



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

## Agenda

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 10, 2020  
1:00 p.m. – 2:30 p.m.

*\*Meeting will be held via webinar\**

To request an agenda in an alternative format or to request accommodations to facilitate meeting participation, please call the Clerk of ASAC at least two working days prior to the meeting. Meeting webinar/teleconference instructions can be accessed at the following link:  
<https://www.sdmts.com/about-mts-meetings-and-agendas/other-committee>

#### ACTION RECOMMENDED

1. Roll Call
2. [Approval of Minutes – September 17, 2020](#) Approve
3. [Public Comments](#) - Limited to three (3) speakers with three minutes per speaker.  
If you have a report to present, please give your copies to the Clerk of ASAC.
4. [MTS Access Software Enhancement Demo \(Jay Washburn\)](#) Informational
5. [Virtual In-Person Eligibility Assessments Update \(Heriberto Gaytan\)](#) Informational
6. [MTS Access Medi-Cal Trip Reimbursement \(Jay Washburn\)](#) Informational
7. [Adoption of the 2021 Metropolitan Transit System \(MTS\) Accessible Services Advisory Committee Meeting Schedule](#) Adopt  
Action would adopt the 2021 ASAC meeting schedule.
8. [ADA Paratransit Reports](#) Informational

Please SILENCE electronics  
during the meeting

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San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego. MTS is also the For-Hire Vehicle administrator for nine cities.

- |     |   |               |
|-----|---|---------------|
| 9.  | <a href="#"><u>Fixed-Route Reports</u></a>                          | Informational |
| 10. | <u>Committee Member Communications/Comments</u>                     | Informational |
| 11. | <u>Next Meeting Date:</u> <b><u>March 11, 2021 at 1:00 p.m.</u></b> |               |
| 12. | <u>Adjournment</u>  |               |

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

**MINUTES**

September 17, 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 1:02 p.m. A roll call sheet listing the committee members in attendance is attached.

2. Approval of the June 18, 2020 Meeting Minutes

Chair Sotelo-Solis entertained a motion to approve the June 18, 2020 meeting minutes. Mr. Bill Lewis moved to approve the minutes. Mr. Tom Doogan seconded the motion, and the vote was 14 to 0 in favor with Mr. Prem and Ms. Ornelas not present at time of vote.

3. Public Comment

*Kacie Rodvill* – Ms. Rodvill, Peer Liaison at RI International, read a comment on behalf of a frequent user of transit. She noted that it is easy to get lost at the 12<sup>th</sup> and Imperial Transit Center due to the noise and that there should be a better way to recognize when a train is approaching the platform. Secondly, she said that sometimes the buses and trolleys are full so it's difficult to maintain a six-foot distance between passengers. Lastly, she noted that although the Coaster doesn't run on the weekends, she is still able to ride on the Pacific Surfliner which allows her to travel to downtown San Diego when needed.

4. MTS Access Virtual In-Person Assessments (Callie Anderson)

Ms. Callie Anderson, Project Manager at MTM, provided an overview on the temporary revisions to the ADA certification process for determining eligibility to the MTS Access service. Ms. Anderson explained that assessments would be conducted face-to-face over a virtual platform. She went over the benefits of conducting Virtual In-Person Assessments (VIP) and explained the process each applicant would have to go through. She noted that applicants have the choice of either using their own internet capable device or an MTS provided device for the VIP. Lastly, she provided details on the process to get the program up and running and noted that the program was beta tested prior to going live.

Mr. Jay Washburn thanked ASAC members that participated in the beta testing of the program. Chair Sotelo-Solis thanked the members and noted that it's great MTS can provide this type of technology as the process becomes virtual.

Action Taken

No action taken. Informational item only.

5. MTS Access Software Enhancements (Jay Washburn)

Mr. Washburn provided an update on the MTS Access software enhancements. He noted that MTS is moving forward with the banking arrangements for the cashless fare system and is hoping to start beta testing in a few months. He then explained that the Web based module which will allow MTS Access clients to book and cancel trips online and check the status of a trip will be ready to pilot in the next thirty days. He noted that volunteers from ASAC who are active MTS Access users would be needed to test the program. Mr. Washburn explained the benefits of the Web based program and noted that there would be a virtual demonstration at the next ASAC meeting.

