

NORTH COUNTY TRANSIT

SAN DIEGO RAILROAD

Agenda

Thursday, November 20, 2025

Regular Meeting: 2:00 P.M.

**Location: NCTD Administrative Offices,
810 Mission Avenue, Oceanside, CA 92054**

View Live Stream at:
<https://www.youtube.com/GoNCTD>

MISSION

North County Transit District, operating as North County Transit – San Diego Railroad's mission is to operate an environmentally sustainable and fiscally responsible transit network that provides seamless mobility for all while achieving organizational and operational excellence.

VISION

NCTD envisions a comprehensive transit and mobility system that connects all North County San Diego residents and visitors to a healthy, economically vibrant, and thriving region.

For individuals with disabilities, NCTD will provide assistive services. To obtain such services or copies of documents in an alternate format, please call or write, a minimum of 72 hours prior to the event, to request these needed reasonable modifications. NCTD will make every attempt to accommodate requests that do not give 72-hour notice. Please contact the Clerk of the Board at (760) 966-6696 or clerk@nctd.org.

For individuals with sensory disabilities, this document is available in alternate formats. For information, please contact the Clerk of the Board at 760/966-6696 or clerk@nctd.org. Persons with hearing impairment, please use the California Relay Service (CRS): 800/735-2929 TTY; 800/735-2922 voice; 800/855-3000 Spanish. CRS Customer Service: 877/632-9095 English or 877/419-8440 Spanish.

Agenda materials can be made available in alternative languages upon request. To make a request, please call (760) 966-6696 or email clerk@nctd.org at least 72 hours in advance of the meeting.

Los materiales de la agenda de NCTD están disponibles en otros idiomas. Para hacer una solicitud, llame al (760) 966-6696 o por correo electrónico a clerk@nctd.org al menos 72 horas antes de la reunión.

Any writings or documents provided to a majority of the members of the NCTD Board of Directors regarding any item on this agenda will be made available for public inspection at the office of the

Clerk of the Board located at 810 Mission Avenue, Oceanside, CA 92054, during normal business hours.

PUBLIC COMMENT

IN-PERSON PARTICIPATION AT THE BOARD MEETINGS: All persons wishing to address the Board of Directors during the meeting can do so in-person. Speakers must complete a "Request to Speak" form provided before entering the Board Room at NCTD, 810 Mission Avenue, Oceanside, CA. The completed form must be given to the Clerk of the Board before that agenda item is called. Members of the public may also submit their comments via email at publiccomment@nctd.org. All comments received prior to the start of the Board or Committee meeting will be provided to the Board/Committee and made available for public inspection on the NCTD website at: <https://gonctd.com/about-nctd/board-information/> prior to the meeting and included in the record of the Board/Committee Meeting.

VIRTUAL PARTICIPATION AT THE BOARD MEETINGS: Pursuant to Government Code section 54953, NCTD is providing alternatives to in-person attendance for viewing and participating in NCTD Board and/or Committee meetings.

Zoom Participation:

Members of the public may view or participate in the meeting through Zoom from a PC, MAC, iPad, iPhone, or Android device, at the following URL: <https://nctd.zoom.us/j/82846871954?pwd=ePwWP5oOePYu8jLGGr4qBW7AVaTH9h.1>
Passcode: 507406

Phone Participation:

To join the meeting by phone, dial 669-900-6833
Webinar ID: 828 4687 1954
Passcode: 507406

If you would like to speak on an agenda item via Zoom during the meeting, you must email the Clerk of the Board at clerk@nctd.org. Please provide the Clerk your name and item number you wish to comment on. *If you plan on calling into the Zoom meeting rather than videoconferencing, you must also provide the telephone number you will be using.* You must be logged on to the Zoom meeting by phone or online to speak. When it is your turn to comment, the Clerk of the Board will call you by name or phone number. Members of the public may register with the Clerk of the Board to speak on an agenda item until the public comment period for that item is closed.

The public may also provide oral comments on agenda items by calling (760) 966-6560. When prompted, the caller should identify the agenda item they wish to speak about and leave a message not to exceed three minutes. All telephonic comments received prior to the start of the Board or Committee meeting will be provided to the Board/Committee prior to the meeting and made available for public inspection on the NCTD website at: <https://gonctd.com/about-nctd/board-information/>.

REGULAR MEETING BEGINNING AT 2:00 PM

- **CALL TO ORDER**
- **ROLL CALL OF BOARD MEMBERS**
- **PLEDGE OF ALLEGIANCE TO THE AMERICAN FLAG**
- **SAFETY BRIEF & EVACUATION PROCEDURES – Suheil Rodriguez, Director of Administration/Clerk of the Board**
- **CHANGES TO THE AGENDA**
- **PUBLIC COMMUNICATIONS**

There is a time limit of 15 minutes for this section of Public Communications and each speaker is limited to three minutes for their presentation.

All written and/or telephonic comments received by 5:00 p.m. the day before the meeting will be shared with the Board of Directors and made available for public inspection prior to the meeting. Written and/or telephonic comments may not be read aloud or played for the Board of Directors during the meeting. All telephonic and written comments will be made part of the record.

A. MINUTES

Approve Minutes for NCTD's Special and Regular Board Meetings of October 23, 2025
(*Suheil Rodriguez, Director of Administration/Clerk of the Board*)

B. CONSENT ITEMS 1 – 5

Items reviewed and recommended for approval by the Executive Committee (EXEC), Marketing, Service Planning and Business Development Committee (MSPBD), Performance, Administration and Finance Committee (PAF), Staff (S), or Board (B)

All matters listed under CONSENT are considered by the Board to be routine and will be enacted by one motion. There will be no separate discussion on these items prior to the time the Board votes on the motion, unless members of the Board, the Chief Executive Officer, or the public, request specific items to be discussed and/or removed from the Consent Calendar for separate action. A request from the public to discuss an item must be filed with the Clerk of the Board on the "Request to Speak" form before that agenda item is called.

ITEMS PULLED FROM CONSENT WILL BE MOVED TO THE END OF THE AGENDA

1. Receive the Monthly Intergovernmental Affairs Report (S) (Attachment 1A – 1C)
(*Mary Dover, Chief of Staff*)
2. Receive the Monthly Transit Operations Performance Report for September 2025 (S)
(Attachment 2A)
(*Ioni Tcholakova, Service Planning Manager*)
3. Receive the Marketing, Service Planning and Business Development Committee Chair Report for the October 28, 2025 Meeting (S) (Attachment 3A)
(*Mary Dover, Chief of Staff*)
4. Award Agreement No. 26000 to Moffatt and Nichol for As-Needed Rail and Transit Engineering and Environmental Services for SPRINTER Corridor Infrastructure Improvements (S)
(*Tracey Foster, Chief Development Officer*)
5. Approve Calendar Year 2026 Board Leadership Nominating Committee (S)
(*Suheil Rodriguez, Director of Administration/Clerk of the Board*)

C. OTHER BUSINESS ITEMS 6

6. Conduct Public Hearing for Weekend Service Standardization Modifications and COASTER Connection Service Change
(*Shawn M. Donaghy, Chief Executive Officer*)
- **CHIEF EXECUTIVE OFFICER’S REPORT**
- **BOARD MEMBER REPORTS, COMMENTS, AND CORRESPONDENCE**
- **REMAINING PUBLIC COMMUNICATIONS**
 - For any remaining speakers who have completed a “Request to Speak” form.
- **ADJOURNMENT**
- **CERTIFICATIONS AND RULES (FOR BOARD AND PUBLIC INFORMATION)**
 - Posting of Board Agenda (Page 6)
 - Rules for Public Speakers at meetings of the North County Transit District (Page 7)
 - Quorum and Voting Information (Page 8)

Upcoming Meetings:

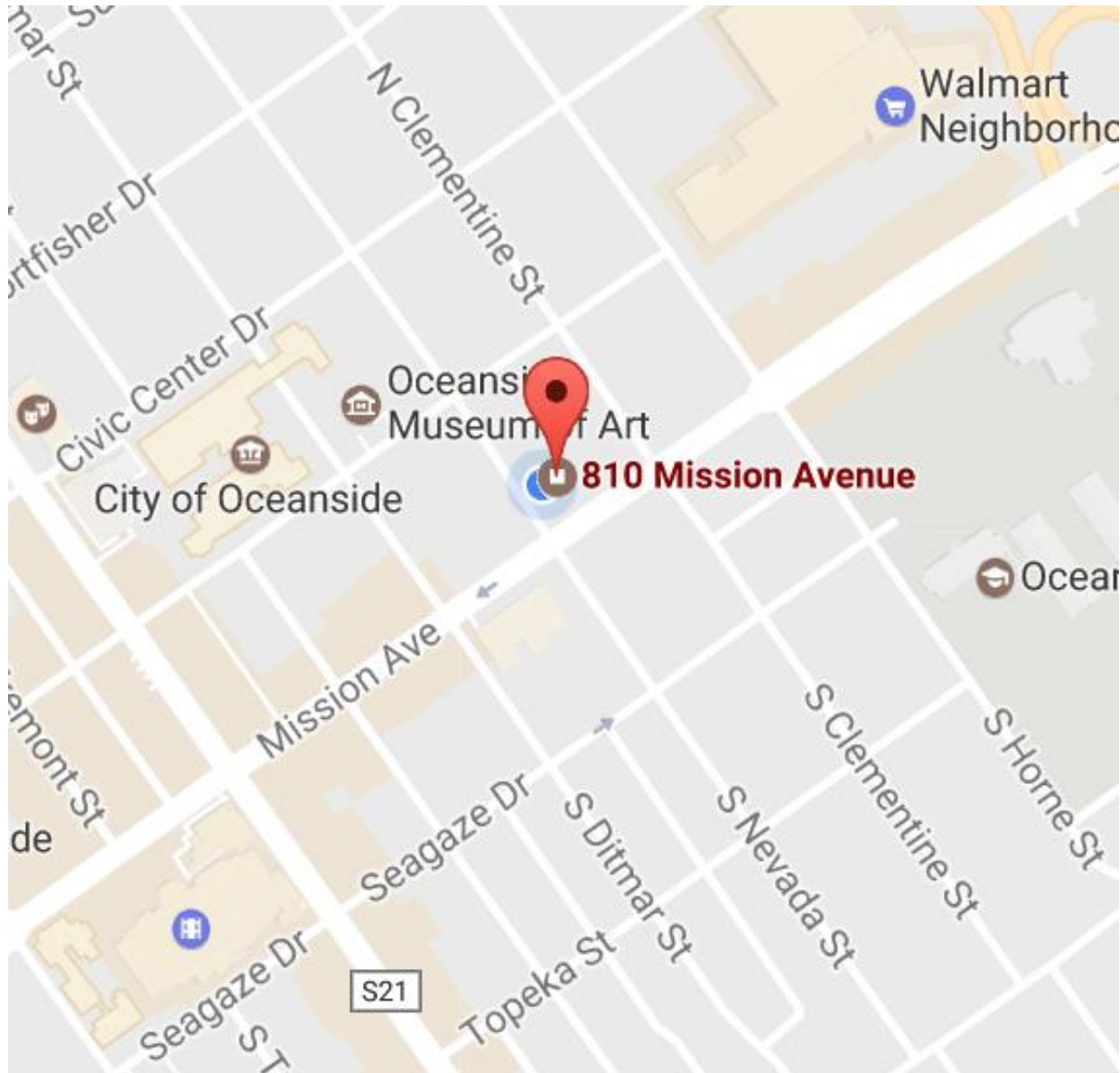
- *Performance, Administration and Finance (PAF) Committee Meeting: Monday, December 15, 2025 at 12:00 p.m.*
- *Executive Committee Meeting: Thursday, December 18, 2025 at 12:00 p.m.*
- *Regular Board Meeting: Thursday, December 18, 2025 at 2:00 p.m.*

All Regular Board and Committee Meetings will be held at NCTD Administrative Offices, 810 Mission Ave., Oceanside CA, unless otherwise provided on public notice.

NORTH COUNTY TRANSIT

SAN DIEGO RAILROAD

MAP OF NORTH COUNTY TRANSIT DISTRICT OFFICES



The NCTD Board Chambers is located at NCTD Administrative Offices, 810 Mission Avenue, Oceanside, CA 92054 and is accessible by the COASTER (NCTD Commuter Rail), SPRINTER (NCTD Hybrid Rail), and the BREEZE (NCTD Bus).

Please log onto www.goNCTD.com to check our current routes and schedules, or call 1-800-COMMUTE.

NORTH COUNTY TRANSIT
SAN DIEGO RAILROAD

November 13, 2025

To: North County Transit – San Diego Railroad Board Members
From: Suheil Rodriguez, Clerk of the Board
Subject: POSTING OF REGULAR BOARD AGENDA

In Compliance with the Ralph M. Brown Act, as Amended, the following information is provided.

The Agenda for this Regular meeting of the Board was posted as follows:

Regular Meeting: November 20, 2025 at 2:00 p.m.

Posted At: 810 Mission Avenue, Oceanside, CA

Posted Online At: www.goNCTD.com

Date & Time of Posting: November 13, 2025 by 5:00 p.m.

Posted By: Suheil Rodriguez, Clerk of the Board

NORTH COUNTY TRANSIT

SAN DIEGO RAILROAD

Rules for Public Speakers at Meetings of the North County Transit District

Per Board policy, all public communications at meetings of the North County Transit District shall be made and received in accordance with the following procedures:

1. COMMENTS FOR MATTERS NOT ON AGENDA

- A. Total time limit for telephonic comments:
 - Beginning of meeting: 15 minutes
 - End of meeting: No time limit.
- B. Time limit per speaker per meeting: Three minutes, with no donation of time allowed.
- C. Priority: First come, first served. Speakers who registered to speak with the Clerk will be able to address the Board of Directors in the order they were received.
- D. Order on agenda: Comments for matters not on the agenda will be heard at the beginning of the meeting and if the time limit stated in Paragraph A is exhausted, comments that were unable to be heard due to time limit stated above, will be heard at the end of the meeting under “*Remaining Public Communications.*”

2. TIME LIMITS FOR ADDRESSING MATTERS ON THE AGENDA

- A. Total time limit: None.
- B. Time limit per speaker: Three minutes, with one donation of three minutes, for a maximum of six minutes.
- C. These rules apply to both public hearing and non-public hearing items listed on the agenda.
- D. Comments made not germane to the subject matter of the agenda item being considered are out of order.

3. CUTOFF FOR TURNING IN SPEAKER SLIPS

- A. Members of the public may register with the Clerk to speak on an agenda item up until the public comment period is closed.

4. MODIFICATION OF RULES BY CHAIR

- A. The Board Chair may, in his or her absolute discretion, relax the requirements of these rules. However, a decision of the Chair to do so in one instance shall not be deemed a waiver of the rules as to any other instance or matter.

NORTH COUNTY TRANSIT

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Quorum and Voting

Pursuant to Public Utilities Code § 125102, a majority of the Board members eligible to vote shall constitute a quorum for the transaction of business and all official acts of the Board shall require the affirmative vote of a majority of the members of the Board eligible to vote; however, after a vote of the members is taken, a weighted vote may be called by any two members eligible to vote.

In the case of a weighted vote, the County of San Diego and each city (with exception of the City of San Diego), shall, in total, exercise 100 votes to be apportioned annually based on population. Approval under the weighted vote procedure requires the vote of the representatives of not less than three jurisdictions representing not less than 51 percent of the total weighted vote to supersede the original action of the Board. When a weighted vote is taken on any item that requires more than a majority vote of the Board members eligible to vote, it shall also require the supermajority percentage of the weighted vote. County population: The population of the County of San Diego shall be the population in the unincorporated area of the county within the area of jurisdiction of the Board pursuant to Public Utilities Code § 125052.

Jurisdiction	2023 Estimate	Percentage	Vote
Carlsbad	115,045	12.1%	12
Del Mar	3,918	0.4%	1
Encinitas	61,254	6.4%	6
Escondido	150,571	15.8%	16
Oceanside	172,186	18.1%	18
San Marcos	94,823	10.0%	10
San Diego County	240,653	25.3%	25
Solana Beach	12,831	1.3%	1
Vista	100,113	10.5%	11
Total	951,394	100.0%	100
<i>Source: 2023 Estimate via SANDAG Open Data Portal – Updated November 2024</i>			

NORTH COUNTY TRANSIT

SAN DIEGO RAILROAD

MINUTES OF THE SPECIAL AND REGULAR MEETINGS OF THE NORTH COUNTY TRANSIT – SAN DIEGO RAILROAD BOARD OF DIRECTORS HELD ON OCTOBER 23, 2025

SPECIAL BOARD MEETING

CALL TO ORDER

Board Chair Priya Bhat-Patel called the Special Meeting to order at 1:30 p.m.

ROLL CALL OF BOARD MEMBERS

1. Priya Bhat-Patel (City of Carlsbad)
2. Mike Sannella (City of San Marcos)
3. Tracy Martinez (City of Del Mar)
4. Jim O'Hara (City of Encinitas) – arrived at 1:41 p.m.
5. Joe Garcia (City of Escondido) – arrived at 2:16 p.m.
6. Eric Joyce (City of Oceanside)
7. Jim Desmond (County of San Diego) – departed at 3:29 p.m.
8. Jill MacDonald (City of Solana Beach) – Board Alternate
9. Corinna Contreras (City of Vista)
10. Madison Coleman (City of San Diego) – arrived at 1:58 p.m.

PUBLIC COMMUNICATIONS SPECIFIC TO THE SPECIAL MEETING

Kevin Ham, public speaker, spoke regarding the OTC Redevelopment Project and his concern for moving the bus stops to the southern lot, thereby causing congestion. He thanked CEO Shawn Donaghy for his efforts in reaching out to the community that is being impacted by the project.

CLOSED SESSION ITEMS 1 AND 2

1. Closed Session Pursuant to Government Code Section 54957.6 – Public Employee Performance Evaluation, Title: Lori A. Winfree, Deputy Chief Executive Officer/Chief General Counsel
2. Closed Session Pursuant to Government Code Section 54957.6 – Public Employee Performance Evaluation, Title: Shawn M. Donaghy, Chief Executive Officer

The Board met in Closed Session at 1:34 p.m. and returned at 2:03 p.m. Ms. Winfree reported that there was no reportable action; however, the items will be heard at the Regular Board meeting as Other Business items Nos. 16 and 17.

REGULAR BOARD MEETING

CALL TO ORDER

Board Chair Priya Bhat-Patel called the Regular Meeting to order at 2:04 p.m.

ROLL CALL OF BOARD MEMBERS

1. Priya Bhat-Patel (City of Carlsbad)
2. Mike Sannella (City of San Marcos)
3. Tracy Martinez (City of Del Mar)
4. Jim O'Hara (City of Encinitas)
5. Joe Garcia (City of Escondido) – arrived at 2:16 p.m.
6. Eric Joyce (City of Oceanside)
7. Jim Desmond (County of San Diego) – departed at 3:29 p.m.
8. Jill MacDonald (City of Solana Beach) – Board Alternate
9. Corinna Contreras (City of Vista)
10. Madison Coleman (City of San Diego) – arrived at 1:58 p.m.

PLEDGE OF ALLEGIANCE TO THE AMERICAN FLAG

Board Alternate Coleman led the Pledge of Allegiance to the American Flag.

SAFETY BRIEF AND EVACUATION PROCEDURES

Suheil Rodriguez, Clerk of the Board, reviewed emergency evacuation procedures.

CHANGES TO THE AGENDA

None

PUBLIC COMMUNICATIONS

Diane Nygaard, Oceanside, thanked NCTD staff for their collaboration with the communities being adjacent to the OTC Redevelopment Project.

Lane Stewart, Oceanside, spoke regarding the OTC Redevelopment Project. He hopes that the project can continue without placing buses on Missouri Avenue.

James Filanc, Oceanside, spoke regarding the OTC Redevelopment Project. He expressed that he is delighted for the project. However, he is opposed to putting buses on Missouri Avenue, due to the walkability of that street. He has over a hundred signatures for a petition voicing the same concern. He wishes to collaborate with NCTD to find a solution that is suitable for the community.

Joan Brown, San Marcos, spoke regarding the dangers of e-bikes on the sidewalks, the limited number of stops on BREEZE 347 and 350 and lack of accessible pedestrian signals for the visually impaired.

John Mosher, San Marcos, spoke regarding the Caltrans presentation last month regarding hydrogen SPRINTER trains. He is advocating to local agencies, including the Clean Energy Alliance, NCTD's request for hydrogen fuel source for the SPRINTER and needed infrastructure.

APPROVAL OF THE MINUTES OF THE SEPTEMBER 18, 2025 REGULAR BOARD MEETING

ON THE MOTION OF BOARD MEMBER O'HARA TO APPROVE THE MINUTES OF THE SEPTEMBER 18, 2025 REGULAR BOARD MEETING, SECONDED BY BOARD MEMBER DESMOND.

AYES: BHAT-PATEL, SANNELLA, GARCIA, JOYCE, O'HARA, DESMOND, MACDONALD, CONTRERAS

NOES: NONE

ABSENT: NONE

ABSTAIN: NONE

MOTION PASSES.

APPROVAL OF CONSENT ITEMS 1 – 3 AND 5 – 14

1. Receive the Monthly Intergovernmental Affairs Report
2. Receive the Monthly Transit Operations Performance Report for August 2025
3. Receive the Executive Committee Chair Report for the October 13, 2025 Meeting
5. Receive the Quarterly Safety Report for the Fourth Quarter of FY2025
6. Receive the Quarterly Security Report for the Fourth Quarter of FY2025
7. Receive the Quarterly Customer Experience Report for the Fourth Quarter of FY2025
8. Receive the Quarterly Report of Contract Actions Under the Chief Executive Officer's Authority for the Fourth Quarter of FY2025
9. Award Agreement No. 36052 to Harsco Metro Rail, LLC for a Railroad Track Tamper
10. Authorize the Purchase of One Hi-Rail Grapple Truck and One Hi-Rail Weld Truck
11. Award Agreement No. 26008 to Developers General Contracting, Inc. for Shelter Replacement at Old Town Transit Center

12. Approve Revised FY26 Class and Compensation Schedule
13. Approve Labor Agreement between NCTD and the Teamsters Local No. 542 for Paratransit Operators
14. Approve Labor Agreement Between NCTD and the Teamsters Local No. 542 for Paratransit Dispatchers/Reservationists

Prior to the vote, Board Member O'Hara pulled Consent Item No. 4, which was moved to the end of the agenda.

ON THE MOTION OF BOARD MEMBER DESMOND TO APPROVE CONSENT ITEMS 1 – 3 AND 5 – 14, SECONDED BY BOARD VICE-CHAIR SANNELLA.

AYES: BHAT-PATEL, SANNELLA, GARCIA, JOYCE, O'HARA, DESMOND, MACDONALD, CONTRERAS

NOES: NONE

ABSENT: NONE

ABSTAIN: NONE

MOTION PASSES.

OTHER BUSINESS ITEM NO. 15

15. Adopt Resolution No. 25-06 Approving Modifications to Board Policies

Suheil Rodriguez, Director of Administration, presented the Board with an overview of staff's recommended modifications to Board Policies. Of the 34 policies, staff only recommended substantive revisions to four policies, which were discussed by the Executive Committee before being brought to the Board for consideration. Recommended updates were the following:

- Board Policy No. 3 – Committee and External Appointments: Revisions to structure of internal committee scheduling. Establishing a defined schedule within the policy will provide greater clarity for Board Members interested in joining a committee and help reduce scheduling challenges and align with other regional transit agencies.
- Board Policy No. 5 – Public Notice and Participation: Added a budget adoption requirement for a public hearing under California's open meeting and public agency laws. Revisions to Public Participation Process based Executive Order 14173, "Ending Illegal Discrimination and Restoring Merit-Based Opportunity", signed by President Trump on January 21, 2025, which revoked EO 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations".
- Board Policy No. 8 - Revisions were made to ensure compliance with the Political Reform Act and the Fair Political Practices Commission regulations. The legal component involves confirming that the new administrative process—electronic filing through the web portal managed by the County of San Diego—continues to satisfy all statutory and FPPC requirements related to filing, retention, and public access. Added and removed positions to streamline position categories.

- Board Policy No. 25 – Disadvantaged Business Enterprise: Revised policy language for NCTD’s DBE Program to ensure compliance with the U.S. Department of Transportation’s interim final rule issued on September 30, 2025, regarding the DBE program. The rule eliminates the longstanding race- and sex-based presumptions of disadvantage that had automatically classified women and certain racial or ethnic groups as “socially and economically disadvantaged”.

Simon Guzman, virtual public speaker, Oceanside, expressed concern over revisions to the language in Board Policy No. 5 – Public Notice and Participation (BP No. 5) due to a new executive order signed by the federal government regarding environmental justice. He strongly believes environmental justice is critical to the NCTD community and has a direct impact on its riders.

Board Chair Bhat-Patel asked NCTD staff if NCTD can modify the BP No. 5 to recommit to the language that they all value. Mary Dover, Chief of Staff, responded that based on the Executive Orders that are currently in place, NCTD has determined it must keep the modification made by the Trump Administration or NCTD grant funding may be compromised. Lori Winfree, Deputy Chief Executive Officer/ Chief General Counsel, further added that NCTD’s legal team is reviewing all Executive Orders and laws that may impact NCTD and recommends that it is in NCTD’s best interest to strike language from the policy that was added under the previous presidential Administration as recommended by staff. NCTD is seeking clarity on this order and will advise the Board on further direction as soon as it reasonably can.

Board Member Contreras asked if it was necessary to adopt these Board Policies today and when is it communicated to the federal government that the policy has been modified. CEO Donaghy responded affirmatively, especially the policies that rely upon federal funding. He reiterated that when NCTD signs the certificates and assurances annually, they are testifying that the agency is in compliance with federal standards. Ms. Winfree added that any time that we accept federal funding or draw down from federal grants, NCTD is attesting that we have complied with all the rules and regulations associated with the federal grant. Board Member Contreras expressed that she doesn’t believe that the current Executive Order has any legality as it stands, according to the court system. CEO Donaghy responded that it is legal since is that is the order that is in place right now and NCTD risks funding being pulled if they refuse to comply with federal requirements. Ms. Winfree added that until this order makes its way to the Supreme Court, and a final determination is made on its legality, NCTD must treat it as a valid order.

Vice-Chair Sannella commented that CEO Donaghy has the best interest of the agency at hand, and we must trust what staff is doing to protect the agency. With that, he made a second to Board Member Desmond’s motion to approve staff’s recommendation.

Board Alternate MacDonald commented that although she isn’t in agreement with the language being stricken, she feels NCTD does not have another choice in the matter.

Board Member Desmond made a motion to approve the item as per staff’s recommendation.

Board Member Joyce offered some alternative language to the policy to staff prior to the meeting and asked that the legal team review it. CEO Donaghy responded that the proposed language

was reviewed by Legal Counsel, and it was determined that NCTD staff could not recommend modifying the language as suggested without first having clarity on the Executive Order.

Board Alternate Coleman recommended that since NCTD relies heavily on federal funds, they should find alternative fundings streams that are not linked to federal funds.

Board Member Garcia commented that although certain policies may not be to our liking, we must follow them because they are attached to federal funding. He expects that NCTD's level of service will not change while still complying with federal regulations. Board Members O'Hara, Board Member Martinez and Vice Chair Sannella echoed Board Member Garcia's same sentiments.

Board Member Joyce also shared his concerns regarding the structure of the Executive Committee, where he feels some decisions are made prior to discussion with the full Board. He requested staff review the governance structure of the Board committees at a future workshop. Ms. Winfree responded that membership of the Board and the timing of leadership elections are set by statute under the enabling legislation pursuant to the Public Utilities Code. Any modifications to that structure would require a legislative change through the state legislature. The Executive Committee is the legislative body that reviews the performance evaluations for the CEO and the Deputy CEO/Chief General Counsel. Any modifications to that structure would require a change to their employment agreements. Ms. Winfree reviewed the responsibilities of the rest of the committees: Marketing, Service Planning and Business Development (MSPBD) and the Performance, Administration and Finance (PAF) Committees. The Board may decide the structure and responsibilities of the committees themselves and may dictate if they are needed at all; this has nothing to do with NCTD's enabling legislation.

Board Member Joyce also expressed concerns regarding the Nominating Committee having the only authority to recommend leadership roles. Additionally, he recommended that Board members serve a minimum of one year before being eligible for a leadership role. Lastly, he would like NCTD to welcome more public comments at all meetings. CEO Donaghy responded that NCTD had their first virtual open house to welcome public feedback regarding our services. It was very successful and NCTD received a lot of public input.

Board Alternate Coleman asked if the Nominating Committee in charge of recommending leadership positions is required by legislation. Ms. Winfree confirmed it was not; it was created by the Board.

Vice Chair Sannella supports the consideration of doing away with committees altogether.

Board Chair Bhat-Patel asked what some best practices are in the transit industry in regard to a Nominating Committees. CEO Donaghy responded that although it's different everywhere, the intent of most agencies in creating committees is to drive efficiency when there are too many jurisdictions represented on a Board or when certain topics are better reviewed by a smaller committee. Ms. Dover added that SANDAG has a similar committee that nominates the Board Chair, Vice Chair and Second Vice Chair and receives statements of interest from interested individuals prior to making a recommendation to the full Board for approval.

Board Member Contreras believes that there should not be a Nominating Committee since the process is not conducive to a positive result, relative to BP No. 5 and striking the language.

Board Member O'Hara added that although he believes that the process for nominating leadership roles can be smoother, he does not believe there should be a requirement of years served on the Board in order to fill a leadership role. He believes that Board members already have experience serving on their Council and interacting with their constituents that it outweighs the time they should be required to serve on the Board.

Board Member Joyce disagreed with Board Member O'Hara's comment and stressed that any Board Member serving on the Board in leadership should have some experience with working with the rest of the Board and knowing the agency. He also asked how an item is placed on the Board agenda. Ms. Winfree responded that any Board member making a recommendation to place an item on the Board agenda must make the request through the Board Chair, who then discusses it with the CEO. She also clarified the motion on the floor and stated the Board Member Joyce's request to discuss the committee governance and structure may be placed on a future Board agenda and/or workshop. Board Member Joyce stated that going through only one member of the Board to request an item to be placed on the Board agenda is not a best practice. He requested that this be reviewed when considering the committee governance and structure.

Board Chair Bhat-Patel thanked the Board for their comments and hopes that they continue to provide feedback for any future modifications to the Board Policies. She is supportive of placing an item to a future agenda to discuss committees in general. She believes the process for recommending and choosing leadership roles is transparent and works well, since recommendations are brought forward to the Board for consideration prior to making a final decision. She agrees with Board Member Joyce that having some experience serving on the Board prior to accepting a leadership role may be beneficial. She also added that even though the Board has different opinions and principles on what they believe in, we must remember to express them in a respectful manner.

ON THE MOTION OF BOARD MEMBER DESMOND TO APPROVE ITEM 15, SECONDED BY BOARD VICE CHAIR SANNELLA.

AYES: BHAT-PATEL, SANNELLA, GARCIA, JOYCE, O'HARA, DESMOND, MACDONALD

NOES: CONTRERAS

ABSENT: NONE

ABSTAIN: NONE

MOTION PASSES.

OTHER BUSINESS ITEM NO. 16

16. Approve Annual Performance Evaluation and Related Actions for Deputy Chief Executive Officer/Chief General Counsel

Karen Tucholski, Senior Legal Counsel – Regulatory Compliance, presented an overview to the Board regarding the annual performance evaluation for the Deputy Chief Executive Officer/Chief General Counsel.

Board Member Contreras and Board Chair Bhat-Patel thanked Ms. Winfree on her accomplishments and her hard work for the agency.

ON THE MOTION OF BOARD MEMBER JOYCE TO APPROVE ITEM 16, SECONDED BY VICE-CHAIR SANNELLA.

AYES: BHAT-PATEL, SANNELLA, GARCIA, JOYCE, O'HARA, DESMOND, MACDONALD, CONTRERAS

NOES: NONE

ABSENT: NONE

ABSTAIN: NONE

MOTION PASSES.

OTHER BUSINESS ITEM NO. 17

17. Approve Annual Performance Evaluation and Related Actions for Chief Executive Officer

Karen Tucholski, Senior Legal Counsel – Regulatory Compliance, presented an overview to the Board regarding the annual performance evaluation for the Chief Executive Officer.

Board Member Contreras thanked Mr. Donaghy for his leadership and for his efforts in keeping everyone in the respective cities engaged and working together.

Board Member O'Hara echoed Board Member Contreras' sentiments and is confident that he can count on Mr. Donaghy's excellent leadership.

Board Chair Bhat-Patel agreed with her fellow Board Members and is happy that Mr. Donaghy connects with the community and personally reaches out to constituents about their concerns.

ON THE MOTION OF BOARD MEMBER CONTRERAS TO APPROVE ITEM 17, SECONDED BY BOARD MEMBER O'HARA.

AYES: BHAT-PATEL, SANNELLA, GARCIA, JOYCE, O'HARA, MACDONALD, CONTRERAS

NOES: NONE

ABSENT: DESMOND

ABSTAIN: NONE

CONSENT ITEM NO. 4

Board Member O'Hara commented about NCTD's investment report for the fourth quarter of FY2025. He is impressed to see that NCTD achieved an annual yield of 4.12% on its investments while still providing necessary liquidity to meet expenditure requirements. CEO Donaghy gave credit to Eun Park-Lynch, Chief Financial Officer, and her Finance team for the amazing work they do to keep the agency's financials safe. Ms. Park-Lynch thanked the Board and her team.

4. Receive the Unaudited Quarterly Investment Report for the Fourth Quarter of FY2025

ON THE MOTION OF BOARD MEMBER O'HARA TO APPROVE CONSENT ITEM 4, SECONDED BY BOARD CHAIR BHAT-PATEL.

AYES: BHAT-PATEL, SANNELLA, GARCIA, JOYCE, O'HARA, MACDONALD, CONTRERAS

NOES: NONE

ABSENT: DESMOND

ABSTAIN: NONE

CHIEF EXECUTIVE OFFICER'S REPORT

Shawn Donaghy reported the following:

- Bus Roadeo on Saturday, October 25, 2025 at Bus West Division in Oceanside at 8am.
- Thanked Teamsters Union representatives for being present at the Board meeting. Negotiations continue on the collective bargaining agreements, but we have successfully closed out three of six agreements.
- SANDAG Quarterly meeting held last month to discuss regional projects and funding limitations. He appreciates Mario Orso's leadership and willingness to work with NCTD.
- SB 79 signed by Governor's office.
- He thanked the Board for their continuous support and thanked the great employees that work here. It is the reason why we can do incredible things for the community.
- He congratulated Sergeant Burke of the San Diego Sheriff's Transit Enforcement Unit for his recent promotion. He's worked in the Unit for some time now and has done an incredible job supporting NCTD. Sargeant Burke thanked the Board and NCTD staff.

BOARD MEMBER REPORTS, COMMENTS, AND CORRESPONDENCE

Board Member Joyce attended the SANDAG Transportation Committee where they discussed the success of the Youth Opportunity Pass. On BREEZE Route 303 alone, there was a large increase in usage in the first 15 months of operation. He hopes that we can continue this service for future years.

REMAINING PUBLIC COMMUNICATIONS

None

ADJOURNMENT

Board Chair Bhat-Patel adjourned the meeting at 3:47 p.m. Submitted by Suheil Rodriguez, Clerk of the Board, for the North County Transit – San Diego Railroad (NCTD).

BOARD CHAIR
North County Transit – San Diego Railroad

CERTIFICATION

I, Suheil Rodriguez, duly appointed and qualified, Clerk of the Board of NCTD, do hereby certify that the above is a true and correct copy of the Minutes of the Regular Board Meeting held on October 23, 2025 approved by the Board of Directors of NCTD adopted at a legally convened meeting of the Board of Directors of NCTD held on November 20, 2025.

CLERK OF THE BOARD
North County Transit – San Diego Railroad

For individuals with sensory disabilities, this document is available in alternate formats. For information, please contact the Clerk of the Board at 760/966-6553. For persons with hearing impairment, please use the California Relay Service (CRS): 800/855-7100 TTY; 800/855-7100 voice; 800/855-7200 Spanish. CRS Customer Service: 877/546-7414 or 800-867-4323 TTY.

STAFF REPORT

**RECEIVE THE MONTHLY INTERGOVERNMENTAL AFFAIRS
REPORT**

Time Sensitive: ☐ **Consent:** ☒

**STAFF
RECOMMENDATION:**

Receive the Monthly Intergovernmental Affairs Report for October 2025.

**BACKGROUND
INFORMATION:**

Attached are the Federal and State Monthly Intergovernmental Affairs Reports for October as well as the Status of Tracked Legislation Report for October 2025 (Attachments A, B and C) submitted by Manatt and Townsend Public Affairs. The monthly report provides updates on state legislative activity impacting North County Transit – San Diego Railroad (NCTD). Below is a summary of Federal and State developments during the month of October notable to NCTD:

Legislative Activity and Updates – Federal:

Government Shutdown: As of October 31, the federal government remained shut down as lawmakers did not reach a consensus on government funding. Impacts to NCTD were minimal because the *Bipartisan Infrastructure Law* created statutory requirements that maintain the flow of Federal grant funding to recipients. While the Federal Transit Administration (FTA) remains largely unaffected by the lapse in appropriations, workers deemed nonessential throughout other federal agencies are temporarily furloughed until the government reopens. Some federal workers, such as air traffic controllers, must continue to work without pay during a lapse in appropriations. Additionally, most federal agencies have paused the release of new notices of funding opportunity (NOFOs) for grant programs. The Department of Transportation (DOT) was set to release its award selections for the Buses and Bus Facilities/Low or No Emissions grant programs at the end of the fiscal year, but the announcement was delayed until the shutdown ends.

DOT Issues Interim Final Rule on DBE Program: On October 3, the DOT issued an Interim Final Rule effective immediately that disallows Disadvantaged Business Enterprise (DBE) status from being conferred on any business solely based on the race or gender of its owner. The rule requires that all minority- and women-owned business enterprises currently certified by a state or grantee as presumptively disadvantaged be decertified and evaluated for re-certification based on a case-by-case showing of disadvantage. The DOT's DBE program was enacted by Congress in 1983 to promote the use of disadvantaged firms in contracting opportunities funded by the DOT and is primarily administered by state and local transportation agencies.

Legislative Activity and Updates – State:

Governor Takes Action on Proposed Bills: To conclude the 2025 legislative session, Governor Gavin Newsom finalized action on hundreds of bills before the deadline of October 13. Out of the 917 measures that reached Governor Newsom's desk, he signed 794 measures into law and vetoed 123 measures. While vetoed bills will not move forward, many are eligible for reintroduction in January 2026. The Legislature will reconvene on January 5, 2026.

Bills that received final action notable to NCTD include:

- **AB 339 (Ortega)** Requires public agencies regulated by the Meyers-Milias-Brown Act (MMBA) to give a recognized employee organization (REO) no less than 45 days' written notice regarding contracts to perform services that are within the scope of work of job classifications represented by the REO, among other provisions. **Signed into law.**
- **AB 394 (Wilson)** Expands the elevated penalties that apply to persons that commit battery against certain transit workers to include public transportation provider employees and contractors. **Signed into law.**
- **AB 1250 (Papan)** Requires transit operators, on or before June 1, 2027, to use a streamlined recertification process, as specified, for persons who have previously been determined to be eligible for paratransit service to have their eligibility reviewed. **Signed into law.**
- **SB 30 (Cortese)** Prohibits a public entity that owns diesel-powered on-track equipment from selling, donating, or otherwise transferring ownership of that equipment for continued use after the public entity decommissions the equipment, except if certain conditions are met. **Signed into law.**
- **SB 71 (Wiener)** Expands and extends existing California Environmental Quality Act (CEQA) exemptions for transit projects and exempts diesel-powered heavy rail projects meeting the "Tier 4" exhaust emissions standard if certain criteria are met, among other changes. **Signed into law.**
- **SB 79 (Wiener)** Requires a housing development project within a specified radius of existing or currently proposed major transit-oriented development (TOD) stop, as defined, be an allowable use on a site zoned for residential, mixed, or commercial development, if the housing development meets certain requirements. This bill also allows a transit agency to adopt TOD zoning standards for district-owned land located in a TOD zone. **Signed into law.**
- **SB 419 (Caballero)** Enacts a state sales and use tax exemption for purchases of hydrogen fuel made on or after July 1, 2026. **Vetoed by Governor.**
- **SB 544 (Laird)** This bill allows the California Public Utilities Commission (CPUC) to establish an expedited review and approval process for railroad crossing applications that are uncontested and do not need additional review or evidentiary hearings. **Signed into law.**
- **SB 707 (Durazo)** Makes various changes to the rules for local agencies to hold public meetings pursuant to the Ralph M. Brown Act (Brown Act). **Signed into law.**

Grant Activity

Below is an overview of successful grant awards in Calendar Year (CY) 2024, as well as successful and pending awards year-to-date in CY 2025. NCTD was the lead applicant for these grant applications, except where otherwise noted.

CY 2024	CY 2025	
Successful Awards	Pending Awards	Successful Awards
San Dieguito Double Track Phase 2 (INFRA) \$53.9 million	Bus Replacement Project (Low or No Emission Grant Program) \$16,774,170	
Battery Electric Buses (Community Project Funding) \$500,000	SPRINTER Platform and Track Enhancement (Congressionally Directed Spending) \$1.2 million	
San Dieguito Double Track Phase 2 (SANDAG – ITIP) \$62 million	San Diego Subdivision PTC (Community Project Funding) \$600,000	
SPRINTER Double Tracking – East (RAISE) \$10.2 million	Bus Stop Improvements (Community Project Funding) \$250,000	
San Dieguito Double Track Phase 2 (SB 125) \$36.4 million		
Eastbrook to Shell Double Track and DMB5 (TIRCP) \$38.5 million		
Gender Action Plan (Caltrans) \$367,591		
Transit Signal Priority – 303 (Caltrans) \$344,521		
Total Successful: \$202,212,112	Total Pending: \$18,824,170	

ATTACHMENT: 1A – Federal Monthly Legislative Report (Manatt) – October 2025
1B – State Monthly Legislative Report (Townsend) – October 2025
1C – Status of Tracked Legislation Report (Townsend) – October 2025

FISCAL IMPACT: This staff report has no fiscal impact.

COMMITTEE REVIEW: None

STAFF CONTACT: **Mary Dover, Chief of Staff**
E-mail: mdover@nctd.org Phone: 760-967-2895



To: North County Transit District
From: Manatt, Phelps & Phillips LLP
Re: Federal Update – October 31, 2025

The following memorandum summarizes recent federal developments of importance to the North County Transit District:

- Senate Advances Seval Oz for DOT Lead on Research and Technology
- Senate Confirms FRA Administrator
- ROAD to Housing Act Includes Provisions for Increasing Housing-Transit Connections
- DOT Requests Nominations for the Beautifying Transportation Infrastructure Council
- DOT Issues a FAQ Guidance Document for DBE

Senate Advances Seval Oz for DOT Lead on Research and Technology

- The Senate Commerce, Science, and Transportation Committee voted 16-12 to advance the nomination of Seval Oz to lead research and technology at the Transportation Department. Prior to her nomination, Oz worked at Google in its self-driving car portfolio. Oz is also the sister of Centers for Medicare and Medicaid Director Mehmet Oz.
- Oz's nomination will now be taken up by the full Senate, where she will need 50 votes to be confirmed.

Senate Confirms FRA Administrator

- On October 7, the Senate confirmed David Armstrong Fink as the Administrator for the FRA. Fink's nomination was passed on a party-line vote in the Senate, along with three other nominees. Before joining the Trump Administration, Fink served as President of Pan Am Railways.
- Joining Fink in being confirmed were Derek Barrs to lead the Federal Motor Carrier Safety Administration (FMCSA), Michael Rutherford to be assistant secretary for multimodal freight infrastructure and policy, and Gregory Zerzan to be general counsel at DOT.

ROAD to Housing Act Includes Provisions for Increasing Housing-Transit Connections

- On September 10, the Senate advanced the [ROAD to Housing Act](#) as a Manager's Amendment included in the FY26 National Defense Authorization Act (NDAA). With Senate passage, negotiations over the bill's inclusion in the final NDAA continued through October. One key provision within the bill is the Build More Housing Near Transit Act.
- The Build More Housing Near Transit Act encourages municipalities to build housing when expanding public transit systems. It specifically amends the Capital Investment Grants (CIG) program to provide an optional increased rating in FTA's evaluation process for projects in areas that establish pro-housing policy near public transportation routes.
- Negotiations over the bill's potential inclusion in the final NDAA began with the passage of the Senate NDAA. Leadership of the House Financial Services and Senate Banking Committees are continuing their negotiations that will ultimately determine whether the bill is included. House members could seek some changes to the bill, while the Senate Banking Committee has insisted that the bill remain as passed by the Senate. The bill is considered must-pass, and members are aiming to approve the legislation before the December 31 expiration date. Negotiators of the bill indicated that they are on track to be finished by Thanksgiving and pass the bill on the House floor by early December.

DOT Requests Nominations for the Beautifying Transportation Infrastructure Council

- The Department of Transportation is [requesting nominations](#) for the Beautifying Transportation Infrastructure Council. The Council will advise the Secretary of Transportation on enhancing the aesthetic value of the nation's transportation systems. In particular, the Council provides recommendations on policies, designs, and funding priorities that beautify transportation infrastructure, including highways, bridges, and transit hubs, while maintaining safety and efficiency. The Council identifies best practices, develops aesthetic performance metrics, and advises on projects that enhance public spaces and reflect local character.
- The Council will comprise up to 11 members, including architects, landscape designers, urban planners, artists, transportation engineers, historic preservationists, and other community advocates, and representatives from State, local, and Tribal governments. The deadline for nominations for Council members must be received on or before November 21, 2025.

DOT Issues a FAQ Guidance Document for DBE

- On October 3, the DOT published an Interim [Final Rule \(IFR\)](#) removing “race and sex-based presumptions of social and economic disadvantage that violate the U.S. Constitution.” The IFR was effective immediately on October 3.
- The new rule removes race and sex-based presumptions of social and economic disadvantage from Disadvantaged Business Enterprise (DBE) eligibility, and all individuals seeking DBE certification must now instead provide “individualized evidence” of both social and economic disadvantage based on their own circumstances and experiences.
- The Department’s [FAQ document](#) provides context and information behind the IFR.

MEMORANDUM

To: North County Transit District

From: Townsend Public Affairs

Date: November 5, 2025

Subject: October 2025 Legislative Monthly Report

STATE UPDATES

While the Capitol remains relatively quiet, October has proven to be a pivotal bridge between the legislative accomplishments of 2025 and the emerging landscape that will define 2026. Lawmakers continued the Interim Study Recess and shifted their focus from floor activity to district engagement. With the Legislature adjourned until January 5, 2026, members have used this period to meet with constituents, community leaders, and local stakeholders to help shape policy and funding priorities for the upcoming year. The pause in formal proceedings has provided space for reflection, strategic planning, and groundwork ahead of what is expected to be a consequential second year of the 2025–26 legislative cycle.

Attention at the Capitol centered on the October 13 deadline for Governor Gavin Newsom to take action on the measures on his desk. Dozens of high-profile proposals, spanning artificial intelligence, housing, energy, and labor policy, arrived on the Governor's desk throughout the month. Any bills not acted upon by the deadline automatically became law, setting the stage for a new wave of implementation and potential rulemaking in 2026.

Overall, during the 2025 legislative session, **917 measures** reached the Governor's Desk; with **794 measures** signed into law, and **123 measures** vetoed, for a veto rate of **13.4%**. Of the measures signed into law, 476 were Assembly Bills and 318 were Senate Bills. Of the measures vetoed, 74 were Assembly Bills and 49 were Senate Bills.

Meanwhile, statewide political activity has shifted toward the November 2025 special election, with growing momentum around Proposition 50, the redistricting initiative that has drawn significant public attention. Campaigns on both sides have ramped up outreach, media engagement, and local events as voter mobilization efforts intensify across California.

Personal Income Tax Withholding Exceeds Expectations

On October 10, the Legislative Analyst's Office (LAO) [released](#) its Income Tax Withholding Tracker report, indicating that California's personal income tax withholding continues to exceed expectations. In September 2025, withholding collections were approximately \$925 million above the projections in the state budget—12% higher than estimated and 19% above the same month last year.

From June through September, total withholding rose about 13% over the prior year, generating roughly \$3.6 billion in additional revenue. The LAO attributed this growth in part to strong wage

gains and increased withholdings from employee bonuses and stock-based compensation, which now make up a larger portion of overall receipts. These patterns suggest ongoing strength in payroll-driven income tax revenues heading into the final quarter of 2025.

EXECUTIVE BRANCH ACTIVITY

October 2025 Legislative Update: Governor Signs Key Measures into Law

As the 2025 legislative session drew to a close, Governor Gavin Newsom finalized action on hundreds of bills ahead of the October 13 signing deadline, approving major policy packages across housing, labor, energy, public safety, health care, and disaster recovery.

Elections, Transparency, and Government Operations

Governor Newsom signed several measures aimed at strengthening public trust and government accountability. [AB 16 \(Alanis\)](#) updates the timelines for processing vote-by-mail ballots to align with recent election law changes, while [AB 343 \(Pacheco\)](#) expands protections for public officials by broadening the definition of “elected or appointed official” in state law to safeguard personal information from disclosure. [AB 769 \(Wilson\)](#) modernizes governance procedures for regional park and open-space districts, improving flexibility for land management and voter-approved projects. Collectively, these measures reinforce California’s commitment to efficient, transparent, and secure public administration.

Disaster Recovery and the California FAIR Plan

Responding to recent wildfire impacts, Governor Newsom enacted a bipartisan 23-bill wildfire recovery package focused on rebuilding communities, improving insurance processes, and strengthening resilience. The new laws provide property tax relief and tenant protections for wildfire survivors, enhance permitting and rebuilding timelines, and impose stricter penalties for looting or impersonating first responders in disaster zones. Funding associated with the measures is directed toward wildfire prevention grants, vegetation management, and new research on fire risk modeling to improve long-term readiness statewide.

In a related move, the Governor signed a bipartisan package of five bills reforming the California FAIR Plan, the state’s insurer of last resort. The reforms introduce state-backed financing tools to expedite claims after disasters, expand coverage for manufactured homes, and add legislative appointees to the FAIR Plan governing board to improve oversight and accountability. Together, these actions attempt to strengthen California’s approach to insurance stability and disaster resilience in the face of rising climate risks.

Energy, Water, and Climate Resilience

California’s climate policy agenda remained a central focus throughout the year and into the Interim Recess, with the Governor signing several landmark measures into law that advance the state’s transition to a low-carbon economy. These actions reinforce California’s leadership in clean-energy innovation, methane reduction, and community-level climate adaptation, building on the state’s commitment to achieve carbon neutrality by 2045.

In energy and water policy, [AB 39 \(Zbur\)](#) strengthens local electrification and energy transition planning, while [AB 368 \(Ward\)](#) directs the California Energy Commission (CEC) to study the cost-effectiveness of passive house standards by climate zone. In a related effort, [SB 72 \(Caballero\)](#)

revises the California Water Plan and sets new long-term water supply targets through 2050, establishing an interim goal of developing nine million acre-feet of additional water by 2040.

In climate policy, [AB 70 \(Aguilar-Curry\)](#) defines pyrolysis and allows biomethane derived from organic waste to count toward state procurement goals beginning in 2027. [AB 1046 \(Bains\)](#) exempts food processing establishments that have not historically disposed of organic waste in a landfill from specified organic waste management requirements.

These initiatives advance California's broader climate strategy by reducing waste, accelerating decarbonization, and investing in long-term water security.

Housing and Land Use

Housing remained a top policy priority, with Governor Newsom signing an extensive package of bills to accelerate construction, streamline approvals, and strengthen local accountability. Among the most high-profile measures is [SB 79 \(Wiener\)](#), which streamlines the development of qualifying housing near major transit stops by allowing such projects on sites zoned for residential, mixed-use, or commercial uses. The bill also authorizes transit agencies to adopt transit-oriented development (TOD) zoning standards for their own properties, advancing California's efforts to promote sustainable, transit-accessible communities and reduce vehicle dependence.

Additionally, the Governor signed two notable measures with contingent operation—[AB 670 \(Quirk-Silva\)](#) and [AB 726 \(Ávila Farías\)](#)—each of which takes effect only if the other is also enacted. Together, the bills expand local housing reporting requirements under California's Planning and Zoning Law to improve the tracking of housing production, rehabilitation, and preservation. Specifically, AB 670 requires cities and counties, beginning with reports due April 1, 2027, to include additional information in their annual housing reports, such as the number of new housing units, demolitions, and replacement housing. Similarly, AB 726 allows local agencies to include in those reports deed-restricted affordable housing units that are at least 15 years old and have been substantially rehabilitated with local funding, while clarifying that those rehabilitated units cannot be counted toward eligibility for streamlined housing approvals.

Labor and Workforce Development

The Governor signed several bills into law advancing worker protections and equitable labor practices. [AB 692 \(Kalra\)](#) prohibits, effective for contracts entered on or after January 1, 2026, employment-related agreements that require a worker to repay a debt (or permit collection or impose fees/penalties) if their employment or work relationship with the employer terminates. The law also creates a private right of action, allowing the worker (or class of similarly situated workers) to pursue actual damages (or \$5,000 per worker, whichever is greater), injunctive relief, and attorney's fees.

[AB 339 \(Ortega\)](#) was also signed into law, which mandates public agencies provide labor organizations 45 days' advance notice prior to outsourcing covered work.

In support of career readiness, [AB 542 \(Rodriguez\)](#) authorizes school districts that operate continuation high schools or continuation education classes to offer youth workforce development programs on one or two weekdays per week — enabling students to engage in supervised workplace experiences or workforce training alongside their required 15 hours of classroom instruction.

To promote transparency and equity in public accountability, [AB 935 \(Ransom\)](#) directs the California Civil Rights Department and the California Department of Education to collect, beginning July 1, 2026, specified demographic and complaint-handling data, and to publish a de-identified annual summary report starting July 1, 2027.

Together, these measures strengthen California’s commitment to protecting workers, expanding career opportunities, and ensuring equity in public employment.

Health Care and Behavioral Health

Governor Newsom signed several bills aimed at expanding coverage, lowering costs, and improving behavioral health outcomes. [SB 41 \(Wiener\)](#) strengthens oversight of pharmacy benefit managers (PBMs) by requiring state licensure, prohibiting spread pricing, and mandating a transparent pass-through payment model to ensure fair reimbursement and greater accountability. [AB 224 \(Bonta\)](#) broadens California’s essential health benefits benchmark plan—pending federal approval—to include coverage for hearing aids, specified durable medical equipment, and infertility treatment beginning January 1, 2027.

Addressing behavioral health and homelessness, [AB 348 \(Krell\)](#) makes individuals with serious mental illness—such as those experiencing unsheltered homelessness or transitioning from long-term institutional settings or incarceration—presumptively eligible for full-service partnership programs under the Behavioral Health Services Act. These partnerships provide intensive, coordinated services to support recovery, housing stability, and community reintegration.

Vetoed Measures

Alongside the substantial number of bills signed into law in October, Governor Newsom also vetoed several measures, citing fiscal constraints, implementation feasibility, and policy redundancy as key considerations. The vetoed bills reflect areas where the Administration’s priorities diverged from the Legislature’s, particularly around energy policy, environmental regulation, and data privacy.

Among the more notable vetoes was [AB 44 \(Schultz\)](#), which would have required the California Energy Commission (CEC) to establish “load modification protocols” for utilities and aggregators to better forecast and reduce energy demand, and [SB 454 \(McNerney\)](#), which proposed the creation of a PFAS Mitigation Fund to support water treatment efforts. The Governor also vetoed [SB 274 \(Cervantes\)](#), which sought to impose new annual auditing and data retention requirements on users of automated license plate recognition (ALPR) technology, and [AB 986 \(Muratsuchi\)](#), which would have expanded the statutory definition of a state or local emergency to include landslides.

