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**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

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Thursday, March 22, 2012
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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

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

Call to Order: 1:30 PM

Adjournment: 2:45 PM

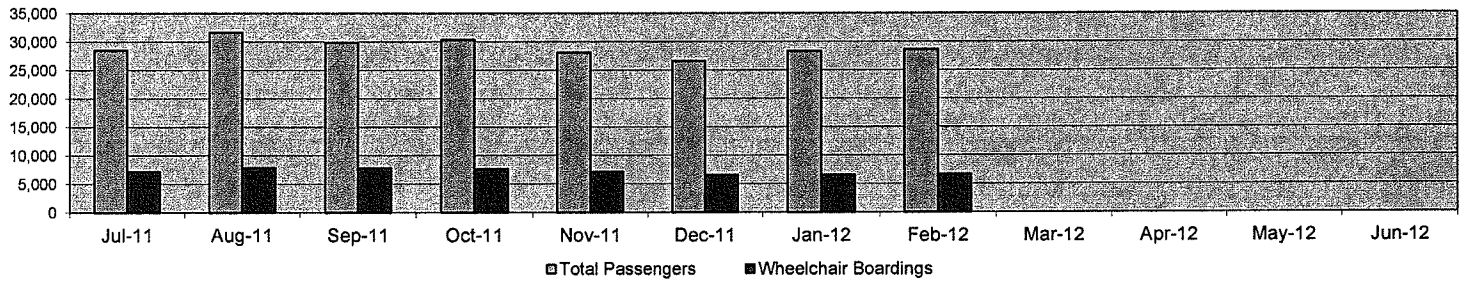
MEMBER		ALTERNATES		AGENCY
Lorie Bragg	X	Charles Lungerhausen		ASAC Chairman
Ruben Ceballos	X	Tom Riis		Access to Independence
Arun Prem				FACT / CTSA
Debbie Marshall	X			Developmental Disabilities Board - Area 13
Jeanne Snyder	X	Joe Nunweiler		Veolia Transportation - Contracted Bus Routes
Art Hulscher	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



