



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

March 21, 2019
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](#) and [December 13, 2018](#) 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. [Taxi Pilot Program Update \(Jay Washburn\)](#) Informational
 - Receive update on the MTS Access Taxi Pilot Program

Please SILENCE electronics
during the meeting

- | | |
|---|---------------|
| 5. <u>Medi-Cal/MCP (Managed Care Programs)</u> | Informational |
| - Receive an update on progress regarding Medi-Cal reimbursement and MCP contracts. | |
| 6. <u>SB-1376 TNC Access for All Act (Jay Washburn)</u> | Informational |
| - Provide an overview on SB-1376 related to rules and fees to charge TNC's to establish a fund for transportation of individuals using wheelchairs. | |
| 7. <u>Fare Change Update (Jay Washburn)</u> | Informational |
| - Staff to provide an update on the approved fare changes | |
| 8. <u>ASAC Report Modifications (Vassilena Lerinska)</u> | Discussion |
| - Discuss modifying the operator reports to show relevant information | |
| 9. <u>2019 ASAC Meeting Schedule (Vassilena Lerinska)</u> | Informational |
| - Provide final ASAC meeting schedule for 2019 | |

REPORT ITEMS

- | | |
|---|---------------|
| 10. <u>ADA Paratransit Reports</u> | Informational |
| <ul style="list-style-type: none">• <u>Operators</u><ul style="list-style-type: none">➤ <u>MTS Access – First Transit</u>• <u>Certification</u><ul style="list-style-type: none">➤ <u>MTM Access Certification</u> | |
| 11. <u>Fixed-Route Reports</u> | Informational |
| <ul style="list-style-type: none">• Operators<ul style="list-style-type: none">➤ <u>MTS Bus</u>➤ <u>MTS Contract Services - Transdev</u>➤ <u>San Diego Trolley, Inc.</u> | |
| 12. <u>Committee Member Communications/Comments</u> | Informational |
| 13. <u>Next Meeting Date:</u> June 13, 2019 at 1:00 PM | |
| 14. <u>Adjournment</u> | |

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM
ACCESSIBLE SERVICES ADVISORY COMMITTEE
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

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.

/s/ Mona Rios
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): 9.20.18

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:

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM
ACCESSIBLE SERVICES ADVISORY COMMITTEE
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

MINUTES

December 13, 2018

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

1. Call to Order and Roll Call

Vice Chair Washburn called the meeting to order at 1:05 p.m. A roll call sheet listing the committee members in attendance is attached.

Vice Chair Washburn noted that a new chair of ASAC will be appointed in January 2019. He explained that Ms. Lorie Bragg did not seek reelection and thus is no longer eligible to be Chair of ASAC.

2. Approval of Minutes – September 20, 2018

The meeting minutes from September 20, 2018 could not be approved due to not have a quorum. Vice Chair Washburn noted that they would need to approved at the March 2019 meeting.

3. Public Comment

No public comments

4. ASAC Chair

Vice Chair Washburn noted that ASAC will have a new chair at the next meeting.

6. Taxi Pilot Program Update (Jay Washburn) - TAKEN OUT OF ORDER

Vice Chair Washburn provided a six-month update on the taxi pilot program. He noted that the program is going well and that 23,000 trips have been provided by yellow taxi thus far. He said MTS is soliciting feedback from clients and is working with First Transit and Yellow Taxi to address issues and concerns.

Mr. DeRees Clark noted that First Transit is continuing to work with clients and Yellow Taxi to continue to develop the program.

Vice Chair Washburn noted that the feedback MTS has received thus far is very positive and that we have 98% satisfactory rate.

5. 2019 ASAC Meeting Minutes - TAKEN OUT OF ORDER

Vice Chair Washburn noted that the 2019 ASAC meeting schedule could not be adopted because there wasn't a quorum.

7. Transportation for Seniors Program (Jay Washburn)

Vice Chair Washburn brought up an article regarding the company GreatCall teaming up Lyft to provide transportation for seniors and people with disabilities. He stated that this is another great transportation option.

