

Public Participation Plan 2024



Metropolitan Transit System



SAN DIEGO METROPOLITAN TRANSIT SYSTEM

Subject: PUBLIC PARTICIPATION PLAN

Effective Date: March 27, 2024

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SAN DIEGO METROPOLITAN
TRANSIT SYSTEM



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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: 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, Disabled, 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, Disabled, 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

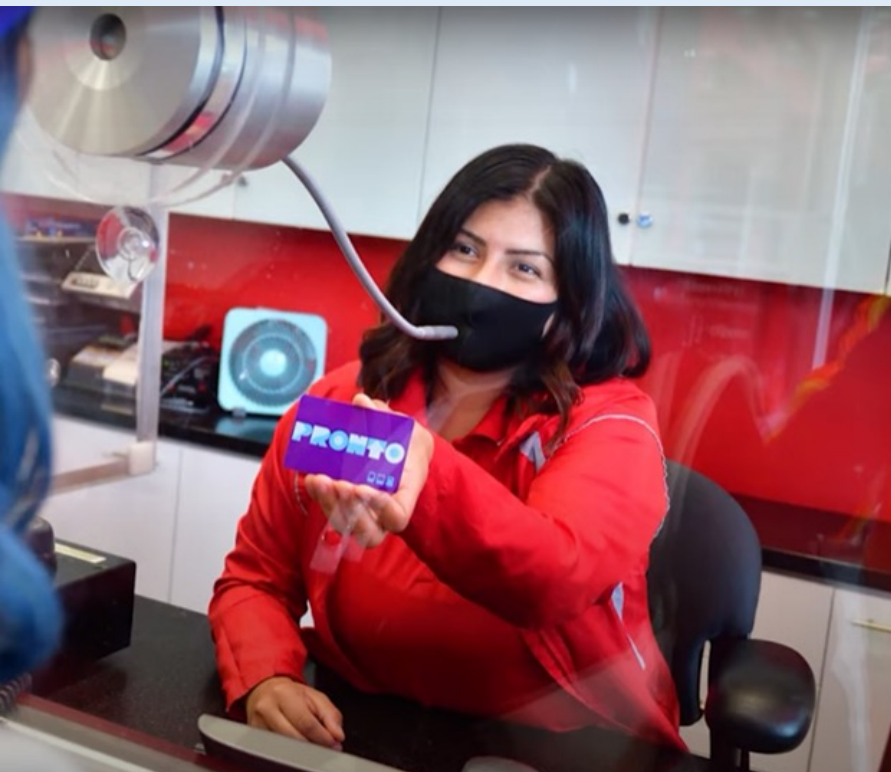
OUTREACH EFFORTS - FY 2024

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



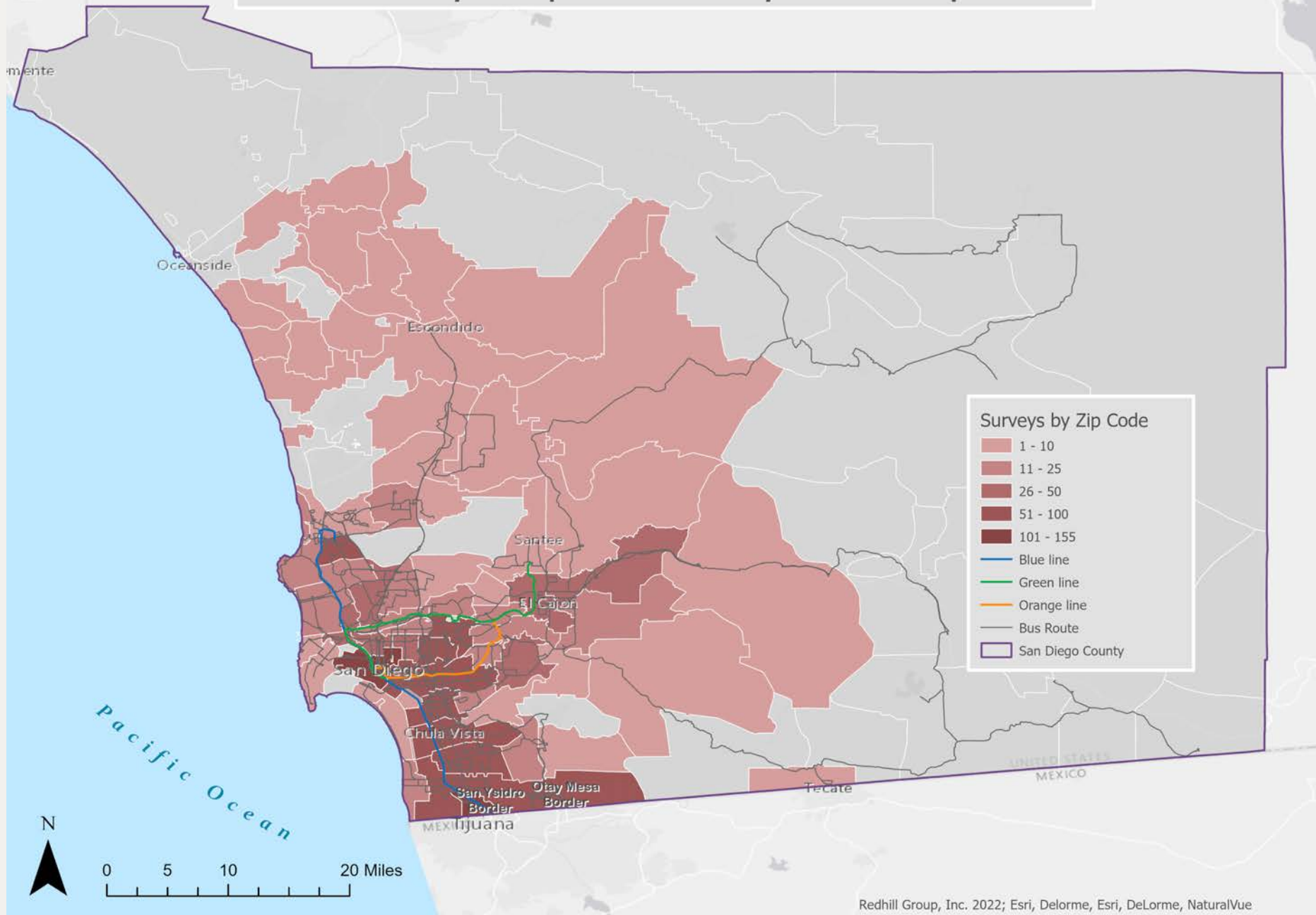
01 Methodology



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%)

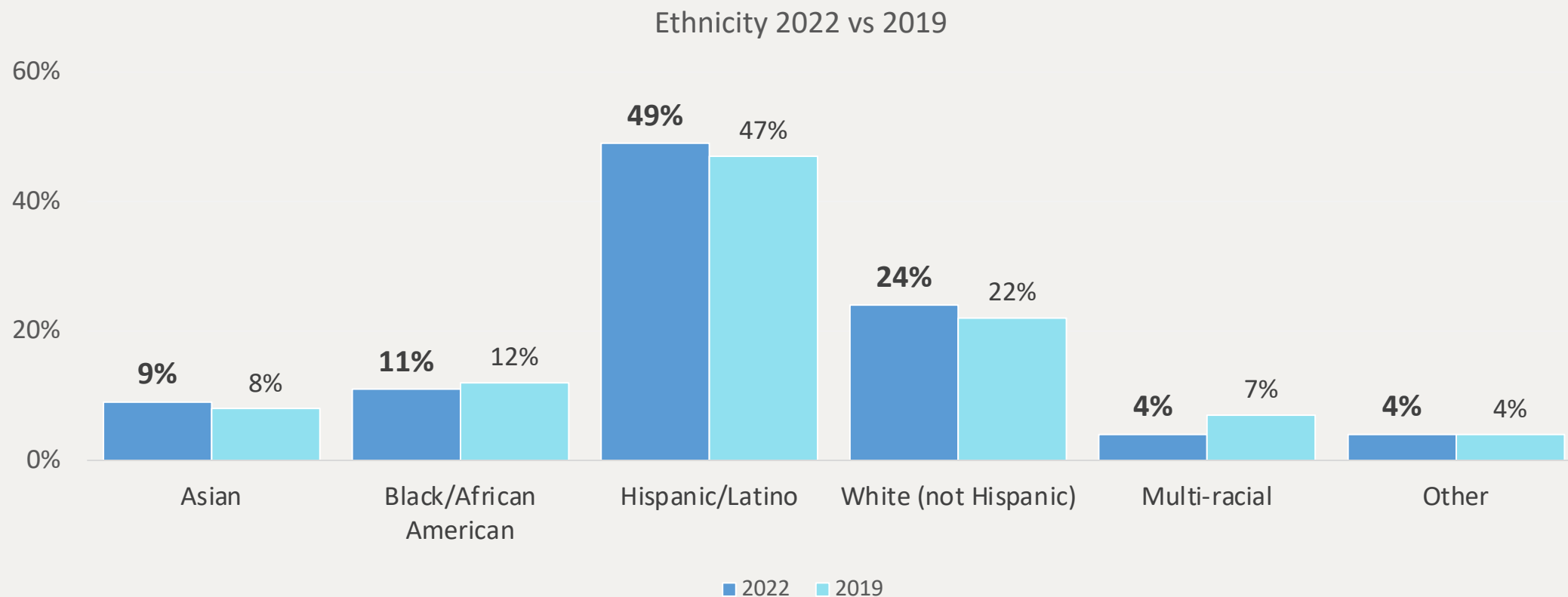


Customer Profile

- 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%)

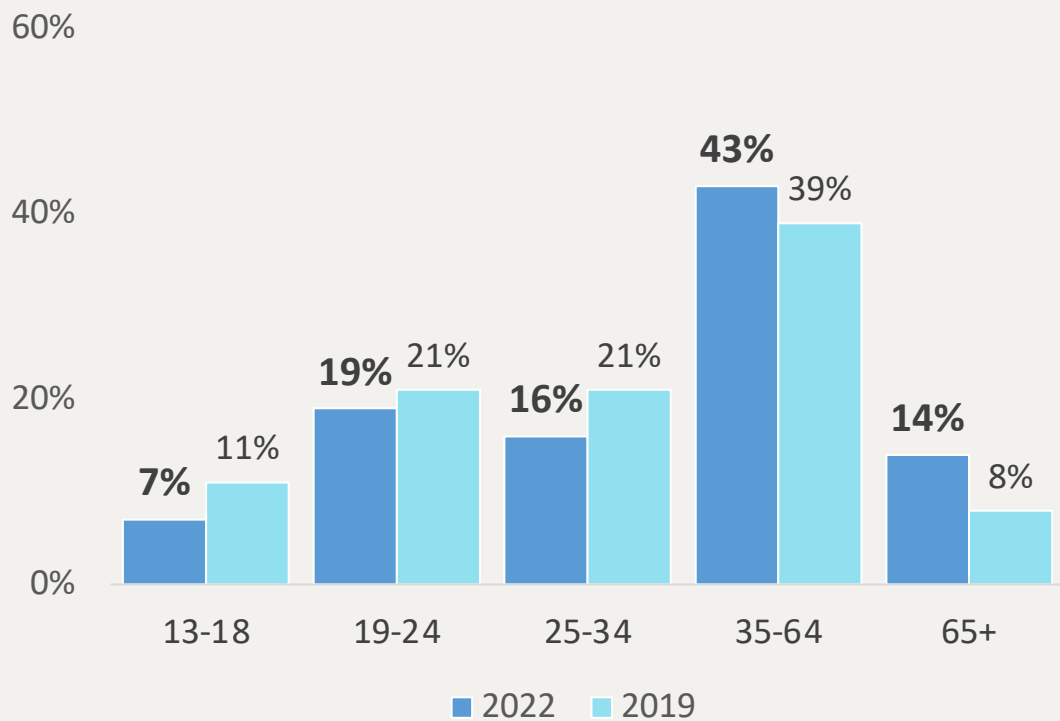


Ethnicity



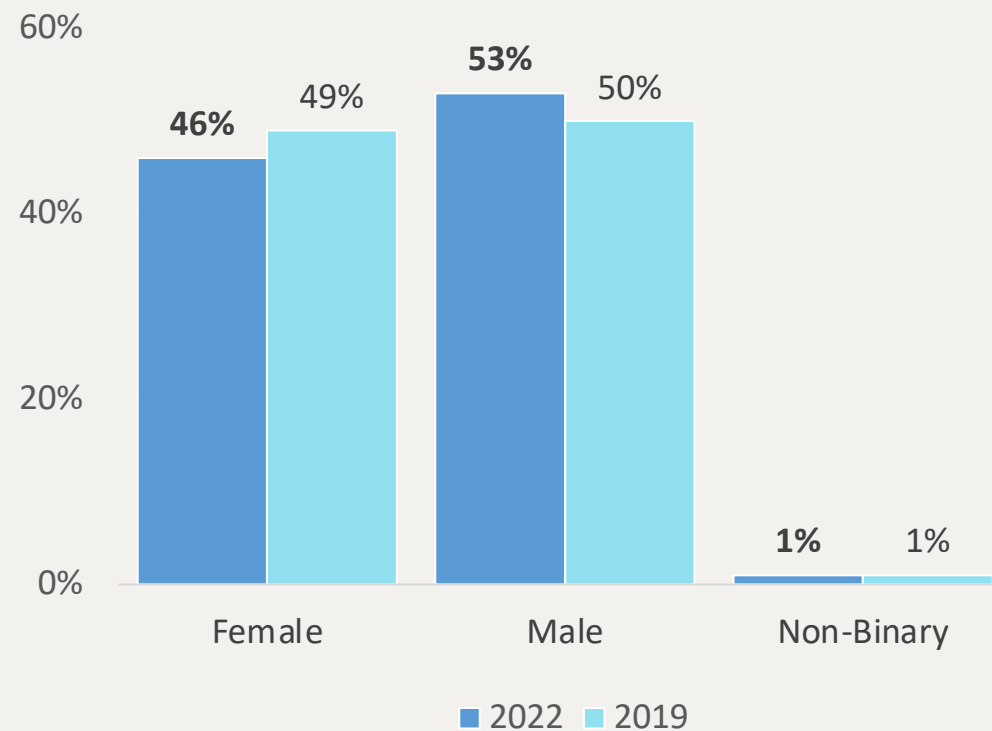
Age

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

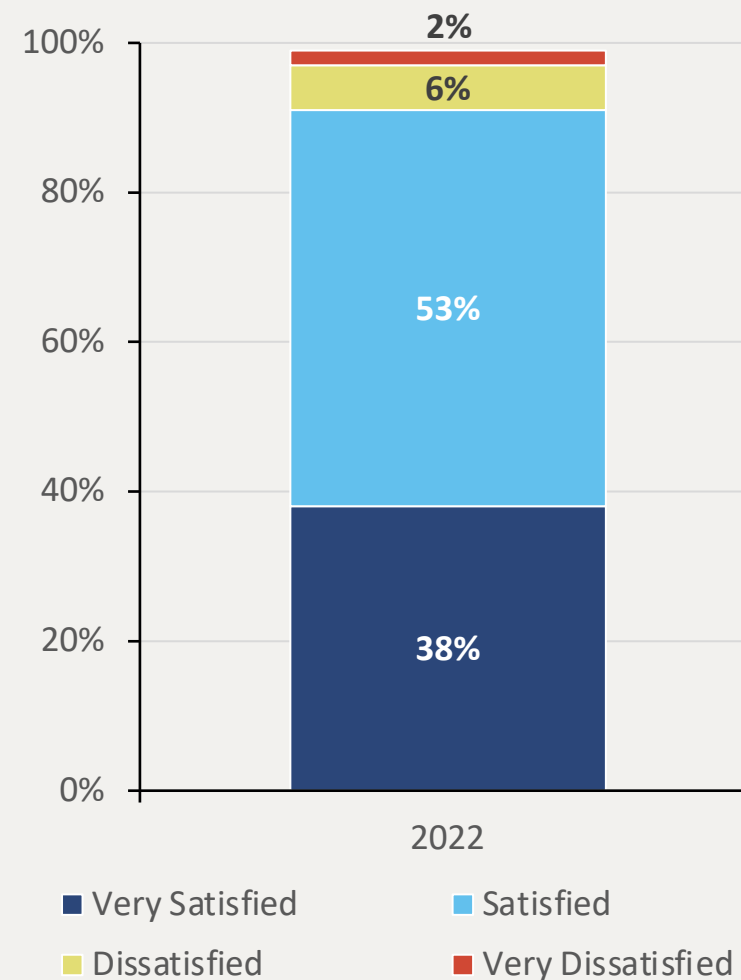
Systemwide Rider Satisfaction

Overall Customer Satisfaction
91%



- Systemwide customer satisfaction is high
- On par with 2019 (91%)

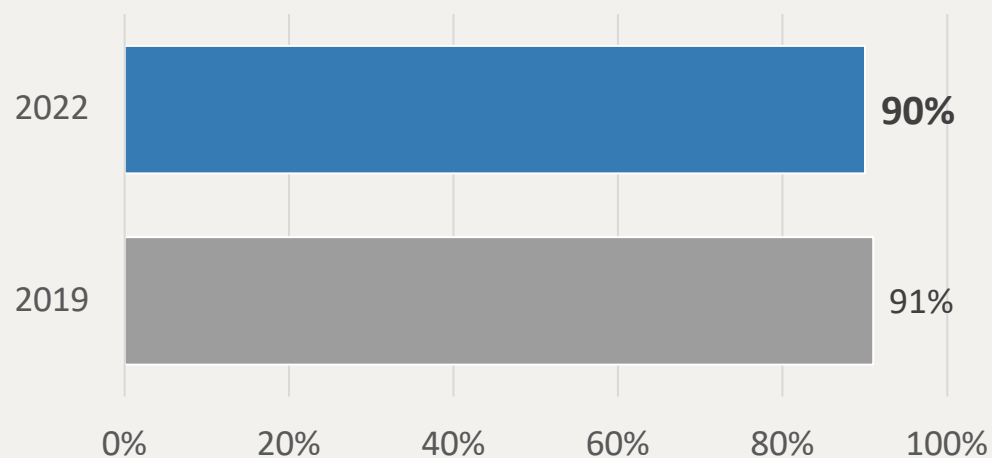
Satisfaction of Overall Quality of Transit Service



Overall Rider Satisfaction by Mode

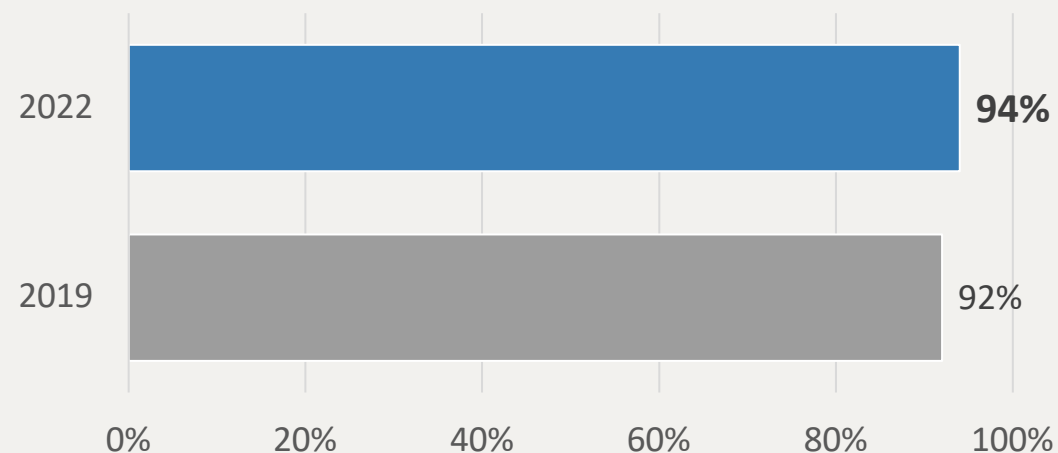
Trolley

Satisfaction of Overall Quality of Transit Service by Trolley



Bus

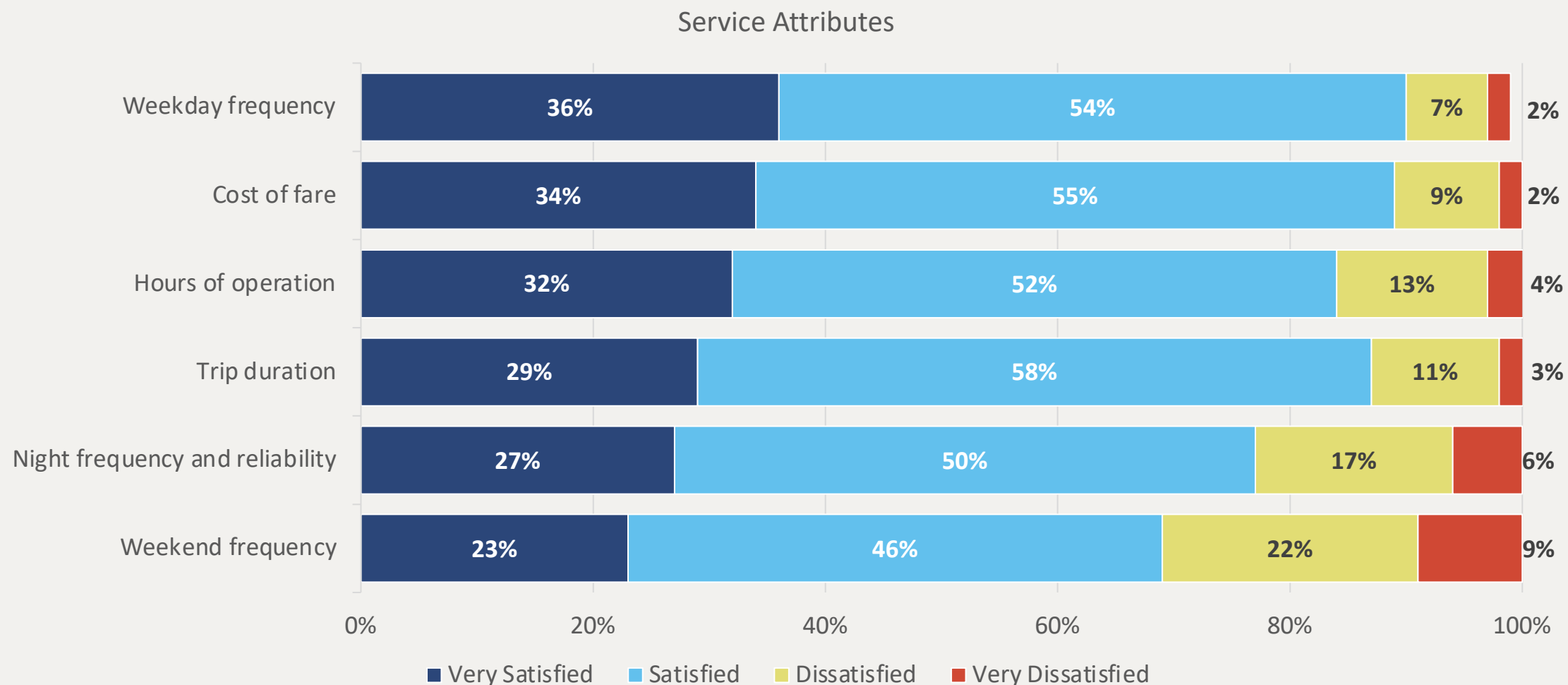
Satisfaction of Overall Quality of Transit Service by Bus



