



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

September 16, 2021

1:00 p.m.

\*Meeting will be held via webinar\*

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#### ACTION RECOMMENDED

1. ROLL CALL

2. APPROVAL OF MINUTES - [June 17, 2021](#) and [December 10, 2020](#)

Approve

3. PUBLIC COMMENTS

#### COMMITTEE DISCUSSION ITEMS

4. [Evaluation of Restroom Facilities \(Sharon Cooney\)](#)

Informational

5. [Security and Passenger Safety Community Advisory Group Guidelines \(Julia Tuer\)](#)

Informational

Please SILENCE electronics  
during the meeting

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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.

- |     |  |               |
|-----|--|---------------|
| 6.  | <a href="#"><u>Mobility Safety for All (Angelica Rocha and Morgen Ruby of Circulate San Diego)</u></a> | Informational |
| 7.  | <a href="#"><u>PRONTO Update (Grecia Figueroa)</u></a>   | Informational |
| 8.  | <a href="#"><u>Follow up Questions regarding Helpful Tips When Riding the Trolley (Tom Doogan)</u></a> | Informational |
| 9.  | <a href="#"><u>ADA Paratransit Reports</u></a>   | Informational |
| 10. | <a href="#"><u>Fixed-Route Reports</u></a>   | Informational |

#### OTHER ITEMS

- |     |   |
|-----|---|
| 11. | <a href="#"><u>Committee Member Communications/Comments</u></a> |
| 12. | NEXT MEETING DATE: December 16, 2021                            |
| 13. | 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 10, 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 1:03 p.m. A roll call sheet listing the committee members in attendance is attached.

2. Approval of the September 17, 2020 Meeting Minutes

Chair Sotelo-Solis entertained a motion to approve the September 17, 2020 meeting minutes. Mr. Bill Lewis moved to approve the minutes. Ms. Sharlene Ornelas seconded the motion, and the vote was 15 to 0 in favor with Mr. Rivas, Mr. Ferguson and Mrs. Rice not present at time of vote.

3. Public Comment

*Kacie Rodvill* – Ms. Rodvill, Peer Liaison at RI International, read a compliment on behalf of a frequent user of transit regarding MTS maps. She noted that the MTS maps were very good, showing the locations to the stops relative to each other with accuracy. Secondly, she said that the color schemes used on the maps made sense and allowed passengers like themselves to easily distinguish the trolley lines in use from other lines. Lastly, a critique the frequent user had was that there are not enough maps located on a trolley. A passenger might not always have a map located nearby because they may be sitting far away from one, which causes them to get up 3-4 times in a given ride to figure out when they need to get off during a longer trolley ride.

4. MTS Access Software Enhancements (Jay Washburn)

Mr. Jay Washburn, Manager of Paratransit and Minibus, introduced the MTS Access Software Enhancements demo by describing the client registration and sign-in process, and trips booked on the calendar with details on the trip. Mr. Washburn explained further by providing an example of a trip made with details including a map of the pick-up and drop off location, information on the status of a trip, fares, number of additional passengers, the pick-up window, estimated drop off time with details on the specific location, and driver location status to track rides. He noted that the client has the option to cancel a trip, rebook, and print a hard copy if they need to. Additionally, the client can go to their profile which will provide them information on their eligibility and may modify anything if needed. He also noted that clients have the option to book trips, both recurring and new, by inputting all information needed. Lastly, he explained how the client has the option to view recurring trips, announcements, general information regarding MTS Access, help information, and language options.

Mr. Washburn mentioned that a group of individuals have applied for Beta testing and have been currently setup to utilize the software providing test feedback. He noted that within the next couple of months, they will be able to roll out live to all access users. He also mentioned that this will be a great additional tool that will give people more flexibility to book their trips with 24-hour availability in a day as opposed to the hours of the reservation centers.

Ms. Sharlene Ornelas asked if this is accessible only from a computer, or can it be accessed from a smart phone as well. Mr. Washburn noted that it can be accessed on a smart phone through the web browser and is compatible with screen readers, yet there currently is not a specific app for it, it is something that they're looking into.

Chair Sotelo-Solis asked if voice over is available for the Beta testing. Mr. Washburn noted that there is not a voice over for this product because it is not designed with the voice over's web-based application. Chair Sotelo-Solis suggested that Mr. Washburn should take this into consideration and also add a vocabulary option for the specific language being used on the site as well as font sizes for people who are visually impaired. He stated that they will make sure any abbreviations needed will be included on the help list and that the font sizes have been designed to meet ADA requirements so, the software is designed to be compatible with screen readers for individuals who need a larger viewing of their screen. Chair Sotelo-Solis also asked if there was a step by step indicator process when a client is booking a trip in case a client needs to point out the exact step they need help with when calling in. He stated that he can follow up with Trapeze to get a numbered step by step process inserted for the clients.

Mr. Bill Lewis complimented Mr. Washburn and his team on their work and stated that it is nice to see something being made that is easily accessible for the ADA community.

#### Action Taken

No action taken. Informational item only.

#### 5. MTS Access Virtual In-Person Eligibility Update (Heriberto Gaytan)

Mr. Heriberto Gaytan, with the MTS Access Eligibility Dept., provided an update on the Virtual In-Person Eligibility Assessments discussing how a VIP works, the eligibility and application process, and also the technology options for the applicants. He introduced how applicants may join meetings by using their own internet-capable device, or MTS tablets may be provided to those that do not have access to the internet or use of technology at home. He then explained how a test had been made with Beta users in September 2020 giving positive feedback which at that point started the assessments on October 1<sup>st</sup>, 2020 including newly certified applicants, successfully completing over 60 VIP assessments. Lastly, he stated that surveys were given to applicants providing their honest feedback on their experience and what may need improvement. Overall, the feedback was positive, needing improvement on audio issues with tablets which they are currently working on.

Chair Sotelo-Solis asked if there were any technical difficulties identified during the process. Mr. Gaytan noted that as expected, there were normal network issues that you can experience while using a virtual platform but overall, they managed to work with these issues and ended up with successful appointments.



Ms. Sharlene Ornelas asked what they did for access of the technical equipment for people who are totally blind and if they have already had any applicants who are totally blind. He explained that they have the option to use their own smart-device or MTS tablet that will be connected to the appointment with the audio and video mode automatically in connection. The tablets will have locator dots on the screen to help guide visually impaired applicants and Velcro is placed on the back of the tablet to identify the bottom from the top and they will not have to worry about turning on the audio or camera. He then states that he is not sure of having fully blind applicants, only visually impaired applicants, but will confirm and applicants will have staff available to assist them during the process.

Mrs. Marissa Lucero stated that she had a client who is recertifying and wondered if they were going to get the 90-day extension or if they would have to follow the procedures that they typically do to certify. Mr. Gaytan noted that applicants will receive a temporary extension once the re-certification process has been completed and approved by an evaluator.

Ms. Ornelas asked, when would applicants get their 3-year certification or would they have to keep going through a temporary certification process. He noted that the applicant would only have to apply once to receive an extension and if they have not provided the applicant with a virtual in person assessment, then they would provide them the extension. He mentioned that once the virtual platform has been opened to re-certify, the applicants will be notified to start their process on getting their 3-year certification.

#### Action Taken

No action taken. Informational item only

#### 6. MTS Access Medi-Cal Trip Reimbursement (Jay Washburn)

Mr. Washburn provided an update on the management of billing and re-imbursements with care providers, as well as collecting fares from passengers with concerns of “double dipping”. He stated that all of the contracts created with the NCP’s are based on the fact that the passenger is still paying the \$5 fare and is split with the NCP whom are also paying a fare on top of that. He noted that in some situations, the \$5 fare could be reimbursable from the managed care providers to the rider based on their contract with Medi-Cal.

Ms. Debbie, mother of Elizabeth Delgado who is a Medi-Cal patient with Kaiser, stated that she was receiving invoices showing that Kaiser paid for her daughter’s transportation to her day programs and also received tickets from the regional center showing payments of transportation. She questioned what exactly were each one paying for and noted that she had brought this issue up to Mrs. Debbie Marshall showing proof of the invoices in which Mrs. Marshall has been helping her with. Mr. Jay Washburn pronounced that the regional center is paying for the \$5 passenger portion of the fare and Kaiser is paying the remaining balance on the contracted negotiated rate.

#### Action Taken

No action taken. Informational item only

7. Adoption of the 2021 Metropolitan Transit System (MTS) Accessible Services Advisory Committee Meeting Schedule

Chair Sotelo-Solis entertained a motion to adopt the 2021 ASAC meeting schedule. Ms. Sharlene Ornelas motioned to adopt the schedule as is, Mr. Bill Lewis seconded the motion and the vote was unanimous.

Action Taken

Adopt.

8. ADA Paratransit Reports

Fixed route monthly reports attached.

Action Taken

No action taken. Informational item only.

9. Fixed-Route Reports

Mr. Washburn pointed out an increase in ridership on fixed routes given the current COVID pandemic. He stated that the on-time performance has been very good as well, and paratransit service continues at 75% down compared to previous COVID volumes.

Mr. Tom Doogan stated that trolley has been trending upwards with over 50% of their pre-COVID numbers last reported. Mr. Bill Lewis noted that it has been a slow growth with service since a lot of it has been attributed to school not being in session but he is hopeful to see a change for the better.

10. Committee Member Communications/Comments

Ms. Sharlene Ornelas noted a partial-response to the previous question on trolleys, stating that there is an easily accessible program called “Transit”, they can use on their smart phones to show what available stops and times there are for trolleys, buses, ferries, and am tracks.

Ms. Nancy Vera from Access to Independence stated that their organization considers how to increase accessibility to transportation through consumer feedback and have been wondering if MTS has considered partnering with transportation network companies to make on-demand transit more available to wheel chair users. Chair Sotelo-Solis recommended to agendize this communication for the next meeting in order to give an overall update as an action or an informational item. Mr. Jay Washburn noted that they would add it to the next meeting’s agenda.

Chair Sotelo-Solis shared an update on the week’s “Stuff the Bus” initiative for those that have been impacted by the pandemic. She noted that this has been a great progress that started off with 2 buses to now evolved to many stores throughout the San Diego county in partnership with the San Diego county Food Bank and the girl scout

community. She also listed items needed to donate and encouraged others to help in any way which can be done in person or virtually through the SDMTS website.

11. Adjourn

Chair Sotelo-Solis adjourned the meeting at 2:03pm.

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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): 12/10/2020

CALL TO ORDER (TIME): 1:03pm

ADJOURN (TIME): 2:03pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Alejandra Sotelo-Solis <input checked="" type="checkbox"/> <input type="checkbox"/>	ASAC Chair	1:00pm	2:03pm
Nancy Vera <input checked="" type="checkbox"/> Amy Kalivas <input type="checkbox"/>	Access to Independence	1:00pm	2:03pm
Arun Prem <input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/>	FACT (CTSA)	1:00pm	2:03pm
Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/>	State Council on Developmental Disabilities	1:13pm	2:03pm
Bill Lewis <input checked="" type="checkbox"/> Juan Lopez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:00pm	2:03pm
Callie Anderson <input type="checkbox"/> Heriberto Gaytan <input checked="" type="checkbox"/>	MTM, Inc	1:00pm	2:03pm
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	2:03pm
Bill Hipp <input type="checkbox"/> Kevin Marques <input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00pm	2:03pm
Lisa Madsen <input checked="" type="checkbox"/> Zachary Rivera <input type="checkbox"/>	SANDAG	1:00pm	2:03pm
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	2:03pm
Jorge Rivas <input type="checkbox"/> <input type="checkbox"/>	Fixed Route Consumer		
Tom Doogan <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Trolley	1:00pm	2:03pm
Belinda Kelly <input type="checkbox"/> Amanda Denham <input checked="" type="checkbox"/>	MTS Bus	1:00pm	2:03pm
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	2:03pm
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00pm	2:03pm
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00pm	2:03pm
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:00pm	2:03pm

CLERK OF ASAC: VASSILERA LERINSKA PARATRANSIT AND MINIBUS MANAGER: J. Washburn

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

**DRAFT MINUTES**

June 17, 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].

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

The meeting minutes from December 10, 2020 could not be approved due to not having a quorum.

3. Public Comment

There were no Public Comments.

4. Helpful Tips When Riding the Trolley (Sharon Osorno)

Ms. Sharon Osorno, Customer Service Representative for MTS Transportation (Rail), provided a presentation regarding helpful tips when riding the trolley. Ms. Osorno introduced the different trolley models, where to locate signage throughout stations and on the trains, the location and importance of ADA compliant truncated domes. She also provided audio of prerecorded public announcements heard internally and externally for visually impaired riders. She then pointed out how to identify the location of ramp doors on older and newer train models, push to open buttons for ADA passengers, and video footage on the usage of manual lifts and low floor ramps. Ms. Osorno further explained how to identify priority seating, defective doors and ramps, the light rail vehicle (LRV) number when reporting an issue, and sound clips including the proper usage of passenger intercoms and emergency buttons. Lastly, she described the different challenges train operators face when boarding in certain stations and provided a list of the stations affected.

Chair Sotelo-Solis thanked Ms. Osorno for providing in great detail which sounds to be aware of when boarding the trolleys and requested for the clips presented to be provided via social media in order for the committee to have access to use as a tool to help leverage and maximize.

Ms. Callie Anderson, MTM Project Manager, thanked Ms. Osorno for her informative presentation and mentioned how it is very helpful to see the videos and hear audio clips in different formats, she also complimented on the access information that was provided.

Ms. Marissa Lucero, an Orientation Mobility Specialist at the San Diego Center for the Blind, also thanked Ms. Osorno and stated that she is frequently on the trolleys training clients who are visually impaired on how to travel safely. She mentioned how the presentation was great for herself to review and asked if there is capability of increasing

the volume or changing the functions of the public announcements to make the sound clearer since she's had trouble in the past not being able to hear the announcements clearly due to echo in the background. Ms. Osorno specified that they do not have control over the volume for the trolleys, given that they are preset functions and have to meet a certain standard for decibel levels. Ms. Lucero mentioned in this case, her clients would then have to rely on other riders for help, making it not fully accessible to them. Ms. Samantha Leslie, MTS Staff Attorney, informed Ms. Lucero that she will reach out to the Rail maintenance staff to see what actions they can take and will get back to her on it.

Secondly, Ms. Lucero asked if there was a plan in place to make the color-coded on-board train signage larger or have them re-located to the side of the trolley instead of in the train operator's front window. She noted that the current placement of the signs is not logical if riders have to check staring straight on to the trolley and is inaccessible for people who are visually disabled. Ms. Osorno stated that she will look further into this. Lastly, Ms. Lucero noted that sometimes the internal announcements for approaching stops are not always functioning properly or at all, making her clients rely on other riders for help and at times get directed to push the emergency call button. She asked how often are these functions checked before starting a route. Ms. Osorno stated that she did not have the exact answers to provide to Ms. Lucero, but will get back to her on this as well. Chair Sotelo-Solis also agreed with Ms. Lucero's concern for the color-coded on-board train signage placement and asked staff to follow with updates on this at the next quarterly ASAC meeting in order for Ms. Lucero and her colleagues to provide these updates to their clients.

#### Action Taken

No action taken. Informational item only.

#### 5. Access Reopens to In-Person Assessments (Callie Anderson)

Ms. Callie Anderson, Project Manager at MTM, introduced the reopening of in-person assessments for MTS Access beginning July 1<sup>st</sup>, 2021 after over a year of solely virtual in-person assessments due to the pandemic. Ms. Anderson provided a presentation including updates on the transition from VIP's to in-person assessments at the MTS Access Eligibility office and their plan to keep applicants safe while visiting. These safety measures include mandatory face coverings for employees and applicants, social distancing, temperature/health screening upon checking in, and the placement of plexiglass barriers in the lobby and assessment rooms. MTM staff will also be disinfecting all areas frequently throughout the day and have made changes implementing a staggered assessment schedule intended for fewer people waiting for their rides, maximizing the space in the lobby between appointments. She also stated that applicants will receive an automated message the day before their appointments reminding them of which COVID symptoms to look out for and to call back if they need to reschedule. Lastly, Ms. Anderson stated that MTM has been pushing online applications after seeing a rise during COVID, lowering the transmission of germs and assembles a more paperless and instantaneous application process.

#### Action Taken

No action taken. Informational item only

6. ADA Paratransit Reports

MTS Access and MTM monthly reports attached. Mr. Jay Washburn, Manager of Paratransit and Minibus, stated that ridership has started to increase with 25% of their previous volume but are up 150% above the lowest volume during the peak of COVID. Mr. Washburn noted that ridership is starting to come back in hopes of people getting vaccinated and feeling safer while MTS Access does their part taking all precautions necessary.

Action Taken

No action taken. Informational item only.

9. Fixed-Route Reports

Fixed route monthly reports attached. Mr. Washburn stated that there has been a slow and steady increase in ridership and is hopeful to see a rise as the state re-opens.

Chair Sotelo-Solis noted for staff to have the most up to date information regarding “free rides” during the month of September for those that purchase the new PRONTO card. She stated that it is important to incentivize this as much as possible for the disabled community to engage in receiving a free ride as well during that month and asked staff if they had scheduled a presentation providing updates on this or if they can provide one at the next meeting. Mr. Washburn stated they do not have a presentation but can share out the PRONTO link to the website and have that information included in the ASAC packet after the meeting. He also noted that PRONTO is not accessible for the Access paratransit program, but are in the process of installing a separate cashless fare system. Mr. Washburn stated they are working with the marketing department on this and will launch before the end of the year, allowing for online fare payments through Access and following the PRONTO rollout, they will have more information regarding this throughout the next quarterly meeting.

Chair Sotelo-Solis stated how as a service that is being provided, she has to address the needs of the ASAC members and is curious to see what will happen with the outreach and utilization of its members to amplify this message and would like to discuss further with Mr. Washburn.

10. Committee Member Communications/Comments

Ms. Debbie Marshall, State Council on Developmental Disabilities, commented that she was a few minutes late to the meeting and wasn’t sure if any updates were given on the joint meeting that had occurred in March. Ms. Marshall stated that she had assisted someone to express a safety concern in regards to bags belonging to the bus drivers left nearby the entree way of the bus. She mentioned that staff was going to follow up with the MTS rider and wanted to know if there was any outcome as a result of it.

Chair Sotelo-Solis stated they are receiving the informational items and did not approve the minutes, nor see to any official business because of the lack of quorum, however, Ms. Marshall's question was directed to Mr. Washburn and Ms. Anderson to answer.

Mr. Washburn stated that he did address this as a general concern to the Bus Operations and training department to share the information given and apologized as he and Ms. Vassilena Lerinska do not recall getting any specific feedback on the rider's incident. He mentioned that there was no direct contact made with the MTS rider and asked Ms. Marshall to send the rider's contact information as they would be glad to reach out to her specifically. Ms. Marshall thanked Mr. Washburn and noted that this incident could often be looked over but is a safety concern to people when boarding the bus.

Ms. Nancy Vera from Access to Independence commented on how she has been receiving more specific questions not generally found on the PRONTO website, relating to the Pacific Surfliner, Coaster, and having updated doctorate documentation. She questioned if the direct line of contact listed on the website for questions and inquiries is often monitored, directed to a voicemail system or will riders have to enquire in-person. Ms. Vera stated that she thinks it would be helpful to look into this since so many specific questions have been brought to her attention and would like to be able to redirect clients in the right direction. Mr. Washburn stated that he is pulling up the web address on where to locate the questions and answers for PRONTO as well as the contact information to share to the staff and then directed for the clerk to call roll as it was taken out of order.