8. Medi-Cal/MCP (Managed Care Programs)
Vice Chair Washburn explained that MTS continues to struggle with contracting with the MCPs in San Diego. He noted that we are currently in contract with one of the seven MCPs. Vice Chair Washburn also noted that MTS attended the Healthy San Diego meeting and brought our concerns regarding Medi-Cal related transportation.
9. Fare Study Update (Jay Washburn)
Vice Chair Washburn provided an update on the Fare Study. He explained that the MTS Board approved the proposed changes and those changes are now set to go to SANDAG for approval in January. Vice Chair Washburn went over some of the major changes which includes the increase in the SDM monthly pass and the introduction of a day pass for seniors and youth. He explained that SANDAG should have the final approval by February at which point a implementation schedule will be set.
10. ADA Paratransit Reports
MTS Access and MTM monthly reports attached.
11. Fixed-Route Reports
Fixed-route monthly reports attached.
12. Committee Member Communications/Comments
Ms. Debbie Marshall thanked Vice Chair Washburn and Ms. Lerinska for coming out and doing a presentation on transportation at the Ballard Center.

Ms. Amy Kalivas asked that ASAC be able to provide feedback on the NextGen system. Vice Chair Washburn responded by saying that we will have presentation brought to ASAC for feedback.
13. Next Meeting Date
Vice Chair Washburn noted that tentatively the next ASAC meeting is scheduled for March 21, 2019 at 1:00pm at which point the 2019 schedule would be adopted.
14. Adjourn
Vice Chair Washburn adjourned the meeting at 1:17pm.

/s/ Mona Rios
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): 12.13.18

CALL TO ORDER (TIME): 1:05pm

ADJOURN (TIME): 1:17pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Vacant <input type="checkbox"/> <input type="checkbox"/>	ASAC Chairwoman		
Amy Kalivas <input checked="" type="checkbox"/> Ruben Ceballos <input type="checkbox"/>	Access to Independence	1:05	1:17
Arun Prem <input type="checkbox"/> Jonathan Albarran <input type="checkbox"/>	FACT (CTSA)		
Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/>	State Council on Developmental Disabilities	1:05	1:17
Bill Lewis <input checked="" type="checkbox"/> Rene Alvarez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:05	1:17
Callie Johnson <input checked="" type="checkbox"/> Caroline Margulis <input type="checkbox"/>	MTM, Inc	1:05	1:17
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input type="checkbox"/>	San Diego Regional Center		
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)	1:05	1:17
Audrey Porcella <input type="checkbox"/> Brian Lane <input type="checkbox"/>	SANDAG		
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	1:05	1:17
Jorge Rivas <input type="checkbox"/> <input type="checkbox"/>	Fixed Route Consumer		
Tom Doogan <input type="checkbox"/> <input type="checkbox"/>	MTS Trolley		
Belinda Fragger <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Bus	1:05	1:17
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	1:05	1:17
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:05	1:17
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:05	1:17
Samantha Leslie <input type="checkbox"/> non-voting	MTS Legal		

CLERK OF ASAC:

PARATRANSIT AND MINIBUS MANAGER:

MTS Access Taxi Pilot Program Update



Accessible Services Advisory Committee
March 21, 2019



Overview

- One year pilot/demonstration: July 2018 – June 2019
 - Managed and administered by First Transit, within MTS/First Transit Access contract
 - Sub-contract between First Transit and Yellow Taxi Group

Goals:

- Decrease the cost per trip, by moving higher cost, lower productivity trips to taxi
- Maintain and improve overall Access productivity and service quality

Focus:

- Single ride customer trips = highest cost, lowest productivity trips
- Ambulatory customers who do not need/minimal driver assistance
- Target of 36,000 trips to taxi during pilot



Pilot Program Components

- Transparent to customer at time of trip request
(utilizes same reservations and trip scheduling system and process)
- Trips managed using Trapeze Trip Broker software - schedules based on:
 - Customer specific data
 - Trip distance, time of day, locations
 - Compatibility with other scheduled trips
 - Estimated total cost of trip on Access
- Taxi trips required to be ADA compliant:
 - Reservations/Scheduling
 - Vehicles
 - Service quality
 - Driver training
- Participating Taxi drivers trained and certified using national Passenger Assistance Safety and Sensitivity Training Program (PASS)
- 172 drivers trained and certified for pilot program



Pilot Performance

Goal:

Decrease the cost per trip, by moving higher cost, lower productivity trips to taxi

