



## Agenda

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

March 10, 2022

1:00 p.m.

\*Meeting will be held via webinar\*

To request an agenda in an alternative format or to request accommodations to facilitate meeting participation, please email the Clerk, [carla.perez@sdmts.com](mailto:carla.perez@sdmts.com) at least two working days prior to the meeting. Meeting webinar/teleconference instructions can be accessed under '[Additional Materials](#).' Click the following link to access the meeting: <https://zoom.us/j/98966923115>

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#### ACTION RECOMMENDED

- |                            |  |               |
|----------------------------|--|---------------|
| 1.                         | ROLL CALL  |               |
| 2.                         | APPROVAL OF MINUTES - <a href="#">September 16, 2021 and December 16, 2021</a> | Approve       |
| 3.                         | PUBLIC COMMENTS  |               |
| COMMITTEE DISCUSSION ITEMS |  |               |
| 4.                         | <a href="#">Social Equity Listening Tour (Mark Olsen)</a>                      | Approve       |
| 5.                         | <a href="#">EZ Access Mobile App Update (Jay Washburn)</a>                     | Informational |



6. [ADA Paratransit Reports](#) Informational
7. [Fixed-Route Reports](#) Informational

OTHER ITEMS

8. Committee Member Communications/Comments
9. NEXT MEETING DATE: June 16, 2022
10. ADJOURNMENT

## DRAFT MINUTES

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

September 16, 2021

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased. Note that the meeting was conducted via webinar to comply with public health orders].

1. Call to Order and Roll Call

Chair Sotelo-Solis called the meeting to order at 1:04 p.m. A roll call sheet listing the committee members in attendance is attached.

3. Public Comment (TAKEN OUT OF ORDER)

There were no Public Comments.

4. Evaluation of Restroom Facilities (Sharon Cooney)

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

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

PUBLIC COMMENTS

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

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

#### COMMITTEE MEMBER COMMENTS

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

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

#### Action Taken

No action taken. Informational item only

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

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

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

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

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

Action Taken

No action taken. Informational item only.

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

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

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

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

Action Taken

No action taken. Informational item only.

7. PRONTO Update (Grecia Figueroa)

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

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

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

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

Action Taken

No action taken. Informational item only.

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

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

Action Taken

No action taken. Informational item only.

9. ADA Paratransit Reports

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

Action Taken

No action taken. Informational item only.

10. Fixed-Route Reports

Fixed route monthly reports attached.

11. Committee Member Communications/Comments

12. Adjourn

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

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Chairperson  
San Diego Metropolitan Transit System

Filed by:

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Clerk of ASAC  
San Diego Metropolitan Transit System

Attachments:  
Roll Call Sheet

SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEETING  
ROLL CALL

MEETING OF (DATE): 9/16/2021

CALL TO ORDER (TIME): 1:04pm

ADJOURN (TIME): 2:37pm

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

CLERK OF ASAC: \_\_\_\_\_



PARATRANSIT AND MINIBUS MANAGER: \_\_\_\_\_



## DRAFT MINUTES

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

December 16, 2021

1. Call to Order and Roll Call

Chair Sotelo-Solis called the Accessible Services Advisory Committee meeting to order at 1:14 p.m. A roll call sheet listing the Accessible Services Advisory Committee member attendance is attached.

2. Approval of the September 16, 2021 Meeting Minutes

The meeting minutes from September 16, 2021 could not be approved due to not having a quorum.

3. Public Comments

There were no Public Comments.

4. 2022 San Diego Metropolitan Transit System (MTS) Accessible Services Advisory Committee Meeting Schedule (Carla Perez)

Ms. Carla Perez, MTS staff, presented the Accessible Services Advisory Committee meeting schedule for the next calendar year. The meeting schedule will reflect the ASAC meetings throughout the 2022 calendar year. Meetings are scheduled on the following dates: March 10, June 16, September 15, and December 8. MTS staff noted that a list of these dates will also be posted onto the MTS website.

Action Taken

No action taken. Informational item only

5. ADA Accessibility on Restrooms (Callie Anderson)

Ms. Callie Anderson, MTM Project Manager, provided an overview on various features of ADA-compliant restrooms. Ms. Anderson discussed important chapters and provided examples following the U.S. Access Board Guide to ADA Accessibility Standards located on the website: [www.access-board.gov](http://www.access-board.gov). She pointed out the ADA standards that address which restrooms must be accessible and what accessibility features are included. She provided sample restroom types including: single-use/family toilet rooms, private toilet rooms with a private entrance, portable toilet units, multi-user toilet rooms, urinals, and children's toilets. Ms. Anderson also provided examples of accessible components including: grab bars, turning space, height and location of mirrors, location of dispensers and receptacles, coat hooks and shelves, height to the top of toilet seats, and also the location and type of flush control.

Chair Sotelo-Solis stated that the information Ms. Callie Anderson shared is extremely important and mentioned that the City of San Diego is working on a bathroom directory

to help indicate where the restrooms are located throughout the transit systems. Chair Sotelo-Solis also asked staff if they have addressed the issue of indicating exactly where the accessible restrooms are located. Ms. Anderson stated that she is unsure, but the topic has been brought up during eligibility assessment interviews as a common concern whether the clients will be able to utilize the public restrooms that are available along their route effectively. Chair Sotelo-Solis requested the information Ms. Anderson provided to be shared with the Board of Director's, being that it is an essential area of concern for all members of the community. Mr. Jay Washburn stated that staff will arrange for this information to be shared with the Board.

Action Taken

No action taken. Informational item only.

6. For-Hire Vehicle Administration's Update on Taxicab Wheelchair Accessibility Policy Development (Leonardo Fewell)

Mr. Leonardo Fewell, MTS For-Hire Vehicle Administration Manager, provided an update on the process of developing a Taxicab Wheelchair Accessible Vehicle (WAV) policy that incentivizes the entry of Taxicab WAV's into the San Diego For-Hire Transportation market. Mr. Fewell described the For-Hire Vehicle Administrations (FHVA) primary goals for ensuring public safety and preventing unfair consumer practices. He pointed out the responsibilities of regulating taxicabs, non-emergency medical vehicles, charters, jitneys, and low-speed vehicles. He also described the taxicab regulations which include: Ordinance No. 11, which sets forth MTS's requirement for the operation of a taxicab; ADA regulations which allow service animals, stow foldable mobility devices, and prohibits from charging higher fares or fees for carrying individuals with disabilities and their equipment than are charged to other persons; and the City Council Policy No. 500-02 which sets forth the fundamental policies relating to taxicab operations within San Diego. Mr. Fewell provided an example of a Taxicab WAV and the history of taxicab WAV policies and policy development. He also described the current steps MTS is taking by conducting peer regulatory agency reviews, requesting feedback from disability and transportation accessibility committees, and identifying passenger demand for WAV's via surveys and data that has been collected from multiple sources.

