



Accessible Services Advisory Committee Agenda

Click link to access the meeting:

<https://us02web.zoom.us/j/98966923115>

Zoom Meeting ID

Ways to Join



Computer: Click the link above. You will be prompted to run the Zoom browser or Zoom application. Once signed on to the meeting, you will have the option to join using your computer audio system or phone.

Webinar Features:

	▶	Use the raise hand feature every time you wish to make a public comment.
	▶	Participants can enable closed captioning by clicking the CC icon. You may also view the full transcript and change the font size by clicking 'subtitle settings'. These features are not available via phone.
	▶	This symbol shows you are muted , click this icon to unmute your microphone.
	▶	This symbol shows you are currently unmuted , click this button to mute your microphone.
	▶	The chat feature should be used by panelists and attendees solely for "housekeeping" matters as comments made through this feature will not be retained as part of the meeting record. See the Live Verbal Public Comment for instructions on how to make a public comment.



Smartphone or Tablet: Download the Zoom app and join the meeting by clicking the link or using the webinar ID (found in the link).



Phone:

1. If you are joining the meeting audio by phone and viewing the meeting on a device, dial the number provided in the 'join audio' phone call tab of the initial pop-up, and enter the Meeting ID (found in the link).
2. If you are joining by phone only, dial: **+1-669-900-9128** or **+1-253-215-8782** and type the meeting ID found in the link, press #. You will have access to the meeting audio, **but will NOT be able to view the PowerPoint presentations.**



Live Verbal Public Comments:

Use the 'Raise Hand' icon every time you wish to make a public comment on an item. Raise your hand once the agenda item you wish to comment on has been called. In person public comments will be taken first, virtual attendees will be taken in the order in which they raise their hand. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting. Three-minutes of time is allotted per speaker, unless otherwise directed by the Chair.

Public Comments Made Via Zoom

1. Click the link found at the top of this instruction page
2. Click the raise hand icon located in the bottom center of the platform
3. The Clerk will announce your name when it is your turn to speak
4. Unmute yourself to speak

Public Comments Made by Phone Only

1. Dial **+1-669-900-9128**
2. Type in the zoom meeting ID found in the link and press #
3. Dial *9 to raise your hand via phone
4. The Clerk will call out the last 4 digits of your phone number to announce you are next to speak
5. Dial *6 to unmute yourself



Written Public Comments (before the meeting): Written public comments will be recorded in the public record and will be provided to MTS Board Members in advance of the meeting. Comments must be emailed or mailed to the Clerk of the Committee* by 4:00pm the day prior to the meeting.



Translation Services: Requests for translation services can be made by contacting the Clerk of the Committee* at least four working days in advance of the meeting.



In-Person Participation: In-person public comments will be heard first. Following in-person public comments, virtual attendees will be heard in the order in which they raise their hand via the Zoom platform. Speaking time will be limited to three minutes per person, unless specified by the Chairperson. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion.

Instructions for providing in-person public comments:

1. Fill out a speaker slip located at the entrance of the Board Room;
2. Submit speaker slip to MTS staff seated at the entrance of the Board Room;
3. When your name is announced, please approach the podium located on the right side of the dais to make your public comments.

Members of the public are permitted to make general public comment at the beginning of the agenda or specific comments referencing items on the agenda during the public comment period. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting.



Assistive Listening Devices (ALDs): ALDs are available from the Clerk of the Committee* prior to the meeting and are to be returned at the end of the meeting.



Reasonable Accommodations: As required by the Americans with Disabilities Act (ADA), requests for agenda information in an alternative format or to request reasonable accommodations to facilitate meeting participation, please contact the Clerk of the Committee* at least two working days prior to the meeting.



***Contact Information:** Contact the Clerk of the Committee via email at Carla.Perez@sdmts.com, phone at (619) 557-4515 or by mail at 1255 Imperial Ave. Suite 1000, San Diego CA 92101.



Agenda del Comité Asesor de Servicios Accesibles

Haga clic en el enlace para acceder a la reunión:

<https://us02web.zoom.us/j/98966923115>

ID de la reunión en Zoom

Formas de Participar



Computadora: Haga clic en el enlace más arriba. Recibirá instrucciones para operar el navegador de Zoom o la aplicación de Zoom. Una vez que haya iniciado sesión en la reunión, tendrá la opción de participar usando el sistema de audio de su computadora o teléfono.

Funciones del Seminario En Línea:

 Levantar la mano	▶	Use la herramienta de levantar la mano cada vez que desee hacer un comentario público.
	▶	Los participantes pueden habilitar el subtitulado haciendo clic en el ícono CC. También puede ver la transcripción completa y cambiar el tamaño de letra haciendo clic en “configuración de subtítulos”. Estas herramientas no están disponibles por teléfono.
	▶	Este símbolo indica que usted se encuentra en silencio , haga clic en este ícono para quitar el silenciador de su micrófono.
	▶	Este símbolo indica que su micrófono se encuentra encendido . Haga clic en este símbolo para silenciar su micrófono.
	▶	La herramienta de chat deben usarla los panelistas y asistentes únicamente para asuntos “pertinentes a la reunión”, ya que comentarios realizados a través de esta herramienta no se conservarán como parte del registro de la reunión. Consulte el Comentario público verbal en vivo para obtener instrucciones sobre cómo hacer un comentario público.



Teléfono Inteligente o Tableta: Descargue la aplicación de Zoom y participe en la reunión haciendo clic en el enlace o usando el ID del seminario web (que se encuentra en el enlace).



Teléfono:

1. Si está participando en la reunión mediante audio de su teléfono y viendo la reunión en un dispositivo, marque el número indicado en la pestaña de llamada telefónica “unirse por audio” en la ventana emergente inicial e ingrese el ID de la reunión (que se encuentra en el enlace).
2. Si está participando solo por teléfono, marque: **+1-669-900-9128** o **+1-253-215-8782** e ingrese el ID de la reunión que se encuentra en el enlace, pulse #. Tendrá acceso al audio de la reunión, **pero NO podrá ver las presentaciones en PowerPoint.**



Comentarios Públicos Verbales en Vivo: Use la herramienta “levantar la mano” cada vez que desee hacer un comentario público sobre alguno de los artículos. Levante la mano una vez que el artículo de la agenda sobre el que desea comentar haya sido convocado. Los comentarios públicos en persona se escucharán primero, se escuchará a los asistentes virtuales en el orden en el que levanten la mano. No se aceptarán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción. Comentarios públicos generales, únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión. Se otorga tres minutos de tiempo por persona que desee hablar, a menos de que el presidente instruya de otra forma. *(Consulte la página 2 para obtener instrucciones sobre cómo hacer un comentario público.)*

Comentarios Públicos a Través de Zoom

1. Haga clic en el enlace que se encuentra en la parte superior de esta página de instrucciones
2. Haga clic en el ícono de levantar la mano en el centro inferior de la plataforma
3. El secretario anunciará su nombre cuando sea su turno de hablar
4. Desactive el silenciador para que pueda hablar

Comentarios Públicos Realizados Únicamente por Teléfono

1. Marque el **+1-669-900-9128**
2. Ingrese el ID de la reunión en Zoom que se encuentra en el enlace y pulse #
3. Marque *9 para levantar la mano por teléfono
4. El secretario indicará los últimos 4 dígitos de su número de teléfono para anunciar que usted será el siguiente en hablar
5. Marque *6 para desactivar el silenciador



Comentarios Públicos por Escrito (Antes de la Reunión): Los comentarios públicos por escrito se registrarán en el registro público y se entregarán a los miembros de la Junta de MTS antes de la reunión. Los comentarios deben enviarse por correo electrónico o postal al secretario del Comité* antes de las 4:00 p.m. el día anterior a la reunión.



