

## ***Frequently Asked Questions***

### ***Pacific Beach Neighborhood Electric Vehicle Shuttle -- The Beach Bug***

#### **What is a Neighborhood Electric Vehicle?**

Neighborhood electric vehicles (NEVs) are all-electric, low-speed shuttles that travel up to 25 mph. The Beach Bug provides a new, fun and sustainable way to travel to your favorite beachside destinations.

#### **Why does PB need a NEV?**

The Beach Bug shuttle pilot project provides a link between Pacific Beach and the wider San Diego region through its connection to Balboa Avenue Transit Station. With free rides to and from the station, visitors from anywhere in our region now have access to the many amenities that PB has to offer. This also provides relief of traffic congestion – making it easier to navigate the area whether you choose to walk, ride, drive or roll. The zero-emissions shuttle provides a new and accessible option for people to enjoy PB's many shops and recreational activities, as well as dining, transit, healthcare, jobs and residential areas.

#### **Who is funding this project?**

The Beach Bug shuttle pilot project is a partnership between SANDAG and the City of San Diego. In addition to funds provided by SANDAG, the shuttle will be funded through revenue collected from on-street parking meters located throughout Pacific Beach. Throughout the pilot other funding options, such as advertising revenue, will be explored.

#### **How do I book a ride on the Beach Bug?**

First, download the [Circuit app](#) and create an account. Select the Pacific Beach location from the menu. Then, enter your pickup location and select your drop-off location. Select your number of passengers and if you need a wheelchair-accessible vehicle. Tap “Request” when ready. A Beach Bug shuttle will pick you up and drop you off at your destination. Along the way, the vehicle may pick up other passengers who request a ride.

#### **Do I need the Circuit app to ride the Beach Bug?**

While using the Circuit app is the fastest way to book a ride, you do not need the Circuit app to ride the Beach Bug. However, the app provides many helpful features for riders to access their drivers and track their incoming ride. If you do not have a smart phone, the shuttles can be hailed with a phone call instead at (858) 258-9680.

#### **Can I schedule my ride in advance?**

As an on-demand service, the Beach Bug currently does not allow riders to book/schedule rides in advance. When you are ready to ride simply use the Circuit app or call (858) 258-9680 to book a ride.

#### **Is the Circuit app the same as the MTS/NCTD PRONTO app?**

The Circuit app is a separate app that may be downloaded at Google Play or App Store. Riders will need to create an account to use the app after download. The Beach Bug is not operated by MTS or NCTD.

**If I don't have access to a smart phone, can I still ride the Beach Bug?**

Yes, you can request a ride by calling (858) 258-9680.

**Will my ride on the Beach Bug be shared?**

Your trip may be shared with other Beach Bug riders, similar to an Uber Pool.

**How will I know my ride is on the way?**

You can track your ride on the Circuit app. You will be able to see updates as your ride approaches the stop. If you provide your mobile number in your account, you can also receive phone calls from the driver when necessary.

**How does Circuit determine which ride requests to accept and routes to take?**

Routing is determined by Circuit's algorithm to find the most optimal and efficient route based on the rider's origin and destination.

**Will my ride pick me up from the exact address I call it to?**

The Beach Bug will pick up passengers from "virtual stops" that the rider will be able to see in the Circuit app. If for some reason the Beach Bug cannot stop for a pickup or drop-off at the virtual stop, the driver will stop in a safe location as close as possible to the stop and call you with instructions.

