

## 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.



---

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): 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:

