



Accessible Services Advisory Committee Agenda

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Zoom Meeting ID

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Webinar Features:

 Raise Hand	▶	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.
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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 Live Verbal Public Comment for instructions on how to make a public comment.



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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
Transit
System**

**Accessible Services Advisory Committee
Agenda**

September 14, 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 June 15, 2023 Accessible Services Advisory Committee meeting minutes.	Approve
DISCUSSION ITEMS		
4.	Public Security and Passenger Safety Research and Updates (Al Stiehler and Stacie Bishop)	Informational
5.	MTS Access Update	Informational
6.	Fixed-Route Update	Informational
OTHER ITEMS		
7.	Committee Member Communications and Other Business	
8.	Next Meeting Date: December 14, 2023 and 1:00pm	
9.	Adjournment	



MINUTES

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM (MTS)

ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

June 15, 2023

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased. The full comment can be heard by reviewing the recording at the [MTS website](#).]

1. **Roll Call**

Chair George Gastil called the ASAC meeting to order at 1:01 p.m. A roll call sheet listing ASAC member attendance is attached.

2. **Public Comments**

There were no Public Comments.

3. **Approval of Minutes**

Debbie Marshall moved to approve the minutes of the March 16, 2023, MTS ASAC meeting. Chair George Gastil seconded the motion, and the vote was 14 to 0 in favor with Sharlene Ornelas, Monique Ball and Kacie Rodvill absent.

DISCUSSION ITEMS

4. **Update on Access Services (Jay Washburn)**

Jay Washburn, Manager of Paratransit and Minibus, provided an update highlighting recent changes to Access eligibility and reservation guidelines, along with an update on the current services levels due to the strike. Mr. Washburn updated the committee on the automated phone notifications, reservation web portal, mobile application, cashless fare system, travel training programs, automated ride tracking through the app, free rides for new EZ Access users, reservation window extension from two to ten days, and the extension of eligibility certifications from three years to five years starting in October. He also discussed the current work stoppage between First Transit and the local Teamsters Union operating out of Copley Park Division that began on May 22, 2023. Mr. Washburn stated that First Transit had experienced a two-day work stoppage on April 26 and 27 from employees honoring the picket lines in support of the Teamsters Employees from El Centro. He then stated that staff are working hard to keep riders informed by sending email blasts and robocalls, as well as utilizing several subcontractors to provide additional service to the MTS Access community. He further stated that approximately 55% of daily service is being covered and informed ASAC that negotiations are ongoing and taken by a day by day basis. Mr. Washburn explained the next steps coming out of the work stoppage including maximizing trip completions, operators returning back to work (labor negotiations), determining what drivers are returning to work, continuing to supplement staffing levels, and maintaining the utilization of subcontractors.

Committee Member Comments

Chair George Gastil commented that people really appreciate the reservations window being changed to ten days and will make a huge difference to individuals scheduling medical appointments and other important trips.

Casey Myers asked if the ten-day reservation window would be applied to both individuals calling over the phone and booking through the app. Jay Washburn clarified that it is for all platforms. Ms. Myers reiterated that the eligibility certifications changing from three to five years

is great and asked if individuals with permanent disability would potentially become eligible for a one-time certification process. Mr. Washburn stated that there have been conversations about the topic but the overall decision was made to have a five-year certification process for all individuals.

Jorge Rivas asked why MTS could not bring the contracted divisions in-house. Mr. Washburn stated that he could not give Mr. Rivas an answer for his question but suggested for him to listen to the recent MTS Board of Directors meeting held that day since there had been lengthy discussion on that same topic. Chair George Gastil stated that the Board will be looking into what the ramifications and costs would be if they were to be pulled in-house rather than contracted out.

Todd Lordson thanked staff for the changes made to the reservation window and eligibility certifications. Mr. Lordson also mentioned that he had sent staff feedback from one of his employees, Viri Salgado, regarding her not being allowed to select multiple mobility devices through the reservation web portal. Jay Washburn stated that he received the feedback and forwarded it over to First Transit and the software company to look over. Mr. Lordson also informed staff of an incident that occurred with one of the new subcontractors and mentioned the drivers had been telling clients they had to pay on the app and could not pay with a ticket or cash.

Jana Schwartz asked for clarification on the 55% of daily service coverage, calls that are being sent regarding ride cancellations, and the determination on which individuals are receiving rides during the strike. Jay Washburn stated that they cannot prioritize trips or ask clients what a ride is for under Federal law. He stated it is purely based on the resources available, routes built to take as many trips as possible, and the computer system maximizing the utilization of those resources. Ms. Schwartz questioned if there could potentially be individuals who would continue to not get serviced based on where they live and some individuals would receive service based on logistics. Mr. Washburn stated that all resources are being looked over including how many routes can be built to service as many people as possible.

Action Taken

Informational item only. No action taken.

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

Samantha Leslie, Deputy General Counsel, recommended that ASAC forward a recommendation to the MTS Board of Directors to approve the proposed revisions to the ASAC Membership Guidelines. Ms. Leslie stated that staff proposes to remove the following representatives as voting members: Caltrans, trolley, fixed-route bus, fixed-route bus contract services, complementary paratransit services, and complementary paratransit eligibility contract services. MTS staff also proposed to add one (1) additional fixed route passenger and one (1) additional complementary paratransit passenger to the existing one (1) fixed route passenger and one (1) complementary paratransit passenger. She stated that the entire proposal would reduce the number of voting members of ASAC from 18 to 14.

Committee Member Comments

Chair George Gastil commented that he liked the idea of including more riders on the committee and asked if there would be any way of knowing these individuals would be able to attend the meetings. Samantha Leslie stated that all applicants are informed of their commitment to the

meetings. Jay Washburn clarified paratransit members would have free transit to and from the meetings. Chair George Gastil asked if the open positions also apply to friends or family members of riders. Ms. Leslie stated the applications could be accepted by representatives of the riders as well.

Casey Myers stated her support for the recommendation.

Action Taken

Ashley Wiley moved to recommend to the MTS Board of Directors to approve the proposed revisions to the ASAC membership guidelines. Casey Myers seconded the motion, and the vote was 14 to 0 in favor with Sharlene Ornelas, Monique Ball and Kacie Rodvill absent.

6. ADA Paratransit Reports

MTS Access and MTM monthly reports attached.

Action Taken

Informational item only. No action taken.

7. Fixed Route Reports

Fixed route monthly reports attached.

Committee Member Comments

Jorge Rivas commented that he had read an article in the LA Times regarding ridership dropping drastically and has started to see a similar trend in San Diego. Mr. Rivas mentioned that he has also noticed the environment at the transit stations not being the best and would like to know how staff plan to resolve these issues.

Brent Boyd commented that safety and security issues at the transit stations have been a huge topic of conversation at the MTS Board of Directors meetings and has been occurring in transit all over the country. Mr. Boyd stated that ridership for light rail vehicle (LRV) in particular has gone down, but are above pre-COVID levels with 10% of the ridership benefitting from the Mid-Coast extension. He also mentioned that San Diego was reported to have the highest light rail ridership out of every agency in the country according to the National Transit Database.

Chair George Gastil reiterated that this topic has been part of a major discussion at the MTS Board of Directors meetings and the safety and security issues San Diego has been facing may be related to several different factors.

Jorge Rivas asked staff if the transit stations still have ticket checkers since there had been multiple occasions where him and other riders had not been asked for their ticket. Chair George Gastil stated that he always gets asked for his ticket.

Todd Lordson mentioned for this topic to also be discussed at other committees outside of ASAC such as San Diego Association of Governments (SANDAG) Social Services Transportation Advisory Council.

Ashley Wiley stated that SANDAG has also looked into the issue and have been attending meetings alongside MTS staff conducted by University of San Diego (UCSD) regarding homelessness in transit. Ms. Wiley also stated that SANDAG staff plan to address the topic in their regional plan with the help of MTS staff.

Jorge Rivas stated that he has had many issues with other riders playing their personal music too loud and asked if staff could add a message in the automated system notifying riders to use personal headphones when needed.

Samantha Stephen motioned to make a mandatory announcement for the trolley line colors at transit stations and for the arrival of buses due to its current inconsistency.

Public Comments

Wendy, representative for Deaf Community Services Advocacy- Wendy commented on behalf of the deaf and blind community stating they do not feel safe riding transit. She mentioned that not all operators assist riders with cognitive disabilities when boarding the trolley or buses. She then asked staff if there are visible aids posted for riders who are deaf. Brent Boyd asked what type of visible aids Wendy was referring to. Wendy clarified if there were some sort of subtitled or captioned signs for riders to read. Mr. Boyd stated rider's rules, visual aids, and live times are posted at all stations. Wendy also asked if braille was provided. Mr. Boyd stated braille signs are not posted inside the trolley vehicle's but are posted at the platforms indicating the direction and line of each station. Wendy also asked how security could be improved to support individuals who are deaf and blind. Mr. Boyd suggested for a representative from the security team to attend the next ASAC meeting in order to answer any further questions on the topic. Samantha Leslie also stated to have this topic added to the agenda for the next meeting.

Action Taken

Informational item only. No action taken.

OTHER ITEMS

8. Committee Member Communications

Arun Prem announced the introduction of the AFA Cycle-1 grant, Ride Facilitating Access to Coordinated Transportation (FACT) Now service. Mr. Prem updated staff on the new specialized transportation service for San Diego County residents with disabilities using mobility devices in need of wheelchair accessible vans (WAV) and welcomed staff to reach out if they had any questions.

Todd Lordson asked staff if MTM had been experiencing any dull time due to the strike. Jay Washburn stated they are fully staffed, eligibility assessments are going forward, and virtual assessments have been reinstated due to the lack of ability to bring individuals to their appointments. Mr. Washburn also stated there has been no delay in any individual getting their eligibility certifications done in the required timeframes, thanks to Heriberto Gaytan and his team.

Jay Washburn added he would like ASAC members to provide suggestions to staff regarding different outside organizations who would be willing to present during the meetings and become more actively involved. Chair George Gastil asked staff who to contact if they had recommendations or suggestions. Mr. Washburn stated he would be happy to facilitate any provided.

Chair George Gastil mentioned that the Chair of the MTS Board of Directors, Stephen Whitburn, will be attending the next ASAC meeting on September 14, 2023.

Jana Schwartz thanked staff members Ariel Kroll, Community Engagement Specialist, for providing valuable travel training information and Carla Perez, Supervisor of Paratransit and

Minibus, for following up and providing information that had been requested regarding the Senior Reduced Fare Program. Ms. Schwartz also asked what restroom facilities were available at transit stations. Jay Washburn added that the topic of restroom facilities has also been discussed at the Board meetings. Brent Boyd mentioned a webpage located on the MTS website had been established listing all available restrooms and stated that the restrooms located at the Old Town and East County stations are managed by the A-Mart and re-enforced to allow transit riders to utilize them.

