



## Agenda

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

September 15, 2022

1:00 p.m.

\*Meeting will be held via webinar\*

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

#### ACTION RECOMMENDED

1. ROLL CALL

2. APPROVAL OF MINUTES - [March 10, 2022](#)

Approve

3. PUBLIC COMMENTS

#### COMMITTEE DISCUSSION ITEMS

4. [Accessibility and the MUTCD \(Jessie O'Sullivan\)](#)

Informational



- |    |   |                 |
|----|---|-----------------|
| 5. | <a href="#"><u>Taxicab Wheelchair Accessible Vehicle Policy Survey Results (Leonardo Fewell)</u></a>  | Informational   |
| 6. | <a href="#"><u>Potential Modifications to the EZ Access System (Jay Washburn)</u></a><br><u>Action would provide feedback on the EZ Access system in order to recommend to the MTS Board of Directors any concerns.</u> | Possible Action |
| 7. | <a href="#"><u>ADA Paratransit Reports</u></a>  | Informational   |
| 8. | <a href="#"><u>Fixed-Route Reports</u></a>  | Informational   |

OTHER ITEMS

- |     |   |
|-----|---|
| 9.  | <u>Committee Member Communications/Comments</u> |
| 10. | NEXT MEETING DATE: December 8, 2022             |
| 11. | ADJOURNMENT                                     |

## MINUTES

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

March 10, 2022

1. Call to Order and Roll Call

Chair Sotelo-Solis called the Accessible Services Advisory Committee meeting to order at 1:05 p.m. A roll call sheet listing the Accessible Services Advisory Committee member attendance is attached.

2. Approval of the September 16, 2021 and December 16, 2021 Meeting Minutes

Chair Sotelo-Solis welcomed the newest members of the Accessible Services Advisory Committee and wished former MTS employee and ASAC member, Tom Doogan, a warm farewell on his retirement before entertaining a motion to approve the September 16, 2021 and December 16, 2021 meeting minutes. Ms. Betsy Knight moved to approve the minutes. Chair Sotelo-Solis seconded the motion, and the vote was 16 to 0 in favor with Ms. Sharlene Ornelas not present at time of vote.

3. Public Comments

There were no Public Comments.

4. Social Equity Listening Tour (Mark Olsen)

Mr. Mark Olson, MTS Director of Marketing, presented on the Social Equity Listening Tour. He provided details on the public engagement effort to: Understand community narratives around equity, public transit and MTS; Identify areas of concern for MTS spectators as it relates to equity at-large including housing, food access, medical care, etc.; Identify top transportation system priorities for communities within MTS 's service areas. Mr. Olson also explained the project concept plan, procurement process, Pueblo Planning and the next steps to take which include: plan development, conducting community outreach, creating reports, reporting out findings and recommendations to staff and Board of Directors, MTS staff to work with department directors and staff on proposed budgets and timelines, and presenting proposed CIP project list to the Board of Directors for approval.

Chair Sotelo-Solis commented that it was great having the discussion at the Board of Director's meeting about how the Pueblo Project ascended. She also mentioned how the project was very detailed and included different perspectives from the community on various levels including surveys and other areas of input.

### COMMITTEE MEMBER COMMENTS

Jana Schwartz, ASAC committee member and Transportation Equity and Livable Community Specialist at County of San Diego AIS, inquired if there are any anticipated recommendations that fit within the \$3 million budget and if there are any predictions as to whether or not it is easy to implement serving a much larger population or a higher

budgeted project. Ms. Schwartz also inquired more guidance when looking into the MTS service area and the distribution of engagement in regards to looking equally into rural areas, urban communities, and trolley services. Mr. Olson stated that large and small projects will come to light in the process of outreach and with the help of MTS staff bringing this information to the Board for over-all decision making and prioritization. Mr. Olson also stated that the projects may include converting bus stops to have more shelters and lighting in order for the community to feel safer and connected, but will need more research to be done with the help of the communities' input. Mr. Olson noted that the \$3 million budget is not a final number and may occur within multiple years, but MTS staff has used this amount as a placeholder for the time being of what staff would like to allocate towards the next round of the Capital Improvement Program budget. Mr. Olson also noted that staff will work with Pueblo in order to develop a strategy for the distribution of engagement in rural and urban areas exceeding the minimum 400 participant response total.

Chair Sotelo-Solis noted that one of the areas where she was impressed with the Pueblo Project was the validation of information and data research that each of the CBO partners share and the potential stipend for people who help within the CBO to provide outreach. Chair Sotelo-Solis stated that she highly recommends for ASAC members to continue the engagement with MTS staff to have the voices needed at the table to bring all ADA requirements and restroom accessibility to discussion for the larger projects. Chair Sotelo-Solis asked staff for the best direction if ASAC members wanted to engage as one of the formal CBO partners of the Pueblo Project and what requirements they would need. Mr. Olson stated what's best is to keep in touch with ASAC member and MTS staff Jay Washburn and himself as direct points of contact for this item in order to get the appropriate information sent out to anyone that is interested and questions will also be sent to staff that are directly working with Pueblo Planning.

#### Action Taken

No action taken. Informational item only

#### 5. EZ Access Mobile App Update (Jay Washburn)

Mr. Jay Washburn, Manager of Paratransit and Minibus, provided an update on the EZ Access mobile app for MTS Access. Mr. Washburn provided a step-by-step overview of the way the app is displayed and its functionalities including: client login screen, English and Spanish language options, drop down menus to select the desired function, booking and changing trips, history of recently booked trips and upcoming trips, and imminent arrival notifications. Mr. Washburn noted that clients will be able to track their scheduled rides on a virtual map displayed within the app once a vehicle has been assigned to the rider's pickup giving the clients a real-time ability to see where their ride is located. Mr. Washburn stated that this will be a great feature for clients with disabilities who are waiting for their rides at a medical facility or any other location where they may not have access to a computer, but will be able to easily access this information from their phone and provide flexibility in regards with being able to make any changes to their trips. Mr. Washburn also noted that clients will be able to set up their personal information within the app at any time including phone numbers, addresses and emails. He also mentioned that the app will be available 24/7 to book trips at the client's convenience and without having to go through the hassle of calling in to the Reservations line for their trips. Mr. Washburn stated that staff is hopeful for a successful program and mentioned since the

launch of the web version in January, the first two months data showed over 420 users signed up for the program and approximately 2,500 trips have been booked through the web, showing how clients have taken advantage of the new program. Mr. Washburn noted that the app will be compatible with any iOS or Android mobile device and will be made available starting April 1<sup>st</sup>, 2022 with hopes that riders will find this new program very useful and helpful.

Chair Sotelo-Solis stated that it is great to hear of all the improvements that have been made within MTS Access and the feedback that has been received throughout the process that has now been incorporated to the launch of the new program.

#### COMMITTEE MEMBER COMMENTS

Elsa Caballero, ASAC committee member and Orientation and Mobility Specialist at the San Diego Center for the Blind and Vision Impaired, commented her concerns regarding accessibility options for people who are visually impaired and questioned if whether staff has looked into having voice over options embedded into the system and the addition of some contrasting for clients who have low vision. Mr. Jay Washburn noted that the font on the app will adjust to the product and staff working on the program have done their best in regards to configuring the colors seen within the app to have the highest contrast possible and also stated that the voice over feature is not currently available but has been in discussion with the developers to incorporate it in a future version. Chair Sotelo-Solis asked Mr. Washburn when to expect to see results for the voice over feature. Mr. Washburn stated that there is no specific timeline since it is still in discussion for future versions but can provide an update when a timeline has been set. Chair Sotelo-Solis commented that it is essential to have this feature incorporated into the app for people who have visual impairments and asked for a specific timeline and update to be provided at a future meeting as a recommended action item. Mr. Washburn stated that he will provide an update at the next quarterly meeting and welcomed committee members to download the app once it is made available in order to help their clients utilize and test it and later provide feedback for any suggested changes.

