



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

Agenda

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE MEETING NOTICE AND AGENDA

December 13, 2018
1:00 p.m. – 2:30 p.m.

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

To request the agenda in an alternative format or request accommodations to facilitate meeting participation, please contact Vassilena Lerinska (619.595.7038) at least five (5) working days prior to the meeting. 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.

Action
Recommended

1. Roll Call

2. Approval of Minutes - September 20, 2018

Approve

3. Public Comments - Limited to three minutes per speaker. If you have a report to present, please give your copies to the Clerk of ASAC.

4. ASAC Chair

Informational

- Provide an update on the selection of new ASAC Chair

Please SILENCE electronics
during the meeting

5. [2019 ASAC Meeting Schedule](#) Adopt
- Action would adopt the 2019 Accessible Services Advisory Committee meeting schedule.
6. [Taxi Pilot Program Update \(Jay Washburn\)](#) Informational
- Receive update on the MTS Access Taxi Pilot Program
7. [Transportation for Seniors Program \(Jay Washburn\)](#) Informational
- Receive an overview of the collaboration between Lyft and GreatCall to make transportation easier for seniors in San Diego.
8. [Medi-Cal/MCP \(Managed Care Programs\)](#) Informational
- Receive an update on progress regarding Medi-Cal reimbursement and MCP contracts.
9. [Fare Study Update \(Israel Maldonado\)](#) Informational
- Receive an update on the Fare Study progress and proposed changes

REPORT ITEMS

10. [ADA Paratransit Reports](#) Informational
- [Operators](#)
 - [MTS Access](#)
 - [Certification](#)
 - [MTM Access Certification](#)
11. [Fixed-Route Reports](#) Informational
- [Operators](#)
 - [MTS Bus](#)
 - [MTS Contract Services, Transdev](#)
 - [San Diego Trolley, Inc.](#)
12. [Committee Member Communications/Comments](#) Informational
13. [Next Meeting Date](#): **March 21, 2019 at 1:00 PM**
14. [Adjournment](#)

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM
ACCESSIBLE SERVICES ADVISORY COMMITTEE

1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

DRAFT MINUTES

September 20, 2018

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased]

1. Pledge of Allegiance
2. Call to Order and Roll Call
Chair Bragg called the meeting to order at 1:02 p.m. A roll call sheet listing the committee members in attendance is attached.
4. Public Comment (TAKEN OUT OF ORDER)
No public comments
3. Approval of June 14th, 2018 Meeting Minutes
Chairman Bragg entertained a motion to approve the June 14th, 2018 meeting minutes. Ms. Porcella moved to approve the minutes. Mr. Doogan seconded the motion, and the vote was 11 to 0 in favor with Ms. Kalivas, Ms. Johnson, Ms. Aguirre, and Ms. Gottwig absent.
5. Member Comment
Mr. Washburn noted that there will be a one year extension for the First Transit Paratransit contract. He noted that MTS has passed its 4th FTA Triennial with zero findings. Lastly, he noted that the South Bay BRT has launched a soft opening.
6. Fare Study Update (Israel Maldonado)
Israel Maldonado, Fare Systems Administrator, provided an update on the fare study. He reviewed the direct and indirect goals, and the methodology of the fare study. He then presented both the current fare catalog and the proposed fare changes. He noted that the proposed changes are more simplified. Mr. Maldonado reviewed the policy changes to the fare structure as well as the impacts from the proposed changes.

Chair Bragg urged the members of the committee to provide any input to Mr. Maldonado and also noted that there will be outreach events for the public.

Mr. Ferguson asked if the changes are approved, would the SDM day pass be available to agencies with employer program accounts. Ms. Maldonado responded by saying that it could be an option but that MTS would need to speak with the vendor to see what capabilities the current system has.

Ms. Knight asked there be consideration for passengers who are in the process of verifying their disability. She asked if there could be a specialized fare for those individuals until they have completed that process.

Mr. Rivas asked what kind of identification would be needed for purchasing an SDM day pass. Mr. Maldonado explained that MTS is currently working out those details on what will be needed for those types of purchases. Mr. Rivas asked if a Compass Card will no longer be needed with the new fare system. Mr. Maldonado explained that MTS will be doing a study regarding the new alternatives and features for the next gen system. Mr. Washburn asked Mr. Maldonado to confirm that there is preauthorization for all issuance of an SDM card. Mr. Maldonado responded by saying yes. Mr. Rivas noted that he is able to purchase a one way ticket without any authorization. Ms. Fragger noted that passengers are able to reload an SDM card at a TVM but are not able to do a new purchase.

Mr. Doogan asked if the region plus day pass was being removed. Mr. Maldonado noted that there may be some rebranding with that pass, however, that pass will no longer allow passengers to transfer to the coaster. He explained that there will be a \$15.00 pass for coasters transfers. Mr. Doogan asked if passengers will have to purchase a ticket to get to the coaster to then purchase the coaster day pass. Mr. Maldonado explained that the MTS TVMs can sell the \$15.00 day pass

Chair Bragg asked Mr. Maldonado to explain fare capping. Mr. Maldonado explained that if riders take a one way trip, they will be charged \$2.50, and the next one way trip will be \$2.50, and every subsequent trip for that day the rider will not be charged due to fare capping, which will start at \$5.00 per day. He explained that the system will accumulate the amount of money spent during the month. If a passenger reaches the limit of a monthly pass, then the system will add a monthly pass automatically. He explained fare capping prevents being overcharged for transportation needs. Mr. Rivas asked if he purchases a day pass but only uses one bus, could he use the additional \$2.50 paid towards a different day. Mr. Maldonado responded by saying that the new system would be based on value and not product.

