



# Accessible Services Advisory Committee Agenda

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

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## 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.

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	▶	Use the <b>raise hand</b> feature every time you wish to make a public comment.
	▶	Participants can enable <b>closed captioning</b> 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 <b>muted</b> , click this icon to unmute your microphone.
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	▶	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 <b>Live Verbal Public Comment</b> 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.

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**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.

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**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.

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**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.

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**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.

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**\*Contact Information:** Contact the Clerk of the Committee via email at [Carla.Perez@sdmts.com](mailto: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 <b>levantar la mano</b> cada vez que desee hacer un comentario público.
	▶	Los participantes pueden habilitar el <b>subtitulado</b> 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 <b>silencio</b> , haga clic en este ícono para quitar el silenciador de su micrófono.
	▶	Este símbolo indica que su micrófono se encuentra <b>encendido</b> . 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 <b>Comentario público verbal</b> 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](mailto: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  
Transit  
System**

**Accessible Services Advisory Committee  
Agenda**

June 15, 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.	<b>Roll Call</b>	
2.	<b>Public Comments</b>	
3.	<b>Approval of Minutes</b> Action would approve the March 16, 2023 Accessible Services Advisory Committee meeting minutes.	Approve
DISCUSSION ITEMS		
4.	<b>Update on Access Services (Jay Washburn)</b>	Informational
5.	<b>Potential Revision to the Accessible Services Advisory Committee Membership Guidelines</b> Action would forward a recommendation to the MTS Board of Directors to approve the proposed revisions to the ASAC Membership Guidelines.	Approve
6.	<b>ADA Paratransit Reports</b>	Informational
7.	<b>Fixed-Route Reports</b>	Informational
OTHER ITEMS		
8.	<b>Committee Member Communications and Other Business</b>	
9.	<b>Next Meeting Date: September 14, 2023 and 1:00pm</b>	
10.	<b>Adjournment</b>	

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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)

March 16, 2023

1. Call to Order and Roll Call

Chair George Gastil introduced himself as the new chair of the Accessible Services Advisory Committee and expressed how honored and excited he was to join the committee. He called the meeting to order at 1:00 p.m. A roll call sheet listing the Accessible Services Advisory Committee member attendance is attached.

2. Approval of the December 8, 2022 Meeting Minutes

Chair George Gastil noted that he was not present during the time of the meeting, but asked members if they had any questions or would like to move forward to approve. Mr. Justin Augustine motioned to approve the minutes, Mr. Juan Lopez seconded the motion, and the vote was 13 to 0 in favor with Ms. Ashley Wiley, Ms. Sharlene Ornelas, and Ms. Monique Ball absent at the time of vote.

3. Public Comments

There were no Public Comments.

4. UZURV Supplemental Paratransit Pilot Presentation (John Duncan and Jess Mooney)

Mr. John Duncan, Executive Vice President of Business Development for UZURV, and Jessica (Jess) Mooney, Senior Director of Client Services, presented information on the supplemental paratransit 90-day pilot plan with the San Diego Metropolitan Transit System's contractor, First Transit, that will provide pre-scheduled trips for ambulatory Access riders beginning March 1, 2023. Mr. John Duncan started the presentation by explaining why adaptive transportation networks are used and provided statistics that detailed UZURV's true door to door rider assistance, ease of technology/accessible support, 98.4% and above on time performance, Prop 22 and FTA compliant, credentialed drivers, and MTS Policy 31 compliant. He then explained how UZURV has united agencies, providers, and riders with automation that has improved service quality and lowered costs. Ms. Jess Mooney continued the presentation by explaining how the drivers are certified through their compliance engine that tracks four required key categories: Document uploads such as driver's license, auto insurance, vehicle registration, and vehicle inspection; criminal background screenings, MVR checks, FTA drug and alcohol screenings; Training and certifications; and signed documents such as terms of service, partner agreement, W-9, and attestation of health. She further stated how 100% of the trips are monitored by UZURV operations team for safety and security, then explained the focus UZURV has on a seamless transition from contract to launch to ongoing operational success and their proven service nationwide that continues to grow every day.

## COMMITTEE MEMBER COMMENTS

Ms. Samantha Stephan questioned whether the fare payment process for the riders is similar to Access, that is \$5.00 per trip. Mr. John Duncan noted that is identical to the MTS ADA paratransit services. Ms. Stephan also asked if the liability insurance would be covered by MTS. Mr. Duncan stated that is not covered by MTS and UZURV would be providing insurance for all of their drivers while they are working for both automotive and general liability, as well as other state requirements that they meet or exceed. Ms. Stephan then asked if the drivers are allowed to refuse trips for whatever the case may be, and how much time in advance would the passenger receive notification of their cancelled trip by the driver. Ms. Mooney explained that the drivers can accept and request trips to be assigned to them, and if for any reason a driver does not request trips that have been provided by First Transit, the UZURV team and First Transit have managed to sustain a standard operating procedure where any trips that haven't been assigned will still run efficiently by First Transit.

