



## Agenda

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

December 16, 2021

1:00 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 email the Clerk, [carla.perez@sdmts.com](mailto:carla.perez@sdmts.com) at least two working days prior to the meeting. Meeting webinar/teleconference instructions can be accessed under '[Additional Materials](#).' Click the following link to access the meeting: <https://zoom.us/j/98966923115>

Para solicitar la agenda en un formato alternativo o para solicitar acomodaciones de participación, por favor mande un correo a la Secretaria de la Junta, [carla.perez@sdmts.com](mailto:carla.perez@sdmts.com) al menos dos días hábiles antes de la reunión. Instrucciones para ingresar a la junta virtual están disponibles bajo '[Additional Materials](#).' Use este enlace para acceder la reunión virtual: <https://zoom.us/j/98966923115>

#### ACTION RECOMMENDED

- |    |  |         |
|----|--|---------|
| 1. | ROLL CALL  |         |
| 2. | APPROVAL OF MINUTES - <a href="#">September 16, 2021</a> | Approve |
| 3. | PUBLIC COMMENTS  |         |

#### COMMITTEE DISCUSSION ITEMS

- |    |  |               |
|----|--|---------------|
| 4. | <a href="#">2022 San Diego Metropolitan Transit System (MTS) Accessible Services Advisory Committee Meeting Schedule (Carla Perez)</a> | Informational |
| 5. | <a href="#">ADA Accessibility on Restrooms (Callie Anderson)</a>   | Informational |



- |    |  |               |
|----|--|---------------|
| 6. | <a href="#"><u>For-Hire Vehicle Administration's Update on Taxicab Wheelchair Accessibility Policy Development (Leonardo Fewell)</u></a> | Informational |
| 7. | <a href="#"><u>EZ Access Launch (Jay Washburn)</u></a>   | Informational |
| 8. | <a href="#"><u>ADA Paratransit Reports</u></a>   | Informational |
| 9. | <a href="#"><u>Fixed-Route Reports</u></a>   | Informational |

OTHER ITEMS

- |     |   |
|-----|---|
| 10. | <u>Committee Member Communications/Comments</u> |
| 11. | NEXT MEETING DATE: March 10, 2022               |
| 12. | ADJOURNMENT                                     |

## **DRAFT MINUTES**

### **MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM ACCESSIBLE SERVICES ADVISORY COMMITTEE**

September 16, 2021

[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 1:04 p.m. A roll call sheet listing the committee members in attendance is attached.

3. Public Comment (TAKEN OUT OF ORDER)

There were no Public Comments.

4. Evaluation of Restroom Facilities (Sharon Cooney)

Ms. Sharon Cooney, Chief Executive Officer, presented on the evaluation of restroom facilities throughout the Trolley system. She provided details on; public restroom locations in: San Ysidro, E Street, 12<sup>th</sup> & Imperial, Park and Market, Fifth Avenue, Civic Center, American Plaza, Santa Fe Depot, Gaslamp Quarter, Old Town, Ruocco Park, Harbor Drive and West Broadway, Waterfront Park, Fault Line Park, G and 14<sup>th</sup>, El Cajon, and Santee; updates on the additional restrooms that will be provided by the City of San Diego public restroom development in Downtown; public restrooms that have been closed due to vandalism and crime located at Lemon Grove Depot, San Diego State University, 24<sup>th</sup> Street, Downtown, and Santee Town Center; passenger boarding and passenger activity vs. restroom availability; a comparison between other light rail systems; annual cost per restroom, public information examples, Executive Committee recommendations and follow-up items from the Executive Committee discussion. Ms. Cooney also mentioned that the Board has directed staff to seek additional hours of availability for the restrooms at the Mills building on Imperial Avenue, America Plaza, and E street as well as engage with relevant jurisdictions in reopening the bathrooms that have been closed at other stations. She stated that staff is continuing to seek ways in providing information to the public on restroom availability She also mentioned that MTS will be going forward with the analysis of exploring potential additional restroom locations involving partnerships with businesses while looking into the legality and feasibility of charging for restrooms or limiting the availability solely to transit riders and whether or not these requirements meet the Americans with Disabilities Act.

Chair Sotelo-Solis noted the importance of this item to be presented to ASAC because of the need in improving access for all people and how to notify and decide where restrooms should be placed.

**PUBLIC COMMENTS**

*Viri Salgado* - Inquired if all of the public restrooms were wheelchair accessible. Ms. Cooney stated that she believes they are all wheelchair accessible. Chair Sotelo-Solis asked if it is possible to identify and confirm that all available restrooms are meeting the ADA requirements. Ms. Cooney stated that the only restroom in question is at the American Plaza location but then confirmed it is wheelchair accessible. Chair Sotelo-Solis asked if this could be added to the list of feedback given for this item.

*Emily Tran* - MTM employee, asked if the door at American Plaza is automated. Ms. Cooney stated that the door does not look like it is automated but would have to verify.

#### COMMITTEE MEMBER COMMENTS

Ms. Callie Anderson, MTM Project Manager, thanked Ms. Cooney for the helpful presentation and mentioned that restroom availability and accessibility is often brought up during the Access eligibility assessments. She also stated that she and her team will be able to gather this information and pass it on to future applicants to give them a better understanding of how accessible the public restrooms are. Chair Sotelo-Solis asked Ms. Anderson if there was a checklist or website that the public could refer to since staff is looking for feedback on this item. Ms. Anderson stated that she would have to look into this and report back.

Chair Sotelo-Solis stated that they are looking for various ways in which to identify where restrooms are located and possibly using the new PRONTO app to help indicate them. She also mentioned a question that was previously asked on how to find out where a restroom is located for those who are visually impaired. Ms. Sharon Cooney stated MTS anticipates to have this featured on the PRONTO app and MTS website.