Mr. Washburn provided a reminder to MTS riders following the state issued lift on the mask mandate. He stated that MTS is under the Transportation Safety Administration (TSA), which mandates mandatory mask wearing on all public transportations. Mr. Washburn noted that MTS wanted to remind everyone that it is still mandatory for passengers to wear masks and will continue to be in effect until further noticed. He also followed with an update on the adult day care centers re-opening and re-certifications for eligibility. Mr. Washburn then referred to a question that was brought up at the previous ASAC meeting regarding wheel chair accessible transportation possibly utilizing transportation network companies, such as Uber and Lyft, and decided that it would best for the riders to utilize the taxi programs since they are administered and regulated by MTS. Mr. Washburn also provided updates on a law that was passed several years prior in California requiring the Transportation Network Companies (TNC) to collect a ten cent taxer fee per trip provided, designated to deliver on demand wheelchair transportation services in which the TNC were not providing prior to this law. He stated that this program is regulated by the California Public Utilities Commission and are in the process of appointing San Diego Association of Governments (SANDAG) as the regulating agency for San Diego and administrators of funds to programs. Mr. Washburn followed with more updates on the re-opening of the Access Eligibility Center, the return of multi-loading on Access vehicles, vaccinated employee percentages within MTS service provider First Transit, and the announcement of the eight new MTS Access minivans that will soon provide another level of transportation. Lastly, he announced the sister committee handled by SANDAG, the Social Services Transportation Advisory Council (SSTAC), are looking for new members to join their committee with quite a few openings coming up and anyone interested can enroll on the website at [www.sandag.org/sstac](http://www.sandag.org/sstac).



Chair Sotelo-Solis encouraged staff to sign up for the SSTAC committee to represent ASAC and work alongside Mr. Jay Washburn, Vice Chair of SSTAC.

1. Call to Order and Roll Call (TAKEN OUT OF ORDER)

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.

11. Adjourn

Chair Sotelo-Solis adjourned the meeting at 2:12 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): 6/17/2021

CALL TO ORDER (TIME): 1:02pm

ADJOURN (TIME): 2:12pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Alejandra Sotelo-Solis <input checked="" type="checkbox"/> <input type="checkbox"/>	ASAC Chair	1:02pm	2:12pm
Nancy Vera <input checked="" type="checkbox"/> <input type="checkbox"/>	Access to Independence	1:02pm	2:12pm
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	1:10pm	2:12pm
Bill Lewis <input checked="" type="checkbox"/> Juan Lopez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:02pm	2:12pm
Callie Anderson <input checked="" type="checkbox"/> Heriberto Gaytan <input checked="" type="checkbox"/>	MTM, Inc	1:02pm	2:12pm
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input type="checkbox"/>	San Diego Regional Center		
Marissa Lucero <input checked="" type="checkbox"/> Elsa Caballero <input checked="" type="checkbox"/>	San Diego Center for the Blind	1:02pm	1:52pm
Bill Hipp <input type="checkbox"/> Kevin Marques <input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)	1:02pm	2:12pm
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 checked="" 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	1:06pm	2:12pm
Belinda Kelly <input checked="" type="checkbox"/> Amanda Denham <input checked="" type="checkbox"/>	MTS Bus	1:02pm	2:12pm
Allie Rice <input type="checkbox"/> <input type="checkbox"/>	Deaf Community Services		
Betsy Knight <input type="checkbox"/> <input type="checkbox"/>	County of San Diego Behavioral Health Services		
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:02pm	2:12pm
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:02pm	2:12pm
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:02pm	2:12pm

CLERK OF ASAC:



PARATRANSIT AND MINIBUS MANAGER:





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## Agenda Item No. 4

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

September 16, 2021

#### SUBJECT:

EVALUATION OF RESTROOM FACILITIES (SHARON COONEY)

#### INFORMATIONAL ONLY

##### Budget Impact

None at this time.

#### DISCUSSION:

San Diego Metropolitan Transit System (MTS) staff will present an overview of restroom availability throughout the Trolley system. While MTS does not directly maintain any publicly-accessible restrooms, some restrooms are provided through vendors, jurisdictions, and property owners. Restrooms for the public are available at, or near, the following stations:

- San Ysidro
- E Street
- 12<sup>th</sup> & Imperial
- Park & Market
- Fifth Avenue
- Civic Center
- America Plaza
- Santa Fe Depot
- Gaslamp Quarter
- Old Town
- El Cajon
- Santee



Consequently, 10 of MTS's 16 busiest Trolley stations have restrooms at the station (or within close proximity), and all three Trolley lines have multiple restrooms available. An estimated 70% of passenger trips start or end at a station with a restroom.

Additional restrooms will be provided by the City of San Diego in the near future at Children's Park (near Convention Center Station), Horton Plaza Park (near both Civic Center and Fifth Avenue Stations), and across the street from the Park & Market Station.

The challenges associated with maintaining restrooms will be presented. Such challenges include the cost of maintenance and providing security. Public restrooms have been closed at Lemon Grove Depot, San Diego State University, 24<sup>th</sup> Street, and in downtown due to vandalism and crime. The restroom at Santee Town Center was closed temporarily due to assaults in the restroom.

Staff also analyzed the cost of placing upgraded portable restrooms at additional locations. The estimated cost is \$31,000 annually for the cost of procuring and servicing each unit twice daily and an additional \$190,000 per location to provide 24-hour security.

Staff provided this presentation to the Executive Committee on September 9, 2021 and is scheduled to present to the Board of Directors on September 16, 2021. During its discussion at the Executive Committee meeting, the Committee forwarded a recommendation to the Board of Directors to direct staff to:

- 1) Seek additional hours of availability for the restrooms at the Mills Building (12<sup>th</sup> & Imperial), America Plaza, and E Street;
- 2) Engage with relevant jurisdictions on reopening 24<sup>th</sup> Street, SDSU, and Lemon Grove restrooms; and
- 3) Seek ways to provide public information about restroom availability throughout the network, including the development of a map identifying locations of publicly-accessible restrooms, as well as libraries, parks, shopping malls, and various other locations.

The Executive Committee also directed staff to return to the Executive Committee to report on the following items:

- 1) Exploration of potential additional restroom locations provided by other businesses that MTS can leverage;
- 2) Legal and feasibility analysis of charging fees for restroom usage and/or limiting usage to transit riders, and to ensure that all Americans with Disabilities Act (ADA) requirements are met;
- 3) Potential development of long-term plan and Board policy to direct the long-term plan, including achievable goals for restroom accessibility based on time, distance, ridership or other metrics;
- 4) Budgetary consideration for possibly adding portable units at locations based on goals of a program; and

- 5) Information regarding baby-changing table availability around the system, which could be incorporated into the public information and maps to be created by MTS.

/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)

# EVALUATION OF RESTROOM FACILITIES

MTS Accessible Services Advisory Committee  
September 16, 2021



# Restroom Availability

- Nine stations
- All Trolley lines served by facilities
  - Blue Line: five stations
  - Orange Line: three stations
  - Green Line: four stations
- Seven open every day
- Two open 24 hours



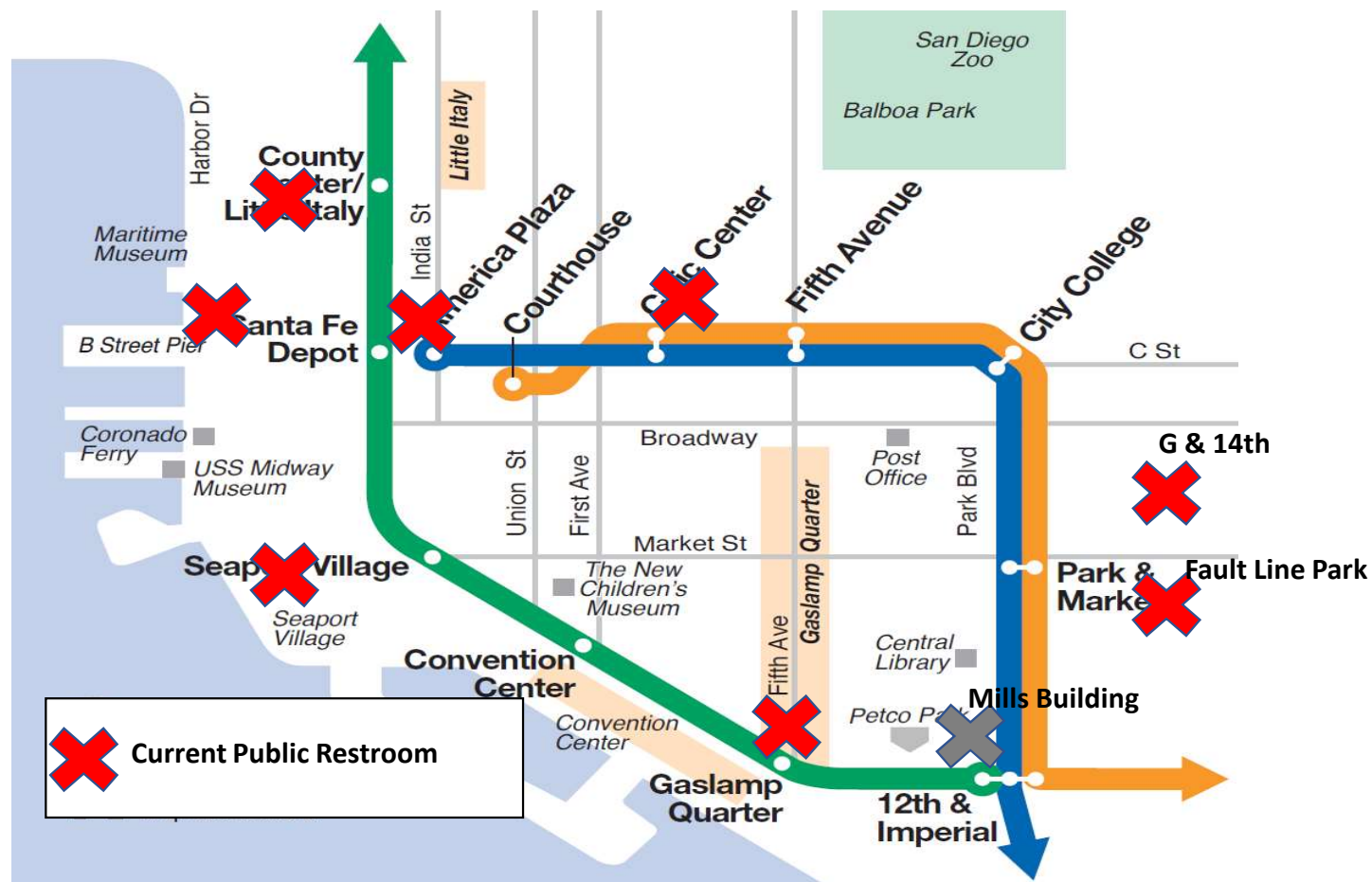
# Restroom Availability

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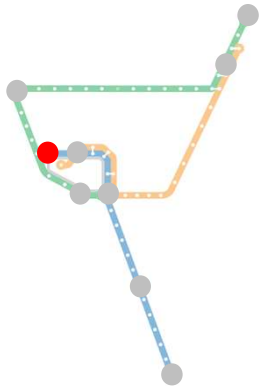


# Public Restrooms in Downtown



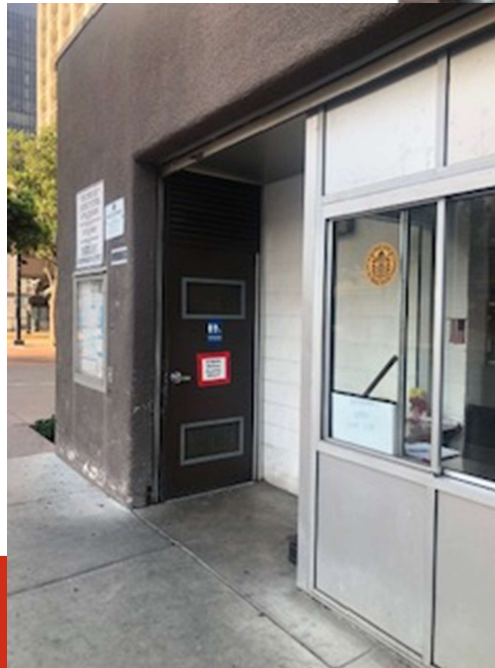
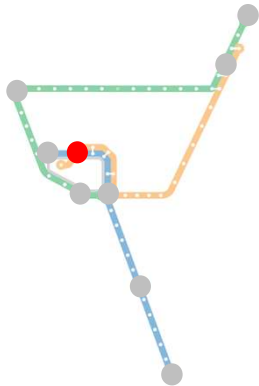
# America Plaza

- Location: **On platform**
- Distance from Station: **On site**
- Hours: **8am-5pm**
- Cost: **Free**
- One unisex unit



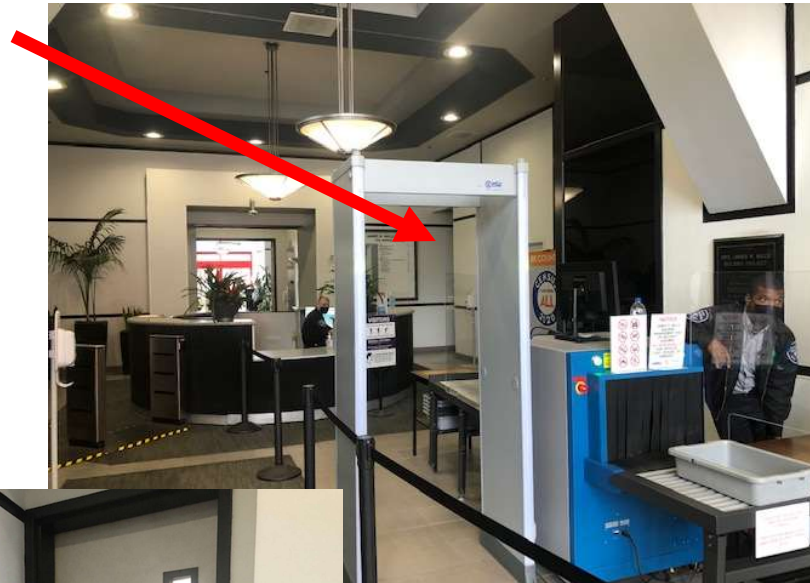
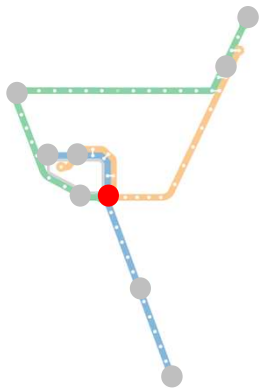
# Civic Center

- Location: **3rd Avenue**
- Distance from Station: **150 feet**
- Hours: **24 hours**
- Cost: **Free**
- Attendant at all times;  
two separate stalls;  
10-minute limit



# 12<sup>th</sup> & Imperial

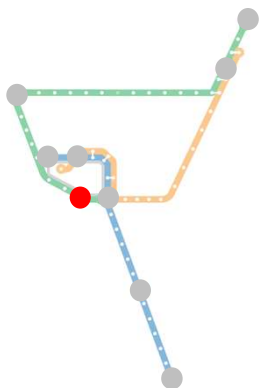
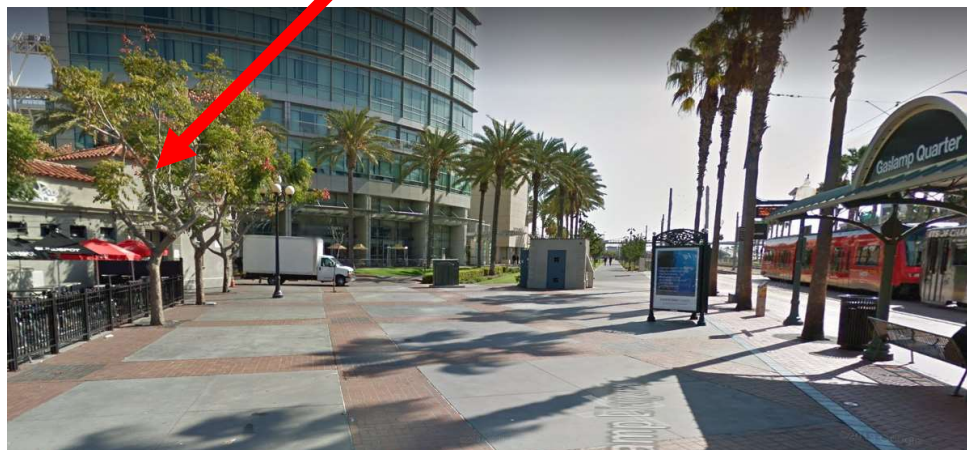
- Location: **Mills Building**
- Distance from Station: **150 feet**
- Hours: **M-F; 8am-5pm**
- Cost: **Free**
- Past security; through x-ray; separate restrooms; monitored by security





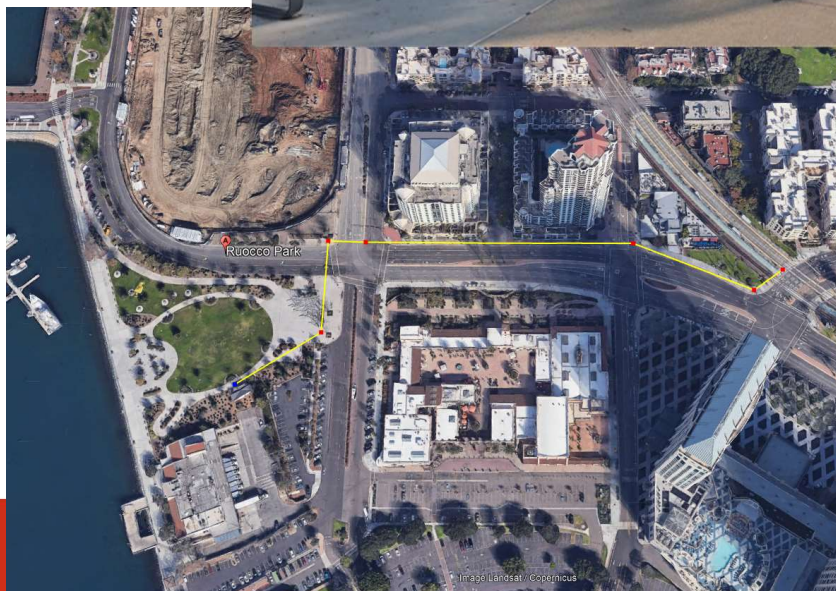
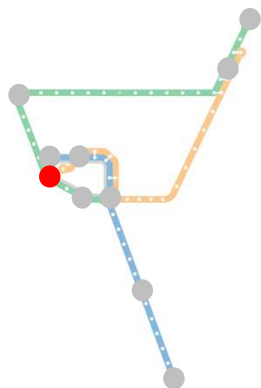
# Gaslamp Quarter

- Location: **Plaza**
- Distance from Station: **100 feet**
- Hours: **6am-9pm**
- Cost: **Free**



# Ruocco Park (off site)

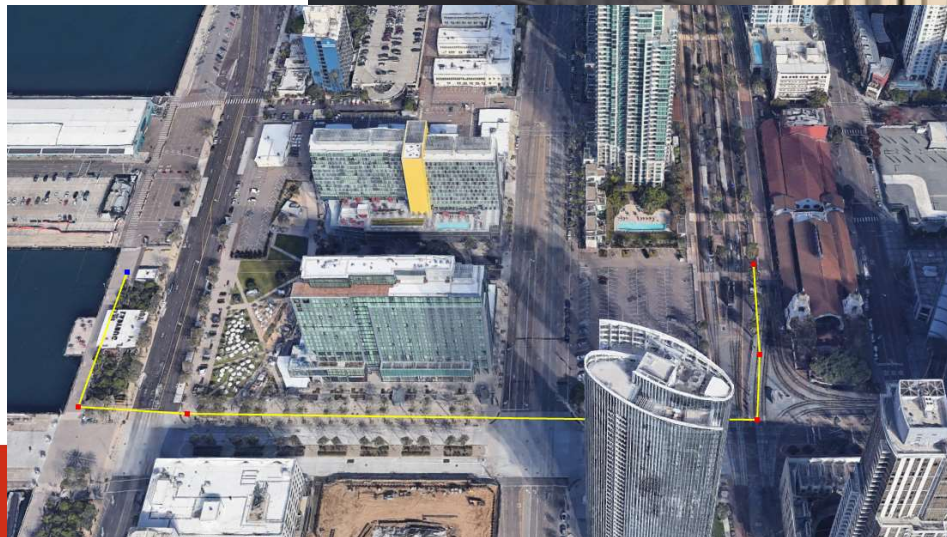
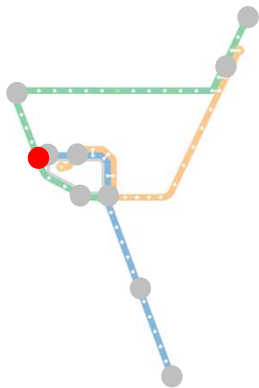
- Location: **Ruocco Park**
- Distance from Station: **0.3 miles from Seaport Village**
- Hours: **24 hours**
- Cost: **Free**
- \$380,000 upfront capital cost