Ms. Jana Schwartz questioned if an app or link was available to use for existing MTS Access services. Mr. Duncan stated the service provided is dispatched in a similar way that is in place for their dedicated drivers. He also noted the probability for an app to become available would be once the pilot with MTS Access has ended, and an integration discussion occurs with Trapeze. Mr. Jay Washburn continued to explain that UZURV is solely a sub-contractor of First Transit, and all reservations and trip requests must go through them. He further explained that riders cannot specifically request trips to be taken by either one of their sub-contractors, but the trip determination is based on the rider's eligibility status such as; clients traveling in wheelchairs and those who may have cognitive deficits, which will then be transported by MTS Access drivers only. Mr. Washburn also presented the new MTS Access approved decals for UZURV that will be showcased on their vehicles in order for the Access riders to be able to identify, similar to the Taxi vehicles. He noted that driver's who pick up clients with visual impairments must exit their vehicles and announce their clients name, in order for the client to be aware of the driver's arrival. Ms. Jana Schwartz also questioned if there was a specific wait time for rides in accordance with their on-time performance. Mr. Washburn noted that all reservations are booked within a 30-minute pick-up window and drivers have a 5-minute window upon arrival where they wait, contact client themselves, then notify Dispatch to attempt to contact the client, and the driver cannot leave once Dispatch has authorized the client as a no-show. Ms. Schwartz lastly questioned if UZURV created their training and certification with ADA sensitivity or if it was created by an external resource. Ms. Mooney stated that it was a combination of both with PASS CTAA training and certification. Mr. Washburn noted that the PASS CTAA training is also utilized by the Taxi subcontractors.

Ms. Samantha Stephan questioned how UZURV will be able to maintain and assure there are enough drivers to pick up any extra slack directed their way. Ms. Mooney stated their team and First Transit's team are working together to ramp their capacity and meet the needs of the community efficiently and adaptively. Mr. Washburn also added the new trips sent the night prior to Taxi and UZURV are able for review and may also be returned to First Transit if they do not have the capacity to handle those trips. Mr. Duncan noted what Mr. Washburn had mentioned prior aligns with the calibration period

UZURV is currently in by understanding the current demands, potential for future demands, and programming towards a steady state.

Ms. Casey Myers questioned if the 2-day reservation window would remain the same and how many days ahead of time would a rider have to book a trip. Mr. Washburn noted that the MTS Access reservation policies would remain the same. Ms. Myers questioned whether or not wheelchair riders would be apart of the UZURV program and maintained on busses only. Mr. Washburn stated that all wheelchair transportation is currently serviced by First Transit's Access drivers. Ms. Myer's also questioned how many driver's UZURV currently has and how many are anticipated to be used. Ms. Mooney noted that she did not know the exact number of drivers since they are still working on calibrating the current demands of the service area, trip distances, and how many trips their drivers can complete on any given day, but will continue to grow and meet every demand to the capacity that MTS would need for them to handle.

Ms. Debbie Marshall questioned if the drivers are also registered with Uber and Lyft and if they can be signed up with multiple mobile organizations. Ms. Mooney stated that the drivers can be working with other organizations but clarified when they are working for UZURV, within their platform, they are solely working for UZURV and its clients.

Mr. Todd Lordson questioned when the pilot would end or if it would be determined at a later time. Mr. Justin Augustine, General Manager at First Transit, stated that the program was designed as a 90-day pilot identical to what is ensured with all subcontractors who are interested in doing business with them. Mr. Augustine further explained that the purpose of utilizing UZURV is to help with the current service level MTS Access has seen diminish. Mr. Washburn gave kudos to UZURV and stated the launch had gone faster than what they had hoped for with the start date of March 1<sup>st</sup> and up to 55-65 trips completed a day. Mr. Augustine also added that First Transit is currently adhering UZURV to take 85 trips per day with the potential to grow to 150 plus trips a day, if allowed.

5. Potential Revision to the Accessible Services Advisory Committee Membership Guidelines (Samantha Leslie)

Ms. Samantha Leslie, MTS Deputy General Counsel, provided an overview of the Accessible Services Advisory Committee membership guidelines and current appointments list. Ms. Leslie requested feedback from staff on the proposed revisions to the ASAC Membership Guidelines and ongoing vacancies on the committee, such as Caltrans. She also suggested for the five internal staff members, who are voting members on the committee, to assist staff with presentations and helping discussion rather than be considered a voting member. She stated that the idea of ASAC would be to receive the communities' feedback and not have MTS staff be part of the decision making, but part of the discussion to help with the agenda items. Ms. Leslie suggested the two revisions of removing MTS staff as voting members and Caltrans to possibly be replaced by another organization, or adding one more fixed route or paratransit passenger to help improve ASAC to be as comprehensive of the community and passengers as possible.

COMMITTEE MEMBER COMMENTS



Ms. Jana Schwartz questioned if the representatives for Caltrans had been unreachable or if they had voiced their disinterest in participating. Ms. Carla Perez noted that staff had been unable to contact anyone from Caltrans for over two years. Ms. Leslie asked the committee if anyone knew of a representative or staff member at Caltrans to help staff to get in contact with.

Chair George Gastil noted he might know someone to get in contact with at Caltrans and suggested that removing MTS internal staff would be a good idea because the committee is advisory to MTS and the role of the internal staff should be receiving advice from the committee, not on voting what the advice would be. Ms. Leslie suggested on waiting to hear back from contacts at Caltrans and to bring this item back for discussion at the next meeting regarding whether or not a contact was reachable. Mr. Jay Washburn stated that staff is seeking any other advocacy groups that the committee have not included, but would like to have a voice and participate to help guide in all aspects MTS Trolley, Bus, and Access disability services.