#### Action Taken

No action taken. Informational item only

2. Approval of the June 17, 2021 and December 10, 2020 Meeting Minutes (TAKEN OUT OF ORDER)

Chair Sotelo-Solis entertained a motion to approve the June 17, 2021 and December 10, 2020 meeting minutes. Mr. Bill Lewis moved to approve the minutes. Ms. Debbie Marshall seconded the motion, and the vote was 14 to 0 in favor with Ms. Madsen, Ms. Ornelas, Mr. Rivas, and Ms. Rice not present at time of vote.

5. Security and Passenger Safety Community Advisory Group Guidelines (Julia Tuer)

Ms. Julia Tuer, MTS Manager of Government Affairs, presented on the new Security and Passenger Safety Advisory Group (CAG) recommended by the APTA Peer Review Panel in October 2020. The CAG will evaluate the MTS security and enforcement system and provide advice, guidance, benchmarking and best practices. Ms. Tuer reviewed the approved internal and external CAG Guidelines including: duties of CAG committee members, membership and term, CAG vacancy application, Chair, Vice Chair, meetings, agendas, quorum requirements, attendance policy, and resignations. She also provided information for the link to a copy of the CAG guidelines, application form, and due date of September 30, 2021 for any participants that are interested in applying.

Chair Sotelo-Solis asked if the committee members will be compensated for joining. Ms. Tuer stated that it is a voluntary committee that will not be given any sort of compensation.

Action Taken

No action taken. Informational item only.

6. Mobility Safety for All (Angelica Rocha and Morgen Ruby)

Ms. Angelica Rocha and Ms. Morgen Ruby, staff of Circulate San Diego, presented on Mobility Safety for All regarding mobility safety problems and solutions. Ms. Rocha gave an overview discussing their purpose in having a greater inclusion of persons with disabilities in their work and planning; their Vision Zero strategy to eliminate all traffic fatalities and injuries in the next 10 years; safety problems; safe system solutions approached by smart users and design. She provided examples of safe, smart designs that include: protected/separated bike lanes, raised crosswalks, narrower traffic lanes, lead pedestrian intervals, adequate street lighting, pothole repair, RRFBs, HAWKS, PHBs, and mid-block crossings. She discussed the accessibility standards and requirements in the Public Right-of-Way Accessibility Guidelines (PROWAGS), including: clear width requirements around obstructions on a pedestrian access route, 60" x 60" passing spaces, shared use path width, pedestrian access route running and cross slopes, cross slopes at driveways, and the different types of ground surfaces and horizontal openings. Ms. Rocha also pointed out the different types of street crossings and design solutions, the need for reducing crossing distances and providing refuge islands, grade break requirements for wheelchair users, and any protruding objects that may come into contact with a pedestrian.

Ms. Elsa Caballero commented on the lead pedestrian intervals, stating that she thinks they are great because it puts the pedestrian in view. She also stated that since she works with people who are visually impaired, sometimes they do not know when they have received the lead pedestrian signal because they are waiting on an auditory signal instead. Ms. Caballero also noted that visibility at night is also a major issue, especially for people who have low vision, and requested another audible or haptic feedback for those who have hearing loss.

Chair Sotelo-Solis added that some of the entryways at Rady's Children's Hospital have been lifted at the crosswalks, helping pedestrians and nearby drivers become more aware of their surroundings and know where it's safe to walk.

Action Taken

No action taken. Informational item only.

7. PRONTO Update (Grecia Figueroa)

Ms. Grecia Figueroa, MTS Marketing Specialist, presented an update on the ADA accessibility features of the new PRONTO fare system beginning September 1<sup>st</sup>. MTS and NCTD riders will now use the new fare system that will replace the Compass Card and Cloud system entirely. She outlined the free ride with PRONTO promotion during the month of September; MTS's goal for a smooth transition for all riders; direct mail and

outreach with consumers; advertising; workshops; and the accessibility of the new PRONTO equipment, website, mobile app and features in compliance with the ADA.

Ms. Debbie Marshall asked if riders would qualify for a refund if they had an automatic withdrawal of funds on their Compass Card for the month of September. She also asked if there will be an ability to set up an automatic deposit of funds to the PRONTO card as there was with the Compass Card. Ms. Figueroa stated that any issues or questions can be directed to the PRONTO support center as they are looking at resolving these on a case by case basis. She also confirmed that the automatic reload of funds feature is available for PRONTO and can be managed through the app and on the website.

Ms. Elsa Caballero asked if the voice over feature located on the PRONTO vending machines also have physical buttons that are accessible via braille or raised letters. Ms. Figueroa confirmed that the pin pads located near the card slots have braille.

Action Taken

No action taken. Informational item only.

8. Follow up Questions Regarding Helpful Tips When Riding the Trolley (Tom Doogan)

Mr. Tom Doogan, MTS Special Events Coordinator, provided a brief recap on questions that were asked by committee members during the June 17, 2021 ASAC meeting. He addressed questions regarding riding trolleys and tips for individuals with disabilities. Mr. Doogan also explained the following in further detail: the adjustment of volume for interior/exterior announcements; interior system technicalities/failures; the current sizes and placement of the color-coded on-board train signage; the functionality of the internal announcements for approaching stops and emergency call buttons.

Action Taken

No action taken. Informational item only.

9. ADA Paratransit Reports

MTS Access and MTM monthly reports attached. Mr. Jay Washburn, Manager of Paratransit and Minibus, provided an update on MTS Access. He mentioned that new minivans have been added to the fleet. In addition, Mr. Washburn provided an update on the web portal that will allow individuals to book trips online. He noted that there are a few more technical issues left to finalize. Mr. Washburn stated that the clients who have been testing the portal have been providing good feedback with hopes to launch to the public within the next couple of months.

