



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

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

**SRTP 880.1
(PC 50850)**

**Thursday, December 13, 2012
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 June 21, 2012 Meeting Minutes (materials enclosed)	Approve
3. Public Comment	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. Fixed-Route Reports
Information

- Operators

- MTS Bus (**Belinda Fragger**)
- MTS Contract Services, Veolia Transportation (**Jeanne Snyder**)
- San Diego Trolley, Inc. (**Walter Clack**)

- | | | |
|-----|--|-------------|
| 7. | 2013 ASAC Meeting Calendar | Approve |
| 8. | Update on MTS Access Policy Changes | Information |
| 9. | Information on Planned Service Changes | Information |
| 10. | Update on Trolley Renewal Project | Information |
| 11. | Next Meeting Date: March 21, 2013 at 1:30 p.m. at MTS Access - Training Building:
7550 Copley Park Place, San Diego, CA 92111 | |

LMADSEN
AGN-13-DECEMBER-12
December 6, 2012 Mail Out

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA

SRTP 880.1
(PC 50850)

Thursday, June 21, 2012
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
Chairwoman Lorrie Bragg 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 22, 2012 Meeting Minutes
It was moved and seconded to approve the minutes of the March 22, 2012 ASAC meeting. The motion passed unanimously.
3. Public Comment
There were no public comments.
4. Member Comment
There were no member comments.
5. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for April and May 2012. The Average Call Time and Average Hold Time statistics were reversed; this has been corrected (see Attachment B).

ADARide – Ms. Lisa Madsen presented the ADARide certification reports for March, April, and May 2012 (see Attachment C).
6. Fixed-Route Reports

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Lift/Ramp Deployment Report for March, April, and May 2012 (see Attachment D).

Chairwoman Bragg inquired as to whether the new cart policy had decreased the number of pass ups due to the bus or the wheelchair space being full. Ms. Fragger noted that the policy had helped. Mr. Jim Byrne noted that overall ridership has increased significantly over the past few years, and that scheduled service enhancements should ease the number of pass ups as well.

MTS Contract Services (Veolia Transportation) – Ms. Lisa Madsen presented the MTS Contract Services Lift/Ramp Deployment Report for March, April, and May 2012 (see Attachment E).

San Diego Trolley, Inc. – Mr. Walter Clack presented the San Diego Trolley Lift/Ramp Deployment Report for the months of March, April, and May 2012 (see Attachment F).

7. MTS Access Policy Changes - Attachment G

Mr. Dan McCaslin presented information on proposed policy changes to the MTS Access program. The first change would involve expanding the on-time performance window. The current window is 0-10 minutes. MTS is proposing to change this to up to 20 minutes from the scheduled time. This would enhance scheduling efficiency, and allow for other service improvements. The second change would be to give three trip option times for every time given. Currently, when a passenger requests a time, one time is given. Another change would involve late cancellations. Currently, trips are considered a late cancellation if they are cancelled before 5:00 p.m. the night before the scheduled trip. MTS is proposing to change that to two hours before the scheduled pick up time. If a trip is cancelled less than two hours before the scheduled trip, it would be treated as a no-show. MTS is also proposing to change its current no-show policy, which allows for a fourteen day suspension when three or more trips are no-showed within a calendar month, and the passenger must pay the fare for any trips missed. MTS is looking to change the policy to either three missed trips, or 10% of all booked trips within a calendar month, depending on which is greater before enforcing the suspension. The missed fare payment will also be eliminated. Additionally, MTS Access will be changing from a curb-to curb service to an origin-to-destination service upon request. This means that drivers will be able to assist passengers away from the vehicle, for a distance of up to sixty feet, as long as the driver can maintain eye contact with the vehicle.

Mr. Floyd Willis asked what the current on time performance is for MTS Access vehicles. Mr. McCaslin responded that currently, vehicles are within the on time window 93% of the time. Mr. Willis inquired as to if MTS Access had a program that would text paratransit arrival times, similar to the texting program available on the fixed route buses. Mr. McCaslin responded that that technology is currently not available on paratransit vehicles, and that research had been done, but there was no firm date to implement such technology. Chairwoman Bragg inquired as to what the cost would be to implement such technology. Mr. McCaslin replied that it would cost approximately \$300,000 to outfit the vehicles with mobile data terminals (MDT's) and GPS technology.

Mr. Rueben Ceballos asked if the drivers would still wait three minutes for passengers upon arrival. Mr. McCaslin said that yes, this policy would not change. Mr. McCaslin stated that passengers would be able to have the driver knock on their door, and that the three minute window would start once the driver knocked.

Mr. McCaslin noted that these policies were scheduled to be implemented beginning on September 1st, and that it would be heavily monitored. It was moved and seconded to approve the policy changes. The motion passed unanimously.

8. MTS Reduced Fare Program

Ms. Valerie Vizkeleti presented information regarding MTS' reduced fare program. MTS recently revised its Senior, Disabled, Medicare (SDM) fare program. Previously SDM passengers had to carry both a SDM identification card, and their monthly bus pass.