Todd Lordson asked if the Senior, Disabled, Medicare (SDM) identification forms would be increased to five years, similar to the eligibility certifications for MTS Access riders. Jay Washburn mentioned the question has already been raised and more feedback would be provided to him once the meeting has concluded.

Jay Washburn asked committee member Juan Lopez to provide an update for Transdev Southbay division on their status with the Union. Juan Lopez stated the Board had approved additional funding to use towards the agreement between Transdev Southbay and their local Teamsters Union and are hopeful to have all drivers back to work soon. Mr. Lopez also mentioned they are currently covering around 12% of service with only 80 out of the 400 drivers it takes to cover all routes, but they are addressing all concerns that have come out of the strike.

Chair George Gastil thanked staff for all of their efforts during the strike and also thanked the parties involved during the negotiations and their efforts to resolve any issues. Chair Gastil also emphasized the importance for MTS to not intervene during negotiations and leave it up to the negotiating parties of the collective bargaining process to decide.

Brent Boyd provided an update from trolley regarding the construction occurring near the Green Line at the 16th and Imperial Transit Center and stated they are building a new platform to help improve the operational flexibility and service during special events. He also mentioned closing times associated with the Green Line that will only have an impact on the Gaslamp and Imperial stations during a few weekends in June, July, and August.

9. Next Meeting Date

The next ASAC meeting is scheduled for September 14, 2023, at 1:00 p.m.

10. Adjournment

Chair George Gastil adjourned the meeting at 2:01 p.m.



Chairperson
San Diego Metropolitan Transit System



Committee Clerk
San Diego Metropolitan Transit System

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

ROLL CALL

MEETING OF (DATE): June 15, 2023

CALL TO ORDER (TIME): 1:01 pm

ADJOURN: 2:01 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	2:01 pm
Casey Myers	<input checked="" type="checkbox"/> Letty Zuno <input type="checkbox"/>	Access to Independence	1:00 pm	2:01 pm
Christian Hernandez	<input checked="" type="checkbox"/> Arun Prem <input type="checkbox"/>	FACT (CTSA)	1:00 pm	2:01 pm
Debbie Marshall	<input checked="" type="checkbox"/> Vacant <input type="checkbox"/>	State Council on Developmental Disabilities	1:00 pm	2:01 pm
Juan Lopez	<input checked="" type="checkbox"/> Edward Van Heel <input type="checkbox"/>	Transdev – Contracted Bus Routes	1:00 pm	2:01 pm
Heriberto Gaytan	<input checked="" type="checkbox"/> Daisy Castillo Stussi <input type="checkbox"/>	MTM. Inc.	1:00 pm	2:01 pm
Todd Lordson	<input checked="" type="checkbox"/> Jorge Malone <input type="checkbox"/>	San Diego Regional Center	1:00 pm	2:01 pm
Samantha Stephan	<input checked="" type="checkbox"/> Kimberly Taylor <input type="checkbox"/>	San Diego Center for the Blind	1:00 pm	2:01 pm
Justin Augustine	<input checked="" type="checkbox"/> Kevin Marquez <input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00 pm	2:01 pm
Ashley Wiley	<input checked="" type="checkbox"/> Benjamin Gembler <input checked="" type="checkbox"/>	SANDAG	1:00 pm	2:01 pm
Jana Schwartz	<input checked="" type="checkbox"/> Melissa Hernandez <input type="checkbox"/>	County of San Diego AIS	1:00 pm	2:01 pm
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	2:01 pm
Brent Boyd	<input checked="" type="checkbox"/> Fabemann Soberg <input type="checkbox"/>	MTS Trolley	1:00 pm	2:01 pm
Belinda Kelly	<input checked="" type="checkbox"/> Amanda Denham <input checked="" type="checkbox"/>	MTS Bus	1:00 pm	2:01 pm
Monique Ball	<input type="checkbox"/> Allie Rice <input type="checkbox"/>	Deaf Community Services		
Kacie Rodvill	<input type="checkbox"/> Betsy Knight <input type="checkbox"/>	County of San Diego Behavioral Health Services		
Non – Voting Committee Members				
Carla Perez	<input checked="" type="checkbox"/> (no alternate) <input type="checkbox"/>	MTS Contracted Services	1:00 pm	2:01 pm
Jay Washburn	<input checked="" type="checkbox"/> (no alternate) <input type="checkbox"/>	MTS Contracted Services	1:00 pm	2:01 pm
Samantha Leslie	<input checked="" type="checkbox"/> (no alternate) <input type="checkbox"/>	MTS Legal	1:00 pm	2:01 pm

COMMITTEE CLERK: 



**Metropolitan
Transit
System**

Agenda Item No. 4

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

September 14, 2023

SUBJECT:

**PUBLIC SECURITY AND PASSENGER SAFETY RESEARCH AND UPDATES (AL STIEHLER
AND STACIE BISHOP)**

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

In September 2022, MTS staff presented the results of the 2022 Customer Satisfaction Survey to the Board of Directors. The survey revealed that overall satisfaction of MTS services was 91%. While there were strong areas for MTS, there were also areas identified for additional review and an improved customer experience including safety, cleanliness, and the behavior of other passengers. Additionally, the final survey question asked passengers what changes would make the biggest difference in improving the transit experience. The overwhelming top response was more security.

To better understand and define what “more security” means, MTS initiated two focus group sessions with passengers to get a better understanding of perceptions of personal safety while using transit. The focus group results, and efforts to address some of the findings will be presented.

Additionally, the Director of Transit Security and Passenger Safety will provide an informational overview of the department regarding initiatives that are currently underway that are intended to enhance the transportation environment for passengers and employees

/s/ Jay Washburn

Jay Washburn
Manager of Paratransit and Minibus

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

1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • sdmts.com

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.



PUBLIC SECURITY AND PASSENGER SAFETY RESEARCH AND UPDATES

MTS Accessible Services Advisory Committee
September 14, 2023

Perceptions of Personal Safety While Using Transit



redhillgroup
THE POWER OF INSIGHT

Project Purpose

What changes would make the biggest difference in improving your transit experience?



Follow-up on the findings of the 2022 customer satisfaction survey re: customer perceptions on:

- Safety – on board and at stops.
- Behavior of other passengers.
- Perceptions surrounding equity of fare checking on the Trolley and potential biases.

Project Overview

- Two focus groups in February 2023; recruitment from customer satisfaction respondents
- 16 individuals participated; 1 identified as having a disability
- The discussion groups were segmented by stated gender preference to facilitate open and candid discussion.

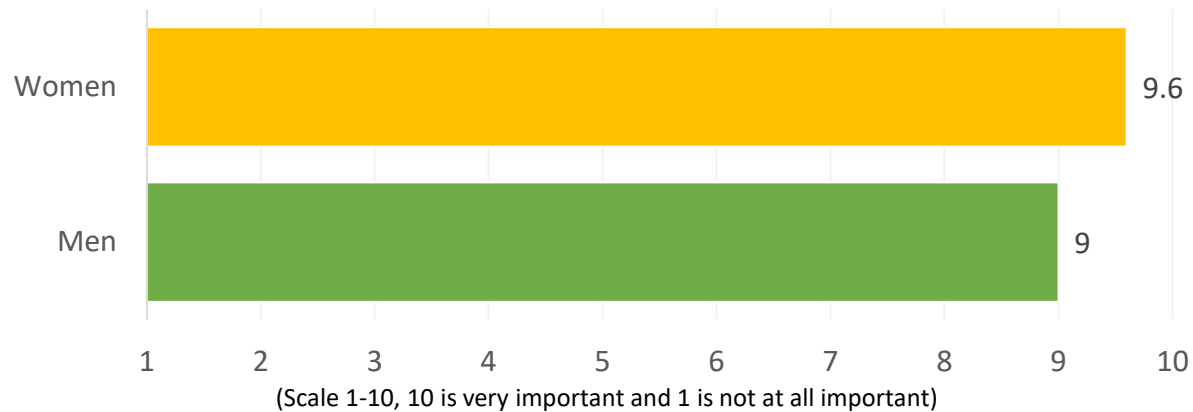
Demographics	Total
Gender	
Male	7
Female	9
Age	
18-24	3
25-34	4
35-44	4
45-54	2
55-64	1
65+	2
Student status	
Yes	2
Ethnicity	
African American/Black	4
Asian/Asian American	2
Caucasian/White	4
Latinx/Hispanic	3
Multiracial/Other	2
Prefer not to answer	1
Total	16

Key Findings



Feeling Personally Safe is Important

How important is safety to you when considering taking a trip on transit?



- Personal safety is of high importance.
- Both men and women scored the attribute at 9 or higher.
- Time of day travel and locations are key factors that contribute to the perception that an environment is safe for travel by transit.

Deferred Trip Making because of Safety Concerns is More Likely Among Women than Men

Most men do not avoid trip making because of concerns regarding personal safety, unless traveling with children.

I never decide not to take the public transportation. I always feel safety enough to use MTS

man

I have to deal with a lot of the homeless and mental health issues on my street and at my stations. I have a baby and I won't bring him on public transit because it's too dangerous.

woman

Women more often consider:

- Time of day
- Perceived danger associated with a location
- The presence of people with mental health issues and/or unhoused.
- Concerns when traveling with children.

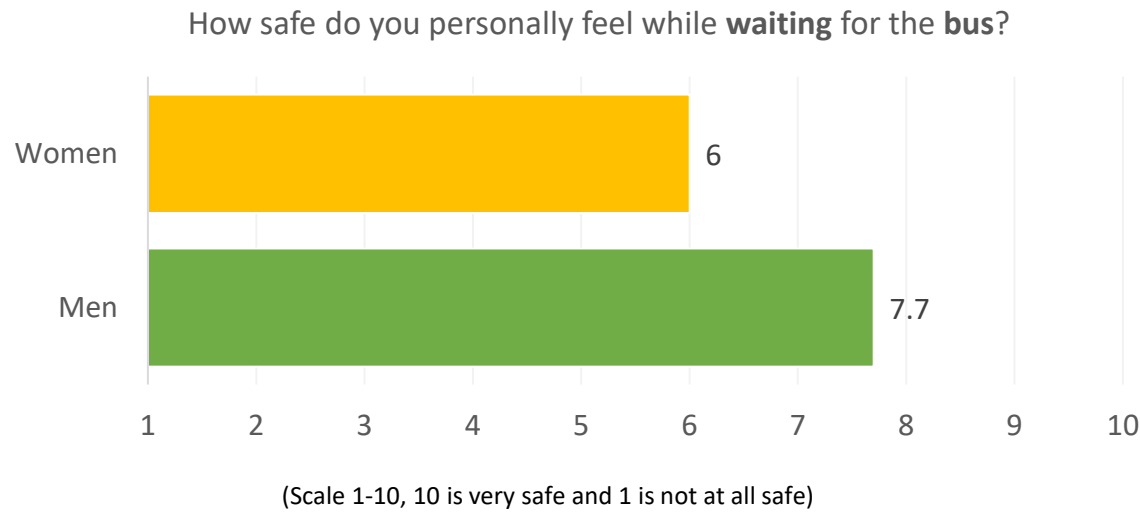
Women Traveling After Dark

I get held up at the hospital and work late and then have to do the dreaded ride in the dark and get to the parking garage. I'm looking for people who are following me, people who are standing around watching and not doing anything.