	<u>Actual</u> (July – December)	<u>Goal</u> (July – December)
Total trips	25,655	18,000
Savings per trip	\$ 21.21	\$ 20.44
Cumulative savings	\$ 534,859	\$ 367,920

- Total eligible customers with a taxi trip: 1,278
 - 44% of total taxi eligible customers



Pilot Performance

Goal:

Maintain and improve Access overall productivity and service quality

- On time performance improved by 5%
- Average trip travel time reduced by 17%
- Safety: preventable accidents reduced by 41%
 - Taxi: only one (1) minor accident, zero (0) preventable accidents



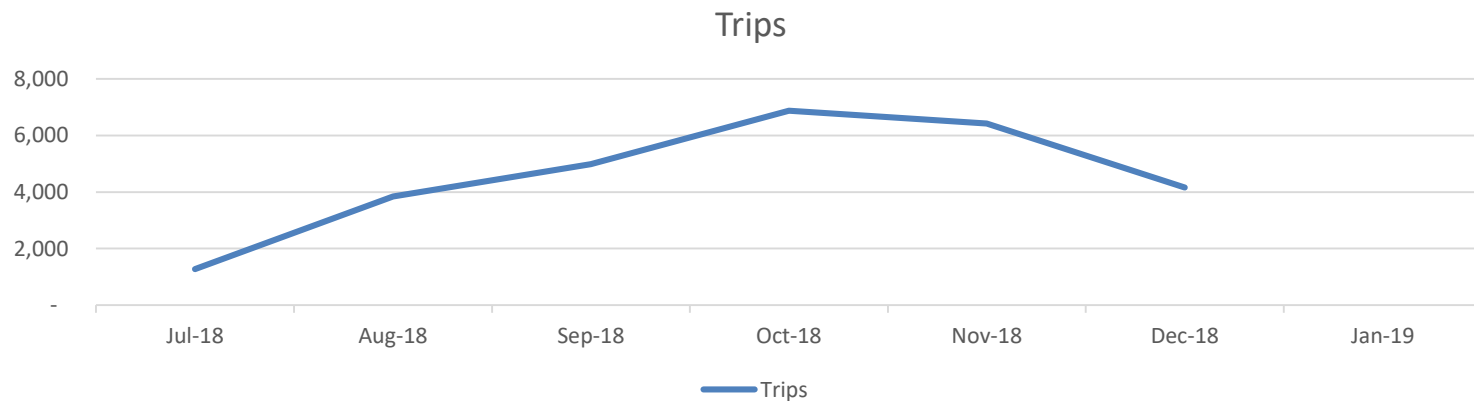
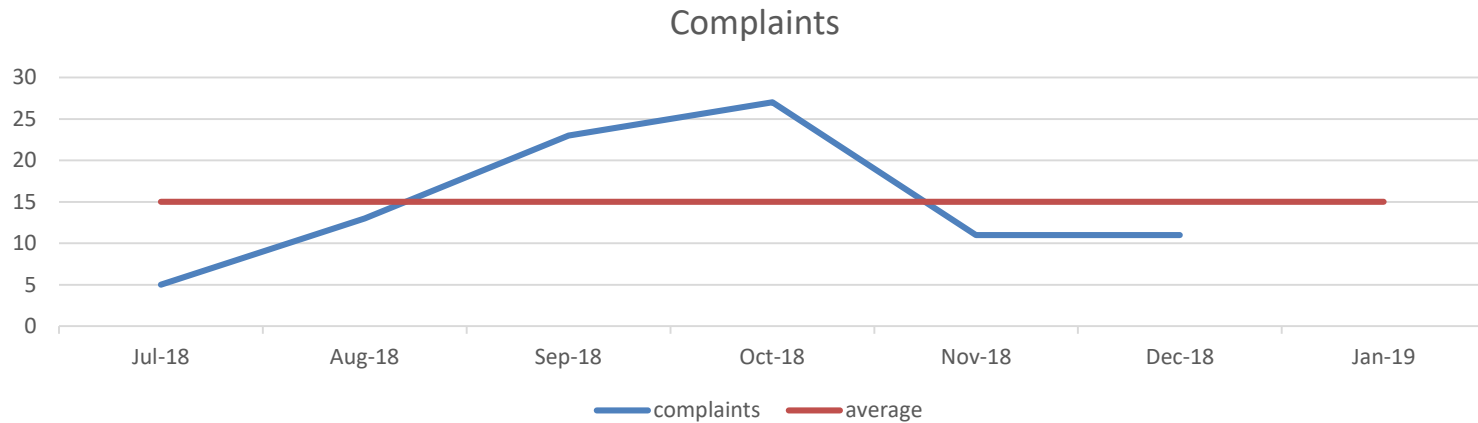
Customer Feedback