Action Taken

No action taken. Informational item only.

10. Fixed-Route Reports

Fixed route monthly reports attached.

11. Committee Member Communications/Comments

12. Adjourn

Chair Sotelo-Solis adjourned the meeting at 2:37 pm.

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Chairperson  
San Diego Metropolitan Transit System

Filed by:

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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): 9/16/2021

CALL TO ORDER (TIME): 1:04pm

ADJOURN (TIME): 2:37pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Alejandra Sotelo-Solis <input checked="" type="checkbox"/> <input type="checkbox"/>	ASAC Chair	1:00pm	2:37pm
Nancy Vera <input checked="" type="checkbox"/> <input type="checkbox"/>	Access to Independence	1:00pm	2:37pm
Arun Prem <input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/>	FACT (CTSA)	1:00pm	2:37pm
Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/>	State Council on Developmental Disabilities	1:00pm	2:37pm
Bill Lewis <input checked="" type="checkbox"/> Juan Lopez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:05pm	2:37pm
Callie Anderson <input checked="" type="checkbox"/> Heriberto Gaytan <input checked="" type="checkbox"/>	MTM, Inc	1:02pm	2:37pm
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center	1:00pm	2:37pm
Marissa Lucero <input type="checkbox"/> Elsa Caballero <input checked="" type="checkbox"/>	San Diego Center for the Blind	1:00pm	2:37pm
Bill Hipp <input checked="" type="checkbox"/> Kevin Marques <input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00pm	2:37pm
Lisa Madsen <input type="checkbox"/> Zachary Rivera <input type="checkbox"/>	SANDAG		
Vacant <input checked="" type="checkbox"/> <input type="checkbox"/>	County of San Diego AIS		
Vacant <input checked="" type="checkbox"/> <input type="checkbox"/>	Caltrans		
Sharlene Ornelas <input type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer		
Jorge Rivas <input type="checkbox"/> <input type="checkbox"/>	Fixed Route Consumer		
Tom Doogan <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Trolley	1:00pm	2:37pm
Belinda Kelly <input checked="" type="checkbox"/> Amanda Denham <input checked="" type="checkbox"/>	MTS Bus	1:02pm	2:37pm
Allie Rice <input type="checkbox"/> <input type="checkbox"/>	Deaf Community Services		
Betsy Knight <input type="checkbox"/> Robert Labelle <input checked="" type="checkbox"/>	County of San Diego Behavioral Health Services	1:15pm	1:45pm
Vassy Lerinska <input type="checkbox"/> non-voting	MTS Contracted Services		
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00pm	2:37pm
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:00pm	2:37pm

CLERK OF ASAC:



PARATRANSIT AND MINIBUS MANAGER:







**Metropolitan  
Transit  
System**

## **Agenda Item No. 4**

### **MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM ACCESSIBLE SERVICES ADVISORY COMMITTEE**

December 16, 2021

**SUBJECT:**

**2022 SAN DIEGO METROPOLITAN TRANSIT SYSTEM (MTS) ACCESSIBLE SERVICES  
ADVISORY COMMITTEE MEETING SCHEDULE**

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

The MTS Accessible Services Advisory Committee annually presents its meeting schedule for the next calendar year. The meeting schedule reflects ASAC meetings throughout the 2022 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  
Manger of Paratransit and Minibus

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

Attachment: A. 2022 Accessible Services Advisory Committee Meeting Schedule





**Metropolitan  
Transit  
System**

**2022**

**SAN DIEGO METROPOLITAN TRANSIT SYSTEM**

**ACCESSIBLE SERVICES ADVISORY  
COMMITTEE (ASAC) MEETINGS  
James R. Mills Building  
1255 Imperial Avenue, 10<sup>th</sup> Floor**

**ASAC Meetings  
Quarterly on Thursdays at 1:00 p.m.**

March 10, 2022

June 16, 2022

September 15, 2022

December 8, 2022

**1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • [sdmts.com](http://sdmts.com)**

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.





## Agenda Item No. 5

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

December 16, 2021

**SUBJECT:**

ADA ACCESSIBILITY ON RESTROOMS (CALLIE ANDERSON)

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Staff to provide an overview on various accessibility features of ADA-compliant restrooms. As individuals travel, the accessibility of public restrooms varies greatly. This discussion will include items such as door width and a turning radius that can have an impact on someone's ability to use a public restroom.

/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)



# ADA Accessibility on Restrooms

MTS Accessible Services Advisory Committee

December 16, 2021



# U.S. Access Board Guide to ADA Accessibility Standards

[www.access-board.gov](http://www.access-board.gov)



## Chapter 6: Toilet Rooms

ADA standards address which restrooms must be accessible, and what accessibility features are included



# Sample Restroom Types

- Single-use/family toilet rooms
- Private toilet rooms with private entrance
- Portable toilet units
- Multi-user toilet rooms
- Urinals
- Children's toilets



