



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, 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

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 March 22, 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)	



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.

- Certification
 - ADARide (**Art Hulscher**)

6. Fixed-Route Reports Information

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

7. MTS Access Policy Changes - Attachment G Approve
8. MTS Reduced Fare Program Information
9. Information on Planned Service Changes Information
10. Cart Policy Feedback Information
9. Next Meeting Date: **September 20, 2012 at 1:30 p.m.**

LMADSEN
AGN-21-JUNE-12
June 14, 2012 Mail Out

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

Call to Order: 1:30 PM

Adjournment: 3:00 p.m.

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

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA

SRTP 880.1
(PC 50850)

Thursday, March 22, 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 December 8, 2011 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

Chairwoman Bragg asked all of the attendees to introduce themselves. All present members spent a few moments introducing themselves.

Mr. Devin Braun briefly discussed proposed service improvements. Ridership has risen over the past year, and revenue has increased. Additionally, State Transit Assistance (STA) funding has been restored after years of cuts. Options include increasing service frequency, growing our service, and restoring weekend service. Information will be posted on buses, and on the website. Surveys will also be conducted to get feedback. Recommendations would be made to the Board in May or early June, with implementation occurring in September. MTS is looking to add \$6 million worth of service.

Mr. Ruben Ceballos inquired as to where the funding would come from. Mr. Braun replied that funding is coming from passenger revenues, lower than expected operating costs, and the restoration of STA funding.

Chairwoman Bragg inquired as to when the bus routes and trolley lines would be rescheduled. Mr. Braun and Mr. Walter Clack stated that this was scheduled to occur in September.

Ms. Debbie Marshall had a comment regarding the revised application for reduced fares. Ms. Marshall inquired if there had been a change in policy regarding the criteria for qualifying for a reduced fare pass. Ms. Karen Landers said that there had been a change in practice, but not in policy. The criteria for what qualifies a person for a reduced fare are set by federal law, and having a disability under the ADA may not necessarily qualify someone for a reduced fare. Ms. Landers also mentioned that this topic could be discussed in further detail at the next ASAC meeting. Mr. Ruben Ceballos asked if an appeals process was in place for persons whose application was denied, and if alcoholism was considered to be a disability. Ms. Landers confirmed that there is an appeals process, and that alcoholism did not fit the federal criteria for a disability.

5. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for December 2011 and January and February 2012 (see Attachment B).

ADARide – Mr. Art Hulscher presented the ADARide certification reports for December 2011 and January and February 2012 (see Attachment C).

6. Fixed-Route Reports

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Lift/Ramp Deployment Report for the months of December 2011 and January and February 2012 (see Attachment D).

MTS Contract Services (Veolia Transportation) – Ms. Jeanne Snyder presented the MTS Contract Services Lift/Ramp Deployment Report for the months of December 2011 and January and February 2012 (see Attachment E).

Chairwoman Bragg inquired about the number of wheelchair pass ups due to the wheelchair space being full. Ms. Snyder responded that when a wheelchair is passed up, it is usually due to the wheelchair space already being occupied by another wheelchair. If people are sitting in the seats, they are encouraged to move to accommodate wheelchair passengers.

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

Mr. Clack noted that the new low floor cars are being put into service, and as more and more cars are being introduced, the number of pass ups and lift failures should decline.

7. GOMTS – Presentation on MTS' Texting Project for Vehicle Arrival Information

Mr. Devin Braun provided information on GOMTS – MTS' texting service. All bus stop signs now have stickers with a five digit stop identification number that is unique to each bus stop. When a passenger types in this number to GOMTS, a text is sent back to the user that contains the arrival times of their bus. For stops that have multiple routes serving them, users can also include a space, and then the route number in their text message to get the specific times of the route they are waiting for. At this time, only the San Diego Transit buses have the technology to provide real time scheduling information. Contracted bus services and the Trolley do not have this technology, so the scheduled times for these routes are sent. Approximately 4,800 unique users are using the service per day, with an average of about 11,000 text messages being sent each day. Councilwoman Bragg inquired as to how long the contract for the program will last. Mr. Braun responded that the contract has a one year base, with three one year options.

8. MTS Cart, Stroller, and Cargo Policy- Feedback Received During Implementation Process

Mr. Jeff Codling presented an update on the new Cart, Stroller, and Cargo policy that was implemented earlier in the month. MTS provided marketing materials, including interior bus cards to inform passengers of the changes. The policy has been in effect for three weeks, and for the most part, the feedback has been positive. Ms. Belinda Fragger noted that the customer service department had received about 30-40 comments regarding the policy, and most of the calls involved educating riders on the policy, such as what would, and would not be allowed. Passengers have also called and voiced support for the policy as well.

9. Adjourn

Chairwoman Bragg adjourned the meeting at 2:30 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. Proposed Policy Changes for MTS Access

LMADSEN


Lorie Bragg (Chair Signature)

MTS Accessible Services Advisory Committee Meeting
Roll Call
3/22/2012

Call to Order: 1:30 PM

Adjournment: 2:45 PM

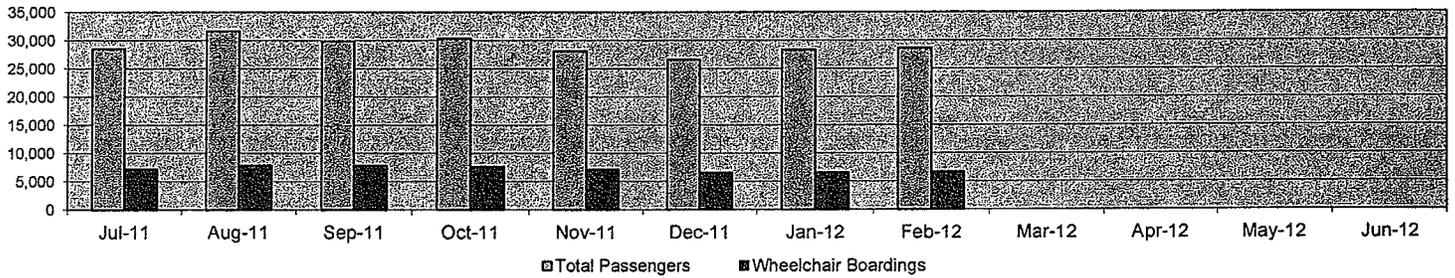
MEMBER		ALTERNATES		AGENCY
Lorie Bragg	X	Charles Lungerhausen		ASAC Chairman
Ruben Ceballos	X	Tom Riis		Access to Independence
Arun Prem				FACT / CTSA
Debbie Marshall	X			Developmental Disabilities Board - Area 13
Jeanne Snyder	X	Joe Nunweiler		Veolia Transportation - Contracted Bus Routes
Art Hulscher	X	Cindy Hall		ADARide
Anthony Ferguson	X	Todd Lordson		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	Jennifer O' Connell		MTS Trolley
Jim Byrne				MTS
Dan McCaslin	X			MTS
Lisa Madsen	X			MTS
Karen Landers	X			MTS



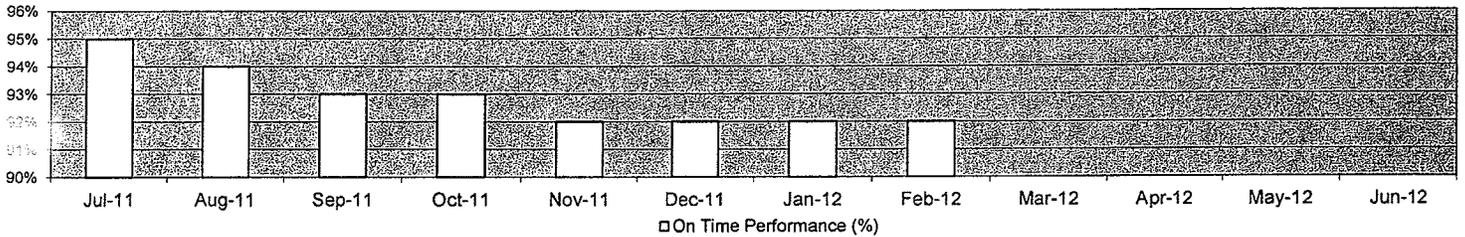
MTS Access ASAC Report FY 12

	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					232,034
Wheelchair Boardings	7,146	7,862	7,774	7,607	7,090	6,526	6,575	6,667					57,247
On Time Performance (%)	95%	94%	93%	93%	92%	92%	92%	92%					93%
Valid Complaints	3	2	2	3	1		1	1					13
Invalid Complaints	2	4	6	4	5	3	4	8					36
Compliments	4	6	3	1		2		1					17
Calls Received	21,276	23,507	22,742	23,947	23,056	21,393	23,253	22,135					181,309
Abandoned Calls	2%	3%	3%	3%	4%	2%	2%	2%					3%
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					0:01:52
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					0:00:30

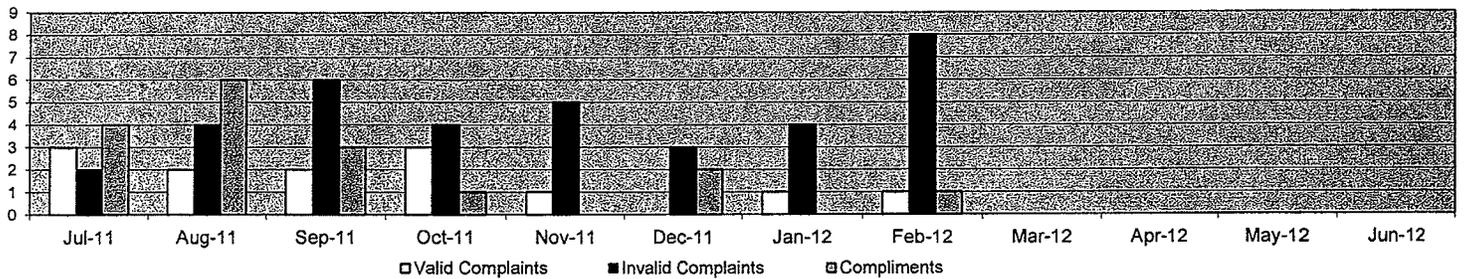
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