With the introduction of the Compass Card, a passenger's identification and monthly pass can be combined into one card. Additionally, the approval process was also revised and streamlined. Currently, SDM passengers account for 36% of trips, but only 9% of revenue. The goal of revising the reduced fare program is to preserve the benefit for those that really need it. Those that qualify for the benefit include seniors 60 years of age and older, those with a qualifying disability, or those on Medicare, SSI, and SSD. The cost for a reduced fare ID card is \$7, which is a one-time cost. The cost of a monthly SDM pass is \$18. There are two forms that a prospective SDM passenger must fill out. The short form is for those 60 years of age or older, Medicare, SSI, and SSD recipients, those with DMV placards, and those eligible for MTS Access. Clients meeting any of these conditions may fill out the short form at the Transit Store. Anyone not meeting these conditions would need to fill out the long form, which would involve having a qualified professional certifying that they have a qualifying condition.

Ms. Jan Gardetto noted that both the short and long forms can be found on the MTS website, at the Transit Store, and at the front desk. Applications can also be mailed. All applications are processed within ten days, and are reviewed for completion and eligibility. Upon verification, the passenger and the Transit Store are both notified so that the passenger can get their new Compass Card. If the passenger is ineligible, or the application is incomplete, a letter is sent to the applicant letting them know why they are ineligible for a SDM Compass Card. If denied, clients can appeal the decision, or provide the information necessary to complete their application.

Mr. Todd Lordson stated that there had been some concern regarding the new program at the San Diego Regional Center (SDRC). The regional center clients had originally been told to keep both their reduced fare transit ID card with no money on it, and a Compass Card issued by the SDRC. However, some Transit Store employees have told the clients to discard the Compass Card, and put money on their transit ID, which contradicted what they had been told to do by SANDAG. Mr. Jim Byrne noted that a meeting could be arranged to address these issues.

Chairwoman Bragg inquired as to if the new process had reduced fraud. Ms. Vizkeleti noted that one psychologist had been found guilty of fraudulently certifying clients for SDM passes as well as Social Security. Of those 14 clients, 6 were recertified by another psychologist, while the other 8 SDM Compass Cards were turned off. Some applications have also come in for non-qualifying disabilities, such as alcoholism, and those applications are not approved.

9. Information on Planned Service Changes

Mr. Denis Desmond presented information on planned service changes. There will be substantial service changes in September. There are three components to the changes. The first will be to the Blue, Orange and Green Line Trolley operating plans. This will cause changes to the bus routes, as they are scheduled to meet the Trolleys. Approximately \$3 million worth of service will also be added in September.

For the Trolley lines, the Green Line Trolley will be extended to downtown, past the Santa Fe Depot, and along the Bayside. A transfer at Old Town will no longer be required. The Orange Line will no longer travel along the Bayside. Passengers can transfer to the Green Line at the Santa Fe Depot station. The Blue Line will stop at America Plaza.

90% of the bus routes will need schedule changes. Most of these changes will be adjustments of 5-10 minutes in the schedule. No service will be reduced. These schedules will be adjusted to meet the Trolley connections.

The service improvements are in response to several trends, the first of which is that ridership is up 6% this year. The budget outlook has improved, and fare revenue is also up. Weekday and Sunday service frequencies will be improved. In September, a number of the urban routes will see weekday service frequency increases. Frequencies on Saturdays and Sundays will also increase. Some Sunday service that was previously cut will also be restored.

10. Cart Policy Feedback

Mr. Antonio Johnson presented information regarding feedback received from the new cart policy. Four citations have been issued on the Trolley since March; however, this was due to passengers using the carts to hold the doors. No citations have been issued on the buses, and operators have been enforcing the new policy well. For the most part, passengers who were turned away due to cart policy violations have complied. Only 2 or 3 incidents have occurred where road supervision was necessary.

Chairwoman Bragg asked Ms. Belinda Fragger if the passengers had been compliant in regards to the height of belongings inside of the carts. Ms. Fragger noted that once passengers were made aware of the appropriate height and size restrictions, they were compliant. The biggest issue was providing education on what was allowed and what wasn't.

11. Adjourn

Chairwoman Bragg adjourned the meeting at 3:00 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.
- G. 2013 ASAC Meeting Calendar

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MTS Accessible Services Advisory Committee Meeting
Roll Call
6/21/2012

