Appendix A:
Public Involvement

Coordinated Plan Survey Additional Discussion

Respondents who had taken transit or specialized transportation in the past month did so to meet various trip purposes, as shown in Figure A.1. Regular transit service includes Metropolitan Transit System (MTS) and North County Transit District (NCTD) fixed-route buses, Trolleys, and trains. Specialized transportation includes paratransit and other community services that serve older adults and people with disabilities. The most common purpose of trips for regular transit service was social and recreational (55%), while the most common purpose on specialized transit services was medical appointments (72%).

Figure A.1: Trip Purpose by Modes Used in the Past Month, Age 65+ and/or Disability
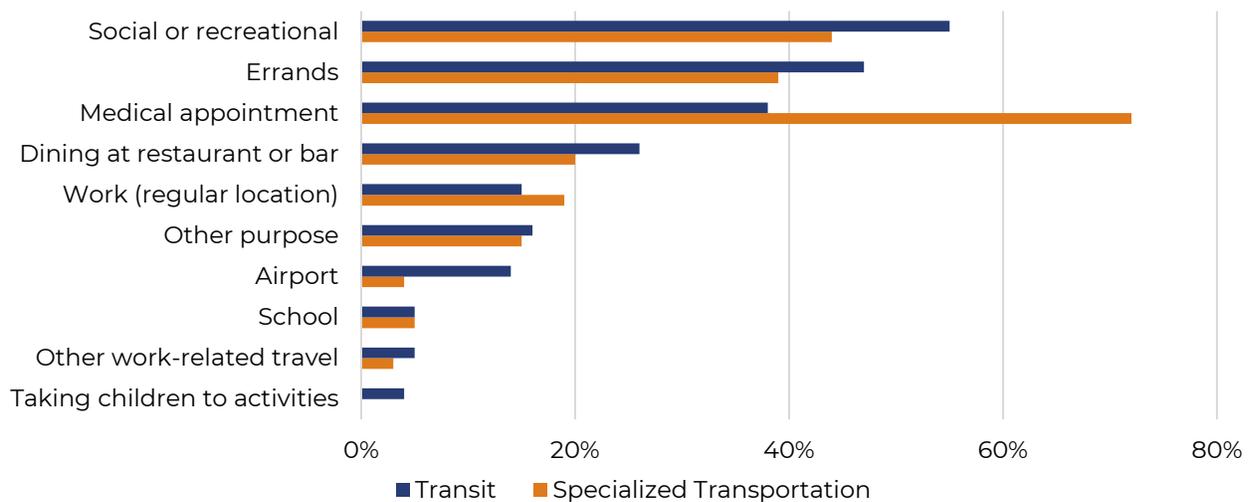
Figure A.2 shows the frequency of missed trips by major statistical area. Notably, residents of East County are mostly likely to miss a trip due to lack of transportation options, with 21% of respondents from the area being unable to make a trip several times a week.

Figure A.2: Frequency of Missed Trips by Home Major Statistical Area, Age 65+ and/or Disability
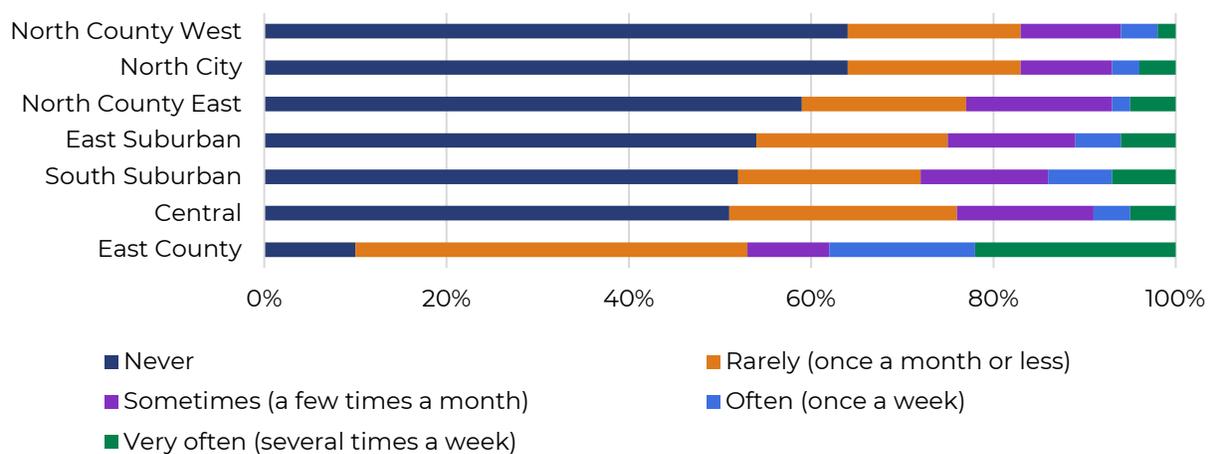
Figure A.3 displays the types of trips that respondents have missed due to a lack of transportation options. Errands are the most common type of missed trip, reported by 52% of these respondents, followed by social or recreational trips (49%), and medical appointments (32%).

Figure A.3: Purpose of Missed Trips, Age 65+ and/or Disability
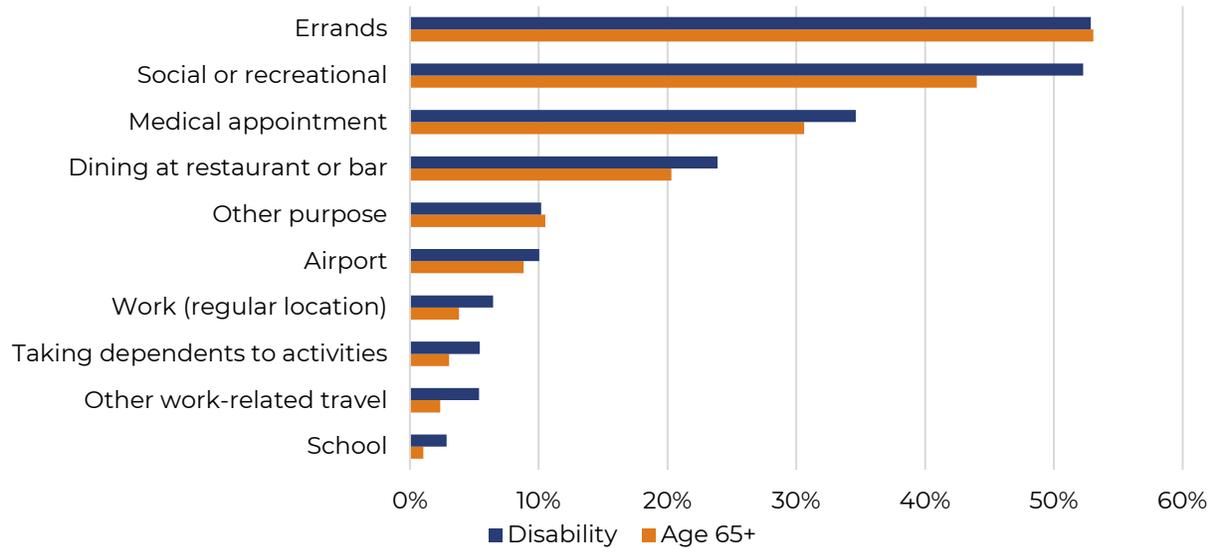
Respondents' stated transportation solutions varied according to whether they lived in the San Diego Large Urbanized Area (urban) or within San Diego County outside the urbanized area (rural). Rural respondents selected door-to-door transportation services, more routes and transportation services, and help accessing vehicles and stops more than urban respondents. Conversely, urban respondents selected better information, safer travel options, and more comfortable vehicles more than rural respondents.

Figure A.4: Transportation Solutions by Geography, Age 65+ and/or Disability
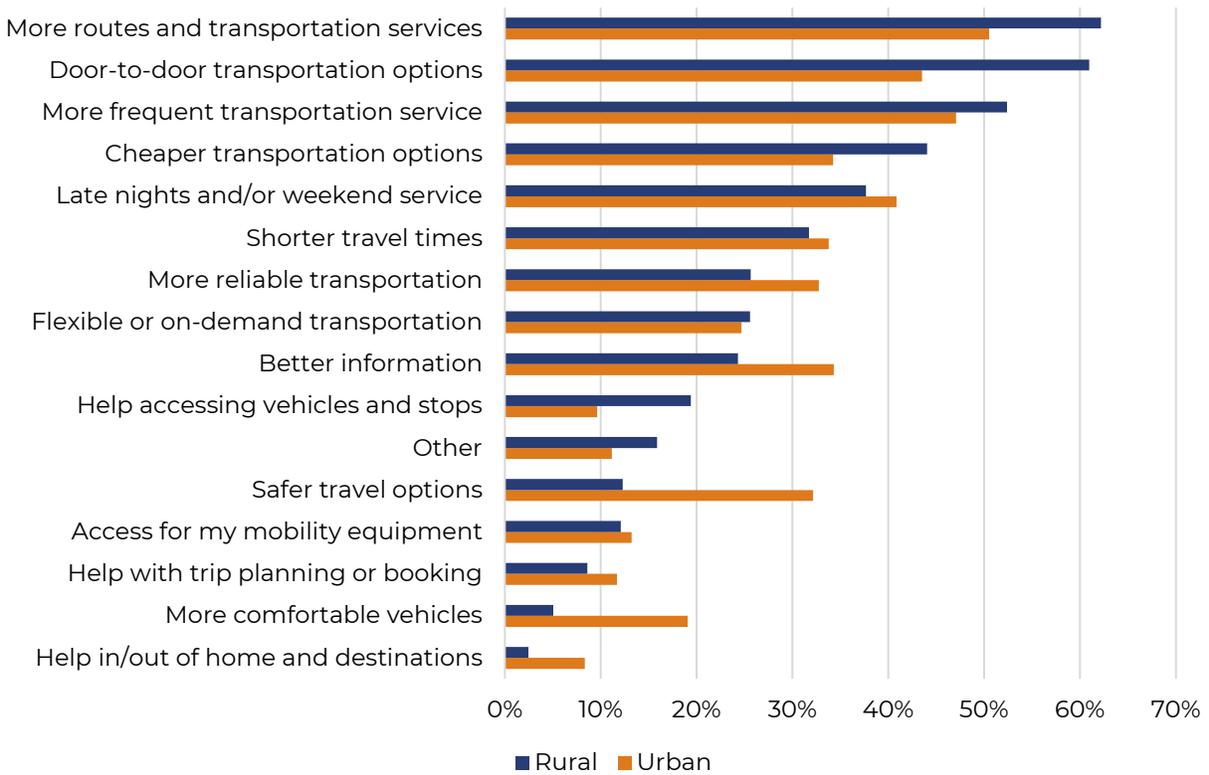
Respondents' stated transportation challenges varied according to whether they lived in the San Diego Large Urbanized Area (urban) or within San Diego County outside the urbanized area (rural). Rural respondents selected getting to and from transit stops, transit not being available when needed, and safety concerns with driving more than urban respondents. Conversely, urban respondents selected general safety concerns, lack of information, and vehicles being too crowded more than rural respondents.

Figure A.5: Transportation Challenges by Geography, Age 65+ and/or Disability

Figure A.5: Transportation Challenges by Geography, Age 65+ and/or Disability

Categories (top to bottom): Transit not going where needed, Getting to/from transit stops, Transit not available when needed, None of the above, Other, Unreliable transportation, Safety concerns, Expense to maintain a car, Safety concerns with driving, Expensive transit services, Lack of accessible vehicles, Using technology to book services, Lack of information, Vehicles too crowded, Help with trip planning.

Legend: Rural, Urban

Respondents were asked about their level of comfort using technology to help with making and planning trips. As shown in Figure A.6, a significant portion of survey respondents (57%) are very comfortable utilizing technology for trip planning. Conversely, only 7% of respondents indicate that they are very uncomfortable with using technology to plan trips.

Figure A.6: Use of Technology to Plan Trips, Age 65+ and/or Disability

Figure A.6: Use of Technology to Plan Trips, Age 65+ and/or Disability

Categories (top to bottom): Very comfortable, Somewhat comfortable, Neutral, Somewhat uncomfortable, Very uncomfortable.

Legend: Disability, Age 65+
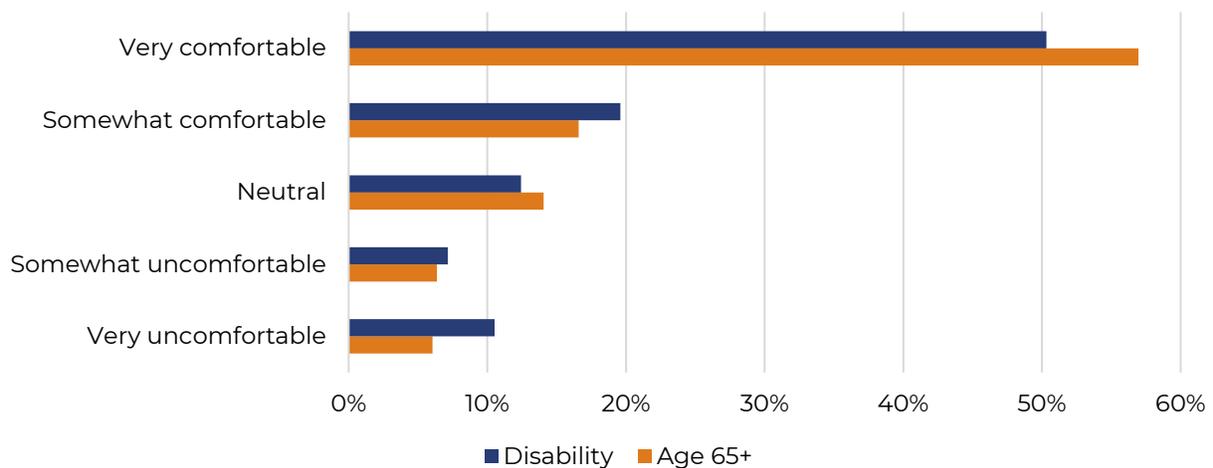
Figure A.7 shows the share of respondents who use mobility devices. Most respondents (76%) do not use any device to get around. However, 12% of respondents use a walker, 8% use a wheelchair, and 11% of respondents use another type of mobility device.

Figure A.7: Mobility Devices Used, Ages 65+ and/or Disability
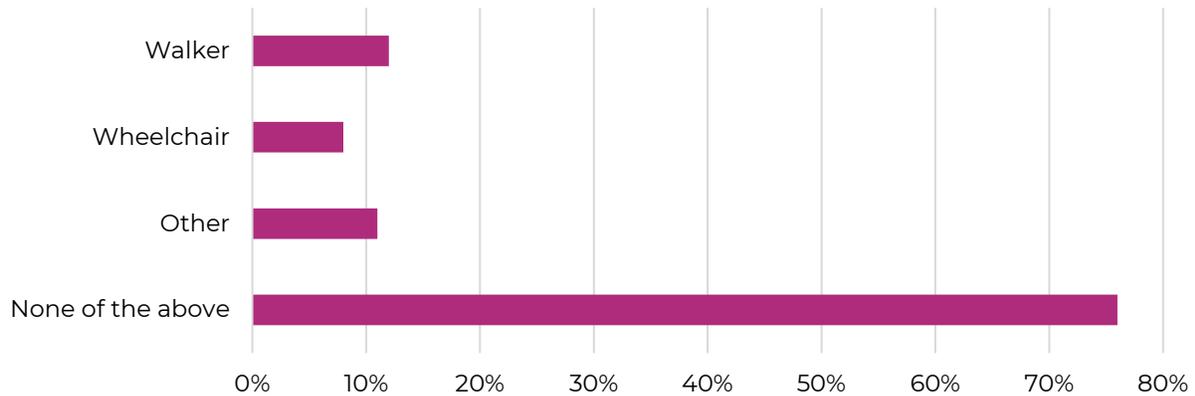
Figure A.8 shows travel modes used for trips made by people with low incomes across different age groups. The figure shows that people with low incomes under the age of 18 walk and drive with others for more of their trips and drive alone for fewer of their trips compared to other age groups. More of the trips made by older adults aged 65 and older are done by driving with others and using transit compared to trips made by people in most other age groups. There are fewer walking trips made by older adults aged 80 and older compared to all other age groups.

Figure A.8: Travel Mode by Age, Low Income Only
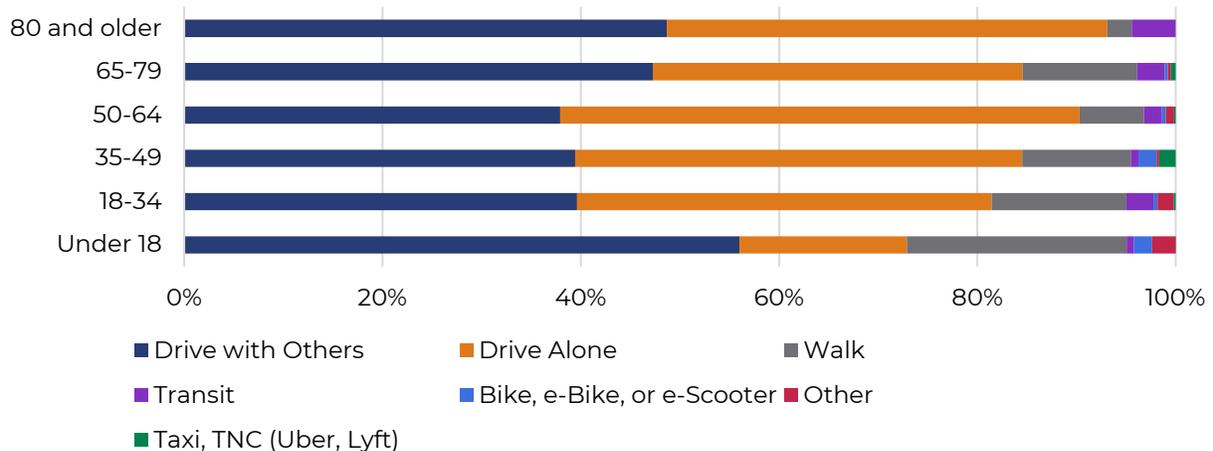
Figure A.9 shows travel purpose for trips made by people by household income status using all modes. The figure shows that more trips are made by people with low incomes for escorting [others], shopping, loops (circular trips, e.g. going on a walk that starts and ends in the same place), school, and university when compared to trips made by people without low incomes. More trips are made by people without low incomes for all other trip purposes.

Figure A.9: Travel Purpose by Household Income Status (All Modes)
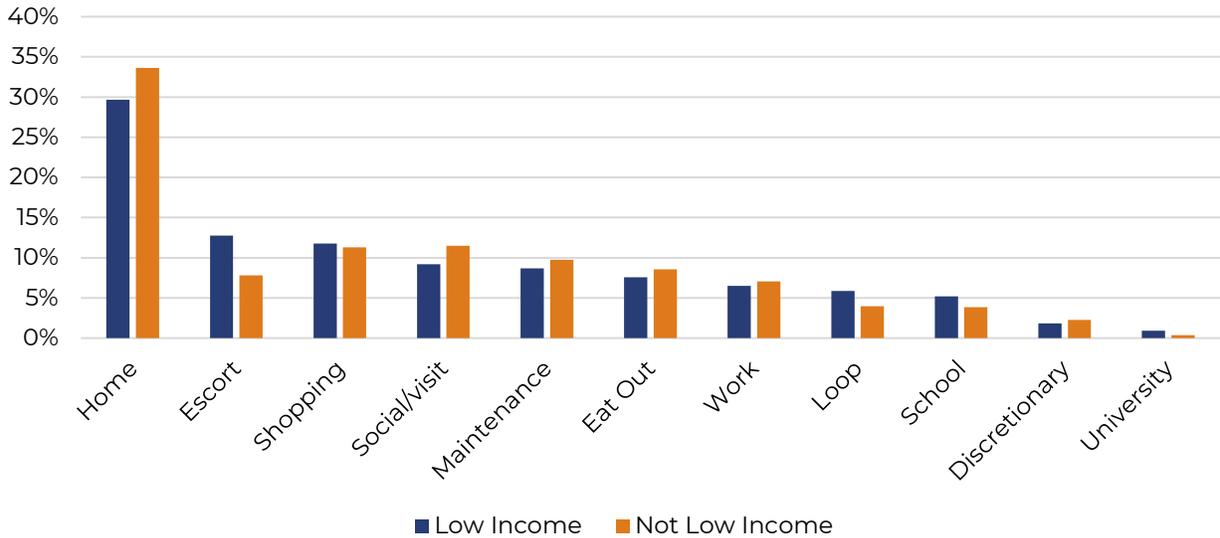
Figure A.10 shows travel purpose for trips made by people with low household incomes by age group using all modes. The figure shows more trips made by people under 18 for school and social purposes. The figure shows more trips are made by older adults with low incomes for shopping and discretionary purposes compared to other age groups. Conversely, there are fewer trips made by older adults with low incomes for escorting others.

Figure A.10: Travel Purpose by Age, Low Income Only (All Modes)
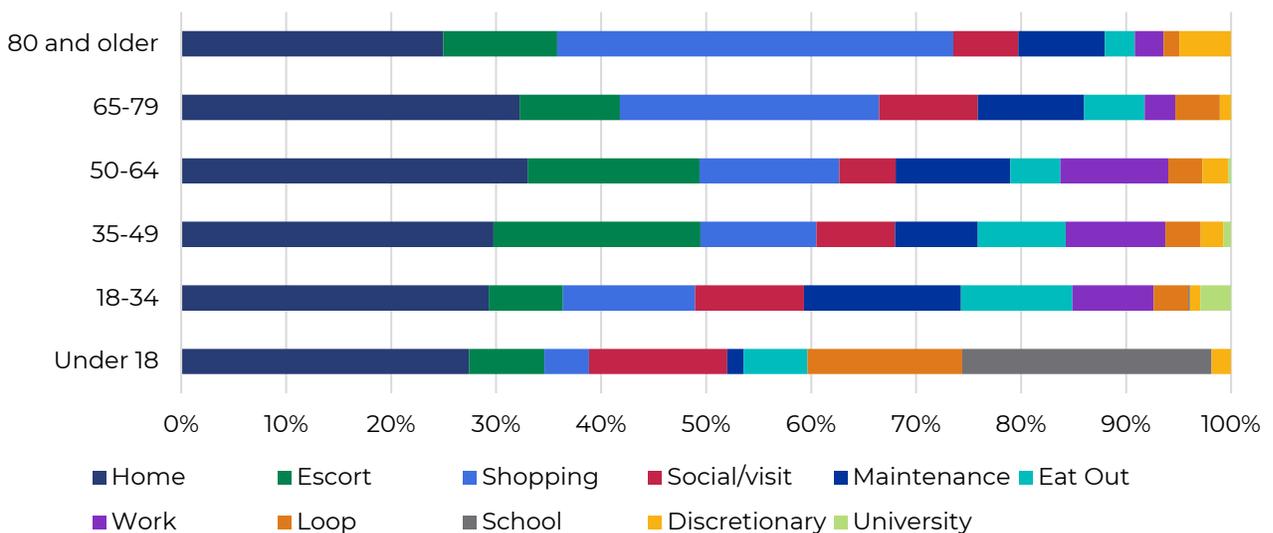
On-Board Transit Passenger Survey

Data in the following three figures comes from SANDAG's On-Board Transit Passenger Survey. This survey collected data from transit passengers on MTS and NCTD vehicles in 2023, so all trips represented by the figures are transit trips.

Figure A.11 shows travel purpose by age group for people with low incomes. There are more trips for school and university for people under age 34. Work-related trips are most prevalent among respondents aged 18-64. For older adults aged 65 and older, there are more trips for errands, recreation, and medical services than most other age groups.

Figure A.11: Transit Travel Purpose by Age, Low Income Only
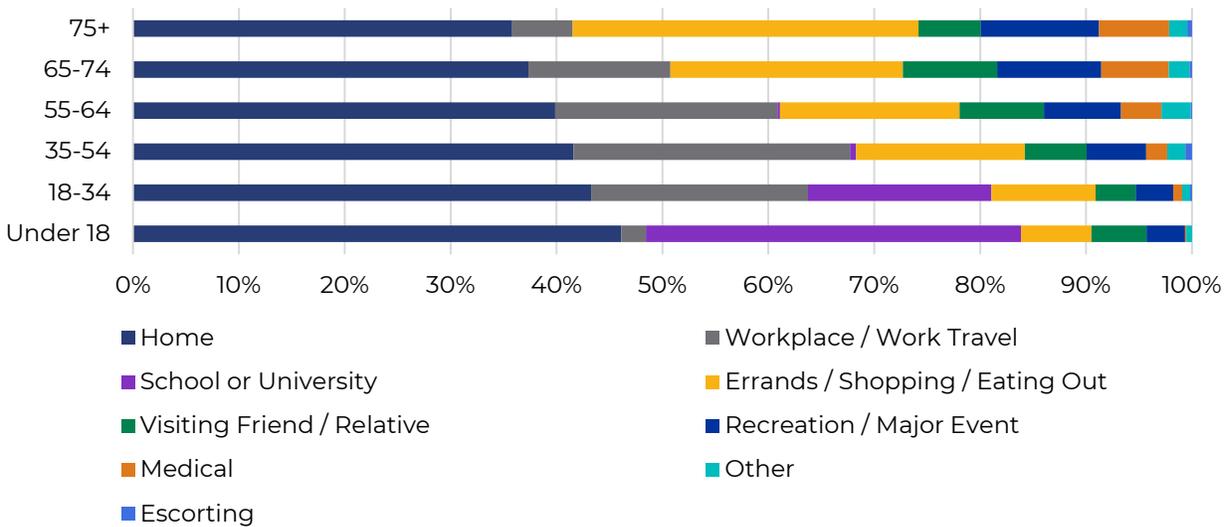
Figure A.12 shows the types of fare discounts used for trips by low-income transit rider respondents of various age groups. Trips made by riders under age 18 are frequently made using a fare discount for youth. More trips are made by older adults using senior fare discounts. Trips using fare discounts for people with disabilities are most common for the age group of 55-64 years.

Figure A.12: Transit Fare Discount Type by Age, Low Income Only
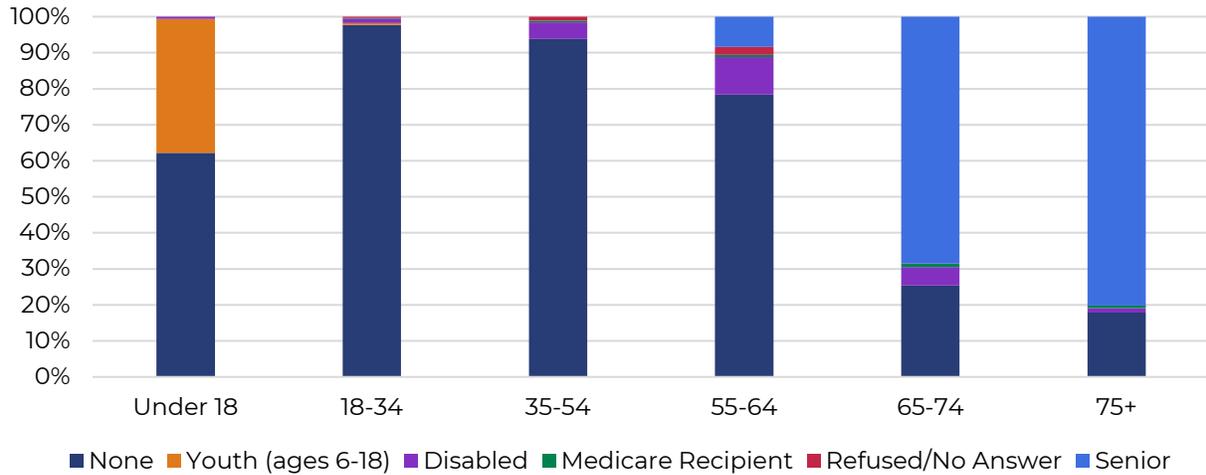
Figure A.13 shows, by age group, how many low-income respondents making transit trips hold a driver's license. Almost none of those under 18 have one. However, most respondents ages 18–54 do, fewer trips are made by licensed respondents aged 65 or older.

Figure A.13: Possession of Driver's License by Age, Low Income Only

SANDAG
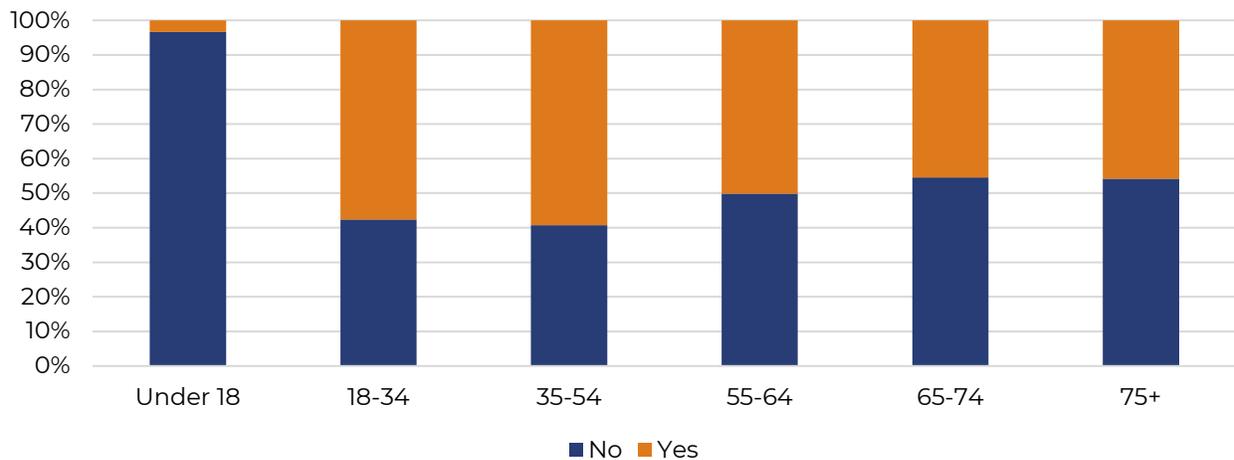
Coordinated Plan Provider Focus Group Feedback Summary
October 29, 2024

Participant Names and Organizations:

Name	Organization
Solana Sloat	City of Vista
Kristine Stensberg	Jewish Family Services
William Hawkins	Care 7 Transport
Monica Ball	Uplift San Diego
Adrianna Yemhatpe	Travelers Aid San Diego
Charles Posejpal	San Diego MTS
Ali Poorman	FACT San Diego
Paola Zilli	FACT San Diego

Summary:

In this focus group, a variety of specialized transportation providers were represented, including public, private, and non-profit organizations. Some of the themes discussed included:

- Lack of funding for drivers, staff, and vehicles
- Need for greater coordination between transportation providers and referral agencies to make experience smoother for riders
- The importance of door-to-door and door-through-door services, in contrast with curb-to-curb services like Uber and Lyft
- Inadequacy of taxi vouchers to fill service gaps due to cost and accessibility
- Riders' needs for larger and more flexible service areas, service times, and same-day trips
- Ongoing pressure on providers to keep the cost per trip low to stay competitive for grant requirements
- Difficulty in acquiring wheelchair-accessible vehicles
- Riders' difficulty understanding programs, providers, and tools available

In all, the conversation highlighted that current specialized transportation services are successful in helping many individuals complete necessary tasks, such as reaching medical care and getting groceries, but do not adequately serve people on short notice, for "non-essential" reasons, or in all locations. Specialized transportation services are generally better at meeting riders' accessibility needs compared to fixed-route transit or other types of transportation, but they offer less flexibility.

To improve specialized transportation in San Diego, more funding is necessary to keep up with inflation and higher costs. With more funding, providers would be able to serve more riders, have larger service areas, and be more available for "non-essential" trips, all of which could help seniors and people with disabilities stay active and engaged in their communities. Beyond funding, there should also be more coordination between providers so that they can refer riders to other organizations

to better manage overall capacity and fulfill all ride requests. While referral services do exist, they are limited in their capabilities and are not always easy to navigate.

The following sections include the questions discussed during the focus group and summarized responses.

Questions:

1. **Why do people ask for rides from your organization over choosing another form of transportation?**
   - Cost to the rider: some services offer either free or low-cost rides
     - Eligibility is restricted by income for some services
     - Riders' health insurance will pay most of the cost of some services if properly referred
   - Dependability and availability, compared to fixed-route transit service: larger service area is available
   - Door-to-door and curb-to-curb services
   - People use paratransit for some trip types, but not others. It depends on timing, whether people are okay sharing rides with others, and distance
   - People are able to develop more trust and rapport with the drivers, some of whom provide assistance with mobility devices

2. **What challenges do your riders face?**
   - Carrying larger items on vehicles
     - Groceries, bags
     - Mobility Devices
     - Oxygen tanks, service animals
   - Trip types: recreational trips are not allowed for many services
   - Awareness of programs and contacts
     - Waiting list for programs
     - Current programs require cell phones, email, etc. for pickup notifications
   - Last-minute changes
     - Insurance does not cover same-day changes
   - Care after rides
     - Personal care attendants may be required
   - Most providers cannot complete trips that require signing riders in and out of medical procedures

3. **What challenges does your organization have trying to meet these needs?**
   - Cost per one way trip
     - Providers must maintain low costs to stay competitive for grants
   - Operating costs are increasing, but funding is not
   - Electrification of the fleet – challenges with reaching County climate goals, may require SANDAG support in piloting zero-emission vehicle fleets
   - Service area limitations
     - Cannot always meet rider needs, cannot leave service area

- Lack of staff drivers (paid and volunteer) as well as other needs such as programs tied to emotional wellness, especially for people who are unhoused

4. **How well do these programs or services satisfy the needs of older adults and people with disabilities?**

Fixed route transit	2.0
Paratransit	3.8
Rideshares like Uber or Lyft	2.8
Volunteer driver programs	4.0
Taxi vouchers	3.9
On-demand shuttles	4.3
Door-to-door service	4.9
Door-through-door service	4.5

Not well at all   Very well
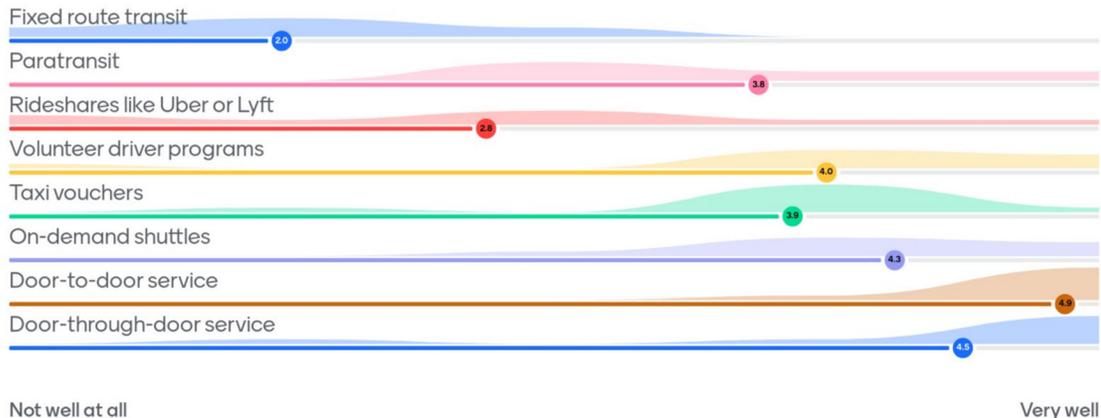
- Personalized service does well, while fixed-route transit does not
  - Better than Uber or Lyft for helping people reach their door
  - On-demand shuttles only available in North County
- Limited capacity: cannot accommodate more than 2 wheelchairs in paratransit vehicles and 1 wheelchair on buses
  - Taxis often cannot accommodate wheelchairs, and organizations stay away from taxi vouchers
- Larger geographic areas are better for riders but more costly to serve

5. **What are your organization's goals related to providing transportation?**
- Want to increase ridership numbers, while reducing complaints per 100k passengers
- Desire to help people age in place, use surveys to measure satisfaction
- Goal of reducing reliance on outside referrals, prefer that riders make direct contact
- On-time performance measures quality
  - Tracking no-shows and cancellations, goal of increasing check-ins with riders before rides to reduce these
- Quarterly reports and committee meetings are used to report progress

6. **What would make it easier for your organization to provide better service?**
- Broker and referral service that combines geography, service type, availability, capacity
- Universal payment card for different services, reducing confusion for payment and geographic limitations
- Central coordination among agencies
- More assistance for riders who need help requesting rides

- Simplifying or streamlining labor-intensive reporting requirements for funding agencies

7. Which of these things do you believe would improve specialized transportation?
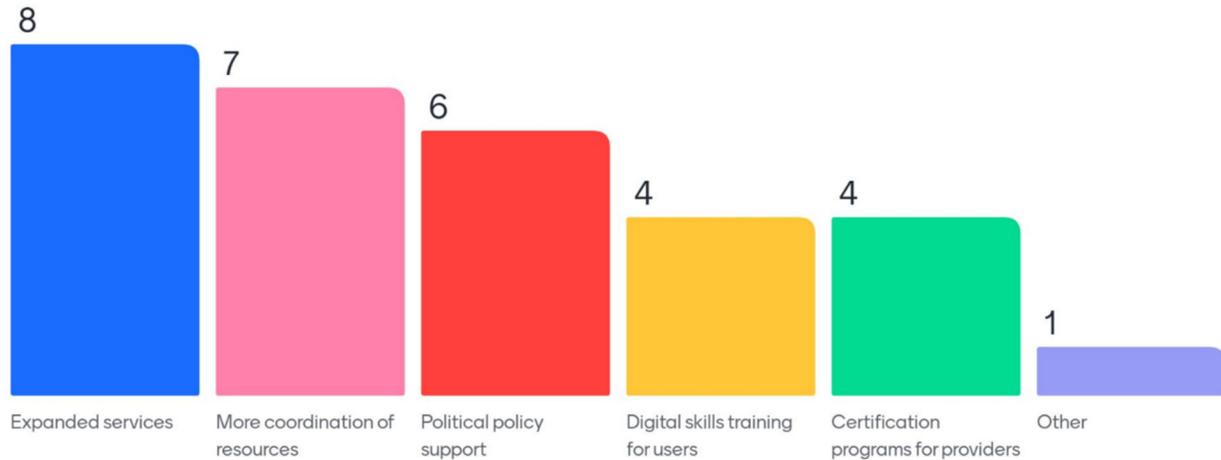

- Other comments:
    - Vehicles (more of them)
    - Reducing taxi voucher budget and increasing funding for personalized rides
    - More resources and outreach to unhoused population to better meet their needs beyond transportation
    - More same-day service

8. How does your organization decide which services to offer?
- Funding source determines percent of trips the organization can provide
    - For example, American Cancer Society funds transportation for cancer-related medical appointments
- Pilot programs based on rider requests
    - Simple programs, without high reporting requirements
- Location of clients, needs, such as door-to-door vs door-through-door
    - Consideration of destination and home constraints and needs

9. How urgently do these types of programs and services need funding? Please rank these needs that have been identified.

Rank	Service
1st	Expanding service areas to more places
2nd	Door-to-door and door-through-door transportation service
3rd	Begin new transportation services (volunteer driver programs, shuttles, taxi vouchers)
4th	Maintaining existing transportation services
5th	Replacing vehicles
6th	Expanding how often and during what hours service is available
7th	Services that connect riders to transit stops

- Other comments:
  - Recreational trips need funding too, not just medical
  - Low-budget excursions should be available and not just from community centers
  - Door-to-door service is underfunded compared to need but provides advantage over Uber and Lyft
  - Funding for vehicles that can accommodate wheelchairs, walkers, and other mobility devices

10. How do riders learn about and request rides from your organization? How can existing referral systems be improved?

Contact us directly	Contact FACT	Contact another organization	Other
6	4	6	3
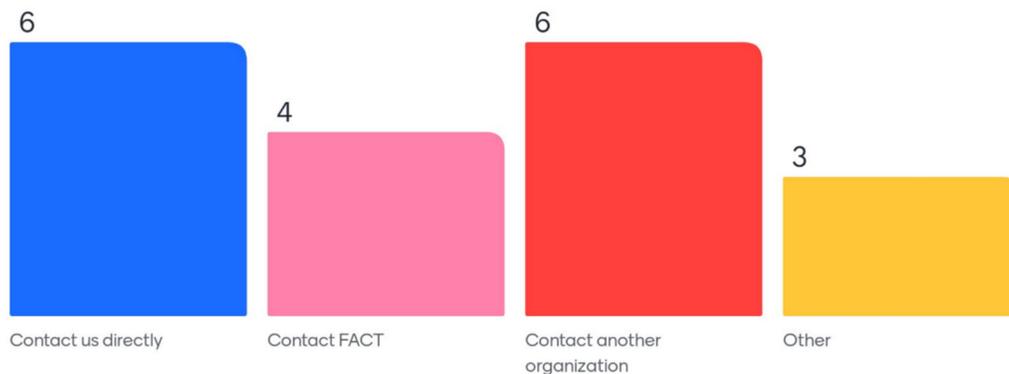
- Other comments:
  - Case managers, social workers
  - Outreach of their own to organizations like Alpha Project and Serving Seniors
- 211 is used, but it is difficult for some riders to use
- Word-of-mouth
- Social media platforms could be leveraged since adult children advocate for older parents

SANDAG | 🦽 🚶 🚗 🚌 🚈 **SAN DIEGO COUNTY**
Transportation Needs Survey

Tell us how you get around

Díganos como se mueve entre su casa y otros lugares

The first 1,000 eligible respondents to complete the survey will be offered a $15 gift card

A los primeros 1,000 encuestados elegibles que completen la encuesta recibirán una tarjeta de regalo de $15.