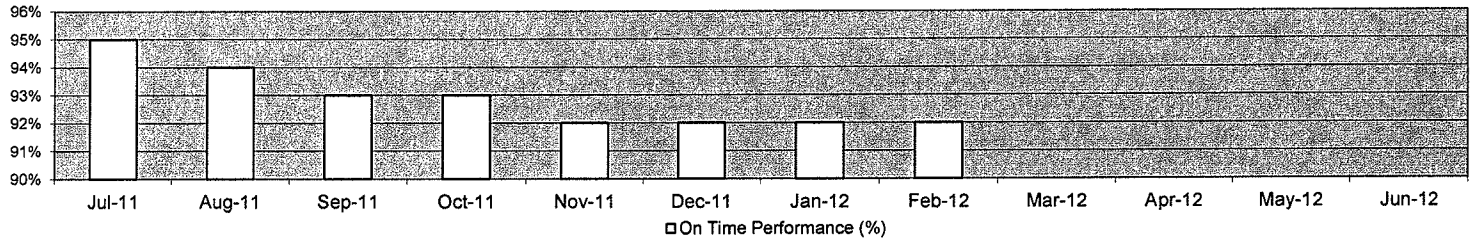
MTS Access ASAC Report FY 12

	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

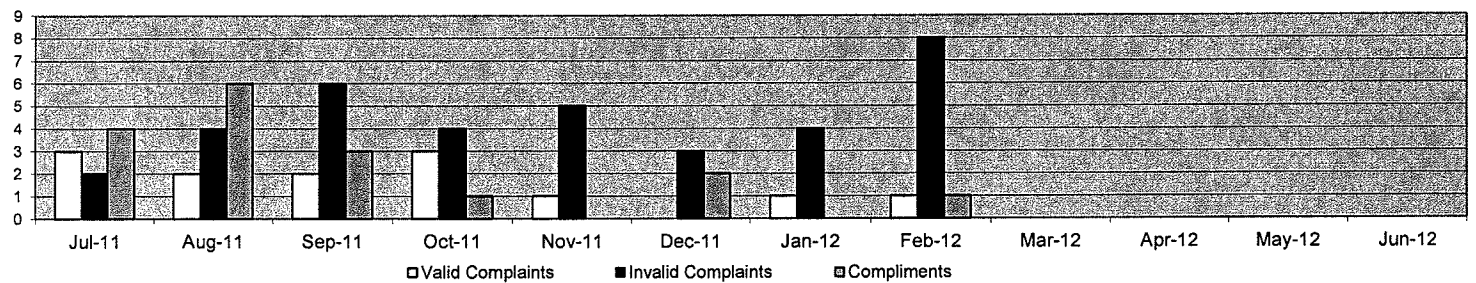
