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## 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, 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 – [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

**DRAFT 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.

\_\_\_\_\_  
Chairperson  
San Diego Metropolitan Transit System

Filed by:

Approved as to form:

\_\_\_\_\_  
Clerk of ASAC  
San Diego Metropolitan Transit System

\_\_\_\_\_  
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: /s/ Vassilena Lerinska

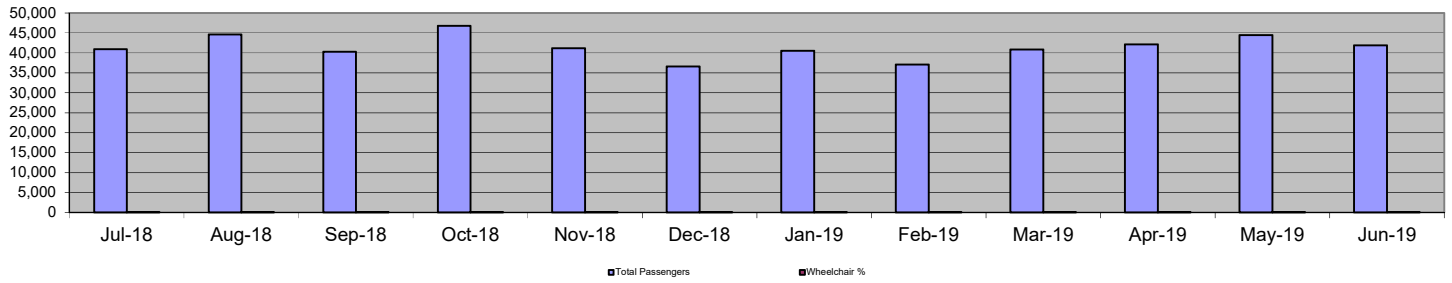
PARATRANSIT AND MINIBUS MANAGER: /s/ Jay Washburn



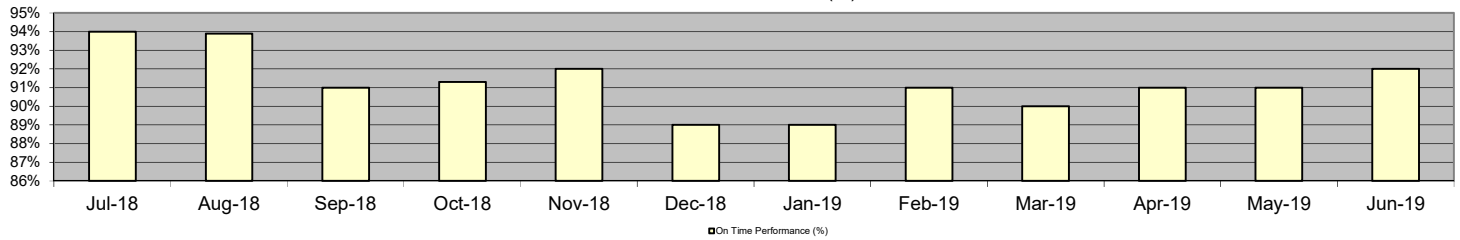
# MTS Access ASAC Report FY 19

	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

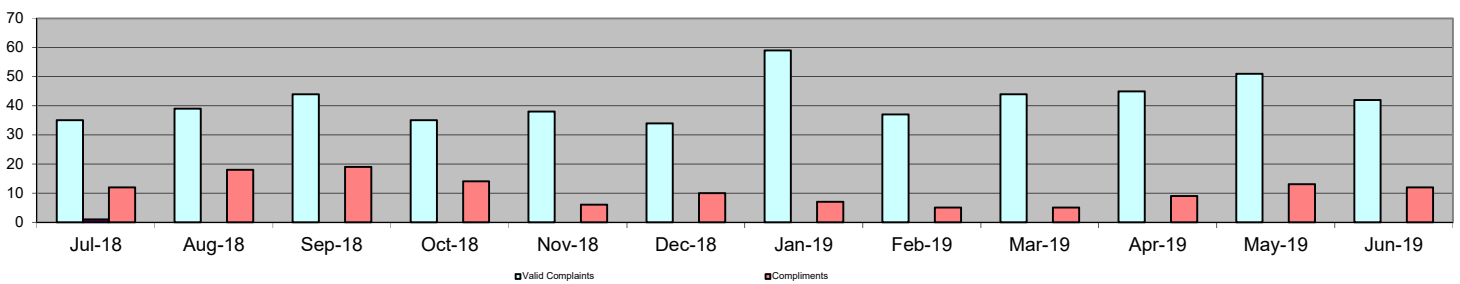
Total Passengers and Wheelchair Boardings



