



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

September 12, 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 – June 13, 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 June 13 ASAC Meeting

Please SILENCE electronics
during the meeting

5. [Travel Training \(Callie Johnson\)](#) Informational
 - Staff to provide an update on Travel Training and give an opportunity to the public to volunteer to become a travel trainer
6. [Reasonable Modifications \(Samantha Leslie\)](#) Informational
 - Staff to provide overview of reasonable modification process
7. [Access and Mobility Partnership Grant \(Jay Washburn\)](#) Informational
 - Staff to provide information on awarded access and mobility partnership grant.

REPORT ITEMS

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

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

1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

MINUTES

June 13, 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.

3. Public Comment (Taken Out of Order)

Alicia Walsh – Ms. Alicia Walsh, Clinical Director at Deaf Community Services noted that many of her client utilize MTS services. She oversees the therapy counseling department for drug and alcohol recovery and stated recently, many clients have moved to the area and come to the Transit Store to get their pictures taken for the S.D.M card. She said that due to the area, many clients relapse and it's hard to get them back into the program. Ms. Walsh noted that she is worried that the location of the Transit Store is not safe and is asking there be consideration for another Transit Store in a different location or have more security present.

2. Approval of the March 13, 2019 Meeting Minutes

Chair Rios entertained a motion to approve the March 13, 2019 meeting minutes. Mr. Doogan moved to approve the minutes. Mr. Lewis seconded the motion, and the vote was 13 to 0 in favor with Mr. Clark and Mr. Rivas absent and Ms. Vera abstaining.

4. Accessibility Working Group/Elevate SD 2020 (Mark Olson)

Chair Rios gave a brief overview of what the workshop will entail. She noted that MTS will be considering a potential funding measure in 2020. She explained that this is a great opportunity for the public to provide their input and shape the ballot measure. Chair Rios thanked the public for attending and participating in this important workshop.

Mr. Mark Olson, Manager of Public Relations, provided a brief overview on the potential ballot measure and the importance of these workshops. He went over the agenda and provided tips for participation. Mr. Olson asked the public several questions regarding transit. Next, Mr. Olson discussed some of the challenges and opportunities and why MTS is doing all of this outreach. He then provided some statistics regarding annual ridership, where passengers travel and how the service operates as a whole. He then discussed the challenges that San Diego faces in regards to transit. In addition, he discussed the opportunity we have to build a more robust transit system that works better for the people and communities who currently ride MTS. Mr. Olson provided the key principals for this ballot measure. He discussed providing better connections for disadvantaged neighborhoods, improving access for seniors and being time-competitive with the auto industry. Mr. Olson asked the public to participate in a values exercise which showed 11 different value choices for transit. Each participant was instructed to identify their top 5 priorities and place a sticker next to their choice.

Ms. Sharon Cooney, Chief of Staff, discussed transit network planning. Ms. Cooney explained that as we approach potential projects through this ballot measure, we want to find the connections that make the most sense. She went over a map that showed the major residential and employment areas as well as key corridors where MTS believes there are opportunities to provide better, more direct and faster transit service. Ms. Cooney then went over the modes of transit that MTS currently has and discussed improvements that could be done with the ballot measure. She also went over future concepts for modes of transit as well as additional ideas. This included Skyways, Bay Ferry Service, mobility hubs and mobility-on-demand/service for seniors.

Mr. Olson then asked the public to participate in the last group discussion. The discussions consisted of looking at what the public would want to prioritize and what solutions they think would best suit the community needs.

Mr. Olson gave a brief overview on what was discussed during the group exercise. He explained that the groups discussed challenges and priorities in transit and also discussed transit network planning. Additionally, he noted that there were small group discussion based on what was provided earlier in the presentation. Lastly, Mr. Olson noted there would be a possible presentation at the next ASAC meetings regarding the findings from today's workshop.

Chair Rios noted that the workshop was great for ASAC.

5. Reasonable Modifications (Samantha Leslie)
This item was deferred to the next ASAC meeting

Action Taken

No action taken. Informational item only.

6. Access and Mobility Partnership Grant (Jay Washburn)
This item was deferred to the next ASAC meeting

Action Taken

No action taken. Informational item only.

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

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

9. Committee Member Communications/Comments
No Committee Member Communications/Comments

10. Adjourn
Chair Rios adjourned the meeting at 2:10pm.

/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
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): 6/13/2019

CALL TO ORDER (TIME): 1:05PM

ADJOURN (TIME): 2:10PM

| COMMITTEE MEMBER | (Alternate) | ORGANIZATION | PRESENT (TIME ARRIVED) | ABSENT (TIME LEFT) |
|------------------|--|--|------------------------------|--------------------------|
| Mona Rios | <input checked="" type="checkbox"/> <input type="checkbox"/> | ASAC Chair | 1:05PM | 2:10PM |
| Nancy Vera | <input checked="" type="checkbox"/> Amy Kalivas <input type="checkbox"/> | Access to Independence | 1:05PM | 2:10PM |
| Arun Prem | <input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/> | FACT (CTSA) | 1:05PM | 2:10PM |
| Debbie Marshall | <input checked="" type="checkbox"/> <input type="checkbox"/> | State Council on Developmental Disabilities | 1:05PM | 2:10PM |
| Bill Lewis | <input checked="" type="checkbox"/> Rene Alvarez <input type="checkbox"/> | Transdev - Contracted Bus Routes | 1:05PM | 2:10PM |
| Callie Johnson | <input checked="" type="checkbox"/> Heriberto Gaytan <input type="checkbox"/> | MTM, Inc | 1:05PM | 2:10PM |
| Anthony Ferguson | <input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/> | San Diego Regional Center | 1:05PM | 2:10PM |
| Elsa Caballero | <input checked="" type="checkbox"/> <input type="checkbox"/> | San Diego Center for the Blind | 1:05PM | 2:10PM |
| DeRees Clark | <input type="checkbox"/> Rafael Villegas <input type="checkbox"/> | First Transit, Inc. (MTS Access) | | |
| Jack Christensen | <input checked="" type="checkbox"/> Brian Lane <input type="checkbox"/> | SANDAG | 1:05PM | 2:10PM |
| 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 | 1:05PM | 2:10PM |
| Jorge Rivas | <input type="checkbox"/> <input type="checkbox"/> | Fixed Route Consumer | | |
| Tom Doogan | <input checked="" type="checkbox"/> <input type="checkbox"/> | MTS Trolley | 1:05PM | 2:10PM |
| Belinda Fragger | <input checked="" type="checkbox"/> <input type="checkbox"/> | MTS Bus | 1:05PM | 2:10PM |
| Allie Rice | <input checked="" type="checkbox"/> <input type="checkbox"/> | Deaf Community Services | 1:05PM | 2:10PM |
| Betsy Knight | <input checked="" type="checkbox"/> Mary Benson <input type="checkbox"/> | Count of San Diego Behavioral Health Services | 1:05PM | 2:10PM |
| Vassy Lerinska | <input checked="" type="checkbox"/> non-voting | MTS Contracted Services | 1:05PM | 2:10PM |
| Jay Washburn | <input checked="" type="checkbox"/> non-voting | MTS Contracted Services | 1:05PM | 2:10PM |
| Samantha Leslie | <input checked="" type="checkbox"/> non-voting | MTS Legal | 1:05PM | 2:10PM |

CLERK OF ASAC: Wassilona Contreras PARATRANSIT AND MINIBUS MANAGER: [Signature]



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Agenda Item No. 4

MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

September 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





Update

MTS Accessible Services Advisory Committee

September 12, 2019



#ElevateSD2020





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

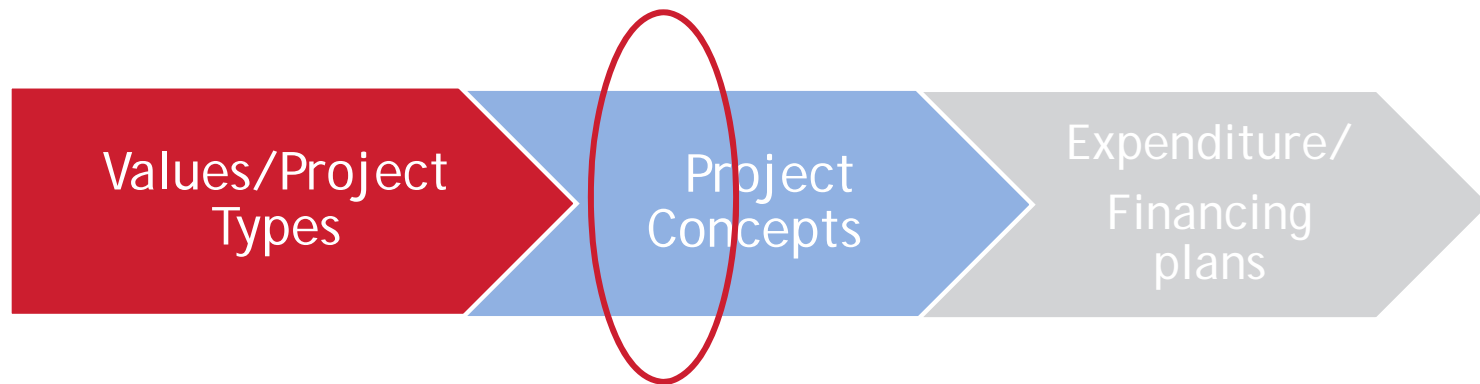
Currently Underway



#ElevateSD2020



Public Participation Milestones





Community Advisory Committee

Able Disabled Advocacy
Access to Independence
ARC of San Diego
Associated General Contracts
Balboa Park Conservancy
California Restaurant Association
Casa Familiar
Center on Policy Initiatives
Chula Vista Community Collaborative
Circulate San Diego
City Heights CDC
Clairemont Community Planning Group
Clairemont Town Council
Deaf Community Service
Cleveland National Forest

