



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)

June 18, 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 – December 12, 2019 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. Elevate SD 2020 Update (Jay Washburn) Informational
5. COVID-19 Response and Update (Jay Washburn) Informational
6. MTS Access Grant and Taxi Administration Grant Updates (Jay Washburn) Informational
7. ADA Paratransit Reports Informational
8. Fixed-Route Reports Informational

Please SILENCE electronics
during the meeting

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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 is the taxicab administrator for seven cities.

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.



9. Committee Member Communications/Comments

Informational

10. Next Meeting Date: **September 17, 2020 at 1:00 p.m.**

11. Adjournment

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

DRAFT MINUTES

December 12, 2019

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased]

1. Call to Order and Roll Call
Vice Chair Washburn 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 12, 2019 Meeting Minutes
Mr. Washburn entertained a motion to approve the September 12, 2019 meeting minutes. Mr. Bill Lewis moved to approve the minutes. Mr. Tom Doogan seconded the motion, and the vote was 10 to 0 in favor with Ms. Vera, Mr. Prem, Ms. Marshall, Mr. Ferguson, Ms. Rice not present at time of vote.
3. Public Comment
No public comment
4. Elevate SD 2020 (Stacie Bishop)
Ms. Stacie Bishop, Marketing Specialist, provided results from the Vision Builder tool that was rolled out to members of the public. Additionally, Ms. Bishop provided an update on the outreach activities in regards to ElevateSD 2020.

First, Ms. Bishop went over the total responses and the responses by zip code. She noted that 92% of response were from within the MTS service territory. Next, she went over the top results by project and noted that the most popular projects were improvements to the current system. She then went over the results from the MTS Transit Center Outreach Events; results from the Community Advisory Committee; results from the Education Working Group; results from the Port Tenants Association; and results from the Labor Working Groups. Finally, Ms. Bishop discussed the key takeaways and the next steps in the public engagement process.

COMMITTEE COMMENTS

Ms. Leslie asked when MTS plans on taking this item to the board to decided whether or not we will go forward with ballot measure. Ms. Bishop responded by saying that marketing will compile a final list of projects to be presented to the board which will then decide if MTS will move forward with the ballot measure.

Mr. Washburn asked if there is a signature collection process to get the measure on the ballot. Ms. Bishop responded by saying that MTS was given authority to put the measure on the ballot by an assembly bill but wasn't sure about a signature collection process.

Mr. Rivas asked how much of the sales tax would go to increasing security. Ms. Bishop responded by saying that based on today's proposal, security would see a 50 percent increase in the budget.

Action Taken

No action taken. Informational item only.

5. 2020 ASAC Meeting Schedule (Jay Washburn)

Mr. Washburn provided the dates for the 2020 ASAC Meetings. Ms. Ornelas noted she would not be able to attend the June meeting.

Action Taken

Mr. Washburn entertained a motion to adopt the 2020 ASAC Meeting Schedule. Ms. Ornelas moved to adopt the 2020 ASAC Meeting Schedules. Mr. Lewis seconded the motion, and the vote was 10 to 0 in favor with Ms. Vera, Mr. Prem, Ms. Marshall, Mr. Ferguson, Ms. Rice not present at time of vote.

6. ADA Paratransit Reports

MTS Access and MTM monthly reports attached.

Action Taken

No action taken. Informational item only.

7. Fixed-Route Reports

Fixed route monthly reports attached.

Action Taken

No action taken. Informational item only.

8. Committee Member Communications/Comments

Ms. Ornelas asked why the front signage on the trolley cars no longer have the icons listed for each line. She also said that on stations with multiple lines, operators are not making announcements of which trolley is approaching. She also noted that visually impaired passengers have a hard time distinguishing if a trolley is coming towards them when the cars have been wrapped. Ms. Ornelas stated that bus drivers are not pulling close enough to the curb when pulling into stops. She also said that some drivers at City College are not stopping at the designated spaces.

Mr. Rivas noted he is happy that part of the tax measure would be going towards funding extra security. He stated there needs to be more security present at trolley stations.

Ms. Ornelas noted she would like security to be stepped up between 2:30pm and 4:30pm at the City College Station due to the number of students getting out of class at that time. She noted students are stepping on passengers walking canes.

Ms. Lucero asked if drivers are required to make manual announcements if the automatic announcements are not working. Ms. Washburn responded by saying that

yes, drivers are required to make manual announcements. Mr. Doogan noted the same was true for trolley operators, however, they may not always be aware the announcements don't work in other cars so passengers would need to notify them.

Ms. Anderson asked how passengers should let trolley operators know that the announcements are not working in a particular car. Mr. Doogan noted that in each car there is an intercom which can be used to communicate with the operator; passengers can also go to front of the car by the window and let the operator know; and passengers are also able to text the See Something, Say Something numbers which will go straight to operations.