Call to Order: 1:30 PM

Adjournment: 3:00 PM

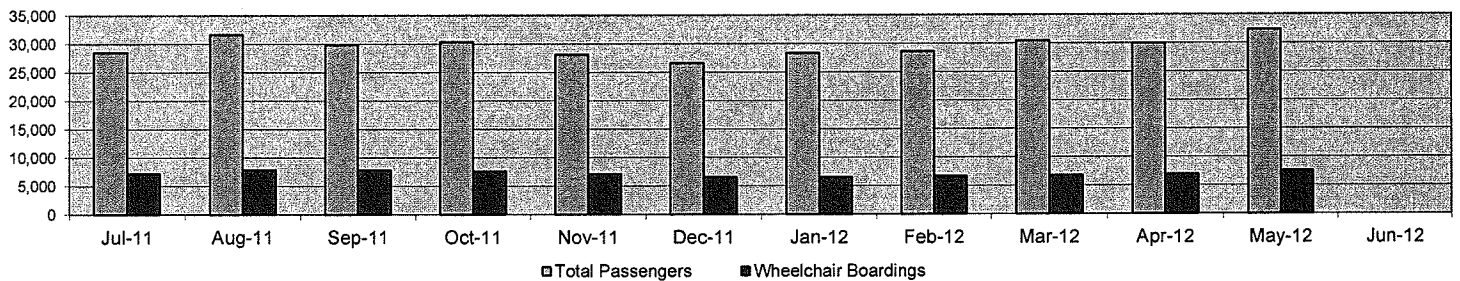
MEMBER		ALTERNATES		AGENCY
Lorie Bragg	X	Charles Lungerhausen		ASAC Chairwoman
Ruben Ceballos	X			Access to Independence
Arun Prem		Patty Pauletto	X	FACT / CTSA
Debbie Marshall	X			Developmental Disabilities Board - Area 13
Jeanne Snyder		Joe Nunweiler		Veolia Transportation - Contracted Bus Routes
Art Hulscher		Cindy Hall		ADARide
Anthony Ferguson		Todd Lordson	X	San Diego Regional Center
Charles Lungerhausen				Paratransit Consumer
Kevin Kelly		Marion Connaughton		San Diego Center for The Blind
John Davenport		Belinda Fragger	X	MTS Bus
John Lewis	X	Rafael Villegas		First Transit Group (MTS Access)
		Bill Kiehl		
Vacant				Hearing Impaired
Danielle Kochman	X	Brian Lane		SANDAG
		Phil Trom		SANDAG
Floyd Willis				County of San Diego AIS
Anicia Gottwig				Caltrans
Walter Clack	X			MTS Trolley
Jim Byrne	X			MTS
Dan McCaslin	X			MTS
Lisa Madsen	X			MTS
Karen Landers				MTS



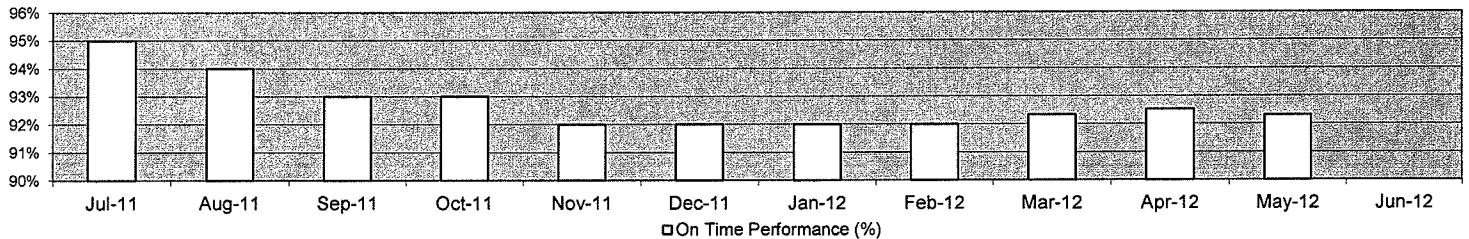
MTS Access ASAC Report FY 12

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
Total Passengers	28,504	31,651	29,846	30,365	28,104	26,597	28,356	28,611	30,413	29,982	32,332		324,761
Wheelchair Boardings	7,146	7,862	7,774	7,607	7,090	6,526	6,575	6,667	6,747	6,966	7,550		78,510
On Time Performance (%)	95%	94%	93%	93%	92%	92%	92%	92%	92%	93%	92%		85%
Valid Complaints	3	2	2	3	1	0	1	1	1	1	3		18
Invalid Complaints	2	4	6	4	5	3	4	8	9	5	11		61
Compliments	4	6	3	1	0	2	0	1	3	1	0		21
Calls Received	21,276	23,507	22,742	23,947	23,056	21,393	23,253	22,135	23,892	23,070	24,808		253,079
% Abandoned Calls	2%	3%	3%	3%	4%	2%	2%	2%	2%	2%	2%		2%
Average Call Time	0:01:51	0:01:52	0:01:51	0:01:57	0:01:57	0:01:50	0:01:47	0:01:51	0:01:56	0:01:53	0:02:02		0:01:44
Average Hold Time	0:00:18	0:00:18	0:00:38	0:00:36	0:00:41	0:00:26	0:00:27	0:00:32	0:00:17	0:00:14	0:00:18		0:00:24

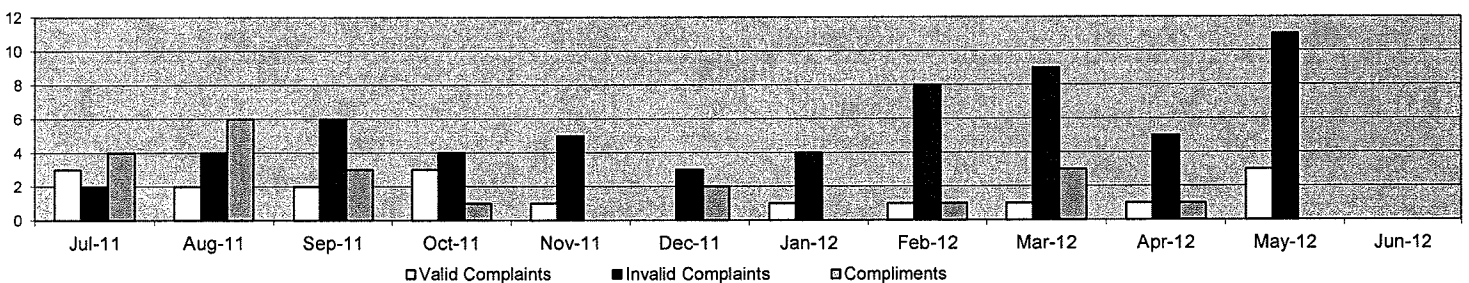
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



