

MINUTES

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM

ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

September 12, 2024

[Clerk's note: Except where noted, public, staff and Committee 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 Accessible Services Advisory Committee meeting to order at 1:00 p.m. A roll call sheet listing Accessible Services Advisory Committee member attendance is attached as Attachment A.

2. **Public Comments**

Sharlene Ornelas – A resident of Chula Vista made a verbal statement to the Committee during the meeting. Sharlene expressed frustration with an experience on the Blue Line Trolley.

3. **Approval of Minutes**

Chair George Gastil moved to approve the minutes of the July 18, 2024, MTS Accessible Services Advisory Committee meeting. Committee Member David Marino seconded the motion, and the vote was 10 in favor (Committee Member: Alyssa Ahn, Benjamin Gembler, Christina Hernandez, David Marino, George Gastil, Jacob Carson, Kacie Rodvill, Kimberly Taylor, Monique Ball, Todd Lordson) to 1 opposed (Committee Member Rene Rodriguez), with Debbie Marshall, Irene Santiesteban, Letty Zuno, and Tarrence Lewis absent.

DISCUSSION ITEMS

4. **APTA Peer Review (Charles Posejpal)**

Charles Posejpal, MTS Manager of Paratransit and Minibus, presented on APTA Peer Review of MTS Access results. He presented on the observations and recommendations of the APTA Peer Review and MTS's reply to these findings. He also presented on highlights the APTA team found during this process. Key points were eligibility, policy, rider service, staffing, and data management. MTS agreed with many of the recommendations and have already started implementing changes to the Access program.

Public Comment

There were no Public Comments.

Committee Comment

Committee Member David Marino stated that cognitive functional assessments are usually done by a licensed psychologist. He asked if the interviewer held the certification necessary to make that decision. Mr. Posejpal informed David that the agency's cognitive functional assessment determines the ability to use fixed route services or paratransit services. Mr. Posejpal elaborated that the agency wanted to build a more in-depth functional assessment.

Committee member Todd Lordson noted that in the past, they had a good working relationship with First Transit to do subscription rides, but in the past couple of years, that has been lost. Mr. Posejpal offered to connect him with the General Manager of Transdev to address those concerns.

Chair George Gastil was glad to hear the morale was good with First Transit. He noted that they should be mindful that morale is incredibly important.

Committee Member David Marino wanted to know if it was possible to expand the subscription services definition. Mr. Posejpal stated that as long as their trip qualified for paratransit services it is something the agency could investigate.

Action Taken

Informational item only. No action taken.

5. MTS Access Update (Charles Posejpal)

Mr. Posejpal provided an update on MTS Access Services. He discussed the FY24 ridership data to the FY23 ridership data. Taxi had a little over 65,000 in FY24 compared to about 58,000 in FY 23. Access had about 200,000 in FY24 compared to 178,000 in FY23. The combined ridership was about 315,000 for FY24 compared to 250,000 for FY23. For complaints in FY24, MTS saw improvement for decreasing complaints and an increase in compliments compared to FY23. For eligibility, MTS saw a slight decrease of 1,200 for FY24 compared to 1,568 for FY23. There was an increase of about 50 SDM applications. MTS saw a large decrease in PRONTO Extend from 221 in FY23 to just 96 in FY24.

Public Comment

There were no Public Comments.

Committee Comment

Committee member Tood Lordson asked if Care7 was considered a Taxi or MTS Access service. Mr. Posejpal replied that they are considered Taxi service.

Committee Member Rene Rodriguez stated the attachment numbers were small and requested for larger fonts at future meetings. Mr. Posejpal assured him that the change would be made at the next meeting.

Action Taken

Informational item only. No action taken.

6. Fixed-Route and Trolley Update (Keith Vann and Brent Boyd)

Keith Vann, MTS Manager of Service Operations, presented on Fixed-Route updates. He informed the Committee of the agency's weekly hiring events due to staffing shortages, with training classes start every three weeks. MTS had a service change September 1 with no major changes, just seasonal and weekend adjustments. He mentioned the Bus Enforcement Team that has a dedicated morning team for bus operations to respond to radio calls. They have just added a night team, giving MTS about 20 hours of security coverage just for bus.