Ms. Ornelas stated that sometimes when the announcements don't work on the bus, she mentions it to the drivers and they start working again.

19. Adjourn
Mr. Washburn adjourned the meeting at 1:29pm.

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): 12/12/2019

CALL TO ORDER (TIME): 1:03PM

ADJOURN (TIME): 1:29PM

COMMITTEE MEMBER	(Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Vacant	<input type="checkbox"/>	ASAC Chair		
Nancy Vera	<input type="checkbox"/> Amy Kalivas <input type="checkbox"/>	Access to Independence		
Arun Prem	<input type="checkbox"/> Jonathan Albarran <input type="checkbox"/>	FACT (CTSA)		
Debbie Marshall	<input type="checkbox"/>	State Council on Developmental Disabilities		
Bill Lewis	<input checked="" type="checkbox"/> Juan Lopez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:03PM	1:29PM
Callie Anderson	<input checked="" type="checkbox"/> Heriberto Gaytan <input type="checkbox"/>	MTM, Inc	1:03PM	1:29PM
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	1:03PM	1:29PM
DeRees Clark	<input checked="" type="checkbox"/> Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:03PM	1:29PM
Jack Christensen	<input type="checkbox"/> Zachary Rivera <input checked="" type="checkbox"/>	SANDAG	1:03PM	1:29PM
Vacant	<input type="checkbox"/>	County of San Diego AIS		
Vacant	<input type="checkbox"/>	Caltrans		
Sharlene Ornelas	<input checked="" type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer	1:03PM	1:29PM
Jorge Rivas	<input checked="" type="checkbox"/>	Fixed Route Consumer	1:03PM	1:29PM
Tom Doogan	<input checked="" type="checkbox"/>	MTS Trolley	1:03PM	1:29PM
Belinda Kelly	<input checked="" type="checkbox"/>	MTS Bus	1:03PM	1:29PM
Allie Rice	<input type="checkbox"/>	Deaf Community Services		
Betsy Knight	<input checked="" type="checkbox"/> Mary Benson <input type="checkbox"/>	Count of San Diego Behavioral Health Services	1:03PM	1:29PM
Vassy Lerinska	<input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:03PM	1:29PM
Jay Washburn	<input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:03PM	1:29PM
Samantha Leslie	<input checked="" type="checkbox"/> non-voting	MTS Legal	1:03PM	1:29PM

CLERK OF ASAC: Vassy Lerinska PARATRANSIT AND MINIBUS MANAGER: [Signature]



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Agenda Item No. 4

MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

June 18, 2020

SUBJECT:

ELEVATE SD 2020 UPDATE (JAY WASHBURN)

INFORMATIONAL ONLY:

Budget Impact

None.

DISCUSSION:

On April 14, 2020, MTS Board of Directors formally decided not to pursue a ballot measure in 2020. Staff will provide an update on next steps and how MTS plans to continue its outreach efforts.

/s/ Jay Washburn

Jay Washburn
Manager of Paratransit and Minibus

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





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Agenda Item No. 5

MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

June 18, 2020

SUBJECT:

COVID-19 RESPONSE AND UPDATE (JAY WASHBURN)

INFORMATIONAL ONLY:

Budget Impact

None.

DISCUSSION:

MTS to provide update and overview of COVID-19 precautions taken by MTS and Contractors.

/s/ Jay Washburn

Jay Washburn
Manager of Paratransit and Minibus

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



COVID-19 Response and Update

Accessible Services Advisory Committee

June 18 2020



MTS Access Drivers and Vehicles

- **Staff**

- Daily temperature checks before shift start
- Drivers wearing masks and gloves
- Face shields available when strapping down wheelchair
- Quarantine procedures in place

- **Vehicles**

- Only single rides (plus companion or PCA)
- First row of seating closed
- Vehicles cleaned every night
- Equipped with wipes and hand sanitizers



MTS Access Clients

- Cash not accepted, only prepaid ticket
- Required to wear a mask when medically possible
- Mass notifications to clients and centers
- Frequent reminders to clients to stay home if experiencing symptoms
- Frequent reminders to clients to use best judgement when planning non-essential travel
- All ADA/FTA regulations still in place and adhered to



MTS Access Eligibility

- Suspension of in-person assessments
- Eligibility appeals suspended
- Issuing 90 day temporary certifications to new and recertifying clients with completed applications
- Additional extension time if needed due to COVID
- Looking at use of video for virtual assessments
- SDM applications processed as normal



Questions?





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Agenda Item No. 6

MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

June 18, 2020

SUBJECT: MTS ACCESS GRANT AND TAXI ADMINISTRATION GRANT UPDATES (JAY WASHBURN)

INFORMATIONAL ONLY:

Budget Impact

None.