Servicios de Traducción: Pueden solicitarse servicios de traducción comunicándose con el secretario del Comité* por lo menos cuatro días hábiles antes de la reunión.



Participación en Persona: Los comentarios públicos en persona se escucharán primero. Después de los comentarios públicos en persona, se escuchará a los asistentes virtuales en el orden en el que levanten la mano a través de la plataforma de Zoom. El tiempo para hablar se limitará a tres minutos por persona, a menos de que el presidente especifique de otra forma. No se recibirán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción.

Instrucciones para brindar comentarios públicos en persona:

1. Llene la boleta para personas que desean hablar que se encuentran en la entrada de la Sala de la Junta.
2. Entregue la boleta para personas que desean hablar al personal de MTS que se encuentra sentado en la entrada de la Sala de la Junta.
3. Cuando anuncien su nombre, por favor, acérquese al podio ubicado en el lado derecho de la tarima para hacer sus comentarios públicos.

Los miembros del público pueden hacer comentarios públicos generales al inicio de la agenda o comentarios específicos que hagan referencia a los puntos de la agenda durante el periodo de comentarios públicos. Los comentarios públicos generales únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión.



Dispositivos de Asistencia Auditiva (ALD, por sus siglas en inglés): Los ALD están disponibles con el secretario del Comité* antes de la reunión y estos deberán ser devueltos al final de la reunión.



Facilidades Razonables: Según lo requerido por la Ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés), para presentar solicitudes de información de la agenda en un formato alternativo o solicitar facilidades razonables para facilitar su participación en la reunión, por favor, comuníquese con el secretario del Comité* por lo menos dos días hábiles antes de la reunión.



***Información de Contacto:** Comuníquese con el secretario del Comité por correo electrónico en Carla.Perez@sdmts.com, por teléfono al **(619) 557-4515** o por correo postal en **1255 Imperial Ave. Suite 1000, San Diego CA 92101.**



**Metropolitan
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**Accessible Services Advisory Committee
Agenda**

March 16, 2023 at 1:00 p.m.

In-Person Participation: James R. Mills Building, 1255 Imperial Avenue, 10th Floor Board Room, San Diego CA 92101

Teleconference Participation: (669) 444-9171; Webinar ID: https: 989 6692 3115, <https://zoom.us/j/98966923115>

NO.	ITEM SUBJECT AND DESCRIPTION	ACTION
1.	Roll Call	
2.	Public Comments	
3.	Approval of Minutes Action would approve the December 8, 2022 Accessible Services Advisory Committee meeting minutes.	Approve
DISCUSSION ITEMS		
4.	UZURV Supplemental Paratransit Pilot Presentation (John Duncan and Jess Mooney)	Informational
5.	Potential Revision to the Accessible Services Advisory Committee Membership Guidelines Action would forward a recommendation to the MTS Board of Directors to approve the proposed revisions to the ASAC Membership Guidelines.	Approve
6.	ADA Paratransit Reports	Informational
7.	Fixed-Route Reports	Informational
OTHER ITEMS		
8.	Committee Member Communications and Other Business	
9.	Next Meeting Date: June 15, 2023 and 1:00pm	
10.	Adjournment	

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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.



MINUTES

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

December 8, 2022

1. Call to Order and Roll Call

Chair Sotelo-Solis called the Accessible Services Advisory Committee meeting to order at 1:10 p.m. A roll call sheet listing the Accessible Services Advisory Committee member attendance is attached. Chair Sotelo-Solis shared with the committee the announcement of the MTS Committee reopening of in-person meetings in 2023.

3. Public Comments (TAKEN OUT OF ORDER)

There were no Public Comments.

4. See Me Cane Presentation (Kelvin Crosby)

Mr. Kelvin Crosby, SDSU Alumni and Founder/CEO, presented information on the See Me Cane, an internally lighted blind cane that provides a new level in self-navigation for visually impaired people. The See Me Cane allows for visually impaired people to be more easily visible, especially at night, and to also travel safely. Mr. Crosby explained that is estimated 1 in 3 people who are visually impaired will be hit by a car in their lifetime. He also explained the functions of the See Me Cane which include; fully lighted and visible from one hundred yards away, on and off switch, a vibration button indicating the light is on or off, and a USB C rechargeable battery that allows for 2 hours of continuous use. Mr. Crosby provided market research and explained how there are 253 million people worldwide that are visually impaired, 21 million who are visually impaired are currently living in the United States, 105,000 visually impaired people live in the San Diego County, ten percent use a blind cane, and most people have more than one cane.

COMMITTEE MEMBER COMMENTS

Chair Sotelo-Solis stated that the presentation was beautifully done and believed that the See Me Cane will keep people safe and visible on the street. She also commented that it is important to continue to share this information and asked if it was non-profit or for profit. Mr. Kelvin Crosby stated that during COVID, he was going to receive a 1.5-million-dollar investment for the See Me Cane that later fell through with the investors, then launched a new business called Deaf Blind Potter after making his first viral TikTok video on social media. He explained that with the growth of his new business, he was able to fund the See Me Cane development, hire engineers to build the canes, and fundraised over \$20,000 within 30 days. He also mentioned that his business will be launching their first half million-dollar kick starter campaign in March 2023 that will fund the giveaway of over 25,000 See Me Canes to visually impaired people.

Ms. Betsy Knight commented that she had viewed the video provided by Mr. Crosby during the meeting beforehand, and stated she appreciated the information being brought to her attention as a driver and pedestrian and will be extra cautious of her surroundings, especially for pedestrians that are visually impaired.

Action Taken

No action taken. Informational item only

5. ADA Paratransit Reports

MTS Access and MTM monthly reports attached.

Action Taken

No action taken. Informational item only.

6. Fixed Route Reports

Fixed route monthly reports attached.

Action Taken

No action taken. Informational item only.

7. Committee Member Communications/Comments

Chair Sotelo-Solis shared that it was her last meeting as Chair of the Accessible Services Advisory Committee and thanked the committee for guiding her throughout the last few years as an MTS Board member and the ASAC chair. She also thanked MTS staff for helping to bring issues to the forefront and making the transportation system accessible to all.

Jay Washburn, Manager of Paratransit and Minibus, provided updates regarding Access and stated that there was a record number of transports post COVID in October 2022. Mr. Washburn mentioned that Access is currently running a promotion for November and December inviting any ASAC member and non-members not enrolled in the EZ Access Online Portal to enroll into the program in order to receive 4 free trips before December 31st. He also stated that the new transfer point for MTS and NCTD now has a bench installed for riders at the location and will also soon have a bus shelter installed sometime during the first quarter of the new year. Mr. Washburn mentioned that it has been determined that there are restroom facilities located at the trolley station less than half a block away from the transfer point. He also stated that Access continues to struggle with staffing in their reservation center and with drivers but the new wage increases have been put into place to help with the current drivers and the recruiting of additional drivers. Mr. Washburn explained that Access has also been struggling with their on-time performance and noted that the rides have been longer than usual but they are using every resource they can to help minimize the issue such as, the possibility of bringing in another sub-contractor specialized in disability transportation to help assist and improve service levels. He also reported that SANDAG awarded the Access for All Grant (AFA) to FACT which is a tax placing 10 cents per trip on all transit network

companies such as Uber and Lyft. He explained that the grant will initiate and put together an on-demand transportation program for the disabled community in the County in order to give them comparable service to Uber and Lyft. Mr. Washburn also recognized Chair Sotelo-Solis for her dedicated service to the MTS Board of Directors, the Accessible Services Advisory Committee, and the disability community as a whole. He commented that the committee will miss Chair Sotelo-Solis' commitment and insight and wished Chair Sotelo-Solis the best of luck on her future endeavors.

