

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

MINUTES

December 10, 2020

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased. Note that the meeting was conducted via webinar to comply with public health orders].

1. Call to Order and Roll Call

Chair Sotelo-Solis called the meeting to order at 1:03 p.m. A roll call sheet listing the committee members in attendance is attached.

2. Approval of the September 17, 2020 Meeting Minutes

Chair Sotelo-Solis entertained a motion to approve the September 17, 2020 meeting minutes. Mr. Bill Lewis moved to approve the minutes. Ms. Sharlene Ornelas seconded the motion, and the vote was 15 to 0 in favor with Mr. Rivas, Mr. Ferguson and Mrs. Rice not present at time of vote.

3. Public Comment

Kacie Rodvill – Ms. Rodvill, Peer Liaison at RI International, read a compliment on behalf of a frequent user of transit regarding MTS maps. She noted that the MTS maps were very good, showing the locations to the stops relative to each other with accuracy. Secondly, she said that the color schemes used on the maps made sense and allowed passengers like themselves to easily distinguish the trolley lines in use from other lines. Lastly, a critique the frequent user had was that there are not enough maps located on a trolley. A passenger might not always have a map located nearby because they may be sitting far away from one, which causes them to get up 3-4 times in a given ride to figure out when they need to get off during a longer trolley ride.

4. MTS Access Software Enhancements (Jay Washburn)

Mr. Jay Washburn, Manager of Paratransit and Minibus, introduced the MTS Access Software Enhancements demo by describing the client registration and sign-in process, and trips booked on the calendar with details on the trip. Mr. Washburn explained further by providing an example of a trip made with details including a map of the pick-up and drop off location, information on the status of a trip, fares, number of additional passengers, the pick-up window, estimated drop off time with details on the specific location, and driver location status to track rides. He noted that the client has the option to cancel a trip, rebook, and print a hard copy if they need to. Additionally, the client can go to their profile which will provide them information on their eligibility and may modify anything if needed. He also noted that clients have the option to book trips, both recurring and new, by inputting all information needed. Lastly, he explained how the client has the option to view recurring trips, announcements, general information regarding MTS Access, help information, and language options.

Mr. Washburn mentioned that a group of individuals have applied for Beta testing and have been currently setup to utilize the software providing test feedback. He noted that within the next couple of months, they will be able to roll out live to all access users. He also mentioned that this will be a great additional tool that will give people more flexibility to book their trips with 24-hour availability in a day as opposed to the hours of the reservation centers.

Ms. Sharlene Ornelas asked if this is accessible only from a computer, or can it be accessed from a smart phone as well. Mr. Washburn noted that it can be accessed on a smart phone through the web browser and is compatible with screen readers, yet there currently is not a specific app for it, it is something that they're looking into.

Chair Sotelo-Solis asked if voice over is available for the Beta testing. Mr. Washburn noted that there is not a voice over for this product because it is not designed with the voice over's web-based application. Chair Sotelo-Solis suggested that Mr. Washburn should take this into consideration and also add a vocabulary option for the specific language being used on the site as well as font sizes for people who are visually impaired. He stated that they will make sure any abbreviations needed will be included on the help list and that the font sizes have been designed to meet ADA requirements so, the software is designed to be compatible with screen readers for individuals who need a larger viewing of their screen. Chair Sotelo-Solis also asked if there was a step by step indicator process when a client is booking a trip in case a client needs to point out the exact step they need help with when calling in. He stated that he can follow up with Trapeze to get a numbered step by step process inserted for the clients.

Mr. Bill Lewis complimented Mr. Washburn and his team on their work and stated that it is nice to see something being made that is easily accessible for the ADA community.

Action Taken

No action taken. Informational item only.

