



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 12, 2019  
**1:00 p.m. – 2:30 p.m.**

James R. Mills Building  
Board Meeting Room, 10<sup>th</sup> 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 12, 2019](#) Approve
3. Public Comments - Limited to three (3) minutes per speaker. If you have a report to present, please give your copies to the Clerk of ASAC.
4. [ElevateSD 2020 \(Mark Olson\)](#) Informational
  - Staff to provide update on ElevateSD 2020 from September 12 ASAC Meeting

Please SILENCE electronics  
during the meeting

5. [2020 ASAC Meeting Schedule](#) Adopt  
- Action would adopt the 2020 Accessible Services Advisory Committee meeting schedule.

## REPORT ITEMS

6. ADA Paratransit Reports Informational
- Operators
    - [MTS Access – First Transit](#)
  - Certification
    - [MTM Access Certification](#)
7. Fixed-Route Reports Informational
- Operators
    - [MTS Bus](#)
    - [MTS Contract Services](#)
    - [San Diego Trolley, Inc](#)
8. Committee Member Communications/Comments Informational
9. Next Meeting Date: **March 12, 2020 at 1:00 PM**
10. Adjournment

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

1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101

**MINUTES**

September 12, 2019

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

1. Call to Order and Roll Call  
Chair Rios called the meeting to order at 1:05 p.m. A roll call sheet listing the committee members in attendance is attached.
2. Approval of the March 13, 2019 Meeting Minutes  
Chair Rios entertained a motion to approve the June 13, 2019 meeting minutes. Mr. Doogan moved to approve the minutes. Ms. Knight seconded the motion, and the vote was 12 to 0 in favor with Mr. Prem, Ms. Marshall, Ms. Ornelas absent and Mr. Christensen not present at time of vote.
3. Public Comment  
No public comment
4. Elevate SD 2020 (Mark Olson)  
Mr. Mark Olson, Manager of Public Relations, provided an update on the outreach activities in regards to ElevateSD 2020. Mr. Olson explained that there have been a lot of community outreach events since the last ASAC meeting and provided an overview of the next steps. Mr. Olson went over the current process and talked about analyzing a universe of projects from various sources and listening to the ideas of the community. Mr. Olson explained that there have been town hall meetings, outreach events with advisory groups as well as community forums and events.

Mr. Olsen did a recap from the June 13, 2019 ASAC Meeting. He went over the key themes from the breakout groups which included faster and more direct service, more frequent and extended hours of service and maintaining affordability. Mr. Olson then went over the total value rankings from all outreach events and also talked about value rankings from community and public events.

Lastly, Mr. Olson went over the specific projects that will be included in the next round of research and surveys. He talked about an increase in frequency, extended service plan and an airport trolley. Mr. Olson explained that the next phase of surveys will include the cost associated with each project which will likely change project rankings. Mr. Olson presented information about an online public engagement tool called the Vision Builder. He explained that the public will be able to review the list of potential projects and develop their own transit plan. Each survey taker will have a budget of 1,500-2,000 coins to spend (each project will be assigned a coin value) and will assemble their proposed program of projects.

Mr. Olson noted that the Vision Builder tool would be available in the next couple of weeks. Finally, he provided the committee with a timeline of activities for the next year.

Chair Rios thanked Mr. Olson for the presentation and noted that she really likes the vision builder tool.

#### Action Taken

No action taken. Informational item only.

#### 5. Travel Training (Callie Johnson)

Callie Johnson, Project Manager with MTM introduced Max Calder, Regional Director for MTM. Ms. Johnson provided a presentation and update on Travel Training. She provided information on the two types of travel training that are offered through MTM, Taking Transit 101 and Access-Ability. She then explained that over 30 sessions have been held for Taking Transit 101 and two trainings have been held for Access-Ability. Ms. Johnson asked the committee for help so that more trainings could be held. Mr. Calder went over mobility management and why it matters. He explained that MTM needs a few good volunteers for travel training classes that will help the community.

Ms. Lucero asked Ms. Johnson for more info on the travel training classes. M. Johnson responded by saying that training is a one-day class that is eight hours long. She explained that she flexible on where the training can be held and that there is no charge to an agency. She explained that the training focuses on a wide range on topics regrading to travel and also provides trainers with tools on how to handle different situations.

Chair Rios asked if a committee member is unable to commit to volunteering, could someone from their agency still partake in the training. Ms. Johnson and Mr. Calder both responded by saying yes. Ms. Johnson also provided the committee with information sheets on travel training. Chair Rios asked if meals are provided during training. Ms. Johnson said meals are not provided but groups usually find a place to get lunch.

#### Action Taken

No action taken. Informational item only.

#### 6. Reasonable Modifications (Samantha Leslie)

Samantha Leslie, Staff Attorney – Regulatory Compliance, provided a presentation on the MTS' reasonable modification process. Ms. Leslie went over the FTA regulation stating that transit agencies must provide individuals with disabilities reasonable modification to its policies, practices and procedures, if necessary to provide access to the agency's service. Ms. Leslie explained that requests can be made in advance or on the spot. Ms. Leslie provided the link to MTS' reasonable modification policy. She also noted that MTS bus operators and customer service staff are trained on how to handle such requests.

Ms. Leslie provided several examples of reasonable modification requests that would be granted such as helping a rider with fare media. She also provided the DOT (Department of Transportation) guidance on when it is acceptable to deny a request. Ms. Leslie

provided several examples of requests that would be denied such as requesting a specific vehicle.

Ms. Leslie explained that passengers may make requests either in advance or on spot and that MTS may either grant or deny the request based on DOT ADA regulations, guidance and examples.

