



# Accessible Services Advisory Committee Agenda

Click link to access the meeting:

<https://www.zoomgov.com/j/1605785466>

Zoom Meeting ID

## Ways to Join



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

### Webinar Features:

 Raise Hand	▶	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.
	▶	This symbol shows you are currently <b>unmuted</b> , click this button to mute your microphone.
	▶	The chat feature should be used by panelists and attendees solely for "housekeeping" matters as comments made through this feature will not be retained as part of the meeting record. See the <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. Two-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 two 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 [Diana.Hernandez@sdmts.com](mailto:Diana.Hernandez@sdmts.com), phone at (619) 446-4915 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://www.zoomgov.com/j/1605785466>






## 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.

ID de la reunión  
en Zoom

## 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 dos 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 dos 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 [Diana.Hernandez@sdmts.com](mailto:Diana.Hernandez@sdmts.com), por teléfono al **(619) 446-4915** o por correo postal en **1255 Imperial Ave. Suite 1000, San Diego CA 92101.**





**Metropolitan  
Transit  
System**

## **Accessible Services Advisory Committee Agenda**

**December 19, 2024 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) 254-5252; Webinar ID: 160 578 5466, <https://www.zoomgov.com/j/1605785466>

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 September 12, 2024 Accessible Services Advisory Committee Meeting Minutes.	Approve
DISCUSSION ITEMS		
4.	<b>Capital Projects Update (Heather Furey)</b>	Informational
5.	<b>Old Town Transit Center Wayfinding Sign Upgrade Project (Quincy Forward)</b>	Informational
6.	<b>Fixed Route and Trolley Update (Keith Vann and Aaron Pitt)</b>	Informational
7.	<b>MTS Access Update (Charles Posejpal)</b>	Informational
OTHER ITEMS		
8.	<b>Committee Member Communications and Other Business</b>	
9.	<b>Next Meeting Date: To Be Determined</b>	
10.	<b>Adjournment</b>	

**1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • [sdmts.com](http://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 multiple cities in San Diego County.



## 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.

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Chairperson  
San Diego Metropolitan Transit System

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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)	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>	ASAC Chair	1:01pm	1:46pm
Letty Zuno	<input type="checkbox"/>	Hermes Castro	<input type="checkbox"/>	Access to Independence	ABSENT	ABSENT
Christian Hernandez	<input checked="" type="checkbox"/>	Arun Prem	<input type="checkbox"/>	FACT (CTSA)	1:01pm	1:46pm
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	1:01pm	1:46pm
Samantha Stephan	<input type="checkbox"/>	Kimberly Taylor	<input checked="" type="checkbox"/>	San Diego Center for the Blind	1:01pm	1:46pm
Zaccary Bradt	<input type="checkbox"/>	Benjamin Gembler	<input checked="" type="checkbox"/>	SANDAG	1:01pm	1:46pm
Alyssa Ahn	<input checked="" type="checkbox"/>	Daniela Turner	<input type="checkbox"/>	Caltrans	1:01pm	1:46pm
Jana Schwartz	<input type="checkbox"/>	Jacob Carson	<input checked="" type="checkbox"/>	County of San Diego AIS	1:01pm	1:46pm
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	1:01pm	1:46pm
Rose Napoleon	<input type="checkbox"/>	Rene Rodriguez	<input checked="" type="checkbox"/>	Fixed Route Consumer	1:01pm	1:46pm
Tarrence Lewis	<input type="checkbox"/>	Walter Castillo	<input type="checkbox"/>	Fixed Route Consumer	ABSENT	ABSENT
Monique Ball	<input checked="" type="checkbox"/>	Wendy Merritt	<input type="checkbox"/>	Deaf Community Services	1:01pm	1:46pm
Kacie Rodvill	<input checked="" type="checkbox"/>	Betsy Knight	<input type="checkbox"/>	County of San Diego Behavioral Health Services	1:01pm	1:46pm

COMMITTEE CLERK: /S/Diana Hernandez



## Agenda Item No. 4

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

December 19, 2024

#### SUBJECT:

Capital Projects Update (Heather Furey)

#### INFORMATIONAL ONLY

##### Budget Impact

None with this item.

