

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

March 13, 2025

[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 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

There were no Public Comments.

[Clerk note: Chair allowed Committee Member comment regarding items not on the agenda at this time.]

Committee Comment

Committee Member Marino gave appreciation for the service MTS provided and explained how it helped him. He also gave gratitude to the drivers for their good performance.

Committee Member Rodriguez was concerned about the Do Not Leave Alone policy ending. Chair Gastil asked if that was on the agenda. Mr. Posejpal, MTS Manager of Paratransit and Minibus, responded no. Chair Gastil asked if it could be discussed at the next meeting and Mr. Posejpal responded that it would be added to the agenda at the next meeting.

3. Approval of Minutes

Committee Member Marino moved to approve the minutes of the September 12, 2024, and December 19, 2024, MTS Accessible Services Advisory Committee meeting. Chair Gastil seconded the motion, and the vote was 10 to 0 in favor and Debbie Marshall, Marianela Camarillo, Irene Santiesteban, Tarrence Lewis and Monique Ball absent.

DISCUSSION ITEMS

4. Comprehensive Operational Analysis (COA) (Brent Boyd)

Brent Boyd, MTS Director of Planning and Scheduling, presented on the COA. He outlined: background, history, timing, goals, planning scenarios, project management, tasks, timeline, alternative revenue sources, potential ballot measure, fare study, and staff's recommendations.

Public Comment

There were no public comments.

Committee Comment

Chair Gastil asked if there was anybody who is particularly focused on the paratransit aspect of a potential ballot measure. He suggested that voters might be inclined to support seniors and people with disabilities. Mr. Boyd responded that they would be looking at paratransit as part of the overall analysis when reviewing the performance of operations. He stated a separate

initiative would take place hiring a consultant to analyze polling data and to conduct public outreach. He assured the Committee that anything related to paratransit and seniors was likely to be included in the ballot measure language.

Committee Member Garrett asked if it was possible to incorporate paratransit data related to locations, origin, destination, and traveling time into the COA. He hoped the consultant looked at service areas that might be increasing or decreasing. Mr. Boyd answered yes.

Committee Member Marino asked if this COA will be as large or like the COA from 2004 or 2006. Mr. Boyd replied that this would reflect the Transit Optimization Plan in 2010. He explained that the COA of 2004 or 2006 was a larger effort because it was when MTS consolidated with other agencies and that prior to this it was a multitude of municipalities operating. He stated that after combining all operating agencies into one they then focused on more frequent routes. He explained that around 2017 or 2018 the system was reassessed with a more refined approach than the original COA. Committee Member Marino mentioned the chaos of the old fare structure. Mr. Boyd agreed, explaining it was due to having multiple agencies operating with different fares. He stated that MTS was in the beginning stages of a new fare analysis during which they would be looking at fare structure and pricing.

Committee Member Zuno asked about the \$75 million additional revenue and asked if there was an assumption of a successful ballot measure. Mr. Boyd replied yes and explained it was an estimate and it will be refined as we go through the process. He stated that it is a base estimate on 1/2 cent sales tax assuming that the money will be shared with other areas of the agency. He explained that scenario 2 will also be refined over time as the economy affects us and stated that the data presented would be different by the time the agency reaches the final implementation. Committee Member Zuno asked if this ballot measure is the only strategy to generate the \$75 million. Mr. Boyd responded no, the agency is looking at various funding mechanisms. He stated that all the transit agencies in California are working together to figure out ways to increase funding. He stated that a sales tax measure or any other type of measure is not guaranteed. Committee Member Zuno asked if community feedback is included in the project at different times. Mr. Boyd replied that the COA will be overseen by the MTS Planning and Scheduling Department and then the outreach will be done by the MTS Marketing Department. He stated there would be more information coming out regarding public participation in coming months.

Committee Member Rodriguez asked where the agency currently was in reference to the task chart. Mr. Boyd explained that the project was in the procurement phase, next would be board approval for the contract, which will then trigger the project to begin in May or June 2025. Committee Member Rodriguez asked if this is when fare increases will begin. Mr. Boyd answered that this was an effort including San Diego Association of Governments (SANDAG) and North County Transit District (NCTD). He explained that the task of creating a scenario of potential increased service will begin at the end of 2025 and be complete in 2026. He stated that creation of a plan that reduces service will take be prepared during the 2026 calendar year.