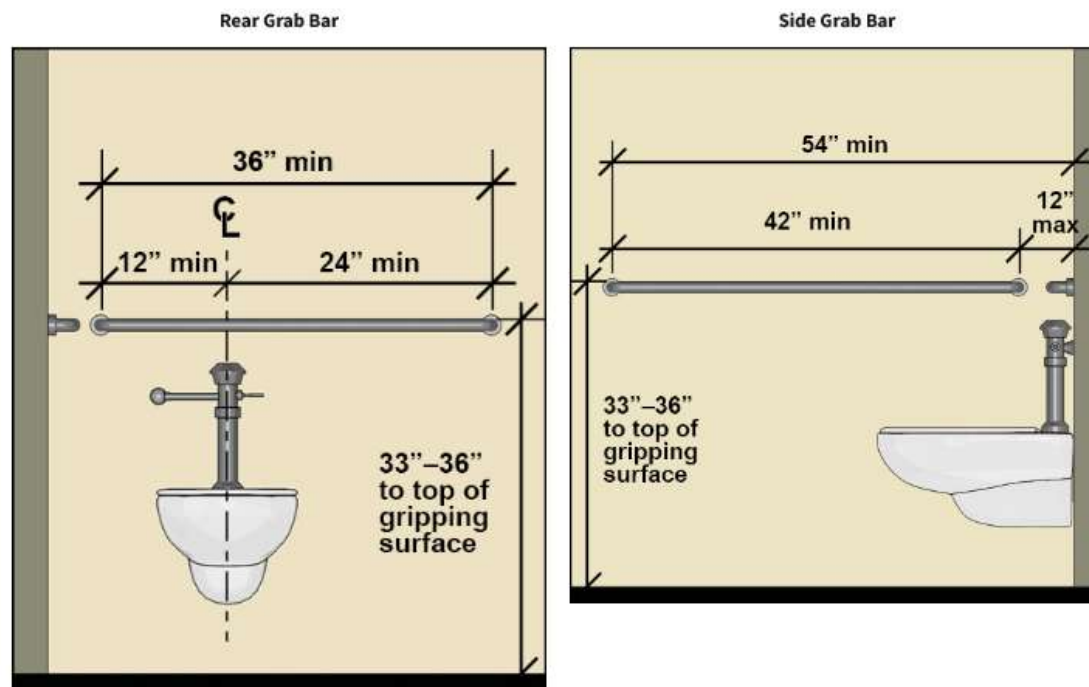
## Sample Accessible Components

- Grab bars
- Turning space
- Height and location of mirror
- Location of dispensers and receptacles
- Coat hooks and shelves
- Height to top of toilet seat
- Location and type of flush control

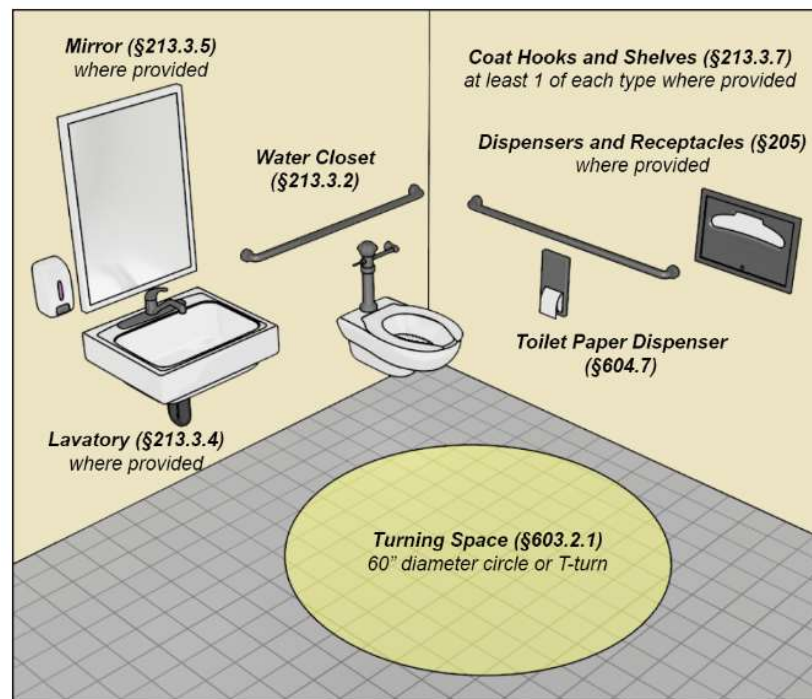




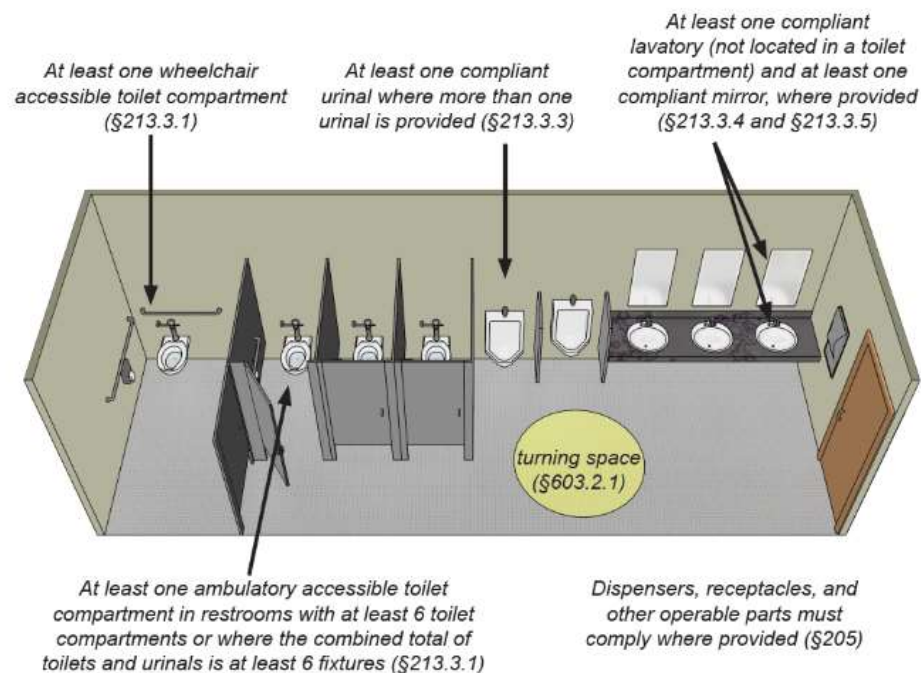
## Example: Grab Bars



## Example: Turning Space



## Example: Multi-User Rooms



# Thank you

[www.access-board.gov](http://www.access-board.gov)





**Metropolitan  
Transit  
System**

## **Agenda Item No. 6**

### **MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM ACCESSIBLE SERVICES ADVISORY COMMITTEE**

**DECEMBER 16, 2021**

**SUBJECT:**

**FOR-HIRE VEHICLE ADMINISTRATION'S UPDATE ON TAXICAB WHEELCHAIR  
ACCESSIBILITY POLICY DEVELOPMENT (LEONARDO FEWELL)**

**INFORMATIONAL ONLY**

**Budget Impact**

None.