On Time Performance (%)



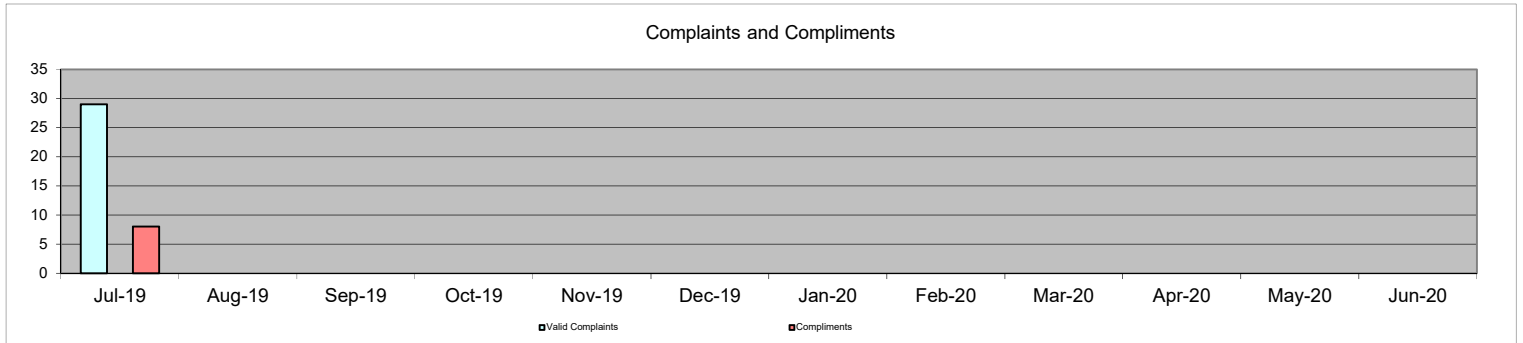
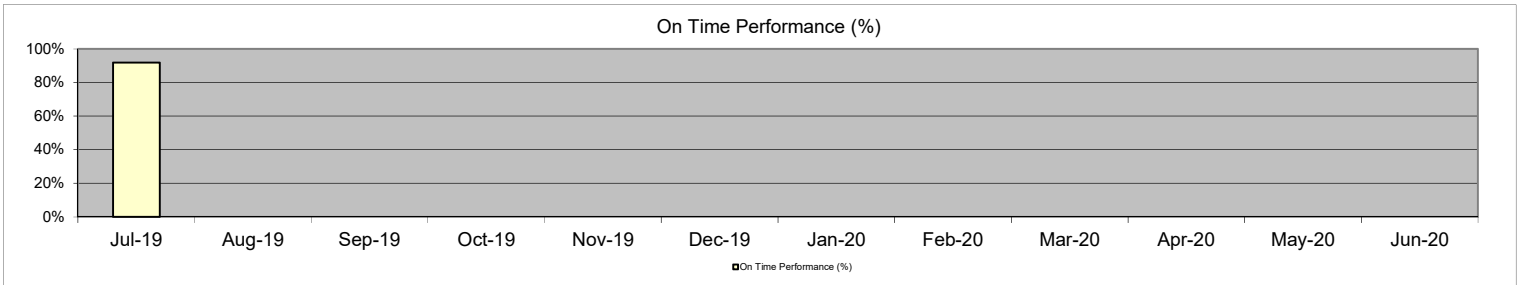
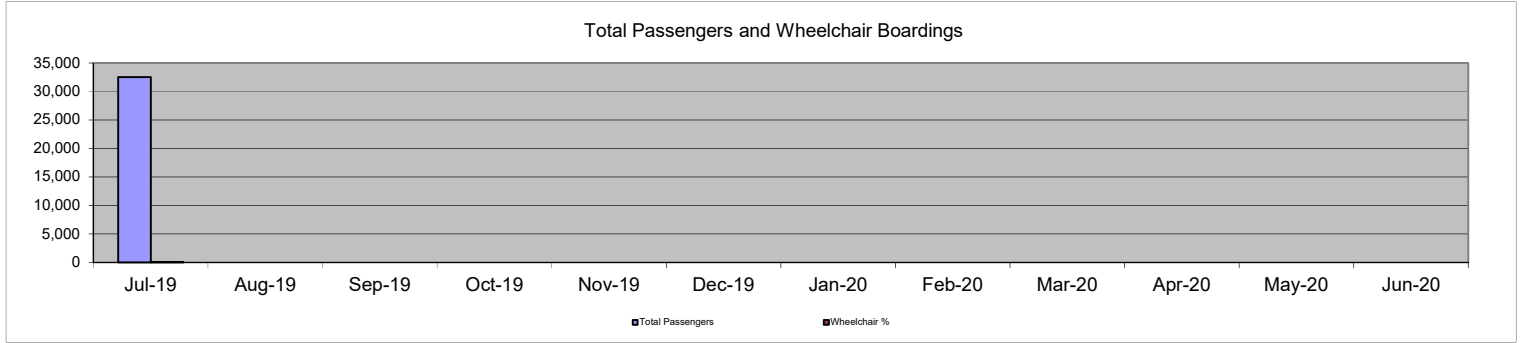
Complaints and Compliments