DISCUSSION:

- A. Staff to provide update on the federal grant that was awarded to purchase three additional modules for the Trapeze scheduling software to enhance the overall passenger experience.
- B. Staff to provide update on the grant application for developing a mobile application which would connect with the new Pronto app and help schedule a taxicab trip for the first/last mile of a trip.

/s/ Jay Washburn

Jay Washburn
Manager of Paratransit and Minibus

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



MTS Access Software Enhancements

Accessible Services Advisory Committee

June 18, 2020



Interactive Voice Response (IVR)

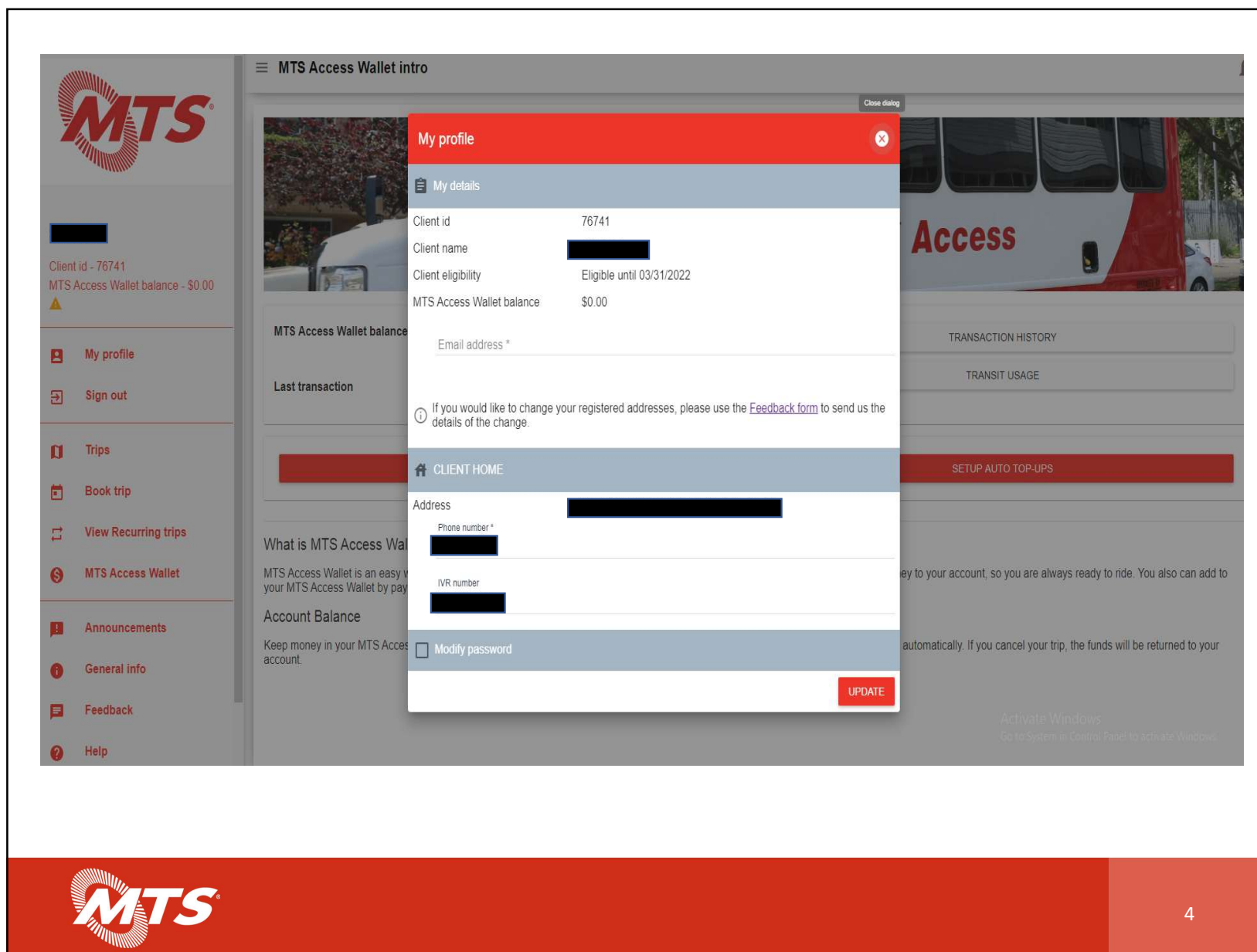
- Automated telephone notification system:
 - Reminder call day before trip
 - No show Alerts (60 minutes)
 - Advance Drop off (15 minutes)
 - Imminent arrival (15 minutes)
 - Unscheduled trip fulfilled alert
- *“Good Morning/Afternoon/Evening. This is an automated message from MTS Access Paratransit, regarding your ride...”*
- *“To confirm that you have received and understood this message, press 1.”*