College Area Community Council
Community Housing Works
Deaf Community Services
ElderHelp San Diego
Endangered Habitats League
Environmental Health Coalition
Father Joe's Villages
Greater Golden Hill CDC
Highway 52 Coalition
Hillcrest Town Council
Housing You Matters
IBEW 569
Imperial Beach Collaborative
La Jolla Town Council
La Mesa Conversations

Linda Vista Town Council
Little Saigon Foundation
Logan Heights CDC
Mid-City CAN
Mira Mesa Town Council
North West San Diego Transit Subcommittee
Oak Park Community Council
Ocean Beach Town Council
Olivewood Gardens & Learning Center
Pacific Beach Town Council
PANA
Price Philanthropies
Rancho Bernardo Community Council
Rancho Penasquitos Town Council
San Carlos Area Council



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Advisory Groups

Accessibility

Able Disabled Advocacy
Access to Independence
Accessible San Diego
ARC of San Diego
Deaf Community Services
MTS Accessibility Services
Advisory Committee
San Diego Brain Injury
Foundation
San Diego Center for the
Blind
San Diego Regional Center

Business

San Diego Regional Chamber
South County EDC
Central San Diego Black
Chamber
BOMA/NAIOP
Asian Business Association
BIOCOM
East County Chamber

City Leadership

Chula Vista
Coronado
County of San Diego
El Cajon
Imperial Beach
La Mesa
Lemon Grove
Mira Mesa
National City
Poway
San Diego
Santee



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Advisory Groups

Environmental/Environmental Justice

Bike SD

C-3 (Citizens Coordinate for Century 3)

The Center on Policy Initiatives

Center for Sustainable Energy (Equinox)

Circulate SD

City Heights CDC

Cleveland National Forest Foundation

Coastal Environmental Rights Foundation

The Environmental Center of San Diego (ECO)

Endangered Habitats League

Environmental Health Coalition

Greenlining Institute

Mid-City CAN

San Diego 350.org

San Diego Audubon Society

San Diego Canyonlands

San Diego County Bicycle Coalition

San Diego Coastkeeper

Sierra Club San Diego (SANDAC)

San Diego Democrats for Environmental Action

San Diego Climate Action Campaign

Surfrider Foundation, San Diego Chapter

San Diego Mountain Bike Association

San Diego River Conservancy

San Diego River Park Foundation

WILDCOAST



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Advisory Groups

Education

Grossmont College
Point Loma Nazarene
San Diego City College
San Diego Community College District
San Diego Mesa College
San Diego Miramar College
San Diego Unified School District
San Diego Office of Education
San Diego State University
Southwestern College
University of California San Diego
University of San Diego

Labor

Amalgamated Transit Union
IBEW Local 465
IBEW Local 569
San Diego County Building and Construction Trades Council
SD & Imperial Counties Labor Council AFL-CIO
Laborers Local 89
MEA
SMART
Southwest Carpenters Local 619
TEOA
UDW
Unite Here



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Public Outreach

Community Forums

South Bay/National City
Carmel Valley/Sorrento Valley
Linda Vista/Clairemont/Kearny Mesa
East County (El Cajon)
San Ysidro/Imperial Beach
Poway/Rancho Bernardo
Chula Vista
City Heights
Barrio Logan
Downtown

Community Events

Mira Mesa Asian Cultural Festival
America on Main Street (El Cajon)
Navy Bridge Run (Coronado)
Santee Street Fair
Art Around Adams (Normal Heights)
RB Alive Street Fair (Rancho Bernardo)
NC Breakfast (National City)
Aguirre Transit Forum (Imperial Beach)
Juneteenth Celebration (Sherman/Logan Heights)
San Diego Chamber
World Refugee Day (City Heights)
IB Sun & Sea Festival (Imperial Beach)
EHC Community Placemaking

OB Street Fair (Ocean Beach)
NC Fourth of July Carnival (National City)
Pride (Hillcrest, Two Days)
Olivewood Day of Play (National City)
Carmel Valley Movie Night
Clairemont Family Day
LemonFest (Chula Vista)
Harbor Fest (Chula Vista)
Transit & Tacos (City Heights)
Diamond Festival (Southeast)
SYDRO Music Festival (San Ysidro)
US Sand Sculpting Event (Downtown)



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ASAC Meeting Recap: Key Themes

- All three breakout groups discussed wanting faster and more direct service
- Two of the three groups discussed more frequency/extended hours of service
- Two of the three groups discussed maintaining affordability
- Two of the three groups discussed improved amenities (benches, shelters, restrooms)
- Two of the three groups discussed safety/security

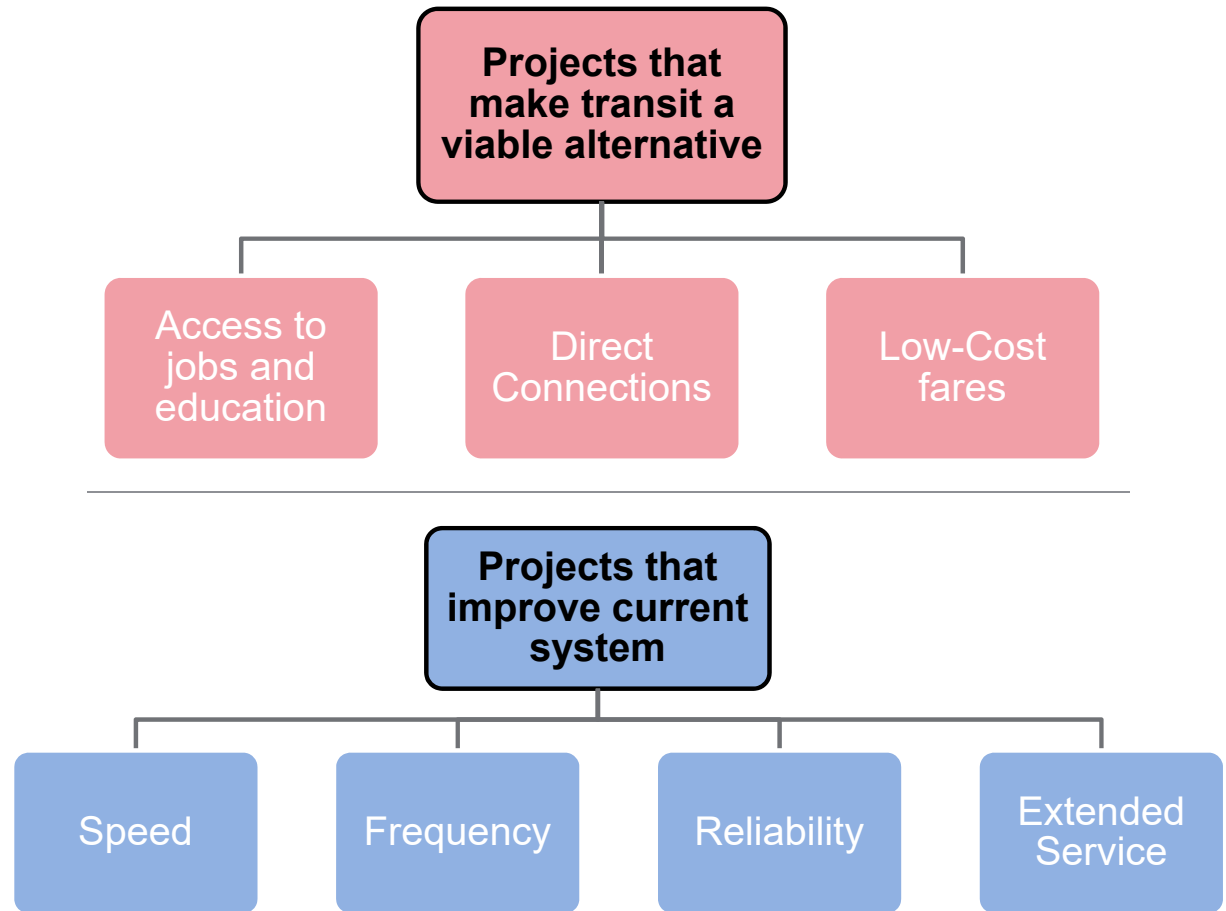


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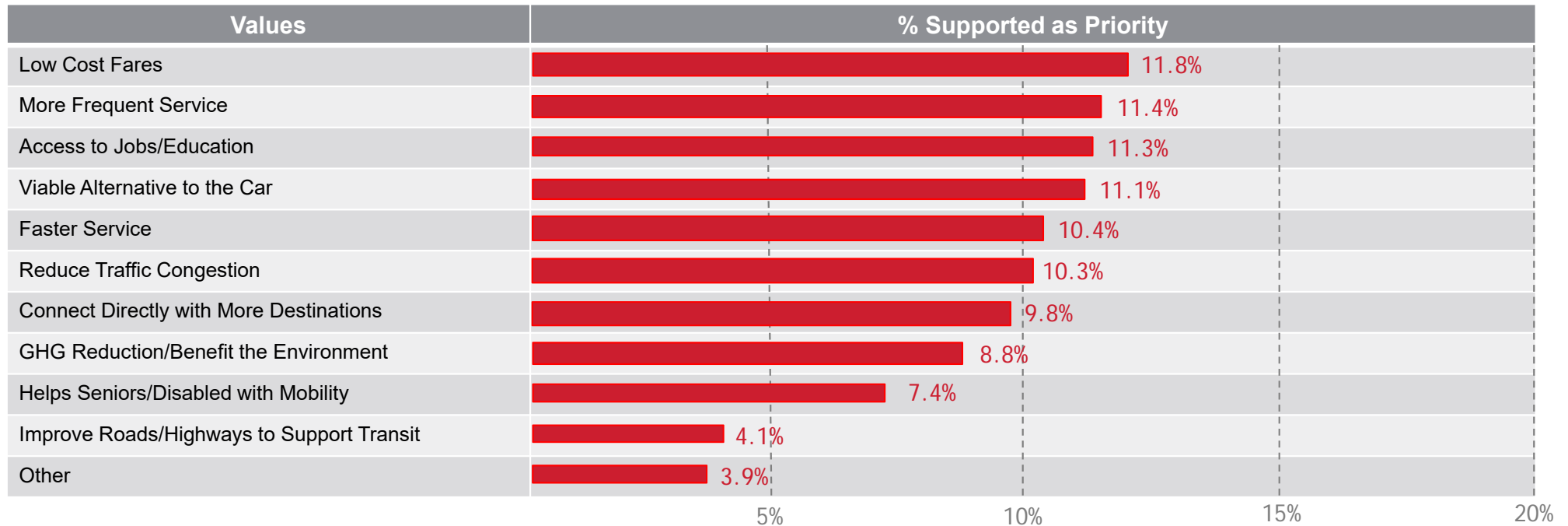
Key Themes Observed