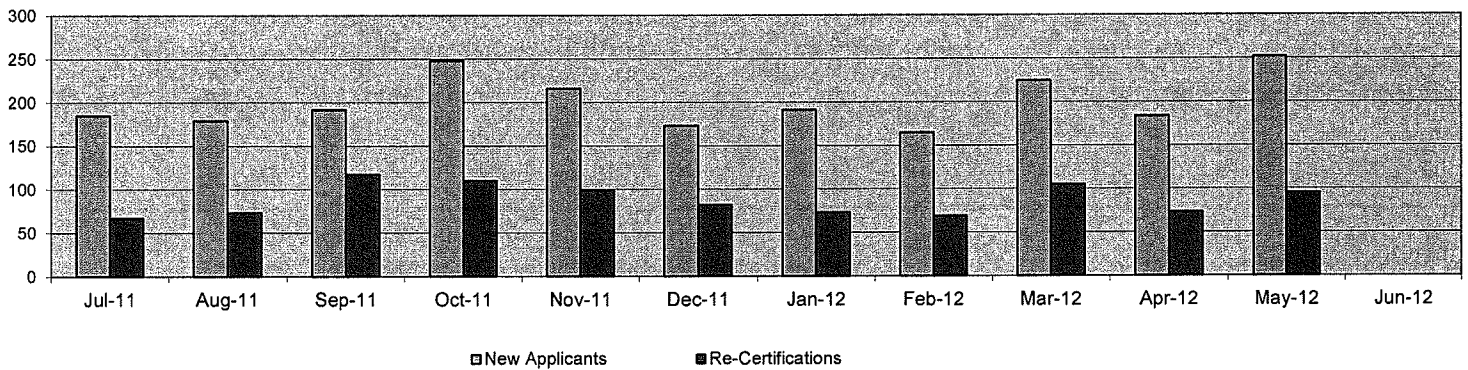


ADARide Certification Summary Report FY 12

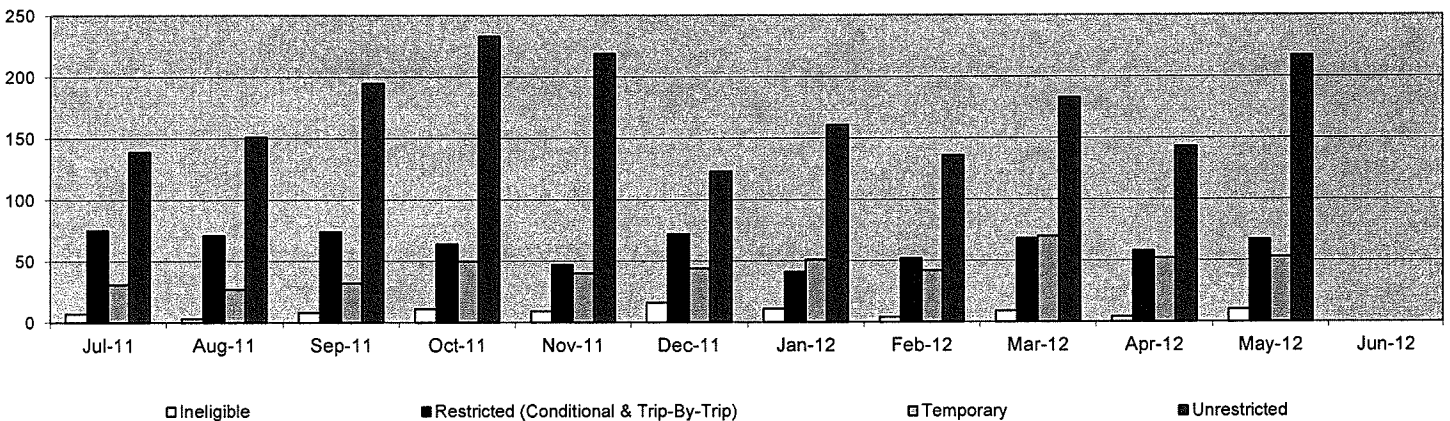
	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
New Applicants	185	179	192	248	216	173	191	165	225	184	252		2,210
Re-Certifications	67	73	117	110	99	82	73	69	105	73	95		963
Total	252	252	309	358	315	255	264	234	330	257	347		3,173

Ineligible	7	3	8	11	9	16	11	4	9	4	10		92
Restricted (Conditional & Trip-By-Trip)	75	71	74	64	47	72	41	52	68	58	67		689
Temporary	31	27	32	50	40	44	51	42	70	52	53		492
Unrestricted	139	151	195	233	219	123	161	136	183	143	217		1,900
Total	252	252	309	358	315	255	264	234	330	257	347		3,173