#### DISCUSSION:

Staff will provide an update on the following capital projects currently underway for MTS:

Bus Stop Upgrades: This is an on-going project to incrementally make improvements to accessibility and amenities at MTS's bus stops, with a focus on investing in disadvantaged communities. Eight (8) bus stops improvement plans are permitted, and construction is expected to occur in the first half of 2025.

VMS Sign Upgrades: This project replaces the existing Variable Message Signs (VMS) at the Orange, Green and Blue Line Trolley stations. The new signs will be full color display and will match the signs installed with the Mid-Coast Extension. The project is funded by state and federal grants. The Orange Line VMS signs will be installed in the first half of 2025. The Blue and Green line signs will be installed in 2026.

PA System Upgrade: This project replaces the existing Public Address (PA) system at the Orange, Green and Blue Line trolley stations. The PA system will mimic the system installed with the Mid-Coast Extension. Design for the system upgrade is expected to start in Spring 2025.

America Plaza/Santa Fe Depot Pedestrian Enhancement Project: The goals of this project are to improve the experience of pedestrians and MTS riders utilizing the Santa Fe Depot and America Plaza Trolley Stations. It will include pedestrian improvements along Kettner Blvd and is funded by a state grant. Construction is expected to start in early 2025.





Orange Line Pedestrian Crossing Improvements: As part of a larger project to improve speed and safety along the Orange Line, three (3) pedestrian grade crossings will be reconstructed to improve pedestrian accessibility and increase safety. Construction is expected to start in summer 2025.

12<sup>th</sup> and Imperial Transit Center Rehabilitation: The 12th and Imperial Transit Center project will expand the bus transit center at 1255 Imperial Avenue, San Diego into the adjacent “triangle lots” and the street right of way at 13<sup>th</sup> Street and National Avenue. The project will increase the number of bus bays at MTS’s busiest transit center, incorporate multi-modal hub components, improve passenger amenities, and create a parcel for a Transit Oriented Development (TOD) Project. The project is currently in design and construction is anticipated to start in the Summer of 2026.

Washington Street Wall Modifications: In mid-2024, the existing wall at the Washington Street Trolley station was modified to improve the line of sight for pedestrians at the Washington Street Trolley station.

/S/Charles Posejpal

Charles Posejpal

Manger of Paratransit and Minibus

Key Staff Contact: Charles Posejpal, 619-235-2648, [charles.posejpal@sdmts.com](mailto:charles.posejpal@sdmts.com)



Metropolitan  
Transit  
System

Item No. 4, 12/19/2024

# Capital Projects Department Update

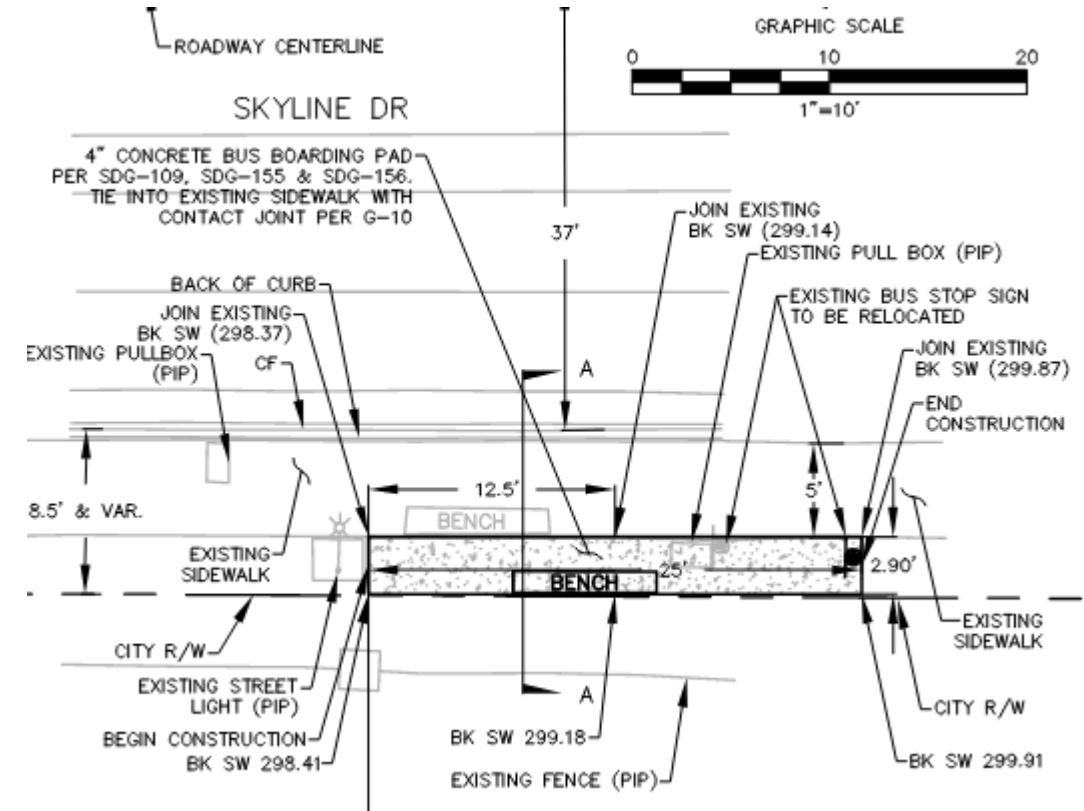
## Accessible Services Advisory Committee