Chair Sotelo-Solis noted that it is great there will be a pilot program in the next thirty days and looks forward to the demonstration at the next ASAC meeting.

Action Taken

No action taken. Informational item only

6. COVID-19 Response and Update (Jay Washburn)

Mr. Washburn provided an update on the COVID-19 procedures put in place for MTS Access. He noted that First Transit has done a great job adhering to the procedures and requirements put in place for staff and clients. He noted that it has been several months since First Transit has had any positive cases and that staff will continue to be diligent in their efforts to keep everyone safe.

Chair Sotelo-Solis thanked staff and noted that it is important to continue to be diligent in efforts to keep clients and staff safe. Chair Sotelo-Solis mentioned that National City will be providing free flu vaccines for those who do not have a medical home, are under insured or uninsured. She noted that it is important to keep this message going through the community, MTS and National City as flu season is approaching.

Action Taken

No action taken. Informational item only

7. ADA Paratransit Reports

Mr. Washburn provided a brief overview on the report and noted that ridership is slowly starting to pick up. He mentioned that once the adult day care centers open, ridership will pick-up at a faster pace.

Ms. Debbie Marshall asked if client subscriptions will be reinstated once the centers open back up. Mr. Washburn said that subscriptions will be reinstated with verification from the client.

Action Taken

No action taken. Informational item only.

8. Fixed-Route Reports

Fixed route monthly reports attached.

Action Taken

No action taken. Informational item only.

9. Committee Member Communications/Comments

Mr. Washburn noted that notifications were previously sent out to passengers regarding a potential labor dispute between First Transit and union members. He explained that both parties have reached a tentative agreement which prohibits a labor dispute until after members have voted on the contract. Mr. Washburn noted that the vote should occur in the next couple of weeks.

Mr. Washburn noted that a hold message has been placed on the Access reservation line reminding clients to get their flu shots and to contact the CDC if they need assistance in finding a location that provides flu shots. Additionally, an email blast will be sent to all Access registered clients with the same message. Chair Sotelo-Solis thanked staff and reiterated the importance of those messages to the community.

Mr. Jorge Rivas commented that he has a visual impairment and had trouble navigating the GoToWebinar platform used for this meeting. He asked Ms. Anderson if the tablet that MTS provides to VIP clients is accessible to those with visual and cognitive impairments. Mr. Washburn explained that all services typically available for an in-person assessment would also be available for the VIPs such as ASL and language interpreters. He noted that the MTS provided tablet will be connected to the meeting prior to it being handed to the client for an easier transition. Additionally, he noted that MTS and MTM are exploring the accessible functions on the WebEx platform which is being utilized for the VIPs. Ms. Anderson noted that WebEx has many accessible features. She noted that she also received valuable input during the pilot program in regards to accessibility. Additionally, she explained that staff is researching the accessibility features on the MTS provided tablets. Chair Sotelo-Solis asked if staff has done an assessment on the protocols for the GoToWebinar platform and if there has been any feedback. Mr. Washburn commented that he is not aware of any assessments being conducted but that he would work the IT department to research the platforms accessible features.

Ms. Marshal thanked staff for sending out reminders to clients to get their flu shots. She noted that pre-COVID, MTS was being reimbursed by Kaiser for providing Medi-Cal trips to day programs. She noted that the regional center provides the fare to the clients for those trips and wanted to ensure MTS wasn't receiving reimbursement from two different entities for the same service. Chair Sotelo-Solis asked if this could be an agenda item for the next ASAC meeting. Mr. Washburn noted that staff would provide a presentation at the next ASAC meeting.

10. Adjourn

Chair Sotelo-Solis adjourned the meeting at 1:45pm.

/S/ Alejandra Sotelo-Solis  
Chairperson  
San Diego Metropolitan Transit System

Filed by:

/S/ Vassilena Lerinska  
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): 9/17/2020