New Applicants and Re-Certifications



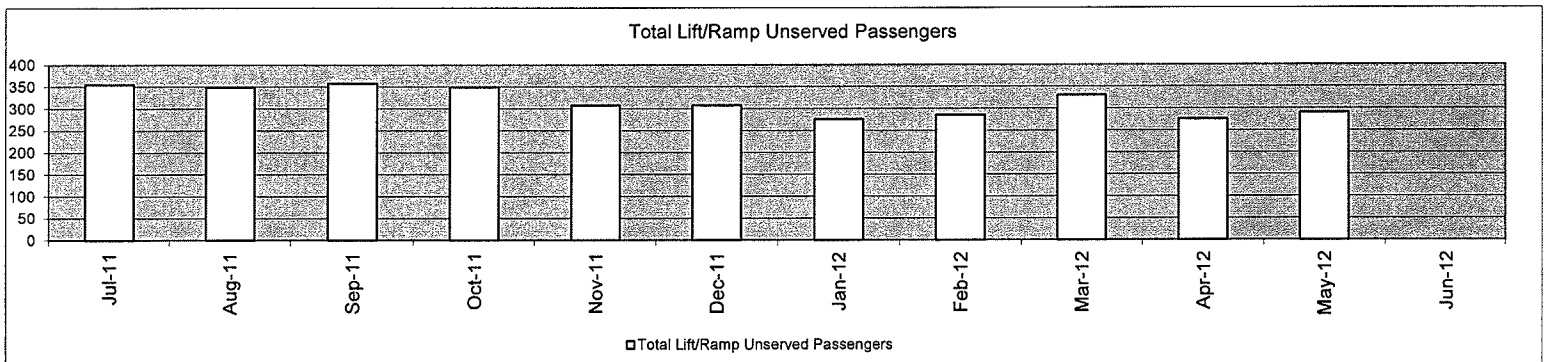
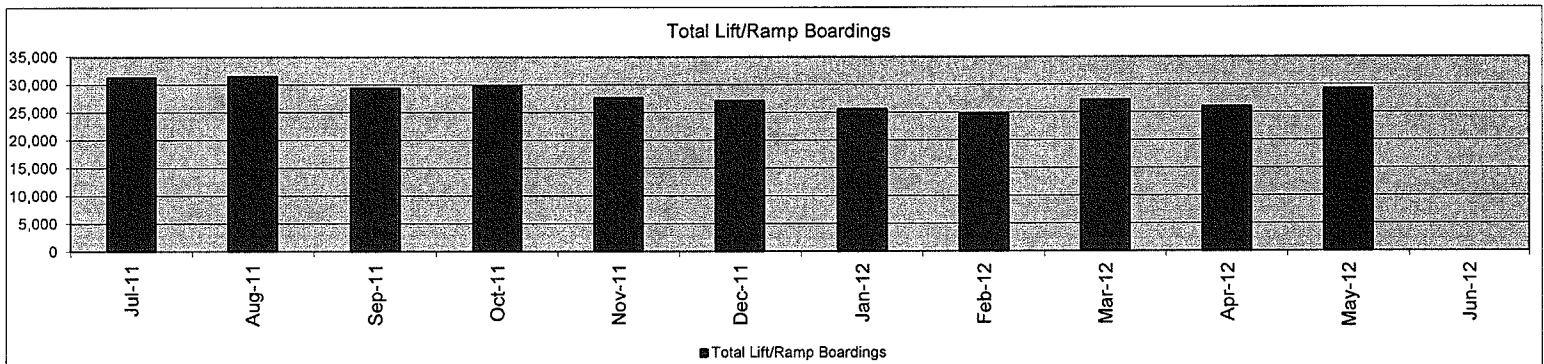
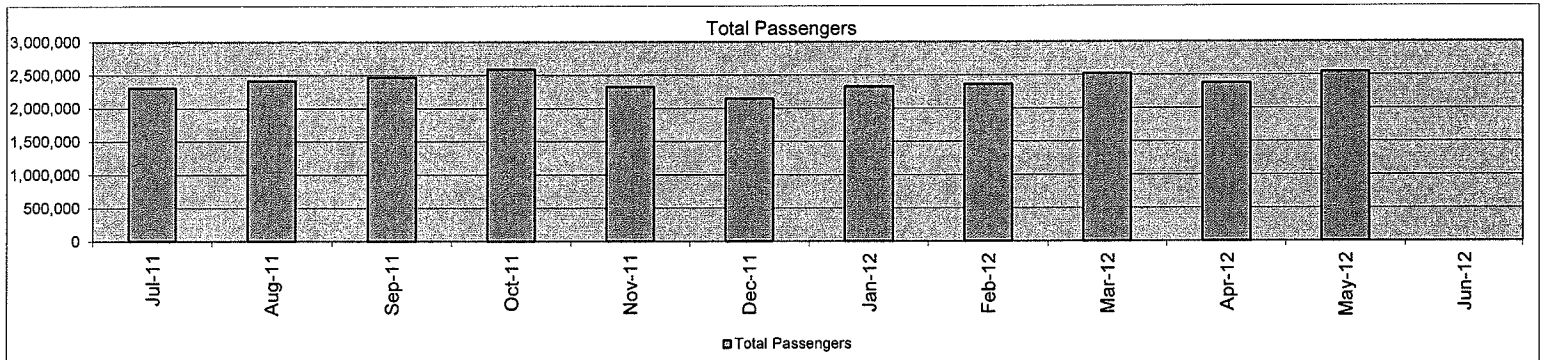
Eligibility





