averages 11.25 minutes for the Light Rail routes, 15 minutes for the *Rapid* routes, and 13.25 minutes for the Urban Frequent routes, respectively. Eighty (80) of MTS’s one hundred (100) routes are operating with headways that either meet or exceed the standard headway for their route category. Sixteen routes operate with headways that are less frequent than the standard for their route category. Six of these routes (#705, #916, #917, #961, #967, and #968) are located within minority areas, while the other ten routes (#8, #9, #120, #204, #833, #834, #838, #854, #901, and #904) are located within non-minority areas. Figure 2--18 and Tables 2--9 and 2--10 depict the MTS average weekday headways at peak and off-peak times for both the minority and non-minority routes.

Figure 2-6 MTS System-Wide Weekday Headways, effective January 1, 2024

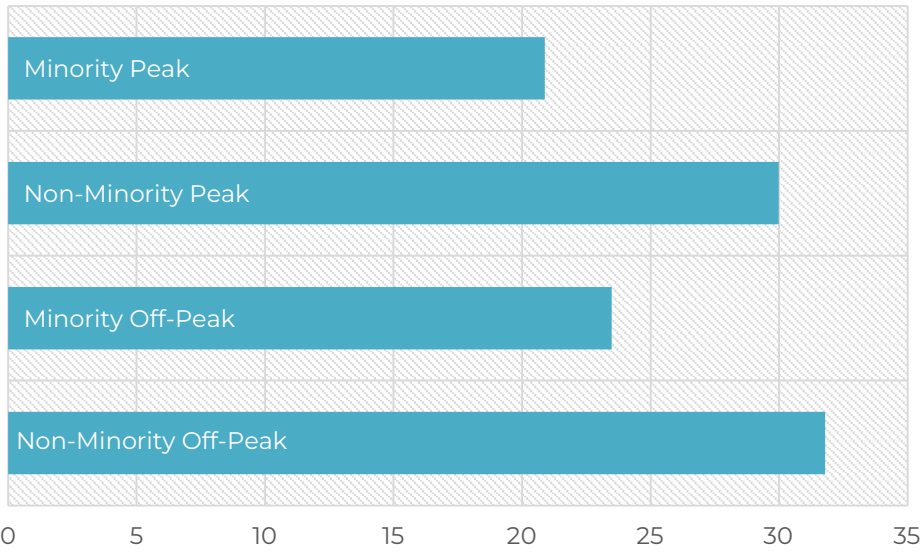


Table 2-9 MTS Minority Route Headways, effective January 1, 2024

MTS Headways – Minority Routes		# of Routes	Peak (minutes)	Off-Peak (minutes)	Standard (minutes)
Regional Routes	<i>Rapid Express</i>	0	N/A	N/A	N/A
Corridor Routes	Express Routes	4	16.75	25.00	30.00
	Light Rail	2	11.25	15.00	15.00
	<i>Rapid Routes</i>	5	10.00	16.25	15.00
Local Routes	Urban Frequent	23	12.76	14.91	15.00
	Urban Standard	15	33.00	34.00	30.00
Community Routes	Circulator	7	40.00	40.00	60.00

Table 2-10 MTS Non-Minority Route Headways, effective January 1, 2024

MTS Headways – Non-Minority Routes		# of Routes	Peak (minutes)	Off-Peak (minutes)	Standard (minutes)
Regional Routes	<i>Rapid Express</i>	2	12.50	N/A	30.00
Corridor Routes	Express Routes	1	15.00	30.00	30.00
	Light Rail	1	15.00	15.00	15.00
	<i>Rapid Routes</i>	2	22.50	22.50	15.00
Local Routes	Urban Frequent	10	14.95	16.00	15.00
	Urban Standard	21	33.81	34.75	30.00
Community Routes	Circulator	10	51.43	51.43	60.00
Rural Routes	Rural	4	N/A	N/A	N/A

### On-Time Performance

On-Time Performance of transit routes is monitored by MTS to ensure that the services that are being provided are reliable. Transit schedule service changes occur at least three times per year, in part to ensure that routes are running as timely as possible.

Figure 2--19 illustrates the average on-time performance of both minority and non-minority transit routes. Tables 2--11 and 2--12 show the average on-time performance of each route category and compare it to the standards set forth by the agency. MTS considers routes to be on time if they arrive within zero to five minutes of the scheduled arrival time. Minority routes had an average on--time performance of 88 percent overall. Non-m-inority routes had an average on--time performance of 89 percent.

Figure 2-7 MTS On-Time Performance

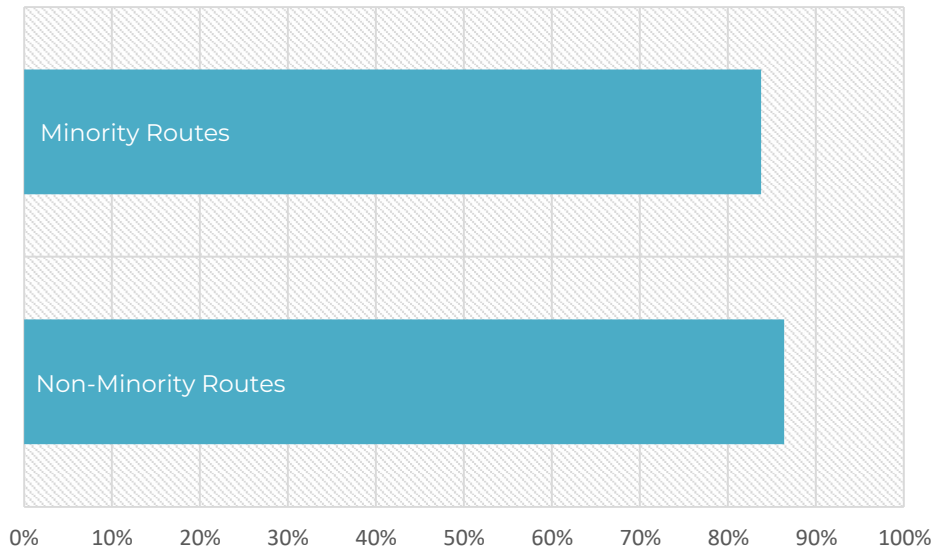


Table 2-11 MTS On-Time Performance – Minority Routes

MTS On-Time Performance – Minority Routes		# of Routes	On-Time Performance	Standard
Regional Routes	<i>Rapid Express</i>	0	–	90%
Corridor Routes	Express Routes	4	91.8%	90%
	Light Rail	2	93.5%	90%
	<i>Rapid Routes</i>	5	88.0%	85%
Local Routes	Urban Frequent	23	80.8%	85%
	Urban Standard	15	84.4%	90%
Community Routes	Circulator	7	81.4%	90%



Table 2-12 MTS On-Time Performance – Non-Minority Routes

MTS On-Time Performance – Non-Minority Routes		# of Routes	On-Time Performance	Standard
Regional Routes	<i>Rapid Express</i>	2	88.5%	90%
Corridor Routes	Express Routes	1	--	90%
	Light Rail	1	92.0%	90%
	<i>Rapid Routes</i>	2	91.0%	85%
Local Routes	Urban Frequent	10	85.1%	85%
	Urban Standard	21	84.6%	90%
Community Routes	Circulator	10	88.7%	90%
Rural Routes	Rural	4	N/A	N/A

*Service Availability*

MTS has achieved the following goals regarding service availability, discussed below and shown in Table 2-13:

- 99.2 percent of residents are within ½ mile of a bus stop or rail station in urban areas
- 95.9 percent of jobs within ½ mile of a bus stop or rail station in urban areas
- 100 percent of suburban residents within five miles of a bus stop or rail station
- Route 848 serves Lakeside seven days a week, and Route 838 serves Alpine seven days a week

Table 2-13 MTS Service Availability

Standard	Achievement	
80% of residents or jobs within ½ mile of a bus stop or rail station in urban area	Residents within ½ mile of a bus stop or rail station in urban areas:  99.2%	Jobs within ½ mile of a bus stop or rail station in urban areas:  95.9%
100% of suburban residences within five miles of a bus stop or rail station	Suburban residents within five miles of a bus stop or rail station:  100%	
One return trip at least two days/week to destinations from rural villages (Lakeside and Alpine)	Available Service:  <ul style="list-style-type: none"> <li>• Route 848 serves Lakeside seven days a week</li> <li>• Route 838 serves Alpine seven days a week</li> </ul>	

*System-Wide Service Policies*

*Transit Amenities*

MTS provides a variety of transit amenities to its riders. Transit stop amenities are determined by the number of passenger boardings at stops and stations along routes. Transit stops can feature benches, shelters, passenger information (including static and electronic displays), elevators and escalators (there are currently no elevators, escalators, or ticket vending machines at any bus -only stops), trash cans, restrooms, and ticket vending machines.

Rail station amenities of the MTS include seating, shelters, passenger information (including static and electronic displays), elevators and escalators, trash cans, restrooms, and ticket vending machines. The full MTS Transit Amenities Policy is included in Appendix I.

*Vehicle Assignment*

The MTS Rail fleet consists of High-Floor trolley cars, Low-Floor trolley cars, and Vintage Trolley cars. In January 2015, a portion of the High-Floor fleet was retired. MTS currently owns 121 Low-Floor cars and requires 112 cars for a full peak schedule (including spares). Currently, this difference is accounted for by inserting a High-Floor car in the middle of two low-floor cars. Vintage service only operates as a supplementary service in a loop around Downtown San Diego. MTS Rail operates out of one location in Downtown San Diego.

The MTS bus fleet consists of nearly 800 vehicles, including standard buses, articulated buses, minibuses, and over-the-road coaches. Standard buses are 30- to 40-foot-long medium- or heavy-duty transit buses. The articulated buses, which are 60 feet long, operate on urban routes with heavy ridership, *Rapid* routes, and *Rapid* freeway routes. Most of these buses operate using Compressed Natural Gas engines, with some new buses operating as battery electric vehicles. The minibus fleet, consisting of buses 29 to 34 feet in length, operates demand-response service and on fixed routes with lower ridership. Over-the-road coaches are 45-foot-long buses that are assigned to the *Rapid Express* commuter bus service which operates along the I-15 corridor. The MTS Vehicle Assignment Policy is included in Appendix J.

These bus fleets are assigned to five different divisions:

	Operator	Standard buses	Articulated buses	Minibuses	Over-the-road coaches	ADA para-transit fleet
Imperial Ave Division	MTS	X	X			
Kearny Mesa Division	MTS	X	X			
South Bay Division	Contractor	X	X			

East County Division	Contractor	X	X	X	X	
Copley Park Division	Contractor			X		X
Division 6	<i>Future division currently under construction, details TBD</i>					

Figure 2-8 MTS Transit Amenities – Central and North, effective January 1, 2024

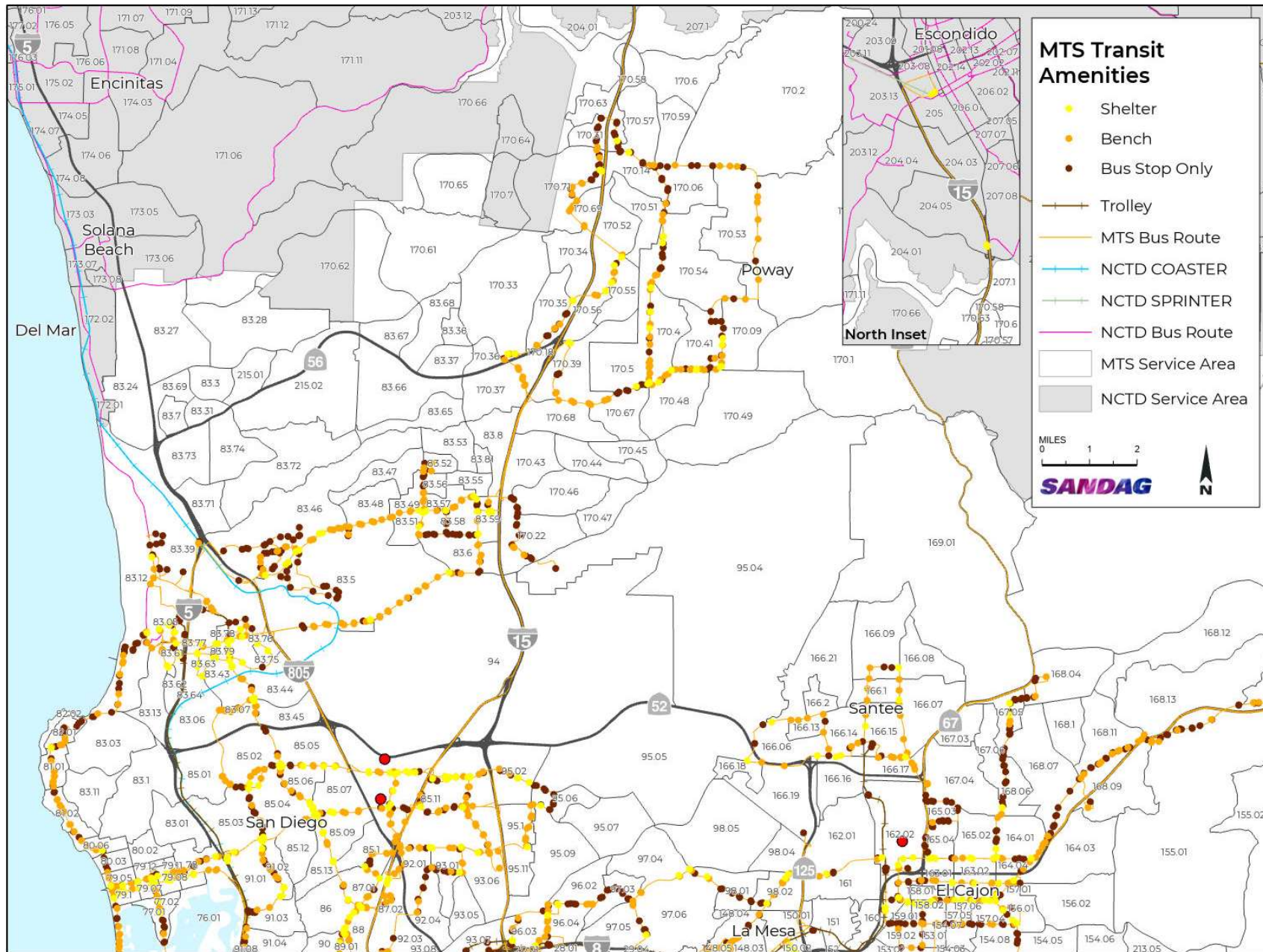


Figure 2-9 MTS Transit Amenities – South, effective January 1, 2021



### **Requirement to Evaluate Service Changes**

MTS complies with its requirements to evaluate service changes found in Chapter IV, Section 7, of the FTA Title VI Circular (FTA C 4702.1B). MTS Policy 42 was originally adopted in 1993 and was revised on September 15, 2016. Policy 42 established processes for evaluating and adjusting existing transit services to improve performance and procedures for implementing service changes. Policy 42 defines a major service change requiring a Title VI Analysis and approval from the MTS Board of Directors before a final implementation decision is made as any of the following changes:

- A change greater than 25 percent of a route's weekly in-service miles or hours
- An increase or reduction in the average weekly span-of-service of more than 25 percent
- The implementation of a new route or the discontinuation of an existing route
- A routing change that affects more than 25 percent of a route's Directional Route Miles and more than 25 percent of the route's bus stops

Policy 42 also establishes a threshold of a ten percent difference that identifies when effects of a major service change disproportionately and negatively impact minority populations or represent a disparate impact to low-income communities. Similarly, Policy 42 sets a threshold of a ten percent difference for determining when changes disproportionately benefit non-minority or non-low-income populations.

A copy of Policy 42 is included in Appendix H.

### **Requirement to Evaluate Fare Changes**

All fare changes that do not qualify as a pilot are carried out by SANDAG pursuant to the Master MOU with MTS and NCTD. This MOU gave SANDAG the responsibility to set the fare policies for the region, including the MTS service area. Therefore, it is the responsibility of SANDAG, not MTS, to evaluate fare changes. The minority disparate impact policy and disproportionate burden policy for fare changes is the responsibility of SANDAG, not MTS, and is not applicable to this Title VI Program. Any evaluation of fare changes would be included in the SANDAG Title VI Program, due on October 1, 2024.

## **RESULTS OF SERVICE ANALYSES**

During the triennial period, MTS had four service changes requiring a Title VI analysis. The first service change involved the extension of the Blue Line Trolley along the new Mid-Coast corridor, connecting Old Town Transit Center with UC San Diego and the UTC shopping center. The Title VI analysis for this service change was completed and submitted with MTS' previous program update in 2021.

The second service change involved the discontinuation of Route 140, an Express route operated by MTS in the City of San Diego. The resulting analysis determined that there were no disparate impacts or disproportionate burdens resulting from the proposed discontinuation. A public hearing for the proposed service change was held at the December 8, 2022, MTS Board of Directors meeting, with the Board approving the service change. Due to space constraints within this document, copies of the full agendas, materials (including

PowerPoint presentation slides), and minutes from the December 8, 2022, Board of Directors meeting can be found at the following links:

[December 8, 2022, MTS Board of Directors Meeting Agenda and Materials](#)

[December 8, 2022, MTS Board of Directors Meeting Minutes](#)

The third service change requiring Title VI analysis involved the proposed bus service implementation of Rapid Route 227. The resulting analysis determined that there were no disparate impacts or disproportionate burdens resulting from the implementation of Rapid 227. A public hearing for the proposed service change was held at the March 16, 2023, MTS Board of Directors meeting, with the Board approving the service change. Due to space constraints within this document, copies of the full agendas, materials (including PowerPoint presentation slides), and minutes from the March 16, 2023, Board of Directors meeting can be found at the following links:

[March 16, 2023, MTS Board of Directors Meeting Agenda and Materials](#)

[March 16, 2023, MTS Board of Directors Meeting Minutes](#)

The fourth service change requiring Title VI analysis involved the discontinuation of the Sorrento Valley Coaster Connection services. A public hearing was held on October 19, 2023, and the MTS Board of Directors approved the service discontinuation at that meeting. Due to space constraints within this document, copies of the full agendas, materials (including PowerPoint presentation slides), and minutes from the October 19, 2023, Board of Directors meeting can be found at the following links:

[October 19, 2023, MTS Board of Directors Meeting Agenda and Materials](#)

[October 19, 2023, MTS Board of Directors Meeting Minutes](#)

The Title VI analysis for each of these service changes is contained in Appendix M.

## **RESULTS OF FARE EQUITY ANALYSIS**

The responsibility to conduct a fare equity analysis belongs to SANDAG, not MTS. SANDAG and MTS implemented various fare changes throughout the update period. These fare changes, along with the equity analyses, will be documented in SANDAG's Title VI Update which is due on October 1, 2024.

## **APPENDICES**



APPENDIX A  
**MTS TITLE VI NOTICE TO THE PUBLIC**



**Metropolitan  
Transit  
System**

**MEMORANDUM**

DATE: January 30, 2024  
 TO: Samantha Leslie, Deputy General Counsel  
 FROM: Denis Desmond, Director of Planning  
 SUBJECT: Title VI Notice to the Public

In accordance with Federal Transit Administration's Title VI Circular 4702.1B, MTS provides notice to its customers and the public, informing them of their rights under Title VI regulations.

MTS' notice includes:

- A statement that MTS operates programs without regard to race, color or national origin.
- Information on how to request additional information about MTS Title VI obligations.
- Instructions on how to file a complaint.

This notice is posted in the following locations:

- in the lobby of the main MTS administrative office, printed in English and Spanish;
- in the lobby of the IAD administrative offices, used primarily as a reception for incoming MTS Access applicants, printed in English and Spanish;
- at the MTS Transit Store, printed in English and Spanish;
- on fixed-route buses and trolleys through Take One flyers (outlines important service and/or fare information critical to riders), posted approximately 3-4 times per year and printed in English and Spanish;
- on Rider's Guides, printed in English and Spanish; and
- on a decal placed within each paratransit vehicle, displayed in English and Spanish.

Per MTS' Language Assistance Plan, this notice is posted in English and Spanish, and available in other languages upon request.

Attached are samples of where the Title VI notice is posted. This includes: on the MTS website (which can be translated in any language using the Google Translate widget), in Take One notices (sample), in the MTS Transit Store (same as what is used in the lobby of MTS's administrative offices), and in the Rider's Guide. Please let me know if you have any questions.

Attachments:

- A. Title VI policy posted on the MTS website
- B. Sample Take One flyer with Title VI notice
- C. Title VI notice posted in the MTS Transit Store
- D. Rider's Guide in English
- E. Rider's Guide in Spanish



Home > About > Title VI Policy

## Title VI Policy

The San Diego Metropolitan Transit System (MTS) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended.

It is MTS' objective to:

- Ensure that transportation service levels and quality of service are provided without regard to race, color or national origin
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of public transportation programs and activities on minority populations and low-income populations
- Promote the full and fair participation of all affected populations in transportation decision making
- Prevent the denial, reduction or delay in benefits related to public transportation programs and activities that benefit minority populations or low-income populations
- Ensure meaningful access to public transportation programs and activities by persons with limited English proficiency

MTS provides a formal process for the investigation and resolution of any complaint that alleges exclusion or denial of benefits based on race, color or national origin.

### Who can file a complaint?

Any person who believes that they have, individually or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color or national origin, may file a Title VI complaint with MTS. A complaint must be filed within 180 days after the date of the alleged discrimination.

### How do I file a Title VI Complaint?

If you believe you have been discriminated against, you may file a written complaint within 180 days of the date of alleged discrimination. Complaints shall provide all pertinent facts and circumstances surrounding the alleged discrimination that will help MTS reach a decision. The complaint should include the following information:

- Your name, address and contact information (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.

Complaints sent to MTS should be emailed, mailed or dropped off to the following:

San Diego Metropolitan Transit System  
 Attn: Deputy General Counsel  
 1255 Imperial Avenue, Suite 1000  
 San Diego, CA 92101  
[TitleVIComplaints@sdmts.com](mailto:TitleVIComplaints@sdmts.com)  
 (619) 557-4539

Printable Form:

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[Title VI Complaint form - English](#)

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[Formulario de queja de Título VI - Español \(Spanish\)](#)

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[Tiêu Đề VI Đơn Khiếu Nại – Việt \(Vietnamese\)](#)

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[Форма жалобы по Статье VI – русский язык \(Russian\)](#)

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[ទម្រង់បែបបទបណ្តឹងនៃមាតិកា VI – ភាសាខ្មែរ \(Khmer\)](#)

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[ຂໍ້ຕົວ VI ແບບພອມການຮ້ ອງທຸ ກ – ລາວ \(Laotian\)](#)

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[Title VI 불만 양식 – 한국어 \(Korean\)](#)

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[タイトルVI差別苦情届出書 – 日本人 \(Japanese\)](#)

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العربية – نموذج شكوى الباب السادس – العربية (Arabic)

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فارسی – فرم شکایت مربوط به فصل شش – فارسی (Persian)

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民權法案第六章投訴表 – 中國 (Chinese)

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Form ng Reklamo sa ilalim ng Titolo VI – Tagalog (Tagalog)

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ܠܘܫܢܐ ܕܥܘܠܡܐ ܕܡܬܢܐ ܕܡܬܢܐ ܕܡܬܢܐ (Assyrian)

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## Complaint Assistance

MTS Customer Service will assist with writing a complaint if the complainant is unable to do so.

In addition to your right to file a complaint with MTS, you have the right to file a Title VI complaint with the U.S. Department of Transportation:

United States Department of Transportation  
 Federal Transit Administration  
 Office of Civil Rights  
 Attention: Complaint Team  
 East Building, 5th Floor – TCR  
 1200 New Jersey Ave., SE  
 Washington, DC 20590

## What happens to my complaint at MTS?

All complaints alleging discrimination based on race, color or national origin will be documented and an investigation will be initiated within 10 days of receiving the complaint. If additional information is needed, MTS will contact the complainant or their representative in writing. MTS will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

## When will I be notified of the outcome?

MTS will make every effort to communicate its response to Title VI complaints within 90 working days of receipt. MTS will send a final written response to the complainant. The complainant will also be advised of their right to appeal the response to federal and state authorities as appropriate.

## How can I request additional information about MTS' Title VI obligations?

To receive additional information on MTS' Title VI nondiscrimination obligations, please contact the Deputy General Counsel at either (619) 557-4539, [TitleVIComplaints@sdmts.com](mailto:TitleVIComplaints@sdmts.com), or 1255 Imperial Avenue, Suite 1000, San Diego, CA 92101.

## Notice of Availability of Free Language Assistance

MTS provides vital documents translated into languages other than English.

Written translations are available as follows:

- All vital and many non-vital documents are provided in English and Spanish.
- The Title VI Complaint Form is available in Spanish, Vietnamese, Tagalog, Chinese, Syriac, Arabic, Persian, Korean, Laotian, Japanese, Russian, Mandarin, Cambodian, Khmer, Assyrian and Chaldean.
- The Title VI Information and Complaint Process is available in all above languages using the Google Translate widget incorporated into the top of the webpage.
- Additional vital documents readily available in Vietnamese and Tagalog are the MTS Rider's Guide and applications for reduced fare identification cards.
- Most vital documents will be provided in any language identified above upon request, allowing 1-2 weeks for translation.
- MTS may translate outreach materials and other documents for a specific event or change as necessary, as warranted by the local population affected.

Verbal interpretation for vital service information is available as follows:

- Front-line administrative and call center assistance (MTS Information and Trip Planning, MTS Customer Service, MTS PRONTO Card office) is readily available in English and Spanish.
- Interpretive service for all other languages noted above is available through the MTS Information and Trip Planning line with a two-day advanced notice by

calling (619) 233-3004.

- MTS may offer interpretive services for a specific event as necessary, as warranted by the local population affected.

## **Additional References and Documents**

- [Vehicle Assignment Policy](#)
- [Transit Amenities Policy](#)
- [MTS Language Assistance Plan](#)
- [MTS Public Participation Plan](#)
- [MTS Board Policy No. 42 Transit Service Evaluation and Adjustment](#)
- [MTS Board Policy No. 48 Transit Service Discrimination Complaints Procedure](#)

## **Additional Resources**

### **United States Department of Transportation**

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor – TCR

1200 New Jersey Ave., SE

Washington, DC 20590

### **California Department of Transportation**

Office of Business & Economic Opportunity

Equal Employment Opportunity Program

Discrimination Complaint Investigation Unit

1823 14th Street, MS 79

Sacramento, California 95811

(866) 810-6346

[http://www.dot.ca.gov/hq/bep/title\\_vi/t6\\_index.htm](http://www.dot.ca.gov/hq/bep/title_vi/t6_index.htm)

# Rider's Guide



Transit services for people with disabilities.



## MTS Access Services

The Metropolitan Transit System (MTS) operates a fixed route bus and light rail system using ramp or lift equipped vehicles in full compliance with the Americans with Disabilities Act (ADA). We also operate a complementary paratransit division, MTS Access, for those riders who have been certified as unable to use fixed route service.

MTS Access provides complementary paratransit service that is comparable to the level of MTS fixed route service. This is offered within a ¾ mile radius of a nearby bus route and/or trolley station.

MTS Access service is available during the same hours and days, including on holidays, as the MTS fixed route system. If riders can take a particular trip between two points on MTS fixed route system at a specific time of day, the same trip is available on complementary paratransit. The MTS Access service area, therefore, may change by time of day and day of week when certain fixed routes are not in service.

For example, if a bus route runs from 5 a.m. until 9 p.m., MTS provides complementary paratransit service, at minimum, from 5 a.m. until 9 p.m. corresponding to that route. A rider's pick-up time for paratransit is also dictated by the fixed route hours. For example, if the earliest time a rider could depart from a particular fixed route stop is at 6:45 a.m., MTS Access trips could be provided starting at 6:45 a.m. If MTS runs fixed route service on weekends and holidays, it must provide MTS Access service on those days/hours as well. On board times for MTS Access will also be comparable to taking the same trip on fixed route.

*Please note that the MTS Access service area will always complement the fixed route bus and trolley routes/times. The MTS Access service area and hours may contract or expand as service changes are made to the MTS fixed route bus and trolley operations. If schedule or route changes are made to an existing bus or trolley line, the MTS Access Service Area will be modified accordingly.*

MTS offers several types of vehicles including minivans and smaller buses. MTS has also contracted with a local taxi provider to provide some trips under contract and supervised by MTS. MTS Access is a shared ride service. Other passengers may be picked-up and dropped-off during your trip.

If you reside outside the MTS ADA service area, your service is restricted to trip origins and destinations within our ADA service area. If your home address is outside the ADA service area, you may still receive paratransit service by selecting a pick-up or drop-off location within our service area. In this scenario, the passenger will be required to transport themselves to/from a location within the service area.

To use MTS Access services, a passenger must first be certified. You can call MTS Access paratransit service at (888) 517-9627 to determine if a trip is within the ADA service area. MTS suggests that all prospective passengers determine if the locations of their trip's origin and trip destination are within the MTS service area before beginning the certification process.

## Transfers to NCTD LIFT

If you plan a trip into the northern area of San Diego County, the trip will need to be booked with the North County Transit District (NCTD). NCTD has its own complementary paratransit system known as NCTD LIFT; their reservation phone number is (760) 726-1111. At the direction of the passenger, you may be dropped off and left unattended at a designated transfer point before your scheduled pick up time with the other service or you may remain in the vehicle.

## Fares and Ticket Sales

**One-Way Fare ..... \$5.00**

To make fare payment easier, you may purchase 10-pack ticket books for \$50 each in advance.

### In Person:

Visit the **Transit Store** at 12th & Imperial Transit Center, M-F 8:00 a.m.–5:00 p.m. Cash, checks, money orders, traveler's checks, Visa and MasterCard credit cards accepted.

### By Phone:

**619-234-1060**, M-F, 8:00 a.m.–5:00 p.m., and pay with a credit or debit card.

### Online:

**www.sdmts.com/purchase-access-tickets-online**

### By Mail:

Send form with check or money order for the total amount of books (\$50 each) you would like, payable to MTS, to: **Transit Store, MTS Access Ticket Sales, 1255 Imperial Avenue, Suite 100A, San Diego, CA 92101.**

*Subject to change.*

## ADA Eligibility Certification

To become certified for MTS Access, prospective riders are required to complete an application process for ADA certification. The application can be obtained by calling **(844) 299-6326 (TTY/TTD 7-1-1)**, emailing **access@sdmts.com**, or completing it online at **www.sdmts.com/access**. The certification offices are open Monday through Friday from 8:00 a.m. to 5:00 p.m. Once your application and medical certification forms are completed please call (844) 299-6326 to schedule your in-person assessment. MTS will make a decision within 21 days from the date of your completed assessment. If 21 days have passed since your assessment at an in-person appointment, you will be given temporary eligibility until a final determination occurs.

After a review of all application materials, one (1) of the following determinations will be made:

- **Unconditional:** Individuals who are never able to board, ride, disembark, or understand the fixed route bus and trolley system under any circumstances. Five year certification.
- **Conditional:** Individuals who are eligible to use MTS Access under any circumstances when fixed route is not a viable option due to effects of a disability. Individuals have been determined to be able to use fixed route service under certain circumstances as identified in their eligibility determination. Five year certification.
- **Temporary:** Individuals whose disability is expected to improve over time.
- **Ineligible:** Individuals who indicate or demonstrate they have the functional ability to board, ride, disembark, and understand the fixed route bus and trolley system under all circumstances.

### Appealing Eligibility determinations

Applicants have 60 days from the date of their eligibility determination letter to appeal. Details regarding the applicant's options and timeframes will be outlined in the eligibility determination letter. Appeals must be submitted in writing to: MTS Access Eligibility via Mail: **MTS Access Eligibility Center, 100 16th St., San Diego, CA 92101**; Email **Access@sdmts.com** or fax **(844) 299-6369**.

## Visitor

A visitor is an individual with disabilities who does not reside in the jurisdiction served by MTS. To qualify for visitor eligibility, either the visitor or the applicable transit agency can submit documentation that the individual is ADA paratransit eligible in the jurisdiction in which they reside.

If a visitor does not have documentation of ADA paratransit eligibility, MTS Access may require documentation of the individual's place of residence and disability. For visitors whose disability is apparent, per 49 CFR § 37.127(d), no other documentation is required. For visitors whose disability is not apparent (e.g., cognitive disability or cardiac condition), per 49 CFR § 37.127(d), MTS Access may require documentation of disability, such as a letter from a medical professional or eligibility for other services based on a determination of disability. Visitors request eligibility by contacting MTS Access Eligibility:

Phone: **(844) 299-6326** • Fax: **(844) 299-6369**

Email: **Access@sdmts.com**

Mail: **MTS Access Eligibility Center, 100 16th St., San Diego, CA 92101**

Upon receipt of a visitor's request for eligibility or visitor eligibility documentation, if applicable, MTS Access staff will process within one (1) business day. The visitor will be notified by email or phone, as applicable. Only if an email address or phone number is not provided or if not valid/not working will determinations be mailed. Visitor eligibility can be used for 21 days during any 365-day period. The visitor may be required to apply for eligibility if the visitor wishes to use the paratransit service beyond the 21 days within the same year.

## Contact Us

**Reservations:** 1-888-517-9627 or 1-800-921-9664

### ADA Eligibility Certification

Tel: 1-844-299-6326 • Fax: 844-299-6369

Email: **access@sdmts.com**

### Customer Service:

Tel: 619-557-4555

Visit: **sdmts.com/contact**

### MTS Access Services:

100 16th Street, San Diego, CA 92101-7490

### Online: **sdmts.com/access**

For any complaints alleging discrimination based on disability, contact MTS Deputy General Counsel at 1255 Imperial Avenue, Suite 1000, San Diego, CA 92101, call 619-557-4539 or email **ADAComplaints@sdmts.com**.

### MTS Accessible Services Advisory Committee

**(ASAC):** ASAC is comprised of a MTS Board of Directors representative, MTS fixed route and MTS Access passengers, and social service organizations. ASAC generally meets quarterly. The aim of ASAC is to provide feedback to MTS staff and/or the MTS Board of Directors on MTS's services. For more information or a meeting schedule, please visit **sdmts.com** or call (619) 231-1466.

## Reservations

Once certified to ride, schedule your trip by either:

1. **Calling (888) 517-9627 or 1-800-921-9664**, any day between 8 a.m. and 5 p.m. (TTY/TDD: 1-800-568-7097); or
2. **MTS EZ Access** - MTS EZ Access offers riders the ability to schedule, modify and cancel trips online. Riders are also able to book trips 24/7 using the app. Riders must first go to **access.sdmts.com** to register to use the website. Apps are available in the iOS and Android App stores under MTS EZ Access. This app allows riders to track their ride in real time.

Reservations are accepted from ten (10) days in advance until 5 p.m. the day before travel. Please be ready to provide us with the certified passenger's name, pick-up address, when they would like to travel, the destination address, and if/when to book a return trip. On occasion, our reservation agents may not be able to immediately provide a pick-up window for your trip. However, you will be guaranteed a trip to begin no more than one (1) hour before or one (1) hour after your original requested departure time. You will receive notification by 5 p.m. the day prior to your ride with your pick-up window time. MTS Access does not provide same-day trips.

Reservations may be booked in one (1) of the following formats below:

### 1. Pick-up time based

Your reserved pick-up time will be within one (1) hour of your requested pick-up time. For example, if you request an 8:00 am pick-up, your trip offer will be between 7:00 and 9:00 am. Your arrival time will depend on your trip pick-up time, other passenger's pick-ups and drop offs, and the varying amount of time it may take to travel to your destination. Please calculate sufficient riding time since trip lengths are comparable to fixed route travel times. You will be provided with a 30-minute window in which your ride will arrive to pick you up.

### 2. Appointment time based

You must inform the reservationist at time of booking that you wish to make an appointment-based reservation. Your scheduled drop off time will be between 30 minutes prior to your scheduled appointment until your scheduled appointment time. For example, if you have a 9:00 am appointment, your drop off window will be between 8:30 and 9:00 am. You will be provided with a 30-minute window in which your ride will arrive to pick you up.

You cannot request both a set pick-up and drop-off time. Since trip prioritization is prohibited by federal law, all trips (e.g. medical appointments, school schedules, work schedules, personal appointments, etc.) have equal priority in the MTS Access reservation system.

Passengers using service animals or traveling with a respirator or portable oxygen supply are welcome on MTS Access. Please advise MTS of any of these situations at the time you make your reservation.

## Traveling Outside of the MTS Service Area

If you are certified by MTS Access and will be traveling outside of the MTS Access service area, you can contact MTS Access and we will forward a copy of your eligibility for Complementary Paratransit service to the local provider in the area you are traveling to.



MTS understands that because MTS Access requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. MTS also understands that riders may sometimes miss scheduled trips or are unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. The following information explains MTS No-Show Policy.

#### A. Definitions:

- 1. No-show:** In instances when the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least five (5) minutes, a no-show occurs when a rider fails to appear for a scheduled trip. In these instances, driver will contact dispatch and dispatch will attempt to call the rider to inform them their driver is waiting. If the dispatcher is unable to contact the rider then dispatch will issue a no show and release the driver to proceed with their route. An automated call will be made to the rider after the no show is logged notifying them of the no show.
- 2. Late Cancellation:** A late cancellation is defined as either: a cancellation made less than one (1) hour before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

#### B. No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control

MTS does not count as no-shows or late cancellations any missed trips due to our error.

MTS does not count as no-shows or late cancellations situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken.

Riders should contact MTS Access when experiencing no-shows or late cancellations due to circumstances beyond their control

#### C. Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations

MTS reviews all recorded no-shows and late cancellations to ensure accuracy before documenting them in a rider's account. Each verified no-show or late cancellation, consistent with the above definitions, counts as one (1) no-show or late cancellation. Riders may be subject to suspension after they meet all of the following conditions:

- Three (3) or more no-shows or late cancellations in one (1) calendar month; and
- Booked at least 10 trips in the month; and
- Have "no-showed" or "late cancelled" at least 10 percent of total number of scheduled trips in the same one (1) calendar month.

MTS will notify riders by automated telephone call after each no show to inform the rider of the no show and to provide information on how they may dispute the no-show.

If a rider has no shows but it does not reach the threshold for suspension, they will receive a warning notice, which will be sent out after the end of the month.

If a rider has no shows that do reach the threshold for suspension, they will receive a suspension notice, which will be sent out after the end of the month.

Suspensions begin 30 calendar days after the suspension letter is issued. Violations result in the following suspensions:

- First violation: 7-day suspension
- Second violation: 14-day suspension
- Third violation: 30-day suspension
- Fourth and subsequent violations: 30-day suspension

#### D. Disputing Specific No-Shows or Late Cancellations

Riders wishing to dispute specific no-shows or late cancellations are encouraged to contact MTS Access as soon as possible after the no show or late cancellation. Riders should contact MTS by email at [noshow@sdmts.com](mailto:noshow@sdmts.com) or call, Monday through Friday from 8 a.m. to 5 p.m. at (888) 517-9627 Option #8 to explain the circumstance, and request the removal of the no-show or late cancellation.

#### E. Appealing Proposed Suspensions

Riders wishing to appeal suspensions have the right to file an appeal, which must be in writing, to MTS Access. The appeal request can be mailed to 100 16th St, San Diego, CA 92101 or sent via email at [noshow@sdmts.com](mailto:noshow@sdmts.com). Riders must submit written appeal requests within 21 calendar days of issue date of suspension letters.

For a complete copy of the MTS Access No Show policy please contact us at:

Phone: (888) 517-9627

Email: [noshow@sdmts.com](mailto:noshow@sdmts.com)

Online: [sdmts.com/access](https://sdmts.com/access)

MTS does not charge riders for no-show or late cancellation trips. No-show or late cancellation totals reset each month.

## General Information

**Subscriptions:** For passengers with a regular travel pattern (the same trip on multiple days), subscription service may be available. Subscriptions will be reviewed for efficiency, and if they comply with 49 CFR Section 37.133. If subscriptions become inefficient, MTS may decide to eliminate some or all subscription services. Subscriptions, if granted, may be placed on hold for a maximum of 60 days (for vacations, school breaks, etc.). After 60 days, any subscription that has not been reactivated will be discontinued. Any passengers who receive a suspension as a result of violation of the MTS Access No Show Policy may have their subscription services discontinued. All subscription requests will be reviewed and may be accepted or rejected based on the shared ride nature of this service. Changes to subscription rides may result in the discontinuation of the individual's subscription. There are only a limited number of subscription trips available. Please call MTS Access at (888) 517-9627 for more details. All subscription trips are automatically cancelled on most holidays and days of reduced service that surround holidays. For a current list of days where subscription trips are cancelled, please call (888) 517-9627 or visit [sdmts.com/access](https://sdmts.com/access) If you have a subscription and will still need your ride on a given holiday, you must contact the reservation office from ten (10) days in advance until 5 p.m. the day before travel to book your trip.

**Passenger Assistance:** Passengers and/or caregivers must advise our reservations center if a passenger cannot be left unattended. The passenger will receive origin-to-destination service within our guidelines. Passengers who appear, or claim to be, unable to care for themselves and do not have someone to receive them will be transported back to the origin of their trip, to the nearest medical facility, or to a police or sheriff's station, at the discretion of MTS.

Please note, MTS Access drivers may travel up to 60 feet from the vehicle if they can remain in visual contact with their vehicle. MTS Access drivers are forbidden to enter any private residence.

Drivers will assist passengers with up to two (2) twenty (20) pound packages on and off the vehicle. All packages must be able to be safely secured under the passenger's seat or in the passenger's lap. When traveling to/from the airport, cruise ship terminal, or a transit center, the driver will assist with up to two (2) fifty (50) pound packages.

**Personal Care Attendant (PCA):** Any MTS Access passenger may travel with a PCA. A PCA typically assists with one (1) or more daily life activities such as providing personal care, performing manual tasks, or providing assistance with mobility or communication. A PCA may ride with you free of charge. While a PCA may travel without paying a fare, at least one (1) passenger must always pay a full fare. Two (2) passengers cannot claim each other as PCA to avoid fare payment.

**Companions:** You may reserve up to two (2) spaces in addition to yourself. One (1) seat for a companion, which can be anyone (certified or not) that you choose

to bring with you and one (1) a Personal Care Attendant (PCA). Additional companions may ride on a space available basis. All companions must pay the full fare.

**Children:** On MTS Access, children five (5) years of age or younger may ride free with a fare-paying adult.

**Reasonable Modifications:** Passengers may request reasonable modifications on the spot with the driver or in advance with MTS Access Reservations staff. MTS may deny a reasonable modification request, whether made in advance or on the spot, for the following reasons:

1. Granting the request would fundamentally alter the nature of MTS's services, programs or activities;
2. Granting the request would create a direct threat to the health or safety of others;
3. The individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose without the need of a modification; and/or
4. Granting the request would cause undue financial or administrative burden.

If a request is denied, MTS will take any other action to the maximum extent possible to ensure that you receive MTS's services or benefits.

Examples of reasonable modification requests that may be denied, include but are not limited to:

- a. drivers taking on "attendant services" typically provided by a PCA (e.g. drivers are not permitted to assist passengers with the consumption of food, beverages, or medication)
- b. requested pick-up/drop-off location poses a direct threat (e.g. reversing the vehicle down a narrow alley or hard to maneuver stops).

For a full copy of MTS's reasonable modification policy, please see [www.sdmts.com/rider-info/accessibility/reasonable-modification](https://www.sdmts.com/rider-info/accessibility/reasonable-modification).

**Mobility Devices:** The wheelchair lifts on our vehicles are designed to not exceed a combined device and passenger weight of 800 pounds, and accommodate devices 30 inches in width, and 48 inches in length. If you and your mobility aid exceed those dimensions but can safely fit on the vehicle, you will be transported. Mobility aids and passengers that exceed the 800 pounds or are not able to safely fit onboard the vehicle will not be transported.

**On-Time:** MTS Access vehicles will arrive any time within a 30-minute ready-time window and still be considered "on time". For example, if your ready-time window is between 9:00 a.m. and 9:30 a.m., the vehicle can arrive any time between 9:00 a.m. and 9:30 a.m. Please be ready to board the vehicle immediately upon arrival. This helps to ensure better on-time performance that benefits all riders.

**Late MTS Access Vehicles:** If your MTS Access vehicle does not arrive within the 30 min window, please call MTS Access at (888) 517-9627 to check on the status of your ride. Please inform the dispatcher that you are checking on the status of a scheduled ride or log in to MTS EZ Access to check the status of your ride.

**Missed Trips:** If a passenger misses their return trip, MTS does not guarantee to provide an alternative return trip. MTS will make our best effort to offer you an alternative return trip time. Please note if a trip is available, there is no guarantee on how quickly their scheduled trip will arrive. In the event a trip is missed due to an error on MTS' part, MTS will send a ride to pick up the passenger as soon as possible.

**Destination Changes:** If a passenger wishes to change their destination while on board the MTS Access vehicle, they must call the MTS Access reservation office. Destination changes can only be authorized by the MTS Access reservations office. If a passenger no longer wishes to travel to the originally booked destination, and the new trip destination cannot be accommodated or approved, the driver will be instructed to return the passenger to the place of their trip origin.

**Automated Notifications:** MTS Access utilizes an automated notification system that will call riders with important information such as day before trip notification, day of trip notification, imminent arrival notification, no-shows, cancelled trips and trip booking notifications.

## Passenger Code of Conduct

MTS Access may exclude riders from our services if they engage in violent, seriously disruptive or illegal conduct, or represent a direct threat to the health or safety of themselves or others. At the time of such an incident, the passenger will either be returned to the place of their origin, or local law enforcement will be called to the scene at the discretion of MTS management.

## Your Civil Rights - Title VI Policy

MTS assures that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any agency program or activity. To request additional information on MTS' nondiscrimination obligations or to file a Title VI complaint against MTS, please write to: MTS Deputy General Counsel, 1255 Imperial Ave., Suite 1000, San Diego, 92101, email [TitleVIComplaints@sdmts.com](mailto:TitleVIComplaints@sdmts.com) or visit [sdmts.com](https://sdmts.com).

**Alternative formats available upon request. Please call: (619) 231-1466**

# Guía del Viajero



**Servicios de transporte para personas con discapacidades.**



## Servicios de MTS Access

**El Sistema de Transporte Metropolitano (MTS, por sus siglas en inglés) opera un sistema de autobuses con ruta fija y tren ligero con vehículos equipados con rampas o elevadores, en pleno cumplimiento con la Ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés). También operamos una división complementaria de paratransito, MTS Access, para los pasajeros que se ha certificado que no pueden usar el servicio de rutas fijas.**

MTS Access provee servicios complementarios de paratransito con un nivel de servicio comparable al servicio de ruta fija de MTS. Estos ofrecen dentro de un radio de ¾ de milla de las rutas de autobús o estaciones de Trolley.

El servicio de MTS Access está disponible los mismos días y horarios, incluyendo días feriados, que el sistema de rutas fijas de MTS. Si los pasajeros pueden hacer un traslado en particular entre dos puntos del sistema de rutas fijas de MTS a una hora específica, el mismo traslado está disponible en el servicio de paratransito complementario. Por lo tanto, el área de servicio de MTS Access puede cambiar según la hora del día y el día de la semana, cuando ciertas rutas fijas no estén en servicio.

Por ejemplo, si una ruta de autobús opera desde las 5 a.m. hasta las 9 p.m., MTS provee servicio de paratransito complementario, como mínimo, de 5 a.m. a 9 p.m. en lo correspondiente a esa ruta. La hora en que el paratransito recoge a un pasajero también depende del horario de la ruta fija. Por ejemplo, si la hora más temprana a la que un pasajero podría salir de una parada en particular de una ruta fija es a las 6:45 a.m., MTS Access podría ofrecer traslados a partir de las 6:45 a.m. Su MTS opera el servicio de ruta fija los fines de semana y días feriados, también debe ofrecer servicios de MTS Access en los mismos días y horarios. Tiempos de abordaje en MTS Access son comparable a tomar el mismo viaje en una ruta fija.

*Recuerde que el área de servicio de MTS Access siempre complementará las rutas y los horarios de autobuses de ruta fija y Trolleys. El área y horario de servicio de MTS Access pueden reducirse o ampliarse cuando se hagan cambios en las operaciones de autobuses de ruta fija y Trolleys de MTS. Si se hacen cambios al horario o la ruta de una línea existente de autobús o trolebús, el área de servicio de MTS Access se modificará en consecuencia.*

MTS ofrece varios tipos de vehículos, que incluyen furgonetas y autobuses más pequeños. MTS también tiene un contrato con un proveedor local de servicio de taxi para ofrecer algunos traslados contratados y supervisados por MTS. MTS Access es un servicio de transporte colectivo. El vehículo puede recoger o dejar a otros pasajeros durante su traslado.

Si vive fuera del área de servicio de ADA de MTS, su servicio estará restringido a traslados con orígenes y destinos dentro de nuestra área de servicio de ADA. Si su domicilio está fuera del área de servicio de ADA, aún puede recibir servicio de paratransito si selecciona un lugar de origen o destino dentro de nuestra área de servicio. En este escenario, el pasajero deberá transportarse por sus propios medios hacia o desde un lugar dentro del área de servicio.

Para usar los servicios de MTS Access, un pasajero primero debe certificarse. Puede llamar al servicio de paratransito MTS Access al (888) 517-9627 para determinar si un traslado está dentro del área de servicio de ADA. MTS sugiere que todos los pasajeros potenciales determinen si los lugares de origen y destino de su traslado están dentro del área de servicio de MTS antes de iniciar el proceso de certificación.

## Transferencias a NCTD Lift

Si planea un traslado a la región norte del condado de San Diego, deberá reservar el traslado con el Distrito de Transporte Público del Norte del Condado (NCTD, por sus siglas en inglés). El NCTD tiene su propio sistema de paratransito complementario, llamado NCTD LIFT; su número de teléfono para reservaciones es (760) 726-1111. Por instrucciones del pasajero, es posible dejarlo solo en un punto de transferencia designado antes de su hora de recogida programada con el otro servicio o puede permanecer en el vehículo.

## Tarifas y venta de boletos

**Tarifa de Viaje Sencillo ..... \$5.00**

Para facilitar el pago del pasaje, puede comprar previamente libretas con 10 boletos por \$50 cada una.

### En persona:

Visite la tienda **Transit Store** en 12th & Imperial Transit Center, L-V, 8:00 a.m.-5:00 p.m. Se aceptan pagos en efectivo, cheques, giros postales, cheques de viajero, tarjetas de crédito Visa y MasterCard.

### Por teléfono:

619-234-1060, L-V, 8:00 a.m.-5:00 p.m. y pague con tarjeta de crédito o débito.

### En línea:

[www.sdmts.com/purchase-access-tickets-online](http://www.sdmts.com/purchase-access-tickets-online)

### Por correo:

Envíe un formulario con su cheque o giro postal por el importe total de las libretas (\$50 cada una) si lo desea librado a favor de MTS, a: **Transit Store, MTS Access Ticket Sales, 1255 Imperial Avenue, Suite 100A, San Diego, CA 92101.**

*Sujeto a cambios.*

## Certificación de elegibilidad según la ADA

Para certificarse para MTS Access, los pasajeros potenciales deben seguir un proceso de solicitud para obtener su certificación según la ADA. Puede obtener la solicitud llamando al **(844) 299-6326 (TTY/TDD 7-1-1)**, enviando correo electrónico a [access@sdmts.com](mailto:access@sdmts.com), o bien contestarla en línea en [www.sdmts.com/access](http://www.sdmts.com/access). Las oficinas de certificación abren de lunes a viernes, de 8:00 a.m. a 5:00 p.m. Cuando haya contestado sus formularios de solicitud y certificación médica, llame al (844) 299-6326 para programar su evaluación presencial. MTS tomará una decisión en un plazo de 21 de la fecha en que concluya su evaluación. Si han transcurrido 21 días desde su evaluación en una cita presencial, se le concederá elegibilidad temporal hasta que se haga una determinación definitiva.

Después de analizar todos los materiales de la solicitud, se hará una (1) de las siguientes determinaciones:

- **Incondicional:** Personas que nunca son capaces de abordar, utilizar, dejar o entender el sistema de autobuses de ruta fija y Trolleys en cualquier circunstancia. Cinco años de certificación.
- **Condiciona:** Personas que son elegibles para usar MTS Access bajo cualquier circunstancia cuando una ruta fija no es una opción viable debido a los efectos de una discapacidad. Se ha determinado que las personas son capaces de usar el servicio con ruta fija en ciertas circunstancias que se identifican en su determinación de elegibilidad. Cinco años de certificación.
- **Temporal:** Personas cuya discapacidad se espera que mejore con el tiempo.
- **Inelegible:** Personas que indicaron o demostraron que tienen la capacidad funcional para abordar, utilizar, dejar y entender el sistema de autobuses de ruta fija y Trolleys en cualquier circunstancia.

### Apelaciones de las determinaciones de elegibilidad

Los solicitantes tienen 60 días para apelar desde la fecha de su carta de determinación de elegibilidad. Los detalles sobre las opciones y plazos del solicitante se describirán en la carta de determinación de elegibilidad. Las apelaciones deben enviarse por escrito a:

**MTS Access Eligibility Center, 100 16th St., San Diego, CA 92101;** Correo electrónico [Access@sdmts.com](mailto:Access@sdmts.com) o fax **(844) 299-6369.**

## Visitante

Un visitante es una persona con discapacidades que no vive en la jurisdicción atendida por MTS. Para ser elegible como visitante, el visitante o la agencia de transporte público correspondiente pueden entregar documentación que compruebe que la persona es elegible para servicios de paratransito según la ADA en la jurisdicción en la que reside.

Si un visitante no tiene documentos de elegibilidad para paratransito según la ADA, MTS Access puede exigir documentos sobre el lugar de residencia y la discapacidad. En el caso de los visitantes cuya discapacidad sea evidente, de acuerdo con 49 CFR § 37.127(d), no se requieren más documentos. En el caso de los visitantes cuya discapacidad no sea evidente (por ejemplo, una discapacidad cognitiva o enfermedad cardíaca), de acuerdo con 49 CFR § 37.127(d) MTS Access puede exigir documentación de la discapacidad, como una carta de un profesional médico o comprobantes de elegibilidad para otros servicios con fundamento en una determinación de discapacidad. Los visitantes solicitan su elegibilidad a Elegibilidad de MTS Access por los siguiente medios:

Teléfono: **(844) 299-6326 • Fax: (844) 299-6369**  
 Correo electrónico: [Access@sdmts.com](mailto:Access@sdmts.com)  
 Correo: **MTS Access Eligibility Center, 100 16th St., San Diego, CA 92101**

Tras recibir la solicitud de elegibilidad de un visitante o la documentación de elegibilidad del visitante, si corresponde, el personal de MTS Access la procesará en un plazo de un (1) día hábil. El visitante será notificado por correo electrónico o teléfono, según corresponda. Solamente cuando no se proporcione una dirección de correo electrónico ni un número de teléfono, o cuando los proporcionados no sean válidos o no funcionen, las determinaciones se enviarán por correo postal. La elegibilidad de visitantes puede usarse durante 21 días en cualquier período de 365 días. El visitante podría estar obligado a solicitar su elegibilidad si desea usar el servicio de paratransito más de 21 días en el mismo año.

## Información de contacto:

**Reservaciones:** 1-888-517-9627 o 1-800-921-9664

### Certificación de elegibilidad según la ADA

Tel: 1-844-299-6326 • Fax: 844-299-6369  
 Correo electrónico: [access@sdmts.com](mailto:access@sdmts.com)

**Servicio al cliente:** 619-557-4555 o visite: [sdmts.com/contact](http://sdmts.com/contact)

### Servicios de MTS Access

100 16th Street, San Diego, CA 92101-7490

**En línea:** [sdmts.com/access](http://sdmts.com/access)

Para reclamos de discriminación en base de discapacidad, por favor contacte al Consejero Legal Alternativo de MTS ubicado en 1255 Imperial Avenue, Suite 1000, San Diego, CA 92101 o llame al 619-557-4539 o envíe un correo electrónico a [ADAComplaints@sdmts.com](mailto:ADAComplaints@sdmts.com).

### Comité Asesor de Servicios Accesibles de MTS (ASAC):

El ASAC se compone de un representante del Consejo Directivo de MTS, pasajeros de rutas fijas de MTS y MTS Access, y organizaciones de servicio social. El ASAC por lo general se reúne trimestralmente. El objetivo del ASAC es brindar crítica constructiva sobre los servicios de MTS al personal y al Consejo Directivo de MTS. Para obtener más información o ver el calendario de reuniones, visite [www.sdmts.com](http://www.sdmts.com) o llame al (619) 231-1466.

## Reservaciones

Cuando sea certificado para trasladarse, puede programar su traslado

1. Llamando al **(888) 517-9627** o **1-800-921-9664**, cualquier día de 8 a.m. a 5 p.m. (TTY/TDD: 1 800-568-7097); o
2. **EZ Access de MTS** - EZ Access de MTS permite a los pasajeros programar, modificar y cancelar traslados por internet. Los pasajeros también pueden reservar traslados 24/7 desde la aplicación. Los pasajeros primero deben ir a [access.sdmts.com](http://access.sdmts.com) para registrarse y poder usar la página web. Las aplicaciones están disponibles en las tiendas de aplicaciones iOS y Android bajo MTS EZ Access. Esta aplicación permite a los pasajeros realizar un seguimiento de su viaje en tiempo real. Los pasajeros primero deben visitar <https://access.sdmts.com/#/auth/signinregister> para registrarse para usar el sitio de internet. También hay aplicaciones móviles en las tiendas de iOS y Android con el nombre MTS EZ Access. Esta aplicación también permite a los pasajeros rastrear su traslado en tiempo real.

Se aceptan reservaciones desde diez (10) días antes y hasta las 5 p.m. del día anterior al traslado. Por favor esté preparado para proporcionar el nombre del pasajero certificado, la dirección del origen, cuándo le gustaría hacer su traslado, la dirección del destino, y si desea reservar un traslado de regreso, y cuándo. Ocasionalmente, nuestros agentes de reservaciones quizá no puedan darle de inmediato un período de recogida para su traslado. Se le garantizará que su traslado inicie como máximo una (1) hora antes o una (1) hora después de su hora de salida solicitada originalmente. Recibirá una notificación a más tardar a las 5 p.m. del día previo a su traslado, con el período de recogida. MTS Access no provee traslados el mismo día.

Puede hacer sus reservaciones usando uno (1) de los siguientes formatos:

1. **Basado en hora de recogida:** Su hora de recogida reservada será a menos de una (1) hora de su hora de recogida solicitada. Por ejemplo, si solicita que lo recojan a las 8:00 a.m., su traslado se ofrecerá entre las 7:00 y las 9:00 a.m. Su hora de llegada dependerá de su hora de recogida, de la necesidad de recoger y dejar a otros pasajeros y del tiempo variable de traslado a su destino. Calcule suficiente tiempo de viaje, dado que la duración de los traslados es comparable a la duración de los traslados en ruta fija. Se le proporcionará un período de 30 minutos durante el cual llegarán a recogerlo.
2. **Basado en hora de cita:** Debe informar al agente de reservaciones, al momento de registrarse, que desea hacer una reservación basada en cita. Su hora de llegada programada será entre 30 minutos antes de su cita y la hora de su cita. Por ejemplo, si tiene una cita a las 9:00 a.m., su período de llegada será entre las 8:30 y las 9:00 a.m. Se le proporcionará un período de 30 minutos durante el cual llegarán a recogerlo.

No puede solicitar tanto una hora de recogida como una hora de llegada. Dado que las leyes federales prohíben priorizar los traslados, todos los traslados (como citas médicas, clases escolares, horarios de trabajo, citas personales, etc.) tienen la misma prioridad en el sistema de reservaciones de MTS Access.

Los pasajeros que utilicen animales de servicio o que viajen con un respirador o tanque de oxígeno portátil son bienvenidos en MTS Access. Informe a MTS de cualquiera de estas situaciones cuando haga su reservación.

## Traslados fuera del área de servicio de MTS

Si tiene certificación de MTS Access y viajará fuera del área de servicio de MTS Access, puede comunicarse con MTS Access y enviaremos una copia de su elegibilidad para servicio de paratransito complementario al proveedor local a su área de destino.

MTS entiende que dado que MTS Access exige que los traslados se programen con anticipación, los pasajeros en ocasiones podrían no hacer traslados programados o podrían olvidar cancelar traslados que ya no necesitan. MTS también entiende que los pasajeros a veces pueden no llegar a tiempo a sus traslados programados o podrían ser incapaces de cancelar sus traslados de manera oportuna por motivos fuera de su control. Sin embargo, la inasistencia a traslados programados o el incumplimiento de cancelar traslados de manera oportuna, cuando es reiterado, puede provocar la suspensión del servicio. La siguiente información explica la política de inasistencias de MTS.

**A. Definiciones:**

- 1. Inasistencia:** En casos en los que el vehículo llegue al lugar de recogida programado dentro del período de recogida y el conductor espere por lo menos cinco (5) minutos, ocurre una inasistencia cuando un pasajero no se presenta para su traslado programado. En esos casos, el conductor se comunicará con el centro de despacho, donde intentarán llamar al pasajero para informarle que su conductor está esperando. Si el despachador no puede contactar al pasajero, registrará una inasistencia e indicará al conductor que continúe su ruta. Se hará una llamada automatizada al pasajero después de registrar la inasistencia, a fin de notificarle su inasistencia.
- 2. Cancelación tardía:** Una cancelación tardía se define como: una cancelación que se hace menos de una (1) hora antes de la hora programada de recogida o una cancelación que se hace en la puerta, o la negativa de abordar el vehículo que ha llegado dentro del período de recogida.

**B. Inasistencias debido a error del conductor o circunstancias fuera del control del pasajero**

MTS no cuenta como inasistencias o cancelaciones tardías los traslados que no se hagan debido a errores nuestros.

MTS no cuenta como inasistencias o cancelaciones tardías las situaciones fuera del control del pasajero que impiden que el pasajero nos notifique que no puede hacer el traslado.

Los pasajeros deben comunicarse a MTS Access cuando ocurran inasistencias o cancelaciones tardías por circunstancias fuera de su control.

**C. Políticas de suspensión por un patrón o costumbre de inasistencias y cancelaciones tardías excesivas**

MTS analiza todas las inasistencias y cancelaciones tardías registradas para asegurarse de que son correctas antes de documentarlas en la cuenta de un pasajero. Cada inasistencia o cancelación tardía verificada que sea congruente con las definiciones anteriores cuenta como una (1) inasistencia o cancelación tardía. Los pasajeros pueden ser suspendidos cuando cumplan las todas condiciones siguientes:

- Tres (3) o más inasistencias o cancelaciones tardías en un (1) mes calendario; y
- Reservó al menos 10 viajes en el mes; y
- Ha “inasistido” o “cancelado tardíamente” por lo menos el 10 por ciento de sus traslados totales en el mismo período de un (1) mes calendario.

MTS notificará a los pasajeros mediante una llamada telefónica automatizada después de cada inasistencia, a fin de notificar al pasajero de la inasistencia y proporcionarle información acerca de cómo puede disputarla.

Si un pasajero tiene inasistencias pero no alcanza el nivel de suspensión, recibirá una notificación de advertencia, que se enviará después de que termine el mes.

Si un pasajero tiene inasistencias que alcanzan el nivel de suspensión, recibirá un aviso de suspensión, que se enviará después de que termine el mes.

Las suspensiones comienzan 30 días calendario después de la expedición de la carta de suspensión. Las infracciones tendrán como resultado las siguientes suspensiones:

- Primera infracción: Suspensión por 7 días
- Segunda infracción: Suspensión por 14 días
- Tercera infracción: Suspensión por 30 días
- Cuarta infracción e infracciones subsecuentes: Suspensión por 30 días

**D. Disputa de inasistencias o cancelaciones tardías específicas**

Los pasajeros que deseen disputar inasistencias o cancelaciones tardías específicas deben comunicarse con MTS Access lo antes posible después del suceso en cuestión. Los pasajeros deben enviar correo electrónico a MTS a [noshow@sdmts.com](mailto:noshow@sdmts.com) o llamar, de lunes a viernes, de 8 a.m. a 5 p.m., al teléfono (888) 517-9627 opción 8 para explicar las circunstancias y solicitar que se elimine la inasistencia o cancelación tardía.

**E. Apelación de suspensiones propuestas**

Los pasajeros que deseen apelar suspensiones tienen el derecho a presentar una apelación, que debe estar por escrito, a MTS Access. Puede enviar la solicitud de apelación por correo postal a 100 16th St, San Diego, CA 92101 o por correo electrónico a [noshow@sdmts.com](mailto:noshow@sdmts.com). Los pasajeros deben solicitar sus apelaciones por escrito en un plazo de 21 días calendario de la fecha de expedición de las cartas de suspensión.

Para recibir un ejemplar completo de la política de inasistencias de MTS Access, llame o envíe correo electrónico a:

Teléfono: **(888) 517-9627**  
 Correo electrónico: **[noshow@sdmts.com](mailto:noshow@sdmts.com)**  
 En línea: **[sdmts.com/access](https://sdmts.com/access)**

MTS no cobra a los pasajeros los traslados con inasistencia o cancelación tardía. Los totales de ausencias o cancelaciones tardías se reinician cada mes.

**Información general**

**Suscripción:** En el caso de pasajeros con patrones regulares de traslado (el mismo traslado en varios días), podemos tener disponible el servicio de suscripción. Se analizarán las suscripciones para determinar su eficiencia y su cumplimiento con 49 CFR Sección 37.133. Si las suscripciones se vuelven ineficientes, MTS puede decidir eliminar algunos servicios de suscripción, o todos ellos. Las suscripciones, si se conceden, pueden dejarse en suspenso por un máximo de 60 días (por vacaciones, recesos escolares, etc.) Después de 60 días, las suscripciones que no sean reactivadas serán canceladas. Todo pasajero que reciba una suspensión por infracciones a la política de inasistencias de MTS está expuesto a que se cancelen sus servicios de suscripción. Todas las solicitudes de suscripción se analizarán y pueden aceptarse o rechazarse sobre la base de la naturaleza compartida de este servicio. Los cambios en los traslados por suscripción pueden provocar la cancelación de la suscripción individual. Solo hay disponible una cantidad limitada de traslados por suscripción. Llame a MTS Access al (888) 517-9627 para pedir más detalles.

Todos los traslados por suscripción se cancelan automáticamente en la mayoría de los días feriados y en los días de servicio reducido cerca de los días feriados. Para obtener una lista actualizada de los días en que se cancelan los traslados por suscripción, llame al (888) 517-9627 o visite [sdmts.com/access](https://sdmts.com/access). Si tiene una suscripción y aún necesita su traslado en determinado día feriado, debe llamar a la oficina de reservaciones por lo menos tres (3) días hábiles antes del día feriado para asegurarse de que no se cancele su traslado. Si tiene una suscripción y aún necesitará su viaje en un día festivo determinado, debe comunicarse con la oficina de reservaciones con diez (10) días de anticipación hasta las 5 p.m. el día antes del viaje para reservar su viaje.

**Asistencia a pasajeros:** Los pasajeros y cuidadores deben dar aviso a nuestro centro de reservaciones si un pasajero no puede estar solo. El pasajero recibirá servicio de origen a destino, de acuerdo con nuestros lineamientos. Los pasajeros que parezcan o afirmen ser incapaces de cuidar de sí mismos y que no tengan a alguien que los reciba serán transportados de regreso al origen de su traslado, al centro médico más cercano o a una estación de policía u oficina del sheriff, a criterio de MTS.

Tome en cuenta que los conductores de MTS Access pueden alejarse hasta 60 pies del vehículo si pueden permanecer en contacto visual con el vehículo. Los conductores de MTS Access tienen prohibido entrar a cualquier residencia privada.

Los conductores ayudarán a los pasajeros a subir y bajar del vehículo hasta dos (2) paquetes de hasta veinte (20) libras. Todos los paquetes deben poder colocarse de manera segura debajo del asiento del pasajero o en el regazo del pasajero. Durante traslados hacia y desde el aeropuerto, la terminal de cruceros o un centro de transporte público, el conductor ayudará hasta con dos (2) paquetes de hasta cincuenta (50) libras.

**Asistente de cuidado personal (PCA):** Cualquier pasajero de MTS Access puede viajar con un asistente de cuidado personal. Un PCA habitualmente ayuda con una (1) o más actividades de la vida cotidiana, como brindar cuidados personales, realizar tareas manuales o brindar asistencia con movilidad o comunicación. Un PCA puede trasladarse con usted sin costo. Si bien un PCA puede trasladarse sin pagar pasaje, por lo menos un (1) pasajero debe pagar siempre el pasaje completo. Dos (2) pasajeros no pueden alegar que cada uno es el PCA del otro para evitar pagar el pasaje.

**Compañeros:** Puede reservar hasta dos (2) espacios adicionales al suyo. Un (1) asiento para un compañero, que puede ser cualquier persona (certificada o no) que usted decida que lo acompañe, y un (1) asistente de cuidado personal (PCA, por sus siglas en inglés). Los compañeros adicionales pueden trasladarse si hay espacio disponible. Todos los compañeros deben pagar el pasaje completo.

**Niños:** En MTS Access, los niños de cinco (5) años de edad o menos pueden trasladarse gratis con un adulto que pague pasaje.

**Modificaciones razonables:** Los pasajeros pueden solicitar modificaciones razonables en el momento con el conductor o por adelantado con el personal de Reservaciones de MTS Access. MTS puede rechazar una solicitud de modificación razonable, ya sea realizada con anticipación o en el momento, por las siguientes razones:

1. Conceder la solicitud alteraría fundamentalmente la naturaleza de los servicios, programas o actividades de MTS;
2. Conceder la solicitud crearía una amenaza directa a la salud o seguridad de los demás;
3. La persona con la discapacidad puede usar completamente los servicios, programas o actividades de la entidad para su propósito previsto sin necesidad de una modificación; y/o
4. La concesión de la solicitud supondría una carga financiera o administrativa indebida.

Si la solicitud es rechazada, MTS tomará cualquier otra medida en la medida que sea posible para garantizar que usted reciba los servicios o beneficios de MTS. Los ejemplos de solicitudes de modificación razonables que se pueden rechazar incluyen, entre otros:

- a. conductores que asumen “servicios de asistente” que normalmente proporciona un PCA (por ejemplo, no se permite que los conductores ayuden a los pasajeros con el consumo de alimentos, bebidas o medicamentos)
- b. el lugar solicitado para recoger/dejar representa una amenaza directa (p. ej., dar marcha atrás con el vehículo en un callejón estrecho o parar en paradas difíciles de maniobrar).

Para obtener una copia completa de la política de modificación razonable de MTS, consulte <https://www.sdmts.com/rider-info/accessibility/reasonable-modification>

**Dispositivos de movilidad:** Los elevadores de sillas de ruedas de nuestros vehículos están diseñados para no exceder un paso total combinado de 800 libras del dispositivo y el pasajero, y pueden aceptar dispositivo de hasta 30 pulgadas de ancho y 48 pulgadas de longitud. Si usted y su aparato de movilidad exceden esas dimensiones, pero pueden ingresar de manera segura al vehículo, podrá hacer su traslado. Los aparatos de movilidad y pasajeros que excedan de 800 libras o que no puedan ingresar de manera segura al vehículo no serán transportados.

**Puntual:** Los vehículos de MTS Access llegarán en cualquier momento de un período de recogida de 30 minutos y se considerarán “puntuales”. Por ejemplo, si su período de recogida es de las 9:00 a.m. a las 9:30 a.m., el vehículo puede llegar en cualquier momento entre las 9:00 a.m. y las 9:30 a.m. Por favor esté preparado para abordar el vehículo de inmediato. Así nos ayudará a garantizar un mejor servicio que beneficie a todos los pasajeros.

**Vehículos de MTS Access con retraso:** Si su vehículo de MTS Access no llega en el período de 30 minutos, llame a MTS Access al (888) 517-9627 para confirmar el estatus de su traslado. Informe al despachador que quiere confirmar el estatus de un traslado programado, o inicie sesión en EZ Access de MTS o inicie sesión en MTS EZ Access para verificar el estado de su viaje.

**Traslados omitidos:** Si un pasajero no aborda su traslado de regreso, MTS no garantiza que podrá ofrecer un traslado de regreso alternativo. En MTS haremos nuestro mayor esfuerzo para ofrecerle un traslado de regreso alternativo. Recuerde que si hay un traslado disponible, no hay garantía alguna respecto a la velocidad con la que llegará. En caso de que se lleve a cabo un traslado por error de MTS, MTS enviará un vehículo a recoger al pasajero lo antes posible.

**Cambios en el destino:** Si un pasajero desea cambiar su destino cuando está a bordo del vehículo de MTS Access, debe llamar a la oficina de reservaciones de MTS Access. Los cambios de destino solamente pueden ser autorizados por la oficina de reservaciones de MTS Access. Si un pasajero ya no desea ir al destino que reservó originalmente y no es posible programar o aprobar el nuevo destino, se le indicará al conductor que devuelva al pasajero al lugar de origen de su traslado.

**Notificaciones automatizadas:** Access utiliza un sistema de notificaciones automatizadas que llama a los pasajeros para darles información importante como: notificación el día anterior al traslado, notificación el día del traslado, notificación de llegada inminente, inasistencias, traslados cancelados y notificaciones de reservación de traslados.

**Código de conducta del pasajero**

MTS Access puede excluir a los pasajeros de nuestros servicios si cometen actos violentos, que alteren gravemente el orden o que sean ilegales, o si representan una amenaza directa para la salud o la seguridad de ellos mismos o de otras personas. En el momento del incidente, el pasajero será devuelto a su lugar de origen o se llamará a la policía a la escena, a criterio de la gerencia de MTS.

**Sus derechos civiles - Política referente al Título VI**

MTS garantiza que ninguna persona será excluida de participar en ningún programa o actividad de la agencia, ni se le negarán los beneficios de los mismos, ni será sujeto a ningún otro tipo de discriminación por motivos de raza, color de piel o país de origen. Para solicitar más información acerca de las obligaciones de no discriminación de MTS, o para presentar una queja en contra de MTS, escriba a: MTS Deputy General Counsel, 1255 Imperial Ave., Suite 1000, San Diego, 92101, envíe un correo electrónico a [TitleVIComplaints@sdmts.com](mailto:TitleVIComplaints@sdmts.com) o visite [sdmts.com](https://sdmts.com).

**Hay formatos alternativos disponibles si los solicita. Llame al: (619) 231-1466**

# June 2023 Service Changes

Att.B, AI 6, 05/16/24



## Take One

Post Until 7/5/23

Find the most current timetables at [sdmts.com](http://sdmts.com) or call MTS Information and Trip Planning at **(619) 233-3004**.



Please note changes listed below to MTS services, effective **Sunday, June 11, 2023**. New timetables for the affected routes will be **MAGENTA**, matching the color of this notice.

Route	Description of Changes
3	New routing for <b>northbound</b> Route 3 in Downtown San Diego, to use 7th Ave. between Market St. and Broadway instead of 5th Ave. Northbound Route 3 bus stops on Market St. @ 6th Ave. and on 5th Ave. @ G Street and @ Broadway are discontinued. A new stop will be opened on 7th Ave. @ F Street. (No changes to southbound Route 3.)
8	Weekday and Saturday frequency is increased to every 15 minutes. Also, schedule adjustments on all days.
9	Weekend schedule adjustments.
30	Weekday midday frequency is increased to every 15 minutes. Also, due to construction at UC San Diego, the Gilman Transit Center stop for <b>southbound</b> Route 30 will be relocated two blocks west on Gilman Drive, between Library Walk and Mandeville Lane. Also, weekday and Saturday schedule adjustments.
41	Due to construction at UC San Diego, the last stop for <b>northbound</b> Route 41 will be on Gilman Drive at Russell Lane (next to BluPeak Credit Union). For passengers boarding <b>southbound</b> Route 41 at Gilman Transit Center, please use a new stop located three blocks west on Gilman Drive, between Library Walk and Mandeville Lane.
120	The <b>northbound</b> Route 120 bus stop on 5th Ave. @ Broadway in Downtown San Diego is discontinued. Riders should board Route 120 on 5th Ave. @ C Street.
201/202	Due to construction at UC San Diego, the Gilman Transit Center stop for Route 201 will be relocated two blocks west on Gilman Drive, between Library Walk and Mandeville Lane. (No changes for Route 202.)
225	Minor schedule adjustments.
854	Route 854X service will resume in August with the start of the Grossmont College fall semester.
904	Coronado's "Free Summer Shuttle" begins with <b>added service and no fare for summer!</b> Route 904 frequency increases to every <b>15 minutes</b> seven days/week, with later evening service on Fridays and Saturdays. <b>The Free Summer Shuttle is sponsored by the City of Coronado and Discover Coronado.</b>

905	The Otay Mesa detour and temporary Route 905C shuttle will remain in place through early 2024 due to the roadway construction project on Airway Road.
906/907	Frequency is increased to every 15 minutes, seven days a week.
909	Minor schedule adjustments.
921	Due to construction at UC San Diego, the last stop for <b>westbound</b> Route 921A will be on Gilman Drive at Russell Lane (next to BluPeak Credit Union). For passengers boarding eastbound Route 921A at Gilman Transit Center, please use a new stop located three blocks west on Gilman Drive, between Library Walk and Mandeville Lane.

Att. 5, At 6, 05/16/24

## Rock ‘n’ Roll Marathon (Sunday, June 4, 2023)


On Sunday, June 4, 2023, many MTS Bus routes will be disrupted due to the Rock ‘n’ Roll Marathon. Significant street closures, starting early morning and lasting through the mid-afternoon, will result in detours, delays, and no service to certain route segments and bus stops. Visit [sdmts.com/rock-n-roll](https://sdmts.com/rock-n-roll) for details.



## Independence Day Schedule (Tuesday, July 4, 2023)

- **The Trolley and most MTS Bus routes will operate a Sunday schedule**, with extra Trolley service for the Padres game and Big Bay Boom event. Visit [sdmts.com](https://sdmts.com) for event details the week before July 4.
- No service on *Rapid Express* 280 & 290, Rural 894, or Sorrento Valley COASTER Connection
- MTS’ **Information and Trip Planning Office** will be open 8 a.m. – 5 p.m.
- The **Transit Store** and the **PRONTO** and **Customer Service** offices will be closed.
- **MTS Access** Subscription passengers who need a ride on Independence Day must contact the reservation office from ten (10) days in advance until 5 p.m. the day before travel to book trip.


**THIS INFORMATION WILL BE MADE AVAILABLE IN ALTERNATIVE FORMATS UPON REQUEST. To request this notice in an alternative format**, please call (619) 231-1466. The Metropolitan Transit System operators adhere to a nondiscrimination policy with regard to both services and facilities. MTS assures that no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any agency program or activity. To request additional information on MTS’ nondiscrimination obligations or to file a complaint against MTS, please write to MTS Deputy General Counsel, 1255 Imperial Ave., Suite 1000, San Diego, 92101 or log on to [sdmts.com](https://sdmts.com).




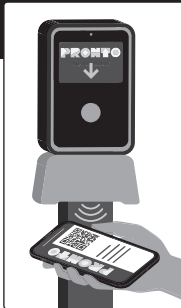
**TAP or SCAN  
Required  
Before Boarding**


*TOCA o ESCANEA  
Se requiere antes de abordar*

619-595-5636  
[RidePRONTO.com](https://RidePRONTO.com)









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# Junio de 2023

## Cambios en el servicio

Att.B, Al 6, 05/16/24

Consulte los horarios más actualizados en [sdmts.com](http://sdmts.com) o llame a Información y Planeación de viajes de MTS al teléfono **(619) 233-3004**.



Tome en cuenta los siguientes cambios a los servicios del MTS, que entrarán en vigor el **domingo 11 de junio de 2023**. Los nuevos horarios de las rutas afectadas serán **MAGENTA**, al igual que el color de este aviso.

Ruta	Descripción de los cambios
3	Nuevo recorrido para la Ruta 3 <b>en dirección al norte</b> en el centro de San Diego, que usará 7th Ave. entre Market St. y Broadway en lugar de 5th Ave. Las paradas de autobús de la Ruta 3 en dirección al norte en Market St. con 6th Ave. y en 5th Ave. con G Street and con Broadway quedan descontinuadas. Se abrirá una nueva parada en 7th Ave. con F Street. (No se harán cambios en la Ruta 3 en dirección al sur).
8	La frecuencia entre semana y los sábados aumenta a cada 15 minutos. Además, se harán ajustes a los horarios de todos los días.
9	Ajustes a los horarios del fin de semana.
30	La frecuencia entre semana, durante la parte media del día, se aumenta a cada 15 minutos. Además, debido a la construcción en UC San Diego, la parada del Centro de Transporte Público Gilman de la Ruta 30 <b>en dirección al sur</b> se cambiará dos manzanas al oeste sobre Gilman Drive, entre Library Walk y Mandeville Lane. Además, se harán ajustes a los horarios entre semana y los sábados.
41	Debido a la construcción en UC San Diego, la última parada de la Ruta 41 <b>en dirección al norte</b> estará en Gilman Drive con Russell Lane (junto a BluPeak Credit Union). Los pasajeros que aborden la Ruta 41 <b>en dirección al sur</b> en el Centro de Transporte Público Gilman deben usar una nueva parada situada tres manzanas al oeste sobre Gilman Drive, entre Library Walk y Mandeville Lane.
120	La parada de autobús de la ruta 120 <b>en dirección al norte</b> en 5th Ave. y Broadway, en el centro de San Diego, queda descontinuada. Los pasajeros deben abordar la Ruta 120 en 5th Ave. y C Street.
201/202	Debido a la construcción en UC San Diego, la parada del Centro de Transporte Público Gilman de la Ruta 201 se cambiará dos manzanas al oeste sobre Gilman Drive, entre Library Walk y Mandeville Lane. (No habrá cambios en la Ruta 202).
225	Ajustes menores a los horarios.
854	El servicio de la Ruta 854X se reanudará en agosto con el inicio del semestre de otoño de Grossmont College.

904	El "autobús de enlace gratuito de verano" de Coronado comienza con <b>servicio adicional y sin tarifa durante el verano!</b> La frecuencia de la ruta 904 aumenta a cada <b>15 minutos</b> los siete días de la semana, con servicio más tarde por las noches los viernes y sábados. <b>El autobús de enlace gratuito de verano es patrocinado por la Ciudad de Coronado y Discover Coronado.</b>
905	La desviación de Otay Mesa y el autobús de enlace temporal de la Ruta 905C seguirán activos hasta principios de 2024 debido al proyecto de construcción vial en Airway Road.
906/907	Se aumenta la frecuencia a cada 15 minutos, los siete días de la semana.
909	Ajustes menores a los horarios.
921	Debido a la construcción en UC San Diego, la última parada de la Ruta 921A <b>en dirección al oeste</b> estará en Gilman Drive con Russell Lane (junto a BluPeak Credit Union). Los pasajeros que aborden la Ruta 921A en dirección al este en el Centro de Transporte Público Gilman deben usar una nueva parada situada tres manzanas al oeste sobre Gilman Drive, entre Library Walk y Mandeville Lane.

## Maratón de Rock and Roll (domingo 4 de junio de 2023)

El domingo 4 de junio de 2023, muchas rutas de autobús de MTS alterarán sus recorridos debido al Maratón de Rock and Roll. Los cierres generalizados de calles, que comenzarán desde la madrugada y durarán hasta mediados de la tarde, provocarán desviaciones, retrasos y cancelación del servicio en ciertos segmentos de rutas y paradas de autobús. Visite [sdmts.com/rock-n-roll](https://sdmts.com/rock-n-roll) para ver los detalles.



## Horario del Día de la Independencia (martes 4 de julio de 2023)

- **El Trolley y la mayoría de las rutas de autobuses del MTS funcionarán con el horario de los domingos**, con servicios adicionales de Trolley para el juego de los Padres y el evento Big Bay Boom. Visite [sdmts.com](https://sdmts.com) la semana previa al 4 de julio para ver los detalles de los eventos.
- No habrá servicio en las líneas *Rapid Express* 280 y 290, ni en la Rural 894, ni en la conexión a COASTER de Sorrento Valley.
- La oficina de **información y planeación de viajes** del MTS estará abierta de 8 a.m. a 5 p.m.
- La tienda Transit Store y las oficinas de **PRONTO** y Servicio al Cliente estarán cerradas.
- Los pasajeros con suscripción a **MTS Access** que necesiten un traslado en el Día de la Independencia deben comunicarse a la oficina de reservaciones desde diez (10) días antes hasta las 5 p.m. del día previo al traslado para reservar su traslado.

**ESTA INFORMACIÓN SE OFRECERÁ EN FORMATOS ALTERNATIVOS, PREVIA SOLICITUD.** Para solicitar este aviso en un formato alternativo, llame al teléfono (619) 231-1466. Los operadores del Sistema de Transporte Público Metropolitano siguen una política de no discriminación en cuanto a los servicios y las instalaciones. MTS garantiza que ninguna persona será excluida de participar en ningún programa o actividad de la agencia, ni se le negarán los beneficios de los mismos, ni será sujeto a ningún otro tipo de discriminación por motivos de raza, color de piel o país de origen. Para solicitar más información acerca de las obligaciones de no discriminación de MTS, o para presentar una queja en contra de MTS, escriba a MTS Deputy General Counsel, B-175 Imperial Ave., Suite 1000, San Diego, 92101 o inicie sesión en [sdmts.com](https://sdmts.com).

Att.B, AI 6, 05/16/24



*The San Diego Metropolitan Transit System (MTS) assures that no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any agency program or activity. To request additional information on MTS's nondiscrimination obligations or to file a discrimination complaint against MTS, please write to:*

*MTS Deputy General Counsel  
1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101*

*-or-*

*Log on to [www.sdmts.com](http://www.sdmts.com)*

*MTS asegura que ninguna persona a base de raza, color de piel, u origen nacional será excluida de participar en, negada los beneficios de, o de cualquier otra manera sujeta a discriminación bajo cualquier actividad o programa de la agencia. Para solicitar información adicional sobre las obligaciones de MTS contra discriminación o para presentar una denuncia contra MTS, favor de escribir al*

*MTS Deputy General Counsel,  
1255 Imperial Avenue, Suite 1000,  
San Diego, CA 92101*

*-o-*

*viste la página [www.sdmts.com](http://www.sdmts.com)*

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APPENDIX B  
**MTS POLICIES AND PROCEDURES NO. 48**



## **Policies and Procedures No. 48**

**Board Approval:** 4/14/22

**SUBJECT:**

TRANSIT SERVICE DISCRIMINATION COMPLAINTS PROCEDURES

**PURPOSE:**

To carry out Title II of the Americans with Disabilities Act of 1990 (ADA) and Title VI of the Civil Rights Act of 1964 (Title VI), the Federal Transit Administration (FTA) recommends that transit agencies adopt a procedure in which complaints alleging discrimination in provision of transit service are filed, investigated, and a determination made. This policy sets forth such procedures.

**BACKGROUND:**

It is the policy of the San Diego Metropolitan Transit System, hereinafter "MTS"; its subsidiaries, San Diego Transit Corporation (SDTC), San Diego Trolley, Inc. (SDTI); and its contractors to follow the established procedure for handling all alleged transit service ADA discrimination complaints on the basis of disability and all alleged transit service Title VI discrimination complaints on the basis of race, color, or national origin, hereinafter "complaints".

The responsibility for the implementation of the discrimination complaint procedures is assigned to the Deputy General Counsel. Contact information for the Deputy General Counsel is as follows:

San Diego Metropolitan Transit System  
Attn: Deputy General Counsel  
1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101  
Tel.: 619-557-4539  
Email: Samantha.Leslie@sdmts.com

All management personnel within MTS, SDTC, and SDTI, and MTS's Contractors, are expected to support and implement the following procedures.

**PROCEDURES:**

- 48.1 All complaints must be submitted in writing (paper or electronic) by the complainant or their representative, hereinafter "complainant", before any action will be taken. A written complaint is necessary to provide a clear record of the issue to be investigated and to help define the scope of the investigation. If complainant is unable to submit their complaint in writing due to a disability or limited-English proficiency, upon request, reasonable accommodations will be made.



The complaints shall provide all pertinent facts and circumstances surrounding the alleged discrimination that will allow a thorough review and/or investigation. The complainant may use MTS's ADA or Title VI Complaint Form to submit their complaint, as seen in Exhibit A and B of this Policy.

The complaint should be filed within 180 calendar days from the time of the alleged discrimination. A complaint may be administratively closed when received later than this deadline if evidence of the alleged discrimination no longer exists to properly investigate the complaint.

- 48.2 Upon receipt of a complaint, the Deputy of General Counsel will document and assign the complaint to investigating staff for further investigation. Within 10 working days after receipt, the investigating staff will begin investigating the complaint. The investigating staff may use the following resources when available to complete its investigation of the complaint: reviewing video footage, incident reports and employee reports and interviewing applicable personnel.

In instances where additional information is needed, the investigating staff will contact the complainant in writing or where appropriate, in a format accessible to the complainant. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon all the information available from both parties (i.e., the complainant and the identified agency or department) the investigating staff will prepare a response subject to review and approval by the Deputy General Counsel. The investigating staff will use its best efforts to communicate its determination on the matter to the complainant within 90 working days after receipt of complaint. If noncompliance with ADA or Title VI is determined, a recommendation on remedial action will be made...

In accordance with Department of Transportation (DOT) Regulations, a copy of the complaint will be maintained for at least one (1) year from the date the complaint was submitted. Documentation summarizing the complaint and MTS's findings will be maintained for at least (5) years from the date the complaint was submitted.

- 48.3 The complainant may appeal the determination from investigating staff to the Chief Executive Officer within 10 working days after receipt.

Within 15 working days after receipt of an appeal, the Chief Executive Officer will evaluate all information received and respond in writing, and, where appropriate, in a format accessible to the complainant, with a final determination of the complaint.

- 48.4 The complainant who is dissatisfied with the final determination of the Chief Executive Officer may submit their complaint to the FTA at [FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov), or to the address below, within 180 days after the date of the alleged discrimination, unless the time for filing is extended by the FTA.

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

This policy was adopted 3/12/98.

Policy revised on 5/13/04.

Policy revised on 1/28/15.

Policy revised on 9/17/15.

Policy revised on 4/14/22

Attachments: Exhibit A – Title VI Complaint Form – English (Available in other languages on the MTS website and upon request)

Exhibit B – ADA Complaint Form – English (Available in other languages on the MTS website and upon request)



Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

If you believe you have been discriminated against by MTS, you may file a signed, written complaint within 180 days of the date of alleged discrimination. You may use the form below, which includes the necessary information to process your claim. When completed, please return this form to the Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101.

SECTION 1: BASIC INFORMATION

**A** COMPLAINANT'S INFORMATION

Name:	
Address:	
City/State/Zip:	
Telephone Number:	

**B** VICTIM'S INFORMATION (if other than above)

Name:	
Address:	
City/State/Zip:	
Telephone Number:	

**C** Date of alleged discrimination:

**D** Do you believe that the reason for the alleged discrimination is:

Race

Color

National Origin

**E** Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?

No

Yes **→** If yes, mark all appropriate boxes:

Local agency                       Federal agency

State agency                               Federal court                       State court

Contact information for the agency/court where the complaint was filed:

Name:	
Address:	
City/State/Zip:	
Telephone Number:	





## ADA Complaint Form

MTS is committed to ensuring that our implementation of public transportation services is fully compliant with Title II of the American Disabilities Act and Section 504 of the Rehabilitation Act of 1973. Any person who believes there may be either a(n): 1) **ACCESSIBILITY ISSUE** (e.g., physical barriers) or 2) **DISCRIMINATION BASED ON DISABILITY** may file a signed, written ADA complaint with MTS.

Please mail or deliver this form to: San Diego Metropolitan Transit System, Deputy General Counsel, 1255 Imperial Avenue #1000, San Diego, CA 92101.

### SECTION 1: BASIC INFORMATION OF COMPLAINANT

<u>PERSON SUBMITTING COMPLAINANT INFORMATION</u>	<u>COMPLAINANT'S INFORMATION (only if different than the person submitting the complaint)</u>
Name: _____	Name: _____
Address: _____	Address: _____
City/State/Zip: _____	City/State/Zip: _____
Telephone Number: _____	Telephone Number: _____
Email Address: _____	Email Address: _____

### SECTION 2: INCIDENT DETAILS

<u>ACCESSIBILITY COMPLAINT</u>	<u>DISCRIMINATION BASED ON DISABILITY COMPLAINT</u>
1) Date, if any, when accessibility issue occurred? _____	1) Date of alleged discrimination based on disability? _____
2) Location of Accessibility Issue:  Bus/Trolley Station? _____  Bus/Trolley Stop? _____  Bus/Trolley Route or Number? _____  Other? _____	2) Have you filed this complaint with any other federal, state or local agency; or with any federal or state court? NO? _____ YES? _____
3) Describe in detail the incident below in SECTION 3.	3) If yes, please provide the contact information for the agency/court where the complaint was filed? Agency/Court Name? _____ Address? _____  Telephone Number? _____
	4) If yes, please provide the applicable complaint number, if known. _____
	5) Describe in detail the incident below in SECTION 3.





APPENDIX C  
**MTS COMPLAINT FORMS**



### نموذج شكوى الباب السادس

ينص الباب السادس من قانون الحقوق المدنية لسنة 1964 على أنه "لا يجوز استبعاد أي شخص في الولايات المتحدة الأمريكية بناء على العرق، أو اللون، أو الأصل القومي، من المشاركة، أو حرمانه من المزايا، أو تعريضه للتمييز وفقاً لأي برنامج أو نشاط ممول من الحكومة الفدرالية".

إذا كنت تعتقد أنك قد تعرضت للتمييز من قبل MTS ، فيمكنك إرسال شكوى مكتوبة وموقعة خلال 180 يوماً من تاريخ التمييز المزعوم. ويمكنك استخدام النموذج أدناه والذي يحتوي على المعلومات الضرورية لمعالجة الدعوى الخاصة بك. عند الانتهاء، يُرجى إعادة هذا النموذج إلى المختص بالباب السادس في Metropolitan Transit System والذي يقع في 1255 Imperial Avenue, #1000, San Diego, CA 92101

#### القسم 1: المعلومات الأساسية

##### معلومات عن صاحب الشكوى

الاسم	
العنوان	
المدينة / الولاية / الرمز البريدي	
رقم الهاتف	

##### معلومات عن الضحية (إذا كان مختلفاً عن الموجود بالأعلى)

الاسم	
العنوان	
المدينة / الولاية / الرمز البريدي	
رقم الهاتف	

تاريخ حدوث التمييز المزعوم:

هل تعتقد أن السبب وراء التمييز المزعوم يرجع إلى:

العرق / اللون

الأصل القومي

هل قدمت هذه الشكوى إلى أي وكالة أخرى اتحادية أو تابعة لولاية أو محلية؛ أو إلى أي محكمة اتحادية أو تابعة لولاية؟

لا

نعم ← إذا كانت الإجابة نعم، حدد جميع المربعات المناسبة:

وكالة محلية

وكالة تابعة لولاية

وكالة اتحادية

محكمة اتحادية

محكمة تابعة لولاية

معلومات الاتصال بالوكالة / المحكمة حيث تم تقديم الشكوى إليها:

الاسم	
العنوان	
المدينة / الولاية / الرمز البريدي	
رقم الهاتف	





22 (ב) האם אתם מאמינים כי הממשלה תצליח להשיג את המטרות שהיא נקבעה להן?

אם כן, האם אתם מאמינים כי הממשלה תצליח להשיג את המטרות שהיא נקבעה להן?

כן

לא

לא יודע

23 (ג) האם אתם מאמינים כי הממשלה תצליח להשיג את המטרות שהיא נקבעה להן?

אם כן, האם אתם מאמינים כי הממשלה תצליח להשיג את המטרות שהיא נקבעה להן?

כן

לא

24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100

הממשלה תצליח להשיג את המטרות שהיא נקבעה להן

הממשלה לא תצליח להשיג את המטרות שהיא נקבעה להן

לא יודע

כן

לא

**האם אתם מאמינים כי הממשלה תצליח להשיג את המטרות שהיא נקבעה להן?**

	<b>כן</b>
	<b>לא</b>
	<b>לא יודע</b>
	<b>אם כן, האם אתם מאמינים כי הממשלה תצליח להשיג את המטרות שהיא נקבעה להן?</b>

**האם אתם מאמינים כי הממשלה תצליח להשיג את המטרות שהיא נקבעה להן?**

השאלה נשאלה במסגרת המחקר "האם אתם מאמינים כי הממשלה תצליח להשיג את המטרות שהיא נקבעה להן?". השאלה נשאלה במסגרת המחקר "האם אתם מאמינים כי הממשלה תצליח להשיג את המטרות שהיא נקבעה להן?". השאלה נשאלה במסגרת המחקר "האם אתם מאמינים כי הממשלה תצליח להשיג את המטרות שהיא נקבעה להן?".















## 民權法案第六章投訴表

1964 年《民權法案》第六章要求「不得基於種族、膚色或民族血統，禁止美國的任何人士參與接受聯邦財政援助的任何計劃或活動，拒絕向該等人士提供該等計劃或活動的福利，或在該等計劃或活動中歧視該等人士。」

如果您認為您受到 MTS 的歧視，您可於指稱的歧視發生之日後 180 天內提交一份經簽署的投訴書。您可以使用下表，其中包含處理您的申索所需的必要資訊。填妥後，請將該表格交還給城市交通系統民權法案第六章專職人員，地址為 1255 Imperial Avenue #1000, San Diego, CA 92101。

### 第 1 部分：基本資訊

#### 投訴人資訊

姓名	
地址	
城市／州／郵遞區號	
電話號碼	

#### 受害人的資訊（如與上文不同）

姓名	
地址	
城市／州／郵遞區號	
電話號碼	

指稱歧視發生的日期：

您是否認為指稱歧視的原因是基於：

- 種族／膚色  
 民族血統

您是否已向任何其他聯邦、州或當地機構提交本投訴；或向任何聯邦或州法院提交本投訴？

- 否  
 是  如是，標注所有適當方框：

- 當地機構                       聯邦機構  
 州機構                               聯邦法院                       州法院

您已向其提交投訴書的機構／法院的聯絡資訊：

姓名	
地址	
城市／州／郵遞區號	
電話號碼	





## Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

If you believe you have been discriminated against by MTS, you may file a signed, written complaint within 180 days of the date of alleged discrimination. You may use the form below, which includes the necessary information to process your claim. When completed, please return this form to the Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101.

### SECTION 1: BASIC INFORMATION

**A** COMPLAINANT’S INFORMATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**B** VICTIM’S INFORMATION (if other than above)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**C** Date of alleged discrimination: \_\_\_\_\_

**D** Do you believe that the reason for the alleged discrimination:

Race/Color

National Origin

**E** Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?

No

Yes →

If yes, mark all appropriate boxes:  Local agency  Federal agency  
 State agency  Federal court  State court

Contact information for the agency/court where the complaint was filed:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_





## タイトルVI差別苦情届出書

「アメリカ合衆国においては、何人も人種、肌の色、出身国を理由に、連邦補助金を受けるプログラムや活動を行ううえで、参加が許可されない、利益の享受を拒否される、差別を受けることがあってはならない」ことを、1964年の公民権法第六編（タイトルVI）は、義務づけています。

MTSによって差別を受けたと思う場合、問題となる差別があった日から180日以内に署名した苦情届出書を届け出てください。以下の書式をお使いください。苦情を処理するのに必要な情報が入っています。書き終わったら、この書式を1255 Imperial Avenue #1000, San Diego, CA 92101のメトロポリタン輸送システムのタイトルVI担当者にお送りください。

### セクション1：基本情報

#### 苦情届出人の情報

氏名	
住所	
市/州/郵便番号	
電話番号	

#### 差別を受けた人の情報（上記以外にある場合）

氏名	
住所	
市/州/郵便番号	
電話番号	

問題となる差別があった日

問題となる差別の理由は以下のものによると思いますか。

- 人種  
 肌の色  
 出身国

他の連邦政府、州立、出先機関や連邦、州立裁判所にこの苦情を届け出ましたか？

- いいえ  
 はい

はいの場合、該当する箇所に印をつけてください。

- 出先機関                       連邦政府機関  
 州立機関                         連邦裁判所                       州立裁判所

苦情の届出が行われた機関/裁判所の連絡先：

氏名	
住所	
市/州/郵便番号	







ទម្រង់រ៉បបបទបណ្តឹងនៃមាតិកា VI (Title VI)

មាតិកា VI នៃច្បាប់ស្តីពីសិទ្ធិពលរដ្ឋឆ្នាំ 1964 ចែងថា “គ្មានបុគ្គលណាម្នាក់នៅសហរដ្ឋអាមេរិកត្រូវបានដកចេញមិនឲ្យទទួលបាន ត្រូវបានបដិសេធមិនឲ្យទទួលបានផលប្រយោជន៍ ឬក៏ទទួលបានការរើសអើង នៅក្នុងកម្មវិធី ឬសកម្មភាពណាមួយ ដែលទទួលបានធនធានហិរញ្ញវត្ថុពីសហព័ន្ធ ដោយសារពូជសាសន៍ ពណ៌សម្បុរ ឬក៏ដើមកំណើតជាតិសាសន៍ឡើយ។”

បើអ្នកជឿជាក់ថា អ្នកត្រូវបានរើសអើងដោយ MTS អ្នកអាចដាក់បណ្តឹងជាលាយលក្ខណ៍អក្សរដោយមានចុះហត្ថលេខា ក្នុងពេល 180 ថ្ងៃ នៃកាលបរិច្ឆេទដែលទោទថាមានការរើសអើងនោះ។ អ្នកអាចប្រើទម្រង់រ៉បបបទខាងក្រោម ដែល រួមបញ្ចូលនូវព័ត៌មានចាំបាច់ ដើម្បីដំណើរការបណ្តឹងរបស់អ្នក។ នៅពេលបានបំពេញរួច សូមប្រគល់ទម្រង់រ៉បបបទនេះជូន Metropolitan Transit System ជូនចំពោះមន្ត្រីទទួលបន្ទុកអនុវត្តច្បាប់មាតិកា VI តាម អាសយដ្ឋានលេខ 1255 Imperial Avenue #1000, San Diego, CA 92101។

ផ្នែក 1 ៖ ព័ត៌មានមូលដ្ឋាន

ព័ត៌មានរបស់អ្នកប្តឹង

ឈ្មោះ	
អាសយដ្ឋាន	
ទីក្រុង/រដ្ឋ/Zip	
លេខទូរស័ព្ទ	

ព័ត៌មានរបស់ជនរងគ្រោះ (បើខុសពីខាងលើ)

ឈ្មោះ	
អាសយដ្ឋាន	
ទីក្រុង/រដ្ឋ/Zip	
លេខទូរស័ព្ទ	

កាលបរិច្ឆេទដែលទោទថាមានការរើសអើង៖

បើអ្នកជឿជាក់ថា មូលហេតុសម្រាប់ការទោទប្រកាន់ការរើសអើងនោះផ្អែកលើ៖

- ពូជសាសន៍/ពណ៌សម្បុរ
- ដើមកំណើតជាតិ

តើអ្នកបានដាក់ពាក្យបណ្តឹងនេះនៅទីភ្នាក់ងារសហព័ន្ធ ទីភ្នាក់ងាររដ្ឋ ឬទីភ្នាក់ងារក្នុងស្រុកដទៃទៀតដែរឬទេ? ឬក៏ដាក់នៅតុលាការសហព័ន្ធ ឬតុលាការរដ្ឋណាមួយទេ?

- ទេ ទេ
- បាទ/ចាស បើ បាទ/ចាស សូមគូសសញ្ញាសម្គាល់ក្នុងប្រអប់សម្របទាំងអស់៖
  - ទីភ្នាក់ងារក្នុងស្រុក
  - ទីភ្នាក់ងារសហព័ន្ធ
  - ទីភ្នាក់ងាររដ្ឋ
  - តុលាការសហព័ន្ធ
  - តុលាការរដ្ឋ

Contact information for the agency/court where the complaint was filed:

ឈ្មោះ	
អាសយដ្ឋាន	
ទីក្រុង/រដ្ឋ/Zip	





## Title VI 불만 양식

민권법(Civil Rights Act) 상 Title VI는 "미국에 살고 있는 누구도 인종, 피부색이나 국적에 근거하여 연방재정지원을 받는 프로그램 또는 행위에서 그 참여가 배제되거나, 이익에 부인되거나, 차별 받아서는 아니 된다"라고 규정하고 있습니다.

MTS에 의해 차별되었다고 생각될 경우 차별당한 날로부터 180일 이내에 서명한 서면 고소 양식을 제출할 수 있습니다. 민원 신청이 처리되도록 아래 양식을 사용하여 필수 정보를 작성해 주십시오. 작성된 양식은 "Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101"로 제출해 주십시오.

### 섹션 1: 기본 정보

#### 불만 내용

이름	
주소	
시/주/우편번호	
전화번호	

#### 피해자 정보(기타 정보)

이름	
주소	
시/주/우편번호	
전화번호	

차별받은 일자:

귀하가 생각하는 차별이 발생한 이유는 무엇입니까?

- 인종/피부색  
 국적

그 밖의 연방, 주, 지역 기관이나 연방 또는 주 법원에 이 불만을 제기했습니까?

- 아니요  
 예

예라고 답변했다면 모든 해당하는 박스에 표시해 주십시오.

- 지역 기관                       연방 기관  
 국가 기관                       연방 법원                       주 법원

불만 제기 접수 기관/법원 연락 정보:

이름	
주소	
시/주/우편번호	
전화번호	





ຂໍ້ທີ VI ແບບຟອມການຮ້ອງທຸກ

ຂໍ້ທີ VI ຂອງກົດໝາຍວ່າດ້ວຍສິດທິພົນລະເມືອງ ປີ 1964, ກຳນົດໄວ້ວ່າ “ບົນພື້ນຖານຂອງເຊື້ອຊາດ, ສີຜິວ ຫຼື ທີ່ມາກ່ຽວກັບຊາດ, ບໍ່ມີບຸກຄົນໃດໃນ ສະຫະລັດອາເມລິກາ ຈະໄດ້ຮັບການຍົກເວັ້ນຈາກ ການມີສ່ວນຮ່ວມໃນ, ປະຕິເສດຜົນປະໂຫຍດຈາກ ຫຼື ຢູ່ພາຍໃຕ້ການເລືອກປະຕິບັດ ພາຍໃຕ້ແຜນງານ ຫຼື ກິດຈະກຳໃດໆ ທີ່ໄດ້ຮັບການຊ່ວຍເຫຼືອທາງດ້ານການເງິນຈາກ ລັດຖະບານກາງ.”

ຖ້າທ່ານເຊື່ອວ່າທ່ານໄດ້ຮັບການເລືອກປະຕິບັດຈາກ MTS, ທ່ານສາມາດຍືນໜັງສືຮ້ອງທຸກທີ່ມີການລົງລາຍເຊັນ ພາຍໃນ 180 ວັນ ນັບຈາກວັນທີ່ມີການເລືອກປະຕິບັດທີ່ຖືກກ່າວຫາ. ທ່ານສາມາດນຳໃຊ້ແບບຟອມດັ່ງລຸ່ມນີ້, ຊຶ່ງລວມມີຂໍ້ມູນທີ່ຈຳເປັນ ໃນການດຳເນີນການຕາມການຮຽກຮ້ອງຂອງທ່ານ. ເມື່ອຕື່ມແບບຟອມສຳເລັດແລ້ວ, ກະລຸນາສົ່ງຟອມນີ້ກັບຄືນຫາ Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101.

ໜວດທີ 1: ຂໍ້ມູນພື້ນຖານ

<b>ຂໍ້ມູນຂອງຜູ້ຮ້ອງທຸກ</b>	
ຊື່	
ທີຢູ່	
ລະຫັດເມືອງ/ລັດ	
ເບີໂທ	

<b>ຂໍ້ມູນຂອງຜູ້ເຄາະຮ້າຍ (ຖ້າແມ່ນຜູ້ອື່ນໆນອກຈາກຂ້າງເທິງນີ້)</b>	
ທີຢູ່	
ທີຢູ່	
ລະຫັດເມືອງ/ລັດ	
ເບີໂທ	

ວັນທີ່ມີການເລືອກປະຕິບັດທີ່ຖືກກ່າວຫາ:

ທ່ານເຊື່ອວ່າ ເຫດຜົນສຳລັບການເລືອກປະຕິບັດທີ່ຖືກກ່າວຫາແມ່ນບົນພື້ນຖານຂອງ:

- ເຊື້ອຊາດ/ສີຜິວ
- ທີ່ມາກ່ຽວກັບຊາດ

ທ່ານໄດ້ຍືນໜັງສືຮ້ອງທຸກນຳໜ່ວຍງານຂອງລັດ ຫຼື ລັດຖະບານກາງໃດໆ, ຫຼື ທ້ອງຖິ່ນ ຫຼື ນຳສານລັດ ຫຼື ສານລັດຖະບານກາງບໍ່?

- ບໍ່ໄດ້ຍືນ
- ໄດ້ຍືນ ຖ້າໄດ້ຍືນ, ຈົ່ງໃສ່ເຄື່ອງໝາຍໃນຫ້ອງທີ່ເໝາະສົມ:
- ໜ່ວຍງານທ້ອງຖິ່ນ





## فرم شکایت مربوط به فصل شش (Title VI)

فصل شش قانون حقوق مدنی (Civil Rights Act) مصوب 1964 مقرر می‌دارد که «هیچ کس در ایالات متحده نباید به واسطه نژاد، رنگ پوست یا خواستگاه ملی خود از مشارکت در هیچ یک از برنامه‌ها یا فعالیت‌های دریافت کننده کمک‌های مالی فدرال منع شود، یا از مزایای آنها محروم گردد یا مورد تبعیض قرار بگیرد.»

اگر اعتقاد دارید که از طرف MTS مورد تبعیض قرار گرفته‌اید، می‌توانید یک شکایت کتبی امضاء شده را ظرف 180 روز از تاریخ وقوع تبعیض مورد ادعا تسلیم کنید. می‌توانید از فرم زیر استفاده کنید که حاوی اطلاعات لازم برای رسیدگی به ادعای شما است. بعد از تکمیل این فرم، لطفاً آن را به نشانی Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101 ارسال کنید.

### قسمت 1: اطلاعات اصلی

#### اطلاعات شاکی

نام	
نشانی	
شهر / ایالت / کد پستی	
شماره تلفن	

#### اطلاعات قربانی تبعیض (اگر با موارد فوق تفاوت دارد)

نام	
نشانی	
شهر / ایالت / کد پستی	
شماره تلفن	

تاریخ وقوع تبعیض مورد ادعا:

آیا معتقد هستید که دلیل تبعیض مورد ادعا یکی از موارد زیر بوده است:

نژاد/رنگ پوست

خواستگاه ملی

آیا این شکایت را به هیچ یک از آژانس‌های فدرال، ایالتی یا محلی؛ یا یک دادگاه فدرال یا ایالتی تسلیم کرده‌اید؟

خیر

بله

اگر بله، همه مربع‌های مربوطه را علامت بزنید:

آژانس محلی

آژانس ایالتی

دادگاه ایالتی

دادگاه فدرال

آژانس فدرال

اطلاعات تماس آژانس/دادگاهی که شکایت را به آن تسلیم کرده‌اید:

نام	
نشانی	
شهر / ایالت / کد پستی	
شماره تلفن	







## Форма жалобы по Статье VI

Согласно Статье VI Закона о гражданских правах 1964 г. «Лица, проживающие на территории Соединенных Штатов Америки, имеют право, независимо от их расовой принадлежности, цвета кожи или национальности, на участие в программах или мероприятиях, финансируемых на средства федерального бюджета, а также на получение преимуществ от участия в них и не должны подвергаться дискриминации в рамках реализации таких программ или мероприятий».

Если, на Ваш взгляд, Вы подверглись дискриминации с стороны MTS, Вы можете в течение 180 дней с момента совершения дискриминационных действий подать подписанную Вами письменную жалобу. Вы можете воспользоваться приведенной ниже формой, чтобы указать необходимую информацию для обработки Вашей жалобы. Просьба направить заполненную форму по адресу: Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101 (США).

### РАЗДЕЛ 1: ОСНОВНАЯ ИНФОРМАЦИЯ

#### ДАННЫЕ О ЗАЯВИТЕЛЕ

ФИО	
Адрес	
Почтовый индекс, город, штат	
Контактный номер телефона	

#### ДАННЫЕ О ЖЕРТВЕ ДИСКРИМИНАЦИИ (если не совпадают с указанными выше сведениями)

ФИО	
Адрес	
Почтовый индекс, город, штат	
Контактный номер телефона	

Дата совершения заявленных дискриминационных действий:

--

На каком основании, по Вашему мнению, были совершены заявленные дискриминационные действия:

- расовая принадлежность, цвет кожи;  
 национальность.

Вы подавали указанную жалобу в другие государственные ведомства (федеральные, региональные или находящиеся в юрисдикции штата) или судебные органы (федеральные или на уровне штата)?

- Нет  
 Да

В случае положительного ответа отметьте соответствующие поля:





## Formulario de queja de Título VI

El Título VI del Decreto de los Derechos Civiles de 1964 dispone que “ninguna persona en los Estados Unidos debe ser excluida de participar en, negada de los beneficios de sus servicios en base a su raza, color u origen étnico, o ser sujeto(a) a discriminación bajo cualquier programa o actividad que reciba ayuda económica federal.”

Si cree que ha sufrido discriminación, puede presentar una queja por escrito y firmada en un plazo de 180 días de la fecha de la presunta discriminación. Puede utilizar el formulario a continuación, que incluye la información necesaria para procesar su queja. Cuando termine, favor de entregar este formulario a Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101.

### SECCIÓN 1: INFORMACIÓN BÁSICA

**A** DATOS DEL RECLAMANTE

Nombre: \_\_\_\_\_

Dirección \_\_\_\_\_

Cuidad/Estado/Código postal: \_\_\_\_\_

Número telefónico: \_\_\_\_\_

**B** DATOS DE LA VÍCTIMA (si es diferente del anterior)

Nombre: \_\_\_\_\_

Dirección \_\_\_\_\_

Cuidad/Estado/Código postal: \_\_\_\_\_

Número telefónico: \_\_\_\_\_

**C** Fecha de la presunta discriminación: \_\_\_\_\_

**D** Cree que la razón para la presunta discriminación es debido a:

Raza/Color

Origen étnico

**E** ¿Ha entregado esta queja a cualquier otro organismo local, estatal, o federal o con cualquier tribunal estatal o federal?

No

Sí → De ser así, marque todas las cajas apropiadas:  Organismo local  Organismo federal

Organismo estatal  Tribunal federal  Tribunal estatal

Información de contacto para el organismo/tribunal donde se presentó la queja:

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Cuidad/Estado/Código postal: \_\_\_\_\_

Número telefónico: \_\_\_\_\_





## Form ng Reklamo sa ilalim ng Titolo VI

Title VI ng 1964 Civil Rights Act ay kinakailangan na “Walang tao sa United States, dahil sa lahi, kulay o pambansang pinanggalingan, na hindi maisama sa pakikilahok, matanggihan ang mga benepisyo, o mapasailalim sa diskriminasyon sa ilalim ng anumang programa o aktibidad na tumatanggap ng tulong pinansiyal ng pederal.”

Kung naniniwala kang nadiskriminahan ka ng MTS, maaari kang maghain ng pinirmahan, nakasulat na reklamo sa loob nang 180 araw ng petsa ng nabanggit na diskriminasyon. Maaari mong gamitin ang form sa ibaba, kung saan ay kabilang ang kinakailangang impormasyon para iproseso ang iyong reklamo. Kapag nakumpleto, mangyaring ibalik ang form na ito sa Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101.

### SEKSYON 1: PANGUNAHING IMPORMASYON

#### IMPORMASYON NG NAGREREKLAMO

**A**

Pangalan:	
Address:	
Lungsod/Estado/Zip:	
Numero ng Telepono:	

#### IMPORMASYON NG BIKTIMA (kung iba sa nasa itaas)

**B**

Pangalan:	
Address:	
Lungsod/Estado/Zip:	
Numero ng Telepono:	

**C**

Petsa ng nabanggit na diskriminasyon:

**D**

Naniniwala ka ba na ang dahilan para sa nabanggit na diskriminasyon ay nakabatay sa:

- Lahi/Kulay  
 Pambansang Pinanggalingan

**E**

Naihain mo na ba ang reklamong ito sa alinmang ibang pederal, estado, o lokal na ahensya; o sa alinmang korte ng pederal o estado?

- Hindi  
 Oo  Kung oo, markahan ang lahat nang naaagkop na kahon:

- Lokal na ahensya       Ahensya ng Pederal  
 Ahensya ng estado       Korte ng pederal       Korte ng estado

Impormasyon ng kontak para sa ahensya/korte kung saan inihain ang reklamo:

Pangalan:	
Address:	
Lungsod/Estado/Zip:	
Numero ng Telepono:	





## Tiêu Đề VI Đơn Khiếu Nại

Tiêu Đề VI của Đạo Luật Dân Quyền năm 1964 yêu cầu “Không ai tại Hoa Kỳ sẽ không được phép tham gia, bị từ chối cung cấp các phúc lợi, hoặc bị phân biệt đối xử theo bất kỳ chương trình hoặc hoạt động nào nhận hỗ trợ tài chính của liên bang, dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia.”

Nếu quý vị cho rằng quý vị bị phân biệt đối xử bởi MTS, quý vị có thể gửi đơn khiếu nại đã ký tên trong vòng 180 ngày từ ngày bị phân biệt đối xử. Quý vị có thể sử dụng mẫu dưới đây, trong đó bao gồm thông tin cần thiết để xử lý khiếu nại của quý vị. Khi hoàn thành, vui lòng gửi lại đơn này tới Metropolitan Transit System, Title VI Officer, 1255 Imperial Avenue #1000, San Diego, CA 92101.

### MỤC 1: THÔNG TIN CƠ BẢN

#### THÔNG TIN CỦA NGƯỜI KHIẾU NẠI

Tên	
Địa Chỉ	
Thành Phố/Tiểu Bang/Mã Zip:	
Số Điện Thoại	

#### THÔNG TIN VỀ NAN NHÂN (nếu khác người bên trên)

Tên	
Địa Chỉ	
Thành Phố/Tiểu Bang/Mã Zip:	
Số Điện Thoại	

Ngày bị phân biệt đối xử:

--

Quý vị có cho rằng nguyên nhân của việc phân biệt đối xử là dựa trên:

- Chủng tộc/Màu da  
 Nguồn gốc quốc gia

Quý vị có gửi đơn khiếu nại này đến bất kỳ cơ quan liên bang, tiểu bang hoặc địa phương; hay bất kỳ tòa án liên bang hoặc tiểu bang nào không?

- Không  
 Có

Nếu có, đánh dấu vào tất cả các ô thích hợp:

- Cơ quan địa phương       Cơ quan liên bang  
 Cơ quan tiểu bang       Tòa án liên bang       Tòa án tiểu bang

Thông tin liên hệ về cơ quan/tòa án nơi đơn khiếu nại được gửi đến:

Tên	
Địa Chỉ	
Thành Phố/Tiểu Bang/Mã Zip:	





APPENDIX D  
**MTS COMPLAINT LOG**

\*As necessary, Complaint Log will be updated if new complaints are received prior to FTA Triennial Review Submission.

Complainant's Name [Redacted per <i>City of San Jose v. Superior Court</i> (1999) 74 Cal. App. 4th 1008]	Complaint / Claim Form / Lawsuit	Date Legal received	Date of Incident	Summary of Allegations / Facts	Final Findings / Results of Investigation	Response to Complainant	Status
	Complaint - Email	6/22/2021	6/22/2021	Alleges Transit Store staff interrogated complainant, potentially based on complainant's race.	After review of video and interviewing staff, Transit Store staff did not know how to handle a unique Compass Card replacement request by a school representative of a student minor who was not physically present and thus the complainant was asked many questions, causing the interaction to take longer than customary. Transit Store staff has been re-trained and counseled to ensure they know how to facilitate this type of transaction, which in the future will include requesting supervisory support whenever uncertain about how to assist passengers. No evidence of discrimination based on race was found.	Director of Support Services emailed complainant with findings on 6/23/2021	Closed on 6/23/2021
	Complaint - Email	7/7/2021	7/7/2021	Alleges that disability parking spaces at MTS's trolley stations are not maintained well, particularly in communities of color.	MTS parking lots are routinely maintained and inspected to ensure they are in good working order. MTS also has third party contracts to maintain certain parking lots, for example parking lot sweeping contractors. The MTS Superintendent of Facilities was notified and will be reviewing accessible parking spaces within our stations. Any parking space that is found to not meet the Americans with Disabilities Act (ADA) requirements or MTS's state of good repair standards will be addressed accordingly. No evidence of discrimination based on disability or race were found.	Liability Claims Supervisor emailed findings to complainant on 7/8/2021	Closed on 7/8/2021
	Complaint - Email	8/3/2021	7/31/2021	Alleges that complainant's daughter was punched by a passenger and MTS did nothing about it. Also alleges that complainant's son was harassed by security based on their immigration status and sexual orientation for using an improper reduced fare pass.	<u>Incident with son</u> - Per video footage, Code Compliance Inspector (CCI) conducted fare inspections of all passengers. When contacting complainant's son, they presented a youth reduced fare pass, but when asked to present proof of eligibility for reduced fare, the son presented their identification card that showed they were 21 years old. A youth reduced fare pass is only eligible for those 18 years old or younger. CCI cited complainant's son for misuse of a reduced fare pass. No evidence of discrimination based on race, immigration status or sexual orientation. <u>Incident with daughter</u> - MTS could not locate on video footage or security records matching the incident based on the date/time/location provided. No evidence to support allegations of discrimination were found.	Security contacted complainant by phone to relay findings on 8/3/2021. Deputy General Counsel also emailed complainant with findings on 9/23/2021. The email was no longer valid.	Closed on 9/23/2021

\*As necessary, Complaint Log will be updated if new complaints are received prior to FTA Triennial Review Submission.

Complaint - Phone	2/1/2022	2/1/2022	<p>Complainant states that they were passed up by a bus, the last bus of the night, and this is not the first time. Complainant alleges this might be a hate crime.</p>	<p>Per video review, after the bus operator passes the stop, the side bus camera video catches that there was a passenger waiting at the bus stop, however it is difficult to see. Passenger appears to be wearing dark colored clothing, the area was not lit well, and this happened at night. It does appear this pass up was an unintentional act based on the low visibility at the bus stop. Bus operator has been counseled to be on the look out for potential passengers by double checking the stop before proceeding past. No evidence to support allegations of discrimination based on race found.</p>	<p>MTS Customer Service Staff called complainant with findings on 2/22/2022</p>	<p>Closed on 2/22/2022</p>
Complaint - Phone	2/7/2022	2/7/2022	<p>Complainant alleges that MTS staff was not enforcing the priority seating policy and stroller policy and thus they were unable to sit in their preferred seat. Complainant also alleges they were discriminated against based on their race by MTS staff and passengers. Complainant describes themselves as white.</p>	<p>Per video footage, complainant requests that another passenger and their baby move from the priority seating section of the bus. Complainant did not want to sit on the opposite priority seating section that was open and requested that the bus operator have this passenger and their baby move. The bus operator contacted dispatch and a supervisor arrived and offered the opposite open priority seating to complainant. When complainant refused, the supervisor requested that complainant deboard and wait for next scheduled bus. Per MTS Policy, passengers may not dictate or request a certain specific seat on a vehicle. It would be a fundamental alteration of services to have to accommodate passengers seat requests, as MTS fixed route bus service is a shared ride service. If priority seating is available, the passenger should use that option if they are an individual with a disability or a senior. Lastly it is MTS's policy that baby strollers must be folded once on-board. It was found that the bus operator and supervisor were trying to enforce the priority seating policy appropriately however the bus operator has been counseled on MTS's Stroller Policy and to request that strollers be folded to keep aisles clear. No evidence of discrimination based on disability or race found.</p>	<p>Deputy General Counsel called complainant with findings on 4/18/2022</p>	<p>Closed on 4/18/2022</p>

\*As necessary, Complaint Log will be updated if new complaints are received prior to FTA Triennial Review Submission.

Complaint - Phone	6/15/2022	6/9/2022	Complainant alleges passenger was yelling and cursing at them and used a racial slur. Complainant also alleges a second passenger kicked others. Alleges the MTS Access bus operator did nothing.	<p>Per video footage, a wheelchair passenger with many involuntary movements of arms and legs, came into contact with complainant. The bus operator moved the wheelchair passenger and their personal care attendant (PCA) to another position to allow more space for complainant. As complainant deboards, the PCA of the wheelchair passenger begins yelling at complainant and uses a racial slur. Whenever seriously disruptive or offensive conduct is occurring, it is MTS's procedure for bus operators to pull the bus over when they can safely do so, notify dispatch of the situation, request assistance/security if needed, and attempt to de-escalate if they feel safe to do so. Here, the bus operator was already pulled over when the yelling and racial slur interaction was occurring. Since this occurred as complainant was already deboarding, operator did not have the opportunity to attempt to de-escalate the situation or contact dispatch. MTS Access contacted the PCA and informed them that their behavior will not be tolerated and future incidents may risk them being removed from service. MTS found no evidence that the bus operator did not follow MTS policies or that they discriminated against complainant based on their race.</p>	Manager of Paratransit contacted complainant on 8/25/2022 with findings.	Closed on 8/25/2022
Complaint - Email	6/16/2022	6/16/2022	Complainant alleges black bus operators are involved in hate crimes against white passengers. Alleges on 6/16/2022, operator passed them up while they were waiting at a bus stop. Complainant also alleges black operators kick debris at them when they walk by complainant and talk to other black operators about private information.	<p>General allegations about hate crimes were unable to be investigated, as no specifics as to date, bus route, location etc. were provided. Video review of alleged incident on 6/16/2022 found no incident matching the details provided by complainant. MTS trains and expects all of its bus operators to treat all passengers with respect, courteousness and professionalism. No evidence supporting discrimination based on race were found.</p>	Complaint findings are on file. Due to previous violent threats and harassment towards MTS employees, it has been advised by the MTS General Counsel to not respond directly to complainant.	Closed on 6/16/2022
Complaint - Email	8/24/2022	8/20/2022	Complainant alleges bus operator made them move away from the yellow line near the front of the bus and then proceeded to allow another passenger who boarded later to stand and remain in that same location. Complainant felt discriminated against. Complainant describes self as a black individual experiencing homelessness.	<p>MTS attempted to gather more information about the incident in order to pull video footage, as the complainant did not provide enough clear detail on time, place and bus vehicle. Complainant did respond later with additional information however by that time, the bus vehicle footage for that date was no longer available due to video retention time period. MTS was unable to investigate this complaint based on the limited information provided. It is MTS's policy that passengers are not allowed to stand in front of the yellow lines marked on the floor near the front entrance of the bus to ensure passenger safety. MTS provided complainant its policy on the yellow line and how bus operators are trained to handle situations in which a passenger is standing over the yellow line. No evidence of discrimination based on race was found.</p>	Legal Administrative Assistant emailed complainant with findings on 11/16/2022	Closed on 11/16/2022

\*As necessary, Complaint Log will be updated if new complaints are received prior to FTA Triennial Review Submission.

Complaint - Email	8/24/2022	8/2/2022	Complainant alleges they received a citation for riding the trolley without a fare and alleges MTS Security harassed and discriminated against them based on their race.	During MTS Security fare checks, complainant was found to not be in possession of a valid proof of fare. Complainant was escorted off the trolley and asked for identification and given verbal warning regarding not validating their fare before boarding. Security educated complainant that fares need to be validated before every trip. Security validated complainant's fare and allowed complainant to continue their ride. No fare citation was issued. Security also inquired about a passenger stating that complainant made verbal threats to others earlier in the day, and complainant responded that they had made no direct threats. Security asked if they made statements that could have been misinterpreted as threats, to which complainant said yes. Security explained that any threats or perceived threats have to be treated seriously and will not be tolerated. MTS found no evidence to support allegation that MTS Security harassed or discriminated against complainant based on their race.	CCI contacted complainant on 8/5/2022 but phone was not working. Legal Administrative Assistant emailed complainant findings on 10/26/2022	Closed on 10/26/2022
Complaint - Customer Feedback Form	1/9/2023	1/5/2023	Complainant states that a bus operator was rude and did not stop at the stop they requested and that the bus operator is prejudiced against Hispanic Mexicans.	MTS was unable to pull video footage, as it had reached its record retention period and recorded over. MTS interviewed the bus operator and the bus operator did recall complainant's request to stop at a certain corner but since that was not a designated bus stop, they stopped at the next MTS designated bus stop accordingly. Per MTS policy, bus operators are not allowed to drop or pick up passengers at non-designated bus stops due to safety and other operational concerns. The bus operator did not recall being unprofessional or rude to complainant. No evidence to support discrimination based on race found.	Legal Assistant emailed findings to complainant on 3/20/2023	Closed on 3/20/2023
Complaint - Phone	5/11/2023	5/11/2023	States that they were passed up at a bus stop due to the bus operator discriminating against them based on their race.	Per video footage, bus operator sees passenger with a bike at bus stop. They then alert the passenger by pointing at the bike rack, thinking the bike rack was at capacity, and continued on the route. However, it appears the bike rack was not at capacity, as it only had 1 bike loaded, and it can hold 2 bikes. Bus operator is a new operator and thought the bus could only hold 1 bike at a time. Bus operator was counseled that the bike rack has 2 spots for bikes and that they need to contact dispatch whenever they pass up a passenger. No evidence of discrimination based on race found.	Customer Service called complainant on 5/16/2023 regarding findings.	Closed on 5/16/2023

\*As necessary, Complaint Log will be updated if new complaints are received prior to FTA Triennial Review Submission.

Complaint - Phone	5/13/2023	5/13/2023	States that they watched MTS Security discriminated against an individual based on their race during a fare check, as they felt another group of individuals was treated differently during a fare check.	Per video footage, it was found that the first group of individuals contacted was found to not have a valid fare but was offered the MTS Diversion Program opportunities, which included them getting off the trolley at the next stop to purchase their fare. The individual that the complainant states they felt was discriminated against was contacted as they matched the description for an earlier robbery incident. They were also found to not have a valid fare. They were subsequently de-boarded from train and arrested by the San Diego County Sheriff's Department for several outstanding charges. Security found that the CCI conducted the fare inspections as trained and followed all other policies and procedures. No evidence of discrimination based on race was found.	Security Professional Standards Manager called complainant with findings on 6/16/2023	Closed on 6/16/2023
Complaint; Claim; and Small Claims	7/21/2023	Not provided	Alleges that complainant's brother is falsely posing as complainant, and that due to this, they have been cited inappropriately 60 times. States the complainant is disabled and that they have been racially profiled.	MTS requested additional information in order to investigate this complaint, including citation numbers, name of complainant's brother, government identification or photo of complainant's brother and any specific dates, times or locations in which MTS can further investigate. Complainant did not provide any additional information. Staff offered to provide general information about its processes for citation writing and fare enforcement/inspection, however complainant's representative declined. Based on the limited information provided, no evidence of discrimination based on disability or race was found.	Deputy General Counsel corresponded with complainant's representative multiple times between 7/31/2023-8/1/2023. Risk rejected claim on 8/14/2023. Small Claims verdict on 8/23/2023 stating no money owed to claimant	Closed on 8/23/2023
Email; Title VI Complaint Form	9/13/2023	11/7/2019	Alleges harassed and pepper sprayed by MTS Security based on their race.	No incident was found that matched the description on 11/7/2019. A similar incident with complainant was identified that occurred on 10/17/2019, in which complainant refused to provide proof of valid fare after multiple requests, refused to stop aggressively walking towards MTS Security, and resisted multiple attempts to be detained in order to be issued a citation. After repeated warnings to stop resisting detainment and acting aggressively towards MTS Security, pepper spray was deployed. No evidence of discrimination based on disability or race was found. Excessive force was not found. Pepper spray deployment was reasonable based on MTS Security's concern of being physically assaulted and due to the physical resistance of complainant.	Emailed and mailed response with findings on 9/15/2023	Closed on 9/15/2023

\*As necessary, Complaint Log will be updated if new complaints are received prior to FTA Triennial Review Submission.

Complaint - Email	10/22/2023	10/22/2023	Alleges a trolley operator refused to wait for complainant to board based on complainant's race.	Per video footage, trolley operator was about to leave station when complainant was seen running towards the trolley. Through the exterior window, trolley operator stated that he was sorry but he had to go. Nonetheless, the trolley operator re-activated the front door. The complainant clicked to open it but when it was about halfway open, it closed again and the trolley left without complainant being able to board. After review, the trolley operator's mirror angle could not see how much the door opened. The trolley operator could only see that the complainant was still remaining on the platform and looking down at their phone. Per interviews with trolley operator, the trolley operator assumed that this meant the complainant no longer wanted to board and then cancelled the doors. The trolley operator did not see that the door only had opened halfway when they clicked door cancelled. No evidence of discrimination based on race was found or that the trolley operator intentionally tried to refuse complainant service. This appears to have been a misinterpretation of this situation by the trolley operator. Bulletins were sent to all trolley operators to ensure they allow sufficient time for the doors to fully open before cancelling doors.	Deputy General Counsel emailed complainant with findings on 2/5/2024.	Closed on 2/5/2024
Complaint - Phone	10/25/2023	9/30/2023	Alleges passengers were making racist comments and bus operator did nothing about it	Per the video, a nearby passenger to complainant are talking and the passenger is making discriminatory and offensive comments to complainant. Complainant tells the bus operator that this passenger is racist and should be kicked off the bus. Bus operator tells complainant to stop talking to that passenger. Complainant asks for bus operators name and bus operator declines to provide. After interviewing the bus operator, they stated they did not hear any of the discriminatory comments made by the other passenger due the loudness of the front of the bus. Bus operator's recommendation to ignore the passenger was made in an attempt to de-escalate the situation since they were in route and they did not hear what had exactly been said. Also, bus operators are not required to provide their name to passengers for privacy reasons. However, MTS does understand that in order for passengers to have enough information to submit a complaint, information such as bus number or bus route or badge number is important information to identify the incident. Thus, MTS does train bus operators that upon request, to assist a passenger when asked for information such as bus number, route or badge number. No evidence of discrimination based on race was found. Complainant was advised that MTS will maintain evidence in case they can file a police report against passenger.	Customer Service spoke with complainant to provide findings on 10/25/2023, however wanted it be reviewed further by the ADA Liaison Officer/Deputy General Counsel. Deputy General Counsel called complainant on 2/2/2024 to provide findings.	Closed on 2/2/2024

\*As necessary, Complaint Log will be updated if new complaints are received prior to FTA Triennial Review Submission.

Complaint - Email	10/26/2023	10/26/2023	Alleges that complainant's family member was yelled at by a MTS Access operator because they do not speak English.	Per review of video footage, no evidence to support that the operator was screaming and yelling. The bus operator was professional and courteous to MTS Access passenger and their representative. The operator was seen asking the passenger's representative whether they speak English ("hablas ingles"), as they wanted to ask some questions about the pick up location. The representative stated they did not speak English. The operator, then stated that they should call MTS Access about picking up the passenger in the alley, while also using hand gestures to assist in explaining. Bus operator was also seen being helpful and patient with the passenger to make sure they knew they could take their time with boarding. MTS bus operators are trained to provide language translation assistance in various ways, including but not limited to: requesting assistance from dispatch who can contact bilingual staff; providing passenger the Customer Service number so they can contact bilingual staff; asking whether any other passengers or staff nearby could provide translation assistance; if on MTS Access, letting the drop off location know that the passenger has a question the bus operator was unable to assist with; and having staff making their best, professional attempts to communicate with the passenger on the spot (e.g. using hand gestures or directional cues). No evidence of discrimination based on disability or race found.	MTS Access staff called complainant regarding findings on 11/2/2023.	Closed on 11/2/2023
Complaint - Online	11/21/2023	10/29/2023	Alleges that bus operators are generally disrespectful. The complainant also states a specific incident occurred when the bus operator muttered under their breath "get out of here" after complainant deboarded.	When this complaint was submitted online, complainant categorized this as a taxicab complaint, which caused processing delays. By the time the complainant responded back to MTS with the additional details needed to investigate this as a bus complaint, the video retention period for the bus had passed. MTS found no evidence to support discrimination based on race or that generally bus operators are disrespectful to complainant. MTS trains and expects all of its bus operators to be professional and courteous during all interactions and does not tolerate any discriminatory conduct.	Deputy General Counsel responded to complainant by email on 1/8/2024	Closed on 1/8/2024



\*As necessary, Complaint Log will be updated if new complaints are received prior to FTA Triennial Review Submission.

Complaint - Phone	12/7/2023	12/7/2023	<p>Alleges bus operator racially discriminated against complainant when they asked complainant to show proof of eligibility for a youth pass. Alleges the operator did not request proof of eligibility from other passengers.</p>	<p>Per video footage, complainant is seen tapping a PRONTO youth reduced fare pass. Since this pass did not also have a photo, bus operator requested proof of eligibility for use of a youth opportunity pass (YOP). Complainant states they do not have proof of eligibility but that they are a youth. Passenger becomes aggravated and begins to yell at bus operator. Another passenger boards the bus and since they were using an adult PRONTO pass, no proof of eligibility was requested or necessary. Bus operator states that they will call the police, as complainant was continuing to yell. Bus operator contacted radio dispatch to get assistance, due to passenger behavior. After MTS's review, it was found that the bus operator was following procedures by requesting proof of eligibility for use of a YOP, and was trying to address the issue in a professional manner. Complainant was aggressive and using inappropriate language toward operator. No evidence of discrimination based on race found.</p>	<p>Customer Service attempted to call back complainant on 12/20/2023 but phone number no longer in service.</p>	<p>Closed on 12/20/2023</p>
Complaint - Online	12/23/2023	12/23/2023	<p>Alleges that they saw a trolley operator not board a passenger, even though they were banging on the trolley door. Describes passenger as black.</p>	<p>Per trolley operator interview, the operator stated they never noticed the passenger trying to board. However, after review of the video, it was found that the trolley operator should have been able to see this passenger, had they reviewed their mirrors to confirm the station had been clear before leaving the station. Bus operator has been counseled to take more time reviewing mirrors to ensure passengers are not attempting to board before departing station. No evidence of discrimination based on race found.</p>	<p>MTS Customer Service contacted complainant with findings on 12/29/2023</p>	<p>Closed on 12/29/2023</p>
Complaint - Email	2/23/2024	1/2/2024	<p>Alleges a MTS Transit Store staff rudely interrupted complainant who was speaking with security based on their race.</p>	<p>Per video footage, complainant entered Transit Store to purchase fare and began showing aggressive behavior towards security and using profane words. Transit Store staff got involved, stating various times that they need to be respectful or that they will be asked to leave. The complainant chose to continue using profane words to security instead of proceeding with a sale, resulting in Transit Store staff giving the direction to complainant to load their fare outside at the ticket vending machine (TVM). Prior to complainant leaving, Security asked complainant what they wanted to buy, to offer help at the TVM. After review of video recording, this complainant was found to have aggressive behavior, using profanity towards security, and refusing to accept offers for help. Transit Store staff and Security was found to be professional towards complainant and assisted as best they could. No evidence of discrimination based on race found.</p>	<p>Customer Service emailed complainant with findings on 1/10/2024</p>	<p>Closed on 1/10/2024</p>

\*As necessary, Complaint Log will be updated if new complaints are received prior to FTA Triennial Review Submission.

Complaint - Phone	2/26/2024	2/26/2024	Alleges a bus operator was rude to complainant based on their race. Describes self as black.	Per video footage, bus operator was within the bus on their meal break and not yet providing service. Passenger knocked on window and asked if they could tap their PRONTO mobile pass now, because their phone was about to die. Bus operator said not at this time because they were on break and vehicle was not in service. While the bus operator continued on their break, the video does pick up bus operator speaking to themselves, making comments about how the complainant should not be talking on their phone if the phone is about to die. Bus operator then contacts dispatch stating that they had previous instances with this complainant refusing to pay when boarding the bus and wanted direction on what they should do if they did not present fare again. After completing their break, bus operator let complainant on and was able to tap their PRONTO mobile app successfully. After the complainant sat on the bus, the bus operator said under their breath why the complainant was talking on their phone if their battery was about to die. Bus operator's comments to themselves appear to be based in frustration from previous incidents with them avoiding to pay fare, but complainant eventually boarded without issue once the bus operator's meal break was complete. Bus operators are not required to open the bus and provide service to passengers while on their meal break. Bus operator appropriately contacted dispatch to request guidance on this incident. Bus operator did however leave late from this bus stop and was counseled on keeping to the bus schedule. No evidence of discrimination based on race found.	Customer Service called complainant on 2/29/2024 with findings.	Closed on 2/29/2024
Complaint - Phone	2/27/2024	2/26/2024	Alleges security racially discriminated complainant when approached about an alleged publicurination incident.	Per video footage, security was alerted by another passenger that the complainant looked like they were about to urinate in public. Security then contacted complainant and asked about their intention to publicly urinate and the complainant is seen zipping their pants. Complainant denied that they were trying to urinate. Security told complainant that they would be removed from the station if the did urinate. Complainant then walked away, yelling some profanities. MTS Security followed training and policies regarding prohibiting passenger from public urination and appropriately investigated a passenger concern on the spot. No evidence of discrimination based on race found.	Profession Standards Manager from Security called complainant with findings on 3/5/2024 and 3/6/2024 and left a voicemail.	Closed on 3/6/2024
Complaint - Phone	2/27/2024	2/27/2024	Alleges trip planning staff hung up on complainant either because complainant is disabled or because complainant is white.	Not enough information to investigate. Called complainant to get more information about trip planning call but voicemail was full. No evidence of discrimination based on disability or race found.	Called complainant on 2/27/2024 to get more information but voicemail was full. Complaint can be re-opened at any time once more information about trip planning call is received.	Closed on 2/27/2024

\*As necessary, Complaint Log will be updated if new complaints are received prior to FTA Triennial Review Submission.

Complaint - Email	3/17/2024	3/17/2024	Alleges a bus operator was rude and racist to another passenger, described as a white senior citizen, when bus operator asked them to hurry and get on the bus.	<p>Per video footage, once bus operator reached bus stop and had boarded all other passengers, complainant and another passenger were seen still outside getting several bags together in order to board. The bus operator announces that the bus is leaving now and complainant continues to grab their bags. Complainant boards first and then the other passenger is still seen outside grabbing their bags. Bus operator then tells the outside passenger they need to leave and that they are late already. Passenger then boards and bus operator waves them pass the fare box. The bus operator is also seen talking with other passengers while driving.</p> <p>MTS found no evidence of the bus operator being rude to passenger or complainant. Bus operator was trying to keep the bus on schedule. However, bus operator will be counseled to remain patient, permit passengers sufficient time to board, to enforce the requirement to pay a fare upon boarding, as well as to refrain from engaging in conversation with passengers while driving to ensure full attention is on driving. MTS found no evidence of discrimination based on race.</p>	Deputy General Counsel email complainant with findings on 3/29/2024	Closed on 3/29/2024
Claim	4/5/2024	8/26/2015	Alleges an injury while boarding the bus in 2015 caused lasting pain and states that staff did not provide sufficient assistance at time of incident.	<p>This date of incident occurred 9 years ago. No video evidence or other bus operator or supervisor reports available from this incident in 2015. A previous customer service case from 2015 was identified that stated that the complainant fell on the bus and scraped themselves, but declined medical assistance offers from both a bus and a bus supervisor who drove to the scene. Subsequently it was requested by complainant that an ice pack be brought, which was brought by a second bus supervisor. No evidence to support that complainant was not given reasonable attention after falling on the bus. No evidence to support discrimination based on race or disability found.</p>	Risk Manager mailed response to claimant on 4/5/2024	Closed on 4/5/2024
Claim	4/22/2024	4/2/2024	Alleges harassment by security.	<p>Per video review, a passenger had called security about complainant allegedly conducting lewd behavior on a trolley. Security responded and based on the description of the individual, they contacted complainant about the allegations within the transit center. The complainant responded that it was not against the law to conduct themselves in that way and walked away from Security and became unresponsive to their request to speak with them. Complainant became combative and tries to walk away and is subsequently detained and cited for fare evasion and failure to comply. Per video review, the complainant was found to be conducting lewd behavior for several minutes on the trolley. Complainant was within the paid fare zone which does require that a passenger have valid fare, but complainant did not present valid fare to security upon request. Reasonable force was used in order to detain. All MTS's procedures and training appeared to be followed by MTS Security. Claimant was contacted at the transit center due to confirmed lewd acts on trolley. No evidence of discrimination based on race found.</p>	Risk Manager called claimant about findings and mailed denial to claim on 4/30/2024. Deputy General Counsel mailed findings on complaint on 5/3/2024.	Closed on 4/30/2024

\*As necessary, Complaint Log will be updated if new complaints are received prior to FTA Triennial Review Submission.

	Complaint - Phone	4/15/2024	4/15/2024	Alleges pass up by bus operator who they believe is discrimination against complainant	<p>Per video review, bus operator pulls away from bus stop. Bus operator then sees complainant walking towards the bus stop and then verbally says sorry and says no in regards to complainant gesturing on wanting to board the bus. Complainant is heard yelling obscenities at bus operator and stating that they must have seen them. The bus operator replies that they did not see them and leaves transit center. Bus operators are trained to pick up passengers only at designated bus stops. If they have already pulled into the road or away from the curb, operators are trained not to allow passengers to board due to safety concerns (e.g. trip and fall hazard; blocking of road). At transit centers, if an open stall is available to pull in, bus operators are allowed to pull back in if a passenger wants to board. Here, per video and interview of bus operator, the bus was already actively pulling away from bus stop at the time bus operator sees complainant and says sorry. The bus operator appears to be going through the normal checklist of steps to ensure ready to depart bus stop and at no point appeared to be rushing or actively looking towards left where passenger was coming before they left bus stop in order to avoid passenger. Bus operator left the bus stop 4 minutes past the scheduled pull time after all passengers had deboarded and those waiting at the bus stop had boarded. There was a car parked in front of the bus, which would have made it difficult to pull back into the bus stop and have enough room to pull out. It also would have been unsafe to pick up passenger while the bus is away from the curb and within the main driving path at the transit center. No evidence of discrimination based on race found.</p>	<p>Customer Service called complainant with findings on 4/19/2024 but requested additional review. Deputy General Counsel also called complainant with findings on 5/1/2024</p>	Closed on 5/1/2024
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APPENDIX E  
**MTS PUBLIC PARTICIPATION PLAN**

# Public Participation Plan 2024



Metropolitan Transit System



SAN DIEGO METROPOLITAN TRANSIT SYSTEM

Subject: PUBLIC PARTICIPATION PLAN

Effective Date: March 27, 2024

Promulgated this 27<sup>th</sup> day of March 2024

SAN DIEGO METROPOLITAN  
TRANSIT SYSTEM

  
\_\_\_\_\_  
Sharon Cooney  
Chief Executive Officer

/s/ Samantha Leslie  
\_\_\_\_\_  
Approved as to form:  
Samantha Leslie  
Title VI Liaison Officer / Deputy General Counsel

## 1.0 Introduction

The San Diego Metropolitan Transit System (MTS) is the provider of fixed-route bus, light rail, and paratransit services in the southern and eastern portion of San Diego County. MTS' area of jurisdiction is approximately 3,241 square miles of urbanized and rural San Diego County with a population of 2.3 million. MTS provides transit service to an area of 901.8 square miles, primarily within its jurisdiction. MTS provides bus and rail services directly or by contract with private operators. All services are coordinated by MTS, which determines the routes, stops, frequencies and hours of operation.

Light rail service is operated on four lines (the UC San Diego Blue, Orange, Green and Silver Lines) with a total of 63 stations and 125.9 miles of rail. For bus services, MTS operates 97 fixed routes and the Americans with Disabilities Act (ADA) complementary paratransit service, MTS Access. Fixed route bus services include Urban Frequent, Urban Standard, Express, *Rapid*, *Rapid Express*, and Rural routes.

MTS is governed by a 15-member Board of Directors that generally meets once a month. Members are as follows:

- Four appointed from the City of San Diego (the Mayor of San Diego and 3 San Diego City Council members)
- Two appointed from the City of Chula Vista (the Mayor of Chula Vista and a Chula Vista City Council Member)
- One appointed from each city council of Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway and Santee
- One appointed from the San Diego County Board of Supervisors

MTS also maintains an advisory member seat on the San Diego Association of Governments (SANDAG) Board of Directors.

## 2.0 MTS Commitment to Public Participation

The MTS Public Participation Plan (PPP) defines the process for communicating with and obtaining input from the public concerning agency programs, projects, planning, services, and funding. The guidelines and principles outlined in the plan guide the agency's public outreach and involvement efforts for these and other mandated projects or MTS Board of Directors initiatives.

The PPP is meant to inform the passengers and other stakeholders about the MTS public participation process, how they can obtain information about MTS, and how they can provide input into policy, planning, and decision-making efforts.

It is the goal of the U.S. Department of Transportation (DOT) that transportation agencies to support proactive public involvement at all stages of planning and project development. Transit agencies are required to develop effective involvement processes which are tailored to local conditions. The performance standards for these proactive public involvement processes include early and continuous involvement; reasonable public availability of technical and other information; collaborative input on alternatives, evaluation criteria and mitigation needs; open public meetings where matters related to Federal-aid transit



programs are being considered; and open access to the decision-making process prior to closure.

The PPP reflects the MTS commitment to public participation and involvement to include all residents and stakeholders in the regional planning process. The PPP was developed and is updated in accordance with guidelines established by federal and local regulations including those listed below.

- 2.1. ADA: The ADA, and the DOT ADA regulations at 49 CFR Part 37, stipulates involving the community, particularly those with disabilities in the development and improvement of services. MTS fully complies with ADA through its provision of fixed-route and complementary paratransit services, and by interacting with individuals with disabilities and their representatives.
- 2.2. National Environmental Policy Act (NEPA): The essential purpose of NEPA is to ensure that environmental factors are considered when compared to other factors in the decision-making process undertaken by federal agencies. The act establishes the national environmental policy, including a multidisciplinary approach to considering environmental effects in federal government agency decision making. Generally, SANDAG plans and constructs major federally-funded capital transit projects in the region on behalf of MTS. Such projects with federal funding or needing federal approvals undergo NEPA review.
- 2.3. California Environmental Quality Act (CEQA): CEQA requires state and local agencies to identify the significant environmental impacts of their actions and to avoid or mitigate those impacts, if feasible. Qualifying MTS projects that may cause a significant impact on the environment undergo CEQA review. Both the CEQA and the NEPA have public information components that require an agency such as MTS to conduct public participation programs to ensure that the public is involved and that community concerns are addressed.
- 2.4. Environmental Justice: MTS makes environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its services, policies, and activities on minority populations and/or low-income populations. Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low Income Populations" and Executive Order 14096 "Revitalizing Our Nation's Commitment to Environmental Justice for All" requires that disproportionately high and adverse human health or environmental effects on minority and low-income populations be identified and addressed in order to achieve environmental justice. Environmental justice at MTS includes incorporating environmental justice and non-discrimination principles into transportation planning and decision-making processes.

Environmental justice requires equitably providing to all residents, regardless of age, race, color, national origin, income, or physical ability, opportunities to work, shop, study, be healthy, and play. MTS believes it is important to understand the impacts of transportation investments on our most vulnerable communities in order to better plan for the future. Promoting social equity and

environmental justice in providing services and undertaking planning efforts requires involvement from a wide variety of communities and stakeholders. MTS considers the following goals of environmental justice throughout transportation planning and service delivery, and through all public outreach and participation efforts:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations, low-income populations, communities disproportionately impacted by historical actions or inactions of society, and people with disabilities.
- To ensure the full and fair participation by all potentially affected communities in the transit decision-making process
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations
- To ensure that all policies and programs maximize improvements in communities that have been historically negatively impacted by actions or inactions of society.

- 2.5. Title VI of the Civil Rights Act of 1964 as amended (Title VI): Title VI states that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Title VI serves as the legal foundation for what is today referred to as environmental justice. MTS adheres to Title VI and environmental justice principles, including the requirements of FTA’s Title VI Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients".
- 2.6. Executive Order 13166 – Improving Access to Services for Persons with Limited English Proficiency: Executive Order 13166 was created to "... improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency ..." Federal agencies were directed to provide guidance and technical assistance to recipients of federal funds as to how they can provide meaningful access to limited English proficient users of federal programs. Consistent with Executive Order 13166 and DOT guidance, MTS has developed a Language Assistance Plan (LAP) in order to ensure meaningful input opportunities for persons with limited English proficiency. MTS’ LAP calls for translations of vital documents, such as public notices, into Spanish. MTS may translate documents into additional languages if the nature of the document and the character of the document’s target audience justify additional translation. The LAP provides further guidance to staff for serving limited English-speaking populations.
- 2.7. Other Laws: Numerous other laws and guidance relevant to public participation are utilized by MTS, depending the program, project or service it is undertaking.

### 3.0 Connecting with Riders and Stakeholders

With approximately 250,000 weekday boardings on MTS buses and Trolleys, service 365 days a year throughout our service area, MTS has an opportunity to connect with our riders on a frequent and personal level. The MTS PPP considers every daily ride to be an opportunity to interact with, inform, and receive feedback from our passengers. Further, MTS is committed to a PPP that includes opportunities for interaction with those in MTS with decision-making authority, including management staff and the Board of Directors. Public workshops, meetings, and other outreach efforts provide forums for input and feedback on MTS services, programs, projects, and policies.

Each of the communication opportunities below follows the guidelines in MTS' LAP, as described in Section 2.6. This includes the translation of important documents and notices, and the availability of verbal translations and language services to populations of limited English proficiency.

- 3.1. Front Line Staff Contacts: Every rider boarding a bus interacts with the driver at the point of fare payment. Trolley riders routinely communicate with Trolley operators, operations supervisors, security officers, fare enforcement personnel, and Passenger Support Representatives (PSRs). A critical part of keeping riders informed is keeping MTS front line employees up to date on current campaigns and services, and ensuring that they have a conduit to relay public feedback to appropriate management staff. Feedback received from the public by front-line employees, in the form of comments, questions, complaints, and suggestions are forwarded to supervisory and management staff on a "Miscellaneous" form, email, or verbal request. Customers may also be referred to the MTS Customer Service department for further assistance and/or to document and investigate their comments.
- 3.2. Public Meetings: Formal public meetings intended to provide information and seek input are conducted in indoor settings (when not prohibited by public health mandates), and via virtual web-based meetings. Meetings may also be held outdoors if a specific setting is desired to maximize attendance and participation. These meetings are generally held to address complex topics which may require a general presentation and/or multiple information stations to comprehensively convey information to attendees. A public meeting format is to be used for conceptual and longer-range planning, policy development, and issues of broader interest than just transit users. In all cases, MTS provides translations in Spanish and other languages as needed or requested.

Generally, MTS staff or designees host information stations within the meeting facility to explain all relevant aspects of the project, plans, or proposals to attendees. Information is to be presented simply, using graphics to the extent possible. If necessary, a general presentation may be made at the beginning, or at multiple times throughout the event, to provide project context and background for attendees.

Such meetings are held in locations convenient and easily accessible by MTS services, with a large enough space allotted for the anticipated attendance. Facilities shall be accessible for attendees with disabilities. Bilingual staff or

interpreters may be provided in accordance with MTS' LAP. Reasonable accommodations to facilitate meeting participation or to provide information in an alternative format will be made upon advance request.

MTS provides notice to the community about meetings that it sponsors, to encourage people to participate. Noticing is done using methods that maximize exposure to low-income and minority populations. These may include Take One flyers or rider newsletters onboard MTS revenue vehicles, posting on the MTS website, sending notices to community organizations and advocacy groups, and communications through the MTS social media channels and e-newsletter. When possible, event notices may include electronic versions of handouts and displays, proposed plans or policies, and related agendas and minutes for MTS Board of Directors' meetings.

- 3.3. Outreach Events: Outreach events differ from public meetings in that they are less formal and intended to reach the maximum number of transit users closest to the points at which they access the MTS system or services. Outreach events typically address issues like service change proposals, shorter range planning, and passenger survey collection. These take place at transit centers and stations, or anywhere large groups of potentially interested or impacted populations congregate. A calendar of outreach events for the last three years is included as Attachment A.
- 3.4. PSRs: MTS utilizes PSRs for conveying information to transit riders, assisting in the implementation phase of major changes, directing passengers throughout special events, and assisting passengers in the purchase of fare media. PSRs may be utilized during project planning phases by engaging passengers for surveys, interviews of the public, and collecting data.
- 3.5. Speaking Engagements (Non-MTS-Sponsored): MTS staff from the appropriate disciplines make presentations, answer questions, and collect feedback at non-MTS sponsored meetings. These include community planning groups, special interest or purpose meetings, neighborhood councils, and advocacy groups. The format of these meetings varies from casual lunch meetings to formal speaking events. The information presented is to be relevant to the audience and structured in a way to encourage maximum feedback.
- 3.6. Community Events (Non-MTS-Sponsored): MTS participates in a wide variety of community events, such as street fairs and public markets. These are generally utilized to promote MTS and provide information on our services. They are also used as an opportunity to collect feedback on relevant proposals for which MTS is currently soliciting comment. A calendar of community events for the last three years is included as Attachment A.
- 3.7. Community Advisory Committee: MTS has established a Community Advisory Committee made up of people representing civic groups, educational institutions, military, community-based organizations and other interest groups. This Committee meets 2-3 times annually to receive MTS updates and to advise MTS on other important initiatives to consider and a Spanish

interpreter is available at each meeting. Other translation services can also be provided upon request.

- 3.8. Take One Notices: MTS prints bilingual (English and Spanish) Take One notices to all riders a minimum of three times per year (typically 4-6 times annually). These are posted on every fixed-route bus and Trolley in the system for 2-4 weeks, depending on the content. These typically include important rider information on upcoming service changes, public hearings, service interruptions, policies, or other matters of general interest to all MTS riders. Each standard Take One notice also includes details on how to request the information in an alternative format for individuals with disabilities, and the public's rights under Title VI, including how to file a complaint or request more information.
- 3.9. MTS Rider Insider Newsletter: MTS prints and posts a newsletter for riders, to keep them informed of general MTS news, the upcoming calendar, projects' status, and opportunities to participate in MTS events. These are published in English and Spanish (or bilingual) versions and posted on all MTS revenue vehicles approximately three to four times a year.
- 3.10. MTS Rider Insider e-newsletter: In addition to the printed newsletter, MTS distributes an electronic edition more frequently to a subscriber list approximately twice each month. People can sign-up for the e-newsletter on the MTS website, or at outreach events.
- 3.11. Furniture and Vehicle Advertising: Internal advertising media (which includes bus benches, bus shelters, Trolley station banners, and vehicles cards and wraps) is used occasionally to promote specific events and campaigns, such as informing riders where they can purchase passes or of new policies or procedures. Because riders cannot take the information with them, and because they have a higher cost and on-going maintenance needs, these media are used less frequently than other communication methods.
- 3.12. The Transit Store: MTS maintains a retail storefront in Downtown San Diego that sells fare media, issues identification cards, handles lost-and-found, and dispenses verbal and printed information on services, programs, and initiatives. The most current timetables, maps, Take One notices, and other flyers are available for riders and the public. The Transit Store is open 8 a.m. to 5 p.m., Monday through Friday, and is located at 1255 Imperial Avenue, Ste 100A, San Diego, CA 92101, at the 12th & Imperial Transit Center. It is easily accessed by bus routes 4, 12, 901, and 929, as well as the Orange, Green, and UC San Diego Blue Trolley lines. Paid parking is also available. Riders can also call The Transit Store at (619) 234-1060.
- 3.13. Information and Trip Planning Office: MTS provides one-on-one travel planning assistance and information through the Information and Trip Planning Office telephone line. This line is staffed by bilingual staff (English and Spanish), 362 days per year (closed Thanksgiving, Christmas and New Years). Weekday hours are 5:30 a.m. to 8:30 p.m. (reduced hours on weekends and holidays). Customers can reach the Information and Trip

Planning Office directly by calling (619) 233-3004. The Information and Trip Planning Office is also the centralized Lost & Found call center.

- 3.14. Customer Service Office: The Customer Service Office is the central MTS clearinghouse for rider comments, compliments, complaints, and suggestions received by telephone, the website, live chat, and email. MTS maintains a Customer Relations Module (CRM) database, which records all comments and complaints, and assigns them to the appropriate staff or department for investigation, resolution, and/or their future records. The Customer Service Office is open 8 a.m. to 5 p.m., Monday through Friday, and email and website comments may be submitted anytime.
- 3.15. PRONTO Support Center: MTS has migrated all transit passes onto the regional account-based fare system, branded as PRONTO. Customers with a PRONTO account are taken care of by specially trained staff in the PRONTO Support Center. By calling this office, riders can load funds or monthly passes onto their accounts, register PRONTO fare cards for loss protection, and ask questions. Callers with concerns not directly related to their PRONTO account are generally directed to the MTS Customer Service Center, where their issue can be recorded, logged, and sent to the appropriate personnel for resolution.
- 3.16. [www.sdmts.com](http://www.sdmts.com): The comprehensive MTS website is riders' and the public's resource for transit information, current events, project updates, meeting schedules and agendas, and reports and other publications. MTS periodically posts surveys and promotes opportunities for online input. This website also includes a Google Translate widget, allowing translation into multiple languages.
- 3.17. Title VI Policy, Complaint & Information Webpage: Directly linked from MTS' website (<https://www.sdmts.com/about/title-vi-policy>), MTS provides extensive information to riders, residents, and other stakeholders explaining their rights under Title VI, MTS' obligations, and the procedures for filing a complaint or seeking additional information.
- 3.18. MTS Security Dispatch: Riders can call or text security dispatch 24 hours a day, seven days a week at 619-595-4960. The purpose of this number is to submit immediate security-related concerns via text message or phone call at 619-595-4960 while using the MTS system. Information received on this line is transmitted to front line staff, as appropriate. Callers with complaints and other concerns are generally directed to the MTS Customer Service Center, where their issue can be recorded, logged, and sent to the appropriate personnel for resolution.
- 3.19. Community Contacts List: MTS maintains an email list of community organizations, employers, advocacy groups, and other interested parties to whom we regularly communicate important information. This includes critical service change or service interruption details, outreach events, and opportunities for public input on various projects.

- 3.20. Civic Partnerships: MTS maintains working relationships with all other public agencies and industry groups that are provided important MTS news in English and Spanish to share with their constituencies.
- 3.21. View Our Calendar: Visit <https://www.sdmts.com/about-mts-meetings-and-agendas> for a comprehensive monthly calendar of all Board of Directors and Board Committee meetings. These meetings are noticed and open to the public.
- 3.22. Social Media: MTS maintains accounts on Instagram, Facebook, X (formerly known as Twitter, TikTok, LinkedIn, and YouTube to keep riders informed of the most current events and provide an opportunity for instant feedback and comments.

#### **4.0 Public Participation Process: Overall**

The MTS PPP establishes a process for obtaining input from and providing information to the public concerning agency policies, services, projects, and program funding in order to ensure the public is informed and has the opportunity to provide MTS with input so plans can reflect the public's vision. In accordance with FTA regulations, MTS will review and update this plan as needed, but at least once every three (3) years. The various federal and state laws and regulations mentioned above require that transit agencies like MTS conduct public participation programs to ensure that the public is involved and that community concerns are addressed.

For example, major transit service changes, adjusting rider policies, and passing budgets require MTS to provide opportunities for public participation. A significant component of the MTS mission is a strong commitment to public participation and involvement to include all residents and stakeholders in the process of providing successful transit service. The public participation process, development of plans, and outreach activities are coordinated through the MTS Marketing Department.

Ensuring the meaningful involvement of all social and economic groups, including low-income, minorities, individuals with disabilities, seniors, and other traditionally underrepresented communities is a key component of the PPP. As discussed in the Introduction section of this PPP, activities covered in the PPP are consistent with federal and state environmental justice laws, regulations, and requirements, Title VI and related nondiscrimination requirements, and they reflect the principles of social equity and environmental justice. The overall public participation process follows these guidelines and principles:

- 4.1. The PPP is designed to inform and involve people and organizations in MTS' decision-making process on issues such as service changes, rider policies, and other matter of interest to riders and the public. The PPP seeks to involve all citizens, including, but not limited to, low-income households, minorities, seniors, limited English speaking populations, individuals with disabilities, LGBTQ communities, community-based and civic organizations, public agencies, business groups and associations, environmental organizations, local public agency partners, schools, and other stakeholders in the decision-making process.

- 4.2. MTS Board of Directors and Executive Committee meetings provide the public input forum and decision point for significant agency issues. The MTS Board of Directors typically holds one board meeting each month on a Thursday and an Executive Committee meeting is typically held the Thursday prior to Board of Directors meeting. If an in-person meeting, meetings are held at MTS offices which are accessible by public transit. Virtual meetings are accessible by all people with computers and/or phones. Upon request, translation is available at all meetings, in accordance with MTS's LAP. Reasonable accommodations to facilitate meeting participation or to provide information in an alternative format will be made upon advance request. During these meetings, the MTS Board solicits public input, adopts plans and budgets, approves service changes, implements policies, and hears staff reports. Other Board advisory committees provide opportunities for the public to provide comment regarding policy formulation prior to action by the Board in specific areas of policy, including the Budget Committee, the Public Security Committee, and the Audit Oversight Committee. These meetings are publicly noticed, and an agenda is available prior to the meetings.
- 4.3. The MTS Accessible Services Advisory Committee (ASAC) is a committee made up of transit riders with disabilities, advocates, and organizations that reviews transit service issues of concern to individuals with disabilities and provides feedback and guidance to the MTS Board of Directors and Chief Executive Officer. The chair of ASAC is a member or appointee of the MTS Board of Directors. ASAC generally meets quarterly in person with a virtual option for the public to attend. ASAC meetings are conducted at MTS offices which are directly served by transit and fully accessible for disabled individuals. ASAC meetings are open to the public, and public attendance, participation, and testimony is invited.
- 4.4. For planning, project, funding, and policy decisions, public input shall be documented, issues or concerns addressed, and resolution of issues and/or changes made reflected in final reports, plans, or other documents. The final reports or documents may be subject to approval by a vote at a public MTS Board of Directors or Executive Committee meeting.
- 4.5. MTS proactively seeks and promotes public participation in decisions regarding service levels, budgeting, capital improvements, security, and location of transit services and amenities. At all times various avenues will be available to the public for making suggestions and comments regarding the way transit is deployed in the community as detailed in Section 3.0. Comments and suggestions are logged, reviewed, and responded to in a timely and appropriate manner.
- 4.6. MTS proactively seeks and promotes public participation in MTS public outreach events, meetings, and hearings, as well as participation and attendance at committees, working groups, and task forces. MTS follows local, state, and federal guidelines for posting public meeting and hearing notices. Depending upon the specific project, MTS endeavors to hold meetings at times that can attract as many participants as possible and at locations in communities throughout the MTS area and in locations that are accessible by public transit and to persons with disabilities.



- 4.7. In recognition that not all transit riders are able to attend lengthy, formal meetings, MTS staff working on a specific project may hold spontaneous and informal outreach events at transit centers, busy transfer locations, or other areas where transit riders will congregate while waiting for their transit trip or pass through between transit modes. These are held in locations and during times affected by specific projects or proposals and where and when the maximum number of riders can be reached for feedback and input.
- 4.8. MTS uses its website, e-newsletters, printed newsletters, advertising, printed on-board notices and social media channels to provide the public with useful and timely information, including: service schedules and maps, meeting schedules and agendas; plans and documents; budgets; reports and other publications; and interactive trip planning applications. Major projects may have a dedicated webpage on the MTS website with information for the public, reporters, and other stakeholders. MTS may also create bilingual partner “toolkits” to help stakeholders communicate important information about transit to their constituencies.
- 4.9. MTS informs the public in a timely manner about service changes and pending decisions through a number of efforts. As needed or required, MTS provides adequate notice in newspapers of general circulation for publication of legal notices, which may also include minority and Spanish language publications. Other publication and distribution efforts to residents, agencies, and city/county governments may include email notification, notices on the MTS website, publication of an onboard pamphlet highlighting all services changes in English and Spanish, call center hold messages, and posts on MTS social media channels.
- 4.10. MTS regularly informs local print and broadcast media about MTS services, changes, upcoming programs, and other issues. MTS regularly distributes press releases to community, minority, local and regional print, as well as web-based publications. MTS also distributes information to local and Spanish radio and television stations. Information is also routinely provided to Asian-language publications.
- 4.11. Following DOT guidance, a Four Factor Analysis for MTS’ development of MTS’ LAP was conducted. The plan details the number of limited English proficient speakers in the MTS service area and outlines the language assistance measures provided for these populations. In accordance with the LAP, as appropriate and depending on the specific project, MTS translates into Spanish all vital documents, such as timetables, Take Ones, and service change announcements and into any other language upon request. MTS will also translate other documents into additional languages based on an analysis of the need or if requested. In addition, numerous staff members are bilingual Spanish-English speakers and participate in public outreach and conduct presentations in Spanish. Translators are hired as needed to provide services in Spanish and other languages as appropriate.
- 4.12. MTS conducts periodic rider opinion surveys, including a major customer satisfaction survey conducted every two years (typically). These surveys are

designed to include MTS passengers in the planning and programming of future services and changes by helping gauge effectiveness and satisfaction with current service and unmet needs for potential new services. A recent rider opinion survey is included as Attachment B.

- 4.13. MTS periodically reviews the effectiveness of the procedures and strategies contained in the agency wide PPP and any other planning, program, or project-specific public participation plans to ensure the goals of the outreach and involvement are met. Quantitative and qualitative assessment is considered to determine results of outreach effectiveness by reporting how many people are contacted, how many responded, and if MTS received the necessary input, as well as what follow up measures were taken to ensure persons who commented know what was done with their comments. MTS will revise the overall outreach process as needed based on this review. A table of some commonly used outreach strategies and evaluation methods is included in this PPP.

## **5.0 Public Participation Process: *Transit Service Changes***

- 5.1. MTS seeks to inform and involve public transit riders, stakeholders, and the general public about proposed changes in transit services. This includes addressing needs and conducting outreach with stakeholders listed in the overall public participation process.
- 5.2. A public hearing(s) will be held by MTS for major service changes, as defined by MTS Board Policy No. 42 "Transit Service Evaluation and Adjustment". The public hearings will be held virtually or at MTS offices during a regularly scheduled meeting of the MTS Board of Directors and/or in the general geographic area of the affected public, as determined by the MTS Executive Committee or Board of Directors. Public meetings will be held at a time and location that is accessible by users of public transit. When appropriate, outreach sessions, open houses, and/or other meetings at which the public can provide comments will be held during various hours and in different areas of the MTS jurisdiction.
- 5.3. A record of public input received at public hearings, meetings, workshops, or outreach sessions will be provided to the MTS Board of Directors prior to approval of the proposed service changes.
- 5.4. Take Ones, Rider Alerts, or other public notices in both English and Spanish will be posted on all public transit vehicles within the affected area and will include a description of the proposed service change, the date, time, intent and location of the public hearing, and the deadline for written, email, and phone comments from the public. The notices will also be posted to the MTS website.
- 5.5. Print notice of public hearings will be provided prior to the public hearing meeting date in newspapers of general circulation in the affected area(s), including appropriate minority and community publications. Per MTS's enabling legislation, notice of the public hearing must be posted within a

newspaper of general circulation at least once 15 days prior to the public hearing.

- 5.6. Additional public outreach will be performed through media notification, web postings, social media notifications and email newsletters.

## 6.0 Public Participation Process: *Fare Changes*

With the approval of Senate Bill 1703 (Peace 2002), the planning and programming functions of MTS and North County Transit District were consolidated under SANDAG. As part of these functions SANDAG assumed the responsibility of developing a Regional Fare Policy, including setting fares for transit services in the region through a Regional Comprehensive Fare Ordinance. Public participation activities implemented to support the Regional Fare Policy are included within SANDAG's PPP.

## 7.0 Public Participation Plan: *Evaluation Methods*

As a part of the public engagement strategy for the PPP, staff at MTS is regularly monitoring and evaluating outreach strategies and methods used for efficacy. Some of the evaluation measures used in the most commonly applied public involvement tools and techniques are outlined below.