CALL TO ORDER (TIME): 1:02pm

ADJOURN (TIME): 1:45pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Alejandra Sotelo-Solis <input checked="" type="checkbox"/> <input type="checkbox"/>	ASAC Chair	1:02pm	1:45pm
Nancy Vera <input checked="" type="checkbox"/> Amy Kalivas <input type="checkbox"/>	Access to Independence	1:02pm	1:45pm
Arun Prem <input type="checkbox"/> Jonathan Albarran <input type="checkbox"/>	FACT (CTSA)		
Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/>	State Council on Developmental Disabilities	1:02pm	1:45pm
Bill Lewis <input checked="" type="checkbox"/> Juan Lopez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:02pm	1:45pm
Callie Anderson <input checked="" type="checkbox"/> Heriberto Gaytan <input type="checkbox"/>	MTM, Inc	1:02pm	1:45pm
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center	1:02pm	1:45pm
Marissa Lucero <input checked="" type="checkbox"/> Elsa Caballero <input type="checkbox"/>	San Diego Center for the Blind	1:02pm	1:45pm
Bill Hipp <input checked="" type="checkbox"/> Kevin Marques <input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:02pm	1:45pm
Lisa Madsen <input checked="" type="checkbox"/> Zachary Rivera <input type="checkbox"/>	SANDAG	1:02pm	1:45pm
Vacant <input type="checkbox"/> <input type="checkbox"/>	County of San Diego AIS		
Vacant <input type="checkbox"/> <input type="checkbox"/>	Caltrans		
Sharlene Ornelas <input type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer		
Jorge Rivas <input checked="" type="checkbox"/> <input type="checkbox"/>	Fixed Route Consumer	1:02pm	1:45pm
Tom Doogan <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Trolley	1:02pm	1:45pm
Belinda Kelly <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Bus	1:02pm	1:45pm
Allie Rice <input checked="" type="checkbox"/> <input type="checkbox"/>	Deaf Community Services	1:02pm	1:45pm
Betsy Knight <input checked="" type="checkbox"/> Mary Benson <input type="checkbox"/>	County of San Diego Behavioral Health Services	1:02pm	1:45pm
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:02pm	1:45pm
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:02pm	1:45pm
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:02pm	1:45pm

CLERK OF ASAC:

Vassilena Lemiska

PARATRANSIT AND MINIBUS MANAGER:

J Washburn

## Vassilena Lerinska

---

**From:** Kacie Rodvill <Kacie.Rodvill@riinternational.com>  
**Sent:** Wednesday, December 9, 2020 9:56 AM  
**To:** Vassilena Lerinska  
**Cc:** Robert Labelle  
**Subject:** Public comments at the ASAC meeting tomorrow

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Hello Vassilena this is Kacie Rodvill from RI International and I have a public comment from a frequent user of MTS transportation I would like to present tomorrow at the Accessible Services Advisory Committee. It would be about a minute maybe a little more.

Sincerely,  
Kacie Rodvill

Kacie Rodvill  
Peer Liaison  
RICA San Diego  
3838 Camino del Rio North, Suite 380  
San Diego CA 92108  
(858) 274-4650



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## Agenda Item No. 4

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 10, 2020

#### SUBJECT:

MTS ACCESS SOFTWARE ENHANCEMENT DEMO (JAY WASHBURN)

#### INFORMATIONAL ONLY

##### Budget Impact

None.

#### DISCUSSION:

Staff to provide a demonstration on the Trapeze PASS-WEB module functions. The PASS-WEB module will allow clients to book and cancel trips on MTS Access, check the status of a scheduled trip and review profile information.

/s/ Jay Washburn  
Jay Washburn  
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648, [jay.washburn@sdmts.com](mailto:jay.washburn@sdmts.com)





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## Agenda Item No. 5

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 10, 2020

#### SUBJECT:

VIRTUAL IN-PERSON ELIGIBILITY ASSESSMENTS UPDATE (HERIBERTO GAYTAN)

#### INFORMATIONAL ONLY

##### Budget Impact

None.

#### DISCUSSION:

Staff to provide an overview and update on the temporary revisions to its ADA certification process for determining eligibility to MTS Access service. In response to COVID-19, MTS has updated its eligibility certification process to include virtual in-person assessments. This new process will allow MTS Access to continue to provide the highest level of service to individuals eligible for ADA paratransit. All other aspects of the program will remain the same.