MTS Access WEB

- View and print trips details
- Monitor vehicle location and ETAs
- View client profile and information
- Confirm and cancel trip bookings and subscriptions
- Web based trip scheduling tool and schedule review





Trip details

development purposes only

For development purposes only

For development purposes only

For development purposes only

For development purposes only

For d

development purposes only

For development purposes only

For development purposes only

For development purposes only

For development purposes only

Live For d

Google

Map data ©2020 INEGI Terms of Use

Trip details

REBOOK

Date	Fri, May 29	Total Fare	\$5.00
Status	S Scheduled	Fare To Collect	\$5.00
		Payment Option	Cash

CLIENT HOME

To PETCO PARK, 100 PARK BLVD , SAN DIEGO, CA, 92101

Booking id: 10096289

Pickup details

Scheduled pickup window: 12:00 PM to 12:30 PM

Dropoff details


Estimated dropoff time: 1:30 PM

ONLY LOADING ZONE CORNER OF 10TH AND K ST.

Activate Window

Go to System in Cor

5



Client id - 76741

MTS Access Wallet balance - \$0.00

⚠

My profile

Sign out

Trips

Book trip

View Recurring trips

MTS Access Wallet

Announcements

General info

Feedback

Help

Trips

< May 2020 >

Sun

Mon

Tue

Wed

Thu

Fri

Sat

26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
					• PETCO PARK, 100 PA... 12:00 PM • CLIENT HOME 4:00 PM	
31	1	2	3	4	5	6

Activate Windows

Go to System in Control Panel to activate Windows


+



MTS Access Wallet

- Cashless fare system
- Print transit usage reports
- Review historical transactions
- Add funds to existing pre-paid faring account





Client id - 76741

MTS Access Wallet balance - \$0.00

My profile

Sign out

Trips

Book trip

View Recurring trips

MTS Access Wallet


Announcements

General info

Feedback

Help

MTS Access Wallet intro



MTS Access Wallet balance

\$0.00

Your account is below the minimum balance of \$20.
Please top up your account.

Last transaction

Fare credit
on 11:15 AM, Wed, May 27

TRANSACTION HISTORY

TRANSIT USAGE

ADD BALANCE TO MTS ACCESS WALLET

SETUP AUTO TOP-UPS

What is MTS Access Wallet?


MTS Access Wallet is an easy way to pay your trip fare online or over the telephone. With MTS Access Wallet you can conveniently add money to your account, so you are always ready to ride. You also can add to your MTS Access Wallet by paying in person at the transit office or by calling the transit office.

Account Balance


Keep money in your MTS Access Wallet, and use it to pay for your trip. When you book your trip, the fare will be deducted from your account automatically. If you cancel your trip, the funds will be returned to your account.

Activate Windows

Go to System in Control Panel to activate Windows.



8



Client id - 76741

MTS Access Wallet balance

⚠

My profile

Sign out

Trips

Book trip

View Recurring

MTS Access Wallet

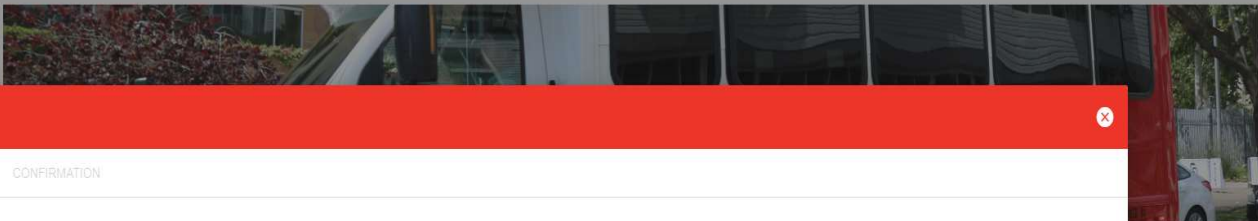
Announcement

General info

Feedback

Help

MTS Access Wallet intro



Add balance

ADD BALANCE

CONFIRMATION

Your current MTS Access Wallet balance is \$0.00.

How much would you like to add to your MTS Access Wallet?

\$ 50.00

Credit Card Number *

VISA

05

2024

CW* 111


CANCEL

CONTINUE

Keep money in your MTS Access Wallet, and use it to pay for your trip. When you book your trip, the fare will be deducted from your account automatically. If you cancel your trip, the funds will be returned to your account.

Activate Windows

Go to System in Control Panel to activate Windows.