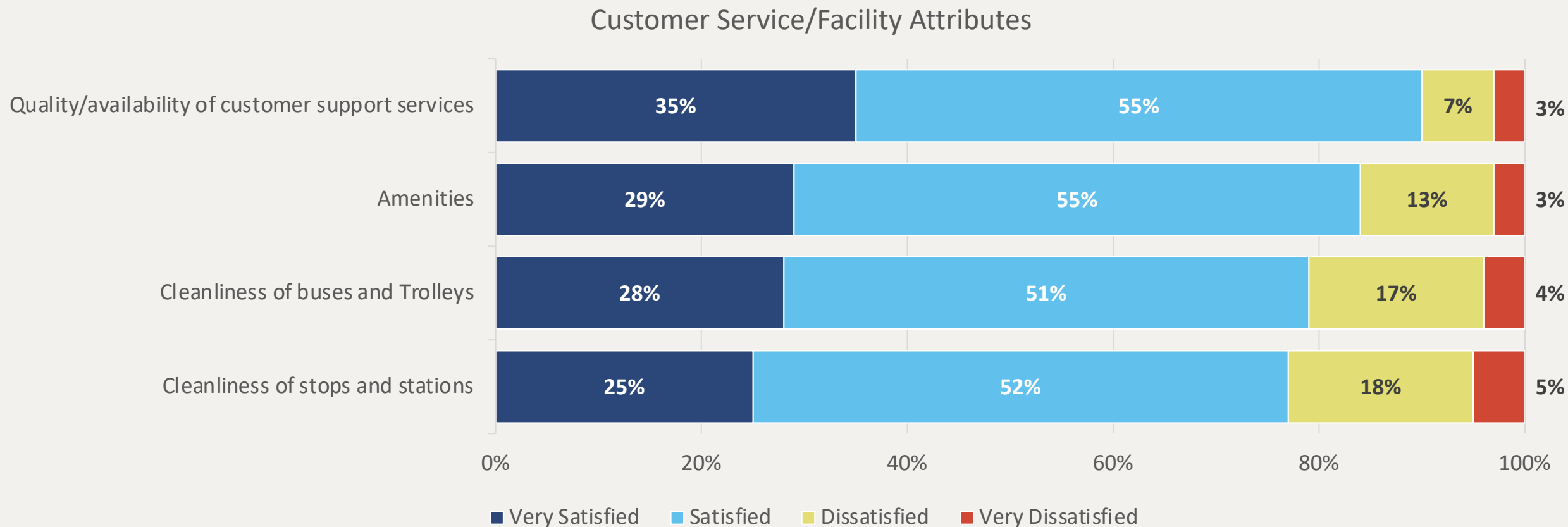
Overall satisfaction of Trolley riders is statistically unchanged

Overall satisfaction of bus riders directionally higher

Service Attributes Satisfaction – Systemwide

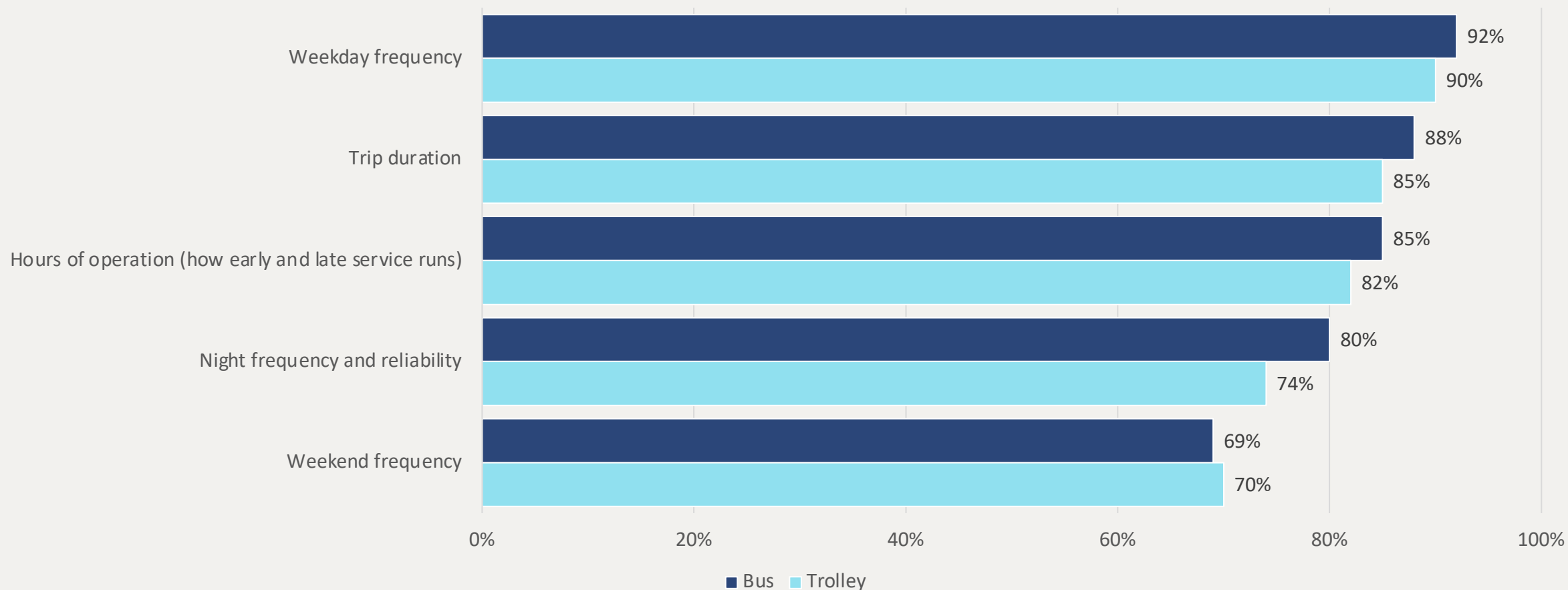


Customer Service/Facility Attributes – Systemwide

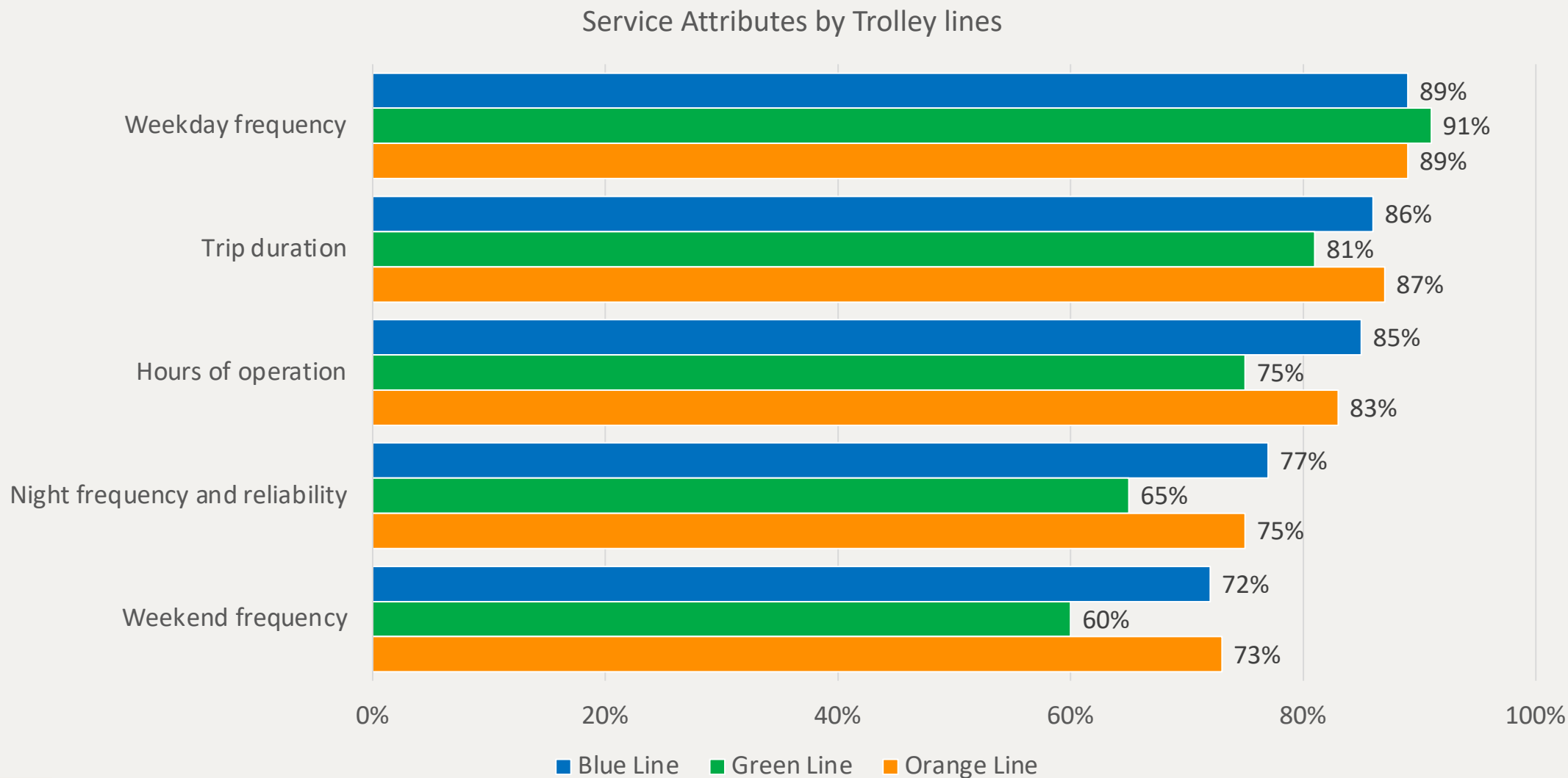


Service Attributes by Bus and Trolley

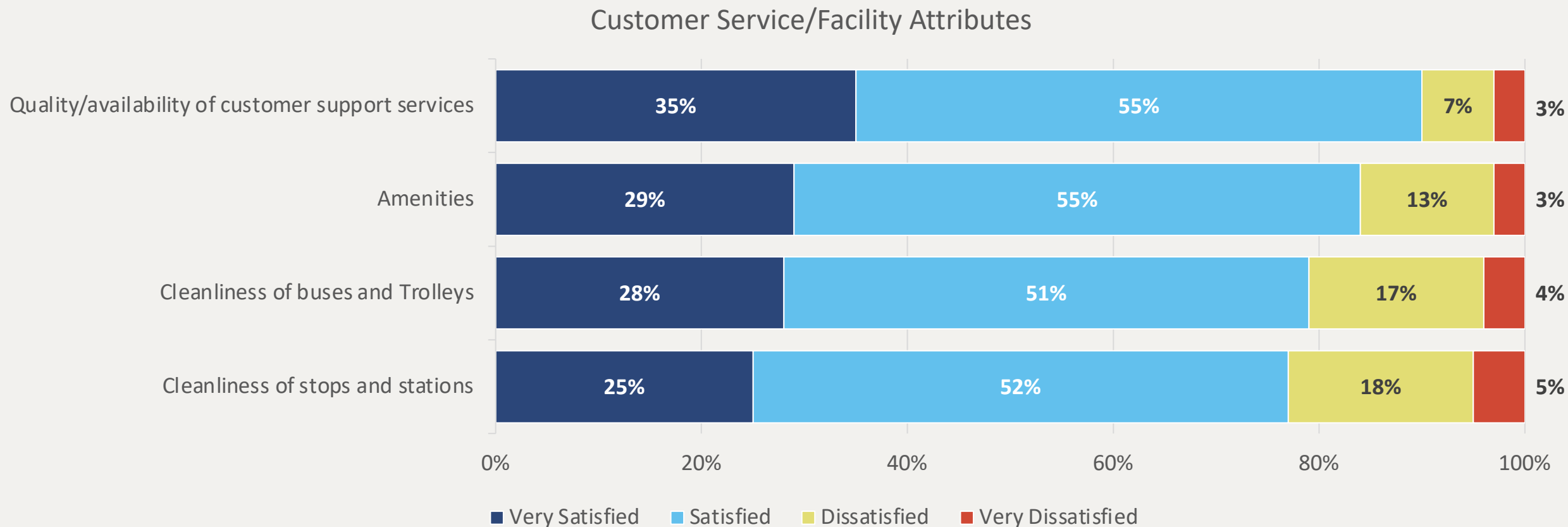
Service Attributes by Bus and Trolley



Service Attributes - Trolley Line



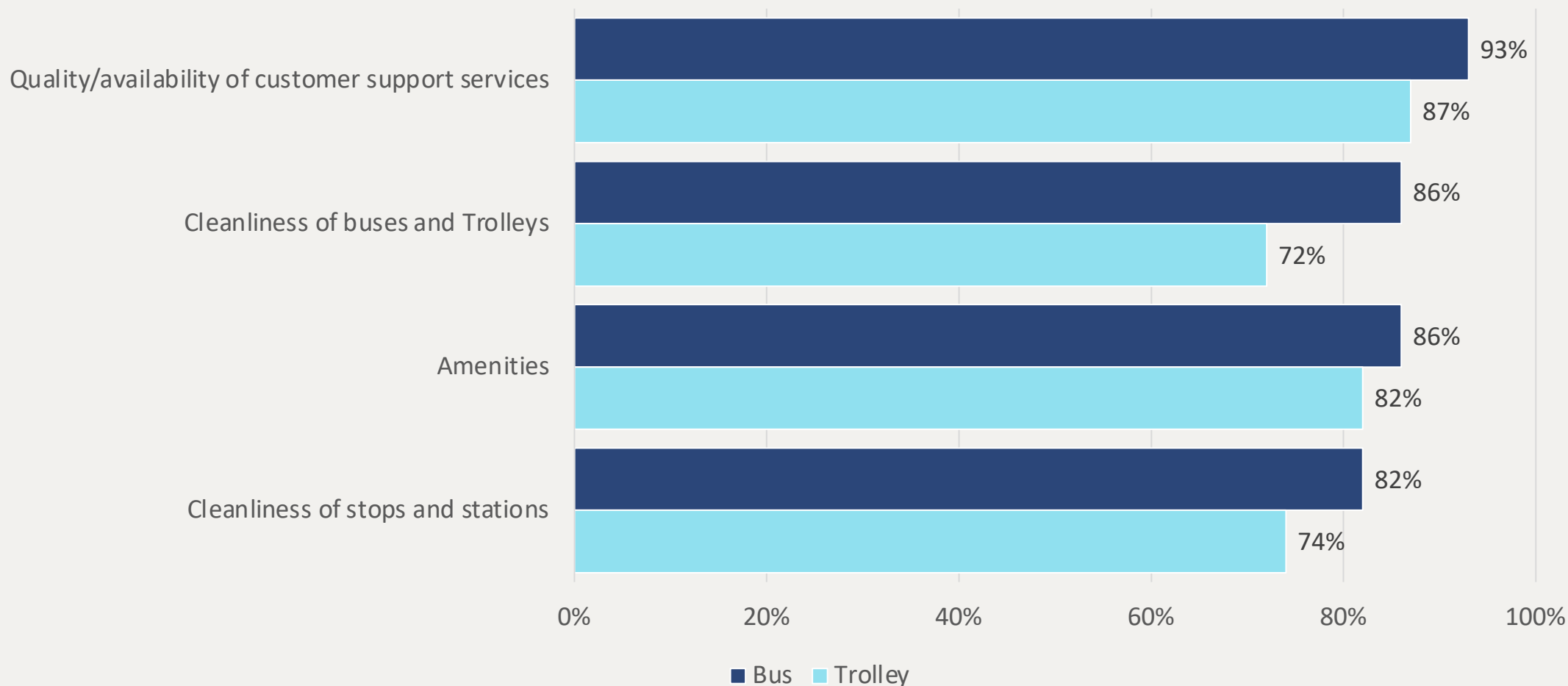
Customer Service/Facility Attributes – Systemwide



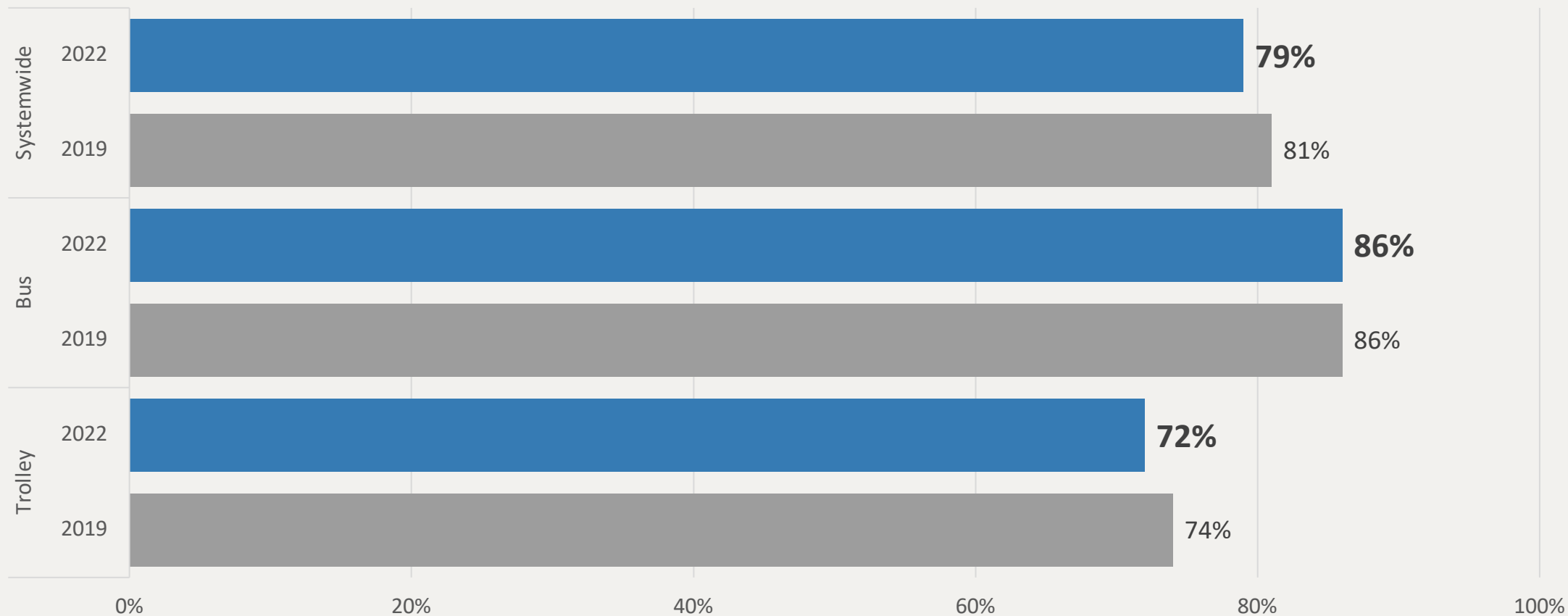
High level of customer satisfaction with quality and availability of customer support – 90%