This research is being conducted by RSG on behalf of the San Diego Association Of Governments (SANDAG).

401 B Street, Suite 800, San Diego, CA 92101

Help us improve the transportation options in your community. Complete our survey about how you travel and receive a $15 gift card as thanks.

Ayúdenos a mejorar las opciones de transporte en su comunidad. Complete nuestra encuesta sobre como viaja y recibirá una tarjeta de regalo de $15 como agradecimiento.

3 ways to take the survey
3 Formas para Tomar la Encuesta

? **Questions? Email us at** / ¿Dudas? Mándenos un correo electrónico **SANDAGsurvey@rsgsurvey.com**

1. **Scan** / Escanée:
2. **Go Online** / Tómela línea: **rsgsurvey.com/SANDAG**
3. **Call toll-free:** **1-877-253-8726**

Access Code / Código de acceso:

XXXXXXXXX

<City name resident>
<Street Address 1>
<Street Address 2>
<City, CA <####>

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SANDAG COORDINATED PLAN SURVEY AND FOCUS GROUP REPORT

Report Title:

SANDAG COORDINATED PLAN SURVEY and Focus Group REPORT

Report Prepared by:

RSG

Report Prepared for:

SANDAG

For additional information regarding this report, or for questions about permissions or use of findings contained therein, please contact:

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EXECUTIVE SUMMARY

The report presents the findings of SANDAG's Coordinated Plan Survey, conducted by RSG in December 2024. It assessed the transportation needs of seniors and persons with disabilities in San Diego County. The goal was to inform future improvements to services and enhance accessibility by collecting information about the everyday experiences of these populations.

Respondents participated in an online survey using a random address-based sample of residents aged 65+ in San Diego County, online marketing, and targeted email lists from MTS and other partners. Table 1 displays the breakdown of survey responses by distribution methods.

TABLE 1: SURVEY RESPONSES BY DISTRIBUTION METHOD

DISTRIBUTION METHOD	NUMBER OF COMPLETE SURVEY RESPONSES	PERCENT OF COMPLETE SURVEY RESPONSES
Random Address Based Sample	1,234	80%
Open Link	207	13%
Arc of San Diego	17	1%
Jewish Family Service of San Diego	20	1%
Continuous Household Travel Study	96	6%
Total	**1,574**	**100%**

After data cleaning, the final dataset included 1,544 complete responses. The data was then weighted based on age and disability status obtained from the 2023 American Community Survey (ACS). This process adjusted for any imbalances in the sample ensured that survey results were valid and could be generalized to the larger population. Table 2 shows the number of final surveys completed by age group and disability status after data cleaning and weighting procedures.

TABLE 2: NUMBER OF SURVEYS COMPLETED BY AGE GROUP AND DISABILITY STATUS

DISABILITY STATUS	UNDER 65	OVER 65	TOTAL
Disability	228	492	**720**
No Disability	0	824	**824**
Total	**228**	**1,316**	**1,544**

The survey results revealed a preference for automobiles over other transportation modes such as public transportation and specialized transportation services among the target population. Figure 1 displays the breakdown of the transportation modes used in the past month by respondents. Over three quarters of the sample had made a trip by personal vehicle, however

less than one third of respondents rode public transportation. Specialized transportation services, such as paratransit, were used by less than ten percent of the sample.

FIGURE 1: TRANSPORTATION MODES USED IN THE PAST MONTH (SELECT ALL THAT APPLY)
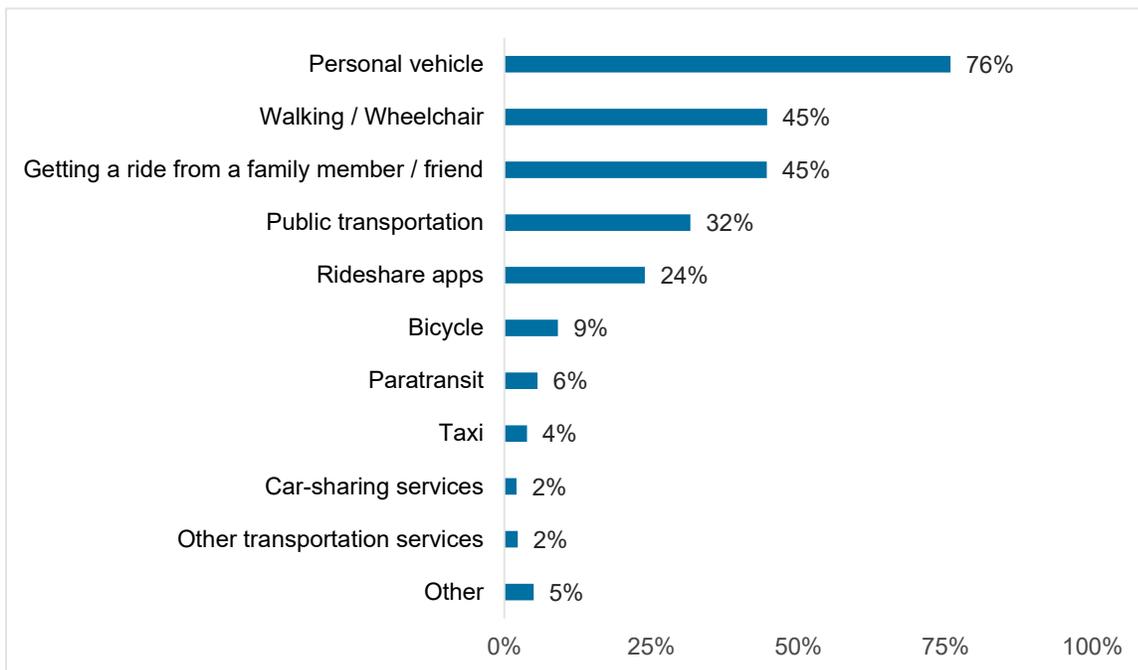
n=1,544

Following the survey, two focus group sessions were held to complement the survey results with qualitative data. The two sessions were attended by thirteen San Diego residents and included discuss about their transportation needs and experiences. The online sessions followed a structured discussion guide. Table 3 and Table 4 show the age and disability status of focus group participants across each session.

TABLE 3: AGE OF FOCUS GROUP PARTICIPANTS

AGE	SESSION 1	SESSION 2	TOTAL
18–34	2	0	**2**
35–64	1	1	**2**
65–74	1	1	**2**
75–84	1	6	**7**
85+	0	0	**0**
Total	**5**	**8**	**13**

TABLE 4: DISABILITY STATUS OF FOCUS GROUP PARTICIPANTS

DISABILITY STATUS	SESSION 1	SESSION 2	TOTAL
Yes	4	5	9
No	1	3	4
Total	**5**	**8**	**13**

Key findings from the focus groups indicate a need for better marketing and outreach for specialized transportation and paratransit services in the San Diego region. Many participants were unaware of available services, highlighting the importance of improved communication. However, most participants expressed relatively high levels of comfort using mobile apps and different technologies to learn about and plan their trips. Additionally, there was dissatisfaction with route availability and service frequency, making public transportation unreliable for regular travel. Similar patterns of paratransit awareness, comfort levels with technology, and satisfaction with San Diego's current transportation services can be found in the survey results. Addressing these concerns could help to enhance mobility and quality of life for seniors and individuals with disabilities in the San Diego region.

1.0 INTRODUCTION

1.1 BACKGROUND AND PURPOSE

RSG was contracted by the San Diego Association of Governments (SANDAG) to conduct a study that assessed the transportation needs of seniors and individuals with disabilities in San Diego County. The Coordinated Plan serves as a five-year blueprint for implementing public transportation and social service transportation concepts. It integrates the regional Short-Range Transit Plan requirement with the federal Coordinated Public Transit Human Services Transportation Plan mandate, creating a comprehensive framework to evaluate all available transportation services in the region. A critical component of this effort is to understand how well public transportation services are meeting the needs of some of the region's most vulnerable citizens.

The primary goal of this research was to conduct a comprehensive survey to learn from transportation-disadvantaged subpopulations, specifically seniors and individuals with disabilities, and assess their transportation needs within the San Diego region. Following the survey, RSG facilitated two focus groups to gain deeper insights into the factors influencing residents' daily travel experiences.

The insights gained from this research are essential to address gaps in transportation services for these vulnerable groups, ensuring that their needs are met as the region continues to grow and age. The findings will inform local and state policymakers, enabling them to allocate resources more effectively and to better understand how to shape the service to better serve this set of customers.

1.2 ORGANIZATION OF REPORT

This report documents the design, administration and analysis of the Coordinated Plan Survey. Chapter 2 details the survey methodology, including information about questionnaire design, sampling, survey administration, and weighting. Chapter 3 summarizes survey results, focusing on changes among key metrics. Chapter 4 covers details on the focus group methodology and results.

An appendix to this report includes a complete set of tabulations for each question posed in the survey, and the survey instrument screenshots.

2.0 SURVEY METHODOLOGY

This chapter details the methodologies used to design and administer the SANDAG Coordinated Plan Survey and includes information about the development of the questionnaire, sampling plan, administration steps, data cleaning, and final weighting.

2.1 QUESTIONNAIRE DESIGN

The survey asked respondents a series of questions that were grouped into five main sections:

- Introduction and qualification questions to determine respondent eligibility.

- General travel behavior questions to determine types of trips made and modes used.

- Trip detail questions to collect information about a recent home-based trip.

- Opinion and attitudinal questions to collect information about sentiments and unmet needs with respect to transit and transportation in San Diego County.

- Demographic questions to ensure a valid sample of respondents were surveyed.

Introduction and Qualification

The beginning of the survey (Figure 2) presented respondents with an introduction describing the purpose of the survey, the time required to complete the survey, and instructions for how to navigate the online instrument. If respondents had a technical question about the survey, they could click on the "Contact Us" option, which appeared at the beginning of the survey and on all subsequent survey screens.

FIGURE 2: SCREENSHOT OF SURVEY INTRODUCTION PAGE
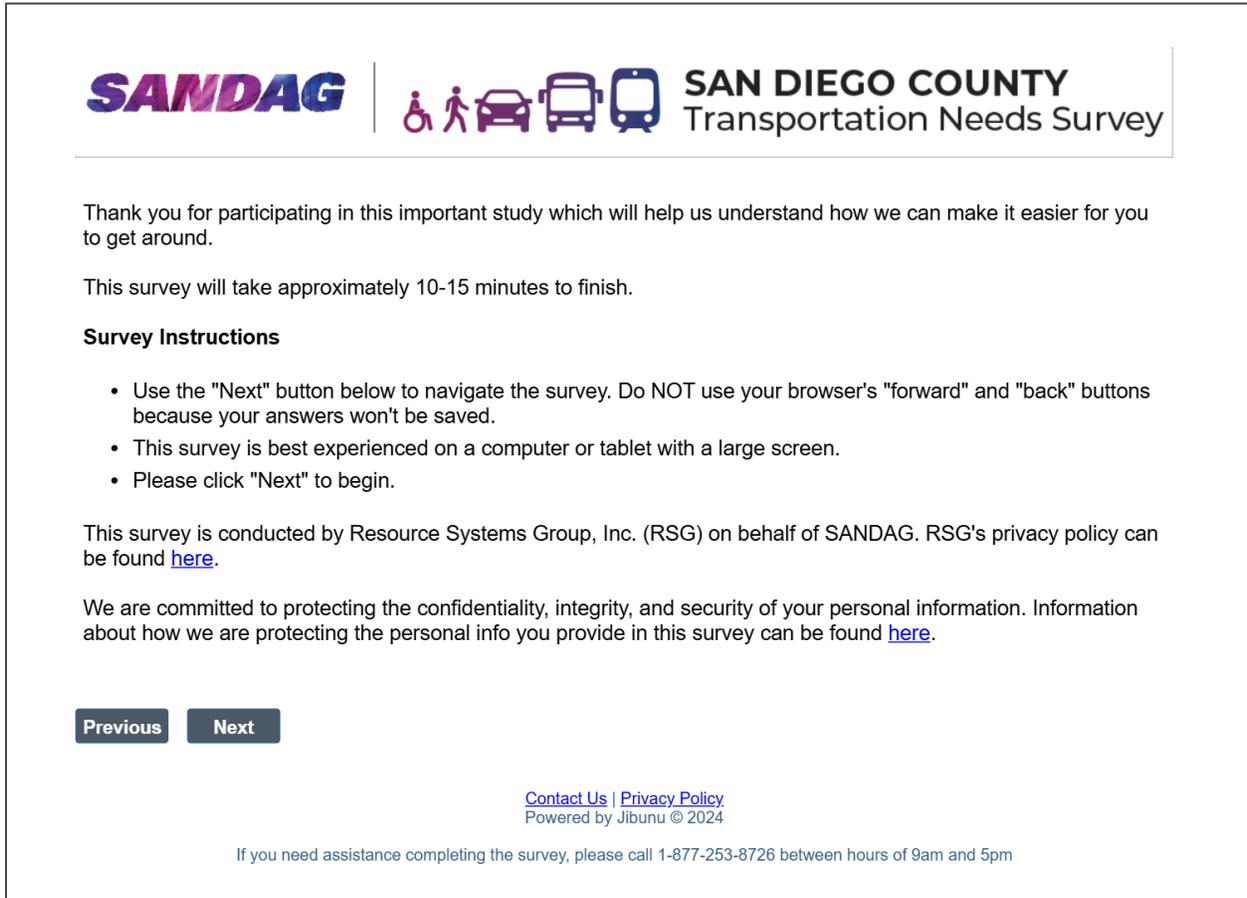
Next, the survey screened respondents to ensure they were a resident of San Diego County and over the age of 65 or qualified as having a disability. Respondents who did not meet these conditions were informed that they were not eligible to take the survey, and their session was terminated. Paid and unpaid caregivers could elect to take the survey as a proxy on behalf of someone who is qualified, as shown in Figure 3.

FIGURE 3: SCREENSHOT OF PROXY QUESTION

Trip Behavior Questions

The next section of the survey asked about typical travel behaviors in San Diego County, including modes used in the past month (e.g., personal vehicles, public transportation, walking, etc.), frequency of use, and types of trips. Respondents provided details only of the transportation modes they had used within the past month. For example, if a respondent had not used a personal vehicle, they were not asked about how many times they drove one. Similarly, follow-up questions were tailored to the modes selected by the respondent. For instance, if a respondent indicated they used public transportation, or specialized transportation such as paratransit or transit services for people with disabilities, they were then asked which specific services they had used, as shown in Figure 4.

FIGURE 4: SCREENSHOT OF TRANSIT AND SPECIALIZED TRANSPORTATION QUESTION

Trip Detail Questions

To gather a sample of recent trip behavior, respondents were asked to detail their most recent trip from their home which lasted at least 15 minutes, including the purpose of the trip, the mode or modes used, and the ultimate destination of this trip. An example of a question asking about a recent trip detail is shown in Figure 5.

FIGURE 5: SCREENSHOT OF A RECENT TRIP QUESTION

Opinion and Attitudinal Questions

Following the recent trip section, respondents were shown several questions regarding their unmet transportation needs. Topics covered in this section include challenges they face in getting where they need, awareness of services targeted at them, and what sorts of improvements they would like to see made to the county's transportation network. For example, respondents were asked to select any challenges they experience when using or considering transportation options in San Diego County from a randomized list, as shown in Figure 6.

FIGURE 6: SCREENSHOT OF CHALLENGES QUESTION

Demographics Questions

Lastly, all respondents were asked to provide basic demographic information such as race and ethnicity, gender, employment status, and more. Age and disability were not included in this section as they had already been asked in the screener at the beginning of the survey. Figure 7 shows an example question from this section.

FIGURE 7: SCREENSHOT OF A DEMOGRAPHICS QUESTION

2.2 SAMPLING PLAN

RSG worked closely with the project team to develop an efficient, timely, and cost-effective sampling plan to produce a generally representative sample of seniors and persons with disabilities in San Diego County.

The targeted sample size for the Coordinated Plan Survey was 1,500 total responses, and the primary population segments to be surveyed were San Diego County residents 65 years of age or older and residents with a disability. Since this sampling frame is a relatively small proportion of the overall population, achieving the necessary sample size targets required a multi-method sampling approach to collect a diverse yet representative sample of the target population.

The primary recruitment method utilized postcard invitations to an address-based sample (ABS) frame obtained from the U.S. Postal Service Computerized Delivery Sequence (CDS) File. The CDS file is an electronic database that provides and continually updates all mailing addresses served by the United States Postal Service. Marketing Systems Group (MSG) provided RSG the number of households, by US Census block groups, with at least one occupant 65 years of age or older available for sampling. Using 2020 American Community Survey (ACS) 5-year estimates, RSG calculated the proportion of households with at least one-member aged 65+ within each block group and assigned each a corresponding proportion of all 75,000 postcards (e.g., a block group with 1% of all 65+ households would receive 1% of the 75,000 postcards, or 750 postcards). RSG verified that MSG could obtain sufficient addresses to sample in accordance with ACS 5-year Estimates. For the small number of block groups with insufficient MSG address data, address requests were randomly redistributed to other block groups.

Figure 8 below shows a map of planned postcard distribution numbers by block group based on ACS 5-year estimates and MSG's list of available addresses.

FIGURE 8: MAP OF POSTCARD DISTRIBUTION NUMBERS BY CENSUS BLOCK GROUP
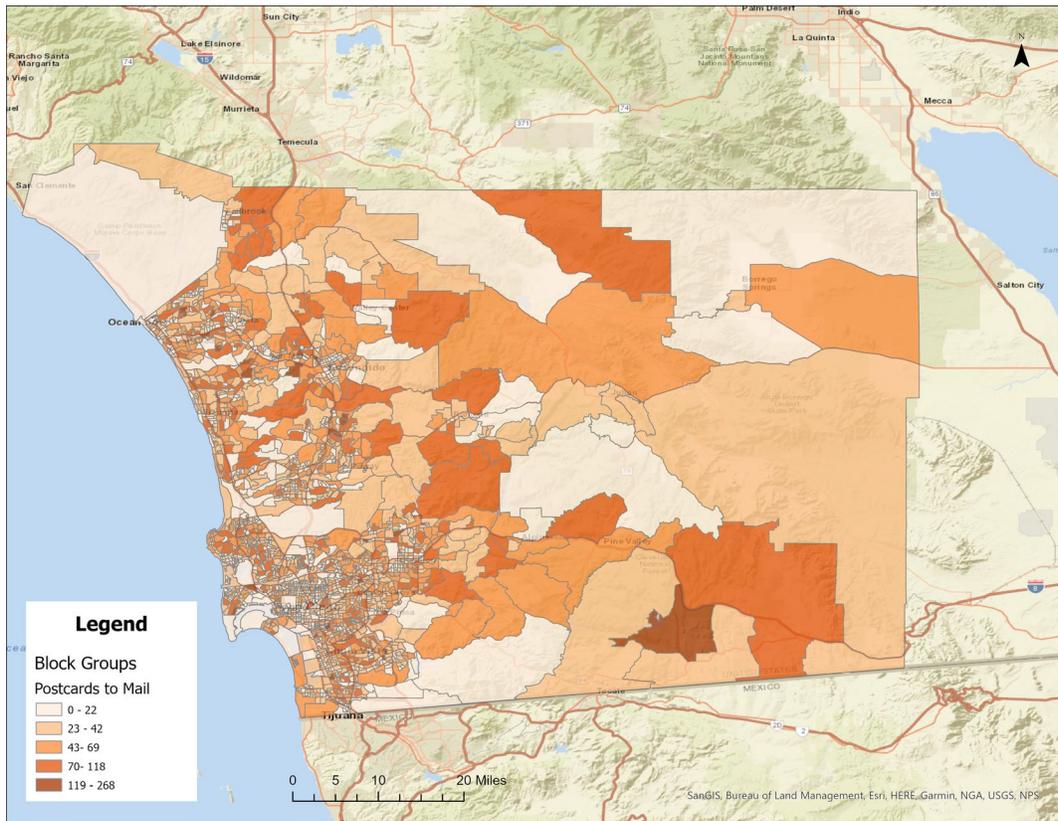
Since people with disabilities cannot be identified through mailing lists like those used to reach households with residents aged 65 and older, the survey team took additional steps to engage

this population. This included working with community-based organizations, leveraging existing email lists, and collaborating with MTS paratransit services to distribute the survey on behalf of the study team.

2.3 SURVEY ADMINISTRATION

The survey was conducted online over a one-month period, from December 2nd, 2024 to January 2nd, 2025.

RSG recruited respondents to participate in the survey using three methods:

- Postcard invitations were sent to 75,000 targeted addresses in San Diego County.

- Email invitations were sent to 466 people with disabilities who had previously participated in the San Diego Household Travel survey conducted by SANDAG in 2021. Additionally, respondents were invited through email listservs maintained by San Diego Metropolitan Transit System (MTS) and by partner organizations that cater to older adults and people with disabilities.

- An open link was shared on SANDAG's Coordinated Plan website, social media pages, and newsletter.

The project team renamed the survey to the Transportation Needs Survey to ensure clarity, as respondents were unlikely to be familiar with the Coordinated Plan. All respondent materials—including the online survey, postcards, and email invitations—were branded consistently with this name.

In total, the survey administration effort yielded 1,574 responses, including 1,316 responses from individuals aged 65 and older, 702 responses from individuals with a disability, and 45 surveys completed by a caregiver on behalf of a person they care for.

While most respondents completed the survey using the computer assisted self-interview survey instrument, 30 opted to complete the survey over the telephone. Telephone operators input responses from these participants using the same online instrument, maintaining consistency and accuracy throughout the data collection process.

The survey was offered in both English and Spanish, with 15 respondents completed the survey in Spanish. In addition, the survey was compatible with web browser translation extensions to accommodate respondents using other languages.

The following sections provide a more detailed exploration of the specific survey administration strategies employed.

Postcard Invitations

Respondents recruited into the survey through ABS were mailed a custom-designed postcard (4" by 6"), which was addressed to the adult residents of individual households. The postcard included an introduction to the project, details about the survey incentives, a URL and access code for online access, and contact information including a project email and toll-free phone number for respondents needing assistance with survey completion. The postcard had instructions in both English and Spanish. Figure 9 and Figure 10 shows the front and back images of the postcard used for this survey.

To incentivize participation, the first 1,000 respondents who completed the survey through the postcard outreach were offered a $15 gift card of their choice for either Amazon or Walmart.

FIGURE 9: SURVEY RECRUITMENT POSTCARD (FRONT SIDE)

FIGURE 10: SURVEY RECRUITMENT POSTCARD (BACK SIDE)
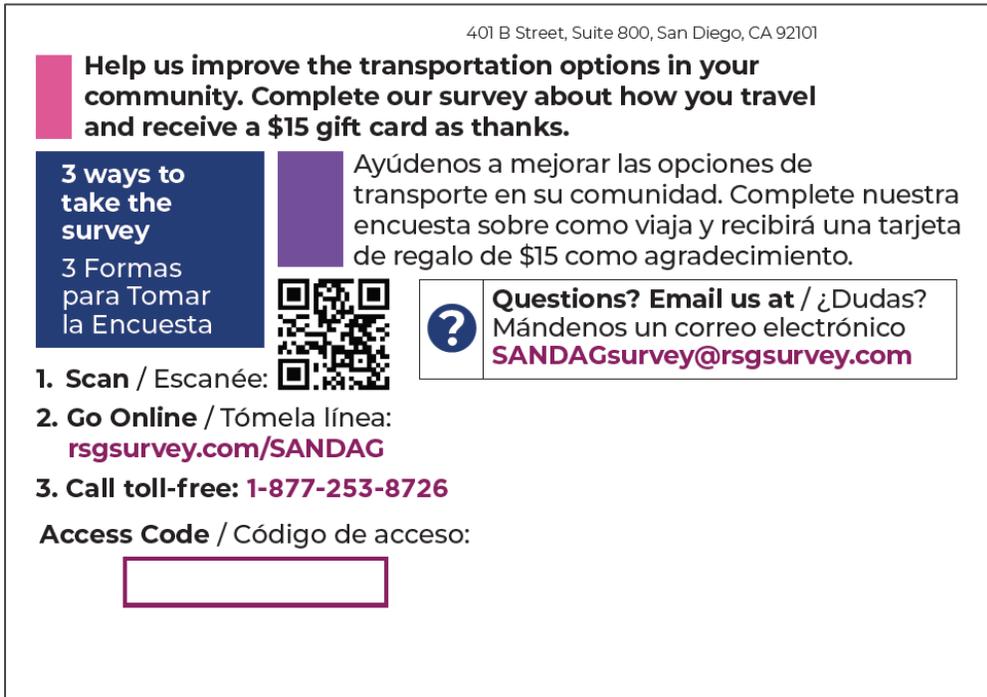
Table 5 shows the breakdown of distributed postcards, postcard survey completes, and response rates by Metropolitan Statistical Area (MSA). There was a total of 1,234 survey completes from the postcard mailout. The overall response rate from postcard invitations was 1.6%.

TABLE 5: SURVEY DISTRIBUTION

MSA	POSTCARDS MAILED		SURVEY COMPLETES		RESPONSE RATE
	COUNT	PERCENT	COUNT	PERCENT	
North City	18,568	25%	348	28%	1.9%
Central	14,128	19%	259	21%	1.8%
East Suburban	12,371	16%	179	15%	1.4%
North County East	10,395	14%	189	15%	1.8%
North County West	10,336	14%	157	13%	1.5%
South Suburban	8,339	11%	89	7%	1.1%
East County	863	1%	13	1%	1.5%
Total	**75,000**	**100%**	**1,234**	**100%**	**1.6%**

Email Invitations

The second distribution method involved leveraging SANDAG contact lists and other relevant email lists available to the project team. The project team identified organizations that work closely with individuals from the target populations. Several of these organizations sent members and clients a link to the survey via email lists, text messages, and social media. The complete list of organizations is shown in Table 6. Two organizations (Jewish Family Service of San Diego and Arc of San Diego) distributed the survey using a customized password protected link, allowing respondents to receive an incentive upon completion. Respondents associated with the Jewish Family Service of San Diego were eligible for the same $15 incentive offered to those accessing the survey via postcard. Respondents from the Arc of San Diego were offered a greater incentive, $25, due to the organization's close work with individuals with disabilities. Organizations that received the open link were not eligible for any incentive.

Additionally, RSG used emails to recontact respondents from the 2022-2023 Continuous Household Travel Study who lived San Diego County and identified as having a disability. These responds were eligible for the $25 incentive.

TABLE 6: SURVEY DISTRIBUTION METHODS UTILIZED BY SANDAG STAKEHOLDERS

ORGANIZATION	DISTRIBUTION METHOD
Elderhelp of San Diego	Open Link
Traveler's Aid of San Diego	Open Link
St. Paul's Senior Services	Open Link
Jewish Family Service of San Diego	Personalized Link
Arc of San Diego	Personalized Link
City of Vista	Open Link
San Diego Center for the Blind	Open Link
MTS	Open Link
MTS Access	Open Link
North County Transit District	Open Link

A total of 133 complete surveys were collected from the various email invitation campaigns. An open link to the survey was also shared on SANDAG's Coordinated Plan website, social media pages, and newsletter. Respondents recruited through the open link were not eligible for any incentive. Table 7 summarizes the completed surveys by administration source.

TABLE 7: SURVEY RESPONSES BY DISTRIBUTION METHOD

DISTRIBUTION METHOD	NUMBER OF COMPLETES	PERCENT OF SURVEY RESPONSES
ABS	1,234	80%
Open Link	207	13%
Arc of San Diego (email)	17	1%
Jewish Family Service of San Diego (email)	20	1%
Continuous Household Travel Study (email)	96	6%
Total	**1,574**	**100%**

2.4 DATA CLEANING

The raw data provided by the survey underwent a robust cleaning process to create the final database used for analysis. Across the survey period a total of 1,574 respondents participated, and after data cleaning 1,544 responses remained.

Data cleaning screened several potential issues:

- Unreasonable primary home locations: even if a respondent marked that they were a resident of San Diego County in the screener, primary home locations that were geocoded outside of the county were removed.

- Inattentive or invalid responses: Surveys were screened for potential quality concerns by evaluating factors such as completion speed, consistency in reported locations, and open-ended text responses.

2.5 WEIGHTING

The survey targeted residents of San Diego County who are 65 and older and/or have a disability. These groups were key to understanding local transportation needs, so it was important that the survey accurately captured their experiences. To achieve this, RSG applied weights based on two factors: age and disability status, ensuring the results represented the target population accurately.

RSG used demographic data from the 2023 ACS to adjust for any imbalances in the sample. The ACS data provided up-to-date estimates of the population, which allowed RSG to apply weights that aligned the survey sample with the broader population of San Diego County.

The weighting process corrected for any overrepresentation or underrepresentation of specific age groups and individuals with disabilities. This ensures that the survey results are valid and can be generalized to the larger population.

Table 8 displays the total population for individuals with disabilities and seniors over the age of 65 in San Diego County. These counts were used to calculate weighting targets to ensure the correct proportions for the sample within San Diego County.

TABLE 8: SAN DIEGO COUNTY POPULATION

AGE	DISABILITY POPULATION	NO DISABILITY POPULATION	TOTAL POPULATION
Under 65	196,585	N/A	196,585
65 to 74 years	59,932	238,738	298,670
75 years and over	95,880	116,425	212,305
Total	352,379	355,163	707,560

Source: 2023 American Community Survey

Table 9 presents the unweighted and weighted frequencies for age and disability status. Due to sampling limitations, individuals under 65 were underrepresented and subsequently weighted up to ensure an accurate reflection of the population. The weighted data provides a more precise representation of age and disability proportions within the population.

TABLE 9: SURVEY PROPORTIONS BY AGE AND DISABILITY

AGE	DISABILITY		NO DISABILITY		TOTAL	
	UNWEIGHTED	WEIGHTED	UNWEIGHTED	WEIGHTED	UNWEIGHTED	WEIGHTED
Under 65	15%	28%	0%	0%	15%	28%
65 to 74 years	16%	8%	35%	34%	51%	42%
75 years and over	15%	14%	19%	16%	34%	30%
Total	**47%**	**50%**	**53%**	**50%**	**100%**	**100%**

3.0 SURVEY RESULTS

This chapter shows the results from the Coordinated Plan Survey, organized into sections that cover typical transportation behavior, details about respondents' most recent trip, transportation needs, and demographic information. This chapter also includes a segmentation analysis of seniors over the age of 65 and individuals with a disability. All results use the final and weighted dataset using the procedures discussed in Sections 2.4 and 2.5.

As part of the initial screener at the beginning of the survey, respondents were asked their age and disability status. Given the target population, individuals aged 65 and older represented a larger share of respondents, compromising 72% of total respondents, while those under 65 made up 28%. This distribution is illustrated in Figure 11.

FIGURE 11: AGE DISTRIBUTION
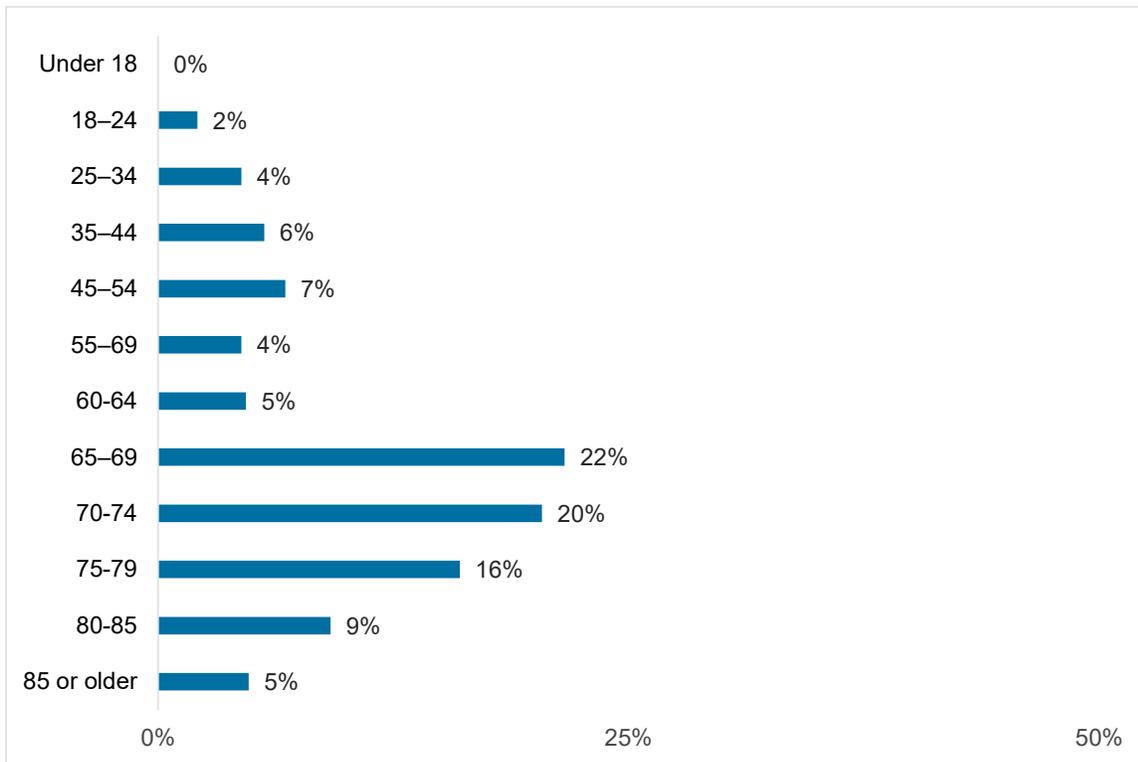
n=1,544

As shown in Figure 12, approximately 50% of respondents reported a disability. Mobility impairment was the most common type of disability among all respondents (reported by 21% of respondents). Other common disability types include vision impairments (reported by 13% of respondents), and hearing impairments (reported by 11% of respondents).

