

Elevate SD 2020: Chula Vista Community Forum – Executive Summary

Date: Thursday, June 27, 2019
Location: Chula Vista Library, Civic Center Branch
Attendees: 27

Overview:

In addition to presentations from MTS marketing and planning staff, attendees were asked to participate in two interactive elements: a values priority activity, and small group discussions. The following summarizes the feedback provided from those activities.

Top Values:

Participants were given five stickers, and asked to identify their top values that should help shape the future of transit. Below are the results:

1. Low-cost fares (19)
 - 13 specified as free youth/student passes
2. More frequent service (18)
3. Mobility solutions for senior and disabled citizens (13)
4. Provide viable alternatives to a car (12)
5. Access to jobs/education (11)
6. Improve roads and highways to support transit (11)
7. Connect directly to more destinations (10)
8. Reduce traffic congestion (9)
9. Faster service (8)
10. Reduce greenhouse gas emissions/improve environmental health (7)
11. Other (6):
 - 24-hour service/more late-night (2)
 - Mobility hubs in other places
 - Better amenities (lighting at stops)
 - Mobility on demand
 - Blue Line passenger load too heavy 3 – 6 p.m.

Round-Table Summaries:

Participants also broke up into small groups for a round-table discussions facilitated by MTS staff. They were asked to share what their transit priorities were, and what values/projects



were most important to their communities. The following themes emerged among the four small groups:

- Low-cost fares emerged as a primary topic among groups. Two groups discussed low-cost fares for senior and disabled riders, while three groups discussed no cost passes for youth/students. Three of the groups also had low/no-cost fares as a top priority.
- Desire for more direct connections and less transfers – all four groups discussed this topic, with two groups listing it as a top priority
- All four groups also discussed extended hours of service, specifically late-night and 24-hour service. This was listed as a top priority for two groups.
- While it was not a top priority of takeaway for any group, three groups discussed improving access/mobility for senior and disabled riders.

Top Three Takeaways:

At the conclusion of the round-tables, each group was asked to identify their ‘top three takeaways’ for MTS based on their group’s discussions (i.e. of everything discussed at the event, identify what the three most important priorities/ideas were). Below is a summary of those priorities. (Only three of the four groups listed takeaways.)

- Low/No-Cost Fares (3)
 - Free student passes/low-income passengers
 - Low-cost fares (senior, disabled, youth – including community college students)
 - Free youth passes – equity, opportunity, accountability (volunteer hours?)
- Expand service hours (2)
 - 24-hour service
 - Extended hours of service (especially late-night)
- More direct connections (2)
 - Be time competitive with driving – direct connections, fewer transfers
 - More direct connections/less transfers
- More network coverage – more destinations, first/last-mile solutions, micro-mobility
- Purple Line addition/continue to connect South Bay to north cities

A full report of the small group discussions, and open comment is included below.

Round-Table 1
More direct connections to destinations
Provide access for senior and disabled people
Jobs & Education
Low-Cost Fares
More frequency
24-hour service
Top Three Takeaways:
1. 24-hour service
2. Free student passes/low-income passengers
3. Purple Line addition/continue connection South Bay to north cities
Round-Table 2
Like skyways and ferry - will it be fast enough?
Extended hours of service - late-night
More frequency
Ease process to get SDM fares (timeliness) - send notice to SDM riders before pass expiration
Mobility on demand - specifically door-to-door, smaller vehicles
Connections between community colleges
More direct connections, less transfers
Mobility hubs for more seamless transfers
No cost passes for youth (including community colleges)
Top Three Takeaways:
1. More direct connections/less transfers
2. Extended hours of service (especially late-night)
3. Low-cost fares (senior, disabled, youth - including community college students)
Round-Table 3
Blue Line overcrowded
Safety on bus, driver intervention
Lower fares for people who show proof of vehicle ownership
Trolley to Virginia Avenue
Park Trolleys at San Ysidro to start earlier service
More density near transit, Palm Avenue TOD
Downtown needs smaller Trolleys
Senior/disabled mobility issues, ADA compliance on vehicles/stops
Low fares for senior/disabled riders
Safety on Trolley/bus - solar lighting at stops
24 hours service
Electric vehicles