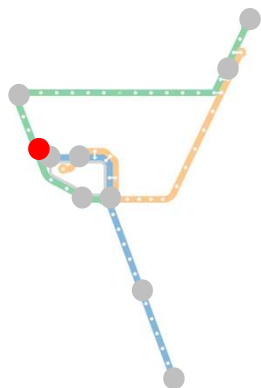
# Harbor Drive & West Broadway (off site)

- Location: **Harborfront**
- Distance from Station: **0.3 miles from Santa Fe Depot**
- Hours: **8am-8pm**
- Cost: **Free**
- \$2 million upfront capital cost



# Waterfront Park (off site)

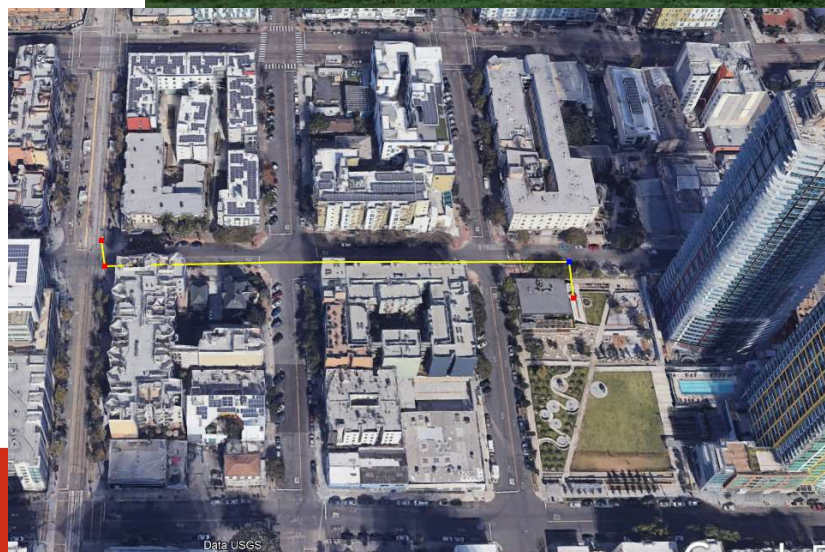
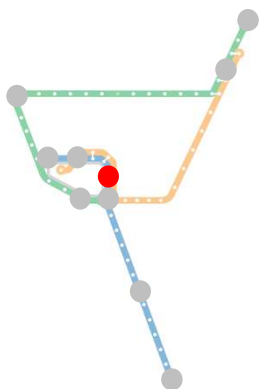
- Location: **Waterfront Park**
- Distance from Station: **0.2 miles from County Center/Little Italy Station**
- Hours: **6am-10pm**
- Cost: **Free**
- Two restroom facilities, with showers outside





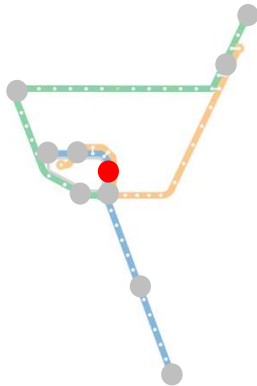
# Fault Line Park (off-site)

- Location: **Fault Line Park, 14<sup>th</sup> & Island**
- Distance from Station: **0.15 miles from Park & Market Station**
- Hours: **6am-midnight**
- Cost: **Free**
- Security on-site; restroom use requires key from security



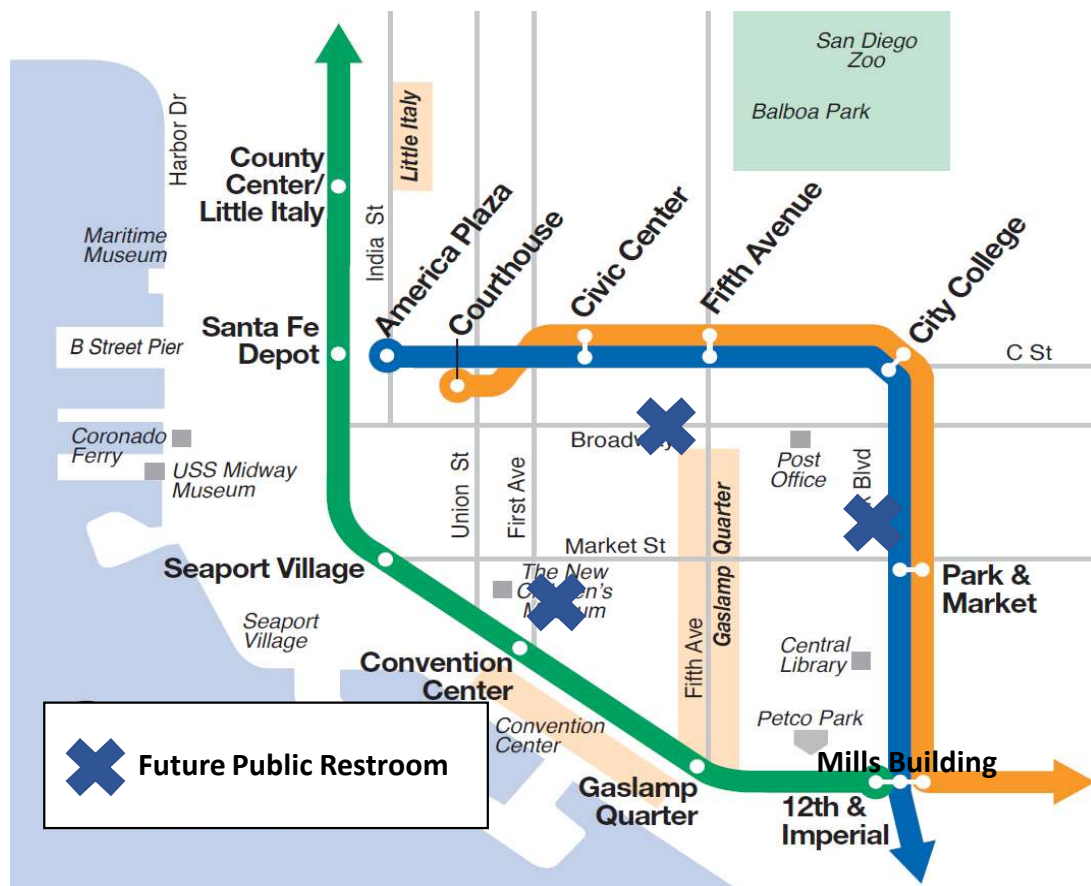
# G and 14<sup>th</sup> (off-site)

- Location: **G and 14<sup>th</sup>**
- Distance from Station: **0.2 miles from Park & Market Station**
- Hours: **24 hours**
- Cost: **Free**
- Security on-site



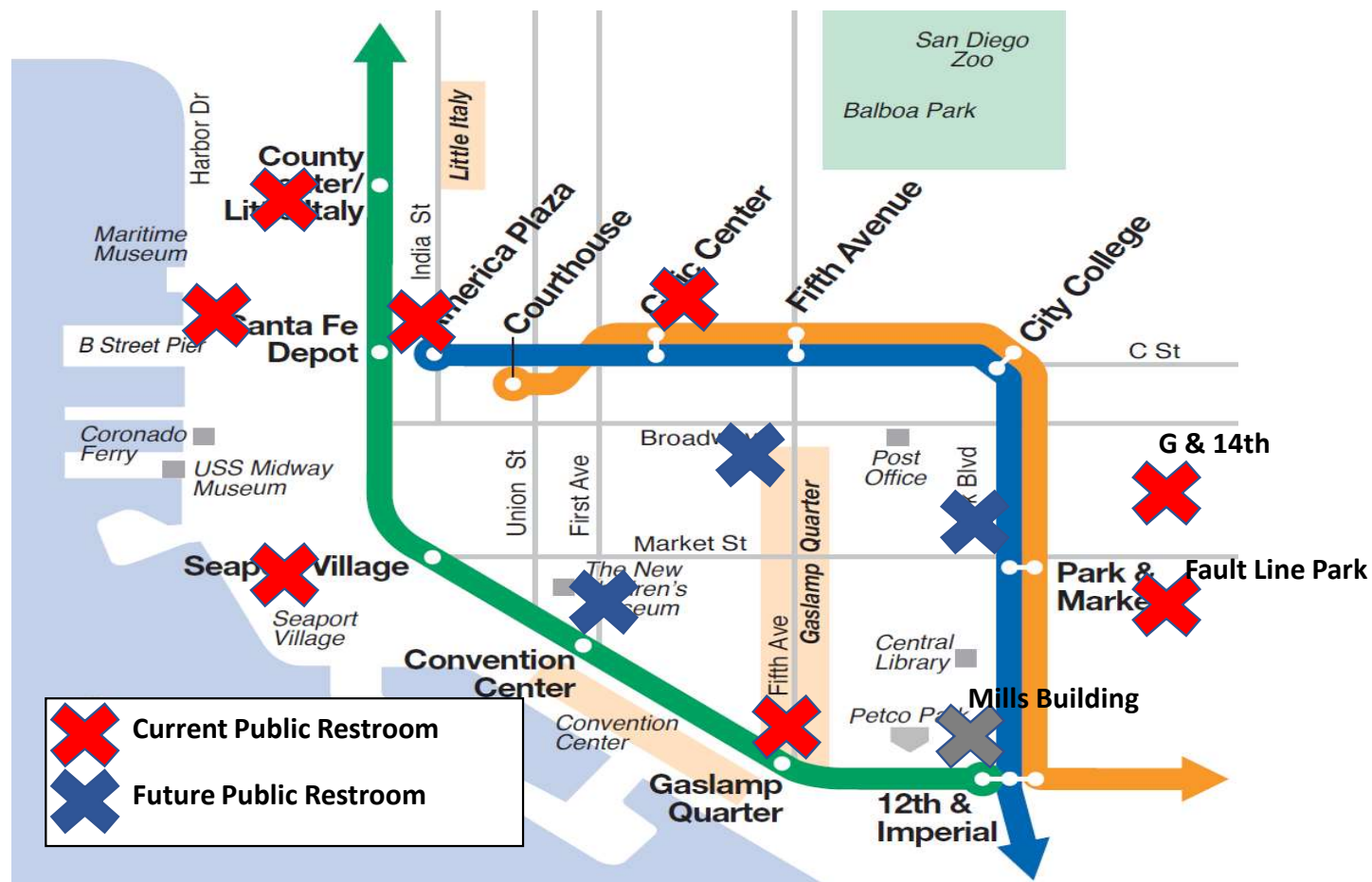
# Public Restrooms in Development, Downtown

- Children's Park (2022)
- Horton Plaza (tbd)
- Park & Market (tbd)
  - Replacement of Portland Loo

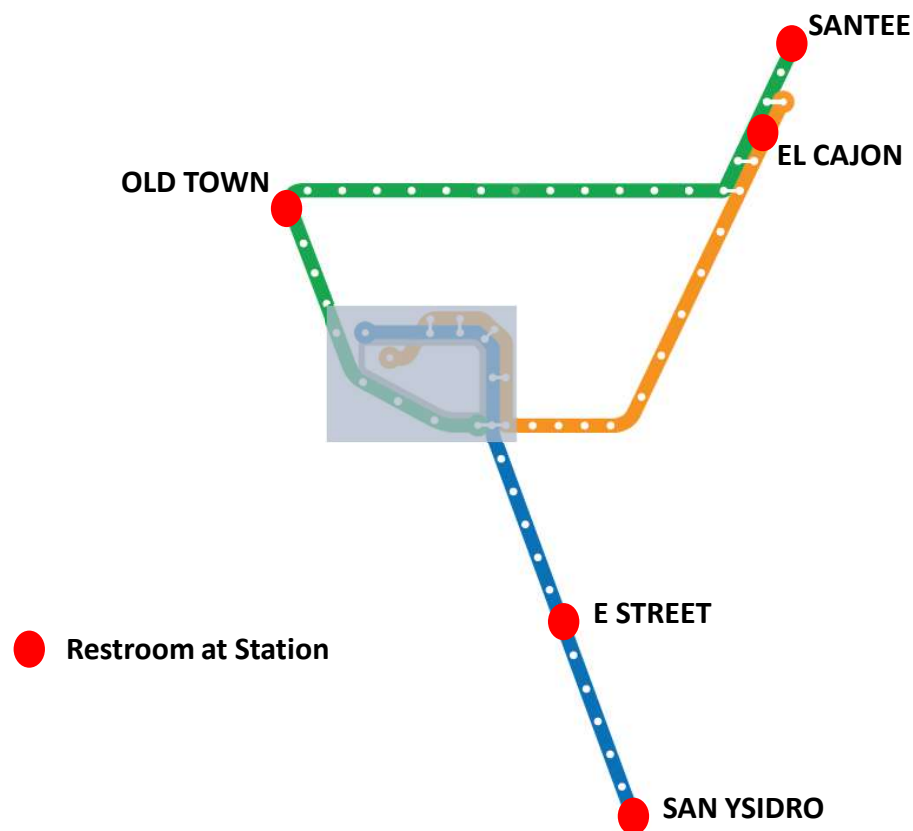




# Public Restrooms in Downtown

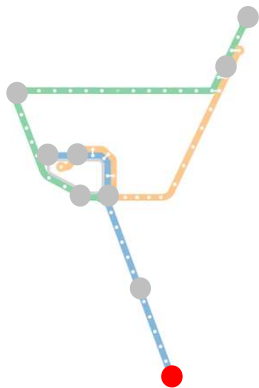


# Public Restrooms Outside Downtown



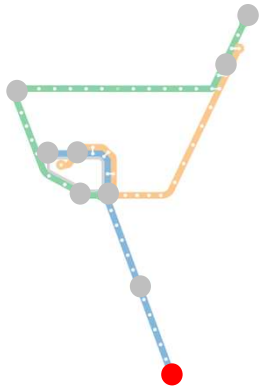
# San Ysidro

- Location: **Rail Court**
- Distance from Station: **175 feet**
- Hours: **7am-7pm**
- Cost: **50 cents**
- Six unisex stalls; one ADA (needs to be unlocked by parking attendant); three sinks; required by MTS contract



# San Ysidro

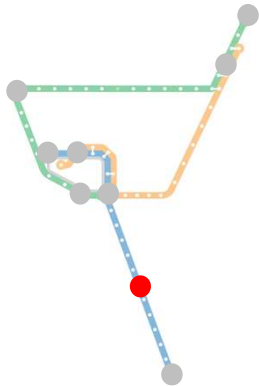
- Location: **McDonald's Building**
- Distance from Station: **100 feet**
- Hours: **24 hours**
- Cost: **50 cents**
- Separated restrooms; multiple stalls in each
- Bathroom attendant





# E Street

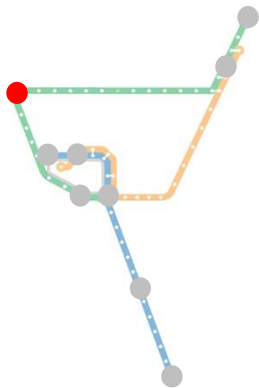
- Location: **Cool Down Coffee**
- Distance from Station: **200 feet**
- Hours: **M-Sa; 730am-3pm**
- Cost: **Free**
- Separate restrooms; multiple stalls; monitored by coffee shop; maintained by MTS





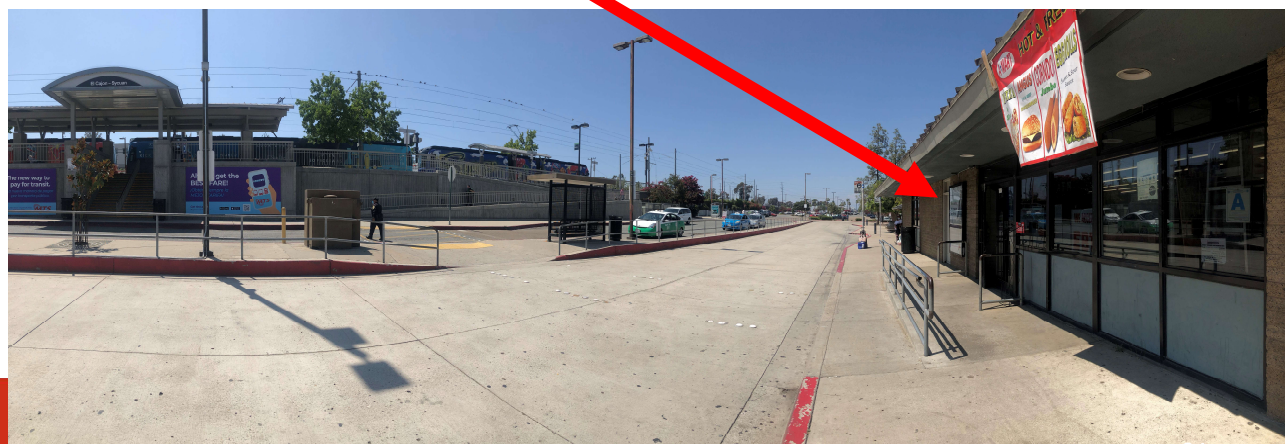
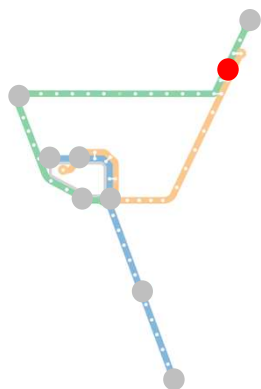
# Old Town

- Location: **A-mart**
- Distance from Station: **On platform**
- Hours: **6am-7pm**
- Separate restrooms; monitored by A-mart; required by MTS contract



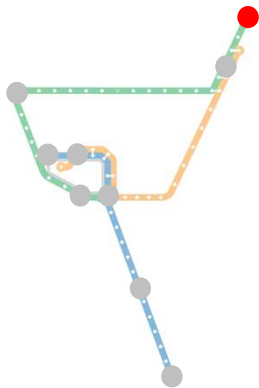
# El Cajon

- Location: **A-mart**
- Distance from Station: **250 feet (lower level)**
- Hours: **6am-6pm**
- Separate restrooms; monitored by A-mart; required by MTS contract

