



1255 Imperial Avenue, Suite 1000
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(619) 231-1466 • FAX (619) 234-3407

Agenda

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

September 17, 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>

	<u>ACTION RECOMMENDED</u>
1. <u>Roll Call</u>	
2. <u>Approval of Minutes – June 18, 2020</u>	Approve
3. <u>Public Comments</u> - 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. <u>MTS Access Virtual In-Person Assessments (Callie Anderson)</u>	Informational
5. <u>MTS Access Software Enhancements (Jay Washburn)</u>	Informational
6. <u>COVID-19 Response and Update (Jay Washburn)</u>	Informational
7. <u>ADA Paratransit Reports</u>	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.



8. [Fixed-Route Reports](#) Informational
9. Committee Member Communications/Comments Informational
10. Next Meeting Date: **December 10, 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

June 18, 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 1:00 p.m. A roll call sheet listing the committee members in attendance is attached.

2. Approval of the December 12, 2019 Meeting Minutes

Chair Sotelo-Solis entertained a motion to approve the December 12, 2019 meeting minutes. Ms. Sharlene Ornelas moved to approve the minutes. Mr. Tom Doogan seconded the motion, and the vote was 11 to 0 in favor with Mr. Ferguson, Ms. Rice, and Mr. Rivas, not present at time of vote and Ms. Nancy Vera abstaining.

Sharon Cooney, Chief Executive Officer, introduced herself and thanked the committee for all they have done. She noted that she looks forward to working with the committee in the future on transit projects.

3. Public Comment

No public comment

4. Elevate SD 2020 (Jay Washburn)

Mr. Jay Washburn, Manager of Paratransit and Minibus, provided an update on the ElevateSD 2020 efforts. He noted that the MTS Board of Directors formally decided not to pursue the ballot measure due to the COVID-19 public health and economic crisis. The Board advised staff instead to focus on responding to the COVID pandemic, helping people get back to work, and providing essential transit services to those who need it the most. Mr. Washburn did note that staff would continue the outreach process and keep the public engaged in the future of transportation. He stated that any updates would be provided to the committee.

Action Taken

No action taken. Informational item only.

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

Mr. Washburn provided a presentation on the COVID-19 procedures put in place for MTS Access. He discussed the procedures and requirements for MTS Access staff; vehicle cleaning standards and procedures; procedures and requirements put in place for clients who use the service; and the procedures and requirements for MTS Access eligibility.

Ms. Sharlene Ornelas commented that it may be difficult for people with visual and cognitive disabilities to participate in virtual assessments for paratransit eligibility and to take that into consideration. Mr. Washburn responded by saying that MTS would take those items into consideration. He noted that applicants would be able to have a caregiver or personal care attendant assist them during the virtual interview similar to an in-person assessment. He explained that MTS is still working through the process. Ms. Ornelas thanked Mr. Washburn and noted that not every applicant will have a caregiver available at the time of the interview. Ms. Callie Anderson thanked Ms. Ornelas for her comments and noted assessments will be accessible to all applicants.

Chair Sotelo-Solis thanked staff for the presentation. She shared that as we continue to increase the County of San Diego's T3 efforts (testing, tracing, treatment), National City has a partnership with San Ysidro Health Center to do free testing Monday through Friday. She noted the County provides testing on Sundays and testing is also available at Samahan and Paradise Valley Hospital. Chair Sotelo-Solis noted everyone has to have an appointment made so that the process goes faster. She stated to call 211 for additional information on other testing sites.

Chair Sotelo-Solis asked how the medical community is addressing telemedicine issues with those that are visually impaired who may not have a caregiver available to aid. Mr. Washburn explained that assistance could be provided by a family member, friend, etc. He noted that that would only be limited to who the applicant would like to assist them.

Action Taken

No action taken. Informational item only

6. MTS Access Software Enhancements (Jay Washburn)

Mr. Washburn provided a presentation on the MTS Access software enhancements. He provided details on the Interactive Voice Response (IVR) module; MTS Access WEB; and the MTS Access Wallet module. He provided examples of the features of each module and asked if there were any comments or questions.

Ms. Marissa Lucero noted that the enhancements sounded great. She asked if the modules would be accessible on phones for those who are visually impaired. Mr. Washburn explained that each website is designed to be compliant for those who are visually impaired. He also noted that passengers wouldn't have to show if their fare has been paid since the driver would be able to see that on their mobile data terminal. Ms. Lucero asked if there are plans to have someone test the modules with voice over. Mr. Washburn responded by saying yes. Mr. Washburn introduced Samantha Leslie, Staff Attorney, to provide a presentation on the Taxi Administration Grant. Chair Sotelo-Solis asked if anyone other than the passenger can fund the MTS Access wallet. Mr.

Washburn said that anyone can fund the account as long as they have the login information.

Ms. Leslie provided a presentation on the Taxi Administration Grant. She discussed the background of the grant, pilot goal, and the overall pilot program. She then provided an example of how the MTS mobile ticketing app can be used to plan and purchase complete trips using both public transportation and taxicabs. Ms. Leslie then discussed the timeline of the grant application, the grant funds and what each of the two phases consists of if grant is approved.

Chair Sotelo-Solis asked if any of the grant funds could be allocated to outreach or engagements particularly to this committee. Ms. Leslie responded by saying that the phase one scope wasn't narrowed to who MTS could reach out to. She noted that a list was provided to UCSD of all community organizations that MTS communicated with during the ElevateSD. She also noted that many of the community organizations on the list included ASAC members. Chair Sotelo-Solis noted it's great to have a large list. She stated it would be beneficial to have an outreach event at this committee.

Ms. Lucero said that this grant is a great idea and asked if the taxi accessible options would only be available from the Trolley or would it also be available from a bus stop for the last mile of a trip. Ms. Leslie explained that pilot would only be available from the Mid-Coast Trolley Stations. She noted if the pilot is successful, then it would be expanded to bus stops. Ms. Lucero asked what Mid-Coast stations Ms. Leslie was referring to. Ms. Leslie explained it's the stations on the blue line extension from Old Town to UTC. She noted that this option will be available sometime in the Fall of 2021.

Chair Sotelo-Solis thanked Ms. Leslie for her presentation.

7. ADA Paratransit Reports

MTS Access and MTM monthly reports attached.

Chair Sotelo-Solis asked staff if anything stood out on the reports. Mr. Washburn said that the only significant change was ridership decline due to the COVID-19 pandemic. He noted that MTS Access ridership was down over 90% in June 2020.

Action Taken

No action taken. Informational item only.

8. Fixed-Route Reports

Fixed route monthly reports attached.