Chair Bragg encouraged the committee members to provide any additional feedback or questions to Mr. Maldonado.

Mr. Doogan noted that fare capping will benefit those riders who are unable to purchase a monthly pass at the beginning of the month.

Mr. Washburn emphasized that the fare study and the next gen system are two different things. He noted that the fare study is regarding the proposed fare changes and fare capping is part of the next gen system that will likely be completed in 2021.

Mr. Ferguson noted that the presentation stated MTS would increase revenue and decrease ridership. He explained his clients will immediately say it's not a good idea. He asked Mr. Maldonado what he should tell them. Mr. Maldonado responded by saying he would have to get back to Mr. Ferguson. Chair Bragg asked if ridership decrease would be the result of the increase in revenue or because of the national trend going on currently. Mr. Maldonado explained that it would be because of the increase in revenue.

Mr. Washburn asked how long it's been since MTS has done a fare increase. Mr. Maldonado said it has been almost 10 years. Mr. Washburn noted that this is unheard of in the transportation industry and that the MTS has done a great job at keeping fares low. Mr. Rivas noted the SDM monthly pass increase is high for individuals on low income but stated he likes the \$3.00 SDM day pass.

Chair Bragg noted that the board is sympathetic towards this demographic and is also pushing a free pass towards other demographics.

7. Taxi Pilot Program Update (Jay Washburn)

Mr. Washburn provided an update on the taxi pilot program. He explained that MTS is in its third month of the program and on pace to provide 4,500 trips. He noted that there have been minor issues and MTS is working with the taxi company to resolve them. Mr. Washburn noted the majority of the feedback has been positive. He went over on time performance and on board time statistics. He asked for any additional feedback from the committee and explained MTS has been conducting phone surveys to clients who have taken a taxi to get their feedback.

Mr. Clark stated the program has been going well. He asked if the committee hears of any issues with the program to please pass it along so that MTS can address them accordingly.

Chair Bragg asked Mr. Washburn what the increase has been in trips going to taxi. Mr. Washburn explained that the yearend goal is around 50,000 and that MTS is steadily increasing the trips each month to reach that goal.

8. Medi-Cal Update (Jay Washburn)

Mr. Washburn noted that MTS is continuing its efforts to work with the Managed Care Programs (MCPs) to provide transportation to Medi-Cal clients. He explained that MTS has an agreement with one of the seven MCP's in San Diego County. Mr. Washburn explained that MTS is sending out mailers to its Access client reminding them of their Medi-Cal transportation benefits and to contact their MCP.

Ms. Kalivas asked why the department of healthcare services at the state level isn't intervening and forcing the MCPs to be more proactive. Mr. Washburn responded by saying that MTS has had conversations at the state level, however, we keep on being referred back to the MCPs. The MCP's have stated they are happy to provide transportation to riders; however, riders need to contact them first.

Chair Bragg asked that the letter be sent out the committee members.

Ms. Marshall asked MTS to speak at a transportation event for adults with developmental disabilities and educate them on the proposed fare changes, different transportation options, etc. Mr. Washburn stated MTS would be happy to attend and provide a presentation.

9. Discussion of Oral Statistical Report (Jay Washburn)

Mr. Washburn noted that at each ASAC meeting, the paratransit and fixed route reports are read to the committee, however, it's difficult to absorb all that information at once. He suggested MTS continue to provide the reports in the packets, but not read them out loud. Mr. Washburn noted the MTS legal department has stated there is no reason why the reports need to be read out loud.

Ms. Porcella asked if the committee needs to vote on this item or if it can be implemented today. Mr. Washburn said MTS legal stated there is no need for a vote.

Chair Bragg asked if any members were opposed to this. There were no oppositions. She stated going forward, the reports will be part of the packets and they could be discussed at any future meeting if needed. Mr. Washburn said there will still be an agenda item for discussion purposes.

10. ADA Paratransit Reports
MTS Access and MTM monthly reports attached.
11. Fixed-Route Reports
Fixed route monthly reports attached.
12. Member Comment Continued
Chair Bragg noted she did not seek reelection this term. She stated this will be her last ASAC meeting and thanked the committee.
12. Adjourn
Chair Bragg adjourned the meeting at 2:07pm.

Chairperson
San Diego Metropolitan Transit System

Filed by:

Approved as to form:

Clerk of ASAC
San Diego Metropolitan Transit System

Manager of Paratransit and Minibus
San Diego Metropolitan Transit System

Attachments:
Roll Call Sheet
MTS ADA Paratransit Report
MTM Certification Report
MTS Bus
MTS Contract Services
MTS San Diego Trolley, Inc.