- All taxi customer service reports managed through the MTS Customer Relations Management system (CRM)
 - Mirrors standard MTS reporting, investigation and resolution process
- Twenty-one (21) customer service compliments received
- Ninety-two (92) customer service complaints received
 - Complaint ratio is less than 0.3% (92 / 25,655 total trips)
 - Driver attitude most frequent complaint category
 - First Transit / Yellow Taxi Group responsible for resolution (driver re-training, monitoring and/or removal from program)



Customer Feedback

Complaints vs. Trips



Customer Feedback

Random, Post-Taxi Trip Surveys

- MTS team conducts random phone surveys with taxi customers
- Customers rank service quality on a scale of 1-10 (10 highest)
 - Average rating for on time performance = 9
 - Average rating for driver courtesy and professionalism = 9
 - Average rating for vehicle cleanliness = 9
- 98% of customers prefer a permanent taxi program
- Customer concerns:
 - Operator attitude
 - Difficulty in communicating with drivers (due to language barrier)
 - Inconsistency in driver compliance with Access-specific procedures



Next Steps

- Continue taxi program through remaining year of current First Transit contract
 - July 2019 – June 2020
- Incorporate into next contract
- Expand program utilization to optimize effectiveness & cost savings



Questions ?





1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
619.231.1466, FAX: 619.234.3407

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

March 21, 2019

June 13, 2019

September 12, 2019

December 12, 2019

Mail out Date

March 15, 2019

June 7, 2019

September 6, 2019

December 6, 2019



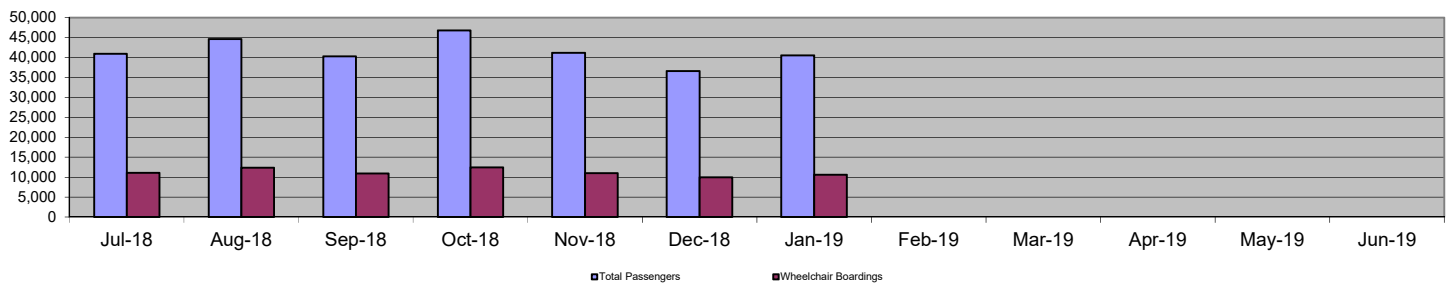
Metropolitan Transit System (MTS) is a California public agency and is comprised of San Diego Transit Corporation and San Diego Trolley, Inc. nonprofit public benefit corporations, in cooperation with Chula Vista Transit and National City Transit. MTS is the taxicab administrator for eight cities and 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.