Jorge Rivas, ASAC committee member and fixed-route consumer, commented if the developer for the EZ Wallet app follows the rules for Apple on application development, then it should automatically be voice over accessible. Mr. Rivas also noted that JAWS could also be accessible when using the app on a computer but may contain some configuration glitches so testing would have to be done. Mr. Washburn thanked Mr. Rivas for his feedback and stated that input is always needed when developing a new product that will be put out for the community to use. Chair Sotelo-Solis asked Mr. Washburn if there is any promotional products available from the Mid Coast tour to possibly give out to anyone who has participated in providing any feedback regarding the EZ Wallet app. Mr. Washburn noted that he is unsure but will reach out to Mr. Olson and the marketing team to see if they have any leftover promotional products to give out as an incentive. Chair Sotelo-Solis challenged members to gather people to participate in a friendly competition as an opportunity to provide feedback and voice their concerns.

#### Action Taken

No action taken. Informational item only.

6. ADA Paratransit Reports

MTS Access and MTM monthly reports attached.

Action Taken

No action taken. Informational item only.

7. Fixed-Route Reports

Fixed route monthly reports attached.

COMMITTEE MEMBER COMMENTS

Mr. Jorge Rivas stated that he believes there are other ways to possibly increase ridership more specifically in areas within the Sweetwater School District that have expressed concerns when riding on fixed-route. Mr. Rivas stated that in the past, during the Omicron surge in January, there were a few routes that were not being serviced due to lack of drivers which then caused passengers to be stuck without transportation to their schools. Mr. Rivas also stated that he has been getting feedback from other riders including himself in regards to security on the trolley that has not been safe. He also expressed the concerns he had as to whether MTS will be addressing the safety issue, especially for people who are visually impaired and have cognitive issues that cannot see or comprehend what is going on around them at the trolley stations and bus stops. Mr. Washburn stated that during the month of January, MTS had an increase in cancelled services due to a driver shortage relative to positive and exposed COVID cases amongst drivers and overall staff. Mr. Washburn added that there were no available drivers to bring in to fill any missed services, but MTS staff had done everything in their power to get those routes serviced. Mr. Washburn also mentioned that staffing levels have gotten much better and cancellations have dramatically decreased since then. Mr. Rivas also asked if in the future, can a general announcement be sent to riders regarding status updates on their bus or trolley. Mr. Washburn stated that all cancellations are always posted onto the MTS website and rider alerts are sent out as quickly as possible so the information is made available to the general public in several forms. Mr. Washburn noted that riders can also call in to the MTS Customer Service department to inquire the status of their ride and welcomed any feedback regarding this area of concern. Mr. Rivas stated that there are a lot of riders who typically do not check the MTS website for cancellations but mainly rely on the schedules that are posted at the bus stops. Mr. Washburn stated that regarding Mr. Rivas' concerns for security, it is a very difficult situation and MTS Security department is protecting the safety of passengers and others by their best ability. Mr. Washburn also noted that the Board has done their best in providing their time and effort in re-shaping safety policies and procedures regarding how we handle security and the safety of the public. Chair Sotelo-Solis noted that emergency alerts regarding natural disasters and any other possible delays should also be sent out through MTS alerts for emergency preparedness.

Action Taken

No action taken. Informational item only.

8. Committee Member Communications/Comments

Ms. Ashley Wiley mentioned the grant programs administered through SANDAG, the Specialized Transportation Grant Program or STGP, and provided a brief description detailing the grant information and how the grant funds are distributed. Ms. Wiley also stated that she will have the information sent over to members of the committee once the meeting has ended. Mr. Washburn highly encouraged members to look into the grant opportunities to possibly create programs or initiatives that may not have been completed or available before.

Mr. Washburn stated that staff is currently in phase three of the EZ Access program, which is the online payment portal. Mr. Washburn mentioned that they have recently received updates from a software vendor who have worked out all details and are hopeful to launch the online payment option for Access clients in the second quarter. Mr. Washburn also noted that they have added another functionality to the IVR system for EZ Access regarding imminent arrival notifications that are sent out to clients.

Mr. Washburn provided an update on the new mask mandate that was due to expire on March 18, 2022, but noted the FTA had extended the mandate until April 18, 2022.

Ms. Jana Schwartz mentioned the County of San Diego had just released an RFP for free transportation for older adults who live in health equity regions. Ms. Schwartz stated that this program came out on March 2 and will be due on March 31 as an active period to submit any proposals.

PUBLIC COMMENTS

*James R.*- a peer support liaison for RI International announced that there will be a county wide meeting held on March 29 that will have two presenters providing information on services that will be available throughout the county and training for peer support technicians to get state certified. He also mentioned if any members had any questions, to direct them to ASAC member and RI International employee Robert Labelle.

11. Next Meeting Date

The next Accessible Services Advisory Committee meeting schedule is scheduled for September 15, 2022 at 1:00 p.m.

12. Adjourn

Chair Sotelo-Solis adjourned the meeting at 2:09 pm.

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Chairperson  
San Diego Metropolitan Transit System



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Committee Clerk  
San Diego Metropolitan Transit System

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

MEETING OF (DATE): 3/10/2022 CALL TO ORDER (TIME): 1:05 pm  
ADJOURN: 2:09 pm

COMMITTEE MEMBER	(Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Voting Committee Members				
Alejandra Sotelo-Solis (Chair)	<input checked="" type="checkbox"/> None <input type="checkbox"/>	ASAC Chair	1:00 pm	2:09 pm
Nancy Vera	<input type="checkbox"/> Letty Zuno <input checked="" type="checkbox"/>	Access to Independence	1:05 pm	2:09 pm
Arun Prem	<input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/>	FACT (CTSA)	12:54 pm	2:09 pm
Debbie Marshall	<input checked="" type="checkbox"/> Viri Salgado <input checked="" type="checkbox"/>	State Council on Developmental Disabilities	1:00 pm	2:09 pm
Juan Lopez	<input checked="" type="checkbox"/> Edward Van Heel <input type="checkbox"/>	Transdev – Contracted Bus Routes	1:00 pm	2:09 pm
Callie Anderson	<input checked="" type="checkbox"/> Heriberto Gaytan <input checked="" type="checkbox"/>	MTM. Inc.	1:00 pm	2:09 pm
Anthony Ferguson	<input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center	1:00 pm	2:09 pm
Elsa Caballero	<input checked="" type="checkbox"/> Kasey Markoski <input checked="" type="checkbox"/>	San Diego Center for the Blind	1:00 pm	2:09 pm
Bill Hipp	<input checked="" type="checkbox"/> Kevin Marquez <input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)	12:58 pm	2:09 pm
Ashley Wiley	<input checked="" type="checkbox"/> Benjamin Gembler <input checked="" type="checkbox"/>	SANDAG	12:59 pm	2:09 pm
Jana Schwartz	<input checked="" type="checkbox"/> Vacant <input type="checkbox"/>	County of San Diego AIS	12:58 pm	2:09 pm
Vacant	<input type="checkbox"/> Vacant <input type="checkbox"/>	Caltrans		2:09 pm
Sharlene Ornelas	<input type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer		2:09 pm
Jorge Rivas	<input checked="" type="checkbox"/> Vacant <input type="checkbox"/>	Fixed Route Consumer	1:00 pm	2:09 pm
Brent Boyd	<input checked="" type="checkbox"/> Tom Doogan <input checked="" type="checkbox"/>	MTS Trolley	12:54 pm	2:09 pm
Belinda Kelly	<input checked="" type="checkbox"/> Amanda Denham <input checked="" type="checkbox"/>	MTS Bus	12:54 pm	2:09 pm
Monique Ball	<input checked="" type="checkbox"/> Allie Rice <input type="checkbox"/>	Deaf Community Services	12:55 pm	2:09 pm
Betsy Knight	<input checked="" type="checkbox"/> Robert Labelle <input type="checkbox"/>	County of San Diego Behavioral Health Services	12:55 pm	2:09 pm
Non – Voting Committee Members				
Carla Perez	<input checked="" type="checkbox"/> None <input type="checkbox"/>	MTS Contracted Services	1:00 pm	2:09 pm
Jay Washburn	<input checked="" type="checkbox"/> None <input type="checkbox"/>	MTS Contracted Services	1:00 pm	2:09 pm
Samantha Leslie	<input checked="" type="checkbox"/> None <input type="checkbox"/>	MTS Legal	1:00 pm	2:09 pm