2. Approval of the September 15, 2022 Meeting Minutes (TAKEN OUT OF ORDER)

Chair Sotelo Solis motioned to approve the minutes. Ms. Debbie Marshall seconded the motion, and the vote was 10 to 0 in favor with Ms. Casey Myers, Mr. Arun Prem, Ms. Kasey Markoski, Ms. Ashley Wiley, Ms. Sharlene Ornelas, Mr. Jorge Rivas, and Ms. Monique Ball absent at time of vote. Chair Sotelo-Solis motioned a second roll call vote for the 10 committee members present in order to pass the September 15, 2022 meeting minutes. The motion passed with 8 members in favor and 1 abstention.

8. Next Meeting Date

The next Accessible Services Advisory Committee meeting schedule TBD.

9. Adjourn

Chair Sotelo-Solis adjourned the meeting at 1:46 pm.

/s/ George Gastil
Chairperson
San Diego Metropolitan Transit System

/s/ Carla Perez
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): 12/8/2022

CALL TO ORDER (TIME): 1:10 pm

ADJOURN: 1:46 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	12:59 pm	1:46 pm
Casey Myers	<input type="checkbox"/> Letty Zuno	<input type="checkbox"/>	Access to Independence		
Arun Prem	<input type="checkbox"/> Jonathan Albarran	<input type="checkbox"/>	FACT (CTSA)		
Debbie Marshall	<input checked="" type="checkbox"/> Viri Salgado	<input checked="" type="checkbox"/>	State Council on Developmental Disabilities	12:57 pm	1:46 pm
Juan Lopez	<input checked="" type="checkbox"/> Edward Van Heel	<input checked="" type="checkbox"/>	Transdev – Contracted Bus Routes	1:30 pm	1:46 pm
Heriberto Gaytan	<input checked="" type="checkbox"/> Daisy Castillo Stussy	<input type="checkbox"/>	MTM. Inc.	1:00 pm	1:46 pm
Todd Lordson	<input checked="" type="checkbox"/> Jorge Malone	<input type="checkbox"/>	San Diego Regional Center	12:57 pm	1:46 pm
Vacant	<input type="checkbox"/> Kasey Markoski	<input type="checkbox"/>	San Diego Center for the Blind		
Justin Augustine	<input checked="" type="checkbox"/> Kevin Marquez	<input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)	12:55 pm	1:46 pm
Ashley Wiley	<input type="checkbox"/> Benjamin Gembler	<input type="checkbox"/>	SANDAG		
Jana Schwartz	<input checked="" type="checkbox"/> Melissa Hernandez	<input type="checkbox"/>	County of San Diego AIS	12:58 pm	1:46 pm
Vacant	<input type="checkbox"/> Vacant	<input type="checkbox"/>	Caltrans		
Sharlene Ornelas	<input type="checkbox"/> Tanya Azevedo	<input type="checkbox"/>	Paratransit Consumer		
Jorge Rivas	<input type="checkbox"/> Vacant	<input type="checkbox"/>	Fixed Route Consumer		
Brent Boyd	<input checked="" type="checkbox"/> Fabean Soberg	<input type="checkbox"/>	MTS Trolley	1:30 pm	1:46 pm
Belinda Kelly	<input checked="" type="checkbox"/> Amanda Denham	<input checked="" type="checkbox"/>	MTS Bus	12:59 pm	1:46 pm
Monique Ball	<input type="checkbox"/> Allie Rice	<input type="checkbox"/>	Deaf Community Services		
Betsy Knight	<input checked="" type="checkbox"/> Vacant	<input type="checkbox"/>	County of San Diego Behavioral Health Services	12:59 pm	1:46 pm
Non – Voting Committee Members					
Carla Perez	<input checked="" type="checkbox"/> None	<input type="checkbox"/>	MTS Contracted Services	12:55 pm	1:46 pm
Jay Washburn	<input checked="" type="checkbox"/> None	<input type="checkbox"/>	MTS Contracted Services	12:55 pm	1:46 pm
Samantha Leslie	<input checked="" type="checkbox"/> None	<input type="checkbox"/>	MTS Legal	12:55 pm	1:46 pm

COMMITTEE CLERK: 

PARATRANSIT AND MINIBUS MANAGER: 



**Metropolitan
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Agenda Item No. 4

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

March 16, 2023

SUBJECT:

UZURV SUPPLEMENTAL PARATRANSIT PILOT PRESENTATION (JOHN DUNCAN, JESS MOONEY)

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

John Duncan, Executive Vice President Business Development and Jessica (Jess) Mooney, Senior Director of Client Services, will provide information on the supplemental paratransit pilot project with the San Diego Metropolitan Transit System's contractor First Transit. UZURV will provide pre-scheduled trips for ambulatory Access riders and operate as a 90-day pilot program for MTS Access beginning March 1, 2023.

/s/ Jay Washburn

Jay Washburn
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648, jay.washburn@sdmts.com



UZURV

The Adaptive Transportation Network



3.16.23

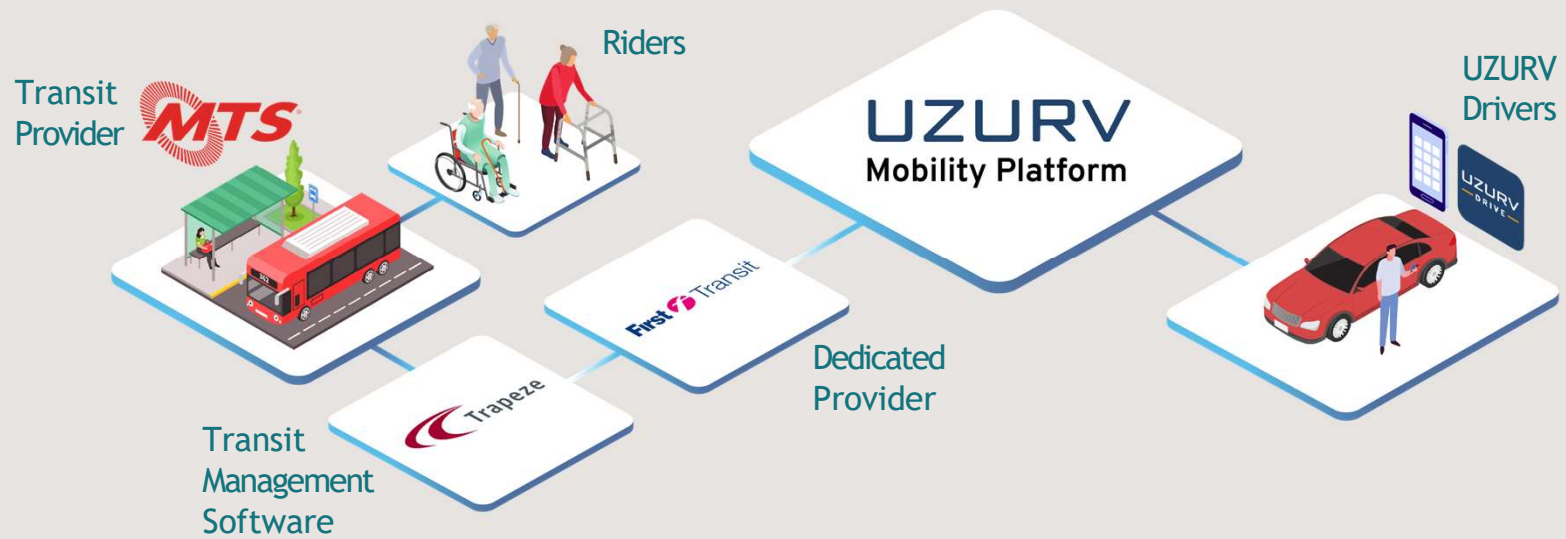


Why Adaptive Transportation

- ✓ True Door to Door rider assistance
- ✓ 98.4%+ on time / Active ride oversight
- ✓ FTA compliant, credentialed drivers
- ✓ Ease of technology / Accessible support
- ✓ Prop 22 Compliant
- ✓ MTS Policy 31 Compliant



