



1255 Imperial Avenue, Suite 1000  
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## 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, 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 – [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

**DRAFT 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.

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Chairperson  
San Diego Metropolitan Transit System

Filed by:

Approved as to form:

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Clerk of ASAC  
San Diego Metropolitan Transit System

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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): 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"/>	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"/>	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	1:01pm	1:42pm
Elsa Caballero	<input checked="" 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"/>	County of San Diego AIS		
Vacant	<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"/>	Fixed Route Consumer	1:00pm	1:42pm
Tom Doogan	<input checked="" type="checkbox"/>	MTS Trolley	1:00pm	1:42pm
Belinda Fragger	<input checked="" type="checkbox"/>	MTS Bus	1:00pm	1:42pm
Vacant	<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:

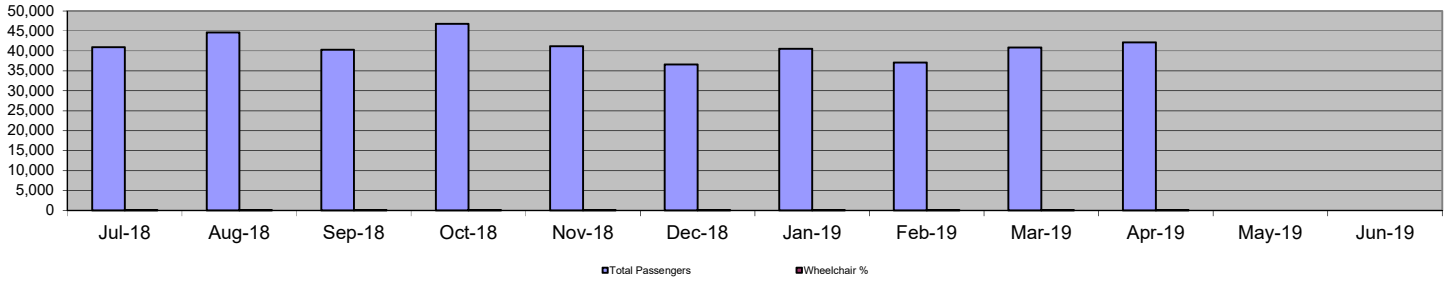
PARATRANSIT AND MINIBUS MANAGER:



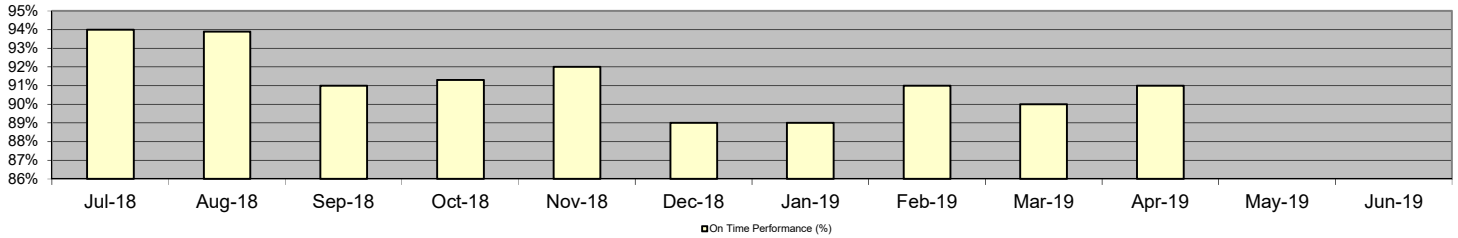
# MTS Access ASAC Report FY 19

	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

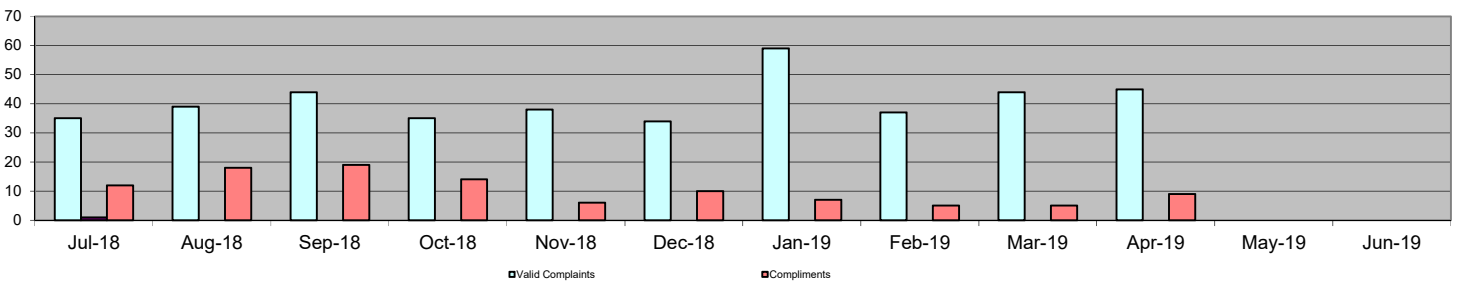
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments







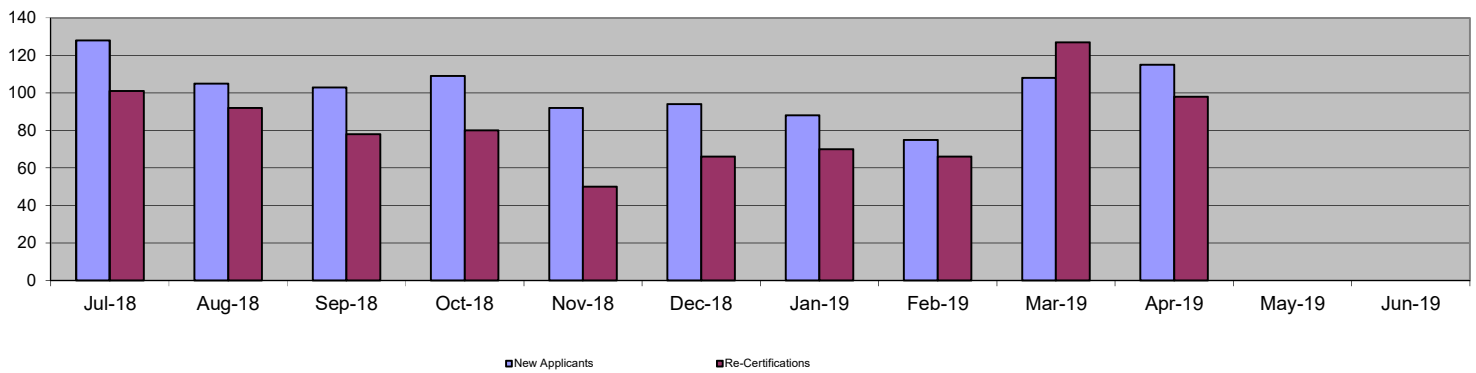
# MTM Certification Summary Report FY 19

	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

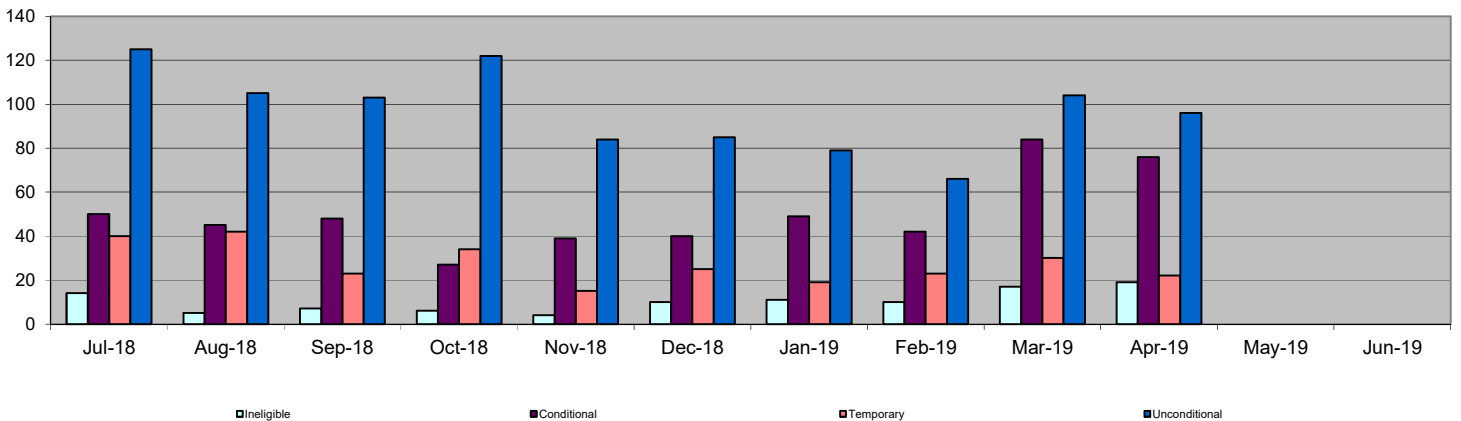
  

Ineligible	14	5	7	6	4	10	11	10	17	19			103
Conditional	50	45	48	27	39	40	49	42	84	76			500
Temporary	40	42	23	34	15	25	19	23	30	22			273
Unconditional	125	105	103	122	84	85	79	66	104	96			969
Total	229	197	181	189	142	160	158	141	235	213			1,845

