



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

June 13, 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 – [March 21, 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. [Accessibility Working Group/ElevateSD 2020 \(Mark Olson\)](#) Informational
 - Workshop for members of the disability community regarding ElevateSD 2020. Members will have the opportunity to provide their feedback and input on transportation solutions for the ballot measure.

Please SILENCE electronics
during the meeting

5. Reasonable Modifications (Samantha Leslie) Informational
 - Staff to provide overview of reasonable accommodations, process of requesting a reasonable accommodation and the form.
6. Access and Mobility Partnership Grant (Jay Washburn) Informational
 - Staff to provide information on awarded access and mobility partnership grant.

REPORT ITEMS

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

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

MINUTES

March 21, 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 1:00 p.m. A roll call sheet listing the committee members in attendance is attached.
2. Approval of September 20, 2018 and December 13, 2018 Meeting Minutes
Chair Rios entertained a motion to approve the September 20, 2018 and December 13, 2018 meeting minutes. Mr. Doogan moved to approve the minutes. Mr. Lewis seconded the motion, and the vote was 11 to 0 in favor with Ms. Kalivas and Ms. Knight absent and Mr. Rivas abstaining.
12. Committee Member Communications/Comments (TAKEN OUT OF ORDER)
Chair Rios introduced herself as the new chair of ASAC and gave an overview of her background with MTS.
3. Public Comment
No public comment
4. Taxi Pilot Program Update (Jay Washburn)
Mr. Jay Washburn, Manager of Paratransit and Minibus, provided an update on the taxi pilot program. He provided an overview on the program goals and main focus. Mr. Washburn then went over the program components and provided performance statistics between July – December 2018. Lastly, Mr. Washburn went over customer feedback. He noted that all comments are managed through the MTS customer relations management system and the MTS team also conducts random phone surveys with taxi customers. Mr. Washburn provided an overview of the next steps and noted that MTS is continuing the taxi program through remaining year of the current First Transit contract.

Mr. Rivas stated that he really likes the program but that there are still some issues that need to be addressed. He also noted that the taxi drivers are happy taking these trips. Mr. Washburn noted that the taxi trip volume has decrease significantly since Uber and Lift and that these Access trips are helping them tremendously. Mr. Rivas asked what the maintenance requirements are for the taxi cabs. Mr. Washburn explained that MTS is the regulating body for the taxi industry and each vehicle goes through a yearly inspection. Mr. Rivas asked how the linguistic issues could be fixed. Mr. Washburn explained that we live in a multi-national society and that we will have to work together on better communication.

Chair Rios noted that she took a tour of the Copley Park operation as well as the eligibility center prior to attending ASAC to get a better understating of the system as a whole.

5. Medi-Cal/MCP – Managed Care Programs (Jay Washburn)

Mr. Washburn provided an update on Medi-Cal and the Managed Care Programs. He noted that MTS is still working with the MCPs to get in contract so that we could get paid for providing Medi-Cal trips and recoup payment for trips that were provided but never reimbursed.

Chair Rios noted that this topic had come up at the board meeting earlier and that Mr. Jablonski ensured everyone that MTS is working on getting reimbursed for all Medi-Cal trips provided.

6. SB-1376 TNC Access for All Act (Jay Washburn)

Mr. Washburn provided an overview of SB-1376 which will establish rules and fees to charge TNC's (transportation network companies) to establish funds for paratransit services for the disability community. He noted that SB-1376 will ensure comparable service on TNCs.

7. Fare Change Update (Jay Washburn)

Mr. Washburn noted that the fare increase was approved by the SANDAG (San Diego Association of Governments) board. He explained that there are still some system updates that need to be completed before the fare change can take place. Mr. Washburn noted that MTS is uncertain of the timeline currently, but that it could be June, July, or August. Mr. Washburn noted there will be ample notice to the public before the changes take place and that the MTS Access fare is going from \$4.50 to \$5.00. He explained that clients will be able to purchase additional \$0.50 tickets or pay \$0.50 in cash when they board the bus. Clients will also have the ability to swap out their \$4.50 booklets for \$5.00 and pay the difference.

Chair Rios noted that she is excited about the new day pass option for SDM and youth riders.

8. ASAC Report Modifications (Vassilena Lerinska)

Ms. Vassilena Lerinska noted that some of the data presented on the statistical reports are outdated and not relevant and asked the committee if the quarterly reports provided to ASAC should be modified with additional or new information. She noted that some statistics are not 100% accurate such as the wheelchair boarding's since drivers have to cycle the ramps/lifts.

Mr. Rivas asked if some complaints regarding Access could be brought to the committee to see if there is a way to help individuals. He explained that someone he knows requests ADA drops offs on fixed route near his transfers and he wasn't aware that that was an option. Ms. Samantha Leslie noted that complaints need to have internal review and investigation because it may involve internal personnel. Ms. Leslie noted staff could look into adding complaint categories. Mr. Lewis asked if types of complaints could be provided on the reports. Chair Rios responded by saying that staff would look into adding that to the reports. Mr. Doogan noted that on the Trolley report, MTS is only able to report ridership since switching to the low floor trolley. Chair Rios noted that staff would look into the report.

