

Fiscal Year	Meeting Date	Unmet Need	Speaker	Refer to	Action	Response, if applicable
2026	7/15/2025	From a paratransit rider using NCTD LIFT and MTS Access. There are long wait times: an hour to one hour and forty minutes. This can translate into 6-8 hour journeys to get and return to medical appointments. Need more collaboration to fix problem of wait times	Ethel Miranda	NCTD/MTS	Refer to MTS and NCTD	N/A
2026	7/15/2025	With discontinuation of Do Not Leave Alone policy, people waiting for transit/paratransit can be left alone at locations without shelter or bathrooms. Waiting at North County Fair/Kit Carson Park can be unpleasant	Sharlene Ornelas	NCTD	Refer to NCTD	N/A
2026	7/15/2025	MTS Route 30 detour alert shows no southbound route available; the location of the new stop near Nordstrom Rack is unclear. Temporary seating is needed in this area for the new stop. Please add current time of day to new NCTD digital signs at Old Town Transit Center.	Sharon Beckas	MTS/NCTD	Refer to MTS and NCTD	MTS cancelled the southbound Route 30 detour on August 20 and put buses back on the regular route. NCTD added current time to the digital signs.
2025	5/20/2025	Had difficulty with building access	Sharon Beckas	SANDAG Office of Diversity and Equity, West facility management	Evaluate accessibility of new building and meeting spaces	SANDAG will evaluate and report back to SSTAC in an upcoming meeting
2025	5/20/2025	(In response to On the Move presentation) Painted markings are not perceptible for blind and visually impaired riders; It's difficult when painted bike paths intersect with crosswalks/pedestrian paths, curbs helpful	Sharlene Ornelas	SANDAG Planning	Noted for On the Move and will refer to Rapids planning team	N/A

2025	5/20/2025	(In response to On the Move presentation): signage should be large print; roundabouts difficult for pedestrians; include cautionary lights; buses should be equipped with automated callouts; insufficient braille markings at bus stops; easy to get lost using the buses; why is there no bus route between downtown and the safari park? ; East County vastly underserved, San Marcos has little bus service even along San Marcos Blvd.	Clytie Koehler	SANDAG Planning, NCTD	Noted for On the Move and will refer to Rapids planning team	NCTD: FLEX 371 Bus does allow for deviations to the route (e.g. to Safari Park), but you have to call ahead; hours limited to AM and PM because it is a commuter bus. BREEZE route 347 was rerouted to improve access to San Marcos Boulevard, and other routes have updated hours to improve performance.
2025	5/20/2025	A frames used for detours are potential locations for temporary seating	Sharon Beckas	SANDAG Planning, MTS, NCTD	Noted for On the Move	N/A
2025	5/20/2025	Crosswalks should be automatic	Wayne Landon	SANDAG Planning	Consider adding to agenda for upcoming SSTAC/Mobility Working Group	N/A
2025	5/20/2025	Concurs with Clytie on bus drivers not calling out stops; took MTS route 934 and noticed there were audible no call outs on the bus	David Jackson	MTS	Refer to MTS	MTS: If the internal or external announcements weren't working, our policy is that the bus operator has to make manual announcements at required stops. The passengers should call in any issues they experience so that we can document it, investigate, and correct/repair/retrain as needed.
2025	5/20/2025	There are places in San Diego County that are amusement areas where there is no paratransit connection because there is no fixed route connected to it; there is an on-call service, but North County paratransit doesn't allow for that, e.g. going to the Safari Park	Sharlene Ornelas	NCTD	Refer to NCTD	NCTD: Flex 371 Bus does allow for deviations to the route (e.g. to Safari Park), but you have to call ahead; hours limited to AM and PM because it is a commuter bus