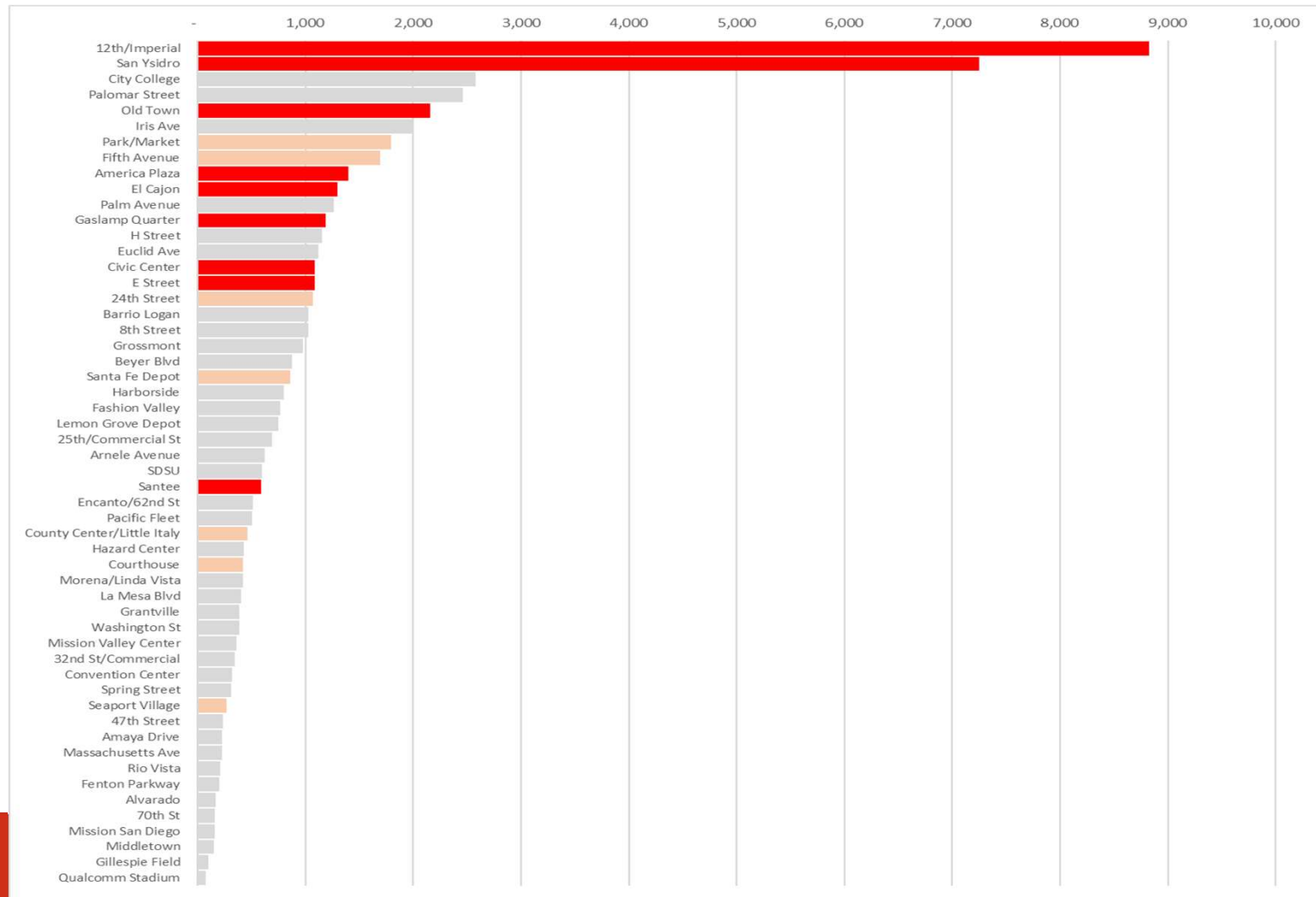


# Santee

- Location: **Adjoining building**
- Distance from Station: **100 feet**
- Hours: **6am-6pm**
- Cost: **Free**
- Was closed for a few months due to assaults in restroom and vandalism

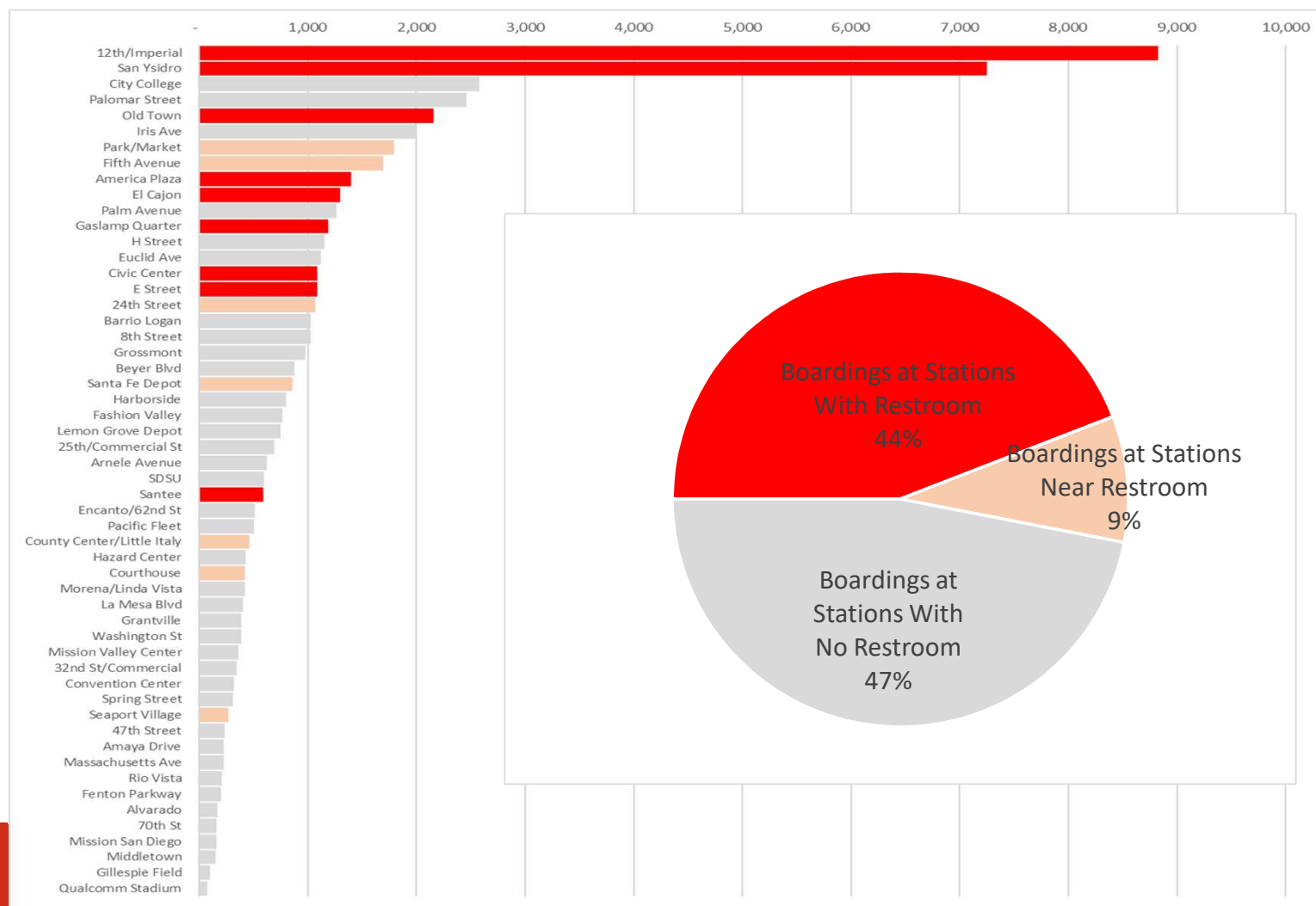


# Passenger Boardings vs Restroom Availability

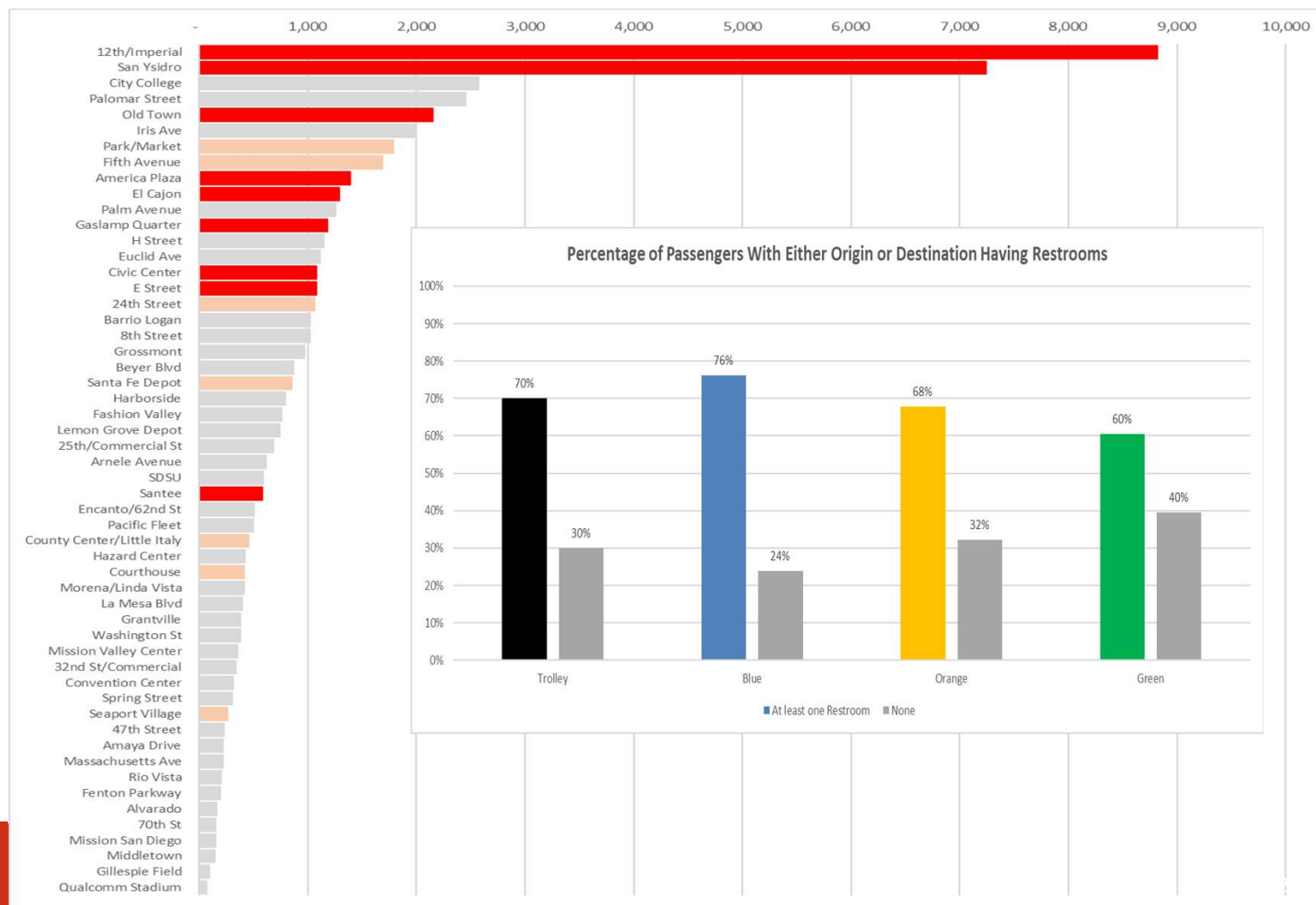




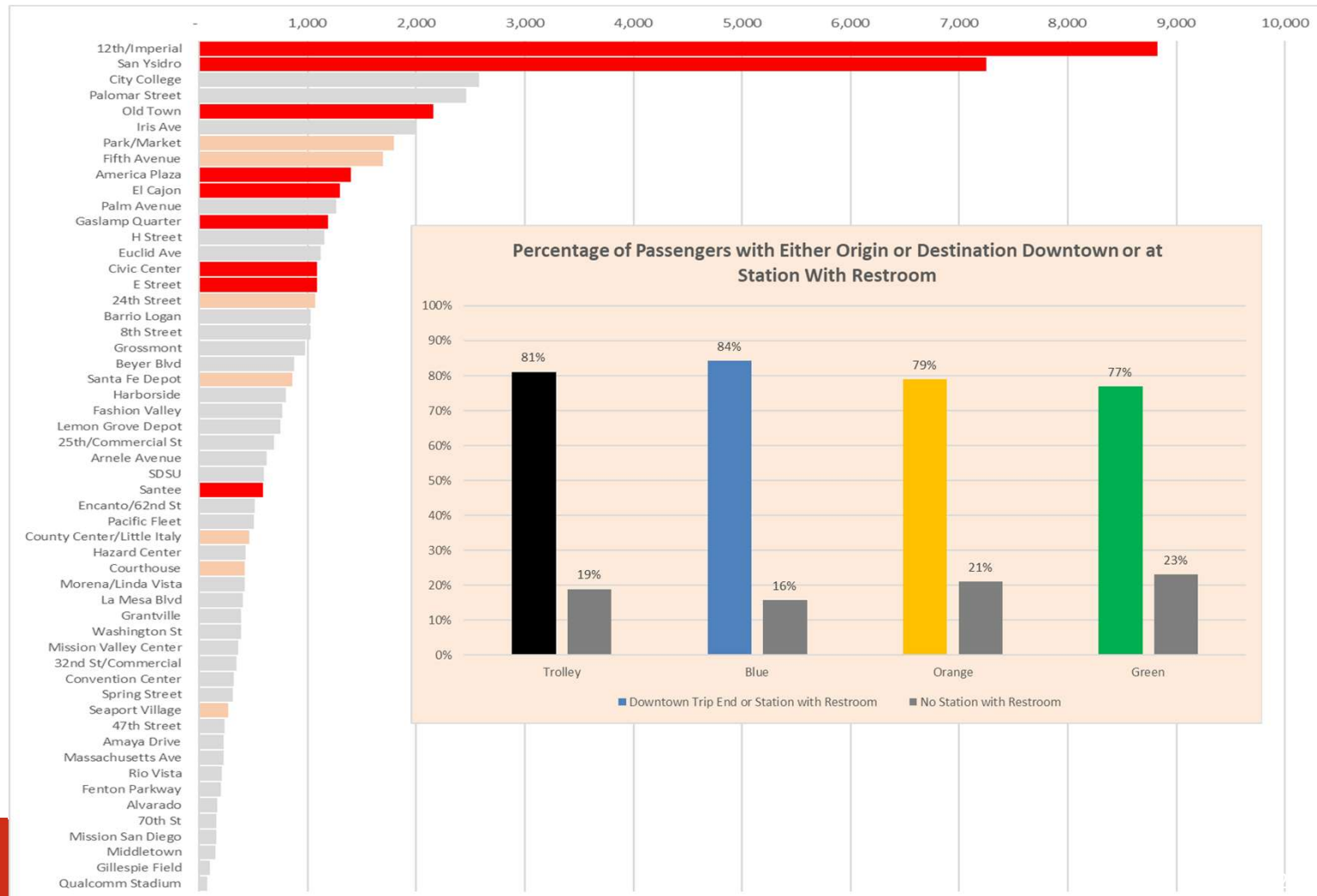
# Passenger Boardings vs Restroom Availability



# Passenger Activity vs Restroom Availability



# Passenger Activity vs Restroom Availability



# Other Light Rail Systems

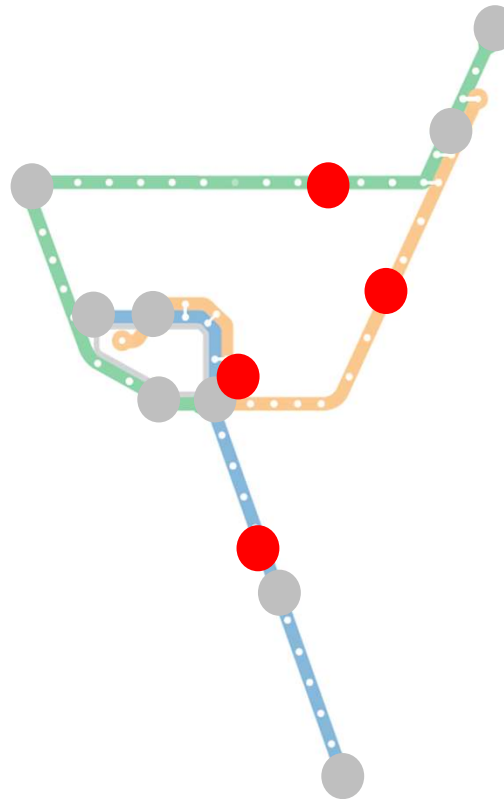
- **CALIFORNIA LIGHT RAIL SYSTEMS**
  - **Los Angeles Metro:** No restrooms provided by agency
  - **San Francisco MUNI:** No restrooms provided by agency
  - **Santa Clara VTA:** No restrooms provided by agency
  - **Sacramento RTD:** No restrooms provided by agency
- **GOAL LIGHT RAIL BENCHMARKING GROUP**
  - **UTA (Salt Lake City):** No restrooms provided by agency
  - **Port Authority (Pittsburgh):** No restrooms provided by agency
  - **NFTA (Buffalo):** No restrooms provided by agency
  - **Tri-Met (Portland):** No restrooms provided by agency
  - **CATS (Charlotte):** One public restroom at major transit center
  - **Baltimore MTA:** Restrooms at three stations; only one of which is MTA-operated
  - **Sound Transit (Seattle):** Four of 22 stations have restrooms (one is airport; two are Amtrak/commuter rail stations)
  - **DART (Dallas):** Five of 89 stations have restrooms





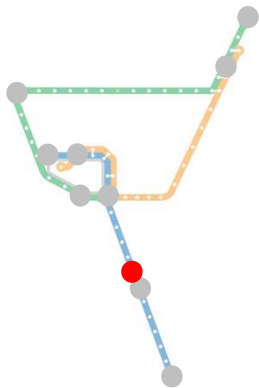
# Closed Public Restrooms

- 24<sup>th</sup> Street Station
- San Diego State University
- Lemon Grove Depot
- 14<sup>th</sup> & L (Downtown)



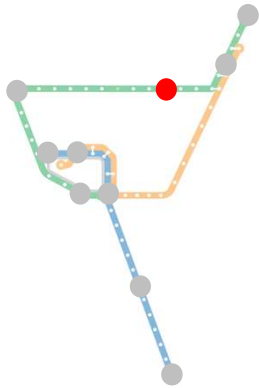
# 24<sup>th</sup> Street

- Location: **Adjacent to Trolley Station**
- Closed by National City Adult School in 2014 due to vandalism.



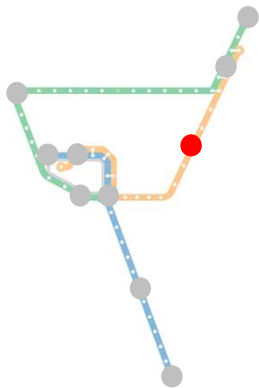
# San Diego State University

- Location: **Adjacent to Trolley Station**
- Closed due to cost of maintenance resulting from vandalism



# Lemon Grove Depot

- Location: **In Park Adjacent to Station**
- Closed due to vandalism and crime issues



# Downtown - 14<sup>th</sup> & L (Portland Loo)

- **Location:** 14th & L
- 130 percent increase in police calls to the area around the restroom
- \$90,000 cost per unit  
+\$190,000  
installation/sewer  
connection cost

POLITICS

## San Diego yanks problem Portland Loo



A man exits the Portland Loo at 14th and L streets downtown on June 15, 2015. (Michael Cali)

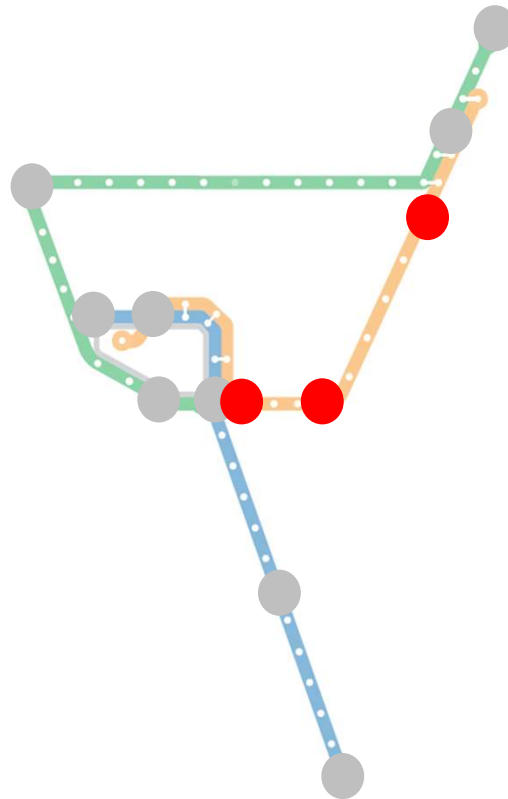
BY DAVID GARRICK

FEB. 5, 2016 11:23 AM PT

SAN DIEGO — Crews yanked out of the ground early this week a Portland Loo public restroom that was a magnet for crime and one of the more notorious financial boondoggles in recent San Diego history.