9. 2019 ASAC Meeting Schedule (Vassilena Lerinska)

Ms. Lerinska provided the final 2019 ASAC meeting schedule.

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 (CONTINUED)
Mr. Rivas asked Ms. Leslie if riders are able to request an ADA access drop off along a route and if it is possible, how come it is available on regular routes and not the rapid routes. Ms. Leslie responded by saying that she is not aware of those rules. Mr. Rivas asked if riders are able to request stops that are not on a certain bus route. Ms. Leslie explained that the if a bus stop is not accessible due to an obstacle, then drivers are able to drop off before or after a bus stop to avoid that obstacle. Mr. Rivas noted that at the City College Trolley station there are several different bus stops for different routes. He asked if drivers are able to move forward into a different bus stall to drop riders off. Mr. Washburn responded by saying a convenience factor would not be a reasonable modification. Ms. Belinda Fragger noted she is familiar with the case Mr. Rivas mentioned and explained that the rider needed to get off at a stop that was not serviced by his route. She explained the rider submitted a reasonable modification request so that the route he uses can service that stop. Mr. Rivas asked what a reasonable modification form is. Ms. Leslie responded by saying the form can be downloaded on the MTS website and that MTS will review a request either on the spot or in advance. Ms. Leslie noted she could send Mr. Rivas resources and information on the program. Mr. Lewis noted that granting reasonable modifications for non-designated bus stops could be a liability due to different terrain, sidewalk conditions, etc. that have not been surveyed for that purpose. Ms. Fragger noted that drivers will use their discretion on whether or not it is safe to drop the passenger off at the non-designated bus stop. Mr. Lewis noted that drivers need to be careful with following policy for some riders and not others. Chair Rios asked staff to bring back the reasonable modification policy for the next meeting.
13. Adjourn
Chair Rios adjourned the meeting at 1:42pm.

/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): 3/21/2019

CALL TO ORDER (TIME): 1:00PM

ADJOURN (TIME): 1:42PM

| COMMITTEE MEMBER (Alternate) | ORGANIZATION | PRESENT (TIME ARRIVED) | ABSENT (TIME LEFT) |
|--|--|------------------------------|--------------------------|
| Mona Rios <input checked="" type="checkbox"/> <input type="checkbox"/> | ASAC Chair | 1:00PM | 1:42PM |
| Amy Kalivas <input type="checkbox"/> Ruben Ceballos <input type="checkbox"/> | Access to Independence | | |
| Arun Prem <input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/> | FACT (CTSA) | 1:00PM | 1:42PM |
| Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/> | State Council on Developmental Disabilities | 1:00PM | 1:42PM |
| Bill Lewis <input checked="" type="checkbox"/> Rene Alvarez <input type="checkbox"/> | Transdev - Contracted Bus Routes | 1:00PM | 1:42PM |
| Callie Johnson <input checked="" type="checkbox"/> Heriberto Gaytan <input type="checkbox"/> | MTM, Inc | 1:00PM | 1:42PM |
| Anthony Ferguson <input checked="" type="checkbox"/> Jorge Malone <input type="checkbox"/> | San Diego Regional Center | 1:00PM | 1:42PM |
| Elsa Caballero <input checked="" type="checkbox"/> <input type="checkbox"/> | San Diego Center for the Blind | 1:00PM | 1:42PM |
| DeRees Clark <input checked="" type="checkbox"/> Rafael Villegas <input type="checkbox"/> | First Transit, Inc. (MTS Access) | 1:00PM | 1:42PM |
| Jack Christensen <input checked="" type="checkbox"/> Brian Lane <input type="checkbox"/> | SANDAG | 1:00PM | 1:42PM |
| Vacant <input type="checkbox"/> <input type="checkbox"/> | County of San Diego AIS | | |
| Vacant <input type="checkbox"/> <input type="checkbox"/> | Caltrans | | |
| Kim Rucker <input checked="" type="checkbox"/> Tanya Azevedo <input type="checkbox"/> | Paratransit Consumer | 1:00PM | 1:42PM |
| Jorge Rivas <input checked="" type="checkbox"/> <input type="checkbox"/> | Fixed Route Consumer | 1:00PM | 1:42PM |
| Tom Doogan <input checked="" type="checkbox"/> <input type="checkbox"/> | MTS Trolley | 1:00PM | 1:42PM |
| Belinda Fragger <input checked="" type="checkbox"/> <input type="checkbox"/> | MTS Bus | 1:00PM | 1:42PM |
| Vacant <input type="checkbox"/> <input type="checkbox"/> | Deaf Community Services | | |
| Betsy Knight <input type="checkbox"/> Mary Benson <input type="checkbox"/> | Count of San Diego Behavioral Health Services | | |
| Vassy Lerinska <input checked="" type="checkbox"/> non-voting | MTS Contracted Services | 1:00PM | 1:42PM |
| Jay Washburn <input checked="" type="checkbox"/> non-voting | MTS Contracted Services | 1:00PM | 1:42PM |
| Samantha Leslie <input checked="" type="checkbox"/> non-voting | MTS Legal | 1:00PM | 1:42PM |