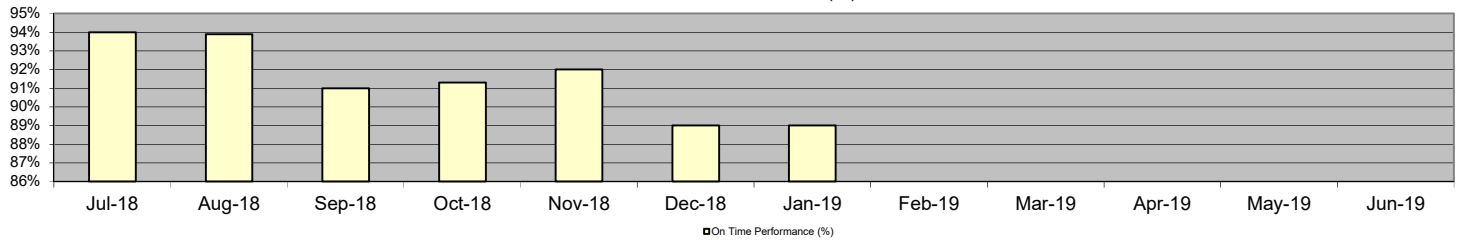
MTS Access ASAC Report FY 19

	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	41,200	36,644	40,520						291,052
Wheelchair Boardings	11,102	12,398	10,893	12,466	10,986	9,974	10,578						78,397
On Time Performance (%)	94%	94%	91%	91%	92%	89%	89%						91%
Valid Complaints	35	39	44	35	38	34	59						284
Invalid Complaints	46	38	44	53	22	43	46						292
Compliments	12	18	19	14	6	10	7						86
Calls Received	29,654	31,320	30,590	33,450	30,393	28,898	28,958						213,263
% Abandoned Calls	4.00%	4.5%	4.9%	3.7%	4.2%	4.5%	4.3%						4.30%
Average Call Time	0:02:30	0:02:29	0:02:28	0:02:23	0:02:15	0:02:17	0:02:23						0:02:24
Average Hold Time	0:00:27	0:00:27	0:00:55	0:00:26	0:00:29	0:00:35	0:00:32						0:00:33

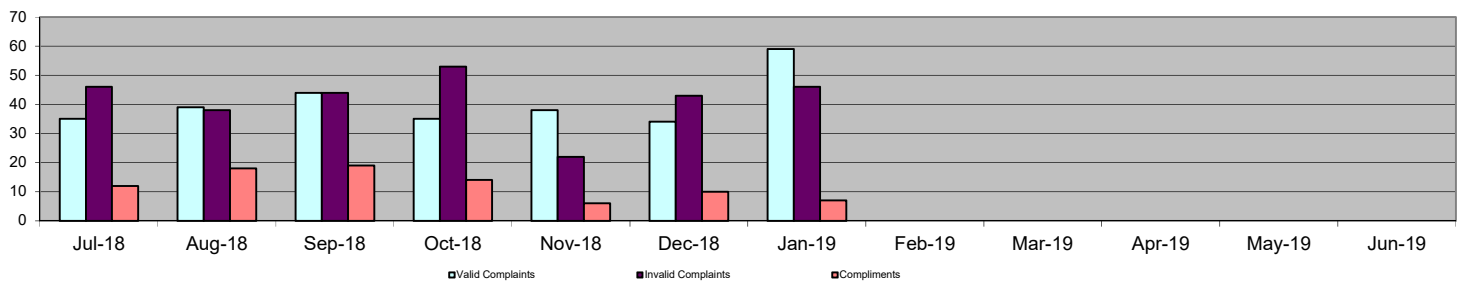
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