/s/ Jay Washburn  
Jay Washburn  
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648, [jay.washburn@sdmts.com](mailto:jay.washburn@sdmts.com)



# Virtual In-Person (VIP) Eligibility Assessments Update

Accessible Services Advisory Committee 12/10/2020



# What is a Virtual In-Person?

- An Access eligibility assessment completed “face-to-face” over a virtual platform
- Includes audio and video
- Temporarily replaces in-person assessments



# How does a Virtual In-Person work?

1. Applicant completes application
  - Part A
  - Part B
2. Applicant calls Access Eligibility to schedule virtual in-person assessment
3. Virtual in-person assessment takes place
4. Eligibility determination letter sent within 21 days of all information received



# Technology Options

## Own Device

- Applicant may use their own internet-capable device to connect to the meeting
- Must have camera feature
- Must have email address

## MTS Tablet

- Tablet is dropped off at the applicant's residence at the time of the assessment
- Tablet sanitized and physical distancing practiced
- Tablet is already connected to the meeting during hand-off



# Virtual In-Person Assessments

- Tested with Beta users in September 2020
  - Positive feedback



# Virtual In-Person Assessments

- Virtual In-Person Assessments began October 1, 2020 with newly certifying applicants
- Successfully completed 60+ VIP assessments
  - 30+ with client owned technology
  - 30+ with MTS technology



# Survey

- After each VIP assessment we ask applicants to provide their honest feedback about the temporary process.

# Feedback

- Liked
  - Being able to see someone
  - Not having to travel during current pandemic
  - “Since you can’t meet in person this is the next best thing.”
- Changes
  - Applicants satisfied with VIP process
  - Working to improve audio issues

# Feedback

- Overall experience
  - Positive
  - Thorough assessments
  - Easy
- Receiving tablets
  - Simple
  - Convenient
  - Polite staff

# Benefits of Virtual In-Person

- Thorough application process while maintaining highest regard for applicant safety
- Allows eligibility certifications to the full three years



Questions?



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## Agenda Item No. 6

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 10, 2020

#### SUBJECT:

MTS ACCESS MEDI-CAL TRIP REIMBURSEMENT (JAY WASHBURN)

#### INFORMATIONAL ONLY

##### Budget Impact

None.

#### DISCUSSION:

Staff to provide an overview of the reimbursement MTS receives from the Managed Care Provider, Kaiser, for providing Medi-Cal related trips to MTS Access clients.

/s/ Jay Washburn  
Jay Washburn  
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648, [jay.washburn@sdmts.com](mailto:jay.washburn@sdmts.com)





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## Agenda Item No. 7

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 10, 2020

#### SUBJECT:

ADOPTION OF THE 2021 SAN DIEGO METROPOLITAN TRANSIT SYSTEM (MTS)  
ACCESSIBLE SERVICES ADVISORY COMMITTEE MEETING SCHEDULE

#### RECOMMENDATION:

That the Accessible Services Advisory Committee adopt the 2021 ASAC meeting schedule (Attachment A).

#### Budget Impact

None.

#### DISCUSSION:

The MTS Accessible Services Advisory Committee annually adopts its meeting schedule for the next calendar year. The meeting schedule reflects ASAC meetings throughout the 2021 calendar year (Attachment A). Meetings are scheduled to primarily occur on the first or second Thursday of March, June, September, and December.

/s/ Jay Washburn  
Jay Washburn  
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648 [jay.washburn@sdmts.com](mailto:jay.washburn@sdmts.com)

Attachment: A. 2021 MTS Accessible Services Advisory Committee Meeting Schedule





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## Quarterly

### MTS Accessible Services Advisory Committee (ASAC) 2021 Meeting Schedule

**All meetings will be held at MTS in the Board Room, 10<sup>th</sup>  
Floor, 1255 Imperial Ave., San Diego, CA at 1:00 p.m.**

#### Meeting Date

#### Mail out Date

**March 11, 2021**

**March 5, 2021**

**June 17, 2021**

**June 11, 2021**

**September 16, 2021**

**September 10, 2021**

**December 16, 2021**

**December 10, 2021**





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## Agenda Item No. 8

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 10, 2020

#### SUBJECT:

ADA PARATRANSIT REPORTS

#### INFORMATIONAL ONLY

##### Budget Impact

None with this action.

#### DISCUSSION:

Attached monthly reports cover the period from August 1, 2020 through October 31, 2020. The MTS Access report provides a monthly overview of service performance. The MTM report provides a monthly ADA certification summary for MTS Access Paratransit.