CLERK OF ASAC: /s/ Vassilena Lerinska

PARATRANSIT AND MINIBUS MANAGER: /s/ Jay Washburn

AGENDA ITEM NO. **REQUEST TO SPEAK FORM**ORDER REQUEST RECEIVED **PLEASE SUBMIT THIS COMPLETED FORM (AND YOUR WRITTEN STATEMENT)
TO THE CLERK OF THE BOARD PRIOR TO DISCUSSION OF YOUR ITEM****1. INSTRUCTIONS**

This Request to Speak form must be filled out and submitted in advance of the discussion of your item to the Clerk of the Board (please attach any written statement to this form). Communications on hearings and agenda items are generally limited to three minutes per person unless the Board authorizes additional time; however, the Chairperson may limit comment to one or two minutes each if there are multiple requests to speak on a particular item. General public comments on items not on the agenda are limited to three minutes. Please be brief and to the point. No yielding of time is allowed. Subjects of previous hearings or agenda items may not again be addressed under General Public Comments.

(PLEASE PRINT)

| | | | |
|--------------------------------------|---------------------------------|----------------|--|
| DATE | 6/13/19 | | |
| Name | Alicia Walsh | | |
| Address | 1545 Hotel Circle South Ste 300 | | |
| Telephone | 619.452.2004 | | |
| Email | awalsh@dcsofbsd.org | | |
| Organization Represented | Deaf Community Services | | |
| Subject of Your Remarks | Location for Disability pass | | |
| Regarding Agenda Item No. | | | |
| Your Comments Present a Position of: | <input type="checkbox"/> | SUPPORT | <input type="checkbox"/> OPPOSITION |

2. TESTIMONY AT NOTICED PUBLIC HEARINGS

At Public Hearings of the Board, persons wishing to speak shall be permitted to address the Board on any issue relevant to the subject of the Hearing.

3. DISCUSSION OF AGENDA ITEMS

The Chairman may permit any member of the public to address the Board on any issue relevant to a particular agenda item.

4. GENERAL PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Public comment on matters not on the agenda will be limited to five speakers with three minutes each, under the Public Comment Agenda Item. Additional speakers will be heard at the end of the Board's Agenda.

NOTE: Subjects of previous hearings or agenda items may not again be addressed under General Public Comments.



Community Forum



#ElevateSD2020





Agenda

- Why Elevate SD & why now?
- Values of Transit Activity
- Elevate SD Project Types
- Round-Table Discussions
- Q & A / Open Comment



#ElevateSD2020





Tips for Participation

In order to ensure that all perspectives are heard, and to help keep the agenda moving, MTS asks that the following principles be practiced throughout this evening:

- **Hold questions until after the presentations are complete**
- **During round-table discussions, every voice counts – share the time**
- **Work collaboratively**
- **Help keep discussion on track**



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Transit 101 Quiz



#ElevateSD2020





**ABOUT HOW MANY TRIPS ARE TAKEN BY
PASSENGERS ON MTS SERVICES EACH WEEK
DAY?**

-
- A. 50,000
 - B. 150,000
 - C. 300,000



#ElevateSD2020





ABOUT HOW MANY TRIPS ARE TAKEN BY
PASSENGERS ON MTS SERVICES EACH WEEK
DAY?

-
- A. 50,000
 - B. 150,000
 - C. 300,000

Answer: 300,000



#ElevateSD2020





LOS ANGELES IS FUNDED IN PART BY A 2-CENT LOCAL SALES TAX. THAT MEANS, FOR EVERY DOLLAR A PERSON SPENDS, AN ADDITIONAL TWO CENTS IS ADDED, WHICH GOES TO TRANSIT. HOW MUCH DOES MTS RECEIVE FROM THE LOCAL TRANSNET SALES TAX?

-
- A. Zero
 - B. 1/8th of a cent
 - C. 1/2 of a cent



#ElevateSD2020





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-
- A. Zero
 - B. $1/8^{\text{th}}$ of a cent
 - C. $1/2$ of a cent

Answer: 1/8 of a cent



#ElevateSD2020





**ABOUT HOW MANY VEHICLES DOES MTS PUT
INTO SERVICE EVERY MORNING?**

-
- A. 450
 - B. 925
 - C. 1,250



#ElevateSD2020





**ABOUT HOW MANY VEHICLES DOES MTS PUT
INTO SERVICE EVERY MORNING?**

-
- A. 450
 - B. 925
 - C. 1,250

Answer: 925



#ElevateSD2020





ON AVERAGE, ABOUT HOW MANY PEOPLE DOES EVERY MTS BUS CARRY PER HOUR DURING AN ENTIRE SERVICE DAY (FROM 5AM TO 1AM)?

-
- A. None – all I see are empty buses
 - B. 12
 - C. 33



#ElevateSD2020





ON AVERAGE, ABOUT HOW MANY PEOPLE DOES EVERY MTS BUS CARRY PER HOUR DURING AN ENTIRE SERVICE DAY (FROM 5AM TO 1AM)?