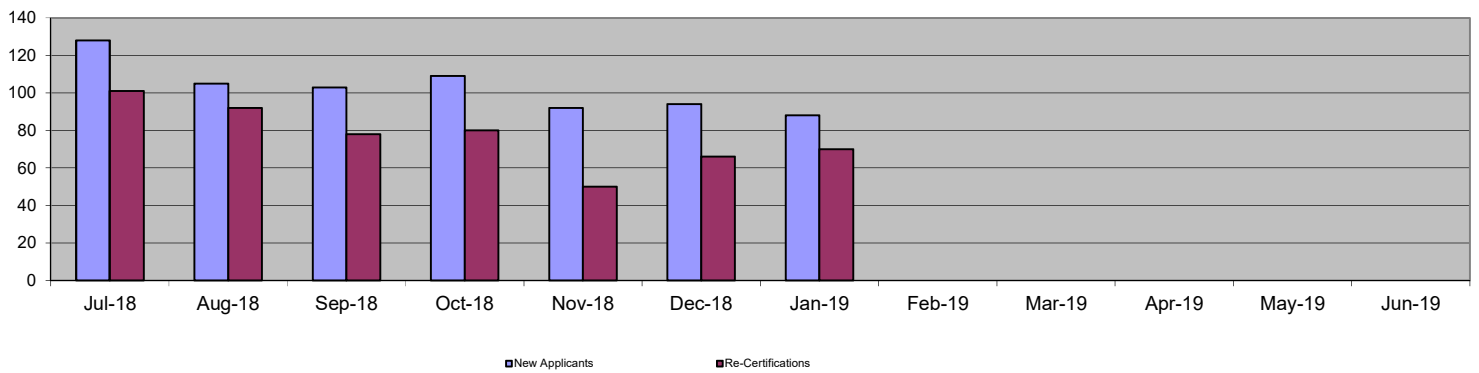




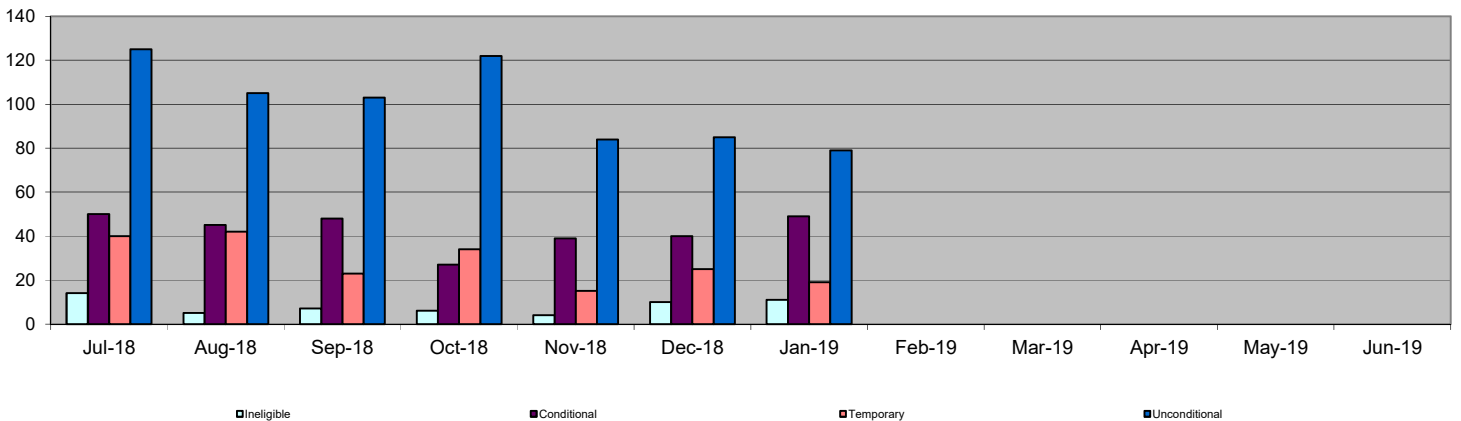
MTM Certification Summary Report FY 19

	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	92	94	88						719
Re-Certifications	101	92	78	80	50	66	70						537
Total	229	197	181	189	142	160	158						1,256
Ineligible	14	5	7	6	4	10	11						57
Conditional	50	45	48	27	39	40	49						298
Temporary	40	42	23	34	15	25	19						198
Unconditional	125	105	103	122	84	85	79						703
Total	229	197	181	189	142	160	158						1,256