/s/ Jay Washburn  
Jay Washburn  
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648, [jay.washburn@sdmts.com](mailto:jay.washburn@sdmts.com)

Attachment: A. MTS Access Report and MTM Report

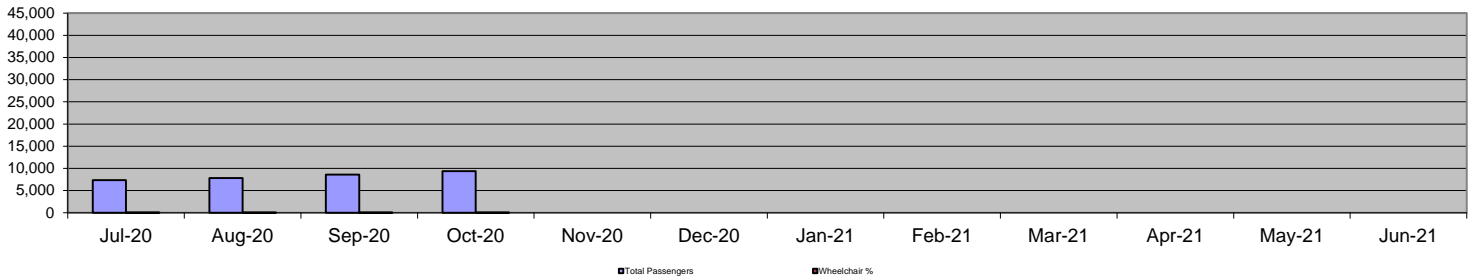




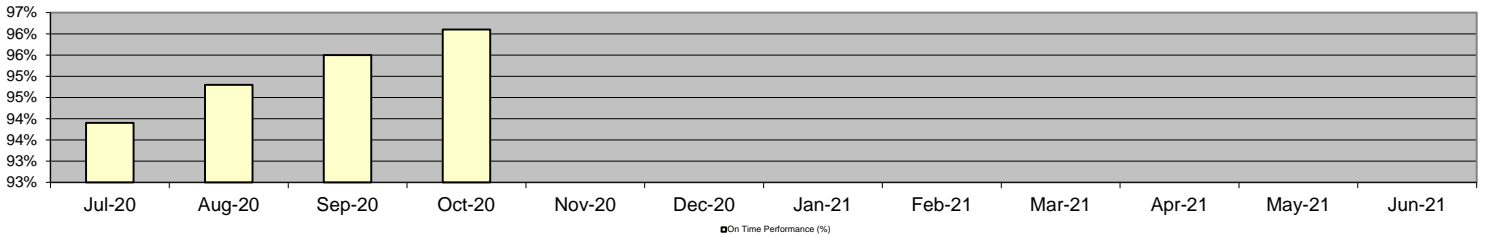
# MTS Access ASAC Report FY 21

	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
Total Passengers	7,363	7,837	8,581	9,365									33,146
Wheelchair %	29%	29%	32%	35%									31%
On Time Performance (%)	94%	95%	96%	96%									95%
Valid Complaints	7	6	5	6									24
Compliments	1	-	3	3									7

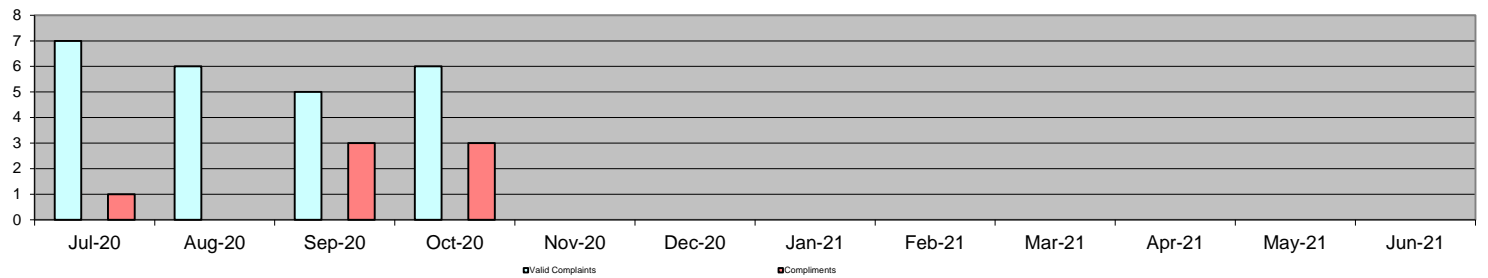
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