Governor Newsom’s veto messages consistently emphasized a desire to avoid duplicative programs, unfunded mandates, or premature statutory changes in areas already under regulatory review. For example, several vetoed measures overlapped with ongoing administrative or budgetary initiatives, leading the Governor to defer action pending further evaluation. Collectively, these decisions underscore the Administration’s fiscal caution and preference for targeted, coordinated policy implementation over the creation of new standalone programs.

While the vetoed bills will not move forward this session, many are eligible for reintroduction in January 2026. Lawmakers may revisit their proposals with revised funding structures or narrower scopes, particularly as the state prepares for the second year of the legislative cycle and continued debate over climate, data governance, and infrastructure policy.

Governor Newsom Announces Action to Withhold State Funding from Universities That Accept President Trump’s “Compact”

On October 2, Governor Gavin Newsom [announced](#) that California will withhold state funding from any university in the state that signs on to the Trump Administration’s proposed “Compact for Academic Excellence in Higher Education.” According to the Governor’s Office, the compact would place new conditions on universities in exchange for federal support.

The Governor stated that any agreement by a California institution would trigger the loss of state funding, including access to Cal Grants, California’s \$2.8 billion student financial aid program. The Trump Administration’s proposal has reportedly been extended to nine universities nationwide, with the University of Southern California (USC) identified as the only California institution to have received the offer.

The White House has indicated that participation is voluntary, though observers note that its structure could advantage institutions that agree to its terms.

Looking ahead, universities in California may face a potential conflict between federal incentives and state penalties. Decisions about whether to participate could also carry implications for student aid, institutional funding, and long-term planning.

Governor Newsom’s announcement highlights broader tensions between federal and state roles in higher education policy, with possible impacts on campus governance, funding streams, and institutional independence.

CalRx Program to Offer \$11 Insulin Pens

On October 16, Governor Newsom announced that beginning January 1, 2026, Californians will be able to purchase state-produced CalRx insulin glargine pens at a significantly reduced cost of about \$11 per pen, or \$55 for a five-pack. Pharmacies will be able to acquire the product for \$45 per pack, helping ensure affordability with lower rates passed on to consumers.

This initiative is part of California’s broader CalRx program, which was created to expand access to essential medications and address rising prescription drug prices. The state’s partnership with Civica Rx enables the public distribution of biosimilar insulin under transparent pricing standards, aiming to provide cost relief for individuals who depend on daily insulin therapy.

The announcement builds on the state’s continuing effort to develop lower-cost versions of high-demand drugs in conjunction with previous CalRx efforts, such as making naloxone available at reduced prices. Additional CalRx projects under consideration include other medications for chronic and high-cost conditions.

Lawsuit Filed Over Suspension of SNAP Benefits During Shutdown

On October 28, Governor Newsom and Attorney General Rob Bonta [announced](#) that California joined a coalition of over 20 states in filing a lawsuit against the Trump Administration. The lawsuit alleges that the federal government is unlawfully withholding Supplemental Nutrition Assistance Program (SNAP) benefits during the ongoing federal government shutdown.

The lawsuit contends that the U.S. Department of Agriculture (USDA) is required to distribute November 2025 SNAP benefits using contingency funds previously appropriated by Congress to maintain the program through September 2026. The state argues that withholding these payments violates federal law and undermines access to food assistance for millions of households.

According to state officials, the suspension could affect approximately 5.5 million Californians who rely on SNAP for food security. The multistate legal action seeks to compel the federal government to release the funds and prevent what would be the first-ever suspension of SNAP benefits due to a government shutdown.

To mitigate the potential impact, Governor Newsom previously [announced](#) up to \$80 million in emergency state funding and mobilized the California National Guard to support food banks and community organizations across the state.



North County Transit District
2025-26 Legislative Report

AB 35

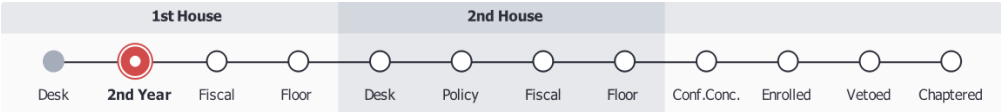
Alvarez, D

HTML

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California Environmental Quality Act: clean hydrogen transportation projects.

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Notes

Notes 1

Positive

Anticipated Impact - would make it easier to develop clean hydrogen projects.

Bill information

Status: 05/01/2025 - Failed Deadline pursuant to Rule 61(a)(2). (Last location was NAT. RES. on 2/18/2025)(May be acted upon Jan 2026)

Summary: The California Environmental Quality Act (CEQA) requires a lead agency to prepare a mitigated negative declaration for a project that may have a significant effect on the environment if revisions in the project would avoid or mitigate that effect and there is no substantial evidence that the project, as revised, would have a significant effect on the environment. This bill would provide for limited CEQA review of an application for a discretionary permit or authorization for a clean hydrogen transportation project, as defined, by requiring the application to be reviewed through a clean hydrogen environmental assessment, unless otherwise requested by the applicant, as prescribed. The bill would, except as provided, require the lead agency to determine whether to approve the clean hydrogen environmental assessment and issue a discretionary permit or authorization for the project no later than 270 days after the application for the project is deemed complete. By imposing new duties on a lead agency, this bill would create a state-mandated local program. The bill would repeal these provisions on January 1, 2036. This bill contains other related provisions and other existing laws. (Based on 04/21/2025 text)

Location:	05/01/2025 - Assembly 2 YEAR	Current Text:	04/21/2025 - Amended
		Last Amend:	04/21/2025

AB 76

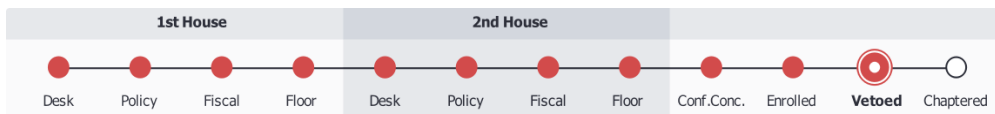
Alvarez, D

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Surplus land: exempt surplus land: sectional planning area.

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Notes

Notes 1

Anticipated Impact - may facilitate streamlined processes for developing land in sectional planning areas, potentially expediting projects with a mix of affordable housing and academic institution-affiliated housing. This could enhance opportunities for transit-oriented developments that integrate educational facilities, housing, and transportation infrastructure. This bill is sponsored by the City of Chula Vista and, according to the author's office, "Chula Vista's university effort is positioned to benefit the region greatly. A university presence in the South County would be a key player within the regional economy, producing graduates who occupy regional jobs, employing thousands of local workers, and contributing to the regional and state economies...The change in AB 76 is needed to build a much-needed four-year university in South County and provide the housing necessary for the university's students, faculty, and staff."

Bill information

Status:	10/13/2025 - Vetoes by Governor. Consideration of Governor's veto pending.
Summary:	Current law prescribes requirements for the disposal of surplus land by a local agency and defines terms for these purposes, including, among others, "surplus land" to mean land owned in fee simple by any local agency for which the local agency's governing body takes formal action in a regular public meeting declaring that the land is surplus and is not necessary for the agency's use. Current law defines "exempt surplus land" to mean land that is subject to a sectional planning area document, as described, and meets specified requirements, including that the land identified in the adopted sectional planning area document was dedicated prior to January 1, 2019, at least 25% of the units are dedicated to lower income households, as specified, and that the land is developed at an average density of at least 10 units per acre calculated with respect to the entire sectional planning area. This bill would change those requirements so that at a minimum, 25% of units that are proposed by the sectional planning area document as adopted prior to January 1, 2019, and are not designated for students, faculty, or staff of an academic institution, or 500 units, whichever is greater, must be dedicated to lower income households, as specified, and that the land must be developed at an average density of at least 10 units per acre, in accordance with certain requirements and calculated with respect to the entire sectional planning area and inclusive of housing designated for students, faculty, and staff of an academic institution. (Based on 09/12/2025 text)

Location:	10/13/2025 - Assembly VETOED	Current Text:	10/13/2025 - Vetoes
		Last Amend:	07/17/2025

AB 259

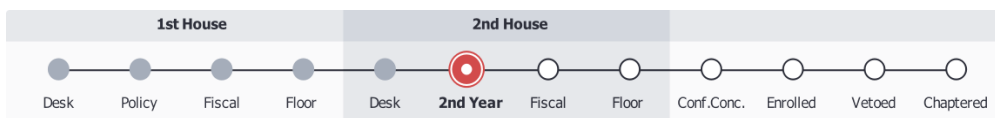
Rubio, Blanca, D

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Open meetings: local agencies: teleconferences.

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Notes

Notes 1

Positive

Anticipated impact - would allow board members to participate in board meetings via teleconference, under certain conditions, until 2030.

Bill information

Status: 07/17/2025 - Failed Deadline pursuant to Rule 61(a)(10). (Last location was JUD. on 5/14/2025)(May be acted upon Jan 2026)

Summary: The Ralph M. Brown Act, requires, with specified exceptions, that all meetings of a legislative body, as defined, of a local agency be open and public and that all persons be permitted to attend and participate. Current law, until January 1, 2026, authorizes the legislative body of a local agency to use alternative teleconferencing if, during the teleconference meeting, at least a quorum of the members of the legislative body participates in person from a singular physical location clearly identified on the agenda that is open to the public and situated within the boundaries of the territory over which the local agency exercises jurisdiction, and the legislative body complies with prescribed requirements. Current law requires a member to satisfy specified requirements to participate in a meeting remotely pursuant to these alternative teleconferencing provisions, including that specified circumstances apply. Current law establishes limits on the number of meetings a member may participate in solely by teleconference from a remote location pursuant to these alternative teleconferencing provisions, including prohibiting such participation for more than 2 meetings per year if the legislative body regularly meets once per month or less. This bill would extend the alternative teleconferencing procedures until January 1, 2030. (Based on 04/21/2025 text)

Location: 07/17/2025 - Senate 2 YEAR

Current Text: 04/21/2025 - Amended

Last Amend: 04/21/2025

AB 294

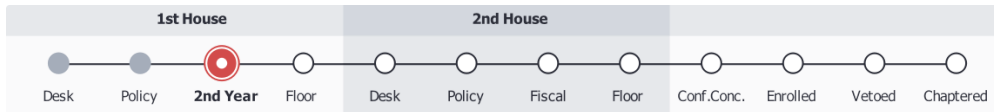
Gallagher, R

HTML

PDF

Recovery from disaster or emergency: funding priority.

Progress bar



Notes

Notes 1

Positive

Anticipated impact - would expand assistance and funding to communities for infrastructure and housing recovery projects after an emergency.

Bill information

Status: 05/23/2025 - Failed Deadline pursuant to Rule 61(a)(5). (Last location was APPR. SUSPENSE FILE on 4/30/2025)(May be acted upon Jan 2026)

Summary: The Office of Emergency Services (OES) is under the supervision of the Director of Emergency Services. During a state of war emergency, a state of emergency, or a local emergency, current law requires the director to coordinate the emergency activities of all state agencies in connection with that emergency. This bill would authorize the OES to prioritize funding and technical assistance under specified programs, including, but not limited to, for infrastructure and housing recovery projects, in communities that suffered a loss in population and businesses due to a major federal disaster, state of emergency, or local emergency and have unmet recovery needs as a result of a major federal disaster, state of emergency, or local emergency. (Based on 01/23/2025 text)

Location: 05/23/2025 - Assembly 2 YEAR

Current Text: 01/23/2025 - Introduced

AB 314

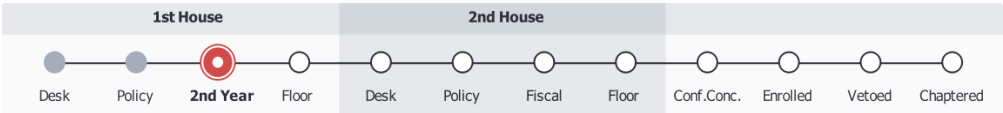
Arambula, D

HTML

PDF

Affordable Housing and Sustainable Communities Program: project eligibility.

Progress bar



Notes

Notes 1

Neutral

Anticipated impact - this bill would make transit and active transportation capital projects and transit-oriented development projects near planned high-speed rail (HSR) stations eligible for funding under the Affordable Housing and Sustainable Communities Program. Should the HSR Phase 2 project section from Los Angeles to San Diego move forward, this could expand funding opportunities for eligible projects for the district.

Bill information

Status:	05/23/2025 - Failed Deadline pursuant to Rule 61(a)(5). (Last location was APPR. SUSPENSE FILE on 5/14/2025)(May be acted upon Jan 2026)		
Summary:	Current law specifies the types of projects eligible for funding under the Affordable Housing and Sustainable Communities Program, including, among others, transit capital projects, active transportation capital projects, and transit-oriented development projects, as provided. This bill would expressly include certain transit capital projects and transit-oriented development projects near planned high-speed rail stations that meet specific criteria as eligible for funding under the program. (Based on 04/30/2025 text)		
Location:	05/23/2025 - Assembly 2 YEAR	Current Text:	04/30/2025 - Amended
		Last Amend:	04/30/2025

AB 339

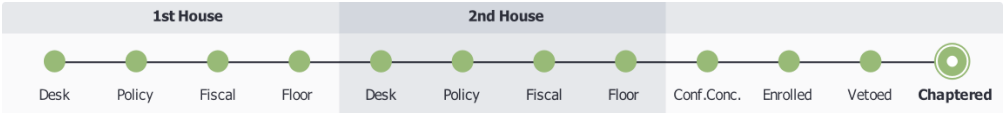
Ortega, D

HTML

PDF

Local public employee organizations: notice requirements.

Progress bar



Notes

Notes 1

Anticipated impact - would require the district to provide a recognized employee organization written notice regarding contracts to perform services that are within the scope of work of existing job classifications represented by the employee organization.

Bill information

Status:	10/13/2025 - Approved by the Governor. Chaptered by Secretary of State - Chapter 687, Statutes of 2025.		
Summary:	The Meyers-Milias-Brown Act contains various provisions that govern collective bargaining of local represented employees and delegates jurisdiction to the Public Employment Relations Board to resolve disputes and enforce the statutory duties and rights of local public agency employers and employees. Current law requires the governing body of a public agency to meet and confer in good faith regarding wages, hours, and other terms and conditions of employment with representatives of recognized employee organizations. Current law requires the governing body of a public agency, and boards and commissions designated by law or by the governing body, to give reasonable written notice, except in cases of emergency, as specified, to each recognized employee organization affected of		

any ordinance, rule, resolution, or regulation directly relating to matters within the scope of representation proposed to be adopted by the governing body or the designated boards and commissions. This bill would require the governing body of a public agency, and boards and commissions designated by law or by the governing body of a public agency, to give the recognized employee organization no less than 45 days' written notice before issuing a request for proposals, request for quotes, or renewing or extending an existing contract to perform services that are within the scope of work of the job classifications represented by the recognized employee organization, subject to certain exceptions. The bill would require the notice to include specified information, including the anticipated duration of the contract. (Based on 10/13/2025 text)

Location: 10/13/2025 -
Assembly CHAPTERED

Current Text: 10/13/2025 - Chaptered
Last Amend: 08/29/2025

AB 340

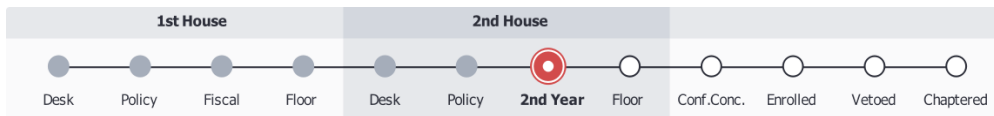
Ahrens, D

HTML

PDF

Employer-employee relations: confidential communications.

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Notes

Notes 1

Neutral

Anticipated impact - would prohibit an employer from questioning an employee or employee representative from an employee organization regarding communications between the employee and their representative

Bill information

Status: 08/29/2025 - Failed Deadline pursuant to Rule 61(a)(11). (Last location was APPR. SUSPENSE FILE on 8/18/2025)(May be acted upon Jan 2026)

Summary: Current law that governs the labor relations of public employees and employers, including, among others, the Meyers-Miliias-Brown Act, the Ralph C. Dills Act, provisions relating to public schools, and provisions relating to higher education, prohibits employers from taking certain actions relating to employee organization, including imposing or threatening to impose reprisals on employees, discriminating or threatening to discriminate against employees, or otherwise interfering with, restraining, or coercing employees because of their exercise of their guaranteed rights. Those provisions of current law further prohibit denying to employee organizations the rights guaranteed to them by current law. This bill would prohibit a public employer from questioning a public employee, a representative of a recognized employee organization, or an exclusive representative regarding communications made in confidence between an employee and an employee representative in connection with representation relating to any matter within the scope of the recognized employee organization's representation. (Based on 03/05/2025 text)

Location: 08/29/2025 - Senate 2 YEAR

Current Text: 03/05/2025 - Amended
Last Amend: 03/05/2025

AB 394

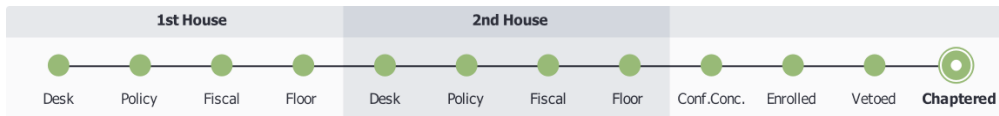
Wilson, D

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Public transportation providers.

Progress bar



Notes

Notes 1

Positive

Anticipated impact - promotes safer transit environments for both riders and workers by expanding existing Penal Code to protect all transit employees against battery, and clarifies that a transit agency may seek a temporary restraining order against a perpetrator for battery against a transportation provider or employee or contractor thereof, and that the restraining order shall apply across the entirety of the transit system where the offense occurred.

Bill information

Status:

10/01/2025 - Chaptered by Secretary of State - Chapter 147, Statutes of 2025

Summary:

Current law provides that when a battery is committed against the person of an operator, driver, or passenger on a bus, taxicab, streetcar, cable car, trackless trolley, or other motor vehicle, as specified, and the person who commits the offense knows or reasonably should know that the victim is engaged in the performance of their duties, the penalty is imprisonment in a county jail not exceeding one year, a fine not exceeding \$10,000, or both the fine and imprisonment. Current law also provides that if the victim is injured, the offense would be punished by a fine not exceeding \$10,000, by imprisonment in a county jail not exceeding one year or in the state prison for 16 months, 2, or 3 years, or by both that fine and imprisonment. This bill would expand this crime to apply to an employee, public transportation provider, or contractor of a public transportation provider. (Based on 10/01/2025 text)

Location:

10/01/2025 -
Assembly CHAPTERED

Current Text:

10/01/2025 - Chaptered

Last Amend:

07/17/2025

AB 417

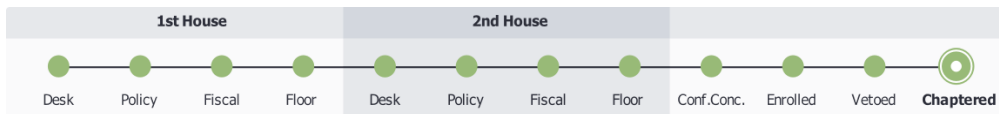
Carrillo, D

HTML

PDF

Local finance: enhanced infrastructure financing districts: community revitalization and investment authorities.

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Notes

Notes 1

Neutral

Anticipated impact - grants lead project agencies a waiver from local third party approvals for sustainable transportation projects, and creates an optional project delivery process in the process of developing a sustainable transportation project. A "lead agency" is defined as the public agency which has the principal responsibility for carrying out or approving a project. "Lead agency" also includes other parties whose services are procured by the lead agency, including, but not limited to, a private contractor or consultant. A "third party" is defined as a local agency (any public agency other than a state agency) or utility, including, but not limited to, an electrical corporation, public utility, or private telecommunications provider. Sustainable transportation projects include transit priority facilities, bus service, bus rapid transit, and passenger rail.

Bill information

Status:

10/03/2025 - Chaptered by Secretary of State - Chapter 260, Statutes of 2025

Summary: Current law authorizes the legislative body of a city or a county to designate a proposed enhanced infrastructure financing district to finance public capital facilities or other specified projects, including acquisition, construction, or repair of commercial structures by the small business occupant of such structures, if such acquisition, construction, or repair is for purposes of fostering economic recovery from the COVID-19 pandemic, as specified, with a governing body referred to as the public financing authority, by adopting a resolution of intention to establish the proposed district. This bill would revise these provisions to instead authorize the designation of a proposed enhanced infrastructure financing district to finance capital facilities or other specified projects for the acquisition, construction, or repair of commercial structures by the small business occupant of such structures, as described above, if such acquisition, construction, or repair is for purposes of fostering economic recovery of a community, as specified. (Based on 10/03/2025 text)

Location: 10/03/2025 -
Assembly CHAPTERED

Current Text: 10/03/2025 - Chaptered
Last Amend: 03/27/2025

AB 441

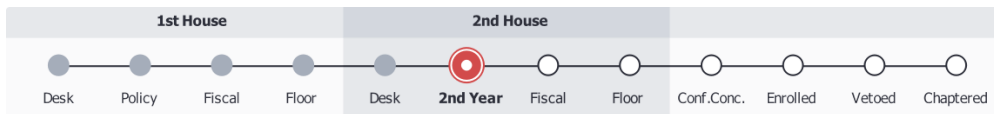
Hadwick, R

HTML

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Wildfire prevention: Office of Wildfire Technology Research and Development: wildfire mitigation program.

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Notes

Notes 1

Anticipated impact - grants lead project agencies a waiver from local third party approvals for sustainable transportation projects, and creates an optional project delivery process in the various phases of a sustainable transportation project process. "Third party" means a local agency or utility, including, but not limited to, an electrical corporation, public utility, or private telecommunications provider. "Lead agency" means the public agency which has the principal responsibility for carrying out or approving a project. "Lead agency" also includes other parties whose services are procured by the lead agency, including, but not limited to, a private contractor or consultant. A sustainable transportation project is a project whose primary purpose is the institution or improvement of public transit infrastructure, including, but not limited to, transit priority facilities, bus service, bus rapid transit, and passenger rail.

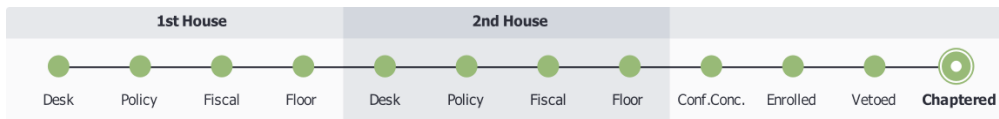
Bill information

Status: 07/17/2025 - Failed Deadline pursuant to Rule 61(a)(10). (Last location was N.R. & W. on 6/24/2025)(May be acted upon Jan 2026)

Summary: Current law establishes the Office of Wildfire Technology Research and Development in state government within the Department of Forestry and Fire Protection to study, test, and advise regarding procurement of emerging technologies and tools in order to more effectively prevent and suppress wildfires within the state. For those purposes, current law requires the office to, among other things, develop a balanced, multimodal research and development program designed to identify, research, test, and evaluate emerging technologies and tools designed to improve the state's preparation for, and response to, wildfires in the state, as specified. Current law repeals these provisions on January 1, 2029. This bill would extend the repeal date of the above provisions to January 1, 2031. (Based on 05/23/2025 text)

Location: 07/17/2025 - Senate 2 YEAR

Current Text: 05/23/2025 - Amended
Last Amend: 05/23/2025

Metal theft.**Progress bar****Notes****Notes 1**

Anticipated impact - intends to minimize metal theft by enhancing reporting requirements for junk dealers and recyclers, modernizing restrictions on the possession of scrap metal from critical public infrastructure, and revises penalties to better reflect the true cost of damages to the public.

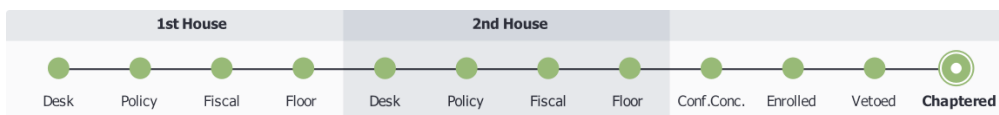
Bill information

Status: 10/13/2025 - Approved by the Governor. Chaptered by Secretary of State - Chapter 694, Statutes of 2025.

Summary: Current law governs the business of buying, selling, and dealing in secondhand and used machinery and all ferrous and nonferrous scrap metals and alloys, also known as “junk.” Current law requires junk dealers and recyclers to keep a written record of all sales and purchases made in the course of their business, including the place and date of each sale or purchase of junk and a description of the item or items, as specified. Existing law requires the written record to include a statement indicating either that the seller of the junk is the owner of it, or the name of the person they obtained the junk from, as shown on a signed transfer document. Current law prohibits a junk dealer or recycler from providing payment for nonferrous materials until the junk dealer or recycler obtains a copy of a valid driver’s license of the seller or other specified identification. Existing law requires a junk dealer or recycler to preserve the written record for at least 2 years. This bill would require junk dealers and recyclers to include additional information in the written record, including the time and amount paid for each sale or purchase of junk made, and the name of the employee handling the transaction. The bill would revise the type of information required to be included in the description of the item or items of junk purchased or sold, as specified. (Based on 10/13/2025 text)

Location: 10/13/2025 -
Assembly CHAPTERED

Current Text: 10/13/2025 - Chaptered
Last Amend: 09/04/2025

Route 76: Payómkawish Highway.**Progress bar****Notes****Notes 1**

Neutral

Bill information

Status: 07/30/2025 - Chaptered by Secretary of State - Chapter 86, Statutes of 2025

Summary: Would name and designate specified portions of Route 76 as the “Payómkawish Highway.” The bill would require the Department of Transportation to determine the cost of

appropriate signs showing this special designation and, upon receiving sufficient donations from nonstate sources to cover those costs, to erect those signs. (Based on 07/30/2025 text)

Location: 07/30/2025 -
Assembly CHAPTERED

Current Text: 07/30/2025 - Chaptered
Last Amend: 06/11/2025

AB 1070

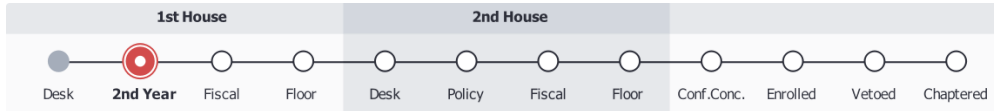
Ward, D

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Transit districts: governing boards: compensation: nonvoting members.

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Notes

Notes 1

Neutral

Anticipated impact - would require the district to add two nonvoting members and four alternative nonvoting members to the board. The bill would also require board members to demonstrate personal use of the transit system to be compensated by the district.

Bill information

Status: 05/01/2025 - Failed Deadline pursuant to Rule 61(a)(2). (Last location was L. GOV. on 3/17/2025)(May be acted upon Jan 2026)

Summary: Current law provides for the formation of various transit districts and specifies the duties and powers of their governing boards. Current law authorizes a transit district to compensate a member of the governing board for attending a board meeting and for engaging in other district business, as provided. This bill would prohibit a transit district from compensating a member of the governing board unless the member demonstrates personal use of the transit system, as specified. The bill would require the governing board of a transit district to include 2 nonvoting members and 4 alternate nonvoting members, as specified. The bill would require nonvoting members and alternate nonvoting members to have certain rights and protections, including the right to attend and participate in all public meetings of the governing board, except as specified. The bill would require the chair of the governing board of a transit district to exclude these nonvoting members from meetings discussing, among other things, negotiations with labor organizations. (Based on 04/03/2025 text)

Location: 05/01/2025 - Assembly 2 YEAR

Current Text: 04/03/2025 - Amended
Last Amend: 04/03/2025

AB 1207

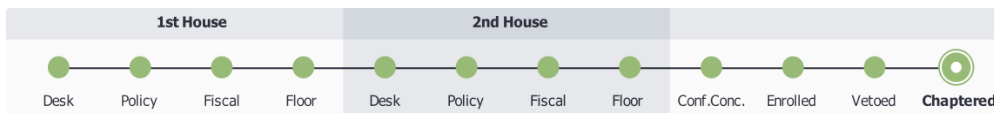
Irwin, D

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Climate change: market-based compliance mechanism: extension.

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Notes

Bill information

Status: 09/19/2025 - Chaptered by Secretary of State - Chapter 117, Statutes of 2025

Summary: The California Global Warming Solutions Act of 2006 requires the State Air Resources Board to adopt regulations for greenhouse gas emissions limits and emissions reduction measures to achieve the maximum technologically feasible and cost-effective reductions in greenhouse gas emissions in furtherance of achieving the statewide greenhouse gas emissions limit, as defined. The act authorizes the state board to revise regulations or adopt additional regulations to further the act. The act authorizes that state board to include in those regulations the use of a market-based compliance mechanism to comply with those regulations. This bill would require the state board to adopt regulations for greenhouse gas emissions limits and emissions reduction measures to achieve the maximum technologically feasible and cost-effective reductions in greenhouse gas emissions to instead achieve certain emissions reductions goals and the purposes of the act. The bill would require the state board, in adopting regulations, to design the regulations in a manner that transitions support from gas corporations to electrical distribution utilities to minimize ratepayer impacts and meet the emissions reduction goals of the act. The bill would require the state board to consider the effects of the regulations on affordability, cost-effectiveness, minimization of leakage in California, and achieving the emissions reduction goals of the act. (Based on 09/19/2025 text)

Location:	09/19/2025 - Assembly CHAPTERED	Current Text:	09/19/2025 - Chaptered
		Last Amend:	09/10/2025

AB 1250

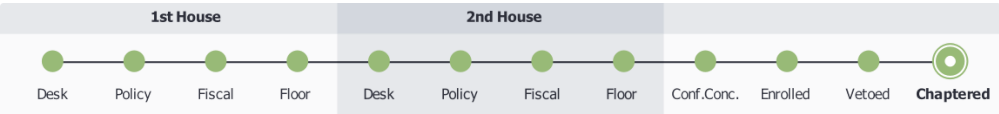
Papan, D

HTML

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Transit operators: paratransit: recertification of eligibility.

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Notes

Notes 1

Neutral

Anticipated impact - would prohibit the district from requiring a person who is eligible to receive paratransit services (that has a condition that is not reasonably expected to improve) to recertify their eligibility.

Bill information

Status: 10/13/2025 - Approved by the Governor. Chaptered by Secretary of State - Chapter 725, Statutes of 2025.

Summary: Under the Mills-Alquist-Deddeh Act, also known as the Transportation Development Act, revenues from a 1/4 percent sales tax in each county are, among other things, available for allocation by the transportation planning agency to transit operators and for community transit services. Current law requires a transit operator that receives funds through the Mills-Alquist-Deddeh Act and that provides dial-a-ride or paratransit service to provide those services consistent with certain requirements. This bill would require, on or before January 1, 2027, transit operators, as defined, to establish a streamlined recertification process for eligible persons, as specified. The bill would require, on and after June 1, 2027, transit operators to only use the streamlined recertification process for eligible persons unless certain conditions apply. The bill would define “eligible persons” as persons who receive, or who are eligible to receive, paratransit services based on a disability and whose disability cannot reasonably be expected to improve over time, as determined by the person’s qualified licensed medical professional, and whose ability to access the fixed route system cannot reasonably be expected to improve over time, as determined by the transit operator. (Based on 10/13/2025 text)

Location: 10/13/2025 -
Assembly CHAPTERED

Current Text: 10/13/2025 - Chaptered
Last Amend: 09/03/2025

AB 1331

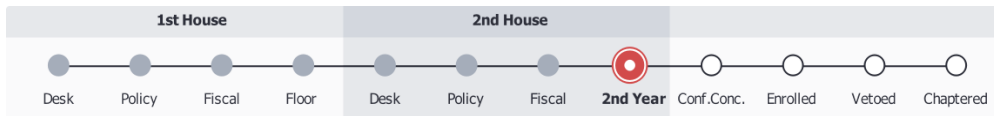
Elhawary, D

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Workplace surveillance.

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Notes

Notes 1

Neutral

Anticipated impact - prohibits employers from using workplace surveillance tools in certain off-duty areas.

Bill information

Status: 09/13/2025 - Failed Deadline pursuant to Rule 61(a)(14). (Last location was INACTIVE FILE on 9/13/2025)(May be acted upon Jan 2026)

Summary: Current law establishes the Division of Labor Standards Enforcement within the Department of Industrial Relations. Current law authorizes the division, which is headed by the Labor Commissioner, to enforce the Labor Code and all labor laws of the state the enforcement of which is not specifically vested in any other officer, board or commission. This bill would limit the use of workplace surveillance tools, as defined, by employers, including by prohibiting an employer from monitoring or surveilling workers in employee-only, employer-designated areas, as specified. The bill would provide workers with the right to leave behind workplace surveillance tools that are on their person or in their possession when entering certain employee-only areas and public bathrooms and during off-duty hours, as specified. The bill would prohibit a worker from removing or physically tampering with any component of a workplace surveillance tool that is part of or embedded in employer equipment or vehicles. (Based on 09/04/2025 text)

Location: 09/13/2025 - Senate 2 YEAR

Current Text: 09/04/2025 - Amended

Last Amend: 09/04/2025

ACA 1

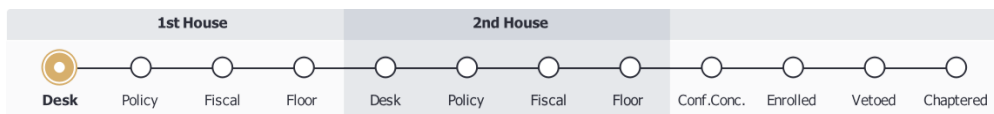
Valencia, D

HTML

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Public finance.

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Notes

Notes 1

Anticipated impact - Unknown direct impact on NCTD. The ACA would change the required amount of funding transferred from the state General Fund to the Budget Stabilization Account (BSA) to an undefined amount, and would increase the balance limit of the BSA.

Bill information

Status: 01/29/2025 - Introduced measure version corrected.

Summary: The California Constitution prohibits the total annual appropriations subject to limitation of the State and of each local government from exceeding the appropriations limit of the entity of government for the prior year adjusted for the change in the cost of living and the change in population. The California Constitution defines “appropriations subject to limitation” of the State for these purposes. This measure would change the 1.5% required transfer to an undetermined percentage of the estimated amount of General Fund revenues for that fiscal year. The measure would change the 10% limit on the balance in the Budget Stabilization Account to 20% of the amount of the General Fund proceeds of taxes for the fiscal year estimate, as specified. The measure would specify that funds transferred under these provisions to the Budget Stabilization Account do not constitute appropriations subject to the above-described annual appropriations limit. (Based on 12/02/2024 text)

Location:	12/02/2024 - Assembly PRINT	Current Text:	12/02/2024 - Introduced
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ACA 4

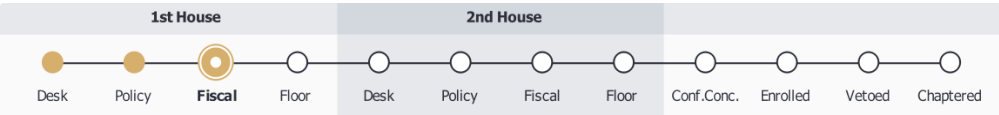
Jackson, D

HTML

PDF

Homelessness and affordable housing.

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Notes

Notes 1

Anticipated impact - could fund affordable housing projects that may lead to the development of housing near transit corridors, however, would earmark 5% of the state's General Fund for housing, which would reduce flexibility in the state budget to allocate funding to other areas, including transportation. The bill would not directly reduce funding for transportation.

Bill information

Status: 05/23/2025 - Coauthors revised. In committee: Hearing postponed by committee.

Summary: The California Constitution authorizes the development, construction, or acquisition of developments composed of urban or rural dwellings, apartments, or other living accommodations for persons of low income financed in whole or in part by the federal government or a state public body, or to which the federal government or a state public body extends assistance, if a majority of the qualified electors of the city, town, or county in which the housing is proposed to be located approves the project by voting in favor thereof, as specified. This measure, the Housing Opportunities Made Equal (HOME) Act, would create an account in the General Fund into which, beginning in the 2027–28 fiscal year, and each fiscal year thereafter until September 30, 2036, a sum would be transferred from the General Fund equal to or greater than 5% of the estimated amount of General Fund revenues for that fiscal year, as specified. The measure would require the moneys in the account to be appropriated by the Legislature to the Business, Consumer Services, and Housing Agency, and would authorize that agency to expend the moneys to fund prescribed matters related to homelessness and affordable housing, including housing and services to prevent and end homelessness. (Based on 05/05/2025 text)

Location:	05/14/2025 - Assembly APPR. SUSPENSE FILE	Current Text:	05/05/2025 - Amended
		Last Amend:	05/05/2025

SB 30

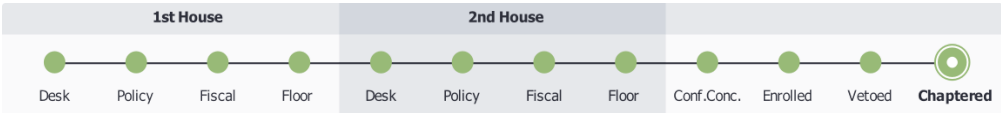
Cortese, D

HTML

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Diesel-powered on-track equipment: decommissioning: resale and transfer restrictions.

Progress bar



Notes

Notes 1

Negative

Anticipated impact - prohibits the district from selling or transferring diesel-powered on-track rail equipment.

Bill information

Status: 10/13/2025 - Approved by the Governor. Chaptered by Secretary of State. Chapter 735, Statutes of 2025.

Summary: Would prohibit a public entity that owns diesel-powered on-track equipment from selling, donating, or otherwise transferring ownership of that equipment for continued use after the public entity decommissions the equipment. The bill would exempt the sale, donation, or transfer of the ownership of that equipment from the prohibition if the equipment is deemed to be in one of specified categories of emissions standards designated by the federal government for locomotives, the equipment produces emissions equivalent to any equipment within any of those federal categories, or the diesel engine is removed from the equipment, as specified. (Based on 10/13/2025 text)

Location: 10/13/2025 -
Senate CHAPTERED

Current Text: 10/13/2025 - Chaptered
Last Amend: 07/16/2025

SB 63

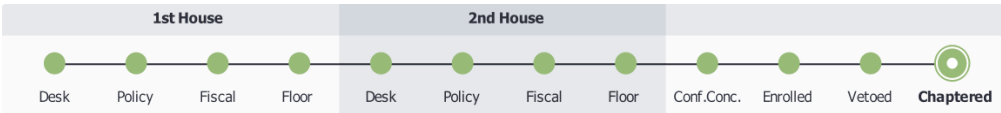
Wiener, D

HTML

PDF

San Francisco Bay area: local revenue measure: public transit funding.

Progress bar



Notes

Notes 1

Neutral

Anticipated impact - No direct impact on the district. The bill creates the Transit Revenue Measure District (TRMD) to include Alameda, Contra Costa, and San Francisco counties, and allows the TRMD to impose a district tax in specific counties directly or by voter initiative.

Bill information

Status: 10/13/2025 - Approved by the Governor. Chaptered by Secretary of State. Chapter 740, Statutes of 2025.

Summary: Would establish the Public Transit Revenue Measure District with jurisdiction extending throughout the boundaries of the Counties of Alameda, Contra Costa, San Mateo, and Santa Clara and the City and County of San Francisco and would require the district to be governed by the same board that governs the commission, thereby imposing a state-mandated local program. The bill would authorize a retail transactions and use tax applicable to the entire district to be imposed by the board of the district or by a qualified voter initiative for a duration of 14 years, and in an amount of 0.5% in each of the above-described counties located within the district and 1% in the City and County of San Francisco, subject to voter approval at the November 3, 2026, statewide general election.

After payments are made for various administrative expenses, the bill would require the district to transfer specified portions of the proceeds of the tax to the commission for allocation to certain programs and other purposes and for allocation to the Alameda-Contra Costa Transit District, the Peninsula Corridor Joint Powers Board, commonly known as Caltrain, the San Francisco Bay Area Rapid Transit District, the San Francisco Municipal Transportation Agency, and other specified transit agencies, for transit operations expenses, and would require the district to transfer specified portions of the proceeds of the tax directly to other specified local transportation agencies, including the San Mateo County Transit District and the Santa Clara Valley Transportation Authority, for public transit expenses, as prescribed. (Based on 10/13/2025 text)

Location: 10/13/2025 -
Senate CHAPTERED

Current Text: 10/13/2025 - Chaptered
Last Amend: 09/09/2025

SB 71

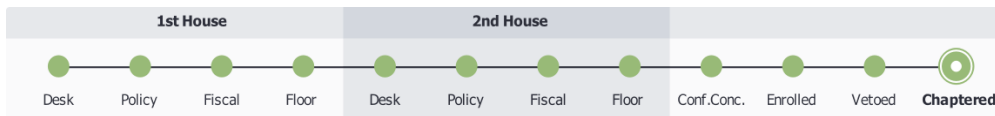
Wiener, D

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California Environmental Quality Act: exemptions: transit projects.

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Notes

Notes 1

Anticipated impact - would exempt various district projects from CEQA. Specifically, the bill permanently exempts various active transportation plans from CEQA and expands the exemption to include a transit comprehensive operational analysis (a plan that redesigns or modifies a transit operator's or local agency's public transit service network, including the routing of fixed route and microtransit services). The bill also permanently exempts from CEQA pedestrian and bicycle facilities, transit prioritization projects, public projects for the institution or increase of bus rapid transit, bus, or light rail service, including the construction or rehabilitation of stations, terminals, or existing operations facilities, and public projects for the construction or maintenance of infrastructure of facilities to charge, refuel, or maintain zero-emission public transit buses, trains, or ferries. Extends the CEQA exemption for projects using near-zero emission, natural gas, or low-NOx technology until 2032.

Bill information

Status: 10/13/2025 - Approved by the Governor. Chaptered by Secretary of State. Chapter 742, Statutes of 2025.

Summary: The California Environmental Quality Act (CEQA) requires a lead agency to prepare a mitigated negative declaration for a project that may have a significant effect on the environment if revisions in the project would avoid or mitigate that effect and there is no substantial evidence that the project, as revised, would have a significant effect on the environment. CEQA, until January 1, 2030, exempts from its requirements active transportation plans, pedestrian plans, or bicycle transportation plans for the restriping of streets and highways, bicycle parking and storage, signal timing to improve street and highway intersection operations, and the related signage for bicycles, pedestrians, and vehicles. This bill would extend the operation of the above-mentioned exemption indefinitely. The bill would also exempt a transit comprehensive operational analysis, as defined, a transit route readjustment, or other transit agency route addition, elimination, or modification, from the requirements of CEQA. Because a lead agency would be required to determine whether a plan qualifies for this exemption, the bill would impose a state-mandated local program. (Based on 10/13/2025 text)

Location: 10/13/2025 -

Current Text: 10/13/2025 - Chaptered

SB 74

Seyarto, R

HTML

PDF

Office of Land Use and Climate Innovation: Infrastructure Gap-Fund Program.**Progress bar****Notes****Notes 1****Neutral**

Anticipated impact - would expand funding opportunities for the district to develop and construct infrastructure projects under the Infrastructure Gap-Fund Program. Transit districts in California, if organized as special districts, are eligible to apply for SB 74 grants if they are undertaking qualifying infrastructure projects (such as road projects that decrease vehicle miles traveled and improve public health and safety), have met the local tax contribution threshold, and are facing unforeseen costs after construction has begun.

Bill information

Status: 08/28/2025 - Failed Deadline pursuant to Rule 61(a)(11). (Last location was APPR. SUSPENSE FILE on 7/2/2025)(May be acted upon Jan 2026)

Summary: Current law establishes the Office of Land Use and Climate Innovation in the Governor's office for the purpose of serving the Governor and the Governor's cabinet as staff for long-range planning and research and constituting the comprehensive state planning agency. Current law authorizes a local agency to finance infrastructure projects through various means, including by authorizing a city or county to establish an enhanced infrastructure financing district to finance public capital facilities or other specified projects of communitywide significance that provide significant benefits to the district or the surrounding community. This bill would require the office, upon appropriation by the Legislature, to establish the Infrastructure Gap-Fund Program to provide grants to local agencies for the development and construction of infrastructure projects, as defined, facing unforeseen costs after starting construction. The bill would authorize the office to provide funding for up to 20% of a project's additional projected cost, as defined, after the project has started construction, subject to specified conditions, including, among other things, that the local agency has allocated existing local tax revenue for at least 45% of the initially budgeted total cost of the infrastructure project. When applying to the program, the bill would require the local agency to demonstrate challenges with completing the project on time and on budget and how the infrastructure project helps meet state and local goals, as specified. (Based on 04/07/2025 text)

Location: 08/28/2025 - Assembly 2 YEAR

Current Text: 04/07/2025 - Amended

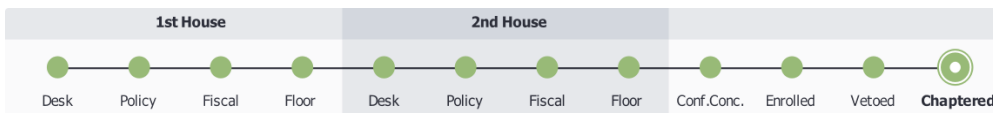
Last Amend: 04/07/2025

SB 79

Wiener, D

HTML

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Housing development: transit-oriented development.**Progress bar**

Notes

Notes 1

Neutral

Anticipated impact - would make transit-oriented development an allowable use on specified sites. The bill is intended to make it easier to develop housing near major public transportation stops.

Bill information

Status: 10/10/2025 - Approved by the Governor. Chaptered by Secretary of State. Chapter 512, Statutes of 2025.

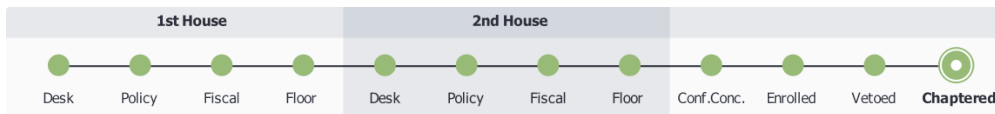
Summary: Existing law, the Planning and Zoning Law, requires each county and city to adopt a comprehensive, long-term general plan for the physical development of the county or city, and specified land outside its boundaries, that contains certain mandatory elements, including a housing element. Existing law requires that the housing element consist of an identification and analysis of existing and projected housing needs and a statement of goals, policies, quantified objectives, financial resources, and scheduled programs for the preservation, improvement, and development of housing, as specified. Existing law requires that the housing element include, among other things, an assessment of housing needs and an inventory of resources and constraints that are relevant to the meeting of these needs, including an inventory of land suitable for residential development, as provided. Existing law, for the 4th and subsequent revisions of the housing element, requires the Department of Housing and Community Development to determine the existing and projected need for housing for each region, as specified, and requires the appropriate council of local governments, or the department for cities and counties without a council of governments, to adopt a final regional housing need plan that allocates a share of the regional housing need to each locality in the region. Existing law requires the inventory of land to be used to identify sites throughout the community that can be developed for housing within the planning period and that are sufficient to provide for the jurisdiction's share of the regional housing need. Existing law requires each local government to revise its housing element in accordance with a specified schedule. This bill would require that a housing development project, as defined, within a specified distance of a transit-oriented development (TOD) stop, as defined, be an allowed use as a transit-oriented housing development on any site zoned for residential, mixed, or commercial development, if the development complies with applicable requirements, as specified. Among these requirements, the bill would require a project to include at least 5 dwelling units and establish requirements concerning height limits, density, and residential floor area ratio in accordance with a development's proximity to specified tiers of TOD stops, as provided. The bill would provide that, for the purposes of the Housing Accountability Act, a proposed development consistent with the applicable standards of these provisions as well as applicable local objective general plan and zoning standards shall be deemed consistent, compliant, and in conformity with prescribed requirements, as specified. The bill would provide that a local government that denies a project meeting the requirements of these provisions located in a high-resource area, as defined, would be presumed in violation of the Housing Accountability Act, as specified, and immediately liable for penalties, beginning on January 1, 2027, as provided. These provisions would not apply to a local agency until July 1, 2026, except as specified, or within unincorporated areas of counties until the 7th regional housing needs allocation cycle. The bill would specify that a development proposed pursuant to these provisions is eligible for streamlined, ministerial approval pursuant to specified law, except that the bill would exempt a project under these provisions from specified requirements and would specify that the project is required to comply with certain affordability requirements, under that law. This bill contains other related provisions and other existing laws. (Based on 10/10/2025 text)

Location: 10/10/2025 -
Senate CHAPTERED

Current Text: 10/10/2025 - Chaptered
Last Amend: 09/05/2025

California Alternative Energy and Advanced Transportation Financing Authority Act: sales and use tax exclusion.

Progress bar



Notes

Notes 1

Anticipated impact - permanently extends and increases the allocation for the California Alternative Energy Advanced Transportation Authority's sales and use tax exclusion program. This program administers a sales and use tax exclusion for manufacturers of alternative energy source technology used for renewable electricity generation or advanced transportation. SB 86 may provide greater opportunities for transit agencies to invest in advanced transportation technologies and infrastructure improvements.

Bill information

Status:

10/01/2025 - Chaptered by Secretary of State - Chapter 211, Statutes of 2025

Summary:

Current sales and use tax laws impose taxes on retailers measured by the gross receipts from the sale of tangible personal property sold at retail in this state, or on the storage, use, or other consumption in this state of tangible personal property purchased from a retailer for storage, use, or other consumption in this state. The California Alternative Energy and Advanced Transportation Financing Authority Act establishes the California Alternative Energy and Advanced Transportation Financing Authority. The act authorizes, until January 1, 2026, the authority to provide financial assistance to a participating party by authorizing exclusions from sales and use tax for certain projects, including those that promote California-based manufacturing, California-based jobs, advanced manufacturing, the reduction of greenhouse gases, or a reduction in air and water pollution or energy consumption. The Sales and Use Tax Law, for the purposes of the taxes imposed pursuant to that law, until January 1, 2026, excludes the lease or transfer of title of tangible personal property constituting one of those projects to any contractor for use in the performance of a construction contract for a participating party that will use that property as an integral part of the approved project. This bill would extend to January 1, 2028, the authorization to provide financial assistance in the form of a sales and use tax exclusion for projects approved by the authority. The bill would add electrical generation facilities using nuclear fusion technology to the types of projects qualifying for this sales and use tax exclusion. (Based on 10/01/2025 text)

Location:

10/01/2025 -
Senate CHAPTERED

Current Text:

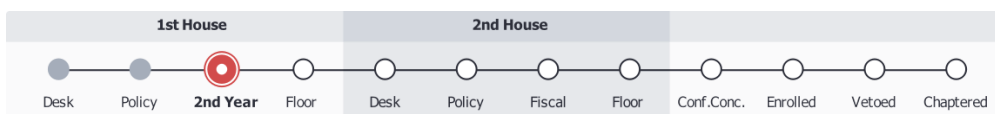
10/01/2025 - Chaptered

Last Amend:

09/03/2025

California Environmental Quality Act: the Office of Land Use and Climate Innovation: technical advisory.

Progress bar



Notes

Notes 1

Anticipated impact - would establish clear guidelines for CEQA compliance for the district to follow in determining whether a proposed project may have a significant impact on the environment.

Bill information

Status: 05/23/2025 - Failed Deadline pursuant to Rule 61(a)(5). (Last location was APPR. SUSPENSE FILE on 4/7/2025)(May be acted upon Jan 2026)

Summary: The California Environmental Quality Act (CEQA) requires a lead agency to prepare a mitigated negative declaration for a project that may have a significant effect on the environment if revisions in the project would avoid or mitigate that effect and there is no substantial evidence that the project, as revised, would have a significant effect on the environment. Under current law, the recommendation, continuous evaluation, and execution of statewide environmental goals, policies, and plans are included within the scope of the executive functions of the Governor. Current law establishes the Office of Land Use and Climate Innovation in the Governor's office for the purpose of serving the Governor and the Governor's cabinet as staff for long-range planning and research and constituting the comprehensive state planning agency. This bill would require, on or before July 1, 2027, the Office of Land Use and Climate Innovation to consult with regional, local, state, and federal agencies to develop a technical advisory on thresholds of significance for greenhouse gas and noise pollution effects on the environment to assist local agencies. The bill would require the technical advisory to provide suggested thresholds of significance for all areas of the state, as specified, and would provide that lead agencies may elect to adopt these suggested thresholds of significance. The bill would also require the Office of Land Use and Climate Innovation to post the technical advisory on its internet website. (Based on 03/20/2025 text)

Location:	05/23/2025 - Senate 2 YEAR	Current Text:	03/20/2025 - Amended
		Last Amend:	03/20/2025

SB 232

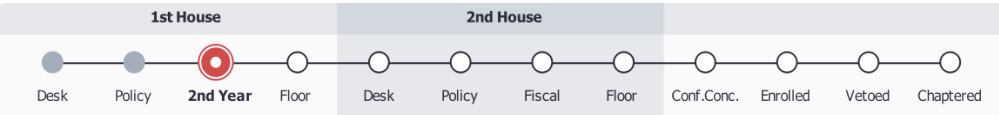
Seyarto, R

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California Environmental Quality Act: guidelines: study.

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Notes

Notes 1

Anticipated impact - the bill requires the Office of Land Use and Climate Innovation to report to the Legislature how allowing projects to move forward under the CEQA Guidelines in place at the time the project submitted its notice of preparation could impact the speed, efficiency, and environmental considerations of the CEQA process. The report could provide the district more guidance and stability on the CEQA process.

Bill information

Status: 05/23/2025 - Failed Deadline pursuant to Rule 61(a)(5). (Last location was APPR. SUSPENSE FILE on 4/7/2025)(May be acted upon Jan 2026)

Summary: The California Environmental Quality Act (CEQA) requires the Office of Land Use and Climate Innovation, formerly named the Office of Planning and Research, to prepare and develop, and the Secretary of the Natural Resources Agency to certify and adopt, guidelines for the implementation of CEQA. The CEQA guidelines require a lead agency, immediately after deciding that an environmental impact report is required for a project, to send a notice of preparation stating that an environmental impact report will be prepared to the office and each responsible and trustee agency, as specified. This bill would require the office to conduct a study to, among other things, evaluate how locked-in guidelines could impact regulatory certainty for future project proponents, lead agencies, and

stakeholders and assess how locked-in guidelines could affect the speed and efficiency of the environmental review process pursuant to CEQA. The bill would define “locked-in guidelines” as CEQA guidelines, that are in effect at the time of the first issuance of the notice of preparation for a project, that apply to the project throughout the course of the environmental review process pursuant to CEQA, regardless of changes in the guidelines that occur after the first issuance of the notice of preparation. The bill would require, on or before January 1, 2027, the office to submit a report to the Governor and the Legislature on the study. The bill would repeal these provisions on January 1, 2028. (Based on 03/20/2025 text)

Location: 05/23/2025 - Senate 2 YEAR

Current Text: 03/20/2025 - Amended

Last Amend: 03/20/2025

SB 239

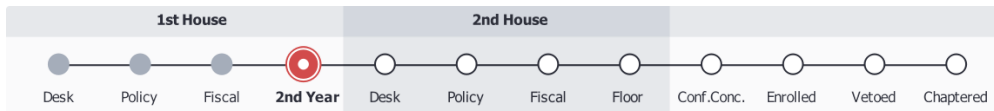
Arreguín, D

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Open meetings: teleconferencing: subsidiary body.

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Notes

Notes 1

Anticipated impact - allows subsidiary bodies of the district to teleconference meetings without having to notice and make publicly accessible each teleconference location, or have at least a quorum participate from locations within the boundaries of the agency. A subsidiary body is defined as an advisory body that meets the Brown Act's definition of a legislative body, serves exclusively in an advisory capacity, and is not authorized to take final action on legislation, regulations, contracts, licenses, permits, or any other entitlements.