# Bus Stop Improvements – 6316 Skyline Drive

## Existing



## Proposed

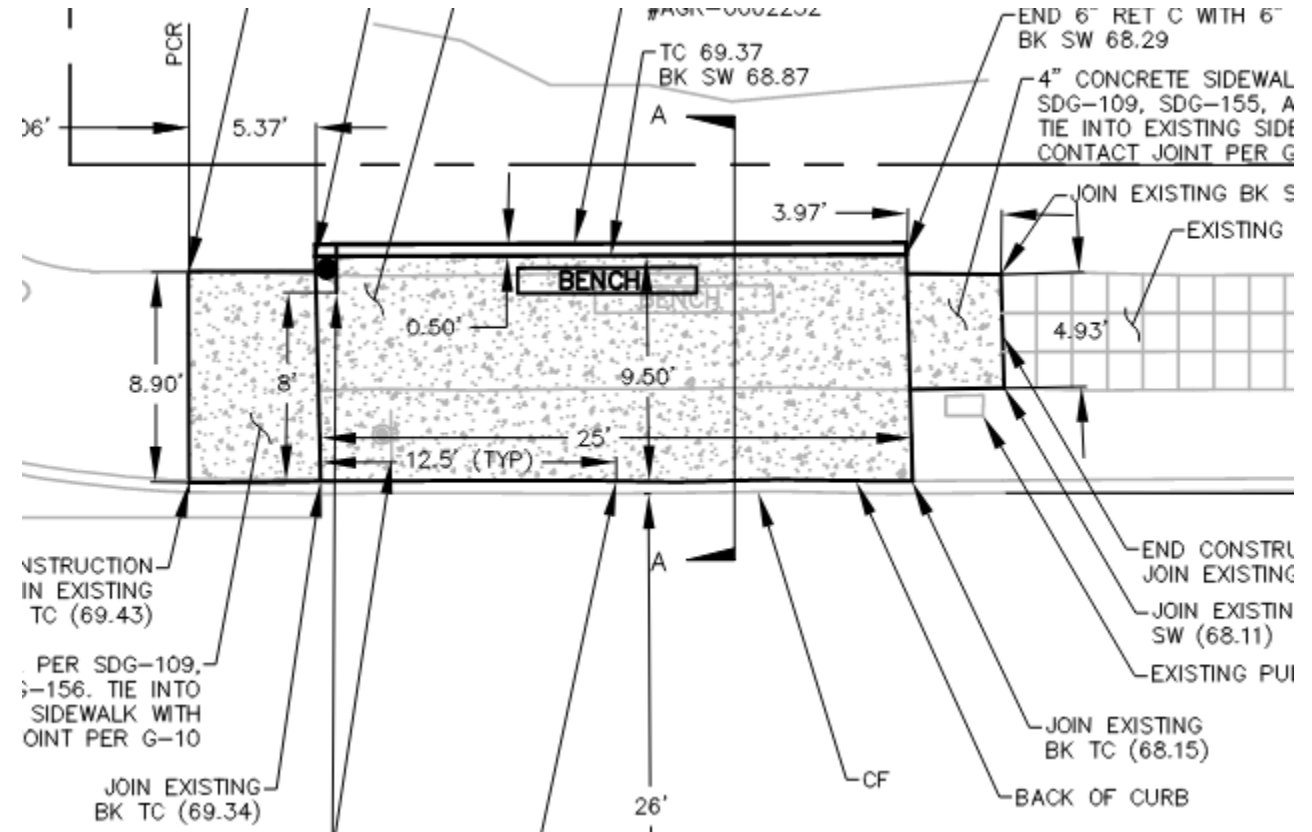


# Bus Stop Improvements – 3629 