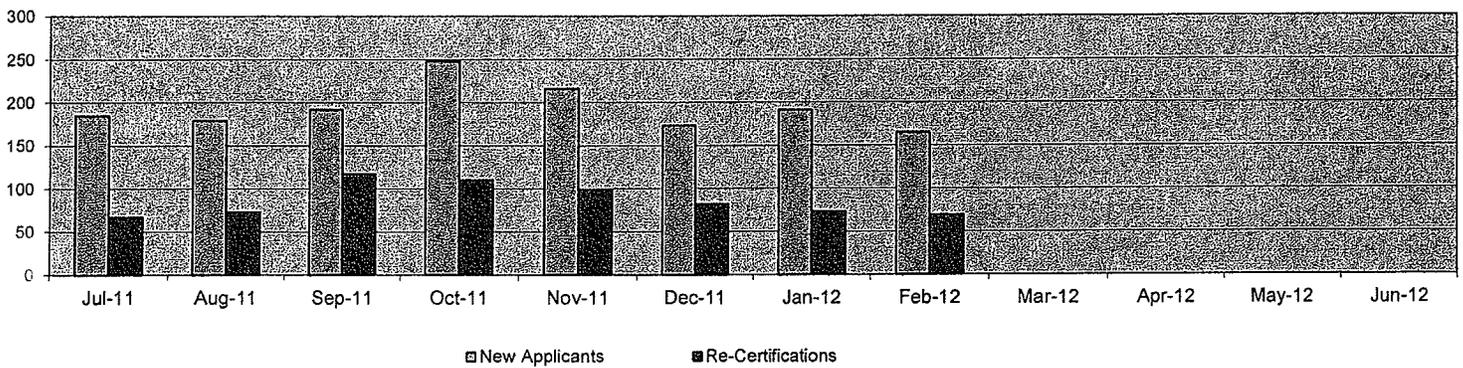




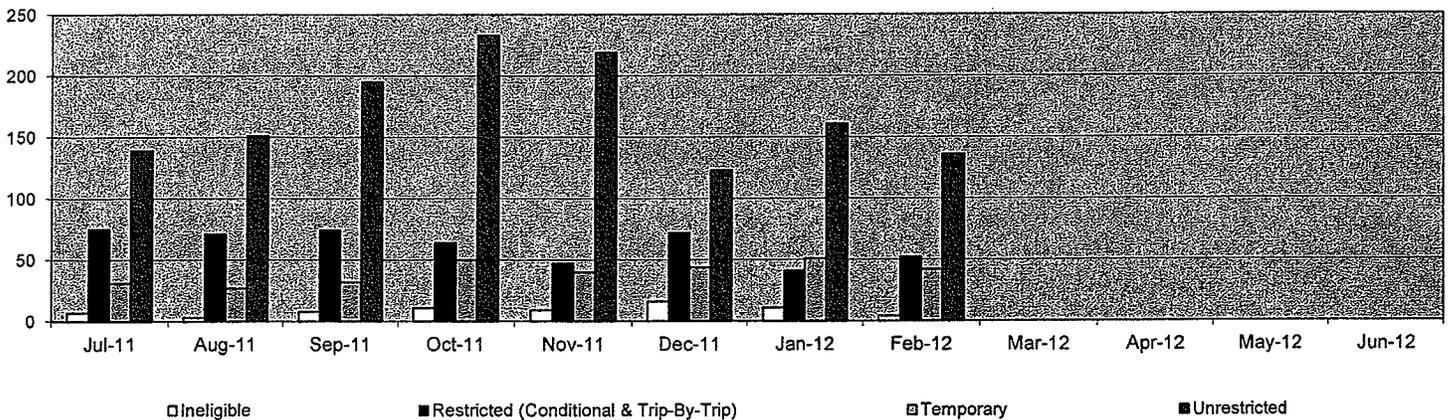
ADARide Certification Summary Report FY 12

	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					1,549
Re-Certifications	67	73	117	110	99	82	73	69					690
Total	252	252	309	358	315	255	264	234					2,239
Eligible	7	3	8	11	9	16	11	4					69
Restricted (Conditional & Trip-By-Trip)	75	71	74	64	47	72	41	52					496
Temporary	31	27	32	50	40	44	51	42					317
Unrestricted	139	151	195	233	219	123	161	136					1,357
Total	252	252	309	358	315	255	264	234					2,239

New Applicants and Re-Certifications



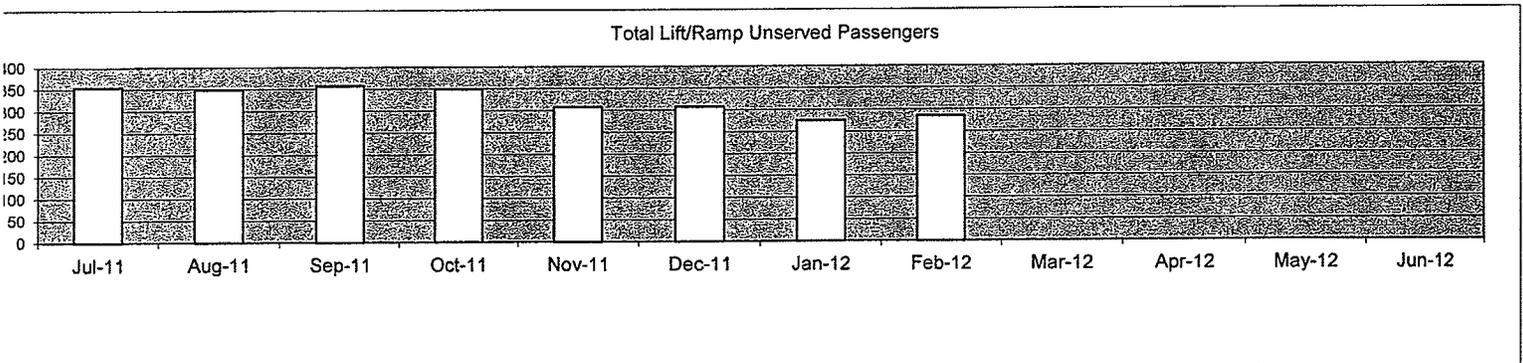
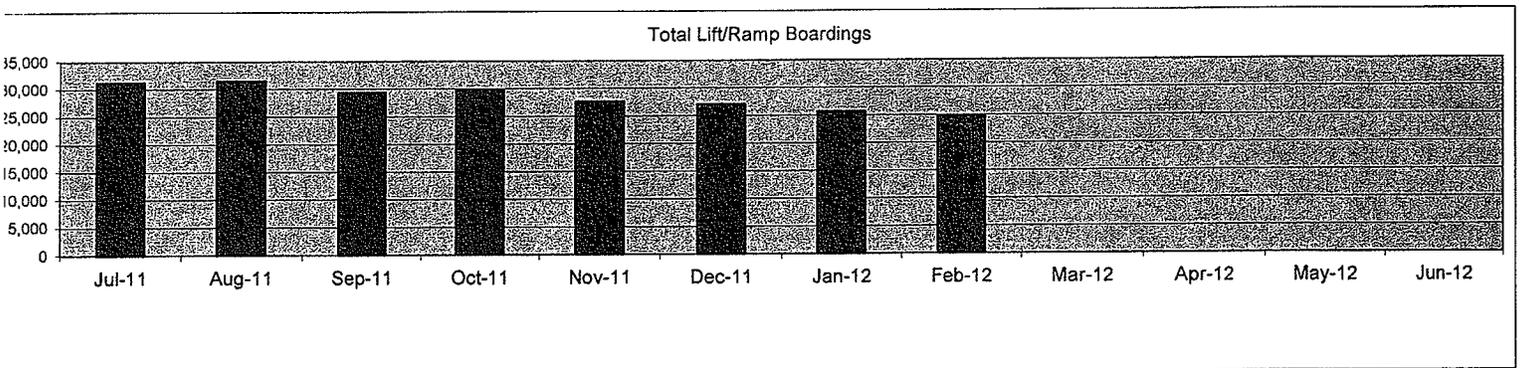
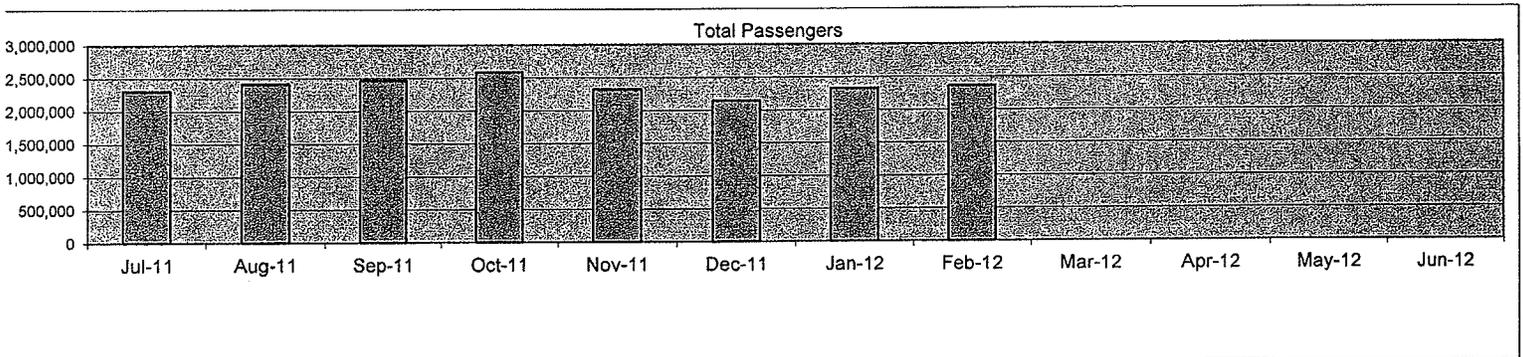
Eligibility