Chair Sotelo-Solis noted that this policy is still in development but asked staff to share any opportunities that the community could possibly share their perspective through. Mr. Leonardo Fewell stated that the For-Hire Vehicle Administration plans to soon present at the next Social Services Transportation Advisory Committee (SSTAC) meeting with SANDAG which will allow the public to participate then. He also stated that the FHVA plan to return to a future ASAC meeting to provide any updates on the development. Mr. Fewell also added that a survey will be sent out to the committee members allowing them to distribute to other sources in order to provide feedback. Chair Sotelo-Solis stated that it is essential for this policy to also be brought up to the Board for review. Mr. Jay Washburn noted that MTS Access will be able to send out an email blast to registered Access clients and riders that will include the survey provided from taxi.

Action Taken

No action taken. Informational item only.

7. EZ Access Launch (Jay Washburn)

Mr. Jay Washburn, Manager of Paratransit and Minibus, provided a live demonstration of the new web portal, EZ Access, for MTS Access. Mr. Washburn demonstrated the remote functions that will allow Access riders to book trips online, modify reservations, cancel trips, view fares, update personal information, the ability to track the location of their ride once a vehicle has been dispatched, and save recently booked trips for ease of booking. He stated that the webpage is available in both English and Spanish, 24 hours a day, and this new option will allow for greater flexibility and selections for riders to access services. He also mentioned that a group of registered Access riders have been testing the web portal for around 3 to 4 months and have provided great feedback that has helped make several revisions to the software. Mr. Washburn stated that this web-based application is the first phase of a three-part launch; the second phase is an app that can be used on any smart phone and will provide the same services seen on the EZ Access website but will be accessible through an app on a mobile phone; the third phase is a web-based fare payment system which will allow paratransit users to load an account and have the fares for the paratransit services deducted from their account balances. He noted that MTS Access hopes to roll out all three products within the next 6 months or so.

COMMITTEE MEMBER COMMENTS

Chair Sotelo-Solis cited a public comment that was made questioning if riders still need to book rides 1 to 2 days in advance within business hours. Mr. Jay Washburn specified that riders have to book at least 24 hours in advance but have access to the web-based portal 24 hours a day. Chair Sotelo-Solis asked how flexible it is making changes to rides that have already been scheduled. Mr. Washburn noted that changes can be made for individuals before the trip has been approved and up to the same cut off time as they have for reservations. He also stated that any additional changes made after 5 pm, the day before service, will have to be done over the phone to the reservations department since the trip has been locked in at that point; but the riders will have access to cancel their trips anytime through the web portal. Chair Sotelo-Solis stated that it would be challenging to those riders trying to make any last-minute edits the day of the scheduled ride and would like staff to revisit how far in advance riders have to make those changes to provide a more convenient and flexible service.

Ms. Callie Anderson complimented Mr. Washburn on his live demonstration and stated they did a great job with the new launch of the web portal. She also stated that she and her clients are excited for it to go live and will benefit from this; especially those that may not want to call in to book a trip, or for individuals that may not want to wait outside for their driver to arrive when the weather does not permit.

Ms. Debbie Marshall, ASAC committee member and State Council on Developmental Disabilities, provided a verbal statement regarding Ms. Viri Salgado's, MTS Access client, written statement on several issues she encountered pertaining to MTS Access services. She noted that MTS Access did not inform their clients of their new Minivans and was left with an uncomfortable experience when she was picked up by one. She also stated that the driver was not understanding of her disabilities and made it very difficult for her to board onto the vehicle. Ms. Salgado suggested that MTS Access

should consult with their clients before implementing changes in their services and take into consideration any feedback, suggestions, and requests from clients that use their services on a regular basis to discuss new changes. She also noted the safety issue regarding driver's personal bags and the encounters she's had in the past with those drivers who have left their belongings in the pathway.

#### PUBLIC COMMENTS

*Lily Irani* – Inquired if the decision to have a separate app for EZ Access was for technical or project management reasons, or if it was what clients had requested. She also asked if the decision to not integrate payment services with PRONTO would be a long-term plan to maintain separate accounts and if it would create inconveniences for riders who access to both the paratransit services and the standard public transportation services provided through MTS.

Chair Sotelo-Solis asked staff to respond to the question regarding compatibility with the PRONTO app and what the long-term plan would be. Mr. Jay Washburn stated that the PRONTO app is not designed to be compatible with the paratransit applications due to the uniqueness of the services available. He also noted that the decision was made to utilize software from the Trapeze Group to support the paratransit reservation and dispatching system, stating that this would be a separate cash and card-less standalone fare system, available online only, with no plan of integrating both apps together. Chair Sotelo-Solis noted for staff to continually address this since PRONTO will be the main fare system for MTS, and integrating the two apps can be something to incorporate in the future. She also asked how members of the public can ask questions anonymously or relay any feedback on areas for improvement. Mr. Jay Washburn stated that there are both telephone and web-based options where the public can provide customer feedback, individuals can remain anonymous or provide their first and last name along with any details relating to a specific incident. Chair Sotelo-Solis also noted for staff to follow up on the process regarding where drivers are allowed to leave their personal belongings on the vehicles. Mr. Jay Washburn noted that staff will be able to provide a presentation for a future meeting.

#### Action Taken

No action taken. Informational item only.

#### 8. ADA Paratransit Reports

MTS Access and MTM monthly reports attached.

#### Action Taken

No action taken. Informational item only.

#### 9. Fixed-Route Reports

Fixed route monthly reports attached.