Mr. Jorge Rivas noted that the reason for this agenda item is because an individual had requested the driver to drop him off half a block from the bus stop so that he could transfer, however, some drivers have denied the request. Ms. Leslie noted that in that example, the stop the passenger had requested he be dropped off at was for a different route. She explained that the request would likely have been denied because it would alter operations. Mr. Rivas asked if two routes would be considered the same route if they are travelling on the same street and same direction. Ms. Leslie explained that each route has its own designated stops and that some buses are longer than others and thus need more space to park safely. She did note that if there was an obstruction at a bus stop, then it's reasonable to pull ahead of the obstruction and drop passengers off safely. Ms. Belinda Fragger responded to Mr. Rivas's first question stating that the individual had requested he be dropped off at a non-designated bus stop.

Ms. Lucero noted that the trolley announcements have been inconsistent the last few times she has taken her clients on the trolley. She explained that most of clients have very limited to no vision so it's challenging to know which trolley they are boarding. She also said that the volume is low which makes it hard to hear for some of her clients. Ms. Leslie asked Ms. Lucero for more detail so that MTS can investigate.

Chair Rios requested staff provide additional contact information on how to request a reasonable modification.

#### Action Taken

No action taken. Informational item only.

#### 7. Access and Mobility Partnership Grant (Vassilena Lerinska)

Vassilena Lerinska, Transit Operations Specialist, stated that MTS received a federal grant to purchase three additional modules for the Trapeze scheduling software. She noted the modules will enhance the customer experience and provided a summary of each module. She explained PASS-Web will allow passengers to monitor the status of their trip as well as confirm, cancel or view future trips. The second module, PASS-IVR, works in conjunction with PASS-Web and provides passengers with account and trip information as well as a call back feature which will remind passengers of upcoming trips. Lastly, the third module, EZ-Wallet, will provide passengers the ability to add funds to their existing prepaid fare account, purchase passes and print transit usage reports.

Ms. Lerinska stated MTS is currently working on a timeline of when all three modules will be implemented into the software. Chair Rios asked what the project amount was for the grant. Ms. Lerinska stated it was \$536,000. Chair Rios asked staff to provide an updated timeline when it is available.

#### Action Taken

No action taken. Informational item only.

8. ADA Paratransit Reports  
MTS Access and MTM monthly reports attached.

Action Taken

No action taken. Informational item only.

9. Fixed-Route Reports  
Fixed route monthly reports attached.

Action Taken

No action taken. Informational item only.

10. Committee Member Communications/Comments  
Mr. Rivas stated he enjoys the supplemental taxi cab program for MTS Access. He also noted that he has heard several complaints regarding taxi drivers arriving early to pick up passengers. Ms. Lerinska stated drivers cannot require passengers to come out earlier than their pick-up time. She asked any issues to be reported to MTS for further investigation. Mr. Rivas asked if drivers know they aren't supposed to ask passengers to come out earlier than their pick-up time. Mr. DeRees Clark responded by saying that sometimes taxi will dispatch a trip and drivers respond are able to respond quickly and arrive earlier than schedule. He noted that First Transit is working with Yellow Cab to address arriving early.

12. Adjourn  
Chair Rios adjourned the meeting at 1:54pm.

/s/ Jay Washburn  
Vice Chairperson  
San Diego Metropolitan Transit System

Filed by:

Approved as to form:

/s/ Vassilena Lerinska  
Clerk of ASAC  
San Diego Metropolitan Transit System

/s/ Jay Washburn  
Manager of Paratransit and Minibus  
San Diego Metropolitan Transit System

Attachments:  
Roll Call Sheet

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

MEETING OF (DATE): 9/12/2019

CALL TO ORDER (TIME): 1:05PM

ADJOURN (TIME): 1:54PM

COMMITTEE MEMBER	(Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Mona Rios	<input checked="" type="checkbox"/>	ASAC Chair	1:05PM	1:54PM
Nancy Vera	<input checked="" type="checkbox"/> Amy Kalivas <input type="checkbox"/>	Access to Independence	1:05PM	1:54PM
Arun Prem	<input type="checkbox"/> Jonathan Albarran <input type="checkbox"/>	FACT (CTSA)		
Debbie Marshall	<input type="checkbox"/>	State Council on Developmental Disabilities		
Bill Lewis	<input type="checkbox"/> Rene Alvarez <input checked="" type="checkbox"/>	Transdev - Contracted Bus Routes	1:05PM	1:54PM
Callie Johnson	<input checked="" type="checkbox"/> Heriberto Gaytan <input type="checkbox"/>	MTM, Inc	1:05PM	1:54PM
Anthony Ferguson	<input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center	1:05PM	1:54PM
Marissa Lucero	<input checked="" type="checkbox"/> Elsa Caballero <input type="checkbox"/>	San Diego Center for the Blind	1:05PM	1:54PM
DeRees Clark	<input checked="" type="checkbox"/> Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:05PM	1:54PM
Jack Christensen	<input type="checkbox"/> Lisa Madsen <input checked="" type="checkbox"/>	SANDAG	1:19PM	1:54PM
Vacant	<input type="checkbox"/>	County of San Diego AIS		
Vacant	<input type="checkbox"/>	Caltrans		
Sharlene Ornelas	<input type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer		
Jorge Rivas	<input checked="" type="checkbox"/>	Fixed Route Consumer	1:05PM	1:54PM
Tom Doogan	<input checked="" type="checkbox"/>	MTS Trolley	1:05PM	1:54PM
Belinda Fragger	<input checked="" type="checkbox"/>	MTS Bus	1:05PM	1:54PM
Allie Rice	<input checked="" type="checkbox"/>	Deaf Community Services	1:05PM	1:54PM
Betsy Knight	<input checked="" type="checkbox"/> Mary Benson <input type="checkbox"/>	Count of San Diego Behavioral Health Services	1:05PM	1:54PM
Vassy Lerinska	<input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:05PM	1:54PM
Jay Washburn	<input type="checkbox"/> non-voting	MTS Contracted Services		
Samantha Leslie	<input checked="" type="checkbox"/> non-voting	MTS Legal	1:05PM	1:54PM