FIGURE 12: DISABILITY TYPE (SELECT ALL THAT APPLY)
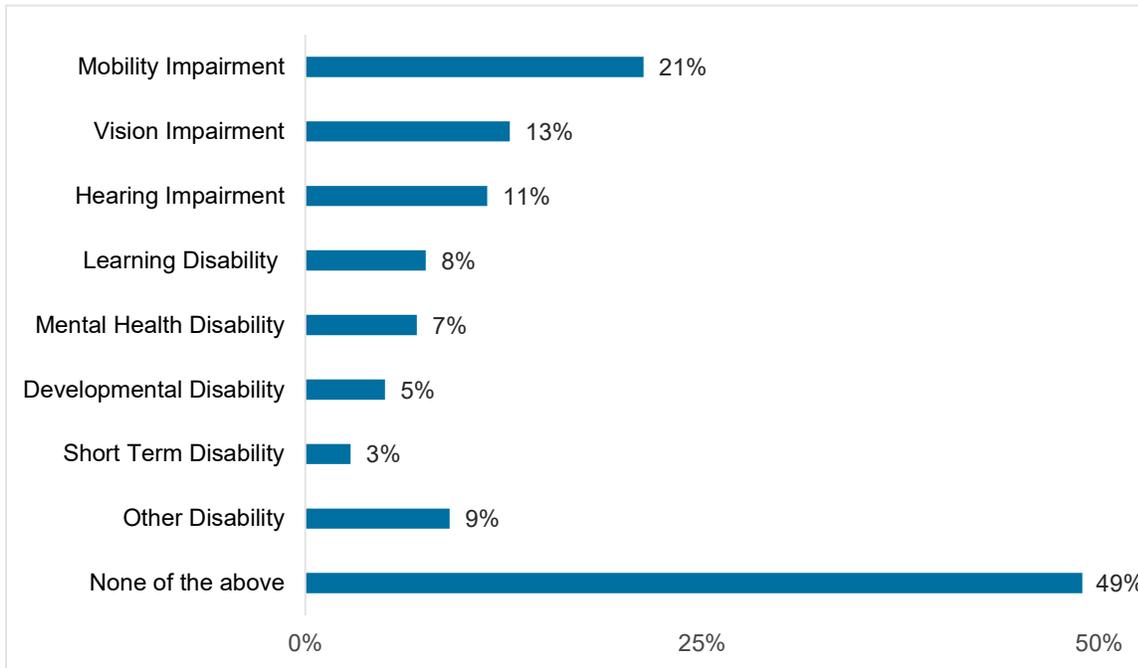
n=1,544

3.1 TYPICAL TRANSPORTATION BEHAVIOR

Figure 13 illustrates the share of the transportation modes used by respondents in the past month. The most used transportation was a personal vehicle selected by 76% of all participants. This was followed by walking and or using a wheelchair, selected by 45%, and getting a ride from a family member, neighbor or friend, also selected by 45%. Public transportation was used by 32% of respondents for at least one trip in the past month, and transit services for people with disabilities or paratransit was used by just 6% of all respondents in the past month.

FIGURE 13: TRANSPORTATION MODES USED IN THE PAST MONTH (SELECT ALL THAT APPLY)
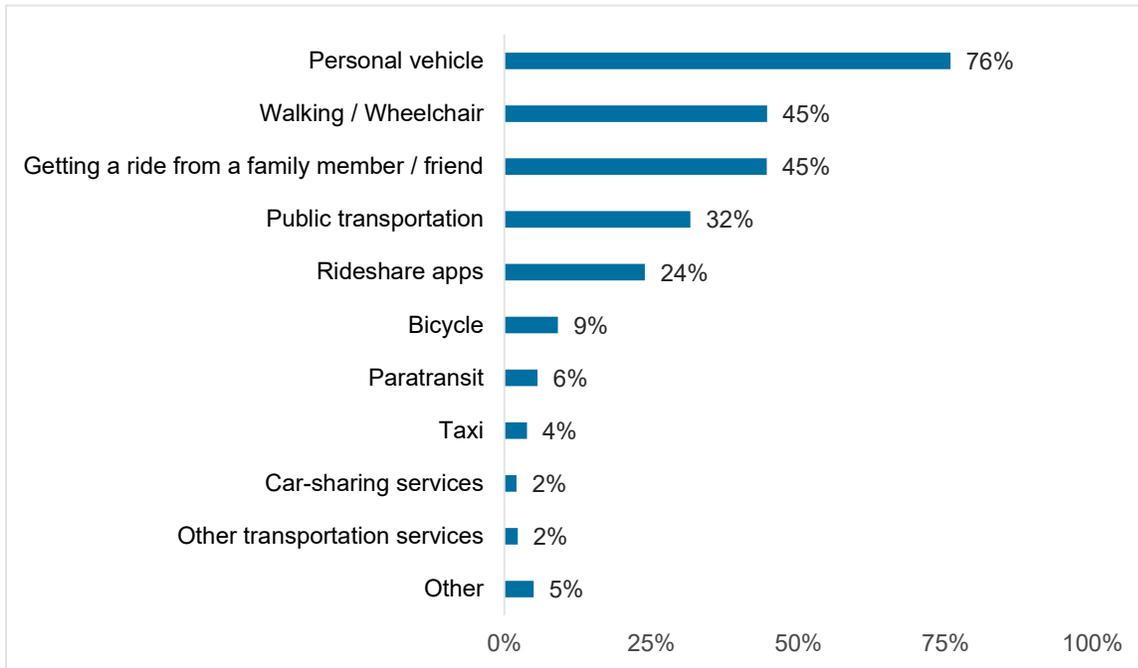
n=1,544

For each mode that respondents indicated having used in the past 30 days, they were asked how many times in the last month they traveled using that mode (Figure 14). Personal vehicles had the highest percentage of respondents making trips more than 20 times last month (54%), followed by walking and wheelchair trips (32%). Among respondents who use transit services for people with disabilities and paratransit, 15% of them use this mode to make trips more than 20 times in the past month.

FIGURE 14: FREQUENCY OF TRIPS MADE IN THE PAST MONTH BY MODE
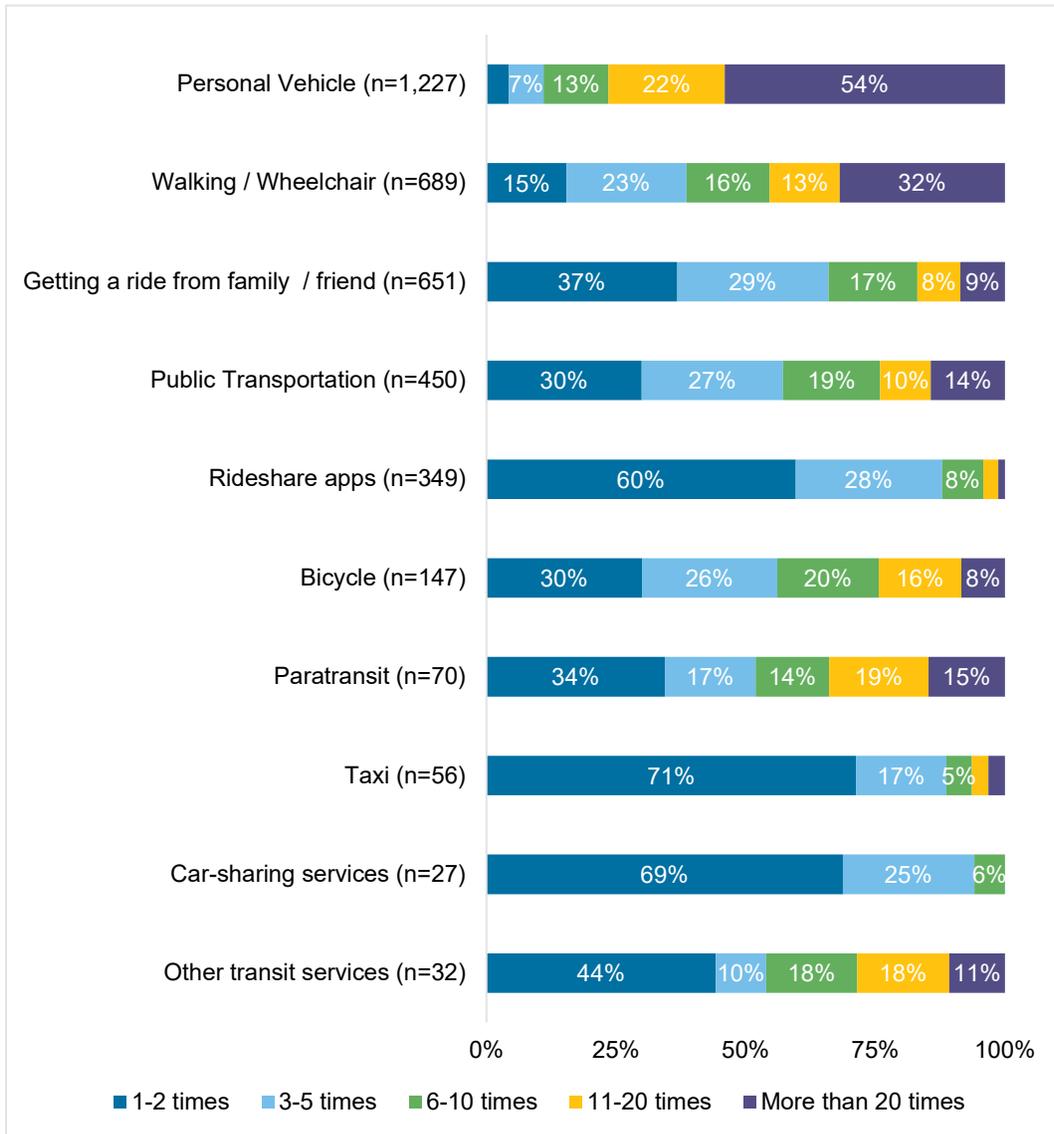
Figure 15 shows the breakdown of respondents by how many transportation modes they used in the past month, 28% of respondents used just one mode of transportation, and the majority of respondents (over 80%) used three modes or less.

FIGURE 15: NUMBER OF TRANSPORTATION MODES USED IN THE PAST MONTH
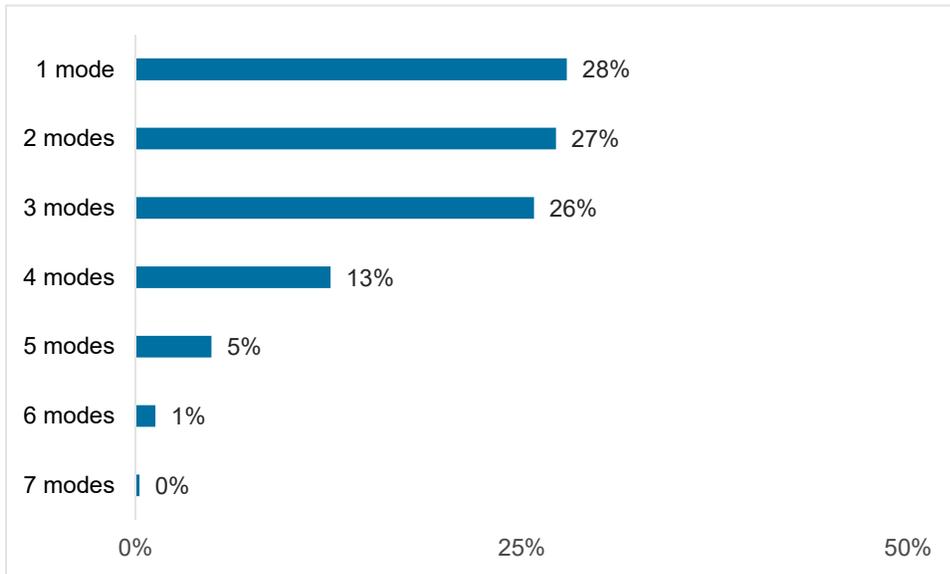
Figure 16 displays the purposes for trips made by respondents within the past month. The most common type of trip were errands, made by 94% of all respondents at least once within this timeframe. Other common trips included medical appointments (85%), social or recreational trips (79%), and trips to dine at a restaurant or bar (65%).

FIGURE 16: PURPOSE OF TRIPS MADE USING ANY MODE IN THE PAST MONTH (SELECT ALL THAT APPLY)
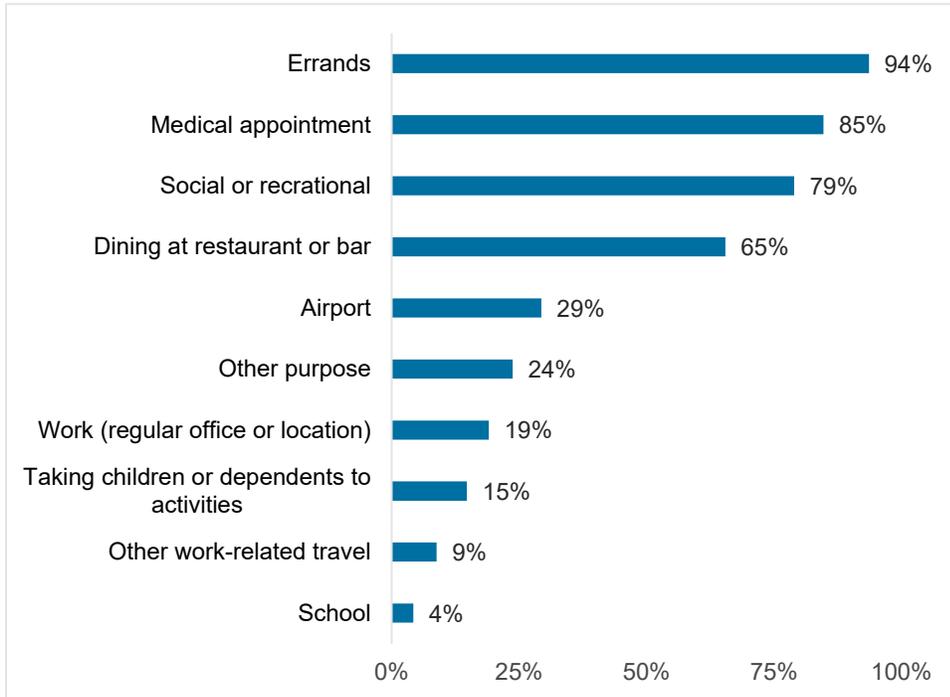
n=1,544

Public Transportation Use

Figure 17 shows that a majority of respondents (56%) have used some form of transit—including buses, trains, trolleys, or specialized services like paratransit—while 44% have not used transit in the past year.

FIGURE 17: TRANSIT USE IN THE PAST YEAR
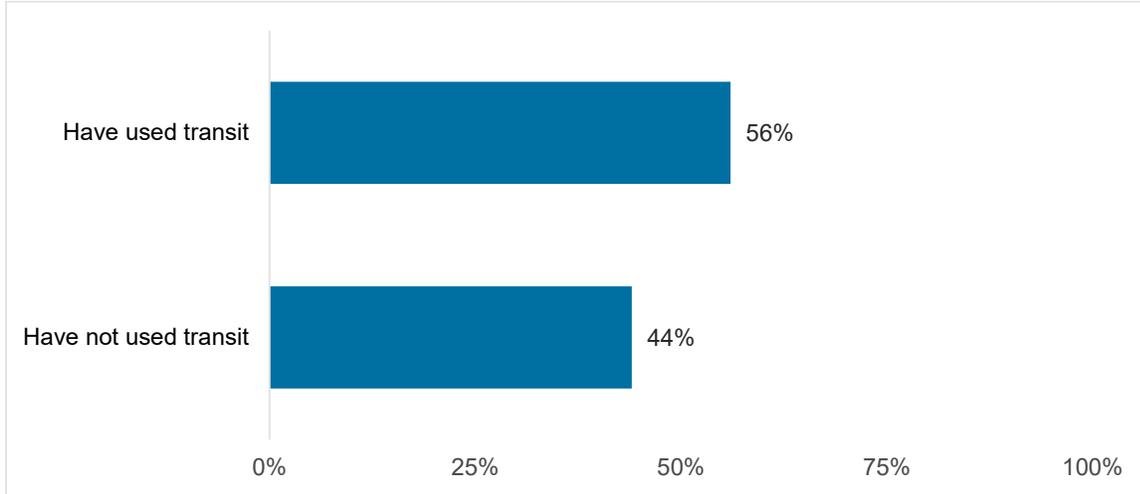
n=1,544

As shown in Figure 18, of the 499 individuals who have used public transportation in the past month, 62% have used MTS Trolley and 57% used MTS bus routes and MTS rapid bus service. Paratransit was less commonly used with just 17% of transit users accessing services from MTS Access or NCTD LIFT.

FIGURE 18: TRANSIT SERVICES USED IN THE PAST MONTH (SELECT ALL THAT APPLY)

Transit Service	Percentage
MTS Trolley	62%
MTS Bus Routes or MTS Rapid Bus Service	57%
MTS Access	15%
NCTD COASTER	12%
NCTD BREEZE	8%
NCTD SPRINTER	8%
NCTD LIFT	2%
Traveler's Aid Society SenioRide	0%
FACT RideFACT	0%
Jewish Family Service On the Go	0%
ElderHelp Seniors a Go Go	0%
Other	5%
None of the above	3%
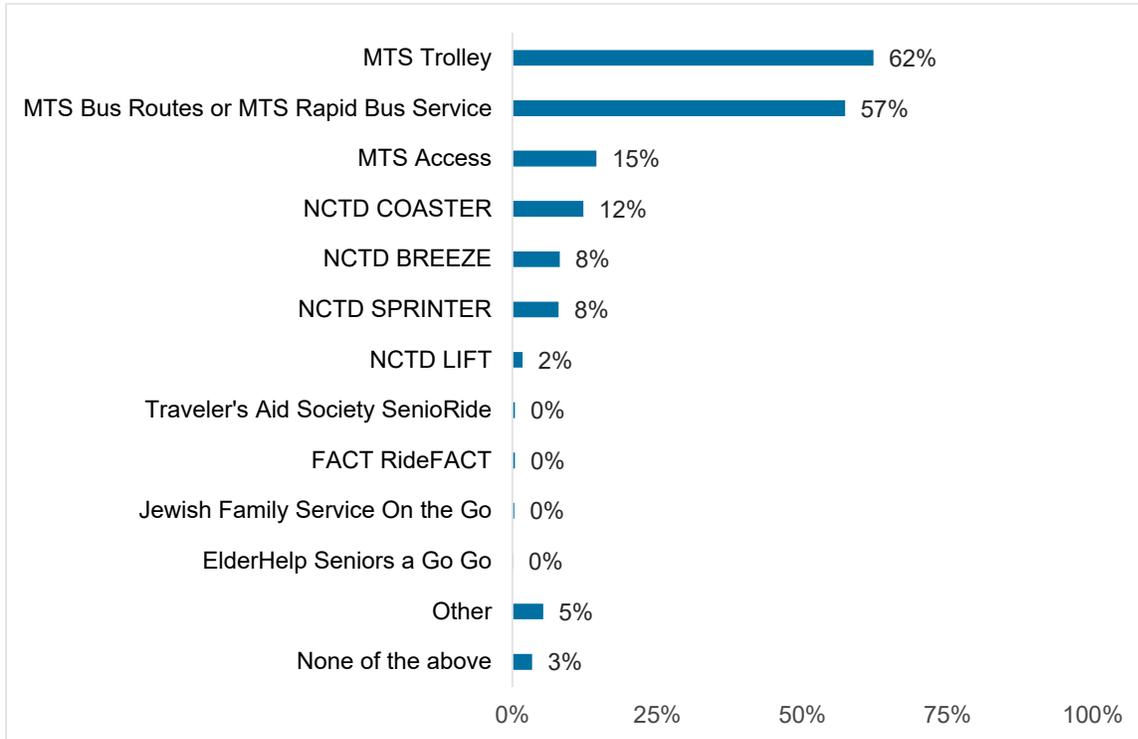
n=499

Figure 19 displays transit trip purposes by service type. Regular transit service includes trips made on MTS and NCTD fixed-route buses, trolleys, and trains. Specialized transportation services are trips made on paratransit such as MTS Access, NCTD Lift, and other community services such as RideFACT that serve older adults and people with disabilities. The most common purpose of trips for regular transit service was social and recreational (55%), while on special transit services the most common purpose was for medical appointments (72%). The total segment sizes do not equal the total sample of transit users (499) because some respondents reported using both regular and special transit services.

FIGURE 19: TRANSIT TRIP PURPOSES BY SERVICE TYPE (SELECT ALL THAT APPLY)
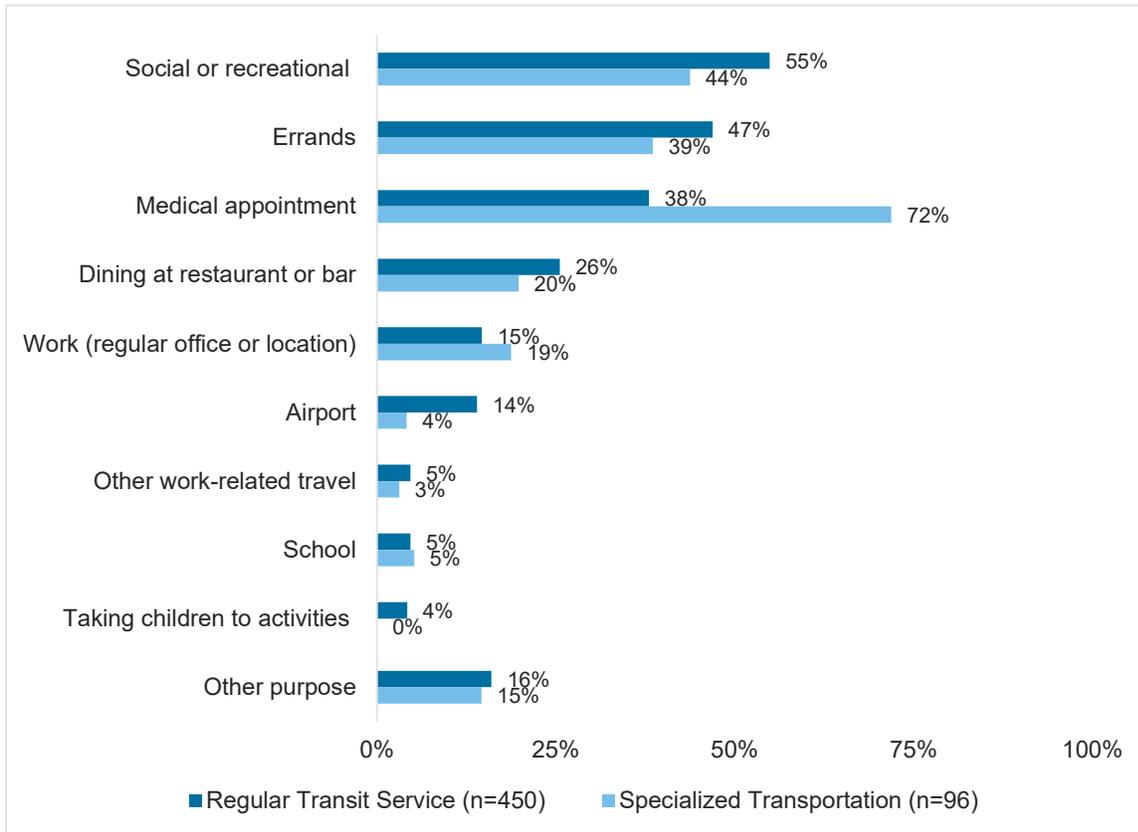
Figure 20 shows fare payment options utilized by respondents on their transit trips. Just under half of respondents used a pre-paid fare card such as PRONTO, 19% used a credit or debit card while 17% used cash. Very few (3%) used a mobile app to pay for their fares.

FIGURE 20: TYPICAL FARE PAYMENT
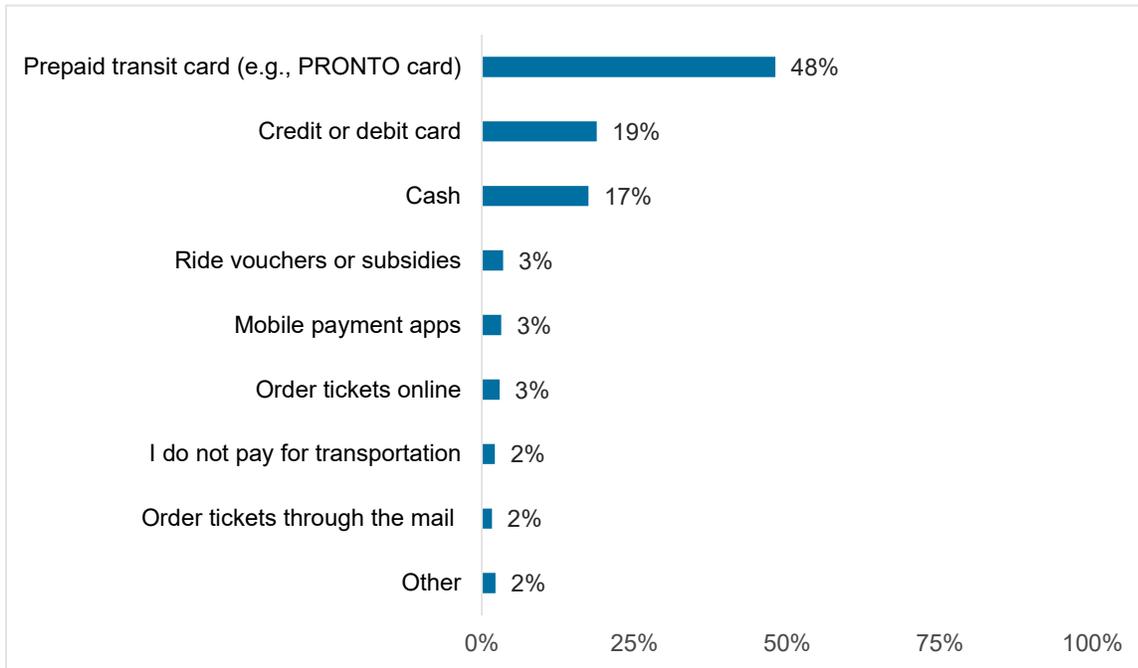
n=499

3.2 MOST RECENT TRIP

The survey asked each respondent the details of their most recent trip that started from home that took more than 15 minutes to complete. As shown in Figure 21, the most common trip purpose was running errands (36%), followed by medical appointments (19%) and social or recreational activities (16%).

FIGURE 21: PURPOSE OF MOST RECENT TRIP
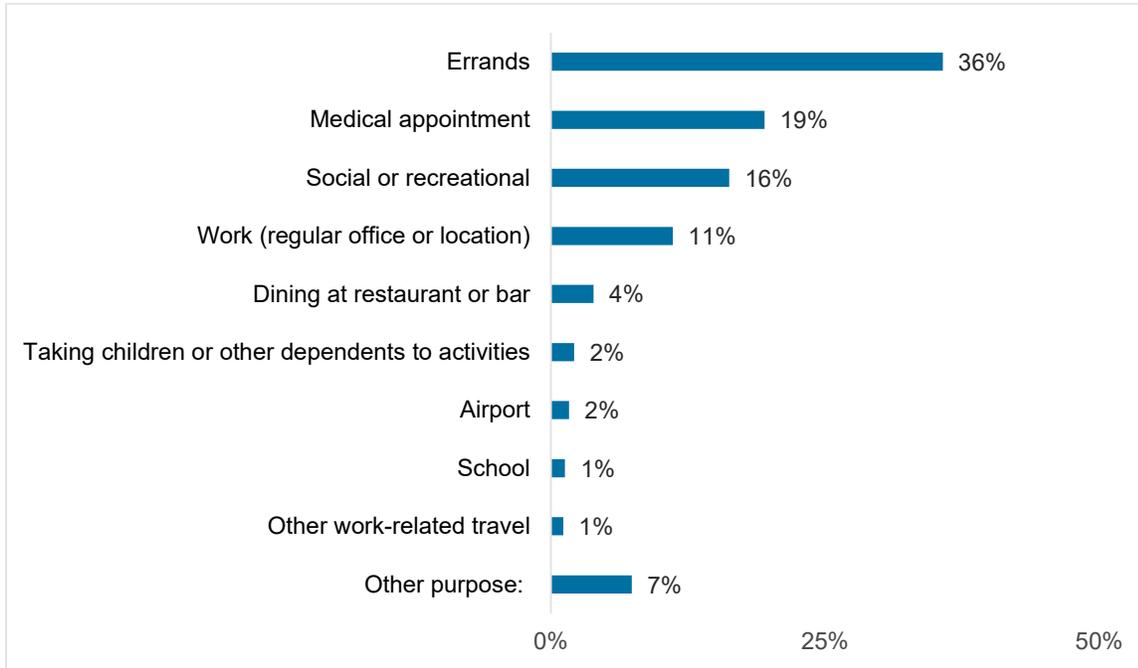
n=1,544

Respondents were asked to select all transportation modes they used when making their most recent trip (Figure 22). The most common mode selected was a personal vehicle, which was used in 71% of all trips. Other commonly selected modes included getting a ride from a family member, neighbor, or friend (10%); public transportation (9%); and walking or using a wheelchair (6%).

FIGURE 22: MODES USED IN MOST RECENT TRIP (SELECT ALL THAT APPLY)

Mode	Percentage
Personal vehicle	71%
Getting a ride from a family member / friend	10%
Public transportation	9%
Walking / Wheelchair	6%
Paratransit	3%
Rideshare app	3%
Bicycle	1%
Other transit services	0%
Taxi	0%
Car-sharing services	0%
Other	3%
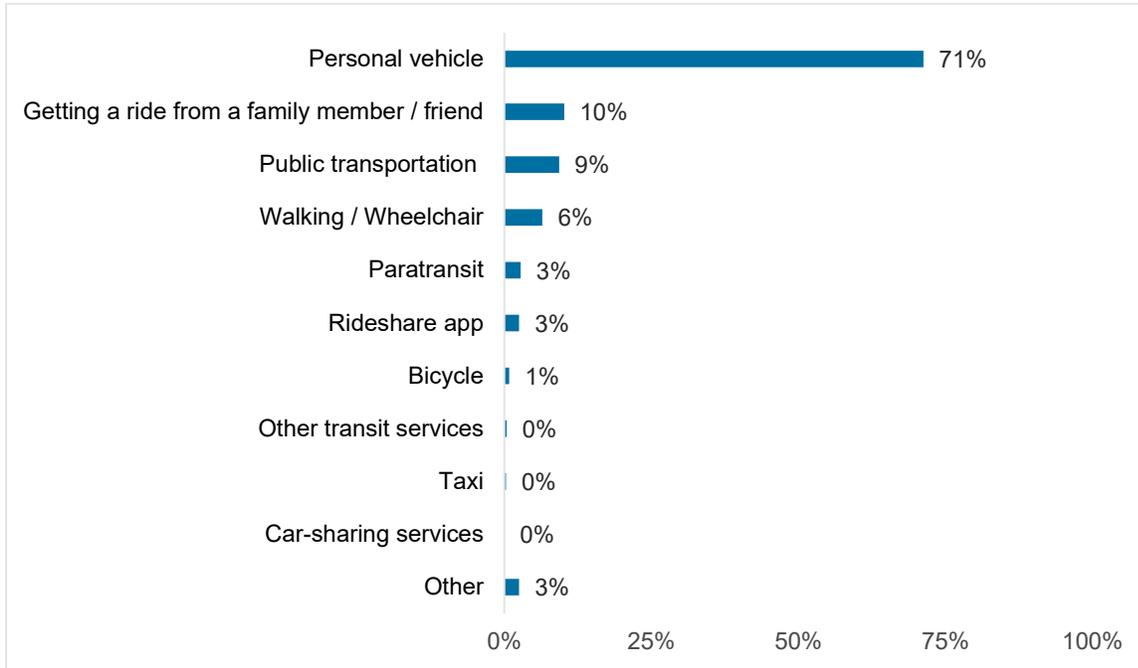
n=1,544

Figure 23 shows the breakdown of recent trip purposes by transportation mode. The most common trip purpose among respondents was errands (selected by 36% of respondents). Among these respondents, the majority made their errands trip via vehicle (personal vehicle or getting a ride from a family member, neighbor or friend). The second and third most common modes for this type of trip were transit (including public transportation and specialized transportation such as paratransit and other transit services), and wheelchair, walking, or bike.

FIGURE 23: RECENT TRIP PURPOSE BY MODE
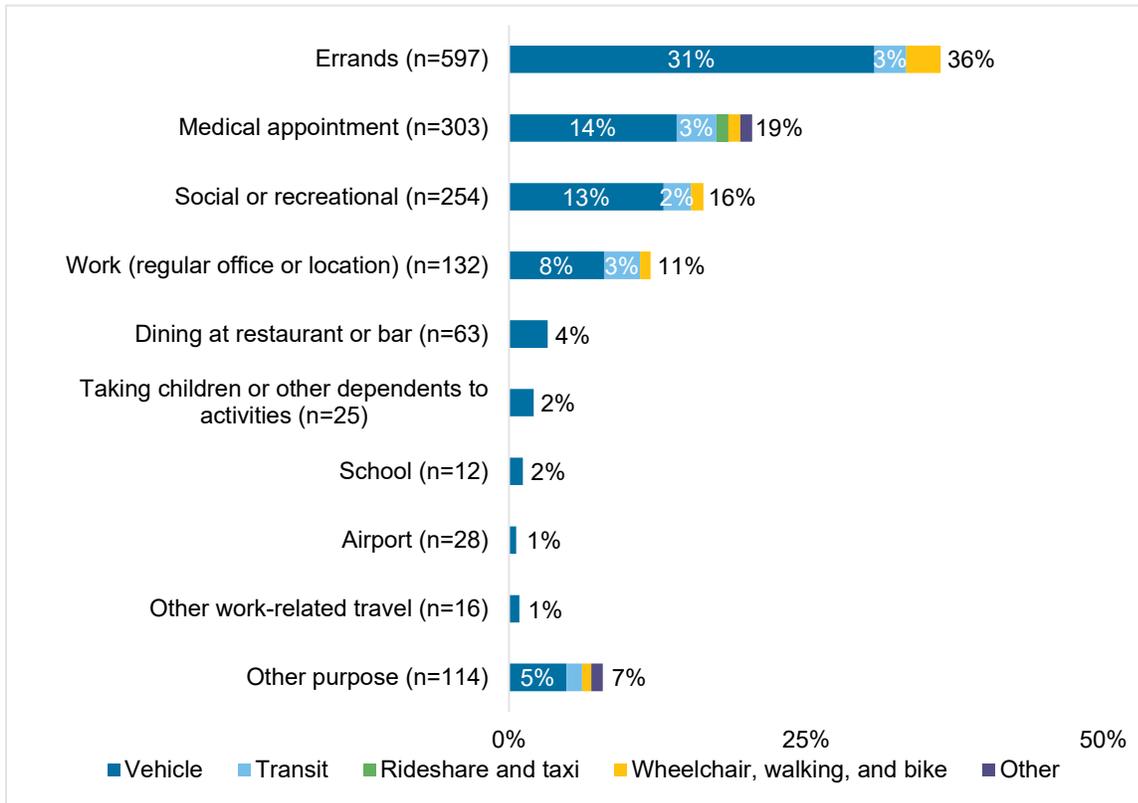
Figure 24 displays a map of respondents' most recent trip destinations, which are spread throughout San Diego County and extend beyond its borders. While destinations are dispersed across the region, they tend to cluster around city centers.