Client id - 76741

MTS Access Wallet balance - \$0.00

▲

My profile

Sign out

Trips

Book trip

View Recurring trips

MTS Access Wallet

Announcements

General info

Feedback

Help

Transaction history

MTS Access Wallet Intro

Transaction History

From Date (MM/DD/YYYY)

Tue, Mar 10

To Date (MM/DD/YYYY)

Wed, Jun 10


Transaction type

Transit Usage Report (Passes)

Transaction Date - Time	Trip Date - Time	Pickup Location	Dropoff Location	Transaction Type	Transaction Status	Product Type	Transaction Amount	MTS Access
Wed, May 27 - 11:15 AM	Fri, May 29	PETCO PARK , 100 PARK BLVD , SAN DIEGO , CA , 92101	[REDACTED] , SAN DIEGO , CA , 92129	Fare credit	Pending	MTS Access Wallet	\$0.00	\$0.00
Wed, May 27 - 11:13 AM	Fri, May 29	[REDACTED] , ST , SAN DIEGO , CA , 92129	PETCO PARK , 100 PARK BLVD , SAN DIEGO , CA , 92101	Fare credit	Pending	MTS Access Wallet	\$0.00	\$0.00

Activate Windows

Go to System in Control Panel to activate Windows.



10

Questions



MTS TAXICAB GRANT OPPORTUNITY

Accessible Services Advisory Committee

June 18, 2020



Communities and Mobility Grant

- National Science Foundation Civic Innovation Challenge
- UCSD writing grant application
 - Partners: United Taxi Workers San Diego, City Council Member Chair Ward's Office, MTS, SANDAG, SDSU
- Pilot Goal: Increase Public Transit ridership through partnering with taxicabs
- Pilot Program: For Mid-Coast Trolley Extension, use MTS mobile ticketing app to plan and purchase complete trips using both public transit and taxicabs



Communities and Mobility Grant

- Grant Application Due: July 1, 2020
- Grant Funds: Phase 1 about \$7,000; Phase 2 about \$350,000
- If approved for Phase 1, funds may be used for public outreach measures to understand how the pilot program can ensure accessibility needs are being met.
 - ASAC and TAC Meeting; Virtual Workshops
- If approved for Phase 2, funds may be used to develop mobile application



Questions





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Agenda Item No. 7

MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

June 18, 2020

SUBJECT:

ADA PARATRANSIT REPORTS

INFORMATIONAL ONLY

Budget Impact

None with this action.

DISCUSSION:

Attached monthly reports cover the period from November 1, 2019 through April 30, 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