New Applicants and Re-Certifications



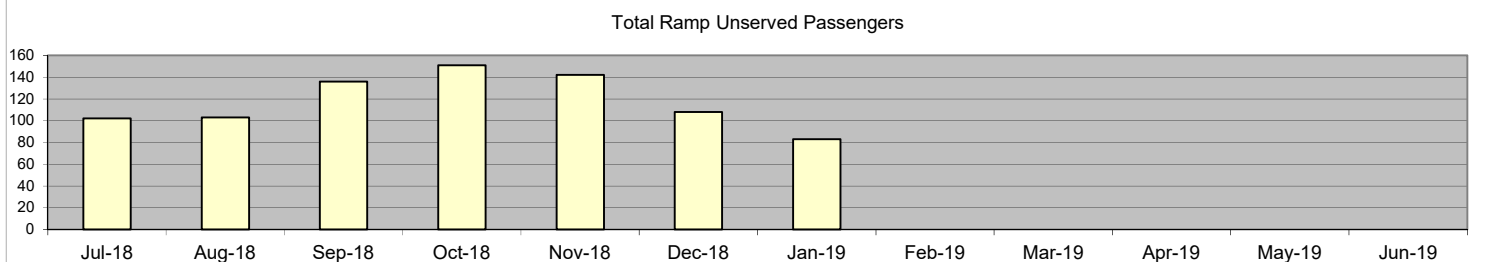
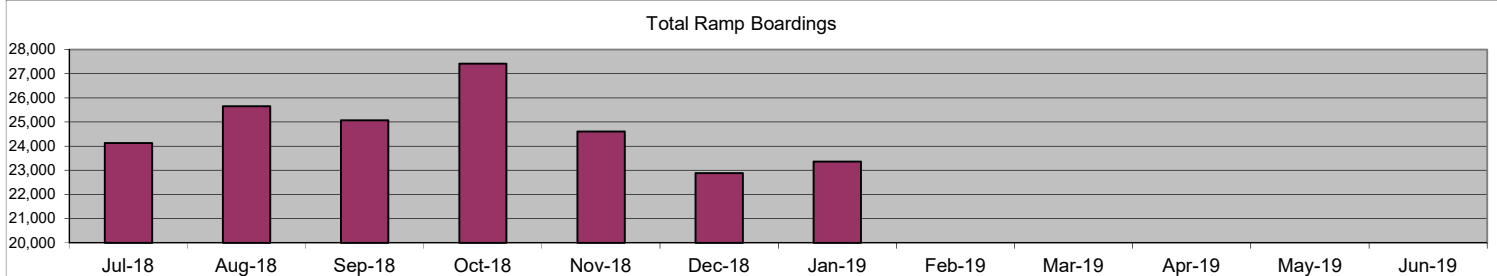
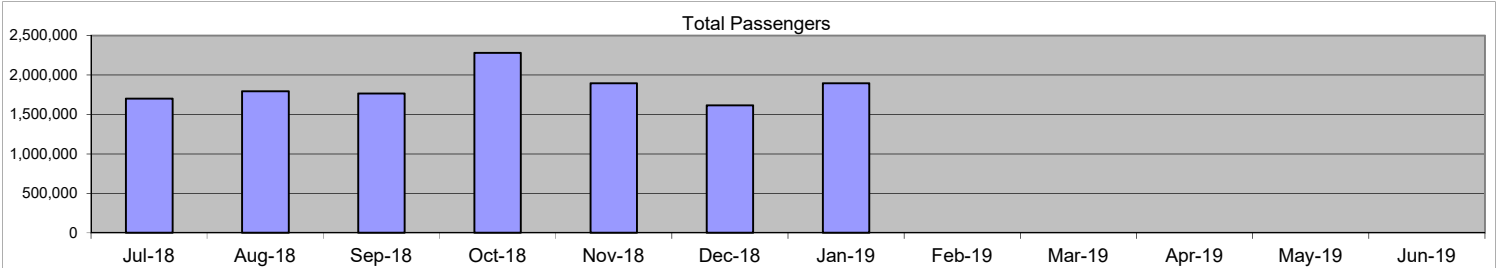
Eligibility





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	1,896,813	1,615,747	1,897,653						12,955,131
Total Ramp Boardings	24,123	25,650	25,075	27,421	24,611	22,889	23,355						173,124
Percentage of Ramp Boardings	1.42%	1.43%	1.42%	1.20%	1.30%	1.42%	1.23%						1.34%
Total Ramp Unserved Passengers	102	103	136	151	142	108	83						825
Percentage of Ramp Unserved Passengers	0.42%	0.40%	0.54%	0.55%	0.58%	0.47%	0.36%						0.47%
Pass-Up Ramp Inoperable	20	13	15	18	22	11	13						112
Pass-Up WC Space Full	65	64	96	98	83	74	57						537
Pass-Up Bus Full	17	26	25	35	37	23	13						176