# 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







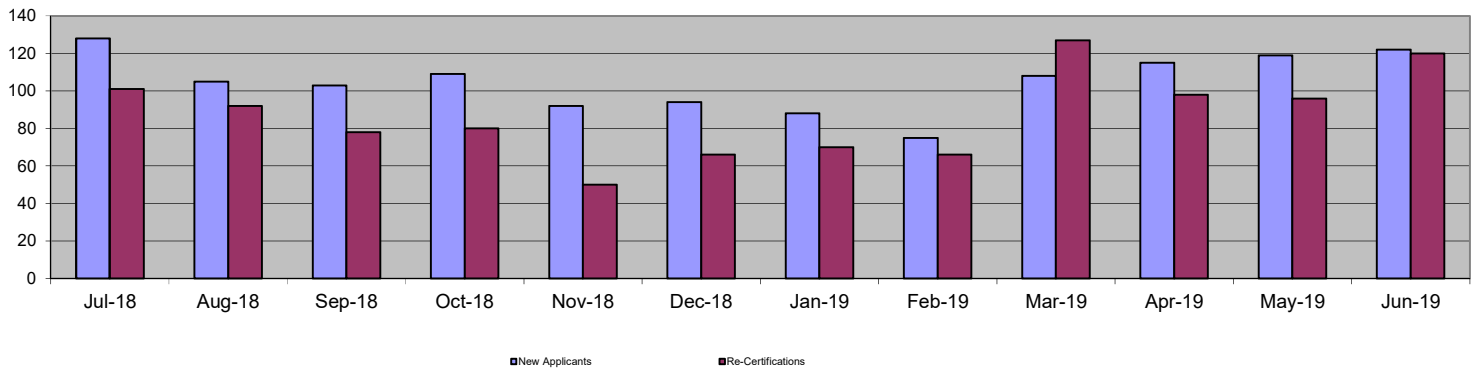
# MTM Certification Summary Report FY 19