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

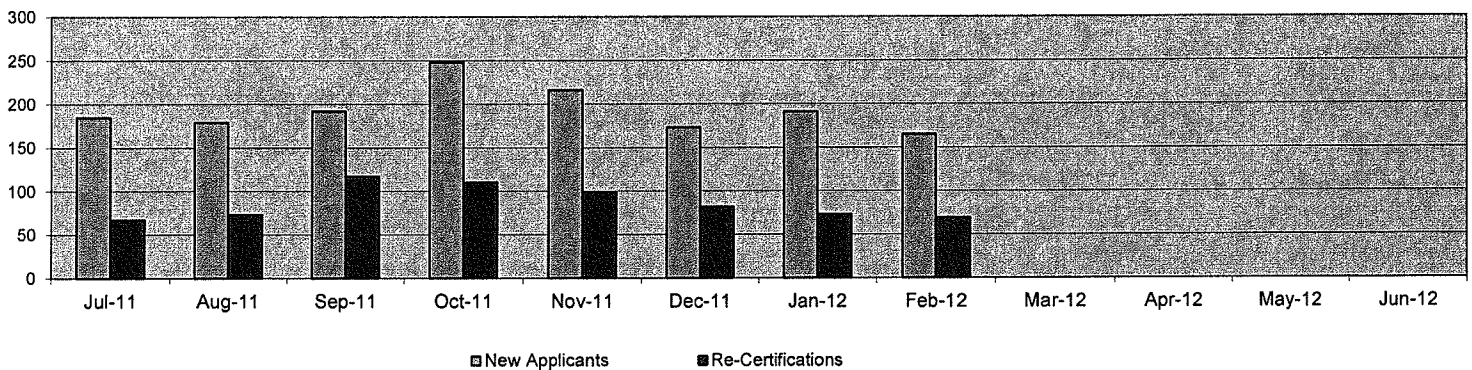




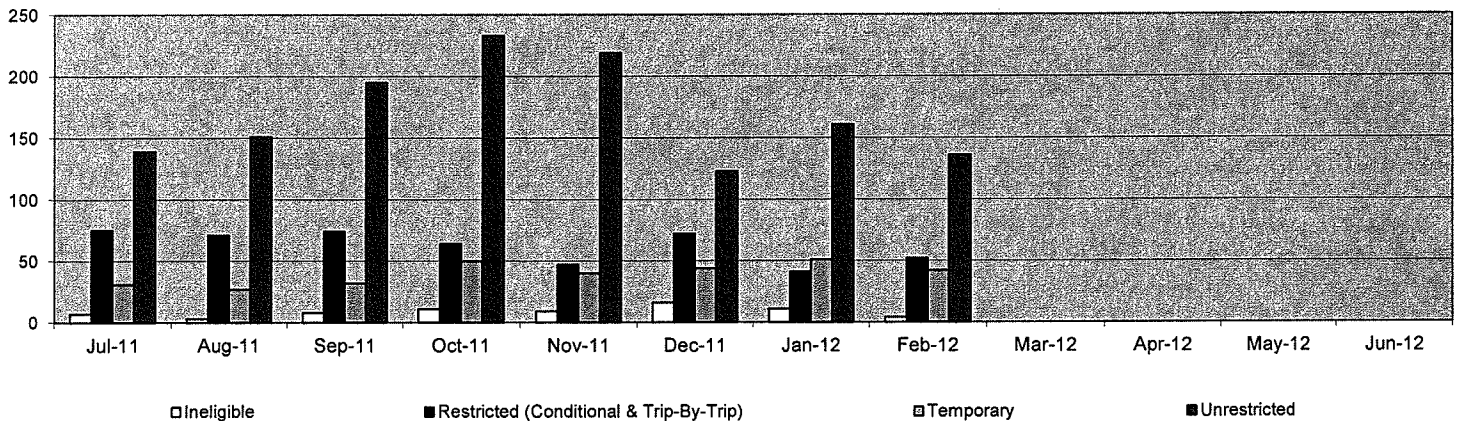
ADARide Certification Summary Report FY 12