# Closed Public Restrooms

- Portable restrooms were previously provided at three locations on MTS property, but were removed at the request of jurisdictions because of excessive abuse and damage:
  - 14<sup>th</sup> & Imperial
  - Euclid Avenue Station
  - La Mesa Blvd Station





# Cost Per Restroom (Annual)

- Rental & Servicing (2x daily): **\$31,000**
- Security (24 hours): **\$190,000**
- First unit per location = **\$221,000**
  - Each additional unit per location = **+\$31,000**

## FEATURES

- ▶ Push button self-closing faucet
- ▶ Full freshwater flushing toilet
- ▶ Weatherproof flooring
- ▶ Incandescent natural lighting
- ▶ 10"x13" oval sink
- ▶ Built in trash receptacle
- ▶ "In use" light
- ▶ Available as stand-alone or as multiple restrooms on one trailer

## SPECIFICATIONS

- ▶ Height: 91"
- ▶ Width: 48"
- ▶ Depth: 43.5"



# Public Information Example

## Toilet facilities - useful information

### Baby changing facilities

The following stations have baby changing facilities inside the toilets:

Abbey Wood	Golders Green	Shortlands	Waterloo
Baker Street	Gospel Oak	St John's Wood	Watford Junction
Barking	Hackbridge	(male and female toilets)	Wembley Park
Blackfriars	Heathrow	(male and female toilets)	West Hampstead
Bromley South	Terminals 2 & 3	Stratford	(Lubiles line only - male and female toilets)
Bush Hill Park	Terminal 5	Stratford International	West Harrow
Cannon Street	Herne Hill	Streatham	Willesden Junction
Canons Park	Hounslow East	Sutton	Wimbledon
Carshalton	(male and female toilets)	Tulse Hill	Wood Lane
Chingford	Kensington (Olympia)	Upminster	(male and female toilets)
City Thameslink	Kilburn	(male and female toilets)	Woolwich Arsenal
Clapham Junction	(male and female toilets)		
Coulson South	King's Cross & St Pancras		
Crystal Palace	Kingsbury		
Dartford	(male and female toilets)		
Denmark Hill	Liverpool Street		
Dollis Hill	(male and female toilets)		
East Croydon	London Bridge		
Elephant & Castle	North Greenwich		
Elstree & Borehamwood	(male and female toilets)		
Enfield Town	Norwood Junction		
Epping	Orpington		
Euston	Paddington		
Finchley Road	Peckham Rye		
(male and female toilets)	Penge West		
	Purley		
	Queensbury		
	(female toilet)		
	Richmond		
	(male and female toilets)		

### Locations of non-Transport for London managed at Transport for London stations

† Barking	in walkway, inside gateline
† Beckenham Junction	in National Rail station
† Blackfriars	in National Rail station
† Canning Town	in bus station
† Cannon Street	in National Rail station
† Cheshunt	in ticket hall
† Charing Cross	in National Rail station
† Clapham Junction	in Brighton Yard ticket hall
† Denmark Hill	behind ticket office
† Elmers End	in National Rail station
† Euston	in National Rail station
† Finsbury Park	platforms 7 and 8, accessible toilet platform
† Golders Green	in bus station
† Green Park	in subway
† Hammersmith	in shopping centre
† Heathrow Terminals 2 & 3	at street level
† Heathrow Terminal 5	on lower concourse
† King's Cross St. Pancras	in King's Cross National
† Lewisham	in National Rail station
† Liverpool Street	in National Rail station
† London Bridge	in National Rail station
† Marylebone	in National Rail station
† Mitcham Junction	in National Rail station
† North Greenwich	in bus station
† New Cross	on platform C
† Old Street	in subway
† Paddington	in National Rail station
† Piccadilly Circus	in subway
† Richmond	on lower concourse
† Stratford International	in National Rail station
† Tottenham Hale	on platform 2
† Upminster	on platform 1
† Vauxhall	in bus station
† Victoria	in National Rail station
† Walthamstow Central	in bus station
† Waterloo	in National Rail station
† Watford Junction	in waiting area on platform
† Westminster	in subway
† Wimbledon	in National Rail station

Toilet facilities at stations marked with a † are not managed by Transport for London. You may be charged for using these facilities.

### Opening hours

Opening hours vary. If you need to use the toilet but find it locked please contact a member of staff for access.

This map only shows public toilets at London Underground, London Overground, TfL Rail, London Trams, bus, Thameslink and major rail stations. Other public toilet facilities may be available near stations, please ask staff for information. Toilets may be closed at certain times. Please speak to station staff for more information.

MAYOR OF LONDON

You can find this map at [tfl.gov.uk/maps](https://tfl.gov.uk/maps) and [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides)

Online maps are strictly for personal use only. To license the Tube map for commercial use please visit [tfl.gov.uk/maplicensing](https://tfl.gov.uk/maplicensing)

TRANSPORT FOR LONDON

Plan a Journey Status updates Maps Fares Help & contacts More

Help & contacts Public toilets in London

## Public toilets in London

Find out more about public toilet facilities across London.

- Practical information
- Shops
- London borough toilets
- Station toilet facilities

At present, some toilet facilities at TfL stations may be closed at certain times of day. We apologise for any inconvenience this may cause.

### Practical information

You can get up to date information about your nearest public toilet sent direct to your smartphone or tablet. Type 'toilet finder' into the search function on your device and it should provide you with a number of popular apps to choose from.

TRANSPORT FOR LONDON

EVERY JOURNEY MATTERS



# Executive Committee Recommendations

- Seek additional hours of availability for the restrooms at the Mills Building (12th & Imperial), America Plaza, and E Street;
- Engage with relevant jurisdictions on reopening 24th Street, SDSU, and Lemon Grove restrooms; and
- Seek ways to provide public information about restroom availability throughout the network, including the development of a map identifying locations of publicly-accessible restrooms, as well as libraries, parks, shopping malls, and various other places.



## Follow-up Items from Executive Committee Discussion

- Exploration of potential additional restroom locations provided by other businesses that we could leverage. Engage with relevant jurisdictions on reopening 24th Street, SDSU, and Lemon Grove restrooms; and
- Legal and feasibility analysis of charging fees for restroom usage/limiting usage to transit riders, and to ensure that all Americans with Disabilities Act (ADA) requirements are met.
- Potential development of long-term plan and Board policy to direct the long-term plan, including achievable goals for restroom accessibility based on time, distance, ridership or other metrics.
- Budgetary consideration for possibly adding portable units at locations based on goals of a program.
- Baby-changing table availability around the system





1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101-7490  
(619) 231-1466 • FAX (619) 234-3407

## Agenda Item No. 5

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

September 16, 2021

#### SUBJECT:

SECURITY AND PASSENGER SAFETY COMMUNITY ADVISORY GROUP  
GUIDELINES (JULIA TUER)

#### INFORMATIONAL ONLY

##### Budget Impact

None.

#### DISCUSSION:

Staff to provide a presentation reviewing the approved guidelines for the new Security and Passenger Safety Community Advisory Group (CAG). This will consist of details about how and when members of the public may apply. Attached are the specific guideline's and application for the CAG.

/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. CAG Guidelines and Application





1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101-7490  
(619) 231-1466 • FAX (619) 234-3407

## **SAN DIEGO METROPOLITAN TRANSIT SYSTEM SECURITY AND PASSENGER SAFETY COMMUNITY ADVISORY GROUP GUIDELINES**

### **I. Duties**

The duties of the Security and Passenger Safety Community Advisory Group (CAG) are advisory. These duties include the following:

- a. Provide feedback to the Public Security Committee related to security and passenger safety practices throughout the MTS system.
- b. Act as a resource to the Public Security Committee to review proposed security and passenger safety policies and procedures.
- c. Provide recommendations to the Public Security Committee on security and passenger safety policies and procedures.
- d. Review, comment, and provide recommendations on special proposed programs and projects forwarded to the CAG by the Public Security Committee.

### **II. Membership and Term**

Individuals interested in being a representative of the CAG will be required to complete a CAG Vacancy Application. CAG Vacancy Application forms will be posted on the MTS website *[insert link to specific website landing page]*. The MTS Chief Executive Officer (CEO) and designated staff will review and assess the applications submitted to the agency. The CEO will present the slate of recommended CAG representatives to the Chair of the Public Security Committee. Membership to the CAG will include thirteen (13) voting members, comprised of the following representatives:

- a. One (1) South Bay resident transit rider;
- b. One (1) East County resident transit rider;
- c. Two (2) City of San Diego resident transit riders;
- d. One (1) youth/young adult (25 years of age or younger);
- e. Two (2) educators with a primary study focus in public safety;
- f. One (1) business or tourism professional;



- g. One (1) social service agency professional, which could include public defenders or other court personnel;
- h. One (1) public safety professional or consultant;
- i. One (1) disabled community advocate;
- j. One (1) community advocacy group member; and
- k. One (1) representative appointed by the Executive Director of the Regional Task Force on the Homeless\*

The term of membership for each committee representative shall be three (3) years. Committee representatives may be reappointed for successive terms. Representatives who wish to reapply to the committee after the conclusion of their term as well as any new individuals who would like to apply for a vacant seat on the CAG, must complete a CAG Vacancy Application. The CEO and designated staff will review and assess the applications. The CEO will present a slate of recommended CAG representatives to fill the vacant seats to the Chair of the Public Security Committee. The CEO and Chair of the Public Security Committee will approve all vacant seat appointments to the CAG.

\*This seat will not be required to complete a CAG Vacancy Application as the Executive Director of the Regional Task Force on the Homeless will be asked to appoint one representative to the CAG for a term of three (3) years.

### III. Chair

The Chair shall be elected for a one-year term by the members of the CAG at the first meeting of the calendar year and each year thereafter. There will be no limits to how many times a Chair may be reelected. The Chair shall be elected by a simple majority vote of the CAG members, a quorum being present.

### IV. Vice Chair

The Vice Chair shall be elected for a one-year term by the members of the CAG at the first meeting of the calendar year and each year thereafter. There will be no limits to how many times a Vice Chair may be reelected. The Vice Chair shall be elected by a simple majority vote of the CAG members, a quorum being present. The Vice Chair shall preside in the absence of the Chair.

### V. Meetings

Regular meetings of the CAG shall take place at least three times per year at the offices of MTS. Meetings will be subject to the provisions of the Ralph M. Brown Act, California Government Code, Section 54950, et. seq.

### VI. Agendas

CAG meeting agendas shall be set by MTS staff with input from the Chair of the CAG. Agendas shall be prepared and posted in accordance with the Ralph M. Brown Act.

VII. Quorum Requirements

A majority of the members of the CAG shall constitute a quorum. There are thirteen (13) members of the CAG. A least seven (7) members of the CAG must be present to constitute a quorum. The CAG may not take any formal action without the majority of its members present. A simple majority vote of the CAG members, a quorum being present, will approve an item.

VIII. Attendance Policy

Attendance at CAG meetings is a condition of appointment. Members should not accept their appointment to the CAG if they are not able to regularly attend meetings. If a CAG member has two consecutive unexcused absences in a row, the member may be automatically vacated from the position.

IX. Resignations

Members of the CAG who wish to resign shall submit a written resignation to the CEO. If possible, the resignation notification should allow for at least a thirty-day notice in order for MTS to post and receive CAG Vacancy Application submittals to appoint a replacement CAG representative.

X. Approval of the CAG Guidelines

The adoption of, and any revisions to, the CAG Guidelines shall be approved by the MTS Board of Directors.

Exhibit – CAG Vacancy Application

Originally adopted by the MTS Board of Directors on July 29, 2021.



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(619) 231-1466 • FAX (619) 234-3407

**San Diego Metropolitan Transit System (MTS)  
Security and Passenger Safety Community Advisory Group**

**CAG Vacancy Application**

Applications are being accepted from individuals who are interested in volunteering to serve on MTS's Security and Passenger Safety Community Advisory Group (CAG). The CAG has been established to advise the MTS Public Security Committee regarding security and passenger safety practices throughout the MTS system.

The CAG will meet at least three times per year in the MTS Board Room, located at 1255 Imperial Avenue, Suite 1000 (10<sup>th</sup> Floor) San Diego CA 92101. Committee representatives serve a term of three (3) years and may be reappointed thereafter.

**Currently, MTS is looking to fill the following seat(s) on the CAG:**

- **One (1) South Bay resident transit rider;**
- **One (1) East County resident transit rider;**
- **Two (2) City of San Diego resident transit riders;**
- **One (1) youth/young adult (25 years of age or younger);**
- **Two (2) educators with a primary study focus in public safety;**
- **One (1) business or tourism professional;**
- **One (1) social service agency professional, which could include public defenders or other court personnel;**
- **One (1) public safety professional or consultant;**
- **One (1) disabled community advocate;**
- **One (1) community advocacy group member; and**
- **One (1) representative appointed by the Executive Director of the Regional Task Force on the Homeless\***

*\*This seat will not be required to complete a CAG Vacancy Application as the Executive Director of the Regional Task Force on the Homeless will be asked to appoint one representative to the CAG for a term of three (3) years.*





Appointments are made at the discretion of the MTS Chief Executive Officer. Interested persons should complete the attached application. Completed Applications must be submitted via mail or email by **September 30, 2021** to:

Dalia Gonzalez, Clerk of the Board  
1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101  
[ClerkoftheBoard@sdmts.com](mailto:ClerkoftheBoard@sdmts.com)

If you have any questions regarding the application or if you need this information available in an alternate format, please contact Dalia Gonzalez, Clerk of the Board, at 619-398-9561 or [ClerkoftheBoard@sdmts.com](mailto:ClerkoftheBoard@sdmts.com).

*Your completed application may be subject to public disclosure per the California Public Records Act.*

Application Information			
<b>First Name</b>		<b>Last Name</b>	
<b>Phone</b>		<b>Email</b>	
<b>Street Address</b>			
<b>City, State, Zip</b>			

**Please answer each question as completely as possible. Responses to the following questions may be printed or typed in the space below or attached on a separate sheet of paper.**

1. *Please select which seat you would like to be considered for to sit on the CAG (please only select one option):*

<input type="checkbox"/>	South Bay resident transit rider
<input type="checkbox"/>	East County resident transit rider
<input type="checkbox"/>	City of San Diego resident transit rider
<input type="checkbox"/>	Youth/Young Adult (25 years of age or younger)
<input type="checkbox"/>	Educator with a primary study focus in public safety
<input type="checkbox"/>	Business or tourism professional
<input type="checkbox"/>	Social Service Agency professional, which could include public defenders or other court personnel
<input type="checkbox"/>	Public Safety professional or consultant
<input type="checkbox"/>	Disabled Community Advocate
<input type="checkbox"/>	Community Advocacy Group member

2. *Are you currently an MTS rider? If yes, how frequently do you ride?*

--

3. *Why do you want to become a member of the Security and Passenger Safety Community Advisory Group?*

4. *Are there other committees/groups that you sit on, or are a part of, elected or not? If yes, please list.*

5. *Describe your participation in other community activities and advocacy groups.*

6. *If selected, would you be willing to commit to attending three scheduled meetings per year?*

\_\_\_\_\_  
**Applicants Name (Please Print)**

\_\_\_\_\_  
**Applicants Signature**

**Date:** \_\_\_\_\_

# Security and Passenger Safety Community Advisory Group Guidelines

MTS Accessible Services Advisory Committee  
September 16, 2021



# Background

- APTA Peer Review Panel – October 2020
- Evaluation of MTS security and enforcement system
- Provided advice, guidance, benchmarking and best practices
- Recommended to institute a security-related community advisory group



# CAG Guidelines

- Reviewed internal and external committee guidelines to create outline
  - Duties
  - Membership and Term
  - Chair
  - Vice Chair
  - Meetings
  - Agendas
  - Quorum Requirements
  - Attendance Policy
  - Resignations



## Duties – Security and Passenger Safety Community Advisory Group (CAG)

- Duties of CAG are advisory
- Provide feedback on security and passenger safety practices
- Act as a resource to Public Security Committee
- Provide recommendations on policies and procedures
- Review, comment, and provide recommendations on special proposed programs and projects





## Membership and Term - CAG

- Thirteen (13) voting members; three (3) year terms:

One (1) South Bay resident transit rider

One (1) East County resident transit rider

Two (2) City of San Diego resident transit riders

One (1) youth/young adult (25 years of age or younger)

Two (2) educators with a primary focus in public safety

One (1) business or tourism professional

One (1) social service agency professional (may include public defenders or other court personnel)

One (1) public safety professional or consultant

One (1) disabled community advocate

One (1) community advocacy group member

One (1) representative appointed by Exec. Dir. of the Regional Task Force on the Homeless



## CAG Vacancy Application

- Application for members of the public interested in volunteering to serve on CAG
- Indicate which seat to be considered for to sit on CAG
- MTS rider? How frequent?
- Reason for wanting to be a member of CAG
- Participation in other committees/groups?
- Confirm attendance/participation commitment



# CAG Vacancy Application

- Outreach
  - Board Member Toolkit
  - Community Advisory Committee (CAC)
  - Community Groups
  - MTS Website/Social Media
- Evaluation of applications
  - CEO and designated staff
  - Chair of the Public Security Committee



## Chair and Vice Chair

- Elected by the members of the CAG at first meeting of the year
- 1 year term
- No limits for reelection

## Meetings / Agendas / Quorum

- Meetings at least three (3) times per year
- Subject to Ralph M. Brown Act
- Meeting agendas will be set by MTS and Chair of CAG
- Quorum will be at least seven (7) members present

## Attendance / Resignation

- Meeting attendance is a condition of appointment
- Resignations should be submitted as early as possible
  - CAG Vacancy Application will be posted for any open seats





# CAG Guidelines & Application

- Applications due by September 30<sup>th</sup>

<https://www.sdmts.com/about-mts/security-and-passenger-safety-community-advisory-group-cag>





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## Agenda Item No. 6

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

September 16, 2021

#### SUBJECT:

MOBILITY SAFETY FOR ALL (ANGELICA ROCHA AND MORGEN RUBY OF  
CIRCULATE SAN DIEGO)

#### INFORMATIONAL ONLY

##### Budget Impact

None with this action.

#### DISCUSSION:

Staff from Circulate San Diego, a mobility non-profit organization, to provide a presentation regarding mobility safety problems and solutions. This presentation will be followed by a brief discussion in order to listen to individual's safety concerns on the roadway as it relates to accessing transit stations and stops.

/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)





# Mobility Safety for All

Committee for Persons with Disabilities

May 14, 2021



CALIFORNIA OFFICE OF  
**TRAFFIC SAFETY**

COUNTY OF SAN DIEGO  
 **HHSA**  
HEALTH AND HUMAN SERVICES AGENCY



LIVE WELL  
SAN DIEGO

## What We Do

### Planning & Educational Programs

- Mobility Assessments
- Safety Campaigns
- Community Engagement

### Policy & Advocacy

- Safe Streets
- Transit
- Sustainable Growth



AI No. 6A, 9/16/2021



## Purpose Today

**Greater inclusion of persons with disabilities in our work and planning**

- Inclusionary presentations and language
- Recommendations for all ability types
- Being a better ally



AI No. 6A, 9/16/2021





# Vision Zero

Vision Zero is a strategy to eliminate all traffic fatalities and severe injuries in the next 10 years.