	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

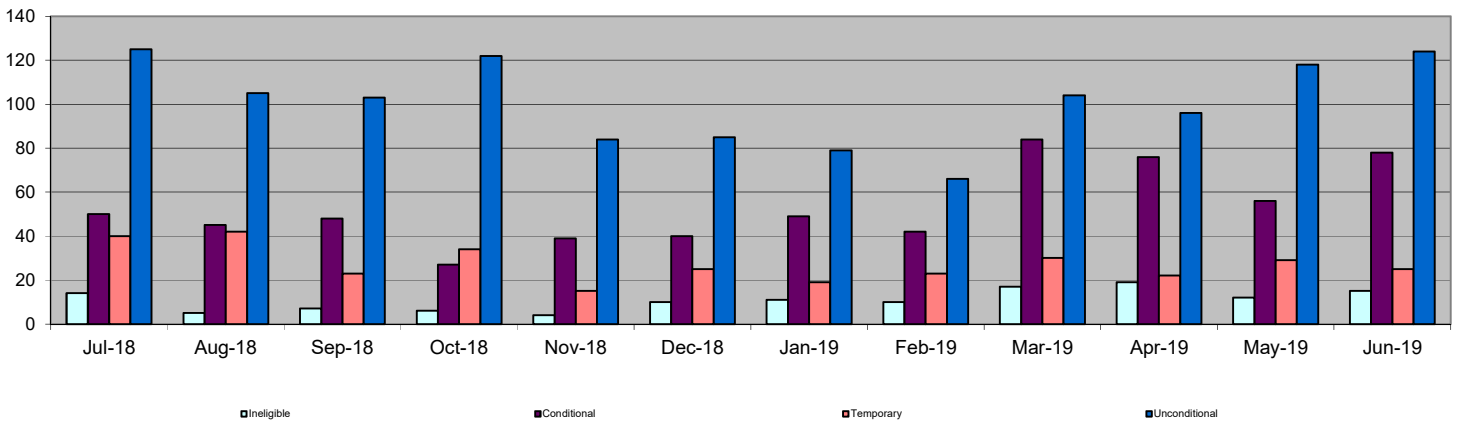
  

Ineligible	14	5	7	6	4	10	11	10	17	19	12	15	130
Conditional	50	45	48	27	39	40	49	42	84	76	56	78	634
Temporary	40	42	23	34	15	25	19	23	30	22	29	25	327
Unconditional	125	105	103	122	84	85	79	66	104	96	118	124	1,211
Total	229	197	181	189	142	160	158	141	235	213	215	242	2,302