woman

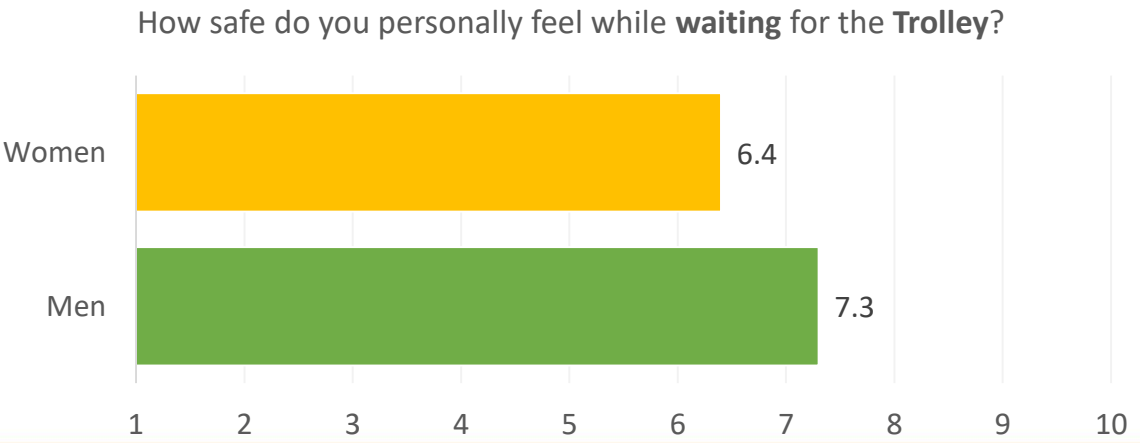
- Women feel less safe traveling after dark.
- Women sometimes opt to take a taxi or Uber/Lyft if they perceive the danger of making the trip is greater than the economic burden of the transit alternative.
- Women would like to use transit after dark so they can take part in more personal and community events.

Perceived Safety While Waiting for Transit



There is a guy that is on the corner of where the bus stop is. A few times he's tried to swing at me or hit me. I have been thinking about walking up a little, or maybe Uber to the Trolley station. Coming home, I usually get off the stop before his stop and then take the longer way down.

woman

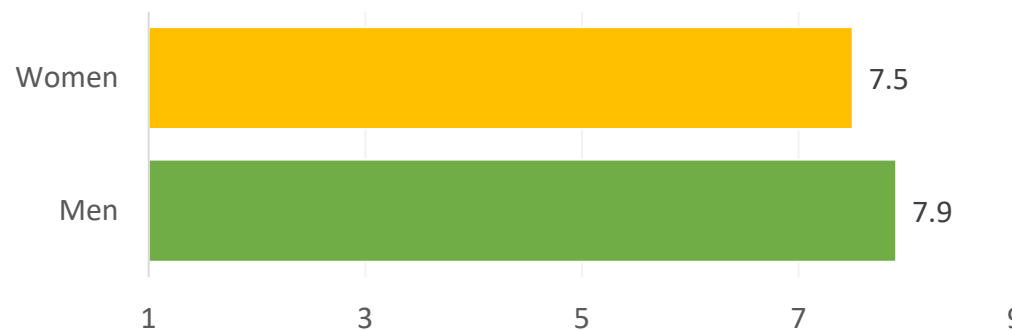


- Stop/station location is important.
- Women try to avoid locations that they perceive as not safe.
- Alternative access/egress routes to stops/stations are considered even if it means more walking.

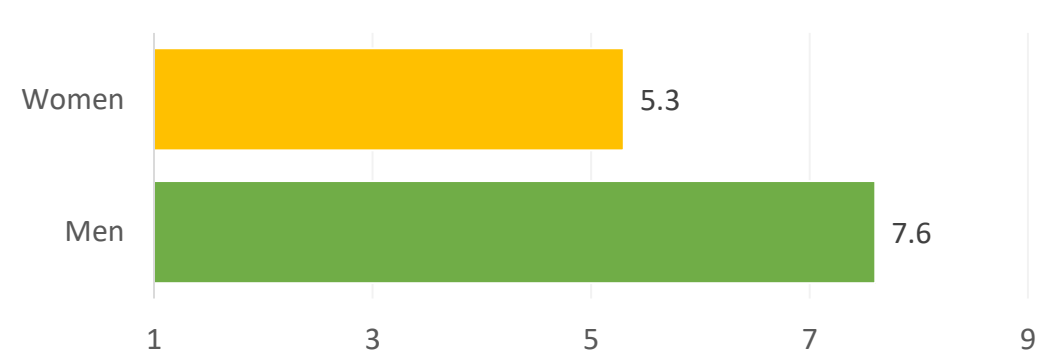
Women Perceive Riding the Trolley and Bus Less Safe than Men

- Men give similar ratings on perceived safety while traveling on the bus and Trolley.
- Women, however, feel safer riding the bus than the Trolley.
- The presence of a coach operator enhances the feeling of security for all.
- Trip time is a factor so participant say they will choose the Trolley because it take less time.

Using a scale of 1-10, how safe do you personally feel while riding the bus?



Using a scale of 1-10, how safe do you personally feel while riding the Trolley?



(Scale 1-10, 10 is very safe and 1 is not at all safe)

Good Lighting and Security Make Participants Feel Safe

The elements of a safe environment while waiting for transit include:

- Good lighting.
- Presence of security cameras.
- Unobstructed visibility.
- The presence of other people.
- Locations that are free of persons who are loitering.
- Presence of security.
- If seating is available semi-protected with unobstructed view.



Other Strategies Used to Enhance Personal Safety

- Staying alert is paramount
 - A common theme among groups was that situational awareness and having “your head on a swivel” is a requirement to feel personally safe.
- Avoiding attracting attention is a safety consideration
 - Women consider what they wear when riding transit and make purposeful choices about shoes, jewelry, backpacks/purses, avoiding anything that they think might draw unwanted attention.
 - Men were less likely to consider to limit attire choices although “dressing down” was mentioned.

Sometimes you worry that maybe this person is dangerous. So that's been my strategy, is just dress down and try to blend in and just basically wear your worst. So you can't take public transportation to go anywhere nice.

Identification of Security Personnel is Easy

- It is easy to identify security personnel by their uniforms and the presence of other gear such as radios.
- Transit ambassadors were identified as persons who assisted with non-security matters.
- There is not always clarity as to the respective roles of the CCIs and the Transit Security.
- However, the presence of both officers promotes a feeling of personal safety.
- The yellow shirts on the CCI make the staff highly visible conveying greater authority even in the absence of a weapon.



Security Personnel are Perceived as Courteous and Respectful

It's always been a pleasant experience. I've never had issues with [Security]. Watching them with other people, they're very lenient.

- The majority of participants have a positive impression of security.
- Personnel are seen as courteous and respectful.
- Courtesy and respect are described as being present and interactive.
 - Personal interaction includes recognition and showing concern for a person's welfare, beyond just conducting a fare check

Overall Perceptions of Security

- Participants like seeing a security presence.
- Knowing that security is present makes them feel safer.
- Participants perceive that security doesn't always address situations and enforce policies the way they would.

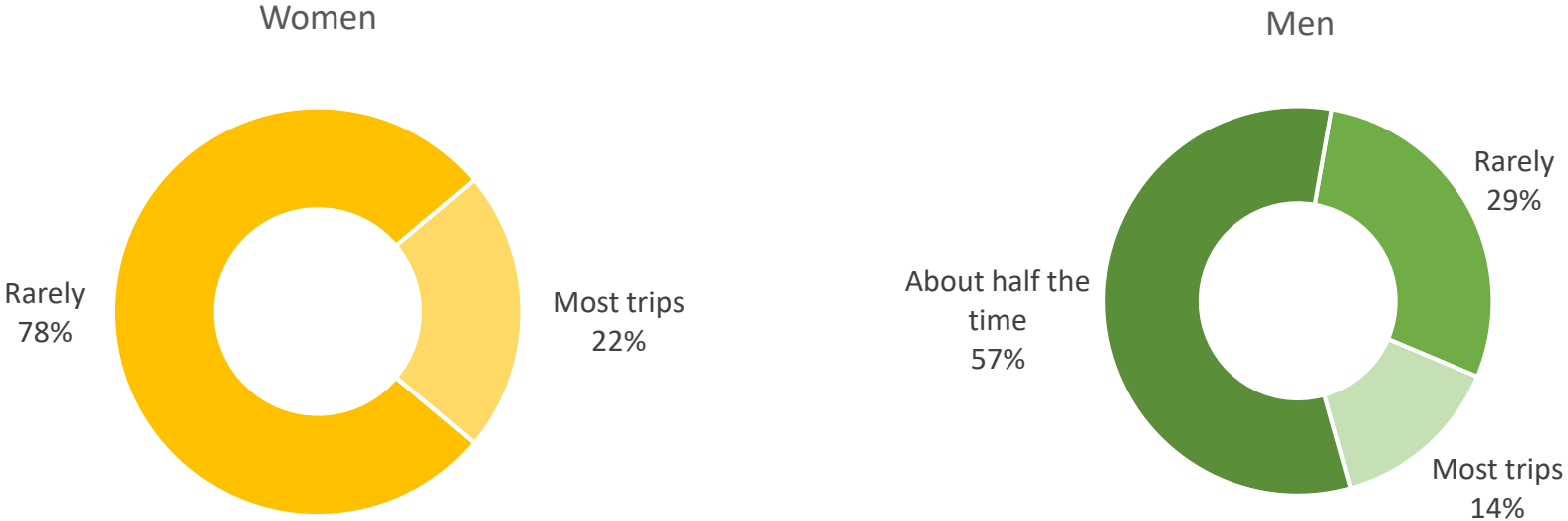
The most [interaction] I have had [with Security] was when I didn't pay for my ticket. They're really understanding and they're really lenient and I've never seen anything escalate past, "Okay, just [pay] next time."

man

I feel a lot safer just having security there, I think people are less likely to do something sketchy, even if the police don't even intervene because sometimes that does happen.