	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
Ineligible	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



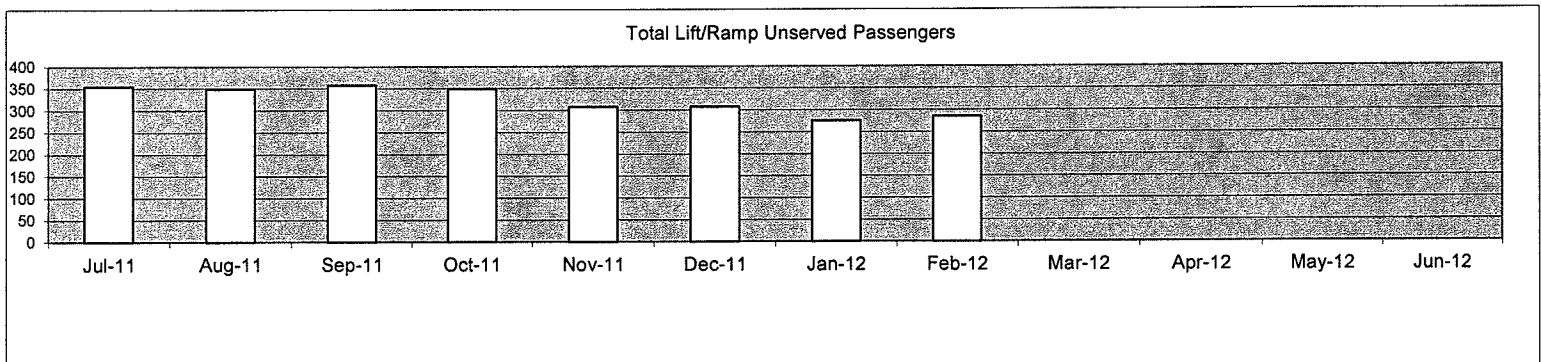
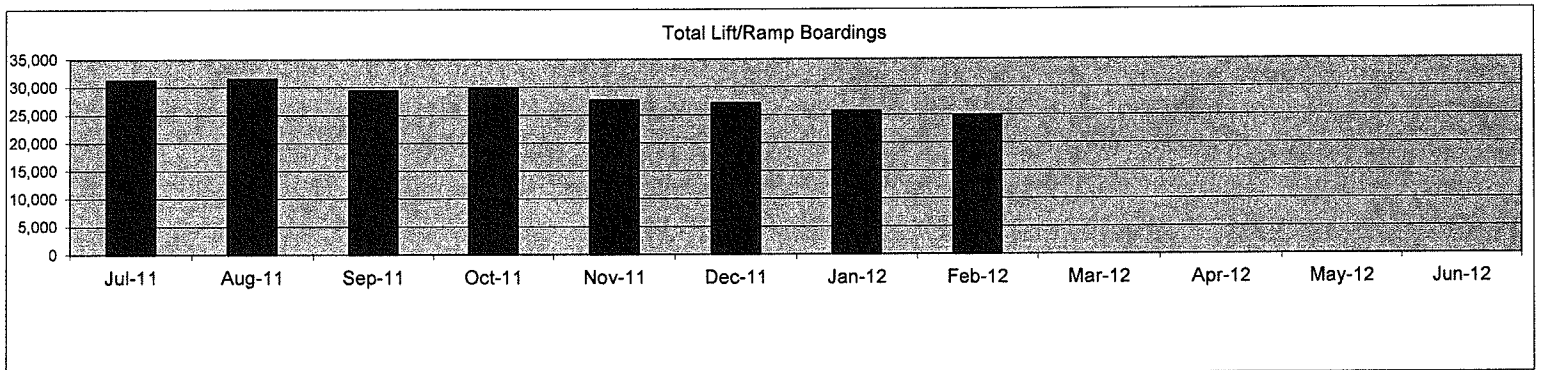
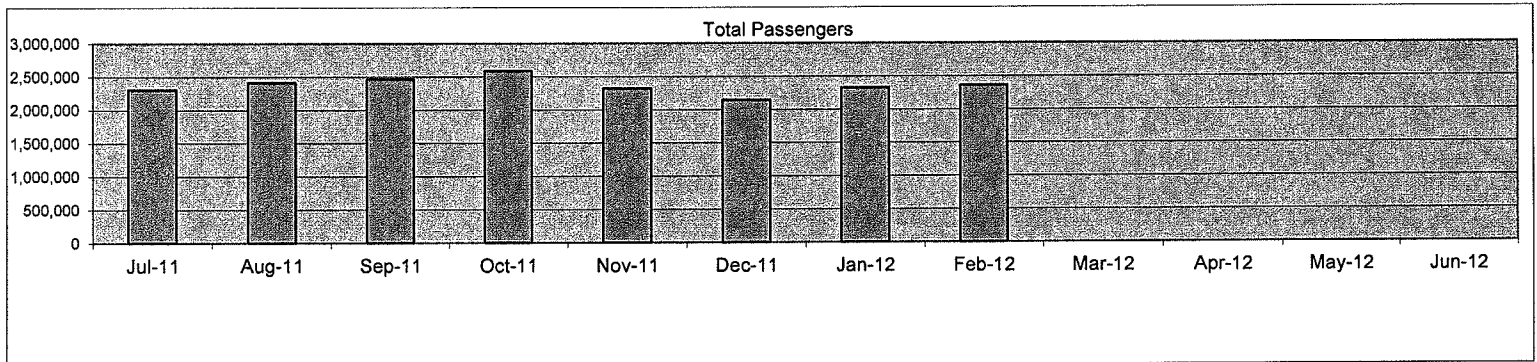
Eligibility