CLERK OF ASAC: Vassilena Lemire PARATRANSIT AND MINIBUS MANAGER: [Signature]



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## Agenda Item No. 4

### MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 12, 2019

#### SUBJECT:

ELEVATE SD 2020 UPDATE (MARK OLSON)

#### INFORMATIONAL ONLY:

##### Budget Impact

None.

#### DISCUSSION:

MTS to provide overview of the potential ballot measure and provide members and the public the opportunity to give their feedback and input on transportation needs and solutions.

/s/ Jay Washburn

Jay Washburn  
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648 [jay.washburn@sdmts.com](mailto:jay.washburn@sdmts.com)







# **Accessible Services Advisory Committee Update on Public Engagement, Focus Groups & Next Steps**

December 12, 2019



# VISION BUILDER RESULTS

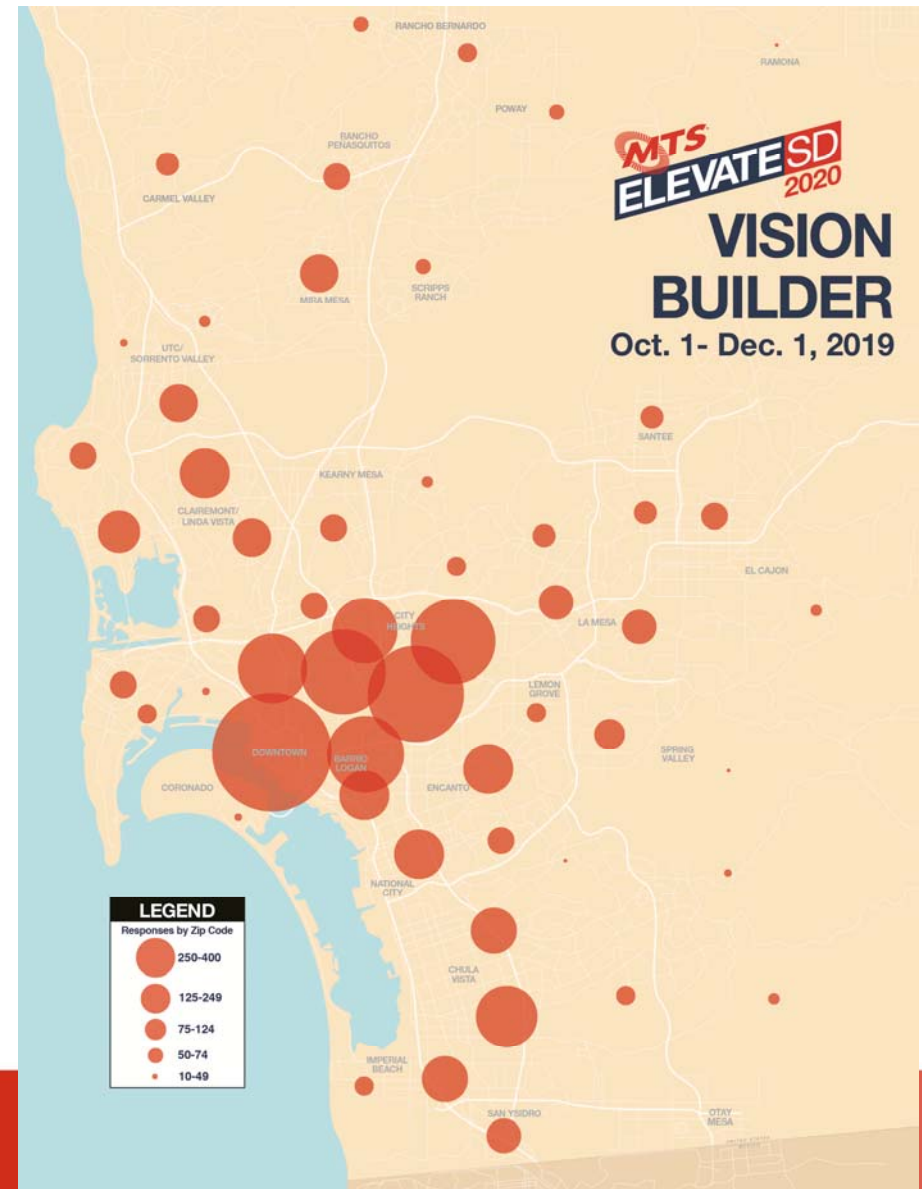


## 6,566 Total Responses

### Responses by Zip Code

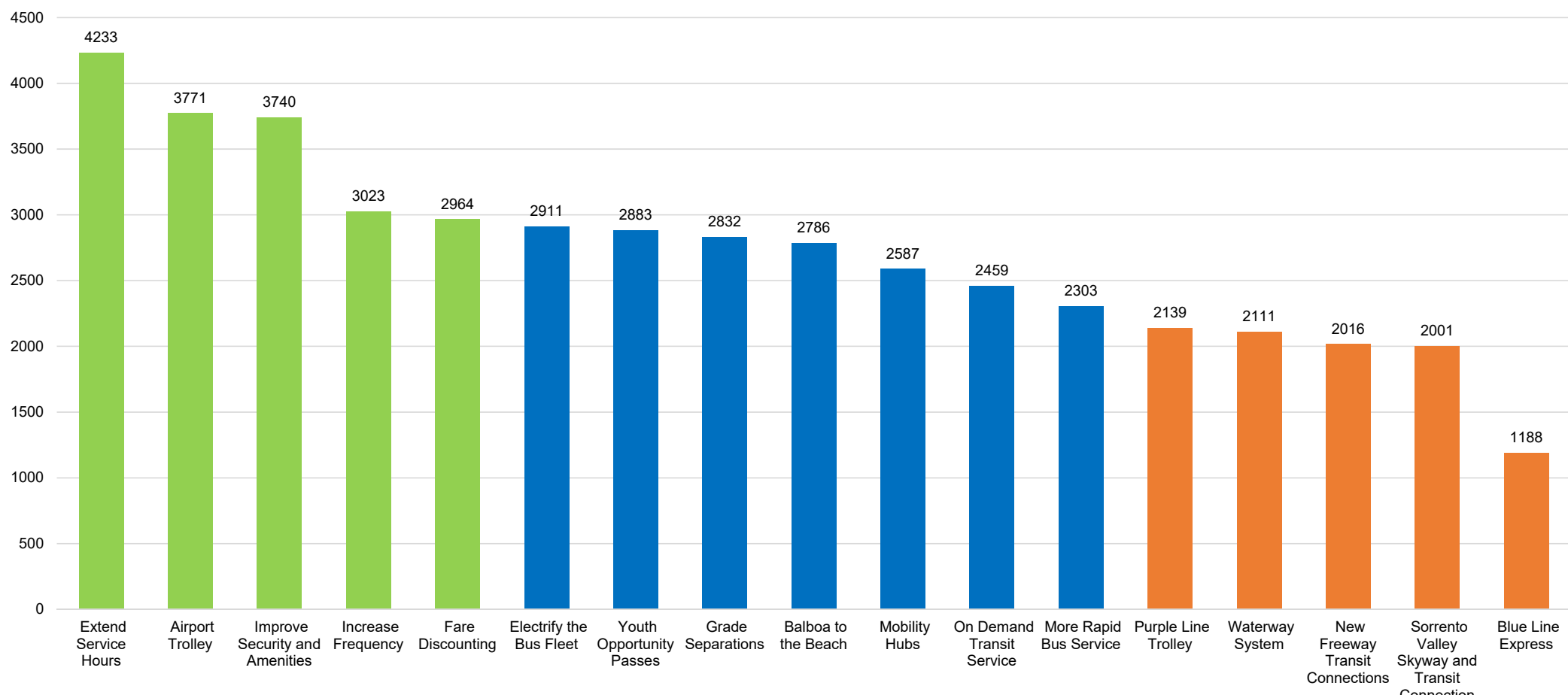
Top Responding Zip Codes:

1. 92101 – D3 (402)
2. 92105 – D4/9 (327)
3. 92104 – D4 (288)
4. 92115 – D9 (281)
5. 92102 – D3/4/9 (260)