Ms. Jana Schwartz questioned if historically, there had been other organizations on the committees, not currently listed. Ms. Samantha Leslie stated a few years ago, staff added several organization's that were not listed, but could not remember if any had been removed.

Mr. Juan Lopez questioned if recommendations for other organizations should be proposed at the next meeting. Ms. Leslie stated that staff could propose recommendations now. Mr. Lopez recommended the MAAC Project based in Chula Vista.

Ms. Debbie Marshall questioned if staff could add a community-based organization rather than an agency, that way the community has a chance to be a part of the conversation on issues regarding transportation. Ms. Leslie stated that a similar application process is done for the fixed route and paratransit consumers on the committee where the application is made available to the community to apply.

Mr. Juan Lopez questioned who the best point of contact would be for other proposed recommendations. Ms. Leslie stated to email MTS staff, Mr. Jay Washburn or Ms. Carla Perez.

Mr. Jay Washburn stated that staff is hopeful to receive any suggestions from the committee before the next meetings recommendations on the item, in order for it to be taken to the Board of Directors for approval on any changes that have been made to the membership guidelines.

#### Action Taken

No action taken. Discussion 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.

Action Taken

No action taken. Informational item only.

8. Committee Member Communications/Comments

Mr. Jay Washburn provided an update on increased Access trip volume, ridership levels, decreases in staffing and service levels, on-time and on-board time performance, UZURV, driver rate increases, and ads and local outreach First Transit staff has done for recruiting. Mr. Washburn also welcomed and thanked UZURV for their partnership and overall professionalism that has shown in their start up time and positive feedback received. He also provided updates on the electronic cashless fare system for Access, EZ Access app, and the acquirement of First Transit by Transdev. He then shared news of a six month launch pilot starting June 1<sup>st</sup> for the expansion of the reservation window from two days to ten days to allow more opportunity for the riders to book additional trips in advance.

Ms. Samantha Stephan questioned the EZ Access app and if it was an MTS app or specifically for Access. Mr. Jay Washburn noted that it is an app specifically for Access that individuals can download and register with an access code on their iOS, Android phones, or through the web portal.

Mr. Todd Lordson expressed his thanks and appreciation to MTS staff for their help with an outreach program and also shared his excitement for the launch of the expansion of the reservation window for Access riders.

Ms. Jana Schwartz expressed her curiosity regarding the status of the senior reduced fare and other reduced fares being done online rather than having individuals travel to the MTS Transit Store. Mr. Jay Washburn stated that he would have an MTS staff member reach out to Ms. Schwartz for better assistance with her inquiry regarding the SDM fare program. Ms. Schwartz also asked for a contact staff would be able to share and help with providing outreach and information to the community regarding how to ride MTS transit. Mr. Washburn stated that he would be able to provide a contact and also noted that MTS has several types of outreach programs made available for the community.

Mr. Todd Lordson expressed his interest in receiving information on the reduced fare program as well. Mr. Washburn stated that staff would send out all general information through an email blast to the committee members and asked members to reach out to himself or Ms. Carla Perez anytime with any feedback and suggestions they may have.

Mr. Brent Boyd, Manager of Service Quality and Specialist for MTS Trolley, provided an update on the construction occurring near the Green Line at the 16<sup>th</sup> and Imperial Transit Center and stated staff are building a new track to help improve the operational flexibility and overall service for specials events. Mr. Boyd also added that the construction should

end around October 2023 and noted for passengers to expect weekend shutdowns for the Green Line between Gaslamp and Imperial Avenue.

Mr. Jorge Rivas asked staff if it was possible to book a reservation at the last-minute. Mr. Washburn stated MTS Access currently allow reservations to be booked up to 5:00 pm the day before, but trips cannot be booked beyond the allotted time due to the hours of work needed to build the schedules and routes after to assign to the drivers.

9. Next Meeting Date

The next Accessible Services Advisory Committee meeting schedule TBD.

10. Adjourn

Chair George Gastil adjourned the meeting at 1:52 pm.

/s/  
Chairperson  
San Diego Metropolitan Transit System

/s/  
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): March 16, 2023 CALL TO ORDER (TIME): 1:00 pm