COMMITTEE CLERK:  PARATRANSIT AND MINIBUS MANAGER: 





## Agenda Item No. 4

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

September 15, 2022

**SUBJECT:**

ACCESSIBILITY AND THE MUTCD (JESSIE O'SULLIVAN)

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Circulate San Diego staff will present on the National Association of City Transportation Officials' letter recommending changes to the Manual on Uniform Traffic Control Devices (MUTCD). Currently, many of the rules contained in the MUTCD prevent local agencies from building accessible and safe infrastructure. This includes safe and accessible routes to transit. If adopted, cities would have new tools to increase accessibility for transit riders accessing transit stations and stops on foot, by bike, by wheelchair, or by other mobility devices.

/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)





# Accessibility and the MUTCD



September 15, 2022



CALIFORNIA OFFICE OF  
**TRAFFIC SAFETY**



# What We Do

## Planning & Educational Programs

- Mobility Assessments
- Safety Campaigns
- Community Engagement

## Policy & Advocacy

- Safe Streets
- Transit
- Sustainable Growth



# Transit Access

- ◇ Safe access to transit requires safe routes to transit stops.
- ◇ People with disabilities, seniors, and kids are more likely to be hit and killed while walking.
- ◇ People of color are more likely to be hit and killed while walking.



# The MUTCD

- Sets standards for traffic control devices
- Includes striping, signage, signals, and other road features
- Federal funding is contingent on following the MUTCD





# The Problem



# The Problem

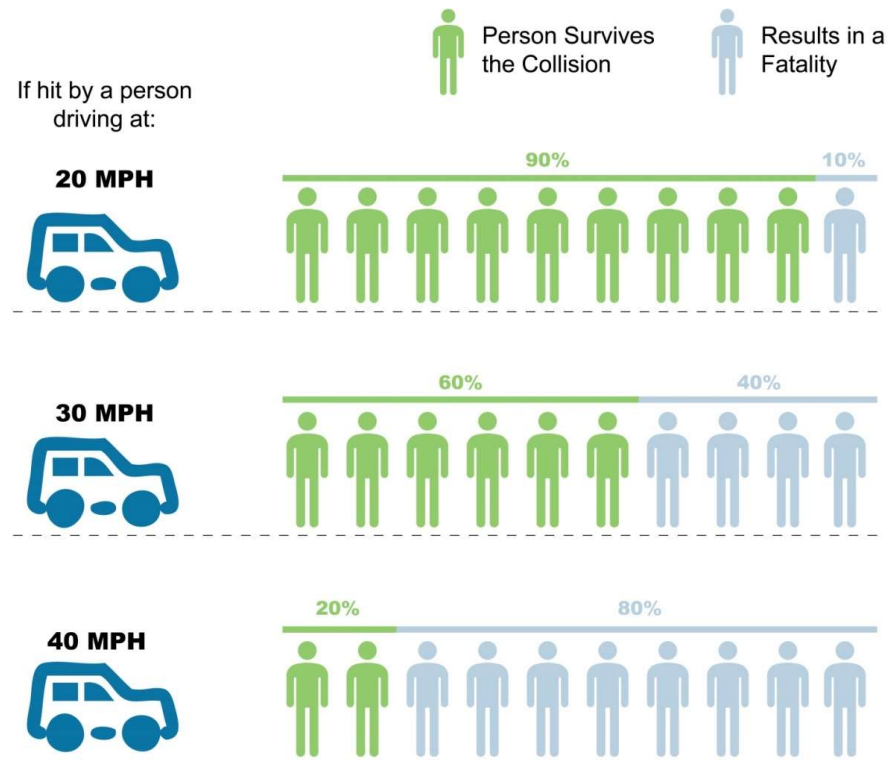
**Figure 4** Number of Annual U.S. Pedestrian Fatalities, 1982-2021



\*Projected  
Sources: FARS and GHSA analysis of SHSO data

# The Problem

## Vehicle Speed and Risk of Fatality

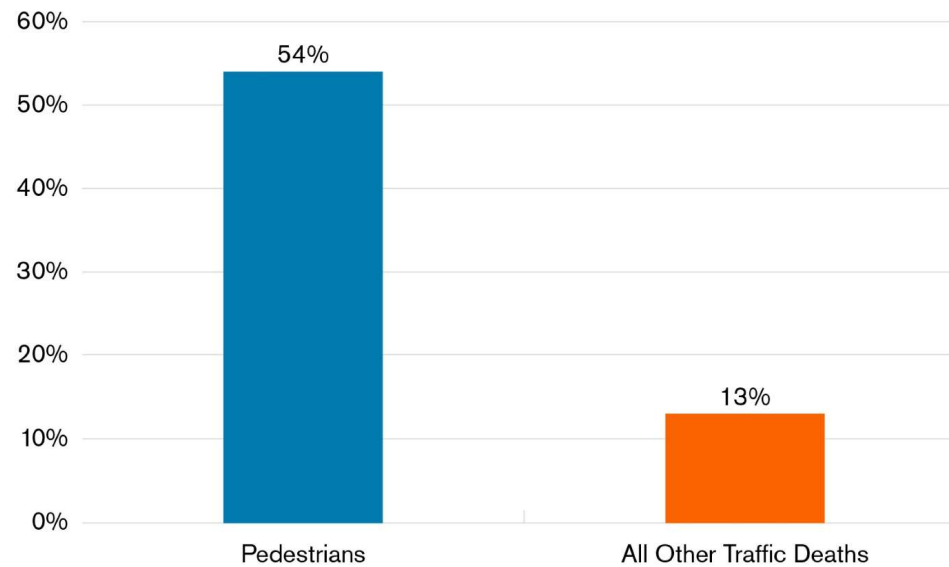




# The Problem

## Pedestrian Deaths Are Increasing Faster Than All Other Traffic Fatalities

Percent Increase in Number of Traffic Deaths, 2010-2020



## The Problem

- ◇ MUTCD prioritizes private vehicle speed over the safety of people walking, biking, rolling, and taking transit.
- ◇ Safe access to transit requires safe routes to transit stops
- ◇ People with disabilities, seniors, and kids are more likely to be hit and killed while walking.



