



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

12-03-13 P02:14 IN

**MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA**

**SRTP 880.1
(PC 50850)**

**Thursday, December 12, 2013
1:30 p.m. – 3:00 p.m.**

**James R. Mills Building
Board Meeting Room, 10th Floor
1255 Imperial Avenue, San Diego CA 92101**

This information will be made available in alternative formats upon request. To request an agenda in an alternative format, please contact Lisa Madsen (619.595.7038) at least five working days prior to the meeting to ensure availability. Assistive Listening Devices (ALDs) are available from the Clerk of the Committee prior to the meeting and are to be returned at the end of the meeting.

<u>Item</u>	<u>Recommended Action</u>
1. Roll Call	
2. Approve September 12, 2013 Meeting Minutes (materials enclosed)	Approve
3. Public Comment <i>Public comments are limited to 3 minutes per person.</i>	Information
4. Member Comment	Information
5. <u>ADA Paratransit Reports</u>	Information
• <u>Operators</u>	
➤ MTS Access (John Lewis)	
• <u>Certification</u>	
➤ ADARide (Art Hulscher)	



Metropolitan Transit System (MTS) is a California public agency and is comprised of San Diego Transit Corporation and San Diego Trolley, Inc. nonprofit public benefit corporations, in cooperation with Chula Vista Transit and National City Transit. MTS is the taxicab administrator for eight cities and the owner of the San Diego and Arizona Eastern Railway Company. MTS member agencies include: City of Chula Vista, City of Coronado, City of El Cajon, City of Imperial Beach, City of La Mesa, City of Lemon Grove, City of National City, City of Poway, City of San Diego, City of Santee, and the County of San Diego.

- | | | |
|-----|--|-------------|
| 6. | <u>Fixed-Route Reports</u> | Information |
| | • Operators | |
| | ➤ MTS Bus (Belinda Fragger) | |
| | ➤ MTS Contract Services, Veolia Transportation (Rene Alvarez) | |
| | ➤ San Diego Trolley, Inc. (Tom Doogan) | |
| 7. | 2014 ASAC Meeting Calendar | Approve |
| 8. | Update on Mobile Data Terminal Project for MTS Access Fleet | Information |
| 9. | MTS Accessibility Video produced by Accessible San Diego | Information |
| 10. | Customer Satisfaction Survey Results | Information |
| 11. | Update on 2014 Service Change Proposals and Public Hearing | Information |
| 12. | Next Meeting Date: March 20, 2014 at 1:30 p.m. | |

LMADSEN
AGN-12-DECEMBER-13
December 5, 2013 Mail Out

METROPOLITAN TRANSIT SYSTEM
ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEETING
ROLL CALL

MEETING (DATE): 12/12/13

CALL TO ORDER (TIME): 1:30 p.m.

ADJOURN: 3:35 p.m.

BOARD MEMBER	Alternate	AGENCY
Lorie Bragg <input checked="" type="checkbox"/>	<input type="checkbox"/>	ASAC Chairwoman
Ruben Ceballos <input checked="" type="checkbox"/>	<input type="checkbox"/>	Access to Independence
Arun Prem <input type="checkbox"/>	<input type="checkbox"/>	FACT (CTSA)
Debbie Marshall <input checked="" type="checkbox"/>	<input type="checkbox"/>	Developmental Disabilities Board – Area 13
Rene Alvarez <input checked="" type="checkbox"/>	Bill Lewis <input checked="" type="checkbox"/>	Veolia Transportation – Contracted Bus Routes
Art Hulscher <input checked="" type="checkbox"/>	Cindy Hall <input type="checkbox"/>	ADA Ride
Todd Lordson <input checked="" type="checkbox"/>	Anthony Ferguson <input type="checkbox"/>	San Diego Regional Center
Charles Lungerhausen <input type="checkbox"/>	<input type="checkbox"/>	Paratransit Consumer
Kevin Kelly <input type="checkbox"/>	Marion Connaughton <input type="checkbox"/>	San Diego Center for the Blind
Belinda Fragger <input checked="" type="checkbox"/>	John Davenport <input type="checkbox"/>	MTS Bus
John Lewis <input checked="" type="checkbox"/>	Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)
<input type="checkbox"/>	<input type="checkbox"/>	Hearing Impaired
Danielle Kochman <input checked="" type="checkbox"/>	Laurie Gartrell <input type="checkbox"/>	SANDAG
Floyd Willis <input type="checkbox"/>	<input type="checkbox"/>	County of San Diego AIS
Connery Cepeda <input type="checkbox"/>	<input type="checkbox"/>	Caltrans
Tom Doogan <input type="checkbox"/>	<input type="checkbox"/>	MTS Trolley
Jim Byrne <input type="checkbox"/>	<input type="checkbox"/>	MTS Bus
Dan McCaslin <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Lisa Madsen <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Karen Landers <input type="checkbox"/>	<input type="checkbox"/>	MTS Legal

SIGNED BY THE CLERK OF THE BOARD: Lisa Madsen

CONFIRMED BY THE GENERAL COUNSEL: Karen Landers

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA

SRTP 880.1
(PC 50850)

Thursday, September 12, 2013
1:30 p.m. – 3:00 p.m.

James R. Mills Building
Board Meeting Room, 10th Floor
1255 Imperial Avenue, San Diego CA 92101

MINUTES

1. Call to Order and Roll Call

Mr. Dan McCaslin called the meeting to order at 1:30 p.m. A roll call sheet listing the committee members in attendance is included (see Attachment A).

2. Approval of March 21, 2013 and June 13, 2013 Meeting Minutes

It was moved and seconded to approve the March 21, 2013 and June 13, 2013 meeting minutes.

3. Public Comment

Ms. Gloriadean Strickland stated that she attended the last meeting, and is an advocate for the seniors of San Diego. Ms. Strickland stated that her driver was late for a trip, and that she is not receiving door-to-door service.

Ms. Lorraine Leighton commented that the buses have malfunctioning ramps, and the buses do not have air conditioning.

4. Member Comment

Ms. Lisa Madsen noted that at the previous meeting, Connery Cepeda had asked if there was a specific pattern regarding wheelchair pass ups. The data was reviewed over a three month period, and no specific pattern could be determined. The two routes with the most pass ups were Route 3 with 17, and Route 929 with 32.

5. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for July and August 2013 (see Attachment B).

ADARide – Mr. Art Hulscher presented the ADARide certification reports for July and August 2013 (see Attachment C).

6. Fixed-Route Reports

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for July and August 2013 (see Attachment D).

MTS Contract Services (Veolia Transportation) – Mr. Rene Alvarez presented the MTS Contract Services Ramp Deployment Report for July and August 2013 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for the months of July and August 2013 (see Attachment F).

7. Upcoming 2014 Major Service Change Proposals

Mr. Denis Desmond provided information on upcoming major service changes. Major changes are going to affect three routes. The first is the Mid-City rapid bus, which will replace Route 15 between Downtown and SDSU. The second is along the I-15 corridor between Downtown and Escondido. The third will operate during peak hours on weekdays and will operate between the I-15 corridor and UCSD. These three routes will begin operating in summer 2014. As part of these changes, the agency is also looking at possible service adjustments for the other local routes that will interface with these future routes.

Other changes may include Route 950, which is a new express route travelling from Otay Mesa to the Iris Trolley Station. MTS will look at adding more service to the route. The Planning department has been working on talking to passengers, and asking for comments and feedback before providing recommendations to the Board of Directors. Mr. Ruben Ceballos asked if the information was online. Mr. Desmond responded that the information was online on the MTS webpage, and that passengers could provide feedback online as well.

8. Adjourn

Mr. Dan McCaslin adjourned the meeting at 2:05 p.m.

Attachments: A. Roll Call Sheet
 B. MTS ADA Paratransit Report
 C. ADARide Certification Report
 D. MTS Bus
 E. MTS Contract Services
 F. MTS San Diego Trolley, Inc.

LMADSEN

METROPOLITAN TRANSIT SYSTEM
ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEETING
ROLL CALL

MEETING (DATE): 9/12/13

CALL TO ORDER (TIME): 1:32 p.m.

ADJOURN: 2:05 p.m.