ADJOURN: 1:52 pm

COMMITTEE MEMBER		(Alternate)		ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Voting Committee Members						
George Gastil (Chair)	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>	ASAC Chair	1:00 pm	1:52 pm
Casey Myers	<input checked="" type="checkbox"/>	Letty Zuno	<input type="checkbox"/>	Access to Independence	1:00 pm	1:52 pm
Christian Hernandez	<input checked="" type="checkbox"/>	Arun Prem	<input checked="" type="checkbox"/>	FACT (CTSA)	1:00 pm	1:52 pm
Debbie Marshall	<input checked="" type="checkbox"/>	Vacant	<input type="checkbox"/>	State Council on Developmental Disabilities	1:00 pm	1:52 pm
Juan Lopez	<input checked="" type="checkbox"/>	Edward Van Heel	<input type="checkbox"/>	Transdev – Contracted Bus Routes	1:00 pm	1:52 pm
Heriberto Gaytan	<input checked="" type="checkbox"/>	Daisy Castillo Stussi	<input checked="" type="checkbox"/>	MTM. Inc.	1:00 pm	1:52 pm
Todd Lordson	<input checked="" type="checkbox"/>	Jorge Malone	<input type="checkbox"/>	San Diego Regional Center	1:00 pm	1:52 pm
Samantha Stephan	<input checked="" type="checkbox"/>	Kimberly Taylor	<input type="checkbox"/>	San Diego Center for the Blind	1:00 pm	1:52 pm
Justin Augustine	<input checked="" type="checkbox"/>	Kevin Marquez	<input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00 pm	1:52 pm
Ashley Wiley	<input type="checkbox"/>	Benjamin Gembler	<input checked="" type="checkbox"/>	SANDAG	1:00 pm	1:52 pm
Jana Schwartz	<input checked="" type="checkbox"/>	Melissa Hernandez	<input type="checkbox"/>	County of San Diego AIS	1:00 pm	1:52 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 checked="" type="checkbox"/>	Vacant	<input type="checkbox"/>	Fixed Route Consumer	1:00 pm	1:52 pm
Brent Boyd	<input checked="" type="checkbox"/>	Fabeann Soberg	<input type="checkbox"/>	MTS Trolley	1:00 pm	1:52 pm
Belinda Kelly	<input checked="" type="checkbox"/>	Amanda Denham	<input checked="" type="checkbox"/>	MTS Bus	1:00 pm	1:52 pm
Monique Ball	<input type="checkbox"/>	Allie Rice	<input type="checkbox"/>	Deaf Community Services		
Kacie Rodvill	<input checked="" type="checkbox"/>	Betsy Knight	<input type="checkbox"/>	County of San Diego Behavioral Health Services	1:00 pm	1:52 pm
Non – Voting Committee Members						
Carla Perez	<input checked="" type="checkbox"/>	(no alternate)	<input type="checkbox"/>	MTS Contracted Services	1:00 pm	1:52 pm
Jay Washburn	<input checked="" type="checkbox"/>	(no alternate)	<input type="checkbox"/>	MTS Contracted Services	1:00 pm	1:52 pm
Samantha Leslie	<input checked="" type="checkbox"/>	(no alternate)	<input type="checkbox"/>	MTS Legal	1:00 pm	1:52 pm

COMMITTEE CLERK: /s/ Carla Perez



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## **Agenda Item No. 4**

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

June 15, 2023

**SUBJECT:**

UPDATE ON ACCESS SERVICES (JAY WASHBURN)

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Staff to provide an update highlighting recent changes to Access eligibility and reservation guidelines along with an update on the current service levels due to the strike.

/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)





# MTS Access

Agenda Item No. 4



# Innovations

- Automated phone notifications
- Reservation web portal
- Mobile application
- Cashless fare system (Summer 2023)
- Travel Training – Transit 101
- Automated Ride tracking through app
- Free rides for new EZ Access Users(4-free)
- Extending reservation window to 10 days (June 2023)
- Extending certifications from 3 years to 5 years (October 2023)



## Current Work Stoppage

- Dispute between First Transit and Teamsters Union
- 2 day support strike April 26th and 27th (El Centro)
- Local strike began May 22nd
- Email and Robocall updates to riders
- FT using subcontractors to provide service
  - Taxi
  - UZURV
  - FACT
  - Care 7
  - Telekom
  - 2 more WAV providers coming on line week on 6/12
- Covering approx. 55% of daily service
- Negotiations are ongoing utilizing a mediator (next meeting)





## Next Steps

- Maximize trip completions
- Operators back to work (labor negotiations)
- Determine drivers returning to work
- Continue to supplement FT staffing
- Maintain utilization of subs



# Questions





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## **Agenda Item No. 5**

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

June 15, 2023

**SUBJECT:**

**POTENTIAL REVISIONS 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 (ASAC) provides MTS staff, the CEO and/or the MTS Board of Directors, depending on the subject matter, recommendations and feedback on accessibility related matters. The ASAC Membership Guidelines establishes the makeup of the committee, 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 California Department of Transportation (Caltrans) seat for many years. Further, it may be more appropriate to instead have MTS staff and MTS contractors no longer be voting members on ASAC, but instead provide staff support to facilitate ASAC agenda item discussion as needed, to reduce any perceived conflicts of interests.

On March 16, 2023, MTS staff received feedback from ASAC that they would support removing MTS internal staff and contractors from the committee, but that they would like to allow more time for MTS staff to identify a representative from Caltrans. Unfortunately, additional attempts to find a representative from Caltrans have not been successful.



MTS staff proposes to remove the following representatives as voting members: Caltrans, trolley, fixed route bus, fixed route bus contract services, complementary paratransit service, and complementary paratransit eligibility contract services. MTS staff also proposes to add one (1) additional fixed route passenger and (1) additional complementary paratransit passenger, to the existing one (1) fixed route passenger and one (1) complementary paratransit passenger. This entire proposal would reduce the number of voting members of ASAC from 18 to 14.