# The Problem

Motor Vehicle Signals



Pedestrian Signals



# The Problem

Brick Crosswalks



Rainbow Crosswalks





# The Problem

## Large Animal Warning Signage



W11-3 (Deer)



W11-4 (Cow)

ALLOWED



W11-16 (Bear)



W11-17 (Sheep)



W11-18 (Bighorn Sheep)



W11-19 (Donkey)



W11-20 (Elk)



W11-21 (Moose)



W11-22 (Wild Horse)



W11-7

## Turning Vehicles Yield to Bike Signage

STILL NOT ALLOWED



# The Problem

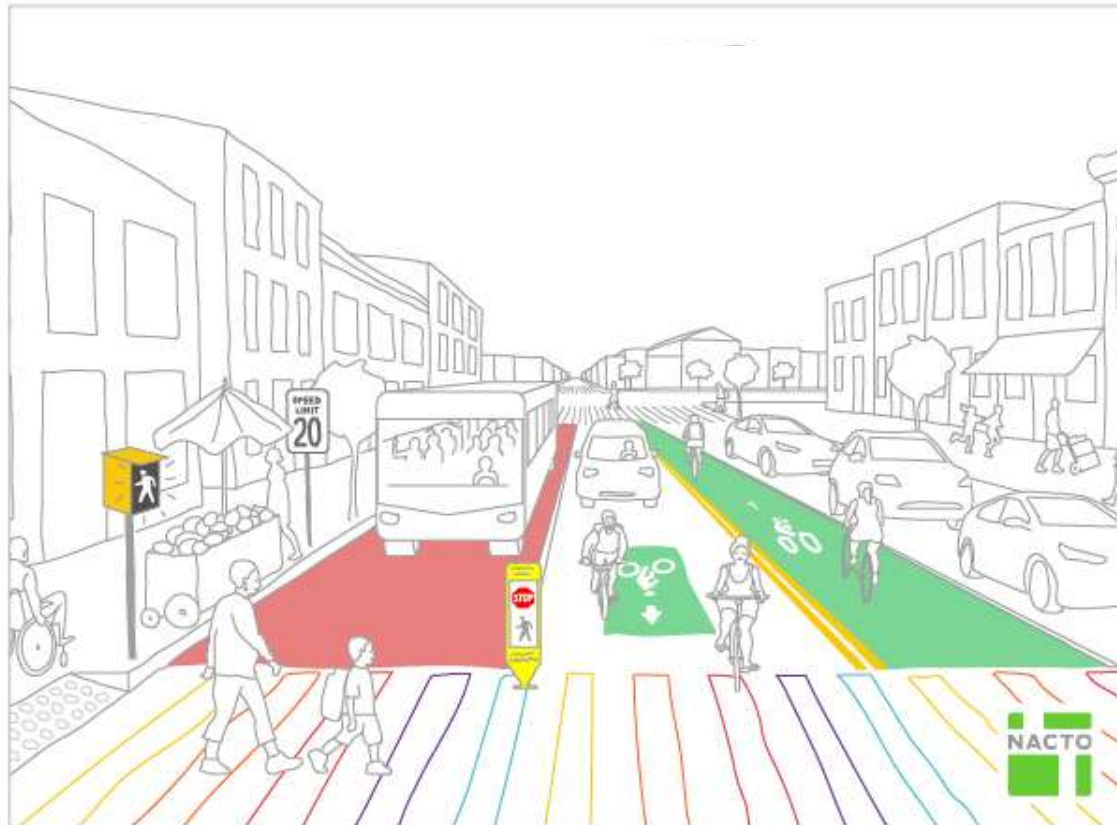
Purple Paint Marking E-ZPass Lanes



Red Paint Marking Bus Lanes



## The Solution



## NACTO Recommendations

- ◇ **Elevating the goal of eliminating injuries and deaths:** Make safety and a safe systems approach a guiding principle of the manual.
- ◇ **Modernizing speed limits:** Remove guidance recommending free-flows speeds, including the dangerous 85th percentile rule, in setting speed limits.
- ◇ **Making it safer to cross the street:** Removing the red tape and hoops required for cities to install inviting crosswalks and common sense treatments like pedestrian signals. No longer have guidance that requires multiple people to die at an intersection before a pedestrian signal is 'warranted'.
- ◇ **Promoting people over robots:** Remove the manual's proposed section on autonomous vehicles, and instead require autonomous vehicles to operate safely on the roads we already have.



## NACTO Recommendations Continued

- ◇ **Legalizing commonsense treatments for people walking, biking, and taking transit:** Remove unnecessary restrictions and red tape for green bike lanes, red transit lanes, and vibrant crosswalks.
- ◇ **Promoting best practices for bikeways:** Eliminate strict geometric design restrictions for urban bikeways and instead refer to best practices already successfully used in cities.
- ◇ **Listening to more voices:** Reconcile comments and finalize the 11th edition in an inclusive and transparent manner, and develop a more expedient, open, and inclusive process for future updates.

# Supporters

- ◇ SANDAG and the City of San Diego have joined dozens of government agencies and advocacy organizations in supporting NACTO's proposed reforms

# Thank You!

Jesse O'Sullivan

Circulate San Diego

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





## Agenda Item No. 5

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

September 15, 2022

**SUBJECT:**

TAXICAB WHEELCHAIR ACCESSIBLE VEHICLE POLICY SURVEY RESULTS (LEONARDO FEWELL)

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

MTS For-Hire Vehicle Administration (FHVA) is in the process of developing a Taxicab Wheelchair Accessible Vehicle Policy that incentivizes the entry of taxicab wheelchair accessible vehicles (taxicab WAVs) into the San Diego For-Hire transportation market. MTS FHVA staff will present the results of a survey, completed by both passengers and taxicab drivers, on taxicab WAVs in San Diego.

/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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# ***Taxicab Wheelchair Accessible Vehicle Policy Survey Results***

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MTS Accessible Services Advisory Committee

September 15, 2022



# *Accessibility & Transportation*

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## The Need for Taxicab Wheelchair Accessible Vehicles in San Diego

A Project Supported by

- MTS For-Hire Vehicle Administration
- University of California San Diego Design Lab
- University of Cambridge Minderoo Centre for Technology and Democracy &
- The Center for Community Research & Engagement and the students in Department of Sociology San Diego State University

## *Study Design*

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For passengers:

The survey was distributed via email throughout the San Diego region from November 2021 through the end of January 2022.

Respondents were able to complete the survey on a computer or a mobile phone.

Versions were available in both English and Spanish.

## *Study Design*

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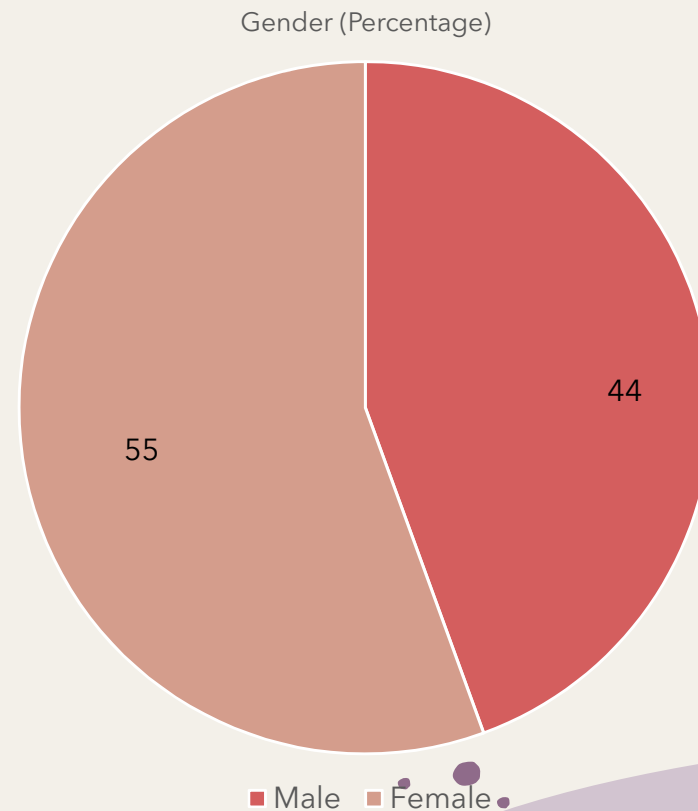
Responses for taxi drivers and owners were solicited from an email list provided by MTS. While there were approximately 400 emails on the list, it did contain duplicates and out of date email addresses. Email “blasts” were sent on December 4, 2021 and on December 14, 2021. These blasts resulted in a sample of thirty-three usable surveys, an acceptable number on which to conduct the analysis for this report.