-
- A. None – all I see are empty buses
 - B. 12
 - C. 33

Answer: 33



#ElevateSD2020





TRANSIT IN SAN DIEGO: CHALLENGES AND OPPORTUNITIES



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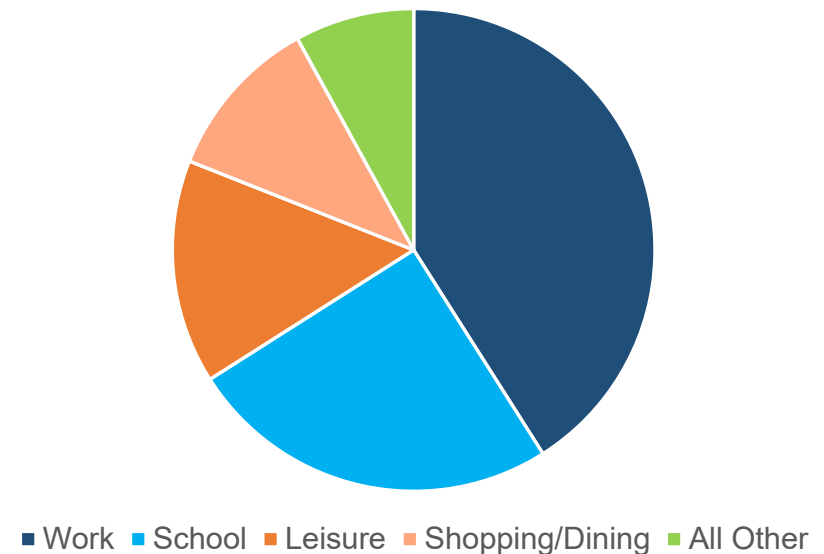




MTS Service at a Glance

- 86 million passenger trips annually
 - 66% of trips taken to work or school
- Investing in new technologies:
 - Mobile ticketing and new fare payment system
 - Real-time notifications for bus and Trolley
 - Electric bus pilot program
- One of the highest farebox recovery ratios in the nation compared to peer agencies

Destinations on MTS





Challenges

- Local funding compared to peer agencies
- Regional challenges:
 - Dispersed work centers and housing
 - Affordable housing
 - Freeways congestion
 - Climate Action Plan Goals: Immediate need to reduce vehicle miles traveled and greenhouse gas emissions

San Diego
0.125¢



San Francisco
1.5¢



Los Angeles
2¢



How is transit a solution to these challenges?





Opportunities

- AB 805 – Gives MTS authority for a funding measure within its service territory
- We know what works
 - Make service faster
 - Make service run more frequently
 - Better connections between residential and work/school/recreation
- Immediate improvements to system (span of service, frequency, etc.)





Principles

- Provide better connections for disadvantaged neighborhoods
- Improve access for seniors and people with disabilities
- Utilize existing infrastructure to make immediate improvements
- Be time-competitive with the auto
- Provide fast and dependable service for “choice” and “dependent” riders
- Longer-term high-investment infrastructure
- Further reduce carbon emissions



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VALUES EXERCISE



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What values should drive the types of projects we look at?

- Five stickers per person
- Choose as many as 5 top priorities – can place more than one sticker on the option(s) most important to you
- Values:
 - Faster Service
 - More Frequent Service
 - Access to Jobs/Education
 - More Direct Connections to Destinations
 - Reduce GHGs/Environmental Benefit
 - Provide Viable Alternative to Car
 - Reduce Traffic Congestion
 - Improve Roads & Highways to Support Transit
 - Low-Cost Fares
 - Help Senior & Disabled Citizens with Mobility





TRANSIT NETWORK PLANNING



#ElevateSD2020

20





Process

- Listen to the community's ideas
- Analyze universe of projects from various sources
- Delete or modify projects as appropriate for MTS jurisdiction needs
- Build on recent MTS market research and analysis
- Utilize outside planning experts for industry best practices
- Add other projects of interest for evaluation
- Understand revenue limitations