Across all outreach, the majority of consensus tends to fall within one of two areas:





Total Value Rankings (All Outreach)

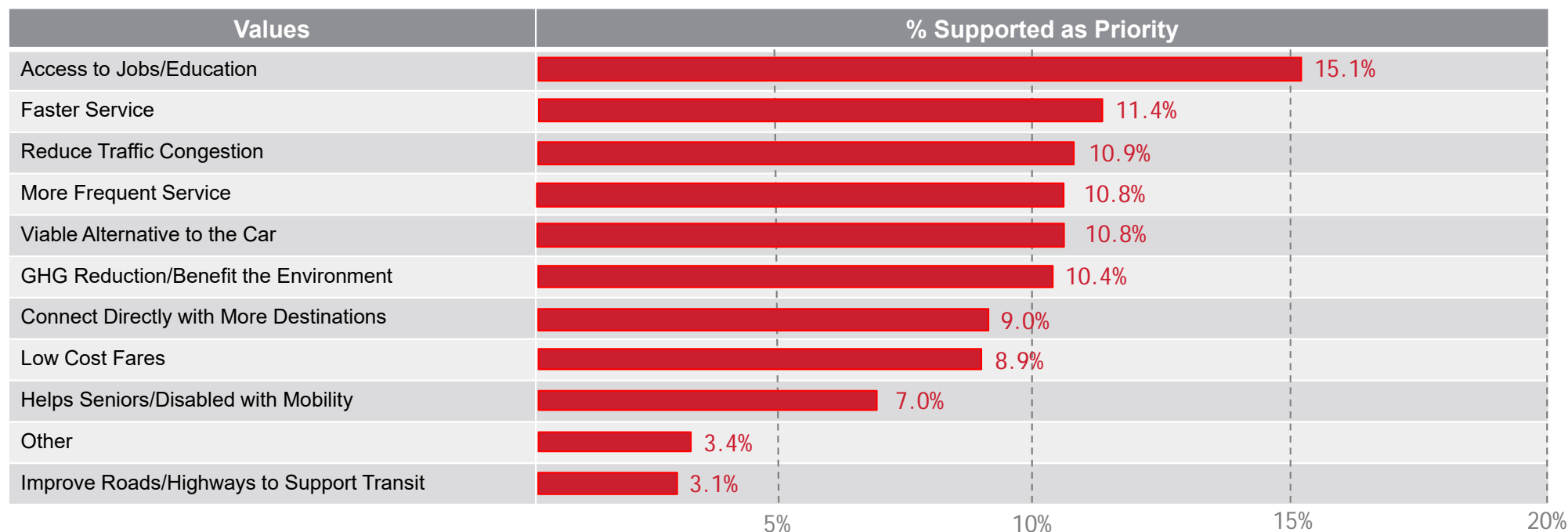


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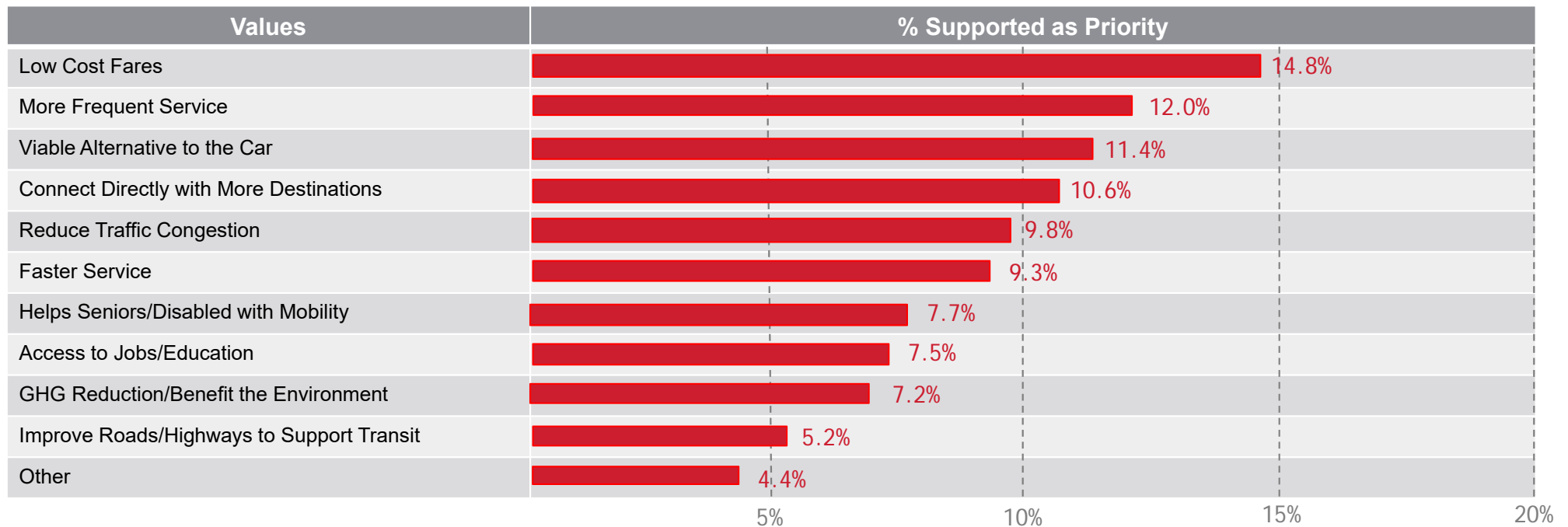
Value Rankings (Committees/Groups)



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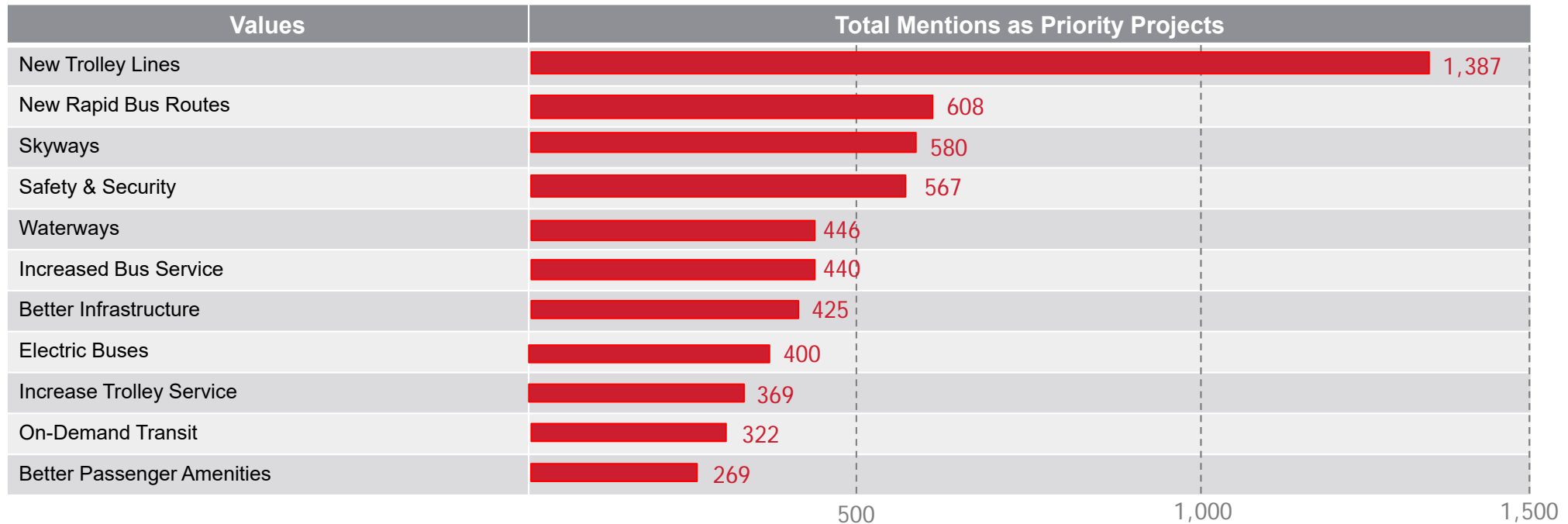


Value Rankings (Public)





Project Priorities (Community Outreach)



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Connecting Values and Survey Research to Projects Concepts



**INCREASE
FREQUENCY**



#2 Overall Value
Ranked



**EXTEND SERVICE SPAN
(24 HOUR SERVICE)**



Access to Jobs #1 Overall
Value for Committees +
Advisory Groups



**ON-DEMAND
TRANSIT SERVICE**



60% of Voters Polled Consider
Door-to-Door Service
Extremely/Very Important



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Connecting Values and Survey Research to Projects Concepts