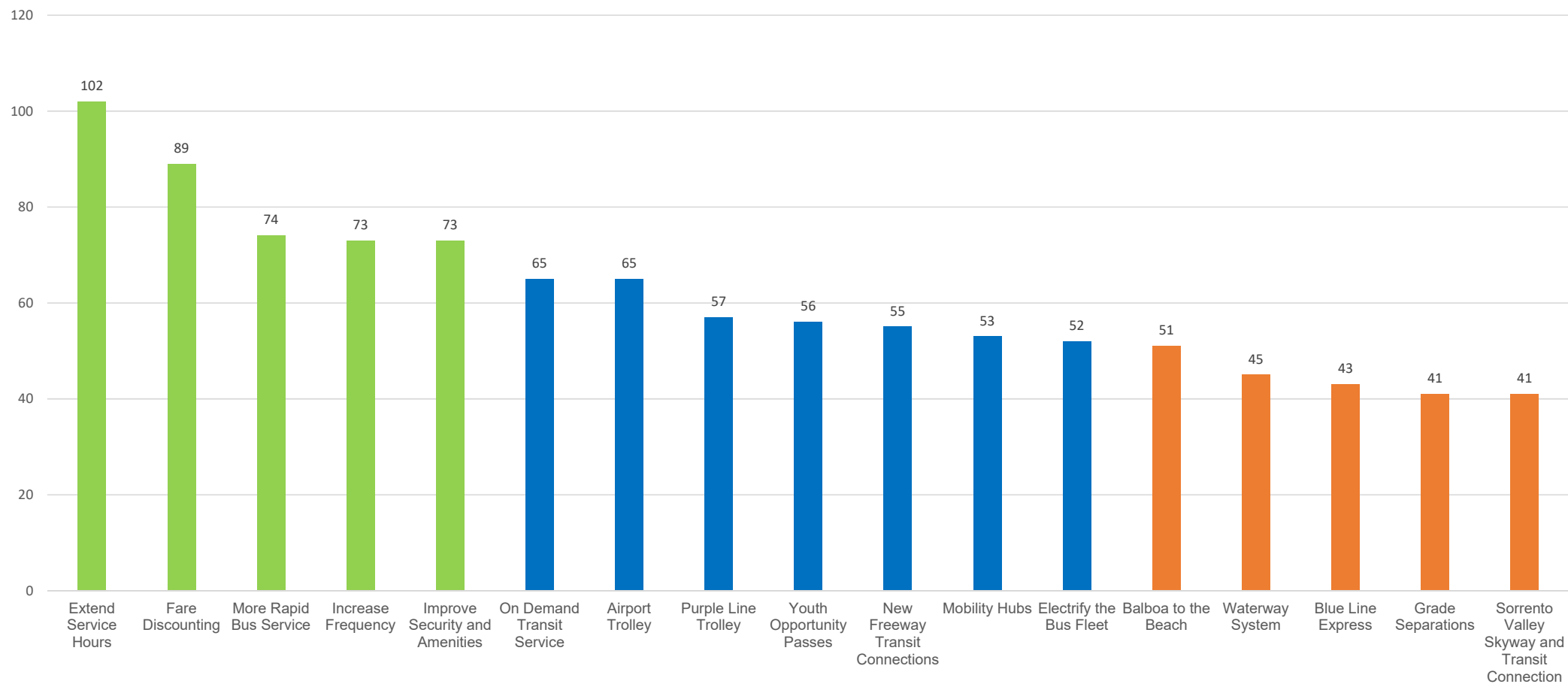


## Overall Results (By Project)





## Vision Builder: MTS Transit Center Outreach





## Key Takeaways

- The top 3 overall projects tended to be popular projects across each jurisdiction.
- Increased frequency tended to be a top 5 selection in more areas outside of the MTS core network
- Fare discounting was a top 5 project in half of the jurisdictions, with Youth Opportunity Passes top 5 in most communities south of I-8

- Projects that resonated with sub-groups:

**More Rapid Routes:** Top 3 with transit center participants, and top 5 in several communities along freeways

**New Freeway Transit Connections:** More popular among riders, and top 5 in Poway/Santee

**Beach Connection:** Top 5 in D2, D3, D6

**On-Demand Transit:** More popular with riders, as well as residents in El Cajon, Lemon Grove and D5

- Projects not getting much traction:

**Blue Line Express:** Highest rank is 9 (IB and D8) – ranked last in 16/20 jurisdictions

**Sorrento Valley Skyway:** Top 5 in D1, but bottom 5 in 18/20 jurisdictions

**Waterway:** Bottom 5 in 14/20 jurisdictions (highest ranks: #2 Coronado, #7 Chula Vista)

# Vision Builder Results: CAC

## Tier 1



Increase  
Frequency



Extend  
Service Hours



Youth Opportunity  
Passes



More *Rapid*  
Bus Service



Fare  
Discounting



Improve Security  
& Amenities\*\*  
(Amenities focus)

## Tier 2



Mobility Hubs



Purple Line  
Trolley



On-Demand  
Transit Services



Blue Line  
Express



Balboa to  
the Beach



New Freeway  
Transit Service

## Tier 3



Grade  
Separations



Skyway & Transit  
Connections



Electrify the  
Bus Fleet



Airport Trolley



Waterway System

# Vision Builder Results: Education Working Group









## Tier 1

-  **Purple Line Trolley**
-  **Youth Opportunity Passes**
-  **New Freeway Transit Service**
-  **Improve Security\*\* & Amenities (Security focus)**
-  **Fare Discounting**

## Tier 2

-  **More *Rapid* Bus Service**
-  **Increase Frequency**
-  **Grade Separations**
-  **Blue Line Express**

## Tier 3

-  **Extend Service Hours**
-  **On-Demand Transit Services**
-  **Electrify the Bus Fleet**
-  **Airport Trolley**
-  **Mobility Hubs**
-  **Waterway System**
-  **Skyway & Transit Connections**
-  **Balboa to the Beach**