BOARD MEMBER	Alternate	AGENCY
Lorie Bragg <input type="checkbox"/>	<input type="checkbox"/>	ASAC Chairwoman
Ruben Ceballos <input checked="" type="checkbox"/>	<input type="checkbox"/>	Access to Independence
Arun Prem <input type="checkbox"/>	<input type="checkbox"/>	FACT (CTSA)
Debbie Marshall <input checked="" type="checkbox"/>	<input type="checkbox"/>	Developmental Disabilities Board – Area 13
Rene Alvarez <input checked="" type="checkbox"/>	<input type="checkbox"/>	Veolia Transportation – Contracted Bus Routes
Art Hulscher <input checked="" type="checkbox"/>	Cindy Hall <input type="checkbox"/>	ADA Ride
Todd Lordson <input checked="" type="checkbox"/>	Anthony Ferguson <input type="checkbox"/>	San Diego Regional Center
Charles Lungerhausen <input type="checkbox"/>	<input type="checkbox"/>	Paratransit Consumer
Kevin Kelly <input type="checkbox"/>	Marion Connaughton <input type="checkbox"/>	San Diego Center for the Blind
Belinda Fragger <input checked="" type="checkbox"/>	John Davenport <input type="checkbox"/>	MTS Bus
John Lewis <input checked="" type="checkbox"/>	Rafael Villegas <input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)
<input type="checkbox"/>	<input type="checkbox"/>	Hearing Impaired
Danielle Kochman <input checked="" type="checkbox"/>	Laurie Gartrell <input type="checkbox"/>	SANDAG
Floyd Willis <input type="checkbox"/>	<input type="checkbox"/>	County of San Diego AIS
Connery Cepeda <input checked="" type="checkbox"/>	<input type="checkbox"/>	Caltrans
Tom Doogan <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Trolley
Jim Byrne <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Bus
Dan McCaslin <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Lisa Madsen <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Karen Landers <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Legal

SIGNED BY THE CLERK OF THE BOARD:

Lisa Madsen

CONFIRMED BY THE GENERAL COUNSEL:

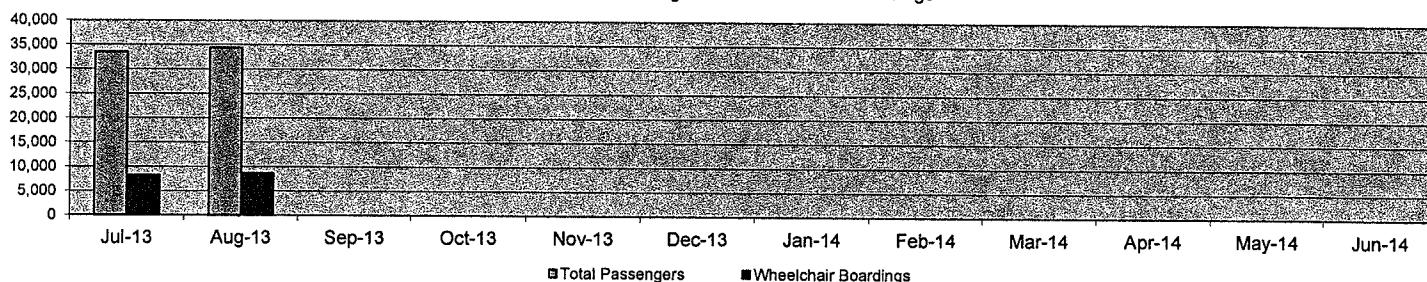
Karen Landers



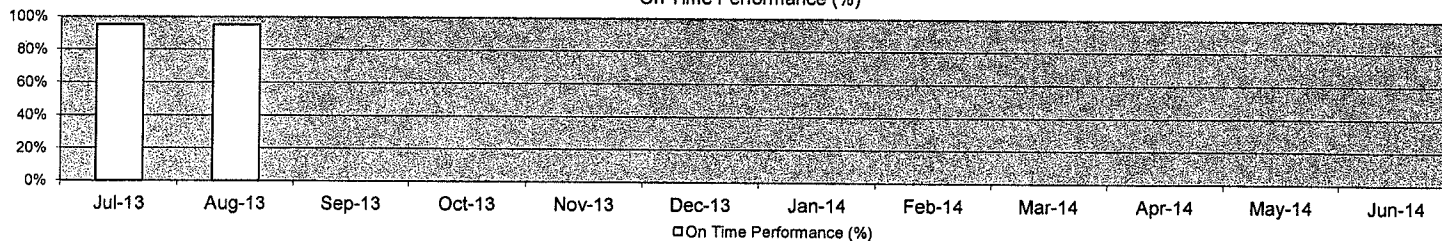
MTS Access ASAC Report FY 14

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	33,505	34,416											67,921
Wheelchair Boardings	8,192	8,688											16,880
On Time Performance (%)	95%	95%											95%
Valid Complaints	4	4											8
Invalid Complaints	2	2											4
Compliments	2	16											18
Calls Received	24,412	25,129											49,541
% Abandoned Calls	1%	1%											1%
Average Call Time	0:01:53	0:01:54											0:01:54
Average Hold Time	0:00:10	0:00:09											0:00:10

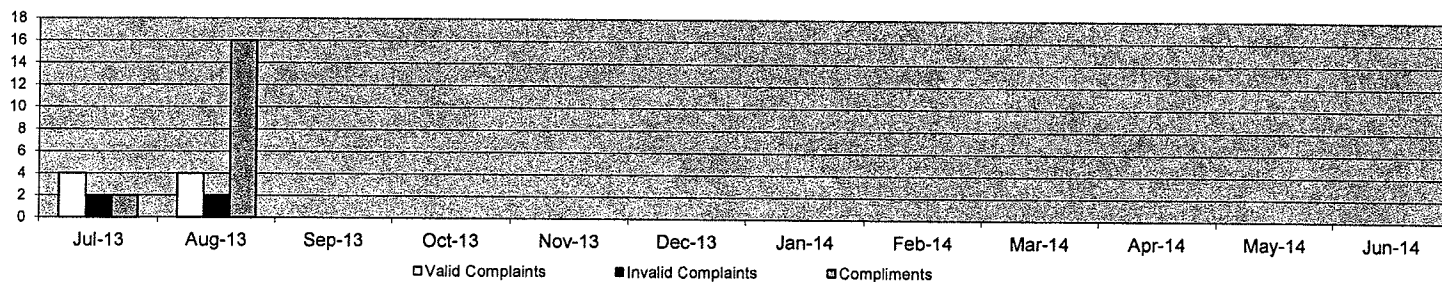
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