Therefore, staff recommends that the MTS Accessible Services Advisory Committee forward a recommendation to the MTS Board of Directors to approve the proposed revisions to the 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](mailto:jay.washburn@sdmts.com)

Attachment: A. ASAC Appointment List, ASAC Membership Guidelines



**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: Vacant
- 11. Samantha Stephan, San Diego Center for the Blind**
  - Alternate: Kimberly Taylor
- 12. Jorge Rivas, Fixed Route Consumer**
  - Alternate: Vacant
- 13. Juan Lopez, Transdev – Contracted Bus Routes**
  - Alternate: Edward Van Heel
- 14. Casey Myers, Access to Independence**
  - Alternate: Letty Zuno
- 15. Sharlene Ornelas, Paratransit Consumer**



- Alternate: Tanya Azevedo

**16. Brent Boyd, MTS Trolley**

- Alternate: Fabbeann Soberg

**17. Jana Schwartz, County of San Diego AIS**

- Alternate: Melissa Hernandez

**18. Vacant, Caltrans**



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## 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~~ fourteen (~~18~~14) 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;
  - ~~B. a MTS trolley representative, appointed by the MTS Chief Executive Officer or designee;~~
  - ~~C. a MTS bus representative, appointed by the MTS Chief Executive Officer or designee;~~
  - ~~D. a MTS fixed route contract service representative, appointed by the MTS Chief Executive Officer or designee;~~
  - ~~E. a MTS complementary paratransit contract service representative, appointed by the MTS Chief Executive Officer or designee;~~
  - ~~F. 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;
  - ~~H. a California Department of Transportation (Caltrans) representative, appointed in writing by the governmental agency;~~
  - I.C. a Facilitating Access to Coordinated Transportation (FACT) representative, appointed in writing by the agency;
  - J.D. a San Diego Regional Center representative, appointed in writing by the agency;
  - K.E. a San Diego Center for the Blind representative, appointed in writing by the organization;
  - L.F. a State Council on Developmental Disabilities representative, appointed in writing by the organization;
  - M.G. a County of San Diego Health and Human Services Department, Aging and Independent Services representative, appointed in writing by the agency;
  - N.H. a County of San Diego Health and Human Services Department, Behavioral Health Services representative, appointed in writing by the agency;
  - O.I. an Access to Independence representative, appointed in writing by the agency;
  - P.J. a Deaf Community Service representative, appointed in writing by the organization;



~~Q.K.~~ two (2) a MTS complementary paratransit service patron ~~s-representative~~, appointed by the MTS Chief Executive Officer or designee;

~~R.L.~~ two (2) ~~an~~ individuals with a disability that uses MTS fixed route service, appointed by the MTS Chief Executive Officer or designee; and

~~S.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



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## Agenda Item No. 6

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

June 15, 2023

**SUBJECT:**

ADA PARATRANSIT REPORTS

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Attached monthly reports cover the period from February 1, 2023 to April 30, 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](mailto:jay.washburn@sdmts.com)

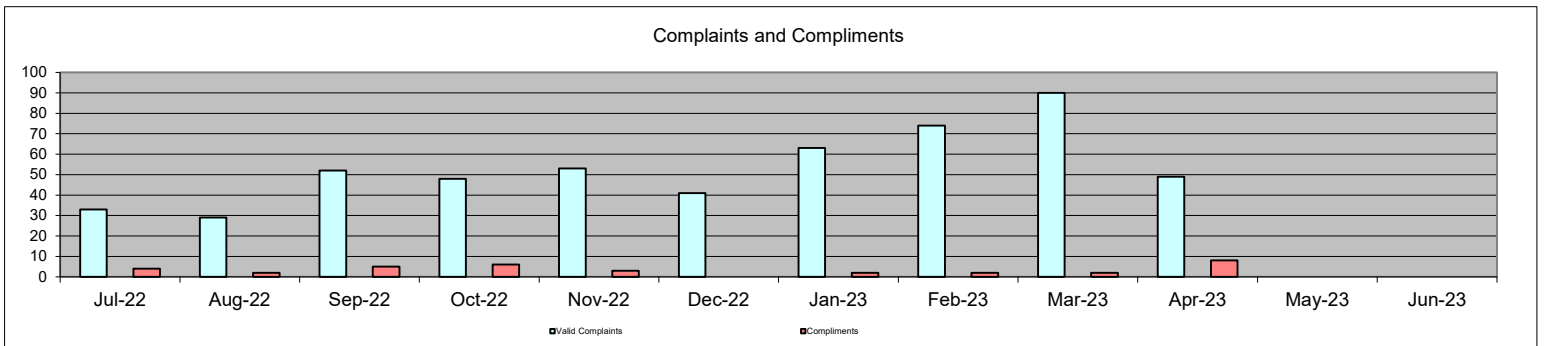
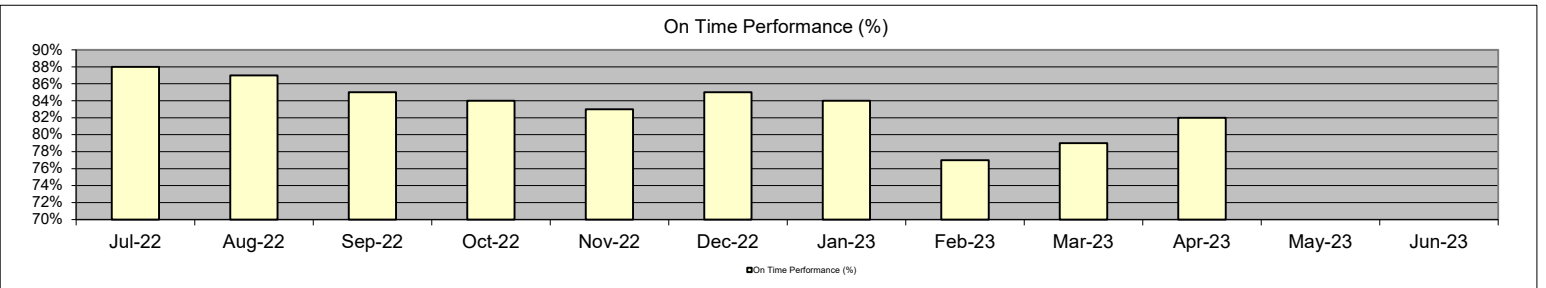
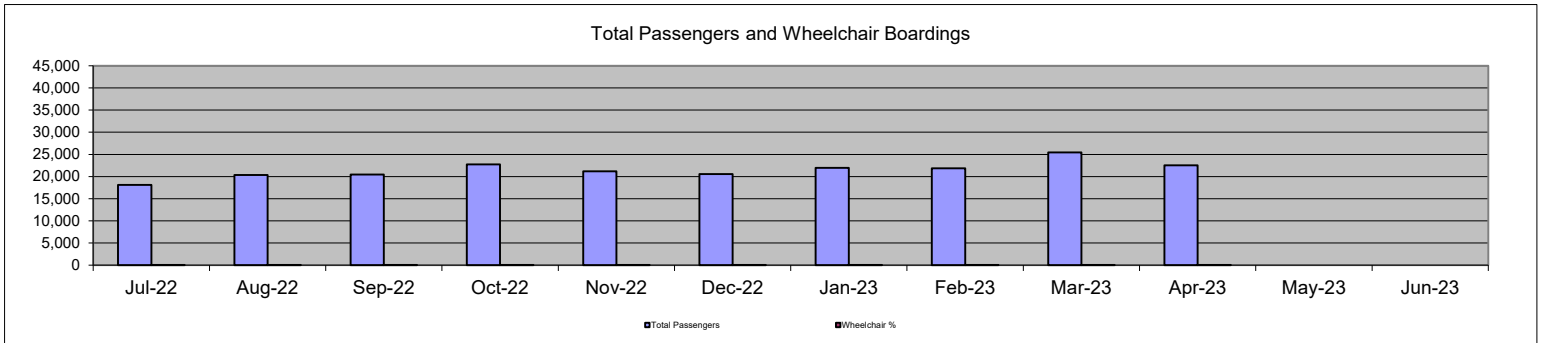
Attachment: A. MTS Access Report and MTM Report