FIGURE 24: MAP OF RECENT DESTINATION
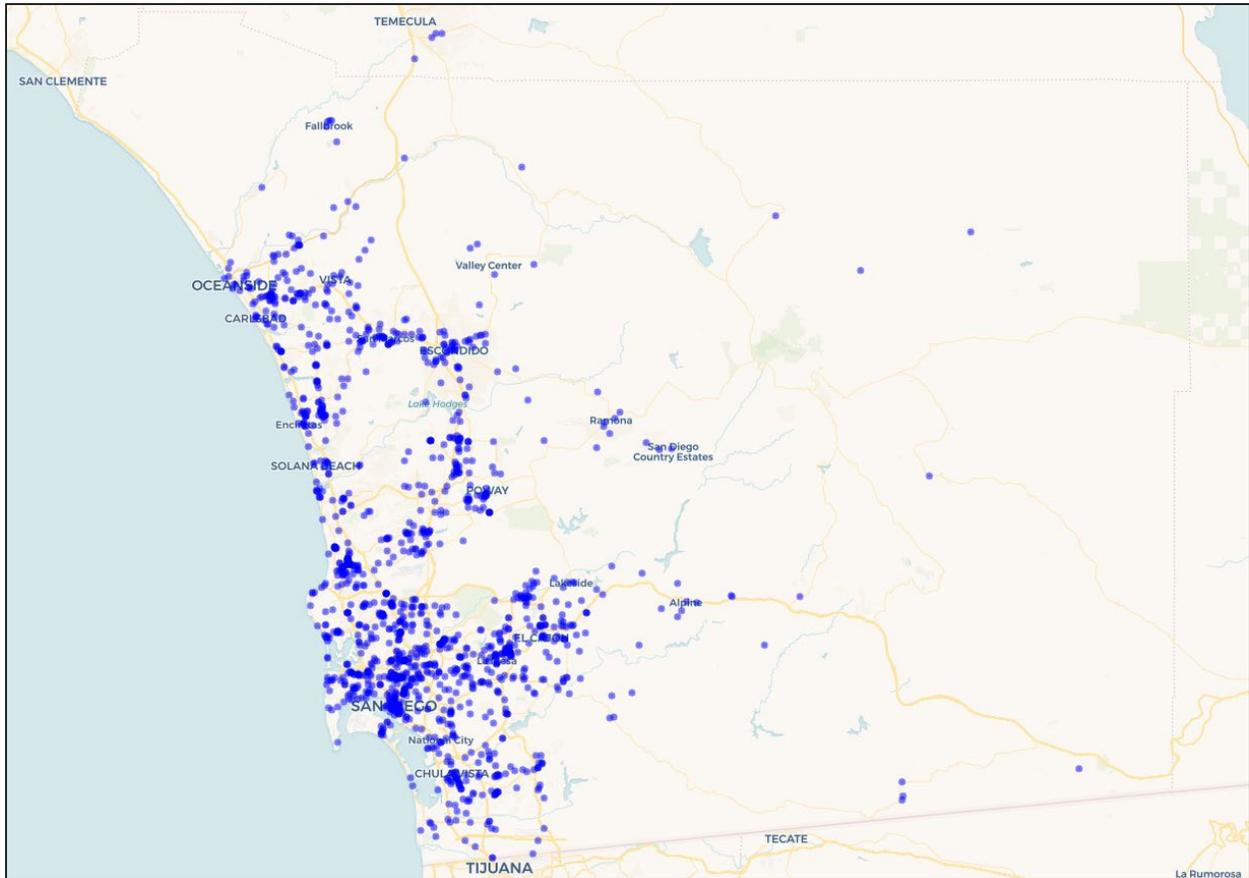
The average driving distance from home to the respondent's recent destination was 11.48 miles. Figure 25 shows the average driving distance of trips by trip purpose. Airport trips and trips for work-related travel have the highest average distance (98.3 and 25.6 miles respectively), followed by social or recreational trips (13.5 miles), regular work trips (12.5 miles), and trips to medical appointments (11.2 miles). On the other hand, trips to run errands tended to be lower distances, with an average driving distance of 6.6 miles.

FIGURE 25: AVERAGE DRIVING DISTANCE OF MOST RECENT TRIP BY PURPOSE (MILES)
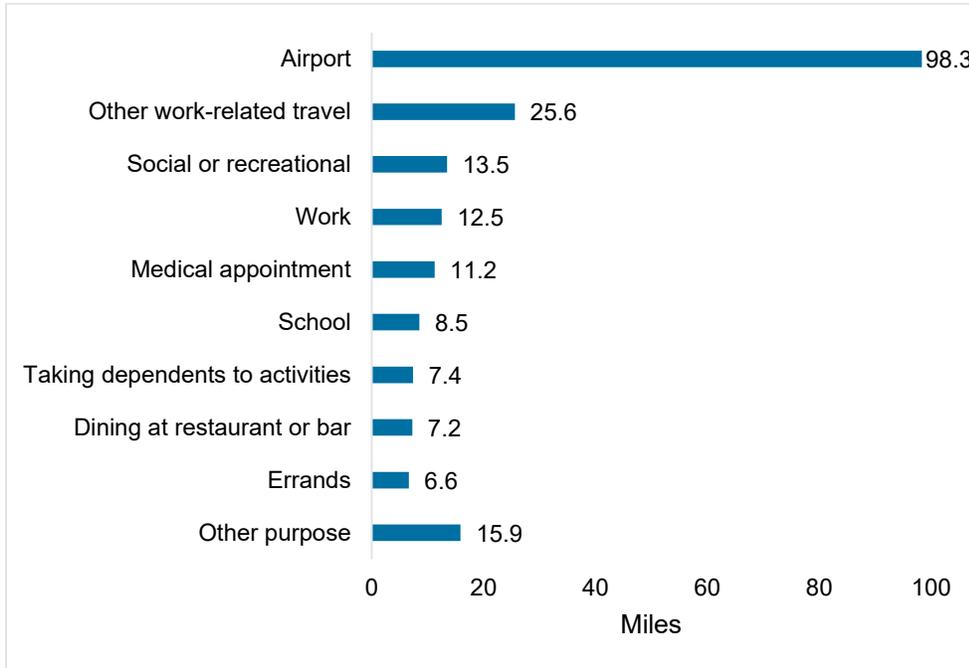
n=1,544

Similarly, Figure 26 displays the average driving distance of trips by mode. Trips involving rideshare apps had the highest average distance (24.7 miles), followed by taxi (19.4 miles) and public transportation (12.8 miles). Trips made by bike had the shortest average distance (4.5 miles). Trips made using specialized transit services such as paratransit had a lower average distance (10.6 miles) than those made by public transportation.

FIGURE 26: AVERAGE DRIVING DISTANCE BY MODE (MILES)

Mode	Miles
Rideshare Apps	24.7
Taxi	19.4
Public Transportation	12.8
Personal Vehicle	11.6
Getting a ride from family or a friend	11.5
Paratransit	10.6
Walking / Wheelchair	9.7
Other Transit Services	8.2
Bicycle	4.5
Car-sharing Services	0.0
Other Mode	11.5
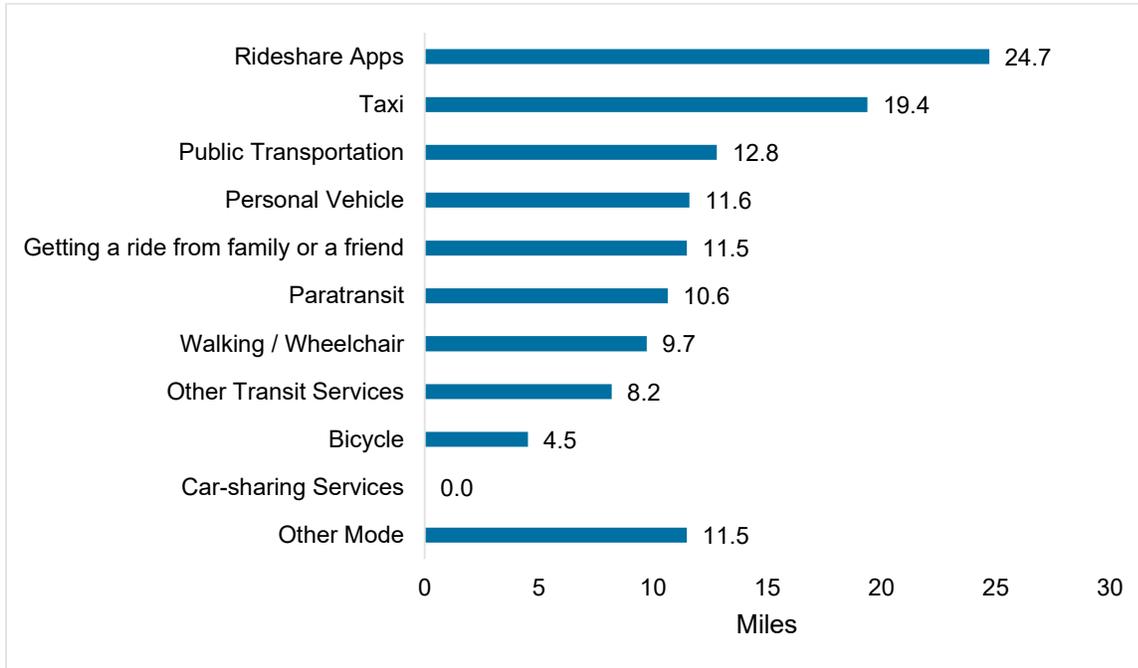
n=1,544

3.3 TRANSPORTATION NEEDS

The survey included a section that asked respondents about their unmet transportation needs in San Diego County. Respondents were asked how often they are not able to go somewhere they need to go due to a lack of available transportation. Figure 27 shows that 58% of respondents have never encountered this issue while 5% of respondents reported that they are unable to make needed trips due to a lack of transportation several times a week.

FIGURE 27: FREQUENCY OF MISSED TRIPS
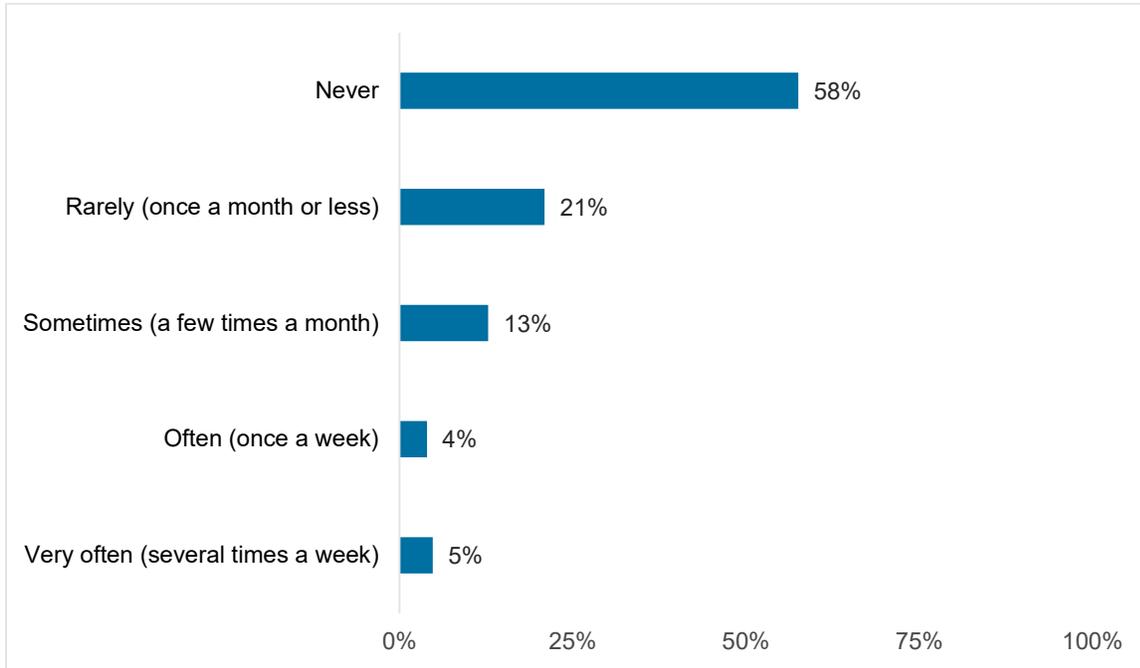
n=1,544

Figure 28 shows the frequency of missed trips by MSA. Notably, residents of East County are mostly likely to miss a trip due to lack of transportation options, with 21% of respondents from the area being unable to make a trip several times a week.

FIGURE 28: FREQUENCY OF MISSED TRIP BY MSA
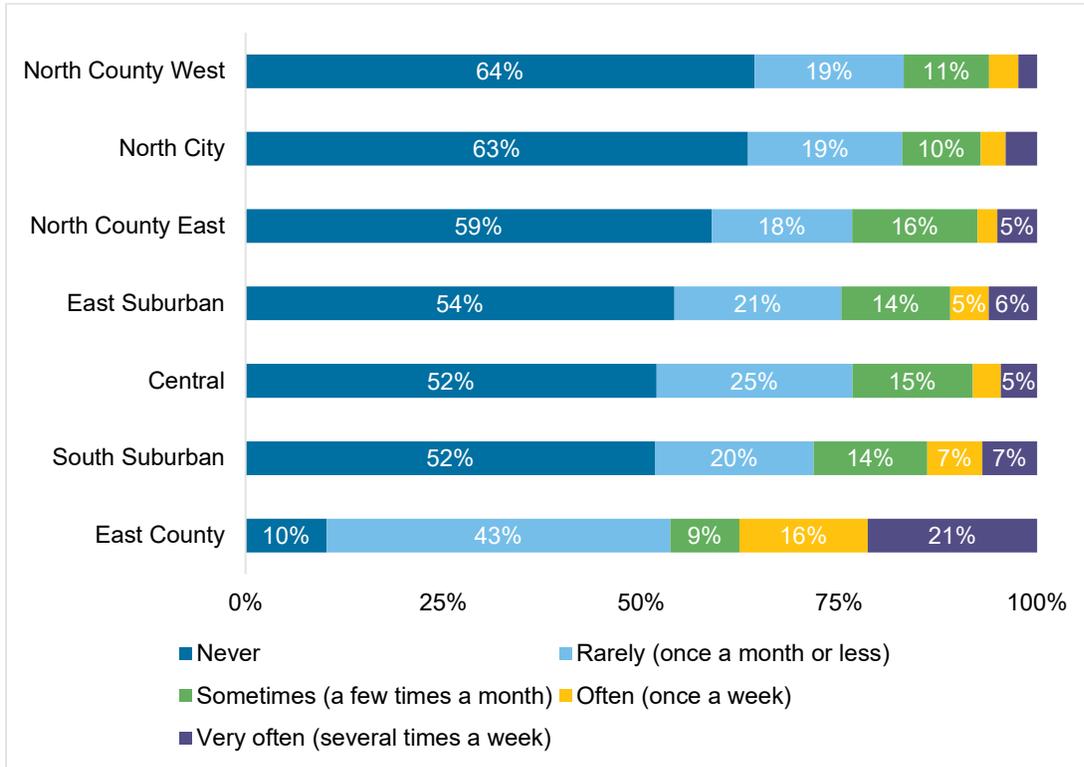
n=1,544

Figure 29 displays the types of trips that respondents have missed due to a lack of transportation options. Errands are the most common type of missed trip, reported by 52% of these respondents, followed by social or recreational trips (49%), and medical appointments (32%).

FIGURE 29: PURPOSE OF MISSED TRIPS (SELECT ALL THAT APPLY)

Purpose	Percent
Errands	52%
Social or recreational	49%
Medical appointment	32%
Dining at restaurant or bar	21%
Work (regular office or location)	9%
Airport	7%
Taking children or other dependents to activities	5%
School	2%
Other work-related travel	6%
Other purpose	10%
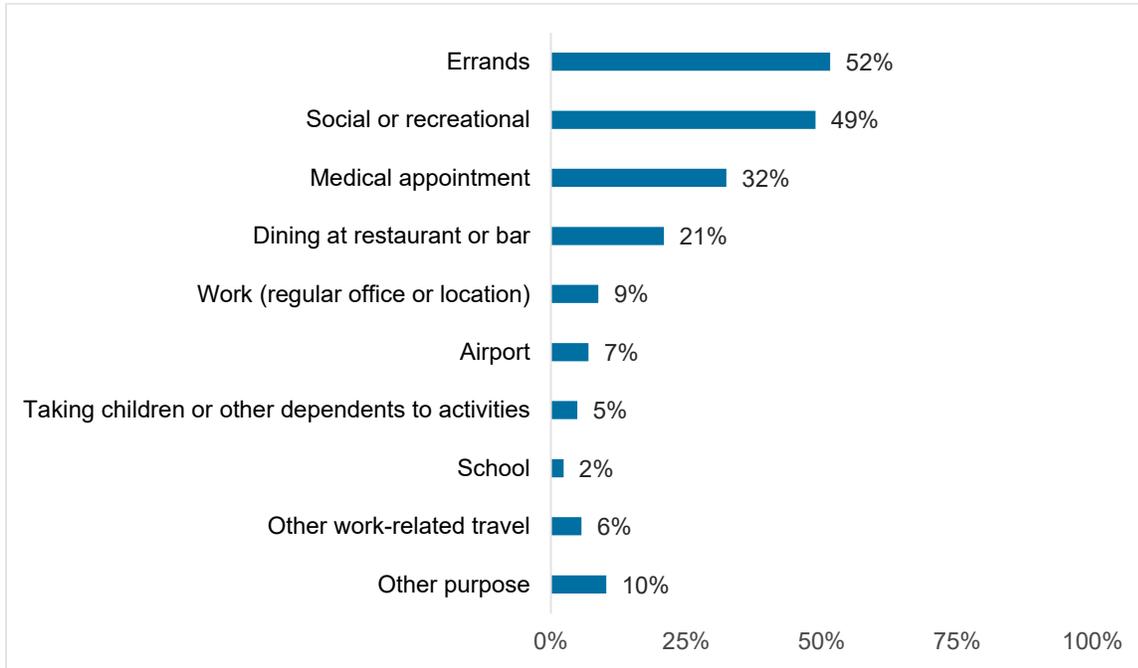
n=613

Respondents who missed trips were asked what would help them complete their necessary or desired trips. As shown in Figure 30, over half (51%) of these respondents selected more routes and transportation services. Other commonly selected solutions included more frequent transportation service (46%), door-to-door transportation options (46%), and transportation options during late nights and/or weekends (40%).

FIGURE 30: TRANSPORTATION NEEDS (SELECT ALL THAT APPLY)
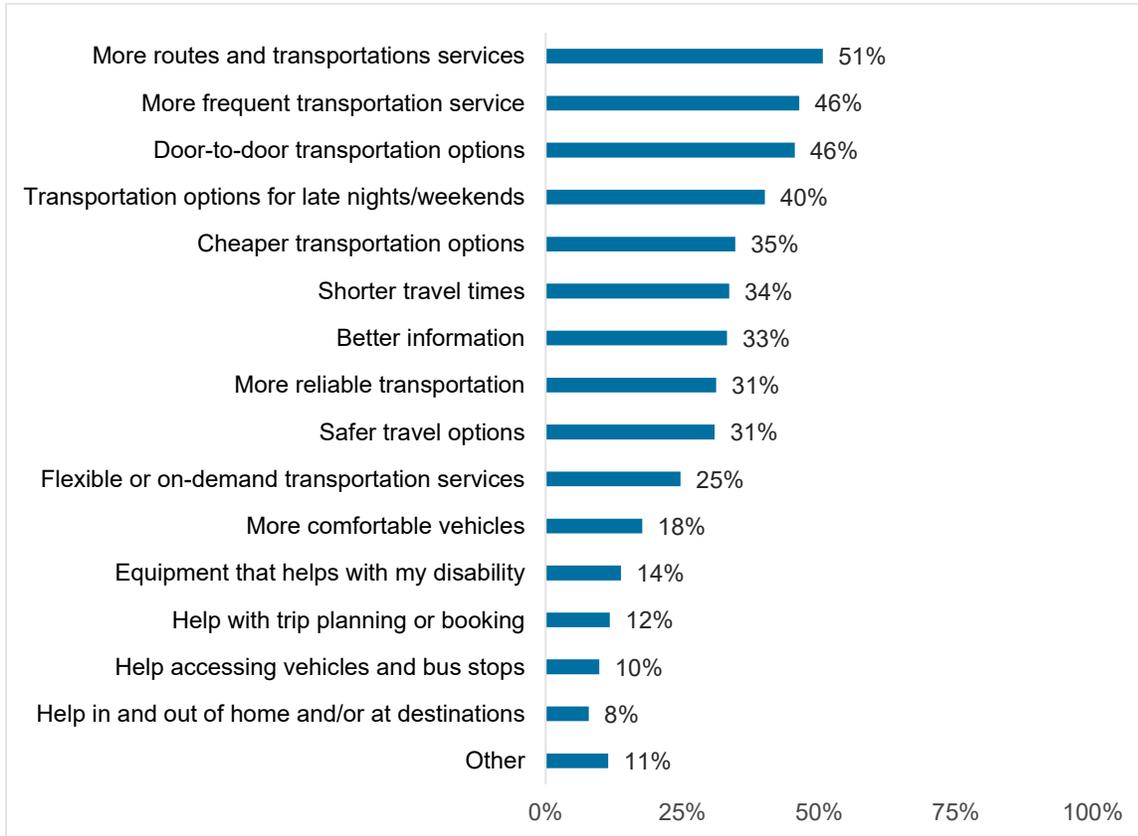
n=613

Regardless of whether the respondent had missed a trip due to lack of transportation options, all respondents were asked what challenges they experience when using and considering transportation options in San Diego County. As displayed in Figure 31, 44% of respondents identified a lack of transit services to their desired destinations as a key challenge. Other common challenges include safety concerns (27%), difficulty getting to and from bus stops or stations (27%), and a lack of transportation available when they need it (27%). Conversely, 20% of respondents stated that they do not face any transportation challenges when getting around San Diego County.

Of the 16% of respondents that selected "Other," common themes included a lack of transit service near their home (for example needing to drive a car to the nearest bus stop), the length of trips (leading to concerns such as needing to use the bathroom), and a desire for cheaper fares on special services. Notably, a few respondents mentioned Free Ride Everywhere Downtown (FRED) and a desire for cheaper fares and expanded service areas.

FIGURE 31: TRANSPORTATION CHALLENGES (SELECT ALL THAT APPLY)

Challenge	Percentage
Transit services don't go where I need to go	44%
Safety concerns	27%
It's hard to get to/from bus stops or stations	27%
Transit is not available when I need it	27%
Unreliable transportation	17%
Expense to maintain a car	15%
Lack of information about available services	12%
Safety concerns with driving myself	11%
Expensive transit services	10%
Difficulty with using tech to book services	10%
Buses or trains are too crowded	8%
Lack of accessible vehicles	7%
Nobody to help me with trip planning	4%
Other	16%
None of the above	20%

n=1,544

Figure 32 shows special features in vehicles needed by some respondents to conduct their trips. The most common needs were handrails or grab bars (22%), low-floor vehicles (21%), voice announcements for stops (20%), comfortable seating with extra space (20%), and clear and easy-to-read signs (20%). About 51% of respondents reported not needing any special features to get around.

FIGURE 32: SPECIAL VEHICLE FEATURES NEEDED TO GET AROUND (SELECT ALL THAT APPLY)

Feature	Percentage
Handrails or grab bars	22%
Low-floor vehicles (easy to board)	21%
Voice announcements for stops	20%
Comfortable seating with extra space	20%
Clear and easy-to-read signs	20%
Seating for seniors / people with disabilities	16%
Space for mobility devices or service animals	10%
Wheelchair ramps or lifts	8%
Other (please specify):	4%
None of the above	51%
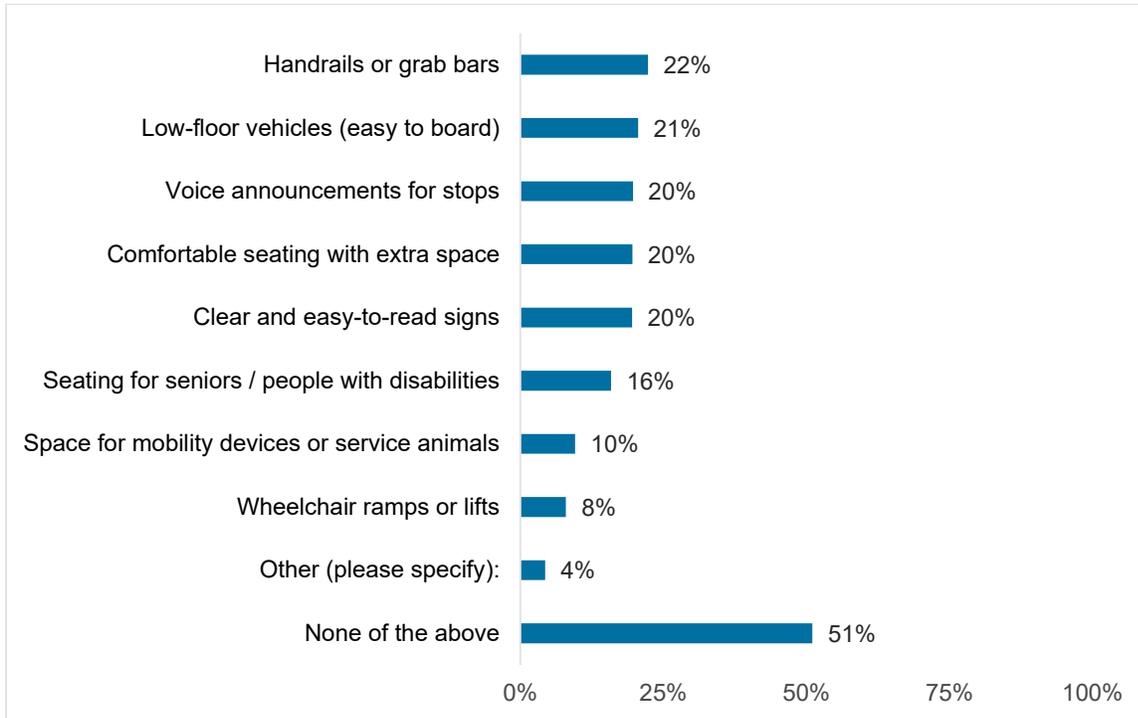
n=1,544

Respondents were asked about their level of comfort using technologies to help with making and planning trips. As shown in Figure 33, a significant portion of survey respondents (57%) are very comfortable utilizing technology for trip planning. Conversely, only 7% of respondents indicate that they are very uncomfortable with using technology to plan trips.

FIGURE 33: COMFORT USING TECHNOLOGY TO PLAN TRIPS
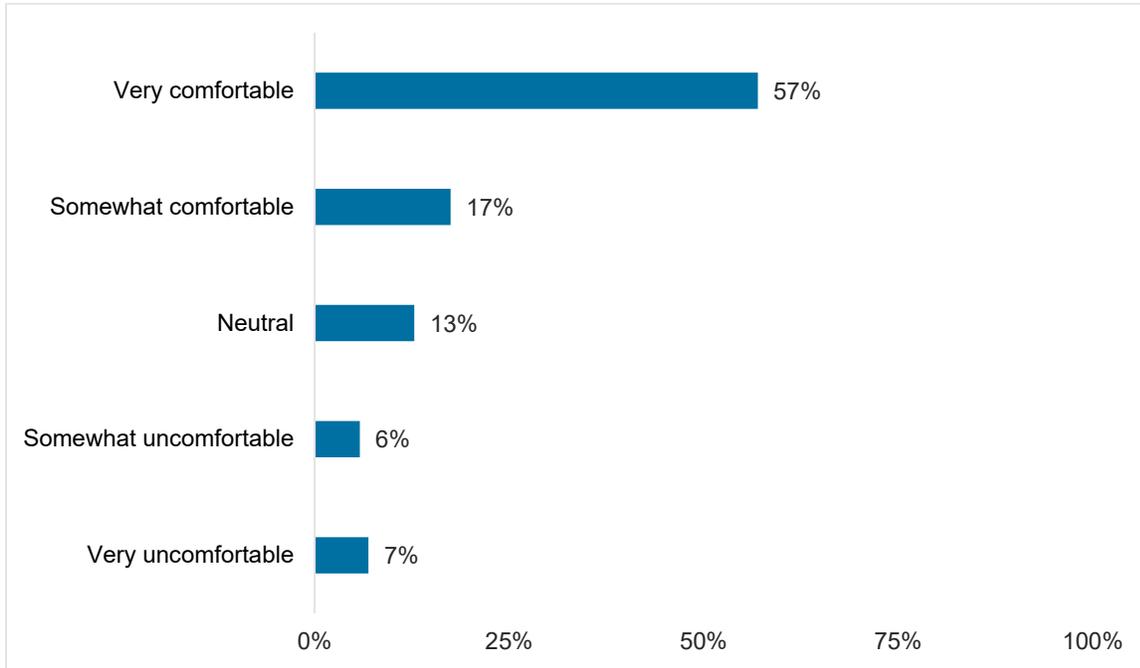
n=1,544

Respondents were also asked about where they gather information about transportation in San Diego County. As shown in Figure 34, the most common source was online searches or websites (61%), followed by word of mouth (49%), printed materials like flyers and brochures (25%), and transit apps (25%). Notably, only 1% of respondents learned about transportation options through referrals from the region's Consolidated Transportation Services Agency, FACT.

FIGURE 34: WHERE RESPONDENTS LEARN ABOUT AVAILABLE TRANSPORTATION OPTIONS (SELECT ALL THAT APPLY)
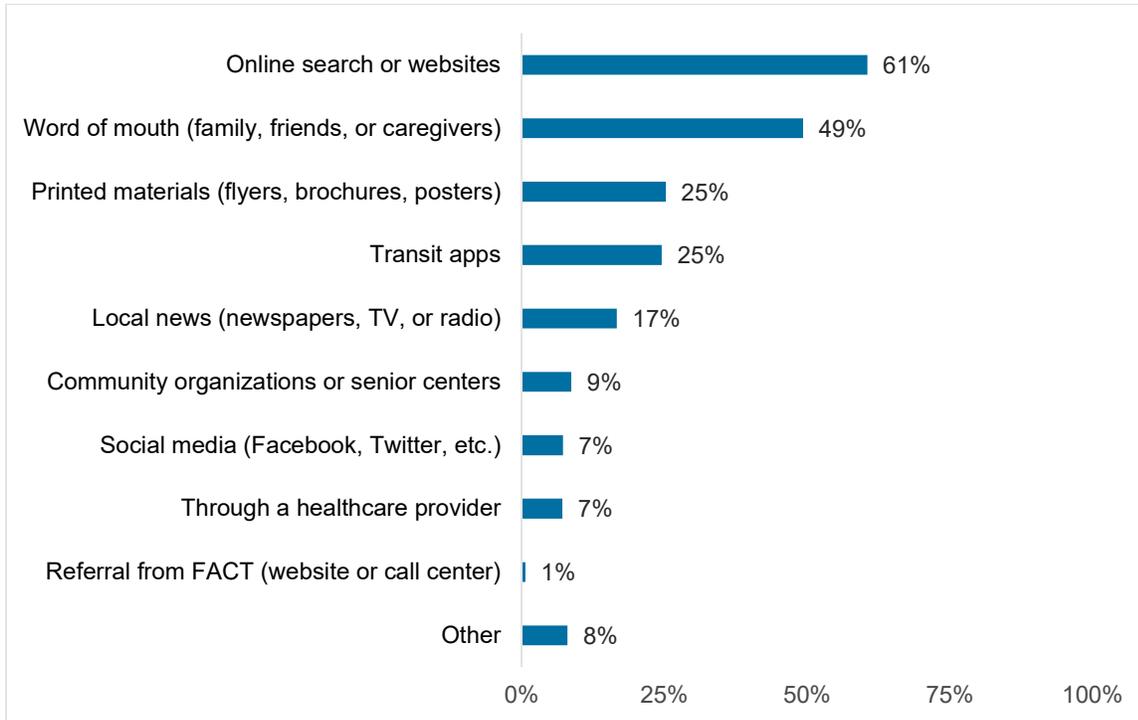
n=1,544

Respondents were asked which transportation related factors were important to them (Figure 35). Respondents prioritized personal safety (safer crossings, street lighting), better sidewalk and road conditions (ramps, elevators), shorter wait times, and information in their preferred language. Less important factors included assistance with carrying items, simpler paratransit booking, better vehicle accessibility (ramps, lifts, wide doors), and transportation information in various formats (large print, braille, audio).

FIGURE 35: IMPORTANCE OF VARIOUS FACTORS IN MAKING IT EASIER TO GET AROUND
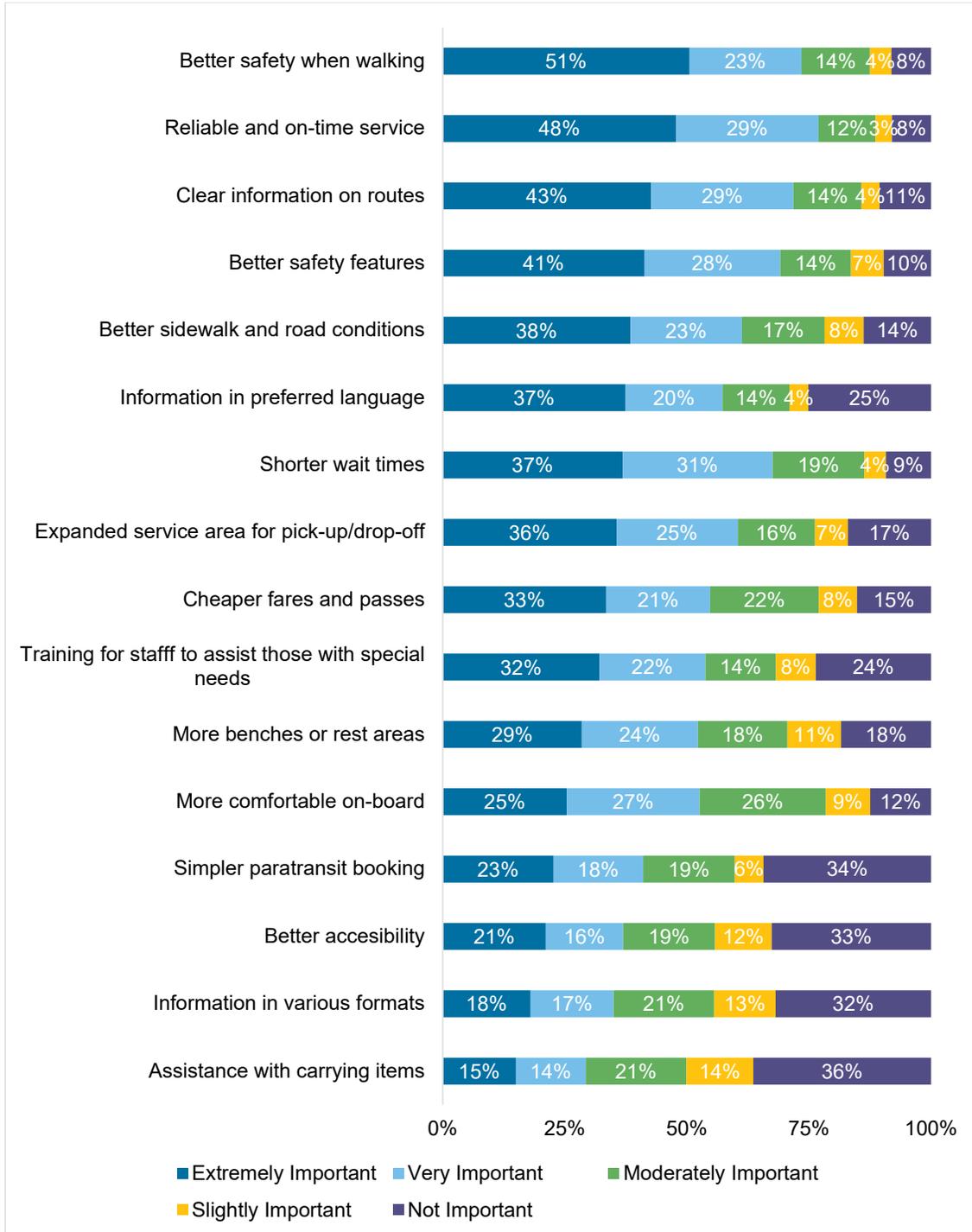
n=1,544

3.4 AGE 65 AND OLDER

This subsection of the report provides a more detailed analysis of respondents 65 and older 72% of respondents were over the age of 65, with 58% of respondents between the ages of 65 and 79, and 14% aged 80 years or older.

Figure 36 shows the transportation modes respondents over the age of 65 used within the past month. Personal vehicles were the most common mode, with 88% of respondents aged 65 to 79 and 74% of respondents aged 80 or older. Respondents aged 65 to 79 were more likely to walk or use a wheelchair as a mode of travel (47% vs. 37% for those aged 80 or older). Conversely, respondents aged 80 and older were more likely to get a ride from a family member, neighbor, or friend (46% vs. 37% for those aged 65 to 79). Public transportation usage was lower among individuals over 65, with only 27% of respondents aged 65 to 79 and 19% of those aged 80 and older reporting trips via this mode in the past month, compared to 32% of all respondents.