New Applicants and Re-Certifications



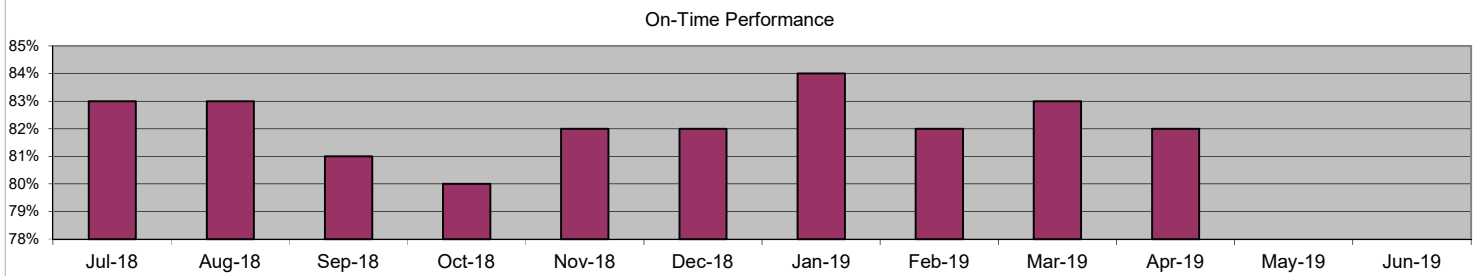
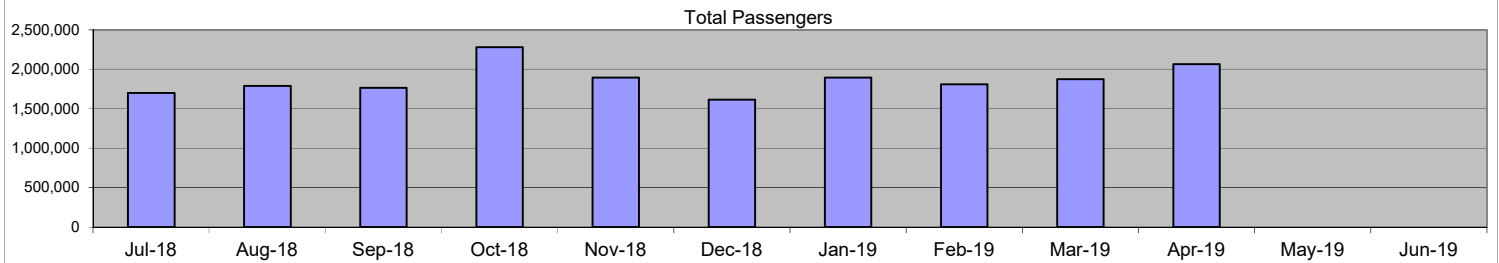
Eligibility





# 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%

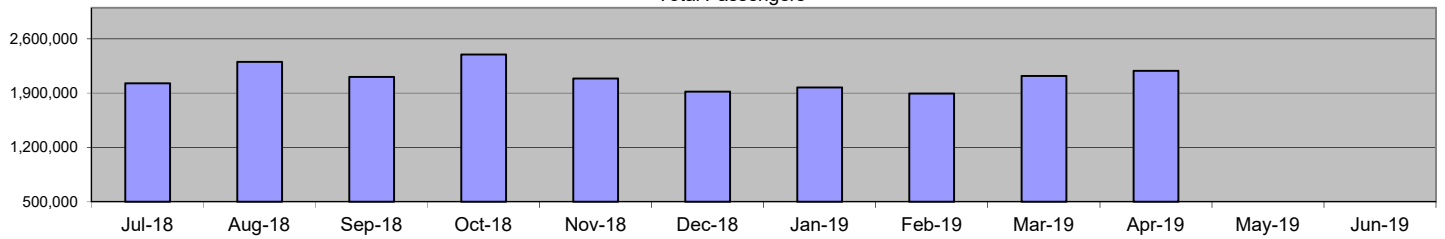




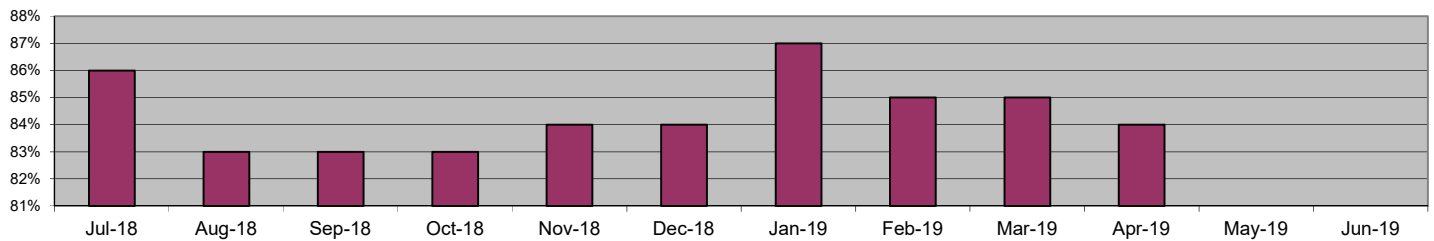
## MTS Contract Services Ramp Deployment Report FY 19

	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%