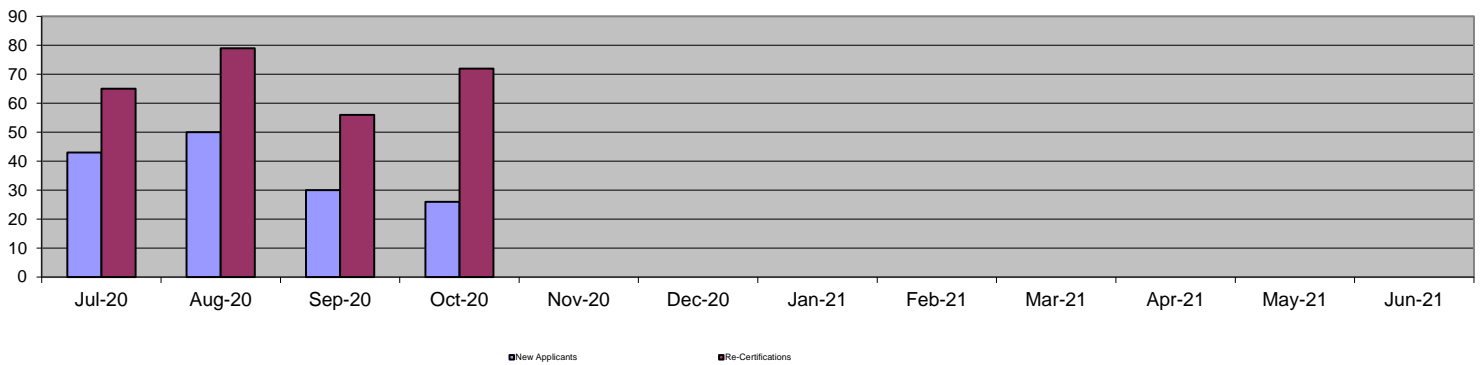




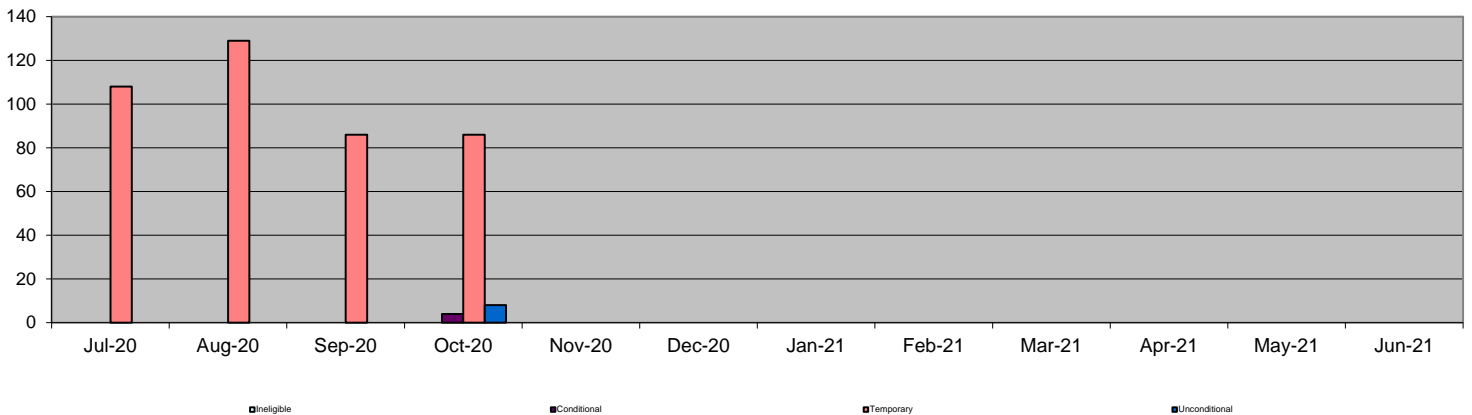
# MTM Certification Summary Report FY 21

	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
New Applicants	43	50	30	26									149
Re-Certifications	65	79	56	72									272
Total	108	129	86	98									421
Ineligible	-	-	-	-									-
Conditional	-	-	-	4									4
Temporary	108	129	86	86									409
Unconditional	-			8									8
Total	108	129	86	98									421

New Applicants and Re-Certifications



Eligibility





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## Agenda Item No. 9

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 10, 20120

#### SUBJECT:

FIXED-ROUTE REPORTS

#### INFORMATIONAL ONLY

##### Budget Impact

None with this action.