FIGURE 36: TRANSPORTATION MODES USED IN THE PAST MONTH (65 AND OVER) (SELECT ALL THAT APPLY)
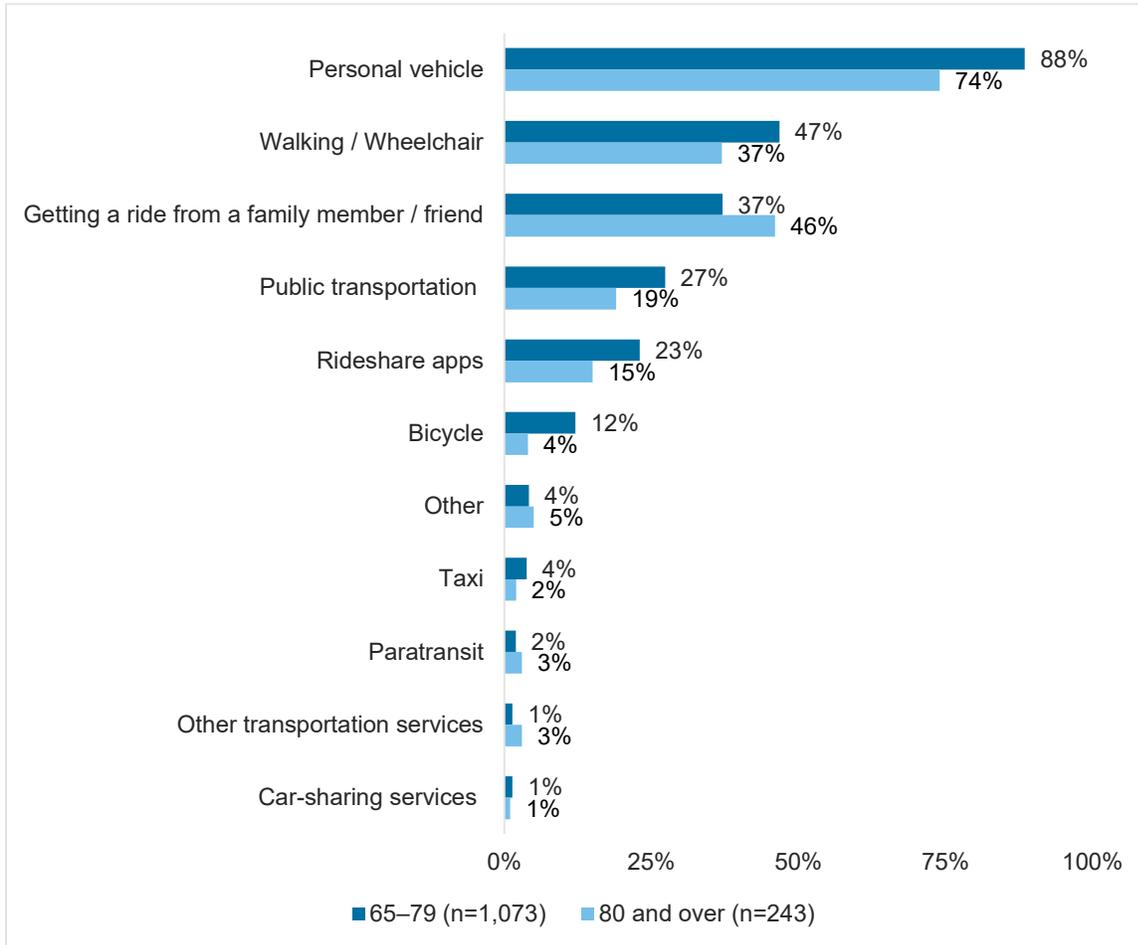
Figure 37 displays the purpose of trips made by respondents aged 65 to 79 and 80 or older in the past month. Errands were the most common type of trip for both age groups, with 95% of respondents between 65 and 79 and 91% of those aged 80 or older. Notably, a larger proportion of respondents aged 80 and older made trips for medical appointments compared to those aged 65 to 79.

FIGURE 37: PURPOSE OF TRIPS MADE IN THE PAST MONTH (65 AND OVER)
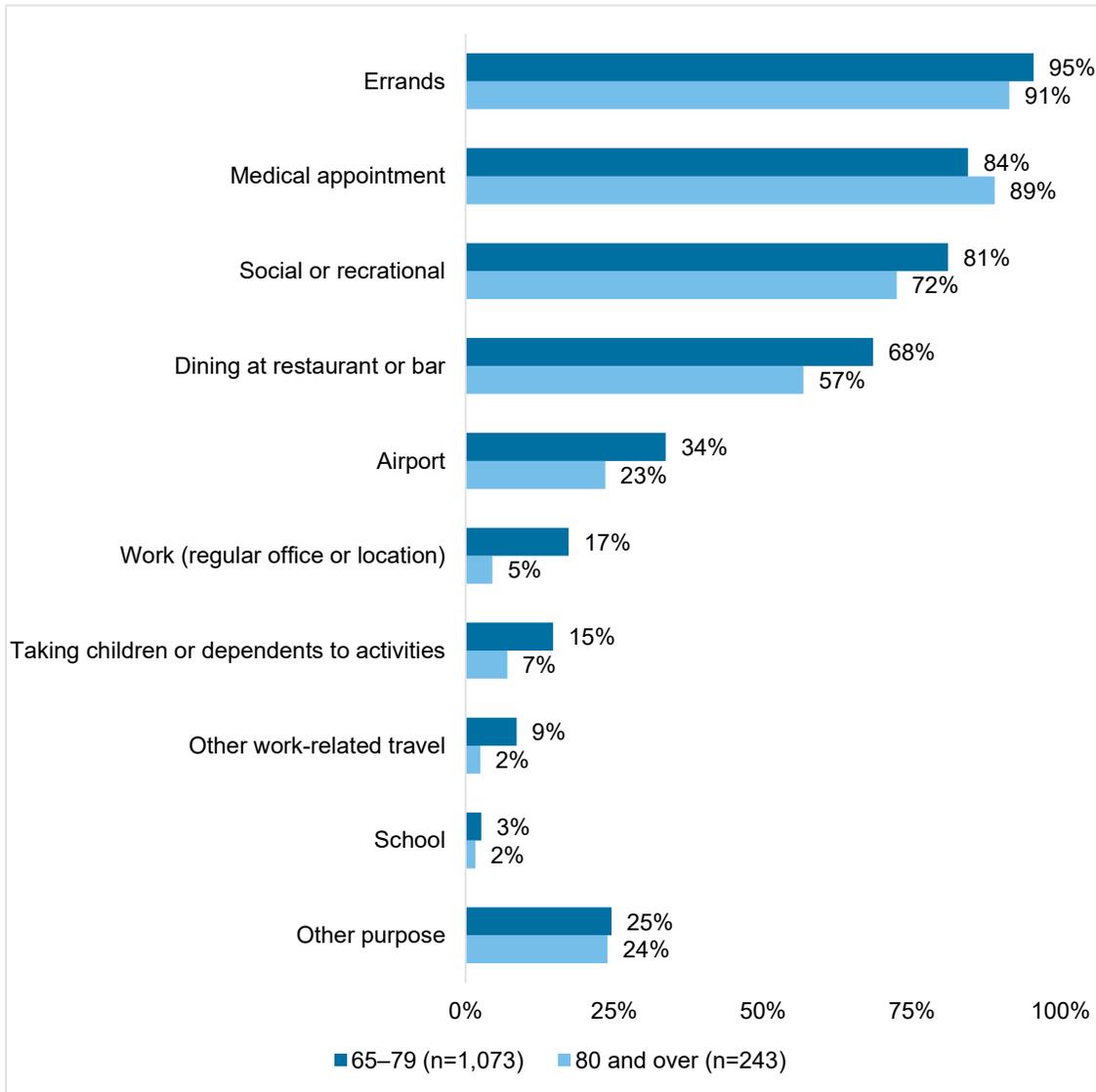
Figure 38 shows the frequency with which respondents aged 65 to 79 and 80 or older missed trips due to a lack of transportation options going where they need to go. While the majority of these respondents reported never missed a trip for this reason (68% of respondents between 65 and 79 and 62% of respondents over the age of 80), 12% of respondents aged 65 to 79 and 20% of respondents aged 80 or older indicated they missed trips a few times a month or more frequently.

FIGURE 38: FREQUENCY OF MISSED TRIPS (65 AND OLDER)
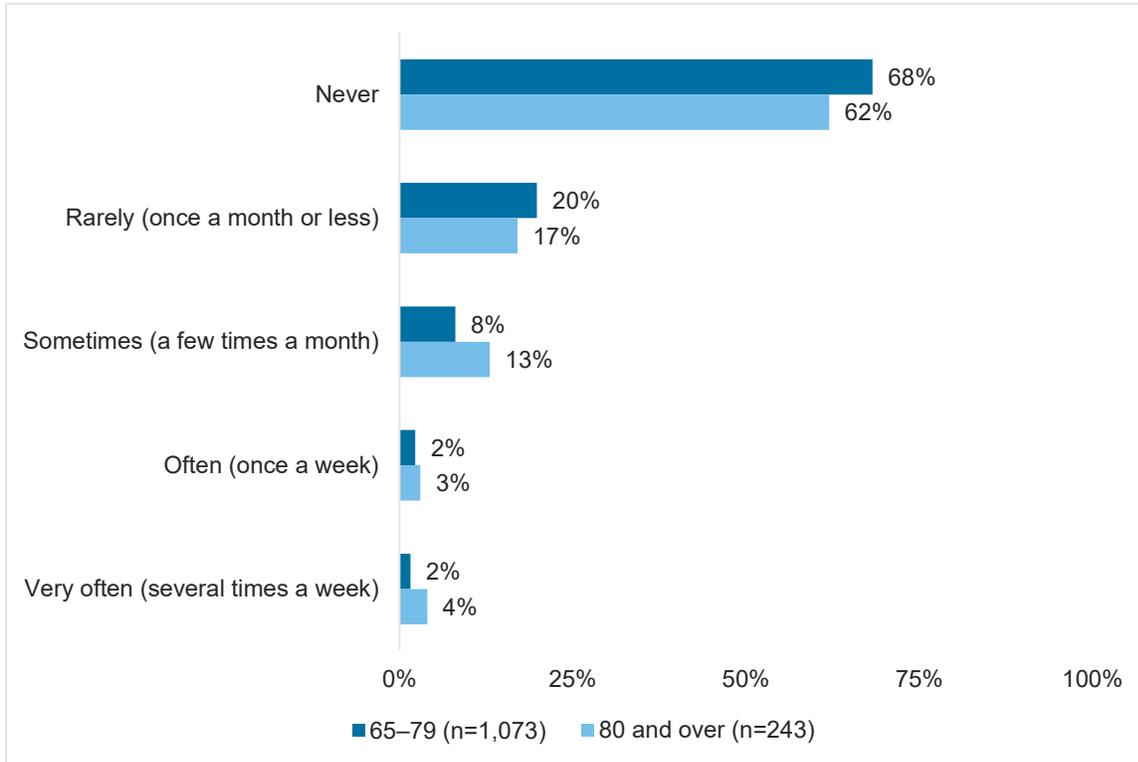
Figure 39 looks at the purpose of trips that were missed by respondents aged 65 to 79 and 80 or older due to a lack of available transportation options going where they needed to go. The most common type of missed trip among both age segments was errands (selected by 50% of respondents aged between 65 and 79 and 54% of respondents aged 80 and over). Other common missed trips included social and recreational (48% for those aged 65 to 79 and; 43% for those aged 80 or older) and medical appointments (31% for those aged 65 to 79 and ; 30% for those aged 80 or older).

FIGURE 39: PURPOSE OF MISSED TRIPS (65 AND OVER) (SELECT ALL THAT APPLY)
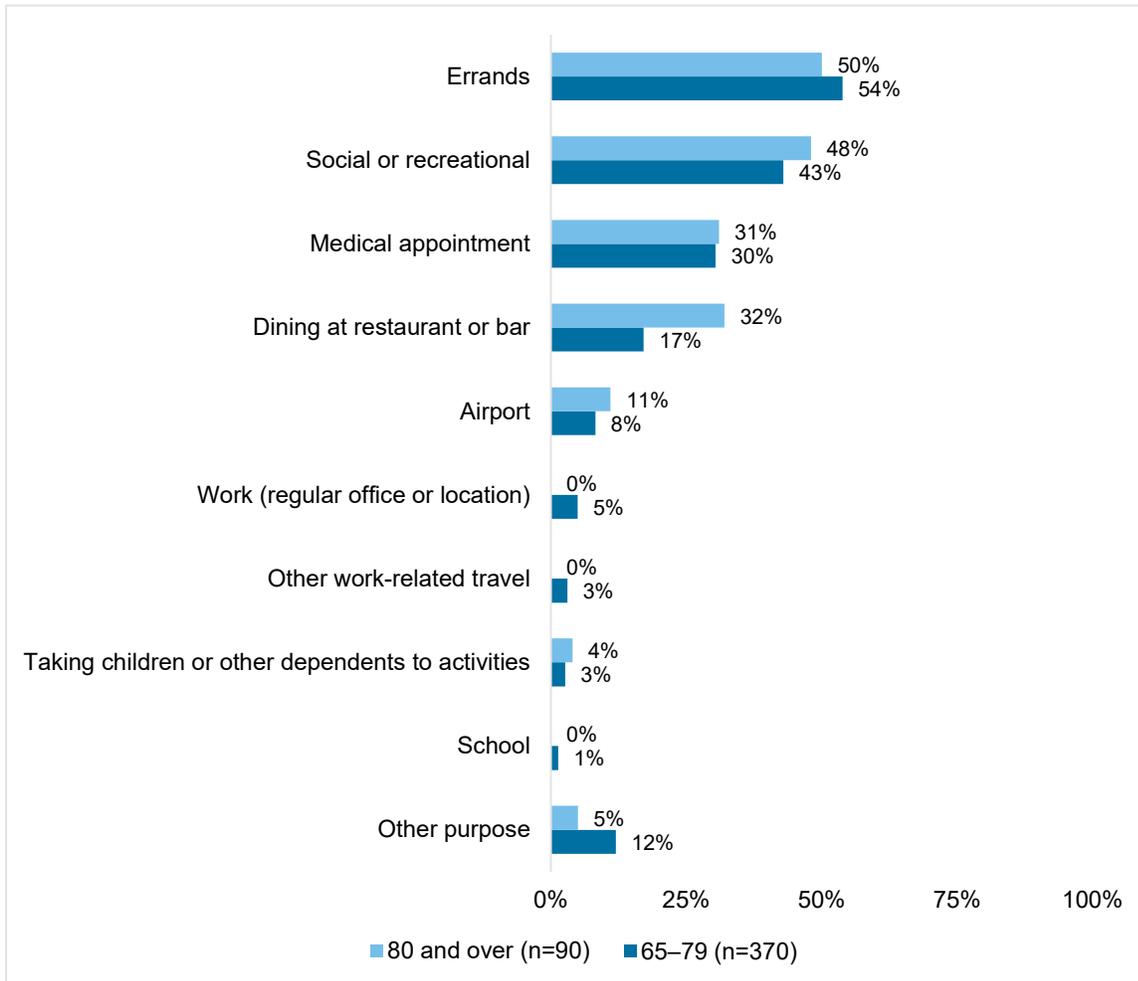
Figure 40 shows the challenges faced by respondents aged 65 to 79 and 80 or older when getting around San Diego County. The most common challenge for both age groups is the lack of transit services going where they need to go, with 43% of respondents aged 65 to 79 and 37% of respondents aged 80 or older selecting this option. Notably, respondents aged 80 or older were nearly twice as likely to identify safety concerns with driving and difficulty using technology to book services as challenges compared to those aged 65 to 79.

FIGURE 40: TRANSPORTATION CHALLENGES (65 AND OVER) (SELECT ALL THAT APPLY)
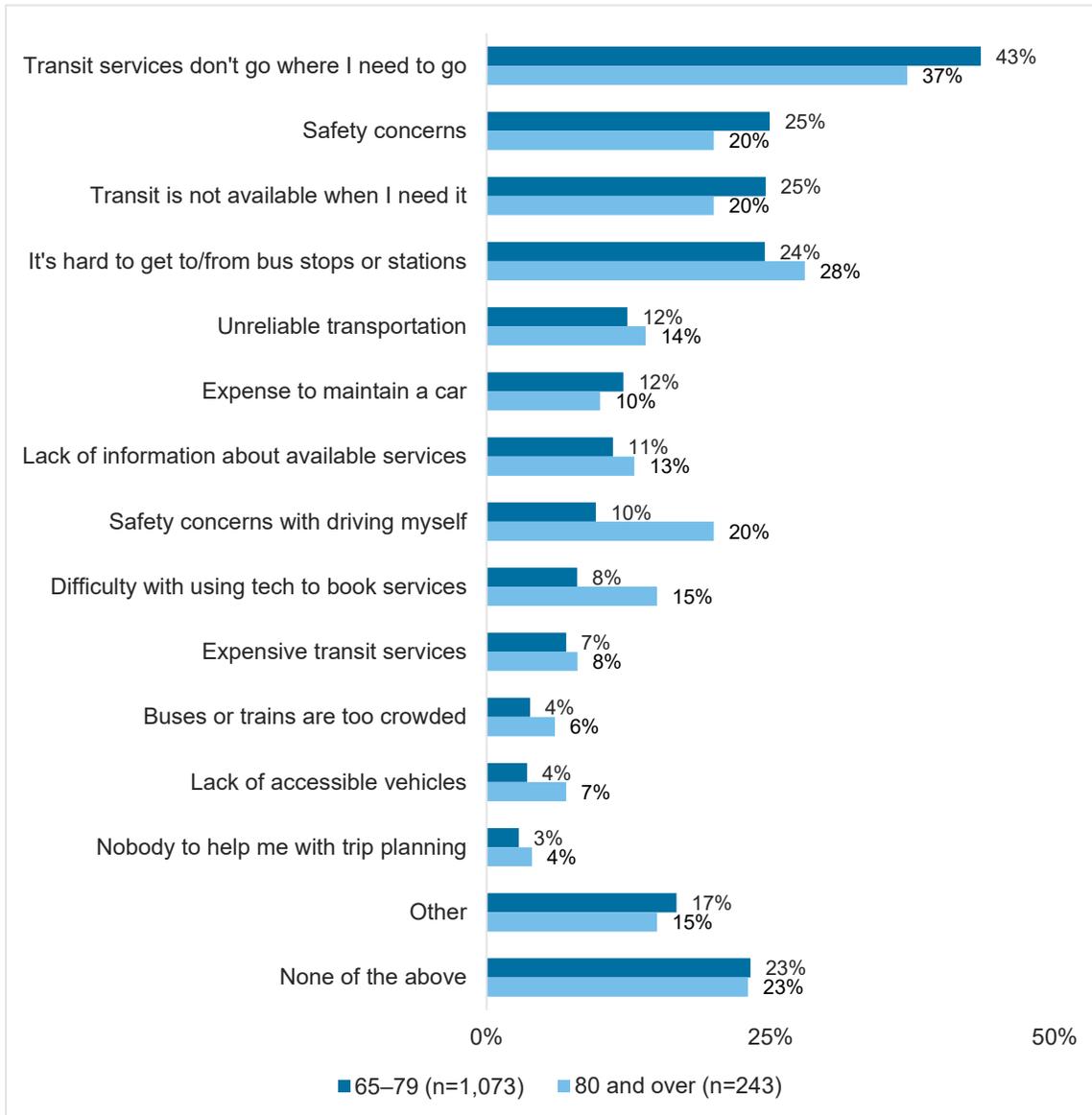
Figure 41 displays the transportation needs reported by respondents aged 65 to 79 and 80 or older. For respondents aged 65 to 79, the most commonly identified needs were more routes and transportation services (47%), door-to-door transportation options (44%), and more frequent transportation services (39%). For respondents aged 80 or older, the most frequently

selected needs were door-to-door transportation services (56%), more routes and transportation services (35%), and better information (29%).

FIGURE 41: TRANSPORTATION NEEDS (65 AND OVER) (SELECT ALL THAT APPLY)
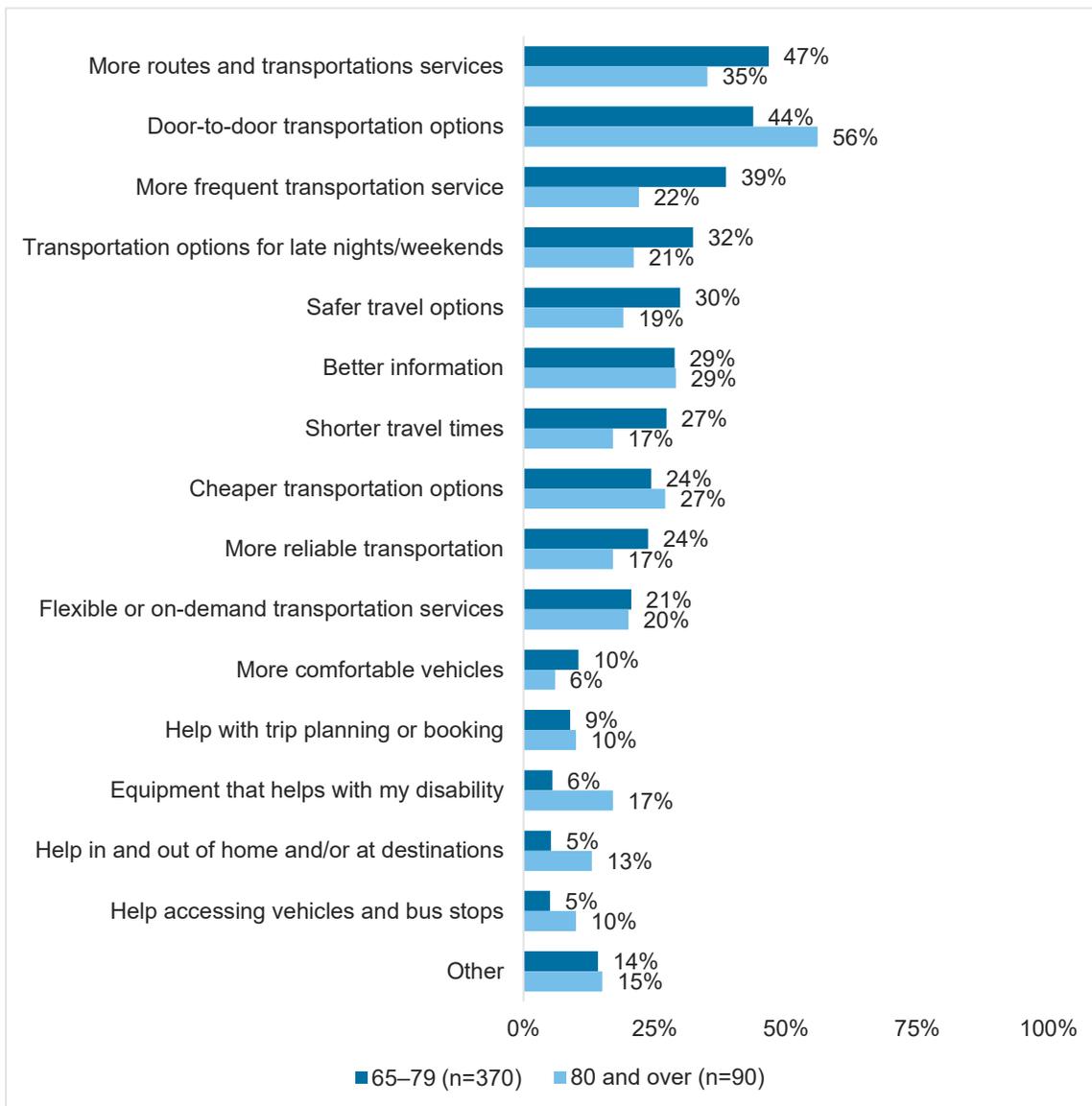
Figure 42 shows the disability status of respondents aged 65 to 79 and 80 or older. Among respondents aged 65 to 79, 27% reported having a disability, while 55% of respondents aged 80 or older reported having a disability. Notably, one-third of respondents aged 80 or older reported having a mobility impairment, and nearly one-quarter (23%) reported having a hearing impairment.

FIGURE 42: DISABILITY STATUS OF RESPONDENTS (65 AND OVER) (SELECT ALL THAT APPLY)
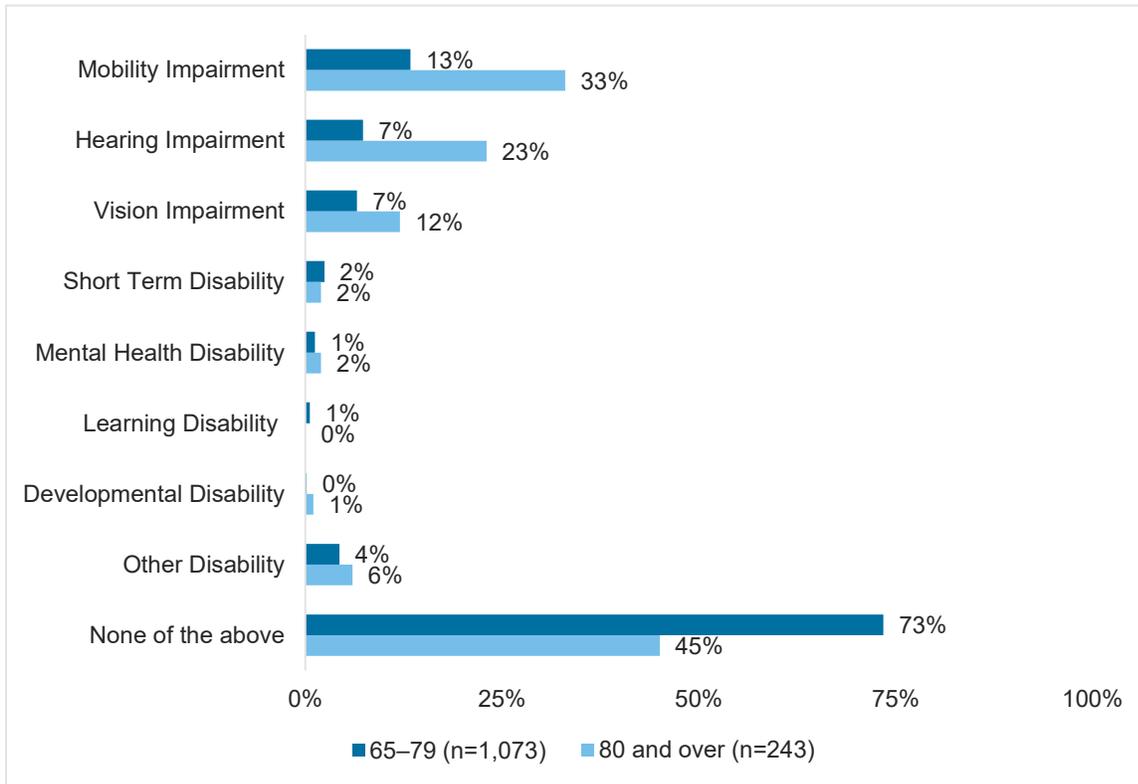
Figure 43 displays the breakdown of importance of various factors in making it easier to get around the San Diego County. Respondents aged 65 to 79 generally placed greater importance on most factors compared to those aged 80 and older. However, both groups identified reliable and on-time service, better safety when walking, and clear route information as the top three factors for improving mobility.

FIGURE 43: IMPORTANCE (EXTREMELY IMPORTANT OR VERY IMPORTANT) OF VARIOUS FACTORS IN MAKING IT EASIER TO GET AROUND (65 AND OVER)

Factor	65–79 (n=1,073)	80 and over (n=243)
Reliable and on-time service	74%	67%
Better safety when walking	72%	68%
Clear information on routes	70%	63%
Better safety features	69%	54%
Shorter wait times	65%	53%
Information in preferred language	57%	52%
Better sidewalk and road conditions	56%	57%
Expanded service area for pick-up/drop-off	55%	52%
Cheaper fares and passes	51%	42%
More comfortable on-board	49%	39%
Training for stafff to assist those with special needs	45%	50%
More benches or rest areas	45%	48%
Simpler paratransit booking	33%	33%
Information in various formats	29%	23%
Better accesibility	29%	35%
Assistance with carrying items	22%	26%

3.5 PERSONS WITH A DISABILITY

This subsection of the report looks at respondents who reported having a disability in greater detail. Figure 44 shows the breakdown of disability status. Mobility impairment is the most

frequent type of disability among respondents (21%), followed by vision impairment (13%), and hearing impairment (11%).

FIGURE 44: DISABILITY TYPE (SELECT ALL THAT APPLY)
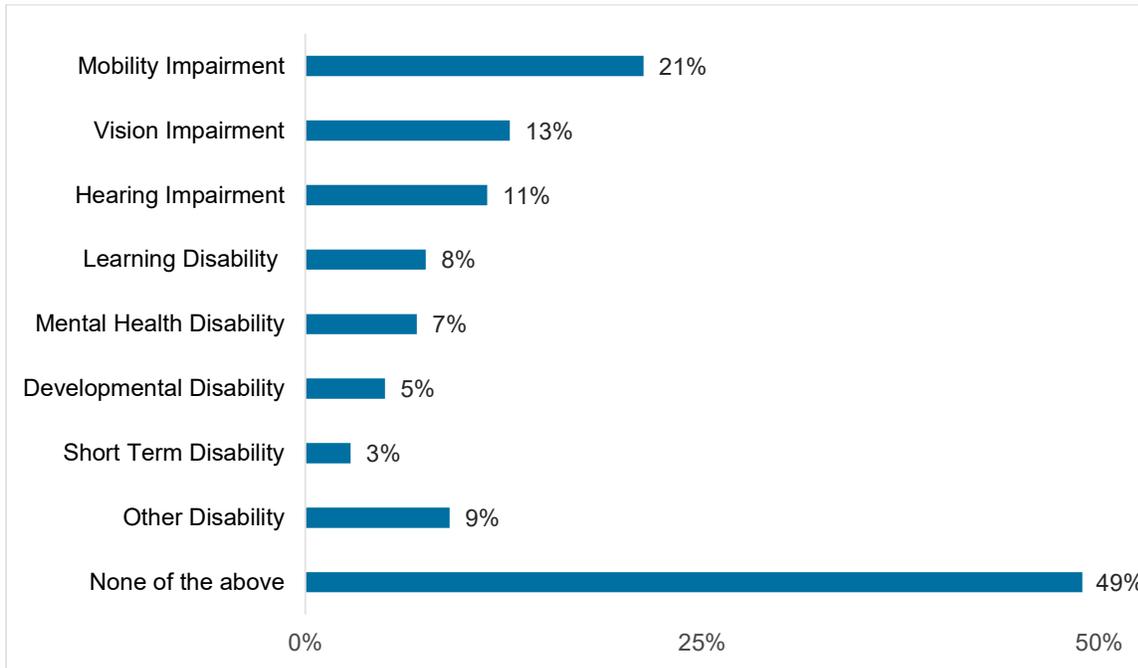
n=1,544

Figure 45 shows the transportation modes used within the past month by respondents with a disability. The most commonly used modes were personal vehicle (58%) and getting a ride from a family member, neighbor, or friend (55%). Only 11% of respondents with a disability used paratransit services.

FIGURE 45: TRANSPORTATION MODES USED WITHIN THE PAST MONTH BY PERSONS WITH A DISABILITY (SELECT ALL THAT APPLY)
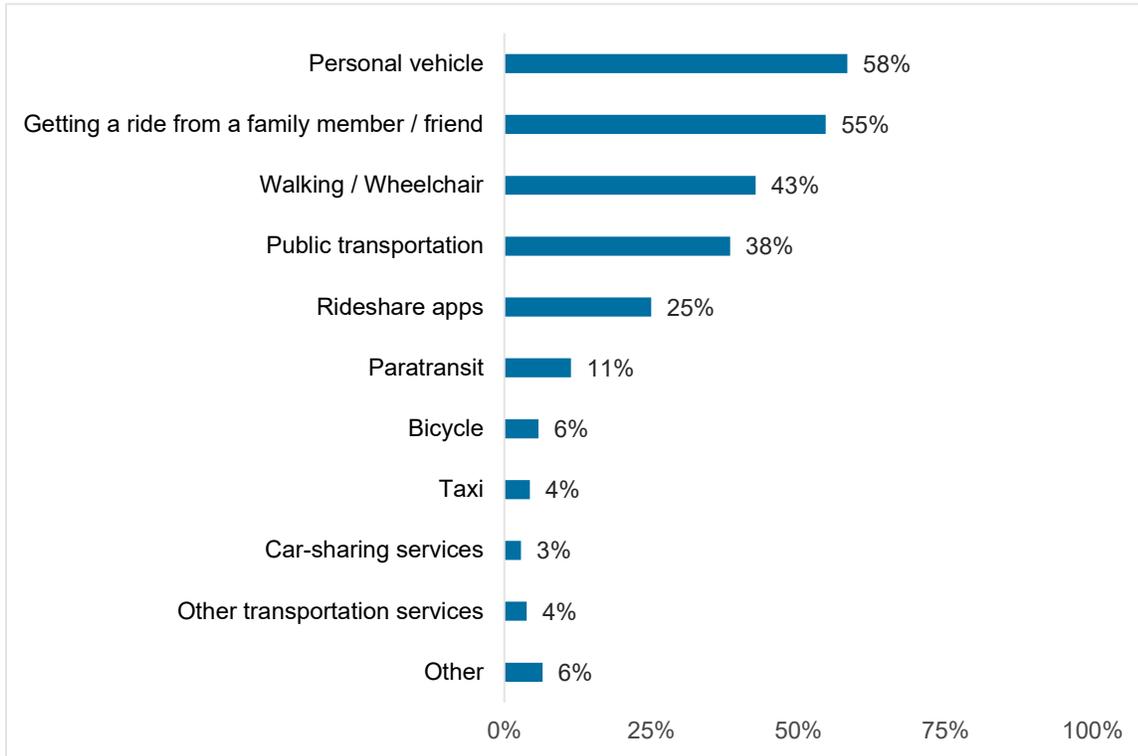
n=702

Figure 46 displays the types of services used by persons with a disability who rode public transportation or used specialized transportation services. While 61% of these respondents used MTS bus routes or rapid bus service in the past month, and 56% used MTS trolley services, only 22% of persons with a disability used MTS Access services in the past month.

FIGURE 46: TRANSIT USE IN THE PAST MONTH BY PERSONS WITH A DISABILITY (SELECT ALL THAT APPLY)
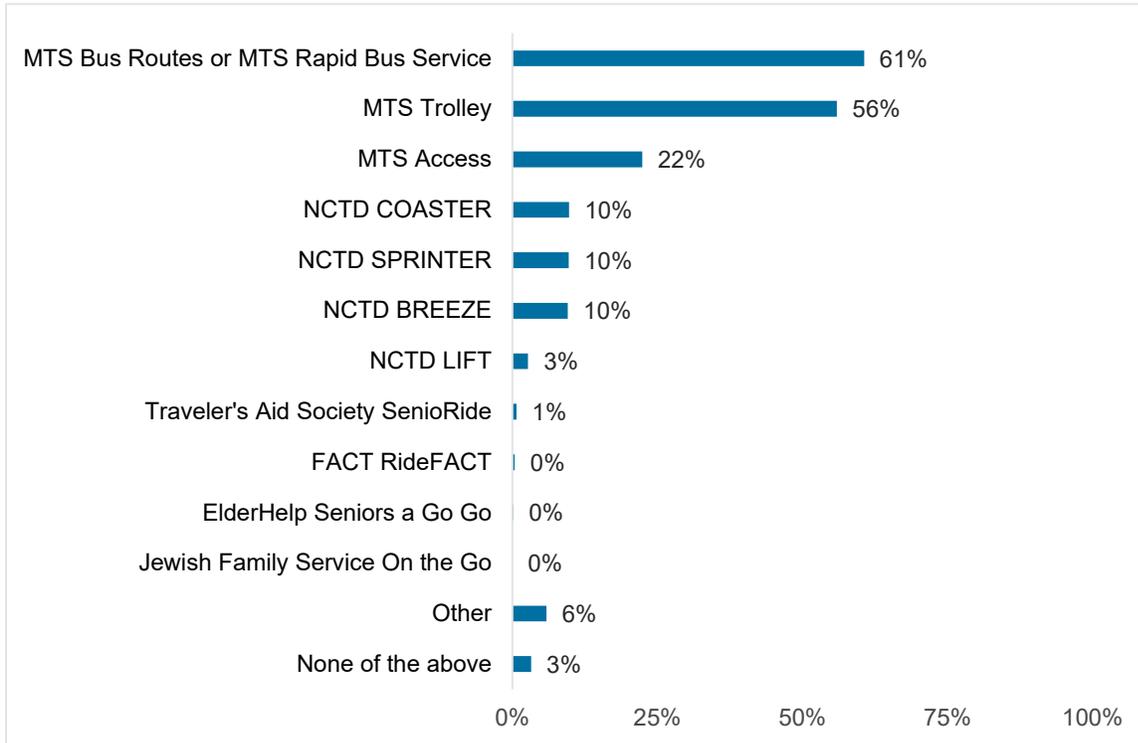
n=290

Respondents were asked if they were aware of any of the transit services for people with disabilities that may be available to them. Figure 47 shows that just over half (53%) of persons with a disability were aware of MTS Access, and 17% of persons with a disability were aware of NCTD Lift. All other services were recognized by under 10% of this group and 37% of persons with a disability were not aware of any specialized transit services listed.