## *The Sample of Passengers for Today's Presentation*

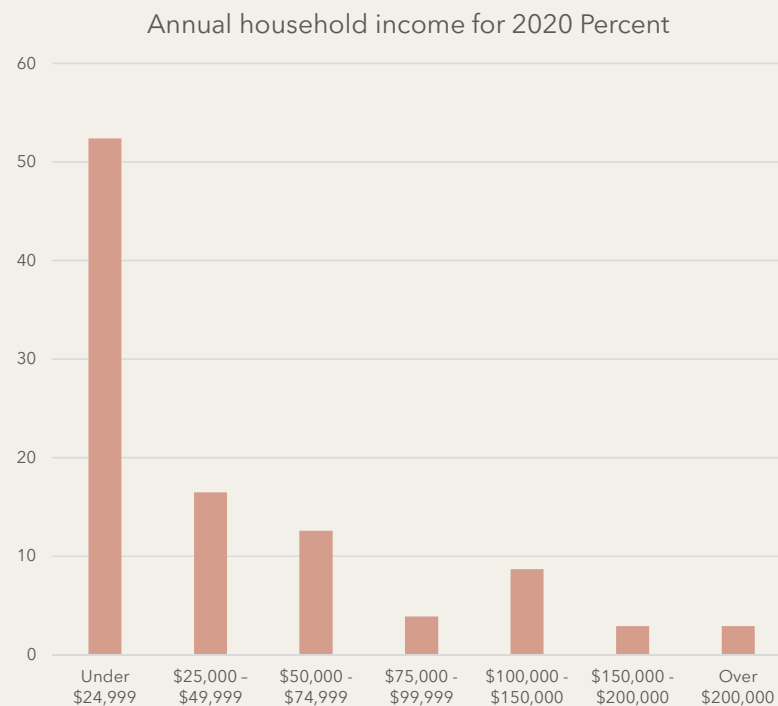
The respondents that we are focusing on are those who replied "yes" to the question: **Do you have any physical impairments that require you to use a wheelchair accessible vehicle, defined as a vehicle equipped with a ramp or lift allowing side entry.**

(124 respondents)



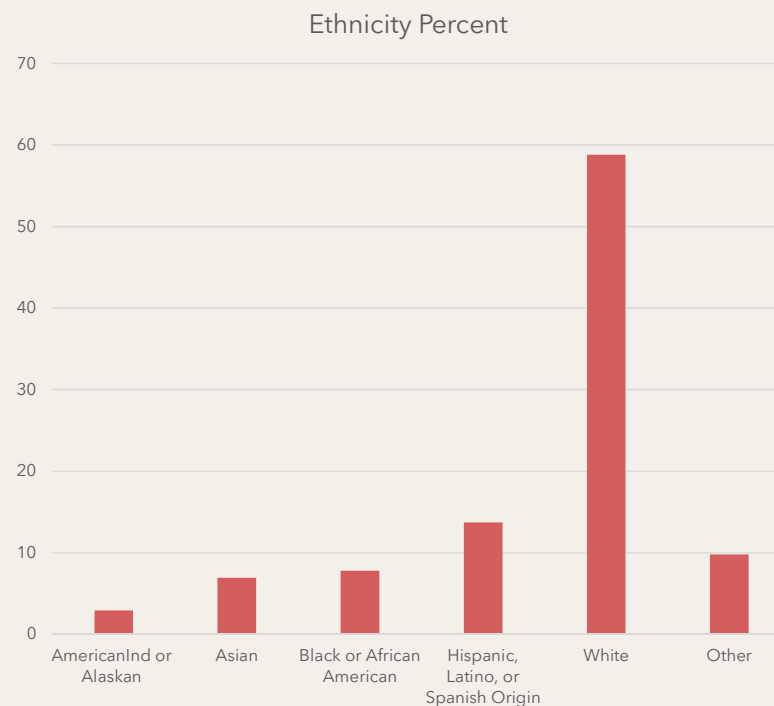
## *The Sample of Passengers for Today's Presentation*

This distribution a lower household income than the general population in San Diego. That is not unexpected with this population.



## *The Sample of Passengers for Today's Presentation*

While this sample overrepresents White respondents and underrepresents Latinx respondents an analysis of their responses on selected outcome variables indicated no significant nor meaningful difference.



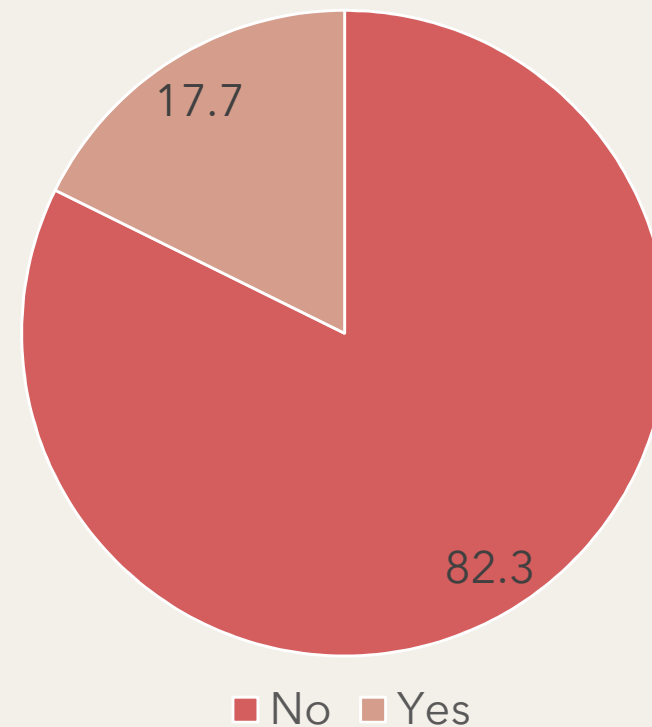
*What did the  
passengers report?*

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## *Awareness of Current WAV Taxicabs*

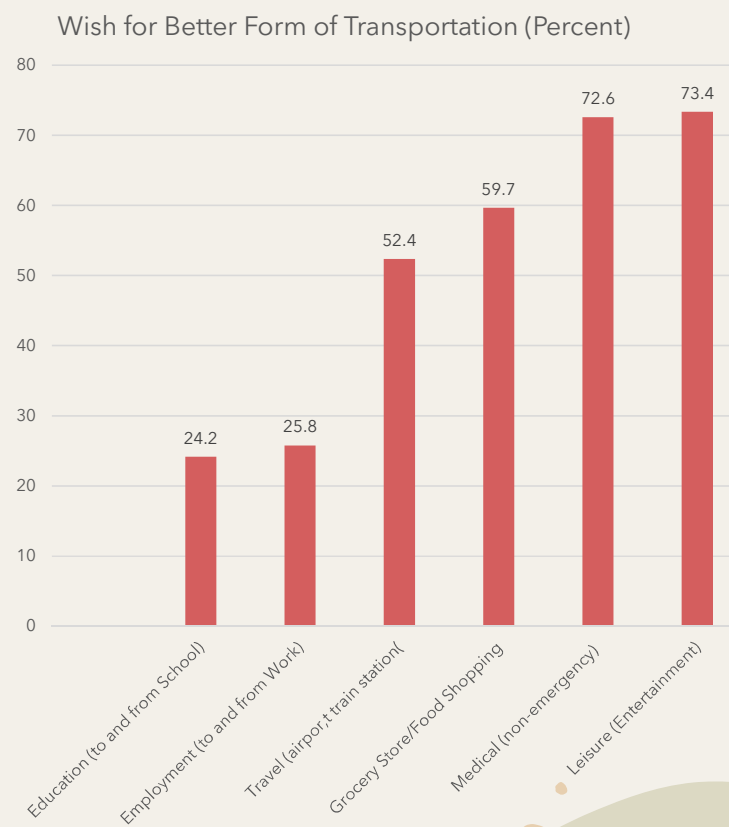
NOTE: Given the fact that there are only three WAV Taxicabs currently available, these results may indicate that respondents were responding as if they were not aware of any or there are so few there are essentially not any viable WAV taxicab options.