Committee Member Lordson referenced the timeline chart which says in June begins board approval and projected start date. He then asked if the committee could get an update on the standing of this project during that time. Mr. Boyd responded yes.

Action Taken

Informational item only. No action taken.

5. Fixed Route and Trolley Update (Aaron Pitt and Charles Posejpal)

Charles Posejpal, MTS Manager of Paratransit and Minibus, presented on Fixed Route Updates. He outlined a hiring update with 485 drivers currently recruited out of a 500 drivers' goal. He also spoke on bus operator training classes with nine student operators that graduate tomorrow; a bus operator training class with 9 student operators; and a bus operator training class on March 3rd with 11 student operators. He stated there will be a Green Line bus bridge from Park Blvd. and Harbor Dr. due to upcoming grade crossing work.

Mr. Posejpal introduced Aaron Pitt, Manager of Special Operations, who proceeded to give an overview of the trolley operations. He explained there was a planned trolley closure due to construction on Park Blvd. and Harbor Dr., and currently a bus bridge was set up for the Green Line. Mr. Pitt stated that the agency would attempt to run extra trolley service to accommodate the public and they are ready for the Wave season starting on March 22nd along with Padres season starting on March 27th. He also informed the Committee that Orange Line improvement closures are anticipated in the later part of this year and that there will be several weekend closures to update and enhance the Orange Line.

Public Comment

There were no public comments.

Committee Comment

Committee Member Garrett commented that he has witnessed a patron in a wheelchair attempting to board a trolley at the end of a game but because of the large amount of people and because the operator did not pull up to the correct spot, this person was unable to board. Mr. Garrett asked if there were any instructions that MTS can provide to the special event trolley workers to avoid future incidents like this one. Mr. Pitt answered that he would contact both passenger support representatives and security to better serve those patrons.

Committee Member Rodriguez asked if there were going to be outreach teams during and near the games. Mr. Pitt responded that MTS has supervisors, security and passenger support representatives that will be at the locations during that event to help people with incoming and outgoing crowds.

Action Taken

Informational item only. No action taken.

6. Same Day Paratransit Pilot (Charles Posejpal)

Charles Posejpal, MTS Manager of Paratransit and Minibus, presented on Same Day Paratransit. He presented on: background information relating to Americans with Disabilities Act complementary paratransit service, exceeding minimum requirements (premium service), same-day paratransit pilot development and general information, and evaluation metrics.

Public Comment

There were no public comments.

Committee Comment

Committee Member Garrett asked if this requires new funding to expand the service. Mr. Posejpal responded no; it continues to fit within the paratransit budget.

Committee Member Marino asked if dispatchers have been notified about the pilot. Mr. Posejpal responded that this has been sent to the management team, but he wanted to get the committee's feedback prior to sending this out. Mr. Marino replied with reference to his own experience, wishing he had been able to make same day changes to his trips and his gratitude for this idea. He asked for confirmation if last year, the amount of advance time for people to make reservations was extended to two weeks. Mr. Posejpal answered it was extended to 10 days in advance. Mr. Marino asked for an update on the change and if people are using the program. Mr. Posejpal answered he did not have specific data for that but could provide follow up at the next meeting.

Committee Member Rodriguez asked if he was going to start a pilot program. Mr. Posejpal answered yes, same day paratransit trips. He explained that currently MTS doesn't provide the service to book a same day trip unless it is on a will call and those are special circumstances. He said with this pilot, customers will be able to book a same day trip, if the space is available.

Committee Member Carson asked how long the pilot program will last. Mr. Posejpal answered 1 year, which will give time to get feedback and look at statistical data to see if any changes are needed.

Action Taken

Informational item only. No action taken.

7. MTS Access Update (Charles Posejpal)

Charles Posejpal, MTS Manager of Paratransit and Minibus, presented on Access services. He outlined the total passenger count rise and the decrease in ridership in November/December likely due to holidays. He noted that the wheelchair percent of overall trips stayed consistent, and that around 28-29% of total trips are on time. On time performance continued to be favorable with a standard of 88% and indicators of 90-92%. He stated that there were 27 complaints, which may seem high but compared to the total number of trips provided, continues to be favorable. Finally, he noted that the number of compliments stayed relatively the same.