#### DISCUSSION:

Attached monthly reports cover the period from August 1, 2020 through October 31, 2020. The MTS Bus, MTS Contract Services, and San Diego Trolley reports provide a monthly summary of service performance.

/s/ Jay Washburn  
Jay Washburn  
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648, [jay.washburn@sdmts.com](mailto:jay.washburn@sdmts.com)

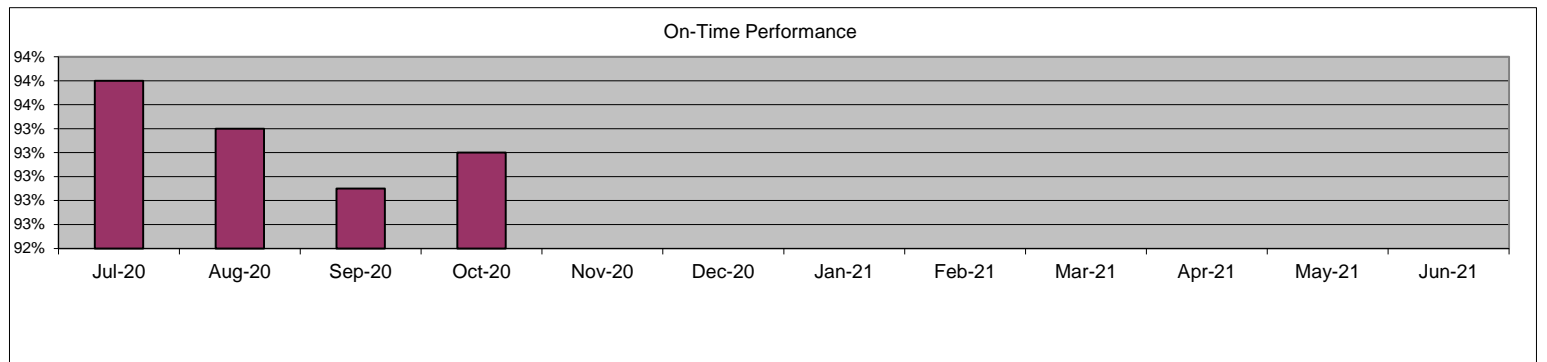
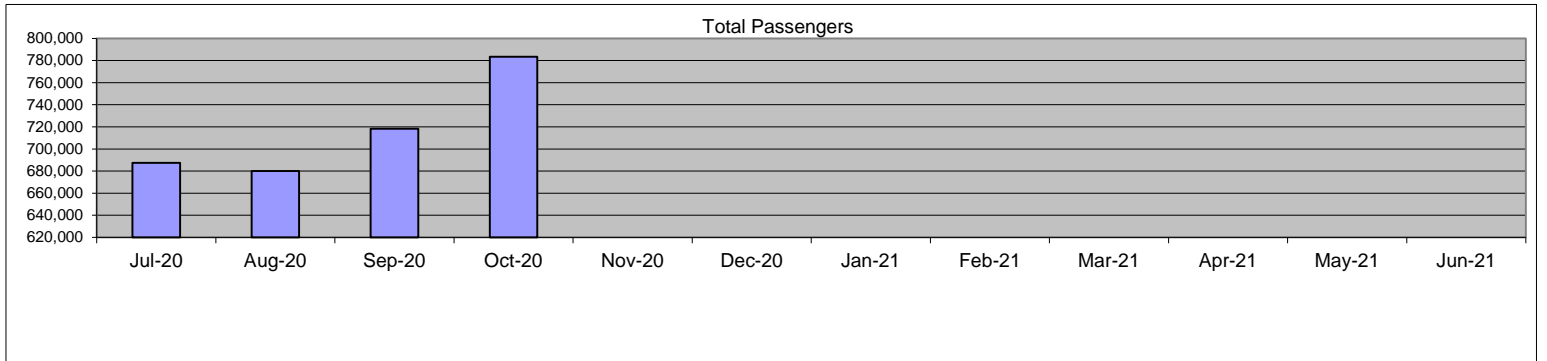
Attachment: A. MTS Bus Report, MTS Contract Services Report, and San Diego Trolley Report