### Public Involvement Tools Evaluation Table

Public Involvement Tool	Evaluation Method
Public Participation Plan	To be reviewed every three years
MTS Website	Number of impressions
MTS News Newsletter / E-Newsletter	Open rate analytics (email only), distribution list size
Project Specific Websites	Number of impressions
Project Specific Open Houses, Meetings & Workshops	Number of attendees, number of comments received, press mentions
Fact Sheets	Distribution, number of calls, comments
Community Advisory Committee	2-3 meetings annually for public input
Newspaper Notices	Distribution list of newspaper
Advertisements	Distribution, number of calls, comments. Impressions and click-through rates (digital ads only) (Attachment C)
Project Specific Newsletters / E-Newsletter	Open rate analytics (email only), distribution list size, number of calls, comments
Direct Mailings	Distribution, number of calls, comments
Press Releases	Distribution, press mentions, number of calls, comments
Public Hearings	Attendance, information distribution, comments
Comment Forms	Number of comments collected
Surveys	Distribution, responses received, comments
Flyers	Distribution, number of calls, comments

Instagram	Impressions and engagements
Facebook	Impressions and engagements
X, formerly known as Twitter	Impressions and engagements
YouTube	Impressions and engagements

## Attachments:

- A. Public outreach calendar (2021-2024)
- B. MTS Bi-Annual Customer Satisfaction, Survey 2022
- C. Advertisements (2021-2024)
- D. MTS Social Equity Listening Tour Report, April 2023

OUTREACH EFFORTS - FY2022								
Date	MTS Department Responsible	MTS Staff	Location	Reason for Communication	Minority Group Served	Reason for Communication	Low Income Area Served (Maps)	Collateral Printed in Another Language
8/2/2021	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Raechel Stewart, Jesus Sandoval, Consultant	City College Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Disabled, Low-income, Senior, Visually and/or Hearing Impaired	PRONTO	Downtown	Spanish
8/3/2021	MTS Marketing, Ambassador, Consultant	Mark Olson, Rob Schupp, Consultant	Miramar College Transit Center	PRONTO Fare System	Senior, Low-Income, Disabled	PRONTO	Miramar	Spanish
8/3/2021	MTS Marketing, Ambassador, Consultant	Marcial Gutierrez, Jesus Sandoval, Jorge Morales, Consultant	Iris Avenue Station	PRONTO Fare System	African American, Hispanic, Pacific Islander, Disabled, Low-Income, Senior	PRONTO	South San Diego	Spanish
8/3/2021	MTS Marketing	Grecia Figueroa	Online/County of San Diego Behavioral Health Services	PRONTO Fare System	Senior, Low-Income, Disabled	PRONTO	Online	Spanish, Chinese, Arabic
8/4/2021	MTS Marketing, Ambassador, Consultant	Marcial Gutierrez, Laura Santos, Jorge Morales, Consultant	24th Street Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-Income, Senior	PRONTO	National City	Spanish
8/4/2021	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Wilma Durbin, Consultant	El Cajon Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Disabled, Low-Income, Senior	PRONTO	El Cajon	Spanish
8/4/2021	MTS Marketing	Grecia Figueroa	Online/ San Diego Centers for the Blind	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-income, Senior, Visually and/or Hearing Impaired	PRONTO	Online	Spanish
8/5/2021	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Rob Schupp, Consultant	UTC Transit Center	PRONTO Fare System	Asian, Hispanic, Disabled, Senior, Low-Income	PRONTO	University City	Spanish
8/5/2021	MTS Marketing, Ambassador, Consultant	Grecia Figueroa, Angelica Pelayo, Jorge Morales, Consultant	Euclid Avenue Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-Income, Senior	PRONTO	Southeast San Diego	Spanish
8/6/2021	MTS Marketing, Ambassador, Consultant	Quincy Marin, Angelica Pelayo, Jorge Morales, Consultant	Santa Fe Depot	PRONTO Fare System	Hispanic, Disabled, Low-Income Senior, Visually and/or Hearing Impaired, African American	PRONTO	Downtown	Spanish
8/7/2021	MTS Marketing, Taxicab, Ambassador, Consultant	Stacie Bishop, Leonardo Fewell, Angelica Pelayo, Jorge Morales, Consultant	San Ysidro Transit Center	PRONTO Fare System	Hispanic, Disabled, Low-income, Senior	PRONTO	San Ysidro	Spanish
8/7/2021	MTS Trip Planning, Ambassador, Consultant	Abigail MontesDe, Brie, Laura Santos, Consultant	Old Town Transit Center	PRONTO Fare System		PRONTO	Old Town	Spanish
8/8/2021	MTS Ambassador, Consultant	Laura Santos, Consultant	Gaslamp Quarter Station	PRONTO Fare System		PRONTO	Downtown San Diego	Spanish
8/9/2021	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Jorge Morales, Consultant	Fashion Valley Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-Income, Senior	PRONTO	Mission Valley	Spanish
8/9/2021	MTS Marketing, Ambassador, Consultant	Marcial Gutierrez, Jesus Sandoval, Consultant	Bever Blvd. Station	PRONTO Fare System	Hispanic, Senior, Disabled	PRONTO	South San Diego	Spanish
8/9/2021	MTS Marketing	Grecia Figueroa	Online/Access to Independence	PRONTO Fare System	Disabled, Senior, Low-Income	PRONTO	Online	Spanish, Chinese, Arabic
8/10/2021	MTS Marketing, Ambassador, Consultant	Marcial Gutierrez, Jorge Morales, Consultant	H Street Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-Income, Senior	PRONTO	Chula Vista	Spanish
8/10/2021	MTS Marketing, Ambassador, Consultant	Quincy Marin, Jesus Sandoval, Consultant	Park & Market Station	PRONTO Fare System	African American, Hispanic, Disabled, Low-Income, Senior	PRONTO	Downtown	Spanish
8/11/2021	MTS Marketing, Ambassador, Consultant	Mark Olson, Jorge Morales, Consultant	America Plaza Station	PRONTO Fare System	African American, Asian, Hispanic, Disabled, low-income, Senior	PRONTO	Downtown	Spanish
8/11/2021	MTS Marketing, Ambassador, Consultant	Raechel Stewart, Jesus Sandoval, Consultant	Grossmont Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-income, Senior	PRONTO	La Mesa	Spanish
8/12/2021	MTS Marketing, Ambassador, Consultant	Maria Sonia Sanchez, Stacie Bishop, Consultant	Otay Mesa Transit Center	PRONTO Fare System	Asian, Hispanic, Disabled, Senior, Low-Income	PRONTO	Otay Mesa/South San Diego	Spanish
8/12/2021	MTS Trip Planning, Ambassador, Consultant	Luz Gallo, Regina, Jorge Morales, Consultant	San Ysidro Transit Center	PRONTO Fare System		PRONTO	San Ysidro	Spanish
8/13/2021	MTS Marketing, Ambassador, Consultant	Jessica Krieg, Jesus Sandoval, Consultant	Barrio Logan Station	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-income, Senior, Visually and/or Hearing Impaired	PRONTO	Downtown	Spanish
8/13/2021	MTS Marketing, Ambassador, Consultant	Grecia Figueroa, Consultants	City Heights Transit Plaza	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-Income, Senior	PRONTO	City Heights	Spanish
8/13/2021	MTS Marketing	Grecia Figueroa	Online/ Paralyzed Veterans of America	PRONTO Fare System	Senior, Low-Income, Disabled	PRONTO	Online	Spanish, Chinese, Arabic
8/14/2021	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Mark Olson, Wilma Durbin, Jorge Morales, Consultant	12th & Imperial	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Disabled, Low-income, Senior, Visually and/or Hearing Impaired	PRONTO	Downtown	Spanish, Tagalog

8/15/2021	MTS Marketing, Ambassador, Consultant	Marcial Gutierrez, Jesus Sandoval, Consultant	Palomar Street Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Disabled, Low-income, Senior, Visually and/or Hearing Impaired	PRONTO	Chula Vista	Spanish
8/16/2021	MTS Marketing, Ambassador, Consultant	Raechel Stewart, Jorge Morales, Consultant	Palomar Rapid Center	PRONTO Fare System	Asian, Hispanic, Disabled, Low-income, Senior	PRONTO	Chula Vista	Spanish
8/16/2021	MTS Marketing, Ambassador, Consultant	Jessica Krieg, Jesus Sandoval, Consultant	Old Town Transit Center	PRONTO Fare System		PRONTO	San Diego	Spanish
8/17/2021	MTS Marketing, Ambassador, Consultant	Quincy Martin, Jorge Morales, Consultant	Santee Town Center Station	PRONTO Fare System	Hispanic, Disabled, Low-Income, Senior	PRONTO	Santee	Spanish
8/17/2021	MTS Marketing, Capital Improvement, Ambassador	Stacie Bishop, Heather Furey, Jesus Sandoval	8th Street Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-income, Senior	PRONTO	National City	Spanish
8/18/2021	MTS Trip Planning, Ambassador, Consultant	Blanca Cardenas, Consultant	Palm Avenue Transit Center	PRONTO Fare System	Low Income, Hispanic, Disabled, Senior	PRONTO	South San Diego	Spanish
8/18/2021	MTS Marketing, Ambassador, Consultant	Grecia Figueroa, Jorge Morales, Consultant	25th & Commercial Station	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-Income, Senior	PRONTO	Downtown	Spanish
8/19/2021	MTS Trip Planning, Ambassador, Consultant	Maria Sonia Sanchez, Consultant	Harborside Station	PRONTO Fare System	Low Income, Hispanic, African American	PRONTO	Barrio Logan	Spanish
8/19/2021	MTS Marketing, Ambassador, Consultant	Mark Olson, Jesus Sandoval, Consultant	Lemon Grove Depot	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Disabled, Low-income, Senior	PRONTO	Lemon Grove	Spanish
8/20/2021	MTS Marketing, Procurement, Ambassador, Consultant	Stacie Bishop, Sam Elmer, Jorge Morales, Consultant	Fifth Avenue Station	PRONTO Fare System	African American, Asian, Hispanic, Disabled, Low-Income, Senior	PRONTO	Downtown	Spanish
8/20/2021	MTS IT, Ambassador, Consultant	Taryn Popplewell, Jesus Sandoval, Consultant	Grantville Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Disabled, Low-Income, Senior	PRONTO	La Mesa / San Diego	Spanish
8/21/2021	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Rob Schupp, Laura Santos, Consultant	Euclid Avenue Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Disabled, Low-Income, Senior	PRONTO	Southeast San Diego	Spanish
8/21/2021	MTS Marketing, Ambassador, Consultant	Mary Desjean, Jorge Morales, Consultant	Fenton Parkway Station	PRONTO Fare System	African American, Asian, Hispanic, Disabled, Senior	PRONTO	Mission Valley	Spanish
8/22/2021	MTS Trip Planning, Ambassador, Consultant	George Luna, Regina, Maria Sanchez, Jesus Sandoval, Angelica Pelayo, Consultant	San Ysidro Border	PRONTO Fare System	Hispanic, Low Income, Senior, Disabled, Youth	PRONTO	San Ysidro	Spanish
8/23/2021	MTS Marketing, Ambassador, Consultant	Jessica Krieg, Ernesto Garcia, Consultant	Civic Center Station	PRONTO Fare System		PRONTO	Downtown	Spanish
8/24/2021	MTS Marketing, Security, Ambassador, Consultant	Stacie Bishop, Jorge Morales, Consultant	Gaslamp Quarter Station	PRONTO Fare System	Hispanic, Disabled, Low-Income, Senior	PRONTO	Downtown	Spanish
8/24/2021	MTS Marketing, Ambassador, Consultant	Raechel Stewart, Jesus Sandoval, Consultant	Fashion Valley Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Disabled, Low-income, Senior, Visually and/or Hearing Impaired	PRONTO	Mission Valley	Spanish
8/25/2021	MTS Marketing, Ambassador, Consultant	Mark Olson, Jesus Sandoval, Consultant	County Center/Little Italy	PRONTO Fare System		PRONTO	Downtown	Spanish
8/25/2021	MTS Marketing, Ambassador, Consultant	Dalia Gonzalez, Jorge Morales, Consultant	E Street Transit Center	PRONTO Fare System		PRONTO	Chula Vista	Spanish
8/25/2021	MTS Marketing	Grecia Figueroa	Online/ The Braille Institute	PRONTO Fare System	Visually impaired, senior, disabled	PRONTO	Online	Spanish, Chinese, Arabic
8/26/2021	MTS Marketing, Ambassador, Consultant	Quincy Martin, Jesus Sandoval, Consultant	SDSU Transit Center	PRONTO Fare System	African American, Asian, Hispanic	PRONTO	College Area	Spanish
8/26/2021	MTS Marketing, Ambassador, Consultant	Grecia Figueroa, Jorge Morales, Consultant	Encanto Station	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-Income, Senior	PRONTO	Southeast San Diego	Spanish
8/26/2021	MTS Marketing	Grecia Figueroa	Online/ Arc of SD	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Disabled, Low-Income, Senior	PRONTO	Online	Spanish, Tagalog, Chinese, Arabic
8/27/2021	MTS Marketing, Ambassador, Consultant	Marcial Gutierrez, Jesus Sandoval, Consultant	Palomar Street Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-Income	PRONTO	Chula Vista	Spanish
8/28/2021	MTS Trip Planning, Ambassador, Consultant	Maria Sonia Sanchez, Jesus Sandoval, Consultant	24th Street Transit Center	PRONTO Fare System		PRONTO	Downtown	Spanish
8/28/2021	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Jorge Morales, Consultant	El Cajon Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Disabled, Low-Income, Senior	PRONTO	El Cajon	Spanish
8/29/2021	MTS Trip Planning, Ambassador, Consultant	Marisa Ruiz, Angelica Pelayo, Consultant	City College Transit Center	PRONTO Fare System		PRONTO	Downtown	Spanish
8/30/2021	MTS Marketing, Ambassador, Consultant	Mark Olson, Rob Schupp, Consultant	Sabre Springs Transit Center	PRONTO Fare System	Asian, Senior, Disabled	PRONTO	Rancho Penasquitos	Spanish

8/30/2021	MTS Marketing, Ambassador, Consultant	Raechel Stewart, Jesus Sandoval, Consultant	La Mesa Blvd. Station	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Disabled, Low-income, Senior, Visually and/or Hearing Impaired	PRONTO	La Mesa	Spanish
8/31/2021	MTS Marketing, Ambassador, Consultant	Jessica Krieg, Jesus Sandoval, Consultant	Courthouse Station	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Disabled, Low-income, Senior, Visually and/or Hearing Impaired	PRONTO	Downtown	Spanish
8/31/2021	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Jorge Morales, Consultant	Morena/Linda Vista Station	PRONTO Fare System	African American, Asian, Hispanic, Disabled, Low-income, Senior	PRONTO	Linda Vista	Spanish, Tagalog, Chinese, Vietnamese, Arabic
9/2/2021	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Jorge Morales, Consultant	Fashion Valley Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Disabled, Low-income, Senior	PRONTO	Mission Valley	Spanish, Tagalog, Chinese, Vietnamese, Arabic
9/8/2021	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Jesus Sandoval, Consultant	Otay Mesa Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Disbaled, Low-Income, Senior	PRONTO	Otay Mesa	Spanish
9/10/2021	MTS Marketing, Ambassador, Consultant	Jessica Krieg, Jorge Morales, Consultant	Barrio Logan	PRONTO Fare System	Hispanic, Senior, Disabled, Low-Income	PRONTO	Barrio Logan	Spanish
9/14/2021	MTS Marketing, Ambassador, Consultant	Mark Olson, Consultant	City Heights (El Cajon Blvd)	PRONTO Fare System	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-Income, Senior	PRONTO	City Heights	Spanish
9/14/2021	MTS Marketing	Grecia Figueroa	Online/ Blind Community Center	PRONTO Fare System	African American, Asian, Hispanic, Disbaled, Low-Income, Senior	PRONTO	Online	Spanish
9/16/2021	MTS Marketing, Ambassador, Consultant	Marcial Gutierrez, Jorge Morales, Consultant	Beyer Blvd	PRONTO Fare System	Hispanic, Senior, Disabled, Low-Income	PRONTO	South San Diego	Spanish
9/17/2021	MTS Marketing, Ambassador, Consultant	Grecia Figueroa, Consultant	1525 4th Avenue	PRONTO Fare System	African American, Asian, Hispanic, Disabled, Low-Income, Senior	PRONTO	Downtown	Spanish
9/20/2021	MTS Marketing, Consultant	Stacie Bishop, Rob Schupp, Consultant	UC San Diego	PRONTO Fare System	Asian, Hispanic, Middle Eastern, Low-Income	PRONTO	La Jolla	Spanish, Chinese, Tagalog, Vietnamese, Arabic
9/21/2021	MTS Marketing, Consultant	Stacie Bishop, Consultant	8th Street Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Disabled, Low-Income, Senior	PRONTO	National City	Spanish, Chinese, Tagalog, Vietnamese, Arabic
9/22/2021	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Consultant	UC San Diego	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Low-Income	PRONTO	La Jolla	Spanish, Chinese, Tagalog, Vietnamese, Arabic
9/23/2021	MTS Marketing	Grecia Figueroa	SD Oasis - La Mesa	PRONTO Fare System	Senior/ Low Income	PRONTO	In Person	Spanish
9/23/2021	MTS Marketing, Ambassador, Consultant	Raechel Stewart, Jessica Krieg	UC San Diego	PRONTO Fare System	Asian, Hispanic, Middle Eastern, Pacific Islander, Low-income	PRONTO	La Jolla	Spanish
9/23/2021	MTS Marketing, Consultant	Grecia Figueroa, Consultant	5500 Grossmont Center Dr.	PRONTO Fare System	Seniors, low income	PRONTO	La Mesa	Spanish
9/27/2021	MTS Marketing, Ambassador, Consultant	Marcial Gutierrez, Consultant	San Ysidro Transit Center	PRONTO Fare System	African American, Hispanic, Disabled, Low-Income, Senior	PRONTO	San Ysidro	Spanish
9/29/2021	MTS Marketing, Ambassador, Consultant	Mary Desjean, Consultant	Euclid Avenue	PRONTO Fare System	African American, Asian, Pacific Islander, Hispanic, Disabled, Low-Income, Senior	PRONTO	Southeast San Diego	Spanish
9/30/2021	MTS Marketing	Stacie Bishop	El Cajon Transit Center	PRONTO Fare System	African American, Asian, Hispanic, Middle Eastern, Disabled, Low-Income, Senior	PRONTO	El Cajon	Spanish
10/1/2021	MTS Marketing	Grecia Figueroa	Online/ San Diego Braille Club	PRONTO Fare System	Disabled visually/hearing impaired	PRONTO	Online	Spanish
11/15/2021	MTS Marketing, Consultant	Marcial Gutierrez, Consultant	E Street Transit Center	Blue Line Extension	African American, Pacific Islander, Hispanic, Senior, Disabled, Visually/Hearing Impaired	Trolley Extension	Chula Vista	Spanish
11/15/2021	MTS Planning, Consultant	Beverly Neff, Consultant	Iris Avenue	Blue Line Extension	African American, Asian, Hispanic, Low-income, Senior	Trolley Extension	South San Diego	Spanish
11/16/2021	MTS Planning, Consultant	Pete Casellini, Consultant	Kearny Mesa Transit Center	Blue Line Extension	African American, Asian, Hispanic, Low-income, Senior	Trolley Extension	Clairemont	Spanish
11/17/2021	MTS Marketing, Consultant	Stacie Bishop, Consultant	8th Street Transit Center	Blue Line Extension	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-Income, Senior	Trolley Extension	National City	Spanish
11/17/2021	MTS Marketing, Consultant	Mark Olson, Raechel Stewart	Gilman Transit Center	Blue Line Extension	Asian, Hispanic, Middle Eastern, Pacific Islander, Low-income,	Trolley Extension	La Jolla	Spanish
11/18/2021	MTS Marketing, Consultant	Stacie Bishop, Consultant	Euclid Avenue Transit Center	Blue Line Extension	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-Income, Senior	Trolley Extension	Downtown	Spanish
11/18/2021	MTS Marketing, Consultant	Marcial Gutierrez, Consultant	San Ysidro Transit Center	Blue Line Extension	African American, Hispanic, Senior, Low Income, Disabled,	Trolley Extension	San Ysidro	Spanish
11/19/2021	MTS Marketing, Consultant	Jessica Krieg, Consultant	City Heights Transit Plaza	Blue Line Extension		Trolley Extension	City Heights	Spanish

11/21/2021	MTS Marketing, Planning, Consultant	Mark Olson, Stacie Bishop, Quincy Marin, Mary Desjean, Peter Casselini, Consultant	UC San Diego	Blue Line Extension	African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Disabled, Low-income, Senior, Visually and/or Hearing Impaired	Trolley Extension	La Jolla	Spanish
11/22/2021	MTS Marketing, Consultant	Stacie Bishop, Grecia Figueroa, Consultant	Balboa Avenue Transit Center	Blue Line Extension	Asian, Hispanic	Trolley Extension	Mission Bay	Spanish
11/23/2021	MTS Marketing, Consultant	Grecia Figueroa, Consultant	Old Town Transit Center	Blue Line Extension	African American, Asian, Hispanic, Disabled, Low-income, Senior	Trolley Extension	Old Town	Spanish
12/15/2021	Consultant	N/A	Iris Avenue Station	Rider Appreciation	Hispanic, Low-income	Rider Appreciation	South San Diego	Spanish
12/15/2021	MTS Marketing, Consultant	Grecia Figueroa, Consultant	Euclid Avenue Transit Center	Rider Appreciation	African American, Asian, Hispanic, Disabled, Senior, Low-income	Rider Appreciation	Southeast San Diego	Spanish
12/15/2021	MTS Marketing	Stacie Bishop, Raechel Stewart	UTC Transit Center	Rider Appreciation	African American, Asian, Hispanic, Disabled, Senior, Low-income	Rider Appreciation	UTC	Spanish
4/9/2022	MTS Marketing Ambassador	Consultant	Memorial Park, Chula vista	Pronto	African American, Asian, Hispanic, Pacific Islander, Senior	South Bay Earth Day	South Bay	Spanish
4/12/2022	MTS Marketing Ambassador	Consultant	Iris Ave Trolley Station	Pronto	African American, Asian, Hispanic, Low-income	Youth Opportunity Pass Program	South Bay	Spanish
4/14/2022	MTS Ambassador, Marketing	Quincy Marin, Consultant	East Village			Opening Day Block Party	Downtown San Diego	Spanish
4/16/2022	MTS Marketing Ambassador	Consultant	12th & Imperial Transit Center	YOP	African American, Asian, Hispanic, Pacific Islander, Senior	Youth Opportunity Pass Program	Downtown San Diego	Spanish
4/20/2022	MTS Marketing Ambassador	Mark Olson, Consultant	Fashion Valley Transit Center	Pronto	African American, Asian, Hispanic, Pacific Islander, Senior	Youth Opportunity Pass Program	Mission Valley	Spanish
4/24/2022	MTS Marketing Ambassador	Quincy Marin, Consultant	Balboa Park	Pronto	African American, Asian, Hispanic, Low-income	Earth Day	Hillcrest	Spanish
4/26/2022	MTS Marketing, Ambassador, Consultant	Stacie Bishop, Consultant	City Heights Transit Plaza			Youth Opportunity Pass Program	City Heights	Spanish
4/28/2022	MTS Marketing Ambassador	Mark Olson, Consultant	La Mesa Village Plaza	General Information	African American, Asian, Hispanic, Pacific Islander, Senior	Youth Opportunity Pass Program	East County (La Mesa)	Spanish
4/30/2022	MTS Marketing Ambassador	Consultant	Euclid Ave Transit Center	PRONTO	African American, Asian, Hispanic, Pacific Islander, Senior	Youth Opportunity Pass Program	Southeast San Diego	Spanish
5/7/2022	MTS Marketing Ambassador	Consultant	Downtown La Mesa	PRONTO	African American, Asian, Hispanic, Pacific Islander, Senior		East County	Spanish
5/15/2022	MTS Marketing Ambassador	Consultant	Tidelands Park	General Information	African American, Asian, Hispanic, Low-income	Navy Bay Birdge Run	Coronado (Military families)	Spanish
5/26/2022	MTS Marketing, MTS Marketing Ambassador	Ariel Kroll, Consultant	Balboa Ave Transit Center	YOP	African American, Asian, Hispanic, Pacific Islander, Senior		North San Diego	Spanish
5/26/2022	MTS Marketing Ambassador	Stacie Bishop, Consultant	Canyon Hills High School	YOP	Youth	Youth Opportunity Pass Program	Mission Valley	Spanish



OUTREACH EFFORTS - FY 2023							
Date	MTS Department Responsible	MTS Staff	Location	Reason for Communication	Minority Group Served	Low Income Area Served (Maps)	Collateral Printed in Another Language
7/23/2022	MTS Marketing, MTS Marketing Ambassador	Ariel Kroll	Downtown Chula Vista	General Information	African American, Asian, Hispanic, Low-income	South Bay	Spanish
7/31/2022	MTS Marketing, MTS Marketing Ambassador	Ariel Kroll, Consultant	San Diego State University	General Information	African American, Asian, Hispanic, Low-income	Mission Valley	Spanish
8/12/2022	MTS Marketing, MTS Marketing Ambassador	Ariel Kroll	San Diego State University	Pronto	African American, Asian, Hispanic, Pacific Islander, Senior	Mission Valley	Spanish
8/13/2022	MTS Marketing, MTS Marketing Ambassador	Ariel Kroll	Downtown Chula Vista	YOP	African American, Asian, Hispanic, Low-income	South Bay	Spanish
8/27/2022	MTS Marketing, MTS Marketing Ambassador	Stacie Bishop	Memorial Park - Barrio Logan	YOP	African American, Asian, Hispanic, Pacific Islander, Senior	South San Diego	Spanish
9/2/2022	MTS Marketing Ambassador	Consultant	Snapdragon Stadium	General information	African American, Asian, Hispanic, Low-income	Mission Valley	Spanish
9/13/2022	MTS Marketing Ambassador	Maximiliano Fernandez	University of San Diego	College Pass	Hispanic, Middle Eastern, Pacific Islander, Disable, Low-Income, Youth	Mission Valley	
9/30/2022	MTS Marketing Ambassador	Consultant	Downtown La Mesa	Rider Appreciation	African American, Asian, Hispanic, Low-income	East County	
10/5/2022	MTS Planning, MTS Marketing Ambassador	Beverly Neff	Palomar Transit Center	General information	African American, Asian, Hispanic, Low-income	South Bay	
10/5/2022	MTS Marketing, MTS Marketing Ambassador	Ariel Kroll	Snapdragon Stadium	General information	African American, Asian, Hispanic, Pacific Islander, Senior	Mission Valley	Spanish,
10/8/2022	MTS Marketing Ambassador	Consultant	Snapdragon Stadium	General information	African American, Asian, Hispanic, Pacific Islander, Senior	Mission Valley	Spanish
10/9/2022	MTS Marketing, MTS Marketing Ambassador	Ariel Kroll	Downtown El Cajon East Main Street	YOP	African American, Asian, Hispanic, Pacific Islander, Senior	East County	Spanish
10/15/2022	MTS Marketing Ambassador	Consultant	Downtown Chula Vista	PRONTO	African American, Asian, Hispanic, Low-income	South Bay	Spanish
10/29/2022	MTS Customer Support, MTS Marketing Ambassador	Consultant	Sunnyvale Elementary	General Information	African American, Asian, Hispanic, Pacific Islander, Senior	South Bay	Spanish
10/29/2022	MTS Customer Support, MTS Marketing Ambassador	Consultant	Old Town Transit Center	General information	African American, Asian, Hispanic, Pacific Islander, Senior	Downtown	Spanish,
10/30/2022	MTS Customer Support, MTS Marketing Ambassador	Consultant	Snapdragon Stadium	YOP	African American, Asian, Hispanic, Low-income	Mission Valley	Spanish
11/5/2022	MTS Marketing Ambassador	Consultant	Santee Trolley Center	PRONTO	African American, Asian, Hispanic, Low-income	East County	Spanish
11/15/2022	MTS Marketing Ambassador	Consultant	UTC Transit Center	YOP	African American, Asian, Hispanic, Low-income	La Jolla	
11/18/2022	MTS Marketing Ambassador	Consultant	El Cajon Transit Center	General information	African American, Asian, Hispanic, Low-income	East County	Spanish

12/9/2022	MTS Marketing Ambassador	Consultant	E Street Transit Center	Rider Appreciation	African American, Asian, Hispanic, Pacific Islander, Senior	South Bay	Spanish
12/10/2022	MTS Marketing Ambassador	Consultant	Old Town Transit Center	Rider Appreciation	African American, Asian, Hispanic, Low-income	Downtown	Spanish
12/12/2022	MTS Marketing Ambassador	Consultant	Old Town Transit Center	Rider Appreciation	African American, Asian, Hispanic, Pacific Islander, Senior	Downtown	Spanish, Vietnamese
12/13/2022	MTS Marketing Ambassador	Consultant	University of San Diego	Rider Appreciation	African American, Asian, Hispanic, Pacific Islander, Senior	Mission Valley	Spanish
12/15/2022	MTS Marketing	Mark Olson, Rob Schupp	Old Town Transit Center	Rider Appreciation	African American, Asian, Hispanic, Senior, Disabled, Low-income	Old Town	Spanish
12/15/2022	MTS Marketing, Consultant	Stacie Bishop	El Cajon Transit Center	Rider Appreciation	African American, Asian, Hispanic, Middle Eastern, Disabled, Low-Income, Senior	El Cajon	Spanish
12/15/2022	MTS Marketing, Consultant	Marcial Gutierrez, Consultant	E Street Transit Center	Rider Appreciation	African American, Pacific Islander, Hispanic, Senior, Disabled, Visually/Hearing Impaired	Chula Vista	Spanish
1/12/2023	MTS Human Resources, MTS Bus Operation, MTS Marketing Ambassador	Thuy Larkin, Victoria Manriquez	Old Town Transit Center	General information	African American, Asian, Hispanic, Low-income	Downtown	Spanish
1/27/2023	MTS Transit Security	Miguel Gonzalez	Montgomery High School	YOP, Safety Informaiton	Hispanic, Middle Eastern, Pacific Islander, Disable, Low-Income, Youth	South Bay	
2/7/2023	MTS Marketing Ambassador	Consultant	Euclid Avenue Transit Center	College Pass	African American, Asian, Hispanic, Pacific Islander, Senior	East San Diego	Spanish
2/11/2023	MTS Planning, MTS Marketing Ambassador	Matt Marquez, Consultant	Gompers Academy	General Information	African American, Asian, Hispanic, Pacific Islander, Senior	East San Diego	
2/14/2023	MTS Human Resources, MTS Bus Operation, MTS Marketing Ambassador	Thuy Larkin, Victoria Manriquez	Euclid Avenue Transit Center	General information	African American, Asian, Hispanic, Low-income	East San Diego	Spanish
3/7/2023	MTS Human Resources, MTS Marketing Ambassador	Diana Salazar	Balboa Avenue Transit Center	Hiring	African American, Asian, Hispanic, Pacific Islander, Senior	North San Diego	
3/7/2023	MTS Marketing Ambassador	Amanda Kuns	George Nicoloff Elementary	YOP, General Information	Hispanic	South Bay	
3/23/2023	MTS Human Resources, MTS Marketing Ambassador	Diana Salazar, Pablo Soriano	Old Town Transit Center	Hiring	African American, Asian, Hispanic, Pacific Islander, Low-Income, Senior	Downtown	
4/1/2023	MTS Marketing Ambassador	Anel Valdez	J and 9th Street	General Information	African American, Asian, Disabled, Senior, Youth	Downtown	Spanish
4/6/2023	MTS Marketing Ambassador	Amanda Kuns	Port Pavillion	General Information	African American, Asian, Hispanic, Middle Eastern, Pacific Islander, Disabled, Low-income, Senior, Youth	Downtown	
4/14/2023	MTS Security	Shaun Donelson	Monarch School	Safety	Hispanic, African-American, Pacific Islander, Disabled, Low-Income Youth, Unsheltered	Downtown	
4/15/2023	MTS Marketing Ambassador	Hope Adams	980 Marina Way Chula Vista, CA	General Information	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-income, Senior, Youth	Chula Vista	Spanish
4/16/2023	MTS Marketing Ambassador	Faith Adams	South Bay Marina		African American, Asian, Hispanic, Pacific Islander, Disabled, Low-income, Senior, Youth, Visually and/or Hearing Impaired	South Bay	Spanish

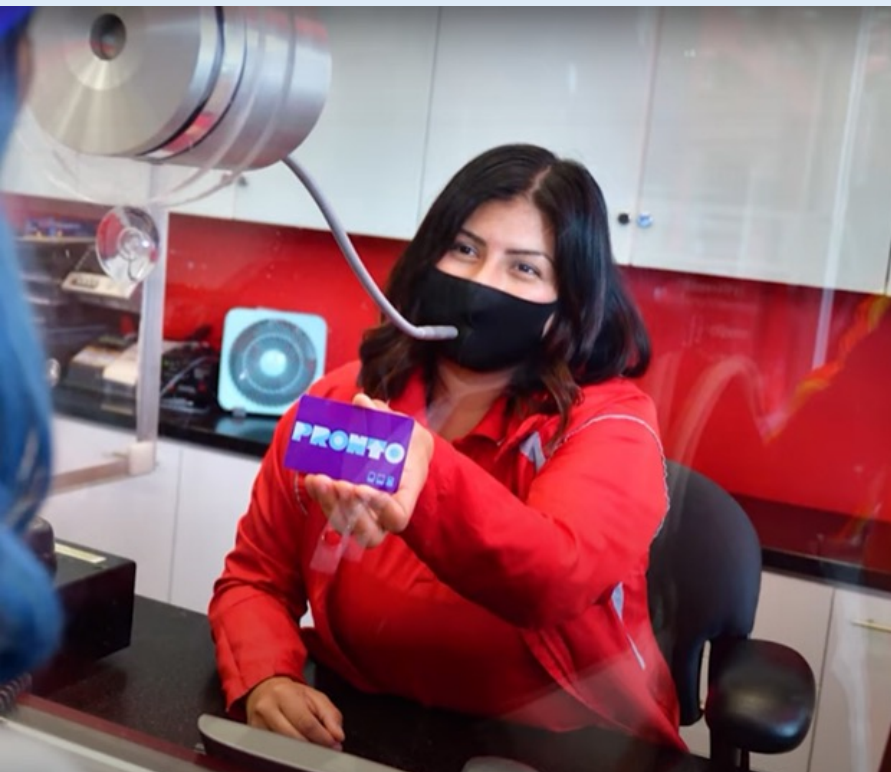
4/18/2023	MTS Marketing Ambassador	Pablo Soriano, Roy Villalpando	Sweetwater Union Adult School 1034 Fourth Ave. Chula Vista, CA 91911	Hiring	African American, Hispanic, Middle Eastern, Disabled, Senior	Chula Vista	Spanish
4/22/2023	MTS Marketing Ambassador	Faith Adams, Hope Adams	Balboa Park	General Information	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-income, Senior, Youth, Visually and/or Hearing Impaired	Downtown	Spanish
4/27/2023	MTS Marketing Ambassador	Pablo Soriano	Euclid Avenue Transit Center	Hiring	African American, Asian, Hispanic, Middle Eastern, Disabled, Low-Income, Senior	East San Diego	Spanish
4/28/2023	MTS Marketing Ambassador	Pablo Soriano	6880 Mohawk St, San Diego, CA 92115	PRONTO	African American, Asian, Hispanic, Middle Eastern, Youth	La Mesa	Spanish
4/29/2023	MTS Marketing Ambassador	Diana Salazar	Bancroft Dr. & Tyler St	PRONTO	African American, Asian, Hispanic, Pacific Islander, Disabled, Senior, Youth	Spring Valley	Spanish
4/29/2023	MTS Marketing Ambassador	Pablo Soriano	4474 El Cajon Blvd, San Diego, CA 92115	General Information	African American, Asian, Hispanic, Senior, Youth	El Cajon	Spanish
5/4/2023	MTS Marketing Ambassador	Pablo Soriano	301 N Mollison Ave, El Cajon, CA 92021	PRONTO, Hiring	African American, Hispanic, Disabled, Youth	El Cajon	Spanish
5/20/2023	MTS Marketing Ambassador	Hope Adams, Faith Adams	El Cajon - Main Street	Hiring, General Information	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-income, Youth, Senior,	El Cajon	Spanish
5/21/2023	MTS Marketing Ambassador	Hope Adams, Andel Valdez	Tidelands Park	General information	African American, Asian, Hispanic, Pacific Islander, Disabled, Low-income, Youth	Coronado	
5/25/2023	MTS Marketing Ambassador	Pablo Soriano, Diana Salazar	5156 Santo Rd, San Diego, CA 92124	PRONTO, Hiring	African American, Asian, Hispanic, Middle Eastern, Disabled, Youth,	Kerny Mesa	
6/10/2023	MTS Marketing Ambassador	Pablo Soriano	2590 E Mission Bay Dr., San Diego, CA 92109	PRONTO, Hiring	African American, Asian, Hispanic, Low-income, Youth	Mission Bay	Spanish
6/10/2023	MTS Marketing Ambassador	Diana Salazar, Jose Raul Gomez	Snapdragon Stadium	General Information, YOP	African American, Middle Eastern, Pacific Islander, Senior, Youth	Mission Valley	Spanish
1/31/2023	MTS Security	Cynthia Rogers	Park & Market Station	Outreach	Seniors, Disable, Youth, Low Income, All Cultures	San Diego	No
2/28/2023	MTS Security	Alan McKenzie, Reynante Tesorero	UCSD Campus Trolley Station	Outreach	Seniors, Disable, Youth, Low Income, All Cultures	San Diego	No
3/6/2023	MTS Security	Alan McKenzie, Reynante Tesorero	Balboa Transit Center	Outreach	Seniors, Disable, Youth, Low Income, All Cultures	San Diego	No
3/7/2023	MTS Security	Alan McKenzie, Reynante Tesorero	E Street Transit Station	Outreach	Seniors, Disable, Youth, Low Income, All Cultures	South Bay	No

OUTREACH EFFORTS - FY 2024							
Date	MTS Department Responsible	MTS Staff	Location	Reason for Communication	Minority Group Served	Low Income Area Served (Maps)	Collateral Printed in Another Language
7/15/2023	MTS Contractor	Jose Raul, Diana Salazar, Hope Adams, and Pablo Soriano	San Diego Pride	General Service Information	African American, Hispanic, Asian, Disabled, Low-Income, Youth	Central San Diego	No
7/16/2023	MTS Contractor	Jose Raul, Diana Salazar, Hope Adams, and Pablo Soriano	San Diego Pride	General Service Information	African American, Hispanic, Asian, Disabled, Low-Income, Youth	Central San Diego	No
7/22/2023	MTS Contractor	Faith Adams, Hope Adams, Pablo Soriano	Nestor Language Academy	Reduced Fare, General Service Information	African American, Hispanic, Disabled, Low-income, Youth	South Bay	Spanish
8/5/2023	MTS Contractor	Jose Raul, Diana Salazar	Chula Vista	General Service Information	Asian, Hispanic, Middle Eastern, Disabled, Youth	South Bay	Spanish, Chinese
8/12/2023	MTS Marketing, Grants/MTS Contractor	Hope Adams, Faith Adams, Ariel Kroll, Kena Teon, Max Walther	Downtown Chula Vista	Rapid 227, Reduced Fare, General Service Information	African American, Asian, Hispanic, Disabled, Low-income, Senior, Youth	South Bay	Spanish
8/12/2023	MTS Contractor	Pablo Soriano, Diana Salazar	Memorial Park	General Service Information	African American, Asian, Hispanic, Low-income, Youth	San Diego	Spanish
8/22/2023	MTS Security	Amber Amaya, Oscar Alonso	Iris Transit Center	Safety	Seniors, Disable, Youth, Low Income, All Cultures	South Bay	No
8/23/2023	MTS Contractor	Pablo Soriano, Amanda Kuns	Grossmont College	Reduced Fare, General Service Information	African American, Asian, Hispanic, Middle Eastern, , Disabled, Low-income, Youth	East County	No
8/31/2023	MTS Marketing	Ariel Kroll, Morgan Davidson	Alliance for Africa (City Heights)	General Service Information	Middle Eastern, Low-income	San Diego	Arabic, Farsi
9/9/2023	MTS Contractor	Anel Valdez, Hope Adams, Faith Adams	Clairemont	Youth Pass, General Service Information	Asian, Hispanic, Disabled, Senior, Youth, Low-Income	San Diego	No
9/18/2023	MTS Security	Rodrigo Beristain, Ross Rasekh	Old Town Transit Center	Safety	Seniors, Disable, Youth, Low Income, All Cultures	San Diego	No
9/19/2023	MTS Security	Luis Arce, Billy Hurtado	Palomar Transit Center	Safety	Seniors, Disable, Youth, Low Income, All Cultures	South Bay	No
9/19/2023	MTS Contractor	Pablo Soriano	Grossmont College	Reduced Fare	African American, Asian, Hispanic, Middle Eastern, Disabled, Youth	East County	Spanish
9/20/2023	MTS Contractor	Miguel Gonzalez, Esteban Monroy, Walter Arce	San Ysidro High School	Safety	Youths	South Bay	No
9/20/2023	MTS Security	Cynthia Rogers/East County Outreach	El Cajon Transit Center	Outreach	Seniors, Disable, Youth, Low Income, All Cultures	East County	No
9/21/2023	MTS Security	Amber Amaya, Genevieve Walter	Euclid Avenue Transit Center	Safety	Youth, Seniors, Disable, Hispanic	South Bay	Spanish
9/22/2023	MTS Security	Amber Amaya, Oscar Alonso	Iris Avenue Transit Center	Safety	Youth, Seniors, Disabled, Hispanic, Asian and Pacific Islander, Middle Eastern	South Bay	Spanish
9/23/2023	MTS Contractor	Diana Salazar	Chula Vista	Reduced Fare, General Service Information	Hispanic, Seniors, Disable, Youth, Low Income	South Bay	Spanish
9/30/2023	MTS Contractor	Pablo Soriano, Diana Salazar	National City	General Service Information	Disabled, Hearing Impaired, Hispanic, Pacific Islander	South Bay	Spanish
10/9/2023	MTS Contractor	Jose Raul, Said Lopez	Otay Mesa Transit Center	Rapid 227	Hispanic, Middle Eastern, Disabled, Low income, Senior, Youth	South Bay	Spanish
10/9/2023	MTS Marketing/MTS Contractor	Said Lopez, Max Walther	Iris Avenue Transit Center	Rapid 227	African American, Hispanic, Disabled, Low-income, Senior, Youth	South Bay	Spanish
10/14/2023	MTS Security	Miguel Gonzalez	La Jolla (Preuss School)	Safety	Seniors, Disable, Youth, Low Income, All Cultures	San Diego	Spanish, Chinese, Arabic
10/18/2023	MTS Contractor	Jose Raul	Iris Avenue Transit Center	Rapid 227	Hispanic, Disabled, Low-Income, Senior, Youth	South Bay	Spanish
10/20/2023	MTS Contractor	Pablo Soriano, Anel Valdez	El Cajon	General Service Information	Hispanic, Middle Eastern, Disabled, Low Income, Senior, Youth	East County	Spanish
10/21/2023	MTS Contractor	Anel Valdez, Pablo Soriano	Downtown El Cajon	General Service Information	African American, Asian, Hispanic, Middle Eastern, Disabled, Low-income, Senior, Youth, Visually and/or Hearing Impaired	East County	Spanish
10/22/2023	MTS Marketing	Ariel Kroll, Morgan Davidson	Snapdragon Stadium	General Service Information	Hispanic, Seniors, Youth	Central San Diego, East County	Spanish
11/2/2023	MTS Security	Miguel Gonzalez	La Jolla (Preuss School)	Safety	Youths	San Diego	No
11/2/2023	MTS Security	Miguel Gonzalez	Center for Employment Training (418)	Safety	All Cultures, Adults	San Diego	No
2/7/2024	MTS Marketing/MTS Contractor	Ariel Kroll, Stacie Bishop, Pablo Soriano	UCSD La Jolla/Health Trolley Station	Reduced Fare	African American, Asian, Hispanic, Middle Eastern, Low-income, Senior, Youth	North San Diego	Spanish
2/13/2024	MTS Marketing, PRONTO Support	Ariel Kroll, Sophia Martinez, Jannette Avina - Flores	Euclid Avenue Transit Center	Reduced Fare Program	Hispanic, Low-Income, Senior, Youth, African American	San Diego	Spanish
2/14/2024	MTS Marketing, PRONTO Support	Ariel Kroll, Amber Castro	Crawford High School	Reduced Fare Program	Hispanic, African American, Middle Eastern, Asian, Low-Income, Youth	San Diego	Spanish
2/15/2024	MTS Marketing, PRONTO Support	Ariel Kroll, Edwin Espinoza	El Cajon Transit Center	Reduced Fare Program	Hispanic, African American, Middle Eastern, Low-Income, Youth, Seniors	San Diego	Spanish
2/15/2024	MTS Marketing, PRONTO Support	Ariel Kroll, Paulina Perez, Edna Vargas Dominguez	Old Town Transit Center	Reduced Fare Program	Hispanic, African American, Middle Eastern, Low-Income, Youth, Seniors	San Diego	Spanish
2/20/2024	MTS PRONTO Support, MTS Contractor	Grecia Hueso, Amber Castro, Pablo Soriano	Otay Mesa Transit Center	Reduced Fare Program	Asian, Hispanic, Disabled, Senior, Youth	South Bay	Spanish

2/21/2024	MTS PRONTO Support, MTS Contractor	Paulina Pereze, Kasandra Magallanes, Aleksei Satterlee	H Street Trolley Station	Reduced Fare Program	African American, Hispanic, Pacific Islander, Disabled, Senior, Youth	South Bay	Spanish
2/22/2024	MTS Marketing, PRONTO Support/MTS Contractor	Aleksei Satterlee, Stacie Bishop, Daniel Mendoza	City College Transit Center	Reduced Fare Program	African American, Hispanic, Disabled, Low-income, Senior, Youth	San Diego	Spanish
2/24/2024	MTS Contractor	Hope Adams	Salvation Army Kroc Center	Reduced Fare, General Service Information	African American, Asian, Hispanic, , Pacific Islander, Low-income, Senior, Youth	San Diego	Spanish
2/28/2024	MTS Marketing	Ariel Kroll, Stacie Bishop	City Heights Preparatory Charter School	Youth Opportunity Pass Program	Hispanic, Middle Eastern, African American, Asian, Low-income, Youth	City Heights	Spanish, Arabic
2/29/2024	MTS Marketing, PRONTO Support	Stacie Bishop, Paulina Perez	Roosevelt Internation Middle School	Youth Opportunity Pass Program	African American, Asian American, Hispanic, Middle Eastern, Low-income, Youth	San Diego	Spanish
3/1/2024	MTS Marketing, PRONTO Support/MTS Contractor	Ariel Kroll, Grecia Hueso, Aleksei Satterlee	Encanto Elementary School Resource	Youth Opportunity Pass Program	African American, Hispanic, Low-income, Youth	San Diego	Spanish
3/6/2024	MTS Marketing, PRONTO Support	Ariel Kroll, Sophia Martinez	Gompers Prep Academy	Youth Opportunity Pass Program	African American, Hispanic, Low-income, Youth	San Diego	Spanish
3/9/2024	MTS Contractor	Faith Adams, Hope Adams	Hoover High School	Youth Opportunity Pass Program	African American, Asian, Hispanic, Youth	San Diego	Spanish
3/12/2024	MTS Marketing, PRONTO Support	Ariel Kroll, Paulina Perez	Gompers Prep Academy	Youth Opportunity Pass Program	African American, Hispanic, Low-income, Youth	San Diego	Spanish
3/20/2024	MTS Contractor	Pablo Soriano	Naval Base San Diego	General Service Information	African American, Asian, Hispanic	Barrio Logan	Spanish
3/20/2024	MTS Marketing, PRONTO Support	Stacie Bishop, Edwin Espinoza	Millennial Tech Middle	Youth Opportunity Pass Program	African American, Hispanic, Low-income, Youth	San Diego	Spanish
3/21/2024	MTS Marketing, PRONTO Support	Ariel Kroll, Stephani Hereada	Lincoln High School	Youth Opportunity Pass Program	African American, Hispanic, Low-income, Youth	San Diego	Spanish
3/25/2024	MTS Marketing, PRONTO Support	Ariel Kroll, Stephani Hereada	Bayside Community Center	Reduced Fare Program	Hispanic, Asian, Low-income, Seniors	Linda Vista	Spanish
3/25/2024	MTS Marketing, PRONTO Support	Stacie Bishop, Paulina Perez	Kearny High School	Youth Opportunity Pass Program	African American, Hispanic, Asian, Low-income, Youth	Linda Vista	Spanish

# MTS Customer Satisfaction Survey Results

MTS Board of Directors



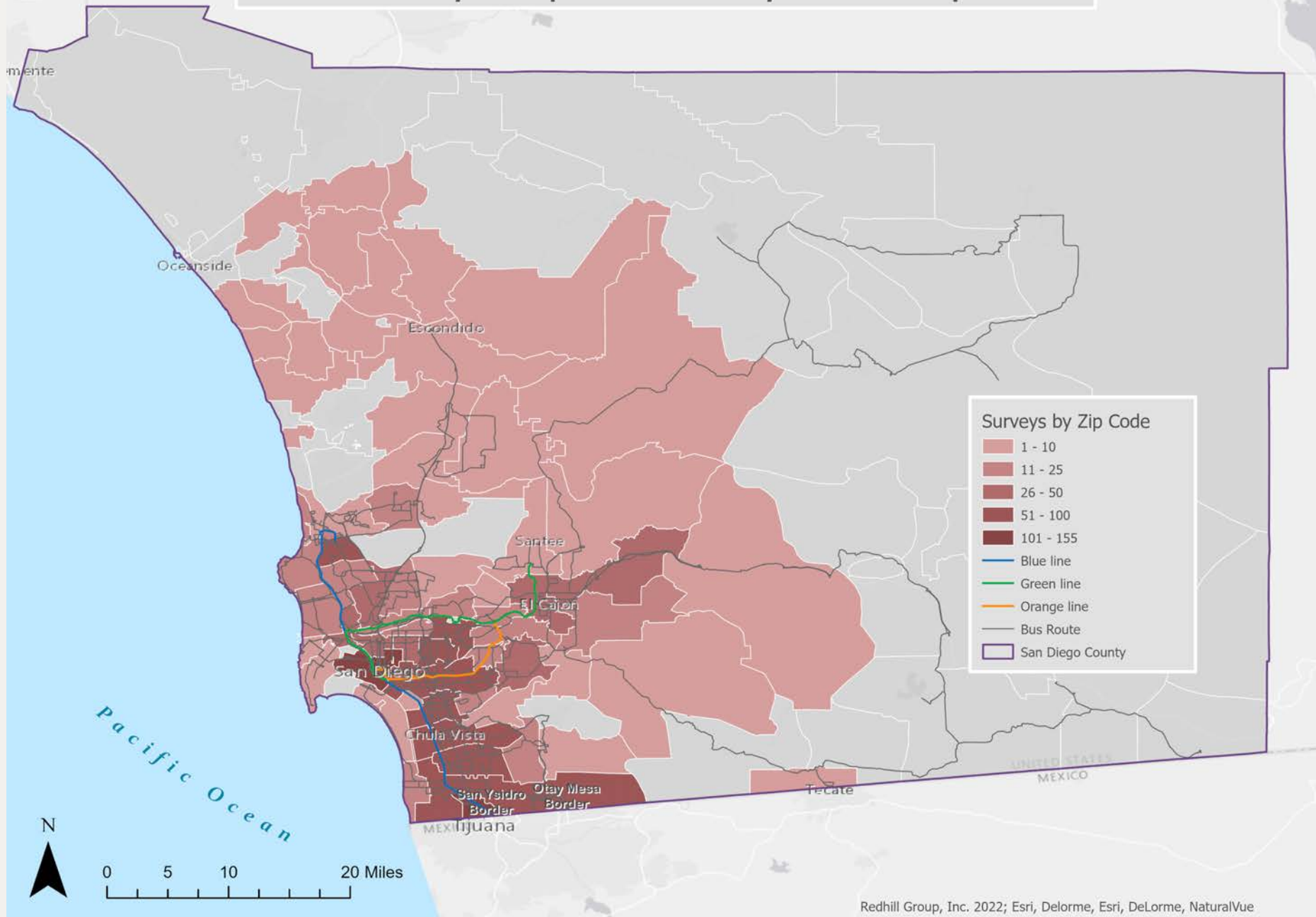
# 01 Methodology



Transit Mode	Sample Size	Percent Distribution	Statistical Precision at 95% Confidence Level
<i>System-wide</i>	1,842	100%	± 2.3%
Bus	918	49.9%	± 3.2%
Trolley	924	50.1%	± 3.2%

- Sampling plan and survey jointly developed with MTS based on ridership
- Onboard tablet survey plus text-in option
- Multi-language options English, Spanish, Chinese and Tagalog
- Data collection April 2022 – prior to launch of Youth Opportunity Pass

# MTS Survey Respondents by Home Zip Code





# 02 Demographics



# Customer Profile

- Use Bus (74%)
- Trolley (81%)
- Ride MTS at least 3 times a week (80%)
- 86% complete their trip with one or less transfers
- Half of riders complete their trip without a transfer
- Vehicle availability (30%)
- Employed (61%)
  - Full-time 38%
  - Part-time 23%
- Student (26%)
- Disability (12%)

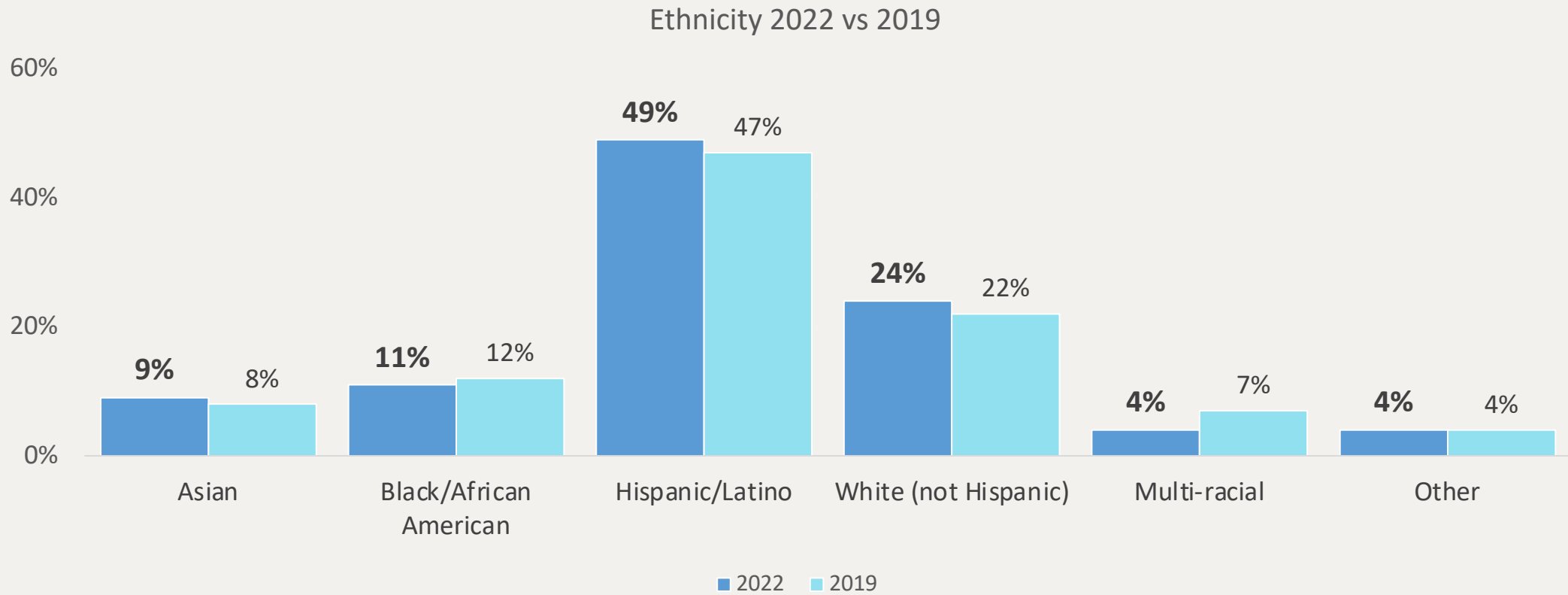


# Customer Profile

- Annual income less than \$50K (84%)
- Annual income less than \$20K (55%)
- More likely to be Hispanic (49%)
- Speak a language other than English at home (36%)
  - and of those 61% speak English “well” or “very well”
- Smartphone availability (91%)

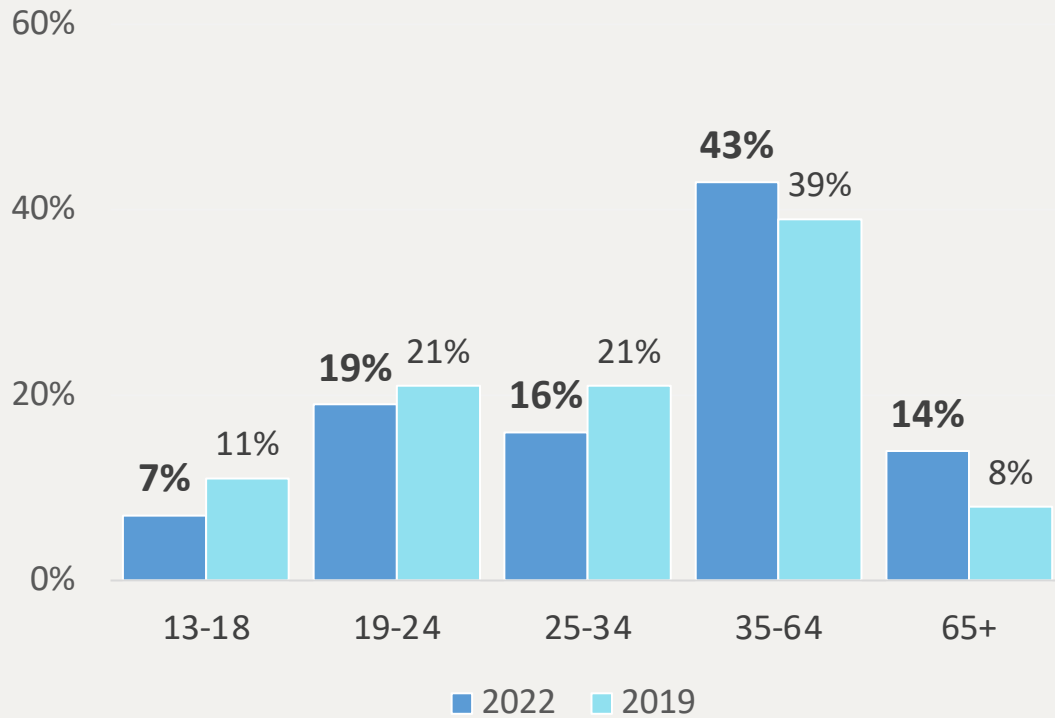


# Ethnicity



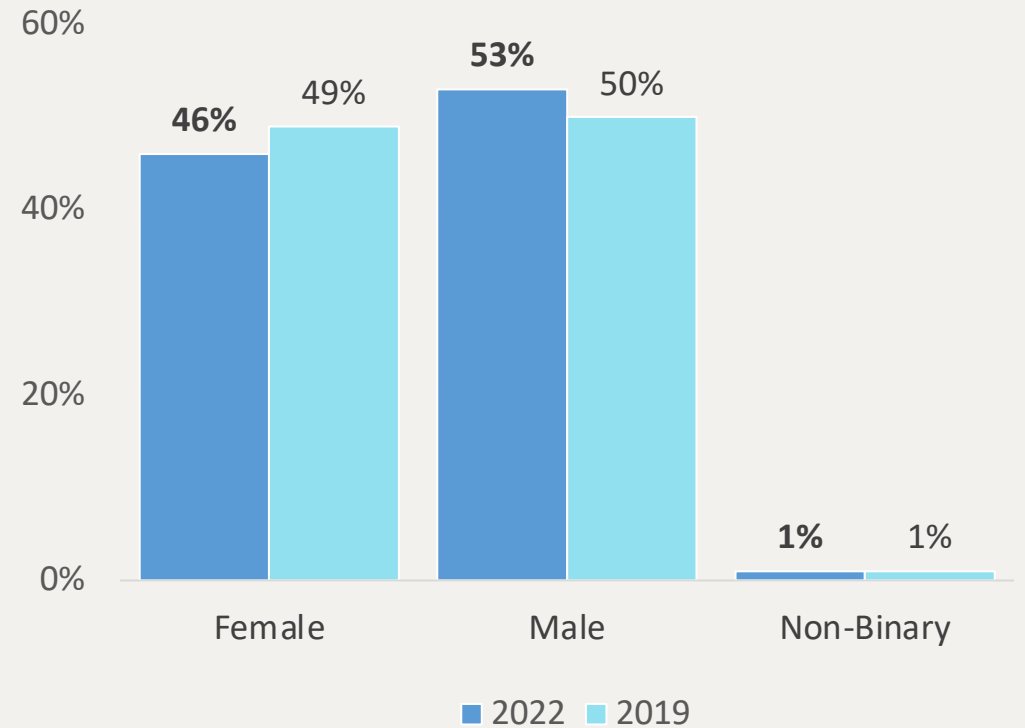
# Age

Age 2022 vs 2019



# Gender

Gender 2022 vs 2019



# 03 System Satisfaction



## Customer Satisfaction Results

Percentages may not total 100% due to rounding or multiple response options

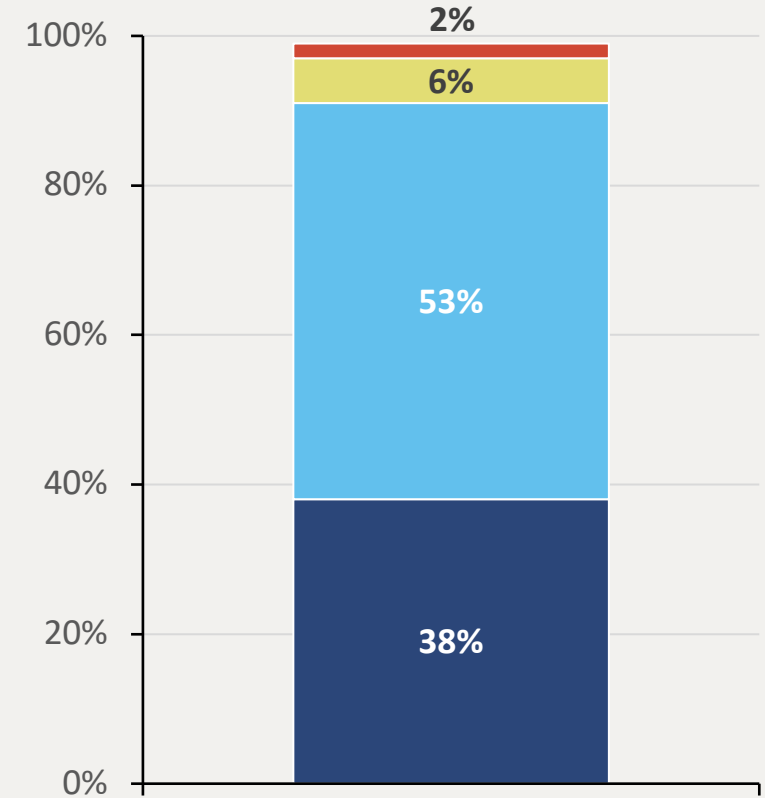
# Systemwide Rider Satisfaction

Overall Customer Satisfaction  
**91%**



- Systemwide customer satisfaction is high
- On par with 2019 (91%)

Satisfaction of Overall Quality of Transit Service

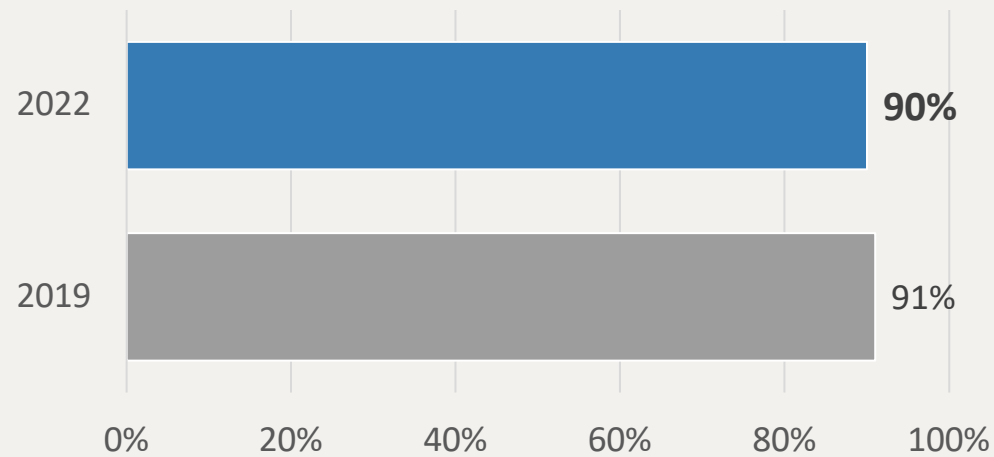


■ Very Satisfied      ■ Satisfied  
■ Dissatisfied      ■ Very Dissatisfied

# Overall Rider Satisfaction by Mode

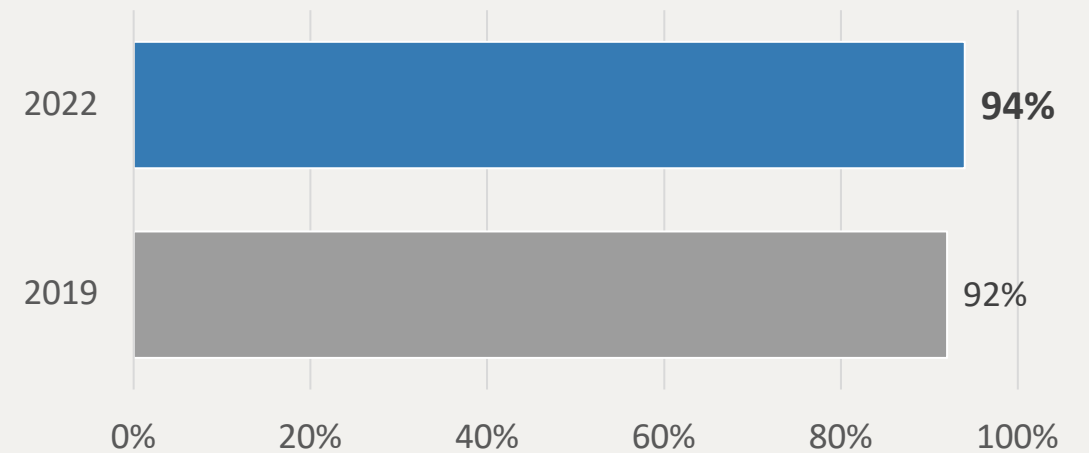
Trolley

Satisfaction of Overall Quality of Transit Service by Trolley



Bus

Satisfaction of Overall Quality of Transit Service by Bus

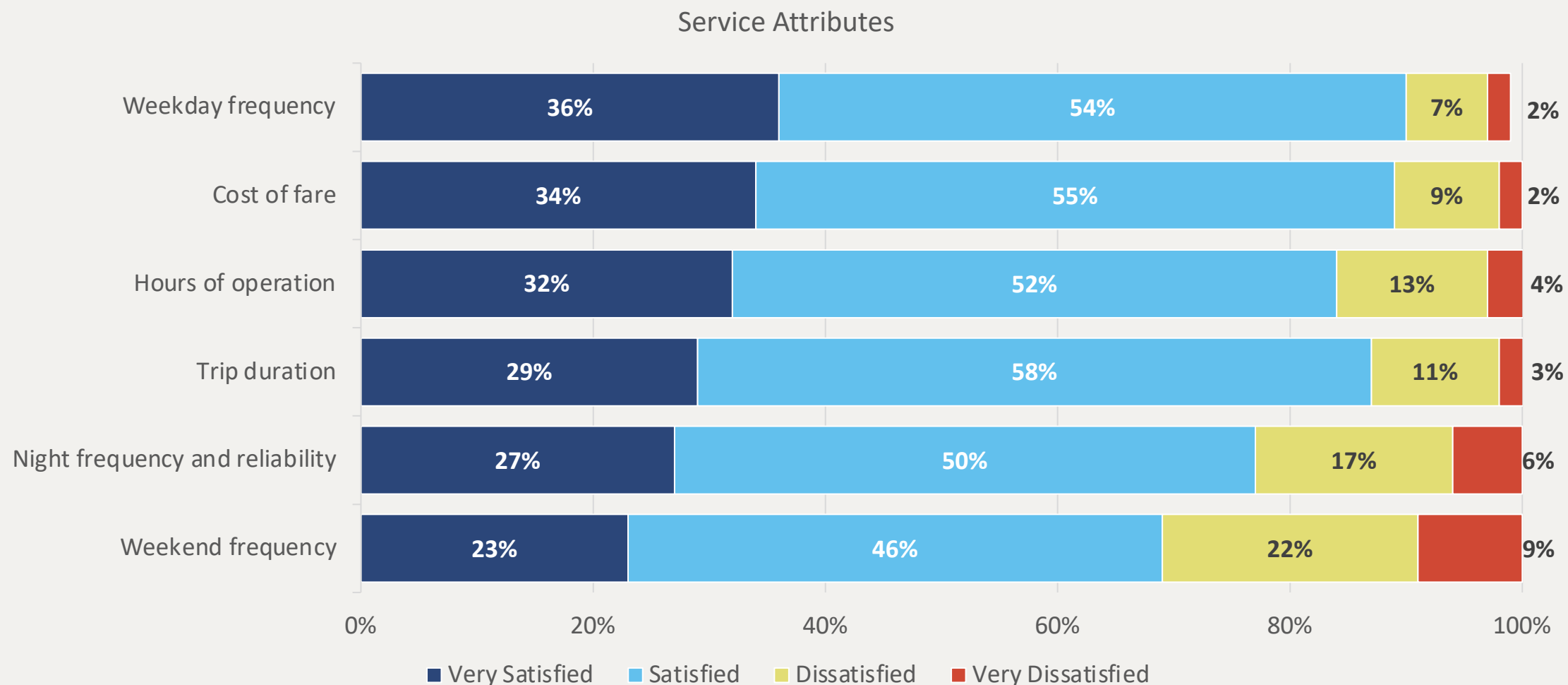


Overall satisfaction of Trolley riders is statistically unchanged

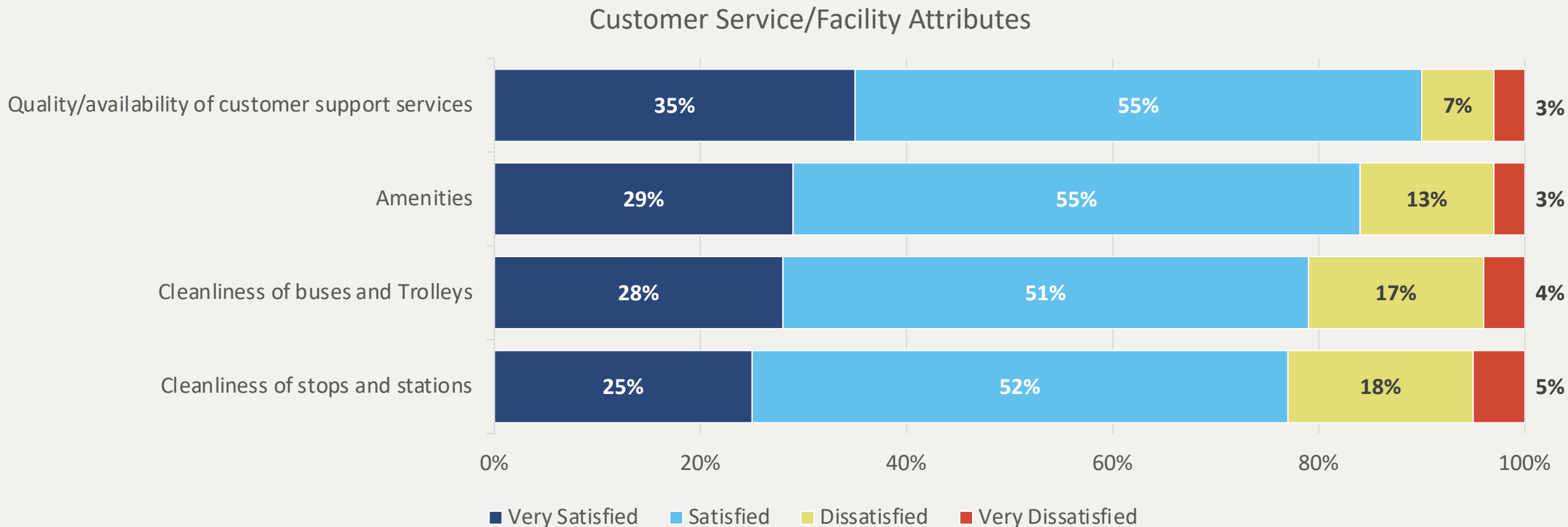
Overall satisfaction of bus riders directionally higher



# Service Attributes Satisfaction – Systemwide

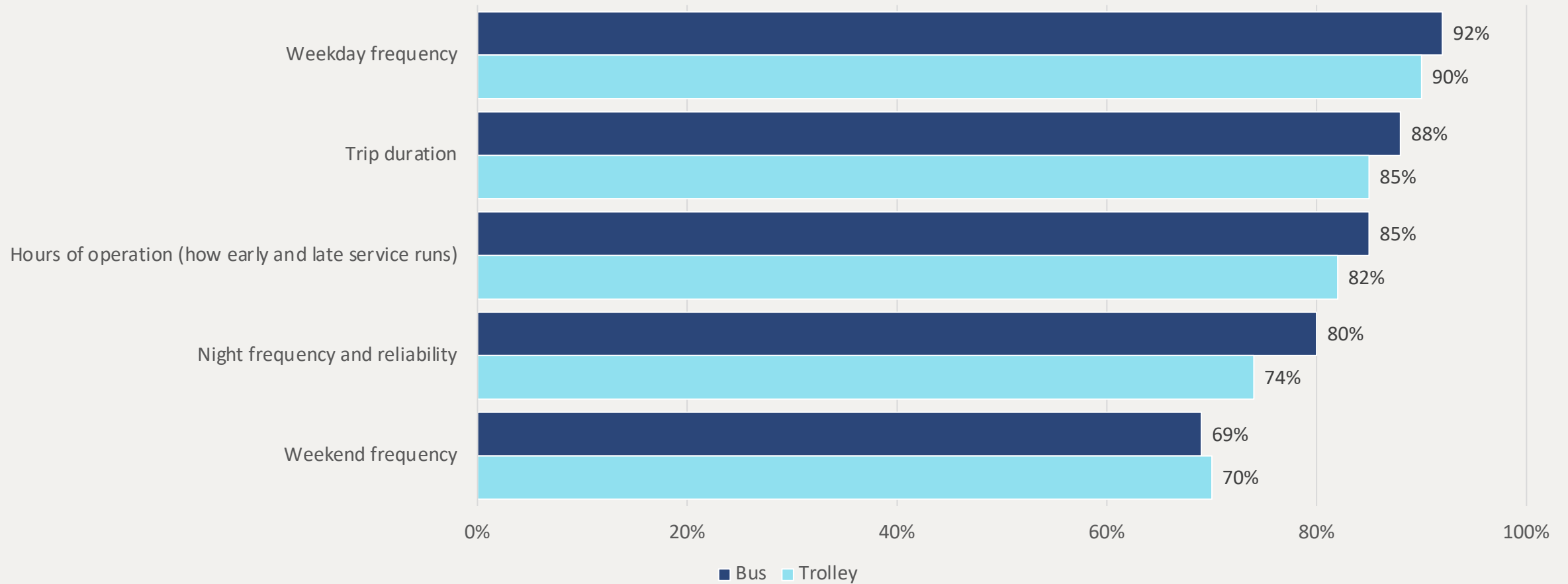


# Customer Service/Facility Attributes – Systemwide



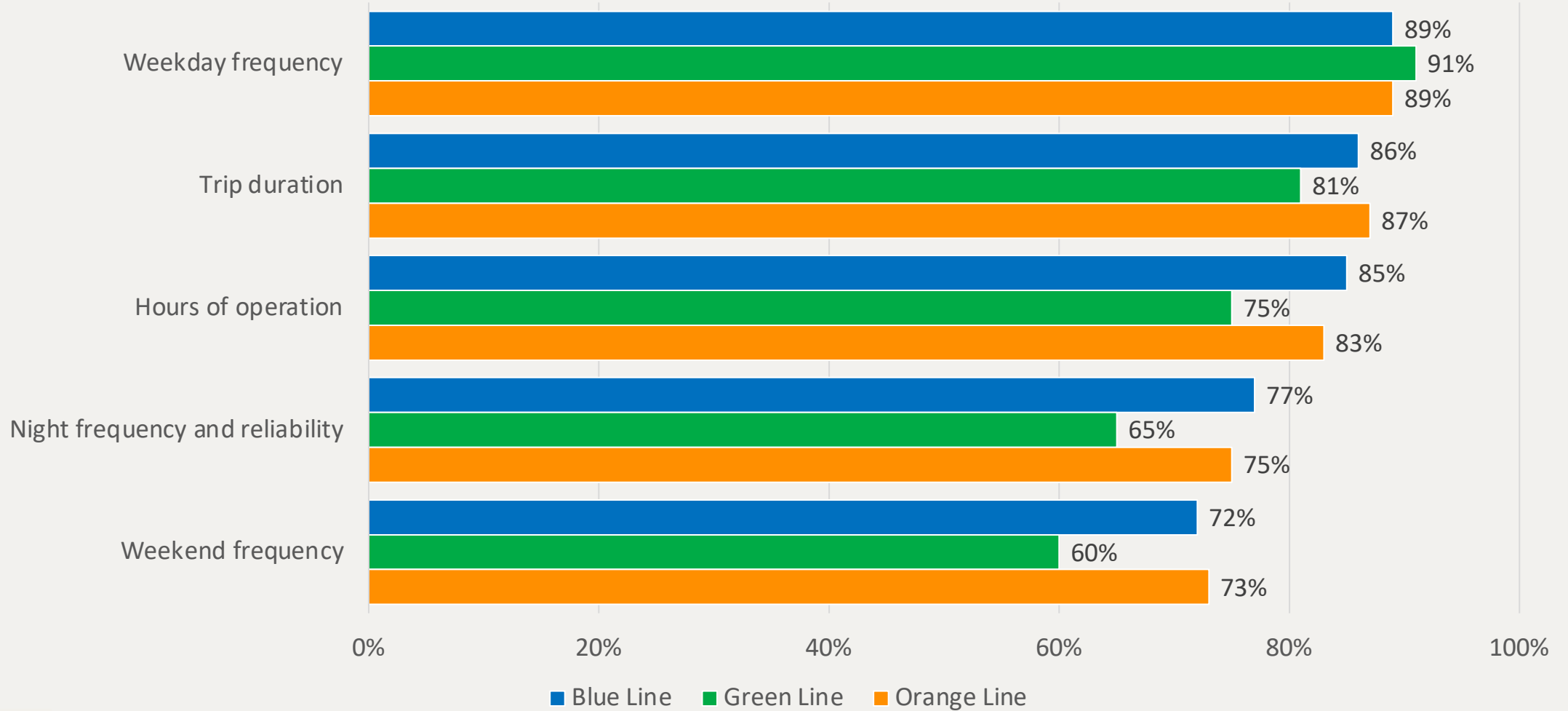
# Service Attributes by Bus and Trolley

Service Attributes by Bus and Trolley

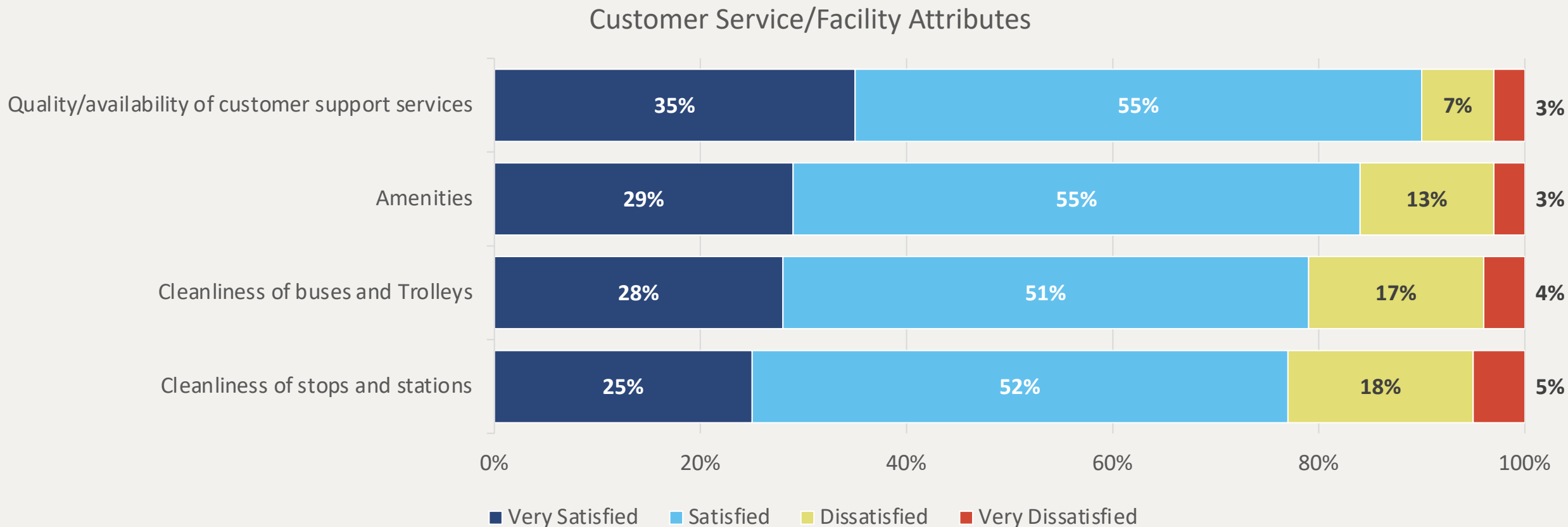


# Service Attributes - Trolley Line

Service Attributes by Trolley lines



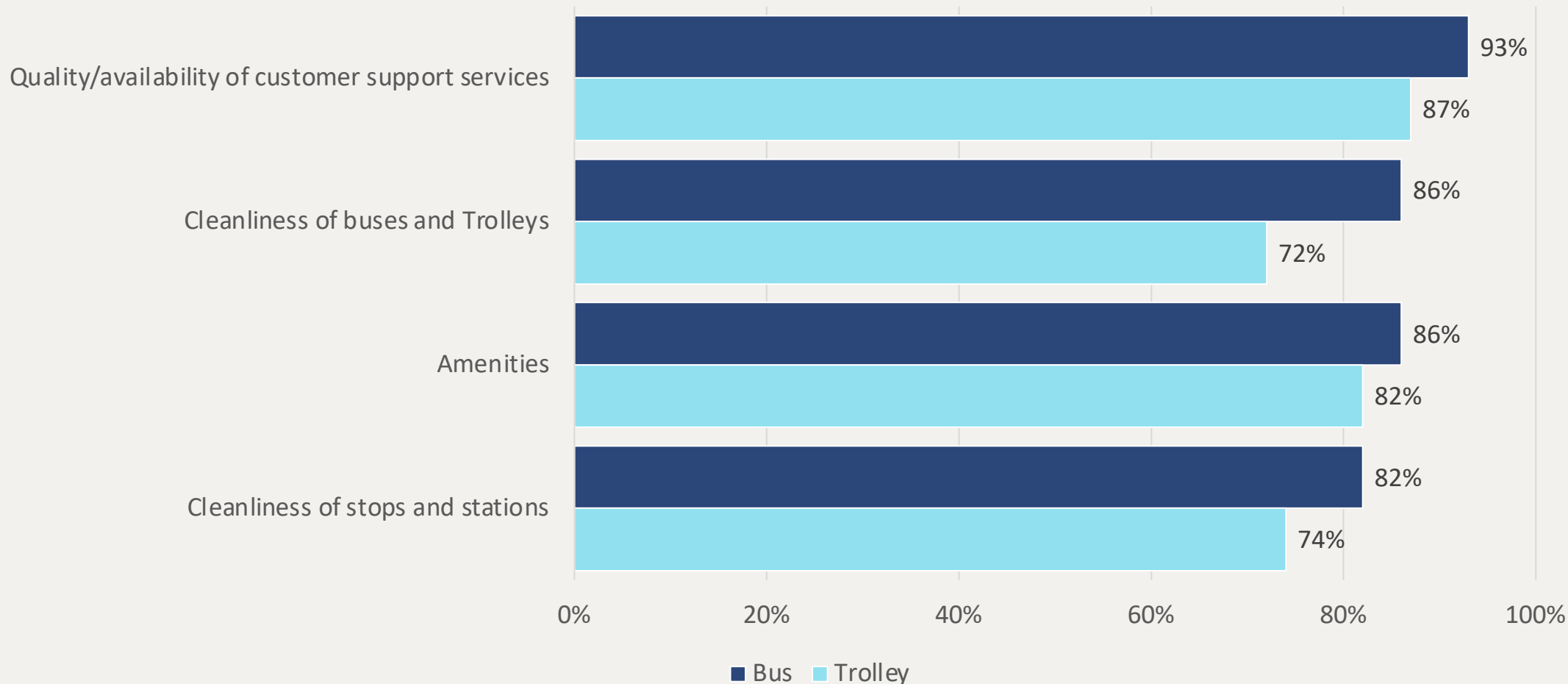
# Customer Service/Facility Attributes – Systemwide



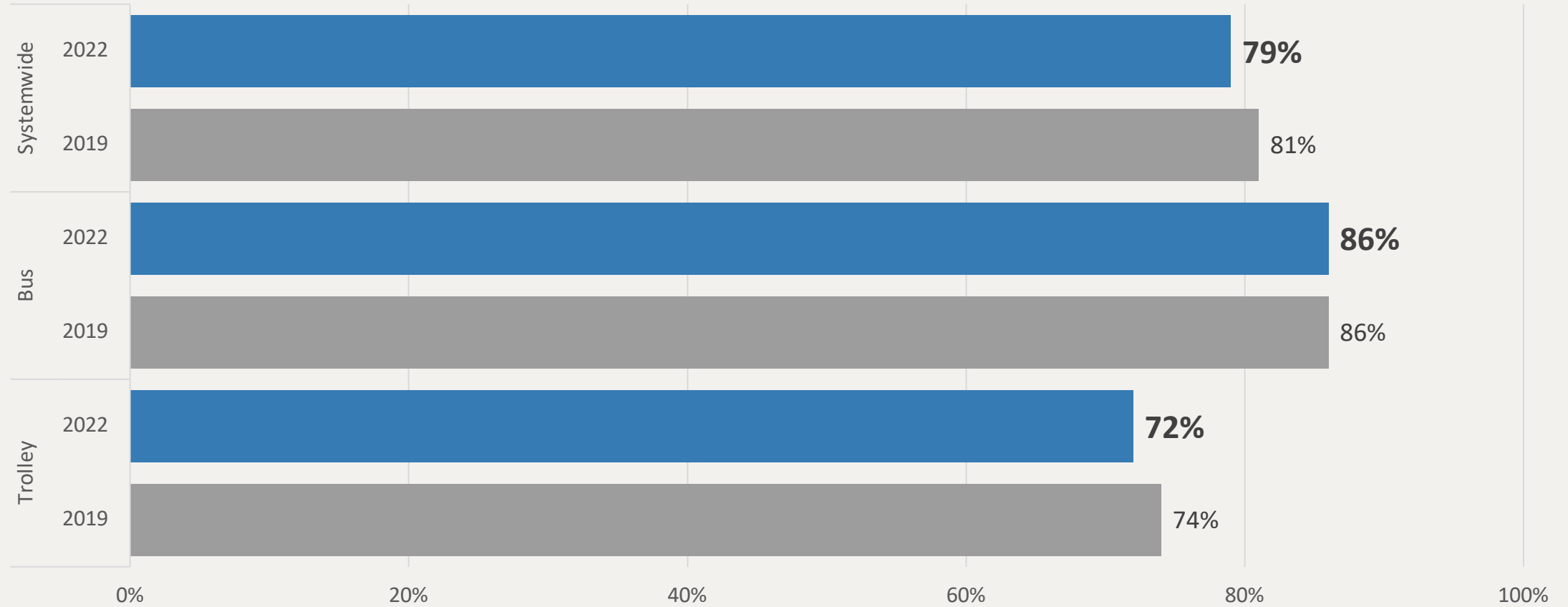
High level of customer satisfaction with quality and availability of customer support – 90%

# Customer Service/Facility Attributes – Bus and Trolley

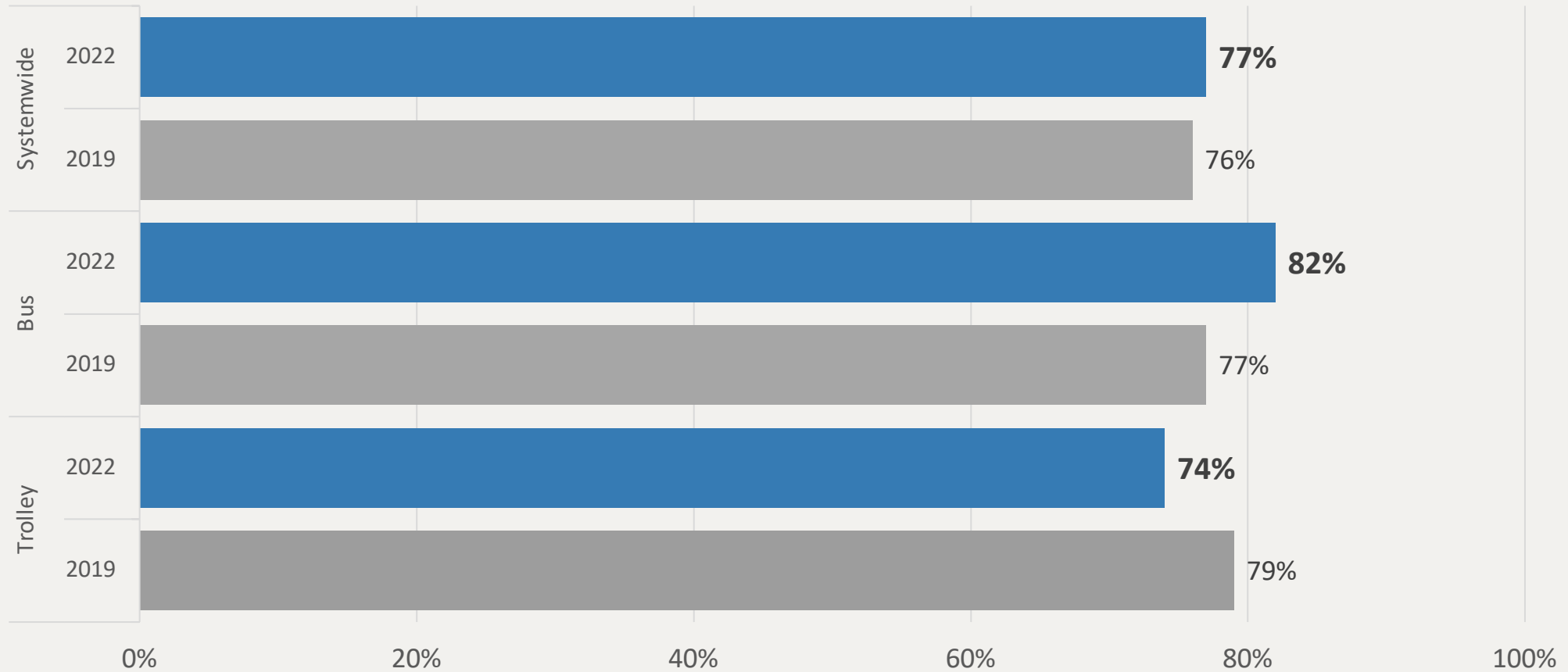
Customer Attributes by Bus and Trolley



# Cleanliness of Buses and Trolleys

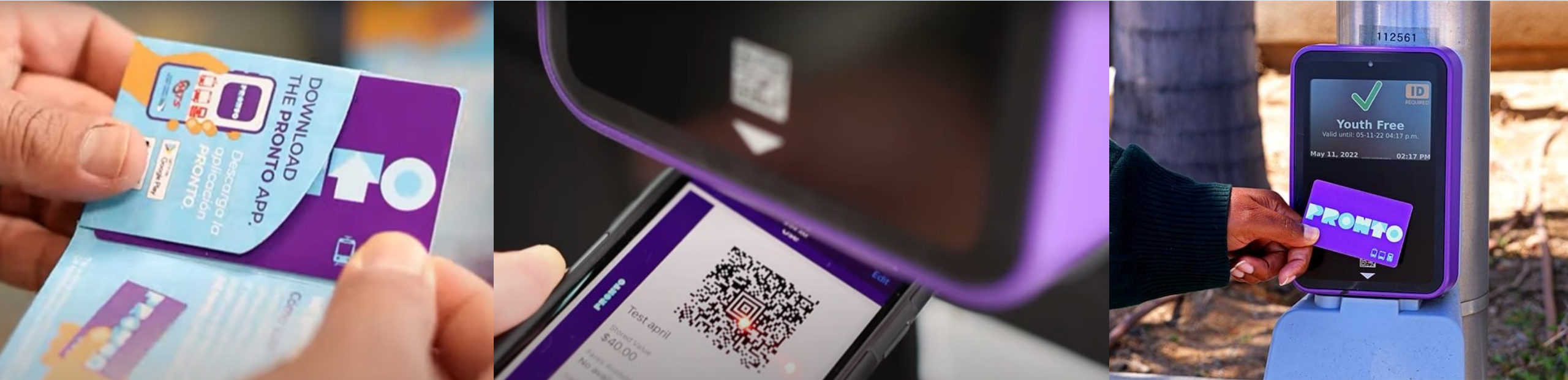


# Cleanliness of Transit Stops and Stations





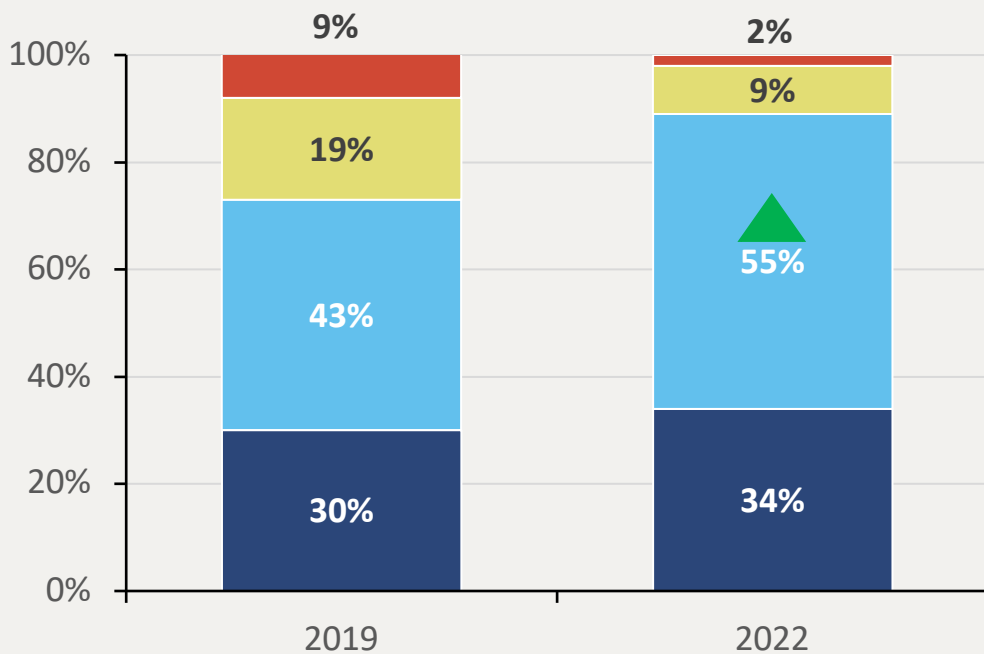
# 04 Fare and PRONTO Satisfaction



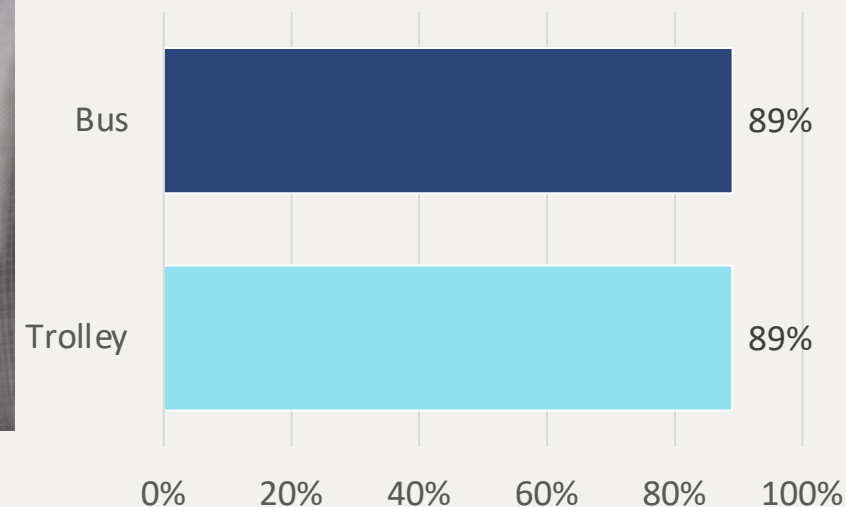
Percentages may not total 100% due to rounding or multiple response options

# Satisfaction with Fare

Satisfaction of MTS Fares



Satisfaction of cost of fare by bus & Trolley

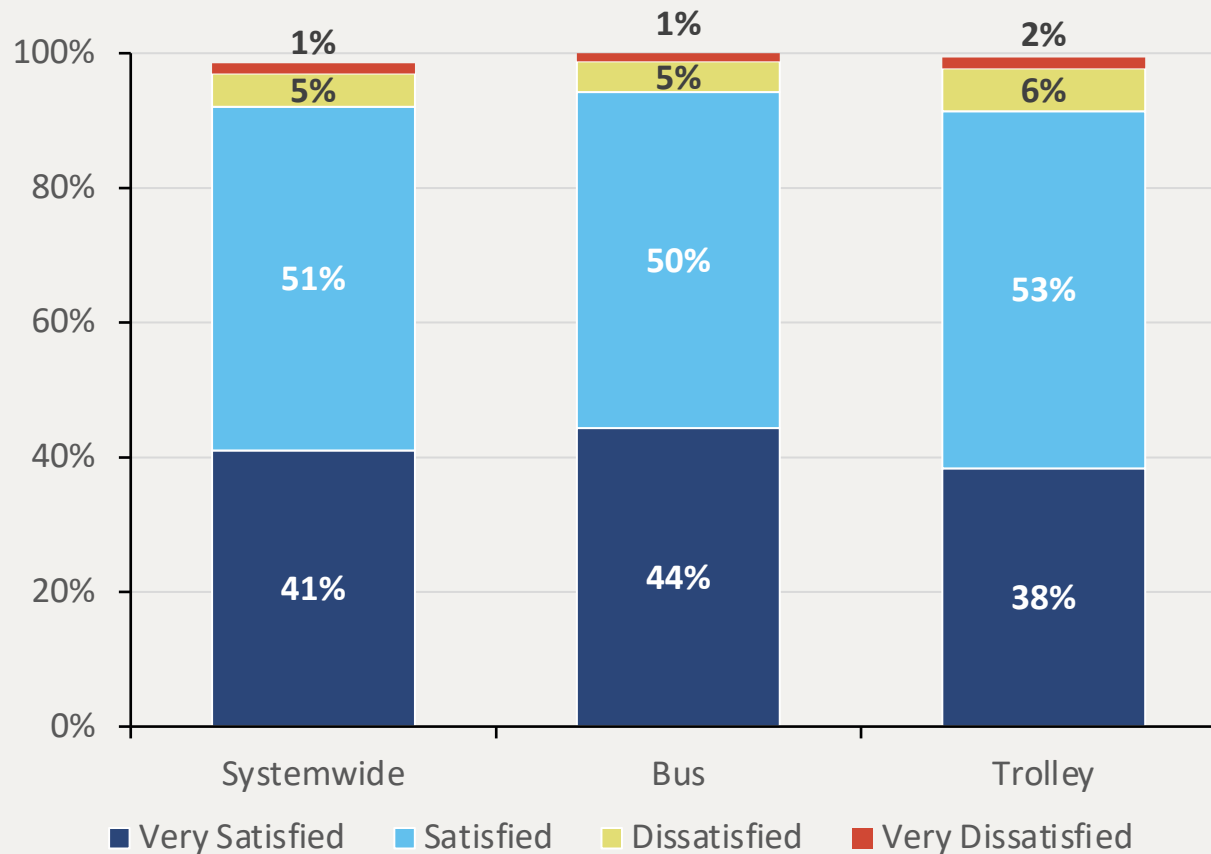


■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Significant improvement in satisfaction with fares (89% vs. 73%)

# PRONTO Satisfaction

Overall satisfaction with PRONTO

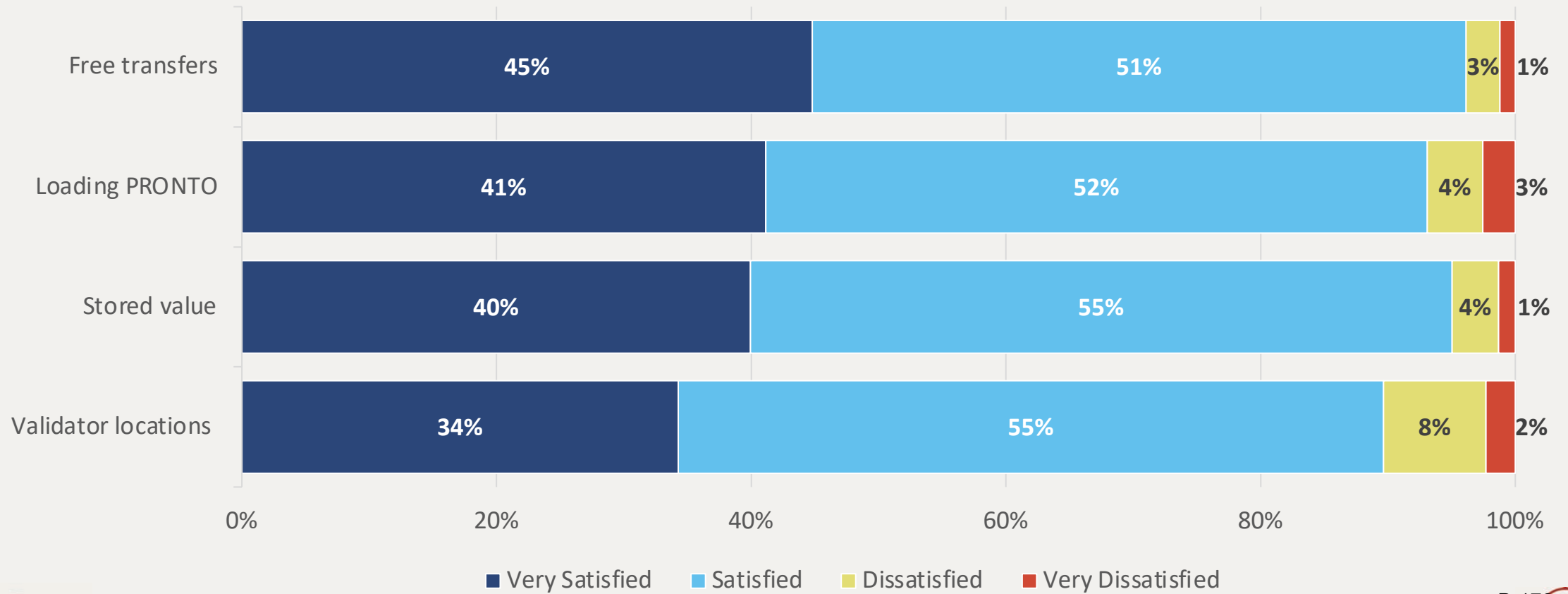


PRONTO Satisfaction  
**92%**



# Satisfaction with PRONTO Attributes

PRONTO: How satisfied are you with each of the following aspects of the PRONTO card and app system?



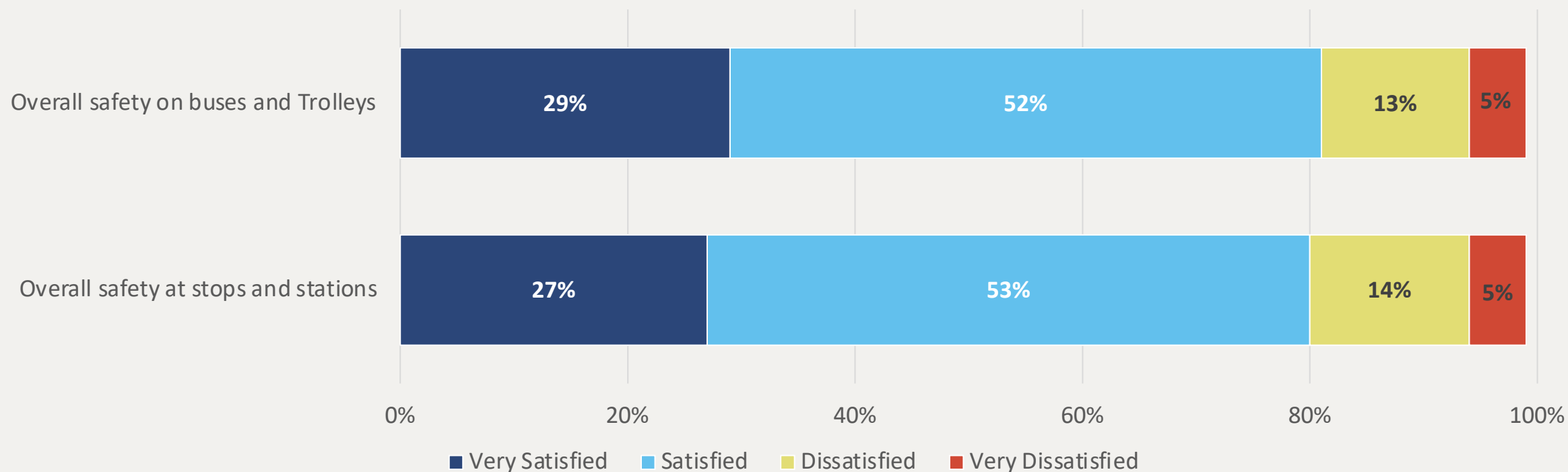
# 05 Safety Satisfaction



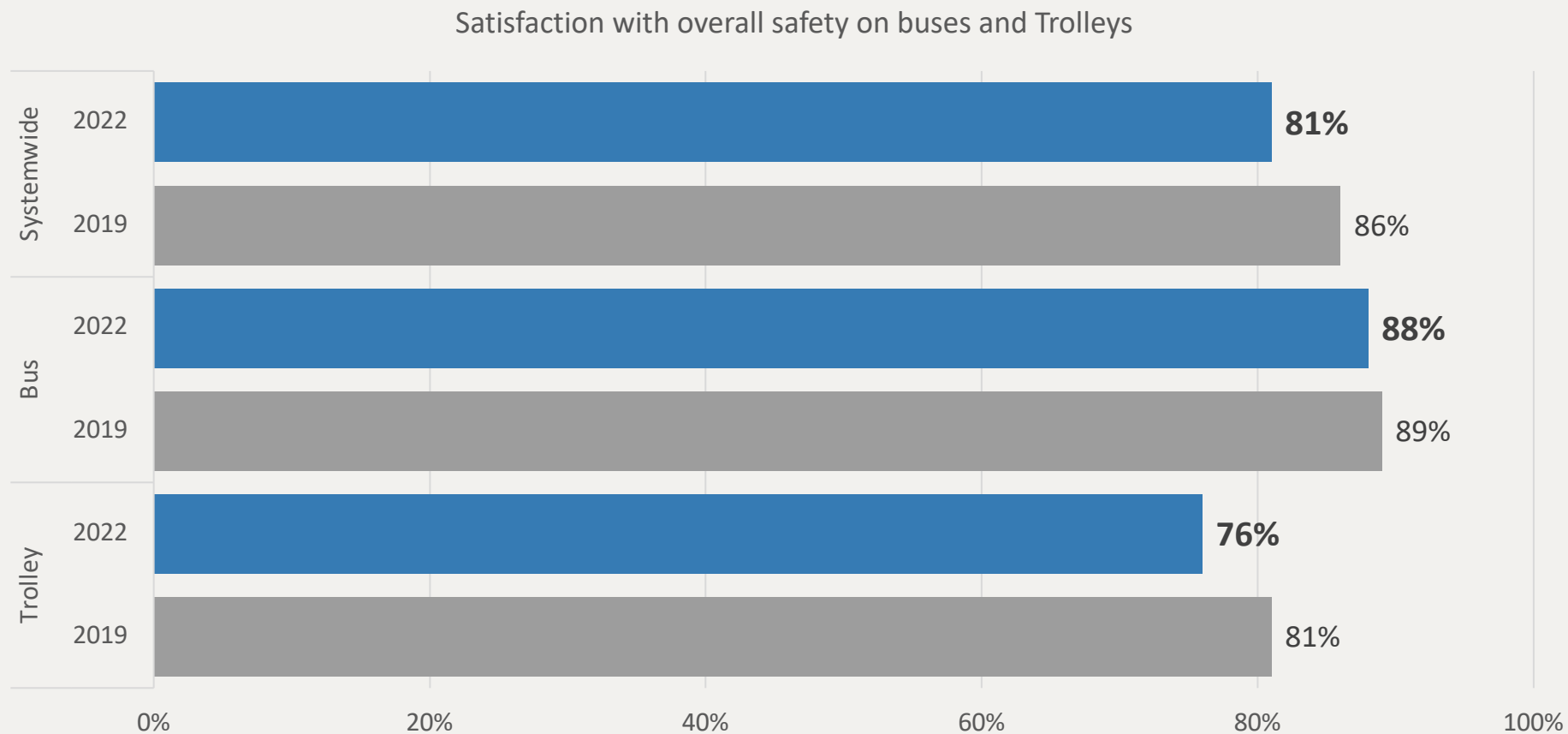
Percentages may not total 100% due to rounding or multiple response options

# Safety Onboard and Stations

Overall Satisfaction on Safety of Buses and Trolley & Stops and Stations

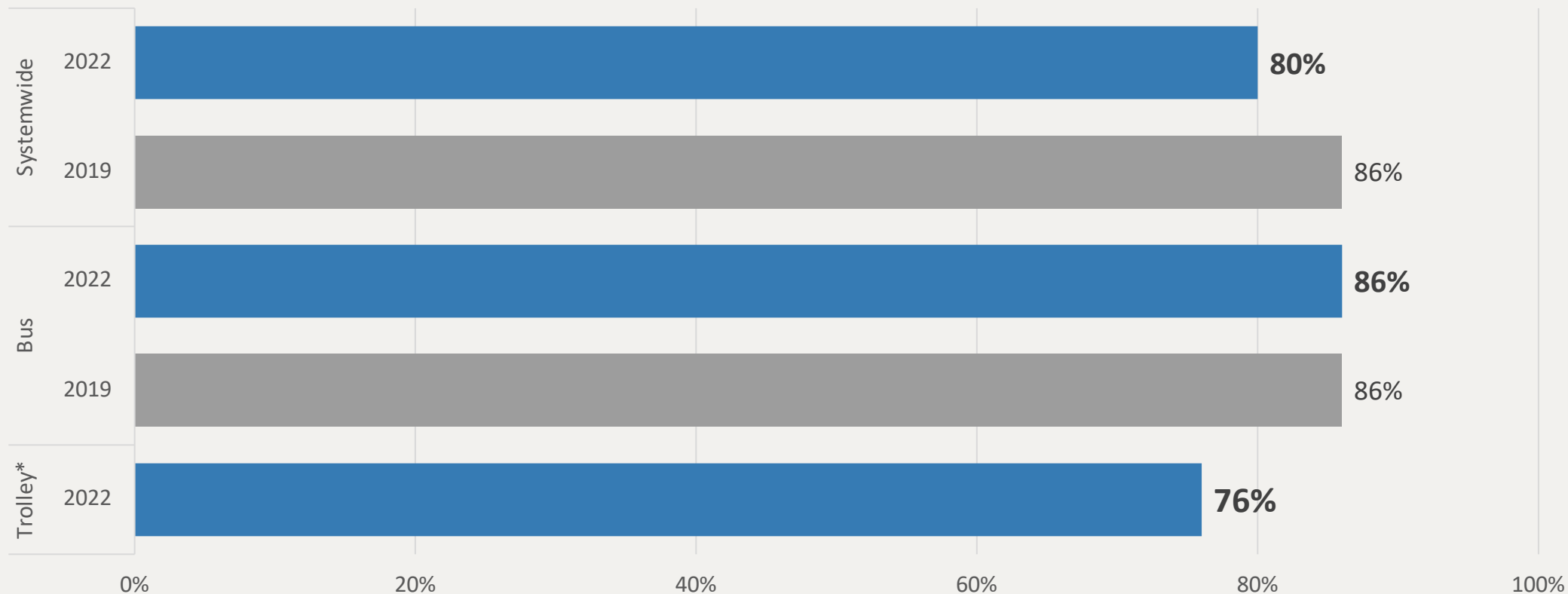


# Safety while Riding Buses or Trolleys



# Safety at Bus Stops/Stations

Satisfaction with overall safety at stops and stations

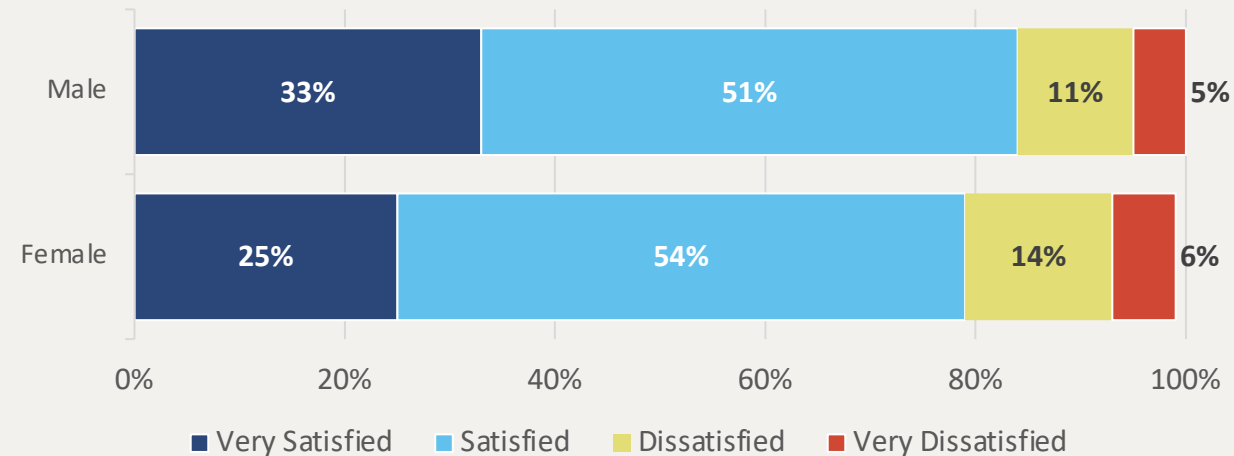


\*2019 Trolley safety not measured

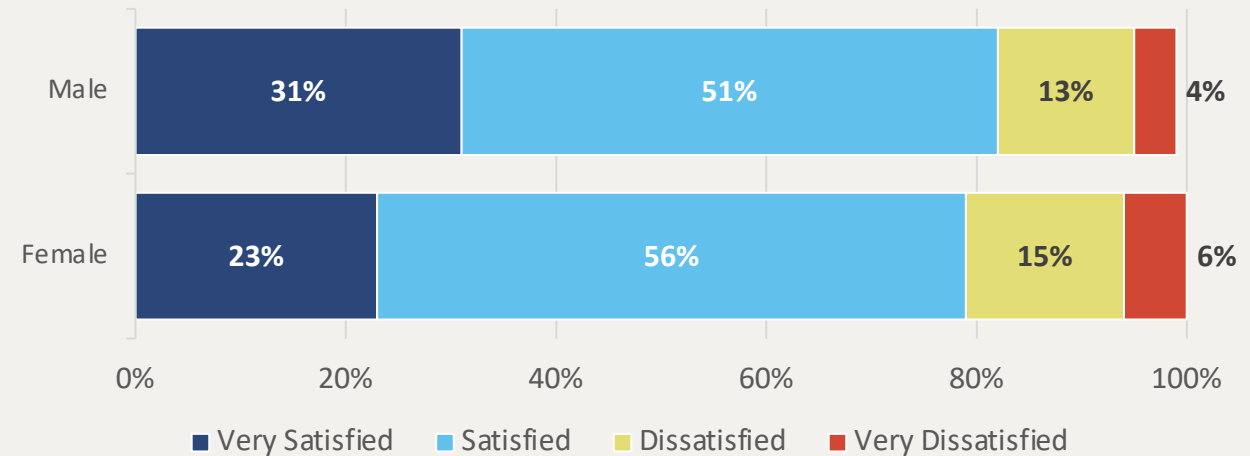


# Satisfaction with Safety by Gender

## Overall Safety on Buses and Trolleys by Gender



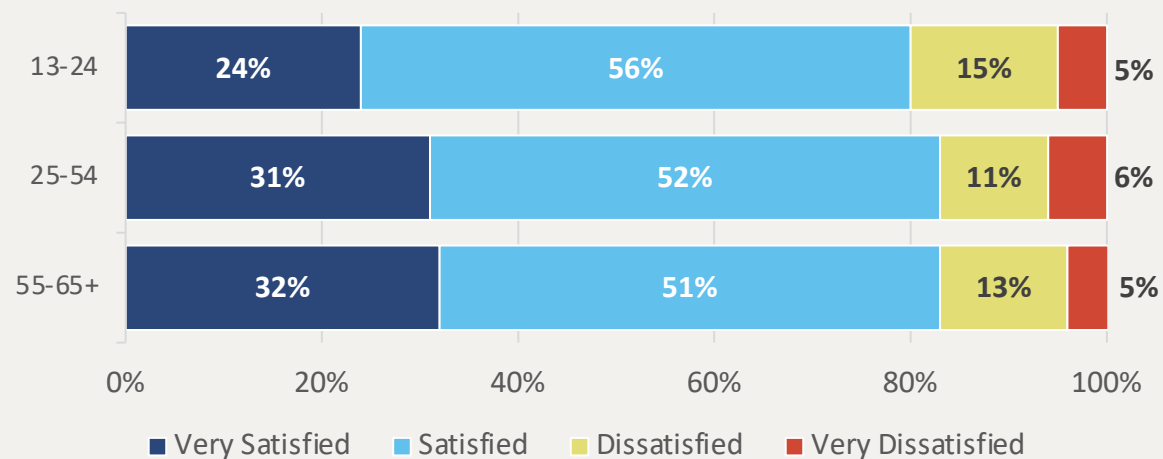
## Overall safety at stops and stations by Gender



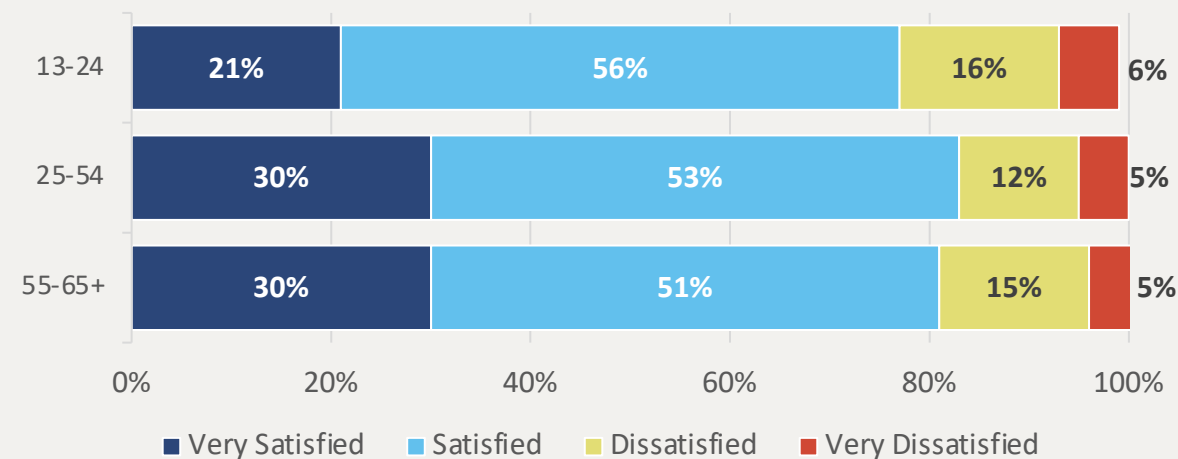
There is a statistical difference in satisfaction with perceived safety on buses and Trolleys and safety at stops and stations relative to gender and women are less satisfied than men.

# Overall Satisfaction with Safety by Age

Overall Safety on Buses and Trolleys by Age



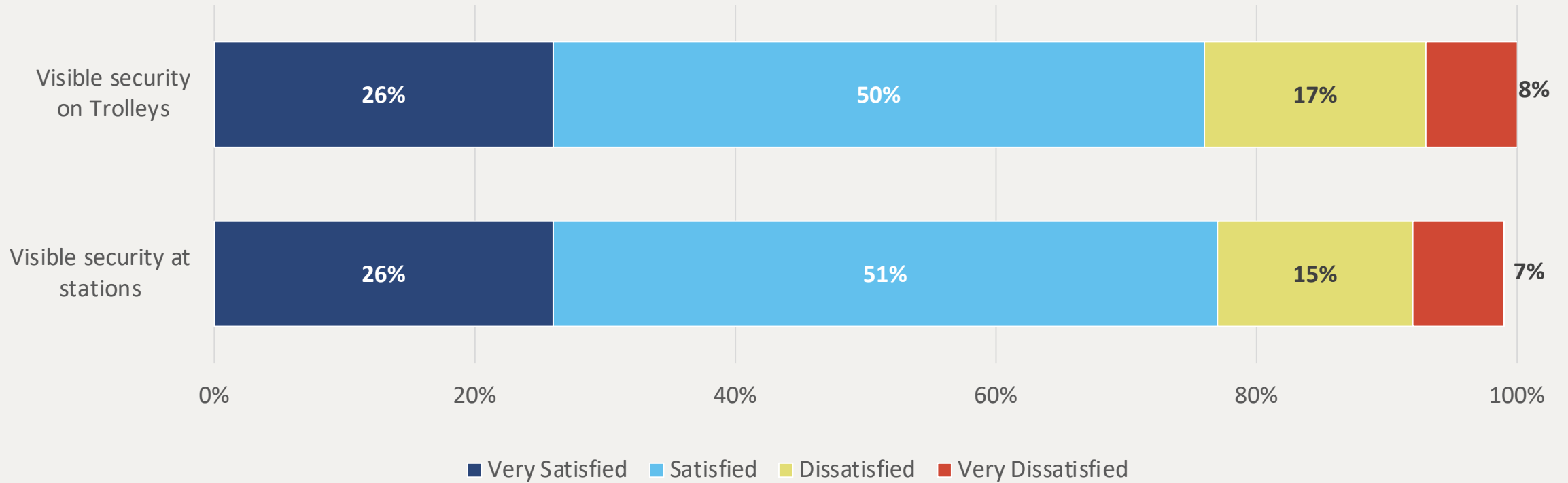
Overall safety at stops and stations by Age



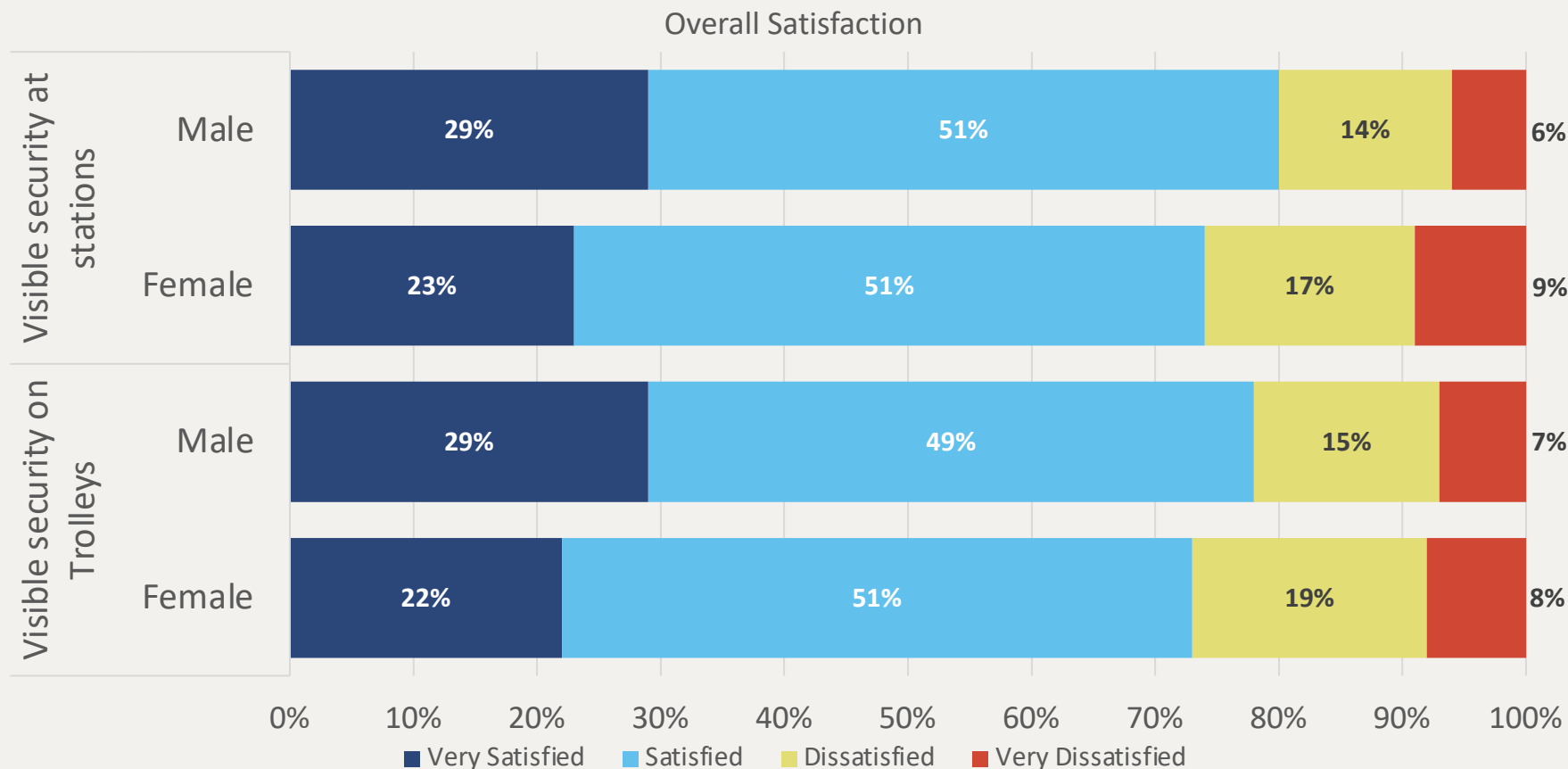
Persons who under 25 are less satisfied with perceived overall safety than other age groups. There is not a significant difference between those 25-54 and those 55+.

# Visible Security

Overall Satisfaction with Visible Security



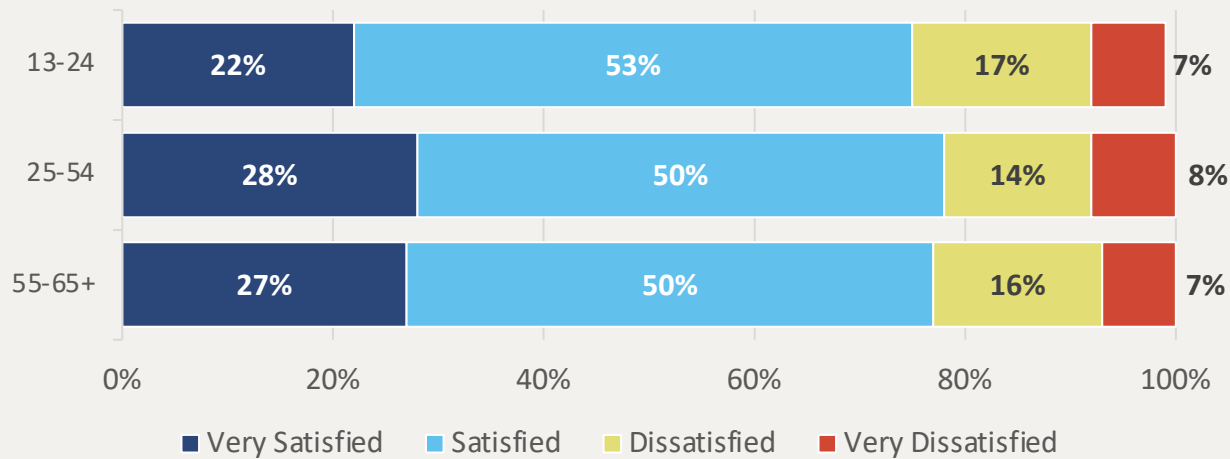
# Visible Security by Gender



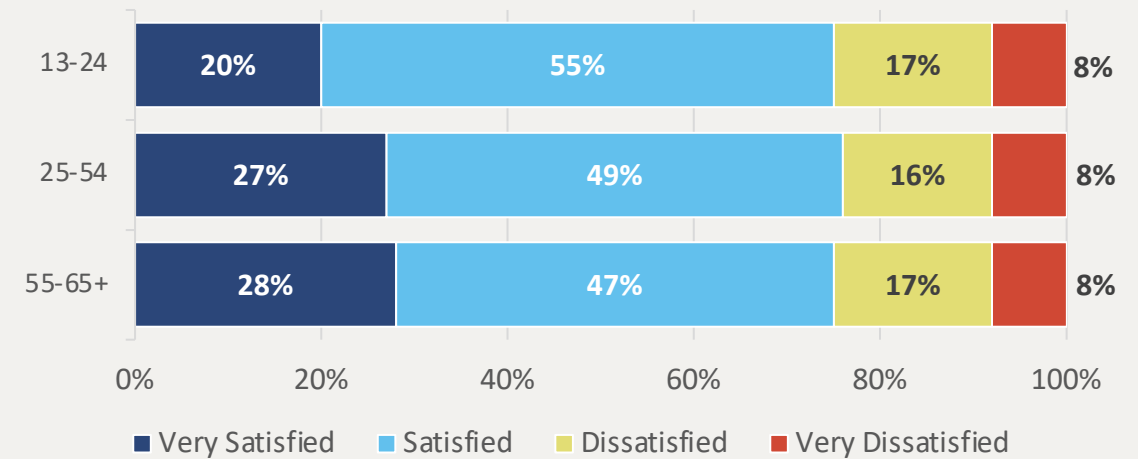
Persons who identify as female are less satisfied than persons who identify as male with perceived visible security at stations and on the Trolley

# Visible Security by Age

Visible security at stations by Age



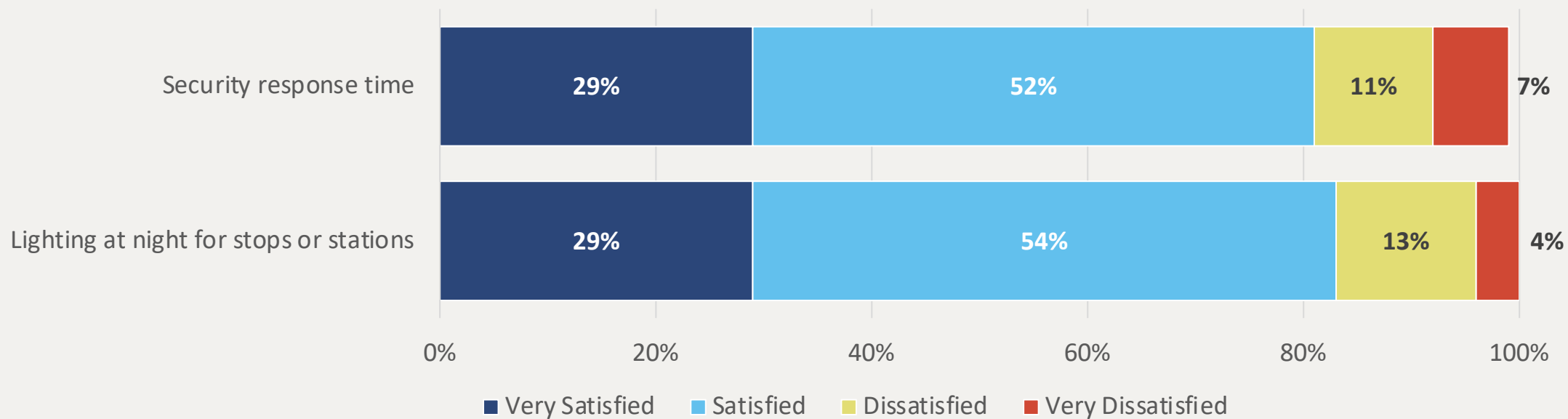
Visible security on Trolleys by Age



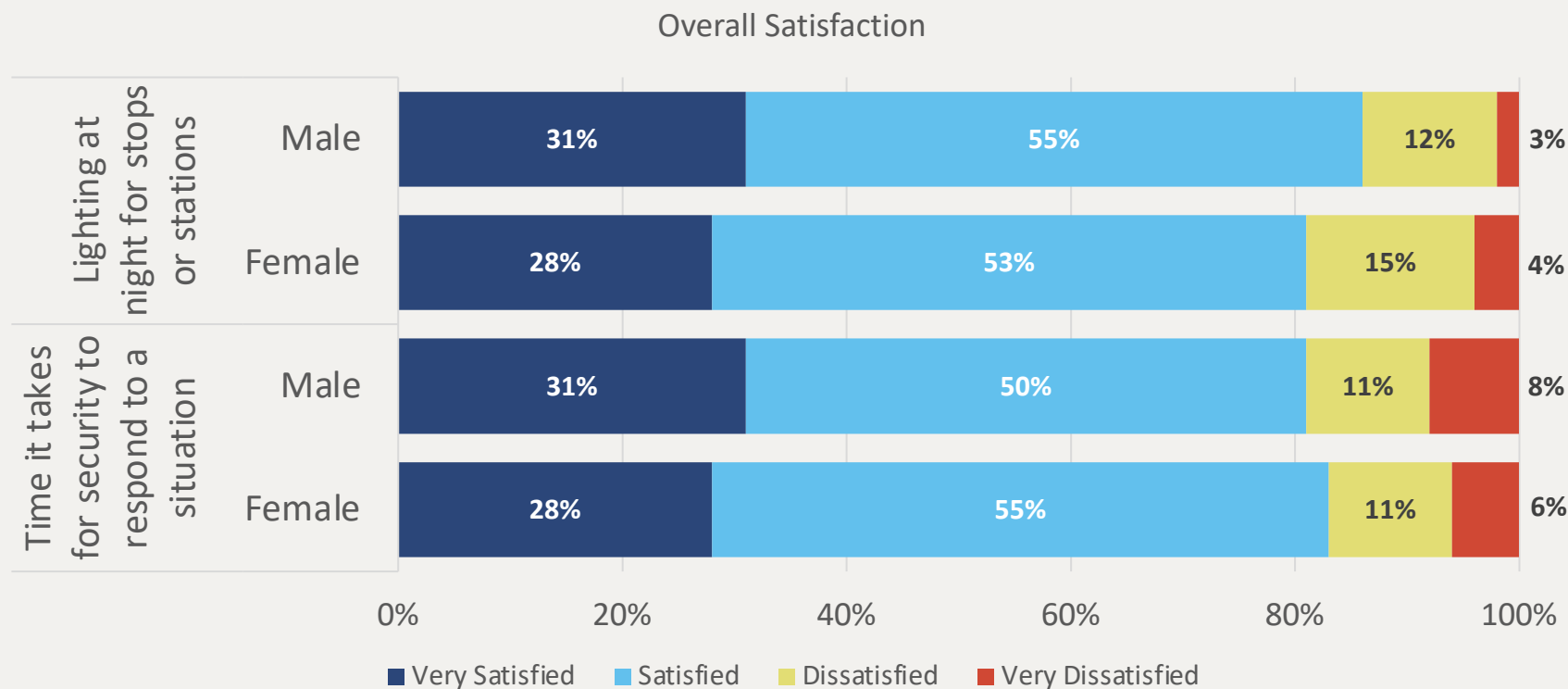
There is no statistical difference in satisfaction with visible security either at stations or on the Trolley between any of the age groups

# Response Time and Lighting

Overall Satisfaction Response Time and Lighting



# Response Time and Lighting by Gender

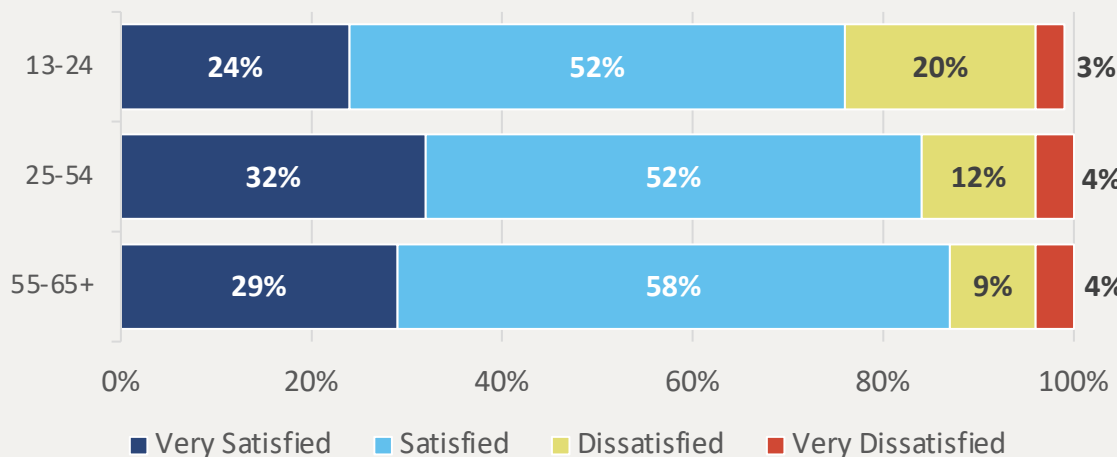


There is no statistical difference in satisfaction with response time relative to gender.

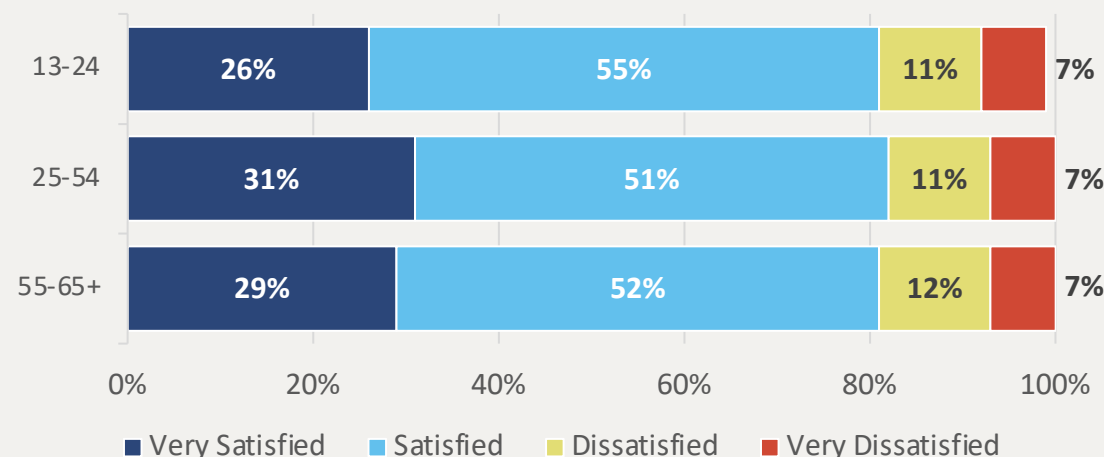
There is a statistical difference in satisfaction with lighting at stops and station relative to gender and women are less satisfied than men.

# Response Time and Lighting by Age

Lighting at night for stops or stations by Age



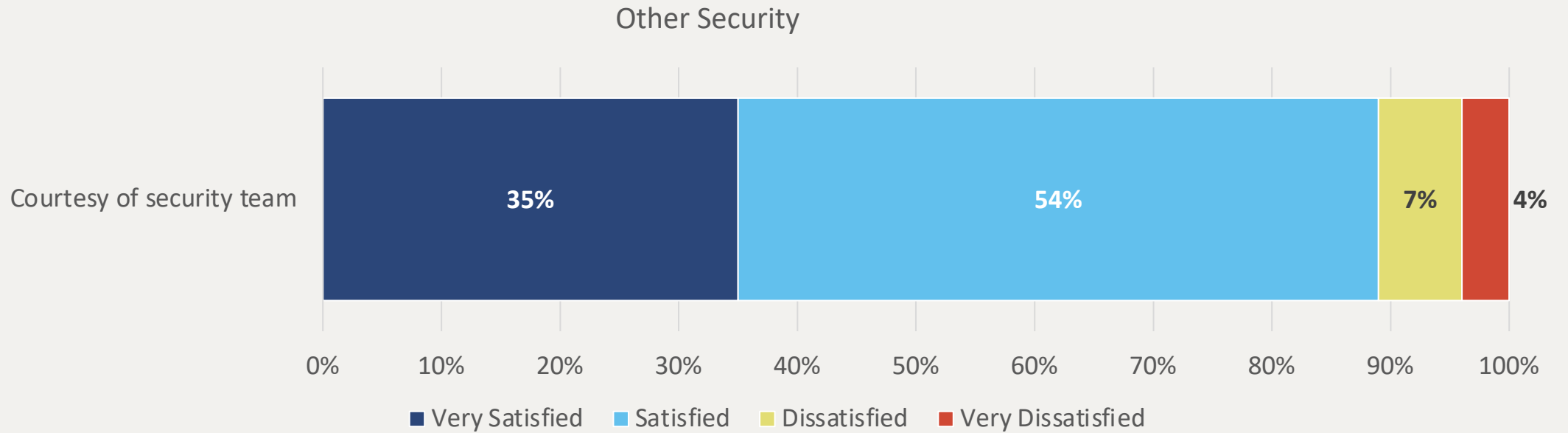
Time it takes for security to respond to a situation by Age



There is no statistical difference in visible security between any of the age groups

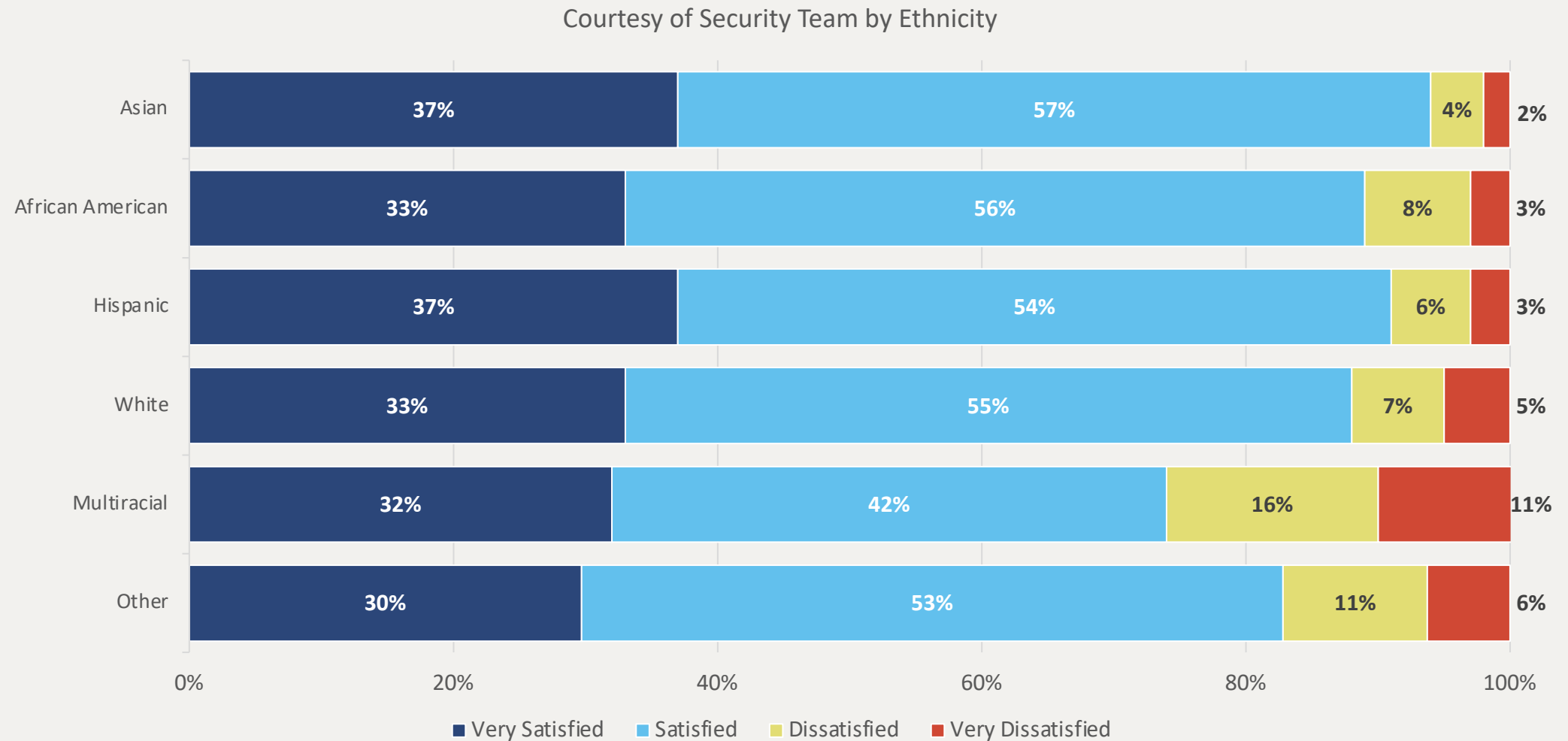


# Courtesy of Security Team



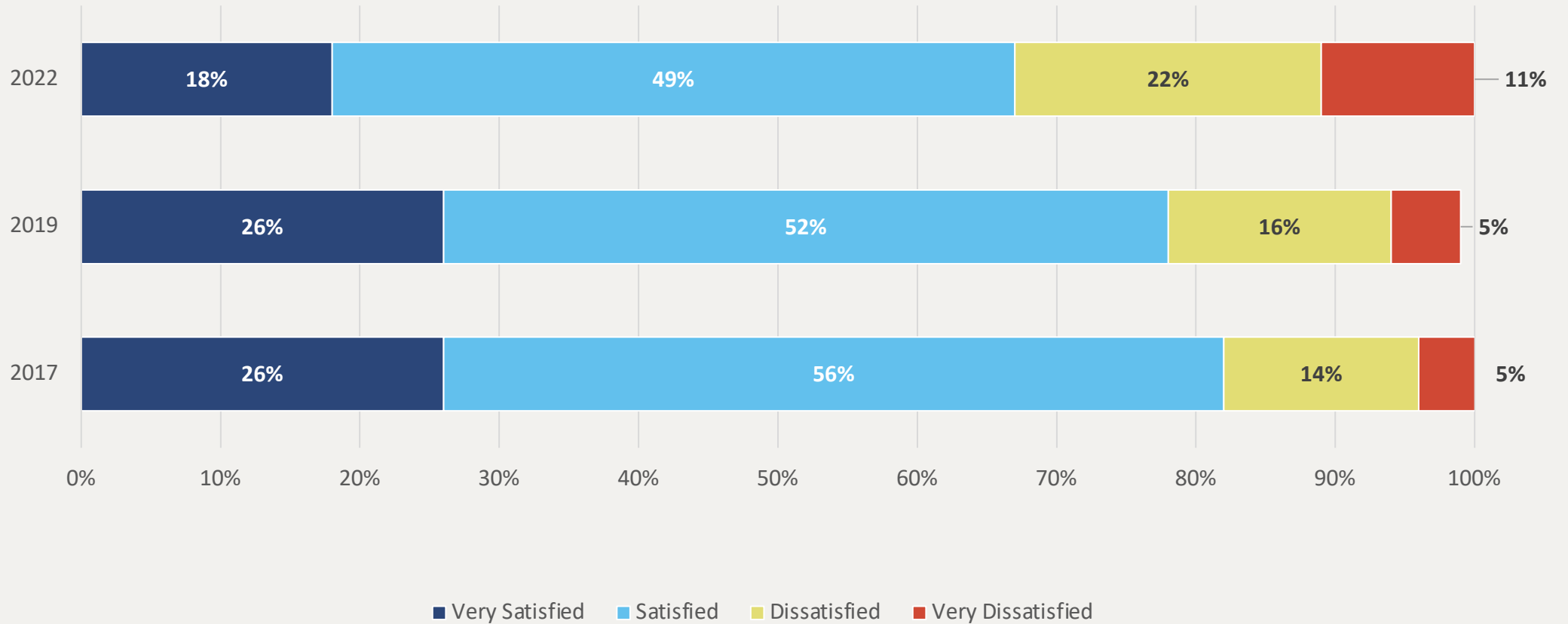
High level of customer satisfaction with courtesy of the security team – 89%

# Courtesy of Security Team by Ethnicity



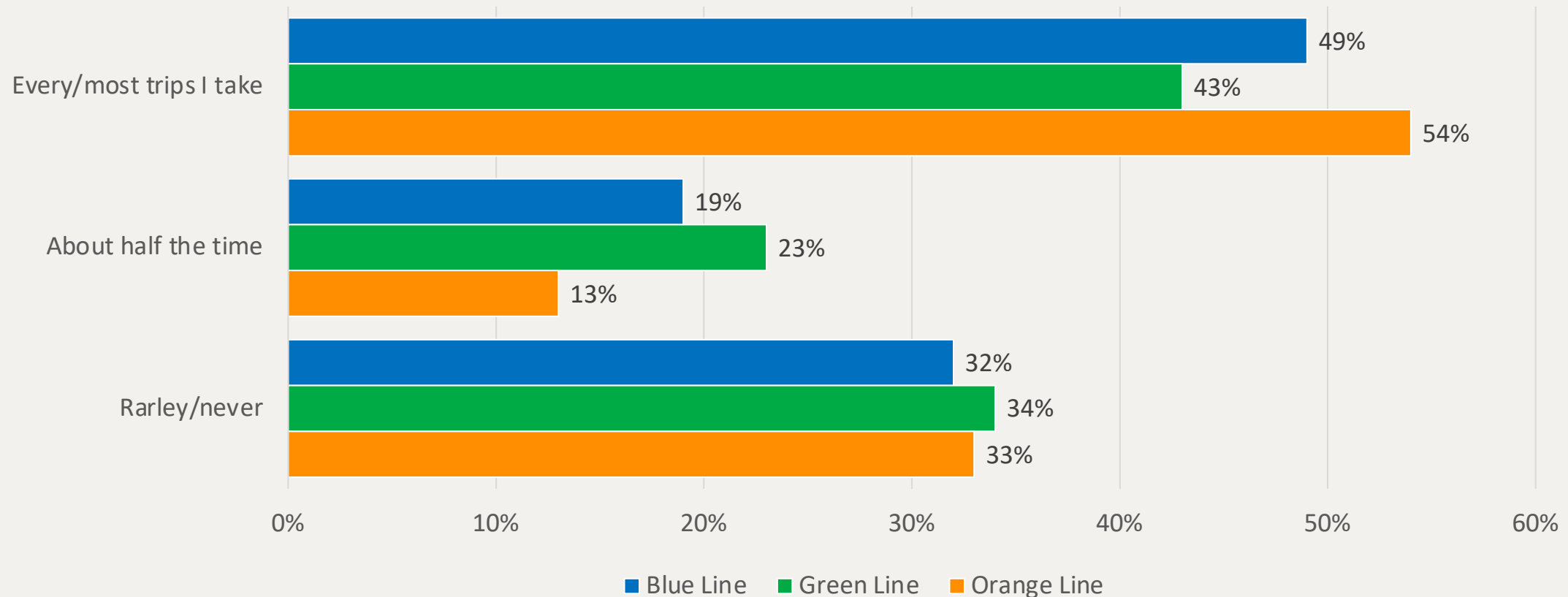
# Behavior of Other Passengers

Behavior of other passengers or comfort of riding with other passengers



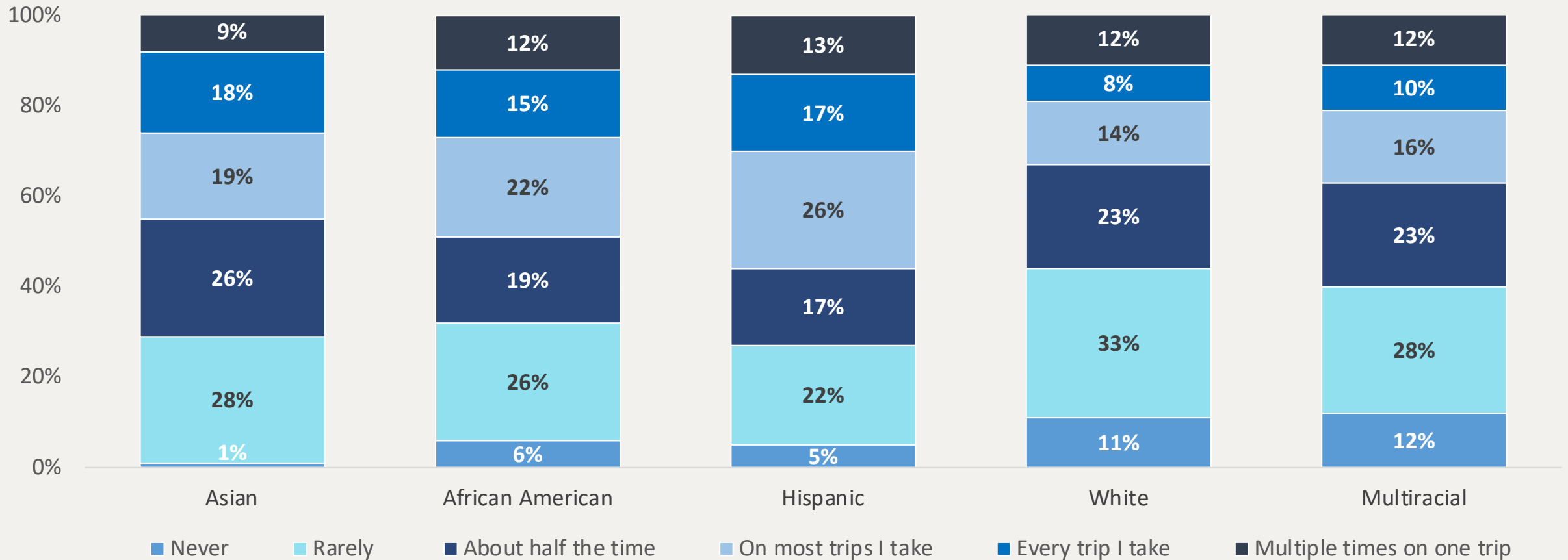
# Frequency of Fare Check – Trolley Line

Frequency of fare check by Trolley Line



# Trolley Fare Check by Ethnicity

When you ride the Trolley, how often is your fare checked?

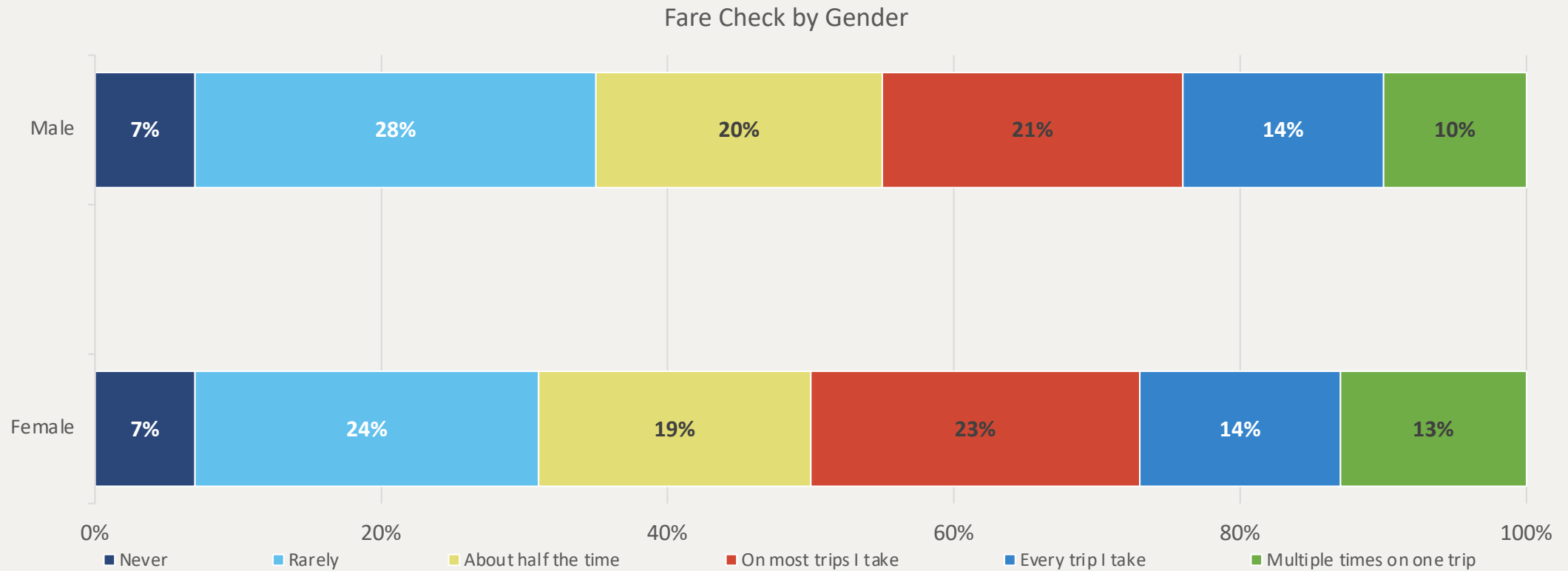


# Fare Check by Ethnicity

	Overall	Blue	Green	Orange
White - Asian	No	No	Yes	No
White - Black/African American	Yes	Yes	Yes	No
White - Hispanic/Latino	Yes	Yes	Yes	No

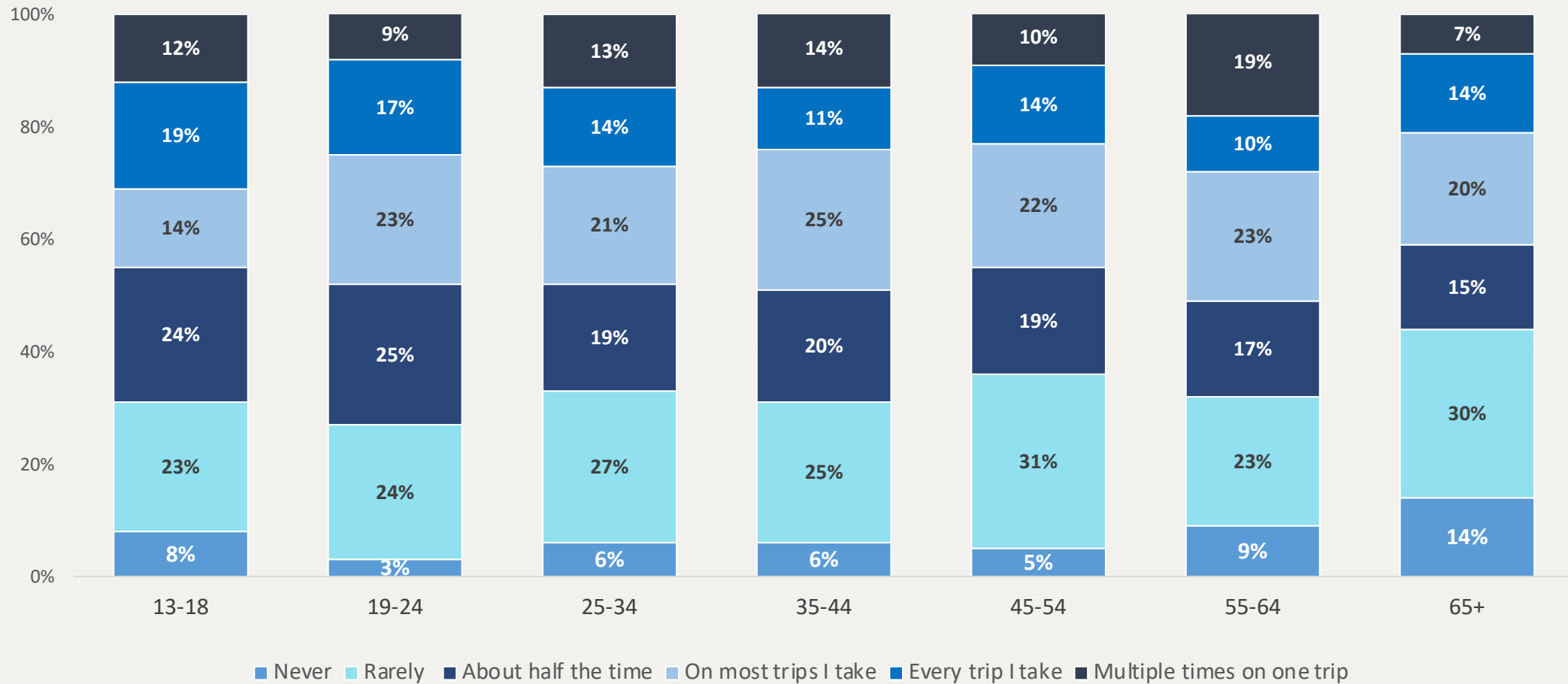
Persons who identify as African American or Latino/a are more likely to perceive that their fare is checked than persons who are White. Overall and on the Blue and Green Line.

# Trolley Fare Check by Gender



Persons who identify as female are statistically more likely to perceive their fare is checked than persons who identify as male

# Trolley Fare Check by Age



There is no statistical difference in the perceived likelihood of having ones' fare checked relative to reported age



# 06 Voice of the Customer





# Next Steps

- Presented key findings to Executive Committee – Sept 1
- Presented key findings to Security & Passenger Safety Community Advisory Group – Sep
- Possible additional focus groups/customer survey specifically about security
- Improving data collection for security
  - Staff time allocated to each line
  - Fare inspection data
- Continuing unconscious bias training
- Looking at expanding auxiliary cleaning efforts on Trolleys at key transit centers
- Exploring solutions to improve reporting process for cleanliness issues
  - Direct customer to operations/field staff
- Launching ***Respect the Ride*** rider etiquette campaign this fall

# Questions?



# Thank you!

Fiscal Year	Advertising	Medium	Insertion Date(s)	Message	Language	Minority Group Served	Estimated Impressions
							<b>Digital Media Impressions:</b> 14,002,927 <b>Traditional Media</b> Impressions: 71,008,605
FY21-22	Various digital outlets	Digital	January 15 - October 31, 2021	Blue Line Extension	English/Spanish	All Ethnicities, Low Income	
FY22	Basis Ad Platform	Digital	June 30 - July 31, 2021	Public Health (face masks, cleaning,	English/Spanish	All Ethnicities, Low Income	669,203
FY22	Basis Ad Platform	Digital	July 19 - July 30, 2021	Trolley Anniversary Event	English/Spanish	All Ethnicities, Low Income, South Bay	181,498
FY22	Basis Ad Platform	Digital	September 29 - October 6, 2021	(PRONTO Deadline) Get PRONTO by October 1st	English/Spanish	All Ethnicities, Low Income	248,321
FY22	Basis Ad Platform	Digital	October 11 - December 31, 2021	Human Resources Hiring Campaign	English	All Ethnicities, Low Income	1,258,184
FY22	Billboard	Digital	Nov 1 - Nov 15, 2021	Blue Line Extension		Latino/Hispanic, Low-Income	
FY22	Basis Ad Platform	Digital	January 4 - January 23, 2022	New Service to UTC on the Blue Line	English/Spanish	All Ethnicities, Low Income, South Bay	722,451
FY22	Basis Ad Platform	Digital	March 14 - April 4, 2022	Commute for less - commute calculator	English/Spanish	All Ethnicities, Low Income	982,085
FY22	Various digital outlets	Digital	March 21 - June 2, 2022	Gas Campaign	English/Spanish	Asian/Pacific Islander, Black, Hispanic/Latino	.25% CTR
FY22	Various digital outlets	Digital	June 13 - June 25, 2022	Summer BBQ Event	English/Spanish	Asian/Pacific Islander, Black, Hispanic/Latino	.25% CTR
FY22-FY23	Various digital outlets	Digital	June 3 - June 12, 2022 & June 26 - July 25, 2022	Summer Escapes	English/Spanish	Asian/Pacific Islander, Black, Hispanic/Latino	.16% - .26% CTR
FY22-23	Basis Ad Platform	Digital	June 7 - October 20, 2022	Special Event Service/Promotion (Padres Games)	English/Spanish	All Ethnicities	710,723
FY23	Filipino Press	Printed	Jul-22	Clean Transit Advancement Program	English	Asian	N/A
FY23	San Diego Union Tribune	Printed	Jul-22	Clean Transit Advancement Program	English	All Ethnicities	N/A
FY23	Voice & Viewpoint	Printed	Jul-22	Clean Transit Advancement Program	English	African American	N/A
FY23	Basis Ad Platform	Digital	July 20 - September 10, 2022	Summer Service promotions	English	All Ethnicities, Youth	407,171
FY23	Basis Ad Platform	Digital	August 11 - 31, 2022	Human Resources Hiring Campaign		All Ethnicities, Low Income	775,655
FY23	Aztec Newspaper	Printed	Aug-22	College Pass Program	English/Spanish	All Ethnicities, College Students	N/A
FY23	Various digital outlets	Digital	Spetember 19 - October 5, 2022	Free Ride Day	English/Spanish	Asian/Pacific Islander, Black, Hispanic/Latino	.18% CTR
FY23	Frontera Newspaper	Printed	Sep-22	Free Ride Day	Spanish	Hispanic	N/A
FY23	Star News	Printed	Sep-22	Free Ride Day	English	All Ethnicities	N/A
FY23	East County Californian	Printed	Sep-22	Free Ride Day	English	All Ethnicities	N/A
FY23	Clear Channel	Printed	Sep-22	Free Ride Day (Bus Benches)	English	All Ethnicities	N/A
FY23	University of San Diego Newspaper	Printed	Sep-22	College Pass Program	English	All Ethnicities, College Students	N/A
FY23	Basis Ad Platform	Digital	November 21 - 25, 2022	Laptop Scholarship Program	English	All Ethnicities, Youth	180,729
FY23	Basis Ad Platform	Digital	December 12 - December 24, 2022	Holiday Shopping - Take Transit	English/Spanish	All Ethnicities, Low Income	468,568
FY23-24	Rivet	Printed	January 2023-December 2023	Bus Hiring Campaign Ad	English	All	N/A

FY23	Old Town San Diego Guide	Printed	Jan-23	Old Town San Diego Ridership Ad	English	All	N/A
FY23	Star News	Printed	Feb-23	Bus Operator Hiring Campaign	English	All	N/A
FY23	East County Californian	Printed	Feb-23	Bus Operator Hiring Campaign	English	All	N/A
FY23	University of San Diego Newspaper	Printed	Feb-23	College Pass Program	English	All	N/A
FY23	LinguaLinx	Digital	Feb-23	Social Equity Listening Tour Meeting	Spanish	Hispanic	
FY23	LinguaLinx	Digital	Feb-23	Public Hearing Notice	Spanish	Hispanic	
FY23	Basis Ad Platform	Digital	March 14 - 16, 2023	Youth Opportunity Pass Program	English	Youth	94,692
FY23	Padres Yearbook	Printed	Mar-23	Special Event Service/Promotion (Padres Games)	English	All	N/A
FY23	LinguaLinx	Digital	Mar-23	MTS Access Booklet	Spanish	Hispanic	
FY23	Frontera Newspaper	Printed	Mar-23	Bus Hiring Campaign Ad	Spanish	Hispanic	N/A
FY23	LinguaLinx	Digital	Mar-23	Take Ones	Spanish	Hispanic	
FY23	LinguaLinx	Digital	Apr-23	MTS Access Riders Subscribers	Spanish	Hispanic	
FY23	LinguaLinx	Digital	Apr-23	Rider Insider Onboard Newsletter	Spanish	Hispanic	
FY23	Bricehouse Outdoors	Printed	May-23	Bus Operator Hiring Campaign (Benches)	English	All	N/A
FY23	LinguaLinx	Digital	May-23	Respect the Ride	Spanish	Hispanic	
FY23-FY24	Basis Ad Platform	Digital	May 5 - October 8, 2023	Special Event Service/Promotion (Padres Games)	English/Spanish	All Ethnicities, Low Income	1,538,565
FY23-FY24	Basis Ad Platform	Digital	May 22 - August 31, 2023	Youth Opportunity Pass - 18 & Under Ride Free	English/Spanish	All Ethnicities, Youth	1,798,617
FY23	LinguaLinx	Digital	Jun-23	Security Safety Focus Group	Spanish	Hispanic	
FY23-24	Basis Ad Platform	Digital	June 6 - July 4, 2023	Transit Discounts to San Diego County Fair	English/Spanish	All Ethnicities, Seniors, Low-Income	1,135,169
FY24	LinguaLinx	Digital	Jul-23	PRONTO Brochures	Spanish	Hispanic	
FY24	Basis Ad Platform	Digital	July 22 - September 10, 2023	Transit Discounts to Racetrack	English/Spanish	Asian/Pacific Islander, Black, Hispanic/Latino, Seniors	629,510
FY24	Aztec Newspaper	Printed	Aug-23	College Pass Program	English	All Ethnicities, College Students	N/A
FY24	Bricehouse Outdoors	Printed	Aug-23	Respect the Ride (Bus Benches)	English/Spanish	All Ethnicities, Low Income	N/A
FY24	Bricehouse Outdoors	Printed	Aug-23	Free Ride Day (Bus Benches)	English/Spanish	All Ethnicities, Low Income	N/A
FY24	Rivet	Printed	August 2023-Still Active/Ongoing	College Pass Program	English	All Ethnicities, College Students	N/A
FY24	Basis Ad Platform	Digital	August 25 - September 29, 2023	College Pass Program	English	All Ethnicities, College Students	267,087
FY24	Basis Ad Platform	Digital	August 25 - December 2, 2023	Special Event Service/Promotion (SDSU Football Games)	English	All Ethnicities, Low-Income, Seniors	430,052
FY24	KBPS	Digital	Sep-23	Free Ride Day	English	All	100,000
FY24	Times of San Diego	Digital	Sep-23	Free Ride Day	English	All	100,000
FY24	Frontera Newspaper	Printed	Sep-23	Free Ride Day	Spanish	Hispanic	N/A
FY24	Univision Stations	Digital	Sep-23	Rapid 227	Spanish	Hispanic	TBD
FY24	Basis Ad Platform	Digital	September 20 - October 5, 2023	Free Ride Day	English/Spanish	All Ethnicities, Low-Income,	923,227
FY24	Imperial Beach Eagle	Printed	Oct-23	Rapid 227	English	Hispanic	N/A
FY24	KBPS	Digital	Oct-23	Rapid 227	English	All	100,000

FY24	Times of San Diego	Digital	Oct-23	Rapid 227	English	All	100,000
FY24	Frontera Newspaper	Digital	Oct-23	Rapid 227	Spanish	Hispanic	
FY24	Fox5	Digital	Oct-23	Rapid 227	English	All	
FY24	Basis Ad Platform	Digital	October 5 - November 15, 2023	Rapid 227 - new service from Otay Mesa	English/Spanish	All Ethnicities, Low Income,	1,700,856
FY24	Basis Ad Platform	Digital	October 31, November 11, 2023	Special Event Service/Promotion (Wave)	English	All Ethnicities, Low Income	253,926
FY24	Canal 12	Digital	Dec-23	Rapid 227 - new service from Otay Mesa	Spanish	Hispanic	
FY24	Basis Ad Platform	Digital	December 18, 2023 - January 1, 2024	Free Rides - New Year's Eve	English/Spanish	All Ethnicities, Low Income	644,055
FY24	San Diego Voice and Viewpoint	Printed	Jan-24	Martin Luther King Jr. Day	English	Black	N/A
FY24	Basis Ad Platform	Digital	January 8 - February, 29, 2024	College Pass Program	English	All Ethnicities, College	104,343
FY24	Various digital outlets	Digital	January 12 - April 5, 2024	Bus Driver Hiring Campaign	English/Spanish	Asian/Pacific Islander, Black, Hispanic/Latino, Low Income	2858685 (as of 3/6/2024)
FY24	Clear Channel	Printed	March 25, 2024 - Ongoing/Still Active	Padres Trolley Wrap	English	Asian/Pacific Islander, Black, Hispanic/Latino	N/A
FY24	Imperial Beach Eagle	Printed	Mar-24	Rapid 227 - new service change	English	Asian/Pacific Islander, Black, Hispanic/Latino	N/A
FY24	KUSI News Segment	Digital	21-Mar-24	Easter Congregation Lunch	English	Asian/Pacific Islander, Black, Hispanic/Latino/Low Income	N/A
FY24	KUSI News Segment	Digital	18-Mar-24	Easter Congregation Lunch	English	Asian/Pacific Islander, Black, Hispanic/Latino/Low Income	N/A
FY24	Univision Stations	Digital	March 25 - April 25, 2024	Trolley to Petco Park	Spanish	Hispanic/Latino	TBD



# San Diego Metropolitan Transit System (MTS) *Social Equity Listening Tour*

April 2023



Special Thanks to Our Partners



Community Engagement + Report by



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# INTRODUCTION

The San Diego Metropolitan Transit System’s (MTS) Social Equity Listening Tour is a public engagement effort aiming to understand the experiences of transit riders and to take steps in addressing issues of inequity in transit. The project was designed to identify local communities’ top transit priorities with regard to inequities in transit service, operations, amenities, and programs. The project team facilitated fifteen workshops (both virtual and in-person) and pop-ups throughout the MTS service area. As part of these efforts, Pueblo Planning, the planning team, intentionally included and prioritized core transit riders most impacted by MTS decisions regarding service, policies, budgets, and design to co-develop recommendations. We partnered with five community-based organizations (CBOs) to engage with intentional communities, including people with disabilities, low-wealth Black communities and communities of color, the elderly, youth, people who are unhoused or facing housing insecurity, immigrants, refugees, and binational migrants.

This report includes an account of the planning team’s methodology, identified community priorities, an in-depth analysis of the communities’ priorities, and an overview of key takeaways from the planning process.

**The ten highest priorities identified by community members through the Listening Tour include:**

- Improving the **cleanliness** of transit stops, buses, and trolleys (*mentioned 163 times*);
- Addressing **treatment by bus operators** (*mentioned 85 times*);
- Keeping and/or expanding the **Youth Opportunity Pass** (*mentioned 84 times*)
- Implementing **shade** at transit stops system-wide (*mentioned 84 times*);
- Increasing **weekend transit frequency** (*mentioned 66 times*);
- Increasing overall **transit frequency to 5-10 minute**-long headways (*mentioned 63 times*);
- Providing **compassionate care and developing partnerships with community services** to support people needing access to hygienic amenities as well as those struggling with mental illness (*mentioned 57 times*);
- Furnishing transit stops, buses, and trolleys with **WiFi** (*mentioned 57 times*);
- Including **electric outlets** at bus and trolley stations as well as buses and trolleys (*mentioned 54 times*);
- Increasing bus and trolley frequency to **24 hour service** (*mentioned 47 times*)
- Incorporating more access to **restrooms** system-wide (*mentioned 46 times*); and
- Developing more **lighting** at transit stops (*mentioned 40 times*).



Community-Based Organization partners (City Heights CDC, Casa Familiar, El Cajon Collaborative, I Am Green, and The Arc of San Diego) have reviewed this report and have provided feedback that has been integrated in order to ensure our team accurately represented community priorities and narratives. Partners also reviewed our analysis to support the report's capacity to increase understanding and awareness of the priority issue areas such that they will effectively inform the community-based recommendations throughout the report.

Prior to engaging community members, the planning team conducted a thorough historical analysis of news reports, public comments, and previous planning efforts to gain a deep understanding of the collective experience of transit ridership in the MTS service area. Subsequently, we engaged with various intentional communities throughout MTS' service area to learn about their transportation experiences and to understand their visions for a joyful and just transit experience. Throughout our engagement, we learned that many priorities had been shared in the past with MTS, including in previous planning efforts. The planning team was mindful of this history while analyzing and synthesizing community commentary from the ten engagement workshops, three community pop-ups, and two MTS committee conversations we facilitated.

As such, this report will showcase a holistic view of the top identified priorities and will incorporate details from historical archives and previous community advocacy efforts. We also highlight the historically repetitive nature of some of the priorities mentioned by community members, as it has created planning fatigue for some over the years. Along with the historical references, this report also acknowledges some of the ongoing community advocacy efforts to further contextualize the community priorities identified through the Social Equity Listening Tour.

The Social Equity Listening Tour aims to build a different experience and a pathway towards visible change, particularly regarding matters highlighted as concerns around equity. The overall vision is to not only create a joyful and just transit experience in the future, but to also ensure respectful and dignified transit experiences with ongoing community engagement and transparency.



# METHODOLOGY



The planning team values, above all, designing and executing an inclusive and accessible process when engaging community members. Our methodology included the co-development of the engagement process and desired outcomes with community-based organizations, MTS committees, and community members. Prior to engaging community members, we conducted grounding research and established partnerships with community-based organizations, and then co-developed the engagement framework with the community-based organization partners. This helped inform the series of ten listening session workshops, three listening session pop-ups, and two MTS Committee listening sessions. We prioritized building an inclusive and accessible process at every step as well as providing joyful and welcoming spaces for community members to openly share. We also took every caution to avoid causing any harm to community members throughout the project. The following sections will go into each of the engagement planning steps in more detail.

## Grounding Research

We conducted grounding research that focused on historical accounts around social equity in MTS operations, services, programs, and amenities. The historical research was derived from news articles, recent planning documents, and public testimony. This was inclusive, but not limited to, experiences around public transit infrastructure such as restrooms, affordability, and security. The research was a key part of the Social Equity Listening Tour as it helped the planning team gain an understanding of ridership experiences to identify recurring patterns throughout history, determine if community members are expressing the same or different concerns today, and gain a holistic understanding of how community members have been defining social equity in relation to public transit.



## Community Based-Organization Partners

Pueblo Planning partnered with five community-based organizations for the listening session process. These CBOs were chosen due to their authentic relationships with the communities intentionally identified for this project. We acknowledge that there are a multitude of CBOs that could have been potential partners on this project. The budget and timeline, however, required the planning team to narrow down potential partners to five. The following criteria were utilized to choose the CBO partners:

- A current and ongoing relationship with one or more of the intentional communities that were identified for engagement;
- Interest or previous involvement in transit planning and/or policy; and
- Collectively, the selected CBOs represent geographic diversity in the MTS service area.

Community-Based Organization	Service Area	Intentional Communities
<u>City Heights CDC</u> (Anchor CBO Partner)	Mid-City	Low-wealth, Black and communities of color, youth, immigrants, refugees
<u>I Am Green</u>	Southeastern, La Mesa, Spring Valley	Low-wealth, Black and communities of color, the elderly, youth
<u>El Cajon Collaborative</u>	East County	Unhoused/housing insecure youth and adults
<u>Casa Familiar</u>	Cross-Border Communities, Tijuana	Binational migrants, low-income communities of color, monolingual Spanish speakers
<u>The Arc of San Diego</u>	MTS Service Area-Wide (based in Logan Heights)	People with disabilities, social workers



Each CBO was compensated for their time and expertise. The role of each CBO partner in the process included:

- Providing guidance to inform the community engagement and reporting process;
- Conducting community outreach for two community listening sessions;
- Supporting with logistics for the listening sessions; and
- Co-developing and providing feedback on the draft Social Equity Listening Tour Report.

City Heights CDC served as the project team’s anchor CBO. Beyond the aforementioned role, they also organized partnerships with the Environmental Health Coalition and Mid-City CAN to ensure broad and diverse representation from the Mid-City communities at the in-person and virtual listening sessions. As an anchor CBO, their role and responsibilities also included:

- Supporting the project with historical research;
- Providing context on transit equity issues facing transit riders;
- Informing the selection of partnering CBOs;
- Serving as connectors to ensure transit advocacy groups are informed and included in the planning process; and
- Providing ongoing guidance on the planning process and report development.

## Engagement Framework

Social equity starts with thoughtful, reparative processes. For this reason, prior to any engagement process, Pueblo Planning works with community-based organization partners to co-develop an engagement framework. The engagement framework process serves as a tool for understanding the communities engaged and identifies their needs before engagement. The framework, most significantly, serves as a guide so that facilitators account for necessary information when developing listening sessions and tailor their approaches to adapt to each community. This ensures inclusivity and respect for all contributors. The engagement framework discussion focuses on the following questions:

- Who will be engaged (demographics and other considerations)?
- How can spaces of healing and repair be facilitated?
- How do CBO partners define respect and reciprocity?
- What are the communities’ language and disability justice needs?
- What are the logistics for the listening session (location, date, time, etc.) and what will be the feedback loop?

CBO partners were asked to share how listening session workshops and pop-ups could be facilitated to both prevent an extractive process and to create and maintain spaces of healing and repair. The following nine elements are a synthesis of what the CBO partners shared:

1. Many community members have experienced planning fatigue—feeling not listened to—due to their sharing of ideas and needs rarely being implemented. It is imperative to clearly communicate how community members’ feedback will directly connect to what will be implemented and by when.
2. Ensure a direct relationship is built between community members and MTS staff in which community members have MTS staff members’ contact information and are able to get to know them as individuals. Feeling like the agency has “disappeared” after the engagement can leave the community feeling abandoned, and it might lead to a breach of trust.
3. If community members share heavy content (i.e., sexual assault, police brutality, housing displacement, etc.), it is important to make space for them to share their experiences if they desire to do so, and to also promptly provide them with supportive resources. As part of this process we shared information about the Urban Restoration Counseling Center, which offers low to no cost counseling services to Black, Indigenous, and People of Color (BIPOC) communities.
4. In order to build a joyful and rejuvenating space, it is important to acknowledge community members’ stories and honor the victories they have been able to accomplish.
5. It is critical to create safe spaces and to guarantee that folks know that answering questions is voluntary and that it is okay if they are not comfortable answering any of the questions. It is crucial not to press for answers.
6. When developing a workshop, it is important to set up the space in a way that values community members. Community members are the experts of their communities and it is important to validate their experiences and remind them that their contributions are of valued throughout the listening session.
7. It is also necessary to create a welcoming space in workshops. Culturally relevant music can help people ease into the space and feel welcomed.
8. Engagement teams should enter community spaces with humility. Mistakes may be made along the way, but making space for check-ins to correct course and acknowledge harm is a best practice for moving through and forward when mistakes are made.
9. Teams should develop infographics and one-pagers to share how feedback is being integrated into the final recommendations shared with MTS.

Additionally, our team asked CBO partners to define what respect and reciprocity can look like in the engagement process. The following nine elements summarize CBO expectations of the project team:

1. The project team must position themselves as facilitators, rather than experts or representatives of MTS.
2. The project team should actively listen and show participants that their thoughts, stories, and opinions are valued, and be sure to not embody a “savior complex.”
3. The team must provide clarity about the intention of the listening sessions and follow-through with commitments.
4. The team should provide what will be shared with participants in advance.
5. The team should respect participants’ time and ensure compensation and resources are available.
6. The team should respect the dignity of all participants by making sure they are accommodated in the space and that their contributions are affirmed and validated.
7. The team should conduct a grounding exercise to bring everyone together in the space.

We integrated these elements into listening session workshops and pop-ups. We must note, however, that many of these elements will require ongoing implementation and maintenance by MTS staff as this project moves into its budgetary and implementation phases and beyond.



## Community Engagement

The engagement framework helped inform the community engagement for the Social Equity Listening Tour. The engagement framework uplifted the reality that every community is different and faces their own unique circumstances. The planning team addressed each community with careful attention because there is no “one size fits all” approach when it comes to working with communities with diverse complexities. As a result, the following facilitation guide, when needed, was modified in real time to adjust to the needs of participants and to the space. However, the prompts asked remained the same and we achieved the intended outcomes of the listening sessions. We facilitated a series of fifteen listening sessions with ten workshops, three pop-ups, and two MTS committee conversations. **A total of 417 people who attended the workshops and pop-ups shared their name and contact information. However, the total amount of people who participated in the Social Equity Listening Tour may higher because not everyone wanted to share their name and contact information. These totals may also reflect counting the same person as a participant more than once if they attended more than one workshop.** The tables below shows only the count of people who shared their contact information at each of the listening sessions.

CBO Partner	Workshop 1	Workshop 2
City Heights CDC	57 (in-person)	32 (virtual)
The Arc of San Diego	43 (in-person)	18 (in-person)
Casa Familiar	13 (in-person)	22 (in-person)
I Am Green	44 (virtual)	49 (in-person)
El Cajon Collaborative	20 (in-person)	25 (in-person)

Location/Event	Pop-Up	MTS Committee
Linda Vista Farmer’s Market	25 (in-person)	-
Barrio Logan Trolley Station	19 (in-person)	-
El Cajon Trolley Station	18 (in-person)	-
Accessible Services Advisory Committee	-	7 (virtual)
Community Advisory Committee	-	25 (in-person)

### Listening Session Workshops

For the first five workshops (one virtual and four in-person) in partnership with CBOs, the planning team focused on developing an understanding of how transit riders define accessibility and safety, and facilitated a discussion for community members to share their vision of what is necessary for a joyful transit experience and what type of relationship community members would like to have with MTS. Before beginning the listening sessions, we made sure participants had the resources they needed to meet their language and accessibility needs

including Spanish, ASL, or Braille translation and interpretation services. CBO partners provided an initial welcome and warm hand-off to the planning team for introductions. As part of introductions, community members were asked to share what transit lines they use most often. Once welcomed and settled into the space, the planning team informed community members of the project’s process, steps, and time-frame to provide clarity and transparency and to help establish a foundation for building trusting relationships with the community. During the listening sessions, the planning team facilitated a three part interactive discussion and visioning collage activity with community members. As part of the interactive activities, community members were asked a series of questions including:

- What are your experiences taking public transit? Think about what equity, safety, and accessibility mean to you.
- What is your vision for a joyful transit experience?
- What does your relationship with MTS look like today and what do you want your relationship with MTS to look like moving forward?

All workshops had a professional Spanish interpreter along with bilingual (English/Spanish) staff, and the workshops with the Arc of San Diego had ASL interpreters.

## Workshop 1 Facilitation<sup>1</sup>

### Small Group Discussion (Storytelling)

Participants were asked to break out into discussion groups to allow for dynamic conversations. Once in groups, the planning team passed out note-cards and writing supplies. The participants were asked to write a word or phrase in response to the first question. We



Casa Familiar, San Ysidro



Casa Familiar, San Ysidro



City Heights CDC, Mid-City



City Heights CDC, Mid-City

<sup>1</sup> This facilitation guide, when needed, was modified in real time to adjust to the needs of participants as well as the space. However, the prompts asked remained the same and the intended outcomes of the listening session were achieved.

provided participants with three different colored note-cards (red, yellow, and green). Red signified something that needs to be addressed immediately. Yellow signified a sense of urgency, but also something that could be addressed longer-term. Green signified something that MTS is doing well and that participants would like MTS to continue doing or do more of. These prompts helped participants recall and formulate their own personal stories about their experiences taking public transit. Depending on participants' abilities or comfort levels, the planning team staff assisted with transcribing a verbal response. Once done, the group reconvened and shared their stories behind the written statements. For visually impaired participants, the project staff noted their experiences on the note-cards.

### ***Visioning Activity (Art-Making)***

The visioning activity asked participants to create a collective collage in small groups to portray their visions for a joyful transit experience. We provided community members with large poster paper and distributed cut-out images to participants. Participants were also given writing supplies to draw, mark, or write on the poster. Upon completion, the larger group reconvened to discuss what each small group included in their collage. Visually impaired participants could express their vision directly with the planning team verbally.

At the end of each listening session, the planning team opened up the space for questions and final comments and informed participants of take-home items and what to expect next. The items included a postcard with the project description, MTS staff member contact information, and a card with information for the Urban Restoration Counseling Center that offers low to no cost counseling services. The listening sessions closed with a final question where folks were asked to share a word or short sentence about what community members'



relationships with MTS look like today and what they would like their relationships with MTS to look like moving forward.

## Workshop 2 Facilitation<sup>2</sup>

Once community members shared their experiences during the first round of listening sessions, the planning team was able to identify common themes. The second listening session served as a feedback loop where the planning team shared with the community members what was heard throughout the listening sessions and what the planning team found out in its continued research. We did this while also providing space for community members to review our work to determine if anything was missed or misunderstood and to further expand on collective and individual priorities.

During the listening session, the planning team shared a recap of the process, steps, and time-frame of the project to both provide clarity and transparency in the engagement process and to help establish a foundation for building trusting relationships with the community. We also shared some of what had been heard in previous listening sessions. During the listening session, the planning team facilitated a two part interactive activity with community members. As part of these activities, community members had an opportunity to identify their priorities as a group and as individuals.



Casa Familiar, San Ysidro



City Heights CDC, Mid-City



The Arc SD, Greater Logan Heights



The Arc SD, Greater Logan Heights

<sup>2</sup> This facilitation guide, when needed, was modified in real-time to adjust to the needs of participants and given the space. However, the prompts asked to residents remained the same and the intended outcomes of the listening session was achieved.

### ***Collective Priorities Activity***

Participants were asked to break out into discussion groups to allow for more dynamic conversations. Once in groups, the planning team passed out MTS priority card decks to each group. The card decks were representative of the priorities that had been heard throughout MTS' service area and cataloged into four categories: amenities, programs, customer service, and operations. The participants were asked to collectively discuss and identify their ten highest priorities from those identified in the card deck. Wild cards were also provided so community members could add unidentified priorities. Once complete, the group reconvened and shared out their highest priorities to the larger group.

### ***Individual Priorities Activity***

Our team had a self-standing display wall with a series of cards in clear pockets, each representing one priority the communities had shared in previous listening sessions. After sharing out, participants were provided with approximately ten pom-pom balls and asked to place them in the pockets with the card that was their personal greatest priority. There were also blank cards available so community members could add a priority that was not represented by a card on display. Community members could place any amount of pom-pom balls in a pocket if the card indicated a priority that was important to them.

At the end of the listening session, we opened up the space for questions and final comments and informed participants of take-home items and what to expect next.



Casa Familiar, San Ysidro



Casa Familiar, San Ysidro



I Am Green, Southeastern



City Heights CDC, Mid-City



## Listening Session Pop-Ups

We acknowledge the immense diversity of the MTS service area. For this reason, we conducted three additional community engagement opportunities to purposefully select geographic areas where intentional communities may not have been reached in the listening session workshops. With community-based organization partners, the three recommended communities included rural communities, portside communities (National City and Barrio Logan), and Linda Vista.

### **Rural Communities** (*El Cajon Transit Station*)

Route 888 (Jacumba Hot Springs - El Cajon via Alpine), 891 (Borrego Springs - El Cajon via Shelter Valley / Ramona), 892 (Borrego Springs - El Cajon via Ranchito / Ramona), 894 (Morena Village - El Cajon via Tecate / Campo) all come into the Parkway Plaza Transit Station in El Cajon. The planning team chose a date and time when buses entered the station from rural areas and engaged riders in MTS' service area as well as riders traveling from Tecate. During this pop-up, we were also able to engage a handful of bus drivers as they were on their break. It was incredibly helpful to hear the drivers' perspectives as they provided context for certain issues. We were supported by a Pashto and Dari interpreter throughout this pop-up. Additionally, bilingual staff on the planning team engaged community members in English and Spanish.



El Cajon Transit Station

### **Portside Communities** (*Barrio Logan Trolley Station*)

The project team distributed fliers at the Mercado Apartments, located walking distance from the Barrio Logan trolley station, notifying community members about the pop-up. We engaged community members arriving and departing at the Barrio Logan transit stop on a weekday between 3 pm-7 pm. Bilingual staff from the planning team were present and engaged community members in English and Spanish.



Barrio Logan Trolley Station

### **Linda Vista** (*Farmer's Market*)

The planning team coordinated with Linda Vista Farmers' Market staff to engage transit riders. The pop-up was strategically placed near a bus stop during the market's hours of operation (Thursdays, 1pm-7pm). An interpreter who spoke Vietnamese supported the planning team. Additionally, bilingual staff from the planning team engaged community members in English and Spanish.



Linda Vista Farmer's Market

## Listening Session Pop-up Facilitation<sup>3</sup>

The planning team facilitated pop-up community engagements at three key areas dispersed throughout the MTS service area to connect with the additional, aforementioned core transit riders who were not covered through the intentional communities approach. The team also facilitated a pop-up style conversation with the MTS Community Advisory Committee, made up of transit advocates and service providers throughout the MTS service area.

### **Pop-up Setting:**

For the community pop-ups, the planning team set up a welcome banner and an interactive engagement display that invited community members to share their stories and experiences. The interactive display had four stations asking:

- What are your experiences taking public transit? Think about what equity, safety, and accessibility mean to you.
- What is your vision for a joyful transit experience?
- What does your relationship with MTS look like today and what do you want your relationship with MTS to look like moving forward?

Additionally, the planning team provided informational postcards about the project and counseling resources for participants.



<sup>3</sup> This facilitation guide, when needed, was modified in real-time to adjust to the needs of participants and given the space. However, the prompts asked to residents remained the same and the intended outcomes of the listening session was achieved.

## Station 1 - Storytelling Activity

**PROMPT: WHAT ARE YOUR EXPERIENCES TAKING PUBLIC TRANSIT? THINK ABOUT WHAT EQUITY, SAFETY, AND ACCESSIBILITY MEAN TO YOU.**

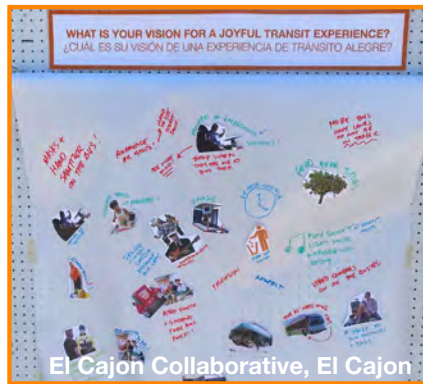
Participants had one-on-one conversations with planning team members, participating in an interactive activity where they were asked to write a word or phrase explaining what their experience has been taking public transit. There were three different colored cards for participants to use. Red signified something that needs to be addressed immediately. Yellow signified a sense of urgency that could be addressed in the longer-term. Green signified something that MTS is doing well and that participants would like to have them continue doing or do more of. Depending on participants' abilities or comfort levels, the planning team staff assisted with transcribing verbal responses. Through this activity, community members shared their own stories about riding transit in order to contextualize why they highlighted certain priorities.



## Station 2 - Visioning Activity

**PROMPT: WHAT IS YOUR VISION FOR A JOYFUL TRANSIT EXPERIENCE?**

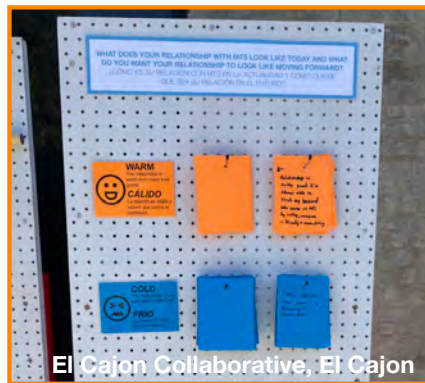
We placed a large piece of poster paper on an interactive display and distributed colorful markers for participants to partake in a visioning exercise. Photo cut-outs of potential elements they may want to add to the poster (i.e., shelter, lights, benches, community garden, restrooms, etc.) were also provided. Participants were able to draw, mark, place a photo, and write on the poster to reflect their vision for a joyful transit experience. While participants were writing, drawing, or placing a photo on the poster paper, the planning team engaged community members in a discussion to learn about the context of what participants were adding to the poster.



### Station 3 - Reflection Activity

**PROMPT: WHAT DOES YOUR RELATIONSHIP WITH MTS LOOK LIKE TODAY AND WHAT DO YOU WANT YOUR RELATIONSHIP WITH MTS TO LOOK LIKE MOVING FORWARD?**

Participants engaged in a one-on-one discussion and interactive activity, where they were asked to write a word or phrase explaining what their relationship with MTS looks like today and what they would want their relationship with MTS to look like moving forward. There were two different colored cards for participants to use. Blue signified that they identified their relationships with MTS to be cold. In these cases, participants shared strategies they felt would improve their relationships with MTS. Orange signified that they identified their relationships with MTS to be warm and participants shared things that MTS was doing well and would like for MTS to continue to do or do more of. Depending on participants' abilities or comfort levels, the planning team staff assisted with transcribing verbal responses.



### Station 4 - Public Testimony in the Streets

We set up a storytelling station for people to share an audio message to MTS staff and board members directly. If interested, community members could record their stories as part of a final audio compilation. Participants were provided instructions and a small recording device to record on their own. The planning team shared that the process was anonymous and asked participants for consent to use their stories as part of the audio compilation developed by the planning team.



## MTS Committees

Our team recognizes that conversations on social equity and transit are not new and that there are established MTS committees that specifically aim to address social equity for transit riders. As a result, the planning team facilitated conversations with MTS' Accessible Services Advisory Committee (ASAC) and with MTS' Community Advisory Committee (CAC). We facilitated a virtual listening session for ASAC and a listening session pop-up and short presentation for CAC members.





# COMMUNITY IDENTIFIED PRIORITIES

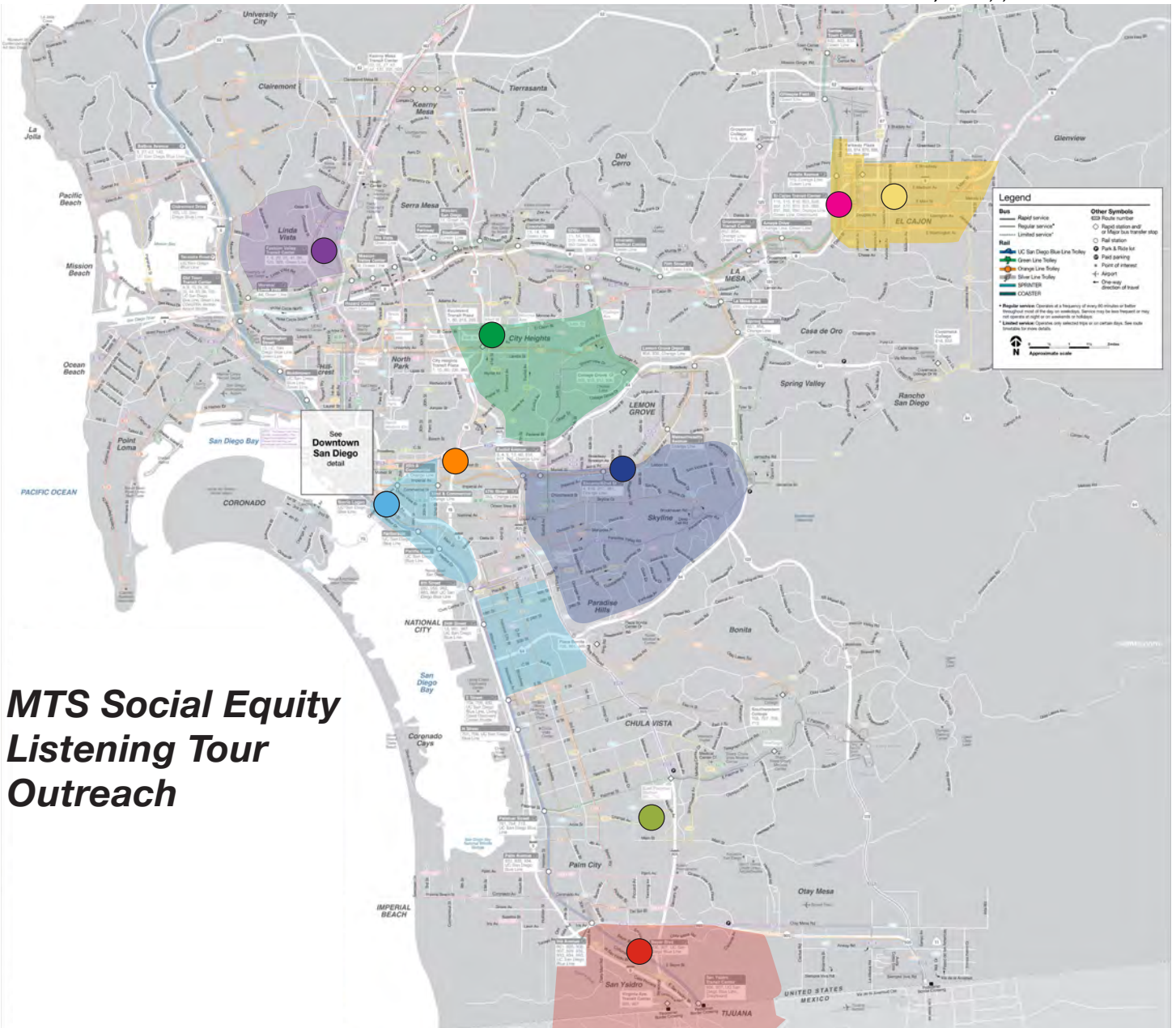
The planning team analyzed and synthesized all of the information gathered during the listening session workshops and pop-ups to identify key themes, and began the process of categorizing community priorities. Overall, the communities identified 85 distinct priorities that were then aggregated in three ways: frequency of priority by location, number of times mentioned overall, and those that rank high for both frequency of priority by location **and** number of times mentioned overall.

First, the community priorities were placed in order based on the frequency the priority was mentioned by engagement location. For example, there was a combination of 15 workshops and pop-ups facilitated. Ten of the workshops were facilitated in the same area and hosted by five of the same community-based organization partners (2 per CBO for a total of five locations). Three pop-ups took place at other locations (i.e., Barrio Logan, El Cajon, Linda Vista), and there were two meetings with MTS committees. Hence, the Social Equity Listening Tour took place in ten locations throughout the MTS Service area.

Second, the community priorities were ordered by the number of times they were mentioned overall. The planning team counted how many times each priority was mentioned in each listening session to collect this information. Third, the community priorities were sifted by frequency of location as well as number of times mentioned overall.





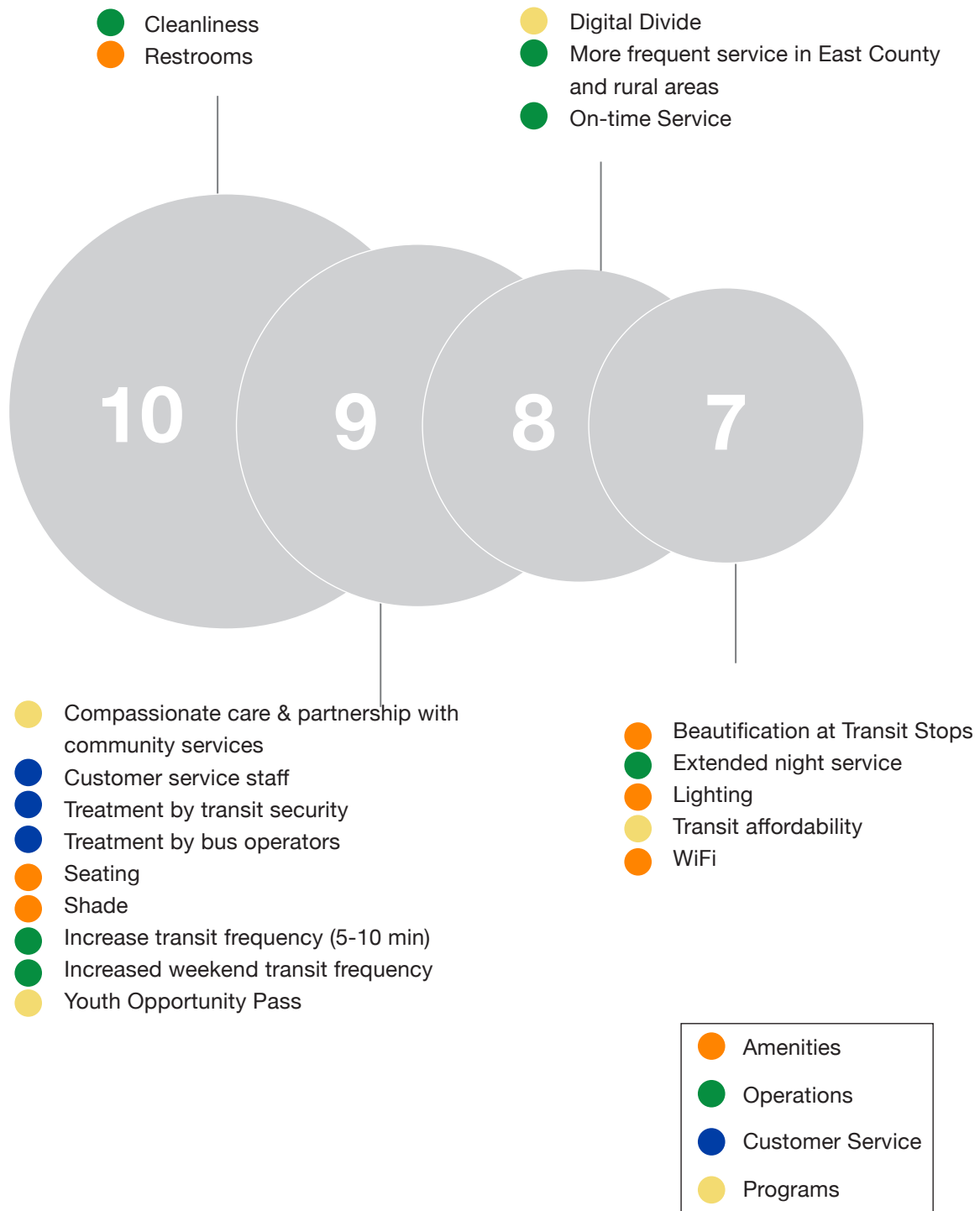


# MTS Social Equity Listening Tour Outreach

Workshop Locations	Pop-Up Locations	Communities Reached
<ul style="list-style-type: none"> <li><span style="color: yellow;">●</span> El Cajon Collaborative</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: magenta;">●</span> El Cajon Transit Station</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: yellow;">■</span> El Cajon/East County/Tecate</li> </ul>
<ul style="list-style-type: none"> <li><span style="color: green;">●</span> City Heights CDC</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: purple;">●</span> Linda Vista Farmer's Market</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: purple;">■</span> Linda Vista</li> </ul>
<ul style="list-style-type: none"> <li><span style="color: orange;">●</span> The Arc San Diego</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: blue;">●</span> Barrio Logan Trolley Station</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: green;">■</span> Mid-City</li> </ul>
<ul style="list-style-type: none"> <li><span style="color: darkblue;">●</span> I Am Green</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: lightgreen;">●</span> MTS South Bay CAC Meeting</li> </ul>	<ul style="list-style-type: none"> <li><span style="color: blue;">■</span> Southeastern</li> </ul>
<ul style="list-style-type: none"> <li><span style="color: red;">●</span> Casa Familiar</li> </ul>		<ul style="list-style-type: none"> <li><span style="color: cyan;">■</span> Barrio Logan/National City</li> </ul>
<ul style="list-style-type: none"> <li><span style="border: 1px dashed black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span> Accessible Services Advisory Committee (Virtual)</li> </ul>		<ul style="list-style-type: none"> <li><span style="color: red;">■</span> San Ysidro/Tijuana</li> </ul>

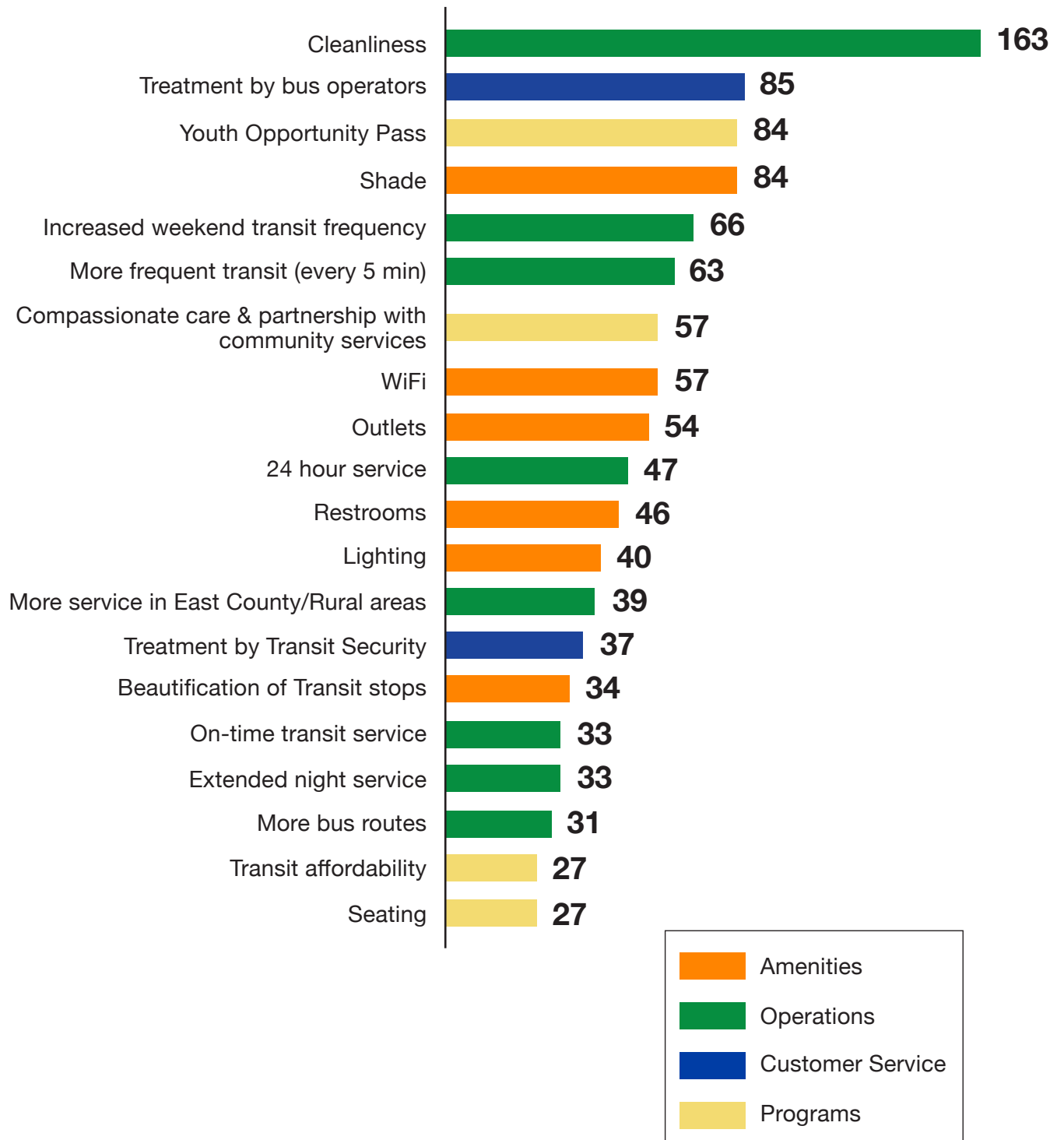
# Frequency of Priority by Location

The infographic shows the community priorities mentioned at seven or more of the ten engagement locations. View the full list in [Appendix A](#).