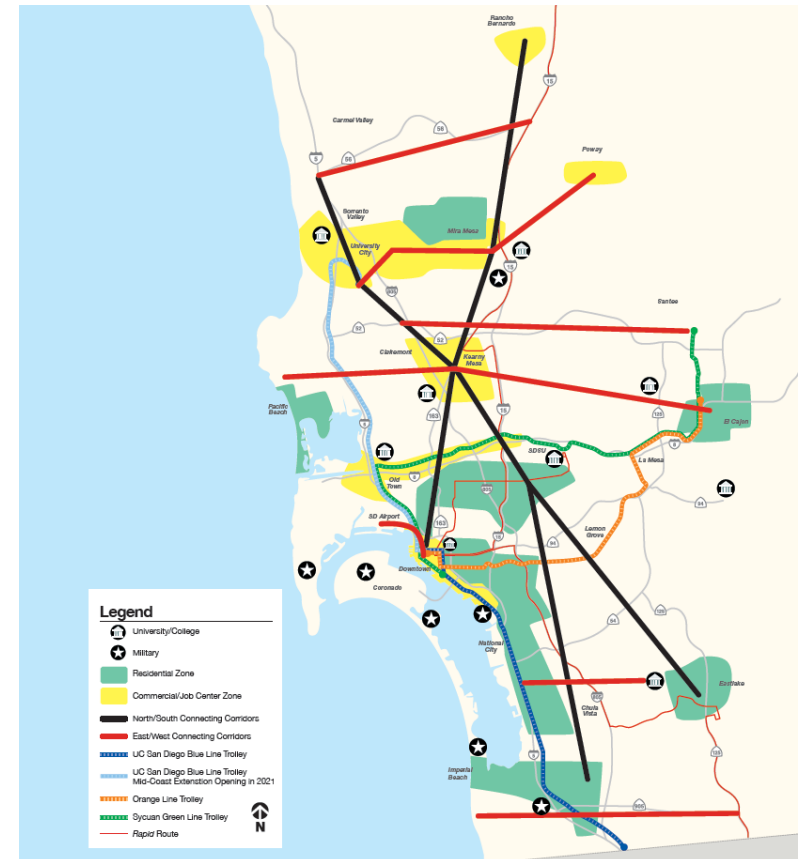
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Finding Connections That Make The Most Sense

- Direct connections between residential communities and dense employment zones, as well as regional destinations



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Fixed guideway: Operates on a separate right of way, away from street and car traffic

Improvements to existing Trolley lines and/or construction of new Trolley lines

Light Rail (Trolley)



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Bus Rapid Transit

Freeway Rapids (*Rapid Express, Rapid 235*)

- Exclusive bus lanes, HOV lanes and/or shoulder operation

High-Investment Rapid (*Rapid 215, 225*)

- Exclusive running way
- Separate facilities
- Alternative to light rail

Fast Action Surface Rapid (*Rapid 215*)

- Limited stops, basic amenities



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New-to-San Diego concept

Enclosed cabs operating on aerial cables

Can move people as effectively as light rail, but a lower cost

Useful for areas where topography and/or road space is a challenge

Skyways



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Bay Ferry Service Concept

- **N-S trunk route:**
Chula Vista – Harbor Island
- Naval route: Broadway Pier – North Island – Naval Base SD – NAB – National City
- Limited-service: 5th Ave. Landing – Coronado
- Harbor Island Dock connects Airport via new pedestrian walkway



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More Ideas



Safety & Security



Bus Fleet Electrification



Mobility-on-Demand/Service for Seniors



Fare Discounting



Mobility Hubs



Grade Separations



Increase Bus and Trolley Frequency Throughout System



Support Facilities



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GROUP DISCUSSIONS



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Group Discussions

1. Which of the values (from value activity) and/or project types that were discussed do you think are most important to your community? Why?
2. Are there any other ideas that you didn't see presented that you think are important for your community and/or the region? Why?
3. Three Takeaways: Based on your table group discussions, identify your top three takeaways for MTS from this meeting.



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THREE TAKEAWAYS



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Community Outreach Events:

6/15: Juneteenth Celebration
6/22: World Refugee Day
6/22: Ocean Beach Street Fair
7/13: Imperial Beach Sun & Sea Festival
7/12-14: Hillcrest Pride
7/20: Olivewood Gardens Day of Play (National City)
August TBD: Transit & Tacos (City Heights)
8/4: Chula Vista Lemon Festival
8/10: Automobile Heritage Day (National City)
8/31: Diamond Street Fair

Next Steps

Community Forums:

6/13: El Cajon Library (5:30 p.m.)
6/20: Diamond CoWork – Southeast San Diego (5:30 p.m.)
6/25: Southwest High School – San Ysidro/IB (5:30 p.m.)
6/26: Poway Library (6 p.m.)
6/27: Chula Vista Civic Center Branch (5 p.m.)
Pending Dates:
City Heights, Barrio Logan
Transit Center pop-ups throughout summer



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Next Steps

Online Interactive Tool: Coming this Summer

Help Spread the Word!

#ElevateSD2020

Facebook: Elevate SD 2020

Twitter: @elevatesd2020

All information on outreach opportunities at:

www.elevatesd2020.com



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QUESTIONS?