#### 10. Committee Member Communications/Comments

Mr. Jay Washburn mentioned a lawsuit that emerged within the U.S. Department of Justice, filing suit against Uber Technologies, Inc. over wait time fees charged to persons with disabilities. He noted that the wait time fee kicks in two minutes after an Uber driver arrives for a pickup and the DOJ found this to be discriminatory against people with disabilities who may take longer than the provided wait time. Mr. Washburn also stated the Federal Transportation Administration issued a request for information (RFI) from transit agencies, transit planners and transit users as it looks to update its Title VI guidance and improve equitable access to transit nationwide. He also noted that the FTA is calling on transit agencies, transit riders and anyone interested in transit to review the RFI and provide input on the FTA general website until the closing date of Monday January 3, 2022. He lastly stated Mr. Bill Lewis, General Manager for Transdev, is retiring after 19 years and Ms. Vassilena Lerinska, Supervisor of Paratransit and Minibus, will also be leaving at the end of the month.

11. Next Meeting Date

The next Accessible Services Advisory Committee meeting schedule is scheduled for June 16, 2022 at 1:00 p.m.

12. Adjourn

Chair Sotelo-Solis adjourned the meeting at 2:13 pm.

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Chairperson  
San Diego Metropolitan Transit System

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Committee Clerk  
San Diego Metropolitan Transit System

Attachment: Roll Call Sheet

SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEETING  
ROLL CALL

MEETING OF (DATE): 12/16/2021

CALL TO ORDER (TIME): 1:14pm

ADJOURN (TIME): 2:13pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Alejandra Sotelo-Solis <input checked="" type="checkbox"/> <input type="checkbox"/>	ASAC Chair	1:01pm	2:13pm
Nancy Vera <input checked="" type="checkbox"/> <input type="checkbox"/>	Access to Independence	1:02pm	2:13pm
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	1:00pm	2:13pm
Bill Lewis <input type="checkbox"/> Juan Lopez <input type="checkbox"/>	Transdev - Contracted Bus Routes		
Callie Anderson <input checked="" type="checkbox"/> Heriberto Gaytan <input checked="" type="checkbox"/>	MTM, Inc	1:00pm	2:13pm
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input type="checkbox"/>	San Diego Regional Center		
Elsa Caballero <input type="checkbox"/> <input type="checkbox"/>	San Diego Center for the Blind		
Bill Hipp <input checked="" type="checkbox"/> Kevin Marquez <input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)	12:57pm	2:13pm
Allison Woodworth <input type="checkbox"/> Zaccary Bradt <input checked="" type="checkbox"/>	SANDAG	1:02pm	2:13pm
Vacant <input checked="" type="checkbox"/> <input type="checkbox"/>	County of San Diego AIS		
Vacant <input checked="" type="checkbox"/> <input type="checkbox"/>	Caltrans		
Sharlene Ornelas <input type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer		
Jorge Rivas <input type="checkbox"/> <input type="checkbox"/>	Fixed Route Consumer		
Tom Doogan <input type="checkbox"/> <input type="checkbox"/>	MTS Trolley		
Belinda Kelly <input type="checkbox"/> Amanda Denham <input checked="" type="checkbox"/>	MTS Bus	12:58pm	2:13pm
Allie Rice <input checked="" type="checkbox"/> <input type="checkbox"/>	Deaf Community Services	1:00pm	2:13pm
Betsy Knight <input checked="" type="checkbox"/> Robert Labelle <input type="checkbox"/>	County of San Diego Behavioral Health Services	12:58pm	2:13pm
Carla Perez <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00pm	2:13pm
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00pm	2:13pm
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:00pm	2:13pm

CLERK OF ASAC: \_\_\_\_\_



PARATRANSIT AND MINIBUS MANAGER: \_\_\_\_\_





**Metropolitan  
Transit  
System**

## **Agenda Item No. 4**

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

March 10, 2022

**SUBJECT:**

SOCIAL EQUITY LISTENING TOUR (MARK OLSON)

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

The Social Equity Listening Tour is a public engagement effort to:

- a. Understand community narratives around equity, public transit and MTS;
- b. Identify areas of concern for MTS audiences as it relates to equity at-large (housing, food access, medical care, etc.); and
- c. Identify top transportation system priorities for communities within MTS's service area.

Pueblo Planning will be responsible to collect 400 responses from the MTS service area, with a focus on communities of concern, through workshops, pop-up outreach events and surveying. Pueblo Planning will develop a comprehensive report on community narratives and findings to present back to MTS staff and the Board of Directors in approximately six months. MTS expects to allocate \$3 million of spending from the FY 2023 Capital Improvement Program (CIP) towards outcomes and recommendations from the Social Equity Listening Tour. MTS staff will provide an update to ASAC on the Social Equity Listening Tour.

/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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**Metropolitan  
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## **Agenda Item No. 5**

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

March 10, 2022

**SUBJECT:**

EZ ACCESS MOBILE APP UPDATE (JAY WASHBURN)

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Staff to provide an update on the EZ Access mobile app for MTS Access. MTS is preparing to launch the mobile app version of its EZ Access web portal for MTS Access clients. Staff will provide an overview of the app and its features, along with an implementation timeline.

/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)