Chair Sotelo-Solis asked staff if anything stood out on the reports. Mr. Washburn noted that similar to the previous reports, the most significant change was to ridership. He then provided a brief overview on each report.

Action Taken

No action taken. Informational item only.

9. Committee Member Communications/Comments

Ms. Ornelas noted that the front signs on the Trolleys are missing the line icons. She explained that people who are color blind are unable to tell a difference between the colors, especially on the older signs that are faded. Mr. Doogan explained that the issue was brought up to the marketing department after the last meeting. He noted that the removal of the icon was an oversight and marketing is working on printing new signage with each icon. Chair Sotelo-Solis asked about the timeline for the new signage. Mr. Doogan said he would follow up with marketing and provide an update to the committee.

Ms. Anderson noted that MTM is still receiving applications for MTS Access. She discussed the current procedures when processing MTS Access eligibility applications. She noted that it is important applicant's fills out all fields on both part A and B of the applications. She explained having everything filled out will expedite the process.

Chair Sotelo-Solis thanked the committee for the meeting. She stated it is important for MTS staff to be available to the committee as we move forward in transportation.

Ms. Lucero thanked MTS for making clients feel safe during the pandemic. She noted that communication on the buses and trolleys are very important during this time. She explained that sometimes there is difficulty with the automated and driver announcements which impacts clients. Mr. Washburn explained that the automated announcements are part of the driver's daily checks before they go into service. He noted that sometimes there are malfunctions which are addressed immediately. Chair Sotelo-Solis asked if there is a policy that has a time-line for repairs. Mr. Washburn stated he would follow up with in-house operations on the time-line. Chair Sotelo-Solis asked staff to follow up on the questions asked during this meeting within a few weeks. She asked if staff could set up a tutorial on how to use the Pronto App as well as tutorials on future technology projects. Ms. Leslie noted she would look to see how this could be incorporated into the grant.

10. Adjourn

Chair Sotelo-Solis adjourned the meeting at 1:54pm.

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): 6/18/2020

CALL TO ORDER (TIME): 1:00pm

ADJOURN (TIME): 1:54pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Alejandra Sotelo-Solis <input checked="" type="checkbox"/> <input type="checkbox"/>	ASAC Chair	1:00pm	1:54pm
Nancy Vera <input checked="" type="checkbox"/> Amy Kalivas <input type="checkbox"/>	Access to Independence	1:00pm	1:54pm
Arun Prem <input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/>	FACT (CTSA)	1:00pm	1:54pm
Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/>	State Council on Developmental Disabilities	1:00pm	1:54pm
Bill Lewis <input checked="" type="checkbox"/> Juan Lopez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:00pm	1:54pm
Callie Anderson <input checked="" type="checkbox"/> Heriberto Gaytan <input type="checkbox"/>	MTM, Inc	1:00pm	1:54pm
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	1:54pm
Laura Sampson <input checked="" type="checkbox"/> Kevin Marques <input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00pm	1:54pm
Lisa Madsen <input type="checkbox"/> Zachary Rivera <input checked="" type="checkbox"/>	SANDAG	1:00pm	1:54pm
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	1:54pm
Jorge Rivas <input type="checkbox"/> <input type="checkbox"/>	Fixed Route Consumer		
Tom Doogan <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Trolley	1:00pm	1:54pm
Belinda Kelly <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Bus	1:00pm	1:54pm
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	1:54pm
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00pm	1:54pm
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00pm	1:54pm
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:00pm	1:54pm

CLERK OF ASAC:

Samantha Leslie

PARATRANSIT AND MINIBUS MANAGER:

[Handwritten Signature]



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Agenda Item No. 4

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

September 17, 2020

SUBJECT:

MTS ACCESS VIRTUAL IN-PERSON ASSESSMENTS (CALLIE ANDERSON)

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

Staff to provide overview 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 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



Virtual In-Person (VIP) Eligibility Assessments

Accessible Services Advisory Committee 9/17/2020



What is a Virtual In-Person?

- An Access eligibility assessment completed “face-to-face” over a virtual platform
- Includes audio and video
- Closely resembles in-person assessment model used since December 2016
- Temporarily replaces in-person assessments

Benefits of Virtual In-Person

- Thorough application process while maintaining highest regard for applicant safety
- Allows eligibility certifications to the full three years vs temporary extensions and/or presumptive
- Opportunity for applicant and evaluator to discuss transportation needs and options
- Promotes clearer communication of information
- Similar to previous assessment model

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
 - Applicant at home
 - Evaluator at office
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
- Pilot with newly certifying applicants
- Expand to recertifying applicants
- Return to in-person once safe to do so in alignment with CDC guidelines

Questions



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Agenda Item No. 5

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

September 17, 2020

SUBJECT:

MTS ACCESS SOFTWARE ENHANCEMENTS (JAY WASHBURN)

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

Staff to provide progress update on the three additional modules (PASS-Web, PASS-IVR, and MTS Access Wallet) for the Trapeze scheduling software.

/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. 6

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

September 17, 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





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Agenda Item No. 7

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

September 17, 2020

SUBJECT:

ADA PARATRANSIT REPORTS

INFORMATIONAL ONLY

Budget Impact

None with this action.

DISCUSSION:

Attached monthly reports cover the period from May 1, 2020 through July 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