## Number of Times Mentioned Overall

The infographic shows the most frequently mentioned community priorities. View the full list in [Appendix A](#).



## Frequency of Priority by Location & Number of Times Mentioned Overall

The table shows the community priorities sifted by frequency of location (mentioned at more than seven locations) as well as the number of times mentioned overall. *Any priorities that did not rank high in both lists, were removed.*

Community Priority	Category	Number of Times Mentioned Overall	Frequency of Priority by location (x/10)
Cleanliness	Operations	163	10
Disrespect by Bus Drivers	Customer Service	85	9
Shade	Amenities	84	9
Youth Opportunity Pass	Programs	84	9
Increase Weekend Transit Frequency	Operations	66	9
Increase Transit Frequency (5-10 minutes)	Operations	63	9
Compassionate Care & Partnership with Community Services	Programs	57	9
Wifi	Amenities	57	7
Restrooms	Amenities	46	10
Lighting	Amenities	40	7
More Frequent Service in East County and Rural Areas	Operations	39	8
Discrimination and Disrespect by Transit Law Enforcement	Customer Service	37	9
Beautification at Transit Stops	Amenities	34	7
Extended Night Transit Service	Operations	33	7
On-time Service	Operations	33	8
Seating	Amenities	27	9
Transit Affordability	Programs	27	7
Customer Service Staff	Customer Service	25	9

# Community Priorities & Previous Planning Efforts

Many of the priorities shared by community members have been shared previously in other planning efforts. This chart highlights the most recent planning efforts and most stated community priorities identified through the Social Equity Listening Tour.



# CONTEXT & ANALYSIS



In order to organize community priorities by actionable categories for the various departments at MTS, the long list of community priorities was organized into the following categories: amenities, operations, customer service, and programs. Many of the priorities had been expressed previously through other planning efforts and had been documented by the media as well as advocacy organizations and CBOs. In the following sections, there will be more context provided around what the planning team heard during the listening sessions and what has been documented in media archives and previous planning efforts. **Only the most shared community priorities by frequency of location (mentioned at seven or more locations where workshops and pop-ups were offered) and top 20 most frequently mentioned overall will have this level of analysis.**

### SOCIAL EQUITY ADVOCACY HISTORY

We acknowledge and uplift the decades of social equity advocacy on transit issues in the region. One notable coalition is the San Diego Transportation Equity Working Group that led a community-driven process in 2021 to identify transit priorities for residents at the frontlines of the climate crisis.<sup>4</sup> The San Diego Transportation Equity Working Group includes the Environmental Health Coalition, City Heights CDC, Mid-City CAN, Center for Policy Initiatives, and SD350. The community-driven process engaged community members in Barrio Logan, City Heights, and National City. Community members who were engaged identified ten main transit priorities to help frontline communities thrive, connect with one another, support their livelihoods, and improve air quality.<sup>5</sup> Four of the community-identified priorities of the San Diego Transportation Equity Working Group are also some of the highest priorities shared during the Social Equity Listening Tour. These priorities include:

- Youth Opportunity Passes (YOP);
- Bus service every 10 minutes;
- 24-hour service, connecting late-night and early morning workers; and
- Restroom access.

When these four topics are discussed in the report, you will see the “Social Equity Advocacy History” box to highlight the history of community advocacy on these issues.

<sup>4</sup> Environmental Health Coalition. (2022). 10 Transit Lifelines. Environmental Health Coalition. [https://www.environmentalhealth.org/campaigns/10-transit-lifelines/#:~:text=The%2010%20Transit%20Lifelines%20represent,Diego%20Transportation%20Equity%20Working%20Group\\_](https://www.environmentalhealth.org/campaigns/10-transit-lifelines/#:~:text=The%2010%20Transit%20Lifelines%20represent,Diego%20Transportation%20Equity%20Working%20Group_)

<sup>5</sup> Environmental Health Coalition. (2022). 10 Transit Lifelines. Environmental Health Coalition. [https://www.environmentalhealth.org/campaigns/10-transit-lifelines/#:~:text=The%2010%20Transit%20Lifelines%20represent,Diego%20Transportation%20Equity%20Working%20Group\\_](https://www.environmentalhealth.org/campaigns/10-transit-lifelines/#:~:text=The%2010%20Transit%20Lifelines%20represent,Diego%20Transportation%20Equity%20Working%20Group_)

## AMENITIES

### Shade

Number of Times Mentioned Overall: 84

Frequency of Priority by Location: 9/10

**The need for shade at transit stops was expressed at 9 out of ten locations where the listening session workshops and pop-ups were offered. It also was in the top three community priorities mentioned overall with 84 mentions.**

The communities were engaged in the MTS Social Equity Listening Tour during the summer of 2022, often during high temperatures. The oppressive heat was certainly on people's minds. In addition to standard shade coverings at transit, many community members shared that they would like trees planted near transit stops for natural shade and cooling benefits. But more specifically, having access to fruit trees could support a hungry traveler with access to healthy food.

With extreme heat for longer durations becoming the norm due to climate change, shade is a critical part of heat mitigation. Transit stops can play a significant role in climate adaptation. During the Elevate SD 2020 Board workshops, MTS heard from several community members who requested humane infrastructure for transit stops, with a "greater minimum level of structure to alleviate the stresses on riders," including "shade structures with rooftop solar."<sup>6</sup> The importance of shade at transit stops was also mentioned in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses MTS document. During public comments community members stated their "need [for] more transportation [bus stops], shade and benches at the bus stop[s]." MTS responded by stating that "MTS and NCTD currently provide shelters wherever it is physically feasible. As part of larger infrastructure projects like Next Generation Rapid, Trolley and Commuter Rail, all stations will have shelters."<sup>7</sup> To date, however, it is unclear how shade and infrastructure at bus stops is being addressed and what the plan is to make areas "physically feasible" where they are currently not, particularly in communities of color where infrastructure may not meet today's standard for such installations.

Most recently, during the 2022 Southeastern Community Driven Mobility Roadmap and Participatory Budgeting Project, many community members expressed the need for bus stop infrastructure that included shade at all transit stops. During the project, it was shared that in Southeastern, many stops lacked infrastructure to make transit an enjoyable experience, and community members shared ideas for shade alternatives including the use of solar panels and planting fruit trees for both shade and to provide healthy foods to those waiting.<sup>8</sup>

<sup>6</sup> Metropolitan Transit System. (2019) Elevate SD 2020 Board Workshop. Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2019-11-02\\_board\\_agenda\\_and\\_materials\\_-\\_elevate\\_sd\\_2020\\_workshop\\_0.pdf](https://www.sdmts.com/sites/default/files/2019-11-02_board_agenda_and_materials_-_elevate_sd_2020_workshop_0.pdf)

<sup>7</sup> San Diego Forward. (2021). *Attachment 1: San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses*. SANDAG. [https://www.sandag.org/uploads/meetingid/meetingid\\_5899\\_29913.pdf](https://www.sandag.org/uploads/meetingid/meetingid_5899_29913.pdf).

<sup>8</sup> López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. [puebloplanning.com/s/Southeastern-Report.pdf](https://puebloplanning.com/s/Southeastern-Report.pdf)



## AMENITIES

### WiFi

*Number of Times Mentioned Overall: 57*  
*Frequency of Priority by Location: 7/10*

WiFi on buses and trolleys and at transit stops was mentioned by community members at seven out of ten locations the listening session workshops and pop-ups were offered and 57 times overall, placing it as the sixth most mentioned priority (tied with compassionate care and developing partnerships with community services). Community members shared that having access to WiFi could make checking schedules and planning trips more accessible, especially for individuals with limited cell phone data. Additionally, community members shared that having access to WiFi could also allow them to be productive or pass the time during transit rides doing things they enjoy, making riding transit a more pleasant and convenient experience.

Similar comments were made in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses SANDAG document, as well as during the 2022 Southeastern Community Mobility Roadmap and Participatory Budgeting Project, where multi-generational community members expressed the need for WiFi at bus stops and on the bus and trolley in order to ensure that they can access directions, for young adults traveling alone to communicate and coordinate with family members, and in the case of an emergency while in transit.<sup>9</sup>

### Electric Outlets

*Number of Times Mentioned Overall: 57*  
*Frequency of Priority by Location: 7/10*

Outlets at transit stops and on buses and trolleys to charge phones and other devices were mentioned at six out of ten locations the listening session workshops and pop-ups were offered and mentioned 54 times by community members overall. We specifically heard from a few people who are disabled and wheelchair bound that having access to an outlet at transit stops or while riding the bus or trolley could expand their mobility range. Not having electricity access on their transit trip can mean having to cut trips short to make sure they had enough battery power to make it home. We also heard from community members that having access to outlets could be incredibly helpful in keeping their phones charged for use in navigating their transit trip planning, staying connected with people they are meeting, and feeling safer because their phone is available if they need to call for help.

<sup>9</sup>López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. [puebloplanning.com/s/Southeastern-Report.pdf](https://puebloplanning.com/s/Southeastern-Report.pdf)

## AMENITIES

Similar comments were seen during Elevate SD's 2020 Board Workshops, in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses SANDAG document, and in the 2022 Southeastern Community-Driven Mobility Roadmap and Participatory Budgeting Project. During the San Diego Forward: Draft 2021 Regional Plan Public Comments, community members shared that there is a need for capital investments in each of the bus stops in San Diego, including “shade structure with rooftop solar [and] embedded batteries with USB charging hubs connected to utilities as a micro-grid.”

### Restrooms

*Number of Times Mentioned Overall: 46*  
*Frequency of Priority by Location: 10/10*

***The need for restrooms at key transit stops is a community priority that was shared at every listening session workshop and pop-up.*** Community members repeatedly expressed how difficult and undignified it was to travel without access to restrooms at many key stops. Parents, in particular, shared the challenges of traveling with children without reliable restrooms at transit locations. The lack of restroom access leaves many to find restrooms at convenience stores or nearby fast food restaurants, often being turned away for not making a purchase. Meeting this basic human and hygienic need would be transformative for transit riders.

Restroom access has been an ongoing community priority. The topic of restrooms reemerged during the Elevate SD 2020 Board Workshops and in response to the proposed 2021 San Diego Forward Regional Plan.

Various community members shared that clean and easily accessible restrooms needed to be provided and that overall improvements to “the transit bathroom network”<sup>10</sup> were necessary. SANDAG responded to these comments by stating that “the proposed final 2021 Regional Plan [included] a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations.”<sup>11</sup> Though this update was provided, the timing and execution of the plan were unclear. Community members continue to advocate for their need for restrooms at key transit stops. Most recently, during a Community Mobility Roadmap and Participatory Budgeting Project centralized in Southeastern San Diego in early 2022, many community members expressed the need for restrooms at transit stops.<sup>12</sup>

<sup>10</sup> San Diego Forward. (2021). *Attachment 1: San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses*. SANDAG. [https://www.sandag.org/uploads/meetingid/meetingid\\_5899\\_29913.pdf](https://www.sandag.org/uploads/meetingid/meetingid_5899_29913.pdf)

<sup>11</sup> San Diego Forward. (2021). *Attachment 1: San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses*. SANDAG. [https://www.sandag.org/uploads/meetingid/meetingid\\_5899\\_29913.pdf](https://www.sandag.org/uploads/meetingid/meetingid_5899_29913.pdf)

<sup>12</sup> López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. [puebloplanning.com/s/Southeastern-Report.pdf](http://puebloplanning.com/s/Southeastern-Report.pdf)

## AMENITIES

In the Evaluations of Restroom Facilities Report provided by MTS staff in September of 2021, they stated that there are currently nine trolley stations served by restroom facilities.<sup>13</sup> In the report, MTS staff share that 10 of MTS' 16 busiest trolley stations have restrooms at the station (or within close proximity), and that an estimated 70% of passenger trips start or end at a station with a restroom.<sup>14</sup> Despite this, community members that participated in the Social Equity Listening Tour overwhelmingly emphasized the importance of restroom access, indicating that the current level of amenities is not meeting the needs of transit riders. At the time of the report, it was acknowledged that four of the nine were currently closed.<sup>15</sup> It is unknown if all nine are currently open to the public. The MTS staff report on restrooms in September of 2020 is an important first step in better understanding the current facilities inventory of restrooms. However, the qualitative analysis from the Social Equity Listening Tour illustrates the importance of hearing directly from riders.

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<sup>13</sup> San Diego Metropolitan Transit System. (2021). *Meeting of the San Diego Metropolitan Transit System Accessible Services Advisory Committee*. San Diego Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2021-9-16\\_asac\\_agenda\\_and\\_materials\\_0.pdf](https://www.sdmts.com/sites/default/files/2021-9-16_asac_agenda_and_materials_0.pdf)

<sup>14</sup> San Diego Metropolitan Transit System. (2021). *Meeting of the San Diego Metropolitan Transit System Accessible Services Advisory Committee*. San Diego Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2021-9-16\\_asac\\_agenda\\_and\\_materials\\_0.pdf](https://www.sdmts.com/sites/default/files/2021-9-16_asac_agenda_and_materials_0.pdf)

<sup>15</sup> San Diego Metropolitan Transit System. (2021). *Meeting of the San Diego Metropolitan Transit System Accessible Services Advisory Committee*. San Diego Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2021-9-16\\_asac\\_agenda\\_and\\_materials\\_0.pdf](https://www.sdmts.com/sites/default/files/2021-9-16_asac_agenda_and_materials_0.pdf)

### SOCIAL EQUITY ADVOCACY HISTORY: RESTROOMS

CBOs in San Diego have long advocated for improved transit experiences. For example, City Heights CDC successfully advocated for the inclusion of restrooms as part of the design for the City Heights Transit Plaza on University Ave above the SR-15 freeway. Unfortunately, the restrooms have remained closed to the public since their construction was completed in 2003. Casa Familiar has actively advocated for restrooms for transit riders for over a decade as part of the San Ysidro Port of Entry redesign. They have sent letters to MTS concerned about the partially exposed restroom facilities at the MTS charter bus bay near the San Ysidro Port of Entry. They've requested a near-term modification to the existing restrooms to ensure privacy and dignity for users while also expanding the time window to access the restrooms.

As part of the Elevate SD engagement process led by MTS in 2019 and early 2020, access to restrooms was a frequently discussed feedback point. "Improve security and amenities," which included restrooms as an amenity, was the third most popular improvement. CBOs with the San Diego Transportation Equity Working Group attended Elevate SD hearings at the Board of Directors meetings to advocate for the prioritization of restrooms. In particular, Mid City CAN Youth Council Member and Youth Opportunity Pass advocate Denisse López shared powerful testimony at the dais urging the Board to take action on restrooms during an Elevate SD hearing in the fall of 2019. Ms. López shared a painful story about her younger brother who had no choice but to urinate in his pants while riding transit due to the lack of restroom facilities. Restroom access continues to be one of the 10 Transit Lifelines of the SD Transportation Equity Working Group.



## AMENITIES

### Lighting

*Number of Times Mentioned Overall: 40*

*Frequency of Priority by Location: 7/10*



Better lighting at transit stops, particularly in very dark areas, was mentioned at seven of the ten locations the listening session workshops and pop-ups were offered and is in the top ten community priorities mentioned overall. People often cite safety concerns when talking about the need for lighting. People feel uncomfortable and unsafe in dark areas where they are unable to see or be seen. Some shared that they have been bypassed by bus drivers as a result of not being noticed at dark transit stops, citing a necessity for better lighting. One bus driver shared that if bus stops had motion-sensor lights that come on when there is someone present, they would be more aware of someone waiting at a stop.

Similar comments were expressed in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses SANDAG document, and lighting was a key priority for the community of Southeastern San Diego, shared during the 2022 Southeastern Community Mobility Roadmap planning process. During this planning process, a notable concern was stated:

**“EVEN THOUGH THIS WAS ONE OF THE MAIN PRIORITIES LISTED BY THE COMMUNITY, SOME SHARED TREPIDATION WITH THE INCREASE OF LIGHTING IN THE COMMUNITY DUE TO POTENTIAL SURVEILLANCE FROM SMART STREETLIGHTS THAT HAVE CAMERAS. THEREFORE, THE COMMUNITY PREFERS NEW STREETLIGHTS THAT DO NOT HAVE CAMERAS OR THE ABILITY TO BE USED AS A TOOL OF SURVEILLANCE IN THE COMMUNITY.”<sup>16</sup>**

<sup>16</sup> López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. [puebloplanning.com/s/Southeastern-Report.pdf](https://puebloplanning.com/s/Southeastern-Report.pdf)

## AMENITIES

### Beautification at Transit Stops

*Number of Times Mentioned Overall: 34*

*Frequency of Priority by Location: 7/10*



Beautification of transit stops for a more pleasant experience was mentioned at seven out of ten locations the listening session workshops and pop-ups were offered and 34 times overall. When riders spoke about beautification, they provided a variety of ideas and acknowledged that beautification requires a multidimensional approach. This includes art from local artists, access to community gardens and green space, community gathering spaces, little libraries, and spaces for local businesses. It also includes periodic programming such as music and entertainment. Community members shared that making transit stops more beautiful both makes the stop feel more safe and welcoming and also provides a sense of community, humanity, and pride. In other words—beautification creates a more dignified transit experience.

Community beautification was also a key priority for the community of Southeastern San Diego that was shared during the Southeastern Community Mobility Roadmap planning process. Many community members expressed that mobility was more than transportation and that a big part of it was making places such as transit stops enjoyable.<sup>17</sup>

### Seating

*Number of Times Mentioned Overall: 27*

*Frequency of Priority by Location: 9/10*



More seating at transit stops was mentioned at nine out of ten locations the listening session workshops and pop-ups were offered and 27 times overall. Some community members described how due to long wait times for transit, having a place to sit would make traveling easier, particularly for seniors and individuals with physical mobility issues. Additionally, some people walk long distances to transit stops with no other option, and a place for respite before transit arrives would make a significant difference in their daily rider experiences.

MTS also heard this theme emerge during the Elevate SD 2020 Board workshops. Several community members requested humane infrastructure related to transit stops with seating “without any inhumane anti-homelessness measures.”<sup>18</sup> Similar comments were expressed during MTS’ 2019 Board of Directors meeting, in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses SANDAG document, and, most recently, during the 2022 Southeastern Community Mobility Roadmap and Participatory Budgeting Project.

<sup>17</sup> López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. [puebloplanning.com/s/Southeastern-Report.pdf](https://puebloplanning.com/s/Southeastern-Report.pdf)

<sup>18</sup> Metropolitan Transit System. (2019) Elevate SD 2020 Board Workshop. Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2019-11-02\\_board\\_agenda\\_and\\_materials\\_-\\_elevate\\_sd\\_2020\\_workshop\\_0.pdf](https://www.sdmts.com/sites/default/files/2019-11-02_board_agenda_and_materials_-_elevate_sd_2020_workshop_0.pdf)

## OPERATIONS

### Cleanliness

*Number of Times Mentioned Overall: 163*

*Frequency of Priority by Location: 10/10*

***Cleaning and disinfecting buses, trolleys, and transit stops more regularly was mentioned in every listening session workshop and pop-up.***

***Additionally, it was the community priority mentioned far more than any other with 163 mentions overall.*** Community members shared stories about overflowing trash cans at bus stops or areas that do not have trash receptacles where there is trash strewn everywhere, making it an unhealthy location to wait for their bus. Community members also shared experiences inside trolley cars and buses that had unsanitary conditions with trash, vomit, or old food left behind by passengers that were clearly there for a while. Being able to communicate with trolley and bus operators or directly with MTS staff through a call button that requests timely cleaning support could help address some of these issues. Unfortunately, one person stated that cockroaches and other insects made them feel uncomfortable and concerned for their health at unhygienic transit stops and requested that measures be taken for insect abatement.

Similar comments requesting cleaner transit were expressed during MTS' 2019 Board of Directors meeting, in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses SANDAG document, and most recently during the 2022 Southeastern Community Mobility Roadmap and Participatory Budgeting Project.





## More Frequency & Bus Routes

***Transit frequency was collectively the most discussed priority by community members at the listening session workshops and pop-ups.***

Transit frequency was considered an important quality of life issue that would dramatically improve one's ability to move freely, access opportunities, and reclaim time that could be spent in more meaningful ways. The analysis in the following table aggregates the data for each type of transit frequency priority, as four different priorities were discussed.

Community Priority	Number of times mentioned overall	Frequency of Priority by location (x/10)
Increase Weekend Transit Frequency	66	9
Increase Transit Frequency (5-10 min)	63	9
More Frequent Service in East County and Rural Areas	39	8
Extended Night Transit Service	33	7
More Bus Routes	31	1

Many shared stories of a lack of, or limited access to, certain transit routes in their neighborhoods on weekends, making it more difficult to run errands such as going to the grocery store, connecting with family and friends, or attending community events, particularly in areas where the topography is very hilly as in Southeastern San Diego. The lack of weekend service makes it difficult for people, especially those with limited mobility, to access the main corridors for transit stops that have bus service on weekends.

For community members, more frequent buses and trolleys (every 5-10 minutes) would not only improve reliability, but it would make taking public transit more efficient and competitive with the car. It would also alleviate the stress felt by transit riders in having to time their transfers or arrive at their transit stops within certain time frames to avoid being stuck waiting long durations for the next bus or trolley.



## OPERATIONS



MTS started cutting back weekday bus and trolley service due to a drop in ridership amid the COVID-19 pandemic.<sup>19</sup> However, even though overall ridership continues to be lower than it was pre-pandemic, ridership is currently at about 75% of pre-pandemic levels according to the Fiscal Year 2022 (July 2021 through June 2022). As the pandemic has eased, MTS ridership has increased across the board with weekday ridership more consistently rising above 200,000 weekday trips, a strong benchmark for MTS ridership recovery efforts.<sup>20</sup> Some community members signified how important it is for MTS, prior to cutting any service routes, to conduct an analysis on “destination sensitive” areas and the potential impact of such cuts (i.e., near senior centers, health care providers, etc.).

Moreover, community members shared that extending service at night could allow for more economic opportunities and accommodate those who work into the late evening or night. A few community members offered their stories of how not having access to service at night and having to walk long distances in the dark has led to stressful situations and an overall feeling of a lack of safety. Additionally, community members shared that extending service at night would enable people to enjoy the nightlife they currently do not have access to.

Community members overwhelmingly shared that more frequent service is imperative in East County and in rural areas, mentioned in 80% of the listening session workshops and pop-ups. A number of community members specifically expressed that improving direct access from South County, primarily San Ysidro to El Cajon, instead of requiring people to travel to Downtown San Diego and then transfer to transit headed east, is vital. Also, the planning team heard from community members in El Cajon that direct access to economic opportunities in Sorrento Valley is critical.

<sup>19</sup> St John, A. & Cabrera, M.. (2020). *COVID-19 Pandemic Could Put The Brakes On MTS Plan To Expand Public Transit*. KPBS. <https://www.kpbs.org/news/midday-edition/2020/04/13/covid-19-pandemic-could-put-brakes-mts-plan-expand>.

<sup>20</sup> San Diego Metropolitan Transit System. (2022). *Ridership Increases as the Pandemic Eases*. San Diego Metropolitan Transit System. <https://www.sdmts.com/rider-info/rider-insider/ridership-increases-pandemic-eases>

## OPERATIONS



Lastly, 24-hour transit service has been requested in the past and continues to be desired today. During the Elevate SD 2020 Board Workshops, community members around San Diego City College and throughout Southeastern expressed a need for 24-service to connect to other areas for work and school. Similarly, community members shared the need for 24-hour transit service in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses SANDAG document and is part of the 10 Transit Lifelines co-developed by community members and advocates. Additionally, during the Southeastern Community Driven Mobility Roadmap and Participatory Budgeting Project, community members throughout Southeastern also expressed a need for increased frequency, weekend service, and 24-hour service.<sup>21</sup> As the data was aggregated during the Social Equity Listening Tour, 24-hour transit service was something that was mentioned at a high frequency during the workshops in Mid-City and Southeastern. This made sense given that these two areas are incredibly densely populated, potentially with many people not working during standard 9 am to 5 pm business hours.<sup>22</sup>



<sup>21</sup> López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. [puebloplanning.com/s/Southeastern-Report.pdf](https://puebloplanning.com/s/Southeastern-Report.pdf)

<sup>22</sup> Metropolitan Transit System. (2019) Elevate SD 2020 Board Workshop. Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2019-11-02\\_board\\_agenda\\_and\\_materials\\_-\\_elevate\\_sd\\_2020\\_workshop\\_0.pdf](https://www.sdmts.com/sites/default/files/2019-11-02_board_agenda_and_materials_-_elevate_sd_2020_workshop_0.pdf)

### SOCIAL EQUITY ADVOCACY HISTORY: TRANSIT FREQUENCY

Transportation equity and transit advocates have consistently urged MTS to invest in additional transit service that increases bus frequency. Specifically, EHC, City Heights CDC, MAAC Project, and Cleveland National Forest Foundation called for enhanced transit frequency in the Transportation Justice Principles developed in 2014. These were the first known Transportation Justice principles in California when they were drafted eight years ago.

City Heights CDC and advocacy partners pointed to overcrowded buses in City Heights as evidence of the need for more frequent transit service. MTS' Transit Optimization Plan rearranged service to focus resources on high-demand transit routes. The additional frequency being added to communities that needed it the most ended up leading to an overall ridership increase at MTS all while transit ridership trends across the United States were declining.

The San Diego Transportation Equity Working Group has continued to advocate for additional frequencies starting with the most popular transit lines such as the Blue Line, Route 7 bus, and more. Improving the transit system in the near term with additional frequency is seen by transportation equity advocates as one of the most critical and impactful ways to improve transit travel times, reliability, and overall experience for communities who depend on transit the most. Improving the transit system now is one of the 10 Transit Lifelines developed by the San Diego Transportation Equity Working Group.



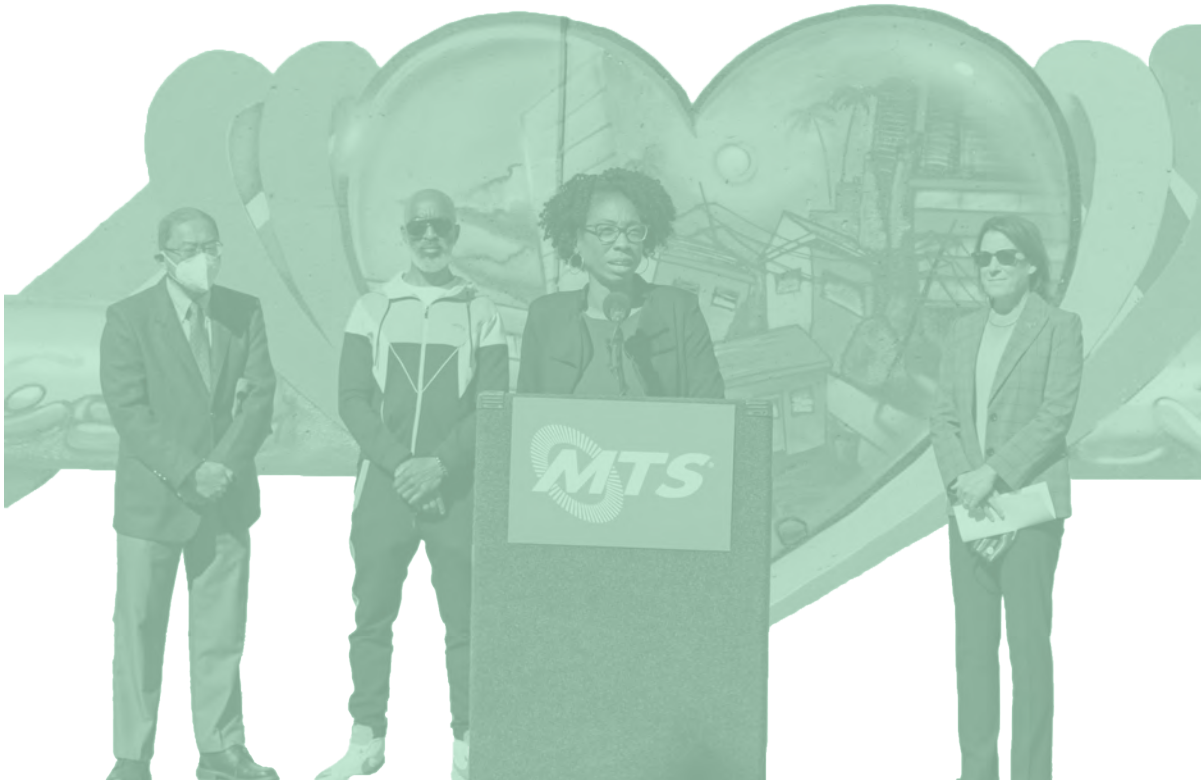
## OPERATIONS

### On-Time Service

*Number of Times Mentioned Overall: 33*

*Frequency of Priority by Location: 8/10*

On-time transit service that is consistently punctual, was mentioned at eight out of the ten locations that the listening session workshops and pop-ups were offered. Often, when this priority was mentioned, people shared stories about being late to work, school, or doctor appointments. The communities expressed that late service has caused them immense amounts of stress and has led some to feel that transit service is not as reliable as it should be. Without transit headways every 5 to 10 minutes, as many community members require to meet their needs, late transit can cause a major disruption in a person's day, particularly when people need to transfer to complete their journeys. Similar concerns regarding prompt performance were highlighted during the 2020 Elevate SD Board Workshops and in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses SANDAG document, in conjunction with improving connections, transfer times, and increased frequency.<sup>23</sup>



<sup>23</sup> Metropolitan Transit System. (2019) Elevate SD 2020 Board Workshop. Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2019-11-02\\_board\\_agenda\\_and\\_materials\\_-\\_elevate\\_sd\\_2020\\_workshop\\_0.pdf](https://www.sdmts.com/sites/default/files/2019-11-02_board_agenda_and_materials_-_elevate_sd_2020_workshop_0.pdf)

## CUSTOMER SERVICE

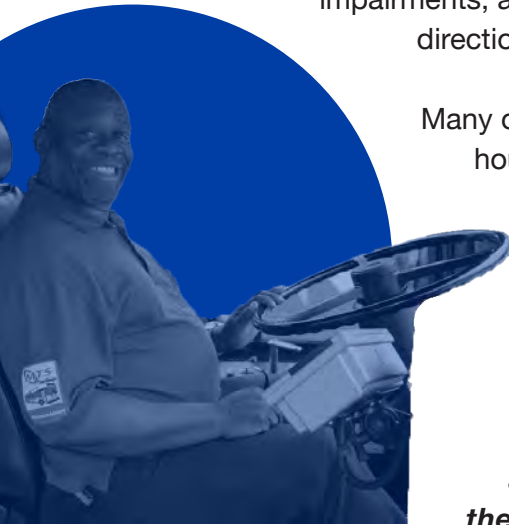
### Treatment by Bus Operators

Number of Times Mentioned Overall: 85

Frequency of Priority by Location: 9/10

There was a mix of both positive and negative responses when it came to community members' experiences with bus drivers. **Unfortunately, treatment of passengers by bus drivers was ranked second among priorities most frequently mentioned overall and was mentioned at nine out of the ten locations that listening session workshops and pop-ups were offered.**

Community members shared poor experiences with bus drivers and expressed how bus drivers have spoken rudely or disrespectfully to them, have been impatient when loading and unloading passengers, have not been empathetic to transit riders with auditory, visual, or mobility impairments, and have not been very helpful to transit riders asking for help with directions or to pull out the ramp.



Many of the community members we engaged with who are unhoused or facing housing insecurity had the most to share on this issue. They articulated that they often felt discriminated against and disrespected by drivers and were sometimes bypassed or not let on the bus even though they had transit fare. **Community members shared that they would like bus drivers to obtain education and training on customer service to address disrespect of passengers. It would also be helpful to hear directly from bus drivers about their experiences and to collectively explore what support systems and capacity-building they may need to reduce stress and set them up for success.**

### Customer Service Staff

Number of Times Mentioned Overall: 25

Frequency of Priority by Location: 9/10



Having a customer service staff member present at transit stops and on buses and trolleys was mentioned at nine out of the ten locations the listening session workshops and pop-ups were offered. Community members shared that having an unarmed customer service staff member at transit stops and on buses and trolleys would make them feel safer by having more eyes on transit and someone they could turn to if an issue emerges. Community members shared that having designated customer service staff would relieve some of their stress while traveling as there would be someone they could turn to for support with transferring or directions.

Finally, customer service staff could help with loading Pronto cards and providing real time transit rider education, such as how to transfer information or how to apply for a senior citizen pass.

## CUSTOMER SERVICE

### Treatment by Transit Security

Number of Times Mentioned Overall: 37

Frequency of Priority by Location: 9/10

Addressing treatment of transit riders by transit security ranked number twelve in number of times overall mentioned. A few riders shared the desire for more security presence on public transit. However, some people confided that they had negative experiences of abrasive verbal or physical interactions with transit security. These encounters either happened to them individually or they witnessed them take place most often in Black communities and communities of color or with people who are perceived to be unhoused. As a result, community members desired security training, quarterly assessments, public reports of security reviews and performance, and shifting to more customer service staff and partnerships with social service providers rather than the reliance of security on transit to address riders' needs. Community members further requested that safety taking public transit can be achieved through other means, such as more lighting, more frequent transit headways, removing advertisement wraps on buses and trolleys making them more transparent so riders can easily see through the windows, and providing access to call buttons to connect directly with MTS staff if there is an emergency.



These views and experiences are certainly not new. In 2015 a Task Force, “which included personnel from the sheriff’s department and police officers from San Diego, Chula Vista, El Cajon and La Mesa” was created to “conduct fare inspections, look for suspicious activity and help ensure a safe environment for passengers.”<sup>24</sup> This focus on policing led to the targeting of specific community members and,

**“FOR YEARS, ADVOCATES AND RESIDENTS COMPLAINED ABOUT THE AGENCY’S AGGRESSIVE ENFORCEMENT. A NEW SLATE OF MTS BOARD MEMBERS BEGAN PUSHING FOR CHANGE IN 2019. THEN CAME NATIONWIDE CALLS FOR POLICE REFORM AND A SERIES OF VOICE OF SAN DIEGO STORIES THAT REVEALED THAT THE AGENCY’S FARE EVASION TICKETING OUTPACED THAT OF OTHER AGENCIES ACROSS THE COUNTRY, HOW MTS TICKETS COULD TERRORIZE LOW-INCOME RIDERS, AND HOW MTS ENFORCEMENT DISPROPORTIONATELY AFFECTED ITS BLACK RIDERS.”<sup>25</sup>**

<sup>24</sup> KPBS (2015). *Task Force Formed To Improve Security At San Diego County Transit Stations*. KPBS. <https://www.kpbs.org/news/public-safety/2015/03/05/officials-form-task-force-improve-security-san-die>.

<sup>25</sup> Halverstadt, L. (2021). *MTS Review Recommends Changes, But Stops Short of Sweeping Assessments*. Voice of San Diego. <https://voiceofsandiego.org/2021/02/05/mts-review-recommends-changes-but-stops-short-of-sweeping-assessments/>.

## CUSTOMER SERVICE

Furthermore, “Black Metropolitan Transit System riders make up less than 15 percent of the system’s ridership but receive nearly a third of all quality of life citations. Black riders are also overrepresented among those ticketed dozens of times each.”<sup>26</sup>

A report on Police Reformers in 2020 stated that “when the MTS board agreed in 2017 to boost the number of code compliance officers who can write tickets, it did so without asking a single question in public about what that increased enforcement could mean for riders, [and in 2019] alone, MTS officers wrote 66,155 tickets.”<sup>27</sup> As a result, the MTS Board approved a pilot fare evasion diversion program,<sup>32</sup> implemented in September 2020. The pilot project would allow riders to resolve citations directly with MTS instead of through the court system while providing alternatives to resolve fare citations if issued on or after September 1, 2020. Alternatives included: 1) paying a reduced fine of \$25 within 120 days; 2) performing community service within 120 days; 3) requesting a limited appeal within 15 days; and 4) options if missed the deadline to complete diversion options if you have multiple fare violations.<sup>28</sup> Though it is a start toward addressing fare violations, it is unclear what support is in place for those that had been impacted by fare violations prior to September, 2020.

Alongside over-ticketing, there have also been several incidents of security violence at transit stops or on transit. In 2018, two incidents were documented where MTS was involved in an investigation or lawsuit related to trolley security officers using excessive force while detaining someone<sup>29</sup> and allegations of trolley personnel assaulting, using excessive force, and violating the civil rights of four riders.<sup>30</sup> In 2019, a 24-year-old man died after a struggle with transit officers, resulting in an investigation by homicide detectives.<sup>31</sup> And in 2021, an incident “months before George Floyd, Angel Hernandez died at a downtown train station with a knee to his neck, too.”<sup>32</sup> According to an article in the San Diego Union Tribune, there were many similarities between the two cases with the exception that “no charges were filed in Hernandez’s death at the hands of MTS security.”<sup>33</sup>

<sup>26</sup> Halverstadt, L. & Nucci, K. (2020). Black MTS Riders Cited Disproportionately. Voice San Diego <https://voiceofsandiego.org/2020/07/27/black-mts-riders-cited-disproportionately/>.

<sup>27</sup> Voice of San Diego. (2020). Morning Report: Police Reformers Are Coming for MTS. Voice San Diego. <https://voiceofsandiego.org/2020/06/25/morning-report-police-reformers-are-coming-for-mts/>.

<sup>28</sup> <https://voiceofsandiego.org/2020/06/24/the-police-reform-push-comes-for-mts/>

<sup>29</sup> Metropolitan Transit System. (2022) Diversion Program. MTS. <https://www.sdmts.com/riders-info/mts-security/diversion-program>

<sup>30</sup> Riggins, A. (2018). Lawsuit accuses MTS, security personnel of assault, using excessive force. San Diego Union Tribune. <https://www.sandiegouniontribune.com/news/public-safety/sd-me-mts-excessive-force-lawsuit-20181114-story.html>.

<sup>31</sup> Riggins, A. (2018). MTS investigating excessive-force complaints against security officers. San Diego Union Tribune. <https://www.sandiegouniontribune.com/news/public-safety/sd-me-mts-excessive-force-20180713-story.html>.

<sup>32</sup> Garrett, L. (2019). 24-year-old man dies after struggling with transit officers at downtown trolley station. San Diego Union Tribune. <https://www.sandiegouniontribune.com/news/public-safety/story/2019-10-16/24-year-old-man-dies-after-struggling-with-transit-officers-at-downtown-trolley-station>.

<sup>33</sup> Moran, G. & Hernandez, D. (2021). Months before George Floyd, Angel Hernandez died at a downtown train station with a knee to his neck, too. San Diego Union Tribune. <https://www.sandiegouniontribune.com/news/courts/story/2021-04-25/months-before-george-floyd-angel-hernandez-died-with-a-knee-to-his-neck-too>.

As recently as February 2022, multiple community members spoke at the meeting of the San Diego Metropolitan Transit System Board of Directors on February 10, 2022 to address the incident with Lanisha Hill who was arrested, handcuffed, and removed from the trolley for fare evasion. Details on the extent of the force were not documented in the minutes, but community members shared that there was footage where they could see the use of excessive force. Community members continued to highlight how critical the need is to address the disproportionate ticketing of Black riders and riders of color, police brutality, and evasion checks.<sup>34</sup> In regards to all of these incidents, it is unclear if the MTS officers are obligated to abide by the same state laws that limit police officers' use of deadly force, which makes it problematic to hold MTS security officers accountable for such grave incidents.<sup>35</sup> Furthermore, similar concerns around discrimination and disrespect from transit security were highlighted during the 2020 Elevate SD Board Workshops and in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses SANDAG document.

These ongoing experiences, particularly in Black and Brown communities, are recurring traumas. According to the American Psychological Association, people who have been victimized by violent hate crimes are more likely to experience more psychological distress, which can include post-traumatic stress, safety concerns, depression, anxiety, and anger. Historically, Black and Brown communities have survived hate crimes, which “send messages to members of the victim’s group that they are unwelcome and unsafe in the community, victimizing the entire group and decreasing feelings of safety and security.”<sup>36</sup> Therefore, when incidents happen with MTS that resemble targeting, the disproportionate treatment towards specific groups (whether intentional or unintentional), this adds to traumas that already exist in the communities and can create secondary trauma.

Law enforcement violence is a serious matter, and according to an American Public Health Association, the experience of police violence has been associated with mental and emotional trauma creating a public health crisis for the communities most affected.<sup>37</sup> Violence in general can have long term effects on anyone, but for children, exposure to violence can also harm their “emotional, psychological and even physical development,” resulting in children struggling in school, abusing drugs or alcohol, acting aggressively, suffering from depression or other mental health problems, and engaging in criminal behavior as adults.<sup>38</sup> Considering the long-term trauma that may have impacted riders, it is certainly understandable why the community members have asked for MTS to acknowledge the negative effects of depending on policing and to focus its efforts on a reparative process that focuses on healing and community support and transition to having more customer service staff being present. Alternatively, community members expressed that security and safety can be addressed in other ways such as lighting, transit accessibility, & call buttons to connect with MTS staff directly from bus shelters.

<sup>34</sup> Metropolitan Transit System. (2022). Meeting of the San Diego Metropolitan Transit System Board of Directors. Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2022-02-10\\_board\\_minutes\\_-\\_ada.pdf](https://www.sdmts.com/sites/default/files/2022-02-10_board_minutes_-_ada.pdf).

<sup>35</sup> Halverstadt, L. & Marx, J. (2020). MTS Says Its Officers Aren't Bound by New State Use-of-Force Law. Voice San Diego. <https://voiceofsandiego.org/2020/06/25/mts-says-its-officers-arent-bound-by-new-state-use-of-force-law/>.

<sup>36</sup> American Psychological Association. (2017). The Psychology of Hate Crimes. American Psychological Association. <https://www.apa.org/advocacy/interpersonal-violence/hate-crimes>

<sup>37</sup> DeVlyder, J., Fedina, L., & Link, B. (2020). Impact of Police Violence on Mental Health: A Theoretical Framework. American Journal of Public Health 110, 1704\_1710, <https://doi.org/10.2105/AJPH.2020.305874>

<sup>38</sup> National Institute of Justice. (2016). Children Exposed to Violence. National Institute of Justice. <https://nij.ojp.gov/topics/articles/children-exposed-violence>.



## PROGRAMS

## Youth Opportunity Pass

Number of Times Mentioned Overall: 84

Frequency of Priority by Location: 9/10



**When community members were asked about their relationship with MTS and if they spoke positively about MTS, they mostly referenced the Youth Opportunity Pass as their reason for feeling they had a positive relationship.** During the Social Equity Listening Tour many people stated MTS has improved and often cited YOP as the reason for this. **Overwhelmingly, keeping transit free for youth beyond the 1-year pilot project was mentioned at nine out of the ten locations the listening session workshops and pop-ups were offered and 84 times overall, placing it among the top three priorities.**

Additionally, a number of people shared that they are in favor of increasing the age of eligibility from 18 years to 24 because it can play a pivotal role in the educational and economic opportunities for many young adults. There were others who would like to see more education and marketing of the YOP program and support from CBOs and MTS staff to help families navigate participating in the program. Some of those who did have their children in the YOP program shared how beneficial it was to have support from someone to navigate the program. Others, who did not have their children in the program, were actively seeking support to get their children into the program. Many people shared how financially significant this program is to them and their families and how it has opened up educational, extra-curricular, and economic opportunities for youth, especially those in high school.

Many community members and CBOs have advocated for free transit for youth over the past ten years, and during the 2019 MTS Board of Directors Meeting several community members and CBOs advocated for Youth Opportunity Passes to be included in the Elevate SD 2020 program.<sup>39</sup> In a continuation of advocacy efforts, community members and CBOs continued to request low fares for youth during the Elevate SD 2020 board workshops throughout all of MTS' service area,<sup>40</sup> and in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses SANDAG document, over 23 community-based organizations advocated for MTS' YOP to be continued and extended to a higher age of students.<sup>41</sup>

<sup>39</sup> San Diego Metropolitan Transit System. (2019). Board Agenda and Materials - Elevate SD 2020 Workshop. San Diego Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2019-12-12\\_board\\_agenda\\_and\\_materials\\_-\\_elevate\\_sd\\_2020\\_workshop\\_0.pdf](https://www.sdmts.com/sites/default/files/2019-12-12_board_agenda_and_materials_-_elevate_sd_2020_workshop_0.pdf).

<sup>40</sup> Metropolitan Transit System. (2019) Elevate SD 2020 Board Workshop. Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2019-11-02\\_board\\_agenda\\_and\\_materials\\_-\\_elevate\\_sd\\_2020\\_workshop\\_0.pdf](https://www.sdmts.com/sites/default/files/2019-11-02_board_agenda_and_materials_-_elevate_sd_2020_workshop_0.pdf)

<sup>41</sup> San Diego Forward. (2021). Attachment 1: San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses. SANDAG. [https://www.sandag.org/uploads/meetingid/meetingid\\_5899\\_29913.pdf](https://www.sandag.org/uploads/meetingid/meetingid_5899_29913.pdf).

## **SOCIAL EQUITY ADVOCACY HISTORY: YOUTH OPPORTUNITY PASSES (YOP)**

The Youth Opportunity Pass campaign kicked off in 2011 in City Heights by community leaders and residents. Mid-City CAN and the Improving Transportation in City Heights (ITCH) resident momentum team have led the community organizing for YOP for over a decade. YOP is a community-advocated platform that calls for free transit for all youth aged 24 and under in San Diego County.

Throughout the past decade, Mid-City CAN, in partnership with San Diego Transportation Equity Working Group partners, has organized hundreds of meetings, events, and actions to build political support for YOP. As part of MTS' Elevate SD funding measure community engagement efforts in 2020, MTS proposed utilizing future sales tax revenue to make transit free for MTS riders aged 18 and under. Unfortunately, the Elevate SD funding measure did not move forward due to the Covid-19 pandemic.

In 2022, the County of San Diego and SANDAG secured funding to implement YOP regionally for those aged 18 and under. SANDAG formed the Transit Pilot Equity Working Group in partnership with MTS, NCTD, and CBOs (Casa Familiar, Environmental Health Coalition, City Heights CDC, Urban Collaborative Project, and Alliance for Regional Solutions) to coordinate the launch of the YOP 18 and under one year pilot. The pilot rolled out with great enthusiasm in the spring of 2022. Preliminary research has demonstrated favorable results for the YOP pilot. Transportation equity advocates are advocating to extend the pilot beyond one year into permanent program status and also hope to expand the age range from 18 and under to age 24 and under. YOP remains a top priority of the SD Transportation Equity Working Group.



## PROGRAMS

## Compassionate Care & Partnership with Community Services

*Number of Times Mentioned Overall: 57*

*Frequency of Priority by Location: 9/10*

The mention of people who are perceived to be unhoused on transit was discussed at nine out of ten locations the listening session workshops and pop-ups were offered. A few people, when they talked about people they perceive as unhoused, asked for more security presence to remove people who are perceived to be unhoused. However, when engaged in deeper conversation about why they held such strong opinions, they often shared their discomfort with people who cannot maintain a certain level of hygiene, or concerns about behaviors of someone displaying a mental health issue. Verbal outbursts and leaving behind trash and belongings were often highlighted.

As planning team staff engaged in conversations with community members and reflected back the ideas other community members presented, such as partnerships with community service programs, community members were supportive of partnerships with organizations to support the public. After discussing the idea of a more supportive approach to rider issues, many community members changed their perspectives on security being the primary strategy to address their concerns. Community members were also supportive of having access to restrooms, hand washing stations, and showers near key transit stops to provide an opportunity for those who need access to basic hygiene infrastructure.

Additionally, there were community members who took a more empathetic approach to this issue and shared that they support having social workers and mental health providers ride transit so that they can offer support and provide resources and mental health services to those in need (housed or unhoused). Similar support for compassionate care towards people perceived to be unhoused was expressed during the 2020 Elevate SD Board Workshops and in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses SANDAG document.



When referring to people in need, we wish to acknowledge that, while some community members specifically mentioned transit riders that are perceived to be unhoused, “mental illness does not discriminate, [and]; it can affect anyone regardless of age, gender, geography, income, social status, race/ethnicity, religion/spirituality, sexual orientation, background or other aspect of cultural identity.”<sup>42</sup> Mental health refers to a person’s emotional, psychological, and social wellbeing and it affects how someone may think, feel, and act. Mental health determines how a person handles stress, relates to others, and makes healthy choices.<sup>43</sup> Anyone can be struggling with mental health issues and can present in a variety of ways at a given time, so it is important to be mindful of potentially skewed perceptions when designing policies, procedures, and infrastructure.

## PROGRAMS

One notable element is that the people we engaged with who are currently unhoused or facing housing insecurity did not share a need for services at transit stops, buses, or trolleys. Instead, their overwhelmingly top priority emphasized the need to be treated with dignity and respect by bus drivers and security. They explained that they are often discriminated against. We highlight this because the experience of being unhoused is traumatic in and of itself, and according to the Substance Abuse and Mental Health Services Administration, “people experiencing homelessness often are marginalized, isolated, and discriminated against. Additionally, they are highly vulnerable to violence and victimization, and re-traumatization becomes a distinct possibility.”<sup>44</sup> Thus, perpetuating harmful practices or treatment towards unhoused community members will only reinforce or perpetuate their trauma and further marginalize them.



<sup>42</sup> Parekh, R. (2018). What is Mental Illness? American Psychiatric Association. <https://psychiatry.org/patients-families/what-is-mental-illness#:~:text=Mental%20illness%20does%20not%20discriminate,other%20aspect%20of%20cultural%20identity>.

<sup>43</sup> World Health Organization. (2022). Mental health: strengthening our response. World Health Organization. <https://www.who.int/en/news-room/fact-sheets/detail/mental-health-strengthening-our-response>

<sup>44</sup> Substance Abuse and Mental Health Services Administration (2022). Homelessness Resources: Trauma. Substance Abuse and Mental Health Services Administration. <https://www.samhsa.gov/homelessness-programs-resources/hpr-resources/trauma>

## PROGRAMS

## Affordability

Number of Times Mentioned Overall: 27

Frequency of Priority by Location: 7/10



During the Social Equity Listening Tour, transit affordability, in general, was mentioned at seven out of ten locations the listening session workshops and pop-ups were offered. Transit affordability was also discussed in different ways. For example, community members shared the importance of keeping the Youth Opportunity Pass program (*mentioned 84 times*) and how that has improved transit affordability for their families. Community members also discussed the need for programs to provide free transit to unhoused people, elders (*mentioned 23 times*), community volunteers (*mentioned 3 times*), and anyone who doesn't have the financial means to pay for transit (*mentioned 8 times*). These needs had also been expressed previously during the 2020 Elevate SD Board Workshops and in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses SANDAG document.

Furthermore, community members shared that more free ride days, such as when there are bad air days, could not only incentivize taking public transit and improve regional air quality, but it could also make transit affordable overall. Though there are great program ideas that could help with transit affordability, there are also things to avoid repeating in order to maintain affordability.

In the past, transit affordability was a topic of discussion with MTS, and previous procedures had been under scrutiny regarding transit affordability. For instance, in the 2021 presentation of the San Diego regional plan, community members and community-based organizations shared that transit must be affordable for families and low-income community members, and they also expressed the, “need [to] serve the economically disadvantaged areas first.”<sup>45</sup> Prior to that, in 2020, the disproportionate effects of MTS' ticketing procedures were highlighted and “a largely new slate of MTS board members [pushed] for reform after years of public complaints about the agency's aggressive ticketing.”<sup>46</sup> Transit affordability is complex and challenges like ticketing can also impact the affordability of transit as,

**“LOW-INCOME PEOPLE, INCLUDING HOMELESS SAN DIEGANS, OFTEN FAIL TO INITIALLY ADDRESS THOSE TICKETS AS THEY GRAPPLE WITH MORE URGENT CHALLENGES. THEY MAY PUT OFF ADDRESSING FINES THEY CAN'T AFFORD TO PAY OR BE DISCOURAGED BY THE NEED TO USE THE TRANSIT SYSTEM TO GO TO COURT, RAISING THE PROSPECT OF ANOTHER VIOLATION IF THEY DON'T HAVE CASH FOR FARES. THEN THE TICKETS CATCH UP WITH THEM, OFTEN AS THEY ARE TRYING TO IMPROVE THEIR LIVES OR MOVE OFF THE STREET.”<sup>47</sup>**

<sup>45</sup> San Diego Forward. (2021). Attachment 1: San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses. SANDAG. [https://www.sandag.org/uploads/meetingid/meetingid\\_5899\\_29913.pdf](https://www.sandag.org/uploads/meetingid/meetingid_5899_29913.pdf).

<sup>46</sup> Halverstadt, L. & Marx, J. (2020). The Police Reform Push Comes for MTS. Voice San Diego. <https://voiceofsandiego.org/2020/06/24/the-police-reform-push-comes-for-mts/>.

<sup>47</sup> Halverstadt, L. (2020). A \$2.50 Fare Evasion Ticket Can Upend Low-Income Residents' Lives. Voice San Diego. <https://voiceofsandiego.org/2020/06/17/a-2-50-fare-evasion-ticket-can-upend-low-income-residents-lives/>.

## Other Notable Community Priorities

There were a few notable priorities that were expressed less often during the listening sessions, but are notable due to their wide-reaching social equity impacts on communities. These priorities include: first and last mile infrastructure improvements and mobility options, electric outlet access, addressing the digital divide, transit education for newcomers, disability justice, and access to the juvenile detention center.

### AMENITIES

#### First and Last Mile

*Number of Times Mentioned Overall: 21*

*Frequency of Priority by Location: 6/10*

Communities that were engaged during the Social Equity Listening Tour have experienced generations of infrastructure disinvestment, thus leaving people to navigate crumbling or nonexistent infrastructure as they seek to access transit. During the Social Equity Listening Tour, first and last mile infrastructure was mentioned at six out of the ten locations the listening session workshops and pop-ups were offered.

Concerns around the first and last mile infrastructure were previously heard at the 2020 Elevate SD Board Workshops and in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses, where several community members throughout the MTS service area shared that it is crucial to address the first mile/last mile issue<sup>48</sup> and requested better service and transit solutions such as last mile vehicles, bike locker infrastructure, mobility hubs, more micro-transit centers, an increase of pedestrian and cyclists public awareness, and more.<sup>49</sup>

These topics and concerns continued to be expressed during the Social Equity Listening Tour. Riders felt that an important part of making transit more equitable and accessible is ensuring safe and easy access to bus and trolley stops. Specifically, in calling for safer routes to transit, they shared basic infrastructure needs such as crosswalks, sidewalks, streetlights, transportation hubs with mobility options (i.e., E-bikes, ev sharing, etc.), and traffic calming engineering efforts. Community members further expressed that they would like access to free electric neighborhood shuttles, similar to the FRED that can be found in downtown San Diego, to take people to key transit hubs and amenities within their own communities (i.e., grocery stores, schools, doctors' offices, libraries, parks, etc.). Neighborhood E-Shuttles were also brought up during the engagement for the Southeastern Community Mobility Roadmap as one of the main priorities mentioned by community members in Southeastern San Diego due to the hilly topography and limited in-community mobility options.<sup>50</sup>

<sup>48</sup> Metropolitan Transit System. (2019) Elevate SD 2020 Board Workshop. Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2019-11-02\\_board\\_agenda\\_and\\_materials\\_-\\_elevate\\_sd\\_2020\\_workshop\\_0.pdf](https://www.sdmts.com/sites/default/files/2019-11-02_board_agenda_and_materials_-_elevate_sd_2020_workshop_0.pdf)

<sup>49</sup> Metropolitan Transit System. (2019) Elevate SD 2020 Board Workshop. Metropolitan Transit System. [https://www.sdmts.com/sites/default/files/2019-11-02\\_board\\_agenda\\_and\\_materials\\_-\\_elevate\\_sd\\_2020\\_workshop\\_0.pdf](https://www.sdmts.com/sites/default/files/2019-11-02_board_agenda_and_materials_-_elevate_sd_2020_workshop_0.pdf)

<sup>50</sup> López, M., Medina, A., & Ordaz, J. (2022). Southeastern Community Mobility Roadmap & Participatory Budgeting Project. Pueblo Planning. [puebloplanning.com/s/Southeastern-Report.pdf](https://puebloplanning.com/s/Southeastern-Report.pdf)

## PROGRAMS

**Digital Divide***Number of Times Mentioned Overall: 16**Frequency of Priority by Location: 8/10*

Another notable community priority that did not make it into the top twenty based upon lack of overall frequency mentioned (16 times), but that was mentioned at eight out of ten locations the listening session workshops and pop-ups were offered, addressing the digital divide. Over the last decade, MTS has taken steps to advance the use of technology. For instance, in 2011, Google and MTS established a partnership to develop a mapping tool that would provide transit information in real time via a computer, laptop, or smartphone.<sup>51</sup> Then, in 2017, the Compass Cloud mobile app was developed and made available to purchase multiple one-day or monthly electronic passes.<sup>52</sup> Furthermore, in 2021, MTS took another step toward implementing a new fare collection system as the Pronto cards and app were developed and implemented to replace the old Compass card and cloud system.<sup>53</sup>

Though some community members have expressed their appreciation for the added digital options, some community members have also expressed concerns. As the planning team spoke with community members, we learned that some do not have access to WiFi or smartphones to navigate transit schedules or routes or to load funds onto a Pronto card. As a result, community members expressed support for more customer service staff presence at transit stops and on buses and trolleys while also requesting more in-person payment sites in communities (particularly in those where the data shows the greatest digital deserts) where people can have the option to pay in cash (supporting those that are unbanked).

Creating a marketing campaign to inform and connect community members to these non-digital options could greatly increase accessibility for those facing the digital divide and those that are unbanked. Some community members also expressed frustrations with the ongoing system changes and they stated that it was difficult because as soon as they figure out a system, it changes. Community members with these concerns shared that it would be beneficial to have ongoing communications and education opportunities through MTS. Similar comments were also expressed in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses document.

<sup>51</sup> Hawkins, R.J. (2011). Google, MTS team up for real-time bus maps. San Diego Union Tribune. <https://www.sandiegouniontribune.com/news/sdut-google-mts-team-real-time-bus-maps-2011jun08-story.html>.

<sup>52</sup> Smith, J.E. (2017). Train, trolley and bus tickets go mobile in San Diego County. San Diego Union Tribune. <https://www.sandiegouniontribune.com/news/environment/sd-me-mobile-ticketing-20170329-story.html>.

<sup>53</sup> Mendoza, A. (2021). MTS, NCTD offer free rides throughout September with the new Pronto card. San Diego Union Tribune. <https://www.sandiegouniontribune.com/latest/story/2021-08-31/mts-offers-free-rides-throughout-september-with-new-pronto-card>.

## PROGRAMS

### Education for Newcomers

*Number of Times Mentioned Overall: 18*  
*Frequency of Priority by Location: 4/10*



San Diego is a refugee resettlement area in the United States, contributing greatly to the diversity in the region, particularly in City Heights, Linda Vista and El Cajon. With its proximity to the border, the San Diego region is also an entry point for people seeking asylum from around the world as well as cross-border migration from Latin American countries. As people migrate to San Diego, they are tasked with having to learn new systems including, but not limited to, education, employment, and transportation.

During the listening session pop-up at the El Cajon transit station, several representatives of CBOs that work with refugees and asylum seekers stated a need for education and ongoing partnerships between MTS and CBOs in order to provide newcomers with crucial information on how to use public transit. CBO representatives shared that it is crucial to be mindful of the various factors that can impede newcomers from accessing MTS services, including a lack of language accessibility, education on how to purchase tickets or ticketing options (i.e. single-trip pass, all-day pass, transfers, etc.), the digital divide, rider etiquette education, and more.

For instance, we learned that there are times community members end up overpaying for their daily transit needs because they are not aware that a day-pass exists or where to obtain transit information. Also, it was shared that many immigrant community members have refrained from utilizing MTS services because they see bus drivers in uniforms, and in their countries of origin uniforms signify exclusivity to government officials. As such, CBOs requested that a partnership be established between them and MTS throughout San Diego in order to co-develop community education and mobility access.





## Disability Justice



Disability Justice examines disability and ableism as they relate to other forms of oppression and identity such as race, class and gender.<sup>54</sup> Disability Justice has been brought up in the past during the 2020 Elevate SD Board Workshops and in the San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses document. During the Social Equity Listening Tour, those who advocate with and provide services for people with disabilities continue to emphasize that whatever amenities, programs, operations, and customer service improvements are made, they must ensure accessibility for everyone regardless of ability. **Therefore, our research does not have just one data point to reference in this section.** For example, amenities such as wheelchair ramps sidewalks, etc. mentioned 4 times, better audio options was mentioned 14 times overall, and improving MTS Access operations was mentioned exclusively at the ASAC workshops. This section will further discuss audio support and MTS Access operations.

First, having more consistent and louder announcements of stops or main intersections, especially for those that are visually impaired or hard of hearing, on public transit can make navigation much easier and support the mobility independence of visually impaired riders. Informational booths with audio button options in multiple languages at key transit hubs can also support the mobility of visually impaired people as well as people with limited literacy abilities.

Secondly, improving MTS Access operations can better support the mobility needs of those that rely upon that service. Community members shared that streamlining the MTS Access process to allow for repetitive scheduling needs. For example allowing for the rider to call only once to make a repetitive appointment (i.e., pick up at 9 am Monday through Friday) instead of having to call each time. Additionally, streamlining MTS Access by ensuring an instant notification process when there are scheduling changes or when the bus is running late is a community desire. Lastly, having more consistency of MTS Access pick up and drop off times will help community members better plan their days and improve reliability.

<sup>54</sup> Piepzna-Samarasinha, Leah Lakshmi (2018). Care Work: Dreaming Disability Justice. Vancouver, BC, Canada: Arsenal Pulp Press. ISBN 978-1-55152-738-3.

## OPERATIONS

**East Mesa Juvenile Detention Facility Transit Access***Number of Times Mentioned Overall: 1**Frequency of Priority by Location: 1/10*

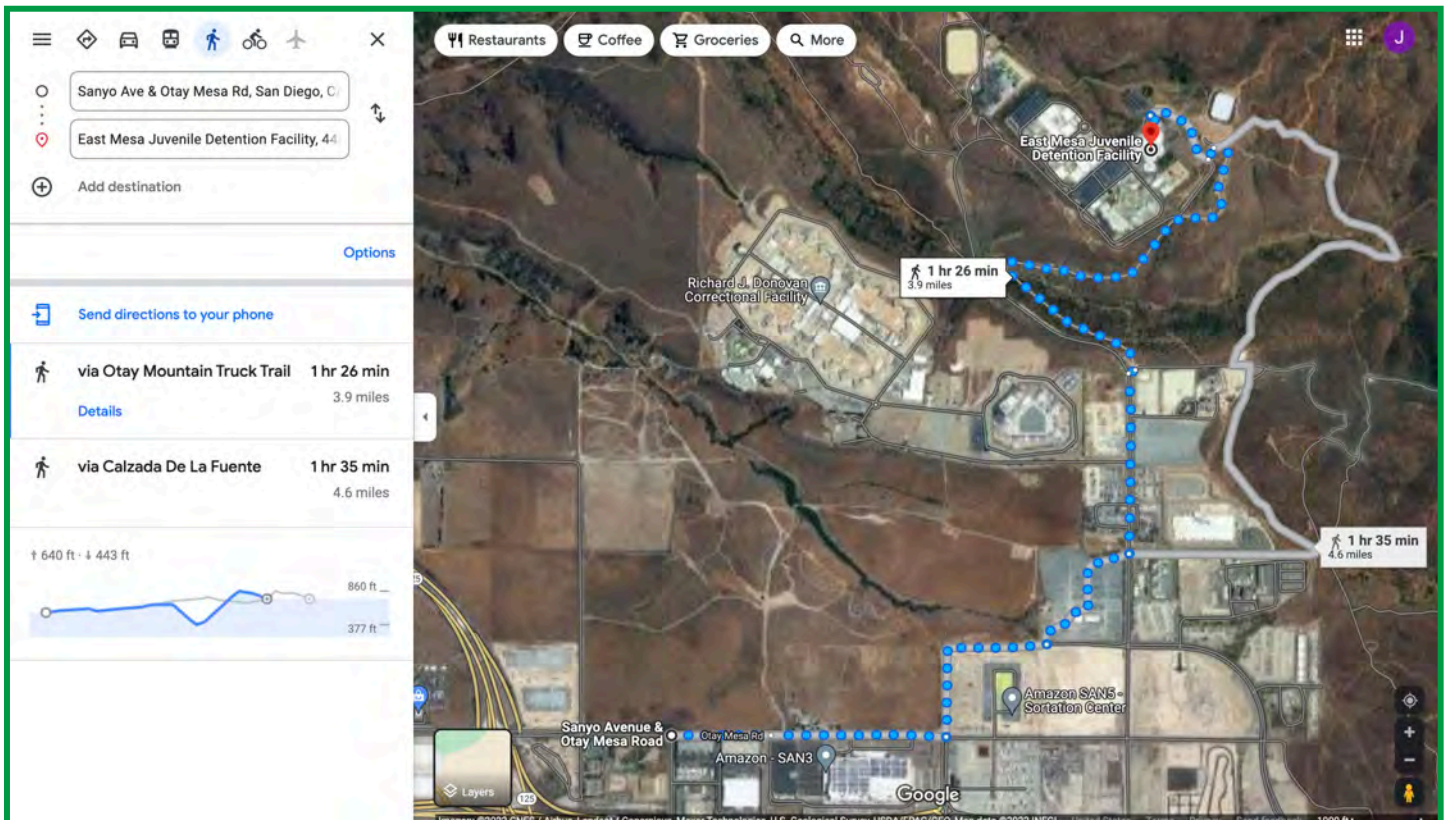
At the conclusion of one workshop, a mother approached a staff member of the planning team to share that she has been unable to visit her child who is detained at the East Mesa Juvenile Detention Facility due to the lack of transportation options. She and her family members do not own a car and rely upon public transit for most transportation needs. However, East Mesa Juvenile Detention Facility has no transit access. She shared that she is unable to visit her child as often as she would like because paying for a taxi or ride-share is much too expensive for her family's limited household budget. She worries about her child's wellbeing and mental health and feels that her relationship with her child is being harmed because she is not able to physically visit them as much as she would like.

Even though we heard this story from one community member, this issue most likely impacts multiple families. This is further supported by a report issued in 2020 by the San Diego County Juvenile Justice Commission, a state-mandated, court-appointed citizens' commission. In their inspection report they noted, "East Mesa's remote location and lack of public transportation make family visits much more difficult than at a more urban location like Kearny Mesa. Many studies have shown the importance of family visits for rehabilitation."<sup>55</sup> The report went on to state that "the Department recognizes transportation can be a challenge and is working to identify contracted services to assist with the barrier."<sup>56</sup> However, when the Pueblo Planning staff called the detention center in September 2022 to ask if there are any transportation options or programs available to support transportation for visitation, the East Mesa Juvenile Detention Facility staff stated that there was no such program available and confirmed that there are no public transit options.



## OPERATIONS

The closest transit stop is at Sanyo Avenue and Otay Mesa Road (Bus Route 909) and one would need to walk for approximately an hour and a half on or near high-speed roads that are not safe or accommodating for pedestrians. It is recommended that MTS connect with the staff of the East Mesa Juvenile Detention Facility and with parents/guardians of children who are detained there to develop mobility opportunities that best accommodate this community. MTS should consider the compounded barriers that exist due to visiting hours only being from Monday through Friday from 2:30 pm to 8:00 pm, by appointment only, and that the last visit scheduled will begin at 7:00 pm and end at 8:00 pm. There is no visitation on Saturdays. Visitation on weekends is on Sundays from 8:30 am to 11:00 am and from 12:00 pm to 5:30 pm and the last scheduled visit will begin at 4:30pm and end at 5:30pm. Visits are only up to sixty minutes in length.



Walking route from closest transit stop — Sanyo Ave & Otay Mesa Road (Bus Route 909), to East Mesa Juvenile Detention Facility

<sup>55</sup> The San Diego County Juvenile Justice Commission. (2020). San Diego County Juvenile Justice Commission Inspection Worksheet. Superior Court of California County of San Diego. [https://www.sdcourt.ca.gov/sites/default/files/sdcourt/juvenile3/juvenilejusticecommission/jjcreports/2020%20facility%20inspection%20jic%20final%20draft%20inspection%20w\\_orksheets%20-%20emjdf.pdf](https://www.sdcourt.ca.gov/sites/default/files/sdcourt/juvenile3/juvenilejusticecommission/jjcreports/2020%20facility%20inspection%20jic%20final%20draft%20inspection%20w_orksheets%20-%20emjdf.pdf)

<sup>56</sup> The San Diego County Juvenile Justice Commission. (2020). San Diego County Juvenile Justice Commission Inspection Worksheet. Superior Court of California County of San Diego. [https://www.sdcourt.ca.gov/sites/default/files/sdcourt/juvenile3/juvenilejusticecommission/jjcreports/2020%20facility%20inspection%20jic%20final%20draft%20inspection%20w\\_orksheets%20-%20emjdf.pdf](https://www.sdcourt.ca.gov/sites/default/files/sdcourt/juvenile3/juvenilejusticecommission/jjcreports/2020%20facility%20inspection%20jic%20final%20draft%20inspection%20w_orksheets%20-%20emjdf.pdf)

# CONCLUSION



Overall, the Social Equity Listening Tour was a public engagement effort that gave space for community members to share their transit experiences and their vision for what they would like to see as part of their future transit experience. Specifically, the Social Equity Listening Tour aimed to gain a deeper understanding of community stories around equity, public transit, identify areas of concern for MTS transit riders, and identify transportation priorities for communities within MTS' service area. It is important to note that this was not the first time community members have shared changes they would like to see with their transportation experiences. Community-based organization partners and community members expressed that there is a need for a reparative process moving forward. Community-based organization partners expressed that community members lack trust in public agencies, such as MTS, as many have experienced being part of planning processes in the past and feeling unheard or not seeing results from the process. However, community members did share hope that this can be a new beginning as they reported feeling heard during the Social Equity Listening Tour process and that they hope for ongoing follow-through. The Social Equity Listening Tour allowed for space for community members to expand on their visions and to create a list of priorities to inform future MTS policies, programs, and procedures.

Prior to engaging community members, the planning team conducted thorough research and respectfully requested information from community-based organization partners to gain an understanding of the history of the MTS service area prior to meeting with the communities. Throughout the project, multi-generational community members all throughout the MTS service area outlined potential changes and priorities they would like to see implemented to repair harm and create a more respectful and dignified transit experience for all transit riders. From bus stop infrastructure and beautification, including green space, restrooms, shade, seating, charging hubs, WiFi, and lighting, to addressing disrespectful behavior from bus drivers and discriminatory treatment from MTS security officers, community members depicted their vision for a joyful and equitable transit experience.

With social equity at the forefront, it is important to highlight that CBO partners have collectively expressed that, in order to work towards social equity, not only is investment in communities that have been harmed from years of disinvestment required, but there is a serious need for a genuine understanding of how these inequities are deeply rooted in the values, attitudes, and practices of MTS as a whole. Social equity starts with thoughtful, reparative processes. It not only intentionally engages communities that have been most marginalized as a result of planning decisions, but it centers their priorities as plan implementation moves forward. Social equity ensures that a relationship is built and strengthened with intentional communities throughout the planning process and beyond, first with the project team and then continued by MTS. Direct relationships built between community members and MTS staff are important to prevent the community from feeling like MTS has "disappeared" after the engagement. Community-based organization partners and community members indicated that to truly have a successful planning process, there is a need for ongoing efforts to establish a relationship between the community and MTS as well as visible action through the implementation of community-identified priorities.

MTS has dedicated \$3 million this fiscal year to immediately start implementing some of the identified community priorities. CBOs and the community expressed great positivity about the availability of immediate funding and implementation as this is not typically the norm for planning projects. As the CBO partners shared with the planning team during the engagement framework development, in order to prevent planning fatigue, MTS must communicate how community members' feedback will directly connect to what will be implemented and by when. Social equity will require ongoing transparent communication and collaboration with community members and community-based organizations throughout the planning process and through implementation by MTS.

Lastly, it is important to acknowledge that all the community priorities mentioned are in some way connected or impact other priorities that contribute to a person's transit experience. For example, overwhelmingly, people shared in many different ways that transit frequency is an important issue that they would like to see addressed. However, MTS has been having difficulty recruiting the number of drivers they need to increase frequency. Trouble recruiting could impact frequency and lead to route cuts. Less frequent and more packed buses could lead to more agitated riders and increase the stress levels of bus drivers, which could impact their interactions with passengers. Also, these cumulative impacts could be harming riders with disabilities most as people with wheelchairs may not be able to get on a crowded bus due to capacity. Lower quality and less dependability could deter new riders and force some current riders to choose other alternatives, overall ridership in the system.

***Budgetary decisions through a social equity lens cannot be made without fully accounting for and understanding their impacts on the transit system. Riders experience transit as a system and not a sum of its parts- programs, operations, amenities, or customer service.*** Hence, as the pilot project(s) are determined for the \$3 million or general planning and budgeting for the agency is done beyond the scope of this project, it is crucial to provide an analysis that is transparently shared with the community on the impacts of those decisions system-wide and how they affect those who have the most to lose or gain (low wealth and Black and non-Black people of color who are core transit riders) as a result of these decisions.



# APPENDIX

## Appendix A

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# MTS Social Equity Listening Tour Community Feedback Summary

Acronyms in **boldface** refer to MTS Social Equity Listening Tour workshop/pop-up locations as listed in Appendix A.

**Arc:** The Arc of San Diego

**IAG:** I Am Green

**CF:** Casa Familiar

**ECC:** El Cajon Collaborative

**CHCDC:** City Heights Community Development Corporation

**CAC PU:** MTS' Community Advisory Committee Meeting Pop-Up

**LV PU:** Linda Vista Farmer's Market Pop-Up

**EC PU:** El Cajon Transit Station Pop-Up

**BL PU:** Barrio Logan Trolley Station Pop-Up

**ASAC:** MTS' Accessible Services Advisory Committee Workshop (Virtual)



Community Priority	Category	Arc	ASAC	BL PU	CAC PU	CF	CHCDC	ECC	EC PU	IAG	LV PU	TOTAL
Compassionate Care & Partnership with Community Services	Programs	X		X	X	X	X	X	X	X	X	9
Youth Opportunity Pass	Programs		X	X	X	X	X	X	X	X	X	9
Digital Divide	Programs	X			X	X	X	X	X	X	X	8
Transit Affordability	Programs	X	X	X		X	X	X		X		7
More Free Ride Days	Programs	X			X		X	X		X	X	6
Partnerships with Community-Based Organizations to repair relationships with communities	Programs				X		X	X	X	X	X	6
Street Vendors and Vending Machines	Programs	X		X		X	X	X		X		6
Free rides for elderly	Programs				X	X	X	X		X		5
Community Education on How to use Public Transit (particularly for newcomers to the country)	Programs		X				X		X	X		4
Incentivize Transit Ridership	Programs	X						X	X	X		4
Free taxis for first and last mile	Programs		X				X			X		3
Free transit passes for those who need it (i.e., low-income, unhoused, elderly, youth, students, etc.)	Programs						X	X		X		3
Increase age for youth pass to 26 and include students	Programs					X	X	X				3
Free bus to airport	Programs									X		1
Free passes for volunteers and community workers/promoters	Programs						X					1
Provide different opportunities for public participation both in-person and virtual (workshops, information meetings, etc.)	Programs									X		1
Waive fare evasion charges	Programs										X	1

Community Priority	Category	Arc	ASAC	BL PU	CAC PU	CF	CHCDC	ECC	EC PU	IAG	LV PU	TOTAL
Customer service staff	Customer Service		X	X	X	X	X	X	X	X	X	9
Treatment by Transit Security	Customer Service	X	X	X		X	X	X	X	X	X	9
Treatment by bus drivers	Customer Service	X	X		X	X	X	X	X	X	X	9
Better Accommodations for people grocery shopping and travelers (i.e., space on bus for luggage and groceries)	Customer Service	X			X	X	X	X		X		6
Drivers Passing Riders	Customer Service	X			X	X		X		X	X	6
Better Accessibility for People riding transit with young children (i.e., more dedicated space for people traveling with children)	Customer Service					X		X	X	X	X	5
Language/Information Accessibility (translation/interpretation for signs, information, bilingual staff, braille, audio, etc.)	Customer Service					X	X	X	X		X	5
Rider etiquette education	Customer Service	X		X			X			X	X	5
Priority boarding for seniors and people with disabilities	Customer Service					X		X		X		3
Addressing hate crimes committed on transit (i.e., Anti-Asian Hate)	Customer Service							X		X		2
Better customer service and respect from all MTS staff	Customer Service						X			X		2
Feedback and ongoing communication from MTS to the community on how issues that were brought up are being resolved	Customer Service									X		1

Community Priority	Category	Arc	ASAC	BL PU	CAC PU	CF	CHCDC	ECC	EC PU	IAG	LV PU	TOTAL
Cleanliness	Operations	X	X	X	X	X	X	X	X	X	X	10
Increase transit frequency (5 - 10 minutes)	Operations	X		X	X	X	X	X	X	X	X	9
Increase weekend transit frequency	Operations	X		X	X	X	X	X	X	X	X	9
More frequent service in East County and rural areas	Operations	X	X		X	X		X	X	X	X	8
On-time service	Operations	X		X		X	X	X	X	X	X	8
Extended night transit service	Operations	X				X	X	X	X	X	X	7
Streamling Transfers	Operations				X	X	X		X	X	X	6
Better Transit Connection from San Ysidro Directly to East County	Operations				X	X		X	X		X	5
Faster Transit (Freeway bus, dedicated bus lanes, etc.)	Operations			X			X		X	X	X	5
Intentional outreach and relationships building with communities and organizations not typically engaged (i.e. Filipino, Asian, Pacific Islander, Middle Eastern, African, etc.)	Operations	X			X			X		X	X	5
Create a Rapid Response Network so that the public can be made aware of incidents that occurred along or on MTS	Operations	X				X		X		X		4
Masks on Transit (COVID-protocols)	Operations	X						X		X	X	4
Real time update about changes of bus or trolley service	Operations	X		X		X			X			4
Better accessibility for those who are disabled (i.e. infrastructure, opening doors, assisting with wheelchairs, ramps, bus boarding location, etc.)	Operations		X							X	X	3
Juvenile Detention Center Transit access	Operations						X	X		X		3
Representative and inclusive marketing	Operations	X							X	X		3
24 Hour service	Operations						X			X		2
All door boarding on bus	Operations			X							X	2
Free electric neighborhood shuttles (i.e., FRED)	Operations									X	X	2
Improve MTS Access Operations	Operations	X								X		2
Improve Pronto machine reliability (i.e., Pronto not loading and scanning properly)	Operations				X			X				2
More standardized locations for transit stops to make it easier for people to find	Operations		X								X	2
Prior to service being cut or routes being eliminated, include an analysis on "destination sensitive" areas and what the impact will be for who (i.e., near senior center, health care provider, etc.)	Operations							X		X		2
Bug/Cockroach eradication at transit stops	Operations			X								1
Improve lost and found System	Operations							X				1
More bus routes	Operations						X					1
More E-busses	Operations						X					1
More trolley cars during peak times to avoid overcrowding	Operations			X								1

Community Priority	Category	Arc	ASAC	BL PU	CAC PU	CF	CHCDC	ECC	EC PU	IAG	LV PU	TOTAL (X locations/10)
Restrooms	Amenities	X	X	X	X	X	X	X	X	X	X	10
Seating	Amenities	X	X		X	X	X	X	X	X	X	9
Shade	Amenities	X	X		X	X	X	X	X	X	X	9
Beautification at transit stops	Amenities	X			X	X	X	X		X	X	7
Lighting	Amenities	X			X	X	X	X		X	X	7
Wifi	Amenities	X	X			X	X	X	X	X		7
Digital schedules at transit stops	Amenities	X				X	X	X		X	X	6
First and last mile	Amenities	X	X			X	X	X		X		6
Less visual obstructions on the bus/trolley (i.e. ads on windows, etc.)	Amenities			X		X		X	X	X	X	6
Outlets	Amenities	X			X	X	X	X		X		6
Audio Navigation Support	Amenities		X	X	X					X	X	5
Trash and Recycling Bins at transit stops and frequent trash removal	Amenities			X		X	X			X	X	5
Bike parking at transit stops	Amenities	X			X		X				X	4
Customer assistance call button at stops to connect directly with MTS staff	Amenities					X		X		X	X	4
Heating (heaters) and Cooling (fans) at stops	Amenities				X	X	X			X		4
More dedicated space for wheelchair space on busses	Amenities	X	X	X							X	4
Music at transit stops and on transit	Amenities	X					X	X		X		4
Water filling stations	Amenities				X	X		X		X		4
3 bike capacity on busses	Amenities	X			X						X	3
Micro-mobility options at key transit stops (i.e., e-bikes, e-scooters, etc.)	Amenities					X	X			X		3
Sanitizing stations and hygienic services (i.e. touchless infrastructure for bathroom sinks, soap dispensers, water filling station, etc.)	Amenities			X	X						X	3
Solar panels at stops with light motion sensors	Amenities					X	X		X			3
Trolley needs to have an LED sign across the train that displays the color of the line	Amenities			X				X			X	3
Emergency kits on transit	Amenities					X				X		2
Trees and green space at transit stops	Amenities						X			X		2
Bring back routes 44 and 20	Amenities										X	1
Training for MTS staff on giving directions and information to those who are visually impaired or hard of hearing (i.e. using N,S,E,W for directions rather than left or right)	Amenities				X							1

## Community Priorities by Frequency by Location (1)

Community Priority	Category	Frequency of Priority by location (x/10)
Cleanliness	Operations	10
Restrooms	Amenities	10
Compassionate Care & Partnership with Community Services	Programs	9
Customer Service Staff	Customer Service	9
Treatment by Transit Security	Customer Service	9
Treatment by bus drivers	Customer Service	9
Increase Transit Frequency (5-10 minutes)	Operations	9
Increase Weekend Transit Frequency	Operations	9
Seating	Amenities	9
Shade	Amenities	9
Youth Opportunity Pass	Programs	9
Digital Divide	Programs	8
More Frequent Service in East County and Rural Areas	Operations	8
On-time Service	Operations	8
Beautification at Transit Stops	Amenities	7
Extended Night Transit Service	Operations	7
Lighting	Amenities	7
Transit Affordability	Programs	7
Wifi	Amenities	7
Better Accommodations for people grocery shopping and travelers (i.e., space on bus for luggage and groceries)	Customer Service	6
Digital schedules at transit stops	Amenities	6
Drivers Passing Riders	Customer Service	6
First and last mile	Amenities	6
Less visual obstructions on the bus/trolley (i.e. ads on windows, etc.)	Amenities	6
Outlets	Amenities	6
More free ride days	Programs	6
Partnerships with Community-Based Organizations to repair relationships with communities	Programs	6
Streamling Transfers	Operations	6
Street Vendors and vending machines	Programs	6

## Community Priorities by Frequency by Location (2)

Community Priority	Category	Frequency of Priority by location (x/10)
Audio Navigation Support	Amenities	5
Better Accessibility for People riding transit with young children (i.e., more dedicated space for people traveling with children)	Customer Service	5
Better transit connection from San Ysidro directly to East County	Operations	5
Faster Transit (Freeway bus, dedicated bus lanes, etc.)	Operations	5
Free rides for elderly	Programs	5
Intentional outreach and relationships building with communities and organizations not typically engaged (i.e. Filipino, Asian, Pacific Islander, Middle Eastern, African, etc.)	Operations	5
Language/Information Accessibility (translation/interpretation for signs, information, bilingual staff, braille, audio, etc.)	Customer Service	5
Rider etiquette education	Customer Service	5
Trash and Recycling Bins at transit stops and frequent trash removal	Amenities	5
Bike parking at transit stops	Amenities	4
Community Education on How to use Public Transit (particularly for newcomers to the country)	Programs	4
Create a Rapid Response Network so that the public can be made aware of incidents that occurred along or on MTS	Operations	4
Customer assistance call button at stops to connect directly with MTS staff	Amenities	4
Heating (heaters) and Cooling (fans) at stops	Amenities	4
Incentivize transit ridership	Programs	4
Masks on Transit (COVID-protocols)	Operations	4
More dedicated space for wheelchair space on busses	Amenities	4
Music at transit stops and on transit	Amenities	4
Real time update about changes of bus or trolley service	Operations	4
Water filling stations	Amenities	4
3 bike capacity on busses	Amenities	3
Better accessibility for those who are disabled (i.e. infrastructure, opening doors, assisting with wheelchairs, ramps, bus boarding location, etc.)	Operations	3
Free taxis for first and last mile	Programs	3
Free transit passes for those who need it (i.e., low-income, unhoused, elderly, youth, students, etc.)	Programs	3
Increase age for youth pass to 26 and include students	Programs	3
Juvenile Detention Center Transit access	Operations	3
Micro-mobility options at key transit stops (i.e., e-bikes, e-scooters, etc.)	Amenities	3
Priority boarding for seniors and people with disabilities	Customer Service	3

## Community Priorities by Frequency by Location (3)

Community Priority	Category	Frequency of Priority by location (x/10)
Representative and inclusive marketing	Operations	3
Sanitizing stations and hygienic services (i.e. touchless infrastructure for bathroom sinks, soap dispensers, water filling station, etc.)	Amenities	3
Solar panels at stops with light motion sensors	Amenities	3
Trolley needs to have an LED sign across the train that displays the color line to avoid confusion	Amenities	3
24 Hour service	Operations	2
Addressing hate crimes committed on transit (i.e., Anti-Asian Hate)	Customer Service	2
All door boarding on bus	Operations	2
Better customer service and respect from all MTS staff	Customer Service	2
Emergency kits on transit	Amenities	2
Free electric neighborhood shuttles (i.e., FRED)	Operations	2
Improve MTS Access Operations	Operations	2
Improve Pronto machine reliability (i.e., Pronto not loading and scanning properly)	Operations	2
More standardized locations for transit stops to make it easier for people to find	Operations	2
Prior to service being cut or routes being eliminated, include an analysis on "destination sensitive" areas and what the impact will be for who (i.e., near senior center, health care provider, etc.)	Operations	2
Trees and green space at transit stops	Amenities	2
Bring back routes 44 and 20	Amenities	1
Bug/Cockroach eradication at transit stops	Operations	1
Feedback and ongoing communication from MTS to the community on how issues that were brought up are being resolved	Customer Service	1
Free bus to airport	Programs	1
Free passes for volunteers and community workers/promoters	Programs	1
Improve lost and found System	Operations	1
More bus routes	Operations	1
More E-busses	Operations	1
More trolley cars during peak times to avoid overcrowding	Operations	1
Provide different opportunities for public participation both in-person and virtual (workshops, information meetings, etc.)	Programs	1
Training for MTS staff on giving directions and information to those who are visually impaired or hard of hearing (i.e. using N,S,E,W for directions rather than left or right)	Amenities	1
Waive fare evasion charges	Programs	1

## Frequency Mentioned/Engagement by Location (1)

Community Priority	Category	Arc	ASAC	BL PU	CAC PU	CF	CHCDC	ECC	EC PU	IAG	LV PU	TOTAL
Cleanliness	Operations	2	2	3	1	7	86	13	7	25	17	163
Treatment by bus drivers	Customer Service	5	2		1	2	36	10	4	18	7	85
Shade	Amenities	4	1		15	8	47	2	1	5	1	84
Youth Opportunity Pass	Programs		2	2	8	10	46	8	1	6	1	84
Increase Weekend Transit Frequency	Operations	4		1	2	2	35	9	3	8	2	66
Increase Transit Frequency (5-10 minutes)	Operations	1		4	9	1	34	3	2	1	8	63
Compassionate Care & Partnership with Community Services	Programs	2		9	1	7	8	5	6	11	8	57
Wifi	Amenities	1	1			4	35	2	3	11		57
Outlets	Amenities	1			3	9	30	7		4		54
24 Hour service	Operations						34			13		47
Restrooms	Amenities	5	2	1	7	4	17	6	1	2	1	46
Lighting	Amenities	1			3	8	10	1		14	3	40
More Frequent Service in East County and Rural Areas	Operations	1	1		2	1		7	1	25	1	39
Treatment by Transit Security	Customer Service	3	1	5		3	6	3	3	6	7	37
Beautification at Transit Stops	Amenities	1			1	4	11	1		13	3	34
Extended Night Transit Service	Operations	1				1	3	9	8	9	2	33
On-time Service	Operations	7		4		2	4	5	1	6	4	33
More bus routes	Operations						31					31
Seating	Amenities	2	3		2	2	4	3	2	5	4	27
Transit Affordability	Programs	1	1	1		6	5	9		4		27
Customer Service Staff	Customer Service		1	5	1	1	2	2	2	3	8	25
Drivers Passing Riders	Customer Service	1			4	1		6		11	1	24
Increase age for youth pass to 26 and include students	Programs					15	3	6				24
Free rides for elderly	Programs				3	3	2	4		11		23
Partnerships with Community-Based Organizations to repair relationships with communities	Programs				2		4	1	5	9	2	23
More free ride days	Programs	1			2		4	5		9	1	22
First and last mile	Amenities	1	4			6	3	1		6		21
Community Education on How to use Public Transit (particularly for newcomers to the country)	Programs		1				7		9	1		18
Digital Divide	Programs	2			1	2	2	3	1	2	3	16
Language/Information Accessibility (translation/interpretation for signs, information, bilingual staff, braille, audio, etc.)	Customer Service					2	3	2	6		3	16
Rider etiquette education	Customer Service	3		1			1			8	3	16
Better Accommodations for people grocery shopping and travelers (i.e., space on bus for luggage and groceries)	Customer Service	1			2	1	2	3		6		15
Street Vendors and vending machines	Programs	1		1		1	6	5		1		15
Water filling stations	Amenities				1	5		5		4		15
Audio Navigation Support	Amenities		3	1	7					2	1	14
Digital schedules at transit stops	Amenities	1				3	4	3		2	1	14



## Frequency Mentioned/Engagement by Location (2)

Community Priority	Category	Arc	ASAC	BL PU	CAC PU	CF	CHCDC	ECC	EC PU	IAG	LV PU	TOTAL
Intentional outreach and relationships building with communities and organizations not typically engaged (i.e. Filipino, Asian, Pacific Islander, Middle Eastern, African, etc.)	Operations	1			1			3		4	5	14
Better Accessibility for People riding transit with young children (i.e., more dedicated space for people traveling with children)	Customer Service					3		6	1	1	1	12
Improve MTS Access Operations	Operations	9								3		12
Better accessibility for those who are disabled (i.e. infrastructure, opening doors, assisting with wheelchairs, ramps, bus boarding location, etc.)	Operations		3							7	1	11
Better transit connection from San Ysidro directly to East County	Operations				2	1		1	5		2	11
Faster Transit (Freeway bus, dedicated bus lanes, etc.)	Operations			1			1		1	1	6	10
Masks on Transit (COVID-protocols)	Operations	1						5		3	1	10
Micro-mobility options at key transit stops (i.e., e-bikes, e-scooters, etc.)	Amenities					1	3			6		10
Addressing hate crimes committed on transit (i.e., Anti-Asian Hate)	Customer Service							3		6		9
Heating (heaters) and Cooling (fans) at stops	Amenities				1	5	1			2		9
Less visual obstructions on the bus/trolley (i.e. ads on windows, etc.)	Amenities			1		1		1	2	2	2	9
Streamling Transfers	Operations				1	3	1		1	2	1	9
Create a Rapid Response Network so that the public can be made aware of incidents that occurred along or on MTS	Operations	1				2		3		2		8
Free transit passes for those who need it (i.e., low-income, unhoused, elderly, youth, students, etc.)	Programs						2	5		1		8
Trash and Recycling Bins at transit stops and frequent trash removal	Amenities			1		1	1			2	3	8
Trees and green space at transit stops	Amenities						4			4		8
Music at transit stops and on transit	Amenities	1					2	1		3		7
Real time update about changes of bus or trolley service	Operations	1		4		1			1			7
Bike parking at transit stops	Amenities	1			2		2				1	6
Bring back routes 44 and 20	Amenities										6	6
Emergency kits on transit	Amenities					4				2		6
Feedback and ongoing communication from MTS to the community on how issues that were brought up are being resolved	Customer Service									6		6
Improve Pronto machine reliability (i.e., Pronto not loading and scanning properly)	Operations				2			4				6
Incentivize transit ridership	Programs	2						1	1	2		6
Priority boarding for seniors and people with disabilities	Customer Service					1		3		2		6
Solar panels at stops with light motion sensors	Amenities					3	2		1			6
3 bike capacity on busses	Amenities	1			2						2	5
Customer assistance call button at stops to connect directly with MTS staff	Amenities					1		1		2	1	5
Free electric neighborhood shuttles (i.e., FRED)	Operations									3	1	4
Free taxis for first and last mile	Programs		1				1			2		4
More dedicated space for wheelchair space on busses	Amenities	1	1	1							1	4

## Frequency Mentioned/Engagement by Location (3)

Community Priority	Category	Arc	ASAC	BL PU	CAC PU	CF	CHCDC	ECC	EC PU	IAG	LV PU	TOTAL
Prior to service being cut or routes being eliminated, include an analysis on "destination sensitive" areas and what the impact will be for who (i.e., near senior center, health care provider, etc.)	Operations							3		1		4
Sanitizing stations and hygienic services (i.e. touchless infrastructure for bathroom sinks, soap dispensers, water filling station, etc.)	Amenities			1	2						1	4
Better customer service and respect from all MTS staff	Customer Service						1			2		3
Free passes for volunteers and community workers/promoters	Programs						3					3
Juvenile Detention Center Transit access	Operations						1	1		1		3
More standardized locations for transit stops to make it easier for people to find	Operations		1								2	3
More trolley cars during peak times to avoid overcrowding	Operations			3								3
Representative and inclusive marketing	Operations	1							1	1		3
Trolley needs to have an LED sign across the train that displays the color line to avoid confusion	Amenities			1				1			1	3
All door boarding on bus	Operations			1							1	2
Improve lost and found System	Operations							2				2
Provide different opportunities for public participation both in-person and virtual (workshops, information meetings, etc.)	Programs									2		2
Bug/Cockroach eradication at transit stops	Operations			1								1
Free bus to airport	Programs									1		1
More E-busses	Operations						1					1
Training for MTS staff on giving directions and information to those who are visually impaired or hard of hearing (i.e. using N,S,E,W for directions rather than left or right)	Amenities				1							1
Waive fare evasion charges	Programs										1	1

## Community Priorities Overview (1)

Community Priority	Category	Total Frequency of Community Priorities by Location	Total Frequency Mentioned in Engagements
Cleanliness	Operations	10	163
Restrooms	Amenities	10	46
Compassionate Care & Partnership with Community Services	Programs	9	57
Customer Service Staff	Customer Service	9	25
Treatment by Transit Security	Customer Service	9	37
Treatment by bus drivers	Customer Service	9	85
Increase Transit Frequency (5-10 minutes)	Operations	9	63
Increase Weekend Transit Frequency	Operations	9	66
Shade	Amenities	9	84
Seating	Amenities	9	27
Youth Opportunity Pass	Programs	9	84
Digital Divide	Programs	8	16
More Frequent Service in East County and Rural Areas	Operations	8	39
On-time Service	Operations	8	33
Beautification at Transit Stops	Amenities	7	34
Extended Night Transit Service	Operations	7	33
Lighting	Amenities	7	40
Transit Affordability	Programs	7	27
Wifi	Amenities	7	57
Better Accommodations for people grocery shopping and travelers (i.e., space on bus for luggage and groceries)	Customer Service	6	15
Digital Schedules at Transit Stops	Amenities	6	14
Drivers Passing Riders	Customer Service	6	24
First and Last Mile	Amenities	6	21
Less visual obstructions on the bus/trolley (i.e. ads on windows, etc.)	Amenities	6	9
More Free Ride Days	Programs	6	22
Outlets	Amenities	6	54
Partnerships with Community-Based Organizations to repair relationships with communities	Programs	6	23
Streamling Transfers	Operations	6	9
Street Vendors and Vending Machines	Programs	6	15
Audio Navigation Support	Amenities	5	14

## Community Priorities Overview (2)

Community Priority	Category	Total Frequency of Community Priorities by Location	Total Frequency Mentioned in Engagements
Better Accessibility for People riding transit with young children (i.e., more dedicated space for people traveling with children)	Customer Service	5	12
Better Transit Connection from San Ysidro Directly to East County	Operations	5	11
Faster Transit (Freeway bus, dedicated bus lanes, etc.)	Operations	5	10
Free Rides for Elderly	Programs	5	23
Intentional outreach and relationships building with communities and organizations not typically engaged (i.e. Filipino, Asian, Pacific Islander, Middle Eastern, African, etc.)	Operations	5	14
Language/Information Accessibility (translation/interpretation for signs, information, bilingual staff, braille, audio, etc.)	Customer Service	5	16
Rider Etiquette Education	Customer Service	5	16
Trash and Recycling Bins at transit stops and frequent trash removal	Amenities	5	8
Bike parking at transit stops	Amenities	4	6
Community Education on How to use Public Transit (particularly for newcomers to the country)	Programs	4	18
Create a Rapid Response Network so that the public can be made aware of incidents that occurred along or on MTS	Operations	4	8
Customer assistance call button at stops to connect directly with MTS staff	Amenities	4	5
Heating (heaters) and Cooling (fans) at stops	Amenities	4	9
Incentivize Transit Ridership	Programs	4	6
Masks on Transit (COVID-protocols)	Operations	4	10
More dedicated space for wheelchair space on busses	Amenities	4	4
Music at transit stops and on transit	Amenities	4	7
Real time update about changes of bus or trolley service	Operations	4	7
Water Filling Stations	Amenities	4	15
3 bike capacity on busses	Amenities	3	5
Better accessibility for those who are physically disabled (i.e. infrastructure, opening doors, assisting with wheelchairs, ramps, bus boarding location, etc.)	Operations	3	11
Free taxis for first and last mile	Programs	3	4
Free transit passes for those who need it (i.e., low-income, unhoused, elderly, youth, students, etc.)	Programs	3	8
Increased YOP age to 26 and include students	Programs	3	24
Juvenile Detention Center Transit access	Operations	3	3
Micro-mobility options at key transit stops (i.e., e-bikes, e-scooters, etc.)	Amenities	3	10
Priority boarding for seniors and people with disabilities	Customer Service	3	6
Representative and inclusive marketing	Operations	3	3

## Community Priorities Overview (3)

Community Priority	Category	Total Frequency of Community Priorities by Location	Total Frequency Mentioned in Engagements
Solar panels at stops with light motion sensors	Amenities	3	6
Streamline Transfers	Amenities	3	4
Trolley needs to have an LED sign across the train that displays the color of the line	Amenities	3	3
24 Hour service	Operations	2	47
Addressing hate crimes committed on transit (i.e., Anti-Asian Hate)	Customer Service	2	9
All door boarding on bus	Operations	2	2
Better customer service and respect from all MTS staff	Customer Service	2	3
Emergency kits on transit	Amenities	2	6
Free electric neighborhood shuttles (i.e., FRED)	Operations	2	4
Improve MTS Access Operations	Operations	2	12
Improve Pronto machine reliability (i.e., Pronto not loading and scanning properly)	Operations	2	6
More standardized locations for transit stops to make it easier for people to find	Operations	2	3
Prior to service being cut or routes being eliminated, include an analysis on "destination sensitive" areas and what the impact will be for who (i.e., near senior center, health care provider, etc.)	Operations	2	4
Trees and green space at transit stops	Amenities	2	8
Bring back routes 44 and 20	Amenities	1	6
Bug/Cockroach eradication at transit stops	Operations	1	1
Feedback and ongoing communication from MTS to the community on how issues that were brought up are being resolved	Customer Service	1	6
Free bus to airport	Programs	1	1
Free passes for volunteers and community workers/promoters	Programs	1	3
Improve lost and found System	Operations	1	2
More bus routes	Operations	1	31
More E-busses	Operations	1	1
More trolley cars during peak times to avoid overcrowding	Operations	1	3
Provide different opportunities for public participation both in-person and virtual (workshops, information meetings, etc.)	Programs	1	2
Training for MTS staff on giving directions and information to those who are visually impaired or hard of hearing (i.e. using N,S,E,W for directions rather than left or right)	Amenities	1	1
Waive fare evasion charges	Programs	1	1

## Top 20 of Aggregated Data

Community Priority	Category	Number of Times Mentioned Overall	Community Priority	Category	Frequency of Priority by location (x/10)
Cleanliness	Operations	163	Cleanliness	Operations	10
Treatment by bus drivers	Customer Service	85	Restrooms	Amenities	10
Shade	Amenities	84	Compassionate Care & Partnership with Community Services	Programs	9
Youth Opportunity Pass	Programs	84	Customer Service Staff	Customer Service	9
Increase Weekend Transit Frequency	Operations	66	Treatment by Transit Security	Customer Service	9
Increase Transit Frequency (5-10 minutes)	Operations	63	Treatment by bus drivers	Customer Service	9
Compassionate Care & Partnership with Community Services	Programs	57	Increase Transit Frequency (5-10 minutes)	Operations	9
Wifi	Amenities	57	Increase Weekend Transit Frequency	Operations	9
Outlets	Amenities	54	Shade	Amenities	9
24 Hour service	Customer Service	47	Seating	Amenities	9
Restrooms	Amenities	46	Youth Opportunity Pass	Programs	9
Lighting	Amenities	40	Digital Divide	Programs	8
More Frequent Service in East County and Rural Areas	Operations	39	More Frequent Service in East County and Rural Areas	Operations	8
Treatment by Transit Security	Customer Service	37	On-time Service	Operations	8
Beautification at Transit Stops	Amenities	34	Beautification at Transit Stops	Amenities	7
Extended Night Transit Service	Operations	33	Extended Night Transit Service	Operations	7
On-time Service	Operations	33	Lighting	Amenities	7
More bus routes	Operations	31	Transit Affordability	Programs	7
Seating	Amenities	27	Wifi	Amenities	7
Transit Affordability	Programs	27			

## Top Priorities - Number & Frequency

Community Priority	Category	Number of Times Mentioned Overall	Frequency of Priority by location (x/10)
Cleanliness	Operations	163	10
Treatment by bus drivers	Customer Service	85	9
Shade	Amenities	84	9
Youth Opportunity Pass	Programs	84	9
Increase Weekend Transit Frequency	Operations	66	9
Increase Transit Frequency (5-10 minutes)	Operations	63	9
Compassionate Care & Partnership with Community Services	Programs	57	9
Wifi	Amenities	57	7
Restrooms	Amenities	46	10
Lighting	Amenities	40	7
More Frequent Service in East County and Rural Areas	Operations	39	8
Treatment by Transit Security	Customer Service	37	9
Beautification at Transit Stops	Amenities	34	7
Extended Night Transit Service	Operations	33	7
On-time Service	Operations	33	8
Seating	Amenities	27	9
Transit Affordability	Programs	27	7
Customer Service Staff	Customer Service	25	9

# Community Priorities & Previous Planning Efforts

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Community Priority	Category	Elevate SD 2020 Board Workshops	San Diego County Juvenile Justice Commission Inspection Worksheet	San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses MTS (Attachment 1)	Southeastern Community Mobility Roadmap & Participatory Budgeting Project	10 Transit Lifelines
Affordability	Programs	X		X		
Beautification at Transit Stops	Amenities	X			X	
Cleanliness	Operations	X		X	X	
Compassionate Care & Partnership with Community Services	Programs	X		X		
Customer Service Staff	Customer Service					
Digital Divide	Other Notable Community Priorities - Programs			X		
Disability Justice	Other Notable Community Priorities - Customer Service	X		X		
Treatment by Transit Security	Customer Service	X		X		
Treatment by bus drivers	Customer Service					
East Mesa Juvenile Detention Facility Transit Access	Other Notable Community Priorities - Operations		X			
Education for Newcomers	Other Notable Community Priorities - Programs					
Electric Outlets	Other Notable Community Priorities - Amenities	X				
First and Last Mile	Other Notable Community Priorities - Amenities	X		X	X	
Frequency - [24 Hour Service]	Operations	X		X	X	X
Frequency - [Extended Night Transit Service]	Operations	X		X	X	X
Frequency - [Increase Transit Frequency (5-10 minute)]	Operations	X		X	X	X
Frequency - [Increase Weekend Transit Frequency]	Operations	X		X	X	
Frequency - [More Frequent Service in East County and Rural Areas]	Operations	X		X	X	
Lighting	Amenities	X		X	X	
On-time Service	Operations	X		X		
Restrooms	Amenities	X		X	X	X
Seating	Amenities	X		X	X	
Shade	Amenities	X		X	X	
Wifi	Amenities	X		X	X	
Youth Opportunity Pass (YOP)	Programs	X		X		X



## Appendix B

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# MTS Social Equity Listening Tour Grounding Research

# All News Sources (1)

Att. B, AI 6705/16/23

News Source	Category Topic	Article	Author	Date	Site	Tags/Keywords
KPBS		<b>COVID, staffing shortages cause San Diego public transit woes</b>	<a href="#">Jacob Aere / Speak City Heights Reporter</a>	January 12, 2022	<a href="#">Link</a>	Staffing Shortage, COVID
San Diego Union Tribune	Opinion	<b>Opinion: MTS switches security guard provider to create a 'more sensible' path to public safety</b>	<a href="#">THE SAN DIEGO UNION-TRIBUNE EDITORIAL BOARD</a>	January 28, 2022	<a href="#">Link</a>	Safety
San Diego Union Tribune	Public Safety	<b>MTS brings on new team of security officers</b>	DAVID HERNANDEZ	January 25, 2022	<a href="#">Link</a>	Policing
San Diego Union Tribune	Local	<b>San Diego County, MTS put up surplus land for affordable housing</b>	EMILY ALVARENGA   COMMUNITY REPORTER	March 7, 2022	<a href="#">Link</a>	Affordable Housing
KPBS		<b>MTS Board approves new affordable housing development in San Ysidro</b>	<a href="#">City News Service</a>	March 10, 2022	<a href="#">Link</a>	Affordable Housing
KPBS	Audio News Transcript	<b>More people using MTS</b>	Annica Colbert	March 11, 2022	<a href="#">Link</a>	18-, Ride for Free, Pronto, New Program, PRONTO
KPBS		<b>Transit Agencies Considering Fare Hikes To Pay For System Upgrade</b>	<a href="#">Andrew Bowen / Metro Reporter</a>	January 13, 2021	<a href="#">Link</a>	Fare Increase
Voice San Diego	MTS	<b>Fletcher Stresses Stability in First State of MTS</b>	<a href="#">Lisa Halverstadt</a>	January 22, 2021	<a href="#">Link</a>	Electrification, EV
Voice San Diego	Government	<b>MTS Review Recommends Changes, But Stops Short of Sweeping Assessments</b>	<a href="#">Lisa Halverstadt</a>	February 5, 2021	<a href="#">Link</a>	Policing, BIPOC, Low Income
Voice San Diego	News	<b>Morning Report: MTS Review Urges Dozens of Changes</b>	<a href="#">Voice of San Diego</a>	February 5, 2021	<a href="#">Link</a>	Security, Restructuring
KPBS		<b>MTS Considering A 'Kinder And Gentler' Approach To Fare Enforcement</b>	<a href="#">Andrew Bowen / Metro Reporter</a>	February 11, 2021	<a href="#">Link</a>	Fare Enforcement, Policing, Fare Evasion
KPBS		<b>MTS To Lower Youth Fares, Bring Back Free Transfers On Busses And Trolleys</b>	<a href="#">Andrew Bowen / Metro Reporter</a>	March 11, 2021	<a href="#">Link</a>	PRONTO, Lower youth fares, Protests against raising prices, free transfers
KPBS	Health	<b>Pandemic Life: How COVID-19 Is Changing San Diego's Transportation Planning</b>	<a href="#">Andrew Bowen / Metro Reporter. Contributors: Matthew Bowler / Video Journalist</a>	March 18, 2021	<a href="#">Link</a>	Commitment to Equity, Disproportionate effects on BIPOC communities
Voice San Diego	Government	<b>MTS Saw the Sign, and it Didn't Open Up San Diego's Eyes</b>	<a href="#">Andrew Keatts</a>	April 13, 2021	<a href="#">Link</a>	MTS, Sports Arena, Surplus Lands Act, Affordable Housing
San Diego Union Tribune	Public Safety	<b>MTS, contractor to pay \$5.5M to family of San Diego man who died in custody in 2019</b>	<a href="#">TERI FIGUEROA, DAVID HERNANDEZ</a>	April 19, 2021	<a href="#">Link</a>	Death, Policing, Mental Health
KPBS		<b>\$5.5 Million Settlement Reached With Family Of Man Who Died In MTS Custody</b>	<a href="#">City News Service</a>	April 19, 2021	<a href="#">Link</a>	Policing, Death, Lawsuit, Settlement, Mental Illness, Angel Zapata Hernandez
KPBS	Audio News Transcript	<b>\$5.5 Million Settlement Reached With Family Of Man Who Died In MTS Custody</b>		April 20, 2021	<a href="#">Link</a>	Policing, Death, Lawsuit
KPBS	Audio News Transcript	<b>\$5.5 Million Settlement Reached With Family Of Man Who Died In MTS Custody</b>		April 20, 2021	<a href="#">Link</a>	Policing, Death, Lawsuit
Voice San Diego	News	<b>What We Learned This Week</b>	<a href="#">Sara Libby</a>	April 25, 2021	<a href="#">Link</a>	Rider Death, Policing, Force, Systemic Issues
San Diego Union Tribune	Public Safety	<b>Months before George Floyd, Angel Hernandez died at a downtown train station with a knee to his neck, too</b>	GREG MORAN, DAVID HERNANDEZ	April 25, 2021	<a href="#">Link</a>	Death, Policing, Mental Health
KPBS		<b>Attorney For Family Of Man Who Died In MTS Custody Says SDDP Officers Were Involved</b>	<a href="#">Alexandra Rangel / Freelance Reporter</a>	April 30, 2021	<a href="#">Link</a>	Policing, Death, Lawsuit
San Diego Union Tribune	Public Safety	<b>Driver dies after slamming head on into MTS bus in University Heights</b>	ALEX RIGGINS	May 20, 2021	<a href="#">Link</a>	Public Safety, Effects on MTS, Infrastructure
Voice San Diego		<b>MTS's Security Firm of Choice Has a More Complicated Record Than it Claimed</b>	Lisa Halverstadt and Jesse Marx	June 22, 2021	<a href="#">Link</a>	Hx of violence, New Security, Need for thorough review
Voice San Diego	News	<b>Morning Report: Would-Be MTS Contractor's Record Isn't Spotless</b>	<a href="#">Voice of San Diego</a>	June 23, 2021	<a href="#">Link</a>	Protests, Security, Hx of Force
KPBS		<b>MTS Offers Free Rides Amid Switch To New 'PRONTO' Card</b>	<a href="#">Andrew Bowen / Metro Reporter</a>	August 10, 2021	<a href="#">Link</a>	PRONTO, Lower youth fares

# All News Sources (2)

Att. B, AI 6705/16/23

News Source	Category Topic	Article	Author	Date	Site	Tags/Keywords
San Diego Union Tribune	Latest	<b>MTS, NCTD offer free rides throughout September with new Pronto card</b>	<a href="#">ALEXANDRA MENDOZA WRITER</a>	August 31, 2021	<a href="#">Link</a>	Free Rides
KPBS		<b>MTS Board Delays Vote On Affordable Housing At Trolley Station Over Parking Concerns</b>	<a href="#">Andrew Bowen / Metro Reporter</a>	September 17, 2021	<a href="#">Link</a>	Affordable Housing
San Diego Union Tribune	Public Safety	<b>Man seriously injured when he falls after leaning on departing bus</b>	CITY NEWS SERVICE	September 20, 2021	<a href="#">Link</a>	Public Safety, Effects on MTS, Infrastructure
KPBS		<b>MTS approves 390 affordable apartments on trolley parking lot</b>	<a href="#">Andrew Bowen / Metro Reporter</a> <a href="#">Contributors: Mike Damron / Video Journalist</a>	October 14, 2021	<a href="#">Link</a>	Affordable Housing
San Diego Union Tribune	Transportation	<b>Free transit and new taxes on driving? San Diego leaders divided over ambitious plan</b>	JOSHUA EMERSON SMITH	October 29, 2021	<a href="#">Link</a>	Free Transit, Increased Taxes
San Diego Union Tribune	Readers React	<b>Opinion: Let's see San Diego's leaders start taking mass transit.</b>	U-T LETTERS	November 24, 2021	<a href="#">Link</a>	Public Opinion
San Diego Union Tribune	Transportation	<b>Trolley-to-airport extension coming to San Diego</b>	LAURYN SCHROEDER	December 17, 2021	<a href="#">Link</a>	Focus of Efforts
San Diego Union Tribune	Politics	<b>Why does the new trolley stop 2 miles from the beach?</b>	DAVID GARRICK	November 20, 2021	<a href="#">Link</a>	Public Safety, Effects on low-income communities, Infrastructure
Voice San Diego		<b>MTS Tickets Fare Evaders Far More Than Other U.S. Cities</b>	Lisa Halverstadt	January 6, 2020	<a href="#">Link</a>	Fare evasion, impacts, low-income, unhoused community
Voice San Diego	Public Safety	<b>MTS Tickets Fare Evaders Far More Than Other U.S. Cities</b>	Lisa Halverstadt	January 6, 2020	<a href="#">Link</a>	Increased ticketing, fare evasion
Voice San Diego	Opinion	<b>MTS Won't Provide Answers on the True Costs of Fare Enforcement</b>	John Brady and Michelle Woodson	January 8, 2020	<a href="#">Link</a>	Fare Enforcement, Policing, Fare Evasion
Voice San Diego	Public Safety	<b>MTS Floats Diversion Program for Fare Enforcement</b>	Lisa Halverstadt	February 27, 2020	<a href="#">Link</a>	Pilot Program, Fare Evasion
KPBS		<b>MTS Nixes Cash Fares, Allows Rear-Door Boarding On Buses</b>	<a href="#">Andrew Bowen / Metro Reporter</a>	April 2, 2020	<a href="#">Link</a>	COVID fare and boarding changes
KPBS		<b>MTS Cuts Bus, Trolley Routes As Coronavirus Causes Ridership Drop</b>	<a href="#">Claire Trageser / Investigative Reporter</a>	April 6, 2020	<a href="#">Link</a>	COVID, Route Cutbacks, payment limitations
KPBS		<b>COVID-19 Pandemic Could Put The Brakes On MTS Plan To Expand Public Transit</b>	<a href="#">Alison St John / Reporter</a> <a href="#">Marissa Cabrera / News Producer</a> <a href="#">KPBS Midday Edition</a>	April 13, 2020	<a href="#">Link</a>	Ridership Drop, COVID, Cut Backs, Expansion Pause
KPBS	Health	<b>San Diego Bus Drivers Told To Quarantine Without Pay</b>	<a href="#">Claire Trageser / Investigative Reporter</a>	April 17, 2020	<a href="#">Link</a>	COVID, Unpaid Leave
Voice San Diego		<b>Reopened Beaches Remain Out of Reach for San Diego's Poor</b>	MacKenzie Elmer	May 12, 2020	<a href="#">Link</a>	COVID, Limited Access to Beaches,
Voice San Diego	Government	<b>A \$2.50 Fare Evasion Ticket Can Upend Low-Income Residents' Lives</b>	Lisa Halverstadt	June 17, 2020	<a href="#">Link</a>	Dramatic Rise in Ticketing
Voice San Diego	News	<b>VOSD Podcast: An Un-Fare System</b>	<a href="#">Nate John</a>	June 19, 2020	<a href="#">Link</a>	Tickets/Citations, Policing, Effects on Low Income Families
Voice San Diego	Public Safety	<b>The Police Reform Push Comes for MTS</b>	<a href="#">Lisa Halverstadt and Jesse Marx</a>	June 24, 2020	<a href="#">Link</a>	Fare evasion, impacts, low-income, unhoused community
Voice San Diego	Public Safety	<b>MTS Says Its Officers Aren't Bound by New State Use-of-Force Law</b>	<a href="#">Jesse Marx and Lisa Halverstadt</a>	June 25, 2020	<a href="#">Link</a>	Law, Policing, Unclear
Voice San Diego		<b>Morning Report: Police Reformers Are Coming for MTS</b>	<a href="#">Voice of San Diego</a>	June 25, 2020	<a href="#">Link</a>	MTS Approach Shift, Police Reform, Security
Voice San Diego		<b>MTS Says Its Officers Aren't Bound by New State Use-of-Force Law</b>	Jesse Marx and Lisa Halverstadt	June 25, 2020	<a href="#">Link</a>	Unclear guidelines for Policing, AB392
Voice San Diego	Public Safety	<b>MTS Purged Body Camera Footage Before Man's Attorney Could Access it</b>	<a href="#">Lisa Halverstadt</a>	July 21, 2020	<a href="#">Link</a>	Allied Universal, body-worn cameras, Policing/Security

# All News Sources (3)

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News Source	Category Topic	Article	Author	Date	Site	Tags/Keywords
Voice San Diego	Public Safety	<b>Black MTS Riders Cited Disproportionately</b>	<a href="#">Lisa Halverstadt and Kate Nucci</a>	July 27, 2020	<a href="#">Link</a>	BIPOC, Equity, Disproportionate Citations
Voice San Diego	Public Safety	<b>MTS Police Chief Departs as Agency Pulls Back Enforcement Push</b>	Lisa Halverstadt	July 27, 2020	<a href="#">Link</a>	Policing, Impacts on low-income riders
Voice San Diego		<b>Morning Report: MTS Doled Out Violations Disproportionately</b>	<a href="#">Voice of San Diego</a>	July 27, 2020	<a href="#">Link</a>	Disproportionate Citations
KPBS		<b>Developers, MTS Aim For Denser Affordable Housing At Trolley Stop</b>	<a href="#">Andrew Bowen / Metro Reporter</a>	July 30, 2020	<a href="#">Link</a>	affordable housing
Voice San Diego	Opinion	<b>Transit Officers Target Black Riders – That Needs to Change</b>	Marcus Bush	August 6, 2020	<a href="#">Link</a>	Recommendations, Targeted Riders, Disproportionate citations
Voice San Diego	Opinion	<b>Transit Officers Target Black Riders – That Needs to Change</b>	Marcus Bush	August 6, 2020	<a href="#">Link</a>	Policing, Personal Account, Rider Experience, Opinion
San Diego Union Tribune	Public Safety	<b>MTS bus driver crashes into parked cars in Chula Vista</b>	<a href="#">KAREN KUCHER</a>	August 18, 2020	<a href="#">Link</a>	Public Safety, Infrastructure
Voice San Diego	Government	<b>MTS Frequently Overrides Doctors' Orders on Reduced Fares for the Disabled</b>	<a href="#">Lisa Halverstadt</a>	August 31, 2020	<a href="#">Link</a>	Disabled, Discrimination
KPBS		<b>MTS To Launch Diversion Program Tuesday, Reducing Fines For Fare Evaders</b>	<a href="#">City News Service</a>	August 31, 2020	<a href="#">Link</a>	Fare enforcement, fine reduction for fare evaders, diversion program, pilot program
Voice San Diego		<b>Morning Report: MTS Rejects Many Who Applied for Disabled Fare Reductions</b>	Voice of San Diego	August 31, 2020	<a href="#">Link</a>	MTS Criticism, Disabilities, Fare Reduction Denials
KPBS		<b>San Diego MTS, NCTD Offering Free Transit Rides On Election Day</b>	City News Service	September 29, 2020	<a href="#">Link</a>	Voting Access
KPBS		<b>Voters Can Ride For Free On MTS, NCTD Transit All Day To Cast Their Ballots</b>	<a href="#">City News Service</a>	November 3, 2020	<a href="#">Link</a>	Free Ride Day, Accessibility
San Diego Union Tribune	Public Safety	<b>Judge rules against MTS in long running dispute over doorway at San Ysidro McDonald's</b>	GREG MORAN	January 9, 2019	<a href="#">Link</a>	Lawsuit, Tax Dollars
San Diego Union Tribune	News	<b>MTS eyes Transit Center overhaul amid aggressive push to develop property near bus and trolley stops</b>	JOSHUA EMERSON SMITH	January 13, 2019	<a href="#">Link</a>	Land Use, Development, Housing
Voice San Diego		<b>Judge Tentatively Rules Against MTS in Border Bus Terminal Fight</b>	Andrew Keatts	January 14, 2019	<a href="#">Link</a>	misuse of funds, MTS review, Border Transit hub review, poor bathroom standards, lawsuit
KPBS		<b>\$44 Million Mid-City Bus Rapid Transit Route Is Slower Than Route It Replaced</b>	Lauren J. Mapp / inewsourc	June 18, 2019	<a href="#">Link</a>	Inefficient Rapid Line
KPBS		<b>MTS To Spend \$34M On New Fare Collection System</b>	Lauren J. Mapp / inewsourc	July 15, 2019	<a href="#">Link</a>	New Fare Collection System, Limited Access on Mobile App, Overcharges
KPBS		<b>Construction Jobs On MTS Land Will Pay More Under New Policy</b>	<a href="#">Andrew Bowen / Metro Reporter</a>	July 25, 2019	<a href="#">Link</a>	Higher Wages for Construction Jobs, Union
San Diego Union Tribune	Public Safety	<b>Police: Armed trolley officer stabs man who went for his gun</b>	Teri Figueroa	August 16, 2019	<a href="#">Link</a>	
KPBS		<b>MTS Raising Fares To Close \$10M Budget Shortfall</b>	<a href="#">Andrew Bowen / Metro Reporter</a>	August 20, 2019	<a href="#">Link</a>	Fare raises
San Diego Union Tribune	Public Safety	<b>Man, 23, killed when car jumps curb, lands on trolley tracks; Orange Line shut down for hours</b>	Karen Kutcher	August 26, 2019	<a href="#">Link</a>	
San Diego Union Tribune	Public Safety	<b>24-year-old man dies after struggling with transit officers at downtown trolley station</b>	Luke Garrett	October 16, 2019	<a href="#">Link</a>	Policing
San Diego Union Tribune	Public Safety	<b>Trolley strikes, kills woman in Lemon Grove</b>	ALEX RIGGINS	November 20, 2019	<a href="#">Link</a>	Public Safety, Injury, Fatality
KPBS	Economy	<b>Hoover High Student Advocates For Free Bus Fare To School</b>	Joe Hong / Education Reporter	December 17, 2019	<a href="#">Link</a>	Advocacy, Free Bus Fare to School
KPBS	Economy	<b>Changes To MTS Bus Routes Begin Sunday</b>	<a href="#">Andrew Bowen / Metro Reporter</a> ; <a href="#">Contributors: Matthew Bowler / Video Journalist</a>	January 26, 2018	<a href="#">Link</a>	Bus Route Changes
San Diego Union Tribune	Environment	<b>As car ownership increases among the poor, transit ridership falls</b>	JOSHUA EMERSON SMITH	January 31, 2018	<a href="#">Link</a>	Commitment to Learn about Ridership

# All News Sources (4)

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News Source	Category Topic	Article	Author	Date	Site	Tags/Keywords
San Diego Union Tribune	News	<b>MTS secures \$41 million grant in trolley, bus upgrades funded by new gas tax</b>	JOSHUA EMERSON SMITH	April 27, 2018	<a href="#">Link</a>	EVs, Electrification, Upgrades, Supply and Demand
San Diego Union Tribune	Public Safety	<b>MTS investigating excessive-force complaint against security officers</b>	ALEX RIGGINS	July 13, 2018	<a href="#">Link</a>	Excessive Force, Policing
San Diego Union Tribune	Public Safety	<b>Two injured in Logan Heights crash involving trolley</b>	ALEX RIGGINS	October 23, 2018	<a href="#">Link</a>	Public Safety, Injury, Infrastructure
San Diego Union Tribune	Public Safety	<b>Lawsuit accuses MTS, security personnel of assault, using excessive force</b>	ALEX RIGGINS	November 18, 2018	<a href="#">Link</a>	Lawsuit
San Diego Union Tribune	News	<b>MTS officials scale back mass transit fee hike for seniors and disabled after riders speak out</b>	JOSHUA EMERSON SMITH	December 13, 2018	<a href="#">Link</a>	Increase in Fare
KPBS		<b>MTS Launching Mobile Ticketing App – With Limits</b>	Andrew Bowen / Metro Reporter Contributors: Katie Schoolov / Video Journalist	March 9, 2017	<a href="#">Link</a>	
San Diego Union Tribune	Environment	<b>Bill could lead to more tax money for local mass transit systems</b>	JOSHUA EMERSON SMITH	March 20, 2017	<a href="#">Link</a>	Taxes
San Diego Union Tribune	Environment	<b>Train, trolley and bus tickets go mobile in San Diego County</b>	JOSHUA EMERSON SMITH	March 29, 2017	<a href="#">Link</a>	Mobile App, Technology
Voice San Diego	Land Use	<b>What It Would Take to Make San Diego's Transit System Faster and More Reliable</b>	Alon Levy	June 15, 2017	<a href="#">Link</a>	Public Transit Reliability
KPBS		<b>MTS Adds Long-Delayed 'Stored Value' To Compass Card</b>	<a href="#">Andrew Bowen / Metro Reporter</a>	June 27, 2017	<a href="#">Link</a>	
KPBS		<b>Letter From MTS Board Member Could Be Key In Lawsuit Over Blocked Doorway At Border Transit Center</b>	<a href="#">Amita Sharma / Investigative Reporter</a> ; Contributors: Katie Schoolov / Video Journalist	August 4, 2017	<a href="#">Link</a>	Substandard Facilities, Racial Inequity
San Diego Union Tribune	Public Safety	<b>Riders to see increased security presence on trolleys</b>	<a href="#">KAREN KUCHER</a>	September 25, 2017	<a href="#">Link</a>	Security, Policing, Increased Policing
Voice San Diego	Land Use	<b>MTS's Effort to Tame the Chaos at the Border Has Become a Mess of Its Own</b>	<a href="#">Andrew Keatts</a>	October 23, 2017	<a href="#">Link</a>	Lawsuit
KPBS		<b>San Diego's MTS Compass Card Stuck In The Past</b>	<a href="#">Andrew Bowen / Metro Reporter</a> ; Contributors: Katie Schoolov / Video Journalist	January 14, 2016	<a href="#">Link</a>	Lack of one-way trip option
KPBS	Economy	<b>More Cabbies – And New Apps – Enter San Diego Market</b>	<a href="#">Megan Burks / Education Reporter</a>	January 25, 2016	<a href="#">Link</a>	Lawsuit, Taxi Permits
Voice San Diego	Public Safety	<b>Officers Violently Arrested a Man for Trespassing at MTS – Except He Worked There</b>	Andrew Keatts	February 18, 2016	<a href="#">Link</a>	MTS, Police Body Cameras, Public Safety
Voice San Diego	Public Safety	<b>San Diego Explained: MTS's Quasi Police Force</b>	Lina Chankar	February 18, 2016	<a href="#">Link</a>	Policing
KPBS		<b>Roundtable: Downtown Chargers, Measure A Results, MTS Security Cops, Joel Anderson Out</b>	<a href="#">Pat Finn / Producer</a> , <a href="#">Mark Sauer / Host</a> , <a href="#">The Roundtable</a>	February 26, 2016	<a href="#">Link</a>	Security, Force, Violence Hx
San Diego Union Tribune	News	<b>MTS is on board for more flexible ticketing</b>		April 14, 2016	<a href="#">Link</a>	Ticketing System, Payment Method
Voice San Diego	Opinion	<b>Lessons From My Scary Encounter With an MTS Officer</b>	<a href="#">Lina Chankar</a>	March 4, 2016	<a href="#">Link</a>	Scary Encounter with MTS Officer, Policing
KPBS		<b>Roundtable: Super Tuesday, Trump University, TJ Police Chief, MTS Safety</b>	<a href="#">Pat Finn / Producer</a> , <a href="#">Mark Sauer / Host</a> , <a href="#">The Roundtable</a>	March 4, 2016	<a href="#">Link</a>	Credit Card Security,
San Diego Union Tribune	Politics	<b>Bus driver strike continues, some lines disrupted</b>	MICHAEL SMOLENS, DEBBI BAKER	May 25, 2016	<a href="#">Link</a>	MTS Safety, Union, Walk-outs
KPBS		<b>MTS Lawsuit Over Doorway Creates Hassle For San Ysidro Passengers</b>	Amita Sharma / Investigative Reporter; Contributors: Matthew Bowler / Video Journalist	October 25, 2016	<a href="#">Link</a>	MTS public image
KPBS		<b>San Diego's Sunday Bus Services Still Lag Despite Economic Recovery</b>	<a href="#">Andrew Bowen / Metro Reporter</a>	September 9, 2016	<a href="#">Link</a>	Unreliable Transit
San Diego Union Tribune	News	<b>Looking for more flexible MTS ticketing? Keep waiting</b>		September 2, 2016	<a href="#">Link</a>	Ticketing System, Payment Methods

# All News Sources (5)

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News Source	Category Topic	Article	Author	Date	Site	Tags/Keywords
San Diego Union Tribune	Public Safety	<i>Ambulance hits trolley, injures 1 downtown SD</i>	<a href="#">PAULINE REPARD</a>	December 9, 2016	<a href="#">Link</a>	Public Safety, Infrastructure
KPBS	Public Safety	<i>Task Force Formed To Improve Security At San Diego County Transit Stations</i>	<a href="#">City News Service</a>	March 5, 2015	<a href="#">Link</a>	Policing, Task Force Created
San Diego Union Tribune	Politics	<i>Number of taxis could double</i>	GARY WARTH	April 1, 2015	<a href="#">Link</a>	Taxi, Union, Lawsuit
KPBS	Economy	<i>San Diego Taxi Lawsuit Still Pending As Officials Hand Out First New Permit</i>	Megan Burks / Education Reporter	July 14, 2015	<a href="#">Link</a>	Lawsuit, Taxi Permits
KPBS		<i>Group Wants MTS To Run 'Get Out the Vote' Ads</i>	Dwane Brown / KPBS Evening Edition Anchor/Reporter	October 21, 2014	<a href="#">Link</a>	Money Driven Ads, Concerns re: Limiting Voting Information Access to Community Members.
KPBS		<i>Security Breach: Are You Safe On SD Trains and Trolleys?</i>	<a href="#">Brad Racino / Multimedia-Based Investigative Reporter</a>	February 12, 2013	<a href="#">Link</a>	Lack of Training, Security
KPBS		<i>Chula Vista Train Station Shooting Friday Night Directed At Trolley Cops</i>	<a href="#">Brad Racino / Multimedia-Based Investigative Reporter</a>	March 14, 2013	<a href="#">Link</a>	Security, Employee Safety, Shooting
KPBS	Public Safety	<i>Transit Cop Quits Over Security Concerns</i>	<a href="#">Brad Racino / Multimedia-Based Investigative Reporter</a>	March 21, 2013	<a href="#">Link</a>	Security, Employee Safety
KPBS		<i>Roundtable: Jail Deaths, Peace With TMD, City Attorney's Court Record, Transit Security Update</i>	<a href="#">Peggy Pico / KPBS Evening Edition Host, Pat Finn / Producer, Mark Sauer / Host, The Roundtable</a>	March 29, 2013	<a href="#">Link</a>	Mention of lack of Security Training
KPBS		<i>MTS Buses, Trolleys And Stations Tapped By An \$18 Million Surveillance Network</i>	<a href="#">Brad Racino / Multimedia-Based Investigative Reporter, Contributors: Nicholas McVicker / Video Journalist</a>	December 18, 2013	<a href="#">Link</a>	Surveillance
KPBS	Economy	<i>MTS Rolls Out New Compass Card System</i>	City News Service	November 19, 2012	<a href="#">Link</a>	Payment Methods
KPBS	Economy	<i>Skyrocketing Gas Prices Turn Travelers To Transit</i>	<a href="#">Susan Murphy / Health Reporter</a>	March 8, 2011	<a href="#">Link</a>	Gas Price Rise, Increase Ridership
San Diego Union Tribune	News	<i>MTS plans changes to 13 routes</i>	ROBERT J. HAWKINS	June 6, 2011	<a href="#">Link</a>	Supply and Demand, Expansion, Infrastructure
San Diego Union Tribune	News	<i>Google, MTS team up for real-time bus maps</i>	ROBERT J. HAWKINS	June 8, 2011	<a href="#">Link</a>	Technology, Accessibility?
San Diego Union Tribune	News	<i>MTS security plans strike on Raiders-Chargers game day</i>	ROBERT J. HAWKINS	November 9, 2011	<a href="#">Link</a>	Workers Treatment, union
KPBS		<i>MTS Security Strike During Charger-Raider Game</i>	City News Service	November 10, 2011	<a href="#">Link</a>	Strike, Security, Employment Standards
San Diego Union Tribune	News	<i>Taxi drivers gain stronger voice on MTS regulatory board</i>	ROBERT J. HAWKINS	December 8, 2011	<a href="#">Link</a>	Workers Treatment
KPBS	Economy	<i>MTS To Cut Sunday Bus Service, But Improve Trolley Service</i>	<a href="#">Alison St John / Reporter</a>	February 9, 2010	<a href="#">Link</a>	Accessibility, Cut Services
KPBS	Environment	<i>San Diego's Transportation Future</i>	<a href="#">Alison St John / Reporter, Hank Crook / Producer, Megan Burke / Senior Producer</a>	February 12, 2010	<a href="#">Link</a>	Transportation Future, Public Comment, Planning Hx
Voice San Diego	News	<i>A Trolley-Goer Makes His Own Map</i>	Voice of San Diego	March 29, 2007	<a href="#">Link</a>	Difficult to Read Trip Planner

# ELEVATE SD 2020 BOARD WORKSHOP (1)

News Source	Event Type	Event	Comment
<a href="#">ELEVATE SD 2020 BOARD WORKSHOP*</a>	Community Outreach Events	Asian Cultural Festival (Mira Mesa)	1. Reach all neighborhoods in SD County like BART. Reach east and north counties so any place is reachable in reasonable time. ; 2. Currently impossible to take transit to work. Would love possible transit routes between MS High School to the Torrey Highland area (7535 Torrey Santa Fe) ; 3. Have a better way of communicating where the incoming buses are, and when there are service interruptions. Too many people use 110, 921 and half hour service is too infrequent. ; 4. We need a transit system that is preferable to personal transit - similar or less expensive, +/- 20% time to travel, little or no need to schedule trips. In other words, like NYC or any other world class city!
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	Carmel Valley Movie Night (Carmel Valley)	Extensive long-term sustainability incorporated into new systems, such as solar power/electric transportation
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	Clairemont Family Day (Clairemont)	1. Service to the beach (like skyways) (staff transcribed), 2. Mobility-on-demand/service for Tierra Santa (staff transcribed), 3. More frequent stops on 30 (passengers have to walk uphill) (staff transcribed), 4. Getting senior/disabled passes more convenient/easier (many find it hard to get to the Transit store) (staff transcribed), 5. Re-evaluating bus routes - Milton Street has no access to the bus, 6. More frequent service to college, more parking space, amenities at stops (bathrooms), one pass for all system, phone kiosk charging at stops, discount transit pass.
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	Councilmember Aguirre Transit Forum (Imperial Beach)	
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	Diamond Festival (Southeast)	Sunday service in Emerald Hills; DART service in community; Community upset about 11/12 split; Have all Route 12s go to Skyline (vs every other one); Better connections between bus and Trolley (especially for routes that are only hourly)
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	EHC Placemaking (National City)	Please prioritize low-cost projects that could be immediately implemented without new infrastructure. Things like higher frequency, prolonged service hours, and lower fares. These will immediately provide a benefit to transit dependent communities while also making transit more desirable for choice riders. Expensive projects should connect people to jobs. We ask for free rides for students. (illegible - something about security at stations?) Direct service - more bus stops that allow people to get closer to their destination that reduces their walking distance. Free fares for all, please
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	Harbor Fest (Chula Vista) -	There needs to be an east-west Trolley that is adjacent to the 54 and going south adjacent to the 125; Across the border service (staff transcribed); Airport transit station (staff transcribed); South Bay is lacking passenger amenities (ex: benches and shelters) (staff transcribed); Accurate times on bus apps
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	IB Sun & Sea Festival (Imperial Beach) -	Trolley to the Airport; I would like easier access to the airport via ferry, Trolley or bus; Better weekends and holiday service; Rapid trains to California cities; East County opportunities need to expand. Connect the 15 to the 5 with fast service.
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	Lemon Fest (Chula Vista) -	Luggage rack on the bus and Trolleys for more room, similar to the Sprinter; Improve safety of people on and off the Trolley; Bus service of weekends to Point Loma National Park; Eastern Trolley line from Otay Mesa border crossing to El Cajon, running north-south through Eastlake, La Mesa, El Cajon. Runs parallel to 125.; Improve passenger amenities for routes 7, 4, 8, 9, 44, 929; Speakers too loud.; Better all-around combining of bus/Trolley and bicycles; easier on-and-off, no limits on the # of bikes. Access without encroaching on other passengers, lanes that can meet - separation from auto traffic. Really encourage to go GREEN
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	Navy Bay-Bridge Run (Coronado)	New Trolley routes: 1. Direct link from downtown to cruise ship terminal, airport, Navy Base Point Loma, Seaworld. 2. Link with downtown to SD Zoo, University Avenue, SDSU, Route 15, Tierrasanta, Miramar. 3. Link from downtown to Otay Mesa. More routes, bus & Trolley should have road right of way. A bus every half hour is too little. Later bus transit (i.e. past 10/11 on all bus routes). It doesn't matter if the neighborhood is an affluent suburb. People still would use the system if it were efficient and readily available. 237 Rapid route used to run from Rancho Bernardo to UCSD. The route was cut so the bus now runs from Miramar to UCSD. This route now requires a transfer from 235 to 237 making my commute an extra 30 minutes longer waiting for the transfer bus. Please bring back the 237 Rapid route to go up to Rancho Bernardo again. If there were a Trolley to the Airport everyone at my office would use that. I mean, hundreds of us (staff transcribed) Airport ferry - we would love that (staff transcribed) Right here (pointing to CA-56 on map), that's where you need service. And Sorrento Valley, that's great. (staff transcribed) Service on base - why did they cut it? I would use that (staff transcribed) Why does Trolley not go to airport? We need that. (staff transcribed)  Three Pacific Beach residents loved the skyway idea. Need PB to La Jolla (Scripps) connection (staff transcribed); More service on Convoy/Kearny Mesa are. Convoy is becoming more like downtown. Parking in evenings & weekends and lunchtime is worse than downtown. More night/weekend service Clairemont Mesa/Convoy/Balboa. So many restaurants and hospitals. (staff transcribed)
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	Olivewood Day of Play (National City)	It costs too much for casual use. 2 people to Fashion Valley = \$10. I can drive quicker and cheaper. Maybe try a free weekend or do a survey on price point of what people would pay to get them on the bus and Trolley. Speakers on Trolley need to be lower. Speakers can go in the back of bus.

## ELEVATE SD 2020 BOARD WORKSHOP (2)

News Source	Event Type	Event	Comment
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	Pride (Hillcrest, Two Days) -	Weekend service should be longer; I love the 215. Bus service from Kensington to Imperial Marketplace.; More express lanes.; Sunday service for 965. More Rapid service.; Trash cans at bus stops.; The 12th & Imperial Station is usually backed up when I get off the Green Line and I can't make it to the 12 in time because the Trolley is in the way. Partner with long-distance transportation companies to improve connectivity to distant cities. Have a multi-modal transit hub where all companies (bus, train, etc.) can operate. The transit cops at University Trolley Stop are too aggressive. Fix the bathroom at the El Cajon and University Express Stop.
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	RB Alive Street Fair (Rancho Bernardo) -	Focus on a fair and equitable treatment for roads and highways. A large majority of people will always use cars, especially people with disabilities for whom transit can only partially help and cars are always needed. Trolley to airport, but need connections from North County - Trolley on I-15 (staff transcribed) [Employee at Rady Children's] More direct connections to Kearny Mesa. Better service for inland North County (Rancho Bernardo). Service to the beach. (staff transcribed); Service to big events - sports, parades, races.
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	Santee Street Fair (Santee) -	Ferry/waterways to Chula Vista Marina!; Train to San Diego (commuter from Escondido); A Trolley from San Diego to Escondido; Trolley to Beach from East County; Need to go to Miramar from UTC on weekends- there is no service. Projects: To Mira Mesa via Miramar or to Poway; More frequent Orange Line service. Lakeside- Bring back 854 service for seniors + disabled.; Escondido - Bus route for seniors by golf course; Be great to have buses run the 52 to UTC or Kearny Mesa; More buses run on weekends; MTS took away my bus route! (Santee to SDSU) Why call the non-existence Blue Line "UCSD Line" when the Green Line is not call "SDSU Line"; Use opposite freeway lanes to reduce rush hour traffic. Especially from East County 52 fwy to VA/UCSD. Many veterans live in East County and show up at the 5am for a 9am appointment just to miss rush hour. This is such a burden for our veterans. I work at MCRD (chow hall/mess attend.) I live off of College & University. Rt 10 on weekdays, it takes about 1 hr to get home, but on Sunday is take OVER two hours to get home as Rt 10 only goes to I-15 transit plaza, so I have 1/2 hour wait for Rt 7. I would like to see Rt 10 service College & University 7 days a week.  Parallel to I-8: Expansion of Rapid bus or light rail transit. I would definitely appreciate seeing more frequent service - 8 - 10 minutes or less for a Trolley and certainly more frequent bus service. Based on my observations of the Rapid 235 corridor lanes on the I-15, I'd be interested in seeing bus or train lanes between major freeways to reduce congestion and ease commuter anxiety - simple stops could be located beneath various street overpasses. And finally, after observing Phoenix and San Francisco, I would be interested in seeing an airport people mover or train system connecting the Trolley right at Middletown Station to the airport. (I am student at SDSU studying City Planning with an interest in working with MTS.) More frequent Sunday service. Since 874 lost the Granite Hills loop, the closest bus route is 815, I have to walk 5 blocks to Foothills Adult Center.; Trolley down Hwy 15 corridor; Later Trolley for people who are drinking. Have the Trolley run 24 hr. Route 955 need to run later like Saturday on Sunday or longer.; 916/917 run on Sunday. Very important to have 60 bus run 7 days a week both ways. We want rail service to Las Vegas. Your PR Reps are fantastic!
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	SDSU Sustainability Day (College Area)	More direct/faster service from Otay Ranch/east Chula Vista to SDSU; Direct service (Trolley) from Rancho Bernardo/Mira Mesa to SDSU; Improved service in Mira Mesa: service on Mira Mesa and Miramar Blvd.; later/extended service hours; faster service (1.5 hours to SDSU)
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	Transit & Tacos (City Heights) -	More service in Carmel Valley for jobs - first and last mile connections to jobs (staff transcribed); More bike capacity (staff transcribed); Security at bus stations at night (downtown, more lighting) (staff transcribed); Bathrooms near stops (staff transcribed); Extended hours of service (staff transcribed); Later service on 110 Express - to 6 or 7 p.m. (staff transcribed); Better service from City Heights to community colleges (students can access City and Miramar, but not Mesa or Cuyamaca and they aren't that far); and better access to job centers (Kearny Mesa) (staff transcribed)
ELEVATE SD 2020 BOARD WORKSHOP*	Community Outreach Events	US Sand Sculpting Event (Downtown) -	Trolley designed to where people cannot put feet on seats (staff transcribed); More service east/west from La Jolla
ELEVATE SD 2020 BOARD WORKSHOP*	Community Forums	<a href="#">Barrio Logan Community Forum</a>	



News Source	Event Type	Event	Comment
<p>ELEVATE SD 2020 BOARD WORKSHOP*</p>	<p>Community Forums</p>	<p><a href="#">Carmel Valley Community Forum</a></p>	<p>Reduce congestion on the road to Camino del Mar. Looking for Transit to reduce/slow down traffic to make it more pedestrian /bicycle friendly and safer; Bus service needed along the entire length of Del Mar Heights Road to get students to school and shoppers to all the shopping areas: One Paseo, Del Mar Highlands and Highlands Place.</p> <p>Service to beaches, Balboa Park, service to airport from Del Mar Heights. We need our transit systems to easily connect. We need connections to the airport. Walking/biking to be protected by shade trees. One central app for all modes of transport: Bike, walk scooter, bus, smart parking. Back up/emergency pick up when buses are tardy (&gt;30 min late)</p> <p>A bus between Carmel Valley and Del Mar Connect Carmel Valley, particularly south of 56</p> <p>There is zero service in CV near me. Eastbound 56 connect to 5, such poor signage now. Transit east/ west on Del Mar Heights Rd from beaches to Del mar Penasquitos. Transit North south Carmel Valley has created two generations of people who are dependent on their cars. Any more public transportation will need to be super sexy. When 56 was built there was no bike path connection to proposed high school. There was space, but this was a failure of planners. MTS should work with planners/ developers in areas of open land/development.</p> <p>56</p> <p>I would like to see the further expansion of your Trolley and bus system from downtown through Balboa park to Kearny Mesa and North to the Miramar College Transit Station. I think a trolley to the airport would be also useful. I would also like more pedestrian and bike lanes. Bus along Del Mark Heights Rd. from 101 &amp; beach to TPMS to Canyon crest school Transit to UCSD Hub: Sorrento Valley, University Towne Center, One Paseo, Del Mar Highlands Mall, Pacific Highlands Mall. Extend immediately trolley up to Via de la Valle. Development of technology with US companies. Tunneling to go between Mesas or trolley lines. Trolley between stops must go 100 MPH. We NEED BUS SERVICE in Carmel Valley, particularly along Del Mar Heights RD and El Camino Rd. There are three large high schools on Del Mar Heights Rd and bus service could do a lot to relieve traffic congestion. My neighborhood was part of the plan approved by the city back in 1981 for a future transit center, and it's been 38 years and we still do not have bus service. We've waited long enough! We have no bus service at all on the east side of the freeway leaving workers and kids landlocked with no way of getting to our beaches and schools. I would like to have: 1. Bus route from 101 to CCA (end of Del Mar heights Rd) 2. Transportation to coaster stations in Sorrento Valley 3. Smaller commuter buses for connections to larger bus hubs. Shuttles to transport people and schools, and Vans to transport hubs (coaster, UTC Trolley) Connect DM Beach across Del Mar Highway Rd to 56 at CV road and all the way to Sabre Springs transit center. Connect mid coast trolley to Sorrento Valley Connect UCSD through Sorrento Valley from I-5, then along 56 to sabre springs. Create more "no right on red" lights along 56 bike path. eg. at CV road and I-5 at both Northbound and Southbound I-5 traffic lights. Segregated bike lane from Sorrento Valley along SV and Mira Mesa Blvd. all the way to the 15 and Mira Mar Transit Center. Huge reduction in private car use. Also consider "tandeming" delivery trucks and use ONLY truck lanes. MTS Electric buses need to cover Del Mar heights, El Camino Road and Carmel Valley Road/Carmel Creek corridor, even Carmel 17th Rd that would take a huge amount of cars of the hwy, would enhance overall quality and improve quality of life for Carmel Valley and Del Mar residents!</p> <p>1. Bus service from Old Town transit center or other hub to the end of the Rosecrans. 2. Traffic congestion is terrible in morning hours and afternoon. Adequate parking at old town hub so people can park there and take the bus to work at naval facility at the end of Rosecrans. 3. More frequent bus service. 4. Smaller buses (van-size) in areas of lighter ridership (less carbon emissions and cheaper to operate) 5. Bus service to airport. In the 36+ people in attendance the 2 major take aways were: 1. Mass transit service to CV period. 2. Mass Transit connection to hubs.</p> <p>57</p> <p>Public Transit East + West on Del Mar Heights Rd from 4th street in Del Mar through to Carmel Valley Rd. This would cut down congestion to 3 High schools (Torrey Pines, Cathedral, Canyon Crest) Would also allow families to conveniently access three + shopping centers (Beachside Del Mar, One Paseo, Del Mar Highlands, Pacific Highlands Ranch and more) Connect the neighborhoods provide teens + youth safe method to get to school , work , food + shopping. So many walking along DMHS Rd, which is not safe (Carbon unsafe crossing, etc) and some /many underage teens resorting to use uber to other ride services which is neither legal nor safe. As a parent, I'd feel much more confident letting my teens ride the bus, trolley, other AND willing to pay for it. There are thousands of students at the 3 DMH Rd high schools and zero school buses. Make communities more walkable and transit accessible. We need to plan for inevitable growth in the region and have sustainable growth plans. Make it easier to get around without a car.</p> <p>Connectivity with Carmel Valley, Sorrento &amp; Del Mar Transit east west on Del Mar Heights road with greater frequency at school start times and school release times. Being able to put a bike on a bus. That is sometimes available and needs to be consistent. Start service ASAP, at least a pilot program for this summer! At least a bus to the coaster station in SV buses transport that goes where people want to go.</p> <p>We would like to see MTS on Sorrento Valley Blvd. Camino Santa Fe, Vista Sorrento pkwy. Sorrento Valley is so congested. 1. Direct train trolley service to airport. 2. Del Mar Fairgrounds event train station 3. Trolley Service to Fairgrounds 4. Trolley Service to Sorrento Valley business/ Mira Mesa Blvd Use a stored Value System of trolley so it can be used as needed, the current system does not encourage frequent users. 5. Trolley should go straight up the I-5 corridor, current plan I-5 are consuming that limited land resource for trolley. Combine busses with schools to be more efficient. Bus to Carmel Valley and Sorrento Valley to get to high school Please connect us to the mis coasts trolley and I will use it to commute to work and fight climate change and allowing me to multitask like when I lived in NYC. Also my mom (79) can't drive much longer. Doing this for my son, mom and me, Thanks for listening to us today!</p>

## ELEVATE SD 2020 BOARD WORKSHOP (4)

News Source	Event Type	Event	Comment
ELEVATE SD 2020 BOARD WORKSHOP*	Community Forums	<a href="#">Chula Vista Community Forum</a>	<p>Youth mobility - free youth passes. Equity for disadvantage communities. Connectivity/Time; Competitive/ First and last mile; Better service, more routes on the eastern side of 805 in South Bay. Better South Bay service east of 805. Ability to buy day passes off stored compass value. Incentives to business to work with MTS before moving to unserved/underserved areas. Can 4th car be added to Blue Line during heavy volume? Add plain clothes officers to trolley lines for added security. Starting ASAP (Don't waste time) Every other Rapid Bus starting at the border and going through Otay Ranch to I-805 should continue north on 805 to I-15 &amp; stop in Mid-City. It could stop here or continue north to Kearny Mesa or UTC area or other employment area. Do not waste time studying this to death. Not everyone living in east CV work in downtown. They need to go north. Use contro flow for BRT on SR-94 and F &amp; G Streets.◆</p> <p>62</p> <p>To get drivers out of their vehicles allow them to pay 1/4 of full rate if they can show proof of insurance &amp; registration. Was at public hearing held on the proposal 20 years ago to re-route trolley over I-5 to Virginia Ave at the border. Why not park a Trolley near the border in that MTS bldg? Park the trolley for a few hrs and get about a 1/2 hr earlier start. Put houses in that vast underutilized parking lot at Palm Ave. Trolley station. The claim by MTS recently that a similar construction site could not be economically built higher does not make sense: don't projects get more economically viable the higher you go, usually? Have shorter trolleys in compliance w/ Horton blocks- stop blocking traffic! My email: nearborder@hotmail.com Skyway practical for tourists [Map drawn Starting at Airport, to Star of India, to S.P.V to Convention Center, to Petco (12th &amp; Imperial) then to 14th Street to Plaza de Panama] Bay Ferry access yes. More safety on bus - Trolleys.</p> <p>Connect more with jobs in UTC Hillcrest to hospitals. I would like to see the third rail for our Blue Line Trolley. I'm also very interested in the ferry service. Whatever we can do to make our transit better for the environment. More people on the buses and trolleys (less cars on the road). A program to get people short distances faster. More safety personal on trolleys and buses. More guided bus ways (take a lane in the freeway). Purple line. Kathy from City Heights/National City: "Grown-up" cities - 8th largest in the nation - have 24- hour transit service! Logical targeted stops: grocery stores (shopped by workers after shift hours - ie SDSU lab workers get off at 9pm, #10 bus doesn't stop at accessible stop for Food4Less shoppers on return trip, nor does it run on weekends!), hospitals, adult ed centers, Greyhound, and airports. Electric buses and small shuttle linkage between El Cajon Blvd. and University Avenue. Increase safety: solar lighting at all bus stops; improve response for assaults on bus/Trolley; record/ID all incidents. Better notice of Public Forums - nothing on daily bus about this forum! Disabled and seniors and caretakers need better low fares, access arrangements on buses design of seating needs better brainstorming with senior centers input invited. And grandchildren, friends &amp; Family holiday rates. Driver sensitivity training. Bilingual important, several languages. Not insulting to passengers, some disabilities are not visible. Re-learning disabilities. Know directions in city. More frequency. Discounts for students. Training to be more sensitive with all people (translated from Spanish) Purple Trolley line. Better weekend/holiday services. More languages on ticket vending machines. Public restrooms at transit centers. 24-hour service. Rural service improvements. Property tax. No cost transit passes for youth, more routes, more frequency.</p>

## ELEVATE SD 2020 BOARD WORKSHOP (5)

News Source	Event Type	Event	Comment
ELEVATE SD 2020 BOARD WORKSHOP*	Community Forums	<a href="#">Downtown San Diego Community Forum</a>	<p>More youth involvement. Change the car culture early. Seems like an easy way to address increased ridership. Dedicated bus lanes (El Cajon Blvd., University Avenue, Broadway, Grand Avenue). Increased frequency. Grade separations (H Street, E Street, Palm Avenue, Palomar Street, 8th Street, Taylor Street and Friars Road especially). Long-term plans for subterranean sections in downtown and new routes through Kearny mesa and Mid-City. Relocation of San Ysidro Station and realignment of tracks behind coach service area. Great session! Youth outreach is critical. School districts are cutting funding for transportation - immediate need. Gamification, tech that engages them. The environment is a major interest to them as well. Provide better rider info, especially for new riders. When I arrived in SD last year and got a monthly pass, no info was provided by MTS about establishing auto pay monthly pass fare. NCTD seems to do a far better job of this. I've learned much about riding MTS by actually reading NCTD's site. Seeing that the objective of ElevateSD2020 is to get a measure on the ballot, I think we need to elevate the importance of transit to the broader community! My personal priority (low fares, faster service) seems irrelevant in one sense. What's going to get a 2/3s yes vote? What about more coordination with the COASTER? The COASTER could increase its frequency. Timely accurate real-time status of arrival is so important. It's been my experience and was a big topic at tonight's meeting. Re: low-cost fares. Qualifying for senior pass was a night vs day change in my attitude: I ride more than twice as much based on fares alone. Please bring back Route 11 to Market Street, Tenth avenue and Imperial Transit Center.</p>
ELEVATE SD 2020 BOARD WORKSHOP*	Community Forums	<a href="#">East County Community Forum</a>	<p>Connections from transit centers to precise destination (e.g. place of work, airport) with fleet of self-driving smart cars. I love the idea of a skyway, especially in "tourist" areas (e.g. Port of San Diego, MB/PB, Balboa Park, etc.) Also love the ferry idea (not just to naval base, but possibly to Oceanside Pier?) Seems it would be more cost efficient to use touring vans for most local bus routes. I think that if people don't have time to eat a meal before they leave to their destination or after they should have a restaurant transit stations. 78</p> <p>1. Please put your "safety" officers through extensive sensitivity training - I have seen some of them grab passengers (who may not have a ticket) and stand over them as if they had nabbed an enemy. Ex-mariners need extra training. All people need to be treated with respect. 2. Students need to ride free, as they do in several cities. 3. Change to electric buses as fast as possible - "natural" gas is a fossil fuel = not clean. 4. Can huge railroad-car trucks be phased out? Before they hot our freeways, could their content be transferred to smaller (electric, preferably) trucks and thus avoid some major accidents. 5. During the day, I see buses with 2 or 3 passengers. Could urban areas use small vans to get people to buses/Trolleys? 6. Don't take over uber or lyft - thy belong to huge companies, their workers are "contractors," thus have no rights, are paid poorly, have no health insurance or pensions, and we end up with more cars, more greenhouse gases. Local taxis should have preference. Let them do some of the Uber/Lyft work. 7. In Lima, Peru + Mexico City, individual cars drive the same routes as the buses, but take on and drop off passengers anywhere along the route, take up to 5 passengers at a time and change fees slightly higher than buses. 8. Support low-cost housing near public transit. 9. Make the freeway fast lanes available for Rapid transit at times. 10. Work with SANDAG's vision for the future.</p>
ELEVATE SD 2020 BOARD WORKSHOP*	Community Forums	<a href="#">Linda Vista Community Forum</a>	<p>1. Add a new bus route taking people directly between Tierrasanta and UCSD for commuting 2. Grade separation for bus and Trolley 3. Support facilities 4. Increase convenience and safety in walking per bus to transit hub 5. more bus-only lanes and fare stations 6. discounted fares for short distances 7. More direct buses between popular destinations 8. Make it more convenient to obtain a Compass Card 9. Expand the 25 bus and travel in to San Diego Mesa College and other popular destinations 10. Inclusive of up to 4 bikes per bus instead of two. Bikes inside the bus Trolley to the airport - add airport as job center zone. Major community request for FilipinoAmerican airport employees. Add more destination for Mesa College and other nearby areas. Bay ferry concept - please tell me more. What is skyways? I have to get up at 4:30am to make it to Faith Community Church by 8am. I have to go out of my way to be on time. 5:30am Trolley from 70th Street to get to the 6:30am 120 bus to walk 2.5 miles to make it to church by 8am because the 928 doesn't run before 9am.</p> <p>1. Integrated projects between NCTD, SDT and South Bay 2. Rail line up to Escondido 3. Rail line connection Escondido to Encinitas (little transit in North County) 4. Turn carpool lanes into mass transit lanes 5. Connect communities north of 8 with better transit from RB/Escondido through Carmel Valley and Sorrento, Miramar, Scripps Ranch etc. 6. Company partnerships Reduce the number of stops/bus only lane on 44. Large amounts of delays due to backup/traffic on Convoy - add a bus only lane. Increase frequency. Cable transit with canyons. All door boarding. Bus only lanes last half mile to Trolley stations. When the Trolley is in view and the bus is stuck in traffic, really bad marketing. More bus service, better connections - dedicated bus lanes? Frequency, frequency.</p> <p>Airport connection. Gap transit solutions i.e. peak time shuttles (7-9a/5-7p) from suburbs (San Carlos, Del Cerro, Allied gardens) to Grantville Trolley. Light rail on Mission Gorge Road from Mission Trails Park to Grantville Trolley.</p> <p>Why does it take 2 hours on the bus to get from PB to Noble &amp; 805? It's 20 minutes by car. Cross-border issues. We need direct service from Pacific beach to Sorrento Valley/Sorrento Mesa. Focus on short-distance vs. long distance travel. Mobility on demand should be a phone - call and pick-up scheduled within 2 hours. Compass Cards should be sold in more places. Special pricing w/in communities. For example, it costs me \$5 round-trip to go 1 mile to th beach.</p>

ELEVATE SD 2020 BOARD WORKSHOP (6)

News Source	Event Type	Event	Comment
<p>ELEVATE SD 2020 BOARD WORKSHOP*</p>	<p>Community Forums</p>	<p><a href="#">City Heights Community Forum</a></p>	<p>I would like to us youth get no-cost + youth opportunity bus passes. I also would like for MTS to prioritize what communities need more than just buildings like such as condos, housing, many more. Please give us the improvements that we need on the roads better transportation. Help the areas that need services on the weekend, help out with fixing latenight routes or Trolleys. No-cost transit passes for youth, to address the transit needs of inner-city youth, and create life-long public transit riders. 1. I think we should have youth opportunity bus passes so our youth have the opportunity to get to school on time. After school activities. Also make the pass low cost. 2. The Purple Line Trolley. So far it is 42 years. It will be a great connector. 3. Buses and Trolley running on time. 4. On the SR-15 we need electric signs telling when the next bus is coming. 5. Plaza decks need to be up and running. PLEASE prioritize free transit for youth (up to 24 years old)!!! PLEASE invest in increasing frequency &amp; routes!! NO-cost youth opportunity passes are a priority for City Heights specifically because a lot of youth in this community are bussed out to other high schools/rely on transit to get to work/school &amp; being unable to afford these passes becomes a huge barrier in their path to success. City Heights is a transit dependent community so their needs should be prioritized over these expensive projects like gondolas. That would be appreciated, but not needed, by more affluent communities who don't ride transit as often. We also need more routes, more frequencies, &amp; weekend service. YOP! More frequency, more routes. Youth Opportunity Passes at low cost or NO COST. More buses around school bell times. Expand more electric buses to cut carbon. More frequent buses from 20 mins to 10 mins. Expand to East County (due to no buses) Ensure walkability; Addressing the toxic policing/harassment of patrons AKA decriminalizing the poor. Training MTS personnel to not be transphobic/homophobic. Youth opportunity pass. NO COST bus passes for the youth -&gt; youth opportunity passes. Extended hours. Specific stops and routes and time efficiency. Seniors. More frequent routes; including weekends. Longer hours of service. Youth opportunity passes - free for youth/students, lower/discounted for everyone else. Electric buses. Passes for students, free for high school children and also for minors (translated from Spanish)</p> <p>I would like to see bus only lanes for the Rapid 215 &amp; 235. Once they leave the transit hubs they end up getting stuck in traffic. I would like to see Youth Opportunity Passes for our youth. These are no-cost bus passes for youth. Specifically from ages 12 - 24 y/o. Lastly, we need more frequency in our City Heights neighborhoods. More frequency in our transit lines. More frequency. Free youth passes. More direct connections. Please focus on projects that will provide immediate relief to environmental justice communities/transit-dependent communities. Projects like enhanced service, increased frequency and lower fares. More large projects should also connect underserved communities to high paying job centers like Sorrento Valley and Kearny Mesa. Thank you!</p> <p>We need no cost passes for youth! I want to see more frequent service and low-cost youth passes. Also for more buses so people won't miss anything important. And lastly, more connecting routes. For example is you live in City Heights and need to get to Mission Gorge then you don't have to hurry. I think MTS has an opportunity to make a real impact with youth opp. passes at no cost. You can help kids be able to attend school, lower drop out rates, less gang activity. This will effect the most people! You can truly make a difference!</p> <p>Youth opportunity passes. I would like to have youth passes free or very low cost. Make taking the bus "cool" campaign. It is our duty to ride bus - climate action. Build housing over the bus yard. Youth Opportunity Passes! Focus on climate change impact. Converting choice riders - improving speed and frequency. Electrifying buses or just using rail instead! Subway = great option.</p> <p>1. Connect to job centers - I wanted to sell my car and really only had two places I could live in all of San Diego and still be able to get to work (Sorrento Valley) - either downtown or Old Town. Blue Line extension should extend to Sorrento Valley. The various job centers in Sorrento Valley also need better connection to the COASTER and/or Blue Line. Two buses don't go everywhere and they didn't event service all the COASTERS that come to the station. 2. Transportation hubs simplify transit - reduce barrier to entry of learning the web of routes if they know they just need to get to the nearest hub. Fixed rail creates natural hubs. 3. Better connection to the beaches from downtown, especially weekends (no current buses to PB or OB on the weekend!) Ferry plan would help with this and make transit fun and interesting. Below ground heavy rail for downtown and Mid-City. Priority at stoplights for Trolley and bus. Gondola Fashion Valley to North Park/Hillcrest. More fare boxes, more places to get Compass Cards. WAYFINDING is incomprehensible as it is today - major initiative is needed to help people find their way. Train bus drivers to kick our abusive riders. Improved bus stops - today many are unshaded, colonized by vagrants, have no wayfinding, have no way to know when the next bus is</p> <p>Bus-only lanes/Rapid buses. Prioritize buses over S.O.V. Last mile solutions to transit: safe streets for bikes and scooters. Housing near transit. Congestion pricing to pat for above. The most important is (illegible) bus, it needs to be free for our youth. Also, we need low-cost bus for (illegible) to have access for job and other needs.</p> <p>1. Youth and senior access to bus passes. 2. Clean and safe bus/Trolley rides. 3. Program implemented and that they (illegible) more than 1 year. 4. Change of culture to ride the bus/Trolley start with youth. 5. Invest more than 1/8 of 1/2 cent on transportation. Need 1 cent. More benches for disabled persons who cannot walk or stand for long periods of time. Also better structures to wait under when there are rainy days. 1. Better bus routes. 2. Benches at bus stops in City Heights. 3. I do feel for drivers they are just doing their jobs. 4. SD is behind time this is 21st century. More frequent service on bus/Trolley. Better real-time display signs at Trolley stations. Arrival announcements for all Trolley lines (preferably human voice). Better voice announcements on buses (preferably recorded human voice). Highway Rapid buses with right-of-way lanes. Accommodations for riders who do not or cannot use the app. Call boxes at Trolley stations and certain Rapid bus stops. Airport train connecting Trolley to airport terminals. More shade at bus stops. Who maintains bus stops? At Euclid at Landis - it's a mess. Seniors/disabled also need sidewalks that are not broken. Many broken sidewalks. Also see Euclid near Landis. Sometimes I have to get off the bus because somebody on the bus smells so bad. I love how often bus 7 runs. How about more direct routes to the beach with frequent weekend services? My senior mom rides the 7 and says they need new socks. She gets bruises because the ride is so bumpy. Mobility hubs and support facilities nee bathrooms that are monitored. 1. No cost bus passes for youth - Youth Opportunity Passes. 2. Extended services. 3. Increased security at transit stations.</p> <p>1. Low-cost/no-cost fares 2. Higher frequency I would like to see bus fleet electrification as well as fare discounts. I also want to see less MTS officers. Free passes for youth up to 26 yrs. In 2015-2016 I worked for an organization that provided no-cost bus passes to high school students. What I noticed was that youth in the program gained a great amount of value from it. Youth increased their mobility and used their passes more frequently for things that they originally did not think they would. A great majority used public transportation after they stopped receiving them. Outreach in multi-languages that mirror the SD County Registrar of voter's office: Filipino, Vietnamese and Chinese. Create more opportunities for faster service by providing frequent pick-ups in densely populated neighborhoods to take riders to bus stops and/or Trolley stations.</p> <p>MTS city bus 834 canceled all our side of Santee. Weekdays we've been totally cancelled out. Meaning all Prospect Avenue and housing off ETC, all our side. Plus won't event take us up Mission Gorge toward Fanita Dr stop on weekends! (We're cancelled on weekends even) on our whole side of Santee. Note: they take people home on Santana High School (weekdays and weekends 832 route). 5 family members dies - dad just died 5-6-19 so I have no way around (I live alone). It's totally wrong having to ride in the hot sun! I have seizures. Our west end of Prospect Avenue has a new neighborhood event (Camdon Drive area). Areas get bigger while route gets smaller in Santee ZIP 92071. I'm handicapped and work at one of those centers. Trolley goes to Gillespie that would be good for citizens who live on Olive Lane or part of Atlas View. Part of east side too.</p>

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## ELEVATE SD 2020 BOARD WORKSHOP (7)

News Source	Event Type	Event	Comment
<p>ELEVATE SD 2020 BOARD WORKSHOP*</p>	<p>Community Forums</p>	<p><a href="#">National City Community Forum</a></p>	<p>I, along with 300 people, are employed at 3666 Kearny Villa Rd. Every day at 4pm, I ride bus 44, to bus 60, to El Cajon Blvd, to catch Rapid 235 to downtown. A Rapid bus 120 would relieve us, and many, many, many more would commute rather than drive. Accelerate transition to electric buses. Military must provide shuttle/bus service from military housing to bases. Reduce congestion on local roads. Mobility on demand for disabled/seniors without extra cost. Clean bus stops! Give prizes. Reduce greenhouse gas emissions.</p> <p>88</p> <p>Free vouchers for students to get to school/work. Company sponsored transit routes to major employment centers (provide tax incentives). Safety – kid watch program (paid/verified/certified escorts to accompany youth on public transit). Trolley-bus-bike-shuttle accessibility (make connections available). Mandated relief days like Mexico City. Build job centers to population clusters. Privately funded transit to increase efficiencies (ex Lebanon) Security not checking tickets. A new CEO with vision. Synchronize traffic signals. More roundabouts. Moveable lanes (like on the bridge). Bathrooms. Last mile vehicles. Fix the roads, add freeway lanes (5, 805) Changing demographics (e.g. increased electric wheelchairs riders require additional - more than 2 - harnesses on buses). I am concerned that limiting input to "likely voters" does not serve this process. Please include bus drivers. Trolley drivers, and union members. Please put placards in buses and Trolleys, or at least at high visibility transit centers. Thank you for the chance to be heard!</p> <p>Electric buses. Build shelters at stops - quality/dignified experience. Continuous rider-focused service improvements, and public policy - equitable access to quality transit. Seattle's Sound Transit - low-income housing development and LA Metro offers low-interest loans to low-income housing developers. Skyways!! Target underserved areas (East County, etc.), density, predicted ridership. Incentives to train youth + young adults (alter culture). All routes should automatically stop at all colleges/universities in county (Southwestern CC to CSU San Marcos) More frequent service in evenings. I wish the 929 would go back to City College Transit Station. Going that extra half mile or so allows those riders to transfer to a lot more lines. I think it is important that all our residents feel they are being treated fairly. Originally, we needed more transit in South Bay + Mid-City/downtown but now North County/Mira Mesa + UTC need more mass transit too. It's important because we are all in on this 0 this comment is generally directed more towards SANDAG and I don't drive to those locations so I really don't know what their demand is.</p> <p>My priority is the security when people travel in the Trolley Safety and security are #1 priority; there's too many incidents of violence and unlawful behaviors for all users of MTS system, especially youth and seniors. My mother (senior) uses MTS frequently and concern of her safety. Reduce greenhouse gas; better, healthier environment necessary for children and adults, especially those with asthma like myself. Bus express I think is the most important. Example: National City to La Jolla. Less expensive. Put efficient and educated drivers who greet and wait to pick up passengers (translated from Spanish) Clean, frequent, affordable transit Reduce greenhouse gases by investing in electric buses, the bay ferry (with Navy parking structures) and better pedestrian access. Please build a pedestrian bridge from the 24th Street Trolley Station over I-5 for residents &amp; workers in the Harbor District of National City. Please remove the MTS-owned-derelict train tracks in the middle of Cleveland Ave in National City. skyways; Rapid bus projects (translated from Spanish)</p> <p>89</p> <p>Transit is a lifestyle. Take this meeting for example. There is a bus within a 10 minute walk from my house with the 962, a straight path to this location! I want to attend but I also want to go for a run after, I chose my truck. I thought about this the whole way her. What I realized is that transit is more than the typical bullet points. Transit is a way of life that dictates your movements. That lack of control and uncertainty is, in my opinion, the challenge of converting an auto-centric urban culture into a transit based one. Could it be that our focus needs a slight adjustment? The transit needs to be a brand, It needs to be cool. Not a thing that you ride when you don't have a car. How do you stitch together a fractured work live urban situation? Is transit ridership a cultural issue rather than a planning issue? Skyway in PB - totally awesome! Ferry - yes (need to limit stops...needs to be express). In LA they have DASH - it costs \$0.35. Understanding that LA has a larger budget to accommodate this cost - can SD "Dart" be \$0.50? Dash routes are short cyclical routes but connect through transfer. Every community can have a "Dart." Facilities tied in with new Trolley projects? Amenities? Training for children through schools to promote a change in culture of transit ridership (school outreach). Times and frequency are important.</p>

# ELEVATE SD 2020 BOARD WORKSHOP (8)

Att. B, AI 6705/16/23

News Source	Event Type	Event	Comment
ELEVATE SD 2020 BOARD WORKSHOP*	Community Forums	<a href="#">Poway Community Forum</a>	<p>1. Transit implementation in northern areas: Carmel Valley, Black mountain Ranch, Torrey Highlands, Pacific Highlands Ranch; HS Ranch, Del Sur, Santa Luz Del Mar Heights, and Fair banks Ranch + RSF 2. Improved connections between routes at transit centers, fewer missed connections. 3. Improved commute times between destinations (more frequent service) more reliability. Sunday Service is #1. Larger buses (New housing for individuals with special need opening in Poway, Villa de Vida - over 50 units. Many individuals with special needs will rely on public transit their entire lives.) Better designed buses so that riders can see upcoming stops. Go back to areas that have been eliminated.</p> <p>1. Connect the Rancho Bernardo transit station to the new Palomar College site via a shuttle or existing bus route to enable students to get to school via transit.</p> <p>2. Provide a rapid bus route from Rancho Bernardo or Sabre Springs to a convenient trolley connection so users have multiple connection options. 3. Not everyone works in Downtown. That is why #2 is important.</p> <p>1. Restroom facilities or at least porta potties at transit centers. I understand that there are problems and expenses associated with that, but the lack of facilities is a concern for me. 2. People camping out in bus shelters stand alone ones or at transit centers. I feel for those folks, but they often trash the place and mess up the seats. Furthermore they too need restroom facilities and must be taken care of it somewhere around. 3. I could not take the bus to this meeting. There was no bus scheduled after 7pm. I understand the dilemma, if you build it they will come if they come you will build it. I think more public awareness of the transit system may help get more riders, to that end it needs to be an effective campaign that includes how to use the system. 4. Cigarette smoking at the stops and transit centers even off the grounds can be a problem if there smokers are on a sidewalk. A few months ago there was a mulch fire from a discarded cigarette at Miramar College 921 stop and we the riders had to extinguish it. 5. PLUSES: The vast majority of drivers are very friendly and helpful. The buses and transit centers are almost always clean, there are occasional problems. Email contact people at SDMTS respond quickly and are helpful. SUGGESTION: Set up Compass Card issuing at street fairs and such. Make it easier for those of us who need to include photograph such as for my senior pass. More service (daytime) 290 Sabre Springs to downtown (Not peak) Direct service Twin Peaks to Sabre Springs Transit Ctr-Poway. Plan for hi-speed transit (100 mph). Consider if new Trolley lines are best future. Poway mobility hub. Route 944 Service= Please cover Garden Rd Floral Ave/v important. 2. Mobility on demand/Service for seniors 3. Increase frequency of service (Sundays too!)/dependable. Please bring Route 944 bus up to Floral Ave. So many seniors totally depend on this service.</p> <p>Mobility - Buses for Scripps. LNG conversions 95</p> <p>Return of Poway MTS route that goes through Garden Rd. Ability to return home later than 6:45 p.m. weekend MTS access service. Extend MTS access so I can come home from SDSU @ nights 9-11pm. Better suspension on buses so I don't get bounced around in my wheelchair. I get whiplash when drivers turn or break to fast. More park and rides, high quality like Sabre Springs. Interconnecting routes between park rides. Better digital technology - service alerts. Strategic bike lockers for the last mile. Hub and spoke integration of park ride, bus, trolley and bike parking. All buses should be able to carry 4 bicycles. AM Express Trolley Orange Line reduced stops. Though it maybe difficult I would like the 944 buses to make a return to the Garden Road area, so that it could be accessible for anyone who lives around these parts of Poway. Mobility on demand service for seniors - 67 to 85 yrs old. How much do you charge an older adult to pick from house to appointment. These seniors gather from their house to a facility and back on regular basis senior cannot walk to bus stops houses for from us route. My email is jbalan@upacsd.com</p>
ELEVATE SD 2020 BOARD WORKSHOP*	Community Forums	<a href="#">San Ysidro/Imperial Beach Community Forum</a>	<p>Otay Mesa new 15,000 new homes (40K people) need to plan right for future MTS transportation. Help with San Ysidro High School (Year 2019-2020) for student to transport themselves to and from school. 6:30 to 8:30 a.m. 3:30 to 4:30 p.m. Later bus at night on Sundays on Route 933-934 after 9p.m. I would like to see grade separations and a more reliable alternative to cars. Regional connections -Map 7 is missing - the large residential zone in Escondido CA&gt; Temecula! The I-15 is heavily congested! Don't forget people commuting from North County to Vista. San Marcos / Escondido. We need to address the regional issues and coordinate with interregional agencies to address lack of transit in North County San Diego. Riverside to SD County &gt; many elected officials just say that is Riverside's issues.</p> <p>Discussion group breakout. My suggestion. More frequent/faster service. Better access to medical facilities. Take aways&gt; Improve access and fares for seniors, medical facilities, Providing access to jobs, better security at stations, more frequency, faster service. Connection of South to North County. Seniors &amp; service - disability fares. 2 - 4 a.m. no Trolley, no buses late evening.</p>
ELEVATE SD 2020 BOARD WORKSHOP*	Community Forums	<a href="#">Southeast San Diego/Lemon Grove Community Forum</a>	<p>I think the system works pretty good/fair, but the weekends are very rough and confusing with the time schedules. And will the electric vehicles have more endurance then its predecessors. Trolley to the Airport. Trolley into Hillcrest/North Park - uptown is one of the densest, fastest growing areas outside downtown and needs higher capacity service. [Hand drawn map of proposed Route 854] Route starts at Grossmont Community College, runs along Lake Murray Blvd, connects with the Green Line Trolley, runs along 70th Street, turns east on University to Massachusetts Avenue, to Canton, turns south on Skyline/Cardiff, and terminates on Deep Dell Road 103; Help Lemon Grove! Need a bus route from Massachusetts Avenue Trolley Station to University Avenue. This will help alleviate traffic congestion and pollution taking children to and from Helix Charter High. Buena Vista Avenue gets backed up south of Pacific Avenue. As well as High Street, Mass. to Waite Drive. University Avenue is also affected E and W bound. Thousands of children are transported singularly by car because of lack of public transportation. We live two miles south of Helix yet most days it can take me 40 minutes to take children to Helix High. Walking is unsafe because of halfway houses and lack of sidewalks. Currently, if my child used public transportation, it would take her over two hours to get to school. Crazy right? Please support a turnaround bus line from Mass. Ave Trolley Station to University Avenue and back. Help: fight pollution, save time, make students more independent, fight traffic congestion &amp; insanity. When kids or classes are using bus for field trips, pick them up - don't just drive past them. Also - stations need to be safer. Security needs to be taken seriously. Currently "security" is a joke. They are inattentive and don't look trustworthy. When will a Trolley go from Santa Fe to the Airport? Reduce prices for high school students. Senior service is expensive - \$10 right? Lots of waiting.</p>
ELEVATE SD 2020 BOARD WORKSHOP*	Community Advisory Committee Meetings	<a href="#">San Diego City College</a>	<p>An opportunity was provided for members of the public to offer comment. One commenter thanked MTS for hosting the meeting and putting focus on the need for more public transit. Another commenter asked about funding opportunities in addition to a sales tax increase (Transient Occupancy Tax, Bond Measure, etc.) since a sales tax increase is a regressive tax that can negatively affect lower income communities. MTS answered that they are only authorized through state legislation to pursue a sales tax increase for future transit improvements. However, this public dialogue about the need for transit could also benefit other efforts to increase funding, perhaps through SANDAG.</p>

## ELEVATE SD 2020 BOARD WORKSHOP (9)

News Source	Event Type	Event	Comment
ELEVATE SD 2020 BOARD WORKSHOP*	Community Advisory Committee Meetings	<a href="#">South County Regional Education Center</a>	Public Comment; Kristen asked if any members of the public would like to offer public comment. No public comment was provided.
ELEVATE SD 2020 BOARD WORKSHOP*	ACCESSIBILITY WORKSHOP	ASAC Meeting	
ELEVATE SD 2020 BOARD WORKSHOP*	ACCESSIBILITY WORKSHOP	SAN DIEGO CHAMBER OF COMMERCE WORKSHOP – BUILDING OFFICE MANAGERS ASSOCIATION (BOMA)	
ELEVATE SD 2020 BOARD WORKSHOP*	ACCESSIBILITY WORKSHOP	<a href="#">SAN DIEGO CHAMBER OF COMMERCE WORKSHOP – KEARNY MESA</a>	
ELEVATE SD 2020 BOARD WORKSHOP*	ACCESSIBILITY WORKSHOP	<a href="#">SAN DIEGO CHAMBER OF COMMERCE WORKSHOP – SORRENTO VALLEY</a>	
ELEVATE SD 2020 BOARD WORKSHOP*	ACCESSIBILITY WORKSHOP	<a href="#">SAN DIEGO CHAMBER OF COMMERCE WORKSHOP – SOUTHEAST SAN DIEGO</a>	
ELEVATE SD 2020 BOARD WORKSHOP*	ACCESSIBILITY WORKSHOP	<a href="#">SOUTH COUNTY EDC BUSINESS WORKSHOP</a>	Jobs North of I-8 (Sorrento Valley) Technology/Finance (first shift majority). Jobs City of SD & South (manufacturing/processing) - 1st, 2nd, 3rd shift majority. Airport - CBX is neglected. What are the funding alternatives proposed to pay for these improvements? Based on what we've seen taxing gas is not a viable solution. Is there a plan for congestion pricing? What are the planning visions to add concessions/vending alternatives proposed at the first and last mile hubs? How can we create them as "places to be?" Mobility hubs - people would more likely use transit if they can be picked up from a Trolley/bus to their job center. Connection to Airport. Make public transit more palatable by extending hours and also run transit on weekends (certain communities do not have weekend service). How can we get SWC at a working group (involving students)? (We will host) Reduce fees for youth/students up to 24. Use Rapid and Express shuttles to mirror student commute pattern to college (i.e. currently takes 40 mins on bus to travel from Otay Ranch to SWC - 7 miles; 1.5 hours from San Ysidro; 1 hour from National City, etc.) zencarnacion@swccd.edu; Ease 805 congestion - maybe toll option which switches direction, similar to I-15. More public transit routes in Otay Ranch/Eastlake area (Hunte & Otay Lakes Road as example). Loop from east to west Chula Vista. Localized loops tailored to small area needs. Small vehicles with frequent service. People may be easily able to get to stores, etc. but can't carry their groceries home. Connect areas with high-synergy. Connect to local parks and recreation facilities. Connect stadiums and event sights with large parking lots. Enables system flexibility. Remove 125 toll road - toll free. Increasing ridership. Decrease commute time. 147 Great list of BRT routes and links - like airport connection, EV focus, tramways and BRT (flex lanes). Missing/projects: Circular link in elevate skyway; flexible (peak hour) BRT on Coronado bridge (901 or 904); Linked schedules and payment systems; water transport focus on a mixed audience of tourism and commuters (link schedules to transit options); cleaner Border transit connection options; incentives for vendors to conform to single system. It would be critical for us to include a binational component to this connection; not for tourism but to reduce pollution by ensuring that we get out of cars to reduce pollution

# SANDAG RTP (1)

News Source	Search Topic	Tags / Keywords	Date	Site	Commentor Name	Agency	Comment	Response	Page
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety	10/29/2021	<a href="#">HERE</a>	Abraham Navarrete	National Latino Research Center	I participated in a community youth talk with the NLRC to learn about the regional plan. One of my concerns is safety, in this plan it should include more safety figures. For example, there should be like a guard walking around to make buses safe, two people. I think that we should have implemented this plan earlier (why are we so late to do so?) because we youth rely on public transportation and it needs improvements.	SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements.	1A-1
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety	10/29/2021	<a href="#">HERE</a>	Abraham Navarrete	National Latino Research Center	I was able to learn about the plan in our YEP class with NLRC. My biggest concern with this plan is safety. I feel like young girls sometimes feel unsafe, especially if they're alone. How is safety being implemented? We need safety for youth as we rely on transportation to get to school or other places.	SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements. SANDAG will be working hard with the help of all of our passengers and representatives to ensure that this plan gets implemented.	1A-1
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety	10/29/2021	<a href="#">HERE</a>	Abraham Navarrete	National Latino Research Center	At times our youth are criminalize, and put in situations that are not safe for them. How is this plan going to make sure this won't be an issues any longer?	SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements. SANDAG will be working hard with the help of all of our passengers and representatives to ensure that this plan gets implemented.	1A-2
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, ICE	10/29/2021	<a href="#">HERE</a>	Abraham Navarrete		Lastly, I do not recall hearing anything in regards safety-ICE agents coming to our community public centers. How is this issues addressed in the plan? We have seen this multiple times in our transportation centers, on the Sprinter and this is a huge concern for our community.	Transit station security and operations are a function of MTS and NCTD. MTS's website states that they have been making changes to its security policies and practices, to ensure their operations are in line with best in practice policies. Recent measures include increased training for internal and contract security staff, updated use of force policy, conducting an outside audit, using more visible and customer friendly uniforms, and more. Details can be found at <a href="https://www.sdmts.com/inside-mts/news-release/mts-makes-significant-changes-use-force-policy">https://www.sdmts.com/inside-mts/news-release/mts-makes-significant-changes-use-force-policy</a> and <a href="https://www.sdmts.com/inside-mts/news-release/new-uniforms-mts-security-teams-aimincrease-trust-and-public-safety">https://www.sdmts.com/inside-mts/news-release/new-uniforms-mts-security-teams-aimincrease-trust-and-public-safety</a> . NCTD's website states that they contract with the San Diego Sheriff's Office and local law enforcement agencies to patrol and provide law enforcement and security services at our transit centers. Your comment was shared with Dennis Desmond (dennis.desmond@sdmts.com) and Robert Calix (rcalix@nctd.org) from MTS and NCTD respectively. SANDAG's Public Safety Committee provides a forum for which regional public safety issues and concerns can be addressed. NCTD and MTS serve on the Public Safety Committee as advisory members. Information regarding the Public Safety Committee can be found at: <a href="https://www.sandag.org/index.asp?committeeid=66&amp;fuseaction=committees_detail">https://www.sandag.org/index.asp?committeeid=66&amp;fuseaction=committees_detail</a>	1A-2
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	E-Buses, Large Area Connections/Transit, Central Mobility Hub	10/29/2021	<a href="#">HERE</a>	Alex Vit		20 year old here. Will be a user of these new transportation projects. As can be seen from Figure 2.4 on page 24 of the plan, there are very few bus services (and no high-quality Rapid bus services) in the Del Mar - Solana Beach - Encinitas area. As these are suburbs and transit connections suck, it's useless to try to get from my house in Encinitas to somewhere like UTC via public transportation. Hell, you can't even get from my house to the Encinitas Coaster Station on a bus because it would take 6 times as long as it would driving (1 hour versus 10 minutes), despite the journey being 4 miles. Would be cool to have some highcapacity/good East-West connections in the Encinitas area (or other townships) to get people from their homes to the Coaster Station and/or Solana Beach Amtrak Station. Bonus points if the busses are electric. I highly support the effort to grade separate the commuter rail network. Better for pedestrians, bikers, and congestion. It would really be worthwhile to COMPLETELY grade separate and electrify the entire proposed high-speed commuter rail network. In fact, electrifying, double tracking, and grade separating the existing LOSSAN corridor should be prioritized as a project. Currently, my friends and I like to travel to Los Angeles, but we feel limited in our ability to do so. We hate sitting in traffic but we and we would like to take the Amtrak more often, but given the prices of the tickets, we always figure it's just not worth it to take the train; the price of gas split between two people is equal to the price of a ticket, and the time it takes to get to our location is usually lower with an automobile. I am willing to pay quite a bit more in taxes/government debt for services to be upgraded (even more than they already are) on this railway line. Also (again referring to Figure 2.4 here), why are there no commuter rail lines on the California High-Speed Rail route from downtown SD to Escondido? Or even Temecula? Seems like a wasted opportunity, it's not like those intercity trains are going to be running 24/7. A lot of people would stand to benefit from that. I would think that SANDAG would just have to construct stations along the line and use quickly-accelerating high-speed trains as well. With a Sprinter extension to the CA High-Speed Rail line, couldn't the city create a market for tourists to take public transport to the Wild Animal Park as well? The sooner MTS stops buying diesel busses and Coaster/Amtrak stop buying fully diesel trains the better. There are so many alternatives out there nowadays; so many companies produce electric busses and many companies also produce (high-speed) dual-mode locomotives that are futureproof. Plus they're so much more comfortable - I go to school in a city where they have electric busses, they're a much more dignified experience than noisy diesel busses that throw everyone back in forth in their seat when they change gears. I'm also willing to pay a lot in taxes for a direct tram from the airport to the proposed multimodal hub. It would be cool to not have to drive all the way to the airport from Encinitas and all the way back just to drop someone off (or be dropped off myself). Lots of unnecessary GHG emissions and time wasted.	A major focus of the North Coast Corridor investments are the upgrades and services along the Coaster corridor with some connecting Rapid services. Please see the online data viewer at <a href="https://sdforward.com/envision">sdforward.com/envision</a> to view the projects. The details on the frequency and service spans also will be added to the Final Plan for this corridor and others. The California High Speed Rail project has been added to Appendix A and SANDAG will track its project as it is developed by the state. Also, the transit agencies continue to electrify their fleet per state mandates and SANDAG continues to make progress on the Central Mobility Hub to provide greater access to the airport. Those projects are listed in Appendix A under the "Central Mobility Hub" table.	1A-3