FIGURE 47: AWARENESS OF SPECIALIZED TRANSPORTATION SERVICES BY RESPONDENTS WITH DISABILITIES (SELECT ALL THAT APPLY)
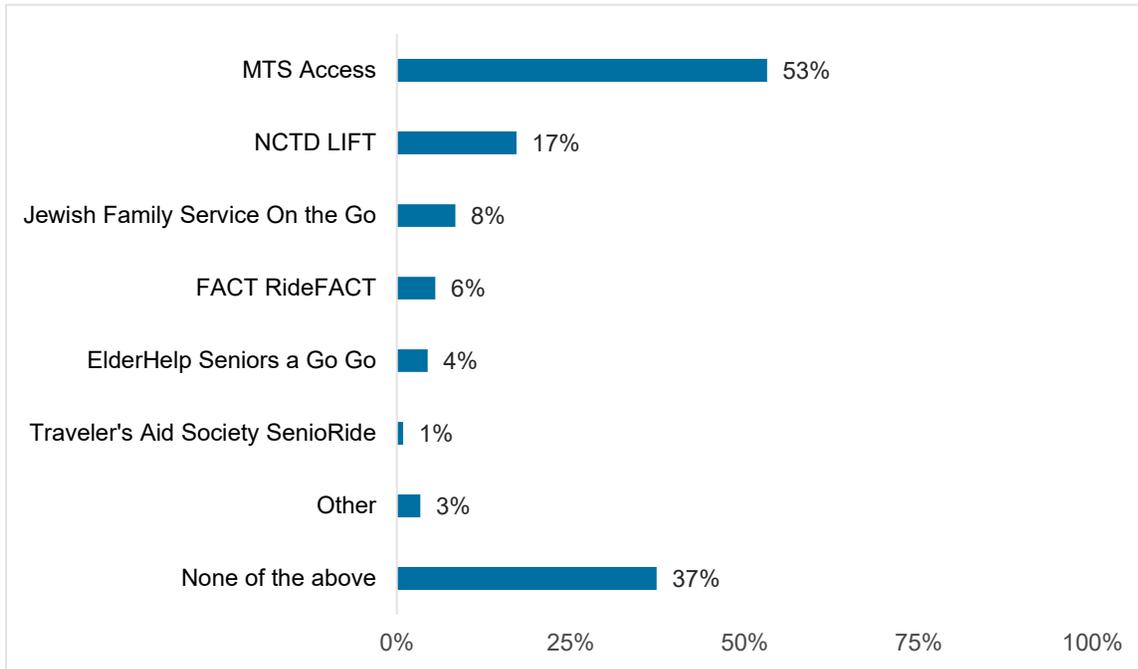
n=702

As shown in Figure 48, 39% of persons with a disability have never a missed a trip due to lack of transportation options. This can be compared to the 58% of all respondents who reported never missing a trip for this reason, implying that persons with a disability are more likely to miss trips due to a lack of transportation options.

FIGURE 48: FREQUENCY OF MISSED TRIPS BY PERSONS WITH A DISABILITY
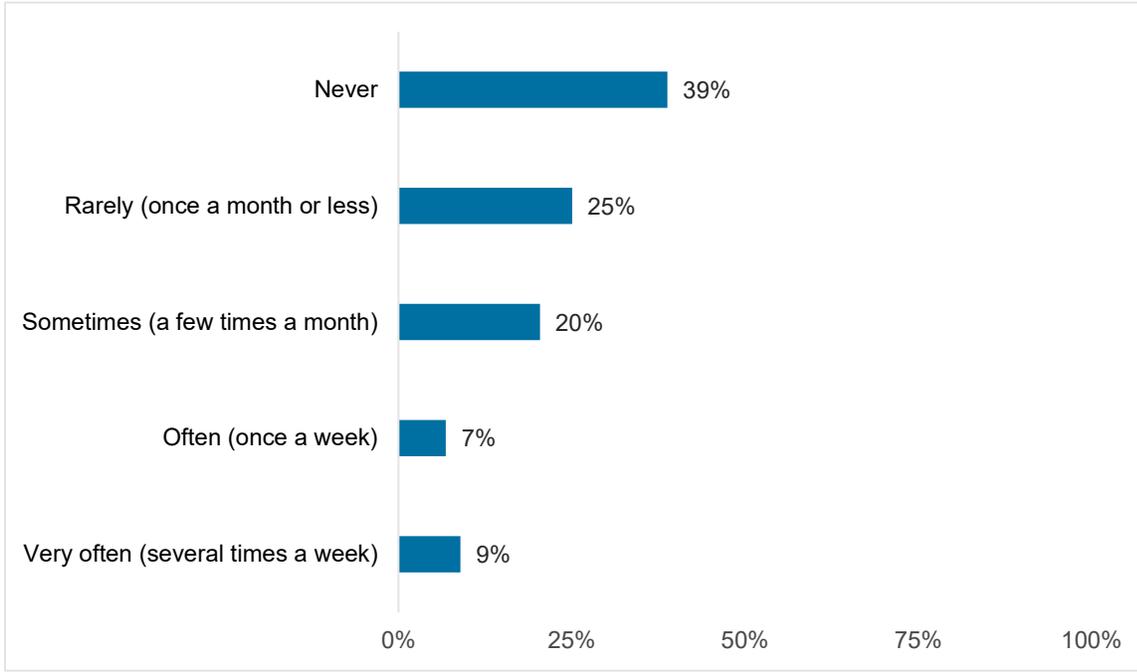
n=702

Figure 49 displays the breakdown of transportation challenges faced by persons with a disability. The most frequent challenge is a lack of transit services going where they need to go, which was reported by 47% of these respondents.

FIGURE 49: TRANSPORTATION CHALLENGES OF PERSONS WITH A DISABILITY (SELECT ALL THAT APPLY)
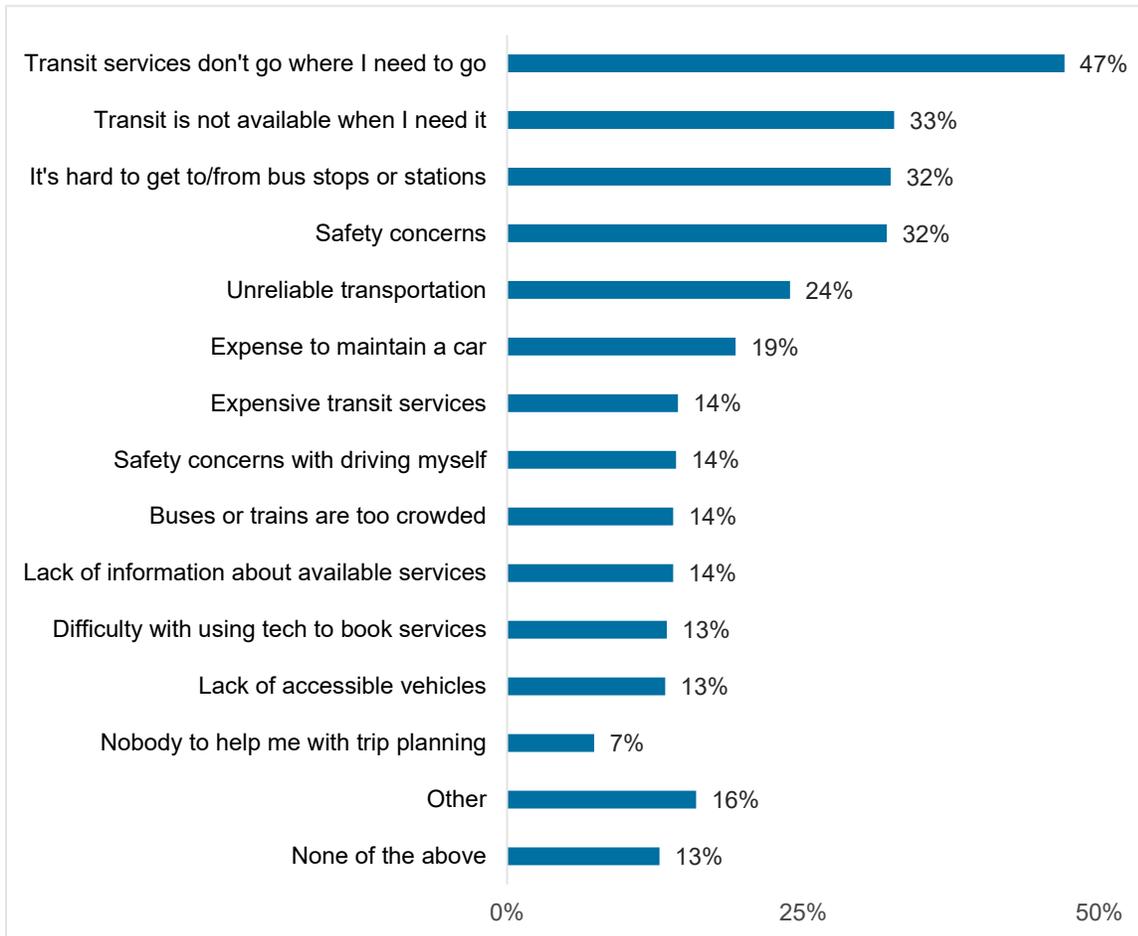
n=702

Figure 50 shows the breakdown of any vehicle features respondents with disabilities need to get around. While the two most reported features (handrails or grab bars and low-floor vehicles) also appear at the top of the list for all respondents, respondents with a disability report them more frequently. Additionally, only 32% of these respondents report that they do not need any special features in a vehicle, which can be compared to 51% of all respondents.

FIGURE 50: SPECIAL VEHICLE FEATURES NEEDED TO GET AROUND BY PERSONS WITH A DISABILITY (SELECT ALL THAT APPLY)
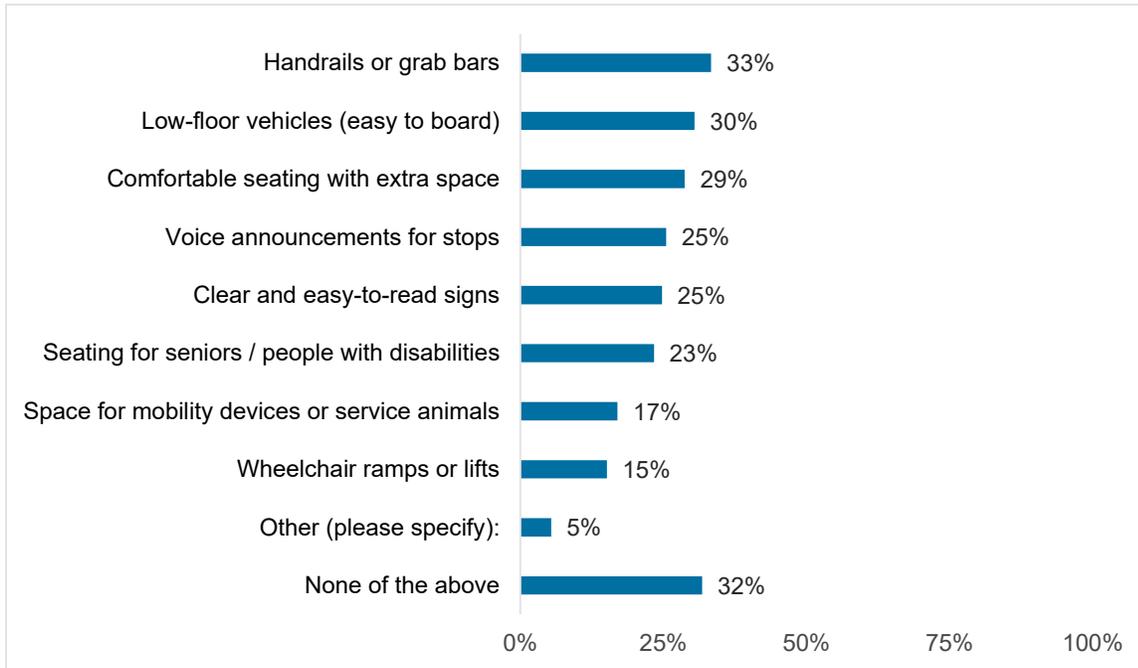
n=702

Figure 51 illustrates the percentage of respondents with a disability who rated various factors as very important or extremely important in improving their ability to get around the San Diego region. The factor which ranked the highest among these respondents was reliable and on time service (83%), followed by clear information on routes (77%), and better safety when walking (77%).

FIGURE 51: IMPORTANCE OF VARIOUS FACTORS IN MAKING IT EASIER TO GET AROUND BY PERSONS WITH A DISABILITY (SELECT ALL THAT APPLY)
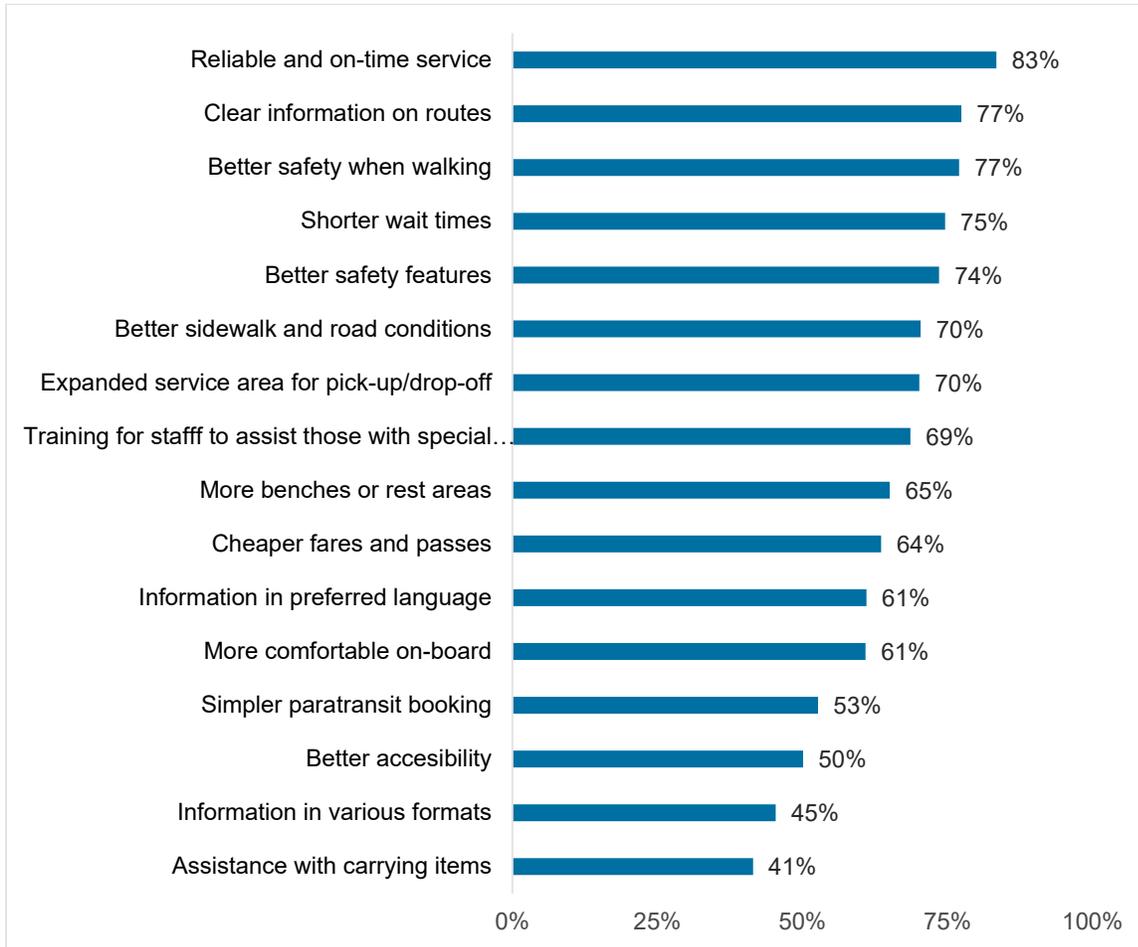
n=702

3.6 DEMOGRAPHICS

This final subsection of the survey results explores the demographic profile of survey respondents.

Figure 52 shows the gender distribution of survey respondents. Females make up a slightly larger share, accounting for 50% of all respondents, while males account for 47%. Other groups, those preferring to self-identify or declining to identify their gender, make up only a small portion of respondents.

FIGURE 52: GENDER DISTRIBUTION
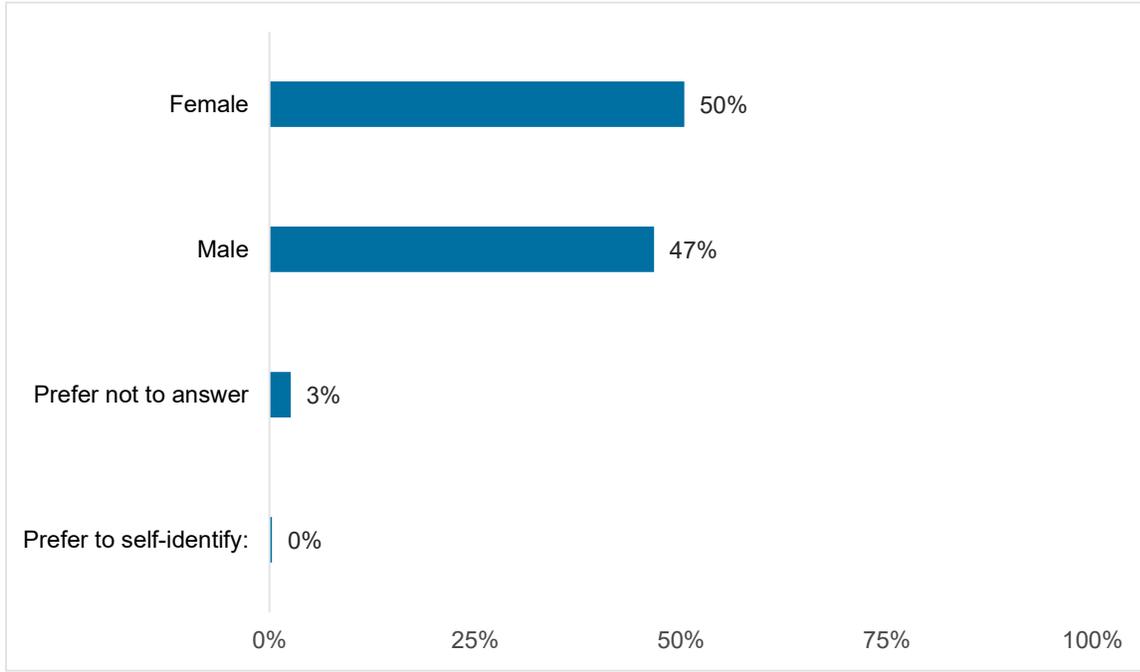
n=1,544

Figure 53 illustrates the employment status reported by respondents. Most respondents (57%) were retired, while 12% were employed full-time, and 9% worked part-time. Additionally, 12% of respondents reported being on disability.

FIGURE 53: EMPLOYMENT STATUS
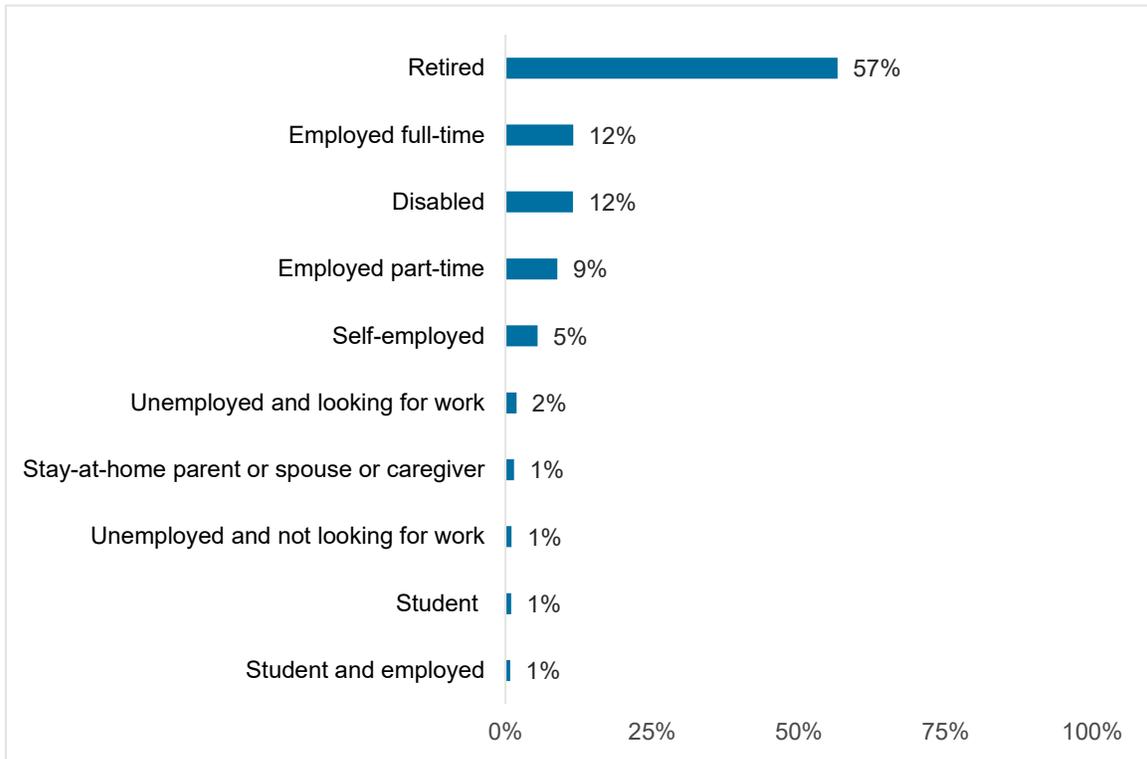
n=1,544

The ZIP Code of each respondent's primary home address was mapped to one of the seven MSAs in San Diego County in the data cleaning process. Figure 54 shows the breakdown of home region among survey respondents. Nearly one-third of respondents (29%) reside in North City, followed by Central (23%), East Suburban (15%), North County West (13%), North County East (11%), South Suburban (8%), and East County (1%).

FIGURE 54: WEIGHTED PERCENTAGE OF SURVEYS BY HOME MSA
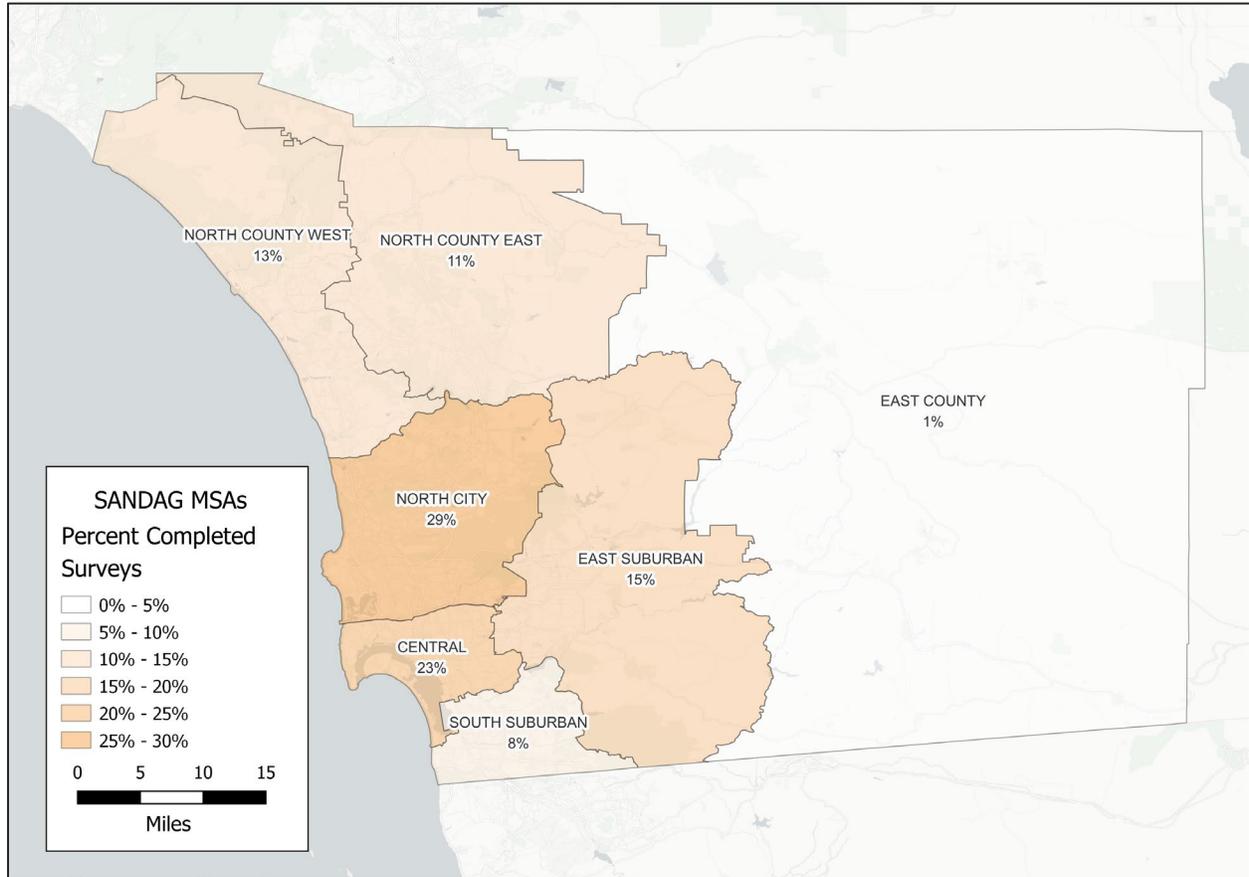
n=1,544

As illustrated in Figure 55, the largest share of survey respondents lived in two person households (44%), followed by one person households (29%), and three person households (12%).

FIGURE 55: HOUSEHOLD SIZE
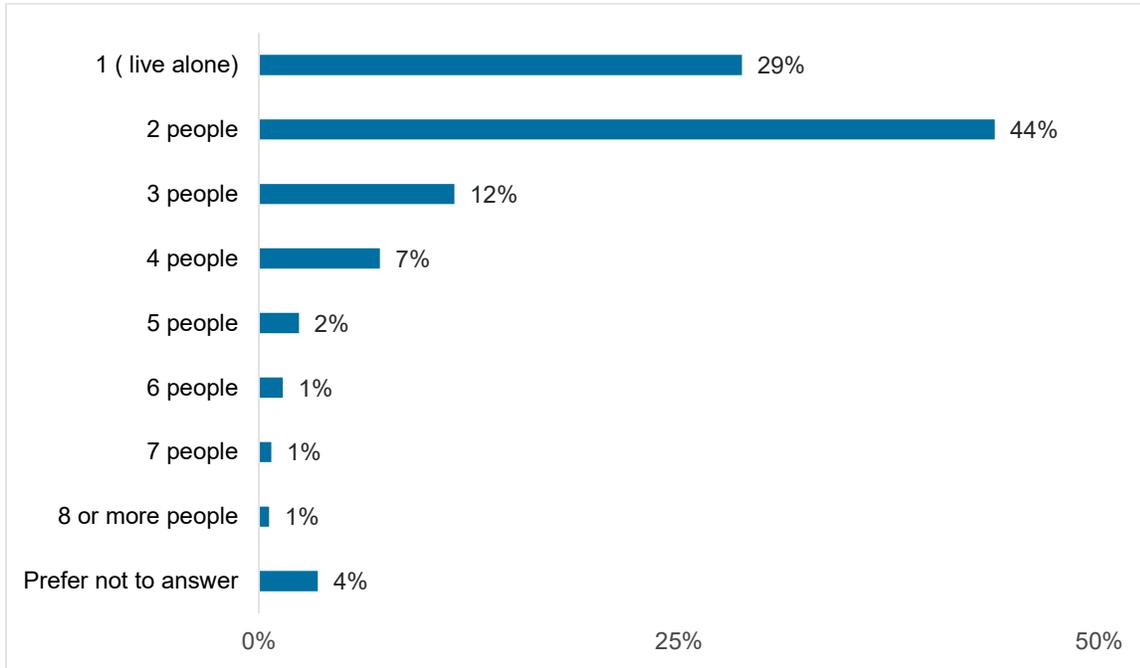
n=1,544

As shown in Figure 56, 36% of respondents lived in households that owned or leased one vehicle (36%), while a similar number owned or leased two vehicles (34%). Additionally, 12% of respondents lived in households without a vehicle.

FIGURE 56: HOUSEHOLD VEHICLES
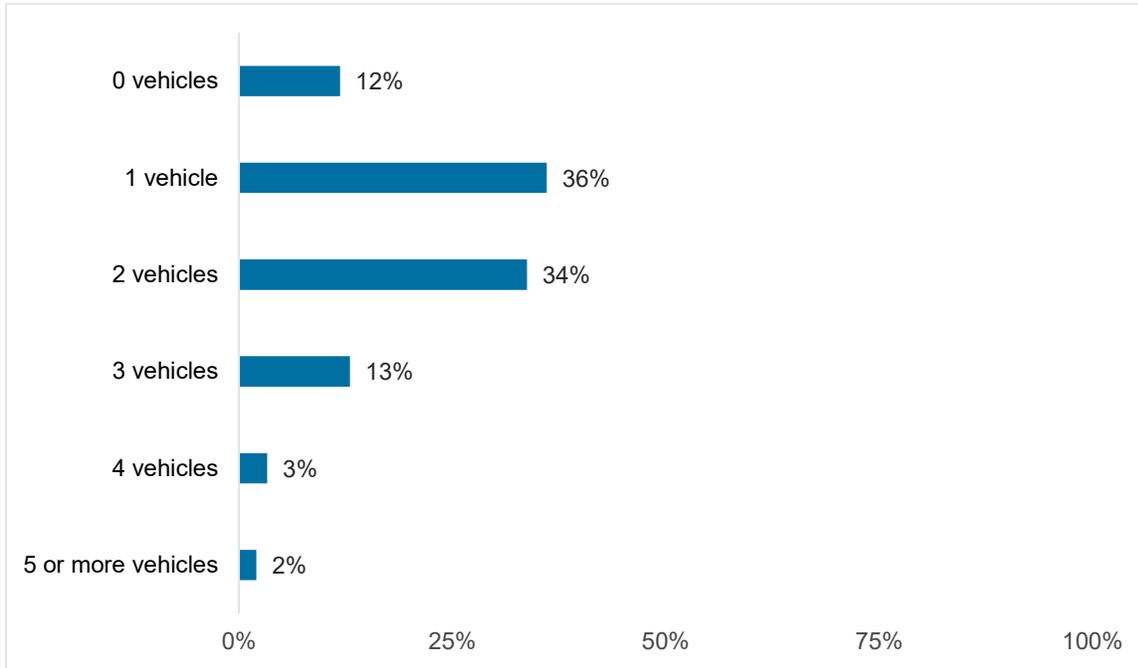
n=1,544

Figure 57 shows the share of respondents who use mobility devices. Most respondents (76%) do not use any device to get around, however 12% of respondents use a walker, 8% use a wheelchair, and 11% of respondents use another unspecified type of mobility device.

FIGURE 57: MOBILITY DEVICES (SELECT ALL THAT APPLY)
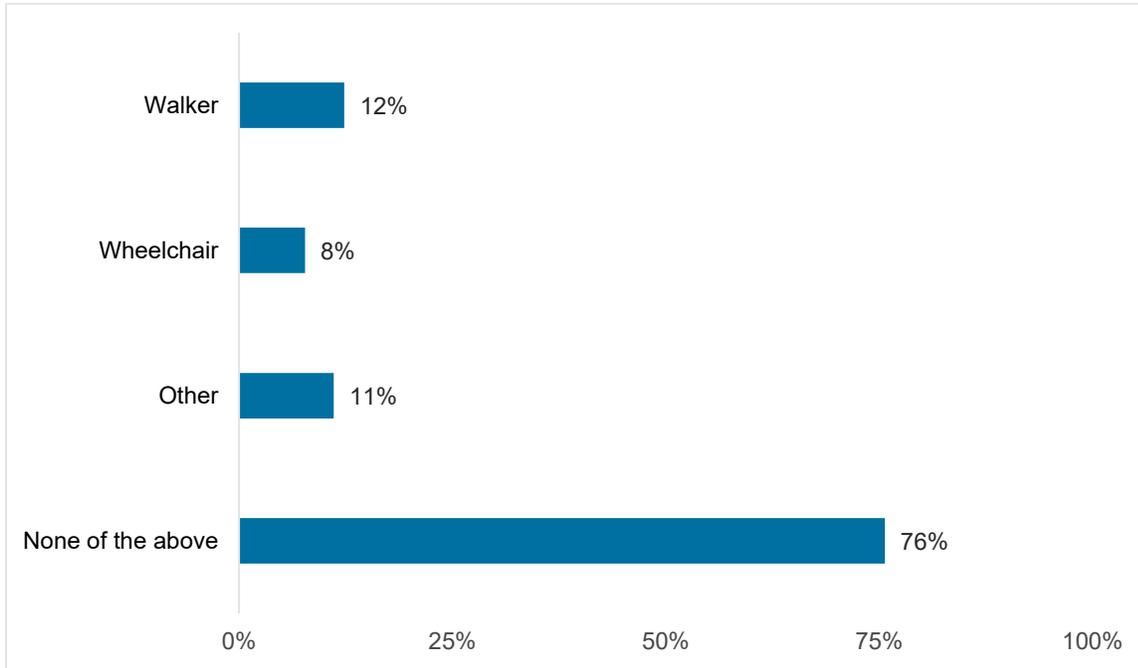
n=1,544

Figure 58 illustrates the breakdown of race and ethnicity across survey respondents. Most survey respondents identified as white (69%), followed by Hispanic, Latin, or Spanish origin (11%).

FIGURE 58: RACE AND ETHNICITY
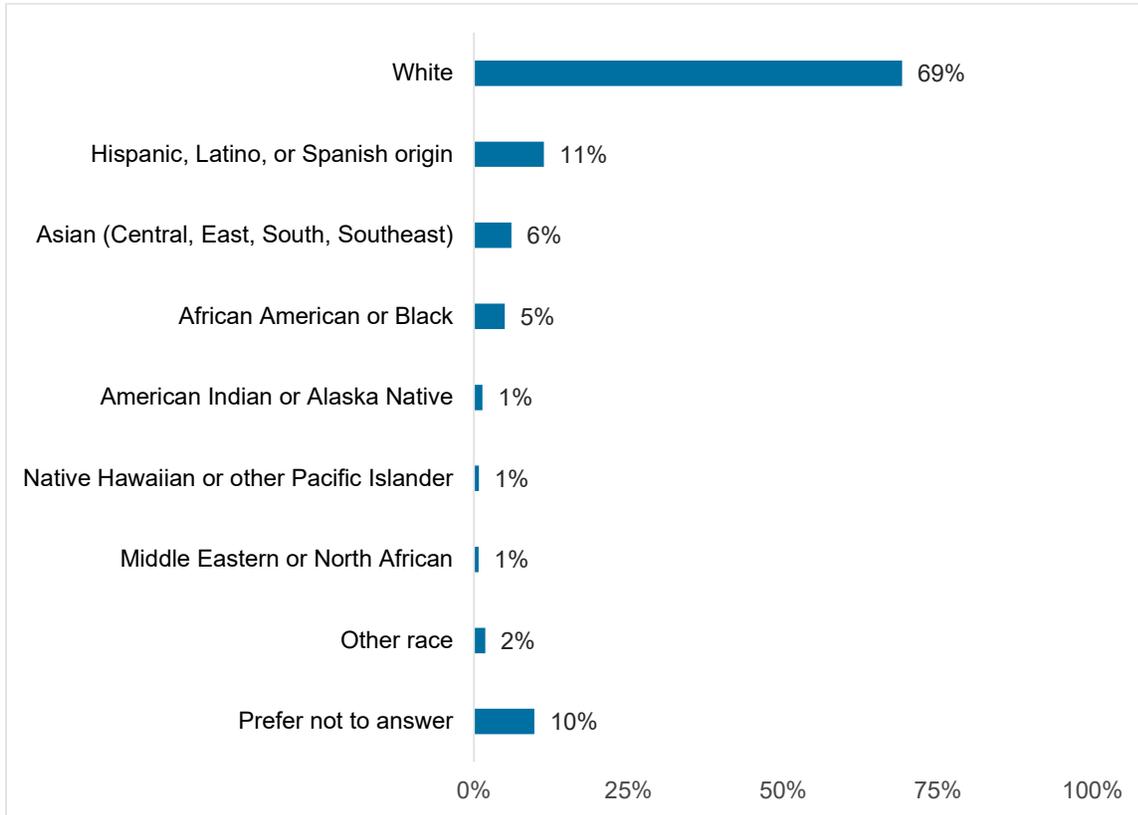
n=1,544

Figure 59 displays the annual household income of respondents. One quarter of respondents (25%) lived in households earning $105,000 or more annually, while the second most frequent annual income bracket is $30,000 or less (23%). Notably, many survey respondents are retirees which may lead to lower annual household incomes.