Uniting agencies, providers, and riders with automation that improves service quality and lowers costs




UZURV




Drivers are certified through UZURV's compliance engine

Automatic compliance tracking in 4 key categories:

 **Document Upload**


- Driver's License
- Auto Insurance
- Vehicle Registration
- Vehicle Inspection
- ...

 **Screenings**

- Criminal Background
- MVR Checks
- FTA Drug & Alcohol
- GSA LEIE
- ...

 **Training and Certification**

- ADA Sensitivity
- HIPAA Compliance
- Door-to-Door
- COVID Safety
- ...

 **Signed documents**

- Terms of Service
- Partner Agreement
- W9
- Attestation of Health
- ...

We deliver an *exceptional* rider experience with proactive real-time oversight

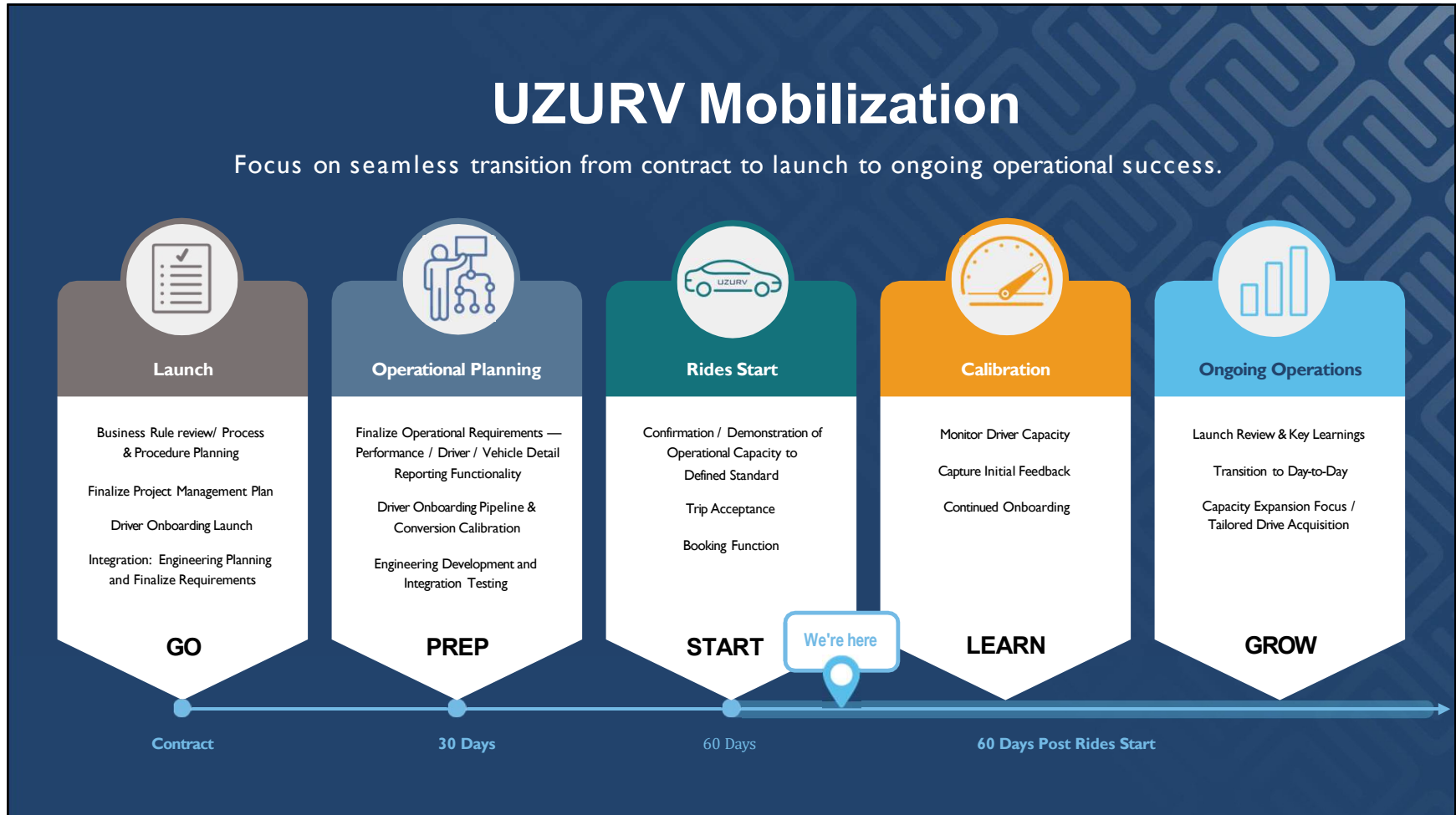
100% of trips monitored
by UZURV Operations for safety & security



UZURV

UZURV Mobilization

Focus on seamless transition from contract to launch to ongoing operational success.







'Can Do Attitudes' – these attitudes create a pleasure to call UZURV, it is a great company to have a contract with and we do appreciate all that you do.

Chesterfield County, VA Mobility Manager

Good News! I had four great trips using UZURV! They all arrived on time; the drivers were all very nice and helpful. Very happy!

Phoenix, AZ Rider

UZURV was a game changer for our operation.

Columbus, OH Transit Executive

The UZURV operations and support teams are supporting, on time, and the riders are lovely people. Proud to serve them.

Sacramento, CA Driver



UZURV



My drivers today were both great, friendly & very welcoming to my service animal. Please add them both to my favorites.

Jacksonville, FL Rider

Me and my wife are visually impaired, and have service dogs. We went to the board of elections to vote, and the driver assisted us and made sure that we got properly attended to. We appreciate that the driver took care of us since it was a busy place.

Columbus, OH Rider

I want to thank LYNX for the UZURV program, the drivers are terrific. They know how to help you walk if you need sighted guide, they ask if they can assist.

Orlando, FL Rider

I so enjoy UZURV! Compliments everyday from riders!

Tampa Bay, FL Driver



UZURV



SacRT puts customers first in everything we do, and we care deeply about the service provided to our ADA and non-ADA paratransit riders. Finding a partner that has a deep commitment to safe, on-time, and consistent performance is vital in serving our customers. We know the team at UZURV is with us every step of the way, providing excellent service, transparent reporting, and flexibility as we continue to grow our successful SacRT GO paratransit service program. Using an adaptive transportation network company like UZURV has improved our key metrics for SacRT GO, including customer satisfaction. All of this is possible because of the high level of trust established early on between our two organizations.