Bill information

Status: 06/05/2025 - Failed Deadline pursuant to Rule 61(a)(8). (Last location was INACTIVE FILE on 6/3/2025)(May be acted upon Jan 2026)

Summary: The Ralph M. Brown Act requires, with specified exceptions, that all meetings of a legislative body, as defined, of a local agency be open and public and that all persons be permitted to attend and participate. The act generally requires for teleconferencing that the legislative body of a local agency that elects to use teleconferencing post agendas at all teleconference locations, identify each teleconference location in the notice and agenda of the meeting or proceeding, and have each teleconference location be accessible to the public. Current law also requires that, during the teleconference, at least a quorum of the members of the legislative body participate from locations within the boundaries of the territory over which the local agency exercises jurisdiction, except as specified. Current law, until January 1, 2026, authorizes specified neighborhood city councils to use alternate teleconferencing provisions related to notice, agenda, and public participation, as prescribed, if, among other requirements, the city council has adopted an authorizing resolution and 2/3 of the neighborhood city council votes to use alternate teleconference provisions, as specified This bill would authorize a subsidiary body, as defined, to use alternative teleconferencing provisions and would impose requirements for notice, agenda, and public participation, as prescribed. The bill would require the subsidiary body to post the agenda at each physical meeting location designated by the subsidiary body, as specified. The bill would require the members of the subsidiary body to visibly appear on camera during the open portion of a meeting that is publicly accessible via the internet or other online platform, as specified. (Based on 04/07/2025 text)

Location: 06/05/2025 - Senate 2 YEAR

Current Text: 04/07/2025 - Amended

Last Amend: 04/07/2025

SB 274

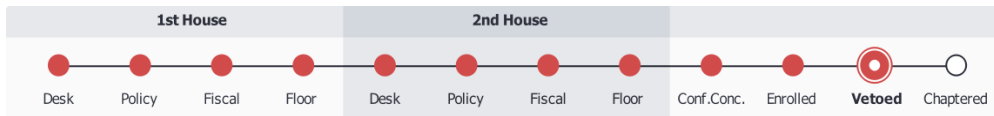
Cervantes, D

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Automated license plate recognition systems.

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Notes

Notes 1

Anticipated impact: could apply to NCTD's bus system that uses front facing cameras.

Bill information

Status: 10/01/2025 - Vetoes by the Governor. In Senate. Consideration of Governor's veto pending.

Summary: Existing law prohibits a public agency, which includes the state, a city, a county, a city and county, or any agency or political subdivision of the state, a city, a county, or a city and county, including, but not limited to, a law enforcement agency, from selling, sharing, or transferring automated license plate recognition (ALPR) information, except to another public agency, and only as otherwise permitted by law. Existing law defines ALPR information as information or data collected through the use of an ALPR system. This bill would provide that "public agency" does not include a transportation agency, a public transit operator, or a local department of transportation or public works department, as specified. The bill would, beginning January 1, 2026, require new, updated, expansions of, or addendums of contractual agreements with ALPR vendors, manufacturers, or suppliers to mandate that no default access is provided to any national ALPR database and that an agency's collected scans are by default not accessible to any other agency, and would impose new requirements on sharing between California state law enforcement agencies. The bill would authorize a law enforcement agency to use ALPR information only for purposes of locating vehicles or persons when either are reasonably suspected of being involved in the commission of a public offense. The bill would prohibit a public agency from retaining ALPR information for more than 60 days after the date of collection if it does not match information on an authorized hot list, as defined, and as of January 1, 2026, would require a public agency to delete all ALPR information that has been held for more than 60 days and does not match information on an authorized hot list within 14 days. By imposing new requirements on public agencies, which include local agencies, this bill would impose a state-mandated local program. This bill contains other related provisions and other existing laws. (Based on 09/17/2025 text)

Location: 10/01/2025 - Senate VETOED

Current Text: 10/01/2025 - Vetoes

Last Amend: 09/05/2025

SB 348

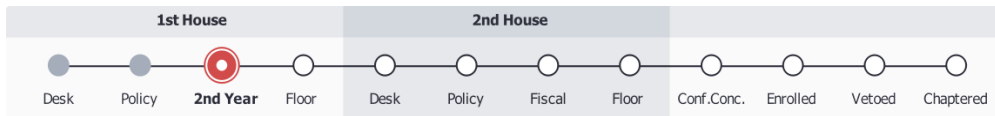
Hurtado, D

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State Air Resources Board: Low Carbon Fuel Standard.

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Notes

Notes 1

Anticipated impact - requires CARB to reconsider and revise the Low Carbon Fuel Standard regulations to reduce the program's financial burden on drivers in the state. This could impact work the district has done to comply with the state's Low Carbon Fuel Standard, as LCFS may represent one of the most effective tools at the state's disposal to support ZEV development and adoption, even if ZEVs are not the program's central focus.

Bill information

Status: 05/23/2025 - Failed Deadline pursuant to Rule 61(a)(5). (Last location was APPR. SUSPENSE FILE on 5/19/2025)(May be acted upon Jan 2026)

Summary: The California Global Warming Solutions Act of 2006 establishes the State Air Resources Board as the state agency responsible for monitoring and regulating sources emitting greenhouse gases. The act requires the state board to adopt rules and regulations, as provided, to achieve the maximum technologically feasible and cost-effective greenhouse gas emissions reductions to ensure that the statewide greenhouse gas emissions are reduced to at least 40% below the statewide greenhouse gas emissions limit, as defined, no later than December 31, 2030. Pursuant to its authority, the state board has adopted the Low Carbon Fuel Standard regulations to reduce the carbon intensity of transportation fuels used in California, as specified. This bill would require the state board, beginning no later than January 31, 2026, to reconsider and revise the Low Carbon Fuel Standard to reduce the program's financial burden on drivers in the state, including by taking specified actions. (Based on 05/05/2025 text)

Location: 05/23/2025 - Senate 2 YEAR

Current Text: 05/05/2025 - Amended

Last Amend: 05/05/2025

SB 359

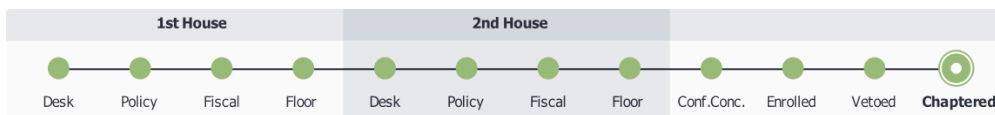
Niello, R

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Use Fuel Tax Law: Diesel Fuel Tax Law: exempt bus operation.

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Notes

Notes 1

Anticipate impact - no direct impact on the district, as transit districts are already eligible for an exemption from the Use Fuel Tax Law state excise tax on gasoline.

Bill information

Status: 10/01/2025 - Chaptered by Secretary of State - Chapter 217, Statutes of 2025

Summary: The Use Fuel Tax Law imposes a state excise tax at specified rates, generally \$0.18 per gallon, on the use of fuel, as defined, and establishes various exemptions from those taxes, including an exemption for any transit district, transit authority, or city owning and operating a local transit system, as provided. This bill would additionally apply this exemption to a county that owns and operates a local transit system, as provided. (Based on 10/01/2025 text)

Location: 10/01/2025 - Senate CHAPTERED

Current Text: 10/01/2025 - Chaptered

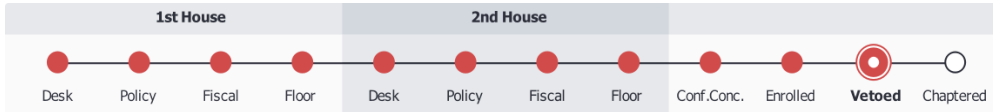
Last Amend: 06/26/2025

SB 419

Caballero, D

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Hydrogen fuel.**Progress bar****Notes****Notes 1**

Positive

Anticipated impact - would provide the district an exemption from sales and use tax on the sale, storage, use, and consumption of hydrogen fuel.

Bill information

Status: 10/01/2025 - Vetoed by the Governor. In Senate. Consideration of Governor's veto pending.

Summary: Would, on and after July 1, 2026, provide an exemption from the taxes imposed by the Sales and Use Tax Law for the gross receipts from the sale in this state of, and the storage, use, or other consumption in this state of, hydrogen fuel, as defined. (Based on 09/12/2025 text)

Location: 10/01/2025 - Senate VETOED

Current Text: 10/01/2025 - Vetoed

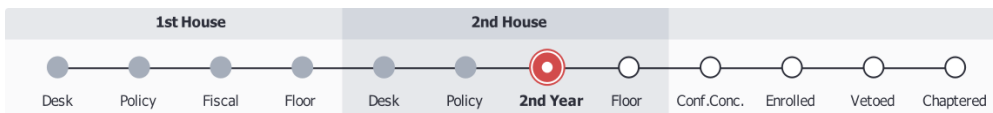
Last Amend: 09/02/2025

SB 445

Wiener, D

HTML

PDF

High-speed rail: third-party agreements, permits, and approvals: regulations.**Progress bar****Notes****Notes 1**

Anticipated impact - grants lead project agencies a waiver from local third party approvals for sustainable transportation projects, and creates an optional project delivery process in the various phases of a sustainable transportation project process. "Third party" means a local agency or utility, including, but not limited to, an electrical corporation, public utility, or private telecommunications provider. "Lead agency" means the public agency which has the principal responsibility for carrying out or approving a project. "Lead agency" also includes other parties whose services are procured by the lead agency, including, but not limited to, a private contractor or consultant. A sustainable transportation project is a project whose primary purpose is the institution or improvement of public transit infrastructure, including, but not limited to, transit priority facilities, bus service, bus rapid transit, and passenger rail.

Bill information

Status: 08/28/2025 - Failed Deadline pursuant to Rule 61(a)(11). (Last location was APPR. SUSPENSE FILE on 8/20/2025)(May be acted upon Jan 2026)

Summary: Current law creates the High-Speed Rail Authority Office of the Inspector General (office) and authorizes the High-Speed Rail Authority Inspector General (inspector general) to initiate an audit or review regarding oversight related to delivery of the high-speed rail project undertaken by the authority and the selection and oversight of contractors related

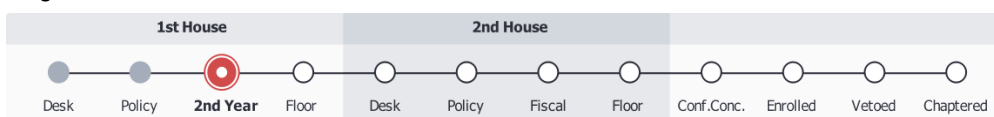
to that project. Current law requires the inspector general to submit annual reports to the Legislature and Governor regarding its findings. This bill would require the authority, on or before July 1, 2026, to develop and adopt internal rules, as defined, setting forth standards and timelines for the authority to engage utilities to ensure coordination and cooperation in relocating utility infrastructure or otherwise resolving utility conflicts affecting the delivery of the high-speed rail project. The bill would require the authority to ensure that the internal rules, among other things, identify the circumstances under which the authority would be required seek to enter into a cooperative agreement with a utility that, where relevant, identifies who is responsible for specific utility relocations, as specified. (Based on 07/17/2025 text)

Location:	08/28/2025 - Assembly 2 YEAR	Current Text:	07/17/2025 - Amended
		Last Amend:	07/17/2025

[SB 496](#)[Hurtado, D](#)[HTML](#)[PDF](#)

Advanced Clean Fleets Regulation: appeals advisory committee: exemptions.

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Notes

Notes 1

Neutral

Anticipated impact - establishes an Appeals Advisory Committee by which the district may request a review of denied exemption requests from the Advanced Clean Fleets Regulation, and updates the emergency vehicle exemption to include vehicles that respond to critical operations related to emergencies and disasters.

Bill information

Status: 05/23/2025 - Failed Deadline pursuant to Rule 61(a)(5). (Last location was APPR. SUSPENSE FILE on 5/5/2025)(May be acted upon Jan 2026)

Summary: The California Global Warming Solutions Act of 2006 establishes the State Air Resources Board as the state agency responsible for monitoring and regulating sources emitting greenhouse gases and requires the state board to adopt rules and regulations to achieve the maximum technologically feasible and cost-effective greenhouse gas emission reductions from those sources. Pursuant to its authority, the state board has adopted the Advanced Clean Fleets Regulation, which imposes various requirements for transitioning local, state, and federal government fleets of medium- and heavy-duty trucks, other high-priority fleets of medium- and heavy-duty trucks, and drayage trucks to zero-emission vehicles. The Advanced Clean Fleets Regulation authorizes entities subject to the regulation to apply for exemptions from its requirements under certain circumstances. This bill would require the state board to establish the Advanced Clean Fleets Regulation Appeals Advisory Committee by an unspecified date for purposes of reviewing appeals of denied requests for exemptions from the requirements of the Advanced Clean Fleets Regulation. The bill would require the committee to include representatives of specified governmental and nongovernmental entities. The bill would require the committee to meet monthly and would require recordings of its meetings to be made publicly available on the state board's internet website. The bill would require the committee to consider, and make a recommendation on, an appeal of an exemption request denial no later than 60 days after the appeal is made. The bill would require specified information relating to the committee's consideration of an appeal to be made publicly available on the state board's internet website. (Based on 04/07/2025 text)

Location: 05/23/2025 - Senate 2 YEAR

Current Text: 04/07/2025 - Amended

Last Amend: 04/07/2025

SB 544

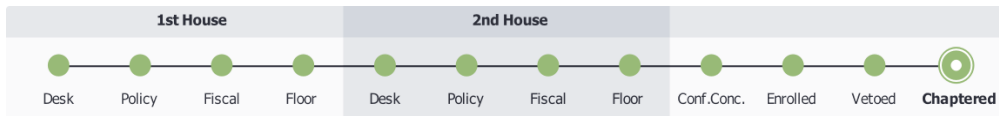
Laird, D

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Railroad crossings: permit applications: review.

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Notes

Notes 1

Positive/neutral

Anticipated impact - provides a more efficient review process for uncontested rail crossing applications, minimizing delays that could jeopardize time-sensitive funding.

Bill information

Status: 10/01/2025 - Approved by the Governor. Chaptered by Secretary of State. Chapter 224, Statutes of 2025.

Summary: The Public Utilities Commission has the exclusive power to determine and prescribe the manner and the terms of installation, operation, maintenance, use, and protection of railroad crossings. Current law prohibits the construction of a public road, highway, or street across the track of any railroad corporation at grade and other specified actions with regard to railroad crossings without the permission of the commission. This bill would require an application for a railroad crossing to include, at a minimum, certain information concerning the proposed railroad crossing. The bill would require the commission to adopt an expedited review and approval process for ratesetting proceedings for an exempt railroad crossing application, as defined. The bill also would require the commission, upon initiating a ratesetting proceeding, to determine whether the proceeding is for an exempt railroad crossing application, and if so, to issue a proposed resolution pursuant to the expedited review and approval process. (Based on 10/01/2025 text)

Location: 10/01/2025 -
Senate CHAPTERED

Current Text: 10/01/2025 - Chaptered
Last Amend: 07/14/2025

SB 545

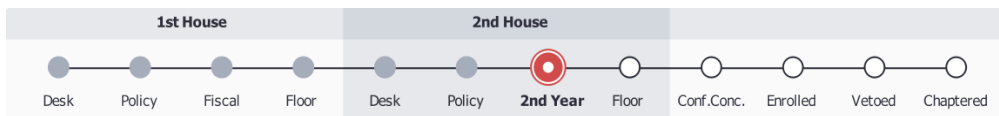
Cortese, D

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High-speed rail: economic opportunities.

Progress bar



Notes

Notes 1

Neutral

Anticipated impact - Requires certain infrastructure districts that use their revenues to finance the construction of the high-speed rail project to dedicate a majority of its revenue to infrastructure projects within the jurisdiction of the local agencies that establish the district. This would include enhanced infrastructure financing districts, community revitalization and investment authorities, Mello-Roos Community Facilities Districts, and any other

district or agency established by a local agency for the primary purpose of financing infrastructure projects, including those with a state agency member, which can include the High Speed Rail Authority.

Bill information

Status: 08/28/2025 - Failed Deadline pursuant to Rule 61(a)(11). (Last location was APPR. SUSPENSE FILE on 8/20/2025)(May be acted upon Jan 2026)

Summary: Would require the Governor’s Office of Business and Economic Development, on or before January 1, 2027, to commission a study on economic opportunities along the corridor of the California high-speed rail project, as defined, and other high-speed rail projects in California that are planned to directly connect to the California high-speed rail project, as provided, and to submit a progress report to the chairpersons of the Senate Committee on Transportation and the Assembly Committee on Transportation for input. The bill would require, on or before January 1, 2028, the study to be completed and a report on the study’s findings and recommendations to be submitted to the appropriate policy and fiscal committees of the Legislature. The bill would require an infrastructure district, as defined, that uses its revenue to finance the construction of the high-speed rail project to dedicate a majority of its revenue to infrastructure projects within the jurisdiction of the local agencies that establish the district. (Based on 06/27/2025 text)

Location:	08/28/2025 - Assembly 2 YEAR	Current Text:	06/27/2025 - Amended
		Last Amend:	06/27/2025

SB 569

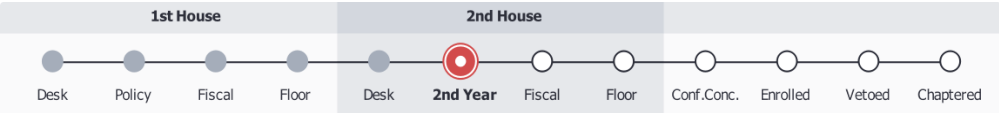
Blakespear, D

HTML

PDF

Department of Transportation: homeless encampments.

Progress bar



Notes

Notes 1

Neutral

Anticipated impact - directs the Caltrans to establish a dedicated liaison to facilitate the removal of homeless encampments on Caltrans’ right-of-way and authorizes Caltrans to negotiate specified terms for Delegated Maintenance Agreements with local jurisdictions.

Bill information

Status: 07/17/2025 - Failed Deadline pursuant to Rule 61(a)(10). (Last location was TRANS. on 6/16/2025)(May be acted upon Jan 2026)

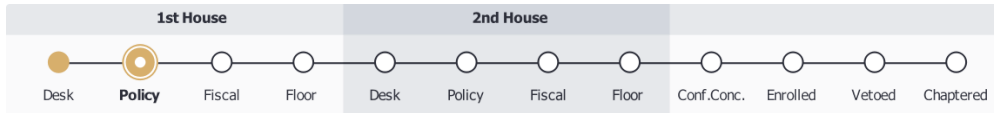
Summary: Current law authorizes the Department of Transportation to establish maintenance programs related to highway cleanup, as specified. This bill would require the department to establish a dedicated liaison to, among other things, facilitate communication with local governments and relevant state agencies with regard to addressing homeless encampments within the state highway system and to oversee the development and implementation of delegated maintenance agreements between local agencies and the department in which both work together to reduce and remove homeless encampments within the department’s jurisdiction. The bill would authorize the department to grant a single general entry permit for the duration of a delegated maintenance agreement to conduct activities authorized by the bill. The bill would require the department to submit an annual report to the Legislature summarizing specified information and recommendations regarding homeless encampments. (Based on 04/21/2025 text)

Location:	07/17/2025 - Assembly 2 YEAR	Current Text:	04/21/2025 - Amended
		Last Amend:	04/21/2025

[SB 607](#)[Wiener, D](#)[HTML](#)[PDF](#)

California Science and Health Research Bond Act.

Progress bar



Notes

Notes 1

Neutral

Anticipated impact - this measure makes numerous changes to CEQA. Some provisions that could impact the district include:

SB 607 creates a new environmental review process for projects that do not meet the eligibility criteria for a CEQA exemption based on a single eligibility condition, and changes the criteria and legal standard by which lead agencies evaluate whether to prepare an mitigated negative declaration, negative declaration, or environmental impact report.

Bill information

Status: 09/13/2025 - Re-referred to Com. on RLS.

Summary: Would establish the California Foundation for Science and Health Research within the Government Operations Agency. The bill would create the California Foundation for Science and Health Research Fund, upon appropriation by the Legislature, and require the moneys in the fund to be used by the foundation to award grants and make loans to public or private research companies, universities, institutes, and organizations for scientific research and development, in specific areas of research, including, but not limited to, biomedical, behavioral, and climate research. (Based on 09/12/2025 text)

Location: 09/13/2025 - Senate Rules

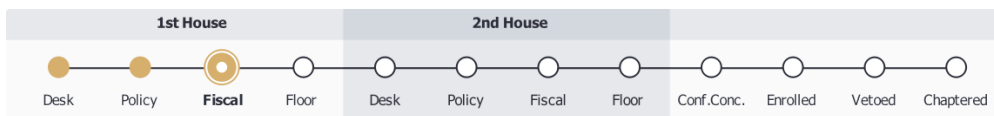
Current Text: 09/12/2025 - Amended

Last Amend: 09/12/2025

[SB 752](#)[Richardson, D](#)[HTML](#)[PDF](#)

Sales and use taxes: exemptions: California Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project: transit buses.

Progress bar



Notes

Notes 1

Positive

Anticipated impact - would continue the sales and use tax exemption for zero-emission transit buses for the district until 2028.

Bill information

Status: 05/23/2025 - May 23 hearing: Held in committee and under submission.

Summary: Existing state sales and use tax laws impose a tax on retailers measured by the gross receipts from the sale of tangible personal property sold at retail in this state or on the storage, use, or other consumption in this state of tangible personal property purchased from a retailer for storage, use, or other consumption in this state. The Sales and Use Tax

Law provides various exemptions from those taxes, including, until January 1, 2026, an exemption from those taxes with respect to the sale in this state of, and the storage, use, or other consumption in this state of, specified zero-emission technology transit buses sold to specified public agencies that are eligible for specified incentives from the State Air Resources Board. This bill would extend the exemption for specified zero-emission technology transit buses until January 1, 2028. This bill contains other related provisions. (Based on 02/21/2025 text)

Location: 05/19/2025 - Senate APPR.
SUSPENSE FILE

Current Text: 02/21/2025 - Introduced

NORTH COUNTY TRANSIT

SAN DIEGO RAILROAD

Agenda
Item #
2

STAFF REPORT

RECEIVE THE MONTHLY TRANSIT OPERATIONS PERFORMANCE REPORT FOR SEPTEMBER 2025

Time Sensitive: ☐ Consent: ☒

STAFF RECOMMENDATION:

Receive the Monthly Transit Operations Report for September 2025.

BACKGROUND INFORMATION:

The Monthly Transit Operations Performance Report (TOPR) provides an overview of NCTD's performance trends by mode as they relate to budgeted goals and minimum performance standards for each month of the fiscal year. NCTD's performance goals are developed as part of the annual operations budget development process. Minimum performance standards are set forth in each modal operations and maintenance contract.

The monthly TOPR is intended to provide performance reporting on key performance indicators without the detailed analysis of trends that are included in the annual TOPR. The data contained in this staff report is unaudited and subject to change. Starting in FY 2025, staff removed certain metrics from the TOPR attachment to improve legibility and allow for the inclusion of the NCTD+ mode. Metrics removed include passengers per revenue mile and metrics related to LIFT response time and pick-up windows. These metrics will continue to be tracked internally for performance management purposes.

Attached to this staff report is a table that provides information on NCTD's modal performance compared to the established goals or standards, as well as a comparison to the previous fiscal year.

Systemwide Performance

September 2025 systemwide ridership was 738,334, which is 5.9% below the budgeted goal and 0.6% above the September 2024 ridership of 734,159. September 2025 was also at 80.9% of FY19 pre-pandemic levels.

BREEZE Performance

BREEZE boardings in September 2025 totaled 473,601, below the budgeted goal of 507,428 by 6.7% and a 0.1% decrease compared to September 2024. September 2025 was also 84.7% of FY19 pre-pandemic levels. BREEZE on-time performance (OTP) was 84.9% for the month, below the minimum performance standard of 88%.

SPRINTER Performance

SPRINTER boardings in September 2025 totaled 153,549, below the budgeted goal of 178,333 by 13.9% and an 8.7% decrease compared to September 2024. September 2025 was also 70.0% of FY19 pre-pandemic levels. SPRINTER OTP was 90.4% for the month, below the minimum performance standard of 95%.

COASTER Performance

COASTER boardings in September 2025 totaled 89,150, above the budgeted goal of 73,345 by 21.5% and a 19.8% increase compared to September 2024. September 2025 was also 76.1% of FY19 pre-pandemic levels. COASTER OTP was 93.7% for the month, below the minimum performance standard of 95%.

FLEX Performance

FLEX boardings in September 2025 totaled 9,019, below the budgeted goal of 9,374 by 3.8% but a 29% increase compared to September 2024. September 2025 was also 354% of FY19 pre-pandemic levels. FLEX OTP was 86.2% for the month, below the performance standard of 88%.

LIFT Performance

LIFT boardings in September 2025 totaled 9,133, below the budgeted goal of 10,186 by 10.3% and a 4.5% decrease compared to September 2024. September 2025 was also 62.8% of FY19 pre-pandemic levels. LIFT OTP was 88.9% for the month, below the minimum standard of 92%. LIFT productivity, measured by passengers transported per revenue hour, was 2.52 for the month, which is above the minimum performance standard of 1.80 passengers per revenue hour.

NCTD+ Performance

NCTD+ boardings in September 2025 totaled 3,882, below the budgeted goal of 6,021 by 35.5%. Total boardings included 1,835 boardings in the San Marcos zone and 2,047 in the Vista zone. NCTD+ OTP was 84.1% for the month, below the minimum standard of 92%.

Youth Opportunity Pass (YOP) Performance

Youth pass usage for September 2025 totaled 110,227, an 8.9% decrease compared to September 2024.

ATTACHMENT: 2A – Monthly Transit Operations Performance Report, September 2025

FISCAL IMPACT: This staff report has no fiscal impact.

COMMITTEE REVIEW: None

STAFF CONTACT: Ioni Tcholakova, Service Planning Manager
Email: itcholakova@nctd.org Phone: 760-966-6588

Transit Performance Report - September 2025

SYSTEM Performance (All Modes)	Goals/Standards ¹	September 2025	Variance from Goal	September 2024	Variance from Prior Year
Total Boardings	784,687	738,334	-5.9%	734,159	0.6%
Average Weekday Boardings	30,650	28,560	-6.8%	29,059	-1.7%
Average Saturday Boardings	17,394	18,517	6.5%	16,708	10.8%
Average Sunday Boardings	14,598	13,800	-5.5%	13,824	-0.2%
BREEZE Performance	Goals/Standards ¹	September 2025	Variance from Goal	September 2024	Variance from Prior Year
Total Boardings	507,428	473,601	-6.7%	473,894	-0.1%
Average Weekday Boardings	19,950	18,502	-7.3%	19,014	-2.7%
Average Saturday Boardings	10,516	10,208	-2.9%	10,135	0.7%
Average Sunday Boardings	8,977	8,506	-5.2%	8,587	-0.9%
Boardings per Revenue Hour	14.32	13.24	-7.5%	13.42	-1.3%
On-Time Performance	88.0%	84.9%	-3.5%	81.1%	4.6%
SPRINTER Performance	Goals/Standards ¹	September 2025	Variance from Goal	September 2024	Variance from Prior Year
Total Boardings	178,333	153,549	-13.9%	168,172	-8.7%
Average Weekday Boardings	6,909	5,988	-13.3%	6,631	-9.7%
Average Saturday Boardings	3,955	4,233	7.0%	3,864	9.5%
Average Sunday Boardings	3,370	2,172	-35.5%	3,246	-33.1%
Boardings per Revenue Hour	91.97	80.17	-12.8%	91.36	-12.2%
On-Time Performance	95.0%	90.4%	-4.9%	95.2%	-5.1%
COASTER Performance	Goals/Standards ¹	September 2025	Variance from Goal	September 2024	Variance from Prior Year
Total Boardings	73,345	89,150	21.5%	74,412	19.8%
Average Weekday Boardings	2,762	3,174	14.9%	2,658	19.4%
Average Saturday Boardings	2,472	3,758	52.0%	2,448	53.5%
Average Sunday Boardings	1,820	2,807	54.2%	1,802	55.8%
Boardings per Revenue Hour	37.83	90.01	138.0%	73.53	22.4%
On-Time Performance	95.0%	93.7%	-1.4%	94.7%	-1.0%
FLEX Performance	Goals/Standards ¹	September 2025	Variance from Goal	September 2024	Variance from Prior Year
Total Boardings	9,374	9,019	-3.8%	6,989	29.0%
Average Weekday Boardings	403	362	-10.1%	303	19.5%
Average Saturday Boardings	120	154	28.7%	114	35.4%
Average Sunday Boardings	76	160	110.9%	71	125.7%
Boardings per Revenue Hour	4.29	4.13	-3.9%	3.28	25.9%
On-time Performance	88.0%	86.2%	-2.0%	81.6%	5.6%
LIFT Performance	Goals/Standards ¹	September 2025	Variance from Goal	September 2024	Variance from Prior Year
Total Boardings	10,186	9,133	-10.3%	9,568	-4.5%
Average Weekday Boardings	444	373	-16.0%	411	-9.3%
Average Saturday Boardings	99	124	25.0%	120	3.1%
Average Sunday Boardings	94	109	16.0%	91	19.8%
Boardings per Revenue Hour	1.80	2.52	39.9%	2.05	23.1%
On-Time Performance	92.0%	88.9%	-3.4%	91.7%	-3.1%
NCTD+ Performance	Goals/Standards ¹	September 2025	Variance from Goal	September 2024	Variance from Prior Year
Total Boardings	6,021	3,882	-35.5%	1,124	245.4%
Average Weekday Boardings	182	161	-11.5%	42	283.3%
Average Saturday Boardings	232	40	-82.8%	27	48.1%
Average Sunday Boardings	261	45	-82.8%	27	66.7%
Boardings per Revenue Hour	1.80	3.09	71.6%	1.99	55.6%
On-Time Performance	92.0%	84.1%	-8.6%	85.3%	-1.4%
Median Wait Time (minutes)	20	15.52	-22.4%	10.42	48.9%

¹ Budgeted goals are developed every fiscal year within budget documents and are based upon ridership projections and past performance while minimum performance standards were generally established in past contracts.

STAFF REPORT

**RECEIVE THE MARKETING, SERVICE PLANNING, AND BUSINESS
DEVELOPMENT COMMITTEE CHAIR REPORT FOR THE OCTOBER
28, 2025 MEETING**

Time Sensitive: ☒ **Consent:** ☒

**STAFF
RECOMMENDATION:**

Receive the Marketing, Service Planning, and Business Development Committee Chair Report for the October 28, 2025 meeting.

**BACKGROUND
INFORMATION:**

On October 28, 2025, at 10:17 a.m., the Marketing, Service Planning, and Business Development (MSPBD) Committee met as scheduled with a quorum of appointed members in attendance. Joe Garcia, City of Escondido, was absent.

MSPBD Committee Agenda Item No. 1 – Receive an Update on Safety and Security

Karen Tucholski, Senior Legal Counsel – Regulatory Compliance, and Chris Carrillo, Director of Safety, presented an overview of safety and security on NCTD's modes and facilities.

Committee Member O'Hara inquired about cycling incidents that occur where the individual does not seek medical attention and how those are reported; he also inquired about language on signage near the crossings. Ms. Tucholski responded that NCTD internally records all incidents/accidents that occur on the right-of-way. This includes occasions when an impacted individual refuses medical attention. If the incident/accident is more severe, then NCTD reports it to the required regulatory agencies.

Lori Winfree, Deputy Chief Executive Officer/Chief General Counsel, responded that NCTD's Safety Department is involved with local cycling organizations to make communities more aware of the dangers of riding near the right-of-way or near buses. NCTD has the industry standard signage at all our crossings but too much specificity in the language may increase NCTD's liability.

Committee Member Joyce asked what SPRINTER intersections are most prone to having train vs. vehicle incidents. Ms. Tucholski responded that the College Boulevard station intersection is on the top of list for these types of accidents for both strikes and near misses. NCTD is working with the cities to improve the markings on the road and to raise awareness in the community. Committee Member Joyce would like more data on high incident locations to be provided to the Board, as well as number of strikes over the last 10 years.

Committee Chair Martinez asked if CCTV footage is monitored live and can NCTD react in real time. Ms. Carrillo responded affirmatively. Committee Chair Martinez further asked if NCTD does any trend comparisons with other regional transit agencies regarding incidents and near misses. Shawn Donaghy, CEO, responded that NCTD has regular conversations with regional transit agencies on similar trends.

MSPBD Committee Agenda Item No. 2 – Receive Update on NCTD+ Microtransit Implementation

Mary Dover, Chief of Staff, presented an update on the NCTD+ Microtransit service in San Marcos and Vista since implementation.

Committee Member O'Hara asked which Microtransit zones NCTD is considering in the near future and what communication efforts are being made to promote this service in conjunction with NCTD's other modes. Ms. Dover responded that the next zones are Fallbrook/Pala and the Eastern core of Oceanside, pending additional funding. Ms. Dover mentioned that NCTD offers discounted rates when riders connect their microtransit ride with SPRINT. Although the PRONTO and NCTD+ apps are different platforms, riders can see what microtransit options they have once they are in one of the microtransit zones.

Committee Member Joyce asked whether the riders on NCTD+ are new riders or existing ones. Ms. Dover responded that there are both.

Committee Chair Martinez asked what has attributed to the growth in Microtransit in the San Marcos area. Ms. Dover responded that although initially it took some time to educate the community about the service, riders in San Marcos are coming back to the service and increasing ridership. Also, a lot of advertising was done to promote the service, including flyers to each household that lived in the zone. CEO Donaghy added that fare prices decreased shortly after the service began and NCTD saw a significant increase in NCTD+ ridership. Committee Chair Martinez further asked if NCTD is meeting their anticipated times of arrival. Ms. Dover responded that the average wait time is 21 minutes for San Marcos and 17 minutes for Vista. She will share demographics on age groups and destinations of microtransit riders in the near future.

The meeting adjourned at 11:34 a.m.

ATTACHMENT(S): 3A –NCTD Safety and Security Programs Update Presentation
3B – NCTD+ Microtransit Program Update Presentation

FISCAL IMPACT: This staff report has no fiscal impact.

STAFF CONTACT: **Mary Dover, Chief of Staff**
E-mail: mdover@nctd.org Phone: 760-967-2895



Receive Update on NCTD Safety & Security Programs

**MSPBD Meeting
October 28, 2025**

COASTER SPRINTER BREEZE FLEX *LIFT* NCTD

SAFETY PROGRAM

Safety & Risk Management Program

Safety and Risk Management functions report to the Deputy CEO/Chief General Counsel, who serves as the Safety Management System Executive:

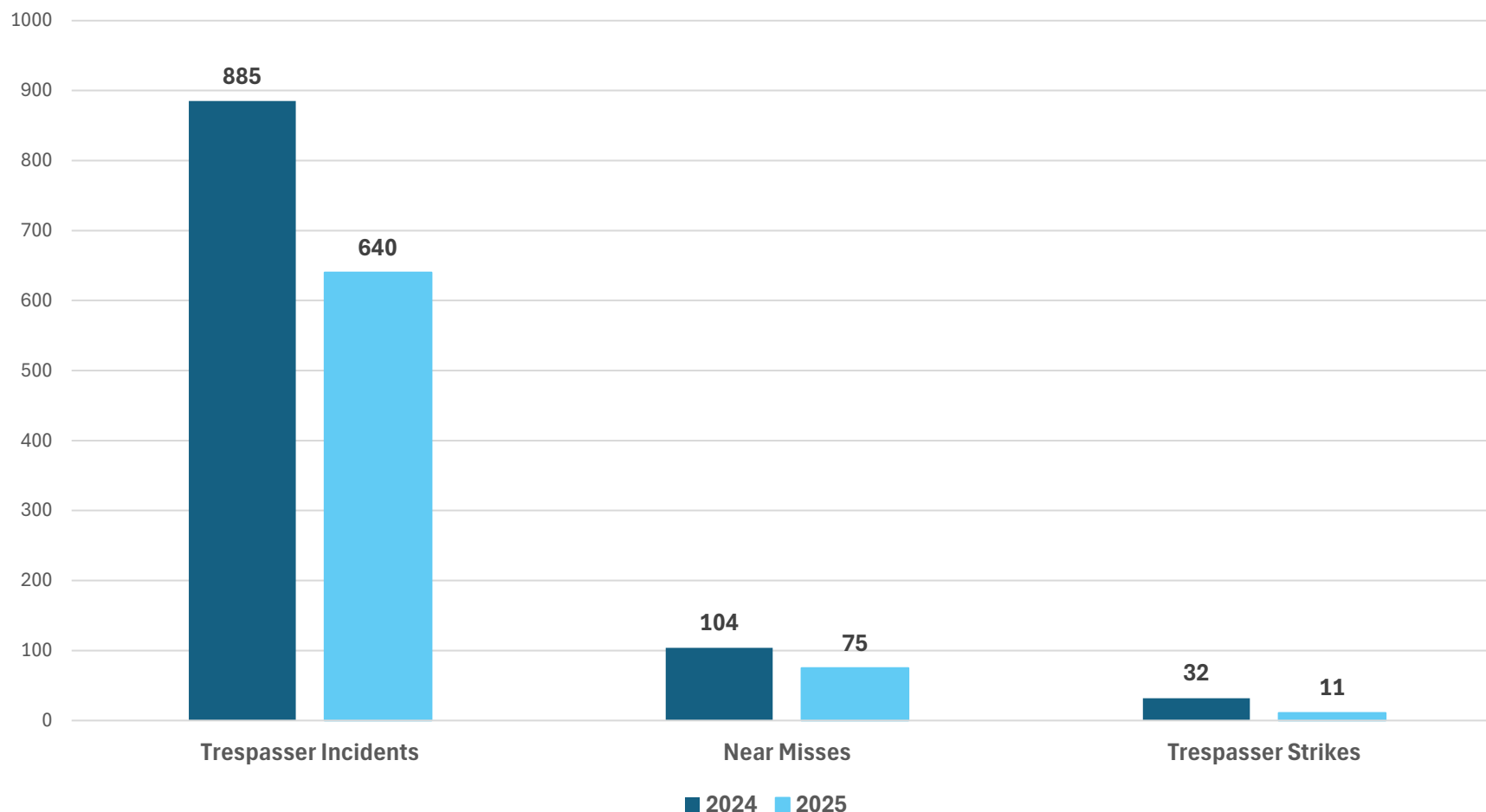
- **Legal and Risk Management Staffing:**
 - Deputy General Counsel, Enterprise Risk Manager, Senior Regulatory Compliance Counsel
- **Safety Staffing:**
 - Safety Specialists (Bus, Field, Rail), Management Analyst II (Internal Audit), Safety Trainer (Program Support and Safety Training)
- **Program Responsibilities:**
 - Regulatory compliance and oversight (FRA, FTA, CPUC, OSHA, CHP, etc.)
 - National Transit Database Safety & Security Incident Reporting
 - Internal Safety Audits (45 audits over a 36-month period)
 - Safety training (employees/contractors)

San Diego Subdivision Safety Data

Trespasser – any individual and/or vehicle on the NCTD railroad right-of-way

Near Miss – any incident on the railroad right-of-way that causes the train operator/engineer to take an action, outside of normal operation of a train, to avoid or mitigate a collision with a trespasser or vehicle. Actions include slowing of the train or initiating an emergency brake application.

Trespasser Strike – any time the train makes contact with an individual and/or vehicle

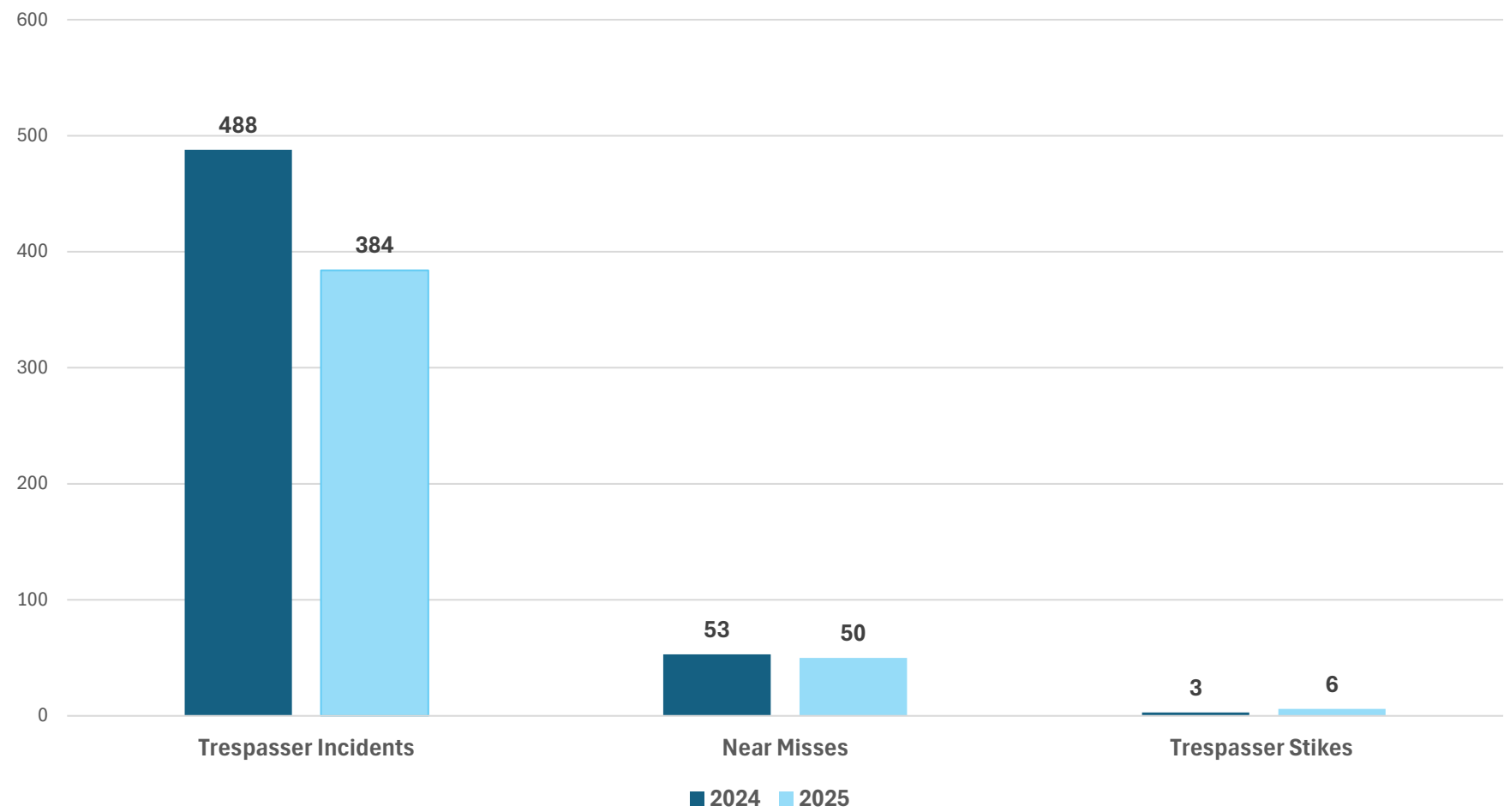


Escondido Subdivision Safety Data

Trespasser – any individual and/or vehicle on the NCTD railroad right-of-way

Near Miss – any incident on the railroad right-of-way that causes the train operator/engineer to take an action, outside of normal operation of a train, to avoid or mitigate a collision with a trespasser or vehicle. Actions include slowing of the train or initiating an emergency brake application.

Trespasser Strike – any time the train makes contact with an individual and/or vehicle



Safety Initiatives

- Realignment of Safety and Risk Management Staffing
- Rail Safety Month (September)
- Operation Lifesaver, Inc. (OLI)
- Hazard Reporting QR Code
- Defensive Driving Training
- Human Trafficking Prevention Task Force



SECURITY PROGRAM

Security Team Overview

NCTD Security Department Staffing:

- 17 Employees: Control Center, Code Compliance, and Administrative Staff

Law Enforcement:

- San Diego County Sheriff TESU

Contract Security:

- Inter-Con supports 24/7 at ETC-OTC, Padres game trains, special events and Board meetings

Training / Exercises:

- Familiarization and full-scale exercises with local first responders



Monitoring Center Activities

Control Center Technicians (CCTs)

- Staff the Monitoring Center at Oceanside Transit Center 24/7/365
- Primary duties include:
 - Closed Circuit TV (CCTV) monitoring
 - Incident support and documentation
 - First responder/key stakeholder notification during service disruption incidents
 - Video request/review and related information
 - Update incident data in Vector Solutions, incident tracking software
- Support law enforcement response and investigations; help identify and document chronic repeat offenders within our system



CCTV CIP upgrade began in October 2026 which will add an additional 29 new cameras throughout the system and replace approximately 50 older cameras. Total of 585 cameras.

Code Compliance Program

Code Compliance Inspectors (CCIs)

- Responsible for Ordinance compliance and general security checks in the field (transit stations/centers, bus stops/routes, on board modes, ROW and facilities)
- Primary duties:
 - Promoting compliance with NCTD ordinances
 - Fare checks, loitering, trespassing, biohazards, facility condition/hazard reporting, incident documentation
- 7 days-a-week coverage between 4:00 a.m. to 8:00 p.m.

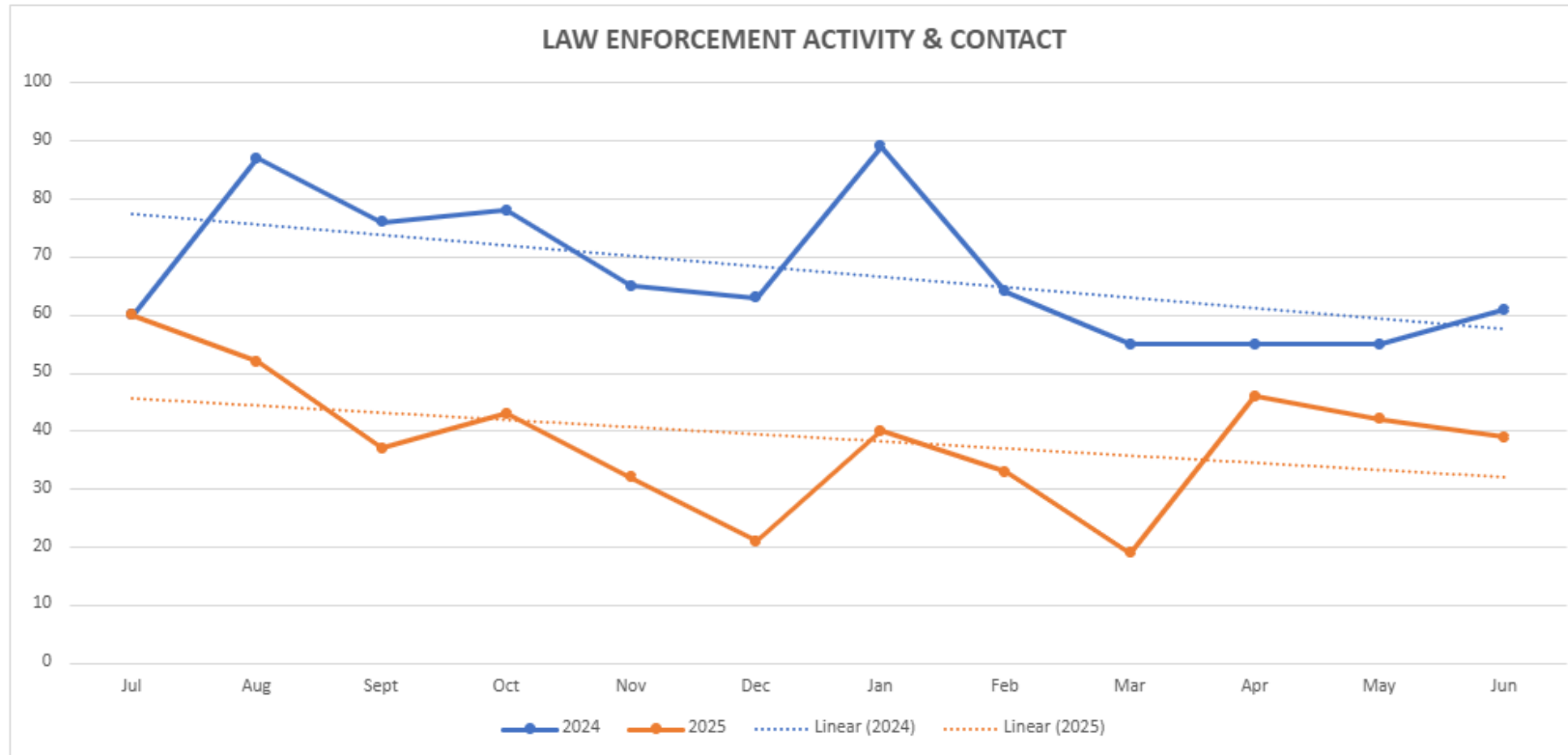


Background – SDSO Services



- Current MOU effective July 1, 2022 – June 30, 2027
- Provides response throughout the entire NCTD service area for any property, facility, mode of service
- Lead agency for rail incident response investigation
- Conduct roving patrols along NCTD right-of-way and at transit centers/stations
- Lead efforts to reduce and mitigate “quality of life” incidents throughout the system
- Respond to disruptive passenger issues on buses and trains
- On-board presence during special events (i.e., Padres games)
- Conduct special detail patrols/assignments to address specified issues (i.e., Oceanside Transit Center, ROW trespassing, homeless encampments)

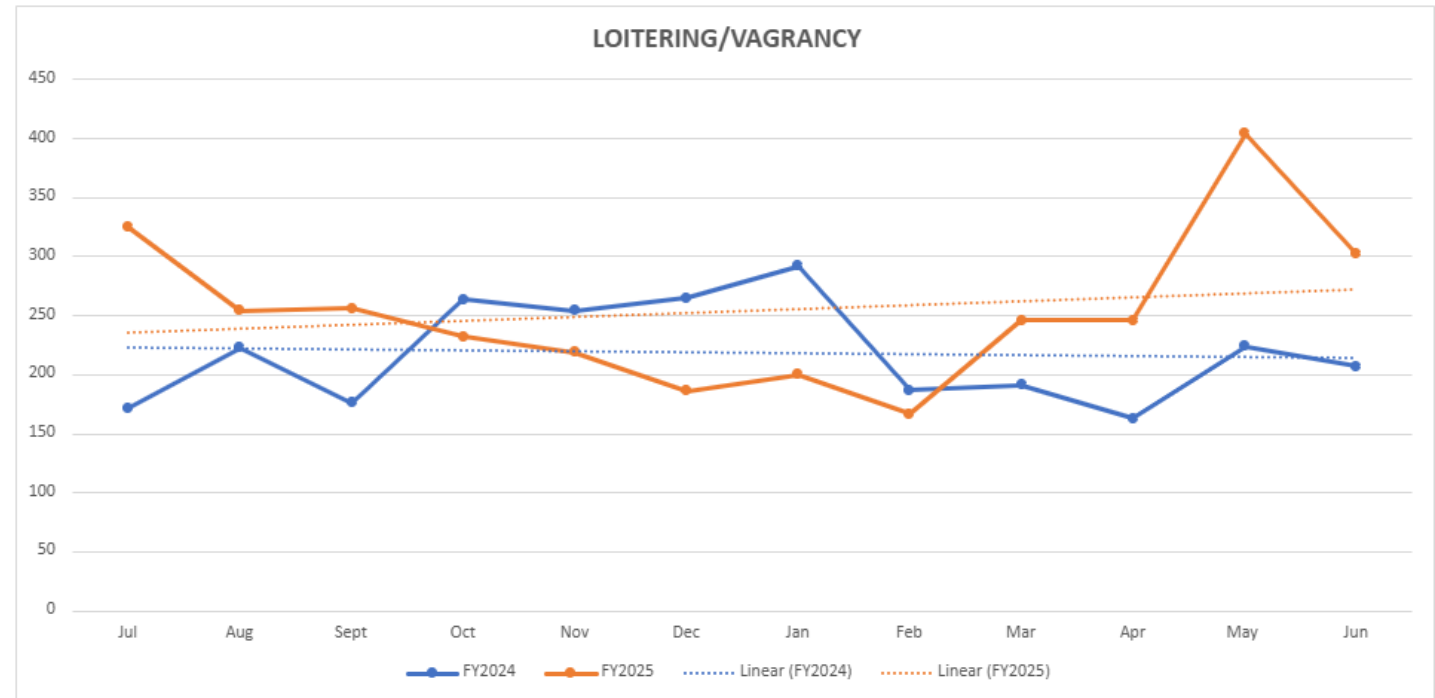
FY2024 & FY2025 Security Statistics



- Law enforcement activity/contacts have decreased year-over-year
- TESU arrests have decreased by 23% year over year.

FY2024 & FY2025 Security Statistics

- Loitering and vagrancy increased year over year by 14%.
- OTC and ETC continue to have the most reported incidents making up 64% of FY25 totals



Questions?