Customer Service/Facility Attributes – Bus and Trolley

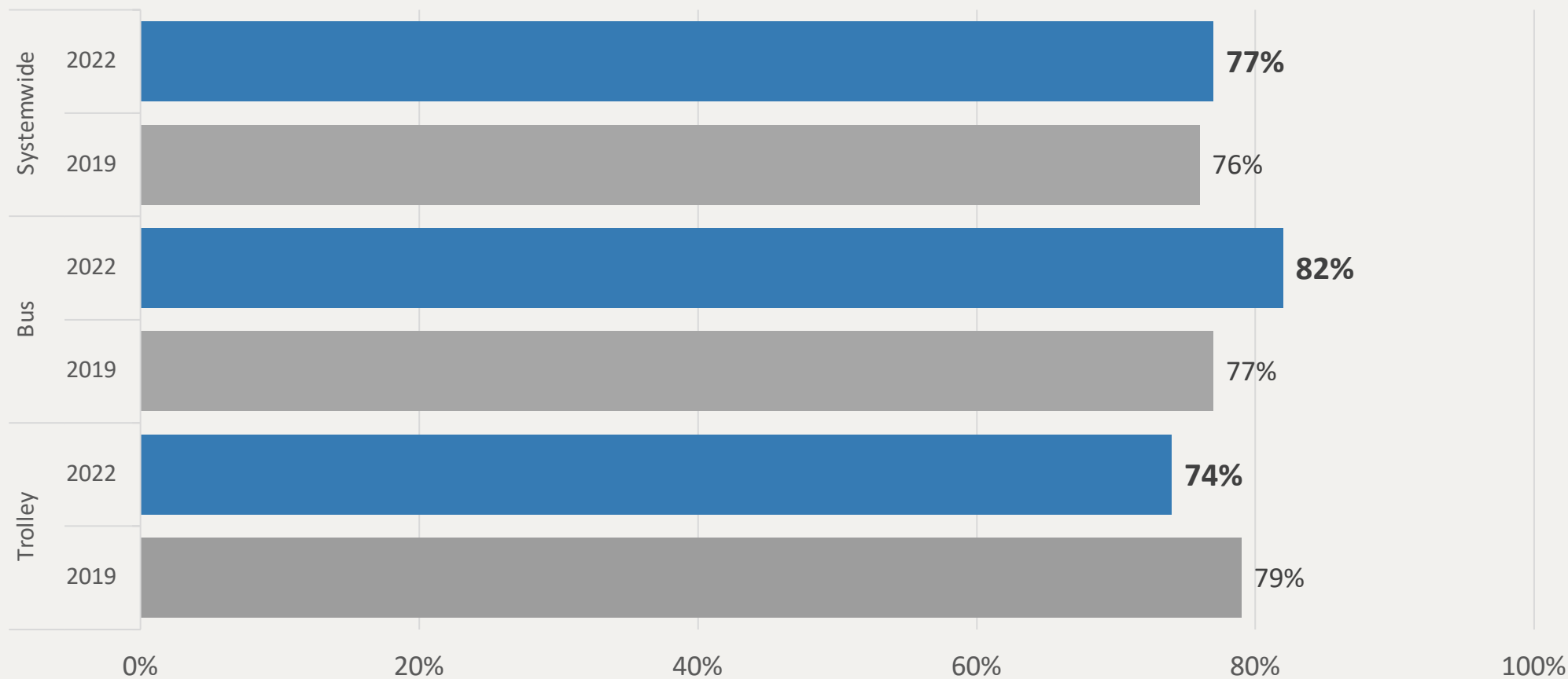
Customer Attributes by Bus and Trolley



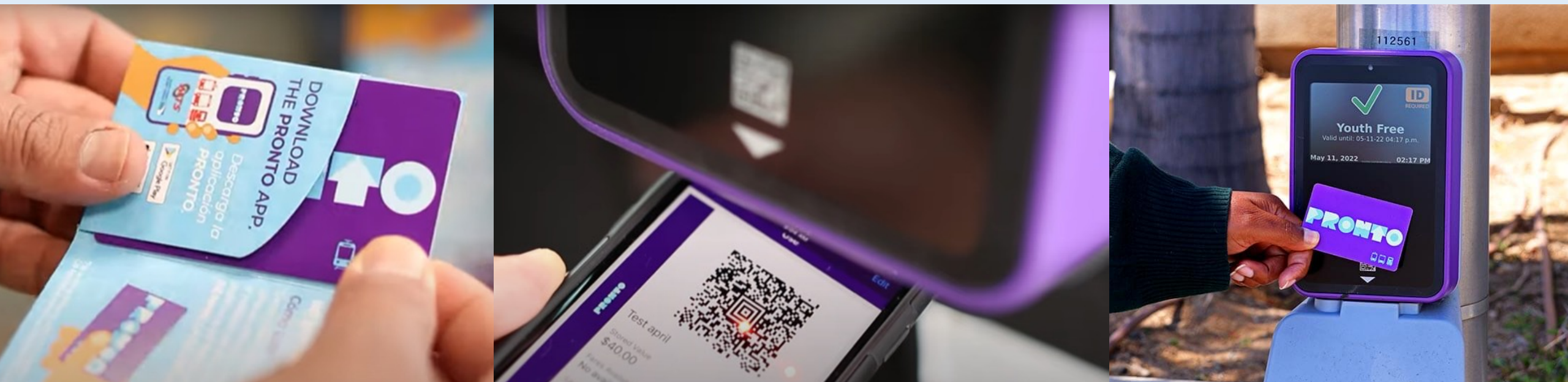
Cleanliness of Buses and Trolleys



Cleanliness of Transit Stops and Stations



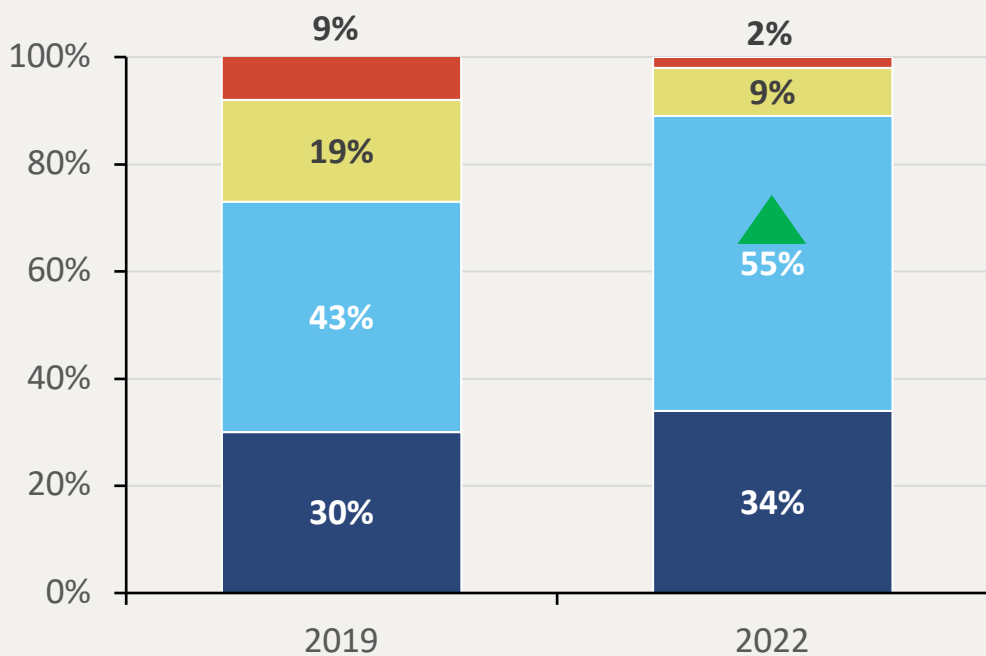
04 Fare and PRONTO Satisfaction



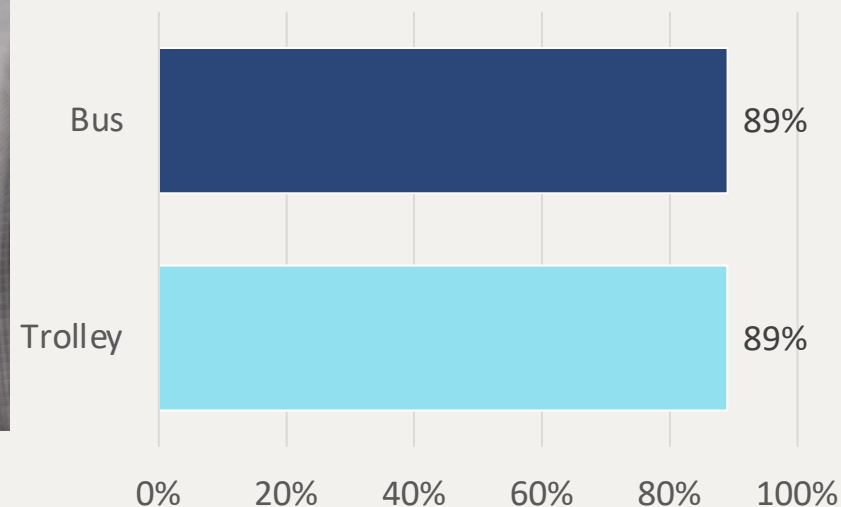
Percentages may not total 100% due to rounding or multiple response options

Satisfaction with Fare

Satisfaction of MTS Fares



Satisfaction of cost of fare by bus & Trolley

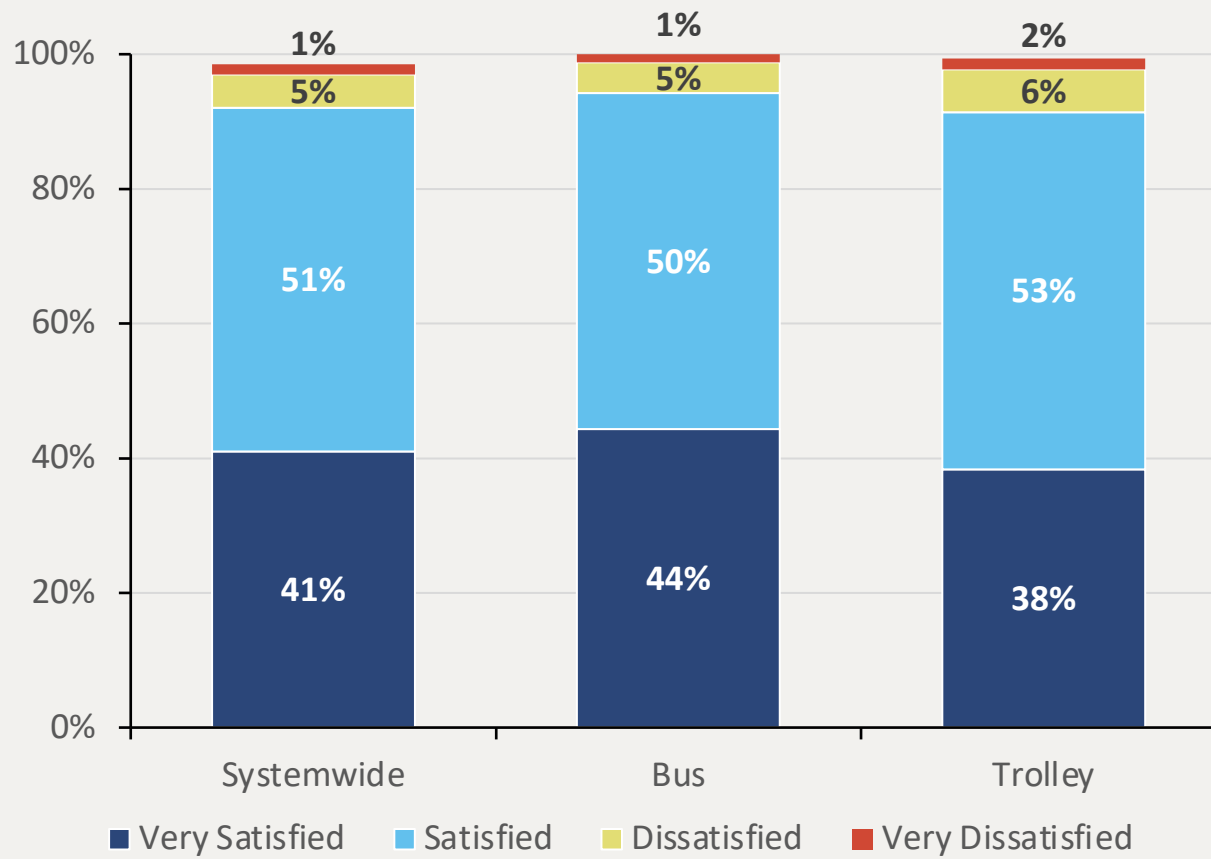


■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Significant improvement in satisfaction with fares (89% vs. 73%)

PRONTO Satisfaction

Overall satisfaction with PRONTO

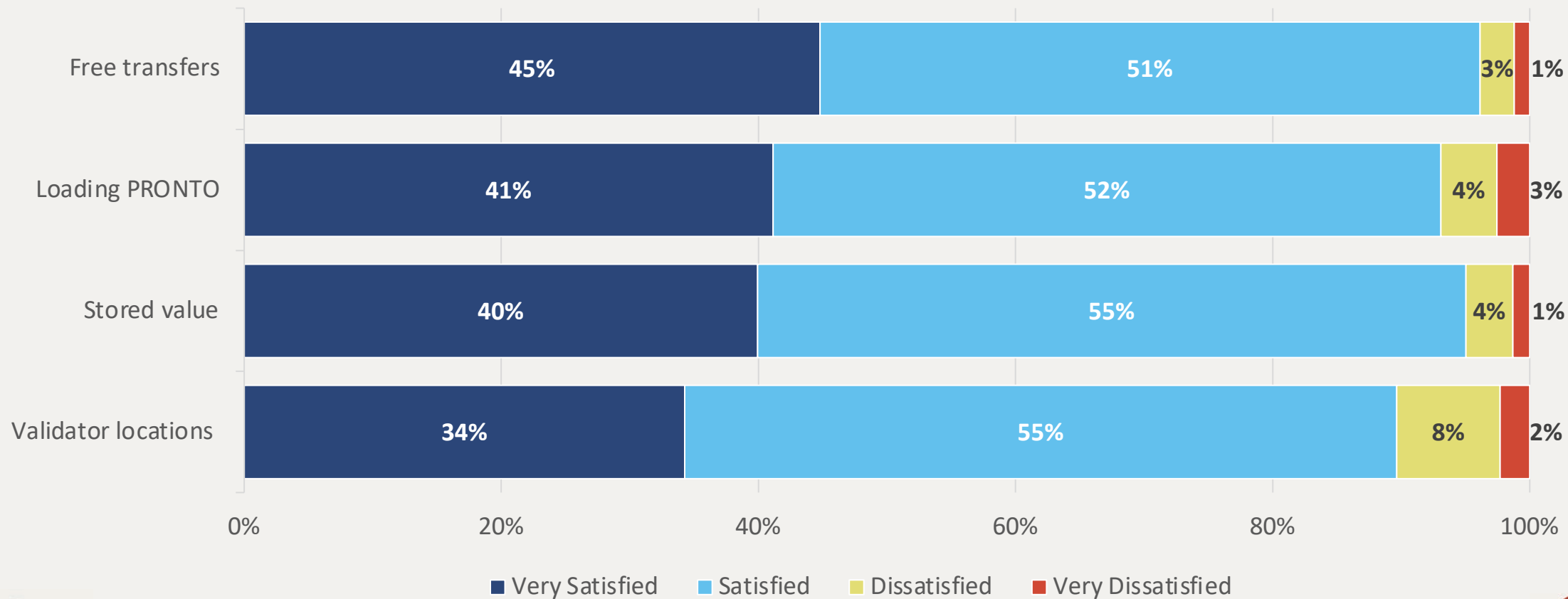


PRONTO Satisfaction
92%

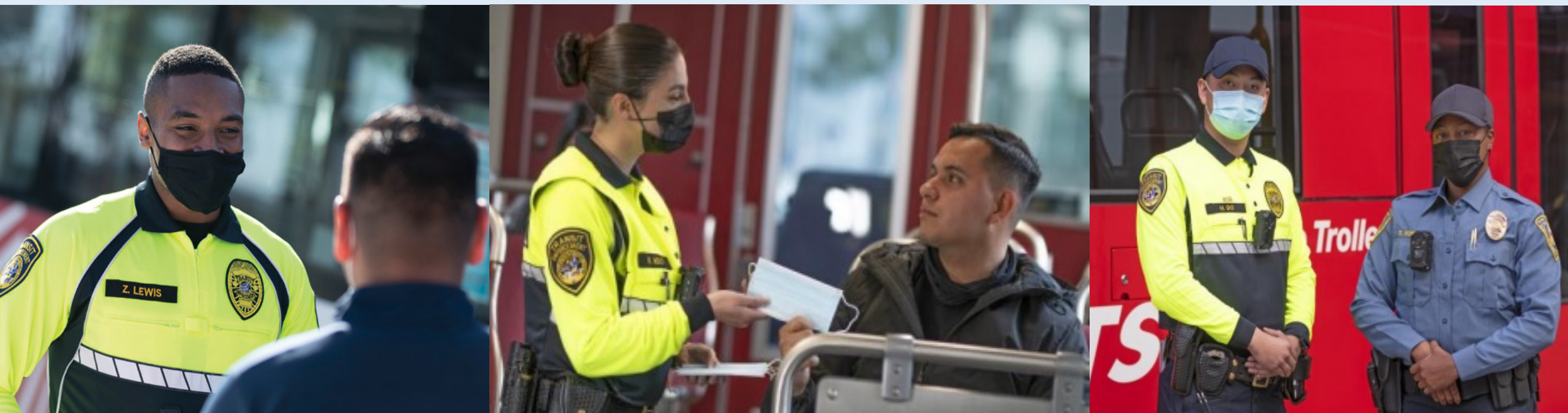


Satisfaction with PRONTO Attributes

PRONTO: How satisfied are you with each of the following aspects of the PRONTO card and app system?



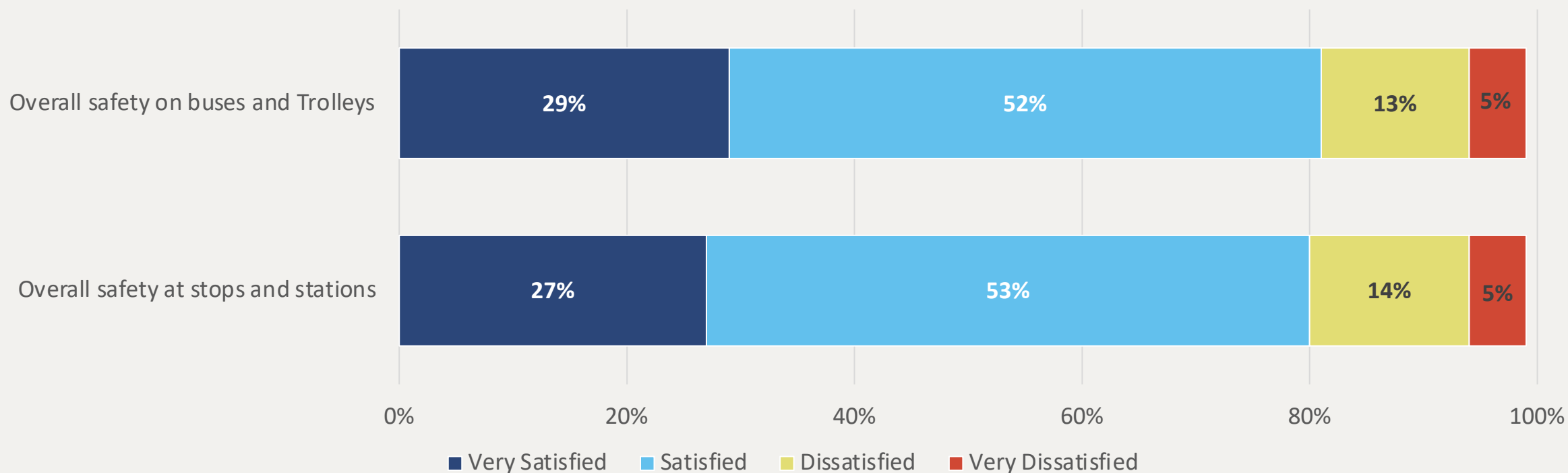
05 Safety Satisfaction



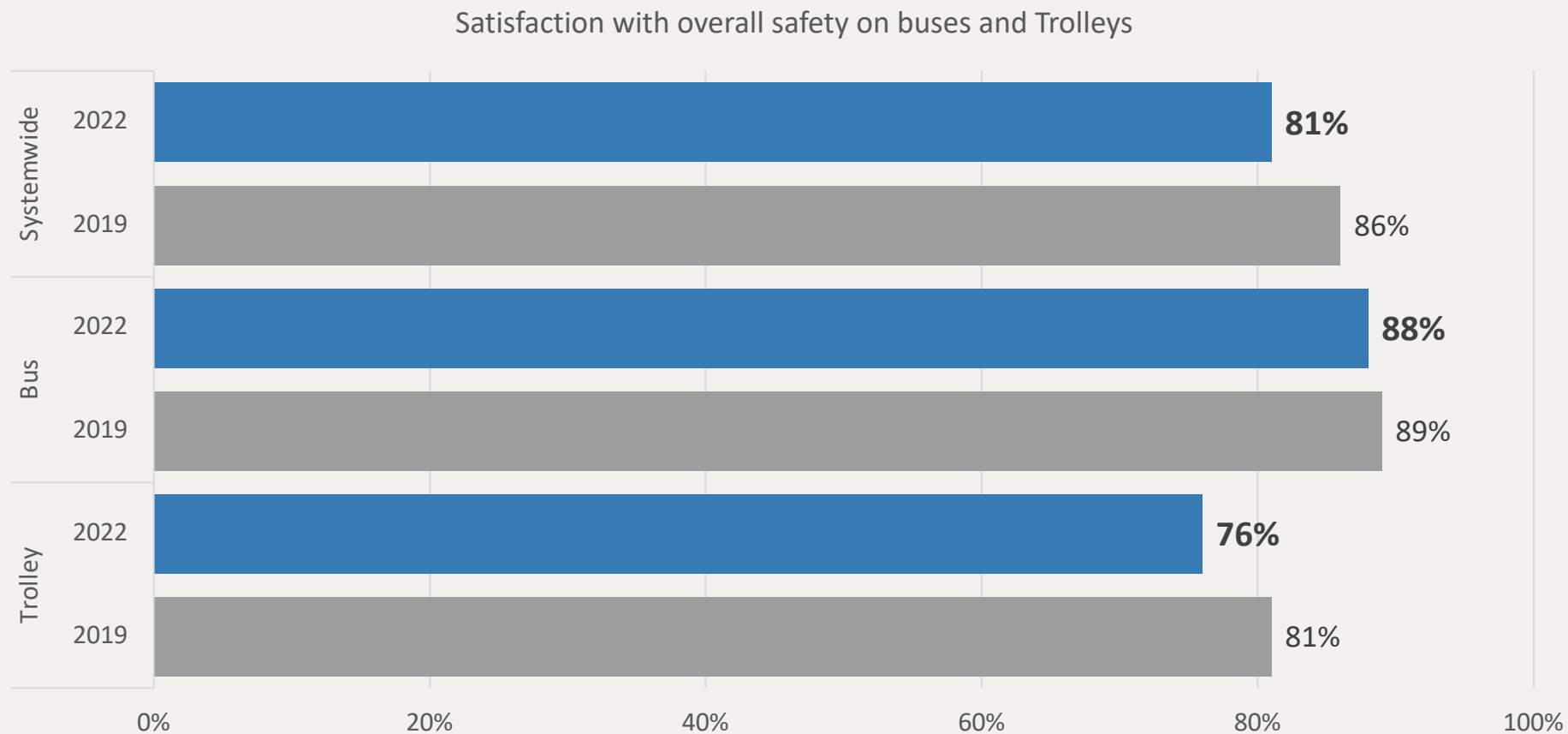
Percentages may not total 100% due to rounding or multiple response options