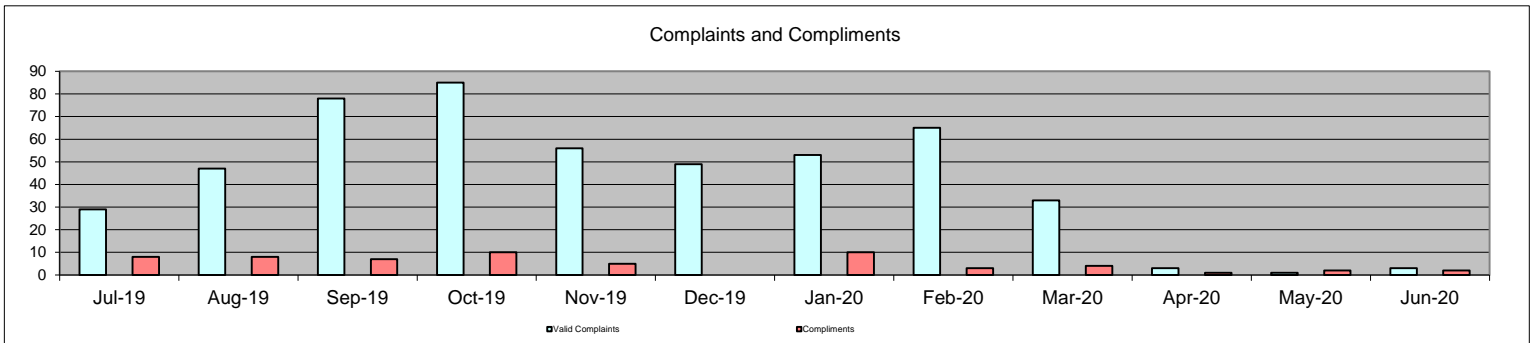
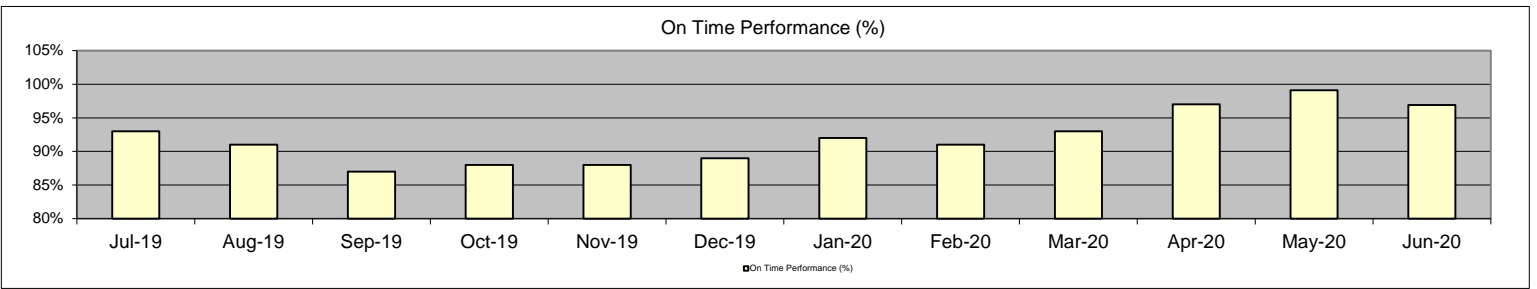
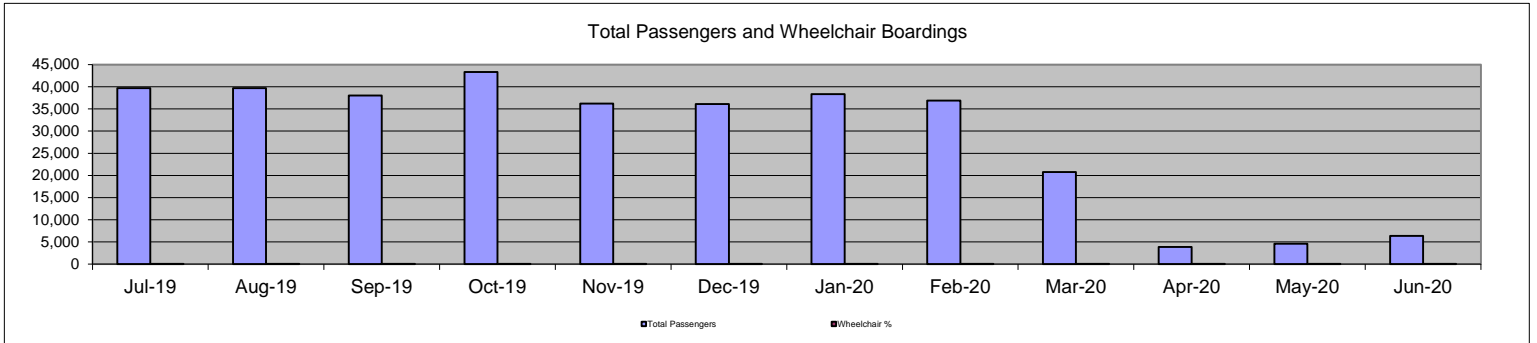
Attachment: A. MTS Access Report and MTM Report





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	4,613	6,383	343,960
Wheelchair %	26%	26%	25%	26%	26%	26%	26%	27%	26%	27%	27%	29%	26%
On Time Performance (%)	93%	91%	87%	88%	88%	89%	92%	91%	93%	97%	99%	97%	92%
Valid Complaints	29	47	78	85	56	49	53	65	33	3	1	3	502
Compliments	8	8	7	10	5	-	10	3	4	1	2	2	60

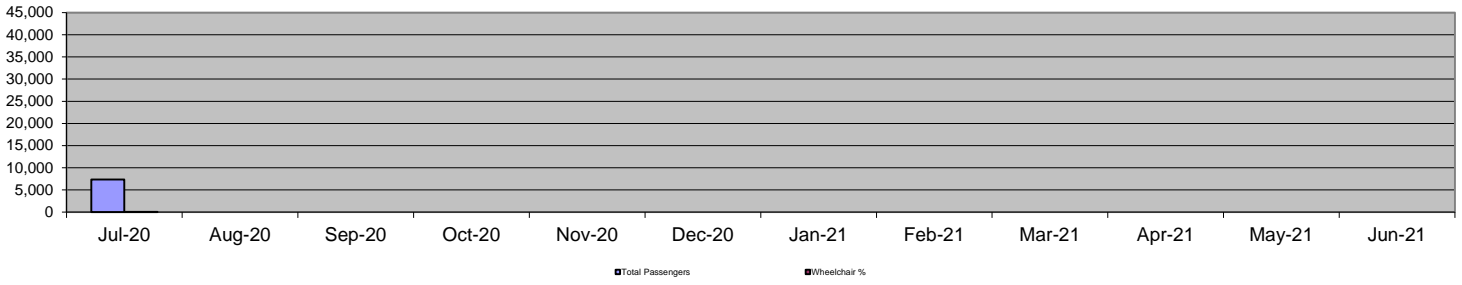




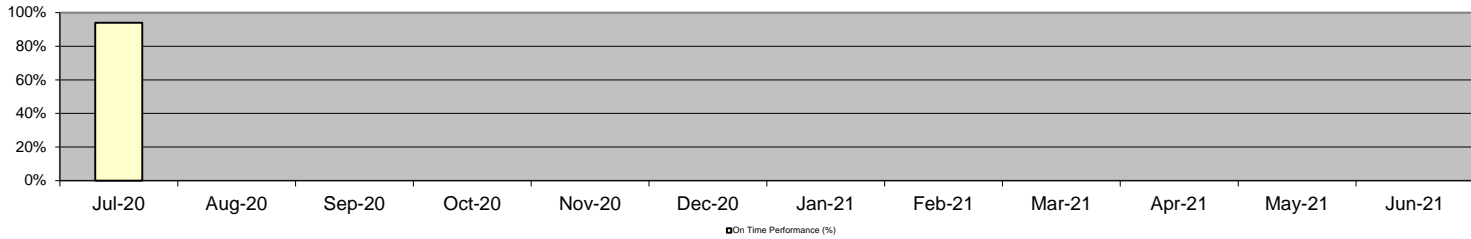
MTS Access ASAC Report FY 21

	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												7,363
Wheelchair %	29%												29%
On Time Performance (%)	94%												94%
Valid Complaints	7												7
Compliments	1												1