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

MEETING OF (DATE): 9.20.18

CALL TO ORDER (TIME): 1:02pm

ADJOURN (TIME): 2:07pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Bragg <input checked="" type="checkbox"/> <input type="checkbox"/>	ASAC Chairwoman	1:02pm	2:07pm
Amy Kalivas <input checked="" type="checkbox"/> Ruben Ceballos <input type="checkbox"/>	Access to Independence	1:04pm	2:07pm
Arun Prem <input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/>	FACT (CTSA)	1:02pm	2:07pm
Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/>	State Council on Developmental Disabilities	1:01pm	2:46pm
Bill Lewis <input type="checkbox"/> Rene Alvarez <input checked="" type="checkbox"/>	Transdev - Contracted Bus Routes	1:02pm	2:07pm
Callie Johnson <input type="checkbox"/> Caroline Margulis <input type="checkbox"/>	MTM, Inc		
Anthony Ferguson <input checked="" type="checkbox"/> Jorge Malone <input type="checkbox"/>	San Diego Regional Center	1:03pm	2:07pm
Monica Aguirre <input type="checkbox"/> Rebbie Radtke <input type="checkbox"/>	San Diego Center for the Blind		
DeRees Clark <input checked="" type="checkbox"/> Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:02pm	2:07pm
Audrey Porcella <input checked="" type="checkbox"/> Brian Lane <input type="checkbox"/>	SANDAG	1:02pm	2:07pm
Vacant <input type="checkbox"/> <input type="checkbox"/>	County of San Diego AIS		
Annie Gottwig <input type="checkbox"/> <input type="checkbox"/>	Caltrans		
Kim Rucker <input checked="" type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer	1:02pm	2:07pm
Jorge Rivas <input checked="" type="checkbox"/> Lynn Parrish <input type="checkbox"/>	Fixed Route Consumer	1:02pm	2:07pm
Tom Doogan <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Trolley	1:02pm	2:07pm
Belinda Fragger <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Bus	1:02pm	2:07pm
Vacant <input type="checkbox"/> <input type="checkbox"/>	Deaf Community Services		
Betsy Knight <input checked="" type="checkbox"/> Mary Benson <input type="checkbox"/>	Count of San Diego Behavioral Health Services	1:02pm	2:07pm
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:02pm	2:07pm
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:02pm	2:07pm
Samantha Leslie <input type="checkbox"/> non-voting	MTS Legal		

CLERK OF ASAC:

PARATRANSIT AND MINIBUS MANAGER:



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Agenda Item No. 5

MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 13, 2018

SUBJECT:

ADOPTION OF THE 2019 SAN DIEGO METROPOLITAN TRANSIT SYSTEM (MTS)
ACCESSIBLE SERVICES ADVISORY COMMITTEE MEETING SCHEDULE

RECOMMENDATION:

That the Accessible Services Advisory Committee adopt the 2019 ASAC meeting schedule (Attachment A).

Budget Impact

None.

DISCUSSION:

The MTS Accessible Services Advisory Committee annually adopts its meeting schedule for the next calendar year. The meeting schedule reflects ASAC meetings throughout the 2019 calendar year (Attachment A). Meetings are scheduled to primarily occur on the first or second Thursday of March, June, September, and December, with some exceptions due to conferences, holidays and other conflicts.

/s/ Jay Washburn

Jay Washburn
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648 jay.washburn@sdmts.com