Are you aware of Taxicab WAV service in the San Diego region? Percent



***“I need transportation to and from my daughter’s house, medical appointments, nail salon, Balboa Park, Zoo, Sea World, restaurants, shopping, my Dad’s home, beaches, the outside world (outside from my nursing home).***

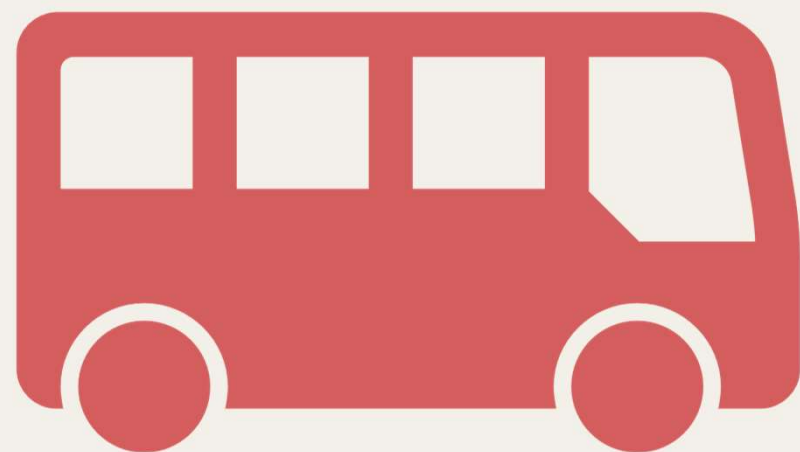
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## *Which options are used most at this time?*

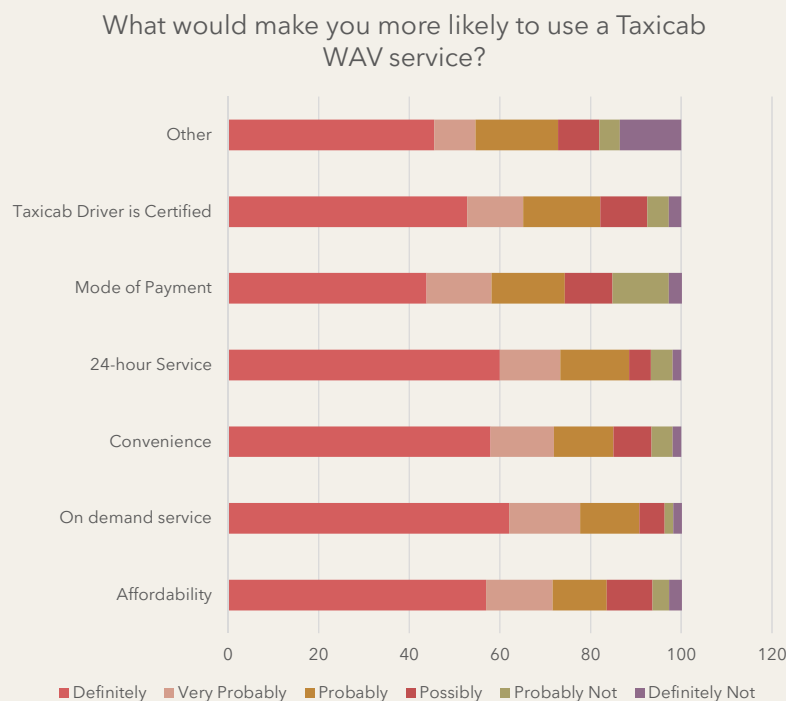
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For the majority of destinations, the top two options chosen were Fixed Route public transit (Fixed route bus, trolley) and having a friend, colleague or caregiver drive the respondent in a wheelchair accessible vehicle [Travel and medical emergency varied slightly from this pattern]



## What would make someone more likely to use a Taxicab WAV?

*There is no such service in our county, trust me I have looked. Our county is not wheelchair friendly at all! Now with COVID and a lot of w/c users being high risk its [sic] a huge risk to take public transportation so drivers would need to be considerate professional, caring for others and non smoking!*







## *And what about the Drivers?*

85% believe it is important for San Diego (or any city) to have Wheelchair Accessible Taxis

However only 45.5% are interested in acquiring or operating a wheelchair-accessible taxicab

***Why aren't the  
taxi drivers  
interested if  
they  
understand the  
need?***

---

48% noted higher operations costs  
(i.e. gas, insurance)

35% notes increase time needed to  
assist passenger

*The flag drop and per mile is to [sic]  
low for wheelchair accessible cab.  
Wheelchair accessible companies for  
example Secure Transportation  
charges almost 4 times more for the  
same ride.*

***What incentives do the taxi drivers believe are necessary for increasing the number of WAV taxicabs in San Diego?***

- ❖ 45.5% indicated Financial assistance towards the purchase of vehicle
- ❖ 18% indicated Guaranteed number of trips
- ❖ 6% indicated Lower or no permit fees
- ❖ 3% indicated Lower insurance premiums
- ❖ 3% indicated More driver training

And two drivers added "all of the above"



*Thank you!*

Questions?





## Agenda Item No. 6

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

September 15, 2022

**SUBJECT:**

POTENTIAL MODIFICATIONS TO THE EZ ACCESS SYSTEM (JAY WASHBURN)

**RECOMMENDATION:**

That San Diego Metropolitan Transit System (MTS) Accessible Services Advisory Committee provide feedback on the EZ Access system in order to recommend to the MTS Board of Directors any concerns on establishing a more accessible mobile application.

Budget Impact

None.

**DISCUSSION:**

Staff to provide an update on the EZ Access system and its capabilities regarding voice to text features. This will also include potential modifications to make the app more user friendly to the disability community and seek feedback to recommend for the current system.

/s/ Jay Washburn

Jay Washburn  
Manager of Paratransit and Minibus

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





## Agenda Item No. 7

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

September 15, 2022

**SUBJECT:**

ADA PARATRANSIT REPORTS

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Attached monthly reports cover the period from January 1, 2022 to June 30, 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

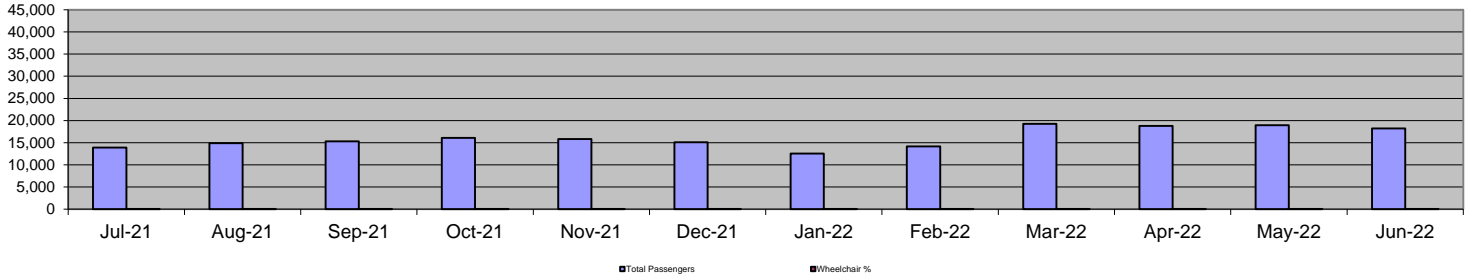




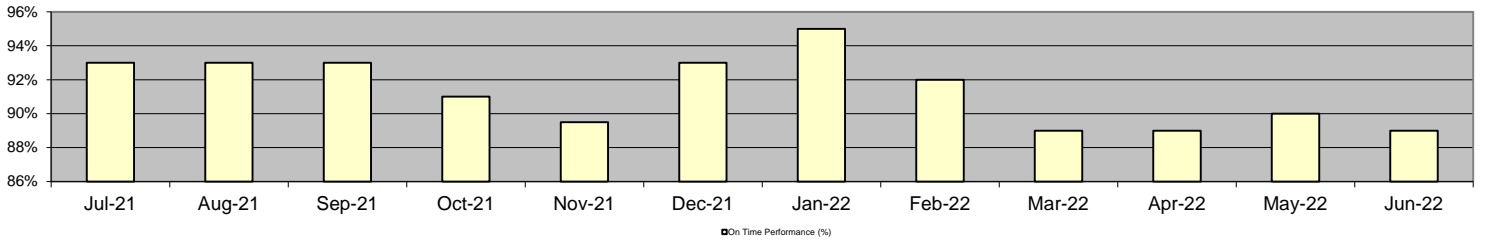
# MTS Access ASAC Report FY 22

	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	12,566	14,169	19,281	18,783	18,951	18,221	193,166
Wheelchair %	30%	29%	30%	29%	30%	29%	29%	28%	29%	30%	30%	30%	29%
On Time Performance (%)	93%	93%	93%	91%	90%	93%	95%	92%	89%	89%	90%	89%	91%
Valid Complaints	37	31	25	27	23	21	17	21	31	27	29	29	318
Compliments	4	4	2	-	2	1	3	2	2	1	1	4	26