FIGURE 59: ANNUAL HOUSEHOLD INCOME

Income	Percent
Less than $30,000	23%
$30,000–$39,999	8%
$40,000–$49,999	8%
$50,000–$59,999	7%
$60,000–$69,999	7%
$70,000–$79,999	7%
$80,000–$89,999	6%
$90,000–$104,999	9%
$105,000 or more	25%
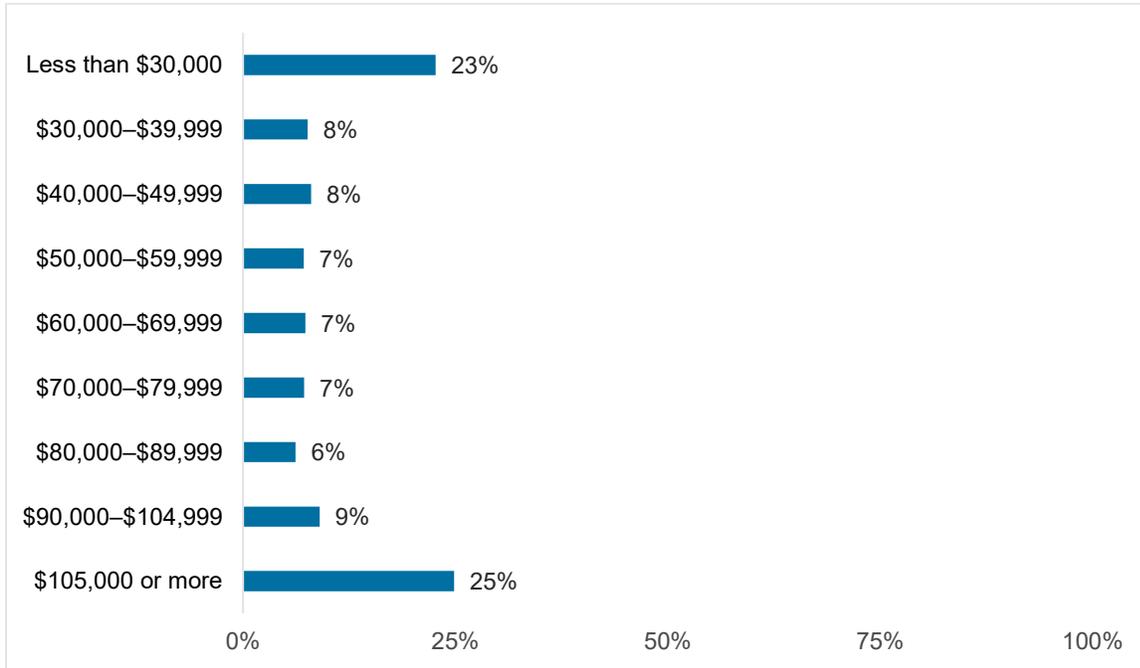
n=1,544

Lastly, Figure 60 shows the low-income rate of respondents. Using 200% of the Federal Poverty Level (FPL) as a guideline, about 30% of respondent households are considered to have low income.

FIGURE 60: LOW INCOME STATUS

Status	Percent
Non Low Income	70%
Low Income	30%
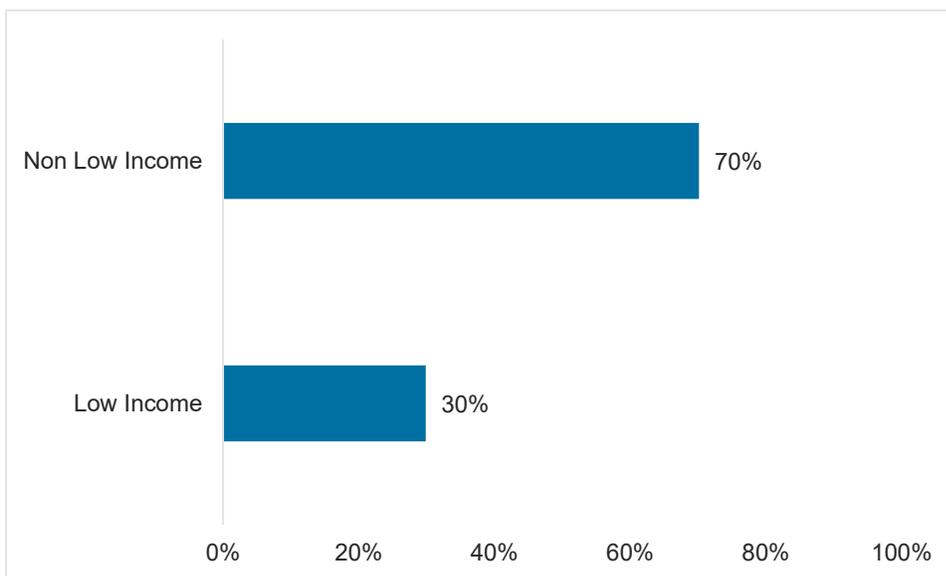
n=1,544

4.0 FOCUS GROUPS

Following the completion of the Coordinated Plan Survey, RSG conducted two focus groups that collected qualitative and experiential information from the study's sample population of older adults and people with disabilities. Two 90-minute virtual focus groups were conducted over Zoom on separate days in February 2025. This chapter contains an overview of the methodology and results of the focus groups.

4.1 METHODOLOGY

Purpose of Focus Groups

The purpose of the focus groups was to complement the quantitative data collected through the Coordinated Plan Survey by exploring selected topics that participants identified as important, including their experiences and challenges while traveling in the San Diego region, as well as solutions and opportunities for improving transit services. Each focus group was moderated by an RSG discussion leader with assistance from SANDAG staff. A discussion guide was used to direct the overall conversation and ensure the study team collected a standardized set of findings.

Development of Discussion Guide

RSG worked closely with SANDAG to develop a discussion guide to provide a semi-structured framework that ensured consistency across the discussions while allowing for flexibility in participant responses. The discussion guide included a set of general questions and themes that directed the conversations towards topics of interest for SANDAG. The topics included:

- **Introduction**: This included a session overview, personal introductions, and an icebreaker that helped to facilitate a welcoming and open forum for discussion.

- **General travel**: Questions and prompts that asked the group about their general travel routines and use of transit and other transportation services in San Diego County.

- **Information, technology, and fares**: This section asked about usage and comfort with information technology, including mobile devices, internet searches, and mobile apps to help plan and utilize transportation activities and services.

- **Transit and paratransit sentiments**: This section focused on participants' perceptions of and experience with transit and paratransit services in the San Diego region.

- **Satisfaction and value:** This section asked about overall impressions and satisfaction with transportation services in San Diego County.

- **Comfort and security**: This section focused on comfort, security, and personal safety while accessing and riding transit vehicles.

- **Wrap up:** The final section of the discussion allowed participants to follow up or elaborate on any final issues, questions, or concerns.

Recruitment

Focus group participants were recruited via the Coordinated Plan Survey. All survey participants were asked if they would be interested in participating in a virtual focus group about their transportation needs. All participants who selected "Yes" (579 of 1,544 complete survey responses, or 38% of the sample) were prompted to enter their email address and phone number.

FIGURE 61: SCREENSHOT OF FOCUS GROUP RECRUITMENT QUESTION

To ensure a diverse representation of opinions and experiences in the focus groups, SANDAG and RSG established minimum recruitment targets based on participants' age, disability status, home location, sex, as well as race and ethnicity. The sample plan aimed for eight participants per group. Although the small sample size and the scheduling process makes perfectly matching these targets difficult, emphasis was placed on selecting individuals across these sociodemographic factors to achieve diversity among participants.

Participants were recruited randomly from the pool of survey takers who stated interested in the focus groups. RSG sent invitation emails in waves over the first week of February, selecting groups of participants who best matched the demographic targets set by SANDAG. The

invitation emails asked the potential participants to sign up for one of the two sessions and provided information for accessing special accommodations such as an ASL interpreter, materials in extra large font, and Spanish language focus groups. After confirming all those that were interested from the first wave of invitations, the second round of invitations were selected based on which demographic targets had not yet been met. This process continued until eight participants were confirmed for each session, with the goal being that at least five would attend on both days.

On the morning of each session, participants were sent a reminder email and were encouraged to reach out with any questions about accessing the virtual meeting.

All participants who attended the focus groups received a $100 virtual gift card to compensate them for their time. The RSG team also followed up with participants via email with additional information about the resources and transit services discussed in each session following the focus groups.

Demographics of Participants

Of the eight participants that were recruited to participate in the first session, five attended. All eight participants recruited into session two attended. Table 10 through Table 14 show the demographic breakdown of participants. Figure 62 shows a map of focus group participants' home location by San Diego County MSAs.

TABLE 10: AGE OF FOCUS GROUP PARTICIPANTS

AGE	SESSION 1	SESSION 2	TOTAL
18–34	2	0	2
35–64	1	1	2
65–74	1	1	2
75–84	1	6	7
85+	0	0	0
Total	5	8	13

TABLE 11: DISABILITY STATUS OF FOCUS GROUP PARTICIPANTS

DISABILITY STATUS	SESSION 1	SESSION 2	TOTAL
Yes	4	5	9
No	1	3	4
Total	5	8	13

TABLE 12:HOME MSA OF FOCUS GROUP PARTICIPANTS

MSA	SESSION 1	SESSION 2	TOTAL
North County West	0	1	**1**
North County East	1	0	**1**
North City	3	3	**6**
Central	1	3	**4**
East Suburban	0	1	**1**
South Suburban	0	0	**0**
East County	0	0	**0**
Total	**5**	**8**	**13**

FIGURE 62: COUNT OF FOCUS GROUP PARTICIPANTS BY HOME MSA
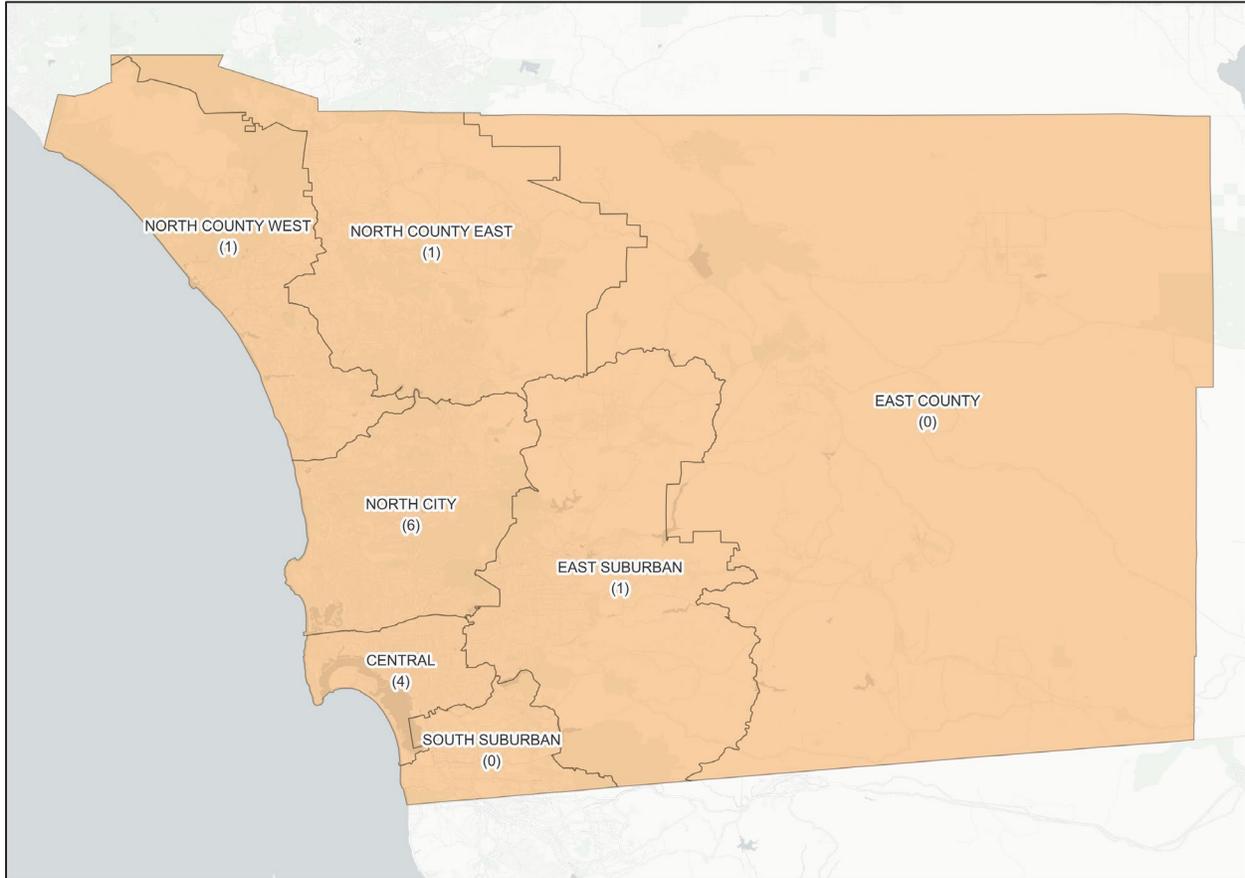
TABLE 13: SEX OF FOCUS GROUP PARTICIPANTS

SEX	SESSION 1	SESSION 2	TOTAL
Female	3	5	**8**
Male	2	3	**5**
Total	**5**	**8**	**13**

TABLE 14: RACE AND ETHNICITY OF FOCUS GROUP PARTICIPANTS

RACE/ETHNICITY	SESSION 1	SESSION 2	TOTAL
Hispanic	1	1	**2**
Non-Hispanic, Asian	0	0	**0**
Non-Hispanic, Black	0	1	**1**
Non-Hispanic, Two or More Races	1	0	**1**
Non-Hispanic, White	3	6	**9**
Total	**5**	**8**	**13**

4.2 DISCUSSION ANALYSIS

This section of the chapter provides a detailed overview of the results of the focus group discussions. The analysis groups the conversations along the topic areas outlined by the discussion guide. Common themes emerged across both sessions, including transit inefficiencies, barriers to accessing transit information, and limited awareness of paratransit service.

Participant Profiles

Below is a concise summary of each participant based on their contributions to the focus group sessions. Participants are grouped by focus group session and for privacy purposes, are referred to by their first names only.

Session 1

1. **Participant 1**

   - Lives in Clairemont, San Diego

   - Under 34 years old

   - Uses public transit daily, relying on buses and trolleys

   - Strong knowledge of transit schedules and technology (e.g., Transit App)

   - Discussed service frequency issues

2. **Participant 2**

   - Lives in Mission Valley

   - Over 75 years old

   - Retired

   - Primarily drives but has used public transit for jury duty and college football games

   - Has a disabled placard due to knee issues but only uses it when necessary

3. **Participant 3**

   - Lives in Mira Mesa

   - Under 34 years old

   - Used to rely on public transit but now drives exclusively due to having young children

   - Former respite care provider and special needs caregiver

4. **Participant 4**

- Lives in San Marcos

- Between 65 and 74 years old

- Wants to use transit but finds it inaccessible due to long walking distances to bus stops

- Has a Pronto Card but hasn't used it due to difficulty accessing transit

5. **Participant 5**

- Lives in Mid-City San Diego

- Between 35 and 64 years old

- Previously commuted by BART when she lived in the Bay Area

- Has serious health issues and uses a motorized wheelchair

- Finds bus stops close enough to access in a wheelchair but has not used them due to health concerns (e.g., temperature sensitivity)

- Moved next door to her parents and relies on her dad for rides

Session 2

1. **Participant 6**

- Lives in Rosecrans

- Over 75 years old

- Drives everywhere, does not use transit

- Expressed frustration about long commute times via transit, and believes transit is not safe or convenient

2. **Participant 7**

- Lives in Oceanside

- Between 65 and 75 years old

- Drives daily for work

- Enjoys public transit when traveling (e.g., NYC Subway, Seattle Monorail)

- Used to take the Coaster to work in San Diego but stopped due to time constraints

- Wishes for more frequent stops and expanded routes.

3. **Participant 8**

- Lives in Scripps Ranch

- Over 75 years old

- Previous public transit user but now faces limited access in her new community

- Walks a half-mile uphill to the nearest bus stop, she's the only one in her community who does.

- Most residents in her community can't access transit due to mobility issues and lack of sidewalks

4. **Participant 9**

- Lives in Central San Diego

- Over 75 years old

- Drives almost everywhere but occasionally takes the bus downtown

- Used to take the Coaster to Carlsbad Village

- Uncomfortable buses (hard seats, noise levels)

- Lack of cross-town transit options (e.g., can't easily get from Balboa Park to Little Italy without going downtown first)

5. **Participant 10**

- Lives in Northern Mira Mesa

- Over 75 years old

- Former caregiver for husband with MS

- Owns a car, uses it for errands, doctor visits, and volunteering

- No transit options for her church or volunteer work

- Carrying groceries on transit is inconvenient

6. **Participant 11**

- Lives in South Mission Hills

- Over 75 years old

- Drives everywhere

- Thinks transit should improve comfort and safety

- Traffic and parking stress are bigger deterrents than cost and might motivate him to take transit

7. **Participant 12**

    - Lives in Mission Valley.

    - Between 35 and 64 years old

    - Relies on transit 90% of the time—uses buses, trolleys, and medical transportation

    - Travels frequently for doctor's appointments, pharmacy runs, and grocery shopping

    - Struggles carrying groceries and using a walker on transit

8. **Participant 13**

    - Lives in Lemon Grove

    - Over 75 years old

    - Takes public transit almost every day—owns a car but prefers buses/trolleys

    - Transit safety is a growing issue and recently had her first frightening experience on the trolley

    - Wants better spacing of bus arrivals—right now, multiple buses arrive at once, leaving long gaps

Discussion Analysis

Each session began with a discussion of routine travel in and around San Diego. While some participants used transit daily, most did not and instead relied on other modes to go about their daily activities including personal vehicles and ride sharing services (such as Uber and Lyft).

Transit Use Characteristics

Although only a minority of participants used transit regularly, a few were dedicated users, while others used transit sporadically.

Overall awareness of transit service availability was good, with nearly everyone at least stating they were aware of what services were available in their neighborhoods. A younger participant with special needs and without the resources to own a car, had the highest awareness of available service levels. He rode transit daily and accessed information about services via smartphone apps and paper schedules on-board buses and trolleys.

This younger participant had a complex daily commute, including multiple transfers between bus to trolley and between trolley lines. While describing his commute, he mentioned that service delays can have a great impact on his travel time since some bus lines do not come very often. Missing one transfer could add an additional 30 minutes to a journey. He stated, "it would be a lot easier if buses were available every 15 minutes or even every 20 minutes, if possible."

A small subset were regular and dedicated transit users despite their advanced age. The most frequent transit user from this group cited affordability as a major advantage of transit over driving. She stated, "there's a senior citizen fare for the monthly transit pass, its $23 a month, I can't drive my car half the places that I take transit for $23 a month, that's for sure." Despite her daily transit use, this participant does own a car, stating "for me, the decision about whether I'm going to drive or take public transportation is parking and time. If I have plenty of time, I'll take public transportation. If I have to get someplace because I have to get there, I'll drive."

Another older participant cited the long walk from her retirement community as a barrier but still found the service to be helpful when conducting routine trips to visit friends. Despite this, she shared that many of the other members of her community are not able to take advantage of these services. She states "I live in a retirement community with over 500 people. We have to walk uphill probably half a mile to even access the bus. Of the 500 people who live here, I'm the only one who does that."

> "I live in a retirement community with over 500 people. We have to walk uphill probably half a mile to even access the bus. Of the 500 people who live here, I'm the only one who does that."

A large segment of participants discussed the convenience of using transit to access special events and sports to avoid difficult parking situations and parking fees. One participant stated "When you're taking transit to sporting events or places where parking is going to be a challenge, you drive, park at a trolley stop, and take the trolley. Those experiences are seamless." Another mentioned "parking downtown is getting very costly, $30, $35 just to park for a couple of hours." For daily travel outside of special events, however, these participants were committed to using their personal vehicles for as long as was practical. Notably, the participants who rode transit regularly used both trolley and bus services, however those who use transit sporadically tended to only ride the trolley.

> "In San Francisco, you can get around easily without a car. The buses and BART are frequent, and you don't have to walk half a mile to reach a stop like we do here."

Many of the participants who rarely or never ride transit in San Diego shared positive experiences taking transit in other cities and countries. One participant who lived in a retirement community stated "In San Francisco, you can get around easily without a car. The buses and BART are frequent, and you don't have to walk half a mile to reach a stop like we do here." Another older participant who lives near a Coaster stop but rarely rides transit in San Diego shared her transit experience in New York City, stating "I've been to New York City several times and absolutely love the subway. Every block, you have a means of transportation. But here, it's just not as conveniently located like in New York." In addition to convenience, participants also compared their comfort on board various transit systems, with one sharing "when I took the Coaster up to Carlsbad, it was a long 45-minute trip, and I felt a little tired getting off. But when I used Amtrak instead, the comfortable seats and

armrests made it a much more pleasant experience. If San Diego transit were more like that, I'd use it more."

Key Takeaways

- *While most participants were aware of transit options in their neighborhoods, only a minority used them regularly, with a few dedicated users and others using them sporadically.*

- *Factors like service frequency, long walking distances to stops, and limited accessibility within retirement communities were common barriers, especially for older participants.*

- *Regular users, particularly seniors, valued transit for its affordability and convenience, especially for avoiding parking costs and hassles during special events.*

- *Participants often highlighted how transit systems in other cities (e.g., San Francisco, New York) offered better frequency, accessibility, and comfort compared to San Diego's system.*

- *Daily users, particularly those relying on multiple transfers, emphasized how infrequent service and delays could significantly disrupt their commutes, advocating for more frequent service intervals.*

Personal Vehicle Use

While most participants demonstrated reasonable awareness of the basic transit services available in their area, many preferred to use their personal vehicles. When asked why they preferred to drive, these individuals stated transit often takes too long, doesn't reach their destination, or that the transit service does operate in a location easily accessible to their homes. One participant noted "I would use transit more if it was convenient, but where I live, I'd have to walk a long way just to get to a bus stop, and I can't do that." Another participant from session two stated "I pretty much use my car a hundred percent of the time unless I walk. If I wanted to use transit to go to my doctors in Hillcrest, it would take me two hours each way. That's just not an option."

> *"I pretty much use my car a hundred percent of the time unless I walk. If I wanted to use transit to go to my doctors in Hillcrest, it would take me two hours each way. That's just not an option."*

Even participants who live near transit stops have concerns about travel time, with one saying "I live near the Sprinter and Coaster, but I still drive everywhere because time is of the essence for me. Public transit just takes too long." Other participants prefer driving over transit due to accessibility issues. One individual with a disability stated "I have mobility issues, and I can't be exposed to extreme heat or cold. That means even waiting for a bus could be dangerous for me, so I rely on my car or my parents for rides."

Carrying items is another barrier to transit. One participant who lives a mile away from the closest bus stop shares "when I do my shopping, I am carrying a lot of heavy stuff. I usually

have three or four bags, and that is not very convenient to get on a bus with and then have to walk a mile back to my house."

Key Takeaways

- *Many participants preferred driving due to concerns about transit's travel time, limited coverage, and lack of direct routes to their destinations.*

- *Long walking distances to transit stops, especially for those with mobility issues or disabilities, were significant barriers to using public transit.*

- *Even those living near transit options cited travel time as a key reason for choosing to drive, emphasizing that public transit often takes considerably longer.*

- *Tasks like grocery shopping posed difficulties for transit users, particularly when needing to carry heavy items over long distances to and from stops.*

Information, Technology, and Fares

Overall, and irrespective of age or disability, nearly all participants indicated some level of comfort or sophistication with using technology, the internet, or mobile devices to plan their trips or to learn about services.

Google searches were cited as leading method for obtaining information on transit routes and schedules. Participants were relatively comfortable searching for and finding the required information using the internet. Technologies used by participants include transit specific smartphone applications like the Transit App, Moovit App, and MTS App, as well as more general navigation applications like Google Maps. In the first session, when a specific transit planning app was mentioned (such as Transit App), most in the group were interested to learn more about the service and to download.

Some participants, however, still preferred to use printed schedules or calling transit service lines to find information, regardless of their comfort level with technology. One participant stated "If I need to find transit information, I just call the MTS customer service line. I don't always trust apps, and I'd rather talk to a person." Another stated "I use Google Maps, but I also go to the MTS website and check for bus schedules. If I really need help, I just call MTS directly."

"I use Google Maps, but I also go to the MTS website and check for bus schedules. If I really need help, I just call MTS directly."

It is important to note that all participants in the virtual focus group had internet access or internet-enabled devices. Although broadly it seems digital content and information should be effective when relaying or communicating transit services, some caution with this generalization is warranted given the virtual nature of the focus group and recruitment methodologies which will self-select for more technologically able individuals.

Additionally, participants from session two thought that the best way for MTS to inform San Diego residents about available services was through flyers or promotional material in the mail, not through digital or online marketing. This point underscored the continued importance of using well designed, physical promotional material to spread awareness, particularly to these communities. Their comfort level navigating familiar websites via their computer or smartphone was much higher than their ability to use the internet to discover new information about services they were previously unaware of.

Regarding rideshare apps like Uber and Lyft, all participants were aware of these services and many had the apps downloaded on their smartphone. Participants stated that they used these services occasionally when driving was not convenient, such as for trips to the airport, or when they couldn't drive temporarily due an injury.

Key Takeaways

- *Most participants, regardless of age or disability, were comfortable using the internet, smartphones, and transit-specific or general navigation apps (like Google Maps, Transit App, or Moovit) to plan their trips.*

- *While digital tools were widely used, some participants still preferred traditional methods such as printed schedules or calling customer service for more reliable or personalized information.*

- *Despite digital proficiency, participants emphasized the value of physical promotional materials (flyers, mailers) to raise awareness about transit services, especially for discovering new information.*

- *All participants were familiar with and had access to rideshare services like Uber and Lyft, using them occasionally when driving or transit wasn't convenient.*

Fare Payment

While nearly all the focus group participants were eligible for the Regional Reduced Fare Month Pass, very few mentioned taking advantage of this deal or even owning a PRONTO card. Many were unaware that they qualified for a reduced pass and the amount of money they would save compared to paying the full fare. One older participant who does not ride transit regularly does own a PRONTO card. However, she was not aware of the reduced fare available to seniors. Only two other participants, one older and one younger, both frequent transit users, explicitly stated owning a monthly transit pass. Both participants paid reduced fares and encouraged the other participants to take advantage of the deal themselves.

Key Takeaways

- *Only two participants mentioned owning a monthly transit pass.*

- *Many participants were not aware that they may qualify for a reduced pass and did not know of the benefits they may be eligible to receive.*

Transit and Paratransit Sentiment

MTS Access and NCTD LIFT

While accessing information about public transit routes and schedules was not a major challenge for the focus group participants, most participants were unaware of the special services and paratransit options that are available to them. One participant stated "I heard about MTS Access, but I don't really know how it works. Do you just call them for a ride, or do you have to schedule ahead?" Another disabled participant stated, "I use the bus and trolley 90% of the time to get to the doctor's office, pharmacy." In addition to these services, she shares "sometimes, I call my medical transportation service when I can schedule in advance" but does not specify the provider of these services. Despite relying on transit for the majority of her travel, the participant states that it's not always an easy journey, for example she shares that "getting on buses with a shopping cart is a lot. My significant other or my caregiver goes with me." Other specialization transportation services, such as NCTD LIFT, were not brought up by any participants.

> "I heard about MTS Access, but I don't really know how it works"

Other participants were aware that paratransit services may be available to them, but faced difficulty qualifying for services, for example one participant stated, "I wanted to use the North County van service for doctor's appointments, but I was half a mile outside their service area, so they wouldn't pick me up." Another stated "I know about MTS Access, but I never tried using it. I heard you must apply and qualify, and I wasn't sure if I would." Yet another qualified participant mentioned "I've tried to access MTS Access before, but I was unsuccessful in applying. I don't know if I missed a requirement, but it felt like the process was complicated." It is notable that this participant is not sure why they didn't qualify, but felt turned off from reapplying or trying similar services.

> "I know about MTS Access, but I never tried using it. I heard you must apply and qualify, and I wasn't sure if I would."

Additionally, among the participants who were aware of available paratransit services, many remained wary of their usefulness, with one participant stating "I've heard bad things about the wait times. If I can just call Uber and get a ride in 10 minutes, why would I wait an hour?"

> "I've heard bad things about the wait times. If I can just call Uber and get a ride in 10 minutes, why would I wait an hour?"

Overall, there seemed to be hesitation among participants to learn about or use paratransit services that may be available to them. For example, one of the older participants who gets around by driving himself has a disabled parking placard. While he

acknowledged that he might need more assisted kinds of mobility in the future and would consider using paratransit at that time, he currently did not seem to have interest in any of the services that might be available now.

In a notable case, a middle-aged participant with an undiagnosed disability could not navigate the eligibility process or qualify for special transit services. Although she had genuine mobility issues, the current qualification process prevented her from receiving assistance.

FACT

When asked if they had heard about FACT (Facilitating Access to Coordinated Transportation), no participants were aware of the service. Most, however, expressed interest in the service after hearing a brief introduction. They made statements like "If FACT is subsidized, I might check it out. Uber is getting expensive, and I don't always want to rely on my family for rides."; "I'd be interested in trying FACT, but I have no clue where to even start. Do you call them? Is there an app?"; and "I had no idea FACT was even a thing. If it's a cheaper option for people with disabilities, why aren't they advertising it more?" One of the younger disabled participants said "I hadn't heard of that before. That sounds like something that could really help, especially when I have a lot to carry," and the participant representing her retirement community stated "that's something that would be useful for a lot of people where I live. I'll have to look into it."

> "I hadn't heard of that before. That sounds like something that could really help, especially when I have a lot to carry."

Overall there was a high interest in FACT among participants, all of whom could benefit from more information regarding the service.

Key Takeaways

- *While participants easily accessed basic transit information, many were unaware or unclear about available paratransit and specialized transportation options like MTS Access and NCTD LIFT.*

- *Several participants faced confusion or frustration navigating the qualification process for paratransit services, with some deterred by unclear requirements or unsuccessful application attempts.*

- *Even among those aware of paratransit options, concerns about long wait times and inflexibility led some participants to favor alternatives like rideshare services.*

- *There was a general reluctance, especially among older or disabled participants, to explore or adopt paratransit services until absolutely necessary, despite current mobility challenges.*

- *No participants were aware of FACT services.*

Other Transit Service Sentiments

Of the three participants who used transit most frequently, two did not have a personal vehicle available to them while the user with a vehicle chooses to use transit due to affordability. Regarding what works well, third party technology (such as the Transit App) was cited to greatly improve their transit experience by providing up to date information about routes and schedules.

When asked about improvements needed, each of the three participants highlighted a different concern. The younger disabled participant who commutes via transit daily wished that bus and trolley frequency could be increased, stating "sometimes the buses could run up to, like, every 30 minutes, or even every hour, which unfortunately does not help a lot of people who frequently use those services." This circumstance can lead to long wait times when beginning a journey but also can force missed transfers. Additionally, he noticed that extra trolley cars are added on days with special sporting events for occasional transit users, but that regular transit users are forced to ride crowded trolleys with less cars every day. The eldest frequent transit user mentioned safety on-board buses and trolleys as a primary concern. The third frequent transit user highlighted her difficulty getting on the bus with her rollator and groceries.

One other focus group participant also uses an assistive device (a motorized wheelchair). Despite living close to a bus stop, she does not ride in transit and instead relies on rides from her parents and did not consider transit to be a credible option for most trip needs.

"It was just exhausting. I remember thinking, 'Never again if I can help it.'"

One participant described a challenging experience assisting a physically disabled child onto a bus. She noted the difficulty of boarding and disembarking, the impatience of other passengers as she maneuvered with the stroller, and the limited seating availability on the crowded bus. Reflecting on the incident, she said, "It was just exhausting. I remember thinking, 'Never again if I can help it.'" When asked for improvements, she suggested that buses could have more space for strollers, easier boarding options, and hoped for more cooperation from fellow passengers in offering seats.

Key Takeaways

- *Frequent transit users highlighted a need for more frequent buses and trolleys, extra trolley cars, and a safer on-board experience.*

- *Multiple participants mentioned facing difficulties navigating buses with a mobility device.*

Comfort and Security

Some participants reported negative experiences with physical comfort on board buses and trolleys, mentioning issues such as uncomfortable seats, challenges with mobility aids, and difficulty standing on crowded buses. However, most participants found personal comfort and on-board amenities to be sufficient. For those who do not regularly use transit, comfort was less

of a concern compared to long distances to bus stops and a lack of service to their desired destinations.

One frequent transit user mentioned that her friends avoid public transportation due to safety concerns. She recounted a recent incident where a man behaved erratically and aggressively on the trolley, making her feel unsafe and prompting her to get off at the next stop, even though it wasn't her destination. She reflected that such an experience could deter people from using transit again, emphasizing the need for safety on public transportation. She specifically suggested a higher police presence on the fixed guideway vehicles and stops.

Key Takeaways

- *While some participants were concerned about comfort on board buses and trolley, most felt that they current amenities were sufficient.*

- *One frequent transit user highlighted her concern regarding safety on-board buses and trolleys. She noted that safety concerns deter many seniors from riding public transportation in the region.*

Satisfaction and Value

Overall, participants are aware of regular transit services in their area but do not generally consider them to be viable alternatives to driving. While they acknowledge that transit is affordable, many were unaware of the reduced-cost pass for seniors and only consider the affordability of transit when parking fees are high. Personal vehicles were considered more convenient by most participants, particularly for those with mobility challenges who cannot walk to the nearest bus stop or wait for long periods at bus stops. Additionally, they perceived that transit services rarely bring them directly to their destinations without multiple transfers or long walks at either end of the trip.

While most participants seemed to feel that public transit was not a suitable option for their daily travel, they all expressed interest in paratransit. This is notable since very few were aware of the services that might be available to them, even though they might be more useful than general transit.

Key Takeaways

- *Most participants felt that public transportation was not a suitable option for their daily travel, however all expressed interest in paratransit.*

Conclusion

The focus group discussions engaged a diverse cross section of San Diego residents with special transportation needs. While some participants relied on public transit for their daily commutes, the majority preferred personal vehicles due to perceived shortcomings in transit

accessibility, efficiency, and personal comfort. The findings highlight several key challenges that discourage potential riders from using transit regularly, including long wait times, inconvenient route coverage, safety concerns, and difficulties carrying groceries or using mobility aids.

Notably, transit affordability was recognized as a major benefit, particularly among seniors who qualify for reduced fares. However, awareness of these discounts remains low, suggesting a need for better outreach and communication. Additionally, while most participants were comfortable using technology to plan trips, there was a strong preference for physical promotional materials (such as mailed flyers) to raise awareness about available services, particularly for older adults.

A key takeaway from the discussion was the lack of awareness and use of paratransit services, like MTS Access and NCTD LIFT, or referrals to other services facilitated by FACT. Many eligible participants had never heard of FACT, while others were confused about eligibility requirements or hesitant to navigate the application processes for various specialized transportation services. However, after learning about these services, there was strong interest in exploring them as alternatives to personal vehicles or ride-hailing services.

Overall, the findings suggest that improving service frequency, expanding transit routes, enhancing safety measures, and increasing awareness of paratransit options could make public transportation a more viable choice for San Diego residents, especially for those with mobility challenges, seniors, and infrequent transit users.

5.0 CONCLUSION

The SANDAG Coordinated Plan Survey was conducted by RSG in December 2024. The study aimed to assess the transportation needs of seniors and individuals with a disability in San Diego County. A total of 1,574 complete responses were obtained, a figure above the targeted number of 1,500 completes that ensured at least 1,500 remained after conducting the data cleaning process. Additionally, two 90-minute focus group sessions containing a total of 13 participants were held in February 2025 to complement the quantitative data collected by the survey.

Results from this study can be used to better understand the everyday travel habits and needs of seniors and individuals with a disability in San Diego, as well as show opportunities for the improvement and expansion of public transportation and specialized transportation services in the San Diego region.

The study revealed several key findings. For example, while more than half of survey respondents have used transit (public transportation or specialized transportation services) in the past year, personal vehicle is the most common travel mode. Similarly, most focus group participants were aware of the public transportation services available in their area but felt that these services were not helpful for daily travel. Many of the survey and focus group respondents suggested that increased transit frequency, coverage, and accessibility would be helpful in meeting their transportation needs. In addition, respondents expressed a desire for more paratransit and specialized transportation services, especially among those who felt unsafe or uncomfortable on fixed-route transit.

COORDINATED PLAN SURVEY

November 1, 2024

SANDAG
COORDINATED PLAN SURVEY

CONTENTS

PROJECT OBJECTIVES

This survey plays a vital role in shaping the future of public and social service transportation in San Diego by identifying the transportation needs of seniors and individuals with disabilities. The research will inform SANDAG's five-year Coordinated Plan, helping address gaps in transportation services and guiding resource allocation to improve mobility for vulnerable populations. The primary objectives of this study are to:

- Identify and assess transportation needs of disadvantaged subpopulations, specifically seniors (65+) and individuals with disabilities in the San Diego area.

- Develop a comprehensive sampling and survey methodology that ensures participation from challenging-to-reach populations.

- Address gaps in transportation services for vulnerable groups, ensuring their mobility and accessibility needs are met.

- Provide critical insights to shape SANDAG's five-year Coordinated Plan for public and social service transportation strategies.

SAMPLE PLAN

Recruitment method: Address based sample (ABS), market research panel, email and website/social media/newsletters

Unique links needed:

- Postcard
- Email
- Panel
- Open link

Target respondents: Residents of San Diego County who are 65+ or identify with having a disability

Target sample size: 1,500 completes surveys

Required quotas: 1,000 completes for postcard link and 250 completes for email link

Field Duration: One Month (November 2024)

Survey Length: 10 minutes

Language translations: English and Spanish

SCREEN TEMPLATE

The following information will be included on each survey page.