Attachment: MTS Access Report and MTM Report

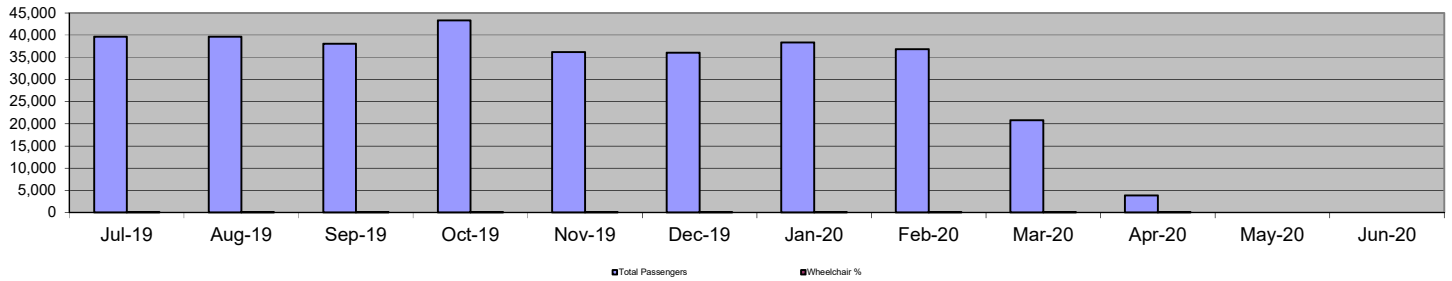




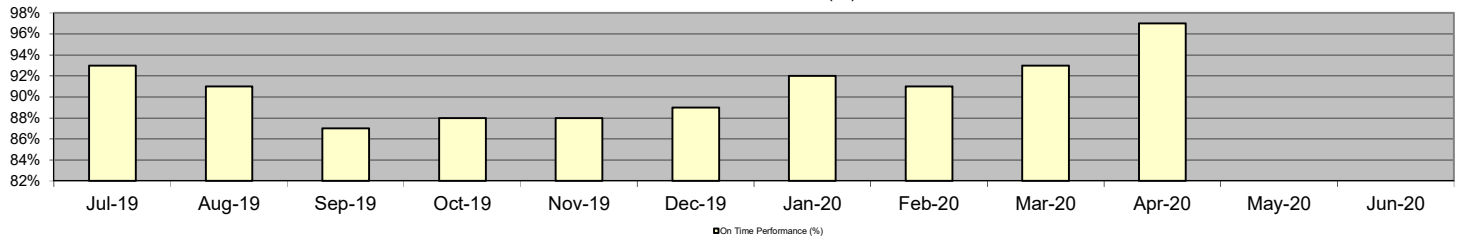
MTS Access ASAC Report FY 20

	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	39,701	39,704	38,047	43,348	36,196	36,091	38,333	36,868	20,791	3,885			332,964
Wheelchair %	26%	26%	25%	26%	26%	26%	26%	27%	26%	27%			26%
On Time Performance (%)	93%	91%	87%	88%	88%	89%	92%	91%	93%	97%			91%
Valid Complaints	29	47	78	85	56	49	53	65	33	3			498
Compliments	8	8	7	10	5	-	10	3	4	1			56

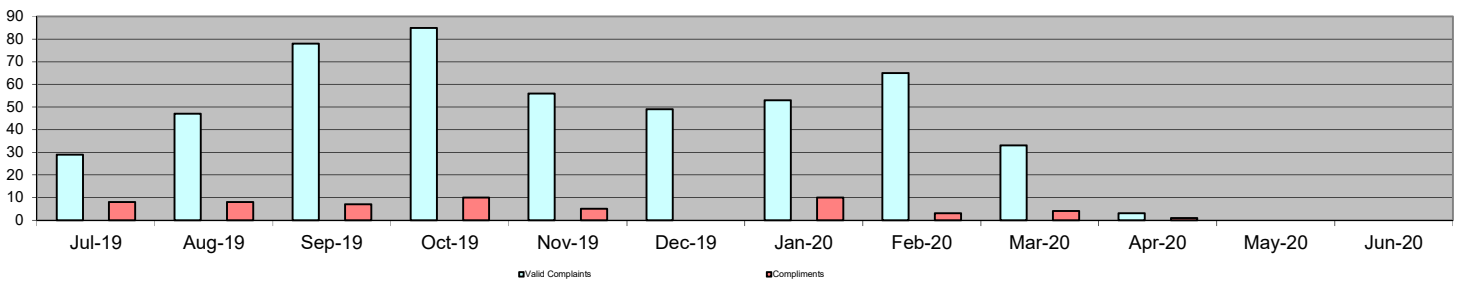
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