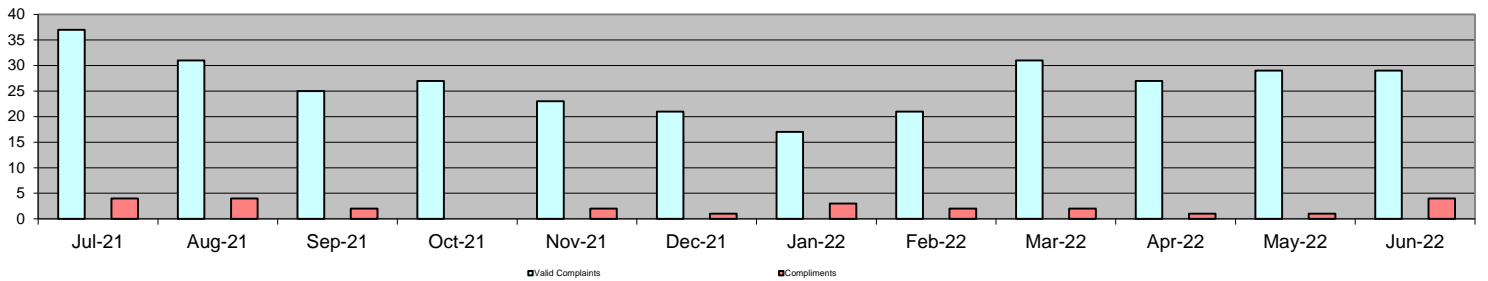
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



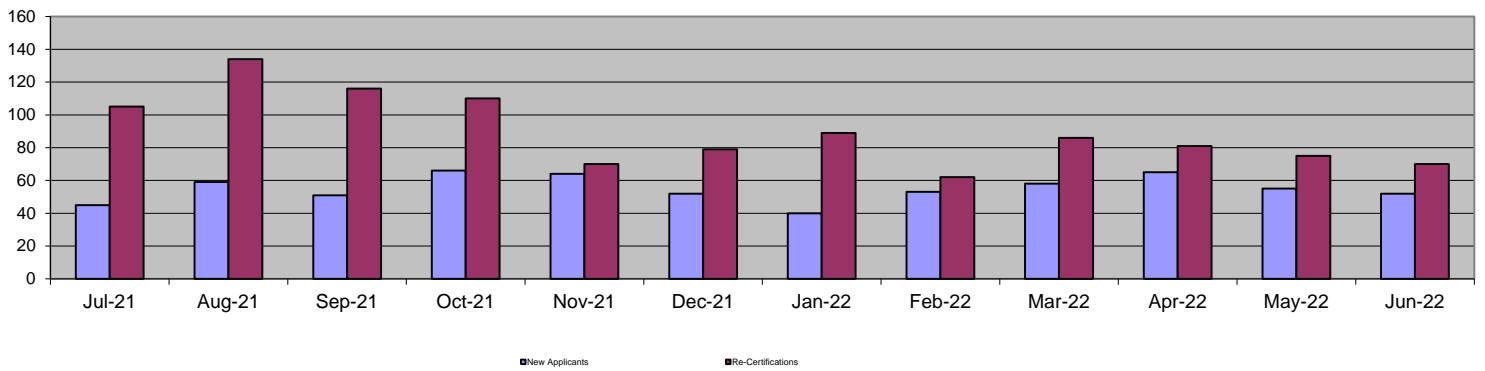




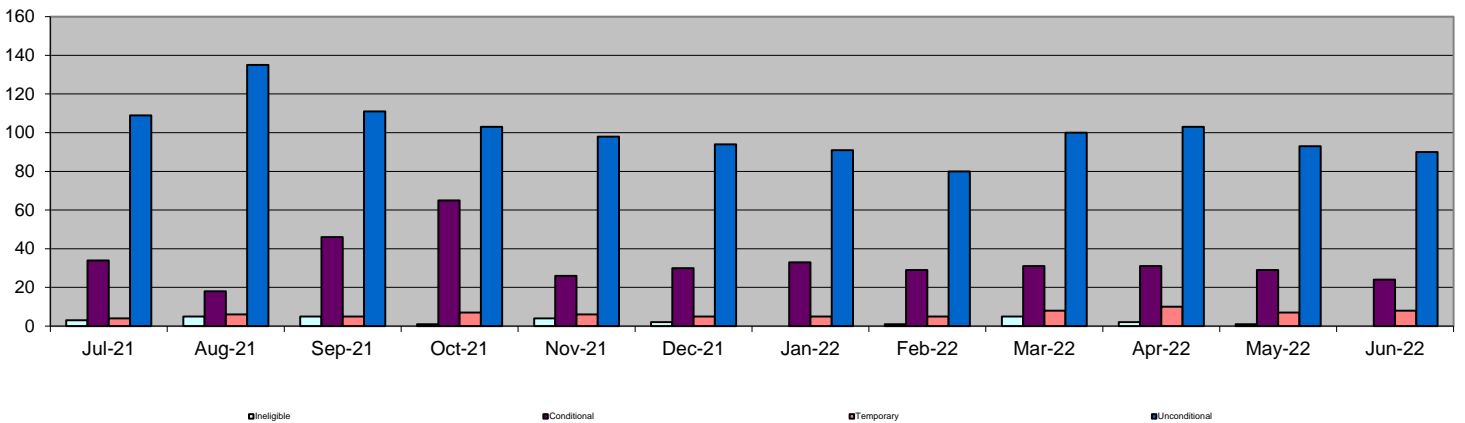
# MTM Certification Summary Report FY 22

	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	53	58	65	55	52	660
Re-Certifications	105	134	116	110	70	79	89	62	86	81	75	70	1,077
Total	150	193	167	176	134	131	129	115	144	146	130	122	1,737
Ineligible	3	5	5	1	4	2		1	5	2	1		29
Conditional	34	18	46	65	26	30	33	29	31	31	29	24	396
Temporary	4	6	5	7	6	5	5	5	8	10	7	8	76
Unconditional	109	135	111	103	98	94	91	80	100	103	93	90	1,207
Total	150	164	167	176	134	131	129	115	144	146	130	122	hen e

New Applicants and Re-Certifications



Eligibility







## Agenda Item No. 8

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

September 15, 2022

**SUBJECT:**

FIXED-ROUTE REPORTS

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Attached monthly reports cover the period from January 1, 2022 through June 30, 2022. The MTS Bus, MTS Contract Services, and San Diego Trolley reports provide a monthly summary of service performance.