MTS Bus Lift / Ramp Deployment Report FY 12

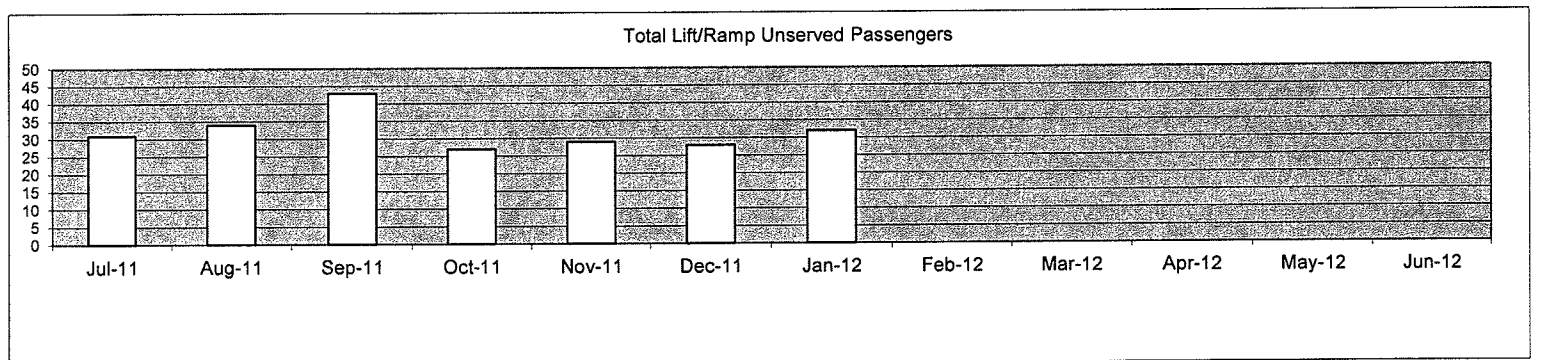
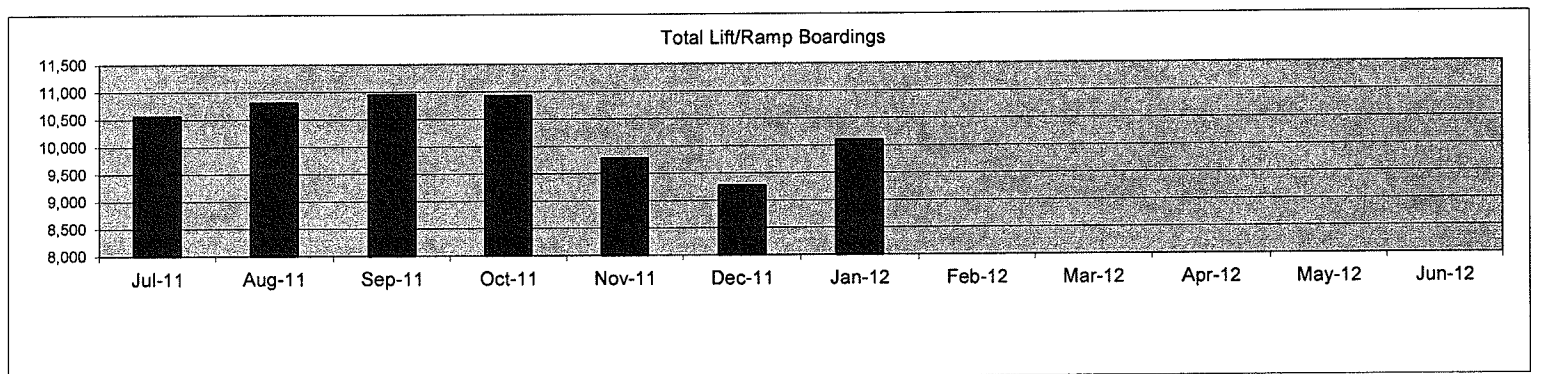
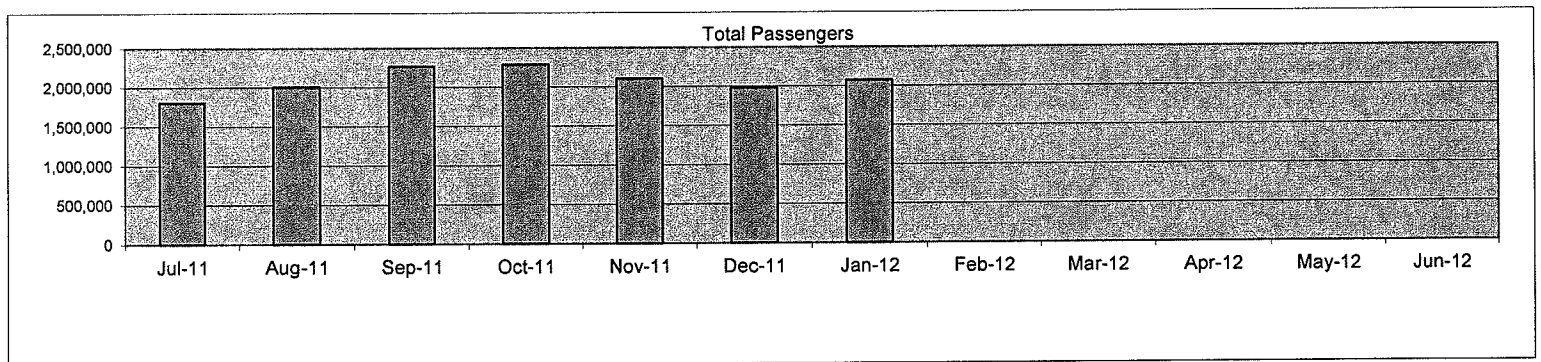
	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
Total Passengers	2,307,397	2,415,725	2,468,303	2,587,796	2,324,587	2,147,246	2,328,000	2,359,753					18,938,807
Total Lift/Ramp Boardings	31,252	31,496	29,378	29,889	27,629	27,090	25,646	24,781					227,161
Total 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-Up Lift/Ramp Inoperable	20	18	9	12	16	20	15	16					126
Pass-Up WC Space Full	274	267	265	265	244	228	207	200					1,950
Pass-Up Bus Full	61	64	84	72	48	60	54	69					512