MTS Bus Lift / Ramp Deployment Report FY 12

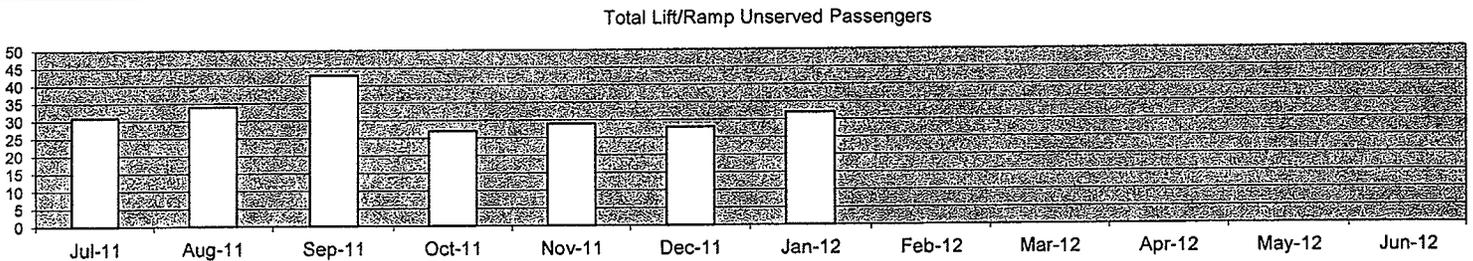
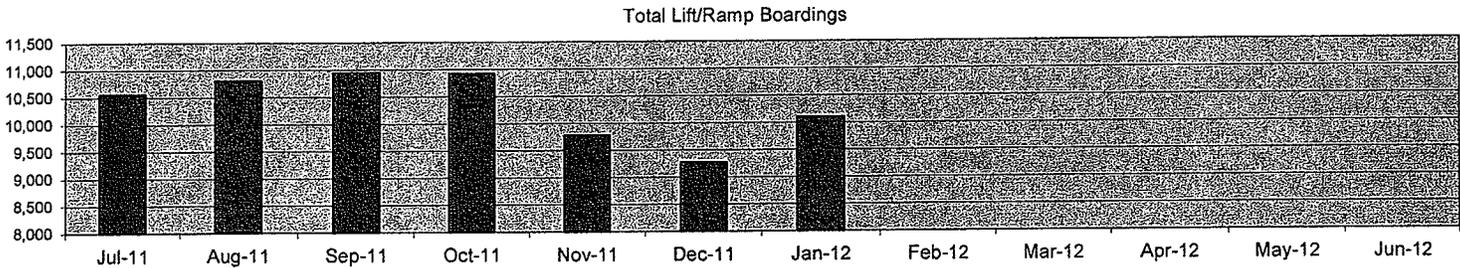
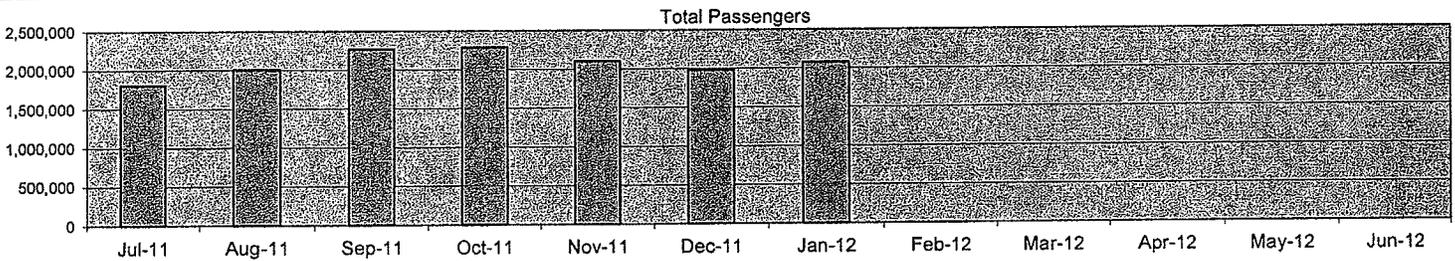
	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
Total Passengers	2,307,397	2,415,725	2,468,303	2,587,796	2,324,587	2,147,246	2,328,000	2,359,753					18,938,807
Total Lift/Ramp Boardings	31,252	31,496	29,378	29,889	27,629	27,090	25,646	24,781					227,161
Total Lift/Ramp Unserved Passengers	355	349	358	349	308	308	276	285					2,588
Percentage of Lift/Ramp Boardings	1.35%	1.30%	1.19%	1.15%	1.19%	1.26%	1.10%	1.05%					1.20%
Percentage of Lift / Ramp Unserved Passengers	1.14%	1.11%	1.22%	1.17%	1.11%	1.14%	1.08%	1.15%					1.14%
Pass-Through Inoperable	20	18	9	12	16	20	15	16					126
Pass-Through Space Full	274	267	265	265	244	228	207	200					1,950
Pass-Through Bus Full	61	64	84	72	48	60	54	69					512





MTS Contract Services Lift / Ramp Deployment Report FY 12

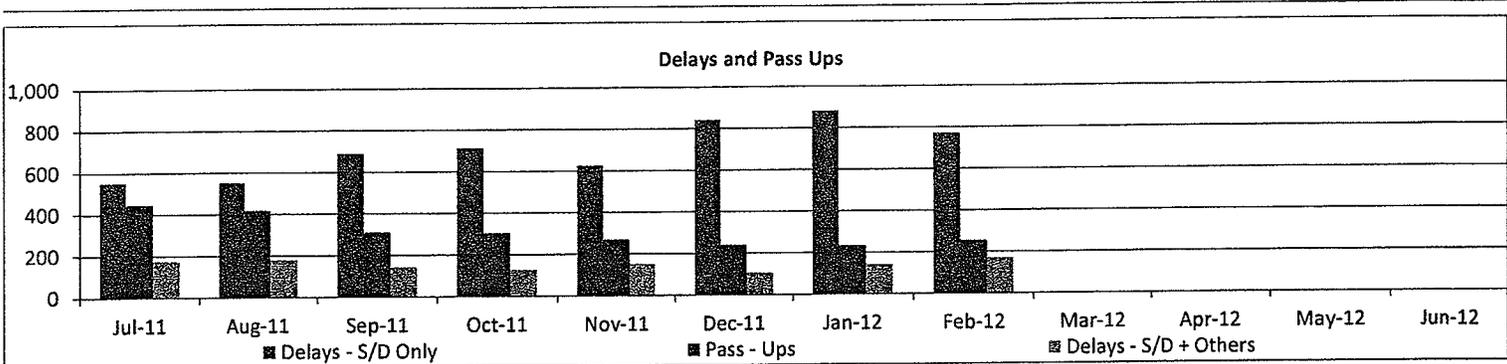
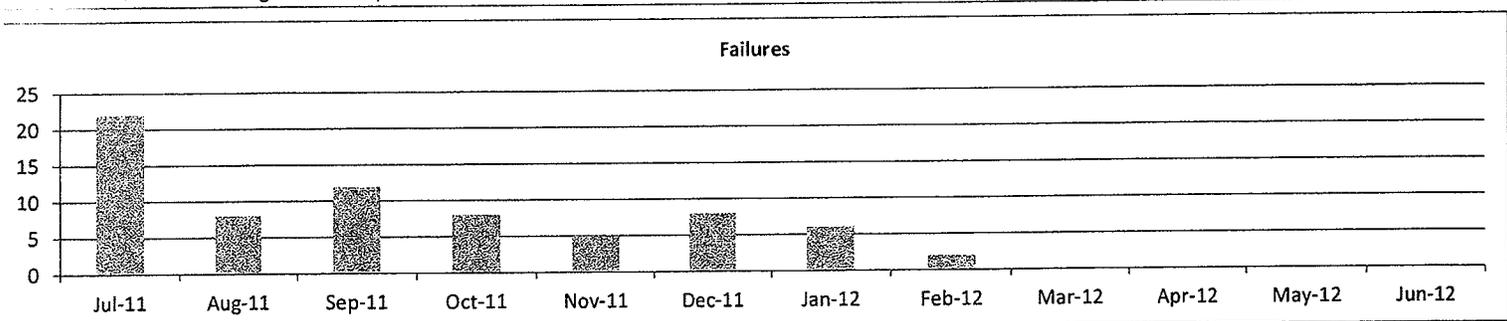
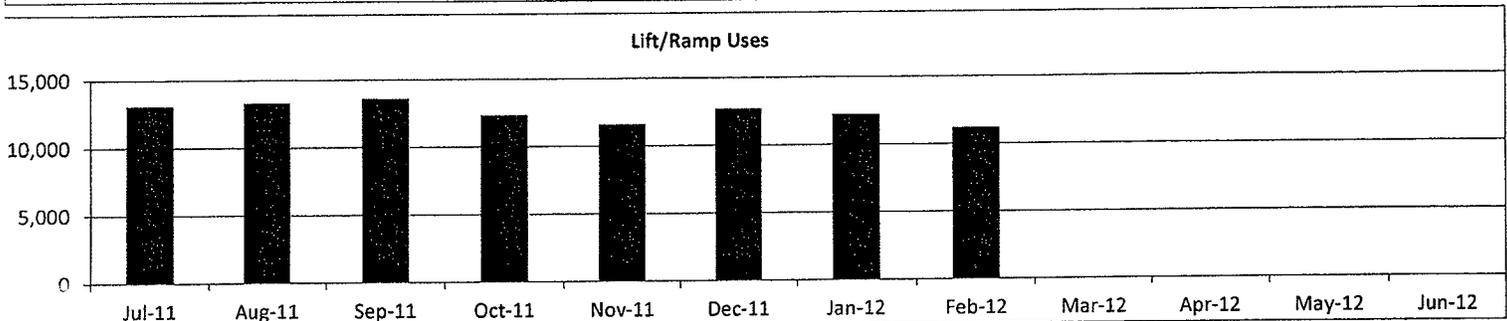
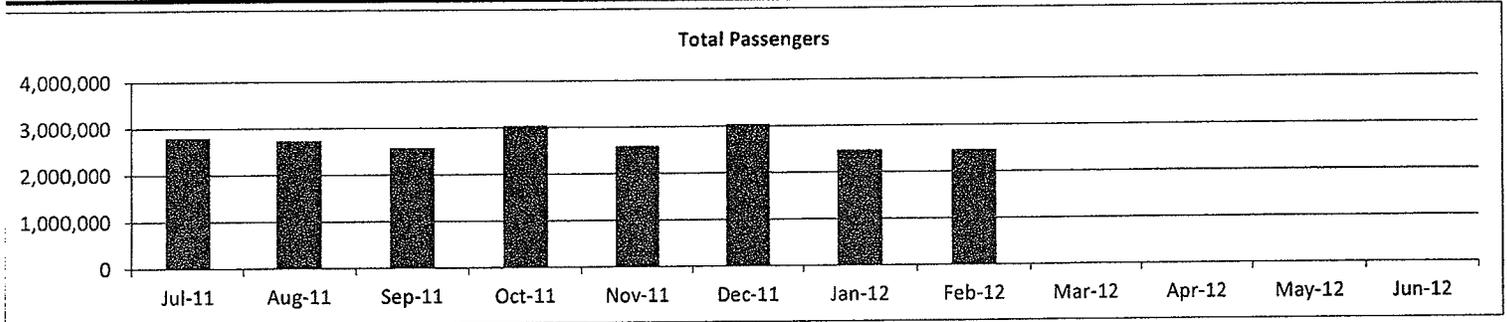
	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
Total Passengers	1,806,802	2,005,447	2,267,400	2,288,513	2,105,812	1,981,267	2,075,671						14,530,912
Total Lift/Ramp Boardings	10,564	10,804	10,952	10,925	9,779	9,268	10,098						72,390
Total Lift/Ramp Unserved Passengers	31	34	43	27	29	28	32						224
Percentage of Lift/Ramp Boardings	0.58%	0.54%	0.48%	0.48%	0.46%	0.47%	0.49%						0.44%
Percentage of Lift / Ramp Unserved Passengers	0.29%	0.31%	0.39%	0.25%	0.30%	0.30%	0.32%						0.27%
Pass-Up Lift/Ramp Inoperable	2				1								3
Pass-Up VC Space Full	26	24	49	25	26	19	24						193
Pass-Up Bus Full	3	10	4	2	2	9	4						34





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					#####
Lift/Ramp Uses	13,090	13,305	13,603	12,336	11,606	12,714	12,223	11,210					100,087
Lift/Ramp Failures	22	8	12	8	5	8	6	2					71
Delays - S/D Only	553	553	689	714	626	842	882	771					5,630
Pass - Ups	448	418	311	305	270	240	235	256					2,483
Delays - S/D + Others	176	181	144	127	154	108	143	170					1,203



Proposed Policy Changes for MTS Access

On-Time Window:

- Current: 0-10 minutes
- Proposed: 0-20 minutes. MTS has conducted a peer review of other agencies and we have the narrowest on-time performance window. We seek greater latitude in widening the on-time window to improve scheduling efficiency allowing us to do the improvements listed below.