Attachment: A. 2019 MTS Accessible Services Advisory Committee Meeting Schedule





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Quarterly

MTS Accessible Services Advisory Committee (ASAC) 2019 Meeting Schedule

**All meetings will be held at MTS in the Board Room, 10th
Floor, 1255 Imperial Ave., San Diego, CA at 1:00 p.m.**

Meeting Date

Mail out Date

March 21, 2019

March 15, 2019

June 13, 2018

June 7, 2018

September 12, 2018

September 6, 2018

December 12, 2018

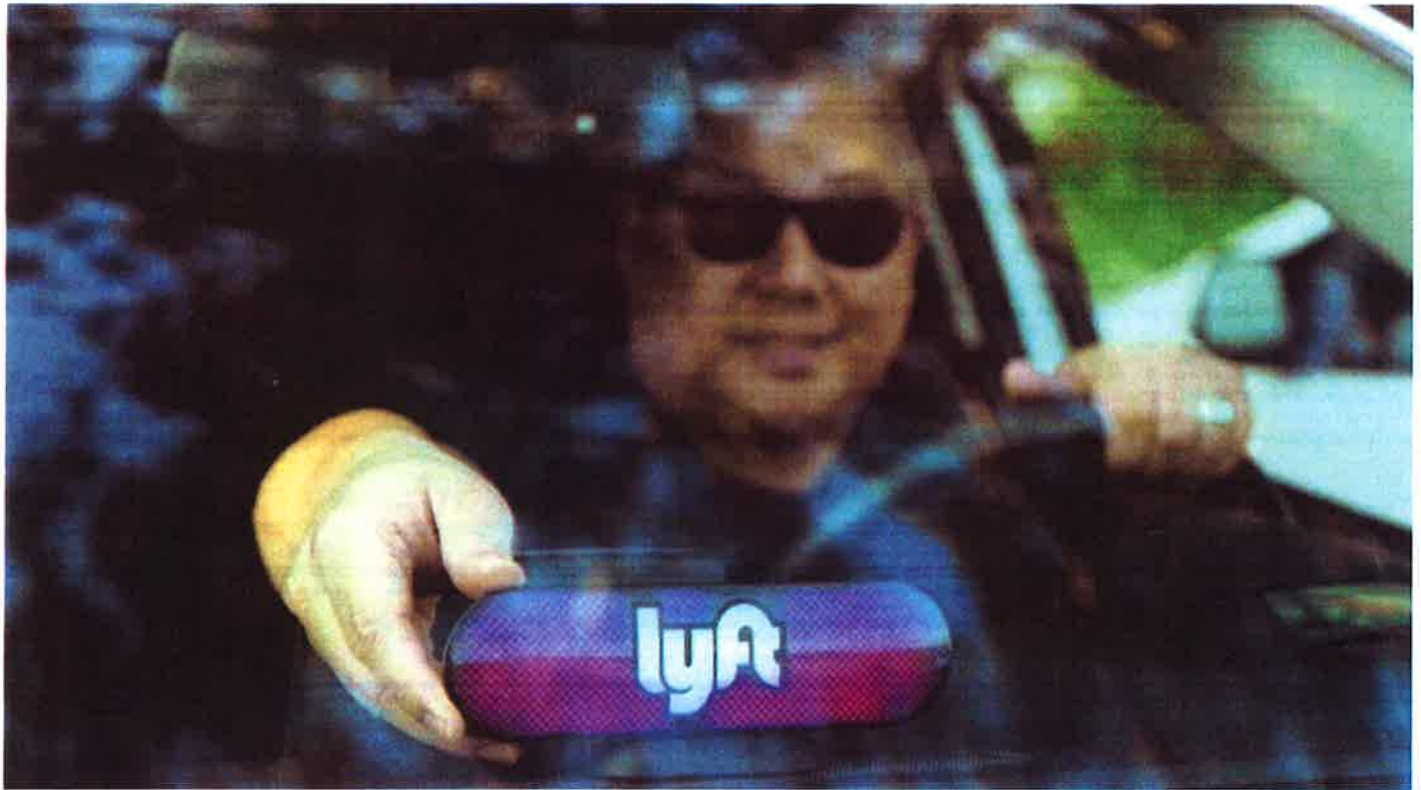
December 6, 2018



ASAC

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GreatCall teams with ride-sharing service Lyft to make transportation easier for seniors



San Diego's GreatCall has rolled out a new service to make it easier for its subscribers to order rides from Lyft.



By **Mike Freeman**

NOVEMBER 13, 2018, 3:30 PM

San Diego's GreatCall, which provides mobile phone service tailored to the elderly, has teamed up with ride sharing outfit Lyft to let seniors schedule transportation without needing a smartphone or app.

The program, called GreatCall Rides, lets subscribers order a Lyft driver by dialing "o" and speaking with a GreatCall operator. The cost of the ride, along with a service fee, is added to the GreatCall monthly bill.

iously ran a two-year pilot in cities in Florida, Worth. San Diego was one of the California cities

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"The most encouraging thing for us is when we did get somebody to try the service, there was a lot of repeat usage," said David Inns, chief executive of GreatCall. "We found that 77 percent of the people who used it once kept using it."

During the pilot, GreatCall customers ordered Lyft rides not only for medical appointments but also to visit family and friends or participate in activities, said Inns.

"With social isolation a critical healthcare risk in aging, transportation solutions like GreatCall Rides makes a difference in health and wellness," he said.

According to GreatCall, giving up driving is one of the top fears of older adults, who worry about losing independence.

"By working with GreatCall for the last two years, we've already been able to remove the transportation barrier for so many older adults in the U.S., making it easier for them to get to a medical appointment, go to the movies with friends, or just to get to the grocery store," said Gyre Renwick, a vice president with Lyft Business.

GreatCall sells wireless plans, easy to use mobile phones and services such as emergency response and medical advice from live nurses or doctors. It has about 1 million subscribers.

In August, Best Buy acquired GreatCall for \$800 million. The deal boosts Best Buy's efforts to provide technology that addresses the needs of an aging population – particularly to help them remain independent longer.

Today, there are about 50 million Americans over 65 years old -- a number forecast to increase more than 50 percent within the next 20 years.

GreatCall charges a service fee for having its operators arrange trips. The fee comes to about 20 percent of the cost of the Lyft ride, said Inns.

While seniors with smartphones could download the Lyft app, set up an account and order rides themselves, GreatCall contends many of its customers prefer the convenience of having the company do it.

"To younger generations, it is literally second nature" to set up a ride sharing account, said Inns. "But for a lot of customers — without a family member's help — it is a serious barrier."

"Now they can very conveniently have somebody do it on a ride-by-ride basis, and have it show up on their bill," he said. "It is very easy, and it is going to bring in a whole generation of people into the ride sharing revolution."

mike.freeman@sduniontribune.com;