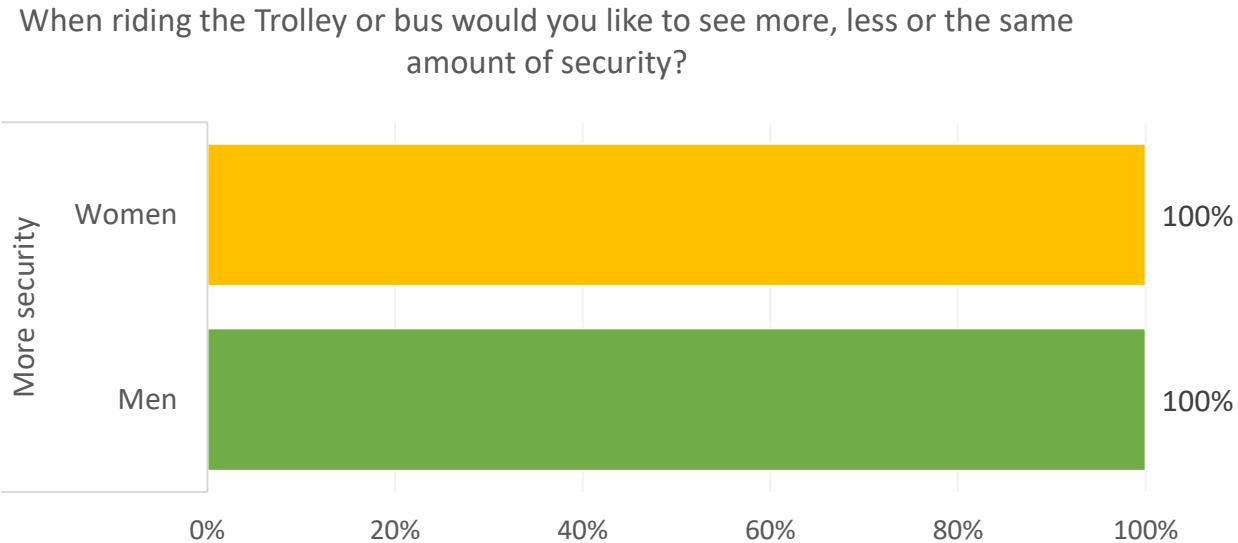
woman

Perceptions of Visible Security



- Women are less likely to recall seeing security than men.
 - Men perceive they observe security on almost three-quarter of their trips.
 - Women perceive they observe security on about a quarter of their trips.

Visible Security Enhances the Feeling of Personal Safety



Participants unanimously agree that:

- the presence of visible security increases their feeling of personal safety.
- want to see more visible security.
- security is less visible in some areas.

Security Goes Beyond Personnel

- Lighting
- There is awareness of cameras at stations and on the buses.
- Next Bus/Trolley arrival signs are seen as security enhancers.
- Awareness of the Ride Assured Number is low.
- Other strategies mentioned included:
 - Increased service frequency
 - Increased cleanliness
 - Emergency call buttons throughout the system



RIDE ASSURED
VIAJE SEGURO

Security is available 24/7 • La seguridad está disponible 24/7

	TEXT Texto	(619) 318-1338
	CALL Llamadas	(619) 595-4960
	GOMTS App	Download / Descargue sdmts.com/gomts

Behavior of Other Passengers is a Concern

- There is an elevated level of concern.
- Incidents occur often regardless of time of day.
- When riders encounter issues on transit they can create fear and discomfort.
- Issues that generate the most concern are:
 - Cleanliness
 - Personal hygiene of others
 - Disruptive behavior
 - Open drug use
 - Fare evasion
- Participants were empathetic and compassionate and think the problems are societal and complicated.
- Shared responsibility of organizations

It's a shared responsibility, which of course complicates it. The City's the State, everybody. And of course, their families, although families can't always help. It takes everyone to solve such a huge problem. And maybe there is no answer.

Consistent Application of Existing Policies

- Participants perceive MTS has policies to address some of the issues:
 - Fare evasion.
 - Inappropriate behavior.
 - Loitering.
- Participants want more consistent application of MTS policies to address some of these issues and this would make them feel safer when using MTS services.
- More visible security is seen as a key driver in the solution.

I don't think MTS will be able to solve [the issues] on their own. But I think having security personnel when you are at the station and on the transit [would help]. I want to feel safe if I'm using the service because I'm paying for it.

Feedback To-Date

- Public Security Committee and Community Advisory Group
- Security and Passenger Safety Community Advisory Committee
 - Improve awareness for Ride Assured alert system
 - Rebrand artwork to make information more direct/clear (underway)
 - Explore new ways to promote – highlighting response times or audio announcements at stations
 - Promote “safe places” around system
 - System cleanliness as an element of passenger safety
 - Examine locations for additional lighting/shelter (underway)
 - Research further where incidents are taking place – on board vs. on platforms
 - Survey frontline employees to learn what they are seeing for passenger interactions



Transit Security and Passenger Safety Outreach Efforts

Outreach Personnel Overview

- One Homeless Outreach Team
 - Monday – Thursday (Day Shift)
- Two Bus Teams
 - 7 days per week (Day Shift)
- One Camp Team
 - Tuesday – Friday (Day Shift)



Homeless Outreach Team

Our Homeless Outreach Team consists of:

- 1 – Code Compliance Inspector
- 1 - Contract Security Officer
- 1- Outreach worker

*(Provided by Downtown San Diego Partnership
Unhoused Care Team)*



Downtown San Diego Partnership

- Provide Unhoused Care Team members to partner with our team
- Assist in clearing areas that create safety hazards for MTS employees and customers
- Permitted access to the Rapid Response Team



Homeless Outreach Team Productivity

2022

Patron Contacts- **218**
Family Reunification- **02**
Approved Shelter (no beds) - **20**
Placed in shelter-**16**
HHSA Benefits-**22**

2023

Patron Contacts- **1023**
Family Reunification- **02**
Approved Shelter (no beds) - **16**
Placed in shelter-**17**
HHSA Benefits-**25**

Homeless Outreach Team Challenges

- Do not have coverage 7 days per week
- Do not have night coverage
- Only one outreach worker
- No mental health crisis component
 - Unable to provide case management



Homeless Outreach Team - Future

- Additional Outreach Team (s)
- Dedicated outreach workers who are only responsible for transit
- Dedicated shelter bed space
- Assigned mental health clinician
- Outreach partnership that are not limited to one geographical area
 - Most outreach teams are siloed and not able to cross jurisdictional boundaries

Bus Enforcement Support Team (B.E.S.T)

Our B.E.S.T. Team consists of:

- 1 Code Compliance Inspector
- 1 Transit Security Officer

- Two teams – 7 Days Per Week Coverage



Bus Enforcement Support Team (B.E.S.T.) 2022

- Patron Contacts - **573**
- Operator Contacts - **1121**
- Calls for Service - **265**
- Resources offered - **73**
- Resources Declined- **105**



Bus Enforcement Support Team Challenges

- Do not have night coverage
- No dedicated outreach workers



Bus Enforcement Support Team - Future

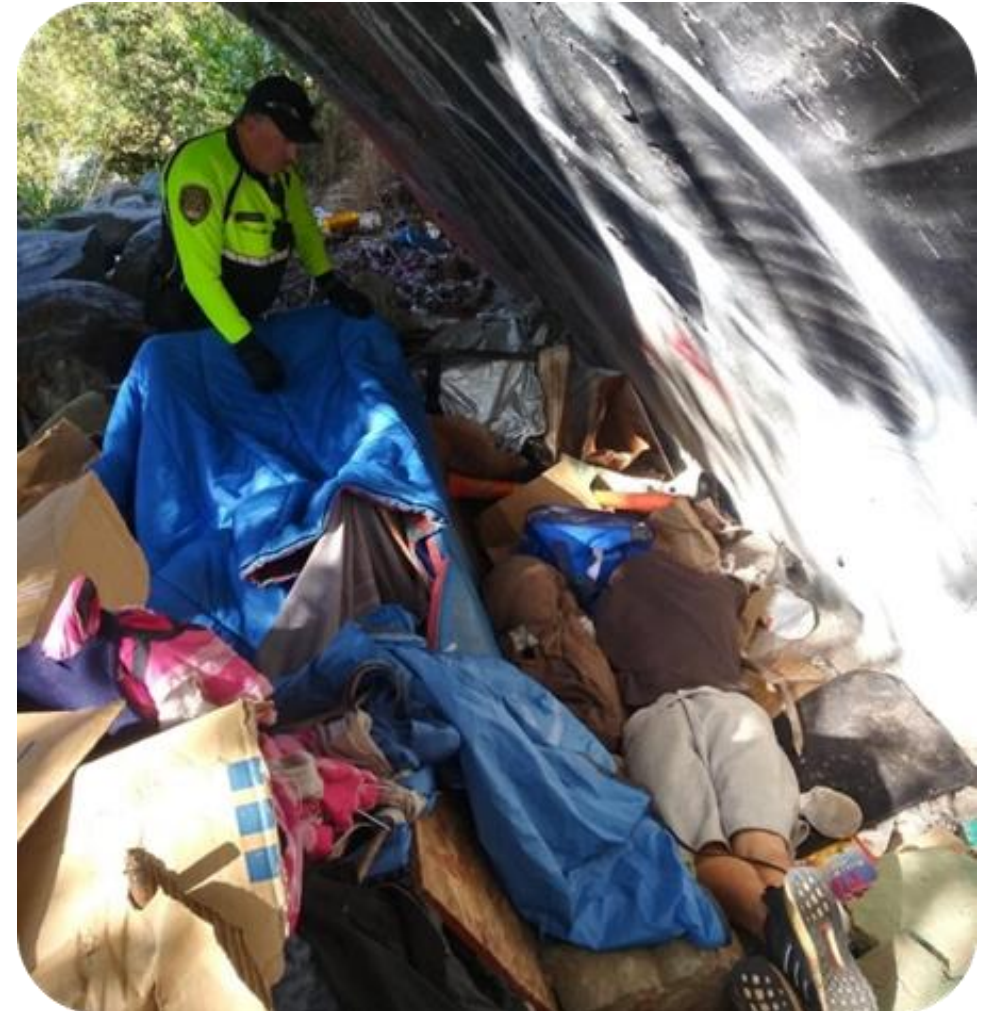
- Add two additional teams to cover night shift 7 days per week



Camp Team

Our Camp Team consists of:

- 1 Code Compliance Inspector
- 1 Transit Security Officer
- 4 Days Per Week Coverage



Camp Team Partners

- SDPD HOT Team
- SDPD Neighborhood Policing Unit
- La Mesa HOME Team
- Chula Vista PD HOT Team
- San Diego Fire River Rescue
- San Diego Lifeguards
- Caltrans
- Urban Corps



Camp Team - 2022

- Contacts - **1,540 (97% declined Services)**
- Calls for Service - **50**
- Encampment Details - **189**
- River Details - **119**
- Citations - **18**
- Systemwide Cleanups - **51,370 lbs.** of trash removed