Reservations Options:

- Current: Passengers are offered 1 trip time with-in the 1 hour window for each requested time.
- Proposed: Change to 3 trip time offers for each requested time.

Late Cancellations:

- Current: Considered a late cancel if cancelled after 5 pm the day before the trip.
- Proposed: Change to 2 hours before scheduled pick-up time. If cancelled with-in 2 hours of scheduled trip it would be equivalent to a no-show.

No-Shows:

- Current: Passengers are suspended if they have 3+ unexcused no-shows in a calendar month for 14-days, and the passenger must pay the missed fares before making their next trip.
- Proposed: Change to 3 unexcused no-shows or 10% of their trips in a calendar month (which ever is greater), and eliminate the collection of missed fares.

Origin-to-Destination Service:

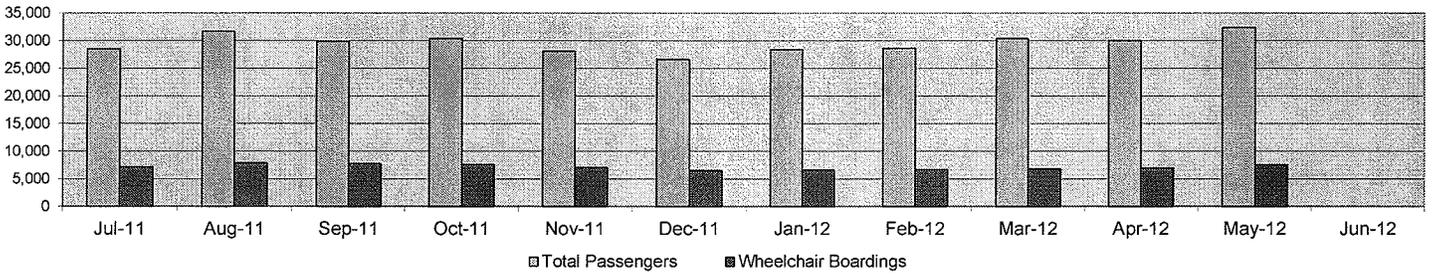
- Current: Curb-to-Curb Service
- Proposed: Change to origin-to-destination service upon request due to a disability. Drivers will travel up to 60 feet from the vehicle if they can remain in visual contact with their vehicle. The driver must have a safe path of travel, and must be able to park their vehicle without blocking the street. Drivers will not be allowed to cross the threshold of any private residence and cannot assist passengers in wheelchairs up or down any steps or curbs. When picking up at a public location, the driver may enter the outer set of doors and if that is immediately followed by another set of doors that lead to a waiting area, the driver may go through those doors and announce their presence. Passengers must request this service at the time of reservation.



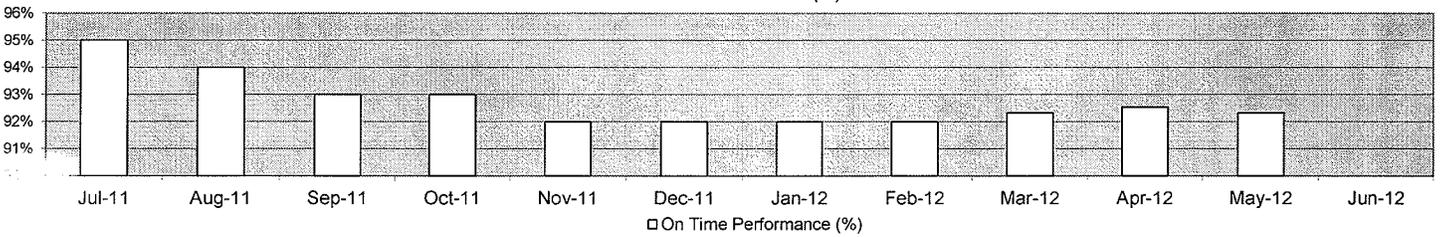
MTS Access ASAC Report FY 12

	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%		93%
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	0:00:17	0:00:14	0:00:18		0:01:26
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	0:01:56	0:01:53	0:02:02		0:00:53

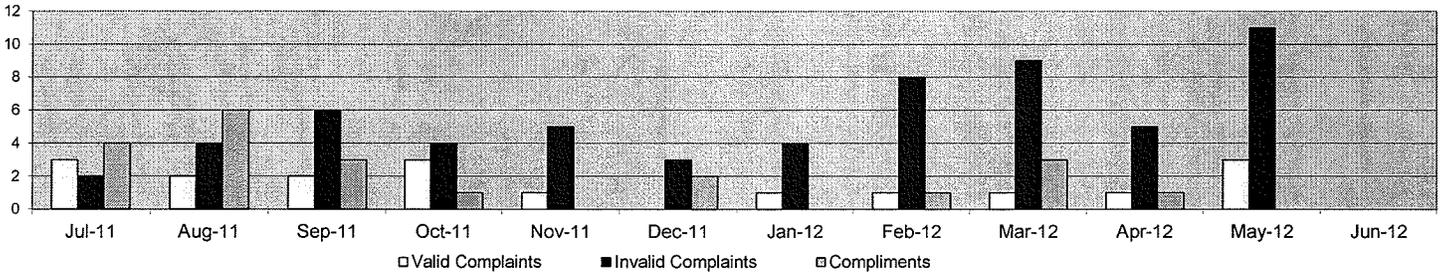
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

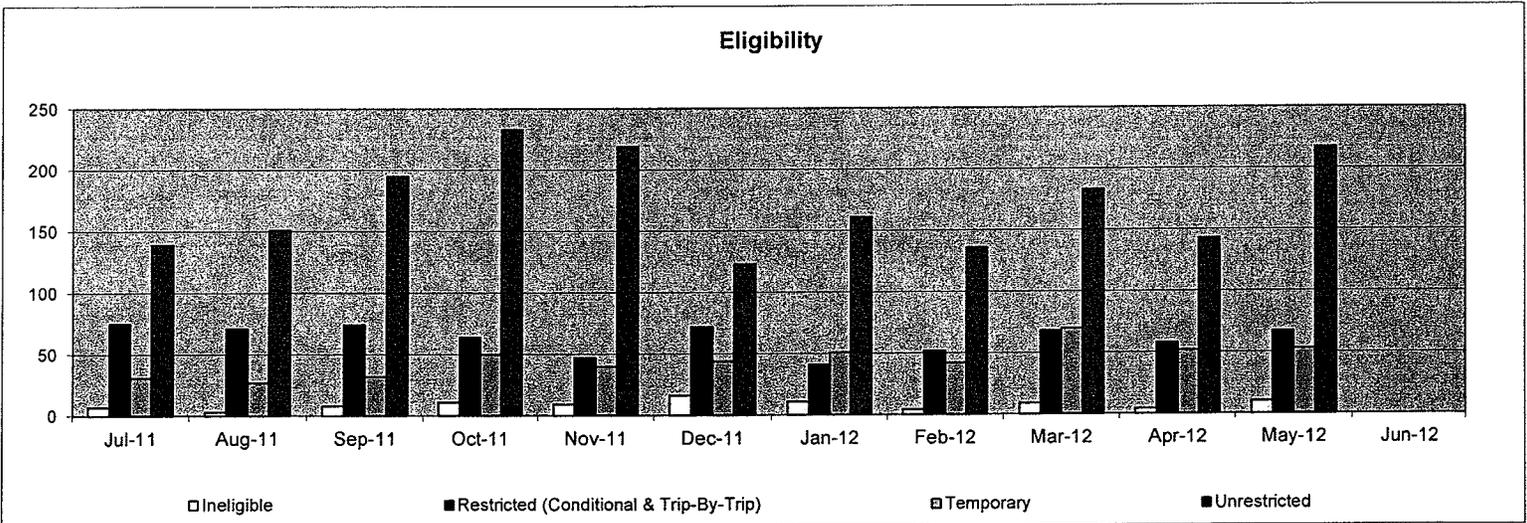
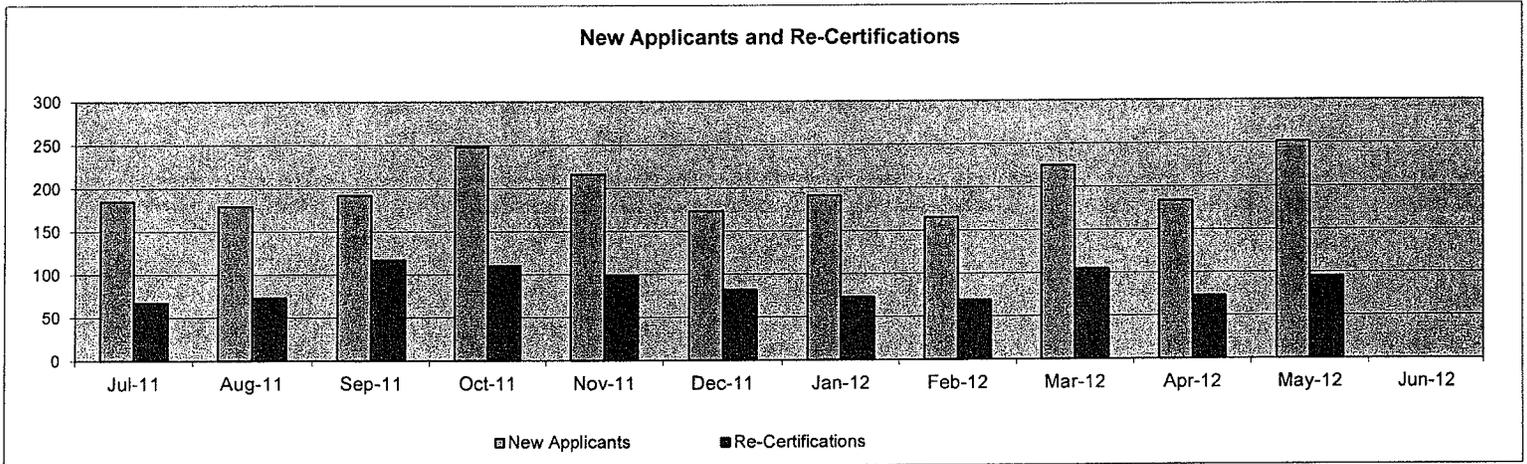