Ocean View Blvd

## Existing



## Proposed



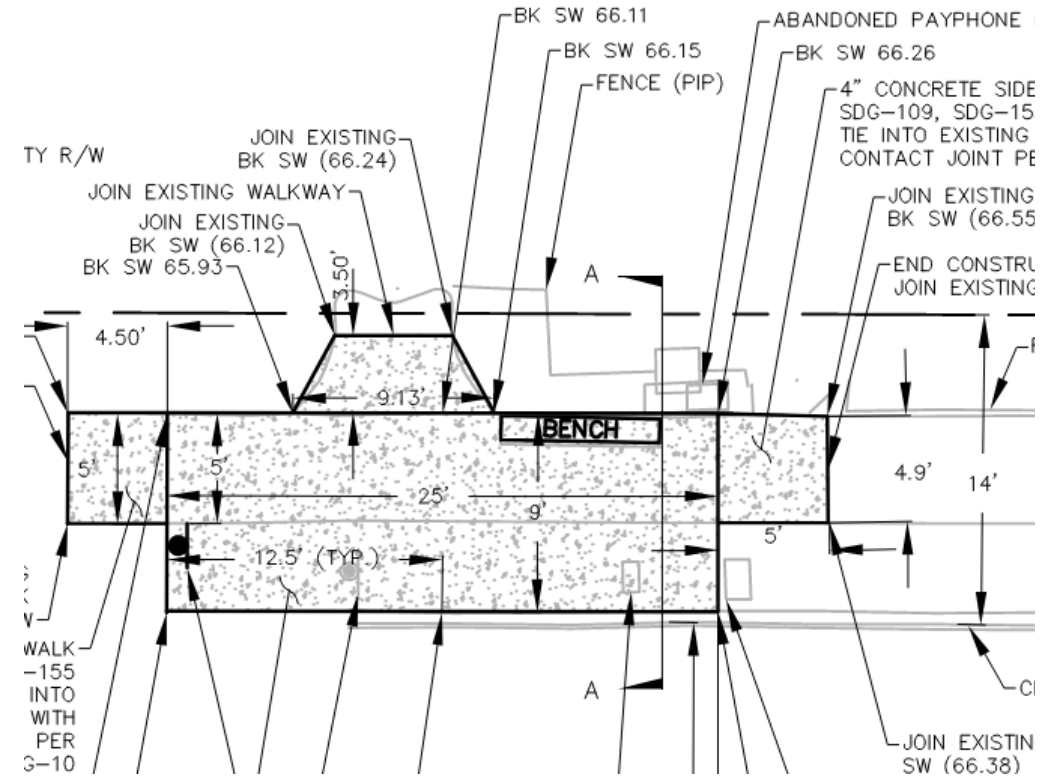


# Bus Stop Improvements – 3135 Ocean View Blvd

## Existing