# Vision Builder Results: Business Workshop (Port Tenants Association)

## Tier 1



Purple Line  
Trolley



Waterway  
System



Airport  
Trolley



More *Rapid*  
Bus Service



Blue Line  
Express

## Tier 2



Improve Security  
& Amenities



Increase  
Frequency



Mobility Hubs



Skyway & Transit  
Connections



Extend  
Service Hours



Balboa to  
the Beach

## Tier 3



Youth Opportunity  
Passes



Electrify the  
Bus Fleet



New Freeway Transit  
Service



On-Demand  
Transit Services



Fare  
Discounting



Grade  
Separations

# Vision Builder Results: Labor Working Group






## Tier 1

-  **Purple Line Trolley**
-  **Improve Security & Amenities**
-  **Extend Service Hours**
-  **Grade Separations**
-  **Increase Frequency**

## Tier 2

-  **More Rapid Bus Service**
-  **Electrify the Bus Fleet**
-  **Blue Line Express**
-  **Airport Trolley**
-  **Fare Discounting/ Youth Opportunity Passes (18 & Under)**
-  **Mobility Hubs**

## Tier 3

-  **On-Demand Transit Services**
-  **New Freeway Transit Service**
-  **Skyway & Transit Connections**
-  **Balboa to the Beach**
-  **Waterway System**



## Vision Builder Takeaways

- 6,566 Submissions
- Four Working Group/Workshops

### More Popular



More Frequency and Extend Service Hours



Security & Amenities



New Trolley Lines



Fare Discounting (including YOP in communities south of I-8)

### Less Popular



Blue Line Express



Skyways & Waterway



Balboa to the Beach



## Next Steps

- Notify public of draft expenditure plan (December – February)
  - Transit center pop-ups, community events
- Polling (January)
- Present findings and draft expenditure plan to Working Groups and CAC (December/January)
- Webinar Series (January/February)



# QUESTIONS/COMMENTS



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## Agenda Item No. 5

### MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 12, 2019

#### SUBJECT:

ADOPTION OF THE 2020 SAN DIEGO METROPOLITAN TRANSIT SYSTEM (MTS)  
ACCESSIBLE SERVICES ADVISORY COMMITTEE MEETING SCHEDULE

#### RECOMMENDATION:

That the Accessible Services Advisory Committee adopt the 2020 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 2020 calendar year (Attachment A). Meetings are scheduled to primarily occur on the first or second Thursday of March, June, September, and December.