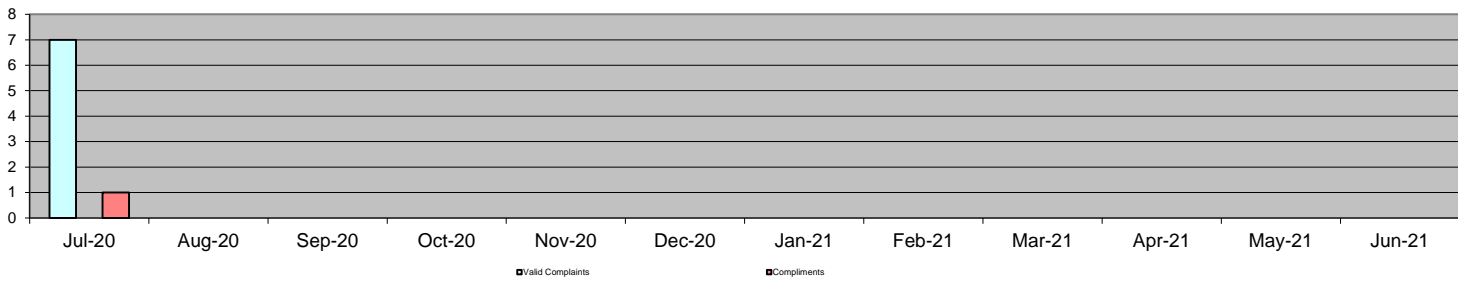
Total Passengers and Wheelchair Boardings



On Time Performance (%)



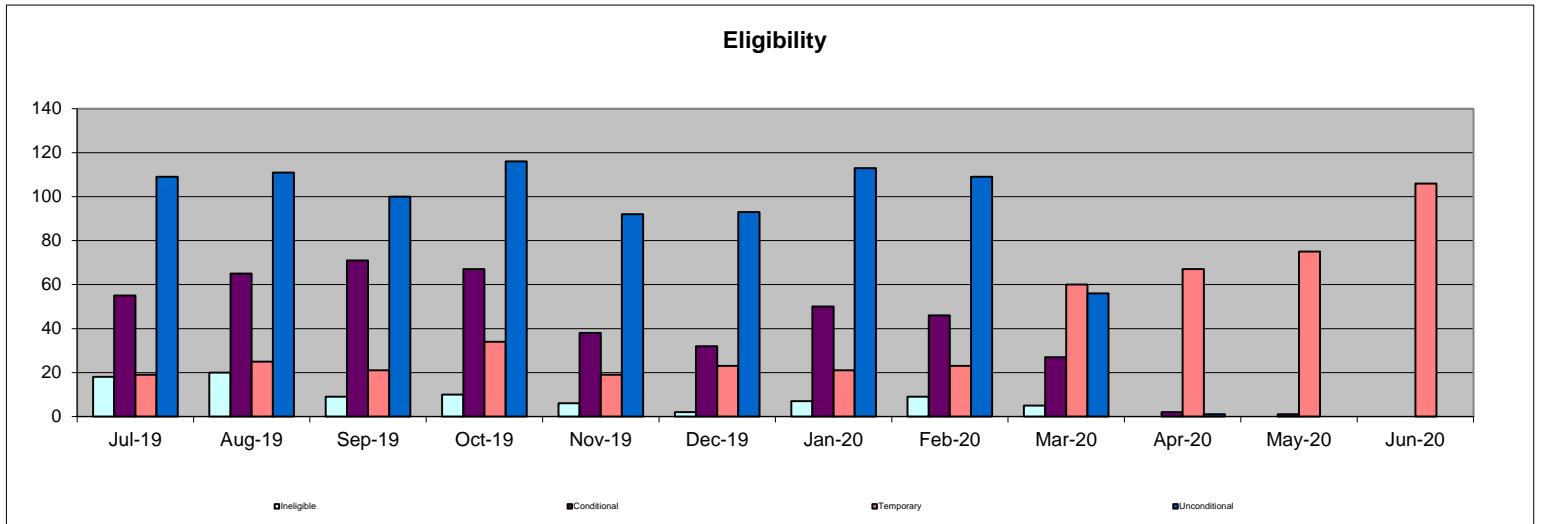
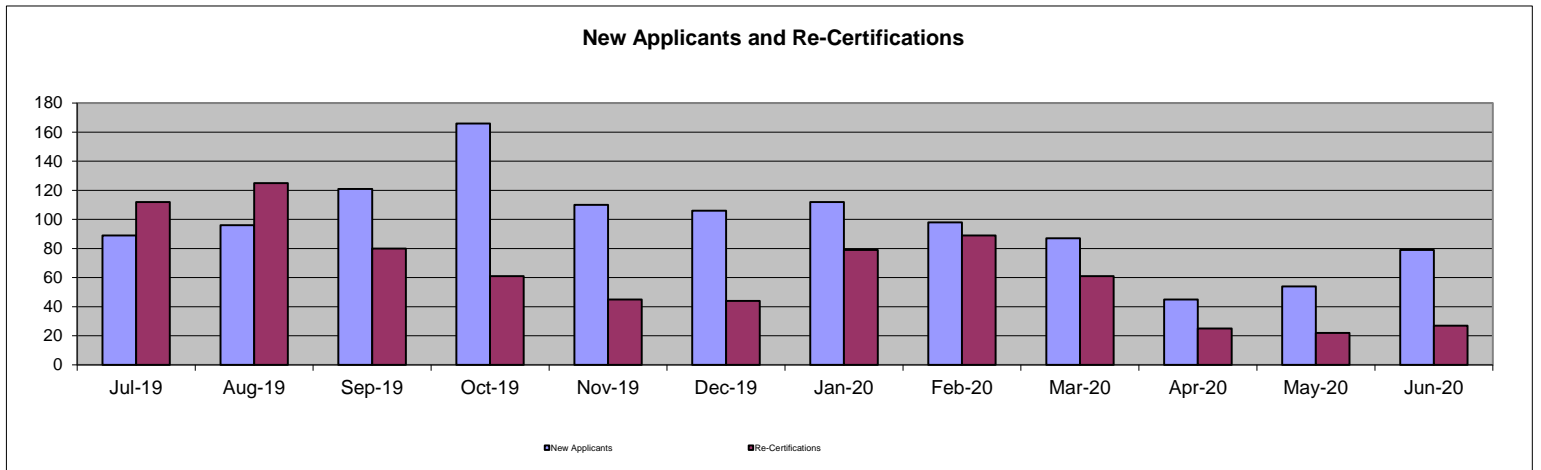
Complaints and Compliments