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www.elevatesd2020.com



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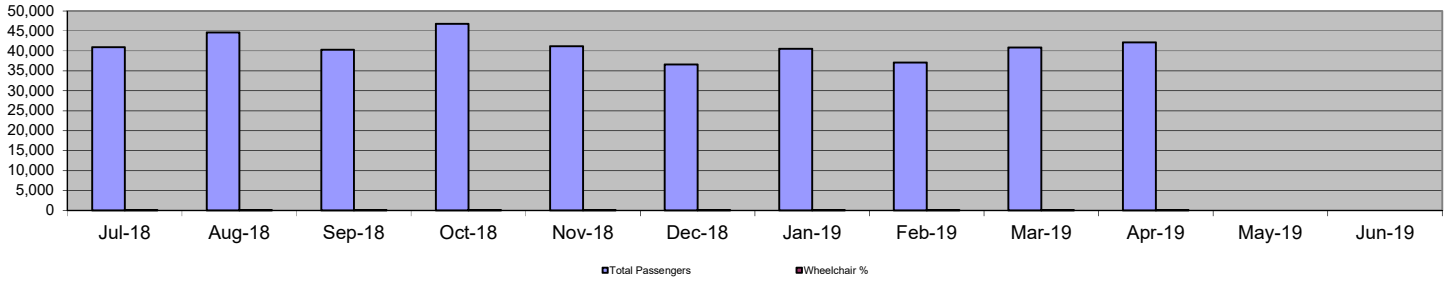




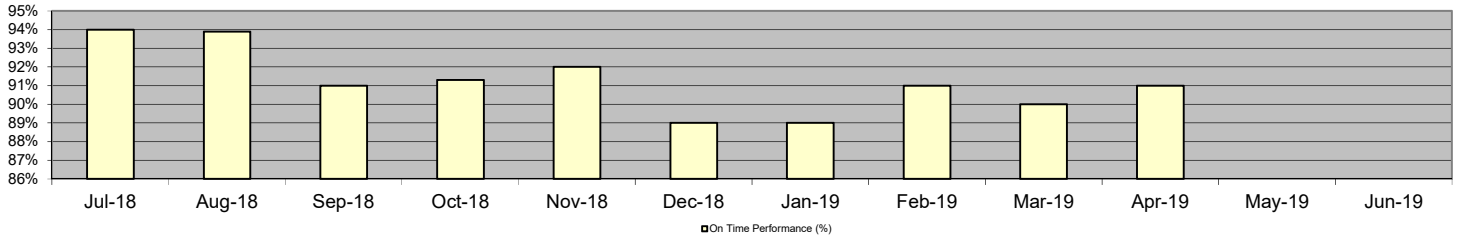
MTS Access ASAC Report FY 19

| | 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 | 41,200 | 36,644 | 40,520 | 37,116 | 40,866 | 42,126 | | | 411,160 |
| Wheelchair % | 27% | 28% | 27% | 27% | 27% | 27% | 26% | 26% | 26% | 26% | | | 27% |
| On Time Performance (%) | 94% | 94% | 91% | 91% | 92% | 89% | 89% | 91% | 90% | 91% | | | 91% |
| Valid Complaints | 35 | 39 | 44 | 35 | 38 | 34 | 59 | 37 | 44 | 45 | | | 410 |
| Compliments | 12 | 18 | 19 | 14 | 6 | 10 | 7 | 5 | 5 | 9 | | | 105 |

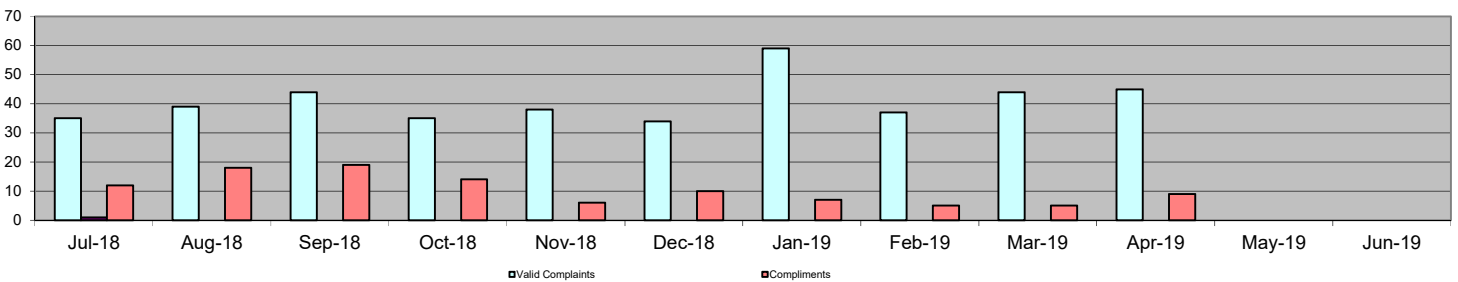
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