New Applicants and Re-Certifications



Eligibility

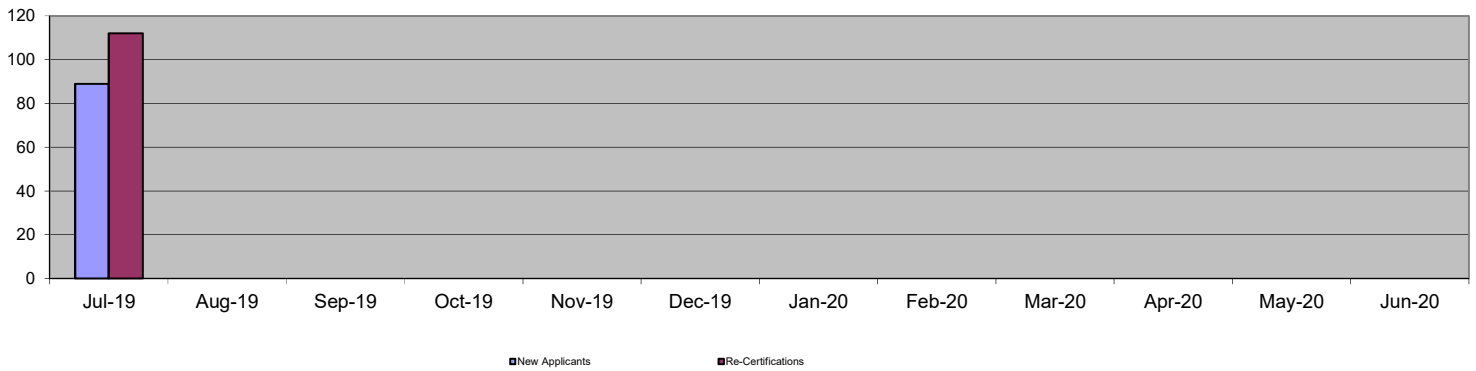




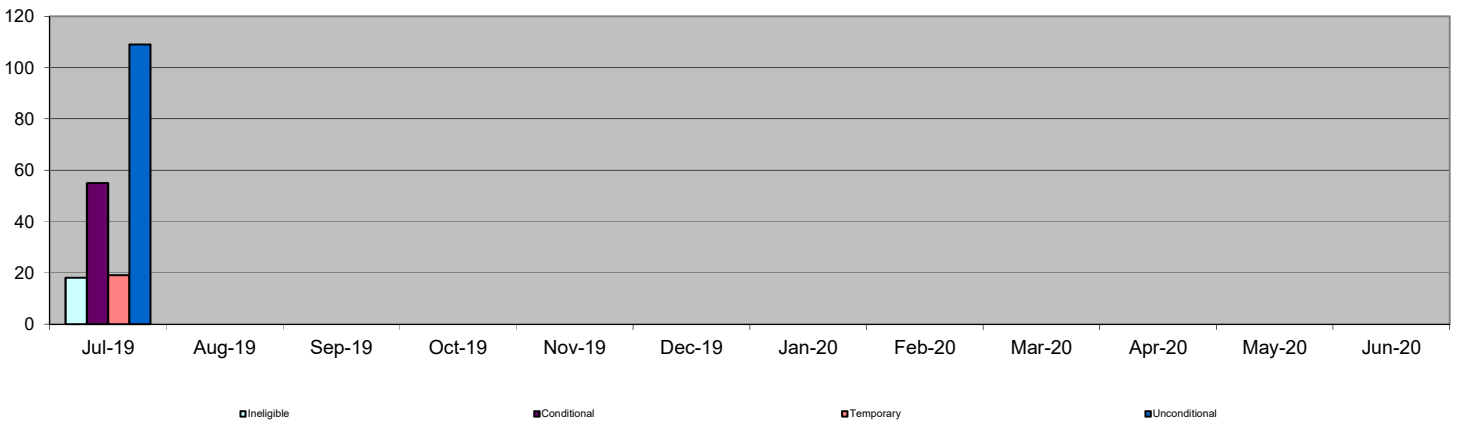
# MTM Certification Summary