**Social Services Transportation Advisory Council**

**Monday, May 11, 2020**
**10 a.m.**

**Teleconference Meeting**

**Agenda Highlights**

- Introducing the Office of Diversity and Equity
- Public Hearing

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

The SANDAG Social Services Transportation Advisory Council (SSTAC) meeting scheduled for Monday, May 11, 2020, will be conducted virtually in accordance with Governor Newsom’s State of Emergency declaration regarding the COVID-19 outbreak, Executive Order N-29-20, and the Guidance for Gatherings issued by the California Department of Public Health. SSTAC Members will primarily participate in the meeting virtually, while practicing social distancing, from individual remote locations. There
are a few options for public participation:
- Listen to the meeting audio stream through sandag.org
- Observe the meeting via GoToMeeting (registration required)

To register for the GoToMeeting webinar, follow the prompts to enter your name and email address. Members of the public who prefer not to share their names with SANDAG may use initials or a pseudonym; however, to receive a confirmation email, including a link to join the webinar, you will need to enter a valid email address. On the morning of the meeting, click the “Join Webinar” link in the confirmation email. To avoid connection issues, check your system requirements in advance.

During the GoToMeeting webinar:
To minimize/expand the webinar attendee panel, click on the orange arrow at the top right corner of your screen. Attendees will be in “listen only” mode. View GoToMeeting FAQs for additional information.
SANDAG is relying on commercial technology to broadcast the meeting via GoToWebinar. With the recent increase of virtual meetings, platforms such as Microsoft Teams, WebEx, GoToMeeting, and Zoom are working to scale their systems to meet the new demand. If we experience technical difficulty or you are unexpectedly disconnected from the broadcast, please close and re-open your browser and click the link to re-join the meeting. SANDAG staff will take all possible measures to ensure a publicly accessible experience. Please note that the meeting will continue to be broadcast audio-only via the “Listen to the meeting” link on sandag.org.

Public Comments: Persons who wish to address the members on an item to be considered at this meeting, or on non-agendized issues, may email comments to the committee at clerk@sandag.org (please reference: “May 11, SSTAC Meeting” in your subject line and identify the item number(s) to which your comments pertain). Comments received by 4 p.m. on Friday, May 8, will be
provided to members prior to the meeting. Comments received during the meeting will be read into the record at the appropriate time for public comments. All comments received prior to the close of the meeting will be made part of the meeting record.
Welcome to SANDAG. Members of the public may speak to the SSTAC on any item at the time the SSTAC is considering the item. Public speakers are limited to three minutes or less per person. The SSTAC may only take action on any item appearing on the agenda.

In order to keep the public informed in an efficient manner and facilitate public participation, SANDAG also provides access to all agenda and meeting materials online at sandag.org/meetings. Additionally, interested persons can sign up for email notifications at sandag.org/subscribe.

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SANDAG agenda materials can be made available in alternative languages. To make a request, call (619) 699-1900 at least 72 hours in advance of the meeting.

Los materiales de la agenda de SANDAG están disponibles en otros idiomas. Para hacer una solicitud, llame al (619) 699-1900 al menos 72 horas antes de la reunión.

如有需要, 我们可以把SANDAG议程材料翻译成其他语言. 请在会议前至少72小时打电话 (619) 699-1900 提出请求.

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  2. Enter the Meeting Number: 623 991 351
  3. Enter the Meeting Password: SANDAG
Mission Statement

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

San Diego Association of Governments · 401 B Street, Suite 800, San Diego, CA 92101-4231
(619) 699-1900 · Fax (619) 699-1905 · sandag.org
<table>
<thead>
<tr>
<th>Item No.</th>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td>Welcome and Introductions</td>
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<tr>
<td>+2.</td>
<td></td>
<td>Approval of Meeting Minutes</td>
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</tbody>
</table>

The Social Services Transportation Advisory Council (SSTAC) is asked to review and approve the minutes from its January 22, 2020, meeting.

3. Public Comments and Communications

Public comments under this agenda item will be limited to five public speakers. Members of the public shall have the opportunity to address the Social Services Transportation Advisory Council (SSTAC) on any issue within the jurisdiction of SANDAG that is not on this agenda. Other public comments will be heard during the items under the heading “Reports.” Persons who wish to address the SSTAC on an item to be considered at this meeting, or on non-agendized issues, may email comments to the SSTAC at clerk@sandag.org (please
reference: “May 11, SSTAC Meeting” in your subject line and identify the item number(s) to which your comments pertain). Comments received by 4 p.m. on Friday, May 8, will be provided to SSTAC members prior to the meeting. Comments received during the meeting will be read into the record at the appropriate time for public comments. All comments received prior to the close of the meeting will be made part of the meeting record. SSTAC members also may provide information and announcements under this agenda item.