News Source	Search Topic	Tags / Keywords	Date	Site	Commentor Name	Agency	Comment	Response	Page
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Environmental Justice, Emission Reduction, Youth Opportunity Passes, Improve Bus System	10/29/2021	<a href="#">HERE</a>	Alexander Han	Sunrise Movement SD	For the final plan, I urge this Board to (1) maximize emissions reductions, (2) prioritize investments in the communities on the frontlines of environmental injustice and the climate crisis, and -Improve the Bus System -Create a Blue Line Express -Provide 24 Hour Service by 2025 -Have a Purple Line Serve Central City Heights -Create Youth Opportunity Passes (YOP); Provide No-cost transit passes for all youth 24 years old and under in order to ensure generations of lifelong transit riders and encourage significant mode shift. -Connect youth to school, work, internships, and other early-career opportunities. -Electrify Bus Fleet by 2030 -Identify Anti-Displacement strategies -Improve the transit Bathroom network -Create an Emergency Ready Transit System	SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help to improve the reliability on the Blue Line. Appendix A includes specifics on these projects, but in the short term SANDAG will conduct a Blue Line Express Feasibility and Conceptual Engineering Study as a Near-Term Implementation Action (included in proposed final Appendix B: Implementation Actions). The study will focus the project specifications and clarify next steps for express connectivity along the Blue Line. The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation. The South Bay to Sorrento Comprehensive Multimodal Corridor Plan is currently studying alternatives that include a station in City Heights along the Commuter Rail Route 582. The eastwest Commuter Rail route 581 between El Cajon and Downtown San Diego/Central Mobility Hub via SDSU includes that station in the current proposed alignment. The first part of Route 582, from National City to Sorrento Mesa, is expected to be built by 2035 and is planned to be extended south from National City, to Chula Vista, and to the border by 2050. An additional route, Commuter Rail 583, traveling from the border to National City on the same alignment as the 582, is expected to be built by 2050 along with a branch to the Central Mobility Hub via downtown San Diego. One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth under age 19. The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans</a> . Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations. MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses.	
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Alexander Wenzel		As a data scientist, software developer, and resident of San Diego who commutes 100% by public transit, I strongly encourage SANDAG to consider an open source model for the proposed Next OS system. As motivation for this proposal, consider the One Bus Away (OBA) app which MTS and NCTD use in order to provide scheduling and real-time arrival information to passengers. OBA is an open source project that originated in academia and which in turn relies on the open source Google Transit File System (GTFS) format for describing a transit system and computing vehicle arrival times and delays. Due to the existence of this robust open source project and data schema, MTS and NCTD need not worry about developing (and maintaining) their own app from scratch in-house. While infrastructure as critical as the Next OS ecosystem will need some form of institutional control by local governing bodies such as SANDAG, an open source model would allow members of the community, including local academic institutions and volunteers with the necessary skillset and motivation to make their community a better place, to contribute to the process of feature development and bug fixing that is needed for a robust system such as that proposed for Next OS. For example, although my career is in bioinformatics and genomics, I am passionate about improving public transit in our region and would happily spend my Saturdays fixing Next OS bugs for free, if given the chance. Additionally, as Next OS aims to control a vast segment of the regional transportation ecosystem, its security is of paramount importance. History has shown that open source projects tend to be more secure, so creating an open source environment for Next OS would go a long way towards protecting our region from threats as we seek to build a greater digital integration of our transportation system. Finally, making Next OS open source would lower the barrier to entry for other regions in the country to mold similar systems for their own needs based on Next OS. The causes of our climate problems are not Thank you for the comment. We concur and envision the Next OS to be an open source solution. San Diego Forward: The 2021 Regional Plan 1A-6 Draft 2021 Regional Plan Responses to Comments – Website Sourced Commentor Name Agency Comment Response contained within county lines, so our success is inextricably tied to the efforts at mitigation and adoption throughout the rest of the country. Making Next OS an open source standard around which other cities, counties, and regions can build their own smart transit systems is itself a major investment in reaching our own climate goals. In closing, I urge SANDAG to build Next OS as an open source project to leverage the ample talent in our region, engage with the community transparently throughout the development process, and ensure the robustness and overall success of the future system.	Thank you for the comment. We concur and envision the Next OS to be an open source solution.	1A-5

News Source	Search Topic	Tags / Keywords	Date	Site	Commentor Name	Agency	Comment	Response	Page
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Aliya Cunningham	The San Diego LGBT Community Center	I am a supporter of The San Diego LGBT Community Center and I am writing to urge the Board to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated. I believe that every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under, who have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes are a key investment that will provide a foundation for our region's equitable economic recovery.		1A-6
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Andi MacLeod		I urge you strongly to prioritize no-cost travel passes for 24-and-under riders on public transit. With school and jobs to get to, and the economic hardships experienced by many in the pandemic, young people need the extra boost they will get from no-cost travel passes. Approve them on the 6th and make San Diego a place where young people can Live Well too!	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-7
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Andrea Mendoza Vasconez		I'm writing to urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that nocost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated. Youth is a time for habit formation. It is essential to instill the habit of using public transportation among our youth because of all the associated environmental, economic and health benefits. I urge you to follow the lead of many other counties that have successfully prioritized youth for transit subsidies. Thank you!	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under	1A-7
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes, Mobility Hub, Grade Separations, Fiber Optics, Bus Stop Coverings, 24 Hr Service, Electric, Complete Streets Design, Safety	10/29/2021	<a href="#">HERE</a>	Andrew Simmerman	KIPP SoCal Public Schools	I would like to start with sharing gratitude to SANDAG staff and the Board of Directors for the considerable efforts, research, and intentionality in engaging with so many community members and partners - particularly in the most transit impacted communities - throughout the entire Regional Plan process. I represent a school organization (KIPP SoCal Public Schools and KIPP Adelante Preparatory Academy at 426 Euclid Ave.) that serves students in Barrio Logan and Southeast San Diego, with 90% of our students qualifying for free or reduced price lunch. Access to equitable, quality and affordable public transportation is critical for the students and families that we serve and there are numerous aspects of the Regional Plan that make us excited for the future opportunities it will present for our families and our communities that have been systemically under resourced. As you obtain feedback regarding the Regional Plan, KIPP SoCal Public Schools is advocating for: - Funding for free youth passes given to youth to age 24. - A Mobility Hub in southeast San Diego, preferably at the Euclid Trolley Station that will offer our students and residents more reliable transportation choices - Grade separations for the Orange Line, especially at Euclid to increase trolley speeds and headways (it's a big area of support from the community) - Fiber optics underground to ensure we are ready for the state of the art Transportation System that is in the design stage, (IOS systems) and to more appropriately address the digital divide in our "Redlined communities". - Covering on our MTS bus stops (structures). - Considering 24 hr. service on the lines that are taking our families to work. - Focusing on transitioning to an all electric buses in the first 2-3 years of implementation - Improving the frequency and reliability of our bus routes - Ensure all of our streets are designed with the "Complete Streets" designs Thank you in advance for your consideration of the above implementations.	SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under. Southeast San Diego is part of the South Bay to Sorrento Mobility Hub. For more information regarding Mobility Hubs please see: <a href="https://www.sandag.org/index.asp?subclassid=83&amp;fuseaction=home_subclasshome">https://www.sandag.org/index.asp?subclassid=83&amp;fuseaction=home_subclasshome</a> The City of San Diego coordinated with SANDAG to adopt a Euclid Avenue Master Plan. The Master Plan includes an existing conditions report, and mobility report. The Master Plan describes the implementation of complete streets, mixed use development, and more. The Euclid Avenue Master Plan details the City's intent to improve pedestrian and cyclist safety; as well as improve connectivity to the Trolley and Euclid Transit Center. For more information regarding the Euclid Avenue Transit Center, please visit: <a href="https://www.sandiego.gov/planning/community/cpu/encanto/egmp">https://www.sandiego.gov/planning/community/cpu/encanto/egmp</a> The Regional Plan includes a variety of new commuter rail services that will provide higher speed transit with reduced travel times. Additionally, existing transit is envisioned to be upgraded with grade separations that allow for faster travel times and more frequency throughout the day. The transportation system envisioned in the 2021 Regional Plan relies on a vast network of digital infrastructure to connect and manage the transportation system. For Complete Corridors, NextOS, Flexible Fleets, Transit Leap, and Mobility Hubs to succeed, a robust broadband and telecommunications network is essential. The Plan includes an investment in the backbone fiber infrastructure needed to support the transportation network however SANDAG is also developing a Regional Digital Equity Strategy & Action Plan to support the expansion of broadband countywide. The Strategy & Action Plan will define strategies for expanding broadband and internet connectivity in the San Diego region to support quality of life, transportation, and equity. The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation. The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://www2.arb.ca.gov/our-work/programs/innovative-clean-transit/ct-rollout-plans">https://www2.arb.ca.gov/our-work/programs/innovative-clean-transit/ct-rollout-plans</a>	1A-7, 1A-8
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Angeline Kaufman	The San Diego LGBT Community Center	I am writing to urge the board to amend Appendix A of the 2021 Regional plan to declare that nocost transit passes for youth ages 24 and under receive priority when transit fare subsidies are allocated. I believe that every San Diegan deserves access to high-quality transportation and economic mobility, especially going people ages 24 and under, who have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes are a key investment that will provide a foundation for our regions equitable economic recovery. When young people have access to no-cost transit passes, they are better able to access work, school, medical care, and resources otherwise not accessible. I know that my family and I cannot get help because of transportation (work and medically) both of my parents have no car and currently no job because of transportation. Having free public transportation would help my family as well as others with finding jobs. I urge the board to take bold action to build a healthier, prosperous, and just future in San Diego. Please amend the plan to include youth opportunity passes as a priority.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-9

# SANDAG RTP (4)

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Anjali Vaidya		I support no-cost transit passes for young people 24 and under.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-9
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Real Time Transportation App, Spanish, Language Accessibility	10/29/2021	<a href="#">HERE</a>	Araceli Hernandez	El Cajon Collaborative/Barrio Logan College Institute Parent Spanish	Communication is sometimes hard when I try to find out about buses and the schedule. Can they make a phone app in Spanish we can use when we need to catch a bus? (We talked about technology and apps in the future including Pronto) Thank you so much for the new Pronto. I look forward to all the Plan coming true.	The Next Operating System includes comprehensive improvements that are focused on making schedule identification and fare payment easier. As new apps are rolled out they will be available in Spanish. Your comment has been forwarded to North County Transit District (NCTD) and San Diego Metropolitan Transit Service (MTS).	1A-10
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	ariana federico	Mid-City CAN	Every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under and seniors. We urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated. Transit-dependent youth have been disproportionately impacted by the COVID-19 pandemic. Nocostr transit passes is a key investment necessary for our region's equitable economic recovery. No-cost transit passes for all youth ages 24 and under ensures generations of lifelong transit riders are part of our long-term strategy to build a greener and equitable San Diego. No-cost transit passes will connect youth to school, work, medical care, internships, and other early-career opportunities. Programs like these exist with great success in Alameda County, Boston, San Francisco, and most recently Sacramento and Los Angeles. I urge the board to take bold action to build a greener, healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity passes as a priority.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-10
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Blair Overstreet	Center on Policy Initiatives	As a long-time resident of San Diego, and a former member of City Heights Area Planning Committee, I'd like to see greater investment in sustainable transit solutions and access for those that most need it. For that reason, I'm asking you to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive TOP PRIORITY when Transit Fare Subsidies are allocated. Youth will have access to education and opportunities that increase in our investment in the economic and long-term health of our community.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-12
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Wide Range Accessibility	10/29/2021	<a href="#">HERE</a>	Bob Nelson	Oceanside Resident / Architect	As a 34 year resident of Oceanside and having commuted by car, bicycle and train to employment in San Diego and Orange County Cities and by Train and bicycle via the Coaster, Sprinter, AMTRAK, METROLINK and the MTS Trolley System I have experience with the issues in transportation and have worked with many EIR's. A major general concern with this Regional Plan is that it seems to be San Diego and Tijuana Border centric and does not deal with the million plus residents of Southwest Riverside County and the three million residents of Orange County as well as the rest of the LA Region that impacts transportation and mobility in San Diego County. While most of the Vision Deals with transportation improvements for commuting within Southwest San Diego County the Plan ignores the fact that Tourism and Commuting also occurs from and to Riverside and Orange Counties. The I-5 corridor is most heavily impacted Thursday through Sunday between south Orange County and Del Mar. The I-15 is also becoming more congested due to the congested I-5 on weekends. It also ignores the commuters from SW Riverside and North San Diego County on the 76 Expressway that travel to south Orange County. The 76 is the primary route to the Beaches from SW Riverside County, and a primary route to the Casinos on the 76 east of the I-15. It is listed as a 'Rural Route' in the plan but is actually a much more impacted route between the I-5 and I-15. The congestion is already impacting parallel and some north / south roads. The commuter Trains have very limited schedules on the weekends and midday and are shut down several weekends every year for maintenance on weekends making them an unreliable option. Double tracking will help but the San Clemente to Laguna Niguel area is mostly single track with limited options to double track. This bottleneck should be addressed in the plans as it might affect the adequacy of the SANDAG Vision. The trains are also a fairly significant health hazard that is not discussed, while the Diesel Locomotives on the commuter trains are slowly being replaced with cleaner air versions they are still toxic to passengers at Stations from fumes, heavy metals from braking into stations and very loud engines and brakes, damaging regular customers hearing. Trains also run as fast as 70 MPH through some stations with passengers on platforms a few feet away, 3'+. The APCD should be consulted to explore the real impacts of these vehicles on the Health of the Communities they serve. Additional comments will be sent on another form.	Appendix J of the draft 2021 Regional Plan includes information on SANDAG's approach to planning within the context of the megaregion and the importance of strategies that leverage partnerships with all neighboring jurisdictions to advance regional goals related to the environment, economy, and quality of life. Implementation of the 2021 Regional Plan will involve close coordination with partners in Orange, Riverside, and Imperial County to align priorities and projects to facilitate and improve mobility for these interregional flows. The SR 76 is an important facility for regional travel. Appendix A highlights several straightening, intersection, shoulder widening, and other facility improvements to address corridor safety and efficiency. The LOSSAN Rail Corridor improvements include full completion of double tracking to the Orange County Line that benefits Amtrak Pacific Surfliner, NCTD COASTER, Metrolink, and BNSF Freight trains. These capacity improvements allow for more trains to operate north of Oceanside to Orange and Los Angeles Counties and beyond. Although outside of the SANDAG region, siding tracks are planned in South Orange County by OCTA and Metrolink. New cleaner EPA Tier 4 diesel locomotives have entered service on Amtrak, COASTER, and Metrolink trains operating in San Diego County. There are many emerging technologies in the rail industry for zero-emission trains that should become commercially viable within the horizon of the regional plan. Please continue to follow along in this process by visiting SDForward.com.	1A-12
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Carlos Ramon		I believe youth passes should be a high priority. The ability to access transit for school would be a major win for families.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-13
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Carolyn Woodbury		Please prioritize school age youth and low income riders on public transportation. Free or very low cost (like 25 cents) rides. This will help get cars off the roads and make it possible for students to stay after school, go to libraries and to see their friends , regardless of their parent's income.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-14

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Catherine Eng	Sd Lgbt center	<p>Hey @everyone SANDAG is discussing their 2021 plan and this is an opportunity to pass an important measure that affects youth's access to free public transportation. Below are all the details you will need to submit an e-comment. The deadline to comment is TODAY, Friday August 6th at 5PM. Please share this!</p> <ol style="list-style-type: none"> <li>1. Go to the e-comment website: <a href="https://regionalplancomment.sandag.org/">https://regionalplancomment.sandag.org/</a></li> <li>2. Enter your information</li> <li>3. Organization: The San Diego LGBT Community Center</li> <li>4. Chapter: General Comment</li> <li>5. Appendix Type: Appendix A Transportation Projects, Programs, and Phasing</li> <li>6. You can create your own comment or use the sample comment below</li> </ol> <p>I am a supporter of The San Diego LGBT Community Center and I am writing to urge the Board to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated.</p> <p>I believe that every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under, who have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes are a key investment that will provide a foundation for our region's equitable economic recovery.</p> <p>When young people have access to no-cost transit passes, they are better able to access school, work, medical care, and resources otherwise not accessible.</p> <p>[PLEASE SHARE A STORY OF HOW NO-COST TRANSIT PASSES WOULD CHANGE YOUR LIFE FOR THE BETTER.]</p> <p>I urge the Board to take bold action to build a healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity Passes as a priority.</p>	<p>One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.</p>	1A-14
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Prioritizing Economic Disadvantaged Areas, Policing/Security, Economic Pricing for Families, Bathrooms, Cleanliness	10/29/2021	<a href="#">HERE</a>	Cathryn Rathsam	Peace Resource Center and SD 350	<p>Thank you for this important plan! It's vital to the health and wellbeing of our communities and our planet.</p> <p>There must be an independent oversight committee from the community, not instituted from Sandag.</p> <p>We need to serve the economically disadvantaged areas first.</p> <p>There needs to be oversight of the security guards and police as well, to insure everyone feels safe while traveling, without sexual harassment.</p> <p>There should be a simple, orderly, non-invasive way to insure that people have a pass or card, as in Europe, eliminating the need to have guards and police checking.</p> <p>It should be very economical for families and those with limited incomes.</p> <p>Clean bathrooms should be easily accessible.</p> <p>I wish you all the best in the implementation of these plans.</p>	<p>SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements. Oversight of public agencies is important and SANDAG welcomes public review of its work and processes. Federal and state agencies regularly review SANDAG and there are two ongoing local oversight processes with the Office of the Independent Performance Auditor and the Transnet Independent Taxpayers Oversight Committee. MTS has unveiled the Pronto card to make transit payments much easier. Transit subsidies are included in the Plan to assist everyone but with programs specifically for low-income populations first. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations.</p>	1A-15
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Celina Maria Parra	Bayside Community Center	<p>Hola, es un gran proyecto. Me gustaría que consideraran el costo por boleto ya que somos una familia con varios integrantes talves paquetes de boletos familiares, los colores de las lineas delos bagones del tren mas claras para poder distinguir mejor las rutas</p> <p>***</p> <p>Hi. This is a great project. I would like you to consider the price of the tickets. We are a family of several members, and you might consider offering family ticket packs. The colors of each Line on the train cars need to be clearer so it is easier to differentiate the routes.</p>	<p>Una de las Acciones de Implementación enumeradas en el Anexo B es un Estudio del Impacto Regional de las Tarifas. Este estudio permitirá que las partes interesadas públicas tengan la oportunidad de expresar su opinión sobre las opciones. Se espera que el estudio finalice en el año fiscal (FY) 2024 e incluirá una evaluación de los subsidios para las tarifas de las personas de bajos ingresos, los adultos mayores, los estudiantes y los jóvenes. Mientras tanto, el personal de SANDAG, MTS y NCTD está trabajando con las partes interesadas en un programa piloto de un año que puede ofrecer tarifas gratis a los jóvenes menores de 19 años. *** One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.</p>	1A-15
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Césaire CarrollDominguez	SDSCPA SD youth Antifa group	<p>Hey @everyone SANDAG is discussing their 2021 plan and this is an opportunity to pass an important measure that affects youth's access to public transportation. Below are all the details you will need to submit an e-comment. The deadline to comment is TODAY, Friday August 6th at 5PM. Please share this!</p> <ol style="list-style-type: none"> <li>1. Go to the e-comment website: <a href="https://regionalplancomment.sandag.org/">https://regionalplancomment.sandag.org/</a></li> <li>2. Enter your information</li> <li>3. Organization: The San Diego LGBT Community Center</li> <li>4. Chapter: General Comment</li> <li>5. Appendix Type: Appendix A Transportation Projects, Programs, and Phasing</li> <li>6. You can create your own comment or use the sample comment below</li> </ol> <p>I am a supporter of The San Diego LGBT Community Center and I am writing to urge the Board to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated.</p> <p>I believe that every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under, who have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes are a key investment that will provide a foundation for our region's equitable economic recovery.</p> <p>When young people have access to no-cost transit passes, they are better able to access school, work, medical care, and resources otherwise not accessible.</p> <p>I urge the Board to take bold action to build a healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity Passes as a priority.</p>	<p>One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.</p>	1A-15, 1A-16
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Cindy Page	Crawford High School	<p>I am a teacher at Crawford High School and a supporter of Mid-City CAN. Every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under and seniors. We urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated.</p> <p>Transit-dependent youth have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes is a key investment necessary for our region's equitable economic recovery.</p> <p>No-cost transit passes will connect youth to school, work, medical care, internships, and other early-career opportunities.</p> <p>I urge the board to take bold action to build a greener, healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity passes as a priority.</p>	<p>One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.</p>	1A-17

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Cittalli Mendoza	The San Diego LGBT Community Center	<p>I am a supporter of The San Diego LGBT Community Center, and I am writing to urge the Board to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated.</p> <p>I believe that every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under, who have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes are a key investment that will provide a foundation for our region's equitable economic recovery.</p> <p>When young people have access to no-cost transit passes, they are better able to access school, work, medical care, and resources otherwise not accessible. From my experience, I know several youth who depend on public transportation to get to work and to their medical appointments. Especially during COVID, youth are depending on mostly themselves for mental health support and isolation, along with lack of parental support and little access to economic opportunities, makes that really difficult to stay connected and well.</p> <p>I urge the Board to take bold action to build a healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity Passes as a priority.</p>	<p>One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.</p>	1A-17
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes, E-Buses, Prioritize EJ communities, Improve Bus System, Blue Line, 24 Hr Service, E-Buses, Fund Purple Line, Emergency Ready Transit System	10/29/2021	<a href="#">HERE</a>	Colleen dietzel		<p>Please make efficient, reliable and affordable public transportation, preferably electrified buses, your top priority. I support Environmental Health Coalition's and other respected groups demands which are: 1. Prioritize environmental justice communities who need public transit most 2. Improve the bus system now 3. Fund the Blue Line Express 4. Provide 24-hour service 5. Fund the Purple Line 6. Provide Youth Opportunity Passes for 24 and under 7. Electrify the bus fleet by 2030 8. Fund anti-displacement efforts 9. Provide bathrooms 10. Ensure an emergency ready transit system</p>	<p>The 2021 Regional Plan has been developed with equity at the forefront. An equity specific project list has been included in the draft 2021 Regional Plan Appendix H. As suggested, this list of projects with phasing will be added to Appendix A in the proposed final 2021 Regional Plan. Thank you for the suggestion and SANDAG agrees that this change will make it easier for the public to understand. SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help to improve the reliability on the Blue Line. Appendix A includes specifics on these projects, but in the short term SANDAG will conduct a Blue Line Express Feasibility and Conceptual Engineering Study as a Near-Term Implementation Action (included in proposed final Appendix B: Implementation Actions). The study will focus the project specifications and clarify next steps for express connectivity along the Blue Line. The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation. The South Bay to Sorrento Comprehensive Multimodal Corridor Plan is currently studying alternatives that include a station in City Heights along the Commuter Rail Route 582. The east-west Commuter Rail route 581 between El Cajon and Downtown San Diego/Central Mobility Hub via SDSU includes that station in the current proposed alignment. The first part of Route 582, from National City to Sorrento Mesa, is expected to be built by 2035 and is planned to be extended south from National City, to Chula Vista, and to the border by 2050. An additional route, Commuter Rail 583, traveling from the border to National City on the same alignment as the 582, is expected to be built by 2050 along with a branch to the Central Mobility Hub via downtown San Diego. One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under. The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ct-rollout-plans">https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ct-rollout-plans</a>. Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the proposed final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations. MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses.</p>	1A-18

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Colleen FitzSimons		Every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under and seniors. I urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under and seniors will receive priority when Transit Fare Subsidies are allocated. - No-cost transit passes will connect youth and seniors to school, work, medical care, internships, and other early-career opportunities. - Programs like these exist with great success in Alameda County, Boston, San Francisco, and most recently Sacramento and Los Angeles. I urge the board to take bold action to build a greener, healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity passes as a priority. Thank you.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth under age 19.	1A-19
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Daria Flores	SanDiego350	I would like you to write into the plan specific, measurable language that would guarantee that fares will be affordable for low income residents. Student, senior, and young adult discounts are a good start, but this is not enough.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-21
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Delia Contreras	Voluntaria Independiente de la Comunidad De City Heights and Voluntaria de Hoover High School	Autorizacion par pasos no costo para jovenes y niños en edad escolar ( estudiantes ). *** Authorize free passes for school aged youth and children. Una de las Acciones de Implementación enumeradas en el Anexo B es un Estudio del Impacto Regional de las Tarifas. Este estudio permitirá que las partes interesadas públicas tengan la oportunidad de expresar su opinión sobre las alternativas. Se espera que el estudio finalice en el año fiscal (FY) 2024 e incluirá una evaluación de los subsidios para las tarifas de las personas de bajos ingresos, los adultos mayores, los estudiantes y los jóvenes. Mientras tanto, el personal de SANDAG, MTS y NCTD está trabajando con las partes interesadas en un programa piloto de un año que puede ofrecer tarifas gratis a los jóvenes menores de 19 años. ***	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-22
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Denise Mc Andrews	Poway Unified School District	Please keep in mind that we need public transportation to connect adults to schools and community-based organizations that provide career education and language classes as well as supports. In San Diego County, there are several adult schools that are part of the overall education system. Poway Adult School, for example, is located on Twin Peaks Road. But, there is not currently a public transportation option to (or close to) the Adult School.	We would like to refer you to our Data Viewer on the SDForeward website ( <a href="https://sandag.maps.arcgis.com/apps/Cascade/index.html?appid=897a882e8c14b1e996c33e48bc15347">https://sandag.maps.arcgis.com/apps/Cascade/index.html?appid=897a882e8c14b1e996c33e48bc15347</a> ). There, you will find through the Regional Plan, Twin Peaks Road, which connects to the Poway Adult School, is part of our Complete Corridor Regional Arterials. Complete Corridors are designed to provide priority access for transit and Flexible Fleet shared ride services on our regional arterials and provide safe and comfortable transportation options to get people to their destinations safely and efficiently. For more details on Complete Corridors, please see Chapter 2: Sustainable Communities Strategy of the 2021 Regional Plan. Your comment has been forwarded to North County Transit District (NCTD) and San Diego Metropolitan Transit Service (MTS).	1A-22
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Desdemona Aviña		I am a supporter of The San Diego LGBT Community Center and I am writing to urge the Board to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated. I believe that every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under, who have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes are a key investment that will provide a foundation for our region's equitable economic recovery. When young people have access to no-cost transit passes, they are better able to access school, work, medical care, and resources otherwise not accessible. As a low income student, transportation is one of the largest obstacles that I face. A free youth pass would advantage me and my peers who would be able to serve our community due to the opportunity of transportation. As an environmentalist, public transportation is a service that I respect and love. I know that many youth are dissuaded to use this amazing service because of the cost. A free youth pass would encourage more use from public transportation. I urge the Board to take bold action to build a healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity Passes as a priority.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-23
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes, Bus Frequency, more Bus Routes, Mobility Hub, Accessible Sidewalks, Roundabouts	10/29/2021	<a href="#">HERE</a>	Dionne Nguyen	The Urban Collaborative Project	On behalf of the District 4, Southeast San Diego community that UCP represents, we ask for the following to be a part of your 2021 Regional Plan: better bus frequency, bus routes in more neighborhoods, broader and more accessible sidewalks, a roundabout on Euclid and Imperial St (and other busy intersections), request for a Mobility Hub in our community located at our current Orange line trolley station, MTS youth passes for youth up to 24 years, fiber optics underground to ensure that our communities are ready for the state of the art transportation system that is currently being designed, coverings on our MTS bus stops (structures), consider 24-hour service on the lines that are taking residents to work, focus on transitioning to all-electric buses in the 2-3 years of implementation, improve the frequency and reliability of our bus routes, ensure all out our streets are designed with the "complete streets" design.	SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation. One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under. The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans</a> .	1A-24
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Ellen McCann		I am urging SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth (ages 24 and under) receive priority when transit fare subsidies are allocated. I am 58 and have been riding buses my whole life and don't own a car. Let's step up our bus game.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth under age 19.	1A-25

# SANDAG RTP (8)

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Emiliano Benitez		Reliable and free transportation for all the youth of San Diego is crucial to the well-being and overall improvement of families across the city. Young people shouldn't have to pay to get to school or work or anywhere in the city on public transportation.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth under age 19.	1A-25
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	E-Buses	10/29/2021	<a href="#">HERE</a>	Emmet Farrell	Creation Care Ministry, Catholic Diocese of S. D.	I call for an electrified bus fleet by 2030. Fund the implementation of California's Innovative Clean Transit rule to accelerate the electrification of the bus fleet ten years before mandated by the California Air Resources Board. We cannot afford to wait 20 years to reduce GHGs. Therefore, I ask that the transition to zero-emission buses be accelerated for a 2030 completion with the support of recently approved state and federal funding sources	The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans</a> .	1A-26
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Bathroom Network, Clean and Accessible Bathrooms	10/29/2021	<a href="#">HERE</a>	Esther Brasmer		La Mesa First UMC I call for the development of a bathroom access plan and providing MTS with funding for a clear and accessible bathroom network open at all major transit stations. It is unclear if a bathroom network is included in the capital operations budgets.	The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations.	1A-26
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Etelvina Tinoco	Elac	Es importante que ayuden a los jóvenes y adultos mayores con el costo reducido del transporte, con un beneficio hasta los 25 años. *** It is important to help young adults and seniors by reducing the cost of transportation and provide this benefit until they are 25 years old.	Una de las Acciones de Implementación enumeradas en el Anexo B es un Estudio del Impacto Regional de las Tarifas. Este estudio asegurará que las partes interesadas públicas tengan la oportunidad de expresar su opinión sobre las alternativas. Se espera que el estudio finalice en el año fiscal (FY) 2024 e incluirá una evaluación de los subsidios para las tarifas de las personas de bajos ingresos, los adultos mayores, los estudiantes y los jóvenes. Mientras tanto, el personal de SANDAG, MTS y NCTD está trabajando con las partes interesadas en un programa piloto de un año que puede ofrecer tarifas gratis a los jóvenes menores de 19 años. *** One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-27
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety	10/29/2021	<a href="#">HERE</a>	Fabiola Torres	National Latino Research Center	Mis niños usan el train, quieren más seguridad. Espero que este plan realmente suceda. Hemos tenido tantas reuniones con escuelas y otras organizaciones, para brindar comentarios y sugerencias para nuestras comunidades, pero nunca completaron su promesa. No hemos visto ningún cambio aquí. *** My children use the train, we want more security. I really hope this plan succeeds. We have had so many meetings with the schools and other organizations, to present ideas and suggestions for our communities, but they never fulfilled their promise. We haven't seen even one change here.	SANDAG, MTS y NCTD creen que se puede hacer más para mejorar la seguridad en y cerca del transporte público y están trabajando para implementar estas mejoras ahora y en el futuro. Por ejemplo, MTS está reasignando parte de los fondos asignados a la seguridad que usualmente se usan para monitorear el pago de las tarifas a mejoras de seguridad. SANDAG trabajará arduamente con la ayuda de todos nuestros pasajeros y representantes para asegurar que este plan sea implementado. *** SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements. SANDAG will be working hard with the help of all of our passengers and representatives to ensure that this plan gets implemented.	1A-27
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Fatin Amjad	El Cajon Collaborative/Barrio Logan College Institute Parent Arabic	Submitted in Arabic- The plan is so beautiful and El Cajon will be so much better if it is successful. I wish to see signs and information about the buses and trolley in Arabic. We would like a free train (shuttle) or car (Zip cars) for low-income families to use.	SANDAG will be applying a social equity planning framework throughout the implementation of the Regional Plan. Through this process, SANDAG will be working with our Community-Based Organization partners (or CBOs) to ensure that language translations (such as for Arabic) and translated educational resources on transit are available to all San Diegans. In addition, language accessibility will be considered as a key factor when planning and designing the Next OS in order to improve access and travel options to all San Diegans. In addition to language accessibility, SANDAG will also conduct a near-term Regional Fare Impact Study for our transit services such as the trolley. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, students, and youth. You can find more information on the Regional Fare Impact Study also in Appendix B. In addition, the 2021 Regional Plan envisions subsidized microtransit services to ensure all residents can benefit for new services like these. Your comment has been forwarded to North County Transit District (NCTD) and San Diego Metropolitan Transit Service (MTS).	1A-27
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Francine Maxwell	Naacp San Diego branch	Hi I need every bus stop to have shelter on it a full shelter or designed. We need bus passes for low income youth and seniors free to very discounted. Traffic calming in Southeastern San Diego.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under. Bus shelters are provided wherever there is sufficient right of way to locate them.	1A-29

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety	10/29/2021	<a href="#">HERE</a>	G King	Local Citizen Taxpayers	SANDAG has not followed the law or provided representative government. You ignored & failed your obligation made by promises from funded ballot measures to provide additional freeway lanes for commuters in single occupant vehicles & work trucks. You intentionally depleted the funding by using it solely for mass transportation, HOV & toll lanes, your outrageous salaries & pensions, and self promotion. SANDAG ignores the new situation that was forced upon us by the Covid-19 Pandemic, which makes mass transit unusable due to respiratory-disease transmission. Mass transit has also become dangerous due to the skyrocketing crime rate. Trolley stations are hot spots for crimes like assault, robbery & murder. People need & want the freedom to own their own vehicle and move about freely. We can't spend 2 1/2 hours to get somewhere that only requires a half hour drive. We can't walk miles to & from bus stops to work or carry enough bags of groceries on a train, trolley or bus. We refuse your oppressive gas taxes, tolls, and per mile charges! We already pay the highest gas taxes in the country, but it's never enough to satisfy you. Your social engineering repulses us. You spend & waste billions of our tax dollars without being accountable or following the law. Seniors can't afford to live here if you get your way, but you would force grandma into danger & poverty. You are truly heartless.	Transit Leap greatly increases transit speeds, frequency, and span of service providing a compelling alternative to driving. Flexible Fleets help address access to transit facilities and travelers' final destinations. Complete Corridors with continue to provide mobility and access to all modes throughout the region. SANDAG will launch a study in the next year to further study the potential of usage-based fees and their capabilities in addressing various goals, including equity and greenhouse gas emissions reduction. The initial phase of this study will focus on calculating the true cost of driving, and better understanding what sources of existing revenue are funding different parts of the system and how different populations are impacted by existing revenue mechanisms. This foundational understanding will help SANDAG to design a road usage charge program that is more fair than current transportation funding sources. The study will also assess the potential impacts of user fees on San Diego residents, visitors, and businesses, particularly those relying heavily on transportation. SANDAG staff will work with Board Members, stakeholders, and community members to develop implementation strategies for a road usage charge, including high level constructs of the program, such as who will pay, the fee structure, and the distribution of revenues. While the design of the program has not yet been determined, initial assumptions included in the Regional Plan is that the regional road usage charge would be a user-fee for use of roads in San Diego County. So a San Diego County resident would not be charged a San Diego user fee for miles drive in other counties, and residents of other counties would be charged for miles driven in San Diego county. SANDAG will rely on coordination with other agencies in California along with the State Department of Transportation to integrate the selection of technology, collection methods, and account management to ensure a consistent experience for travelers. Oversight of public agencies is important and SANDAG welcomes public review of its work and processes. Federal and state agencies regularly review SANDAG and there are two ongoing local oversight processes with the Office of the Independent Performance Auditor and the Transit Independent Taxpayers Oversight Committee. SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements	1A-30, 1A-31
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, East County	10/29/2021	<a href="#">HERE</a>	Gary Clasen		Safety concerns in East County: Evacuation in an emergency will be impossible because Rte. 52 will be clogged (not enough lanes) when trying to get to other freeways. Likewise, the junction of 125 South and 94 West will also be clogged. I do not feel the SANDAG 2021 Regional Plan meets the needs of my community. Investments I would like to see from SANDAG: Add lanes to Rte. 52 where it junctions with Rte. 67 and continuing all the way to the I-5. Morning traffic is at a standstill on the 52 in East County heading West. Afternoon traffic is stop and go going East. Also, add lanes to the junction of the 125 South and 94 West. Projects that should be a priority for SANDAG: Freeways from East County heading West need to have more lanes. Additional questions and public comments: Why is it that projects in East County are usually moved to the "back burner?" Why not give the same priority to all county residents?	MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses. The 2021 Regional Plan includes managed lanes network for SR52 and supporting managed lane connectors, included in Appendix A: Transportation Projects, Programs and Phasing. The Plan includes three phase years, 2025, 2035 and 2050. SR52 between I-805 and Mast Blvd is proposed for 2035. SR67 includes safety and operational improvements such as shoulder widening, curve realignments, and technology improvements. SANDAG and Caltrans are currently preparing Comprehensive Multimodal Corridor Plans that includes both corridors which aims to create a comprehensive set of safe, sustainable, and equitable transportation solutions that are tailored to the needs of the corridor.	1A-34
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, East County	10/29/2021	<a href="#">HERE</a>	Gary Clasen		It is sad to see the needs of East County residents be put on the backburner. I believe that the Regional Plan should allocate equitable resources and programs to East County residents because they have paid their fair share through taxes and continually do not see the benefits within their communities. East County has some of the largest amounts of low-income, refugee, immigrant, and rural community members in San Diego. It is disappointing, but not surprising, to see the needs of these communities continually dismissed. One area that I believe must be addressed before anything else is fire safety within East County San Diego. Wildfires will continue to get worse over the next several years and a lack of investment in infrastructure will quite literally cost lives. I hope to see SANDAG invest in increased lanes for rural communities to be able to safely evacuate when needed. East County is particularly prone to wildfires because of the heat and bush; it is crucial that San Diego invests in reliable, sustainable, and fire safe programs to prepare for the next several years. The problems with fire safety have been shown through recent fire scares and it will continue to worsen and cost people their livelihood and lives if it is not addressed immediately. Thank you for your work, I am sure this is an extremely difficult project!	A critical component of reviewing the impacts of the 2021 Regional Plan is evaluating the effects on historically underserved and systemically marginalized groups. This evaluation is known as a social equity analysis and focuses on communities of color, residents with low incomes, and seniors. While the 2021 Regional Plan delivers improvements to the entire region, this review ensures that the benefits are shared by everyone, including our social equity focused populations, and that the burdens of the 2021 Regional Plan's changes are not disproportionately shouldered by any social equity focus population. The 2021 Regional Plan proposes a system of managed lanes including corridors that serve East County such as I-8, SR52, and SR94. Additionally, rural corridors such as 67 include investments such as shoulder widening, curve realignment, and technology improvements to address safety and operational improvements to facilitate ingress/egress during peak travel and emergency evacuation conditions. MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses.	1A-41



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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes, Safety, Prioritized EJ Communities, accessible information, meaningful engagement, Improve Bus System, Blue Line	10/29/2021	<a href="#">HERE</a>	Gener Abdon		<p>I call for an environmental justice centered RTP to ensure the projects included in the RTP will prioritize environmental justice (EJ) communities identified by CalEnviroScreen (CES) by listing projects that will directly benefit EJ communities, outlining immediate benefits via projects that will be implemented by 2025 in EJ communities, and making all public communication easy to understand by the public in order to promote meaningful engagement. Therefore, in the RTP, I ask that an equity specific project list be included in Appendix A: Transportation Projects, Programs, and Phasing document.</p> <p>I call for an improvement in the bus system now that is fast, frequent, reliable, and accessible through increasing frequency on popular lines, especially overcrowded ones. Therefore, I call for more clarity in Appendix A: Transportation Projects, Programs, and Phasing that provides a list of specific improvements to the bus system.</p> <p>I call for increased funding for the planning, environmental review, engineering, and capital for the additional Blue Line track that allows express, 24-hour service, and additional frequency enhancements. The information for the Blue Line needs to be clarified; it is unclear if the double/triple tracking included in Appendix A refers to an additional track that will provide express connectivity from the border to downtown San Diego.</p> <p>I call for a 24-hour service by 2025 on popular transit routes to connect late night and early morning workers to their job. Therefore, the information in the RTP needs to be clarified; the language in both Appendix A and Chapter 2 should specifically call for 24 hr service on popular transit routes and present a clear implementation schedule.</p> <p>I call for the funding of the planning, environmental review, engineering, and capital for the Purple Line as a rail line that connects EJ communities in Central City Heights and South Bay to Sorrento Valley. According to SANDAG staff, the alignment includes City Heights in the 2050 RTP with a 2035 implementation. However, it should be listed in the document to demonstrate that project phasing prioritizes central City Heights and the South Bay region, and a 2035 completion</p> <p>I call for no-cost transit passes for all youth 24 years old and under in order to ensure generations of lifelong transit riders and encourage significant mode shift. Further, I ask that it be accelerated for a 2035 implementation rather than the current delayed plan to implement in 2027.</p> <p>I call for an electrified bus fleet by 2030. Fund the implementation of California's Innovative Clean Transit rule to accelerate the electrification of the bus fleet ten years before mandated by the California Air Resources Board. We cannot afford to wait 20 years to reduce GHGs. Therefore, I ask that the transition to zero-emission buses be accelerated for a 2030 completion with the support of recently approved state and federal funding sources.</p> <p>I call for the funding of to protect vulnerable communities living near transit corridors by anti-displacement efforts developing an anti-displacement strategy that includes affordable/low-income housing and preservation of naturally occurring existing affordable housing, community ownership, and tenant protections. Therefore, I request an update on the status of the anti-displacement study.</p> <p>I call for the development of a bathroom access plan and providing MTS with funding for a clear and accessible bathroom network open at all major transit stations. It is unclear if a bathroom network is included in the capital operations budgets.</p> <p>I call for the funding of the planning and implementation of a transit emergency response strategy to provide safety particularly to EJ communities during community-wide emergencies. Currently, this is not included in the RTP.</p>	<p>The 2021 Regional Plan has been developed with equity at the forefront. An equity specific project list has been included in the draft 2021 Regional Plan Appendix H. As suggested, this list of projects with phasing will be added to Appendix A in the proposed final 2021 Regional Plan. Thank you for the suggestion and SANDAG agrees that this change will make it easier for the public to understand. SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help to improve the reliability on the Blue Line. Appendix A includes specifics on these projects, but in the short term SANDAG will conduct a Blue Line Express Feasibility and Conceptual Engineering Study as a Near-Term Implementation Action (included in proposed final Appendix B: Implementation Actions). The study will focus the project specifications and clarify next steps for express connectivity along the Blue Line. The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation. The South Bay to Sorrento Comprehensive Multimodal Corridor Plan is currently studying alternatives that include a station in City Heights along the Commuter Rail Route 582. The east-west Commuter Rail route 581 between El Cajon and Downtown San Diego/Central Mobility Hub via SDSU includes that station in the current proposed alignment. 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The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans</a>. Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the proposed final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations. MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses.</p>	1A-42

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	George Ho	Sunrise Movement San Diego	<p>For the final plan, I urge this Board to (1) maximize emissions reductions, (2) prioritize investments in the communities on the frontlines of environmental injustice and the climate crisis, and</p> <ul style="list-style-type: none"> <li>+Improve the Bus System</li> <li>+Create a Blue Line Express</li> <li>+Provide 24 Hour Service by 2025</li> <li>+Have a Purple Line Serve Central City Heights</li> <li>+Create Youth Opportunity Passes (YOP): Provide No-cost transit passes for all youth 24 years old and under in order to ensure generations of lifelong transit riders and encourage significant mode shift. Connect youth to school, work, internships, and other early-career opportunities.</li> <li>+Electrify Bus Fleet by 2030</li> <li>+Identify Anti-Displacement strategies</li> <li>+Improve the transit Bathroom network</li> <li>+Create an Emergency Ready Transit System</li> </ul>	<p>The 2021 Regional Plan has been developed with equity at the forefront. An equity specific project list has been included in the draft 2021 Regional Plan Appendix H. As suggested, this list of projects with phasing will be added to Appendix A in the proposed final 2021 Regional Plan. Thank you for the suggestion and SANDAG agrees that this change will make it easier for the public to understand. SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help to improve the reliability on the Blue Line. 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The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans</a>.</p> <p>Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues.</p> <p>The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations.</p> <p>MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses.</p>	1A-43
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Glen Hopkins		<p>And finally, in the body of the report there is no acknowledgement that MTS is currently "struggling" at best other than what can be found in the last auditors report buried in the appendix. Huge investments have been made over the last two decades, fare prices are highly subsidized, yet ridership, like virtually every other city in the country, has been declining over the years. Contrast this with the airline and automobile ecosystems that have not, and do not, require massive government subsidies. Cars and planes are an instructive example of free market capitalism at work – people want to drive their own cars (or take Uber), people want to selectively fly, and thus industries are willing to invest, and people are willing to pay.</p> <p>In summary, I find the SANDAG Regional Plan flawed on multiple accounts. The focus should be on more convenient and more efficient automobile infrastructure investments selectively augmented with other transportation means, not the reverse.</p>	<p>While SANDAG is primarily concerned with ground transportation, both the airline and automobile transportation systems receive massive government subsidies annually. Transportation Network Company services like Uber and Lyft are being subsidized by venture capital. SANDAG will launch a study in the next year to further study the potential of usage-based fees and their capabilities in addressing various goals. The initial phase of this study will focus on calculating the true cost of driving, and better understanding what sources of existing revenue are funding different parts of the system, how different modes are being subsidized, and how different populations are impacted by existing revenue mechanisms. This foundational understanding will help SANDAG to design a road usage charge program that is more fair than current transportation funding sources.</p>	1A-45

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes, Prioritize EJ Communities, Accessible Information, Reliable Transportation, Increased frequency of popular lines, Blue Line, 24 Hr Service, E-Buses	10/29/2021	<a href="#">HERE</a>	Hannah Doermann	UCSD	Environmental justice must be embedded in our mobility in San Diego. Therefore, I ask that the 10 Big Moves to Transportation Justice be included in the 2021 Regional Transportation Plan. I call for an environmental justice centered RTP to ensure the projects included in the RTP will prioritize environmental justice (EJ) communities identified by CalEnviroScreen (CES) by listing projects that will directly benefit EJ communities, outlining immediate benefits via projects that will be implemented by 2025 in EJ communities, and making all public communication easy to understand by the public in order to promote meaningful engagement. Therefore, in the RTP, I ask that an equity specific project list be included in Appendix A: Transportation Projects, Programs, and Phasing document. I call for an improvement in the bus system now that is fast, frequent, reliable, and accessible through increasing frequency on popular lines, especially overcrowded ones. Therefore, I call for more clarity in Appendix A: Transportation Projects, Programs, and Phasing that provides a list of specific improvements to the bus system. I call for increased funding for the planning, environmental review, engineering, and capital for the additional Blue Line track that allows express, 24-hour service, and additional frequency enhancements. The information for the Blue Line needs to be clarified; it is unclear if the double/triple tracking included in Appendix A refers to an additional track that will provide express connectivity from the border to downtown San Diego. I call for a 24-hour service by 2025 on popular transit routes to connect late night and early morning workers to their job. Therefore, the information in the RTP needs to be clarified; the language in both Appendix A and Chapter 2 should specifically call for 24 hr. service on popular transit routes and present a clear implementation schedule. I call for the funding of the planning, environmental review, engineering, and capital for the Purple Line as a rail line that connects EJ communities in Central City Heights and South Bay to Sorrento Valley. According to SANDAG staff, the alignment includes City Heights in the 2050 RTP with a 2035 implementation. However, it should be listed in the document to demonstrate that project phasing prioritizes central City Heights and the South Bay region, and a 2035 completion I call for no-cost transit passes for all youth 24 years old and under in order to ensure generations of lifelong transit riders and encourage significant mode shift. Further, I ask that it be accelerated for a 2023 implementation rather than the current delayed plan to implement in 2027. I call for an electrified bus fleet by 2030. Fund the implementation of California's Innovative Clean Transit rule to accelerate the electrification of the bus fleet ten years before mandated by the California Air Resources Board. We cannot afford to wait 20 years to reduce GHGs. Therefore, I ask that the transition to zero-emission buses be accelerated for a 2030 completion with the support of recently approved state and federal funding sources.	<p>The 2021 Regional Plan has been developed with equity at the forefront. An equity specific project list has been included in the draft 2021 Regional Plan Appendix H. As suggested, this list of projects with phasing will be added to Appendix A in the proposed final 2021 Regional Plan. Thank you for the suggestion and SANDAG agrees that this change will make it easier for the public to understand. SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help to improve the reliability on the Blue Line. Appendix A includes specifics on these projects, but in the short term SANDAG will conduct a Blue Line Express Feasibility and Conceptual Engineering Study as a Near-Term Implementation Action included in proposed final Appendix B: Implementation Actions). The study will focus the project specifications and clarify next steps for express connectivity along the Blue Line. The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation. The South Bay to Sorrento Comprehensive Multimodal Corridor Plan is currently studying alternatives that include a station in City Heights along the Commuter Rail Route 582. The east-west Commuter Rail route 581 between El Cajon and Downtown San Diego/Central Mobility Hub via SDSU includes that station in the current proposed alignment. The first part of Route 582, from National City to Sorrento Mesa, is expected to be built by 2035 and is planned to be extended south from National City, to Chula Vista, and to the border by 2050. An additional route, Commuter Rail 583, traveling from the border to National City on the same alignment as the 582, is expected to be built by 2050 along with a branch to the Central Mobility Hub via downtown San Diego. One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth under age 19. The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans</a>.</p>	1A-46, 1A-47
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Hayden Schill		I am a volunteer with San Diego 350. I believe every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under and seniors. I urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth under age 19.	1A-47
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Heba Hadaya	El Cajon Collaborative/ Barrio Logan College Institute Parent Arabic	Submitted in Arabic- I wish the Arabic translation would be available for the schedule so Arab immigrants can use transportation more, and also classes for us to know how to use the transportation because most of us are not capable of using them. We are afraid that we are going to make the right time and place. A free local train (shuttle) would be nice.	One of the Regional Plan's near-term actions includes developing a Digital Equity Strategy and Action Plan that will address regional accessibility gaps in communications infrastructure, technology, and digital literacy. We have been working with our Community-Based Organization partners (CBOs) to ensure that language translations (such as schedules in Arabic) and translated educational resources on transit are readily available as we advance with our next OS system and build upon improving our existing transportation systems. For more information, I would like to refer you to Appendix B: Implementation Actions, for more information on the Digital Equity Strategy and Action Plan. In addition to language accessibility, SANDAG will also conduct a near-term Regional Fare Impact Study for our transit services such as the trolley and shuttles. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. You can find more information on the Regional Fare Impact Study also in Appendix B. Your comment has been forwarded to North County Transit District (NCTD) and San Diego Metropolitan Transit Service (MTS).	1A-47
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Heba Hadaya	El Cajon Collaborative/ Barrio Logan College Institute Parent Arabic	Submitted in Arabic- We wish from new plan to help us use the train (trolley). We need to get there faster. Arabic language is very important. We are afraid if we lose our way and don't know how to get home. I hope all information will be in Arabic. Free or low prices are also very important. Classes will help us break the fear factor.	SANDAG will be applying a social equity planning framework throughout the implementation of the Regional Plan. Through this framework, one of the Regional Plan's near-term actions includes developing a Digital Equity Strategy and Action Plan that will address regional accessibility gaps in communications infrastructure, technology, and digital literacy. We have been working with our Community-Based Organization partners (or CBOs) to ensure that language translations (such as in Arabic) and translated educational resources on transit are readily available as we advance with our next OS system and build upon improving our existing transportation systems. For more information, I would like to refer you to Appendix B: Implementation Actions, for more information on the Digital Equity Strategy and Action Plan. Your comment has been forwarded to North County Transit District (NCTD) and San Diego Metropolitan Transit Service (MTS).	1A-48

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Therefore, I ask that the transition to zero-emission buses be accelerated for a 2030 completion with the support of recently approved state and federal funding sources.</p> <p>I call for the funding of to protect vulnerable communities living near transit corridors by anti-displacement efforts developing an anti-displacement strategy that includes affordable/low-income housing and preservation of naturally occurring existing affordable housing, community ownership, and tenant protections. Therefore, I request an update on the status of the anti-displacement study.</p> <p>I call for the development of a bathroom access plan and providing MTS with funding for a clear and accessible bathroom network open at all major transit stations. 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The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans</a>. Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the proposed final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations. MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses.</p>	1A-50
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety	10/29/2021	<a href="#">HERE</a>	Jacquelyn Clark	NAACP San Diego, Chair Environmental & Climate Justice Committee	<p>For the emergency preparedness bringing awareness to communities about what bus lines and trolley lines are in the community would benefit the households by knowing in advance what is available close to where they reside. Maintaining the signals at trolley stops Lemon Grove in particular is important if traffic will be diverted to flow in a certain direction. It is terribly frightening at the Lemon Grove crossing because the lights never work. That is so unacceptable. Several trolley stations on The Orange Line need to be re-evaluated for safety and emergency preparedness. The current infrastructure does not seem like it would hold up if a widescale evacuation of the areas were necessary.</p>	<p>MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q: Transportation Security and Safety also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses. Your comment has been forwarded to North County Transit District (NCTD) and San Diego Metropolitan Transit Service (MTS).</p>	1A-51
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes, Safety	10/29/2021	<a href="#">HERE</a>	Jacquelyn Clark	The San Diego Urban Collaborative Project	<p>Gain meaningful input from a broad range of individuals, organizations, agencies, and (The MTS has the opportunity to reach the broadest and pertinent individuals. Those who actually use public transportation have the most at stake. When the Public Safety Officers board the trolley to check for fares they announce themselves and give instructions to have fare and passes ready for instruction. Also, with the rollout of the new Pronto system public outreach is happening at different stations at different times. Perhaps there is an opportunity to utilize the same method to engage public involvement by going more consistently to those who are already on a transit system and who use it frequently. Occasional public transportation users experiences are different from regular, frequent user's experiences. There is a difference between choosing public transportation as an option and it being your only option. Each experience matters, but the one who rides more often has more to gain or lose. Seeking input from both groups adds value however I am more partial to those who rely on public transportation to get to work, appointments, grocery shopping, school, etc... Offering something free, daily, weekly or monthly passes for participating is a sure way to get their attention and participation. I would definitely perk up and listen if I was offered a free pass. I do not purchase a monthly pass because I primarily telework. However I still like to get out and around San Diego. So each time I pay for a daily pass. I'd love to be given a daily pass to use for future travel. Those are the things frequent public transportation users appreciate. Something- Anything free and useful.)</p>	<p>Meaningful input and public participation is key to the success of the Regional Plan. One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.</p>	1A-52

# SANDAG RTP (14)

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Environmental Justice, 24 Hr Service, Purple Line, Blue Line, E-Buses, Anti-Displacement, Anti-gentrification	10/29/2021	<a href="#">HERE</a>	Jane Illades		I call for an Environmental Justice RTP, including 24 hour service, Purple Line alignment, More investment in the Blue Line Express, Electrified Bus Service by 2030, And Anti-Displacement that doesn't gentrify communities	The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation. The South Bay to Sorrento Comprehensive Multimodal Corridor Plan is currently studying alternatives that include a station in City Heights along the Commuter Rail Route 582. The eastwest Commuter Rail route 581 between El Cajon and Downtown San Diego/Central Mobility Hub via SDSU includes that station in the current proposed alignment. The first part of Route 582, from National City to Sorrento Mesa, is expected to be built by 2035 and is planned to be extended south from National City, to Chula Vista, and to the border by 2050. An additional route, Commuter Rail 583, traveling from the border to National City on the same alignment as the 582, is expected to be built by 2050 along with a branch to the Central Mobility Hub via downtown San Diego. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help improve the reliability on the Blue Line. Appendix A includes specifics on these projects, but in the short term SANDAG will conduct a Blue Line Express Feasibility and Conceptual Engineering Study as a Near-Term Implementation Action (included in proposed final Appendix B: Implementation Actions). The study will focus the project specifications and clarify next steps for express connectivity along the Blue Line. The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://www2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans">https://www2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans</a> . Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the proposed final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues.	1A-53
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Josephine Thompson		I was just in Aspen, CO. There was free bus transit between Aspen and Snowmass. I was with my daughter who is the transit committee in Tucson where they will offer free bus transit in Tucson. There should be free bus transit in San Diego county, FREE TRANSIT.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-58
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Security, Cleanliness	10/29/2021	<a href="#">HERE</a>	Josephine Thompson		THERE SHOULD ALWAYS BE A SECURITY OFFICER FOR EVERY BUS TO ENSURE CLEANLINESS, SAFETY, NO VULGAR LANGUAGE, NO THREATS TO ANYONE, AND EVERY RIDER IS SOBER.	Buses currently receive daily maintenance. As part of COVID-19 safety protocols, buses are wiped and cleaned at the end of each run throughout the day. Additionally, all riders are required by federal mandate to wear a face covering or mask while on public transit. SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements. SANDAG will be working hard with the help of all of our passengers and representatives to ensure that this plan gets implemented.	1A-58
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Julia Capper	SDEA	Please prioritize free transportation passes for youth. It is a hardship for students who use the bus to get to school every day.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS,	1A-59
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	kate yavenditti	law office	I support the call by Mid-City CAN and their Youth Council for free fares for riders under the age of 24. Most youth in this category that ride transit are students or low income workers and people of color and use mass transit for these purposes. It is our responsibility as a community to support this population and we can afford it.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under	1A-60

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes, Safety	10/29/2021	<a href="#">HERE</a>	Keara Pina	Center on Policy Initiatives	<p>As a member of the San Diego Transportation Equity Working Group, we fully support the 10 Transit lifelines and request their inclusion in the 2021 Regional Plan (RP). They represent the priorities that residents at the frontlines of the climate crisis in Barrio Logan, City Heights, and National City have identified through a community-driven process. Those identified by residents in these three areas, the 10 lifelines reflect a vision to advance affordable and frequent transit solutions that will benefit all San Diegans.</p> <p>The RTP should include environmental justice-specific solutions to be completed by the year 2025 with an additional focus on connecting low-income workers to jobs. This comment will highlight five of the ten Transit Lifelines that will benefit workers the most and transform people's access to jobs in the region.</p> <p>Youth Opportunity Passes (YOP): Provide no-cost transit passes for all youth ages 24 and younger. YOP will build generations of lifelong transit riders and connect youth to school, work, internships, and early career opportunities. While reference to transit subsidies is included in the plan, more explicit inclusion of no-cost transit for youth 24 and younger is needed.</p> <p>Bus Service every Ten Minutes: Make bus service reliable and affordable now - we can't afford to wait. Buses are one of the most cost-effective ways to get workers where they need to go while cutting climate pollution. The RTP should include MTS as a collaborating agency in the RTP to ensure these immediate improvements are prioritized for 2025 implementation.</p> <p>Blue Line Express: Build a third track for a 24-hour Express Blue Line. The Blue Line already has the highest ridership and is the best-performing transit line in the region. This priority is not currently in the RTP, but is one of the most important improvements needed to better connect low-income communities in the South Bay to jobs throughout the region.</p> <p>24 Hour Service: Connect late-night and early-morning workers by 2025. Many workers are unable to use transit or are left stranded at the end of very late night or very early morning shift changes. By providing 24-hour service on popular transit routes, workers will be better and more efficiently connected to their destinations. The RTP should include explicit reference 24-hour service.</p> <p>Anti-displacement Strategies: Protect low-income communities of color living near transit corridors from gentrification with proactive strategies that include building affordable housing and maintaining access to existing low-cost housing while ensuring high health and safety standards. In addition, provide increased community ownership opportunities and tenant protections. A Region Wide Displacement Study is included in the RTP for near-term implementation. This study should be completed within the next 6 months with clear implementation goals for the recommendations in order to truly prevent displacement due the RTP implementation.</p> <p>We urge the SANDAG Board to support these and all of the 10 Transit Lifelines and ensure their inclusion in the 2021 RTP.</p>	<p>One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under. SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help to improve the reliability on the Blue Line. Appendix A includes specifics on these projects, but in the short term SANDAG will conduct a Blue Line Express Feasibility and Conceptual Engineering Study as a Near-Term Implementation Action (included in proposed final Appendix B: Implementation Actions).</p> <p>The study will focus the project specifications and clarify next steps for express connectivity along the Blue Line. The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation.</p> <p>Land use authority is reserved to local jurisdictions -the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the proposed final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues.</p>	1A-61
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Kimberly Caldwell	San Diego Unified	<p>Please allow funding for free youth bus passes for age 24 and under to attend work and/or school/college. Our youth's education is very important.</p>	<p>One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.</p>	1A-62
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Kip Lund	Sunnise	<p>Please create a youth opportunity pass so that transportation can be free for all youth under 24 years old. Not only will this help youth access education and jobs, but it also encourages youth to learn how to get around using public transit. I would like to also advocate for a better restroom system, so riders and the unhouse can have a place to use the restroom. Thank you.</p>	<p>One of the Implementation Actions listed in Appendix B is a Regional Transit Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.</p>	1A-62
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Kyle Weinberg	San Diego Education Association	<p>I am the Vice President of the San Diego Education Association, proudly representing over 6000 certificated educators in the San Diego Unified School District. Every San Diegan deserves access to high-quality transportation and economic mobility, especially the students in San Diego Unified School District, other young people ages 24 and under and seniors. We urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated.</p> <p>Transit-dependent youth have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes is a key investment necessary for our region's equitable economic recovery.</p> <p>No-cost transit passes for all youth ages 24 and under ensures generations of lifelong transit riders are part of our long-term strategy to build a greener and equitable San Diego. No-cost transit passes will connect youth to school, work, medical care, internships, and other early-career opportunities. And programs like these exist with great success in Alameda County, Boston, San Francisco, and most recently Sacramento and Los Angeles.</p> <p>I urge the board to take bold action to build a greener, healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity passes as a priority.</p>	<p>One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.</p>	1A-62
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	E-buses	10/29/2021	<a href="#">HERE</a>	Leslie Stepanek	resident	<p>I call for an electrified bus fleet by 2030. Fund the implementation of California's Innovative Clean Transit rule to accelerate the electrification of the bus fleet ten years before mandated by the California Air Resources Board. We cannot wait 20 years to reduce GHGs.</p>	<p>The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans</a>.</p>	1A-64

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Free Youth Passes, Prioritize EJ Communities, Accessible Information, Reliable Transportation, Increased frequency of popular lines, Blue Line, 24 Hr Service, E-Buses	10/29/2021	<a href="#">HERE</a>	Lilia Escalante	EHC	<p>I call for an environmental justice centered RTP to ensure the projects included in the RTP will prioritize environmental justice (EJ) communities identified by CalEnviroScreen (CES) by listing projects that will directly benefit EJ communities, outlining immediate benefits via projects that will be implemented by 2025 in EJ communities, and making all public communication easy to understand by the public in order to promote meaningful engagement. Therefore, in the RTP, I ask that an equity specific project list be included in Appendix A: Transportation Projects, Programs, and Phasing document. I call for an improvement in the bus system now that is fast, frequent, reliable, and accessible through increasing frequency on popular lines, especially overcrowded ones. Therefore, I call for more clarity in Appendix A: Transportation Projects, Programs, and Phasing that provides a list of specific improvements to the bus system. I call for increased funding for the planning, environmental review, engineering, and capital for the additional Blue Line track that allows express, 24-hour service, and additional frequency enhancements. The information for the Blue Line needs to be clarified; it is unclear if the double/third tracking included in Appendix A refers to an additional track that will provide express connectivity from the border to downtown San Diego. I call for a 24-hour service by 2025 on popular transit routes to connect late night and early morning workers to their job. Therefore, the information in the RTP needs to be clarified: the language in both Appendix A and Chapter 2 should specifically call for 24 hr service on popular transit routes and present a clear implementation schedule. I call for the funding of the planning, environmental review, engineering, and capital for the Purple Line as a rail line that connects EJ communities in Central City Heights and South Bay to Sorrento Valley. According to SANDAG staff, the alignment includes City Heights in the 2050 RTP with a 2035 implementation. However, it should be listed in the document to demonstrate that project phasing prioritizes central City Heights and the South Bay region, and a 2035 completion. I call for no-cost transit passes for all youth 24 years old and under in order to ensure generations of lifelong transit riders and encourage significant mode shift. Further, I ask that it be accelerated for a 2035 implementation rather than the current delayed plan to implement in 2027. I call for an electrified bus fleet by 2030. Fund the implementation of California's Innovative Clean Transit rule to accelerate the electrification of the bus fleet ten years before mandated by the California Air Resources Board. We cannot afford to wait 20 years to reduce GHGs. Therefore, I ask that the transition to zero-emission buses be accelerated for a 2030 completion with the support of recently approved state and federal funding sources. I call for the funding of to protect vulnerable communities living near transit corridors by antidisplacement efforts developing an anti-displacement strategy that includes affordable/low-income housing and preservation of naturally occurring existing affordable housing, community ownership, and tenant protections. Therefore, I request an update on the status of the antidisplacement study.</p> <p>I call for the development of a bathroom access plan and providing MTS with funding for a clear and accessible bathroom network open at all major transit stations. It is unclear if a bathroom network is included in the capital operations budgets.</p> <p>I call for the funding of the planning and implementation of a transit emergency response strategy to provide safety particularly to EJ communities during community-wide emergencies. Currently, this is not included in the RTP.</p>	<p>The 2021 Regional Plan has been developed with equity at the forefront. An equity specific project list has been included in the draft 2021 Regional Plan Appendix H. As suggested, this list of projects with phasing will be added to Appendix A in the proposed final 2021 Regional Plan. Thank you for the suggestion and SANDAG agrees that this change will make it easier for the public to understand. SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. 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The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the proposed final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations. MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix C also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses.</p>	1A-64, 1A-65
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Lisa Sparaco		<p>This comment is to urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth (ages 24 and under) receive priority when transit fare subsidies are allocated. This will ensure that the RTP is equitable and inclusive of all communities and their needs.</p>	<p>One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.</p>	1A-66

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Lois Knowlton	La Mesa First United Methodist Church	I call for an environmental justice centered RTP to ensure the projects included in the RTP will prioritize environmental justice communities by listing projects that will directly benefit those communities by 2025 and making all public communication easy to understand by the public. Therefore, in the RTP, I ask that an equity specific project list be included in Appendix A: Transportation Projects, Programs, and Phasing document. I call for an improvement in the bus system now that is fast, frequent, reliable and accessible through increasing frequency on popular lines, especially overcrowded ones. The information for the Blue Line needs to be clarified; it is unclear if the double/third tracking included in Appendix A refers to an additional track that will provide express connectivity from the border to downtown San Diego. I call for a 240hour service by 2025 on popular transit routes to connect late night and early morning workers to their jobs. I call for the funding of the planning, environmental review, engineering and capital for the Purple Line as a rail line that connects EJ communities in Central City Heights and South Bay to Sorrento Valley. I call for no-cost transit passes for all youth 24 years old and under in order to ensure generations of lifelong transit riders...and be an accelerated part of the plan for a 2035 implementation rather than the current delayed plan to implement in 2027. I call for an electrified bus fleet by 2030. I call for the funding to protect vulnerable communities living near transit corridors by antidisplacement efforts developing an anti-displacement strategy that includes affordable/lowincome housing and preservation of naturally occurring existing affordable housing, community ownership, and tenant protections. I call for the development of a bathroom access plan and providing MTS with funding for a clear and accessible bathroom network open at all major transit stations. It is unclear if a bathroom network is included in the capital operations budgets. I call for the funding of the planning and implementation of a transit emergency response strategy to provide safety particularly to EJ communities during community-wide emergencies. Currently, this is not included in the RTP.	The 2021 Regional Plan has been developed with equity at the forefront. An equity specific project list has been included in the draft 2021 Regional Plan Appendix H. As suggested, this list of projects with phasing will be added to Appendix A in the proposed final 2021 Regional Plan. Thank you for the suggestion and SANDAG agrees that this change will make it easier for the public to understand. SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help to improve the reliability on the Blue Line. Appendix A includes specifics on these projects, but in the short term SANDAG will conduct a Blue Line Express Feasibility and Conceptual Engineering Study as a Near-Term Implementation Action (included in proposed final Appendix B: Implementation Actions). The study will focus the project specifications and clarify next steps for express connectivity along the Blue Line. The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation. The South Bay to Sorrento Comprehensive Multimodal Corridor Plan is currently studying alternatives that include a station in City Heights along the Commuter Rail Route 582. The eastwest Commuter Rail route 581 between El Cajon and Downtown San Diego/Central Mobility Hub via SDSU includes that station in the current proposed alignment. The first part of Route 582, from National City to Sorrento Mesa, is expected to be built by 2035 and is planned to be extended south from National City, to Chula Vista, and to the border by 2050. An additional route, Commuter Rail 583, traveling from the border to National City on the same alignment as the 582, is expected to be built by 2050 along with a branch to the Central Mobility Hub via downtown San Diego. One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth under age 19. The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans</a> . Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations. MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses.	1A-66, 1A-67
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Lourdes Garcia Chepe	Platicando Con Mi Gente	SANDAG and MTS all together with the other organizations has to move on quickly, and no wait too many years in order to put more buses for all the communities that are minorities	SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan.	1A-67
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Luis Montero-Adams	The San Diego LGBT Community Center	On behalf of The San Diego LGBT Community Center, I am writing to urge the Board to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated. Every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under, who have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes are a key investment that will provide a foundation for our region's equitable economic recovery. When The Center was choosing the location of both its Hillcrest Youth Center and South Bay Youth Center, accessibility via public transportation was critical, as we know that so many of our youth cannot count on dependable transportation from their households. When young people have access to no cost transit passes, they are better able to access school, work, medical care and resources otherwise not accessible. (I want to add an additional line about the need for public transit within the LGBTQ youth community but don't know this talking point well enough. Should I reach out to Yey?) I urge the Board to take bold action to build a healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity Passes as a priority.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-68



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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Lynne Shaprio	N/A	This is a waste of bus transit riders time. We went to SANDAG to stop the MTS map blind destination insensitive engineer planners from imposing their spread sheet metric speed of vehicle trip 2018 Transit Optimization plan that harmed access to mid-city destinations including social service centers (Kroc Center, Social Security Administration offices, City Hall offices), and other key destinations for older adults, disabled people, women with children. You said you could do nothing. So you can have plans galore but if the MTS has unequitable access policies for route and schedule planning it is all for nothing.	SANDAG is committed to implementing projects and programs that ensure equity and increase mobility options for all residents. Coordination between agency partners, including MTS, is and will continue to be a consistent part of our planning process. Planned transit frequency improvements and spans of services for all routes, including existing local service and future regional services, will be added to Appendix A for the proposed Final Plan and can be currently viewed as part of the Social Equity Working Group agenda from August 5, 2021. Please continue to follow along in this process by visiting SDForward.com.	1A-70
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Manuel Gonzalez	Keiller leadership Academy	No-cost transit passes for all youth ages 24 and under ensures generations of lifelong transit riders are part of our long-term strategy to build a greener and equitable San Diego. No-cost transit passes will connect youth to school, work, medical care, internships, and other early-career opportunities.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-70
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Maria Gonzalez	Southern Caregiver Resource Center	I urge that no-cost transit passes for youth (ages 24 and under) receive priority when transit fare subsidies are allocated.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-71
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Maribel Arias	Comité organizador latino de city heights	Necesitamos que apoyen a los jóvenes estudiantes de hasta 24 años con pase gratis para que puedan ir a la escuela y trabajo. *** We need to support young students up to 24 years of age with free passes so they can go to school and work.	Una de las Acciones de Implementación enumeradas en el Anexo B es un Estudio del Impacto Regional de las Tarifas. Este estudio asegurará que las partes interesadas públicas tengan la oportunidad de expresar su opinión sobre las alternativas. Se espera que el estudio finalice en el año fiscal (FY) 2024 e incluirá una evaluación de los subsidios para las tarifas de las personas de bajos ingresos, los adultos mayores, los estudiantes y los jóvenes. Mientras tanto, el personal de SANDAG, MTS y NCTD está trabajando con las partes interesadas en un programa piloto de un año que puede ofrecer tarifas gratis a los jóvenes menores de 19 años. *** One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-71
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Marina Ahn		Every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under and seniors. We urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated. Transit-dependent youth have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes is a key investment necessary for our region's equitable economic recovery. No-cost transit passes for all youth ages 24 and under ensures generations of lifelong transit riders are part of our long-term strategy to build a greener and equitable San Diego. No-cost transit passes will connect youth to school, work, medical care, internships, and other early-career opportunities. Programs like these exist with great success in Alameda County, Boston, San Francisco, and most recently Sacramento and Los Angeles. I urge the board to take bold action to build a greener, healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity passes as a priority. Thank you.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-71
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Marvin Hernandez-Villareal	El Cajon Collaborative/Barrio Logan College Institute Parent Spanish	I really like the Plan. We really need better, affordable housing for low-income families with some discounted rates for public transportation. I like the trolley, but it is too expensive to use. I also do not know how to use it. Our apartments are very old, and it is not safe to walk after dark in El Cajon. I would like more education for people in the plan and more housing around transit centers. Thank you for the Plan. I approve.	SANDAG is actively working on developing an outreach program for all roadway users focused on the projects being constructed in the Regional Bike Early Action Program. We have received a \$1.9 million competitive State Active Transportation grant to develop and implement education and outreach program that is beginning soon. One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth under age 19. Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the proposed final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues. We appreciate your support and feedback. Please continue to follow along in this process by visiting SDForward.com.	1A-72

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Maureen Phillips		Once again the rural unincorporated areas of the county are unrepresented in a transportation plan, except most notably in the recommendation/suggestion to inequitably implement user fees (VMT) to citizens, including Native Americans, seniors and others you recognize in the plan as historically marginalized, and have or have been afforded few, if any, options for transportation except the use of private vehicles, VMT, according to 2 land use commissioners recently ruling on a large scale energy development, "will limit building in small communities in east county" and with it the hope of economic improvement or creating more sustainable communities that serve as more than revenue or energy sources in the County's overall Climate Action Plan. Rural Interstate 8 is not even recognized as a corridor, complete or otherwise, or the subject of improvements or actions. This despite the fact that it provides the most access to urban San Diego for private vehicles and commerce to and from Imperial county, Arizona tourists, and more, no mention on how VMT might be imposed on those travelers contributing to greenhouse emissions. For local citizens, Interstate 8 areas could become the source of Mobility Hub and transit leap innovative transportation resources (improving on the existing sources), such as microbuses, ridesharing, and more. Absence of broadband access in rural unincorporated areas is highlighted within the plan, and no more obvious than in Appendix G, the Public Involvement Program. Most of the communication and participation strategies involve the need to access information through broadband, which is essentially absent (and expensive) in rural areas, limiting people's ability to learn and comment on plans and actions like this; those that directly affect our lives and quality of life. Its absence prevents working from home and educational opportunities. Aside from that, you cannot actually implement most of these recommendations without the availability of broadband or technology. I call upon you to find more equitable ways to communicate with, engage and invest in the rural unincorporated areas of the county	Social equity disparity analysis is required by both state and federal law via Title VI of the Civil Rights Act of 1964 and Executive Order 12898. During the process of evaluating the 2021 Regional Plan, calculations were made to determine improvements in mobility by percent point difference, between a No-Build projection and the Build projection. SANDAG found marginal percentage point differences between each population, with slight advantages leaning in favor of low income, aging populations, and other disadvantaged populations. For more information regarding social equity, methodology, and state requirements see Appendix H. Interstate 8 is identified in the 2021 Regional Plan as a rural corridor and Appendix A describes the specific improvements anticipated for Interstate 8. SANDAG works closely with the County of San Diego and tribal nations to ensure transportation needs are met. SANDAG is currently preparing a Digital Equity Strategy to support advancement of access to broadband in areas with insufficient access.	1A-73
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Meaghan Harrigan		I urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth (ages 24 and under) receive priority when transit fare subsidies are allocated.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth under age 19.	1A-74
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Michele Shoemaker		I support free transit passes for youth and students (all ages).	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-76
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Michele Shoemaker		To encourage public transit, make it free for riders.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under	1A-76
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Michelle Kearney		Michelle Kearney Please amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth (ages 24 and under) receive priority when transit fare subsidies are allocated.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under	1A-76
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Monique Clifford	Public School Teacher SDUSD and mother of San Diego youth	I am a volunteer with Mid-City CAN. Every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under and seniors. We urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated. Transit-dependent youth have been disproportionately impacted by the COVID-19 pandemic. Nocost transit passes is a key investment necessary for our region's equitable economic recovery, while connecting youth to school, work, medical care, internships, and other early-career opportunities. Programs like these exist with great success in Alameda County, Boston, San Francisco, and most recently Sacramento and Los Angeles. I urge the board to take bold action to build a greener, healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity passes as a priority.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-80
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Mylie Whipple	The San Diego LGBT Youth Center	I am a supporter of The San Diego LGBT Community Center and I am writing to urge the Board to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated. I believe that every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under, who have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes are a key investment that will provide a foundation for our region's equitable economic recovery. When young people have access to no-cost transit passes, they are better able to access school, work, medical care, and resources otherwise not accessible. I urge the Board to take bold action to build a healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity Passes as a priority.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-81
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Nam Nguyen		I think that there should be capital investments in each of the bus stops in San Diego, if not the county. While some are tied into larger stations, most are a simple bench and signpost. I think that each bus stop - each and every single one - should have a greater minimum level of structure to alleviate the stresses on riders. Minimum level: - Bench (without any anti-homelessness measures, as they are inhumane) - Signpost - Shade structure - Embedded Map with transit lines, fares, etc. - Waste Bins Increased level - Benches - Digital Signpost with ETAs of next buses - Shade structure with rooftop solar - Embedded batteries with USB Charging hubs, connected to utilities as a microgrid - Waste and Recycling bins	MTS and NCTD evaluate their bus stops for the potential to add amenities when budgets allow. When their budgets increase enough, they look to add features like you mention. Your comment has been forwarded to North County Transit District (NCTD) and San Diego Metropolitan Transit Service (MTS).	1A-83

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Nam Nguyen		If there are any plans by the Port of San Diego to redevelop Harbor Island, a ferry service from Downtown to Harbor Island would be nice.	Ferry service is being considered by MTS and the cities of San Diego and Coronado. As their plans develop, SANDAG may include them in future Regional Plans. Your comment was forwarded to the Port of San Diego.	1A-83
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Nam Nguyen		I would like to add additional support for a uniform regional method of payment for all transit systems. If I could purchase one card and upload funds (online) and go from bus to trolley to train, that would make trips convenient not just in terms of saving the headache of multiple forms of payment, but also facilitating ad hoc, impromptu, unplanned trips. Imagine that if someone uses the card and, if there was insufficient funds on the card, they would be billed for the balance that could be paid later. A resident could go on a casual trip on transit recreationally without the hassle of pre-planning too much. Break down the barriers to ridership.	Next Operating System (Next OS) includes a system that would allow for a comprehensive fare payment system that would cover several modes. In the interim, MTS and NCTD just launched its Pronto Fare System which is a building block to a comprehensive fare payment system.	1A-83
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Neil and Marjie Larson		Children and youths 24 and under in age should be able to ride the transit for free. Please make this a priority.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-85
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Nichole Rocero	You Belong Here	I am a resident and business owner in City Heights and have many concerns on the equity of a new transportation system. I applaud SANDAG and San Diego's attempt to create a new transportation system. I do want to have a voice in the development of such an overhaul. As a small business I am greatly impacted by the ability to serve my community. Many of my patrons do not have access to transportation; bus rides can require multiple transfers that are not efficient for their time. Ridesharing is vastly overpriced post/during COVID, bikes are not always an option for the community I serve, as cost and space to store a bike is not always feasible. I would love to be able to serve my community/customers, but often there are many setbacks for them to access my resources. I would love to see a regional transportation plan that can consider subsidizing rideshare programs, bikes, and bus rides. I feel the city providing programs to those marginalized and underserved with a monthly transportation allowance will be a huge step to building accessible and equitable communities. Furthermore, I would love for the city to subsidize the cost of a bus ride from certain regions traveling to culture hubs. For example, for those who may reside in Paradise Hills will they have the opportunity to hop on a bus for free that will be taking them to areas such as Barrio Loga, North Park, East Village, free of charge. If we are forever charging a price and delivering inefficiency to access culture then we stay away, and staying away means we are divided and miss out connection and outside experiences. Furthermore, I live in a region of town overrun by vast amounts of auto shops, where staying in your community for all of your needs (i.e., grocery, lifestyle, arts & culture) cannot exist within a 2 mile radius. I'm fearful that because of all of these businesses being zoned in this region, that we will again, be overlooked for opportunities such as parks and transportation hubs because the City has to build past and around these types of businesses. How will this new regional plan ensure that marginalized and underserved communities will have easy access to the essentials and all the city has to offer. How can we ensure that the development of a new transportation system, will also lead to the development of new placemaking that can help us enjoy and stay within our communities, limiting the need for long distance travel just to access a grocery store? These are some things I hope SANDAG will keep in mind.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth. Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. The Mobility Hubs are intended to be a place where goods and services and multimodal options come together to provide access to all. The access for low income communities of color living near Mobility Hubs triples access.	1A-85
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Nicole	N/A	We need more transportation (bus stop), shade and benches at the bus stop.	MTS and NCTD currently provide shelters wherever it is physically feasible. As part of larger infrastructure projects like Next Generation Rapid, Trolley and Commuter Rail, all stations will have shelters.	1A-86
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Nytziagisel Gallegos	Climate reality project	I am urging u to pass no cost passes to our youth	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-86

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Patricia Rollison		<p>Environmental justice must be embedded in our mobility in San Diego. Therefore, I ask that the 10 Big Moves to Transportation Justice be included in the 2021 Regional Transportation Plan. I call for an environmental justice centered RTP to ensure the projects included in the RTP will prioritize environmental justice (EJ) communities identified by CalEnviroScreen (CES) by listing projects that will directly benefit EJ communities, outlining immediate benefits via projects that will be implemented by 2025 in EJ communities, and making all public communication easy to understand by the public in order to promote meaningful engagement. Therefore, in the RTP, I ask that an equity specific project list be included in Appendix A: Transportation Projects, Programs, and Phasing document. I call for an improvement in the bus system now that is fast, frequent, reliable, and accessible through increasing frequency on popular lines, especially overcrowded ones. Therefore, I call for more clarity in Appendix A: Transportation Projects, Programs, and Phasing that provides a list of specific improvements to the bus system. I call for increased funding for the planning, environmental review, engineering, and capital for the additional Blue Line track that allows express, 24-hour service, and additional frequency enhancements. The information for the Blue Line needs to be clarified; it is unclear if the double/triple tracking included in Appendix A refers to an additional track that will provide express connectivity from the border to downtown San Diego.</p> <p>I call for a 24-hour service by 2025 on popular transit routes to connect late night and early morning workers to their job. Therefore, the information in the RTP needs to be clarified; the language in both Appendix A and Chapter 2 should specifically call for 24 hr. service on popular transit routes and present a clear implementation schedule.</p> <p>I call for the funding of the planning, environmental review, engineering, and capital for the Purple Line as a rail line that connects EJ communities in Central City Heights and South Bay to Sorrento Valley. According to SANDAG staff, the alignment includes City Heights in the 2050 RTP with a 2035 implementation. However, it should be listed in the document to demonstrate that project phasing prioritizes central City Heights and the South Bay region, and a 2035 completion</p> <p>I call for no-cost transit passes for all youth 24 years old and under in order to ensure generations of lifelong transit riders and encourage significant mode shift. Further, I ask that it be accelerated for a 2023 implementation rather than the current delayed plan to implement in 2027.</p> <p>I call for an electrified bus fleet by 2030. Fund the implementation of California's Innovative Clean Transit rule to accelerate the electrification of the bus fleet ten years before mandated by the California Air Resources Board. We cannot afford to wait 20 years to reduce GHGs. Therefore, I ask that the transition to zero-emission buses be accelerated for a 2030 completion with the support of recently approved state and federal funding sources.</p> <p>I call for the funding of to protect vulnerable communities living near transit corridors by antidisplacement efforts developing an anti-displacement strategy that includes affordable/lowincome housing and preservation of naturally occurring existing affordable housing, community ownership, and tenant protections. Therefore, I request an update on the status of the antidisplacement study.</p> <p>I call for the development of a bathroom access plan and providing MTS with funding for a clear and accessible bathroom network open at all major transit stations. It is unclear if a bathroom network is included in the capital operations</p>	<p>The 2021 Regional Plan has been developed with equity at the forefront. An equity specific project list has been included in the draft 2021 Regional Plan Appendix H. As suggested, this list of projects with phasing will be added to Appendix A in the proposed final 2021 Regional Plan. Thank you for the suggestion and SANDAG agrees that this change will make it easier for the public to understand. SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help to improve the reliability on the Blue Line. Appendix A includes specifics on these projects, but in the short term SANDAG will conduct a Blue Line Express Feasibility and Conceptual Engineering Study as a Near-Term Implementation Action (included in proposed final Appendix B: Implementation Actions). The study will focus the project specifications and clarify next steps for express connectivity along the Blue Line. The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation. The South Bay to Sorrento Comprehensive Multimodal Corridor Plan is currently studying alternatives that include a station in City Heights along the Commuter Rail Route 582. The east-west Commuter Rail route 581 between El Cajon and Downtown San Diego/Central Mobility Hub via SDSU includes that station in City Heights along the proposed alignment. The first part of Route 582, from National City to Sorrento Mesa, is expected to be built by 2035 and is planned to be extended south from National City, to Chula Vista, and to the border by 2050. An additional route, Commuter Rail 583, traveling from the border to National City on the same alignment as the 582, is expected to be built by 2050 along with a branch to the Central Mobility Hub via downtown San Diego. One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under. The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans</a>. Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the proposed final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations.</p>	1A-86, 1A-87

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Free Youth Passes, Prioritize EJ Communities, Accessible Information, Reliable Transportation, Increased frequency of popular lines, Blue Line, 24 Hr Service, E-Buses	10/29/2021	<a href="#">HERE</a>	Paul Vachal	SanDiego350	<p>I call for an improvement in the bus system now that is fast, frequent, reliable, and accessible through increasing frequency on popular lines, especially overcrowded ones. Therefore, I call for more clarity in Appendix A: Transportation Projects, Programs, and Phasing that provides a list of specific improvements to the bus system. I call for increased funding for the planning, environmental review, engineering, and capital for the additional Blue Line track that allows express, 24-hour service, and additional frequency enhancements. The information for the Blue Line needs to be clarified; it is unclear if the double/third tracking included in Appendix A refers to an additional track that will provide express connectivity from the border to downtown San Diego. I call for a 24-hour service by 2025 on popular transit routes to connect late night and early morning workers to their job. Therefore, the information in the RTP needs to be clarified; the language in both Appendix A and Chapter 2 should specifically call for 24 hr service on popular transit routes and present a clear implementation schedule. I call for the funding of the planning, environmental review, engineering, and capital for the Purple Line as a rail line that connects EJ communities in Central City Heights and South Bay to Sorrento Valley. According to SANDAG staff, the alignment includes City Heights in the 2050 RTP with a 2035 implementation. However, it should be listed in the document to demonstrate that project phasing prioritizes central City Heights and the South Bay region, and a 2035 completion I call for no-cost transit passes for all youth 24 years old and under in order to ensure generations of lifelong transit riders and encourage significant mode shift. Further, I ask that it be accelerated for a 2035 implementation rather than the current delayed plan to implement in 2027. I call for an electrified bus fleet by 2030. Fund the implementation of California's Innovative Clean Transit rule to accelerate the electrification of the bus fleet ten years before mandated by the California Air Resources Board. We cannot afford to wait 20 years to reduce GHGs. Therefore, I ask that the transition to zero-emission buses be accelerated for a 2030 completion with the support of recently approved state and federal funding sources. I call for the funding of to protect vulnerable communities living near transit corridors by anti-displacement efforts developing an anti-displacement strategy that includes affordable/low-income housing and preservation of naturally occurring existing affordable housing, community ownership, and tenant protections. Therefore, I request an update on the status of the anti-displacement study. I call for the development of a bathroom access plan and providing MTS with funding for a clear and accessible bathroom network open at all major transit stations. It is unclear if a bathroom network is included in the capital operations budgets. I call for the funding of the planning and implementation of a transit emergency response strategy to provide safety particularly to EJ communities during community-wide emergencies. Currently, this is not included in the RTP.</p>	<p>SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help to improve the reliability on the Blue Line. Appendix A includes specifics on these projects, but in the short term SANDAG will conduct a Blue Line Express Feasibility and Conceptual Engineering Study as a Near-Term Implementation Action (included in proposed final Appendix B: Implementation Actions). The study will focus the project specifications and clarify next steps for express connectivity along the Blue Line. The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation. The South Bay to Sorrento Comprehensive Multimodal Corridor Plan is currently studying alternatives that include a station in City Heights along the Commuter Rail Route 582. 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While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under. The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ct-rollout-plans">https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ct-rollout-plans</a>. Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the proposed final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations. MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses.</p>	1A-89

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Free Youth Passes, Prioritize EJ Communities, Accessible Information, Reliable Transportation, Increased frequency of popular lines, Blue Line, 24 Hr Service, E-Buses	10/29/2021	<a href="#">HERE</a>	Philip Petrie	Interfaith Coalition for Earth Justice	<p>I call for an environmental justice centered RTP to ensure the projects included in the RTP will prioritize environmental justice (EJ) communities identified by CalEnviroScreen (CES) by listing projects that will directly benefit EJ communities, outlining immediate benefits via projects that will be implemented by 2025 in EJ communities, and making all public communication easy to understand by the public in order to promote meaningful engagement. Therefore, in the RTP, I ask that an equity specific project list be included in Appendix A: Transportation Projects, Programs, and Phasing document. I call for an improvement in the bus system now that is fast, frequent, reliable, and accessible through increasing frequency on popular lines, especially overcrowded ones. Therefore, I call for more clarity in Appendix A: Transportation Projects, Programs, and Phasing that provides a list of specific improvements to the bus system. I call for increased funding for the planning, environmental review, engineering, and capital for the additional Blue Line track that allows express, 24-hour service, and additional frequency enhancements. The information for the Blue Line needs to be clarified; it is unclear if the double/third tracking included in Appendix A refers to an additional track that will provide express connectivity from the border to downtown San Diego. I call for a 24-hour service by 2025 on popular transit routes to connect late night and early morning workers to their job. Therefore, the information in the RTP needs to be clarified: the language in both Appendix A and Chapter 2 should specifically call for 24 hr service on popular transit routes and present a clear implementation schedule. I call for the funding of the planning, environmental review, engineering, and capital for the Purple Line as a rail line that connects EJ communities in Central City Heights and South Bay to Sorrento Valley. According to SANDAG staff, the alignment includes City Heights in the 2050 RTP with a 2035 implementation. However, it should be listed in the document to demonstrate that project phasing prioritizes central City Heights and the South Bay region, and a 2035 completion I call for no-cost transit passes for all youth 24 years old and under in order to ensure generations of lifelong transit riders and encourage significant mode shift. Further, I ask that it be accelerated for a 2035 implementation rather than the current delayed plan to implement in 2027. I call for an electrified bus fleet by 2030. Fund the implementation of California's Innovative Clean Transit rule to accelerate the electrification of the bus fleet ten years before mandated by the California Air Resources Board. We cannot afford to wait 20 years to reduce GHGs. Therefore, I ask that the transition to zero-emission buses be accelerated for a 2030 completion with the support of recently approved state and federal funding sources. I call for the funding of to protect vulnerable communities living near transit corridors by antidisplacement efforts developing an anti-displacement strategy that includes affordable/low-income housing and preservation of naturally occurring existing affordable housing, community ownership, and tenant protections. Therefore, I request an update on the status of the antidisplacement study. I call for the development of a bathroom access plan and providing MTS with funding for a clear and accessible bathroom network open at all major transit stations. It is unclear if a bathroom network is included in the capital operations budgets. I call for the funding of the planning and implementation of a transit emergency response strategy to provide safety particularly to EJ communities during community-wide emergencies. Currently, this is not included in the RTP.</p>	<p>The 2021 Regional Plan has been developed with equity at the forefront. An equity specific project list has been included in the draft 2021 Regional Plan Appendix H. As suggested, this list of projects with phasing will be added to Appendix A in the proposed final 2021 Regional Plan. Thank you for the suggestion and SANDAG agrees that this change will make it easier for the public to understand. SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. 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While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under. The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans</a>. Land use authority is reserved to local jurisdictions – the cities and the county. 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The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations. MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses.</p>	1A-91, 1A-92
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Rafael Hernandez	National Latino Research Center	<p>I appreciate the emphasis on addressing regional transportation challenges including economic and social inequities, climate change, public health, and safety, as well as coordination with community-based organizations and tribal governments throughout the planning process. It is good to see that the plan includes working with community partners to develop affordable housing development incentives. The regional plan acknowledges issues that are unique to our U.S.-Mexico border region, as well as systemic racism, redlining, and the taking of tribal lands by settlers, but does not address the safety concerns affecting our communities from the presence of border patrol and law enforcement on public transportation. Technology innovation is an exciting part of the regional Plan, but equity in our regions is a must. It will be crucial to address the basic unmet needs in our marginalized communities like adequate shelter, functioning vending machines, and staff that speak the various languages of our communities in the transit stops and stations. While some communities will be gaining state of the art technology, we cannot allow other communities to continue to lack basic services, resources, and infrastructure. I support the 2021 Regional Plan's mission to improve the transportation system in our region, and I want to emphasize the need to address issues of equity, especially for our historically marginalized and underserved communities.</p>	<p>Transit station security and operations are a function of MTS and NCTD. MTS's website states that they have been making changes to its security policies and practices, to ensure their operations are in line with best in practice policies. Recent measures include increased training for internal and contract security staff, updated use of force policy, conducting an outside audit, using more visible and customer friendly uniforms, and more. NCTD's website states that they contract with the San Diego Sheriff's Office and local law enforcement agencies to patrol and provide law enforcement and security services at our transit centers. Your comment was shared with the Director of Planning at MTS and Chief of Planning, Strategy &amp; Innovation at NCTD. Additionally, SANDAG's Public Safety Committee provides a forum for which regional public safety issues and concerns can be addressed. NCTD and MTS serve on the Public Safety Committee as advisory members. SANDAG will be applying a social equity planning framework throughout the implementation of the Regional Plan. As a near-term action, the proposed 2021 Regional Plan includes developing a Digital Equity Strategy and Action Plan that will address regional accessibility gaps in communications infrastructure, technology, and digital literacy. We have been working with our Community-Based Organization partners (or CBOs) to ensure that language translations and educational resources on transit are available to all San Diegans as we advance with our next OS system. Additionally, both MTS and SANDAG are working to provide enhanced amenities at transit stops and stations including comfortable shelters, bathroom facilities, and improved wayfinding kiosks. We appreciate your support and feedback. Please continue to follow along in this process by visiting SDForward.com.</p>	1A-93

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Reva Kareem	El Cajon Collaborative/Barrio Logan College Institute Parent Arabic	How can we use the trolley and buses when we don't speak English and there is no translation available for us? Will the Regional Plan include transit trainings and translation services and information for refugees and immigrants? This is the largest problem we all have. We don't leave El Cajon because it is too scary to use the trolley when you don't know what time and where to get off. Thank you for the Plan. I look forward to the new technology.	One of the proposed final 2021 Regional Plan's near-term actions includes developing a Digital Equity Strategy and Action Plan that will address regional accessibility gaps in communications infrastructure, high-speed broadband internet access, technology, and digital literacy. We have been working with our Community-Based Organization partners (CBOs) to ensure that language translations and educational resources on transit are available to all San Diegans as we advance with our Next Operating System (Next OS). Additionally, the Metropolitan Transit System (MTS) is increasing its programs in assisting newcomers learn the transit system. This is an area we would like to support in partnership with local jurisdictions and organizations who support newcomers. For more information, I would like to refer you to Appendix B: Implementation Actions, Table B.1 on more information on the Digital Equity Strategy and Action Plan. For more information on our community-based outreach please see Appendix H: Social Equity: Engagement and Analysis. Your comment has been forwarded to North County Transit District (NCTD) and San Diego Metropolitan Transit Service (MTS).	1A-93
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Richard Lund	Sunrise SD	For the final plan, I urge this Board to (1) maximize emissions reductions, (2) prioritize investments in the communities on the frontlines of environmental injustice and the climate crisis, create Youth Opportunity Passes (YOP); provide no-cost transit passes for all youth 24 years old, have a Purple Line Serve Central City Heights, create a Blue Line Express, and improve the transit bathroom network.	The 2021 Regional Plan is required to reduce greenhouse gas (GHG) emissions from passenger vehicles and light-duty trucks by 19% per capita by 2035 compared to 2005 levels, as mandated by Senate Bill (SB) 375. Reducing GHG emissions and achieving state goals related to carbon neutrality requires actions at all levels of government. SANDAG looks to support and encourage local jurisdictions, state agencies, and other partners to reduce emissions beyond what is included in the 2021 Regional Plan. The 2021 Regional Plan has been developed with equity at the forefront. An equity specific project list has been included in the draft 2021 Regional Plan Appendix H. As suggested, this list of projects with phasing will be added to Appendix A in the proposed final 2021 Regional Plan. Thank you for the suggestion and SANDAG agrees that this change will make it easier for the public to understand. One of the Implementation Actions listed in Appendix B is a Regional Transit Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under. The South Bay to Sorrento Comprehensive Multimodal Corridor Plan is currently studying alternatives that include a station in City Heights along the Commuter Rail Route 582. The eastwest Commuter Rail route 581 between El Cajon and Downtown San Diego/Central Mobility Hub via SDSU includes that station in the current proposed alignment. The first part of Route 582, from National City to Sorrento Mesa, is expected to be built by 2035 and is planned to be extended south from National City, to Chula Vista, and to the border by 2050. An additional route, Commuter Rail 583, traveling from the border to National City on the same alignment as the 582, is expected to be built by 2050 along with a branch to the Central Mobility Hub via downtown San Diego. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help to improve the reliability on the Blue Line. Appendix A includes specifics on these projects, but in the short term SANDAG will conduct a Blue Line Express Feasibility and Conceptual Engineering Study as a Near-Term Implementation Action (included in proposed final Appendix B: Implementation Actions). The study will focus the project specifications and clarify next steps for express connectivity along the Blue Line. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations.	1A-94
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Sage Rogalski	The San Diego LGBT Community Center	I am a supporter of The San Diego LGBT Community Center and I am writing to urge the Board to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated. I believe that every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under, who have been disproportionately impacted by the COVID-19 pandemic. No-cost transit passes are a key investment that will provide a foundation for our region's equitable economic recovery. When young people have access to no-cost transit passes, they are better able to access school, work, medical care, and resources otherwise not accessible. Thank you I urge the Board to take bold action to build a healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity Passes as a priority.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-96
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	SAMANTHA CRUZ	SDEA/Teacher	I am a High School Special Education teacher at San Diego Unified. Every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under and seniors. We urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated. Choose 2 talking points to include: Transit-dependent youth have been disproportionately impacted by the COVID-19 pandemic. Nocost transit passes is a key investment necessary for our region's equitable economic recovery. No-cost transit passes for all youth ages 24 and under ensures generations of lifelong transit riders are part of our long-term strategy to build a greener and equitable San Diego. No-cost transit passes will connect youth to school, work, medical care, internships, and other early-career opportunities. Programs like these exist with great success in Alameda County, Boston, San Francisco, and most recently Sacramento and Los Angeles. I urge the board to take bold action to build a greener, healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity passes as a priority.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-97
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Cleanliness, Restrooms, More Shelters	10/29/2021	<a href="#">HERE</a>	Sarah Mahdi	El Cajon Collaborative/Barrio Logan College Institute Parent Arabic	There are too many homeless in El Cajon. It makes it frightening for us to use parks and transit. We often see them urinating on trees and fences because there are no restrooms. I was very nervous during COVID-19 and the spread of germs. What can we do to make our community safer? Please add safe, clean restrooms with more shelters.	Buses currently receive daily maintenance. As part of COVID-19 safety protocols, buses are wiped and cleaned at the end of each run throughout the day. Additionally, all riders are required by federal mandate to wear a face covering or mask while on public transit. SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements. SANDAG will be working hard with the help of all of our passengers and representatives to ensure that this plan gets implemented. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations.	1A-97

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Free Youth Passes, Prioritize EJ Communities, Accessible Information, Reliable Transportation, Increased frequency of popular lines, Blue Line, 24 Hr Service, E-Buses	10/29/2021	<a href="#">HERE</a>	Savahanna O' Toole	SanDiego350	<p>Environmental justice must be embedded in our mobility in San Diego. Therefore, I ask that the 10 Big Moves to Transportation Justice be included in the 2021 Regional Transportation Plan. I call for an environmental justice centered RTP to ensure the projects included in the RTP will prioritize environmental justice (EJ) communities identified by CalEnviroScreen (CES) by listing projects that will directly benefit EJ communities, outlining immediate benefits via projects that will be implemented by 2025 in EJ communities, and making all public communication easy to understand by the public in order to promote meaningful engagement. Therefore, in the RTP, I ask that an equity specific project list be included in Appendix A: Transportation Projects, Programs, and Phasing document. I call for an improvement in the bus system now that is fast, frequent, reliable, and accessible through increasing frequency on popular lines, especially overcrowded ones. Therefore, I call for more clarity in Appendix A: Transportation Projects, Programs, and Phasing that provides a list of specific improvements to the bus system. I call for increased funding for the planning, environmental review, engineering, and capital for the additional Blue Line track that allows express, 24-hour service, and additional frequency enhancements. The information for the Blue Line needs to be clarified; it is unclear if the double/triple tracking included in Appendix A refers to an additional track that will provide express connectivity from the border to downtown San Diego. I call for a 24-hour service by 2025 on popular transit routes to connect late night and early morning workers to their job. Therefore, the information in the RTP needs to be clarified; the language in both Appendix A and Chapter 2 should specifically call for 24 hr service on popular transit routes and present a clear implementation schedule. I call for the funding of the planning, environmental review, engineering, and capital for the Purple Line as a rail line that connects EJ communities in Central City Heights and South Bay to Sorrento Valley. According to SANDAG staff, the alignment includes City Heights in the 2050 RTP with a 2035 implementation. However, it should be listed in the document to demonstrate that project phasing prioritizes central City Heights and the South Bay region, and a 2035 completion I call for no-cost transit passes for all youth 24 years old and under in order to ensure generations of lifelong transit riders and encourage significant mode shift. Further, I ask that it be accelerated for a 2035 implementation rather than the current delayed plan to implement in 2027. I call for an electrified bus fleet by 2030. Fund the implementation of California's Innovative Clean Transit rule to accelerate the electrification of the bus fleet ten years before mandated by the California Air Resources Board. We cannot afford to wait 20 years to reduce GHGs. Therefore, I ask that the transition to zero-emission buses be accelerated for a 2030 completion with the support of recently approved state and federal funding sources. I call for the funding of to protect vulnerable communities living near transit corridors by anti-displacement efforts developing an anti-displacement strategy that includes affordable/low-income housing and preservation of naturally occurring existing affordable housing, community ownership, and tenant protections. Therefore, I request an update on the status of the anti-displacement study. I call for the development of a bathroom access plan and providing MTS with funding for a clear and accessible bathroom network open at all major transit stations. It is unclear if a bathroom network is included in the capital operations budgets. I call for the funding of the planning and implementation of a transit emergency response strategy to provide safety particularly to EJ communities during community-wide emergencies. Currently, this is not included in the RTP.</p>	<p>The 2021 Regional Plan has been developed with equity at the forefront. An equity specific project list has been included in the draft 2021 Regional Plan Appendix H. As suggested, this list of projects with phasing will be added to Appendix A in the proposed final 2021 Regional Plan. Thank you for the suggestion and SANDAG agrees that this change will make it easier for the public to understand. SANDAG agrees that action is needed now to provide fast, frequent, reliable, and accessible transit, especially on highly utilized routes. Staff are bringing forward an item to the SANDAG Transportation Committee and to the Board of Directors in advance of approval of the 2021 Regional Plan to amend the agency budget and act now to invest in transit that benefits environmental justice communities. This action seeks to increase services on transit lines that have infrequent service in the evenings and late nights, and/or provide fare subsidies for youth riders. Additionally, further clarification on planned improvements to the bus network, including frequency and span-of-service improvements, will be added to Appendix A in the proposed final 2021 Regional Plan. The Blue Line Trolley is one of the most successful light rail lines in the nation. It recently had frequencies increased to 7.5 minutes from 5 a.m. to 7 p.m. Grade separations and track work will help to improve the reliability on the Blue Line. Appendix A includes specifics on these projects, but in the short term SANDAG will conduct a Blue Line Express Feasibility and Conceptual Engineering Study as a Near-Term Implementation Action (included in proposed final Appendix B: Implementation Actions). The study will focus the project specifications and clarify next steps for express connectivity along the Blue Line. The proposed final 2021 Regional Plan includes increased service spans for the Trolley and bus service up to 20 hours per day. As SANDAG and the transit agencies move into more detailed planning efforts in the near future, some routes will be considered for 24-hour operation. The South Bay to Sorrento Comprehensive Multimodal Corridor Plan is currently studying alternatives that include a station in City Heights along the Commuter Rail Route 582. The east-west Commuter Rail route 581 between El Cajon and Downtown San Diego/Central Mobility Hub via SDSU includes that station in the current proposed alignment. The first part of Route 582, from National City to Sorrento Mesa, is expected to be built by 2035 and is planned to be extended south from National City, to Chula Vista, and to the border by 2050. An additional route, Commuter Rail 583, traveling from the border to National City on the same alignment as the 582, is expected to be built by 2050 along with a branch to the Central Mobility Hub via downtown San Diego. One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under. The proposed final 2021 Regional Plan supports the electrification of the region's transit buses and the state's Innovative Clean Transit regulation. Appendices A and B include SANDAG's proposed commitment of \$75 million through 2025, \$250 million between 2026 to 2035, and \$332 million between 2036 and 2050 for zero-emission buses and infrastructure to accelerate the implementation of MTS' and NCTD's Zero Emission Bus (ZEB) Rollout Plans. Transit agency ZEB Rollout Plans are on the CARB website here: <a href="https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans">https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans</a>. Land use authority is reserved to local jurisdictions – the cities and the county. The cities and the county are best positioned to effectively implement the objectives outlined in the 2021 Regional Plan as those jurisdictions understand the unique needs of their communities and geographies. SANDAG is developing a Regional Housing Incentive Program and it will meet the goals of the proposed final 2021 Regional Plan. SANDAG's housing incentive program will include development of a regional anti-displacement strategy, consider climate change and resilience, consistency with the transportation improvements included in the Regional Plan, and alignment with SANDAG grant programs. Additionally, SANDAG will coordinate with its Social Equity Working Group, tribal nations, and other interested stakeholders to ensure the housing incentive program promotes equity and addresses gentrification, displacement, and other issues. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations. MTS and NCTD work closely with the County Office of Emergency Services to ensure that transit vehicles can be used in the case of any public emergency. Additionally, SANDAG's specialized transportation grant program requires all grantees to work with the County to get their wheelchair accessible vehicles registered to assist in emergencies. Appendix Q also describes emergency evacuation strategies, including signaling, traffic control guides, roadblocks and barricades, electronic signage, land expansion, contra-flow lanes, traveler information services, use of mass transit, and airport uses</p>	1A-97
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Simone Arias	Mid-City Can	<p>We urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth (ages 24 and under) receive priority when transit fare subsidies are allocated.</p>	<p>One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.</p>	1A-99
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Susan Durbin	Samahah Health Clinic	<p>I worked at the Granger Clinic. One of the main complains of our patients is that there is no bus stop by or close to the clinic.</p>	<p>While there are no proposed new fixed-transit routes that go to the Granger Clinic, Flexible Fleet solutions will be able to help provide that first and last mile connection from the nearby transit stations in the area. Your comment has been forwarded to San Diego Metropolitan Transit System (MTS)</p>	1A-101
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	Theodore Cheung		<p>Hi thank you for all the hard work you all are doing, I was wondering if SANDAG is studying the feasibility of Aerial cable/gondola transit considering that land is developed on mesa tops and that there's a lack of connections between mesas, especially between mesas around the Los Penasquitos Preserve in the North-South directions and in Sorrento Valley.</p>	<p>Gondolas had been considered in past versions of the plan but were replaced with additional Next Generation Rapid routes. MTS and SANDAG still continue to keep an eye on this mode and may reconsider it in future plans.</p>	1A-102



# SANDAG RTP (26)

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Theresa Lane	Sunrise Movement	Every San Diegan deserves access to high-quality transportation and economic mobility, especially young people ages 24 and under and seniors. We urge SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth ages 24 and under receive priority when Transit Fare Subsidies are allocated. Transit-dependent youth have been disproportionately impacted by the COVID-19 pandemic. Nocost transit passes is a key investment necessary for our region's equitable economic recovery. No-cost transit passes for all youth ages 24 and under ensures generations of lifelong transit riders are part of our long-term strategy to build a greener and equitable San Diego. No-cost transit passes will connect youth to school, work, medical care, internships, and other early-career opportunities. Programs like these exist with great success in Alameda County, Boston, San Francisco, and most recently Sacramento and Los Angeles. I urge the board to take bold action to build a greener, healthier, prosperous, and just future in San Diego. Please amend the Plan to include Youth Opportunity passes as a priority. Thank you.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under	1A-102
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Thi Vo		We are urging SANDAG to amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth (ages 24 and under) receive priority when transit fare subsidies are allocated.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth under age 19.	1A-102
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Prices, Community Centered, Mindful Engagement	10/29/2021	<a href="#">HERE</a>	Tov Aod	Oppressed Taxpayers	SANDAG betrayed the taxpayers before when they were obligated to repair, maintain & construct more freeway & highway lanes for drivers. You only made carpool & bus lanes and trolleys & rail. We cannot trust you thieves, dictators & autocrats. You want to steal from us using the authority of government, but you are not subject to the will of the people. We will vote every Marxist SOB out of office & fire each one of you overpaid tyrants every chance we get. We do not want to be forced into mass transit to catch Covid or the next disease de jour. We don't want to get mugged or killed by the criminals that prey upon riders. We can't spend 2 1/2 hours to get somewhere that only requires a half hour drive. We can't walk miles to & from bus stops to work or carry enough bags of groceries on a train. We refuse your oppressive gas taxes, tolls, and per mile charges! We already pay the highest gas taxes in the country, but it's never enough to satisfy you. Your social engineering repulses us. You spend & waste billions of our tax dollars without being accountable or following the law. We want to disband SANDAG as formed, since the county supervisors should be following the transportation desires of their constituents ( and getting voted out of office if they don't!). You unselected bureaucrats seek tax increases from us without any care that you are driving many to flee this Communist regime. We can't afford to live here if you get your way, but you would force grandma into danger & poverty. You are truly heartless. Go to Hell!	Transit Leap greatly increases transit speeds, frequency, and span of service providing a compelling alternative to driving. Flexible Fleets help address access to transit facilities and travelers' final destinations. Complete Corridors with continue to provide mobility and access to all modes throughout the region. The road usage charge, which is being studied by both the federal and state governments, is being considered to replace an old tax system that is no longer relevant. We know this is a challenge and we respect the concerns raised. We are committed to having authentic dialogues to work through the challenges and create a revenue system that is flexible, sustainable, equitable, fair to all. Oversight of public agencies is important and SANDAG welcomes public review of its work and processes. Federal and state agencies regularly review SANDAG and there are two ongoing local oversight processes with the Office of the Independent Performance Auditor and the Transnet Independent Taxpayers Oversight Committee. SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements.	1A-104
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Vincent Colavin		Please amend Appendix A of the 2021 Regional Plan to declare that no-cost transit passes for youth (ages 24 and under) receive priority when transit fare subsidies are allocated.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-105
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Webb Lana	N/A	Please make student transit passes a priority	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-105
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Yolanda Rodriguez	Mid-City Can	Necesitamos pases gratis para nuestros estudiantes de la comunidad. *** We need free passes for the students of our community.	Una de las Acciones de Implementación enumeradas en el Anexo B es un Estudio del Impacto Regional de las Tarifas. Este estudio permitirá que las partes interesadas publicas tengan la oportunidad de expresar su opinión sobre las alternativas. Se espera que el estudio finalice en el año fiscal (FY) 2024 e incluirá una evaluación de los subsidios para las tarifas de las personas de bajos ingresos, los adultos mayores, los estudiantes y los jóvenes. Mientras tanto, el personal de SANDAG, MTS y NCTD está trabajando con las partes interesadas en un programa piloto de un año que puede ofrecer tarifas gratis a los jóvenes menores de 19 años. *** One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-106
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	Zachary Robertson	The San Diego LGBT Community Center	I am a part of the Youth Queer Leadership Committee, and not only will free transportation benefit me, but it will also help the people I support like underprivileged and queer youth who cannot afford a car or are to young to drive. Making transportation free would allow more students to go places without their parents having to spend gas money or take time off work to take the child there. Free transportation would allow them to get there safely. Also students are needing more jobs because of college as well as to help with family bills. With more students traveling makes for a more diverse community as well. In my personal experience someone from South Bay took the bus to their job in Mission Beach. They said they took it every time they worked. Many people depend on public transportation to get to work, and spending money for bus passes is a lot for them, and they would have to earn it back, and many jobs that are being offered to teens and young adults are minimum wage. So I encourage you make transportation free for youth and underprivileged young adults. Cars are scarce in the market as we speak and many youth can't afford one either that is why public transportation is becoming more popular. Also since our economy was just hit with unforeseen causes many families are struggling to get the funds to even buy a bus pass, not including saving for a car. So I incline you, make public transportation free so that the future of this country can be a diligent as the collared workers before them.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-106
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	N/A	N/A	Proposed Grand Central Station would be a huge waste of money. It would add a stop and increase time required to get to the airport. Money should be spent on freeway corridor trolley lines and branch bus lines. I use the trolley and bus every day. Getting to the airport is no problem. Travelers with light luggage can easily use trolley and bus to get to the airport. Travelers with a lot of luggage do not use public transit and will not use a Grand Central Station.	The Central Mobility Hub will have fast, frequent, and convenient connections between existing and planned transit and the airport. The MTS Route 992 bus will continue to serve the airport from Downtown San Diego.	1A-107

News Source	Search Topic	Tags / Keywords	Date	Site	Commentor Name	Agency	Comment	Response	Page
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	N/A	N/A	Please consider no cost transit passes for youth to receive priority when transit fares are allocated.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth under age 19.	1A-108
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>	N/A	N/A	The airport connection should be extended Liberty Station/Point Loma/Ocean Beach/Mission Bay. This would make it a much more useful transit line than just an airport connection. I think people would also sacrifice some speed in public transit for a more extensive network. Turn every six lane street into four lanes and every four lane street into two lanes and add protected cycle tracks and bus lanes and wider sidewalks. A lot of San Diego streets are really wide and should be able to add this easily.	The Central Mobility Hub will have fast, frequent, and convenient connections between existing and planned transit and the airport. The MTS Route 992 bus will continue to serve the airport from Downtown San Diego. Regarding the reduced travel lanes, the Active Transportation and Demand Management, complete streets, and Mobility Hubs included in the Plan will consider these types of improvements during the project development process.	1A-110
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	<a href="#">HERE</a>	N/A	El Cajon Collaborative/Barrio Logan College Institute Parent Arabic	The ticket price for the trolley is too expensive. We need affordable tickets for low-income families to use the service. It is difficult to purchase tickets and they cost too much. Thank you for the Plan and I approve.	One of the Implementation Actions listed in Appendix B is a Regional Fare Impact Study. This study will ensure public stakeholders get the chance to weigh in on the options. The study, expected to be completed by FY2024, will include an evaluation of fare subsidies for people with low incomes, seniors, students, and youth. While that work is underway, staff from SANDAG, MTS, and NCTD are working with stakeholders on a one-year pilot that may provide free fares for youth age 18 and under.	1A-111
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Cleanliness, Face Coverings, COVID-19	10/29/2021	<a href="#">HERE</a>		El Cajon Collaborative/ East Co. Senior Service Providers	Stations need to be cleaner and safe for people to use them. Thank you for such an inclusive plan that brings services to East County. Buses currently receive daily maintenance. As part of COVID-19 safety protocols, buses are wiped and cleaned at the end of each run throughout the day. Additionally, all riders are required by federal mandate to wear a face covering or mask while on public transit.	SANDAG will continue to work partners, MTS and NCTD, to bring high quality, reliable, and clean transportation options.	1A-111
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Cleanliness, Restrooms	10/29/2021	<a href="#">HERE</a>		El Cajon Collaborative/Barrio Logan College Institute Parent Arabic	I appreciate the new transit centers that will be in each of the subregions. We really need a transit center in El Cajon, but our trolley stations are in dark, industrial areas that are frequented by drug deals and homelessness. They are not safe. They are also dirty and have no restrooms. Thank you for a plan to make transit centers safe and to add restrooms. I will use it in the future.	SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements. SANDAG will be working hard with the help of all of our passengers and representatives to ensure that this plan gets implemented. The proposed final 2021 Regional Plan includes a commitment to building bathrooms at all new rail stations and developing a bathroom access plan to study the incorporation of bathrooms into existing stations.	1A-111
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	<a href="#">HERE</a>		El Cajon Collaborative/ Community Health Working Group	Safety is always a concern. I had a bad experience traveling the trolley with my child. Obscenities were shouted by riders, and we didn't feel safe. We need a method to alert security if there is a problem on a bus or trolley. Safety is a huge priority. Thank you.	SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements.	1A-113
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, Unsheltered Population	10/29/2021	<a href="#">HERE</a>		El Cajon Collaborative/ Community Health Working Group	Many transit stations do not feel safe because of location. Both of El Cajon's stations are located in dark, industrial areas frequented by our unsheltered population.	SANDAG, MTS, and NCTD believe that more can be done to improve the safety on and near transit and are working to make those improvements now and in the future. For example, funding at MTS for security is being diverted from fare enforcement to safety improvements.	1A-113

Name	Contact Phone or Email	Home Zip Code	Comments
Christine C Weinstein	cgwein@yahoo.com	92111-7102	I do not live in the areas that you have listed for improvements in this Social Equity Lstening Tour Report, but the Route 41 on Linda Vista Road is likely to have a rapid transit bus and the upgraded trash cans would be great for those stops and the lighted bus stop also.
Lesly Gallegos		92154	I think there should be more bus shelter projects/upgrades in the Southbay, especially in San Ysidro and Nestor area. Why is there only one proposed bus shelter location in San Ysidro? When we heard the community of San Ysidro, they had Bus Shelters in their priority list and it seems like their feedback was not taken into consideration. San Ysidro designates the beginning point of San Diego and MTS public transportation, and should be funded and cared for.

APPENDIX F  
MTS LANGUAGE ASSISTANCE PLAN  
SAMPLES OF PUBLIC INFORMATION DOCUMENTS



**Metropolitan  
Transit  
System**

# Language Assistance Plan 2023



SAN DIEGO METROPOLITAN TRANSIT SYSTEM

Subject: Language Assistance Plan

Effective Date: March 3, 2023

Promulgated this 3<sup>rd</sup> day of March, 2023

SAN DIEGO METROPOLITAN  
TRANSIT SYSTEM

  
Sharon Cooney

Chief Executive Officer

/s/ Samantha Leslie

Approved as to form:

Samantha Leslie

Title VI Liaison Officer / Deputy General Counsel

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## I. Language Assistance Plan (LAP) Introduction

The following is San Diego Metropolitan Transit System's (MTS's) LAP, developed in compliance with Title VI of the Civil Rights Act of 1964 and its implementing regulations. MTS is committed to taking all reasonable steps to ensure meaningful access by Limited English Proficient (LEP) persons. LEP persons are defined as persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. MTS's LAP identifies the prevalent languages of LEP persons using MTS services and specifies the types of language assistance measures that MTS provides.

MTS's LAP includes: results of a Four Factor Analysis including a description of the LEP populations served, how MTS provides language assistance services, how MTS provides notice to LEP persons of the availability of language assistance, how MTS trains staff to provide timely and reasonable language assistance measures, and how MTS monitors and updates its LAP.

## II. Four Factor Analysis

The Four Factor Analysis helps to determine the specific language services that are appropriate for MTS to provide.

### A. Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of MTS

#### 1. How LEP Persons interact with MTS:

To understand how LEP persons interact with MTS, it is important to understand the services MTS provides. MTS area of jurisdiction, encompassing both urban and rural areas, is approximately 3,240 total square miles. with a population of nearly 3 million people in San Diego County.

MTS provides bus and light rail services directly or by contract with private operators. Light rail service is operated on four lines (the UC San Diego Blue Line, Orange Line, Green Line and Silver Line) with a total of 63 stations and 65.2 miles of rail. MTS also operates approximately 100 fixed bus routes and Americans with Disabilities Act (ADA) complementary paratransit service (MTS Access). Fixed route bus service includes local, urban, Rapid, express, premium express and rural routes. In Fiscal Year 2019, MTS generated 85 million annual passenger trips, and 275,000 trips each weekday (due to the pandemic, Fiscal Year 2022 ridership was 58 million, and 182,000 on an average weekday). To handle the demand, MTS schedules approximately 7,000 trips each weekday, and has 179 light rail cars and 731 buses in its fleet.

MTS coordinates all its services and determines the routing, stops, frequencies and hours of operation. MTS is responsible for the service planning, scheduling, and performance monitoring of all MTS transit services. Service adjustments occur three (3) times per year and as needed to improve efficiency and customer service.

MTS is governed by a 15-member Board of Directors. Members are appointed as follows: four (4) appointed from the City of San Diego (the Mayor of San Diego and three (3) San Diego City Council members); two (2) appointed from the City of Chula Vista (the Mayor of Chula Vista and a Chula Vista City Council Member); one (1) appointed from city council of Coronado; one (1) appointed from city council of El Cajon; one (1) appointed from city council of Imperial Beach; one (1) appointed from city council of La Mesa; one (1) appointed from city council of Lemon Grove; one (1) appointed from city council of National City; one (1) appointed from city council of Poway; one (1) appointed from city council of Santee; and one (1) appointed from the San Diego County Board of Supervisors. The MTS Board of Directors generally meets once a month at MTS's main administrative office at 1255 Imperial Avenue, Suite 1000, San Diego CA 92101 or virtually, as authorized. MTS Board of Directors meetings, along with other Committee meetings, are public meetings available for the public to attend (in-person and/or virtually, depending on the meeting format) and participate through public comment.

2. Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group:

Information on the LEP communities and number of LEP persons from each language assists MTS in determining the appropriate language services for each language group, as further discussed in this LAP. San Diego Association of Governments (SANDAG), the metropolitan planning organization for the San Diego region, used their Geographic Information Systems (GIS) and Title VI team to assist MTS in compiling data for Factor 1 of the Four Factor Analysis

Table 1 identifies LEP communities and the number of LEP persons from each language group, other than English, with at least 1,000 speakers or 5% of the MTS service area population, spoken by people age five (5) and older in MTS's service area<sup>1</sup>. The source of this data is the U.S. Census Bureau, American Community Survey (ACS) 5-Year Public Use Microdata Sample (PUMS) 2013-2017 (also referred to as the 2019 ACS in other parts of this document). **Please note**, the ACS has discontinued the PUMS by language spoken and thus MTS is of the understanding that there is no current data available that can be broken out into each language spoken only within MTS's jurisdiction. MTS uses the same ACS PUMS 2013-2017 from the previous LAP, as it is the most recent relevant data available. Since this is the only language dataset that specifically looks at MTS's jurisdiction, it has been included here for reference and to meet the minimum requirements of a LAP.

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<sup>1</sup> Threshold used for identifying languages spoken is consistent with the Safe Harbor Provision, prescribed by Title VI regulations and other supplementing guidance from the FTA.

Table 1: LEP Speakers by Language in MTS's Jurisdiction

<b>LEP Speakers by Language in MTS's Jurisdiction</b>			
<b>Source: ACS PUMS 2013-2017</b>			
<b>Language</b>	<b>LEP MTS Population</b>	<b>Percent of All LEP Speakers in MTS Jurisdiction</b>	<b>Percent of Total MTS Population Age 5 and Older</b>
<b>Spanish</b>	114,295	68.54%	5.08%
<b>Vietnamese</b>	12,276	7.36%	0.55%
<b>Tagalog</b>	6,303	3.78%	0.28%
<b>Arabic</b>	5,091	3.05%	0.23%
<b>Chinese</b>	4,633	2.78%	0.21%
<b>Korean</b>	2,855	1.71%	0.13%
<b>Chaldean Neo-Aramaic</b>	1,989	1.19%	0.09%
<b>Russian</b>	1,695	1.02%	0.08%
<b>Filipino</b>	1,675	1.00%	0.07%
<b>Assyrian Neo-Aramaic</b>	1,591	0.95%	0.07%
<b>Mandarin</b>	1,504	0.90%	0.07%
<b>Lao</b>	1,347	0.81%	0.06%
<b>Farsi</b>	1,301	0.78%	0.06%
<b>Japanese</b>	1,181	0.71%	0.05%
<b>Cantonese</b>	1,024	0.61%	0.05%

Table 2 identifies LEP communities and the number of LEP persons from each language group with at least 1,000 speakers, spoken by people age five (5) and older, who stated they spoke English less than “very well” in the City of San Diego<sup>2</sup>. The source of this data is the ACS 1-Year Estimates Detailed Tables 2021. **Please note**, this data is only for the City of San Diego population. MTS’s jurisdiction covers the greater southern and eastern San Diego County region, not just the City of San Diego. This dataset is not dispositive because it does not account for a significant portion of MTS’s service area and thus MTS is only using this data for references purposes.

Table 2: LEP Speakers by Language in City of San Diego

LEP Speakers by Language in City of San Diego Source: ACS 2021 (1-year PUMS)			
Language	LEP City of San Diego Population	Percent of all LEP speakers in City of San Diego	Percent of Total City of San Diego Population Age 5 and Older
Spanish	94,429	52.15%	7.21%
Chinese (incl. Mandarin, Cantonese)	16,386	9.05%	1.25%
Vietnamese	15,949	8.81%	1.22%
Tagalog (incl. Filipino)	15,160	8.37%	1.16%
Korean	4,899	2.71%	0.37%
Persian (incl. Farsi, Dari)	4,128	2.28%	0.32%
Thai, Lao, or other Tai-Kadai languages	3,840	2.12%	0.29%
Japanese	3,275	1.81%	0.25%
Arabic	2,983	1.65%	0.23%
Amharic, Somali, or other Afro-Asiatic languages	2,942	1.62%	0.22%
Russian	2,935	1.62%	0.22%
Hindi	2,325	1.28%	0.18%
Other languages of Asia	1,469	0.81%	0.11%
Ilocano, Samoan, Hawaiian, or other Austronesian languages	1,373	0.76%	0.10%
Portuguese	1,281	0.71%	0.10%

<sup>2</sup> The Safe Harbor Provision states that transit agencies should review whether it would be effective to translate vital written documents into the primary language for each LEP group that has the presence of LEP speakers at 5% of the total service area population or 1,000 individuals, whichever measure is less. Since this data is only for the City of San Diego, and not for MTS’s entire service area, MTS cannot complete the analysis for LEP speakers at 5% of the total service area population. Thus, MTS has only used languages spoken by at least 1,000 individuals when compiling Table 2.

Table 3 identifies LEP communities and the number of LEP persons from each language group with at least 1,000 speakers, spoken by people age five (5) and older, in MTS's service area (broken out by City of San Diego, City of Chula Vista, Unincorporated Areas of County of San Diego<sup>3</sup>, City of El Cajon, City of La Mesa, City of Santee, City of National City, City of Poway, City of Imperial Beach, City of Lemon Grove and City of Coronado)<sup>4</sup>. The source of this data is the Five-Year ACS (2016-2020). **Please note**, this dataset does not include whether the individuals spoke English "less than very well", "not well" or "not at all". Since it is unclear how many of these individuals speak English "less than very well", "not well" or "not at all", it does not assist with the analysis of determining how many of these individuals are LEP. **Further**, this dataset uses all the Unincorporated Area of County of San Diego, which includes some parts that are within NCTD's service area. Thus, MTS is only using this dataset for references purposes.

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<sup>3</sup> The Communities within the Unincorporated Area of County of San Diego within MTS's service area include: Alpine, Bonita, Borrego Springs, Bostonia, Boulevard, Campo, Casa de Oro-Mount Helix, Crest, Descanso, Eucalyptus Hills, Fairbanks Ranch, Harbison Canyon, Jacumba, Jamul, Julian, Lakeside, Mount Laguna, Pine Valley, Potrero, Rancho San Diego, Rancho Santa Fe, Spring Valley, and Winter Gardens.

<sup>4</sup> The Safe Harbor Provision states that transit agencies should review whether it would be effective to translate vital written documents into the primary language for each LEP group that has the presence of LEP speakers at 5% of the total service area population or 1,000 individuals, whichever measure is less. Since this includes parts of the Unincorporated Area of the County of San Diego that is not within MTS's jurisdiction, but instead within NCTD's service area, MTS cannot complete the analysis for LEP speakers at 5% of the total service area population. Thus, MTS has only used languages spoken by at least 1,000 individuals when compiling Table 3.

Table 3: LEP Speakers within MTS's Service Area

LEP Speakers by Language in MTS's Service Area) Source: ACS 5 year (2016-2020)																						
Language	LEP San Diego Pop. and % of Total San Diego Pop. Age 5 & Older		LEP Chula Vista Pop. and % of Total Chula Vista Pop. Age 5 & Older		LEP <b>Unincorporated Area of County of San Diego</b> Pop. and % of Total <b>Unincorporated Area of County of San Diego</b> Pop. Age 5 & Older		LEP El Cajon Pop. and % of Total El Cajon Pop. Age 5 & Older		LEP La Mesa Pop. and % of Total La Mesa Pop. Age 5 & Older		LEP City of <b>Santee</b> Pop. and % of Total <b>Santee</b> Pop. Age 5 & Older		LEP <b>National City</b> Pop. and % of Total <b>National City</b> Pop. Age 5 & Older		LEP <b>Poway</b> Pop. and % of Total <b>Poway</b> Pop. Age 5 & Older		LEP <b>Imperial Beach</b> Pop. and % of Total <b>Imperial Beach</b> Pop. Age 5 & Older		LEP <b>Lemon Grove</b> Pop. and % of Total <b>Lemon Grove</b> Pop. Age 5 & Older		LEP <b>Coronado</b> Pop. and % of Total <b>Coronado</b> Pop. Age 5 & Older	
<b>Spanish</b>	96,414	7.38%	39,943	15.48%	9,564	5.07%	6,565	6.67%	1,663	2.94%	1,238	2.22%	10,621	19.74%	1,694	3.67%	2,764	11.14%	1,887	7.29%	395	1.99%
<b>Vietnamese</b>	17,810	1.36%	367	0.14%	267	0.14%	186	0.19%	245	0.43%	186	0.33%	53	0.10%	554	1.20%	5	0.02%	302	1.17%	-	0.00%
<b>Chinese (incl. Mandarin, Cantonese)</b>	16,406	1.26%	927	0.36%	168	0.09%	325	0.33%	363	0.64%	267	0.48%	41	0.08%	498	1.08%	9	0.04%	3	0.01%	28	0.14%
<b>Tagalog (incl. Filipino)</b>	14,567	1.11%	4,222	1.64%	1,189	0.63%	392	0.40%	105	0.19%	154	0.28%	3,687	6.85%	358	0.78%	183	0.74%	181	0.70%	60	0.30%
<b>Other Asian and Pacific Island languages</b>	11,564	0.88%	1,018	0.39%	478	0.25%	435	0.44%	219	0.39%	200	0.36%	209	0.39%	197	0.43%	55	0.22%	212	0.82%	20	0.10%
<b>Other Indo-European languages</b>	8,858	0.68%	316	0.12%	542	0.29%	884	0.90%	168	0.30%	232	0.42%	10	0.02%	792	1.71%	52	0.21%	96	0.37%	65	0.33%
<b>Korean</b>	4,933	0.38%	1,054	0.41%	24	0.01%	113	0.11%	34	0.06%	7	0.01%	7	0.01%	126	0.27%	-	0.00%	16	0.06%	-	0.00%
<b>Other and unspecified languages</b>	4,906	0.38%	119	0.05%	1,428	0.76%	2,896	2.94%	231	0.41%	202	0.36%	150	0.28%	127	0.27%	12	0.05%	195	0.75%	85	0.43%
<b>Russian, Polish, or other Slavic languages</b>	3,859	0.30%	96	0.04%	233	0.12%	124	0.13%	404	0.72%	106	0.19%	-	0.00%	230	0.50%	55	0.22%	13	0.05%	-	0.00%
<b>Arabic</b>	2,871	0.22%	102	0.04%	1,637	0.87%	7,190	7.31%	102	0.18%	477	0.86%	45	0.08%	168	0.36%	105	0.42%	19	0.07%	-	0.00%
<b>French, Haitian, or Cajun</b>	840	0.06%	19	0.01%	38	0.02%	21	0.02%	34	0.06%	16	0.03%	-	0.00%	17	0.04%	38	0.15%	23	0.09%	-	0.00%

Figure 1 Map identifies areas with all LEP speakers who speak English “less than very well” or “not well” or “not at all” that are at or below, or above, the MTS jurisdiction average of all LAP speakers. The MTS jurisdiction average for people age five (5) and older for LEP populations is 14.71%.

Figure 2 Map identifies areas with specifically **Spanish** LEP speakers who speak English “less than very well” or “not well” or “not at all” that are at or below, or above, the MTS jurisdiction average of Spanish speaking LAP population. The MTS jurisdiction average for people age five (5) years and older for Spanish speaking LEP populations is 8.59%.

Figure 1: LEP Speakers that Speak English “less than very well”, “not well” or “not at all”

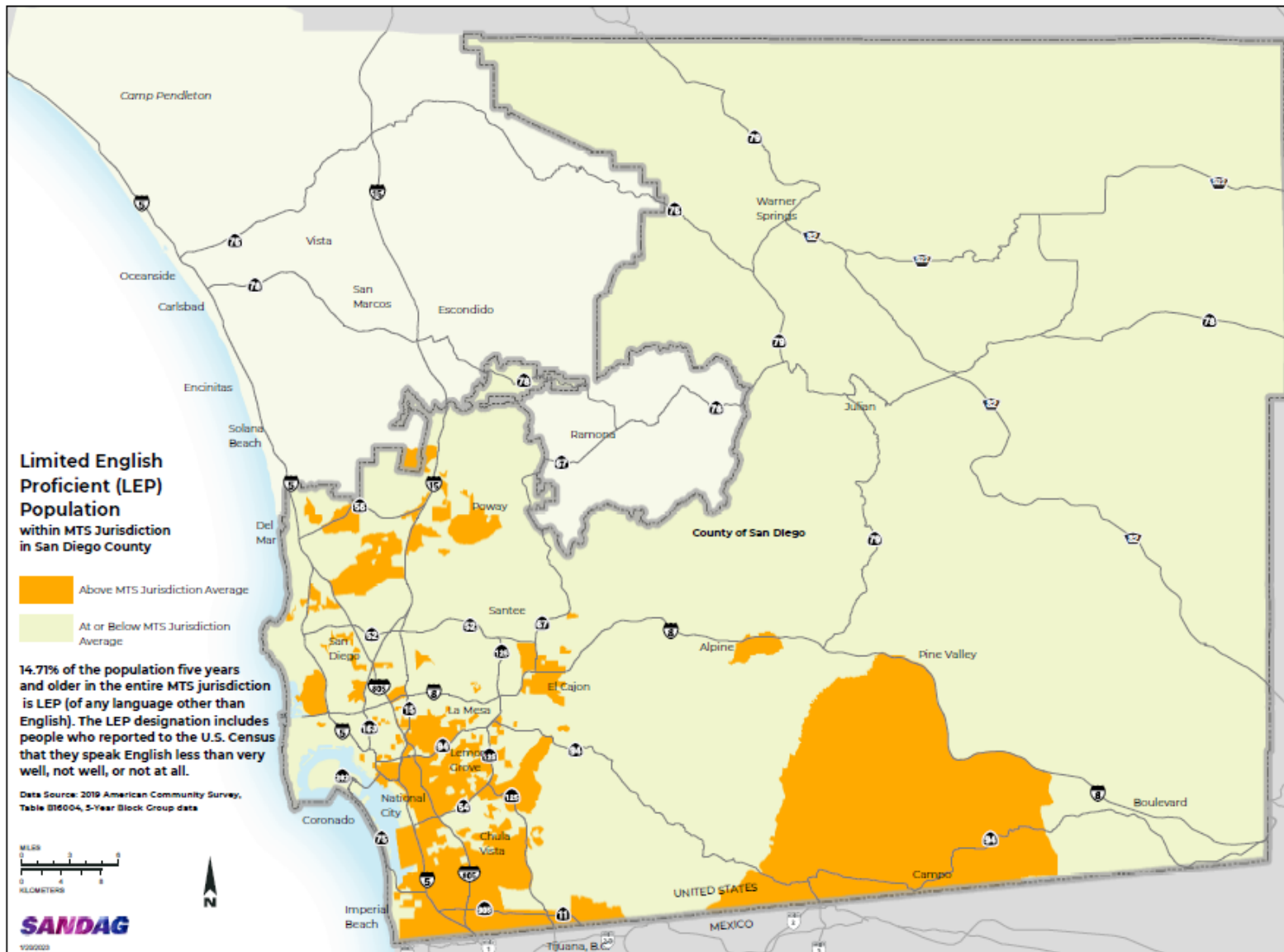
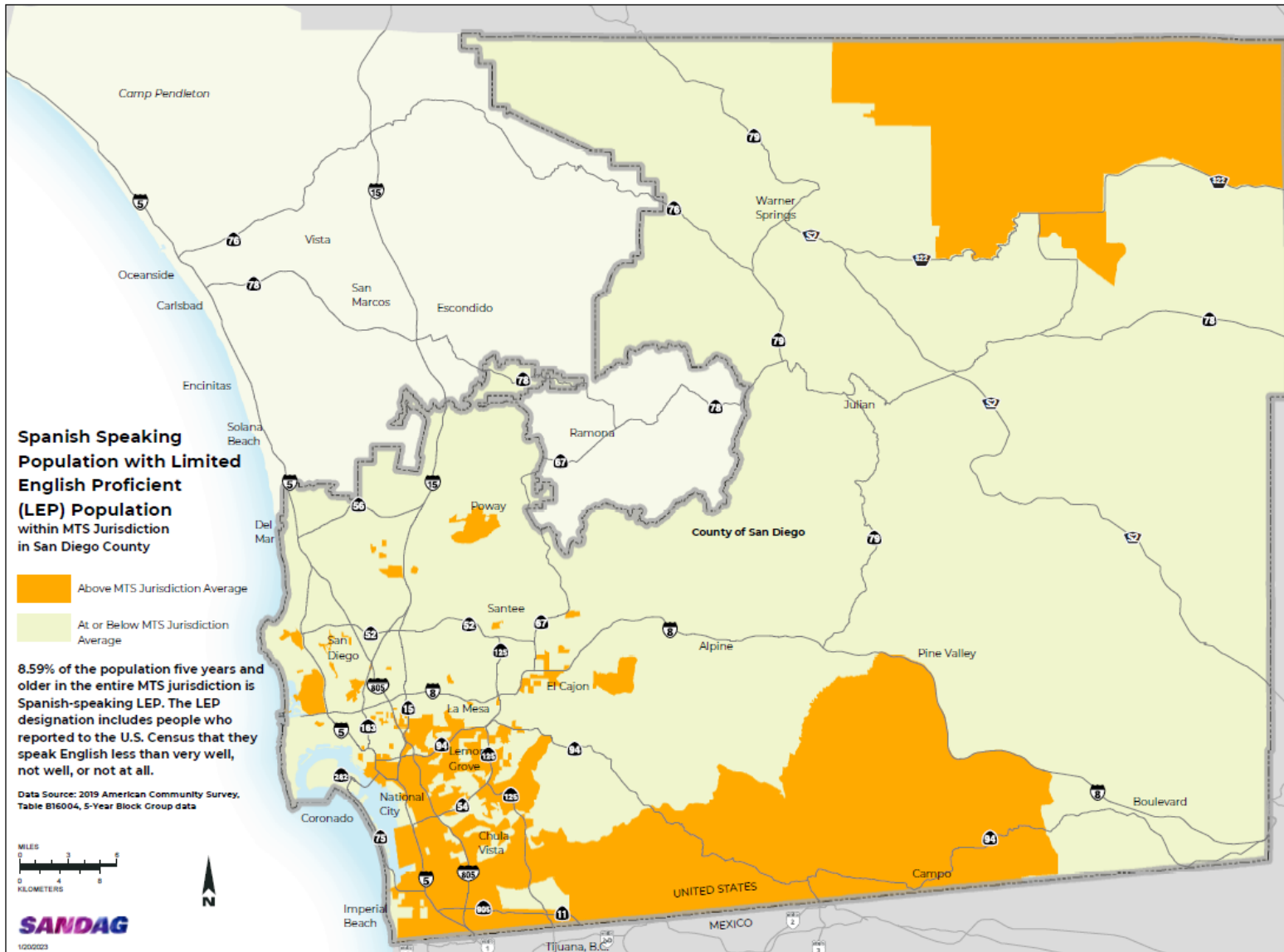




Figure 2: Spanish Speaking LEP that speak English “less than very well,” “not well” or “not at all”



3. The literary skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice:

No data<sup>5</sup> was available regarding the literary skills of LEP populations. However, as discussed further in Section III of this LAP, MTS provides both oral interpretation and document translation regarding MTS's services as applicable and upon request.

4. Whether LEP persons are underserved due to language barriers:

No data<sup>6</sup> was available regarding whether LEP persons are underserved due to language barriers. However, as discussed further in Section II (B) of this LAP, MTS does maintain data and/or general observations from staff regarding the frequency with which LEP persons come into contact with MTS's services.

**B. Factor 2: The frequency with which LEP individuals come in contact with a program, activity or service of MTS**

MTS surveyed key program areas and assessed major points of contact with the public, such as fixed route bus service, complementary paratransit service, trolley service, security, fare purchases, public meetings, interactions with customer service, and website use.

1. Fixed Route Bus Service

LEP individuals may come into contact with MTS fixed route bus service, as MTS bus operators have continual interactions with passengers as they are boarding, in transit, and deboarding. MTS administered a survey regarding the frequency in which LEP persons come into contact with bus operators whom operate various routes within MTS's service area<sup>7</sup>. The survey has been broken out by operating divisions.

Table 4 shows the results from bus operators that operate routes from Imperial Avenue Division (IAD). IAD operates service primarily within the urbanized area of the City of San Diego. Out of a total of 262 operators that operate from IAD, 143 bus operators participated in the survey.

Table 5 shows the results from bus operators that operate routes from Kearny Mesa Division (KMD). KMD operates service primarily within the urbanized area of San Diego. Out of a total of 192 operators that operate from KMD, 66 participated in the survey.

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<sup>5</sup> ACS, the source used to identify LEP populations in MTS's service area, does not maintain data on the literary skills of LEP populations in their native languages. SANDAG and MTS are unaware of any other data source that quantifies the literary skills of LEP populations in their native languages.

<sup>6</sup> SANDAG and MTS are unaware of a data source that quantifies whether LEP people in MTS's service area are underserved based on language barriers.

<sup>7</sup> An anonymous survey was administered to bus operators in October 2022. For purposes of this LAP, staff used their best efforts to group similar worded responses.

Table 6 shows the results from bus operators that operate routes from South Bay Division (SBD). SBD operates service through the South Bay cities and communities, as well as some City of San Diego communities in its urban core as far north as Mira Mesa. Out of a total of 389 bus operators that operate from SBD, 28 participated in the survey.

Table 7 shows the results from bus operators that operate routes from East County Division (ECD). ECD operates service in the East County cities and rural communities, routes in the northern half of the City of San Diego, and freeway express services along the I-15 corridor. Out of a total of 107 bus operators that operate from ECD, 59 participated in the survey.

Copley Park Division (CPD) serves both fixed routes and MTS's complementary paratransit service, MTS Access. There are 56 bus operators that operate fixed route from CPD. See Table 8 for combined results between MTS Access and CPD fixed route bus operators.

Table 4: Frequency of Contacts with LEP Riders - IAD Bus Operators

Frequency of contacts with LEP riders – IAD Bus Operators									
<u>Language</u>	<u>LEP Population in Service Area</u>		<u>Total of 143 Operators completed survey</u>	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Yearly</u>	<u>Rarely</u>	<u>Unknown Frequency</u>
Spanish	114295	68.54%	141	106	20	4		3	8
Chinese	4633	2.78%	80	15	19	12	7	14	13
Filipino	1675	1.00%	74	11	20	7	8	17	11
Italian			70	5	10	19	11	13	12
French			69	12	7	15	5	19	11
Arabic	5091	3.05%	66	6	12	7	6	17	18
Tagalog	6303	3.78%	62	12	11	9	3	15	12
Japanese	1181	0.71%	62	7	13	12	6	14	10
Portuguese			62	6	10	9	10	12	15
Assyrian Neo-Aramaic	1591	0.95%	59	6	2	2	4	8	37
Unknown Language			58	10	13	9		5	21
Cantonese	1024	0.05%	57	8	8	3	6	14	18
Korean	2855	1.71%	56	8	10	7	8	12	11
German			54	4	6	6	11	15	12
Russian	1695	1.02%	53	4	4	10	9	13	13
Chaldean	1989	1.19%	53	4	3	1	5	15	25
Mandarin	1504	0.90%	51	7	8	4	5	10	17
Farsi	1301	0.78%	47	2	5	5	2	10	23
Lao	1347	0.81%	44	4	4	5	6	12	13
Vietnamese	12276	7.36%	37	3	10	11	3	5	5
Sign language			5				1	1	3

Table 5: Frequency of Contacts with LEP riders - KMD Bus Operators

Frequency of contacts with LEP riders – KMD Bus Operators									
<u>Language</u>	<u>LEP Population in Service Area</u>		<u>Total of 66 Operators completed survey</u>	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Yearly</u>	<u>Rarely</u>	<u>Unknown Frequency</u>
Spanish	114295	68.54%	57	50	6	1			
Chinese	4633	2.78%	36	8	5	7	8	1	7
Arabic	5091	3.05%	32	1	7	2	9	6	7
French			32	1	4	7	8	4	8
Italian			29	1	2	7	6	2	11
Korean	2855	1.71%	28	2	3	5	4	7	7
Filipino	1675	1.00%	27	4	2	8	3	5	5
Tagalog	6303	3.78%	26	2	4	5	3	6	6
Japanese	1181	0.71%	26	2	3	6	5	6	4
Unknown Language			24	2	4	3	1	1	13
Vietnamese	12276	7.36%	23	2	3	4	1	8	5
Portuguese			23			3	5	4	11
Russian	1695	1.02%	21	2		3	6	3	7
Mandarin	1504	0.90%	21			3	3	5	10
Lao	1347	0.81%	21			2	2	4	13
German			20		2	4	4	5	5
Farsi	1301	0.78%	20			2	3	5	10
Cantonese	1024	0.61%	19		2		4	4	9
Chaldean	1989	1.19%	18	1		2	2	3	10
Assyrian Neo-Aramaic	1591	0.95%	17				2	2	13
Sign language			3			1			2

Table 6: Frequency of Contacts with LEP Riders - SBD Bus Operators

Frequency of contacts with LEP riders – SBD Bus Operators									
<u>Language</u>	<u>LEP Population in Service Area</u>		<u>Total of 28 Operators completed survey</u>	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Yearly</u>	<u>Rarely</u>	<u>Unknown Frequency</u>
Spanish	114295	68.54%	20	19	1				
French			11	2	5	2	1	1	
Vietnamese	12276	7.36%	10	5	1	3			1
Filipino	1675	1.00%	9	7		1	1		
Tagalog	6303	3.78%	7	3	2	1	1		
Arabic	5091	3.05%	7	3		2	1	1	
Portuguese			7	2	1	2	1	1	
Chinese	4633	2.78%	6	4			1	1	
Russian	1695	1.02%	6	2		2	1	1	
German			6	2		2		2	
Mandarin	1504	0.90%	6	1	4			1	
Farsi	1301	0.78%	6		5		1		
Italian			5	1	1	2	1		
Korean	2855	1.71%	5	1	1	2		1	
Japanese	1181	0.71%	4	2	1		1		
Unknown Language			3	1	1				1
Chaldean	1989	1.19%	3		2				1
Cantonese	1024	0.61%	3			2		1	
Lao	1347	0.81%	2		1				1
Turkish			1				1		
Assyrian Neo-Aramaic	1591	0.95%	1						1

Table 7: Frequency of Contacts with LEP Riders - ECD Bus Operators

Frequency of contacts with LEP riders – ECD Bus Operators									
Language	LEP Population in Service Area		Total of 59 Operators completed survey	Daily	Weekly	Monthly	Yearly	Rarely	Unknown Frequency
Spanish	114295	68.54%	52	39	8	4			1
Arabic	5091	3.05%	40	21	9	8	1		1
Chaldean	1989	1.19%	27	14	6	4		1	2
Filipino	1675	1.00%	17	8	2	4	1		2
Unknown Language			16	6	1	4	1	1	3
Tagalog	6303	3.78%	15	5	1	3	1	2	3
Chinese	4633	2.78%	14	4	2	3	3	1	1
Farsi	1301	0.78%	13	4	1	2	1	3	2
Vietnamese	12276	7.36%	12	3	2	2	1	2	2
Japanese	1181	0.71%	11	3	2	2	1	1	2
Russian	1695	1.02%	11	2	1	2	1	3	2
French			10	3	1	1	2	2	1
Cantonese	1024	0.61%	10	2	2	2		1	3
Mandarin	1504	0.90%	10	2	1	2		3	2
German			10	2	1	1	2	2	2
Korean	2855	1.71%	9	3	2	1		2	1
Lao	1347	0.81%	9	2	1	1		1	4
Portuguese			9	2		1	1	2	3
Italian			8	2	1		1	1	3
Assyrian Neo-Aramaic	1301	0.78%	8	2	1			1	4
Sign language			2	2					
Haitian Creole			1		1				
Dari-Persian			1			1			
Luganda			1			1			

## 2. Complementary Paratransit Service

LEP individuals may come into contact with MTS's Complementary ADA Paratransit Service (MTS Access) during the application process, trip reservation process, or while on the MTS Access vehicle. MTS Access provides service to individuals with disabilities who cannot use fixed-route bus or trolley service because of their disability.

### a. Eligibility Process for MTS Access

#### i. Application

MTS Access certification applications are provided in English and Spanish. Applicants can also apply online, which offers translation into any language available on the Google Translation Widget. Whichever language the application is completed in, any correspondence back to the applicant will be provided in that language using in house bilingual staff to translate and proofread correspondence. In house bilingual staff has translated correspondence with the help of Google Translate. Staff then proofread correspondence to ensure the information is accurate and easily understandable and make any needed corrections. If applicants have any questions, there is a language assistance phone line.

No data is maintained on how frequent LEP passengers come into contact with MTS Access through the application process. However, the following general observations were provided: In the past year, the only language the application has been received in, other than English, has been in Spanish; About 260 Spanish applications were received out of a total of 2,060 applications submitted (i.e. about 10% in Spanish); The language assistance phone line has been used only a few times in the last year when a passenger does not speak English or Spanish.

#### ii. In-person Assessments

After the application is completed, in-person assessments are conducted with the applicant. No data is maintained on how frequent LEP passengers come into contact with MTS Access through the in-person assessment process however the following general observations were provided: Staff who speak English and Spanish are available and have spoken Spanish to interviewees about 200 times out of a total of 2,027 interviews (i.e. about 10% of interviews in Spanish); Staff has not received any requests to provide a translator at an in-person interview; and about 30 times out of a total of 2,027 interviews (i.e. 1% of interviews), applicants have brought companions or personal care attendants to the in-person assessment who have translated for the applicant in the following languages: Arabic, Tagalog, Korean, Mandarin, Vietnamese, Somali, and Swahili.

#### iii. Appeals

If an application for MTS Access certification is denied, the applicant can appeal either by requesting a Functional Assessment or requesting the appeal be heard by the MTS Access Appeals Board. Whichever language the appeal is completed in, any correspondence back to the applicant will be provided in that language. No data is maintained on how frequent LEP passengers come into contact with MTS Access



through the functional assessments or MTS Access Appeals Board however the following general observations were provided: In the past year, correspondence regarding appeals has been sent in only English or Spanish; and in 2018 there were two (2) requests for Spanish translation services at MTS Access Appeals Board Hearings out of a total of 71 Hearings.

b. Reservations for MTS Access

Eligible passengers may contact MTS Access to make advance reservations for trips. Reservations can be made by phone, TDD, online web portal and mobile application. Web and mobile applications are available in English and Spanish for use. No data is maintained on how frequent LEP passengers come into contact with MTS Access through the reservation process. However, the following general observations were provided: all reservation staff are bilingual in English and Spanish; In the past year, almost all reservations were made in either English (334,000 calls, or 95%) or Spanish (16,000, calls or 5%); and, fewer than 1% of calls were made in other languages (about 4 calls in Tagalog and about 2 calls in Vietnamese).

c. Operations for MTS Access

MTS Access provides trips to origins and destinations within three-fourths of a mile on each side of each fixed route for individuals with disabilities who cannot use fixed route service. LEP individuals may come into contact with MTS Access, as MTS Access vehicle operators have continual interactions with passengers as they are boarding, in transit, and deboarding. MTS administered a survey regarding the frequency in which LEP persons come into contact with MTS Access vehicle operators<sup>8</sup>.

Table 8 shows the survey results from MTS Access vehicle operators<sup>9</sup>. Out of a total of 63 MTS Access operators, 13 operators participated in the survey.

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<sup>8</sup> An anonymous survey was administered to bus operators in October 2022. For purposes of this LAP, staff used their best efforts to group similar worded responses into categories of frequency.

<sup>9</sup> About 10% of the responses may have been completed by operators who do not drive for MTS Access. First Transit, MTS's third-party contractor, operates MTS Access and some MTS fixed bus routes that use mini-buses. Mini buses are operated out of the Copley Park Division, which operates routes throughout MTS's service area. Since the survey was administered to all First Transit operators and completed anonymously, there may be about 10% of the responses from bus operators that operate fixed route mini-buses, but not MTS Access. Please note, this survey was not provided to taxi operators who subcontract to First Transit to operate some MTS Access service. For future LEP surveys, MTS will review how best to administer this survey to taxi operators.

Table 8: Frequency of Contacts with LEP riders - MTS Access Vehicle Operators

Frequency of contacts with LEP riders – MTS Access Vehicle Operators									
<u>Language</u>	<u>LEP Population in Service Area</u>		<u>Total of 13 Operators completed survey</u>	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Yearly</u>	<u>Rarely</u>	<u>Unknown Frequency</u>
Spanish	114295	68.54%	12	11	1				
Filipino	1675	0.07%	8			1	6		1
Mandarin	1504	0.90%	7			1	3		3
Cantonese	1024	0.05%	7				4		3
Italian			7				4		3
Arabic	5091	3.05%	7				3		4
Assyrian Neo-Aramaic	1591	0.95%	7				3		4
Japanese	1181	0.71%	6			1	3		2
Korean	2855	1.71%	6			1	3		2
Chaldean	1989	1.19%	6				3		3
French			6				3		3
German			6				3		3
Lao	1347	0.81%	6				3		3
Portuguese			6				3		3
Chinese	4633	2.78%	5			1	4		
Tagalog	6303	3.78%	5			1	2		2
Vietnamese	12276	7.36%	5			1	2		2
Farsi	1301	0.78%	5				3		2
Russian	1695	1.02%	5				1		4
Unknown Language			4				1		3

### 3. Trolley Service

LEP individuals may come into contact with trolley service, as trolley operators have interactions with passengers as they are entering and exiting the trolley and in route as necessary. The following general observations were provided regarding trolley operators: out of 161 trolley operators employed, 51 trolley operators speak a language other than English (39 speak Spanish, two (2) speak Mandarin, one (1) speaks Flemish, one (1) speaks Arabic, one (1) speaks Croatian, one (1) speaks Serbian, one (1) speaks German, one (1) speaks Cantonese, one (1) speaks Vietnamese, one (1) speaks Chinese, one (1) speaks French and one (1) speaks Korean)<sup>10</sup>.

In addition, MTS administered a survey regarding the frequency in which LEP persons come into contact with trolley operators whom operate various routes within MTS's service area<sup>11</sup>. Out of a total of 161 trolley operators, 13 trolley operators participated in the survey.

Table 9 shows the results from trolley operators that operate routes throughout MTS's service area.

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<sup>10</sup> Provided by MTS Chief Operating Officer of Rail in November 2022.

<sup>11</sup> An anonymous survey was administered to trolley operators in October 2022. For purposes of this LAP, staff used their best efforts to group similar worded responses into categories of frequencies.

Table 9: Frequency of Contacts with LEP riders - Trolley Operators

Frequency of contacts with LEP riders – Trolley Operators									
<u>Language</u>	<u>LEP Population in Service Area</u>		<u>Total of 13 Operators completed survey</u>	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Yearly</u>	<u>Rarely</u>	<u>Unknown Frequency</u>
Spanish	114295	68.54%	10	7	3				
Chinese	4633	2.78%	4			1	1	2	
Unknown Language			4				1	1	2
German			3			2	1		
Cantonese	1024	0.05%	3			1	1		1
Japanese	1181	0.71%	3			1		2	
Russian	1695	1.02%	3			1		1	1
Arabic	5091	3.05%	2			2			
Korean	2855	1.71%	2			2			
French			2			1	1		
Vietnamese	12276	7.36%	2			1	1		
Sign language			2			1		1	
Chaldean	1989	1.19%	1		1				
Filipino	1675	0.07%	1		1				
Lao	1347	0.81%	1			1			
Mandarin	1504	0.90%	1			1			
Croatian			1			1			
Tagalog	6303	3.78%	1				1		
Assyrian Neo-Aramaic	1591	0.95%	1						1
Farsi	1301	0.78%	1						1
Italian			1						1
Portuguese			1						1

#### 4. Security

MTS Security staff, which includes Code Compliance Inspectors (CCI) and Transit System Security (TSS) Officers, performs fare checks and proof of eligibility for reduced fare passes on board trolley vehicles, at trolley stations and on buses, in addition to other safety related responsibilities. No data is maintained regarding the frequency in which LEP persons come into contact with MTS security staff however the following general observations were provided: Out of a total of 55 CCIs, there are 35 that speak Spanish; and out of a total of 206 TSS Officers, there are 93 that speak Spanish, three (3) that speak Tagalog, three (3) that use American Sign Language, two (2) that speak Vietnamese, and eight (8) that speak other languages (e.g. Farsi, French, Russian, Creole, Igbo, Swahili, Arabic); and out of the Security Administrative staff, there are four (4) that speak Tagalog, one (1) that speaks Persian, and one (1) that speaks Vietnamese<sup>12</sup>.

In addition, MTS administered a survey regarding the frequency in which LEP persons come into contact with MTS Code Compliance Inspectors. Out of a total of 55 CCIs, 25 CCIs participated in the survey.

Table 10 shows the survey results from the CCIs.

Lastly, MTS administered a survey regarding the frequency in which LEP persons come into contact with Transit System Security Officers. Out of a total of 206 TSS Officers, 14 TSS Officers participated in the survey.

Table 11 shows the survey results from TSS Officers.

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<sup>12</sup> Provided by Deputy Director of Transit Enforcement on November 29, 2022.

Table 10: Frequency of Contacts with LEP Riders - MTS Security, Code Compliance Inspectors

Frequency of contacts with LEP riders – MTS Security, Code Compliance Inspectors									
<u>Language</u>		<u>LEP Population in Service Area</u>	<u>Total of 25 Code Compliance Inspectors</u>	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Yearly</u>	<u>Rarely</u>	<u>Unknown Frequency</u>
Spanish	114295	68.54%	23	21		1	1		
Chinese	4633	2.78%	14	1	3	3	1	6	
Filipino	1675	0.07%	14		3	4	2	3	2
Arabic	5091	3.05%	14		3	3	3	5	
French			14		3	1	2	6	2
Portuguese			13		1	4	2	5	1
Tagalog	6303	3.78%	12		2	4	3	1	2
Italian			12		1	2	3	4	2
German			12		1		2	7	2
Japanese	1181	0.71%	11			5		4	2
Farsi	1301	0.78%	10		2	3		3	2
Korean	2855	1.71%	10		1	5		4	
Mandarin	1504	0.90%	10			2	3	2	3
Chaldean	1989	1.19%	9		1	1		5	2
Vietnamese	12276	7.36%	9			4	1	2	2
Russian	1695	1.02%	9			2		5	2
Cantonese	1024	0.05%	9			2		4	3
Lao	1347	0.81%	9			2		4	3
Assyrian Neo-Aramaic	1591	0.95%	8			1		3	4
Unknown Language			7			1		3	3
Sign Language			1			1			

Table 11: Frequency of Contacts with LEP Riders - MTS Security, Transit System Security Officers

Frequency of Contacts with LEP Riders – MTS Security, Transit System Security Officers									
Language	LEP Population in Service Area		Total of 14 Transit System Security Officers completed survey	Daily	Weekly	Monthly	Yearly	Rarely	Unknown Frequency
Spanish	114295	68.54%	11	9		2			
Chinese	4633	2.78%	8			4	1	2	1
Portuguese			8			4	1	1	2
Filipino	1675	0.07%	7	1	2	1		2	1
Russian	1695	1.02%	7		1	1		2	3
Arabic	5091	3.05%	7			3		2	2
Italian			7			1	2	4	
French			7				2	3	2
Tagalog	6303	3.78%	6		1	2		3	
Farsi	1301	0.78%	6		1	2		1	2
Mandarin	1504	0.90%	6		1	2			3
Cantonese	1024	0.05%	6			2			4
Korean	2855	1.71%	6			1	2		3
Japanese	1181	0.71%	6			1	1	2	2
Chaldean	1989	1.19%	6			1			5
Lao	1347	0.81%	6				1	1	4
Unknown Language			6				1	1	4
German			6					4	2
Assyrian Neo-Aramaic	1591	0.95%	6					1	5
Vietnamese	12276	7.36%	5			1	1	1	2

## 5. Purchase of passes and tickets

Passengers can purchase fares, passes and tickets through the following methods: Ticket Vending Machines (TVMs), bus fareboxes, participating retail outlets, through other agencies or organizations (i.e. schools, social service agencies employers), Transit Store, mobile application, phone, and website. Data is limited in terms of how many LEP passengers use each of these methods to purchase tickets and passes.

### a. TVM

TVMs are located at all trolley stations and some outlets. The TVM visual and audio prompts can be displayed in English, Spanish, Vietnamese, Chinese or Tagalog. If a LEP passenger has questions regarding how to use the TVM, a phone number to the PRONTO Support Center is provided on the TVM. Most employees at the PRONTO Support Center are bilingual, but if additional language services are needed, the PRONTO Support Center can transfer the call to another department, such as MTS Customer Service or Information & Trip Planning. There is no data or general observations maintained on how often LEP individuals use TVMs.

### b. Bus Farebox

Depending on the bus, MTS provides two (2) types of fareboxes on buses. The first type has an electronic display (e.g. "Fare Due") and the readout is provided in English. The second type is a clear glass farebox that is not digital, but instead accepts bills and coins through a slanted opening in its lid. On both the electronic fareboxes, audio cues (e.g. beep tones) are used to indicate if the transaction was successful or not and visual decals providing instructions on how to use the farebox are provided in both English and Spanish.

If a LEP passenger has questions on how to use the bus farebox or general questions about how much to pay, they can ask the bus operator. Many MTS bus operators are bilingual in English and Spanish or other languages. For bus operators who are not bilingual, they are trained to point to the visual decal on the farebox or call dispatch for further assistance. While there is no data maintained on how often LEP individuals use the bus fareboxes, information on how often LEP persons come into contact with bus operators was collected through the operator surveys as reported above.

### c. Retail Outlets

MTS utilizes Ready Credit's network of outlets across the San Diego region as its primary third-party outlet for the purchase and reload of PRONTO cards. MTS's goal is to spread out the locations of these outlets so that all communities, including communities that have LEP populations, have equal access to fare products. Most of these outlets have staff that speaks multiple languages. Several of the outlets that sell MTS products are located in communities with high proportions of LEP populations and hire staff that is fluent in the languages spoken by their customers. There is no data and/or general observations maintained on how often LEP individuals use these outlets to buy fares or passes.

### d. Other Agencies or Organizations



Through MTS's various pass programs, MTS sells passes to other agencies, schools, or organizations who in turn provide and/or sell these passes to their employees or clients. This includes bulk day passes, college passes, employer pass programs and PRONTO Extend. There is no data and/or general observations maintained on how often LEP individuals use these outlets to buy fares or passes.

e. Transit Store

The Transit Store offers the public an in-person place for general inquiries, for purchase MTS bus and trolley passes, MTS Access passes, and all reduced fare PRONTO card with photo identification. To apply for a reduced fare, a passenger must either complete a Short Form or a Long Form, which are provided in both English and Spanish. The Short Form is processed by Transit Store personnel. The Long Form is processed by a third-party contractor. All passengers must go to Transit Store (or NCTD Customer Service Center) to purchase their reduced fare PRONTO card with photo identification once approved by appropriate staff.

There is no data maintained regarding the frequency with which LEP passengers come into contact with the Transit Store. However, the following general observations were provided by staff: most Transit Store staff is bilingual in English and Spanish; in the past year, there have been no requests received to translate the Short Form or Long Form Reduced Fare application into any other language besides the currently provided English and Spanish applications; based on demand, the Transit Store prints Short Form applications mostly in English (about 98%) and in Spanish (about 2%); about 140 interactions a day occur with Spanish speaking passengers out of 200 interactions daily at the Transit Store; and about 100 interactions a year, or about 2 times a week, occur in languages other than English or Spanish at the Transit Store, which has included the following: Tagalog, Chinese, Russian, American Sign Language, Korean, Arabic, Farsi, French and Portuguese<sup>13</sup>.

f. Website – ridePRONTO.com

In the last year, of 479,096 of passengers who visited MTS's online site (ridePRONTO.com) to purchase PRONTO Card passes, the languages used to review the information included: 91.23% in English; 7.29% in Spanish; 0.81% in Chinese; 0.26% used Japanese; 0.20% in German; 0.17% used French; 0.13% used Korean; and 0.1% used Portuguese<sup>14</sup>.

g. Website – Estore

In addition to being able to purchase MTS Access tickets at the MTS Transit Store, MTS Access tickets can also be purchased online on the MTS Website (Estore). In the last year, of 5,693 passengers who visited Estore, the languages used to review the information were: 94.99% in English; 3.35% in Spanish; 0.57% in Chinese; 0.28% in German; 0.19 in Czech; 0.15% in French; and 0.1% in Japanese<sup>15</sup>.

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<sup>13</sup> Provided by Transit Store Manager in November 2022.

<sup>14</sup> Data provided by Google Analytics for the period of July 1, 2021 to June 30, 2022.

<sup>15</sup> Data provided by Google Analytics for the period of July 1, 2021 to June 20, 2022.

#### h. Phone

A PRONTO Card can be purchased by phone by calling the PRONTO Support Center. In FY22, out of a total of 112,688 calls, 100,388, or 89.1% of calls, were received through the English call prompts and 12,300, or 10.1% of calls, were received through the Spanish call prompts. No data is recorded for calls made in other languages other than English or Spanish but per general observations of MTS PRONTO Support Center staff, likely about five (5) calls occur per year occur in other languages<sup>16</sup>.

#### i. Mobile Application

Through the MTS's mobile application (PRONTO), passengers can purchase stored value, monthly passes and special event passes. In the last year, 400,000 users used the PRONTO Mobile Application to purchase tickets. Data on which languages passengers are viewing the PRONTO Mobile Application is not available at this time<sup>17</sup>.

### 6. Participation in public meetings

MTS Board of Directors and Executive Committee meetings generally occur monthly. MTS Public Security Committee, MTS Taxicab Advisory Committee, and Accessible Services Advisory Committee generally meet quarterly. The MTS Budget Development Committee and the MTS Audit Committee meet as necessary. As authorized, meetings are done either virtually or in-person. When meetings are done virtually, MTS uses a Zoom platform with closed captioning functions.

No data is maintained regarding the frequency with which LEP individuals come into contact MTS during these public meetings. However, the following general observations were provided by MTS Meeting Clerks: about three (3) times a year a public commenter, using either MTS staff or another member from the public, has had their comments translated from Spanish to English at a MTS Board Meeting. No translations into any other languages have been requested in the last year for any other Committee meeting.

MTS also holds other types of public meetings, such as outreach events for marketing, planning, and communications purposes. Depending on the location and type of event, MTS generally staffs these meetings and events with at least one (1) employee who is bilingual in English and Spanish. MTS also accounts for the community and audience and provides either staff or paid translators for other languages, such as Tagalog, if required for a specific community. Additionally, MTS offers verbal interpretation services at these events for other languages upon request. Requests for interpretation into other languages besides Spanish have been rare.

### 7. Customer service interactions

The Information and Trip Planning Call Center provides passengers information on routes, times, fares, stops and general trip planning for bus and trolley. The Customer Service Call Center assists passengers

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<sup>16</sup> Provided by Director of Support Services in November 2022.

<sup>17</sup> Data was not available per Fare Systems Administrator on November 28, 2022.

that may have complaints, compliments, or general comments about MTS's service. For FY22, Information and Trip Planning Call Center had 193,354, or 93.3% of calls, through the English call prompts and 13,987 or 6.7% of calls % through the Spanish call prompts. For FY22, the Customer Service Call Center had 32,584, or 92.5% of calls, though the English call prompts, and 2,655, or 7.5% of calls, through the Spanish call prompts. There is no data maintained for calls made in other languages however, based on general observation from MTS Customer Service staff, likely about five (5) calls were received in other languages in FY22.

The Deputy General Counsel processes FTA Civil Rights Complaints (Title VI or ADA). In the last year, no FTA Civil Right Complaints have been received in any other language besides English<sup>18</sup>.

MTS currently provides a front desk at its main administrative office (1255 Imperial Avenue, San Diego) for members of the public to call and for hiring and employment matters. Front desk receptionists are bilingual in English and Spanish.

The following general observations were provided by the receptionist at MTS's main administrative office: of about 75 interactions a day with members of the public, either via the phone or in person, about two (2) of those interactions per day is with persons that speak Spanish; and the receptionists had no interactions with members of the public that spoke any languages besides English or Spanish in the past year<sup>19</sup>.

#### 8. Passenger Support Representatives

Passenger Support Representatives, also known as Ambassadors, provide passenger assistance at fixed locations and at special events. MTS administered a survey regarding the frequency in which LEP persons come into contact with Passenger Support Representatives. Out of a total of 36 Passenger Support Representatives, 8 Passenger Support Representatives participated in the survey.

Table 12 shows the survey results from the Passenger Support Representatives.

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<sup>18</sup> Information provided by Deputy General Counsel for the period of November 2021 to November 2022.

<sup>19</sup> Information provided by Human Resource Assistant on December 13, 2022.

Table 12: Frequency of Contacts with LEP Riders – Passenger Support Representatives

Frequency of Contacts with LEP Riders – MTS Passenger Support Representatives									
<u>Language</u>	<u>LEP Population in Service Area</u>		<u>Total of 8 Passenger Support Representatives completed Survey</u>	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Yearly</u>	<u>Rarely</u>	<u>Unknown Frequency</u>
Spanish	114295	68.54%	8	8					
Chinese	4633	2.78%	7	3	1	2			1
French			7	2	2	2			1
Arabic	5091	3.05%	7		2			2	3
Japanese	1181	0.71%	6	3	2			1	
Filipino	1675	0.07%	6	2	2				1
German			6		1	3		1	1
Vietnamese	12276	7.36%	5	3				2	
Italian			5	2		2		1	
Korean	2855	1.71%	5	1	2	1		1	
Portuguese			5	1	1	2		1	
Tagalog	6303	3.78%	4	4					
Mandarin	1504	0.90%	4	2	1			1	
Lao	1327	0.81%	3	1				1	1
Russian	1695	1.02%	3		2				1
Cantonese	1024	0.05%	3		1				2
Unknown Language			3				1	1	1
Assyrian Neo-Aramaic	1591	0.95%	3						2
Sign language			2	1		1			
Farsi	1301	0.78%	2			1			2
Chaldean	1989	1.19%	2						1
Hindi			1		1				
Greek			1			1			

### 9. Ridership Survey

The 2022 Customer Satisfaction Survey found that about 33% of riders speak Spanish at home, with the next most frequent language as Tagalog (about 1%), and all other languages reported under 1% (the next closest was Chinese at about 0.8% of riders).

### 10. Use of MTS's Website

MTS's website includes general information about routes, schedules, rider rules, fares, and other MTS business. In the last year, of 1,519,515 users who reviewed MTS's Website ([www.sdmts.com](http://www.sdmts.com)), the information was viewed in the following languages: 92.82% in English, 5.32% in Spanish, 0.54% in Chinese, 0.26% in German, 0.25% in Japanese, 0.22% in French, 0.14% in Korean, 0.11% in Portuguese, 0.07% in Russian, 0.06% in Italian, 0.05% in Dutch, 0.02% in Turkish, 0.02% in Swedish, and 0.02% in Vietnamese<sup>20</sup>.

In summary, based on the above Factor 2 analysis established through data MTS maintains and general observations received from staff, when LEP individuals do come into contact with MTS, it is predominantly with LEP individuals that speak Spanish. Reviewing the information provided from operators through the survey and information received from MTS's websites and mobile application use, the next most frequented language generally appears to be Chinese. LEP passengers speaking Chinese occurs significantly less in frequency when compared to Spanish and contacts are not much more than any of the other languages that MTS staff or our services come into contact with (besides Spanish).

#### **C. Factor 3: The nature and importance of the program, activity or service provided by MTS to people's lives; and**

The provision of public transportation is a highly important service, especially for people without access to personal vehicles. According to the MTS Customer Satisfaction survey conducted in 2022, 70% of people said they had no car available for transportation. Based on feedback MTS receives from the public, such as from community outreach meetings and at events at Transit Centers, many of MTS riders are dependent on transit for travel through the region<sup>21</sup>.

#### **D. Factor 4: The resources available to MTS and costs.**

The resources available to MTS include in-house staff who are bilingual who may be able to interpret or translate documents and/or audit translated information for accuracy; hiring contractors to provide interpreting services; hiring contractors to provide document translation; utilizing community volunteers to interpret information; utilizing the Google Translate widget on the MTS website; and paying for

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<sup>20</sup> Data provided by Google Analytics for the period of July 1, 2021 to June 30, 2022.

<sup>21</sup> Information provided by MTS Customer Satisfaction Survey, conducted by Redhill Group in April 2022.

notices in community media and newspapers that may be provided in various languages as necessary for outreach and marketing needs.

### III. Language Assistance Measures

#### A. Vital Documents

##### 1. List of Vital Documents

MTS identified the following vital documents required for riders to access its service:

- i. "PRONTO Transit Fare" guide;
- ii. Rider's Guide "how to ride" brochure;
- iii. Take Ones, explaining upcoming service changes;
- iv. Notice of MTS's Title VI obligations, including complaint information and forms;
- v. Notices of availability of language translation assistances and interpretation service;
- vi. Application for Reduced Fare Pronto Card for seniors, individuals with disabilities, individuals with Medi-Care card and youth; and
- vii. Application for ADA Complementary Paratransit eligibility.

##### 2. Translation of Vital Documents

To determine which languages MTS's vital documents should be translated into depends on which LEP populations meet the Safe Harbor Provision and the results of the Four Factor Analysis.

##### i. Safe Harbor Provision

The Safe Harbor Provision states that transit agencies should review whether it would be effective to translate vital written documents into the primary language for each LEP group that has the presence of LEP speakers at 5% of the total service area population or 1,000 individuals, whichever measure is less.

As discussed in Factor 1, the following 15 languages meet the Safe Harbor threshold: Spanish, Vietnamese, Tagalog, Arabic, Chinese, Korean, Chaldean Neo-Aramaic, Russian, Filipino, Assyrian Neo-Aramaic, Mandarin, Lao, Farsi, Japanese, and Cantonese.

##### a. Spanish Translation

Per Factor 1, Spanish is the predominate language spoken by LEP in the MTS service area, at 5.08% of the population. In reviewing the frequency with which LEP populations come in contact with MTS services, as identified in Factor 2, Spanish-speaking LEP persons utilize MTS services and contact our system with sufficient frequency to warrant making all vital documents readily available in both English and Spanish.

b. Vietnamese, Tagalog, Arabic, Chinese, Korean, Chaldean Neo-Aramaic, Russian, Filipino, Assyrian Neo-Aramaic, Mandarin, Lao, Farsi, Japanese, and Cantonese Translation

Based on the Factor 1 analysis, Vietnamese, Tagalog, Arabic, Chinese, Korean, Chaldean Neo-Aramaic, Russian, Filipino, Assyrian Neo-Aramaic, Mandarin, Lao, Farsi, Japanese, and Cantonese met the Safe Harbor threshold with over 1,000 speakers, but combined only represent 1.98% of the MTS service area population. Of these languages, the two (2) largest groups speak Vietnamese, representing 0.55%, and Tagalog, representing 0.28% of the MTS service area population.

When reviewing Factor 2 analysis, the languages that are most frequented vary depending on the source. Google Analytics data for MTS's website pages found that after English, predominantly Spanish was used (5.32% for MTS website, 7.29% for MTS PRONTO website, and 3.35% for EStore), and the next most used languages, albeit with significantly less frequency was Chinese (0.54% for MTS website, 0.81% for MTS PRONTO website, 0.57% for EStore). There is no clear top third language used to view MTS's website (may be Japanese or German, depending on the source).

Other than English, survey results from operators and security found that most interactions occur in Spanish. The next most frequented languages interactions with at least **daily, weekly or monthly** were:

- Chinese (32% of IAD bus operators, 30% of KMD bus operators, 14% of SBD bus operators, 15% of ECD bus operators, 0% of MTS Access vehicle operators, 8% of trolley operators, 28% of Code Compliance Inspectors, 29% of Transit System Security and 75% of Passenger Support Representatives);
- Filipino (27% of IAD bus operators, 21% of KMD bus operators, 29% of SBD bus operators, 24% of ECD bus operators, 0% of MTS Access vehicle operators, 8% of trolley operators, 28% of Code Compliance Inspectors, 29% of Transit System Security; and 50% of Passenger Support Representatives);
- Arabic (17% of IAD bus operators, 15% KMD bus operators, 18% of SBD bus operators, 64% of ECD bus operators<sup>22</sup>, 0% of MTS Access bus operators, 15% of trolley operators, 24% of Code Compliance Inspectors, 21% of Transit System Security and 25% of Passenger Support Representatives).

The 2022 Customer Satisfaction Survey found that about 33% of riders speak Spanish at home, with the next most frequented language as Tagalog (about 1%), with all other languages reported under 1% (the next closest was Chinese at about 0.8% of riders).

All other staff observations (e.g. Customer Service, Transit Store, Public Meeting attendance, Front Desk Receptionists, Trolley Operators, Security etc.) either noted no interactions with LEP passengers

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<sup>22</sup> The high number of contacts by ECD bus operators with LEP riders that speak Arabic may be due to the communities that the ECD routes serve.

speaking languages other than Spanish, very rare and very infrequent interactions with other languages, or that they occurred so rarely that they did not record such interactions.

Factor 2 analysis did not correlate with Factor 1 findings on the top languages spoken in MTS's service area. Factor 1 found the top three (3) languages to be Spanish, Vietnamese and Tagalog. Factor 2 found unanimously that Spanish was the top spoken language other than English.

The next most frequented language generally appears to be Chinese (although the 2022 Language Assistance Plan stated the second most frequented language after Spanish was Tagalog (1%)). LEP passengers speaking Chinese occurs significantly less in frequency when compared to Spanish. There is no clear top third language (German, Filipino or Arabic depending on the source). The demographic language data (Factor 1) differs from MTS' exposure to spoken languages (Factor 2) for many reasons, including, but not limited to:

- The frequency of public transportation usage differs among various language communities. They may utilize other transportation options such as families and neighbors, or travel needs are more localized within a community;
- Tourists may use MTS's website and MTS's mobile phone application more frequently than LEP persons living in MTS's service area;
- LEP persons in MTS's service area may still review information in English regardless of the language they speak most frequently at home. For instance, based on the findings of the 2022 Customer Satisfaction Survey, 61% of riders who speak a second language at home, which was approximately 36.5% of the total rider population surveyed, reported they can speak English "very well" (31%) or "well" (30%); and
- Some LEP persons may receive translation assistance from family or friends, and therefore do not request interpretive services from MTS.

Due to the lower frequency of contacts and almost no demand for translation in languages other than Spanish, instead of maintaining written translations of vital documents for all Safe Harbor languages that may or may not be used, MTS will make available certain vital documents in other languages as necessary or upon request.

The PRONTO transit fare guide is designed to answer questions about PRONTO, MTS's new fare collection system. It is available on the MTS website, as a PDF, in both English and in Spanish (<https://www.sdmts.com/fares/pronto>). Additionally, the information provided on the PRONTO fare guide is available in text format and helpful graphics on the webpage, which can be translated via the Google Translation widget, into each LEP language. There are also video tutorials, which include closed captioning, on the MTS website that are available in both English and Spanish.

For Rider's Guides and Take Ones, which involve important information about service changes, MTS may decide on case by case situations that based on the area, subject matter, and local populations needs, to translate Rider's Guides and Take Ones in a Safe Harbor language (Vietnamese, Tagalog, Arabic, Chinese, Korean, Chaldean Neo-Aramaic, Russian, Filipino, Assyrian Neo-Aramaic, Mandarin, Lao, Farsi, Japanese, and Cantonese) as necessary. Otherwise, MTS will make available upon request.



MTS will provide written translation of all other vital documents in these Safe Harbor languages (and any other language) upon request pending available resources. Limiting factors for making documents available in these languages may include the ability to effectively display the information and locating a qualified translator for some of the languages. MTS remains committed to working with local community groups and other organizations to provide the necessary written access to vital documents.

Nonetheless, the MTS website ([www.sdmts.com](http://www.sdmts.com)) includes the Google Translation widget, which allows most all of MTS's website information to be translated into each of MTS's LEP languages, plus dozens of others. The following vital documents are available in all languages on MTS's website: Title VI Notice, Title VI Complaint Form, Title VI Complaint Process, availability of language assistance, translations, and interpretative services, and Application for ADA Complementary Paratransit Service.

Table 13 below depicts the level of translation made available by MTS for vital written documents.

Table 13: Vital Documents and Levels of Translation

Vital Documents and Level of Translation						
Language	LEP Population in Service Area	Readily Available Translation for all Vital Documents	Readily Available Translation on MTS Website of Title VI Complaint Form	Readily Available Translation through Google Translate Widget on MTS Website of Title VI Notice, Title VI Process, Notice of Language Assistance, PRONTO Transit Fare Guide, and Application for Complementary Paratransit	Readily Available Translation for certain LEP populations if MTS determines appropriate due to Subject Matter and Area Affected for Rider's Guide and Take Ones	Pending Available Resources, Upon Request Translation for all Vital Documents
Spanish	114,295	X	X	X	X	X
Vietnamese	12,276		X	X	X	X
Tagalog	6,303		X	X	X	X
Arabic	5,091		X	X	X	X
Chinese	4,633		X	X	X	X
Korean	2,855		X	X	X	X
Chaldean Neo-Aramaic	1,989		X	X	X	X
Russian	1,695		X	X	X	X
Filipino	1,675		X <sup>23</sup>	X	X	X
Assyrian Neo-Aramaic	1,591		X	X	X	X
Mandarin	1,504		X <sup>24</sup>	X	X	X
Lao	1,347		X	X	X	X
Farsi	1,301		X <sup>25</sup>	X	X	X
Japanese	1,181		X	X	X	X
Cantonese	1,024		X <sup>26</sup>	X	X	X

<sup>23</sup> It is MTS's understanding that the Title VI Complaint Form currently translated into Tagalog may be used by a LEP person speaking Filipino. If that is not the case, please contact MTS Deputy General Counsel at [Samantha.Leslie@sdmts.com](mailto:Samantha.Leslie@sdmts.com) and MTS will review whether additional translation is necessary.

<sup>24</sup> It is MTS's understanding that the Title VI Complaint Form currently translated into Chinese may be used by a LEP person speaking Mandarin. If that is not the case, please contact MTS Deputy General Counsel at [Samantha.Leslie@sdmts.com](mailto:Samantha.Leslie@sdmts.com) and MTS will review whether additional translation is necessary.

<sup>25</sup> It is MTS's understanding that the Title VI Complaint Form currently translated into Persian may be used by a LEP person speaking Farsi. If that is not the case, please contact MTS Deputy General Counsel at [Samantha.Leslie@sdmts.com](mailto:Samantha.Leslie@sdmts.com) and MTS will review whether additional translation is necessary.

<sup>26</sup> It is MTS's understanding that the Title VI Complaint Form on MTS's Website currently translated into traditional Chinese may be used by a LEP person speaking Cantonese. If that is not the case, please contact MTS Deputy General Counsel at [Samantha.Leslie@sdmts.com](mailto:Samantha.Leslie@sdmts.com) and MTS will review whether additional translation is necessary.

## **B. Other Documents and Information (Excluding Vital Documents)**

MTS will endeavor to accommodate translation requests outside of the vital documents and Safe Harbor languages, pending considerations of cost and availability. The following are the types of documents and information MTS currently translates.

### **1. Bus and Trolley Service**

System maps, schedules, and timetables are provided in English and Spanish. Information and warning signs posted along the Trolley lines and at bus stops are also translated in both English and Spanish. Many bus operators and security officers are bilingual in English and Spanish. A few may be bilingual in English and another language besides Spanish. Bilingual English and Spanish ambassadors are assigned to bus stops and stations for special events and operational changes.

### **2. Rider Information Materials**

On-board communications, quarterly rider Newsletters, and all fare information on board vehicles and on station platforms are printed in English and Spanish, including public notices when fare changes are being considered. All MTS service advertising is printed in English and Spanish. All "How to Ride" information on board vehicles and on station platforms printed in English/Spanish.

### **3. Telephone Information and Customer Service**

MTS makes available Front-line administrative and call center assistance (e.g. MTS Information and Trip Planning, MTS Customer Service, MTS Pronto Support Center) in English and Spanish.

### **4. Administrative Offices**

Bilingual English/Spanish receptionists staff the front desk in MTS lobbies and can provide assistance on the phone and in person to passengers. If assistance is needed for someone who speaks a language other than English or Spanish, staff will use google translate on their computers or on phones to assist as reasonably as possible.

### **5. Transit Store**

Most staff at Transit Store is bilingual in English and Spanish. If assistance is needed for someone who speaks a language other than English or Spanish, staff will use google translate on their computers or on phones to assist as reasonably as possible.

### **6. Public Meetings**

MTS may provide translation services for Board of Directors and other Committee meetings upon request, with advanced notice. MTS may also provide bilingual English and Spanish staff to attend public meetings when public comment assistance is requested.

As necessary based on the subject matter and local populations affected, notices regarding public meetings may be printed in languages other than English in regional and local newspapers.

7. Outreach Events and Workshops

MTS may offer interpretive services for a specific event as necessary and as warranted by the local population affected. MTS may also provide bilingual English and Spanish staff to attend the outreach events and workshops. Fact sheets and comment cards are produced in English and Spanish. Community-based outreach program is used as necessary to secure participation from underrepresented groups.

8. Surveys

When conducting public opinion surveys, they are provided in English and Spanish and other languages on an as-needed basis for specific projects. Planning/outreach materials are produced in other languages as warranted by subject matter and meeting location, or upon request. Certain press releases and other notices are distributed to local newspapers and other community-based media in languages other than English, translated by either MTS or by the media outlet. MTS also leverages community partners to help disseminate notice of availability of language assistance to LEP populations.

Table 14 summarizes the written and oral assistance measures MTS provides for the documents and information listed above in Section III (B).