Header: Survey specific banner

Footer: Contact Us (hyperlink to SANDAGsurvey@rsgsurvey.com)

Footer: Privacy policy (hyperlink to privacy policy)

Footer: Sweepstakes rules (hyperlink to sweepstakes rules)

Footer: If you need assistance completing the survey, please call 1-877-253-8726 between hours of 9am and 5pm

Next button: bottom right color: R: 246 G: 139 B: 31

Previous Button: bottom right color: R: 72 G: 72 B: 74

SURVEY QUESTION REVIEW KEY

When reviewing this questionnaire, please keep in mind the following notations that provide reviewers with detail on how the survey will flow and look programmed online.

Question number and name: Questions are identified by a number and a name. Before each question, the question name will be listed in brackets as "[question_name]."

General programming notes: Text that specify logic or programming notes will not be shown on the screen are in green and surrounded by "[ ]".

Branching logic: Text that specify logic and will not be shown on the screen are in green .

Dynamic inserts: Words that are dynamically inserted are shown within the question text in green and surrounded by "< >".

Terminate logic: Text that specifies a terminate point will not be shown on the screen are in red and surrounded by "[ ]".

While reviewing the questionnaire, assume that all respondents see each question and are forced to answer unless otherwise noted.

QUESTIONNAIRE

Language

1. I would like to take this survey in English
2. Me gustaría realizar esta encuesta en español

Incentive

If postcard link and more than 1,000 postcard completes

[no_postcard_incentive] **Thank you for your interest in the SANDAG Transportation Needs Study!**

We have had an enthusiastic response to this survey and have reached our target of 1,000 completed surveys. You can still participate, but unfortunately there are no additional $15 electronic gift cards available.

Would you still like to continue with the survey anyway?

1. Yes
2. No thanks [terminate]

If email link and more than 250 email completes

[no_postcard_incentive] **Thank you for your interest in the SANDAG Transportation Needs Study!**

We have had an enthusiastic response to this survey and have reached our target of 250 completed surveys. You can still participate, but unfortunately there are no additional $25 electronic gift cards available.

Would you still like to continue with the survey anyway?

1. Yes
2. No thanks [terminate]

Introduction

Thank you for participating in this important study which will help us understand how we can make it easier for you to get around.

This survey will take approximately 10-15 minutes to finish.

If first 1,000 postcard respondent

If you are one of the first 1,000 people to qualify for and complete the survey, we will send you a $15 eGift Card of your choice to Amazon or Walmart.

If first 250 email list respondent

If you are one of the first 250 people to qualify for and complete the survey, we will send you a $25 eGift card of your choice to Amazon or Walmart.

If panel respondent or open link respondent, do not show incentive info

Survey Instructions

- Use the "Next" and "Previous" buttons below to navigate the survey. Do NOT use your browser's "forward" and "back" buttons because your answers won't be saved.

- This survey is best experienced on a computer or tablet with a large screen.

- Please click "Next" to begin.

This survey is conducted by Resource Systems Group, Inc. (RSG) on behalf of SANDAG. RSG's privacy policy can be found here.

We are committed to protecting the confidentiality, integrity, and security of your personal information. Information about how we are protecting the personal info you provide in this survey can be found here.

Screener

1. [resident] **Are you a resident of San Diego County?**

    1. Yes, I am a full-time or part time resident (at least 6 months out of the year)
    2. No, I am not a resident Programmer: send to [disability_caretaker]

2. [age] **How old are you?**

    1. Under 18 [terminate]
    2. 18–24
    3. 25–34
    4. 35–44
    5. 45–54
    6. 55–69
    7. 60-64
    8. 65–69 → Flag as 'Qualified Age'
    9. 70-74 → Flag as 'Qualified Age'
    10. 75-79 → Flag as 'Qualified Age'
    11. 80-85 → Flag as 'Qualified Age'
    12. 85 or older → Flag as 'Qualified Age'

3. [disability] **Do you have any physical disability, mental health condition, or illness lasting or expected to last 12 months or more?**

    Please select all that apply.
    1. A vision impairment → Flag as 'Qualified Disability'
    2. A hearing impairment → Flag as 'Qualified Disability'
    3. A learning disability (e.g., ADHD, dyslexia) → Flag as 'Qualified Disability'
    4. A developmental disability → Flag as 'Qualified Disability'
    5. A mobility impairment → Flag as 'Qualified Disability'
    6. A mental health disability → Flag as 'Qualified Disability'
    7. A disability not listed above, please share your specific disability/ability status: [textbox] → Flag as 'Qualified Disability'
    8. A short-term disability (e.g., broken ankle, surgery recovery)
    9. None of the above [clears other options]

4. [disability_caretaker] **Do you care for someone who has a physical disability, mental health condition, or illness lasting or expected to last 12 months or more, or is 65 years of age or older?**

   1. Yes, I am a paid caregiver (e.g., hired nurse, aide, or assistant) → Flag as caregiver
   2. Yes, I am an unpaid caregiver, but I live with the person I care for → Flag as caregiver
   3. Yes, I am an unpaid caregiver, but I do not live with the person I care for → Flag as caregiver
   4. No, I do not provide care [terminate]

Programmer: If flagged as 'caregiver'

5. [proxy] **Although you do not qualify for this survey, you mentioned that you care for someone who may qualify. Are you able and willing to help the person you care for in taking the survey?**

   1. Yes → Flag as 'Proxy'
   2. No [terminate]

Programmer: If NOT Flagged as Proxy THEN Flag as 'Self'

Programmer: If flagged as 'proxy'

6. [resident_proxy] **Is the person you care for a resident of San Diego County?**

   1. Yes, they are a full-time or part time resident (at least 6 months out of the year)
   2. No, they are not a resident [terminate]

7. [age_proxy] **How old is the person you care for?***

    1. Under 18 [terminate]
    2. 18–24
    3. 25–34
    4. 35–44
    5. 45–54
    6. 55–69
    7. 60-64
    8. 65–69 → Flag as 'Qualified Age'
    9. 70-74 → Flag as 'Qualified Age'
    10. 75-79 → Flag as 'Qualified Age'
    11. 80-85 → Flag as 'Qualified Age'
    12. 85 or older → Flag as 'Qualified Age'

    Note: This information is only used to understand if we have received a representative sample of the region's population.

8. [disability_proxy] **Does the person you care for have any physical disability, mental health condition, or illness lasting or expected to last 12 months or more?***

    Please select all that apply.

    1. A vision impairment → Flag as 'Qualified Disability'
    2. A hearing impairment → Flag as 'Qualified Disability'
    3. A learning disability (e.g., ADHD, dyslexia) → Flag as 'Qualified Disability'
    4. A developmental disability → Flag as 'Qualified Disability'
    5. A mobility impairment → Flag as 'Qualified Disability'
    6. A mental health disability → Flag as 'Qualified Disability'
    7. A disability not listed above, please share your specific disability/ability status:
        [textbox] → Flag as 'Qualified Disability'
    8. A short-term disability (e.g., broken ankle, surgery recovery)
    9. None of the above [clears other options]

    Note: This information is only used to understand if we have received a representative sample of the region's population.

Termination Language

[term] Thank you for wanting to participate in this survey. According to your answers, you are not part of the groups we are trying to study: adults who are eligible to use specialized transportation in the San Diego region. You may close your browser to exit.

How You Get Around Now

9. [modes] **In the past month (30 days) which of following transportation options <self: have you / proxy: has the person you care for> used?**

Please select all that apply.

1. Personal vehicle (<self: I drove myself / proxy: they drove themselves>)
11. Getting a ride from a family member, neighbor, or friend
2. Public transportation (e.g. MTS bus, MTS trolley)
3. Transit services for people with disabilities or paratransit (e.g. MTS Access)
4. Other transportation services (e.g., FACT RideFACT, Jewish Family Service On the Go)
5. Rideshare apps (e.g. Uber, Lyft, FRED, FRANC or Beach Bug)
6. Taxi
7. Car-sharing services (e.g. Zipcar, getaround)
8. Walking / Wheelchair
9. Bicycle
10. Other, please specify <textbox>

Programmer: If NOT 'Public transportation' or 'Transit services for people with disabilities or paratransit' in [modes]

10. [transit_adverse] **In the past year, <self: have you / proxy: has the person you care for> used transit (e.g., bus, train, or trolley) in the San Diego Region?**

1. Yes
2. No

11. [paratransit] **In the past month (30 days), which of the following <self: have you / proxy: has the person you care for> used?**

Please select all that apply.

1. MTS Bus Routes or MTS Rapid Bus Service (Express Bus Service)
2. MTS Trolley (Light Rail Service)
3. MTS Access (transit services for people with disabilities)
4. NCTD BREEZE
5. NCTD SPRINTER
6. NCTD COASTER
7. NCTD LIFT (transit services for people with disabilities)
8. FACT RideFACT
9. Jewish Family Service On the Go
10. Traveler's Aid Society SenioRide
11. ElderHelp Seniors a Go Go
12. Other, please specify: <textbox>
13. None of the above

12. [fare] **How <self: do you / proxy: does the person you care for> typically pay for your transportation services?**

1. Cash
2. Credit or debit card
3. Mobile payment apps (e.g., Apple Pay, Google Pay)
4. Prepaid transit card (e.g., PRONTO card)
5. Ride vouchers or subsidies
6. Order tickets online
7. Order tickets through the mail
8. I do not pay for transportation
9. Other, please specify: <textbox>

Programmer: Show mode_freq_ for each mode selected in [modes]

13. [mode_freq_] **In the past month (30 days)**, **how often <self: have you / proxy: has the person you care for> traveled by:**

<modes>

1. 1-2 times
2. 3-5 times
3. 6-10 times
4. 11-20 times
5. More than 20 times

If selected in modes…	modes_dynamic_text
Personal vehicle	used a personal vehicle
Getting a ride from a family member, neighbor, or friend	used a personal vehicle driven by a family member, neighbor, or friend
Public transportation (e.g. MTS bus, MTS trolley)	used public transportation (e.g. MTS bus, MTS trolley)
Transit services for people with disabilities or paratransit (e.g. MTS Access)	used transit services for people with disabilities or paratransit (e.g. MTS Access)
Other transportation services (e.g., FACT RideFACT, Jewish Family Service On the Go)	used other transportation services (e.g., FACT RideFACT, Jewish Family Service On the Go)
Rideshare apps (e.g. Uber, Lyft, FRED, FRANC or Beach Bug)	used rideshare apps (e.g. Uber, Lyft, FRED, FRANC or Beach Bug)
Taxi	used a taxi

Car-sharing services (e.g. Zipcar, getaround)	used a car-sharing services (e.g. Zipcar, getaround)
Walking / Wheelchair	taken a walking / wheelchair trip
Bicycle	used a bicycle

Programmer: Show mode_purp_ for each mode selected in [modes]

14. [mode_purp_] **In the past month (30 days), why <self: have you / proxy: has the person you care for> <modes_dynamic_text>?**

Please select all types of places you were going:

1. Errands (for example, grocery shopping, pharmacy, post office)
2. Medical appointment
3. Taking children or other dependents to activities (for example, school, activities)
4. Social or recreational (for example, visiting friends or family, movie theater, exercise)
5. Dining at restaurant or bar
6. Work (regular office or location)
7. Other work-related travel
8. School
9. Airport
10. Other purpose, please specify: <textbox>

Most Recent Trip

15. For the next few questions, please think about your **most recent trip** from home that took more than 15 minutes to complete.

[recent_purp] **What was the main reason <self: you / proxy: the person you care for> left home on <self: your / proxy: their> most recent trip?**

Programmer: Only show purposes selected in mode_purp and 'Other, please specify'

1. Errands (for example, grocery shopping, pharmacy, post office)
2. Medical appointment
3. Taking children or other dependents to activities (for example, school, activities)
4. Social or recreational (for example, visiting friends or family, movie theater, exercise)
5. Dining at restaurant or bar

6. Work (regular office or location)
7. Other work-related travel
8. School
9. Airport
10. Other purpose, please specify: <textbox>

recent_purp	recent_purp_dynamic_text
Errands (for example, grocery shopping, pharmacy, post office)	trip to complete an errand (for example, grocery shopping, pharmacy, post office)
Medical appointment	medical appointment trip
Taking children or other dependents to activities (for example, school, activities)	trip taking children or other dependents to activities (for example, school, activities) trip
Social or recreational (for example, visiting friends or family, movie theater, exercise)	social or recreational (for example, visiting friends or family, movie theater, exercise) trip
Dining at restaurant or bar	dining at restaurant or bar trip
Work (regular office or location)	work trip
Other work-related travel	other work-related travel trip
School	school trip
Airport	airport trip
Other purpose, please specify: <textbox>	other purpose trip

16. [recent_mode] **How <self: did you / proxy: did the person you care for> travel when <self: you / proxy: they> left home on <self: your / proxy: their> most recent <recent_purp_dynamic_text> trip?**

    Please select all that apply.
    Programmer: Only show modes selected in [modes] and 'Other, please specify'
      1. Personal vehicle (<self: I drove myself / proxy: they drove themselves>)
      11. Getting a ride from a family member, neighbor, or friend
      2. Public transportation – (bus, trolley, etc.)
      3. Transit services for people with disabilities or paratransit (e.g. MTS Access)
      4. Other transit services (e.g., FACT RideFACT, Jewish Family Service On the Go)
      5. Rideshare apps (e.g. Uber or Lyft)
      6. Taxi
      7. Car-sharing services (e.g.,
      8. Walking / Wheelchair
      9. Bicycle
      10. Other, please specify <textbox>

17. [recent_dest] **Where <self: did you / proxy: did the person you care for> go on <self: your / proxy: their> most recent <recent_purp> trip?**

Please tell us the approximate location by entering the street address, nearest intersection, or business name in the box below. If you do not know the address, you can use the map to click on the location.

- Clicking on the map will zoom in. When you have zoomed in far enough, the next click will drop a marker on the map.

- You may place a marker at the nearest intersection if you do not want to provide an exact address.

Center map coordinates (32.78587360091628, -116.90528209803266)

Transportation Needs

18. [missed_trip] **How often <self: are you / proxy: is the person you care for> not able to go somewhere <self: you/ proxy: they> need to go due to a lack of transportation?**

1. Never
2. Rarely (once a month or less)
3. Sometimes (a few times a month)
4. Often (once a week)
5. Very often (several times a week)

19. [missed_trip_purp] **What type of trip(s) <self: have you / proxy: has the person you care for> been unable to make due to a lack of transportation options?**

Please select all that apply.

1. Errands (for example, grocery shopping, pharmacy, post office)
2. Medical appointment
3. Taking children or other dependents to activities (for example, school, activities)
4. Social or recreational (for example, visiting friends or family, movie theater, exercise)
5. Dining at restaurant or bar
6. Work (regular office or location)
7. Other work-related travel
8. School
9. Airport
10. Other purpose, please specify: <textbox>

20. [barriers] **When traveling in the San Diego Region, what challenges, if any, <self: do you / proxy: does the person you care for> experience when using or considering transportation options?**

Please select all that apply.

[Randomize]

1. Transit is not available when I need it
2. Transit services don't go where I need to go
3. Buses or trains are too crowded
4. It's hard to get to/from bus stops or stations
5. Lack of accessible vehicles for people with disabilities
6. Expensive transit services
7. Lack of information about available services
8. Unreliable transportation (delays, cancellations, etc.)
9. Safety concerns (personal security, unsafe conditions)
10. Difficulty with using technology or apps for booking services
11. Expense to maintain a car
12. Safety concerns with driving myself
13. Nobody to help me with trip planning
14. Other, please specify <textbox>

15. None of the above [anchor]

21. [missed_trip_need] **Which of the following would help <self: you / proxy: the person you care for> make all the trips <self: you/ proxy: they> need or want to make?**

Please select all that apply.

1. More frequent transportation service
2. Door-to-door transportation options
3. Better information about available transportation services
4. Cheaper transportation options
5. More access for equipment that helps with my disability (e.g., ramps, wheelchair access)
6. Help with trip planning or booking
7. Shorter travel times
8. More reliable transportation (fewer delays or cancellations)
9. Safer travel options (better security, safer stops/stations)
10. Transportation options during late nights and/or weekends
11. More comfortable vehicles (less crowding, better seating)
12. Flexible or on-demand transportation services (e.g., Uber or Lyft)
13. More routes and transportations services to areas that go where I want to go
14. Help accessing vehicles and bus stops (i.e., driver assistance)
15. Help in and out of home and/or at destinations
16. Other, please specify: <textbox>

Programmer: If flagged as 'Qualified Disability'

22. [paratransit_aware] **<self: Are you / proxy: Is the person you care for> aware of any of the following transit services for people with disabilities that may be available to <self: you/ proxy: them>?**

1. MTS Access (transit services for people with disabilities)
2. NCTD LIFT (transit services for people with disabilities)
3. FACT RideFACT
4. Jewish Family Service On the Go
5. Traveler's Aid Society SenioRide
6. ElderHelp Seniors a Go Go
7. Other, please specify: <textbox>
8. None of the above

23. [features] **What special features in a vehicle <self: do you / proxy: does the person you care for> need to get around?**

Please select all that apply.

1. Low-floor vehicles (easy to board)
2. Wheelchair ramps or lifts
3. Reserved seating for seniors or people with disabilities
4. Handrails or grab bars
5. Clear and easy-to-read signs
6. Voice announcements for stops
7. Space for mobility devices or service animals (wheelchairs, scooters, walkers)
8. Comfortable seating with extra space
9. Other (please specify): _____
10. None of the above

24. [tech_planning] **How comfortable <self: do you / proxy: does the person you care for> feel using technology to plan <self: your/ proxy: their> trips?**

1. Very comfortable (<self: I / proxy: they> regularly use apps and websites for planning trips)
2. Somewhat comfortable (<self: I / proxy: they> can use some technology for trip planning but may need assistance)
3. Neutral (<self: I / proxy: they> can use basic technology for trip planning but not regularly)
4. Somewhat uncomfortable (<self: I / proxy: they> struggle with technology for trip planning and prefer not to use it)
5. Very uncomfortable (<self: I / proxy: they> do not use technology for trip planning at all)

25. [learn_options] **How <self: do you / proxy: does the person you care for> learn about the transportation options available to <self: you/ proxy: them>?**

Please select all that apply.

1. Word of mouth (family, friends, or caregivers)
2. Printed materials (flyers, brochures, posters)
3. Online search or websites
4. Social media (Facebook, Twitter, etc.)
5. Local news (newspapers, TV, or radio)
6. Transit apps
7. Community organizations or senior centers
8. Through a healthcare provider
10 . Referral from FACT (website or call center)
9. Other, please specify: <textbox>

26. [importance] **How important are the factors below in making it easier for <self: you / proxy: the person you care for> to get around?**

Columns [list from left to right]

Extremely Important	Very Important	Moderately Important	Slightly Important	Not Important

Rows [randomize]

1. Better accessibility of vehicles (e.g., ramps, lifts, wider doors)
2. Information about transportation options offered in various formats (e.g., large print, braille, audio).
3. More clear and easy-to-understand information about routes and schedules
4. Shorter wait times
5. More reliable and on-time service
6. Cheaper fares and passes
7. Better safety features (e.g., safer vehicles, better lighting at stops)
8. Simpler paratransit booking
9. Information available in my preferred language
10. Better sidewalk and road conditions to make getting to stops easier (e.g., ramps, elevators)
11. More comfortable in transportation (e.g., more seating, air conditioning or heat, etc.)
12. More benches or rest areas along sidewalks or routes
13. Better personal safety while walking or traveling (e.g., safer crossings, street lighting)
14. Assistance with carrying groceries, bags, or other devices when traveling
15. Training for staff to know how to help people with disabilities or older passengers effectively.
16. Expanded service area for pick-up /drop-off

Demographics

Thank you for your thoughtful answers so far. We have just a few more questions to ensure we have a representative sample. Your answers are anonymous and will not be linked back to you.

Please click "Next" to continue.

27. [gender] **What is <self: your gender / proxy: the gender of the person you care for>?**

1. Female
2. Male
3. Prefer to self-identify: <textbox>
4. Prefer not to answer

28. [employment] **What is <self: your current employment status / proxy: the current employment status of the person you care for>?**

1. Employed full-time → flag as employed
2. Employed part-time → flag as employed
3. Self-employed → flag as employed
4. Student
5. Student and employed (either full-time or part-time) → flag as employed
6. Stay-at-home parent or spouse or caregiver
7. Retired
8. Disabled
9. Unemployed and looking for work
10. Unemployed and not looking for work

29. [work_loc] **As of today, where <self: do you / proxy: does the person you care for> work?**

Please answer these questions for <self: your / proxy: their> primary job if <self: your / proxy: they> have multiple jobs.

1. Only from home
2. Home some days and travel to one place to work on others → flag as office
3. A single location outside my home (e.g., office, jobsite, etc.) → flag as office
4. Different locations outside my home (e.g., different offices, coworking spaces, jobsites, etc.)

30. [work_geo] **Where is <self: your primary work location outside of home (e.g., office, jobsite, etc.) / proxy: the primary work location outside of home (e.g., office, jobsite, etc.) for the person you care for>?**

Please indicate the approximate location by typing in the street address, nearest intersection, or business name in the box below. If you do not know the address, you can use the map to click on the approximate location.

- Clicking on the map will zoom in. When you have zoomed in far enough, the next click will drop a marker on the map.

- You may place a marker at the nearest intersection if you do not want to provide an exact address

Center map coordinates (32.78587360091628, -116.90528209803266)

Programmer: If postcard respondent

31. [home] **Is where you received this postcard <self: your primary home / proxy: the primary home of the person you care for >?**

    1. Yes
    2. No

Programmer: If NOT postcard respondent or 'No' in [home]

32. [home_geo] **Where <self: do you / proxy: does the person you care for> normally live?**

Please indicate the approximate location by entering the street address, nearest intersection, or business name in the box below. If you do not know the address, you can use the map to click on the approximate location.

- Clicking on the map will zoom in. When you have zoomed in far enough, the next click will drop a marker on the map.

- You may place a marker at the nearest intersection if you do not want to provide an exact address
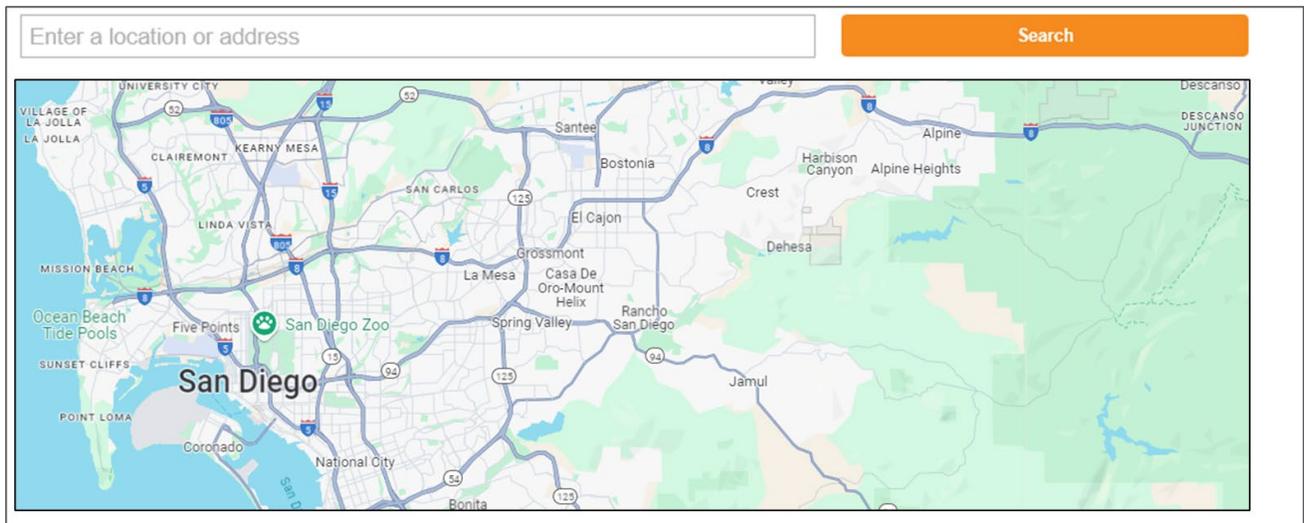
Center map coordinates (32.78587360091628, -116.90528209803266)

33. [hh_size] **How many people live in <self: your/ proxy: their> household?**

1. 1 (<self: I / proxy: they> live alone)
2. 2 people
3. 3 people
4. 4 people
5. 5 people
6. 6 people
7. 7 people
8. 8 or more people
9. Prefer not to answer

34. [hh_vehicles] **How many vehicles <self: do you / proxy: does the person you care for> and members of <self: your/ proxy: their> household own or lease?**

Please include all cars, pickup trucks, minivans, and motorcycles.

1. 0 vehicles
2. 1 vehicle
3. 2 vehicles
4. 3 vehicles
5. 4 vehicles
6. 5 or more vehicles

35. [wheelchair] **<self: Do you / proxy: Does the person you care for> use any of the following mobility devices?**

Please select all that apply.

1. Wheelchair
2. Walker
3. Other, please specify <textbox>
4. None of the above [Clears all]

36. [race] **What is <self: your race or ethnicity / proxy: the race or ethnicity of the person you care for>?**

Please select all that apply.

1. African American or Black
2. American Indian or Alaska Native
3. Asian (Central, East, South, Southeast)
4. Hispanic, Latino, or Spanish origin
5. Middle Eastern or North African
6. Native Hawaiian or other Pacific Islander
7. White
8. Other race, please specify: [textbox]
9. Prefer not to answer

37. [income] **What category best indicates <self: your household annual income before taxes / proxy: the household annual income before taxes of the person you care for>?**

1. Less than $30,000
2. $30,000–$39,999
3. $40,000–$49,999
4. $50,000–$59,999
5. $60,000–$69,999
6. $70,000–$79,999
7. $80,000–$89,999
8. $90,000–$104,999
9. $105,000 or more

38. [focus_group] **Would <self: you / proxy: the person you care for> be interested in participating in a 60-minute virtual focus group about your transportation needs? If selected, <self: you / proxy: the person you care for> will receive a $100 gift card as a thank-you for <self: your / proxy: their> time and feedback.**

1. Yes
2. No

If yes in 'focus_group'

Please enter your contact information:

[email] Email: [open textbox, validate email]

[phone] Phone: [open textbox, validate phone]

If email or postcard link

39. [incentive] **Would <self: you / proxy: the person you care for> like to receive a <postcard: $15 / email: $25> eGift Card? (Only available to the first <postcard: 1,000 / email: 250> people to qualify for and complete the survey)**

    1. Yes, Amazon eGift Card
    2. Yes, Walmart eGift Card
    3. No

If yes in 'incentive'

[email] **Please enter the email address where you would like your gift card sent.***

[open textbox, validate email]

Note: your email will only be used to send you your gift card

If NOT 'No' in incentive

40. [future_contact] **Are you willing to be contacted to participate in other SANDAG survey research?**

    1. Yes
    2. No

End of Survey

Do not validate (Not mandatory)

41. [comment] Thank you for participating!

Please let us know any comments or suggestions you have about the survey or the survey experience in the box below.

Otherwise, please click "Next" to finish.

[open textbox]

42. [end] All your survey answers have successfully been recorded; you may now close your browser.

AVISO DE AUDIENCIA PÚBLICA

POR LA PRESENTE SE NOTIFICA que la Junta de Supervisores del Condado de San Diego realizará una audiencia pública sobre la apelación a la Decisión de la Comisión de Planificación sobre el Permiso de uso mayor para la instalación de telecomunicación inalámbrica en Paradise Valley Road como sigue:

INFORMACIÓN DE LA AUDIENCIA:

Fecha: 25 de junio de 2025

Hora: 9:00 a.m.

Ubicación: County Administration Center, 1600 Pacific Highway, Room 310, San Diego, California 92101

SOLICITANTE: MD7, LLC en representación de AT&T Wireless

NÚMERO(S) DE PROYECTO/CASO: Apelación al Permiso de uso mayor para la instalación de telecomunicación inalámbrica en Paradise Valley Road y la exención CEQA de PDS2025-AA-25-001, PDS2022-MUP-22-012, PDS2022-ER-22-18-004

UBICACIÓN: 8555 Paradise Valley Road, Spring Valley, CA 91977 en el Área del plan comunitario de Spring Valley (APN: 586-170-15-00).

DESCRIPCIÓN DEL PROYECTO: La apelación es a la decisión de la Comisión de Planificación que aprobó el proyecto de instalación de telecomunicación inalámbrica de Paradise Valley Road (el Proyecto). La apelación fue presentada por un residente en representación de Sweetwaer hills Townhomes (el Apelante) por las siguientes razones: 1. Exención CEQA indebida, 2. Falta de justificación para las necesidades de cobertura, 3. Políticas de áreas delimitadas inconsistentes, y 4. Precedentes en otras comunidades. El Proyecto incluye un Permiso de uso mayor (Major Use Permit, MUP) para construir, mantener y operar una nueva instalación de telecomunicación inalámbrica. La instalación propuesta incluiría 12 antenas de panel y 9 unidades de radio remotas (remote radio units, RRU) montadas sobre un nuevo árbol falso de eucalipto de 35 pies de altura. Cada antena de panel estaría cubierta por «socks» que son hojas falsas para ayudar a ocultar las antenas. La instalación también incluiría equipo de respaldo dentro de un recinto amurallado de albañilería de concreto (CMU) de 300 pies cuadrados (8 pies de altura) En el recinto de equipo se ubicaría un generador de emergencia de 20 kW, una antena de sistema de posicionamiento global (GPS), tres armarios para equipos y otro equipo de apoyo. Se propone un movimiento de terreo mínimo para instalar el recinto del equipo. El proyecto propone la creación de zanjas para instalar conductos eléctricos y de fibra subterráneos. El acceso al sitio sería desde Paradise Valley Road.

SITUACIÓN AMBIENTAL: Se recomienda que el proyecto a determinar esté exento de la revisión ambiental de conformidad con la sección 15303 de las Directrices de la Ley de calidad ambiental de California. La sección 15303 involucra la instalación de equipamiento e instalaciones nuevos en estructuras de pequeño tamaño. Se ha determinado que el proyecto no se encuentra en una ubicación sensible medioambientalmente; no tendrá un efecto acumulativo sobre el medio ambiente; no es un sitio de desechos peligrosos; no causará cambios sustanciales en la significación de un recurso histórico; y no causará daños a ninguna carretera panorámica.

CONTACTO DEL PERSONAL: Para obtener más información sobre el proyecto, póngase en contacto con Cathleen Phan a (619) 756-5903, o Cathleen.Phan@sdcounty.ca.gov.

PARTICIPACIÓN DEL PÚBLICO: Los miembros del público pueden participar en la reunión en persona o por teleconferencia de acuerdo con las regulaciones vigentes al momento de la reunión. Aquellas personas que deseen participar en la reunión y/o comentar deben visitar el sitio web de la Junta de Supervisor en: https://www.sandiegocounty.gov/content/sdc/cob/bosa.html#watch. Si tiene alguna pregunta, comuníquese con el Secretario de la Junta al (619) 531-5434 o al publiccomment@sdcounty.ca.gov.

ASISTENCIA PARA PERSONAS CON DISCAPACIDADES: Las agendas y los registros están disponibles en formatos alternativos previa solicitud. Comuníquese con el secretario de la audiencia al (619) 517-4193 si tiene preguntas o quiere solicitar una adaptación relacionada con una discapacidad. Las personas que requieran intérpretes de lenguaje de señas deben comunicarse con el Coordinador del Título II de ADA para el condado al (619) 531-4908. En la medida que sea razonablemente posible, las solicitudes de adaptación o asistencia deben enviarse por lo menos 72 antes de la reunión para que puedan hacerse los arreglos necesarios. Una zona en la parte frontal de la sala de audiencias puede designarse para personas que necesitan usar sillas de ruedas u otros dispositivos accesibles.

ATENCIÓN: Para obtener más información sobre la Disponibilidad del informe del personal, las pautas para oradores y los procedimientos de audiencia generales, revise la información sobre audiencias públicas del Condado de San Diego que se encuentra en el sitio web de la Junta de Supervisores: https://www.sandiegocounty.gov/content/sdc/ cob/bosa.html.

ATENCIÓN: Si impugna ante un tribunal la medida a tomarse de acuerdo a esta propuesta, puede verse limitado a mencionar solo estos problemas que usted o los que otra persona comente en la audiencia pública, o en correspondencia escrita entregada al Organismo de audiencias (Hearing Body) en o antes de la audiencia. Las normas del Organismo de audiencias pueden limitar o imponer requisitos a la presentación de dicha correspondencia escrita.

6/13/25

CNS-3932142#

CONSEJO ASESOR DE SERVICIOS SOCIALES EN EL TRANSPORTE
(SSTAC, por sus siglas en inglés)
AVISO DE REUNIÓN PÚBLICA

El Consejo Asesor de Servicios Sociales en el Transporte (SSTAC, por sus siglas en inglés) es un grupo asesor de la Asociación de Gobiernos de San Diego (SANDAG, por sus siglas en inglés). SSTAC se compone de 16 miembros que representan agencias de servicios sociales, individuos, proveedores de transporte, y la Agencia de Servicios de Transporte Consolidados (Consolidated Transportation Services Agency). El código de servicios públicos de California requiere que SSTAC lleve a cabo al menos una reunión pública cada año para solicitar opiniones sobre las necesidades del transporte de adultos mayores, personas con discapacidades, y personas con recursos limitados.

Se invita al público a ofrecer su testimonio en la siguiente reunión de SSTAC, la cual se llevará a cabo el martes, 15 de julio del 2025 de las 10 a.m. hasta las 12 p.m. Esta reunión se llevará a cabo en formato híbrido donde los miembros del público pueden participar a través de Zoom o en persona. Los miembros del consejo participarán en la reunión en persona. Los miembros del público que deseen participar virtualmente pueden hacerlo a través de Internet o por teléfono. Los detalles para unirse a la reunión están disponibles en el sitio web de SANDAG.

Si un miembro del público no es capaz de participar en la Audiencia Pública, se le ánima a brindar comentarios usando una tarjeta de comentarios disponible en línea en sandag.org/sstac Los comentarios presentados a través de la tarjeta de comentarios en línea antes de las 8:00 a.m. del martes, 15 de julio de 2025 serán leídos por el personal de SANDAG durante la Audiencia Pública y se documentarán junto con todos los otros comentarios recibidos durante la Audiencia.

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samantha rufus
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Account Number:	5272431
Ad Order Number:	0011738972
Customer's Reference/PO Number:	
Publication:	San Diego Union-Tribune (Daily)
Publication Dates:	06/13/2025
Total Amount:	$873.06
Payment Amount:	$0.00
Amount Due:	$873.06
Notice ID:	1gkLHMS6ygbjOYkVZpBE
Invoice Text:	SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) NOTICE OF PUBLIC MEETING The Social Services Transportation Advisory Council (SSTAC) is an advisory group to the San Diego Association of Governments (SANDAG). SSTAC consists of 16 members representing social service agencies, individuals, transportation providers, and the Consolidated Transportation Services Agency. The California Public Utilities Code requires SSTAC to hold at least one public meeting each year to solicit input on transportation needs from older adults, people with disabilities, and people with limited means. Members of the public are invited to provide testimony at the SSTAC meeting, which will be held on Tuesday, July 15, 2025, from 10 a.m. until 12 p.m. This meeting will be held in a hybrid setting with members of the public able to participate virtually or in person. Council members will participate in the meeting in-person. Members of the public who wish to participate virtually can do so via the internet or telephone. Details for joining the meeting are available on SANDAG's website. Members of the public who are not able to participate in the Public Hearing are encouraged to provide testimony using an online comment card available at sandag.org/sstac. Comments submitted via the online comment card by 8:00 a.m. on Tuesday, July 15, 2025, will be read by SANDAG staff during the Public Hearing and documented along with all other comments received during the Hearing.

The San Diego Union-Tribune

samantha rufus

FILE NO. 0011738972

PROOF OF PUBLICATION

STATE OF CALIFORNIA
County of San Diego

The Undersigned, declares under penalty of perjury under the laws of the State of California: That he/she is the resident of the County of San Diego. That he/she is and at all times herein mentioned was a citizen of the United States, over the age of twenty-one years, and that he/she is not a party to, nor interested in the above-entitled matter; that he/she is chief clerk for the publisher of

San Diego Union-Tribune (Daily)

a newspaper of general circulation, printed and published Daily in the City of San Diego, County of San Diego, and which newspaper is published for the dissemination of local news and intelligence of a general character, and which newspaper at all the times herein mentioned had and still has a bona fide subscription list of paying subscribers, and which newspaper has been established, printed and published at regular intervals in the said City of San Diego, County of San Diego, for a period exceeding one year next preceding the date of publication of the notice hereinafter referred to, and which newspaper is not devoted to nor published for the interests, entertainment or instruction of a particular class, profession, trade, calling, race, or denomination, or any number of same; that the notice of which the annexed is a printed copy, has been published in said newspaper in accordance with the instruction of the person(s) requesting publication, and not in any supplement thereof on the following dates, to-wit:

06/13/2025

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct..

Executed at San Diego, California,
this 13th day of June, 2025.

_____
Signature

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)
NOTICE OF PUBLIC MEETING
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