Safety Onboard and Stations

Overall Satisfaction on Safety of Buses and Trolley & Stops and Stations

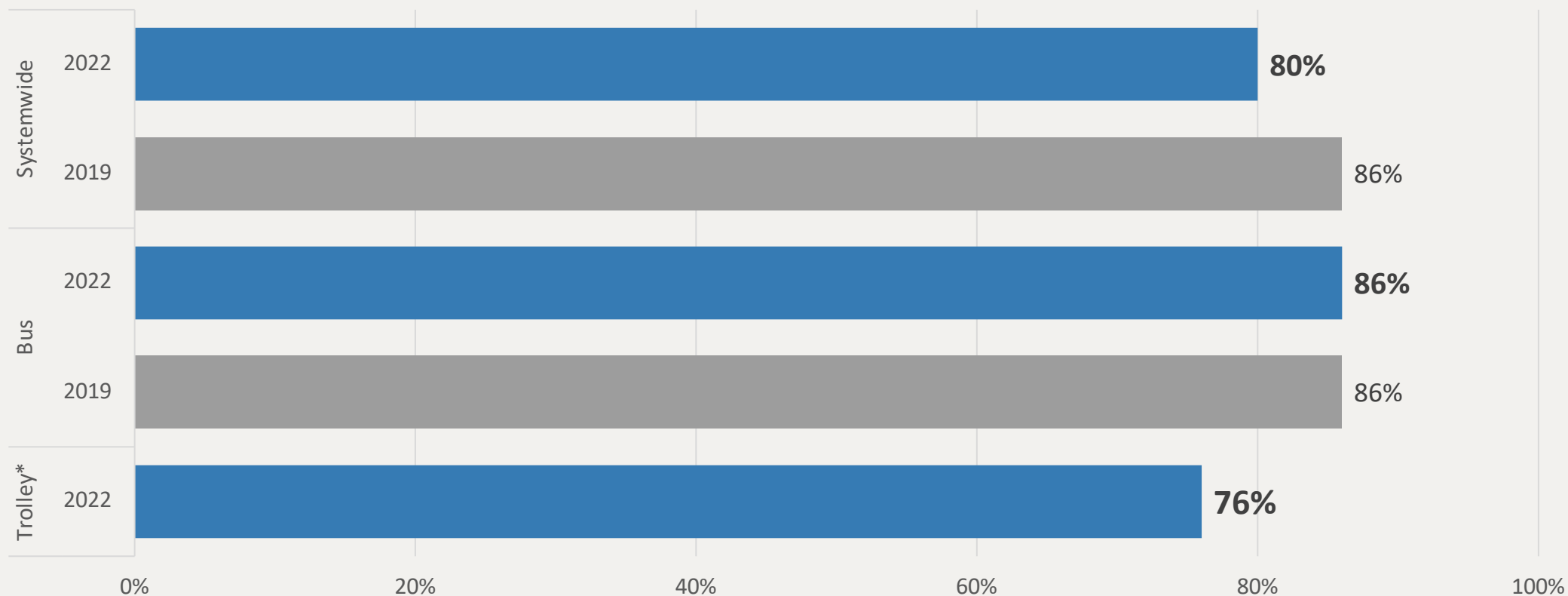


Safety while Riding Buses or Trolleys



Safety at Bus Stops/Stations

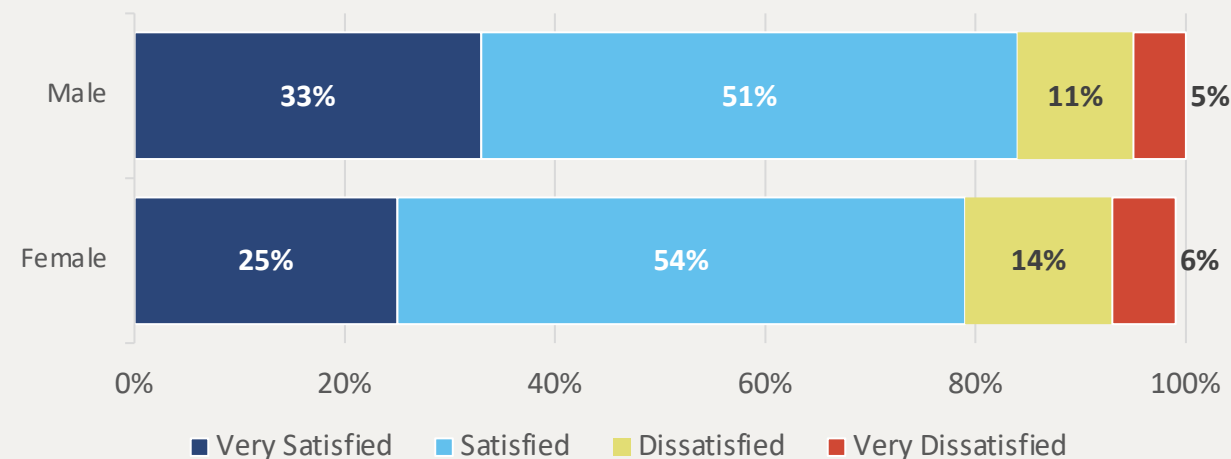
Satisfaction with overall safety at stops and stations



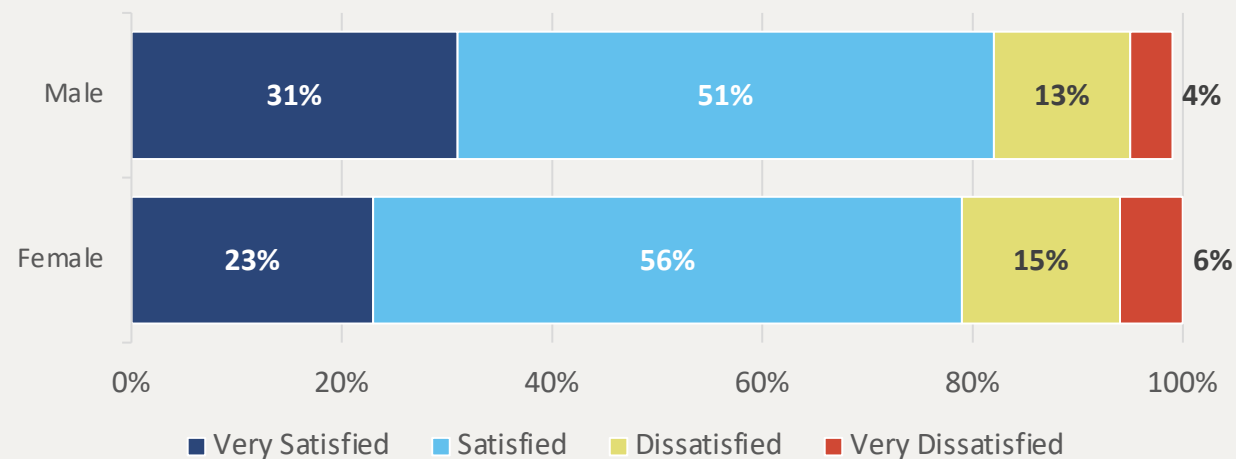
*2019 Trolley safety not measured

Satisfaction with Safety by Gender

Overall Safety on Buses and Trolleys by Gender



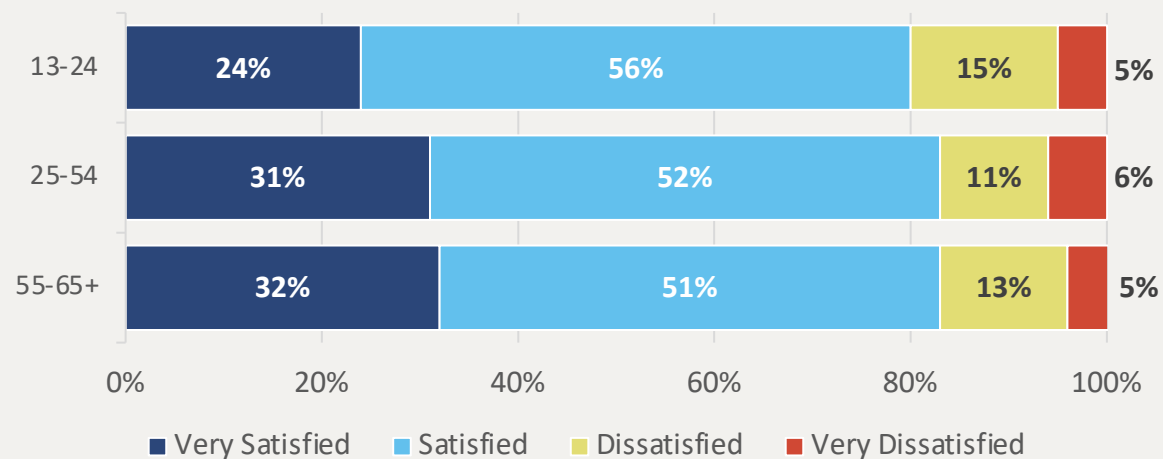
Overall safety at stops and stations by Gender



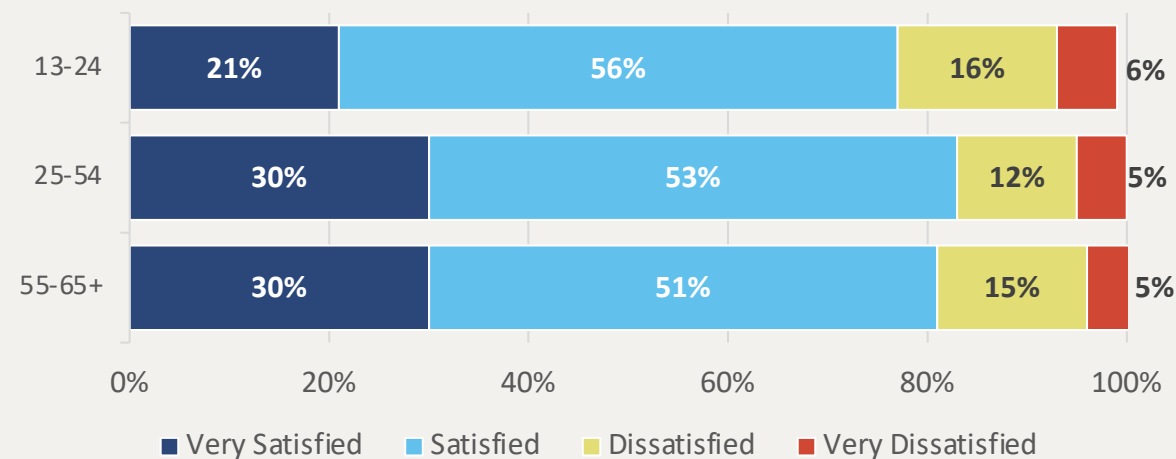
There is a statistical difference in satisfaction with perceived safety on buses and Trolleys and safety at stops and stations relative to gender and women are less satisfied than men.

Overall Satisfaction with Safety by Age

Overall Safety on Buses and Trolleys by Age



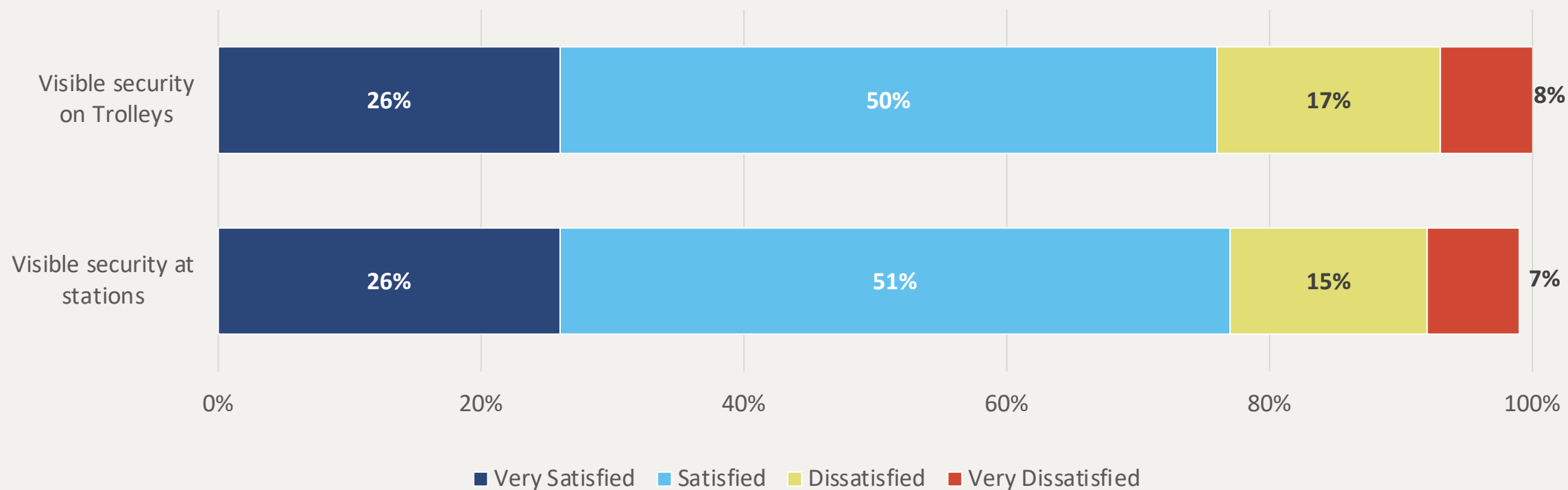
Overall safety at stops and stations by Age



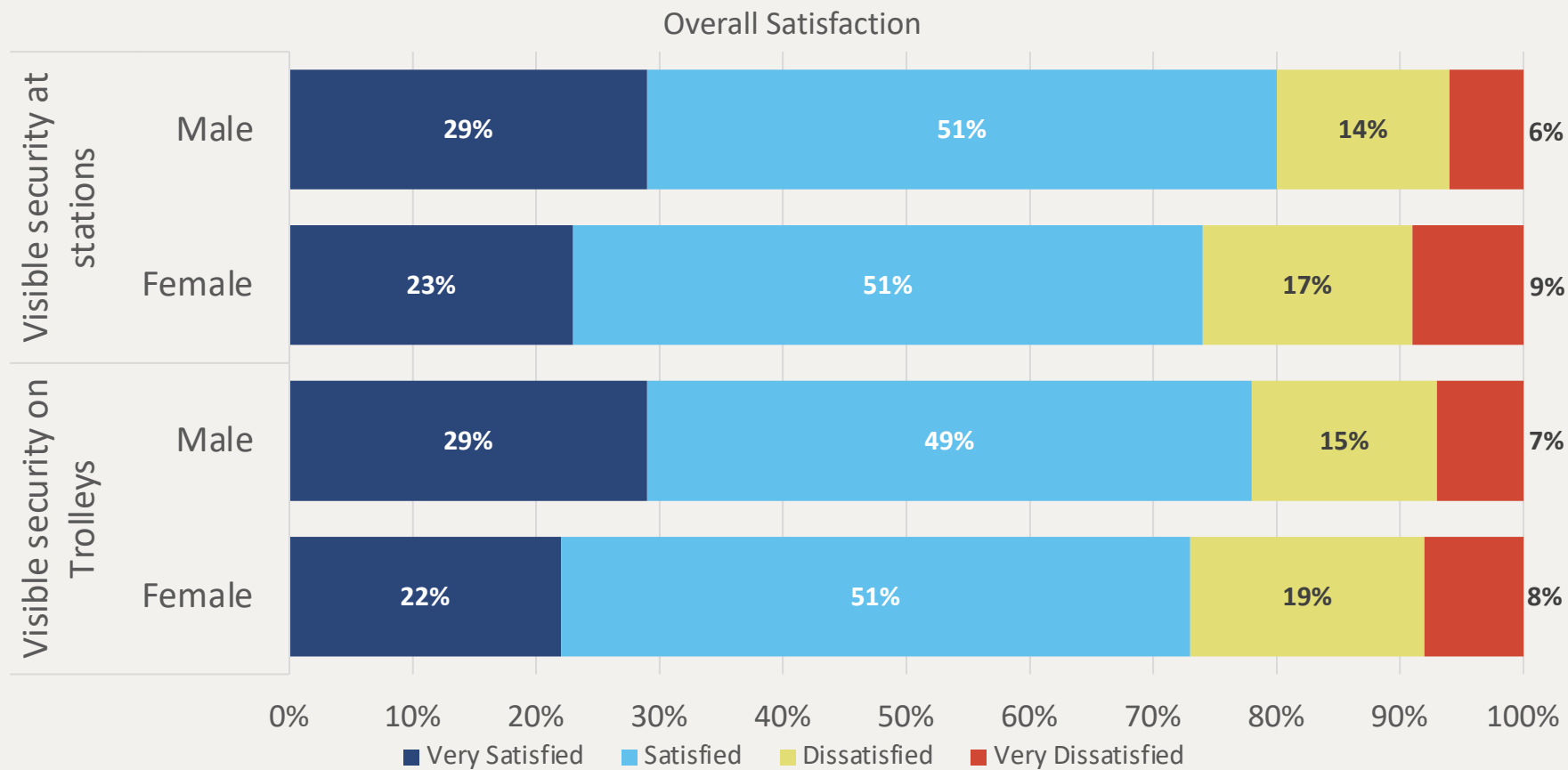
Persons who under 25 are less satisfied with perceived overall safety than other age groups. There is not a significant difference between those 25-54 and those 55+.

Visible Security

Overall Satisfaction with Visible Security



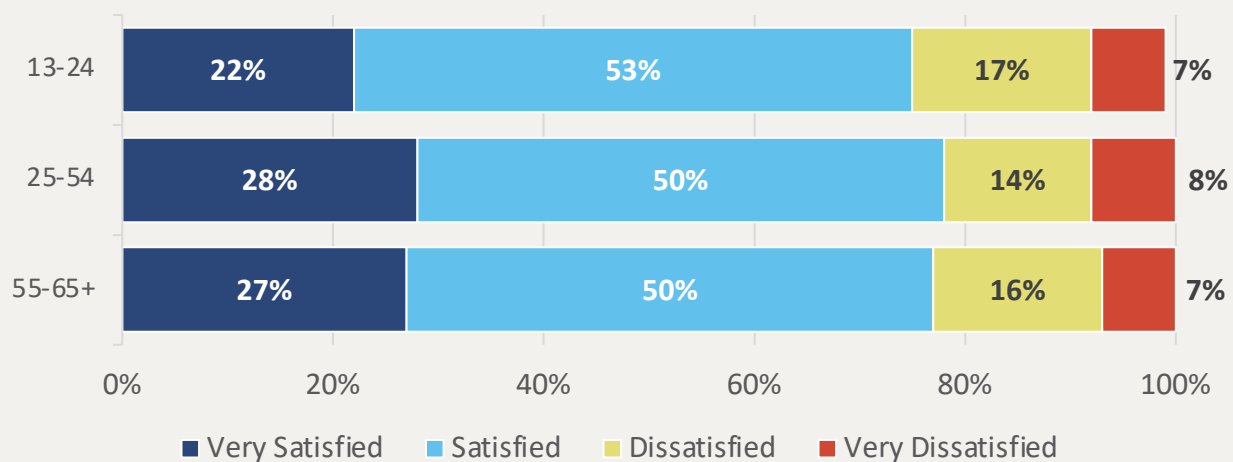
Visible Security by Gender



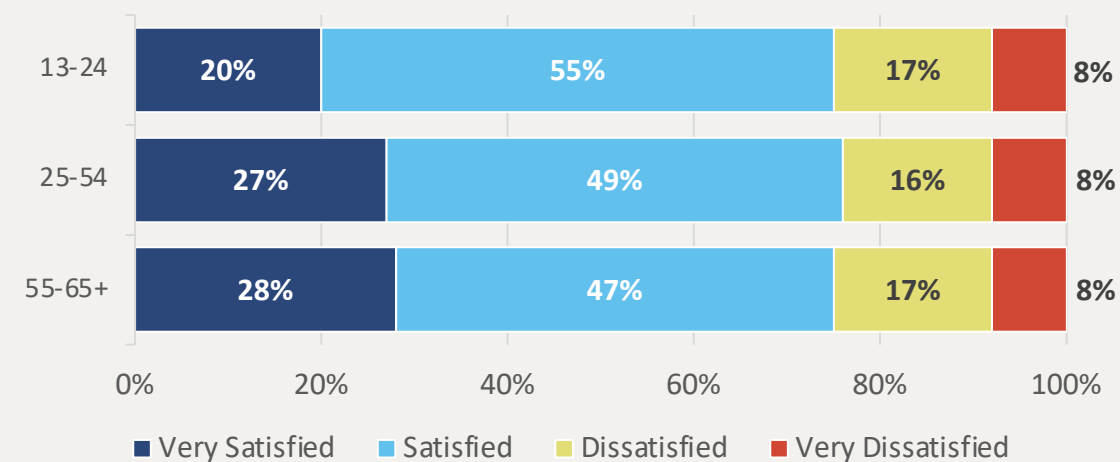
Persons who identify as female are less satisfied than persons who identify as male with perceived visible security at stations and on the Trolley