/s/ Jay Washburn

Jay Washburn  
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648 [jay.washburn@sdmts.com](mailto:jay.washburn@sdmts.com)

Attachment: A. 2020 MTS Accessible Services Advisory Committee Meeting Schedule





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## Quarterly

### MTS Accessible Services Advisory Committee (ASAC) 2020 Meeting Schedule

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

#### Meeting Date

#### Mail out Date

**March 12, 2020**

**March 6, 2020**

**June 18, 2020**

**June 12, 2020**

**September 17, 2020**

**September 11, 2020**

**December 10, 2020**

**December 4, 2020**





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## Agenda Item No. 6

### MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 12, 2019

#### SUBJECT:

MONTHLY ADA PARATRANSIT REPORT

#### INFORMATIONAL ONLY

##### Budget Impact

None with this action.

#### DISCUSSION:

Attached monthly reports cover the period from July 1, 2019 through October 31, 2019. The MTS Access report provides a monthly overview of service performance. The MTM report provides a monthly ADA certification summary for MTS Access Paratransit.

/s/ Jay Washburn

Jay Washburn  
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648 [jay.washburn@sdmts.com](mailto:jay.washburn@sdmts.com)

Attachment: MTS Access Report and MTM Report



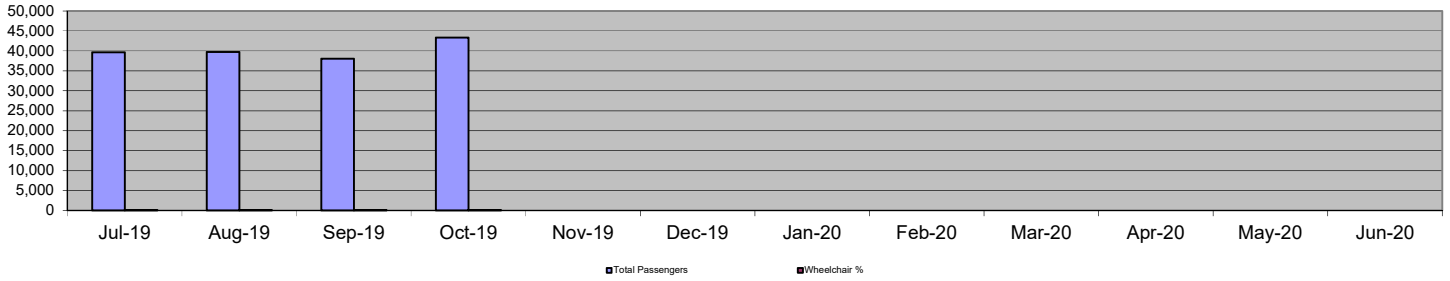




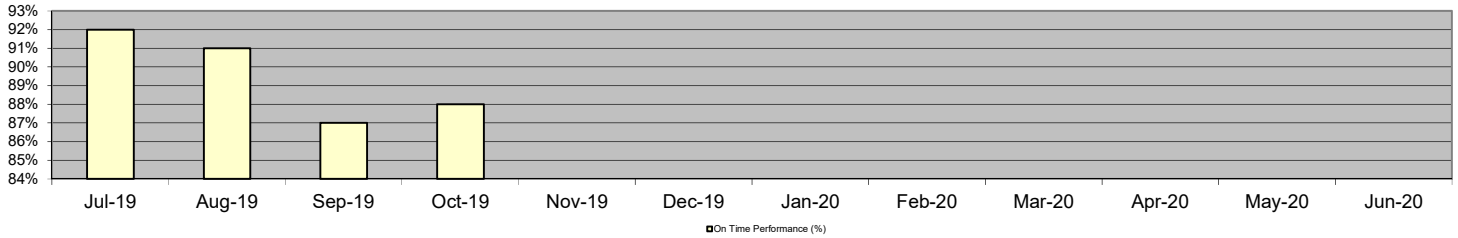
# MTS Access ASAC Report FY 20

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
Total Passengers	39,701	39,704	38,047	43,348									160,800
Wheelchair %	26%	26%	25%	26%									26%
On Time Performance (%)	92%	91%	87%	88%									90%
Valid Complaints	29	47	78	85									239
Compliments	8	8	7	10									33

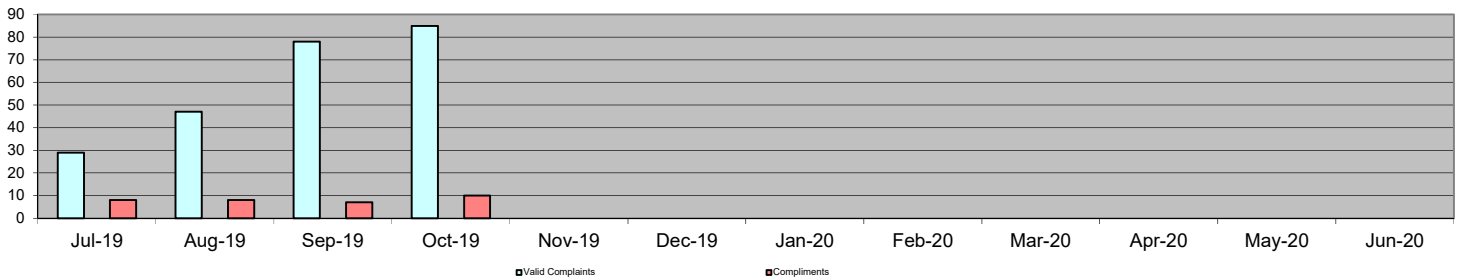
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