Table 14: LEP Assistance Measure by Language

<b>Translation of Other Documents and Information (Excluding Vital Documents)</b>			
<u>Language</u>	<u>LEP Population</u>	<u>Written Assistance Measures</u>	<u>Oral Assistance Measures</u>
<b>Spanish</b>	114,295	All web content translated via Google Translate. Word-for-word translation provided for schedules and surveys. Printed outreach materials for specific events, meetings, and changes translated as needed for specific areas or affected populations. All other documents translated upon request.	Readily available assistance at call centers and administrative offices. Interpretation may be available at public meetings, outreach events or other special events.
<b>Vietnamese</b>	12,276	All web content translated via Google Translate. Printed outreach materials for specific events, meetings, and changes translated as needed for specific areas or affected populations. All other documents will be translated upon request.	Interpretation available at public meetings with advanced notice. Translators readily provided for specific events and meetings as needed for specific areas or affected populations or upon request.
<b>Tagalog</b>	6,303		
<b>Arabic</b>	5,091		
<b>Chinese</b>	4,633		
<b>Korean</b>	2,855		
<b>Chaldean Neo-Aramaic</b>	1,989		
<b>Russian</b>	1,695		
<b>Filipino</b>	1,675		
<b>Assyrian Neo-Aramaic</b>	1,591		
<b>Mandarin</b>	1,504		
<b>Lao</b>	1,347		
<b>Farsi</b>	1,301		
<b>Japanese</b>	1,181		
<b>Cantonese</b>	1,024		

**IV. Providing Notice to LEP Persons**

MTS provides notice to LEP persons about the availability of language assistance in the following ways:

- 1) MTS’s Title VI Policy, located on MTS’s Website, includes a summary of language assistance measures MTS provides. MTS’s Title VI Policy on MTS’s website also includes information about how to request additional information. Title VI Complaint forms translated in all languages identified in MTS’s LAP and the Google translation Widget allows the entire Title VI website page (as well as any MTS website page) to be translated into any language.
- 2) MTS’ Title VI Notice, which includes information about the public rights under Title VI and how to request the information in alternative formats, is provided:
  - a. in the lobby of the main MTS administrative office, printed in English and Spanish;

- b. in the lobby of the IAD administrative offices, used primarily as a reception for incoming MTS Access applicants, printed in English and Spanish;
  - c. at the MTS Transit Store, printed in English and Spanish;
  - d. on fixed-route buses and trolleys through Take One flyers (outlines important service and/or fare information critical to riders), posted approximately 3-4 times per year and printed in English and Spanish;
  - e. on Rider's Guides, printed in English and Spanish; and
  - f. on a decal placed within each paratransit vehicle, displayed in English and Spanish.
- 3) MTS's ADA Complaint Policy, located on MTS's Website, includes notice regarding assisting with writing complaints due to a disability or limited English Proficiency. The Google translation Widget allows this webpage, as well as every MTS webpage to be translated into any language.
  - 4) MTS's Complementary Paratransit Application, located on MTS's website, includes notice regarding requesting the application in alternative format. The application is available on the MTS Website in English and Spanish.
  - 5) MTS Board Meeting and other Committee Meeting Agendas include notice on how to request the agenda in alternative formats or to request other accommodations to facilitate meeting participation. In addition, notice regarding how to request translation services for public comment is provided on meeting agendas.
  - 6) MTS's Customer Service telephone line provides a verbal prompt regarding whether Spanish language assistance is requested.
  - 7) In notices or other advertisements regarding outreach events, notice of language assistance or interpretative services accommodations may be used as warranted by subject matter and meeting location.

## **V. Training Staff**

It is MTS's goal that employees who interact with customers know how to provide timely and reasonable language assistance to LEP populations.

MTS has three (3) internal training functions: Bus Operator Training, Trolley Operator Training and Administrative Staff Training, which includes all customer service representatives, management and administrative staff.

For employees that regularly interact with customers, training will include:

- 1) How to respond to calls from LEP persons
  - a. This may include but is not limited to: employing Spanish speaking staff; training non-Spanish speaking employees with basic Spanish phrases to communicate with customers if there is not a Spanish speaker immediately available; and contracting with outside companies and/or other community resources to assist in translating in languages other than Spanish, as necessary.

- 2) How to respond to correspondence from LEP persons
  - a. This may include, but is not limited to: employing staff that are able to write in Spanish; training staff to use Google Translate as needed; and contracting with outside companies and/or other community resources to assist in translating correspondence in languages other than Spanish, as necessary.
- 3) How to respond to LEP persons in person
  - a. This may include, but is not limited to: requesting assistance from dispatch who may be able to use bilingual staff; requesting assistance from other colleagues that are bilingual; providing passenger the Customer Service phone number who may able to use bilingual staff or a language assistance phone line to help translate information; asking whether any other passengers or staff nearby could provide translation assistance; if not a bus or trolley operator, using Google Translate if a computer or mobile phone is available and use would not cause any safety concerns; if on MTS Access, letting the drop off location know that the passenger has a question the bus operator was unable to assist with; and having staff making their best, professional attempts to communicate with the passenger on the spot (e.g. using hand gestures or directional cues).

MTS will conduct reviews as necessary to assess the effectiveness of LEP training materials. Any areas of improvement will be addressed as resources and time allow.

## **VI. Monitoring and Updating the LAP**

MTS will monitor the LAP every three (3) years to determine whether the language assistance measures are still effective and whether any improvements or changes are necessary. The most recent version of MTS's LAP will be included in MTS's Title VI Plan, which is updated every three (3) years. The data used to identify LEP persons in MTS's service area is compiled by SANDAG using available data from ACS and/or other sources. If there is any updated data, it will be incorporated accordingly into MTS's LAP upon receipt from SANDAG.

The plan will be monitored using one (1) or more of the following measures:

- 1) Seeking staff feedback to determine the effectiveness and usefulness of the LAP, which may include, but is not limited to:
  - a. an assessment of whether staff members that come into contact with LEP persons understand what language assistance measures are available and how they can be implemented
  - b. surveying staff to determine what type of requests for translation and interpretation were received and when they were provided
  - c. surveying staff to determine the frequency of which information is translated on MTS Website or MTS phone applications through the Google Widget
  - d. surveying staff on the frequency of interactions with LEP persons

- e. surveying staff about feedback received during interactions from LEP persons that may relate to the effectiveness of MTS's language assistance measures
- 2) Reviewing the availability of resources, including technological advances, and the costs imposed.

The last date in which this LAP was reviewed and updated was on **March 3, 2023**.





Take One

# Proposed Major Service Changes TROLLEY EXTENSION

Att. B, AI 6, 05/16/24

The MTS Board of Directors will also hold a **Public Hearing in March 2021** to consider these proposals, prior to approval of any major service changes. If you wish to comment on any proposal for the Public Hearing, you may do so using any of the following methods:

Post Until 3/12/2021

In Fall 2021, the UC San Diego Blue Line light rail extension will open and expand the San Diego Trolley system from Downtown San Diego to the UTC Transit Center, serving nine new Trolley stations.

MTS is also proposing to change the bus network to connect people and communities to the Trolley extension. Extensive rider and public outreach was conducted in 2018-2019 to collect ideas and feedback on potential changes. The results of that outreach, combined with detailed data analysis, resulted in the proposals detailed in this Take One.

### IN SUMMARY:

- Current bus routes affected would include: Routes 8, 9, 27, 30, 44, 50, 105, 150, and 201/202.
- Three new pilot bus routes would be implemented, Routes 43, 140, and 985.
- All proposed bus change proposals are cost-neutral for MTS. All new and expanded bus service is proposed to be reallocated from existing bus services in the same general area. There is no net increase or decrease in bus service proposed.
- No major changes are proposed to any other current Bus or Trolley routes as part of this implementation.
- For more detailed information:
  - o See route-by-route details of all the major change proposals in the table below.
  - o Maps of the proposed impacted routes are inside this Take One.
  - o Visit [sdmts.com](http://sdmts.com) and click on Major Change Proposals link

Also, there will be minor schedule adjustments to many bus routes to accommodate new transfers and connections. There will be no changes to the Sycuan Green Line and Orange Line schedules.



## PUBLIC INFORMATION & INPUT MEETINGS

The public is invited to ask questions and provide feedback to MTS staff at two public input meetings in February 2021. Due to Covid-19 safety precautions, these meetings will be held "virtually," with the public able to listen and provide input by computer or telephone:

- Wednesday, February 10, 2021 at 12 p.m.**
- Tuesday, February 16, 2021 at 4 p.m.**

- Testimony at the **PUBLIC HEARING: Thursday, March 11, 2021, 9:00 a.m.**  
*See box below.*

- Telephone Hotline: **(619) 595-4912**  
(leave your comments as a message on the voicemail)

- E-Mail: [mts.planning@sdmts.com](mailto:mts.planning@sdmts.com)

- Our website, **[sdmts.com/Trolley-Extension](http://sdmts.com/Trolley-Extension)**  
Please use the comment form
- U.S. Mail. Send to: **MTS Public Hearing Comments 1255 Imperial Avenue, Suite 1000, San Diego, CA 92101**

## HOW TO PARTICIPATE IN THE PUBLIC HEARING:

If you wish to comment at the March 11 Public Hearing, please register for the meeting at the link below or scan the QR Code to the right.

**[sdmts.com/MarchPublicHearing](http://sdmts.com/MarchPublicHearing)**



Comments by telephone, e-mail, website, or U.S. mail must be received at MTS by 2:00 p.m. on **Wednesday, March 10, 2021**, for consideration by the Board during the Public Hearing.

Register for the public meetings and learn more at **[sdmts.com/Trolley-Extension](http://sdmts.com/Trolley-Extension)**



**THIS INFORMATION WILL BE MADE AVAILABLE IN ALTERNATIVE FORMATS UPON REQUEST.** To request this notice in an alternative format, please call (619) 231-1466. The Metropolitan Transit System operators adhere to a nondiscrimination policy with regard to both services and facilities. MTS assures that no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any agency program or activity. To request additional information on MTS' nondiscrimination obligations or to file a complaint against MTS, please write to MTS General Counsel, 1255 Imperial Ave., Suite 1000, San Diego, 92101 or log on to [sdmts.com](http://sdmts.com).

# DETAILS OF MAJOR SERVICE CHANGE PROPOSALS

ROUTE	DESCRIPTION OF PROPOSAL
<b>UC San Diego Blue Line</b>	The UC San Diego Blue Line would be extended from America Plaza to UTC, via the Sycuan Green Line corridor to Old Town, then serving new Trolley Stations at Tecolote Road, Clairemont Drive, Balboa Avenue, Nobel Drive, VA Medical Center, UC San Diego campus (2 stations), Executive Drive, and the UTC Transit Center. Service frequency north of America Plaza would be every 15 minutes, seven days/week, with a span of service similar to current. Frequency south of America Plaza would remain at every 7.5 minutes on weekdays.
8	Route 8 would be extended from Pacific Beach east to the new Balboa Avenue Transit Center, via Grand Avenue. Frequency would be increased to every 15 minutes on weekdays and 20 minutes on weekends.
9	Route 9 would be shortened in Pacific Beach on weekdays and Saturdays to end at Ingraham St. and Garnet Ave. Service along Garnet Ave. between Ingraham St. and Mission Blvd. would remain available on Route 27. Service frequency would be every 20 minutes on weekdays and 30 minutes on Saturdays. Sunday service would remain the same as current.
27	Route 27 would be increased to operate every 30 minutes seven days/week (with new Sunday service). It would connect to the Trolley at the Balboa Avenue Transit Center and would be changed to operate between Balboa Avenue and Clairemont Mesa Blvd. on Kearny Villa Rd. instead of Convoy Street.
30	Route 30 would be shortened to operate north of Old Town Transit Center (OTTC) only. (Service between OTTC and Downtown would be offered by both the UC San Diego Blue and Sycuan Green Lines, with 8 trips per hour in each direction.) Route 30 would also be adjusted in University City to operate between UC San Diego and UTC Transit Center along Nobel Drive instead of La Jolla Village Drive. Route 30 would continue to operate every 15 minutes on weekdays; weekend frequency would be every 30 minutes on the entire route.
43	New Route 43* would provide service between the Kearny Mesa Transit Center and Balboa Avenue Transit Center, via Clairemont Mesa Blvd., Clairemont Dr., and Balboa Avenue. It would replace Route 44 along Clairemont Mesa Blvd. between Convoy St. and Clairemont Drive. Service would operate every 15 minutes on weekdays and 30 minutes on weekends.
44	Route 44 would be shifted on the north end to terminate at the Kearny Mesa Transit Center instead of Clairemont Square. The route would serve Clairemont Mesa Blvd. east of Convoy St. instead of west of Convoy Street. Service on Clairemont Mesa Blvd. west of Convoy St. would be replaced by new Route 43, which would operate on Clairemont Dr. on the west side of Clairemont Square. Service along Clairemont Mesa Blvd. between Kleefeld Ave. and Clairemont Dr. would be discontinued except for night and weekend Route 105A trips.
50	Route 50 would be discontinued. Service would continue to be available on all Route 50 street segments via Route 41 (Genesee Ave.), Route 105 (Clairemont Dr.), and a re-routed Route 105 (Regents Rd./Governor Dr.). Service between Downtown and Clairemont would be available via the UC San Diego Blue Line and a transfer to Route 105 at Clairemont Dr. Station or new Route 43 at Balboa Avenue Transit Center.
105	Weekday Route 105 service would be changed to operate along Regents Rd. and Governor Dr. between Clairemont Dr. and Genesee Ave., replacing Route 50 on this segment. No changes proposed to weekend Route 105 service.
140	New Express Route 140* would operate between the Balboa Avenue Transit Center and downtown La Jolla, via Interstate 5 and La Jolla Parkway. Service would operate every 30 minutes, seven days/week, with extra 15-minute frequency during weekday peaks.
150	<b>Route 150 would be discontinued</b> , with service between Downtown, Old Town, UC San Diego, and UTC replaced by the UC San Diego Blue Line.
201/202	The SuperLoop (Rapid 201/202) routing would be changed on the north side to operate on La Jolla Village Dr. between UC San Diego and the UTC Transit Center, instead of via Voigt Dr., Regents Rd., and Executive Drive. Transit service to northern University City would be replaced by the UC San Diego Blue Line, at the UC San Diego Health La Jolla and Executive Drive stations.
985	New Route 985* would connect the UC San Diego Blue Line at the UC San Diego Central Campus station with the business parks off of North Torrey Pines Road, operating weekday peak hours only with a frequency of every 15-20 minutes.

\* Per MTS Policy, new routes are operated as a pilot for 12 months while ridership and efficacy are evaluated. At the conclusion of the pilot period, MTS Board action could make the route permanent, adjust the service, or discontinue the route.

# CONNECTIONS TO NORTH AND EAST

Att.B, AI 6, 05/16/24

MTS is not proposing any major service changes to the areas and routes listed below, which will connect the Trolley Extension to areas north and east of University City:

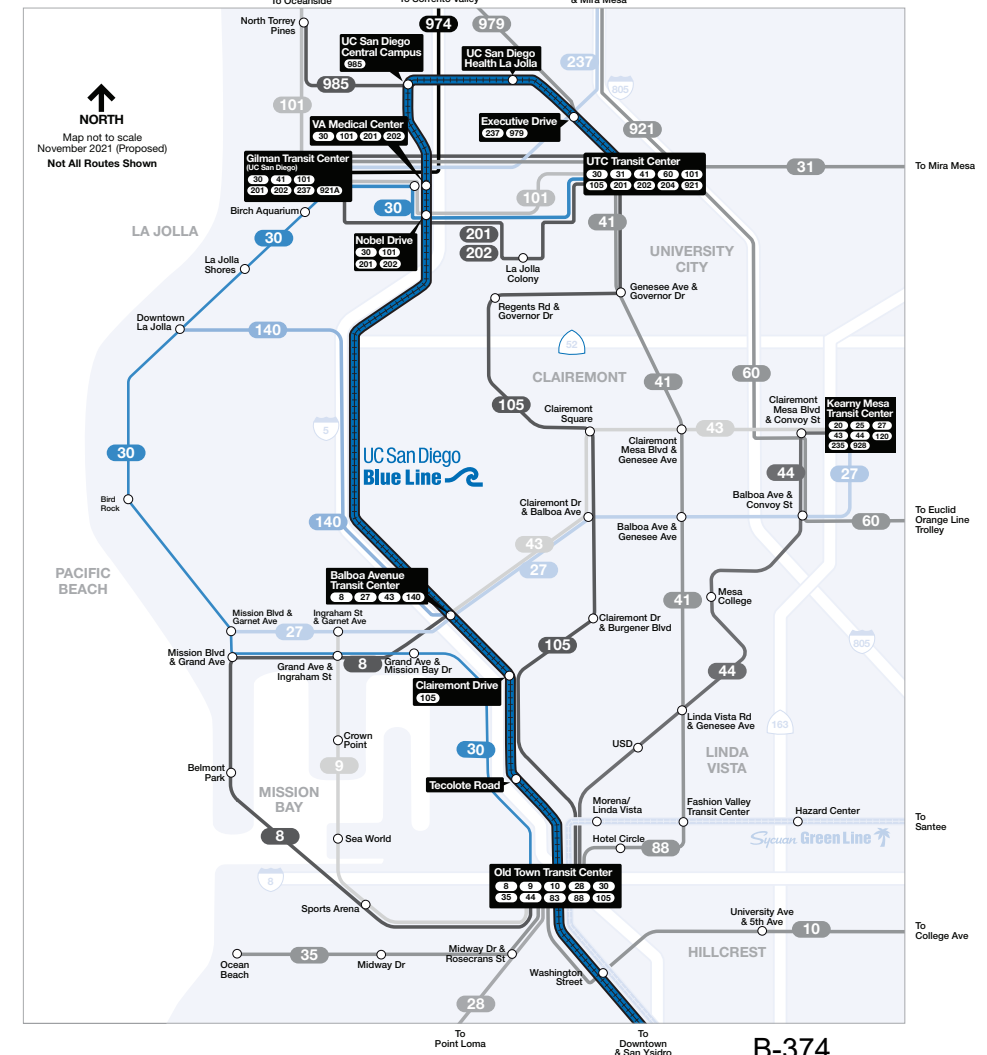
**Sorrento Valley COASTER Station: MTS Route 979** will offer a direct connection during weekday peak hours between the Executive Drive Trolley Station and the Sorrento Valley COASTER Station. It is scheduled to meet southbound COASTER trains in the AM Peak and Northbound COASTER trains in the PM Peak.

**Miramar Road Area: MTS Route 31** operates weekday peak periods from UTC along Miramar Rd. to the Miramar College Transit Station.

**Sorrento Valley, Sorrento Mesa, Mira Mesa Blvd.: MTS Route 921** operates seven days a week between University City and Miramar College Transit Station, via Sorrento Mesa and Mira Mesa Blvd. Connections to the Trolley can be made at UTC on weekdays, and on La Jolla Village Dr. at Genesee Ave. (Executive Drive Trolley Station) on weekends. MTS Rapid 237 operates every 15 minutes during weekday peaks between UC San Diego and Miramar College Transit Station, via Mira Mesa Blvd. Trolley connections can be made on La Jolla Village Dr. at Genesee Ave. (Executive Drive Trolley Station).

**North Coast: North County Transit District Route 101** will connect to the Trolley at UTC and provides service to University City, Del Mar, Solana Beach, Encinitas, Carlsbad, and Oceanside, via North Torrey Pines Rd. and Coast Hwy. (Highway 101).

## MAP OF PROPOSED ROUTE CHANGES





Tome Uno

# Importantes Cambios Propuestos al Servicio EXTENSIÓN DEL TROLLEY

En el otoño del 2021, la extensión del Trolley Línea Azul UC San Diego se abrirá y ampliará el sistema de tren ligero de San Diego desde el centro de San Diego hasta el Centro de Transporte UTC, prestando servicio a nueve nuevas estaciones del Trolley.

MTS también propone cambiar la red de autobuses para conectar personas y comunidades a la extensión del Trolley. En 2018-2019 se llevó a cabo un extenso alcance público y de pasajeros para recopilar ideas y comentarios sobre posibles cambios. Los resultados de ese alcance, combinados con un análisis de datos detallado, dieron como resultado las propuestas detalladas en este Tome Uno.

## EN RESUMEN:

- Las rutas actuales de autobuses afectadas incluirían: Rutas 8, 9, 27, 30, 44, 50, 105, 150 y 201/202.
- Se implementarían tres nuevas rutas de autobuses piloto, las Rutas 43, 140 y 985.
- Todas las propuestas de cambio de autobús propuestas son neutrales en cuanto a costos para MTS. Se propone que todo el servicio de autobús nuevo y ampliado sea reasignado de servicios existentes en la misma área general. No se propone ningún aumento o disminución neta en el servicio de autobús.
- Para obtener información más detallada:
  - o Consulte los detalles ruta por ruta de todas las propuestas de cambios importantes en la siguiente tabla.
  - o Los mapas de las rutas afectadas propuestas se encuentran dentro de este Tome Uno.
  - o Visite [sdmts.com](http://sdmts.com) y haga clic en el enlace de propuestas de cambios importantes

Además, habrá pequeños ajustes de horario en muchas rutas de autobús para acomodar nuevos traslados y conexiones. No habrá cambios en los horarios de la Línea Verde Sycuan y la Línea Naranja.



## REUNIONES PÚBLICAS PARA INFORMACIÓN Y DAR COMENTARIOS

Se invita al público a hacer preguntas y proporcionar comentarios al personal de MTS en dos reuniones de opinión pública en febrero de 2021. Debido a las precauciones de seguridad por Covid-19, estas reuniones se llevarán a cabo "virtualmente", y el público podrá escuchar y proporcionar información por computadora o teléfono:

**Miércoles 10 de febrero de 2021 a las 12 p.m.**

**Martes 16 de febrero de 2021 a las 4 p.m.**

La Junta Directiva de MTS también sostendrá una audiencia pública en marzo del 2021 para considerar estas propuestas, antes de la aprobación de cualquier cambio importante en el servicio. Si desea comentar sobre alguna propuesta para la Audiencia Pública, puede hacerlo utilizando cualquiera de los siguientes métodos:

- Testimonio en la **AUDIENCIA PÚBLICA:** **jueves 11 de marzo de 2021, 9:00 a.m.**  
*Ver cuadro a la derecha.*
- Línea telefónica directa: **(619) 595-4912** (deje sus comentarios como mensaje en el buzón de voz)
- Correo electrónico: **[sdmts.planning@sdmts.com](mailto:sdmts.planning@sdmts.com)**
- Nuestro sitio web, **[sdmts.com/Trolley-Extension](http://sdmts.com/Trolley-Extension)** incluye un formulario de comentarios
- Correo Postal de los EE.UU. Enviar a: **MTS Public Hearing Comments, 1255 Imperial Avenue, Suite 1000, San Diego, CA 92101**

## CÓMO PARTICIPAR EN LA AUDIENCIA PÚBLICA:

Si desea comentar en la Audiencia Pública del 11 de marzo, regístrese para la reunión en el enlace a continuación o escanee el código QR a la derecha.

**[sdmts.com/MarchPublicHearing](http://sdmts.com/MarchPublicHearing)**



Los comentarios por teléfono, correo electrónico, sitio web o correo postal de EE. UU. deben recibirse en MTS antes de las 2:00 p.m. **el miércoles 10 de marzo del 2021**, para consideración de la Junta durante la Audiencia Pública.

Regístrese para las reuniones públicas y obtenga más información en **[sdmts.com/Trolley-Extension](http://sdmts.com/Trolley-Extension)**



**ESTA INFORMACIÓN ESTÁ DISPONIBLE EN DIFERENTES FORMATOS BAJO SOLICITUD.** Para solicitar esta información en un formato diferente, por favor llame al (619) 231-1466. Los operadores del Metropolitan Transit System siguen una política que prohíbe la discriminación en cuanto a servicios e instalaciones. MTS garantiza que ninguna persona por motivos de raza, color de piel u origen nacional será excluida de participar en los servicios, se le negará disfrutar de sus beneficios ni será víctima de cualquier otro tipo de discriminación por una actividad o programa de la agencia. Para solicitar información adicional sobre las obligaciones de MTS contra la discriminación o para presentar una denuncia contra MTS, favor de escribir al MTS General Counsel, 1255 Imperial Ave., Suite 1000, San Diego, 92101 o visitar la página [sdmts.com](http://sdmts.com).

## DETALLES DE LAS PROPUESTAS DE CAMBIOS IMPORTANTES AL SERVICIO

LA RUTA	DESCRIPCIÓN DE LAS PROPUESTAS
<b>La Línea Azul UC San Diego</b>	La Línea Azul UC San Diego se extenderá desde America Plaza hasta UTC, a través del corredor de la Línea Verde Sycuan hasta Old Town, y luego serviría nuevas estaciones del Trolley en Tecolote Road, Clairemont Drive, Balboa Avenue, Nobel Drive, VA Medical Center, UC San Diego campus (2 estaciones), Executive Drive y UTC Transit Center. La frecuencia de servicio al norte de America Plaza sería cada 15 minutos, los siete días de la semana, con una duración de servicio similar a la actual. La frecuencia hacia del sur desde America Plaza permanecería cada 7.5 minutos de lunes a viernes.
<b>8</b>	La Ruta 8 se extenderá desde el este de Pacific Beach hasta el nuevo Centro de Tránsito de Balboa Avenue, a través de Grand Avenue. La frecuencia aumentaría a cada 15 minutos durante la semana y a 20 minutos los fines de semana.
<b>9</b>	La Ruta 9 se acortaría en Pacific Beach los días de semana y los sábados para terminar en Ingraham St. y Garnet Ave. Servicio a lo largo de Garnet Ave. entre Ingraham St. y Mission Blvd. permanecería disponible en la Ruta 27. La frecuencia del servicio sería cada 20 minutos los días de semana y 30 minutos los sábados. El servicio de domingo seguiría siendo el mismo que el actual.
<b>27</b>	La ruta 27 se incrementaría para operar cada 30 minutos los siete días de la semana (con un nuevo servicio de domingo). Se conectaría al Trolley en el Centro de Tránsito de la Avenida Balboa y se cambiaría para operar entre la Avenida Balboa y Clairemont Mesa Blvd. en Kearny Villa Rd. en lugar de Convoy Street.
<b>30</b>	La ruta 30 se acortaría para operar al norte del Centro de Transporte de Old Town (OTTC, por sus siglas en inglés) únicamente. (El servicio entre OTTC y el centro de San Diego lo ofrecerían las líneas Azul UC San Diego y Verde Sycuan, con 8 viajes por hora en cada dirección). La ruta 30 también se ajustaría en University City para operar entre UC San Diego y UTC Transit Center a lo largo de Nobel Drive en lugar de La Jolla Village Drive. La ruta 30 continuaría operando cada 15 minutos durante la semana; la frecuencia de fin de semana sería cada 30 minutos en toda la ruta.
<b>43</b>	La nueva ruta 43* brindaría servicio entre el Centro de transporte de Kearny Mesa y el Centro de transporte de Balboa Avenue, a través de Clairemont Mesa Blvd., Clairemont Dr. y Balboa Avenue. Reemplazaría la Ruta 44 a lo largo de Clairemont Mesa Blvd. entre Convoy St. y Clairemont Drive. El servicio operaría cada 15 minutos de lunes a viernes y 30 minutos los fines de semana.
<b>44</b>	La Ruta 44 se cambiaría en el extremo norte para terminar en el Centro de Transporte de Kearny Mesa en lugar de Clairemont Square. La ruta serviría a Clairemont Mesa Blvd. al este de Convoy St. en lugar de al oeste de Convoy Street. Servicio en Clairemont Dr. en el lado oeste de Clairemont Square. Servicio a lo largo de Clairemont Mesa Blvd. entre Kleefeld Ave. y Clairemont Dr. se suspendería a excepción de los viajes nocturnos y de fin de semana de la Ruta 105A.
<b>50</b>	La ruta 50 se suspendería. El servicio seguiría estando disponible en todos los segmentos de la calle de la ruta 50 a través de la ruta 41 (Genesee Ave.), la ruta 105 (Clairemont Dr.) y la ruta 105 redirigida (Regents Rd./Governor Dr.). El servicio entre el centro de San Diego y Clairemont estaría disponible a través de la Línea Azul UC San Diego y una transferencia a la ruta 105 en la estación Clairemont Dr. o la nueva ruta 43 en Balboa Avenue Transit Center.
<b>105</b>	El servicio de la Ruta 105 entre semana se cambiaría para operar a lo largo de Regents Rd. y el Governor Dr. entre Clairemont Dr. y Genesee Ave., reemplazando la Ruta 50 en este segmento. No se proponen cambios para el servicio de la Ruta 105 los fines de semana.
<b>140</b>	La nueva Ruta Exprés 140* operaría entre el centro de tránsito de Balboa Avenue y el centro de La Jolla, a través de la Interestatal 5 y La Jolla Parkway. El servicio operaría cada 30 minutos, siete días a la semana, con una frecuencia adicional de 15 minutos durante las horas pico entre semana.
<b>150</b>	<b>La Ruta 150 se suspendería</b> y el servicio entre el centro de San Diego, Old Town, UC San Diego y UTC se reemplazaría por la Línea Azul UC San Diego.
<b>201/202</b>	La Ruta SuperLoop (Rapid 201/202) se cambiaría en el lado norte para operar en La Jolla Village Dr. entre UC San Diego y UTC Transit Center, en lugar de mediante Voigt Dr., Regents Rd. y Executive Drive. El servicio de transporte hacia el norte de University City sería reemplazado por la Línea Azul UC San Diego en las estaciones UC San Diego Health La Jolla y Executive Drive.
<b>985</b>	La nueva ruta 985* conectaría la Línea Azul de UC San Diego en la estación UC San Diego Central Campus con los parques comerciales fuera de North Torrey Pines Road, operando en horas pico de lunes a viernes con una frecuencia de cada 15-20 minutos.

\*Según la política de MTS, las nuevas rutas se operan como piloto durante 12 meses mientras se evalúan el número de pasajeros y la eficacia. Al finalizar el período piloto, la acción de la Junta de MTS podría hacer que la ruta sea permanente, ajustar el servicio o interrumpir la ruta.

## CONEXIONES NORTE Y ESTE

Att.B, AI 6, 05/16/24

MTS no propone ningún cambio de servicio importante en las áreas y rutas enumeradas a continuación, que conectarán la extensión del Trolley con las áreas al norte y este de University City:

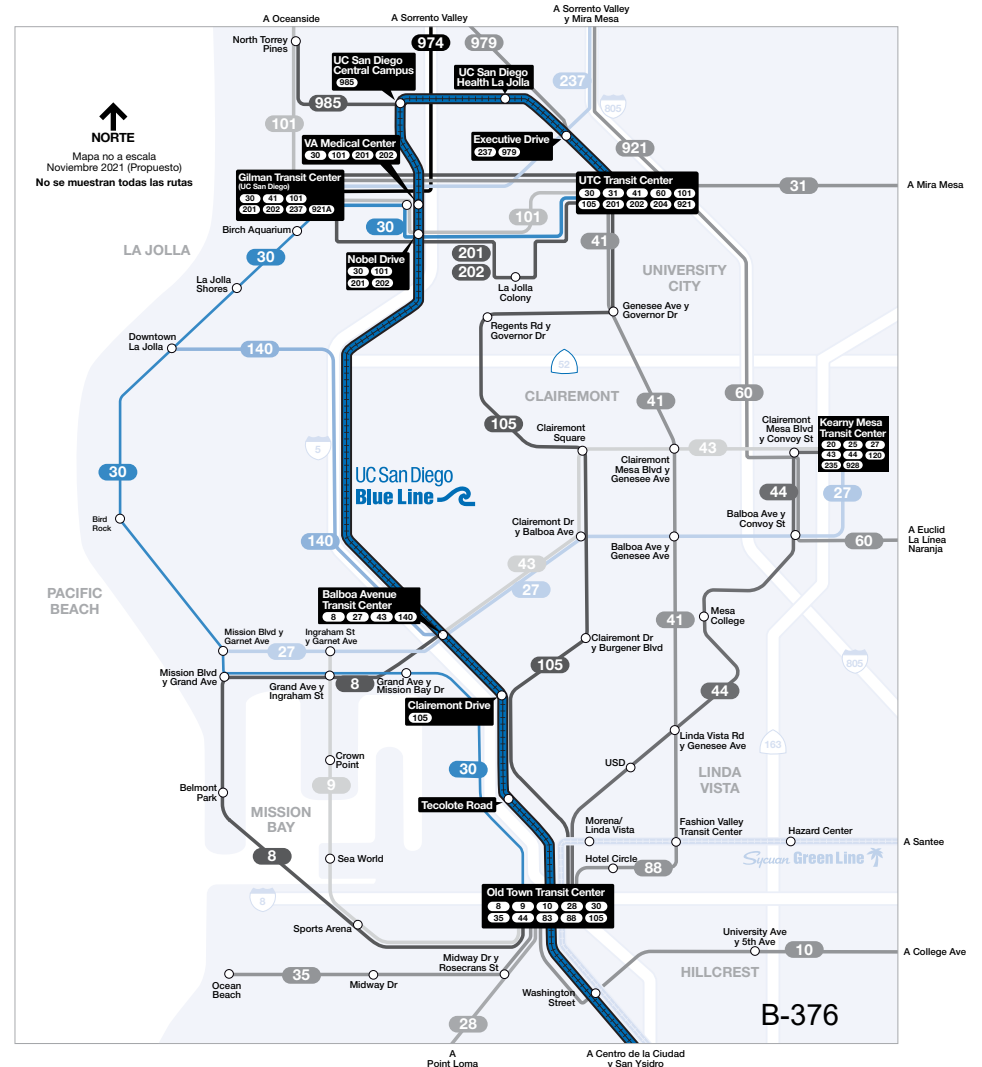
**Estación COASTER de Sorrento Valley: la ruta MTS 979** ofrecerá una conexión directa durante las horas pico entre semana entre la estación del Trolley Executive Drive y la estación COASTER de Sorrento Valley. Está programada para encontrarse con los trenes COASTER en dirección sur en los trenes matutinos en horas pico (AM Peak) y COASTER en dirección norte en horas picos vespertinas (PM Peak).

**Área de Miramar Road: la Ruta 31 de MTS** opera en períodos horas pico entre semana desde UTC a lo largo de Miramar Rd. a la estación de transporte de Miramar College.

**Sorrento Valley, Sorrento Mesa, Mira Mesa Blvd.: La Ruta MTS 921** opera los siete días de la semana entre University City y el Centro de Transporte de Miramar College mediante Sorrento Mesa y Mira Mesa Blvd. Las conexiones al Trolley se pueden hacer en UTC de lunes a viernes, y en La Jolla Village Dr. en Genesee Ave. (Estación del Trolley Executive Drive) los fines de semana. MTS Rapid 237 opera cada 15 minutos durante los picos entre semana entre UC San Diego y Centro de Transporte Miramar College, a través de Mira Mesa Blvd. Las conexiones al Trolley se pueden hacer en La Jolla Village Dr. en Genesee Ave. (Estación de Trolley Executive Drive).

**Costa Norte: La Ruta 101 del Distrito de Tránsito del Norte del Condado (NCTD)** se conectarán al Trolley en UTC y da servicio a University City, Del Mar, Solana Beach, Encinitas, Carlsbad y Oceanside, a través de North Torrey Pines Rd. y Coast Hwy. (Carretera 101).

## MAPA DE CAMBIOS DE RUTA PROPUESTOS



**ONE-WAY FARES / Tarifas Sencillas**

<b>Exact fare, please / Favor de pagar la cantidad exacta</b>	
Adult / Adulto	\$2.50
Senior/Disabled/Medicare* Personas Mayores/con Discapacidades/Medicare*	\$1.25
Youth (ages 6-18)* Jóvenes (edades 6-18)*	\$2.50
<b>DAY PASS (Regional) / Pase diario (Regional)</b>	
Adult / Adulto	\$6.00
Senior/Disabled/Medicare* Personas Mayores/con Discapacidades/Medicare*	\$3.00
Youth (ages 6-18)* Jóvenes (edades 6-18)*	\$3.00
<b>MONTHLY PASSES / Pases mensual</b>	
Adult / Adulto	\$72.00
Senior/Disabled/Medicare* Personas Mayores/con Discapacidades/Medicare*	\$23.00
Youth (ages 6-18)* Jóvenes (edades 6-18)*	\$23.00

\*Proof of eligibility required. Senior Eligibility: Age 65+ or born on or before September 1, 1959.  
\*Se requiere verificación de elegibilidad. Elegibilidad para Personas Mayores: Edad 65+ o nacido en o antes del 1 de septiembre, 1959.

**COMPASS CARDS / Tarjeta Compass**  
There is a \$2 charge for Compass Cards, which can be reloaded for future use. Hay un costo de \$2 por la tarjeta Compass Card, la cual puede ser recargada para usos futuros.  
**COMPASS CLOUD**  
Download the free Compass Cloud app on your Apple or Android phone. Descargue la aplicación gratis Compass Cloud en su teléfono Apple o Android.

Visit [sdmts.com/fares](http://sdmts.com/fares) for more info. Visite [sdmts.com/fares](http://sdmts.com/fares) para más información.

**DIRECTORY / Directorio**

MTS Information & Trip Planning MTS Información y planeo de viaje	511 or/ó (619) 233-3004
TTY/TDD (teletype for hearing impaired) Teletipo para sordos	(619) 234-5005 or/ó (888) 722-4889
InfoExpress (24-hour info via Touch-Tone phone) Información las 24 horas (via teléfono de teclas)	(619) 685-4900
Customer Service / Suggestions Servicio al cliente / Sugerencias	(619) 557-4555
MTS Security MTS Seguridad	(619) 595-4960
Lost & Found Objetos extraviados	(619) 233-3004
Transit Store	(619) 234-1060 12th & Imperial Transit Center M-F 8am-5pm

For MTS online trip planning  
Planificación de viajes por Internet **sdmts.com**

For more information on riding MTS services, pick up a Rider's Guide on a bus or at the Transit Store, or visit [sdmts.com](http://sdmts.com).  
Para obtener más información sobre el uso de los servicios de MTS, recoja un 'Rider's Guide' en un autobús o en la Transit Store, o visita a [sdmts.com](http://sdmts.com).

Thank you for riding MTS! ¡Gracias por viajar con MTS!



**Fashion Valley Transit Ctr. – Downtown La Mesa**  
via El Cajon Bl.

- DESTINATIONS**
- Campus Plaza
  - Copley-Price Family YMCA
  - Hillcrest DMV
  - Hoover High School
  - The HUB Hillcrest Market

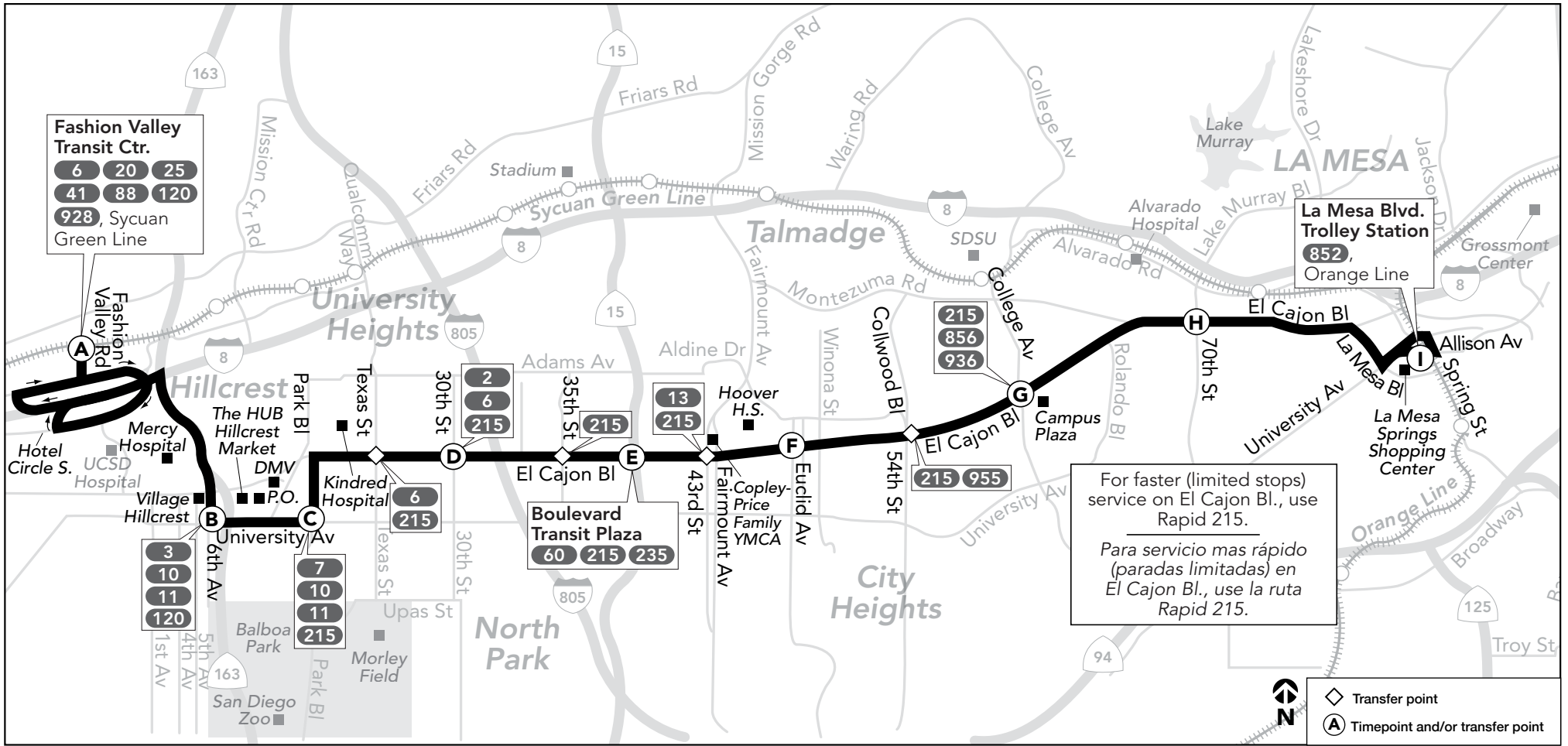
- TROLLEY CONNECTIONS**
- La Mesa Bl.
  - Fashion Valley



**sdmts.com**  
Route Alerts, Updated Schedules, Connections & More



Alternative formats available upon request. Please call: (619) 557-4555 / Formato alternativo disponible al preguntar. Favor de llamar: (619) 557-4555



For faster (limited stops) service on El Cajon Bl., use Rapid 215.  
Para servicio más rápido (paradas limitadas) en El Cajon Bl., use la ruta Rapid 215.

A Saturday or Sunday schedule will be operated on the following holidays and observed holidays  
Se operará con horario de sábado o domingo durante los siguientes días festivos y feriados observados  
New Year's Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas

**Route 1 – Sunday / domingo**

Fashion Valley → City Heights → La Mesa								
(A) Fashion Valley Transit Ctr. DEPART	(B) University Av. & 6th Av.	(C) Park Bl. & University Av.	(D) El Cajon Bl. & 30th St.	(E) El Cajon Bl. & I-15	(F) El Cajon Bl. & Euclid Av.	(G) El Cajon Bl. & College Av.	(H) El Cajon Bl. & 70th St.	(I) La Mesa Bl. Trolley Station ARRIVE
6:16a	6:22a	6:27a	6:33a	6:39a	6:45a	6:52a	6:57a	7:06a
7:10	7:16	7:22	7:29	7:36	7:43	7:50	7:56	8:06
8:10	8:16	8:22	8:29	8:36	8:43	8:50	8:56	9:06
8:37	8:43	8:50	8:57	9:04	9:11	9:19	9:25	9:35
9:07	9:13	9:20	9:27	9:34	9:41	9:49	9:55	10:05
9:37	9:43	9:50	9:57	10:04	10:11	10:19	10:25	10:35
10:07	10:13	10:20	10:28	10:35	10:43	10:51	10:58	11:08
10:40	10:47	10:54	11:02	11:09	11:17	11:26	11:34	11:45
11:10	11:17	11:24	11:32	11:39	11:47	11:56	12:04p	12:15p
11:40	11:47	11:54	12:02p	12:09p	12:17p	12:26p	12:34	12:45
12:08p	12:16p	12:24p	12:33	12:41	12:49	12:58	1:06	1:17
12:38	12:46	12:54	1:03	1:11	1:19	1:28	1:36	1:47
1:08	1:16	1:24	1:33	1:41	1:49	1:58	2:06	2:17
1:38	1:46	1:54	2:03	2:11	2:19	2:28	2:36	2:47
2:08	2:16	2:24	2:33	2:41	2:49	2:58	3:06	3:17
2:38	2:46	2:54	3:03	3:11	3:19	3:28	3:36	3:47
3:08	3:16	3:24	3:33	3:41	3:49	3:58	4:06	4:17
3:38	3:46	3:54	4:03	4:11	4:19	4:28	4:36	4:47
4:08	4:16	4:24	4:33	4:41	4:49	4:58	5:06	5:17
4:38	4:46	4:54	5:03	5:11	5:19	5:28	5:36	5:47
5:08	5:16	5:24	5:33	5:41	5:49	5:58	6:06	6:17
5:40	5:48	5:56	6:05	6:13	6:21	6:29	6:36	6:47
6:10	6:18	6:26	6:35	6:43	6:50	6:57	7:04	7:14
6:40	6:48	6:56	7:05	7:13	7:20	7:27	7:34	7:44
7:10	7:17	7:25	7:34	7:41	7:48	7:55	8:02	8:12
8:12	8:19	8:26	8:35	8:41	8:48	8:55	9:01	9:10

La Mesa → City Heights → Fashion Valley								
(I) La Mesa Bl. Trolley Station DEPART	(H) El Cajon Bl. & 70th St.	(G) El Cajon Bl. & College Av.	(F) El Cajon Bl. & Euclid Av.	(E) El Cajon Bl. & I-15	(D) El Cajon Bl. & 30th St.	(C) Park Bl. & University Av.	(B) University Av. & 7th Av.	(A) Fashion Valley Transit Ctr. ARRIVE
5:39a	5:45a	5:52a	5:57a	6:04a	6:08a	6:14a	6:18a	6:25a
6:45	6:51	6:58	7:04	7:11	7:16	7:23	7:27	7:35
7:45	7:53	8:00	8:06	8:13	8:19	8:27	8:32	8:41
8:20	8:28	8:36	8:43	8:51	8:57	9:05	9:10	9:19
8:50	8:58	9:06	9:13	9:21	9:27	9:35	9:40	9:49
9:20	9:28	9:36	9:43	9:51	9:57	10:05	10:10	10:19
9:50	9:58	10:06	10:13	10:21	10:27	10:35	10:40	10:49
10:20	10:28	10:36	10:43	10:51	10:57	11:05	11:10	11:19
10:50	10:58	11:06	11:13	11:21	11:27	11:35	11:40	11:49
11:18	11:26	11:34	11:42	11:50	11:56	12:05p	12:10p	12:19p
11:48	11:56	12:04p	12:12p	12:20p	12:26p	12:35	12:40	12:49
12:18p	12:26p	12:34	12:42	12:50	12:56	1:05	1:10	1:19
12:48	12:56	1:04	1:12	1:20	1:26	1:35	1:40	1:49
1:18	1:26	1:34	1:42	1:50	1:56	2:05	2:10	2:19
1:48	1:56	2:04	2:12	2:20	2:26	2:35	2:40	2:49
2:18	2:26	2:34	2:42	2:50	2:56	3:05	3:10	3:19
2:48	2:56	3:04	3:12	3:20	3:26	3:35	3:40	3:49
3:18	3:26	3:34	3:42	3:50	3:56	4:05	4:10	4:19
3:48	3:56	4:04	4:12	4:20	4:26	4:35	4:40	4:49
4:18	4:26	4:34	4:42	4:50	4:56	5:05	5:10	5:19
4:48	4:56	5:04	5:12	5:20	5:26	5:35	5:40	5:49
5:20	5:28	5:36	5:43	5:50	5:56	6:05	6:10	6:19
5:50	5:58	6:06	6:13	6:20	6:26	6:35	6:40	6:49
6:20	6:28	6:36	6:43	6:50	6:56	7:05	7:10	7:19
6:50	6:58	7:06	7:13	7:20	7:26	7:35	7:40	7:49
7:50	7:57	8:05	8:11	8:18	8:24	8:32	8:37	8:45

The schedules and other information shown in this timetable are subject to change. MTS does not assume responsibility for errors in timetables nor for any inconvenience caused by delayed buses.  
Los horarios e información que se indican en este itinerario están sujetos a cambios. MTS no asume responsabilidad por errores en los itinerarios, ni por ningún perjuicio que se origine por los autobuses demorados.

**Route 1 – Monday through Friday / lunes a viernes**

**Fashion Valley ➔ City Heights ➔ La Mesa**

(A) FashionValley Transit Ctr. DEPART	(B) University Av. & 6th Av.	(C) Park Bl. & University Av.	(D) El Cajon Bl. & 30th St.	(E) El Cajon Bl. & I-15	(F) El Cajon Bl. & Euclid Av.	(G) El Cajon Bl. & College Av.	(H) El Cajon Bl. & 70th St.	(I) La Mesa Bl. & Trolley Station ARRIVE
5:03a	5:09a	5:14a	5:20a	5:25a	5:30a	5:36a	5:41a	5:49a
5:33	5:39	5:44	5:50	5:55	6:00	6:06	6:11	6:19
6:03	6:09	6:14	6:20	6:26	6:31	6:38	6:43	6:51
6:25	6:31	6:36	6:42	6:48	6:54	7:01	7:06	7:15
6:40	6:46	6:52	6:58	7:05	7:11	7:18	7:23	7:32
6:55	7:01	7:07	7:14	7:21	7:28	7:35	7:41	7:51
7:10	7:16	7:22	7:29	7:36	7:43	7:50	7:56	8:06
7:25	7:31	7:37	7:44	7:51	7:58	8:05	8:11	8:21
7:40	7:46	7:52	7:59	8:06	8:13	8:20	8:26	8:36
7:55	8:01	8:07	8:14	8:21	8:28	8:35	8:41	8:51
8:10	8:16	8:22	8:29	8:36	8:43	8:50	8:56	9:06
8:25	8:31	8:37	8:44	8:51	8:58	9:05	9:11	9:21
8:38	8:44	8:51	8:58	9:05	9:12	9:20	9:26	9:36
8:53	8:59	9:06	9:13	9:20	9:27	9:35	9:41	9:51
9:08	9:14	9:21	9:28	9:35	9:42	9:50	9:56	10:06
9:23	9:29	9:36	9:43	9:50	9:57	10:05	10:11	10:21
9:38	9:44	9:51	9:58	10:05	10:12	10:20	10:26	10:36
9:52	9:58	10:05	10:13	10:20	10:28	10:36	10:43	10:53
10:07	10:13	10:20	10:28	10:35	10:43	10:51	10:58	11:08
10:22	10:28	10:35	10:43	10:50	10:58	11:06	11:13	11:23
10:40	10:47	10:54	11:02	11:09	11:17	11:26	11:34	11:45
10:55	11:02	11:09	11:17	11:24	11:32	11:41	11:49	12:00p
11:10	11:17	11:24	11:32	11:39	11:47	11:56	12:04p	12:15
11:25	11:32	11:39	11:47	11:54	12:02p	12:11p	12:19	12:30
11:40	11:47	11:54	12:02p	12:09p	12:17	12:26	12:34	12:45
11:55	12:02p	12:09p	12:17	12:24	12:32	12:41	12:49	1:00
12:07p	12:14	12:22	12:31	12:39	12:47	12:56	1:04	1:15
12:22	12:29	12:37	12:46	12:54	1:02	1:11	1:19	1:30
12:37	12:44	12:52	1:01	1:09	1:17	1:26	1:34	1:45
12:52	12:59	1:07	1:16	1:24	1:32	1:41	1:49	2:00
1:07	1:14	1:22	1:31	1:39	1:47	1:56	2:04	2:15
1:22	1:29	1:37	1:46	1:54	2:02	2:11	2:19	2:30
1:37	1:44	1:52	2:01	2:09	2:17	2:26	2:34	2:45
1:53	2:00	2:08	2:17	2:25	2:34	2:43	2:51	3:03
2:08	2:16	2:24	2:34	2:42	2:51	3:00	3:08	3:20
2:23	2:31	2:39	2:49	2:57	3:06	3:15	3:23	3:35
2:38	2:46	2:54	3:04	3:12	3:21	3:30	3:38	3:50
2:53	3:01	3:09	3:19	3:27	3:36	3:45	3:53	4:05
3:08	3:17	3:26	3:36	3:44	3:53	4:02	4:10	4:22
3:23	3:32	3:41	3:51	3:59	4:08	4:17	4:25	4:37
3:38	3:47	3:56	4:06	4:14	4:23	4:32	4:40	4:52
3:53	4:02	4:11	4:21	4:29	4:38	4:47	4:55	5:07
4:08	4:17	4:26	4:36	4:44	4:53	5:02	5:10	5:22
4:23	4:32	4:41	4:51	4:59	5:08	5:17	5:25	5:37
4:38	4:47	4:56	5:06	5:14	5:23	5:32	5:40	5:52
4:53	5:02	5:11	5:21	5:29	5:38	5:47	5:55	6:07
5:06	5:15	5:24	5:34	5:42	5:51	5:59	6:07	6:18
5:21	5:30	5:39	5:49	5:57	6:06	6:14	6:22	6:33
5:36	5:45	5:54	6:04	6:12	6:20	6:28	6:35	6:46
5:51	6:00	6:09	6:19	6:27	6:35	6:43	6:50	7:01
6:10	6:18	6:27	6:36	6:44	6:51	6:58	7:05	7:15
6:25	6:33	6:42	6:51	6:59	7:06	7:13	7:20	7:30
6:40	6:48	6:57	7:06	7:14	7:21	7:28	7:35	7:45
7:05	7:13	7:21	7:30	7:37	7:44	7:51	7:58	8:08
7:40	7:47	7:54	8:03	8:09	8:16	8:23	8:29	8:38
8:10	8:17	8:24	8:33	8:39	8:46	8:53	8:59	9:08
8:42	8:49	8:56	9:04	9:10	9:17	9:24	9:29	9:38
9:14	9:20	9:27	9:34	9:40	9:46	9:52	9:57	10:05
9:44	9:50	9:57	10:04	10:10	10:16	10:22	10:27	10:35
10:16	10:22	10:28	10:35	10:40	10:46	10:52	10:57	11:05
10:46	10:52	10:57	11:03	11:08	11:14	11:20	11:25	11:32
11:16	11:22	11:27	11:33	11:38	11:44	11:50	11:55	12:02a

**La Mesa ➔ City Heights ➔ Fashion Valley**

(I) La Mesa Bl. & Trolley Station DEPART	(H) El Cajon Bl. & 70th St.	(G) El Cajon Bl. & College Av.	(F) El Cajon Bl. & Euclid Av.	(E) El Cajon Bl. & I-15	(D) El Cajon Bl. & 30th St.	(C) Park Bl. & University Av.	(B) University Av. & 7th Av.	(A) FashionValley Transit Ctr. ARRIVE
—	—	4:46a	4:51a	4:58a	5:02a	5:08a	5:12a	5:19a
5:03a	5:09a	5:16	5:21	5:28	5:32	5:38	5:42	5:49
5:33	5:39	5:46	5:52	6:00	6:04	6:11	6:15	6:22
6:03	6:07	6:15	6:22	6:30	6:35	6:42	6:46	6:54
6:20	6:27	6:35	6:42	6:51	6:57	7:05	7:10	7:18
6:35	6:42	6:50	6:57	7:06	7:12	7:20	7:25	7:33
6:50	6:57	7:05	7:12	7:21	7:27	7:35	7:40	7:48
7:05	7:13	7:21	7:28	7:37	7:43	7:51	7:56	8:05
7:20	7:28	7:36	7:43	7:52	7:58	8:06	8:11	8:20
7:35	7:43	7:51	7:58	8:07	8:13	8:21	8:26	8:35
7:50	7:58	8:06	8:13	8:22	8:28	8:36	8:41	8:50
8:05	8:13	8:21	8:28	8:36	8:42	8:50	8:55	9:04
8:20	8:28	8:36	8:43	8:51	8:57	9:05	9:10	9:19
8:35	8:43	8:51	8:58	9:06	9:12	9:20	9:25	9:34
8:50	8:58	9:06	9:13	9:21	9:27	9:35	9:40	9:49
9:05	9:13	9:21	9:28	9:36	9:42	9:50	9:55	10:04
9:20	9:28	9:36	9:43	9:51	9:57	10:05	10:10	10:19
9:35	9:43	9:51	9:58	10:06	10:12	10:20	10:25	10:34
9:50	9:58	10:06	10:13	10:21	10:27	10:35	10:40	10:49
10:05	10:13	10:21	10:28	10:36	10:42	10:50	10:55	11:04
10:20	10:28	10:36	10:43	10:51	10:57	11:05	11:10	11:19
10:35	10:43	10:51	10:58	11:06	11:12	11:20	11:25	11:34
10:50	10:58	11:06	11:13	11:21	11:27	11:35	11:40	11:49
11:05	11:13	11:21	11:29	11:37	11:43	11:52	11:57	12:06p
11:20	11:28	11:36	11:44	11:52	11:58	12:07p	12:12p	12:21
11:35	11:43	11:51	11:59	12:07p	12:13p	12:22	12:27	12:36
11:50	11:58	12:06p	12:14p	12:22	12:28	12:37	12:42	12:51
12:05p	12:13p	12:21	12:29	12:37	12:43	12:52	12:57	1:06
12:20	12:28	12:36	12:44	12:52	12:58	1:07	1:12	1:21
12:35	12:43	12:51	12:59	1:07	1:13	1:22	1:27	1:36
12:50	12:58	1:06	1:14	1:22	1:28	1:37	1:42	1:51
1:05	1:13	1:21	1:29	1:37	1:43	1:52	1:57	2:06
1:20	1:28	1:36	1:44	1:52	1:58	2:07	2:12	2:21
1:35	1:43	1:51	1:59	2:07	2:13	2:22	2:27	2:36
1:50	1:58	2:06	2:14	2:22	2:28	2:37	2:42	2:51
2:02	2:11	2:19	2:27	2:36	2:43	2:52	2:57	3:06
2:17	2:26	2:34	2:42	2:51	2:58	3:07	3:12	3:21
2:32	2:41	2:49	2:57	3:06	3:13	3:22	3:27	3:36
2:47	2:56	3:04	3:12	3:21	3:28	3:37	3:42	3:51
3:02	3:11	3:19	3:27	3:36	3:43	3:52	3:57	4:06
3:17	3:26	3:34	3:42	3:51	3:58	4:07	4:12	4:21
3:32	3:41	3:49	3:57	4:06	4:13	4:22	4:27	4:36
3:47	3:56	4:04	4:12	4:21	4:28	4:37	4:42	4:51
4:02	4:11	4:19	4:27	4:36	4:43	4:52	4:57	5:06
4:17	4:26	4:34	4:42	4:51	4:58	5:07	5:12	5:21
4:32	4:41	4:49	4:57	5:06	5:13	5:22	5:27	5:36
4:47	4:56	5:04	5:12	5:21	5:28	5:37	5:42	5:51
5:02	5:11	5:19	5:27	5:36	5:43	5:52	5:57	6:06
5:17	5:25	5:33	5:40	5:48	5:55	6:04	6:09	6:18
5:32	5:40	5:48	5:55	6:03	6:10	6:19	6:24	6:33
5:47	5:55	6:03	6:10	6:18	6:25	6:34	6:39	6:48
6:02	6:10	6:18	6:25	6:33	6:40	6:49	6:54	7:03
6:17	6:25	6:33	6:40	6:48	6:55	7:04	7:09	7:18
6:32	6:40	6:48	6:55	7:03	7:10	7:19	7:24	7:33
7:02	7:10	7:18	7:25	7:33	7:40	7:49	7:54	8:03
7:32	7:39	7:47	7:53	8:00	8:06	8:14	8:19	8:27
8:02	8:09	8:16	8:22	8:29	8:34	8:41	8:45	8:53
8:32	8:39	8:46	8:52	8:59	9:04	9:11	9:15	9:23
9:02	9:09	9:16	9:22	9:29	9:34	9:41	9:45	9:53
9:32	9:38	9:45	9:51	9:58	10:03	10:10	10:14	10:21
10:05	10:11	10:17	10:22	10:29	10:33	10:40	10:44	10:51
10:35	10:41	10:47	10:52	10:59	11:03	11:10	11:14	11:21
11:07	11:13	11:19	11:24	11:30	11:34	11:40	11:44	11:51
11:37	11:43	11:49	11:54	12:00a	12:04a	12:10a	12:14a	—

**Route 1 – Saturday / sábado**

**Fashion Valley ➔ City Heights ➔ La Mesa**

(A) FashionValley Transit Ctr. DEPART	(B) University Av. & 6th Av.	(C) Park Bl. & University Av.	(D) El Cajon Bl. & 30th St.	(E) El Cajon Bl. & I-15	(F) El Cajon Bl. & Euclid Av.	(G) El Cajon Bl. & College Av.	(H) El Cajon Bl. & 70th St.	(I) La Mesa Bl. & Trolley Station ARRIVE
5:22a	5:28a	5:33a	5:39a	5:44a	5:49a	5:55a	6:00a	6:08a
6:03	6:09	6:14	6:20					

## ONE-WAY FARES / Tarifas Sencillas

<b>Exact fare, please / Favor de pagar la cantidad exacta</b>	
<b>Adult / Adulto</b>	<b>\$2.50</b>
<b>Senior/Disabled/Medicare*</b> Personas Mayores/con Discapacidades/Medicare*	<b>\$1.25</b>
<b>Youth (ages 6-18)*</b> Jóvenes (edades 6-18)*	<b>\$2.50</b>

## DAY PASS (Regional) / Pase diario (Regional)

<b>Adult / Adulto</b>	<b>\$6.00</b>
<b>Senior/Disabled/Medicare*</b> Personas Mayores/con Discapacidades/Medicare*	<b>\$3.00</b>
<b>Youth (ages 6-18)*</b> Jóvenes (edades 6-18)*	<b>\$3.00</b>

\*Proof of eligibility required. Senior Eligibility: Age 65+ or born on or before September 1, 1959.  
\*Se requiere verificación de elegibilidad. Elegibilidad para Personas Mayores: Edad 65+ o nacido en o antes del 1 de septiembre, 1959.

<b>COMPASS CARDS / Tarjeta Compass</b>	
There is a \$2 charge for Compass Cards, which can be reloaded for future use. Hay un costo de \$2 por la tarjeta Compass Card, la cual puede ser recargada para usos futuros.	
<b>COMPASS CLOUD</b>	
Download the free Compass Cloud app on your Apple or Android phone. Descargue la aplicación gratis Compass Cloud en su teléfono Apple o Android.	

Visit [sdmts.com/fares](http://sdmts.com/fares) for more info. Visite [sdmts.com/fares](http://sdmts.com/fares) para más información.

## DIRECTORY / Directorio

MTS Information & Trip Planning MTS Información y planeo de viaje	511 or/ó (619) 233-3004
TTY/TDD (teletype for hearing impaired) Teletipo para sordos	(619) 234-5005 or/ó (888) 722-4889
InfoExpress (24-hour info via Touch-Tone phone) Información las 24 horas (via teléfono de teclas)	(619) 685-4900
Customer Service / Suggestions Servicio al cliente / Sugerencias	(619) 557-4555
MTS Security MTS Seguridad	(619) 595-4960
Lost & Found Objetos extraviados	(619) 233-3004
Transit Store	(619) 234-1060 12th & Imperial Transit Center M-F 8am-5pm

For MTS online trip planning  
Planificación de viajes por Internet **sdmts.com**

For more information on riding MTS services, pick up a Rider's Guide on a bus or at the Transit Store, or visit [sdmts.com](http://sdmts.com).  
Para obtener más información sobre el uso de los servicios de MTS, recoja un 'Rider's Guide' en un autobús o en la Transit Store, o visita a [sdmts.com](http://sdmts.com).

**Thank you for riding MTS! ¡Gracias por viajar con MTS!**

Effective SEPTEMBER 1, 2019

# 855

**Spring St. Trolley – Rancho San Diego**  
via Campo Rd.

### DESTINATIONS

- Campo Road
- Casa de Oro Plaza
- Monte Vista High School
- Sweetwater Springs Bl.

### TROLLEY CONNECTIONS

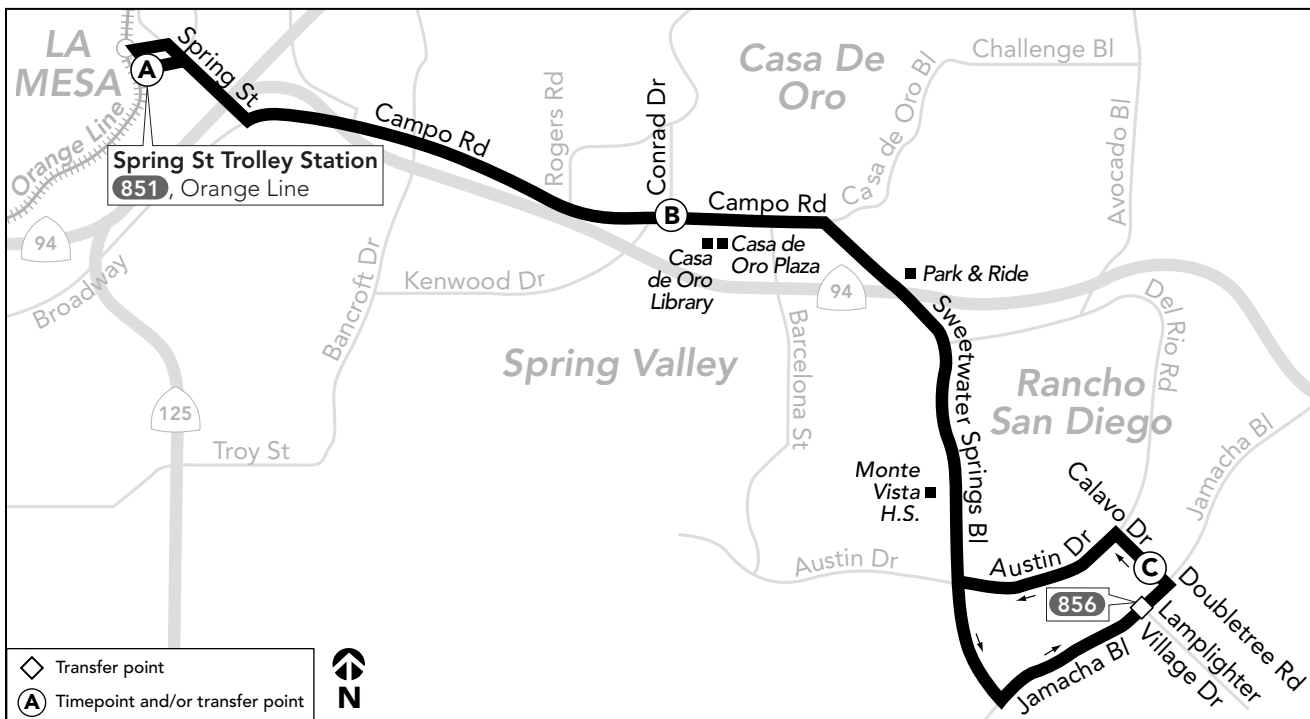
- Spring St.



09/19

**sdmts.com**

Route Alerts, Updated Schedules,  
Connections & More



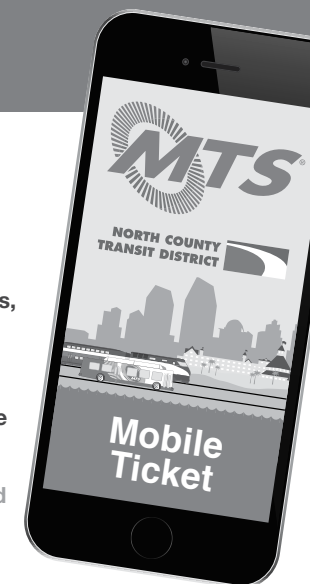
**Your Transit Fare.  
Anytime.  
Anywhere.**

**COMPASS CLOUD**

Free mobile  
ticketing app

- One-Day & 30-Day Passes, Special Events
- Good on Buses, Trolley, SPRINTER & COASTER
- Multiple Riders per Phone
- Fast. Easy. Convenient.

[sdmts.com/compass-cloud](http://sdmts.com/compass-cloud)



B-379

**Route 855 – Monday through Friday / lunes a viernes**

**Spring St. Trolley ➡ Rancho San Diego**

(A) Spring St. Trolley Station DEPART	(B) Campo Rd. & Conrad Dr.	(C) Calavo/Doubletree & Jamacha Bl. ARRIVE
6:04a	6:12a	6:24a
6:34	6:42	6:54
7:04	7:13	7:26
7:34	7:43	7:56
8:03	8:12	8:25
8:33	8:41	8:52
9:03	9:11	9:22
9:33	9:41	9:52
10:03	10:11	10:22
10:33	10:41	10:52
11:03	11:11	11:22
11:33	11:41	11:52
<b>12:03p</b>	<b>12:11p</b>	<b>12:24p</b>
<b>12:33</b>	<b>12:41</b>	<b>12:54</b>
<b>1:03</b>	<b>1:11</b>	<b>1:24</b>
<b>1:33</b>	<b>1:41</b>	<b>1:54</b>
<b>2:03</b>	<b>2:12</b>	<b>2:26</b>
<b>2:33</b>	<b>2:42</b>	<b>2:56</b>
<b>3:03</b>	<b>3:12</b>	<b>3:26</b>
<b>3:33</b>	<b>3:42</b>	<b>3:56</b>
<b>4:03</b>	<b>4:12</b>	<b>4:26</b>
<b>4:34</b>	<b>4:43</b>	<b>4:57</b>
<b>5:04</b>	<b>5:13</b>	<b>5:27</b>
<b>5:34</b>	<b>5:43</b>	<b>5:57</b>
<b>6:04</b>	<b>6:12</b>	<b>6:24</b>
<b>6:34</b>	<b>6:42</b>	<b>6:54</b>
<b>7:34</b>	<b>7:42</b>	<b>7:54</b>
<b>8:35</b>	<b>8:43</b>	<b>8:53</b>
<b>9:35</b>	<b>9:43</b>	<b>9:53</b>
<b>10:35</b>	<b>10:42</b>	<b>10:51</b>

**Rancho San Diego ➡ Spring St. Trolley**

(C) Calavo/Doubletree & Jamacha Bl. DEPART	(B) Campo Rd. & Conrad Dr.	(A) Spring St. Trolley Station ARRIVE
5:02a	5:11a	5:19a
5:32	5:41	5:49
6:00	6:10	6:19
6:31	6:41	6:50
7:04	7:15	7:25
7:34	7:45	7:55
8:04	8:15	8:25
8:31	8:41	8:50
9:01	9:11	9:20
9:31	9:41	9:50
10:01	10:11	10:20
10:31	10:41	10:50
11:01	11:11	11:20
11:31	11:41	11:50
<b>12:01p</b>	<b>12:11p</b>	<b>12:20p</b>
<b>12:31</b>	<b>12:41</b>	<b>12:50</b>
<b>1:01</b>	<b>1:11</b>	<b>1:20</b>
<b>1:36</b>	<b>1:46</b>	<b>1:55</b>
<b>2:03</b>	<b>2:14</b>	<b>2:25</b>
<b>2:33</b>	<b>2:44</b>	<b>2:55</b>
<b>3:03</b>	<b>3:14</b>	<b>3:25</b>
<b>3:33</b>	<b>3:44</b>	<b>3:55</b>
<b>4:03</b>	<b>4:14</b>	<b>4:25</b>
<b>4:33</b>	<b>4:44</b>	<b>4:55</b>
<b>5:05</b>	<b>5:15</b>	<b>5:25</b>
<b>5:35</b>	<b>5:45</b>	<b>5:55</b>
<b>6:05</b>	<b>6:15</b>	<b>6:25</b>
<b>7:00</b>	<b>7:10</b>	<b>7:20</b>
<b>8:01</b>	<b>8:10</b>	<b>8:19</b>
<b>9:01</b>	<b>9:10</b>	<b>9:19</b>

**Route 855 – Saturday / sábado**

**Spring St. Trolley ➡ Rancho San Diego**

(A) Spring St. Trolley Station DEPART	(B) Campo Rd. & Conrad Dr.	(C) Calavo/Doubletree & Jamacha Bl. ARRIVE
7:05a	7:13a	7:23a
8:05	8:13	8:23
9:03	9:11	9:23
10:03	10:11	10:23
11:03	11:11	11:23
<b>12:03p</b>	<b>12:11p</b>	<b>12:23p</b>
<b>1:03</b>	<b>1:11</b>	<b>1:23</b>
<b>2:03</b>	<b>2:11</b>	<b>2:23</b>
<b>3:03</b>	<b>3:11</b>	<b>3:23</b>
<b>4:03</b>	<b>4:11</b>	<b>4:23</b>
<b>5:03</b>	<b>5:11</b>	<b>5:23</b>
<b>6:03</b>	<b>6:11</b>	<b>6:23</b>
<b>7:05</b>	<b>7:13</b>	<b>7:23</b>
<b>8:05</b>	<b>8:13</b>	<b>8:23</b>
<b>9:05</b>	<b>9:13</b>	<b>9:23</b>

**Rancho San Diego ➡ Spring St. Trolley**

(C) Calavo/Doubletree & Jamacha Bl. DEPART	(B) Campo Rd. & Conrad Dr.	(A) Spring St. Trolley Station ARRIVE
6:32a	6:41a	6:49a
7:32	7:41	7:49
8:32	8:41	8:49
9:31	9:41	9:50
10:31	10:41	10:50
11:31	11:41	11:50
<b>12:31p</b>	<b>12:41p</b>	<b>12:50p</b>
<b>1:31</b>	<b>1:41</b>	<b>1:50</b>
<b>2:31</b>	<b>2:41</b>	<b>2:50</b>
<b>3:31</b>	<b>3:41</b>	<b>3:50</b>
<b>4:31</b>	<b>4:41</b>	<b>4:50</b>
<b>5:32</b>	<b>5:41</b>	<b>5:49</b>
<b>6:32</b>	<b>6:41</b>	<b>6:49</b>
<b>7:32</b>	<b>7:41</b>	<b>7:49</b>
<b>8:32</b>	<b>8:41</b>	<b>8:49</b>

**Route 855 – Sunday / domingo**

**Spring St. Trolley ➡ Rancho San Diego**

(A) Spring St. Trolley Station DEPART	(B) Campo Rd. & Conrad Dr.	(C) Calavo/Doubletree & Jamacha Bl. ARRIVE
8:05a	8:13a	8:23a
9:03	9:11	9:23
10:03	10:11	10:23
11:03	11:11	11:23
<b>12:03p</b>	<b>12:11p</b>	<b>12:23p</b>
<b>1:03</b>	<b>1:11</b>	<b>1:23</b>
<b>2:03</b>	<b>2:11</b>	<b>2:23</b>
<b>3:03</b>	<b>3:11</b>	<b>3:23</b>
<b>4:03</b>	<b>4:11</b>	<b>4:23</b>
<b>5:03</b>	<b>5:11</b>	<b>5:23</b>
<b>6:03</b>	<b>6:11</b>	<b>6:23</b>

**Rancho San Diego ➡ Spring St. Trolley**

(C) Calavo/Doubletree & Jamacha Bl. DEPART	(B) Campo Rd. & Conrad Dr.	(A) Spring St. Trolley Station ARRIVE
7:32a	7:41a	7:49a
8:32	8:41	8:49
9:31	9:41	9:50
10:31	10:41	10:50
11:31	11:41	11:50
<b>12:31p</b>	<b>12:41p</b>	<b>12:50p</b>
<b>1:31</b>	<b>1:41</b>	<b>1:50</b>
<b>2:31</b>	<b>2:41</b>	<b>2:50</b>
<b>3:31</b>	<b>3:41</b>	<b>3:50</b>
<b>4:31</b>	<b>4:41</b>	<b>4:50</b>
<b>5:32</b>	<b>5:41</b>	<b>5:49</b>

A Saturday or Sunday schedule will be operated on the following holidays and observed holidays >>> New Year's Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas  
 Se operará con horario de sábado o domingo durante los siguientes días festivos y feriados observados

The schedules and other information shown in this timetable are subject to change. MTS does not assume responsibility for errors in timetables nor for any inconvenience caused by delayed buses.  
 Los horarios e información que se indican en este itinerario están sujetos a cambios. MTS no asume responsabilidad por errores en los itinerarios, ni por ningún perjuicio que se origine por los autobuses demorados.



945	Route 945A service suspension continues until further notice. (No new timetable.)
950	<b>SEE MAP BELOW.</b> Otay Mesa Transit Center is closing for construction for approximately one year. Route 950 at Otay Mesa will be relocated to the east side of the 905 freeway, along eastbound Via de la Amistad. There will be associated route and schedule revisions, as shown in the new timetable.

945	La suspensión del servicio de la Ruta 945A continúa hasta nuevo aviso. (Sin horario impreso nuevo.)
950	<b>VEA MAPA ABAJO.</b> El Centro de Tránsito de Otay Mesa cerrará por construcción durante aproximadamente un año. La ruta 950 en Otay Mesa será reubicada al lado este de la autopista 905, a lo largo de la Via de la Amistad en dirección este. Habrá revisiones de rutas y horas tal como se muestra en el nuevo horario.

Att. B, At 6, 05/16/24

## OTAY MESA TRANSIT CENTER TEMPORARY CLOSURE

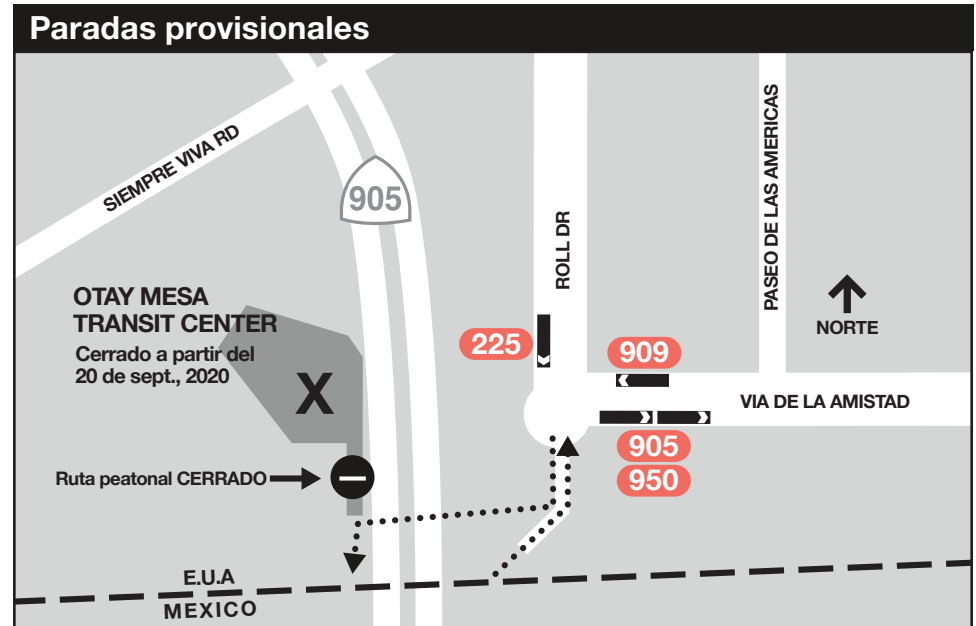
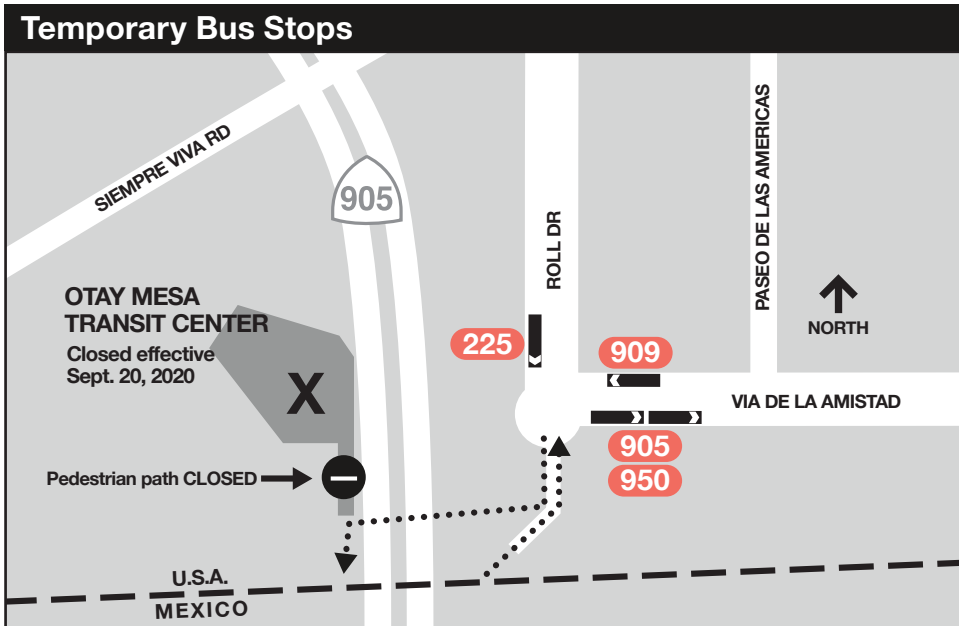
The Otay Mesa Transit Center will close for approximately one year for the construction of a new pedestrian ramp, which will greatly improve the connection for MTS riders from the port-of-entry to the transit center.

- During construction, all bus routes will relocate to the **east side** of the freeway to temporary stops on Via de la Amistad and Roll Drive.
- Pedestrians crossing the border northbound should stay on the east side of the freeway and walk directly north to Via de la Amistad/Roll Drive.
- Pedestrians accessing locations **west** of the freeway should use MTS Route 905 or walk via Siempre Viva Road. The pedestrian walkway between the transit center and the southbound border crossing is closed during construction. All access to Otay Mesa is only via Roll Drive.

## CIERRE TEMPORAL DEL CENTRO DE TRÁNSITO DE OTAY MESA

El Centro de Tránsito de Otay Mesa cerrará durante aproximadamente un año para la construcción de una nueva rampa para peatones, que mejorará en gran medida la conexión para los pasajeros de MTS desde el puerto de entrada al centro de tránsito.

- Durante la construcción, todas las rutas de autobús se trasladarán al **lado este** de la autopista a paradas temporales en Via de la Amistad y Roll Drive.
- Los peatones que cruzan la frontera en dirección norte deben permanecer en el lado este de la autopista y caminar directamente hacia el norte hasta Via de la Amistad / Roll Drive.
- Los peatones que se dirijan a lugares al **oeste** de la autopista deben usar la ruta MTS 905 o caminar por Siempre Viva Road. La vía peatonal entre el centro de tránsito y el cruce fronterizo en dirección sur estará cerrada durante la construcción. Todo acceso a Otay Mesa es solo a través de Roll Drive.



**THIS INFORMATION WILL BE MADE AVAILABLE IN ALTERNATIVE FORMATS UPON REQUEST. To request this notice in an alternative format, please call (619) 231-1466.** The Metropolitan Transit System operators adhere to a nondiscrimination policy with regard to both services and facilities. MTS assures that no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any agency program or activity. To request additional information on MTS' nondiscrimination obligations or to file a complaint against MTS, please write to MTS General Counsel, 1255 Imperial Ave., Suite 1000, San Diego, 92101 or log on to [sdmts.com](http://sdmts.com).

**ESTA INFORMACIÓN ESTÁ DISPONIBLE EN DIFERENTES FORMATOS BAJO SOLICITUD. Para solicitar esta información en un formato diferente, por favor llame al (619) 231-1466.** Los operadores del Metropolitan Transit System siguen una política que prohíbe la discriminación en cuanto a servicios e instalaciones. MTS garantiza que ninguna persona por motivos de raza, color de piel u origen nacional será excluida de participar en los servicios, se le negará disfrutar de sus beneficios ni será víctima de cualquier otro tipo de discriminación en ninguna actividad o programa de la agencia. Para solicitar información adicional sobre las obligaciones de MTS contra la discriminación o para presentar una denuncia contra MTS, favor de escribir al MTS General Counsel, 1255 Imperial Ave., Suite 1000, San Diego, 92101 o visitar la página [sdmts.com](http://sdmts.com).

# Septiembre de 2020 Cambios en el servicio

Att.B, Al 6, 05/16/24

# September 2020 Service Changes

Tenga en cuenta los próximos cambios de las rutas de autobús de MTS que se harán efectivos el **domingo, 20 de septiembre de 2020**. Los nuevos horarios se indicarán en color rosa, del mismo color que este aviso.

Ruta	Descripción de los cambios
<b>UC San Diego Blue Line</b>	La frecuencia aumenta de cada 30 a cada 15 minutos de lunes a viernes entre las 9 p.m. y 11 p.m.
<b>Orange Line</b>	La frecuencia aumenta de cada 30 a cada 15 minutos los sábados entre las 7 a.m. y las 9 a.m.
<b>Sycuan Green Line</b>	La frecuencia aumenta de cada 30 a cada 15 minutos los domingos entre las 6:30 a.m. y las 7:30 a.m.
<b>7</b>	Los dos viajes adicionales en la tarde en dirección este desde City College hasta 54th St. están suspendidos hasta nuevo aviso.
<b>14</b>	Ajustes en el horario.
<b>30</b>	Ajustes en el horario para todos los días.
<b>120</b>	Ajustes en el horario para todos los días.
<b>201/202</b>	La frecuencia aumenta de cada 15 a cada 10 minutos entre semana y se reanuda el servicio nocturno.
<b>225</b>	<b>VEA MAPA INTERIOR.</b> El Centro de Tránsito de Otay Mesa cerrará por construcción durante aprox. un año. La ruta 225 en Otay Mesa será reubicada al lado este de la autopista 905 a lo largo de Roll Drive cerca de UETA. Habrá revisiones de rutas y horas tal como se muestra en el nuevo horario.
<b>709</b>	La suspensión del servicio de la ruta 709L continúa hasta nuevo aviso. (Sin horario impreso nuevo.)
<b>712</b>	La suspensión del servicio de la ruta 712L continúa hasta nuevo aviso. (Sin horario impreso nuevo.)
<b>854</b>	La suspensión del servicio de la ruta 854X continúa hasta nuevo aviso. (Sin horario impreso nuevo.)
<b>905</b>	<b>VEA MAPA INTERIOR.</b> El Centro de Tránsito de Otay Mesa cerrará por construcción durante aproximadamente un año. La ruta 905 en Otay Mesa será reubicada al lado este de la autopista 905, a lo largo de la Via de la Amistad en dirección este. Habrá revisiones de rutas y horas tal como se muestra en el nuevo horario.
<b>909</b>	<b>VEA MAPA INTERIOR.</b> El Centro de Tránsito de Otay Mesa se cerrará por construcción durante aproximadamente un año. La ruta 909 en Otay Mesa se trasladará al lado este de la autopista 905, a lo largo de la Via de la Amistad en dirección oeste, cerca de 7-11. Habrá revisiones de rutas y horas tal como se muestra en el nuevo horario.
<b>933/934</b>	La ruta cambiará a Calle 30 en lugar de Beyer Blvd. entre Iris Ave. y Del Sol Blvd. Se descontinuarán las paradas de la ruta 933/934 en Beyer Blvd.

Please note changes listed below to MTS services, effective **Sunday, September 20, 2020**. New timetables for the affected routes will be pink, matching the color of this notice.

Route	Description of Changes
<b>UC San Diego Blue Line</b>	Frequency increases from every 30 to every 15 minutes on weekdays between 9 p.m. and 11 p.m.
<b>Orange Line</b>	Frequency increases from every 30 to every 15 minutes on Saturdays between 7 a.m. and 9 a.m.
<b>Sycuan Green Line</b>	Frequency increases from every 30 to every 15 minutes on Sundays between 6:30 a.m. and 7:30 a.m.
<b>7</b>	The two extra eastbound afternoon trips from City College to 54th St. are suspended until further notice.
<b>14</b>	Schedule adjustments.
<b>30</b>	Schedule adjustments on all days.
<b>120</b>	Schedule adjustments on all days.
<b>201/202</b>	Frequency increases from every 15 to every 10 minutes on weekdays, and late night service resumes.
<b>225</b>	<b>SEE MAP INSIDE.</b> Otay Mesa Transit Center is closing for construction for approx. one year. Route 225 at Otay Mesa will be relocated to the east side of the 905 freeway along Roll Drive near UETA. There will be associated route and schedule revisions, as shown in the new timetable.
<b>709</b>	Route 709L service suspension continues until further notice. (No new timetable.)
<b>712</b>	Route 712L service suspension continues until further notice. (No new timetable.)
<b>854</b>	Route 854X service suspension continues until further notice. (No new timetable.)
<b>905</b>	<b>SEE MAP INSIDE.</b> Otay Mesa Transit Center is closing for construction for approximately one year. Route 905 at Otay Mesa will be relocated to the east side of the 905 freeway, along eastbound Via de la Amistad. There will be associated route and schedule revisions, as shown in the new timetable.
<b>909</b>	<b>SEE MAP INSIDE.</b> Otay Mesa Transit Center is closing for construction for approximately one year. Route 909 at Otay Mesa will be relocated to the east side of the 905 freeway, along westbound Via de la Amistad near 7-11. There will be associated route and schedule revisions, as shown in the new timetable.
<b>933/934</b>	Route change to 30th Street instead of Beyer Blvd. between Iris Ave. and Del Sol Blvd. Route 933/934 bus stops along Beyer Blvd. are discontinued.

# NOTICE

Post Until 1/13/21, 11:59 a.m.



## Public Meetings for Input on Fare Change Proposals

NORTH COUNTY TRANSIT DISTRICT

**SANDAG**

The Metropolitan Transit System (MTS), North County Transit District (NCTD), and the San Diego Association of Governments (SANDAG) are proposing amendments to transit fares in 2021. If approved, these changes would take effect when the Compass Card system is replaced by the new regional PRONTO fare system in mid-2021. Two fare adjustment scenarios are under consideration and detailed in the table inside this Notice. Both scenarios would:

- **Reduce one-way cash fares for Youth to align with the discounted Senior/Disabled/Medicare cash fares.**
- **Increase Adult one-way cash fares on most bus and light rail services from \$2.50 to \$2.75.**
- **Include “best-fare” capabilities for 1-day and Monthly passes (except NCTD COASTER) and eliminate the 30-day pass (see “How will PRONTO work” inset below).**
- **Increase MTS Access and NCTD LIFT fares from \$5.00 to \$5.50.**

Scenario B includes small increases to monthly products. Proposed changes allow MTS and NCTD to offer “best-value” fares (see PRONTO insert). Three public meetings will be held to get public input. If approved by MTS, NCTD, and SANDAG boards, the new fares would be implemented after May 1, 2021.

**How will PRONTO work?** This new fare system will automatically give riders the best-possible fare. Riders who load money into their PRONTO account will have a one-way fare deducted from their balance each time they board a public transit vehicle (COASTER requires the pre-purchase of Day and Month Passes). A rider will never be charged more than the value of a Day Pass or Monthly Pass once they have deducted the value of those passes over the course of a day or month. Riders may still purchase a calendar month pass in advance if they choose. Riders will be able to load money in their account online, in the new PRONTO mobile app, on ticket machines at stations, at the Transit Store or Customer Service Centers, and at participating retail outlets. It happens instantly! Learn more at [ridePRONTO.com](https://ridePRONTO.com)

## PUBLIC INFORMATION & INPUT MEETINGS

Due to Covid-19 safety precautions, these meetings will be held “virtually,” with the public able to listen and provide input by computer or telephone. See below for information on how to participate.

- **Saturday, January 9, 2021, 10 a.m.**
- **Tuesday, January 12, 2021, 1 p.m.**
- **Wednesday, January 13, 2021, 6 p.m.**

Register for the public meetings and learn more at



[sdmts.com/fare-change](https://sdmts.com/fare-change)

In compliance with the Americans with Disabilities Act (ADA), SANDAG will accommodate persons needing assistance to participate. If such assistance is required, please contact SANDAG at (619) 699-1900 at least 72 hours in advance of the meeting. To request the materials in an alternate format and/or additional language(s), please call (619) 699-1900, (619) 699-1904 (TTY), or fax (619) 699-1905. **Spanish language interpretation is also available;** to request interpretation services in other languages, please call (619) 699-1900 at least 72 hours prior to the meeting time.

## OTHER INPUT/FEEDBACK METHODS

To submit your comments in writing:

- Mail to: SANDAG PIO, 401 B Street, Suite 800, San Diego, CA 92101
- Email to: [pio@sandag.org](mailto:pio@sandag.org)
- Comments on webform: [sandag.org/fares](https://sandag.org/fares)

**Comments must be received no later than March 1, 2021.** After public input is received and analyzed, a final recommendation will be considered by the MTS, NCTD, and SANDAG Boards of Directors, at which time the public can also make comments.

1/13/21

# AVISO

## Reuniones Públicas para Comentarios Sobre Propuestas de Cambio a Tarifas

Att.B, Al 6, 05



NORTH COUNTY  
TRANSIT DISTRICT

**SANDAG**

El Sistema de Transporte Metropolitano (MTS, por sus siglas en inglés), el North County Transit District (NCTD, por sus siglas en inglés) y la Asociación de Gobiernos de San Diego (SANDAG, por sus siglas en inglés) proponen cambios a las tarifas de transporte público en el 2021. De ser aprobadas, estos cambios entrarían en vigor cuando se reemplace el sistema de Tarjetas Compass por el nuevo sistema regional de tarifas PRONTO a mediados del 2021. Hay dos escenarios de cambio a las tarifas bajo consideración, los cuales se detallan en la tabla dentro de este Aviso. Ambos escenarios harían:

- **Reducir las tarifas en efectivo de viajes sencillos para Jóvenes para alinearlas con las tarifas en efectivo con descuento para Personas Mayores/ con Discapacidades/Medicare.**
- **Aumentar las tarifas en efectivo de viajes sencillos para Adultos en la mayoría de los servicios de autobús y Trolley de \$2.50 a \$2.75.**
- **Incluir capacidades de “mejor tarifa” para pases de 1 Día y Mensuales (excepto NCTD COASTER) y eliminar el pase de 30 días (consulte el recuadro “Cómo funcionará PRONTO” a continuación).**
- **Aumentar las tarifas de MTS Access y NCTD LIFT de \$5.00 a \$5.50**

El escenario B incluye pequeños aumentos a los productos mensuales. Los cambios propuestos permitirían a MTS y NCTD ofrecer tarifas de “mejor valor” (consulte el recuadro de PRONTO). Se realizarán tres reuniones públicas para obtener opiniones del público. Si las juntas de MTS, NCTD, y SANDAG lo aprueban, las nuevas tarifas se implementarían después del 1 de mayo de 2021.

**¿Cómo funcionará PRONTO?** Este nuevo sistema de tarifas ofrecerá automáticamente a los pasajeros la mejor tarifa posible. A los pasajeros que carguen dinero en su cuenta PRONTO se les deducirá una tarifa de viaje sencillo de su saldo cada vez que aborden un vehículo de transporte público (COASTER requiere la compra anticipada de Pases de Día y Mes). Al pasajero nunca se le cobrará más que lo que cuesta un Pase de 1-Día o un Pase Mensual una vez que hayan pagado el valor de esos pases en el transcurso de un día o un mes. Los pasajeros aún pueden comprar un pase del mes por adelantado si así lo desean. Los pasajeros podrán cargar dinero en su cuenta en línea, en la nueva aplicación móvil PRONTO, en las máquinas expendedoras de boletos en estaciones, en la tienda Transit Store o en los Centros de Servicio al Cliente, y en los puntos de venta participantes. ¡Los fondos se cargan instantáneamente! Obtenga más información en [ridePRONTO.com](https://ridepronto.com)

## REUNIONES INFORMATIVAS Y DE COMENTARIOS PUBLICOS

Debido a las precauciones de seguridad por COVID-19, estas reuniones se llevarán a cabo “virtualmente,” y el público podrá escuchar y brindar información por computadora o por teléfono. Vea a continuación detalles de cómo participar.

- **Sábado, 9 de enero de 2021, 10 a.m.**
- **Martes, 12 de enero de 2021, 1 p.m.**
- **Miércoles, 13 de enero de 2021, 6 p.m.**

Regístrese para las reuniones públicas y obtenga más información en



[sdmts.com/fare-change](https://sdmts.com/fare-change)

Para cumplir con la Ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés), SANDAG acomodará a personas que necesiten ayuda para participar. Si requiere dicha asistencia, comuníquese con SANDAG al (619) 699-1900 al menos 72 horas antes de la reunión. Para solicitar los materiales en un formato alternativo y/o en otros idiomas, llame al (619) 699-1900, (619) 699-1904 (TTY) o envíe un fax al (619) 699-1905. **Servicios de interpretación en español también serán disponibles.** Para solicitar servicios de interpretación en otros idiomas, llame al (619) 699-1900 al menos 72 horas antes de la hora de la reunión.

## OTRAS MANERAS DE DAR SU OPINION Y COMENTARIOS

Para enviar sus comentarios por escrito:

- Envíe su correo a SANDAG PIO, 401 B Street, Suite 800, San Diego, CA 92101
- Envíe un correo electrónico a: [pio@sandag.org](mailto:pio@sandag.org)
- Comentarios en línea: [sandag.org/fares](https://sandag.org/fares)

**Los comentarios deben recibirse a más tardar el 1 de marzo del 2021.** Después de recibir y analizar las opiniones del público, las juntas directivas de MTS, NCTD, y SANDAG considerarán una recomendación final, momento en el que el público también puede hacer comentarios.

## PROPOSED FARE CHANGES

“**REGULAR SERVICES**” are the normal-fare, fixed-route bus and rail services most riders use on a daily basis. These include most MTS bus routes (including Rapid), MTS Trolley, NCTD BREEZE, and NCTD SPRINTER.

“**REGULAR SERVICES**” **exclude**: MTS *Rapid* Express, MTS Rural, MTS Access, NCTD COASTER, NCTD FLEX, and NCTD LIFT.

**SDM** = Discounted fare for **Seniors** (65+), qualifying **Disabled** individuals, and **Medicare** recipients.

## PROPUESTOS CAMBIOS A LAS TARIFAS

Art. B. Al 6. 05/16/24

Los “**SERVICIOS REGULARES**” son los servicios de autobús y tren de ruta fija con tarifas normales que la mayoría de los pasajeros utilizan a diario. Estos incluyen la mayoría de las rutas de autobús de MTS (incluyendo Rapid), Trolley de MTS, NCTD BREEZE y NCTD SPRINTER.

Los “**SERVICIOS REGULARES**” **excluyen**: MTS *Rapid* Express, MTS Rural, MTS Access, NCTD COASTER, NCTD FLEX y NCTD LIFT.

**SDM** = Tarifa con descuento para **Personas Mayores** (65+), Personas con **Discapacidades** que califiquen y beneficiarios de **Medicare**.

Fare/Pass Tarifa/Productos	Service Servicio	Rider Type Tipo de Pasajero	Current Actual	SCENARIO A ESCENARIO A	SCENARIO B ESCENARIO B
One-Way Cash Fare Tarifas en Efectivo de Viaje Sencillo	Regular Services Servicios Regulares	Adult / Adulto	\$2.50	\$2.75	\$2.75
		Youth / Jóvenes	\$2.50	\$1.25	\$1.25
		SDM	\$1.25	No Change / Sin cambios	No Change / Sin cambios
	MTS <i>Rapid</i> Express (Routes/Rutas 280 & 290) NCTD FLEX	Adult / Adulto	\$5.00	No Change / Sin cambios	No Change / Sin cambios
		Youth / Jóvenes	\$5.00	\$2.50	\$2.50
		SDM	\$2.50	No Change / Sin cambios	No Change / Sin cambios
	MTS Rural (Routes/Rutas 888, 891, 892, 894)	Adult / Adulto	\$8.00	No Change / Sin cambios	No Change / Sin cambios
		Youth / Jóvenes	\$8.00	\$4.00	\$4.00
		SDM	\$4.00	No Change / Sin cambios	No Change / Sin cambios
	NCTD COASTER	Adult / Adulto	\$5.00 - \$6.50	No Change / Sin cambios	No Change / Sin cambios
Youth / Jóvenes, SDM		\$2.50 - \$3.25	No Change / Sin cambios	No Change / Sin cambios	
MTS Access, NCTD LIFT	ADA	\$5.00	\$5.50	\$5.50	
Regional 1-Day Pass Pase 1-Día Regional	Regular Services Servicios Regulares	Adult / Adulto	\$6.00	Add Best Fare of \$6.00 per day / Se agrega un Límite de Tarifa de \$6.00 por día	
		Youth / Jóvenes, SDM	\$3.00	Add Best Fare of \$3.00 per day / Se agrega un Límite de Tarifa de \$3.00 por día	
Premium Regional 1-Day Pass / Pase 1-Día	Regular Services, plus MTS <i>Rapid</i> Express and NCTD FLEX (except FLEX 372), plus MTS Rural	Adult / Adulto	\$12.00	Add Best Fare of \$12.00 per day / Se agrega un Límite de Tarifa de \$12.00 por día	
		Youth / Jóvenes, SDM	\$6.00	Add Best Fare of \$6.00 per day / Se agrega un Límite de Tarifa de \$6.00 por día	
COASTER 1-Day Pass / Pase 1-Día	Regular Services, plus MTS <i>Rapid</i> Express, MTS Rural, NCTD FLEX, and NCTD COASTER	Adult / Adulto	\$15.00	No Change / Sin cambios	No Change / Sin cambios
		Youth / Jóvenes, SDM	\$7.50	No Change / Sin cambios	No Change / Sin cambios
Regional 30-Day Pass / Pase 30-Días	Regular Services Servicios Regulares	Adult / Adulto	\$72.00	Eliminate / Eliminar	Eliminate / Eliminar
		Youth / Jóvenes, SDM	\$23.00	Eliminate / Eliminar	Eliminate / Eliminar
Regional Monthly Pass Pase Mensual Regional	Regular Services Servicios Regulares	Adult / Adulto	\$72.00	Add Best Fare of \$72 per Calendar Month / Se agrega un Límite de Tarifa de \$72 por mes de calendario	Increase price to (and add Best Fare of) <b>\$75</b> per Calendar Month / Se aumenta el precio a (y se agrega un límite de tarifa de) <b>\$75</b> por mes de calendario
		Youth / Jóvenes, SDM	\$23.00	Add Best Fare of \$23 per Calendar Month / Se agrega un Límite de Tarifa de \$23 por mes de calendario	Increase price to (and add Best Fare of) <b>\$24</b> per Calendar Month / Se aumenta el precio a (y se agrega un límite de tarifa de) <b>\$24</b> por mes de calendario
Premium 30-Day Pass / Pase 30-Días	Regular Services, plus MTS <i>Rapid</i> Express and NCTD FLEX (except FLEX 372)	Adult / Adulto	\$100.00	Eliminate / Eliminar	Eliminate / Eliminar
		Youth / Jóvenes, SDM	\$32.00	Eliminate / Eliminar	Eliminate / Eliminar
Premium Monthly Pass Pase Mensual Premium	Regular Services, plus MTS <i>Rapid</i> Express and NCTD FLEX (except FLEX 372), plus MTS Rural	Adult / Adulto	\$100.00	Add Best Fare of \$100 per Calendar Month / Se agrega un Límite de Tarifa de \$100 por mes de calendario	
		Youth / Jóvenes, SDM	\$32.00	Add Best Fare of \$32 per Calendar Month / Se agrega un Límite de Tarifa de \$32 por mes de calendario	
COASTER 30-Day Pass / Pase 30-Días	Regular Services, plus MTS <i>Rapid</i> Express, MTS Rural, NCTD FLEX, and NCTD COASTER	Adult / Adulto	\$140 - \$182	Eliminate / Eliminar	Eliminate / Eliminar
		Youth / Jóvenes, SDM	\$58.00	Eliminate / Eliminar	Eliminate / Eliminar
COASTER Monthly Pass / Pase Mensual	Regular Services, plus MTS <i>Rapid</i> Express, MTS Rural, NCTD FLEX, and NCTD COASTER	Adult / Adulto	\$140 - \$182	No Change / Sin cambios	No Change / Sin cambios
		Youth / Jóvenes, SDM	\$58.00	No Change / Sin cambios	No Change / Sin cambios

B-385



# FARE POLICY

## Always purchase a fare before riding!

Fares are required to ride MTS Trolleys and buses, and help MTS keep service levels high.

Adult/Youth One-way Fare.....	\$2.50
Senior/Disabled/Medicare One-way Fare.....	\$1.25
Adult Day Pass.....	\$6.00
Senior/Disabled/Medicare/Youth Day Pass.....	\$3.00

## Effective September 1, 2020

## If you receive a citation for riding without a fare, there are new ways to clear your ticket:

- If you have proof of a fare (*example: forgot it at home*) or that the ticket machine was broken, you may appeal your citation within 15 days to avoid any penalty.
- Complete 3 hours of community service or pay a \$25 fine within 120 days.
- If your ticket is not cleared within 120 days, it will be sent to San Diego Superior Court for processing. Fines due to court costs may be \$177.50 or more.

### FOR MORE INFORMATION:

[sdmts.com/fare-diversion](http://sdmts.com/fare-diversion)

619-595-5636



Att.B, AI 6, 05/16/24



# Política de Tarifas

## ¡Compre siempre una tarifa antes de abordar!

Se requiere una tarifa para viajar a bordo de autobuses y Trolleys de MTS, y así ayudar a mantener un alto nivel de servicio.

Tarifa de Viaje Sencillo para Adulto/Jóvenes .....	\$2.50
Tarifa de Viaje Sencillo para Personas Mayores, con Discapacidades/Medicare .....	\$1.25
Pase de 1 Día para Adulto .....	\$6.00
Pase de 1 Día para Personas Mayores, con Discapacidades/Medicare y Jóvenes .....	\$3.00

## A partir del 1ro de septiembre del 2020

## Si recibe una multa por viajar sin tarifa, hay nuevas formas de solucionar su infracción:

- Si puede demostrar que contaba con una tarifa (*por ejemplo: si la olvidó en casa*) o que la máquina expendedora de boletos no servía, tiene 15 días para apelar su infracción para evitar cualquier penalidad.
- Cumpla con 3 horas de servicio comunitario, o pague una multa de \$25 a MTS dentro de 120 días.
- Si su infracción no es pagada o solucionada dentro de los 120 días, será enviada a la Corte Superior de San Diego para su procesamiento. Las multas por costos judiciales pueden ser de \$177.50 o más.

**PARA MÁS INFORMACIÓN:**

[sdmts.com/fare-diversion](https://sdmts.com/fare-diversion)

619-595-5636

APPENDIX G

**MTS BOARD OF DIRECTORS APPROVAL RESOLUTION**



MTS Board Resolution to be inserted here when approved

APPENDIX H  
**MTS POLICIES AND PROCEDURES NO. 42**



1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101-7490  
(619) 231-1466 • FAX (619) 234-3407

## Policies and Procedures

No. 42

Board Approval: 9/15/16

**SUBJECT:**

TRANSIT SERVICE EVALUATION AND ADJUSTMENT

**PURPOSE:**

To establish:

- (1) a process for evaluating and adjusting existing transit services to improve performance; and
- (2) procedures for implementing service changes.

**BACKGROUND:**

On June 23, 2005, the MTS Board of Directors approved the following vision for MTS services.

**A Vision for MTS Services**

- Develop a **Customer-Focused** System: Provide services that reflect the travel needs and priorities of our customers.
- Develop a **Competitive** System: Provide services that are competitive with other travel options by meeting market segment expectations.
- Develop an **Integrated** System: Develop transit services as part of an integrated network rather than a collection of individual routes.
- Develop a **Sustainable** System: Provide appropriate types and levels of service that are consistent with market demands and are maintainable under current financial conditions.



This policy establishes a process for evaluating existing transit services based on these vision statements. In addition, the policy outlines procedures for implementing minor and major service adjustments.

POLICY:

42.1 Categories of Transit Service

To ensure that transit services are evaluated against other similar services, routes are designated into eight service categories based on route characteristics. These categories include: Premium Express, Express, Light Rail, Urban Frequent, Urban Standard, Circulator, Rural, and Demand-Responsive, as defined below. These categories also ensure that fares are consistent with the type and characteristics of the service. Attachment A specifies the services within each category.

***Fixed-Route Services***

Premium Express – High-speed, point-to-point service geared towards commute markets. Service provided during weekday peak periods only and scheduled to meet primary work shift times. May use over-the-road coaches for maximum comfort and highway operations.

Express – High-speed service geared toward linking major subregional residential, employment, and activity centers. Service is generally provided throughout the weekday and possibly on weekends. Operates primarily on highways and major arterials.

Light Rail – High-frequency service (15 minutes or better during the base weekday) operating on exclusive railroad right-of-way. Serves multiple trip purposes and generally experiences high turnover along the line.

Rapid – High-frequency bus service (15 minutes or better during the base weekday) operating in a combination of HOV lanes, mixed-traffic lanes, and/or exclusive right-of-way. Serves multiple trip purposes and generally experiences high turnover along the line. Offers Traffic Signal Priority, enhanced station stops, and “Rapid” or other distinct branding. Service is subsidized by TransNet.

Urban Frequent – High-frequency service (15 minutes or better during the base weekday) primarily operated along major arterials in denser urban areas. Serves multiple trip purposes and generally experiences high turnover along the route. May be operated as regular (all stops) or limited (stopping only at major transfer points and activity centers).

Urban Standard – Basic transit service with base weekday frequencies generally between 30 and 60 minutes. Operates in less dense urban and suburban areas. Serves multiple trip purposes and provides access to all stops.

Circulator – Neighborhood feeder/distributor to transfer stations or shuttle service to local destinations. Operates on arterials and local streets to provide access to residences, businesses, activity, and transfer centers.

**Figure 1  
Characteristics of Fixed-Route Services**

	Trip Distance	Speed	Stop Spacing	Streamlined Routing	Fares
	<i>Longer</i>	<i>Faster</i>	<i>Greater</i>	<i>More</i>	<i>Higher</i>
Premium Express Express Light Rail Rapid Bus Urban Frequent Urban Standard Circulator	↑ ↓	↑ ↓	↑ ↓	↑ ↓	↑ ↓
	<i>Shorter</i>	<i>Slower</i>	<i>Lesser</i>	<i>Less</i>	<i>Lower</i>

***Specialized Services***

Rural – Lifeline service that provides a link between rural communities and the San Diego urban core. Very limited service levels; generally a few round-trips operating a few days per week given limited demand.

Demand-Responsive - Paratransit services that complement fixed-route services in accordance with the Americans with Disabilities Act (ADA), as well as services that provide transit access to areas difficult to serve by conventional fixed-routes (e.g., due to terrain, discontinuous street patterns, and extremely low densities).

42.2 Performance Indicators

The following performance indicators, summarized in Figure 2, ensure that the service evaluation is consistent with the vision statements established for MTS services.

**Figure 2  
Transit Service Performance Indicators**

CUSTOMER FOCUSED / COMPETITIVE				INTEGRATED			SUSTAINABLE												
PRODUCTIVITY		QUALITY			CONNECTIVITY			RESOURCES		EFFICIENCY									
Total Passengers	Average Weekday Passengers	Passengers/Revenue Hour	<b>Passengers/In Service Hour</b>	Passenger Load Factor	On-Time Performance	Mean Distance between Failures	Accidents/100,000 Miles	Comments/100,000 Passengers	Route Headway	Span of Service Consistency	Service Availability	In-Service Miles	In-Service Hours	Peak Vehicle Requirement	In-Service Speeds	In-Service/Total Miles	In-Service/Total Hours	Farebox Recovery Ratio	<b>Subsidy/Passenger</b>

**Bold** – Key indicators used for ranking route performance.

**Total Passengers** – Total number of unlinked boardings.

**Average Weekday Passengers** – Average of weekday unlinked boardings excluding abnormal weekday boardings due to unusual circumstances, such as inclement weather, special events, and other unusual impacts to daily ridership levels.

**Passengers per Revenue Hour** – Total number of unlinked boardings divided by the sum of in-service and layover (including recovery) hours. Does not include pull and deadhead hours. Consistent with National Transit Database (NTD) definitions, this indicator is generally used to compare the productivity of MTS services with other agencies.

**Passengers per In Service Hour** – Total number of unlinked boardings divided by in-service hours. Does not include layover, recovery, pull, and deadhead hours. This indicator is a more accurate measure of service performance because it only includes scheduled hours available for loading, unloading, and transporting passengers.

**Passenger Load Factor** – Percent of trips exceeding the passenger load target.

**On-Time Performance** – Percent of service that is within zero minutes zero seconds (00m:00s) early and four minutes fifty nine seconds (04m:59s) late.

**Mean Distance between Failures** – Average distance (measured in total miles) between major mechanical failures.

**Accidents per 100,000 Miles** – Average number of collision accidents (preventable and nonpreventable) for every 100,000 miles operated (measured in total miles).

**Comments per 100,000 Passengers** – Average number of passenger comments for every 100,000 unlinked boardings.

**Route Headway** – Base weekday frequency of route.

**Span of Service Consistency** – Indication of consistency in service span for route groups that experience high levels of transfers between the services.

**Service Availability** – A general measure of the geographic distribution of service within the MTS service area.

**In Service Miles** – Scheduled miles of service available for loading, unloading, and transporting passengers (measured as scheduled miles between departure from the first stop and arrival to the last stop of a trip).

**In-Service Hours** – Scheduled hours of service available for loading, unloading, and transporting passengers (measured as scheduled hours between departure from the first stop and arrival to the last stop of a trip).

**Peak Vehicle Requirement** – Maximum number of vehicles available to provide scheduled service during the heaviest service period of the week.

**In-Service Speed** – Average scheduled speed of transit service between departure from the first stop and arrival to the last stop of a trip.

**In-Service Miles/Total Miles** – Percent of total miles operated that are attributed to service available for loading, unloading, and transporting passengers.

**In-Service Hours/Total Hours** – Percent of total hours operated that are attributed to service available for loading, unloading, and transporting passengers.

**Farebox Recovery Ratio** – Percent of total operating cost recovered through fare revenue.

**Subsidy/Passenger** – The amount of public subsidy required to provide service for each unlinked boarding (measured as total operating cost minus fare revenue divided by total passengers).

### 42.3 Performance Targets

Performance targets represent aggressive yet realistic service expectations based on service design, route characteristics, and operating environments. In addition to setting service expectations, targets are also used to flag and evaluate negative impacts that may occur when balancing an improvement in one aspect of performance at the expense of another aspect. Therefore, using targets ensures that service is designed to achieve the overall goals of the system through a balanced approach.

To ensure that targets are stable, yet reflect changes to market and operating conditions, they will be reviewed and adjusted, if needed, on a three-year basis. In addition to evaluating performance indicators against their targets, tracking the performance trend of each indicator will help ensure that no aspect of performance is unduly impacted over time as a result of overemphasizing other performance priorities. Attachment B presents the performance targets for each indicator.

### 42.4 Performance-Monitoring Process

**Annual Service Evaluation** - The MTS operating budget is adopted annually by the Board of Directors prior to the start of the fiscal year (July 1). This budget is developed around initial assumptions of service levels to be provided in the upcoming year, including anticipated service changes as well as expected performance in achieving the vision for MTS services.

The annual service evaluation will be conducted at the conclusion of each fiscal year to compare actual performance of the system with the targets outlined in Attachment B and to identify opportunities for adjustments and improvements based on this analysis.

Key indicators for flagging low-performing routes are passengers per revenue hour and subsidy per passenger. Routes on the bottom quartile of each route group for both of these indicators will be identified for further analysis on a segment basis (temporal and geographic) as well as closer look at other aspects of the route's performance.

**Service Change Evaluation** – The triannual service evaluation will be conducted at the conclusion of each regularly scheduled service change period. This evaluation will present initial results of service changes and provide an early indication of significant trends. The analysis also provides a basis for tracking the progress of performance throughout the year.

Attachment B identifies the key performance indicators that will be used for analysis during the triannual and annual service evaluations.



## 42.5 Service Changes

Changes to MTS bus and trolley services are implemented three times a year in the fall, winter, and summer. These regularly scheduled service changes provide an opportunity to: (1) improve the routing, operation, and schedules of the transit system consistent with service evaluation and customer comments, (2) implement changes as a result of service plans, including the implementation of new services, (3) optimize service according to the MTS service vision, and (4) adjust service levels according to budget constraints. Service changes can be classified into minor and major changes.

42.5a Minor Service Changes. Minor service changes generally include schedule adjustments for routes that are chronically late or to improve scheduling efficiencies or trip-level adjustments to address overcrowding and productivity improvements. Minor service changes can also include slight routing adjustments to serve a new trip generator, eliminate unproductive segments, or to streamline and optimize service.

Since minor service changes address service maintenance issues, it is important that they are implemented expeditiously. To streamline the process, these changes should not result in a significant impact to ridership. To ensure that impacts are minimized, minor service changes will not represent more than a 25 percent change in a route's weekly in-service miles or hours. Therefore, no action will be required of the MTS Board for approval and implementation of these changes, unless a Title VI report requires Board action as specified in Section 42.6.

42.5b Major Service Changes. Major service changes represent a change that is greater than 25 percent of a route's weekly in-service miles or hours. These changes are generally a result of in-depth research and analyses to address a significant change in a route's demand, operating environment, or performance. Changes may include significant route realignment, changes in scheduled headways, or subarea restructuring.

Although these changes are strategically designed to maximize public benefit and minimize negative impacts, they often result in tradeoffs or reduction in benefits for some riders. Due to the significance and potential negative impacts, approval of these changes is contingent on a properly noticed public hearing.

42.5c New Service Implementation. All new services will be implemented on a trial basis for one year. New service can include new routes, increased frequency during a significant part of the service day, new days of operation, or a significant route extension. These services should perform to equal or better than the system average for passenger per revenue hour and subsidy per passenger within the first year of operation. For a new service to be continued beyond 12 months, a Title VI analysis must be completed and presented to the MTS Board of Directors, which must take action to approve the new service as regular service.

## 42.6 Title VI

MTS is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. This includes the planning and scheduling of routes and services.

42.6a Analysis: Except as provided in Section 42.5c, any of the following changes would require that a Title VI analysis be presented to the MTS Board of Directors before a final implementation decision is made:

- A change that is greater than 25 percent of a route's weekly in-service miles or hours.
- An increase or reduction in the average weekly span-of service of more than 25 percent.
- The implementation of a new route or the discontinuation of an existing route.
- A routing change that affects more than 25% of a route's Directional Route Miles and more than 25% of the route's bus stops.

42.6b Disparate Impacts and Disproportionate Burdens: MTS' Title VI analysis for a Major Service Change will include a determination of whether or not disparate impacts to minority populations or disproportionate burdens to low-income populations would result from the change.

- A disparate impact is found when there is a difference in adverse effects between minority and non-minority populations such that: the adversely affected population is 10 percent or greater minority by percentage of total population than the total MTS service area average; or, the benefitting population is 10 percent or more non-minority (by percentage of total MTS service area population) than the total MTS service area average. *For example, if the total MTS service area average is 55% minority, then a proposed service change that adversely affects a population that is 65% minority or greater would be defined as a disparate impact.* If MTS chooses to implement a proposed major service change despite a finding of a disparate impact, MTS may only do so if there is a substantial justification for the change, and there are no alternatives that would have a less disparate impact and still accomplish the goals of the change.
- A disproportionate burden is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10 percent or more "low-income" (by percentage of total MTS service area population) than the total MTS service area average; or, the benefitting population is 10 percent or greater "non-low-income" by percentage of total population than the total MTS service area average. *For example, if the total MTS service area average is 20% "low-income," then a proposed service*

*change that benefits a population that is 90% or greater “non-low-income” would be defined as a disproportionate burden.* If MTS chooses to implement a proposed change despite a finding of disproportionate burden, MTS may only do so if steps are taken to avoid or minimize impacts where practicable, and MTS provides a description of alternatives available to affected low-income populations.

42.6c Complaints: Persons alleging violations of Title VI by MTS would follow the procedures outlined in MTS Policy No. 48.

- Attachments: A. Service Categories  
B. FY 2016 – FY 2020 Performance Targets

Original Policy Accepted on 4/8/93.  
Policy Revised on 12/8/94.  
Policy Repealed and Readopted on 1/13/00.  
Policy Revised on 10/26/00.  
Policy Revised on 12/14/00.  
Policy Revised on 4/25/02.  
Policy Revised on 4/29/04.  
Policy Revised on 6/14/07.  
Policy Revised on 9/20/12.  
Policy Revised on 6/20/13.  
Policy Revised on 9/15/16.

**Attachment A**  
**Service Categories/Modes & Service Standards**

<b>Category/Mode</b>	<b>Routes</b> (subject to change)	<b>On-Time Performance Standard</b>	<b>Headway Standard</b> (base wkdy)	<b>Vehicle Load Factor</b> (Standard = No more than 20% of trips exceed factor)
<b>Premium Express</b> – High-speed, point-to-point service geared toward commute markets. Service provided during weekday peak periods only and scheduled to meet primary work shift times. May use over-the-road coaches for maximum comfort and highway operations.	280, 290	90%	30 min.	1.0
<b>Express</b> – High-speed service geared toward linking major subregional residential, employment, and activity centers. Service is generally provided throughout the weekday and possibly on weekends. Operates primarily on highways and major arterials.	20, 50, 60, 110, 150, , 870, 950	90%	30 min.	1.5*
<b>Light Rail</b> – High-frequency service operating on exclusive railroad right-of-way. Serves multiple-trip purposes and generally experiences high turnover along the line.	Blue Line, Orange Line, Green Line, Silver Line	90%	15 min.	3.0
<b>Rapid</b> – High-frequency service primarily operated along major arterials in denser urban areas. Serves multiple-trip purposes and generally experiences high turnover along the route. May be operated as regular (all stops) or limited (stopping only at major transfer points and activity centers).	201/202, 204, 215, 235, 237, 225 (future South Bay Rapid 225)	85%	15 min.	1.5*
<b>Urban Frequent</b> – High-frequency service primarily operated along major arterials in denser urban areas. Serves multiple-trip purposes and generally experiences high turnover along the route. May be operated as regular (all stops) or limited (stopping only at major transfer points and activity centers).	1, 2, 3, 5, 6, 7, 8, 9, 10, 11, 13, 30, 41, 44, 120, 701, 709, 712, 901, 906/907, 929, 932, 933/934, 955, 961, 992	85%	15 min.	1.5*
<b>Urban Standard</b> – Basic transit	4, 27, 28, 31, 35,	90%	30 min.	1.5*

service along major arterials throughout the MTS service area. Operates in less dense urban and suburban areas. Serves multiple-trip purposes and provides access to all stops.	105, 115, 703, 704, 705, 707, 815, 816, 832, 833, 834, 848, 854, 855, 856, 864, 871/872, 874/875, 904, 905, 916/917, 921, 923, 928, 936, 944, 945, 962, 963, 967, 968			
<b>Circulator</b> – Neighborhood feeder/distributor to transfer stations or shuttle service to local destinations. Operates on arterials and local streets to provide access to residences, businesses, activity, and transfer centers.	14, 18, 25, 83, 84, 88, 851, 964, 965, 972, 973, 978, 979	90%	60 min.	1.5*
<b>Rural</b> – Lifeline service that provides a link between rural communities and the San Diego urban core. Very limited service levels; generally a few round-trips operating a few days per week given limited demand.	888, 891, 892, 894	No specific goal	No specific goal	No specific goal
<b>Demand-Responsive</b> - Paratransit services that complement fixed-route services in accordance with the Americans with Disabilities Act (ADA) as well as services that provide transit access to areas difficult to serve by conventional fixed-routes (e.g., due to terrain, discontinuous street patterns, and extremely low densities).	MTS Access (ADA Paratransit)	No specific goal	n/a	No specific goal

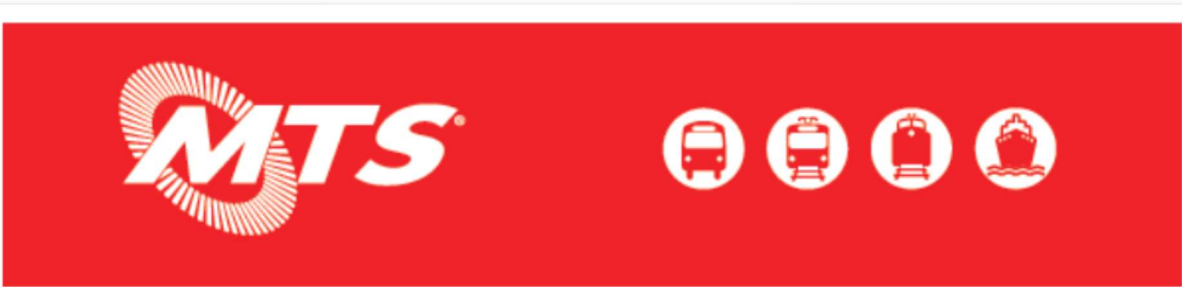
\*Load standard is 1.0 for routes operated with a minibus

**Attachment B  
FY 2016 – FY 2020 Performance Targets**

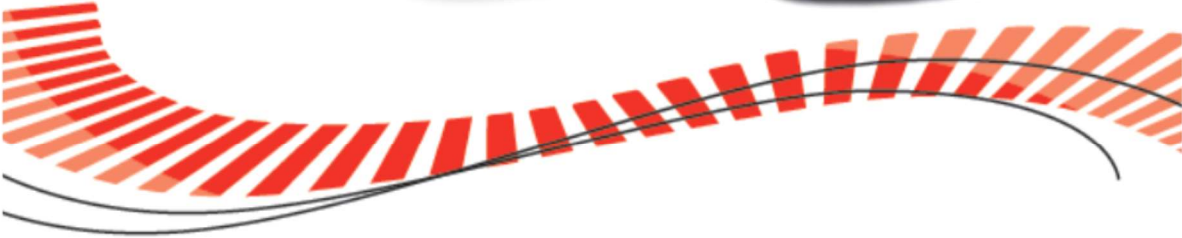
		Performance Indicator	Level of Analysis	Freq	Target
CUSTOMER FOCUSED/COMPETITIVE	PRODUCTIVITY	Total Passengers	<b>Sys</b> , Cat, Rt	A,Q	<ul style="list-style-type: none"> <li>Year-over-year improvement by route, category, and system</li> </ul>
		Average Weekday Passengers	<b>Sys</b> , Cat, Rt	A, Q	<ul style="list-style-type: none"> <li>Year-over-year improvement by route, category, and system</li> </ul>
		Passengers/Revenue Hour	Sys, <b>Cat</b> , Rt	A, Q	<ul style="list-style-type: none"> <li>Improve route category average</li> </ul>
		Passengers/In-Service Hour	Sys, <b>Cat</b> , Rt	A, Q	<ul style="list-style-type: none"> <li>Improve route category average</li> </ul>
	QUALITY	Passenger Load Factor	<b>Rt</b>	A	<ul style="list-style-type: none"> <li>No more than 20% of trips exceed vehicle load factor</li> </ul>
		On-Time Performance	Sys, <b>Cat</b> , Rt	A, Q	<ul style="list-style-type: none"> <li>85% for Urban Frequent and Rapid, and 90% for all other route categories</li> </ul>
		Mean Distance between Failures	<b>Op</b>	A	<ul style="list-style-type: none"> <li>Improve operator average</li> </ul>
		Accidents/100,000 Miles	<b>Op</b>	A	<ul style="list-style-type: none"> <li>Improve operator average</li> </ul>
		Comments/100,000 Passengers	<b>Op</b>	A	<ul style="list-style-type: none"> <li>Improve operator average</li> </ul>
	INTEGRATED	CONNECTIVITY	Route Headway	<b>Rt</b>	A, Q
Span of Service Consistency			<b>Sys</b>	Q+	<ul style="list-style-type: none"> <li>Improve for routes that share common transfers</li> </ul>
Service Availability			<b>Sys</b>	Q+	<ul style="list-style-type: none"> <li>80% of residents or jobs within ½ mile of a bus stop or rail station in urban areas.</li> <li>100% of suburban residences within 5 miles of a bus stop or rail station.</li> <li>One return trip at least 2 days/week to destinations from rural villages</li> </ul>
SUSTAINABLE	RESOURCES	In-Service Miles	<b>Op</b>	Q, A	<ul style="list-style-type: none"> <li>Not to exceed budget</li> </ul>
		In-Service Hours	<b>Op</b>	Q, A	<ul style="list-style-type: none"> <li>Not to exceed budget</li> </ul>
		Peak Vehicle Requirement	<b>Op</b>	Q, A	<ul style="list-style-type: none"> <li>Not to exceed budget</li> </ul>
	EFFICIENCY	In-Service Speeds	<b>Op</b>	Q, A	<ul style="list-style-type: none"> <li>Improve operator average</li> </ul>
		In-Service/Total Miles	<b>Op</b>	Q, A	<ul style="list-style-type: none"> <li>Improve operator average</li> </ul>
		In-Service/Total Hours	<b>Op</b>	Q, A	<ul style="list-style-type: none"> <li>Improve operator average</li> </ul>
		Farebox Recovery Ratio	Sys, <b>Cat</b> , Rt	A	<ul style="list-style-type: none"> <li>TDA requirement of 31.9 percent system wide for fixed-route (excluding regional routes that have a 20 percent requirement)</li> </ul>
		Subsidy/Passenger	Sys, <b>Cat</b> , Rt	A	<ul style="list-style-type: none"> <li>Improve route category average</li> </ul>

Level of Analysis: Sys=System, Op=Operator, Cat=Route Category Rt=Route; Frequency: A=Annually, Q=Quarterly/Triannually  
 + Staff analysis/Not included in Board report. **BOLD** indicates analysis level for the target.

APPENDIX I  
**MTS TRANSIT AMENITIES POLICY**



# TRANSIT AMENITIES POLICY • 2021



SAN DIEGO METROPOLITAN TRANSIT SYSTEM



SAN DIEGO METROPOLITAN TRANSIT SYSTEM

Subject: TRANSIT AMENITIES POLICY

Effective Date: July 1, 2021

Promulgated this 1st day of July 2021.

SAN DIEGO METROPOLITAN  
TRANSIT SYSTEM

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Sharon Cooney  
Chief Executive Officer



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Approved as to form:  
General Counsel

## 1.0 Introduction

The Metropolitan Transit System (MTS) is the provider of public fixed-route bus and light rail transit services in the southern and eastern portions of San Diego County. MTS' area of jurisdiction is approximately 570 square miles of the urbanized areas of San Diego County as well as the rural parts of East County, 3240 total square miles, serving nearly 3 million people in San Diego County.

MTS can trace its roots back to 1886, when private companies began providing various rail transit services in San Diego. The current organization was created by the passage of California Senate Bill 101 and came into existence in January 1976 as the Metropolitan Transit Development Board (MTDB). In 2002, Senate Bill 1703 merged MTDB's long-range planning, financial programming, project development and construction functions into the regional metropolitan planning organization, the San Diego Association of Governments (SANDAG). In 2005, MTDB changed its name to MTS.

MTS directly or through private contractors operates 95 fixed bus routes, 4 light rail lines, and an Americans with Disabilities Act complementary paratransit service. All services are coordinated by MTS, which determines the routes, stops, frequencies and hours of operation. Light rail infrastructure includes 54 stations and 102.6 miles of rail. Various modes of bus routes are operated, including local, urban, express, Rapid, Rapid Express, and rural services.

Federal Transit Administration Circular FTA C 4702.1B requires that operators receiving federal financial assistance have policies ensuring the equitable distribution of vehicles and amenities as part of their compliance with Title VI of the Civil Rights Act of 1964.

This policy is established to ensure the equitable distribution of amenities across the MTS transit network. Details on amenities provided by mode follow below. It has been provided to MTS' outside contractors that install and maintain amenities.

This policy applies to amenities funded by or constructed by or at the direction of MTS. This policy does not limit or restrict outside parties from funding and constructing infrastructure improvements at or near MTS transit stations/stops for the benefit of MTS passengers.

## 2.0 Bus Stops

***The installation of bus stop amenities is prioritized based on the number of passenger boardings at stops and stations along those routes.*** This prioritization can be adjusted by site constraints which may prevent installation of an amenity. MTS also works with local communities to ensure that installed amenities are an asset rather than nuisance, and may adjust siting and installations on a case-by-case basis accordingly.

For purposes of increasing equity in the delivery of public transit services, MTS has established goals for the improvement of bus stops in communities of concern. In cases of stops that warrant amenities based on ridership, MTS will also consider if a stop is located in a disadvantaged community, as defined by a state agency or local jurisdiction.

### 2.1 Seating

MTS provides four types of seating at bus stops:

- 2.1.A Stand-alone benches: MTS maintains a contract with a vendor to install benches at bus stop locations, based on passenger volume or upon request. Space constraints on city sidewalks often limit the ability to install a bench. Some cities in MTS' service area install their own bus stop benches; While MTS works closely with the local jurisdictions, MTS does not have the ultimate authority over the placement, design, or location of these benches.
- 2.1.B Shelter benches: MTS maintains a contract with a vendor to install shelters and benches at bus stop locations. Typically, a bench is installed at each shelter location, but MTS occasionally omits or removes the bench to increase circulation and queuing space for passengers, when working with local communities to resolve loitering issues.
- 2.1.C Rapid/TransNet station benches: MTS maintains benches at Rapid and SuperLoop bus stops/stations with TransNet reimbursement for operating expenses.
- 2.1.D Transit Center benches: off-street transit centers maintained by MTS and shared with Trolley service have benches located at or near the bus stops for use by bus passengers.

Outside entities such as nearby institutions, cities, business improvement districts, and adjacent property owners sometimes install their own furniture at or near bus stops. MTS maintains some control of the immediate bus stop area for safety and ADA compliance, but the local jurisdiction has the ultimate authority over furniture placed within its right-of-way.

### 2.2 Shelters

MTS provides three kinds of shelters at its bus stops:

- 2.2.A Stand-alone shelters: MTS maintains a contract with a vendor to install shelters at bus stop locations, based primarily on passenger volume. MTS' current shelter design includes solar-powered lighting that does not require an external power

source. This model is the latest generation of MTS shelter, and replaced all of MTS' original shelters by 2020.

Potential locations require sufficient space for the shelter and suitable electrical conditions (sufficient lighting for solar generation, or a nearby power source and ability to ground the equipment). Space constraints on city sidewalks often limit the ability to install a shelter. MTS offers two lengths of stand-alone shelters to accommodate smaller spaces where possible, or to provide more shelter area at busier stops, space permitting.

MTS' shelter contractor uses a digital advertising panel in some locations. This affects the advertising panel only; passenger amenities are not affected and do not differ on shelters with digital versus static advertising panels.

- 2.2.B Rapid/TransNet station shelters: MTS maintains shelters at Rapid and SuperLoop bus stops/stations with TransNet reimbursement for operating expenses. These shelters were all included as part of each Rapid project's planning process, led by the San Diego Association of Governments. Therefore, the design of these shelters vary by project.
- 2.2.C Transit Center shelters: off-street transit centers maintained by MTS and shared with Trolley service have shelters located at or near the bus stops for use by bus passengers.

Some cities in MTS' service area install their own bus stop shelters; While MTS works closely with the local jurisdictions, MTS does not have the ultimate authority over the placement, design, or location of these shelters.

Other outside entities, such as nearby institutions, business improvement districts, and adjacent property owners, sometimes install their own furniture at or near bus stops. MTS maintains some control of the immediate bus stop area for safety and ADA compliance, but the local jurisdiction has the ultimate authority over furniture placed within its right-of-way.

## 2.3 Passenger Information

### 2.3.A Static Displays

Each bus stop blade includes the following information: MTS logo, bus icon, list of routes serving the stop, and the individual stop number, allowing passengers to access stop-specific information on the internet or via smartphone. Blades installed at transit centers, major transfer points, and significant destinations include larger route decals with each route's destination also provided.

Bus stop pole displays showing the schedule for the route(s) serving the stop are installed at transit centers, major transfer points, significant destinations, and locations with high numbers of boardings.

Information kiosks are installed at off-street transit centers, selected busy on-street transfer locations, Rapid stations, and along Broadway in Downtown San Diego. The information provided is customized to the location, but may include

routes and destinations, fare information, local area maps, route maps, and “How to Ride” information.

Most shelters provided and serviced by MTS’ vendor include an information panel for a schedule, route map, or other information, depending on the service and location.

### 2.3.B Variable Message Signs

Variable message signs (VMS), or “next-arrival” displays, are provided at Rapid and SuperLoop bus stops/stations with TransNet reimbursement for operating expenses. These are installed as part of the capital project, and maintained through the operating agreement with SANDAG.

## 2.4 Elevators/Escalators

2.4.A Elevators: Due to maintenance, security, and cleaning costs, elevators are only considered at locations where a fixed ramp could not meet Americans with Disabilities Act (ADA) requirements.

Currently, elevators are provided at only two bus stop locations (four platforms) apart from Trolley stations: the City Heights and Boulevard Transit Plazas in Mid-City San Diego. The elevators connect freeway level platforms with the surface street overpasses. Fixed ramps at these stations would not meet ADA requirements. Each of the two stations has two platforms, each with two elevators, for a total of eight elevators.

One other passenger facility with an MTS-owned elevator not also served by Trolley is the parking structure at the Sabre Springs/Peñasquitos Transit Station.

2.4.B Escalators: There are no escalators at any bus-only location.

## 2.5 Trash Receptacles

MTS provides or contracts for trash and recycling receptacles at the following bus stop locations:

2.5.A Transit centers served by both buses and Trolleys

2.5.B Rapid stations with TransNet reimbursement for operating expenses

2.5.C MTS-contracted bus shelter locations

At all other locations, trash receptacles (if provided) are installed, serviced, and controlled by an outside entity, typically a city, business improvement district, or adjacent property owner. These may or may not include adjacent recycling receptacles.

## 2.6 Restrooms

Passenger restrooms are available at a limited number of transit centers with rail service. These are covered in Section 3.6. MTS does not provide public or passenger restrooms at any bus-only facilities.

MTS provides secured restrooms for employees only at various bus route terminal locations. At some bus route terminals, MTS has an agreement with a nearby business to allow drivers (not passengers) to use their restroom.

## 2.7 Ticket Vending Machines

There are four bus stop locations with ticket vending machines (TVMs) apart from Trolley stations: the two terminals at San Diego International Airport, the Virginia Avenue Transit Center at the San Ysidro International Border, and the new Otay Mesa Transit Center at the Otay Mesa International Border. These locations all have high volumes of cash riders and the TVMs are located on off-street sites in controlled right-of-way. The 2021 launch of the new PRONTO fare system could enable MTS to place TVMs at more bus stops using a smaller and less costly machine than is used with the current Compass fare system.

### 3.0 Rail Stations

***Trolley station amenities, except where noted below, are generally standardized at all Trolley stations throughout the Trolley network.*** This standardization ensures equal distribution to all users, regardless of the location of the station. Quantities and siting of amenities are dependent on level of boardings and site-specific conditions.

#### 3.1 Seating

MTS provides seating at all Trolley stations. Quantity and placement of benches is dependent on location, number of boardings, and station design and layout.

#### 3.2 Shelters

MTS provides two kinds of shelters at its Trolley stations:

3.2.A Large canopies: Most Trolley stations have one large canopy, located on the platform with the most open area.

3.2.B Small canopies: Most Trolley stations have one or more small canopies, located on the narrower platform.

#### 3.3 Passenger Information

3.3.A Static Displays: Each Trolley platform includes signage along its length indicating the station name, line of service, and terminal destination.

Information kiosks are installed on the platforms of all Trolley stations. The information provided includes Trolley schedules, fare information, local area maps, and “How to Ride” information. Bus transfer information is also included at busy transfer centers with bus service.

3.3.B Variable Message Signs: Variable message signs (VMS), or “next-arrival” displays, are provided above all Trolley platforms. These indicate the line of service and the estimated time of arrival for subsequent trains.

#### 3.4 Elevators/Escalators

3.4.A Elevators: Provided only at locations where a fixed ramp could not meet Americans with Disabilities Act (ADA) requirements. Currently, MTS provides and maintains elevators at the following Trolley stations: Fashion Valley Transit Center, Stadium (*station temporarily closed as of 2021*), Grantville Transit Center, SDSU Transit Center, and Grossmont Transit Center. The Mid-Coast Light Rail extension opening in late 2021 will add elevators at five additional Trolley stations.

3.4.B Escalators: The only MTS stop/station with escalators is the SDSU Transit Center, where peak volumes would exceed the capacity of the elevators. No other escalators are planned for the system at this time.

3.5 Trash and Recycling Receptacles

MTS installs and services trash and recycling receptacles at all Trolley stations.

3.6 Restrooms

Four locations have MTS-owned restrooms available for passenger use: 12<sup>th</sup> & Imperial Transit Center, Old Town Transit Center, E Street Transit Center, and El Cajon Transit Center. All four locations have an outside vendor that maintains the restroom and controls access. Restroom hours correspond with the vendor's business hours. Other Trolley stations have nearby restrooms that can be used by passengers, but MTS does not reimburse the owner nor have any control over access.

3.7 Ticket Vending Machines (TVMs)

At least two TVMs are provided at every Trolley station. Each TVM accepts credit cards and dispenses tickets. At least one TVM at each station also has the ability to dispense and load Compass Cards. The Compass TVMs will be replaced in Fall 2021 with PRONTO TVMs, which will have a similar installation distribution and functionality as the Compass TVMs. All PRONTO machines at each Trolley station have the ability to dispense PRONTO Cards and load passes on PRONTO cards. Each station will have at least Credit Card-only TVM.



3.8 Trolley System Map:

3.8.1: Current Trolley System Map



3.8.2: Future Trolley System Map (eff. November 2021)



**LEGEND**

- Connecting Bus Routes  
Conexión de rutas de autobús
- Connecting Rapid Routes  
Conexión de rutas de Rapid
- Amtrak and COASTER
- Service to Airport  
Transferencia al Aeropuerto
- Parking (Free)  
Estacionamiento (Gratis)
- Pay Parking  
Estacionamiento de cuota
- Shuttle to Sycuan Casino

**NORTH**  
Map not to scale  
November 2021

APPENDIX J  
**MTS VEHICLE ASSIGNMENT POLICY**



# VEHICLE ASSIGNMENT POLICY • 2021



SAN DIEGO METROPOLITAN TRANSIT SYSTEM

SAN DIEGO METROPOLITAN TRANSIT SYSTEM

Subject: VEHICLE ASSIGNMENT POLICY


Effective Date: July 1, 2021

Promulgated this 1st day of July 2021.

SAN DIEGO METROPOLITAN  
TRANSIT SYSTEM

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Sharon Cooney  
Chief Executive Officer



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Approved as to form:  
General Counsel

## 1.0 Introduction

The Metropolitan Transit System (MTS) is the provider of public fixed-route bus and light rail transit services in the southern and eastern portions of San Diego County. MTS' area of jurisdiction is approximately 570 square miles of the **urbanized** areas of San Diego County, plus the rural areas of East County. Our total service area is 3,240 square miles, serving a population of nearly 3 million.

MTS can trace its roots back to 1886, when private companies began providing various rail transit services in San Diego. The current organization was created by the passage of California Senate Bill 101 and came into existence in January 1976 as the Metropolitan Transit Development Board (MTDB). In 2002, Senate Bill 1703 merged MTDB's long-range planning, financial programming, project development and construction functions into the regional metropolitan planning organization, the San Diego Association of Governments (SANDAG). In 2005, MTDB changed its name to MTS.

MTS directly or through private contractors operates 96 fixed bus routes, 4 light rail lines, and an Americans with Disabilities Act complementary paratransit service. All services are coordinated by MTS, which determines the routes, stops, frequencies and hours of operation. Light rail infrastructure includes 54 stations and 102.6 miles of rail. Various modes of bus routes are operated, including local, urban, express, Rapid, Rapid Express, and rural services.

Federal Transit Administration Circular FTA C 4702.1B requires that operators receiving federal financial assistance have policies ensuring the equitable distribution of vehicles and amenities as part of their compliance with Title VI of the Civil Rights Act of 1964. This document provides the policy guidelines for the distribution and operation of MTS vehicles throughout the MTS service area. It has also been distributed to MTS' outside contractors that provide transit services.

## 2.0 Buses

MTS bus services board approximately 51 million passengers per year, 170,000 on an average weekday (pre-pandemic figures). The fleet consists of nearly 800 buses operating on 96 fixed-routes and paratransit service. Modes operated include motorbus, commuter bus, and demand response. Approximately half of the service is directly operated by MTS employees, the remaining half is operated by private contractors using buses provided by MTS and operating from divisions owned by MTS. Most of the heavy-duty bus fleet is powered by natural gas, the culmination of an initiative started in 1994 to replace diesel with cleaner, alternative fuels. The last of MTS' diesel buses was retired in early 2021.

### 2.1 Bus Categories

- 2.1.A Standard Bus: Medium or Heavy-Duty urban transit buses manufactured by New Flyer, Gillig, etc. Passenger amenities are common throughout the fleet, with only minor year-to-year variations. All standard buses are powered by Compressed Natural Gas (CNG).

- 2.1.A.1 **Standard MTS:** The largest segment of MTS' fixed-route fleet. All standard buses



Standard MTS Bus

are 40' long. Seating is a standard transit shell seat product with fabric inserts.

- 2.1.A.2 **Standard Rapid:** The Standard Rapid bus differs from the Standard MTS bus by exterior branding and installation of Transit Signal Priority (TSP) transmitters. All other features and amenities are the same.



- 2.1.B **Articulated Bus:** Articulated transit buses are 60' long and all were manufactured by New Flyer Industries. There are three distinct fleets, all currently CNG-powered:

- 2.1.B.1 **Urban:** MTS branded with passenger amenities similar to MTS standard buses. These are assigned to higher volume routes that require additional capacity when added frequency isn't practical, feasible, or cost-effective.



- 2.1.B.2 **Rapid:** Branded for Rapid service with passenger amenities similar to MTS standard buses. These are assigned to TransNet-funded Rapid routes that operate primarily on surface streets. In 2022, this fleet will be expanded to the MTS-funded Iris Rapid project with twelve new battery-electric articulated Rapid buses.



- 2.1.B.3 **Rapid Freeway:** Branded for Rapid service with an upgraded seating product. These are assigned to TransNet-funded Rapid routes that operate significant freeway segments, with the upgraded seating intended to improve the ride quality at higher speeds.

- 2.1.C **Minibus:** Single-door, high-floor, body-on-chassis cutaway buses, 29'-34' in length; generally fewer seats than standard buses; propane- or gasoline-powered; all are equipped with a wheelchair lift at the curbside rear. These are assigned to demand response service and fixed-routes with lower ridership. They are also used on other routes during lower-demand periods such as weekends.



2.1.D Over-the-Road Coach: Single-door, 45' long, high-floor highway coach; upgraded seating product and some additional passenger amenities such as parcel racks and reading lights; all are equipped with a curbside midship wheelchair lift. These are assigned to the higher-fare *Rapid Express* service on the Interstate 15 corridor.



2.1.E ADA Paratransit Minibus: All Americans with Disabilities Act (ADA) complementary paratransit buses are Type II cutaway minibuses. There is no variation in passenger amenities from year-to-year, and vehicles are dispatched equally throughout the region based on ride demands.



2.1.F Zero Emission Bus (ZEB): As of July 2021, MTS operates a fleet of eight Battery Electric Buses (BEBs) as a pilot that are being deployed throughout the system.

The California Air Resources Board (CARB) is requiring that transit bus fleets convert to Zero Emission Buses by 2040, and MTS' plan was approved by the MTS Board of Directors and submitted to CARB in late 2020. **The plan prioritizes the deployment of BEBs in disadvantaged communities, as defined by California Senate Bill 535 using the State's CalEnviroscreen tool.**



The transition plan starts with five additional standard BEBs to be purchased in 2021, twelve Rapid articulated BEBs in 2022, then a gradual conversion of all orders, with the last internal combustion bus being purchased in 2028. All combustion buses would be retired by 2040.

Challenges include the need for significant electrical grid and charging infrastructure installed at all divisions, insufficient range with current battery technology, and lack of viable BEB options on some fleet types. MTS anticipates that most of these will be resolved over the next several years, but the CARB plan is a dynamic document that will be updated as new information becomes available.

MTS is currently designing electrical charging infrastructure at two of its divisions – South Bay and Imperial Avenue. Chargers will be placed on overhead gantries with drop-down pantographs that charge the buses as needed for service, while optimizing charging times to avoid peak periods on the grid.

2.2 Divisions: MTS bus service is operated from five bus divisions, with a sixth being planned:

2.2.A Imperial Avenue Division (IAD): Directly operated by MTS. Located at 100 Sixteenth Street, San Diego, CA 92101 (Downtown San Diego); operates standard and articulated buses. Maintains CNG-powered and battery-electric buses. The BEB pilot is supported at IAD with pedestal chargers.



- 2.2.B Kearny Mesa Division (KMD): Directly operated by MTS. Located at 4630 Ruffner Street, San Diego, CA 92111 (Kearny Mesa); operates standard and articulated buses. Fuels and maintains CNG-powered buses. The BEB pilot is supported at KMD with pedestal chargers.
- 2.2.C South Bay Division (SBD): Owned by MTS and operated by a contractor (currently Transdev). Located at 3650A Main Street, Chula Vista, CA 91911 (southern Chula Vista); operates standard and articulated buses. Fuels and maintains CNG-powered buses. The BEB pilot is supported at SBD with pedestal chargers.
- 2.2.D East County Division (ECD). Owned by MTS and operated by a contractor (currently Transdev): 544 Vernon Way, El Cajon, CA 92020; operates standard buses, minibuses, and over-the-road coaches. Fuels and maintains CNG- and gasoline-powered buses. The BEB pilot is supported at ECD with pedestal chargers.
- 2.2.E Copley Park Division (CPD): Owned by MTS and operated by a contractor (currently First Transit). Located at 7490 Copley Park Place, San Diego, CA 92111 (Kearny Mesa); operates minibuses. Fuels and maintains propane- and gasoline-powered buses.
- 2.2.F Division 6. MTS has begun work on a sixth bus division that will accommodate expansion of the fleet, as well as free up space in existing divisions to add the necessary electrical charging infrastructure. Division 6 will be designed from the ground-up as a primarily ZEB division, though some natural gas fueling capabilities may still be needed during the fleet transition period.

2.3 Vehicle Amenities: Passenger amenities vary by bus type, as shown in the table below:

Vehicle Amenity	Standard Bus	Articulated Bus	Minibus	OTR Coach
Alternative Fuel-Powered	X	X	X	X
Zero-Emissions	X	X		
Air conditioning	X	X	X	X
Lift for accessibility			X	X
Ramp for accessibility	X	X		
Wheelchair Tie-Down Locations	2	2	2	2
Bicycle Rack (2-3 positions)	X	X	X	
Bicycle Underfloor Storage				X
Seating: shell seats with fabric or vinyl inserts	X	X		
Seating: standard transit padded seating			X	
Seating: upgraded high-back seats		X		X

2.4 Bus Assignments by Route: Bus types are assigned by route based on the following:

2.4.A Capacity needs: Articulated buses are assigned to higher volume routes that require additional capacity when added frequency isn't practical, feasible, or cost-effective. Minibuses are assigned to the lowest ridership fixed-routes – routes which generally could not be economically operated with a larger bus.

2.4.B Route type: Vehicles are assigned by route type in the specifications below. Temporary exceptions to these assignments may be made in an unanticipated, emergency, or standby situation when service would otherwise be lost.

2.4.B.1 *Rapid* Express routes between the Interstate 15 corridor and Downtown San Diego are assigned over-the-road coaches; these routes have a higher fare and pass price accordingly.

2.4.B.2 High-demand TransNet-funded Rapid/SuperLoop routes are assigned Rapid articulated buses. (These may be supplemented as needed with other MTS buses for capacity purposes.) Rapid routes or trips that operate significant freeway segments are assigned the Rapid “freeway” articulated buses, with upgraded seating intended to improve the ride quality at higher speeds.

2.4.B.3 Standard-demand TransNet-funded Rapid/SuperLoop routes are operated using Rapid articulated buses, Standard Rapid buses, or regular MTS-branded standard buses, depending on availability.

2.4.B.4 Urban Frequent routes are operated using MTS-branded articulated and standard buses.

2.4.B.5 Urban Standard, Circulator, and Rural routes are operated using MTS-branded standard buses and minibuses, depending on the capacity needs of the individual route.

- 2.5 Route Assignments by Division: Routes are assigned to each division based on the number and types of buses available, proximity to the service, and opportunities to complement other nearby routes for efficiency, interlining, driver familiarization, supervision, and incident response. State law limits MTS’ ability to reassign directly-operated routes to divisions operated by MTS contractors.
- 2.6 Bus Assignments by Division: Bus types are assigned to each division based on division space capacity, and the capability of the division to fuel, operate, and maintain any specialized equipment (alternative fuels, articulated buses, etc.). Buses are currently assigned to the divisions according to the following table:

Bus Category	IAD	KMD	SBD	ECD	CPD
2.1.A.1 Standard MTS Bus	X	X	X	X	
2.1.A.2 Standard Rapid Bus		X			
2.1.B.1 Articulated Urban Bus	X	X	X		
2.1.B.2 Articulated Rapid Bus	X				
2.1.B.3 Articulated Rapid Freeway Bus		X	X		
2.1.C Minibus				X	X
2.1.D Over-the-Road Coach				X	
2.1.E ADA Paratransit Minibus					X
2.1.F Zero Emission Bus	Pilot	Pilot	Pilot	Pilot	

- 2.7 Future Procurements: All heavy-duty buses are alternative fuel, hybrid-electric, or zero-emission. Heavy-duty buses will be low-floor, except for buses used for Rapid Express, standby, or tripper services, or on special or low-ridership routes.

**3.0 Rail Vehicles**

- 3.1 Trolley Car Categories: Three different types of cars are operated:

3.1.A High-Floor Cars: Siemens SD100 cars with high floors, steps inside the car to access 0”-8” station platform, wheelchair and bike space at the ends of each car, and a wheelchair lift next to the driver compartment in the lead car. These cars have a flip seat that allows space for three wheelchairs. These 52 cars were manufactured in 1995. Passenger amenities are identical on the fleet.



3.1.B Low-Floor Cars: Siemens S70 and S70US cars are 70% low-floor. They include inside steps only up to seating areas at far ends of the car, wheelchair and bike space in the middle of the car, and passenger-activated ramps at two of four doors on each side of each car. Cars were manufactured between 2005 and 2020. Passenger amenities are nearly identical for all models and vintages, with minor improvements in seating configurations in later production cars.



3.1.C **Vintage Cars:** MTS deploys three historic cars on its Silver Line loop in Downtown San Diego: two Presidents Conference Cars (PCCs) dating from 1946; and one 1980-



vintage Siemens-Duewag U2 car preserved from the original San Diego Trolley fleet. These are high-floor vehicles with a wheelchair lift for accessibility.

3.2 **Divisions:** MTS operates one rail division, from which all light rail (“Trolley”) service is operated: 1341 Commercial Street, San Diego, CA 92113 (Downtown San Diego).

3.3 **Vehicle Amenities:** Passenger amenities vary by car type, as shown in the table below:

<b>Vehicle Amenity</b>	<b>Low-Floor</b>	<b>High-Floor</b>	<b>Vintage</b>
Air conditioning	<b>X</b>	<b>X</b>	
Lift for accessibility		<b>X</b>	<b>X</b>
Ramps for accessibility	<b>X</b>		
Wheelchair Spaces	<b>Not limited</b>	<b>3</b>	<b>1</b>
Bicycle Spaces (limited by policy for safety)	<b>2</b>	<b>2</b>	<b>0</b>
Seating: shell seats with fabric or vinyl inserts	<b>X</b>		
Seating: standard transit padded seating		<b>X</b>	<b>X</b>

3.4 **Trolley Assignments by Line:** Trolley cars are assigned primarily based on four factors:

3.4.A **Station infrastructure limitations:** Low floor cars require a minimum 8” station platform height in order for the ramp to maintain an ADA-compliant slope. All stations on all four lines now have 8” platforms. Most Trolley stations can accommodate four-car trains, except for 12th & Imperial, City College, Fifth Ave, Civic Center, Courthouse, and America Plaza, which can only accommodate three-car trains.

3.4.B **Fleet constraints:** MTS currently owns 121 low-floor cars. When additional cars are needed for a full peak schedule, the difference is made up by inserting a high-floor car in the middle of three-car consists. Some occasional tripper and special event trains may operate with all-high-floor consists.

3.4.C **Vintage Car constraints:** Due to their high floor and limited capacity, the three vintage cars are used only on the Silver Line loop in Downtown San Diego, where they supplement other existing services. Two of the vintage vehicles only have an operating cab on one side, and can therefore can only operate in one direction and limiting them to loop services.

3.5 **Future Procurements:** Except for vintage cars, all Trolley cars will be a minimum of 70% low-floor; existing high-floor cars will be replaced by low-floor cars upon retirement. MTS has an order for new Siemens S70US cars that will begin replacing the high-floor Siemens SD100 fleet; the first cars in this order should start arriving in late 2021.

3.6 Trolley System Map:

3.6.1. Current Trolley System Map (July 2021)



3.6.2. Future Trolley System Map (eff. November 2021)



## 4.0 MTS Fleet List (as of 7/1/2021)

Motorbus - Directly Operated						
Division	Quantity in Fleet	Fleet Series	Year	Make	Model	Vehicle Assignment Policy Category
IAD	2	1600	2020	Gillig	Low-Floor	Zero Emission Bus
IAD/KMD	38	1700	2020	Gillig	Low-Floor	Standard MTS Bus
IAD	26	1800	2020	New Flyer	XN60	Articulated Bus - Urban
Various	6	1500	2019	New Flyer	XE40	Zero Emission Bus
IAD	10	1400	2017	Gillig	Low-Floor	Standard MTS Bus
KMD	23	200	2015	Gillig	Low-Floor	Standard MTS Bus
KMD	13	1300	2015	New Flyer	XN60	Articulated Bus - Urban
KMD	12	900	2014	Gillig	Low-Floor	Standard MTS Bus
IAD	18	1200	2013	New Flyer	XN60	Articulated Bus - Rapid
KMD	29	1100	2013	New Flyer	XN60	Articulated Bus - Rapid Freeway
IAD	26	800	2013	Gillig	Low-Floor	Standard MTS Bus
IAD	31	700	2012	New Flyer	C40LFR	Standard MTS Bus
IAD	26	600	2011	New Flyer	C40LFR	Standard MTS Bus
KMD	12	339-350	2008	New Flyer	C40LF	Standard Rapid Bus
<b>TOTAL:</b>	<b>272</b>					
Motorbus - Purchased Transportation						
SBD	5	2790	2020	Gillig	Low-Floor	Standard MTS Bus
ECD	6	8350	2019	Gillig	Low-Floor	Standard MTS Bus
SBD	7	2780	2018	Gillig	Low-Floor	Standard MTS Bus
ECD	3	3506-3508	2018	Starcraft	Allstar XL	Minibus
SBD	17	7500	2017	New Flyer	XN60	Articulated Bus - Rapid Freeway
SBD	10	7400	2017	New Flyer	XN60	Articulated Bus - Urban
SBD	36	2100	2017	Gillig	Low-Floor	Standard MTS Bus
ECD	38	8300	2016	Gillig	Low-Floor	Standard MTS Bus
CPD	31	3100	2016	El Dorado Nat'l	AeroElite 320	Minibus
ECD	13	8200	2015	Gillig	Low-Floor	Standard MTS Bus
SBD	14	2000	2015	Gillig	Low-Floor	Standard MTS Bus
SBD	38	2400	2014	Gillig	Low-Floor	Standard MTS Bus
CPD	6	3000	2014	El Dorado Nat'l	AeroElite 320	Minibus
SBD/ECD	24	2300	2013	Gillig	Low-Floor	Standard MTS Bus
SBD	22	2900	2012	New Flyer	C40LFR	Standard MTS Bus
SBD	75	2800/7300	2009	New Flyer	C40LF	Standard MTS Bus
<b>TOTAL:</b>	<b>345</b>					
Commuter Bus - Purchased Transportation						
ECD	24	8530	2020	MCI	D4500	Over-the-Road Coach
<b>TOTAL:</b>	<b>24</b>					
Demand Response - Purchased Transportation						
CPD	35	3630	2018	Starcraft	AllStar	ADA Paratransit Minibus
CPD	26	3200	2017	Starcraft	AllStar	ADA Paratransit Minibus
CPD	46	3300	2016	Starcraft	AllStar	ADA Paratransit Minibus
CPD	5	3970	2015	Starcraft	AllStar	ADA Paratransit Minibus
CPD	6	3900	2014	Starcraft	AllStar	ADA Paratransit Minibus
<b>TOTAL:</b>	<b>118</b>					
Light Rail - Directly Operated						
SDTI	45	5000	2020	SDU	S70US	Low-Floor Car
SDTI	65	4000	2011	SDU	S70US	Low-Floor Car
SDTI	11	3000	2005	SDU	S70	Low-Floor Car
SDTI	52	2000	1995	SDU	SD100	High-Floor Car
SDTI	1	1001	1980	SDU	U2	Vintage Car
SDTI	1	529	1946	SLC	PCC	Vintage Car
SDTI	1	530	1946	SLC	PCC	Vintage Car
<b>TOTAL:</b>	<b>176</b>					

APPENDIX K

**MTS FY 2023 POLICY 42  
PERFORMANCE MONITORING REPORT**

**MTS TITLE VI MONITORING REPORT  
FOR SERVICE POLICIES**



**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	FY 2021	FY 2022	FY 2023	# Change		% Change	
				FY21 - FY22	FY22 - FY23	FY21 - FY22	FY22 - FY23
Urban Frequent	13,100,977	17,739,607	20,156,847	4,638,630	2,417,240	35.4%	13.6%
Urban Standard	3,324,699	4,528,650	5,222,535	1,203,951	693,885	36.2%	15.3%
Rapid	2,122,799	4,021,024	5,477,016	1,898,225	1,455,992	89.4%	36.2%
Express	689,067	795,781	685,945	106,714	(109,836)	15.5%	-13.8%
Circulator	285,430	482,904	526,347	197,474	43,443	69.2%	9.0%
Premium/Rapid Express	34,017	79,098	102,064	45,081	22,966	132.5%	29.0%
Rural	34,329	37,522	43,587	3,193	6,065	9.3%	16.2%
<b>Fixed-Bus Subtotal</b>	<b>19,591,318</b>	<b>27,684,586</b>	<b>32,214,341</b>	<b>8,093,268</b>	<b>4,529,755</b>	<b>41.3%</b>	<b>16.4%</b>
Light Rail (Blue, Orange, Green)	19,516,255	29,737,401	36,046,304	10,221,146	6,308,903	52.4%	21.2%
Light Rail (Silver)	82	2,098	1,056	2,016	(1,042)	2458.5%	-49.7%
<b>Light Rail Subtotal</b>	<b>19,516,337</b>	<b>29,739,499</b>	<b>36,047,360</b>	<b>10,223,162</b>	<b>6,307,861</b>	<b>52.4%</b>	<b>21.2%</b>
<b>ALL Fixed Route</b>	<b>39,107,655</b>	<b>57,424,085</b>	<b>68,261,701</b>	<b>18,316,430</b>	<b>10,837,616</b>	<b>46.8%</b>	<b>18.9%</b>
Demand-Resp. (MTS Access)	92,386	169,124	178,828	76,738	9,704	83.1%	5.7%
Demand-Resp. (Access Taxi)	14,807	24,042	70,834	9,235	46,792	62.4%	194.6%
<b>Demand-Resp. Subtotal</b>	<b>107,193</b>	<b>193,166</b>	<b>249,662</b>	<b>85,973</b>	<b>56,496</b>	<b>80.2%</b>	<b>29.2%</b>
<b>System</b>	<b>39,214,848</b>	<b>57,617,251</b>	<b>68,511,363</b>	<b>18,402,403</b>	<b>10,894,112</b>	<b>46.9%</b>	<b>18.9%</b>

*NOTES:* MTS ridership continues to rebound from the Covid-19 pandemic in nearly all categories. Monthly year-over-year ridership changes are still increasing by 20%-40%, indicating that MTS ridership has not yet reached its post-pandemic potential. Light rail ridership has increased due to the Mid-Coast light rail extension that began service in late 2021. Two express buses were replaced by the extended Blue Line, so that category shows a loss in ridership. A strike at two MTS bus divisions in May-June 2023 resulted in a loss of approx. 1.5 million boardings.

**Average Weekday Passengers**

Route Categories	FY 2021	FY 2022	FY 2023	# Change		% Change	
				FY21 - FY22	FY22 - FY23	FY21 - FY22	FY22 - FY23
Urban Frequent	40,886	56,836	64,672	15,950	7,837	39.0%	13.8%
Urban Standard	10,928	15,293	17,693	4,365	2,400	39.9%	15.7%
Rapid	6,486	13,051	18,378	6,565	5,327	101.2%	40.8%
Express	2,387	2,727	2,294	340	(433)	14.2%	-15.9%
Circulator	1,053	1,750	1,920	697	170	66.2%	9.7%
Premium/Rapid Express	134	311	402	177	90	132.5%	29.0%
Rural	135	148	172	13	24	9.3%	16.2%
<b>Fixed-Bus Subtotal</b>	<b>62,009</b>	<b>90,116</b>	<b>105,530</b>	<b>28,107</b>	<b>15,415</b>	<b>45.3%</b>	<b>17.1%</b>
Light Rail (Blue, Orange, Green)	59,367	90,745	109,568	31,378	18,823	52.9%	20.7%
Light Rail (Silver)	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>Light Rail Subtotal</b>	<b>59,367</b>	<b>90,745</b>	<b>109,568</b>	<b>31,378</b>	<b>18,823</b>	<b>52.9%</b>	<b>20.7%</b>
<b>ALL Fixed Route</b>	<b>121,375</b>	<b>180,861</b>	<b>215,098</b>	<b>59,485</b>	<b>34,238</b>	<b>49.0%</b>	<b>18.9%</b>
Demand-Resp. (MTS Access)	303	572	630	268	59	88.4%	10.3%
Demand-Resp. (Access Taxi)	51	83	242	32	159	62.1%	192.9%
<b>Demand-Resp. Subtotal</b>	<b>354</b>	<b>654</b>	<b>872</b>	<b>300</b>	<b>218</b>	<b>84.7%</b>	<b>33.3%</b>
<b>System</b>	<b>121,729</b>	<b>181,515</b>	<b>215,970</b>	<b>59,785</b>	<b>34,456</b>	<b>49.1%</b>	<b>19.0%</b>

*NOTES:* The average weekday ridership figure tracks closely with the overall passenger trends. October 2022 was MTS' best ridership month since February 2020, with average weekday ridership at nearly 90% of pre-pandemic levels.

**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	FY 2021	FY 2022	FY 2023	% Change	
				FY21 - FY22	FY22 - FY23
Urban Frequent	11.6	15.9	19.6	37.1%	23.2%
Urban Standard	8.2	11.2	13.5	35.8%	20.3%
Rapid	9.4	18.0	26.6	92.0%	47.8%
Express	8.6	11.7	12.8	35.8%	9.4%
Circulator	5.0	7.2	8.6	43.5%	19.0%
Premium/Rapid Express	5.8	11.1	13.8	90.7%	25.0%
Rural	6.6	7.0	8.2	6.3%	18.1%
<b>Fixed-Bus Subtotal</b>	<b>10.3</b>	<b>14.6</b>	<b>18.4</b>	<b>42.5%</b>	<b>25.7%</b>
Light Rail (Blue, Orange, Green)	105.4	139.6	155.7	32.5%	11.6%
Light Rail (Silver)	6.9	16.5	18.5	138.1%	12.0%
<b>Light Rail Subtotal</b>	<b>105.3</b>	<b>139.5</b>	<b>155.7</b>	<b>32.4%</b>	<b>11.6%</b>
<b>ALL Fixed Route</b>	<b>18.7</b>	<b>27.3</b>	<b>34.4</b>	<b>46.0%</b>	<b>26.2%</b>
Demand-Resp. (MTS Access)	1.3	1.5	1.7	11.6%	13.9%
Demand-Resp. (Access Taxi)	3.4	3.0	3.0	100.0%	0.0%
<b>Demand-Resp. Subtotal</b>	<b>1.5</b>	<b>1.6</b>	<b>1.9</b>	<b>9.0%</b>	<b>21.8%</b>
<b>System</b>	<b>18.1</b>	<b>25.9</b>	<b>32.4</b>	<b>43.0%</b>	<b>25.4%</b>

**NOTES:** As with ridership, the figures for this efficiency metric continue returning towards pre-pandemic levels. Minor bus service reductions during FY 2022 that had a slight positive effect on efficiency began to be restored towards the end of FY 2023.

**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	FY 2021	FY 2022	FY 2023	% Change	
				FY21 - FY22	FY22 - FY23
Urban Frequent	14.0	20.0	25.3	42.7%	26.4%
Urban Standard	10.9	15.2	18.7	39.5%	22.6%
Rapid	11.5	23.4	35.7	104.5%	52.2%
Express	10.8	15.3	17.1	41.6%	11.3%
Circulator	6.8	10.1	12.7	48.6%	25.6%
Premium/Rapid Express	6.6	12.8	16.1	92.9%	25.4%
Rural	9.5	9.9	12.2	5.2%	22.5%
<b>Fixed-Bus Subtotal</b>	<b>12.7</b>	<b>18.8</b>	<b>24.3</b>	<b>48.4%</b>	<b>29.1%</b>
Light Rail (Blue, Orange, Green)	122.5	165.5	185.2	35.1%	11.9%
Light Rail (Silver)	-	-	-	0.0%	0.0%
<b>Light Rail Subtotal</b>	<b>122.5</b>	<b>165.5</b>	<b>185.2</b>	<b>35.1%</b>	<b>11.9%</b>
<b>ALL Fixed Route</b>	<b>22.6</b>	<b>33.9</b>	<b>43.5</b>	<b>50.1%</b>	<b>28.6%</b>
Demand-Resp. (MTS Access)	1.3	1.5	1.7	12.7%	15.0%
Demand-Resp. (Access Taxi)	3.4	2.9	2.9	100.0%	-1.0%
<b>Demand-Resp. Subtotal</b>	<b>1.5</b>	<b>1.6</b>	<b>1.9</b>	<b>9.7%</b>	<b>21.7%</b>
<b>System</b>	<b>21.6</b>	<b>31.6</b>	<b>40.1</b>	<b>45.8%</b>	<b>27.0%</b>

**NOTES:** The Weekday Passengers per In-Service Hour metric generally followed the same trends as Passengers per Revenue Hour.

**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' goal for on-time performance is 85% for Urban Frequent and Rapid bus routes, and 90% for Trolley and all other bus route categories. Each route is 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. 2021	Jan. 2022	June 2022	Sept. 2022	Jan. 2023	
Urban Frequent	85.4%	85.0%	83.6%	82.4%	82.0%	85.0%
Urban Standard	86.6%	86.6%	86.9%	84.8%	84.3%	90.0%
Rapid	88.5%	88.7%	88.7%	86.9%	86.5%	85.0%
Express	92.3%	95.0%	94.4%	91.7%	91.1%	90.0%
Circulator	86.7%	87.6%	84.3%	85.9%	85.0%	90.0%
Premium/Rapid Express	93.4%	94.2%	93.8%	90.5%	88.6%	90.0%
Rural	N/A	N/A	N/A	N/A	N/A	N/A
Demand-Resp. (Access & Taxi)	N/A	N/A	N/A	N/A	N/A	N/A
Light Rail (Blue, Orange, Green)	95.7%	94.3%	96.1%	95.8%	95.8%	90.0%
Light Rail (Silver)	N/A	N/A	N/A	N/A	N/A	N/A
<b>System</b>	<b>86.8%</b>	<b>87.0%</b>	<b>86.5%</b>	<b>85.3%</b>	<b>85.0%</b>	

**NOTES:** This metric is resuming pre-pandemic levels, partly due to increasing ridership, but also because worsening congestion in the urban areas is putting downward pressure on OTP for route categories that operate mostly in the urban street environment.

**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 2021	FY 2022	FY 2023
MTS Directly-Operated Bus	0.92	0.93	0.96
MTS Contracted Fixed-Route Bus	0.95	1.10	1.30
Demand-Resp. (Access & Taxi)	0.33	0.22	0.71
MTS Rail	0.09	0.08	0.05

**NOTES:** In FY 2023, MTS Rail improved on its preventable accident rate, while bus services showed slight increases.

**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 2021	FY 2022	FY 2023	% Change	
				FY21 - FY22	FY22 - FY23
MTS Directly-Operated Bus	5,680	7,029	6,019	23.8%	-14.4%
MTS Contracted Fixed-Route Bus	7,685	10,022	6,765	30.4%	-32.5%
Demand-Resp. (Access & Taxi)	47,913	44,658	47,519	-6.8%	6.4%
MTS Rail	13,567	15,963	15,439	17.7%	-3.3%

**Complaints per 100,000 Passengers**

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

Operator	FY 2021	FY 2022	FY 2023	% Change	
				FY21 - FY22	FY22 - FY23
MTS Directly-Operated Bus	8.0	4.9	4.0	-38.8%	-17.5%
MTS Contracted Fixed-Route Bus	10.5	9.8	10.4	-6.7%	5.8%
Demand-Resp. (Access & Taxi)	119.4	168.8	245.1	41.4%	45.2%
MTS Rail	1.3	1.1	1.2	-13.6%	5.7%
<b>System</b>	<b>5.6</b>	<b>4.7</b>	<b>4.9</b>	<b>-16.1%</b>	<b>3.6%</b>

**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	FY23 Budget	FY23 Actual	# Diff	% Diff
MTS Directly-Operated Bus	762,165	761,678	(487)	-0.1%
MTS Contracted Fixed-Route Bus	1,032,335	989,488	(42,847)	-4.2%
Demand-Resp (Access & Taxi)	150,251	129,217	(21,034)	-14.0%
MTS Rail	705,850	692,826	(13,024)	-1.8%
<b>System</b>	<b>2,650,601</b>	<b>2,573,208</b>	<b>(77,393)</b>	<b>-2.9%</b>

*NOTES:* Directly-operated modes operated nearly all of the budgeted service. The contracted fixed-route bus mode lost service due to strikes at the South Bay and Copley Park divisions in May and June 2023. More demand-response service was operated than budgeted, due to continued increases in demand for ADA paratransit.

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

**Revenue Miles**

Operator	FY23 Budget	FY23 Actual	# Diff	% Diff
MTS Directly-Operated Bus	8,827,397	8,826,407	(990)	0.0%
MTS Contracted Fixed-Route Bus	10,721,706	9,933,536	(788,170)	-7.4%
Demand-Resp (Access & Taxi)	3,317,716	2,635,451	(682,265)	-20.6%
MTS Rail	12,985,891	12,700,555	(285,335)	-2.2%
<b>System</b>	<b>35,852,710</b>	<b>34,095,950</b>	<b>(1,756,760)</b>	<b>-4.9%</b>

*NOTES:* See notes above for Revenue Hours. Variation in the MTS Access miles and hours compared to budget is a result of the trip lengths (of the excess ridership trips) being above or below the average.

**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

**Scheduled In-Service Hours (Weekly Total)**

Operator	June 2022	June 2023	# Diff	% Diff
MTS Directly-Operated Bus	11,930	11,615	(315)	-2.6%
MTS Contracted Fixed-Route Bus	16,005	15,443	(562)	-3.5%
MTS Rail	3,830	3,834	4	0.1%
<b>System</b>	<b>31,766</b>	<b>30,892</b>	<b>(873)</b>	<b>-2.7%</b>

**Scheduled In-Service Miles (Weekly Total)**

Operator	June 2022	June 2023	# Diff	% Diff
MTS Directly-Operated Bus	175,985	169,784	(6,202)	-3.5%
MTS Contracted Fixed-Route Bus	219,567	212,702	(6,865)	-3.1%
MTS Rail	81,987	82,078	91	0.1%
<b>System</b>	<b>477,540</b>	<b>464,564</b>	<b>(12,976)</b>	<b>-2.7%</b>

**Scheduled Weekday Peak-Vehicle Requirement**

This measure shows 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

Operator	June 2022	June 2023	# Change FY22 - FY23
MTS Directly-Operated Bus	185	185	0
MTS Contracted Fixed-Route Bus	281	270	(11)
MTS Rail	115	115	0

**Scheduled In-Service Speed (MPH) (Weekday)**

Operator	June 2022	June 2023	% Change FY22 - FY23
MTS Directly-Operated Bus	14.7	14.6	-0.8%
MTS Contracted Fixed-Route Bus	13.7	13.8	0.6%
MTS Rail	21.5	21.5	0.0%

**NOTES:** Scheduled service speeds remained relatively flat year-over-year.

**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 2022	June 2023	% Change FY22 - FY23
MTS Directly-Operated Bus	88.7%	88.3%	-0.5%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail	98.3%	98.2%	-0.1%

**NOTES:** Efficiency of scheduling has kept the ratio generally consistent over time.

**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 2022	June 2023	% Change FY22 - FY23
MTS Directly-Operated Bus	76.0%	76.7%	0.9%
MTS Contracted Fixed-Route Bus	N/A	N/A	N/A
MTS Rail (Layover Included)	84.9%	83.7%	-1.3%

**NOTES:** Efficiency of scheduling has kept the ratio generally consistent over time.

**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	FY 2021	FY 2022	FY 2023	% Change	
				FY21 - FY22	FY22 - FY23
MTS Directly-Operated Bus	12.5%	14.1%	16.9%	13.3%	19.4%
MTS Contracted Fixed-Route Bus	17.7%	17.1%	23.0%	-3.3%	34.8%
MTS Rail	20.7%	24.7%	21.3%	-2.7%	-13.7%
<b>ALL Fixed Route</b>	<b>16.6%</b>	<b>18.7%</b>	<b>20.2%</b>	<b>13.2%</b>	<b>7.8%</b>
Demand-Resp (Access & Taxi)	4.4%	6.5%	7.8%	-7.9%	20.3%
<b>System</b>	<b>16.1%</b>	<b>18.2%</b>	<b>19.7%</b>	<b>13.0%</b>	<b>8.0%</b>

**NOTES:** While MTS has always been far ahead of the TDA requirement on farebox recovery rate, the Covid-19 pandemic has reduced this below the requirement in FY 2020-FY 2023. However, the state provided relief from this requirement due to the pandemic, so MTS' TDA funds are still secure. State lawmakers are considering reforms to the TDA legislation that would remove or replace these requirements, in recognition of the changing role of public transportation since the requirement was added in 1978 (such as improving social equity and reducing greenhouse gas emissions).

**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	FY 2021	FY 2022	FY 2023	% Change	
				FY21 - FY22	FY22 - FY23
Urban Frequent	\$ 7.29	\$ 5.30	\$ 4.74	-27.3%	-10.6%
Urban Standard	\$ 7.88	\$ 6.32	\$ 5.66	-19.8%	-10.5%
Rapid	\$ 13.25	\$ 6.26	\$ 4.54	-52.8%	-27.4%
Express	\$ 14.63	\$ 10.06	\$ 10.60	-31.2%	5.3%
Circulator	\$ 11.53	\$ 8.45	\$ 7.62	-26.7%	-9.8%
Premium/Rapid Express	\$ 31.16	\$ 18.45	\$ 16.03	-40.8%	-13.1%
Rural	\$ 23.47	\$ 24.76	\$ 23.99	5.5%	-3.1%
<b>Fixed-Bus Subtotal</b>	<b>\$ 8.43</b>	<b>\$ 5.86</b>	<b>\$ 5.09</b>	<b>-30.4%</b>	<b>-13.3%</b>
Light Rail (Blue, Orange, Green)	\$ 3.79	\$ 2.62	\$ 2.73	-31.0%	4.5%
Light Rail (Silver)	\$ 78.19	\$ 28.84	\$ 28.80	-63.1%	-0.1%
<b>Light Rail Subtotal</b>	<b>\$ 3.79</b>	<b>\$ 2.62</b>	<b>\$ 2.74</b>	<b>-31.0%</b>	<b>4.4%</b>
<b>ALL Fixed Route</b>	<b>\$ 6.11</b>	<b>\$ 4.18</b>	<b>\$ 3.84</b>	<b>-31.6%</b>	<b>-8.1%</b>
Demand-Resp. (MTS Access)	\$ 102.80	\$ 67.73	\$ 60.84	-34.1%	-10.2%
Demand-Resp. (Access Taxi)	\$ 36.57	\$ 31.25	\$ 34.36	100.0%	10.0%
<b>Demand Response Subtotal</b>	<b>\$ 93.65</b>	<b>\$ 63.19</b>	<b>\$ 53.33</b>	<b>-32.5%</b>	<b>-15.6%</b>
<b>System</b>	<b>\$ 6.35</b>	<b>\$ 4.38</b>	<b>\$ 4.02</b>	<b>-31.0%</b>	<b>-8.1%</b>

**NOTES:** After a major spike in FY 2021, MTS' subsidy per passenger dropped in FY 2022 and FY 2023 due to returning ridership. However, high inflation on the cost side continues to put a strain on this metric.