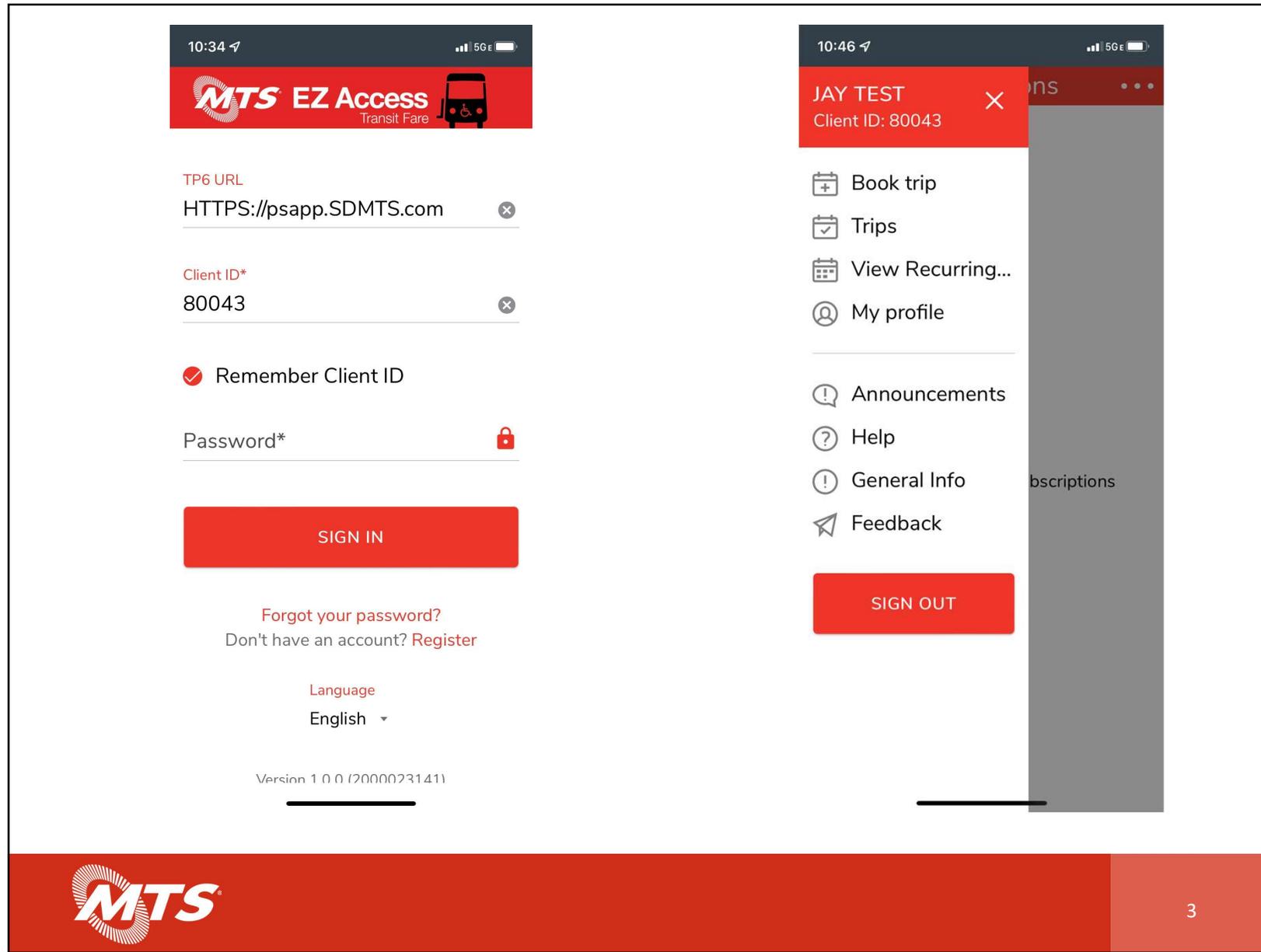
# MTS EZ Access

MTS Accessible Services Advisory Committee

March 9, 2022







10:45
5G

☰ Trips ☰

02/15/2022

1:00 pm - 1:30 pm    Fare: \$5.00

<b>Pick up</b>	<b>Drop off</b>
MALL MISSION VALLEY, 1640 CAMINO DEL RIO N, SAN DIEGO, CA, 92108	13628 POMERADO RD, POWAY, CA, 92064

Booking ID - 10434405
Performed ✓✓

02/13/2022

6:00 am - 6:30 am    Fare: \$0.00

<b>Pick up</b>	<b>Drop off</b>
(CH) 100 MAIN ST, SAN	WALMART (CHULA VISTA),

Upcoming Trips
Past Trips

10:46
5G

☰ Book Trip ☰

If you run into any problems while booking a trip, please call 1800-Cust-Service and we will be happy to guide you through the booking process.

BOOK A NEW TRIP

or

Choose from recent bookings:

- ✓✓ **02/15/2022, 1:00 pm**  
 MALL MISSION VALLEY, 1640 CAMINO DEL RIO N, SAN DIEGO, CA, 92108 To 13628 POMERADO RD, POWAY, CA
- ✗ **02/13/2022, 6:00 am**  
 (CH) 100 MAIN ST, SAN YSIDRO, CA, 92173 To WALMART (CHULA VISTA), 75 N BROADWAY CHULA VISTA, CA
- 📅 **02/13/2022, 11:00 am**  
 (CH) 100 MAIN ST, SAN YSIDRO,

10:46
5G

☰ Step 1 of 6: Pick up Deta... ✕

Enter your pick up details:

Pick up address \* 📍

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Unit 🏠

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Telephone number ☎

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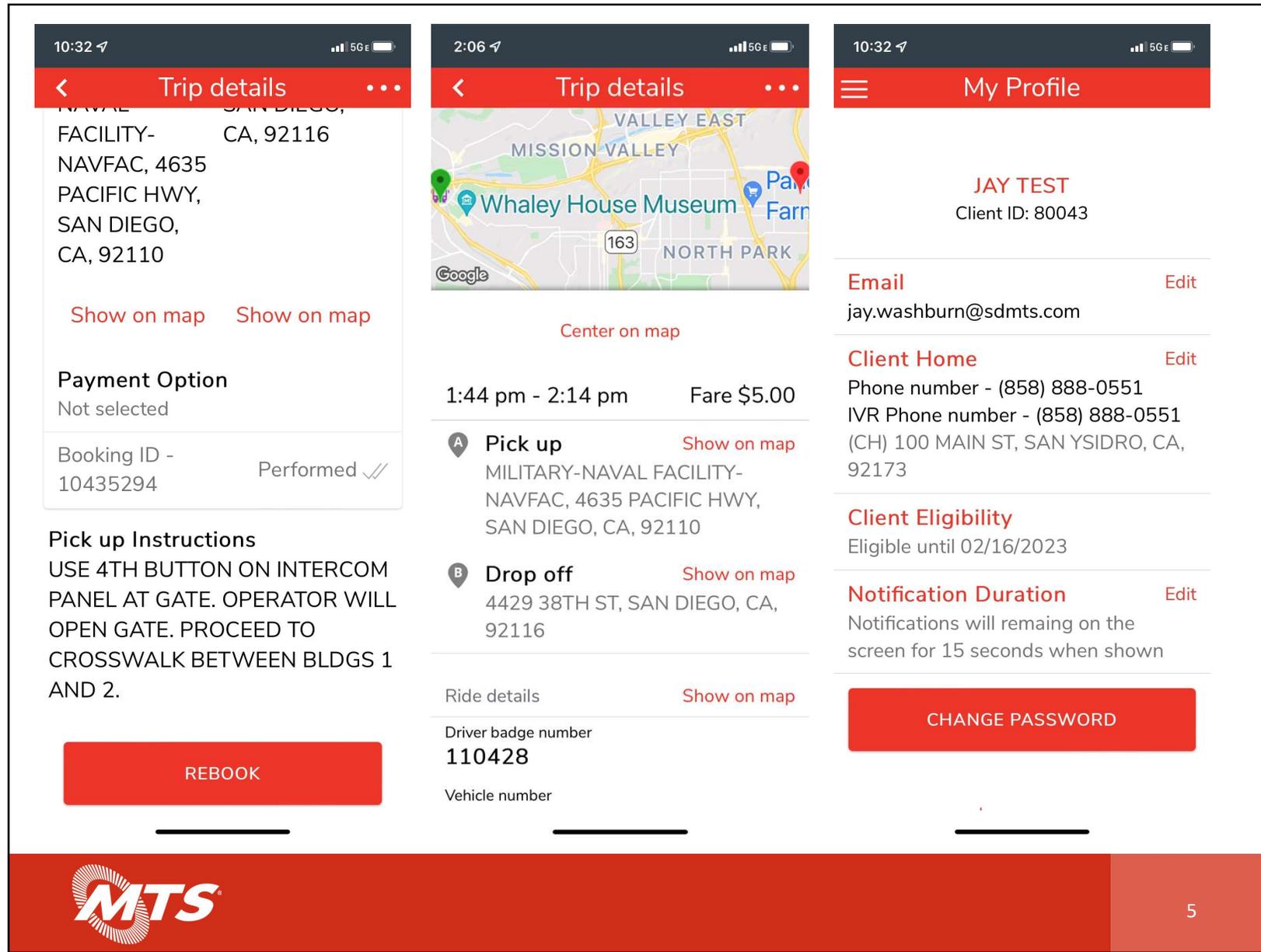
Instructions 💬