NCTD+ Microtransit Program



MSPBD Committee
October 28, 2025

NORTH COUNTY TRANSIT
SAN DIEGO RAILROAD

COASTER SPRINTER BREEZE FLEX *LIFT* NCTD+

810 Mission Avenue | Oceanside, CA 92054 | (760) 966-6500 | GoNCTD.com

NCTD+ Overview

- **NCTD+ is North County Transit's on-demand shared ride service**
 - San Marcos Zone started June 10, 2024
 - Vista Zone started May 19, 2025
- **On-demand or same day trip requests only**
 - NCTD+ mobile app
 - Reservation call center
- **Service Hours**
 - Monday – Friday: 6 AM – 8 PM
 - Saturday – Sunday: 8 AM – 8 PM





Fare Structure

\$1.50

~~\$2.50~~

To/From SPRINTER Station

\$3.00

~~\$5.00~~

*Anywhere within
the zone*

\$1.50

~~\$2.50~~

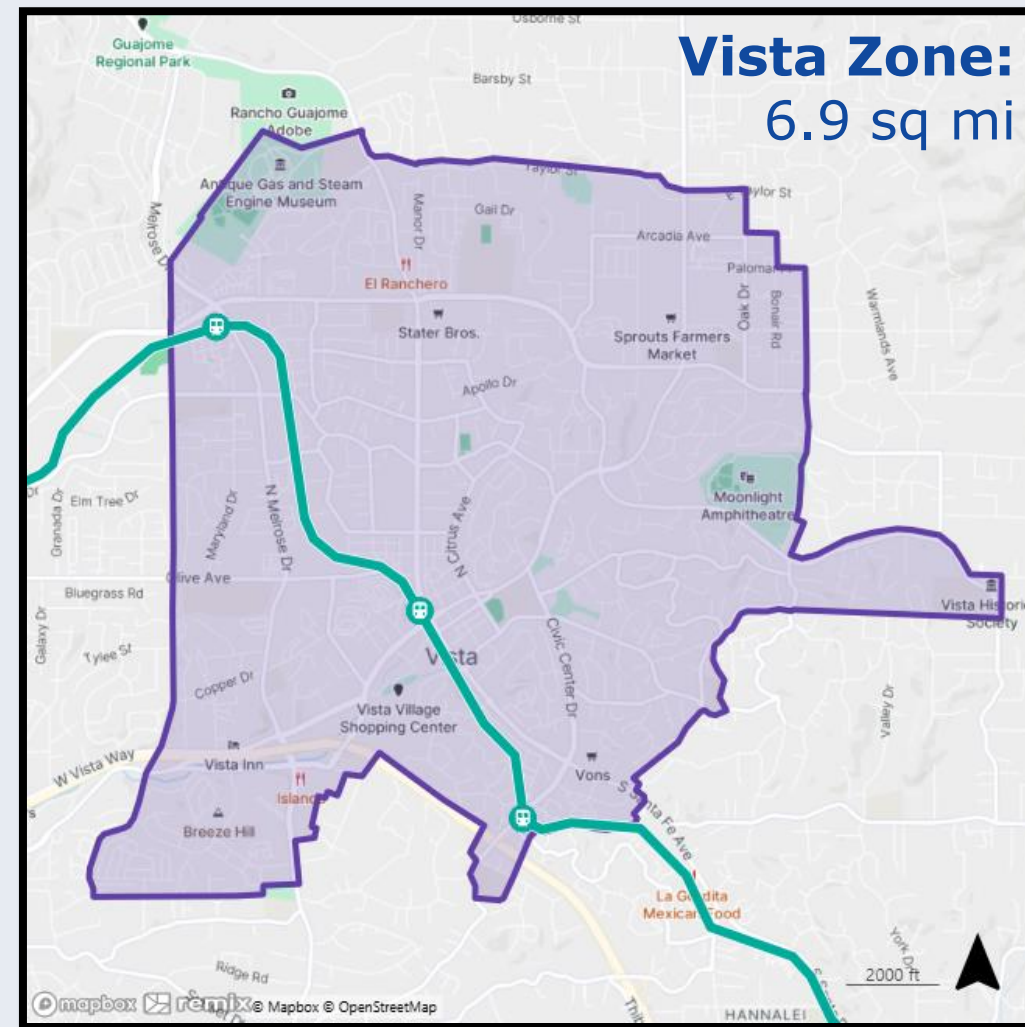
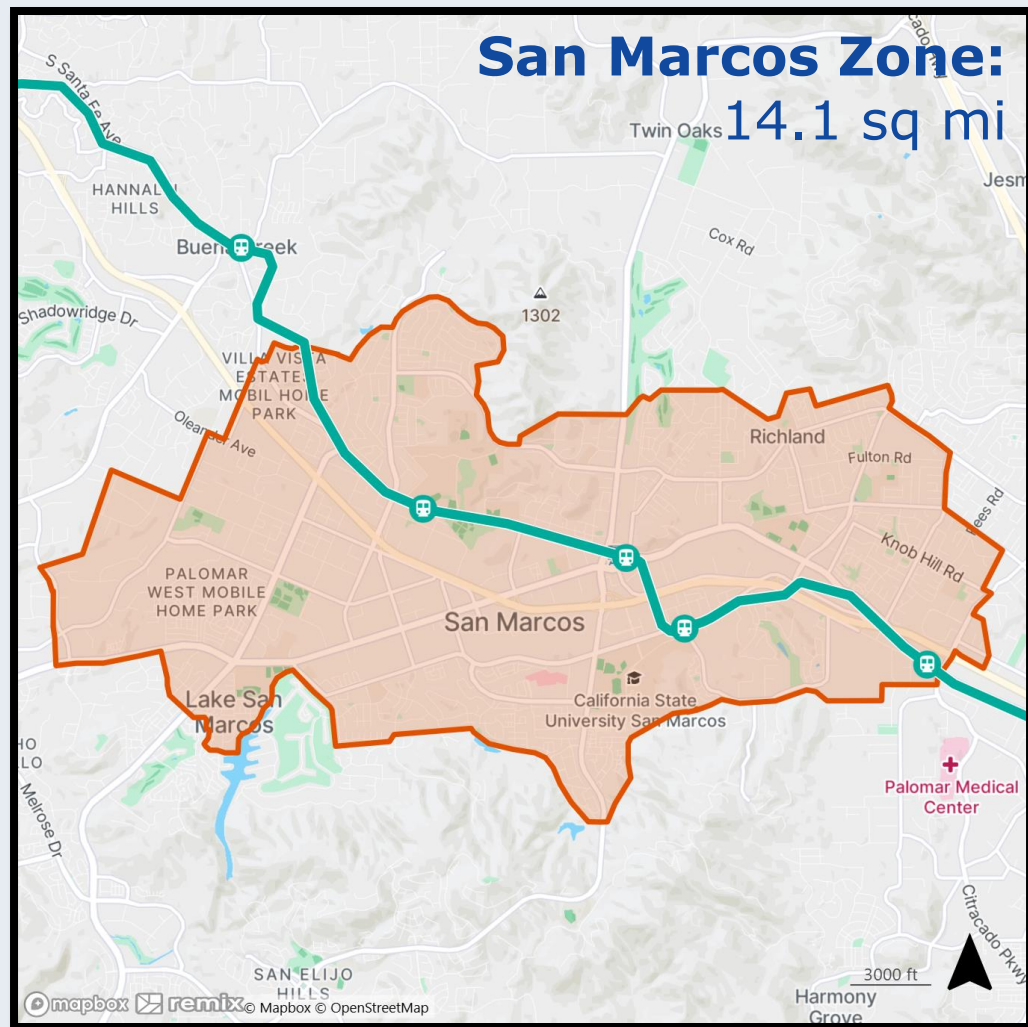
Additional Riders

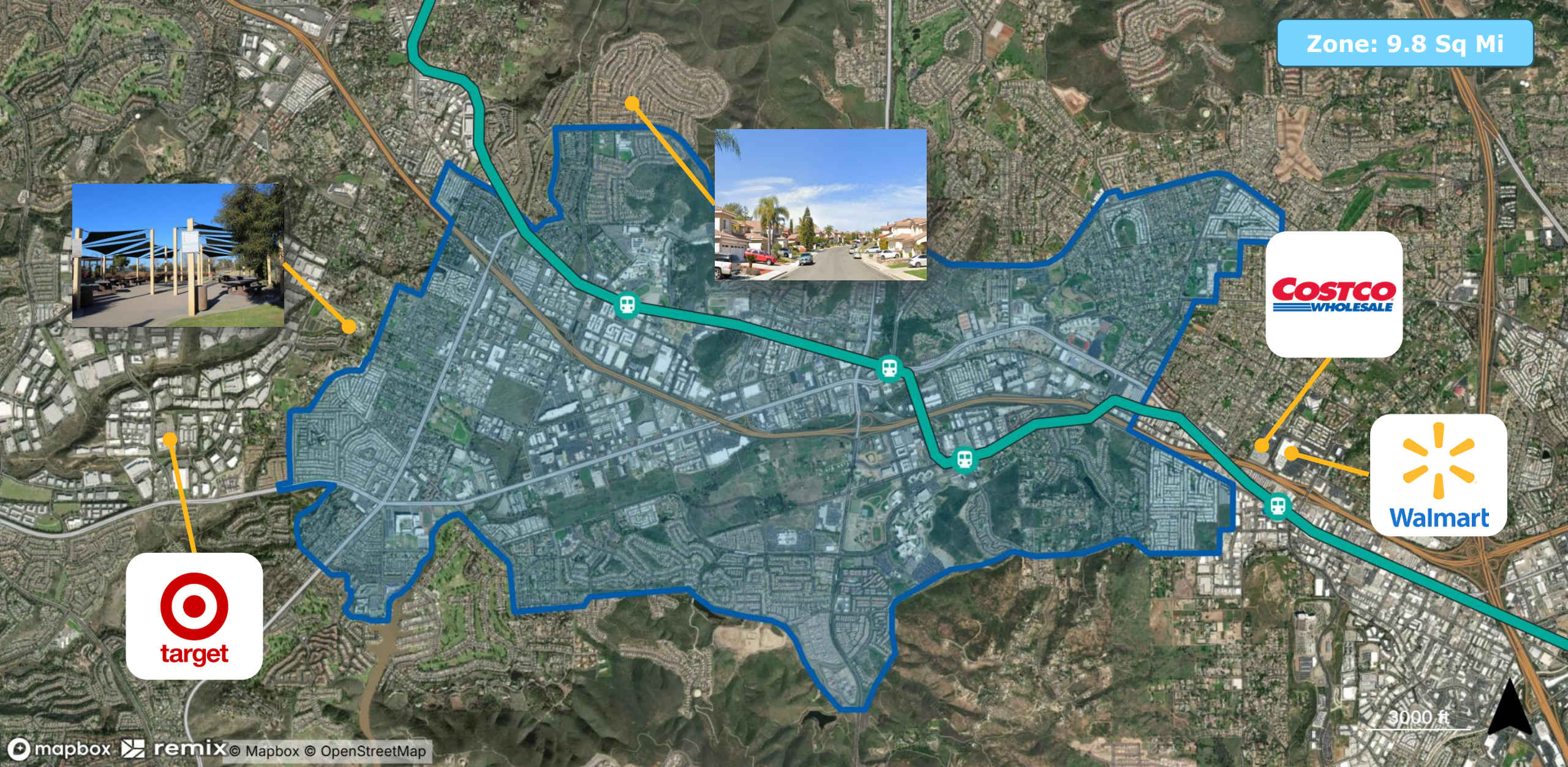
FREE

Youth (18 and Under)

Fare Reduction: August 1, 2024

NCTD+ Geography





Dynamic Service Planning

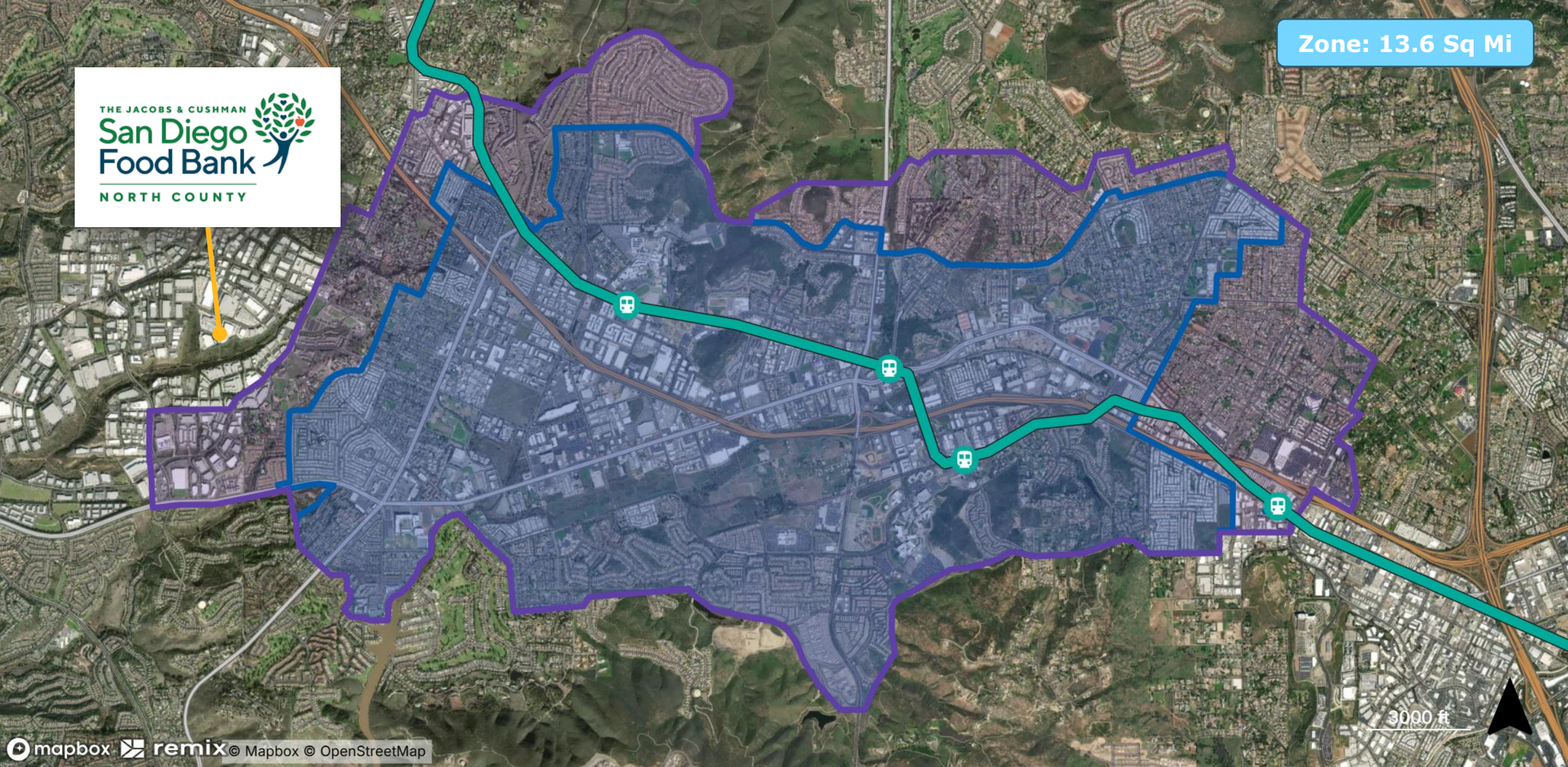


June 2024





Zone: 13.6 Sq Mi

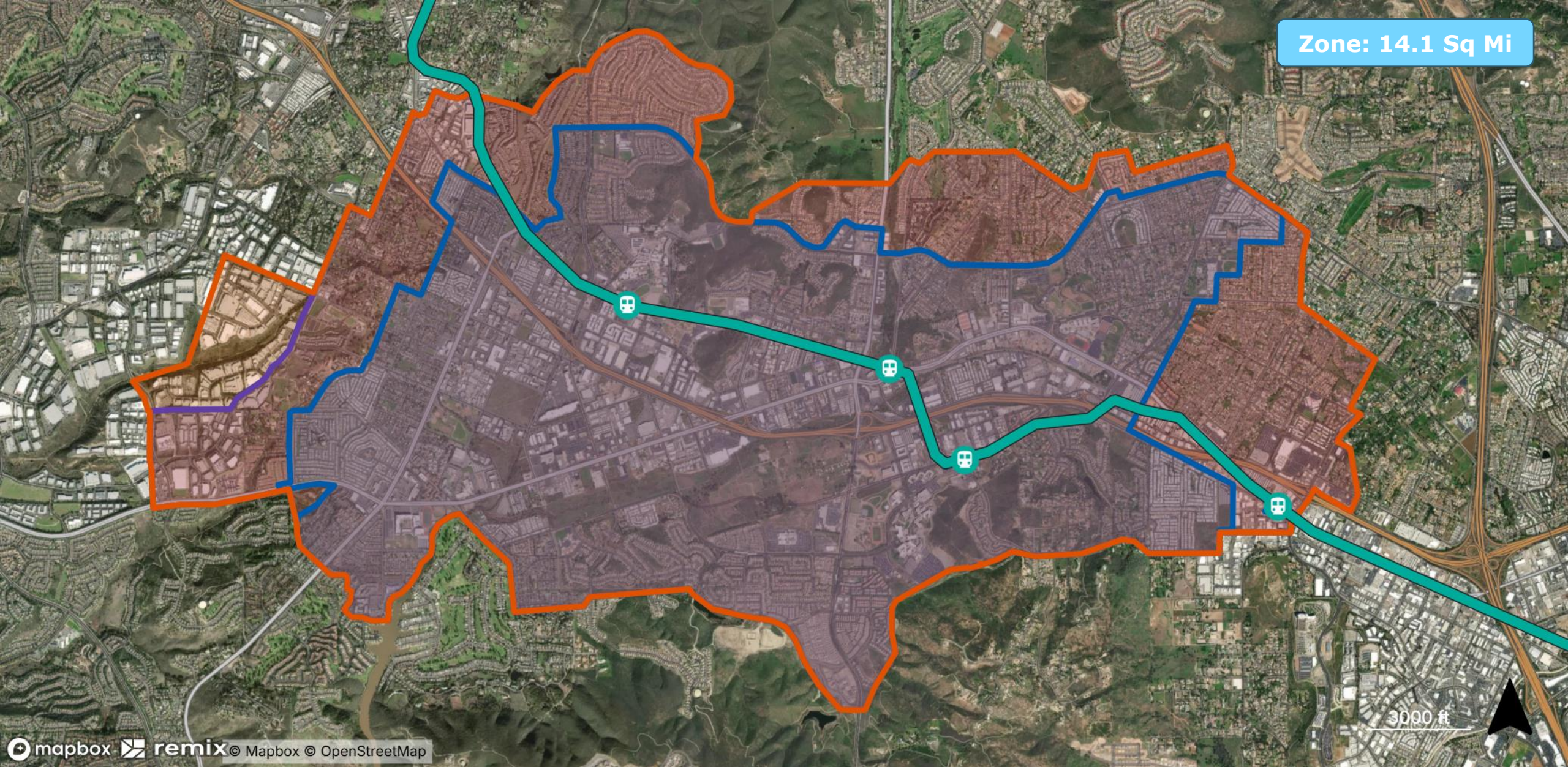


Dynamic Service Planning



September 2024

Zone: 14.1 Sq Mi



mapbox remix © Mapbox © OpenStreetMap

Dynamic Service Planning



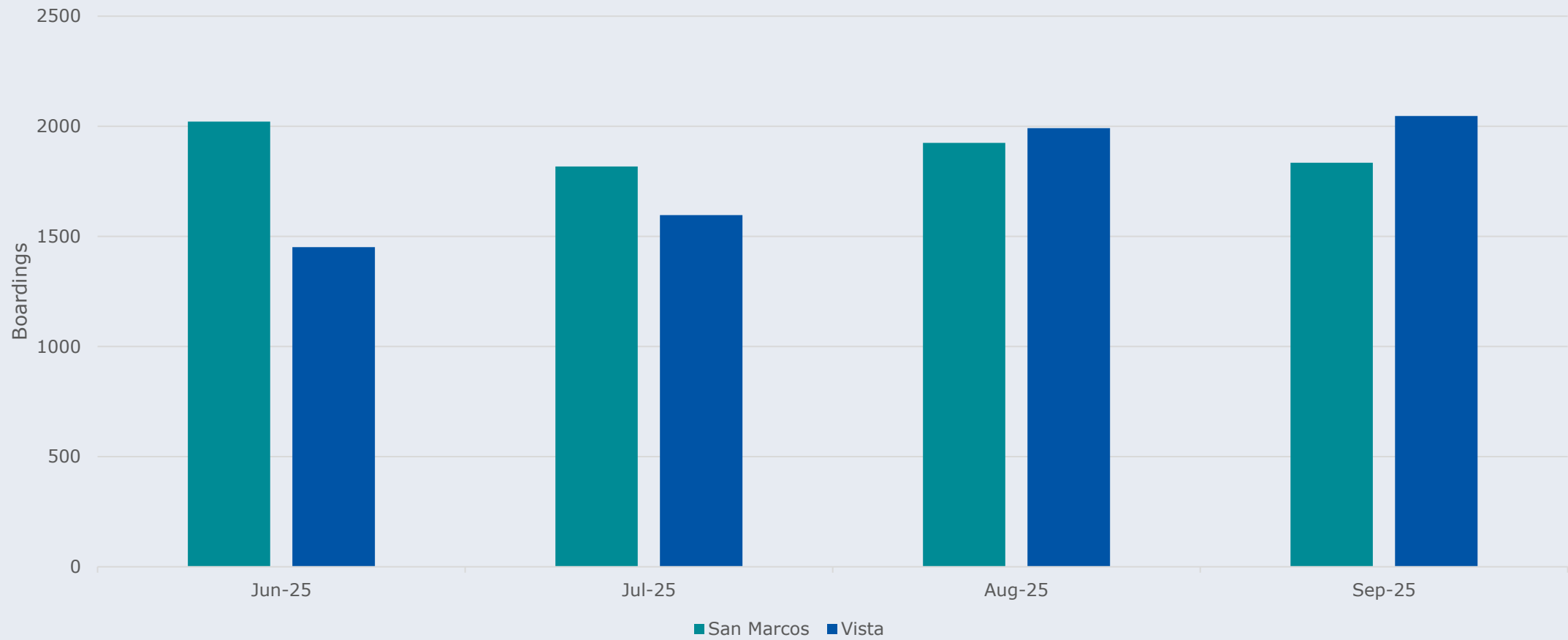
February 2025

NCTD+ Ridership – San Marcos

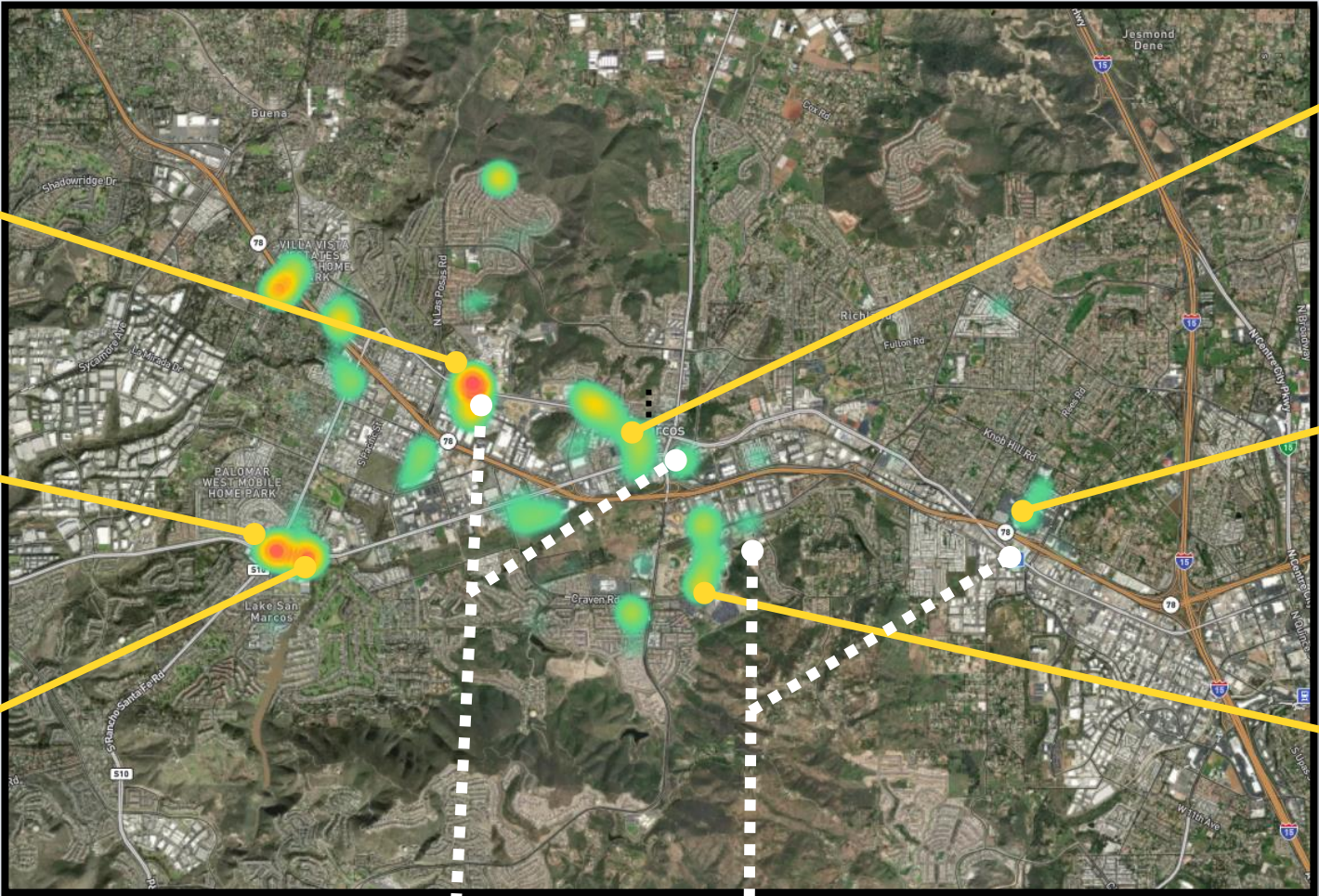
- **Since June 10, 2024...**
 - Completed Boardings: 25,758
 - Bookings through App: 98%
 - Average # Requests per Rider: 25
- **January – June 2025**
 - Average monthly boardings: 2,150
 - Pooled trips: 54%
 - Average Review: 94%
- **Ridership Growth**
 - August 2024: 460
 - August 2025: 1,925
 - Percent Growth: ~318%



Recent Ridership



NCTD+ Ridership – San Marcos

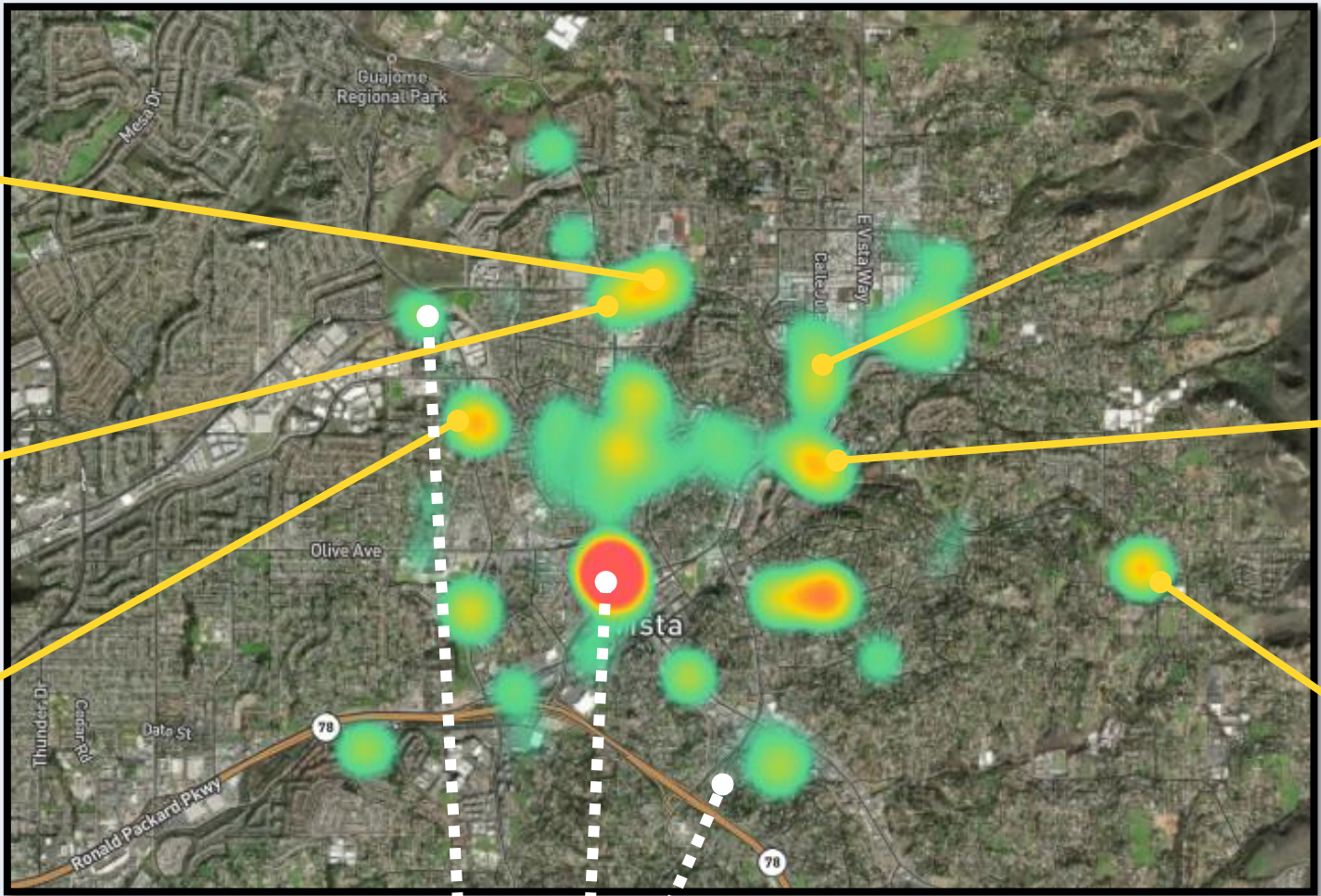
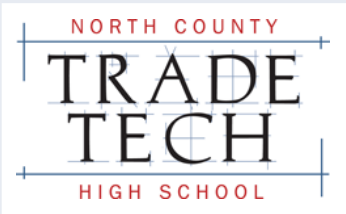


BOYS & GIRLS CLUBS
OF AMERICA



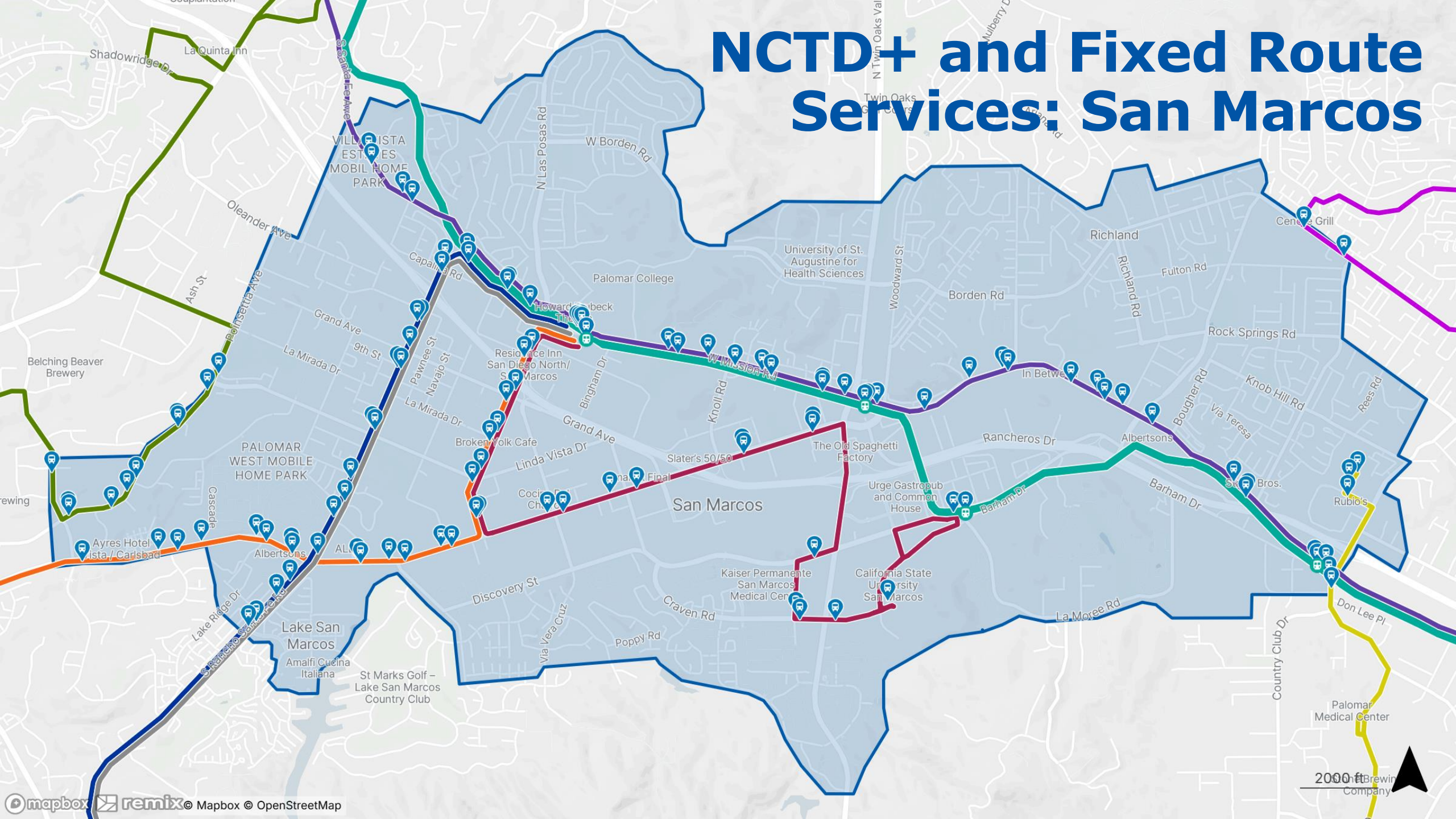
SPRINTER

NCTD+ Ridership – Vista

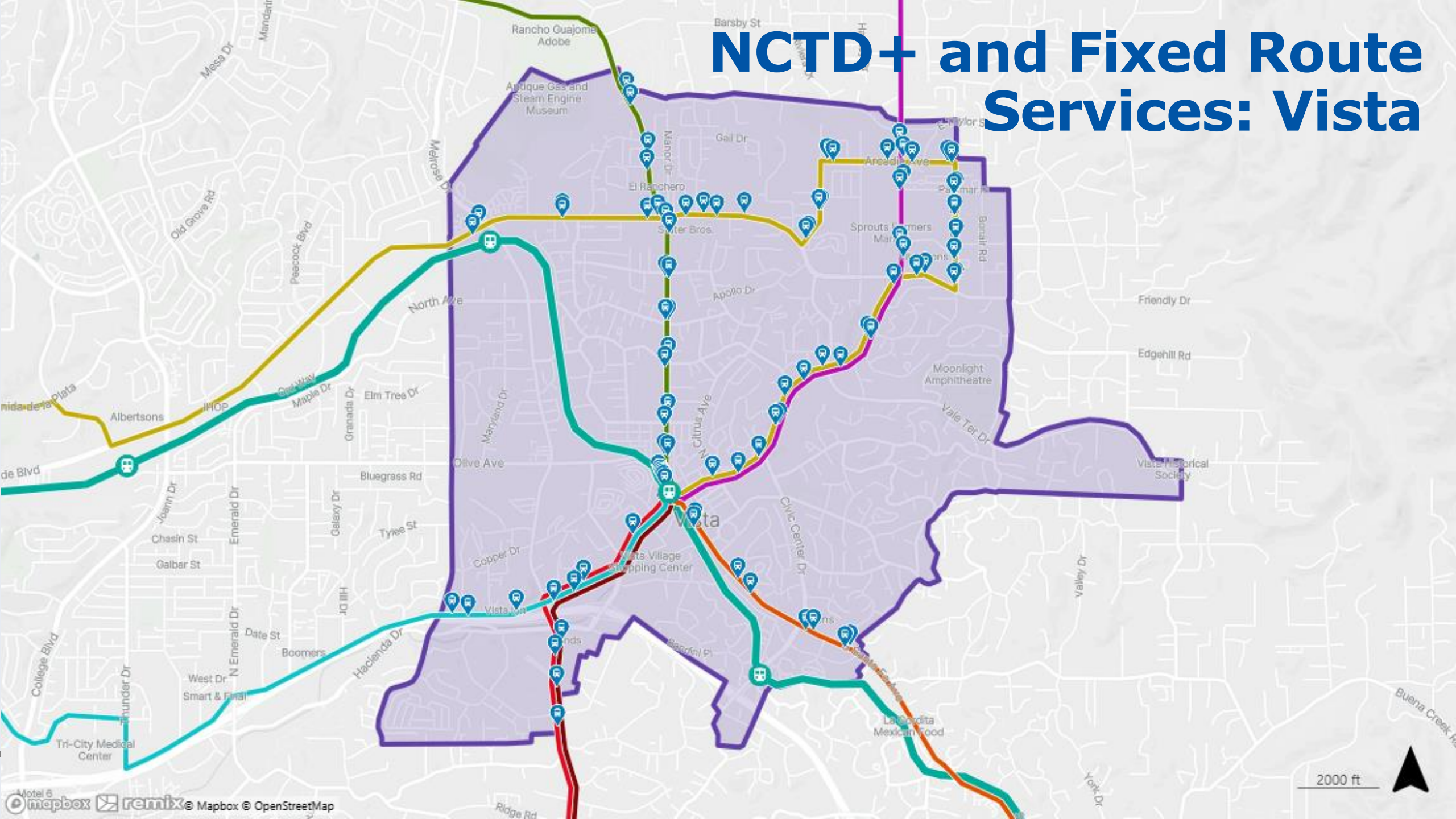


SPRINTER

NCTD+ and Fixed Route Services: San Marcos



NCTD+ and Fixed Route Services: Vista



Measuring Success

- **Ridership and Modal Comparison**
- **Improved mobility and access**
 - Assess travel patterns, first/last mile connections and origin/destinations
- **Service Quality**
 - Tracking wait times and service reliability
- **Efficiency**
 - Monitor pooled trips and shared-ride rates
- **Financial Performance**
 - Analyze cost of operations relative to fare revenue



NCTD+ Opportunities



Cost Efficiency: NCTD+ cost per trip is more than 2x BREEZE Bus service



Service Quality: NCTD+ unable to Expand zones without impacting quality

Future of NCTD+



- **Future Zones**
 - **Fallbrook – Pala**
 - **Oceanside Eastern Core**
- **Partnering with the City to enhance service delivery and coverage**
- **Leveraging data insights to evaluate opportunities for service changes (NCTD+ or fixed route)**
- **Ongoing community engagement to inform service planning and improvements**

Questions?

STAFF REPORT

AWARD AGREEMENT NO. 26000 TO MOFFATT AND NICHOL FOR AS-NEEDED ENGINEERING AND ENVIRONMENTAL SERVICES FOR SPRINTER CORRIDOR INFRASTRUCTURE IMPROVEMENTS

Time Sensitive: ☐ **Consent:** ☒

**STAFF
RECOMMENDATION:**

Award Agreement No. 26000 to Moffatt and Nichol for as-needed rail and transit engineering and environmental services to support the development of various infrastructure projects along the SPRINTER Corridor, for a base period of three years in an amount not-to-exceed \$64,200,000 and further authorize the Chief Executive Officer to exercise one optional two-year extension, if determined to be in the best interest of NCTD.

**BACKGROUND
INFORMATION:**

North County Transit – San Diego Railroad (NCTD) operates the SPRINTER hybrid rail service on the Escondido subdivision, a 22-mile railway line connecting Oceanside and Escondido, California. Currently, the corridor is utilized primarily by the SPRINTER hybrid rail service and local freight trains serving industrial operations in Escondido. The existing track configuration consists of both single and double-track segments, which support 30-minute SPRINTER service frequency. NCTD's long-term vision for the corridor includes improving SPRINTER frequency to 15 minutes by implementing double tracking across the remaining single-track sections and executing other infrastructure improvements to support the transition to new vehicles.

Last year, NCTD was successful in securing \$10,208,556 for SPRINTER Corridor improvements between San Marcos and Escondido through the US Department of Transportation RAISE discretionary grant program. NCTD is actively seeking federal and state discretionary grant funding to support design and construction of additional infrastructure improvements along the SPRINTER corridor. Under this Agreement, engineering design and environmental services will be provided through as-needed Task Order Agreements (TOAs), once discretionary grant funding is secured. The first task order agreement associated with the secured RAISE grant funding will be brought to the Board for approval in the coming months. The scopes of work will include the preparation of environmental clearance documentation, engineering design, construction contract documents, and support during the bidding and construction phases. These efforts may be structured to align with a phased approach to corridor infrastructure upgrades.

On January 31, 2025, NCTD issued Request for Statement of Qualification (RFSQ) No. 34997 for engineering and environmental services for the improved SPRINTER corridor service, on an as-needed basis. Notices were published in two newspapers of general circulation and posted on Planetbids. The solicitation closed on March 14, 2025, with three proposals being received by the deadline. All three were deemed responsive and responsible, and evaluated by the Source Selection Committee (SSC) in accordance with the following selection criteria:

- Technical Approach
- Personnel and Qualifications
- Capacity to Accomplish Work
- Presence and Knowledge of the Geographic Area of the Project

Proposers were ranked by the SSC in accordance with the requirements of the Brooks Act and Mini-Brooks Act based on their statements of qualifications and responses to the evaluation criteria. The SSC determined that Moffatt and Nichol is the proposer most qualified to provide the engineer and environmental services under this Agreement.

Staff recommends that the Board award Agreement No. 26000 to Moffatt and Nichol to provide as-needed rail and transit engineering and environmental services to support the development of various infrastructure projects along the SPRINTER Corridor, for a base period of three years in an amount not-to-exceed \$64,200,000 and further authorize the Chief Executive Officer to exercise one optional two-year extension, if determined in the best interest of NCTD.

ATTACHMENT: None

FISCAL IMPACT: The fiscal impact will be determined at the time that NCTD issues the task orders under this Agreement. Task orders of up to \$500,000 will be issued using the authority delegated to the Chief Executive Officer under Board Policy No. 19. Recommendations for task orders over \$500,000 and amendments over \$250,000 will be brought to the Board for approval in accordance with Board Policy No. 19.

COMMITTEE REVIEW: None

STAFF CONTACT: Tracey Foster, Chief Development Officer
E-mail: tfoster@nctd.org Phone: 760-966-6674

NORTH COUNTY TRANSIT

SAN DIEGO RAILROAD

Agenda
Item #
5

STAFF REPORT

APPROVE CALENDAR YEAR 2026 BOARD LEADERSHIP NOMINATING COMMITTEE

Time Sensitive: ☒ Consent: ☒

CHAIR RECOMMENDATION:

The Board Chair of the North County Transit – San Diego Railroad recommends that the Board of Directors accept the following recommendation for the calendar year 2026 Nominating Committee:

1. Jewel Edson, Councilmember, City of Solana Beach
2. Jim O'Hara, Councilmember, City of Encinitas
3. Tracy Martinez, Deputy Mayor, City of Del Mar

BACKGROUND INFORMATION:

The North County Transit – San Diego Railroad (NCTD) Board of Directors (Board) Board Policy No. 2 - *Appointment to Board of Directors*, states:

“The Board Chair and Board Vice-Chair shall be nominated each year by the Board at its December meeting based on the recommendations of a three-person nominating committee appointed by the Board Chair at a legally convened meeting of the Board with the concurrence of the full Board at that meeting. The Board Chair and Vice-Chair shall be subsequently elected by the Board at the January meeting of the Board pursuant to Public Utilities Code §125100.”

NCTD Board Policy No. 3 - *Committees and External Appointments*, provides that the Board Vice-Chair serves as Chair for the PAF Committee. At the first PAF Committee meeting in the new calendar year, the members of the PAF Committee shall elect its Vice-Chair. The members of the MSPBD Committee shall elect its Chair and Vice-Chair. The Executive Committee consists of the Board Chair, the Board Vice Chair, the Chair of MSPBD, and the Vice Chair of PAF. The purpose of the Nominating Committee is to allow the Board to consider the full slate of appointments concurrently to support geographic, race, and gender equity and inclusion, ridership representation, and other considerations in selecting the Board Chair, the Vice Chair, and the Executive Committee.

Board Chair Bhat-Patel's recommendation for the Nominating Committee for the 2026 calendar year is:

1. Jewel Edson, Councilmember, City of Solana Beach
2. Jim O'Hara, Councilmember, City of Encinitas
3. Tracy Martinez, Deputy Mayor, City of Del Mar

The Nominating Committee will report its nominations back to the Board at its December 18, 2025 meeting. Pursuant to Public Utilities Code §125100, the Board must formally approve the selection of the Board Chair and Vice-Chair at its January 15, 2026 meeting. Consistent with Board Policy No. 3, the PAF and MSPBD Committees will formally approve the selection of their leadership at their first meetings in calendar year 2026 and will consider the nominations approved by the full Board in electing their Vice Chair and Chair, respectively.

ATTACHMENT: | None

FISCAL IMPACT: | This staff report has no fiscal impact.

COMMITTEE REVIEW: | None

STAFF CONTACT: | **Suheil Rodriguez, Director of Administration/Clerk of the Board**
E-mail: srodriguez@nctd.org Phone: 760-966-6696

STAFF REPORT

CONDUCT PUBLIC HEARING FOR WEEKEND SERVICE STANDARDIZATION MODIFICATIONS AND COASTER CONNECTION SERVICE CHANGE

Time Sensitive: ☒ Consent: ☒

STAFF RECOMMENDATION:

Staff recommends that the North County Transit – San Diego Railroad (NCTD) Board of Directors (Board):

1. Review staff's recommendation regarding the proposed elimination of FLEX Routes 471, 472, and 478; elimination of Saturday service on BREEZE 325 and 347; addition of Sunday service on BREEZE 304 and 318; and
2. Receive and consider public comment.

Following receipt and consideration of public comment, staff further recommends that the Board:

3. Close the Public Hearing on staff's recommendation regarding the proposed service changes; and
4. Approve the proposed service changes effective February 2026.

BACKGROUND INFORMATION:

NCTD regularly monitors the service performance of its modes in accordance with its Service Design Guidelines and budgeted goals. Performance is reported monthly and annually via the Transit Operations Performance Report and Service Implementation Plan. As part of this process, NCTD monitors route-level performance throughout the network and evaluates service opportunities in response to customer feedback and operational considerations. The proposed service changes are intended to align service levels with ridership demand and to standardize weekend operations across the BREEZE network.

Modifications to Standardize Service Levels on Weekends

Existing BREEZE service levels differ between Saturdays and Sundays, which can lead to customer confusion and inefficiencies in resource allocation. The proposed weekend standardization includes adding Sunday service to BREEZE Routes 304 and 318 and eliminating Saturday service on BREEZE Routes 325 and 347. Coverage in the impacted areas would continue to be provided by other NCTD services such as BREEZE 315 and the NCTD+ San Marcos microtransit zone.

COASTER Connection Service Background

NCTD's COASTER Connection service provides peak-period FLEX service based out of the Sorrento Valley COASTER Station in the City of San Diego. The service began in June 2024 to connect COASTER commuters with employment centers in Sorrento Mesa and Torrey Pines, taking over operation of the previously operated COASTER Connection routes by MTS. Due to low ridership and budgetary constraints, staff is proposing to eliminate FLEX Routes 471, 472, and 478 and retain the two highest-performing routes, FLEX 473 and 479. These routes operate outside of NCTD's jurisdiction, and continuing to fund low-performing services in this area is not financially sustainable.

Major Service Change Designation

The proposed changes constitute a major service change under Board Policy No. 30 – Threshold for Major Service Change, as they represent the addition and elimination of service within NCTD's service offering. Pursuant to Federal Transit Administration (FTA) Circular 4702.1B, NCTD conducted Title VI Service Equity Analyses to determine whether the proposed changes would result in a disparate impact on minority populations or a disproportionate burden on low-income populations.

Title VI Service Equity Analysis results

COASTER Connection (FLEX 471, 472, and 478):

The analysis found that the elimination of FLEX 471 results in a disparate impact because the minority population served (76.1%) is more than 10 percentage points above the NCTD service area average (50.9%). The elimination of FLEX 478 results in a disproportionate burden because the low-income population served (38.2%) is more than 10 percentage points above the service area average (22.4%). Because these routes operate outside of NCTD's service area and there are no feasible alternatives that would achieve the same objectives with less impact, staff determined the proposal is supported by a substantial and legitimate justification based on performance and resource constraints.

Weekend Standardization (BREEZE 304, 318, 325, 347)

The analysis found that adding Sunday service on BREEZE 304 results in a disparate impact because the minority population served (40.3%) is more than 10 percentage points lower than the service area average (50.9%). However, survey data (SANDAG on-board Survey, 2024 indicate that more than 80% of riders on BREEZE 304 identify as minority, providing a legitimate justification for the service addition, alongside the relatively high Saturday ridership. The elimination of Saturday service on BREEZE 347 results in both a disparate impact and a disproportionate burden (minority 72.7%, low-income 37.1%). To mitigate these impacts, existing coverage will remain available through the NCTD+ San Marcos zone, which already encompasses the entire BREEZE 347 alignment and provides weekend service to a population of approximately 65,400 (61% minority, 29% low-income).

Public Engagement

The NCTD Board of Directors set a public hearing date for November 20, 2025, and authorized staff to receive public comments regarding the proposed weekend standardization and COASTER Connection service changes. NCTD launched dedicated webpages in English and Spanish featuring written and video overviews of the proposals. The webpages included route maps and instructions on how to submit comments via email, voicemail, and mail. The Clerk of the Board published notice of the public hearing on October 17, 2025, in the English San Diego Union-Tribune and Spanish Hispanos Unidos newspapers. Notices included instructions and locations on how and where to provide public comment. NCTD also posted public hearing notices and informational flyers at major transit centers including Carlsbad Village Station, Palomar College Station, and Sorrento Valley COASTER Station.

To support opportunities for public engagement and input, NCTD hosted a total of six publicly noticed outreach events across both initiatives. For the

COASTER Connection proposal, two in-person engagement sessions were held at the Sorrento Valley COASTER Station on October 14 and 15, 2025. For the Weekend Standardization proposal, NCTD held two in-person events at Palomar College Transit Center and Carlsbad Village Station on October 11, 2025. In addition, NCTD conducted two virtual open houses—on October 21 and 23, 2025—which covered both proposals and provided an opportunity for participants to ask questions and provide comments directly to staff.

Staff distributed bilingual (English / Spanish) flyers with proposal details and provided verbal explanations on how public comments could be submitted. Staff fluent in English and Spanish were available at all events to answer questions and record comments. Materials, including flyers and posters, were displayed onboard affected routes and at major transfer points (Attachment X – Customer Alert Flyers).

As of the date of this staff report, NCTD has received 12 written comments related to the proposed Weekend Standardization, and 78 written comments related to the COASTER Connection service changes. A summary of the comments received as of the posting of this Board agenda is included in Attachment 6D.

Public Comments Received. Any comments received after posting the agenda will be summarized for the Board in staff's presentation.

Based on the foregoing, staff recommends that the Board:

1. Review staff's recommendations regarding the proposed elimination of FLEX Routes 471, 472, and 478; elimination of Saturday service on BREEZE 325 and 347; and addition of Sunday service on BREEZE 304 and 318; and
2. Receive and consider public comment. Following receipt and consideration of public comment, staff further recommends that the Board:
3. Close the Public Hearing on staff's recommendations regarding the proposed service changes; and
4. Approve the proposed service changes effective February 2026.

ATTACHMENT: Attachment 6A – Title VI Analysis for COASTER Connection Route Consolidation
Attachment 6B – Title VI Analysis for Weekend BREEZE Service Standardization
Attachment 6C – Customer Alert
Attachment 6D – Public Comments Received
Attachment 6E – Public Hearing Presentation

FISCAL IMPACT: The proposed elimination of FLEX Routes 471, 472, and 478 would result in an estimated annual cost savings of approximately \$987,775 based on preliminary FY25 operating costs (\$359,411 for FLEX 471, \$292,688 for FLEX 472, and \$335,676 for FLEX 478).

The addition of Sunday service on BREEZE 304 and 318 and the elimination of Saturday service on BREEZE 325 and 347 collectively represent an estimated increase in annual weekend operating cost of approximately \$2.7 million. The operating cost of adding Sunday service to BREEZE 304 and 318 is estimated at \$1,768,972 and \$1,539,349, respectively. The operating savings of eliminating Saturday service to BREEZE 325 and 347 is estimated at \$477,735 and \$631,389, respectively.

This weekend standardization effort is part of a broader initiative to balance weekend service levels systemwide. This includes the adjustment of frequency from 20-minute to 30-minute service on BREEZE 302 implemented in the October 2025 service change to better align with ridership demand. Total weekend hours were 1,702 in May 2025, adjusted to 1,686 in October 2025 as part of Phase I of the weekend standardization effort, and are now proposed to increase slightly to 1,714 hours in February 2026. With these combined adjustments, total weekend hours will increase by only 0.71%, resulting in a minimal increase in operating cost.

COMMITTEE REVIEW: None

STAFF CONTACT: **Shawn M. Donaghy, Chief Executive Officer**
E-mail: sdonaghy@nctd.org Phone: 760-967-2869

ATTACHMENT 6A

FLEX Routes 471, 472, and 478 Title VI Service Equity Analysis

November 2025

Background

The North County Transit District (NCTD) currently provides a combination of fixed-route BREEZE and SPRINTER hybrid rail services within the City of Oceanside. These transit services include FLEX routes 471, 472, and 478, which provides peak only bus service connecting from the Sorrento Valley COASTER station.

Due to the route's failure to meet performance standards set forth in NCTD's Service Design Guidelines, NCTD staff is proposing the elimination FLEX routes 471, 472, and 478 effective with the February 2026 service change. The November 2025 proposal to eliminate FLEX routes 471, 472, and 478 constitutes a major service change under Board Policy No. 30 - *Threshold for Major Service Change* because it is a route elimination.

The Federal Transit Administration (FTA) Circular 4702.1B requires transit agencies to evaluate major service changes to identify whether service changes have a disparate impact on minority communities or a disproportionate burden on low-income communities, or when a proposed service improvement may overly benefit non-minority and/or non-low-income populations more than minority and/or low-income populations.

Board Policy No. 31 - *Threshold for Disparate Impact on Minority Populations* and Board Policy No. 32 - *Threshold for Disproportionate Burden on Low Income Populations* identifies NCTD's thresholds for disparate impacts and disproportionate burdens. Per the Board Policies, a disparate impact occurs when a major service change negatively impacts a minority population or benefits a non-minority population by more than 10% of the service area average and a disproportionate burden occurs when a major service change negatively impacts a low-income population or benefits a non-low-income population by more than 10% of the service area average.

The service equity analysis found that the proposed elimination of FLEX routes 472 and 478 does not have a disparate impact to areas with minority populations that are not 10% greater than the NCTD service area average. The service equity analysis found that the proposed elimination of FLEX route 471 does have a disparate impact because the route providing service to areas with minority populations is 10% greater than the NCTD service area average.

The service equity analysis found that the proposed eliminations of FLEX routes 471 and 472 does not have a disproportionate burden because the route is providing service to areas with low-income populations that are not 10% greater than the NCTD service area average. The service equity analysis found that the proposed elimination of FLEX route 478 does have a disproportionate burden because the route providing service to areas with low-income populations are 10% greater than the NCTD service area average.

NCTD received public comment on the proposed route elimination through two (2) in-person outreach events in October 2025 at the Sorrento Valley COASTER station and through two (2) virtual open houses.

In addition to in-person and virtual engagement events, NCTD created a dedicated webpage featuring detailed information along with an interactive map. Comments were solicited via email address, phone number, and via mail. More detail about this community outreach is available under the Public Engagement section below. NCTD will hold a public hearing on November 20, 2025 as required by NCTD Board Policy No. 30 – *Threshold for Major Service Change*. This analysis along with a staff recommendation will be submitted to the Board of Directors for consideration at the November 20, 2025 Regular Board meeting.

Policy Overview

Per FTA C 4702.1B, NCTD'S Board Policy No. 30 defines what constitutes a major service change. The following situations qualify as a major service change:

- All proposed changes to existing routes, whereby route miles or revenue miles are *changed in excess of 25% of their current configurations*, measured as happening at one time, or cumulatively within a single year.
- Changes in the *number of daily trips that exceed 25% percent* are also considered a major service change.
- Elimination of a route.
- Addition of a route.

Pursuant to FTA Circular 4702.1B, a Title VI service equity analysis is required for all major service changes. The Title VI of the Civil Rights Act of 1964 states it "...protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance." Title VI also includes Environmental Justice provisions to "prevent minority communities and low-income communities from being subject to disproportionately high and adverse environmental effects."

This analysis evaluates whether the elimination of FLEX routes 471, 472, and 478 will have a disparate impact on minority communities or disproportionate burden on low-income communities.

Qualification as Major Service Change

NCTD Board Policy No. 30 defines a major service change as: *"All proposed changes to existing routes, whereby route miles or revenue miles are changed in excess of 25% of their current configurations, measured as happening at one time, or cumulatively within a single year. Changes in number of daily trips that exceed 25% are also considered a major service change. Finally, elimination or addition of a route qualifies as a major service change."*

The proposed elimination of FLEX routes 471, 472, and 478 is considered a major service change per NCTD Board Policy No. 30.

Analysis

The following section outlines the Title VI process, methodology used, outcomes from the proposed elimination of FLEX routes 471, 472, and 478, and next steps.

Definition of Minority and Low-Income Persons

This analysis used the following definitions of minority and low-income persons, as defined in Board Policy No. 31 - *Threshold for Disparate Impact on Minority Populations* and Board Policy

No. 32 - *Threshold for Disproportionate Burden on Low Income* and guided by FTA Circular 4702.1B:

- The FTA defines minority persons as American Indian and Alaska Native, Asian, African American, Hispanic or Latino, and Native Hawaiian or other Pacific Islander.
- The FTA encourages agencies to use a locally developed threshold for low-income person that is “at least as inclusive as the HHS poverty guidelines.” In coordination and in consistency with the San Diego Association of Governments’ (SANDAG) defines a low-income person as an individual whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau.

Definition of Disparate Impact and Disproportionate Burden

This analysis evaluates whether the proposed service changes would have a disparate impact or disproportionate burden on both minority and low-income groups. To provide the standards for the analysis, this section defines the criteria that NCTD considers as qualification for a disparate impact and disproportionate burden. These Board Policies were developed with public input in October 2013 when NCTD held public workshops to solicit stakeholder feedback. In November of 2013, the NCTD Board of Directors approved NCTD Board Policy Nos. 31 and 32 which defined the thresholds for disparate impacts and disproportionate burdens, respectively. Board Policy Nos. 31 and 32 have been revised four (4) times with the most recent revision occurring in October 2019. The following details how a disparate impact and a disproportionate burden would be identified:

- NCTD Board Policy No. 31: A **disparate impact** occurs when the minority population adversely affected by a major service change as defined under NCTD Policy No. 30 is 10% more than the average minority population of the NCTD service area. A disparate impact may also occur when the non-minority population benefits from a major service change by 10% more than the average non-minority population of the NCTD service area.

If a potential disparate impact is identified, NCTD must determine whether there are one or more alternatives that would serve the same legitimate objectives, but with less disparate impact on the basis of race, color, or national origin. If no other options are identified, then NCTD must have a substantial, legitimate justification for making the service change. In the event a disparate impact is identified, NCTD will engage public participation to discuss alternatives or mitigation measures.