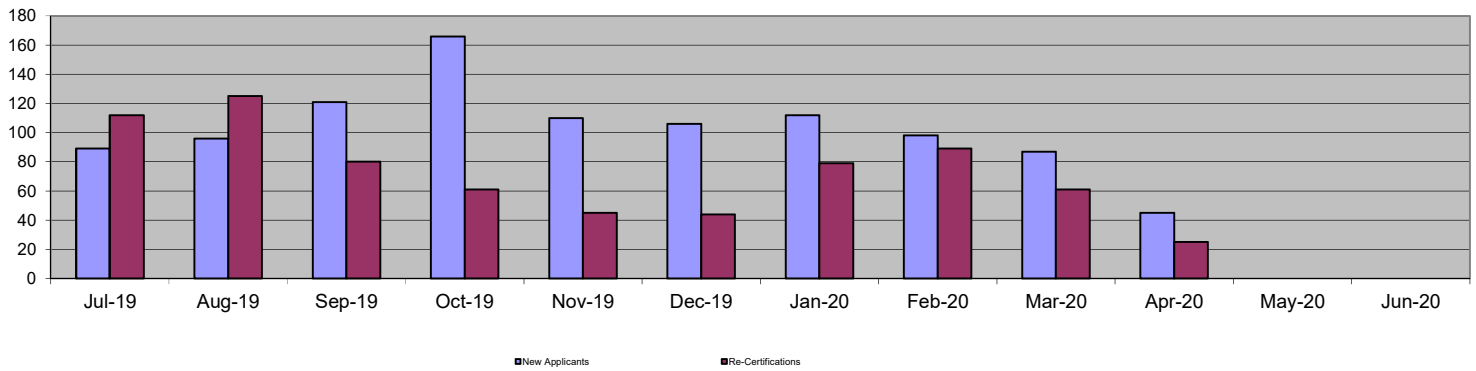


MTM Certification Summary Report FY 20

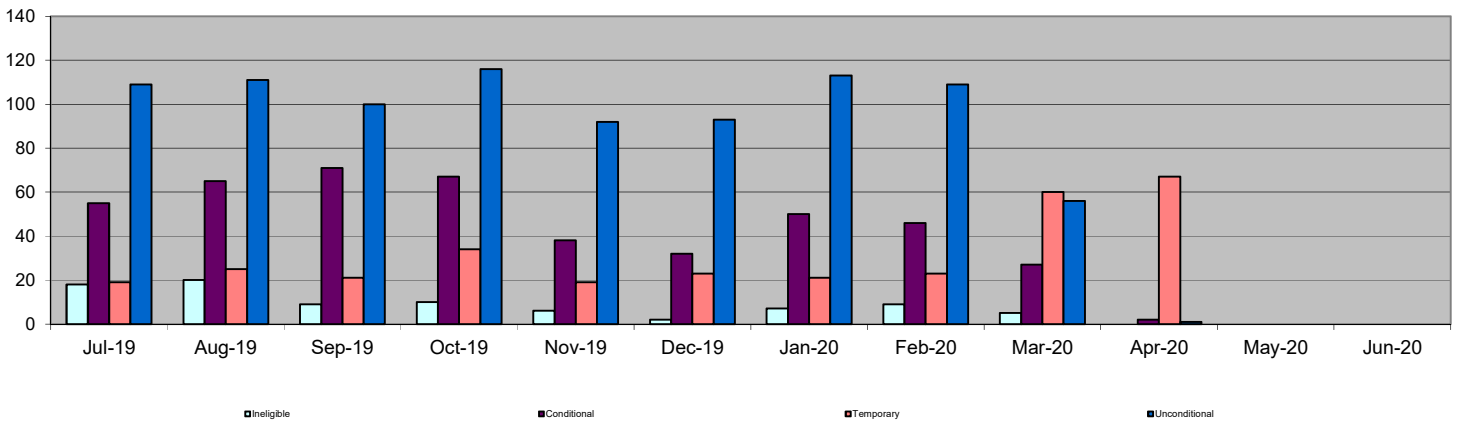
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
New Applicants	89	96	121	166	110	106	112	98	87	45			1,030
Re-Certifications	112	125	80	61	45	44	79	89	61	25			721
Total	201	221	201	227	155	150	191	187	148	70			1,751

Ineligible	18	20	9	10	6	2	7	9	5	-			86
Conditional	55	65	71	67	38	32	50	46	27	2			453
Temporary	19	25	21	34	19	23	21	23	60	67			312
Unconditional	109	111	100	116	92	93	113	109	56	1			900
Total	201	221	201	227	155	150	191	187	148	70			1,751

New Applicants and Re-Certifications



Eligibility





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Agenda Item No. 8

MEETING OF THE ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

June 18, 20120

SUBJECT:

FIXED-ROUTE REPORTS

INFORMATIONAL ONLY

Budget Impact

None with this action.

DISCUSSION:

Attached monthly reports cover the period from November 1, 2019 through April 30, 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

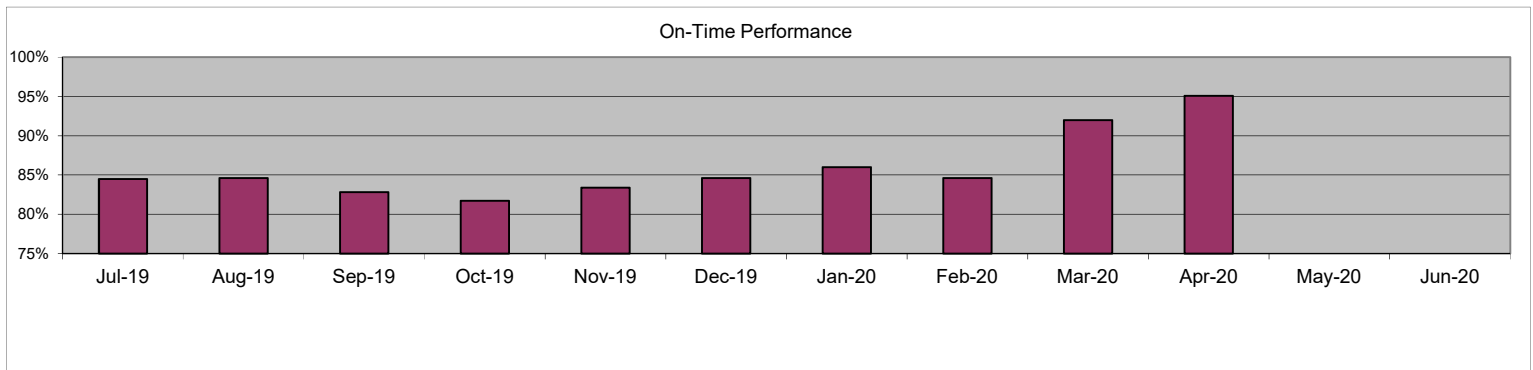
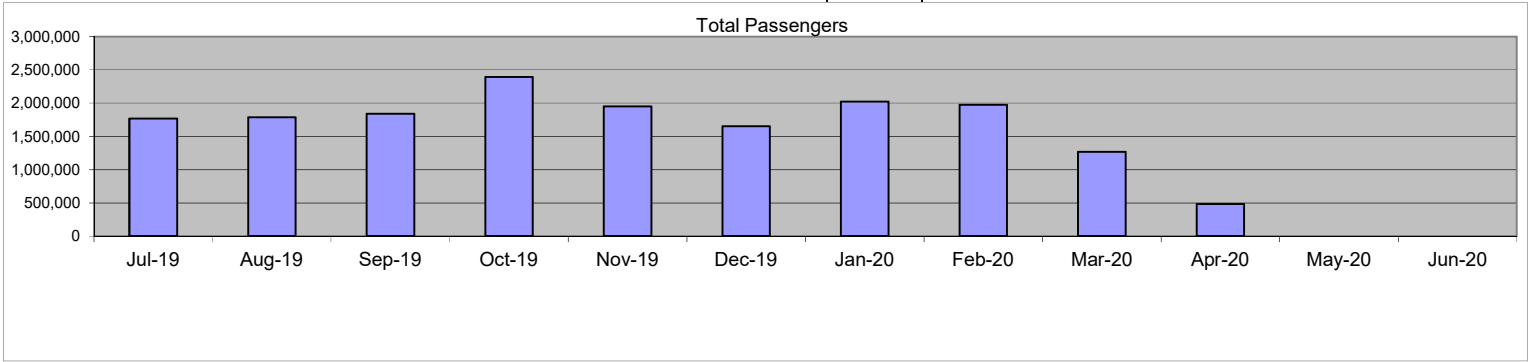
Attachment: MTS Bus Report, MTS Contract Services Report, and San Diego Trolley Report