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BACK

NEXT

4



# MTS EZ Access WEB

- Web based trip scheduling tool
- First 2 months Data
  - 420 Users
  - 2,484 Trips Booked



# Key Features

- Book Trips
- Change/Cancel trips
- Available 24/7
- Change personal information
- Track you ride
- Imminent arrival notifications
- English and Spanish
- IOS and Android compatible



# Launching April 2022 Questions?





**Metropolitan  
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## **Agenda Item No. 6**

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

March 10, 2022

**SUBJECT:**

ADA PARATRANSIT REPORTS

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Attached monthly reports cover the period from November 1, 2021 to January 31, 2022. 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

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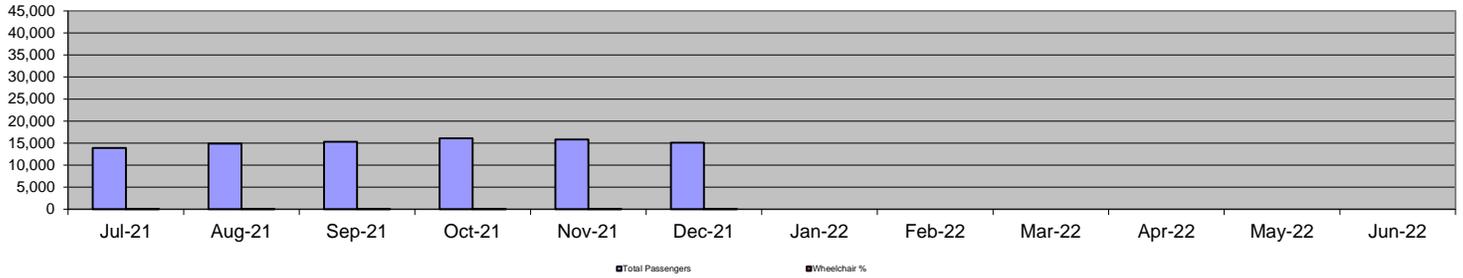




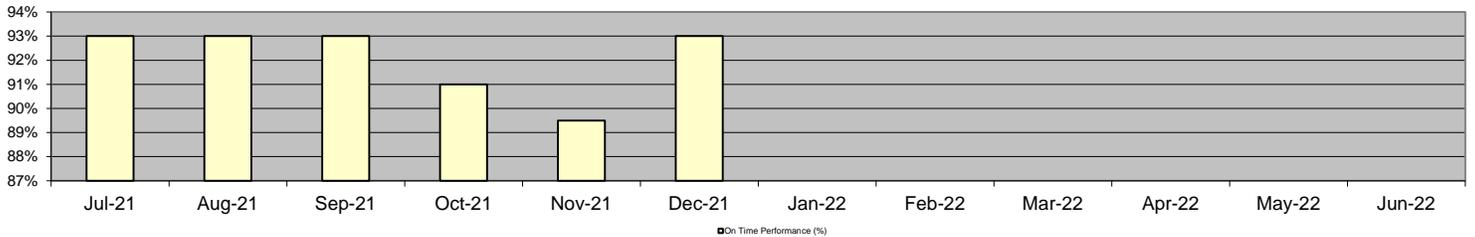
## MTS Access ASAC Report FY 22

	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Total Passengers	13,918	14,884	15,322	16,105	15,842	15,124							
Wheelchair %	30%	29%	30%	29%	30%	29%							
On Time Performance (%)	93%	93%	93%	91%	90%	93%							
Valid Complaints	37	31	25	27	23	21							
Compliments	4	4	2	-	2	1							

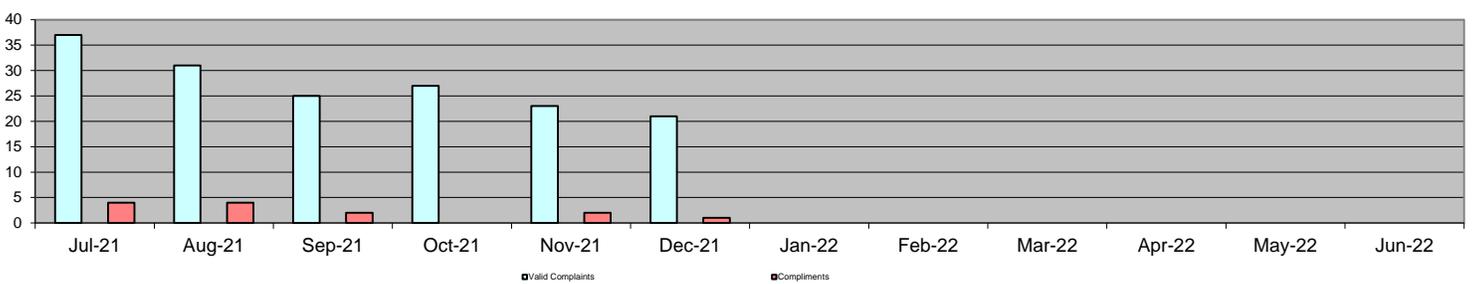
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