2025	3/18/2025	Need better training for bus operators regarding safe stops and starts, especially when carrying people who are older/have disabilities. Also need to ensure people can get on/off bus safely if they need the bus to kneel. This is only available in the front of the bus.	Clytie Koehler	SANDAG Planning, MTS, NCTD	Noted for Coordinated Plan. Also refer to MTS and NCTD	MTS: All bus operators receive training upon initial hiring and annually thereafter. Topics covered include all of those mentioned in the list of “unmet needs”. I have attached the pages of our training manual that broadly cover these topics. This is just a portion of the manual, there is more in-depth training that is carried out in both the classroom and behind the wheel. At times, bus operators can be limited with how they service a bus stop depending on available red curb space. Cars that are parked in the bus stop, or bus stops with inadequate red curb space regularly contribute to this challenge. Also, bus operators are required to lower the “kneeler” upon request. Otherwise, it is at their discretion when to use the “kneeler”.
2025	3/18/2025	Concerns about federal funding, especially given how recent government changes may be impacting programs.	Marcy Roke	SANDAG Planning, Grants	Noted for Coordinated Plan. Also refer to Grants to provide update on funding with Specialized Transportation Grant Program annual report.	N/A
2025	9/17/2024	More security training for working with people who have limited means, seniors, or those that are disabled.	Todd Lordson	SANDAG Planning, MTS, NCTD	Noted for Coordinated Plan. Also refer to MTS and NCTD	<p>MTS: When we hire new Code Compliance Inspectors (CCIs), The new CCIs spend the first three weeks of training in a classroom setting. One of the training blocks during the three-week classroom training program consists of a two-hour block of training on People with disabilities. This training material is from the California Commission on Police Officer Standards and Training (POST) - Learning Domain 37 - People with Disabilities. Topics discussed: Americans with Disability Act, types of disabilities, Interactions with people with disabilities.</p> <p>For CCIs who are off training and working in the field, we conduct annual In=Service training. One of the annual In-Service training blocks is with Clinical Psychologist Dr. David Bond. Dr. Bond teaches a four-hour block of training that reviews Mental Illness and other Mental Health Disorders and Physical Disabilities.</p>

2025	9/17/2024	SR 56 corridor is still underserved.	Todd Lordson	SANDAG Planning, MTS	New routes along SR 56 to be included in Draft 2025 Regional Plan. Also refer to MTS for consideration for upcoming Comprehensive Operational Analysis	Will evaluate service along SR 56 as part of the upcoming comprehensive operational analysis.
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2025	9/17/2024	Training programs for drivers, especially those with Class B licenses	Todd Shaw	SANDAG Planning, MTS, NCTD	Noted for Coordinated Plan. Also refer to MTS and NCTD	MTS: All bus operators receive training upon initial hiring and annually thereafter. Topics covered include all of those mentioned in the list of “unmet needs”. I have attached the pages of our training manual that broadly cover these topics. This is just a portion of the manual, there is more in-depth training that is carried out in both the classroom and behind the wheel. At times, bus operators can be limited with how they service a bus stop depending on available red curb space. Cars that are parked in the bus stop, or bus stops with inadequate red curb space regularly contribute to this challenge. Also, bus operators are required to lower the “kneeler” upon request. Otherwise, it is at their discretion when to use the “kneeler”.
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2025	9/17/2024	For Specialized Transportation providers - there is still very high demand	Kristine Stensberg	SANDAG Planning	Noted for Coordinated Plan	N/A
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2025	7/16/2024	<p>My husband, who is a disabled Navy veteran, in a wheelchair, depends on FACT for transportation to dialysis 3 times a week including Saturday. The service that FACT provides for him is essential for his comfort to and from the center. Other services such as Jewish Family services and others like them, either do not provide wheelchair accessibility, or do not serve our zip code. Care 7 and SDMed have been a big plus to us. The drivers are professional and treat him with respect. We hope that you will take into consideration that FACT is essential to him and many others with disabilities. Please continue to fund this important service. Thank you.</p>	Victoria Alpaugh	SANDAG Planning	Noted for Coordinated Plan	N/A
2025	7/16/2024	<p>I am a disabled Navy veteran who relies on FACT to get me to and from dialysis 3 days a week in a wheelchair. I have been using FACT since 2020. It's very hard for me to get around without my wheelchair and walker and Lyft and Uber, and other transportation companies do not provide wheelchair accessibility. we've tried other Transportation companies, but they either , again , don't have wheelchair accessibility, or they do not come into our ZIP Code. i'm also sight impaired so public transportation is . impossible. Please keep funding FACT so I and others with disabilities can get to our destinations.</p>	Glenn Alpaugh	SANDAG Planning	Noted for Coordinated Plan	N/A
2025	7/16/2024	<p>The trolley in University City is a joke - it does not service residents. There are no buses in our south east neighborhood to transport us to the trolley. So we take Lyft/Uber to our destination. This is not Europe where you are always serviced by convenient transportation. Get real!</p>	Eileen	MTS	Consider for upcoming Comprehensive Operational Analysis	Will evaluate bus connections to UCSD Blue Line as part of upcoming comprehensive operational analysis.