Camp Team Challenges

- Do not have coverage 7 days per week
- No dedicated outreach workers



Camp Team - Future

- Add one additional team for 7-day per week coverage
- Add Outreach Worker

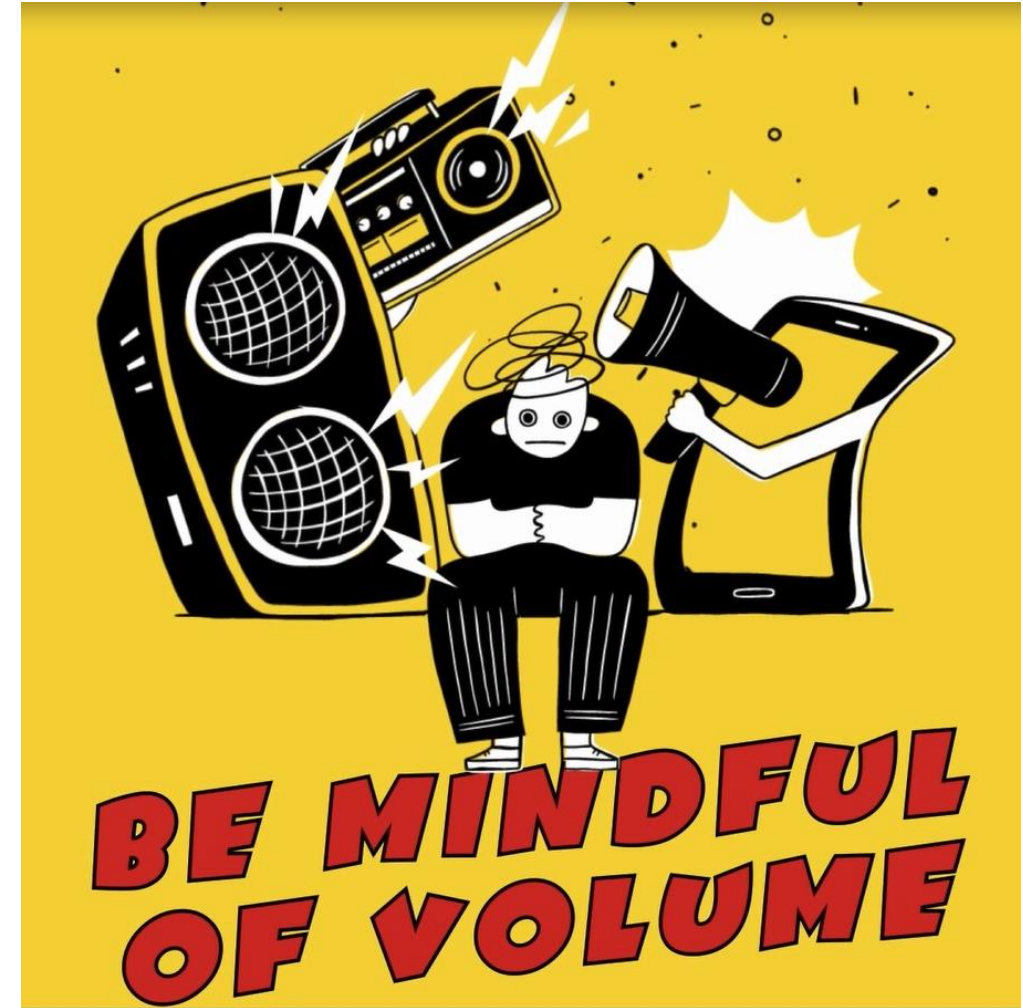


Additional Outreach Efforts

- Updated resource literature to include all areas of the county (1 pamphlet)
- Bi-Monthly management meetings with outreach team
- National Work Group (attended conference in Denver)
- Regional Task Force on Homelessness Conference
- UCSD Transit and Homelessness in San Diego symposium
- Roundtable Meeting - Safety in the East Village Education Corridor
- Participated in San Diego State's Homeless Resource Day (SDSUPD, SD Live Well, Think Dignity, MTS HOT Team and MTS Camps Team)

Next Steps

- Launched *Respect the Ride* rider etiquette campaign
- Improve access/education for Ride Assured security hotline
- MTS Security identifying ways to enhance approach to security efforts/improve visibility



Questions and/or Comments



**Metropolitan
Transit
System**

Agenda Item No. 5

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

September 14, 2023

SUBJECT:

MTS ACCESS UPDATE

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

Staff to provide an update on MTS Access services and the ADA Paratransit monthly reports. Attached monthly reports cover the period from May 1, 2023 to July 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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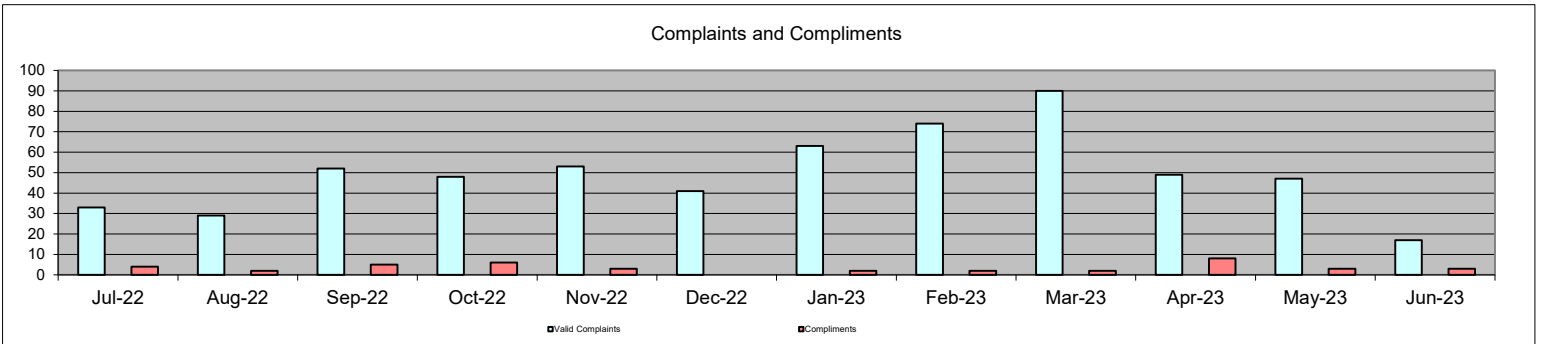
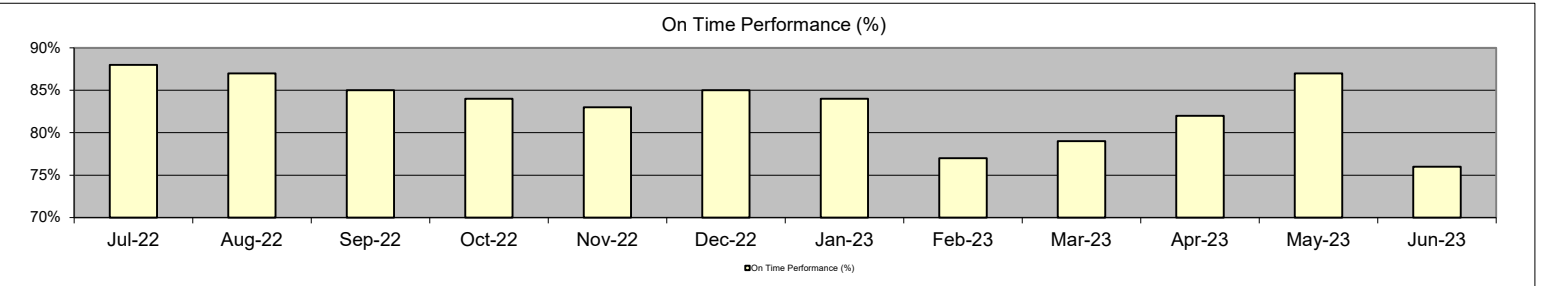
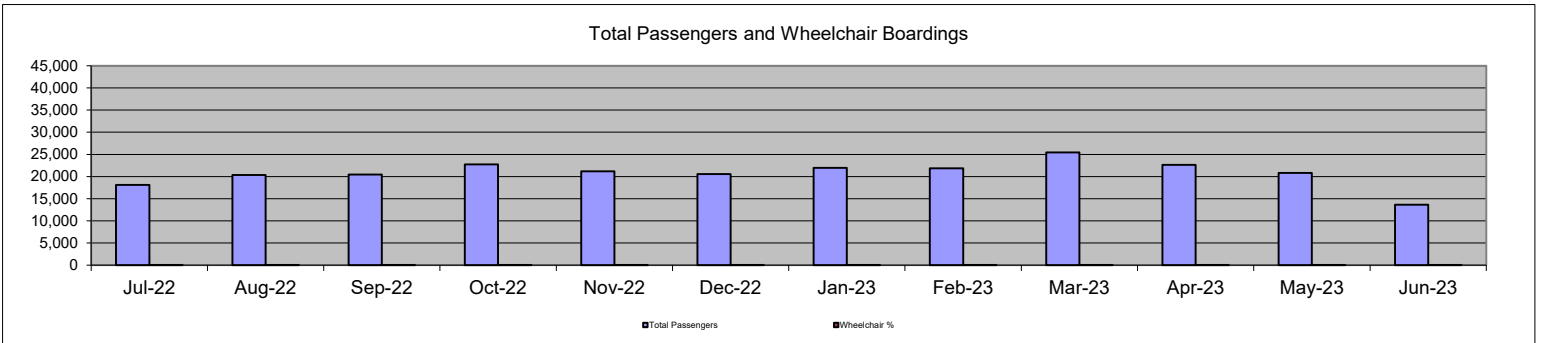
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MTS Access ASAC Report FY 23