AIRPORT
TROLLEY



68% of Survey Respondents consider this Extremely/Very Important. Common request at outreach events



IMPROVE SECURITY
AND AMENITIES



Safety & Security #4 Project Ranking at Outreach Events.
64% of Polling consider it Extremely/Very Important



MORE RAPID
BUS SERVICE



70% of Survey Respondents consider Roads to Support Transit Extremely/Very Important

Connecting Values and Survey Research to Projects Concepts



**FARE
DISCOUNTING**



Low Cost Fares #1
Overall Value Ranked



**WATERWAY SYSTEM:
SAN DIEGO BAY**



Positive Stakeholder
Discussions. Low Risk / High
Reward for Bay Area Residents
and Tourists



**ELECTRIFY
BUS FLEET**



Improves Carbon Impact of
Buses Toward Climate Goals

Connecting Values and Survey Research to Projects Concepts



**NEW FREEWAY
TRANSIT
CONNECTIONS**



Access to Jobs #3 Overall
Value Ranked; #1 among
Committees and Advisory
Groups



**SORRENTO VALLEY
TRANSIT CONNECTIONS**



Access to Jobs #3 Overall Value
Ranked. Skyways Ranked #3
Project in Community Pop-Up
Events



**PURPLE LINE
TROLLEY**



Community Pop-Up Events
ranked New Trolley Lines #1
Overall



Connecting Values and Survey Research to Projects Concepts



BLUE LINE
EXPRESS
TROLLEY



Community Pop-Up Events
Ranked New Trolley Lines #1
Overall



BALBOA TO THE
BEACH



Skyways Ranked #3 Project in
Community Pop-Up Events.
Feasible Option for Mid-Coast
Connection



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Connecting Values and Survey Research to Projects Concepts



GRADE
SEPARATIONS



Reduce Traffic Congestion Ranked
#3 Value in Committees and
Advisory Groups.



MOBILITY
HUBS



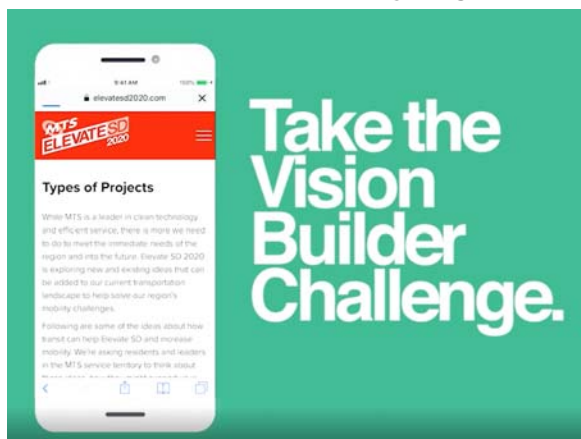
Viable Alternatives to the
Car #3 Overall Value at
Public Events.



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NEXT STEPS

Online Public Surveying - September



- Community Advisory Committee
 - Grass-roots, civic-minded organizations
- Working Groups and Workshops
 - Education, Labor, City Leadership, Business





Activities through Fall 2019

September - December

Continue Public
Participation efforts



October

Data analysis for
project concepts
(Ridership, GhG
reductions, etc.)



October/November

Board direction on
guiding principles for
draft
expenditure/financing
plans



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Questions/Comments



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Agenda Item No. 5

MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

September 12, 2019

SUBJECT:

TRAVEL TRAINING UPDATE (CALLIE JOHNSON)

INFORMATIONAL ONLY:

Budget Impact

None.

DISCUSSION:

MTM, the ADA certification contractor, to provide an update on the travel training program. MTM and MTS hold travel training sessions for those individuals who would like to learn how to utilize public transportation. These sessions are either in a group setting or one-on-one. This report will provide an overview on travel training, how many sessions have been taught, and look for new volunteers for future sessions.

/s/ Jay Washburn

Jay Washburn
Manager of Paratransit and Minibus

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



ASAC Update

September 12, 2019 Travel Training

Mobility Management Update

Operated by



20190912 ASAC



Types of Travel Training

- Taking Transit 101
 - Ninety minute small group training on San Diego transportation options for active seniors and first time riders
 - May or may not include a bus trip
- Access - Ability
 - Trainers provide one-on-one mobility evaluations and recommendations for older adults and individuals with disabilities
 - Includes a bus trip



Trainings Held

- Taking Transit 101
 - 30 sessions held
 - More than 350 individuals trained
- Access-Ability
 - March 6, 2018
 - Jewish Family Services
 - May 24, 2018
 - Saint Madeleine Sophie's Center



Mobility Management and Why it Matters

- Aligning Customer (passenger, client, patient, etc.) need with BEST mobility option
- Managing mobility and navigating systems (Mobility Management and Nurse Navigation) is about “no wrong door” and customer focus
- We need a “few good volunteers” San Diego to make this happen for the community
- The Accessible Services Advisory Committee is the perfect (and legitimate) clearinghouse to facilitate this process



Discuss

Who in the room right now
is willing to volunteer to
discuss becoming a
community leader in this
process?





Callie Johnson and Max Calder
cmjohnson@mtm-inc.net , traveltraining@sdmts.com
& mcalders@mtm-inc.net





Transit Training Program: Access-Ability

Transit training is the professional activity of teaching individuals with disabilities, seniors, and others how to use public transportation independently to access their environment and community.

Public transportation has a lot to offer individuals, families, and communities. It can help people get to key destinations like work, the doctor, or church – but only when people know how to use it. If you, your family member, or someone you work with does not know how to catch the bus, find a stop, or pay the fare, transit training can provide the missing link.

Our Goal is to partner with other San Diego area organizations to create a network of Transit Training Instructors to offer educational opportunities to the residents of the San Diego area.

MTS provides the Transit Training Instructor Course to staff from area organizations

- Social service agencies
- School districts
- Senior centers
- Adult day programs
- Assisted living facilities
- Other facilities serving seniors or individuals with disabilities
- Instructor training will be provided to any organization that wishes to participate and agree to terms of participation

About MTS Transit Training

- Transit Training Instructor course is a 1 day class
- Instructors will be approved for 2 years and must attend continuing education training semi-annually (Certificate)
- Agencies/Instructors must sign terms of participation agreement (form)
- MTS will provide base course format. Organizations may add on to emphasize training in specific disability areas, i.e. physical, cognitive, psychiatric, vision, hearing, etc. but base course material must be covered as part of the course
- MTS will supply original training materials and forms. Instructors may copy as needed. Materials are proprietary and must not be given to others
- If an agency/instructor chooses to leave the program all training materials are to be returned to MTS
- Organizations/trainers can charge up to a \$5.00 per student fee to cover the cost of a day pass on MTS if the class includes field training.



- Trainers must complete a roster of all individuals trained and individual results form. Documentation must be submitted to MTS

Website

MTS maintains a transit training page on the MTS website. Organizations agree to be listed on the MTS website as organizations that offer transit training. Organizations are required to submit information to MTS on types of training they offer and any classes they offer so MTS can maintain a central repository of classes on the MTS website.

Our primary focus areas for the program are:

1. MTS providing transit training to MTS Access clients
2. MTS providing Transit Training Instructor Courses to area agency's/organization's staff to create instructors to conduct classes with their own clients and the public

Types of Transit Training organizations/instructors will be able to offer once trained;

Transit instruction is the array, continuum, or family of services offered to individuals with disabilities, seniors, and others who need assistance to increase their mobility and travel on public transportation independently. It includes a variety of plans, methods and strategies used by professional transit trainers to increase the independent travel skills of the people they serve. It is understood that individuals may require different travel instruction services during their lifetime as their needs change.

Tier 1 - Transit Orientation

Group or individual activity conducted for the purpose of explaining the transportation systems; options and services available to address individual transportation needs; use of maps and schedules as resources for trip planning; fare system, use of mobility devices while boarding, riding, and exiting; vehicular features; and benefits available.

Tier 2 - Familiarization

Individual or small group trip activity to facilitate use of transportation systems with a transit trainer accompanying experienced traveler(s) on a new mode of transportation or route to point out/explain features of access and usability.

Tier 3 – One-on-One Transit Training

One-to-one short-term instruction provided to an individual who has previously traveled



independently and needs additional training or support to use a different mode of travel, a different route, mode of transit, or travel to a new destination;
or

One-to-one comprehensive, specially designed instruction in the skills and behaviors necessary for independent travel on public transportation provided to an individual who does not have independent travel concepts or skills to go from point of origin of trip to destination and back, but has the ability to develop the skills to do so.

For further information call 619-238-0100 or visit our website at
<http://www.sdmts.com/traveltraining>

RELEASE AND WAIVER OF LIABILITY

Please read carefully. This is a legal document that affects your legal rights.

This **RELEASE AND WAIVER OF LIABILITY** ("Release") executed by Participant, as identified below, and its subsidiaries and affiliates, if applicable (collectively "Participant") in favor of San Diego Metropolitan Transit System (MTS) and Medical Transportation Management, Inc. (MTM) and its subsidiaries and affiliates, their directors, officers, volunteers, and agents.

The Participant, through its authorized representative, desires to receive instruction and training from MTS and MTM with respect to travel training for MTS services and programs ("Training Services"). The Participant, in consideration of such instruction and training, hereby freely, voluntarily, and without duress executes this Release under the following terms:

Release and Waiver. Participant does hereby release and forever discharge, indemnify, defend, and hold harmless MTS and MTM and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, including any third party claims or demands, which arise or may hereafter arise from MTS and MTM's provision of Training Services to Participant.

Participant understands that this Release discharges MTS and MTM from any liability or claim the Participant may bring against MTS and MTM with respect to any bodily injury, personal injury, illness, death, or property damage that may result from or in connection to MTS and MTM's provision of Training Services to Participant. Participant also understands that MTS and MTM does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

Medical Treatment. Company does hereby release and forever discharge, indemnify, defend, and hold harmless MTS and MTM from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with MTS and MTM's provision of Training Services to Participant.