## 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	21,833	25,432	22,554			215,216
Wheelchair %	31%	31%	33%	33%	34%	37%	37%	37%	36%	38%			347%
On Time Performance (%)	88%	87%	85%	84%	83%	85%	84%	77%	79%	82%			834%
Valid Complaints	33	29	52	48	53	41	63	74	90	49			532
Compliments	4	2	5	6	3		2	2	2	8			34

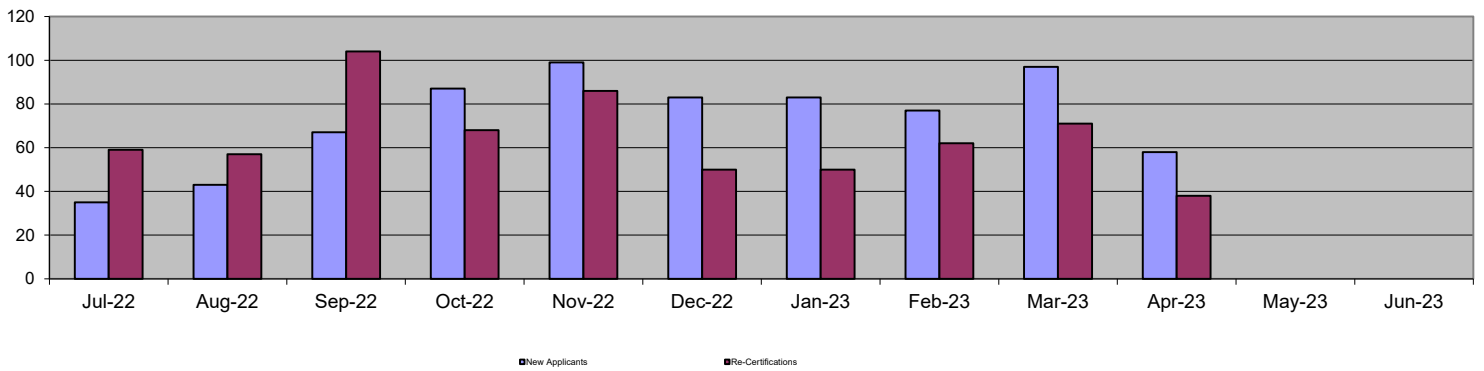




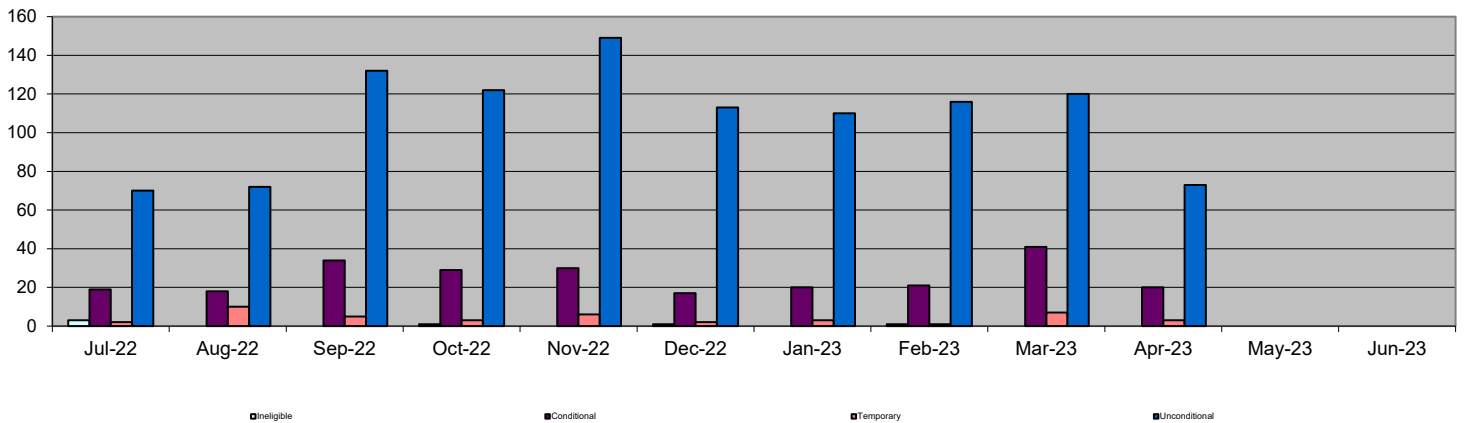
## MTM Certification Summary Report FY 23

	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	77	97	58			729
Re-Certifications	59	57	104	68	86	50	50	62	71	38			645
<b>Total</b>	<b>94</b>	<b>100</b>	<b>171</b>	<b>155</b>	<b>185</b>	<b>133</b>	<b>133</b>	<b>139</b>	<b>168</b>	<b>96</b>			<b>1,374</b>
Ineligible	3	0	0	1	0	1	0	1	0	0			6
Conditional	19	18	34	29	30	17	20	21	41	20			249
Temporary	2	10	5	3	6	2	3	1	7	3			42