Report FY 20

	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



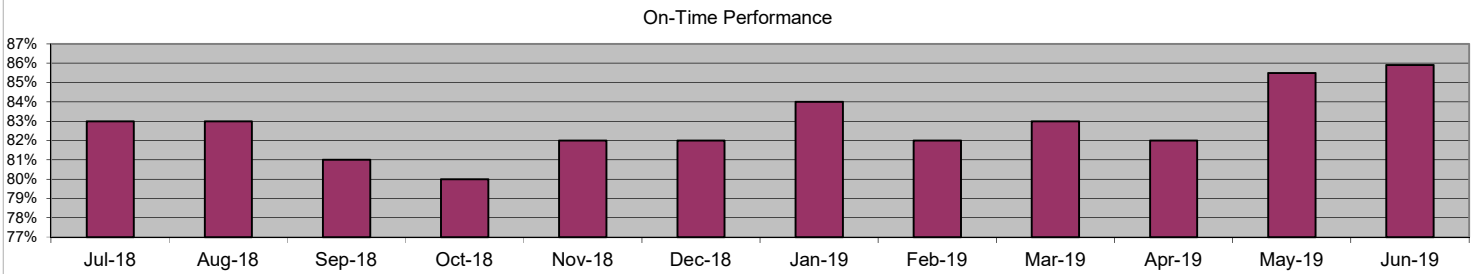
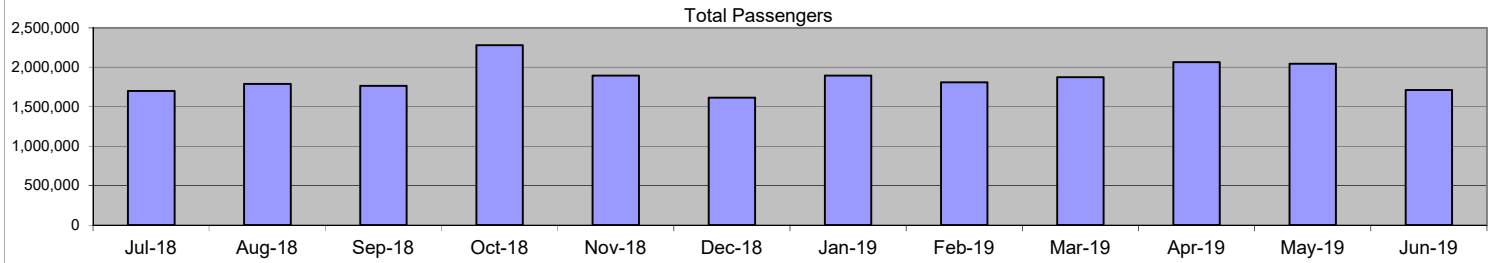
Eligibility