MTS Bus Lift / Ramp Deployment Report FY 12

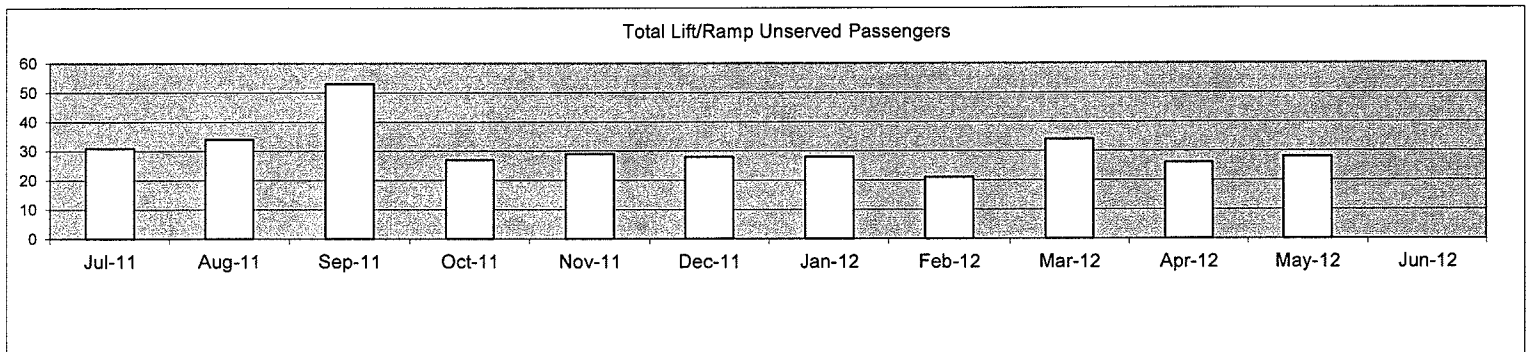
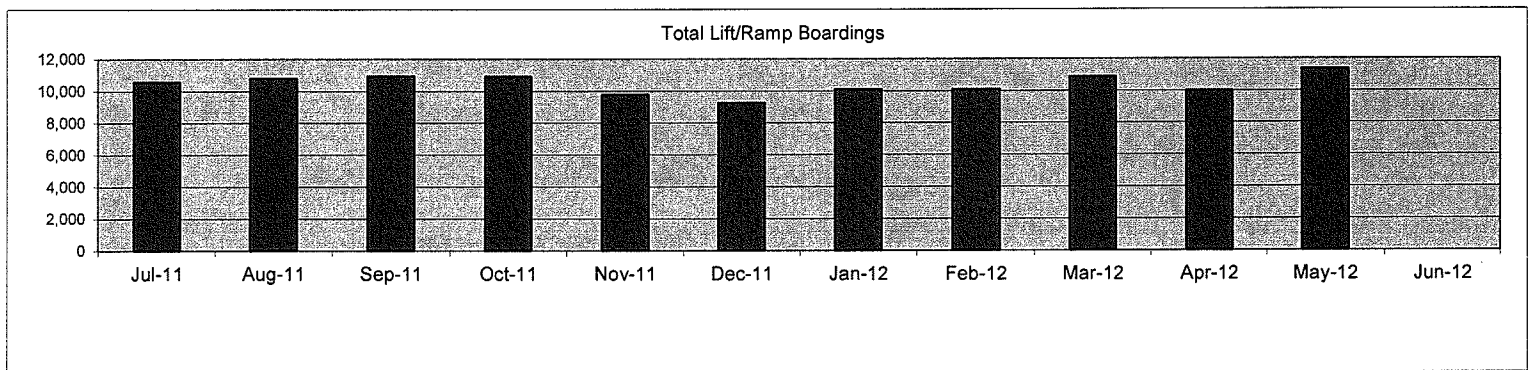
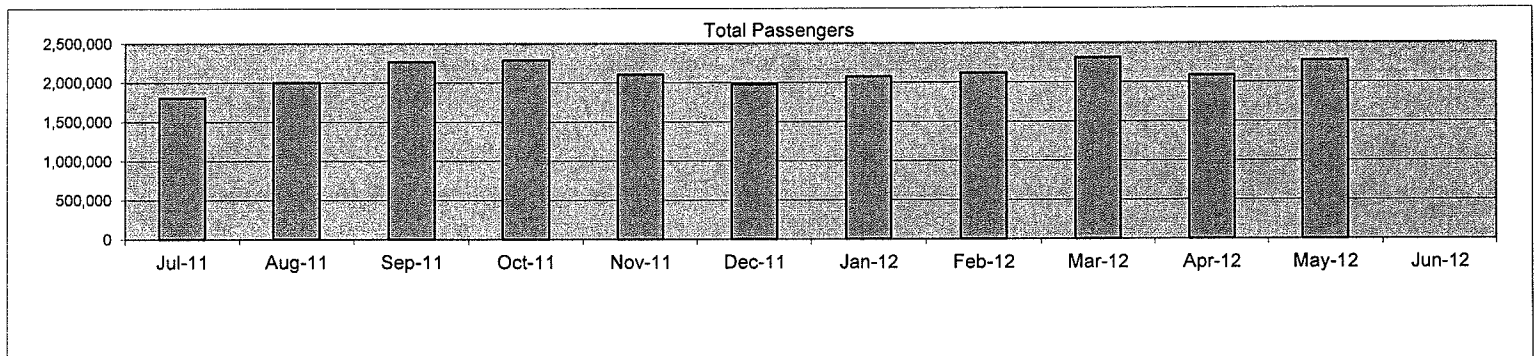
	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
Total Passengers	2,307,397	2,415,725	2,468,303	2,587,796	2,324,587	2,147,246	2,328,000	2,359,753	2,521,521	2,378,065	2,542,298		26,380,691
Total Lift/Ramp Boardings	31,252	31,496	29,378	29,889	27,629	27,090	25,646	24,781	27,207	26,050	29,203		309,621
Total Lift/Ramp Unserved Passengers	355	349	358	349	308	308	276	285	330	276	290		3,484
Percentage of Lift/Ramp Boardings	1.35%	1.30%	1.19%	1.15%	1.19%	1.26%	1.10%	1.05%	1.08%	1.10%	1.15%		1.17%
Percentage of Lift / Ramp Unserved Passengers	1.14%	1.11%	1.22%	1.17%	1.11%	1.14%	1.08%	1.15%	1.21%	1.06%	0.99%		1.13%
Pass-Up Lift/Ramp Inoperable	20	18	9	12	16	20	15	16	13	15	10		164
Pass-Up WC Space Full	274	267	265	265	244	228	207	200	241	214	231		2,636
Pass-Up Bus Full	61	64	84	72	48	60	54	69	76	47	49		684