Henry Li, CEO SacRT

The UZURV logo, consisting of the word "UZURV" in a blue, sans-serif font, positioned at the bottom right of the slide. It is partially overlaid by a large, light blue quotation mark graphic.

UZURV



**Metropolitan
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Agenda Item No. 5

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

March 16, 2023

SUBJECT:

**POTENTIAL REVISION TO THE ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEMBERSHIP GUIDELINES**

RECOMMENDATION:

That the San Diego Metropolitan Transit System (MTS) Accessible Services Advisory Committee forward a recommendation to the MTS Board of Directors to approve the proposed revisions to the ASAC Membership Guidelines:

Budget Impact

None

DISCUSSION:

The MTS Accessible Services Advisory Committee provides MTS staff, the CEO and/or the MTS Board of Director, depending on the subject matter, recommendations and feedback on accessibility related matters. The ASAC Membership Guidelines establishes committee members, which includes various MTS staff and contractors, a fixed route disabled passenger, an MTS Access passenger and various social service and disability advocacy organizations. MTS staff has had difficulties with finding a member to fill the CALTRANS seat for many years. Further, it may be more appropriate to instead have MTS staff and contractors no longer be voting members on ASAC, but instead provide staff support to facilitate ASAC agenda item discussion as needed. Staff requests feedback on the proposed revisions to ASAC Membership Guidelines.

/s/ Jay Washburn

Jay Washburn
Manger of Paratransit and Minibus

Key Staff Contact: Jay Washburn, 619-235-2648, jay.washburn@sdmts.com

Attachment: A. ASAC Appointment List, ASAC Membership Guidelines

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**Metropolitan
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**ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)
APPOINTMENT LIST**

- 1. George Gastil, MTS Board of Directors, ASAC Chair**
- 2. Monique Ball, Deaf Community Services**
 - Alternate: Allie Rice
- 3. Ashley Wiley, SANDAG**
 - Alternate: Benjamin Gemblar
- 4. Todd Lordson, San Diego Regional Center**
 - Alternate: Jorge Malone
- 5. Christian Hernandez, FACT (CTSA)**
 - Alternate: Arun Prem
- 6. Belinda Kelly, MTS Bus**
 - Alternate: Amanda Denham
- 7. Kacie Rodvill, County of San Diego Behavioral Health Services**
 - Alternate: Betsy Knight
- 8. Justin Augustine, First Transit, Inc. (MTS Access)**
 - Alternate: Kevin Marquez
- 9. Heriberto Gaytan, MTM, Inc.**
 - Alternate: Daisy Castillo Stussy
- 10. Debbie Marshall, State Council on Developmental Disabilities**
 - Alternate: Viri Salgado
- 11. Samantha Stephan, San Diego Center for the Blind**
 - Alternate: Kimberly Taylor
- 12. Jorge Rivas, Fixed Route Consumer**
- 13. Juan Lopez, Transdev – Contracted Bus Routes**
 - Alternate: Edward Van Heel
- 14. Letty Zuno, Access to Independence**
 - Alternate: Casey Myers
- 15. Sharlene Ornelas, Paratransit Consumer**
 - Alternate: Tanya Azevedo



16. Brent Boyd, MTS Trolley

- Alternate: Fabean Soberg

17. Jana Schwartz, County of San Diego AIS

- Alternate: Melissa Hernandez

18. Vacant, Caltrans



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

Accessible Services Advisory Committee Guidelines

The San Diego Metropolitan Transit System (MTS) provides fixed route bus service, complementary paratransit service, and light rail service in southern San Diego County. On February 9, 1995, the San Diego Metropolitan Transit System (MTS) Board of Directors established the MTS Accessible Services Advisory Committee (ASAC). The purpose of ASAC is provide feedback to the Chief Executive Officer and designated staff about various MTS services, proposals, and concepts relating to accessibility. This feedback is used to formulate recommended courses of action that the Chief Executive Officer or Board of Directors, whichever applicable, may review for approval.

The -minimum guidelines for the ASAC are as follows:

- I. The responsibilities of the committee will be:
 - A. To advise and make recommendations to the MTS Board of Directors on:
 1. Funding to implement accessible service;
 2. Disabled passenger fare structures;
 3. Policies and guidelines for accessible service delivery;
 4. Accessible service plans/plan updates; and
 5. Accessible service contracts.
 - B. To advise the MTS staff and MTS operators on:
 1. Accessible service operational and performance issues;
 2. Disabled passenger transfer procedures between, (a) paratransit/paratransit services, (b) fixed route/fixed route services, and (c) paratransit/fixed route services (fixed route includes all rail);
 3. Plans/updates for new or expanded accessible services;
 4. Community outreach, interface, and marketing for accessible services;
 5. Accessible revenue vehicle purchase or lease, and design for new or updated facilities; and
 6. Disabled passenger certification policies and procedures.



- II. The committee will not set policy.
- III. Membership to the committee will include eighteen (~~18~~12) voting members, comprised of:
 - A. a MTS Board of Directors member, appointed on an annual basis who will be approved by the MTS Board of Directors;
 - ~~— a MTS trolley representative, appointed by the MTS Chief Executive Officer or designee;~~
 - ~~B. a MTS bus representative, appointed by the MTS Chief Executive Officer or designee;~~
 - ~~B. a MTS fixed route contract service representative, appointed by the MTS Chief Executive Officer or designee;~~
 - ~~B. a MTS complementary paratransit contract service representative, appointed by the MTS Chief Executive Officer or designee;~~
 - ~~B. a MTS complementary paratransit eligibility contract service representative, appointed by the MTS Chief Executive Officer or designee;~~
 - G.B. a San Diego Association of Governments (SANDAG) representative, appointed in writing by the governmental agency;
 - ~~C. a California Department of Transportation (Caltrans) representative, appointed in writing by the governmental agency;~~
 - D.C. a Facilitating Access to Coordinated Transportation (FACT) representative, appointed in writing by the agency;
 - E.D. a San Diego Regional Center representative, appointed in writing by the agency;
 - F.E. a San Diego Center for the Blind representative, appointed in writing by the organization;
 - G.F. a State Council on Developmental Disabilities representative, appointed in writing by the organization;
 - H.G. a County of San Diego Health and Human Services Department, Aging and Independent Services representative, appointed in writing by the agency;
 - H.H. a County of San Diego Health and Human Services Department, Behavioral Health Services representative, appointed in writing by the agency;
 - J.I. an Access to Independence representative, appointed in writing by the agency;
 - K.J. a Deaf Community Service representative, appointed in writing by the organization;
 - L.K. a MTS complementary paratransit service patron representative, appointed by the MTS Chief Executive Officer or designee;

M.L. an individual with a disability that uses MTS fixed route service, appointed by the MTS Chief Executive Officer or designee; and

N.M. Decisions to add a new governmental agency, social service agency or disability group to the committee shall be approved by the MTS Chief Executive Officer or designee.

IV. Committee officers

A. Committee chairperson will be the MTS Board of Director member representative; and

B. Committee vice-chair will be the MTS Liaison to the committee.

V. Alternates

A. Each governmental agency, social service agency and disability group may designate one (1) alternate member by providing written notification to the MTS Liaison to the committee; and

B. The MTS Chief Executive Officer or designee may designate one (1) alternate MTS complementary paratransit patron and one (1) alternate fixed route patron representative.

VI. Committee membership terms

A. Except for the chairperson of the committee, the term of membership of each committee member shall be three (3) years. Members may be re-appointed for successive terms.