# **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%

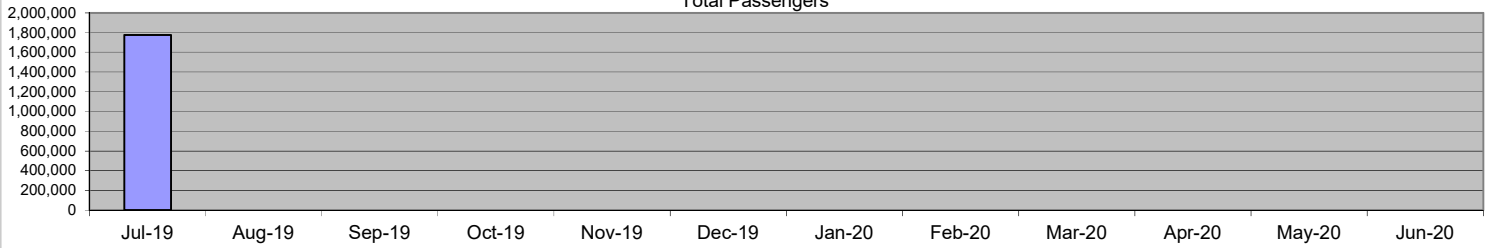




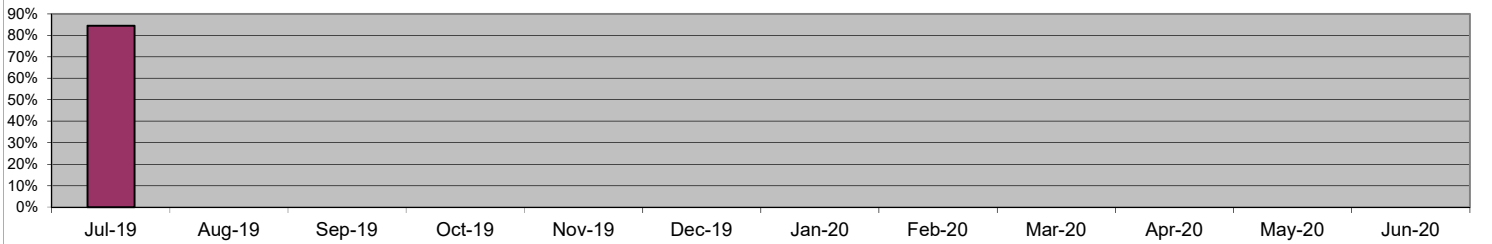
# MTS Bus Ramp Deployment Report FY 20

	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%

Total Passengers



On-Time Performance

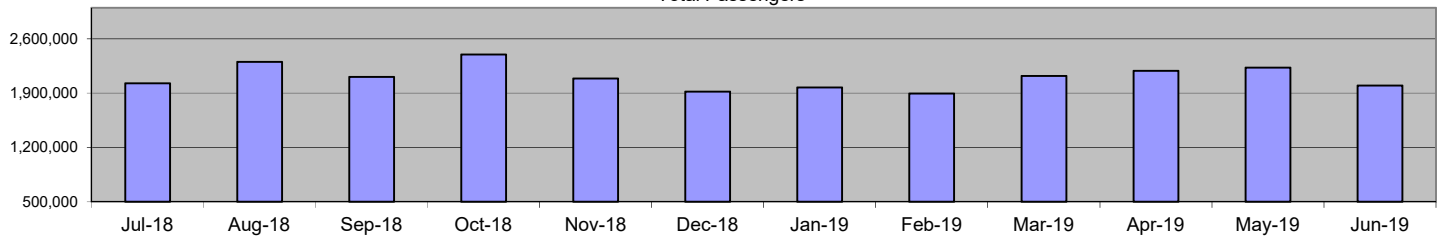




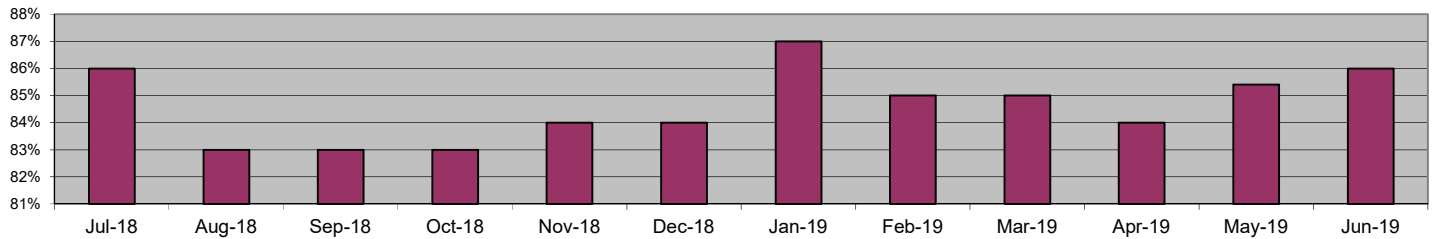
# **MTS Contract Services Ramp Deployment Report FY 19**