Visible Security by Age

Visible security at stations by Age

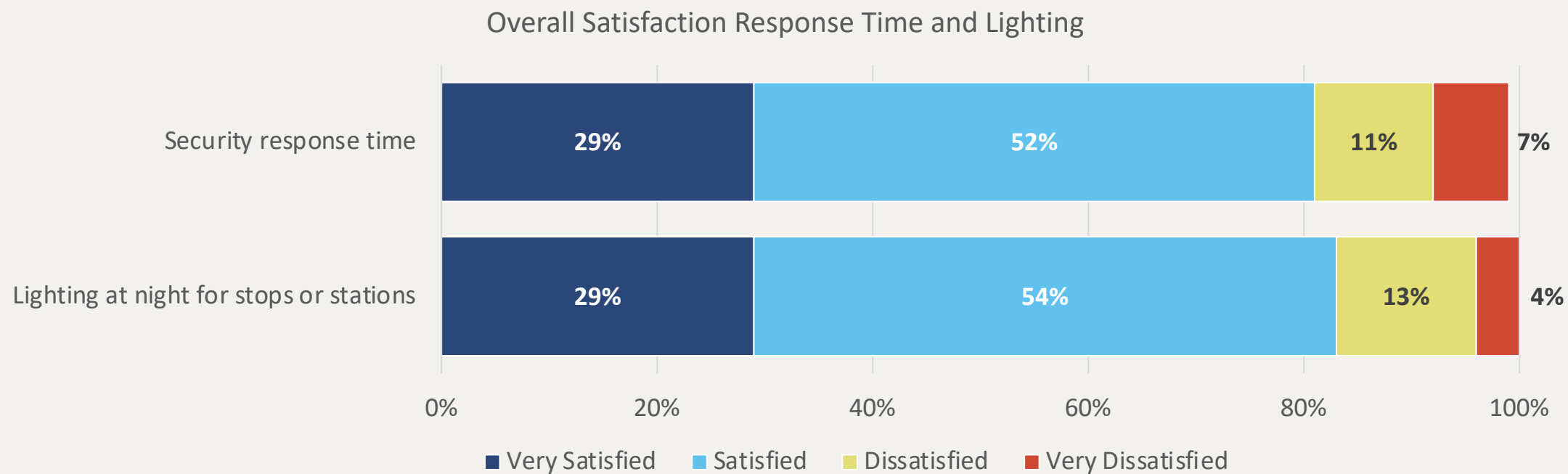


Visible security on Trolleys by Age

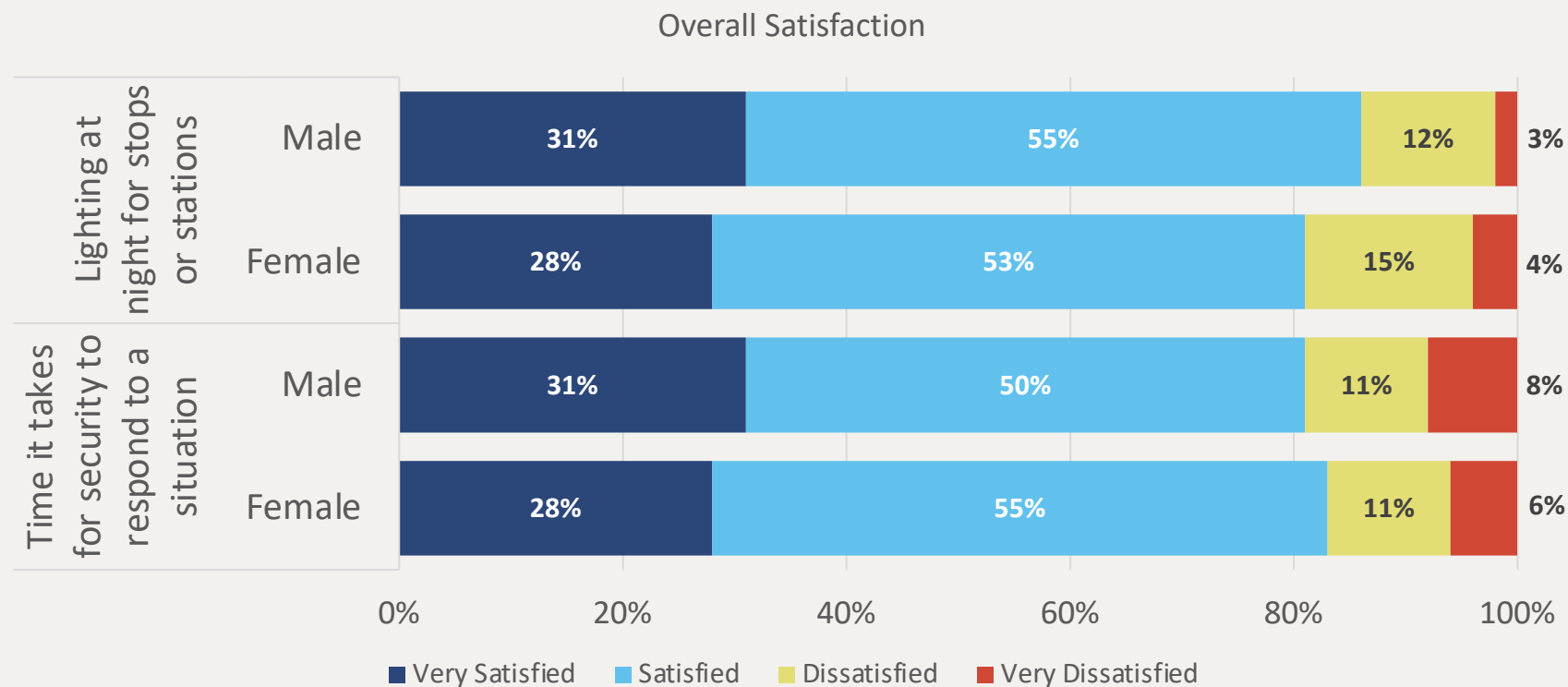


There is no statistical difference in satisfaction with visible security either at stations or on the Trolley between any of the age groups

Response Time and Lighting



Response Time and Lighting by Gender

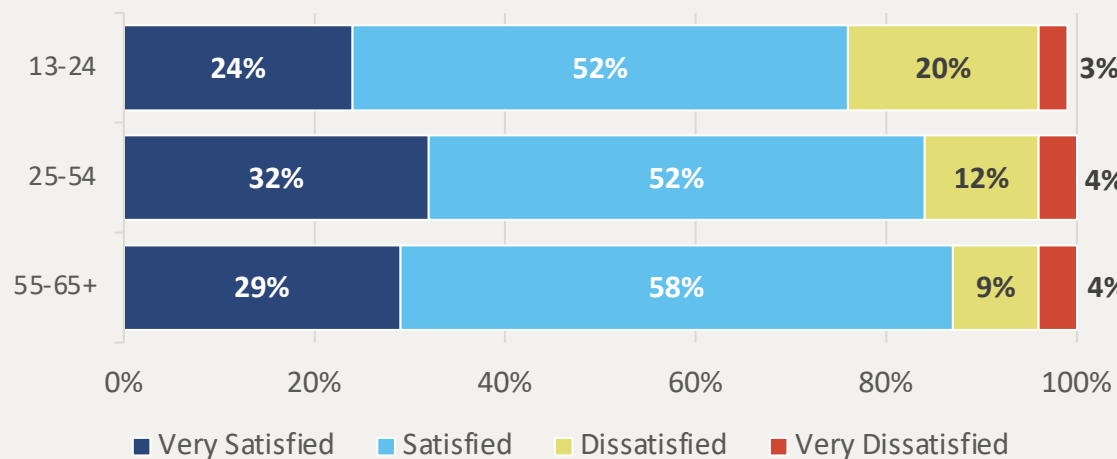


There is no statistical difference in satisfaction with response time relative to gender.

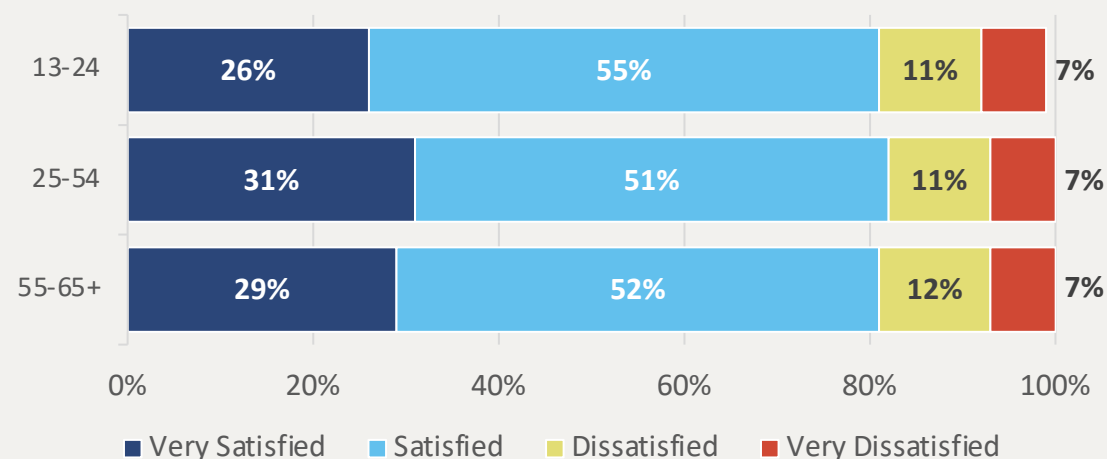
There is a statistical difference in satisfaction with lighting at stops and station relative to gender and women are less satisfied than men.

Response Time and Lighting by Age

Lighting at night for stops or stations by Age

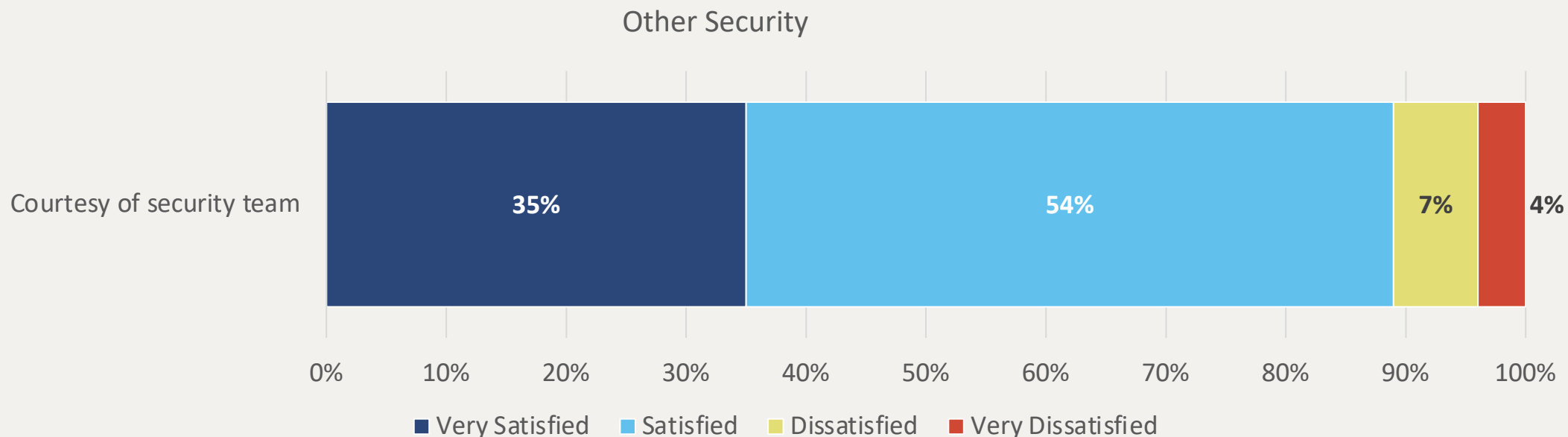


Time it takes for security to respond to a situation by Age



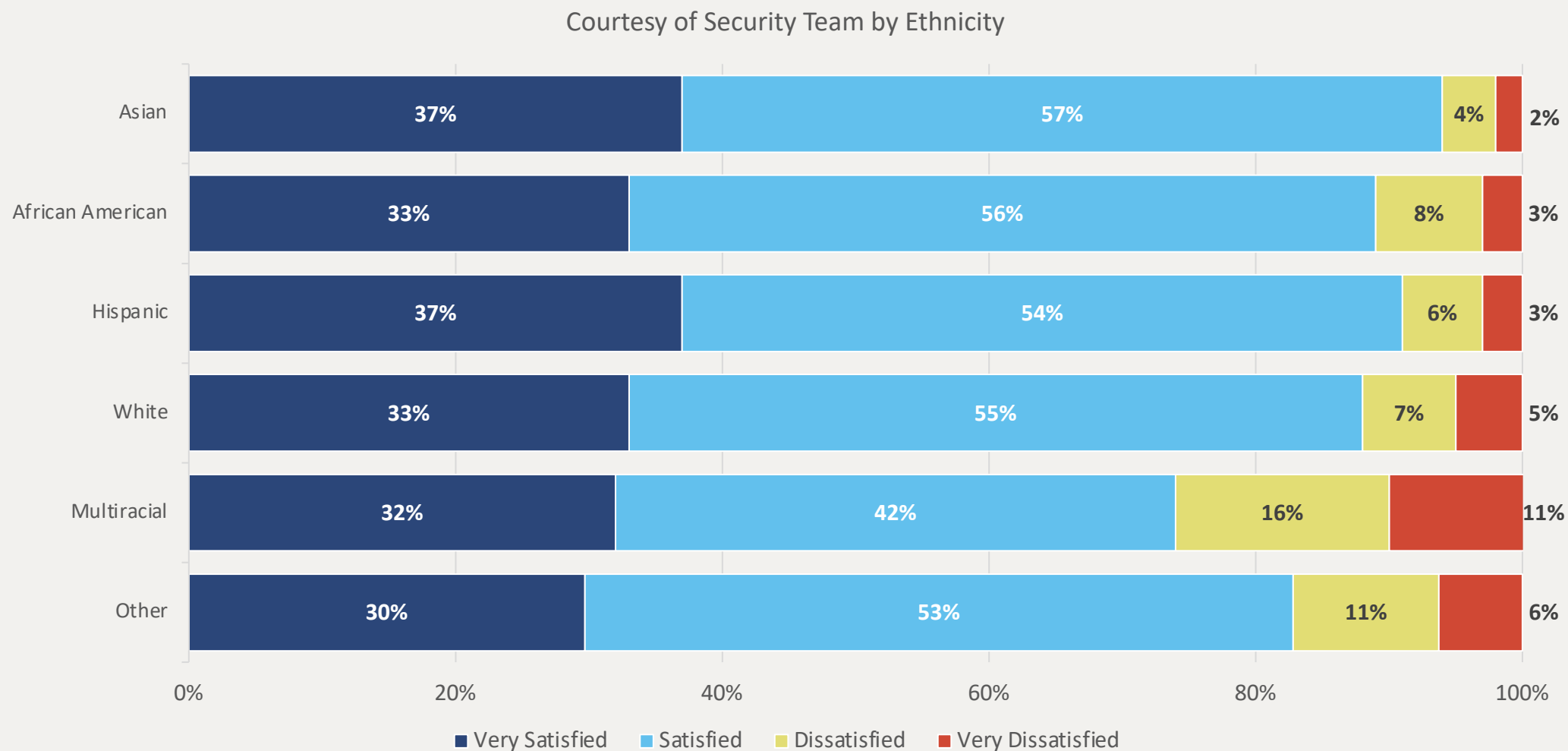
There is no statistical difference in visible security between any of the age groups

Courtesy of Security Team



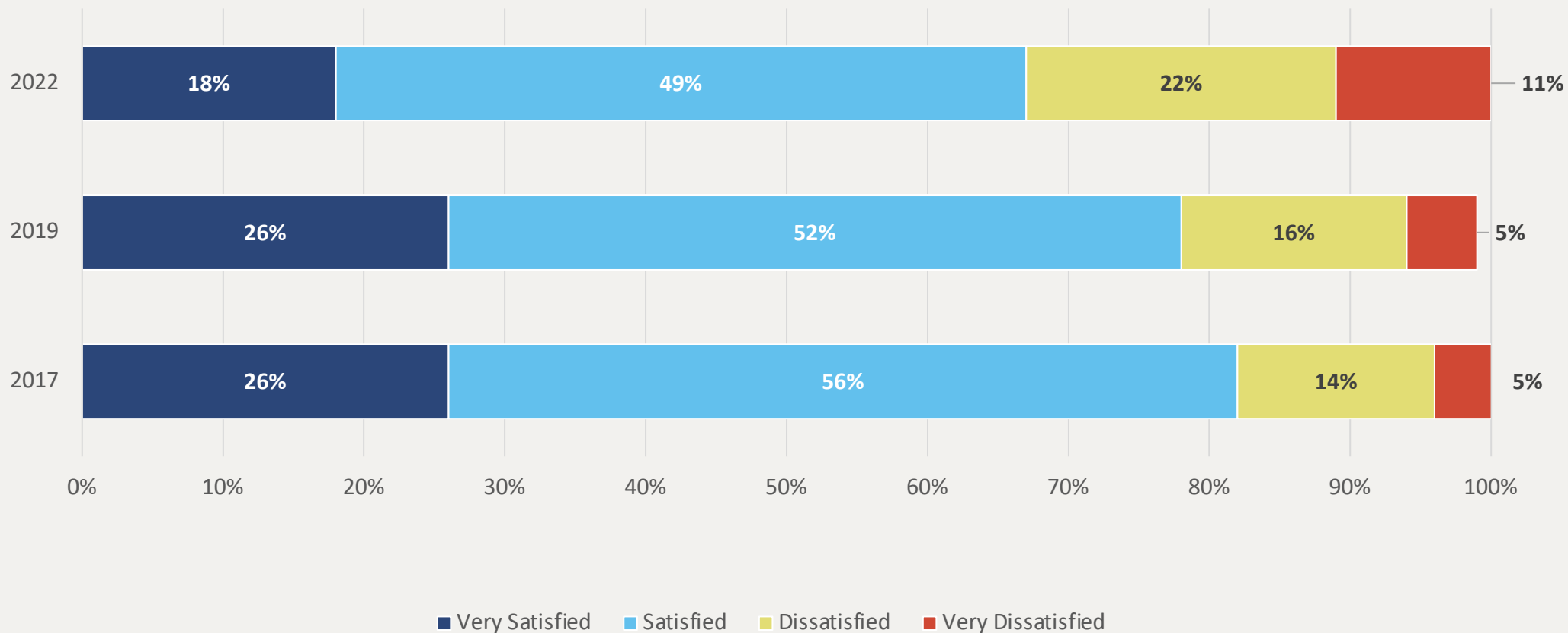
High level of customer satisfaction with courtesy of the security team – 89%

Courtesy of Security Team by Ethnicity

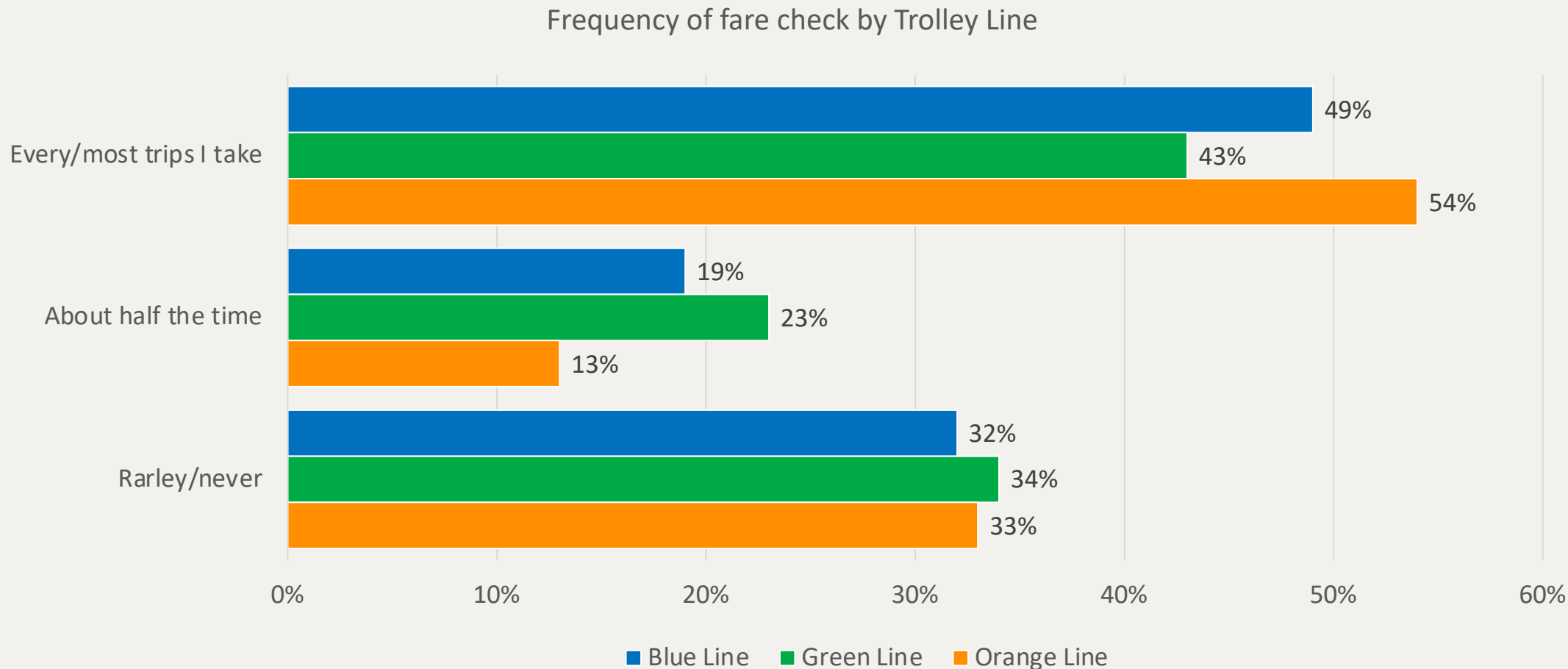


Behavior of Other Passengers

Behavior of other passengers or comfort of riding with other passengers

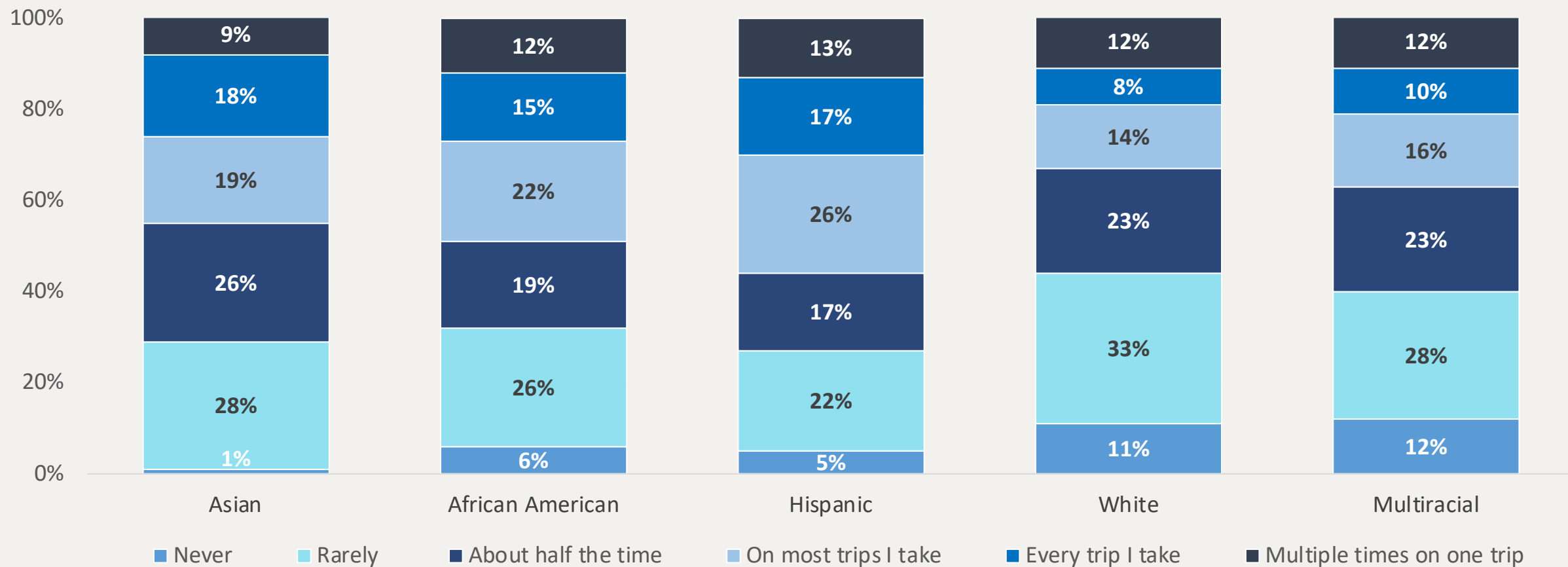


Frequency of Fare Check – Trolley Line



Trolley Fare Check by Ethnicity

When you ride the Trolley, how often is your fare checked?