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	1,770,722	1,787,440	1,842,414	2,395,230	1,950,974	1,655,910	2,025,432	1,975,557	1,269,511	483,520			17,156,710
On-Time Performance	85%	85%	83%	82%	83%	85%	86%	85%	92%	95%			86%

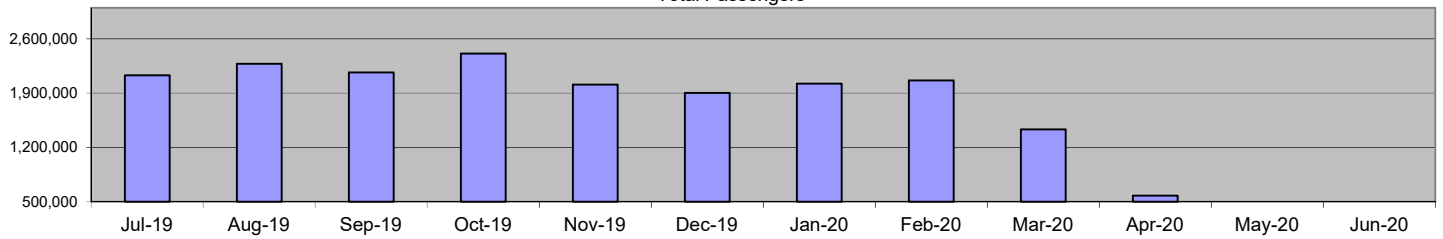




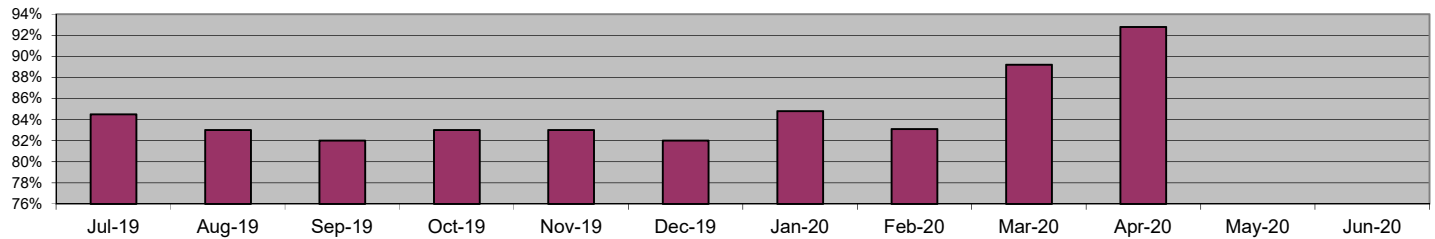
MTS Contract Services Ramp Deployment Report FY 20

	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	2,130,840	2,278,839	2,167,235	2,410,767	2,012,223	1,905,040	2,025,069	2,063,657	1,433,666	581,529			19,008,865
On-Time Performance	85%	83%	82%	83%	83%	82%	85%	83%	89%	93%			85%

Total Passengers



On-Time Performance





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	3,441,671	3,399,654	3,422,789	3,551,944	3,124,394	2,879,543	2,987,128	2,998,834	2,216,407	1,162,230			29,184,594
On-Time Performance	93%	93%	94%	91%	92%	94%	96%	96%	97%	98%			94%