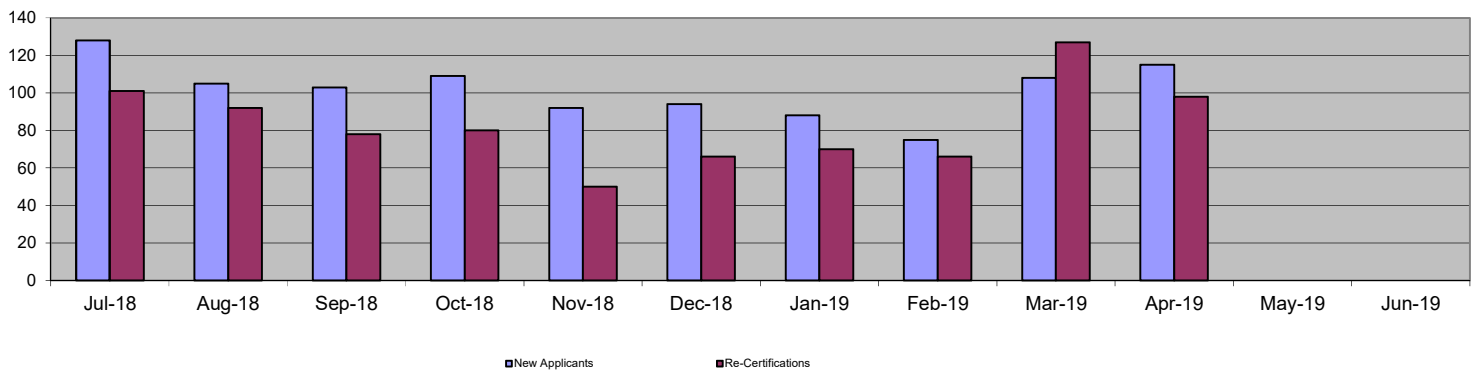




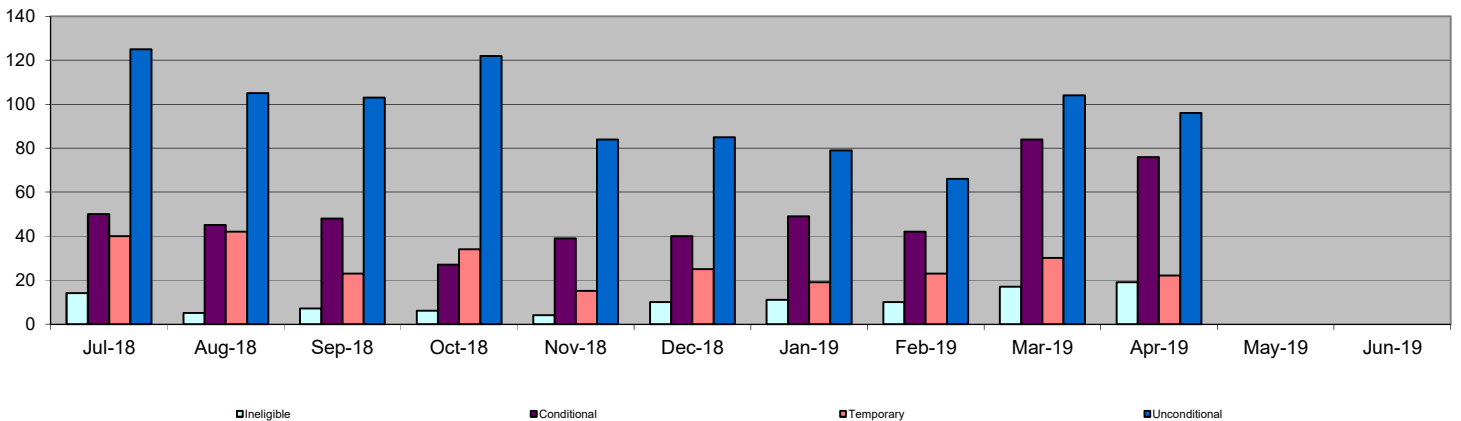
MTM Certification Summary Report FY 19

| | 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 | 75 | 108 | 115 | | | 1,017 |
| Re-Certifications | 101 | 92 | 78 | 80 | 50 | 66 | 70 | 66 | 127 | 98 | | | 828 |
| Total | 229 | 197 | 181 | 189 | 142 | 160 | 158 | 141 | 235 | 213 | | | 1,845 |
| Ineligible | 14 | 5 | 7 | 6 | 4 | 10 | 11 | 10 | 17 | 19 | | | 103 |
| Conditional | 50 | 45 | 48 | 27 | 39 | 40 | 49 | 42 | 84 | 76 | | | 500 |
| Temporary | 40 | 42 | 23 | 34 | 15 | 25 | 19 | 23 | 30 | 22 | | | 273 |
| Unconditional | 125 | 105 | 103 | 122 | 84 | 85 | 79 | 66 | 104 | 96 | | | 969 |
| Total | 229 | 197 | 181 | 189 | 142 | 160 | 158 | 141 | 235 | 213 | | | 1,845 |