**DISCUSSION:**

The MTS For-Hire Vehicle Administration is in the process of developing a Taxicab Wheelchair Accessible Vehicles (WAV) policy that incentivizes the entry of Taxicab WAV's into the San Diego For-Hire Transportation market. MTS is working with Taxicab industry stakeholders, conducting peer regulatory agency reviews, analyzing industry standards and policies on Taxicab WAV's and identifying key community stakeholders, such as the City of San Diego Accessibility Advisory Board, and the Accessible Services Advisory Committee. Feedback from the committee members and the public will be requested on accessibility and any other policy components.

/s/ Jay Washburn

Jay Washburn

Manger of Paratransit and Minibus

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



# For-Hire Vehicle Administration's Update on Taxicab Wheelchair Accessibility Policy Development

MTS Accessible Services Advisory Committee

December 16, 2021



# For-Hire Vehicle Administration (FHVA)

- FHVA is the department within MTS that conducts For-Hire Vehicle Regulation
  - Authority to contract with cities/county to regulate for-hire vehicle services within MTS jurisdiction
    - MOUs with Cities of Chula Vista, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego and Santee
- FHVA primary goals are ensuring public safety and preventing unfair consumer practices



# FHVA Responsibilities

- FHVA regulates taxicabs, non-emergency medical vehicles, charters, jitneys, and low-speed vehicles
  - FHVA conducts criminal background checks on permit holders (i.e. owners);
  - Issues a permit for each vehicle;
  - Requires vehicle inspections to be performed,
  - Requires insurance to be maintained,
  - Requires vehicle to be maintained and operated safely,
  - Requires driver safety training
  - Etc.





# Taxicab Regulations

- Ordinance No. 11
  - sets forth MTS's requirements for the operation of a taxicab
- ADA
  - allow service animals, stow foldable mobility devices, prohibited from charging higher fares or fees for carrying individuals with disabilities and their equipment than are charged to other persons.
- City Council Policy No. 500-02
  - City of San Diego sets forth the fundamental policies relating to taxicab operations that operate within SD



# Taxicabs

- Taximeters are used to determine fares; calculated by rate of fare and distance travelled
  - FHVA determines maximum rate of fare
- Street hails or prearranged trips
- MTS regulated taxicabs can pick up passengers in any of the 9 cities FHVA regulates
- Increased competition from TNCs (e.g. Uber, Lyft); not on level playing field with TNCs in terms of regulations; high insurance premiums



# Taxicabs Wheelchair Accessible Vehicles (WAVs)

- Taxicab WAV: Vehicle equipped with a side entry wheelchair accessible ramp, allowing a wheelchair to be secured throughout the duration of the trip.



# History of Taxicabs WAV Policies

- Prior to 2015:
  - Taxi permits capped at 1000. Additional permits only for WAV taxicabs (pilot program and RFP)
  - Permits abandoned due to operation/replacement costs
- 2015 – 2020:
  - If a permit had more than one permit, 50% of the total number of permits were required to be Taxicab WAVs
  - Not an effective strategy to increase the number of Taxicab WAVs
- 2020:
  - Now required to be in compliance with MTS's Taxicab Wheelchair Accessible Vehicle Policy (*in development*)



# Taxicab WAVs Policy Development

- Goals:
  - Determine reasons for the lack of WAVs
  - Determine passenger demand for WAVs
  - Develop recommendations that lead to future WAVs entry policies



## Current Steps

- Identify Permit Holder and Lease Driver concerns on operating Taxicab WAVs via survey
- Identify demand for Taxicab WAVs by those that use wheelchairs and/or have limited mobility via survey
- Request Data from SANDAG, Airport and Dispatch Services on Taxicab WAV trips
- Present to disability and transportation accessibility committees to request feedback
- Regulatory Agency Peer Review



# MTS would like to receive feedback from ASAC members

- Topics we would like your input on
  - Have you ever been a passenger of a Taxicab WAV?
  - How often do you ride in a Taxicab WAV?
  - Do you know how to hail or schedule a Taxicab WAV?
  - Is it difficult to schedule a Taxicab WAV due to the limited supply?
  - Do you have any ideas, suggestions, strategies that MTS can review on how to increase the number of Taxicab WAVs?





## Agenda Item No. 7

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

December 16, 2021

#### SUBJECT:

EZ ACCESS LAUNCH (JAY WASHBURN)

#### INFORMATIONAL ONLY

##### Budget Impact

None.

#### DISCUSSION:

Staff to provide a demonstration of the new web portal, EZ Access, for MTS Access. MTS utilizes software from the Trapeze Group to support the paratransit reservation and dispatching system. MTS is working to deploy a website that will allow Access riders certain remote functions, such as the ability to book trips online, modify reservations, cancel trips, update personal information, and the ability to track the location of their rider once a vehicle has been dispatched. This new option will allow greater flexibility and options for riders to access services. The online reservation system will be available 24 hours a day as opposed to the standard business hours the reservation office is open. MTS has been developing and testing the software, and will provide a demonstration of the completed web portal to ASAC members for review and comment.