Unconditional	70	72	132	122	149	113	110	116	120	73			1,077
<b>Total</b>	<b>94</b>	<b>100</b>	<b>171</b>	<b>155</b>	<b>185</b>	<b>133</b>	<b>133</b>	<b>139</b>	<b>168</b>	<b>96</b>			<b>1,374</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**

June 15, 2023

**SUBJECT:**

**FIXED-ROUTE REPORTS**

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Attached monthly reports cover the period from February 1, 2023 to April 30, 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](mailto:jay.washburn@sdmts.com)

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

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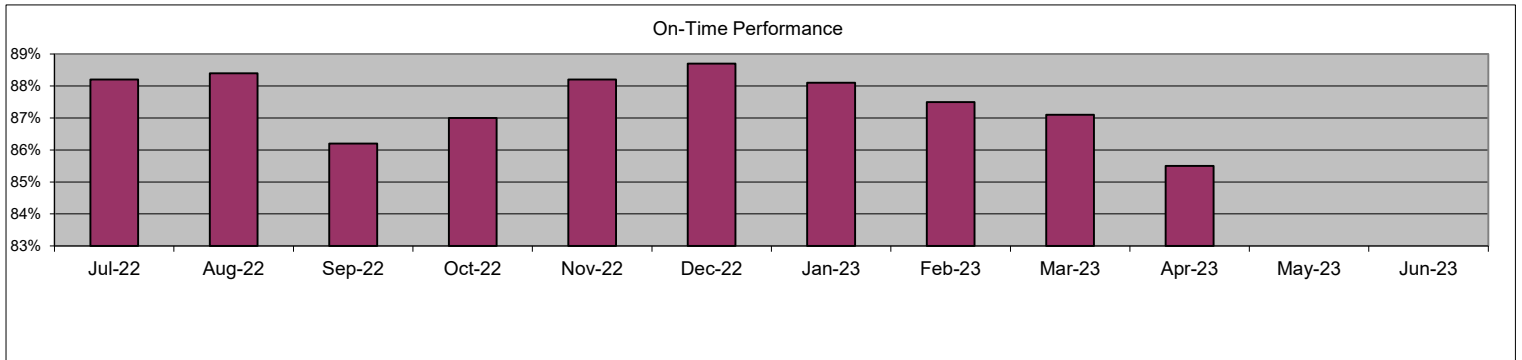
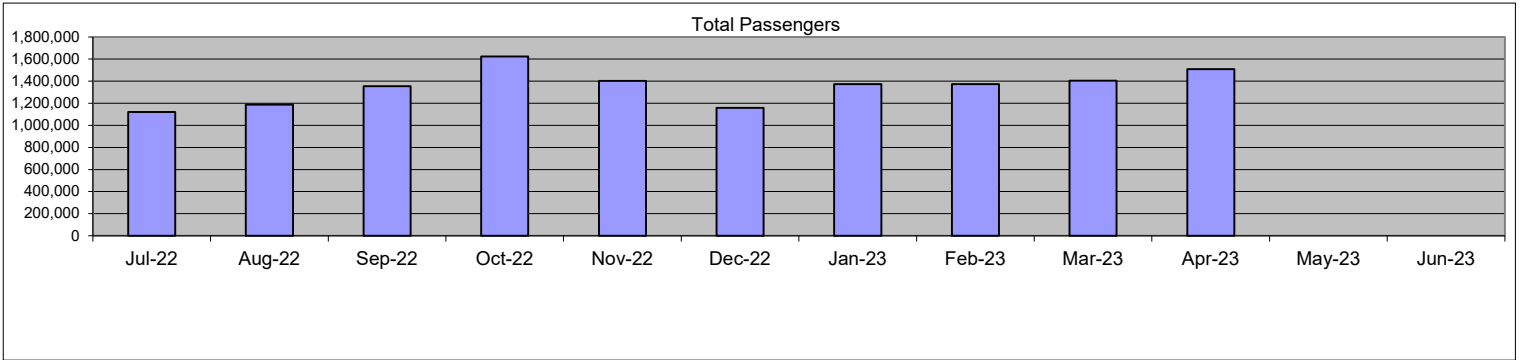
San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, 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 Bus Report FY 23