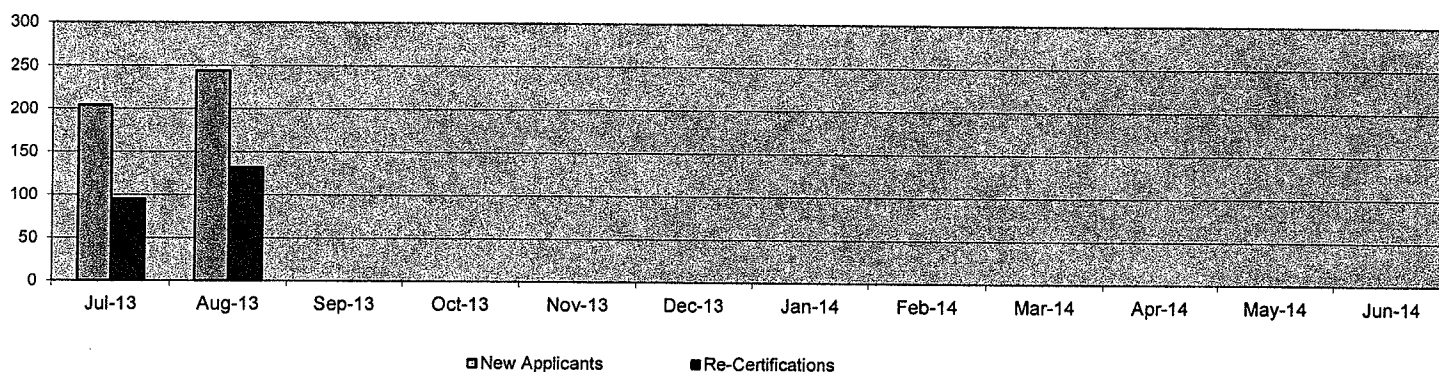




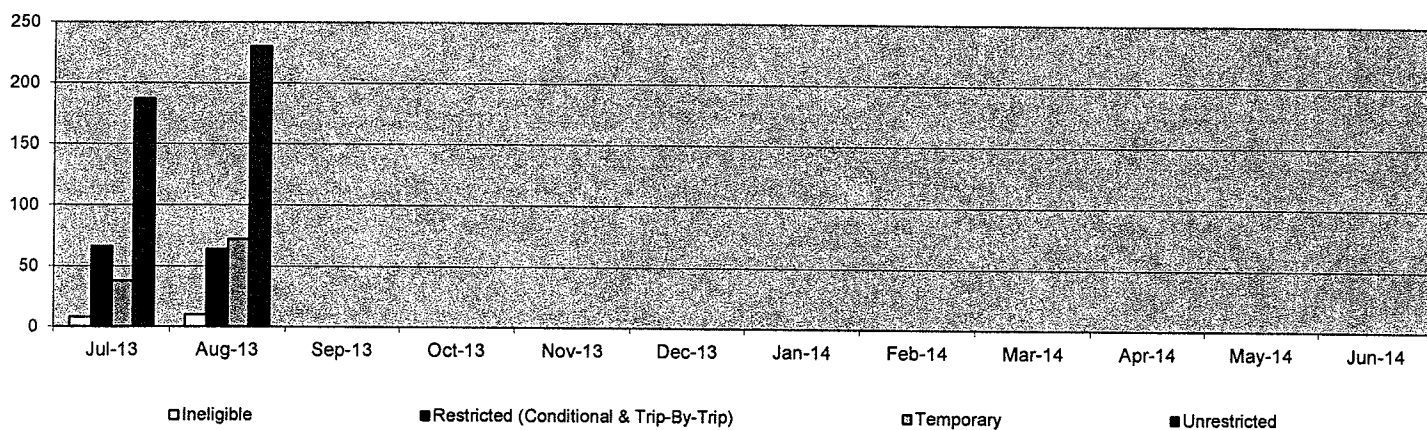
ADARide Certification Summary Report FY 14

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
New Applicants	204	244											448
Re-Certifications	95	132											227
Total	299	376											675
Ineligible	8	10											18
Restricted (Conditional & Trip-By-Trip)	66	64											130
Temporary	38	72											110
Unrestricted	187	230											417
Total	299	376											675

New Applicants and Re-Certifications



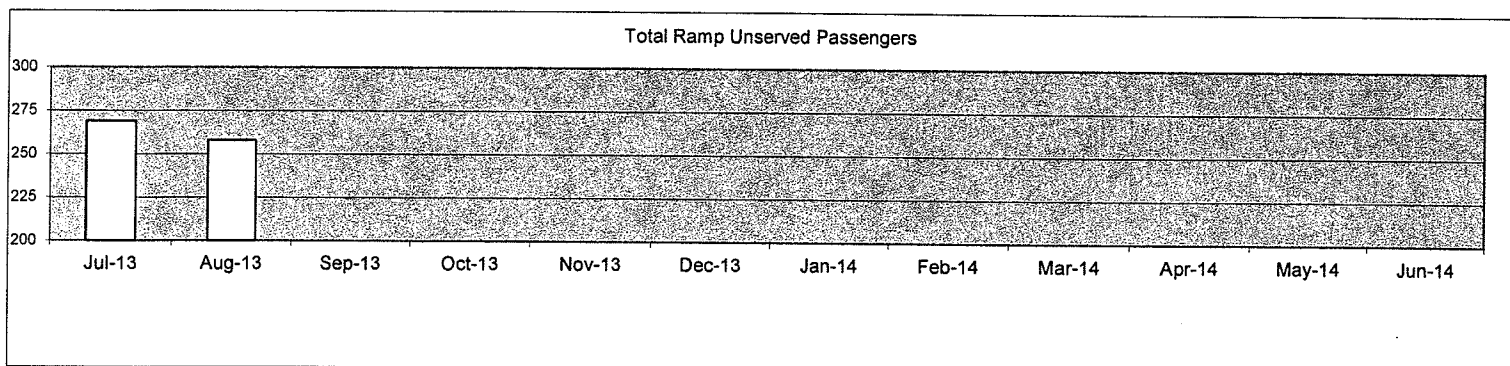
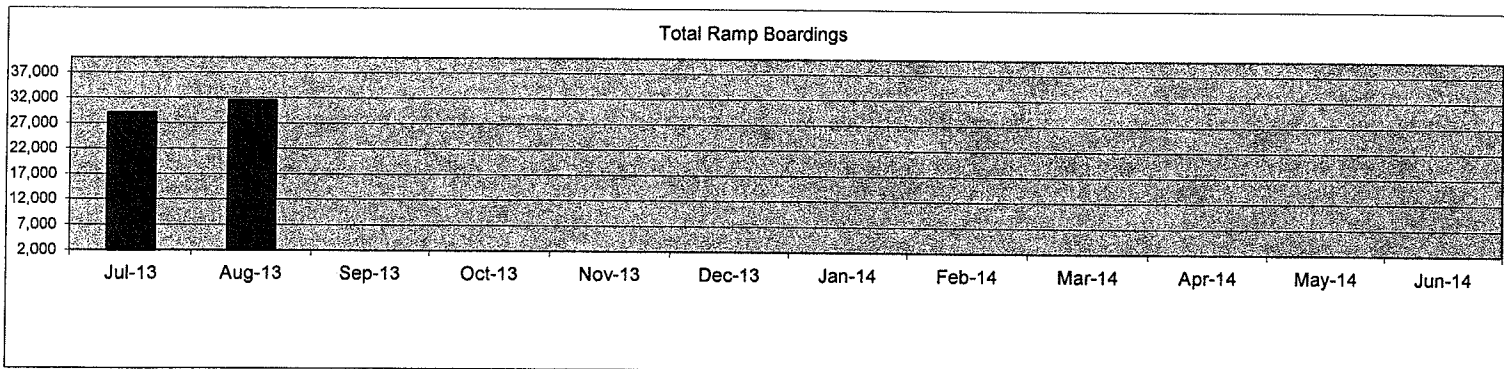
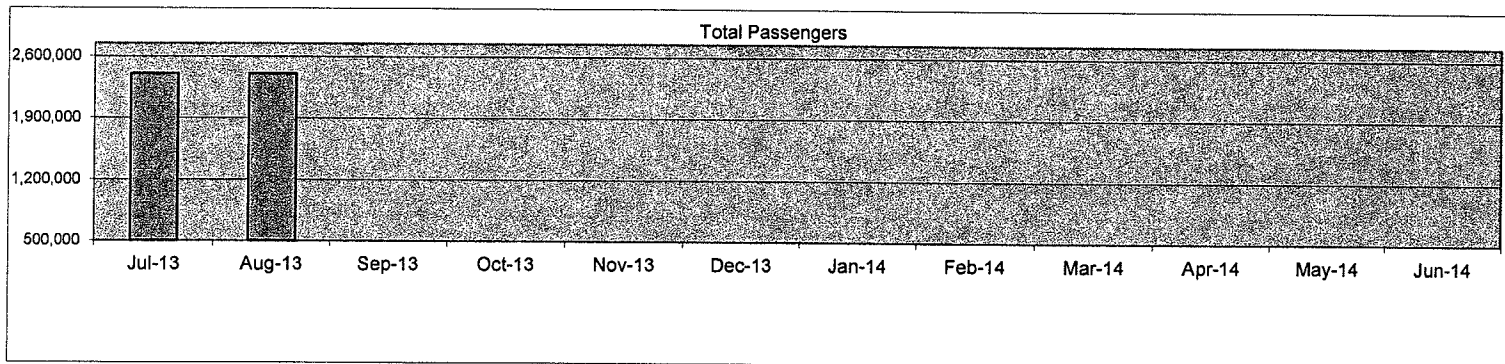
Eligibility