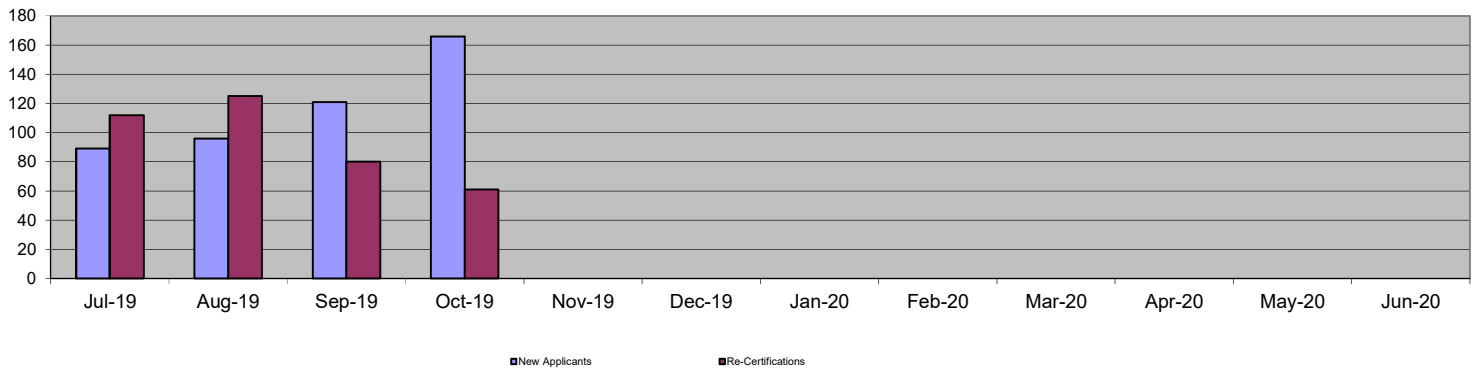




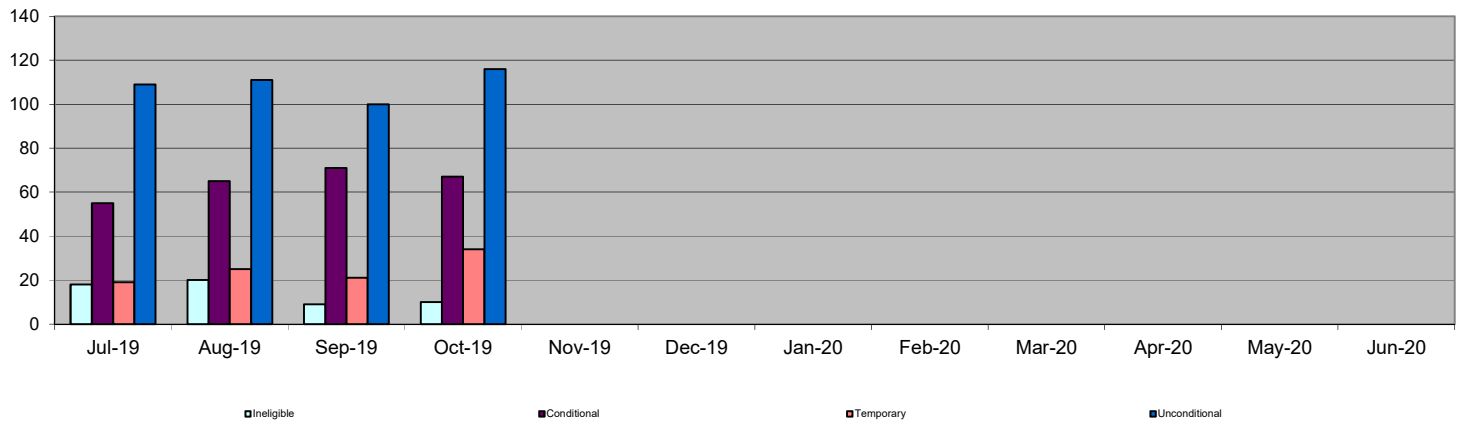
# MTM Certification Summary Report FY 20

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
New Applicants	89	96	121	166									472
Re-Certifications	112	125	80	61									378
Total	201	221	201	227									850
Ineligible	18	20	9	10									57
Conditional	55	65	71	67									258
Temporary	19	25	21	34									99
Unconditional	109	111	100	116									436
Total	201	221	201	227									850

New Applicants and Re-Certifications



Eligibility





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## Agenda Item No. 7

### MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 12, 2019

#### SUBJECT:

MONTHLY FIXED ROUTE REPORT

#### INFORMATIONAL ONLY

##### Budget Impact

None with this action.

#### DISCUSSION:

Attached monthly reports cover the period from July 1, 2019 through October 31, 2019. The MTS Bus, MTS Contract Services, and San Diego Trolley reports provide a monthly summary of service performance.