	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

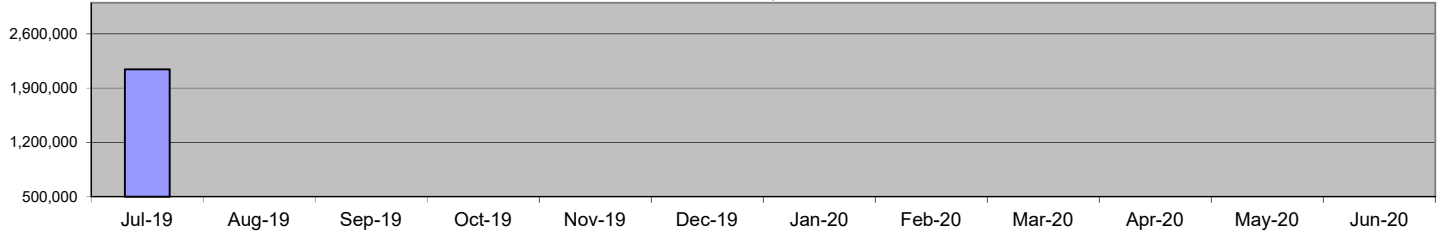




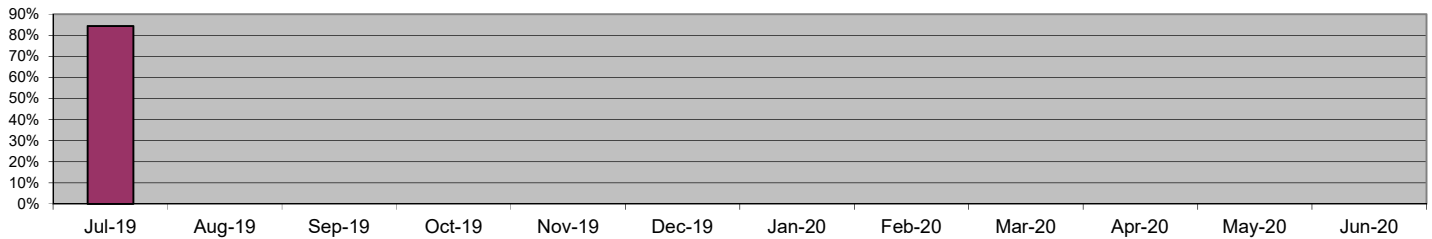
# MTS Contract Services Ramp Deployment Report FY 20

	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



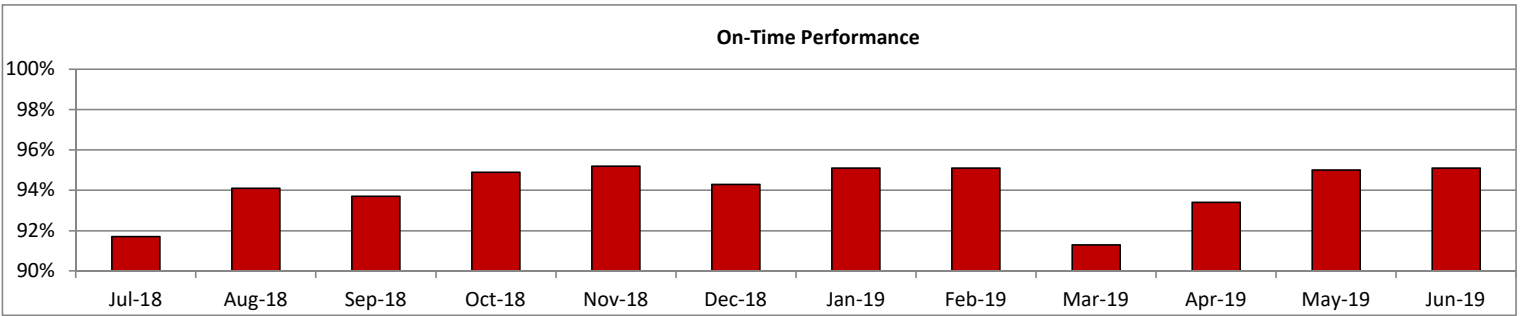
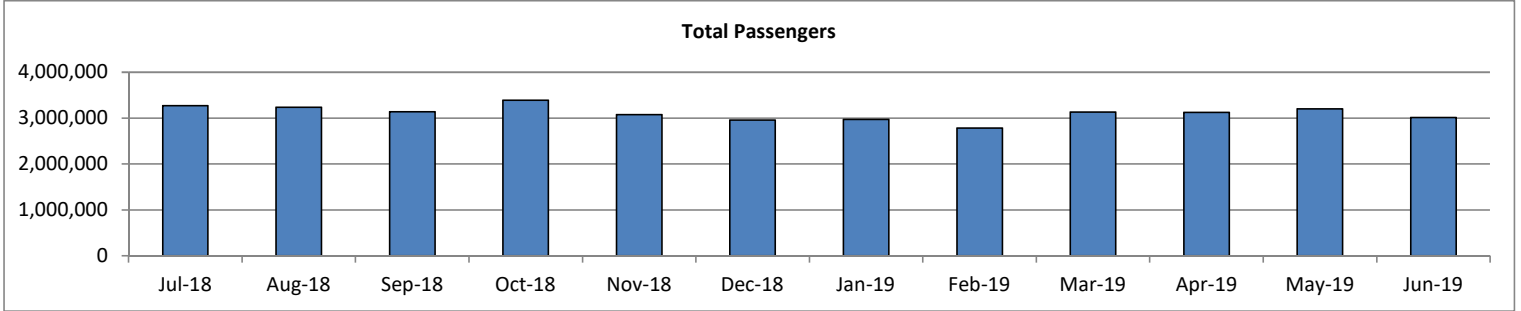
On-Time Performance





# 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%