Driver sensitivity training
Better connectivity
(No Top Three Takeaways identified)
Round-Table 4
Youth mobility - no cost passes
Environmental benefit
Equity for disadvantaged communities
More late-night service
Time competitive with car - fewer transfers
Partners within community
Mobility hubs in suburbs
Service to Olympic Training center
First/last-mile connections
More capacity
Express links to major destinations
Electrification
Faster, transfer-free crosstown connections (Rapid 709)
More FRED-like service
Top Three Takeaways:
1. Be time competitive with driving - direct connections, fewer transfers
2. Free Youth Passes - equity, opportunity, accountability - volunteer hours?
3. More network coverage - more destinations, first/last-mile solutions, micro-mobility

Open Comment
Youth mobility - free youth passes. Equity for disadvantage communities. Connectivity/Time Competitive/ First and last mile
Better service, more routes on the eastern side of 805 in South Bay.
Better South Bay service east of 805. Ability to buy day passes off stored compass value. Incentives to business to work with MTS before moving to unserved/underserved areas. Can 4th car be added to Blue Line during heavy volume? Add plain clothes officers to trolley lines for added security.
Starting ASAP (Don't waste time) Every other Rapid Bus starting at the border and going through Otay Ranch to I-805 should continue north on 805 to I-15 & stop in Mid-City. It could stop here or continue north to Kearny Mesa or UTC area or other employment area. Do not waste time studying this to death. Not everyone living in east CV work in downtown. They need to go north. Use contro flow for BRT on SR-94 and F & G Streets.
To get drivers out of their vehicles allow them to pay 1/4 of full rate if they can show proof of insurance & registration. Was at public hearing held on the proposal 20 years ago to re-route trolley over I-5 to Virginia Ave at the border. Why not park a Trolley near the border in that MTS bldg? Park the trolley for a few hrs and

get about a 1/2 hr earlier start. Put houses in that vast underutilized parking lot at Palm Ave. Trolley station. The claim by MTS recently that a similar construction site could not be economically built higher does not make sense: don't projects get more economically viable the higher you go, usually? Have shorter trolleys in compliance w/ Horton blocks- stop blocking traffic! My email: nearborder@hotmail.com

Skyway practical for tourists [Map drawn Starting at Airport, to Star of India, to S.P.V to Convention Center, to Petco (12th & Imperial) then to 14th Street to Plaza de Panama]

Bay Ferry access yes. More safety on bus - Trolleys. Connect more with jobs in UTC Hillcrest to hospitals.

I would like to see the third rail for our Blue Line Trolley. I'm also very interested in the ferry service. Whatever we can do to make our transit better for the environment. More people on the buses and trolleys (less cars on the road). A program to get people short distances faster. More safety personal on trolleys and buses. More guided bus ways (take a lane in the freeway). Purple line.

Kathy from City Heights/National City: "Grown-up" cities - 8th largest in the nation - have 24-hour transit service! Logical targeted stops: grocery stores (shopped by workers after shift hours - ie SDSU lab workers get off at 9pm, #10 bus doesn't stop at accessible stop for Food4Less shoppers on return trip, nor does it run on weekends!), hospitals, adult ed centers, Greyhound, and airports. Electric buses and small shuttle linkage between El Cajon Blvd. and University Avenue. Increase safety: solar lighting at all bus stops; improve response for assaults on bus/Trolley; record/ID all incidents. Better notice of Public Forums - nothing on daily bus about this forum! Disabled and seniors and caretakers need better low fares, access arrangements on buses design of seating needs better brainstorming with senior centers input invited. And grandchildren, friends & Family holiday rates. Driver sensitivity training. Bilingual important, several languages. Not insulting to passengers, some disabilities are not visible. Re-learning disabilities. Know directions in city.

More frequency. Discounts for students. Training to be more sensitive with all people (translated from Spanish)

Purple Trolley line. Better weekend/holiday services. More languages on ticket vending machines. Public restrooms at transit centers. 24-hour service. Rural service improvements. Property tax.

No cost transit passes for youth, more routes, more frequency.