MTS Bus Ramp Deployment Report FY 14

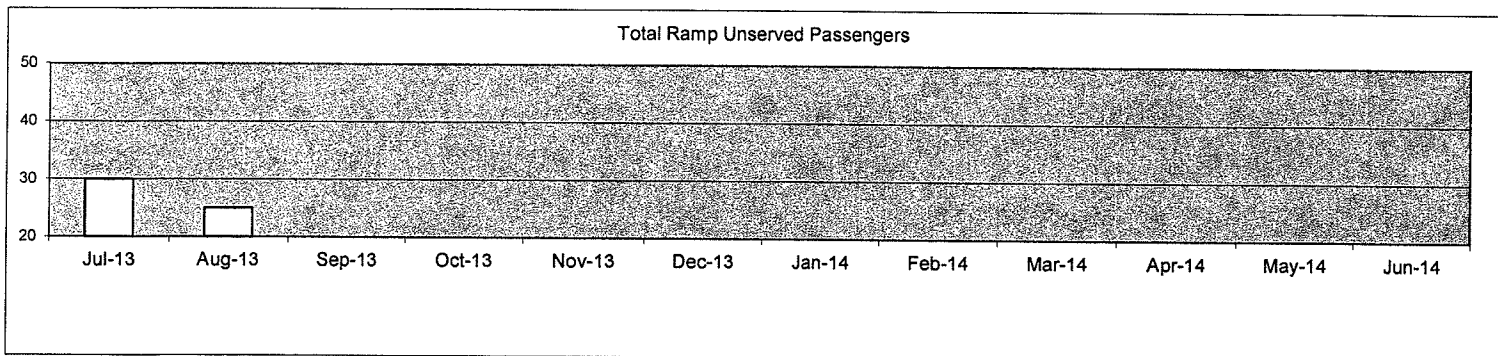
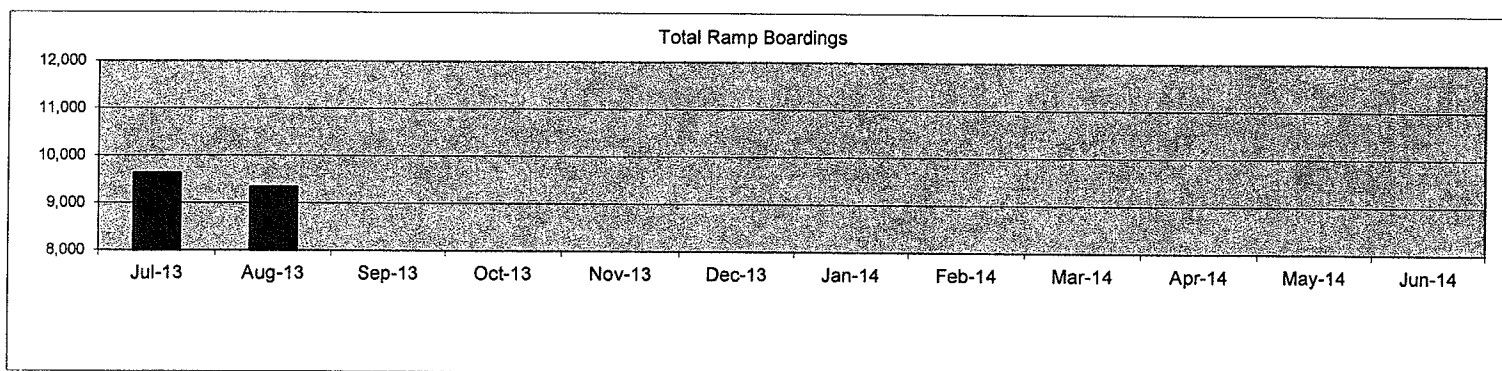
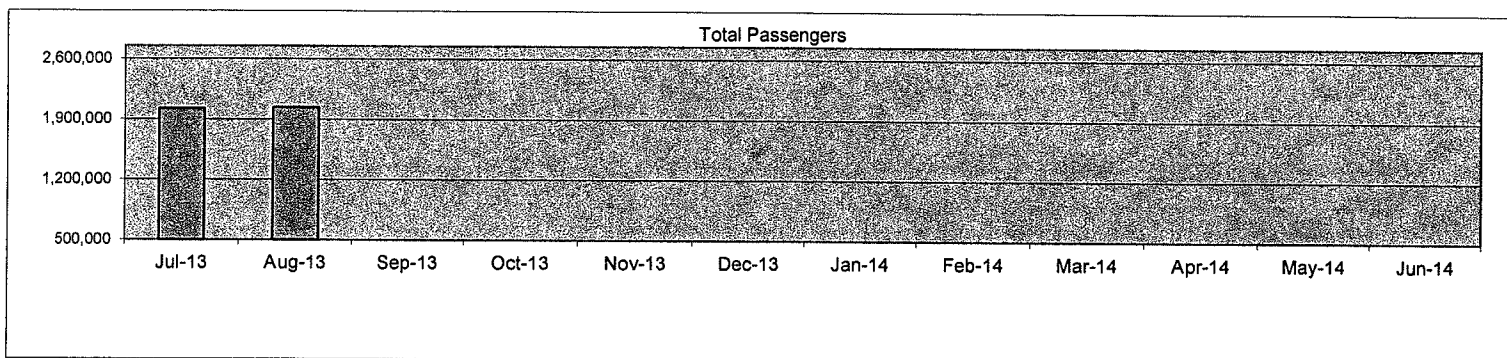
	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	2,406,385	2,405,608											4,811,993
Total Ramp Boardings	29,042	31,504											60,546
Percentage of Ramp Boardings	1%	1%											1%
Total Ramp Unserved Passengers	269	258											527
Percentage of Ramp Unserved Passengers	1%	1%											1%
Pass-Up Ramp Inoperable	15	10											25
Pass-Up WC Space Full	201	200											401
Pass-Up Bus Full	53	48											101