FY 2023 ANNUAL ROUTE STATISTICS																						
BASE STATISTICS												TITLE VI MONITORING										
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY22-23 % 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	21,867,982	25.9%	67,371	183.2	\$ 2.95	\$ 0.74	\$ 2.21	25.1%	119,126	2,199,021	Blue	✓	90%	93%	15 min.	7.5	15	3.00	0%	No
Orange	LRT	3,4,8,9,LG,LM,EC	6,251,754	12.2%	19,128	126.3	\$ 4.29	\$ 0.74	\$ 3.55	17.3%	49,481	876,091	Orange	✓	90%	94%	15 min.	15	15	3.00	0%	No
Green	LRT	2,3,7,9,LM,EC,ST	7,926,568	16.6%	23,068	126.6	\$ 4.28	\$ 0.74	\$ 3.54	17.3%	61,554	1,171,397	Green	✓	90%	92%	15 min.	15	15	3.00	0%	No
Silver	LRT	3	1,056	(49.7%)	-	18.5	\$ 29.22	\$ 0.52	\$ 28.70	1.8%	-	-	Silver	✓	90%	100%	15 min.	30	30	3.00	0%	No
1	Frq	3,7,9,LM	707,665	(4.0%)	2,282	17.4	\$ 4.44	\$ 1.31	\$ 3.13	29.5%	42,565	386,771	1	✓	85%	77%	15 min.	15	15	1.50	0%	No
2	Frq	3	535,750	20.2%	1,724	17.2	\$ 8.89	\$ 1.18	\$ 7.72	13.2%	31,150	244,905	2	✓	85%	93%	15 min.	12	15	1.50	0%	No
3	Frq	3,4,8,9	827,961	(5.5%)	2,706	18.1	\$ 3.62	\$ 1.36	\$ 2.26	37.5%	48,440	372,653	3	✓	85%	76%	15 min.	12	12	1.50	0%	No
4	Std	3,4,8,9	505,378	22.0%	1,597	21.7	\$ 7.05	\$ 1.06	\$ 5.99	15.0%	23,300	248,279	4	✓	85%	86%	30 min.	30	30	1.50	0%	No
5	Frq	3,4,8,9	389,179	(4.0%)	1,321	18.0	\$ 3.55	\$ 1.28	\$ 2.27	36.2%	22,632	173,739	5	✓	85%	88%	15 min.	12	12	1.50	0%	No
6	Frq	3,7	245,394	25.4%	759	16.1	\$ 9.54	\$ 1.15	\$ 8.38	12.1%	15,373	130,643	6	✓	85%	87%	15 min.	15	15	1.50	0%	No
7	Frq	3,4,9	1,731,404	22.6%	5,225	26.7	\$ 5.73	\$ 1.08	\$ 4.65	18.9%	64,923	504,548	7	✓	85%	82%	15 min.	10	10	1.50	0%	No
8	Frq	2,3	511,208	28.5%	1,371	17.3	\$ 8.87	\$ 1.25	\$ 7.62	14.1%	29,583	314,477	8	✓	85%	87%	15 min.	20	20	1.50	0%	No
9	Frq	2,3	259,822	31.7%	737	14.7	\$ 10.38	\$ 1.18	\$ 9.21	11.3%	17,791	157,567	9	✓	85%	92%	15 min.	20	20	1.50	0%	No
10	Frq	2,3,4,9	870,403	20.8%	2,871	22.4	\$ 6.85	\$ 1.26	\$ 5.59	18.4%	38,775	349,950	10	✓	85%	81%	15 min.	12	15	1.50	0%	No
11	Frq	3,9	467,540	7.3%	1,501	14.9	\$ 10.24	\$ 1.30	\$ 8.94	12.7%	31,261	308,374	11	✓	85%	84%	15 min.	15	15	1.50	0%	No
12	Frq	3,4,8,9	850,892	23.0%	2,756	21.1	\$ 7.24	\$ 0.98	\$ 6.27	13.5%	40,206	395,618	12	✓	85%	84%	15 min.	7.5/15	15	1.50	0%	No
13	Frq	4,7,9,NC	1,490,154	24.3%	4,749	29.5	\$ 5.19	\$ 1.07	\$ 4.12	20.6%	50,554	511,735	13	✓	85%	84%	15 min.	12	12	1.50	0%	No
14	Circ	7,9,LM	37,146	13.3%	146	6.6	\$ 11.92	\$ 1.22	\$ 10.71	10.2%	6,452	63,482	14	✓	90%	84%	60 min.	60	60	1.00	0%	No
18	Circ	3,7	12,846	15.1%	51	5.5	\$ 14.37	\$ 1.39	\$ 12.98	9.7%	2,634	39,769	18	✓	90%	89%	60 min.	30	30	1.00	0%	No
20	Exp	3,5,6,7	360,223	19.7%	1,190	10.4	\$ 14.73	\$ 1.24	\$ 13.50	8.4%	34,744	650,911	20	✓	90%	91%	30 min.	15/30	30	1.50	0%	No
25	Circ	6,7	37,693	11.4%	148	7.0	\$ 11.32	\$ 1.22	\$ 10.10	10.8%	6,266	79,289	25	✓	90%	87%	60 min.	60	60	1.00	0%	No
27	Std	2,6	213,310	20.3%	655	10.6	\$ 7.02	\$ 1.34	\$ 5.68	19.0%	20,845	181,973	27	✓	85%	87%	30 min.	30	30	1.50	0%	No
28	Std	2,3	214,790	8.7%	692	17.9	\$ 3.22	\$ 1.16	\$ 2.06	36.0%	12,428	84,511	28	✓	85%	82%	30 min.	15/30	30	1.50	0%	No
30	Frq	1,2,3	1,017,256	22.9%	3,068	18.9	\$ 8.10	\$ 1.27	\$ 6.83	15.7%	53,863	667,701	30	✓	85%	79%	15 min.	15	15	1.50	0%	No
31	Std	1,6	77,216	37.4%	304	16.0	\$ 9.56	\$ 1.35	\$ 8.21	14.2%	4,816	59,101	31	✓	85%	89%	30 min.	30	-	1.50	0%	No
35	Frq	2,3	318,441	1.4%	975	16.5	\$ 3.09	\$ 1.37	\$ 1.72	44.5%	20,028	120,699	35	✓	85%	85%	15 min.	15	15	1.50	0%	No
41	Frq	1,6,7	759,248	22.1%	2,631	20.8	\$ 7.36	\$ 1.17	\$ 6.20	15.9%	36,603	465,148	41	✓	85%	90%	15 min.	7.5/15	15	1.50	0%	No
43~	Frq	2,6	386,007	100.0%	1,219	15.4	\$ 9.95	\$ 1.13	\$ 8.82	11.3%	25,335	250,776	43	✓	85%	92%	15 min.	15	15	1.50	0%	No
44	Frq	2,3,6,7	683,179	30.0%	2,225	20.0	\$ 7.66	\$ 1.07	\$ 6.59	14.0%	34,216	355,866	44	✓	85%	91%	15 min.	7.5/15	15	1.50	0%	No
60	Exp	1,3,4,6,9	55,598	42.1%	219	16.7	\$ 9.17	\$ 1.16	\$ 8.01	12.6%	3,325	59,187	60	✓	90%	83%	30 min.	20/30	-	1.50	0%	No
83	Circ	3	14,106	(1.9%)	56	5.0	\$ 15.92	\$ 1.40	\$ 14.52	8.8%	3,226	25,949	83	✓	90%	90%	60 min.	60	60	1.00	0%	No
84	Circ	2	12,473	(1.3%)	49	4.7	\$ 16.90	\$ 1.44	\$ 15.46	8.5%	3,010	35,575	84	✓	90%	93%	60 min.	60	60	1.00	0%	No
88	Circ	3,7	88,452	35.1%	294	12.3	\$ 5.09	\$ 1.42	\$ 3.67	27.9%	7,305	51,198	88	✓	90%	94%	60 min.	30	30	1.00	0%	No
105	Std	1,2,3,6	192,420	6.1%	686	12.7	\$ 12.09	\$ 1.07	\$ 11.03	8.8%	15,140	182,144	105	✓	85%	93%	30 min.	30	30	1.50	0%	No
110	Exp	3,6	17,646	12.4%	69	9.6	\$ 15.96	\$ 1.25	\$ 14.70	7.8%	1,832	40,188	110	✓	90%	97%	30 min.	20/30	-	1.50	0%	No
115	Std	7,9,LM,EC	189,961	52.5%	678	11.5	\$ 8.98	\$ 1.11	\$ 7.87	12.3%	16,901	195,809	115	✓	85%	84%	30 min.	30	30	1.50	0%	No
120	Frq	3,6,7	483,432	25.0%	1,577	14.3	\$ 10.67	\$ 1.25	\$ 9.42	11.8%	33,704	351,480	120	✓	85%	86%	15 min.	15/30	15/30	1.50	0%	No
140~	Exp	1,2	37,381	100.0%	185	6.3	\$ 24.44	\$ 1.34	\$ 23.10	5.5%	5,972	71,318	140	✓	85%	86%	30 min.	15	30	1.50	0%	No
201/202^	Rpd	1	2,452,699	57.6%	8,820	59.3	\$ 2.58	\$ 1.36	\$ 1.23	52.5%	41,596	372,460	201/202^	✓	85%	92%	15 min.	5	10	1.50	0%	No
204^	Rpd	1	70,422	61.2%	277	17.2	\$ 8.92	\$ 1.35	\$ 7.57	15.1%	4,102	28,501	204^	✓	85%	94%	15 min.	30	30	1.50	0%	No
215^	Rpd	3,9	1,271,180	24.8%	3,817	25.3	\$ 6.06	\$ 1.18	\$ 4.88	19.4%	50,293	499,112	215^	✓	85%	83%	15 min.	10	15	1.50	0%	No
225^	Rpd	3,8,CV	495,535	24.7%	1,566	13.8	\$ 12.16	\$ 1.42	\$ 10.74	11.7%	37,085	726,726	225^	✓	85%	80%	15 min.	15	30	1.50	0%	No

FY 2023 ANNUAL ROUTE STATISTICS																						
BASE STATISTICS													TITLE VI MONITORING									
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY22-23 % 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%?
235^	Rpd	3,5,6,9,Esc	1,035,247	17.1%	3,299	16.7	\$ 9.18	\$ 1.26	\$ 7.91	13.8%	61,881	1,461,930	235^		85%	88%	15 min.	15	15	1.50	0%	No
237^	Rpd	1,6	151,933	25.7%	598	12.9	\$ 11.90	\$ 1.35	\$ 10.55	11.4%	11,828	145,479	237^	✓	85%	93%	15 min.	15	-	1.50	0%	No
280	RpEx	3,5,Esc	50,070	33.2%	197	13.2	\$ 22.68	\$ 3.39	\$ 19.29	15.0%	3,802	119,461	280		90%	89%	30 min.	15	-	1.00	0%	No
290	RpEx	3,5	51,994	25.3%	205	14.5	\$ 16.30	\$ 3.40	\$ 12.90	20.9%	3,576	89,103	290		90%	88%	30 min.	10	-	1.00	0%	No
701	Frq	CV	296,390	3.9%	1,062	15.3	\$ 5.64	\$ 1.07	\$ 4.57	19.0%	20,327	208,616	701	✓	85%	78%	15 min.	15	15	1.50	0%	No
704	Std	CV	291,968	11.0%	1,027	14.5	\$ 6.23	\$ 1.28	\$ 4.95	20.6%	21,066	226,108	704	✓	85%	82%	30 min.	30	30	1.50	0%	No
705	Std	CV,NC,Cty	146,765	15.6%	521	13.5	\$ 5.51	\$ 1.26	\$ 4.25	22.8%	11,305	101,243	705	✓	85%	90%	30 min.	30/60	30/60	1.50	0%	No
707	Std	CV	82,390	16.4%	324	11.4	\$ 7.07	\$ 1.17	\$ 5.90	16.5%	7,474	72,151	707	✓	85%	87%	30 min.	30	30	1.50	0%	No
709	Frq	CV	534,694	27.2%	1,889	19.0	\$ 4.86	\$ 1.21	\$ 3.65	25.0%	29,583	321,788	709	✓	85%	82%	15 min.	7.5/15	15	1.50	0%	No
712	Frq	CV	434,158	20.0%	1,532	20.8	\$ 4.18	\$ 1.11	\$ 3.07	26.5%	20,979	214,188	712	✓	85%	85%	15 min.	15	15	1.50	0%	No
815	Frq	EC	262,403	6.3%	858	18.8	\$ 3.50	\$ 1.41	\$ 2.09	40.3%	14,220	104,542	815		85%	86%	15 min.	15	15	1.50	0%	No
816	Std	EC,Cty	82,034	20.0%	323	9.6	\$ 10.23	\$ 1.30	\$ 8.93	12.7%	8,656	95,123	816		85%	83%	30 min.	30	30	1.50	0%	No
832	Std	ST	31,578	40.1%	111	12.0	\$ 7.46	\$ 1.22	\$ 6.24	16.4%	2,673	28,014	832		85%	82%	30 min.	60	60	1.50	0%	No
833	Std	EC,ST	53,920	(1.7%)	177	8.1	\$ 9.79	\$ 1.31	\$ 8.48	13.4%	7,378	73,115	833		85%	81%	30 min.	35-45	35-45	1.50	0%	No
834	Std	ST	20,796	5.5%	82	8.6	\$ 10.79	\$ 1.13	\$ 9.65	10.5%	2,418	24,801	834		85%	77%	30 min.	60	60	1.50	0%	No
838	Std	Cty	105,830	(7.8%)	301	10.8	\$ 7.30	\$ 1.44	\$ 5.85	19.8%	10,342	155,447	838		85%	78%	30 min.	60	60	1.50	0%	No
848	Std	EC,Cty	218,127	25.9%	710	13.9	\$ 6.23	\$ 1.29	\$ 4.93	20.8%	15,997	153,622	848		85%	86%	30 min.	30	30	1.50	0%	No
851	Circ	LM,Cty	44,973	23.1%	177	13.0	\$ 6.91	\$ 0.97	\$ 5.94	14.0%	3,513	40,836	851	✓	90%	86%	60 min.	60	60	1.00	0%	No
852	Std	4,9,LM	200,986	17.7%	635	11.0	\$ 7.37	\$ 1.25	\$ 6.12	17.0%	18,584	168,231	852	✓	85%	84%	30 min.	30	30	1.50	0%	No
854	Std	7,LM	33,583	23.8%	132	9.5	\$ 10.08	\$ 1.32	\$ 8.76	13.1%	3,538	37,656	854		85%	91%	30 min.	30/60	30/60	1.50	0%	No
855	Std	LM,Cty	156,213	31.4%	539	17.4	\$ 4.88	\$ 1.07	\$ 3.82	21.8%	9,126	86,047	855	✓	85%	91%	30 min.	30	30	1.50	0%	No
856	Std	4,9,LG,Cty	373,080	26.6%	1,324	16.8	\$ 5.80	\$ 1.19	\$ 4.62	20.5%	22,587	246,901	856	✓	85%	79%	30 min.	30	30	1.50	0%	No
864	Std	EC,Cty	238,460	(1.0%)	746	15.6	\$ 4.96	\$ 1.42	\$ 3.54	28.6%	15,485	132,674	864		85%	82%	30 min.	30	30	1.50	0%	No
872	Std	EC	29,232	22.6%	115	8.8	\$ 7.05	\$ 1.34	\$ 5.71	19.0%	3,335	22,845	872		85%	90%	30 min.	30	30	1.50	0%	No
874/875	Std	EC	230,852	13.5%	764	13.5	\$ 6.42	\$ 1.41	\$ 5.01	21.9%	17,239	165,802	874/875		85%	84%	30 min.	30	30	1.50	0%	No
888	Rural	EC,Cty	788	(21.5%)	8	1.4	\$ 179.87	\$ 5.74	\$ 174.13	3.2%	557	17,666	888									
891	Rural	EC,Cty	246	(27.0%)	5	0.8	\$ 324.37	\$ 4.85	\$ 319.52	1.5%	337	9,344	891									
892	Rural	EC,Cty	232	(22.4%)	4	0.8	\$ 315.24	\$ 6.28	\$ 308.95	2.0%	330	8,784	892									
894	Rural	EC,Cty	42,321	17.9%	167	10.3	\$ 21.80	\$ 3.89	\$ 17.91	17.9%	5,644	102,154	894									
901	Frq	3,8,IB,Cor	512,372	6.2%	1,592	13.7	\$ 8.29	\$ 1.39	\$ 6.90	16.8%	38,445	517,078	901	✓	85%	76%	15 min.	15	30	1.50	0%	No
904*	Circ	Cor	67,772	(4.5%)	188	9.7	\$ 4.72	\$ 0.24	\$ 4.48	5.0%	7,612	37,487	904*		90%	84%	60 min.	60	60	1.50	0%	No
905	Std	8	398,812	6.0%	1,433	27.1	\$ 4.37	\$ 1.13	\$ 3.25	25.8%	15,412	215,375	905	✓	85%	86%	30 min.	15/30	30	1.50	0%	No
906/907	Frq	8	824,801	(2.9%)	2,636	23.5	\$ 2.58	\$ 1.30	\$ 1.28	50.5%	36,453	263,807	906/907	✓	85%	80%	15 min.	15	15	1.50	0%	No
909	Circ	8	40,149	(18.0%)	158	11.5	\$ 9.30	\$ 1.45	\$ 7.84	15.6%	3,627	46,573	909	✓	90%	73%	60 min.	60+	60+	1.5	0%	No
916/917	Std	4,LG	107,619	21.2%	375	9.6	\$ 10.10	\$ 1.23	\$ 8.87	12.2%	11,649	133,946	916/917	✓	85%	80%	30 min.	30/60	30/60	1.50	0%	No
921	Std	1,6	186,603	18.6%	601	12.0	\$ 7.15	\$ 1.48	\$ 5.67	20.7%	15,880	154,805	921	✓	85%	81%	30 min.	30	30	1.50	0%	No
923	Std	2,3	113,318	4.5%	446	8.7	\$ 8.88	\$ 1.35	\$ 7.53	15.2%	13,520	123,444	923		85%	84%	30 min.	30	30	1.50	0%	No
928	Std	6,7	125,303	3.7%	433	8.7	\$ 11.80	\$ 1.40	\$ 10.40	11.9%	14,751	167,855	928		85%	84%	30 min.	30	30	1.50	0%	No
929	Frq	3,8,CV,NC	1,180,640	5.1%	3,826	20.5	\$ 4.13	\$ 1.23	\$ 2.90	29.9%	60,285	603,746	929	✓	85%	70%	15 min.	12	15	1.00	0%	No
932	Frq	8,CV,NC	623,475	(2.4%)	2,103	18.7	\$ 4.34	\$ 1.28	\$ 3.06	29.4%	34,981	337,967	932	✓	85%	80%	15 min.	15	15	1.50	0%	No
933/934	Frq	8,IB	1,095,907	11.4%	3,637	21.9	\$ 4.46	\$ 1.05	\$ 3.41	23.6%	52,099	598,698	933/934	✓	85%	74%	15 min.	12	15	1.50	0%	No
936	Std	4,9,LG,Cty	299,196	18.5%	871	15.0	\$ 4.77	\$ 1.34	\$ 3.43	28.1%	20,310	163,303	936	✓	85%	80%	30 min.	30	30	1.50	0%	No
944	Std	5,PW	37,693	0.2%	146	6.0	\$ 13.12	\$ 1.40	\$ 11.72	10.7%	7,215	77,598	944		85%	91%	30 min.	30	30	1.00	0%	No
945	Std	5,PW	76,311	(4.0%)	271	7.0	\$ 11.22	\$ 1.28	\$ 9.94	11.4%	12,140	168,988	945		85%	83%	30 min.	30	30	1.50	0%	No
945A	Std	PW	7,382	(4.7%)	29	8.3	\$ -	\$ -	\$ -	4.4%	1,004	14,120	945A		85%	82%	30 min.	30	30	1.50	0%	No
950	Exp	8	215,097	1.7%	709	28.3	\$ 5.17	\$ 1.26	\$ 3.91	24.3%	7,836	132,315	950	✓	90%	96%	30 min.	12/20	20	1.50	0%	No
955	Frq	4,8,9,NC	805,316	1.4%	2,622	20.7	\$ 3.73	\$ 1.19	\$ 2.54	32.0%	43,563	398,793	955	✓	85%	81%	15 min.	12	12	1.50	0%	No



FY 2023 ANNUAL ROUTE STATISTICS														TITLE VI MONITORING								
BASE STATISTICS														TITLE VI MONITORING								
Route	Cat	Jurisdiction (#=SD Dist.)	Annual Passengers	FY22-23 % Change	Avg. Wkdy. 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	407,638	12.7%	1,310	17.8	\$ 4.79	\$ 1.12	\$ 3.67	23.3%	23,709	241,015	961	✓	85%	79%	15 min.	15/30	15/30	1.50	0%	No
962	Frq	4,NC,Cty	356,058	(3.3%)	1,113	17.2	\$ 5.13	\$ 1.32	\$ 3.82	25.6%	21,452	224,278	962	✓	85%	79%	15 min.	15	15	1.50	0%	No
963	Std	4,NC	109,486	16.7%	360	12.2	\$ 5.70	\$ 1.35	\$ 4.34	23.8%	9,336	77,789	963	✓	85%	85%	30 min.	30	30	1.50	0%	No
964	Circ	5,6	78,325	(4.9%)	308	9.6	\$ 8.21	\$ 1.24	\$ 6.97	15.1%	9,113	85,820	964	✓	90%	84%	60 min.	30	30	1.00	0%	No
965	Circ	9	37,981	7.5%	130	8.9	\$ 8.88	\$ 1.29	\$ 7.59	14.5%	4,743	48,268	965	✓	90%	75%	60 min.	35-45	35-45	1.00	0%	No
967	Std	4,NC	27,497	6.6%	108	7.9	\$ 9.40	\$ 1.36	\$ 8.04	14.5%	3,607	32,106	967	✓	85%	91%	30 min.	60	60	1.50	0%	No
968	Std	NC	44,426	27.2%	175	11.0	\$ 7.56	\$ 1.11	\$ 6.45	14.6%	4,186	41,902	968	✓	85%	84%	30 min.	60+	60+	1.50	0%	No
972**	Circ	1,6	5,502	15.9%	22	4.7	\$ 16.68	\$ 0.78	\$ 15.90	4.7%	1,321	14,107	972**						1.00	0%	No	
973**	Circ	1,6	7,548	19.3%	30	6.3	\$ 12.31	\$ 0.78	\$ 11.53	6.3%	1,334	17,289	973**	✓					1.00	0%	No	
974 ***	Circ	1	6,968	16.6%	27	6.4	\$ 12.16	\$ 0.78	\$ 11.38	6.4%	1,211	11,335	974 ***	✓					1.00	0%	No	
978**	Circ	1	5,222	(9.4%)	21	4.5	\$ 17.30	\$ 0.78	\$ 16.52	4.5%	1,293	13,747	978**						1.00	0%	No	
979**	Circ	1	6,295	57.0%	25	5.6	\$ 13.92	\$ 0.78	\$ 13.14	5.6%	1,262	11,044	979**						1.00	0%	No	
985~	Circ	1	22,896	100.0%	90	8.1	\$ 9.77	\$ 1.48	\$ 8.29	15.1%	3,357	38,082	985	✓	90%	89%	15 min.	15	15	1.00	0%	No
992	Frq	2,3	288,060	13.8%	794	13.0	\$ 5.15	\$ 1.35	\$ 3.80	26.3%	23,097	182,704	992	✓	85%	68%	15 min.	15	15	1.50	0%	No
Access	D.R.	ALL	178,828	5.7%	630	1.7	\$ 65.31	\$ 4.46	\$ 60.84	6.8%												
Taxi	D.R.	ALL	70,834	194.6%	242	2.8	\$ 39.01	\$ 4.65	\$ 34.36	11.9%												
<b>TOTAL</b>			<b>68,511,363</b>	<b>18.9%</b>	<b>215,970</b>	<b>32.4</b>	<b>\$ 5.01</b>	<b>\$ 0.99</b>	<b>\$ 4.02</b>	<b>19.7%</b>	<b>2,028,018</b>	<b>23,833,695</b>										

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](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	20,156,847	13.6%	64,672	19.6	\$ 5.93	\$ 1.19	\$ 4.74	20.1%
Urban Standard	5,222,535	15.3%	17,693	13.5	\$ 6.93	\$ 1.25	\$ 5.68	18.0%
Rapid ^	5,477,016	36.2%	18,378	26.6	\$ 5.84	\$ 1.30	\$ 4.54	22.3%
Express	685,945	-13.8%	2,294	12.8	\$ 11.84	\$ 1.24	\$ 10.60	10.5%
Circulator	526,347	9.0%	1,920	8.6	\$ 8.44	\$ 1.10	\$ 7.34	13.0%
Premium/Rapid Express	102,064	29.0%	402	13.8	\$ 19.43	\$ 3.40	\$ 16.03	17.5%
Rural ^^	43,587	16.2%	172	8.2	\$ 27.93	\$ 3.94	\$ 23.99	14.1%
<b>Fixed Bus Subtotal</b>	<b>32,214,341</b>	<b>16.4%</b>	<b>105,530</b>	<b>18.4</b>	<b>\$ 6.32</b>	<b>\$ 1.23</b>	<b>\$ 5.09</b>	<b>19.5%</b>
Light Rail (B,O,G)	36,046,304	21.2%	109,568	155.7	\$ 3.48	\$ 0.74	\$ 2.73	21.3%
Light Rail (Silver)	1,056	-49.7%	-	18.5	\$ 29.22	\$ 0.52	\$ 28.70	1.8%
<b>Light Rail Subtotal</b>	<b>36,047,360</b>	<b>21.2%</b>	<b>109,568</b>	<b>155.7</b>	<b>\$ 3.48</b>	<b>\$ 0.74</b>	<b>\$ 2.74</b>	<b>21.3%</b>
<b>ALL Fixed-Route</b>	<b>68,261,701</b>	<b>18.9%</b>	<b>215,098</b>	<b>34.4</b>	<b>\$ 4.82</b>	<b>\$ 0.97</b>	<b>\$ 3.84</b>	<b>20.2%</b>
MTS Access	178,828	5.7%	630	1.7	\$ 65.31	\$ 4.46	\$ 60.84	6.8%
Access Taxi	70,834	194.6%	242	2.8	\$ 39.01	\$ 4.65	\$ 34.36	11.9%
<b>Demand-Resp Subtotal</b>	<b>249,662</b>	<b>29.2%</b>	<b>872</b>	<b>1.9</b>	<b>\$ 57.85</b>	<b>\$ 4.52</b>	<b>\$ 53.33</b>	<b>7.8%</b>
<b>System Total</b>	<b>68,511,363</b>	<b>18.9%</b>	<b>215,970</b>	<b>32.4</b>	<b>\$ 5.01</b>	<b>\$ 0.99</b>	<b>\$ 4.02</b>	<b>19.7%</b>

\* City of Coronado subsidized fares for summer service on Route 904.

\*\* SVCC Fares and one-half of the subsidy are paid for by NCTD.

\*\*\* Route 974 SVCC connection to UCSD service starts January 2020

^ SANDAG reimburses MTS for net operating costs for Routes 201-237 (TransNet funds).

^^ Routes 888, 891, 892, and 894 receive federal rural operating subsidy.

~ Routes 43, 140, 985 are new routes starting Nov 21, 2021 with opening of Mid-Coast.

-- Routes 50 and 150 discontinued starting Nov 21, 2021 with opening of Mid-Coast.

& Rural and Demand Response services have no specific Policy 42 goals for on-time performance, 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

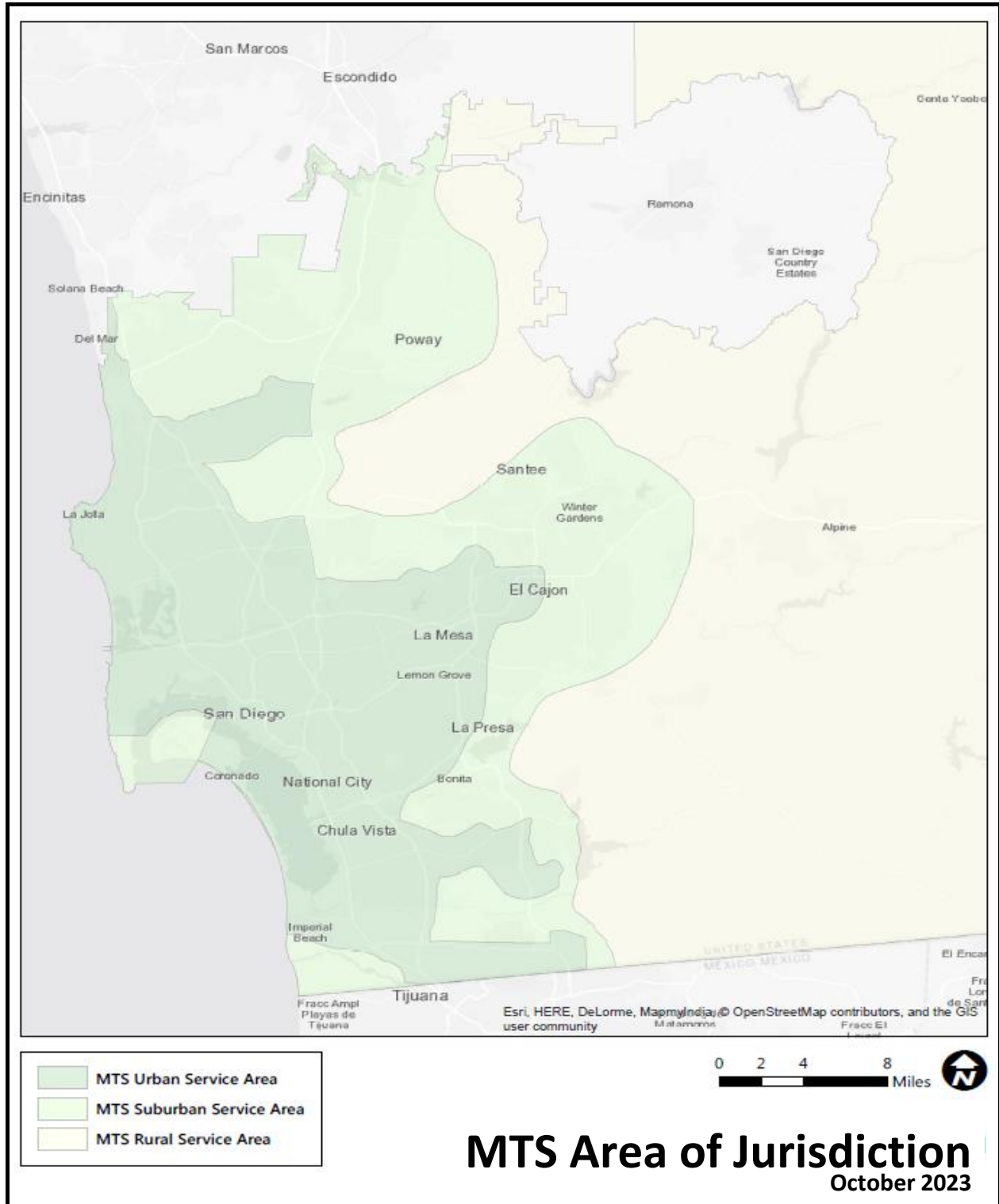
SERVICE AVAILABILITY *	
Goal	Actual
80% of residents or jobs within 1/2 mile of a bus stop or rail station in urban area	% of <b>residents</b> within 1/2 mile of a bus stop or rail station in urban areas: <b>99.2%</b> % of <b>jobs</b> within 1/2 mile of a bus stop or rail station in urban areas: <b>95.9%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

See attached map entitled 'Metropolitan Transit System Area of Jurisdiction.'

^ Minority Route report updated using ACS 2021 (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)





# FY 2023 Performance Monitoring Report

## Board of Directors

# Policy 42 Evaluation Criteria

CUSTOMER FOCUSED/COMPETITIVE		INTEGRATED	SUSTAINABLE	
PRODUCTIVITY	QUALITY	CONNECTIVITY	RESOURCES	EFFICIENCY
<ul style="list-style-type: none"> <li>• <b>Total Passengers</b></li> <li>• Average Weekday Passengers</li> <li>• <b>Passengers/ Revenue Hour</b></li> <li>• Passengers/ In-Service Hour</li> </ul>	<ul style="list-style-type: none"> <li>• Passenger Load Factor</li> <li>• <b>On-Time Performance</b></li> <li>• <b>Accidents/ 100,000 Miles</b></li> <li>• <b>Comments/ 100,000 Passengers</b></li> <li>• <b>Mean Distance Between Failures</b></li> </ul>	<ul style="list-style-type: none"> <li>• Route Headway</li> <li>• Span-of- Service Consistency</li> <li>• Service Availability</li> </ul>	<ul style="list-style-type: none"> <li>• In-Service Miles</li> <li>• In-Service Hours</li> <li>• Peak Vehicle Requirement</li> </ul>	<ul style="list-style-type: none"> <li>• In-Service Speed</li> <li>• In-Service/Total Miles</li> <li>• In-Service/Total Hours</li> <li>• <b>Farebox Recovery Ratio</b></li> <li>• Subsidy/Passenger</li> </ul>

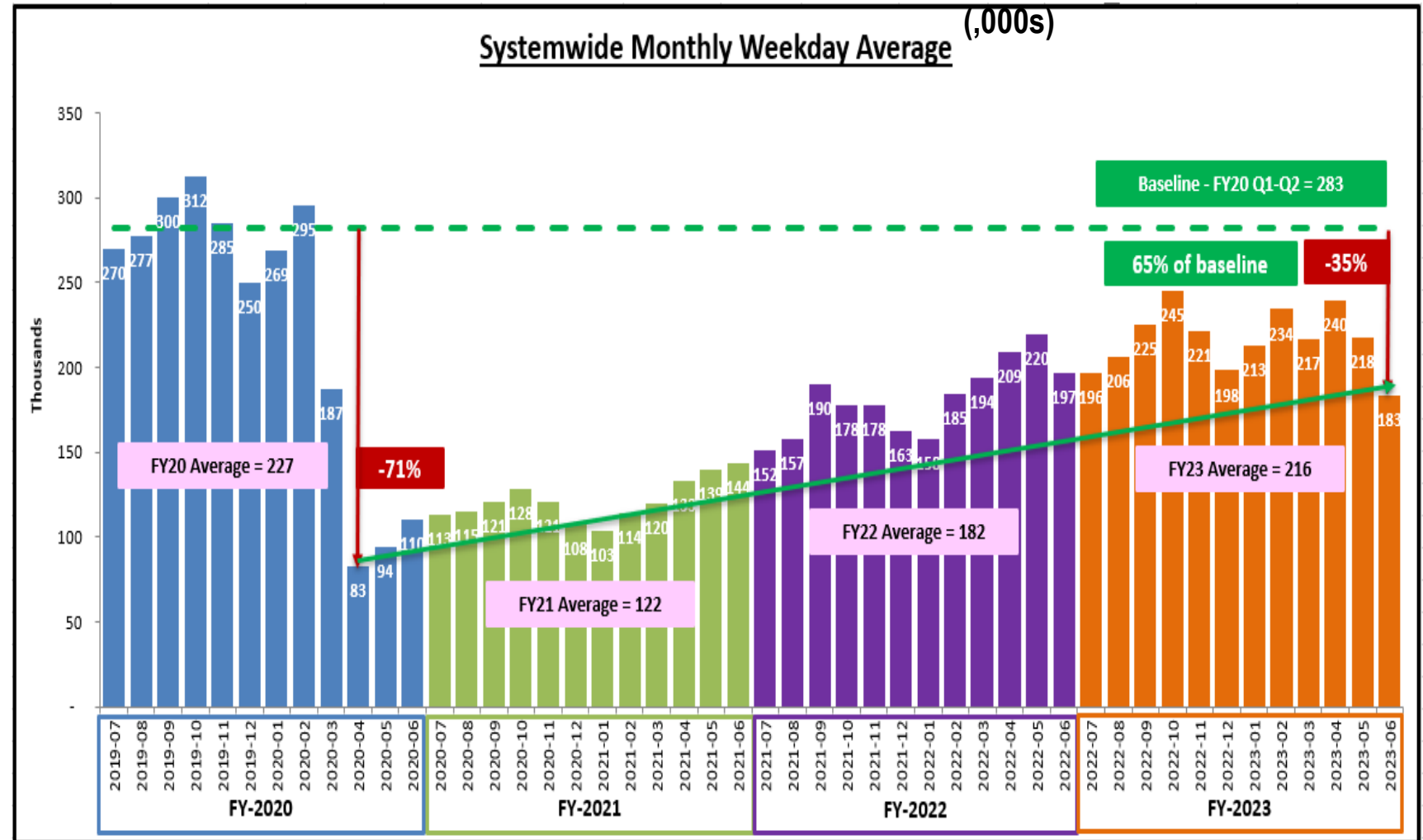
# Total Passengers

- **Policy 42 GOAL** is a year-over-year improvement by Route, Category, and System
- **FY 2023 ridership increased nearly 20% over FY 2022.**
- 68.5 million riders in FY 2023 was short of 70m target, due mainly to strike days. Average weekday ridership of 216k was 19% higher compared to FY 2022.

Route Categories	FY 2021	FY 2022	FY 2023	% Change FY22-FY23
Urban Frequent	13,100,977	17,739,607	20,156,847	13.6%
Urban Standard	3,324,699	4,528,650	5,222,535	15.3%
Rapid	2,122,799	4,021,024	5,477,016	36.2%
Express	689,067	795,781	685,945	-13.8%
Circulator	285,430	482,904	526,347	9.0%
Rapid Express	34,017	79,098	102,064	29.0%
Rural	34,329	37,522	43,587	16.2%
<b>Fixed-Route Bus</b>	<b>19,591,318</b>	<b>27,684,586</b>	<b>32,214,341</b>	<b>16.4%</b>
<b>Light Rail</b>	<b>19,516,337</b>	<b>29,739,501</b>	<b>36,047,360</b>	<b>21.2%</b>
<b>All Fixed-Route</b>	<b>39,107,655</b>	<b>57,424,085</b>	<b>68,261,701</b>	<b>18.9%</b>
MTS Access	107,193	193,166	249,662	29.2%
<b>System</b>	<b>39,214,848</b>	<b>57,617,251</b>	<b>68,511,363</b>	<b>18.9%</b>
<i>Average Weekday</i>	<i>121,729</i>	<i>181,515</i>	<i>215,970</i>	<i>19.0%</i>

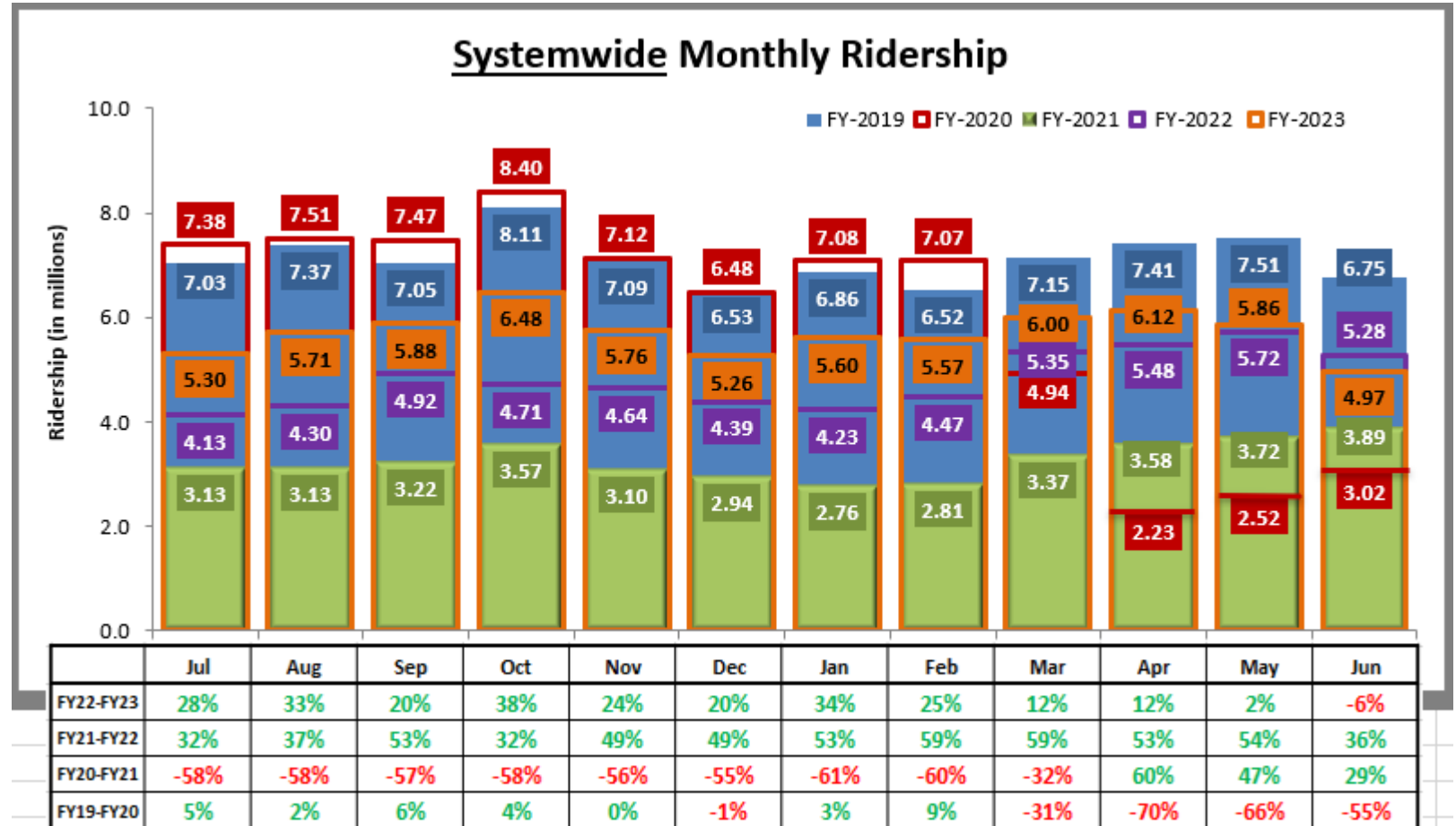
# Weekday Average

- Continued improvement from low point in April 2020 to Apr 2023: from 29% of baseline to 85%.
- Oct 2022 = highest weekday average of 245k
  - Most schools & colleges back
  - Free Ride Day (10/5/22)
  - Good Padres ridership
- FY 2023 had many days of 220+



# Monthly Passengers

- Ridership for last quarter of FY 2023 slightly increased to 3% compared to last quarter of FY 2022, due to strike days
- Overall FY 2023 ridership increased 19% compared to FY 2022



# Passengers Per Revenue Hour

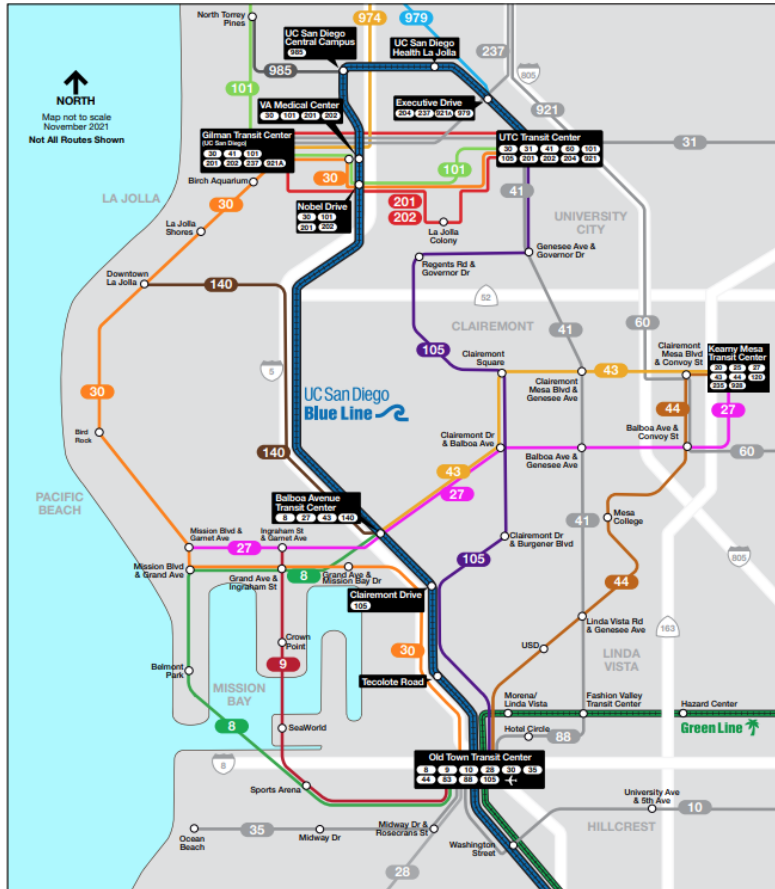
- **Policy 42 GOAL** is to improve the route category average
- Trend follows ridership because capacity (scheduled service) maintained at normal levels.

Route Categories	FY 2021	FY 2022	FY 2023	% Change FY22-FY23
Urban Frequent	11.6	15.9	19.6	23.2%
Urban Standard	8.2	11.2	13.5	20.3%
Rapid	9.4	18.0	26.6	47.8%
Express	8.6	11.7	12.8	9.4%
Circulator	5.0	7.2	8.6	19.0%
Premium/Rapid Express	5.8	11.1	13.8	25.0%
Rural	6.6	7.0	8.2	18.1%
<b>Fixed-Route Bus</b>	<b>10.3</b>	<b>14.6</b>	<b>18.4</b>	<b>25.7%</b>
<b>Light Rail</b>	<b>105.3</b>	<b>139.5</b>	<b>155.7</b>	<b>11.6%</b>
<b>All Fixed-Route</b>	<b>18.7</b>	<b>27.3</b>	<b>34.4</b>	<b>26.2%</b>
MTS Access	1.5	1.6	1.9	21.8%
<b>System</b>	<b>18.1</b>	<b>25.9</b>	<b>32.4</b>	<b>25.4%</b>



# Mid-Coast LRT Extension Ridership

- With 4.2 million riders in FY23, the Mid-Coast segment is 18% of the Blue Line ridership.
- Corridor performing above overall system in ridership recovery.



ROUTE	SERVING	WEEKDAY		SATURDAY		SUNDAY	
		BASELINE*	OCT 2023	BASELINE*	OCT 2023	BASELINE*	OCT 2023
Blue	UC San Diego Blue Line	59,977	81,811	40,518	52,773	31,681	44,701
Green	Green Line	33,695	26,317	30,015	23,310	23,471	20,988
8	OTTC-BATC (via Mssn Bch)	1,146	1,621	1,474	1,819	1,181	1,546
9	OTTC-PB (via SeaWorld)	1,146	662	1,063	872	643	574
27	Pac Beach-Kearny Mesa	717	788	356	696	No Service	486
30	OTTC-PB-LJ-UTC	4,821	4,383	2,777	3,240	2,685	2,579
43	Kearny Mesa - Balboa Av TC		1,505		933		739
44	KMTC-Mesa Coll-OTTC	3,282	3,043	1,607	1,393	1,396	1,067
50	Dwtn-UTC Exp	544	-	-	-	-	-
105	OTTC-Clairemont-UTC	1,112	777	604	203	331	154
140	Balboa Av TC - La Jolla		-		-		-
150	Dwtn-OTTC-UCSD-UTC Exp	3,157	-	861	-		-
201/202	UTC TC-UCSD (SuperLoop)	9,233	14,326	3,102	3,555	2,504	2,993
979	SVCC North Univ City	80	27		-		-
985	UCSD - N Torrey Pines		126		-		-
<b>TOTAL</b>		<b>118,910</b>	<b>135,386</b>	<b>82,376</b>	<b>88,793</b>	<b>63,893</b>	<b>75,829</b>
			<b>% of Baseline Recovered: 114%</b>		<b>108%</b>		<b>119%</b>
<b>SYSTEM</b>		<b>282,597</b>	<b>264,000</b>	<b>170,377</b>	<b>157,225</b>	<b>126,537</b>	<b>126,225</b>
			<b>% of Baseline Recovered: 93%</b>		<b>92%</b>		<b>100%</b>

\* FY20 Q1-Q2 Wkdy. Avg.



# On-Time Performance

- **Policy 42 GOAL** is 85% for Urban Frequent & Rapid, 90% for all other categories
- Most categories exceeded their targets, but figures will normalize as pandemic recedes
  - Traffic and ridership both returning

Route Categories	Service Change Period					GOAL
	Sept. 2021	Jan. 2022	June 2022	Sept. 2022	Jan. 2023	
Urban Frequent	85.4%	85.0%	83.6%	82.4%	82.0%	85.0%
Urban Standard	86.6%	86.6%	86.9%	84.8%	84.3%	90.0%
Rapid	88.5%	88.7%	88.7%	86.9%	86.5%	85.0%
Express	92.3%	95.0%	94.4%	91.7%	91.1%	90.0%
Circulator	86.7%	87.6%	84.3%	85.9%	85.0%	90.0%
Premium/Rapid Express	93.4%	94.2%	93.8%	90.5%	88.6%	90.0%
Light Rail (Blue, Orange, Green)	95.7%	94.3%	96.1%	95.8%	95.8%	90.0%
Light Rail (Silver)	N/A	N/A	N/A	N/A	N/A	90.0%
System	<b>86.8%</b>	<b>87.0%</b>	<b>86.5%</b>	<b>85.3%</b>	<b>85.0%</b>	

# Farebox Recovery

- **Policy 42 GOAL** is to meet TDA requirement\* of 31.9% systemwide for fixed route
- Improved for most modes as ridership returned
- Inflation and labor costs are notable pressures on the cost side going forward

Mode	FY 2021	FY 2022	FY 2023	% Change FY22-FY23
Fixed-Route Bus ( <i>excl. Rapid Express</i> )	14.5%	15.5%	19.5%	26.0%
Rapid Express	17.9%	12.7%	17.5%	37.4%
MTS Access	4.4%	6.5%	7.8%	20.3%
Light Rail	20.7%	24.7%	21.3%	-13.7%
<b>System</b>	<b>16.1%</b>	<b>18.2%</b>	<b>19.7%</b>	<b>8.1%</b>

\*TDA requirement suspended by State due to pandemic

# Youth Opportunity Pass

- Pilot program launched May 1, 2022, runs through June 30, 2023
- Youth 18 & Under ride free with their Pronto account
- SANDAG funding pilot with CMAQ money
- Ridership so far...

RIDERSHIP	Pre-YOP		With YOP			
	March 2022	April 2022	March 2023	April 2023	March Var%	April Var%
Total Riders	5,349,742	5,482,732	5,996,147	6,124,777	12.1%	11.7%
Youth Riders	381,278	437,735	781,732	869,246	105.0%	98.6%
Youth % of Total	7.1%	8.0%	13.0%	14.2%	N/A	N/A

- Youth ridership dips in summer and returns in fall
- Trolley ridership estimated by survey (vs. Pronto) due to low Pronto tap rate



# FY 2023 MTS Bus – Year in Review

Mike Wygant  
Chief Operating Officer, Bus

# Transit Services Safety

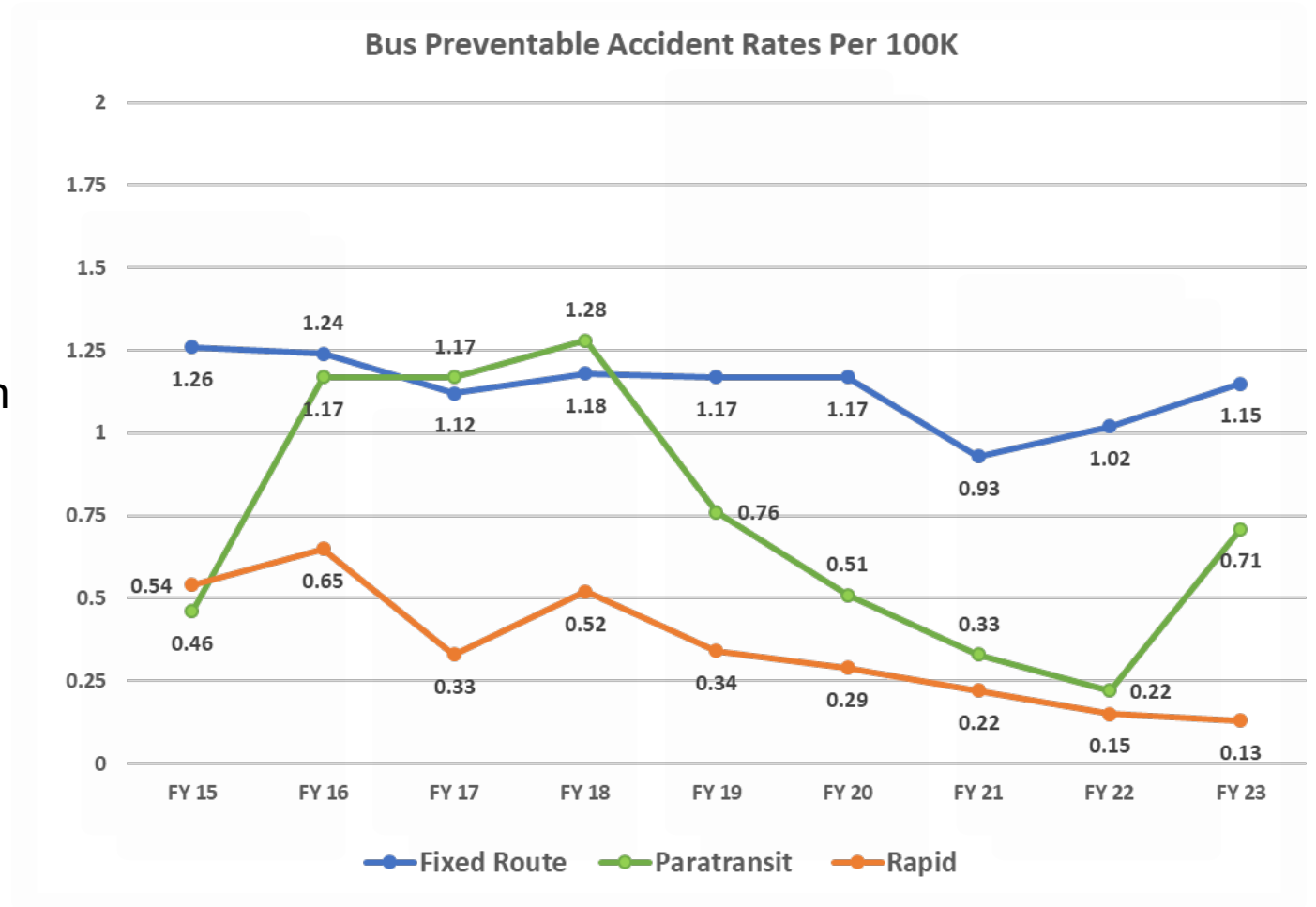
The safety of our employees and passengers continues to remain a top priority as we rebuild from the COVID-19 pandemic.

- Completed CHP Inspections at Imperial Avenue, Kearny Mesa, South Bay, and El Cajon bus divisions
  - No out-of-service buses
- All future bus orders will come equipped with an air purification system.
- Battery Electric Bus (BEB) Safety
  - Completed drill of safely pulling a BEB out from inside the maintenance shop if on fire
  - Provided site familiarization training to San Diego Fire Department on BEB's and Charging Systems



# Safety Highlights

- Preventable Accidents
  - Lowest preventable accident rate for Rapid in past six years
  - Fixed route and Access rate still remaining below pre-COVID levels.
- Developed a risk reduction program for reducing transit worker assaults
- Installed and began piloting video mirror on select buses.



# Transit Services

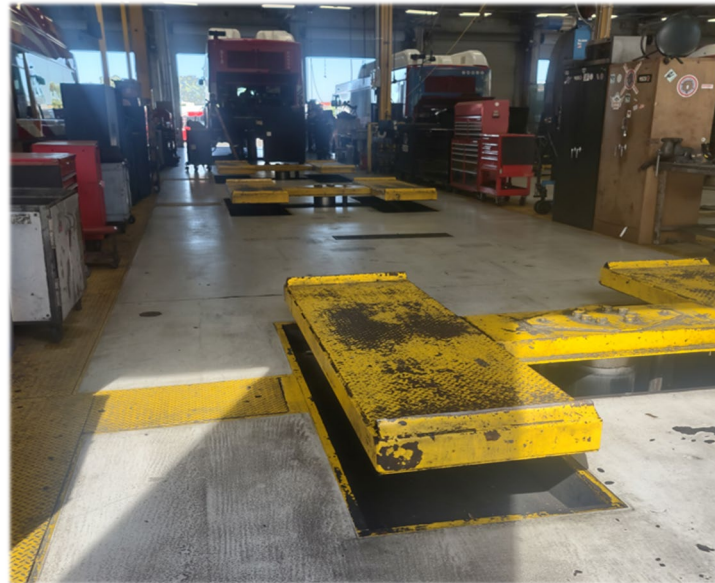
MTS is committed and focused on restoring and rebuilding after labor negotiations and work stoppages in FY23.

- Dispute between Teamsters Local 683 (Contracted Fixed-Route) and Teamsters Local 542 (Contracted Paratransit and Minibus)
  - Local 542 strike May 22, 2023 to June 28, 2023 (37 days)
  - Less than 2% driver loss from strike
  - Local 683 strike May 16, 2023 to June 18, 2023 (34 days)
  - No drivers lost from strike
- Next Steps:
  - Focus is on operators
  - Class sizes increasing
  - Improved collective bargaining agreement
  - Wage increase by MTS December 2022, and wage improvements in June 2023



# Capital Projects

- Kearny Mesa Division Shop Hoist Replacement
  - Original hoists from 1987 being replaced, to keep facility in state of good repair
  - 8 of 14 have been replaced to date
  - Project estimated to be completed by mid 2024
- Imperial Avenue Division Steam Rack Cover
  - Industrial wastewater permit requires prevention of rainwater from entering the sewer drain.
  - Sewer drain located in the steam cleaning area
  - Fabricated building being constructed to stay in compliance



# ZEB Transition

- Battery Electric Bus (BEB)
  - Took delivery and acceptance of 12 BEB's
  - Nearly 600,000 miles driven to date
  - 25 BEB's in service
- Iris Rapid 227 Project
  - Received and put twelve 60-foot Articulated BEB's into service on South Bay's electric Iris Rapid route
- Charging Infrastructure Plan
  - South Bay overhead charging infrastructure Phase 1 construction in progress
  - All twenty-four pantographs and eight charger cabinets have been installed.
  - Charge management system software contract awarded to BP pulse
  - Currently commissioning charging equipment with the bus systems



# Rapid 227

- Region's first electric Rapid service launched October 15, 2023
- Powered by an electric fleet of 60-foot articulated buses
- Limited-stop bus service transports passengers from Otay Mesa Transit Center to Iris Avenue Transit Center in just 15 minutes
- Connects passengers to the UCSD Blue Line Trolley at Iris Avenue Transit Center.



# Fleet Highlights

- Mean Distance Between Failures in FY23 was the 2<sup>nd</sup> best year since 2019, at 6771 miles (MTS Bus).
- 24 60-foot CNG buses delivered to ensure state of good repair in our fleet (October 2023).
- Thirty-six buses put into service in the past twelve months (BEB and CNG).
- Installed center and rear door cameras on new 60-foot buses to improve driver visibility.
- Installed three-position bike racks on all 60-foot buses.



# MTS Access Services

- Access Ridership at 50% of pre-COVID levels
- 29% increase in ridership from FY22 to FY23
- Expanded reservation window from 2 days to 10 days
- Nearly 45,000 trips booked through EZ Access portal since its launch in April 2022



# Support Services Highlights

- Assisted more than 331,000 callers (up 9% from FY22)
- Processed nearly 10,000 customer feedback cases
  - Overall KPI results for directly operated fixed-route bus had best results in more than five years with 4.0 complaints per 100,000 riders.
- Rebranded the Passenger Support Representative uniforms to create a more easily identifiable resource for passengers at our stations
- Continued to Support the Youth Opportunity Program through card conversions and distributions at the Transit Store and through PRONTO Support.
- Passenger Support for more than 175 special events at Petco Park, Snapdragon Stadium, and across the county.
- Implemented a new cloud-based call center management software (Five9s) to ensure PCI compliance, improve data analytics, and improve customer experience through features like automatic queue call back.
- Expanded PRONTO Partners/Partners+ account to more than 120 accounts
  - Including the City of San Diego Employee U-Pass for over 10,000 City employees



# ZEB Con 2023

- San Diego selected as the location for Center for Transportation and the Environment's annual Zero Emission Bus Conference
- Conference took place in late September at the Town & Country Resort - over 700 attendees
- MTS hosted three tours of the South Bay Overhead Charging Infrastructure



# Congratulations!



- **2023 Safety and Service Awards**
  - Rebranded to recognize Safe Drivers, Maintenance, and Support Services employees
  - Over 400 employees awarded
  - 10 new Million Mile awards given







# FY 2023 MTS Rail – Year in Review

Brian Riley  
Chief Operating Officer, Rail



# CAPITAL IMPROVEMENT PROJECTS

# Orange Line Fencing Protection

Before: K Street



After: K Street



# Blue Line Fencing Protection

Before: Elm Avenue



After: Elm Avenue



# Federal Transit Administration Bridge Inspection



# Impedance Bond Copper Wire Hardening

Before

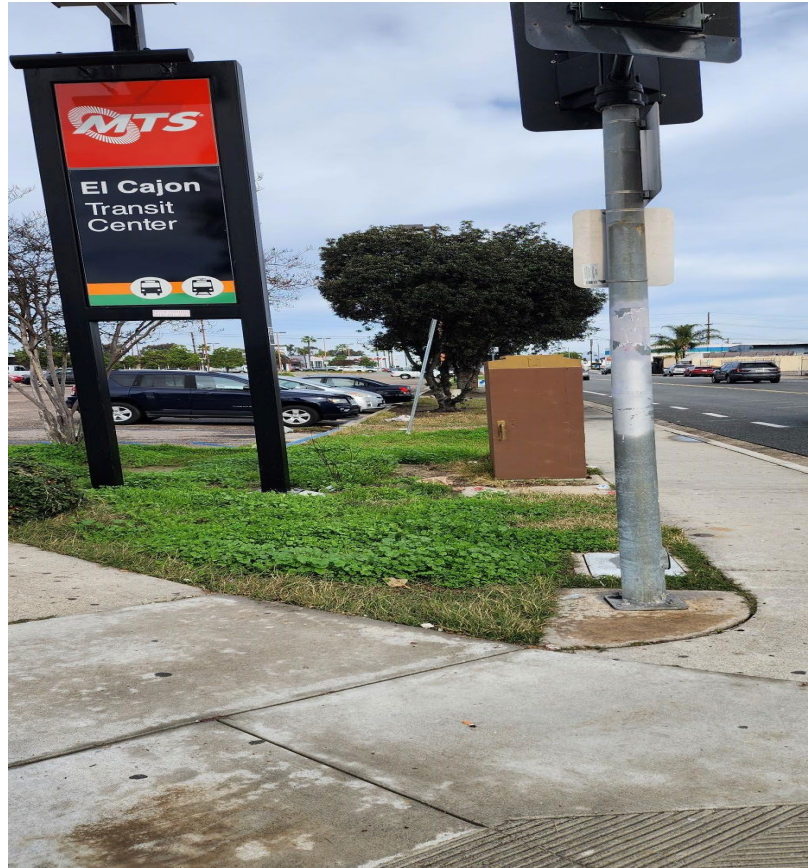


After

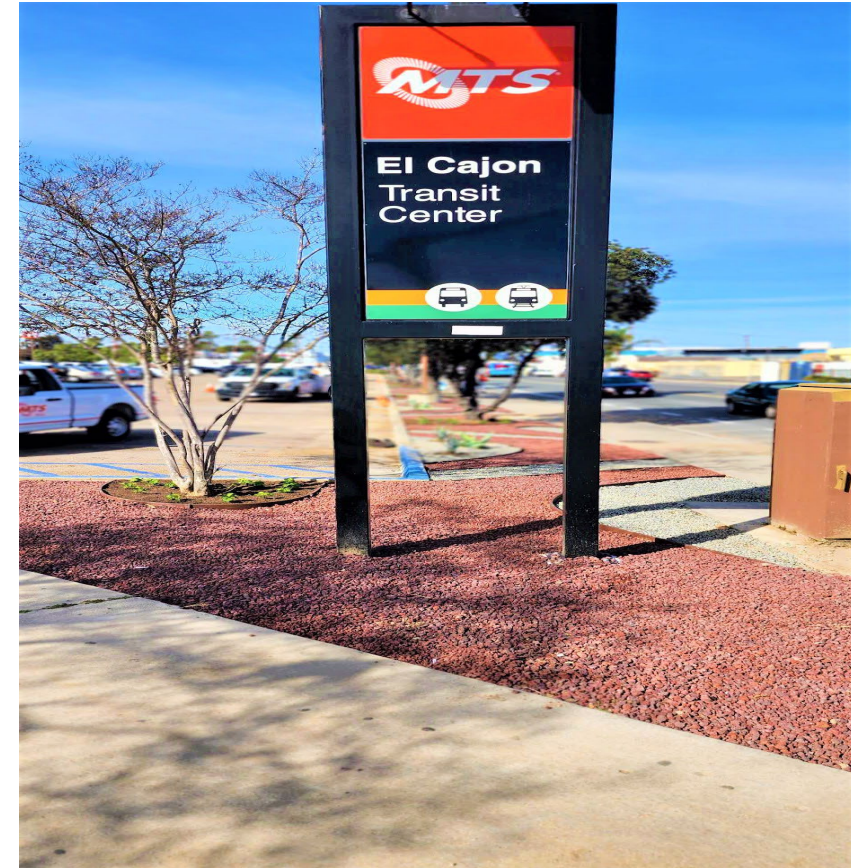


# El Cajon Station Landscaping

Before



After



# El Cajon Station Landscaping

Before



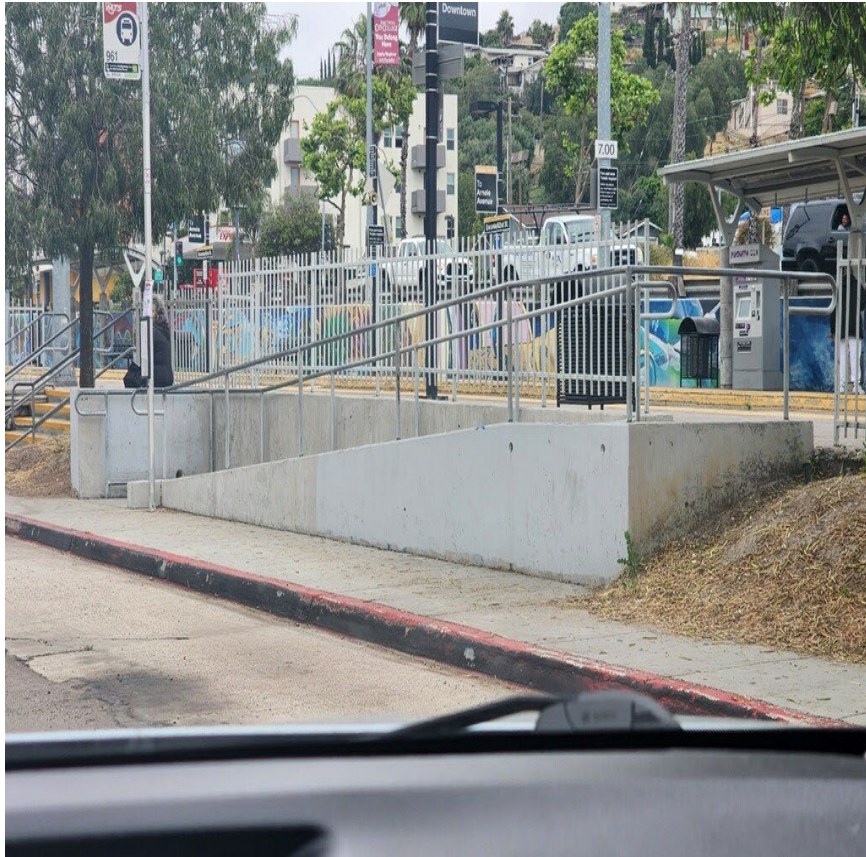
After





# 62<sup>nd</sup> Street Pedestrian Ramp

Before



After



# 68<sup>th</sup> Street Pedestrian Ramp

Before



After



# 32<sup>nd</sup> & Commercial St Station Landscaping

Before



After



# 32<sup>nd</sup> & Commercial St. Station Landscaping

Before



After



# Old Town Station Landscaping

Before



After



# Imperial Avenue Palm Tree Remediation

Before



# Imperial Avenue Palm Tree Remediation

After



# Amaya Station Parking Lot Resurfacing

Before



After



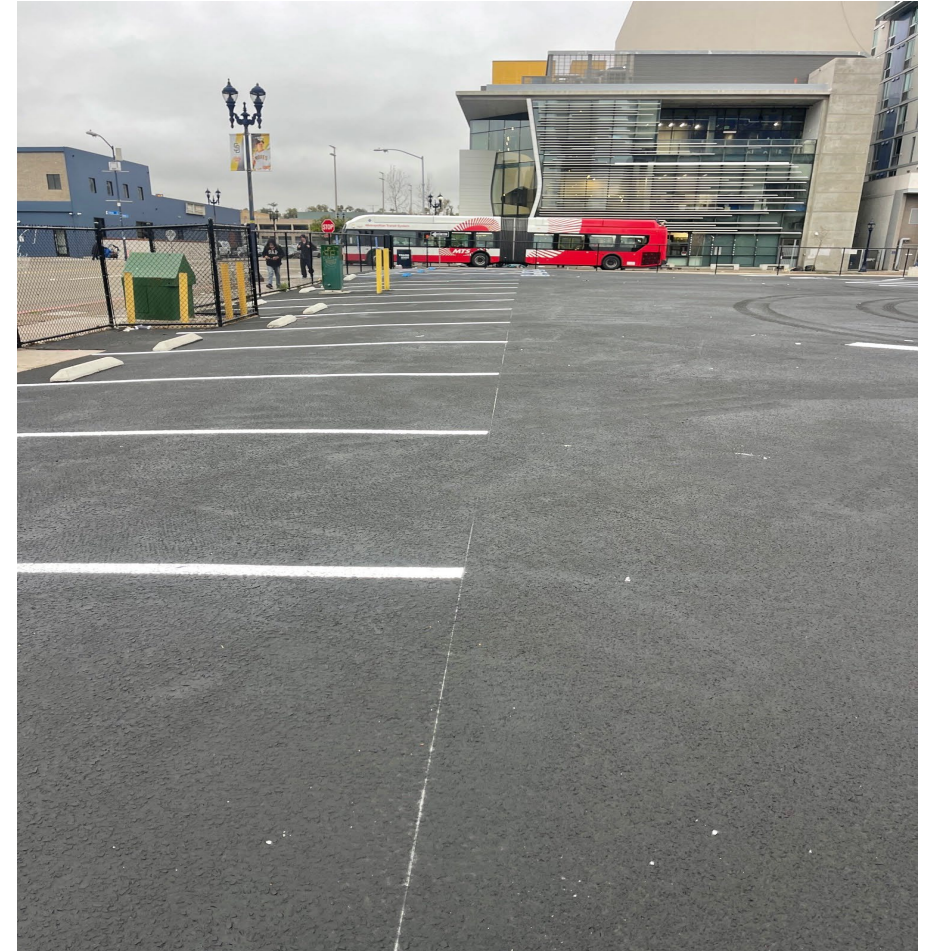


# Imperial Avenue Parking Lot Resurfacing

Before



After



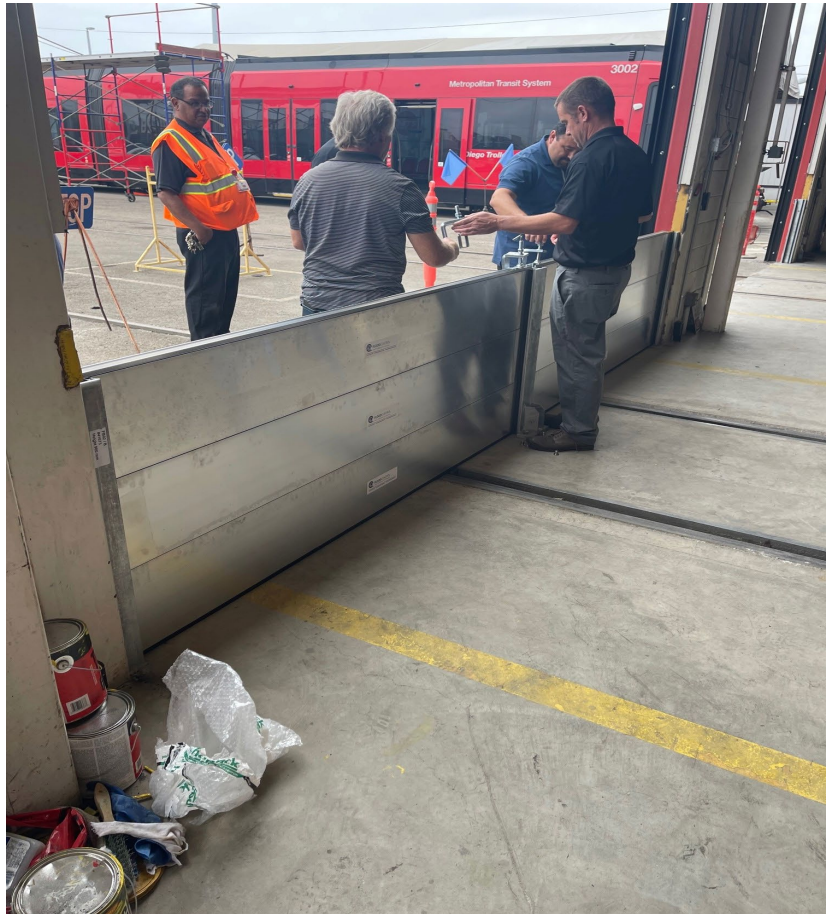
# C Building Shop Doors Replacement

Before



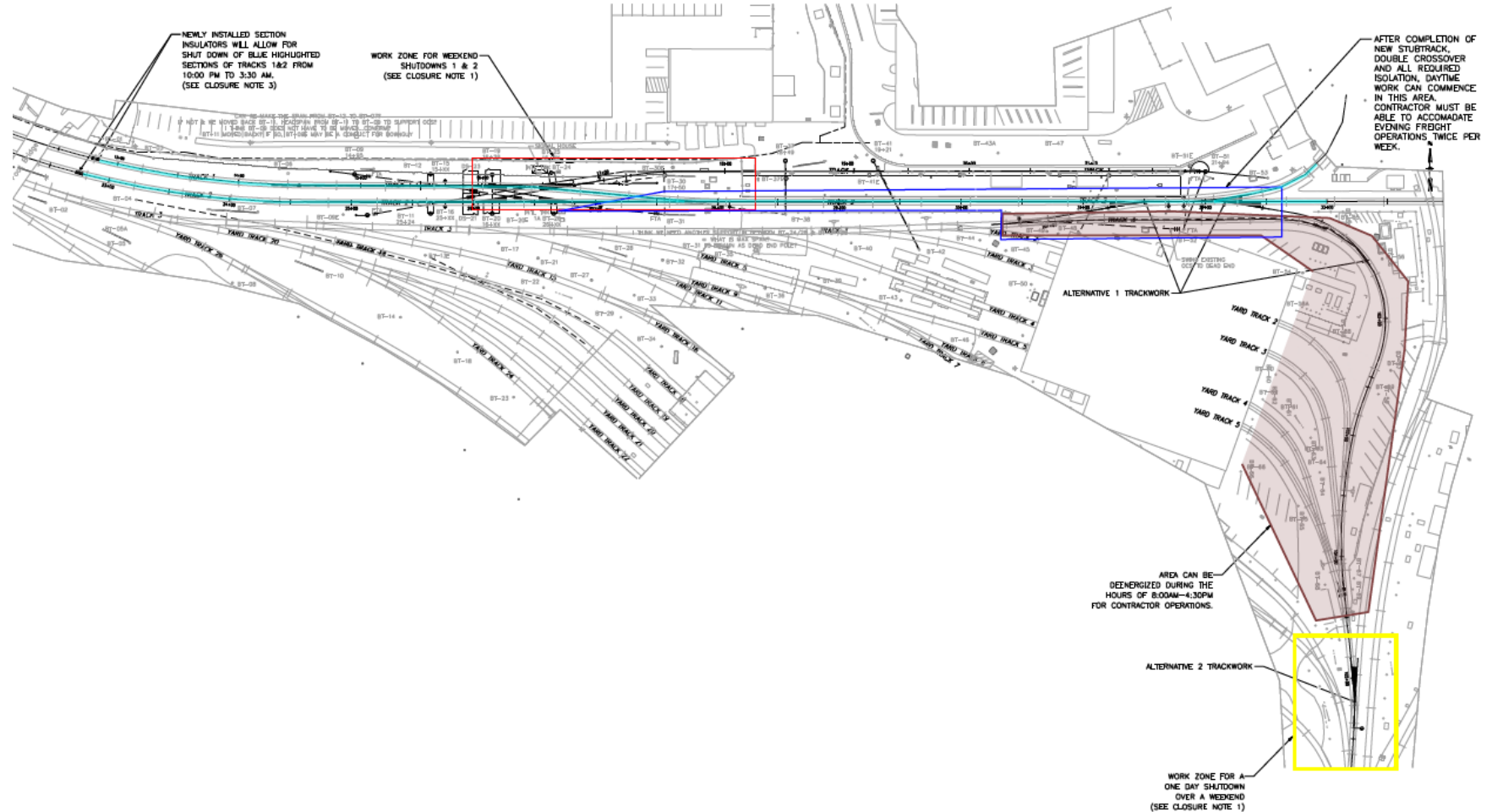
# C Building Shop Doors Replacement

After



# Imperial Double Track Project

- Double track terminal at 12<sup>th</sup> & Imperial
  - Increases track capacity for special events or enhanced Green Line service
- Connecting track between Blue & Green Lines
- Construction: 2022 to 2023



# Imperial Terminal Double Track

Before: Single Terminal

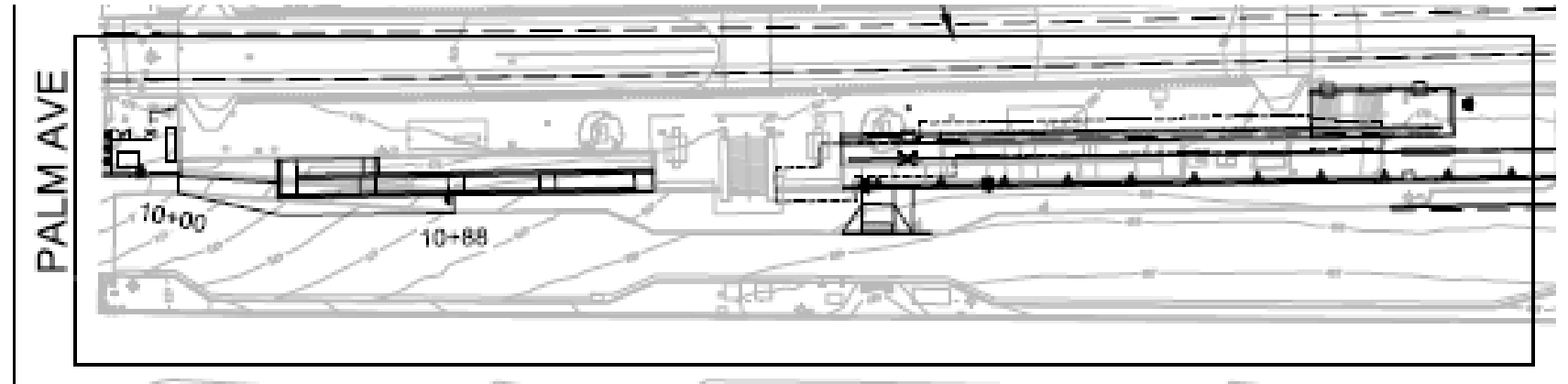


After: Double Terminal



# El Cajon Third Track Project

- Third track at El Cajon Transit Center
  - Separate track for future service options
- Construction: Fall 2022 to early 2024



# El Cajon Third Track



# 5000-SERIES VEHICLE COMMISSIONING



# 5000-Series Vehicle Commissioning

## SD-10 Procurement

- 25 vehicles of the original order have been delivered from Siemens and are currently operating on the rail network.
- 4 of 22 option vehicles are in production with the first vehicles schedule to start deliveries early 2024.



# Vehicle Commissioning 5046-5070





# MTS RAIL VEHICLE SECOND-LIFE PROGRAM

# 2012, 13 U-2 Vehicles Were Shipped to Mendoza Argentina



# 52 Siemens Sd100 LRV Fleet

- 13 LRVs have been recycled (Cost \$10K per unit)
- 39 SD100 LRVs have been donated to provide service in Mendoza, Argentina, along with the previously mentioned U2 fleet



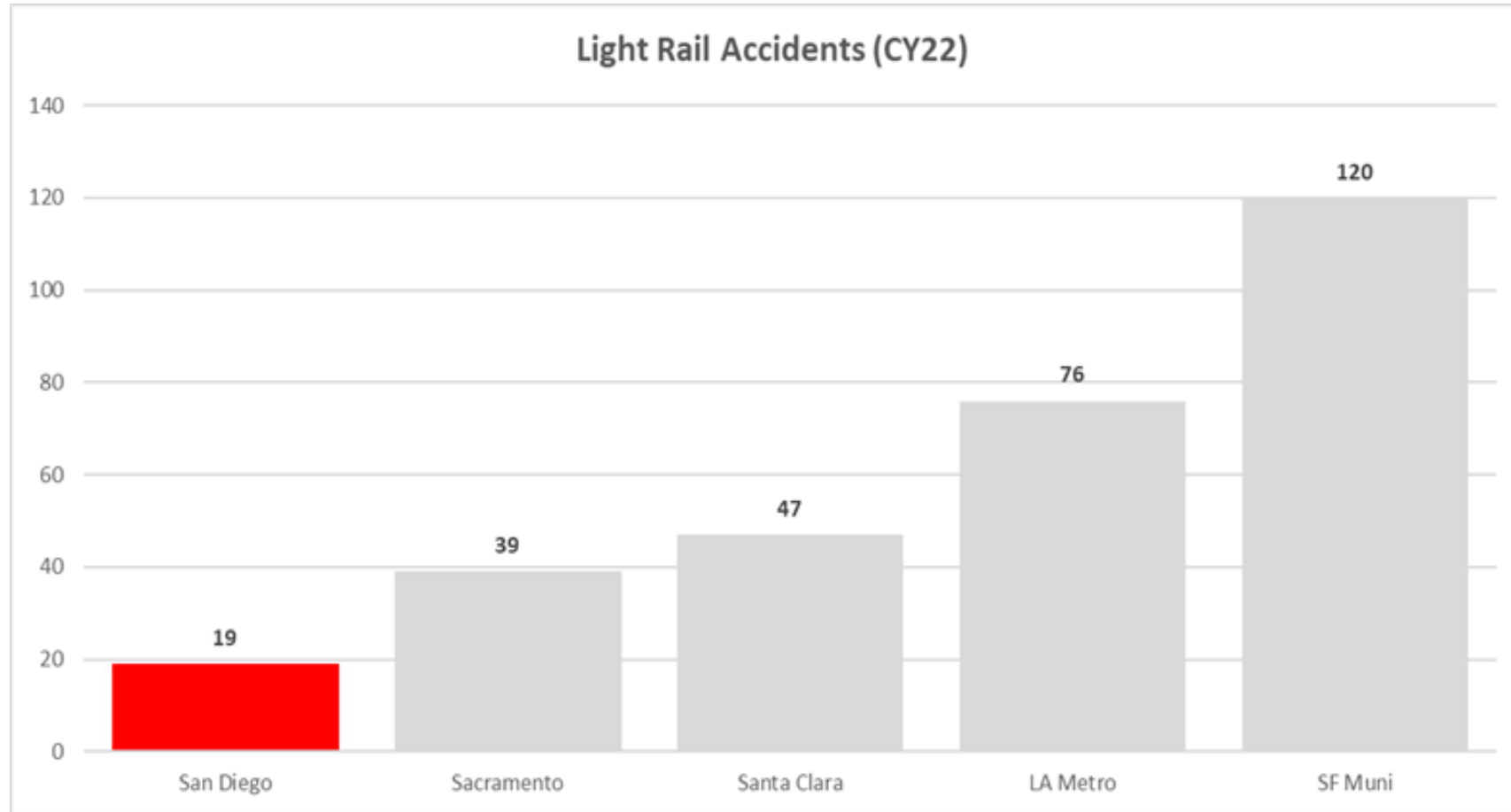
# 9 SD100 Vehicles Have Been Shipped To Mendoza To Support The Second Life Program





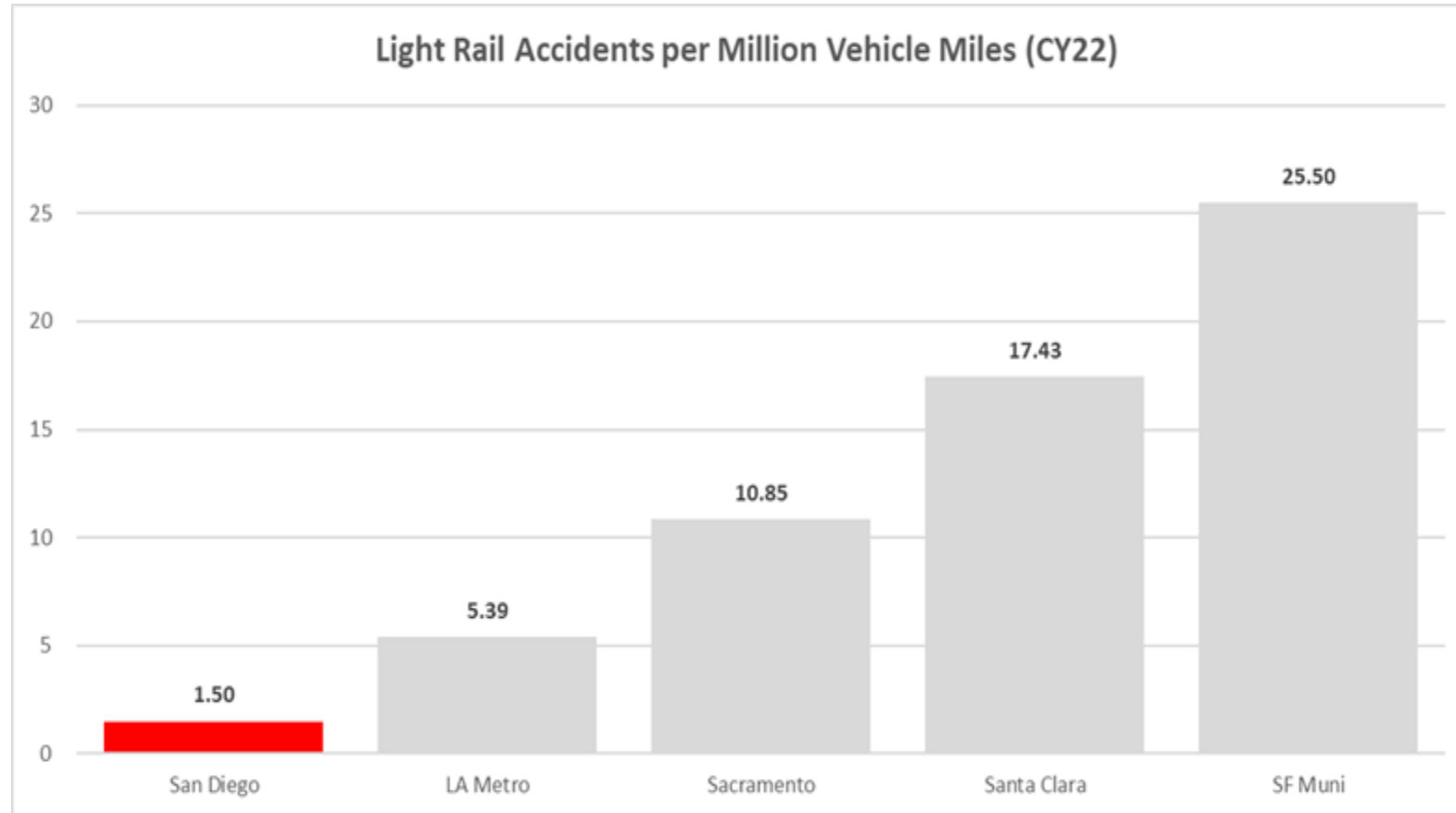
# RAIL SAFETY AND OPERATIONS

# California Light Rail Accidents CY 22





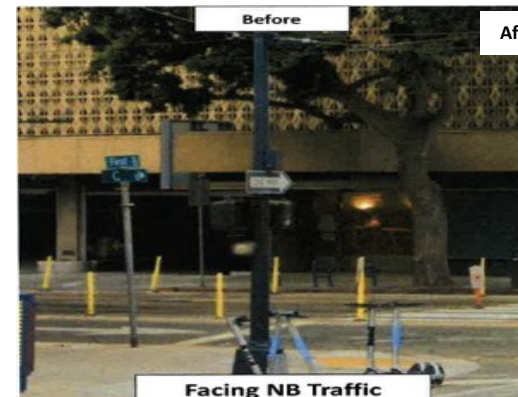
# California Light Rail Accidents per Million Miles CY22



# 1<sup>st</sup> Avenue and C Street Accident History

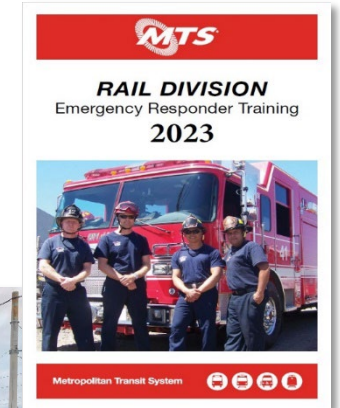
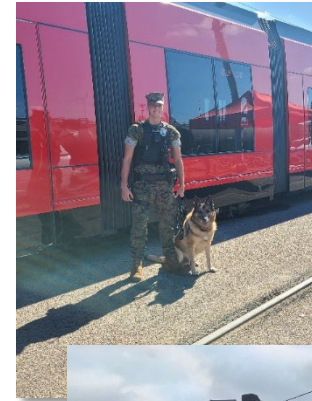
# Visibility Improvements

Date of Incident	Description of Incident
August 27, 2023	Eastbound train, Northbound vehicle ran red light.
July 20, 2023	Eastbound train, Eastbound vehicle illegal turn.
January 5, 2023	Eastbound train, Northbound vehicle ran red light.
October 19, 2022	Eastbound train, Northbound vehicle ran red light.
June 17, 2022	Westbound train, Northbound vehicle ran red light.
January 25, 2022	Eastbound train, Northbound vehicle ran red light.



# System and Vehicle Familiarization Outside Agency Personnel Training & Emergency Drills (Rail)

Agency	Date	Topic
Navy Explosive Ordnance Disposal	February 17, 2023	Radioactive Element Detection
MTS Code Compliance Inspector	May 24, 2023	Scenario Based Training
MTS K-9 Unit	June 13, 2023	Narcotics, Explosive and Controlled Aggression Training
City of Chula Vista SWAT	October 25, 2023	LRV/Bus Vehicle Familiarization



# Special Events FY23

- 175 special events (and on pace for more in FY24)
- Roughly 2,400 extra trips
- Estimated 875,000 extra passengers
- Opening of Snapdragon Stadium



EVENT LIST	
<b>PETCO PARK</b>	<b>93</b>
Padres	82
Padres Playoffs	4
Padres FanFest	1
Concerts (Elton John, Bad Bunny, Def Leopard, Grupo Firme, Red Hot Chilli Peppers)	5
Holiday Bowl	1
<b>SNAPDRAGON STADIUM</b>	<b>27</b>
Wave	10
SDSU Football	7
SDSU Football Scrimmage	1
SDSU Soccer	1
SDSU Basketball Celebration	1
Int'l Soccer (Mexico Soccer team & Tijuana Xolos)	2
World Lacrosse Championships	2
San Diego Seals	1
San Diego Legion	2
Concerts (Jimmy Buffett & Red Hot Chilli Peppers)	2
Monster Jam	4
Supercross	1
RESET Music Festival	3
<b>SAN DIEGO STATE UNIVERSITY</b>	<b>44</b>
SDSU Basketball	15
Viejas & OAT Concerts	29
<b>OTHER MAJOR EVENTS</b>	<b>11</b>
Comic-Con	5
La Mesa Oktoberfest	3
Big Bay Boom	1
New Year's Eve	1
Charter	1

# Comic-Con 2023

- Special Event Line with service Balboa to Imperial
- Enhanced service on Orange, Blue and Green Lines
- Extensive efforts from all departments within MTS

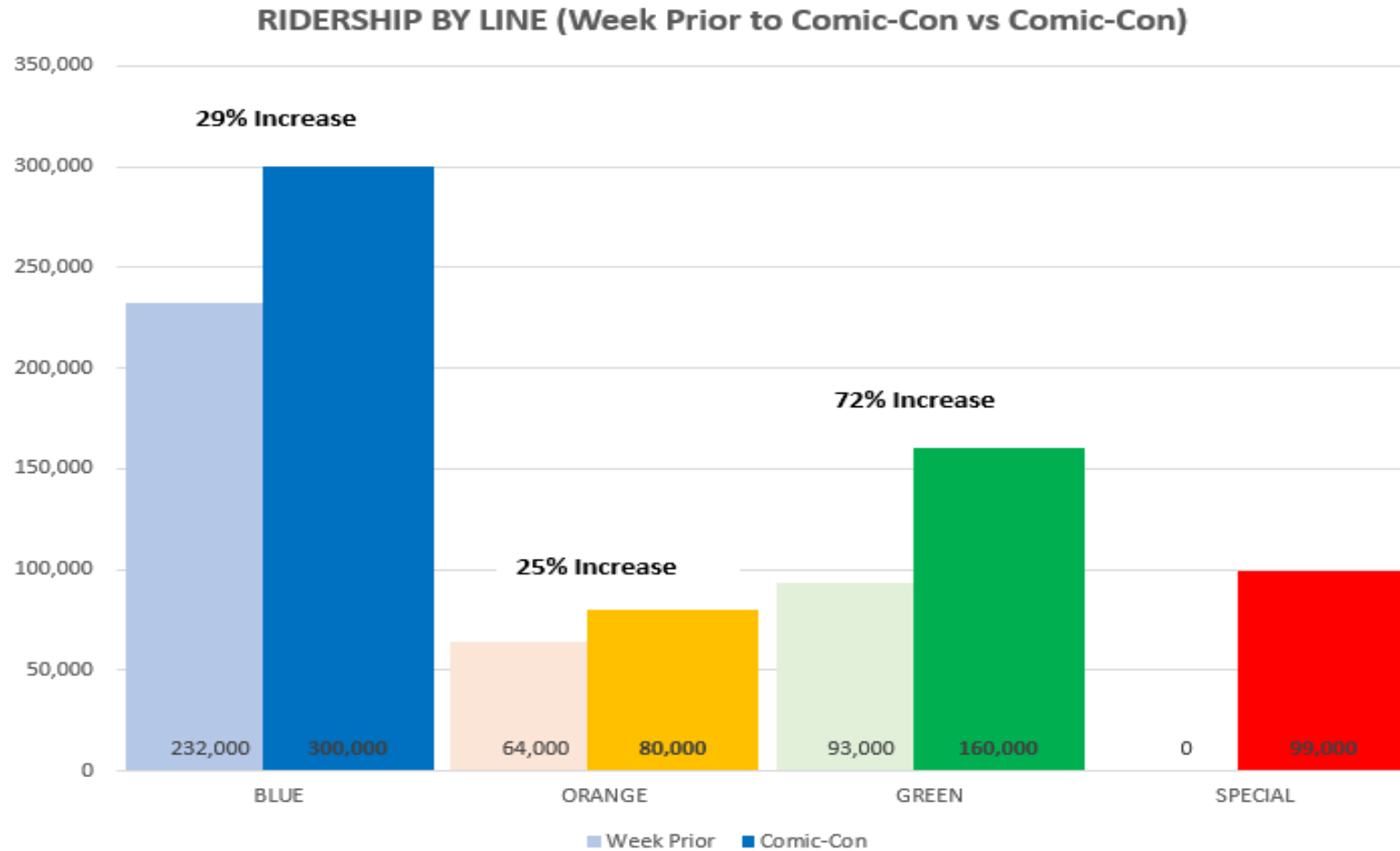


# Comic-Con 2023

2023			
	Comic-Con	Previous Week	NET
Thursday	167,946	111,740	56,206
Friday	179,715	117,259	62,456
Saturday	164,819	84,425	80,394
Sunday	126,004	75,249	50,755
TOTAL	638,484	388,673	249,811
Net Change	249,811		
Pct Change	64.27%		

2022			
	Comic-Con	Previous Week	NET
Thursday	144,790	97,710	47,080
Friday	164,542	106,255	58,287
Saturday	159,544	80,495	79,049
Sunday	120,948	68,959	51,989
TOTAL	589,824	353,419	236,405
Net Change	236,405		
Pct Change	66.89%		

# Ridership By Line Week Prior to Comic-Con vs Comic-Con



# Questions/Comments





1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101-7490  
(619) 231-1466 • FAX (619) 234-3407

## Agenda Item No. 32

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM BOARD OF DIRECTORS

July 29, 2021

#### SUBJECT:

TITLE VI MONITORING REPORT FOR SERVICE POLICIES (DENIS DESMOND)

#### RECOMMENDATION:

That the Board of Directors review and approve the 2021 Title VI Monitoring Report for Service Policies (Attachment A).

#### Executive Committee Recommendation

At its July 15, 2021 meeting, the Executive Committee voted 7 to 0 (Board Members Aguirre, Elo-Rivera, Fletcher, Gastil, Montgomery Steppe, Salas, and Sotelo-Solis in favor) to recommend that the Board approve the staff recommendation.

#### Budget Impact

None.

#### DISCUSSION:

The Federal Transit Administration (FTA) is responsible for ensuring that recipients of federal transit funds comply with Title VI, which states that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

To maintain compliance with Title VI, FTA requires transit providers such as MTS to monitor the service standards and policies established under 2012 FTA Circular 4702.1B. These standards and policies provide the framework for the monitoring and



assessment of service: to compare services provided in areas with a percentage of minority population that exceeds the percentage in the overall MTS area, to services provided in areas with a percentage of minority population below the overall service area average. FTA Circular 4702.1B requires that the MTS Board of Directors review and approve the results of the monitoring program, which must take place no less frequently than every three years.

The standards that must be monitored are:

- Vehicle Load for each mode
- Vehicle Headway for each mode
- On-Time Performance for each mode
- Service Accessibility for each mode

The four service standards listed above are incorporated into MTS Board Policy 42 and presented to the Board of Directors each fall as part of the annual performance monitoring report. The metrics for each standard were approved as part of a Title VI update to Policy 42 on June 20, 2013.

The service policies that must be monitored are:

- Vehicle Assignment for each mode
- Distribution of Transit Amenities for each mode

These service policies on Vehicle Assignment and Distribution of Transit Amenities are administrative policies that guide the procurement and assignment of revenue vehicles and passenger amenities. The 2021 Title VI Monitoring Report for Service Policies, included here as Attachment A, assists MTS in complying with its policies with respect to vehicle assignment and distribution of amenities.

These policies were included in MTS's most recent Title VI Program update, which was approved for submittal to FTA by the Board on May 13, 2021 (AI 6). They have since been updated effective July 1, 2021 to incorporate changes related to equity and electric buses. The two current, updated policies are attached to this agenda item (Attachments B).

The monitoring report and the results of this Board meeting will be included with MTS's next Title VI Program Update (due to the FTA in 2024) as evidence of the MTS Board's review and approval of the monitoring report.

/s/ Sharon Cooney  
Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachments: A. 2021 Title VI Monitoring Report for Service Policies  
B. MTS Vehicle Assignment Policy and Transit Amenities Policy



# **TITLE VI MONITORING REPORT FOR SERVICE POLICIES**

Prepared by the Metropolitan Transit System

July 2021

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## 1. INTRODUCTION

The San Diego Metropolitan Transit System (MTS) has conducted a Title VI analysis of its most recent Vehicle Assignment Policy and Transit Amenities Policy, as required by the Federal Transit Administration (FTA). Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The purpose of this analysis is to ensure that MTS is in compliance with Title VI requirements. MTS has followed FTA's guidelines, published in FTA Circular 4702.1B on October 1, 2012.

Per FTA Circular 4702.1B,

*"Title 49 CFR Section 21.5 states the general prohibition of discrimination on the grounds of race, color, or national origin. Section 21.5(b)(2) specifies that a recipient shall not 'utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.' Section 21.5(b)(7) requires recipients to 'take affirmative action to assure that no person is excluded from participation in or denied the benefits of the program or activity on the grounds of race, color, or national origin.' Finally, Appendix C to 49 CFR part 21 provides in Section (3)(iii) that '[n]o person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.'"*

In order to ensure compliance with DOT's Title VI regulations, FTA requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and service policies. Service standards are monitored annually and presented to the board in the annual performance monitoring report. This report is the monitoring of the qualitative administrative policies for placement of amenities and vehicle assignment.

## 2. BACKGROUND

### 2.1. DEFINITION OF LOW-INCOME AND MINORITY GROUPS

FTA Circular 4702.1B encourages recipients to use a locally developed threshold for low-income person that is “at least as inclusive as the HHS poverty guidelines.” In coordination with SANDAG, MTS defines a low-income person as an individual whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau. The FTA defines minority persons as the following: American Indian and Alaska Native, Asian, African American, Hispanic or Latino, and Native Hawaiian or other Pacific Islander.

Table 1 shows the total MTS service area averages for minority and low-income populations, based on the data from the 2019 American Community Survey 5-year estimates:

**Table 1 – Service Area Averages**

Population	Service Area Average
Minority	57.3%
Low-Income	28.6%

## 3. TITLE VI METHODOLOGY

The FTA guidelines allow transit agencies to use either ridership or population as a basis to determine disparate impacts and disproportionate burdens. Whichever basis is selected should be used throughout the analysis. MTS has selected population as the basis, as ridership figures are unlinked and disproportionately favor Census block groups with transit centers.

FTA Circular 4702.1B, Appendix J, includes suggested formats which have been used to guide the presentation of the results of this analysis as recommended by the FTA.

## 4. MONITORING OF SERVICE POLICIES

### 4.1. VEHICLE ASSIGNMENT POLICY

#### 4.1.1. BUS ASSIGNMENT POLICY

##### 4.1.1.1. BUS CATEGORIES

#### STANDARD BUS

**MTS currently meets the standards set forth in its Vehicle Assignment Policy with respect to standard non-articulated transit buses.**

The default vehicle is the compressed natural gas (CNG) powered 40-foot transit vehicle, which is assigned out of the Imperial Avenue, Kearny Mesa, South Bay, and East County Divisions for fixed-route service. Passenger amenities in this vehicle fleet are substantially similar across the entire standard bus fleet.

#### ARTICULATED BUS

**MTS currently meets most standards set forth in its Vehicle Assignment Policy with respect to articulated transit buses.**

The default articulated vehicle is a CNG-powered 60-foot bus, assigned out of the Imperial Avenue, Kearny Mesa, and South Bay Divisions for fixed-route services requiring additional passenger capacity to prevent overcrowding.

The Rapid articulated bus, featuring Rapid branding and standard passenger amenities, is used on the Rapid 215 service operating primarily along the El Cajon Boulevard corridor. MTS's Freeway Rapid articulated buses (Rapid-branded vehicles with upgraded seating) are in use on the Rapid 225 and 235 services along the Interstates 805 and 15 corridors, respectively.

Freeway Rapid articulated buses were purchased for Rapid 237 due to its long segment of freeway service. However, that route has since changed, and only a short segment of the route remains on the freeway. Additionally, the Rapid SuperLoop service had a need for higher capacity buses. Therefore, these Freeway Rapid articulated buses were largely reassigned to the Rapid SuperLoop, though it has no freeway segments. These are anticipated to be replaced with regular Rapid articulated buses when they are retired.

#### MINIBUS

**MTS currently meets the standards set forth in its Vehicle Assignment Policy with respect to minibuses.**

MTS operates 25- to 34-foot cutaway minibuses on routes with lower passenger demand out of its Copley Place Division. These vehicles are currently assigned to lower-ridership services, with some serving a route all week and others serving a route on Saturday and/or Sunday, depending on historical passenger demand.

## OVER-THE-ROAD COACH

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**MTS currently meets the standards set forth in its Vehicle Assignment Policy with respect to over-the-road coaches.**

MTS operates its fleet of 45-foot single-door highway coaches out of its East County Division in service on Rapid Express routes only.

## ADA PARATRANSIT MINIBUS

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**MTS currently meets the standards set forth in its Vehicle Assignment Policy with respect to ADA paratransit minibuses.**

MTS operates its Type II cutaway minibus fleet out of its Copley Place Division exclusively for Americans with Disabilities Act paratransit services.

### 4.1.1.2. BUS DIVISIONS

**All MTS buses are assigned to the agency's respective operating divisions as stated in the Vehicle Assignment Policy.**

All MTS buses are operated out of the Imperial Avenue, Kearny Mesa, South Bay, East County, and Copley Place Divisions.

### 4.1.1.3. BUS VEHICLE AMENITIES

MTS currently meets almost all standards set forth in its Vehicle Assignment Policy for bus amenities:

- **Alternative Fuel-Powered**: Standard Bus, Articulated Bus, Minibus. **Currently meets most MTS standards.**
  - o The current MTS standard bus, articulated bus, and over-the-road coach fleets are all battery-electric or powered by CNG, while the MTS minibus and paratransit bus fleet are mostly powered by propane. There are a few remaining gasoline-powered minibuses in the MTS fleet operating out of the Copley Park Division. For the heavy-duty fleet, MTS intends to exclusively purchase alternative fuel, hybrid electric, or zero-emission buses, as stated in Section 2.7 of the Vehicle Assignment Policy.
- **Air Conditioning**: All buses. **Currently meets MTS standards.**
  - o All MTS buses are equipped with air conditioning.
- **Lift for Accessibility**: Minibus, Over-the-Road Coach. **Currently meets MTS standards.**
  - o All MTS minibuses and over-the-road coaches are equipped with wheelchair lifts per the Americans with Disabilities Act of 1990.
- **Ramp for Accessibility**: Standard Bus, Articulated Bus. **Currently meets MTS standards.**
  - o All MTS standard and articulated buses are considered low-floor and are equipped with deployable ramps for wheelchair access per the Americans with Disabilities Act of 1990.
- **Wheelchair Tie-Down Locations (minimum two positions)**: All buses. **Currently meets MTS standards.**
  - o All MTS buses are equipped with at least two wheelchair tie-down locations.



- Bicycle Rack (minimum two positions): Standard Buses, Articulated Buses, Minibuses. **Currently meets MTS standards.**
  - o All MTS standard buses, articulated buses, and minibuses operated in standard fixed-route service are equipped with a front-mounted two-position bicycle rack. MTS's ADA Paratransit Minibus fleet is not equipped with bicycle racks.
- Bicycle Underfloor Storage: Over-the-Road Coaches. **Currently meets MTS standards.**
  - o All MTS over-the-road coaches are equipped with underfloor bicycle storage provisions.
- Seating: Shell Seats with Fabric Inserts: Standard Bus, Articulated Bus. **Currently meets MTS standards.**
  - o All MTS standard buses and most MTS articulated buses are equipped with shell-style seats with fabric or vinyl inserts. TransNet-funded Rapid Freeway articulated buses are equipped with upgraded padded seating.
- Seating: Standard Transit Padded Seating: Minibus. **Currently meets MTS standards.**
  - o All MTS minibuses are equipped with standard transit padded seating.
- Seating: Upgraded High-Back Seats: Articulated Bus, Over-the-Road Coaches. **Currently meets MTS standards.**
  - o All MTS over-the-road coaches are equipped with upgraded high-back padded seats, with a similar specification of seat installed on the TransNet-funded Rapid Freeway articulated bus fleet.

#### 4.1.1.4. BUS ASSIGNMENTS BY ROUTE

**MTS currently meets the standards set forth in its Vehicle Assignment Policy with respect to bus assignment by route.** TransNet-funded services are assigned a TransNet-funded bus as standard practice, with Rapid services assigned a Rapid-branded bus. Standard fixed-route services are allocated vehicles based on passenger load considerations given the assigned service frequency, with routes exhibiting the above-average passenger loads assigned articulated buses, routes exhibiting average passenger loads assigned standard buses, and routes exhibiting below-average passenger loads assigned minibuses.

**MTS does not currently allocate buses to routes based on any other factor, with all routes receiving buses of any age with equal consideration based on availability.** However, MTS' Zero-Emission Bus Transition Plan prioritizes the deployment of the future battery-electric bus fleet in disadvantaged communities. Following the pilot period of Battery-Electric Bus (BEB) testing in 2021/2022, deployment of the BEBs will be prioritized on routes serving communities defined as "disadvantaged" by the State of California's Senate Bill 535.

#### 4.1.1.5. ROUTE ASSIGNMENTS BY DIVISION

**MTS currently meets the standards set forth in its Vehicle Assignment Policy with respect to route assignments by division.**

Routes are assigned to each division based on the number and types of buses available, proximity to the service, and opportunities to complement other nearby routes for efficiency, interlining, driver familiarity, supervision, and incident response.

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#### 4.1.1.6. BUS ASSIGNMENTS BY DIVISION

**MTS currently meets the standards set forth in its Vehicle Assignment Policy with respect to bus assignments by division.** Every division operating fixed-route service using standard and articulated buses receives new vehicles with equal preference. MTS' Zero-Emission Bus Transition Plan prioritizes the deployment of the future battery-electric bus fleet in disadvantaged communities, so compliance with this may require in the future that buses be transferred among divisions to ensure availability of the zero-emission buses for these routes.

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#### 4.1.1.7. FUTURE BUS PROCUREMENTS

**MTS currently meets the standards set forth in its Vehicle Assignment Policy with respect to future bus procurement.** All bus procurement contracts valid at present are for the future purchase of low-floor, CNG-powered standard and articulated buses. MTS also regularly purchases ADA minibuses that comply with the Vehicle Assignment Policy. MTS anticipates releasing a Request for Bids later in 2021 for a new multi-year contract to purchase CNG-powered and battery-electric standard and articulated buses.

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## 4.1.2. RAIL ASSIGNMENT POLICY

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### 4.1.2.1. TROLLEY CAR CATEGORIES

The active MTS rail vehicle fleet is fully consistent with the descriptions in the Vehicle Assignment Policy.

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#### HIGH-FLOOR CARS

Siemens SD100 cars with high floors, steps inside the car to access 0"-8" station platform, wheelchair and bike space at the ends of each car, and a wheelchair lift next to the driver compartment in the lead car. These cars have a flip seat that allows space for three wheelchairs. These 52 cars were manufactured in 1995. Passenger amenities are identical on the fleet.

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#### LOW-FLOOR CARS

Siemens S70 and S70US cars are designed with 70% low floors, inside steps only up to seating areas at far ends of the car, wheelchair and bike space in the middle of the car, and passenger-activated ramps at two of four doors of each car. Cars were manufactured between 2005 and 2021. Passenger amenities are nearly identical for both models and vintages.

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#### VINTAGE CARS

MTS deploys two vintage Presidents Conference Car (PCC) cars and one vintage Siemens-Duewag U2 light rail vehicle on the Silver Line in Downtown San Diego. These are high-floor vehicles with a wheelchair lift. The PCC cars have a high-density forward-facing seating arrangement, while the U2 LRV has a mixed-seating arrangement identical to the SD100 cars.

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### 4.1.2.2. RAIL DIVISIONS

All MTS rail vehicles are assigned to the agency's single rail operating division at 1341 Commercial Street in San Diego.

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### 4.1.2.3. RAIL VEHICLE AMENITIES

MTS is in full compliance with each aspect of its rail vehicle amenities policy:

- Air Conditioning: Low-Floor, High-Floor. **Currently meets MTS standards.**
  - o All modern low-floor and high-floor MTS rail cars are equipped with air conditioning. The vintage PCC cars do not feature air conditioning.
- Lift for Accessibility: High-Floor, Vintage. **Currently meets MTS standards.**
  - o All MTS high-floor and vintage cars are equipped with wheelchair lifts for access per the Americans with Disabilities Act of 1990.
- Ramps for Accessibility: Low-Floor. **Currently meets MTS standards.**
  - o All MTS low-floor cars are equipped with deployable ramps for wheelchair access per the Americans with Disabilities Act of 1990.
- Wheelchair Spaces: All rail vehicles. **Currently meets MTS standards.**

- All MTS rail vehicles are equipped with designated space for wheelchairs. The vintage PCC cars have space for one wheelchair passenger, the high-floor rail vehicle cars have space for three, and the low-floor rail vehicle fleet does not have restrictions on the number of wheelchairs allowed on each car.
- **Bicycle Spaces:** Low-Floor, High-Floor. **Currently meets MTS standards.**
  - MTS's modern low-floor and high-floor rail cars permit two bicycles each per agency policy. MTS does not permit bicycles on its vintage rail vehicle fleet.
- **Seating:** Shell Seats with fabric or vinyl inserts: Low-Floor. **Currently meets MTS standards.**
  - All MTS low-floor rail cars are equipped with shell-style seats with fabric or vinyl inserts.
- **Seating:** Standard Transit Padded Seating: High-Floor, Vintage. **Currently meets MTS standards.**
  - All MTS high-floor and vintage rail cars are equipped with standard transit padded seating.

#### 4.1.2.4. TROLLEY ASSIGNMENTS BY LINE

**MTS currently meets the standards set forth in its Vehicle Assignment Policy with respect to Trolley car assignment by line.** All Trolley stations have a minimum 8-inch platform height to permit the use of low-floor rail cars throughout the Trolley network. MTS does not always operate complete low-floor trolley consists due to limitations in the number of available rail cars at the present time, and some trains operate with mixed three-car consists featuring two low-floor rail cars and one high-floor rail car in standard service. Some tripper and special event service trips receive all high-floor consists as necessary to provide sufficient capacity.

Vintage rail cars are only in use on the special supplemental Silver Line service in Downtown San Diego due to capacity and access constraints. All stations served by the Silver Line also receive regular service from either the Blue, Orange, or Green lines.

#### 4.1.2.5. FUTURE RAIL PROCUREMENTS

**MTS currently meets the standards set forth in its Vehicle Assignment Policy with respect to future rail vehicle procurement.** MTS has a current order for 45 additional Siemens S70US Trolley cars that will be fully compliant with all aspects of the Vehicle Assignment Policy, including accessibility, air conditioning, and seating. These cars will be used to supplement the current fleet for added frequency, and to operate the Mid-Coast extension opening later in 2021.

## 4.2. TRANSIT AMENITIES POLICY

MTS's Transit Amenities Policy guides the provision of benches, shelters, passenger information displays, elevators and escalators, trash cans, restrooms, and ticket vending machines at both Trolley stations and bus stops. The Transit Amenities Policy prioritizes the provision of passenger amenities based on the number of rider boardings by stop, illustrated in maps in Section 4.2.1.8. These maps show the Top 500 bus stops based on passenger boardings in FY2018. Where discrepancies exist with respect to passenger boardings and amenities provided, the Transit Amenities Policy will guide MTS in prioritizing placement of new amenities in areas with high levels of passenger boardings. For example, MTS has improved stops as part of its Capital Improvement Plan for to enable the future installation of new passenger amenities.

MTS revised its Transit Amenities Policy to incorporate new goals to improve equity in the provision of its services and facilities. Per the MTS Transit Amenities Policy, Section 2.0, future placement of amenities will not only evaluate the current and anticipated ridership at individual stops, but also consider the opportunity to make improvements in communities of concern that have historically had underinvestment in infrastructure. An agency performance goal for 2022 is to identify several dozen bus stop locations specifically in disadvantaged communities where MTS can make improvements and install benches or shelters.

### 4.2.1. BUS STOP AMENITIES

**MTS's current distribution of bus stop amenities is consistent with its Transit Amenities Policy.**

The installation of bus stop amenities is prioritized based on the number of passenger boardings at stops and stations along those routes. This prioritization can be adjusted by site constraints which may prevent installation of an amenity. MTS also works with local communities to ensure that installed amenities are an asset rather than nuisance, and may adjust siting and installations on a case-by-case basis accordingly.

MTS has entered into a number of Memoranda of Understanding (MOU) with its constituent cities on the provision of amenities at MTS bus stops. Cities that have entered into an MOU with MTS have provided MTS with the ability to install and maintain amenities such as benches and shelters at bus stops within their respective jurisdictions. As of July 2021, MTS has an active MOU for amenities with the Cities of San Diego, National City, Chula Vista, Santee and the County of San Diego. In cities with active MOUs, MTS takes primary responsibility for installing and maintaining bus passenger amenities, although outside parties may provide amenities on a case-by-case basis. The cities of Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, and Poway are currently responsible for their own improvements and amenities. While these are included in MTS's inventory for the purpose of monitoring the amenities, MTS does not have direct control over their placement or installation.

Stops within cities that have not entered into MOUs with MTS are shown in the amenities maps in Section 4.2.1.8 in a lighter shade than those stops under direct MTS control.

#### 4.2.1.1. SEATING

MTS provides four types of seating at bus stops:

**Stand-alone benches:** MTS maintains a contract with a vendor to install benches at bus stop locations, based on passenger volume or upon request. Space constraints on city sidewalks often limit the ability to install a bench.

Some cities in MTS' service area install their own bus stop benches; While MTS works closely with the local jurisdictions, MTS does not have the ultimate authority over the placement, design, or location of these benches.

**Shelter benches:** MTS maintains a contract with a vendor to install shelters and benches at bus stop locations. Typically a bench is installed at each shelter location, but MTS occasionally omits or removes the bench when working with local communities to resolve loitering issues, or to increase circulation and queuing space for passengers.

**Rapid/TransNet station benches:** MTS maintains benches at Rapid bus stops/stations with TransNet reimbursement for operating expenses.

**Transit Center benches:** off-street transit centers maintained by MTS and shared with Trolley service have benches located at or near the bus stops for use by bus passengers.

Outside entities such as nearby institutions, cities, business improvement districts, and adjacent property owners sometimes install their own furniture at or near bus stops. MTS maintains some control of the immediate bus stop area for safety and ADA compliance, but the local jurisdiction has the ultimate authority over furniture placed within its right-of-way.

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#### 4.2.1.2. SHELTERS

MTS provides three kinds of shelters at its bus stops:

**Stand-alone shelters:** MTS maintains a contract with a vendor to install shelters at bus stop locations, based primarily on passenger volume. Potential locations require sufficient space for the shelter and suitable electrical conditions (nearby power source and ability to ground the equipment). New MTS shelters have solar capabilities for appropriate sites. Space constraints on city sidewalks often limit the ability to install a shelter. MTS offers two lengths of the stand-alone shelter to accommodate smaller spaces where possible, or to provide more shelter area at busier stops, space permitting.

**Rapid/TransNet station shelters:** MTS maintains shelters at Rapid bus stops/stations with TransNet reimbursement for operating expenses.

**Transit Center shelters:** off-street transit centers maintained by MTS and shared with Trolley service have shelters located at or near the bus stops for use by bus passengers.

Some cities in MTS' service area install their own bus stop shelters; While MTS works closely with the local jurisdictions, MTS does not have the ultimate authority over the placement, design, or location of these shelters. Other outside entities, such as nearby institutions, business improvement districts, and adjacent property owners, sometimes install their own furniture at or near bus stops. MTS requests to have input for the immediate bus stop area for safety and ADA compliance, but the local jurisdiction has the ultimate authority over furniture placed within its right-of-way.

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#### 4.2.1.3. PASSENGER INFORMATION

**Static Displays:** Each bus stop blade includes the following information: MTS logo, bus icon, list of routes serving the stop, and the individual stop number, allowing passengers to access stop-specific information on the internet

or via smartphone. Blades installed at transit centers, major transfer points, and significant destinations include larger route decals with each route's destination also provided.

Bus stop pole displays showing the schedule for the route(s) serving the stop are installed at transit centers, major transfer points, significant destinations, and locations with high numbers of boardings.

Information kiosks are installed at off-street transit centers, selected busy on-street transfer locations, and along Broadway in Downtown San Diego. The information provided is customized to the location, but may include routes and destinations, fare information, local area maps, route maps, and "How to Ride" information.

Most shelters provided and serviced by MTS' vendor include an information panel for a schedule, route map, or other information, depending on the service and location.

**Electronic Displays:** "Next-arrival" displays are provided at most Rapid bus stops/stations with TransNet reimbursement for operating expenses. These are installed as part of the capital project, and maintained through the operating agreement with SANDAG.

Next-arrival signs were also installed in a few other transit center locations as part of a pilot to test the technology; the functionality of these signs is maintained, but there are no plans to expand the program at this time.

#### 4.2.1.4. ELEVATORS/ESCALATORS

**Elevators:** Provided only at locations where a fixed ramp could not meet Americans with Disabilities Act (ADA) requirements. Currently, the only bus stop locations with an MTS-owned elevator not also served by Trolley are: the parking structure at the Sabre Springs/Peñasquitos Transit Station (2 elevators), the Boulevard Transit Plaza (4 elevators total), and the City Heights Transit Plaza (4 elevators total).

**Escalators:** There are no escalators at any bus-only location.

#### 4.2.1.5. TRASH CANS AND RECYCLING RECEPTACLES

MTS provides for trash cans and recycling receptacles at the following bus stop locations:

- Transit centers served by both buses and Trolleys
- Rapid stations with TransNet reimbursement for operating expenses
- MTS-contracted bus shelter locations

At all other locations, trash cans (if provided) are installed, serviced, and controlled by an outside entity, typically a city, business improvement district, or adjacent property owner. Recycling receptacles may or may not be installed adjacent to the trash can by the outside provider.

#### 4.2.1.6. RESTROOMS

Four transit centers with bus service have MTS-owned restrooms available for passenger use:

- 12th & Imperial Transit Center
- Old Town Transit Center
- El Cajon Transit Center
- San Ysidro Transit Center

All four locations have an outside vendor that maintains the restroom and controls access. Other bus stops have nearby restrooms that may be available to passengers, but MTS does not reimburse the owner nor have any control over access.

MTS provides secured restrooms for employees only at various bus route terminal locations. At some bus route terminals, MTS has an agreement with a nearby business to allow MTS drivers to use their restroom.

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#### 4.2.1.7. TICKET VENDING MACHINES

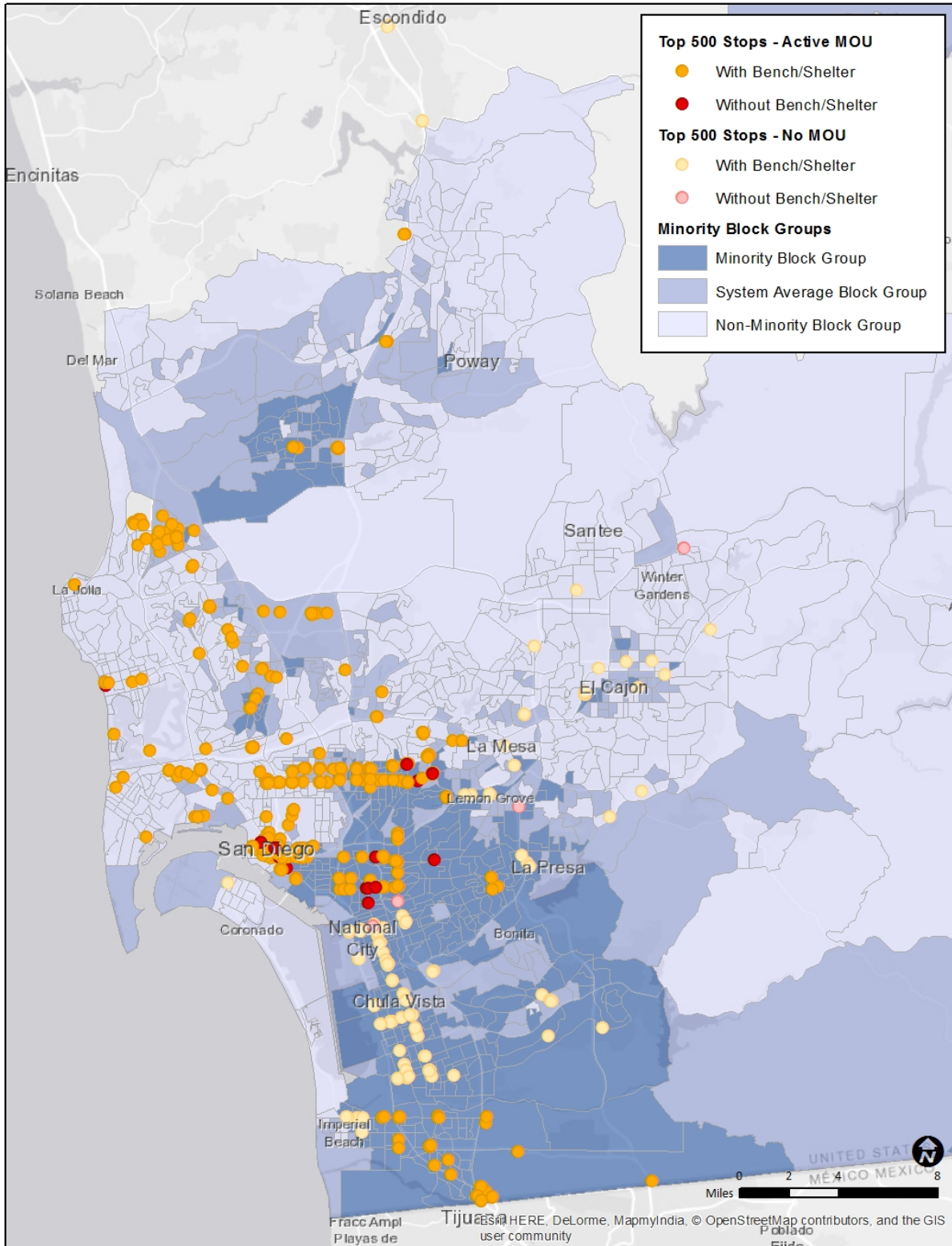
Ticket vending machines (TVMs) are only provided at three locations served by buses apart from Trolley stations: San Diego International Airport (Terminals 1 & 2), Virginia Avenue Transit Center (VATC) at the San Ysidro International Border, and the Otay Mesa Transit Center (OMTC; at the Otay Mesa International Border). These locations have TVMs due to the high volume of cash-paying passengers, to reduce dwell times for buses. MTS' next fare system, PRONTO, will allow for simpler TVMs that may be deployed at more bus stop locations in the future. *(NOTE: As of July 1, 2020, the OMTC is temporarily closed for adjacent construction until September 2021, and TVMs have been removed from the VATC in anticipation of PRONTO rolling out in Fall 2021.)*

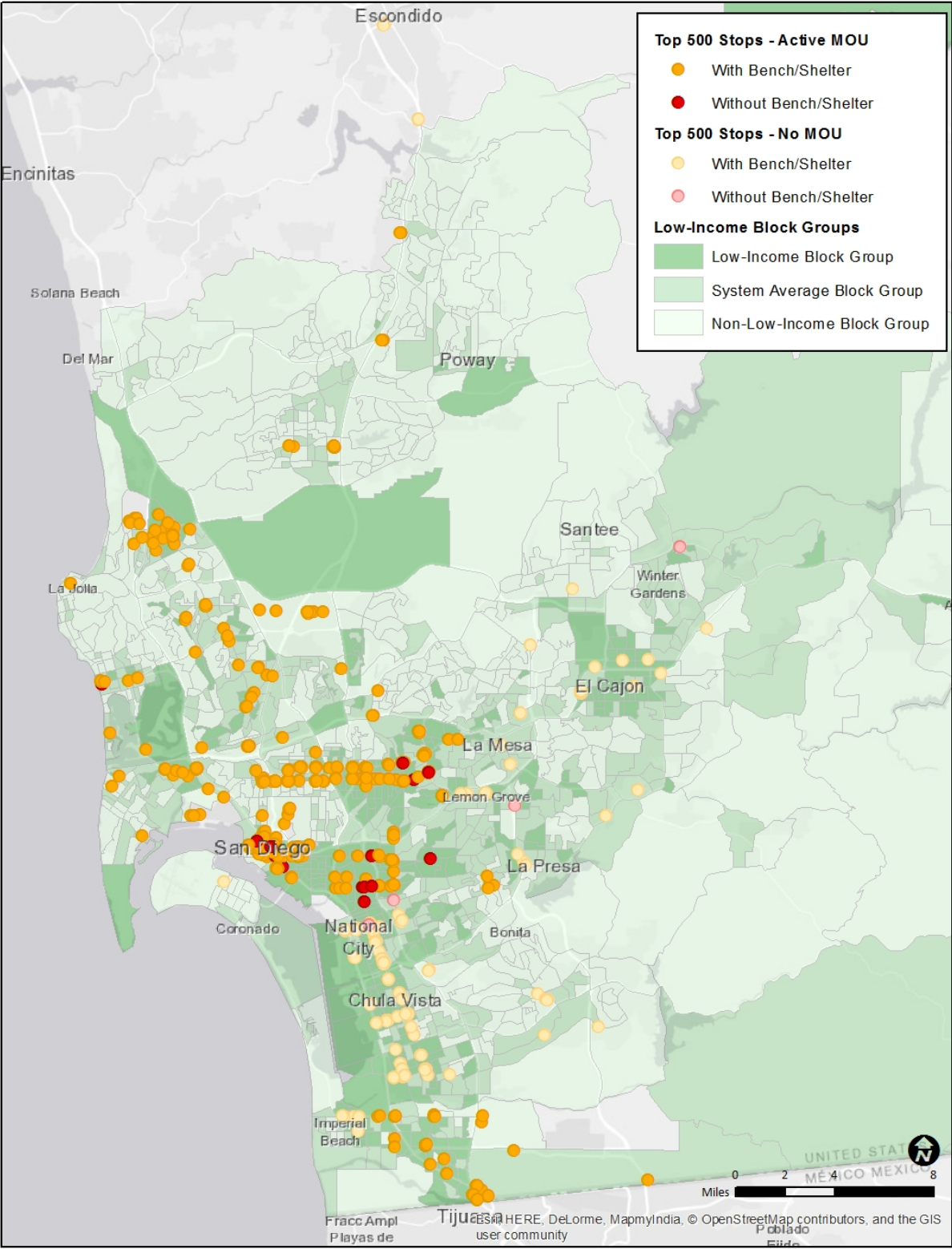
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#### 4.2.1.8. AMENITY DISTRIBUTION MAPS

The overlay maps on the following pages show the locations of amenities (benches and shelters) provided at the top 500 MTS bus stops by passenger boardings relative to the locations of minority and non-minority populations as well as low-income and non-low-income populations. Such a map is one way to demonstrate how amenities are distributed across the transit system.







## 4.2.2. RAIL STATION AMENITIES

**MTS's current distribution of rail station amenities is consistent with its Transit Amenities Policy.**

Trolley station amenities, except where noted below, are generally standardized at all Trolley stations throughout the Trolley network. This standardization ensures equal distribution to all users, regardless of the location of the station. Quantities and siting of amenities are dependent on level of boardings and site-specific conditions.

### 4.2.2.1. SEATING

MTS provides seating at all Trolley stations. Quantity and placement of benches is dependent on location, number of boardings, and station design and layout.

### 4.2.2.2. SHELTERS

MTS provides two kinds of shelters at its Trolley stations:

**Large canopies:** Most Trolley stations have one large canopy, located on the platform with the most open area.

**Small canopies:** Most Trolley stations have one or more small canopies, located on the narrower platform.

### 4.2.2.3. PASSENGER INFORMATION

**Static Displays:** Each Trolley platform includes signage along its length indicating the station name, line of service, and terminal destination. Information kiosks are installed on the platforms of all Trolley stations. The information provided includes Trolley schedules, fare information, local area maps, and "How to Ride" information. Bus transfer information is also included at busy transfer centers with bus service.

**Electronic Displays:** "Next-arrival" displays are provided above all Trolley platforms, indicating the line of service and the estimated time of arrival for subsequent trains.

### 4.2.2.4. ELEVATORS/ESCALATORS

**Elevators:** Provided only at locations where a fixed ramp could not meet Americans with Disabilities Act (ADA) requirements. Currently, MTS provides and maintains elevators at the following Trolley stations: Fashion Valley Transit Center, Stadium Trolley Station (currently closed for adjacent construction), Grantville Trolley Station, SDSU Transit Center, and Grossmont Transit Center. Several stations on the future Mid-Coast light rail extension will include elevators due to the elevated guideway and stations.

**Escalators:** The only MTS stop/station with escalators is the SDSU Transit Center, where peak volumes would exceed the capacity of the elevators. No other escalators are planned for the system at this time.

### 4.2.2.5. TRASH CANS AND RECYCLING RECEPTACLES

MTS installs and services trash cans and recycling receptacles at all Trolley stations.

#### 4.2.2.6. RESTROOMS

Four locations have MTS-owned restrooms available for passenger use:

- 12th & Imperial Transit Center
- Old Town Transit Center
- El Cajon Transit Center
- San Ysidro Transit Center

All four locations have an outside vendor that maintains the restroom and controls access. Other Trolley stations have nearby restrooms that may be available to passengers, but MTS does not reimburse the owner nor have any control over access. (For example, the City of San Diego maintains public restrooms adjacent to the Civic Center and Gaslamp Quarter Stations.)

MTS provides secured restrooms for employees only at various route terminal locations. At some route terminals, MTS has an agreement with a nearby business to allow MTS operators to use their restroom.

#### 4.2.2.7. TICKET VENDING MACHINES

At least two Compass ticket vending machines (TVMs) are currently provided at every Trolley station, each with the ability to accept credit cards and dispense tickets. At least one TVM at every station has the ability to issue and load Compass Cards. New PRONTO TVMs are already installed at most Trolley stations, ready for that system to replace the Compass system in Fall 2021.

# Title VI Monitoring Report for Service Policies

MTS Board of Directors  
July 29, 2021

## Title VI

- As a federal funds recipient, MTS is required to follow FTA guidance on Title VI
- Current FTA requirements established in Circular 4702.1B
  - Issued in 2012
  - Required changes to Policy 42 to establish service standards and change thresholds
  - Requires on-going monitoring of service standards, with results reported to the Board at least every 3 years (MTS includes these in quarterly and annual performance monitoring reports to the Board)
  - Requires transit operators to have two administrative service policies, also monitored at least every three years:
    - [Vehicle Assignment Policy](#)
    - [Distribution of Transit Amenities Policy](#)

## Vehicle Assignment Policy

- Details how buses and rail cars are distributed throughout the system
- MTS updated policy on 7/1/2021 with a change to the bus distribution policy
  - Bus assignments by division had previously been based on age, with each aged-out fleet being replaced with a new fleet at the same division
  - Revised policy incorporates new equity-based bus assignments established by the Zero Emission Bus (ZEB) Transition Plan
    - Following ZEB pilot period, Vehicle Assignment Policy now prioritizes deployment of Battery-Electric Buses in disadvantaged areas and on DAC-serving routes

## Distribution of Transit Amenities Policy

- Details how passenger amenities are distributed throughout the system
  - Benches, shelters, trash cans, elevators, information signage, etc.
- MTS updated policy on 7/1/2021 with a change to the provision of amenities
  - Most bus stop amenities had previously been warranted by the level of ridership at a stop
  - Policy now incorporates an equity-based provision to include consideration for disadvantaged communities
    - Allows for a stop in a disadvantaged community to receive an amenity even if ridership is lower than another stop
    - Will be seen in agency programs like the CIP and performance goals



## Monitoring Results

- Monitoring report found one exception to the Vehicle Assignment Policy:
  - Articulated 'Rapid Freeway' buses purchased by SANDAG for Rapids 235 and 237 are used on urban Rapid 201/202 (SuperLoop) due to a subsequent restructuring of Rapid 237 and capacity needs on Rapid 201/202
- No exceptions noted for compliance with the Distribution of Transit Amenities Policy

## Today's Action

- Vehicle Assignment Policy and Distribution of Transit Amenities Policy must be monitored at least every three years, with results presented to the MTS Board of Directors
- **Recommendation** to approve the Monitoring Report for Service Policies
- Policies, Monitoring Report, and Board Action will be submitted with next FTA Title VI Triennial Update in Spring 2024.

## APPENDIX L

### **MTS MINORITY & NON-MINORITY LOAD FACTOR, HEADWAY, & ON-TIME PERFORMANCE DATA**

<b>Route</b>	<b>Time</b>	<b>Classification</b>	<b>Type</b>	<b>Pass Miles</b>	<b>Seat Miles</b>	<b>Load Factor</b>
1	AM Early	Minority	Local	219.47	1,533.90	14%
1	Midday	Minority	Local	4,172.39	12,010.30	35%
1	PM Late	Minority	Local	1,706.55	8,209.30	21%
1	PM Peak	Minority	Local	2,413.40	6,099.70	40%
1	AM Peak	Minority	Local	1,885.71	6,326.20	30%
2	AM Early	Non-Minority	Local	120.95	1,462.20	8%
2	AM Peak	Non-Minority	Local	928.61	5,216.60	18%
2	Midday	Non-Minority	Local	1,538.59	9,988.80	15%
2	Other	Non-Minority	Local	18.74	421.5	4%
2	PM Late	Non-Minority	Local	604.11	6,310.70	10%
2	PM Peak	Non-Minority	Local	1,058.10	5,000.80	21%
3	AM Early	Minority	Local	367.56	2,232.20	16%
3	Midday	Minority	Local	4,125.30	12,776.20	32%
3	PM Late	Minority	Local	1,224.54	6,264.10	20%
3	PM Peak	Minority	Local	2,358.38	6,382.60	37%
3	AM Peak	Minority	Local	1,922.70	6,289.20	31%
4	AM Early	Minority	Local	215.83	1,585.50	14%
4	Midday	Minority	Local	1,823.31	9,781.40	19%
4	PM Late	Minority	Local	808.15	6,345.80	13%
4	PM Peak	Minority	Local	1,291.45	5,637.10	23%
4	AM Peak	Minority	Local	953.89	5,779.00	17%
5	AM Early	Minority	Local	87.72	754.4	12%
5	Midday	Minority	Local	1,581.14	6,843.50	23%
5	PM Late	Minority	Local	365.83	3,278.30	11%
5	PM Peak	Minority	Local	993.52	3,341.40	30%
5	AM Peak	Minority	Local	828.7	3,416.30	24%
6	AM Early	Non-Minority	Local	32.06	278.8	11%
6	AM Peak	Non-Minority	Local	221.1	2,764.70	8%
6	Midday	Non-Minority	Local	588.97	5,553.70	11%
6	PM Late	Non-Minority	Local	256.2	3,256.00	8%
6	PM Peak	Non-Minority	Local	410.89	2,627.50	16%
7	AM Early	Minority	Local	621.19	6,619.20	9%
7	Midday	Minority	Local	6,004.68	29,562.30	20%
7	Other	Minority	Local	206.1	1,976.50	10%
7	PM Late	Minority	Local	2,278.92	18,142.70	13%
7	PM Peak	Minority	Local	3,618.46	15,489.50	23%
7	AM Peak	Minority	Local	2,979.49	14,796.20	20%
8	AM Early	Non-Minority	Local	112.28	878.6	13%
8	AM Peak	Non-Minority	Local	1,180.40	7,206.70	16%
8	Midday	Non-Minority	Local	2,516.99	14,121.70	18%
8	PM Late	Non-Minority	Local	1,095.12	8,677.40	13%
8	PM Peak	Non-Minority	Local	1,512.53	6,890.40	22%
9	AM Early	Non-Minority	Local	9.3	182.2	5%
9	AM Peak	Non-Minority	Local	286.61	2,378.30	12%

<b>Route</b>	<b>Time</b>	<b>Classification</b>	<b>Type</b>	<b>Pass Miles</b>	<b>Seat Miles</b>	<b>Load Factor</b>
9	Midday	Non-Minority	Local	1,103.85	8,149.80	14%
9	PM Late	Non-Minority	Local	318.12	3,241.40	10%
9	PM Peak	Non-Minority	Local	657.06	4,124.40	16%
10	AM Early	Minority	Local	488.8	2,666.80	18%
10	Midday	Minority	Local	4,108.64	22,166.00	19%
10	PM Late	Minority	Local	1,691.31	11,394.60	15%
10	PM Peak	Minority	Local	2,646.14	10,965.80	24%
10	AM Peak	Minority	Local	2,133.12	10,831.30	20%
11	AM Early	Non-Minority	Local	132.99	1,854.30	7%
11	AM Peak	Non-Minority	Local	1,034.81	6,475.10	16%
11	Midday	Non-Minority	Local	2,097.26	13,174.40	16%
11	PM Late	Non-Minority	Local	748.59	7,067.90	11%
11	PM Peak	Non-Minority	Local	1,301.87	6,575.00	20%
12	AM Early	Minority	Local	448.79	2,417.90	19%
12	Midday	Minority	Local	2,934.70	17,173.70	17%
12	PM Late	Minority	Local	1,259.33	8,604.70	15%
12	PM Peak	Minority	Local	2,461.17	9,907.90	25%
12	AM Peak	Minority	Local	2,302.87	9,741.20	24%
13	AM Early	Minority	Local	1,147.07	7,251.20	16%
13	Midday	Minority	Local	7,483.46	35,348.70	21%
13	PM Late	Minority	Local	2,037.22	10,857.00	19%
13	PM Peak	Minority	Local	4,739.14	17,441.40	27%
13	AM Peak	Minority	Local	4,013.87	16,769.40	24%
14	AM Peak	Non-Minority	Community	153.67	1,528.40	10%
14	Midday	Non-Minority	Community	346.68	3,056.80	11%
14	PM Late	Non-Minority	Community	67.44	558.5	12%
14	PM Peak	Non-Minority	Community	181.19	1,528.40	12%
18	AM Peak	Non-Minority	Community	48.55	775.4	6%
18	Midday	Non-Minority	Community	151.47	2,326.20	7%
18	PM Peak	Non-Minority	Community	85.9	969.3	9%
20	AM Peak	Minority	Corridor	2,784.31	14,194.00	20%
20	AM Early	Minority	Corridor	873.28	4,799.10	18%
20	Midday	Minority	Corridor	4,172.73	23,436.80	18%
20	PM Late	Minority	Corridor	1,208.89	8,772.70	14%
20	PM Peak	Minority	Corridor	3,016.57	14,721.70	20%
25	AM Peak	Non-Minority	Community	256.47	1,621.60	16%
25	Midday	Non-Minority	Community	592.83	3,852.50	15%
25	PM Late	Non-Minority	Community	62.17	642.1	10%
25	PM Peak	Non-Minority	Community	280.91	1,926.30	15%
27	AM Early	Non-Minority	Local	35.35	526.6	7%
27	AM Peak	Non-Minority	Local	634.17	3,590.80	18%
27	Midday	Non-Minority	Local	1,319.66	6,197.60	21%
27	PM Late	Non-Minority	Local	496.8	3,349.80	15%
27	PM Peak	Non-Minority	Local	863.65	3,242.60	27%

<b>Route</b>	<b>Time</b>	<b>Classification</b>	<b>Type</b>	<b>Pass Miles</b>	<b>Seat Miles</b>	<b>Load Factor</b>
28	AM Early	Non-Minority	Local	18.7	204	9%
28	AM Peak	Non-Minority	Local	566.14	1,658.40	34%
28	Midday	Non-Minority	Local	647.83	2,532.10	26%
28	PM Late	Non-Minority	Local	258.05	1,830.50	14%
28	PM Peak	Non-Minority	Local	635.03	1,499.30	42%
30	AM Early	Non-Minority	Local	610.92	2,861.90	21%
30	AM Peak	Non-Minority	Local	3,990.97	15,048.50	27%
30	Midday	Non-Minority	Local	8,435.39	30,762.50	27%
30	Other	Non-Minority	Local	9.1	229.5	4%
30	PM Late	Non-Minority	Local	2,687.74	18,228.90	15%
30	PM Peak	Non-Minority	Local	4,265.22	14,444.20	30%
31	AM Early	Non-Minority	Local	79.14	542.9	15%
31	AM Peak	Non-Minority	Local	582.22	2,979.10	20%
31	Midday	Non-Minority	Local	157.99	811	19%
31	PM Late	Non-Minority	Local	76.62	552.9	14%
31	PM Peak	Non-Minority	Local	628	3,257.60	19%
35	AM Early	Non-Minority	Local	39.27	346.4	11%
35	AM Peak	Non-Minority	Local	411.21	1,802.10	23%
35	Midday	Non-Minority	Local	1,083.73	4,038.90	27%
35	PM Late	Non-Minority	Local	618.75	2,090.30	30%
35	PM Peak	Non-Minority	Local	761.48	1,989.60	38%
41	AM Early	Non-Minority	Local	211.48	1,643.80	13%
41	AM Peak	Non-Minority	Local	2,698.65	12,260.10	22%
41	Midday	Non-Minority	Local	5,070.90	20,801.20	24%
41	PM Late	Non-Minority	Local	1,777.42	10,013.50	18%
41	PM Peak	Non-Minority	Local	3,062.48	12,319.10	25%
43	AM Early	Minority	Local	93.98	1,221.70	8%
43	AM Peak	Minority	Local	951.22	5,821.10	16%
43	Midday	Minority	Local	1,739.67	9,479.50	18%
43	PM Late	Minority	Local	732.49	5,591.50	13%
43	PM Peak	Minority	Local	1,182.43	5,356.20	22%
44	AM Early	Minority	Local	329.72	1,765.90	19%
44	Midday	Minority	Local	4,076.86	15,077.40	27%
44	PM Late	Minority	Local	1,307.38	7,650.40	17%
44	PM Peak	Minority	Local	2,655.01	8,484.80	31%
44	AM Peak	Minority	Local	2,292.64	8,702.30	26%
60	AM Peak	Minority	Corridor	944.01	2,551.10	37%
60	AM Early	Minority	Corridor	602.97	1,910.90	32%
60	PM Late	Minority	Corridor	102.44	631.8	16%
60	PM Peak	Minority	Corridor	896.47	3,158.80	28%
83	AM Peak	Non-Minority	Community	59.78	682.3	9%
83	Midday	Non-Minority	Community	76.9	1,233.80	6%
83	PM Late	Non-Minority	Community	6.76	120.3	6%
83	PM Peak	Non-Minority	Community	41.65	619.9	7%

<b>Route</b>	<b>Time</b>	<b>Classification</b>	<b>Type</b>	<b>Pass Miles</b>	<b>Seat Miles</b>	<b>Load Factor</b>
<b>84</b>	AM Peak	Non-Minority	Community	65.8	646.5	10%
<b>84</b>	Midday	Non-Minority	Community	118.63	2,142.50	6%
<b>84</b>	PM Late	Non-Minority	Community	2.25	31.3	7%
<b>84</b>	PM Peak	Non-Minority	Community	39.2	821.6	5%
<b>88</b>	AM Peak	Non-Minority	Community	139.32	1,159.90	12%
<b>88</b>	Midday	Non-Minority	Community	300.73	2,420.00	12%
<b>88</b>	PM Late	Non-Minority	Community	137.18	1,159.90	12%
<b>88</b>	PM Peak	Non-Minority	Community	164.25	1,059.60	16%
<b>105</b>	AM Early	Non-Minority	Local	107.82	1,624.40	7%
<b>105</b>	AM Peak	Non-Minority	Local	665.66	4,359.10	15%
<b>105</b>	Midday	Non-Minority	Local	1,139.64	8,724.50	13%
<b>105</b>	PM Late	Non-Minority	Local	302.13	3,091.00	10%
<b>105</b>	PM Peak	Non-Minority	Local	732.56	4,400.10	17%
<b>110</b>	AM Peak	Minority	Corridor	631.8	2,782.20	23%
<b>110</b>	PM Peak	Minority	Corridor	613.07	2,874.30	21%
<b>115</b>	AM Peak	Non-Minority	Local	1,239.88	4,797.60	26%
<b>115</b>	Midday	Non-Minority	Local	2,166.10	9,632.80	22%
<b>115</b>	PM Late	Non-Minority	Local	434.45	3,620.80	12%
<b>115</b>	PM Peak	Non-Minority	Local	1,323.27	4,816.40	27%
<b>120</b>	AM Early	Minority	Local	329.6	2,080.50	16%
<b>120</b>	Midday	Minority	Local	2,399.94	14,314.60	17%
<b>120</b>	PM Late	Minority	Local	658.83	7,714.80	9%
<b>120</b>	PM Peak	Minority	Local	1,286.85	7,148.10	18%
<b>120</b>	AM Peak	Minority	Local	1,209.14	6,990.30	17%
<b>201</b>	AM Early	Minority	Local	5.63	324.1	2%
<b>201</b>	Midday	Minority	Corridor	3,356.11	12,577.80	27%
<b>201</b>	PM Late	Minority	Corridor	2,364.07	10,059.00	24%
<b>201</b>	PM Peak	Minority	Corridor	2,775.04	8,683.20	32%
<b>201</b>	AM Peak	Minority	Corridor	512	4,897.50	10%
<b>202</b>	AM Early	Minority	Corridor	10.43	314.9	3%
<b>202</b>	Midday	Minority	Corridor	4,125.09	14,772.20	28%
<b>202</b>	PM Late	Minority	Corridor	686.14	5,764.40	12%
<b>202</b>	PM Peak	Minority	Corridor	1,101.48	5,817.80	19%
<b>202</b>	AM Peak	Minority	Corridor	1,534.29	7,047.60	22%
<b>204</b>	AM Early	Non-Minority	Corridor	1.72	119	1%
<b>204</b>	AM Peak	Non-Minority	Corridor	104.23	714.1	15%
<b>204</b>	Midday	Non-Minority	Corridor	250.8	1,309.10	19%
<b>204</b>	PM Late	Non-Minority	Corridor	144.82	1,071.10	14%
<b>204</b>	PM Peak	Non-Minority	Corridor	145.58	714.1	20%
<b>215</b>	AM Peak	Minority	Corridor	3,015.58	13,868.60	22%
<b>215</b>	AM Early	Minority	Corridor	694.25	7,335.20	9%
<b>215</b>	Midday	Minority	Corridor	6,084.48	27,710.50	22%
<b>215</b>	Other	Minority	Corridor	223.9	2,837.30	8%
<b>215</b>	PM Late	Minority	Corridor	2,958.01	20,609.00	14%

<b>Route</b>	<b>Time</b>	<b>Classification</b>	<b>Type</b>	<b>Pass Miles</b>	<b>Seat Miles</b>	<b>Load Factor</b>
<b>215</b>	PM Peak	Minority	Corridor	4,076.14	13,830.20	29%
<b>225</b>	AM Peak	Minority	Corridor	6,094.70	26,374.80	23%
<b>225</b>	AM Early	Minority	Corridor	3,389.07	10,210.40	33%
<b>225</b>	Midday	Minority	Corridor	8,424.70	38,096.90	22%
<b>225</b>	PM Late	Minority	Corridor	4,856.92	29,336.30	17%
<b>225</b>	PM Peak	Minority	Corridor	7,710.25	24,925.00	31%
<b>235</b>	AM Early	Non-Minority	Corridor	2,434.67	11,711.60	21%
<b>235</b>	AM Peak	Non-Minority	Corridor	11,464.63	45,262.10	25%
<b>235</b>	Midday	Non-Minority	Corridor	26,163.61	96,577.80	27%
<b>235</b>	PM Late	Non-Minority	Corridor	10,547.59	48,383.90	22%
<b>235</b>	PM Peak	Non-Minority	Corridor	17,875.94	47,874.90	37%
<b>237</b>	AM Peak	Minority	Corridor	1,486.70	7,226.60	21%
<b>237</b>	AM Early	Minority	Corridor	53.94	359.2	15%
<b>237</b>	Midday	Minority	Corridor	760.55	2,125.80	36%
<b>237</b>	PM Late	Minority	Corridor	747.54	2,804.70	27%
<b>237</b>	PM Peak	Minority	Corridor	1,871.77	7,622.50	25%
<b>280</b>	AM Early	Non-Minority	Regional	1,036.73	3,839.40	27%
<b>280</b>	AM Peak	Non-Minority	Regional	2,391.49	9,598.40	25%
<b>280</b>	Midday	Non-Minority	Regional	586.66	1,910.10	31%
<b>280</b>	PM Peak	Non-Minority	Regional	2,809.44	11,460.50	25%
<b>290</b>	AM Early	Non-Minority	Regional	512.42	2,864.40	18%
<b>290</b>	AM Peak	Non-Minority	Regional	2,358.38	7,161.00	33%
<b>290</b>	PM Peak	Non-Minority	Regional	2,444.68	9,970.00	25%
<b>510</b>	AM Peak	Minority	Corridor	114,413.67	237,463.80	48%
<b>510</b>	AM Early	Minority	Corridor	52,184.80	147,979.50	35%
<b>510</b>	Midday	Minority	Corridor	208,840.88	479,679.30	44%
<b>510</b>	Other	Minority	Corridor	1,807.46	13,787.70	13%
<b>510</b>	PM Late	Minority	Corridor	110,409.43	358,431.00	31%
<b>510</b>	PM Peak	Minority	Corridor	145,818.39	239,663.10	61%
<b>520</b>	AM Peak	Minority	Corridor	22,458.62	85,937.10	26%
<b>520</b>	AM Early	Minority	Corridor	6,758.36	45,958.80	15%
<b>520</b>	Midday	Minority	Corridor	40,038.88	172,393.00	23%
<b>520</b>	Other	Minority	Corridor	486.53	8,216.10	6%
<b>520</b>	PM Late	Minority	Corridor	18,868.06	94,678.60	20%
<b>520</b>	PM Peak	Minority	Corridor	29,358.35	86,186.20	34%
<b>530</b>	AM Early	Non-Minority	Corridor	7,524.83	65,922.30	11%
<b>530</b>	AM Peak	Non-Minority	Corridor	30,748.72	118,803.50	26%
<b>530</b>	Midday	Non-Minority	Corridor	63,590.44	236,486.00	27%
<b>530</b>	Other	Non-Minority	Corridor	701.78	7,008.20	10%
<b>530</b>	PM Late	Non-Minority	Corridor	35,665.99	155,166.80	23%
<b>530</b>	PM Peak	Non-Minority	Corridor	42,497.55	118,012.80	36%
<b>701</b>	AM Early	Minority	Local	132.4	659.6	20%
<b>701</b>	Midday	Minority	Local	1,544.39	8,667.00	18%
<b>701</b>	PM Late	Minority	Local	355.14	2,936.90	12%



<b>Route</b>	<b>Time</b>	<b>Classification</b>	<b>Type</b>	<b>Pass Miles</b>	<b>Seat Miles</b>	<b>Load Factor</b>
<b>701</b>	PM Peak	Minority	Local	964.68	3,808.90	25%
<b>701</b>	AM Peak	Minority	Local	940.04	3,809.40	25%
<b>704</b>	AM Early	Minority	Local	193.55	1,212.70	16%
<b>704</b>	Midday	Minority	Local	2,178.09	8,997.60	24%
<b>704</b>	PM Late	Minority	Local	462.36	2,856.40	16%
<b>704</b>	PM Peak	Minority	Local	1,249.97	4,474.40	28%
<b>704</b>	AM Peak	Minority	Local	1,042.19	4,436.90	23%
<b>705</b>	Midday	Minority	Local	1,413.54	4,351.80	32%
<b>705</b>	PM Late	Minority	Local	260.39	1,723.70	15%
<b>705</b>	PM Peak	Minority	Local	681.51	2,358.80	29%
<b>705</b>	AM Peak	Minority	Local	485.9	1,906.70	25%
<b>707</b>	AM Early	Minority	Local	16.58	123.8	13%
<b>707</b>	Midday	Minority	Local	657.61	2,582.40	25%
<b>707</b>	PM Late	Minority	Local	93.8	723.7	13%
<b>707</b>	PM Peak	Minority	Local	422.38	1,866.90	23%
<b>707</b>	AM Peak	Minority	Local	376.96	1,286.40	29%
<b>709</b>	AM Early	Minority	Local	232.71	1,030.90	23%
<b>709</b>	Midday	Minority	Local	6,076.16	11,905.60	51%
<b>709</b>	PM Late	Minority	Local	1,013.68	4,388.50	23%
<b>709</b>	PM Peak	Minority	Local	2,611.27	6,396.30	41%
<b>709</b>	AM Peak	Minority	Local	3,013.20	6,105.90	49%
<b>712</b>	AM Early	Minority	Local	109.07	555.5	20%
<b>712</b>	Midday	Minority	Local	3,611.70	8,024.60	45%
<b>712</b>	PM Late	Minority	Local	781.08	3,152.70	25%
<b>712</b>	PM Peak	Minority	Local	1,934.80	4,621.20	42%
<b>712</b>	AM Peak	Minority	Local	1,812.15	4,646.10	39%
<b>815</b>	AM Early	Non-Minority	Community	52.45	407.8	13%
<b>815</b>	AM Peak	Non-Minority	Community	388.99	2,173.80	18%
<b>815</b>	Midday	Non-Minority	Community	1,033.67	4,703.90	22%
<b>815</b>	PM Late	Non-Minority	Community	312.69	2,139.50	15%
<b>815</b>	PM Peak	Non-Minority	Community	493.54	2,173.80	23%
<b>816</b>	AM Early	Non-Minority	Local	56.09	494.7	11%
<b>816</b>	AM Peak	Non-Minority	Local	483.87	2,718.40	18%
<b>816</b>	Midday	Non-Minority	Local	1,062.37	5,936.60	18%
<b>816</b>	PM Late	Non-Minority	Local	110.73	989.4	11%
<b>816</b>	PM Peak	Non-Minority	Local	461.57	2,968.30	16%
<b>832</b>	AM Peak	Non-Minority	Local	120.16	774.6	16%
<b>832</b>	Midday	Non-Minority	Local	265.17	1,355.60	20%
<b>832</b>	PM Late	Non-Minority	Local	25	387.3	6%
<b>832</b>	PM Peak	Non-Minority	Local	105.62	581	18%
<b>833</b>	AM Early	Non-Minority	Local	12.08	179.5	7%
<b>833</b>	AM Peak	Non-Minority	Local	226.22	1,289.60	18%
<b>833</b>	Midday	Non-Minority	Local	562.3	3,105.40	18%
<b>833</b>	PM Peak	Non-Minority	Local	312.65	1,592.80	20%

<b>Route</b>	<b>Time</b>	<b>Classification</b>	<b>Type</b>	<b>Pass Miles</b>	<b>Seat Miles</b>	<b>Load Factor</b>
<b>834</b>	AM Peak	Non-Minority	Local	146.59	788.7	19%
<b>834</b>	Midday	Non-Minority	Local	233.22	1,577.30	15%
<b>834</b>	PM Late	Non-Minority	Local	15.81	262.9	6%
<b>834</b>	PM Peak	Non-Minority	Local	112.93	788.7	14%
<b>838</b>	AM Early	Non-Minority	Local	146.82	751.4	20%
<b>838</b>	AM Peak	Non-Minority	Local	743.75	2,254.10	33%
<b>838</b>	Midday	Non-Minority	Local	1,233.16	4,134.20	30%
<b>838</b>	PM Late	Non-Minority	Local	412.36	1,128.70	37%
<b>838</b>	PM Peak	Non-Minority	Local	261.91	751.4	35%
<b>848</b>	AM Early	Non-Minority	Local	230.8	1,410.70	16%
<b>848</b>	AM Peak	Non-Minority	Local	860.84	3,406.10	25%
<b>848</b>	Midday	Non-Minority	Local	1,728.33	6,812.20	25%
<b>848</b>	PM Late	Non-Minority	Local	396.27	2,276.40	17%
<b>848</b>	PM Peak	Non-Minority	Local	940.77	3,406.10	28%
<b>851</b>	AM Peak	Minority	Community	166.63	1,205.70	14%
<b>851</b>	AM Early	Minority	Community	36.55	401.9	9%
<b>851</b>	Midday	Minority	Community	320.81	2,411.50	13%
<b>851</b>	PM Late	Minority	Community	29.7	401.9	7%
<b>851</b>	PM Peak	Minority	Community	186.99	1,205.70	16%
<b>852</b>	AM Early	Minority	Local	59.25	935.8	6%
<b>852</b>	Midday	Minority	Local	975.46	5,614.80	17%
<b>852</b>	PM Late	Minority	Local	403.62	4,679.00	9%
<b>852</b>	PM Peak	Minority	Local	453.24	2,580.50	18%
<b>852</b>	AM Peak	Minority	Local	471.36	3,040.10	16%
<b>854</b>	AM Early	Non-Minority	Local	15.39	175.8	9%
<b>854</b>	AM Peak	Non-Minority	Local	174.92	1,529.80	11%
<b>854</b>	Midday	Non-Minority	Local	729.83	4,837.90	15%
<b>854</b>	PM Late	Non-Minority	Local	165.03	2,090.40	8%
<b>854</b>	PM Peak	Non-Minority	Local	304.13	2,419.00	13%
<b>855</b>	AM Early	Minority	Local	43	350.8	12%
<b>855</b>	Midday	Minority	Local	684.79	3,988.30	17%
<b>855</b>	PM Late	Minority	Local	225.66	1,643.40	14%
<b>855</b>	PM Peak	Minority	Local	463.9	1,994.20	23%
<b>855</b>	AM Peak	Minority	Local	479.48	1,994.20	24%
<b>856</b>	AM Early	Minority	Local	347.42	2,123.80	16%
<b>856</b>	Midday	Minority	Local	2,946.24	11,143.80	26%
<b>856</b>	PM Late	Minority	Local	989.5	4,962.40	20%
<b>856</b>	PM Peak	Minority	Local	1,592.17	5,571.90	29%
<b>856</b>	AM Peak	Minority	Local	1,469.75	5,505.40	27%
<b>864</b>	AM Early	Non-Minority	Local	171.12	872.3	20%
<b>864</b>	AM Peak	Non-Minority	Local	844.88	2,878.00	29%
<b>864</b>	Midday	Non-Minority	Local	1,680.58	5,755.90	29%
<b>864</b>	PM Late	Non-Minority	Local	642.05	2,636.10	24%
<b>864</b>	PM Peak	Non-Minority	Local	924.69	2,878.00	32%

<b>Route</b>	<b>Time</b>	<b>Classification</b>	<b>Type</b>	<b>Pass Miles</b>	<b>Seat Miles</b>	<b>Load Factor</b>
<b>872</b>	AM Peak	Non-Minority	Local	71.09	608.3	12%
<b>872</b>	Midday	Non-Minority	Local	133.42	1,455.80	9%
<b>872</b>	PM Late	Non-Minority	Local	44.6	363.2	12%
<b>872</b>	PM Peak	Non-Minority	Local	72.91	726.5	10%
<b>874</b>	AM Early	Non-Minority	Local	41.32	245.6	17%
<b>874</b>	AM Peak	Non-Minority	Local	333.56	1,889.20	18%
<b>874</b>	Midday	Non-Minority	Local	931.95	4,105.80	23%
<b>874</b>	PM Late	Non-Minority	Local	273.99	1,540.50	18%
<b>874</b>	PM Peak	Non-Minority	Local	472.48	2,052.90	23%
<b>875</b>	AM Early	Non-Minority	Local	5.6	145.3	4%
<b>875</b>	AM Peak	Non-Minority	Local	338.8	2,145.40	16%
<b>875</b>	Midday	Non-Minority	Local	793.45	4,090.20	19%
<b>875</b>	PM Late	Non-Minority	Local	273.1	1,536.40	18%
<b>875</b>	PM Peak	Non-Minority	Local	426.19	2,045.10	21%
<b>894</b>	AM Early	Non-Minority	Rural	645.8	1,703.00	38%
<b>894</b>	AM Peak	Non-Minority	Rural	921.31	1,696.10	54%
<b>894</b>	Midday	Non-Minority	Rural	1,918.55	2,549.60	75%
<b>894</b>	PM Peak	Non-Minority	Rural	41.59	981.4	4%
<b>901</b>	AM Early	Minority	Local	1,423.60	4,921.50	29%
<b>901</b>	Midday	Minority	Local	5,994.54	13,351.10	45%
<b>901</b>	Other	Minority	Local	266.96	1,049.90	25%
<b>901</b>	PM Late	Minority	Local	2,270.97	6,946.40	33%
<b>901</b>	PM Peak	Minority	Local	3,708.36	8,458.60	44%
<b>901</b>	AM Peak	Minority	Local	2,986.40	7,697.40	39%
<b>904</b>	Midday	Non-Minority	Community	71.3	734.8	10%
<b>904</b>	PM Late	Non-Minority	Community	3.43	70.5	5%
<b>904</b>	PM Peak	Non-Minority	Community	32.22	408.9	8%
<b>905</b>	AM Early	Minority	Local	1,097.00	2,354.10	47%
<b>905</b>	Midday	Minority	Local	3,204.30	7,816.70	41%
<b>905</b>	PM Late	Minority	Local	971.88	4,172.00	23%
<b>905</b>	PM Peak	Minority	Local	2,910.50	5,916.80	49%
<b>905</b>	AM Peak	Minority	Local	2,714.40	6,591.10	41%
<b>906</b>	AM Early	Minority	Local	204.82	871.6	23%
<b>906</b>	Midday	Minority	Local	1,396.58	4,061.30	34%
<b>906</b>	Other	Minority	Local	171.78	390.7	44%
<b>906</b>	PM Late	Minority	Local	388.07	2,619.30	15%
<b>906</b>	PM Peak	Minority	Local	717.9	2,280.30	31%
<b>906</b>	AM Peak	Minority	Local	660.18	2,101.60	31%
<b>907</b>	AM Early	Minority	Local	146.13	494.9	30%
<b>907</b>	Midday	Minority	Local	1,404.20	4,947.30	28%
<b>907</b>	Other	Minority	Local	29.83	482.9	6%
<b>907</b>	PM Late	Minority	Local	412.51	2,097.80	20%
<b>907</b>	PM Peak	Minority	Local	906.07	2,345.80	39%
<b>907</b>	AM Peak	Minority	Local	410.44	2,143.30	19%

<b>Route</b>	<b>Time</b>	<b>Classification</b>	<b>Type</b>	<b>Pass Miles</b>	<b>Seat Miles</b>	<b>Load Factor</b>
909	AM Early	Minority	Community	172.21	416.1	41%
909	AM Peak	Minority	Community	189.88	786.7	24%
909	Midday	Minority	Community	318.08	1,503.00	21%
909	PM Late	Minority	Community	43.72	581.6	8%
909	PM Peak	Minority	Community	107.95	640	17%
916	AM Early	Minority	Local	5.18	118	4%
916	Midday	Minority	Local	349.19	2,014.50	17%
916	PM Late	Minority	Local	153.5	1,120.40	14%
916	PM Peak	Minority	Local	253.07	1,334.20	19%
916	AM Peak	Minority	Local	162.87	1,449.60	11%
917	AM Early	Minority	Local	8.67	178	5%
917	Midday	Minority	Local	377.14	2,281.10	17%
917	PM Late	Minority	Local	125.13	1,387.80	9%
917	PM Peak	Minority	Local	248.45	1,508.50	16%
917	AM Peak	Minority	Local	223.83	1,549.80	14%
921	AM Early	Minority	Local	61.54	314.9	20%
921	Midday	Minority	Local	1,996.30	7,561.80	26%
921	PM Late	Minority	Local	268.96	1,575.50	17%
921	PM Peak	Minority	Local	920.68	3,780.90	24%
921	AM Peak	Minority	Local	519.68	3,780.90	14%
923	AM Early	Non-Minority	Local	80.45	849.6	9%
923	AM Peak	Non-Minority	Local	677.48	3,231.70	21%
923	Midday	Non-Minority	Local	1,193.55	6,832.20	17%
923	PM Late	Non-Minority	Local	152.27	1,149.70	13%
923	PM Peak	Non-Minority	Local	898.76	3,558.80	25%
928	AM Early	Non-Minority	Local	141.29	1,532.60	9%
928	AM Peak	Non-Minority	Local	657.13	4,172.10	16%
928	Midday	Non-Minority	Local	1,377.01	8,410.50	16%
928	PM Late	Non-Minority	Local	232.6	2,309.50	10%
928	PM Peak	Non-Minority	Local	806.77	4,144.20	19%
929	AM Early	Minority	Local	785.37	4,084.50	19%
929	Midday	Minority	Local	8,718.69	25,235.10	35%
929	Other	Minority	Local	319.72	1,772.50	18%
929	PM Late	Minority	Local	2,511.24	12,706.90	20%
929	PM Peak	Minority	Local	3,627.25	11,949.20	30%
929	AM Peak	Minority	Local	3,941.68	13,179.00	30%
932	AM Early	Minority	Local	253.12	1,917.50	13%
932	Midday	Minority	Local	3,721.61	11,094.60	34%
932	PM Late	Minority	Local	955.16	6,053.30	16%
932	PM Peak	Minority	Local	1,683.37	5,235.00	32%
932	AM Peak	Minority	Local	1,346.25	5,402.20	25%
933	AM Early	Minority	Local	431.23	1,953.40	22%
933	Midday	Minority	Local	3,738.47	9,709.40	39%
933	PM Late	Minority	Local	1,032.81	4,366.30	24%

<b>Route</b>	<b>Time</b>	<b>Classification</b>	<b>Type</b>	<b>Pass Miles</b>	<b>Seat Miles</b>	<b>Load Factor</b>
933	PM Peak	Minority	Local	1,840.27	4,751.90	39%
933	AM Peak	Minority	Local	1,604.95	5,078.50	32%
934	AM Early	Minority	Local	270.81	1,731.60	16%
934	Midday	Minority	Local	3,563.34	9,311.70	38%
934	Other	Minority	Local	27.15	478.3	6%
934	PM Late	Minority	Local	1,016.00	3,314.10	31%
934	PM Peak	Minority	Local	1,809.18	3,956.00	46%
934	AM Peak	Minority	Local	1,539.11	5,061.90	30%
936	AM Early	Minority	Local	90.15	1,107.70	8%
936	Midday	Minority	Local	1,404.13	6,545.20	21%
936	PM Late	Minority	Local	416.4	2,710.40	15%
936	PM Peak	Minority	Local	734.39	3,272.60	22%
936	AM Peak	Minority	Local	637.23	3,272.60	19%
944	AM Early	Non-Minority	Local	23.89	422.1	6%
944	AM Peak	Non-Minority	Local	245.65	1,536.50	16%
944	Midday	Non-Minority	Local	402.19	3,343.20	12%
944	PM Late	Non-Minority	Local	58.6	548.7	11%
944	PM Peak	Non-Minority	Local	241.82	1,671.60	14%
945	AM Early	Non-Minority	Local	27.39	820.6	3%
945	AM Peak	Non-Minority	Local	347.45	3,264.30	11%
945	Midday	Non-Minority	Local	794.95	6,261.10	13%
945	PM Late	Non-Minority	Local	110.39	1,623.20	7%
945	PM Peak	Non-Minority	Local	400.05	3,264.30	12%
950	AM Peak	Minority	Corridor	1,974.05	6,189.90	32%
950	AM Early	Minority	Corridor	1,239.89	3,319.60	37%
950	Midday	Minority	Corridor	2,580.54	7,218.30	36%
950	PM Late	Minority	Corridor	1,137.33	3,382.10	34%
950	PM Peak	Minority	Corridor	2,670.48	4,338.00	62%
955	AM Early	Minority	Local	451.66	2,302.20	20%
955	AM Peak	Minority	Local	2,509.46	6,616.00	38%
955	Midday	Minority	Local	4,231.65	10,504.00	40%
955	PM Late	Minority	Local	1,629.03	6,232.90	26%
955	PM Peak	Minority	Local	2,915.77	6,004.70	49%
961	AM Early	Minority	Local	220.69	1,500.20	15%
961	AM Peak	Minority	Local	1,047.83	4,665.30	22%
961	Midday	Minority	Local	2,234.65	9,513.50	23%
961	PM Late	Minority	Local	769.64	3,943.30	20%
961	PM Peak	Minority	Local	1,437.39	4,951.80	29%
962	AM Early	Minority	Local	225.56	780.3	29%
962	AM Peak	Minority	Local	929.29	3,745.20	25%
962	Midday	Minority	Local	2,039.99	8,241.40	25%
962	PM Late	Minority	Local	731.83	2,972.50	25%
962	PM Peak	Minority	Local	1,170.75	3,783.70	31%
963	AM Early	Minority	Local	18.12	155.6	12%

<b>Route</b>	<b>Time</b>	<b>Classification</b>	<b>Type</b>	<b>Pass Miles</b>	<b>Seat Miles</b>	<b>Load Factor</b>
<b>963</b>	AM Peak	Minority	Local	181.02	1,477.30	12%
<b>963</b>	Midday	Minority	Local	409.13	2,662.00	15%
<b>963</b>	PM Late	Minority	Local	173.84	1,384.50	13%
<b>963</b>	PM Peak	Minority	Local	250.31	1,425.20	18%
<b>964</b>	AM Early	Minority	Community	18.17	219.7	8%
<b>964</b>	AM Peak	Minority	Community	290.36	2,237.40	13%
<b>964</b>	Midday	Minority	Community	381.3	2,983.20	13%
<b>964</b>	PM Late	Minority	Community	61.59	867.9	7%
<b>964</b>	PM Peak	Minority	Community	296.72	2,237.40	13%
<b>965</b>	AM Early	Minority	Community	15.38	311.1	5%
<b>965</b>	AM Peak	Minority	Community	85.9	777.8	11%
<b>965</b>	Midday	Minority	Community	150.68	1,751.50	9%
<b>965</b>	PM Late	Minority	Community	25.18	622.2	4%
<b>965</b>	PM Peak	Minority	Community	81.08	622.2	13%
<b>967</b>	AM Peak	Minority	Local	89.59	778.5	12%
<b>967</b>	Midday	Minority	Local	221.9	1,341.90	17%
<b>967</b>	PM Late	Minority	Local	30.42	352.7	9%
<b>967</b>	PM Peak	Minority	Local	106.38	655.4	16%
<b>968</b>	AM Early	Minority	Local	35.64	384.6	9%
<b>968</b>	AM Peak	Minority	Local	78.89	805.2	10%
<b>968</b>	Midday	Minority	Local	208.78	1,780.50	12%
<b>968</b>	PM Late	Minority	Local	106.71	972.5	11%
<b>968</b>	PM Peak	Minority	Local	156.84	980.5	16%
<b>985</b>	AM Peak	Minority	Community	112.35	1,687.00	7%
<b>985</b>	Midday	Minority	Community	23.69	193	12%
<b>985</b>	PM Late	Minority	Community	20.9	433.8	5%
<b>985</b>	PM Peak	Minority	Community	143.78	1,687.40	9%
<b>992</b>	AM Early	Non-Minority	Local	218.77	535.2	41%
<b>992</b>	AM Peak	Non-Minority	Local	596.39	2,712.50	22%
<b>992</b>	Midday	Non-Minority	Local	1,395.97	5,123.80	27%
<b>992</b>	PM Late	Non-Minority	Local	336.95	2,026.60	17%
<b>992</b>	PM Peak	Non-Minority	Local	537.93	2,393.80	22%

<b>Route</b>	<b>Category</b>	<b>Type</b>	<b>Classification</b>	<b>Pk HW</b>	<b>OP HW</b>	<b>OTP</b>
1	Urban Frequent	Local	Minority	15	15	77
2	Urban Frequent	Local	Non-Minority	12	15	93
3	Urban Frequent	Local	Minority	12	12	76
4	Urban Standard	Local	Minority	30	30	86
5	Urban Frequent	Local	Minority	12	12	88
6	Urban Frequent	Local	Non-Minority	15	15	87
7	Urban Frequent	Local	Minority	10	10	82
8	Urban Frequent	Local	Non-Minority	20	20	87
9	Urban Frequent	Local	Non-Minority	20	20	92
10	Urban Frequent	Local	Minority	12	15	81
11	Urban Frequent	Local	Non-Minority	15	15	84
12	Urban Frequent	Local	Minority	7.5	15	84
13	Urban Frequent	Local	Minority	12	12	84
14	Circulator	Community	Non-Minority	60	60	84
18	Circulator	Community	Non-Minority	30	30	89
20	Express	Corridor	Minority	15	30	91
25	Circulator	Community	Non-Minority	60	60	87
27	Urban Standard	Local	Non-Minority	30	30	87
28	Urban Standard	Local	Non-Minority	15	30	82
30	Urban Frequent	Local	Non-Minority	15	15	79
31	Urban Standard	Local	Non-Minority	30	N/A	89
35	Urban Frequent	Local	Non-Minority	15	15	85
41	Urban Frequent	Local	Non-Minority	7.5	15	90
43	Urban Frequent	Local	Minority	15	15	92
44	Urban Frequent	Local	Minority	7.5	15	91
60	Express	Corridor	Minority	20	N/A	83
83	Circulator	Community	Non-Minority	60	60	90
84	Circulator	Community	Non-Minority	60	60	93
88	Circulator	Community	Non-Minority	30	30	94
105	Urban Standard	Local	Non-Minority	30	30	93
110	Express	Corridor	Minority	20	N/A	97
115	Urban Standard	Local	Non-Minority	30	30	84
120	Urban Frequent	Local	Minority	15	15	86
140	Express	Corridor	Non-Minority	15	30	N/A
201	Rapid	Corridor	Minority	5	10	92
202	Rapid	Corridor	Minority	5	10	92
204	Rapid	Corridor	Non-Minority	30	30	94
215	Rapid	Corridor	Minority	10	15	83
225	Rapid	Corridor	Minority	15	30	80
235	Rapid	Corridor	Non-Minority	15	15	88
237	Rapid	Corridor	Minority	15	N/A	93
280	Rapid Express	Regional	Non-Minority	15	N/A	89
290	Rapid Express	Regional	Non-Minority	10	N/A	88
510	Light Rail	Corridor	Minority	7.5	15	93

<b>Route</b>	<b>Category</b>	<b>Type</b>	<b>Classification</b>	<b>Pk HW</b>	<b>OP HW</b>	<b>OTP</b>
520	Light Rail	Corridor	Minority	15	15	94
530	Light Rail	Corridor	Non-Minority	15	15	92
540	Light Rail	Corridor	Non-Minority	30	30	100
701	Urban Frequent	Local	Minority	15	15	78
704	Urban Standard	Local	Minority	30	30	82
705	Urban Standard	Local	Minority	30	30	90
707	Urban Standard	Local	Minority	30	30	87
709	Urban Frequent	Local	Minority	7.5	15	82
712	Urban Frequent	Local	Minority	15	15	85
815	Urban Frequent	Local	Non-Minority	15	15	86
816	Urban Standard	Local	Non-Minority	30	30	83
832	Urban Standard	Local	Non-Minority	60	60	82
833	Urban Standard	Local	Non-Minority	35	35	81
834	Urban Standard	Local	Non-Minority	60	60	77
838	Urban Standard	Local	Non-Minority	60	60	78
848	Urban Standard	Local	Non-Minority	30	30	86
851	Circulator	Community	Minority	60	60	86
852	Urban Standard	Local	Minority	30	30	84
854	Urban Standard	Local	Non-Minority	30	30	91
855	Urban Standard	Local	Minority	30	30	91
856	Urban Standard	Local	Minority	30	30	79
864	Urban Standard	Local	Non-Minority	30	30	82
872	Urban Standard	Local	Non-Minority	30	30	90
874	Urban Standard	Local	Non-Minority	30	30	84
875	Urban Standard	Local	Non-Minority	30	30	84
888	Rural	Rural	Non-Minority	N/A	N/A	N/A
891	Rural	Rural	Non-Minority	N/A	N/A	N/A
892	Rural	Rural	Non-Minority	N/A	N/A	N/A
894	Rural	Rural	Non-Minority	N/A	N/A	N/A
901	Urban Frequent	Local	Minority	15	30	76
904	Circulator	Community	Non-Minority	60	60	84
905	Urban Standard	Local	Minority	15	30	86
906	Urban Frequent	Local	Minority	15	15	80
907	Urban Frequent	Local	Minority	15	15	80
909	Circulator	Community	Minority	60	60	73
916	Urban Standard	Local	Minority	30	30	80
917	Urban Standard	Local	Minority	30	30	80
921	Urban Standard	Local	Minority	30	30	81
923	Urban Standard	Local	Non-Minority	30	30	84
928	Urban Standard	Local	Non-Minority	30	30	84
929	Urban Frequent	Local	Minority	12	15	70
932	Urban Frequent	Local	Minority	15	15	80
933	Urban Frequent	Local	Minority	12	15	74
934	Urban Frequent	Local	Minority	12	15	74



<b>Route</b>	<b>Category</b>	<b>Type</b>	<b>Classification</b>	<b>Pk HW</b>	<b>OP HW</b>	<b>OTP</b>
936	Urban Standard	Local	Minority	30	30	80
944	Urban Standard	Local	Non-Minority	30	30	91
945	Urban Standard	Local	Non-Minority	30	30	83
950	Express	Corridor	Minority	12	20	96
955	Urban Frequent	Local	Minority	12	12	81
961	Urban Frequent	Local	Minority	15	15	79
962	Urban Frequent	Local	Minority	15	15	79
963	Urban Standard	Local	Minority	30	30	85
964	Circulator	Community	Minority	30	30	84
965	Circulator	Community	Minority	35	35	75
967	Urban Standard	Local	Minority	60	60	91
968	Urban Standard	Local	Minority	60	60	84
972	Circulator	Community	Non-Minority	N/A	N/A	N/A
973	Circulator	Community	Minority	N/A	N/A	N/A
974	Circulator	Community	Minority	N/A	N/A	N/A
978	Circulator	Community	Non-Minority	N/A	N/A	N/A
979	Circulator	Community	Non-Minority	N/A	N/A	N/A
985	Circulator	Community	Minority	15	15	89
992	Urban Frequent	Local	Non-Minority	15	15	68
945A	Urban Standard	Local	Non-Minority	30	30	82

## APPENDIX M

### **MTS SERVICE CHANGE TITLE VI ANALYSES**

Route 140 Discontinuation

Rapid 227 Implementation

Sorrento Valley COASTER  
Connection Discontinuation



**Metropolitan  
Transit  
System**

## Agenda Item No. 25

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

December 8, 2022

SUBJECT:

PUBLIC HEARING: SERVICE CHANGES (DENIS DESMOND)

RECOMMENDATION:

That the San Diego Metropolitan Transit System (MTS) Board of Directors:

- 1) Receive public testimony; and
- 2) Discontinue pilot Route 140 in January 2023, with resources reallocated to other local services at a future service change; and
- 3) Make permanent pilot Routes 43 and 985, and other trial major service changes.

### Budget Impact

There would be no permanent budget impact, as resources from Route 140 would be reallocated to other local route(s) serving the same area.

DISCUSSION:

The 11-mile, nine station Mid-Coast extension of the San Diego Trolley between Old Town and University City opened in November 2021. MTS implemented major service changes to bus and rail services to incorporate the new alignment into the existing transit system, effective on November 21, 2021. A public hearing was held in March 2021, after which the Board approved the following major service changes to serve and complement the new Mid-Coast alignment:

**UC San Diego Blue Line:** The UC San Diego Blue Line was extended from America Plaza to UTC via Old Town, serving new Trolley Stations at Tecolote Road, Clairemont Drive, Balboa Avenue, Nobel Drive, VA Medical Center, UC San Diego campus (two stations), Executive Drive, and the UTC Transit Center. Service frequency north of America Plaza operates 15 minutes, seven days/week, with a span of service similar to the previous alignment.



**Route 8:** Route 8 was extended east from Mission Beach and Pacific Beach to the new Balboa Avenue Transit Center, via Grand Avenue. Frequency was increased to every 15 minutes on weekdays and 20 minutes on weekends. The new routing connects the popular beach areas with the UC San Diego Blue Line at both ends.

**Route 27:** Route 27 added Sunday service, and Saturday frequency was increased from hourly to 30 minutes. The route also now connects to the Trolley at the Balboa Avenue Transit Center.

**Route 43:** New Route 43 provides service between the Kearny Mesa Transit Center and Balboa Avenue Transit Center, via Clairemont Mesa Blvd., Clairemont Dr., and Balboa Avenue. It replaced Route 44 along Clairemont Mesa Blvd. between Convoy St. and Clairemont Drive, and now provides a vital connection between two primary MTS transit hubs.

**Route 140:** New Express Route 140 operates between the Balboa Avenue Transit Center and downtown La Jolla, via Interstate 5 and La Jolla Parkway. Service operates every 30 minutes, seven days/week. A weekday, peak-period overlay of 15-minute frequency was discontinued in September 2022 in an effort to improve its overall productivity.

**Rapid 201/202:** Rapid 201/202 was changed to operate on La Jolla Village Drive rather than the east campus portion of the route that served Voigt Drive and UC San Diego Health. The new routing focuses on the demand for travel between housing in University City and the UC San Diego main campus.

**Route 985:** New Route 985 connects the UC San Diego Blue Line at the UC San Diego Central Campus station with Scripps Green Hospital and the business parks off of North Torrey Pines Road, operating weekday peak hours only with a frequency of every 15-25 minutes.

### Service Evaluation

MTS Board Policy No. 42, "Transit Service Evaluation and Adjustment", defines a process for the implementation of a major service change and sets performance targets for new routes during the one-year trial period: "New bus services should perform to equal or better than the bus system average for passenger per revenue hour and subsidy per passenger within the first year of operation." This goal is intentionally challenging to achieve, especially during a pandemic, and staff also considers other factors when determining a recommendation to retain or discontinue a trial service.

For evaluating the performance of the new trial major service changes, the first trimester of FY 2023 (July-October 2023) was chosen, to allow time for some maturation of the new services, and to recognize the significant on-going ridership growth as COVID-19 pandemic impacts recede. For the first four months of FY 2023, MTS systemwide averaged 32.2 passengers per revenue hour at a subsidy per passenger of \$3.92. For major changes to bus services, MTS evaluated the major changes against the **bus system** average of 18.5 passengers per revenue hour and subsidy per passenger of \$4.91, for the same four-month time period. Performance results of all of the major Mid-Coast service changes are detailed below.

**UC San Diego Blue Line:** The UC San Diego Blue Line continues to be the backbone of the MTS system. For FY 2023 through October, the line averaged 177.2 passengers per revenue hour at a subsidy per passenger of \$2.20. The UC San Diego Blue Line is traditionally among

the most productive of MTS routes, and the Mid-Coast extension did not change that standing. Staff recommends maintaining the Mid-Coast extension as-is.

**Route 8:** Route 8 carried 18.9 passengers per revenue hour in the first four months of FY 2023, better than the overall bus system average of 18.5. While its subsidy per passenger of \$6.68 was higher than the bus system average of \$4.91, the new routing retains great potential to improve through increasing demand for cross-town and local travel as systemwide passenger levels grow out of the pandemic era. Its productivity and financial performance have also improved substantially over the pre-change conditions in early FY 2022.

**Route 27:** Route 27 carried 11.2 passengers per revenue hour with a subsidy per passenger of \$5.25 in the first trimester of FY 2023, marginally below its performance targets compared to the overall bus system. However, these figures represented an improvement for the route over its pre-change performance in both metrics. (Route 27 carried 9.7 passengers per revenue hour with a subsidy per passenger of \$6.31 in FY 2022 Q1-Q2.)

**Route 43:** In the first four months of FY 2023, Route 43 averaged 14.6 passengers per revenue hour with a subsidy per passenger for of \$9.06. While these figures are below the overall bus system averages, they are only slightly lower than the pre-change statistics for Route 44, which previously served the same corridor. Additionally, Route 43 provides the only local service along Clairemont Mesa Blvd. in Clairemont and is a critical regional connector. Therefore, staff recommends making Route 43 a permanent route, with follow-up attention on improving its performance over time.

**Route 140:** Route 140 averaged 6.4 passengers per revenue hour at a subsidy per passenger of \$21.96 in the first trimester of FY 2023. These figures are well below the bus system averages of 18.5 passengers per revenue hour and \$4.91 subsidy per passenger for the MTS bus system. Route 140 is currently among the lowest performing regular fixed-routes in the MTS system. Therefore, staff is recommending its discontinuation so that the resources can be applied to other more effective services that can serve more riders at a lower cost.

**Rapid 201/202:** Rapid 201/202 continues to perform exceptionally well using the trial alignment, carrying 45.3 passengers per revenue hour at a subsidy per passenger of \$2.01 in the first trimester of FY 2023. Route 201/202 is among the highest performing MTS bus routes in many metrics. The revised alignment has helped to meet the high demand for travel to and around the UC San Diego campus, and staff is not recommending any changes.

**Route 985:** Route 985 averaged 9.3 passengers per revenue hour at a subsidy per passenger of \$7.26 in the first trimester of FY 2023. These figures are below the MTS bus system averages, but actually much better than the similar Sorrento Valley Coaster Connection (SVCC) routes. Performance on these 'last-mile' routes serving business parks has been stunted by the slow pace of workers returning to the office. However, since the route is performing at nearly double the productivity of the SVCC services within less than a year of implementation, staff believes that the route has the potential to become more sustainable over time and recommends its continuation.

### Recommendation

Based on the performance of each route individually and their value to the overall network, staff recommends making all major Mid-Coast service changes permanent with exception of Route

140. The staff recommendation is to discontinue Route 140 due to low ridership and productivity, and the high subsidy per passenger. All Route 140 stops would still retain service with other MTS bus routes, and Route 140 resources could be reallocated to enhance these services that are more utilized by passengers.

If approved by the MTS Board of Directors following a public hearing, Route 140 (currently being operated as a one-year pilot) would be discontinued effective with the January 2023 shake-up, and these resources would be used to increase other local services in the same area at a future shake-up.

#### Title VI Service Equity Analysis

The Federal Transit Administration requires a Service Equity Analysis (SEA) to be conducted for major service changes for compliance with Title VI of the Civil Rights Act of 1964. MTS conducted an SEA of all of the major service changes above, in advance of their approval by the MTS Board of Directors in April 2021. Since Route 140 is the only change proposed to the package of above changes previously analyzed, MTS conducted a new SEA for only the recommended discontinuation of Route 140. This SEA (attached) concludes that the proposed major service change (discontinuation of Route 140) would not impose a disparate impact on affected minority populations or a disproportionate burden on affected low-income populations.

/S/ Sharon Cooney

Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachment: A. Title VI Analysis



# Title VI Analysis

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## Route 140

Prepared by the Metropolitan Transit System  
December 2022

## Executive Summary

The San Diego Metropolitan Transit System (MTS) has conducted a Title VI analysis of the 2023 proposed bus service discontinuation of Route 140, as required by the Federal Transit Administration (FTA). Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The purpose of this analysis is to ensure that MTS is in compliance with Title VI requirements. MTS has followed FTA's guidelines, published in FTA Circular 4702.1B on October 1, 2012.

The critical elements of this analysis involve a determination of whether or not disparate impacts to minority populations or disproportionate burdens to low-income populations would result from the change. As defined in MTS Policy 42:

*A disparate impact is found when there is a difference in adverse effects between minority and non-minority populations such that: the adversely affected population is 10 percent or greater minority than the total MTS service area average; or, the benefitting population is 10 percent or more non-minority than the total MTS service area average.*

*A disproportionate burden is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10 percent or more "low-income" than the total MTS service area average; or, the benefitting population is 10 percent or greater "non-low-income" by percentage of total population than the total MTS service area average.*

The study found that there is no disparate impact and no disproportionate burden resulting from the discontinuation of Route 140.



## Introduction

The San Diego Metropolitan Transit System (MTS) is proposing to discontinue service on Route 140, which began its pilot period in November 2021. Route 140 was one of three new bus routes that were implemented as part of the extension of the UC San Diego Blue Line along the Mid-Coast corridor. Route 140 was designed to provide a fast, express connection between the Balboa Avenue Transit Center on the Mid-coast corridor, and Downtown La Jolla. The route operates seven days per week for most of the day, at a 30-minute frequency. There was originally a 15-minute frequency overlay during weekday peaks, but this was discontinued in September 2022 due to low ridership.

MTS Board Policy 42 states, "All new services will be implemented on a trial basis for one year. New service can include new routes, increased frequency during a significant part of the service day, new days of operation, or a significant route extension. These services should perform to equal or better than the system average for passenger per revenue hour and subsidy per passenger within the first year of operation." While none of the three new routes met this goal, Route 140 is an outlier in its low performance. In the first trimester of Fiscal Year 2023, the route averaged only 6.4 passengers per revenue hour and 3.9 passengers per trip, with a subsidy per passenger of \$21.96 - far in excess of other like services. Route 140 is the currently among the lowest performing of MTS' regular, fixed-route services.

The discontinuation of Route 140 is considered to be a major service change under MTS Policy 42.5B, and as a result the Federal Transit Administration (FTA) requires the execution of a Title VI analysis (FTA C 4702.1B). This Title VI analysis involves the evaluation of the discontinuation of Route 140 as a major service change to determine whether or not it will have a disparate impact on both minority and low-income groups. If disparate impacts or disproportionate burdens are found, this analysis will identify the available service alternatives and mitigation strategies that can be used to minimize them.

In most circumstances, MTS would perform the Title VI analysis as part of the change to make a pilot route permanent, after a successful trial period of 12 months. However, since the implementation of Route 140 was part of the larger Mid-Coast changes, it was included in the Title VI analysis for the implementation of the light rail extension as well as all the other major bus service changes. Therefore, a separate Title VI analysis must be completed to discontinue the route, as is proposed here.

## Background

### *Qualification as Major Service Change*

The definition of a major service change, as used within MTS Policy 42, was developed with public input as part of a public engagement process during June 2013 when MTS held a public hearing to solicit feedback from stakeholders. According to the policy, MTS will conduct a Title VI analysis on any of the following changes before a final implementation decision is made:

- A change that is greater than 25 percent of a route's weekly in-service miles or hours.
- An increase or reduction in the average weekly span-of service of more than 25 percent.
- The implementation of a new route or the discontinuation of an existing route.
- A routing change that affects more than 25 percent of a route's Directional Route Miles and more than 25 percent of the route's bus stops.

Because this change is a discontinuation of an existing route, it qualifies under MTS Policy 42 as a major service change. The following table shows the percent change in the proposed weekly revenue hours and miles from the September 2022 booking (current schedule in effect) to the proposed January 2023 booking (discontinuation of pilot route).

**Table 1: Current and Proposed Major Service Change**

Route	Description of Change	September 2022		Proposed January 2023			
		Weekly Revenue Hours	Weekly Revenue Miles	Weekly Revenue Hours	Percent Change	Weekly Revenue Miles	Percent Change
140	Route discontinuation	178.54	2,144.36	0.0	-100%	0.0	-100%

*Purpose of MTS Service Changes*

Due to a failure to attract sufficient ridership to measurably contribute to MTS' network or be financially sustainable, it is proposed that Route 140 currently being operated as a one-year pilot be discontinued, effective with the January 2023 shake-up. If approved by the MTS Board of Directors, resources for Route 140 would be reallocated to restore headways on other area services at a future service change.

*Definition of Low-income and Minority Groups*

FTA Circular 4702.1B encourages recipients to use a locally developed threshold for low-income person that is "at least as inclusive as the HHS poverty guidelines." In coordination with SANDAG, MTS defines a low-income person as an individual whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau. The FTA defines minority persons as the following: American Indian and Alaska Native, Asian, African American, Hispanic or Latino, and Native Hawaiian or other Pacific Islander.

*Disparate Impact and Disproportionate Burden to Low-income and Minority Populations*

This analysis considers the percentage of minority and low income persons by route in each census block group that the route serves. It identifies which route changes could potentially have a disparate impact or disproportionate burden. In order to provide the standard for the analysis, this section defines the criteria that MTS considers to be qualifications for a disparate impact or disproportionate burden.

The FTA defines a disparate impact as "a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin (FTA C 4702.1B Chapter I-2)."

MTS Policy 42.6b uses the phrase, "disparate impact," when speaking of minorities, and the phrase, "disproportionate burden," when speaking of low-income impacts. This report uses these phrases to differentiate the two. Both are defined as follows:

A **disparate impact** is found when there is a difference in adverse effects between minority and non-minority populations such that: the adversely affected population is 10 percent or greater minority by percentage of total population than the total MTS service area average; or, the benefitting population is 10 percent or more non-minority than the total MTS service area average. *For example, if the total MTS service area average is 55% minority, then a proposed service change that adversely affects a population that is 65% minority or greater would be defined as a disparate impact.* If MTS chooses to implement a proposed major service change despite a finding of a disparate impact, MTS may only do so if there is a substantial justification for the change, and there are no alternatives that would have a less disparate impact and still accomplish the goals of the change (MTS Policy 42.6b).

A **disproportionate burden** is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10 percent or more "low-income" than the total MTS service area average; or, the benefitting population is 10 percent or greater "non-low-income" by percentage of total population than the total MTS service area average. *For example, if the total MTS service area average is 20% "low-income," then a proposed service change that benefits a population that is 90% or greater "non-low-income" would be defined as a disproportionate burden.* If MTS chooses to implement a proposed change despite a finding of disproportionate burden,

MTS may only do so if steps are taken to avoid or minimize impacts where practicable, and MTS provides a description of alternatives available to affected low-income populations (MTS Policy 42.6b).

Table 2 shows the total MTS service area averages for minority and low-income populations, based on the data from the 2019 American Community Survey 5-year estimates:

**Table 2: Service Area Averages**

<b>Population</b>	<b>Service Area Average</b>
<b>Minority</b>	57.3%
<b>Low-income</b>	28.6%

### **Proposed Service Changes**

The following section provides a profile of Route 140 with two maps of the current route: one with percentage of low-income population census block groups, and one with percentage of minority census block groups.