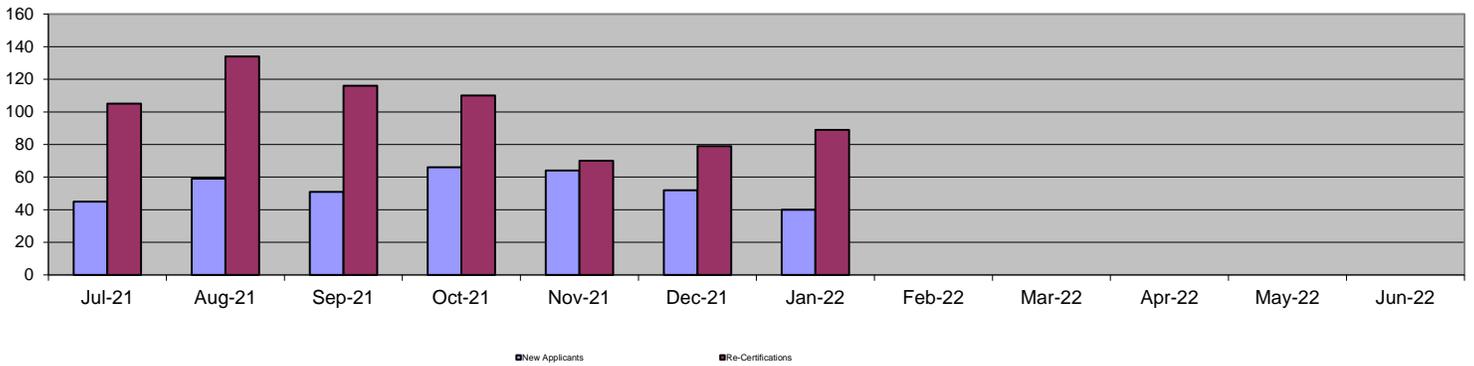




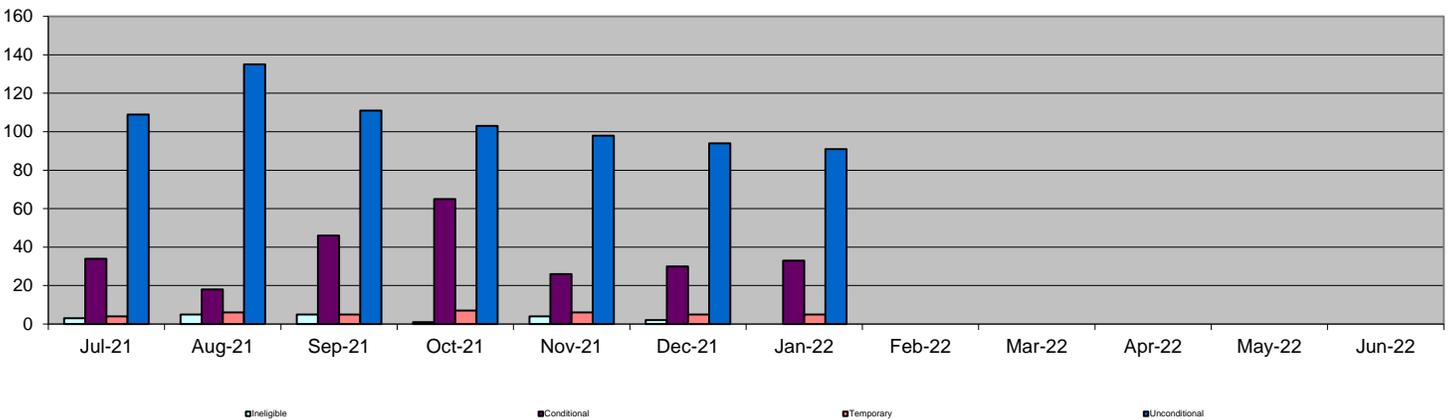
## MTM Certification Summary Report FY 22

	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
New Applicants	45	59	51	66	64	52	40						
Re-Certifications	105	134	116	110	70	79	89						
<b>Total</b>	<b>150</b>	<b>193</b>	<b>167</b>	<b>176</b>	<b>134</b>	<b>131</b>	<b>129</b>						
Ineligible	3	5	5	1	4	2							
Conditional	34	18	46	65	26	30	33						
Temporary	4	6	5	7	6	5	5						
Unconditional	109	135	111	103	98	94	91						
<b>Total</b>	<b>150</b>	<b>164</b>	<b>167</b>	<b>176</b>	<b>134</b>	<b>131</b>	<b>129</b>						

### New Applicants and Re-Certifications



### Eligibility





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## **Agenda Item No. 7**

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

March 10, 2022

**SUBJECT:**

**FIXED-ROUTE REPORTS**

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Attached monthly reports cover the period from November 1, 2021 through January 31, 2022. The MTS Bus, MTS Contract Services, and San Diego Trolley reports provide a monthly summary of service performance.

/s/ Jay Washburn

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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