Governing Law. Participant expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of California, and this Release shall be governed by and interpreted in accordance with the laws of the State of California. Participant agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release, which shall continue to be enforceable.

IN WITNESS WHEREOF, Participant, through its authorized representative, has executed this Release as of the day and year first above written.

Participant: _____

Date: _____

Signature of Authorized Representative

Printed Name of Authorized Representative



Transit Training Instructor Profile

Applications are being accepted from individuals who are interested in becoming certified Transit Trainers through the MTS Train-the-Trainer course. This one-day course provides in-depth information and strategies to assist seniors, individuals with disabilities, and others to independently utilize public transportation and access their community.

MTS Train-the-Trainer courses occur as applications are received and run from 8:00am to 4:30pm. The course includes a classroom environment and in the field learning, where public transportation is utilized to further support instruction.

Completed applications can be sent to:

MTS Access
100 16th Street
San Diego, CA 92101

If you have any questions regarding the application or if you need this information available in an alternate format, please contact Callie Johnson at (619) 398-9571.

Instructor Information:

| | | | |
|-----------------|--------|------------|-----------|
| First Name: | | Last Name: | |
| Organization: | | | |
| Title: | | | |
| Street Address: | | Suite #: | |
| City: | State: | | Zip Code: |
| Phone: | | E-mail: | |



Please answer each question or prompt as completely as possible.

1. Describe your experience using the MTS fixed route bus and trolley system, including San Diego regions frequented.

2. Describe the population you work with and/or plan to travel train.

3. What is your experience working with seniors or individuals with disabilities?

4. Why do you want to travel train?

Instructor Name (Print): _____

Instructor Signature: _____

Date: _____



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490

Transit Training Program Letter of Agreement between MTS and Instructor/Organization

The requirements for Transit Training Instructor Certification of MTS's Transit Training Program are as follows:

A. Requirements to receive a two (2) year certification

- a. Attendance at a one (1) day certification course, provided by MTS
- b. Submitting a Transit Training Instructor Profile.
- c. Submitting a signed Transit Training Instructor Agreement form
- d. Submitting a signed Transit Training Release and Waiver of Liability form

B. Requirements for maintaining a valid certification

- a. Attendance at semi-annual continuing education course, provided by MTS
- b. Use of current training materials, provided by MTS. Materials may be copied as necessary for MTS training purposes only.
 - i. If an organization wants to add or modify specific training information, please confirm with MTS whether such information follows MTS's policies and procedures.
- c. Charging no more than a cost of a MTS day pass (currently \$5.00) for field training of students.
- d. Submittal of information on when and where training classes will be provided
- e. Submittal of a roster of all individuals trained, submitted to MTS no later than 30 days after training.
- f. Submittal of individual evaluation form of each person trained (Included in Training Manual)

MTS reserves the right to revoke certification if any of the above requirements are not met.

Acknowledgement: By signing below, you are acknowledging that you have read and understood the requirements to maintain a valid transit training instructor certification. This criteria is subject to review and modification with a 30-day notice.

Participant's Name: _____

Participant's Signature: _____ Date: _____

Authorizing Organization Member's Signature: _____ Date: _____



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.



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

Agenda Item No. 6

MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

September 12, 2019

SUBJECT:

REASONABLE MODIFICATIONS (SAMANTHA LESLIE)

INFORMATIONAL ONLY:

Budget Impact

None.

DISCUSSION:

MTS to provide overview of reasonable modifications. A reasonable modification process is aimed to allow individuals to request agencies to depart from otherwise acceptable policies and make individual exceptions, if necessary, to provide access to an agency's services.

/s/ Jay Washburn

Jay Washburn
Manager of Paratransit and Minibus

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



Reasonable Modification

ASAC Meeting
September 12, 2019

Samantha Leslie
San Diego Metropolitan Transit System (MTS)



FTA Regulation

- In accordance with U.S. DOT ADA regulations, transportation agencies that provide fixed route, demand responsive or ADA complementary paratransit service must provide individuals with disabilities reasonable modification to its policies, practices and procedures.



MTS Implementation

- Reasonable Modification Policy to MTS Website
 - <http://https://www.sdmts.com/rider-info-accessibility/reasonable-modification>
- Trained applicable staff



Examples of Reasonable Modification Requests that would be granted

- Avoiding Obstructions
- Help rider with fare media
- Eating, drinking or taking medicine to avoid health consequences
- Boarding separately from wheelchair
- Assisting in extreme weather



Reasons a Reasonable Modification Request can be Denied

- 1) Fundamentally alters the nature of MTS's services
- 2) Direct threat to the health or safety of others
- 3) Individual with disability able to fully use MTS' services without modification
- 4) Undue Financial or Administrative Burden



Examples of Reasonable Modification Requests that would be denied

- Flag stop
- Outside of service area or operating hours
- Personal care attendant
- No payment
- Specific driver or specific vehicle or special equipment in vehicle or solo trip



Summary

- Passengers may make on the spot requests to staff or in advance requests to customer service for exceptions to MTS's general policies.
- MTS may either grant the request or deny, based on DOT ADA Regulations, Guidance and Examples



- Questions?

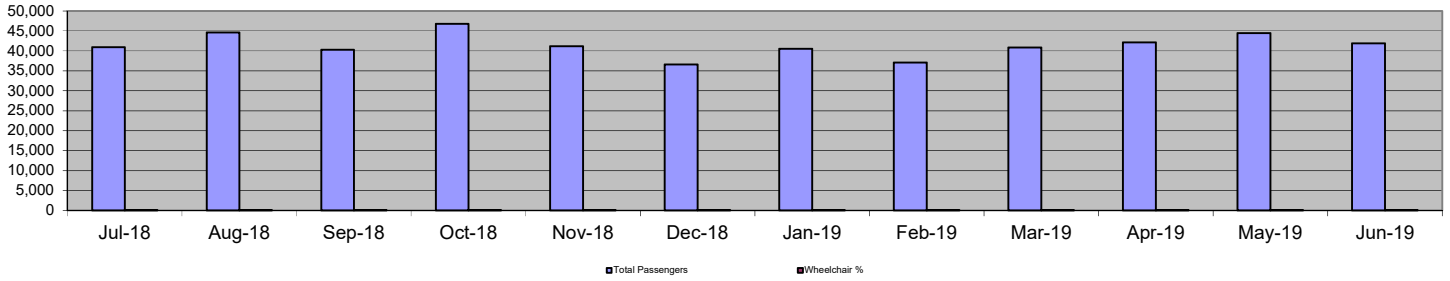




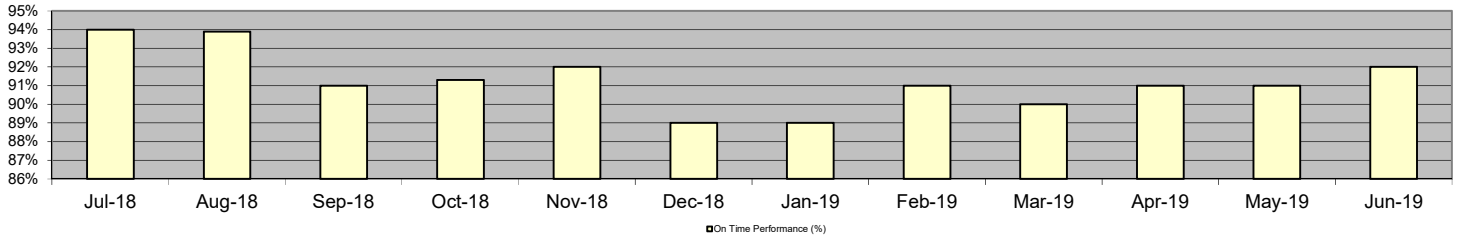
MTS Access ASAC Report FY 19

| | 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 | 42,125 | 44,438 | 41,900 | 497,497 |
| Wheelchair % | 27% | 28% | 27% | 27% | 27% | 27% | 26% | 26% | 26% | 26% | 26 | 26 | 456% |
| On Time Performance (%) | 94% | 94% | 91% | 91% | 92% | 89% | 89% | 91% | 90% | 91% | 91% | 92% | 91% |
| Valid Complaints | 35 | 39 | 44 | 35 | 38 | 34 | 59 | 37 | 44 | 45 | 51 | 42 | 503 |
| Compliments | 12 | 18 | 19 | 14 | 6 | 10 | 7 | 5 | 5 | 9 | 13 | 12 | 130 |

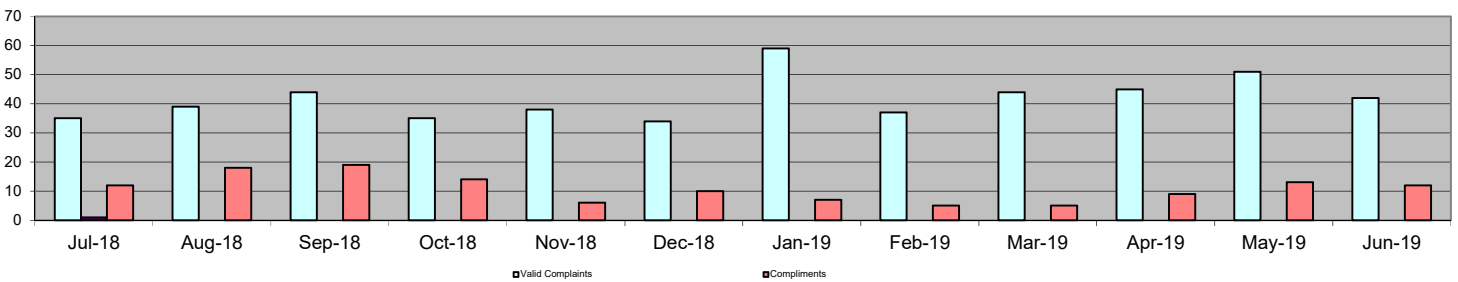
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