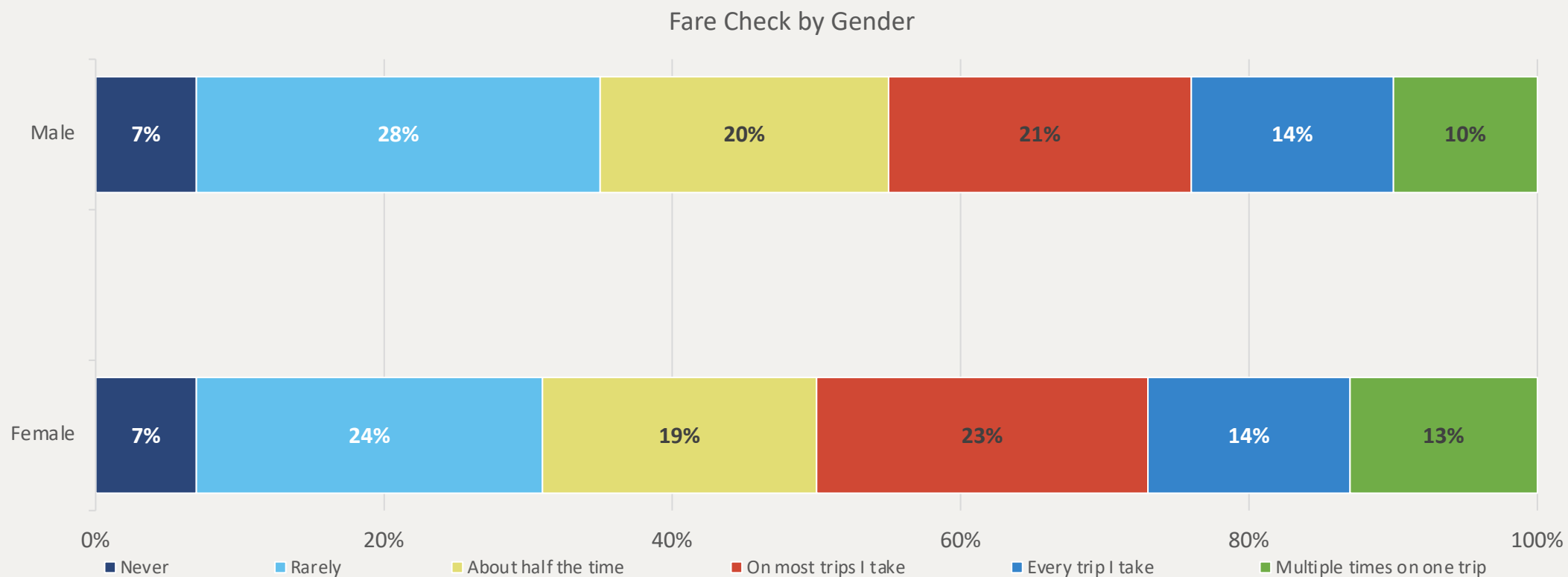


Fare Check by Ethnicity

	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

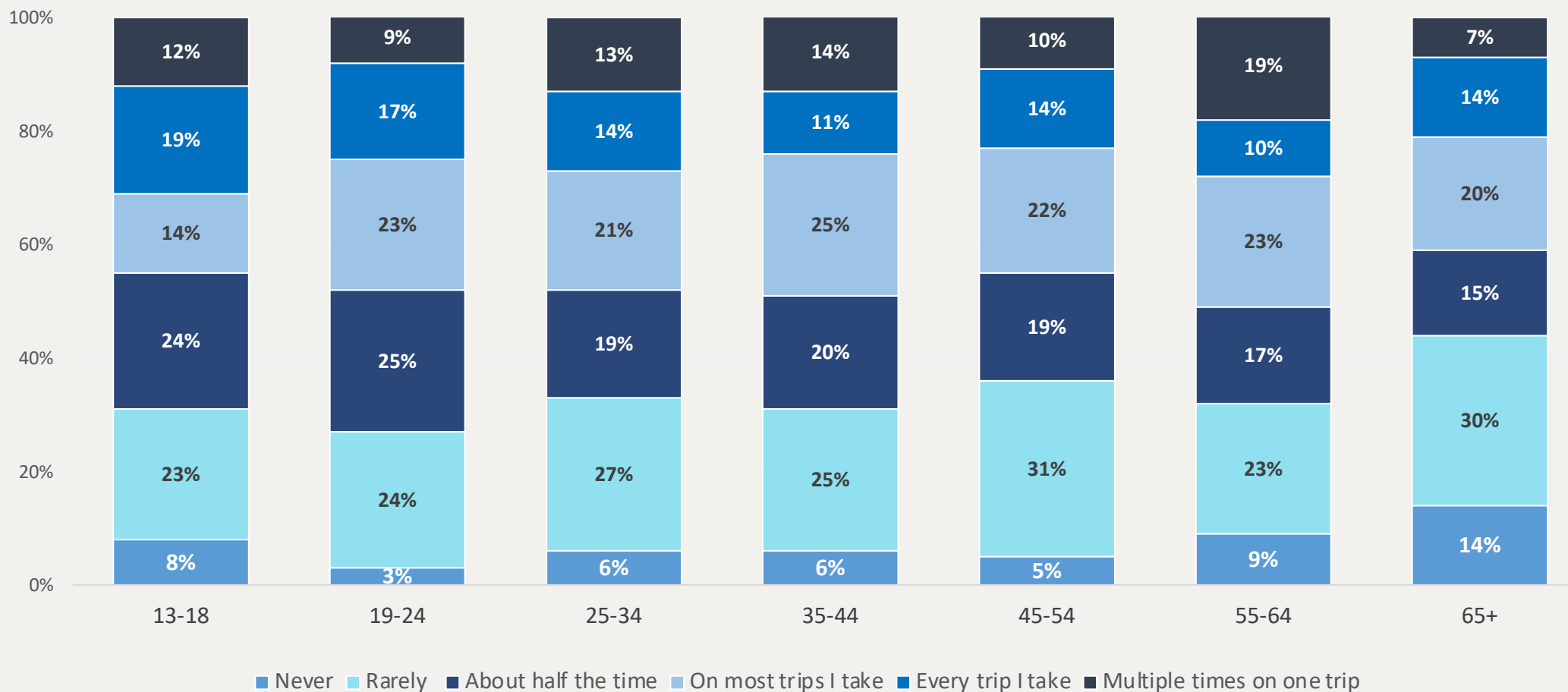
Persons who identify as African American or Latino/a are more likely to perceive that their fare is checked than persons who are White. Overall and on the Blue and Green Line.

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!

ADVERTISEMENTS - FY 2022-2024

Fiscal Year	Advertising	Medium	Insertion Date(s)	Message	Language	Minority Group Served	Estimated Impressions
							Digital Media Impressions: 14,002,927 Traditional Media 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

ADVERTISEMENTS - FY 2022-2024

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

ADVERTISEMENTS - FY 2022-2024

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 (<i>in-person</i>)	32 (<i>virtual</i>)
The Arc of San Diego	43 (<i>in-person</i>)	18 (<i>in-person</i>)
Casa Familiar	13 (<i>in-person</i>)	22 (<i>in-person</i>)
I Am Green	44 (<i>virtual</i>)	49 (<i>in-person</i>)
El Cajon Collaborative	20 (<i>in-person</i>)	25 (<i>in-person</i>)

Location/Event	Pop-Up	MTS Committee
Linda Vista Farmer’s Market	25 (<i>in-person</i>)	-
Barrio Logan Trolley Station	19 (<i>in-person</i>)	-
El Cajon Trolley Station	18 (<i>in-person</i>)	-
Accessible Services Advisory Committee	-	7 (<i>virtual</i>)
Community Advisory Committee	-	25 (<i>in-person</i>)

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 Facilitation¹

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

¹ 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.

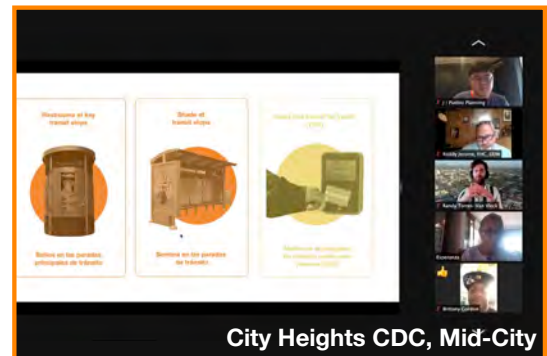
Workshop 2 Facilitation²

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

² 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.



Casa Familiar, San Ysidro

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.



Casa Familiar, San Ysidro



I Am Green, Southeastern

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.



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 Facilitation³

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.



³ 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.

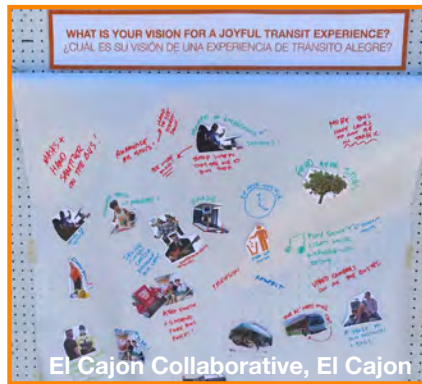
Participants had one-on-one conversations with planning team members, participating in an interactive activity where they were asked to write a word or phrase explaining what their experience has been taking public transit. There were three different colored cards for participants to use. Red signified 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?

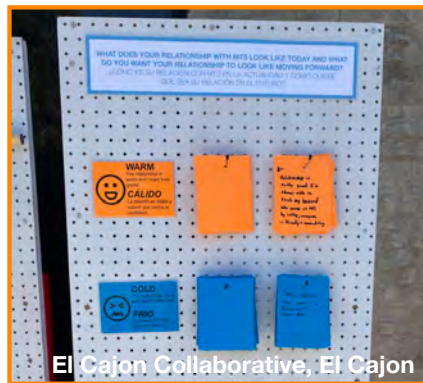
We placed a large piece of poster paper on an interactive display and distributed colorful markers for participants to partake in a visioning exercise. Photo cut-outs of potential elements they may want to add to the poster (i.e., shelter, lights, benches, community garden, restrooms, etc.) were also 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.





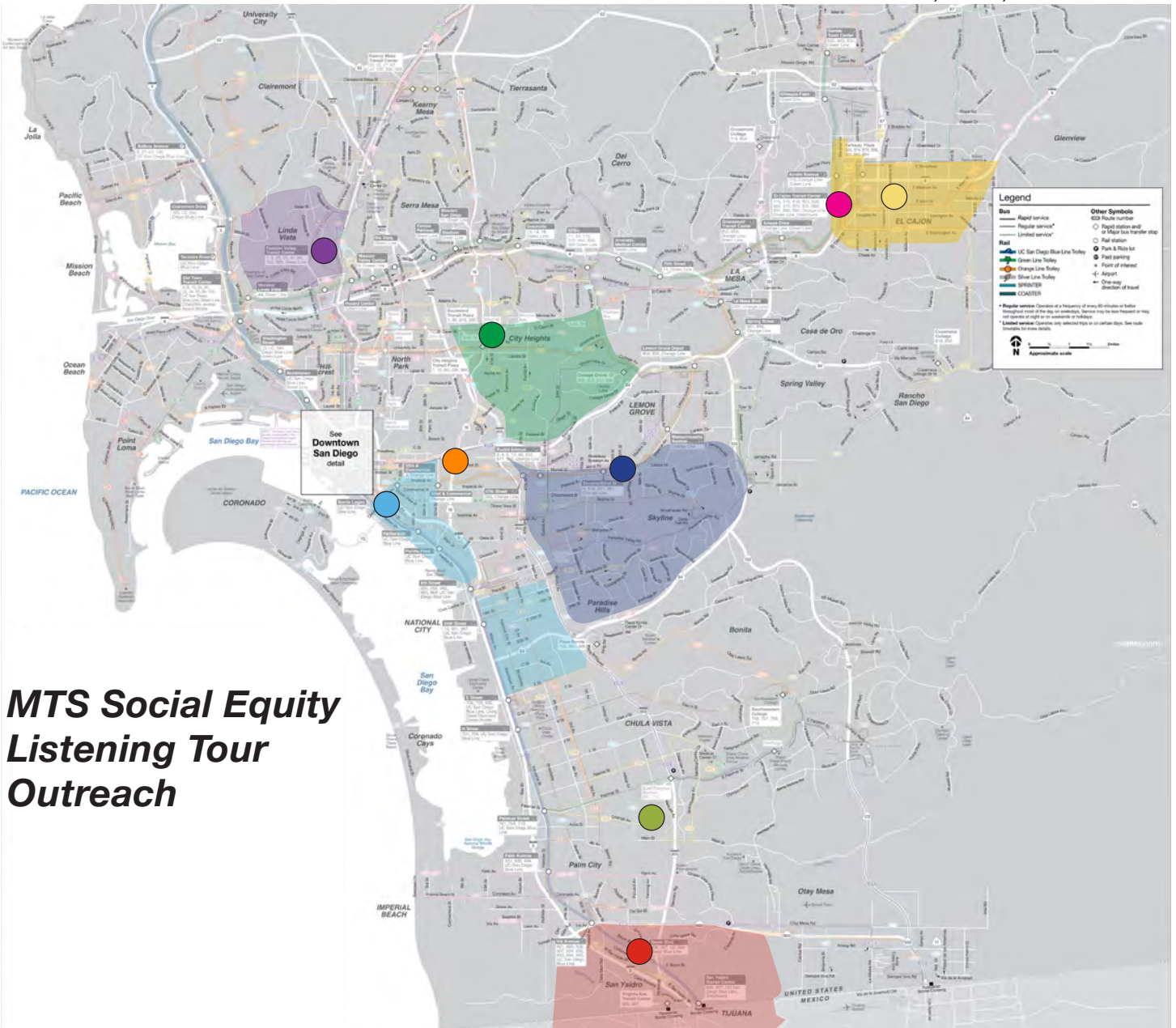
**COMMUNITY
IDENTIFIED
PRIORITIES**

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.



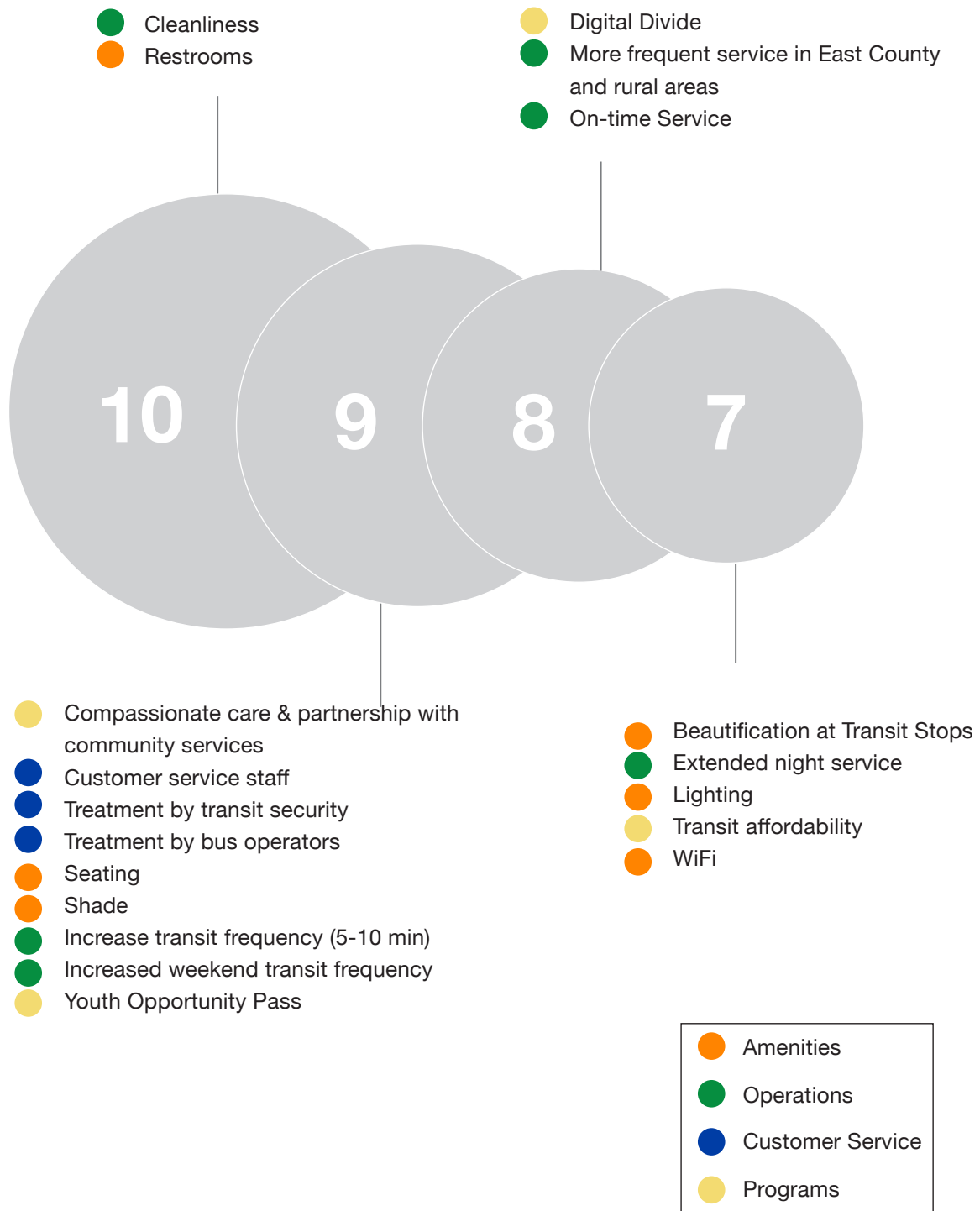


MTS Social Equity Listening Tour Outreach

Workshop Locations	Pop-Up Locations	Communities Reached
<ul style="list-style-type: none"> El Cajon Collaborative 	<ul style="list-style-type: none"> El Cajon Transit Station 	<ul style="list-style-type: none"> El Cajon/East County/Tecate
<ul style="list-style-type: none"> City Heights CDC 	<ul style="list-style-type: none"> Linda Vista Farmer's Market 	<ul style="list-style-type: none"> Linda Vista
<ul style="list-style-type: none"> The Arc San Diego 	<ul style="list-style-type: none"> Barrio Logan Trolley Station 	<ul style="list-style-type: none"> Mid-City
<ul style="list-style-type: none"> I Am Green 	<ul style="list-style-type: none"> MTS South Bay CAC Meeting 	<ul style="list-style-type: none"> Southeastern
<ul style="list-style-type: none"> Casa Familiar 		<ul style="list-style-type: none"> Barrio Logan/National City
<ul style="list-style-type: none"> Accessible Services Advisory Committee (Virtual) 		<ul style="list-style-type: none"> San Ysidro/Tijuana