MTS Contract Services Ramp Deployment Report FY 14

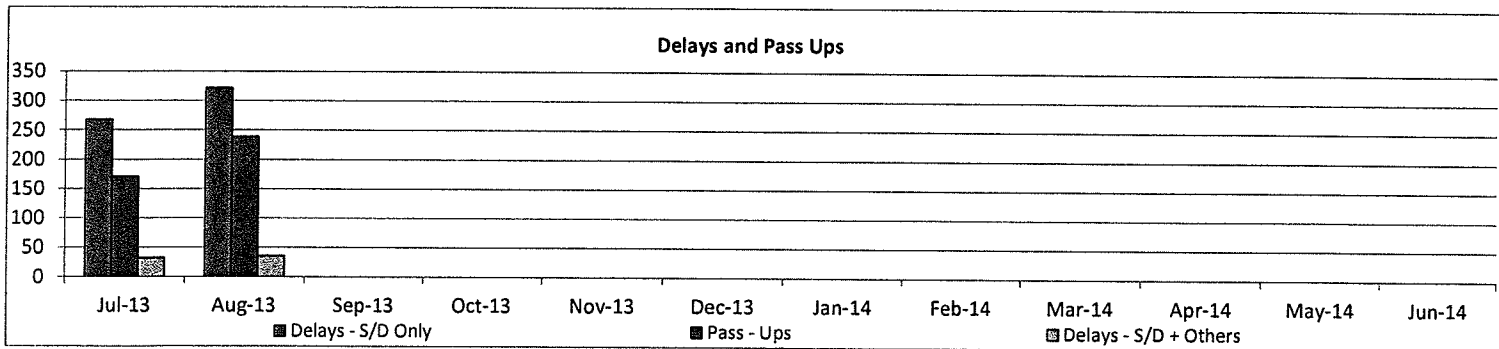
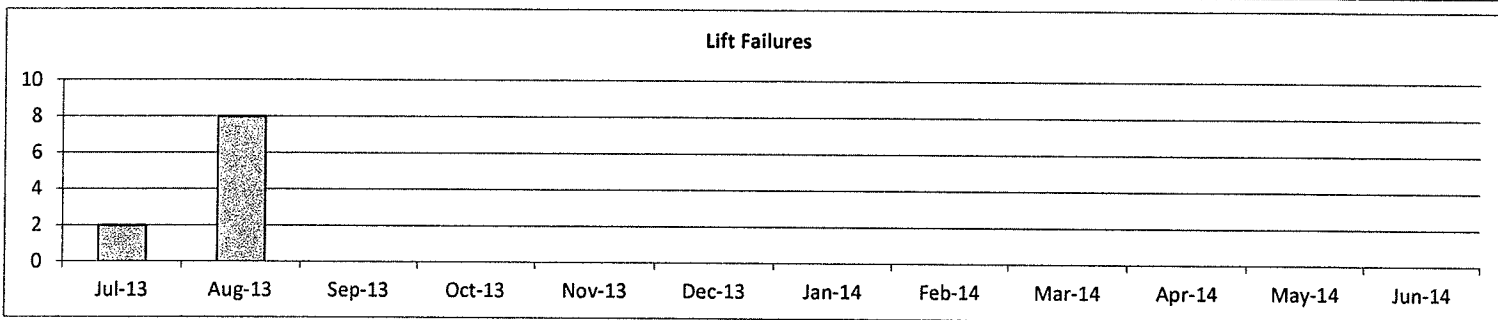
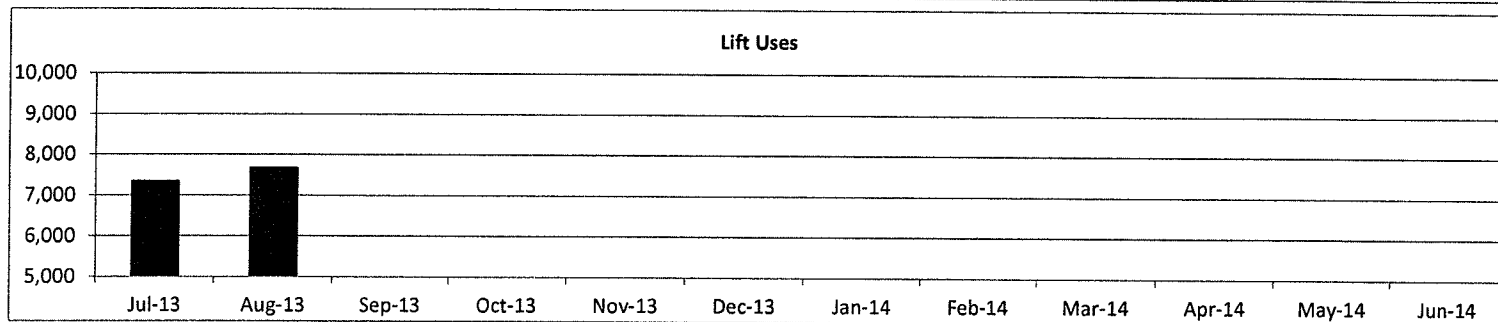
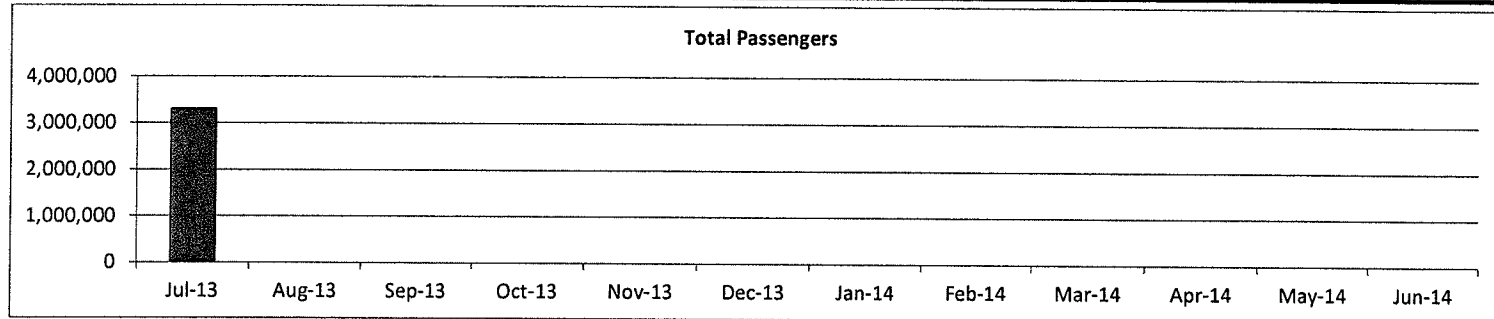
	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	2,022,615	2,040,201											4,062,816
Total Ramp Boardings	9,629	9,333											18,962
Percentage of Ramp Boardings	0.48%	0.46%											0.47%
Total Ramp Unserved Passengers	30	25											55
Percentage of Ramp Unserved Passengers	0.31%	0.27%											0.29%
Pass-Up Ramp Inoperable	0	0											0
Pass-Up WC Space Full	26	24											50
Pass-Up Bus Full	4	6											10





San Diego Trolley Lift Deployment Report FY 14

Total - All Lines	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	3,301,233												3,301,233
Lift Uses	7,340	7,673											15,013
Lift Failures	2	8											10
Delays - S/D Only	268	322											590
Pass - Ups	171	239											410
Delays - S/D + Others	33	36											69

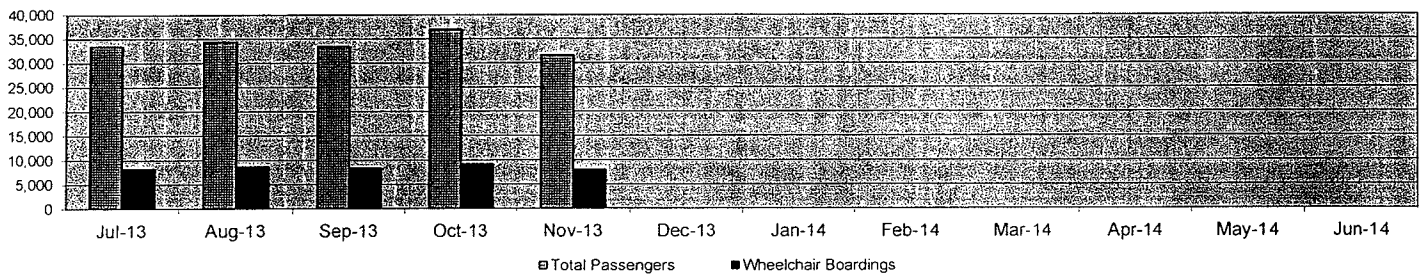




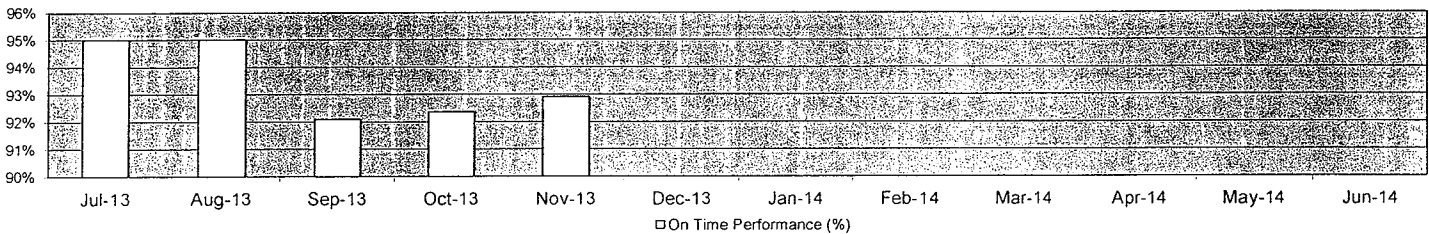
MTS Access ASAC Report FY 14

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	33,505	34,416	33,408	36,969	31,611								169,909
Wheelchair Boardings	8,192	8,688	8,416	9,203	8,035								42,534
On Time Performance (%)	95%	95%	92%	92%	93%								93%
Valid Complaints	4	4	3	6	6								23
Invalid Complaints	2	2	8	11	12								35
Compliments	2	16	7	8	1								34
Calls Received	24,412	25,129	27,604	28,819	25,457								131,421
% Abandoned Calls	1%	1%	2%	2%	2%								2%
Average Call Time	0:01:53	0:01:54	0:01:58	0:01:49	0:01:51								0:01:53
Average Hold Time	0:00:10	0:00:09	0:00:20	0:00:15	0:00:21								0:00:15

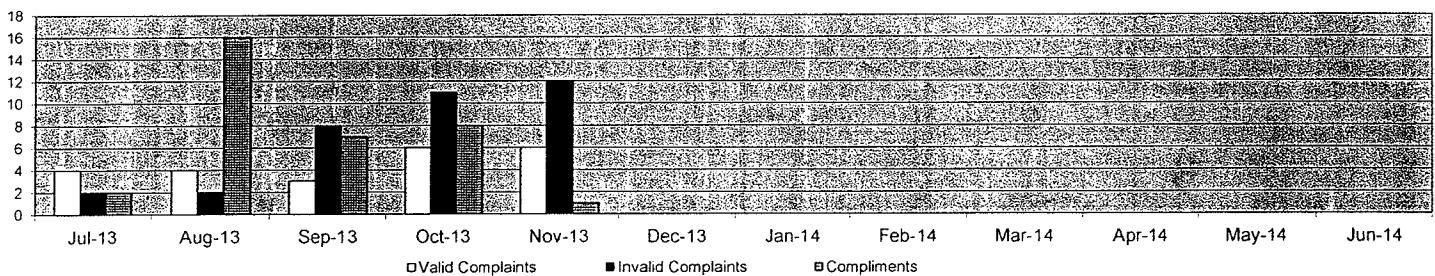
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