For example, if the NCTD service area average is 50% minority, then a proposed service change that adversely affects a population that is 60% minority or greater would be defined as a disparate impact.

- NCTD Board Policy No. 32: A **disproportionate burden** occurs when the low-income population adversely affected by a major service change as defined under NCTD Policy No. 30 is ten (10) percent more than the average low-income population of the NCTD service area. A disproportionate burden may also occur when the non-low-income population benefits from a major service change by 10% percent more than the average non-low-income population of the NCTD service area.

If NCTD finds a potential disproportionate burden, the agency will take steps to avoid, minimize, or mitigate impacts of the proposed change on the affected low-income population and provide alternatives available to low-income passengers affected by the service changes. In the event that a disproportionate burden is identified, NCTD will engage public participation to discuss alternatives or mitigation measures.

For example, if the NCTD service area average is 25% low-income (75% non-low-income), then a proposed service change that benefits a population that is 85% non-low-income or greater would be defined as a disproportionate burden.

Methodology

The FTA guidelines allow transit agencies to use either ridership or population data as a basis to conduct the Title VI equity analysis. For this analysis and consistent with Board Policy Nos. 31 and 32, the 5-year estimates dataset from the American Community Survey (ACS) (2016-2020) is used for both the minority and low-income populations.

The Census block group level was chosen for both minority and low-income analyses, as it was the smallest geographic level available from the American Community Survey.

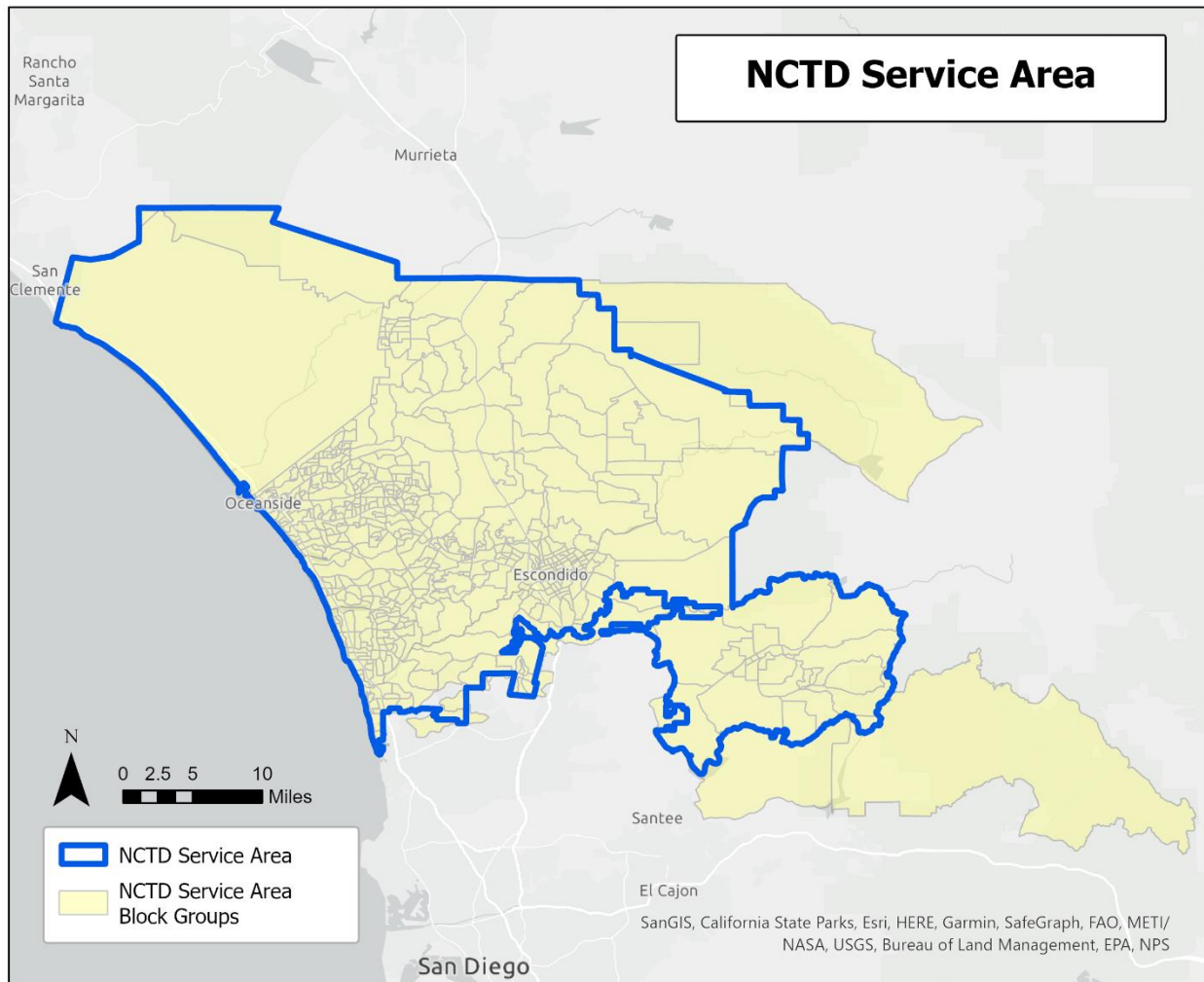
To conduct the analysis for minority populations, NCTD used the table for *Hispanic or Latino Origin by Race (B03002)* from ACS 2019-2023 (5-year estimates). The total minority population in each Census block group was calculated by subtracting the “White alone – Not Hispanic or Latino” (B03002003) population from the total population (B03002001). This is consistent with the FTA definition of minority persons.

To conduct the analysis for low-income populations, NCTD used the table for *Ratio of Income to Poverty Level in the Past 12 Months (C17002)* from ACS 2019-2023 (five-year estimates). The total population in each Census block group at 200% of the poverty level was calculated by subtracting the categories below the ratio of 2.0 from the total population. This is consistent with the FTA-recommended definition of low-income persons as previously stated. The total population in this dataset is lower than the total population in the minority dataset because the “universe” for which the sample is taken from is the “population for whom poverty status is determined,” which does not include group quarters—many of which exist on military bases and college campuses (e.g. Marine Corps Base Camp Pendleton and California State University San Marcos).

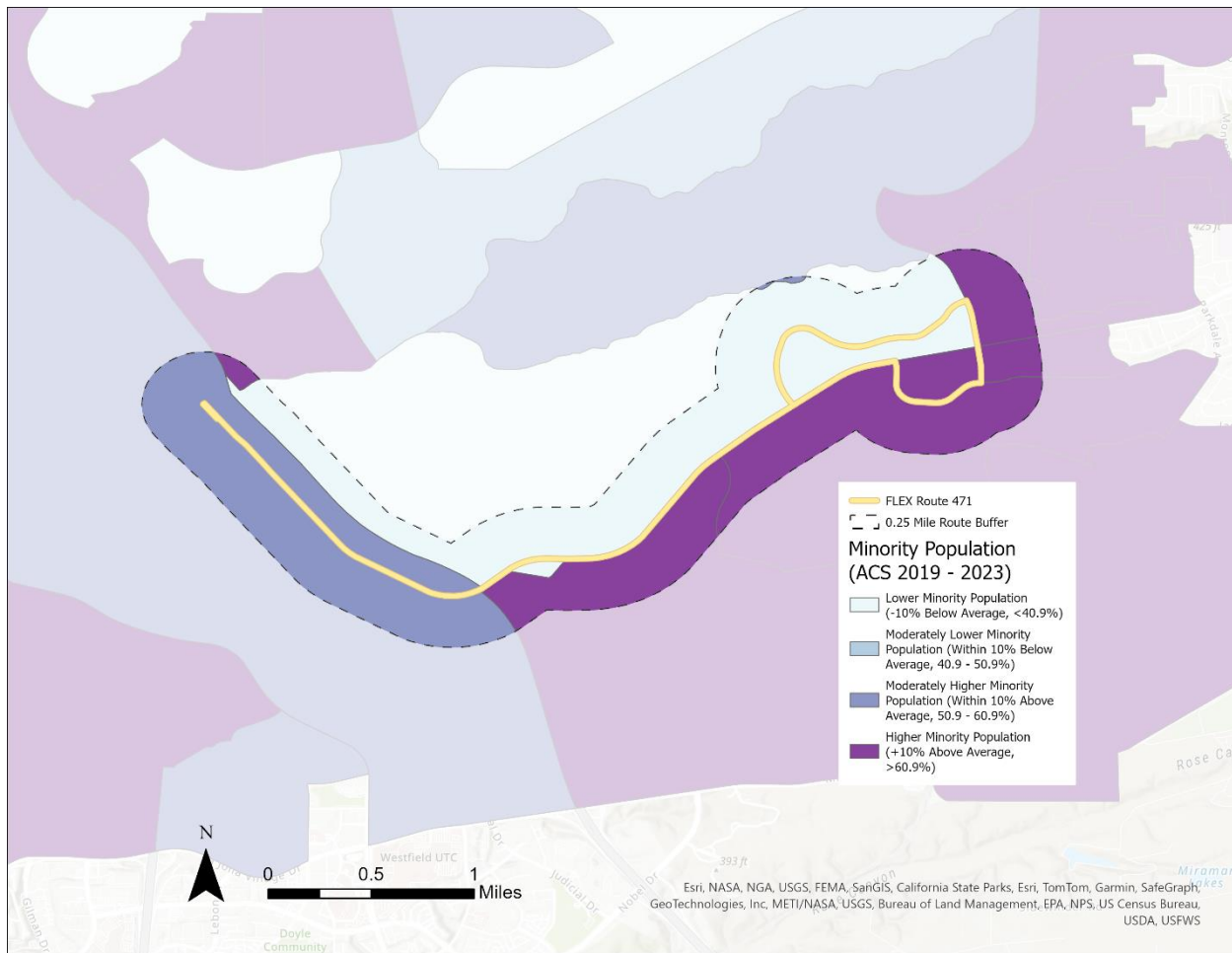
The Remix software platform was used to conduct both analyses. The Census ACS data described above was joined with a Census block group shapefile using the unique identification number for each Census block group. The service area averages were determined by selecting all Census block groups intersecting the NCTD service area shapefile that is inclusive of the geographic area in which NCTD is authorized by its charter to provide service to the public. The minority and low-income percentages were determined by drawing a one-quarter-mile buffer around the route, and by selecting all Census block groups that intersect within the one-quarter-mile buffer. A one-quarter-mile buffer was utilized as bus service accessibility for a pedestrian is generally defined as within a one-quarter mile walk of the bus stop (FTA C 4702.1B). For each block group that intersects within the one-quarter-mile buffer, the percentage of overlap is utilized to develop spatially weighted statistics. These numbers are compared to the service area averages to determine if the service changes will have any disparate impact or disproportionate burden on minority or low-income populations.

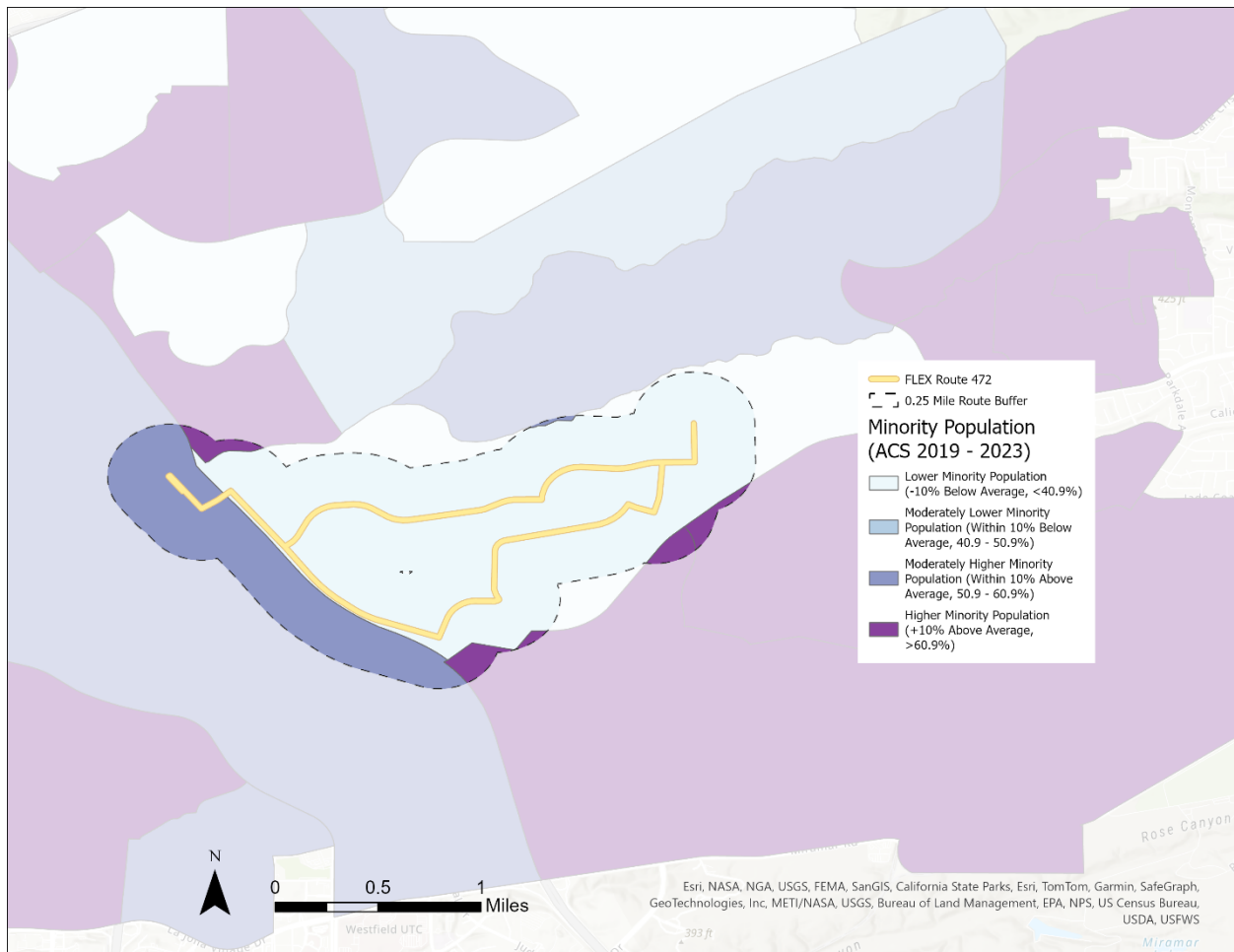
The following maps show a visual representation of this data. **Map 1** shows the NCTD service area. **Maps 2 and 3** display all minority and low-income Census block groups that are within and above the low-income or minority threshold and show the minority and low-income Census block groups that are within the one-quarter-mile buffer along FLEX routes 471, 472, and 478.

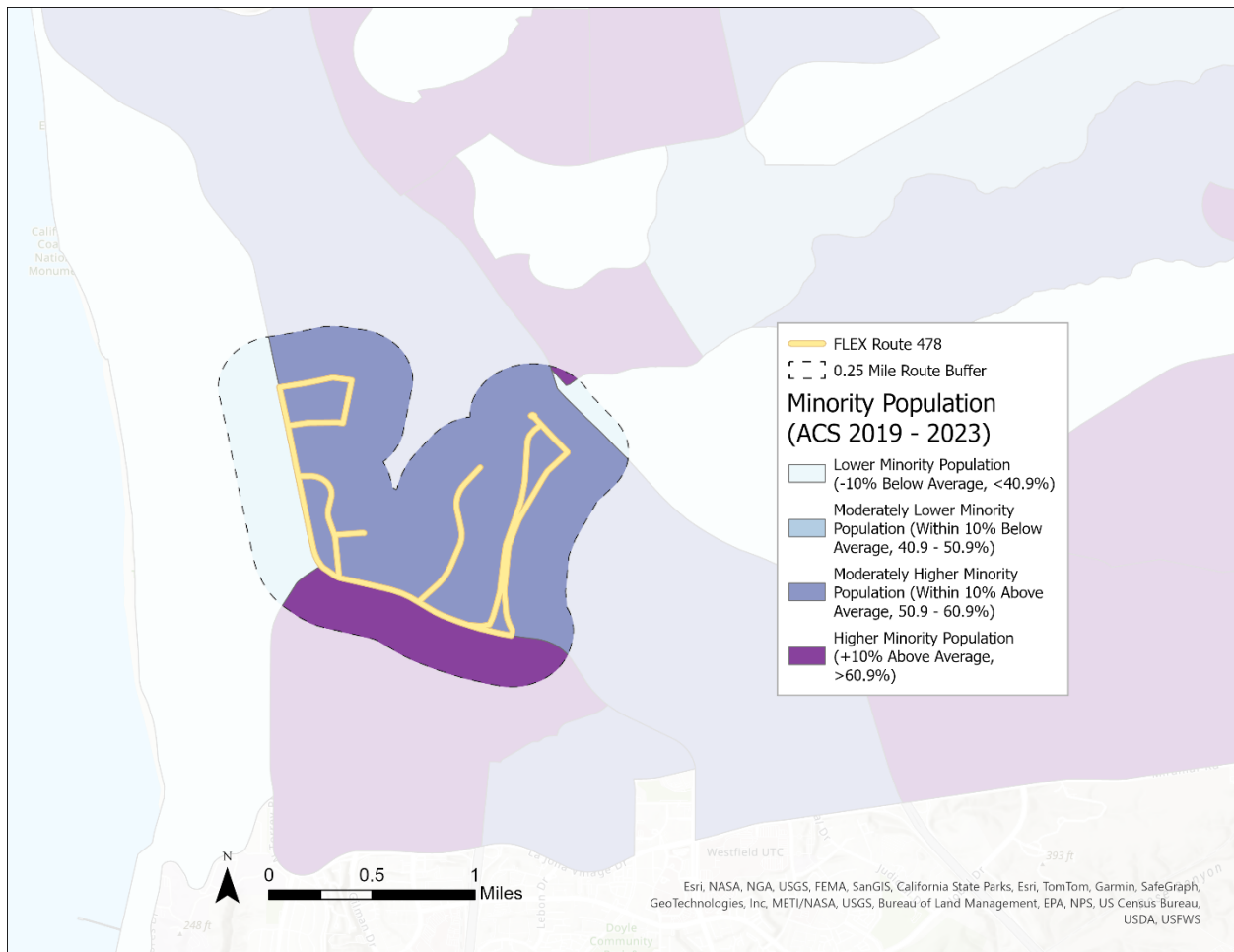
Map 1: NCTD Service Area



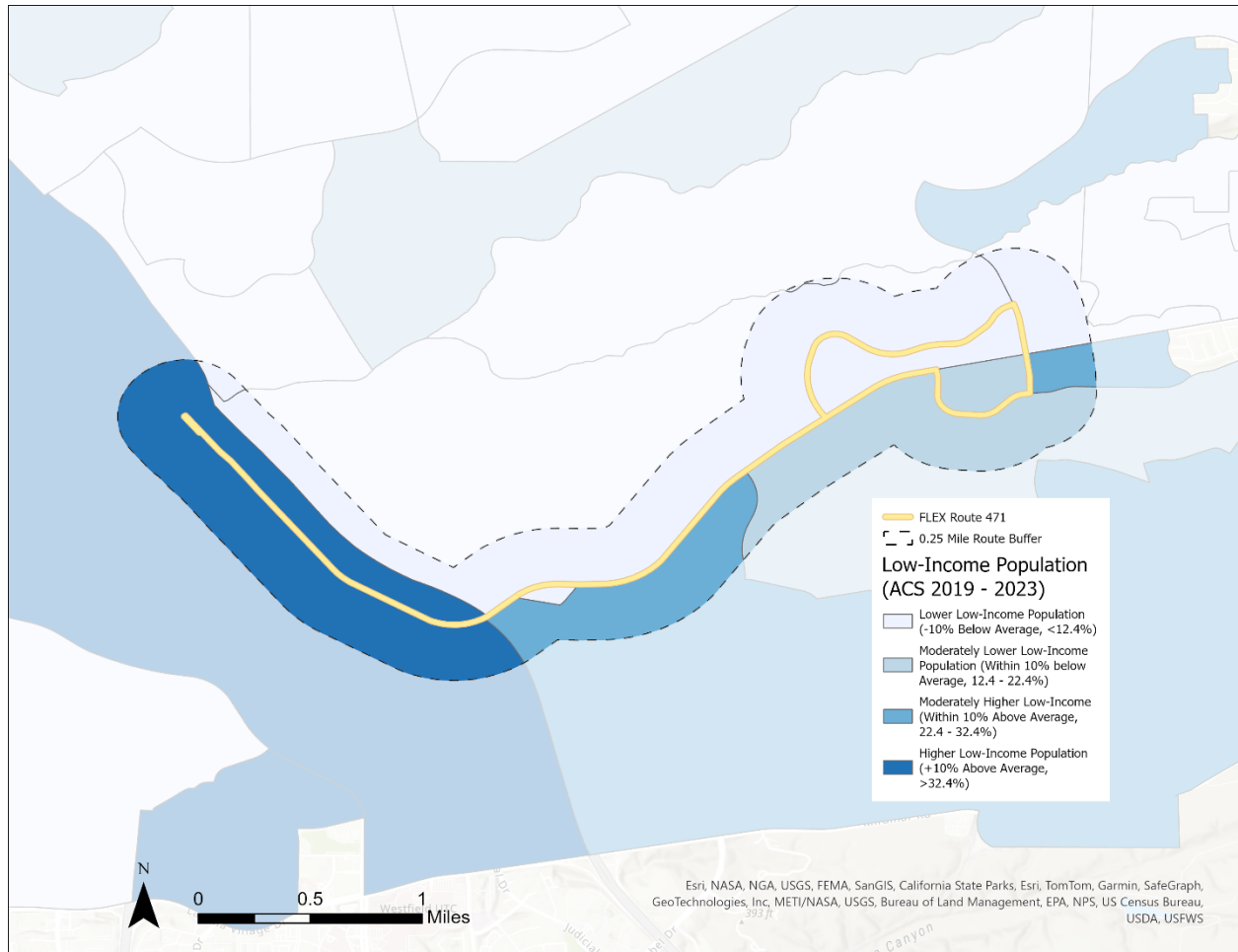
Map 2: NCTD Minority Block Groups

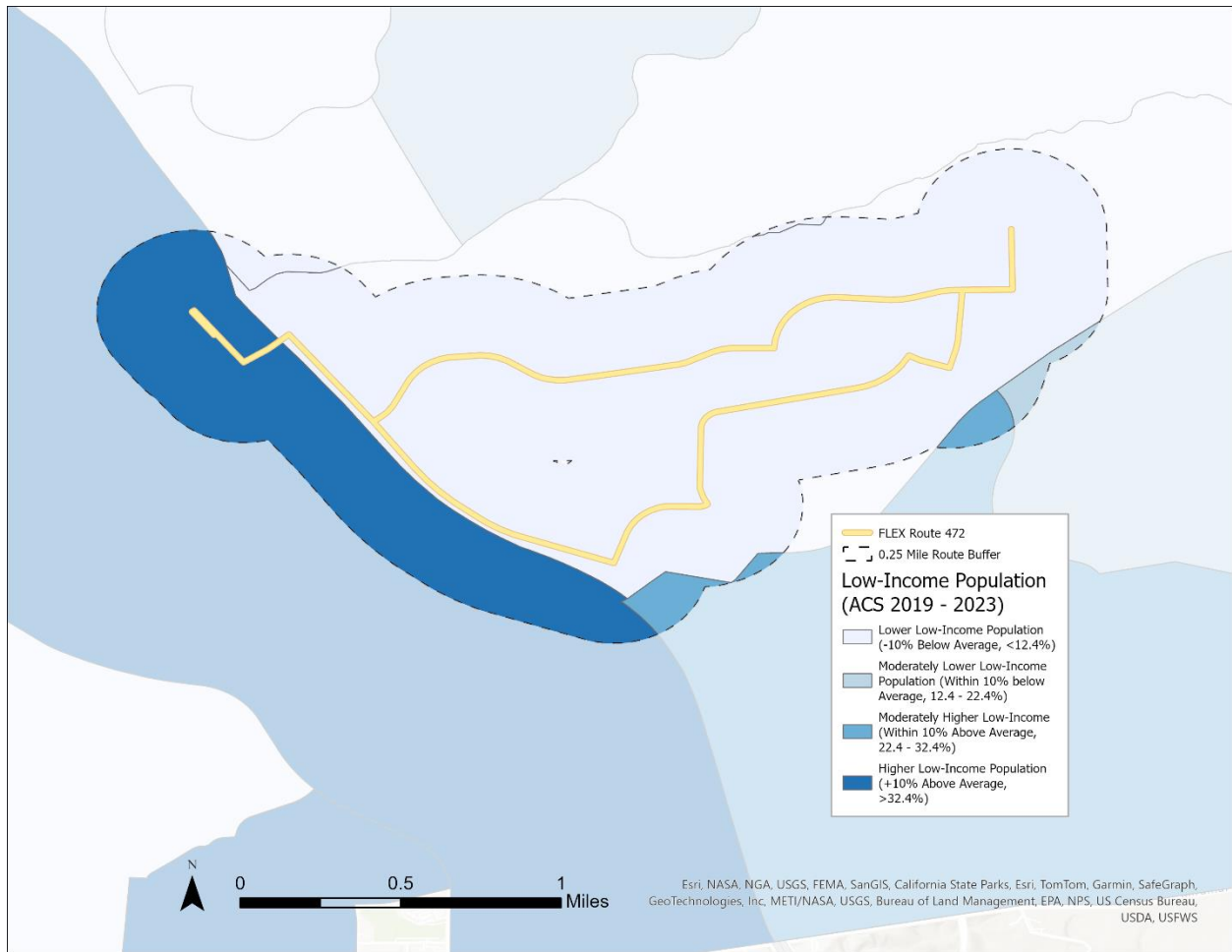


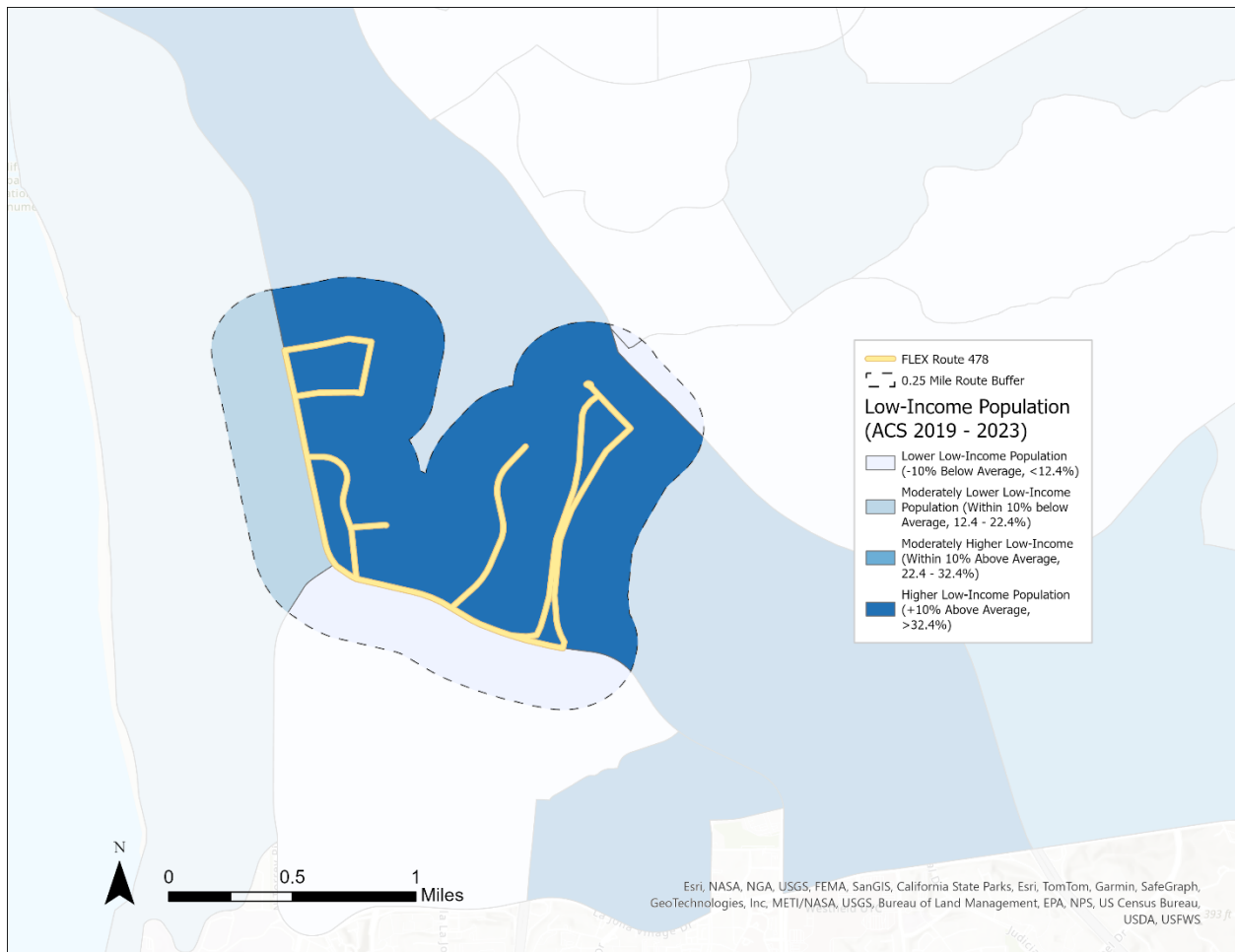


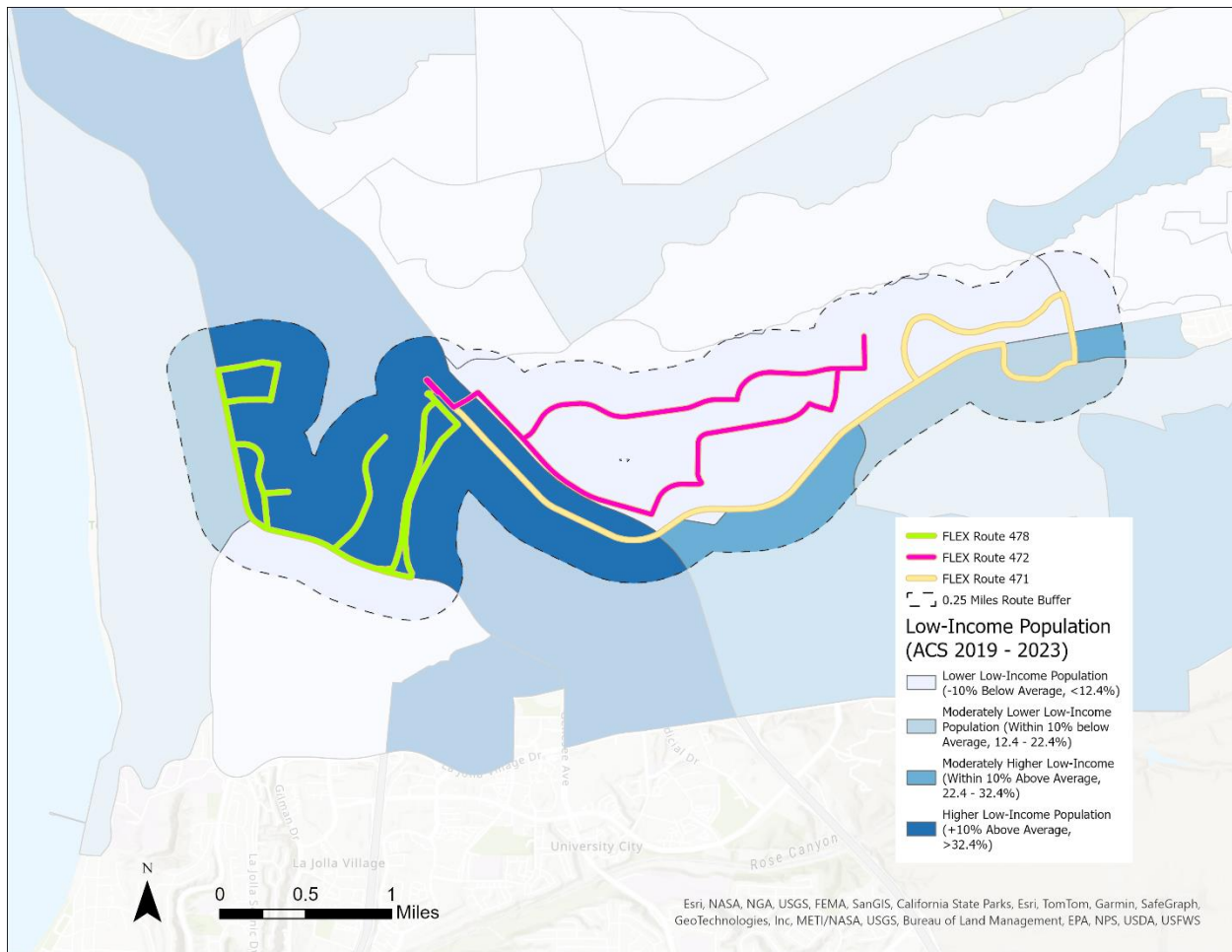


Map 3: NCTD Low-Income Block Groups









Disparate Impact

Table 2: Title VI Service Equity Analysis, Disparate Impact

	Minority Population	Non-Minority Population	Population Total	Percent Minority	Percent Non-Minority
Service Area	492,003	473,972	965,975	50.9%	49.1%
FLEX 471	2,052	645	2,704	76.1%	23.9%
FLEX 472	313	340	653	47.9%	52.1%
FLEX 478	1,787	741	1,787	58.5%	41.5%

Per NCTD Board Policy No. 31: A **disparate impact** occurs when the minority population adversely affected by a major service change as defined under NCTD Policy No. 30 is 10% more than the average minority population of the NCTD service area. A disparate impact may also occur when the non-minority population benefits from a major service change by 10% more than the average non-minority population of the NCTD service area.

The minority population values for the NCTD service area and FLEX Routes 471, 472, and 478 are presented in Table 2. Additionally, route maps showing block group minority populations are included in Map 2. As shown in Table 2, the route elimination of FLEX 471 does disparately impact minority populations. The minority population that will be impacted by this route elimination is 25.2 percentage points above the NCTD service area. Because the route elimination is within an area with a minority population above 10% of the NCTD service area, the elimination does pose a disparate impact on minority populations.

Additionally, the route elimination of FLEX 472 and 478 do not disparately impact minority populations. The minority populations that will be impacted by these route eliminations are 3 percentage points higher and 7.6 percentage points lower than the service area, respectively. Because these two route eliminations are within an area within 10% of the NCTD service area, this elimination does not pose a disparate impact on minority populations.

Disproportionate Burden

Table 3: Title VI Service Equity Analysis, Disproportionate Burden

	Low-Income Population	Non-Low-Income Population	Population Total	Percent Low-Income	Percent Non-Low-Income
Service Area	216,302	749,673	965,975	22.4%	77.6%
FLEX 471	511	2,193	2,700	18.9%	81.1%
FLEX 472	110	544	653	16.8%	83.2%
FLEX 478	683	1,103	1,787	38.2%	61.8%

Per NCTD Board Policy No. 31: A ***disproportionate burden*** occurs when the low-income population adversely affected by a major service change as defined under NCTD Policy No. 30 is 10% more than the average low-income population of the NCTD service area. A disproportionate burden may also occur when the non-low-income population benefits from a major service change by 10% more than the average non-low-income population of the NCTD service area.

The low-income values for the NCTD service area and FLEX Routes 471, 472, and 478 are presented in Table 3. Additionally, route maps showing block group low-income populations are included in Map 3. As shown in Table 3, the route elimination of FLEX 478 does disproportionately burden low-income populations. The low-income population that will be impacted by this route elimination is 15.9 percentage points above the NCTD service area. Because the route elimination is within an area with a low-income population above 10% of the NCTD service area, the elimination does pose a disproportionate burden on low-income populations.

Additionally, the route elimination of FLEX 471 and 472 do not disproportionately burden low-income populations. The low-income populations that will be impacted by these route eliminations are 3.5 percentage points lower (FLEX 471) and 5.6 percentage points lower (FLEX 472) lower than the service area. Because these two route eliminations are within an area within 10% of the NCTD service area, the elimination does not pose a disproportionate burden on low-income populations.

Public Engagement

At the September 18, 2025 NCTD Board of Directors meeting, the Board set a public hearing date for November 20, 2025 and authorized staff to receive public comments for the proposed elimination of FLEX routes 471, 472, and 478. Staff conducted the following public engagement events:

In-Person Engagement Events

NCTD held two in-person engagement sessions at the Sorrento Valley COASTER Station:

October 14, 2025
6:30 a.m. – 8:30 a.m.

October 15, 2025
3:30 p.m. – 7 p.m.

Virtual Engagement Events

NCTD held two virtual open houses:

October 21, 2025
6 p.m. – 7:00 p.m.

October 23, 2025
5 p.m. – 6 p.m.

NCTD received public comment on the proposed eliminations through in-person outreach events held at the Sorrento Valley COASTER Station as well as two (2) virtual open houses. Handouts with proposal information in English and Spanish were available and an explanation on how public comment may be provided. All materials were available in English and Spanish, and staff who spoke English and Spanish were available to answer questions and take comments from the public.

Participants received flyers and were verbally informed of the changes and had their comments or questions on NCTD's services heard. Participants were informed on additional avenues to document their public feedback, including email, phone, mail, attendance at the November 20 Board of Directors meeting, and a written statement on-site. Participants were invited to take NCTD memorabilia. Many participants used the opportunity to make general inquiries related to NCTD services or became aware of services provided.

Other Ways to Provide Comment

In addition to in-person engagement, NCTD created a dedicated webpage featuring an interactive map and a video of the September 2025 Board meeting presentation. Staff advertised the ability to provide public comment via dedicated email address, phone number, and via mail.

Summary of Public Comments Received

All comments received at the events, via email, questionnaire or verbally, were recorded and compiled electronically. As of November 13, 2025, NCTD received a total of 78 public comments from 60 different individuals. The breakdown of public feedback is as follows: 34 emails, five (5) Customer Experience Contact Forms and 39 hand-written public comments from on-site engagement events. The two virtual open houses had a total of 25 participants. The following is a summary of public comments received, either via written or verbal feedback:

- Riders expressed concern that the elimination of the FLEX 471, 472, and 478 would severely limit access for COASTER commuters, especially those without alternative options or with disabilities.
- Riders suggested combining FLEX 471 and 472 as an alternative instead of eliminating both routes.
- Some riders suggested exploring NCTD+ microtransit coverage or utilizing smaller vans.
- Riders expressed concern that there is limited public awareness of the routes.
- Riders expressed concern with the evaluation timeframe of assessing the performance of the routes.

Alternative Service Analysis

Based on the analysis outlined above, the proposed service change would result in a disparate impact (FLEX 471) and a disproportionate burden (FLEX 478). Because these findings meet the thresholds established, an alternative service analysis is required.

NCTD operates five (5) COASTER Connection routes that provide peak-period connections between Sorrento Valley COASTER Station and surrounding employment areas located outside of NCTD's service area. Due to ongoing resource constraints and the fact that these routes operate outside of NCTD's jurisdiction, NCTD is unable to add, expand, or restructure services in this area. As part of this proposal, NCTD is prioritizing retention of the two (2) highest-performing COASTER Connection routes and discontinuing the three (3) lowest-performing routes to align limited resources with ridership demand within the service area. Given the financial, jurisdictional, and operational limitations, no alternative service can be implemented that would achieve the same objectives with a reduced disparate impact or disproportionate burden.

The proposed eliminations are therefore supported by a substantial and legitimate justification based on performance, fiscal sustainability, and the need to focus resources within NCTD's service area to maintain equitable and reliable service. To mitigate impacts, NCTD will provide multilingual rider alerts on-site at Sorrento Valley Station, within the bus, and at bus stops, and will continue to monitor feedback following implementation.

Weekend Standardization BREEZE Route 304, 318, 325, and 347 Title VI Service Equity Analysis

November 2025

Background

The North County Transit District (NCTD) currently provides a combination of fixed-route BREEZE and SPRINTER hybrid rail services within the City of Oceanside. These transit services include BREEZE routes 304, 318, 325, and 347.

In efforts to standardize weekend service to improve legibility and access, NCTD proposes to add Sunday service to BREEZE Routes 304 and 318 and eliminate Saturday service on BREEZE Routes 325 and 347. The Federal Transit Administration (FTA) Circular 4702.1B requires transit agencies to evaluate major service changes to identify whether service changes have a disparate impact on minority communities or a disproportionate burden on low-income communities, or when a proposed service improvement may overly benefit non-minority and/or non-low-income populations more than minority and/or low-income populations.

Board Policy No. 31 - *Threshold for Disparate Impact on Minority Populations* and Board Policy No. 32 - *Threshold for Disproportionate Burden on Low Income Populations* identifies NCTD's thresholds for disparate impacts and disproportionate burdens. Per the Board Policies, a disparate impact occurs when a major service change negatively impacts a minority population or benefits a non-minority population by more than 10% of the service area average and a disproportionate burden occurs when a major service change negatively impacts a low-income population or benefits a non-low-income population by more than 10% of the service area average.

The service equity analysis found that the proposed weekend standardization has a disparate impact for the addition of Sunday service on BREEZE 304 because the route is providing service to areas with minority populations that are less than 10% than the NCTD service area average. The service equity analysis also found that the proposed removal of Saturday service of BREEZE 347 has both a disparate impact and disproportionate burden because the route is providing service to areas with minority and low-income populations more than 10% greater than the NCTD service area average. the elimination of Saturday service on BREEZE 347.

NCTD received public comment on the proposed weekend standardization, adding Sunday service to BREEZE 304 and 318 and removing Saturday service on BREEZE 325 and 347, through two (2) in-person outreach events in October 2025, one (1) at Palomar College Transit Center and one (1) at Carlsbad Village Station, and through two (2) virtual open houses.

In addition to in-person and virtual engagement events, NCTD created a dedicated webpage featuring detailed information along with an interactive map. Comments were solicited via email address, phone number, and via mail. More detail about this community outreach is available under the Public Engagement section below. NCTD will hold a public hearing on November 20, 2025 as required by NCTD Board Policy No. 30 – *Threshold for Major Service Change*. This analysis along with a staff recommendation will be submitted to the Board of Directors for consideration at the November 20, 2025 Regular Board meeting.

Policy Overview

Per FTA C 4702.1B, NCTD'S Board Policy No. 30 defines what constitutes a major service change. The following situations qualify as a major service change:

- All proposed changes to existing routes, whereby route miles or revenue miles are *changed in excess of 25% of their current configurations*, measured as happening at one time, or cumulatively within a single year.
- Changes in the *number of daily trips that exceed 25% percent* are also considered a major service change.
- Elimination of a route.
- Addition of a route.

Pursuant to FTA Circular 4702.1B, a Title VI service equity analysis is required for all major service changes. The Title VI of the Civil Rights Act of 1964 states it "...protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance." Title VI also includes Environmental Justice provisions to "prevent minority communities and low-income communities from being subject to disproportionately high and adverse environmental effects."

This analysis evaluates whether the addition of Sunday service on BREEZE 304 and 318 and elimination of Saturday service on BREEZE 325 and 347 will have a disparate impact on minority communities or disproportionate burden on low-income communities.

Qualification as Major Service Change

NCTD Board Policy No. 30 defines a major service change as: *"All proposed changes to existing routes, whereby route miles or revenue miles are changed in excess of 25% of their current configurations, measured as happening at one time, or cumulatively within a single year. Changes in number of daily trips that exceed 25% are also considered a major service change. Finally, elimination or addition of a route qualifies as a major service change."*

The proposed addition of Sunday service on BREEZE 304 and 318 and elimination of Saturday service on BREEZE 325 and 347 is considered a major service change per NCTD Board Policy No. 30.

Analysis

The following section outlines the Title VI process, methodology used, outcomes from the proposed addition of Sunday service on BREEZE 304 and 318 and elimination of Saturday service on BREEZE 325 and 347, and next steps.

Definition of Minority and Low-Income Persons

This analysis used the following definitions of minority and low-income persons, as defined in Board Policy No. 31 - *Threshold for Disparate Impact on Minority Populations* and Board Policy No. 32 - *Threshold for Disproportionate Burden on Low Income* and guided by FTA Circular 4702.1B:

- The FTA defines minority persons as American Indian and Alaska Native, Asian, African American, Hispanic or Latino, and Native Hawaiian or other Pacific Islander.

- The FTA encourages agencies to use a locally developed threshold for low-income person that is “at least as inclusive as the HHS poverty guidelines.” In coordination and in consistency with the San Diego Association of Governments’ (SANDAG) defines a low-income person as an individual whose household income is at or below 200 percent of the poverty level as defined by the United States Census Bureau.

Definition of Disparate Impact and Disproportionate Burden

This analysis evaluates whether the proposed service changes would have a disparate impact or disproportionate burden on both minority and low-income groups. To provide the standards for the analysis, this section defines the criteria that NCTD considers as qualification for a disparate impact and disproportionate burden. These Board Policies were developed with public input in October 2013 when NCTD held public workshops to solicit stakeholder feedback. In November of 2013, the NCTD Board of Directors approved NCTD Board Policy Nos. 31 and 32 which defined the thresholds for disparate impacts and disproportionate burdens, respectively. Board Policy Nos. 31 and 32 have been revised four (4) times with the most recent revision occurring in October 2019. The following details how a disparate impact and a disproportionate burden would be identified:

- NCTD Board Policy No. 31: A **disparate impact** occurs when the minority population adversely affected by a major service change as defined under NCTD Policy No. 30 is 10% more than the average minority population of the NCTD service area. A disparate impact may also occur when the non-minority population benefits from a major service change by 10% more than the average non-minority population of the NCTD service area.

If a potential disparate impact is identified, NCTD must determine whether there are one or more alternatives that would serve the same legitimate objectives, but with less disparate impact on the basis of race, color, or national origin. If no other options are identified, then NCTD must have a substantial, legitimate justification for making the service change. In the event a disparate impact is identified, NCTD will engage public participation to discuss alternatives or mitigation measures.

For example, if the NCTD service area average is 50% minority, then a proposed service change that adversely affects a population that is 60% minority or greater would be defined as a disparate impact.

- NCTD Board Policy No. 32: A **disproportionate burden** occurs when the low-income population adversely affected by a major service change as defined under NCTD Policy No. 30 is ten (10) percent more than the average low-income population of the NCTD service area. A disproportionate burden may also occur when the non-low-income population benefits from a major service change by 10% percent more than the average non-low-income population of the NCTD service area.

If NCTD finds a potential disproportionate burden, the agency will take steps to avoid, minimize, or mitigate impacts of the proposed change on the affected low-income population and provide alternatives available to low-income passengers affected by the service changes. In the event that a disproportionate burden is identified, NCTD will engage public participation to discuss alternatives or mitigation measures.

For example, if the NCTD service area average is 25% low-income (75% non-low-income), then a proposed service change that benefits a population that is 85% non-low-income or greater would be defined as a disproportionate burden.

Methodology

The FTA guidelines allow transit agencies to use either ridership or population data as a basis to conduct the Title VI equity analysis. For this analysis and consistent with Board Policy Nos. 31 and 32, the 5-year estimates dataset from the American Community Survey (ACS) (2016-2020) is used for both the minority and low-income populations.

The Census block group level was chosen for both minority and low-income analyses, as it was the smallest geographic level available from the American Community Survey.

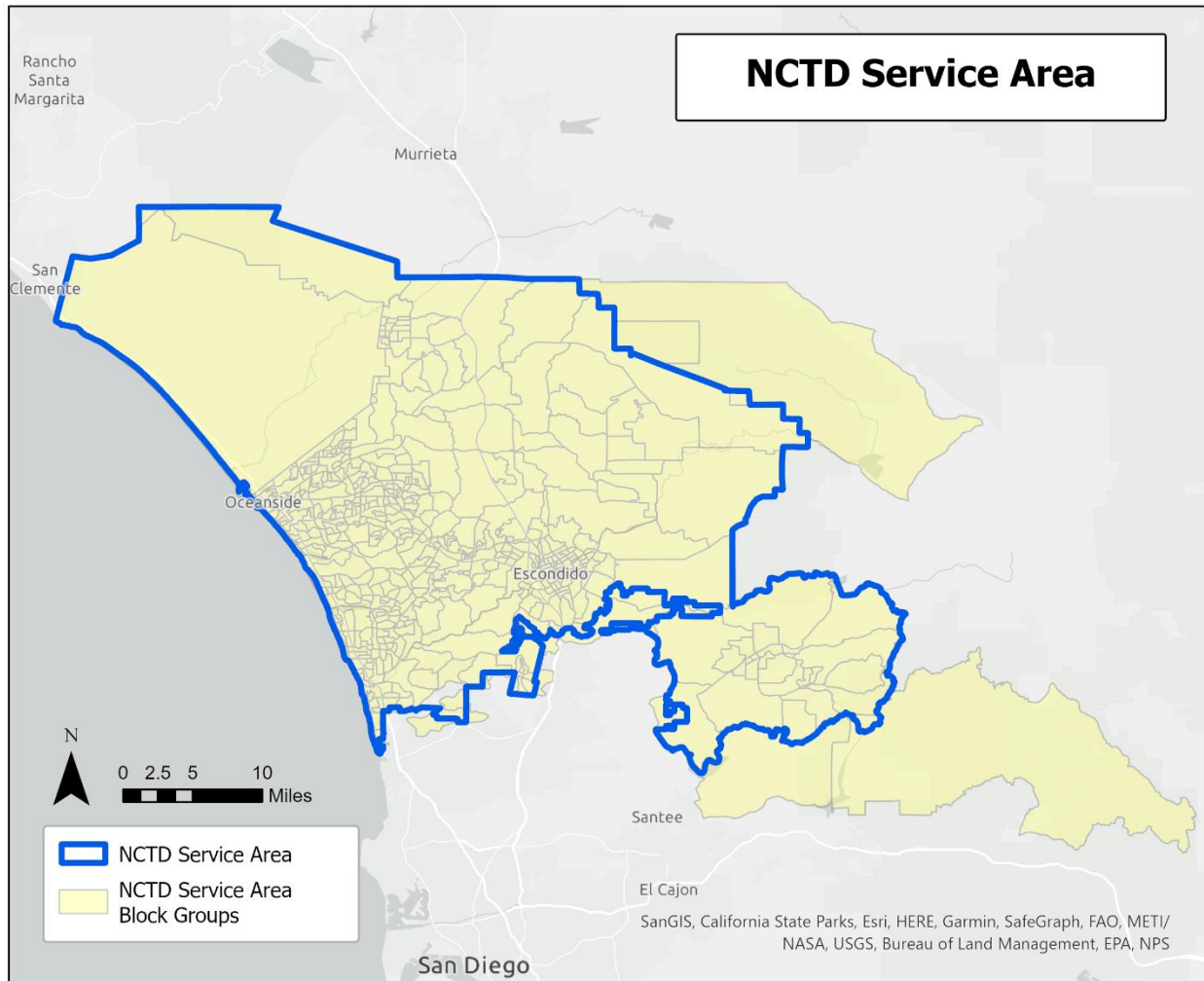
To conduct the analysis for minority populations, NCTD used the table for *Hispanic or Latino Origin by Race (B03002)* from ACS 2019-2023 (5-year estimates). The total minority population in each Census block group was calculated by subtracting the “White alone – Not Hispanic or Latino” (B03002003) population from the total population (B03002001). This is consistent with the FTA definition of minority persons.

To conduct the analysis for low-income populations, NCTD used the table for *Ratio of Income to Poverty Level in the Past 12 Months (C17002)* from ACS 2019-2023 (five-year estimates). The total population in each Census block group at 200% of the poverty level was calculated by subtracting the categories below the ratio of 2.0 from the total population. This is consistent with the FTA-recommended definition of low-income persons as previously stated. The total population in this dataset is lower than the total population in the minority dataset because the “universe” for which the sample is taken from is the “population for whom poverty status is determined,” which does not include group quarters—many of which exist on military bases and college campuses (e.g. Marine Corps Base Camp Pendleton and California State University San Marcos).

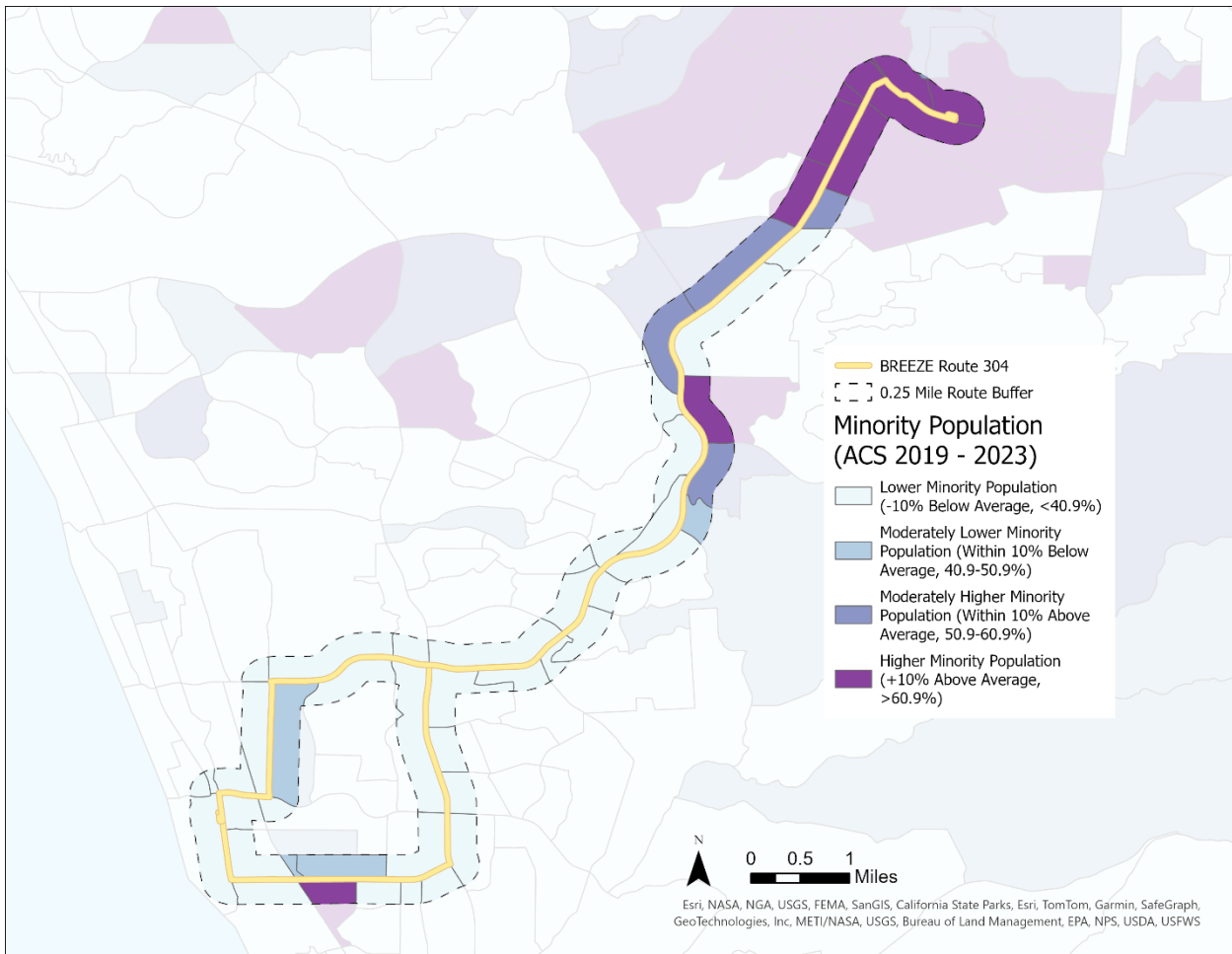
The Remix software platform was used to conduct both analyses. The Census ACS data described above was joined with a Census block group shapefile using the unique identification number for each Census block group. The service area averages were determined by selecting all Census block groups intersecting the NCTD service area shapefile that is inclusive of the geographic area in which NCTD is authorized by its charter to provide service to the public. The minority and low-income percentages were determined by drawing a one-quarter-mile buffer around the route, and by selecting all Census block groups that intersect within the one-quarter-mile buffer. A one-quarter-mile buffer was utilized as bus service accessibility for a pedestrian is generally defined as within a one-quarter mile walk of the bus stop (FTA C 4702.1B). For each block group that intersects within the one-quarter-mile buffer, the percentage of overlap is utilized to develop spatially weighted statistics. These numbers are compared to the service area averages to determine if the service changes will have any disparate impact or disproportionate burden on minority or low-income populations.