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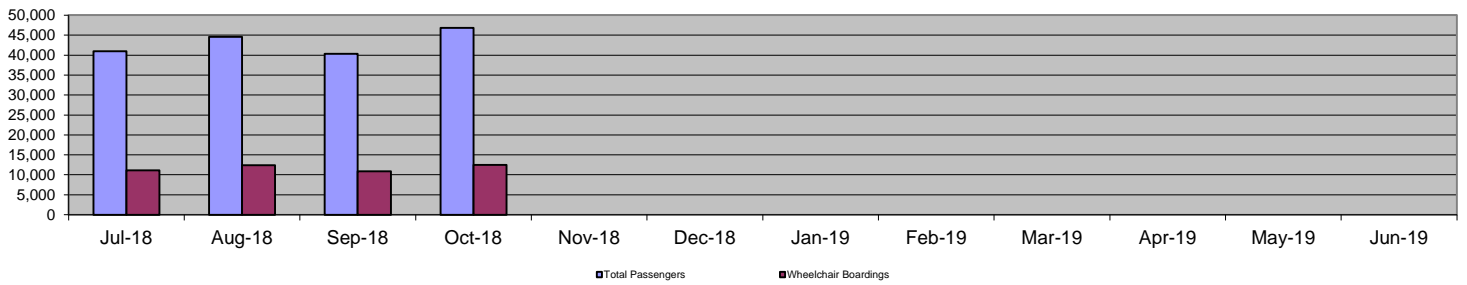
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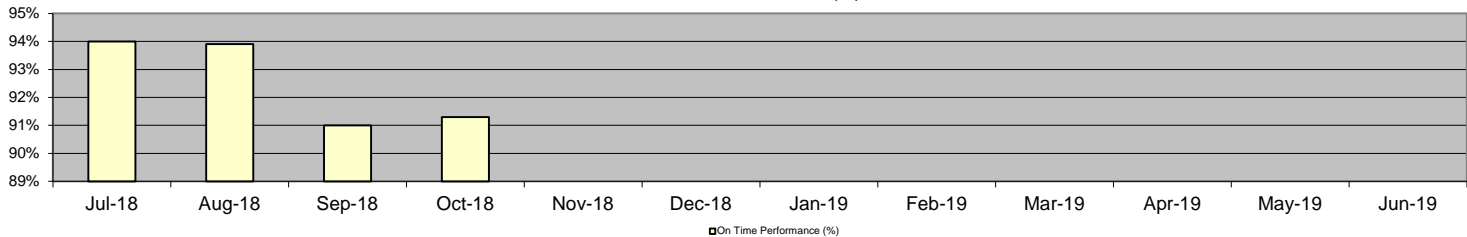
MTS Access ASAC Report FY 19

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Total Passengers	40,933	44,600	40,322	46,833									172,688
Wheelchair Boardings	11,102	12,398	10,893	12,466									46,859
On Time Performance (%)	94%	94%	91%	91%									93%
Valid Complaints	35	39	44	35									153
Invalid Complaints	46	38	44	53									181
Compliments	12	18	19	14									63
Calls Received	29,654	31,320	30,590	33,450									125,014
% Abandoned Calls	4.00%	4.5%	4.9%	3.7%									4.28%
Average Call Time	0:02:30	0:02:29	0:02:28	0:02:23									0:02:28
Average Hold Time	0:00:27	0:00:27	0:00:55	0:00:39									0:00:37

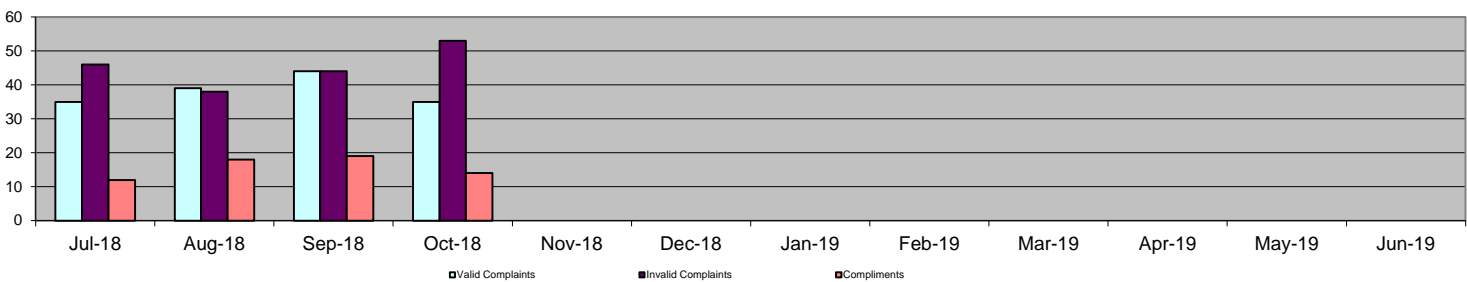
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