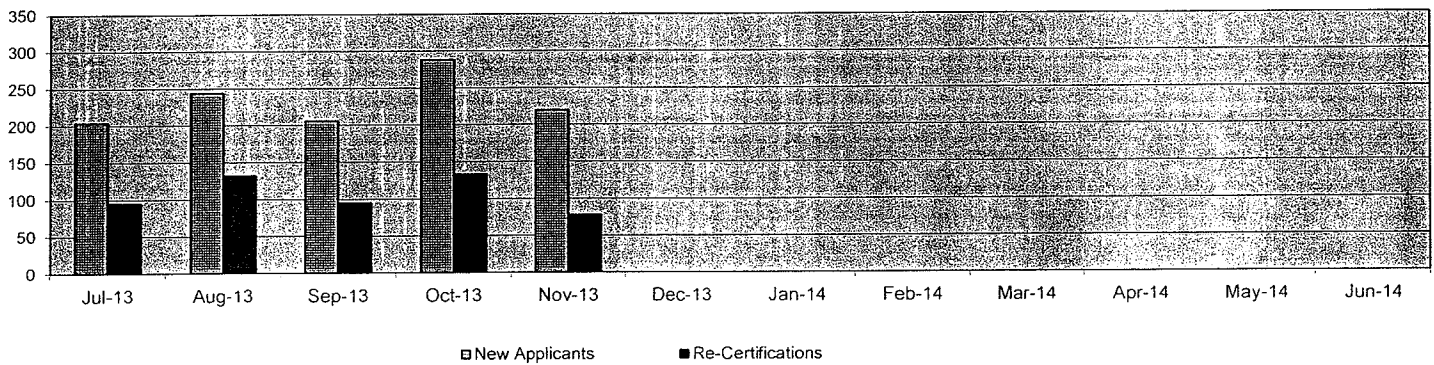




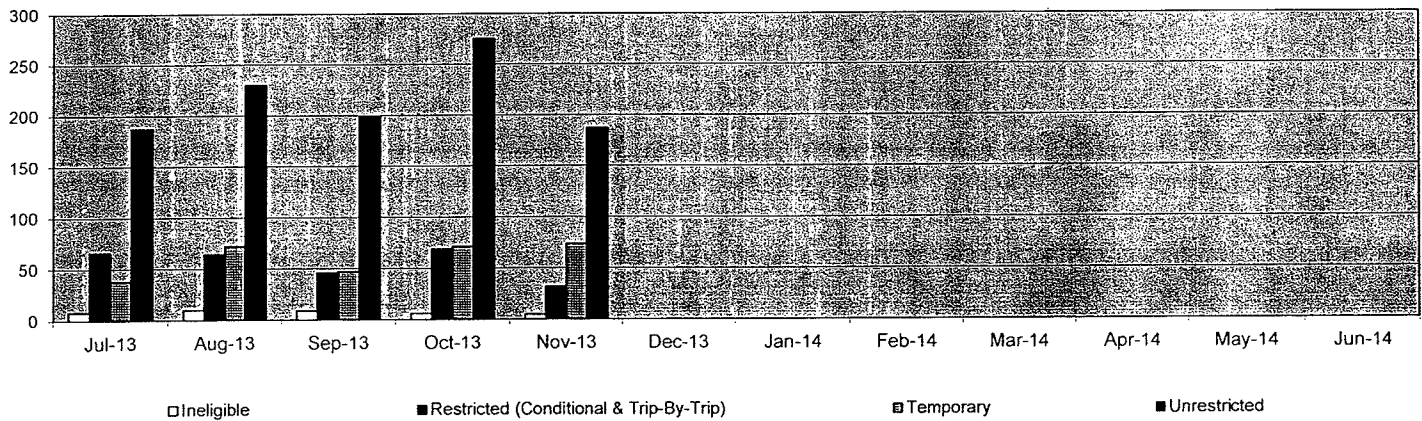
ADARide Certification Summary Report FY 14

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
New Applicants	204	244	206	288	220								1,162
Re-Certifications	95	132	95	133	78								533
Total	299	376	301	421	298								1,695
Ineligible	8	10	9	6	5								38
Restricted (Conditional & Trip-By-Trip)	66	64	46	69	32								277
Temporary	38	72	47	71	74								302
Unrestricted	187	230	199	275	187								1,078
Total	299	376	301	421	298								1,695

New Applicants and Re-Certifications



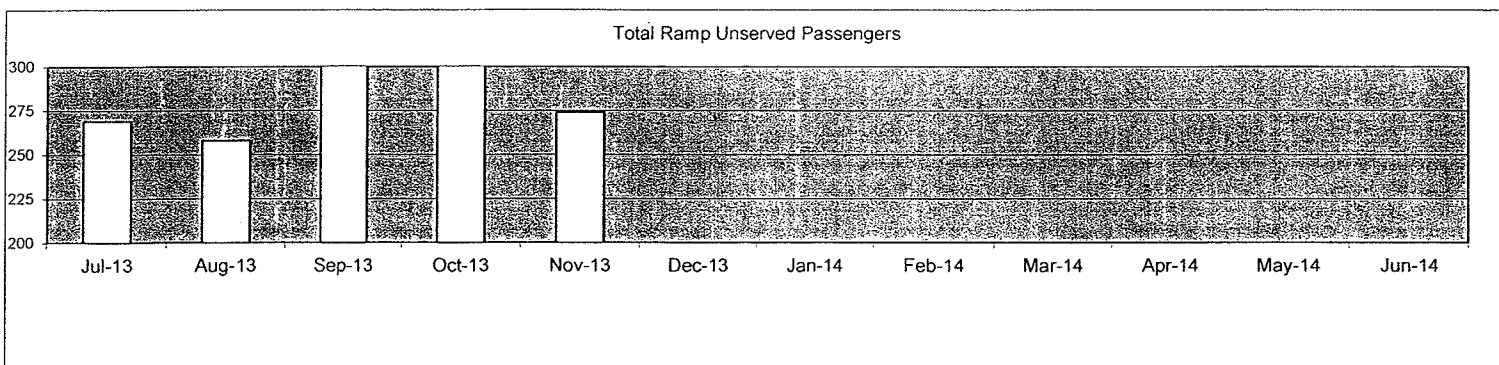
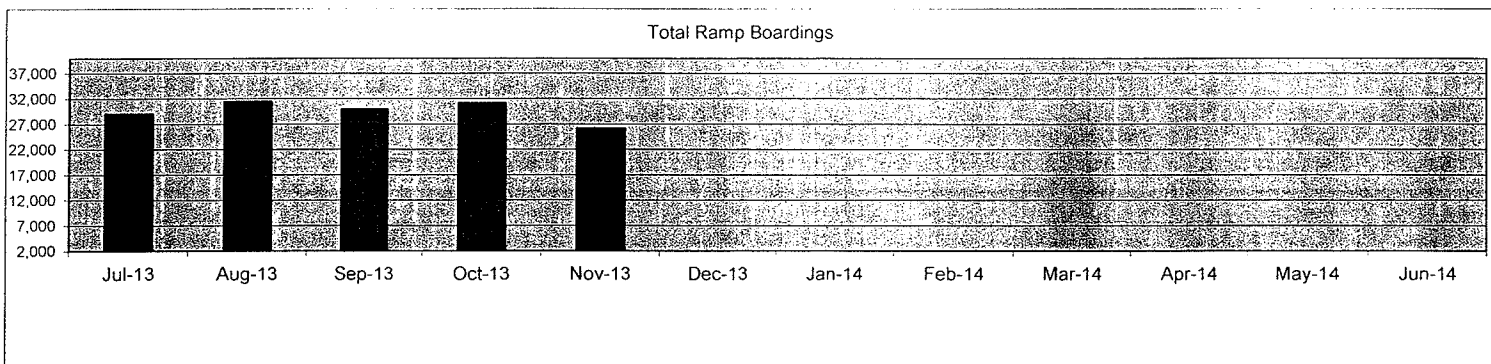
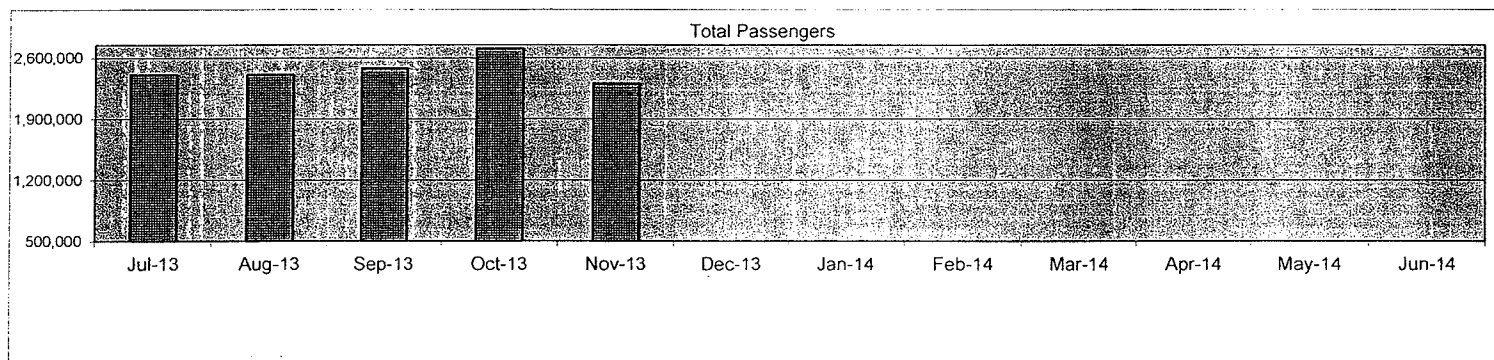
Eligibility