ADARide Certification Summary Report FY 12

	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

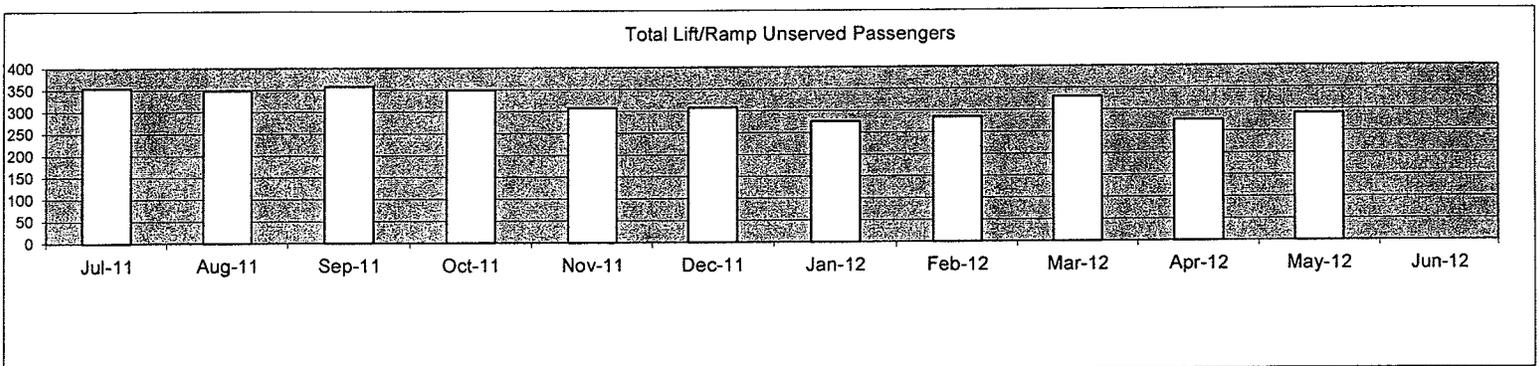
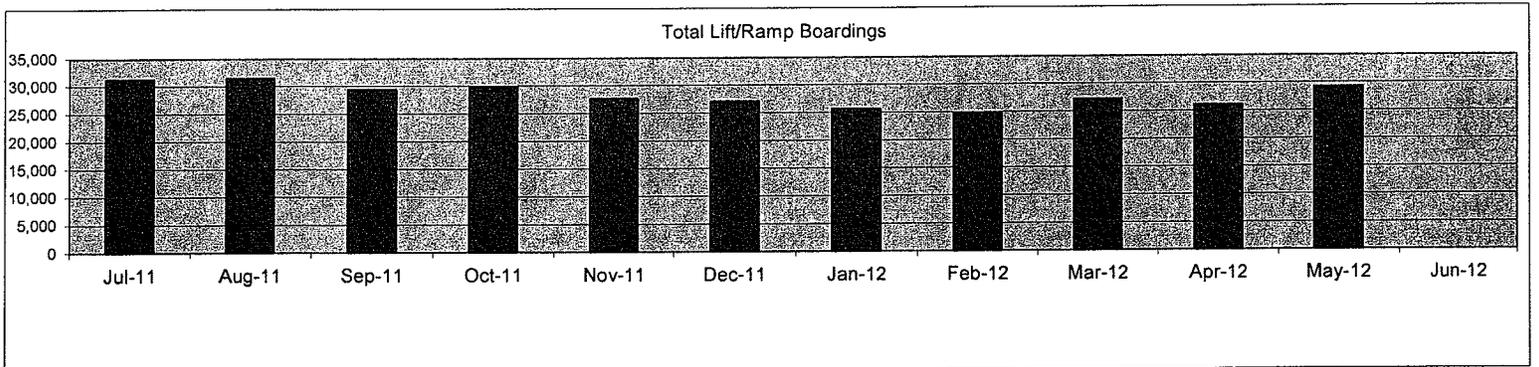
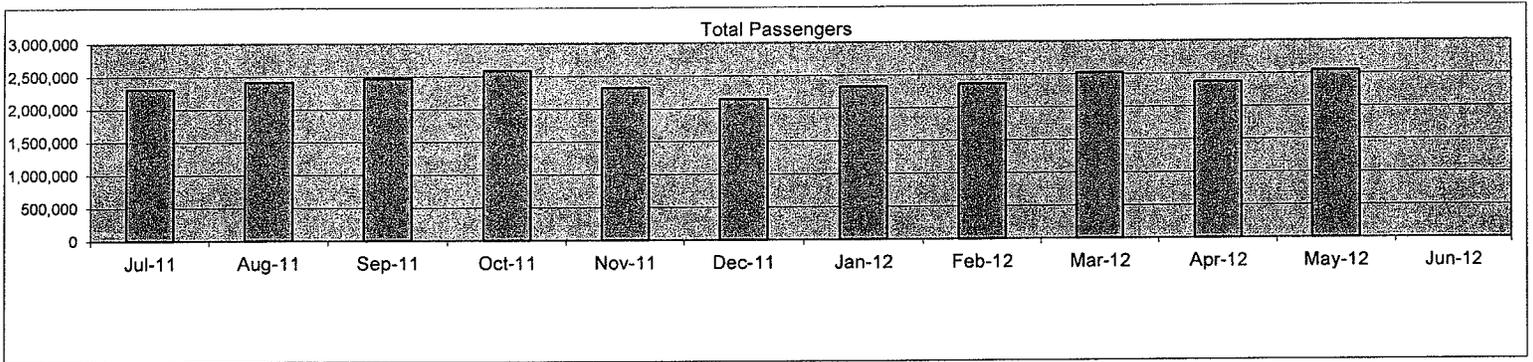
Ineligible	7	3	8	11	9	16	11	4	9	4	10		92
Restricted (Conditional & Trip-By-Trip)	75	71	74	64	47	72	41	52	68	58	67		689
Temporary	31	27	32	50	40	44	51	42	70	52	53		492
Unrestricted	139	151	195	233	219	123	161	136	183	143	217		1,900
Total	252	252	309	358	315	255	264	234	330	257	347		3,173





MTS Bus Lift / Ramp Deployment Report FY 12

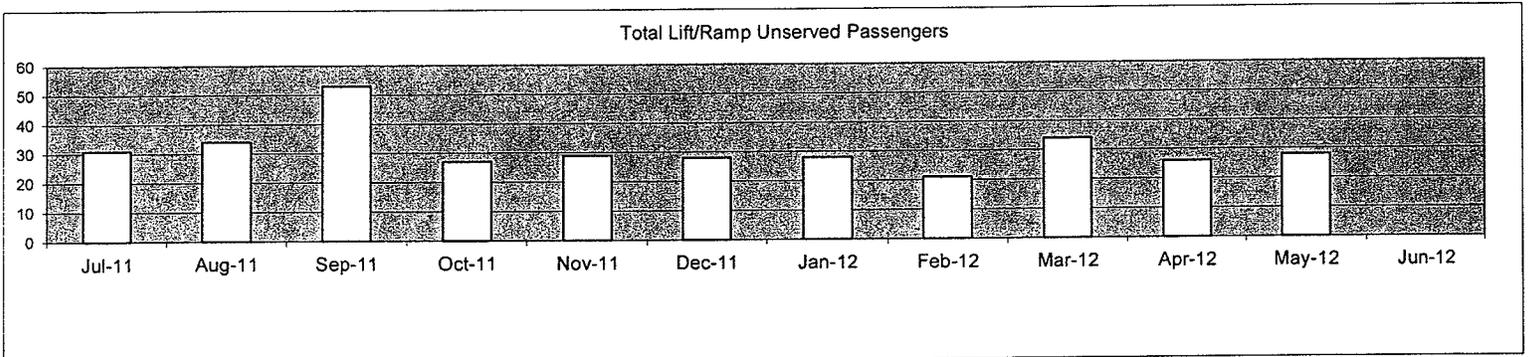
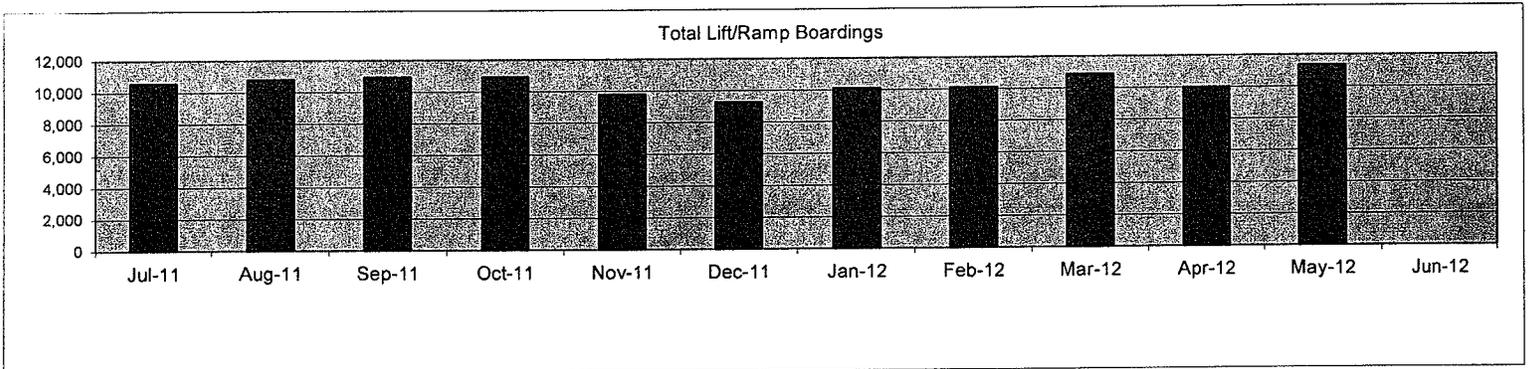
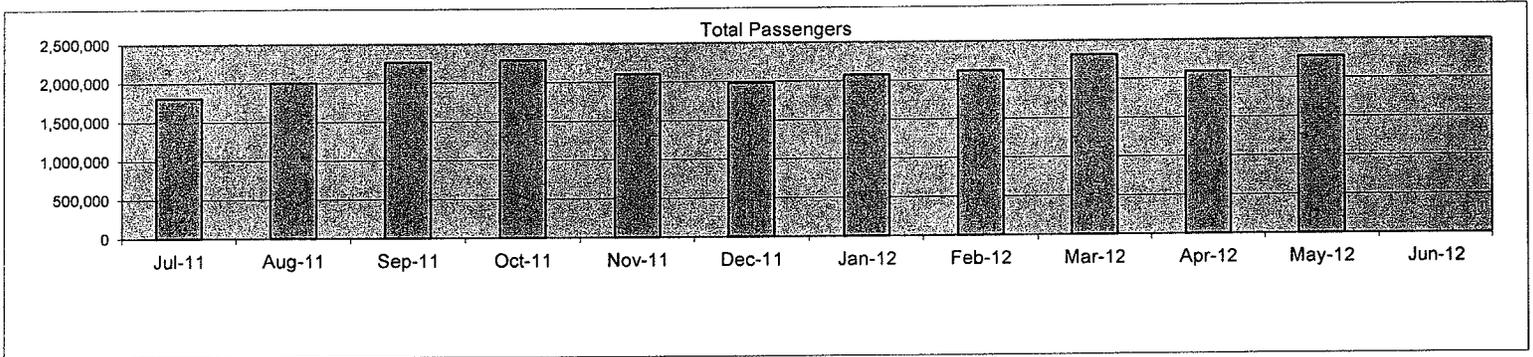
	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
Total Passengers	2,307,397	2,415,725	2,468,303	2,587,796	2,324,587	2,147,246	2,328,000	2,359,753	2,521,521	2,378,065	2,542,298		26,380,691
Total Lift/Ramp Boardings	31,252	31,496	29,378	29,889	27,629	27,090	25,646	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