Reports

4. Staff Report

SANDAG Staff

An update will be provided on notable activity within the SANDAG Short Range Transit section.
5. **Social Services Transportation Advisory Council Membership**  
   **SANDAG Staff**

   An update on membership rotation, opportunities to serve on the SSTAC, and on the application process will be provided. Volunteers will be asked to serve on the selection panel in July. The new terms will begin on August 1, 2020.

6. **Specialized Transportation Grant Program Cycle 11 Criteria**  
   **SANDAG Staff**

   The Specialized Transportation Grant Program (STGP) distributes both TransNet Senior Mini-Grant and Federal Transportation Administration Section 5310 funds through a biennial competitive process. The next call for projects, Cycle 11, is anticipated to be released on July 24, 2020. An update proposing changes to the eligibility and evaluation criteria for the STGP will be provided.
7. **Introducing the Office of Diversity and Equity**
   
   **SANDAG Staff**

   An update on the Office of Diversity and Equity will be provided.

8. **Transit Operator Update**
   
   **Metropolitan Transit System and North County Transit District Staff**

   An update on the Metropolitan Transit System and North County Transit District on proposed service changes and any notable activity will be provided.

9. **Facilitating Access to Coordinated Transportation Update**
   
   **Facilitating Access to Coordinated Transportation Staff**

   An update on the most recent developments of the Facilitating Access to Coordinated Transportation Update and the Council on Access and Mobility will be provided.
10. Public Hearing

SANDAG Staff

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

11. Upcoming Meetings

The next SSTAC meeting is scheduled for Monday, July 20, 2020, at 10 a.m.

12. Adjournment

+ next to an agenda item indicates an attachment
May 11, 2020  

Action: Approve

January 22, 2020, Meeting Minutes

Chair Meagan Schmidt (Facilitating Access to Coordinated Transportation [FACT] – Seat B) called the meeting of the Social Services Transportation Advisory Council (SSTAC) to order at 10:02 a.m., at the SANDAG offices.

1. Introductions
The attendance sheet for this meeting is included.

2. Approval of Meeting Minutes

Action: Upon a motion by Sharlene Ornelas (At-Large Voting Member – Seat B) and a second by Vice Chair Jay Washburn (Metropolitan Transit System [MTS] – Paratransit), the SSTAC approved the minutes as amended from its November 25, 2019, meeting.
Yes: Chair Schmidt, Vice Chair Washburn, Betty Vorhies (At-large Voting Member – Seat A), Sharlene Ornelas, Catherine Manis (At-large Voting Member – Seat C), Claudia Gavin (ElderHelp), Arun Prem (FACT – Seat A), Vassilena Lerinska (MTS Fixed Route), Robert Gebo (NCTD Paratransit), Marissa Lucero (San Diego Center for the Blind), Ilse Carey (Special Interest Voting

3. Public Comments/Communications/Member Comments

Betty Vorhies commented on the need for better transit options for the growing number of seniors in San Diego County and urged policymakers to act quickly to address this growing need.

Sharlene Ornelas commented that when NCTD’s contracted agency picked her up, there was no indication that the contracted vehicle was part of NCTD’s LIFT program. Sharlene Ornelas also stated that a contracted agency picked her up in a sports utility vehicle (SUV), which was cumbersome and nearly impossible to enter and exit. Additionally, Sharlene Ornelas noted that the driver initially stated that there was not enough room in the vehicle to accommodate her guide dog. Based on her experience, Sharlene Ornelas cautioned against using SUVs to pick up seniors and individuals with disabilities. Sharlene Ornelas also expressed the need for better callouts from NCTD bus drivers. Sharlene Ornelas stated that she knows that NCTD’s process is for customers to call and report this information by
identifying the bus number, but she cannot see the
bus number because the font size is too small.
Sharlene Ornelas also identified a need for consistency
in where bus drivers drop off riders at transit centers,
especially for visually impaired riders. Sharlene Ornelas
stated that MTS has automatic callouts on its buses.

Sharon Beckas complimented an MTS driver for
accommodating all riders and managing the UCSD
back-to-school rush at the Gilman and Meyers bus
stop. Sharon Beckas also appreciated an electronic
marquee at that bus stop that provided accurate, trip-
planning information for many bus routes.
Additionally, Sharon Beckas was pleased that an NCTD
bus driver announce all stops along Route 101,
though she stated that this was more of an exception
to her usual experience.

Ilse Carey commented that she and her friends found
MTS’ website confusing and cumbersome to navigate,
such as for planning trips and determining the
remaining balance on a Compass Card. Ilse Carey
reported that these obstacles made it difficult to
convince her friends to try transit.