MTS Contract Services Lift / Ramp Deployment Report FY 12

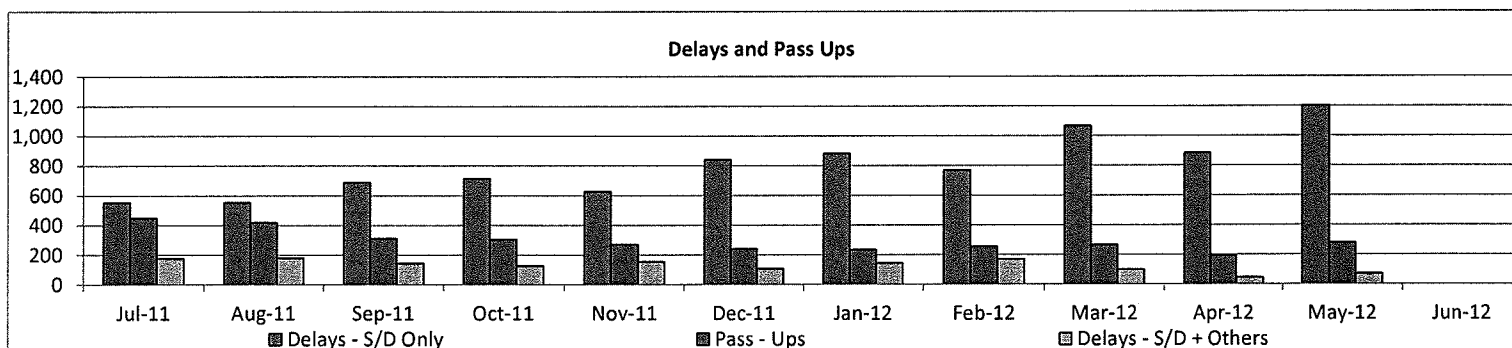
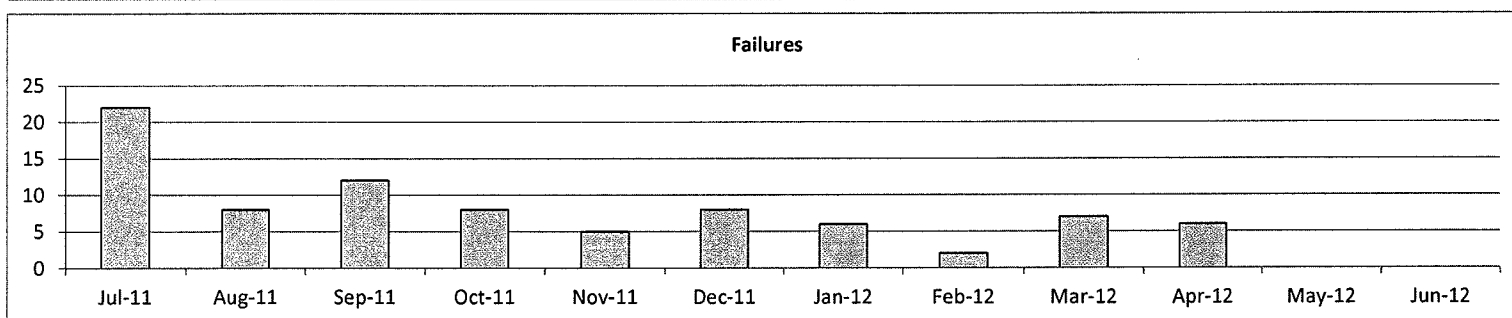
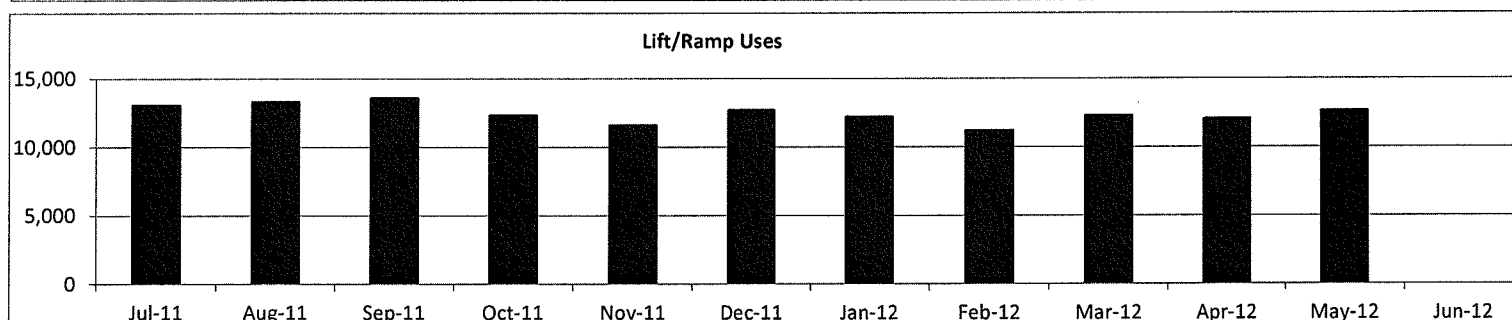
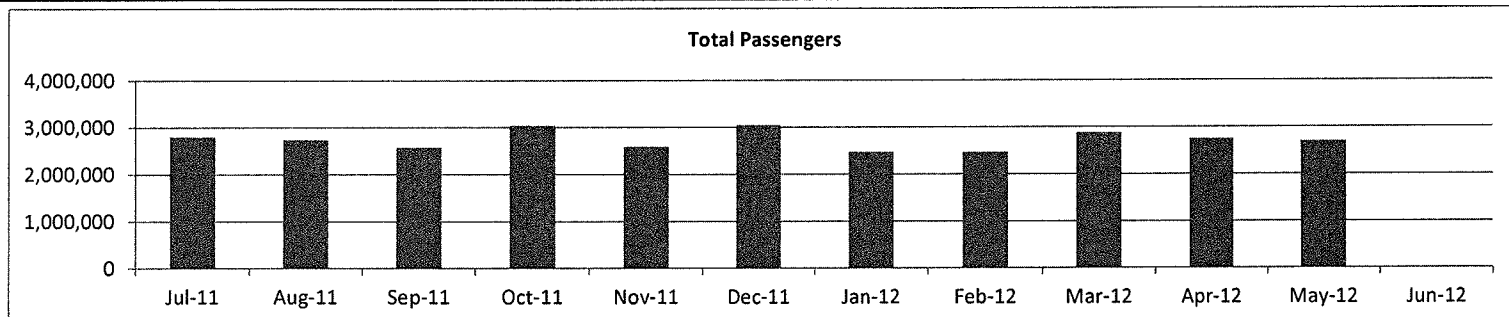
	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
Total Passengers	1,806,802	2,005,447	2,267,400	2,288,513	2,105,812	1,981,267	2,075,671	2,120,105	2,312,055	2,087,238	2,275,181		23,325,491
Total Lift/Ramp Boardings	10,564	10,804	10,952	10,925	9,779	9,268	10,098	10,103	10,890	9,997	11,350		114,730
Total Lift/Ramp Unserved Passengers	31	34	53	27	29	28	28	21	34	26	28		339
Percentage of Lift/Ramp Boardings	0.58%	0.54%	0.48%	0.48%	0.46%	0.47%	0.49%	0.48%	0.47%	0.48%	0.50%		0.49%
Percentage of Lift / Ramp Unserved Passengers	0.29%	0.31%	0.48%	0.25%	0.30%	0.30%	0.28%	0.21%	0.31%	0.26%	0.25%		0.30%
Pass-Up Lift/Ramp Inoperable	2	0	0	0	1	0	0	0	3	0	0		6
Pass-Up WC Space Full	26	24	49	25	26	19	24	17	26	23	23		282
Pass-Up Bus Full	3	10	4	2	2	9	4	4	5	3	5		51