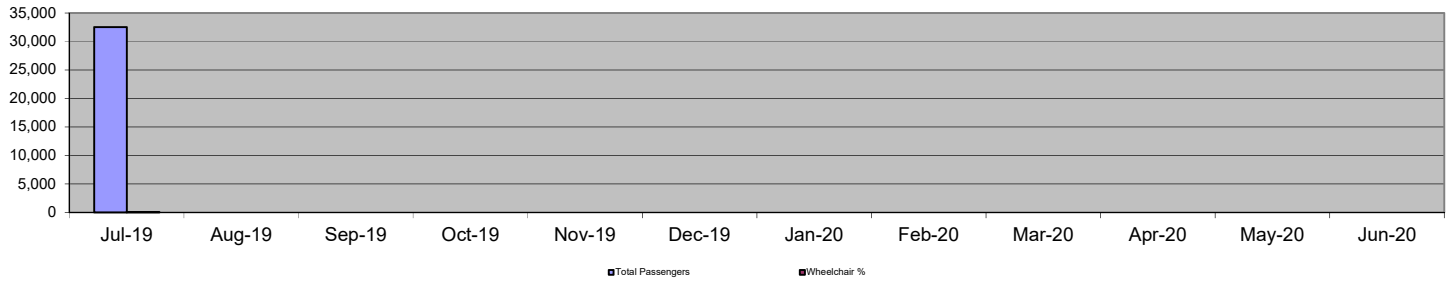




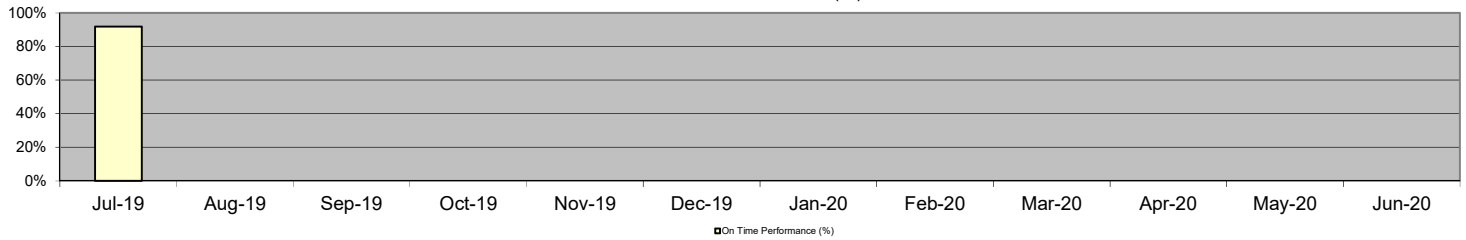
MTS Access ASAC Report FY 20

| | 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 | 32,520 | | | | | | | | | | | | 32,520 |
| Wheelchair % | 26% | | | | | | | | | | | | 26% |
| On Time Performance (%) | 92% | | | | | | | | | | | | 92% |
| Valid Complaints | 29 | | | | | | | | | | | | 29 |
| Compliments | 8 | | | | | | | | | | | | 8 |

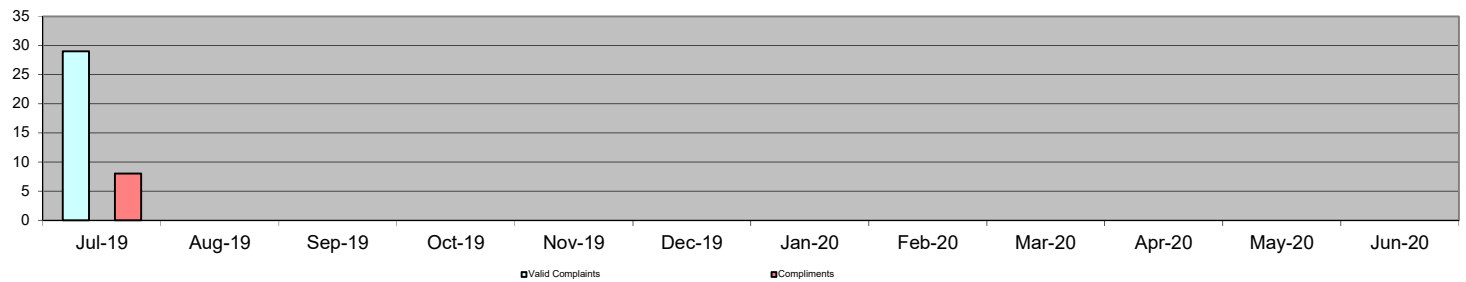
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



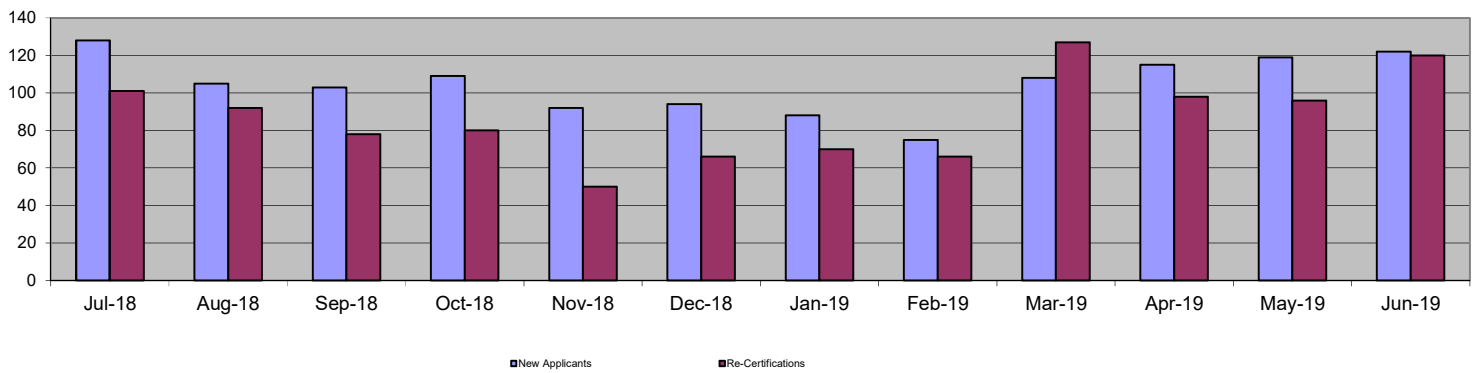


MTM Certification Summary Report FY 19

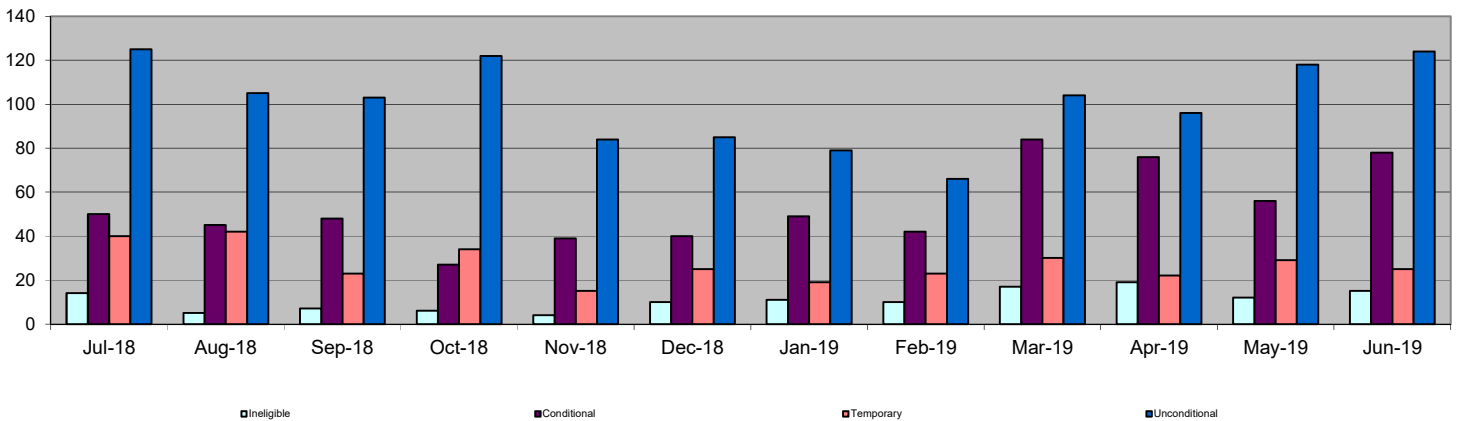
| | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Total |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| New Applicants | 128 | 105 | 103 | 109 | 92 | 94 | 88 | 75 | 108 | 115 | 119 | 122 | 1,258 |
| Re-Certifications | 101 | 92 | 78 | 80 | 50 | 66 | 70 | 66 | 127 | 98 | 96 | 120 | 1,044 |
| Total | 229 | 197 | 181 | 189 | 142 | 160 | 158 | 141 | 235 | 213 | 215 | 242 | 2,302 |

| | | | | | | | | | | | | | |
|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Ineligible | 14 | 5 | 7 | 6 | 4 | 10 | 11 | 10 | 17 | 19 | 12 | 15 | 130 |
| Conditional | 50 | 45 | 48 | 27 | 39 | 40 | 49 | 42 | 84 | 76 | 56 | 78 | 634 |
| Temporary | 40 | 42 | 23 | 34 | 15 | 25 | 19 | 23 | 30 | 22 | 29 | 25 | 327 |
| Unconditional | 125 | 105 | 103 | 122 | 84 | 85 | 79 | 66 | 104 | 96 | 118 | 124 | 1,211 |
| Total | 229 | 197 | 181 | 189 | 142 | 160 | 158 | 141 | 235 | 213 | 215 | 242 | 2,302 |