2025	7/16/2024	Try to add shades and seats for people waiting for bus arrival on every bus stop along Otay Mesa Rd, is a shame to see people under the sun and rain..... and no covers are provided.	Daniel Avita	MTS	Refer to MTS	MTS applied for grant funding for both (a) Otay Mesa Transit Study (awarded) and (b) Transit Amenities Plan (not awarded). The Otay Mesa Transit Study will analyze transit service in Otay Mesa while the Transit Amenities Plan would evaluate current placement of amenities throughout the MTS service area and provide recommendations for improvements. These studies would take place throughout FY26.
2025	7/16/2024	SANDAG should do a better job of publicizing opportunities for public comment at SSTAC meetings; older people don't use computers as much, should be easier to find.	Clifford Weiler	SANDAG Planning	Follow public hearing process for annual meeting to be held in July 2025	N/A
2025	7/16/2024	FACT provides essential program filling gaps. Recently raised prices on seniors/disabled--this should be a last resort. FACT is raising prices too much, does not understand the financial constraint of population they serve. FACT cannot find drivers and will call the day before saying they cannot give rides.	Name not given: online public comment	FACT	Refer to FACT	<p>FACT values all feedback from the community. The comment mentions two issues a) fare increase, and b) trip denial due reportedly due to lack of drivers.</p> <p>This comment is from July 2024; it appears the rider is referring to the fare for <i>on-demand</i> RideFACTNOW service, which had a flat fare of \$10 for one-way trip Countywide. On-demand services are premium, and come with a relatively higher cost. During that timeframe, our RIDEFACT service, which had a lower base fare, was not available due to lack of funds. Since then, FACT has restructured its fares which range from \$5 for upto10 miles, \$10 for 10.1 up to 20 miles, and \$20 for 20 + miles. This fare structure helps riders using shorter trips to pay a lower fare. RideFACTNOW was a new service available during July 2023-June 24; the \$10 fare enabled FACT to spread the service over to more users. Comparable trips on wheelchair accessible private taxi/van services are prices \$75-90. FACT received comments from several riders who indicated the fares were reasonable:</p> <p><i>"Thats all you charge? wow, I have paid \$100 for my mother who is in a wheelchair and that is short distance too! I am in shock, please book us for a trip."</i></p> <p><i>"Your service is a blessing for 10 bucks, believe me"</i></p> <p><i>"I am very grateful for your services. You have saved me time and cost - really a life saver"</i></p> <p>FACT transports riders who are unable to pay a fare, while working with them to refer them to other transportation options that meet their needs better.</p> <p>In 2025 FACT will use a two-tiered fare structure where Same-Day rides are priced higher and Next-Day service costs less, in order to allow riders the flexibility of selecting the services that best meet their needs.</p> <p>FACT's transportation service does not lack drivers or capacity. A rider may be informed a ride is not available during times when we are operating under funding constraints. It is not our practice to comment on the availability of drivers when speaking with riders.</p>
2025	7/16/2024	We are seeing demand for increase in services, causing members of public being passed from service provider to service provider, not fair for members of public. Additional funding is needed for service providers.	Kristine Stensberg	SANDAG Planning	Noted for Coordinated Plan	N/A

2025	7/16/2024	There is a large need along SR 56 corridor for people with disabilities. There is no fixed route transit, so no ADA paratransit is available. FACT and other services may provide coverage, but no ADA service is available.	Todd Lordson	SANDAG Planning, MTS	New routes along SR 56 to be included in Draft 2025 Regional Plan. Also refer to MTS for consideration for upcoming Comprehensive Operational Analysis	Will evaluate service along SR 56 as part of the upcoming comprehensive operational analysis.
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2025	7/16/2024	There are more clients than providers or funding. SSTAC should advocate for more funding at state level. Requesting guidance from SANDAG on how to do this effectively. Jewish Family Service and Travelers Aid have waiting lists for services and can't enroll new people.	Marcy Roke	SANDAG Planning	Noted for Coordinated Plan	N/A
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