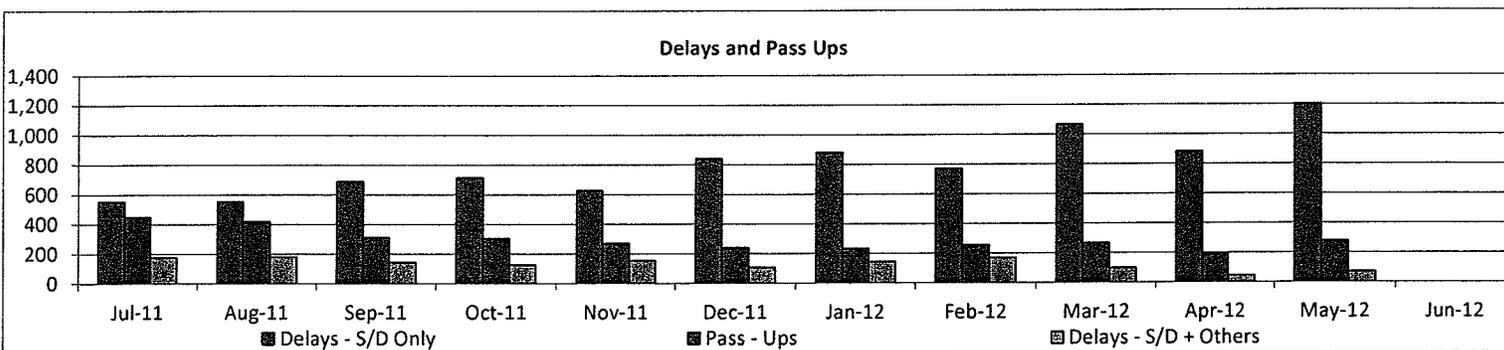
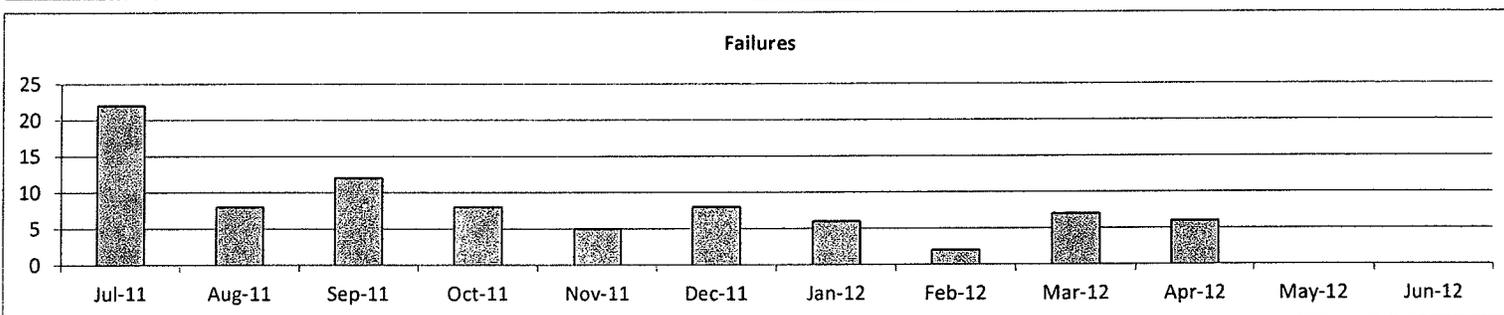
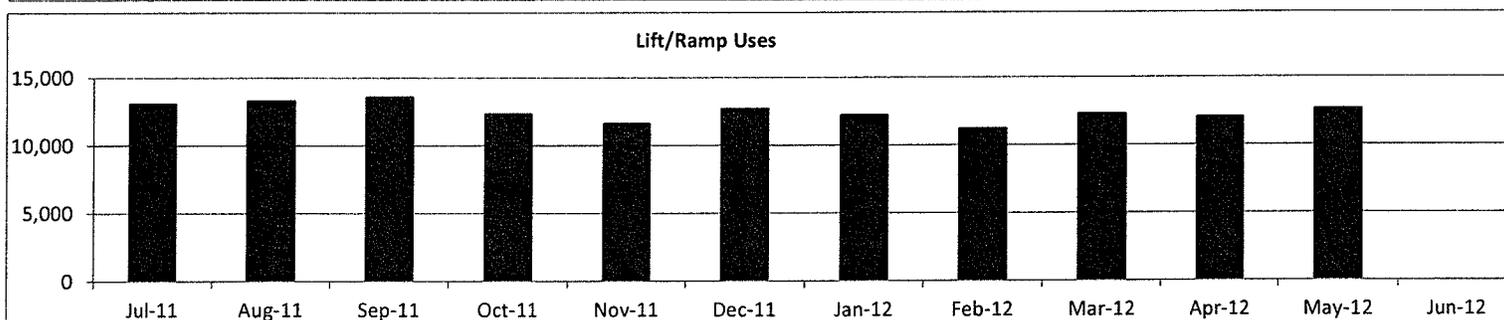
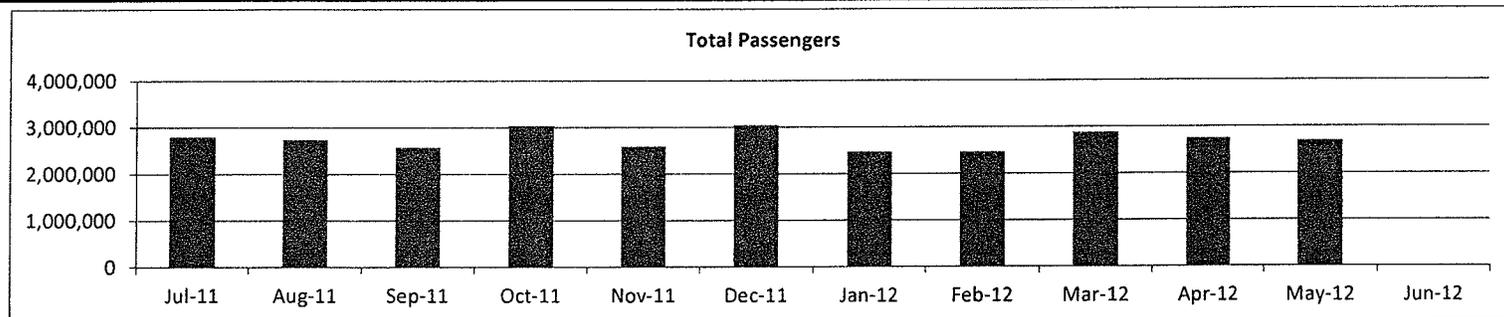


San Diego Trolley

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
 San Diego, CA 92101-7490
 (619) 231-1466 • FAX (619) 234-3407

APPLICATION FOR REDUCED FARE Fare Picture ID (Short Form)

If you are applying for an MTS Reduced Fare ID Card with a statement of disability from a physician, **STOP** and go to the *Persons with Medical Disabilities - Application for Reduced Fare (Long Form)*. Otherwise, please fill out the application below. All questions must be answered completely before your application will be considered. **Please PRINT clearly.**

Last Name	First Name	MI
Street Address	Apt. No.	
City	State	ZIP

Check the appropriate box:

1. **Senior**

Phone Number _____	E-mail Address: _____
Date of Birth _____	60 or older? Yes <input type="radio"/> No <input type="radio"/>

2. **Medicare Identification Card (Medi-Cal NOT eligible)**

3. **Supplemental Security Income (SSI) or Social Security Disability Income (SSD) Recipient**

4. **DMV Placard - proof of disabled placard or ID card issued by California Dept. of Motor Vehicles**

5. **Proof of MTS Access certification**

Check the appropriate box:

New card. If you have not had an MTS Reduced Fare Card before, check this box. The cost is \$7.

Replacement card. If your MTS Reduced Fare Card was lost, stolen, or expired, check this box. The cost of a replacement is \$7.

FOR OFFICE USE ONLY		
Government or State-Issued ID Card _____	Issue Date _____	Staff Initials _____
Revocation: Reason _____	Revocation Date _____	Staff Initials _____
Card ID No. _____	Issue Date _____	Expiration Date _____
Additional Notes: _____		

Applicant signature

I certify to the best of my knowledge that the information on this application is true and correct.