Figure 1: Route 140 and MTS Low-Income Population by Census Block Group

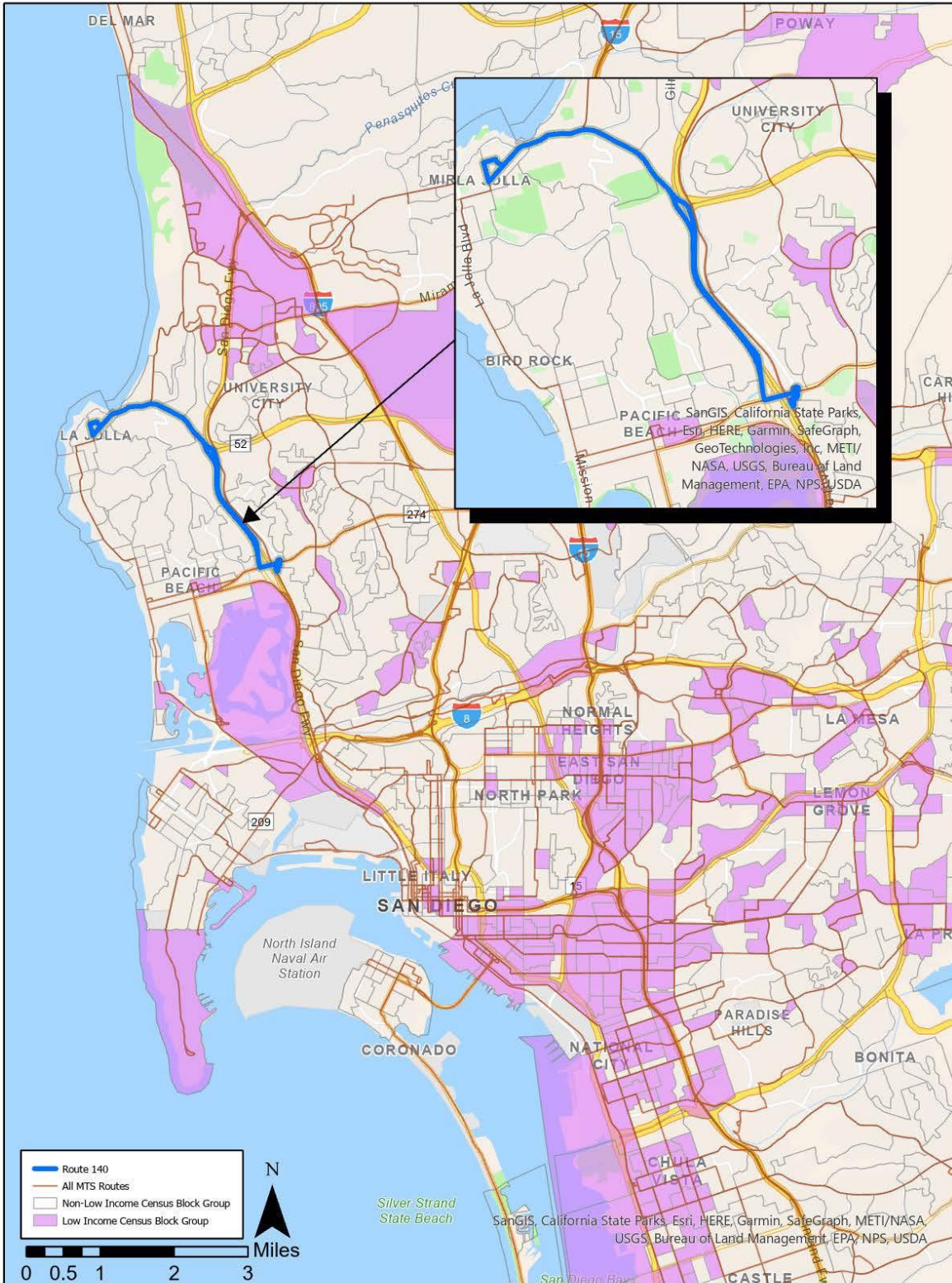
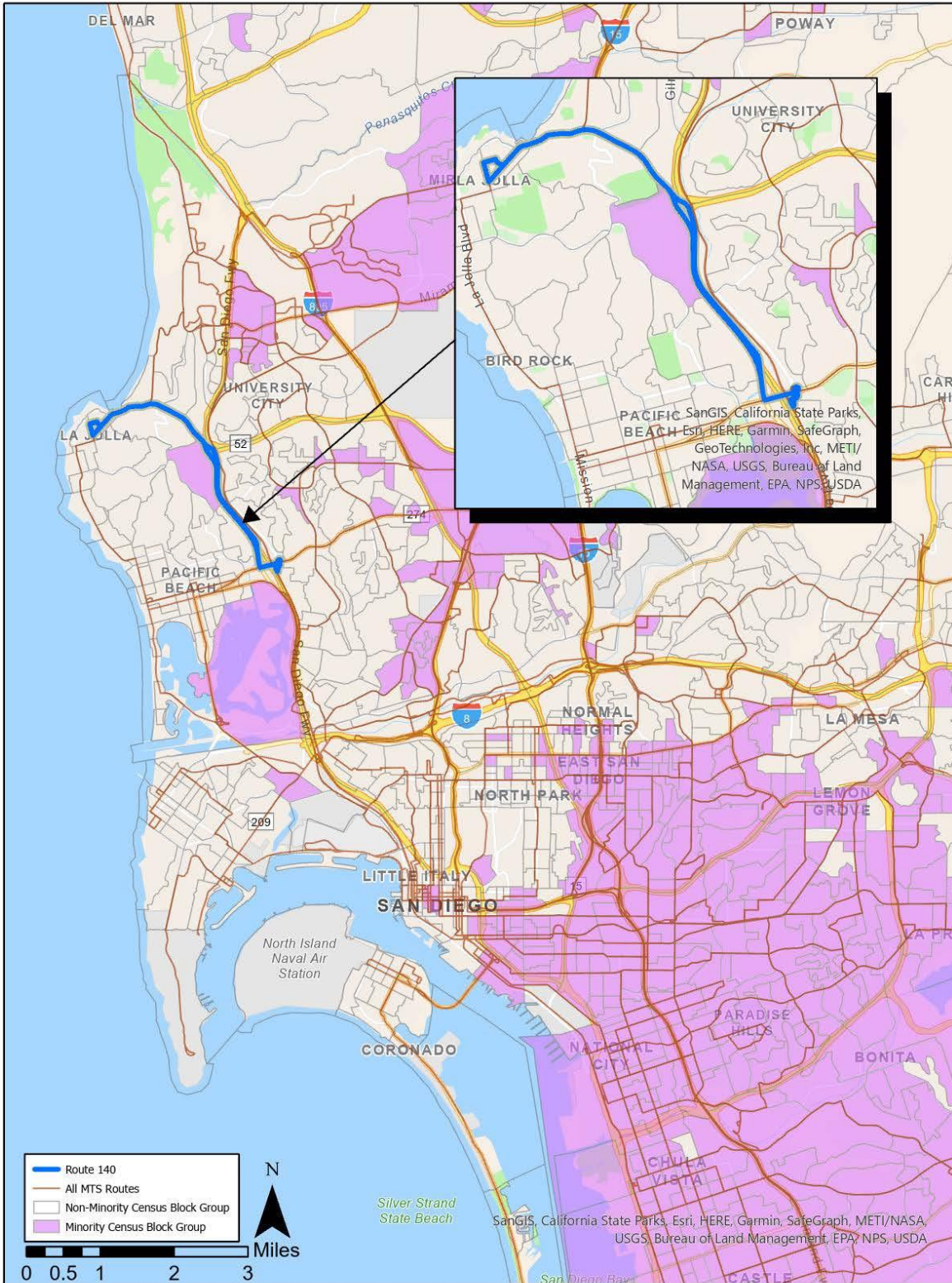


Figure 2: Route 140 and MTS Minority Population by Census Block Group



## Title VI Methodology

The FTA guidelines allow transit agencies to use either ridership or population as a basis to determine disparate impacts and disproportionate burdens. Whichever basis is selected should be used throughout the analysis. MTS has selected population as the basis to ensure consistency with past analyses.

The analysis compares the population in Census block groups affected by the proposed change (defined as within 1/4 mile of an affected route) with the population in the service area. The data source is the 2015-2019 5-year estimates from the American Community Survey.

The definitions of disparate impact and disproportionate burden included in MTS Policy 42 are used in this analysis. The definitions require that the percentage of adversely affected minority or low-income populations be no more than 10 percent higher than the percentage of minority or low-income populations within the MTS service area for a service reduction. Conversely, for a service improvement or new service, the percentage of benefitted non-minority or non-low-income populations cannot be more than 10 percent higher than the percentage of non-minority and non-low-income populations within the service area.

This analysis uses the definition of low-income persons included in FTA Circular 4702.1B. The Circular encourages recipients to use a locally developed threshold for low-income persons that are “at least as inclusive as the HHS poverty guidelines.” This analysis defines low-income persons as individuals whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau.

The formats provided in Tables 1 and 2 in Appendix K of FTA Circular 4702.1B are used to present the results of the analysis, as recommended by FTA.

## Title VI Evaluation Results

Table 3 presents minority and low-income population data within the MTS service area.

**Table 3: Population Data within the MTS Service Area**

Service Area Population	Minority Population	Percent Minority	Low Income Population	Percent Low Income
2,298,741	1,350,366	57.3%	657,817	28.6%

Table 4 presents minority and low-income population data for census block groups affected by the proposed route discontinuation.

**Table 4: Census Block Group Population Affected by Discontinuation of Route 140**

# Census Block Groups	Total Population Race/Ethnicity	Minority Population Affected	Percent Minority	Total Population Low Income/ Non-Low Income	Low Income Population Affected	Percent Low Income Affected
14	18,435	5,386	29.2%	18,412	2,444	13.3%
		Non-Minority Population Affected	Percent Non-Minority		Non-Low Income Population Affected	Percent Non-Low Income
		13,049	70.8%		15,968	86.6%

The proposed discontinuation of Route 140 can be defined as a burden, as it would reduce the level of service available, and Route 140 itself had no material new negative impacts and generated no complaints to MTS during the pilot period. Therefore, the analysis must consider whether minority and low-income populations would have a greater burden than non-minority and non-low income populations. The percent minority population in Table 4 is lower than the percent non-minority population within the MTS service area (29.2 percent versus 57.3 percent). Since the percentage of burdened minority populations is not more than 10 percent higher than the percentage of minority populations within the MTS service area, there is no disparate impact from the proposed discontinuation of service. The percent low-income population in Table 4 is also lower than the percent low-income population within the MTS service area (13.3 percent versus 28.6 percent). Since the percentage of burdened low-income populations is not more than 10 percent higher than the percentage of low-income populations within the MTS service area there is no disproportionate burden from the proposed discontinuation of service.



**Metropolitan  
Transit  
System**

## Agenda Item No. 12

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

March 16, 2023

**SUBJECT:**

Iris Rapid Public Hearing (Denis Desmond)

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors:

- 1) Receive public testimony; and
- 2) Approve the implementation of the Iris Rapid as a permanent route, waiving the Policy 42 twelve-month trial; and the replacement of Route 950.

Budget impact

The net impact of the proposed changes will be an additional cost of approximately \$4.5 million for the MTS operating budget.

**DISCUSSION:**

MTS received a Transit and Intercity Rail Capital Program (TIRCP) grant in 2018 for the planning, construction, and capital costs of a new Rapid Bus project for the South Bay – the Iris Rapid (Route 227). Iris *Rapid* is MTS’s next evolution for high-quality transit service in the Otay Mesa/South Bay region. Iris *Rapid* will leverage the strong transit ridership on the existing transit service in the corridor (primarily Routes 933/934 and 950) with a new *Rapid* service that will offer infrastructure improvements and new customer-oriented amenities. Iris *Rapid* will provide much-needed all-day, high-frequency, express/limited-stop service connecting residents and visitors to coastal destinations, regional employment and activity centers, and the UC San Diego Blue Line at the Iris Avenue Transit Center.

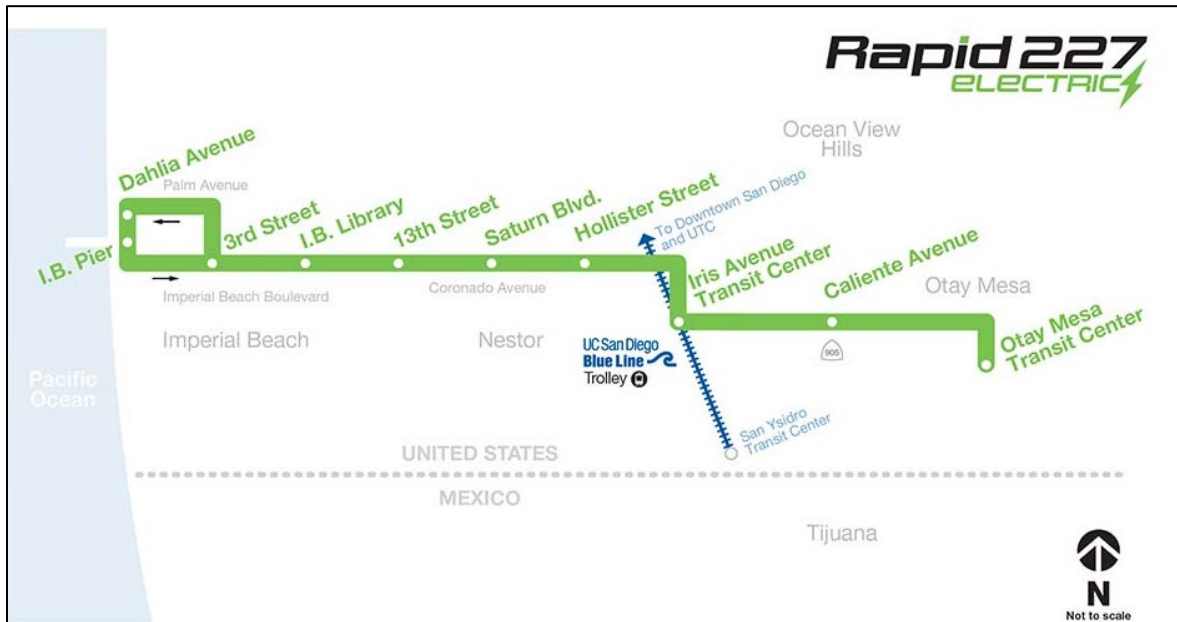
Capital improvements of \$37 million being made as part of the Iris Rapid project include 12 new fully-electric, articulated buses, changes at the Iris Avenue Transit Center for greater capacity and more efficient operations, new upgraded shelters and passenger amenities, and new overhead electric bus charging infrastructure at the South Bay Division.





The eastern segment, between Otay Mesa and Iris Avenue Transit Center, is currently covered by Express Route 950. Route 950 operates directionally, with westbound service in the morning and eastbound service in the afternoon. Iris Rapid is recommended to replace Route 950, as the new Rapid service will operate the same segments, but at a higher frequency, for longer hours. It will also operate bi-directionally all day, and remove a transfer for riders travelling between Imperial Beach or Nestor and Otay Mesa. Iris Rapid will also add a stop at Caliente Avenue that is not on Route 950.

**Route map of proposed Iris Rapid.**



The public hearing today is an opportunity for the public to provide testimony on the recommended implementation of the Iris Rapid and its replacement of existing Route 950. It is expected that Iris Rapid would be implemented as early as September 2023.

Title VI

MTS's Title VI analysis for a major service change includes a determination of whether or not disparate impacts to minority populations or disproportionate burdens to low-income populations would result from the change. The purpose of this study is to determine if there are any adverse impacts, as defined by Policy 42, which would result from implementation of the service.

The Title VI service analysis of the proposed implementation of the Iris Rapid and replacement of Route 950, included as Attachment A, does not reveal any potentially adverse impacts. There are no fare changes to existing service, and Route 950 would be completely replaced (and expanded) in routing, frequency, and span by the Iris Rapid.

California Environmental Quality Act (CEQA)

The requirements of CEQA specifically exempt the implementation of or increases in transit services on existing roads and highways (Public Resource Code § 21080 (6)(10)). This change

would be an increase of approximately 44,000 annual revenue hours of transit service along existing highway and road rights-of-way, thereby exempting the elements of the proposal from further examination under CEQA.

Policy 42 states that new services will operate as a pilot for up to 12 months prior to being made permanent. However, staff recommends that this Board action consider the implementation of the Iris Rapid to be permanent, given that the project has been planned with extensive community input, and substantial capital improvements will have been made, including station and intersection upgrades and the purchase of a fleet of new electric buses. The changes would be considered “permanent” effective upon implementation, anticipated as early as September 2023.

/s/ Sharon Cooney

Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachments: A. Title VI Analysis  
B. Public Comment



# Title VI Analysis

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Rapid 227 & Route 950

Prepared by the Metropolitan Transit System  
March 2023

## Executive Summary

The San Diego Metropolitan Transit System (MTS) has conducted a Title VI analysis of the 2023 proposed implementation of Rapid 227 (Iris Rapid) and associated discontinuation of Route 950, as required by the Federal Transit Administration (FTA). Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The purpose of this analysis is to ensure that MTS is in compliance with Title VI requirements. MTS has followed FTA's guidelines, published in FTA Circular 4702.1B on October 1, 2012.

The critical elements of this analysis involve a determination of whether or not disparate impacts to minority populations or disproportionate burdens to low-income populations would result from the change. As defined in MTS Policy 42:

*A disparate impact is found when there is a difference in adverse effects between minority and non-minority populations such that: the adversely affected population is 10 percent or greater minority than the total MTS service area average; or, the benefitting population is 10 percent or more non-minority than the total MTS service area average.*

*A disproportionate burden is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10 percent or more "low-income" than the total MTS service area average; or, the benefitting population is 10 percent or greater "non-low-income" by percentage of total population than the total MTS service area average.*

The study found that there is no disparate impact and no disproportionate burden resulting from the changes associated with the implementation of Rapid 227 and discontinuation of Route 950.

## Introduction

The San Diego Metropolitan Transit System (MTS) is proposing to discontinue the Route 950 and replace it with the new Rapid 227 (Iris Rapid). The Route 950 would be completely replaced with Rapid 227, offering more frequency and span along the route. In addition, Rapid 227 will extend to Imperial Beach—connecting passengers to coastal destinations, regional employment and activity centers, and the UC San Diego Blue Line. Rapid services are high-frequency, limited-stop routes that help move people to their destinations more quickly than traditional local bus services. Rapid 227 will have new Rapid stations with enhanced lighting and passenger information, as well as other capital improvements to facilities along the route. Rapid 227 will be operated with a brand-new fleet of 12 articulated battery-electric buses – the first in MTS’ fleet.

The service changes associated with Rapid 227 and Route 950 are considered to be a major service change under MTS Policy 42.5B, and as a result the Federal Transit Administration (FTA) requires the execution of a Title VI analysis (FTA Circular 4702.1B). This Title VI analysis involves the evaluation of the Rapid 227 and Route 950 major service change to determine whether or not it will have a disparate impact on both minority and low-income groups. If disparate impacts or disproportionate burdens are found, this analysis will identify the available service alternatives and mitigation strategies that can be used to minimize them.

## Background

### *Qualification as Major Service Change*

The definition of a major service change, as used within MTS Policy 42, was developed with public input as part of a public engagement process during June 2013 when MTS held a public hearing to solicit feedback from stakeholders. According to the policy, MTS will conduct a Title VI analysis on any of the following changes before a final implementation decision is made:

- A change that is greater than 25 percent of a route's weekly in-service miles or hours.
- An increase or reduction in the average weekly span-of service of more than 25 percent.
- The implementation of a new route or the discontinuation of an existing route.
- A routing change that affects more than 25 percent of a route's Directional Route Miles and more than 25 percent of the route's bus stops.

Because this change will discontinue Route 950 and implement a brand-new service with Rapid 227, it qualifies under MTS Policy 42 as a major service change.

### *Purpose of MTS Service Changes*

MTS received a Transit and Intercity Rail Capital Program (TIRCP) grant that provided funding to launch the new Rapid 227 that would replace the Route 950. The Rapid 227 would be a new and improved version of the Route 950, providing passengers with rides on new, electric vehicles and provide more frequency and span. In addition, the route would extend into Imperial Beach, connecting passengers to coastal destinations, regional employment and activity centers, and the UC San Diego Blue Line.

### *Definition of Low-income and Minority Groups*

FTA Circular 4702.1B encourages recipients to use a locally developed threshold for low-income person that is “at least as inclusive as the HHS poverty guidelines.” In coordination with SANDAG, MTS defines a low-income person as an individual whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau. The FTA defines minority persons as the following: American Indian and Alaska Native, Asian, African American, Hispanic or Latino, and Native Hawaiian or other Pacific Islander.

*Disparate Impact and Disproportionate Burden to Low-income and Minority Populations*

This analysis considers the percentage of minority and low-income persons by route in each census block group that the route serves. It identifies which route changes could potentially have a disparate impact or disproportionate burden. In order to provide the standard for the analysis, this section defines the criteria that MTS considers to be qualifications for a disparate impact or disproportionate burden.

The FTA defines a disparate impact as “a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin (FTA C 4702.1B Chapter I-2).”

MTS Policy 42.6b uses the phrase, “disparate impact,” when speaking of minorities, and the phrase, “disproportionate burden,” when speaking of low-income impacts. This report uses these phrases to differentiate the two. Both are defined as follows:

A **disparate impact** is found when there is a difference in adverse effects between minority and non- minority populations such that: the adversely affected population is 10 percent or greater minority by percentage of total population than the total MTS service area average; or, the benefitting population is 10 percent or more non-minority than the total MTS service area average. *For example, if the total MTS service area average is 55% minority, then a proposed service change that adversely affects a population that is 65% minority or greater would be defined as a disparate impact.* If MTS chooses to implement a proposed major service change despite a finding of a disparate impact, MTS may only do so if there is a substantial justification for the change, and there are no alternatives that would have a less disparate impact and still accomplish the goals of the change (MTS Policy 42.6b).

A **disproportionate burden** is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10 percent or more “low- income” than the total MTS service area average; or, the benefitting population is 10 percent or greater “non-low-income” by percentage of total population than the total MTS service area average. *For example, if the total MTS service area average is 20% “low-income,” then a proposed service change that benefits a population that is 90% or greater “non-low-income” would be defined as a disproportionate burden.* If MTS chooses to implement a proposed change despite a finding of disproportionate burden, MTS may only do so if steps are taken to avoid or minimize impacts where practicable, and MTS provides a description of alternatives available to affected low-income populations (MTS Policy 42.6b).

Table 1 shows the total MTS service area averages for minority and low-income populations, based on the data from the 2019 American Community Survey 5-year estimates, 2015-2019:

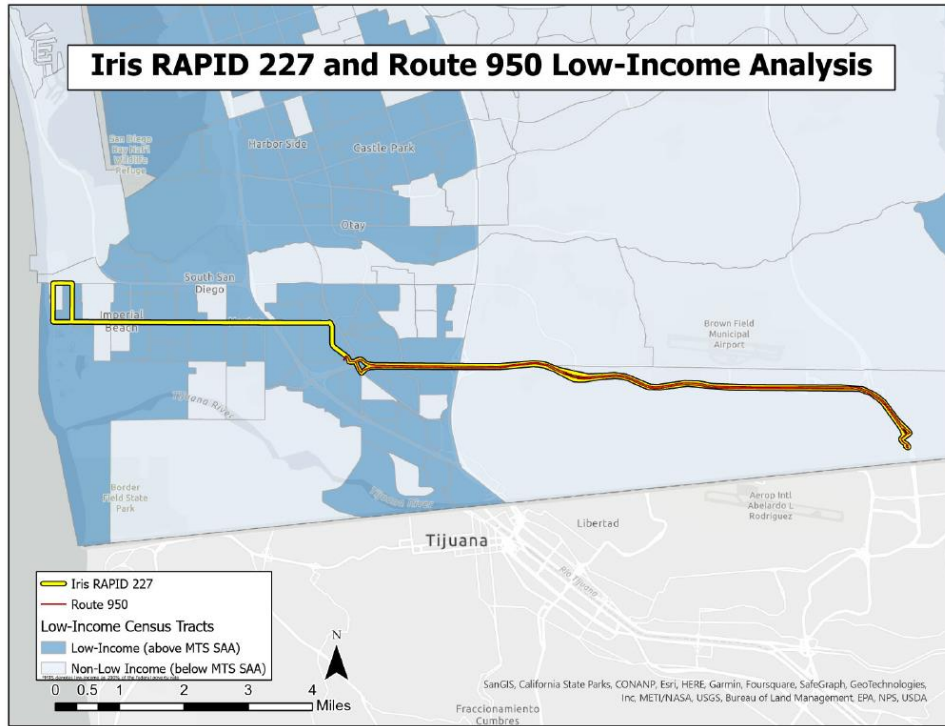
**Table 1: Service Area Averages**

Population	Service Area Average
Minority	57.3%
Low-income	28.6%

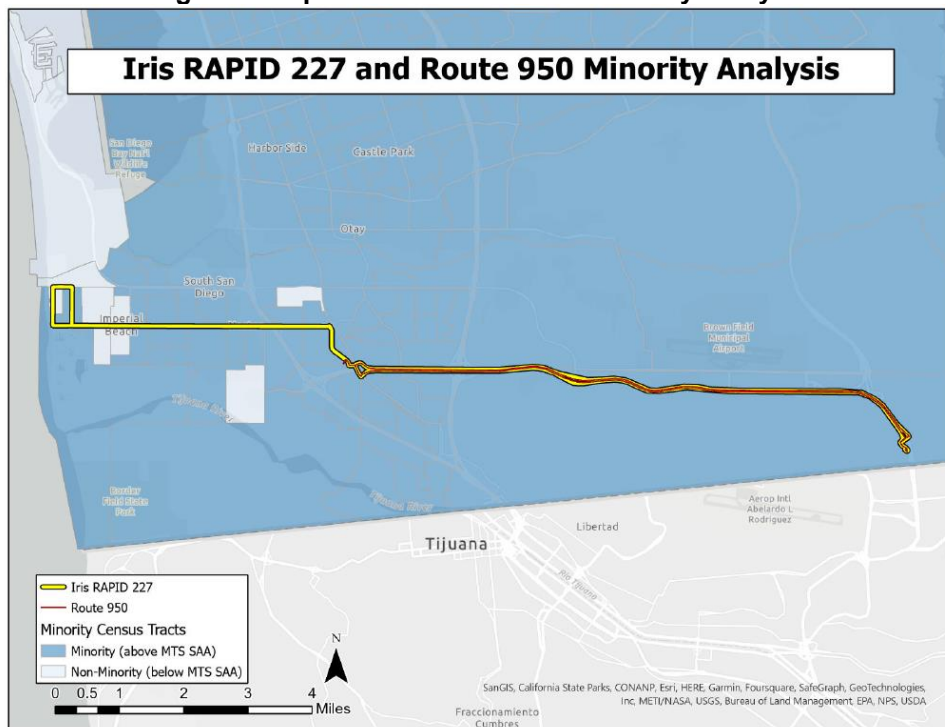
**Proposed Service Changes**

The following section provides a profile of Rapid 227 and Route 950 with two maps showing both routes. Figure 1 shows low-income population census block groups, and Figure 2 shows minority census block groups in the general area.

**Figure 1: Rapid 227 and Route 950 MTS Low-Income Analysis**



**Figure 2: Rapid 227 and Route 950 Minority Analysis**



**Title VI Methodology**

The FTA guidelines allow transit agencies to use either ridership or population as a basis to determine disparate impacts and disproportionate burdens. Whichever basis is selected should be used throughout the analysis. MTS has selected population as the basis to ensure consistency with past analyses.

The analysis compares the population in Census block groups affected by the proposed change (defined as within 1/4 mile of an affected route) with the population in the service area. The data source is the 2015-2019 5-year estimates from the American Community Survey.

The definitions of disparate impact and disproportionate burden included in MTS Policy 42 are used in this analysis. The definitions require that the percentage of adversely affected minority or low-income populations be no more than 10 percent higher than the percentage of minority or low-income populations within the MTS service area for a service reduction. Conversely, for a service improvement or new service, the percentage of benefitted non-minority or non-low-income populations cannot be more than 10 percent higher than the percentage of non-minority and non-low-income populations within the service area.

This analysis uses the definition of low-income persons included in FTA Circular 4702.1B. The Circular encourages recipients to use a locally developed threshold for low-income persons that are “at least as inclusive as the HHS poverty guidelines.” This analysis defines low-income persons as individuals whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau.

The formats provided in Tables 1 and 2 in Appendix K of FTA Circular 4702.1B are used to present the results of the analysis, as recommended by FTA.

**Title VI Evaluation Results**

Table 2 presents minority and low-income population data within the MTS service area compared to minority and low-income population data for census block groups affected by proposed route changes.

**Table 2: Census Block Group Data of MTS Service Area and Rapid 227/Route 950 Area**

Project Description	Total Census Block Groups	Block Group Population – Income Surveys	Low-Income Population	% Low Income	Block Group Population – Race & Ethnicity Surveys	Minority Population	% Minority
MTS Service Area Average	1,321	2,298,741	657,817	28.6%	2,356,657	1,350,366	57.3%
Route 950 & Rapid 227	34	75,253	27,794	36.9%	75,770	62,957	83.1%
Route 950	9	33,887	11,211	33.1%	33,939	31,192	91.9%



The discontinuation of a route, such as Route 950, would ordinarily be considered a burden since it would represent a loss of service to the affected populations. However, the proposed changes completely replace Route 950 with Rapid 227, which will operate more frequently and for longer hours than existing Route 950. Therefore, the net of the proposed changes can be defined as a service improvement, as they meet a great ridership demand and introduce no material new negative impacts. Therefore, the analysis must consider whether non-minority and non-low income populations receive a greater benefit.

In Table 2, the population benefitting from the net changes of Route 950 and Rapid 227 is a higher percentage minority than in the MTS service area as a whole. Since the percentage of benefitting population is not less than 10 percent lower minority than the percentage of the population who is minority in the entire MTS service area (and is in fact higher), there is no disparate impact from proposed changes.

The population benefitting from the net changes of Route 950 and Rapid 227 is a higher percentage low-income than in the MTS service area as a whole. Since the percentage of benefitting population is not less than 10 percent less low-income than the percentage of the population who is low-income in the entire MTS service area (and is in fact higher), there is no disproportionate burden from the proposed changes.



**Metropolitan  
Transit  
System**

## Agenda Item No. 21

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

October 19, 2023

**SUBJECT:**

Public Hearing for Sorrento Valley Coaster Connection Service Discontinuation (Denis Desmond)

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors:

- 1) Receive public testimony;
- 2) Approve discontinuation Sorrento Valley Coaster Connection (SVCC) services (Routes 972, 973, 974, 978, and 979), effective on or before the June 2024 service change; and
- 3) Authorize the Chief Executive Officer (CEO) to transfer six (6) 2014 El Dorado National AeroElite 320 minibuses to the North County Transit District (NCTD) for the value of certain equipment remaining on the buses (estimated at \$72,000 for all six buses), if NCTD and/or its designee assume management and operation of a Sorrento Valley Coaster Station (SVCS) shuttle service within 30 days of MTS' discontinuation of the SVCC service. *(Requires 2/3 approval.)*

**Budget Impact**

The Fiscal Year 2024 annual budget for the operation of the five SVCC shuttle routes is \$529,000, which is partially subsidized by NCTD. The SVCC minibus fleet is at the end of its useful life and will require replacement, with an estimated capital cost of \$2 million. MTS would receive \$72,000 for the sale of equipment on board six minibuses transferred to NCTD ownership.

**DISCUSSION:**

When NCTD's Coaster commuter rail began service in 1995, it included a station in Sorrento Valley to serve the fast-growing area of technology and life sciences companies. The station is sited along Sorrento Valley Road, adjacent to Roselle Creek and under Interstate 5. This is a notable distance from most employment locations in the larger Sorrento Valley, Sorrento Mesa, Carroll Canyon, Torrey Pines, and University City areas. Additionally, the area is low-density and auto-oriented, with additional topographical challenges for transit and pedestrian access. A

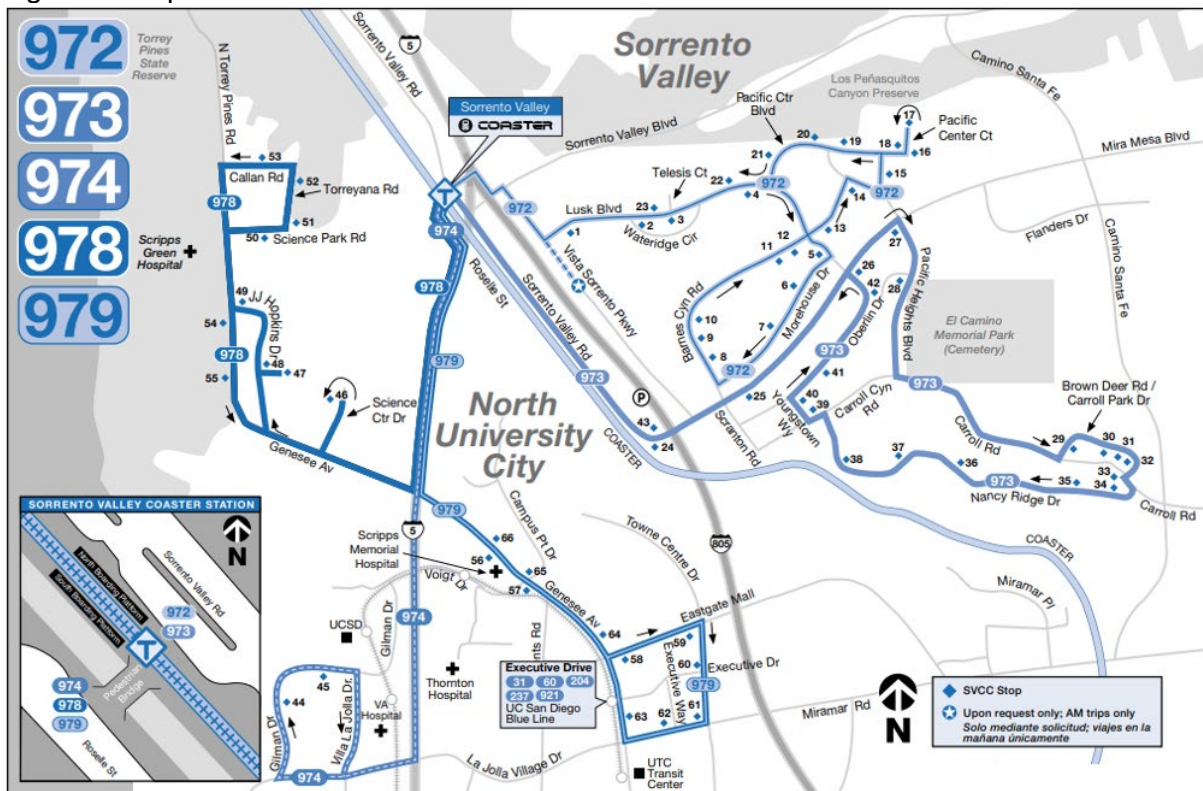


first-mile/last-mile solution was needed for the Sorrento Valley Coaster Station to effectively serve the area.

The SVCC was conceived to start along with the Coaster to provide this service. While the service primarily serves North County riders and is operated specifically to support the NCTD rail operation, it was decided that MTS would manage the service because the area is within the MTS jurisdictional boundaries. The service has been operated by MTS Contract Services since the beginning, though the delivery model, contractor, service design, and levels of service have fluctuated substantially over the years.

Currently, the SVCC consists of five separate routes operated by Transdev from the Copley Park Division using five minibuses. (See Figure 1.) A sixth minibus is available in the fleet as a spare. Service operates during weekday peaks only, reflecting the times of greatest passenger demand. Ridership is largely commuters using the Coaster from North County, with a much smaller number of riders coming from the south on the Coaster's reverse-commute trips.

Figure 1: Map of SVCC Services



Operation of the SVCC is resource-intensive. It requires five peak buses and five drivers working split shifts every weekday. Split shifts – work shifts that spread the 8-hour workday throughout a longer period of the day with a large break in between -- are the most challenging shifts to cover given current personnel constraints. Further, the capital equipment associated with the SVCC is now ready for costly replacement. Six minibuses in the fleet are beyond their useful life and due for replacement, with an estimated replacement cost for the fleet of \$2 million (which would be funded from MTS' capital budget).

While MTS services overall are recovering relatively well from the pandemic, the SVCC routes have struggled. For the first four months of 2023, MTS overall bus ridership was at 71% of pre-pandemic levels, and MTS systemwide ridership at 81%. However, SVCC routes only reached 33% of pre-pandemic ridership during that time. This mirrors a general trend in services that cater to office commute markets, which have been impacted by work-from-home and other pandemic-related factors. The four SVCC routes in-service in 2019 then boarded an average of 331 riders, but for the first four months of 2023, these same routes only boarded 110 passengers. Overall, the SVCC routes are currently averaging fewer than four passengers per trip.

SVCC ROUTE NO.	SERVING	Pre-pand. wkdy. avg. FY20 Q1-Q2	JAN 2023	FEB 2023	MAR 2023	APR* 2023	MAY* 2023	JUN* 2023	JULY 2023	AUG 2023	AVERAGE (excl. May, June)
<b>AVERAGE WEEKDAY RIDERSHIP</b>											
972	Sorrento Mesa	119	26	25	20	20	24	9	18	19	22
973	Carroll Canyon	63	31	29	31	41	37	15	37	32	34
974	UCSD (new rt Jan-20)	93	34	40	31	37	35	11	16	19	30
978	Torrey Pines	69	26	23	23	23	22	15	20	19	22
979	North Univ City	80	30	31	28	32	25	17	29	30	30
ALL SVCC		424	147	149	134	154	143	67	120	119	137
ALL BUS		160,177	106,965	119,761	106,324	120,990	101,423	72,623	95,720	98,026	107,964
SYSTEM		282,597	216,258	236,824	217,586	242,934	222,994	185,683	219,893	225,942	226,573
<b>PERCENTAGE CHANGE FROM BASELINE (FY2020 Q1-Q2)</b>											
972	Sorrento Mesa		-78%	-79%	-83%	-83%	-85%	-92%	-85%	-84%	-82%
973	Carroll Canyon		-51%	-54%	-51%	-35%	-85%	-76%	-42%	-50%	-47%
974	UCSD (new rt Jan-20)		-63%	-57%	-66%	-60%	-85%	-89%	-83%	-80%	-68%
978	Torrey Pines		-62%	-66%	-67%	-66%	-85%	-78%	-72%	-72%	-68%
979	North Univ City		-63%	-61%	-65%	-59%	-85%	-79%	-63%	-62%	-62%
ALL SVCC			-65%	-65%	-68%	-64%	-85%	-84%	-72%	-72%	-68%
ALL BUS			-33%	-25%	-34%	-24%	-37%	-55%	-40%	-39%	-33%
SYSTEM			-23%	-16%	-23%	-14%	-21%	-34%	-22%	-20%	-20%

\* Due to strikes, SVCC operated 17/20 weekdays in April, 15/22 weekdays in May, and 3/22 weekdays in June.

The low ridership and slow recovery of the service, in addition to the operational resource challenges and the need to retire and replace the SVCC bus fleet, has brought MTS to a decision point on the future of the SVCC service. Staff provided a report on the SVCC status to the MTS Executive Committee on September 7, 2023 (AI 5). The agenda item was informational only, but EC discussion was supportive of soliciting rider feedback and testimony at a public hearing today about the discontinuation of MTS' operation of the SVCC service.

Therefore, today's staff recommendation is to discontinue the five SVCC routes on or before June 2024. Our agreement with NCTD provides a 180-day notice for termination of the services. If approved today, either NCTD's April 2024 service change or MTS' June 2024 service change are viable discontinuation dates.

Potential Service Transition

MTS has been in discussions with NCTD staff since last year about the future of SVCC and the possibility that MTS would discontinue these routes. NCTD understands the challenges of operating the service, but the SVCC is important to their Coaster ridership and the viability of a station in Sorrento Valley. Therefore, NCTD is exploring its options for assuming the management and operations of the SVCC, or some type of a replacement service that would offer a first-mile/last-mile to Coaster riders in the area. Should the MTS Board of Directors

approve the service discontinuation by MTS, staff will continue to cooperate with NCTD about a possible transfer of the service, including the SVCC fleet (see below) and the best date to ensure a smooth transition for passengers.

### SVCC Bus Fleet

MTS maintains a fleet of six 2014 El Dorado National AeroElite 320 minibuses to operate the SVCC. At nine years old and with nearly 200,000 miles on each, these buses exceed the Federal Transit Administration's useful life of 7 years old or 150,000 miles for this bus type. Replacement costs for this bus type are approximately \$300,000 per unit, so a capital expense of nearly \$2 million would be required to replace the fleet.

While NCTD works towards a plan to potentially take over SVCC or implement a replacement service, they would need vehicles for the short term to start operation of the service. Although the current SVCC fleet is due for replacement, the minibuses are still serviceable and NCTD expressed interest in utilizing them for a short, interim period.

For buses that have reached the end of their useful life, MTS's procedure is to send them to our contracted auctioneer to ensure that MTS receives a fair price for the vehicles. MTS has estimated that the fair market value of each vehicle is \$5,000 (\$30,000 for the fleet). Equipment that would remain on the fleet for a transfer to NCTD would include headsigns, validators for the PRONTO fare system, and hardware for the Regional Transit Management System (RTMS), all valued at \$12,000 per vehicle (\$72,000 for the fleet of six buses). Fareboxes and radios are excluded and would be removed prior to transfer.

Per MTS Board Policy No. 33, Capital Asset Disposal, Section 33.3 – Negotiated Sale, capital assets with an individual value in excess of \$10,000 or an aggregate value in excess of \$25,000 may be disposed of on a negotiated sale basis provided a finding by the MTS Board of Directors by a two-thirds vote that special circumstances exist that make it in the best interest of the Board.

Such circumstances may include the following:

1. Unique item(s) may have a limited resale market.
2. The financial interest of MTS would be best served by negotiation.
3. In the case of used buses, the Board shall give specific direction on the method of disposal to be followed on a case-by-case basis considering potential financial return and available alternatives, including the sale for scrap or other nonoperating purposes to avoid use of the vehicles and resultant air pollution in California and the San Diego region. A method of disposal may be approved even though the financial benefit may be less than other methods of disposal.
4. If approved, the CEO may be authorized to negotiate a sale price.

A negotiated sale for these used buses would be the most advantageous option for MTS because MTS would receive the greatest financial return, since it would not have to pay a commission fee to the auctioneer and the San Diego-specific transit equipment on the vehicles would only be of value to either MTS or NCTD. Further, MTS would be assisting with the start of new services for people who work and travel within our jurisdiction. These new NCTD services would replace MTS services that cost over a half million dollars per year to operate.

Therefore, staff recommends that the vehicles be transferred to NCTD for the cost of the specific transit equipment on board, if NCTD implements a replacement service at the Sorrento

Valley Coaster Station within 30-days of the discontinuation of the SVCC. *If this occurs*, then staff recommends that the MTS Board of Directors authorize the CEO to execute a sale of the six (6) 2014 El Dorado National AeroElite 320 minibuses (3000-series), including equipment specified above, to NCTD for \$12,000.00 per vehicle, for a total of \$72,000.00.

Title VI

MTS's Title VI service equity analysis for a major service change includes a determination of whether or not disparate impacts to minority populations or disproportionate burdens to low-income populations would result from the change. The purpose of this study is to determine if there are any adverse impacts, as defined by Policy 42, which would result from the proposed change.

The Title VI service analysis of the proposed discontinuation of the SVCC, included as an attachment to this item, does not reveal any potentially adverse impacts from a Title VI perspective. While SVCC riders will be negatively affected by the loss of the service, the Title VI analysis reveals that this impact is not disparate to minority populations or disproportionate to low-income populations.

/s/ Sharon Cooney  
Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachment: A. Title VI Service Equity Analysis



# Title VI Service Equity Analysis

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## Discontinuation of Sorrento Valley Coaster Connection Services

Prepared by the Metropolitan Transit System  
October 2023

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## Executive Summary

The San Diego Metropolitan Transit System (MTS) has conducted a Title VI analysis of the proposed 2024 discontinuation of Sorrento Valley COASTER Connection (SVCC) service, as required by the Federal Transit Administration (FTA). Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The purpose of this analysis is to ensure that MTS is in compliance with Title VI requirements. MTS has followed FTA's guidelines, published in FTA Circular 4702.1B on October 1, 2012. The critical elements of this analysis involve a determination of whether or not disparate impacts to minority populations or disproportionate burdens to low-income populations would result from these changes. As defined in MTS Policy 42:

*A disparate impact is found when there is a difference in adverse effects between minority and non-minority populations such that: the adversely affected population is 10% or greater minority than the total MTS service area average; or, the benefitting population is 10% or more non-minority than the total MTS service area average.*

*A disproportionate burden is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10% or more "low-income" than the total MTS service area average; or, the benefitting population is 10% or greater "non-low-income" by percentage of total population than the total MTS service area average.*

The study found that there are no disparate impacts and no disproportionate burdens that would result from the discontinuation of routes 972, 973, 974, 978, and 979.

## Introduction

The San Diego Metropolitan Transit System (MTS) is proposing to discontinue fixed routes 972, 973, 974, 978, and 979 between the Sorrento Valley COASTER Station and surrounding employment locations in the Sorrento Valley, Sorrento Mesa, Carroll Canyon, Torrey Pines, and University City areas.

The discontinuation of these routes is considered to be a major service change under MTS Policy 42.5B. As a result, the Federal Transit Administration (FTA) requires the execution of a Title VI analysis (FTA C 4702.1B). This Title VI analysis involves evaluating the discontinuation of these routes in the MTS network to determine whether or not the changes will have disparate impacts on minority populations and/or disproportionate burdens on low-income individuals. If disparate impacts or disproportionate burdens are found, this analysis will identify the available service alternatives and mitigation strategies that can be used to minimize them.

## Background

### Qualification as Major Service Change

The definition of a major service change, as used within MTS Policy 42, was developed with public input as part of a public engagement process during June 2013 when MTS held a public hearing to solicit feedback from stakeholders. According to the policy, MTS will conduct a Title VI analysis on any of the following changes before a final implementation decision is made:

- A change that is greater than 25 percent of a route's weekly in-service miles or hours.
- An increase or reduction in the average weekly span-of service of more than 25 percent.
- The implementation of a new route or the discontinuation of an existing route.
- A routing change that affects more than 25 percent of a route's Directional Route Miles and more than 25 percent of the route's bus stops.

Because these changes involve the discontinuation of existing routes, they qualify under MTS Policy 42 as major service changes.

### Purpose of MTS Service Changes

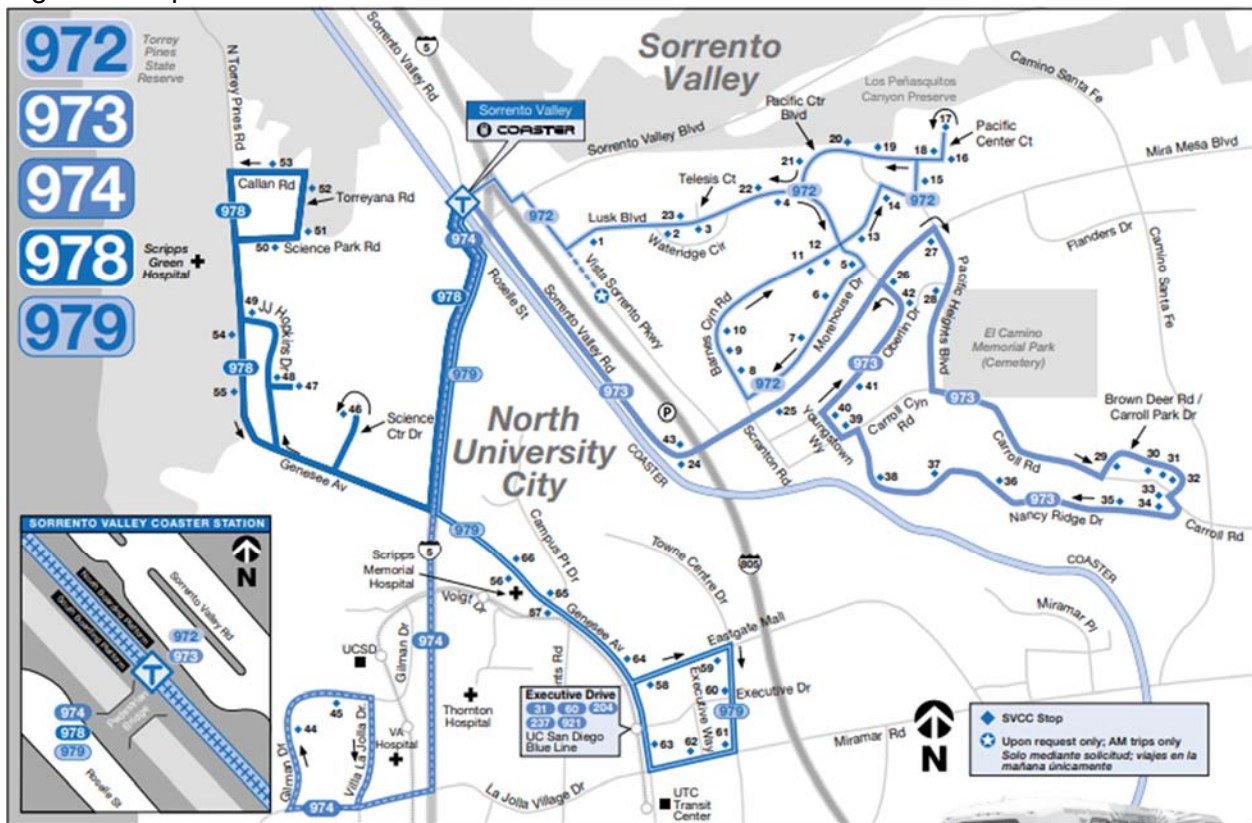
Currently, SVCC service consists of five separate routes operated by Transdev from the Copley Park Division using five minibuses (See Figure 1). Service operates during weekday peaks only, reflecting the times of greatest passenger demand. Ridership is largely commuters using the Coaster from North County, with a much smaller number of riders coming from the south on the Coaster's reverse-commute trips.

Operation of SVCC service is resource-intensive. It requires five peak buses (and a sixth spare), and five drivers working split shifts every weekday – the most challenging shifts to cover given personnel constraints. At nine years old and with nearly 200,000 miles on each bus, the current fleet is beyond its useful life and due for replacement. The estimated replacement cost for the fleet would be \$2 million, funded from MTS' capital budget.

While MTS services overall are recovering relatively well from the pandemic, the SVCC routes have struggled. For the first four months of 2023, MTS total bus ridership was at 71% of pre-pandemic levels, and MTS systemwide ridership at 81%. However, SVCC routes only reached 33% of pre-pandemic ridership during that time. This mirrors a general trend in services that cater to office commute markets, which have been impacted by work-from-home and other pandemic-related factors. The four SVCC routes in service in 2019 then boarded an average of 331 riders, but for the first four months of 2023, they only boarded 110 passengers. The SVCC routes are averaging fewer than four passengers per trip.

The low ridership and slow recovery of the service, in addition to the operational resource challenges and the need to retire the SVCC bus fleet, has brought MTS to a decision point on the future of the SVCC service.

Figure 1: Map of SVCC Services



### Definition of Low-income and Minority Groups

FTA Circular 4702.1B encourages recipients to use a locally developed threshold for low-income person that is “at least as inclusive as the HHS poverty guidelines.” In coordination with SANDAG, MTS defines a low-income person as an individual whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau. The FTA defines minority persons as the following: American Indian and Alaska Native, Asian, African American, Hispanic or Latino, and Native Hawaiian or other Pacific Islander.

## Disparate Impact and Disproportionate Burden to Low-income and Minority Populations

This analysis considers the percentage of minority and low-income persons by route in each census tract that the route serves. It identifies which route changes could potentially have a disparate impact or disproportionate burden. In order to provide the standard for the analysis, this section defines the criteria that MTS considers to be qualifications for a disparate impact or disproportionate burden.

The FTA defines a disparate impact as “a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin (FTA C 4702.1B Chapter I-2).”

MTS Policy 42.6b uses the phrase, “disparate impact,” when speaking of minorities, and the phrase, “disproportionate burden,” when speaking of low-income impacts. This report uses these phrases to differentiate the two. Both are defined as follows:

A **disparate impact** is found when there is a difference in adverse effects between minority and non-minority populations such that: the adversely affected population is 10% or greater minority by percentage of total population than the total MTS service area average; or, the benefitting population is 10% or more non-minority than the total MTS service area average. *For example, if the total MTS service area average is 55% minority, then a proposed service change that adversely affects a population that is 65% minority or greater would be defined as a disparate impact.* If MTS chooses to implement a proposed major service change despite a finding of a disparate impact, MTS may only do so if there is a substantial justification for the change, and there are no alternatives that would have a less disparate impact and still accomplish the goals of the change (MTS Policy 42.6b).

A **disproportionate burden** is found when there is a difference in adverse effects between low-income and non-low-income populations such that: the adversely affected population is 10% or more “low-income” than the total MTS service area average; or, the benefitting population is 10% or greater “non-low-income” by percentage of total population than the total MTS service area average. *For example, if the total MTS service area average is 20% “low-income,” then a proposed service change that benefits a population that is 90% or greater “non-low-income” would be defined as a disproportionate burden.* If MTS chooses to implement a proposed change despite a finding of disproportionate burden, MTS may only do so if steps are taken to avoid or minimize impacts where practicable, and MTS provides a description of alternatives available to affected low-income populations (MTS Policy 42.6b).

Table 1 shows the total MTS service area averages for minority and low-income populations, based on the data from the 2021 American Community Survey 5-year estimates:

**Table 1: Service Area Averages**

<b>Population</b>	<b>Service Area Average</b>
Minority	<b>57.6%</b>
Low-income	<b>25.1%</b>

## Title VI Methodology

The FTA guidelines allow transit agencies to use either ridership or population as a basis to determine disparate impacts and disproportionate burdens. Whichever basis is selected should be used throughout the analysis. MTS has selected population as the basis to ensure consistency with past analyses.

The analysis compares the population in Census tracts affected by the proposed change (defined as within 1/4 mile of an affected route) with the population in the service area. The data source is the 5-year estimates from the 2021 American Community Survey.

The definitions of disparate impact and disproportionate burden included in MTS Policy 42 are used in this analysis. The definitions require that the percentage of adversely affected minority or low-income populations be no more than 10% higher than the percentage of minority or low-income populations within the MTS service area for a service reduction. Conversely, for a service improvement or new service, the percentage of benefitted non-minority or non-low-income populations cannot be more than 10% higher than the percentage of non-minority and non-low-income populations within the service area.

This analysis uses the definition of low-income persons included in FTA Circular 4702.1B. The Circular encourages recipients to use a locally developed threshold for low-income persons that are “at least as inclusive as the HHS poverty guidelines.” This analysis defines low-income persons as individuals whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau.

The formats provided in Appendix K of FTA Circular 4702.1B are used to present the results of the analysis, as recommended by FTA.

## Title VI Evaluation Results

Table 2 presents minority and low-income population data within the entire MTS service area. Total population numbers vary per population characteristic, as the American Community Survey does not include certain populations, such as active-duty military, in an area’s total when exploring certain metrics such as household income.

**Table 2: Population Data within the MTS Service Area**

Tract Population, Race/Ethnicity Survey	Minority Population	Percent Minority	Tract Population, Income Surveys	Low Income Population	Percent Low Income
<b>2,431,024</b>	<b>1,399,454</b>	<b>57.6%</b>	<b>2,370,598</b>	<b>594,013</b>	<b>25.1%</b>

Table 3 presents minority and low-income population data for census tracts impacted by these proposed discontinuations.

**Table 3: Census Tract Population Affected by Discontinuation of SVCC Services**

# Census Tracts	Tract Population, Race/Ethnicity Surveys	Minority Population Affected	Percent Minority	Tract Population, Income Surveys	Low Income Population Affected	Percent Low Income Affected
<b>8</b>	<b>28,631</b>	<b>15,537</b>	<b>54.3%</b>	<b>28,496</b>	<b>6,257</b>	<b>22.0%</b>
		Non-Minority Population Affected	Percent Non-Minority		Non-Low Income Population Affected	Percent Non-Low Income
		<b>13,094</b>	<b>45.7%</b>		<b>22,239</b>	<b>78.0%</b>

The proposed discontinuation of Sorrento Valley Coaster Connection service can be defined as a service reduction, as it would eliminate five existing routes from the MTS system. Therefore, the analysis must consider whether minority and low-income populations will be disparately impacted.

The percentage of affected minority populations in Table 3 is within 10% of the MTS service area average (57.6% versus 54.3%). Since the percent of affected minority population does not exceed 10% higher than the percent of the minority population within the entire MTS service area, there are no disparate impacts resulting from the proposed discontinuation of routes 972, 973, 974, 978, and 979.

The percent of low-income population in Table 3 is also within 10% of the MTS service area average for low-income population (25.1% versus 22.0%). Since the percentage of affected low-income population is not more than 10% higher than the percentage of low-income populations within the entire MTS service area, there is no disproportionate burden from the proposed discontinuation of Routes 972, 973, 974, 978, and 979.

The following maps provide two profiles of the SVCC service that is proposed for discontinuation. Figure 1 overlays the SVCC route network with low-income population census tracts, as defined by Policy 42. Figure 2 is the same SVCC route network, overlaid with MTS service area minority census tracts.

Figure 1: SVCC Network and MTS Low-Income Population by Census Tract

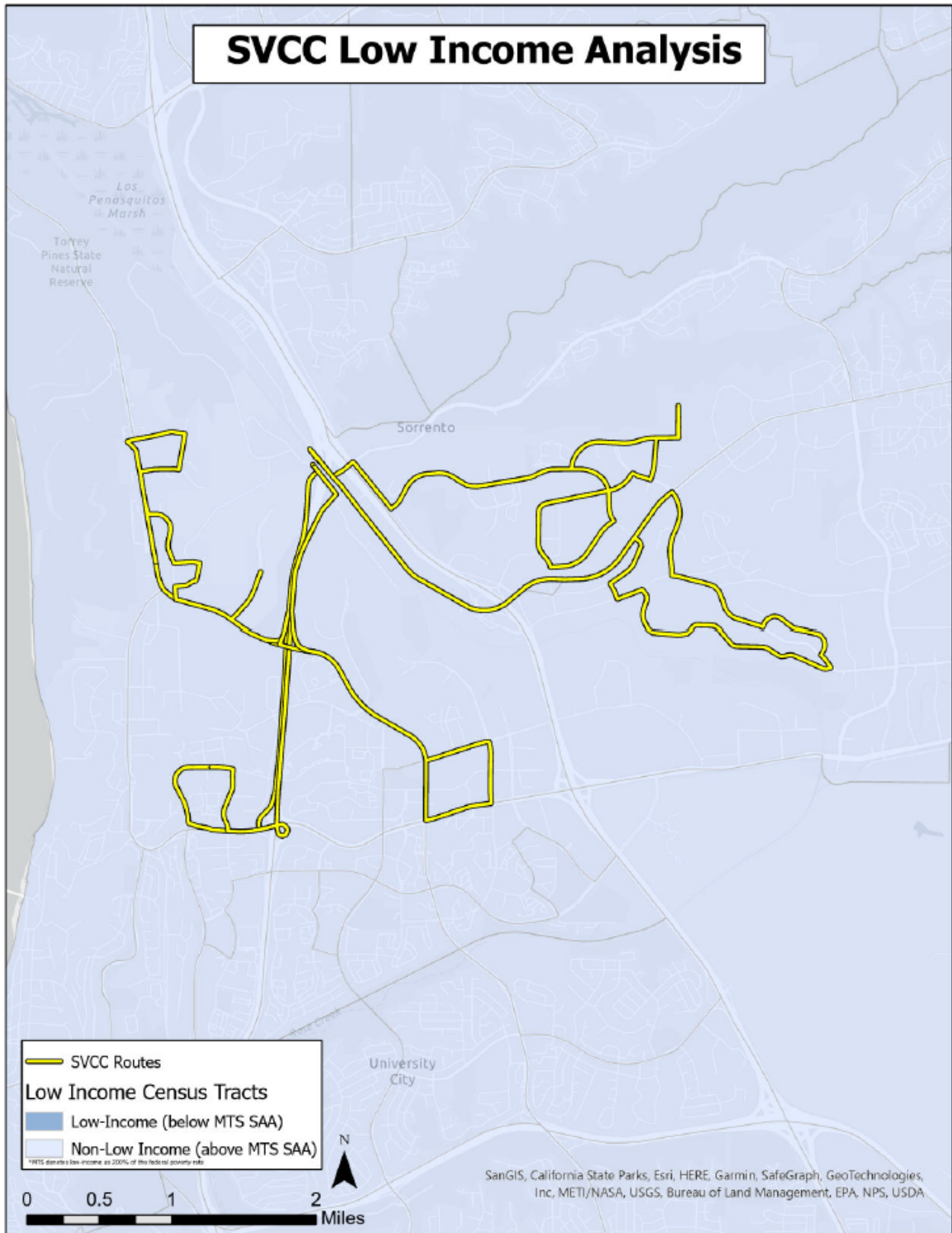
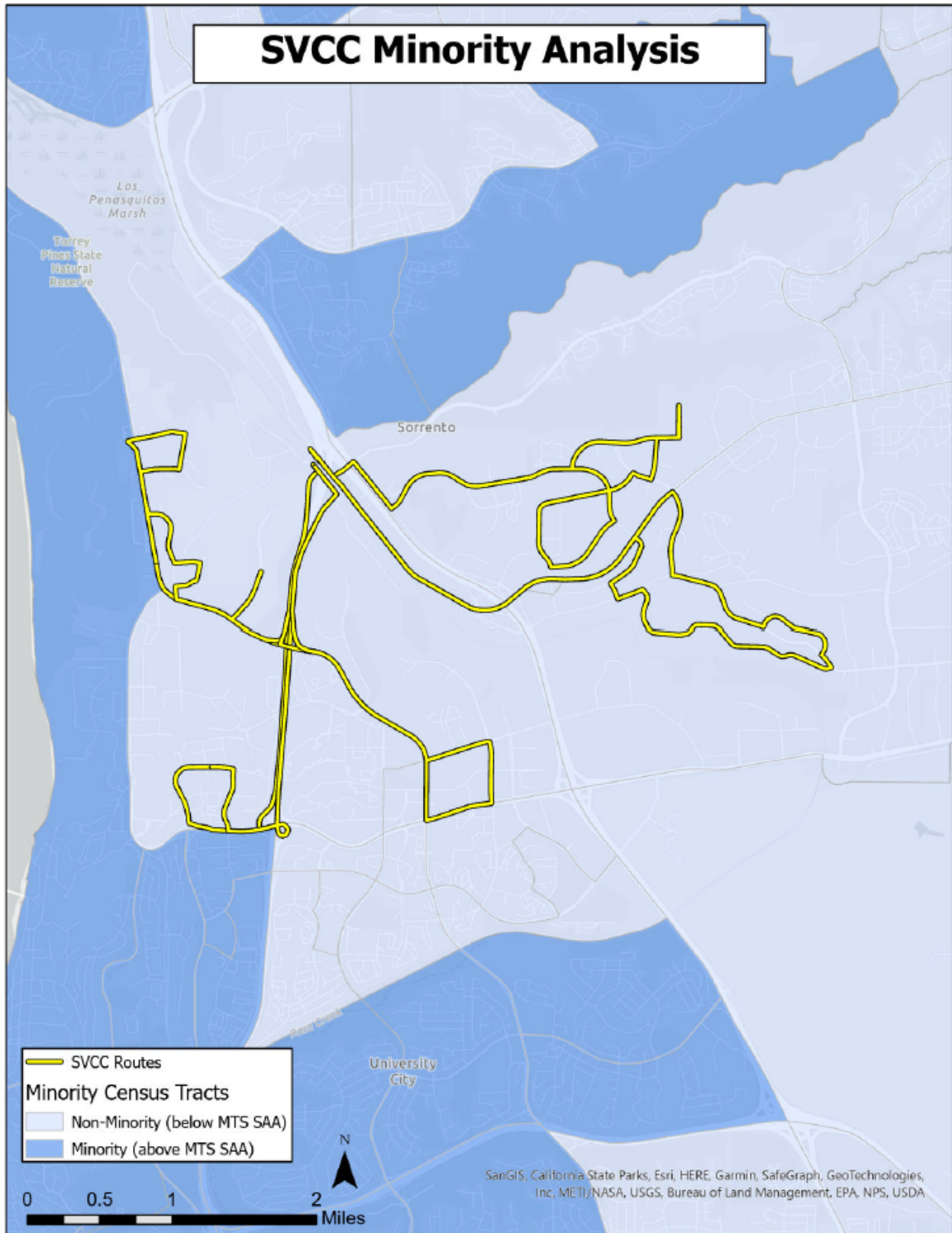


Figure 2: SVCC Network and MTS Minority Population by Census Tract





Tables 4A-4E present minority and low-income figures by route for information purposes only.

**Table 4A: Census Tract Population Affected by Discontinuation of SVCC Services**

# Census Tracts	Tract Population, Race/Ethnicity Surveys	Minority Population Affected	Percent Minority	Tract Population, Income Surveys	Low Income Population Affected	Percent Low Income Affected
<b>2</b>	<b>6,160</b>	<b>3,222</b>	<b>52.3%</b>	<b>6,156</b>	<b>1,063</b>	<b>17.3%</b>
		Non-Minority Population Affected	Percent Non-Minority		Non-Low Income Population Affected	Percent Non-Low Income
		<b>2,938</b>	<b>47.7%</b>		<b>5,093</b>	<b>82.7%</b>

**Table 4B: Census Tract Population Affected by Discontinuation of Route 973**

# Census Tracts	Tract Population, Race/Ethnicity Surveys	Minority Population Affected	Percent Minority	Tract Population, Income Surveys	Low Income Population Affected	Percent Low Income Affected
<b>3</b>	<b>12,772</b>	<b>7,864</b>	<b>61.6%</b>	<b>12,768</b>	<b>2,025</b>	<b>15.9%</b>
		Non-Minority Population Affected	Percent Non-Minority		Non-Low Income Population Affected	Percent Non-Low Income
		<b>4,908</b>	<b>38.4%</b>		<b>10,743</b>	<b>84.1%</b>

**Table 4C: Census Tracts Population Affected by Discontinuation of Route 974**

# Census Tracts	Tract Population, Race/Ethnicity Surveys	Minority Population Affected	Percent Minority	Tract Population, Income Surveys	Low Income Population Affected	Percent Low Income Affected
<b>4</b>	<b>7,590</b>	<b>4,016</b>	<b>52.9%</b>	<b>7,548</b>	<b>3,155</b>	<b>41.8%</b>
		Non-Minority Population Affected	Percent Non-Minority		Non-Low Income Population Affected	Percent Non-Low Income
		<b>3,574</b>	<b>47.1%</b>		<b>4,393</b>	<b>58.2%</b>

**Table 4D: Census Tract Population Affected by Discontinuation of Route 978**

# Census Tracts	Tract Population, Race/Ethnicity Surveys	Minority Population Affected	Percent Minority	Tract Population, Income Surveys	Low Income Population Affected	Percent Low Income Affected
<b>3</b>	<b>6,343</b>	<b>2,549</b>	<b>40.2%</b>	<b>6,212</b>	<b>1,589</b>	<b>25.6%</b>
		Non-Minority Population Affected	Percent Non-Minority		Non-Low Income Population Affected	Percent Non-Low Income
		<b>3,794</b>	<b>59.8%</b>		<b>4,623</b>	<b>74.4%</b>

**Table 4E: Census Tract Population Affected by Discontinuation of Route 979**

# Census Tracts	Tract Population, Race/Ethnicity Surveys	Minority Population Affected	Percent Minority	Tract Population, Income Surveys	Low Income Population Affected	Percent Low Income Affected
<b>3</b>	<b>9,416</b>	<b>5,622</b>	<b>59.7%</b>	<b>9,374</b>	<b>2,888</b>	<b>30.8%</b>
		Non-Minority Population Affected	Percent Non-Minority		Non-Low Income Population Affected	Percent Non-Low Income
		<b>3,794</b>	<b>40.3%</b>		<b>6,486</b>	<b>69.2%</b>



# Metropolitan Transit System

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/2024**

## **Agenda Item No. 7**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

**SUBJECT:**

Portable Toilet Services for MTS Employees/Contractors – Contract Award

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors authorize the Chief Executive Officer (CEO) to:

- 1) Execute MTS Doc No. G2805.0-24 (in substantially the same format as Attachment A), with Diamond Environmental Services LP (Diamond) for portable toilet services, for two (2) base years with one 3-year option, for a total of five (5) years, at a cost of \$887,597.60; and
- 2) Exercise the option at the CEO’s discretion.

**Budget Impact**

The total contract cost of services is estimated to be \$887,597.60 (Attachment C). This project will be funded by the San Diego Trolley, Inc. (SDTI) Facilities Operating Budget account 380016-571270, San Diego Transit Corporation (SDTC) Transportation Operating Budget account 201014- 571270, and Rapid Bus Services (BRT) Operating Budget account 846012-571140. The project costs are summarized below:

Group	Year	Amount
SDTI	Years 1 – 2	\$99,894.70
	Option (Years 3-5)	\$159,981.30
	<b>SDTI Sub-Total</b>	<b>\$259,876.00</b>
SDTC	Years 1 – 2	\$216,788.90
	Option (Years 3-5)	\$354,399.30
	<b>SDTC Sub-Total</b>	<b>\$571,188.20</b>
BRT	Years 1 – 2	\$21,425.30
	Option (Years 3-5)	\$35,108.10
	<b>BRT Sub-Total</b>	<b>\$56,533.40</b>
<b>Grand Total</b>		<b>\$887,597.60</b>



DISCUSSION:

MTS operates bus routes and trolley service throughout its jurisdictional area – approximately 570 square miles of the urbanized areas of San Diego County as well as the rural parts of East County, for a total of 3,240 square miles.. Some MTS employees or contractors have job duties that require them to be in the field for most of each work shift. To comply with MTS work standards, Occupational Health & Safety regulations, and collective bargaining agreement commitments, MTS identifies and makes available restroom facilities that can be accessed by such employees during their work shift. While brick and mortar locations either owned by MTS or through contract with private parties are preferred, that is not always a viable option at each location. Therefore, MTS supplements the restroom options by placing portable toilets at certain locations. For operational efficiency and safety reasons, these restrooms are locked and only available to authorized MTS employees or contractors such as bus operators, train operators, security officers and other staff who’s assignments are not currently within proximity to MTS restroom facilities during service hours, as well as during various special events.

On February 24, 2024, MTS issued an Invitation for Bids (IFB) for portable toilet services. A total of two (2) bids were received by the deadline of March 27, 2024, and are summarized as follows:

Company Name	Bid Amount	Firm Certification
Diamond	\$887,597.60	N/A
United Site Services	\$1,504,432.56	N/A

Based on the bids received, and in comparison, with the MTS Independent Cost Estimate (ICE) of \$1,147,811.38, staff determined Diamond’s bid price to be fair and reasonable.

Therefore, staff recommends that the MTS Board of Directors authorize the CEO to:

- 1) Execute MTS Doc No. G2805.0-24 (in substantially the same format as Attachment A), with Diamond for portable toilet services, for two (2) base years with one 3-year option, for a total of five (5) years, at a cost of \$887,597.60; and
- 2) Exercise the option at the CEO’s discretion.

/S/ Sharon Cooney

Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachments: A. Draft Agreement, MTS Doc. No. G2805.0-24  
B. Scope of Work & Technical Specifications  
C. Bid Form



STANDARD AGREEMENT FOR MTS DOC. NO. G2805.0-24 PORTABLE TOILET SERVICES

THIS AGREEMENT is entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2024 in the State of California by and between San Diego Metropolitan Transit System ("MTS"), a California public agency, and the following, hereinafter referred to as "Contractor":

Name: Diamond Environmental Services LP Address: 807 E Mission Road San Marcos CA 92069 City State Zip Form of Business: Partnership (Corporation, Partnership, Sole Proprietor, etc.) Email: tannog@diamondprovides.com Telephone: 760-801-8599

Authorized person to sign contracts Tanno Gomolka Director Contracts Name Title

The Contractor agrees to provide services as specified in the conformed Scope of Work/Minimum Technical Specification (Exhibit A), Contractor's Bid/Pricing Form (Exhibit B), and in accordance with the Standard Agreement, including Standard Conditions (Exhibit C), Federal Requirements (Exhibit D), and Forms (Exhibit E).

The contract term is for two (2) base years with one 3-year option, exercisable at MTS's sole discretion, for a total of 5 years. Base period shall be effective July 1, 2024, through June 30, 2026, and option year(s) shall be effective July 1, 2026, through June 30, 2029, if exercised by MTS.

Payment terms shall be net 30 days from invoice date. The total cost of this contract shall not exceed \$336,308.90 for the base years and \$549,489.30 for the option years, for a contract total not to exceed \$885,798.20 without the express written consent of MTS.

Table with 2 columns: SAN DIEGO METROPOLITAN TRANSIT SYSTEM and DIAMOND ENVIRONMENTAL SERVICES LP. Rows for By: Sharon Cooney, Chief Executive Officer; Approved as to form; By: Karen Landers, General Counsel; and By: Title:



# **SCOPE OF WORK/MINIMUM TECHNICAL SPECIFICATIONS**

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## **1. SUMMARY**

MTS is soliciting bids from qualified and experienced firms for the rental of portable chemical toilets, for a period up to five (5) years (2-year base with one 3-year option), exercisable at MTS's sole discretion. Base period shall be effective July 1, 2024 through June 30, 2026, and option years shall be effective July 1, 2026 through June 30, 2029, if exercised by MTS.

These services will be for three (3) groups: 1) MTS Bus Operations, 2) MTS Rail Operations and 3) MTS Bus Rapid Transit (BRT), with toilets to be placed in various locations throughout the County of San Diego. The locations are shown in Attachment 2.

MTS will award one (1) contract for all the services.

## **2. CONTRACTOR MINIMUM QUALIFICATIONS AND EXPERIENCE**

Contractor must be licensed and eligible to participate in the solicitation as further described in Debarment and Suspension, Sections 3.6 and 7.6.

The Contractor must have a minimum of five (5) years' experience in this scope of work. Experience should be shown on the Status of Current and Past Contracts Form attached to this IFB.

## **3. COMPLIANCE WITH LAWS AND REGULATIONS**

All materials, parts and equipment furnished pursuant to these specifications shall be in compliance with the laws and regulations of the State of California, OSHA and the surrounding cities. The contractor shall, if requested by MTS, supply certification and evidence of such compliance.

## **4. LEGAL REQUIREMENTS AND PERMITS**

The Contractor agrees to fully comply with all local, city, state and federal laws, regulations and ordinances governing performance of contractual services required hereunder, and it will be the responsibility of the contractor to obtain all necessary licenses, permits and/or clearances.

## **5. BID FORMS**

MTS has provided Bid Forms under Attachment 1, with a separate Tab for each of the three (3) groups above. Upon award, each group will have its own MTS Project Manager and a separate Purchase Order to be used for billing.

The Bid Form shows MTS's current monthly services and as-needed/on-call services that may be requested during the course of the contract. As-needed/on-call and upon request services will only be billed when performed.

The quantities shown are estimates used for bidding purposes only. Usage may be more or less than indicated. Since the exact quantities or locations cannot be predetermined, MTS reserves the right to increase or decrease quantities, or add or remove locations as deemed necessary to meet its requirements. When quantities are changed, locations added, or frequencies changed, the quoted price shall apply.

The unit costs provided shall be firm, fixed, all-inclusive, including but not limited to all charges associated with the rental of the portable toilets, labor, cleaning service and maintenance charges, round trip transportation charges for delivery and pick-up, hasp replacement/repairs, any damages caused by vandalism, any graffiti removal, taxes, and any other associated fees. MTS will not pay any additional costs.

## **6. GENERAL**

MTS is looking for portable toilets enclosed with a door that can be locked from the inside and include a commode, urinal, dispensers for toilet paper and disposable paper seat covers, hand washing dispenser with running water, and paper towels with dispenser for hand drying, and a padlock hasp or handle that will accept a padlock from the outside. The hasp must have a 0.5-inch minimum opening for the MTS padlock to fit.

Only first quality fiberglass units are to be supplied. First quality shall mean a very heavy-duty fiberglass portable chemical toilet with a standard capacity for necessary chemicals. These units shall be in excellent condition with a tight fitting self-closing door, also shall be without dents or holes, graffiti free, free from leakage, and with an exterior and interior maintained with an aesthetically pleasant appearance. These units shall be properly vented and ventilated with sufficient chemicals of the proper type to effectively eliminate obnoxious odors. All units shall have secondary containment pans. At certain locations, MTS may request Solar Powered Elite Flushing single restrooms be provided. Units will be equipped with Flushable toilet w/Teflon seal, auto off water faucet, water sink, acrylic mirror, LED interior and exterior In Use Light, Coat Hook, Switch mat & latch activated power. MTS will make the sole final decision as to whether a unit meets quality standards. The contractor shall provide and maintain a written service log affixed to the inside of the portable toilet that lists the date of each service visit.

## **7. PORTABLE TOILET DESCRIPTIONS**

The portable toilet units listed in the schedule of bid items are defined as follows:

- A. Portable Toilet: 4 ft. x 4 ft. (+/- .5 ft.)
- B. No unit will display the contractor`s name larger than 1 ft. x 2 ft.

Solar Elite Flushing Portable Toilet is defined as follows:

- 1. Exterior Ht: 91"
- 2. Int Ht: 79"
- 3. Width: 48"
- 4. Depth: 43.5"
- 5. Waste tank: 65g
- 6. Fresh Tank 40g

Protective cage is encouraged but not required.

**8. SERVICE**

Services shall include the following: remove, properly transport and dispose waste, remove all litter/trash/debris from interior, clean and disinfect interior surfaces, provide and replenish toilet paper, seat covers, hand towels, water, remove graffiti from interior and exterior of portable toilet, perform repairs as needed to make the toilet usable and maintain user privacy. Any unit that has been tipped over must be cleaned/disinfected offsite and exchanged for a new one the same day. Simply hosing off the inside of a unit that has been tipped over will not be acceptable. Portable toilet units that cannot be repaired to a usable condition on-site must be replaced the same day.

Service shall be Monday through Saturday at the frequencies shown on the Bid Form. Unless notified by MTS, there will be no services on Sunday.

Upon request by MTS, Contractor shall provide enhanced sanitation of portable restrooms. Enhanced sanitation treatments shall include, but not be limited to, sanitation tailored to outbreaks and diseases such as Hep-A, COVID, etc.

**IMPORTANT:** All services performed must follow all local, state and federal guidelines including but not limited to the lawful guidelines for waste removal, transportation and disposal.

**9. PROPERTY**

Contractor shall bear all risk of loss or damage to units during the term of this contract and shall be solely responsible for performing and paying for all necessary repairs or replacements of units. Contractor's risk includes loss or damage due to any negligence, willful misconduct, or criminal activity (for example: vandalism, fire, etc.) by third parties.

**10. RENTAL TERM**

Rental of portable toilets under this agreement shall be on a month-to-month basis and may be canceled by MTS with a 24-hour notice to the contractor. The charges for portable toilets that are cancelled during the course of a month shall be determined by prorating the amount based on the number of calendar days involved. Special Event rental portable toilets shall be charged on a rental period based on the number of calendar days as priced on the Bid Form.

**11. ORDERING TOILETS**

MTS will provide a minimum 24-hour notice when ordering toilets for delivery. Toilets ordered by 12:00PM shall be delivered by the next business day unless an MTS representative specifies a later day and time. The Contractor will be provided a list of MTS staff authorized to order portable toilets. Acceptance of unauthorized orders for portable toilets may result in delayed payment while the charge is being investigated.

**12. ADJUSTING NUMBER OF TOILETS, FREQUENCIES OR LOCATIONS**

MTS at its sole discretion may revise the number of portable toilets, frequencies or locations to the contract as needed, based on its requirements. The cost per portable toilet added will be based on the pricing quoted for similar portable toilets listed in the IFB. If MTS revises the service frequency, the billed cost shall be as quoted on the bid form for the specific frequency.



**13. PLACEMENT OF TOILETS**

MTS and the contractor will coordinate the placement of portable toilets to accommodate the intended users and to allow access for service by the contractor at all times. At MTS's direction, the contractor shall secure portable toilets sited on soil or mulch with stakes or other attachment methods to prevent the unit from being tipped.

**14. REMOVAL OF TOILETS**

The Contractor shall remove portable toilets rented by MTS for special events within forty-eight (48) hours after the event closes. Portable toilets shall be removed by the end of third business day following notice of cancellation by MTS.

**15. SERVICE HOURS**

The Contractor shall service the portable toilets only between the hours of 6:00 AM and 6:00 PM unless directed otherwise by MTS staff. MTS may also specify the day of the week and time of day for servicing of the portable toilets to accommodate MTS requirements. The Contractor is responsible for compliance with different city's noise ordinances.

**16. EMERGENCY SERVICE AND SPECIAL EVENTS**

MTS will request emergency service under two circumstances:

- A. Contractor fails to adequately service toilet during regular scheduled service leaving the toilet unusable. This service will be provided at no cost to MTS.
- B. For reasons beyond the control of the contractor, toilets that require service in addition to the regularly scheduled service. This service will be charged at the emergency service rates listed in the schedule of bid items. Special events will also be charged at listed rates. Response shall be within one business day.

**17. PADLOCKS**

Portable toilets will be padlocked. MTS will provide the contractor with a minimum of two (2) keys. The Contractor is not authorized to duplicate MTS's keys and shall request replacement or additional keys from the MTS's Project Manager. Portable toilets provided under this contract will be furnished with installed padlock hasps which must adequately fit all of MTS's locks at no additional charge whenever requested by MTS. Any replacement or repair of hasps will be at the contractor's expense and will not be reimbursed by MTS.

**18. INVOICING AND PAYMENT**

The Contractor shall submit their invoice to the MTS Accounting Department, via email to [ap@sdmts.com](mailto:ap@sdmts.com) at the end of each month. All invoices must have the appropriate Purchase Order and Contract Number clearly displayed to ensure timely payment. MTS will not pay on packing slips, receiving documents, delivery documents, or other similar documents. Invoices must be submitted for payment.

As-needed/on-call and upon request services will only be billed when performed.

MTS shall process the monthly invoices within thirty (30) days of the invoice date.

In the event this contract becomes effective or terminates during the course of a month, the amount paid to the contractor for the partial month shall be determined by prorating the amount on the basis of the number of calendar days involved.

**19. CONTRACT TRANSITION**

Upon completion or termination of this contract, the successful bidder shall coordinate with previous contractor to remove contractor's equipment so there is no down time between contracts. MTS reserves the right to make the transition over a thirty (30) day period after award of any follow-on contract. The previous contractor shall remove all equipment from all locations, in any event no longer than thirty (30) days after contract terminates.

**20. DELIVERY AND ACCEPTANCE**

Equipment or any deliverable provided under this contract, shall be delivered to various locations throughout the County of San Diego, in first class condition, complete and ready for operation, and the contractor shall assume all responsibility and risk of loss incident to said delivery.

Contractor shall state delivery on the Bid Form unless already specified, in which case, shall be made within the time set forth. Delivery is part of the consideration and must be adhered to as specified.

Contractor will not be held liable for failure to make delivery because of strikes, construction of property, governmental regulations, acts of God or any other causes beyond his control, provided a written extension of time is obtained from MTS.

Upon delivery, MTS will acknowledge receipt of said items or products. Delivery shall not constitute acceptance. Upon inspection and testing (if necessary) by MTS, a determination will be made whether said items or products are in conformance with contract requirements. If found in conformance, MTS shall immediately approve the contractor's invoice for payment; thereby constituting acceptance. Payment terms begin from this point. If the delivered items or products are found not in compliance, MTS will immediately notify the contractor, and furnish all details of deficiencies. Contractor shall correct the deficiencies or supply new items or products (at the discretion of MTS), and resubmit for inspection and testing (if necessary).

**21. [NOT APPLICABLE] BUY AMERICA**

**22. MATERIAL SAFETY DATA SHEETS (MSDS)**

MTS retains the safety data sheets on an electronic database (currently CloudSDS). Upon award, Contractors shall email the MSDS for chemicals that any individuals may be exposed to, attention Ngan Nguyen, MTS Environmental Health and Safety Specialist at [Ngan.Nguyen@sdmts.com](mailto:Ngan.Nguyen@sdmts.com) to upload into the database. The Contractor shall notify the MTS Environmental Health and Safety Specialist if there are changes or updates to the MSDS during the term of the contract to ensure the MTS database is kept updated throughout the contract

**23. [NOT APPLICABLE] LIQUIDATED DAMAGES**

**MTS BID FORM  
PORTABLE TOILET SERVICES IFB  
MTS DOC. NO. G2805.0-24**

Diamond Environmental Services LP

<b>SAN DIEGO TROLLEY, INC. (SDTI) - BASE YEAR 1 - JULY 1, 2024 - JUNE 30, 2025</b>						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Solar Elite Courthouse	W C St & State St San Diego, CA 92101	6x/week	1	\$ 856.00	12	\$10,272.00
Portable Toilet - Solar Elite UTC	8615 Genesee, San Diego, CA 92121	6x/week	1	\$ 856.00	12	\$10,272.00
Portable Toilet - Solar Elite El Cajone / Arnele	762 1/2 N Marshall Ave El Cajon, CA 92020	6x/week	1	\$ 856.00	12	\$10,272.00
Portable Toilet - Premiere Santee	9888 Mission Gorge Rd Santee, CA 92071	5x/week	1	\$ 335.00	12	\$4,020.00
Portable Toilet - Premiere Fenton Parkway	2000 Fenton Parkway San Diego, CA 92108	3x/week	1	\$ 205.00	12	\$2,460.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily		\$ 40.00	75	\$3,000.00
Portable Toilet - Solar Elite		1x/daily		\$ 150.00	50	\$7,500.00
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily		\$ 30.00	10	\$300.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	5	\$ 30.00	2	\$300.00
<b>YEAR 1 TOTAL:</b>						<b>\$48,396.00</b>

<b>SAN DIEGO TROLLEY, INC. (SDTI) - BASE YEAR 2 - JULY 1, 2025 - JUNE 30, 2026</b>						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Solar Elite Courthouse	W C St & State St San Diego, CA 92101	6x/week	1	\$ 880.00	12	\$10,560.00
Portable Toilet - Solar Elite UTC	8615 Genesee, San Diego, CA 92121	6x/week	1	\$ 880.00	12	\$10,560.00
Portable Toilet - Solar Elite El Cajone / Arnele	762 1/2 N Marshall Ave El Cajon, CA 92020	6x/week	1	\$ 880.00	12	\$10,560.00
Portable Toilet - Premiere Santee	9888 Mission Gorge Rd Santee, CA 92071	5x/week	1	\$ 346.00	12	\$4,152.00
Portable Toilet - Premiere Fenton Parkway	2000 Fenton Parkway San Diego, CA 92108	3x/week	1	\$ 221.60	12	\$2,659.20
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily		\$ 42.50	75	\$3,187.50
Portable Toilet - Solar Elite		1x/daily		\$ 154.00	50	\$7,700.00
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily		\$ 31.00	10	\$310.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	5	\$ 31.00	2	\$310.00
<b>YEAR 2 TOTAL:</b>						<b>\$49,998.70</b>

<b>SAN DIEGO TROLLEY, INC. (SDTI) - YEAR 3 - OPTION YEAR 1 - JULY 1, 2026 - JUNE 30, 2027</b>						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Solar Elite Courthouse	W C St & State St San Diego, CA 92101	6x/week	1	\$ 910.00	12	\$10,920.00
Portable Toilet - Solar Elite UTC	8615 Genesee, San Diego, CA 92121	6x/week	1	\$ 910.00	12	\$10,920.00
Portable Toilet - Solar Elite El Cajone / Arnele	762 1/2 N Marshall Ave El Cajon, CA 92020	6x/week	1	\$ 910.00	12	\$10,920.00
Portable Toilet - Premiere Santee	9888 Mission Gorge Rd Santee, CA 92071	5x/week	1	\$ 358.00	12	\$4,296.00

**MTS BID FORM  
PORTABLE TOILET SERVICES IFB  
MTS DOC. NO. G2805.0-24**

Portable Toilet - Premiere Fenton Parkway	2000 Fenton Parkway San Diego, CA 92108	3x/week	1	\$ 218.80	12	\$2,625.60
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily		\$ 45.00	75	\$3,375.00
Portable Toilet - Solar Elite		1x/daily		\$ 158.00	50	\$7,900.00
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily		\$ 32.00	10	\$320.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	5	\$ 32.00	2	\$320.00
					<b>YEAR 3 TOTAL:</b>	<b>\$51,596.60</b>

SAN DIEGO TROLLEY, INC. (SDTI) - YEAR 4 - OPTION YEAR 2 - JULY 1, 2027 - JUNE 30, 2028						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Solar Elite Courthouse	W C St & State St San Diego, CA 92101	6x/week	1	\$ 940.00	12	\$11,280.00
Portable Toilet - Solar Elite UTC	8615 Genesee, San Diego, CA 92121	6x/week	1	\$ 940.00	12	\$11,280.00
Portable Toilet - Solar Elite El Cajone / Arnele	762 1/2 N Marshall Ave El Cajon, CA 92020	6x/week	1	\$ 940.00	12	\$11,280.00
Portable Toilet - Premiere Santee	9888 Mission Gorge Rd Santee, CA 92071	5x/week	1	\$ 370.00	12	\$4,440.00
Portable Toilet - Premiere Fenton Parkway	2000 Fenton Parkway San Diego, CA 92108	3x/week	1	\$ 226.00	12	\$2,712.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily		\$ 47.50	75	\$3,562.50
Portable Toilet - Solar Elite		1x/daily		\$ 162.00	50	\$8,100.00
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily		\$ 33.00	10	\$330.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	5	\$ 33.00	2	\$330.00
					<b>YEAR 4 TOTAL:</b>	<b>\$53,314.50</b>

SAN DIEGO TROLLEY, INC. (SDTI) - YEAR 5 - OPTION YEAR 3 - JULY 1, 2028 - JUNE 30, 2029						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Solar Elite Courthouse	W C St & State St San Diego, CA 92101	6x/week	1	\$ 970.00	12	\$11,640.00
Portable Toilet - Solar Elite UTC	8615 Genesee, San Diego, CA 92121	6x/week	1	\$ 970.00	12	\$11,640.00
Portable Toilet - Solar Elite El Cajone / Arnele	762 1/2 N Marshall Ave El Cajon, CA 92020	6x/week	1	\$ 970.00	12	\$11,640.00
Portable Toilet - Premiere Santee	9888 Mission Gorge Rd Santee, CA 92071	5x/week	1	\$ 384.00	12	\$4,608.00
Portable Toilet - Premiere Fenton Parkway	2000 Fenton Parkway San Diego, CA 92108	3x/week	1	\$ 234.40	12	\$2,812.80
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily		\$ 50.00	75	\$3,750.00
Portable Toilet - Solar Elite		1x/daily		\$ 166.00	50	\$8,300.00
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily		\$ 34.00	10	\$340.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	5	\$ 34.00	2	\$340.00
					<b>YEAR 5 TOTAL:</b>	<b>\$55,070.80</b>

Diamond Environmental Services LP

Bus Operations (SDTC) - YEAR 1 - JULY 1, 2024 - JUNE 30, 2025						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Premiere	County of San Diego Area	6x/week	21	\$400.00	12	\$100,800.00
Portable Toilet - Premiere	County of San Diego Area	4x/week	1	\$270.00	12	\$3,240.00
Portable Toilet - Premiere	County of San Diego Area	3x/week	1	\$205.00	12	\$2,460.00
Portable Toilet - Premiere	County of San Diego Area	2x/week	1	\$140.00	12	\$1,680.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily	1	\$40.00	15	\$600.00
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily	1	\$30.00	12	\$360.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	1	\$30.00	12	\$360.00
<b>YEAR 1 TOTAL:</b>						<b>\$106,260.00</b>

Bus Operations (SDTC) - YEAR 2 - JULY 1, 2025 - JUNE 30, 2026						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Premiere	County of San Diego Area	6x/week	21	\$413.20	12	\$104,126.40
Portable Toilet - Premiere	County of San Diego Area	4x/week	1	\$278.80	12	\$3,345.60
Portable Toilet - Premiere	County of San Diego Area	3x/week	1	\$211.60	12	\$2,539.20
Portable Toilet - Premiere	County of San Diego Area	2x/week	1	\$144.40	12	\$1,732.80
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily	1	\$42.50	25	\$1,062.50
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily	1	\$32.00	12	\$384.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	1	\$32.00	12	\$384.00
<b>YEAR 2 TOTAL:</b>						<b>\$110,228.90</b>

Bus Operations (SDTC) - YEAR 3 - OPTION YEAR 1 - JULY 1, 2026 - JUNE 30, 2027						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Premiere	County of San Diego Area	6x/week	21	\$427.60	12	\$107,755.20
Portable Toilet - Premiere	County of San Diego Area	4x/week	1	\$288.40	12	\$3,460.80
Portable Toilet - Premiere	County of San Diego Area	3x/week	1	\$218.80	12	\$2,625.60
Portable Toilet - Premiere	County of San Diego Area	2x/week	1	\$149.20	12	\$1,790.40
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily	1	\$45.00	25	\$1,125.00
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily	1	\$32.00	12	\$384.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	1	\$32.00	12	\$384.00
<b>YEAR 3 TOTAL:</b>						<b>\$114,064.20</b>

Bus Operations (SDTC) - YEAR 4 - OPTION YEAR 2 - JULY 1, 2027 - JUNE 30, 2028						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Premiere	County of San Diego Area	6x/week	21	\$442.00	12	\$111,384.00
Portable Toilet - Premiere	County of San Diego Area	4x/week	1	\$298.00	12	\$3,576.00
Portable Toilet - Premiere	County of San Diego Area	3x/week	1	\$226.00	12	\$2,712.00
Portable Toilet - Premiere	County of San Diego Area	2x/week	1	\$154.00	12	\$1,848.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily	1	\$47.50	25	\$1,187.50
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily	1	\$33.00	12	\$396.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	1	\$33.00	12	\$396.00
<b>YEAR 4 TOTAL:</b>						<b>\$117,923.50</b>

Bus Operations (SDTC) - YEAR 5 - OPTION YEAR 3 - JULY 1, 2028 - JUNE 30, 2029						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Premiere	County of San Diego Area	6x/week	21	\$458.80	12	\$115,617.60
Portable Toilet - Premiere	County of San Diego Area	4x/week	1	\$309.20	12	\$3,710.40
Portable Toilet - Premiere	County of San Diego Area	3x/week	1	\$234.40	12	\$2,812.80
Portable Toilet - Premiere	County of San Diego Area	2x/week	1	\$159.60	12	\$1,915.20
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily	1	\$50.00	25	\$1,250.00
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily	1	\$34.00	12	\$408.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	1	\$34.00	12	\$408.00
<b>YEAR 5 TOTAL:</b>						<b>\$122,411.60</b>

Diamond Environmental Services LP

BRT Transnet II (MTS) - YEAR 1 - JULY 1, 2024 - JUNE 30, 2025						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Premiere	County of San Diego Area	6x/week	2	\$400.00	12	\$9,600.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily	1	\$40.00	15	\$600.00
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily	1	\$30.00	10	\$300.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	1	\$30.00	1	\$30.00
<b>YEAR 1 TOTAL:</b>						<b>\$10,530.00</b>

BRT Transnet II (MTS) - YEAR 2 - JULY 1, 2025 - JUNE 30, 2026						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Premiere	County of San Diego Area	6x/week	2	\$413.20	12	\$9,916.80
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily	1	\$42.50	15	\$637.50
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily	1	\$31.00	10	\$310.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	1	\$31.00	1	\$31.00
<b>YEAR 2 TOTAL:</b>						<b>\$10,895.30</b>

BRT Transnet II (MTS) - YEAR 3 - OPTION YEAR 1 - JULY 1, 2026 - JUNE 30, 2027						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Premiere	County of San Diego Area	6x/week	2	\$427.60	12	\$10,262.40
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily	1	\$45.00	15	\$675.00
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily	1	\$32.00	10	\$320.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	1	\$32.00	1	\$32.00
<b>YEAR 3 TOTAL:</b>						<b>\$11,289.40</b>

BRT Transnet II (MTS) - YEAR 4 - OPTION YEAR 2 - JULY 1, 2027 - JUNE 30, 2028						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Premiere	County of San Diego Area	6x/week	2	\$442.00	12	\$10,608.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily	1	\$47.50	15	\$712.50
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily	1	\$33.00	10	\$330.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	1	\$33.00	1	\$33.00
<b>YEAR 4 TOTAL:</b>						<b>\$11,683.50</b>

BRT Transnet II (MTS) - YEAR 5 - OPTION YEAR 3 - JULY 1, 2028 - JUNE 30, 2029						
DESCRIPTION	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT	# OF MONTHS	EXTENDED PRICE
Portable Toilet - Premiere	County of San Diego Area	6x/week	2	\$458.80	12	\$11,011.20
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE		DAILY RATE	# OF DAYS	EXTENDED PRICE
Portable Toilet - Premiere	As needed - Special events at various locations	1x/daily	1	\$50.00	15	\$750.00
Portable Toilet - Premiere	Emergency services on an on-call basis including weekends if necessary	1x/daily	1	\$34.00	10	\$340.00
DESCRIPTION (AS-NEEDED SERVICES)	LOCATION	FREQUENCY OF SERVICE	QTY.	UNIT RATE	# OF MONTHS	EXTENDED PRICE
Portable Toilet Enhanced Sanitizing	Upon request only. Shall include, but not be limited to: Hep-A, COVID, etc.	3x/week	1	\$34.00	1	\$34.00
					<b>YEAR 5 TOTAL:</b>	<b>\$12,135.20</b>

\*This as-needed pricing will apply when used for all groups (either MTS Trolley, MTS Bus or BRT), as the locations remain the same, within the County of San Diego.



**OVERALL BID SUMMARY**

**SAN DIEGO TROLLEY, INC. (SDTI)**

BASE YEAR 1 - JULY 1, 2024 - JUNE 30, 2025	\$	49,896.00
BASE YEAR 2 - JULY 1, 2025 - JUNE 30, 2026	\$	49,998.70
3 - OPTION YEAR 1 - JULY 1, 2026 - JUNE 30, 2027	\$	51,596.00
4 - OPTION YEAR 2 - JULY 1, 2027 - JUNE 30, 2028	\$	53,314.50
5 - OPTION YEAR 3 - JULY 1, 2028 - JUNE 30, 2029	\$	55,070.80
<b>Grand Total (Base &amp; Options):</b>	<b>\$</b>	<b>259,876.00</b>

**BUS OPERATIONS (SDTC)**

BASE YEAR 1 - JULY 1, 2024 - JUNE 30, 2025	\$	106,560.00
BASE YEAR 2 - JULY 1, 2025 - JUNE 30, 2026	\$	110,228.90
3 - OPTION YEAR 1 - JULY 1, 2026 - JUNE 30, 2027	\$	114,064.20
4 - OPTION YEAR 2 - JULY 1, 2027 - JUNE 30, 2028	\$	117,923.50
5 - OPTION YEAR 3 - JULY 1, 2028 - JUNE 30, 2029	\$	122,411.60
<b>Grand Total (Base &amp; Options):</b>	<b>\$</b>	<b>571,188.20</b>

**BRT TRANSNET II (MTS)**

BASE YEAR 1 - JULY 1, 2024 - JUNE 30, 2025	\$	10,530.00
BASE YEAR 2 - JULY 1, 2025 - JUNE 30, 2026	\$	10,895.30
3 - OPTION YEAR 1 - JULY 1, 2026 - JUNE 30, 2027	\$	11,289.40
4 - OPTION YEAR 2 - JULY 1, 2027 - JUNE 30, 2028	\$	11,683.50
5 - OPTION YEAR 3 - JULY 1, 2028 - JUNE 30, 2029	\$	12,135.20
<b>Grand Total (Base &amp; Options):</b>	<b>\$</b>	<b>56,533.40</b>

<b>San Diego Trolley - Total 5 Years</b>	<b>\$</b>	<b>259,876.00</b>
<b>Bus Operations - Total 5 Years</b>	<b>\$</b>	<b>571,188.20</b>
<b>BRT Transnet II - Total 5 Years</b>	<b>\$</b>	<b>56,533.40</b>
<b>Grand Total (Basis for Award)</b>	<b>\$</b>	<b>887,597.60</b>

Unit prices will prevail regardless of extensions submitted by the Bidder.

Bidder accepts responsibility for accuracy and presentation of the numbers included in the cost/price form.

A period up to five (5) years (2-year base with one 3-year option), exercisable at MTS's sole discretion. Base period shall be effective July 1, 2024 through June 30, 2026, and option years shall be effective July 1, 2026 through June 30, 2029, if exercised by MTS.

PORTABLE TOILETS  
G2805.0-24

Diamond Environmental Services LP

DESCRIPTION (AS-NEEDED SERVICES)*	LOCATION	FREQUENCY OF SERVICE	QTY.	MONTHLY RATE/PER UNIT
Portable Toilet	As needed within the County of San Diego	7x/week	1	\$ 465.00
Portable Toilet	As needed within the County of San Diego	6x/week	1	\$ 400.00
Portable Toilet	As needed within the County of San Diego	5x/week	1	\$ 335.00
Portable Toilet	As needed within the County of San Diego	4x/week	1	\$ 270.00
Portable Toilet	As needed within the County of San Diego	3x/week	1	\$ 205.00
Portable Toilet	As needed within the County of San Diego	2x/week	1	\$ 140.00
Portable Toilet	As needed within the County of San Diego	1x/week	1	\$ 75.00

DESCRIPTION	Cost
Tip Over Fee	\$ 40.00

*This as-needed pricing will apply when used for all groups (either MTS Trolley, MTS Bus or BRT), as the locations remain the same, within the County of San Diego.*

*At billing, Contractor will invoice the appropriate California tax per portable toilet location.*



**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/2024**

**Agenda Item No. 8**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

**SUBJECT:**

On-Call Plumbing Repair Services – Contract Award

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. PWG384.0-24 (in substantially the same format as Attachment A), with Drain Medic, Inc. (Drain Medic), a Woman-Owned Business Enterprise (WBE), for On-Call Plumbing Repair Services for three (3) years for a total contract value of \$376,069.85.

Budget Impact

The total cost of this contract is estimated to be \$376,069.85 for three (3) years (Attachment C). The project will be funded as follows:

Description	Operating Budget Account	Total Amount
San Diego Trolley, Inc. (SDTI) Operating Budget	380016-536300	\$203,077.72
San Diego Bus Rapid Transit (BRT) Operating Budget	845012-571140	\$78,974.67
Land Management (LM) Operating Budget	791010-571250	\$94,017.46
<b>Total</b>		<b>\$376,069.85</b>

**DISCUSSION:**

As part of its normal operations, MTS requires a contractor to provide on-call plumbing repair services at various MTS stations and properties. These services include minor to complex plumbing repairs and/or services on an as-needed basis. These services are necessary to ensure that plumbing repairs at MTS facilities and properties are responded to and repaired in a timely and professional manner, to mitigate damage to MTS infrastructure, and lessen the impact of plumbing issues on both MTS employees and tenants. The existing contract for these services is due to expire on June 30, 2024.



On February 12, 2024, MTS issued an Invitation for Bids (IFB) for On-Call Plumbing Repair Services. A total five (5) bids were submitted on March 22, 2024, from the following firms:

<b>Firm</b>	<b>Certification</b>	<b>Grand Total</b>
Drain Medic *	WBE, SB (Micro)	\$376,069.85
BPI Plumbing	DVBE, MBE, PDBE	\$462,838.75
ZLM Mechanical, Inc.	DVBE, SB (Micro), PDBE	\$495,086.25
HPS Mechanical, Inc.	N/A	\$563,652.25
A&A Contracting Services, Inc.	DVBE, MBE, SB (Micro), PDBE	\$577,754.00

*\*Lowest responsive and responsible Bidder*

Based on the bids received, and in comparison to MTS's Independent Cost Estimate (ICE) at \$403,363.64, MTS staff determined Drain Medic's bid to be fair and reasonable.

Therefore, staff recommends that the MTS Board of Directors authorize the CEO to execute MTS Doc. No. PWG384.0-24 (in substantially the same format as Attachment A), with Drain Medic, for On-Call Plumbing Repair Services for a period of three (3) years for a total contract value of \$376,069.85.

/S/ Sharon Cooney

Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachments: A. Draft Agreement, MTS Doc. No. PWG384.0-24  
B. Scope of Work  
C. Cost Form



# Metropolitan Transit System

## STANDARD AGREEMENT

### FOR

**MTS DOC. NO. PWG384.0-24**

### ON-CALL PLUMBING REPAIR SERVICES

THIS AGREEMENT is entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2024 in the State of California by and between San Diego Metropolitan Transit System ("MTS"), a California public agency, and the following, hereinafter referred to as "Contractor":

Name: Drain Medic, Inc. Address: PO BOX 7886  
San Diego CA 92167  
 City State Zip  
 Form of Business: S. Corp  
 (Corporation, Partnership, Sole Proprietor, etc.) Email: General@DrainMedic.com  
 Telephone: 619-298-3440

Authorized person to sign contracts Linda Voight CEO/RMO  
 Name Title

The Contractor agrees to provide services as specified in the conformed Scope of Work/Technical Specification (Exhibit A), Contractor's Cost/Pricing Form (Exhibit B), and in accordance with the Standard Agreement, including Standard Conditions (Exhibit C), Federal Requirements (Exhibit D), and Forms (Exhibit E).

The contract term is for (3) years effective July 1, 2024 through June 30, 2027.

Payment terms shall be net 30 days from invoice date. The total cost of this contract shall not exceed \$376,069.85 without the express written consent of MTS.

SAN DIEGO METROPOLITAN TRANSIT SYSTEM	DRAIN MEDIC, INC.
By: <u>Sharon Cooney, Chief Executive Officer</u>	By _____
Approved as to form:	Title: _____
By: <u>Karen Landers, General Counsel</u>	



# SCOPE OF WORK/TECHNICAL SPECIFICATIONS

## ON-CALL PLUMBING REPAIR SERVICES MTS DOC. NO. PWG384.0-24

MTS Land Management, BRT, and SDTI require the service of a contractor to perform all on-call plumbing services. Contractor shall furnish all labor, tools and equipment necessary to perform minor, though complex plumbing repairs and/or services in compliance with all local, state and federal rules, laws, and regulations, as applicable. Testing of MTS owned Backflow devices will be performed by a certified backflow tester. Once tested, contractor must ensure that test is forwarded to the San Diego Cross-Connection Control Program, or other appropriate agency. MTS currently has approximately 200+ backflow locations. Routine and Emergency plumbing services shall be performed at a variety of SDTI locations including SDTI buildings, SDTI Trolley Stations and other SDTI properties as directed by the SDTI Facilities Manager, BRT Transit Centers managed by the Supervisor of Passenger Facilities, and MTS buildings managed by the MTS Land Management Project Manager. The list of Trolley Buildings, Trolley Stations, MTS buildings, and corresponding contact information are included in ATT2 MTS LOCATIONS AND CONTACT INFORMATION.

### 4.1. CONTRACT TERM

The base contract term will be for a period of three (3) years. It is anticipated the agreement will commence on July 1, 2024.

### 4.2. CONTRACTOR’S LICENSE CLASSIFICATION

In accordance with the provisions of California Public Contract Code Section 3300, MTS has determined that the Prime Contractor shall possess a valid Class C-36, license at a minimum and all subcontractors shall possess the proper license classifications at the time the bid is submitted and for the duration of any subsequent contract. Contractor shall have staff certified by the American Water Works Association (AWWA) California-Nevada Section, to test backflow devices. Failure to possess the specified license and certification shall render the bid as non-responsive and shall act as a bar to the award of the contract to any bidder not possessing said license at the time of award.

### 4.3. REGULAR SERVICE HOURS

Monday through Friday, 8:00 a.m. to 5:00 p.m. (excluding holidays)

#### 4.3.1. MTS Holidays (Subject to change during contract)

1. New Year’s Day	6. Independence Day
2. Martin Luther King Day	7. Labor Day
3. President’s Day	8. Veterans Day
4. Cesar Chavez Day	9. Thanksgiving Day
5. Memorial Day	10. Christmas Day

#### **4.4. DELIVERY OF SERVICES**

- Contractor must be able to provide service twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year, including holidays, for the duration of the agreement.
- MTS expects the Contractor to give “priority” service to any call for plumbing repairs. A plumbing emergency in our facilities is a matter of safety; therefore, reliable emergency response capabilities are critical.

#### **4.5. PLUMBING REPAIR SERVICES**

- General plumbing repairs
- Confined space repair
- Install new fixtures
- Relocate fixtures
- Commercial re-piping of every description
- High-pressure jet drain cleaning – large and small diameter
- Backflow installation, repair, maintenance and testing (testing to be completed within 24-48 hours of notice. Contractor is responsible for providing backflow test results to appropriate local agency.)
- Fiber-optic pipeline video inspection for documentation and assessment
- Repair/install water circulation systems
- Sewer and drain line cleaning/snaking
- Sewer, drain and waste line repairs (may include cast iron pipes)
- Install and/or repair water heaters
- Water and gas leak detection
- Sink, toilet, urinal and drinking fountain installation and/or repairs
- Gas pipe installation and/or repairs

All services whether or not detailed in this scope are not to be performed unless they are requested, given a purchase order number and approved by the assigned MTS Project Manager. All work shall be billed at the hourly rate and part and material markup provided in the proposal.

#### **4.6. GENERAL REQUIREMENTS**

- a. Contractor shall comply with all City, County, State, or Federal building laws, regulations, and code requirements in the performance of their work.
- b. Contractor shall be responsible for diagnosing the problem and making the necessary repairs.

- c. Contractor shall only perform work that is approved by MTS. Approval by the assigned MTS Project Manager is required prior to any work being performed.
  - o Prior to performing any services, Contractor shall provide a quote for the services to be performed. The quote shall include at minimum the following information:
    - Estimated hour(s) and hourly rate
    - At cost part(s) amount
    - Part percentage mark up
    - Date service to be performed and completed
  - o Any work in excess \$5,000 requires approval from MTS Procurement prior to commencement of services.
- d. Contractor shall commence each work order within five (5) calendar days after the problem has been diagnosed and approval to proceed has been given.
- e. Contractor shall perform and complete each work order in the agreed upon manner and time period.
- f. In the event of accidental site damage by the Contractor, Contractor shall be responsible to return the site to its original condition at no cost to MTS.
- g. Contractor shall remove all debris generated while making repairs, replacement, or installation and leave the work area clean, "broom swept" state.
- h. Unless otherwise stated, Contractor shall remove all equipment, materials, etc. as directed by MTS.
- i. Contractor is responsible for clarifying with the MTS Project Manager any questions regarding the work that is to be performed.
- j. All parts furnished in connection with repair of equipment shall be new and at least equal quality to the parts being replaced, and must be unconditionally guaranteed for a minimum period of 1 year or manufacturer's warranty, whichever is longer.
- k. All equipment removed or salvaged in conjunction with replacements (other than cabling and wires) must be returned to MTS Storeroom within five (5) days, along with a packaging slip describing where the parts were taken from, who replaced them under what work order number(s), and what parts were being replaced. MTS parts clerk must receive and sign off on all packing slips in person. Upon award MTS will inform the Contractor the location and contact information for the returns.
- l. Contractor shall be paid only for time spent on the premises performing the services required under the contract. All estimated travel subsistence costs (i.e. mileage, fuel surcharge, etc.), are to be absorbed, amortized, and incorporated into the Proposer's fully burdened per hour rates as set forth in the Cost/Price Proposal Forms. Any travel to and from a job site shall not be billed to MTS. There shall be no minimum trip charge per job.
- a. Normal Response (Non-Emergency)/Out-of Scope Repair Services:
  - 1. Such repairs, while not fitting the definition of an "emergency", shall be on the designated MTS site within twenty-four (24) hours of service call.
  - 2. Out-of-scope repair services are defined as services required due to vandalism or intentional misuse by anyone other than Contractor's employees, agents, or subcontractors.
- b. Emergency/Out-of-Scope Repair Services:



1. Contractor shall be on the designated MTS site for emergency repair services within thirty (30) minutes of service call, unless otherwise specified by the MTS Project Manager.
2. Emergency repair services are defined those services required to correct an inoperable or unsafe condition, which if left in such condition, may cause serious injury or damage or which causes MTS to be in non-compliance Federal, State, or Local laws and regulations.

#### **4.7. HOURLY RATES**

All estimated travel subsistence costs (i.e. mileage, fuel surcharge, etc.), projected to be utilized by the Contractor during the term of performance of any resultant Contract are to be absorbed, amortized, and incorporated into the Proposer's fully burdened unit per hour rates as set forth in the Bid Form.

- i. Emergency and Non-Emergency Call Back Services shall be billed at the labor rates as set forth in the Bid Form for the following categories:
  - a. Journeyman Hourly Labor Rate/Non-Emergency Response Time/Regular Service Hours
  - b. Apprentice Hourly Labor Rate/Non-Emergency Response Time/Regular Service Hours
  - c. Journeyman Hourly Labor Rate/Emergency Response Time/Non-Regular Service Hours
  - d. Apprentice Hourly Labor Rate/Emergency Response Time/Non-Regular Service Hours

#### **4.8. EXCEPTIONS**

- Work considered remodeling or build-outs are not permitted under this agreement.

#### **4.9. REPLACEMENT PARTS**

In the event that the Contractor needs to purchase replacement parts to repair equipment, parts, materials, and supplies shall be reimbursed by MTS based on actual costs plus the percent provided in the bidder's proposal (not to exceed 5%). No additional mark-ups on parts will be allowed.

Contractor must attach supporting documentation that proves actual purchase price of parts with the invoice to show actual cost paid/final sale for parts or materials obtained from its suppliers.

Contractor shall also certify that the original equipment manufacturer's major components and other special parts, not stocked locally, can be delivered within forty-eight (48) hours should emergency conditions warrant. Any such deliveries shall, however, be at no additional cost to MTS.

**4.10. COMPLIANCE WITH LAWS AND CODES**

In the performance of this contract, the Contractor agrees it will abide by all federal, state, and local laws, codes, rules and regulations set forth with regard to the equipment by municipal, state, or federal authorities having jurisdiction in effect on the date of this agreement.

**4.11. MTS RIGHT TO INSPECT**

MTS reserves the right to make such evaluations and tests as necessary to ascertain that the requirements of this contract are being fulfilled. The MTS' Project Manager will conduct such evaluations and tests. Contractor shall furnish personnel and tools necessary to conduct such tests at no additional cost to MTS. These evaluations may be made on a quarterly basis (or on a more frequent basis as reasonably determined by MTS) during the term of this Contract. Any deficiencies found during any such evaluation shall be reported in writing to Contractor, and Contractor shall promptly correct any such deficiency at Contractor's expense. If Contractor fails to diligently perform any required corrective work in a manner satisfactory manner to MTS within thirty (30) calendar days of Contractor's receipt of any such deficiency report (or sooner if the deficiency is, in MTS's opinion, of a nature that requires immediate correction), MTS may, in addition to any other remedies MTS may have, after thirty (30) calendar days written notice to Contractor, perform or cause to be performed all or any part of the corrective work described in the deficiency notice. Contractor shall reimburse MTS for any expenses incurred by MTS in exercising MTS' rights under this Section within ten (10) business days of receipt of MTS invoice therefor unless MTS elects to deduct the costs from any sum owed to Contractor.

Any requested tests will be provided, and any reported deficiencies will be corrected at Contractor's expense so long as the tests and deficiencies relate to the equipment being maintained by Contractor under this contract.

**4.12. INVOICES**

Invoices must be emailed to the MTS Accounting Department, [ap@sdmts.com](mailto:ap@sdmts.com). All invoices must have the Purchase Order and contract number clearly displayed to ensure timely payment. MTS will not pay on packing slips, receiving documents, delivery documents, or other similar documents. Invoices must be submitted for payment.

Contractors must also indicate if any of the invoiced amount is for service or work provided by a subcontractor and indicate the amount that will be paid to the subcontractor. Contractors must also comply with the prompt payment requirements in Section 6 Prompt Progress Payments of the Standard Conditions.

Contractor must attach supporting documentation that proves actual purchase price of parts with the invoice to show actual cost paid/final sale for parts or materials obtained from its suppliers.

**4.13. ADDITION/REMOVAL OF SERVICE LOCATIONS**

MTS reserves the right to add or delete locations to or from this contract during the term. Any addition or deletions shall be handled via a written modification to this contract.

**4.14. CONTRACT PRICING**

Contractor shall be solely and exclusively liable for all compensation due to the employee and its subcontractors; adhere to all minimum wage and prevailing wage requirements and overtime guidelines. Contractor shall consider any and all upcoming wage increases and to ensure that the wage requirements are met each year of the resultant contract. Prices shall be firm and fixed during the term of the Agreement

**MTS BID FORM  
ON-CALL PLUMBING SERVICES IFB  
MTS DOC. NO. PWG384.0-24**

**LABOR RATES AND MARKUP - ON-CALL PLUMBING REPAIR SERVICES**

**Instructions:** The purpose of this worksheet is to establish your firms annual rates and parts markup for the duration of any subsequent agreement. For Table I, Items 1-4, please enter the Unit Price for each Item for each year. For Items 6, please enter the mark up percentage (between 0-5%, rounding to the nearest hundreth) in the % Mark Up field for each year. The Totals are the sum of the Item Totals for Table I. Your firm's Grand Total bid is found on the Bid Form tab. The workbook contains formulas that automatically calculate your pricing on the Bid Form sheet. However, please check your firm's final bid amount on the Bid Form tab.

Table I			Year 1	7/1/2024 - 6/30/2025	Year 2	7/1/2025 - 6/30/2026	Year 3	7/1/2026 - 6/30/2027
Item	Description	Estimated Quantity	Unit Price	Item Total	Unit Price	Item Total	Unit Price	Item Total
1	Journeyman Hourly Labor Rate/Non-Emergency Response Time/ Regular Service Hours	418	\$131.11	\$54,803.98	\$134.11	\$56,057.98	\$137.11	\$57,311.98
2	Apprentice Hourly Labor Rate/Non-Emergency Response Time/ Regular Service Hours	270	\$65.55	\$17,698.50	\$68.55	\$18,508.50	\$71.55	\$19,318.50
3	Journeyman Hourly Labor Rate/Emergency Response Time/Non-Regular Service Hours	64	\$165.11	\$10,567.04	\$168.11	\$10,759.04	\$171.11	\$10,951.04
4	Apprentice Hourly Labor Rate/Emergency Response Time/Non-Regular Service Hours	64	\$99.55	\$6,371.20	\$102.53	\$6,561.92	\$105.53	\$6,753.92
5	Materials Allowance			\$30,000.00		\$32,550.00		\$33,075.00
6	Maximum markup permitted on materials 5% (Bidders to choose between 0%-5%)		5.00%	\$1,500.00	5.00%	\$1,627.50	5.00%	\$1,653.75
<b>Total</b>				\$ 120,940.72		\$ 126,064.94		\$ 129,064.19
<b>GRAND TOTAL - BASE AND OPTIONS (BASIS OF AWARD)</b>			\$	<b>376,069.85</b>				

PWG384.0-24

Drain Medic Inc  
619 298-3440

\*Bidders must use these bid forms and provide the pricing for all the line items for the three (3) years. This will be the basis for award. Failure to do so may deem the bid nonresponsive

\*Bidders are advised that the estimated quantities are approximations for bidding purposes only. MTS estimates this to be its usage but does not guarantee this quantity. The actual quantities may be more or less than estimated and will be dictated by MTS' actual needs.

\*MTS is not responsible for finding, correcting, or seeking clarification regarding ambiguities or errors in the bid. Bidders accept responsibility for accuracy and presentation of the bid. If a discrepancy between the unit price and the extended/total exists, the unit price shall prevail.



**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/2024**

**Agenda Item No. 9**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

**SUBJECT:**

On-Call Electrical Repair Services – Contract Award

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors authorize the Chief Executive Officer (CEO) to execute MTS Doc. No. PWG383.0-24 (in substantially the same format as Attachment A), with Advanced Railway Innovations, Inc. (Advanced Railway), a Disadvantaged Business Enterprise (DBE), for On-Call Electrical Repair Services for a period of three (3) years for a total contract value of \$342,294.91.

Budget Impact

The total cost of this contract is estimated to be \$342,294.91 for three (3) years (Attachment C). The project will be funded as follows:

Description	Operating Budget Account	Total Amount
San Diego Trolley, Inc. (SDTI) Operating Budget	380016-575170	\$124,623.22
San Diego Bus Rapid Transit (BRT) Operating Budget	845012-571140	\$149,117.67
Land Management (LM) Operating Budget	791010-571250	\$68,554.02
<b>Total:</b>		<b>\$342,294.91</b>

**DISCUSSION:**

As part of its normal operations, MTS requires a contractor to provide on-call electrical repair services at various MTS stations and properties. These services include minor to complex electrical repairs and/or services on an as-needed basis. These services are necessary to ensure that electrical repairs at MTS facilities and properties are responded to and repaired in a timely and professional manner, to mitigate damage to MTS infrastructure, and lessen the impact of electrical issues on both MTS employees and tenants. The existing contract for these services is due to expire on May 31, 2024.



On February 12, 2024, MTS issued an Invitation for Bids (IFB) for On-Call Electrical Repair Services. A total of five (5) bids were submitted on March 22, 2024, from the following firms:

<b>Firm</b>	<b>Certification</b>	<b>Grand Total</b>
Advanced Railway Innovations, Inc.*	DBE	\$342,294.91
Polar Electrical Company	DBE, Minority Business Certification (MBE)	\$357,329.10
ACM Lighting Services, Inc.	DBE	\$376,011.19
Ideal Electric	N/A	\$394,620.00
Baker Electric	N/A	\$395,995.56
Global Power Group	N/A	\$427,538.56

*\*Lowest responsive and responsible Bidder*

Based on the bids received, and in comparison to MTS' Independent Cost Estimate at \$337,995.00, MTS staff determined Advanced Railway's bid to be fair and reasonable.

Therefore, staff recommends that the MTS Board of Directors authorize the CEO to execute MTS Doc. No. PWG383.0-24 (in substantially the same format as Attachment A), with Advanced Railway for On-Call Electrical Repair Services for a period of three (3) years for a total contract value of \$342,294.91.

/S/ Sharon Cooney  
Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachments: A. Draft Agreement, MTS Doc. No. PWG383.0-24  
B. Scope of Work  
C. Cost Form



# Metropolitan Transit System

## STANDARD AGREEMENT

### FOR

**MTS DOC. NO. PWG383.0-24**

### ON-CALL ELECTRICAL REPAIR SERVICES

THIS AGREEMENT is entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2024 in the State of California by and between San Diego Metropolitan Transit System ("MTS"), a California public agency, and the following, hereinafter referred to as "Contractor":

Name: Advanced Railway Innovations, Inc. Address: 1750 Arnold Way Apt 13  
Alpine CA 91901  
City State Zip  
 Form of Business: Corporation  
 (Corporation, Partnership, Sole Proprietor, etc.) Email: nick@adv-rail.net  
 Telephone: 971-221-3818

Authorized person to sign contracts Nicholas R. Bird President  
Name Title

The Contractor agrees to provide services as specified in the conformed Scope of Work/Technical Specification (Exhibit A), Contractor's Cost/Pricing Form (Exhibit B), and in accordance with the Standard Agreement, including Standard Conditions (Exhibit C), Federal Requirements (Exhibit D), and Forms (Exhibit E).

The contract term is for (3) years effective June 1, 2024 through May 30, 2027.

Payment terms shall be net 30 days from invoice date. The total cost of this contract shall not exceed \$342,294.91 without the express written consent of MTS.

SAN DIEGO METROPOLITAN TRANSIT SYSTEM	ADVANCED RAILWAY INNOVATIONS
By: <u>Sharon Cooney, Chief Executive Officer</u>	By _____
Approved as to form: By: <u>Karen Landers, General Counsel</u>	Title: _____



**SCOPE OF WORK**

**ON-CALL ELECTRICAL REPAIR SERVICES MTS DOC. NO. PWG383.0-24**

MTS Land Management, BRT and SDTI require the service of a contractor to perform all on-call Electrical Services. Electrical repair services will be performed on an as-needed and on-call basis. Contractor shall furnish all labor, tools and equipment necessary to perform minor to complex electrical repairs and/or services in compliance with all local, state and federal rules, laws, and regulations, as applicable. Routine and emergency electrical services shall be performed at a variety of SDTI locations including SDTI buildings, SDTI Trolley Stations and other SDTI properties as directed by the SDTI Facilities Director and Passenger Facilities Supervisor, as well as MTS buildings managed by the MTS Land Management Project Manager. A list of buildings and stations, and corresponding contact information are included in ATT2 MTS LOCATIONS AND CONTACT INFORMATION.

**2.1 CONTRACT TERM**

The base contract term will be for a period of three (3) years. It is anticipated the agreement will commence on June 1, 2024.

**2.2 CONTRACTOR’S LICENSE CLASSIFICATION**

In accordance with the provisions of California Public Contract Code Section 3300, MTS has determined that the Prime Contractor shall possess a valid Class C-10 license at a minimum, and all subcontractors shall possess the proper license classifications at the time the bid is submitted and for the duration of any subsequent contract. Failure to possess the specified license shall render the bid as non-responsive.

**2.3 REGULAR SERVICE HOURS**

Monday through Friday, 8:00 a.m. to 5:00 p.m. (excluding holidays)

**2.3.1 MTS Holidays (Subject to change during contract)**

1. New Year’s Day	6. Independence Day
2. Martin Luther King Day	7. Labor Day
3. President’s Day	8. Veterans Day
4. Cesar Chavez Day	9. Thanksgiving Day
5. Memorial Day	10. Christmas Day

**2.4 DELIVERY OF SERVICES**

- Contractors must be able to provide service twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year, including holidays, for the duration of the agreement.
- MTS expects the Contractor to give “priority” service to any call for electrical repairs. An electrical emergency in our facilities is a matter of safety; therefore, reliable emergency response capabilities are critical.



## 2.5 ELECTRICAL REPAIR SERVICES:

Electrical repair services include, but are not limited to the following:

- a. General electrical repairs
- b. Assemble, install, test, and maintain electrical or electronic wiring, equipment, appliances, apparatus, and fixtures, light fixtures, emergency lighting systems using hand and/or power tools.
- c. Work from ladders, scaffolds, scissor lift, and roofs to install, maintain or repair electrical wiring, equipment, and fixtures.
- d. Diagnose malfunctioning systems, apparatus, and components, using test systems, equipment and hand tools, locate the cause of electrical breakdowns and correct the problem.
- e. Inspect electrical systems, equipment, and components to identify hazards, defects, and the need for adjustment or repair, and to ensure compliance with all applicable electrical codes.
- f. Connect wires to motors, drives, circuit breakers, transformers, or other components.
- g. Place conduit (pipes or tubing) inside designated partitions, walls, or other concealed areas, and pull insulated wires or cables through the conduit to complete circuits between boxes.
- h. Test electrical systems and continuity of circuits in electrical wiring, equipment, and fixtures, using testing devices such as ohmmeters, voltmeters, and oscilloscopes, to ensure compatibility and safety of system.
- i. Plan layout and installation of electrical wiring, equipment and fixtures, based on job specifications and local codes.
- j. Prepare sketches or follow blueprints to determine the location of wiring and equipment and to ensure conformance to all electrical codes.

All services whether or not detailed in this scope are not to be performed unless they are requested, given a purchase order number and approved by either the SDTI Facilities Manager, Passenger Facilities Supervisor or the MTS Land Management Project Manager. All work shall be billed at the hourly rate and part and material markup provided in the proposal.

## 2.6 GENERAL REQUIREMENTS

- a. Contractor shall comply with all City, County, State, or Federal building laws, regulations, and code requirements in the performance of their work.
- b. Contractor shall be responsible for diagnosing the problem and making the necessary repairs.
- c. Contractor shall only perform work that is approved by MTS. Approval by the SDTI Project Manager, Passenger Facilities Supervisor, or MTS Land Management Project Manager is required prior to any work being performed.
  - o Prior to performing any services, Contractor shall provide a quote for the services to be performed. The quote shall include at minimum the following information:
    - Estimated hour(s) and hourly rate
    - At cost part(s) amount
    - Part percentage mark up
    - Date service to performed and completed

- o Any work in excess \$5,000 requires approval from MTS Procurement prior to commencement of services.
- d. Contractor shall commence each work order within five (5) calendar days after the problem has been diagnosed and approval to proceed has been given.
- e. Contractor shall perform and complete each work order in the agreed upon manner and time period.
- f. In the event of accidental site damage by the Contractor, Contractor shall be responsible to return the site to its original condition at no cost to MTS.
- g. Contractor shall remove all debris generated while making repairs, replacement, or installation and leave the work area clean, "broom swept" state.
- h. Unless otherwise stated, Contractor shall remove all equipment, materials, etc. as directed by MTS.
- i. Contractor is responsible for clarifying with the MTS Project Manager any questions regarding the work that is to be performed.
- j. All parts furnished in connection with repair of equipment shall be new and at least equal quality to the parts being replaced, and must be unconditionally guaranteed for a minimum period of 1 year or manufacturer's warranty, whichever is longer.
- k. All equipment removed or salvaged in conjunction with replacements (other than cabling and wires) must be returned to MTS Storeroom within five (5) days, along with a packaging slip describing where the parts were taken from, who replaced them under what work order number(s), and what parts were being replaced. MTS parts clerk must receive and sign off on all packing slips in person. Upon award MTS will inform the Contractor the location and contact information for the returns.
- l. Contractor shall be paid only for time spent on the premises performing the services required under the contract. All estimated travel subsistence costs (i.e. mileage, fuel surcharge, etc.), are to be absorbed, amortized, and incorporated into the Proposer's fully burdened per hour rates as set forth in the Cost/Price Proposal Forms. Any travel to and from a job site shall not be billed to MTS. There shall be no minimum trip charge per job.

Normal Response (Non-Emergency)/Out-of Scope Repair Services:

- 1. Such repairs, while not fitting the definition of an "emergency", shall be responded to within twenty-four (24) hours to prevent disruption of service.
- 2. Out-of-scope repair services are defined as services required due to vandalism or intentional misuse by anyone other than Contractor's employees, agents, or subcontractors.

b. Emergency/Out-of Scope Repair Services:

- 1. Contractor shall respond to requests for emergency repair services within thirty (30) minutes, unless otherwise specified by MTS Project Manager.
- 2. Emergency repair services are defined as services required to correct an inoperable or unsafe condition, which if left in such condition, may cause serious injury or damage or which causes MTS to be in non-compliance with Federal, State, or Local laws and regulations.

10.2 Hourly Rates

All estimated travel subsistence costs (i.e. mileage, fuel surcharge, etc.), projected to be utilized by the Contractor during the term of performance of any resultant Contract are to be absorbed, amortized, and incorporated into the Proposer's fully burdened unit per hour rates as set forth in the Bid Form.

- i. Emergency and Non-Emergency Call Back Services shall be billed at the labor rates as set forth in the Bid Form for the following categories:
  - a. Journeyman Hourly Labor Rate/Non-Emergency Response Time/Regular Service Hours
  - b. Apprentice Hourly Labor Rate/Non-Emergency Response Time/Regular Service Hours
  - c. Journeyman Hourly Labor Rate/Emergency Response Time/Non-Regular Service Hours
  - d. Apprentice Hourly Labor Rate/Emergency Response Time/Non-Regular Service Hours
- ii. Scissor Lift and/or Boom Truck Allowance – Per Hour
  - a. This fee is for the costs, including scissor lift and/or boom truck rental (if any), fuel, insurance, maintenance, etc. associated with the use of the equipment for work performed for MTS. Contractor shall be reimbursed by MTS based on actual costs plus the percent provided in the bidder's proposal (not to exceed 5%). No additional mark-ups for this equipment will be allowed.

Contractor must attach supporting documentation that proves actual purchase price of parts with the invoice to show actual cost paid/final sale for parts or materials obtained from its suppliers.

## 2.7 **EXCEPTIONS**

- Work considered remodeling or build-outs are not permitted under this agreement.

## 2.8 **REPLACEMENT PARTS**

In the event that the Contractor needs to purchase replacement parts to repair equipment, parts, materials, and supplies shall be reimbursed by MTS based on actual costs plus the percent provided in the bidder's proposal (not to exceed 5%). No additional mark-ups on parts will be allowed.

Contractor must attach supporting documentation that proves actual purchase price of parts with the invoice to show actual cost paid/final sale for parts or materials obtained from its suppliers.

Contractor shall also certify that the original equipment manufacturer's major components and other special parts, not stocked locally, can be delivered within forty-eight (48) hours

should emergency conditions warrant. Any such deliveries shall, however, be at no additional cost to MTS.

## **COMPLIANCE WITH LAWS AND CODES**

In the performance of this contract, the Contractor agrees it will abide by all federal, state, and local laws, codes, rules and regulations set forth with regard to the equipment by municipal, state, or federal authorities having jurisdiction in effect on the date of this agreement.

### **12.0 MTS RIGHT TO INSPECT**

MTS reserves the right to make such evaluations and tests as are necessary to ascertain that the requirements of this contract are being fulfilled. The MTS' Project Manager will conduct such evaluations and tests. Contractor shall furnish personnel and tools necessary to conduct such tests at no additional cost to MTS. These evaluations may be made on a quarterly basis (or on a more frequent basis as reasonably determined by MTS) during the term of this Contract. Any deficiencies found during any such evaluation shall be reported in writing to Contractor, and Contractor shall promptly correct any such deficiency at Contractor's expense. If Contractor fails to diligently perform any required corrective work in a manner satisfactory manner to MTS within thirty (30) calendar days of Contractor's receipt of any such deficiency report (or sooner if the deficiency is, in MTS's opinion, of a nature that requires immediate correction), MTS may, in addition to any other remedies MTS may have, after thirty (30) calendar days written notice to Contractor, perform or cause to be performed all or any part of the corrective work described in the deficiency notice. Contractor shall reimburse MTS for any expenses incurred by MTS in exercising MTS' rights under this Section within ten (10) business days of receipt of MTS invoice therefor unless MTS elects to deduct the costs from any sum owed to Contractor.

Any requested tests will be provided, and any reported deficiencies will be corrected at Contractor's expense so long as the tests and deficiencies relate to the equipment being maintained by Contractor under this contract.

### **2.9 INVOICES**

Invoices must be emailed to the MTS Accounting Department, [ap@sdmts.com](mailto:ap@sdmts.com). All invoices must have the Purchase Order and contract number clearly displayed to ensure timely payment. MTS will not pay on packing slips, receiving documents, delivery documents, or other similar documents. Invoices must be submitted for payment.

Contractors must also indicate if any of the invoiced amount is for service or work provided by a subcontractor and indicate the amount that will be paid to the subcontractor. Contractors must also comply with the prompt payment requirements in Section 6 Prompt Progress Payments of the Standard Conditions

### **2.11 ADDITION/REMOVAL OF SERVICE LOCATIONS**

MTS reserves the right to add or delete locations to or from this contract during the term. Any addition or deletions shall be handled via a written modification to this contract.

## **2.12 CONTRACT PRICING**

Contractor shall be solely and exclusively liable for all compensation due to the employee and its subcontractors; adhere to all minimum wage and prevailing wage requirements and overtime guidelines. Contractor shall consider any and all upcoming wage increases and to ensure that the wage requirements are met each year of the resultant contract. Prices shall be firm and fixed during the term of the Agreement.

**BID FORM - ON-CALL ELECTRICAL REPAIR SERVICES**

Table I		Year 1	6/1/2024 - 5/31/2025	Year 2	6/1/2025 - 5/31/2026	Year 3	6/1/2026 - 5/31/2027
Item	Description	RATES		RATES		RATES	
1	Journeyman Hourly Labor Rate/Non-Emergency Response Time/ Regular Service Hours	\$	35,150.00	\$	36,075.00	\$	36,815.00
2	Apprentice Hourly Labor Rate/Non-Emergency Response Time/ Regular Service Hours	\$	28,703.40	\$	28,703.40	\$	28,703.40
3	Journeyman Hourly Labor Rate/Emergency Response Time/Non-Regular Service Hours	\$	9,028.61	\$	9,333.61	\$	9,577.61
4	Apprentice Hourly Labor Rate/Emergency Response Time/Non-Regular Service Hours	\$	8,779.73	\$	8,779.73	\$	8,779.73
6	Maximum markup permitted on materials 5% (Bidders to choose between 0%-5%)		5.00%		5.00%		5.00%
8	Maximum markup permitted on Scissor Lift 5% (Bidders to choose between 0%-5%)		0.00%		0.00%		0.00%
<b>Total Contract Value</b>		<b>\$</b>	<b>342,294.91</b>				



**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/2024**

## **Agenda Item No. 10**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

**SUBJECT:**

Automobile Lease Services – Contract Amendment

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors authorize the Chief Executive Officer (CEO) to execute Amendment No. 3 to MTS Doc No. G1872.3-16 (in substantially the same format as Attachment A), with Enterprise Fleet Management, to add \$627,206.00 for automobile lease services and extend agreement for six (6) months to December 31, 2024.

**Budget Impact**

The total cost of this amendment is estimated to be \$627,206.00, and the total contract value is estimated to be \$9,983,478.00. These services will be funded by the Non-Revenue Vehicle (NRV) Maintenance Service Operating Budget account 536200 and NRV Lease Account Operating Budget account 596150, and will be included in each department's respective annual operating budgets.

**DISCUSSION:**

MTS routinely uses a fleet of administrative support vehicles to sustain its transit operations. This fleet includes, cars, pickup trucks, and utility vehicles used to transport bus and train operators between service delivery points, used by train and transit supervisors to respond to routine and emergency operational issues in the field, and by administrative and management staff for attendance at official off-site meetings and public transit related events.

On June 9, 2016 (Agenda Item 17), the MTS Board approved a contract award to Enterprise Fleet Management for Automobile Lease Services for up to an 8-year period (5-year base with three 1-year options, exercisable at MTS's sole discretion). Today's proposed action, approval of Amendment No. 3 to the Enterprise Fleet Management contract, would authorize additional funding of \$627,206.00 and extend the contract for six (6). The additional six (6) months on the existing contract is needed to allow staff to complete the procurement process for a new automobile lease services contract.



Document No.	Description	Board Approval Date	Amount
G1852.0-16	Original Agreement (Base Years only)	June 9, 2016	\$5,586,127.00
G1852.1-16	Exercise Option Years 1-3	June 9, 2016	\$3,770,145.00
G1852.2-16	Added Self-Assurance Addendum to master Equity Lease Agreement as part of contract	N/A	\$0.00
G1852.3-16	Approve Amendment No. 3 – to add funds and extend contract for 6 months	Today's Proposed action	\$627,206.00
<b>Total Amendments (1-3)</b>			<b>\$9,983,478.00</b>

Therefore, staff recommends that the MTS Board of Directors authorize the CEO to execute Amendment No. 3 to MTS Doc No. G1872.3-16 (in substantially the same format as Attachment A), with Enterprise Fleet Management, to add \$627,206.00 for automobile lease services and extend agreement for six (6) months to December 31, 2024.

/S/ Sharon Cooney  
 Sharon Cooney  
 Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachment: A. Draft Amendment 3, MTS Doc. No. G1872.3-16





# Metropolitan Transit System

## Amendment 3

March 19, 2024

MTS Doc No. G1872.3-16

### AUTOMOBILE LEASE SERVICES – CONTRACT EXTENSION

Enterprise Fleet Management  
Jon DiMichele  
Regional Sales Manager  
9444 Farnham Street, Suite 210  
San Diego, CA, 92123

This shall serve as Amendment No.3 to the original agreement G1872.0-16 as further described below.

#### SCOPE

Pursuant to the Scope of Work, MTS shall authorize additional contract capacity and extend the lease and maintenance services as outlined in G1872-0-16 for an additional six (6) months of service.

Contractor shall continue to provide the lease and maintenance services under the same terms and conditions as the original agreement.

#### SCHEDULE

MTS shall extend the current contract an additional six (6) months to end December 31, 2024.

#### PAYMENT

This contract amendment shall authorize additional costs not to exceed \$627,206.00 as reflected below:

Contract Term	Cost
Base + Option Years (7/1/2016 to 6/30/2024)	\$9,356,272.00
6-Month Extension (7/1/2024 to 12/31/2024)	\$627,206.00
<b>Total:</b>	<b>\$9,983,478.00</b>

The total value of this contract, including this amendment, shall be in the amount of \$9,983,478.00 (\$9,356,272.00 current contract value plus \$627,206.00 for Amendment No. 3) This amount shall not be exceeded without prior written approval from MTS.



Please sign and return the copy to the Contract Specialist at MTS. All other terms and conditions shall remain the same and in effect. Retain the other copies for your records.

Sincerely,

Agreed:

---

Sharon Cooney, Chief Executive Officer

---

Jon DiMichele, Regional Sales Manager  
Enterprise Fleet Management

Date: \_\_\_\_\_

DRAFT



**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/2024**

**Agenda Item No. 11**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

**SUBJECT:**

Quarter Ending March 31, 2024 – Investment Report

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Attachment A comprises a report of the San Diego Metropolitan Transit System (MTS) investments as of March 31, 2024. The combined total of all investments has decreased quarter to quarter from \$315.4M to \$295.5M. This \$19.9 decrease is attributable to \$43.0M in capital expenditures, partially offset by \$15.0M in Coronavirus Aid, Relief, and Economic Security Act (CARES) revenue, \$8.3M in Federal Transit Administration (FTA) revenue for capital projects, as well as normal timing differences between other payments and receipts.

The first column provides details about investments restricted for Capital Improvement Projects (CIP) and PRONTO Stored Value.

The second column, unrestricted investments, reports the working capital for MTS operations allowing payments for employee payroll and vendors' goods and services.

MTS remains in compliance with Board Policy 30 and is able to meet expenditure requirements for a minimum of the next six months as required.

/S/ Sharon Cooney

Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachment: A. Investment Report for the Quarter Ending March 31, 2024

**1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • [sdmts.com](http://sdmts.com)**

San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego. MTS is also the For-Hire Vehicle administrator for nine cities.



**San Diego Metropolitan Transit System  
Investment Report  
March 31, 2024**

<u>Institution / Issuer</u>	<u>Function</u>	<u>Investment Type</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>	<u>Avg. Rate of Return</u>	<u>Benchmark</u>
J.P. Morgan Chase	Operating Funds	Depository Bank	-	26,858,517	26,858,517	2.59%	* 0.480% WSJ Money Market
U.S. Bank - Retention Trust Account	Restricted for Capital Support	Depository Bank	3,031,659	-	3,031,659	N/A	** -
Local Agency Investment Fund (LAIF)	Restricted (Stored Value)	Investment Pool	7,819,393	-	7,819,393	4.232%	4.986% S&P US T-Bill 0-3 Mth Index
San Diego County Treasurer's Office	State Grant Funds	Investment Pool	29,415,483	-	29,415,483	3.830%	4.986% S&P US T-Bill 0-3 Mth Index
<b>Subtotal: Restricted for Capital Support / Stored Value</b>			<b>40,266,535</b>	<b>-</b>	<b>40,266,535</b>		
Local Agency Investment Fund (LAIF)	Investment of Surplus Funds	Investment Pool	-	67,816,023	67,816,023	4.232%	4.986% S&P US T-Bill 0-3 Mth Index
San Diego County Treasurer's Office	Investment of Surplus Funds	Investment Pool	-	160,575,301	160,575,301	3.830%	4.986% S&P US T-Bill 0-3 Mth Index
<b>Subtotal: Investment Surplus Funds</b>			<b>-</b>	<b>228,391,324</b>	<b>228,391,324</b>		
<b>Grand Total Cash and Investments</b>			<b>\$ 40,266,535</b>	<b>\$ 255,249,840</b>	<b>\$ 295,516,376</b>		

\*-The 2.59% is an annual percentage yield on the average daily balance that exceeds \$3 million

\*\* - Per trust agreements, interest earned on retention account is allocated to trust beneficiary (contractor)



**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/24**

## **Agenda Item No. 12**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

**SUBJECT:**

PRONTO Extend Pilot Program – Pilot Extension

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors approve an extension of the PRONTO Extend Pilot Program until June 30, 2026.

Budget Impact

The PRONTO Extend Pilot Program has seen a minor financial impact of \$75,528 since its launch date of July 1, 2022 through April 30, 2024. The financial impact to extend the program from July 1, 2024 through June 30, 2026 is estimated to be approximately \$130,000. Funding for the program will be included in the MTS Operating Budget.

**DISCUSSION:**

On July 1, 2022, the PRONTO Extend Pilot Program launched. The program provides free transit fares for eligible individuals ages 18 through 24 who have previously been in and exited a foster care system, or who are currently in an extended foster care program. PRONTO Extend provides eligible individuals access to free public transportation fares in the MTS and North County Transit District (NCTD) service areas. Staff is seeking to extend the pilot program through June 30, 2026, to align its timing with the current Youth Opportunity Pass Pilot Program. During this time, MTS will meet with NCTD and SANDAG to continue reviewing the success and fiscal impacts of the program.

/S/ Sharon Cooney

Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

**1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • [sdmts.com](http://sdmts.com)**

San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego. MTS is also the For-Hire Vehicle administrator for nine cities.





**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/2024**

**Agenda Item No. 13**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

SUBJECT:

Impedance Bond and Plug-In Relay Socket – Contract Award

RECOMMENDATION:

That the San Diego Metropolitan Transit System (MTS) Board of Directors authorize the Chief Executive Officer (CEO) to:

- 1) Execute MTS Doc. No. L1676.0-24 (in substantially the same format as Attachment A), with Modern Railway Systems, for the purchase of Impedance Bond (Group 1) in the amount of \$875,966.73 (inclusive of 7.75% CA sales tax); and
- 2) Execute MTS Doc. No. L1677.0-24 (in substantially the same format as Attachment B), with Siemens Mobility, Inc. (Siemens), for the purchase of Plug-In Relay Socket Assembly (Group 2) in the amount of \$61,782.66 (inclusive of 7.75% CA sales tax).

Budget Impact

The total contract cost of materials is estimated to be \$937,749.39 (Attachment D & E). The project will be funded by the following Capital Improvement Program (CIP) accounts and Operating Budget account summarized below:

	<b>GROUP 1</b>	<b>GROUP 2</b>
<b>CIP / Cost Center – GL Account</b>	<b>Amount</b>	
Orange Line Phase 1 -2005119501-599908	\$269,547.20	\$30,994.00
Orange Line Phase 2 -2005123501-599908	\$543,414.96	\$26,344.90
Sub-Total	\$812,962.16	\$57,338.90
<b>7.75% CA Sales Tax:</b>	<b>\$63,004.57</b>	<b>\$4,443.76</b>
<b>Grand Total (Group 1 and 2):</b>	<b>\$937,749.39</b>	



DISCUSSION:

The Orange Line Improvement Project will make Trolley system improvements at various locations along the 17.6-mile line, benefitting the riding public and the cities of San Diego, Lemon Grove, La Mesa, and El Cajon. To do so, the project will make track, signal, and grade crossing improvements along the Orange Line. For practical and grant funding reasons, the project has been divided into two phases. Phase 1 is the work between 32nd/Commercial Station and Massachusetts Avenue Station. Phase 2 is the work between Massachusetts Avenue Station and El Cajon Transit Center. Once completed, the project will allow trolleys to safely operate at higher speeds and allow reverse-run on certain sections of the line, improving transit times and operational flexibility.

As part of the Project, certain technical equipment will be needed. To avoid construction delays because of supply chain lead times or other issues, the MTS Capital Project team has identified certain equipment or materials that MTS should directly procure and provide as owner-furnished materials to the ultimate construction contractor. Today's proposed action relates to two categories of this equipment/materials: Impedance Bonds (Group 1) and Plug-in Relay Socket Assembly (Group 2).

**Group 1:**

An impedance bond is an electrical component made of an iron core coil of low resistance and relatively high reactance. An impedance bond provides continuity between railroad, transit, or track circuits for alternating and direct propulsion current. These mechanisms also distribute propulsion between two running rails.

CS shall provide two (2) separate deliveries of 40 (estimated quantity) impedance bonds, plus an option for an additional 72 (estimated quantity) impedance bonds. First delivery of 40 impedance bonds shall be on or before February 14, 2025. Second delivery of 72 impedance bonds shall be for mid-August 2025. This option is exercisable at MTS's sole discretion and shall be contingent upon funding availability.

**Group 2:**

Plug-in relay socket assembly allows an easy exchange within the system and are commonly used in railway industry. Due to long lead time, we need to purchase these items in order to meet the Transit and Intercity Rail Capital Program (TIRCP) funding deadline of June 30, 2027 for the Orange Line Improvement Project. The manufacturer is Twinco Mfg. Co., Inc. and the part number is 000-1667-1-0. The MTS Material number is 70202692.

On February 27, 2024, MTS issued an Invitation for Bids (IFB) seeking a contractor to provide Impedance Bonds and Plug-in Relay Socket Assemblies. By the bid due date of March 28, 2024, MTS received a total of four (4) bids. Of the four (4) bids, only three (3) included a bid for Group 1. Modern Railway Systems was the apparent lowest responsive and responsible bidder for Group 1. Of the four (4) bids, only three (3) included a bid for Group 2. Siemens was the apparent lowest responsive and responsible bidder for Group 2.

Based on the cost comparison of the bids received, with the MTS Independent Cost Estimate (ICE) (\$895,095.41), staff determined the bid pricing to be fair and reasonable for each group and recommends awarding the contract to Modern Railway Systems for Group 1 and Siemens for Group 2.

#	Bidder	Disadvantaged Business Enterprise (DBE), Minority Business Enterprise (MBE), Small Business (SB), Woman-Owned Business (WBE)	Bid Amount (Group 1)	Bid Amount (Group 2)
1	<b>Modern Railway Systems</b>	N/A	<b>\$812,962.16</b>	\$67,711.20
2	Moor Electric Inc	DBE, SB & MBE	\$858,656.00	No Bid
3	Sentinel Built Inc	WBE & SB	\$830,215.20	\$65,508.50
4	<b>Siemens Mobility Inc</b>	N/A	No Bid	<b>\$57,338.90</b>

Therefore, staff recommends that the that MTS Board of Directors authorize the CEO to:

- 1) Execute MTS Doc. No. L1676.0-24 (in substantially the same format as Attachment A), with Modern Railway Systems, for the purchase of Impedance Bond (Group 1) in the amount of \$875,966.73 (inclusive of 7.75% CA sales tax); and
- 2) Execute MTS Doc. No. L1677.0-24 (in substantially the same format as Attachment B), with Siemens, for the purchase of Plug-In Relay Socket Assembly (Group 2) in the amount of \$61,782.66 (inclusive of 7.75% CA sales tax).

/S/ Sharon Cooney  
 Sharon Cooney  
 Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

- Attachments: A. Draft Agreement, MTS Doc. No. L1676.0-24  
 B. Draft Agreement, MTS Doc. No. L1677.0-24  
 C. Scope of Work  
 D. Bid Form Group 1  
 E. Bid Form Group 2





# Metropolitan Transit System

**STANDARD AGREEMENT  
FOR  
MTS DOC. NO. L1676.0-24  
IMPEDANCE BOND**

THIS AGREEMENT is entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2024 in the State of California by and between San Diego Metropolitan Transit System (“MTS”), a California public agency, and the following, hereinafter referred to as "Contractor":

Name: Modern Railway Systems Address: 8201 Southpark Lane, Suite 200  
Littleton, CO 80120  
 Form of Business: Corporation Email: [mrsbusiness@modrailsystems.com](mailto:mrsbusiness@modrailsystems.com)  
 (Corporation, Partnership, Sole Proprietor, etc.)  
 Telephone: (720) 542-3325

Authorized person to sign contracts	<u>Ben Martinez</u>	<u>Director of Business Development</u>
	Name	Title

The Contractor agrees to provide goods as specified in the conformed Scope of Work/Minimum Technical Specification (Exhibit A), Contractor’s Bid/Pricing Form (Exhibit B), and in accordance with the Standard Agreement, including Standard Conditions (Exhibit C), and Forms (Exhibit D).

The contract term is effective June 1, 2024, through August 31, 2025. First delivery of 40 impedance bond shall be on or before February 14, 2025. Second delivery of 72 impedance bond shall be for mid-August 2025. This option is exercisable at MTS’s sole discretion and shall be contingent upon funding availability.

Payment terms shall be net 30 days from invoice date. The total cost of this contract shall not exceed \$875,966.73 (inclusive of 7.75% CA sales taxes) without the express written consent of MTS.

SAN DIEGO METROPOLITAN TRANSIT SYSTEM	MODERN RAILWAY SYSTEMS
By: <u>Sharon Cooney, Chief Executive Officer</u>	By _____
Approved as to form: By: <u>Karen Landers, General Counsel</u>	Title: _____





# Metropolitan Transit System

## STANDARD AGREEMENT FOR

MTS DOC. NO. L1667.0-24

### PLUG-IN RELAY SOCKET ASSEMBLY

THIS AGREEMENT is entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2024 in the State of California by and between San Diego Metropolitan Transit System ("MTS"), a California public agency, and the following, hereinafter referred to as "Contractor":

Name: Siemens Mobility, Inc. Address: 5301 Price Avenue  
McClellan, CA 95652  
 Form of Business: Corporation  
 (Corporation, Partnership, Sole Proprietor, etc.) Email: manderson@siemens.com  
 Telephone: 916-802-4586

Authorized person to sign contracts	<u>Mark Anderson</u>	<u>Director Customer Success &amp; Proposals</u>
	Name	Title

The Contractor agrees to provide goods as specified in the conformed Scope of Work/Minimum Technical Specification (Exhibit A), Contractor's Bid/Pricing Form (Exhibit B), and in accordance with the Standard Agreement, including Standard Conditions (Exhibit C), and Forms (Exhibit D).

The contract term is effective June 1, 2024, through August 31, 2025. First delivery of 200 impedance bond shall be on or before January 24, 2025. Second delivery of 170 impedance bond shall be for mid-July 2025. This option is exercisable at MTS's sole discretion and shall be contingent upon funding availability.

Payment terms shall be net 30 days from invoice date. The total cost of this contract shall not exceed \$61,782.66 (inclusive of 7.75% CA sales taxes) without the express written consent of MTS.

SAN DIEGO METROPOLITAN TRANSIT SYSTEM	SIEMENS MOBILITY, INC.
By: <u>Sharon Cooney, Chief Executive Officer</u>	By _____
Approved as to form:	Title: _____
By: <u>Karen Landers, General Counsel</u>	



## 4. SCOPE OF WORK/TECHNICAL SPECIFICATIONS

### (SECTIONS 4.1 THROUGH 4.12 APPLY TO ALL GROUPS)

#### 4.1. INTRODUCTION

The San Diego Metropolitan Transit System (MTS) is looking for a capable contracted supplier (CS) that can provide (Group 1) Impedance Bonds and (Group 2) Plug-in Relay Socket Assemblies, as shown in each section below.

MTS has divided this IFB into two (2) section. Bidders may bid on one (1) group, all groups, or any combination thereof. MTS will issue two (2) separate contracts/purchase orders, one (1) for each group.

#### 4.2. GROUPS

Group Number	Description
1	Impedance Bonds
2	Plug-in Relay Socket Assemblies

#### 4.3. BRAND NAME

For this solicitation, whenever a specific “Brand Name” is mentioned in the minimum technical specifications, it is to be considered solely illustrative and used merely to describe a unit that has been selected by MTS as best meeting the specific minimal operational, design, performance, capacity, maintenance, quality, and reliability criteria of the desired end product. Wherever a “Brand Name” appears, the term “or approved equal” shall be automatically inferred.

An impedance bond and plug-in relay socket assemblies other than that specified will be acceptable if, in the opinion of the MTS Project Manager (MTS PM), it is as satisfactory for the particular work for which it was intended as the part specified. If Bidders would like to submit an alternative impedance bond or plug-in relay socket assemblies, complete documentation in support of the Requests for Approved Equal (RFA) should be provided in support of any RFA submitted by bidders for MTS review and response and must be submitted by the deadline provided in the calendar of events. Any RFAs submitted with the bid package at bid opening will not be accepted. Please see section 3.25 and the RFA form for additional information.

#### 4.4. [NOT APPLICABLE] BUY AMERICA

#### 4.5. INVOICES

Invoices must be sent to the MTS Accounting Department, via email, at [ap@sdmts.com](mailto:ap@sdmts.com). All invoices must have the Purchase Order and contract number clearly displayed to ensure timely payment. MTS will not pay on packing slips, receiving documents, delivery documents, or other similar documents. Invoices must be submitted for payment.

**Payment terms shall be net 30 days from invoice date.**

Contractors must also indicate if any of the invoiced amount(s) is for service or work provided by a subcontractor and indicate the amount that will be paid to the subcontractor.

Contractors must also comply with the prompt payment requirements in the *Prompt Progress Payments* section of the Standard Conditions.

**4.6. [NOT APPLICABLE] MATERIAL SAFETY DATA SHEETS (MSDS)**

**4.7. DAMAGED OR DEFECTIVE ITEMS**

All items delivered damaged or with a defect in packaging or manufacturing shall be returned to the CS. The CS shall provide a replacement in full within fifteen (15) business days of the receipt of the defective material. All cost incurred as a result of the return of the defective material and redelivery of the replacement material including but not limited to freight, insurance, re-stocking, and packaging arising from the defective item shall be borne by the CS.

**4.8. WARRANTY**

Bidders shall outline in detail their warranty on the equipment offered, including the method of adjustment in cases of equipment, component or parts failure. Warranty shall also be stated for installation labor, materials, and method of adjustment.

**4.9. REPLACEMENT PARTS**

Replacement parts and technical support for the specified equipment must be guaranteed by the manufacturer; to be available for a ten (10) year period from the date of purchase. Manufacturer shall keep parts books and maintenance manuals up-to-date for that period.

**4.10. DELIVERY AND ACCEPTANCE**

Equipment or any deliverable provided under this contract shall be delivered F.O.B. to SDTI, 1341 Commercial Street, San Diego, California 92113 unless otherwise specified, in first class condition, complete and ready for operation, and the Contractor shall assume all responsibility and risk of loss incident to said delivery.

Contractor shall indicate delivery date on the Bid Form unless already specified, in which case, shall be made within the time set forth. Delivery is part of the consideration and must be adhered to as specified.

Contractor will not be held liable for failure to make delivery because of strikes, construction of property, governmental regulations, acts of God or any other causes beyond his control, provided a written extension of time is obtained from MTS.

Upon delivery, MTS will acknowledge receipt of said items or products. Delivery shall not constitute acceptance. Upon inspection and testing (if necessary) by MTS, a determination will be made whether said items or products are in conformance with contract requirements. If found in conformance, MTS shall approve the Contractor's invoice for payment; thereby constituting acceptance. Payment terms begin from this point. If the delivered items or products are found not in compliance, MTS will immediately notify the Contractor, and furnish all details of deficiencies. Contractor shall correct the deficiencies or supply new items or products (at the discretion of MTS), and resubmit for inspection and testing (if necessary).

**4.11. [NOT APPLICABLE] LIQUIDATED DAMAGES**

**4.12. [NOT APPLICABLE] ACQUISITION OF ROLLING STOCK**

<b>Group 1 Impedance Bonds</b>
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**4.13. INTRODUCTION**

The manufacturer is Twinco Mfg. Co., Inc. and the part number is 000-1667-1-0. The MTS Material number is 70202692. ATT 2 is the manufacturer's specification for reference.

CS shall provide two (2) separate deliveries of 40 (estimated quantity) impedance bond, plus an option for an additional 72 (estimated quantity) impedance bond.

First delivery of 40 impedance bond shall be on or before February 14, 2025.

Second delivery of 72 impedance bond shall be for mid-August 2025. This option is exercisable at MTS's sole discretion and shall be contingent upon funding availability.

**4.14. DESCRIPTION AND MINIMUM SPECIFICATION OF MATERIALS**

Impedance Bonds are designed to allow return DC propulsion current to flow around insulated rail joints without interfering with the functioning of adjacent track circuits in DC territories. A tuned circuit can be incorporated to enhance the impedance characteristics of the Bond for AC track circuits operated at this circuit's resonant frequency. A Bond is typically installed on both sides of the insulated joints and connected together through the unit's center tap. Signal and propulsion cables are connected to the taps on either side of the Bond. Signal currents transmitted on the tracks are effectively blocked, rail to rail, by the inductive impedance of the bond coils. Propulsion currents, however, pass through the coils in a manner that offers little impedance to the propulsion current. Signal current passes through the windings in series, producing an unopposed magnetic flux and thus the required impedance.

**4.15. MINIMUM TECHNICAL SPECIFICATION OF MATERIALS**

Impedance bonds shall be rated at 1500 amperes per rail. Resistant Ohms .0006.

Impedance 25Hz/.21 60Hz/.5 100Hz/.84.

Dimensions L 36-1/2, W 20-1/2, H 12-1/4, WT (Lbs).

Must meet AAR specification.

<p><b>Group 2</b>  <b>Plug-in Relay Socket Assemblies</b></p>
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**4.16. INTRODUCTION**

The manufacturers are:

- A. Siemens Type "ST" and the part number is 420000-78X.
- B. Alstom Type "B" and the part number is 59686-019-02.

CS shall provide two (2) separate deliveries of 200 (estimated quantity) plug-in relay socket assemblies, plus an option for an additional 170 (estimated quantity) plug-in relay socket assemblies.

First delivery of 200 plug-in relay socket assemblies shall be on or before January 24, 2025.

Second delivery of 170 plug-in relay socket assemblies shall be for mid-July 2025. This option is exercisable at MTS's sole discretion and shall be contingent upon funding availability.

**4.17. DESCRIPTION AND MINIMUM SPECIFICATION OF MATERIALS**

In general, the work consists of manufacturing and delivering new plug-in relay socket assemblies for single space vital (ST/B) relays with a nominal operating voltage 10 to 16 volts. Each plug-in relay socket assembly will consist of the following individual components:

- A. ST/B relay plugboard.
- B. Plugboard mounting hardware.
- C. Voltage test post with hardware.
- D. Current test post with hardware and pre-soldered wire.
- E. Gold colored test nut.
- F. Relay mounting guide rods and hardware.
- G. 11 each, #16-20 crimp type terminals.
- H. 11 each, #10-14 crimp type terminals.

The CS shall be responsible for all costs associated with the supply and delivery of plug-in relay socket assemblies.

Work, including material, shall comply with all Federal, state, and local laws and regulations.

Materials supplied by the CS are subject to inspection and testing by MTS, their representative, or other independent agencies to confirm compliance with the specifications.

**4.18. REFERENCE STANDARDS**

American Railway Engineering and Maintenance of Way Association (AREMA):

- A. Communications & Signals (C&S) Manual of Recommended Practice Section 6.

**4.19. SUBMITTALS**

Manufacturer shall submit product data to MTS for review and approval prior to fabrication.

**4.20. QUALITY ASSURANCE**

Plug-in relay socket assemblies shall meet the Manufacturers Quality Assurance Program and Policies.

**4.21. DELIVERY, STORAGE AND HANDLING**

Relay plugboards shall be packaged individually, each in a sturdy corrugated cardboard carton with the drawing number of the relay plugboard printed on the outside of the carton.

**4.22. PRODUCTS - GENERAL**

- A. Relay plugboards shall meet the recommended environmental requirements of AREMA Manual Part 11.5.1.
- B. Relay plugboards shall meet the recommended design criteria of AREMA Manual Part 6.2.2.

**4.23. MEASUREMENT AND PAYMENT**

Furnish and deliver Plug-in Relay Socket Assemblies for single space (ST/B) relays.

The contract price paid shall include full compensation for furnishing all labor, materials, equipment, tools, and incidentals, and for doing all Work involved in delivering final products as specified in this Specification, and as directed by MTS.

**L1666.0-24  
Impedance Bond and Plug-In Relay Socket IFB**

**Group 1**

**ATT 1 - Bid Form**

**\*\* Fill in the Green Cells \*\***

<b>Delivery shall be on or before February 14, 2025.</b>		<b>Option shall be exercised at MTS' sole discretion. (Mid-August 2025)</b>	
<b>Yes?</b>	<b>No? Provide lead time (in calendar days)</b>	<b>Yes?</b>	<b>No? Provide lead time (in calendar days)</b>
<b>Would Bidder be able to meet this timeline?</b>	Yes - Providing the award date is no later than May 16, 2024	<b>Would Bidder be able to meet this timeline?</b>	Yes - Providing the option is exercised no later than January 3, 2025

Estimated QTY	Item Description	Unit of Measure	Unit Price for Item	Total Price*	Estimated QTY	Item Description	Unit of Measure	Unit Price for Item	Total Price*
40	Impedance Bond	Each	\$ 6,738.68	\$ 269,547.20	72	Impedance Bond	Each	\$ 7,547.43	\$ 543,414.96
	Delivery Cost (One-time cost & if applicable)		\$ -	\$ -		Delivery Cost (One-time cost & if applicable)		\$ -	\$ -
	<b>Total *</b>		\$	\$ 269,547.20		<b>Total *</b>		\$	\$ 543,414.96

**Overall Total (Basis of Award) \$ 812,962.16**

\*Bidders should not include sales tax. MTS will add tax at purchase order issuance. 7.75% Ca Sales Tax \$ 63,004.57  
Grand Total \$ 875,966.73

Costs must be all-inclusive including but not limited to labor, insurance, and all other related costs necessary to purchase and deliver the goods to MTS.

**Lead times identify the date MTS can anticipate the receipt of the items. MTS reserves the right to consider the lead time in award.**

In order to be considered responsive, Bidders must provide pricing on all the line items. Charges not described on the bid form will not be considered valid and MTS will not pay additional costs. Bidder accepts responsibility for accuracy and presentation of the above numbers and must complete the bid forms as provided. Failure to do so may deem the bid non-responsive.



**L1666.0-24  
Impedance Bond and Plug-In Relay Socket IFB**

**Group 2**

**ATT 1 - Bid Form**

**\*\* Fill in the Green Cells \*\***

Delivery shall be on or before January 24, 2025.			Option shall be exercised at MTS' sole discretion. (Mid-July 2025)		
	Yes?	No? Provide lead time (in calendar days)		Yes?	No? Provide lead time (in calendar days)
Would Bidder be able to meet this timeline?	X		Would Bidder be able to meet this timeline?	X	

Estimated QTY	Item Description	Unit of Measure	Unit Price for Item	Total Price*
200	Plug-in Relay Socket Assemblies	Each	\$ 154.97	\$ 30,994.00
	Delivery Cost (One-time cost & if applicable)			
	<b>Total *</b>			\$ 30,994.00

Estimated QTY	Item Description	Unit of Measure	Unit Price for Item	Total Price*
170	Plug-in Relay Socket Assemblies	Each	\$ 154.97	\$ 26,344.90
	Delivery Cost (One-time cost & if applicable)			
	<b>Total *</b>			\$ 26,344.90

<b>Overall Total (Basis of Award)</b>	\$ 57,338.90
7.75% Ca Sales Tax	\$ 4,443.76
<b>Grand Total</b>	\$ 61,782.66

\*Bidders should not include sales tax. MTS will add tax at purchase order issuance.

Costs must be all-inclusive including but not limited to labor, insurance, and all other related costs necessary to purchase and deliver the goods to MTS.

**Lead times identify the date MTS can anticipate the receipt of the items. MTS reserves the right to consider the lead time in award.**

In order to be considered responsive, Bidders must provide pricing on all the line items. Charges not described on the bid form will not be considered valid and MTS will not pay additional costs. Bidder accepts responsibility for accuracy and presentation of the above numbers and must complete the bid forms as provided. Failure to do so may deem the bid non-responsive.



**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/2024**

## **Agenda Item No. 14**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

**SUBJECT:**

City of San Diego Bus Shelter and Bus Bench Advertising; Revisions to MTS Board Policy 21

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors Authorize the Chief Executive Officer (CEO) to:

- 1) Enter into a Memorandum of Understanding (MOU) with City of San Diego, MTS Doc. No. G2906.0-24, regarding bus shelter and bus bench advertising in substantially the same format as in Attachment A; and
- 2) Revise MTS Board Policy No. 21 "MTS Revenue-Generating Display Advertising, Concessions, and Merchandise" to delete the separate City of San Diego advertising policy document (Attachment B).

**Budget Impact**

Advertising revenue for bus shelters and benches within the City of San Diego is estimated to be \$2,500,000 annually. Under today's proposed action, the City of San Diego would receive 10% (bus shelters) and 50% (bus benches) of net revenue for use on approved transit related projects such as concrete bus pads, Americans with Disabilities Act (ADA) improvements at or near bus stops, or other transit improvements agreed to by MTS. The City's revenue share is subject to deferral if the revenue is needed to upgrade or replace or expand the existing shelter and bench furniture.

**DISCUSSION:**

Bus shelters and benches are important amenities for MTS riders. This infrastructure provides cover from the elements including sun, rain, cold and wind. They also provide security in the form of lighting and walls. They provide sitting areas for riders, and trash receptacles for cleanliness and more.

Although MTS has a statutory right to use city streets and roads, which gives MTS discretion to establish bus stops in locations it deems appropriate and necessary, MTS generally seeks city or county permission to install passenger amenities such as bus shelters and benches on



sidewalks owned and maintained by those jurisdictions. To this end, MTS and the City of San Diego have had a cooperative agreement for many years to allow MTS to install bus shelters and benches within the City's jurisdiction. The previous agreement, memorialized in a MOU in 2008, expired on December 31, 2023. MTS and City staff have been working together to establish a new MOU for the bus shelter and bench program.

This MOU establishes roles and responsibilities for the installation, maintenance, advertising, and revenue elements for approximately 400 bus shelters and 1,400 bus benches within the City of San Diego jurisdiction. The City will give MTS the exclusive authority to install, or cause to be installed, transit furniture within the public right-of-way of the City, which will help expand access to these amenities to more riders.

MTS will have the right to generate revenue on bus shelters and benches in a minimum of a 4:1 ratio of advertising vs. non-advertising shelters and benches. The City of San Diego's share of net revenue shall be 10% for shelter advertising and 50% for bench advertising. The MTS share of net revenue shall be 90% for shelter advertising and 50% for bench advertising.

The City of San Diego is required to use its portion of revenue for major capital expenditures needed for shelter and bench state-of-good-repair work or to program these funds in the City's Capital Improvement Program for the installation of concreted bus pads, ADA improvements, or other transit improvements mutually agreed upon with MTS.

The purpose of allowing advertising at shelters and benches is to reinvest the revenue back into the transit furniture program to keep it in a state of good repair for riders.

Under the MOU, advertising on shelters and bus benches is only permitted in commercial, industrial, or multifamily zoned areas and is not allowed in single family residentially zoned areas without the specific written authorization of the City of San Diego.

If approved, MTS will have the right to administer its shelter and bench programs in the City of San Diego through December 31, 2034.

The MOU requires that all advertising content comply with MTS Board Policy No. 21, "MTS Revenue-Generating Display Advertising, Concessions, and Merchandise". As part of the prior MOUs related to the City of San Diego shelter and bench programs, a separate City of San Diego Advertising policy imposed additional and duplicative restrictions on advertisements under the shelter/bench program.

At that time, both Board Policy No. 21 and the City policy prohibited alcohol related advertisements. However, on June 15, 2023 (Agenda Item (AI) 22), the MTS Board of Directors revised Board Policy No. 21 to remove the alcohol advertising prohibition on transit vehicles, trolley stations, and transit centers and directed staff to work with the City of San Diego to extend this change to the bus shelter and bench program. Allowing certain alcohol-related advertisements is part of a two-year pilot program approved by the MTS Board to generate additional revenue in light of MTS's structural budget deficit. At the conclusion of the pilot period in 2025, data related to the program and the impacts of the alcohol-related advertisements will be reviewed by the Board to determine if the policy change should be permanent.

In response to the Board's direction, MTS staff worked with City staff and policymakers to review the MOU and advertising policy issues. The City of San Diego staff and Mayor's office

determined that the recently revised MTS Board Policy No. 21 “MTS Revenue-Generating Display Advertising, Concessions, and Merchandise”, specifically Section 21.6.3, which restricts alcohol advertisement on shelters or digital shelters within 500 feet from certain locations (e.g. school, public parks, playground etc.), is consistent with City of San Diego Municipal Code Section 58.0503 to appropriately restrict alcohol advertising to minors, and thus agreed that the separate City of San Diego advertising policy<sup>1</sup> could be removed from the MTS-City MOU and MTS Board Policy No. 21. The proposed revisions, which would apply in all jurisdictions where MTS has an agreement to install shelters or benches, would read:

¶  
21.6.3→Alcohol advertisement shall not be placed on shelters or digital shelters within 500 feet from, or intended to be read from, the following: schools; libraries; public parks/playgrounds; municipal recreation centers or facilities; church-recognized, established, or stand-alone places of worship; daycare/preschool; hospitals; and cemetery/funeral homes.¶

With this change, advertising content on MTS bus shelters and benches within the City of San Diego jurisdiction will be solely governed by MTS Board Policy No. 21. It will also offer policy consistency with all other cities MTS has furniture in. Each city defers to MTS for advertising policy decisions. Under the MOU, MTS is responsible for implementing its advertising policy and would indemnify the City for any liability or challenges related to MTS's approval or rejection of advertisements in the shelter and bench program.

Therefore, it is staff's recommendation that the MTS Board of Directors:

- 1) Authorize the CEO to enter into a MOU with City of San Diego, MTS Doc No. G2906.0-24, regarding bus shelter and bus bench advertising in substantially the same format as in Attachment A; and
- 2) Revise MTS Board Policy No. 21 “MTS Revenue-Generating Display Advertising, Concessions, and Merchandise” to delete the separate City of San Diego advertising policy document (Attachment B).

/S/ Sharon Cooney  
Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachments: A. MOU MTS Doc No. G2906.0-24  
B. MTS Board Policy No. 21 (with red-line track changes)

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<sup>1</sup> The City's policy (ADVERTISING ON BUS STOP SHELTERS AND BENCHES) is documented as Attachment A to MTS Board Policy No. 21. ([https://www.sdmts.com/sites/default/files/policy.21.-revenue-generating-display-advertising-concessions-and-merchandise\\_0.pdf](https://www.sdmts.com/sites/default/files/policy.21.-revenue-generating-display-advertising-concessions-and-merchandise_0.pdf))

MEMORANDUM OF UNDERSTANDING (MOU)  
BETWEEN THE CITY OF SAN DIEGO  
AND THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
REGARDING BUS SHELTER AND BUS BENCH ADVERTISING

This MOU, dated \_\_\_\_\_, 2024, is entered into by and between the CITY OF SAN DIEGO (CITY), a municipal corporation, and the SAN DIEGO METROPOLITAN TRANSIT SYSTEM (MTS), a public entity (also known as San Diego Metropolitan Transit Development Board or MTDB).

**RECITALS**

- A. MTS is the statutorily designated public transit provider for the portion of San Diego County that includes the CITY, as set forth in Public Utilities Code section 120000, *et seq.*;
- B. Pursuant to Public Utilities Code section 120244, MTS is “entitled to the benefit of any reservation or grant, in all cases, where any right has been reserved or granted to any public agency to construct or maintain roads, highways, or other crossings over any public or private lands” and operates and maintains certain public transit services and infrastructure in CITY streets under this authority;
- C. MTS and CITY are authorized by Public Utilities Code section 120268 to enter into cooperative agreements to establish uniform policies and procedures governing the use of bus passenger loading zones and establishing responsibility and standards for the maintenance of bus loading zones and any associated improvements;
- D. MTS and CITY had a Memorandum of Understanding (MTS Doc. No. G1124.2-08) dated July 30, 2008 (2008 MOU), which expired December 31, 2023, in which the CITY gave MTS the exclusive authority to install, or cause to be installed, transit furniture within the public right-of-way of the CITY;
- E. Notwithstanding the expiration of the 2008 MOU, in order to improve transit amenities for its passengers, including CITY residents and visitors, MTS has continued to install, maintain and replace bus furniture at locations where ridership is sufficiently high;
- F. MTS has recently installed new transit shelters with solar lighting and receptacles for trash and recycling;
- G. MTS has recently installed new bus benches that will improve the streetscape of the CITY;
- H. MTS has a third-party contract for installation, maintenance and advertising at transit furniture locations throughout MTS’s jurisdiction, including within CITY;
- I. The revenue generated from the MTS advertising contracts is intended to fund the maintenance and purchase of transit shelters and benches, as well as to fund continued transit services within MTS’s jurisdiction, including the CITY; and

- J. MTS and CITY desire to enter into a new MOU to formally acknowledge their cooperative agreement regarding bus stop improvements within the CITY.

### AGREEMENT

NOW, THEREFORE, the CITY shall grant to MTS the exclusive authority to install, or cause to be installed, transit shelters and benches within the public-right-of-way of the CITY, provided the following conditions are complied with by MTS:

1. Location Criteria for Transit Shelters and Transit Bus Benches

- a. Transit shelters and bus benches *with advertising* shall be permitted only in commercial, industrial or multifamily zoned areas and will not be permitted in single family residentially zoned areas without the specific written authorization of the CITY.
- b. Transit shelters and bus benches *without advertising* shall be permitted in all areas where an MTS bus stop is located, so long as CITY has not exercised its authority under this subsection 1(d) or (f) below to reject a proposed transit shelter or bus bench location or to request the removal of an existing transit shelter or bus bench.
- c. As transit shelter and bus bench maintenance contracts depend on advertising revenue to be sustainable, CITY shall allow a ratio of at least 4-to-1 advertising to non-advertising shelters and benches.
- d. CITY, through the City Manager, shall have final authority to approve or deny the installation of any transit shelter or bus bench notwithstanding the fact that any proposed installation otherwise complies with the terms of this agreement; provided, however, that MTS shall not be required by CITY to install a transit shelter or bus bench at any specific location.
- e. MTS shall provide a list of existing locations of all bus benches and transit shelters to the CITY. All installations shall conform to the terms of this MOU.
- f. The CITY shall have the authority to cause a transit shelter or bus bench to be removed or relocated from any location at no cost to the CITY, upon making written demand to MTS for such removal.

2. Advertising Policy and Permissible Signage

- a. Transit shelter advertising is typically limited to two advertising panels that do not exceed four feet in width and six feet in height. Other permissible advertising includes digital advertising and “wrap” materials that are applied to the shelter structure.
- b. All advertising shall comply with MTS Policy No. 21 titled “MTS REVENUE-GENERATING DISPLAY ADVERTISING, CONCESSIONS, AND MERCHANDISE,” attached as Exhibit A, which may be revised from time-to-time by the MTS Board of Directors in its sole discretion.

c. The CITY may request that MTS exercise its right to remove any advertisement, commercial, or noncommercial that does not conform to MTS Policy No. 21. Such demand shall be in writing and state reasonable grounds for the demand. MTS shall consider and act upon the demand in accordance with the policy and legal requirements.

3. Maintenance

a. MTS, through its Contractors, shall be responsible for providing ongoing maintenance for every transit shelter or bench which it caused to be installed and currently exists in the public right-of-way.

b. Transit shelters and bus benches shall be maintained in a state of good repair throughout the life of this agreement, and such services shall include, but not be limited to, refurbishing, reconditioning, and replacing worn or damaged transit shelters or bus benches if necessary.

c. Routine inspections and trash removal shall be performed.

d. Transit shelters and bus benches shall be repaired, removed, or replaced within 48 hours of notification to MTS of any damage, vandalism, or graffiti found on any transit shelter or bus bench.

4. Notices. MTS shall use its best efforts to notify the underlying property owners, as indicated on the most recent tax assessor's rolls, and building occupants that a new transit shelter or bus bench with or without advertising is proposed to be installed within 100 feet of their property in the public right-of-way prior to any transit shelter installation. Such notice will not be required if a shelter or bus bench currently exists and is simply being replaced by a new shelter or bus bench unless it is significantly modified.

5. Permits. New transit shelters shall not require any permit from the CITY. MTS's contractor will be required to comply with all rules, regulations, and laws of the CITY and any applicable state or federal laws.

6. Electrification. Notwithstanding Section 5 above, MTS's contractor will secure all electrical permits necessary for the installation of new shelters. Solar-powered shelters shall not require any permit, MTS's contractor shall assume all costs associated with lighting and powering transit shelters.

7. Revenue

a. MTS may derive revenue from the sale of advertising on its transit furniture. MTS will administer the transit furniture program (the "transit furniture program" collectively includes the MTS program of procuring and installing transit shelters and benches, maintenance of such shelters and benches, sale and display of advertising on certain shelters and benches, and the hiring and selection of contractors and vendors to assist

in these tasks). Prior to the revenue share provisions set forth below, MTS shall first be entitled to recover all costs to administer the transit furniture program.

b. Revenue Share with CITY. MTS agrees to pay to CITY net revenue generated from advertising under this MOU as follows:

i. "Net revenue" shall be defined as the gross revenue share received by MTS under its transit shelter and bus bench advertising contracts, less the costs to administer the transit furniture program. Net revenue shall be further limited to revenue less expenses that are directly related to shelters and benches located on CITY right-of-way. In the event a major capital expenditure is planned as part of the transit furniture program, MTS may deposit the CITY's net revenue into a reserve / capital account to accumulate sufficient funding for the CITY's pro rata portion of the transit furniture program capital expense. Upon request, MTS shall provide the CITY with a report on the transit furniture program costs and planned projects, including any net revenue being held in reserve to fund the program.

ii. The CITY share of net revenue shall be 10% for shelter advertising and 50% for bench advertising. The MTS share of net revenue shall be 90% for shelter advertising and 50% for bench advertising.

iii. Unless being held in a reserve account for a future transit furniture program expense under section 7(b)(i), MTS shall pay to CITY its net revenue share set forth in section 7(b)(ii) in quarterly installments.

iv. CITY agrees to program all revenue received from MTS under this MOU into its Capital Improvement Program for the following fiscal year. All revenue received under this MOU by CITY shall be spent on the installation of concrete bus pads, Americans with Disabilities Act improvements or other transit improvements mutually agreed upon by the parties at or near bus stop locations selected by and located in the CITY.

8. CITY and Private Furniture

a. Notwithstanding that the CITY has granted to MTS the exclusive authority to install bus benches and transit shelters within the public right-of-way in the CITY, MTS agrees to allow the CITY to authorize others to place transit shelters, benches and appurtenances in the public right-of-way conditioned upon those shelters, benches, and appurtenances being placed in such locations as the CITY and MTS may agree to from time to time.

i. Process. Private entities authorized to install transit shelters, benches, and appurtenances pursuant to this amendment will be required to provide the design, construction, and maintenance for the shelter and bench. Installation will be permitted through a CITY encroachment permit process. The location of the shelters or benches shall conform to the MTS Design Standard Guidelines. MTS



will provide the plan review for comment, but will not be responsible or liable for design, construction, or maintenance of the transit shelters or benches that are not installed as part of its existing shelter or bench contract.

ii. Indemnity. The CITY undertakes and agrees to defend, indemnify, and hold harmless MTS and any and all of MTS's officers, agents, employees, assigns, and successors in interest from and against all suits and causes of action, claims, losses, demands, and expenses including, but not limited to: attorney's fees and costs of litigation, damage or liability of any nature whatsoever for death or injury to any person including CITY employees and agents, or damage or destruction of any property of either party hereto or any third person in any section on the part of the CITY or its permitted private entities whether or not contributed to by an act or omission whether passive, active, or otherwise except for the sole negligence of MTS or any of MTS's officers, agents, and employees, in which case MTS shall hold the CITY harmless.

iii. Advertising. Advertising on the CITY's shelters or benches shall be solely for the purpose of announcing events of noncommercial nature taking place at an adjacent public facility owned or operated by the private entity authorized to install the shelter or bench and shall not be used for posting schedules of public meetings at the facility. Advertising space shall not be leased to any third party. Acknowledgement of sponsorship shall be permitted within the space reserved for advertising posters. All advertising posted on the shelters and benches must conform to the advertising criteria set forth in Section 2 of this agreement. MTS may make demand upon the CITY for the removal of any advertisement that does not conform to the aforementioned advertising criteria. Such demand shall be in writing and shall state reasonable grounds for the demand. The CITY shall consider and act upon the demand in accordance with those advertising criteria. Advertising display panels shall be configured in such a way to be similar to MTS's shelters and benches. Advertising display panels shall be no greater in size than those used in MTS's shelters and benches. MTS shall be given first-right-of-refusal to utilize one advertising panel in each shelter for the purpose of posting transit information.

iv. Insurance. The CITY shall require any permitted private entity to maintain insurance to same extent required of MTS pursuant to this Memorandum of Understanding.

v. Maintenance. For pre-existing and future benches, shelters, trash receptacles, and other bus stop infrastructure and amenities not installed by MTS: MTS does not assume any responsibility in this MOU for repairs, maintenance, cleaning, installation, replacement, removal, trash and recycling service, graffiti abatement, painting, or any other work not agreed to elsewhere. MTS will not be responsible for damage caused by furniture and amenities installed by the City or others (apart from MTS and/or its designees), nor for the

restoration of the area to City standard from any condition caused by the installation, damage, repair, or removal of any such infrastructure.

MTS shall maintain responsibility for all work related to the bus stop pole (if any), bus stop blade, and any MTS-provided information or amenities attached to the bus stop pole, including installation, repair, replacement, removal, cleaning, and graffiti abatement. MTS shall be responsible for MTS-provided and installed benches and shelters as specified in this agreement.

9. Hold Harmless. MTS undertakes and agrees to defend, indemnify, and hold harmless the CITY and any and all of the CITY's officers, agents, employees, assigns, and successors in interest from and against all suits and causes of actions, claims, loss, demands, expenses, including, but not limited to, attorneys' fees and costs of litigation, damage or liability, or any nature whatsoever, for death or injury to any person, including MTS's employees and agents, or damage or destruction to any property of either party hereto or third person in any manner arising by reason of or incident to the performance of this MOU on the part of MTS, except for active negligence of the CITY or any of the City's officers, agents, contractors or employees, in which case the CITY shall hold MTS harmless and MTS shall have no obligation to defend and indemnify the CITY or its officers, agents, employees, assigns or successors.

10. Termination of this MOU.

a. By CITY: The CITY may terminate this MOU if MTS or its contractor materially breaches the terms and conditions set forth herein, and the CITY shall owe no payment to MTS or its contractor. In the event the CITY terminates this MOU, the CITY may require MTS to remove every transit shelter and/or bus bench in the public rights-of-way. The City may terminate this MOU without cause, by serving upon MTS written notice of termination of this MOU three hundred sixty five (365) days in advance of said date of termination, and the CITY shall pay MTS the current value for every transit shelter or bus bench in the public right-of-way.

The method of calculating the current value of a transit shelter or bus bench will be as follows:

$$\text{CURRENT VALUE} = \frac{\left[ \text{Transit Shelter/Bus Bench Unit Price} \right]}{\text{Depreciation Period (in months)}} \left[ \text{Depreciation Period - Months in Service (in months)} \right]$$

For purposes of calculating the current value the transit shelter or bus bench:

- the unit price shall be the unit price listed in the contractor's financial plan submitted with the bid documents plus the installation costs of the bus bench or transit shelter;
- the depreciation period for transit shelters and bus benches will be ninety-six (96) months; and
- the number of months in service will be calculated from the date the transit shelter or bus bench is placed in service to the date of termination.

b. By MTS: MTS may terminate this MOU without cause, by serving upon CITY written notice of termination of this MOU three hundred sixty five (365) days in advance of said date of termination. No later than the date of termination, MTS shall either (i) reach an agreement with CITY for CITY to take possession and ownership of the transit shelters and bus benches that remain installed within the CITY, or (ii) remove each and every transit shelter and bus bench and restore the sidewalk to a safe and usable condition.

11. Insurance. During the term of the agreement, MTS shall require its contractor to maintain the following levels and types of insurance:

a. Comprehensive general liability insurance for bodily injury (including death) and property damage, which provides total limits of not less than two million dollars (\$2,000,000.00) combined single limit per occurrence. Coverages included shall be:

- i. Premises and operations;
- ii. Contractual liability expressly, including liability assumed under this agreement, with deletion of the exclusion as to performance of operations within the vicinity of any railroad bridge, trestle, track, roadbed, tunnel, underpass, and crossway;
- iii. Personal injury liability;
- iv. Independent contractors; and
- v. Cross-liability clause providing that the insurance applies separately to each insured except with respect to the limits of liability.
- vi. Such insurance shall include the following endorsement (copies of which shall be provided):
  - (1) Inclusion of the CITY, its officers, agents, and employees as additional insureds with respect to activities, services, or operations under this agreement;
  - (2) Inclusion of MTS, and its subsidiaries, its officers, agents, and employees as additional insureds with respect to activities, services, or operations under this agreement; and

- (3) Stipulation that the contractor's insurance is primary insurance and that no insurance of the CITY or MTS will be called upon to contribute to a loss.
- b. Comprehensive automobile liability insurance for bodily injury (including death) and property damage, which provides total limits of not less two million dollars (\$2,000,000.00) combined single limit per occurrence applicable to all owned, non-owned, and hired vehicles.
- c. Statutory workers' compensation coverage including a broad form all states endorsement; employer's liability insurance for not less than one million dollars (\$1,000,000.00) per occurrence for all individuals engaged in services or operations to implement this agreement, including an insurer's waiver of subrogation in favor of the CITY, their directors, officers, representatives, agents, and employees.
- d. MTS shall also provide CITY with satisfactory evidence of self-insurance that meets or exceeds the types and levels of insurance outlined above.

Notices. No notice, request, demand, instruction, or other document to be given hereunder to any party shall be effective for any purpose unless personally delivered to the person at the appropriate address set forth below (in which event, such notice shall be deemed effective only upon such delivery) or delivered by certified mail, return receipt requested, as follows:

To The CITY:  
Kris McFadden  
Deputy Chief Operating Officer  
City of San Diego  
202 C St., Suite 900  
San Diego, CA 92101

To MTS:  
Sharon Cooney  
Chief Executive Officer  
Metropolitan Transit System  
1255 Imperial Avenue, Suite 1000  
San Diego, California 92101

Notices so mailed shall be deemed to have been given forty-eight (48) hours after the deposit of same in any United States Post Office mailbox. The addresses and addressees, for the purpose of this paragraph, may be changed by giving written notice of such change in the manner herein provided for giving notice. Unless and until such written notice of change is received, the last address and addressee stated by written notice, or provided herein if no such written notice of change has been received, shall be deemed effective.

12. No Waiver. The waiver by one (1) party of the performance of any covenant, condition, or promise shall not invalidate this MOU nor shall it be considered a waiver by such party of any other covenant, condition, or promise hereunder. The waiver by either or both parties of the time for performing any act shall not constitute a waiver of the time for performing any other act or identical act required to be performed at a later time. The exercise of any remedy provided by law and the provisions of this MOU for any remedy shall not exclude other consistent remedies unless they are expressly excluded.
13. Severance. If any provision of this MOU is found to be unenforceable, the remainder of the provisions shall continue to be given full force and effect.

14. Amendments. No change in or addition to this MOU or any part hereof shall be valid unless in writing and properly authorized by the CITY and MTS.
15. Term. This MOU shall commence upon approval. MTS shall have the right to administer its transit shelter and bus bench programs through December 31, 2034. After December 31, 2034, this MOU shall continue on a year-over-year basis unless terminated by either party pursuant to Section 10, or new terms are defined and agreed to in writing by both parties.

SAN DIEGO METROPOLITAN TRANSIT  
SYSTEM

CITY OF SAN DIEGO

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Sharon Cooney  
Chief Executive Officer

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By: Kris McFadden  
Title: Deputy Chief Operating Officer

APPROVED AS TO FORM:

APPROVED AS TO FORM:

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Karen Landers  
General Counsel

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City of San Diego City Attorney's Office



## Policies and Procedures No. 21

Board Approval: ~~6/15/23~~5/16/24

**SUBJECT:**

MTS REVENUE-GENERATING DISPLAY ADVERTISING, CONCESSIONS, AND MERCHANDISE

**PURPOSE:**

To establish a policy and guidelines concerning a revenue-generating advertising, concessions, and merchandise program encompassing trolley stations, San Diego Metropolitan Transit System (MTS) property and facilities, and selected printed materials.

Advertising on bus shelters and benches within the public rights-of-way shall be governed by ~~the policies of the applicable jurisdiction or by agreement with each jurisdiction, as applicable. The City of San Diego policy is included as Attachment A.~~

**BACKGROUND:**

Public transit operators and administration agencies have historically utilized advertising, concessions, and merchandising programs to supplement operational and capital funds. A sound advertising and concessions program can be a viable, alternative income source while promoting transit use and ensuring rider convenience and safety. This policy advances the advertising program's revenue-generating objective while also prohibiting advertisements that could detract from that goal, such as by harming advertisement sales, reducing ridership or tarnishing's MTS's reputation. MTS's justifications for its advertising program and policy include:

- 1) Generating advertising revenue;
- 2) Increasing ridership by promoting MTS's services, programs and benefits;
- 3) Informing MTS riders of local, state or federal programs, services or benefits;
- 4) Preserving ridership by avoiding controversial content;
- 5) Preventing the risk of imposing controversial views on a captive audience;
- 6) Preserving the marketing potential of the advertising space by avoiding controversial content;
- 7) Maintaining a position of neutrality on matters of public debate; and
- 8) Reducing the risk of diversion of resources from transit operations that are caused by controversial content.