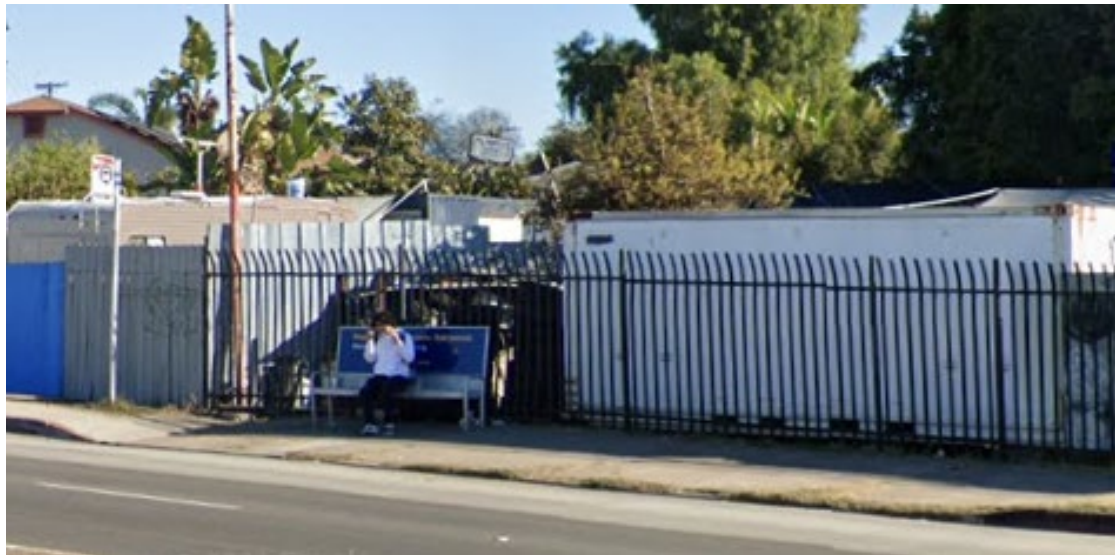


## Proposed

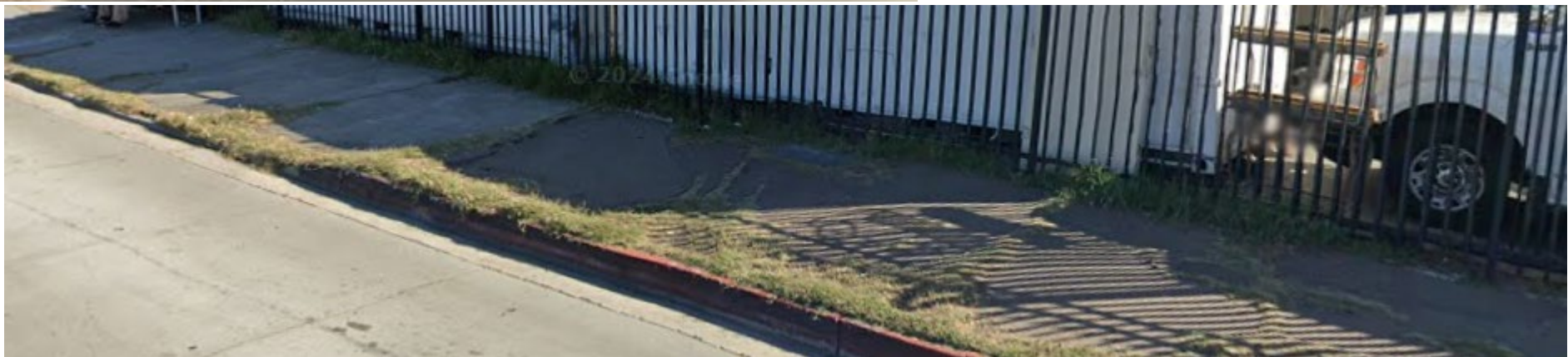
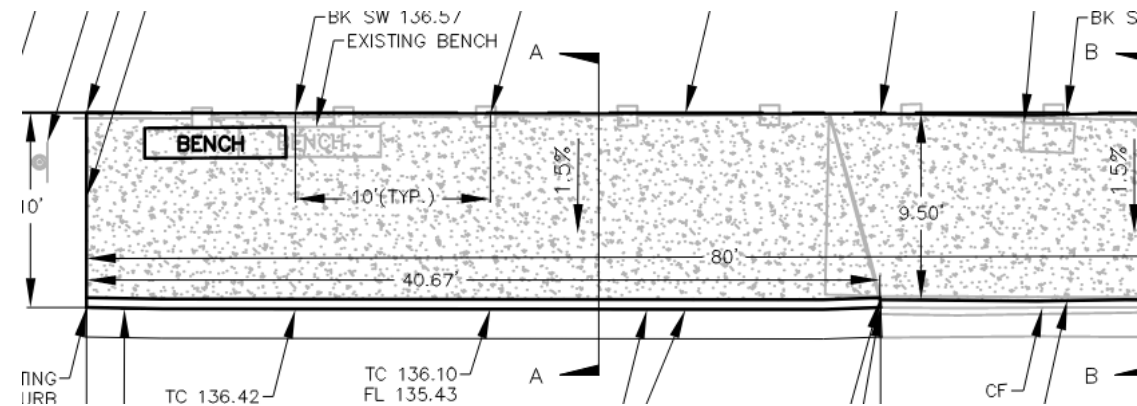