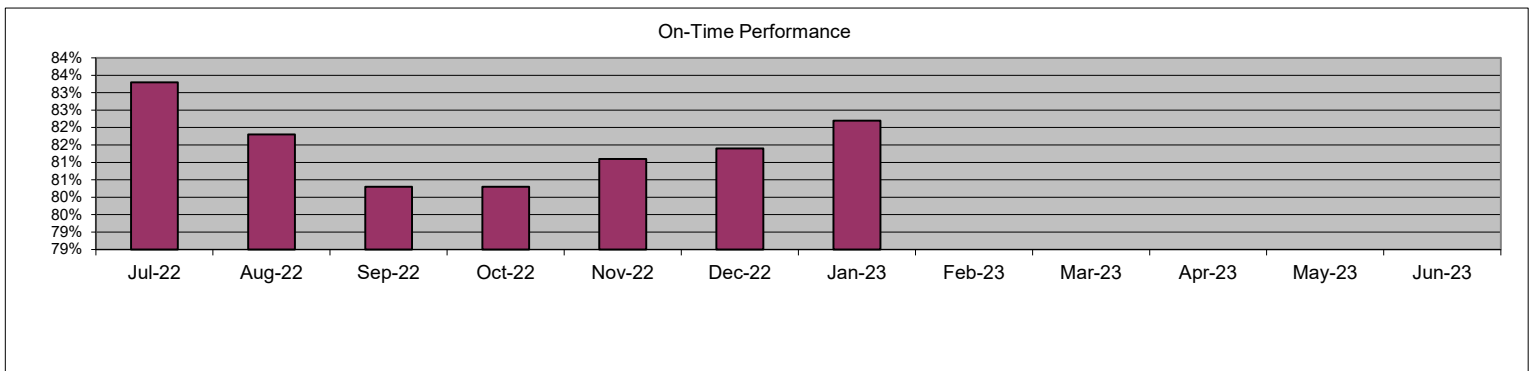
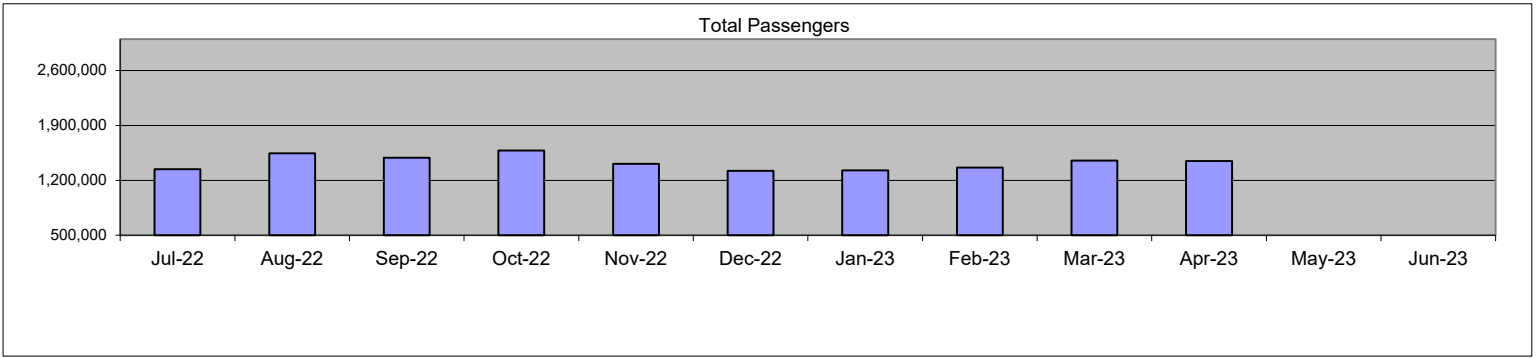
	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
Total Passengers	1,120,855	1,187,686	1,355,570	1,624,901	1,401,907	1,157,619	1,372,492	1,373,730	1,405,429	1,508,571			13,508,760
On-Time Performance	88%	88%	86%	87%	88%	89%	88%	88%	87%	86%			87%





## 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	1,362,646	1,450,567	1,446,547			14,271,740
On-Time Performance	83%	82%	80%	80%	81%	81%	82%						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	2,872,186	3,138,323	3,233,875			30,016,158
On-Time Performance	96%	96%	95%	96%	96%	96%	95%						96%