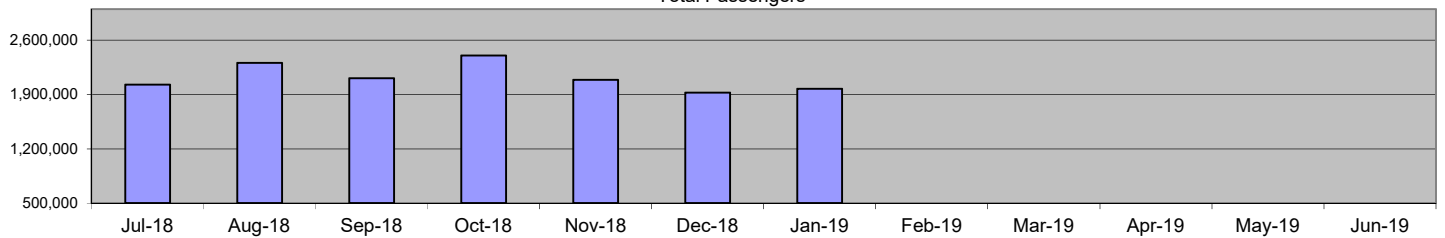




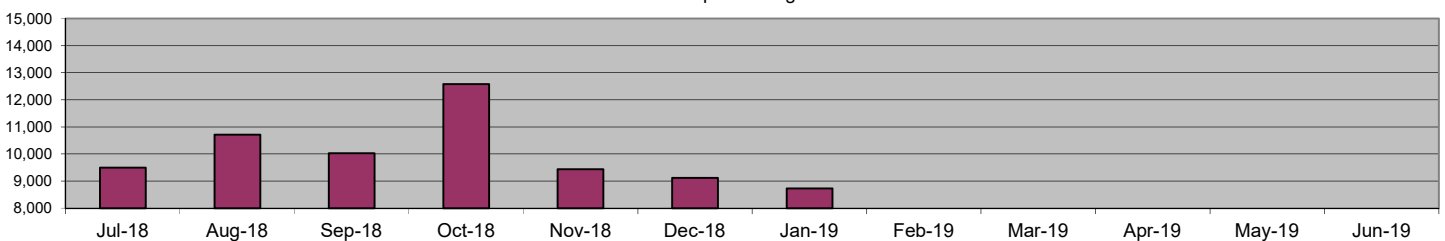
MTS Contract Services Ramp Deployment Report FY 19

	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	2,090,316	1,922,688	1,972,605						14,829,364
Total Ramp Boardings	9,501	10,707	10,033	12,582	9,436	9,113	8,725						70,097
Percentage of Ramp Boardings	0.47%	0.46%	0.48%	0.52%	0.45%	0.47%	0.44%						0.47%
Total Ramp Unserved Passengers	47	34	53	53	44	57	49						337
Percentage of Ramp Unserved Passengers	0.49%	0.32%	0.53%	0.42%	0.47%	0.63%	0.56%						0.49%
Pass-Up Ramp Inoperable	1	2	5	4	3	9	4						28
Pass-Up WC Space Full	44	29	45	48	37	44	44						291
Pass-Up Bus Full	-	1	2	1	1	2	-						7
Other	2	2	1	-	3	2	1						11

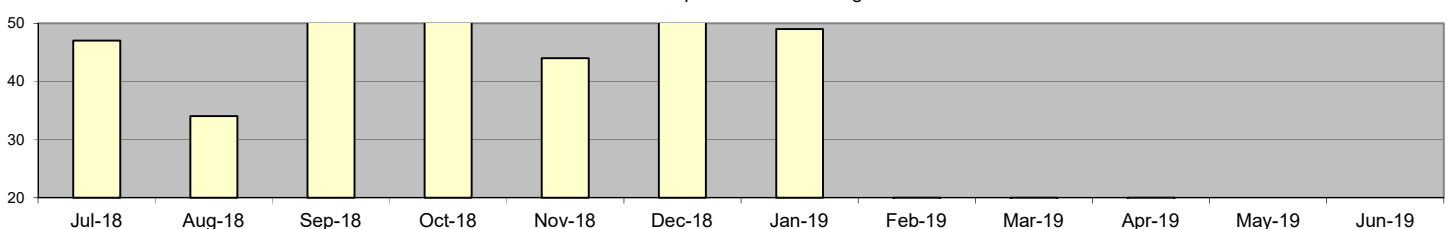
Total Passengers



Total Ramp Boardings



Total Ramp Unserved Passengers





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	3,077,033	2,957,372	2,970,792						22,037,352
Lift Uses	-	-	-	-	-	-	-	-	-	-	-	-	-
Lift Failures	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D Only	-	-	-	-	-	-	-	-	-	-	-	-	-
Pass - Ups (Capacity)	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D + Others	-	-	-	-	-	-	-	-	-	-	-	-	-