I understand that providing false or misleading information could result in my eligibility status being terminated.

I understand that I must be age 60 years or older or possess a Medicare Card or an SSI or SSD Card to be eligible for an MTS Reduced Fare Card.

I understand that I must provide this completed and signed application and the required state or government-issued photo ID that shows that I qualify for a reduced fare in person to be considered for an MTS Reduced Fare Card. I understand that there is a processing fee for the card.

I understand that the MTS Reduced Fare Card is not transferable to others.

I understand that MTS reserves the right to determine eligibility based on federal guidelines.

I understand that the MTS Reduced Fare Card is valid until the date printed on the card and that I must reapply at that time if I wish to continue my eligibility with the program.

I understand that I must tap my MTS Reduced Fare Card on the bus farebox card reader or trolley validator to be eligible for the reduced fare.

Signature

Date

Return Application

By hand to: The Transit Store
102 Broadway
San Diego, CA 92101

Hearing-Impaired Customers

TDD - Southern San Diego Co. 619.234.5005; Northern San Diego Co. 1.888.722.4889

PHYSICIAN'S STATEMENT OF MEDICAL DISABILITY ELIGIBILITY

Print Applicant's Name: _____

MUST BE COMPLETED BY THE QUALIFYING PHYSICIAN OR LICENSED HEALTH CARE PROVIDER TREATING YOU FOR THIS CONDITION

To qualify for MTS's Reduced Fare ID Card, your client/patient listed on the front of this application must have physical or mental condition(s) that fall within the medical eligibility criteria listed below that substantially limits a major life activity, such as caring for one's self, walking, seeing, hearing, speaking, breathing, learning, and/or working, and that further meets the legal standard for reduced-fare eligibility.

Is the disability permanent?: Yes No - if **No, HOW LONG** do you expect disability to last?*

***Note:** If a disability is temporary, it must last for at least 90 days to be eligible for a reduced fare.

Please check ALL that apply:

NONAMBULATORY (See No. 1 on the "List of Qualifying Disabilities" on page 4)

SEMIAMBULATORY PHYSICAL DISABILITIES - Categories 2 through 7 on the List of Qualifying Disabilities on page 4

ARTHRITIS (See No. 2 on page 4)

DIALYSIS (See No. 5 on page 4)

CARDIOPULMONARY DISEASE (See No. 3 page 4)

LOSS OF EXTREMITIES (See No. 6 on page 4)

CEREBROVASCULAR ACCIDENT (See No. 4 on page 4)

RESTRICTED MOBILITY (See No. 7 on page 4)

SIGHT DISABILITIES (See No. 8 on the "List of Qualifying Disabilities" on page 4)

HEARING DISABILITIES (See No. 9 on page 4)

MENTAL DISABILITIES - Categories 10 through 14 on the List of Qualifying Disabilities on page 4

MENTAL RETARDATION OR DEVELOPMENTALLY DISABLED (No. 10 page 4)

AUTISM (See No. 11 on page 4)

NEUROLOGICAL DISABILITIES (See No. 12 on page 4)

EPILEPSY (See No. 13 on page 4)

*MENTAL DISORDERS - A principal diagnosis from the DSM IV classification in one of the following areas is required for eligibility:

Organic Mental Disorders, Schizophrenic Disorders, Paranoid Disorders, Psychotic Disorders not elsewhere classified, Dissociative Disorders, Psychological Factors affecting physical condition, & Post-Traumatic Stress Syndrome. (See No. 14 on page 4)

***PATIENT MUST HAVE A GLOBAL ASSESSMENT OF FUNCTIONING (GAF) SCORE OF 50 OR BELOW.**

DISABILITY BENEFIT RECIPIENT - Categories 15 & 16 on List of Qualifying Disabilities on page 4

DISABLED VETERAN. (See No. 15 on page 4)

OTHER DISABILITY. (See No. 16 on page 4) If your patient does not fall under one of the categories above. Any other temporary or permanent disability that would significantly affect the applicant's ability to effectively use mass transportation services or a mass transportation facility without special facilities, planning, or design, such as caring for one's self, walking, seeing, hearing, speaking, breathing, learning, and/or working, and that further meets the legal standard for reduced-fare eligibility.

LIST OTHER DISABILITY AND DESCRIBE (REQUIRED): _____

LEARNING DISABILITIES - Category 17 on List of Qualifying Disabilities on page 4

LEARNING DISABILITIES. (See No. 17 on page 4) Describe the learning disability and explain why it requires the applicant to need special training or assistance when utilizing MTS fixed-route transit services **(REQUIRED):**

PLEASE DO NOT SUBMIT APPLICATIONS FOR INDIVIDUALS WHO DO NOT QUALIFY FOR A MEDICAL DISABILITY REDUCED FARE. REDUCED FARE ID CARDS ARE NOT ISSUED FOR SOCIOECONOMIC PURPOSES. The medical disability must be identified in Title 49 Section 37.3 of the Code of Federal Regulations and must further meet the state and federal requirements for reduced fare eligibility. Not all disabilities under Section 37.3 qualify an individual to receive a reduced transit fare. For example, pregnancy, obesity, drug addiction, and alcohol addiction, taken alone, do not qualify an individual for a reduced transit fare. Please see the MTS handout "Explanation of Reduced Fare Benefits for Individuals with Disabilities" for an explanation of the disabilities that qualify an individual for reduced fare on MTS's transit system.

Physician's Name (**ONLY qualified professionals as listed on page 4 of 6**) _____

Physician's License Number (**REQUIRED**) _____

Office Street Address _____ Suite _____

City, State, ZIP Code _____

Phone Number w/ Area Code _____ Extension _____

Fax Number w/Area Code _____

I certify that I am a legally licensed physician by the State of California. I am currently treating _____ (**REQUIRED**) for a qualifying disability, the applicant is disabled as defined by the above criteria, & the information I have provided is true & correct under penalty of perjury according to the laws of the State of California.

Authorized Signature (**MUST BE AN ORIGINAL - COPIES/FAXED SIGNATURES NOT ACCEPTED**) _____

Date _____

****PLEASE MAKE A COPY FOR YOUR PATIENT'S FILE; MTS WILL CALL TO VERIFY THAT YOU HAVE APPROVED THE DISABILITY****

FOR MTS INTERNAL USE ONLY

Verified by _____

Date _____

Staff Initials _____



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

APPLICATION FOR REDUCED FARE (Long Form)

Persons with Medical Disabilities

INSTRUCTION SHEET

Thank you for your interest in MTS's Reduced Fare Program. This program provides a reduced MTS fare for eligible customers. **This application is only for persons with disabilities who do not have Medicare, SSI, or SSD and are not age 60 and over. If you need to replace a lost or stolen MTS Compass Card picture ID, skip this form and call 511 or visit The Transit Store. If you are trying to replace a lost or stolen non-Compass MTS Disabled ID card, you MUST complete this form (or the short form if you qualify).**

THE APPLICATION PROCESS

1. Complete and sign the front of the application; and
2. Have your physician or licensed health care professional* (see page 4) who is treating you for the qualified disability complete page 2 of this application.

RETURNING THE APPLICATION

Return completed application (with Physician's Statement of Medical Disability Eligibility) by hand (come to the 10th floor) - or - by mail to:

**DISABILITY ID CARD c/o MTS
1255 IMPERIAL AVE. SUITE 1000, SAN DIEGO CA 92101**

NOTIFICATION OF APPROVAL

MTS will notify you if your application was approved within 10 working days contingent **upon verification by your physician or licensed health care provider**. (To be notified via e-mail, please be sure to provide an e-mail address on page 1 of this application.) Once your application is approved and notice is received, you may go to The Transit Store to have your photograph taken and pay for and pick up your ID card.

Until your application is approved, you must purchase a regular fare (cash or pass).

MTS reserves the right to make a final determination of eligibility of disabled identification cards. Applications are for internal use only and will not be subject to public review. Should an application be denied, an appeal may be filed with MTS or you may resubmit your application.

BRING THE FOLLOWING WHEN PICKING UP AN APPROVED DISABLED COMPASS CARD

1. Your current state or government-issued photo ID that shows your date of birth (state driver's license, state ID card, or passport). Photocopies will not be accepted.
2. Correct processing fee (\$7 for new or renewal cards payable by cash, money order, check, traveler's cheque, commuter check voucher, Visa, or MasterCard only).

Inaccurate or incomplete information on the application, failure to provide required identification, or inability to verify physician/licensed health care provider's certification may result in the inability to issue the MTS Disabled Compass Card within 10 days.

