

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 12th 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 Lemelca

PARATRANSIT AND MINIBUS MANAGER: J Washburn