5. MTS Access Virtual In-Person Eligibility Update (Heriberto Gaytan)

Mr. Heriberto Gaytan, with the MTS Access Eligibility Dept., provided an update on the Virtual In-Person Eligibility Assessments discussing how a VIP works, the eligibility and application process, and also the technology options for the applicants. He introduced how applicants may join meetings by using their own internet-capable device, or MTS tablets may be provided to those that do not have access to the internet or use of technology at home. He then explained how a test had been made with Beta users in September 2020 giving positive feedback which at that point started the assessments on October 1st, 2020 including newly certified applicants, successfully completing over 60 VIP assessments. Lastly, he stated that surveys were given to applicants providing their honest feedback on their experience and what may need improvement. Overall, the feedback was positive, needing improvement on audio issues with tablets which they are currently working on.

Chair Sotelo-Solis asked if there were any technical difficulties identified during the process. Mr. Gaytan noted that as expected, there were normal network issues that you can experience while using a virtual platform but overall, they managed to work with these issues and ended up with successful appointments.

Ms. Sharlene Ornelas asked what they did for access of the technical equipment for people who are totally blind and if they have already had any applicants who are totally blind. He explained that they have the option to use their own smart-device or MTS tablet that will be connected to the appointment with the audio and video mode automatically in connection. The tablets will have locator dots on the screen to help guide visually impaired applicants and Velcro is placed on the back of the tablet to identify the bottom from the top and they will not have to worry about turning on the audio or camera. He then states that he is not sure of having fully blind applicants, only visually impaired applicants, but will confirm and applicants will have staff available to assist them during the process.

Mrs. Marissa Lucero stated that she had a client who is recertifying and wondered if they were going to get the 90-day extension or if they would have to follow the procedures that they typically do to certify. Mr. Gaytan noted that applicants will receive a temporary extension once the re-certification process has been completed and approved by an evaluator.

Ms. Ornelas asked, when would applicants get their 3-year certification or would they have to keep going through a temporary certification process. He noted that the applicant would only have to apply once to receive an extension and if they have not provided the applicant with a virtual in person assessment, then they would provide them the extension. He mentioned that once the virtual platform has been opened to re-certify, the applicants will be notified to start their process on getting their 3-year certification.

Action Taken

No action taken. Informational item only

6. MTS Access Medi-Cal Trip Reimbursement (Jay Washburn)

Mr. Washburn provided an update on the management of billing and re-imbursements with care providers, as well as collecting fares from passengers with concerns of "double dipping". He stated that all of the contracts created with the NCP's are based on the fact that the passenger is still paying the \$5 fare and is split with the NCP whom are also paying a fare on top of that. He noted that in some situations, the \$5 fare could be reimbursable from the managed care providers to the rider based on their contract with Medi-Cal.

Ms. Debbie, mother of Elizabeth Delgado who is a Medi-Cal patient with Kaiser, stated that she was receiving invoices showing that Kaiser paid for her daughter's transportation to her day programs and also received tickets from the regional center showing payments of transportation. She questioned what exactly were each one paying for and noted that she had brought this issue up to Mrs. Debbie Marshall showing proof of the invoices in which Mrs. Marshall has been helping her with. Mr. Jay Washburn pronounced that the regional center is paying for the \$5 passenger portion of the fare and Kaiser is paying the remaining balance on the contracted negotiated rate.

Action Taken

No action taken. Informational item only

7. Adoption of the 2021 Metropolitan Transit System (MTS) Accessible Services Advisory Committee Meeting Schedule

Chair Sotelo-Solis entertained a motion to adopt the 2021 ASAC meeting schedule. Ms. Sharlene Ornelas motioned to adopt the schedule as is, Mr. Bill Lewis seconded the motion and the vote was unanimous.

Action Taken

Adopt.

8. ADA Paratransit Reports

Fixed route monthly reports attached.

Action Taken

No action taken. Informational item only.

9. Fixed-Route Reports

Mr. Washburn pointed out an increase in ridership on fixed routes given the current COVID pandemic. He stated that the on-time performance has been very good as well, and paratransit service continues at 75% down compared to previous COVID volumes.

Mr. Tom Doogan stated that trolley has been trending upwards with over 50% of their pre-COVID numbers last reported. Mr. Bill Lewis noted that it has been a slow growth with service since a lot of it has been attributed to school not being in session but he is hopeful to see a change for the better.