/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)







## Agenda Item No. 8

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

December 16, 2021

#### SUBJECT:

ADA PARATRANSIT REPORTS

#### INFORMATIONAL ONLY

##### Budget Impact

None.

#### DISCUSSION:

Attached monthly reports cover the period from July 1, 2021 to October 31, 2021. 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

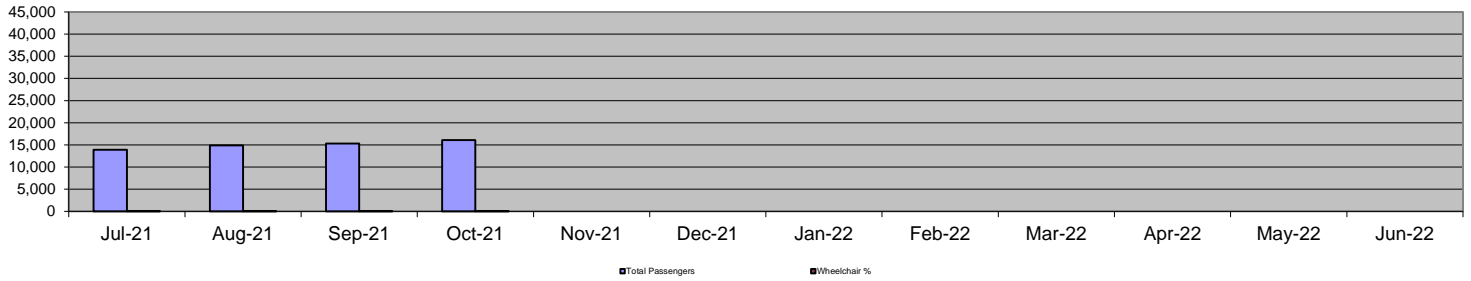




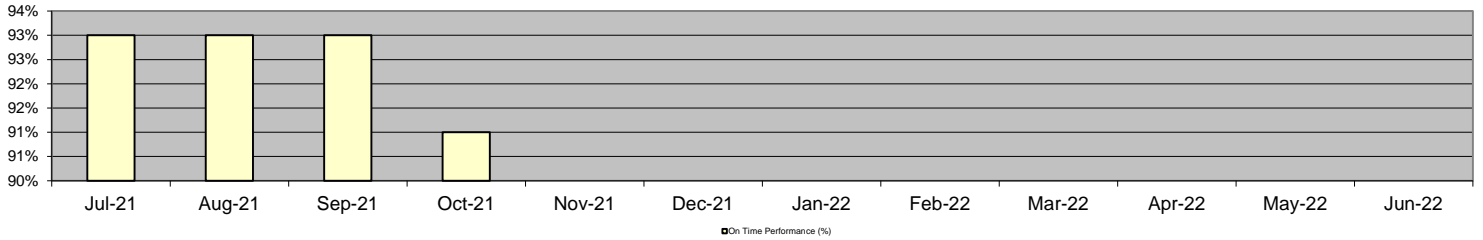
# MTS Access ASAC Report FY 22

	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Total Passengers	13,918	14,884	15,322	16,105									
Wheelchair %	30%	29%	30%	29%									
On Time Performance (%)	93%	93%	93%	91%									
Valid Complaints	37	31	25	27									
Compliments	4	4	2	-									

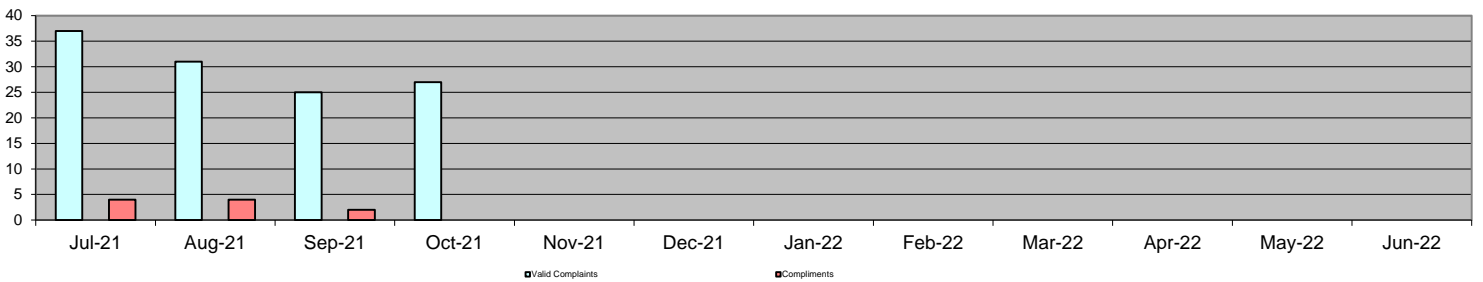
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