Brent Boyd, MTS Manager of Rail Planning and Performance, presented on Trolley updates. He informed the Committee of the major Trolley service change on September 29 with the change of the Orange and Green Line to the Copper Line. Currently, there is a weekday, Saturday, and Sunday schedule and service will be going to a weekday and weekend schedule. There will be a rider appreciation event at El Cajon on Monday, September 30. For the January service

change, MTS is on target to implement 15-minute service on all Trolley lines at all times. Mr. Vann also added the reminder of Free Ride Day on October 2.

Public Comment

There were no Public Comments.

Committee Comment

Chair George Gastil noted he was under the impression that there was an increase in ridership during Free Ride Day. Mr. Vann mentioned that free ride day included all bus, Trolley and NCTD services as well.

Committee member Benjamin Gembler asked about nighttime security and whether they addressed hot spots. Mr. Vann stated that they work with the customer service department to address hotspots. Committee Member Benjamin Gembler asked if the agency had received feedback from riders with disabilities about transportation to and from Padres games. Mr. Boyd stated that at most events the agency performs 15-minute or better service as the agency has extra trains on standby. Mr. Boyd noted that generally, the agency has very good feedback.

Committee Member David Marino asked if the agency had a specific area designated for wheelchair vehicles to pull into Petco Park. He stated that drivers and passengers are not sure where they should go for pick up and drop off. Mr. Posejpal stated that common places are generally designated for pick up and drop off in the scheduling system.

Action Taken

Informational item only. No action taken.

OTHER ITEMS

7. Committee Member Communications

There was no Committee Member Communications and Other Business discussion.

8. Next Meeting Date

The next Accessible Services Advisory Committee meeting is scheduled for December 19, 2024, at 1:00 p.m.

9. Adjournment

Chair George Gastil adjourned the meeting at 1:46 p.m.

/S/ George Gastil
Chairperson
San Diego Metropolitan Transit System

/S/ Diana Hernandez
Committee Clerk
San Diego Metropolitan Transit System

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

ROLL CALL

MEETING OF (DATE): September 12, 2024

CALL TO ORDER (TIME): 1:01pm

ADJOURN: 1:46pm

COMMITTEE MEMBER		ALTERNATE		ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Voting Committee Members						
George Gastil (Chair)	☒	None	☐	ASAC Chair	1:01pm	1:46pm
Letty Zuno	☐	Hermes Castro	☐	Access to Independence	ABSENT	ABSENT
Christian Hernandez	☒	Arun Prem	☐	FACT (CTSA)	1:01pm	1:46pm
Debbie Marshall	☐	Vacant	☐	State Council on Developmental Disabilities	ABSENT	ABSENT
Todd Lordson	☒	Jorge Malone	☐	San Diego Regional Center	1:01pm	1:46pm
Samantha Stephan	☐	Kimberly Taylor	☒	San Diego Center for the Blind	1:01pm	1:46pm
Zaccary Bradt	☐	Benjamin Gembler	☒	SANDAG	1:01pm	1:46pm
Alyssa Ahn	☒	Daniela Turner	☐	Caltrans	1:01pm	1:46pm
Jana Schwartz	☐	Jacob Carson	☒	County of San Diego AIS	1:01pm	1:46pm
Irene Santiesteban	☐	Christine Moore	☐	Paratransit Consumer	ABSENT	ABSENT
David Marino	☒	Eugenia Kainz	☐	Paratransit Consumer	1:01pm	1:46pm
Rose Napoleon	☐	Rene Rodriguez	☒	Fixed Route Consumer	1:01pm	1:46pm
Tarrence Lewis	☐	Walter Castillo	☐	Fixed Route Consumer	ABSENT	ABSENT
Monique Ball	☒	Wendy Merritt	☐	Deaf Community Services	1:01pm	1:46pm
Kacie Rodvill	☒	Betsy Knight	☐	County of San Diego Behavioral Health Services	1:01pm	1:46pm

COMMITTEE CLERK: /S/ Diana Hernandez