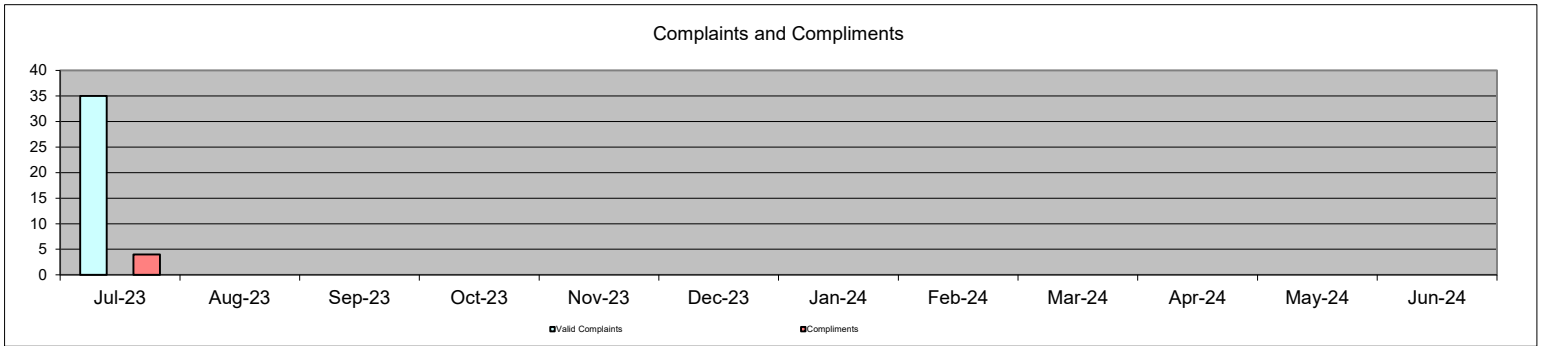
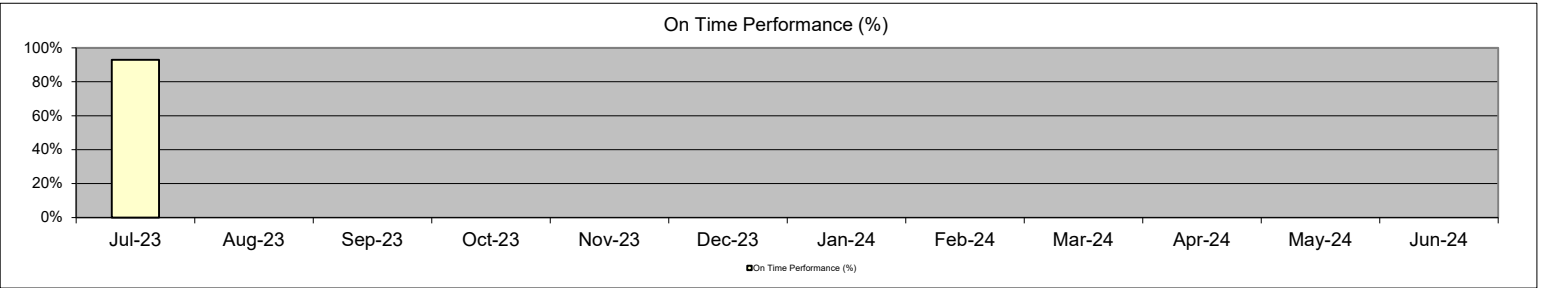
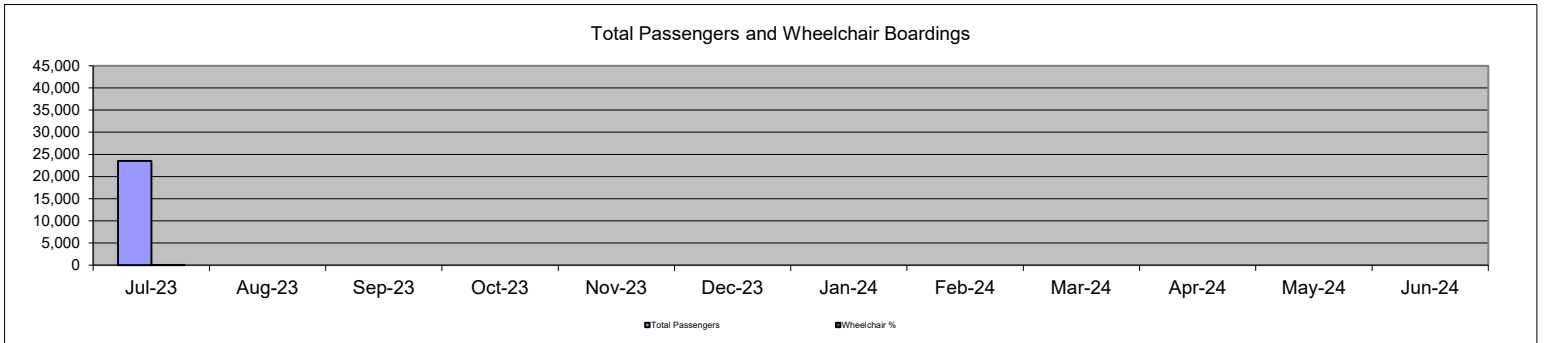
	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
Total Passengers	18,089	20,370	20,467	22,744	21,208	20,538	21,981	21,833	25,432	22,628	20,795	13,623	249,708
Wheelchair %	31%	31%	33%	33%	34%	37%	37%	37%	36%	38%	38%	41%	426%
On Time Performance (%)	88%	87%	85%	84%	83%	85%	84%	77%	79%	82%	87%	76%	997%
Valid Complaints	33	29	52	48	53	41	63	74	90	49	47	17	596
Compliments	4	2	5	6	3		2	2	2	8	3	3	40





MTS Access ASAC Report FY 24

	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
Total Passengers	23,508												23,508
Wheelchair %	41%												41%
On Time Performance (%)	93%												93%
Valid Complaints	35												35
Compliments	4												4

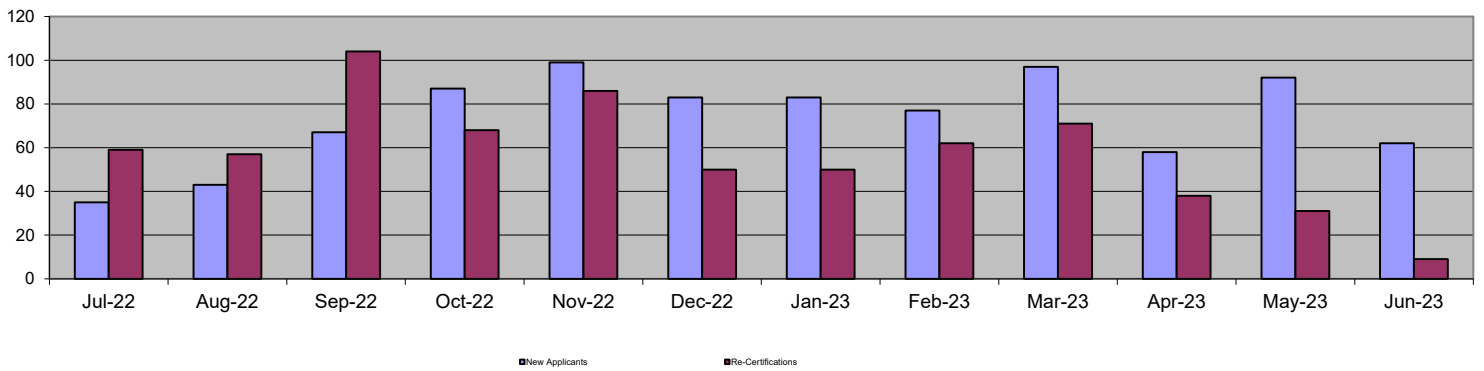




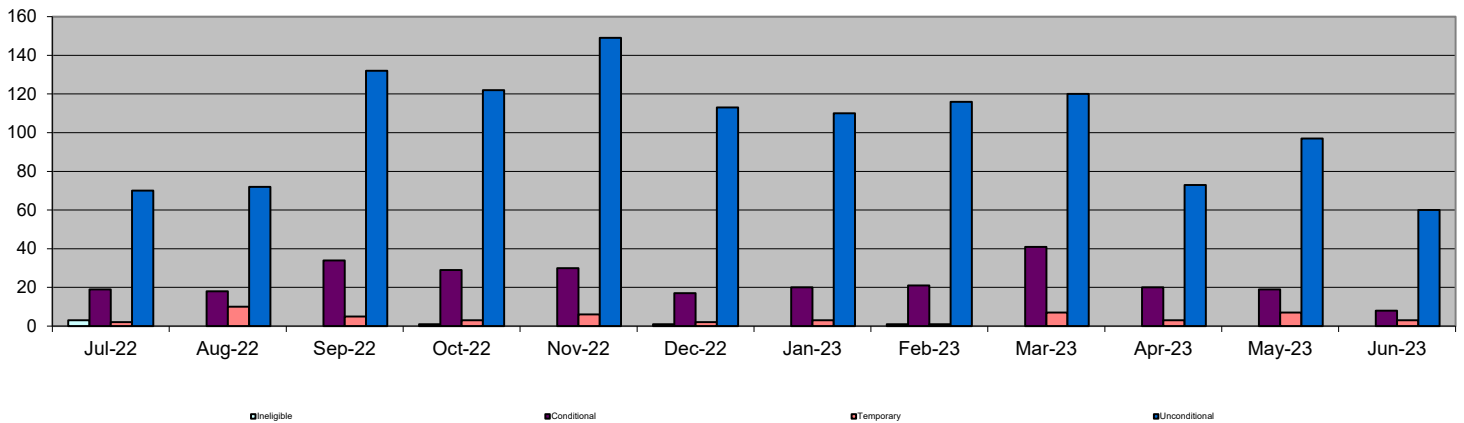
MTM Certification Summary Report FY 23

	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	92	62	883
Re-Certifications	59	57	104	68	86	50	50	62	71	38	31	9	685
Total	94	100	171	155	185	133	133	139	168	96	123	71	1,568
Ineligible	3	-	-	1	-	1	-	1	-	-	-	-	6
Conditional	19	18	34	29	30	17	20	21	41	20	19	8	276
Temporary	2	10	5	3	6	2	3	1	7	3	7	3	52
Unconditional	70	72	132	122	149	113	110	116	120	73	97	60	1,234
Total	94	100	171	155	185	133	133	139	168	96	123	71	1,568