/s/ Jay Washburn

Jay Washburn  
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648 [jay.washburn@sdmts.com](mailto:jay.washburn@sdmts.com)

Attachment: MTS Bus Report, MTS Contract Services Report, and San Diego Trolley Report

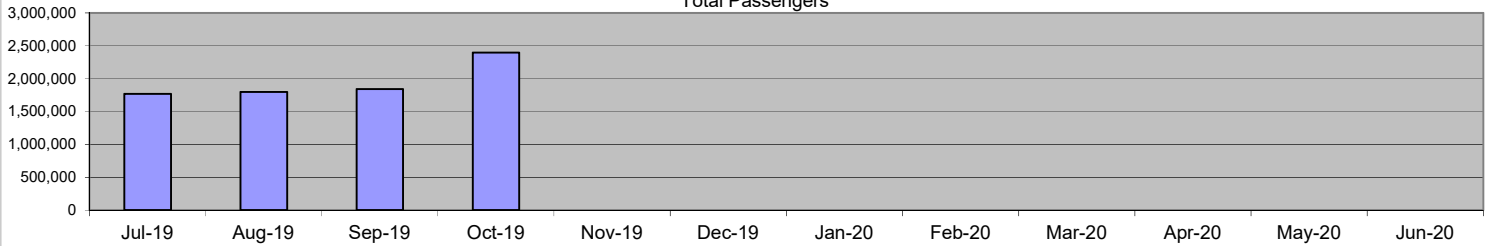




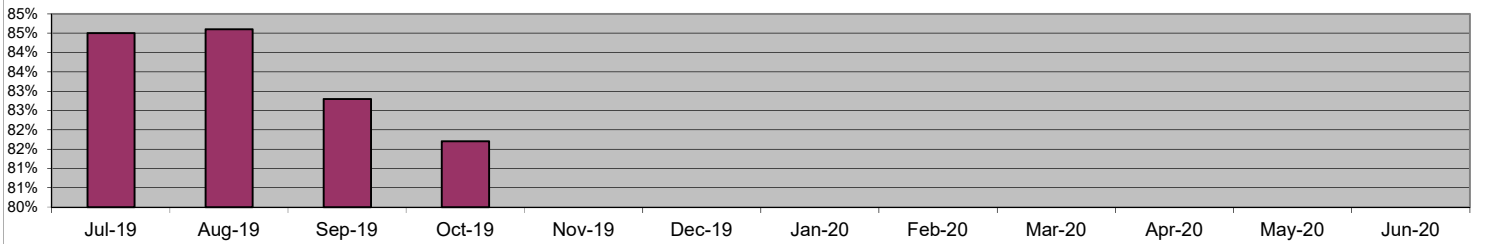
# MTS Bus Ramp Deployment Report FY 20

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
Total Passengers	1,770,722	1,797,909	1,842,414	2,398,871									7,809,916
On-Time Performance	85%	85%	83%	82%									83%

Total Passengers



On-Time Performance

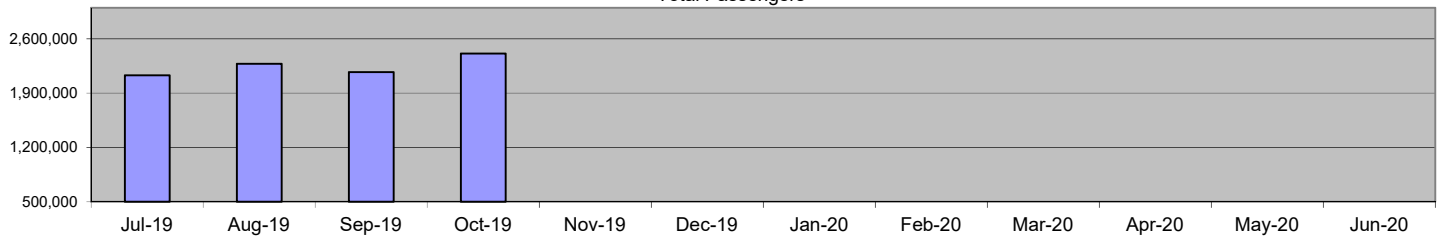




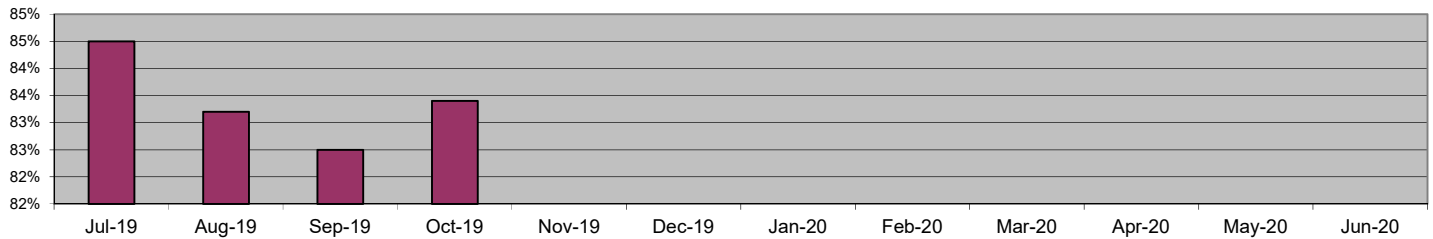
# **MTS Contract Services Ramp Deployment Report FY 20**

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
Total Passengers	2,130,840	2,278,839	2,173,872	2,410,495									8,994,046
On-Time Performance	85%	83%	83%	83%									83%

Total Passengers



On-Time Performance





# San Diego Trolley Lift Deployment Report FY 20

Total - All Lines	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
Total Passengers	3,441,671	3,399,654	3,422,789	3,551,944									13,816,058
On-Time Performance	93%	93%	94%	91%									93%