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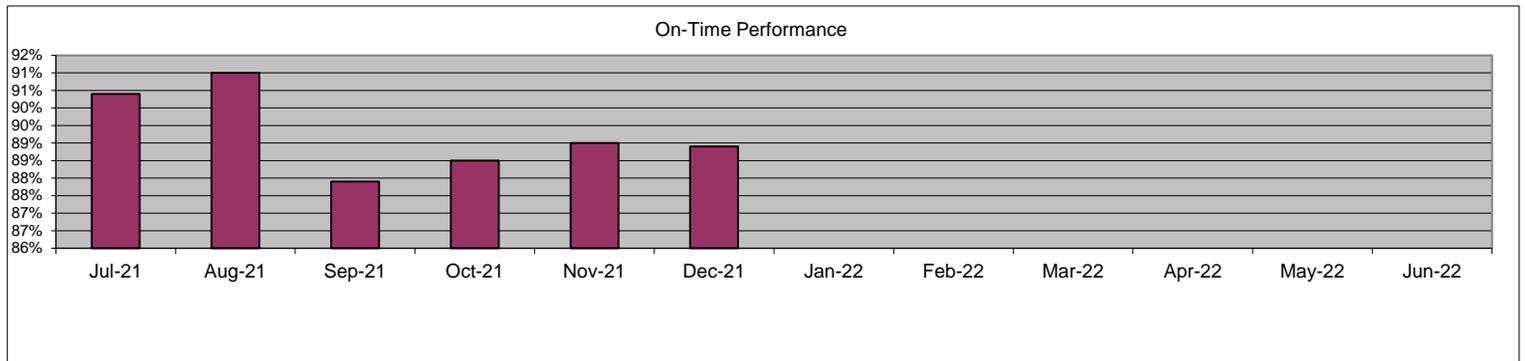
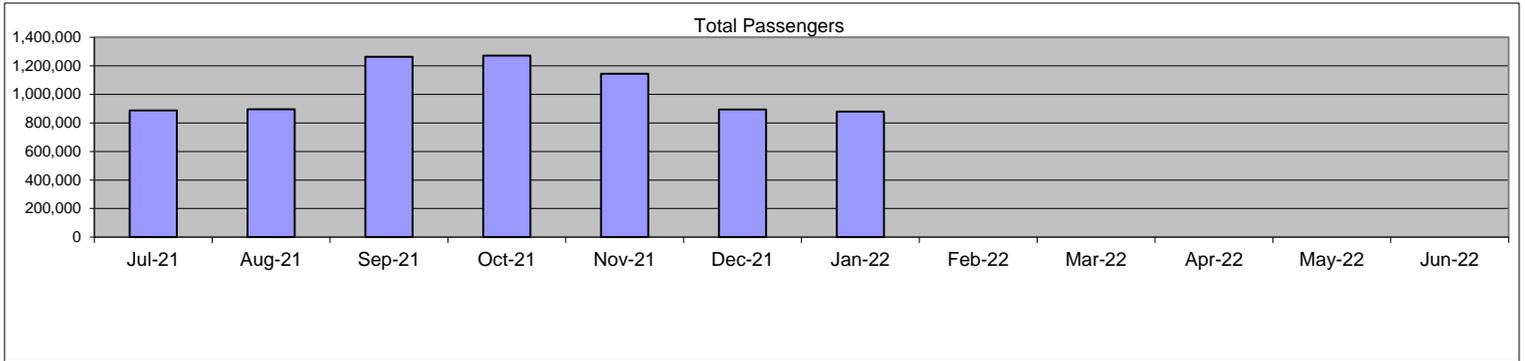
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## MTS Bus Report FY 22

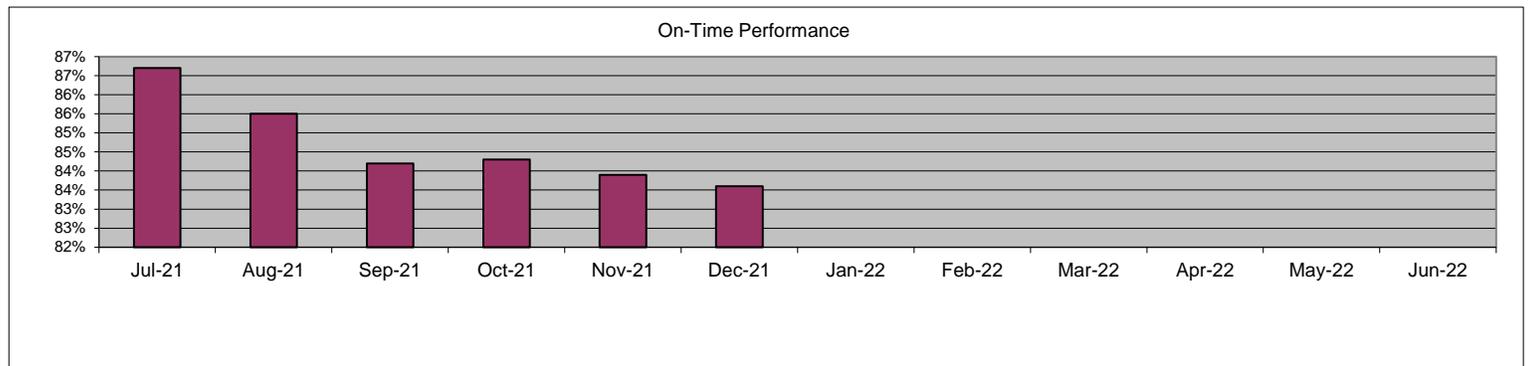
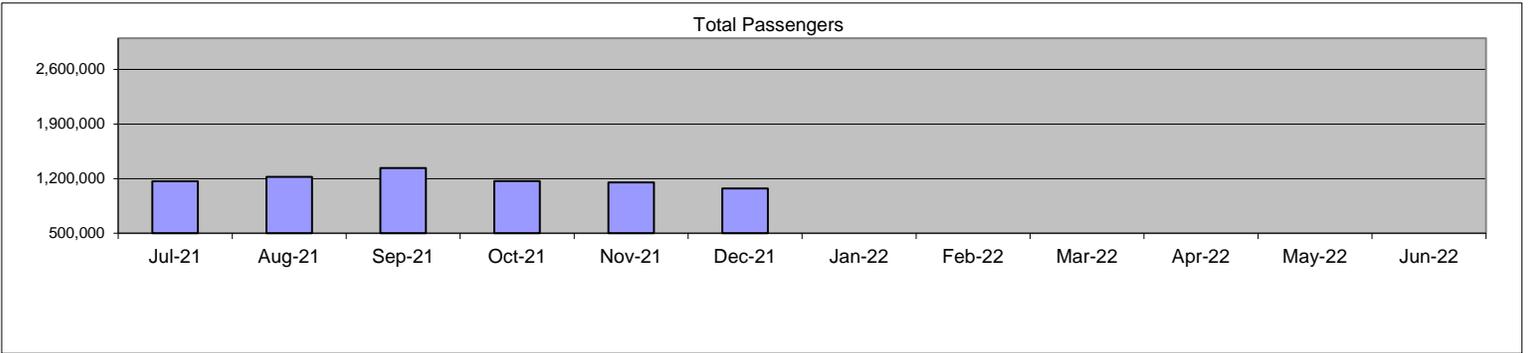
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Total Passengers	887,023	896,341	1,264,381	1,271,145	1,145,533	894,201	879,550						
On-Time Performance	90%	91%	88%	89%	89%	89%							