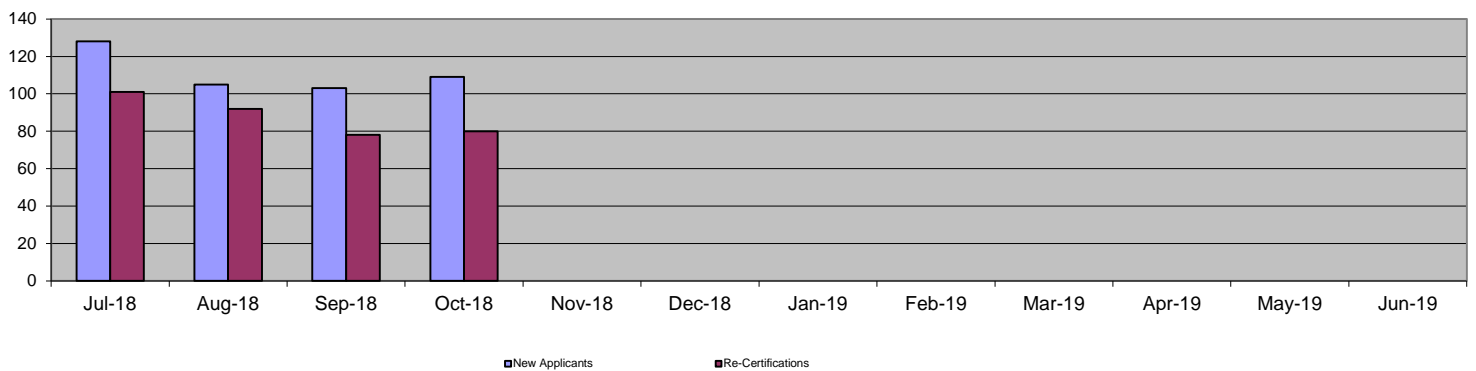




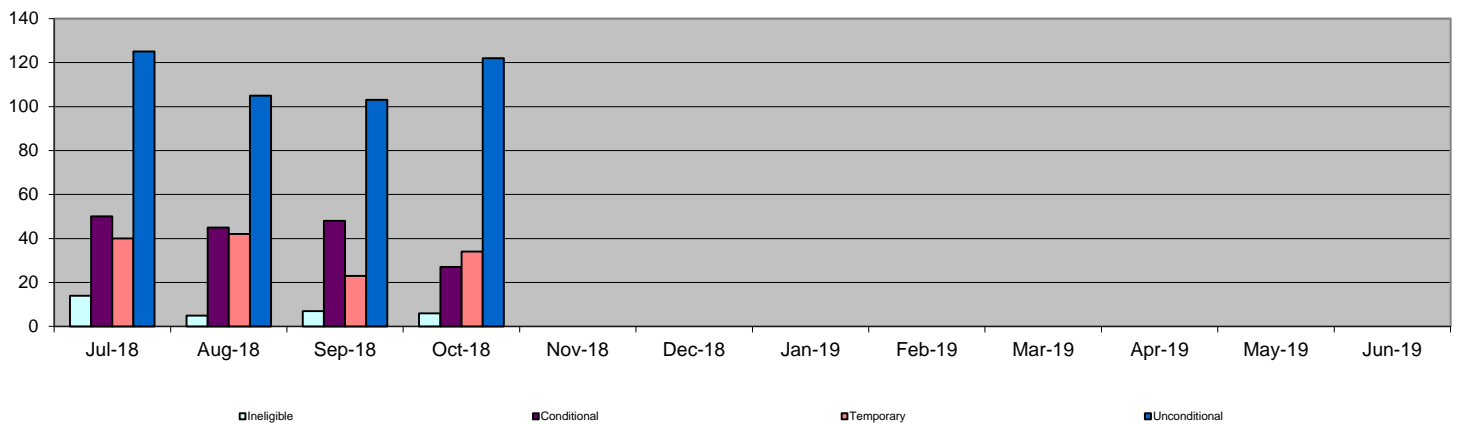
MTM Certification Summary Report FY 19

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
New Applicants	128	105	103	109									445
Re-Certifications	101	92	78	80									351
Total	229	197	181	189									796
Ineligible	14	5	7	6									32
Conditional	50	45	48	27									170
Temporary	40	42	23	34									139
Unconditional	125	105	103	122									455
Total	229	197	181	189									796