VII. Removal and Resignation

A. Any member who misses four (4) consecutive meetings may be subject to removal. For any member who has missed three (3) consecutive meetings, a documented warning shall be provided to the member; and

B. A member may resign from the committee by a letter of resignation.

VIII. Committee voting will be accomplished, as follows:

A. Committee will determine the number of its membership of purposes of a quorum;

B. 51 percent attendance will be a quorum to hold a meeting;

C. Each membership representative, as described within Section III, will have an equal vote;

D. 51 percent of the vote of those in attendance will approve an item; and

E. A roster of the members who voted will be provided to the MTS Board of Directors along with any agenda item proposed for MTS Board of Directors Action.

IX. Subcommittees

A. ASAC may establish subcommittees as necessary.

1. MTS Board of Directors approval is required to establish a standing subcommittee.
2. MTS Chief Executive Officer or designee approval is required to establish an ad hoc subcommittee.

X. MTS Liaison – Staff Support

A. MTS Chief Executive Officer or designee will designate a staff person(s) to act as the MTS Liaison to the committee to prepare meeting notices, agendas and minutes as required. MTS Chief Executive Officer may also designate MTS staff or MTS contractors to attend ASAC meetings -in order to facilitate ASAC Meeting discussions (e.g. representatives from Trolley, Fixed Route Bus, Complementary Paratransit, Complementary Paratransit Eligibility, Customer Service).

XI. MTS Board of Directors approval is required to revise the ASAC Guidelines.

XII. The committee is subject to the Brown Act.

Originally adopted by the MTS Board of Directors on 2/3/1995
Revisions Approved by ASAC on 3/3/2016
Revisions Approved by MTS Board of Directors on 3/17/2016
Revisions Approved by ASAC on 9/21/2017
Revisions Approved by ASAC on 12/14/2017
Revisions Approved by MTS Board of Directors on 1/18/2018
Revisions Approved by ASAC on XXXX

Potential Revisions to the ASAC Membership Guidelines

ASAC Meeting 3/16/2023
Agenda Item No. 5



ASAC

- Purpose is to provide feedback and recommendations to MTS CEO and/or MTS Board of Directors on services, proposals and concepts relating to accessibility
- Members currently include individuals and organizations with experience and expertise in areas relating to accessibility and/or MTS



Current ASAC Membership

18 Voting Members:

1 Rep. from MTS Board of Directors (Chair)

1 Passenger from Fixed Route

1 Passenger from MTS Access
1 Rep. from Access to Independence

1 Rep. from County of SD AIS

1 Rep. from County of SD Behavioral Health Services

1 Rep. from SANDAG

1 Rep. from Caltrans

1 Rep. from Deaf Community Services

1 Rep. from FACT

1 Rep. from San Diego Center for the Blind

1 Rep. from San Diego Regional Center

1 Rep. from State Council on Developmental Disabilities

5 Reps. from MTS internal staff (Bus, Contracted Bus, Trolley, MTS Access Operations, MTS Access Eligibility)



Proposed ASAC Membership

12 Voting Members:

1 Rep. from MTS Board of Directors (Chair)

1 Passenger from Fixed Route

1 Passenger from MTS Access
1 Rep. from Access to Independence

1 Rep. from County of SD AIS

1 Rep. from County of SD Behavioral Health Services

1 Rep. from SANDAG

~~1 Rep. from Caltrans~~

1 Rep. from Deaf Community Services

1 Rep. from FACT

1 Rep. from San Diego Center for the Blind

1 Rep. from San Diego Regional Center

1 Rep. from State Council on Developmental Disabilities

~~5 Reps. from MTS internal staff (Bus, Contracted Bus, Trolley, MTS Access Operations, MTS Access Eligibility)~~



Staff Recommendation

- That ASAC forward a recommendation to the MTS Board of Directors to approve the proposed revisions to the ASAC Membership Guidelines



**Metropolitan
Transit
System**

Agenda Item No. 6

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

March 16, 2023

SUBJECT:

ADA PARATRANSIT REPORTS

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

Attached monthly reports cover the period from November 1, 2022 to January 31, 2023. 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

Attachment: A. MTS Access Report and MTM Report

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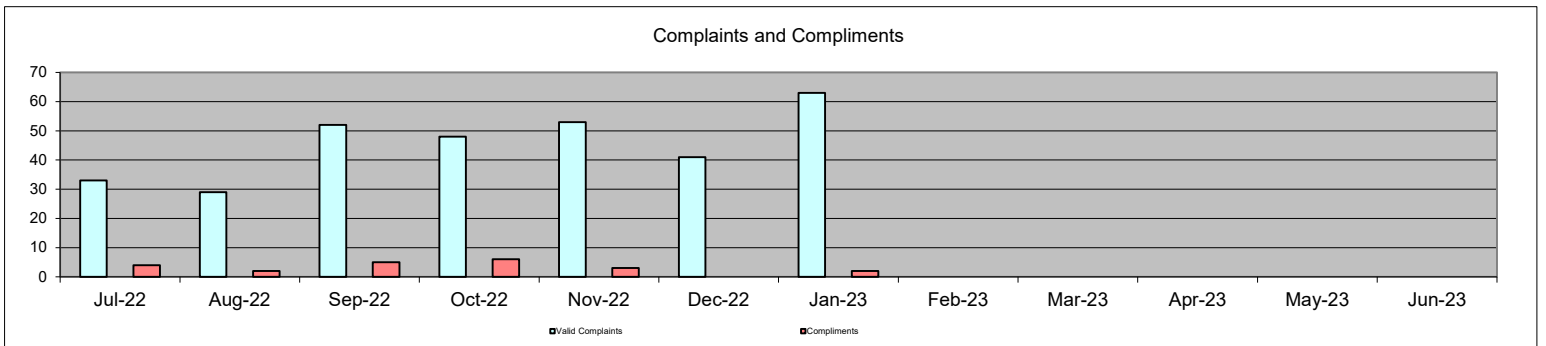
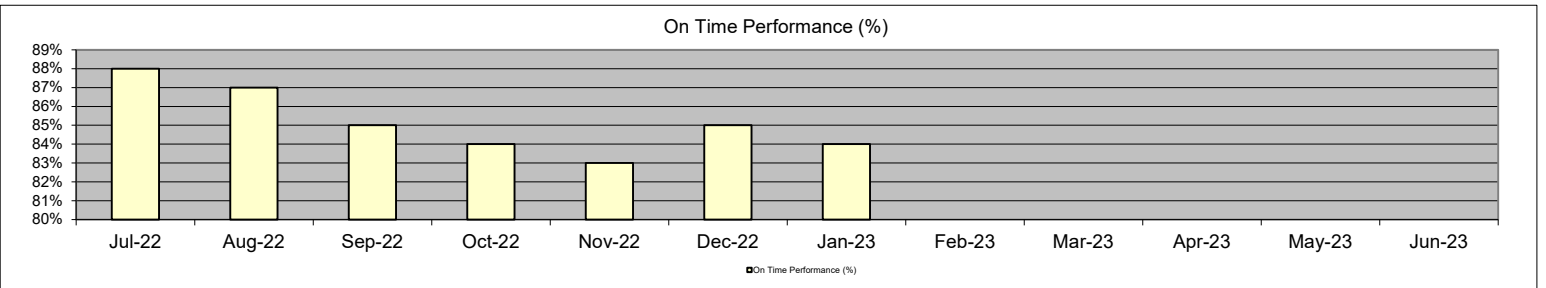
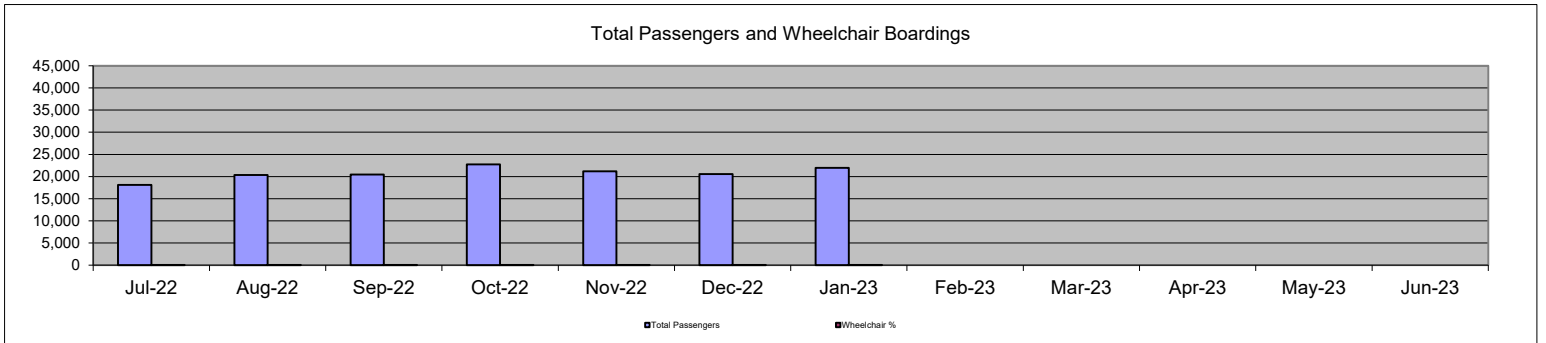
San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, 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.