First implemented in Sweden in the late 1990s and now spreading across the United States, the message with Vision Zero is:

*No loss of life is acceptable – death on the street does not have to be part of modern life.*

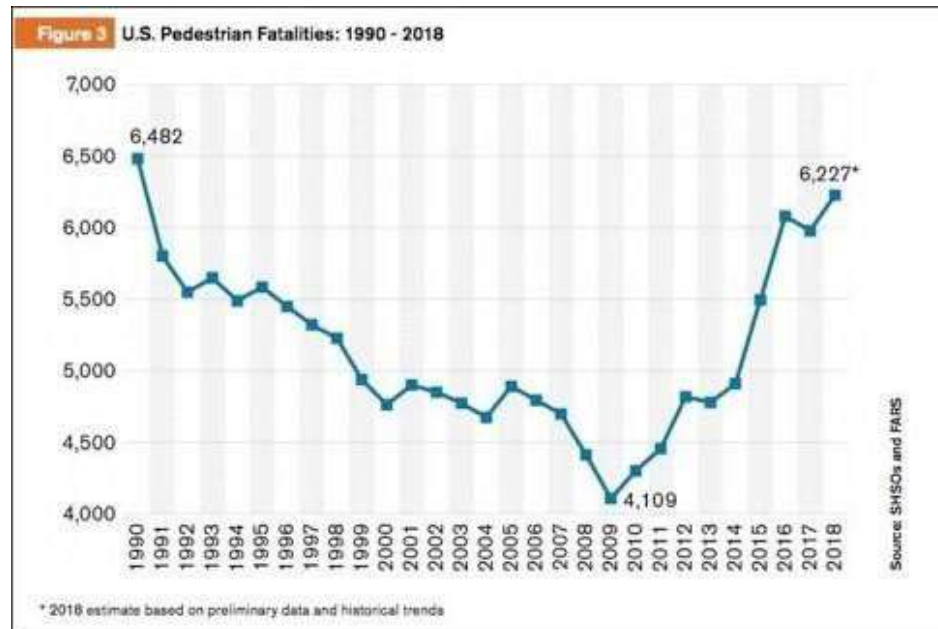
**Engineering – Education – Enforcement**





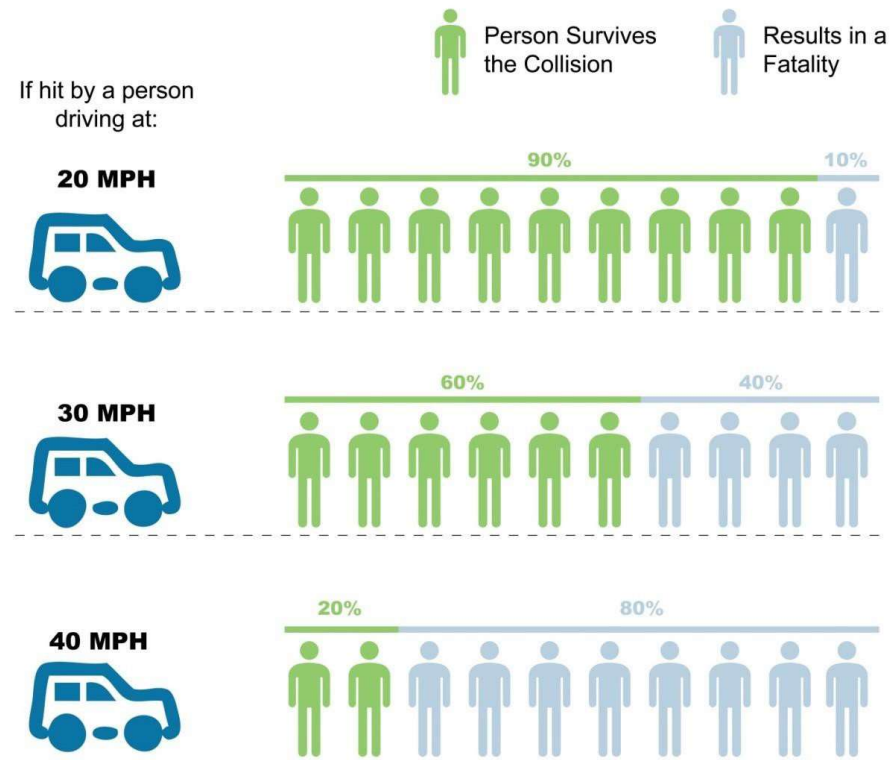
## The Problem

- 6,227 pedestrians were killed in 2018 nationally — a 4 percent increase over 2017 and the highest mortality rate since 1990
- Cyclist fatalities increased by 10 percent in 2017, with 783 people bicycling killed
- Traffic fatalities on U.S. roads reached an estimated 40,000 in 2018, the third year in a row



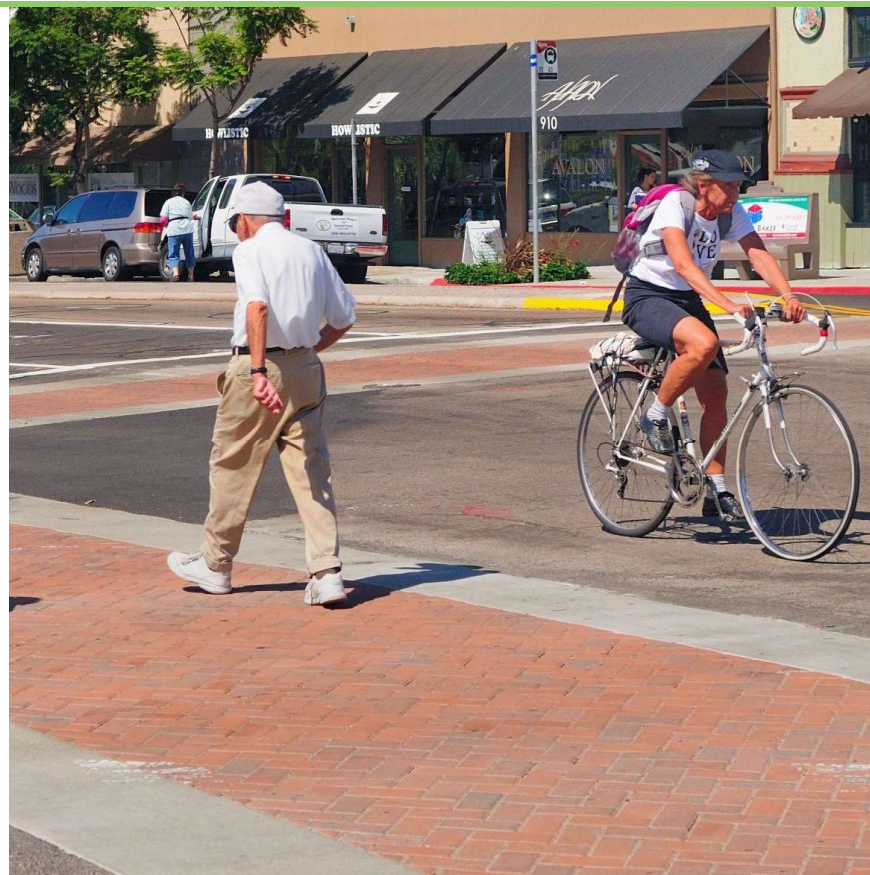
## The Problem

### *Vehicle Speed and Risk of Fatality*



## The Problem

- ◇ Safety, real and perceived, is the primary barrier preventing people from walking and biking more often.
- ◇ Speeding cars, missing sidewalks, unsafe crossings, and inadequate bikeways are just a few common concerns



## The Problem

Those at greatest risk are vulnerable road users (older adults, persons with disabilities, and children)

*“As human beings, we tend to gravitate toward what we know best and makes us feel comfortable, which can stop us from seeing the world as it is. Thus blinded, we believe the world exists only in the way that we experience it. It can be difficult for a person without a disability to consider what it would be like to navigate a street for a person with one.” – StreetsBlog, 2019*





## Safe Systems Solutions

How we typically approach planning and solution building:

- ◇ Two approaches
  - ◇ Safe, smart users
  - ◇ Safe, smart design

**Are these approaches inclusive of all roadway users?**



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## Safe, Smart Users

- ◇ Ride with the flow of traffic
- ◇ Wear a helmet
- ◇ Stop at stop signs
- ◇ Use hand signals
- ◇ Use lights at night
- ◇ Wear bright, reflective clothing
- ◇ Don't use your phone
- ◇ Don't ride on the sidewalk unless it is absolutely necessary



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## Safe, Smart Design

- ◇ **Protect vulnerable users**
- ◇ Complete streets
- ◇ Slow down cars



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## Safe, Smart Design Examples

**Note the following as we move through design examples:**

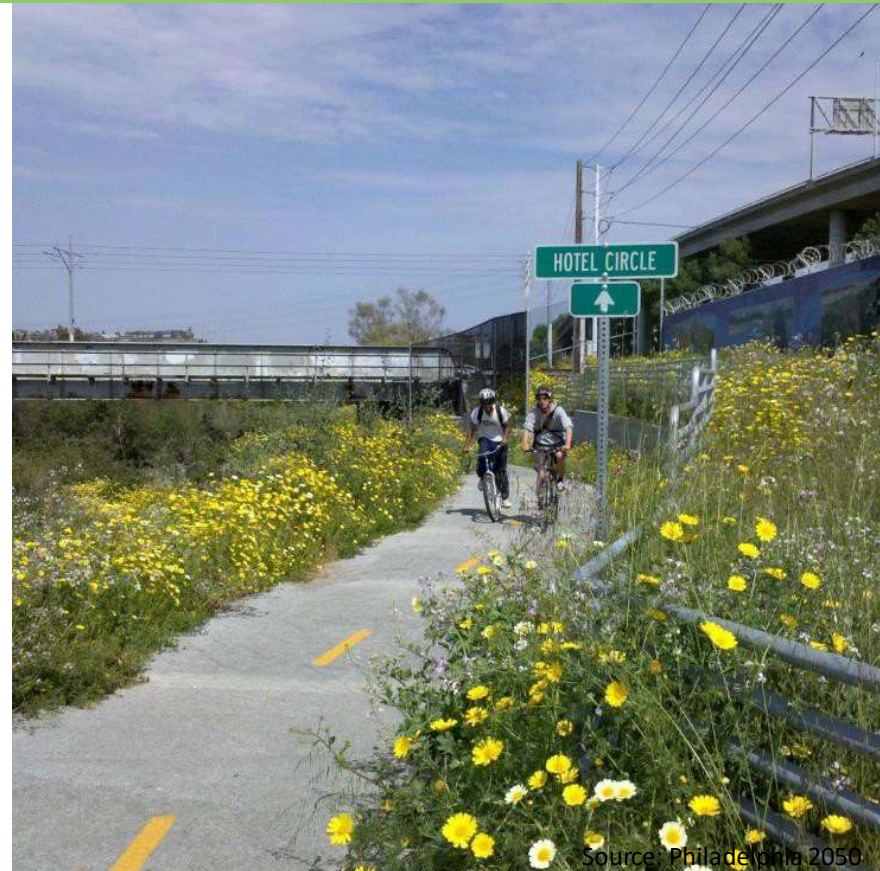
- 1. Does this infrastructure improve my ability to move around?**
- 2. Is this infrastructure harmful or hinder my ability to move around?**

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## Protected/Separated Bike Lanes

- ◇ 50% of people are interested in cycling but don't due to safety concerns



Source: Philadelphia 2010

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## Raised Crosswalks

- ◇ Increase pedestrian visibility
- ◇ Slow traffic
- ◇ Give implicit priority to pedestrians



Source: NACTO

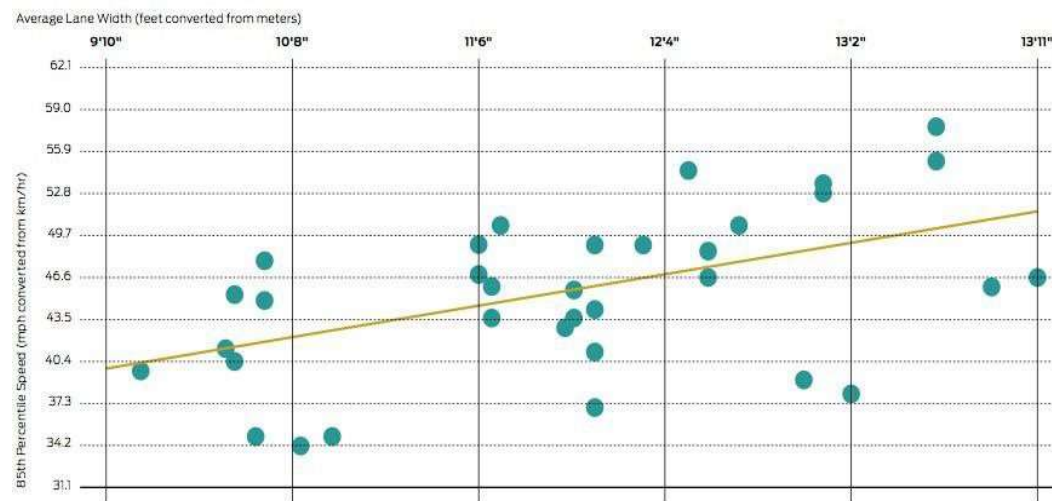
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# Narrower Traffic Lanes

- ◇ Wider lanes = higher speeds
- ◇ Can make room for bike lanes and/or wider sidewalks

**Wider travel lanes are correlated with higher vehicle speeds.**



"As the width of the lane increased, the speed on the roadway increased... When lane widths are 1 m (3.3 ft) greater, speeds are predicted to be 15 km/h (9.4 mph) faster."

Chart source: Fitzpatrick, Kay, Paul Carlson, Marcus Brewer, and Mark Wooldridge, 2000. "Design Factors That Affect Driver Speed on Suburban Streets." *Transportation Research Record* 1751: 18-25.



## Lead Pedestrian Intervals

- ◇ Allow pedestrians to enter crosswalk before cars get green light
- ◇ Increases pedestrian visibility



Source: FHWA



## Adequate Street Lighting

- ◇ Poor visibility of road hazards at night



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## Pothole Repair

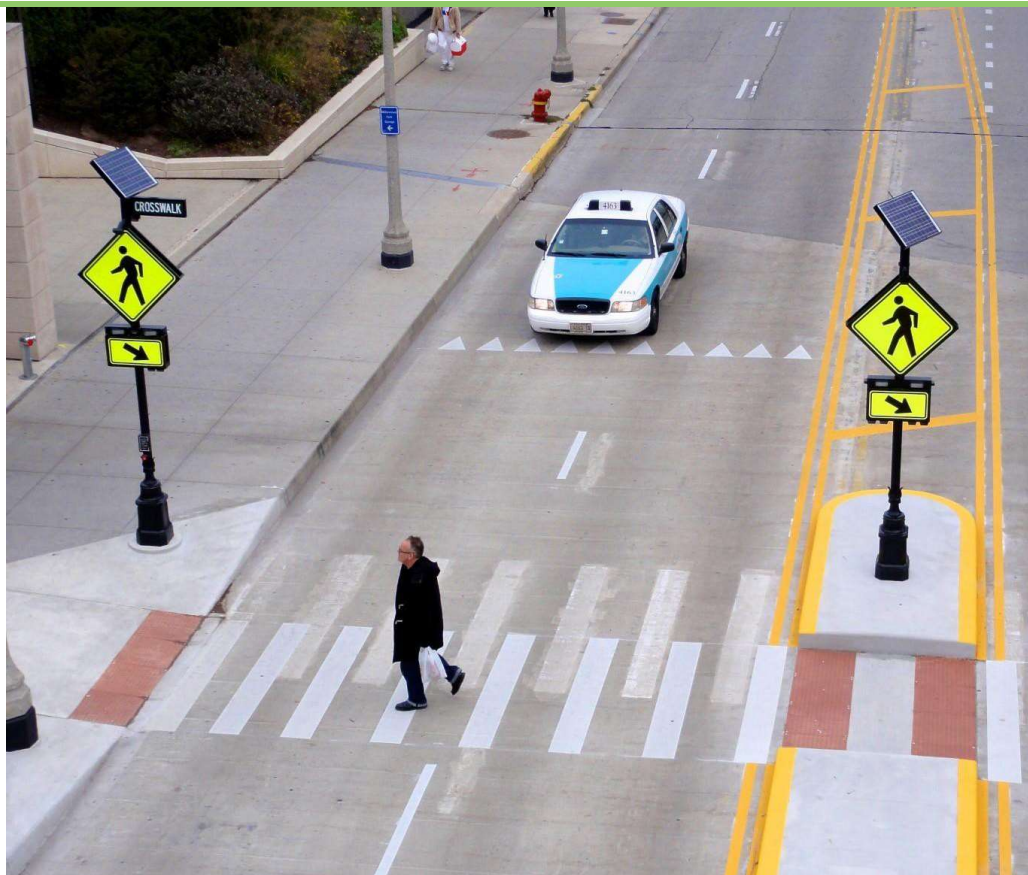
- ◇ Potholes are much more dangerous for bikes and micro-mobility modes



Photo by autumnlight, via Flickr creative commons

## RRFBs, HAWKs, and PHBs

- ◇ Lights to make drivers more aware of crossing pedestrians



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## Mid-block Crossings

- ◇ Where crosswalks are placed too far apart
- ◇ Medians or pedestrian refuges help for crossing wider streets



Source: NACTO

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## Feedback Requested

- 1. Does this infrastructure improve my ability to move around?**
- 2. Is this infrastructure harmful or hinder my ability to move around?**

## Accessible Public Right-of-Way



**The next slides look at accessibility standards and requirements in PROWAGS (Public Right-of-Way Accessibility Guidelines).**

**What are your thoughts?**

**Where are improvements needed?**

## Clear Width Around Obstructions

- ◇ 48" min continuous pedestrian access route (PAR) in the public right-of-way





## Clear Width Around Obstructions

- ◇ 48" minimum clear width must be maintained around obstructions



Source: US Access Board



## 60" x 60" Passing Space

- ◇ PROWAG R302.4 Passing Spaces: Where the clear width of pedestrian access routes is less than 5 ft, passing spaces shall be provided at intervals of 200 ft maximum. Passing spaces shall be 5 ft minimum by 5 ft minimum.



Source: US Access Board

## Shared Use Path Width

- ◇ Width determined by use and not accessibility and NOT controlled by PROWAG
- ◇ Full width must meet PAR requirements





## Pedestrian Access Route Running Slope

- ◇ Within Street or Highway Right-of-Way. The grade of pedestrian access routes shall not exceed the general grade established for the adjacent street or highway.
- ◇ The grade of pedestrian access routes and crossings shall be 5% maximum.