New Applicants and Re-Certifications



Eligibility

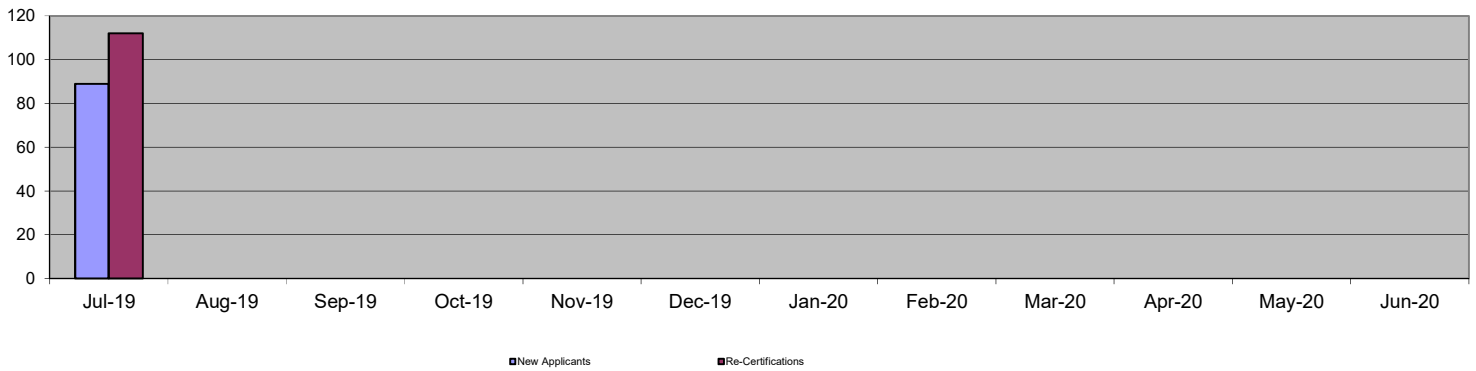




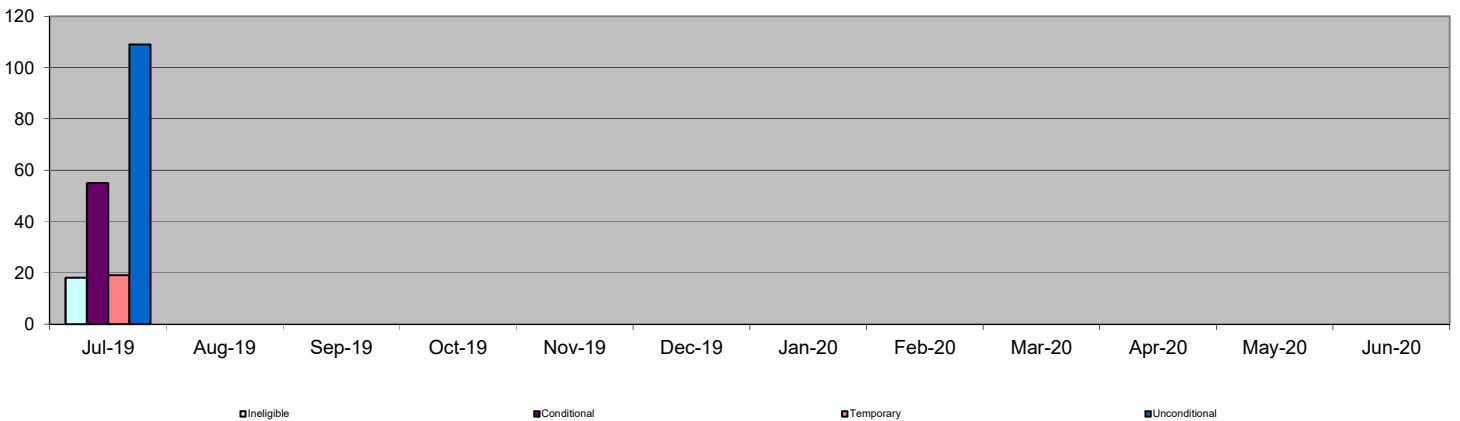
MTM Certification Summary Report FY 20

| | 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 | | | | | | | | | | | | 89 |
| Re-Certifications | 112 | | | | | | | | | | | | 112 |
| Total | 201 | | | | | | | | | | | | 201 |
| Ineligible | 18 | | | | | | | | | | | | 18 |
| Conditional | 55 | | | | | | | | | | | | 55 |
| Temporary | 19 | | | | | | | | | | | | 19 |
| Unconditional | 109 | | | | | | | | | | | | 109 |
| Total | 201 | | | | | | | | | | | | 201 |

New Applicants and Re-Certifications



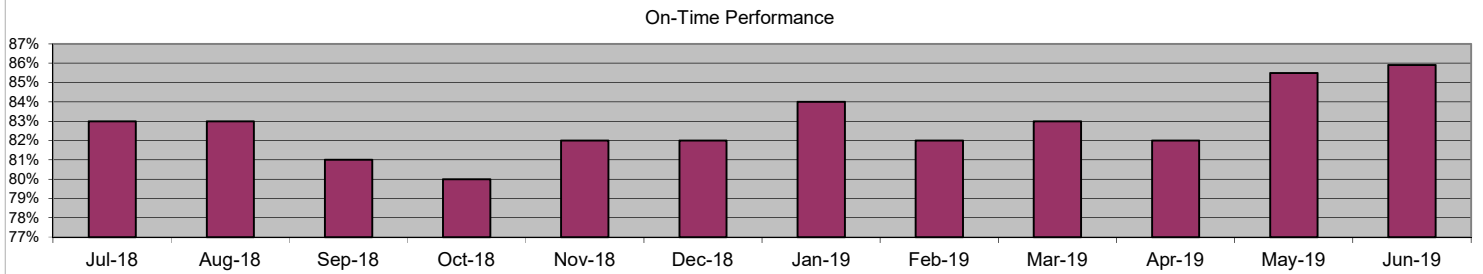
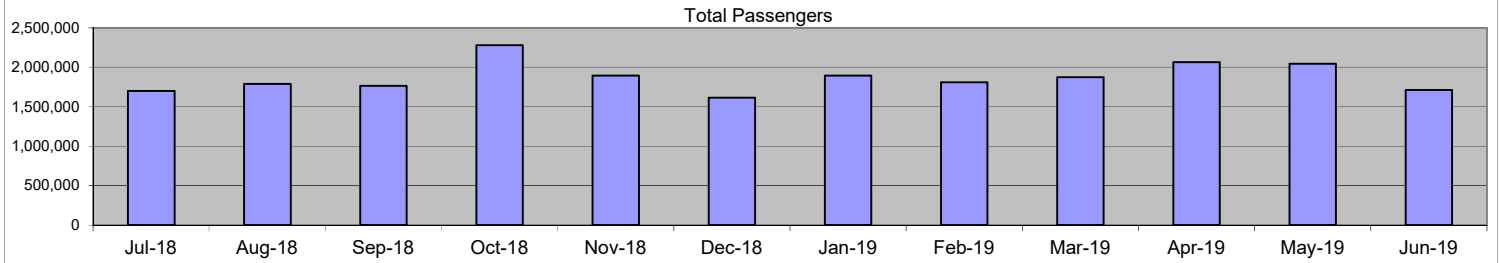
Eligibility





MTS Bus Ramp Deployment Report FY 19

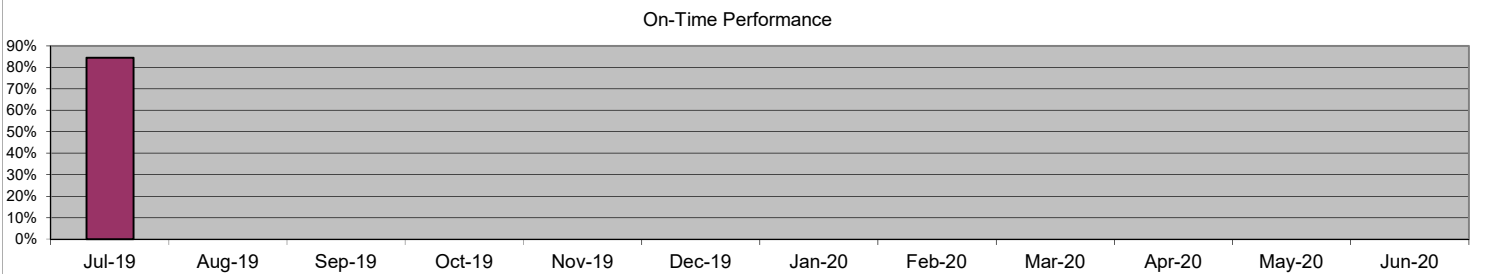
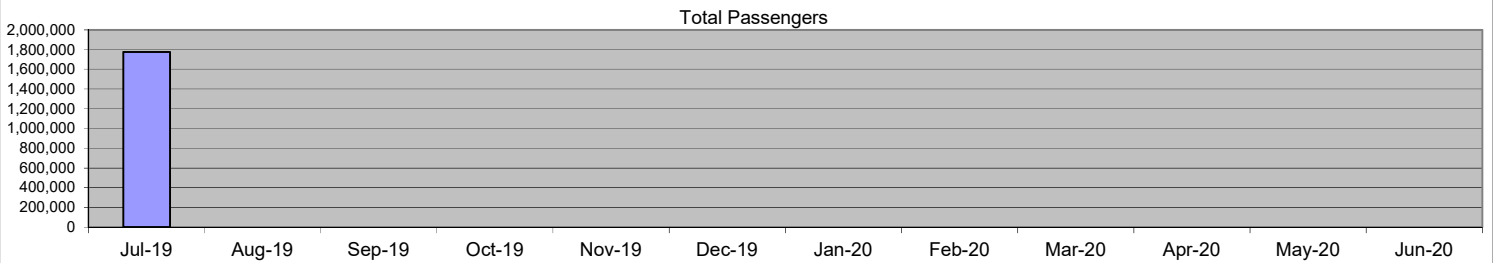
| | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Total |
|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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 | 2,045,332 | 1,715,873 | 22,472,483 |
| On-Time Performance | 83% | 83% | 81% | 80% | 82% | 82% | 84% | 82% | 83% | 82% | 86% | 86% | 83% |