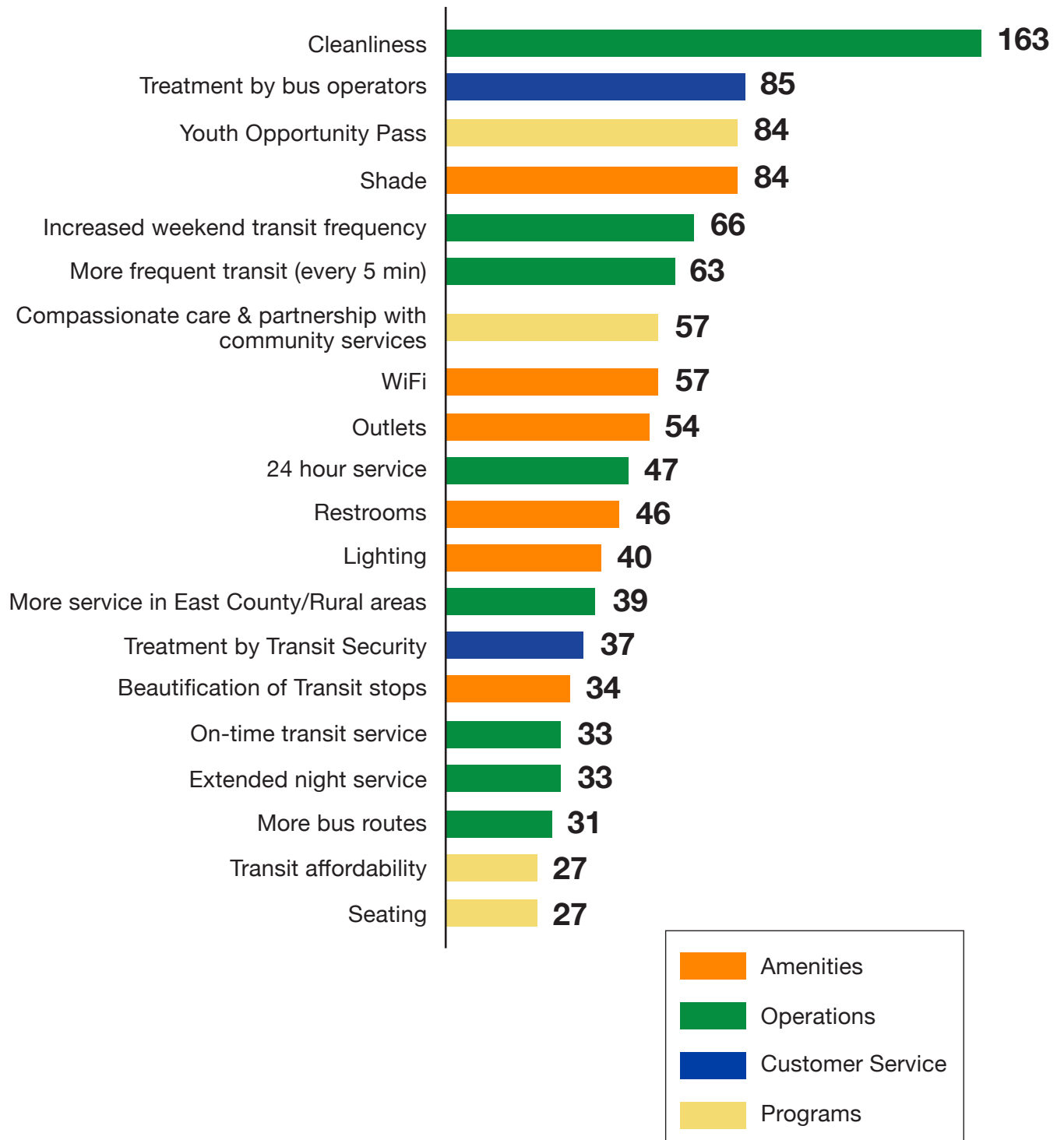
Frequency of Priority by Location

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.⁴ 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.⁵ 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.

⁴ 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.>

⁵ 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.>

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."⁶ 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."⁷ 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.⁸

⁶ 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

⁷ 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.

⁸ López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. 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.⁹

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.

⁹López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. 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”¹⁰ 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.”¹¹ 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.¹²

¹⁰ 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

¹¹ 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

¹² López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. 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.¹³ 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.¹⁴ 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.¹⁵ 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.

¹³ 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

¹⁴ 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

¹⁵ 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

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.”¹⁶

¹⁶ López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. 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.¹⁷

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.”¹⁸ 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.

¹⁷ López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. puebloplanning.com/s/Southeastern-Report.pdf

¹⁸ 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

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.



OPERATIONS



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.¹⁹ 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.²⁰ 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.

¹⁹ 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>.

²⁰ 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.²¹ 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.²²



²¹ López, M., Medina, A., & Ordaz, J.. (2022). *Southeastern Community Mobility Roadmap & Participatory Budgeting Project*. Pueblo Planning. puebloplanning.com/s/Southeastern-Report.pdf

²² 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

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.



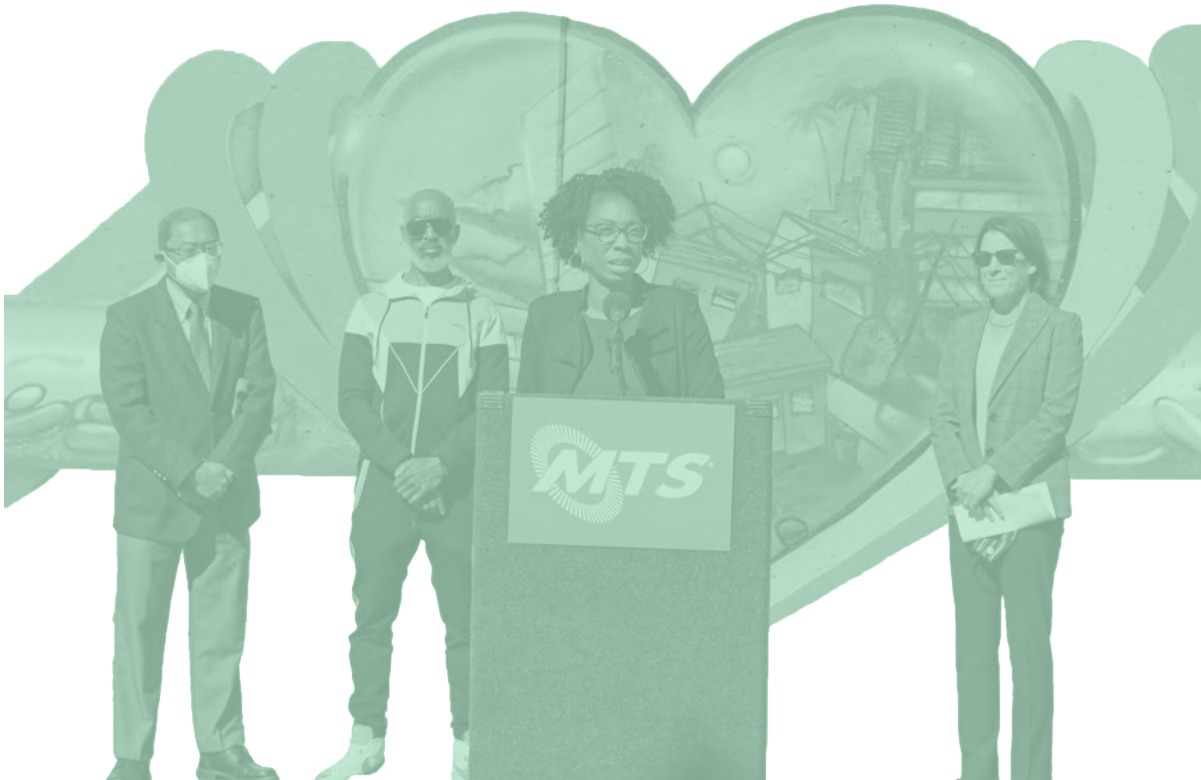
OPERATIONS

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.²³



²³ 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

CUSTOMER SERVICE

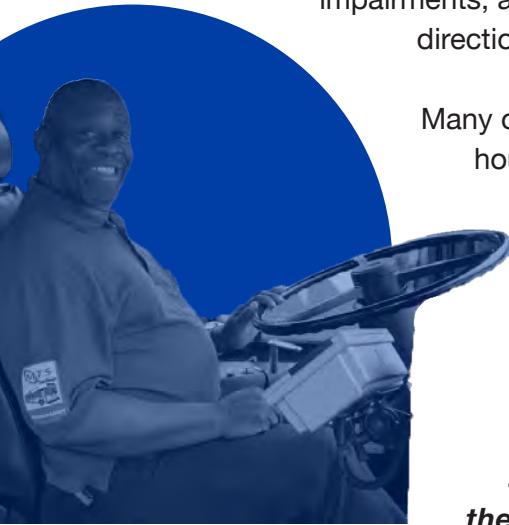
Treatment by Bus Operators

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.”²⁴ 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.”²⁵

²⁴ 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>.

²⁵ 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.”²⁶

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.”²⁷ As a result, the MTS Board approved a pilot fare evasion diversion program,³² 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.²⁸ 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 someone²⁹ and allegations of trolley personnel assaulting, using excessive force, and violating the civil rights of four riders.³⁰ In 2019, a 24- year-old man died after a struggle with transit officers, resulting in an investigation by homicide detectives.³¹ And in 2021, an incident “months before George Floyd, Angel Hernandez died at a downtown train station with a knee to his neck, too.”³² 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.”³³

²⁶ Halverstadt, L. & Nucci, K. (2020). Black MTS Riders Cited Disproportionately. Voice San Diego <https://voiceofsandiego.org/2020/07/27/black-mts-riders-cited-disproportionately/>.

²⁷ 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/>.

²⁸ <https://voiceofsandiego.org/2020/06/24/the-police-reform-push-comes-for-mts/>

²⁹ Metropolitan Transit System. (2022) Diversion Program. MTS. <https://www.sdmts.com/riders-info/mts-security/diversion-program>

³⁰ 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>.

³¹ 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>.

³² 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>.

³³ 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>.

CUSTOMER SERVICE

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.³⁴ 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.³⁵ 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.”³⁶ 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.³⁷ 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.³⁸ 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.

³⁴ 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.

³⁵ 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/>.

³⁶ American Psychological Association. (2017). The Psychology of Hate Crimes. American Psychological Association. <https://www.apa.org/advocacy/interpersonal-violence/hate-crimes>

³⁷ 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>

³⁸ 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.³⁹ 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,⁴⁰ 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.⁴¹

³⁹ 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.

⁴⁰ 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

⁴¹ 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.

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.”⁴² 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.⁴³ 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.”⁴⁴ Thus, perpetuating harmful practices or treatment towards unhoused community members will only reinforce or perpetuate their trauma and further marginalize them.



⁴² 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>.

⁴³ 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>

⁴⁴ 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.”⁴⁵ 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.”⁴⁶ 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.”⁴⁷

⁴⁵ 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.

⁴⁶ 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/>.

⁴⁷ 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 issue⁴⁸ 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.⁴⁹

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.⁵⁰

⁴⁸ 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

⁴⁹ 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

⁵⁰ López, M., Medina, A., & Ordaz, J. (2022). Southeastern Community Mobility Roadmap & Participatory Budgeting Project. Pueblo Planning. 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.⁵¹ Then, in 2017, the Compass Cloud mobile app was developed and made available to purchase multiple one-day or monthly electronic passes.⁵² 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.⁵³

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.

⁵¹ 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>.

⁵² 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>.

⁵³ 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.⁵⁴ 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.

⁵⁴ 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

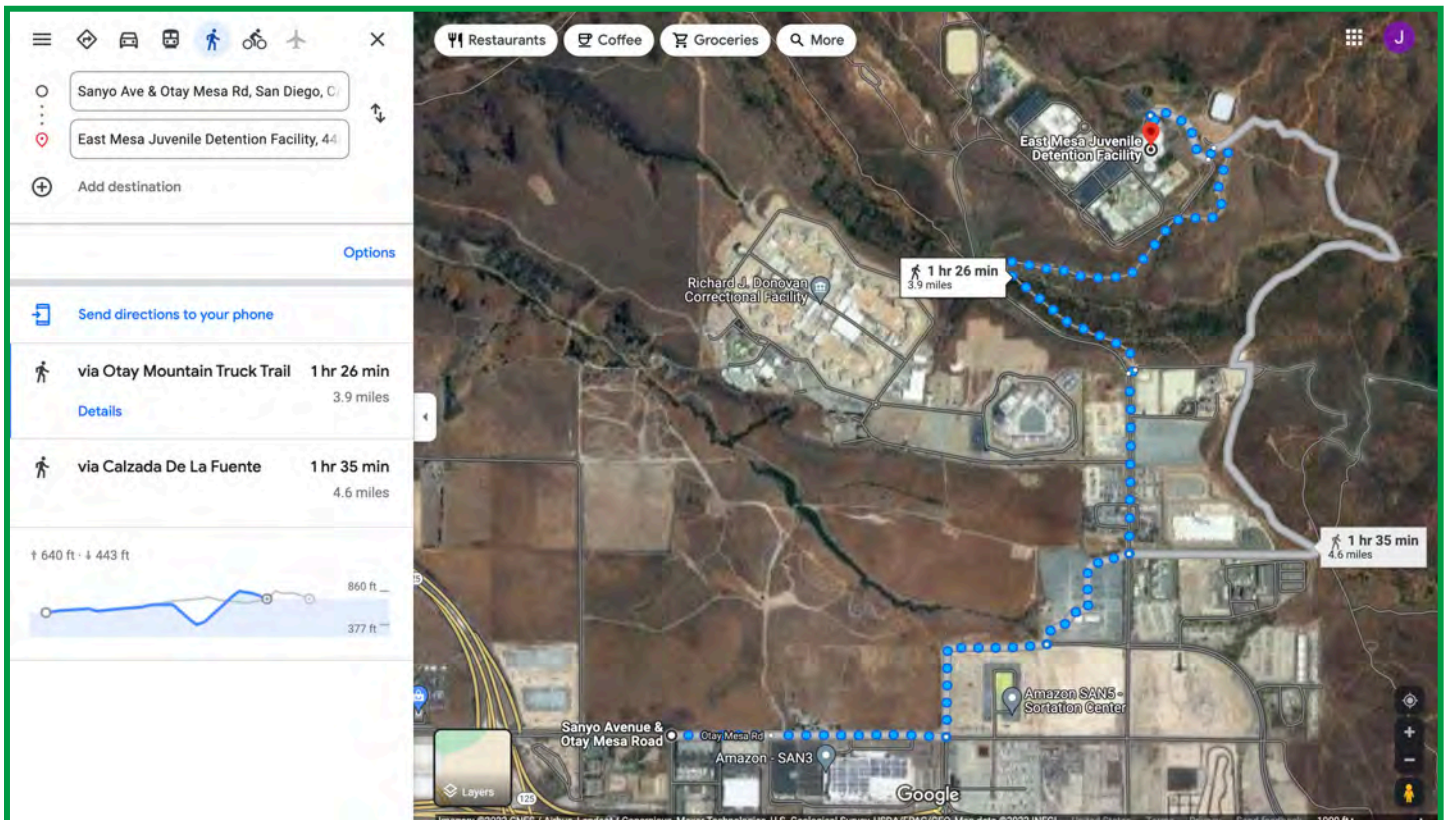
At the conclusion of one workshop, a mother approached a staff member of the planning team to share that she has been unable to visit her child who is detained at the East Mesa Juvenile Detention Facility due to the lack of transportation options. She and her family members do not own a car and rely 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."⁵⁵ 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."⁵⁶ 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

⁵⁵ 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

⁵⁶ 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

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

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
Streaming 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

Att.A, AI 17, 5/18/23

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

MTS Social Equity Listening Tour Grounding Research

All News Sources (1)

News Source	Category Topic	Article	Author	Date	Site	Tags/Keywords
KPBS		COVID, staffing shortages cause San Diego public transit woes	Jacob Aere / Speak City Heights Reporter	January 12, 2022	Link	Staffing Shortage, COVID
San Diego Union Tribune	Opinion	Opinion: MTS switches security guard provider to create a 'more sensible' path to public safety	THE SAN DIEGO UNION-TRIBUNE EDITORIAL BOARD	January 28, 2022	Link	Safety
San Diego Union Tribune	Public Safety	MTS brings on new team of security officers	DAVID HERNANDEZ	January 25, 2022	Link	Policing
San Diego Union Tribune	Local	San Diego County, MTS put up surplus land for affordable housing	EMILY ALVARENGA COMMUNITY REPORTER	March 7, 2022	Link	Affordable Housing
KPBS		MTS Board approves new affordable housing development in San Ysidro	City News Service	March 10, 2022	Link	Affordable Housing
KPBS	Audio News Transcript	More people using MTS	Annica Colbert	March 11, 2022	Link	18-, Ride for Free, Pronto, New Program, PRONTO
KPBS		Transit Agencies Considering Fare Hikes To Pay For System Upgrade	Andrew Bowen / Metro Reporter	January 13, 2021	Link	Fare Increase
Voice San Diego	MTS	Fletcher Stresses Stability in First State of MTS	Lisa Halverstadt	January 22, 2021	Link	Electrification, EV
Voice San Diego	Government	MTS Review Recommends Changes, But Stops Short of Sweeping Assessments	Lisa Halverstadt	February 5, 2021	Link	Policing, BIPOC, Low Income
Voice San Diego	News	Morning Report: MTS Review Urges Dozens of Changes	Voice of San Diego	February 5, 2021	Link	Security, Restructuring
KPBS		MTS Considering A 'Kinder And Gentler' Approach To Fare Enforcement	Andrew Bowen / Metro Reporter	February 11, 2021	Link	Fare Enforcement, Policing, Fare Evasion
KPBS		MTS To Lower Youth Fares, Bring Back Free Transfers On Busses And Trolleys	Andrew Bowen / Metro Reporter	March 11, 2021	Link	PRONTO, Lower youth fares, Protests against raising prices, free transfers
KPBS	Health	Pandemic Life: How COVID-19 Is Changing San Diego's Transportation Planning	Andrew Bowen / Metro Reporter. Contributors: Matthew Bowler / Video Journalist	March 18, 2021	Link	Commitment to Equity, Disproportionate effects on BIPOC communities
Voice San Diego	Government	MTS Saw the Sign, and it Didn't Open Up San Diego's Eyes	Andrew Keatts	April 13, 2021	Link	MTS, Sports Arena, Surplus Lands Act, Affordable Housing
San Diego Union Tribune	Public Safety	MTS, contractor to pay \$5.5M to family of San Diego man who died in custody in 2019	TERI FIGUEROA, DAVID HERNANDEZ	April 19, 2021	Link	Death, Policing, Mental Health
KPBS		\$5.5 Million Settlement Reached With Family Of Man Who Died In MTS Custody	City News Service	April 19, 2021	Link	Policing, Death, Lawsuit, Settlement, Mental Illness, Angel Zapata Hernandez
KPBS	Audio News Transcript	\$5.5 Million Settlement Reached With Family Of Man Who Died In MTS Custody		April 20, 2021	Link	Policing, Death, Lawsuit
KPBS	Audio News Transcript	\$5.5 Million Settlement Reached With Family Of Man Who Died In MTS Custody		April 20, 2021	Link	Policing, Death, Lawsuit
Voice San Diego	News	What We Learned This Week	Sara Libby	April 25, 2021	Link	Rider Death, Policing, Force, Systemic Issues
San Diego Union Tribune	Public Safety	Months before George Floyd, Angel Hernandez died at a downtown train station with a knee to his neck, too	GREG MORAN, DAVID HERNANDEZ	April 25, 2021	Link	Death, Policing, Mental Health
KPBS		Attorney For Family Of Man Who Died In MTS Custody Says SDDP Officers Were Involved	Alexandra Rangel / Freelance Reporter	April 30, 2021	Link	Policing, Death, Lawsuit
San Diego Union Tribune	Public Safety	Driver dies after slamming head on into MTS bus in University Heights	ALEX RIGGINS	May 20, 2021	Link	Public Safety, Effects on MTS, Infrastructure
Voice San Diego		MTS's Security Firm of Choice Has a More Complicated Record Than it Claimed	Lisa Halverstadt and Jesse Marx	June 22, 2021	Link	Hx of violence, New Security, Need for thorough review
Voice San Diego	News	Morning Report: Would-Be MTS Contractor's Record Isn't Spotless	Voice of San Diego	June 23, 2021	Link	Protests, Security, Hx of Force
KPBS		MTS Offers Free Rides Amid Switch To New 'PRONTO' Card	Andrew Bowen / Metro Reporter	August 10, 2021	Link	PRONTO, Lower youth fares

All News Sources (2)