10. Committee Member Communications/Comments

Ms. Sharlene Ornelas noted a partial-response to the previous question on trolleys, stating that there is an easily accessible program called "Transit", they can use on their smart phones to show what available stops and times there are for trolleys, buses, ferries, and am tracks.

Ms. Nancy Vera from Access to Independence stated that their organization considers how to increase accessibility to transportation through consumer feedback and have been wondering if MTS has considered partnering with transportation network companies to make on-demand transit more available to wheel chair users. Chair Sotelo-Solis recommended to agendaize this communication for the next meeting in order to give an overall update as an action or an informational item. Mr. Jay Washburn noted that they would add it to the next meeting's agenda.

Chair Sotelo-Solis shared an update on the week's "Stuff the Bus" initiative for those that have been impacted by the pandemic. She noted that this has been a great progress that started off with 2 buses to now evolved to many stores throughout the San Diego county in partnership with the San Diego county Food Bank and the girl scout

community. She also listed items needed to donate and encouraged others to help in any way which can be done in person or virtually through the SDMTS website.

11. Adjourn

Chair Sotelo-Solis adjourned the meeting at 2:03pm.



Chairperson
San Diego Metropolitan Transit System

Filed by: 

Clerk of ASAC
San Diego Metropolitan Transit System

Attachments:
Roll Call Sheet

SAN DIEGO METROPOLITAN TRANSIT SYSTEM
ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEETING
ROLL CALL

MEETING OF (DATE): 12/10/2020

CALL TO ORDER (TIME): 1:03pm

ADJOURN (TIME): 2:03pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Alejandra Sotelo-Solis <input checked="" type="checkbox"/> <input type="checkbox"/>	ASAC Chair	1:00pm	2:03pm
Nancy Vera <input checked="" type="checkbox"/> Amy Kalivas <input type="checkbox"/>	Access to Independence	1:00pm	2:03pm
Arun Prem <input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/>	FACT (CTSA)	1:00pm	2:03pm
Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/>	State Council on Developmental Disabilities	1:13pm	2:03pm
Bill Lewis <input checked="" type="checkbox"/> Juan Lopez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:00pm	2:03pm
Callie Anderson <input type="checkbox"/> Heriberto Gaytan <input checked="" type="checkbox"/>	MTM, Inc	1:00pm	2:03pm
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input type="checkbox"/>	San Diego Regional Center		
Marissa Lucero <input checked="" type="checkbox"/> Elsa Caballero <input type="checkbox"/>	San Diego Center for the Blind	1:00pm	2:03pm
Bill Hipp <input type="checkbox"/> Kevin Marques <input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00pm	2:03pm
Lisa Madsen <input checked="" type="checkbox"/> Zachary Rivera <input type="checkbox"/>	SANDAG	1:00pm	2:03pm
Vacant <input type="checkbox"/> <input type="checkbox"/>	County of San Diego AIS		
Vacant <input type="checkbox"/> <input type="checkbox"/>	Caltrans		
Sharlene Ornelas <input checked="" type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer	1:00pm	2:03pm
Jorge Rivas <input type="checkbox"/> <input type="checkbox"/>	Fixed Route Consumer		
Tom Doogan <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Trolley	1:00pm	2:03pm
Belinda Kelly <input type="checkbox"/> Amanda Denham <input checked="" type="checkbox"/>	MTS Bus	1:00pm	2:03pm
Allie Rice <input type="checkbox"/> <input type="checkbox"/>	Deaf Community Services		
Betsy Knight <input checked="" type="checkbox"/> Mary Benson <input type="checkbox"/>	County of San Diego Behavioral Health Services	1:00pm	2:03pm
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00pm	2:03pm
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00pm	2:03pm
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:00pm	2:03pm

CLERK OF ASAC:

Vassilena Lerinska

PARATRANSIT AND MINIBUS MANAGER:

J. Washburn