LIST OF QUALIFYING DISABILITIES

TYPE OF LICENSED HEALTH CARE PROFESSIONAL* AUTHORIZED TO COMPLETE THE CERTIFICATION

- | | |
|---|---|
| <p>1. NONAMBULATORY. Impairments (such as an anatomical loss or paralysis) that require use of a wheelchair.</p> <p>2. ARTHRITIS. American Rheumatism Assoc. may be used as a guideline for determination of arthritic disability Therapeutic Grade III, Functional Class III, Anatomical State III, or worse as evidence of arthritic disability.</p> <p>3. CARDIOPULMONARY DISEASE. Cardiopulmonary disease. Serious loss of heart or lung reserves as shown by X-ray, EKG, or other tests and, in spite of medical treatment, there is breathlessness, pain, or fatigue. Requires impairment at Class III or IV level.</p> <p>4. CEREBROVASCULAR ACCIDENT. Ongoing debilitating effects following occurrence of cerebrovascular accident (stroke) or cerebral palsy.</p> <p>5. DIALYSIS. Individual who must use a kidney dialysis machine in order to live.</p> <p>6. LOSS OF EXTREMITIES. Anatomical deformity of or amputation of hand(s) and/or feet or loss of major function.</p> <p>7. RESTRICTED MOBILITY. Disabilities requiring the permanent use of a cane, crutches, long leg brace, or other orthopedic appliances to assist an individual in moving about.</p> <p>8. SIGHT DISABILITIES. Result in the better eye, after best correction, which is 20/200 or less; or those individuals whose visual field is contracted (commonly known as tunnel vision): a) to 10 degrees or less from a point of fixation; or b) so the widest diameter subtends an angle no greater than 20 degrees; and c) who are unable to read information signs or symbols for other-than-language reasons.</p> <p>9. HEARING DISABILITIES. Impairment due to deafness or hearing incapacity that makes it impossible to communicate or hear warning signals where the hearing loss is 70 dB(A) or greater in the 500, 1000, and 2000 Hz ranges.</p> <p>10. MENTAL RETARDATION OR DEVELOPMENTALLY DISABLED. Result in subaverage general intellectual functioning originating during the developmental period or from illness or accident later in life associated with impaired adaptive behavior.</p> <p>11. AUTISM. Monotonously repetitive motor behavior, severe withdrawal, inappropriate response to condition stimuli, and very inadequate social relationships.</p> <p>12. NEUROLOGICAL DISABILITIES. (1) Substantial functional motor deficits in any of two extremities, loss of balance and/or cognitive impairments 3 months post stroke; or (2) Difficulty with coordination, communication, social interaction and/or perception, functional motor deficits, or significantly reduced mobility that result from a brain, spinal, or peripheral nerve injury or illness. A specific diagnosis is required.</p> <p>13. EPILEPSY. Grand mal or psychomotor. Persons seizure-free for continuous period of six months disqualified.</p> <p>14. MENTAL DISORDERS. Individuals whose mental impairment substantially limits one or more of their major life activities AND are unable to use mass transit without special planning, design, or facilities. A principal diagnosis from the DSM IV classification in one of the following areas is required for eligibility: Organic Mental Disorders, Schizophrenic Disorders, Paranoid Disorders, Psychotic Disorders not elsewhere classified, Dissociative Disorders, Psychological Factors affecting physical condition, and Post-Traumatic Stress Syndrome.</p> <p style="text-align: center;">*PATIENT MUST HAVE A GLOBAL ASSESSMENT OF FUNCTIONING (GAF) SCORE OF 50 OR BELOW</p> <p>15. DISABLED VETERAN. Certified at 50 percent or greater.</p> <p>16. OTHER DISABILITY. Any other temporary or permanent disability that would significantly affect the applicant's ability to effectively use mass transportation services or a mass transportation facility without special facilities, planning, or design.</p> <p>17. LEARNING DISABILITIES: An individual has a significant learning, perception, and/or cognitive disability which results in a reduced capacity to perform actions necessary for use of MTS's regular fixed-route services without receiving special training. Some conditions are excluded from eligibility, such as attention deficit disorder (ADD or ADHD), dyslexia, and lack of English proficiency. A specific diagnosis is required. (See footnote 3 on page 6)</p> | <p>1. Licensed physician (MD or DO)</p> <p>2. Licensed physician (MD or DO)</p> <p>3. Licensed physician (MD or DO)</p> <p>4. Licensed physician (MD or DO)</p> <p>5. Licensed physician (MD or DO)</p> <p>6. Licensed physician (MD or DO)</p> <p>7. Licensed physician (MD or DO)</p> <p>8. Licensed physician (MD or DO)</p> <p>9. Licensed physician (MD or DO) or licensed audiologist*</p> <p>10. Licensed physician (MD or DO), licensed psychologist*, or licensed psychiatrist*</p> <p>11. Licensed physician (MD or DO), licensed psychologist*, or licensed psychiatrist*</p> <p>12. Licensed physician (MD or DO), licensed psychologist*, or licensed psychiatrist*</p> <p>13. Licensed physician (MD or DO), licensed psychologist*, or licensed psychiatrist*</p> <p>14. Licensed psychologist*, or licensed psychiatrist*</p> <p>15. Licensed physician (MD or DO)</p> <p>16. Licensed physician (MD or DO)</p> <p>17. Licensed physician (MD or DO), licensed psychologist*, licensed psychiatrist*, or *certified school psychologist</p> |
|---|---|

*Specific health care professional accepted to complete and sign this application

Explanation of Reduced-Fare Benefits for Individuals with Disabilities

As a recipient of federal funding, San Diego Metropolitan Transit System (MTS) is required, during nonpeak hours, to provide a discount fare to elderly and “handicapped persons” at a rate of not more than 50% of the regular, peak fare. Under this discount fare program, a “handicapped person” is defined as:

“... those individuals who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, including those who are nonambulatory wheelchair-bound and those with semi-ambulatory capabilities, are unable without special facilities or special planning or design to utilize mass transportation facilities and services as effectively as persons who are not so affected.”

(See 49 U.S.C. § 5307(d) (reduced-fare requirement); 49 C.F.R. § 609.23 (reduced-fare requirement); 49 C.F.R. § 609.3 (definition of “elderly and handicapped persons”). **Reduced fares are only provided to individuals with a qualifying medical disability. Reduced fares are not provided for socioeconomic purposes.**

Please note that pregnancy, obesity, drug or alcohol addiction, and certain other conditions, taken alone, do not qualify as disabilities eligible for MTS's reduced-fare program. (See 49 C.F.R. § 609, Appendix A). Federal transit laws provide for a reduced fare only to individuals with a disability that both meets the definition of a disability under the Americans with Disabilities Act (see 49 C.F.R. § 37.3 definition of “Disability”) and meets the requirement that because of the disability, the individual is unable, without special facilities, planning, or design, to utilize MTS's transit facilities or services as effectively as individuals without a disability. This means that an individual with a recognized disability may fall under the civil rights protections for access to transportation services but will not qualify for a reduced fare. (Compare 49 C.F.R. § 609.3 with 49 C.F.R. § 37.3.)

Therefore, to qualify for a reduced fare, the qualifying disability must result in a reduced capacity to perform actions necessary for the use of MTS regular fixed-route services without receiving special training or assistance. If the diagnosis listed on the Application does not clearly meet this standard, the certifying health care professional will be asked to provide a narrative description identifying the specific features of MTS fixed-route services that the applicant cannot use without special training or assistance. The “special training or assistance” must be different than the orientation required for all first-time users (disabled and nondisabled) of public transit. State law further extends the benefits of the federal reduced-fare program to the following individuals:

- (1) An individual who by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, including, but not limited to, any individual confined to a wheelchair, is unable, without special facilities or special planning or design, to utilize public transportation facilities and services as effectively as a person who is not so affected (see Cal. Pub. Util. Code § 99206.5);
- (2) An individual who has lost, or has lost the use of, one or more lower extremities or both hands, or who has significant limitation in the use of lower extremities, or who has a diagnosed disease or disorder which substantially impairs or interferes with mobility, or who is so severely disabled as to be unable to move without the aid of an assistant device (see Cal. Veh. Code § 295.5(a));
- (3) An individual who is blind to the extent that the person's central visual acuity does not exceed 20/200 in the better eye, with corrective lenses, as measured by the Snellen test, or visual acuity that is greater than 20/200 but with a limitation in the field of vision such that the widest diameter of the visual field subtends an angle not greater than 20 degrees (see Cal. Veh. Code § 295.5(b));
- (4) An individual who suffers from lung disease to the extent of any of the following:
 - a. The individual's forced (respiratory) expiratory volume for one second when measured by spirometry is less than one liter.
 - b. The individual's arterial oxygen tension (pO₂) is less than 60 mm/Hg on room air while the person is at rest (see Cal. Veh. Code § 295.5(c));
- (5) An individual who is impaired by cardiovascular disease to the extent that the person's functional limitations are classified in severity as class III or class IV based on upon standards accepted by the American Heart Association (see Cal. Veh. Code § 295.5(d));

- (6) A "disabled veteran," which means any individual who, as a result of injury or disease suffered while on active service with the armed forces of the United States, suffers any of the following:
- a. Has a disability which has been rated 100 percent¹ by the Department of Veterans Affairs or the military service from which the veteran was discharged, due to a diagnosed disease or disorder which substantially impairs or interferes with mobility.
 - b. Is so severely disabled as to be unable to move without the aid of an assistant device.
 - c. Has lost, or has lost the use of, one or more limbs.
 - d. Has suffered permanent blindness, as defined in Section 19153 of the Welfare and Institutions Code. (see Cal. Veh. Code § 295.7.)

(See Cal. Pub. Util. Code § 99155(b) extending reduced fare transit benefits to the above-listed individuals.)

A temporary disability is defined as a qualifying disability (meeting the standards set forth above), which lasts more than 90 days. (See 49 C.F.R. §609, Appendix A, Question 2 and Cal. Pub. Util. Code § 99206.5.)

An individual can prove eligibility for a reduced fare under this program by any one of the following:

- (A) Proof of a federal Medicare identification card.
- (B) Proof of a disabled placard or identification card issued by the California Department of Motor Vehicles.
- (C) Current Social Security Insurance award letter.
- (D) Proof of a North County Transit District disabled identification card.
- (E) A certification on an MTS application form by a qualified health care professional that the individual meets the requirements listed above. (Submit with application to obtain a MTS disabled identification card).
- (F) Current, signed letter from the Epilepsy Foundation.²
- (G) Current, signed letter from the San Diego Center for the Blind.²
- (H) Current signed letter from the San Diego Regional Center for the Developmentally Disabled.²
- (I) Current Individualized Education Program (IEP) from school for disabled students.³

(See SANDAG Comprehensive Fare Ordinance § 10.3; MTS Ordinance No. 4, § 4.2(B); Cal. Pub. Util. Code § 99155.)

The List of Qualifying Disabilities included on MTS's Application for Reduced Fare is intended to identify disabilities that qualify for a reduced fare. This list is not intended to expand the list of individuals eligible for a reduced fare under state and federal law. MTS reserves the right to revise the List of Qualifying Disabilities at any time in order to conform its Reduced Fare Program to the requirements of state or federal law.

¹ MTS goes beyond this requirement and accepts veterans' disability ratings of 50 percent or greater.

² If submitting a letter pursuant to options (F), (G) or (H) above, the letter must contain a certification equivalent to the one contained in the Physician's Statement of Medical Disability Eligibility (page 2 of the MTS Reduced Fare Application) and must be signed by the type of physician or specific licensed health care professional identified on the List of Qualifying Disabilities (page 4 of the MTS Reduced Fare Application).

³ An IEP can only be submitted to support a disability qualifying under Category 17 LEARNING DISABILITIES on the List of Qualifying Disabilities. The MTS Application for a Reduced Fare must be signed by a licensed medical doctor, licensed psychologist, or licensed school psychologist. Please refer to the description of a qualifying learning disability. Not all students on an IEP will qualify for an MTS reduced fare. The learning disability must result in a reduced capacity to perform actions necessary for the use of MTS regular fixed-route services without receiving special training or assistance. If the IEP does not clearly support this finding, the school psychologist will be asked to provide a narrative description identifying the specific features of MTS fixed-route services that the student cannot use without special training or assistance. The "special training or assistance" must be different than the orientation required for all (disabled and non-disabled) first-time users of public transit.