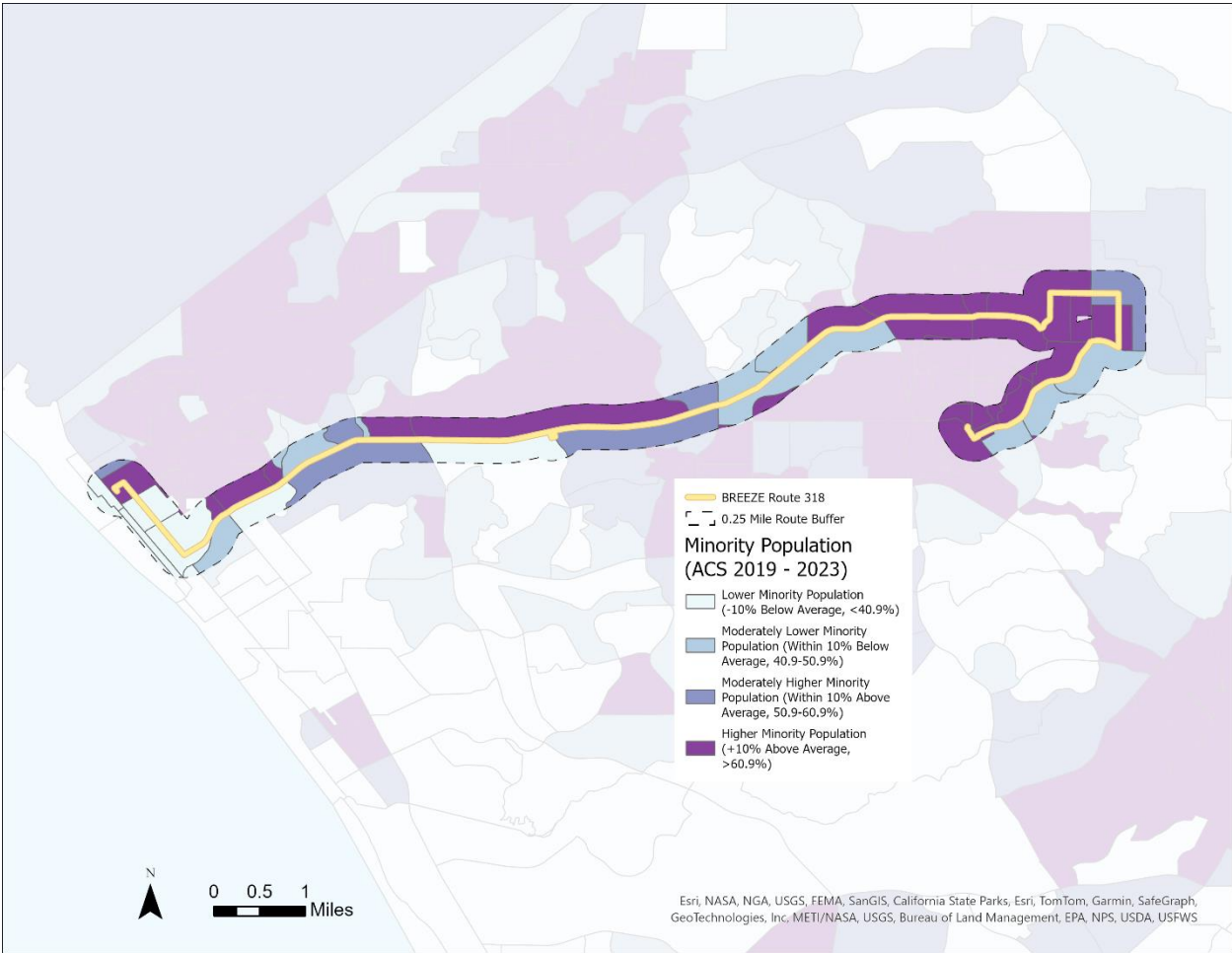
The following maps show a visual representation of this data. **Map 1** shows the NCTD service area. **Maps 2 and 3** display all minority and low-income Census block groups that are within and above the low-income or minority threshold and show the minority and low-income Census block groups that are within the one-quarter-mile buffer along BREEZE 304, 318, 325, and 347.

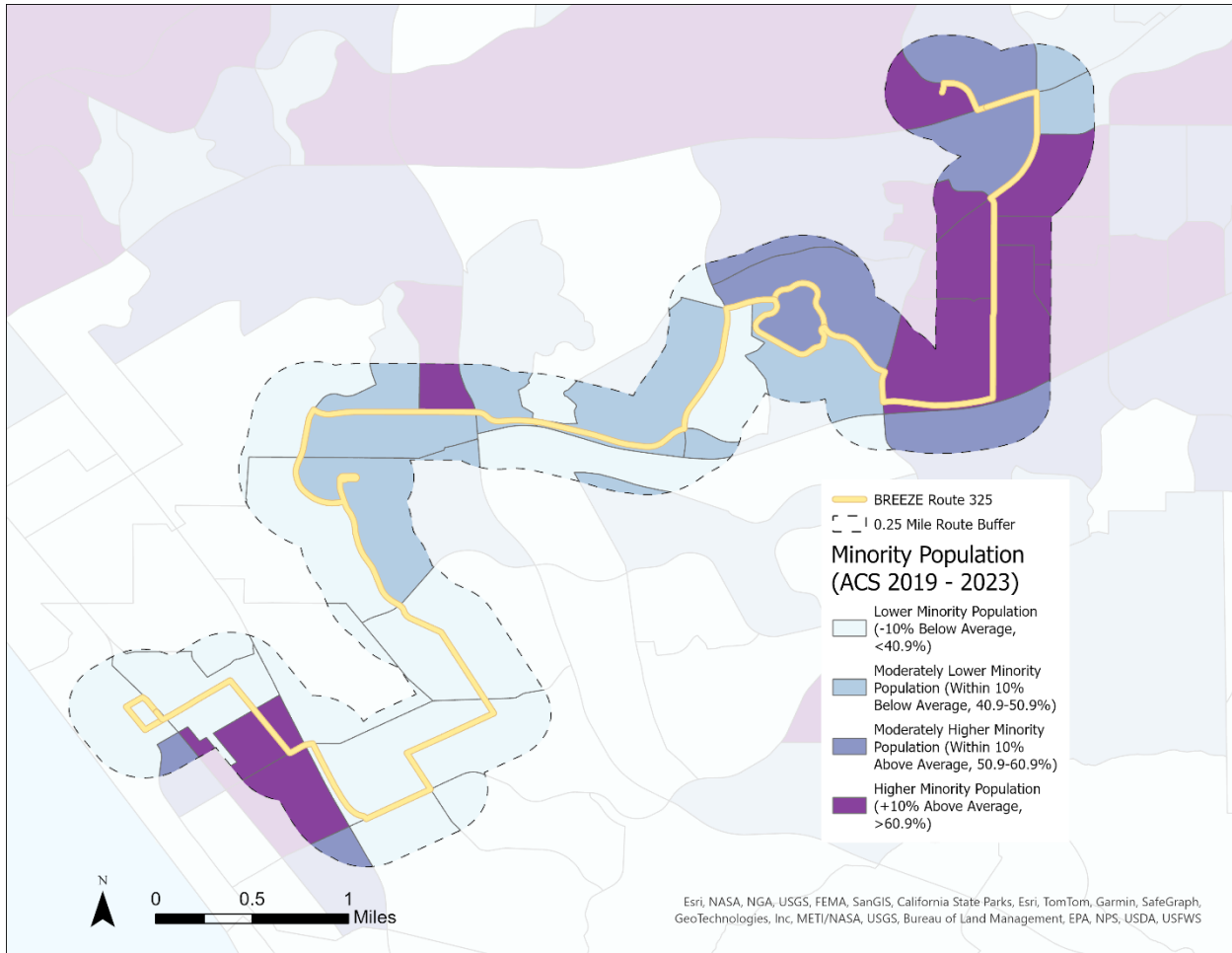
Map 1: NCTD Service Area

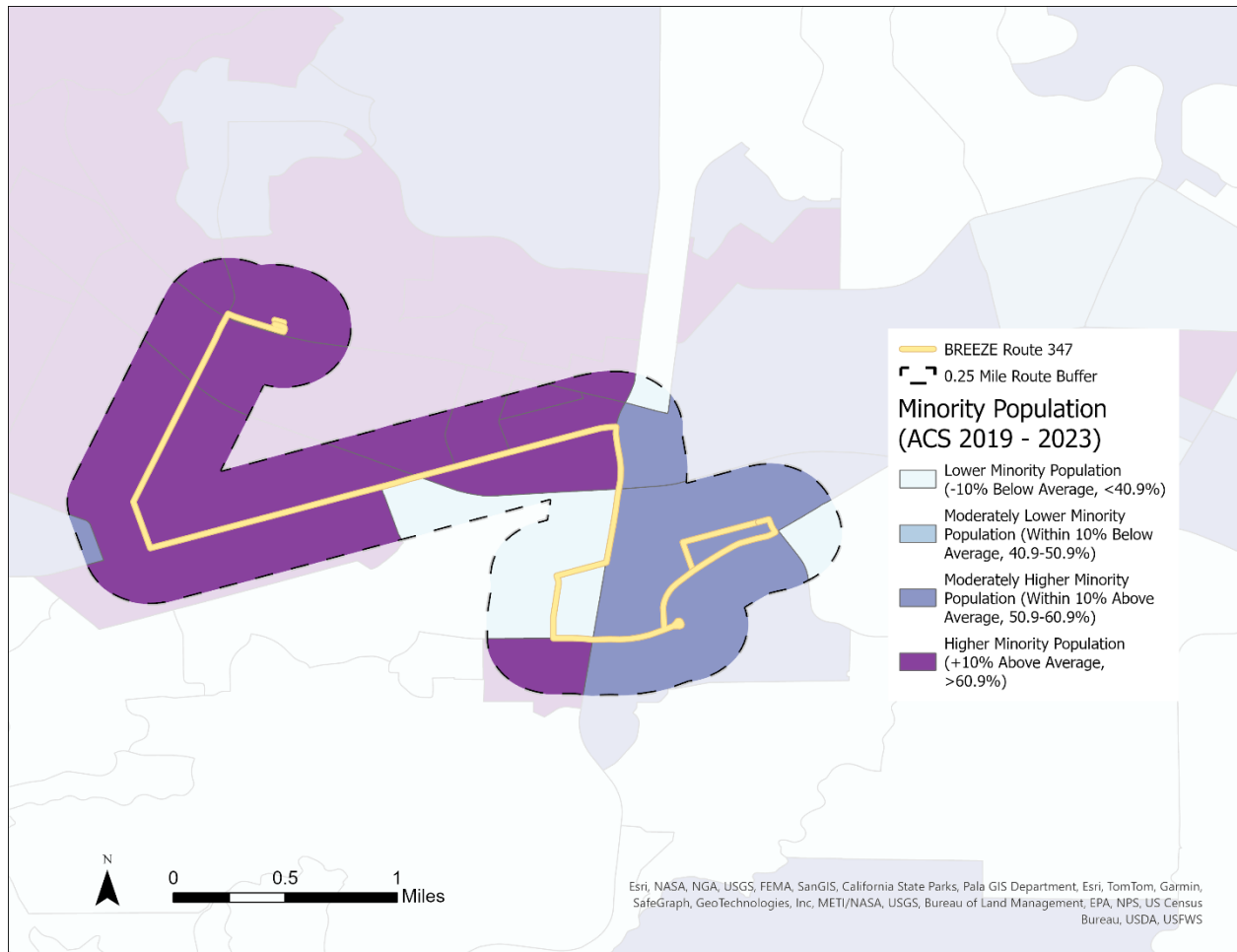


Map 2: NCTD Minority Block Groups

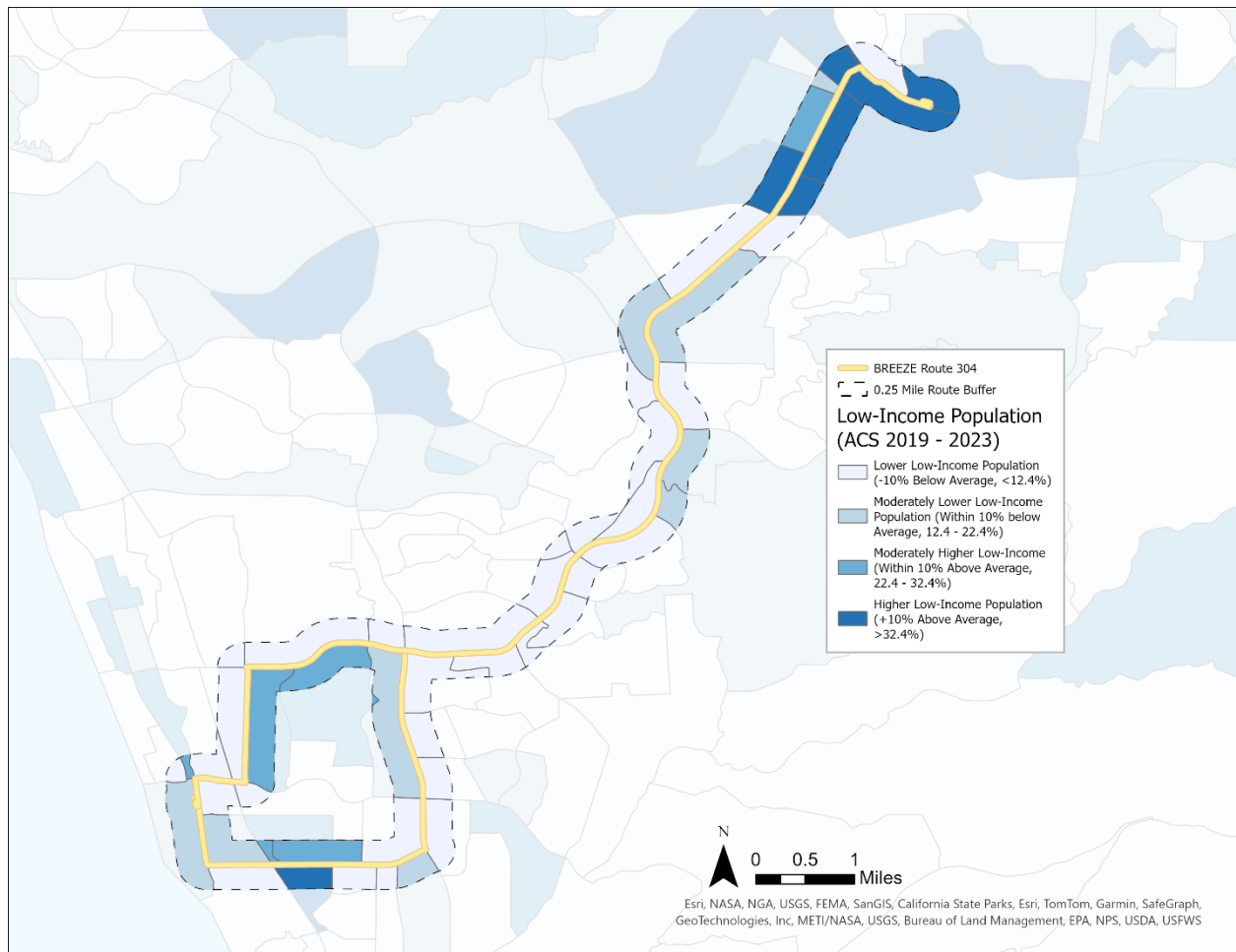


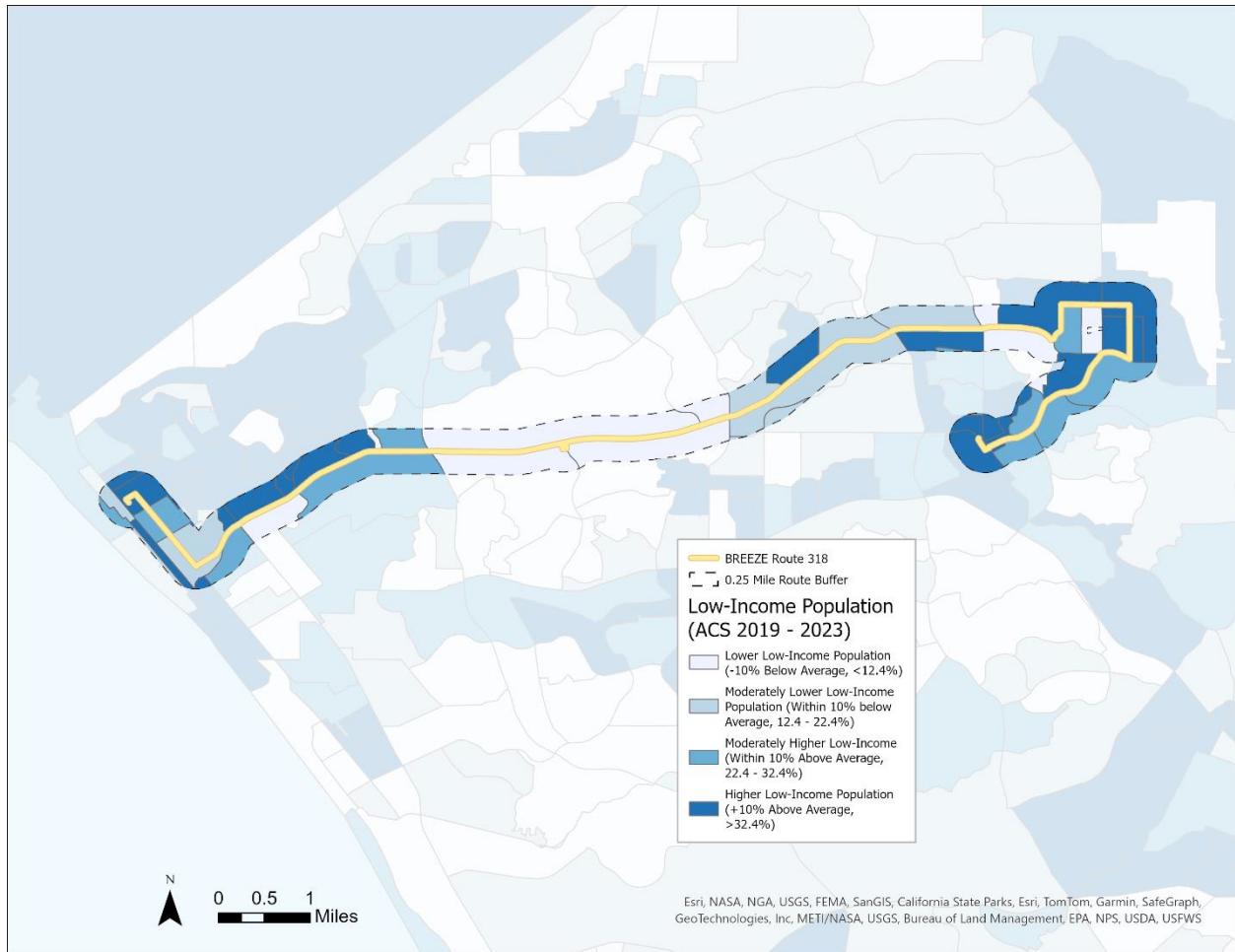


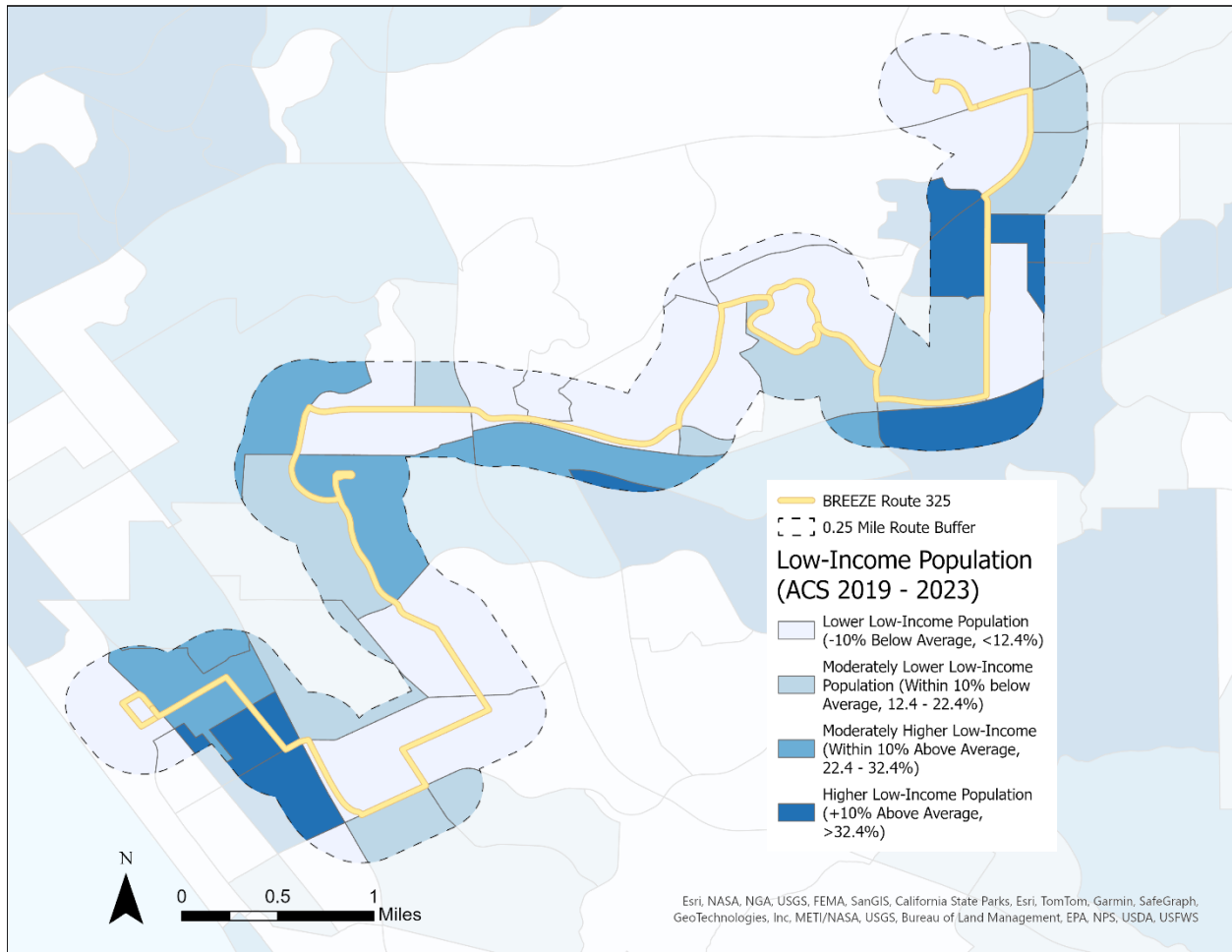


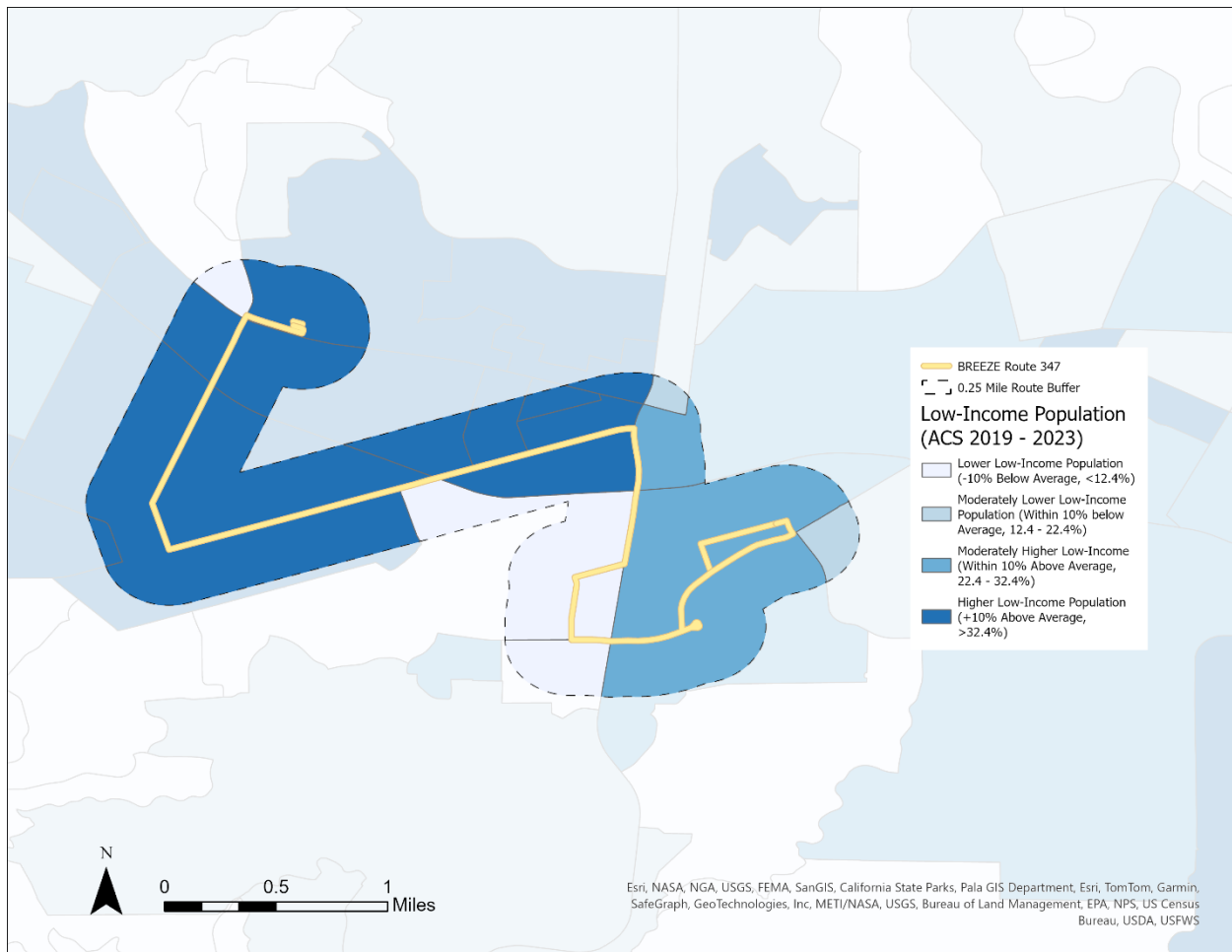


Map 3: NCTD Low-Income Block Groups









Disparate Impact

Table 2: Title VI Service Equity Analysis, Disparate Impact

	Minority Population	Non-Minority Population	Population Total	Percent Minority	Percent Non- Minority
Service Area	492,003	473,972	965,975	50.9%	49.1%
BREEZE 304	14,990	19,510	34,510	40.3%	56.6%
BREEZE 318	25,354	14,046	40,204	63.8%	35.7%
BREEZE 325	14,009	14,292	28,256	49.7%	50.5%
BREEZE 347	10,806	3,394	14,207	72.7%	23.9%

Per NCTD Board Policy No. 31: A **disparate impact** occurs when the minority population adversely affected by a major service change as defined under NCTD Policy No. 30 is 10% more than the average minority population of the NCTD service area. A disparate impact may also occur when the non-minority population benefits from a major service change by 10% more than the average non-minority population of the NCTD service area.

The minority population values for the NCTD service area and BREEZE Routes 304, 318, 325, and 347 are presented in Table 2. Additionally, route maps showing block group minority populations are included in Map 2. As shown in Table 2, the addition of Saturday service on BREEZE Route 304 and the elimination of Sunday service on BREEZE Route 347 does disparately impact minority populations. As there is an addition of service on a route that is 10.6 percentage points less than the service area average, the addition poses a disparate impact. In addition, because the minority population that will be impacted by the route elimination of BREEZE Route 347 is 21.8 percentage points higher than the service area average, the elimination poses a disparate impact on minority populations.

Additionally, the addition of Sunday service to BREEZE Route 318 and the elimination of Saturday service on BREEZE Route 325 do not disparately impact minority populations. Because service is being added to BREEZE Route 318 and the minority population impacted is 12.9 percentage points higher than the service area average, there is no disparate impact. Because the minority population served by BREEZE Route 325 is within 10% of the NCTD service area, this elimination does not pose a disparate impact on minority populations.

Disproportionate Burden

Table 3: Title VI Service Equity Analysis, Disproportionate Burden

	Low-Income Population	Non-Low- Income Population	Population Total	Percent Low-Income	Percent Non-Low- Income
Service Area	216,302	749,673	965,975	22.4%	77.6%
BREEZE 304	6,286	28,224	34,510	18.2%	81.8%
BREEZE 318	11,578	28,625	40,204	28.8%	71.2%
BREEZE 325	6,084	22,171	28,256	21.5%	78.5%
BREEZE 347	5,266	8,941	14,207	37.1%	62.9%

Per NCTD Board Policy No. 31: A **disproportionate burden** occurs when the low-income population adversely affected by a major service change as defined under NCTD Policy No. 30 is 10% more than the average low-income population of the NCTD service area. A disproportionate burden may also occur when the non-low-income population benefits from a major service change by 10% more than the average non-low-income population of the NCTD service area.

The low-income population values for the NCTD service area and BREEZE Routes 304, 318, 325, and 347 are presented in Table 3. Additionally, route maps showing block group low-income populations are included in Map 3. As shown in Table 3, the elimination of Saturday service on BREEZE Route 347 does disproportionately burden low-income populations. The low-income population that will be impacted by this route elimination is 14.7 percentage points above the NCTD service area. Because the route elimination is within an area with a low-income population above 10% of the NCTD service area, the elimination does pose a disproportionate burden on low-income populations.

Additionally, the addition of Sunday service on BREEZE 304 and 318 and the elimination of Saturday service on BREEZE 325 do not disproportionately burden low-income populations. The low-income populations that will be impacted by these route eliminations are 4.2 percentage points lower (BREEZE 304), 6.4 percentage points higher (BREEZE 318), and 0.9 percentage points lower (BREEZE 325) than the service area. Because these proposed changes are within 10% of the NCTD service area, the proposed changes do not pose a disproportionate burden on low-income populations.

Public Engagement

At the September 18, 2025 NCTD Board of Directors meeting, the Board set a public hearing date for November 20, 2025 and authorized staff to receive public comments for the proposed addition of Saturday service on BREEZE Routes 304 and 318 and the elimination of Sunday service on BREEZE Routes 325 and 347. Staff conducted the following public engagement events:

In-Person Engagement Events

NCTD held two in-person engagement sessions:

October 11, 2025	October 11, 2025
Palomar College Transit Center	Carlsbad Village Station
10 a.m. – 12 p.m.	2 p.m. – 4 p.m.

Virtual Engagement Events

NCTD held two virtual open houses:

October 21, 2025	October 23, 2025
6 p.m. – 7 p.m.	5 p.m. – 6 p.m.

NCTD received public comment on the proposed addition of Sunday service on BREEZE 304 and 318 and elimination of Saturday service on BREEZE 325 and 347 through in-person outreach events held at on a weekend at Palomar College Station and Carlsbad Village Station as well as two (2) virtual open houses. Handouts with proposal information in English and Spanish were available and an explanation on how public comment may be provided. All materials were available in English and Spanish, and staff who spoke English and Spanish were available to answer questions and take comments from the public.

Participants received flyers and were verbally informed of the changes and had their comments or questions on NCTD's services heard. Participants were informed on additional avenues to document their public feedback, including via email, phone, mail, attendance at the November 20 Board of Directors meeting, and a written statement on-site. Participants were invited to take NCTD memorabilia. Many participants used the opportunity to make general inquiries related to NCTD services or became aware of services provided.

Other Ways to Provide Comment

In addition to in-person engagement, NCTD created a dedicated webpage featuring an interactive map and a video of the September 2025 Board meeting presentation. Staff advertised the ability to provide public comment via dedicated email address, phone number, and via mail.

Summary of Public Comments Received

All comments received at the events, via email, questionnaire or verbally, were recorded and compiled electronically. As of November 13, 2025, NCTD received a total of 12 public comments from 11 different individuals. The breakdown of public feedback is as follows: two (2) emails, and 10 hand-written comments from on-site engagement events. The two virtual open houses had a total of 25 participants, one (1) of which specifically spoke on the weekend standardization changes. The following is a summary of public comments received, either via written or verbal feedback:

- Riders expressed concern with the long walk to access BREEZE 315 or BREEZE 101, particularly from the adjacent residences to the Vons on Tamarack Avenue.
- Riders expressed concern with the removal of Saturday LIFT access to the area outside of the $\frac{3}{4}$ -mile paratransit buffer of neighboring routes.

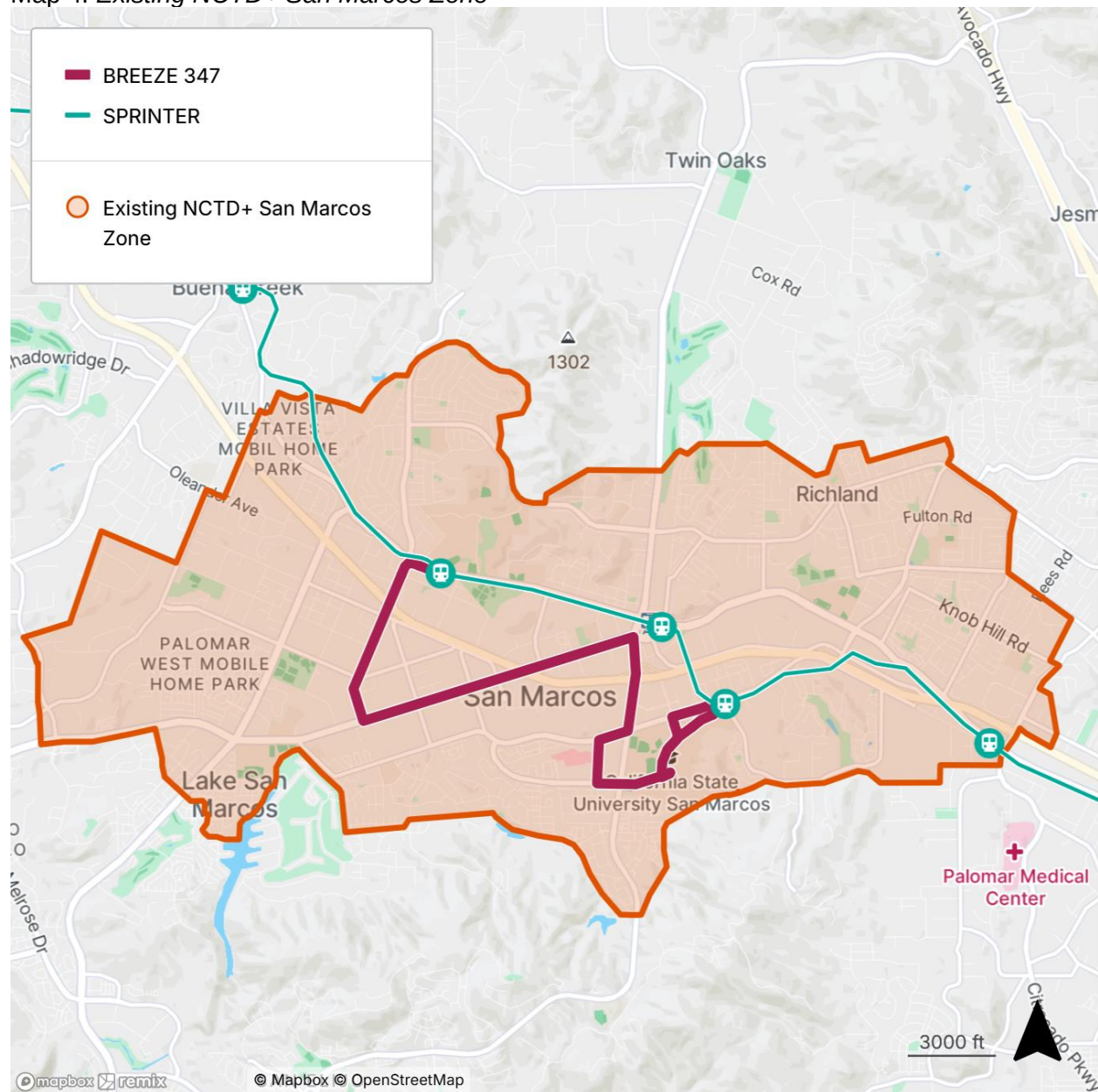
- Many BREEZE 304 riders at Palomar College station expressed support of the addition of Sunday service to allow them to access work on Sundays.

Alternative Service Analysis

Based on the analysis outlined above, the addition of Sunday service on BREEZE Route 304 would result in a *disparate impact*, as it represents an increase in service within an area where the minority population is more than 10 percentage points lower than the service area average. However, while the route traverses some neighborhoods that are proportionally less minority than the overall service area, data from the 2023 SANDAG On-Board Survey indicate that only 19.5% of riders on BREEZE 304 identified as white alone. In other words, 80.5% of riders identified as minority, nearly 30 percentage points above the service area average. During public outreach events at Palomar College, many of the individuals who expressed support for adding Sunday service on BREEZE 304 were Spanish-only speakers. The route also serves as a key east–west regional connector between Encinitas and Palomar College, a federally designated Hispanic-Serving Institution.

Based on the analysis outlined above, the elimination of Saturday service on BREEZE 347 would result in a disparate impact and a disproportionate burden. Because there is a disparate impact and disproportionate burden, an alternative services analysis needs to be conducted. NCTD is proposing that existing BREEZE 347 riders utilize the existing NCTD+ San Marcos service, which encapsulates the entirety of BREEZE 347. The NCTD+ San Marcos Zone serves a population of approximately 65,400, made up of 61% minority and 29% low-income persons. The spatial extent of NCTD+ San Marcos is available in Map 4.

Map 4. Existing NCTD+ San Marcos Zone



The existing fare structure for NCTD+ is as follows:

- \$1.50 to/from SPRINTER Station
- \$3.00 anywhere in Service Zone
- \$1.50 Additional Riders

While the cost to/from SPRINTER Stations is less than the one-way transit fare (\$2.50), the base NCTD+ fare is higher by \$0.50 a trip. The current existing span of service for BREEZE 347 on Saturdays is 7:20 AM – 7:08 PM. The existing NCTD+ weekend service span (Saturdays and Sundays) is 8 AM – 8 PM, offering a comparable 12-hour span of service.

North County Transit - San Diego Railroad (NCTD) seeks your feedback on a proposed Weekend Standardization service change that would take effect on February 8, 2026. To better align weekend service with ridership patterns and create a more consistent network, NCTD proposes to add Sunday service to BREEZE Routes 304 and 318 and eliminate Saturday service on BREEZE Routes 325 and 347. Riders currently served by Route 325 would continue to be served by BREEZE Route 315, while riders on Route 347 would continue to be served by NCTD+ San Marcos.

For more information regarding the proposed change, please visit GoNCTD.com/Weekend

Public Engagement

 Two in-person outreach opportunities were held at Carlsbad Village and Palomar stations to provide the public with information about the proposal. This month, the public is encouraged to review proposal information, ask questions, and provide written and/or verbal comments.

Saturday, October 11, 2025	Saturday, October 11, 2025
10 a.m. - 12 p.m. Palomar College Transit Center	2 p.m. - 4 p.m. Carlsbad Village Station

Public Hearing

 On November 20, 2025 at 2 p.m., the NCTD Board will consider the staff recommendation to eliminate Saturday service on BREEZE Routes 325 and 347 and add Sunday service on BREEZE Routes 304 and 318. The intended purpose of this public hearing is to provide an opportunity for interested persons or agencies to be heard with respect to the effects of the proposed change and other matters to be considered at the public hearing.

Ways to Provide Input

 For those who are unable to attend an in-person open house, NCTD encourages you to submit your comments via email at servicechanges@nctd.org. The public may also mail their comments to North County Transit District, ATTN: Service Planning, 810 Mission Ave, Oceanside, CA 92054 or drop off comments at NCTD Customer Service offices located at Oceanside Transit Center, Vista Transit Center, Escondido Transit Center. For those who wish to provide comments via telephone, please call (760) 435-7274 and leave a message.

In compliance with the Americans with Disabilities Act (ADA), NCTD will accommodate persons who require assistance in order to participate in the events listed above. If such assistance is required, please contact NCTD at (760) 966-6500 at least 72 hours in advance of the event. Persons with hearing impairment, please use the California Relay Service (CRS): 800/735-2929 TTY; 800/735-2922 voice; 800/855-3000 Spanish. CRS Customer Service: 877/632-9095 English or 877/419-8440 Spanish.

To request the materials in an alternate format and/or additional language(s), please call (760) 966-6500. NCTD is committed to ensuring that the level and quality of transportation service is provided without regard to race, color, national origin, sex, age, disability, religion, sexual orientation, gender identity, or other protected classes enumerated in federal and state laws.

Chinese (Simplified) – 如果需要其他语种的信息, 请致电 760-966-6500。
 Chinese (Traditional) – 如需其他語言版本的資訊, 請致電 760-966-6500。
 Vietnamese – Nếu cần thông tin bằng ngôn ngữ khác, xin liên hệ số 760-966-6500.
 Filipino – Kung kailangan ang impormasyon sa ibang wika, makipag-ugnayan sa 760-966-6500.
 Korean – 정보가 다른 언어로 필요하시다면 760-966-6500로 문의해 주십시오.

North County Transit - San Diego Railroad (NCTD) solicita sus comentarios sobre la propuesta de NCTD de estandarizar el servicio de fin de semana que entrara en vigencia el 8 de Febrero de 2026.

Para alinear mejor el servicio de fin de semana, NCTD propone agregar servicio en los domingos para las rutas 304 y 318 de BREEZE y eliminar servicio en los sábados para las rutas 325 y 347 de BREEZE. Ruta 315 de BREEZE continuara en servicio para los pasajeros de la Ruta 325 y NCTD+ San Marcos continuara servicio para los pasajeros de la Ruta 347.

Para obtener más información sobre el cambio propuesto, visite GoNCTD.com/Weekend-esp

Participación pública



Se realizarán dos sesiones de comunicado publico en las estaciones Carlsbad Village y Palomar College para informar al público sobre la propuesta. Se anima al público a revisar la información de la propuesta, hacer preguntas y enviar comentarios escritos o verbales.

Sabado, 11 de Octubre de 2025	Sabado, 11 de Octubre de 2025
10 a.m. - 12 p.m. Palomar College Transit Center	2 p.m. - 4 p.m. Carlsbad Village Station

Audiencia pública



El 20 de Noviembre de 2025 a las 2 p.m., la Junta de NCTD considerará la recomendación del personal de eliminar servicio en los sábados para las rutas 325 y 347 de BREEZE y agregar servicio en los domingos para las rutas 304 y 318 de BREEZE. El propósito de esta audiencia pública es brindar una oportunidad para que las personas o agencias interesadas sean escuchadas con respecto a los efectos del cambio propuesto y otros asuntos que se considerarán en la audiencia pública.

Formas de proporcionar información



Para aquellos que no pueden asistir una reunión en persona, NCTD los alienta a enviar sus comentarios por correo electrónico a servicechanges@nctd.org. El público también puede enviar sus comentarios por correo a North County Transit District, ATTN: Service Planning, 810 Mission Ave, Oceanside, CA 92054 o dejar sus comentarios en las oficinas de Servicio al Cliente de NCTD ubicadas en Oceanside Transit Center, Vista Transit Center, Escondido Transit Center. Para aquellos que deseen brindar comentarios por teléfono, llame al (760) 435-7274 y deje un mensaje.

De conformidad con la Ley de Estadounidenses con Discapacidades (ADA), NCTD acomodará a las personas que requieran asistencia para participar en los eventos enumerados anteriormente. Si necesita dicha asistencia, comuníquese con NCTD al (760) 966-6500 al menos 72 horas antes del evento. Las personas con discapacidad auditiva deben utilizar el Servicio de retransmisión de California (CRS): 800/735-2929 TTY; 800/735-2922 voz; 800/855-3000 español. Atención al cliente de CRS: 877/632-9095 inglés o 877/419-8440 español.

Para solicitar los materiales en un formato alternativo y/o idiomas adicionales, llame al (760) 966-6500. NCTD se compromete a garantizar que el nivel y la calidad del servicio de transporte se brinden sin distinción de raza, color, origen nacional, sexo, edad, discapacidad, religión, orientación sexual, identidad de género u otras clases protegidas enumeradas en las leyes federales y estatales.

Chinese (Simplified) – 如果需要其他语种的信息, 请致电 760-966-6500。
Chinese (Traditional) – 如需其他語言版本的資訊, 請致電 760-966-6500。
Vietnamese – Nếu cần thông tin bằng ngôn ngữ khác, xin liên hệ số 760-966-6500.
Filipino – Kung kailangan ang impormasyon sa ibang wika, makipag-ugnayan sa 760-966-6500.
Korean – 정보가 다른 언어로 필요하시다면 760-966-6500로 문의해 주십시오.

North County Transit - San Diego Railroad (NCTD) seeks your feedback regarding NCTD's proposal to eliminate FLEX Routes 471, 472, and 478 as part of its service change that will take effect on February 8, 2026. FLEX Routes 471, 472, and 478 operate peak-only bus service connecting from the Sorrento Valley COASTER Station. Due to the routes' failure to meet performance standards set forth in NCTD's Service Design Guidelines, NCTD staff is proposing to eliminate FLEX Routes 471, 472, and 478 effective Sunday, February 8, 2026.

For more information regarding the proposed change, please visit GoNCTD.com/RoutesCC

Public Engagement

 Two in-person outreach opportunities will be held at Sorrento Valley Station to provide the public with information about the proposal. This month, the public is encouraged to review proposal information, ask questions, and provide written and/or verbal comments.

Tuesday, October 14, 2025	Wednesday, October 15, 2025
6:30 a.m. - 8:30 a.m. Sorrento Valley COASTER Station	3:30 p.m. - 7 p.m. Sorrento Valley COASTER Station

Public Hearing

 On November 20, 2025 at 2 p.m., the NCTD Board will consider the staff recommendation to eliminate FLEX Routes 471, 472, and 478. The intended purpose of this public hearing is to provide an opportunity for interested persons or agencies to be heard with respect to the effects of the proposed change and other matters to be considered at the public hearing.

Ways to Provide Input

 For those who are unable to attend an in-person open house, NCTD encourages you to submit your comments via email at servicechanges@nctd.org. The public may also mail their comments to North County Transit District, ATTN: Service Planning, 810 Mission Ave, Oceanside, CA 92054 or drop off comments at NCTD Customer Service offices located at Oceanside Transit Center, Vista Transit Center, Escondido Transit Center. For those who wish to provide comments via telephone, please call (760) 435-7274 and leave a message.

In compliance with the Americans with Disabilities Act (ADA), NCTD will accommodate persons who require assistance in order to participate in the events listed above. If such assistance is required, please contact NCTD at (760) 966-6500 at least 72 hours in advance of the event. Persons with hearing impairment, please use the California Relay Service (CRS): 800/735-2929 TTY; 800/735-2922 voice; 800/855-3000 Spanish. CRS Customer Service: 877/632-9095 English or 877/419-8440 Spanish.

To request the materials in an alternate format and/or additional language(s), please call (760) 966-6500. NCTD is committed to ensuring that the level and quality of transportation service is provided without regard to race, color, national origin, sex, age, disability, religion, sexual orientation, gender identity, or other protected classes enumerated in federal and state laws.

Chinese (Simplified) – 如果需要其他语种的信息, 请致电 760-966-6500。
 Chinese (Traditional) – 如需其他語言版本的資訊, 請致電 760-966-6500。
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North County Transit - San Diego Railroad (NCTD) solicita sus comentarios sobre la propuesta de NCTD de eliminar la Ruta FLEX 471, 472, y 478 como parte de su cambio de servicio que entrará en vigencia el 8 de Febrero de 2026. Las Rutas FLEX 471, 472, and 478 ofrece servicio de conexión para los pasajeros del COASTER que desembarcan en la estación COASTER Valle de Sorrento. Debido a que la ruta no cumple con los estándares de rendimiento establecidos en las Guía de Diseño de Servicios del NCTD, el personal de NCTD propone eliminar la Ruta FLEX 471, 472, y 478 a partir del domingo 8 de Febrero de 2026.

Para obtener más información sobre el cambio propuesto, visite GoNCTD.com/RutasCC

Participación pública

 Se realizarán dos sesiones de comunicado publico a bordo las Rutas FLEX 471, 472, y 478 para informar al público sobre la propuesta. Se anima al público a revisar la información de la propuesta, hacer preguntas y enviar comentarios escritos o verbales.

Martes, 14 de Octubre de 2025	Miércoles, 15 de Octubre de 2025
6:30 a.m. - 8:30 a.m. Sorrento Valley COASTER Station	3:30 p.m. - 7 p.m. Sorrento Valley COASTER Station

Audiencia pública

 El 20 de Noviembre de 2025 a las 2 p.m., la Junta de NCTD considerará la recomendación del personal de eliminar Ruta FLEX Routes 471, 472, y 478. El propósito de esta audiencia pública es brindar una oportunidad para que las personas o agencias interesadas sean escuchadas con respecto a los efectos del cambio propuesto y otros asuntos que se considerarán en la audiencia pública.

Formas de proporcionar información

 Para aquellos que no pueden asistir una reunión en persona, NCTD los alienta a enviar sus comentarios por correo electrónico a servicechanges@nctd.org. El público también puede enviar sus comentarios por correo a North County Transit District, ATTN: Service Planning, 810 Mission Ave, Oceanside, CA 92054 o dejar sus comentarios en las oficinas de Servicio al Cliente de NCTD ubicadas en Oceanside Transit Center, Vista Transit Center, Escondido Transit Center. Para aquellos que deseen brindar comentarios por teléfono, llame al (760) 435-7274 y deje un mensaje.

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Sorrento Valley COASTER Connection

Yulia Mcknight
Oceanside , CA 92057



10.14.2025

North County Transit District

Attn: Service Planning Department
810 Mission Avenue
Oceanside, CA 92054

Subject: Concern Regarding Elimination of FLEX Routes 471, 472, and 478

Dear NCTD Board and Staff,

I'm writing as a regular rider who depends on the Sorrento Valley COASTER Connection routes—specifically the FLEX services 471, 472, and 478. I recently learned about the proposal to discontinue these routes in February 2026, and I want to share how deeply concerning this is for those of us who rely on them to get to work and back each day.

These routes are not just convenient—they're essential. Many of us commute to job centers in Sorrento Valley and Torrey Pines that aren't easily reachable on foot or by bike from the COASTER station. Without these connections, it would be extremely difficult—or for some, impossible—to continue using public transportation for our daily commute.

I understand that these routes may not meet current performance standards, but eliminating them entirely without offering any alternative will push more people back into driving. That would mean more traffic, higher costs for commuters, and fewer riders on the COASTER, which hurts the entire regional transit system.

Please consider revisiting this proposal. Perhaps the routes could be consolidated, adjusted to better match demand, or replaced with a shuttle or microtransit option in partnership with local employers. Even limited service would be far better than losing this connection altogether.

Public transportation is supposed to make it easier for people to live and work sustainably in our region—and the Sorrento Valley COASTER Connections are a key part of that. I urge you to look for a solution that keeps this service, or some version of it, in place for those who depend on it.

Thank you for listening and for all the work you do to support transit riders in North County and beyond.

Sincerely,
Yulia Mcknight

A handwritten signature in black ink, appearing to read 'Yulia Mcknight', written over a light gray circular stamp.

External Sender - From: (Yulia Mcknight [REDACTED])

This message came from outside your organization.

[Learn More](#)

From: Yulia Mcknight <[REDACTED]>
Sent on: Wednesday, October 29, 2025 12:07:33 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Re: ATTN: Director of Service Planning

Categories: Tracked To Dynamics 365

Hello

I'm writing again since I'm taking Coaster and CONNECTION shuttle every day Monday through Friday on Route 471 @ 7:00 am in the morning and 4:15 pm evening my stop is Top Gun and Flanders Dr.(7)

Connector helps me to get to work and back every day without driving. My medical condition only allows me to drive for short periods of the time and by eliminating the Routes 471 put me in position to make decision quit my job. With market like that it will be very hard.

Please reconsider of eliminating connector routes. In you Zoom meeting you haven't provided any data how you have advertised new server to local businesses. The Santag not created for the connection routes

With you decision you are killing good project and with delicate people in your office that could be sussesful business for The People. Route 471 only in business 1 year and already perform more then 3k people.

No other option from the Sorrento Valley to get to my work.

You will lose me because no point to take Coaster if no Connection shuttle

Thank you

Yulia Mcknight

On Sunday, October 12, 2025 at 08:50:00 PM PDT, Yulia Mcknight [REDACTED] wrote:

Yulia Mcknight
[REDACTED]

North County Transit District

ATTN: Director of Service Planning

810 Mission Avenue

Oceanside, CA 92054

Subject: Please Don't Eliminate FLEX Routes 471, 472, and 478

Dear NCTD Board and Staff,

I am writing as someone who relies on the Sorrento Valley COASTER Connection routes every week. When I heard that FLEX Routes 471, 472, and 478 might be discontinued next February, my heart honestly sank. These buses are not just part of a schedule—they're part of my daily life, and for many of us, they're our only way to get to work.

Every morning, I take the COASTER to Sorrento Valley and then transfer to 471 FLEX routes. It's not just convenient—it's necessary. Without this connection, there's no practical way for me, or many others, to reach our workplaces. The thought of losing this service makes me feel anxious and uncertain about how I'll continue my commute.

I understand there are performance standards and ridership numbers to consider, but these routes serve people who depend on public transit the most. For us, this isn't about convenience—it's about being able to get to work, to support our families, and to live without the heavy burden of driving every day or owning another car we can't afford.

If these routes are eliminated without an alternative, a lot of people will be left stranded—literally. Please, before moving forward with this decision, consider the real impact it will have on riders like me. Even a modified or reduced version of these routes would mean so much more than having no service at all.

Public transit is more than just numbers; it's about people. And right now, a lot of us are scared of losing something we truly rely on.

Thank you for listening and for all the work you do for our community. I hope you'll reconsider this proposal and find a way to keep Sorrento Valley connected.

With sincere respect and concern,

Yulia Mcknight



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: *Julie McKnight*

PHONE:



EMAIL:



ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

471

BUS #

471

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

*I use # 471 every day 7 am and
comer been 4:30 pm 5:30 pm
stop Top Gun. I need this Route
to be safe.*

From: Kathleen Parker <[REDACTED]>
Sent on: Monday, October 13, 2025 3:08:27 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Coaster Connection Service Change Feedback

Categories: Tracked To Dynamics 365

External Sender - From: (Kathleen Parker [REDACTED])

[Learn More](#)

This message came from outside your organization.

Hi NCTD,

I am writing to oppose the proposed consolidation of Coaster Connection Service.

I commute from Downtown San Diego to Sorrento Valley via the Coaster and Coaster Connection approximately 3 days a week. I utilize routes 471 and 472 each time that I do so, and without these connection busses there is no public transport that can take me between the Sorrento Valley Train Station and my office. I have examined the new proposed consolidated routes, and the new route no longer serves my office area. If I were to continue commuting via the Coaster, the nearest 473 stop would only get me within a 25 minute walk of my office along a very busy road, which would be approximately a 90 minute journey for both directions of my commute. Prior to the October 12 schedule changes, my commute takes approximately 1 hour in each direction. This 50% increase in an already long commute makes it very unappealing to continue commuting via NCTD services, and I will likely make the decision to commute via car the majority of the time instead.

I would also like to complain that the new Coaster service schedule that is going into effect on October 12th will also made it very difficult to continue commuting between Sorrento Valley and downtown SD. While my morning commute to work will remain unimpacted at approximately a 1hr duration, my evening commute home no longer had a reasonable Coaster Connection bus. The only Coaster Connection bus serves the 4:10PM train, and in an office with standard work hours of 9-5, this is not a viable option. While the 471 stop still runs near my office at later times, the coaster train schedule now results in a 30 minute wait at Sorrento valley train station. This means that my evening commute becomes closer to 90 minutes instead of the hour - again, making an already long commute much longer.