Stefania Aulicino, a member of the public, stated that
15-minute car rides should not have to be 1-hour
transit trips. Stefania Aulicino expressed the need for
expanded service hours during weekends and nights
and suggested that there should not be reduction in
service or frequency during holidays or special events.
such as December nights. Stefania Aulicino also expressed the need for bathrooms at transit centers that are accessible to riders and drivers alike. Stefania Aulicino stated that enhanced frequencies, expanded service hours, bathroom access, and better transfers are some of the prerequisites to have a world-class transit system.

Clytie Koehler, a member of the public, commented on the need to establish a collaborative planning group to address the issues mentioned above with input from the SSTAC and other members of the public who have special needs. Clytie Koehler expressed a need for storage space on buses for groceries or other goods.

**Reports**

4. **Staff Report**

Lisa Madsen, SANDAG, announced that she is the new staff liaison to the SSTAC, taking over from Jack Christensen who has moved to another SANDAG team. Lisa Madsen noted that there are no updates to report on regarding Senate Bill 1376: TNC Access for All Act. Lisa Madsen informed the SSTAC that Hasan Ikhrata, Executive Director, has directed SANDAG to go paperless for public meetings and, instead, use iPads for meeting materials. Lisa Madsen clarified that SANDAG staff would provide paper copies for members of the public as well as for SSTAC
members upon request. Large print paper copies would be available for SSTAC members. Lisa Madsen stated she hoped to implement changes at the SSTAC’s March meeting. Lisa Madsen also confirmed that an IT staff member will be available during the meeting to troubleshoot any iPad issues that may arise.

Brian Lane, SANDAG, commented that SANDAG staff are progressing on the 2021 Regional Plan to be unveiled in April. Brian Lane stated that many of the issues discussed in the meeting are addressed in the 2021 Regional Plan. Brian Lane also mentioned that SANDAG staff are soliciting input from the public for the 2020 Coordinated Plan. In response to Clytie Koehler’s comment on the need to provide input when projects are in the early planning and design phase, Brian Lane concurred, stating that planners and engineering are coming to the SSTAC earlier than they had previously and an SSTAC sub-working group had been formed to address accessibility issues on particular projects.

5. Transit Operator Update

Vice Chair Jay Washburn announced that MTS Access is working with Trapeze, a software vendor, to launch web-based system that will allow for online reservations, scheduling, and trip-booking. The software system also will allow MTS Access riders to
view existing and prior reservations, cancel existing reservations, or add more reservations. It will also have a “Where’s my ride” function, where riders can view their driver’s location. Other functions include automated callouts and trip confirmation reminders. Vice Chair Jay Washburn anticipates that the initial testing phase will be in the next three to six months. Vassy Lerinska noted the MTS service change on January 26, 2020.

Robert Gebo stated that NCTD’s BREEZE/FLEX service change will be on April 5, 2020, with only minor adjustments anticipated. The COASTER service change will be on April 6, 2020, with additional Friday and Saturday trips for the summer schedule. Robert Gebo also announced that NCTD will be rolling out new bus stop signs in late spring. Regarding NCTD’s paratransit service, Robert Gebo stated that a full rollout of the Trapeze software to LIFT riders is anticipated, since the testing phase has largely been completed.
6. Facilitating Access to Coordinated Transportation Update

Chair Meagan Schmidt announced that FACT started a new contract with Scripps Mercy Hospital to transport discharged patients. The next Council on Access and Mobility meeting will be on February 11, 2020, at SANDAG. The next California Association for Coordinated Transportation (CALACT) conference will be in Indian Wells between April 21, 2020, and April 24, 2020. More information is available on CALACT’s website.

7. 2020 Coordinated Public Transit-Human Services Transportation Plan

Lisa Madsen provided a brief overview of the 2020 Coordinated Plan, inviting SSTAC members and members of the public to provide input by completing a questionnaire, leaving a message via a hotline, and providing verbal comments during this item. Information on the 2020 Coordinated Plan can be found on SANDAG’s Coordinated Plan web page.

Sharlene Ornelas stated that since paratransit and fixed-route services are changed or discontinued over time, paratransit and fixed-route riders who rely on these services are stranded or are forced to relocate, which is unrealistic for many riders. Sharlene Ornelas suggested that the transit operators grandfather-in route changes or discontinuations such that transit
operators are obliged to provide service to riders until the riders relocate from their residence.

James Condon, a member of the public, expressed a need for increased security and safety to boost ridership and enhance the customer experience. Sharon Beckas echoed James Condon’s concern, requesting that bus drivers take more of an active role in handling potentially unsafe situations. Kent Rodricks commented on the need for better transit connections, especially for disabled individuals who may not be able to walk long distances. Betty Vorhies expressed a need to make public transit easier, convenient, and user-friendly and echoed concerns of safety with public transit.