## POLICY:

It is the policy of MTS that advertising spaces on MTS property, which includes the exterior and interior of buses and light rail vehicles (LRVs), bus benches, bus shelters, related transportation facilities, and selective digital and printed materials, shall constitute a non-public forum subject to uniform viewpoint-neutral restrictions. This policy has been drafted to ensure a non-public forum status on its advertising spaces and MTS staff will accordingly enforce this policy with that intention.

The following guidelines will be reviewed by staff to reflect the current policies of the MTS Board of Directors and to reflect changes in the trends of social and economic acceptance and appropriateness of various forms of advertising and concessions.

#### 21.1 Advertising - Procedure

- 21.1.1 Safety, rider convenience, and information needs will take precedence over revenue generation.
- 21.1.2 Quantity, quality, and placement of all advertising will be controlled by and subject to the specific approval of MTS.
- 21.1.3 MTS reserves the right to reject any advertisement that does not meet the MTS Board of Director's standards as set forth in this policy.
- 21.1.4 Upon written demand by the Chief Executive Officer on stated grounds that shall be reasonable, any advertisement or other display deemed to be noncompliant with this policy shall immediately be removed. No refund shall be made for the time such objectionable material was on display.
- 21.1.5 MTS reserves the right to allow exceptions to the policy if MTS determines that application of the policy as written would likely be unconstitutional in any particular situation.

#### 21.2 Advertising - Permitted Content

The subject matter for all advertising materials displayed on MTS property shall be limited to Commercial Speech. Commercial Speech is speech that: does no more than propose a commercial transaction; or is an expression related solely to the economic interests of the speaker and its audience (e.g. promotes for sale, lease or other financial benefit a product, service, event or other property interest). Notwithstanding the above general rule requiring Commercial Speech, the following content are allowed:

- 21.2.1 MTS Operations Advertising that promotes MTS transit services, programs or products, including co-sponsorships with third parties that would increase ridership or otherwise support MTS's mission.
- 21.2.2 Public Service Advertisements from Local, State or Federal Governmental Agencies regarding public programs, public services and public events that are not otherwise prohibited under this Policy.

21.3 Advertising – Prohibited Content

No advertisement will be permitted that in whole or in part:

- a. intends to demean or disparage any individual, group, company, product or institution;
- b. contains false, deceptive or grossly misleading information;
- c. expresses or advocates an opinion, position or viewpoint on matters of public debate about economic, political, religious, social or moral issues;
- d. directly or indirectly refers to religion;
- e. is of a political or electoral nature;
- f. portrays, solicits or condones acts of violence, murder, sedition, terrorism, vandalism, or other unlawful acts against any individual, group, animal, company or institution;
- g. depicts nudity or portions of nudity that would be considered as pornographic, erotic or obscene. The rule of "public acceptance" should be used in such cases (i.e., if the advertisement has already gained public acceptance, then it may be considered as acceptable to MTS);
- h. contains messages or graphic representations of adult entertainment, such as escort services, adult telephone services, adult internet sites and other adult entertainment establishments;
- i. contains messages or graphic representations describing or suggesting explicit sexual acts, sexual organs, or excrement where such statements or words have as their purpose or effect of sexual arousal, gratification, or affront;
- j. promotes the use or ingestion of or offers in commerce the sale of marijuana, tobacco, electronic smoking product or any other device that causes smoke, mist or vapor, firearms, or firearm-related products;
- k. condones any type of discrimination;
- l. contains profane language and/or appearance or suggestion of profane language;
- m. contains any material that is an infringement of copyright, trademark or service mark;
- n. implies or declares an endorsement of MTS of any service, product or point of view without written authorization from MTS;



- o. depicts unsafe transit behavior aboard buses, trolleys, rail line tracks or other transit facility;
- p. is reasonably foreseeable that it will result in harm to, disruption of, or interference with the normal operations of MTS's transportation system;
- q. conflicts with any applicable federal, state, or local law, statute, or ordinance;
- r. impedes vehicular or pedestrian traffic, restricts the visibility of directional/traffic signs and informational material, encroaches on necessary sight lines (e.g., driver/operator view of waiting patrons) or presents any other safety risks or hazards (e.g., flashing lights, sound makers, mirrors or other special effects);
- s. contains a website address or telephone number that directs visitors or callers to material that violates any of the prohibitions within this policy; or
- t. is mischaracterized as a commercial advertisement but upon examination is intended to distribute a non-commercial message.

#### 21.4 Advertising – General Conditions

21.4.1 Advertising industry standard sizes will be used for all advertising treatments.

21.4.2 Advertising treatments will be maintained in "like-new" condition. Damage to the advertisement or its housing will be corrected within forty-eight (48) hours.

21.4.3 All advertisements shall clearly identify the sponsor(s).

#### 21.5 Advertising - LRVs and Buses

21.5.1 LRVs and buses, may carry wrap advertising formats rather than conventional advertising formats, at the discretion of the Chief Executive Officer.

21.5.2 Transit information material may be placed inside LRVs and buses at the discretion of the Chief Executive Officer. Such information can include, in accordance with this policy, the promotion of regularly scheduled public transit routes that will serve major community events. The subject matter and proposed advertisement regarding such event must comply with the provisions set forth under this policy.

21.5.3 Super King and Mural formats are approved for acceptable use on buses. The size specification for the Super King is 226 inches x 30 inches and is placed between the front and rear wheel wells on the street side of the bus. Murals are defined as encompassing the space under the vehicle

passenger windows on each side of the bus and extending from the front of the bus to just past the rear wheel well.

21.6 Advertising - Transit Centers, Major Transit Points, Stations, and Stops

- 21.6.1 Advertising treatments (housings) will be designed to complement the architecture of the transit centers/stations and the flavor of the surrounding community. MTS plan specifications will be followed wherever applicable. Advertising treatments will be designed, constructed, and placed in accordance with all applicable local, state, and federal standards.
- 21.6.2 Any unsold display advertising space within transit centers, major transit points, and stations will be allocated for MTS related advertisements and displays.
- 21.6.3 Alcohol advertisement shall not be placed on shelters or digital shelters within 500 feet from, or intended to be read from, the following: schools; libraries; public parks/playgrounds; municipal recreation centers or facilities; church-recognized, established, or stand-alone places of worship; daycare/preschool; hospitals; and cemetery/funeral homes.

21.7 Advertising - Printed Materials

- 21.7.1 Advertising space may be allowed in printed materials (e.g., timetables, maps, and informational brochures) at the discretion of the Chief Executive Officer.
- 21.7.2 Advertising space may be allowed on the reverse side of regional passes, tickets, and transfers at the discretion of the Chief Executive Officer.
- 21.7.3 No advertising space shall supersede necessary transit information and/or regulations.
- 21.7.4 At the discretion of the Chief Executive Officer, MTS may allocate space in printed materials to inform transit customers about private entities actively participating in transit services (e.g., pass and ticket-sales outlets).

21.8 Concessions

- 21.8.1 Concession formats, quantity, and placement will be approved and controlled by the MTS Board of Directors.
- 21.8.2 Contracts for any concession format or related development will be awarded in accordance with existing MTS policies.
- 21.8.3 During hours of business, concessionaires will provide the public with transit information materials as directed and supplied by MTS or its designated representative.
- 21.8.4 Concession treatments/structures will be designed to complement the architecture of the transit centers/stations and the flavor of the surrounding community. MTS plan specifications will be followed wherever applicable. Concession treatments/structures will be designed,

constructed, and placed in accordance with all applicable local, state, and federal standards.

21.8.5 Concession treatments/structures will not impede vehicular or pedestrian traffic, will not restrict the visibility of directional signs and informational materials, and will not encroach on necessary sight lines.

21.8.6 Concessionaire contracts will include remittance to MTS on a monthly basis.

21.8.7 Any and all concession on-site signing and displays will be in accordance with existing MTS policies and subject to approval of the Chief Executive Officer.

21.9 Merchandise

21.9.1 Any and all system-related merchandise will be of the highest available quality and project a positive transit image.

21.9.2 Merchandise licensing agreements and royalty payments will be made in accordance with existing MTS policies.

21.10 Revenue

All revenue received from any form of advertising shall be accrued according to MTS policy and allocated during the annual budget process.

21.11 Contractor Services

MTS may engage contractor(s) services for the development, implementation, management, and maintenance of advertising, concessions, and/or merchandise programs in conformance with existing MTS Board of Directors policies and in the best interests of MTS.

~~Attachment A – City of San Diego Advertising Policy~~

Original Policy approved on 5/9/1983.

Policy revised on 6/6/1985.

Policy revised on 7/9/1987.

Policy revised on 6/23/1988.

Policy revised on 3/22/1990.

Policy revised on 3/14/1991.

Policy revised on 4/9/1992.

Policy revised on 5/12/1994.

Policy revised on 8/11/1994.

Policy revised on 6/22/1995.

Policy revised on 3/27/1997.

Policy revised on 6/11/1998.

Policy revised on 2/22/2001

Policy revised on 2/26/2004.

Policy revised on 12/10/2009

Policy revised on 6/18/2015

Policy revised on 1/18/2018

Policy revised on 4/12/2018

Policy revised on 6/15/2023 (for a pilot period of two (2) years)

Policy revised on 5/16/25/2024

~~ATTACHMENT A~~

~~MTS POLICY NO. 21~~

~~CITY OF SAN DIEGO ADVERTISING POLICY~~

~~Subject:~~

~~ADVERTISING ON BUS STOP SHELTERS AND BENCHES~~

~~Background:~~

~~The City of San Diego (City) entered into a Memorandum of Understanding (MOU) with the Metropolitan Transit Development Board (MTS), adopted July 25, 1988, and amended February 25, 1991, and June 21, 1999, authorizing MTS to install bus stop shelters and bus benches in public rights-of-way in the City. Pursuant to the MOU, MTS contracted with third parties for the construction, installation, and maintenance of the bus stop shelters and benches. In exchange, MTS's contractors receive the proceeds from the sale of advertising space on the shelters and benches.~~

~~MTS regulated the content of the advertising placed on the bus stop shelters and benches according to its Policies and Procedures No. 21. After advertising containing a religious message was removed pursuant to that policy, valid concerns were raised that the policy may violate due process and first amendment rights governing public speech.~~

~~Purpose:~~

~~It is the intent of the City Council to establish a policy governing advertising on bus stop shelters and benches in the public rights-of-way within the City that will be included by amendment in the MOU between the City and MTS, and administered by MTS.~~

~~It is the further intent of the City Council to prohibit advertising on bus stop shelters and benches of alcoholic beverages, tobacco products, and firearms in recognition of the fact that many public transit patrons are minors, that possession of these products by minors is illegal and dangerous, and that advertising is a persuasive medium for encouraging the use of these products by minors.~~

~~This policy applies only to advertising space located in designated areas on bus stop shelters and benches, as described in the MOU between the City and MTS.~~

~~Policy:~~

~~Advertising on Bus Stop Shelters and Benches:~~

- ~~1. In its agreement with its advertising contractors, MTS shall reserve the right to reject any advertisement, commercial or noncommercial, which does not meet the standards set forth in this policy.~~
- ~~2. All advertising posted on bus stop shelters and benches must conform to the following criteria:~~

~~A. — Defamatory Advertising. No advertising will be permitted that falsely disparages any person, product, or company, or that is likely to damage the reputation of any person, product, or company.~~

~~B. — Advertising Condoning Criminal Conduct. No advertising will be permitted that is likely to incite or produce imminent unlawful activity.~~

~~C. — Obscene Advertising. No advertising will be permitted that contains obscene matter or matter harmful to minors, as defined in California Penal Code Sections 311 and 313.~~

~~D. — False Advertising. No advertisement will be permitted that contains false or grossly misleading information.~~

~~E. — Alcohol, Tobacco, and Firearms. No advertisement will be permitted that promotes the sale of alcoholic beverages, tobacco or tobacco products, or firearms.~~

~~F. — Existing Laws. All advertisements must conform to applicable federal, state, and local laws.~~

~~3. The City may make demand upon the Chief Executive Officer of MTS for the removal of any advertisement, commercial or noncommercial, that does not conform to this policy. Such demand shall be in writing and shall state reasonable grounds for the demand. MTS shall consider and act upon the demand in accordance with this policy~~



**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/2024**

## **Agenda Item No. 15**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

**SUBJECT:**

Broadway Wye Special Trackwork Design – Work Order Agreement

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors authorize the Chief Executive Officer (CEO) to execute Work Order WOA352-AE-35 under MTS Doc. No. PWL352.0-22 (in substantially the same format as Attachment A), with HDR Engineering, Inc. (HDR), in the amount of \$575,349.49 for the Broadway Wye Special Trackwork Design.

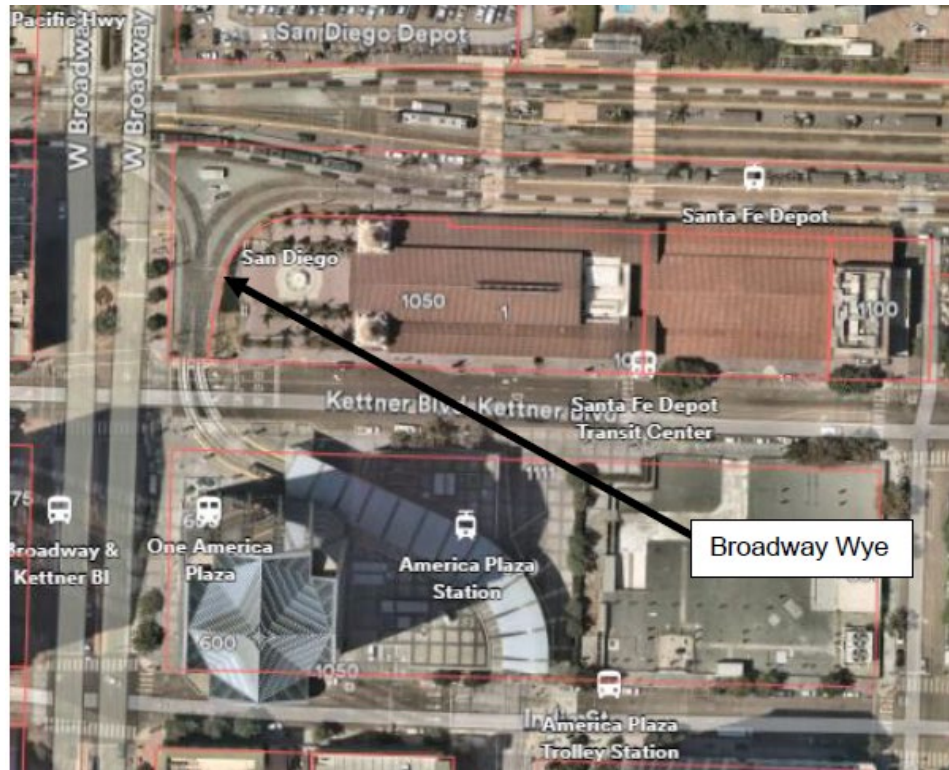
**Budget Impact**

The total contract cost for this work order is estimated to be \$575,349.49. This project will be funded by the Capital Improvement Program (CIP) account 2006121501.

**DISCUSSION:**

The Broadway Wye is a set of tracks just south of Santa Fe Depot and west of the America Plaza Trolley Station that allow trolleys to either connect between the southbound Green Line tracks that run along the bayside corridor between Santa Fe Depot and 12<sup>th</sup> & Imperial and the southbound Blue Line corridor that runs east through downtown towards 12<sup>th</sup> & Imperial, or to connect instead to head towards the Green Line or Blue Line corridors north of Santa Fe Depot.





This project is for design services to replace the special trackwork at the Broadway Wye. The project involves replacement of four (4) turnouts, two (2) diamond crossings, and adding a restraining rail on both West Bound (WB) and East Bound (EB) curves between the diamonds. The project will also include a new concrete sidewalk and a new custom grade crossing panel. The complete scope of work is provided in Attachment A. This project is necessary to improve operations and to maintain a State of Good Repair (SGR).

Today's proposed action would issue a work order to HDR, to complete design for special trackwork replacement.

#### Architectural and Engineering (A&E) Consultant Selection Process

On September 15, 2021, MTS issued a solicitation for On-Call A&E Design Services by Request for Statements of Qualifications (RFSQ) from firms with expertise in a variety of A&E design and related consulting services separated into the following three (3) categories:

- Category A: Comprehensive/Full Service – Five (5) prime contracts
- Category B: Small Business Set Aside – Three (3) prime contracts awarded to a certified Small Business (SB) or a Disadvantaged Business Enterprise (DBE) certified firm, (which is also considered to be a Small Business)
- Category C: Specialty Prime – Up to five (5) specialty service contracts

As a result of the RFSQ, seven (7) firms were selected to perform various A&E services. For projects requiring A&E Services, work orders will be issued to these firms.

On December 13, 2024, MTS staff issued a Request for Proposals related to the Broadway Wye Special Trackwork design services to all A&E firms in Categories A & B.

On January 25, 2024, MTS received one (1) proposal from HDR. The other on-call firms that received the solicitation chose not to submit a proposal.

On March 7, 2024, MTS issued a post bid survey to attempt to ascertain why the other on-call firms did not provide proposals for the project. MTS did not receive any responses to this request. Thus, and after reviewing the scope of services, MTS staff determined that the solicitation, as issued, did not contain language that would have restricted participation, and proceeded with evaluation of the single proposal from HDR.

On March 8, 2024, an MTS evaluation panel consisting of CIP and Maintenance of Way staff conducted its initial evaluation of HDR's proposal and awarded it the following score:

Ranking	Proposer Name	Total Score
1	HDR	97.33

As part of this evaluation, the evaluation panel concluded that HDR met the standards of being the "most qualified" A&E firm to provide the specified services.

For this project HDR will utilize the following subconsultants:

Subconsultant Name	Certification	Subconsultant Amount
Aguirre Engineering, Inc., DBA Aguirre & Associates	Small Business, Disadvantaged Business Enterprise	\$44,790.84

HDR's initial proposed amount for the services was \$618,018.94. Through negotiations, staff was able to reduce this amount by \$42,669.45. Based on the level of effort and proposed classifications HDR's final cost proposal in the amount of \$575,349.49 was determined to be fair and reasonable.

Therefore, staff recommends that the MTS Board of Directors authorize the CEO to execute Work Order WOA352-AE-35 under MTS Doc. No. PWG352.0-22 (in substantially the same format as Attachment A), with HDR, in the amount of \$575,349.49 for the Broadway Wye Special Trackwork Design.

/S/ Sharon Cooney  
Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachment: A. Draft Work Order MTS Doc No. PWL352.0-22WOA352-AE-35





**Metropolitan  
Transit  
System**

May 16, 2023

MTS DOC No. PWL352.0-22  
Work Order WOA352-AE-35

Mr. Thomas K. Kim  
Senior Vice President  
HDR Engineering, Inc.  
401 B Street, Suite 110  
San Diego, CA 92101

Dear Mr. Kim:

Subject: MTS DOC. NO. PWL352.0-22, WORK ORDER WOA352-AE-35; DESIGN SERVICES FOR SPECIAL TRACK IMPROVEMENTS – BROADWAY WYE

This letter shall serve as our agreement for professional services, Work Order WOA352-AE-12, under the General Engineering Consultant Agreement, MTS Doc. No. PWL352.0-21, as further described below.

#### SCOPE OF SERVICES

This work order shall provide design services for special track improvements at Broadway Wye. Work provided under this Work Order will be performed in accordance with the attached Scope of Services (Attachment A and A1)

#### SCHEDULE

The Scope of Services, as described above, shall remain in effect for a period of eighteen (18) months from the date of the Notice to Proceed.

#### PAYMENT

Payment shall be based on actual costs in the amount not to exceed \$575,349.49 without prior authorization of MTS.



Please sign below, and return the document to the Contracts Specialist at MTS. All other terms and conditions shall remain the same and in effect.

Sincerely,

Accepted:

Sharon Cooney  
Chief Executive Officer

\_\_\_\_\_  
Thomas K. Kim  
HDR Engineering, Inc.

Date:\_\_\_\_\_

Attachments: Attachment A, Scope of Services  
Attachment A1, Consultant's Proposal  
Attachment B, Negotiated Fee Proposal

ATTACHMENT A  
SCOPE OF SERVICES

**TITLE: Design Services for Special Trackwork WOA #: WOA352-AE-35  
Improvements - Broadway Wye**

**I. PROJECT DESCRIPTION**

This project is associated trackwork to Broadway to facilitate improved operations and to maintain a state of good repair. The work for this project includes the following tasks items:

- Replace four (4) existing turnouts with new turnouts, excluding power switches ( remove and replace).
- Replace two (2) existing diamond crossings as shown on Exhibit A. Design shall incorporate necessary earth enclosure to accommodate future maintenance. Diamond in road crossing will have an earth enclosure, Diamond in open ballast will not.
- Replace existing rail between special trackwork as shown on Exhibit A. The rail shall be head hardened, 115 RE (Railway Engineering) on Concrete ties.
- Incorporate restraining rail on inner rail of both west bound (WB) and east bound (EB) curves between where the diamonds to be replaced.
- To incorporate in design about the localized drainage issue near existing switch points as shown on Exhibit A.
- Replace the existing condition with new concrete sidewalk as shown on Exhibit A.
- Replace the existing condition with custom grade crossing panel, or concrete/elastomer infill – evaluation to be provided.
- Designer to identify contract bonding for special trackwork.
- All trackwork shall be coordinated to minimize rework of existing overhead catenary system.

The work order will provide 50, 95, and 100 percent construction documents which includes plans, specifications, and cost estimate to support construction the improvements as described herein. The Consultant shall also develop separate procurement packages to support MTS in owner procuring long lead items, specific to special trackwork.

**II. SCOPE OF WORK**

The scope of work shall consist of the following tasks and deliverables:

**TASK 1: WORK ORDER MANAGEMENT**

This task includes project management services associated with this work order, including the requirements for progress reports, invoicing, meetings, quality assurance/quality control (QA/QC), and administration of the Consultant's and subconsultant's work.

- 1.1 Provide project management services including the requirements for invoicing, scheduling, monthly project progress reports, and administration of the Consultant's team. Consultant will submit one copy of a monthly progress report consisting of a written narrative to the MTS PM.
- 1.2 Provide project coordination with MTS as well as coordination with other project stakeholders as necessary.
- 1.3 Provide coordination and oversight of subconsultant(s) and integration of plans and specifications into submittal packages.

- 1.4 Provide QA/QC which will be performed on all deliverables. To confirm quality of work and compliance with the scope of work, the consultant shall perform a systematic in-house review of all documents produced prior to submittal. All reviewed documents will have a check box or signature page indicating review has been performed.
- 1.5 It is anticipated that monthly team meetings will be established and attended by up to three (3) consultant team members. In addition, design review meetings will be held follow each milestone submittal to address comment resolution. Each review meeting will be attended by up to three (3) consultant team members.

## **TASK 2: FIELD SURVEY AND INVESTIGATION**

### **2.1 Field Survey**

The Consultant shall perform field survey needed to develop the existing topography to support design efforts within the vicinity as bound and defined in Exhibit A. Features to be collected shall include but not be limited to top of rail, key points of existing special trackwork, overhead catenary system (OCS) poles, roadway and roadway crossing features along access roads, fences, signs, utility boxes, etc. Additionally, ground shot cross sections will be obtained for roadway crossing locations. A DTM (Digital Terrain Models) of collected points will be provided.

The Consultant shall provide a survey control sheet to support proposed improvements within the Project footprint.

### **2.2 Site Investigation**

The Consultant shall conduct initial site visit with project team to examine existing infrastructure and confirm existing conditions.

Additional site visits may be performed as necessary during contract for site condition verification as the design progresses. During these site visits the attendance of the project team may be requested for consultation.

During the site visits the Consultant shall perform field observations, take photographs, measurements, calculations, etc., as necessary to support design development of the project.

## **TASK 3: DESIGN SUPPORT SERVICES**

Consultant shall develop final design documents that shall include Plans, Specifications, and Estimates (PS&E) for the project. In addition, a separate procurement package shall be developed to address 'long-lead' items associated with this project are procured early to mitigate delays to the project schedule. At a minimum the items anticipated to be included in the procurement package consist of: turnouts, crossovers and diamonds, including any associated track mounted equipment (e.g. earth box for switch machines). The anticipated milestone submittals for the construction package are 50%, 95%, and 100%.

### **3.1 Track Design**

The existing turnouts, crossover, diamonds, and adjoining trackwork is to be removed and replaced with new track components, in-kind or similar as determined by MTS, in accordance with

Exhibit A. The existing track section shall be removed to existing hardpan and the new section will be constructed with the installation of the new track component.

The turnouts, and crossover shall be No. 6 switches, and frogs within mainline track shall include a standard flange way and be of RBM (Rail Bound Manganese Frogs) style.

All turnouts and crossover are operated with M23 Switch Machines. Existing switches shall be removed and re-installed, protect in-place all wiring and junction boxes as shown in Exhibit A.

Replace all existing mainline track with new track on concrete ties between the special trackwork from Broadway to Santa Fe depot.

It is anticipated that no improvements will be constructed within public right-of-way of the City of San Diego, and therefore coordination and approvals with the City's development services will not be necessary and are excluded. Any needed traffic control shall be the construction contractor's responsibility and shall be defined as such within the construction documents, and development of traffic control plans is excluded.

No coordination with CPUC (California Public Utilities Commission) is anticipated as the project is considered a maintenance project and no changes to track or roadway profiles are anticipated and is excluded.

### 3.2 Project Specifications and Estimate

Consultant shall develop project specifications and a detailed cost estimate. The specifications shall accompany the submittal starting with the 50% and 95% submission and the cost estimate shall accompany each submission provided. In addition, a detailed bid list shall be provided with the 100% submission. It is anticipated that the proposed specifications shall be developed based on previous MTS construction contracts of similar type work using MasterFormat Standard, with estimates based on similar historical data from similar past projects.

An estimate shall also be developed and provided with the final procurement package, covering material procurement costs.

### 3.3 Procurement Package

Consultant shall develop a procurement package based on the final design project details to support owner procurement of long-lead items defined previously. The procurement package shall include adequate details for manufacturers to use in developing shop drawings for approval by MTS.

## **TASK 4: CONSTRUCTION STAGING AND WORK PLAN**

Consultant shall develop a construction staging and work plan to be approved by MTS. The staging and work plan shall be incorporated into the plans and specification indicating the order of the work and staging to maintain LRT (Light Rail Transit) operations. The staging plan shall be developed in conjunction with MTS operation and will consider operational limitations imposed on MTS by major events, conventions which generate substantial ridership at certain times.

## **TASK 5: PROCUREMENT BID SUPPORT AND SHOP DRAWING REVIEW**

Consultant shall provide support to MTS in owner procurement of special trackwork material. This support shall include responding to inquiries from prospective manufactures and providing necessary updates to the procurement package through the issuance of addenda. It is assumed up to two (2) addenda will be issued and will provide as needed support over a two -month period, assuming two (2) hours week to respond to general inquiries and other support to MTS.

Consultant shall provide support to MTS in reviewing shop drawings for the special trackwork related to the project. This effort shall be limited to twenty-four (24) hours.

### III. PERIOD OF PERFORMANCE

The period of service shall be eighteen (18) months from the date of the Notice to Proceed.

### IV. DELIVERABLES

50%, 95%, and 100% Plans, Specifications, and Estimate. Provide a PDF of each document included for submission to MTS.

A standalone procurement package as needed for MTS to procure long lead items. The procurement package will be submitted at time of 100% submission and include appropriate plans, specifications, and cost estimate.

<i>General</i>	<u>Construction Package Sheet Count</u>	<u>Procurement Package Sheet Count</u>
Title Sheet and Index	1	1
MTS General Notes	1	1
Legend/Symbols/Abbreviations	1	1
Survey Control Sheet	1	-
<b><i>Track</i></b>		
Demolition Plans	2	-
Geometry Tables	2	2
Track Plan & Profile Plans	2	2
Track Profiles	2	-
Typical Sections	TBD	TBD
Straight Turnout Detail	TBD	TBD
Crossover Detail	TBD	TBD
Diamond #1 Detail	TBD	TBD
Diamond #2 Detail	TBD	TBD
Special Trackwork Details	TBD	TBD
Infill Rubber Rail Interface Detail	TBD	TBD
Cast-in-place concrete track Detail	TBD	TBD
Bond Wire Detail	TBD	TBD

### **Civil Sheets**

<b>General</b>	<b><u>Construction Package Sheet Count</u></b>	<b><u>Procurement Package Sheet Count</u></b>
Plan View	TBD	TBD
Civil Details	TBD	TBD
<b>Construction Phasing</b>		
Plan View	TBD	TBD
<b>Total Sheets</b>	TBD	TBD

**V. SCHEDULE OF SERVICES/MILESTONES/DELIVERABLES**

A. Tasks Schedule

<b><u>Task</u></b>	<b><u>Begin/End Dates</u></b>
Project Management and Coordination	NTP/NTP + 10 months
Field Survey	NTP/NTP + 1 month
50% Submittal	NTP/NTP + 5 months
95% Submittal	NTP/NTP + 7 months
100% Submittal	NTP/NTP + 9 months
Procurement Support/Shop Drawing Review	SNTP/SNTP + 9 months

B. Milestones/Deliverables Schedule

<b><u>Milestone/Deliverable</u></b>	<b><u>Due Date</u></b>
Field Survey	1 month following NTP
50% Submittal	5 months following NTP
95% Submittal	7 months following NTP
100% Submittal	9 months following NTP
Procurement Package	9 months following NTP
Show Drawing Review	As needed

**VI. MATERIALS TO BE PROVIDED BY MTS AND/OR THE OTHER AGENCY**

MTS shall provide available as-builts and mainline trackwork – “if available”.

**VII. SPECIAL CONDITIONS**

Any condition listed below applies solely to this Work Order and does not otherwise alter the Agreement or other Work Orders.

1. MTS shall be responsible for all review/permit costs associated with the project.



### **VIII. MTS ACCEPTANCE OF SERVICES:**

Contractor shall not be compensated at any time for unauthorized work outside of this Work Order. Contractor shall provide notice to MTS' Project Manager upon 100% completion of this Work Order. Within five (5) business days from receipt of notice of Work Order completion, MTS' Project Manager shall review, for acceptance, the 100% completion notice. If Contractor provides final service(s) or final work product(s) which are found to be unacceptable due to Contractors and/or Contractors subcontractors negligence and thus not 100% complete by MTS' Project Manager, Contractor shall be required to make revisions to said service(s) and/or work product(s) within the Not to Exceed (NTE) Budget. MTS reserves the right to withhold payment associated with this Work Order until the Project Manager provides written acceptance for the 100% final completion notice. Moreover, 100% acceptance and final completion will be based on resolution of comments received to the draft documents and delivery of final documentation which shall incorporate all MTS revisions and comments.

Monthly progress payments shall be based on hours performed for each person/classification identified in the attached Fee Schedule and shall at no time exceed the NTE. Contractor shall only be compensated for actual performance of services and at no time shall be compensated for services for which MTS does not have an accepted deliverable or written proof and MTS acceptance of services performed.

### **IX. DEFICIENT WORK PRODUCT**

Throughout the construction management and/or implementation phases associated with the services rendered by the Contractor, if MTS finds any work product provided by Contractor to be deficient and the deficiently delays any portion of the project, Contractor shall bear the full burden of their deficient work and shall be responsible for taking all corrective actions to remedy their deficient work product including but not limited to the following:

- Revising provided documents,

At no time will MTS be required to correct any portion of the Contractors deficient work product and shall bear no costs or burden associated with Contractors deficient performance and/or work product.

### **X. DELIVERABLE REQUIREMENTS**

Contractor will be required to submit any and all documentation required by the Scope of Work. The deliverables furnished shall be of a quality acceptable to MTS. The criteria for acceptance shall be a product of neat appearance, well-organized, and procedurally, technically and grammatically correct. MTS reserves the right to request a change in the format if it doesn't satisfy MTS's needs. All work products will become the property of MTS. MTS reserves the right to disclose any reports or material provided by the Contractor to any third party.

Contractor shall provide with each task, a work plan showing the deliverables schedule as well as other relevant date needed for Contractor's work control, when and as requested by MTS.

Contractor's computer data processing and work processing capabilities and data storage should be compatible with Windows compatible PC's, text files readable in Microsoft Word, and standard and customary electronic storage. Contractor shall maintain backup copies of all data conveyed to MTS.

Contractor shall provide MTS with hard copy or electronic versions of reports and/or other material as requested by MTS.

### **XI. PRICING**

Except where otherwise noted herein, pricing shall be firm and fixed for the duration of the Work Order and any subsequent Change Orders/Amendments to the Work Order. There shall be no escalation of rates or fees allowed.

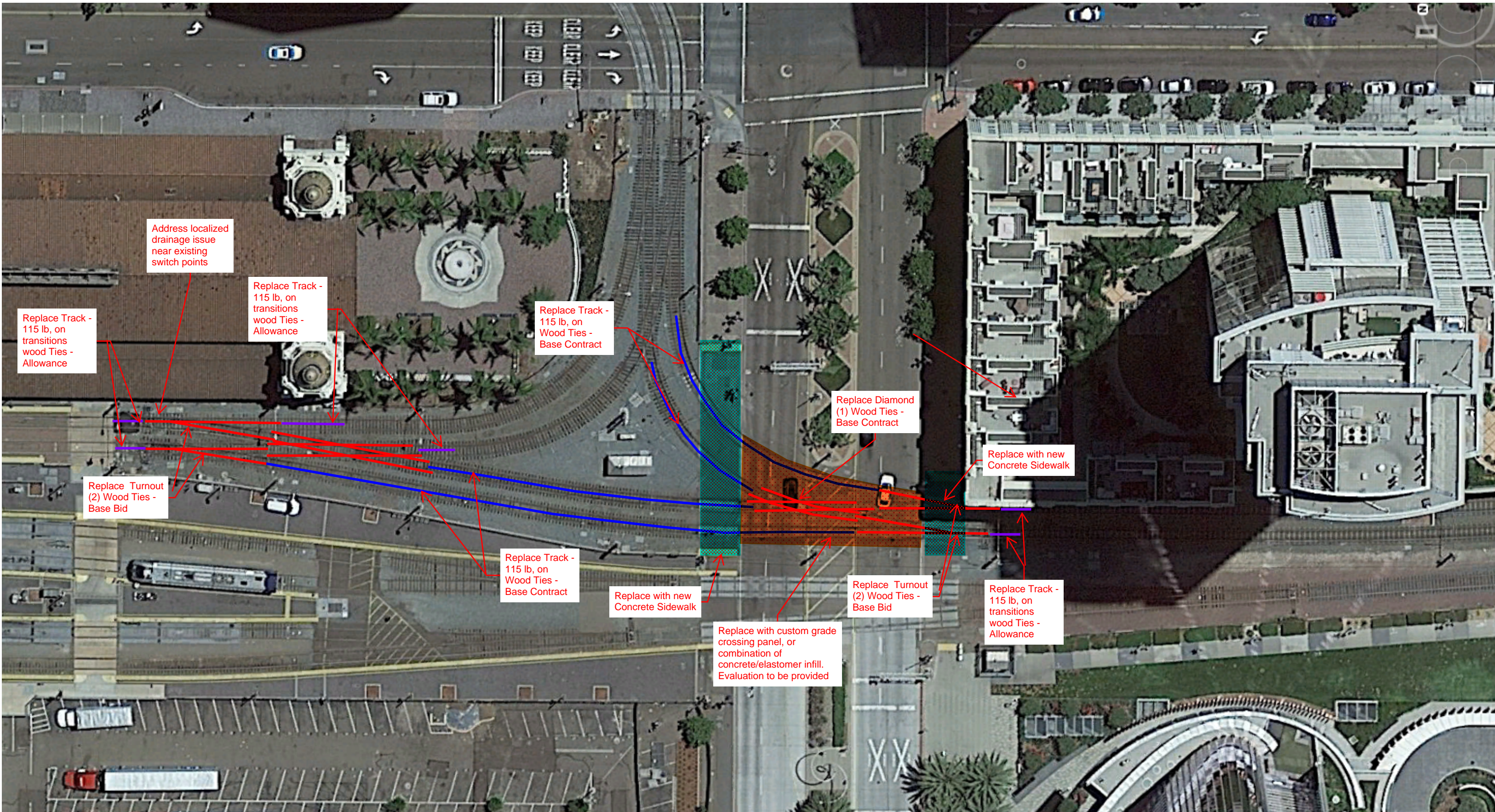
**XII. ADDITIONAL INFORMATION**

List additional information as applicable to the specific Work Order scope of services.

**XIII. PREVAILING WAGE**

Prevailing wage rates apply to certain personnel for these services?  Yes  No

**Exhibit A**



ATTACHMENT A1  
CONSULTANT'S PROPOSAL



Proposal

# Special Track Improvements - Broadway Wye

**WOAXXX-AE-35**

Metropolitan Transit System (MTS)

January 2024





January 25, 2024


Mr. Steve Augustyn, Contract Officer  
Metropolitan Transit System (MTS)  
1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101


**RE: HDR's Proposal for Special Track Improvements - Broadway Wye - WOAXXXX-AE-35**


Dear Steve Augustyn and Members of the Selection Panel:


HDR Engineering, Inc. (HDR) is privileged to provide this proposal in response to the request dated December 13, 2023, for the provision of design services for special track improvements at the Broadway Wye.

The HDR Team, led by our Contract Manager, Ryan Boley, PE, and our Work Order Manager, Janine Andres, PE, includes a host of technical experts who are committed partners with MTS to support the necessary improvements to the Broadway Wye project. Based on HDR's longstanding belief that people do projects, not companies, we continually seek to integrate the premier expertise and direct relevant experience through the people we assign to our engagements. We have hand selected the members of this team because of the unique attributes and expertise they offer, which perfectly suit the needs of this project. The HDR Team is the right partner to collaborate with MTS to deliver responsive, efficient support. Selecting the HDR Team provides MTS with:

 **Proven History of Delivery, Familiarity with Project Site.** Our extensive local knowledge allows seamless task execution without the need for a learning curve. The HDR Team has contributed to the success of several key projects for MTS, including the Middletown Double Crossover, America Plaza Rail Replacement, and Turnouts 9 and 11. These projects have similar features, including special trackwork and grade crossing improvements. Our team is familiar with both MTS' objectives and the project site.

 **Trusted Partner to MTS.** The HDR Team has worked with MTS since 2016, and we are committed to working with you to find opportunities and solutions to your challenges. Contract Manager, Ryan Boley, PE, and Work Order Manager, Janine Andres, PE, have been part of the local engineering community for years, helping successfully deliver important programs in San Diego, many in support of the MTS system. Janine has direct, relevant experience as designer and project manager on MTS projects, including Yard A Ladder Turnouts, Middletown Double Crossover, Orange Line Track Improvements, and the Six At-Grade Crossing Upgrades, providing her with a thorough understanding of MTS' design requirements. Both Ryan and Janine have strong relationships with MTS staff as well as the San Diego cooperating partners, and possess a strong knowledge and understanding of operations, business practices, and needs of MTS.

 **Local Team Supported by National Track Experts.** The HDR Team consists of key team members who have successfully worked together on several local and national projects. Our team leverages local knowledge and expertise with a depth of regional and national subject matter experts. Our track experts specialize in the design of complex special trackwork layouts throughout the nation. As part of this expertise, HDR has been contracted by special trackwork manufacturers to produce fabrication shop drawings for a variety of transit and light rail applications.

 **Complete In-house Capability and Depth of Resources.** HDR has comprehensive in-house capability, thereby affording better coordination among team members and cost effectiveness. Our cohesive team provides MTS with local expertise, a depth of technical resources, and a cost-efficient mix of the right level of expertise to achieve project goals and tackle challenges head-on, producing buildable solutions that can be constructed within available track closures. Our history of collaboration nationally stands as a testament to our team's ability to seamlessly navigate intricate projects, making the HDR Team an unparalleled choice for realizing your vision.

We understand how important this project is to MTS and the local public, and are fully committed to working together. We acknowledge receipt of Addendum No. 1 dated December 26, 2023, and the Question-and-Answer Set 1 dated January 12, 2024. We welcome the opportunity to meet with you and further discuss our qualifications, expertise, and approach. Please feel free to contact our Work Order Manager, Janine Andres, by phone at 619.471.1947 or by email at Janinekhrista.Andres@hdrinc.com to discuss this proposal.

Sincerely,  
**HDR Engineering, Inc.**



**Thomas T. Kim, PE** (CA, No. 57374)  
Senior Vice President



**Ryan Boley, PE** (CA, No. 64880)  
Contract Manager



**Janine Andres, PE** (CA, No. 94612)  
Work Order Manager

# 1

## Project Team



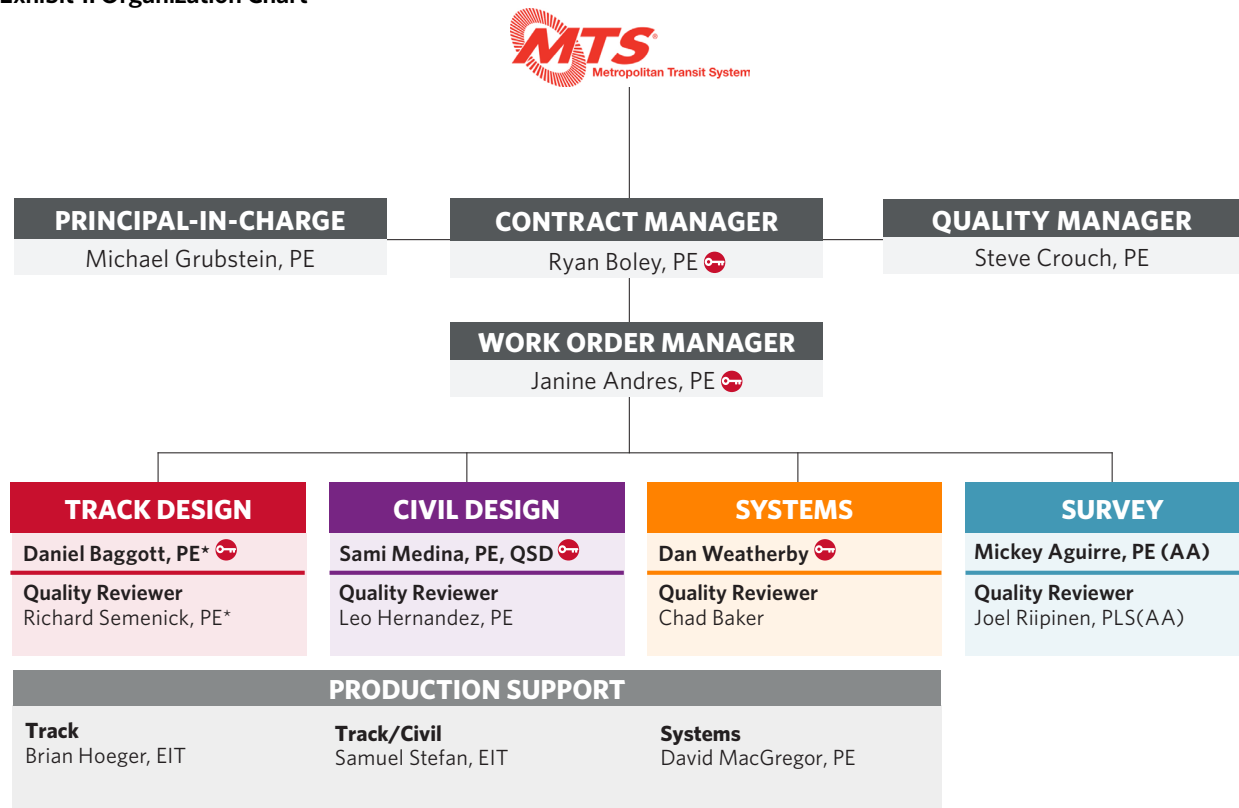


# 1. PROJECT TEAM

## a. Qualifications and Relevant Individual Experience

Meeting MTS' needs for this project will require a dedicated team with the management and technical experience needed to deliver site survey and design services related to plans, specifications and estimates (PS&E) and procurement support for the replacement of existing special trackwork located at the intersection with West Broadway. We have assembled a comprehensive team of hand-selected personnel with proven expertise in delivering transit projects involving special trackwork and switch replacement design locally and nationally. Our proposed team, as shown below in **Exhibit 1. Organization Chart**, has the depth of resources necessary to properly deliver this project. On the following page, we highlight the qualifications and relevant experience of each key person who is being proposed for this project.

**Exhibit 1. Organization Chart**



**SUBCONSULTANTS**

AA Aguirre and Associates DBE

**LEGEND**

Key Personnel

All staff are HDR unless otherwise noted.

\*PE registered in another state.

## The HDR Team is dedicated, qualified, and available to work toward MTS' goals

Contract Manager, Ryan Boley, and Work Order Manager, Janine Andres are ideally suited for this assignment and will be supported by key leads Daniel Baggott, Track Design Lead; Samuel (Sami) Medina, Civil Design Lead; and Dan Weatherby, Systems Lead. To further complement our team for this project, we have the support of Principal-in-Charge, Michael Grubstein; Quality Manager, Steve Crouch; Quality Reviewers, Richard Semenick, Leo Hernandez, Chad Baker, and Joel Riipinen; and Production Support, Brian Hoeger, Samuel Stefan, and David MacGregor. This project delivery team has been hand-selected due to their specific expertise and direct, relevant experience delivering similar projects.

### » Project Leadership Team Highlights



**Ryan Boley | Contract Manager**

Brings 25 years of experience working on the MTS trolley system to provide invaluable guidance and leadership with a focus on delivery and collaboration



**Janine Andres | Work Order Manager**

Leverages direct MTS project experience to deliver innovative, safe, and constructable design solutions



**Daniel Baggott | Track Design Lead**

Utilizes extensive track experience to identify issues with existing special trackwork and develop improved designs



**Sami Medina | Civil Design Lead**

Evaluates the most practical design for cost and constructability efficiency



**Dan Weatherby | Systems Lead**

Leverages specialized transit and light rail transit (LRT) systems expertise to mitigate risks and identify solutions early

## b. Unique Qualifications of Key Personnel

We have assembled the right team, with the right experience, that is available at the right time to successfully deliver your scope of work on schedule and within budget. Following, we highlight key personnel qualifications, years of experience, and similar project experience. Full resumes for key personnel are included in the Exhibit section of this proposal and full resumes for all team members are available upon request.



**Ryan Boley, PE** ◌ | Contract Manager  
 Years of Experience: 25 years

Ryan brings significant MTS experience and expertise in project management and technical oversight on transit projects. Working with MTS staff for the past 25 years, he provides invaluable guidance and leadership through his experience and lessons learned. Ryan successfully completed multiple projects on behalf of MTS and San Diego Association of Governments (SANDAG), such as the Downtown Stations project, Blue Line Low Floor Improvements project, and other challenging projects such as Middletown Double Crossover and Orange Line Track Improvements.

### » Similar Project Experience

- MTS, Orange Line Track Improvements - Design Project Manager
- MTS, Middletown Double Crossover - Design Project Manager
- MTS, America Plaza Rail Replacement Project - Design Project Manager
- MTS, Yard A Ladder Turnouts - Contract Manager
- SANDAG, Blue Line Low Floor Improvements Project - Design Project Manager
- North County Transit District (NCTD), On-Call Rail & Transit Engineering - Project Manager



**Janine Andres, PE** ◌ | Work Order Manager  
 Years of Experience: 9 years

Janine is a professional engineer with more than nine years of experience in the design and management of rail projects in both track and civil disciplines. She has worked on projects for various stakeholders, including MTS, SANDAG, and NCTD. Her experience as designer and project manager on MTS projects, including the Yard A Ladder Turnouts, Middletown Double Crossover, Orange Line Track Improvements, and Six At-Grade Crossing Upgrades, provides her with a thorough understanding of MTS' design requirements. In addition to her professional experience, Janine has utilized the San Diego trolley as her main mode of transportation for several years, giving her a unique perspective of MTS' operation and maintenance needs.

### » Similar Project Experience

- MTS, Yard A Ladder Turnouts - Project Manager/Rail Engineer
- MTS, America Plaza Rail Replacement Project - Track Designer
- MTS, Commercial Street - Track Designer
- MTS Middletown Double Crossover - Track Designer
- San Gabriel Valley Council of Governments (SGVCOG), Montebello Blvd Grade Separation Phase II - Design Lead and Task Manager
- NCTD, Six At-Grade Crossing Upgrades - Track Designer



**Daniel Baggot, PE\*** ◌ | Track Design Lead  
 Years of Experience: 10 years

Daniel is distinctly qualified to be the track lead due to his extensive experience on railroad alignment, design and procurement of special trackwork, and track inspection. He can identify issues with existing special trackwork and develop improved designs to meet MTS' needs. Daniel has worked on a variety of light rail systems throughout the nation on both new construction and replacement projects. In addition to design, he is a qualified Federal Railroad Administration (FRA) Part 213 track inspector and is qualified with FRA continuously welded rail (CWR) requirements. With national expertise, he will provide a broad range of solutions to design obstacles and offer a unique perspective of best practices.

### » Similar Project Experience

- New Jersey Transit, Design Services for Track Switches Located at Newark Penn Station and Branch Brook Park Station - Senior Rail Engineer
- Metro Transit, LRT Special Trackwork Replacement - Interchange - Senior Rail Engineer
- Confidential Client, Special Trackwork Design - Track Designer
- Utah Transit Authority, FrontRunner Forward Environmental Studies - Rail Task Lead



**Sami Medina, PE, QSD** ◌ | Civil Design Lead  
 Years of Experience: 16 years

Sami has more than 16 years of experience in civil engineering, with a special concentration on roadway, track, drainage, and grading. He is proficient in the Caltrans standards and local standards (LOSSAN design criteria, San Diego County regional standards, City of San Diego standards, and MTS Designing for Transit Manual). During his tenure, he has played a key role as a civil lead on PS&E design projects throughout Southern California, including the Mid-Coast Light Rail Corridor. Sami's broad experience has proven useful to evaluate the most practical design for cost and constructability efficiency. His experience includes development of detailed cost estimates and software design/implementation. Sami's range of expertise has proven invaluable in multidisciplinary projects where cross-disciplinary coordination is critical. His experience as lead designer for a wide range of civil engineering disciplines is key to identifying potential design limitations and providing efficient solutions.

### » Similar Project Experience

- SANDAG, Mid-Coast Light Rail Corridor - Lead Engineer
- Port of Long Beach, Pier B On-Dock Rail Support Facility Program Final Design - Senior Engineer
- Brightline, Brightline West - Technical Advisor
- UP, Jurupa Grade Separation - Technical Advisor



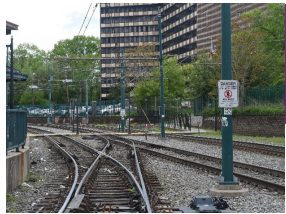
**Dan Weatherby** | Systems Lead  
 Years of Experience: 29 years

With more than 29 years of experience, Dan will be leading the systems effort. He has developed and commissioned vital and non-vital application software for both LRT and transit/freight interlockings. He has also provided construction management services for several transit double-tracking projects, reviewing and approving commissioning plans, product submittals, and final signal inspections. He is well versed in American Railway Engineering and Maintenance of Way Association (AREMA) practices and FRA rules and regulations pertaining to signal and highway grade crossing warning systems. Dan's experience in project design, procurement, and construction of similar projects allows him to anticipate potential systems complications at all phases of the project and identify solutions early on.

» **Similar Project Experience**

- SANDAG, MTS Blue Line Project - Signal Engineer
- SANDAG, San Ysidro Yard Improvements Project - Signal Engineer
- SANDAG, South Line Freight Project - Engineering Director
- SANDAG, Sorrento Valley Double Track Project - Signal Engineer
- SANDAG, San Elijo Lagoon Double Track Project - Signal Design Manager

**SIMILAR PROJECT PERFORMANCE HIGHLIGHTS**



**Design Services for Track Switches Located at Newark Penn Station and Branch Brook Park Station | New Jersey Transit**

The scope of work for the Newark Light Rail System switch replacement includes Branch Brook Park (Switches 5 and 7W) and Penn Interlocking (Switches 5 and 7). HDR is providing

switch replacement design and construction documents for the procurement and installation of the special trackwork items, including new signal equipment complementing each of the locations. Work includes the survey, geometry layout, equipment clearance analysis, special trackwork drawings for solicitations to suppliers, specifications, estimate, and construction staging.

HDR staff inspected each location and developed a conceptual report complete with three alternatives for each switch location. HDR offered recommendations based on New Jersey Transit staff discussions, industry research, best practices, industry reference codes such as AREMA, Transit Cooperative Research Program Track Design handbook for Light Rail Transit, and HDR staff operating experience from former transit careers. Drawings and specifications packages were produced for solicitation of a third-party contractor to install.

» **Key Elements**

- Field inspections
- Special trackwork design improvements
- Geometry derivations
- Construction staging
- Material specifications



**On-Call Architecture and Engineering (A&E) Design Consulting Services | MTS**

HDR is helping MTS achieve its vision of a more accessible and sustainable comprehensive regional system by assembling a team of experts familiar with the current and future needs of MTS' bus and rail system. HDR has delivered 11 work orders, including right-of-way (ROW) management support, light rail rehabilitation, building design, facility design, and bus electric charging facilities. Specific, relevant projects we have worked on include:

**Yard A Ladder Turnouts:** HDR is currently developing final design for the replacement of five existing turnouts and switches (one of which was a combination of standard turnout geometry mixed with non-standard components), a crossover, and three diamond crossings within and adjacent to the MTS Yard A. We developed custom steel housing designs to ease maintenance of heavily trafficked embedded diamond crossings along the mainline. Proposed work was coordinated closely with MTS to eliminate impacts to the existing overhead catenary system and minimize track closures during construction. HDR will also provide assistance during the procurement process of long-lead special trackwork, anticipated to begin mid-year 2024.

**Middletown Double Crossover:** HDR developed final design for a double crossover north of the existing Middletown Station in order to provide increased operational flexibility on MTS' existing Blue Line. HDR worked closely with a subconsultant and OCS consultant to provide the ideal crossover layout in a very constrained section of the corridor adjacent to a station. Due to the complexity of installing the trackwork within an active railroad environment adjacent to the LOSSAN tracks, HDR worked diligently with stakeholders to develop an acceptable phasing plan to provide adequate construction windows while minimizing operational impacts.

**Orange Line Track Improvements:** HDR developed final design for multiple locations along MTS' existing Orange Line to replace an existing crossover, provide grade crossing improvements at two crossings, remove a universal crossover within a station, and install a new universal crossover outside of the station limits. These designs were consolidated into one construction package with the Middletown Double Crossover project with several additive alternatives, requiring flexibility within the team and close coordination with MTS and other third parties, including the City of San Diego. Due to unforeseen budgetary issues, HDR worked diligently, displaying our flexibility in working with MTS on several iterations to define the base contract and its supplements requiring updates to the contract drawings, specifications, and bid forms, allowing for a successfully awarded base bid package.

**America Plaza Rail Replacement:** HDR developed final design for the replacement of existing rail at the America Plaza Trolley Station, replacement of the adjacent grade crossing located at Kettner Boulevard, and the removal and replacement of stock rails and switch points for two right-hand turnouts. HDR has proven experience providing design services under various project delivery methods, including Job Order Contract (JOC), the method used on America Plaza Rail Replacement.

» **Key Elements**

- MTS On-Call work orders
- Collaboration with core MTS Engineering and MOW staff
- Special trackwork procurement package
- Special trackwork construction package
- Complex phasing plan



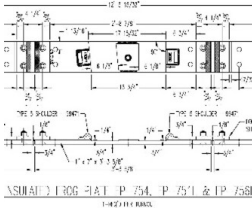
### LRT Special Trackwork Replacement - Interchange | Metro Transit

HDR was selected to provide final design plans for the replacement of three worn No. 6 turnouts within the interchange interlocking. The turnouts within the interlocking had experienced unexpected wear over their short lifespan. As part of the effort, HDR conducted an analysis of existing operations and standards, determining that the wear was partially caused by inconsistencies between the wheel profiles and back-to-back dimensions of the LRT vehicles in operation and the AREMA special trackwork that had previously been installed.

After field inspection and consultation with vendors, design progressed, replacing worn special trackwork components, including all rails and frogs and targeted DF plate replacement. Two of the turnouts were part of a double crossover which required modifying the end and center frogs to accommodate a new guard check gage to reduce future wear patterns.

#### » Key Elements

- Memorandum outlining the root causes of wear and a mitigation strategy for the special trackwork
- Special trackwork procurement package
- Special trackwork construction package



### Special Trackwork Engineering Drawings | Confidential Client

HDR has provided special trackwork engineering drawings for various configurations from double slip switches to typical turnouts of many different hands and sizes. In doing so, we have an intimate knowledge of how the parts of special trackwork packages fit and the role they play. Our team has a rare skillset which allows us to build a turnout in computer-aided design and drafting (CADD) consisting of the geometry, layout, necessary parts, fasteners, points, rail frogs, and support system into a drawing package ready for fabrication. This allows us to understand the supply side in the rail and transit industry and gives our team exposure to many different special trackwork standards across North America. This intimate knowledge translates into the actual inspection of special trackwork when required. Understanding the “nuts and bolts” and having qualified staff as per 49 CFR Part 213 Subparts A through F and AREMA-recommended practices, strengthens our experience for successful special trackwork designs and proper installations that require commissioning for service.

#### » Key Elements

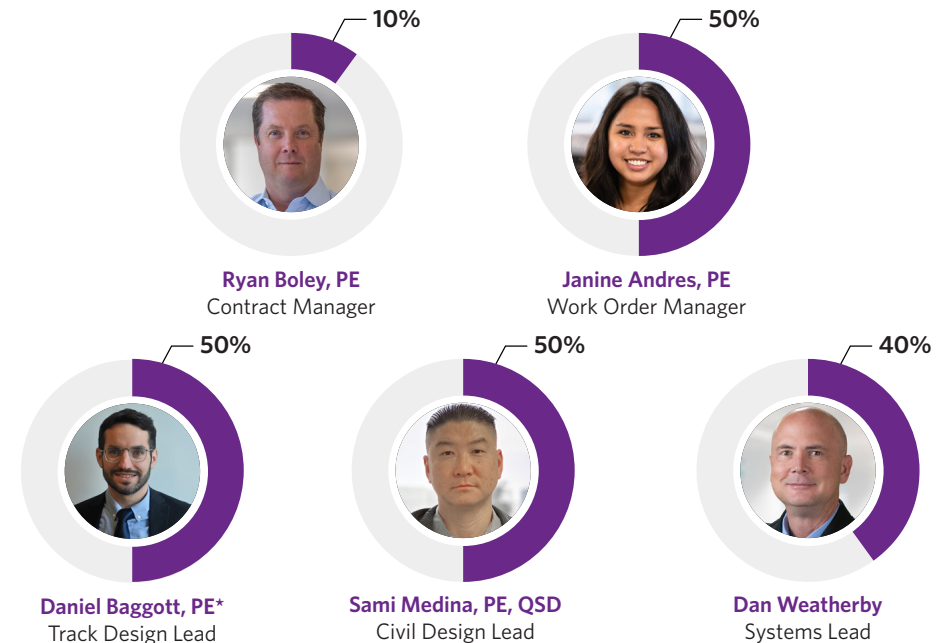
- Special trackwork geometry
- Support layout – direct fixation, concrete ties, composite ties, steel ties with various fastening systems
- Switch points packages, track rod layout and interfaces
- Various sizes and types of frogs, including movable points, rail bound manganese, and monoblock
- Double crossovers, right-hand and left-hand turnout packages
- Turnout packages for multiple transit systems and freight railroads

## c. Key Personnel Time Commitment

### LOCAL RESOURCES AND NATIONAL EXPERTISE

Selecting the HDR Team provides MTS with an experienced local Work Order Manager, local knowledge and expertise, and a depth of resources backed by regional and national subject-matter experts. Each of the proposed team members will be dedicated to the project, with staff available at HDR’s Downtown San Diego office and available to MTS staff, as needed. In **Exhibit 2. Key Personnel Commitment** below, we quantify the availability of each key team member at NTP. The team will further draw upon support from HDR’s local and national experts who will bring a wealth of experience to MTS.

#### Exhibit 2. Key Personnel Commitment



### HDR TEAM BENEFITS TO MTS



**A TRUSTED PARTNER TO MTS AND PROVEN TEAM TO ADVANCE PROJECTS AND MANAGE RISK**



**LOCAL TEAM WITH NATIONAL TRACK EXPERT SUPPORT**



**PROVEN HISTORY OF DELIVERY, FAMILIARITY WITH PROJECT SITE**

# 2

## Project Team Capabilities



## 2. PROJECT TEAM CAPABILITIES

### a. Management, Coordination, and Scheduling Abilities

The HDR Team has significant experience working with MTS staff dating back many years on various projects. For this work order, we are providing direct access to our experienced team of experts to deliver this project as detailed in **Section 1. Project Team**. Further, our commitment to manage this work order and deliver on schedule is detailed in **Section 3. Project Understanding and Approach**, drawing on our resources from local, regional, and national levels to bring in the right expertise.

Janine Andres, PE, as the Work Order Manager, is ideally suited to lead this project due to her experience managing and designing various transit projects throughout San Diego. With over nine years of experience working with MTS on various projects, including the Yard A Ladder Turnouts and America Plaza Rail Replacement project, Janine understands the nuances of the project location and has worked closely with MTS management, operations, and maintenance staff to understand their operational needs and design expectations. Ryan Boley, PE, as the Contract Manager, has worked on many MTS projects, including Blue Line Crossovers, Downtown Improvements, and the Building A Communications and Electrical Improvements to name a few. He has been closely involved with MTS projects and operational requirements since moving to San Diego in 1999. Ryan has a thorough understanding of our team members' capabilities and is a proven engineering team leader.

#### WORK ORDER MANAGEMENT PLAN

HDR has demonstrated its ability to work with MTS, along with local agencies and critical stakeholders, on each project. Our approach to project management is collaborative and seeks to build consensus among stakeholders. For the subject work order, we will develop a Work Order Management Plan (WOMP) similar to those used in successful delivery of other MTS projects, but customized to the specific needs and size of this contract work order request.

Our proven WOMP provides seamless coordination and project execution to deliver work products on time and within budget. We developed this unique management tool as a company standard on all our projects, including each work order we have delivered for MTS. We made specific adjustments to the WOMP to focus on MTS practices and requirements. It is a living document used as a communication tool among our Contract Manager, Work Order Manager, and the project team, so that clear expectations and goals are established throughout each assignment. It is critical that scopes are clearly defined and that both the MTS Project Manager and our HDR Work Order Manager have the same understanding and expectations at the start of a project.

Our approach begins even before the start of our contractual services. As we have demonstrated on our ongoing MTS work orders, we strive to avoid surprises by proactively communicating project goals, expectations, scope, schedule, and budget. The graphic to the right, **Exhibit 3. Work Order Management Plan**, illustrates our four-part WOMP that will be tailored for this work order and includes operations, communication, quality management, and production.

Exhibit 3. Work Order Management Plan



**1. Operations Plan.** The Operations Plan will assign the appropriate staff and make sure that they have clear direction and well-defined deliverables and fully understand the scope, process, schedule, budget, and priorities. Project document control and subconsultant management guidelines will be defined.

**2. Communication Plan.** The Communication Plan will establish the internal communication protocol to ensure that project concerns, issues, and directions will be handled promptly and effectively, resulting in minimized delays and revisions. It will also inform the external partner agency, public, and stakeholder communication protocol to maintain one consistent voice and message through all activities and communications. Our core leadership team will meet on a biweekly basis to ensure your expectations are met, key action items are addressed, and new action items are assigned a champion and due date. The Communication Plan will be distributed to the entire team and defines the roles and responsibilities of each team member, including our teaming partner.

**3. Quality Management Plan.** The Quality Management Plan (QMP) will ensure that the project deliverables meet HDR's, MTS', and local agencies' (if applicable) standards. The QMP will list mandatory management reviews, deliverable reviews, and interdisciplinary reviews with dates and identified reviewers, including our teaming partner.

**4. Production Plan.** The Production Plan will outline each team member's responsibilities, procedures for initiating and advancing the work, and timing of preparation of products, including our teaming partner. Design criteria and CADD standards will be defined.

In addition, we utilize our Risk Management Plan which is a living document in the form of a risk register that will identify potential risk items for each phase of the project or work order, their probability of occurrence, and mitigation measures to minimize those risks.

## b. Other Ongoing Projects

The HDR Team is committed to the Broadway Wye project. Our Work Order Manager, Janine Andres, currently supports the MTS Yard A Ladder Turnouts project as the project manager. The project is anticipated to ramp down in February 2024 with procurement support beginning in July 2024. Janine's support for other projects is in a limited capacity so she is committed and available to deliver the Broadway Wye project through final design and procurement. The project's time commitment is not long-term in nature and through work planning efforts between our offices, we will successfully maintain the appropriate workload for our staff and will bring in support from other offices as required for additional depth or expertise.

Our key personnel have worked together on projects for MTS as well as on projects nationally. We bring the necessary range and depth of expertise to deliver the Broadway Wye project on schedule. As shown in **Exhibit 1. Key Personnel Commitment** on page 05 and **Exhibit 3. Project Team Availability** on page 08, the percentage commitment level of this project is both reasonable and attainable. HDR is well positioned to support this project from beginning to finalization, and the proposed team is committed to providing the level of support needed for successful project completion.

## c. Management of Quality Assurance and Quality Control Efforts

The HDR Team's approach to quality assurance and quality control (QA/QC) starts with HDR's fundamental corporate philosophy that quality is every team member's responsibility. HDR's emphasis on quality focuses on a comprehensive and tailored Quality Management System (QMS) that involves an established and formalized peer-review process by industry experts. Our QA/QC program procedures provide structure for tasks that are an inherent part of any well-managed project.

HDR understands that QA and QC are not synonymous: quality assurance is an auditing function whereas quality control is a checking function. The technical accuracy of our work products is verified using independent review processes established and formalized throughout the industry, including detailed checks and reviews for sound and complete deliverables.

## d. Management/Control of Project Costs

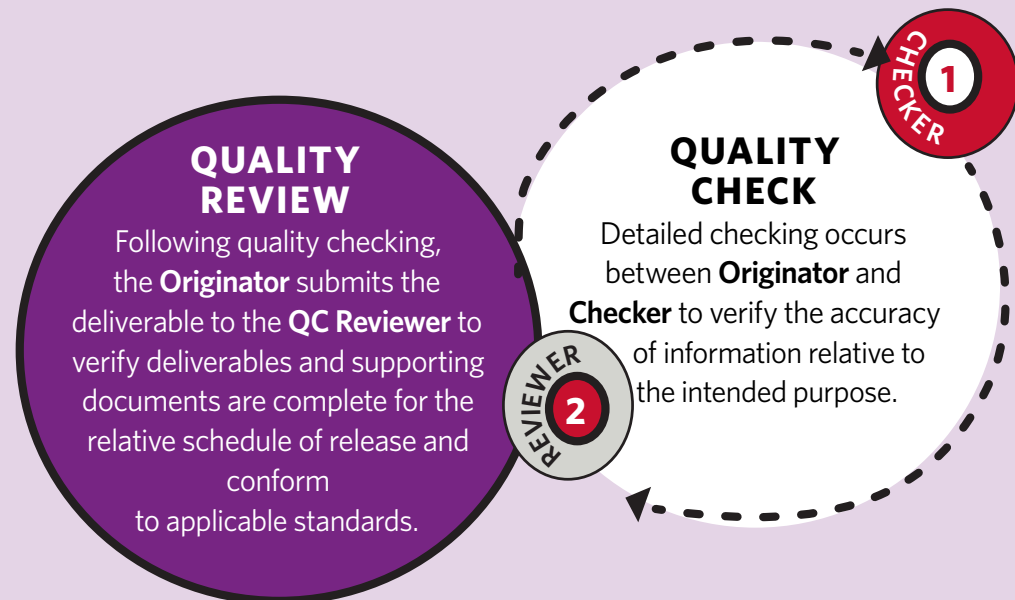
Upon Notice to Proceed (NTP), we implement a process to monitor project budget and schedule within the Operations Plan. Weekly cost sheets, including subconsultant charges, will show labor and indirect costs by task. This information and a detailed estimate of progress made during each reporting period will be used to monitor status. We will conduct planned independent management reviews at each submittal milestone to track project progress.

Through weekly internal meetings, our team will constantly reassess project progress to determine if we are within the approved budget and whether the approved schedule is being met. If we find that either one of those indicators is compromised, the Work Order Manager and key leads will determine corrective measures and the resources necessary to maintain project schedule and develop a plan to deliver the project within the approved budget. If there is a change in scope, we will closely communicate any issues with the MTS Project Manager and work together to mitigate impacts.

### QUALITY MANAGEMENT SYSTEM

Our goal is to set the industry benchmark for excellence in services. We accomplish this through work well done, staying true to purpose, and exercising discipline.

Project reviews occur throughout project execution to facilitate communication between the Work Order Manager and HDR management. Our QMS utilizes the data, reports, and figures captured through project controls and the WOMP. Managing the quality of deliverables is essential to minimizing cost and schedule overruns on projects.



## PROJECT CONTROLS

HDR implements several strategies and tools to help execute the WOMP and track, control, and report cost and percentage completion on a task-by-task basis for all of our projects. They include the following:

### SCHEDULING

We understand the importance of project schedules and timely delivery and are well versed in both Primavera software and Microsoft Project to develop resource-loaded Critical Path Method (CPM) schedules. Project schedules adhere to the WBS as outlined in the work order scope, depicting major milestones and steps necessary to complete each task. The schedules are maintained on a biweekly basis.

### BUDGET AND SCHEDULE CONTROL AND REPORTING

From the beginning of a work order, we work with the MTS Project Manager to develop financial metrics. Weekly cost sheets show direct and indirect costs for each task. This information and a detailed estimate of physical progress during each reporting period will be used to monitor status. A budget management spreadsheet, monthly progress report, and invoice are also submitted to the MTS Project Manager. If there is a need for an amendment, it will first be discussed with the MTS Project Manager and then communicated appropriately with the team to support the implementation of needed change.

### EARNED VALUE

Earned Value Management (EVM) objectively measures project performance and progress. EVM can combine measurements of scope, schedule, and cost in a single integrated system, and is notable for its ability to provide accurate forecasts of project performance issues. We have applied this methodology internally on our MTS work orders. This tool assists the Work Order Manager in determining a project's variance of schedule and budget so recovery plans can be developed, if needed.

### DOCUMENT CONTROL

We will use ProjectWise for internal document storage. This file-sharing system allows access control and collaboration for the entire project team. Document control procedures are included in HDR's WOMP. The WOMP contains the breakdown of subfolders and provides direction regarding where each document should be properly filed. Our entire information technology system is backed up each day so information is not lost. ProjectWise also handles version control, which becomes critical in the development of reports and specifications.

### SCOPE CONTROL

At times, scope change can be inevitable throughout a project's duration. Reasons may include revisions to purpose and need, exploring new technologies, a shift in the organization's priorities, new legislation and/or regulations, and impacts of other projects in the vicinity. Change management is critical to scope control and can be managed with proper communication among team members and documented through updates to the WOMP. In addition, our project management review meetings cover scope evolution and identify ways for our team to mitigate scope changes. Our plan focuses on evaluating the original scope and identifying potential fees that can be redirected to address required scope items without adversely impacting project delivery if there is a change in scope.

## INVOICING

On a monthly basis, HDR submits an invoice to reflect actual cost on all active work orders and will provide MTS the following to substantiate the validity of the invoice for each work order: an invoice coversheet; work order breakdown; budget management spreadsheet; Disadvantaged Business Enterprise (DBE) compliance data; and progress report. HDR ensures that other direct costs (ODC) and subconsultants are in compliance with the master contract.

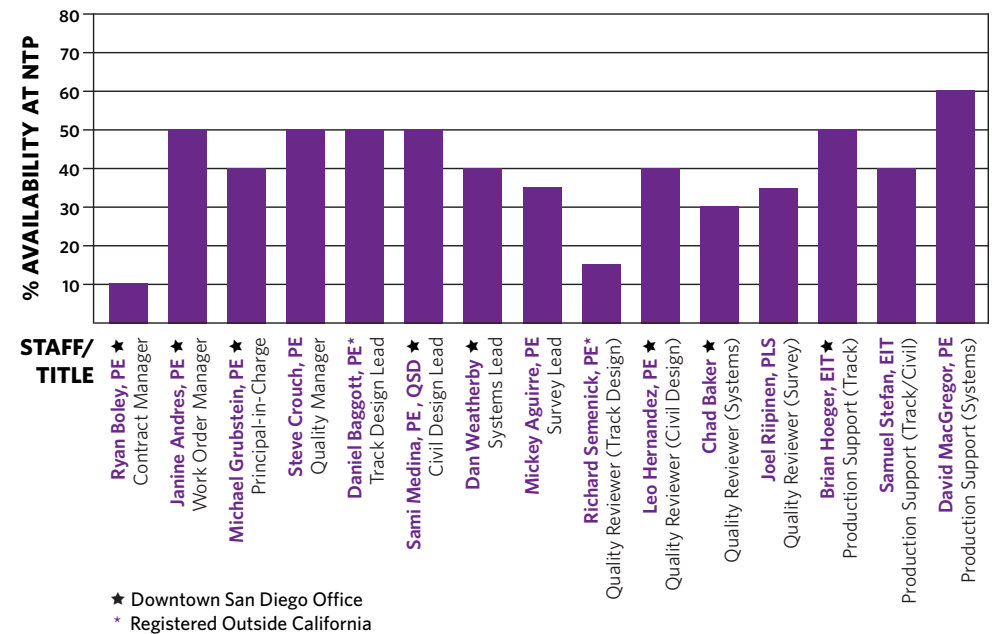
## RISK MANAGEMENT

At the start of a work order, we assess risks by developing a risk register where each item is assessed independently. Subsequently, we analyze the probability versus impact (threat or opportunity) this might have on the project via a standard Excel-based approach with mitigation measures to minimize those risks. We review the risk register on a monthly basis so appropriate actions are taken to avoid or minimize schedule delays and control budget.

## e. Staff Availability and Commitment

The proposed team members identified for this project have worked on projects similar to Broadway Wye locally and nationally. We bring the necessary experience and depth of expertise to the deliver Broadway Wye on schedule. Each of the proposed team members will be dedicated to the project, with the majority available at HDR's Downtown San Diego office and will be available to MTS staff, as needed. As shown below in **Exhibit 4**, HDR is well positioned to support this project from beginning to finalization, and the proposed team is committed to providing the level of support required to successfully deliver the project.

**Exhibit 4. Project Team Availability**





# 3

## Project Understanding and Approach



# 3. PROJECT UNDERSTANDING AND APPROACH

## a. Demonstrated Knowledge and Staff Abilities to Meet the Scope of Work



The Broadway Wye project requires a team that is competent in several disciplines, including track, civil, and signaling; has a proven track record of supporting MTS in maintaining its infrastructure; and is familiar with designing track and special trackwork replacement while limiting impacts to operations. The HDR Team brings this experience through past MTS

projects with similar challenges and constraints, such as the Middletown Double Crossover and various track improvements along the Orange Line.

This HDR Team also brings unique experience working directly for a special trackwork supplier performing engineering fabrication drawings for special trackwork and custom special trackwork layouts for various transit and light rail systems across America. This experience allows HDR staff to drill down to the very nuts and bolts in finite detail of track components. Understanding how special trackwork is fabricated and assembled to make up a precise operating assembly is one of HDR's key advantages.

### OUR UNDERSTANDING OF THE PROJECT

The Broadway Wye is a junction point for three trolley lines (Blue, Green, and Silver); the Blue Line is the busiest trolley line in San Diego and the Silver Line serves a large population of residents, tourists, and commuters throughout Downtown San Diego. The Broadway grade crossing is a multipurpose crossing that services both the Santa Fe Depot Station and America Plaza. The Santa Fe Depot Station serves the Coaster and Amtrak in addition to the MTS trolley and bus, making it a principal transportation hub in Downtown San Diego. With the planned increase of service on the Blue and Green Lines in the summer of 2024, it is imperative that the upgrades within this crossing are done in coordination with adjacent stakeholders Amtrak, BNSF, and NCTD.

We had the opportunity to walk the site in 2022 to review the existing conditions; we are very familiar with the goals and the needed support to make the Broadway Wye a successful project. There are several key elements to incorporate into the design, which we discuss in more detail in the Project Approach that follows, including:

- the drainage issues at Turnouts 139 and 141
- evaluating the need for full replacement of Turnouts 131 and 133 on the south approach as discussed in the pre-proposal meeting
- evaluating an existing frog at a tie-in on the approach to America Plaza based on past field discussions
- an approach to provide improved access for maintenance to the embedded diamond or ways to reduce needed maintenance through use of custom pre-cast panels or a mix of concrete and elastomeric rail products
- a phasing plan that will minimize impacts to rail operations and pedestrian/roadway closures

As the project is currently defined, it can avoid the need for a California Public Utilities Commission (CPUC) General Order 88-B approval, however, proposed improvements will consider feedback received from recent projects related to pedestrian and vehicle safety. Although improvements within the City of San Diego (City) ROW could be required, we anticipate limiting improvements to within 2 to 3 feet of the nearest rail to stay within the maintenance footprint of MTS. Due to the profile of both the rail and roadway, a smooth transition appears feasible within those limits.

Our team has previously supported MTS in segregated procurement and construction contracts, and we are familiar with your bidding practices and can effectively collaborate with suppliers as requested during the material procurement. Our familiarity and relationships with the MTS team and neighboring stakeholders allow us to reach out to the right people to obtain meaningful feedback regarding existing conditions and design constraints. In addition to our local team that is well versed in local standards, our track design colleagues in New York, Daniel Baggott and Richard Semenick, will provide complementing expertise through their extensive experience in designing special trackwork for light rail agencies nationwide.

Together, our team will provide an innovative design that will upgrade MTS infrastructure and ease maintenance through one of the major rail/roadway interfaces in Downtown San Diego.

## b. Project Approach

### TASK 1: WORK ORDER MANAGEMENT

Each successful project starts with one key element, a mutually agreed-upon understanding of the project's goals and expectations and a scope of work that aligns with those. We anticipate working with the MTS Project Manager during negotiations to confirm the scope of work and expectations, and will continue that process throughout the project, providing flexibility as needed to accommodate changes.

HDR will work closely with MTS during the life of the project. Monthly coordination meetings will be held with the design team, MTS, and other stakeholders as needed, to discuss the design, schedule, and budget as the project evolves through each milestone submittal. In addition to monthly coordination meetings with MTS, the HDR design team will meet biweekly to review the progress of the project, identify design conflicts, and discuss our path forward.

At HDR, we hold ourselves accountable. A vital aspect of smart design is quality of work. HDR has a robust QMP that is performed on deliverables prior to being submitted. A detailed check will be performed on PS&E for consistency and accuracy. A quality review by a senior engineer with expertise in the given field will follow to identify fatal flaws. Once a submittal is approved, our design team will meet to discuss any prevalent gaps and will work to correct them or coordinate potential solutions with MTS at our subsequent coordination meeting.

The HDR Team will work with MTS to develop the project schedule and budget in a proactive manner. Internally, our team will track and assess critical path items and provide updates through our monthly coordination meetings and progress reports. We are committed to delivering quality work on time, but understand that unforeseen challenges may come up as the project evolves, so our team remains flexible in supporting the needs of MTS.



## TASK 2: FIELD SURVEY AND INVESTIGATION

A preliminary site visit will be coordinated to walk the site with MTS and the survey team will confirm and coordinate the final survey plan. This will provide an opportunity to confirm survey limits, key elements to capture, and overall density of data collection.

Field survey, to be conducted by Aguirre and Associates (DBE), our survey subconsultant partner, will be scheduled within the first month of the project. Having field data gathered early on will allow our design team to analyze the existing conditions of the project limits and identify any concerns.

A site investigation with MTS will follow once survey data have been reviewed to revisit the scope of work, discuss questions, verify unexpected survey data and, generally, get a better understanding of maintenance and operational expectations of the project. During the site investigation, HDR will take photographs, measurements, calculations, and notes to support design development of the project.

To secure a state of good repair, evaluation of existing M-23 powered switch machines, dap ties, and related rod assemblies will need to be completed. Given the location of Broadway Wye and its importance for the efficient circulation of transit within downtown San Diego, HDR suggests replacing existing equipment that is approaching or beyond its end-of-service condition. This could include new switch machines, switch rods, and layouts.

## TASK 3: DESIGN SUPPORT SERVICES

Having worked with MTS on several light rail improvement projects since 2016, HDR understands MTS' requirements and how to get the work done. A collaborative workshop approach allows our teams to work together seamlessly when solving design concerns. Open communication between our teams has proven effective on many successfully delivered projects.

The track design team will analyze the existing special trackwork layouts and develop solutions to rehabilitate or replace components. Track design options are expected to vary from minor rehabilitation to full switch and track replacement as determined necessary by field and operations analyses, and as noted in the pre-proposal conference.

Following the field inspection and as-built review, the track team will have a detailed component list of the switches, such as evaluating the need for full replacement of Turnouts 131 and 133 on the south approach, as discussed in the pre-proposal meeting. If it is determined that the entire assembly needs to be replaced, varying options will be explored using current best practices for special trackwork. These replacements will be designed to

match the existing track geometry of the current alignments unless proven applications can be presented as improvements determined from research and current best practices. We are very cognizant of the fact that while we will refer to AREMA, special consideration will be given to the specific LRT vehicles and wheels in use. In addition, as noted in a past field inspection with MTS, an evaluation of the tie-in points will be necessary due to issues with an existing frog on approach to America Plaza.

In evaluating the interface between the track and roadway, we will coordinate with manufacturers of pre-cast panels as an approach to provide improved access for maintenance of the embedded diamond or ways to reduce needed maintenance through use of custom pre-cast panels or a mix of concrete and elastomeric rail products. This effort will need to be initiated early on based on the time needed to effectively coordinate and develop elegant solutions. The limits of both roadway and sidewalk will be further evaluated to minimize the removal and replacement that allows conformance with ADA regulations, while limiting to within the MTS maintenance responsibility limits.

The track team will coordinate with civil and signal disciplines throughout the design process to ensure drainage, pavement, and signal components are all integrated into the design. Coordination with MTS departments will also be crucial in developing the proposed design and phasing approach that is compatible to comply with existing and future operation and maintenance plans.

Turnouts 139 and 141 are currently impacted by stormwater. A combination of slotted drains north of the switch points (similar to what we designed at Turnouts 1 and 3 at the 12th and Imperial Station), along with supplemental subdrainage along the trackway, could provide a cost-effective solution without tying into the City's storm drain system, as requested during the pre-proposal meeting. It would be designed such that a future phase of construction could address connection to the City's system.

HDR brings unique experience working directly for an industry supplier performing engineering fabrication drawings for special trackwork and custom special trackwork supported by various types of timbers and direct fixation systems for different transit and light rail systems across America. HDR has also procured special trackwork for clients, resulting in several successful installations. This experience allows the HDR Team to drill down to very nuts and bolts in finite detail of track appliances. Our understanding of how special trackwork is fabricated and assembled to make up a precise operating assembly is an advantage that will offer MTS reduced effort and cost savings in both design and construction.

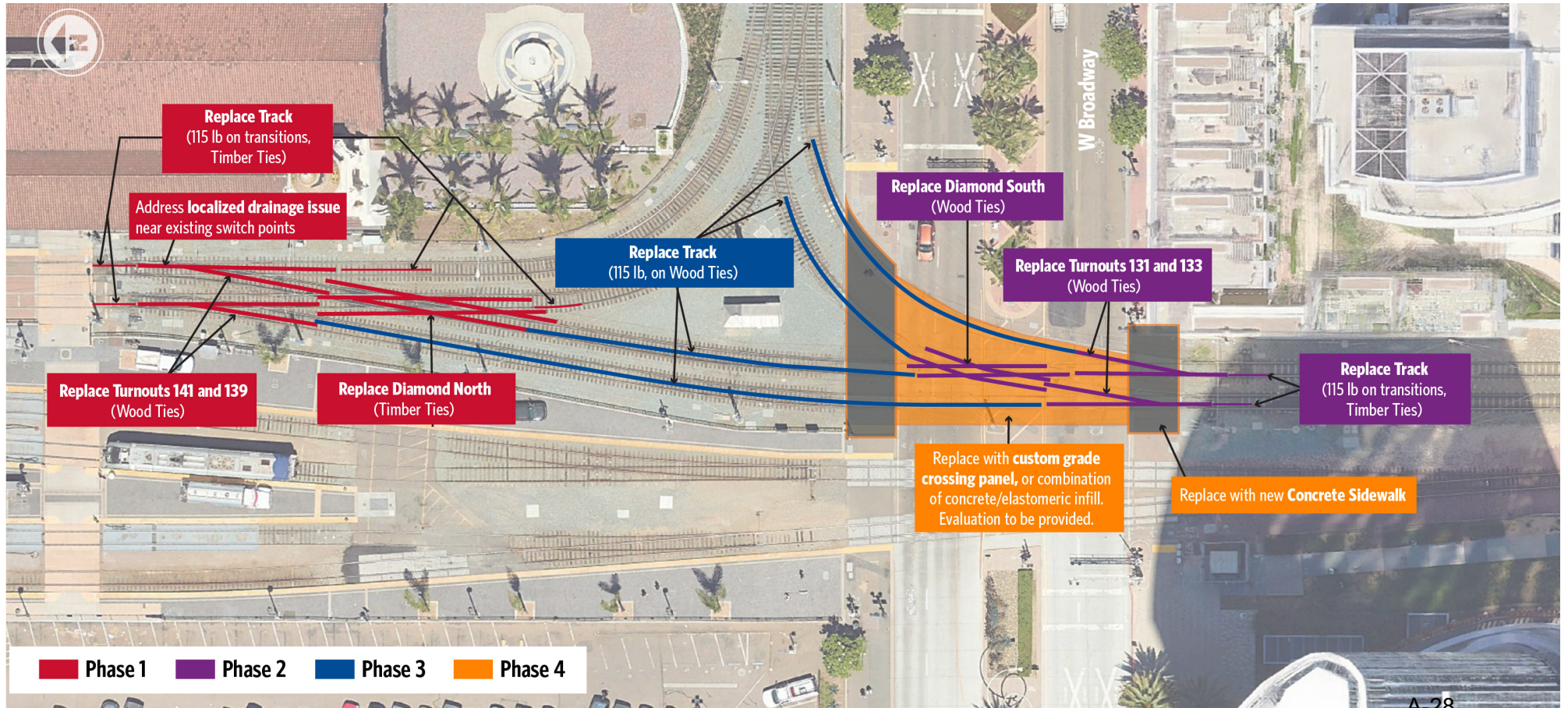
## TASK 4: CONSTRUCTION STAGING AND WORK PLAN

As the project evolves and we have an improved understanding of the project components, a phasing plan that will minimize impacts to rail operations and pedestrian/roadway closures can be developed. We anticipate using the approach we implemented for both the Middletown Double Crossover and Yard A Ladder Turnouts projects, using a layered PDF that is functional in a workshop setting to evaluate needed phasing and weekend closures, but can also be utilized to develop standalone plans, as needed.

Using our team's experience and knowledge of working on MTS' system, we will develop phasing concepts that limit operational impacts while also being fair to the contracting community in providing reasonable time and access to construct the project. **Exhibit 5. Project Phasing** below provides one of several ways a contractor could phase the proposed improvements. We anticipate recommending the phasing start with Turnouts 139 and 141 (northern turnouts) and Diamond North so the contractor can get acclimated to the project site and work prior to moving within the roadway. This would include the drainage improvements as well. Moving to Diamond South and Turnouts 131 and 133, while the connecting track could be constructed afterward as the contractor may elect to use that area to access the site from W. Broadway. The final phase would consist of replacing the sidewalk and roadway paving. A combination of weekend closures, single tracking, and the limited non-revenue windows will be considered.

When formulating the construction and staging plan for the project, it is crucial to consider the locations of the traction power substations to evaluate the ability to isolate power in order to provide single track operations in support of construction activities. Construction and installation of special trackwork will need to be completed with ample time allocated to reconnect switch machines, train-to-wayside communication (TWC) loops, and rail bonding, and perform service testing prior to return to service. Additionally, temporary pedestrian and roadway detours and closures would be required, however, most of that effort is most suitable for the contractor to address in the development of their means and methods.

**Exhibit 5. Project Phasing**





## TASK 5: PROCUREMENT BID SUPPORT AND SHOP DRAWING REVIEW

The procurement package will be developed in conjunction with the construction package. As we have done on previous projects, HDR will identify plan sheets and details from the construction plans that need to be packaged as part of the procurement plans and carefully craft details and notes mindful of the fact that these plans will be used to procure long-lead special trackwork items. HDR plans to deliver the procurement package (plans and specifications) with the 100 percent PS&E.

We anticipate procurement support will begin upon submittal of the final 100 percent plans and procurement package. Support during this period will include up to two revisions to the procurement package, as needed, based on feedback from manufacturers; review of shop drawings for special trackwork related to the project; and response to any general inquiries from MTS. Based on current market conditions, we anticipate the procurement process exceeding the nine months allotted in the schedule, however, the level of effort will be limited to the items noted above, due to the long lead time for these materials. We anticipate supporting the effort through the delivery of the material to MTS.

Our team is well versed in working with manufacturers nationally during the design process. Understanding market changes and the procurement status of long-lead special trackwork will be key in meeting MTS' procurement and construction deadlines for this project. Having conversations early to get a pulse of manufacturers' workloads will help us anticipate any delays and plan accordingly. Additionally, connecting with manufacturers during the design process will allow us to estimate the cost of items more accurately for funding purposes. HDR's collaborative approach goes beyond our internal team. We believe that having foresight and communication with all relevant parties is key to the successful delivery of any project.

### c. Innovative Approaches and Internal Measures for Timely Project Completion

To foster the right environment for a project to stay on budget and schedule requires the right approach. Our project management approach is built on trust, a clear definition of shared goals, and the mutual understanding of the necessary steps to achieve those goals and exceed your expectations. We have assembled a team that is custom-fit to your project, including experts in track, civil, and signaling design.

Our team is bound together by a commitment to be a true partner to MTS on this project and beyond. Trust is achieved through transparency and effective communication. We foster transparency and communication through weekly project team coordination meetings and a number of electronic communication tools. Our communication tools integrate scope of work activities with schedule, resources, and budget details. These tools give our team a vivid picture of work in progress, milestones, and future activities. They also allow our team to identify variances and plan corrective actions to maintain schedule and budget targets.

Through work on several special trackwork rehabilitation and upgrade projects in various markets, the HDR Team stays up-to-date on the latest best practices and innovations within the industry. **We can apply this experience in developing innovative ways to address the roadway/track interface and to improve future maintenance access to the new special trackwork.** In addition, HDR confirms any upgrades to track infrastructure are coordinated with the operations and rolling stock of the specific transit agency to confirm compatibility. HDR has successfully identified and mitigated excessive wear patterns in special trackwork at various locations by ensuring trackwork installations work for the system in which they are being installed.

# 4

## Schedule



## 4. SCHEDULE

### a. Demonstrated Ability to Meet MTS' Schedule      b. Local Resources for the Proposed Service

Upon receiving NTP, our team will draft and finalize the project schedule in coordination with MTS which includes setting up our monthly coordination meetings and identifying key milestone dates and any critical items that HDR needs to be aware of to support MTS' internal deadlines (i.e., funding deadlines, procurement schedules, etc.).

Meanwhile, our design team will begin compiling as-built data from previous projects and request additional information from MTS and/or SANDAG, as needed. During this time, the design team will also coordinate their survey requests with our surveying subcontractor partner, Aguirre and Associates. Field survey is the first critical task of our project; to meet the predetermined milestones as outlined in the RFP, we will need to complete survey during the first month of the project schedule. Our team will work with MTS to schedule flaggers as soon as possible upon receiving NTP to expedite our initial field investigation and survey work.

While we await survey information, some production work can begin in preparation for the 50 percent submittal. This includes setting up border files, gathering general sheet information, and cutting sheets. Having this completed early allows us to focus on analyzing the survey data in comparison to the as-builts obtained from MTS and/or SANDAG. Once survey has been completed, we will then schedule a site visit with MTS to walk through the scope of work, discuss questions, verify unexpected survey data and, generally, get a better understanding of Maintenance and Operations' expectations of the project outcome.

In addition to our monthly coordination meetings with MTS, our internal team will meet biweekly to discuss the progress of the project and confirm we are on schedule. After each milestone submittal (50 percent, 95 percent, and 100 percent), an MTS review/comment period will be scheduled in which our teams can discuss questions, comments, and concerns as a group in a 'workshop' setting. This approach has been proven successful on previous projects as it brings together all necessary parties from HDR and MTS to the table to exchange ideas, discuss plans for the corridor, identify upcoming projects or construction that may impact our project, and answer questions.

The procurement package will be developed in conjunction with the 100 percent PS&E construction package. As we have done on previous projects, HDR will identify plan sheets and details from the construction plans that need to be packaged as part of the procurement plans and carefully craft details and notes mindful of the fact that these plans will be used to procure any long-lead special trackwork items. This approach has proven efficient by eliminating production of two standalone plans with very similar information. HDR plans to deliver the procurement package (plans and specifications) with the 100 percent PS&E. Procurement support will begin upon submittal of the final 100 percent plans, nine months post NTP. Although the contract identifies nine months for overall procurement support, due to the nature of the project's rail components, we anticipate supporting MTS through the procurement process for a year or longer based on current market conditions.

Our schedule is included on the following page as **Exhibit 6. Project Schedule**.

The HDR Team is committed to providing MTS with a complete, comprehensive team. This means having the right resources to address the needs of each task. We have assembled a team of experts and support staff, drawing upon our sufficient local resources backed by our national resources to successfully perform the anticipated tasks. The proposed team will be led by staff located in our Downtown San Diego office, including Ryan Boley, Contract Manager; Janine Andres, Work Order Manager; Michael Grubstein, Principal-in-Charge; Sami Medina, Civil Design Lead; Dan Weatherby, Systems Lead; Leo Hernandez, Civil Design Quality Reviewer; Chad Baker, Systems Quality Reviewer; and Brian Hoeger, Track Production Support. We will also draw upon our national experts Daniel Baggot, Track Design Lead, and Richard Semenick, Track Design Quality Reviewer, for specialized track expertise.

Janine will be MTS' point-of-contact on the project with support from our experts located in Southern California and other national offices. We have the ability to draw upon additional expertise from other California and national offices to provide specific specialized services, as necessary. Having HDR on this project means having access to our experts nationwide. HDR's culture is anchored in collaboration to make great things possible. Our team is accustomed to working remotely with our national colleagues even prior to the recent shift to flexible work environments by utilizing readily available virtual collaboration tools and frequent communication on project status and design updates. Having the right set of expertise for the job is foremost. Together, with our proven track record of supporting MTS on track and civil projects, and our unique expertise working directly with suppliers on fabrication drawings for special trackwork, constitutes a team of experts who have the right knowledge and skillset to deliver this project successfully.

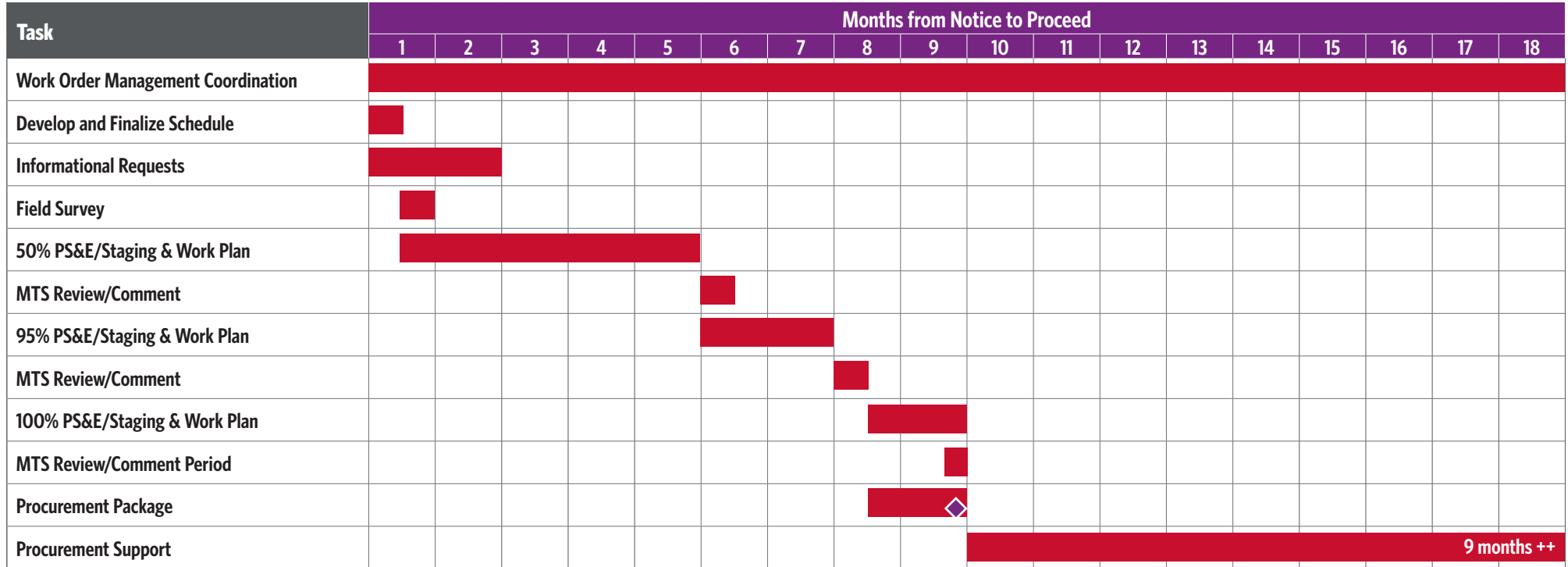


We are fully committed to your project and ready to provide you with the right staff, leveraging our local and national resources, at the right time to meet your expedited schedule. I am excited to continue supporting MTS and your mission."

**Janine Andres, PE, Work Order Manager**      A-31



Exhibit 6. Project Schedule



◆ SNTP ■ Task



# 5

## DBE Subcontractor Utilization Plan



## 5. DBE SUBCONTRACTOR UTILIZATION PLAN

Although the MTS DBE program is wholly race-neutral and there are no DBE goals set for this project, HDR understands the importance of engaging and partnering with qualified DBEs that bring value and expertise to MTS and the needs of the contract, in conformance with funding regulations. Through an aggressive outreach program and by tailoring work packages to match the capability and capacity of potential DBE/SB (small business) partners, we work hard to provide opportunities to these business partners.

We place great value on DBE/SB utilization. Small business partners are an integral part of delivering truly innovative projects. It takes a well-rounded team to solve local issues and create beneficial solutions. Our utilization plan includes development, mentoring, outreach, and comprehensive reporting, which enables us to contribute in a meaningful way to your projects and DBE/SB goals. Our National Small Business and Supplier Diversity Program has been in place for 20 years. Our commitment to DBE/SB participation is demonstrated by many local and national awards including a recent award of excellence: "Large Business Award for Outstanding Support to Department of Defense Small Business Programs," Society of American Military Engineers (SAME), 2015.

HDR has included a qualified **DBE subcontractor, Aguirre and Associates**, to provide survey services and support. Aguirre and Associates, founded in 1986, has been successfully providing land surveying, mapping, and ROW engineering services throughout San Diego County, serving agencies such as MTS, Caltrans, City of San Diego, NCTD, and SANDAG. They are certified by the City of San Diego as a Small Local Business Enterprise, as a DBE and SMBE firm by the California Unified Certification Program, and as an MBE by the Supplier Clearinghouse for the Utility Supplier Diversity Program of the CPUC. Their staff, with decades of experience, are skilled in a broad range of projects, including light rail, public works, and roadway. HDR and Aguirre and Associates have collaborated together on many projects, including several for MTS, and have established a great working relationship. We look forward to their support on this project.

### MENTORING, ON-THE-JOB TRAINING, AND SPECIALIZED OUTSOURCING

In addition to our mentoring under the Calmentor-Protégé Program, in Southern California, HDR has taken an active role in setting the pace for a more efficient and structured Mentor-Protégé Program (MPP) that has received commendations from our local clients, including SANDAG, LA Metro, City of Los Angeles for LAWA, and Metrolink, to name a few. The goal is to help small and disadvantaged businesses develop their skills in business core competencies, grow their capacity to take on more business, compete more effectively, and develop relationships with other firms for future teaming. We design a year-long, and sometimes multiyear, program for protégés that is tailored to address their core needs for growth. The MPP is designed to pave the way for our DBE/SB partners to be exposed to some of the latest industry tools and proven processes and techniques, as applicable.

### STRONG TRACK RECORD OF MENTORSHIP PROGRAM

**Table 1. MPP Highlights** to the right highlights a small sampling of our successful MPP, demonstrating HDR's capability to mentor subconsultants with varying backgrounds. We take pride in the trust and strong relationships built among the project team members.



HDR's Laura Grams and Lara Paulino published an article detailing opportunities to strengthen local DBE/SB communities, improve the overall community's economic health, and implement more equitable solutions.

<https://www.hdrinc.com/insights/collaborative-strategies-strengthen-sdbe-engagement-transportation-infrastructure-programs>

**Table 1. MPP Highlights**

Subconsultant	Period	Format	Training Modules	Lead Mentor
ASLPM	2022-2023	Calmentor	Proposal Management, Business Development, Marketing Materials	Lorenzo Garrido
Kettler Leweck Engineering	2019	Calmentor	Strategic Planning, Proposal Management	Michael Grubstein
CR Associates, Inc.	2015-2016	Calmentor	QA/QC, Project Controls, Technical Sessions	Ryan Boley
Geo-Advantec, Inc.	2019-2020	City of Los Angeles/LAWA	Strategic Planning, Business Development, Marketing Materials	Lara Paulino
Valle & Associates	2019-2020	City of Los Angeles/LAWA	QA/QC, Project Controls, Technical Training – BIM	Lara Paulino
Redman Consulting, LLC	2020-Ongoing	Metrolink MPP	QA/QC, Technology Updates & Specialized Skills – GIS, Time Management	Robert Yates

## 6. COST PROPOSAL

Per the RFP instructions, MTS will issue a request for a detailed cost proposal to the highest ranked firm, following evaluations and ranking of proposals.

Exhibit





## Ryan Boley, PE Contract Manager

Ryan has expertise in managing teams responsible for preparing preliminary design alternatives, final design, and construction management of major projects, including rail, highway, and public works. He is well versed in MTS, Caltrans, AREMA, Southern California Regional Rail Authority (SCRRA)/Metrolink, American Public Works Association (APWA), "Greenbook," SANDAG, and local jurisdiction standards. His experience includes track and special trackwork design, LRT and commuter rail corridor and station design, street improvements, grade crossings, and coordination of bridge design.

As Contract Manager for MTS' On-Call A&E Design Consulting Services, Ryan works with the MTS Project Manager and HDR Work Order Manager to support the delivery of high quality and successful project. Working with MTS staff for the past 25 years, he provides invaluable guidance and leadership through his experience and lessons learned. He previously worked on projects supporting service expansion such as Mission Valley East and Mid-Coast Corridor Transit; state of good repair projects such as Blue Line Low Floor Program providing final design services for track, OCS, signaling, and station improvements; and developing a system-wide fiber backbone. Working on these projects has allowed Ryan to walk the majority of MTS' operating corridors. Ryan is excited for the opportunity to continue working with MTS to deliver transformational transportation solutions to the region.

### » RELEVANT EXPERIENCE

**MTS, Orange Line Track Improvements, San Diego, CA. Design Project Manager.** Ryan is responsible for project management; coordination with subconsultants; oversight of track and civil design, including PS&E; and third-party coordination. The project includes two grade crossing improvements, special trackwork design at two locations, OCS design in support of new special trackwork, and various civil improvements. HDR is providing design support during construction of the Orange Line by the downtown San Diego Courthouse.

**MTS, ZEB Electric Chargers - Phase I/II, San Diego, CA. Contract Manager.** Ryan provided oversight of the design development team providing final design services for the multi-phase pilot program in support of MTS' implementation of a zero-emission program for its bus operations. HDR developed plans, specifications, and construction cost estimates for the installation of 12 owner-furnished, contractor-installed Electric Vehicle Supply Equipment (EVSE) chargers at four MTS maintenance facilities, under two construction projects. As the implementation of charging infrastructure was a relatively new relationship between MTS and SDG&E, HDR worked closely with the parties to maintain the Phase I implementation schedule to accommodate the initial bus delivery for the Imperial Avenue Division.

**MTS, Middletown Double Crossover, San Diego, CA. Design Project Manager.** Ryan was responsible for oversight of track and civil design, including drawings, specifications, and estimates to support the implementation of a new double crossover adjacent to the existing Middletown LRT station to improve operational flexibility and maintenance capacity. The project includes the design of a new No. 10

double crossover and track realignment in order to provide more operation flexibility to accommodate special events, maintenance, and unforeseen track outages along the existing Green Line.

**NCTD, On-Call Rail and Transit Engineering, San Diego, CA. Design Project Manager.** Ryan provides project management services to NCTD for various work orders executed under the On-Call Rail and Transit Engineering contract. Current projects include the Maintenance-of-Way (MOW) Site Assessment which provides preliminary site design for a new MOW facility for NCTD; Infrastructure and Storm Drain Vulnerability Assessment and Improvement Recommendations which located and cataloged current storm drain facilities and infrastructure along the entire San Diego rail corridor, including the MTS ROW between MP 245.7 and Santa Fe Depot; Bridge 208.6 which is currently in construction providing needed replacement and rehabilitation of the existing bridge structure; and the Gated Platform Study.

**SANDAG, Mid-Coast Corridor Transit Project, San Diego, CA. Deputy Program Manager.** Ryan is responsible for providing program management support and support to the SANDAG Project Managers. His primary focus is coordinating with Caltrans to obtain and maintain permits, coordinating with the systems design team to finalize design documents, and supporting value engineering efforts. The Mid-Coast Corridor Transit Project is the proposed extension of LRT service from the Old Town Transit Center to connect to University City, University Towne Centre, and the University of California, San Diego.

### FIRM HDR

### EDUCATION

BS, Civil Engineering, Utah State University

### REGISTRATIONS

Professional Engineer - Civil, CA, No. 64880

### INDUSTRY TENURE

25 years

### FIRM TENURE

9 years

### AVAILABILITY UPON NTP

10%



## Janine Andres, PE Work Order Manager

Janine is a professional engineer with more than nine years of experience in the design and management of rail projects in both track and civil disciplines. She has successfully delivered numerous transit projects in North America, including in Southern California, North Carolina, and Canada. Janine's technical experience in delivering transit projects at various stages of a project's life cycle allows her to anticipate cross-disciplinary design challenges and provide solutions with the client and end-user in mind.

Locally, Janine has worked on projects for various stakeholders, including the Mid-Coast Corridor Transit projects for SANDAG, Six At-Grade Crossing Upgrades for NCTD, and track improvement projects such as Commercial Street, Middletown Double Crossover, and Yard A Ladder Turnouts projects for MTS. She is knowledgeable in MTS, SANDAG, and NCTD design standards and experienced in the unique delivery procedures for each agency.

### » RELEVANT EXPERIENCE

**MTS, Yard A Ladder Turnouts, San Diego, CA. Project Manager/ Rail Engineer.** As the project manager, Janine was the primary liaison between MTS and the project team. She coordinated monthly check-in meetings with MTS and hosted weekly meetings with her internal team to ensure the project stayed on schedule. She also coordinated with SANDAG and MTS to obtain critical as-built information to minimize impacts during construction. Additionally, Janine also served as the lead rail designer for the project. She led the design team in developing final designs for the replacement of five existing turnouts and switches, a crossover and three diamond crossings within the MTS Yard A. One turnout consists of curved points and required custom design. Custom steel housing designs were developed to ease maintenance of heavily trafficked embedded diamond crossings along the mainline. Proposed work was closely coordinated with MTS to eliminate impacts to existing overhead catenary system and minimize track closures during construction. Janine has also been in touch with manufacturers regarding widely used commercially available special trackwork, including costs and lead times, in preparation for procurement support anticipated to begin mid-2024.

**MTS, America Plaza Rail Replacement, San Diego, CA. Track Designer.** Janine gathered existing conditions data for the project through site walkthroughs, photos, as-builts and coordination with the MTS maintenance and operation team. She developed the existing conditions layout which became the basis of the proposed work. Janine was involved in all aspects of the project from client coordination, design, sheet production and developing the cost estimate. HDR developed final designs for the replacement of existing rail at the America Plaza Trolley Station, the adjacent grade crossing located at Kettner Boulevard and the removal and replacement of stock rails and switch points for two right-hand turnouts.

**MTS, Commercial Street, San Diego, CA. Track Designer.** Janine assisted the track engineer in designing track improvements which included gathering field data for locations and type of track features, regressing proposed alignments using InRoads, preparing the design packages for submittal and developing engineer's estimates. HDR provided 100 percent construction documents and developed separate procurement packages to support MTS in owner procuring long-lead items.

**MTS, Middletown Double Crossover, San Diego, CA. Track Designer.** Janine assisted the track engineer in regressing existing track alignments, laying out proposed track improvements, and developing engineering drawings. The project involved the design of a new No. 10 double crossover and track realignment in order to provide more operational flexibility to accommodate special events, maintenance, and unforeseen track outages along the existing Green Line.

**NCTD, Six At-Grade Crossing Upgrades, San Diego, CA. Track Designer.** Janine compiled and developed the project engineer's estimate and initiated and tracked QA/QC reviews for each milestone submittal. She regressed the existing alignments for all six at-grade crossings and developed track design plans. She also assisted in designing and developing improvement plans for each location. NCTD identified six at-grade crossings that require maintenance upgrades to improve ride quality; enhance safety for trains, vehicles, and pedestrians; and reduce maintenance costs. The team coordination with multiple stakeholders, including MTS, City of San Diego, Caltrans, and San Diego Airport.

**SGVCOG, Montebello Blvd Grade Separation Phase II, Montebello, CA. Design Lead and Task Manager.** Janine managed the track, grading, and drainage design team to accommodate the construction of a railroad bridge while maintaining revenue operations. Her responsibilities included designing two temporary and one permanent double track alignments and the necessary drainage improvements for each construction phase.

### FIRM HDR

### EDUCATION

BS, Civil/Structural  
Engineering, San Diego  
State University

### REGISTRATIONS

Professional Engineer - Civil,  
CA, No. 94612

### INDUSTRY TENURE

9 years

### FIRM TENURE

8 years

### AVAILABILITY UPON NTP

50%



## Daniel Baggott, PE\*

### Track Design Lead

Daniel is a professional Rail Engineer with 10 years of experience in the rail industry. His experience is focused on railroad alignment design, design and procurement of special trackwork, track inspection, construction management and civil site design. Daniel is familiar with the standards and criteria of the various transit, commuter and freight rail operations.

Daniel is distinctly qualified to be the track design lead due to his extensive experience on railroad alignment, design and procurement of special trackwork, and track inspection. He can identify issues with existing special trackwork and develop improved designs to meet MTS' needs. He has worked on a variety of light rail systems throughout the nation on both new construction and replacement projects. In addition to design, he is a qualified FRA Part 213 track inspector and is qualified with FRA CWR requirements. With his national expertise, Daniel will provide a broad range of solutions to design obstacles and offer a unique perspective of best practices.

#### » RELEVANT EXPERIENCE

**New Jersey Transit, Track Switches Located at Newark Penn Station & Branch Brook Park Station, Newark, NJ. Senior Rail Engineer.** Daniel developed alternatives and designed new special trackwork for five custom geometry turnouts located along the Newark Light Rail System. The design included modifying AREMA transit standards to better work with the legacy rolling stock and wheel profile of the former Newark City Subway.

**Metro Transit (Minneapolis/St. Paul, MN), LRT Special Trackwork Replacement - Interchange, Minneapolis, MN. Senior Rail Engineer.** Daniel designed replacement special trackwork components for a direct fixation No. 6 double crossover and a single No. 6 turnout. The design considered several alternatives to best suit the current and future operation of the system and to minimize outages required for installation. Construction was completed in July 2023.

**Confidential Client, Special Trackwork Design, New York, NY. Track Designer.** Daniel produced special trackwork engineering drawings of transit and freight rail systems. The drawing packages consisted of turnout geometry, tie layouts, stock rails, switch rods, various fastening systems, joint locations, various frog and guard rail appliances, and any associated other track material (OTM). Layouts ranged from simple turnouts to double slip switches.

**UTA, FrontRunner Forward Environmental Studies, Salt Lake City, UT. Rail Task Lead.** Daniel progressed the engineering effort of four mainline double track segments to a 30 percent design, allowing the HDR environmental team to assist UTA with obtaining the appropriate level of agency approval in accordance with NEPA. Dan was the lead track engineer for 7.1 miles of new track which included substantial realignment of both existing UTA and UP trackage along the corridor. The design effort included 10 percent, 25 percent, and 30 percent submittals with an additional 25 percent submittal created for the UP review process.

**Metro Transit, Interchange Interlocking Rail Lubrication, Minneapolis, MN. Rail Task Lead.** This project included the design of a rail lubrication system for interchange interlocking to reduce rail and wheel wear and extend the useful life of special trackwork components. The effort will result in the placement of two combination gage-face/top-of-rail lubricators at either end of the interlocking.

**Metro-North Railroad, Brewster Yard Improvements, New York, NY. Senior Rail Engineer.** Daniel is designing the horizontal and vertical track alignments for the realignment and expansion of Brewster Yard. Work includes realigning existing tracks within the existing yards to better meet the current needs of the railroad in addition to designing a northward expansion. Work will progress in tandem with a relocation of existing parking and station facilities, including new overhead vehicular and pedestrian bridges.

**Metro-North Railroad, Prospect Hill Road Bridge, Brewster, NY. Rail Task Lead.** Daniel developed the track design component for the replacement of the Prospect Hill Road Bridge, which spans the length of Brewster Yard. He developed yard expansion alternatives that were feasible and consistent with the new bridge design. The structural team worked in conjunction with the rail team to select pier locations that would work with the existing yard and that would not limit the railroad in their options for future expansion. The team also coordinated railroad vertical clearances with the structural design team to allow proper vertical clearance over the yard and mainline track.

**Port Authority of New York & New Jersey, PATH Track Defect Identification and Remediation, Jersey City, NJ. Senior Rail Engineer.** Daniel assisted with the field verification and remediation of track defects in compliance with FRA Part 213 Track Safety Standards. Work included quarterly analyses of data from the track geometry car, field verification of defects, and recommendations for correcting conditions and returning track to timetable speeds.

#### FIRM HDR

#### EDUCATION

ME, Civil Engineering, City College of New York

BS, Civil Engineering, Cooper Union for Advancement of Science and Art

#### REGISTRATIONS

Professional Engineer, NY, No. 95275

Professional Engineer, NJ, No. 24GE05833200

#### INDUSTRY TENURE

10 years

#### FIRM TENURE

10 years

#### AVAILABILITY UPON NTP

50%



## Samuel (Sami) Medina, PE, QSD

### Civil Design Lead

Sami has more than 16 years of experience in civil engineering, with a special concentration on roadway, track, drainage, and grading. He is proficient in the Caltrans standards and local standards (LOSSAN design criteria, San Diego County regional standards, City of San Diego standards, and MTS Designing for Transit Manual). During his tenure, he has played a key role as a civil lead on PS&E design projects throughout Southern California. Sami's broad experience has proven useful to evaluate the most practical design for cost and constructability efficiency. His experience includes development of detailed cost estimates and software design/implementation.

#### » RELEVANT EXPERIENCE

**SANDAG, Mid-Coast Corridor, San Diego, CA. Lead Engineer.** Sami served as the design Lead Engineer for the rail alignment, civil grading, and drainage for this 31-mile LRT extension project from the Old Town Transit Center to connect to University City, University Towne Centre, and the University of California, San Diego. He led the design efforts of the grading and drainage of the project which also encompassed several crossings of Rose Canyon Creek, an adjacent open channel flood control structure (partially lined with concrete, articulated concrete block, and vegetated rock slope protection), a three-mile bike path realignment, and various street and paving plans. This project follows AREMA, City of San Diego, NCTD, and Caltrans standards.

**SANDAG, MTS Americans with Disabilities Act of 1990 (ADA) Compliance Assessment, San Diego, CA. Project Engineer.** Sami was responsible for ADA inspection of all the LRT stations in San Diego. This light rail project includes the design and construction of trolley low floor station improvements on the Orange, Green and Downtown Stations. Prior to final acceptance of the contractor's work, Sami performed a field evaluation of the completed work for compliance with ADA guidelines. Through field evaluation, he determined if the retrofitted trolley stations followed 2012 ADA standards and specifications. This task order clearly identified the locations and items within the contractors' scopes of work that were not in compliance with ADA standards. The field evaluation also confirmed that platform ramp surfaces and adjoining pathways followed current ADA standards and specifications.

**Port of Long Beach (POLB), Pier B On-Dock Rail Support Facility Program - Final Design, Long Beach, CA. Senior Engineer.** Sami is leading the design efforts of the storage yard for the project and the civil grading around the yard, which includes roadway improvements and at-grade crossings. The POLB is modernizing its On-Dock Rail Support Facility infrastructure to reap more of the sustainable benefits of shipping goods by rail rather than truck. HDR previously helped POLB with preliminary engineering services and environmental support. Moving forward, we will lead design, site investigations, traffic studies, structural analyses, lighting analyses, and more.

**Brightline, Brightline West, Las Vegas, NV. Technical Advisor.** Sami led the design efforts for the roadway and track alignments. The project included leading the California segment of this proposed high-speed rail facility that would run 175 miles from Victorville, California, to Las Vegas, Nevada. Most of the proposed track alignment is within the median of I-15, requiring significant coordination with Caltrans District 8. Responsibilities included highway modeling, off-site ditch grading, and project-wide track/guideway modeling of 175 miles of track. Sami led multiple offices in the modeling effort and kept the methodology consistent on all segments. He developed the modeling methodology on the track modeling and made it the standard on the project, which is still in use for the duration of the project.

**UP, Jurupa Grade Separation, Jurupa Valley, CA. Technical Advisor.** Sami led the design efforts and the plan production of final slope staking plans, cost estimate, and design plans for the entire project. The Riverside County Transportation Department (RCTD) proposes to construct a grade separation of the UP ROW that crosses Jurupa Road, just east of Van Buren Boulevard. The project is located on the UP Los Angeles Subdivision at Jurupa Road (MP 48.24) in the City of Jurupa Valley, California, and consists of two mainline tracks and one siding track within the UP ROW. An industry track, known as the Crestmore Branch, continues east, parallel to Jurupa Road and crosses over the Bly Channel. The grade separation will consist of an underpass of Jurupa Road with the railroad tracks and Van Buren Boulevard supported on bridges in City of Jurupa Valley.

**Los Angeles County Metropolitan Transportation Authority (LA Metro), Sepulveda Pass ACE Plans, Los Angeles, CA. Project Task Lead.** Sami led both the design efforts of Alternative 6 for the project. He was responsible for the delivery of the conceptual plans for the project which included track alignment, roadway, drainage, utility, ROW, and structural plans. Sami led this joint venture and completed the planning, conceptual design, and evaluation of fixed-guideway transit through the Sepulveda Pass. This transit project will connect the San Fernando Valley to the Westside of Los Angeles and Los Angeles International Airport (LAX), improving overall mobility in the region. The planning effort has identified constraints in the project study area and evaluated the travel markets served by the corridor.

#### FIRM HDR

#### EDUCATION

BS, Civil Engineering, San Diego State University

#### REGISTRATIONS

Professional Engineer – Civil, CA, No. 79777

Qualified SWPPP Developer (CA) CGP, CA, No. 24204

#### INDUSTRY TENURE

16 years

#### FIRM TENURE

1 year

#### AVAILABILITY UPON NTP

50%



## Dan Weatherby

### Systems Lead

With more than 29 years of experience, Dan will be leading the systems effort. He has developed and commissioned vital and non-vital application software for both LRT and transit/freight interlockings. Dan has also provided construction management services for several transit double tracking projects, reviewing and approving commissioning plans, product submittals and final signal inspections. He is well versed in AREMA practices and FRA rules and regulations pertaining to signal and highway grade crossing warning systems. He also has a detailed understanding of federal and state requirements and standards, including SCRRRA/Metrolink, and BNSF Signals & Communications Standards Code of Practice and General Instructions. Dan's experience in project design, procurement and construction of similar projects allows him to anticipate potential systems complications at all phases of the project and identify solutions early on.

#### » RELEVANT EXPERIENCE

##### **SANDAG, MTS Blue Line Project, San Diego, CA. Signal Engineer.**

Dan was responsible for developing signal design for the San Diego Trolley Blue Line Station Improvement project. The project required implementation of bi-directional running, upgrades to solid state interlocking, and installation of six additional crossovers. Trolley renewal was a \$660M project to rebuild 11 station platforms, electronic signs, shelters, track, switches, overhead electric wire, and signal-communication system.

##### **SANDAG, San Ysidro Yard Improvements Project, San Ysidro, CA.**

**Signal Engineer.** Dan was responsible for developing signal design for the San Ysidro Yard Project. The project required relocation of an interlocking in conjunction with a yard expansion. The design included new interlocking, impedance bonds, negative return, and a highway grade crossing. Design utilized Siemens SIMATIC S7 interlocking controller and fiber communication. The existing rail yard has been in its current location since the early 1900s, at the terminus of the freight line directly north of the US/Mexico border, east of the MTS trolley line and East Beyer Boulevard. Due to the geographic constraints of Beyer Boulevard, the international border, and trolley line, the only viable option was to expand the rail yard to the east. The project adds two new storage tracks, a new access road, and a paved area to improve circulation to load and unload rail cars. These improvements increase efficiency and expedite loading between freight cars and trucks. The project extends the lead track, making it possible to construct larger trains within the yard without blocking the mainline and without loss of time within the operating window to move freight on the mainline.

##### **SANDAG, South Line Freight Project, San Diego, CA. Engineering**

**Director.** Dan was responsible for the installation of new signal and communication infrastructure, software development, and commissioning. The project consisted of improvements on the South Line (MTS Blue Line) in the City of Chula Vista. Improvements included rail and tie replacement, signal enhancements, and construction of a new railroad bridge and new retaining walls. The San Diego & Arizona

Eastern South Line Rail projects will expand freight operations to meet existing and future growth of freight rail in the region. It is anticipated that this project, in conjunction with the San Ysidro Freight Rail Yard project, will divert about 31,000 trucks to rail annually by 2030.

##### **SANDAG, Sorrento Valley Double Track Project, San Diego, CA.**

**Signal Engineer.** Dan was responsible for providing detail design of wayside signals and highway grade crossing systems, including technical specifications. SANDAG, in collaboration with NCTD and MTS, completed construction in November 2015 on the Sorrento Valley Double Track project, which added a mile of new double track north of the Sorrento Valley COASTER Station. In addition, the project included elevating portions of the existing track bed, placing it above the 50-year flood level; replacing two aging wooden trestle bridges; building retaining walls adjacent to the tracks near the parking lots; and installing an embankment protection system along the western side of the track, adjacent to Los Peñasquitos Creek. The project improved a critical section of the 351-mile LOSSAN rail corridor, which serves as a vital link for passenger and freight movements in San Diego County.

##### **SANDAG, San Elijo Lagoon Double Track Project, San Diego, CA.**

**Signal Design Manager.** Dan was responsible for design services during construction. He reviewed signal material submittals, construction phasing, and commissioning plans. HDR was selected by SANDAG to provide engineering services on the LOSSAN corridor, including the San Elijo Lagoon Double Track project, which consists of 1.5 miles of new double track from CP Cardiff (MP 239.6) to CP Craven (MP 241.1).

##### **SCRRRA/Metrolink, Perris Industry Track Connection Construction,**

**Perris, CA. Construction Project Manager.** Dan is responsible for overall oversight of the project team and coordinating with SCRRRA management and staff. HDR is assisting with the coordination of SCRRRA and the City of Perris construction activities, including the construction of an industry track connection to a new Home Depot facility on the Perris Valley Subdivision between MP 84.0 and MP 85.0.

#### FIRM

HDR

#### EDUCATION

BS, Engineering Management,  
Charter Oak State College

Program Certificate, BNSF  
Signal Training, Johnson  
County Community College

Advanced Electronics Training,  
United States Navy

#### INDUSTRY TENURE

29 years

#### FIRM TENURE

7 years

#### AVAILABILITY UPON NTP

40%





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San Diego, CA 92101

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ATTACHMENT B  
NEGOTIATED FEE PROPOSAL

# Work Order Estimate Summary

Att.A, AI 15, 05/16/24

MTS Doc. No. **PWL352.0-22**

Work Order No. **WOA352-AE-35**

Attachment: **B**

Work Order Title: **SPECIAL TRACK IMPROVEMENTS- BROADWAY WYE**

Project No:

**Table 1 - Cost Codes Summary (Costs & Hours)**

Item	Cost Codes	Cost Codes Description	Total Costs
1		HDR	\$530,558.65
2		Aguirre & Associates	\$44,790.84

Totals = **\$575,349.49**

**Table 2 - TASKS/WBS Summary (Costs & Hours)**

Item	TASKS/WBS	TASKS/WBS Description	Labor Hrs	Total Costs
1	1	WORK ORDER MANGEMENT	163	\$52,764.64
2	2	FIELD SURVERY AND INVESTIGATION	306	\$66,524.10
3	3	DESIGN SUPPORT SERVICES	1,703	\$374,583.84
4	4	CONSTRUCTION STAGING AND WORK PLAN	266	\$64,762.38
5	5	PROCUREMENT AND BID SUPPORT AND SHOP DRAWING REVIEW	50	\$16,714.53
6				

Totals = **2,488** **\$575,349.49**

**Table 3 - Consultant/Subconsultant Summary (Costs & Hours)**

(If Applicable, Select One)				Consultant	Labor Hrs	Total Costs
DBE	DVBE	SBE	Other			
			X	HDR	2,250.0	\$530,558.65
X				Aguirre & Associates	238.0	\$44,790.84

Totals = **2,488.0** **\$575,349.49**

## Work Order Estimate Summary

Att.A, AI 15, 05/16/24

Total Hours =	2,250
Total Costs =	\$530,558.65

HDR

MTS Doc. No.: **PWL352.0-22**

Work Order No.: **WOA352-AE-35**

SPECIAL TRACK IMPROVEMENTS- BROADWAY WYE

Attachment: **B**

Item	TASKS/WBS	TASKS/WBS Description	ODCs (See Attachment)	Contract Manager	Task Manager	Project Controls - Senior	Engineer 3	Engineer - Principal	Engineer 3	Engineer 3	Systems Engineer - Senior	Systems Engineer - Senior	Engineer 1	Engineer 1	Engineer 1	Admin - Senior	Total Hours	Totals	
				\$369.43	\$389.18	\$310.97	\$242.27	\$421.47	\$242.27	\$242.27	\$339.87	\$339.87	\$130.54	\$130.54	\$130.54	\$140.32			
<b>1</b>	<b>Task 1</b>	<b>WORK ORDER MANGEMENT</b>																	
	1.1	Project Management		10	46											38	94	\$26,928.74	
	1.2	MTS Coordination		2	45												47	\$18,251.96	
	1.3	Subconsultant Coordination		2	8												10	\$3,852.30	
	1.4	QA/QC				12											12	\$3,731.64	
		ODC	\$0.00														0	\$0.00	
		Subtotals (Hours) =	N/A	14	99	12	0	0	0	0	0	0	0	0	0	38			
		Subtotals (Costs) =	\$0.00	\$5,172.02	\$38,528.82	\$3,731.64	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,332.16	<b>163</b>	<b>\$52,764.64</b>
<b>2</b>	<b>Task 2</b>	<b>FIELD SURVERY AND INVESTIGATION</b>																	
	2.1	Field Survey			4		4				4		4				16	\$4,407.44	
	2.2	Site Investigation		4	4		4	2			4	2	4	4			28	\$7,930.00	
	2.3	Control Drawing Development															0	\$0.00	
	2.4	Team Meetings		4	4		4					4	4	4			24	\$6,407.32	
		ODC	\$2,988.50														0	\$2,988.50	
		Subtotals (Hours) =	N/A	8	12	0	12	2	0	0	8	6	12	8	0	0			
		Subtotals (Costs) =	\$2,988.50	\$2,955.44	\$4,670.16	\$0.00	\$2,907.24	\$842.94	\$0.00	\$0.00	\$2,718.96	\$2,039.22	\$1,566.48	\$1,044.32	\$0.00	\$0.00	\$5,332.16	<b>68</b>	<b>\$21,733.26</b>
<b>3</b>	<b>Task 3</b>	<b>DESIGN SUPPORT SERVICES</b>																	
	3.1	Design		40	40		144	32	40	32	60	32	250	250	100		1,020	\$205,753.80	
	3.2	Specifications and Estimate		24	45		50	12			40	8	42	42	40		303	\$76,051.28	
	3.3	Procurement Package		8	32		40	16			8	8	50	50	20		232	\$52,946.24	
	3.4	Team Meetings		16	32		20				16		32	32			148	\$37,002.52	
		ODC	\$2,830.00														0	\$2,830.00	
		Subtotals (Hours) =	N/A	88	149	0	254	60	40	32	124	48	374	374	160	0			
		Subtotals (Costs) =	\$2,830.00	\$32,509.84	\$57,987.82	\$0.00	\$61,536.58	\$25,288.20	\$9,690.80	\$7,752.64	\$42,143.88	\$16,313.76	\$48,821.96	\$48,821.96	\$20,886.40	\$0.00	\$5,332.16	<b>1,703</b>	<b>\$374,583.84</b>
<b>4</b>	<b>Task 4</b>	<b>CONSTRUCTION STAGING AND WORK PLAN</b>																	
	4.1	Construction Phasing		24	32		36	8			36	10	40	40	40		266	\$64,712.38	
		ODC	\$50.00														0	\$50.00	
		Subtotals (Hours) =	N/A	24	32	0	36	8	0	0	36	10	40	40	40	0			
		Subtotals (Costs) =	\$50.00	\$8,866.32	\$12,453.76	\$0.00	\$8,721.72	\$3,371.76	\$0.00	\$0.00	\$12,235.32	\$3,398.70	\$5,221.60	\$5,221.60	\$5,221.60	\$0.00	\$5,332.16	<b>266</b>	<b>\$64,762.38</b>
<b>5</b>	<b>Task 5</b>	<b>PROCUREMENT AND BID SUPPORT AND SHOP DRAWING REVIEW</b>																	
	5.1	Addendum Support		1	4		3	1					2				10	\$2,966.08	
	5.2	General PM Support (16 hrs)		1	15												16	\$6,207.13	
	5.3	Shop Drawing Review (24 hrs)		1	8		12	1			2						24	\$7,491.32	
		ODC	\$50.00														0	\$50.00	
		Subtotals (Hours) =	N/A	2	27	0	15	2	0	0	2	0	2	0	0	0			
		Subtotals (Costs) =	\$50.00	\$738.86	\$10,507.86	\$0.00	\$3,634.05	\$842.94	\$0.00	\$0.00	\$679.74	\$0.00	\$261.08	\$0.00	\$0.00	\$0.00	\$5,332.16	<b>50</b>	<b>\$16,714.53</b>
		<b>Totals (Summary) =</b>															<b>2,250</b>	<b>\$530,558.65</b>	
		Total (Hours) =	N/A	136	319	12	317	72	40	32	170	64	428	422	200	38	2250		
		Total (Costs) =	\$5,918.50	\$50,242.48	\$124,148.42	\$3,731.64	\$76,799.59	\$30,345.84	\$9,690.80	\$7,752.64	\$57,777.90	\$21,751.68	\$55,871.12	\$55,087.88	\$26,108.00	\$5,332.16	\$530,558.65		
		Percentage of Total (Hours) =	N/A	6%	14%	1%	14%	3%	2%	1%	8%	3%	19%	19%	9%	2%	100%		
		Percentage of Total (Costs) =	1%	9%	23%	1%	14%	6%	2%	1%	11%	4%	11%	10%	5%	1%			100%

**Work Order Estimate  
Summary**

Att.A, AI 15, 05/16/24

Consultant/ Subconsultant: **HDR**

Contract No: **PWL352.0-22**

Task Order No. **WOA352-AE-35**

Work Order Title: **SPECIAL TRACK IMPROVEMENTS- BROADWAY WYE**

Attachment: **B**

**TASKS/WBS (1-5)**

ODC Item	Description	Unit	Unit Cost	Task 1		Task 2		Task 3		Task 4		Task 5	
				Quantity	Total	Quantity	Total	Quantity	Total	Quantity	Total	Quantity	Total
1	Reproduction (2024)	LS	\$200.00		\$0.00		\$0.00	3	\$600.00		\$0.00		\$0.00
2	RR Insurance	LS	\$3,700.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
3	Mileage	Mile	\$0.67		\$0.00	50	\$33.50		\$0.00		\$0.00		\$0.00
4	Transit Passes	Person	\$5.00		\$0.00		\$0.00	30	\$150.00	10	\$50.00	10	\$50.00
5	Airline	EA	\$500.00		\$0.00	2	\$1,000.00	2	\$1,000.00		\$0.00		\$0.00
6	Hotel	Night	\$220.00		\$0.00	3	\$660.00	3	\$660.00		\$0.00		\$0.00
7	Meals	Day	\$80.00		\$0.00	3	\$240.00	3	\$240.00		\$0.00		\$0.00
8	Rental Car	Day	\$60.00		\$0.00	3	\$180.00	3	\$180.00		\$0.00		\$0.00
9	RWP Training	Person	\$175.00		\$0.00	5	\$875.00		\$0.00		\$0.00		\$0.00
10					\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
				Subtotal =	<b>\$0.00</b>	Subtotal =	<b>\$2,988.50</b>	Subtotal =	<b>\$2,830.00</b>	Subtotal =	<b>\$50.00</b>	Subtotal =	<b>\$50.00</b>

**TASKS/WBS (6-10)**

ODC Item	Description									Totals			
		Quantity	Total	Quantity	Total	Quantity	Total	Quantity	Total	Quantity	Total		
1			\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	3	\$600.00
2			\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	0	\$0.00
3			\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	50	\$33.50
4			\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	50	\$250.00
5			\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	4	\$2,000.00
6			\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	6	\$1,320.00
7			\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	6	\$480.00
8			\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	6	\$360.00
9			\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	5	\$875.00
10			\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	0	\$0.00
		Subtotal =	<b>\$0.00</b>	Subtotal =	<b>\$0.00</b>	Subtotal =	<b>\$0.00</b>	Subtotal =	<b>\$0.00</b>	Subtotal =	<b>\$0.00</b>	Totals =	<b>\$5,918.50</b>

# Work Order Estimate Summary

Att.A, AI 15, 05/16/24

Total Hours =

<b>238</b>
<b>\$44,790.84</b>

Total Costs =

Consultant/Subconsultant: **Aguirre & Associates**

MTS Doc. No.: **PWL352.0-22**

Work Order No.: **WOA352-AE-35**

Work Order Title: **SPECIAL TRACK IMPROVEMENTS- BROADWAY WYE**

Attachment: **B**

Item	TASKS/WBS	TASKS/WBS Description	ODCs (See Attachment)	Senior Surveyor	Surveyor 3	Party Chief (PW)	Chainman (PW)							Total Hours	Totals
				<b>\$175.78</b>	<b>\$121.19</b>	<b>\$225.00</b>	<b>\$227.07</b>								
<b>2</b>	<b>Task 2</b>	<b>FIELD SURVERY AND INVESTIGATION</b>													
	2.1	Field Survey		16		60	60							136	\$29,936.68
	2.2	Site Investigation												0	\$0.00
	2.3	Control Drawing Development		38	56									94	\$13,466.28
	2.4	Team Meetings		4	4									8	\$1,187.88
		ODC	\$200.00											0	\$200.00
		Subtotals (Hours) =	N/A	58	60	60	60	0	0	0	0	0	0	238	\$44,790.84
		Subtotals (Costs) =	\$200.00	\$10,195.24	\$7,271.40	\$13,500.00	\$13,624.20	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	<b>238</b>	<b>\$44,790.84</b>
		<b>Totals (Summary) =</b>												<b>238</b>	<b>\$44,790.84</b>
		Total (Hours) =	N/A	58	60	60	60	-	-	-	-	-	-	238	
		Total (Costs) =	\$200.00	\$10,195.24	\$7,271.40	\$13,500.00	\$13,624.20	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$44,790.84
		Percentage of Total (Hours) =	N/A	24%	25%	25%	25%	0%	0%	0%	0%	0%	0%	100%	
		Percentage of Total (Costs) =	0%	23%	16%	30%	30%	0%	0%	0%	0%	0%	0%		100%

**Work Order Estimate  
Summary**

Att.A, AI 15, 05/16/24

Consultant/ Subconsultant: **Aguirre & Associates**

Contract No: **PWL352.0-22**

Task Order No. **WOA352-AE-35**

Work Order Title: **SPECIAL TRACK IMPROVEMENTS- BROADWAY WYE**

Attachment: **B**

**TASKS/WBS (1-5)**

ODC Item	Description	Unit	Unit Cost	Task 1		Task 2		Task 3		Task 4		Task 5	
				Quantity	Total	Quantity	Total	Quantity	Total	Quantity	Total	Quantity	Total
1	Reproduction (2024)	1	\$200.00		\$0.00	1	\$200.00		\$0.00		\$0.00		\$0.00
2					\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
3					\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
4					\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
5					\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
6					\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
7					\$0.00		\$0.00		\$0.00		\$0.00		\$0.00
Subtotal =					<b>\$0.00</b>		<b>\$200.00</b>		<b>\$0.00</b>		<b>\$0.00</b>		<b>\$0.00</b>

**TASKS/WBS (6-10)**

ODC Item	Description									Totals			
		Quantity	Total	Quantity	Total	Quantity	Total	Quantity	Total	Quantity	Total		
1			\$0.00		\$0.00		\$0.00		\$0.00	1	\$200.00		
2			\$0.00		\$0.00		\$0.00		\$0.00	0	\$0.00		
3			\$0.00		\$0.00		\$0.00		\$0.00	0	\$0.00		
4			\$0.00		\$0.00		\$0.00		\$0.00	0	\$0.00		
5			\$0.00		\$0.00		\$0.00		\$0.00	0	\$0.00		
6			\$0.00		\$0.00		\$0.00		\$0.00	0	\$0.00		
7			\$0.00		\$0.00		\$0.00		\$0.00	0	\$0.00		
Subtotal =			<b>\$0.00</b>		<b>\$0.00</b>		<b>\$0.00</b>		<b>\$0.00</b>		<b>\$0.00</b>	<b>Totals =</b>	<b>\$200.00</b>



**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/2024**

## **Agenda Item No. 16**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

**SUBJECT:**

Mobile Trailer Power Connections and Fencing at El Cajon Transit Center – Work Order Agreement

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors authorize the Chief Executive Officer (CEO) to:

- 1) Ratify Work Order MTSJOC324-44 under Job Order Contract (JOC) to MTS Doc. No. PWG324.0-21 (Attachment A) with ABC General Contractor, Inc. (ABCGC), in the amount of \$139,977.72 for the Security Trailer Power Connection and Fencing at El Cajon Transit Center.
- 2) Execute Change Order MTSJOC324-44.01 under MTS Doc. No. PWG324.0-21 (in substantially the same format as Attachment B), with ABCGC, in the amount of \$24,947.96 for the installation of additional fencing needed for Security Trailer Power Connection and Fencing at El Cajon Transit Center.

**Budget Impact**

The total contract cost for this work order is estimated to be \$164,925.68. Under separate MTS Doc No. L1282.0-16 with The Gordian Group, MTS will pay a 1.76% JOC software license fee in the amount of \$2,902.69. This project will be funded by the Capital Improvement Program (CIP) account 1009116701 – Security Satellite Offices.

**DISCUSSION:**

On April 25, 2024 (Agenda Item (AI) 4), the MTS Board of Directors approved the purchase of five mobile trailers to be used by the MTS Transit Security & Passenger Safety (Security) department employees and MTS transit or trolley operational employees at specified transit centers. The trailers will provide a location for employees to take breaks, write reports, or do other similar tasks without having to travel all the way back to headquarters in downtown San Diego.

To provide essential services and functions to the mobile trailers, various site work and hookups are required at each location. Today's proposed action relates to mobile trailers that will be





installed at the El Cajon Transit Center. One trailer will be used by Security Department personnel and the other will be used as a break room for trolley operators. For security and operational control, the trailers will be installed within a newly fenced and gated area. The fenced trailer area is in the southwest section of the parking lot, near the intersection of Front Street and Palm Avenue. This portion of the ECTC parking lot is not part of any proposed Transit-Oriented Development (TOD) concepts.

On December 29, 2023, under the CEO's Board Policy 41 signature authority, a Work Order in the amount of \$139,977.72 was issued to MTS's On-Call Job Order Contractor for Building and Facilities Services, ABCGC, for work related to the Security department mobile trailer to be installed at ECTC. The Work Order was for trenching, AC/Concrete patching, fencing around the trailer's perimeter, electrical work, access control, and Close Circuit Television (CCTV) camera installation. (See Attachment A.) Today's proposed action would include ratification of this Work Order.

After the December 2023 Work Order was issued, the second trailer for trolley operator use was added to the scope of work for this project area. Today's proposed action includes approval of a change order for additional work to accommodate the second mobile trailer. The change order in Attachment B is required to increase the size of the fenced enclosure and to create a second power and data connection. With the added work, both trailers will be connected to MTS power, access control, CCTV cameras will be installed. The two trailers will be located within the same fenced and gated area. Pricing for this repair change order was reviewed and determined to be fair and reasonable. Work is expected to be completed within 90 days of issuance of the notice to proceed. ABCGC will not have any subcontractors for this change order.

#### As-Needed JOC Service Solicitation Process

On October 6, 2020, MTS issued an Invitation for Bids (IFB) seeking a contractor to provide. JOC building and facilities construction services that primarily consists of repair, remodeling, or other repetitive work, and general building and facility contracting services. These services include, but are not limited to, demolition, maintenance, and modification of existing buildings and facilities, as well as any required incidental professional and technical services.

JOC is a procurement method under which public agencies may accomplish frequently encountered repairs, maintenance, and construction projects through a single, competitively procured long-term agreement.

The JOC program includes a catalogue of pricing for a variety of potential tasks to be performed under the contract that have been pre-priced by the contractor, the Gordian Group. All potential contractors are subject to the pricing within this catalogue. Each contractor then includes an adjustment factor, escalating their proposed price from the catalogue price, to determine the total cost of the task order. The adjustment factor represents an average percentage increase over the catalogue price (i.e., 1.25 adjustment factor represents 25% above the catalogue price) for that respective task within the project. In order to select the lowest responsive and responsible bidder, MTS staff compares each contractor's proposed adjustment factor.

Nine (9) bids were received, and MTS determined that ABCGC was the lowest responsive and responsible bidder. On December 10, 2020 (AI 11), the MTS Board authorized the CEO to execute MTS Doc. No. PWG324.0-21 with ABCGC for General Building Construction Services.

Today's Proposed Action

Therefore, staff recommends that the MTS Board of Directors authorize the CEO to:

- 1) Ratify Work Order MTSJOC324-44 under JOC to MTS Doc. No. PWG324.0-21 (Attachment A) with ABCGC, in the amount of \$139,977.72 for the Security Trailer Power Connection and Fencing at El Cajon Transit Center.
- 2) Execute Change Order MTSJOC324-44.01 under MTS Doc. No. PWG324.0-21 (in substantially the same format as Attachment A), with ABCGC, in the amount of \$24,947.96 for the installation of additional fencing and power connections to support a second mobile Trailer at El Cajon Transit Center.

/S/ Sharon Cooney

Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachments: A. Executed Work Order MTSJOC324-44  
B. Draft Change Order MTSJOC324-44.01



# Metropolitan Transit System

## JOB ORDER CONTRACT WORK ORDER

PWG324.0-21  
CONTRACT NUMBER

MTSJOC324-44  
WORK ORDER NUMBER

THIS AGREEMENT is entered into this 29 day of December 2023, in the state of California by and between San Diego Metropolitan Transit System ("MTS"), a California public agency, and the following, hereinafter referred to as "Contractor":

Name: ABC General Contractor, Inc. Address: 3120 National Avenue

Form of Business: Corporation San Diego, CA 92113  
(Corporation, partnership, sole proprietor, etc.)

Telephone: 619.937.1010

Authorized person to sign contracts: Travis Brozowski President  
Name Title

Pursuant to the existing Job Order Contract (MTS Doc. No. PWG324.0-21), MTS issues a Work Order to Contractor to complete the detailed Scope of Work (attached as Exhibit A), the Cost Breakdown for the Scope of Work (attached as Exhibit B), and the subcontractor listing form applicable to this Work Order (attached as Exhibit C).

TOTAL PAYMENTS TO CONTRACTOR SHALL NOT EXCEED \$139,977.72

SAN DIEGO METROPOLITAN TRANSIT SYSTEM

ABC GENERAL CONTRACTOR, INC.

By: Karen Landers Digitally signed by Karen Landers  
Date: 2023.12.26 10:52:42 -08'00'  
Sharon Cooney, Chief Executive Officer

Firm: ABC General Contractor, Inc.

Approved as to form:  
By: Samantha Leslie Digitally signed by Samantha Leslie  
Date: 2023.12.22 09:51:40 -08'00'  
for Karen Landers, General Counsel

By: [Signature]  
Signature

Title: President



EXHIBIT A  
(Scope of Work)



# San Diego Metropolitan Transit System

1255 Imperial Ave  
San Diego, California 92101

## Final Scope of Work

Date: 12/19/2023

Job Order Contracting

To:

From:

**Contract No:** PWG324.0-21  
**Job Order No:** MTSJOC324-44  
**Job Order Title:** Security Trailer Power Connection at El Cajon Transit Center  
**Location:** El Cajon Transit Center  
 352 South Marshall Avenue  
 El Cajon, CA 92020

**Brief Scope of Work:** Power Connection to Security Trailer at El Cajon Transit Center

The following items detail the scope of work as discussed at the site. All requirements necessary to accomplish the items set forth below shall be considered part of this scope of work.

## DETAILED SCOPE OF WORK

The Contractor shall complete the construction of this project in its entirety and shall provide all labor, materials, equipment, procuring all materials and performing all other work necessary to complete the work in accordance with the Detailed Scope of Work along with Conformed Special Provisions.

This work consists of **SECURITY TRAILER POWER CONNECTION AT EL CAJON TRANSIT CENTER**

**I. SCOPE OF WORK - The contactor shall:**

- Trenching, AC / Concrete Patching
- Fencing around the perimeter of the trailer
- Electrical work to the trailer
- Access Control and Camera installation

**II. SUBMITTALS:**

- Asphalt Concrete
- Backfill Material
- Fencing
- Electrical Materials
- Access Controls & Cameras

**III. STAGING:**

- It is the Contractor's responsibility to keep and store all materials and equipment within the work area as possible. Any further staging would have to be coordinated with the MTS Project Manager. All property stored onsite is the responsibility of the contractor and MTS shall not be held liable for any and all equipment, material, tools, etc.

**IV. EXISTING UTILITIES:**

- The contractor shall notify the Engineer and Underground Service Alert (USA) (800) 422-4133 (if applicable) at least two working days, but not more than 14 calendar days, prior to performing any excavation or other work close to any underground pipeline, conduit, wire or other structure.
- Contractor is to locate and protect in-place all existing underground facilities. The contractor shall coordinate with MTS personnel in order to have said facilities located and marked out by Cable, Pipe & Leak Detection (CPL) (619) 660-0844, or other approved utility locating subcontractor familiar with MTS facilities. All coordination and costs associated with (CPL) shall be provided by the contractor. If the Contractor cannot protect in-place existing underground facilities, the Contractor shall replace any damaged or removed underground facilities in a timely manner as to not allow for extended delays to the trolley services. If the services are subject to extended delays, the contractor shall notify MTS prior to the expiring of the original scheduled work time.
- Where such facilities are not located on the plans, no work shall be performed near said facilities until the owner, or his representative, has located the facility by potholing, probing, or other means that locate and identify the facility.

**V. CONSTRUCTION SURVEYING:**

- All field construction surveying required for accurate horizontal and vertical location, and other various items of work on the contract shall be furnished by the Contractor. For the elevation, slope, and location should generally be based on what is existing.

**VI. TEMP FACILITIES:**

- Contractor is responsible for temp power and water if there is not a close or local source.

**VII. SAFETY AND ACCESS:**

- All work will occur within during the weekend hours and Single-Tracking, and so caution must be taken around. Cover protection for construction might require. RWP Training is required.

**VIII. WASTE:**

- The contractor is responsible for legally disposing of any and all waste in relation to the work. The contractor shall not use any onsite receptacles to dispose of material generated during the performance of this contract. Contractor is responsible for general cleanup at the end of each work day.

**IX. SCHEDULE:**

- All work shall be completed as soon as possible within 90 calendar days from issuance of NTP.

All job orders include the labor, equipment, and material costs for a complete and in-place installation, unless otherwise noted.

**EXHIBIT B**  
**(Cost Breakdown)**



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

Division		Install Total	NPP Total	Demo Total	Division Total
01	General Requirements	\$33,316.09	\$0.00	\$0.00	\$33,316.09
02	Existing Conditions	\$8,394.76	\$0.00	\$0.00	\$8,394.76
03	Concrete	\$14,046.72	\$0.00	\$0.00	\$14,046.72
26	Electrical	\$29,467.62	\$0.00	\$0.00	\$29,467.62
27	Communications	\$9,245.33	\$0.00	\$0.00	\$9,245.33
28	Electronic Safety And Security	\$4,103.95	\$0.00	\$0.00	\$4,103.95
31	Earthwork	\$5,875.82	\$0.00	\$0.00	\$5,875.82
32	Exterior Improvements	\$31,188.75	\$0.00	\$0.00	\$31,188.75
33	Utilities	\$1,354.44	\$0.00	\$0.00	\$1,354.44
50	Custom Standards And Assemblies	\$2,984.24	\$0.00	\$0.00	\$2,984.24
<b>Line Count: 54</b>				<b>Proposal Total:</b>	<b>\$139,977.72</b>

The Percentage of Non Pre-Priced on this Proposal:

0.0%





# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

01 General Requirements	<b>\$33,316.09</b>
-------------------------	--------------------

Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
1	012223000106	29' Bucket Truck With Full-Time Operator	Installation	2.00	\$1,140.58	DAY	1.0715	\$2,444.26
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	DAY	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment No Includes Materials Yes</b>								

User Note: to install cameras

Item Note:

<b>Total:</b>	<b>\$2,444.26</b>
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2	012223000289	3,000 LB Capacity, 78" Wide, Tracked Skid-Steer Loader With Full-Time Operator	Installation	3.00	\$1,287.24	DAY	1.0715	\$4,137.83
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	DAY	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment No Includes Materials Yes</b>								

User Note: sweep parking lot

Item Note:

<b>Total:</b>	<b>\$4,137.83</b>
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3	012223000292	Hydraulic Hammer Attachment For Skid-Steer Loaders	Installation	3.00	\$202.64	DAY	1.0715	\$651.39
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	DAY	1.0715	\$0.00
<b>Includes Labor No Includes Equipment No Includes Materials Yes</b>								

User Note: breakup ac and concrete

Item Note:

<b>Total:</b>	<b>\$651.39</b>
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4	012223000301	Broom Attachment For Skid-Steer Loaders	Installation	3.00	\$95.24	DAY	1.0715	\$306.15
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	DAY	1.0715	\$0.00
<b>Includes Labor No Includes Equipment No Includes Materials Yes</b>								

<b>Total:</b>	<b>\$306.15</b>
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\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

5	012223000419	3,500 LB Mini-Excavator With Full-Time Operator	Installation	3.00	\$1,002.01	DAY	1.0715	\$3,220.96
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<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	DAY	1.0715	\$0.00
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**Includes Labor Yes Includes Equipment No Includes Materials Yes**

<b>Total:</b>	<b>\$3,220.96</b>
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6	012223001333	18 CY Rear Dump Truck With Full-Time Truck Driver	Installation	4.00	\$1,726.52	DAY	1.0715	\$7,399.86
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<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	DAY	1.0715	\$0.00
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**Includes Labor Yes Includes Equipment No Includes Materials Yes**

<b>Total:</b>	<b>\$7,399.86</b>
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7	015626000175	48" High With Posts At 8' On Center, Plastic Mesh Temporary Safety Fence	Installation	1,000.00	\$2.66	LF	1.0715	\$2,850.19
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<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	1000.000000	\$0.00	LF	1.0715	\$0.00
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**Includes Labor Yes Includes Equipment No Includes Materials Yes**

<b>Total:</b>	<b>\$2,850.19</b>
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8	017113000004	First 25 Miles, Equipment Delivery, Pickup, Mobilization And Demobilization Using A Tractor Trailer With Up To 53' Bed	Installation	5.00	\$715.07	EA	1.0715	\$3,830.99
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<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	EA	1.0715	\$0.00
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**Includes Labor Yes Includes Equipment Yes Includes Materials No**

**User Note:** bobcat, mini exc, paving equipmen3t (3)

**Item Note:** Includes loading, tie-down of equipment, delivery of equipment, off loading on site, rigging, dismantling, loading for return and transporting away. For equipment such as bulldozers, motor scrapers, hydraulic excavators, gradalls, road graders, loader-backhoes, heavy duty construction loaders, tractors, pavers, rollers, bridge finishers, straight mast construction forklifts, telescoping boom rough terrain construction forklifts, telescoping and articulating boom man lifts with >40' boom lengths, etc.

<b>Total:</b>	<b>\$3,830.99</b>
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# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

9	017123160019	Survey Clear Area For Underground Utilities	Installation	0.50	\$5,567.02	ACR	1.0715	\$2,982.53
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>		<b>Demo:</b> 0.000000	\$0.00	ACR	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment Yes</b>	<b>Includes Materials Yes</b>				

**Total: \$2,982.53**

10	017419000016	40 CY Dumpster (5 Ton) "Construction Debris"	Installation	1.00	\$814.98	EA	1.0715	\$873.25
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>		<b>Demo:</b> 0.000000	\$0.00	EA	1.0715	\$0.00
		<b>Includes Labor No</b>	<b>Includes Equipment No</b>	<b>Includes Materials Yes</b>				

**Total: \$873.25**

11	017419000021	Rampless Concrete Washout Bin	Installation	1.00	\$555.08	MO	1.0715	\$594.77
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>		<b>Demo:</b> 0.000000	\$0.00	MO	1.0715	\$0.00
		<b>Includes Labor No</b>	<b>Includes Equipment No</b>	<b>Includes Materials Yes</b>				

**Total: \$594.77**

12	017419000036	General Refuse	Installation	22.00	\$44.52	TON	1.0715	\$1,049.47
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>		<b>Demo:</b> 0.000000	\$0.00	TON	1.0715	\$0.00
		<b>Includes Labor No</b>	<b>Includes Equipment No</b>	<b>Includes Materials Yes</b>				

**Total: \$1,049.47**

13	017419000047	Hauling With 16 To 20 CY Dump Truck, Up To 15 Miles	Installation	22.00	\$126.18	EA	1.0715	\$2,974.44
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>		<b>Demo:</b> 0.000000	\$0.00	EA	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment Yes</b>	<b>Includes Materials No</b>				

**Total: \$2,974.44**

\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

02 Existing Conditions \$8,394.76

Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
14	02321300020	Excavation For Test Pit, Light Soil, Hand Excavation	Installation	5.00	\$165.66	CY	1.0715	\$887.52
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	CY	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials No</b>								

User Note: pot holes

Item Note:

**Total: \$887.52**

15	024113130003	>3" To 6" By Machine, Break-up And Remove Bituminous Paving	Installation	23.00	\$15.30	SY	1.0715	\$377.06
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	SY	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials No</b>								

User Note: 100 x 2' / 9

Item Note:

**Total: \$377.06**

16	024113130022	>3" To 6" By Hand, Break-up And Remove Concrete Paving	Installation	25.00	\$5.75	SF	1.0715	\$154.03
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	SF	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials No</b>								

User Note: sidewalk panel

Item Note:

**Total: \$154.03**

17	024119130071	Saw Cut Minimum Set-up Charge, One Per Project	Installation	1.00	\$820.54	EA	1.0715	\$879.21
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	EA	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials Yes</b>								

**Total: \$879.21**

\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

18	024119130259	Drill 12" Diameter Core In >4" To 6" Asphalt	Installation	26.00	\$218.85	EA	1.0715	\$6,096.94
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	EA	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials Yes</b>								

<b>Total:</b>	<b>\$6,096.94</b>
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<b>03 Concrete</b>	<b>\$14,046.72</b>
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Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
19	033113000094	Delivery Fee For Concrete Purchases Per CY For Each CY Less Than 9 CY	Installation	9.00	\$19.14	CY	1.0715	\$184.58
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	CY	1.0715	\$0.00
<b>Includes Labor No Includes Equipment No Includes Materials Yes</b>								

<b>Total:</b>	<b>\$184.58</b>
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20	033113000097	4" Equipment Pad With Welded Wire Reinforcement	Installation	50.00	\$15.03	SF	1.0715	\$805.23
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	SF	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials Yes</b>								

User Note: sidewalk panel

Item Note:

<b>Total:</b>	<b>\$805.23</b>
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21	033716000010	35 CY/HR, 66 HP Trailer Mounted Concrete Pump	Installation	8.00	\$97.56	HR	1.0715	\$836.28
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	HR	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials Yes</b>								

<b>Total:</b>	<b>\$836.28</b>
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\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

22	036426000002	Pressure Injected Cementitious Grout	Installation	78.00	\$146.22	CF	1.0715	\$12,220.63
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	CF	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials Yes</b>								

<b>Total:</b>	<b>\$12,220.63</b>
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<b>26 Electrical</b>	<b>\$29,467.62</b>
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Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
23	260120910002	Lock Out/Tag Out Local Disconnect	Installation	1.00	\$19.77	EA	1.0715	\$21.18
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	EA	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials No</b>								

<b>Total:</b>	<b>\$21.18</b>
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24	260120910004	Lock Out/Tag Out Tags	Installation	4.00	\$3.09	EA	1.0715	\$13.24
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	EA	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials Yes</b>								

<b>Total:</b>	<b>\$13.24</b>
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25	260519160475	2 Conductors, #14 AWG, 300 Volt, 90 Degree Celsius, Multi-Conductor Type SJOOW Cord (Carol Carolprene)	Installation	1,480.00	\$1.26	LF	1.0715	\$1,998.13
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.32	LF	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment No Includes Materials Yes</b>								

<b>Total:</b>	<b>\$1,998.13</b>
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\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

26	260519160483	2 Conductors, #10 AWG, 300 Volt, 90 Degree Celsius, Multi-Conductor Type SJOOW Cord (Carol Carolprene)	Installation	1,480.00	\$2.05	LF	1.0715	\$3,250.93
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$0.39 LF 1.0715 \$0.00

Includes Labor Yes Includes Equipment No Includes Materials Yes

Total:	\$3,250.93
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27	260533130596	3/4" Electrical Metallic Tubing (EMT) Conduit	Installation	32.00	\$4.33	LF	1.0715	\$148.47
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$1.44 LF 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials Yes

Total:	\$148.47
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28	260533131440	3/4" Schedule 40 Polyvinyl Chloride (PVC) Conduit With Coupled End	Installation	1,480.00	\$3.50	LF	1.0715	\$5,550.37
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$1.30 LF 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials Yes

Total:	\$5,550.37
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29	260533131785	3/4" Schedule 40 Polyvinyl Chloride (PVC) Conduit 90 Degree Elbow, Direct Burial	Installation	12.00	\$22.66	EA	1.0715	\$291.36
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$0.00 EA 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials Yes

Total:	\$291.36
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\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

30	260533131798	3/4" Schedule 40 Polyvinyl Chloride (PVC) Conduit 45 Degree Elbow, Direct Burial	Installation	12.00	\$22.61	EA	1.0715	\$290.72
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$0.00 EA 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials Yes

**Total: \$290.72**

31	262416000395	125 Ampere Rating, 24 Circuit, Main Lug Load Center, 3 Wire, 120/240 Volt, Single Phase, Unassembled Panelboard	Installation	6.00	\$1,228.77	EA	1.0715	\$7,899.76
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$473.82 EA 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials Yes

**Total: \$7,899.76**

32	262416000409	125 Ampere Rating, 24 Circuit, Main Breaker Load Center, 3 Wire, 120/240 Volt, Single Phase, Unassembled Panelboard	Installation	6.00	\$1,555.99	EA	1.0715	\$10,003.46
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$473.82 EA 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials Yes

**Total: \$10,003.46**

**27 Communications \$9,245.33**

Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
33	271523000577	24 Strand Dielectric Indoor / Outdoor Fiber Optic Cable	Installation	1,480.00	\$5.83	LF	1.0715	\$9,245.33

Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$0.00 LF 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials Yes

**Total: \$9,245.33**

**28 Electronic Safety And Security \$4,103.95**

Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
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\* Includes Price Changes due to Construction Task Catalog update





# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

34	282131000226	Camera Enclosure, Standard Indoor/Outdoor For Avigilon HD And HD H.264 IP Cameras. Maximum Combined Camera And Lens Length Is 13" (Avigilon ES-HE)	Installation	2.00	\$332.29	EA	1.0715	\$712.10
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$27.01 EA 1.0715 \$0.00  
 Includes Labor Yes Includes Equipment Yes Includes Materials Yes

**Total: \$712.10**

35	282131000499	16X, Color Camera, Spectra® IV Dome Drive (Pelco DD4TC16)	Installation	2.00	\$1,582.76	EA	1.0715	\$3,391.85
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$98.86 EA 1.0715 \$0.00  
 Includes Labor Yes Includes Equipment Yes Includes Materials Yes

**Total: \$3,391.85**

**31 Earthwork \$5,875.82**

Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
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36	312316130005	Over 12" Wide, Excavation for Trenching by Machine in Loose Rock	Installation	22.00	\$10.18	CY	1.0715	\$239.97
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$0.00 CY 1.0715 \$0.00  
 Includes Labor Yes Includes Equipment Yes Includes Materials No

**Total: \$239.97**

37	312316130005	For >20 To 50, Add	MOD: 0061 Installation	22.00	\$5.09	CY	1.0715	\$119.99
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Accepted History: 1.1 Added, 2.0 Accepted  
 Includes Labor Yes Includes Equipment Yes Includes Materials No

**Total: \$119.99**

\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

38	312316130007	Excavation For Trenching By Hand In Soil	Installation	22.00	\$111.82	CY	1.0715	\$2,635.93
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>		<b>Demo:</b> 0.000000	\$0.00	CY	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment Yes</b>	<b>Includes Materials No</b>				

<b>Total:</b>	<b>\$2,635.93</b>
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39	312316130011	Backfilling or Placing Subbase for Trenches with Imported or Stockpiled Materials by Hand	Installation	22.00	\$31.06	CY	1.0715	\$732.18
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>		<b>Demo:</b> 0.000000	\$0.00	CY	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment Yes</b>	<b>Includes Materials No</b>				

<b>Total:</b>	<b>\$732.18</b>
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40	312316130014	Compaction of Fill or Subbase for Trenches by Hand	Installation	22.00	\$35.04	CY	1.0715	\$826.00
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>		<b>Demo:</b> 0.000000	\$0.00	CY	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment Yes</b>	<b>Includes Materials No</b>				

<b>Total:</b>	<b>\$826.00</b>
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41	312316360026	Finish Grading For Building Foundations And Other Structures by Hand	Installation	23.00	\$10.35	SY	1.0715	\$255.07
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>		<b>Demo:</b> 0.000000	\$0.00	SY	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment Yes</b>	<b>Includes Materials No</b>				

<b>Total:</b>	<b>\$255.07</b>
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\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

42	312316360032	Spread Excess Or Imported Material On Site By Hand	Installation	22.00	\$45.25	CY	1.0715	\$1,066.68
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	CY	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials No</b>								

**Total: \$1,066.68**

**32 Exterior Improvements \$31,188.75**

Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
43	320117630024	Asphalt Placement For Small Repair Areas, Hot Mix, Up To 3 Tons	Installation	8.00	\$1,754.57	EA	1.0715	\$15,040.17
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	EA	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials Yes</b>								

**Total: \$15,040.17**

44	320117630025	Asphalt Placement For Small Repair Areas, Hot Mix	Installation	18.00	\$187.59	TON	1.0715	\$3,618.05
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	TON	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials Yes</b>								

**Total: \$3,618.05**

45	321313330005	6" 4,500 PSI Concrete Paving Assembly	Installation	12.00	\$61.40	SY	1.0715	\$789.48
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	SY	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials Yes</b>								

**Total: \$789.48**

\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

46	321613130002	6" x 12" Cast In Place Concrete Curb (Type A1-6)	Installation	12.00	\$16.30	LF	1.0715	\$209.59
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$8.43	LF	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment Yes</b>	<b>Includes Materials Yes</b>				

<b>Total:</b>	<b>\$209.59</b>
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47	323113130010	12" Diameter Hole, Auger By Machine Fence Post Hole In Soil	Installation	78.00	\$17.65	VLF	1.0715	\$1,475.13
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	VLF	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment Yes</b>	<b>Includes Materials No</b>				

User Note: 8 each x 3'

Item Note:

<b>Total:</b>	<b>\$1,475.13</b>
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48	323113130092	3" Outside Diameter Galvanized Steel Post, 16' To 20' In Length	Installation	34.00	\$13.78	LF	1.0715	\$502.02
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$1.54	LF	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment Yes</b>	<b>Includes Materials Yes</b>				

<b>Total:</b>	<b>\$502.02</b>
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49	323113130092	For Powder Coated, Add	<b>MOD:</b> 0153	Installation	34.00	\$8.60	LF	1.0715	\$313.31
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>							
		<b>Includes Labor No</b>	<b>Includes Equipment No</b>	<b>Includes Materials Yes</b>					

<b>Total:</b>	<b>\$313.31</b>
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\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

50	323119000008	8' Wrought Iron Fence, Verticals At >2-1/2" To 3" On Center	Installation	88.00	\$92.53	LF	1.0715	\$8,724.84
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Accepted		History: 1.1 Added, 2.0 Accepted	Demo:	0.000000	\$16.04	LF	1.0715	\$0.00
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Includes Labor Yes Includes Equipment Yes Includes Materials Yes

**Total: \$8,724.84**

51	323119000017	8' Single Wrought Iron Gate, Hardware And Associated Trim	Installation	4.00	\$120.43	LF	1.0715	\$516.16
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Accepted		History: 1.1 Added, 2.0 Accepted	Demo:	0.000000	\$21.77	LF	1.0715	\$0.00
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Includes Labor Yes Includes Equipment Yes Includes Materials Yes

**Total: \$516.16**

**33 Utilities \$1,354.44**

Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
----------	------------	-------------	------	----------	------------	-----	--------	------------

52	330563000428	12" x 12" x 12" Precast Concrete Handholes With Steel Cover	Installation	2.00	\$632.03	EA	1.0715	\$1,354.44
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Accepted		History: 1.1 Added, 2.0 Accepted	Demo:	0.000000	\$191.85	EA	1.0715	\$0.00
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Includes Labor Yes Includes Equipment Yes Includes Materials Yes

**Total: \$1,354.44**

**50 Custom Standards And Assemblies \$2,984.24**

Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
----------	------------	-------------	------	----------	------------	-----	--------	------------

53	508982120002	CALTRANS 120116 TYPE II BARRICADE	Installation	30.00	\$27.42	EA	1.0715	\$881.42
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Accepted		History: 1.1 Added, 2.0 Accepted	Demo:	0.000000	\$0.00	EA	1.0715	\$0.00
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Includes Labor Yes Includes Equipment Yes Includes Materials Yes

User Note: 6each x 5 days

Item Note:

**Total: \$881.42**

\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Job Order: MTSJOC324-44

Proposal Value: \$139,977.72

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Approved Date: December 18, 2023

Location: Orange Line ROW 1255 Imperial Ave San Diego, CA 92101

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

54	508982120012	CALTRANS 120182 PORTABLE DELINEATOR	Installation	125.00	\$15.70	EA	1.0715	\$2,102.82
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	EA	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment Yes</b>	<b>Includes Materials Yes</b>				

User Note: 25 each x 5 days

Item Note:

								<b>Total:</b>	<b>\$2,102.82</b>
								<b>Proposal Total:</b>	<b>\$139,977.72</b>
Div	<b>The Percentage of Non Pre-Priced on this Proposal:</b>							<b>0.0%</b>	

\* Includes Price Changes due to Construction Task Catalog update

EXHIBIT C  
(Subcontractor Listing)

# San Diego Metropolitan Transit System

1255 Imperial Ave  
 San Diego, CA 92101

## Subcontractor Report

Date: 12/18/2023

Job Order Contracting

**Contract #:** PWG324.0-21  
**Job Order #:** MTSJOC324-44  
**Job Order Title:** Security Trailer Power Connection at El Cajon Transit Center  
**Job Order Value:** \$139,977.72  
**Location:** Orange Line ROW  
**Contractor:** ABC General Inc.  
**Subcontractors:** C.E. CRIST INC  
 ELECTRO SPECIALTY SYSTEMS (ESS)  
 Legend to kings fence inc  
 Swift Electric

Subcontractor Name	License Number	Describe Nature of Work (Trade)	Certifications	Subcontractor Total	%
C.E. CRIST INC 11213 El Nopal, Lakeside, CA 92040	532947	Carpenter		\$32,800.00	23.43%
ELECTRO SPECIALTY SYSTEMS (ESS) 7940 Convoy Ct, San Diego, CA 92111	524465	Electrician		\$22,278.20	15.92%
Legend to kings fence inc 3559 Vista Ave, lemon grove, CA 91945	1062047	Laborer		\$31,482.66	22.49%
Swift Electric 12515 Woodside Ave #906, Lakeside, CA 92040	915171	Electrician		\$15,884.76	11.35%

### Summary

Certification Name	Value	%
	\$102,445.62	23.43%
<b>Total</b>	<b>\$102,445.62</b>	<b>73.19%</b>





## CONSTRUCTION CHANGE ORDER

Project Name: **Security Trailer Power Connection  
and Fencing at El Cajon Transit**

Date: **5/2/24**

To: **MTS**  
From (Contractor): **ABC General Contractor, Inc.**

Contract Number: **MTSJOC324-44**  
CCO Number: **01**

<b>Description of Work</b>	<b>Fieldwork Directive Issued:</b>	N/A
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This CCO is prepared in accordance with and incorporates Section Changes and Extra Work of the Contract Documents and consists of:  
installation of additional fencing and trenching to accommodate a second mobile trailer at the El Cajon Transit Center for the Security Trailer at El Cajon Transit Center.

**A. Contractor Cost Proposal**

CCO 01	\$ 24,947.96	
_____	\$ 24,947.96	<b>Subtotal A: \$ 24,947.96</b>

**B. Subcontractors Costs**

_____	\$ -	
_____		
_____		
_____		
_____		
_____		<b>Subtotal B: \$ -</b>

**C. Contractor Credits**

_____		
_____		<b>Subtotal C: \$ -</b>
<b>Total = (A + B + C)</b>		<b>Total: \$ 24,947.96</b>

Original Contract value:	\$ 139,977.72
Adjustment by Change Order No. X through Change Order X (if applicable)	\$ -
Adjustment by this Change Order	\$ 24,947.96
<b>New Contract Amount</b> <span style="float: right;">Total:</span>	<b>\$ 164,925.68</b>

The Contract Time due to this Change Order will be:	<input checked="" type="checkbox"/> Increased	<input type="checkbox"/> Decreased	<input type="checkbox"/> Unchanged	by	90	days
Original Completion Date:	4/24/24					
Adjustment by Change Order No. X through Change Order X (if applicable)	0					
Adjustment by this Change Order	90					
New Completion Date	7/23/24					

Milestones Affected: \_\_\_\_\_

Contractor _____	Date: _____	MTS Chief Executive Officer _____	Date: _____
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# EXHIBIT A (Scope of Work)



# San Diego Metropolitan Transit System

1255 Imperial Ave  
San Diego, California 92101

## Final Scope of Work

Date: 5/2/2024

**Job Order Contracting**

**To:**

**From:**

**Contract No:** PWG324.0-21  
**Job Order No:** MTSJOC324-44.01  
**Job Order Title:** Security Trailer Power Connection at El Cajon Transit Center  
**Location:** El Cajon Transit Center  
352 South Marshall Avenue  
El Cajon, CA 92020

### Brief Scope of Work:

The following items detail the scope of work as discussed at the site. All requirements necessary to accomplish the items set forth below shall be considered part of this scope of work.

The Contractor shall complete the construction of this project in its entirety and shall provide all labor, materials, equipment, and traffic control, procuring all materials and performing all other work necessary to complete the work in accordance with the Detailed Scope of Work along with Confirmed Special Provisions. This job order supplemental is for additional fencing due to adding one more trailer on the same location.

All job orders include the labor, equipment, and material costs for a complete and in-place installation, unless otherwise noted.

# EXHIBIT B (Cost Breakdown)

# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Proposal Value: \$24,947.96

Approved Date: April 12, 2024

Job Order: MTSJOC324-44.01

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Location: El Cajon Transit Center 352 South Marshall Avenue El Cajon, CA 92020

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

Division		Install Total	NPP Total	Demo Total	Division Total
01	General Requirements	\$5,306.05	\$0.00	\$0.00	\$5,306.05
02	Existing Conditions	\$6,096.94	\$0.00	\$0.00	\$6,096.94
31	Earthwork	\$359.96	\$0.00	\$0.00	\$359.96
32	Exterior Improvements	\$13,185.01	\$0.00	\$0.00	\$13,185.01
Line Count: 14			<b>Proposal Total:</b>		<b>\$24,947.96</b>

The Percentage of Non Pre-Priced on this Proposal: 0.0%

\* Includes Price Changes due to Construction Task Catalog update

# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Proposal Value: \$24,947.96

Approved Date: April 12, 2024

Job Order: MTSJOC324-44.01

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Location: El Cajon Transit Center 352 South Marshall Avenue El Cajon, CA 92020

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

**01 General Requirements** **\$5,306.05**

Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
1	012223000289	3,000 LB Capacity, 78" Wide, Tracked Skid-Steer Loader With Full-Time Operator	Installation	1.00	\$1,287.24	DAY	1.0715	\$1,379.28
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	DAY	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment No</b>	<b>Includes Materials Yes</b>				
		<b>User Note:</b> additional day						
		<b>Item Note:</b>						
							<b>Total:</b>	<b>\$1,379.28</b>

2	012223000292	Hydraulic Hammer Attachment For Skid-Steer Loaders	Installation	1.00	\$202.64	DAY	1.0715	\$217.13
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	DAY	1.0715	\$0.00
		<b>Includes Labor No</b>	<b>Includes Equipment No</b>	<b>Includes Materials Yes</b>				
		<b>User Note:</b> additional day						
		<b>Item Note:</b>						
							<b>Total:</b>	<b>\$217.13</b>

3	012223000301	Broom Attachment For Skid-Steer Loaders	Installation	1.00	\$95.24	DAY	1.0715	\$102.05
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	DAY	1.0715	\$0.00
		<b>Includes Labor No</b>	<b>Includes Equipment No</b>	<b>Includes Materials Yes</b>				
		<b>User Note:</b> additional day						
		<b>Item Note:</b>						
							<b>Total:</b>	<b>\$102.05</b>

4	012223001333	18 CY Rear Dump Truck With Full-Time Truck Driver	Installation	1.00	\$1,726.52	DAY	1.0715	\$1,849.97
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	DAY	1.0715	\$0.00
		<b>Includes Labor Yes</b>	<b>Includes Equipment No</b>	<b>Includes Materials Yes</b>				
		<b>User Note:</b> additional day						
		<b>Item Note:</b>						
							<b>Total:</b>	<b>\$1,849.97</b>

\* Includes Price Changes due to Construction Task Catalog update

# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Proposal Value: \$24,947.96

Approved Date: April 12, 2024

Job Order: MTSJOC324-44.01

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Location: El Cajon Transit Center 352 South Marshall Avenue El Cajon, CA 92020

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

5	017419000047	Hauling With 16 To 20 CY Dump Truck, Up To 15 Miles	Installation	13.00	\$126.18	EA	1.0715	\$1,757.62
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	EA	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials No</b>								

User Note: additional load

Item Note: Each first 15 miles per trip

**Total: \$1,757.62**

**02 Existing Conditions \$6,096.94**

Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
6	024119130259	Drill 12" Diameter Core In >4" To 6" Asphalt	Installation	26.00	\$218.85	EA	1.0715	\$6,096.94
<b>Accepted</b>		<i>History: 1.1 Added, 2.0 Accepted</i>	<b>Demo:</b>	0.000000	\$0.00	EA	1.0715	\$0.00
<b>Includes Labor Yes Includes Equipment Yes Includes Materials Yes</b>								

User Note: additional fence

Item Note:

**Total: \$6,096.94**

**31 Earthwork \$359.96**

Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
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\* Includes Price Changes due to Construction Task Catalog update

# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Proposal Value: \$24,947.96

Approved Date: April 12, 2024

Job Order: MTSJOC324-44.01

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Location: El Cajon Transit Center 352 South Marshall Avenue El Cajon, CA 92020

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

7	312316130005	Over 12" Wide, Excavation for Trenching by Machine in Loose Rock	Installation	22.00	\$10.18	CY	1.0715	\$239.97
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$0.00 CY 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials No

User Note: additional trenching

Item Note: Includes compacted aggregate

Total:	\$239.97
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8	312316130005	For >20 To 50, Add	MOD: 0061 Installation	22.00	\$5.09	CY	1.0715	\$119.99
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Accepted History: 1.1 Added, 2.0 Accepted

Includes Labor Yes Includes Equipment Yes Includes Materials No

Total:	\$119.99
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32 Exterior Improvements	\$13,185.01
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Record #	CSI Number	Description	Type	Quantity	Unit Price	UOM	Factor	Line Total
----------	------------	-------------	------	----------	------------	-----	--------	------------

9	320117630025	Asphalt Placement For Small Repair Areas, Hot Mix	Installation	3.00	\$187.59	TON	1.0715	\$603.01
---	--------------	---	--------------	------	----------	-----	--------	----------

Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$0.00 TON 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials Yes

User Note: additional patching

Item Note: For each ton over 3 to 100 tons. For small areas of existing asphalt is removed to allow work such as trenching across or in a road, excavating a drainage structure, uncovering a utility line, etc.

Total:	\$603.01
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10	323113130010	12" Diameter Hole, Auger By Machine Fence Post Hole In Soil	Installation	60.00	\$17.65	VLF	1.0715	\$1,134.72
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$0.00 VLF 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials No

User Note: additional 20 each x 3'

Item Note:

Total:	\$1,134.72
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\* Includes Price Changes due to Construction Task Catalog update



# Price Proposal Detail Report

## By Division

Version: 2.0

Approved

Proposal Value: \$24,947.96

Approved Date: April 12, 2024

Job Order: MTSJOC324-44.01

Job Order Name: Security Trailer Power Connection at El Cajon Transit Center

Location: El Cajon Transit Center 352 South Marshall Avenue El Cajon, CA 92020

Contractor: ABC General Inc.

Contract Number: PWG324.0-21

Contract Name: JOC Building and Facilities Construction Services. - Option 2

11	323113130092	3" Outside Diameter Galvanized Steel Post, 16' To 20' In Length	Installation	34.00	\$13.78	LF	1.0715	\$502.02
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$1.54 LF 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials Yes

User Note: Posts for additional 12' dbl swing

Item Note:

Total:	\$502.02
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12	323113130092	For Powder Coated, Add	MOD: 0153	Installation	34.00	\$8.60	LF	1.0715	\$313.31
----	--------------	------------------------	-----------	--------------	-------	--------	----	--------	----------

Accepted History: 1.1 Added, 2.0 Accepted

Includes Labor No Includes Equipment No Includes Materials Yes

Total:	\$313.31
--------	----------

13	323119000008	8' Wrought Iron Fence, Verticals At >2-1/2" To 3" On Center	Installation	105.00	\$92.53	LF	1.0715	\$10,410.32
----	--------------	---	--------------	--------	---------	----	--------	-------------

Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$16.04 LF 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials Yes

User Note: additional fence

Item Note:

Total:	\$10,410.32
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14	323119000027	12' Double Wrought Iron Gate, Hardware And Associated Trim	Installation	1.00	\$206.84	LF	1.0715	\$221.63
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Accepted History: 1.1 Added, 2.0 Accepted Demo: 0.000000 \$24.55 LF 1.0715 \$0.00

Includes Labor Yes Includes Equipment Yes Includes Materials Yes

User Note: additional gate

Item Note:

Total:	\$221.63
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Proposal Total: \$24,947.96

Div	The Percentage of Non Pre-Priced on this Proposal:	0.0%
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\* Includes Price Changes due to Construction Task Catalog update

EXHIBIT C  
(Subcontractor Listing)

# San Diego Metropolitan Transit System

1255 Imperial Ave  
San Diego, CA 92101

## Subcontractor Report

Date: 4/12/2024  
Job Order Contracting

**Contract #:** PWG324.0-21  
**Job Order #:** MTSJOC324-44.01  
**Job Order Title:** Security Trailer Power Connection at El Cajon Transit Center  
**Job Order Value:** \$24,947.96  
**Location:** El Cajon Transit Center  
**Contractor:** ABC General Inc.  
**Subcontractor:**

Subcontractor Name	License Number	Describe Nature of Work (Trade)	Certifications	Subcontractor Total	%
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### Summary

Certification Name	Value	%
<b>Total</b>		<b>0.00%</b>



**Metropolitan  
Transit  
System**

**DRAFT FOR EXECUTIVE COMMITTEE REVIEW DATE: 5/9/2024**

**Agenda Item No. 17**

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
BOARD OF DIRECTORS

May 16, 2024

**SUBJECT:**

Orange Line Improvement Project Phase 1 & 2 Construction Management (CM) Services Work Order Agreement

**RECOMMENDATION:**

That the San Diego Metropolitan Transit System (MTS) Board of Directors authorize the Chief Executive Officer (CEO) to execute Work Order No. WOA2498-CM15 under MTS Doc. No. G2498.0-21 (in substantially the same format as Attachment A), with Kleinfelder Construction Services, Inc. (KCS) totaling \$11,292,600.34 for CM services for the Orange Line Improvements Projects.

Budget Impact

The total contract cost of this Work Order is estimated to be \$11,292,600.34 (Attachment A), inclusive of Phase 1 and 2. The Phase 1 project will be funded by the Capital Improvement Program (CIP) account 2005119501, with a total of \$4,473,793.39. Phase 2 totals \$6,818,806.94 and will be funded by the CIP account 2005123501. Because the project is grant funded, only the Phase 1 portion of \$4,473,793.39 of the CM Work Order will be executed at this time. The Phase 2 portion of \$6,818,806.94 of the work is anticipated to be authorized in mid-2025, to coincide with the start of the Phase 2 construction procurement.

**DISCUSSION:**

The Orange Line Improvement Project (Project) is a major capital project being undertaken by MTS. The overall project has a current budget of \$135,879,860 across two phases:

<b>Orange Line Improvement Costs</b>	<b>Phase 1</b>	<b>Phase 2</b>	<b>Total</b>
Staff Admin	\$ 179,510	\$ 289,080	\$ 468,590
Design	\$ 1,436,750	\$ 2,533,200	\$ 3,969,950
Construction Management	\$ 4,667,260	\$ 6,359,830	\$ 11,027,090
Construction	\$ 35,902,030	\$ 68,399,940	\$ 104,301,970
Construction Flagging and Bus Bridges	\$ 1,960,000	\$ 1,960,000	\$ 3,920,000
Signal System Integration	\$ 3,000,000	\$ 3,000,000	\$ 6,000,000
Contingency	\$ 1,895,100	\$ 4,297,160	\$ 6,192,260
<b>TOTAL</b>	<b>\$ 49,040,650</b>	<b>\$ 86,839,210</b>	<b>\$ 135,879,860</b>

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San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego. MTS is also the For-Hire Vehicle administrator for nine cities.



Project funding currently includes two discretionary Transit and Intercity Rail Capital Program (TIRCP) grant awards of \$14,560,000 (2022 grant for Phase 1) and \$48,315,712 (2023 grant for Phase 2). On December 14, 2023 (AI 29), the Board approved the SB 125 Allocation Package, which allocated \$26,000,000 in state funds for the Phase 1 project. The remaining Project funding consists of MTS local matching funds.

The Project will make Trolley system improvements at various locations along the 17.6-mile Orange Line, benefitting the riding public and the cities of San Diego, Lemon Grove, La Mesa, and El Cajon. To do so, the project will make track, signal, and grade crossing improvements along the Orange Line. For practical and grant funding reasons, the Project has been divided into two phases. Phase 1 is the work between 32nd/Commercial Station and Massachusetts Avenue Station. Phase 2 is the work between Massachusetts Avenue Station and El Cajon Transit Center. Once completed, the Project will allow trolleys to safely operate at higher speeds and allow reverse-run on certain sections of the line, improving transit times and operational flexibility.

The design for Phase 1 is currently 90% complete and is expected to be advertised for construction in August 2024. The design for Phase 2 is currently 30% complete and is expected to be advertised for construction in mid-2025.

Due to the scale of these two projects, MTS requires CM services to assist staff with the coordination, control, and oversight of the construction contractor from beginning of the work through completion. Today's proposed action is a Work Order for CM services to KCS that will include a Project/Task Order Manager, Track Inspection, and a Scheduling Engineer. Phase 1 construction work has an anticipated construction completion date of June 30, 2027, and Phase 2 completion date is March 2028.

#### CM Consultant Selection Process

On January 11, 2021, the San Diego Association of Governments (SANDAG) and MTS issued a joint Request for Statement of Qualifications (RFSQ) for On-Call CM Services. The RFSQ resulted in the identification of six (6) firms qualified to perform CM services (one of the qualified firms did not execute an agreement with MTS, leaving an on-call bench five firms); the MTS Board of Directors approved this panel of On-Call CM Services firms on July 29, 2021 (AI 16). Tasks are assigned to the firms through a work order process.

On December 15, 2024, MTS requested proposals from the firms on the On-Call List to provide CM Services for the Phase 1 and Phase 2 of the Project. Switching CM firms between the project phases would add complexity and inefficiency to this complex project. The new signaling systems will be cut into service during weekend shutdowns, with Orange Line service expected to be fully operational on Monday mornings.

On February 5, 2024, MTS received proposals from the following CM firms:

Firm Name
AECOM Technical Services Inc.
Jacobs Project Management Co.
KCS
PGH Wong Engineering, Inc.

On March 4, 2024, MTS evaluated the proposal based on the required criteria, KCS was chosen as the highest qualified firm. The table below provides the summary of scores.

Ranking	Proposer Name	Total Score
1	KCS	99.33
2	Jacobs Project Management Co.	85.00
3	PGH Wong Engineering, Inc.	78.67
4	AECOM Technical Services, Inc.	78.33

For this project KCS will utilize the following subconsultants:

Subconsultant Name	Certification	Subconsultant Amount
C.A. Wehsener Engineering	Small Business	\$4,949,702.89
TRC Engineers	None	\$338,163.02
Destination Enterprises	LGBT Business Enterprise, Woman Business Enterprise	\$1,758,185.24

KCS' initial proposed amount for the services was \$11,375,921.81. Through negotiations, staff was able to reduce this amount by \$83,321.47. Based on the level of effort and proposed classifications, KCS' final cost proposal in the amount of \$11,292,600.34 was determined to be fair and reasonable.

Orange Line Improvements Project - CM Services per year, per phase						
	2024	2025	2026	2027	2028	Totals
Phase 1	\$ 724,231.86	\$ 1,614,124.92	\$ 1,047,991.95	\$ 1,087,444.66	\$ -	\$ 4,473,793.39
Phase 2	\$ -	\$ 1,076,083.28	\$ 2,034,337.32	\$ 2,110,921.99	\$ 1,597,464.35	\$ 6,818,806.94
<b>TOTAL</b>	<b>\$ 724,231.86</b>	<b>\$ 2,690,208.20</b>	<b>\$ 3,082,329.27</b>	<b>\$ 3,198,366.65</b>	<b>\$ 1,597,464.35</b>	<b>\$ 11,292,600.33</b>

Therefore, staff recommends that the MTS Board authorize the CEO to execute Work Order No. WOA2498-CM15 under MTS Doc. No. G2498.0-21 (in substantially the same format as Attachment A), with KCS totaling \$11,292,600.34 for CM services for the Orange Line Improvements Project.

Because the project is grant funded, only the Phase 1 portion of \$4,473,793.39 of the CM Work Order will be executed at this time. The Phase 2 portion of \$6,818,806.94 of the work is anticipated to be authorized by the CEO in mid-2025, to coincide with the start of Phase 2 construction.

/S/ Sharon Cooney  
 Sharon Cooney  
 Chief Executive Officer

Key Staff Contact: Julia Tuer, 619.557.4515, [Julia.Tuer@sdmts.com](mailto:Julia.Tuer@sdmts.com)

Attachment: A. Draft Work Order Agreement G2498.0-21WOA2498-CM15

# ATTACHMENT WILL BE PROVIDED BEFORE BOARD MEETING





## CALL – IN PUBLIC COMMENT

The Original DRA, provided a public comment for agenda item #6. A paraphrased version of The Original DRA's statement will be reflected in the minutes.

### PUBLIC SPEAKER DISCLAIMER

#### INSTRUCTIONS

This meeting is offered both in an in-person and virtual format. In-person speaker requests will be taken first. Speaking time will be limited to two minutes per person, unless specified by the Chairperson. Members of the public are permitted to make general public comments at the beginning of the agenda or make specific comments on any item in the agenda at the time the Board/Committee is considering the item during the meeting. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion.

#### BOARD OF DIRECTORS MEETING

General Public Comment at the beginning of the agenda will be limited to five speakers with the standard two-minute limit, unless otherwise directed by the Chair. Additional speakers with general public comments will be heard at the end of the meeting.

#### MEETING RECORD

A paraphrased version of this comment will be included in the minutes. The full comment can be heard by reviewing the recording posted on the respective meeting website:

<https://www.sdmts.com/about/meetings-and-agendas>.