New Applicants and Re-Certifications



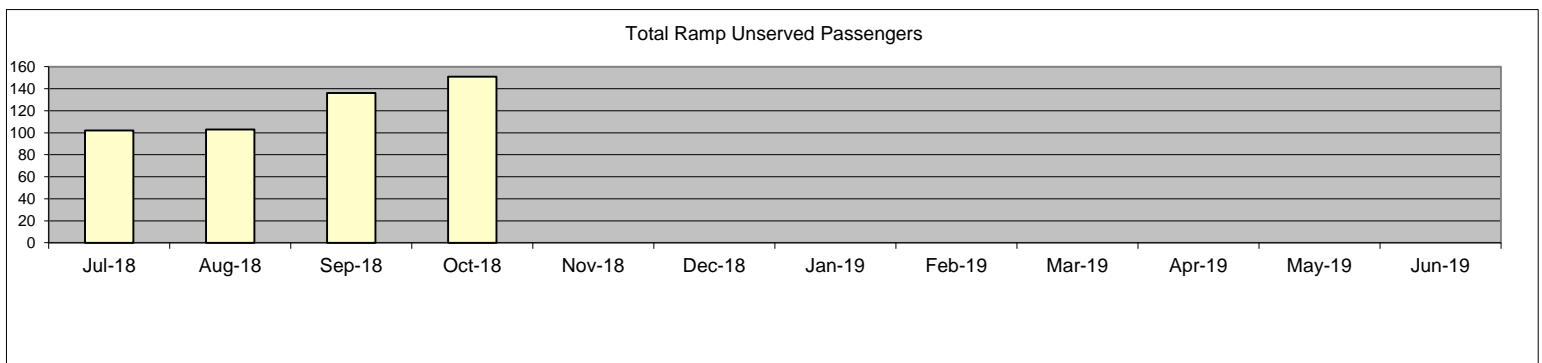
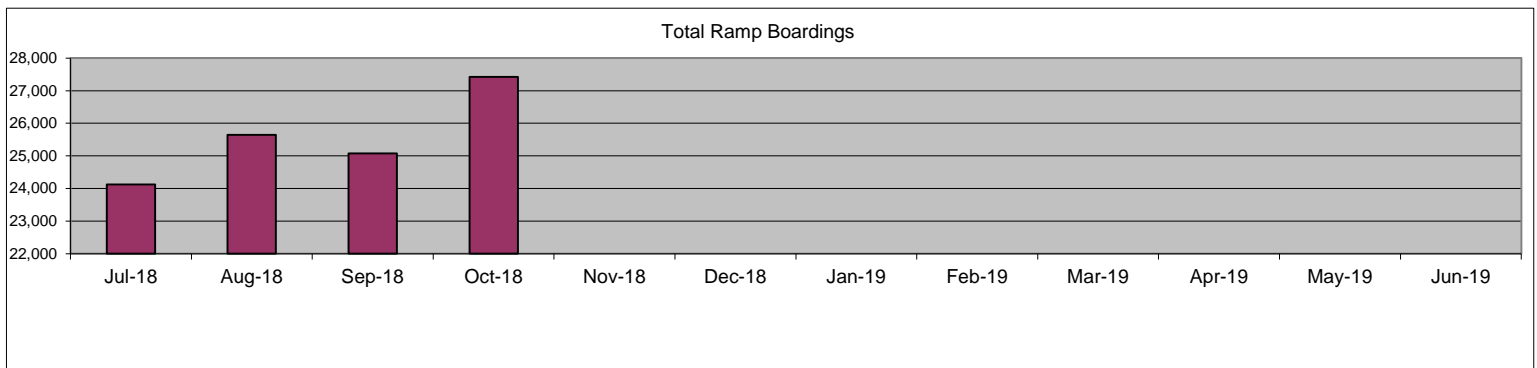
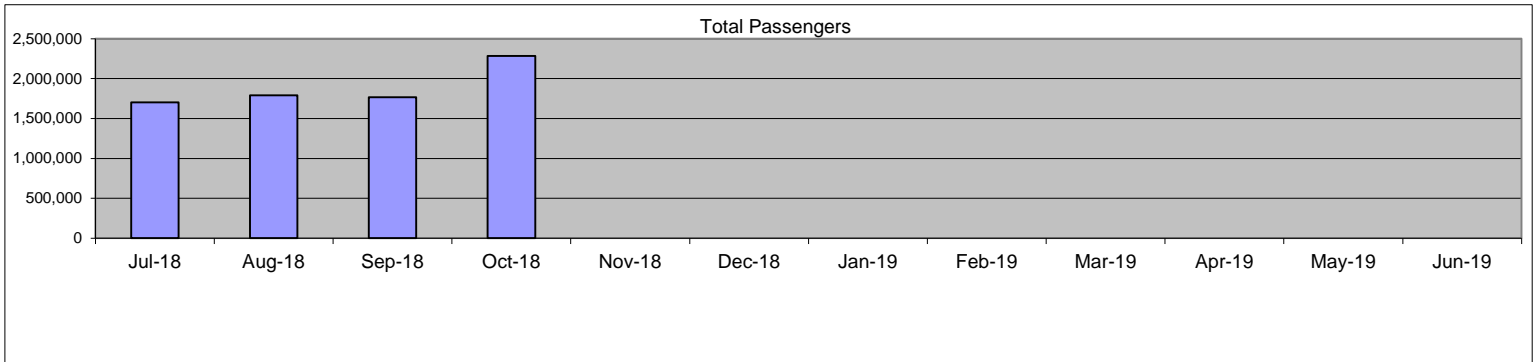
Eligibility