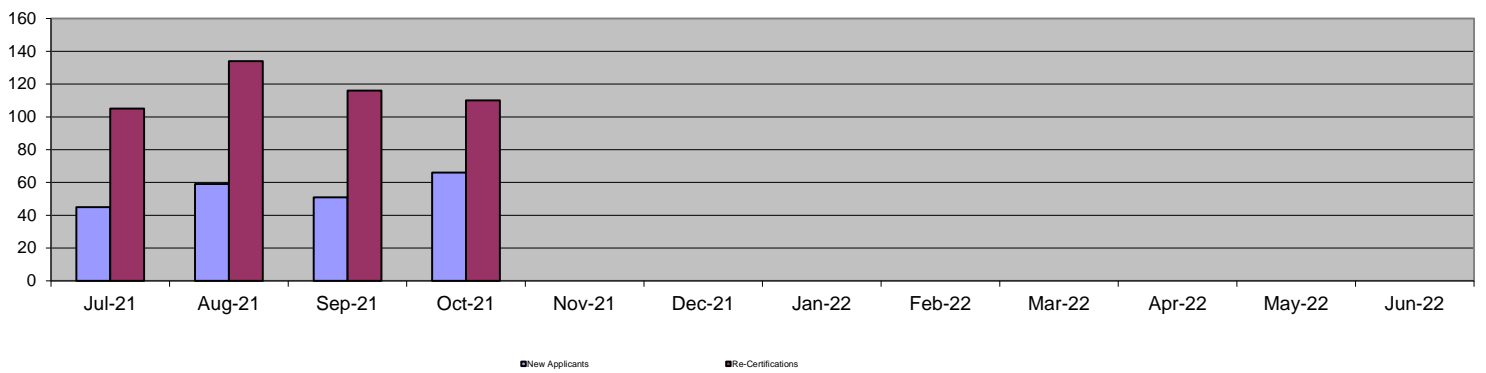




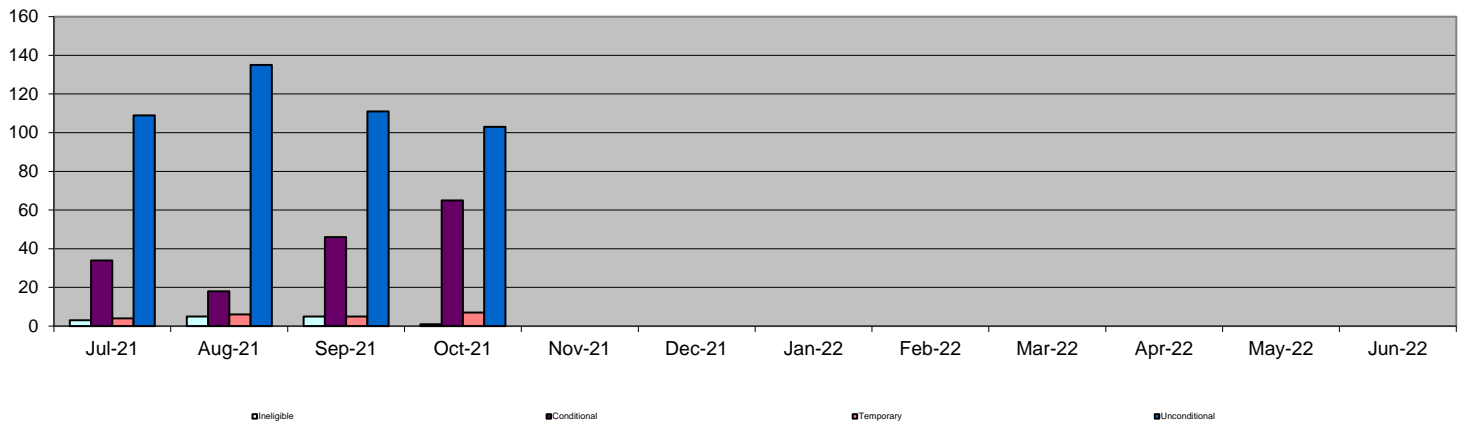
# MTM Certification Summary Report FY 22

	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
New Applicants	45	59	51	66									
Re-Certifications	105	134	116	110									
Total	150	193	167	176									
Ineligible	3	5	5	1									
Conditional	34	18	46	65									
Temporary	4	6	5	7									
Unconditional	109	135	111	103									
Total	150	164	167	176									

New Applicants and Re-Certifications



Eligibility





## Agenda Item No. 9

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

December 16, 2021

**SUBJECT:**

FIXED-ROUTE REPORTS

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Attached monthly reports cover the period from July 1, 2021 through October 31, 2021. 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)

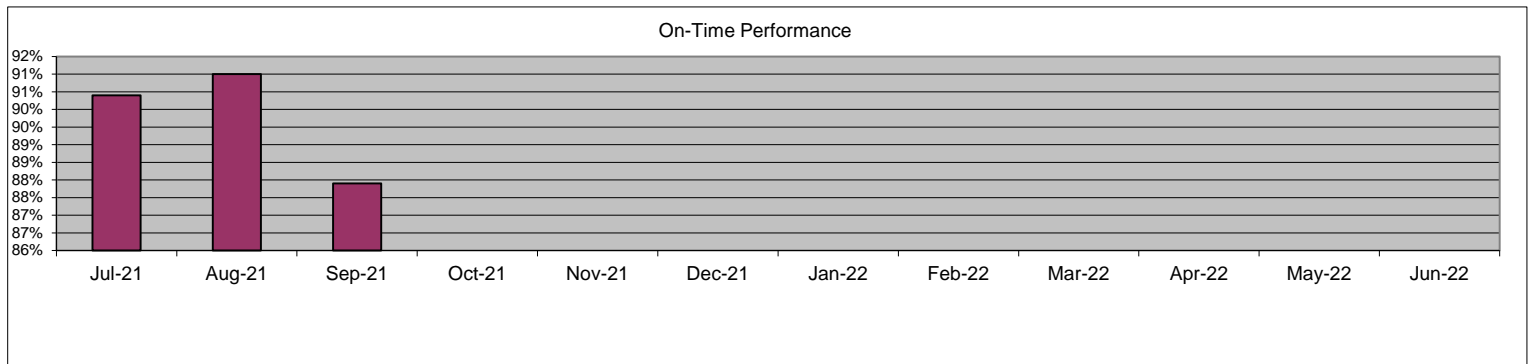
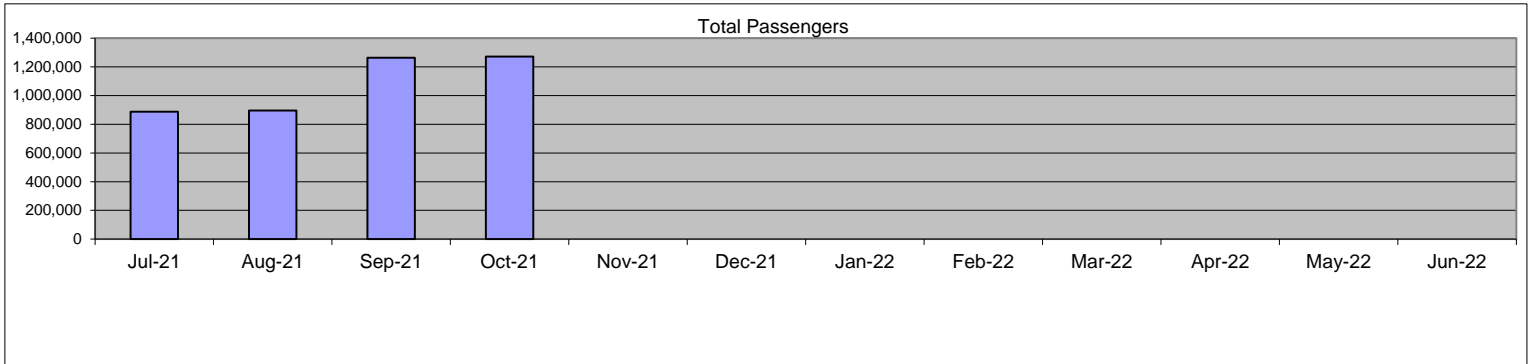
Attachment: A. MTS Bus Report, MTS Contract Services Report, and San Diego Trolley Report