**What is the approximate wait time for the Beach Bug after a ride has been requested?**

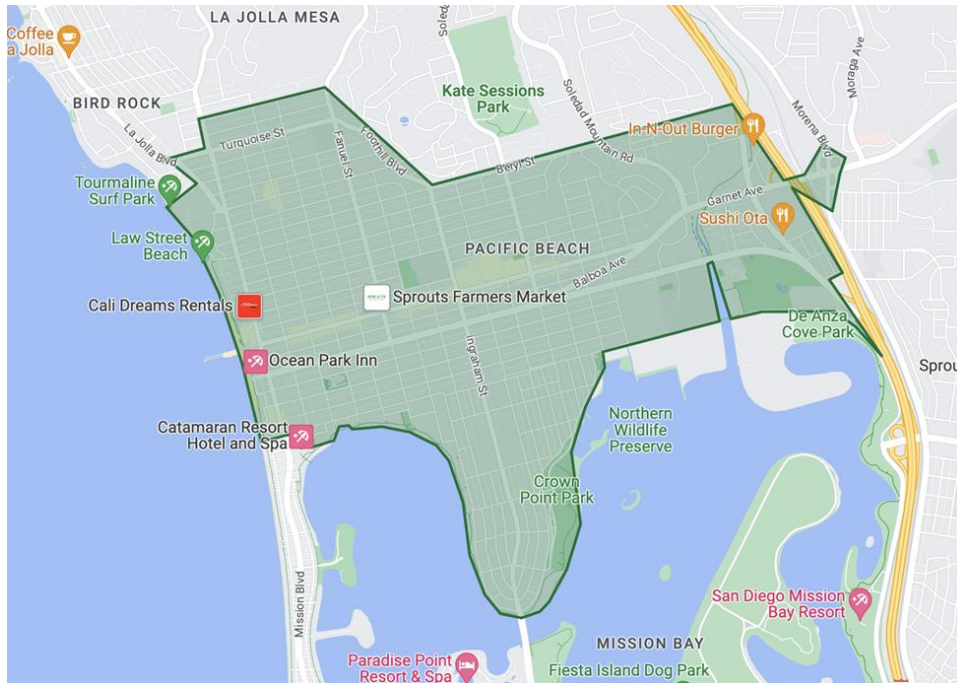
The goal wait time for the Beach Bug is 15 minutes or less. However, during this pilot phase with limited shuttles in service, wait times may be longer. Shuttle hours may be shifted to meet consumer demand.

**Will the shuttle vehicle be wheelchair accessible?**

Yes, a wheelchair accessible ride is available upon request through the mobile Circuit app or by calling (858) 258-9680.

**Where can I take the Beach Bug?**

The Beach Bug shuttle can take you anywhere in the Pacific Beach community as well as the Balboa Avenue Transit Station. If using the app, the service area boundary will be shown prior to selecting your pickup and drop-off location. Please see the below map for the Beach Bug shuttle service area.



### **How much does a ride on the Beach Bug cost?**

The Beach Bug was free for riders for the first three months of service. Fares for riding the Beach Bug began Oct. 16, 2023. The cost is \$2.50 per person, per ride and fares are capped at \$5 per group of two or more, per ride. Trips will remain free for riders who take the shuttle to or from the Balboa Avenue Transit Station

### **What are the Beach Bug's operating hours?**

The shuttle's operating hours are:

- Monday (7 a.m. - 6 p.m.)
- Tuesday (7 a.m. - 6 p.m.)
- Wednesday (7 a.m. - 6 p.m.)
- Thursday (7 a.m. - 6 p.m.)
- Friday (7 a.m. - 9 p.m.)
- Saturday (10 a.m. - 9 p.m.)
- Sunday (10 a.m. - 6 p.m.)

Please note that hours of operation may change in the future. Any changes will be updated on our webpage and FAQ.

### **Can groups ride the Beach Bug together, or is it only for individuals?**

The shuttle service is available to individuals or groups up to five. When you request the ride via the Circuit app, you will be prompted to select the number of seats needed for your trip.

### **Can I bring my bicycle on the shuttle?**

These shuttles are designed for short trips and small cargo. Although bicycles cannot be stored on the shuttle, there are many bikeways and multi-use paths available in Pacific Beach for people to use for riding and rolling.

#### **Can I bring my surfboard on the shuttle?**

These shuttles are designed for short trips and small cargo. The shuttles cannot currently store surfboards; however, you can ride with a boogie board.

#### **Can I bring my pet on the shuttle?**

Pets are welcome on the shuttles at the discretion of each individual driver and the other passengers in the vehicle. Please speak with your driver when they arrive to confirm it is acceptable. Please follow this pet etiquette:

- Pets are not allowed on seats
- Your pet must stay on your lap or on the floor between your legs at all times
- Pets must remain inside the vehicle at all times

#### **Where can I find more information about this service?**

Please visit the main project website at <https://www.sandiego.gov/sustainability/pbshuttle>. More information on riding with Circuit can be found at [FAQ — Circuit \(ridecircuit.com\)](#).

#### **Are there any advertising opportunities?**

We are currently accepting businesses and vendors who wish to advertise on the Beach Bug shuttle. To contact a sales representative, please visit: <https://www.ridecircuit.com/advertise>.