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 | 1,775,762 | | | | | | | | | | | | 1,775,762 |
| On-Time Performance | 85% | | | | | | | | | | | | 85% |

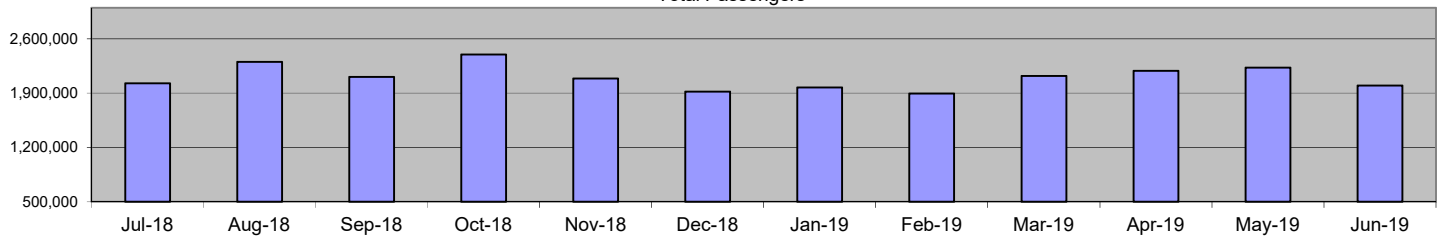




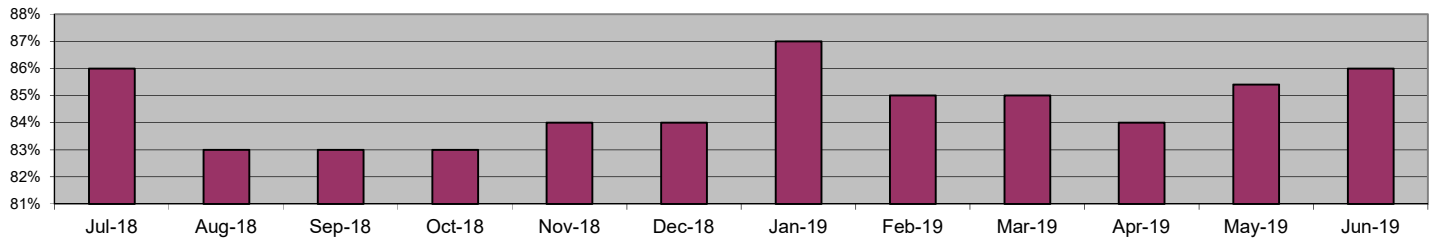
MTS Contract Services Ramp Deployment Report FY 19

| | 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 | 2,229,316 | 2,001,025 | 25,267,799 |
| On-Time Performance | 86% | 83% | 83% | 83% | 84% | 84% | 87% | 85% | 85% | 84% | 85% | 86% | 85% |

Total Passengers



On-Time Performance

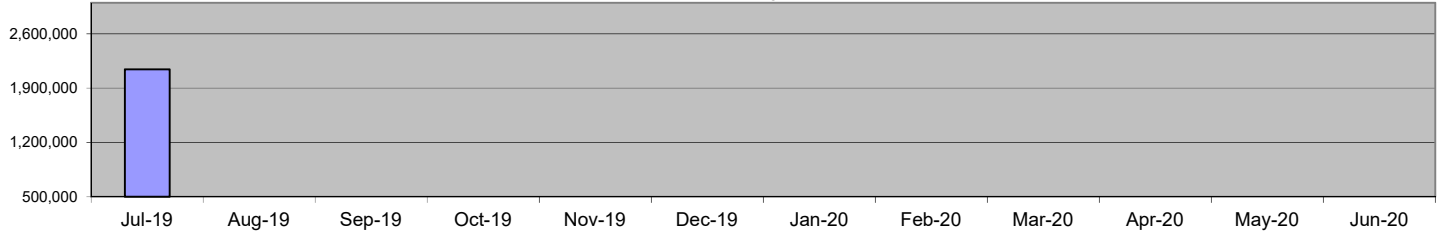




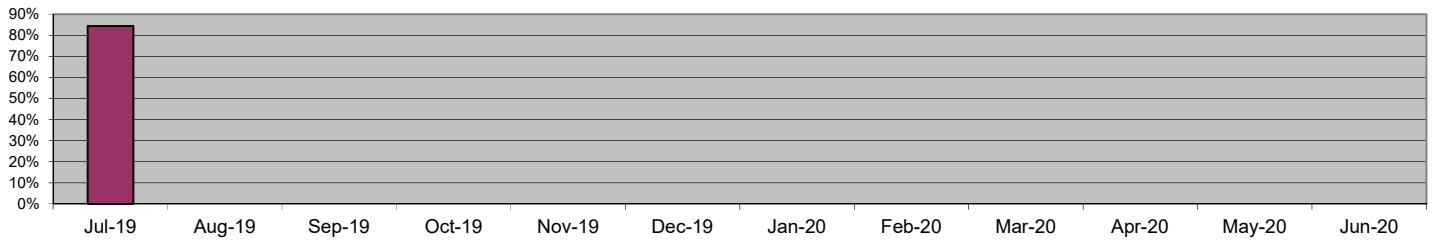
MTS Contract Services Ramp Deployment Report FY 20

| | 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 | 2,142,945 | | | | | | | | | | | | 2,142,945 |
| On-Time Performance | 85% | | | | | | | | | | | | 85% |

Total Passengers



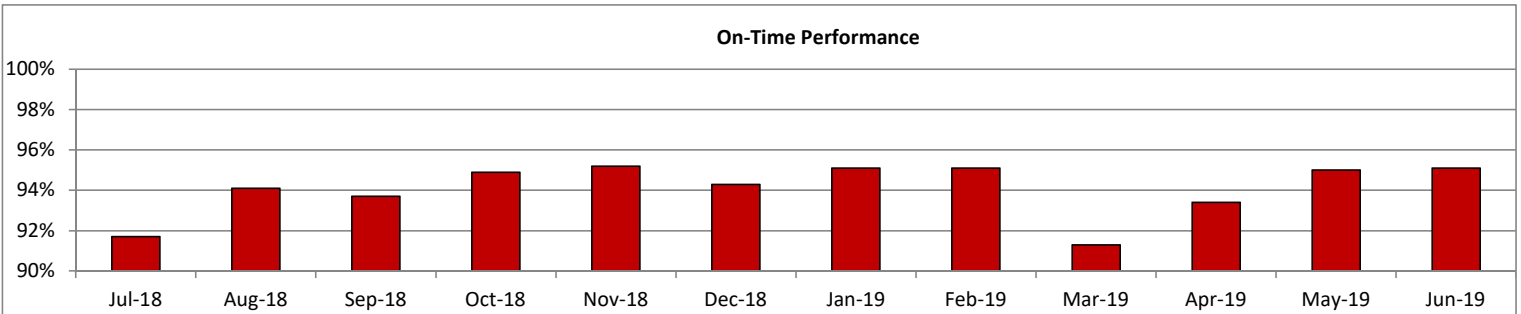
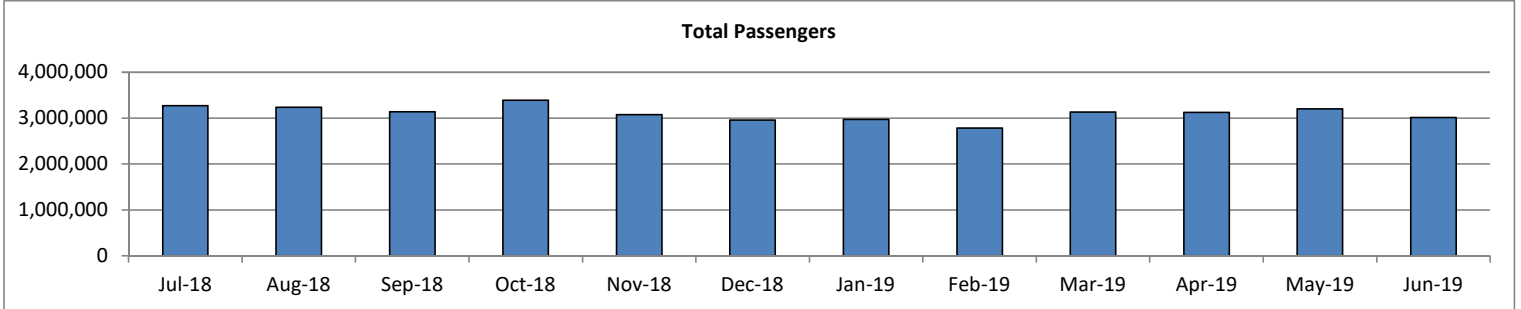
On-Time Performance





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 | 3,204,263 | 3,012,770 | 37,293,757 |
| On-Time Performance | 92% | 94% | 94% | 95% | 95% | 94% | 95% | 95% | 91% | 93% | 95% | 95% | 94% |





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 | 3,272,381 | | | | | | | | | | | | 3,272,381 |
| On-Time Performance | 93% | | | | | | | | | | | | 93% |