New Applicants and Re-Certifications



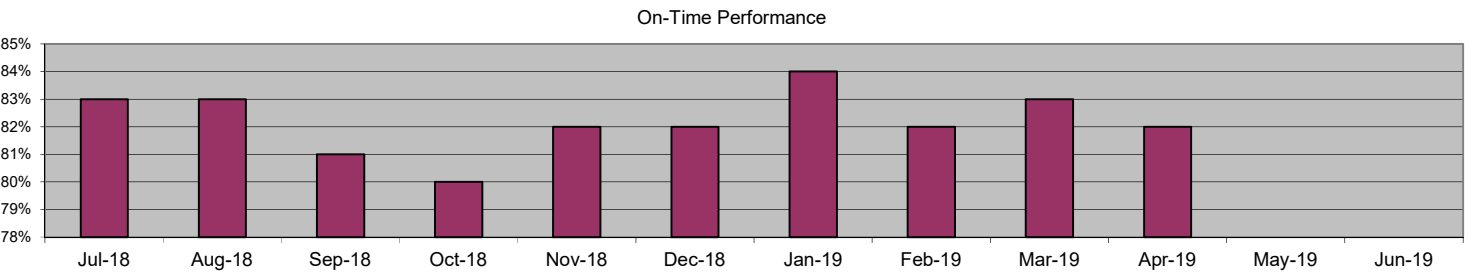
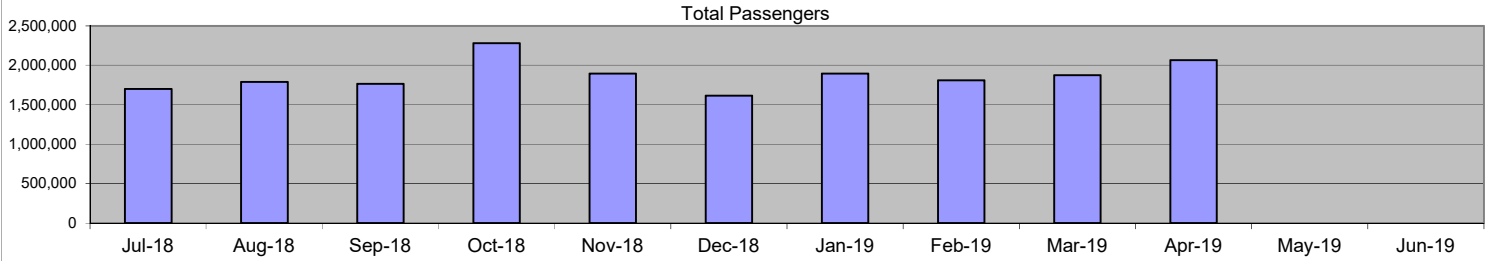
Eligibility





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 | 1,813,103 | 1,875,374 | 2,067,670 | | | 18,711,278 |
| On-Time Performance | 83% | 83% | 81% | 80% | 82% | 82% | 84% | 82% | 83% | 82% | | | 82% |

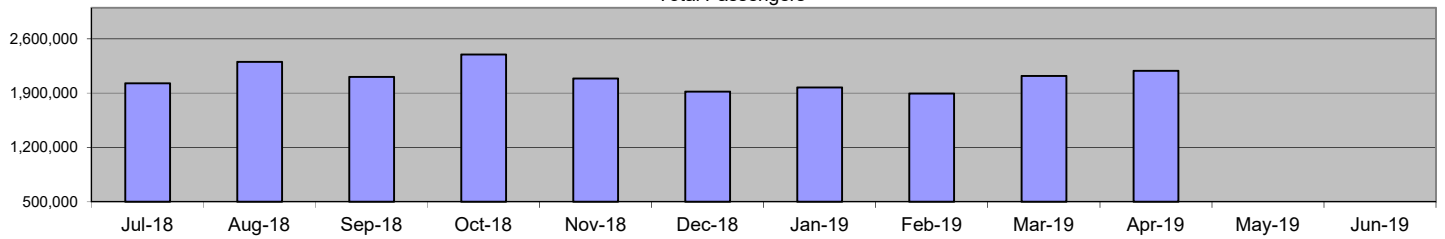




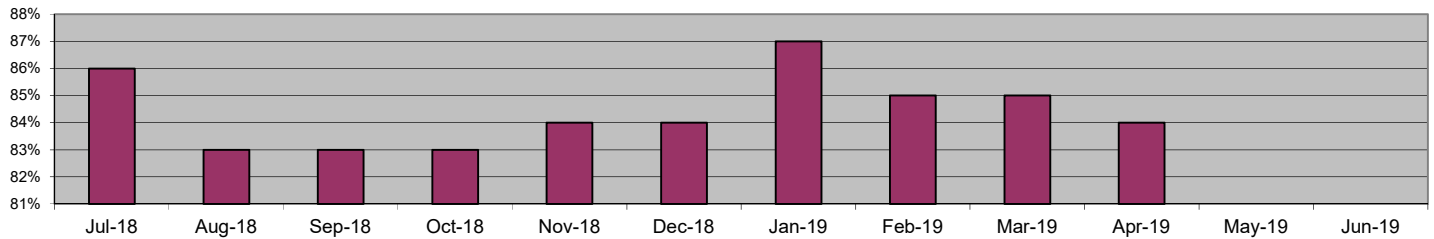
MTS Contract Services Ramp Deployment Report FY 19

| | 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 | 1,896,305 | 2,123,354 | 2,188,435 | | | 21,037,458 |
| On-Time Performance | 86% | 83% | 83% | 83% | 84% | 84% | 87% | 85% | 85% | 84% | | | 84% |

Total Passengers



On-Time Performance





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 | 2,786,196 | 3,128,525 | 3,124,651 | | | 31,076,724 |
| On-Time Performance | 93% | 95% | 94% | 96% | 96% | 95% | 96% | 96% | 92% | 95% | - | - | 95% |