# Bus Stop Improvements – 799 Euclid Avenue

Existing



Proposed



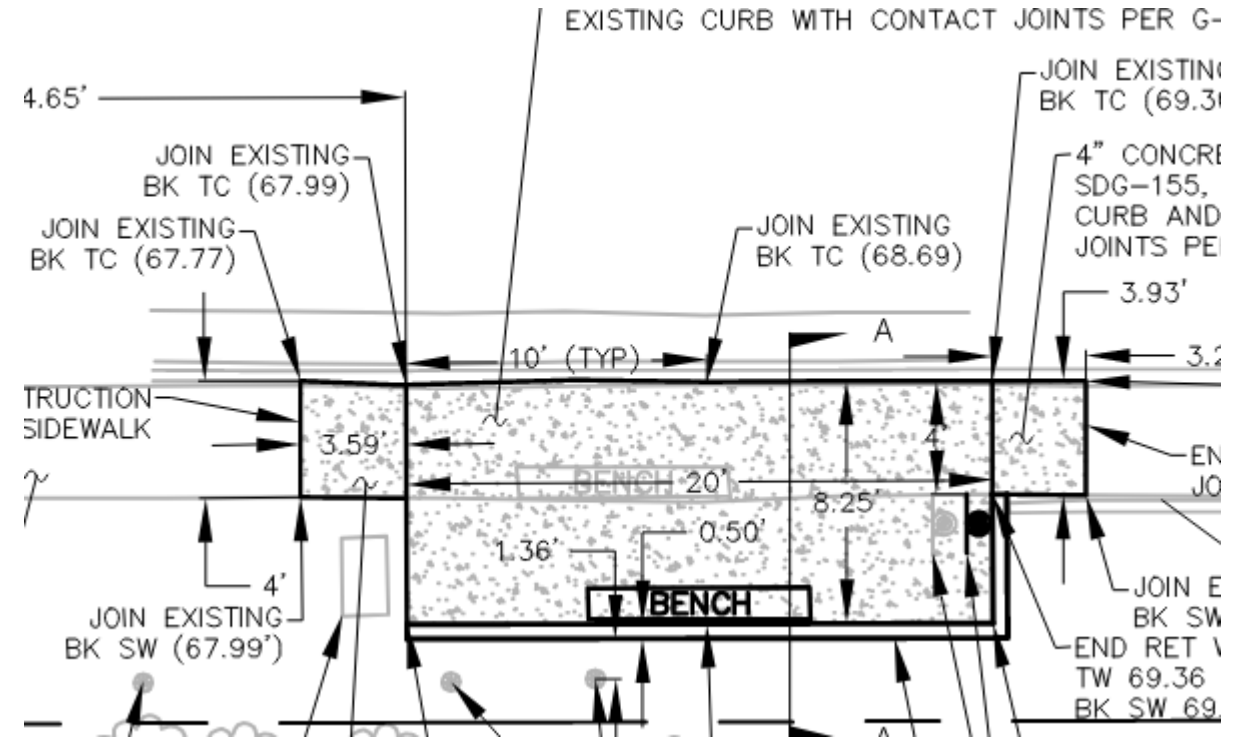


# Bus Stop Improvements – 1681 43<sup>rd</sup> Street

Existing



Proposed

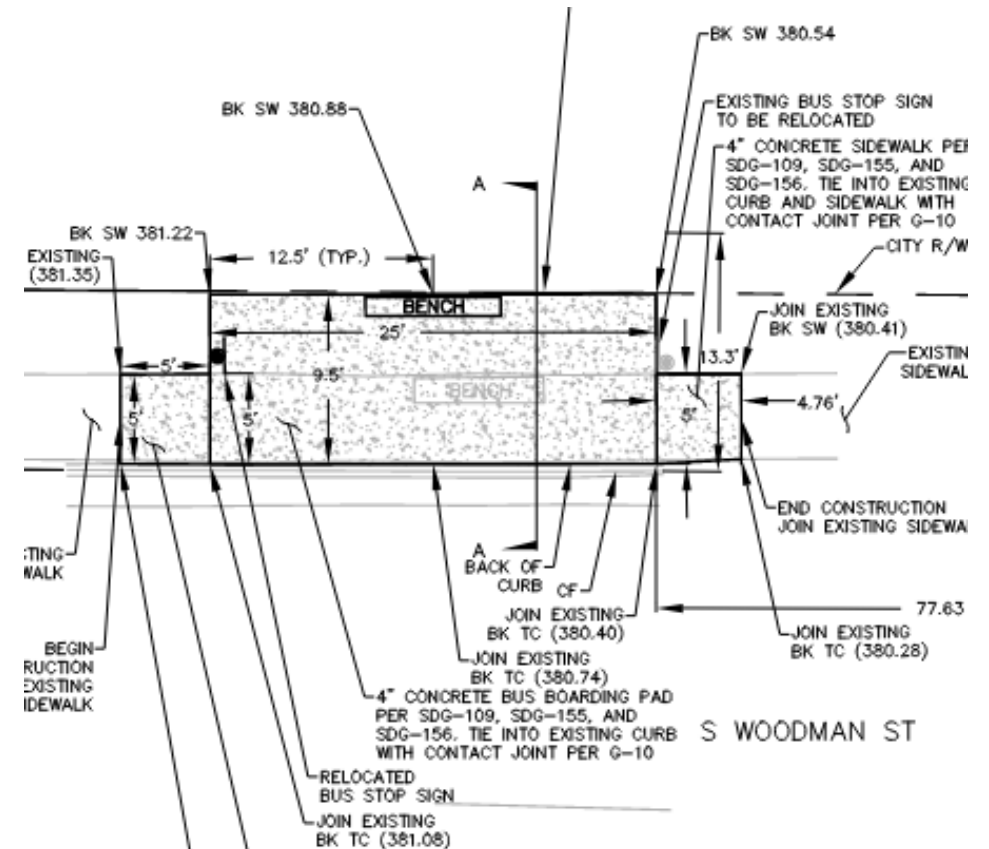


# Bus Stop Improvements – 290 Woodman St

Existing



Proposed



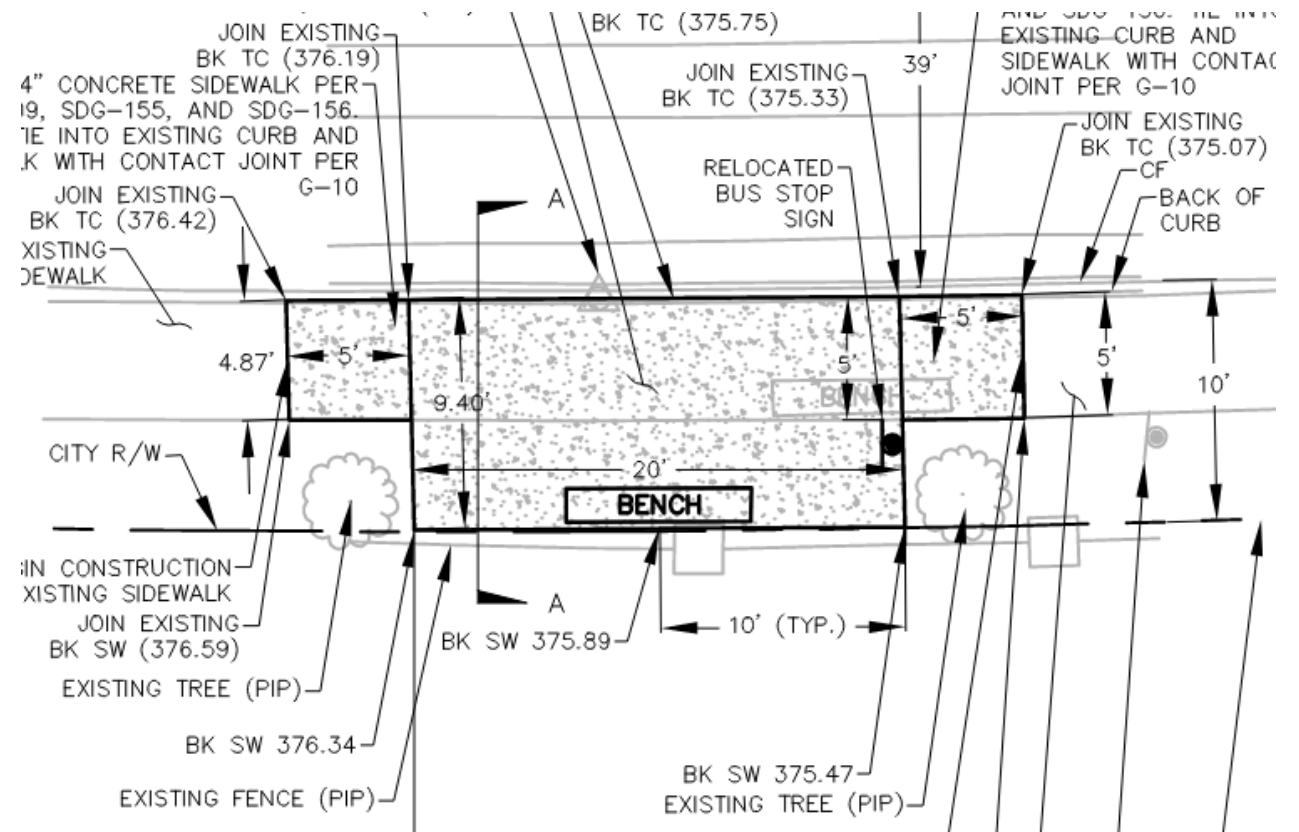