MTM Certification Summary Report FY 20

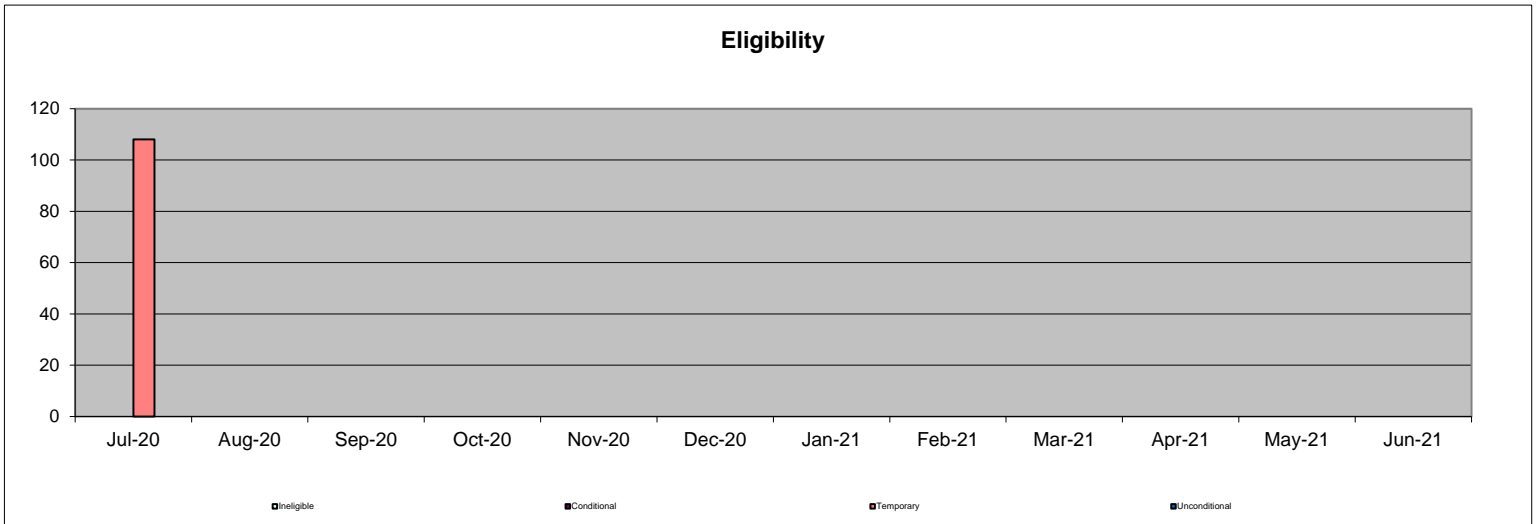
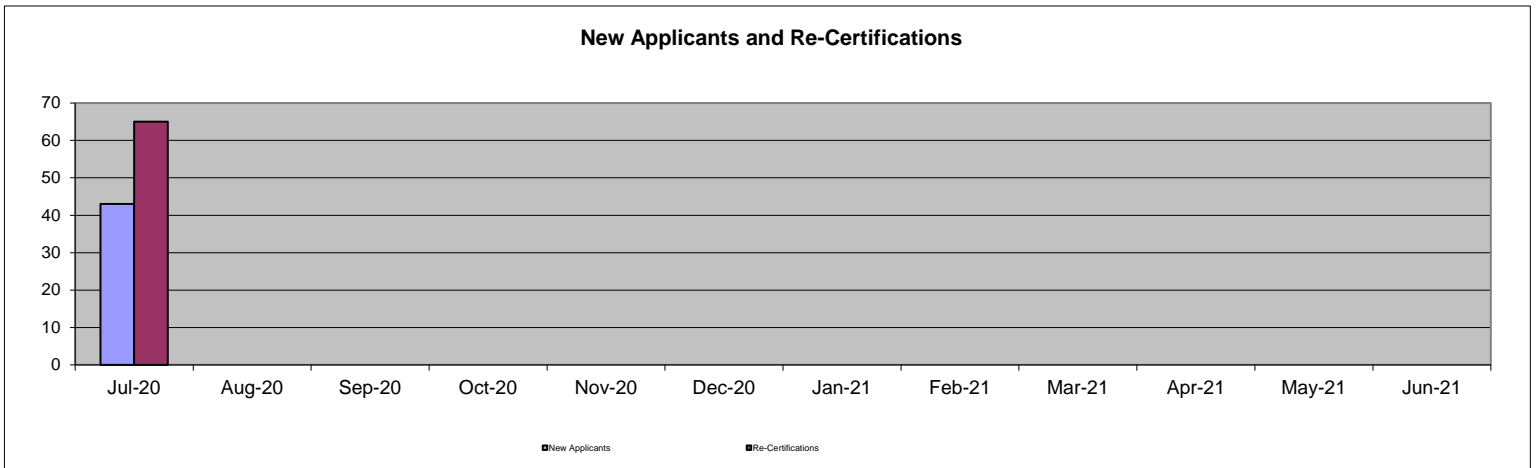
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
New Applicants	89	96	121	166	110	106	112	98	87	45	54	79	1,163
Re-Certifications	112	125	80	61	45	44	79	89	61	25	22	27	770
Total	201	221	201	227	155	150	191	187	148	70	76	106	1,933
Ineligible	18	20	9	10	6	2	7	9	5	-	-	-	86
Conditional	55	65	71	67	38	32	50	46	27	2	1	-	454
Temporary	19	25	21	34	19	23	21	23	60	67	75	106	493
Unconditional	109	111	100	116	92	93	113	109	56	1	-	-	900
Total	201	221	201	227	155	150	191	187	148	70	76	106	1,933





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												43
Re-Certifications	65												65
Total	108												108
Ineligible	-												-
Conditional	-												-
Temporary	108												108
Unconditional	-												-
Total	108												108





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Agenda Item No. 8

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

September 17, 20120

SUBJECT:

FIXED-ROUTE REPORTS

INFORMATIONAL ONLY

Budget Impact

None with this action.