Source: US Access Board

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## Pedestrian Access Route Cross Slope

- ◇ 0% best for wheelchair users
- ◇ Some slope needed for drainage
- ◇ Maximum cross slope 2%
- ◇ Exceptions for street crossings



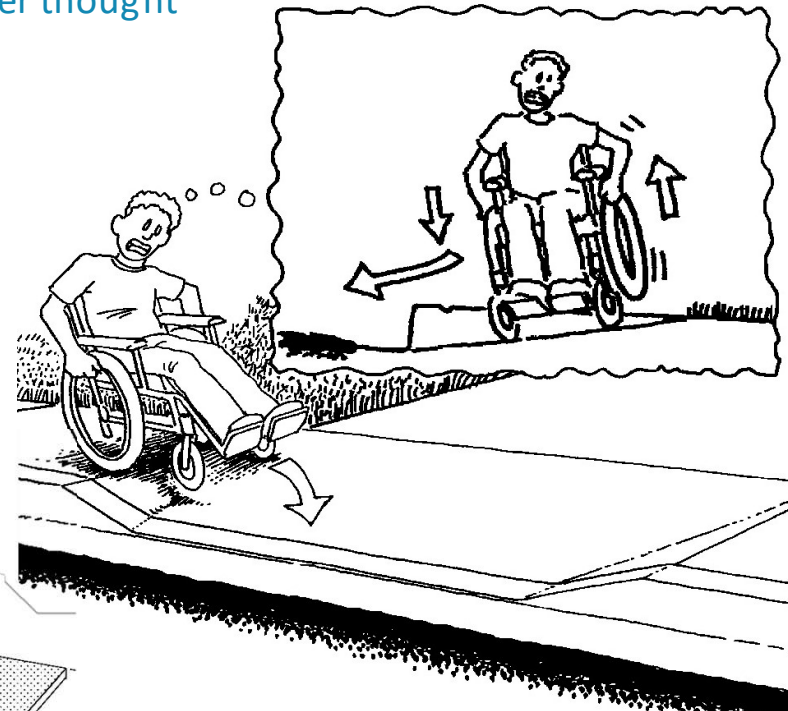
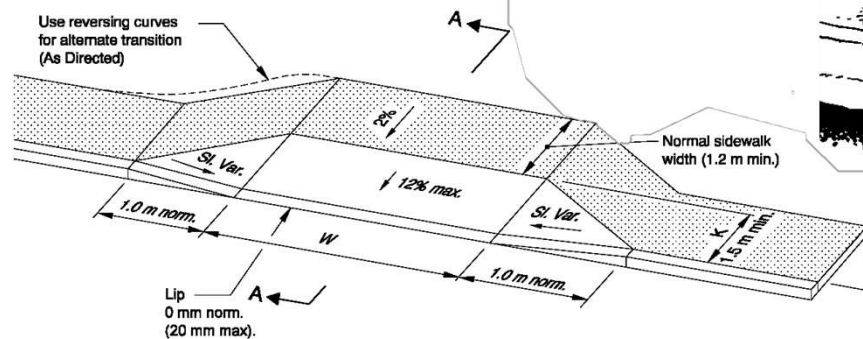
Source: US Access Board

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# Cross Slope At Driveways

- ◇ Pedestrian design does not have to be an after thought





## Surfaces and Horizontal Openings

- ◇ Firm, stable, and slip resistant
- ◇ Bricks and paving stones can work well if maintained
- ◇ No large openings or gaps





## Street Crossings and Design Solutions

- ◇ Two ramps per corner
- ◇ Not spilling out into the middle of the street
- ◇ Slope the sidewalk down and shorten the perpendicular curb ramp run to the street



Source: US Access Board

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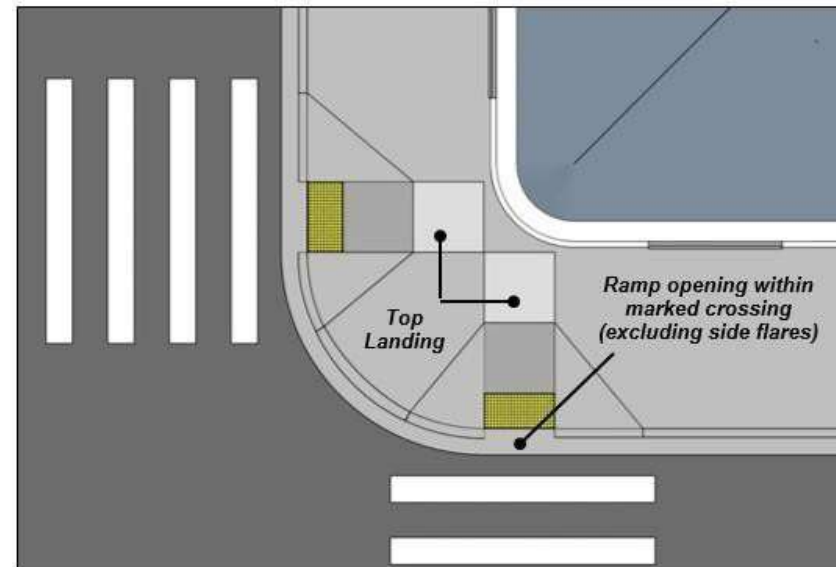


## Street Crossings and Design Solutions

- ◇ Perpendicular curb ramps without landings at the top can be difficult to negotiate (4' x 4' min)



Source: US Access Board



## Street Crossings and Design Solutions

- ◇ Accessible Pedestrian Signal: Provide visual and audible information
- ◇ Adequate crossing time (3.5 feet/second(fps))



**WALKING SPEED AN ISSUE**

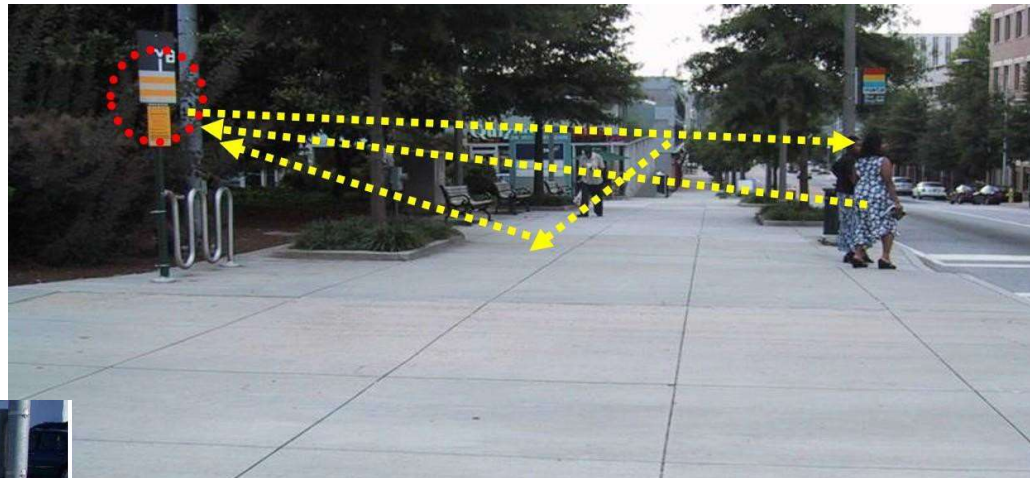


**START-UP TIME AN ISSUE**



## Street Crossings and Design Solutions

- ◇ Accessible Pedestrian Pushbuttons
- ◇ Operable with one hand
- ◇ Face of pushbutton must be parallel to the crosswalk



Source: US Access Board

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## Crossing Distance and Refuge

- ◇ Reduce crossing distance
- ◇ Provide refuge islands



## Grade Break

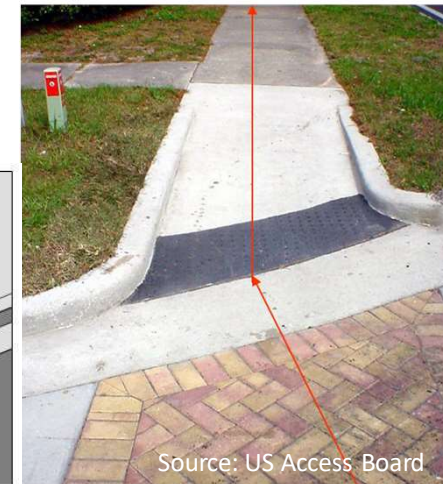
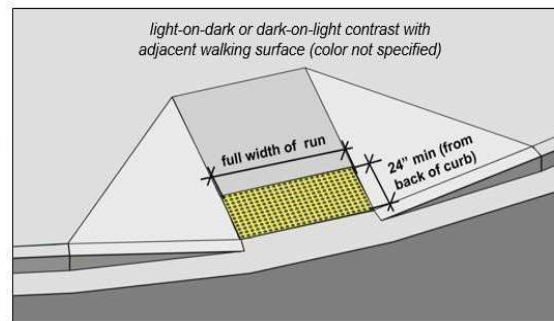
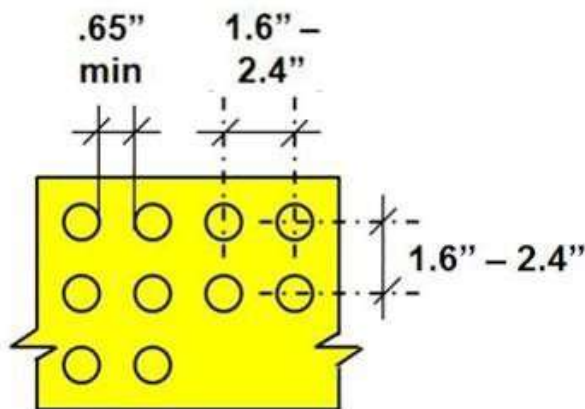
- ◇ Grade breaks must be perpendicular to direction of travel
- ◇ Both wheels must hit the break at the same time for stability (especially manual wheelchairs)





## Detectable Warnings

- ◇ Warning to the visually impaired that they are about to enter a hazardous area.
- ◇ 24" min. in the direction of travel
- ◇ Color contrast with surrounding surface
- ◇ Due to their distinct design, truncated domes are detectable by cane and underfoot

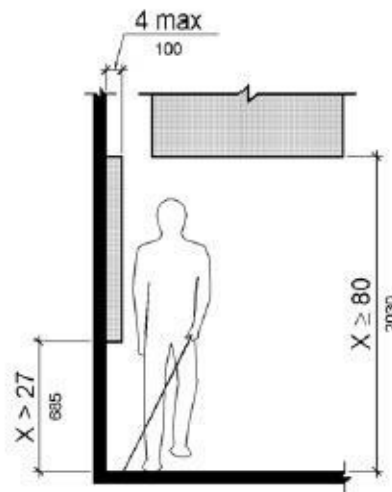


## Protruding Objects

- ◇ Objects between 27" and 80" may not protrude more than 4"



Source: US Access Board



## Challenging Environment and Behaviors



Source: US Access Board

## Feedback Requested

**What resonated with you?**

**What did we miss?**

**How can we make San Diego a safer  
transportation environment for persons  
with disabilities?**

**We Want to Hear from You!**

**Did you learn something new?**

**Join us at the Vision Zero Coalition  
Meeting on August 2, 2021**

**[arocha@circulatesd.org](mailto:arocha@circulatesd.org)**

AI No. 6A, 9/16/2021





# Thank You!

Jana Schwartz

Circulate San Diego

[jschwartz@circulatesd.org](mailto:jschwartz@circulatesd.org)



AI No. 6A, 9/16/2021







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## Agenda Item No. 7

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

September 16, 2021

#### SUBJECT:

PRONTO UPDATE (GRECIA FIGUEROA)

#### INFORMATIONAL ONLY

##### Budget Impact

None with this action.

#### DISCUSSION:

Staff to provide an update on the ADA accessibility features of the new PRONTO App fare system. Starting on September 1, MTS and NCTD riders will now use the new regional fare system, PRONTO, replacing the Compass Card and Cloud systems entirely.

/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)



# PRONTO

MTS Accessible Services Advisory Committee Meeting

September 16, 2021



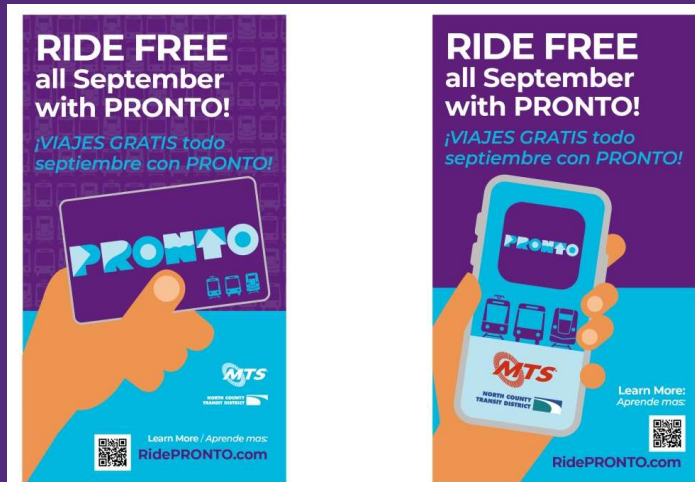
## Agenda:

### Grecia Figueroa/ MTS Marketing Specialist

- PRONTO Launch
- SDM Outreach
- Accessibility
- Q&A



# RIDE FREE All September with **PRONTO**



- MTS new fare collection system has launched
- Free ride month eases the transition for all riders
- Simplified registration process for reduced fares

# Our Goal

To make transition to PRONTO as smooth as possible for all riders

## PRONTO S/D/M Outreach

Direct mass mailer to 28K current SDM riders, with sign-up forms and pre-paid return envelope



## Direct Outreach

Met individually with each organization's representative and/or management team to learn about their needs and provide materials and resources specific to their members.

- Arc of SD
- San Diego Regional Center
- Blind Community Center
- The Braille Institute
- Access to Independence
- County of San Diego Behavioral Health Services
- San Diego Centers for the Blind
- Paralyzed Veterans of America
- San Diego Regional Center
- Serving Seniors
- San Diego Oasis
- Chula Vista Senior Center

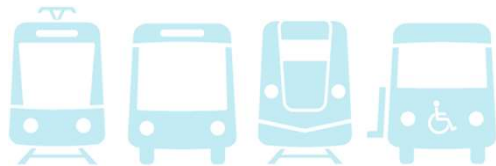


Reach: 50k+ members across all organizations.



## Provided:

- Social media toolkits for online, website and enewsletter distribution with FAQ's, photos, and ready-to-post social media content
- Instructional and informational videos
- PRONTO registration information, flyers, brochures in 5 languages
- All documents provided in WORD format to make it accessible on screen readers and to convert to braille





## Workshops:

- Introductory PRONTO zoom workshops for case workers, management teams and mobility coordinators
- PRONTO Workshops in English and Spanish for members and/or students
- On-site registration tables with MTS representatives and workshops for organizations doing in-person meetings





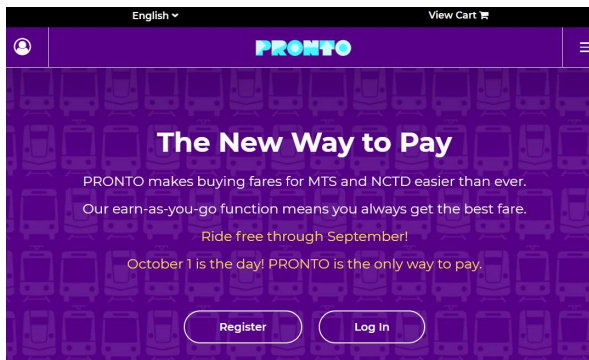
## Accessibility:

- All PRONTO fare collection equipment has been designed to comply with the Americans with Disabilities Act (ADA) of 1990, which provides the guidelines and requirements for how to ensure protections for individuals with disabilities and prevent discrimination.
- PRONTO was also designed to meet all State of California guidelines and the ADA Accessibility Guidelines (ADAAG)



# PRONTO Equipment:

- Onboard and Wayside Validators
- Ticket Vending Machines
- Website
- Mobile Application



# Onboard and Wayside Validators

- Designed to meet height and location requirements on buses and Trolley platforms to ensure accessibility for wheelchair users
- Audible tones to distinguish validation result during scanning for riders with visual impairments (positive or negative sound is heard when scanning)





# Vending Machines:



- Meets height requirements
- Well positioned buttons and card readers
- Braille or raised letters and symbols next to signs
- Able to increase or decrease volume level



When the voice over instruction is activated, user is able to answer via selections chosen on the bank card PIN pad.

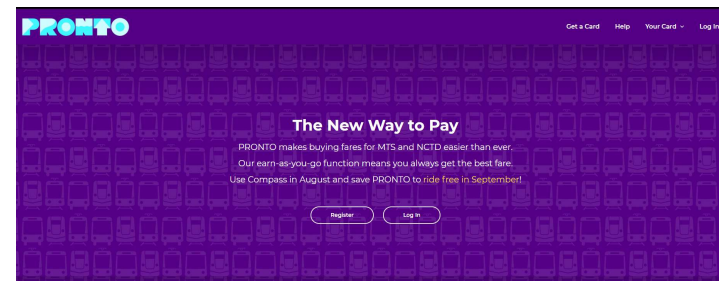
# An Accessible Website:

<https://www.ridepronto.com/>

Website has been designed to meet the standards of current software such as screen readers, braille readers, etc.

Validating standards include:

- Performing internal testing periodically using accessibility auditing tools for automated testing during development.
- Working with community organizations to ensure website and app are able to be read on the most commonly used software and devices



## Mobile App:



- Designed with accessibility in mind to comply with industry standards.
- Has been tested to include voice-over compliance on all screens and instructions in place of visual tutorials.
- App is compatible with Android and Apple devices' voice over feature

# New PRONTO Features Most Valuable for People with Disabilities

(Based on feedback provided by the community)

## Fare capping:

- Users earn their daily and monthly passes as they ride (always get the best fare)
- Allows users to load cards with several months' worth of cash value without having to worry about buying passes ahead of time.
- Reduces the amount of times they have to travel to a location to purchase passes



# New PRONTO Features Most Valuable for People with Disabilities

## Instant Reload of Value or Passes

- Previous fare collection system had an up to 48-hour delay for funds to be available for riders
- PRONTO allows for instant deposit to cards done online, on validators and over the phone



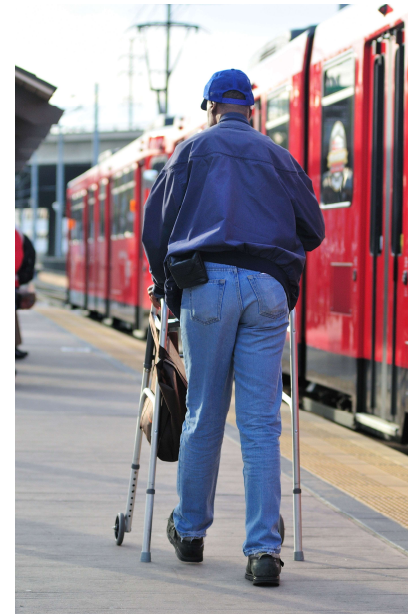


# New PRONTO Features Most Valuable for People with Disabilities

## Family Accounts

Family members or guardians are able to add them as a rider on their online account to help them manage their funds

- Example: If a person is traveling alone and runs out of money, family member can deposit money on their account online, and funds will be instantly available for use to continue their trip to their destination.



# Time for Questions!



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## Agenda Item No. 8

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

September 16, 2021

#### SUBJECT:

FOLLOW UP QUESTIONS REGARDING HELPFUL TIPS WHEN RIDING THE  
TROLLEY (TOM DOOGAN)

#### INFORMATIONAL ONLY

##### Budget Impact

None.

#### DISCUSSION:

Staff to provide a brief follow up on questions that were inquired from committee members during the June 17, 2021 ASAC meeting. The questions addressed focus on specific topics regarding riding trolleys and tips for individuals with disabilities.

/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)





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## Agenda Item No. 9

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

September 16, 2021

#### SUBJECT:

ADA PARATRANSIT REPORTS

#### INFORMATIONAL ONLY

##### Budget Impact

None with this action.