MTS Bus Ramp Deployment Report FY 19

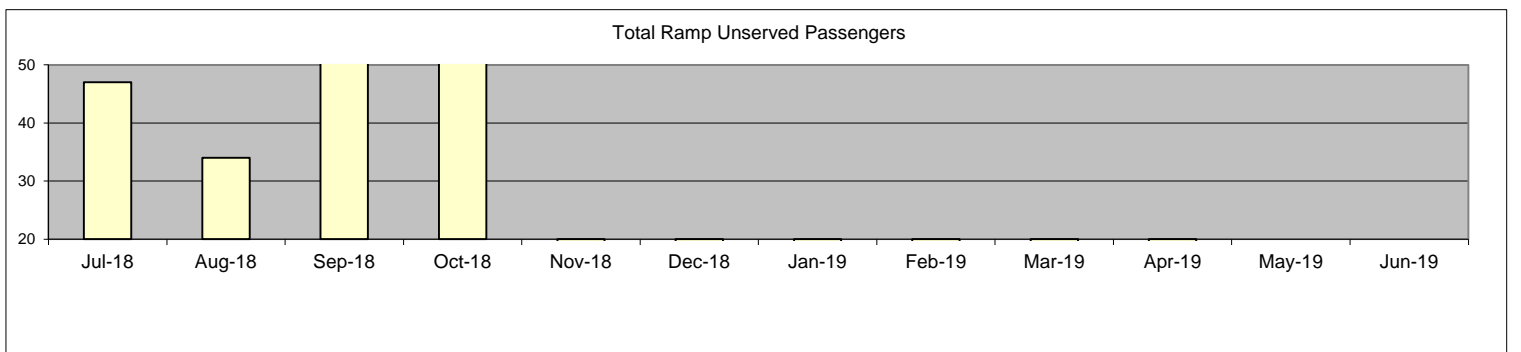
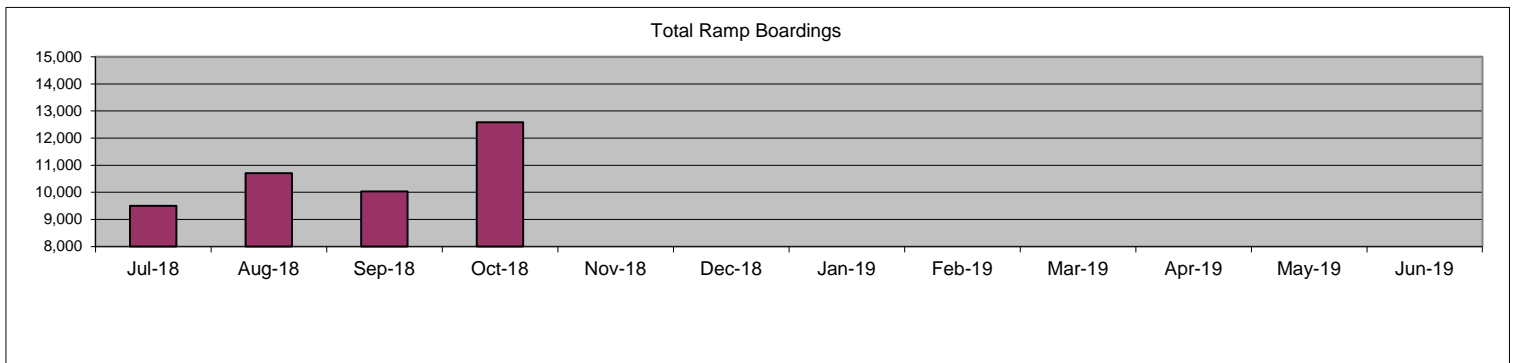
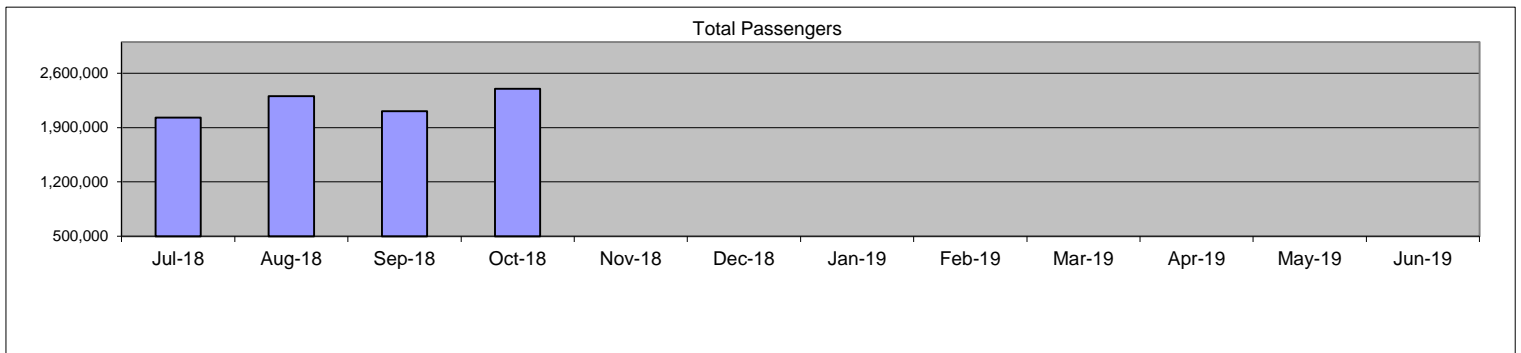
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Total Passengers	1,702,910	1,792,656	1,766,432	2,282,920									7,544,918
Total Ramp Boardings	24,123	25,650	25,075	27,421									102,269
Percentage of Ramp Boardings	1.42%	1.43%	1.42%	1.20%									1.37%
Total Ramp Unserved Passengers	102	103	136	151									492
Percentage of Ramp Unserved Passengers	0.42%	0.40%	0.54%	0.55%									0.48%
Pass-Up Ramp Inoperable	20	13	15	18									66
Pass-Up WC Space Full	65	64	96	98									323
Pass-Up Bus Full	17	26	25	35									103





MTS Contract Services Ramp Deployment Report FY 19

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Total Passengers	2,027,983	2,305,724	2,109,717	2,400,331									8,843,755
Total Ramp Boardings	9,501	10,707	10,033	12,582									42,823
Percentage of Ramp Boardings	0.47%	0.46%	0.48%	0.52%									0.48%
Total Ramp Unserved Passengers	47	34	53	53									187
Percentage of Ramp Unserved Passengers	0.49%	0.32%	0.53%	0.42%									0.44%
Pass-Up Ramp Inoperable	1	2	5	4									12
Pass-Up WC Space Full	44	29	45	48									166
Pass-Up Bus Full	-	1	2	1									4
Other	2	2	1	-									5





San Diego Trolley Lift Deployment Report FY 19

Total - All Lines	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Total Passengers	3,272,381	3,233,238	3,137,432	3,389,104									13,032,155
Lift Uses	-	-	-	-	-	-	-	-	-	-	-	-	-
Lift Failures	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D Only	-	-	-	-	-	-	-	-	-	-	-	-	-
Pass - Ups (Capacity)	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D + Others	-	-	-	-	-	-	-	-	-	-	-	-	-