New Applicants and Re-Certifications



Eligibility

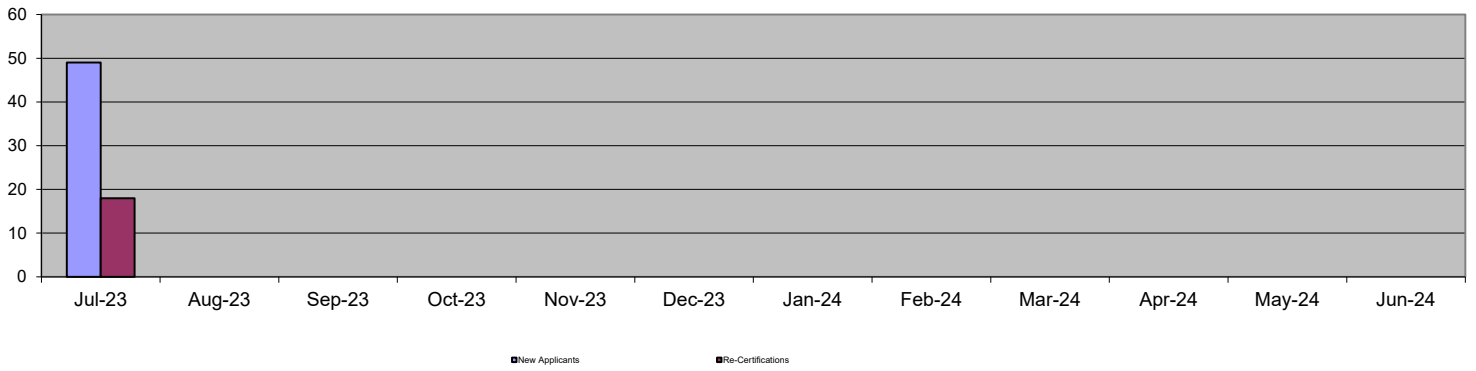




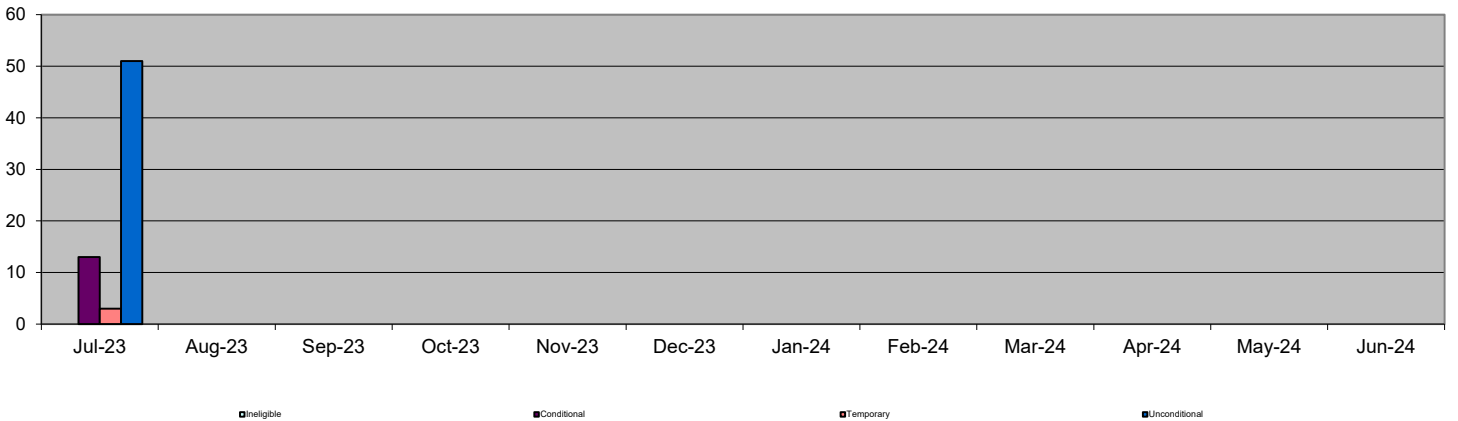
MTM Certification Summary Report FY 24

	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
New Applicants	49												49
Re-Certifications	18												18
Total	67												67
Ineligible	-												
Conditional	13												13
Temporary	3												3
Unconditional	51												51
Total	67												67

New Applicants and Re-Certifications



Eligibility





**Metropolitan
Transit
System**

Agenda Item No. 6

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

September 14, 2023

SUBJECT:

FIXED-ROUTE UPDATE

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

Staff to provide an update on Fixed-Route services and reports. Attached monthly reports cover the period from May 1, 2023 to July 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

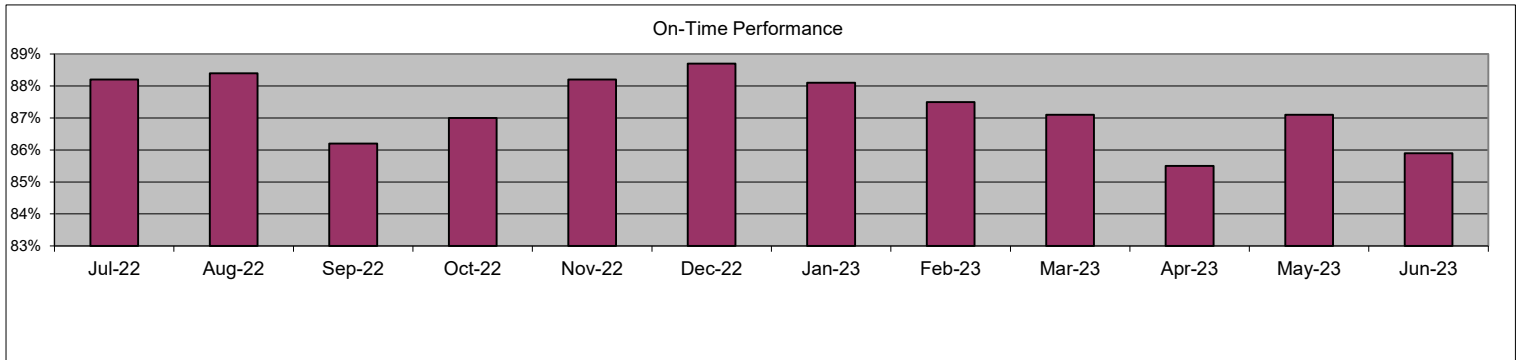
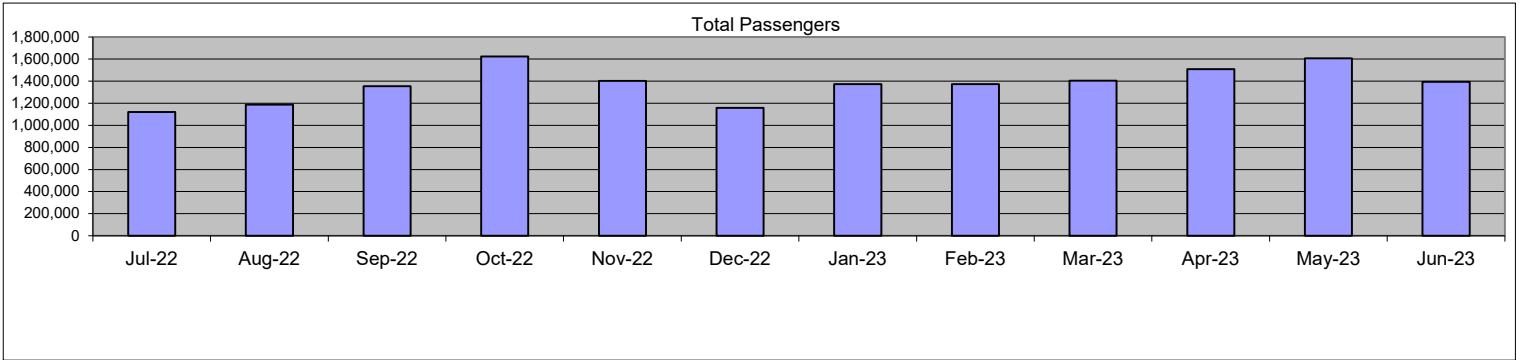
Attachment: A. MTS Bus Report, MTS Contract Services Report, and San Diego Trolley Report





MTS Bus Report FY 23

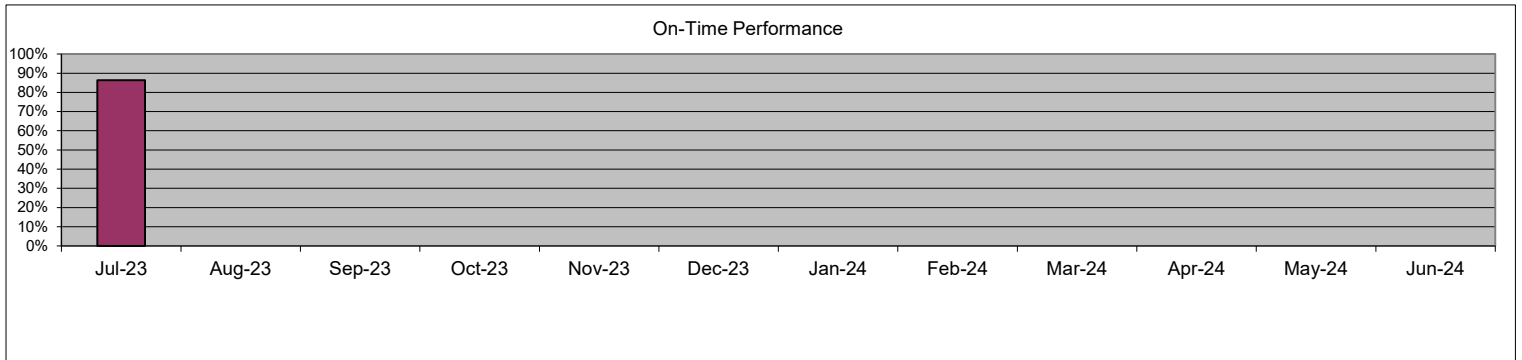
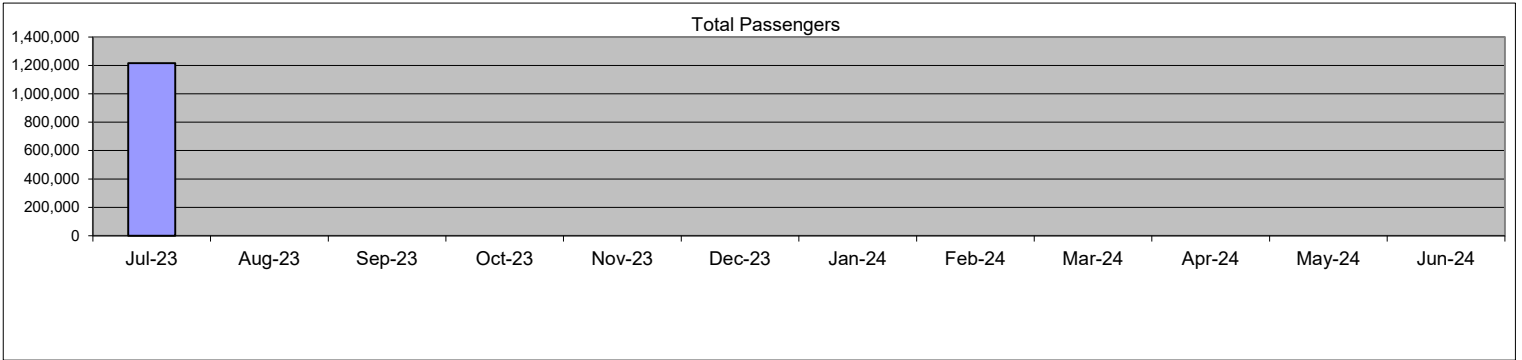
	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
Total Passengers	1,120,855	1,187,686	1,355,570	1,624,901	1,401,907	1,157,619	1,372,492	1,373,730	1,405,429	1,508,571	1,608,174	1,395,085	16,512,019
On-Time Performance	88%	88%	86%	87%	88%	89%	88%	88%	87%	86%	87%	86%	87%