OTHER ITEMS

8. Committee Member Communications

Committee Member Rodriguez wanted an update on the MTS Equity Statement and Policy project. Samantha Leslie, Deputy General Counsel, responded that MTS contracted with the consultant Keen Independent several months ago. It is MTS's aim that staff develop a clear mission on what were goals as an agency on providing service. The project aims to attain feedback from the community being served, along with employees and MTS's contractors that provide the service. She stated that this effort was in the beginning outreach phase so there were no documents or reports to provide at this time. She explained that they have also reached out to this Committee to see if members were interested in providing feedback or being involved in focus groups. She agreed to bring updates to ASAC, as the project continues forward. Mr. Rodriguez asked Chair Gastil to remember his request for an update on do not leave alone as he felt it is a safety concern to end it. Ms. Leslie responded that this will be added to the agenda for the next meeting.

Committee Member Marino asked if he could be involved and help in the policy outreach. Mrs. Leslie responded yes that she would relay the request to consultant Keen to do another e-mail to the group for possibly more opportunities to provide outreach.

9. Next Meeting Date

The next Accessible Services Advisory Committee meeting is to be determined. Chair Gastil asked if there was going to be a change in the schedule. Mr. Posejpal stated that staff is working to amend the schedule for the remainder of calendar year 2025. He stated that the committee would receive communication once the schedule is solidified.

10. Adjournment

Chair Gastil adjourned the meeting at 2:00pm.

/s/ George Gastil
Chairperson
San Diego Metropolitan Transit System

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

Attachment: A. Roll Call Sheet

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

ROLL CALL

MEETING OF (DATE): March 13, 2025

CALL TO ORDER (TIME): 1:00pm

ADJOURN: 2:00pm

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	1:00pm	2:00pm
Letty Zuno	<input checked="" type="checkbox"/>	VACANT	<input type="checkbox"/>	Access to Independence	1:00pm	2:00pm
Christian Hernandez	<input checked="" type="checkbox"/>	Arun Prem	<input type="checkbox"/>	FACT (CTSA)	1:00pm	2:00pm
Debbie Marshall	<input type="checkbox"/>	VACANT	<input type="checkbox"/>	State Council on Developmental Disabilities	ABSENT	ABSENT
Todd Lordson	<input checked="" type="checkbox"/>	Jorge Malone	<input type="checkbox"/>	San Diego Regional Center	1:00pm	2:00pm
Marianela Camarillo	<input type="checkbox"/>	Kimberly Taylor	<input type="checkbox"/>	San Diego Center for the Blind	ABSENT	ABSENT
Tim Garrett	<input checked="" type="checkbox"/>	Benjamin Gembler	<input type="checkbox"/>	SANDAG	1:00pm	2:00pm
Alyssa Ahn	<input checked="" type="checkbox"/>	Daniela Turner	<input type="checkbox"/>	Caltrans	1:00pm	2:00pm
Melissa Hernandez	<input type="checkbox"/>	Jacob Carson	<input checked="" type="checkbox"/>	County of San Diego AIS	1:00pm	2:00pm
Irene Santiesteban	<input type="checkbox"/>	Christine Moore	<input type="checkbox"/>	Paratransit Consumer	ABSENT	ABSENT
David Marino	<input checked="" type="checkbox"/>	Eugenia Kainz	<input type="checkbox"/>	Paratransit Consumer	1:00pm	2:00pm
Rose Napoleon	<input type="checkbox"/>	Rene Rodriguez	<input checked="" type="checkbox"/>	Fixed Route Consumer	1:00pm	2:00pm
Tarrence Lewis	<input type="checkbox"/>	Walter Castillo	<input type="checkbox"/>	Fixed Route Consumer	ABSENT	ABSENT
Monique Ball	<input type="checkbox"/>	Wendy Merritt	<input type="checkbox"/>	Deaf Community Services	ABSENT	ABSENT
Kacie Rodvill	<input checked="" type="checkbox"/>	Betsy Knight	<input type="checkbox"/>	County of San Diego Behavioral Health Services	1:00pm	2:00pm

COMMITTEE CLERK: /S/ Diana Hernandez