MTS Bus Ramp Deployment Report FY 14

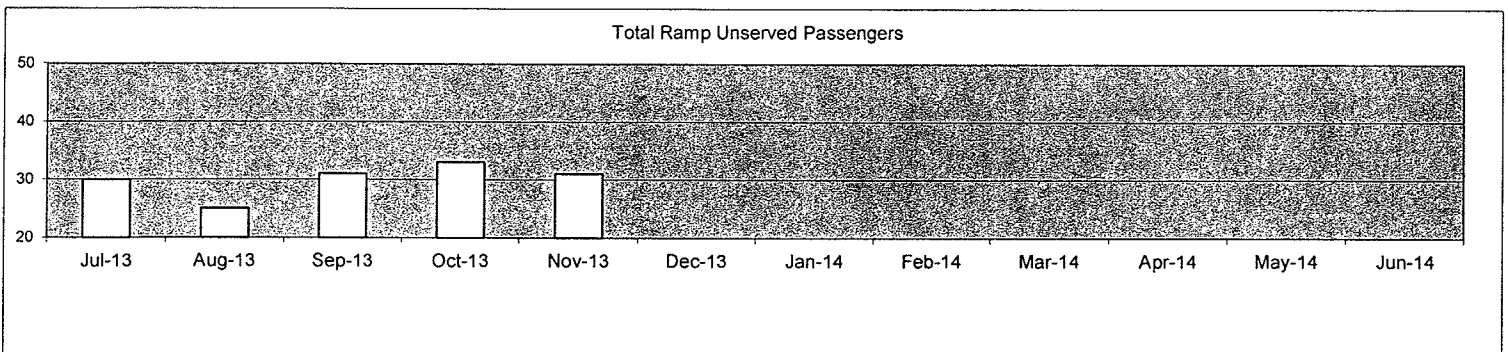
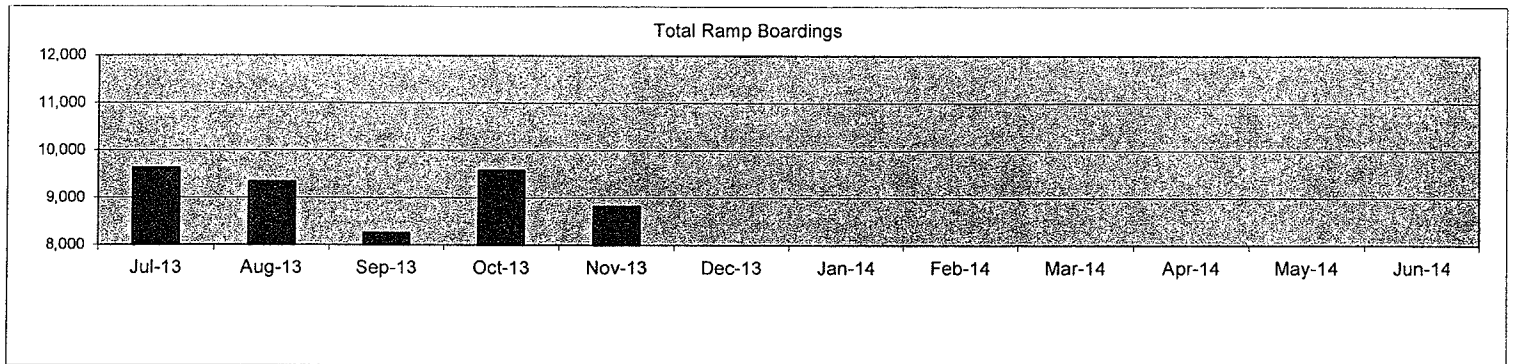
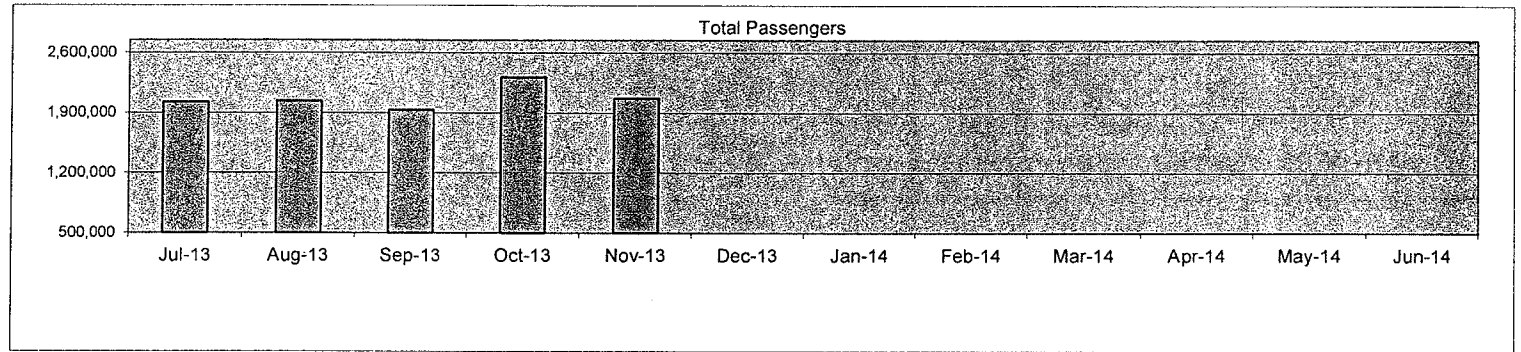
	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	2,406,385	2,405,608	2,478,029	2,706,156	2,308,351								12,304,529
Total Ramp Boardings	29,042	31,504	30,005	31,152	26,228								147,931
Percentage of Ramp Boardings	1%	1%	1%	1%	1%								1%
Total Ramp Unserved Passengers	269	258	343	335	274								1,479
Percentage of Ramp Unserved Passengers	1%	1%	1%	1%	1%								1%
Pass-Up Ramp Inoperable	15	10	10	9	10								54
Pass-Up WC Space Full	201	200	244	263	214								1,122
Pass-Up Bus Full	53	48	89	63	50								303