I am unsure if I will continue commuting via the Coaster after the October 12 schedule changes are implemented.

Thanks for your consideration,
Kathleen



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Kathleen Parker

PHONE: [REDACTED]

EMAIL: _____

ADDRESS: _____

CITY: _____

STATE: _____

ZIP: _____

DATE OF INCIDENT: _____

TIME: _____

LOCATION: _____

DESTINATION/DIRECTION: _____

ROUTE #: 471 + 472

BUS # _____

DRIVER: _____

Please describe in detail the incident or your complaint/compliment/comments:

I use 472 3-4 times per week (mornings) and

471 3-4 times per week (afternoons)

and eliminating these routes will mean I
can't take the coaster to work

From: Holly Moody <[REDACTED]>
Sent on: Wednesday, October 8, 2025 10:56:16 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Proposed changes to Coaster and Flex routes

Categories: Tracked To Dynamics 365

External Sender - From: (Holly Moody [REDACTED])

This message came from outside your organization.

Yes, I ride the Coaster daily for work from Oceanside to Sorrento Valley. I normally take the 7:16 am Coaster from Oceanside to Sorrento Valley. This Coaster route is sadly over on October 12th, which is going to make my schedule much more difficult.

I also ride the Coaster Connect shuttle route 471 in Sorrento Valley in the Mornings and in the afternoons. I hear they're proposing to remove route 471, I think this a horrible idea. Losing the 7:16 am Coaster and the 471 shuttle will make me have to rethink my continued use of the Coaster. It becomes a whole lot less convenient for me and is not much better than driving from Oceanside daily to Sorrento Valley for work.

It's over a 1.5 mile walk from my work to the Sorrento Valley coaster station and that's not exactly conducive to making me want to even deal with the Coaster at all.

All the new service changes have or will impact me negatively, in my opinion and will also lead me to stop using all the NCTD services after route 471 is canceled. I already think you don't have enough times that the Coaster Connect shuttles are running during the day and now you're going to take out routes leaving it with only two Coaster Connect routes after February.

These changes are terrible and should not be implemented if you want me to use your services into 2026 and beyond. Making things more inconvenient, more of a hassle without much additional pay off is a way to shoot your business in the foot. I know that I am not the only rider who thinks all the changes are trash.

Thank you for your time,

Holly M Moody [REDACTED]

From: Generic No-Reply Email Account <no-reply@nctd.org>
Sent on: Wednesday, October 8, 2025 10:58:35 PM
To: Distribution Group - CRM Planning <crm-planningdistributionlist@nctd.org>
Subject: Case NC-33894 has been assigned to Planning Researching Team for research

The following case [NC-33894](#) has been assigned to Planning Researching Team for research:

Case Type: Customer Feedback

Title: NC-33894

Description: Yes, I ride the Coaster daily for work from Oceanside to Sorrento Valley. I normally take the 7:16 am Coaster from Oceanside to Sorrento Valley. This Coaster route is sadly over on October 12th, which is going to make my schedule much more difficult. I also ride the Coaster Connect shuttle route 471 in Sorrento Valley in the Mornings and in the afternoons. I hear they're proposing to remove route 471, I think this a horrible idea. Losing the 7:16 am Coaster and the 471 shuttle will make me have to rethink my continued use of the Coaster. It becomes a whole lot less convenient for me and is not much better than driving from Oceanside daily to Sorrento Valley for work. It's over a 1.5 mile walk from my work to the Sorrento Valley coaster station and that's not exactly conducive to making me want to even deal with the Coaster at all. All the new service changes have or will impact me negatively, in my opinion and will also lead me to stop using all the NCTD services after route 471 is canceled. I already think you don't have enough times that the Coaster Connect shuttles are running during the day and now you're going to take out routes leaving it with only two Coaster Connect routes after February. These changes are terrible and should not be implemented if you want me to use your services into 2026 and beyond. Making things more inconvenient, more of a hassle without much additional pay off is a way to shoot your business in the foot. I know that I am not the only rider who thinks all the changes are trash. Thank you for your time, Also the email address provided on the signs at Sorrento Valley Coaster station list the email address to send comments about service changes "servicechanges@nctd.com" is bouncing emails as undeliverable when I sent my comments to it as of yesterday 10/07/2025, so I'm sending my comments and complaints about the wacky service changes that a planned. Holly M Moody

Incident Date: 10/8/2025 3:36 PM

Case Created On: 10/8/2025 3:44 PM

Location: In-Transit

Location Description:

Mode: FLEX

Route: FLEX - 471

Vehicle Number:

Transit Center:

Operator ID:

Sub-code: Service Request

Please update the findings field with the results of your research and then update the status reason field to "Pending Approval". Attach files to the Notes in the Timeline as needed.

As a reminder, we must contact the reporting party within 5 business days for complaint cases.

External Sender - From: (Robert Pridmore [REDACTED])

This message came from outside your organization.

[Learn More](#)

From: Robert Pridmore <[REDACTED]>
Sent on: Tuesday, October 14, 2025 12:02:10 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Coaster Connection

Categories: Tracked To Dynamics 365

Good Evening,

Changing the services makes zero sense to anyone that depends on these services. If anything more frequent and reliable options should be available. Taking any services away helps no one.

External Sender - From: [REDACTED]
This message came from outside your organization.

[Learn More](#)

From: Robert Pridmore <[REDACTED]>
Sent on: Monday, October 13, 2025 11:58:32 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Schedule change 472

Categories: Tracked To Dynamics 365

Good Afternoon, These changes seem to help none of the riders of the flex service from the coaster. Or any particular group of riders. Whomever chose to bring this up as a quality move never rode on any of these services. If anything, more public transport should be available, not less. I mean, as a society public transport should be the goal right?-----This email has been scanned for spam and viruses by Proofpoint Essentials. Visit the following link to report this email as spam:
https://us5.proofpointessentials.com/app/report_spam.php?mod_id=11&mod_option=logitem&report=1&type=easyspam&k=k1&payload=53616c7465645f5f820f801f0d17b0549f5036f4b6ccbe80adb23cdbcbedcea612b



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Jordan Rainwater

PHONE: [REDACTED]

EMAIL: [REDACTED]

ADDRESS: [REDACTED]

CITY: Oceanside

STATE: CA

ZIP: 92054

DATE OF INCIDENT: 10/15/25

TIME: 1645

LOCATION: Sorrento Valley Station

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

I drive the 471 PM bus. I have a lot of customers that rely on this route. I really hope that we can keep these.

External Sender - From: (jordan rainwater [REDACTED])

This message came from outside your organization.

[Learn More](#)

From: jordan rainwater <[REDACTED]>
Sent on: Thursday, October 9, 2025 12:52:18 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Route 471

Categories: Tracked To Dynamics 365

Hello,

My name is Jordan and I live in Oceanside, CA. I am a daily commuter, Mon-Fri, taking the coaster to the Sorrento Valley Station and transferring to the 471 bus to get to work in Mira Mesa. I'm deeply saddened by the proposal to eliminate the 471 bus as it is vital in getting me to work each and every day. This change will be a huge inconvenience and a great stress on me financially as I will most likely have to pay for an additional ride share service every day. I greatly appreciate the 471 service you guys provide and I hope that you will reconsider eliminating it. I know there are many more loyal riders that I see every day and we are all devastated about this news. Please reconsider this decision as it has been such a wonderful service to the community.

Thank you

[Sent from Yahoo Mail for iPhone](#)

From: Joy Relf [REDACTED]
Sent on: Friday, October 10, 2025 11:29:20 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Flex route 471

Categories: Tracked To Dynamics 365

External Sender - From: [REDACTED]
This message came from outside your organization.

[Learn More](#)

To whom it may concern,

I take the flex route 471 to connect me from my coaster train ride to work. I've been taking this connecting route for 11 years when it was still through MTS. The proposal to eliminate this route will affect my ability to commute to work. There are no public buses available at Sorrento valley station for us to use. These flex routes were designed to connect train riders to work, eliminating it will lessen the number of people taking the train.

There are other options that can be explored if you are concerned with savings and cost cutting. Some ideas or suggestions I can give are the following:

1. Combine route 471 and 472. Once combined, eliminate some stops.
2. Keep the 471 and 472 to run two loops only instead of four loops.
3. Promote to businesses the routes and coasters to attract more riders.
4. Cut costs in other areas.

I hope you all take into consideration how these changes you're proposing will greatly impact someone's life.

Thank you!
Joy



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: JOY RELF

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

Please keep route 471. We need this connection
to get to work.

External Sender - From: [REDACTED]
This message came from outside your organization.

[Learn More](#)

From: [REDACTED]
Sent on: Friday, October 31, 2025 11:02:45 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: FLEX Routes 471, 472

Categories: Tracked To Dynamics 365

HelloPlease do not eliminate FLEX Routes 471, 472 bus routes as currently this is my only mode of transportation to commute to my work from north county to Dexcom. I take the bus every weekday in the morning and in the evening. Thanks Oyuna Myagmar -----
This email has been scanned for spam and viruses by Proofpoint Essentials. Visit the following link to report this email as
spam:https://us5.proofpointessentials.com/app/report_spam.php?mod_id=11&mod_option=logitem&report=1&type=easyspam&k=k1&payload=53616c7465645f5f0f587a4ddb7c2d711c53d2b3fcea987009076478ad5aa6c5f1



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Oyuna Myagmar

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT: 10/14/2025

TIME:

LOCATION: DEXCOM
SEQUENCE DRIVE

DESTINATION/DIRECTION: SORRENTO VALLEY COASTER STATION

ROUTE #:

BUS #

DRIVER:

271

Please describe in detail the incident or your complaint/compliment/comments:

Ride Flex rate 2x per week.

From: Norma Guerrero [REDACTED]
Sent on: Tuesday, October 14, 2025 2:44:44 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Opposition to Proposed Elimination of FLEX Routes 471, 472, and 478

Categories: Tracked To Dynamics 365

External Sender - From: (Norma Guerrero [REDACTED])
This message came from outside your organization.

[Learn More](#)

Dear NCTD Service Planning Team,

I am writing to express my strong opposition to the proposed elimination of FLEX Route 471, which I personally rely on for peak-hour service between the Sorrento Valley COASTER Station and my workplace in Sorrento Valley East.

Route 471 is a vital part of my daily commute, providing essential first-mile/last-mile connectivity that allows me to use public transit efficiently. Eliminating this route would significantly disrupt my access to reliable transportation, increase my dependence on personal vehicles, and contribute to traffic congestion and environmental harm.

Beyond my personal experience, FLEX Routes like 471 serve a broader community of commuters in the tech, biotech, and research sectors. Their removal would disproportionately impact workers who depend on public transit, including those with limited mobility options or without access to a car.

While I understand the need to evaluate service performance, I urge NCTD to reconsider this proposal and explore alternatives such as route optimization or service adjustments rather than full elimination. I also encourage NCTD to expand its outreach efforts to ensure that all affected community members have the opportunity to provide input.

Thank you for considering this feedback. I hope NCTD will prioritize maintaining and improving transit connectivity in these critical employment corridors.

Respectfully,

Norma Arciga Guerrero
[REDACTED]

From: Norma Guerrero [REDACTED]
Sent on: Tuesday, October 14, 2025 2:46:33 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Please Keep FLEX Route 471 – A Vital Part of My Commute

Categories: Tracked To Dynamics 365

External Sender - From: (Norma Guerrero [REDACTED])
This message came from outside your organization.

[Learn More](#)

Dear NCTD Service Planning Team,

I'm writing as a regular rider of FLEX Route 471 to express my deep concern about the proposal to eliminate this service. I rely on Route 471 every weekday to get from the Sorrento Valley COASTER Station to my workplace in Sorrento Valley East. It's not just a bus route—it's a lifeline that makes my daily commute possible without driving.

As someone who chooses public transit to reduce my environmental impact and avoid the stress of freeway traffic, FLEX 471 has been an incredibly valuable part of my routine. Losing this route would force me to reconsider my entire commute, and likely push me toward driving—something I've worked hard to avoid.

I understand that service performance is being evaluated, but I urge you to consider the real-life impact this decision would have on riders like me. FLEX routes like 471 support working professionals, reduce congestion, and promote sustainable transportation. Eliminating them would be a step backward for our community and for transit accessibility.

Please reconsider this proposal and explore ways to improve or adjust the service rather than remove it entirely. I truly hope NCTD continues to support riders who depend on these connections.

Thank you for your time and for listening to rider feedback.

Respectfully,

Norma Arciga Guerrero
[REDACTED]

From: Alexandra <[REDACTED]>
Sent on: Wednesday, October 15, 2025 4:58:40 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
CC: Victoria Quintana-Osborne <vquintanaosborne@nctd.org>; Andy Untalan <auntalan@nctd.org>
Subject: Please Do Not Eliminate Bus Route 478

Categories: Tracked To Dynamics 365

External Sender - From: (Alexandra <[REDACTED]>
This message came from outside your organization.

[Learn More](#)

wanted to share my concern about the possible removal of Bus Route 478. This line is relied upon by many of us who work in the biotech sector along the corridor, and it provides one of the few dependable public transportation options for getting to and from work.

Cutting this route would make commuting significantly more difficult for employees who depend on it, and could discourage the use of public transit among a population that otherwise wants to reduce traffic and emissions.

Please reconsider any plans to discontinue Route 478 or reduce its frequency — it's a vital connection for many professionals in this area.

Thank you for taking the time to read this and for all you do to support San Diego's public transportation network.

From: Generic No-Reply Email Account <no-reply@nctd.org>
Sent on: Monday, October 13, 2025 10:57:43 PM
To: Distribution Group - CRM Planning <crm-planningdistributionlist@nctd.org>
Subject: Case NC-33993 has been assigned to Planning Researching Team for research

The following case [NC-33993](#) has been assigned to Planning Researching Team for research:

Case Type: Customer Feedback

Title: NC-33993

Description: Comment or Concern: I'm writing to share my concern about Bus Route 478. This is the only bus that connects the Sorrento Valley train station to my workplace, and several of us rely on it daily to get to and from the office. I understand that NCTD is reviewing whether to keep this route, and I strongly hope it continues. Losing Route 478 would remove the only public transit option available for many commuters in this area. Reason for Feedback: To express support for keeping Bus Route 478 in service. Requested Action: Please continue operating Bus Route 478 and consider its importance for employees who depend on it to access their workplaces from the train station. Additional Notes: Thank you for your time and for listening to feedback from riders who rely on this route every day.

Incident Date: 10/13/2025 2:11 PM

Case Created On: 10/13/2025 2:13 PM

Location: Transit Center

Location Description:

Mode:

Route:

Vehicle Number:

Transit Center: Sorrento Valley

Operator ID:

Sub-code: Service Request

Please update the findings field with the results of your research and then update the status reason field to "Pending Approval". Attach files to the Notes in the Timeline as needed.

As a reminder, we must contact the reporting party within 5 business days for complaint cases.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Alexandra McNelly

PHONE:

[REDACTED]

EMAIL:

[REDACTED]

ADDRESS:

[REDACTED]

CITY:

Oceanside

STATE:

CA

ZIP:

92056

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

478

BUS #

478

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

please keep this shuttle, I use it everyday-
I go to the office on a daily basis

I take the train from Carlsbad Village
and I get dropped off at Cellen
M-F every day

From: Alexandra McNely [REDACTED]
Sent on: Wednesday, October 15, 2025 4:56:29 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Regarding bus 478

Categories: Tracked To Dynamics 365

External Sender - From: (Alexandra McNely [REDACTED])
This message came from outside your organization.

[Learn More](#)

Dear San Diego Transit Planning Team,

I'm writing to express my concern regarding the potential removal of Bus Route 478. This route provides a critical connection for many employees in the biotech corridor, including those commuting to and from key offices in the area.

Eliminating this route would significantly impact accessibility for professionals who rely on public transportation to reach their workplaces. Beyond individual inconvenience, this change could affect recruitment and retention for local companies, as reliable transit options are an important factor for many employees.

I respectfully ask that the city reconsider any plans to discontinue or reduce service on Route 478. Maintaining this route supports San Diego's broader goals of sustainability, economic growth, and community connectivity.

Thank you for your time and consideration.

Alexandra McNely
[REDACTED]

External Sender - From: (Alexandra McNely [REDACTED])

[Learn More](#)

This message came from outside your organization.

From: Alexandra McNely [REDACTED]
Sent on: Wednesday, October 15, 2025 6:24:34 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
CC: Andy Untalan <auntalan@nctd.org>; Victoria Quintana-Osborne <vquintanaosborne@nctd.org>
Subject: 478 Bus Ride

Categories: Tracked To Dynamics 365

To whom this may concern,

I took the bus this morning, and I have to say, Felipe—our driver—is absolutely wonderful. He’s kind, thoughtful, and genuinely such a lovely person to see at the start of the day.

There were six of us on the bus, and we all ended up talking about how disappointing it is that this service is even up for discussion. Everyone agreed that it’s a valuable part of our mornings and our routine.

Just wanted to share that bit of perspective from the commute today.

Additionally, can you send me information on the city hall? Thanks!

Warm regards,

Alexandra McNely
Executive Assistant
Avidity Biosciences, Inc.
3020 Callan Road
San Diego, CA 92121
[REDACTED]

From: Generic No-Reply Email Account <no-reply@nctd.org>
Sent on: Monday, October 13, 2025 9:00:57 PM
To: Distribution Group - CRM Planning <crm-planningdistributionlist@nctd.org>
Subject: Case NC-33990 has been assigned to Planning Researching Team for research

The following case [NC-33990](#) has been assigned to Planning Researching Team for research:

Case Type: Customer Feedback

Title: NC-33990

Description: I am reaching out regarding Bus Route 478, which runs between the Sorrento Valley train station and the area near my workplace. I heard that a decision is being made this week about whether the route will continue. This route is essential for my daily commute, and several of my coworkers also rely on it to get to the office. Without it, there would be no direct public transportation option between the train station and our workplace. I hope NCTD will consider keeping Route 478 in service. It provides important access for local employees who depend on public transit. Thank you very much for your time and for considering this feedback.

Incident Date: 10/13/2025 8:00 AM

Case Created On: 10/13/2025 1:59 PM

Location: In-Transit

Location Description:

Mode: FLEX

Route: FLEX - 478

Vehicle Number:

Transit Center:

Operator ID:

Sub-code: Service Request

Please update the findings field with the results of your research and then update the status reason field to "Pending Approval". Attach files to the Notes in the Timeline as needed.

As a reminder, we must contact the reporting party within 5 business days for complaint cases.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Yolanda Ortiz

PHONE:

EMAIL:

ADDRESS:

CITY: Oceanside

STATE: CA

ZIP: 92058

DATE OF INCIDENT: 10/14/2025

TIME:

LOCATION: Sequence Drive

DESTINATION/DIRECTION: Sorrento Valley coaster

ROUTE #:

BUS #

DRIVER:

Station

4 plex 471

471

connects sorrento valley East via Mira Mesa.

Please describe in detail the incident or your complaint/compliment/comments:

Takes BUS 471 daily.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: *Mariana Ortiz*

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

Dexcom

ROUTE #:

BUS #

DRIVER:

Flex: #472

Please describe in detail the incident or your complaint/compliment/comments:

I used this route #5 times a week.

External Sender - From [REDACTED]
This message came from outside your organization.

[Learn More](#)

From: Yee, Jack [REDACTED]
Sent on: Tuesday, October 21, 2025 10:58:59 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Alter Solution to FLEX 478

Categories: Tracked To Dynamics 365

Hello NCTD,
I think I have an alternative to the elimination of route 478.

MTS used to operate route the 478 until it was turned over to NCTD in 2024. MTS operate route 985 that also cover the Torrey Pines territory that often parallel the 478. My suggestion is to expand the 985 to cover Science Center Drive and Coaster Station. That should cover biotech companies in the area and include the Coaster and MTS stations. This will also provide a convenience transfer point for those passengers that need to transfer from Coaster to Trolley and vice versa. It will not cover the UTC area.

Thank you
Jack Yee

External Sender - From: ("Yee, Jack" [REDACTED])

This message came from outside your organization.

[Learn More](#)

From: Yee, Jack [REDACTED]
Sent on: Monday, November 10, 2025 5:42:52 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Coaster Connection Changes

Categories: Tracked To Dynamics 365

Hello NCTD,

Instead of eliminating routes for the Coaster Connection, is it possible to create a single route for the east side and west side of the 805 freeway?

What I mean is combine the 471+472+473 = Coaster Connection East and 478+479 = Coaster Connection West. This way you will operate 2 buses and accommodate all passengers that might be impacted. You will just have to adjust the schedule timetable for the extended route.

Thank you
Jack Yee

From: Megan Allen [REDACTED]
Sent on: Tuesday, October 7, 2025 11:50:56 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Coaster Connection

Categories: Tracked To Dynamics 365

External Sender - From: (Megan Allen <[REDACTED]>)
This message came from outside your organization.

[Learn More](#)

Hi,

I am a regular passenger on the 471, I ride 2-3 days a week both in the morning and afternoon to and from the Sorrento Valley train station. I live in Carlsbad, and the coaster and shuttle have been a blessing to my commute, relieving 1-2 hours a day spent in traffic on the 805 and 5 freeways.

It's very disappointing to see the proposed cuts and changes to the flex routes. The new proposed route completely cuts off mine and other regular riders' pickups and dropoffs, and would add considerable time to my commute (which is already an hour) if I had to factor in walking (in addition to the schedule changes already being implemented to the morning coasters).

I can understand the desire for consolidation and the need to manage expenses in these times, but you'll be discouraging people from taking public transit by limiting the shuttle options, which in the end will only hurt the NCTD system when people decide to stop taking the coaster altogether.

Perhaps there is a way to expand the proposed 473 route to encompass the sequence Blvd loop, where many of the passengers are picked up and dropped off.

Thank you for taking feedback on this.

Megan Allen
[REDACTED]

External Sender - From: ("Allen, Megan" [REDACTED])

This message came from outside your organization.

[Learn More](#)

From: Allen, Megan [REDACTED]
Sent on: Tuesday, November 11, 2025 11:23:15 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: COASTER connection

Categories: Tracked To Dynamics 365

Hello,

I am writing regarding the proposed "consolidation" (elimination) of the Coaster connection routes 471, 472, and 478.

I have been riding the Coaster and utilizing the 471 2-3 times a week, morning and afternoon, to commute from Carlsbad to Sorrento Valley (specifically to Hologic, located at 10210 Genetic Center Drive) for over a year now. My goal was to increase the number to 4 days a week, but I'm not sure how that will work if your proposed changes are put into effect.

The proposal to force riders of the 471 to use the 473 instead would add a 20 minute walk to either end of my commute (an additional 40 minutes on top of the hour I already spend on the coaster and the shuttle) and more than an additional 30 minute walk on either end for other riders being dropped off at the Sequence Drive route near the Google sites, since the furthest east the 473 stops would be at Pacific Heights.

Hologic does not provide its own shuttle from the Coaster station. MTS does not connect to the Coaster station. It would be unreasonable to expect commuters to take the Coaster connection to an MTS stop and wait additional time (and pay more) for a connection from MTS. Many riders of the 471 and 472 are going to Dexcom, which also does not provide a shuttle connection to the Coaster station.

You are providing no other alternatives except driving every day, and traffic is already outrageous. On days where I drive, I spend anywhere from 40 minutes to 1hr 30 minutes in traffic **each way**. I am lucky that I have a car, but I know others on the 471 don't even drive. What are they supposed to do? Get new jobs?

Can you consider combining the 471 and 472 routes? From the numbers shared at the webinar events, you would equal the number of riders as the 473 if you did this and you would still be providing options to commuters. Would you consider alternating the routes or adding a 471 or 472 loop in the mix? Maybe one of the connections from the Coaster at one time takes the 473 route at one loop and another takes the 471 or 472 route at another loop. As commuters, we would be willing to flex our times for these options.

Many I have spoken with would also be willing to pay increased rates if it meant these routes could be maintained. On that note, have you considered that many of the commuters that utilize these routes would be forced to stop taking the coaster altogether, which will further impact your revenue and potentially cause more cuts in the future?

I hope that NCTD is taking the feedback from riders seriously when considering these proposed changes and the impact they will have.

Thanks,
Megan



Megan Allen [REDACTED]
Scientist 3,
Diagnostic Assay Development L 10210 Genetic Center Dr, San Diego, CA 92121

[Hologic.com](https://www.hologic.com)



From: Generic No-Reply Email Account <no-reply@nctd.org>
Sent on: Wednesday, October 8, 2025 12:10:15 AM
To: Distribution Group - CRM Planning <crm-planningdistributionlist@nctd.org>
Subject: Case NC-33873 has been assigned to Planning Researching Team for research

The following case [NC-33873](#) has been assigned to Planning Researching Team for research:

Case Type: Customer Feedback

Title: NC-33873

Description: Please keep the Bus 471, 472, and 473 lines open for all shifts. It is difficult to get to Sorrento Valley for work and they help me because I already walk 1 miles to work from the bus stop. The driver on the afternoon helps me get to the Scranton stop which would be a 3 mile walk for me without this line. I have back issues and neuropathy on my leg.

Incident Date: 10/7/2025 5:00 PM

Case Created On: 10/7/2025 5:04 PM

Location: In-Transit

Location Description:

Mode: FLEX

Route: FLEX - 471

Vehicle Number:

Transit Center:

Operator ID:

Sub-code: Service Request

Please update the findings field with the results of your research and then update the status reason field to "Pending Approval". Attach files to the Notes in the Timeline as needed.

As a reminder, we must contact the reporting party within 5 business days for complaint cases.

From: Chelsea Barilli [mailto:chelsea.barilli@nctd.org]
Sent on: Thursday, October 9, 2025 4:02:13 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: COASTER CONNECTION

Categories: Tracked To Dynamics 365

External Sender - From: (Chelsea Barilli [mailto:chelsea.barilli@nctd.org])

[Learn More](#)

This message came from outside your organization.

Dear NCTD Board and Planning Staff,

I'm writing to express my opposition to the proposal to eliminate FLEX Routes 471, 472, and 478. I live in Oceanside and work in the Torrey Pines area, and I rely on the COASTER and Route 478 every day to get to and from work.

This connection is essential for commuters like me who depend on public transit. Without the 478, I would have no reasonable way to get from the Sorrento Valley COASTER Station to my workplace. Losing this route would likely force many of us back into driving, which increases traffic, costs, and emissions.

Please reconsider removing these routes and look for ways to improve or adjust service instead. Even small changes—like better coordination with COASTER schedules or partnerships with local employers—could make a big difference in ridership.

Thank you for taking the time to hear from riders who depend on this service.

Sincerely,
Chelsea Barilli



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

David Stewart

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

471, 472, 478

Please describe in detail the incident or your complaint/compliment/comments:

PLEASE KEEP ALL

From: Ehsan Vessal [REDACTED]
Sent on: Monday, November 3, 2025 2:28:43 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Feedback on Proposed Changes to Sorrento Valley COASTER Connection Service

Categories: Tracked To Dynamics 365

External Sender - From: (Ehsan Vessal [REDACTED])

[Learn More](#)

This message came from outside your organization.

Hello

I am writing to provide feedback on the proposed changes to the COASTER connection service for Sorrento Valley.

As someone who frequently uses the 473 FLEX route, my shuttle service will not be impacted. However, if routes 471, 472, and 478 do get impacted and removed from the schedule I will strongly urge NCTD to provide expanded service on the 473 and 479 routes. I would ask that the COASTER connection service at least be added for the 620 COASTER train that arrives in Sorrento Valley at 5:30am. I would like the opportunity to be able to take the COASTER at that time, but since I require the connection service for Sorrento Valley this option is not available to me.

--Ehsan

From: John Sisco [REDACTED]
Sent on: Wednesday, October 22, 2025 1:10:06 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: FLEX Routes 471, 472, and 478: Proposed Consolidation of Sorrento Valley COASTER Connection Service

Categories: Tracked To Dynamics 365

(Disclaimer - writing this in a hurry, and life getting in the way of life. Apologize for grammar or semantics/syntax errors).

I have been a patron of the Coaster program using it mainly for my commute to work in the Sorrento Valley using the 478 Torrey Pines Shuttle. I am submitting my disapproval of the **Proposed Consolidation of Sorrento Valley COASTER Connection Service** for the following reasons stated below. Having been a customer since January 2014, I have seen many failures of the management of the Coaster program which has caused low ridership.

1. The paying "customer-experience" has never been the focus.

- a. NCTD does not focus on the "paying" customer-experience. It should focus on the biggest contributor which I believe would be the business commuter.
 - i. NCTD allows those under 18 to ride for free.
 1. This causes paying customers to have to stand.
 2. Paying commuters do not have room to locate their bikes or are inconvenienced due to non-paying customer occupying space, or trying to occupy cars that are full.
 3. The "free-loaders" are abusive, aggressive, and freely damage both paying commuters' personal property and NCTD property.
 - ii. If you want to allow them to continue for free, limit it to "non-business commuting times" (e.g., morning until 10, afternoon from 3-6), but I would recommend eliminating all together, it only encourages problems (and transports those problems between cities).
 - iii. Public safety has not been a focus allowing the mentally unstable, destructive, and public offenders (whatever you want to classify them) to be allowed to be a menace, threat to commuters, and cause delays when they initiate an incident.
- b. **Prioritize the paying commuter.** Many people have told me they no longer use the Coaster due to the above issues. NCTD needs better focus and management.
- c. Has NCTD bench-marked with MTS with improving ridership and shuttle service efficiencies in the area?
- d. Use your video on the train to check conditions, how many people are standing, what is happening with the e-bikes, and the hazards presented by non-paying commuters.

2. Improve the Outreach

- a. Outreach has occurred, but to the existing commuters. Helping commuters and employers with methods to engage potential work commuters has been minimal to almost non-existent.
- b. I do share my experience with many colleagues having worked at two businesses on this route, one on Science Center Drive and the current on Merryfield Row; however, I do not have the time currently to prepare and create an outreach and would recommend NCTD occasionally offer to meet at an employer's site.
 - i. If one exists, I am not aware, nor have the time to "hunt" for it online.
 - ii. I did have iCommute work with a previous employer, but the outreach was very minimal.
- c. Meeting with the new management at a Biocom meeting in 2024, I offered a few ways to potential reduce cost/improve environmental sustainability which would increase safety and reduce mileage/time/fuel-mileage expenses. It was not considered.

3. Many new technological space has recently opened along the 478 route.

- a. Here is an opportunity for growth of ridership.
- b. Will NCTD be holding an Outreach to these new prospects, I should hope so.

I am do not believe low ridership is the reason for the issues NCTD is experience, it is the mismanagement and wrong focus. If you eliminate the shuttle service, how much ridership loss are you willing to accept. I believe further customer-experience may dwindle as mismanagement continues.

Thank you for your time.

John Sisco



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Shannon Markey

PHONE:

[REDACTED]

EMAIL:

[REDACTED]

ADDRESS:

[REDACTED]

CITY:

Carlsbad

STATE:

CA

ZIP:

92008

DATE OF INCIDENT:

10/15/25

TIME:

1600

LOCATION:

Sorrento Coaster

DESTINATION/DIRECTION:

ROUTE #:

471/472/478

BUS #

DRIVER:

472

Please describe in detail the incident or your complaint/compliment/comments:

I have multiple riders that will have no ride to the coaster station if 472 is eliminated. They rely on our transportation.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Elizabeth

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #: 472, 471

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

There is nothing that comes to Sorrento Valley to help riders get to where they need to go. Instead of eliminating the routes maybe ~~we~~ try to promote the routes better, go to the local businesses and spread the word. Gain ridership, not eliminate.

Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: *Michael Angelo Veneracion*

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

Please keep route 471, 472, we need to get to work. Thank you

External Sender - From: ("Simmons, Anne" <[REDACTED]>)

This message came from outside your organization.

[Learn More](#)

From: Simmons, Anne [REDACTED]
Sent on: Thursday, November 6, 2025 6:30:29 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Feedback Regarding the Elimination of FLEX Routes 471, 472, and 478

Categories: Tracked To Dynamics 365

Good morning,

I am writing to provide feedback regarding the elimination of FLEX Routes 471, 472, and 478 – specifically Flex Routes 471 and 472.

I currently ride the Coaster from Carlsbad Village to Sorrento Valley at least 2 times a week and rely on Flex 471 to get to my office at Hologic. Prior to the creation of the new Hologic/Dexcom/Google route, I used Flex 472 and was able to walk through the Dexcom parking lot to get to my office. The elimination of both of these routes would eliminate my ability to use the Coaster to get to work. Understanding that Flex 473 could get me most of the way, it would not be an option on rainy days.

I strongly encourage you to consider keeping, at a minimum, Route 472 operating so that those that work at Hologic/Dexcom/Google have the option to continue to use this mode of transportation.

I appreciate your consideration.

Kind regards,

Anne Simmons



Anne Simmons | Executive Assistant to
Diana De Walt, SVP, Global Human Resources
Alana Dros, VP, Human Resources
Sara Scogland, VP, Human Resources

[REDACTED]
L 10210 Genetic Center Dr., San Diego, CA 92121



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Bianca Potts

PHONE: [REDACTED] EMAIL: [REDACTED]

ADDRESS: _____

CITY: Carlsbad STATE: _____ ZIP: _____

DATE OF INCIDENT: _____ TIME: _____

LOCATION: _____ DESTINATION/DIRECTION: _____

ROUTE #: _____ BUS # 471 DRIVER: _____

connects Sorrento Valley E. via Mira Mesa

Please describe in detail the incident or your complaint/compliment/comments:

2 x week

Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: EARL REUF

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

Please keep route 471. This is the only way to connect to work at Sorrento Valley Station. This is our livelihood. Without this connection, it will be impossible to connect to work due to health & personal issues.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Vally Hansen

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #: 471

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

I use the Coaster and Flex Route 471 to go to work Daily. If Flex Route 471 is removed, I will not have a way to get from Oceanside to Sorrento Valley. I would stop using the Coaster if Route ^{Flex} 471 is removed. There is no other Public transportation in Sorrento Valley that goes to the Coaster station Sorrento Valley. The walk from my work is 45 minutes on a good Day from work to Coaster station. This walk 2-ways would add an additional 2 hours to my trip each Day. This would make using the Coaster a nonviable option for me.

External Sender - From: (Jeffrey Palmer <[REDACTED]>
This message came from outside your organization.

[Learn More](#)

From: Jeffrey Palmer [REDACTED]
Sent on: Wednesday, October 15, 2025 7:43:37 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Please Don't Eliminate FLEX Routes 471 COASTER CONNECTION

Categories: Tracked To Dynamics 365

North County Transit District

ATTN: Director of Service Planning
810 Mission Avenue
Oceanside, CA 92054

Dear NCTD Board and Staff,

I am writing as the HR Director of Axillon Aerospace, a Sorrento Valley employer of constituents who regularly ride NCTD transit. We are deeply concerned about the North County Transit District's proposal to eliminate FLEX Route 471 which currently connect the Sorrento Valley COASTER Station to major job centers in Sorrento Mesa.

That route is the only practical way many of our employees can reach our workplace after taking the COASTER. Without it, countless commuters—including our employees—will lose a vital link in our daily travel. There are no safe or realistic alternatives for walking or biking from the station to our site and these employment areas.

Eliminating that route will have serious ripple effects across our region. If the COASTER connections disappear, many riders will be forced to drive instead. That means more cars on already-congested roads like I-5 and Mira Mesa Boulevard, worsening the region's traffic, air pollution, and commute times. It also undermines the goals of reducing vehicle emissions and promoting sustainable transportation in San Diego County.

I understand that NCTD must consider performance standards and ridership numbers, but I hope decision-makers can also consider the human and regional impacts of this decision. That route serves essential workers and professionals who are trying to do the right thing—taking transit instead of driving—and this proposal punishes that effort.

Public transit isn't just about ridership metrics—it's about keeping our region connected, equitable, and livable. Losing these routes would mean more traffic, more emissions, and fewer transportation options for working people.

Thank you for your time and for all the work you do for our community. I hope you'll reconsider this proposal and find a way to keep Sorrento Valley connected.

With sincere respect and concern,

Jeff Palmer
Director, Human Resources | Axillon Aerospace

📍 6650 Top Gun St, San Diego, CA 92121

📞 [REDACTED]
✉️ [REDACTED]



External Sender - From: (Malia Pahoa [REDACTED])

[Learn More](#)

This message came from outside your organization.

From: Malia Pahoa [REDACTED]
Sent on: Tuesday, November 11, 2025 5:38:10 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Service Planning - Coaster Connection 471

Categories: Tracked To Dynamics 365

Dear NCTD Planning Department,

I am writing to express my concern and strong opposition to the proposed removal of Coaster Connection Route 471. This route has been my primary mode of transportation for commuting to and from work, and its discontinuation would have a serious impact on my ability—and that of many others—to travel efficiently.

This connection consistently serves multiple passengers each trip; it is very rare to find the bus empty. For many riders, including myself, this connection represents not just convenience, but accessibility, reliability, and an environmentally responsible commuting option - a major impact in my decision.

Eliminating Route 471 would make daily travel significantly more difficult and could discourage public transit use at a time when sustainable transportation options should be expanding, not shrinking. I urge NCTD to reconsider this decision and to explore alternatives that preserve this vital route or provide an equivalent replacement service for affected riders.

Thank you for your attention to this matter and for your continued service to the community. I hope you will take into account the needs of regular riders who depend on Route 471.

Sincerely,

Malia Pahoa
Sent from my iPhone



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Nikolas Bryan

PHONE:

[REDACTED]

EMAIL:

[REDACTED]

ADDRESS:

[REDACTED]

CITY:

San Diego

STATE:

CA

ZIP:

92161

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

471

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

I take this route to Huennekens St. every morning.
I used to take it back to the station every afternoon
pre Oct 12.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Victor Pitt

PHONE:

[REDACTED]

EMAIL:

[REDACTED]

ADDRESS:

[REDACTED]

CITY:

PQ

STATE:

CA

ZIP:

92129

DATE OF INCIDENT:

10-14

TIME:

8 AM

LOCATION:

PQ

DESTINATION/DIRECTION:

Carmel Mt Plaza

ROUTE #:

BUS #

471

DRIVER:

471 + ²³⁷~~237~~ + 20 = 1.5 hr

Please describe in detail the incident or your complaint/compliment/comments:

I work for fabric8labs overnight and rely on this route to get to and from work.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Ellen Teneriella

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

472 / 473

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

10975 Barnes Canyon Rd - near off-ramp

location (Vividian). currently in Nancy Kitzel's

service by 473. Ability to use COASTON dependent

on it.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Allison Miller-Wing

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #: 472

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

I will have to walk in the dark if you eliminate 472. I will continue to take the train, but my commute will be much longer & more difficult.

Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: *ANTHONY PHAM*

PHONE: *(760*

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #: *472*

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

*we Need this route to go and Return from
work in the afternoon as well*

Thanks

Anthony



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500

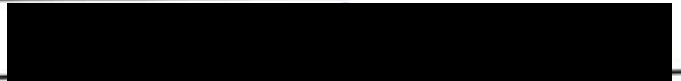


NAME:

Salvador Bravo

PHONE:

EMAIL:



ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

472

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

Please continue with route Loop 472,
It's essential for me to get to
my work place.

Thanks

Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

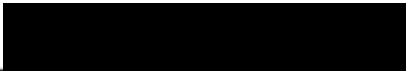
Customer Service: 760-966-6500



NAME:

Dashanna Pirole

PHONE:



EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

472

BUS #

DRIVER:

MAD Engine - 10525 Vista Sorrento ~~Pkwy~~ Parkway, SD 57124

Please describe in detail the incident or your complaint/compliment/comments:

I need this route to go to work! 5x a day



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Dennis Arenas

PHONE:

[REDACTED]

EMAIL:

[REDACTED]

ADDRESS:

[REDACTED]

CITY:

Visita

STATE:

CA

ZIP:

92083

DATE OF INCIDENT:

TIME:

LOCATION:

Lusk Blvd

DESTINATION/DIRECTION:

Veracyte

ROUTE #:

472

BUS #

472

DRIVER:

Santa valley

Please describe in detail the incident or your complaint/compliment/comments:

+ Take bus daily due inability to drive / No license



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Ross Gardner

PHONE:

[REDACTED]

EMAIL:

[REDACTED]

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

472

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

*Please do ~~not~~ eliminate route 472. I use this
in the morning and evening to go to /from
the Sorrento Valley Coaster station to Qualcomm
building on Barnes Canyon Road 5 days a week.*

*The morning run is before the Qualcomm shuttles
operate.*



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

HEATHER ZWEBER

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

472

472

MELISSA

Please describe in detail the incident or your complaint/compliment/comments:

REQUEST TO NOT ELIMINATE ROUTE 472

I HAVE BEEN TAKING THE BUS FOR 25 YEARS
AND RELY ON YOUR EXCELLENT SERVICE TO
GET ME TO AND FROM WORK IN A TIMELY
MANNER. YOU ARE RELIABLE.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Jessica Cerrantes

PHONE: _____ EMAIL: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

DATE OF INCIDENT: _____ TIME: _____

LOCATION: _____ DESTINATION/DIRECTION: _____

ROUTE #: _____ BUS # _____ DRIVER: _____

Please describe in detail the incident or your complaint/compliment/comments:

472 has never been eliminated, people on the coaster (rider ship) has gone up + more people are slowly taking route 472. ~~Based~~ They are required to come back to work now 5 days out of the week now.

Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Katie Whitmore

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #: 472

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

Please don't remove route 472,
there is no other route to my
worksites so I would have to
stop using the coaster.
Thank you 😊

External Sender - From: ("Laura Hale, PhD" [REDACTED])

This message came from outside your organization.

[Learn More](#)

From: Laura Hale, PhD [REDACTED]
Sent on: Wednesday, October 29, 2025 12:22:33 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: COASTER Connection

Categories: Tracked To Dynamics 365

Dear Director of Services Planning,

Thank you for collecting feedback about the proposed changes to FLEX shuttle routes in Sorrento Valley.

I'm writing on behalf of FLEX shuttle users at Veracyte Labs SD on Lusk Blvd. Veracyte's riders commented that they use the 472 Flex shuttle regularly Tuesday-Friday (we have shift workers that work on the weekend). The riders are lower-wage employees and rely on public transportation as a low cost solution for commuting. Without the shuttle they would need to rely on more expensive forms of transport in terms of time and cost.

I appreciate NCT for stepping up and taking on routes with historically low ridership. Going forward I hope NCT is able to continue providing this valuable service to an underserved segment of SD's workforce.

Thank you very much.

Sincerely,
Laura Hale

[Laura Hale, PhD](#) | Manager, Environmental Health & Safety

[REDACTED]
Veracyte, Inc. | www.veracyte.com



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Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: *MARY ANN VENERACION*

PHONE:



EMAIL:



ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

*Please Keep 472 so we can get to work.
Really helpful. Thanks.*



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: *Moneque Flores*

PHONE:

EMAIL:

ADDRESS:

CITY: *Carlsbad* STATE: *CA* ZIP: *92008*

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #: *472*

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

*As a single mother of 6 I use this route
M-F to get to work and support my family.*

External Sender - From: (Nevo Magnezi [REDACTED])

This message came from outside your organization.

[Learn More](#)

From: Nevo Magnezi [REDACTED]
Sent on: Tuesday, October 21, 2025 11:47:06 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Feedback regarding discontinuation of 472 Coaster Connection Route

Categories: Tracked To Dynamics 365

Hello,

I'm writing to share feedback on the planned changes to the Sorrento Valley Coaster Connection service.

I commute daily via the Coaster from Downtown San Diego to Sorrento Valley. Most days, I bike from the station to my workplace, but on roughly 20% of days, I rely on the 472 shuttle instead. The recent Coaster schedule improvements—especially the increased midday frequency—have been helpful for flexible work schedules. However, the 472 shuttle now rarely aligns with my southbound train, making it difficult to use.

My employer offers a shuttle from the Sorrento Valley Station, but it stops running at 4:30 PM. Many of us use the employer shuttle in the morning when the 472 isn't available, and rely on the 472 in the evening when the employer shuttle isn't operating.

With the proposed consolidated service, I'm disappointed to see that my nearest stop—Barnes Canyon Rd & Pacific Heights Blvd—is no longer supported. I generally prefer the NCTD shuttle over my employer's due to its reliability, professionalism, and ease of use. However, the reduced frequency and added buffer time before train arrivals make it less practical for my commute.

Please consider that many Sorrento Valley employees use subsidized monthly passes paid with pre-tax dollars. These riders often have higher incomes than the average transit user. NCTD could capitalize on this by offering a Sorrento Valley add-on service or removing the 2-Zone vs. 3-Zone fare distinction to help fund the Coaster Connection shuttles. Personally, I'd be willing to pay around \$30 more per month for consistent shuttle service to a stop near my workplace.

Sincerely,
Nevo Magnezi

Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Ram Viswanathan

PHONE:

EMAIL:

ADDRESS:

CITY: Carlsbad

STATE: CA

ZIP: 92009

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

472

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

This bus has been a great way for me to get to Qualcomm offices. I have been a regular user since 2015 (MTS INTCD). Please keep this route. The new 8:30 train makes this very important.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Robert Harris

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

422

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

More routes are needed not less. To take away routes is doing harm not helping anyone.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500

NAME:

Fernando Sanchez



PHONE:

[REDACTED]

EMAIL:

[REDACTED]

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

472

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

I work at Qualcomm & been riding Coaster Prior to Covid. Now that Qualcomm is mandating 5 days in the office, I ride it everyday Now Starting October 1, 2025.

My work can offer a Shuttle but Note that after 4:30 P.m. I would be stranded and its a long walk from Qualcomm Bt building on Pacific Center Ct. by Spectrum Center also.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: *Shalini Krishnamoorthi*

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #: *472*

BUS # *472*

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

I take 472 10:10 AM previously and now 8:50 AM bus to commute to my workplace. I would like to keep this route to help reach office on time - Thanks.

Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: *SHIREYA GADDAM*

PHONE: [REDACTED]

EMAIL:

ADDRESS: [REDACTED]

CITY: *San Diego*

STATE: *CA*

ZIP: *92104*

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION: *Sorrento — Old Town*

ROUTE #: *442*

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

Everyday



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Salome Solomon

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS # 472

DRIVER: Shannon

Please describe in detail the incident or your complaint/compliment/comments:

I love riding the 472 daily to + from the train station for work. It's truly so convenient and without it my commute from my home in North Park to work in Sorrento valley becomes quite difficult. The 472 in particular is great because me and plenty other Qualcomm + biotech employees rely on this route to get home in a timely manner.

Thank you!

- Salome



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

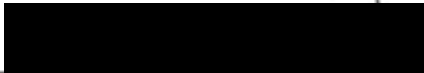
Customer Service: 760-966-6500



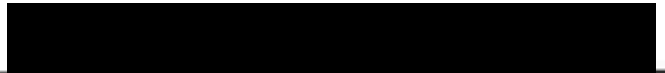
NAME:

Jennifer Topzand

PHONE:



EMAIL:



ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

472

Please describe in detail the incident or your complaint/compliment/comments:

Please do not ditch my Flex Bus.

I take the 5:05 Sprinter, to the 5:54 Coaster, to the 6:20 Flex Bus to get to work everyday on Pacific Heights Blvd. I turn around & take the same method to get home. The time is dependent on when I get out of work. But it is great to have options.

W/o the Flex Bus, I will have to drive. Not awesome!! Please pursue saving\$ in alternate methods.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Ileana Rivera

PHONE:

[REDACTED]

EMAIL:

[REDACTED]

ADDRESS:

29

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

473

3001

Ileana

Please describe in detail the incident or your complaint/compliment/comments:

*Please keep route, passenger are upset
about terminating some of them.
We need them.*

From: Generic No-Reply Email Account <no-reply@nctd.org>
Sent on: Monday, October 13, 2025 9:04:55 PM
To: Distribution Group - CRM Planning <crm-planningdistributionlist@nctd.org>
Subject: Case NC-33992 has been assigned to Planning Researching Team for research

The following case [NC-33992](#) has been assigned to Planning Researching Team for research:

Case Type: Customer Feedback

Title: NC-33992

Description: I rely on this route to get to work every day and removing it would have a significant impact on my commute. I kindly ask that you reconsider discontinuing it.

Incident Date: 10/13/2025 8:00 AM

Case Created On: 10/13/2025 2:02 PM

Location: In-Transit

Location Description:

Mode: FLEX

Route: FLEX - 478

Vehicle Number:

Transit Center:

Operator ID:

Sub-code: Service Request

Please update the findings field with the results of your research and then update the status reason field to "Pending Approval". Attach files to the Notes in the Timeline as needed.

As a reminder, we must contact the reporting party within 5 business days for complaint cases.

From: Bianca Lam [REDACTED]
Sent on: Saturday, October 18, 2025 9:34:24 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: 478 Sorrento Valley Coaster Connection (KEEP SERVICE)

Categories: Tracked To Dynamics 365

External Sender - From: (Bianca Lam [REDACTED])
This message came from outside your organization.

[Learn More](#)

I utilize the 478 to commute to and from my job at Johnson & Johnson near Torrey Pines Road when I take the Coaster.

I have noticed less reliable Coaster service (canceled or late) and overly crowded trains since the Covid pandemic. I suggest improving Coaster service and the connections will be utilized more.

The Torrey Pines area is a location of several biotech companies and the Scripps Green hospital. Losing the 478 shuttle service will cut off many (or potential) biotech/hospital employees and patients.

Sincerely,
Coaster rider, Bianca



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: **LEONA FLORES**

PHONE: [REDACTED]

EMAIL: [REDACTED]

ADDRESS: [REDACTED]

CITY: **Carlsbad**

STATE: **CA**

ZIP: **92010**

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #: **478**

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

- 1) I'm commenting on the proposed removal of the FLEX 478 out of Sorrento Valley station. This route serves the upper mesa along Torrey Pines. We been taking this shuttle for over 5 years in order to get to Salk Institute and now Sanford Burnham Prebys. This is the only way (besides Uber/Lyft) that I can get to and from the station. It serves many of my colleagues (I'm a scientist / VP for Research Operations) at Salk, Avidity, Pfizer and Novartis. I've been a Coaster rider for the past 25 years (to VCSU, SDSU, Salk, SBB) and have seen the cutbacks to our shuttle services, which is sad because we choose to take Public Transportation.
- 2) Also, the Coaster needs a "bike/e-bike only" car like the Metro. I've been in unsafe riding situations due to the many e-bikes now present.

From: Mitchell Christy [REDACTED]
Sent on: Tuesday, October 14, 2025 4:33:14 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Flex Route 478 Cancellation - Comments

Categories: Tracked To Dynamics 365

External Sender - From: (Mitchell Christy [REDACTED])

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This message came from outside your organization.

Good morning,

I am a San Diego city resident working in the Torrey Pines area. I and others who ride the 478 Flex shuttle recently learned of the plan to eliminate the route. I could not disagree more with this plan, and want to make the NCTD board aware of the poor choice to cut service. I have been riding this route along with several co-workers for over 2 years and it is the primary reason I ride the Coaster. If this route is eliminated, there will be no transit alternative for me and others from the Sorrento Valley station. NCTD is not necessarily to blame for the station's isolated location, however the shuttle is a critical lifeline that connects the station to the jobs centers at UTC and Torrey Pines. I am not a car owner and rely on the Coaster and the Flex shuttle to get to work Monday through Friday as do many of the other riders. Without the shuttle I will be forced to find a much more lengthy alternative route, purchase an expensive e-bike, or use a rideshare. I strongly urge the Board to reconsider this service cancellation. This service cut will inevitably lead to more cars on the road and reduced Coaster ridership. As a dedicated transit rider I feel like this decision is short-sighted and 'failure to meet performance standards' is a vague and arbitrary reason to make service cuts, especially considering NCTD has been operating this route for so little time after MTS relinquished it.

Please don't do this,

Mitchell Christy
Avidity Biosciences
3020 Callan Rd, San Diego, CA 92121



Rider Report

Please Scan the QR below from your mobile device to visit us online.

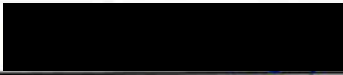
Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: *Tai Nguyen*

PHONE:



EMAIL:



ADDRESS:



CITY:

Oceanside

STATE: *CA*

ZIP:

92054

DATE OF INCIDENT:

10/15/25

TIME:

LOCATION:

Sorrento Valley

DESTINATION/DIRECTION:

ROUTE #:

478

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

*I take 478 route 4-5 times a week to Scripps research
it's quite crucial that this route maintain. It's very useful to
have this shuttle*

External Sender - From: (Nora Gintowt [REDACTED])

This message came from outside your organization.

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From: Nora Gintowt [REDACTED]
Sent on: Wednesday, October 15, 2025 4:49:30 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Elimination of Flex 478 - Sorrento Valley Train Station to Torrey Pines

Categories: Tracked To Dynamics 365

Good evening, NCTD Authority,

Since being called back to the office in March 2022, I have been a consistent Coaster-shuttle rider. When my building was on the east side of Campus, I used the Flex 479. In May 2025, my location was moved to the west side of Campus, and I began to take Flex 478 three days a week. I am committed to public transportation, but it is the last mile that is critical to making it work. Without Flex 478, my commute becomes more arduous. Please reconsider the elimination of Flex 478.

Sincerely,
Nora Gintowt
Carlsbad, CA

External Sender - From: ("Guevara-Riveros, Paola" [REDACTED])

This message came from outside your organization.

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From: Guevara-Riveros, Paola [REDACTED]
Sent on: Tuesday, October 21, 2025 5:13:56 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: 478 Shuttle - Sorrento Valley COASTER station

Categories: Tracked To Dynamics 365

Dear NCTD Team,

I recently learned that NCTD is considering stopping the shuttle service from Sorrento Valley Coaster Station.

Nitto BioPharma Inc. (NBPI) has subsidized public transportation passes for employees to incentivize greener transportation to the site. We depend on the continued service of the shuttle to our area to continue our program.

Our hope is for your continued support with this service as it is important to our sustainability journey. This service affects passengers daily, and this decision can leave them with no transportation options. If this transition takes place, we ask that your decision include alternatives and solutions for passengers so they can continue with their green transportation.

Thank you for your time,

Paola Guevara Riveros, CSP
Sr. Manager, Environmental Health and Safety

Nitto BioPharma, Inc.
10618 Science Center Drive
San Diego, CA 92121

[REDACTED]
Pronouns: She/her/hers

Think sustainably – Take advantage of electronic communication and avoid printing this e-mail.

External Sender - From: ("Johnson, Sharon" [REDACTED])

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This message came from outside your organization.

From: Johnson, Sharon [REDACTED]
Sent on: Wednesday, October 15, 2025 9:16:42 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: 478 Shuttle ending?????
Urgent: High

Follow up: Follow up

Start date: Wednesday, October 15, 2025 12:00:00 AM

Due date: Wednesday, October 15, 2025 12:00:00 AM

Categories: Tracked To Dynamics 365

Good afternoon I have been riding the coaster for over 20 yrs and work as a R.N. at Scripps Clinic Torrey Pines. This sadness me to think we may lose our shuttle to and from Sorrento Valley. Yes our rider ship declined after COVID(remote work from home became an option for some) and also times changed so it effected people who could no longer use it. If you think about it there are only 2 ways off the Torrey Pines Hill to 5 N or S. THis will just add more traffic on the hill and also affect"global warming." I think there could be a better way to adjust routes and not be wasteful in the gas mileage. And somehow maybe even combine the 478 and 479. I have a bit more flexible schedule but for some not so flexible. I also understand the "bottom line" issues but I think being more creative thinking could be accomplished. It has saved many of us \$\$\$ in GAS and also provides downtime due to destress before and after work. Plus we have established good rapport and friendships with our co-riders, drivers and train staff. Please really rethink this issue. And Thank you for taking the time to read my thoughts. Sheri Johnson.

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External Sender - From: [REDACTED]
This message came from outside your organization.