DISCUSSION:

Attached monthly reports cover the period from May 1, 2020 through July 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

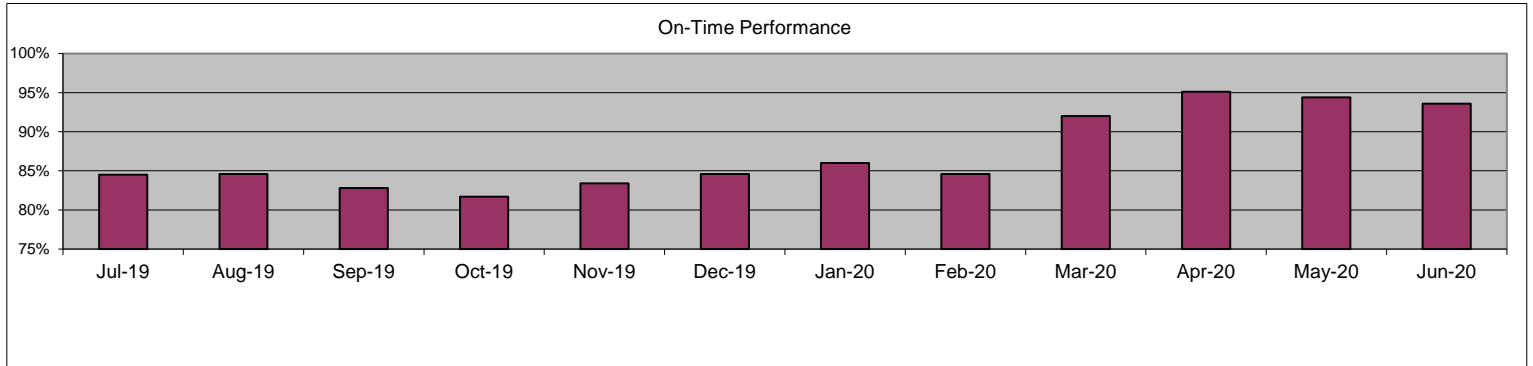
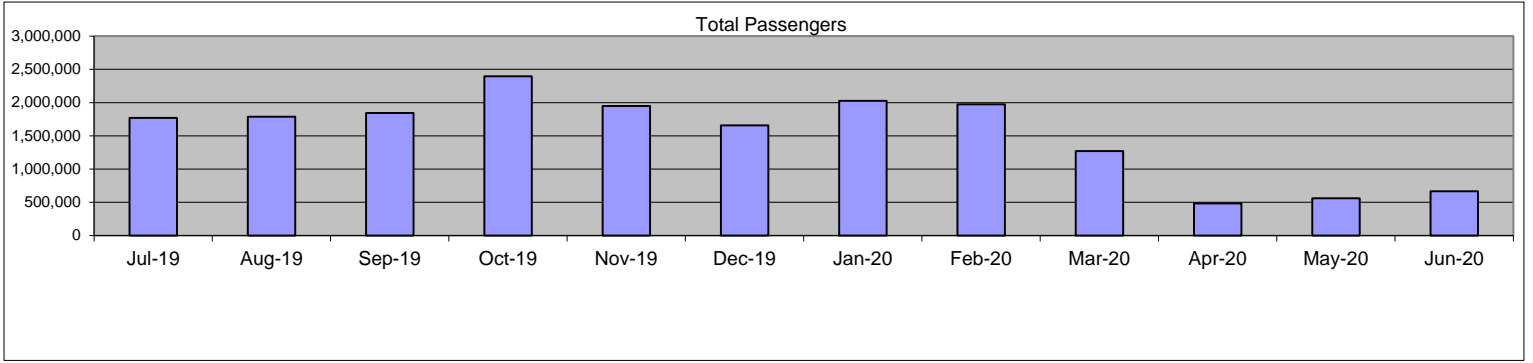
Attachment: A. MTS Bus Report, MTS Contract Services Report, and San Diego Trolley Report





MTS Bus Report FY 20

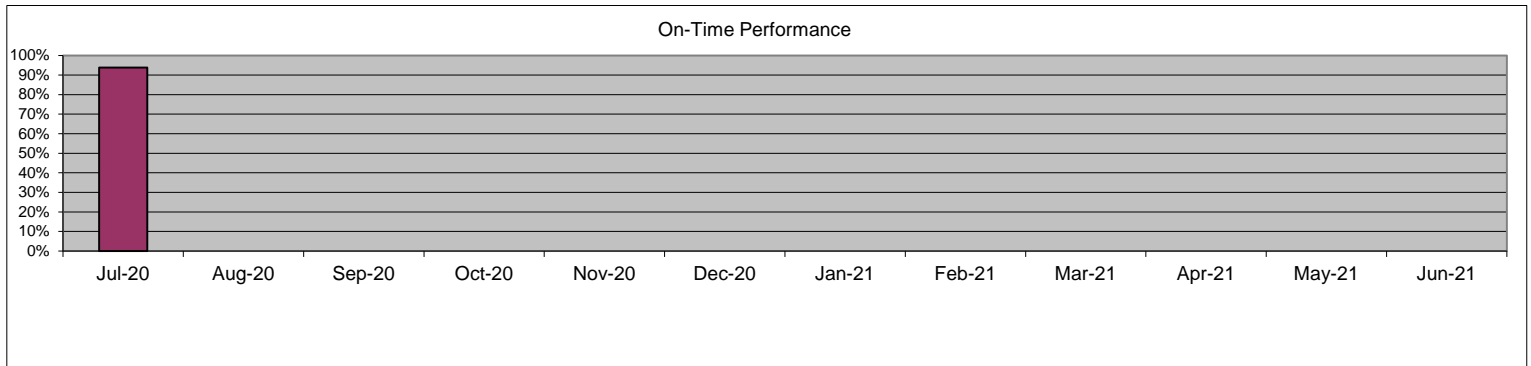
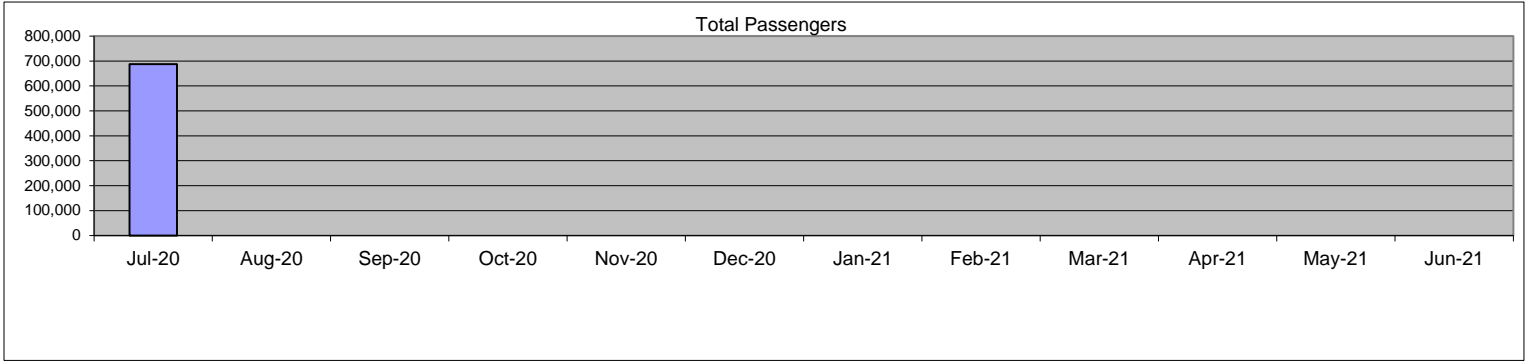
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
Total Passengers	1,770,722	1,787,440	1,842,414	2,395,230	1,950,974	1,655,910	2,025,432	1,975,557	1,269,511	483,520	560,089	666,315	18,383,114
On-Time Performance	85%	85%	83%	82%	83%	85%	86%	85%	92%	95%	94%	94%	87%