MTS Bus Report FY 24

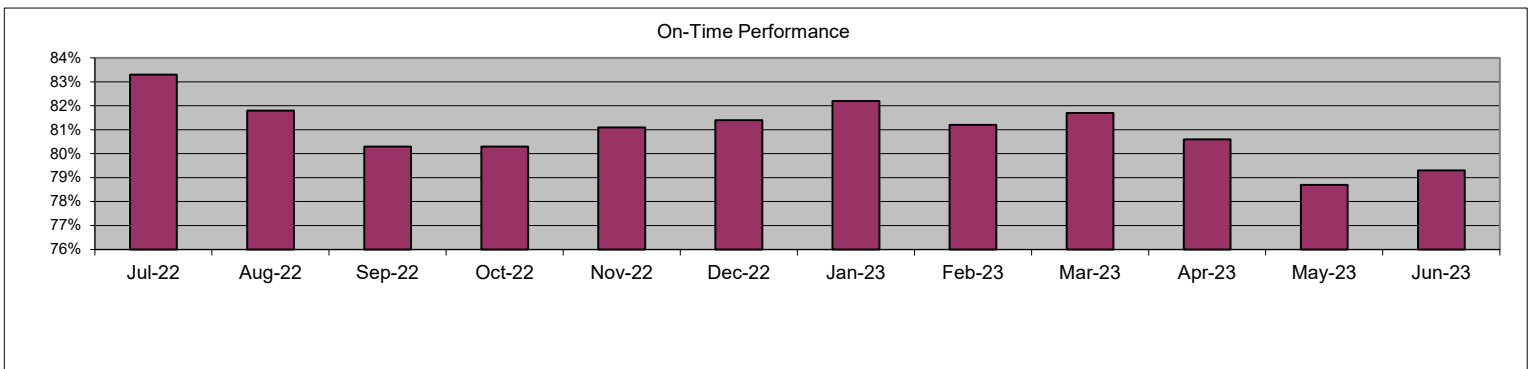
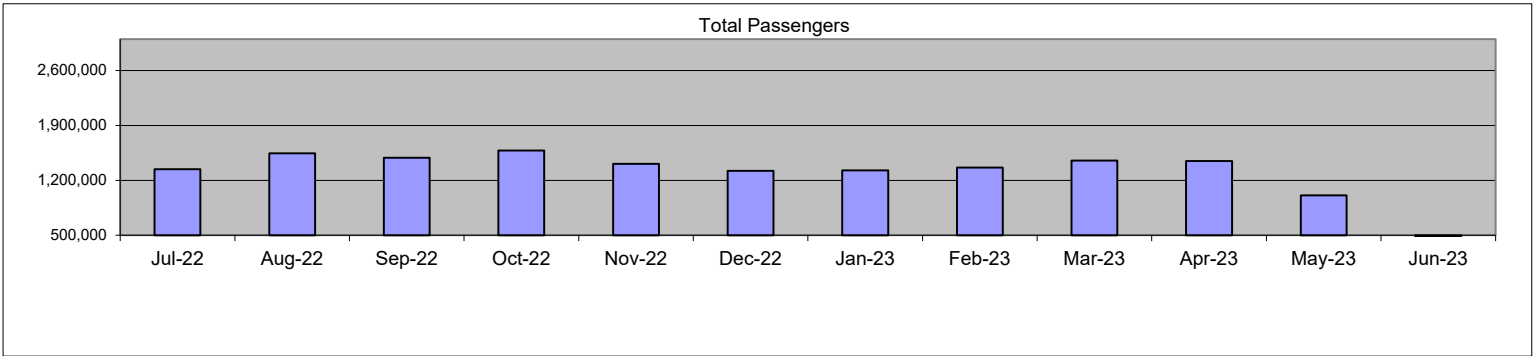
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
Total Passengers	1,216,332												1,216,332
On-Time Performance	86%												86%





MTS Contract Services Report FY 23

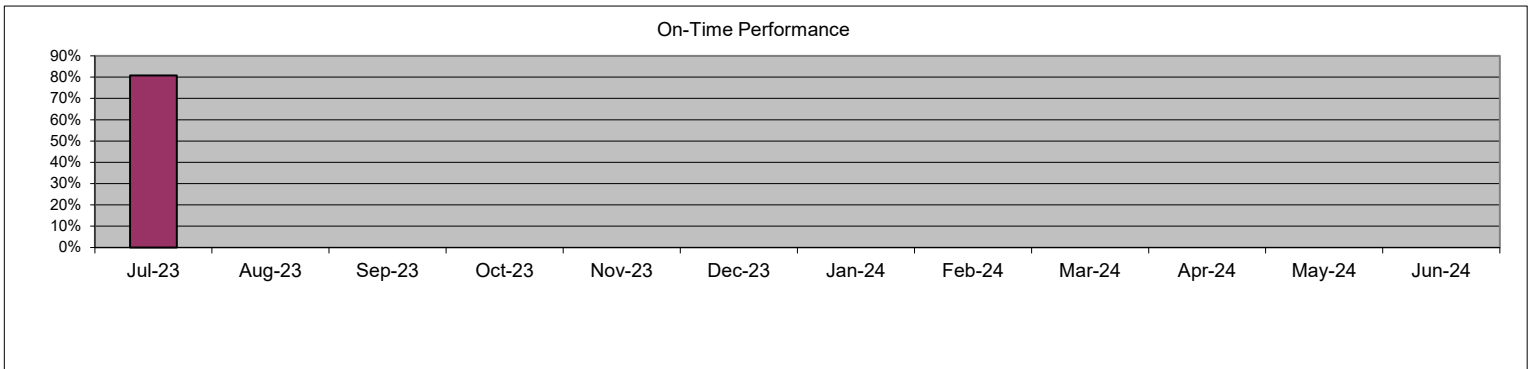
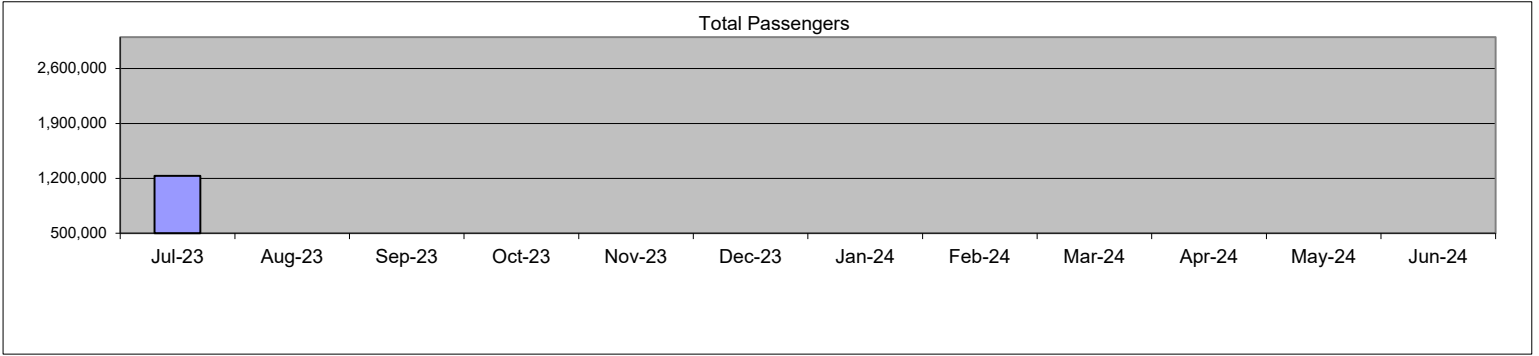
	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
Total Passengers	1,341,547	1,544,238	1,488,134	1,579,030	1,411,380	1,321,401	1,326,250	1,362,646	1,450,567	1,446,547	1,007,705	481,212	15,760,657
On-Time Performance	83%	82%	80%	80%	81%	81%	82%	81%	82%	81%	79%	79%	81%





MTS Contract Services Report FY 24

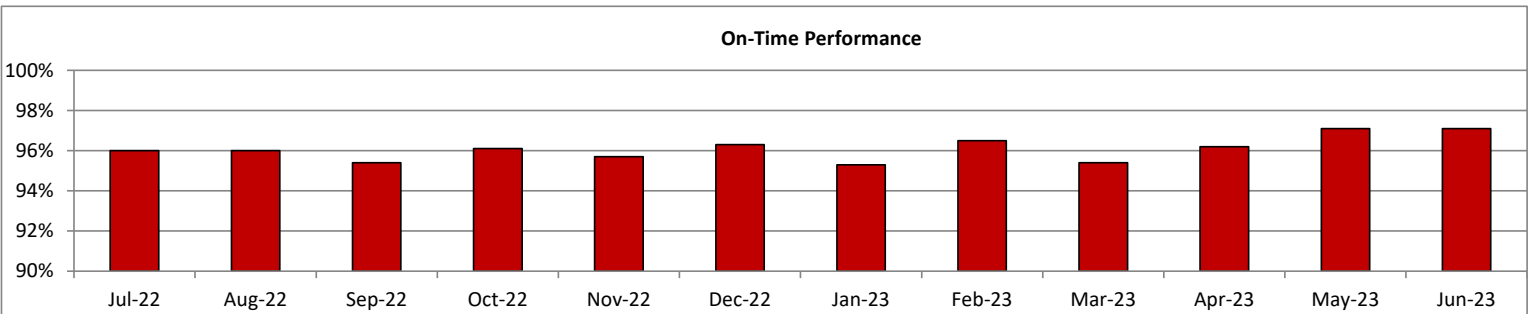
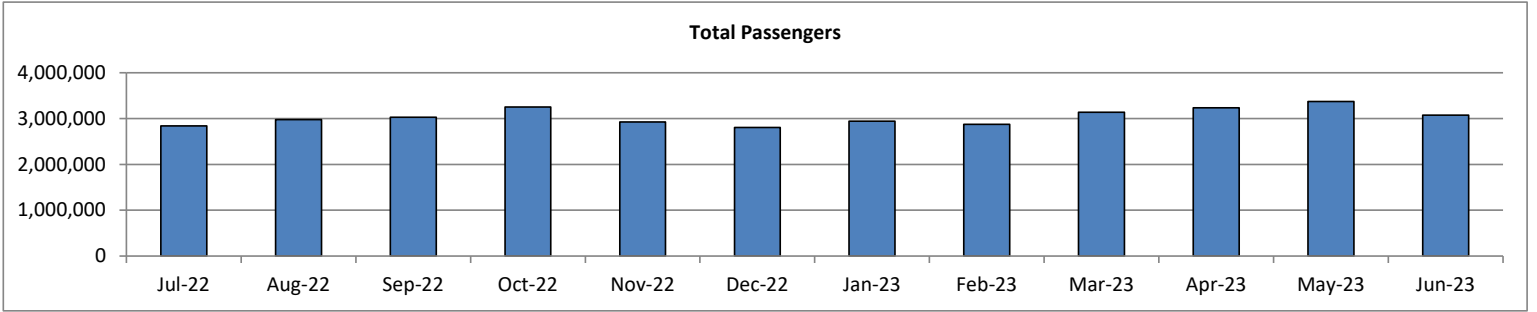
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
Total Passengers	1,230,233												1,230,233
On-Time Performance	81%												81%





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	2,872,186	3,138,323	3,233,875	3,370,166	3,075,343	36,461,667
On-Time Performance	96%	96%	95%	96%	96%	96%	95%	97%	95%	96%	97%	97%	96%





San Diego Trolley Report

FY 24

Total - All Lines	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
Total Passengers	3,474,774												3,474,774
On-Time Performance	97%												97%