## MTS Contract Services Report FY 22

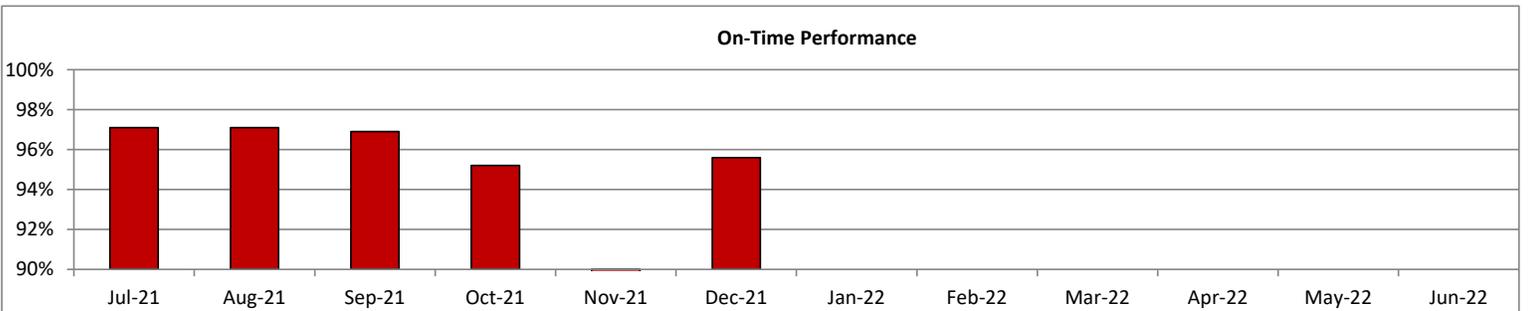
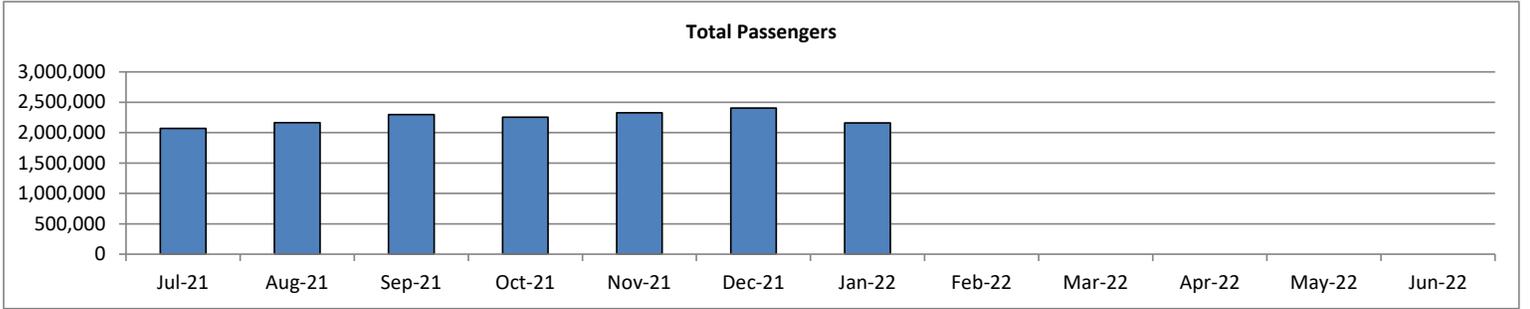
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Total Passengers	1,165,183	1,221,986	1,337,052	1,167,542	1,150,516	1,073,641							
On-Time Performance	87%	86%	84%	84%	84%	84%							





# San Diego Trolley Report FY 22

Total - All Lines	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Total Passengers	2,068,672	2,163,600	2,299,331	2,253,978	2,326,210	2,404,259	2,160,136						
On-Time Performance	97%	97%	97%	95%	-	96%							



# Age Well San Diego 2.0

In 2018, the Age Well San Diego Action Plan was created through a process of community engagement, goal setting, and action planning. Since 2018, the Age Well Team has worked with community residents, organizations, County staff, and other stakeholders to implement the Action Plan and create an age-friendly community to improve the quality of life for older adults and residents of all ages.

We are now looking to the future and have started the process of creating Age Well 2.0. Age Well 2.0 will continue this important community-driven work while aligning with the Board of Supervisor's Framework for the Future, incorporating new input received from our community, and increasing attention to diversity, equity, and inclusion.

***“An age-friendly community is one that is inclusive, equitable, accessible, and promotes active aging; a community that works for individuals of all ages, abilities, and backgrounds.”***

- Age Well San Diego 2.0 Vision Statement



## TRANSPORTATION & COMMUNITY CONNECTIONS

Since the creation of the initial Age Well San Diego Action Plan, many reports, projects, and programs have unfolded in the region that relate to transportation and community connections. Some examples include:

- **Accessibility:** The Age Well Team provided support services to Circulate San Diego as they implemented their AARP Community Challenge Grant in El Cajon and created educational materials and resources in Arabic to assist Arabic-speaking older adults with using public transportation.
- **Resource Development:** The Age Well Team created a Ride Well to Age Well Guide that catalogues transportation options throughout San Diego County. The guide explains how to download and use mobile applications, such as Lyft, and provides a glossary of common transportation terms.
- **Future of Transportation:** The San Diego Association of Governments (SANDAG) adopted their 2021 Regional Plan. The 2021 Regional Plan includes the continuation of the Specialized Transportation Grant Program (STGP), which funds projects and programs that expand mobility options for seniors and individuals with disabilities.
- **Alternative Transportation Options:** MTS and NCTD now use the new regional fare system, PRONTO. Aging & Independence Services staff worked with the transit agencies to distribute free PRONTO cards to older adults and their families across the region and provide information about the reduced fare option for adults 65 years and older.

### Join the Transportation & Community Connections Conversations!

Aging & Independence Services will host several meetings to gather input on the future of Age Well San Diego. Sessions will include discussions around complete communities, public spaces, alternative transportation, pedestrian safety, and safe and equitable access to community activities and resources. We invite you to join us on the dates listed below to set the vision for the future, explore projects, and determine goals to accomplish together.

Wednesday, February 23, 2022, 1:00pm to 2:30pm

Wednesday, March 23, 2022, 1:00pm to 2:30pm

Wednesday, April 27, 2022, 1:00pm to 2:30pm

Wednesday, May 25, 2022, 1:00pm to 2:30pm

Wednesday, June 22, 2022, 1:00pm to 2:30pm

### HOW TO GET INVOLVED!

Email Melissa Hernandez  
melissa.hernandez@sdcounty.ca.gov