Sharlene Ornelas and David Jackson, a member of the public, expressed a need for enhanced frequencies and expanded service hours. Stefania Aulicino, a member of the public, stated that for San Diego to become a world-class city, it needs to have a more robust public transit system. Stefania Aulicino commented that San Diego needs a backbone of public transit corridors to connect San Diego’s collection of villages, which she said are totally unconnected now.

Ilse Carey commented on the difficulty of convincing people to try transit when she has experienced Trolley breakdowns and a failure for transit personnel to adequately communicate with riders. Sharlene stated
that while 1% of all sales tax revenue goes to transit in Los Angeles, only 1/6 of 1% goes to transit in San Diego.

Claudia Gavin stated that the availability of funds is insufficient to meet the needs of those who require specialized transportation. Arun Prem reported that while FACT provides 3,000 to 4,000 rides per month, it also denied 200 to 300 rides per month due to various issues including the availability of wheelchair accessible vehicles and trip length. Arun Prem advocated for enhanced coordination between transportation providers to gain greater efficiencies. Dan Totah, member of the public, advocated for more funding for FACT so that FACT can offer expanded service hours.

Callie Johnson, MTM, mentioned that MTS offers a travel training program, Taking Transit 101, which could help seniors and others better navigate the public transit system in San Diego. Sharlene Ornelas recommended that transit agencies provide more security personnel at transit centers where there are higher rates of incidents. Sharon Beckas, a member of the public, added that security personnel should be walking around transit centers, instead of chatting with coworkers or bus drivers.
Clytie Koehler, a member of the public, expressed a need for clean, accessible, shaded, and well-lit bus shelters. Clytie Koehler also expressed a need for consistent pick-up and drop-off locations at transit centers, especially for paratransit trips. Regarding transit affordability, Sharlene Ornelas noted that other regions have set low-income thresholds and offered low-income transit passes, whereas San Diego has not. Betty Vorhies commented that transit costs are an impediment to those on fixed incomes, such as seniors on social security. Betty Vorhies stated that public transit should be treated as a public service, rather than a for-profit business, and as such, should not have the expectation that it should pay for itself. James Condon stated that he felt the transit fares are reasonable for the services provided. Ilse Carey requested that riders could obtain one transit ticket that can be applied to a bus and trolley trip. Arun Prem emphasized coordination and consolidation as mechanisms to increase efficiency for the specialized transportation resources available, citing vehicle sharing and joint agency grant applications as examples. Arun Prem for suggested that SANDAG better promote coordination in the Specialized Transportation Grant Program.
8. Upcoming Meetings
The next SSTAC meeting is scheduled for March 16, 2020, at 10 a.m., at the SANDAG offices.

9. Adjournment
Chair Schmidt adjourned the meeting at 11:32 a.m.
### Confirmed Attendance at SANDAG Social Services Transportation Advisory Council Meeting

January 22, 2020

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<th>Name</th>
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<th>Comments</th>
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<td>Betty Vorhies</td>
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<td>At-Large Voting Member (Seat B)</td>
<td>Sharlene Ornelas</td>
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<td>At-Large Voting Member (Seat C)</td>
<td>Catherine Manis</td>
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<td>At-Large Voting Member (Seats A through C)</td>
<td>Mary Birdine</td>
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<td>Alternates</td>
<td>Rebecca Steiner</td>
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<td>ElderHelp</td>
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<td>Facilitating Access to Coordinated</td>
<td>Meagan Schmidt</td>
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<td>Home of Guiding Hands</td>
<td>Todd Shaw</td>
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<td>Metropolitan Transit System (MTS) Fixed Route</td>
<td>Vassy Lerinska</td>
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<td>MTS Paratransit</td>
<td>Jay Washburn</td>
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<td>San Diego Center for the Blind</td>
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<td>Ilse Carey</td>
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<td>Kent Rodricks</td>
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<td>Wayne Landon, Alternate</td>
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<td>Survivors of Torture, International</td>
<td>Winona Garcia</td>
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<td>The Arc of San Diego</td>
<td>Anthony DeSalis</td>
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### Other Attendees

- Amberosia Vivar, San Ysidro Health
- Andrianna Ramirez, Travelers Aid
- Bob Piskule
- Callie Anderson, MTM
- Clytie Koehler
- Dan Totah
- David Jackson
- Donna Meester, City of Vista
- Howard Lee, City of Coronado
- James Condon
- Marcy Roke, Travelers Aid
- Megan Howell, City of La Mesa
- Noela Rios, MV Transit
- Peggy Pico, San Diego Foundation
- Ray Robinson, MV Transit
- Sharon Beckas
- Stefania Aulicino

### SANDAG Staff

- Brian Lane
- Lisa Madsen
- Zachary Rivera