San Diego Trolley Lift / Ramp Deployment Report FY 12

Total - All Lines	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
Total Passengers	2,801,567	2,745,748	2,579,655	3,040,856	2,594,485	3,046,057	2,480,243	2,472,135	2,878,491	2,748,292	2,693,281		30,080,810
Lift/Ramp Uses	13,090	13,305	13,603	12,336	11,606	12,714	12,223	11,210	12,280	12,045	12,630		137,042
Lift/Ramp Failures	22	8	12	8	5	8	6	2	7	6	0		84
Delays - S/D Only	553	553	689	714	626	842	882	771	1,067	885	1,202		8,784
Pass - Ups	448	418	311	305	270	240	235	256	267	193	280		3,223
Delays - S/D + Others	176	181	144	127	154	108	143	170	98	46	71		1,418





1255 Imperial Avenue, Suite 1000
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Quarterly

MTS Accessible Services Advisory Committee (ASAC) 2013 Meeting Schedule

All meetings (except March 21, 2013 – see note below) will be held at MTS in the Board Room, 10th Floor, 1255 Imperial Ave., San Diego, CA at 1:30 p.m.

Meeting Date

Mailout Date

March 21, 2013*

March 14, 2013

June 13, 2013

June 6, 2013

September 12, 2013

September 15, 2013

December 12, 2013

December 5, 2013

*** March 21, 2013 Meeting will be held at:
 MTS Access – Training Building
 7550 Copley Park Place
 San Diego, CA 92111**