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From: [REDACTED]
Sent on: Wednesday, October 22, 2025 3:08:32 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Regarding route 478

Categories: Tracked To Dynamics 365

To whom it may concern: I would very much like to advocate for maintaining route 478 which services the biotech community on Torrey Pines Rd. I work at Vertex Pharmaceuticals and have no option to get to my work site from the train station except this bus route. While during and just after COVID traffic patterns were light obviating the need for public transportation choices, companies have required workers to come back on site. With the elimination of carpool option for electric vehicles as well, traffic during Tuesday to Thursday on I5 south has gotten very congested. I have just today (10/21) returned to using the train during these days and was disappointed to learn that my option to use this in the future will be eliminated. Pre-Covid I took the train for 10 years and have still maintained my work rail benefit after COVID (buying a monthly pass) though I was not a regular train user. I will be forced to cancel this pass if there is no option to take a shuttle to my place of work. I hope you will consider that ridership in the future will increase as traffic is approaching preCOVID conditions. If the route 478 can be maintained I plan to use this option 3 days a week to avoid traffic congestion. Sincerely, Sundeep Shah Sent from my iPhone-----
This email has been scanned for spam and viruses by Proofpoint Essentials. Visit the following link to report this email as spam: https://us5.proofpointessentials.com/app/report_spam.php?mod_id=11&mod_option=logitem&report=1&type=easyspam&k=k1&payload=53616c7465645f5f3886e385d64564e16003b9ef8d06e05057e4e375d58257e795

From: [REDACTED]
Sent on: Wednesday, October 15, 2025 2:10:32 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Feedback on proposed elimination of FLEX route 478

Categories: Tracked To Dynamics 365

Policy Imperative: Why the FLEX 478 Torrey Pines Connection Must Be Maintained and Optimized

I. Executive Summary: A Strategic Imperative, Not an Operational Liability

The North County Transit District (NCTD) staff has proposed the elimination of FLEX Routes 471, 472, and 478, effective Sunday, February 8, 2026, citing a failure to meet established performance standards. This report specifically addresses the profound strategic and economic risks inherent in canceling FLEX Route 478, the dedicated COASTER Connection serving the critical Torrey Pines Life Sciences Mesa. This decision, predicated on isolated operational metrics, risks undermining years of regional transportation investment and severely handicapping the San Diego region's most productive economic engine. The analysis presented herein firmly establishes that the FLEX 478 is not a redundant route but an indispensable piece of regional economic infrastructure, linking the high-wage job centers of Torrey Pines to the North County commuter base. Eliminating this service would represent a major policy inconsistency, bypassing mandated pre-elimination improvement protocols and sacrificing strategic regional utility for marginal operational savings.

Key Findings and Strategic Context

- Policy Inconsistency and Procedural Failure:** The NCTD Service Design Guidelines explicitly require that low-performing routes undergo targeted improvements—including dedicated marketing, service span modifications, and restructuring—before elimination is authorized. The proposal to eliminate FLEX 478, a service newly restored/implemented in FY2024 (June 2024 launch), demonstrates a premature abandonment of the route prior to fulfilling these mandated policy steps.
- High Economic and Human Capital Value:** The route provides essential last-mile connectivity to institutions like Scripps Green Hospital, Scripps Research, the Salk Institute, Sanford Burnham Prebys, General Atomics, and major biotech firms like Pfizer, Vertex, Avidity Biosciences, Johnson & Johnson, and Lilly. This area constitutes the core of the U.S.'s 3rd largest Life Sciences cluster, generating over \$20 billion in direct economic impact. The service acts as a crucial recruitment incentive and human capital retention tool, particularly for the nearly 60,000 workers commuting from North County.
- Critical Congestion Mitigation:** The FLEX 478 provides a vital, reliable alternative for commuters facing chronic, peak-hour Level-of-Service F (LOS F) conditions on the Interstate 5 (I-5) corridor, particularly during seasonal traffic spikes such as the Del Mar race season. Eliminating this service forces commuters back into Single Occupancy Vehicles (SOVs), immediately worsening congestion on the freeway and key arterials like Genesee Avenue, which already experiences severe peak-hour queuing.

Core Recommendation

The proposed cancellation of FLEX Route 478 must be immediately reversed. Instead, the NCTD should mandate a 12-month intensive service optimization trial, implementing the required operational improvements and a professional, targeted marketing campaign. The focus must shift from viewing the FLEX 478 as a standalone operational liability to recognizing its role as a necessary cost center that protects and enhances the overall strategic value of the COASTER rail line and supports regional economic preeminence.

II. Context and Policy Critique: A Premature Decision

A. The Proposed Service Elimination and Operational Context

The North County Transit District has officially signaled its intent to eliminate FLEX Routes 471, 472, and 478, which collectively form the critical Sorrento Valley COASTER Connection (SVCC) network. The planned discontinuation date is Sunday, February 8, 2026, with the primary justification being the routes' failure to achieve the mandated performance standards outlined in NCTD's Service Design Guidelines. This formal notification has initiated a public comment process, noting a deadline of November 19 for formal submissions regarding the proposed change. The current SVCC routes, including the FLEX 478 serving Torrey Pines via Genesee Avenue, were launched recently, as part of a service change implemented in FY2024 (following an initial proposal in April 2024). This implementation was a direct response to a gap created when the San Diego Metropolitan Transit System (MTS) discontinued its operation of five SVCC routes due to operational and budgetary constraints. NCTD proactively recognized the "regional importance of Sorrento Valley and the need for a transit connection" to the area's medical, business, and educational destinations. Furthermore, the reinstatement of this service was hailed as a significant achievement, restoring and expanding crucial connectivity to one of San Diego's biggest economic hubs.

B. Policy Discrepancy: Bypassing Mandatory Route Improvement Protocols

The decision to eliminate FLEX 478 appears procedurally flawed, contradicting the NCTD's own internal requirements for managing underperforming routes. The Service Design Guidelines contain explicit protocols for addressing routes that do not meet performance targets. Specifically, if a route underperforms for an entire fiscal year, NCTD policy dictates that staff must first implement measures to improve the route. These necessary steps include "Targeted marketing of the route," "Service span and/or frequency modifications," and "Restructuring of the route." The haste to eliminate the FLEX 478 route—which only became operational in its current form in June 2024—before implementing and fully evaluating these mandatory mitigation measures suggests a negotiation of NCTD's own service guidelines. This decision essentially short-circuits the required "Demonstration Status Route Monitoring" process designed to ensure that new services are given a fair chance to succeed and are appropriately measured before they are transitioned from demonstration status to permanent operation or cancellation. Given that regional transit ridership has been recovering from the systemic impacts of the COVID-19 pandemic—with systemwide ridership remaining significantly below pre-pandemic levels (e.g., 32% below FY19 levels in December 2022)—it is essential that newly restored services be given sufficient time and proactive support to mature before being judged by performance metrics designed for established routes.

C. Critique of Metrics: Strategic Value vs. Operational Productivity

The rationale for cancellation rests on the failure of the FLEX 478 to meet generalized performance standards. However, the application of standard fixed-route performance metrics to this highly specialized commuter service is inappropriate. FLEX services were initially instituted to provide coverage in low-demand, low-density areas where a traditional fixed-route bus service would be infeasible. Unsurprisingly, NCTD's data confirms that FLEX services, system-wide, consistently perform poorly compared to BREEZE fixed-route service, carrying significantly less riders per hour with a much higher cost per passenger.

The FLEX 478, however, operates not merely for coverage but as a dedicated *peak-hour commuter feeder*, providing indispensable first-mile/last-mile efficiency. Its strategic utility is measured by its contribution to the success of the COASTER commuter rail, which was the third most-used station in the SANDAG region last year. If NCTD uses generalized low-performance metrics to justify the removal of this specialized last-mile connection, it creates significant friction for the total North County commute. High-value professional commuters, who prioritize time and reliability, will perceive the entire transit option as unreliable, prompting a reversion to driving and thereby undermining the multi-million dollar regional investment in the COASTER trunk line. The strategic cost of depressing ridership on the entire COASTER route far outweighs the marginal operational deficit of the shuttle itself.

A. San Diego's Role as a Global Life Sciences Powerhouse

The Torrey Pines Mesa represents one of the most economically vital, productive, and concentrated job centers in the entire San Diego region. The decision to eliminate dedicated transit access to this area fails to recognize the immense strategic value of the corridor. San Diego has long been established as a major hub for life sciences, home to over 1,300 companies, and is internationally recognized as the 3rd largest Life Sciences market in the United States.

This industry drives massive economic activity, generating a direct economic impact exceeding \$20 billion annually. It is characterized by intense capital investment, with San Diego companies receiving \$3.4 billion in venture capital funding in the first half of 2021 alone. The sector employs over 68,000 people regionally, offering high-wage employment with an average annual salary of \$130,000. The concentration of this employment in northern submarkets—Torrey Pines, UTC, Sorrento Mesa, and Sorrento Valley—underscores the critical nature of seamless transportation access to these areas. Cutting the FLEX 478 risks isolating a stable, high-growth sector that has demonstrated remarkable resilience, sustaining demand even during national economic downturns.

B. Torrey Pines Mesa: A Crucial, Congestion-Prone Node

The Torrey Pines submarket stands out within the broader San Diego life sciences real estate landscape as exceptionally tight and in high demand. Recent data confirms that while nearby core life science submarkets like Sorrento Valley and Sorrento Mesa reported direct availability rates exceeding 30% and 36% respectively in Q2 2025, Torrey Pines remained significantly tighter, with a direct availability rate of only 11.5%. This concentration of high-value research and manufacturing activity highlights the critical density and importance of the employment center served directly by FLEX 478.

The route provides essential last-mile access to numerous institutional and corporate anchors that are crucial for the regional and national economy. These destinations include General Atomics, which has stops near its facilities (John Hopkins Ct and General Atomics Ct), as well as major pharmaceutical and biotechnology firms such as Pfizer, Vertex, Avidity Biosciences, Johnson & Johnson, and Lilly. Furthermore, the area is continually expanding, with new, fully-leased Class A laboratory campuses, such as Callan Ridge (leased by Avidity Biosciences, a Bristol-Myers Squibb research partner), continually being developed adjacent to the Torrey Pines Science Park. Providing transit to this dynamic, high-density cluster is an act of supporting regional economic expansion.

C. The Shuttle as Human Capital Infrastructure and Recruiting Tool

The primary target demographic for the FLEX 478 service consists of skilled workers commuting into the Sorrento Valley area. Regional data confirms that nearly 60,000 workers travel into this employment center from North County. These commuters rely on the integrated COASTER and FLEX system to bypass the debilitating traffic that characterizes the I-5 corridor, making the entire transit connection a high-value perk.

In a competitive market for specialized talent, especially within the high-wage life sciences field, ease of commute serves as a concrete, non-monetary incentive that enhances regional quality of life. The FLEX 478 acts as vital human capital infrastructure, attracting and retaining employees who prefer to live in North County communities while working on the Torrey Pines Mesa. By linking residential areas to concentrated employment centers, the shuttle mitigates region-wide housing and traffic challenges. Eliminating this reliable link degrades the attractiveness of the region's commuting options, potentially deterring world-class scientific and technical talent from locating in North County. Such a reduction in connectivity risks giving the San Diego commuting environment a perception of being "third-world level," a profoundly unfortunate assessment given the world-class status of the research institutions the route serves.

The economic profile of the area confirms that the FLEX 478 is indispensable to supporting the continued vitality and competitive advantage of this job market.

Table: Economic Profile and Transit Linkage of the Torrey Pines Cluster

Metric	Value	Significance
U.S. Life Sciences Market Ranking	3rd Largest	Confirms global importance of the San Diego ecosystem.
Direct Annual Economic Impact	Over \$20 Billion	Demonstrates the high-value activity supported by the region.
Torrey Pines Direct Availability Rate (Q2 2025)	11.5% (Tighter Market)	Indicative of the critical economic density served by FLEX 478.
Average Life Sciences Wage	\$130,000+	High value of the workforce targeted by commuter service.
North County Commuters to Area	Nearly 60,000 workers	Primary target demographic for COASTER/FLEX 478 connection.

IV. Access to World-Class Institutions: The Cost of Isolation

A. Direct Service to Critical Research and Healthcare Destinations

The FLEX 478 route provides essential transit access to a cluster of globally significant research and healthcare institutions located on the Torrey Pines Mesa. These facilities—many of which rely on staff and patients traveling from North County—require reliable public transportation links that the FLEX 478 specifically offers.

- Scripps Green Hospital and Scripps Research:** The FLEX 478 explicitly lists Scripps Green Hospital as a primary destination and includes a stop at "N Torrey Pines Rd & Scripps Clinic Drwy". This connection is critical for staff members and, crucially, for patients traveling for appointments or treatment who require easy, low-stress access from the Sorrento Valley COASTER station. The availability of this shuttle supports healthcare access for a wide geographic area.
- Salk Institute for Biological Studies:** Although not a direct endpoint, the Salk Institute is served proximally. Existing transit information indicates that stops near the Salk Institute, such as "N Torrey Pines Rd & Scripps Clinic Drwy" and "N Torrey Pines Rd & Salk Institute Rd," are within a manageable walking distance for commuters.
- Sanford Burnham Prebys Medical Discovery Institute:** Similarly, the Sanford Burnham Prebys Medical Discovery Institute is accessible via the stops along Science Park Road and Torreyana Road, such as "Torreyana Rd & Road To The Cure & Science Park Rd". These stops serve the dense research park area where the institution and numerous related biotech firms are situated.

This critical density of employment—encompassing major healthcare providers, pure research facilities, and commercial R&D labs—makes the elimination of the only dedicated commuter transit option irrational. The service provides a necessary lifeline not only for daily commuters but also for patients and visitors who utilize regional transit.

B. Inadequacy of Alternative Transit Options

The argument for cancellation implicitly suggests that alternative transit options, such as MTS routes, could absorb displaced ridership. However, this perspective overlooks the defining utility of the FLEX 478.

- Lack of Seamless Integration:** While MTS Route 985 does serve the N. Torrey Pines area and links to the UCSD Central Campus Station, and the MTS/NCTD BREEZE 101 runs along the coast, neither route is primarily designed or optimized for the long-distance commuter arriving via the COASTER at Sorrento Valley. Route 101, being a long-distance coastal route, often involves more stops and slower travel times than a dedicated commuter feeder service.
- Loss of Dedicated Timing:** The core value proposition of the FLEX 478, unlike general bus routes, is its explicit, dedicated synchronization with the COASTER schedule. Morning departures from the Sorrento Valley COASTER Station wait for the arriving southbound train. This direct transfer minimizes waiting time and eliminates the "last-mile anxiety" that often deters commuters from multi-modal transit options. The dedicated schedule, which allows morning buses to depart earlier once all passengers have transferred, is the key element that converts a regional rail trip into a seamless, reliable commute. Eliminating this precise, timed connection destroys the reliability of the total transit journey, making the use of the COASTER significantly less appealing to professionals who operate on strict schedules.

V. Necessity as Congestion Mitigation and Traffic Relief

The FLEX 478 shuttle service is indispensable to the regional Transportation Demand Management (TDM) goals, offering critical relief for the chronically congested I-5 corridor and local feeder streets. Reversing this service guarantees an immediate and measurable increase in traffic burden on an already failing roadway network.

A. Chronic and Seasonal Traffic Failure on Regional Freeways (I-5)

The I-5 corridor north of San Diego remains one of the most severely congested travel paths in California. Reports confirm that I-5 traffic near Del Mar is subject to chronic, widespread congestion that frequently results in "parking lot" conditions, persisting across nearly all hours of the day. This condition is significantly exacerbated during seasonal peaks. For instance, the Del Mar race season—which includes both the traditional summer meeting and a second meeting running from late October through November 2025—is known to generate heavy traffic on I-5 and local side streets like Via de la Valle.

Transportation planning analysis confirms that segments of the freeway corridor, particularly south of SR 78 toward Del Mar Heights Road, already exhibit Level-of-Service F (LOS F) ratings during peak hours. LOS F represents system failure, characterized by extreme congestion and instability, where traffic volumes exceed capacity. Commuters rely on the COASTER specifically to bypass this severe, unpredictable I-5 congestion. The FLEX 478 acts as the critical final link that validates the commuter's decision to choose transit.

B. Acute Peak Hour Bottlenecks on Local Access Points

The congestion crisis is not limited to the freeway; it extends directly to the access points of the Torrey Pines Mesa, confirming the necessity of a dedicated shuttle to disperse arrivals efficiently. The local roadway system already operates at or beyond capacity during peak commuting times.

- Genesee Avenue Bottleneck:** Traffic analysis shows that the Genesee Avenue / I-5 southbound ramps experience substantial queueing. The AM peak hour southbound right-turn queue is calculated to remain at an extreme length of 1,184 feet. This significant queueing at the exit illustrates the extreme difficulty drivers face simply getting off the freeway to access the Torrey Pines Mesa.
- Local Arterial Failure:** Congestion modeling identifies key intersections in the area, such as North Torrey Pines Road at Genesee Avenue, as operating at LOS F conditions during the critical PM Peak Hour.

Forcing COASTER commuters back to Single Occupancy Vehicles (SOVs) will inevitably push these already failing intersections and ramp networks past a critical operational threshold. The removal of the FLEX 478 directly counters regional TDM goals, which aim to reduce Vehicle Miles Traveled (VMT). Transit System Management (TSM) strategies prioritize express bus routes and managed lanes to provide priority for transit, keeping travel times low and reliable during peak periods. Canceling a critical TSM element like FLEX 478 reverses this progress and undermines the multi-billion dollar public investment in regional transportation infrastructure intended to address these acute traffic problems.

Table: Critical Congestion Points Mitigated by FLEX 478

Roadway/Location	Condition	Peak Hour Status	Mitigation Role of FLEX 478
I-5 Freeway (Del Mar/Sorrento Valley)	Chronic Congestion	LOS F (segments)	Offers reliable alternative to long-distance commute segment.
Genesee Avenue / I-5 Ramps	Extreme Queueing	AM Peak Hour Queue up to 1,184 ft.	Reduces influx of Single Occupancy Vehicles (SOVs) onto critical ramp network.
N. Torrey Pines Rd / Genesee Ave	Local Arterial Failure	PM Peak Hour LOS F	Provides direct, dedicated drop-off, bypassing congested local segments.
Del Mar Race Season	Seasonal Exacerbation	Heavy Traffic on I-5, local streets	Provides a dependable commuting option during peak tourist/event times.

VI. Strategic Failure: Marketing Deficiencies vs. Operational Utility

The reported failure of the FLEX 478 to meet performance standards appears to be a systemic failure in service promotion and execution rather than an indictment of the route's strategic necessity. The elimination proposal is based on the result of low ridership, which is a predictable outcome when marketing efforts are misaligned and operational flexibility is insufficient.

A. Inadequate Marketing for Specialized Commuter Service

NCTD policy explicitly identifies "Targeted marketing of the route" as a mandatory intervention for underperforming services. However, the general marketing and outreach efforts typically employed by NCTD—such as attendance at street fairs, festivals, or generalized college special events—are entirely mismatched for the specific, high-wage professional commuter base that uses the COASTER to access the Torrey Pines Mesa.

Low ridership in a corridor with exceptionally high employment density strongly suggests a profound information deficit. High-value commuters, often seeking alternatives to SOV use, require clear, consistent, and direct communication regarding the seamless, reliable connection from the COASTER platform to their precise office location. Launching five new SVCC routes (FLEX 471 through 479) in FY2024 without implementing dedicated, strategic outreach to the Human Resources departments and TDM coordinators of every major corporate tenant in the respective zones constitutes a failure to market the product to its intended consumer.

B. Best Practices for First/Last-Mile Marketing

To achieve success in first/last-mile transit delivery, transit agencies must adopt strategies focused on the commuter experience and institutional partnerships. Effective models emphasize personalized outreach and seamless integration:

- Employer-Centric Outreach:** Successful strategies involve developing a Transportation Coordinator Network (TCN) that collaborates directly with employers to integrate transit into benefits packages. Marketing must be delivered through corporate channels, such as intranet sites or HR onboarding materials, to ensure transit information is immediately accessible to new and existing employees. Advertising should be highly localized, emphasizing the first/last mile connection at transit stations and stops where current users transfer.
- Addressing Commuter Risk:** Professional commuters rely on certainty. A major factor that deters multi-modal use is the perceived risk of being stranded. Best practices include offering programs like a "Guaranteed Ride Home (GRH)" to alleviate the schedule uncertainty that often accompanies transit delays, ensuring commuters that an emergency alternative is always available.

C. Ignored Public Feedback as a Driver of Low Ridership

The public commentary submitted during the initial transition of the SVCC routes provided a clear roadmap for achieving higher ridership, yet these requests were not fully integrated into the service structure before the cancellation decision was proposed. Public feedback specifically requested:

- Increased Schedule Span:** Community members advocated for an increased schedule span, particularly during the late morning and early afternoon, to serve more COASTER trips. This request recognizes the post-pandemic shift toward hybrid work patterns, where employees may commute outside of the traditional 9-to-5 peaks. By maintaining a strictly peak-only schedule, NCTD deliberately limited the route's utility and prevented it from capturing the emerging hybrid commuter demographic.
- Infrastructure Improvements:** Requests were submitted for improved bus stop infrastructure, including necessary shading and clear signage. The FLEX 478 serves medical facilities like Scripps Green Hospital, where comfort and clear access are paramount for patients and visitors. Failure to invest in basic customer amenities, as highlighted in the NCTD's own optimization plans, reduces the quality of the customer experience and contributes directly to the performance deficits cited for cancellation.

The low ridership used as the justification for elimination is largely a predictable consequence of not implementing the mandated policy improvements, failing to adopt modern targeted marketing strategies, and maintaining a rigid, outdated operational schedule that ignores documented commuter needs.

VII. Detailed Recommendations for Service Optimization and Growth

The following recommendations provide a clear, actionable path for the NCTD to fulfill its policy mandates, optimize the FLEX 478 service, and integrate it successfully into the regional economic framework.

A. Recommendation 1: Immediate Policy Compliance and Targeted Marketing Trial

The NCTD Board must immediately transition the FLEX 478 route to a mandatory 12-month **Targeted Improvement Demonstration Status**, thereby fulfilling the requirements outlined in the Service Design Guidelines before any proposal for elimination can be reconsidered.

The core of this trial must be an intensive, professionally managed marketing and partnership campaign executed within the first six months:

- Corporate Pass Program Pilot:** Launch a "Torrey Pines Corporate Pass" program. This should leverage the PRONTO transit fare system and aggressively pursue subsidies or bulk purchases from the major research and corporate institutions served by the route (Scripps Health, Salk, Sanford Burnham Prebys, General Atomics, Pfizer).
- Targeted Digital Outreach:** Deploy digital advertising campaigns focused on professional social networks (e.g., LinkedIn) and local North County media, explicitly emphasizing the time savings provided by using COASTER/FLEX 478 versus enduring LOS F congestion on the I-5 freeway.
- On-Board and Station Messaging:** Implement high-visibility, localized advertising for the FLEX 478 service not only at the Sorrento Valley COASTER Station but also on all COASTER trains and at major North County stations (e.g., Oceanside, Carlsbad, Encinitas) where the target audience begins their daily commute.
- TDM Coordinator Engagement:** Dedicate NCTD staff resources to establishing relationships with TDM coordinators and HR managers at Torrey Pines institutions. This network should ensure that specific FLEX 478 schedule and access information is provided to all new hires and integrated into workplace commuting benefits.

B. Recommendation 2: Operational and Infrastructure Adjustments

To maximize the utility of the FLEX 478 and better serve the needs of a hybrid workforce and medical community, operational parameters must be immediately adjusted:

- Schedule Span Modification:** Implement the publicly requested schedule adjustment. This should involve extending the service span to accommodate at least one or two midday COASTER train arrivals and departures, providing vital flexibility for hybrid commuters and patients utilizing Scripps Green Hospital during off-peak hours.
- Infrastructure Improvement:** Prioritize the FLEX 478 stops for the next phase of NCTD's Bus Stop Optimization Program. The deficiencies noted in public feedback—specifically the lack of adequate shading and clear signage—must be immediately addressed, particularly at stops servicing major medical and research facilities. This investment in basic customer experience will signal commitment to the high-value commuter base.

C. Recommendation 3: Revised Strategic Performance Metrics

Continuing to rely on unfavorable, generalized FLEX productivity metrics (such as Riders Per Revenue Hour) risks permanently mischaracterizing the route's essential function. The NCTD should replace this with a measure that captures the strategic value of the route: a **Strategic Corridor Access Score (SCAS)**.

The SCAS would shift evaluation away from isolationist cost accounting and focus on multimodal integration and strategic goals. Components of the SCAS should include:

- **Corporate Partnership Index:** Measuring the percentage of major institutional employers (Scripps, Salk, Sanford Burham Prebys, General Atomics, Pfizer) participating in dedicated TDM or pass subsidy programs.
- **Customer Satisfaction:** Regular surveying of COASTER riders transferring at Sorrento Valley regarding the perceived reliability and quality of the last-mile connection.
- **Total Journey Farebox Recovery:** Evaluating the FLEX 478 as a cost center necessary to unlock COASTER revenue, calculating the farebox recovery ratio for the combined COASTER-FLEX journey, rather than isolating the low-density bus segment.

VIII. Conclusion: Investing in Regional Excellence

The proposed elimination of the FLEX 478 Torrey Pines Connection is fundamentally an act of divestment in San Diego's most economically critical high-tech and life sciences corridor. It represents a policy failure to adhere to mandated route improvement protocols and an analytical failure to recognize the route's essential strategic role. The decision places marginal operational savings above the strategic public good of supporting world-class institutions and mitigating debilitating regional traffic.

The consequences of cancellation—including increased SOV dependency, worsened LOS F traffic congestion on I-5 and Genesee Avenue, and the degradation of commuter incentives for high-wage, specialized talent—far outweigh any savings realized from eliminating a relatively low-cost feeder service. The failure documented thus far resides not in the strategic function of the FLEX 478, but in the execution of the necessary outreach, partnership development, and operational flexibility required to serve this specialized demographic.

The North County Transit District Board of Directors is urged to immediately halt the proposed elimination of FLEX Route 478. The responsible path forward requires investing resources into a mandatory, targeted marketing and operational optimization trial, thereby fulfilling NCTD's obligation to support regional economic excellence and provide adequate, world-class commuting options to one of the nation's most important research clusters.

Thank for taking the time to review my comments and feedback on the proposed elimination of FLEX route 478.

Best regards,

Darren Brown



Get [Outlook for Mac](#)

Weekend Standardization



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Glenn Leider

PHONE: [REDACTED]

EMAIL: [REDACTED]

ADDRESS: [REDACTED]

CITY: Carlsbad

STATE: CA

ZIP: 92008

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

I want some way to continue serving Tamarack Avenue on the 325 on at least Saturdays after the 325 Saturday is discontinued.

This serves the Vons Supermarket on Tamarack as well as St. Patrick's church as well as the Library Learning Center at Pio Pico Drive and Chestnut Avenue.

From: Glenn Leider [REDACTED]
Sent on: Friday, October 10, 2025 4:28:28 AM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: 325 Saturday service?

External Sender - From: (Glenn Leider [REDACTED])
This message came from outside your organization.

[Learn More](#)

I sometimes take the 325 on Saturdays and will be at Carlsbad Village Station on the 11th to speak on its impending deletion. I oppose it as I did the deletion of its Sunday service several years ago.

Glenn Leider

This email has been scanned for spam and viruses by Proofpoint Essentials. Click [here](#) to report this email as spam.

External Sender - From: (Timothy Kaler [REDACTED])

[Learn More](#)

This message came from outside your organization.

From: Timothy Kaler [REDACTED]
Sent on: Friday, November 7, 2025 4:02:45 PM
To: Distribution Group - Service Changes <servicechanges@nctd.org>
Subject: Negative Impact-325 Sat.Change

Categories: Tracked To Dynamics 365

To NCTD:Please maintain the 325 on Saturdays! It assists me & others with numerous activities & requirements on Saturdays, as I live directly on the route. AND it already has VERY limited service on Saturdays & does NOT RUN even at ALL on Sundays. This proposed scheduling change injures me and others & certainly our way of life on weekends, and heightens our frustration with bus service & customer satisfaction. Do NOT implement!In order to provide REASONABLE service, the "POWERS that be" at NCTD must remember who the CUSTOMER is, and who they serve. Many depend on the already very "limited" 325 service on weekends.We professionally & vehemently request that the present 325 Saturday service continue "STATUS QUO". Thank you in advance for this courtesy to your paying CUSTOMERS and COMMUNITY. Thank you. T----

-----This email has been scanned for spam and viruses by Proofpoint Essentials. Visit the following link to report this email as spam:https://us5.proofpointessentials.com/app/report_spam.php?mod_id=11&mod_option=logitem&report=1&type=easyspam&k=k1&payload=53616c7465645f5f2464ab9ac203f5adcad4107fd53735711245aed5f52163f58332a884bf



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Lina Ignacio

PHONE: [REDACTED] EMAIL: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

DATE OF INCIDENT: _____ TIME: _____

LOCATION: _____ DESTINATION/DIRECTION: _____

ROUTE #: _____ BUS # _____ DRIVER: _____

Please describe in detail the incident or your complaint/compliment/comments:

Uses Saturday 325 ~~saturday~~ service - in support of heavily
saturday service

Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: MIKE MILLON

PHONE:

EMAIL:

ADDRESS:

CITY:

CARLSBAD

STATE:

CA

ZIP:

92010

DATE OF INCIDENT:

TIME:

10/11/25

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

325

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

PLEASE DO NOT STOP SATURDAY SERVICE OF 325
I TRAVEL FROM CARLSBAD HIGH SCHOOL TO
CARLSBAD VILLAGE OFFEN. THANK YOU



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: James Huttermaier

PHONE: [REDACTED]

EMAIL: [REDACTED]

ADDRESS: [REDACTED]

CITY: Carlsbad

STATE: CA

ZIP: 92008

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

I ride the 325 almost every
Saturday. I am disabled, I have a
service dog! The buses have been
cancelling several times this past
week without any notice because
of the government shut down.

I have been stranded twice already
because of it. If the Saturday
trips are cancelled I would
not make it to my church in Vista.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: *Darwin Lipscomb*

PHONE:

EMAIL:

ADDRESS:

CITY: *Oceanside*

STATE: *Ca*

ZIP: *92058*

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

*I use sprinter on Saturdays
to commute and 325 and
connectpass to San Diego.*



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

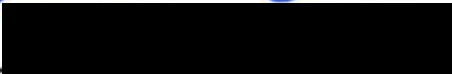
Customer Service: 760-966-6500



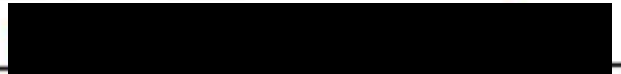
NAME:

Christan Smith

PHONE:



EMAIL:



ADDRESS:



CITY:

Escondido

STATE:

CA

ZIP:

92026

DATE OF INCIDENT:

10/11/2025

TIME:

10:12

LOCATION:

Palomar Station

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

I do think we need a 704 on Sunday. Theres a lot of traffic using 304
Also 358 and 359

Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Gisselle Ascencio

PHONE:

EMAIL:

ADDRESS:

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

El servicio del Dominó 304 que siga los domingos
por que mucha gente lo necesita ☺

Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Edith leon

PHONE:

[REDACTED]

EMAIL:

[REDACTED]

ADDRESS:

[REDACTED] leon

CITY:

STATE:

ZIP:

DATE OF INCIDENT:

TIME:

LOCATION:

DESTINATION/DIRECTION:

ROUTE #:

304

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

Great idea to change from 347 on
Sundays to 304 because I take
the 304 A1A more frequently than
the 347.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME:

Christofer Harris

PHONE:

EMAIL:

ADDRESS:

CITY: Carlsbad

STATE:

CA

ZIP:

92009

DATE OF INCIDENT:

-

TIME:

-

LOCATION:

San Marcos

DESTINATION/DIRECTION:

Route 347

ROUTE #:

347

BUS #

DRIVER:

Please describe in detail the incident or your complaint/compliment/comments:

I use Route 347 to go to work at Edmonds
San ^{Marcos} ~~Marcos~~ on Saturday and Sunday and
No bus 347 on Sundays. Please keep Route
347 running on Saturdays because that
does not work for me.



Rider Report

Please Scan the QR below from your mobile device to visit us online.

Escanee el código QR para visitarnos en línea:

Customer Service: 760-966-6500



NAME: Miles Campbell

PHONE: [REDACTED]

EMAIL: _____

ADDRESS: _____

CITY: Carlsbad

STATE: _____

ZIP: _____

DATE OF INCIDENT: _____

TIME: _____

LOCATION: _____

DESTINATION/DIRECTION: _____

ROUTE #: 347, 334, 323, 325

BUS # _____

DRIVER: _____

Please describe in detail the incident or your complaint/compliment/comments:

I feel that micro transit is not a great way to fully replace full bus routes. I had errors/trouble setting up my account for NCTDT, where it locked my account for a week. But I would say overall the cuts are worth it for the 347/325 to get Sunday service on the 304/318. however I am concerned with cuts to the 334 and potentially cutting the 323. I find its better to keep service rather than cutting it entirely and replacing it with micro transit (NCTDT)

Virtual Open Houses: Summary

Summary of Virtual Open Houses:

Proposed Service Changes to Sorrento Valley COASTER Connection and Weekend Standardization

October 21, 2025 Virtual Open House

Attendance: 16 participants

Summary: The first virtual open house generated extensive public input and reflected widespread concern regarding the proposed elimination of FLEX Routes 471, 472, and 478, which provide last-mile connections between Sorrento Valley COASTER Station and nearby employment areas. Participants emphasized the importance of these routes for employee access to major job centers and raised questions about NCTD's outreach, ridership data, and evaluation process.

1. Outreach and Awareness:

- a. **Limited advance notice of the meeting itself:** A few participants mentioned that more advanced notice of the meeting could have improved participation. Notifications were sent directly to individuals who had previously provided comments, as part of NCTD's effort to extend engagement opportunities to interested stakeholders.
- b. **Limited awareness of the service among businesses and employees:** Many participants, including *Yulia McKnight*, *Claudia Miranda*, and several anonymous commenters, stated that local employers and employees in the Sorrento Valley area were not aware of the COASTER Connection routes when they launched. Attendees felt that limited marketing and outreach to businesses contributed to low ridership and requested clarification on whether NCTD had distributed information to nearby employers or business parks. *Yulia McKnight* noted that new companies continue to open in Mira Mesa and Sorrento Valley and asked whether NCTD had proactively introduced the service to them.

2. Impact on Riders and Employers

- a. **Critical commuter connections:** Participants described Routes 471, 472, and 478 as essential for employees commuting between the COASTER Station and nearby workplaces. *Claudia Miranda*, *Janice*, and *Yulia McKnight*

noted that the routes serve major employers such as Qualcomm and Dexcom, as well as small businesses without shuttle programs.

- b. **Lack of alternative options:** Attendees emphasized that MTS routes do not currently serve the Sorrento Valley COASTER Station. Eliminating all three COASTER Connection routes would leave many employees without a viable transit alternative.
- c. **Service maturity:** Several participants noted that the routes were introduced in 2024 and may not have had sufficient time to establish a consistent ridership base. They suggested that additional time and targeted promotion could yield improved performance.

3. Data and Evaluation Questions:

- a. Participants requested additional detail regarding the data used to inform the service change proposal, including:
 - i. The duration of the evaluation period and whether ridership trends were increasing or decreasing;
 - ii. The accuracy of data given reports of malfunctioning fare scanners;
 - iii. The estimated cost savings associated with each proposed route elimination; and
 - iv. Whether other service design alternatives were evaluated prior to recommending discontinuation.

4. Accessibility and Rider Experience

- a. **Commuter access and safety:** *Janice* expressed that discontinuing Route 478 would require a 40–60-minute walk through the Torrey Pines area, posing safety risks.
- b. **Equity considerations:** Attendees noted that removing COASTER Connection service would disproportionately affect individuals without cars, shift workers, and riders with disabilities who rely on the service for employment access.

5. Advertising, Infrastructure, and Visibility

- a. Participants noted that COASTER Connection routes are not visible in Apple Maps transit directions, limiting public awareness.
- b. Several described stops as lacking amenities such as benches, lighting, and trash receptacles.
- c. Multiple attendees commented that improved marketing, employer engagement, and stop-level visibility could have increased ridership.

6. Suggestions and Alternatives

- a. Participants provided a range of potential alternatives and mitigation measures, including:

- i. **Consolidation of Routes 471 and 472** into a single modified alignment (*Claudia Miranda, Yulia McKnight*);
- ii. **Extension of Route 958** to include Science Center Drive and the COASTER Station (*Jack Yo*);
- iii. **Expansion of NCTD+ microtransit service** to Sorrento Valley to replace or supplement fixed-route coverage;
- iv. **Use of smaller vehicles** such as vans, noting that vans were temporarily deployed during Route 478 maintenance;
- v. **Coordination with employers or business associations** to explore cost-sharing or employer-subsidized shuttle partnerships; and
- vi. **Operational adjustments** such as storing vehicles closer to Sorrento Valley (e.g., at UC San Diego) to reduce deadhead time.

7. Tone and Closing

Participants expressed appreciation for the opportunity to provide feedback while emphasizing concern about the potential loss of these routes. *Sundeep, Sam Karman, and Claudia Miranda* thanked staff for hosting the session and requested that comments be provided to the NCTD Board for review. The overall tone was constructive and solution-oriented, with participants encouraging the agency to explore alternatives before implementing eliminations.

October 23, 2025 Virtual Open House

Attendance: 9 participants

Summary: The second virtual open house addressed the same Sorrento Valley COASTER Connection proposals as well as the proposed elimination of Saturday Service on the BREEZE Route 325. Discussion centered on the value of maintaining regional transit connectivity, the social and economic role of public transportation, and potential impacts to riders with disabilities and seniors.

1. Sorrento Valley COASTER Connection and Economic and Environmental Sustainability:

a. Public transit as a community investment.

Alexandra provided detailed remarks describing her daily commute from Carlsbad Village Station to Sorrento Valley, connecting via Route 478. She shared that at least four of her colleagues rely on the same trip pattern and spoke extensively about the broader public value of maintaining transit service. She emphasized that public transportation represents an

investment in shared infrastructure that supports employment, education, and environmental goals, stating that “operating a North County bus costs roughly \$65 million per year, or about \$45 per person — less than a tank of gas — for something that strengthens the economy.” She noted that reductions in public service funding ultimately shift costs to other systems such as healthcare and social programs, and she urged NCTD to view transit through the lens of economic productivity and quality-of-life benefits. *Alexandra* encouraged the agency to partner with large employers to create cost-sharing or subsidy programs, noting that the return on investment for accessible public transit is high when considering workforce access, environmental stewardship, and community well-being.

- b. **Environmental and congestion impacts:** *Yolanda* and *Holly* both expressed concern that discontinuing the COASTER Connection routes would conflict with California’s clean-air and congestion-reduction goals. They noted that eliminating services could increase automobile use, leading to higher emissions and traffic congestion in the Sorrento Valley area.
- 2. **Riders with Disabilities and Access Concerns:** *Janice* explained that she relies on COASTER Connection service for her commute and that its elimination would significantly limit her mobility. She noted that many riders with “invisible” disabilities, such as chronic pain or balance issues, do not qualify for paratransit services and depend on accessible fixed-route transit to reach employment centers. Participants emphasized that service reductions could create disproportionate hardships for these individuals.
- 3. **Route 325 and Senior Mobility:** *Glen*, a senior rider residing near Tamarack Avenue, expressed concern with the elimination of Saturday service on BREEZE Route 325. He stated that he relies on the route for essential errands and appointments and that the proposed elimination of Saturday service would restrict his independence. Because his home lies just outside the ¾-mile ADA LIFT service buffer, he would also lose eligibility for weekend LIFT service if the route were discontinued. He added that the nearest alternative, Route 315, operates more than a mile away, which presents a barrier for older adults or those with limited mobility.
- 4. **Coordination and Alternative Solutions**
 - a. *Jack* reiterated a previous suggestion to modify MTS Route 985 to include the Sorrento Valley COASTER Station and encouraged coordination between NCTD and MTS to explore potential service coverage adjustments.
 - b. Several participants supported the idea of public-private partnerships with large employers to offset operating costs and sustain limited shuttle or last-mile services.

- c. Attendees agreed that coordination among regional agencies and employers is key to maintaining equitable and environmentally sustainable mobility options.

5. Tone and Closing

- a. The discussion was constructive and focused on practical solutions. Participants expressed appreciation for NCTD staff's willingness to engage directly with the community and to document feedback for Board consideration. Overall, participants stressed that reliable, accessible, and environmentally responsible transit connections are essential for maintaining workforce mobility, particularly for employees, seniors, and riders with disabilities.

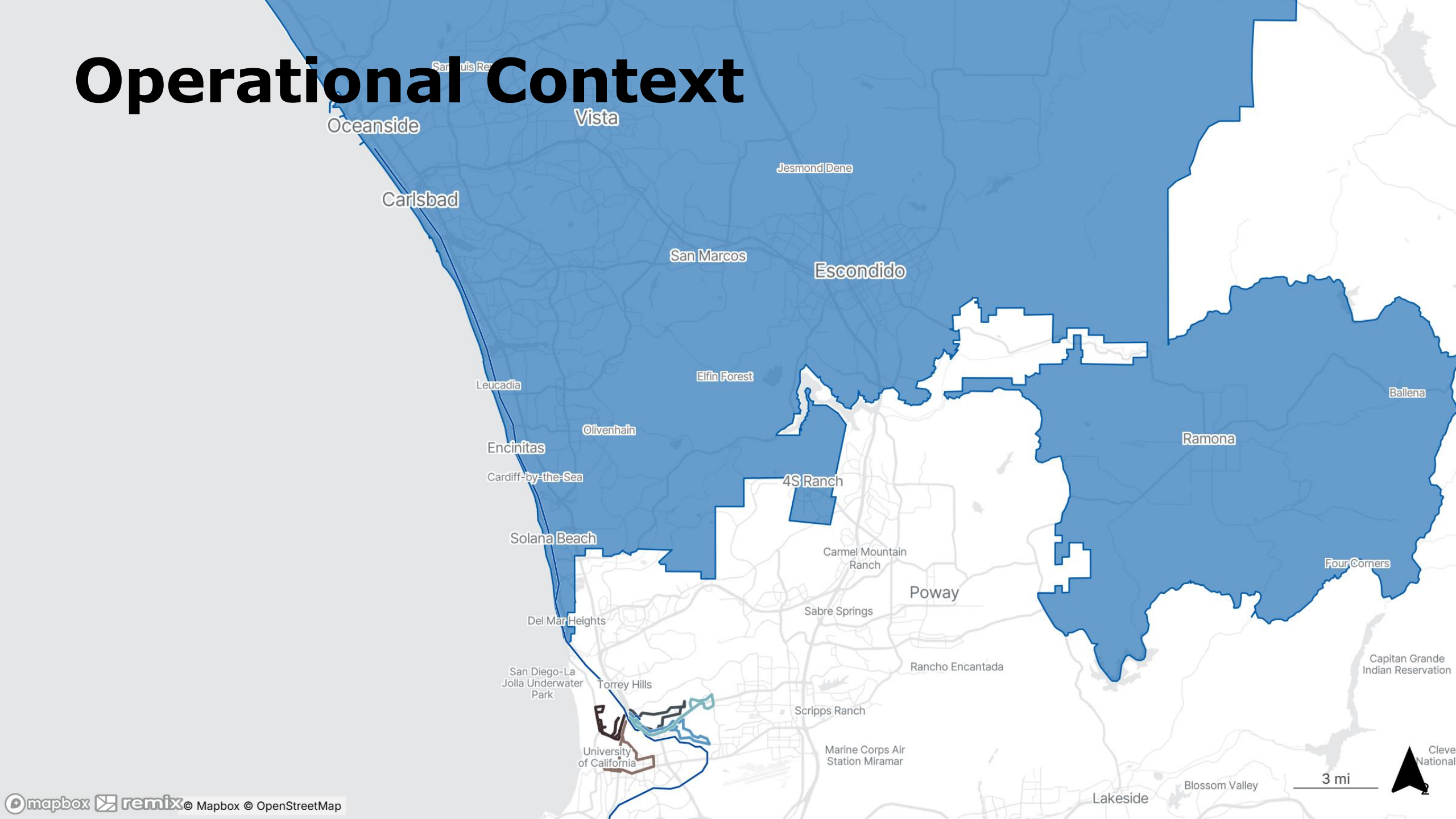
Conduct Public Hearing for Proposed Service Changes Related to Standardized Weekend Service and Modification of COASTER Connection Service

Regular Board Meeting
November 20, 2025

COASTER SPRINTER BREEZE FLEX *LIFT* NCTD⁺

COASTER Connection Service

Operational Context



Existing Sorrento Valley Service

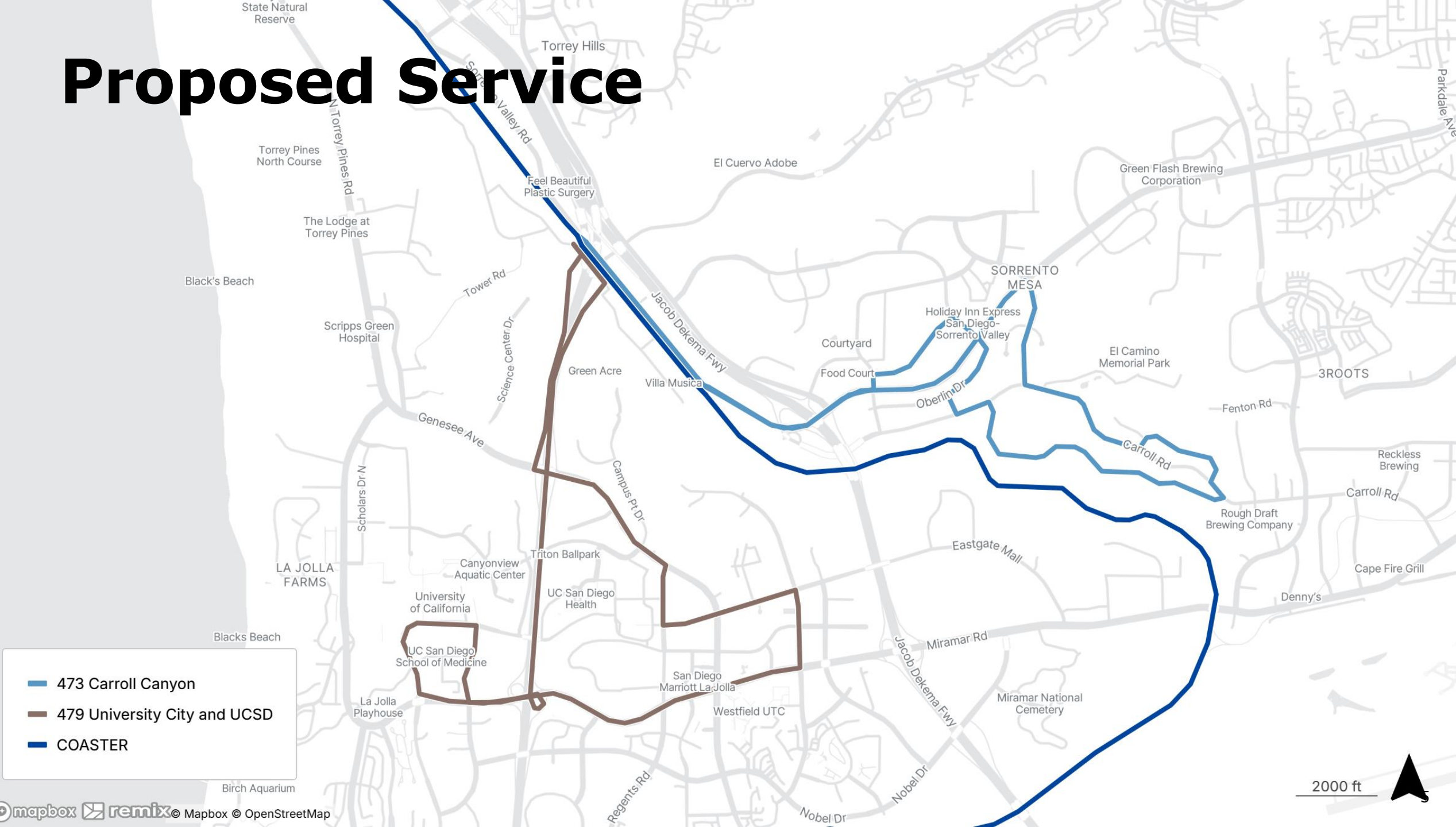
- 471 Sorrento Valley East
- 472 Sorrento Mesa
- 473 Carroll Canyon
- 478 Torrey Pines
- 479 University City and UCSD
- COASTER



Ridership Comparison

Route	Description	Total FY25 Boardings
471	Sorrento Valley East	3,552
472	Sorrento Mesa	4,808
473	Carroll Canyon	8,347
478	Torrey Pines	4,199
479	University City and UC San Diego	10,950

Proposed Service



Title VI Analysis Results

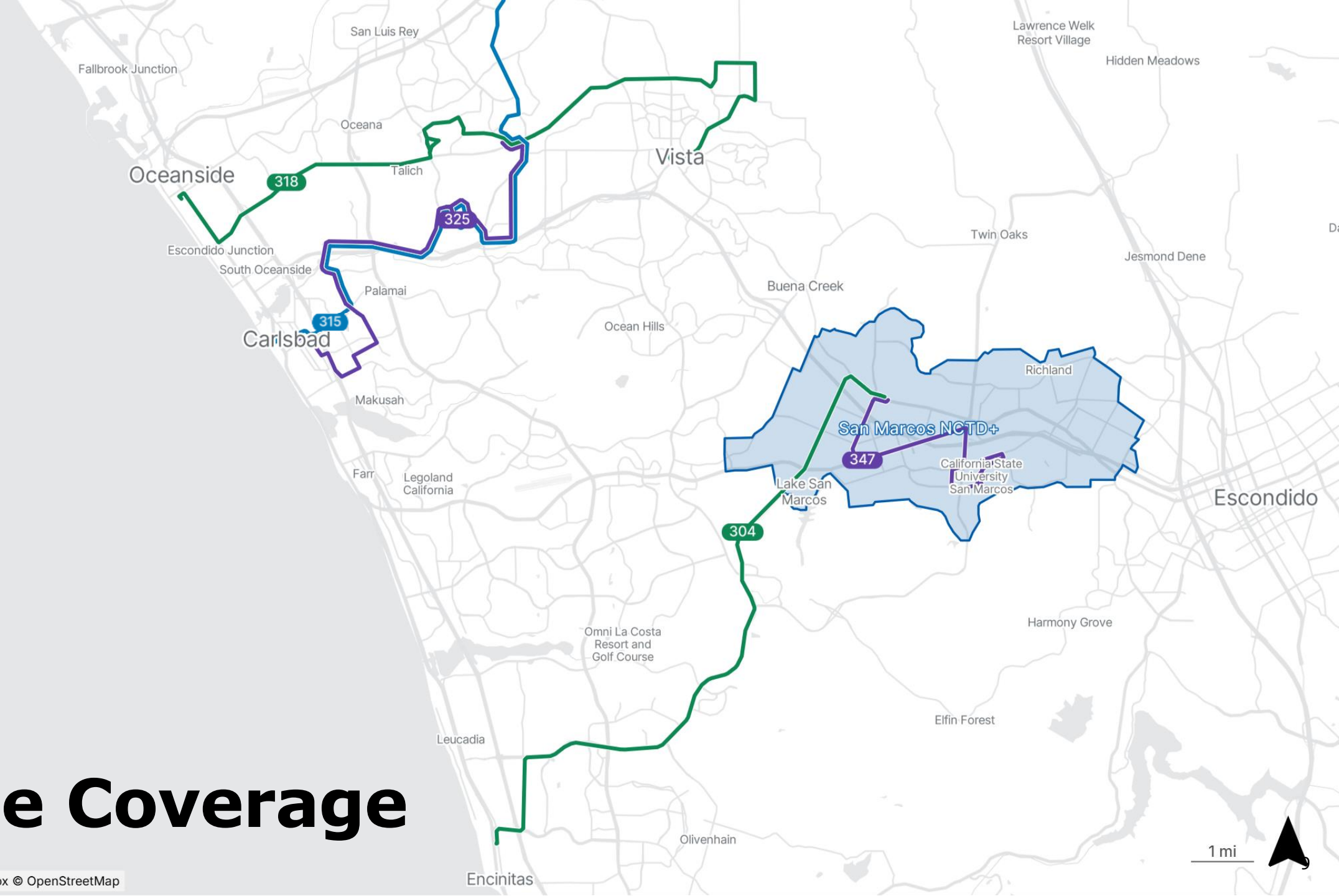
Disparate Impact	Minority Population	Population Total	Percent Minority	Difference from Service Area	Disparate Impact
Service Area	492,003	965,975	50.9%	-	-
FLEX 471	2,058	2,704	76.1%	-25.2%	Yes
FLEX 472	313	653	47.9%	+3.0%	No
FLEX 478	1,045	1,787	58.5%	-7.6%	No
Disproportionate Burden	Low-Income Population	Population Total	Percent Low-Income	Difference from Service Area	Disproportionate Burden
Service Area	216,302	965,975	22.4%	-	-
FLEX 471	510	2,700	18.9%	-3.5%	No
FLEX 472	110	653	16.8%	-5.6%	No
FLEX 478	683	1,787	38.2%	+15.9%	Yes

Weekend Standardization

Weekend Standardization

- Weekend standardization Phase II (early 2026)
 - **BREEZE 304** – Add Sunday service
 - Adds connection between San Marcos and Encinitas
 - **BREEZE 318** – Add Sunday service
 - Adds connection between Oceanside and Vista along Oceanside Blvd
 - **BREEZE 325** – Eliminate Saturday service
 - Low ridership with coverage provided via 315
 - **BREEZE 347** – Eliminate Saturday service
 - Low ridership with coverage provided via NCTD+

Service Coverage



Ridership Comparison

Route	Description	Average Saturday Boardings	Average Sunday Boardings
304	Encinitas to Palomar College	259	-
318	OTC to VTC via Oceanside Blvd	242	-
325	Carlsbad Village to College SPRINTER Station	41	-
347	CSU San Marcos to Palomar College	62	-

Last 12 months of ridership data, August 25, 2024 – August 24, 2025

Title VI Analysis Results

Disparate Impact	Minority Population	Population Total	Percent Minority	Difference from Service Area	Disparate Impact
Service Area	492,003	965,975	50.9%	-	-
BREEZE 304	14,990	34,510	40.3%	-10.6%	Yes
BREEZE 318	25,354	40,204	63.8%	+12.9%	No
BREEZE 325	14,009	28,256	49.7%	-1.2%	No
BREEZE 347	10,806	14,207	72.7%	+21.8%	Yes

Title VI Analysis Results

Disproportionate Burden	Low-Income Population	Population Total	Percent Low-Income	Difference from Service Area	Disproportionate Burden
Service Area	216,302	965,975	22.4%	-	-
BREEZE 304	6,286	34,510	18.2%	-4.2%	No
BREEZE 318	11,578	40,204	28.8%	+6.4%	No
BREEZE 325	6,084	28,256	21.5%	-0.9%	No
BREEZE 347	5,266	14,207	37.1%	+14.7%	Yes

Public Outreach



- Website, stop messaging, and onboard materials
- Legal notices published in English and Spanish newspapers
- In-Person Outreach:
 - Palomar College Transit Center:
 - Saturday, October 11 at 10:00 a.m. – 12 p.m.
 - Carlsbad Village Station:
 - Saturday, October 11 at 2:00 pm. – 4:00 p.m.
 - Sorrento Valley Station:
 - Tuesday, October 14 at 6:30 a.m. – 8:30 a.m.
 - Wednesday, October 15 at 3:30 p.m. – 7:00 p.m.
- Virtual Open Houses:
 - Tuesday, October 21 at 6:00 p.m. – 7:00 p.m.
 - Thursday, October 23 at 5:00 p.m. – 6:00 p.m.

Staff Recommendation

- Approve the following proposed service changes:
 - Elimination of FLEX Routes 471, 472, and 478
 - Elimination of Saturday service on BREEZE 325 and 347
 - Addition of Saturday service on BREEZE 304 and 318

Questions?