MTS Contract Services Ramp Deployment Report FY 14

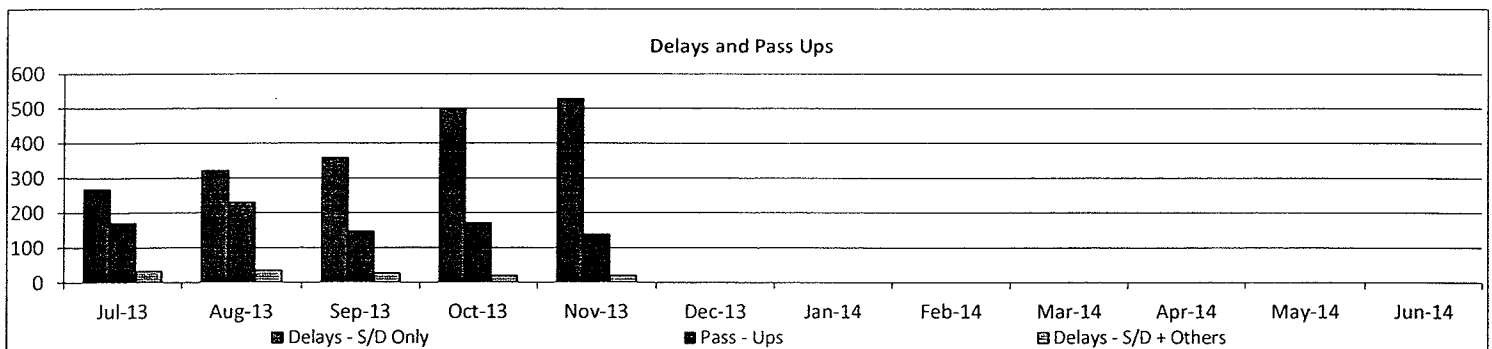
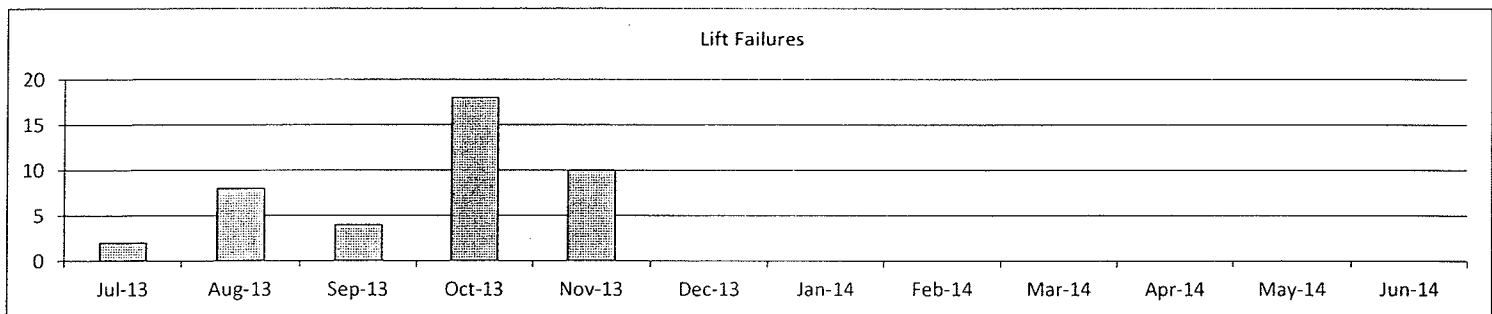
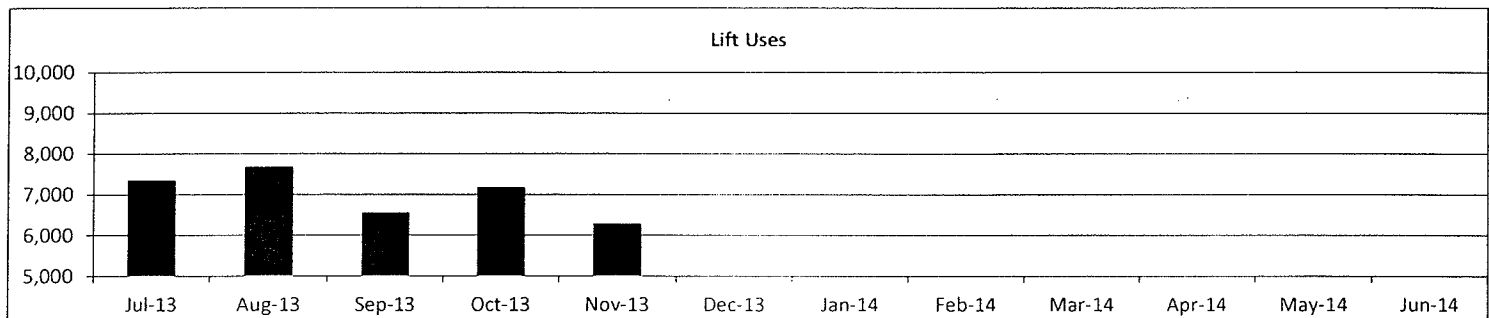
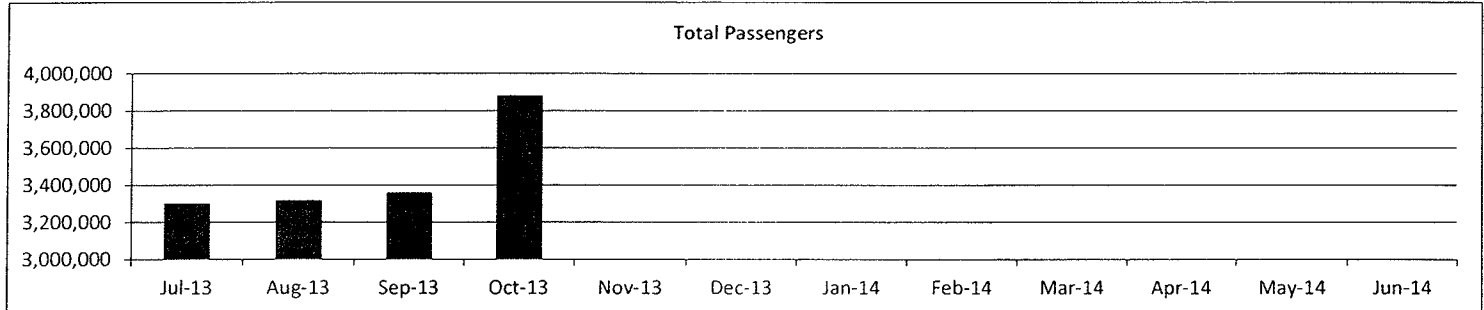
	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	2,022,615	2,040,201	1,934,777	2,315,657	2,071,439								10,384,689
Total Ramp Boardings	9,629	9,333	8,254	9,581	8,820								45,617
Percentage of Ramp Boardings	0.48%	0.46%	0.43%	0.41%	0.43%								0.44%
Total Ramp Unserved Passengers	30	25	31	33	31								150
Percentage of Ramp Unserved Passengers	0.31%	0.27%	0.38%	0.34%	0.35%								0.33%
Pass-Up Ramp Inoperable	0	0	0	0	0								0
Pass-Up WC Space Full	26	24	23	22	26								121
Pass-Up Bus Full	4	6	8	11	5								34





San Diego Trolley Lift Deployment Report FY 14

Total - All Lines	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	3,301,233	3,315,190	3,356,261	3,878,412									13,851,096
Lift Uses	7,340	7,673	6,548	7,166	6,275								35,002
Lift Failures	2	8	4	18	10								42
Delays - S/D Only	268	322	358	500	528								1,976
Pass - Ups	171	231	147	171	139								859
Delays - S/D + Others	33	36	27	20	21								137





1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
619.231.1466, FAX: 619.234.3407

Quarterly

MTS Accessible Services Advisory Committee (ASAC) 2014 Meeting Schedule

**All meetings will be held at MTS in the Board Room, 10th
Floor, 1255 Imperial Ave., San Diego, CA at 1:30 p.m.**

Meeting Date

March 20, 2014

June 12, 2014

September 11, 2014

December 11, 2014

Mailout Date

March 13, 2014

June 5, 2014

September 4, 2014

December 4, 2014



Metropolitan Transit System (MTS) is a California public agency and is comprised of San Diego Transit Corporation and San Diego Trolley, Inc. nonprofit public benefit corporations, in cooperation with Chula Vista Transit and National City Transit. MTS is the taxicab administrator for eight cities and the owner of the San Diego and Arizona Eastern Railway Company. MTS member agencies include: City of Chula Vista, City of Coronado, City of El Cajon, City of Imperial Beach, City of La Mesa, City of Lemon Grove, City of National City, City of Poway, City of San Diego, City of Santee, and the County of San Diego.