#### DISCUSSION:

Attached monthly reports cover the period from July 1, 2020 to June 30, 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

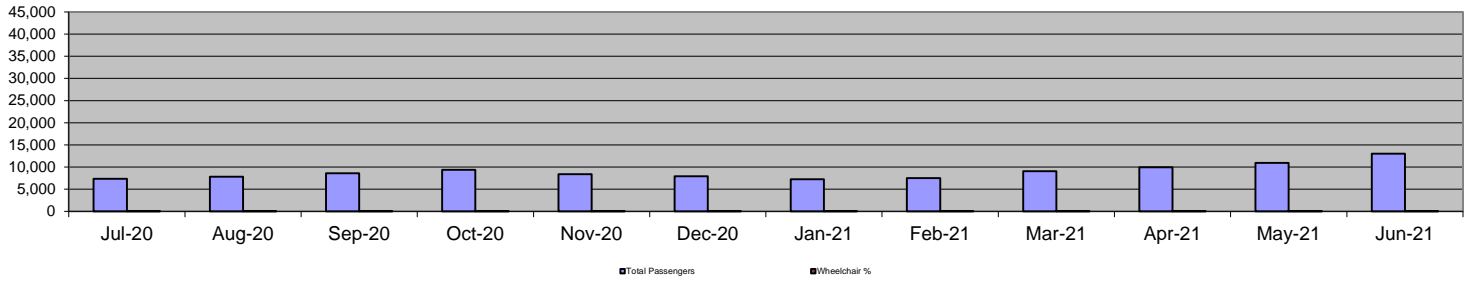




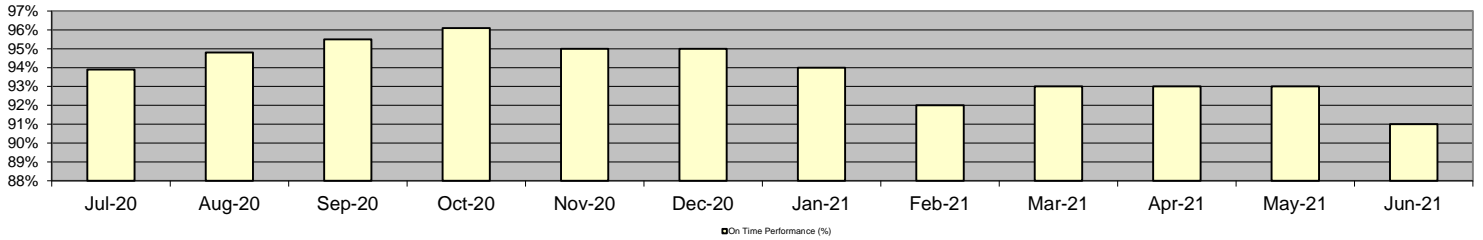
# MTS Access ASAC Report FY 21

	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	7,837	8,581	9,365	8,399	7,930	7,224	7,529	9,079	9,933	10,937	13,012	107,189
Wheelchair %	29%	29%	32%	35%	35%	34%	33%	32%	34%	37%	35%	32%	33%
On Time Performance (%)	94%	95%	96%	96%	95%	95%	94%	92%	93%	93%	93%	91%	94%
Valid Complaints	7	6	5	6	7	11	10	14	12	13	16	20	127
Compliments	1	-	3	3	7	-	2	-	2	4	2	-	24

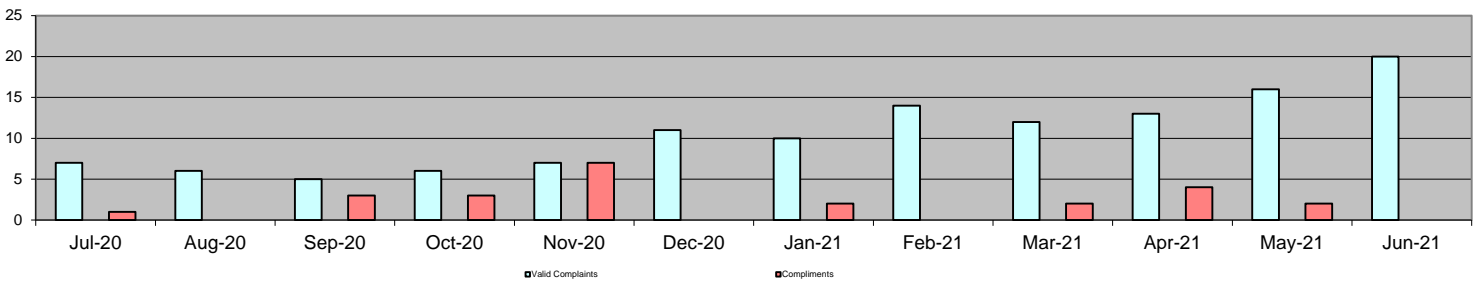
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments







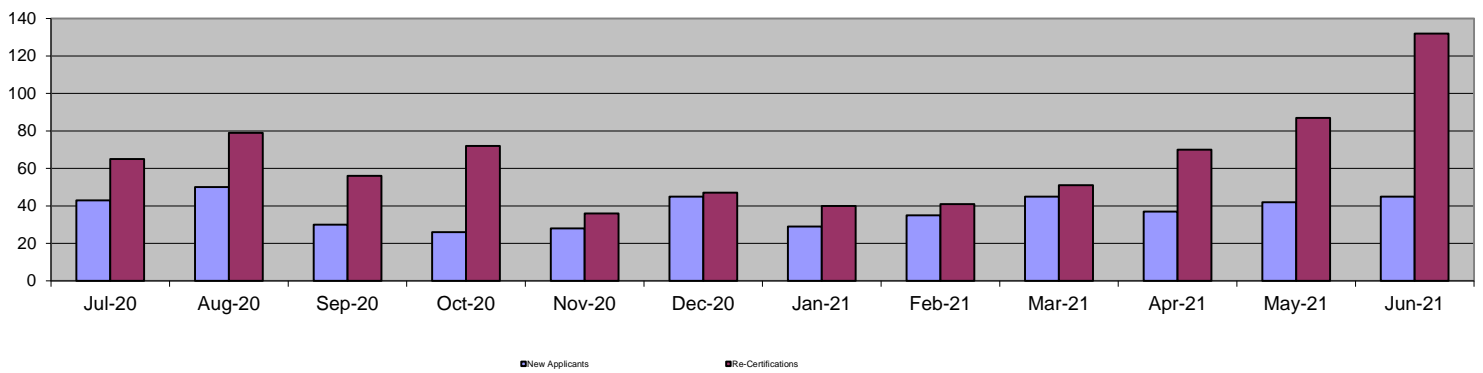
# MTM Certification Summary Report FY 21

	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	50	30	26	28	45	29	35	45	37	42	45	455
Re-Certifications	65	79	56	72	36	47	40	41	51	70	87	132	776
Total	108	129	86	98	64	92	69	76	96	107	129	177	1,231

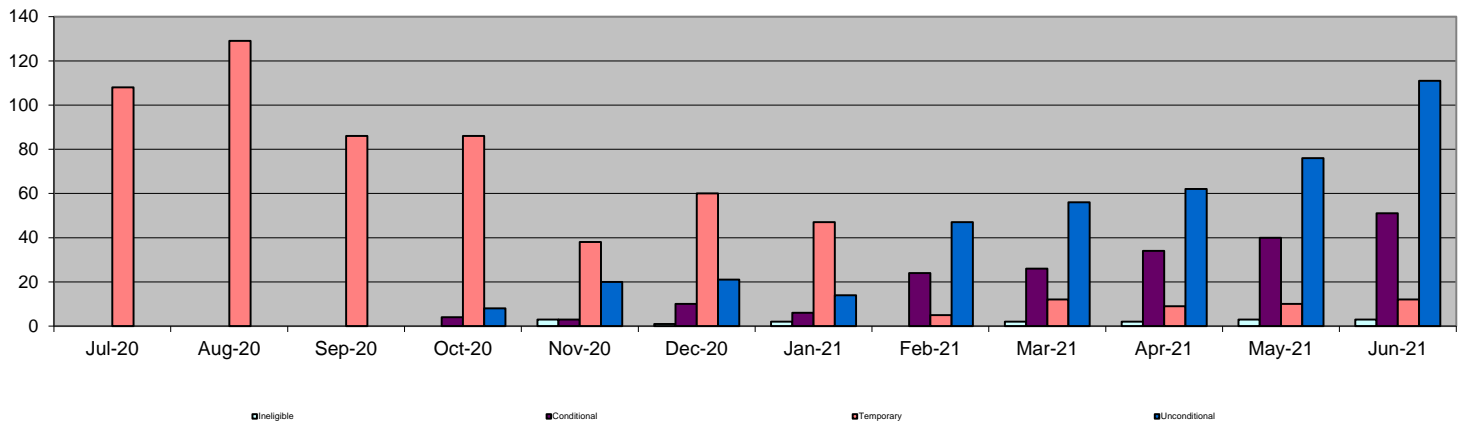
  

Ineligible	-	-	-	-	3	1	2	-	2	2	3	3	-
Conditional	-	-	-	4	3	10	6	24	26	34	40	51	198
Temporary	108	129	86	86	38	60	47	5	12	9	10	12	602
Unconditional	-	-	-	8	20	21	14	47	56	62	76	111	415
Total	108	129	86	98	64	92	69	76	96	107	129	177	1,215

New Applicants and Re-Certifications



Eligibility

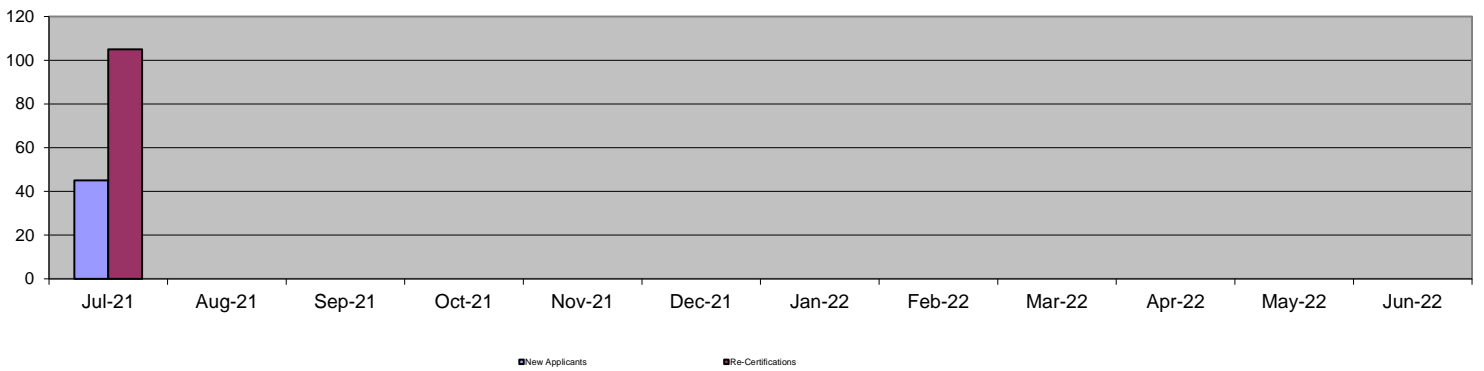




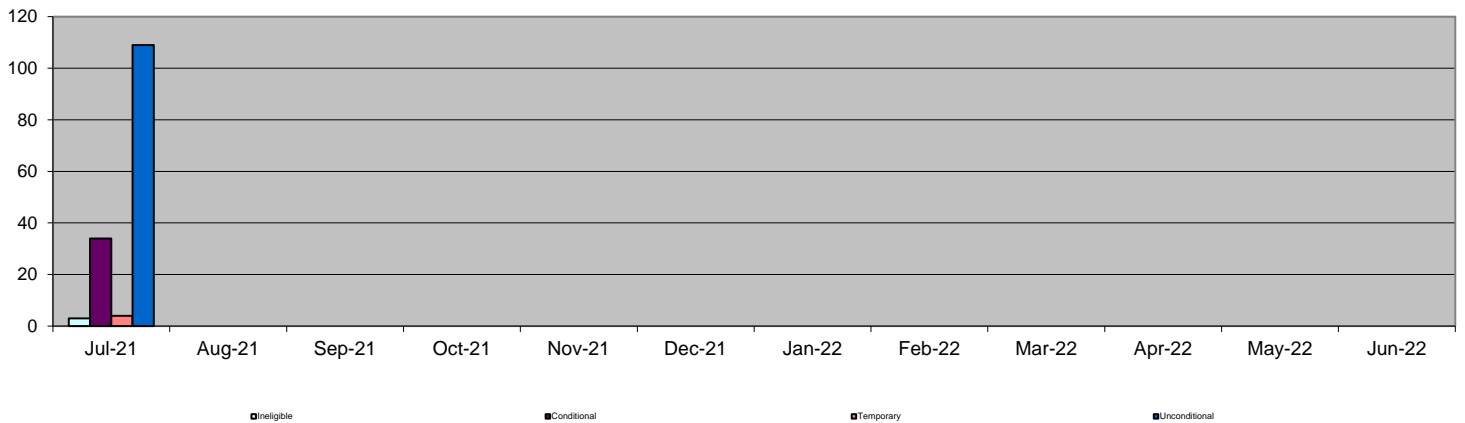
# MTM Certification Summary Report FY 22

	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												
Re-Certifications	105												
Total	150												
Ineligible	3												
Conditional	34												
Temporary	4												
Unconditional	109												
Total	150												

New Applicants and Re-Certifications



Eligibility





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## Agenda Item No. 10

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

September 16, 2021

#### SUBJECT:

FIXED-ROUTE REPORTS

#### INFORMATIONAL ONLY

##### Budget Impact

None with this action.

#### DISCUSSION:

Attached monthly reports cover the period from July 1, 2020 through June 30, 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)

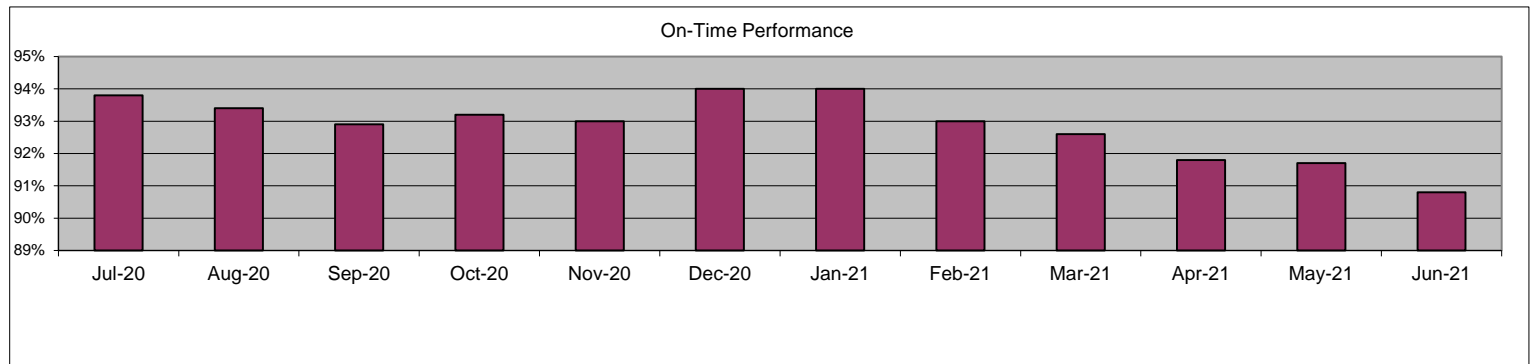
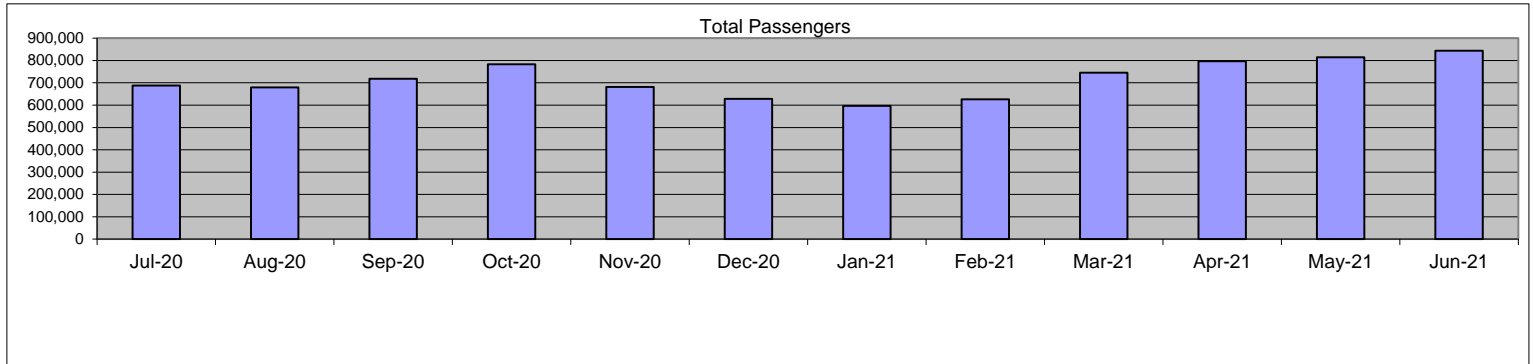
Attachment: A. MTS Bus Report, MTS Contract Services Report, and San Diego Trolley Report





## MTS Bus Report FY 21

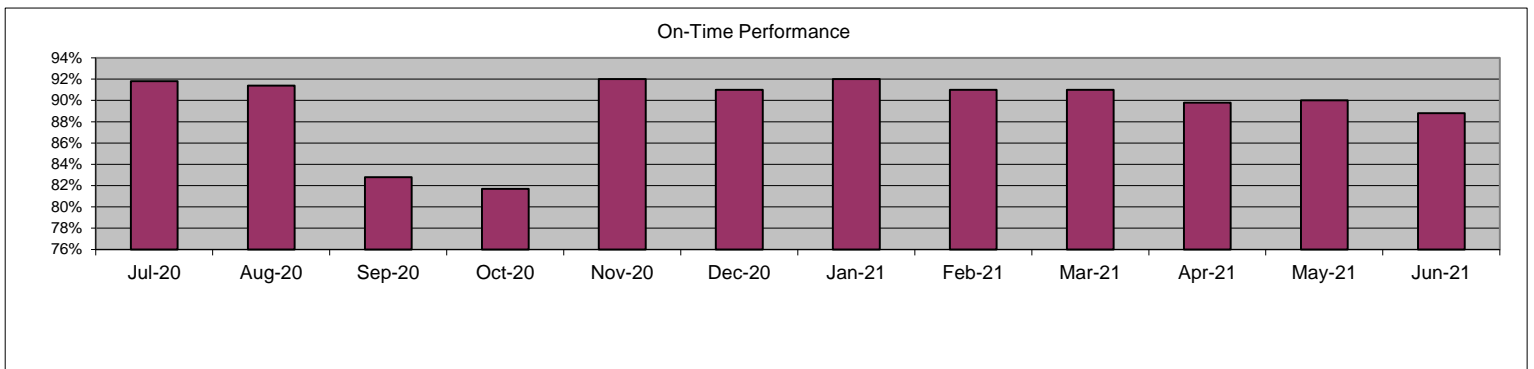
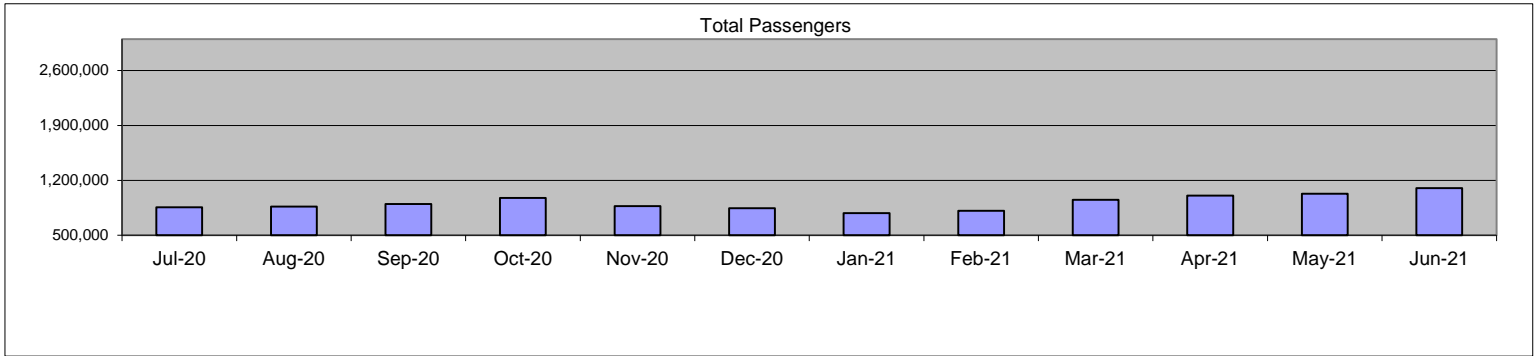
	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
Total Passengers	687,488	679,945	718,417	783,358	681,503	628,560	596,697	626,462	745,007	796,984	814,445	844,269	8,603,135
On-Time Performance	94%	93%	93%	93%	93%	94%	94%	93%	93%	92%	92%	91%	93%





## 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	865,211	899,393	976,763	871,241	844,930	782,587	812,600	951,458	1,003,907	1,030,073	1,099,962	10,994,939
On-Time Performance	92%	91%	83%	82%	92%	91%	92%	91%	91%	90%	90%	89%	89%







## 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	1,577,003	1,591,674	1,795,591	1,542,022	1,457,652	1,374,734	1,368,646	1,662,846	1,770,286	1,864,656	1,928,504	19,516,337
On-Time Performance	99%	98%	98%	97%	98%	97%	98%	98%	97%	97%	97%	97%	98%