/s/ Jay Washburn

Jay Washburn

Manager of Paratransit and Minibus

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

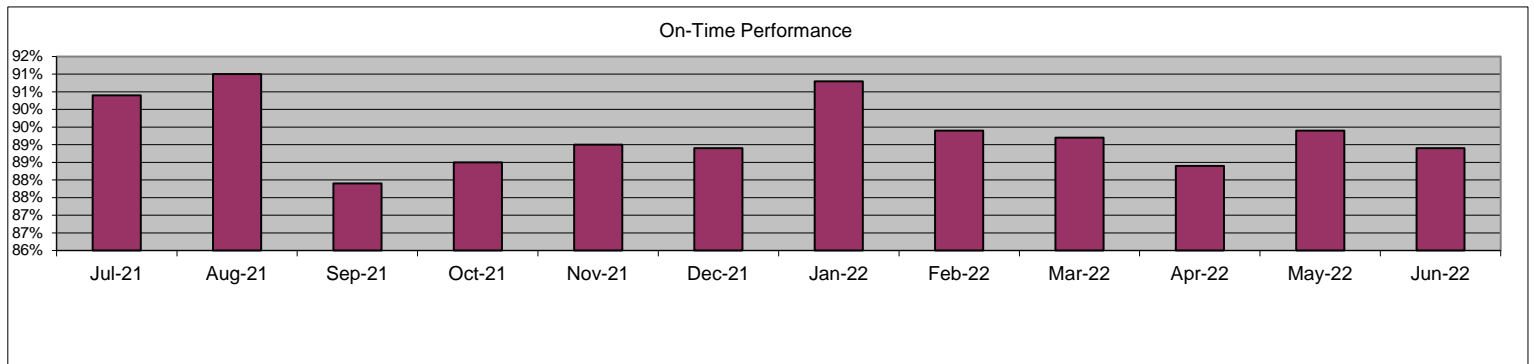
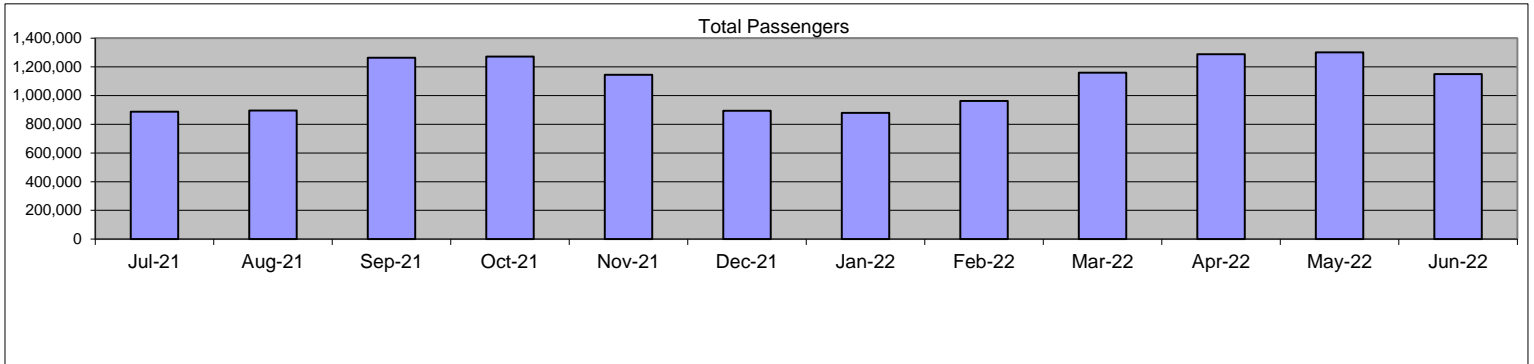
Attachment: A. MTS Bus Report, MTS Contract Services Report, and San Diego Trolley Report





## MTS Bus Report FY 22

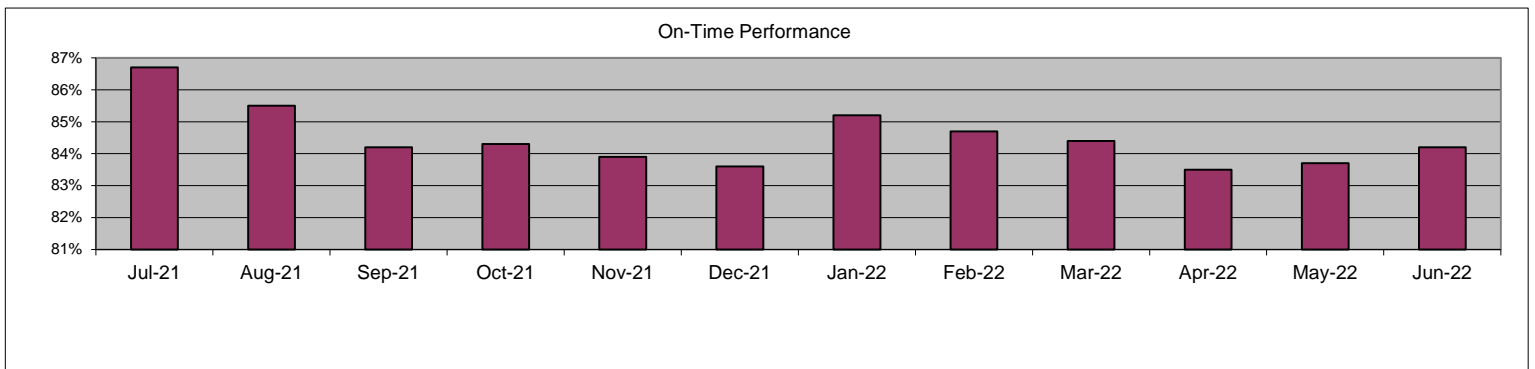
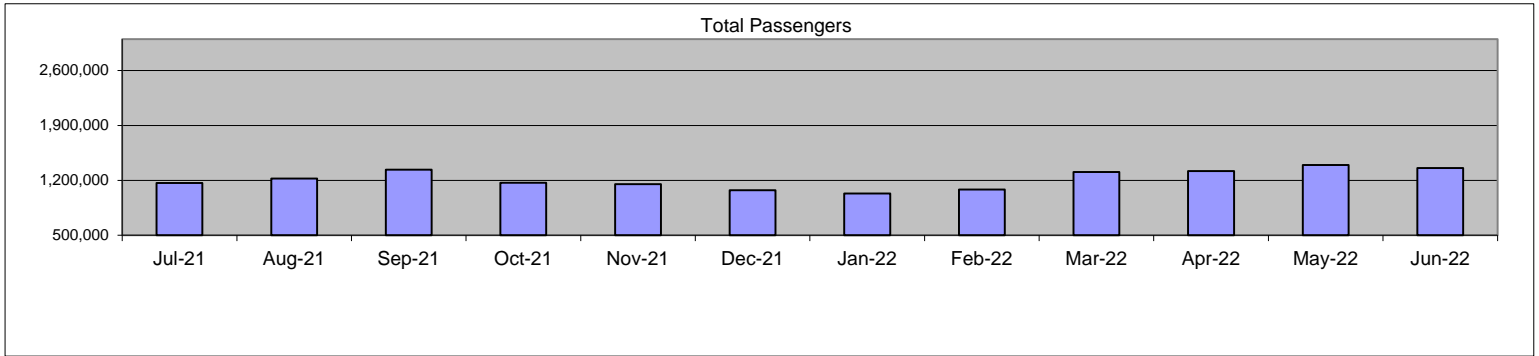
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
Total Passengers	887,023	896,341	1,264,381	1,271,145	1,145,533	894,201	879,550	962,998	1,158,812	1,287,829	1,301,040	1,149,114	13,097,967
On-Time Performance	90%	91%	88%	89%	89%	89%	91%	89%	89%	88%	89%	89%	89%





## 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	1,032,873	1,081,888	1,307,232	1,319,203	1,394,791	1,356,034	14,607,941
On-Time Performance	87%	86%	84%	84%	84%	84%	85%	85%	84%	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	2,308,344	2,417,108	2,866,281	2,859,628	3,008,902	2,763,188	29,739,501
On-Time Performance	97%	97%	97%	95%	-	96%	95%	93%	93%	93%	97%	96%	95%

