



# Joint Social Services Transportation Meeting

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A joint meeting of the SANDAG Social Services Transportation Advisory Council (SSTAC), Facilitating Access to Coordinated Transportation's Council on Access and Mobility, the Metropolitan Transit System's Accessible Services Advisory Committee, and North County Transit District's Americans with Disabilities Act Advisory Group

Thursday, March 11, 2021  
1 p.m.

**\*\*Teleconference Meeting\*\***

#### MEMBER AGENCIES

Cities of  
Carlsbad  
Chula Vista  
Coronado  
Del Mar  
El Cajon  
Encinitas  
Escondido  
Imperial Beach  
La Mesa  
Lemon Grove  
National City  
Oceanside  
Poway  
San Diego  
San Marcos  
Santee  
Solana Beach  
Vista  
and  
County of San Diego

#### ADVISORY MEMBERS

Imperial County  
San Diego County  
Regional Airport Authority  
California Department  
of Transportation  
Metropolitan  
Transit System  
North County  
Transit District  
United States  
Department of Defense  
Port of San Diego  
San Diego County  
Water Authority  
Southern California  
Tribal Chairmen's Association  
Mexico

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

The Joint Social Services Transportation Meeting scheduled for Thursday, March 11, 2021, will be conducted virtually in accordance with Governor Newsom's State of Emergency declaration regarding the COVID-19 outbreak, Executive Order N-29-20, and the Guidance for Gatherings issued by the California Department of Public Health. Joint Social Services Transportation Meeting members will primarily participate in the meeting virtually, while practicing social distancing, from individual remote locations.

There are a few options for public participation:

- Participate via Zoom webinar by clicking the link to join: [zoom.us/j/92195794634](https://zoom.us/j/92195794634)
- The Webinar ID is: 921 9579 4634
- To participate via Telephone, dial a number based on your current location:  
(US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592)
- International numbers available: [zoom.us/u/aetwwpZIF](https://zoom.us/u/aetwwpZIF)

SANDAG is relying on commercial technology to broadcast the meeting via Zoom. With the recent increase of virtual meetings, platforms such as Microsoft Teams, WebEx, GoToMeeting, and Zoom are working to scale their systems to meet the new demand. If we experience technical difficulty or you are unexpectedly disconnected from the broadcast, please close and re-open your browser and click the link to re-join the meeting. SANDAG staff will take all possible measures to ensure a publicly accessible experience.

**Public Comments:** Persons who wish to address the members on an item to be considered at this meeting, or on non-agendized issues, may email comments to the Clerk at [clerk@sandag.org](mailto:clerk@sandag.org) (please reference: "March 11 Joint Social Services Transportation Meeting" in your subject line and identify the item number(s) to which your comments pertain). Comments received by 4 p.m. on Wednesday, March 10, will be provided to members prior to the meeting.

If you desire to provide a live verbal comment during the meeting, please join the Zoom meeting either by computer or phone. At the time for public comments, members of the public will be advised to "Raise Hand" if they wish to provide comments. The "Raise Hand" feature can be found on the Zoom toolbar for those who are joining via computer or by entering \*9 for those who joining via telephone only. The Chair will call on members of the public by name for those joining via a computer and by the last three digits of your telephone number for those joining via telephone. All comments received prior to the close of the meeting will be made part of the meeting record.

# SANDAG

Welcome to SANDAG. Members of the public may speak at the Joint Social Services Transportation Meeting on any item at the time the item is being considered. Public speakers are limited to three minutes or less per person. The Joint Social Services Transportation Meeting may only take action on any item appearing on the agenda.

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

SANDAG operates its programs without regard to race, color, and national origin in compliance with Title VI of the Civil Rights Act. SANDAG has developed procedures for investigating and tracking Title VI complaints, and the procedures for filing a complaint are available to the public upon request. Questions concerning SANDAG nondiscrimination obligations or complaint procedures should be directed to the SANDAG General Counsel, John Kirk, at (619) 699-1997 or [john.kirk@sandag.org](mailto:john.kirk@sandag.org). Any person who believes himself or herself or any specific class of persons to be subjected to discrimination prohibited by Title VI also may file a written complaint with the Federal Transit Administration.

In compliance with the Americans with Disabilities Act (ADA), SANDAG will accommodate persons who require assistance in order to participate in SANDAG meetings. If such assistance is required, please contact the SANDAG ADA Coordinator, the Director of Diversity and Equity, at (619) 699-1900, at least 72 hours in advance of the meeting. To request this document or related reports in an alternative format, please call (619) 699-1900 or (619) 699-1904 (TTY), or fax (619) 699-1905.

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

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

如有需要, 我们可以把SANDAG议程材料翻译成其他語言.

请在会议前至少 72 小时打电话 (619) 699-1900 提出请求.



## Closed Captioning is available

To access Closed Captioning:

- Open your browser and go to [streamtext.net/player?event=SANDAG-SSTAC](http://streamtext.net/player?event=SANDAG-SSTAC)

## Mission Statement

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

## Our Commitment to Equity

*We hold ourselves accountable to the communities we serve. We acknowledge we have much to learn and much to change; and we firmly uphold equity and inclusion for every person in the San Diego region. This includes historically underserved, systemically marginalized groups impacted by actions and inactions at all levels of our government and society.*

*We have an obligation to eliminate disparities and ensure that safe, healthy, accessible, and inclusive opportunities are available to everyone. In 2021, SANDAG will develop an equity action plan that will inform how we plan, prioritize, fund, and build projects and programs; frame how we work with our communities; define how we recruit and develop our employees; guide our efforts to conduct unbiased research and interpret data; and set expectations for companies and stakeholders that work with us.*

*We are committed to creating a San Diego region where every person who visits, works, and lives can thrive.*

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Thursday, March 11, 2021

<b>Item No.</b>		<b>Action</b>
1.	Welcome and Introductions	
2.	Public Comments/Communications Members of the public shall have the opportunity to address the Joint Social Services Transportation Meeting on any issue within the jurisdiction of the working group that is not on this agenda.	
<b>Reports</b>		
3.	SANDAG Staff Report An overview on notable activity within the SANDAG Short Range Transit section will be presented.	Information
+4.	Best Practices for Addressing Passenger Behavioral Issues Staff will discuss best practices for addressing passenger behavioral issues on Community Transit and Paratransit Services	Discussion
5.	Transit Operator Update <i>Metropolitan Transit System</i> <i>North County Transit District</i> An overview on proposed service changes and any notable activity will be presented.	Information
6.	Facilitating Access to Coordinated Transportation Update <i>Facilitating Access to Coordinated Transportation</i> An overview on the most recent developments of the Facilitating Access to Coordinated Transportation Update and the Council on Access and Mobility will be presented.	Information
7.	Upcoming Meetings The next SSTAC meeting is scheduled for Tuesday, May 18, 2021, at 10 a.m.	Information
8.	Adjournment	

+ next to an item indicates an attachment

March 11, 2021

Action: **Discussion**

## **Best Practices for Addressing Passenger Behavioral Issues**

### **Introduction**

Full Access to Coordinated Transportation (FACT), the Metropolitan Transit System (MTS), and North County Transit District (NCTD) will discuss their respective Passenger Codes of Conduct, Rules for Riding, and Prohibited Activities. More information regarding each agencies' respective policies can be found at the following links:

1. [FACT Code of Conduct](#)
2. [MTS Rules for Riding](#)
3. [NCTD LIFT Prohibited Activities](#)

Key Staff Contact: Lisa Madsen, (619) 595-1432, [lisa.madsen@sandag.org](mailto:lisa.madsen@sandag.org)