MTS Bus Report FY 21

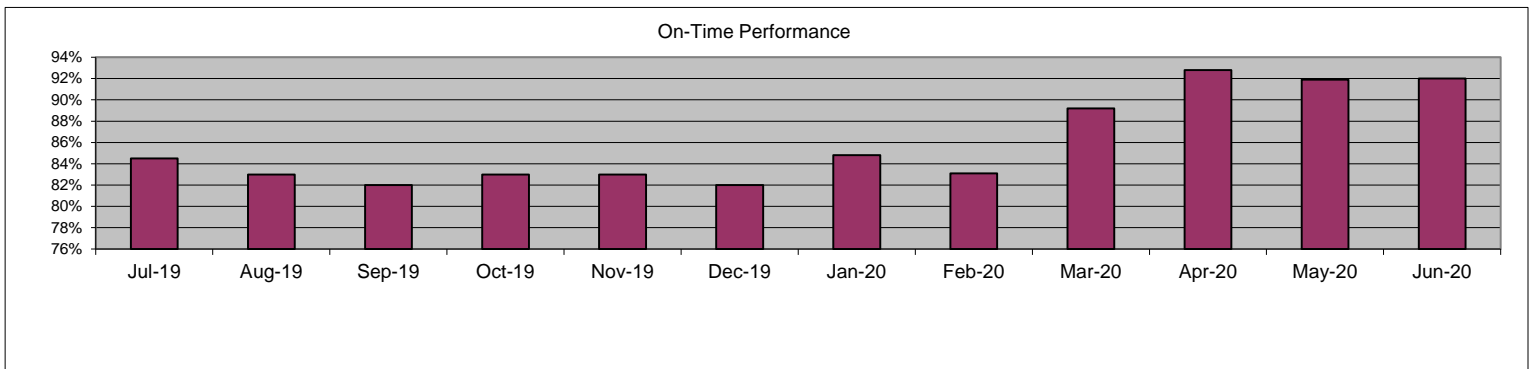
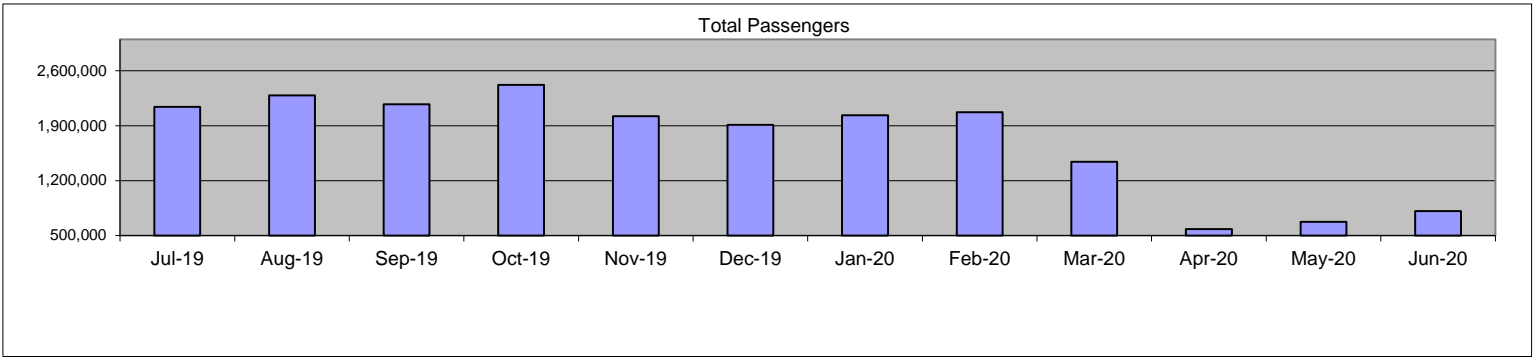
	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
Total Passengers	687,488												687,488
On-Time Performance	94%												94%