## MTS Bus Report FY 22

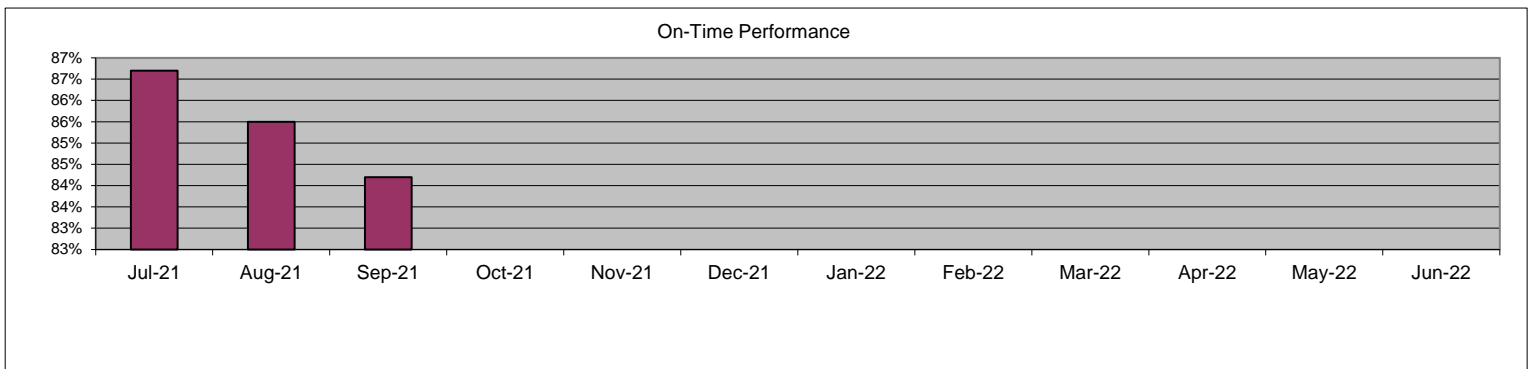
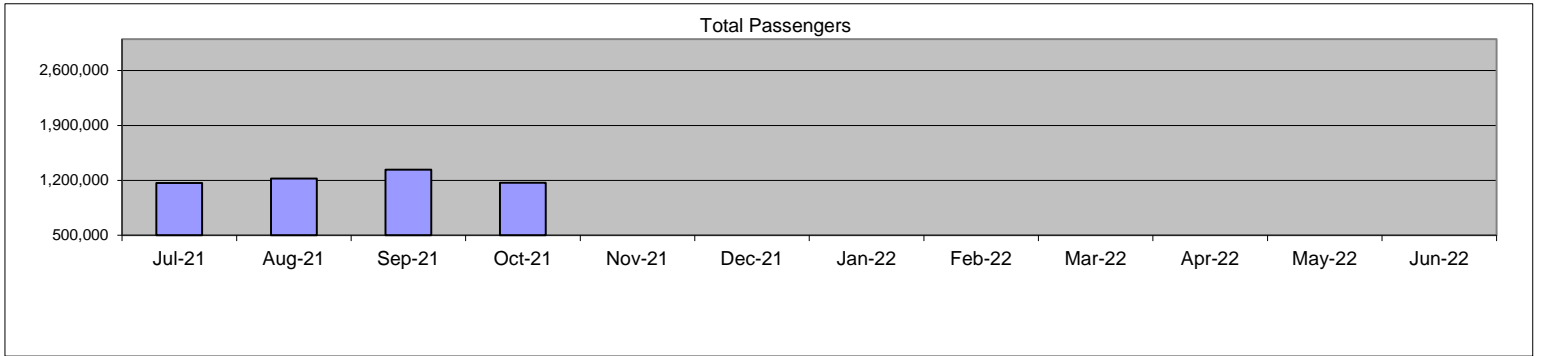
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Total Passengers	887,023	896,341	1,264,381	1,271,134									
On-Time Performance	90%	91%	88%										





## MTS Contract Services Report FY 22

	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Total Passengers	1,165,183	1,221,986	1,337,052	1,167,542									
On-Time Performance	87%	86%	84%										





## San Diego Trolley Report FY 22

Total - All Lines	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Total Passengers	2,068,672	2,163,600	2,299,331										
On-Time Performance	97%	97%	97%										