News Source	Category Topic	Article	Author	Date	Site	Tags/Keywords
San Diego Union Tribune	Latest	MTS, NCTD offer free rides throughout September with new Pronto card	ALEXANDRA MENDOZA WRITER	August 31, 2021	Link	Free Rides
KPBS		MTS Board Delays Vote On Affordable Housing At Trolley Station Over Parking Concerns	Andrew Bowen / Metro Reporter	September 17, 2021	Link	Affordable Housing
San Diego Union Tribune	Public Safety	Man seriously injured when he falls after leaning on departing bus	CITY NEWS SERVICE	September 20, 2021	Link	Public Safety, Effects on MTS, Infrastructure
KPBS		MTS approves 390 affordable apartments on trolley parking lot	Andrew Bowen / Metro Reporter Contributors: Mike Damron / Video Journalist	October 14, 2021	Link	Affordable Housing
San Diego Union Tribune	Transportation	Free transit and new taxes on driving? San Diego leaders divided over ambitious plan	JOSHUA EMERSON SMITH	October 29, 2021	Link	Free Transit, Increased Taxes
San Diego Union Tribune	Readers React	Opinion: Let's see San Diego's leaders start taking mass transit.	U-T LETTERS	November 24, 2021	Link	Public Opinion
San Diego Union Tribune	Transportation	Trolley-to-airport extension coming to San Diego	LAURYN SCHROEDER	December 17, 2021	Link	Focus of Efforts
San Diego Union Tribune	Politics	Why does the new trolley stop 2 miles from the beach?	DAVID GARRICK	November 20, 2021	Link	Public Safety, Effects on low-income communities, Infrastructure
Voice San Diego		MTS Tickets Fare Evaders Far More Than Other U.S. Cities	Lisa Halverstadt	January 6, 2020	Link	Fare evasion, impacts, low-income, unhoused community
Voice San Diego	Public Safety	MTS Tickets Fare Evaders Far More Than Other U.S. Cities	Lisa Halverstadt	January 6, 2020	Link	Increased ticketing, fare evasion
Voice San Diego	Opinion	MTS Won't Provide Answers on the True Costs of Fare Enforcement	John Brady and Michelle Woodson	January 8, 2020	Link	Fare Enforcement, Policing, Fare Evasion
Voice San Diego	Public Safety	MTS Floats Diversion Program for Fare Enforcement	Lisa Halverstadt	February 27, 2020	Link	Pilot Program, Fare Evasion
KPBS		MTS Nixes Cash Fares, Allows Rear-Door Boarding On Buses	Andrew Bowen / Metro Reporter	April 2, 2020	Link	COVID fare and boarding changes
KPBS		MTS Cuts Bus, Trolley Routes As Coronavirus Causes Ridership Drop	Claire Trageser / Investigative Reporter	April 6, 2020	Link	COVID, Route Cutbacks, payment limitations
KPBS		COVID-19 Pandemic Could Put The Brakes On MTS Plan To Expand Public Transit	Alison St John / Reporter Marissa Cabrera / News Producer KPBS Midday Edition	April 13, 2020	Link	Ridership Drop, COVID, Cut Backs, Expansion Pause
KPBS	Health	San Diego Bus Drivers Told To Quarantine Without Pay	Claire Trageser / Investigative Reporter	April 17, 2020	Link	COVID, Unpaid Leave
Voice San Diego		Reopened Beaches Remain Out of Reach for San Diego's Poor	MacKenzie Elmer	May 12, 2020	Link	COVID, Limited Access to Beaches,
Voice San Diego	Government	A \$2.50 Fare Evasion Ticket Can Upend Low-Income Residents' Lives	Lisa Halverstadt	June 17, 2020	Link	Dramatic Rise in Ticketing
Voice San Diego	News	VOSD Podcast: An Un-Fare System	Nate John	June 19, 2020	Link	Tickets/Citations, Policing, Effects on Low Income Families
Voice San Diego	Public Safety	The Police Reform Push Comes for MTS	Lisa Halverstadt and Jesse Marx	June 24, 2020	Link	Fare evasion, impacts, low-income, unhoused community
Voice San Diego	Public Safety	MTS Says Its Officers Aren't Bound by New State Use-of-Force Law	Jesse Marx and Lisa Halverstadt	June 25, 2020	Link	Law, Policing, Unclear
Voice San Diego		Morning Report: Police Reformers Are Coming for MTS	Voice of San Diego	June 25, 2020	Link	MTS Approach Shift, Police Reform, Security
Voice San Diego		MTS Says Its Officers Aren't Bound by New State Use-of-Force Law	Jesse Marx and Lisa Halverstadt	June 25, 2020	Link	Unclear guidelines for Policing, AB392
Voice San Diego	Public Safety	MTS Purged Body Camera Footage Before Man's Attorney Could Access it	Lisa Halverstadt	July 21, 2020	Link	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	Black MTS Riders Cited Disproportionately	Lisa Halverstadt and Kate Nucci	July 27, 2020	Link	BIPOC, Equity, Disproportionate Citations
Voice San Diego	Public Safety	MTS Police Chief Departs as Agency Pulls Back Enforcement Push	Lisa Halverstadt	July 27, 2020	Link	Policing, Impacts on low-income riders
Voice San Diego		Morning Report: MTS Doled Out Violations Disproportionately	Voice of San Diego	July 27, 2020	Link	Disproportionate Citations
KPBS		Developers, MTS Aim For Denser Affordable Housing At Trolley Stop	Andrew Bowen / Metro Reporter	July 30, 2020	Link	affordable housing
Voice San Diego	Opinion	Transit Officers Target Black Riders – That Needs to Change	Marcus Bush	August 6, 2020	Link	Recommendations, Targeted Riders, Disproportionate citations
Voice San Diego	Opinion	Transit Officers Target Black Riders – That Needs to Change	Marcus Bush	August 6, 2020	Link	Policing, Personal Account, Rider Experience, Opinion
San Diego Union Tribune	Public Safety	MTS bus driver crashes into parked cars in Chula Vista	KAREN KUCHER	August 18, 2020	Link	Public Safety, Infrastructure
Voice San Diego	Government	MTS Frequently Overrules Doctors' Orders on Reduced Fares for the Disabled	Lisa Halverstadt	August 31, 2020	Link	Disabled, Discrimination
KPBS		MTS To Launch Diversion Program Tuesday, Reducing Fines For Fare Evaders	City News Service	August 31, 2020	Link	Fare enforcement, fine reduction for fare evaders, diversion program, pilot program
Voice San Diego		Morning Report: MTS Rejects Many Who Applied for Disabled Fare Reductions	Voice of San Diego	August 31, 2020	Link	MTS Criticism, Disabilities, Fare Reduction Denials
KPBS		San Diego MTS, NCTD Offering Free Transit Rides On Election Day	City News Service	September 29, 2020	Link	Voting Access
KPBS		Voters Can Ride For Free On MTS, NCTD Transit All Day To Cast Their Ballots	City News Service	November 3, 2020	Link	Free Ride Day, Accessibility
San Diego Union Tribune	Public Safety	Judge rules against MTS in long running dispute over doorway at San Ysidro McDonald's	GREG MORAN	January 9, 2019	Link	Lawsuit, Tax Dollars
San Diego Union Tribune	News	MTS eyes Transit Center overhaul amid aggressive push to develop property near bus and trolley stops	JOSHUA EMERSON SMITH	January 13, 2019	Link	Land Use, Development, Housing
Voice San Diego		Judge Tentatively Rules Against MTS in Border Bus Terminal Fight	Andrew Keatts	January 14, 2019	Link	misuse of funds, MTS review, Border Transit hub review, poor bathroom standards, lawsuit
KPBS		\$44 Million Mid-City Bus Rapid Transit Route Is Slower Than Route It Replaced	Lauren J. Mapp / inewsourc	June 18, 2019	Link	Inefficient Rapid Line
KPBS		MTS To Spend \$34M On New Fare Collection System	Lauren J. Mapp / inewsourc	July 15, 2019	Link	New Fare Collection System, Limited Access on Mobile App, Overcharges
KPBS		Construction Jobs On MTS Land Will Pay More Under New Policy	Andrew Bowen / Metro Reporter	July 25, 2019	Link	Higher Wages for Construction Jobs, Union
San Diego Union Tribune	Public Safety	Police: Armed trolley officer stabs man who went for his gun	Teri Figueroa	August 16, 2019	Link	
KPBS		MTS Raising Fares To Close \$10M Budget Shortfall	Andrew Bowen / Metro Reporter	August 20, 2019	Link	Fare raises
San Diego Union Tribune	Public Safety	Man, 23, killed when car jumps curb, lands on trolley tracks; Orange Line shut down for hours	Karen Kutcher	August 26, 2019	Link	
San Diego Union Tribune	Public Safety	24-year-old man dies after struggling with transit officers at downtown trolley station	Luke Garrett	October 16, 2019	Link	Policing
San Diego Union Tribune	Public Safety	Trolley strikes, kills woman in Lemon Grove	ALEX RIGGINS	November 20, 2019	Link	Public Safety, Injury, Fatality
KPBS	Economy	Hoover High Student Advocates For Free Bus Fare To School	Joe Hong / Education Reporter	December 17, 2019	Link	Advocacy, Free Bus Fare to School
KPBS	Economy	Changes To MTS Bus Routes Begin Sunday	Andrew Bowen / Metro Reporter ; Contributors: Matthew Bowler / Video Journalist	January 26, 2018	Link	Bus Route Changes
San Diego Union Tribune	Environment	As car ownership increases among the poor, transit ridership falls	JOSHUA EMERSON SMITH	January 31, 2018	Link	Commitment to Learn about Ridership

All News Sources (4)

News Source	Category Topic	Article	Author	Date	Site	Tags/Keywords
San Diego Union Tribune	News	MTS secures \$41 million grant in trolley, bus upgrades funded by new gas tax	JOSHUA EMERSON SMITH	April 27, 2018	Link	EVs, Electrification, Upgrades, Supply and Demand
San Diego Union Tribune	Public Safety	MTS investigating excessive-force complaint against security officers	ALEX RIGGINS	July 13, 2018	Link	Excessive Force, Policing
San Diego Union Tribune	Public Safety	Two injured in Logan Heights crash involving trolley	ALEX RIGGINS	October 23, 2018	Link	Public Safety, Injury, Infrastructure
San Diego Union Tribune	Public Safety	Lawsuit accuses MTS, security personnel of assault, using excessive force	ALEX RIGGINS	November 18, 2018	Link	Lawsuit
San Diego Union Tribune	News	MTS officials scale back mass transit fee hike for seniors and disabled after riders speak out	JOSHUA EMERSON SMITH	December 13, 2018	Link	Increase in Fare
KPBS		MTS Launching Mobile Ticketing App – With Limits	Andrew Bowen / Metro Reporter Contributors: Katie Schoolov / Video Journalist	March 9, 2017	Link	
San Diego Union Tribune	Environment	Bill could lead to more tax money for local mass transit systems	JOSHUA EMERSON SMITH	March 20, 2017	Link	Taxes
San Diego Union Tribune	Environment	Train, trolley and bus tickets go mobile in San Diego County	JOSHUA EMERSON SMITH	March 29, 2017	Link	Mobile App, Technology
Voice San Diego	Land Use	What It Would Take to Make San Diego's Transit System Faster and More Reliable	Alon Levy	June 15, 2017	Link	Public Transit Reliability
KPBS		MTS Adds Long-Delayed 'Stored Value' To Compass Card	Andrew Bowen / Metro Reporter	June 27, 2017	Link	
KPBS		Letter From MTS Board Member Could Be Key In Lawsuit Over Blocked Doorway At Border Transit Center	Amita Sharma / Investigative Reporter ; Contributors: Katie Schoolov / Video Journalist	August 4, 2017	Link	Substandard Facilities, Racial Inequity
San Diego Union Tribune	Public Safety	Riders to see increased security presence on trolleys	KAREN KUCHER	September 25, 2017	Link	Security, Policing, Increased Policing
Voice San Diego	Land Use	MTS's Effort to Tame the Chaos at the Border Has Become a Mess of Its Own	Andrew Keatts	October 23, 2017	Link	Lawsuit
KPBS		San Diego's MTS Compass Card Stuck In The Past	Andrew Bowen / Metro Reporter ; Contributors: Katie Schoolov / Video Journalist	January 14, 2016	Link	Lack of one-way trip option
KPBS	Economy	More Cabbies – And New Apps – Enter San Diego Market	Megan Burks / Education Reporter	January 25, 2016	Link	Lawsuit, Taxi Permits
Voice San Diego	Public Safety	Officers Violently Arrested a Man for Trespassing at MTS – Except He Worked There	Andrew Keatts	February 18, 2016	Link	MTS, Police Body Cameras, Public Safety
Voice San Diego	Public Safety	San Diego Explained: MTS's Quasi Police Force	Lina Chankar	February 18, 2016	Link	Policing
KPBS		Roundtable: Downtown Chargers, Measure A Results, MTS Security Cops, Joel Anderson Out	Pat Finn / Producer , Mark Sauer / Host , The Roundtable	February 26, 2016	Link	Security, Force, Violence Hx
San Diego Union Tribune	News	MTS is on board for more flexible ticketing		April 14, 2016	Link	Ticketing System, Payment Method
Voice San Diego	Opinion	Lessons From My Scary Encounter With an MTS Officer	Lina Chankar	March 4, 2016	Link	Scary Encounter with MTS Officer, Policing
KPBS		Roundtable: Super Tuesday, Trump University, TJ Police Chief, MTS Safety	Pat Finn / Producer , Mark Sauer / Host , The Roundtable	March 4, 2016	Link	Credit Card Security,
San Diego Union Tribune	Politics	Bus driver strike continues, some lines disrupted	MICHAEL SMOLENS, DEBBI BAKER	May 25, 2016	Link	MTS Safety, Union, Walk-outs
KPBS		MTS Lawsuit Over Doorway Creates Hassle For San Ysidro Passengers	Amita Sharma / Investigative Reporter; Contributors: Matthew Bowler / Video Journalist	October 25, 2016	Link	MTS public image
KPBS		San Diego's Sunday Bus Services Still Lag Despite Economic Recovery	Andrew Bowen / Metro Reporter	September 9, 2016	Link	Unreliable Transit
San Diego Union Tribune	News	Looking for more flexible MTS ticketing? Keep waiting		September 2, 2016	Link	Ticketing System, Payment Methods

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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>	PAULINE REPARD	December 9, 2016	Link	Public Safety, Infrastructure
KPBS	Public Safety	<i>Task Force Formed To Improve Security At San Diego County Transit Stations</i>	City News Service	March 5, 2015	Link	Policing, Task Force Created
San Diego Union Tribune	Politics	<i>Number of taxis could double</i>	GARY WARTH	April 1, 2015	Link	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	Link	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	Link	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>	Brad Racino / Multimedia-Based Investigative Reporter	February 12, 2013	Link	Lack of Training, Security
KPBS		<i>Chula Vista Train Station Shooting Friday Night Directed At Trolley Cops</i>	Brad Racino / Multimedia-Based Investigative Reporter	March 14, 2013	Link	Security, Employee Safety, Shooting
KPBS	Public Safety	<i>Transit Cop Quits Over Security Concerns</i>	Brad Racino / Multimedia-Based Investigative Reporter	March 21, 2013	Link	Security, Employee Safety
KPBS		<i>Roundtable: Jail Deaths, Peace With TMD, City Attorney's Court Record, Transit Security Update</i>	Peggy Pico / KPBS Evening Edition Host , Pat Finn / Producer , Mark Sauer / Host , The Roundtable	March 29, 2013	Link	Mention of lack of Security Training
KPBS		<i>MTS Buses, Trolleys And Stations Tapped By An \$18 Million Surveillance Network</i>	Brad Racino / Multimedia-Based Investigative Reporter , Contributors: Nicholas McVicker / Video Journalist	December 18, 2013	Link	Surveillance
KPBS	Economy	<i>MTS Rolls Out New Compass Card System</i>	City News Service	November 19, 2012	Link	Payment Methods
KPBS	Economy	<i>Skyrocketing Gas Prices Turn Travelers To Transit</i>	Susan Murphy / Health Reporter	March 8, 2011	Link	Gas Price Rise, Increase Ridership
San Diego Union Tribune	News	<i>MTS plans changes to 13 routes</i>	ROBERT J. HAWKINS	June 6, 2011	Link	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	Link	Technology, Accessibility?
San Diego Union Tribune	News	<i>MTS security plans strike on Raiders-Chargers game day</i>	ROBERT J. HAWKINS	November 9, 2011	Link	Workers Treatment, union
KPBS		<i>MTS Security Strike During Charger-Raider Game</i>	City News Service	November 10, 2011	Link	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	Link	Workers Treatment
KPBS	Economy	<i>MTS To Cut Sunday Bus Service, But Improve Trolley Service</i>	Alison St John / Reporter	February 9, 2010	Link	Accessibility, Cut Services
KPBS	Environment	<i>San Diego's Transportation Future</i>	Alison St John / Reporter , Hank Crook / Producer , Megan Burke / Senior Producer	February 12, 2010	Link	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	Link	Difficult to Read Trip Planner

ELEVATE SD 2020 BOARD WORKSHOP (1)

News Source	Event Type	Event	Comment
ELEVATE SD 2020 BOARD WORKSHOP*	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	Barrio Logan Community Forum	

News Source	Event Type	Event	Comment
<p>ELEVATE SD 2020 BOARD WORKSHOP*</p>	<p>Community Forums</p>	<p>Carmel Valley Community Forum</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 (>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 & 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 & 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	Chula Vista Community Forum	<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 & 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 & 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 & 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 & 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 & 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	Downtown San Diego Community Forum	<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	East County Community Forum	<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	Linda Vista Community Forum	<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 & 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>City Heights Community Forum</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 & 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 & 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, & 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 -> 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 & 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>

ELEVATE SD 2020 BOARD WORKSHOP (7)

News Source	Event Type	Event	Comment
<p>ELEVATE SD 2020 BOARD WORKSHOP*</p>	<p>Community Forums</p>	<p>National City Community Forum</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 & 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)

News Source	Event Type	Event	Comment
ELEVATE SD 2020 BOARD WORKSHOP*	Community Forums	Poway Community Forum	<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 jmbalalan@upacsd.com</p>
ELEVATE SD 2020 BOARD WORKSHOP*	Community Forums	San Ysidro/Imperial Beach Community Forum	<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> 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 > 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> 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 & service - disability fares. 2 - 4 a.m. no Trolley, no buses late evening.</p>
ELEVATE SD 2020 BOARD WORKSHOP*	Community Forums	Southeast San Diego/Lemon Grove Community Forum	<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 & 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	San Diego City College	<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	South County Regional Education Center	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	SAN DIEGO CHAMBER OF COMMERCE WORKSHOP – KEARNY MESA	
ELEVATE SD 2020 BOARD WORKSHOP*	ACCESSIBILITY WORKSHOP	SAN DIEGO CHAMBER OF COMMERCE WORKSHOP – SORRENTO VALLEY	
ELEVATE SD 2020 BOARD WORKSHOP*	ACCESSIBILITY WORKSHOP	SAN DIEGO CHAMBER OF COMMERCE WORKSHOP – SOUTHEAST SAN DIEGO	
ELEVATE SD 2020 BOARD WORKSHOP*	ACCESSIBILITY WORKSHOP	SOUTH COUNTY EDC BUSINESS WORKSHOP	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

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	HERE	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	HERE	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	HERE	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	HERE	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 https://www.sdmts.com/inside-mts/news-release/mts-makes-significant-changes-use-force-policy and https://www.sdmts.com/inside-mts/news-release/new-uniforms-mts-security-teams-aimincrease-trust-and-public-safety . 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: https://www.sandag.org/index.asp?committeeid=66&fuseaction=committees_detail	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	HERE	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 sdforward.com/envision 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	HERE	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: https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans . 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	HERE	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

SANDAG RTP (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	Free Youth Passes	10/29/2021	HERE	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	HERE	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	HERE	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	HERE	Andrew Simmerman	KIPP SoCal Public Schools	<p>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.</p> <p>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.</p> <p>As you obtain feedback regarding the Regional Plan, KIPP SoCal Public Schools is advocating for:</p> <ul style="list-style-type: none"> - 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 <p>Thank you in advance for your consideration of the above implementations.</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.</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> <p>Southeast San Diego is part of the South Bay to Sorrento Mobility Hub. For more information regarding Mobility Hubs please see: https://www.sandag.org/index.asp?subclassid=83&fuseaction=home_subclasshome 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: https://www.sandiego.gov/planning/community/cpu/encanto/egmp</p> <p>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.</p> <p>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>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: https://www2.arb.ca.gov/our-work/programs/innovative-clean-transit/ct-rollout-plans</p>	1A-7, 1A-8
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	HERE	Angeline Kaufman	The San Diego LGBT Community Center	<p>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.</p> <p>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.</p> <p>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.</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>	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

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	HERE	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	HERE	Araceli Hernandez	El Cajon Collaborative/Bario 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	HERE	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. 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-10
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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"> 1. Go to the e-comment website: https://regionalplancomment.sandag.org/ 2. Enter your information 3. Organization: The San Diego LGBT Community Center 4. Chapter: General Comment 5. Appendix Type: Appendix A Transportation Projects, Programs, and Phasing 6. You can create your own comment or use the sample comment below <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	HERE	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	HERE	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	HERE	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"> 1. Go to the e-comment website: https://regionalplancomment.sandag.org/ 2. Enter your information 3. Organization: The San Diego LGBT Community Center 4. Chapter: General Comment 5. Appendix Type: Appendix A Transportation Projects, Programs, and Phasing 6. You can create your own comment or use the sample comment below <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	HERE	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	HERE	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	HERE	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: https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ct-rollout-plans. 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	HERE	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	HERE	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	HERE	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	HERE	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 SDFoward website (https://sandag.maps.arcgis.com/apps/Cascade/index.html?appid=897a882e8c14b1e996c33e48bc15347). 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	HERE	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	HERE	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: https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans .	1A-24
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	HERE	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

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	HERE	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	HERE	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: https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans .	1A-26
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Bathroom Network, Clean and Accessible Bathrooms	10/29/2021	HERE	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	HERE	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	HERE	Fabiola Torres	National Latino Research Center	Mis niños usan el train, quiero 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	HERE	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	HERE	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	HERE	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 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-30, 1A-31
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Safety, East County	10/29/2021	HERE	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	HERE	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	HERE	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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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	HERE	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"> +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 	<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. 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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	HERE	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	HERE	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.	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: https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans.	1A-46, 1A-47
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	HERE	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	HERE	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	HERE	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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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	HERE	Ioana Tcholakova	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.</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. 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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	HERE	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 widespread 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	HERE	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)

Att.A, AI 17, 5/18/23

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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	HERE	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: https://www2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans . 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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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 unhouseed 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	HERE	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	HERE	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: https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans.</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	HERE	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. 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: https://www2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans. 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 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	HERE	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	HERE	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: https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans . 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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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 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: https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans. 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	HERE	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. 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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. 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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-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	HERE	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. 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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: https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans. 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-91, 1A-92
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	HERE	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 & 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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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: https://ww2.arb.ca.gov/our-work/programs/innovative-clean-transit/ict-rollout-plans. 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	HERE	Simone Arias	Mid-City Can	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.	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-99
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	HERE	Susan Durbin	Samahah Health Clinic	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.	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)	1A-101
SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS		10/29/2021	HERE	Theodore Cheung		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.	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.	1A-102

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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	HERE	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

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SANDAG - San Diego Forward: Draft 2021 Regional Plan Public Comments and Responses	MTS	Free Youth Passes	10/29/2021	HERE	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	HERE	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	HERE	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	HERE		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	HERE		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	HERE		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	HERE		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 Listening 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.