MTS Contract Services Lift / Ramp Deployment Report FY 12

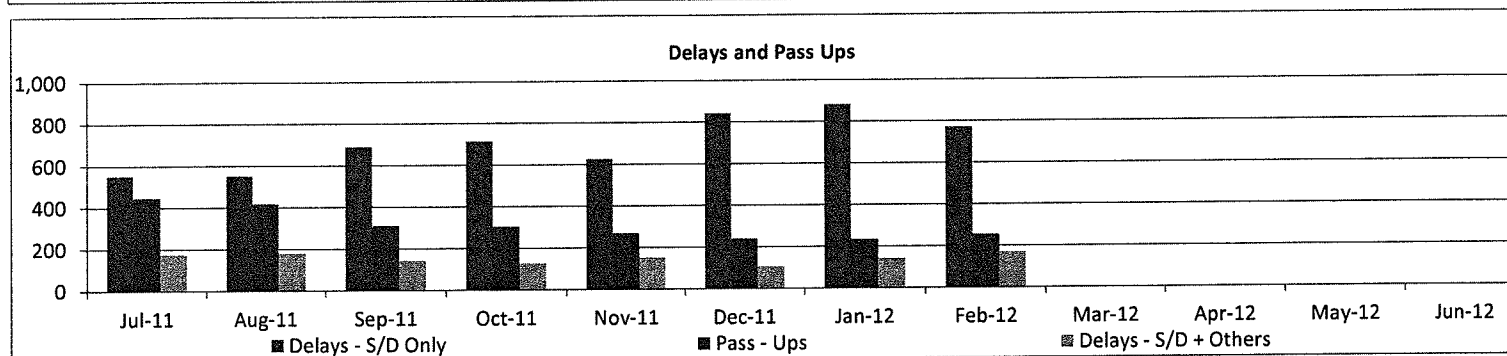
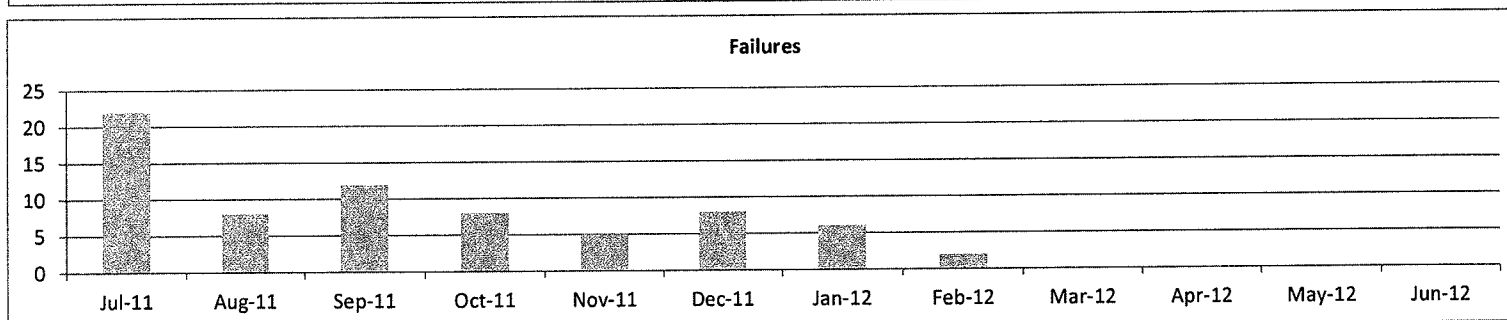
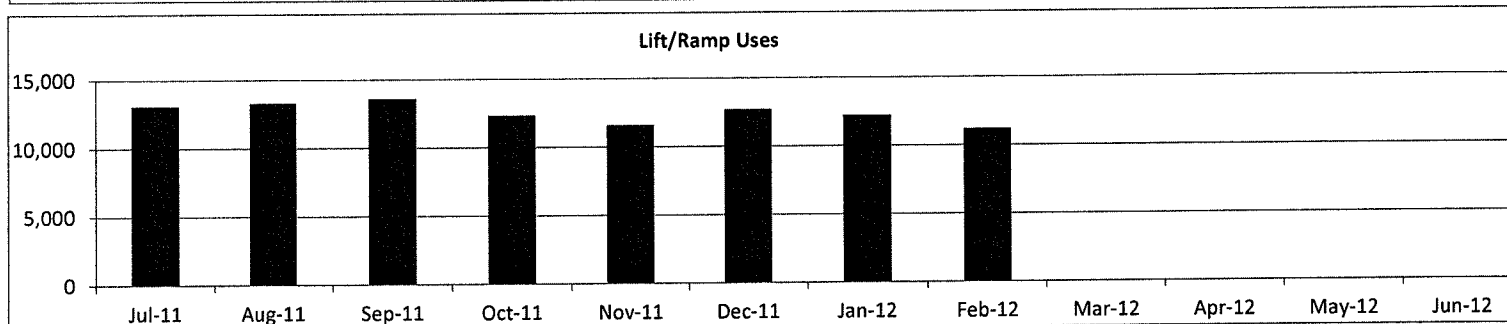
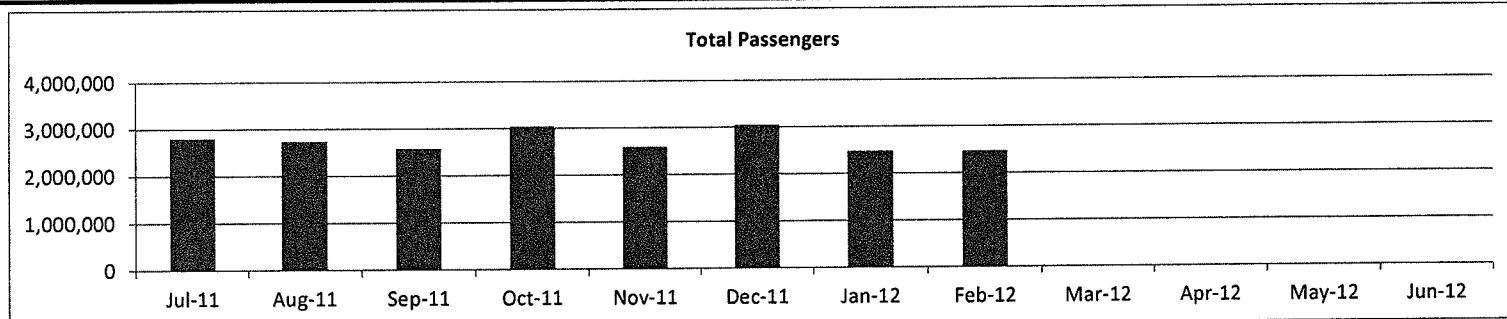
	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
Total Passengers	1,806,802	2,005,447	2,267,400	2,288,513	2,105,812	1,981,267	2,075,671						14,530,912
Total Lift/Ramp Boardings	10,564	10,804	10,952	10,925	9,779	9,268	10,098						72,390
Total Lift/Ramp Unserved 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 WC 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.