## MTS Bus Report FY 21

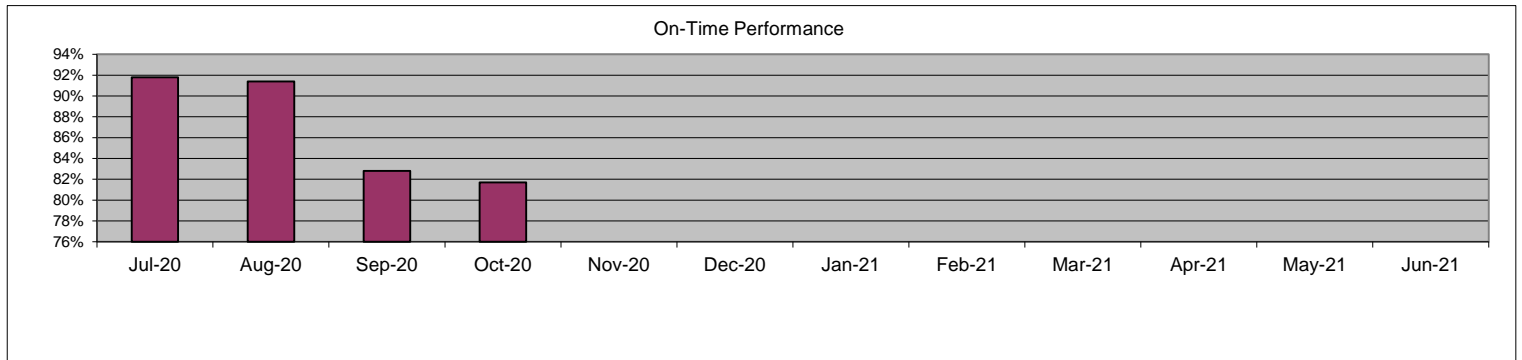
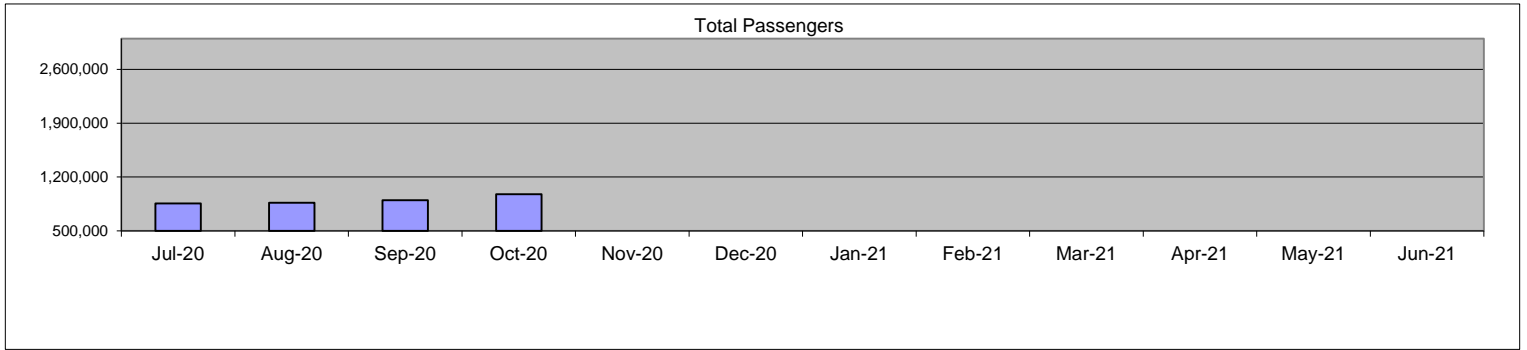
	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
Total Passengers	687,488	679,945	718,417	783,358									2,869,208
On-Time Performance	94%	93%	93%	93%									93%





## MTS Contract Services Report FY 21

	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
Total Passengers	856,814	865,211	899,393	976,763									3,598,181
On-Time Performance	92%	91%	83%	82%									87%





# San Diego Trolley Report FY 21

Total - All Lines	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
Total Passengers	1,582,723	1,577,003	1,591,674	1,795,591									6,546,991
On-Time Performance	99%	98%	98%	97%									98%