MTS Contract Services Report FY 20

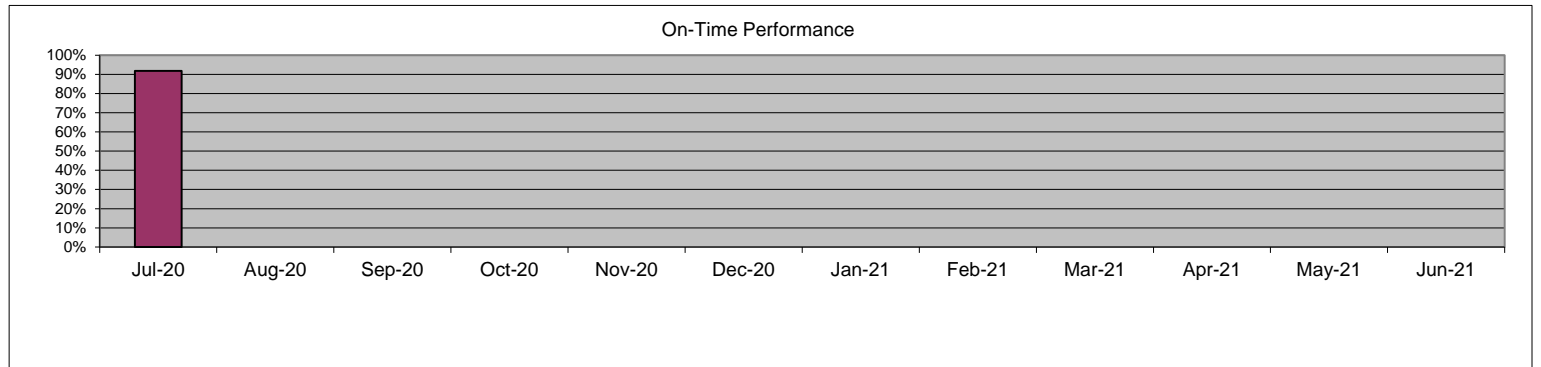
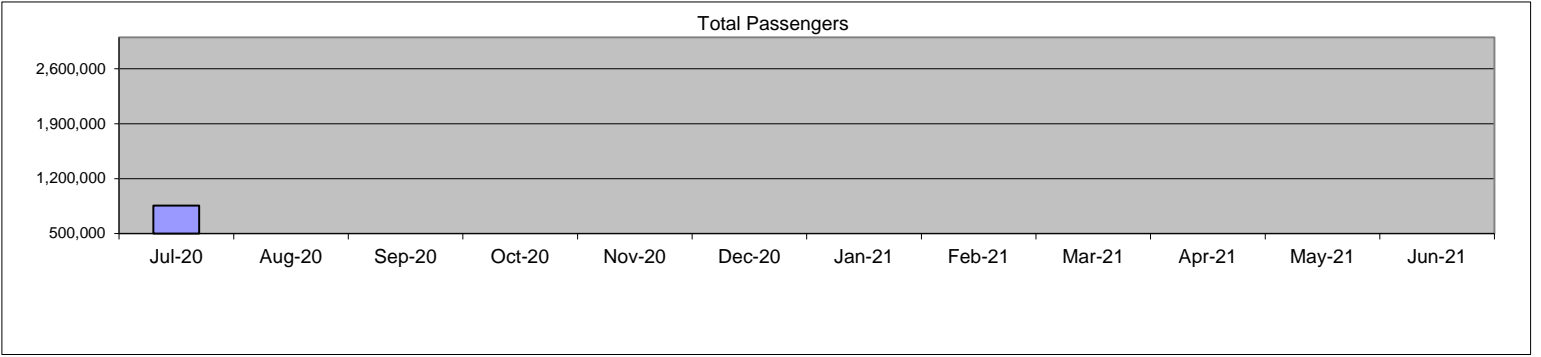
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
Total Passengers	2,138,421	2,286,143	2,173,810	2,418,739	2,019,290	1,911,327	2,032,801	2,071,516	1,438,766	581,834	674,263	811,819	20,558,729
On-Time Performance	85%	83%	82%	83%	83%	82%	85%	83%	89%	93%	92%	92%	86%





MTS Contract Services Report FY 21

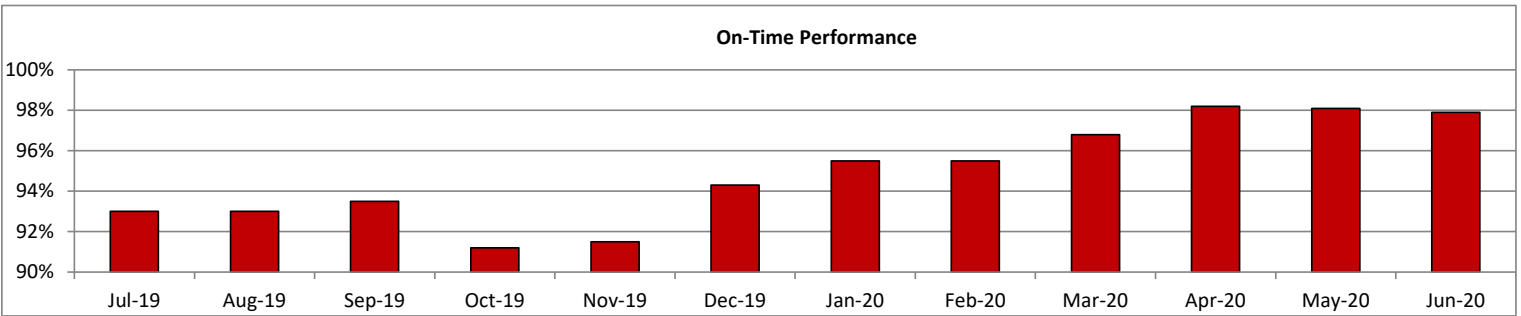
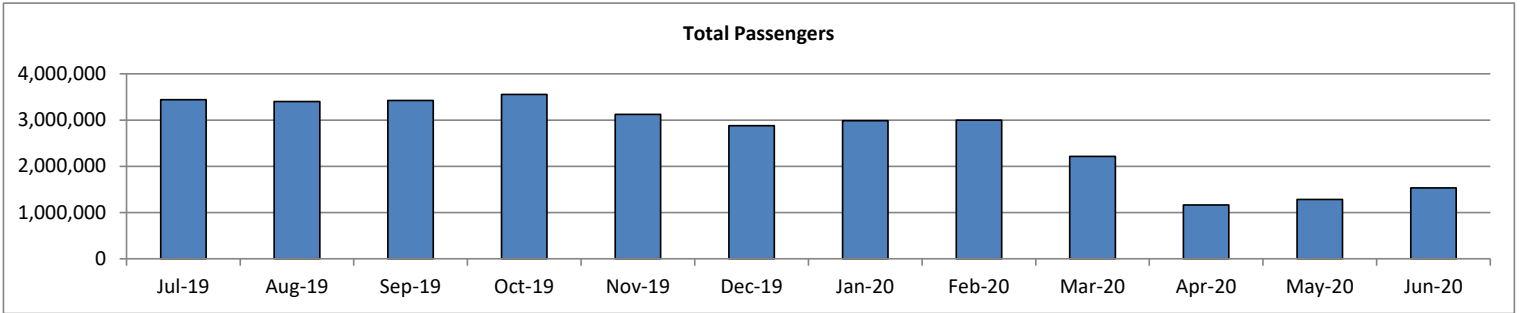
	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
Total Passengers	856,814												856,814
On-Time Performance	92%												92%





San Diego Trolley 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	1,285,084	1,533,349	32,003,027
On-Time Performance	93%	93%	94%	91%	92%	94%	96%	96%	97%	98%	98%	98%	95%





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												1,582,723
On-Time Performance	99%												99%