MTS Access ASAC Report FY 23

	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
Total Passengers	18,089	20,370	20,467	22,744	21,208	20,538	21,981						145,397
Wheelchair %	31%	31%	33%	33%	34%	37%	37%						236%
On Time Performance (%)	88%	87%	85%	84%	83%	85%	84%						596%
Valid Complaints	33	29	52	48	53	41	63						319
Compliments	4	2	5	6	3		2						22

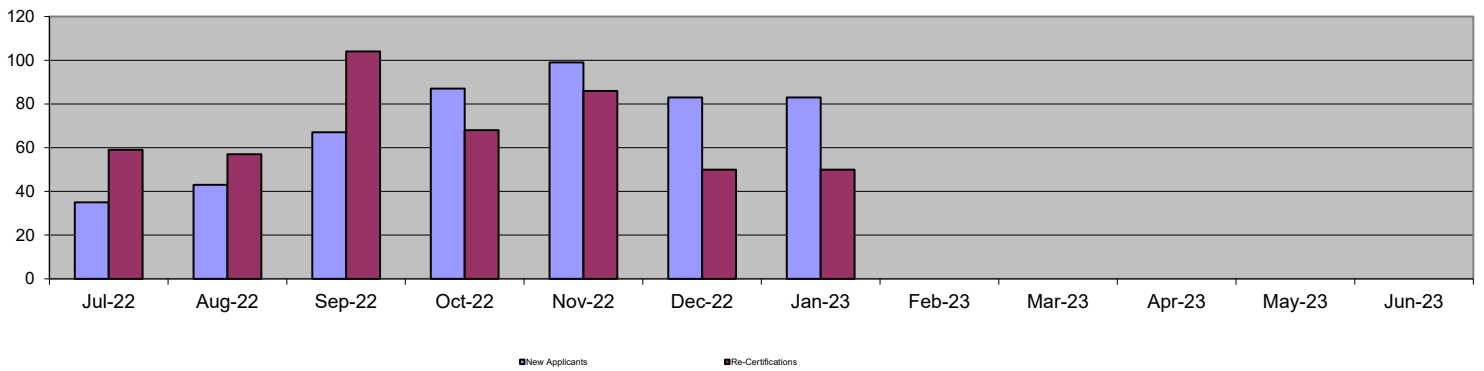




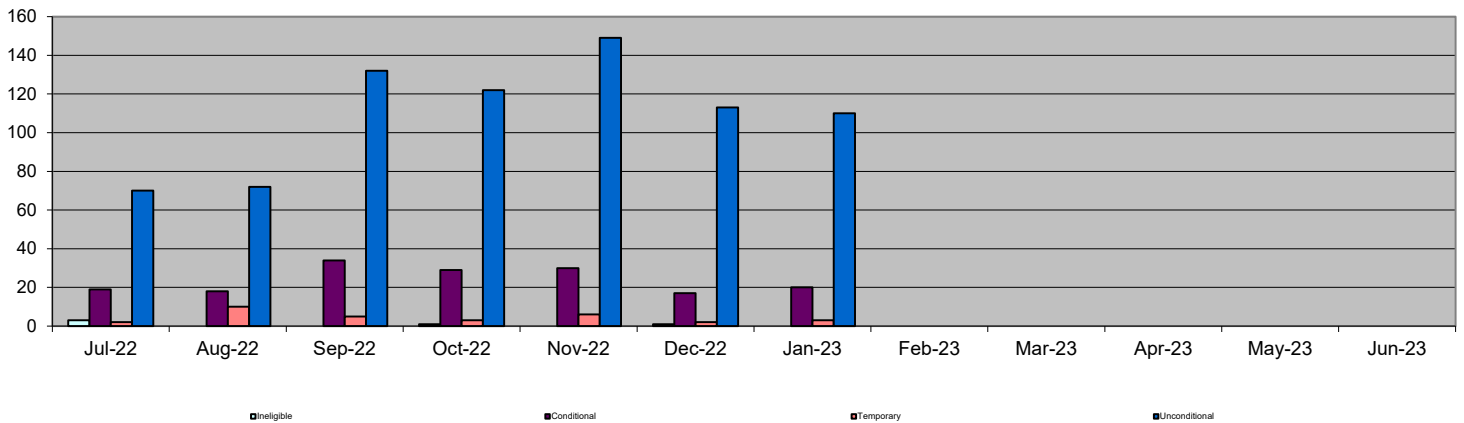
MTM Certification Summary Report FY 23

	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
New Applicants	35	43	67	87	99	83	83						497
Re-Certifications	59	57	104	68	86	50	50						474
Total	94	100	171	155	185	133	133						971
Ineligible	3			1		1							5
Conditional	19	18	34	29	30	17	20						167
Temporary	2	10	5	3	6	2	3						31
Unconditional	70	72	132	122	149	113	110						768
Total	94	100	171	155	185	133	133						971

New Applicants and Re-Certifications



Eligibility





**Metropolitan
Transit
System**

Agenda Item No. 7

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

March 16, 2023

SUBJECT:

FIXED-ROUTE REPORTS

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

Attached monthly reports cover the period from November 1, 2022 to January 31, 2023. 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

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

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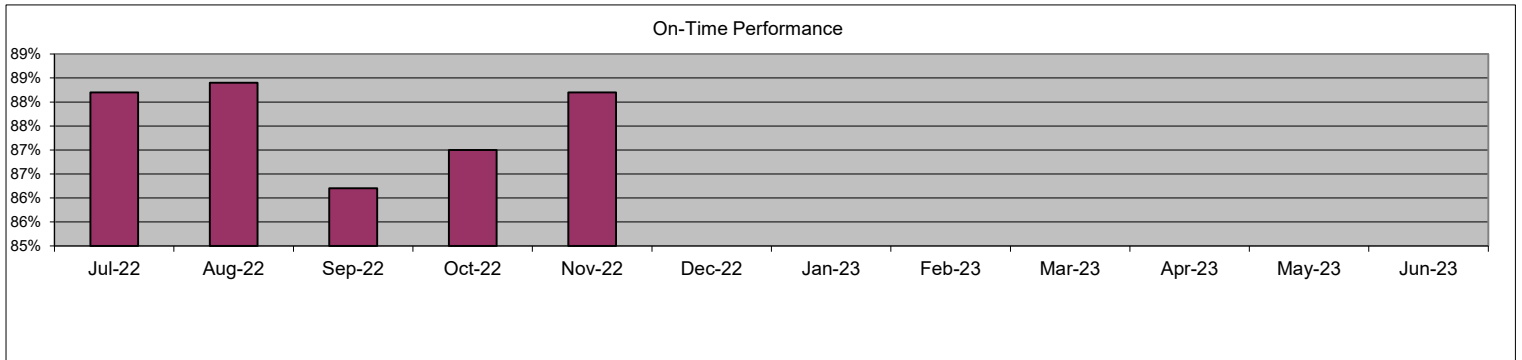
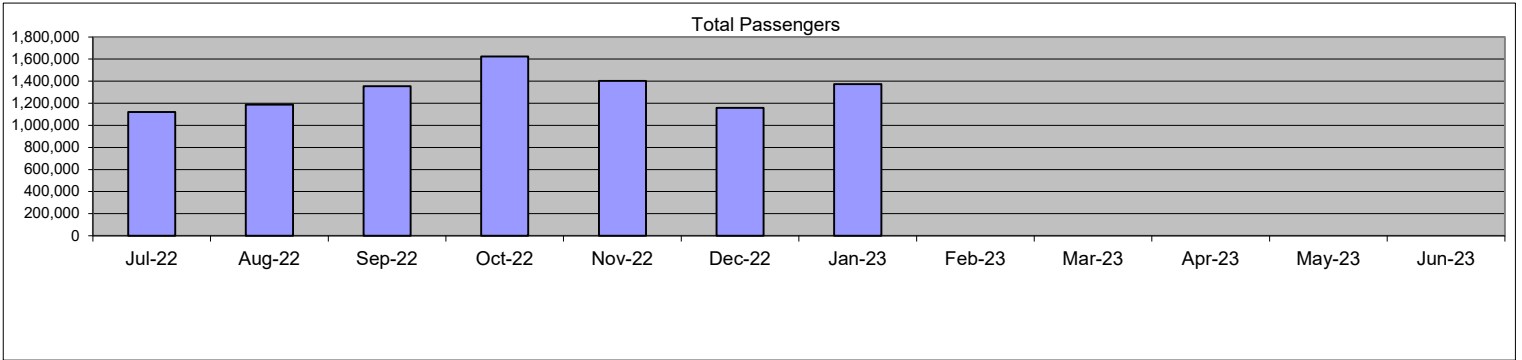
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MTS Bus Report FY 23

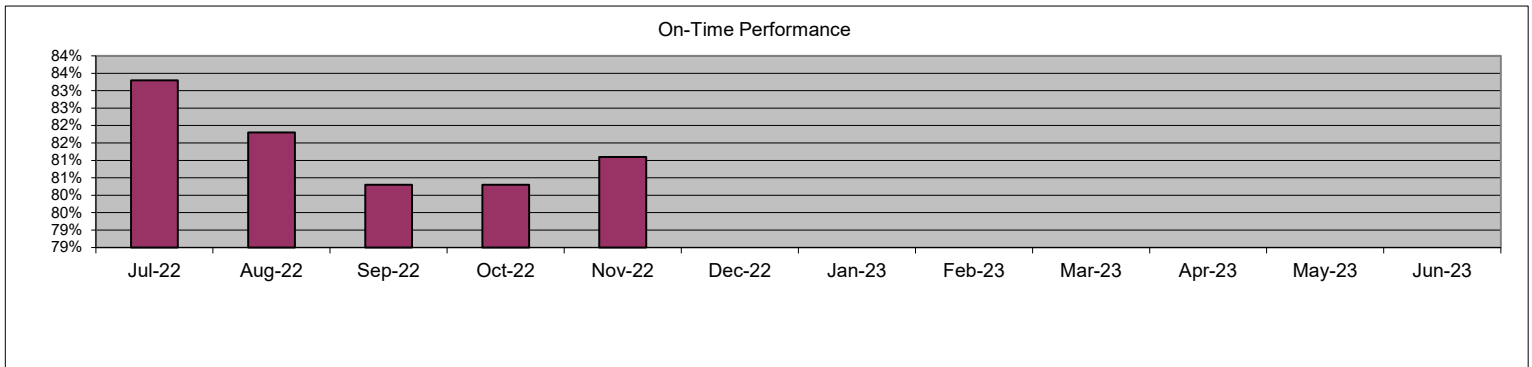
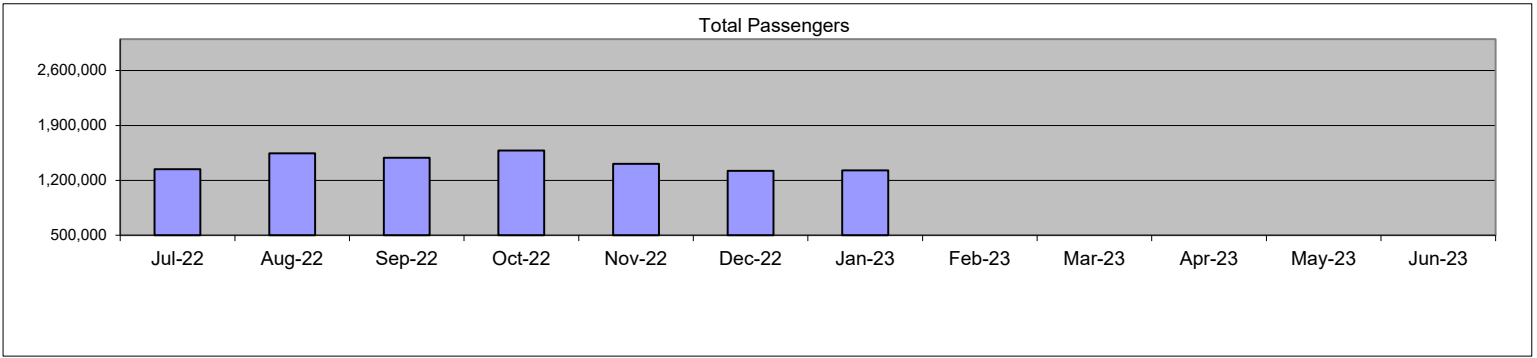
	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
Total Passengers	1,120,855	1,187,686	1,355,570	1,624,901	1,401,907	1,157,619	1,372,492						9,221,030
On-Time Performance	88%	88%	86%	87%	88%								88%





MTS Contract Services Report FY 23

	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
Total Passengers	1,341,547	1,544,238	1,488,134	1,579,030	1,411,380	1,321,401	1,326,250						10,011,980
On-Time Performance	83%	82%	80%	80%	81%								81%





San Diego Trolley Report FY 23

Total - All Lines	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
Total Passengers	2,842,151	2,977,100	3,031,006	3,252,478	2,923,976	2,803,162	2,941,901						20,771,774
On-Time Performance	96%	96%	95%	96%	96%								96%