# Bus Stop Improvements – 345 Woodman St

## Existing



## Proposed



# VMS Sign Upgrades

## Orange Line - 78 New Signs

State TIRCP Grant  
Installed by Mid 2025

## Blue Line - 52 New Signs

Federal Community Grant  
Installed by Mid 2026

## Green Line - 88 New Signs

Federal Community Grant  
Installed by Mid 2026

Existing



Proposed



## PA System Upgrade

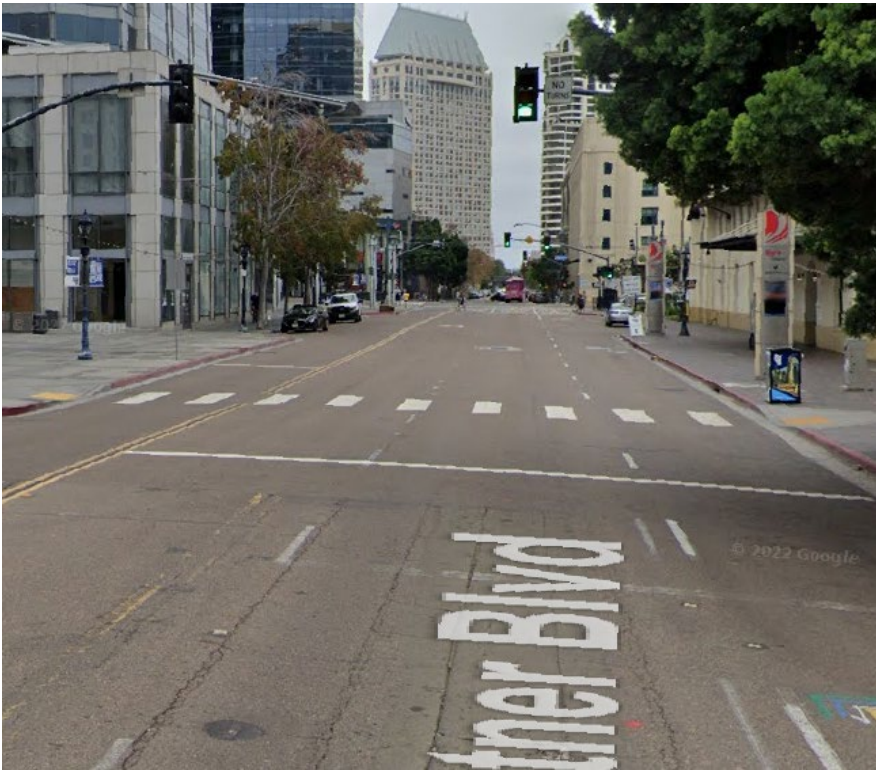
---

- Scope of work : Updating the Public Address systems on the Orange, Blue, and Green lines to align with the newly installed system on the Mid-Coast Extension
- Budget Approved: \$1,062,500
- Engineering will be needed for the replacement of PA system.

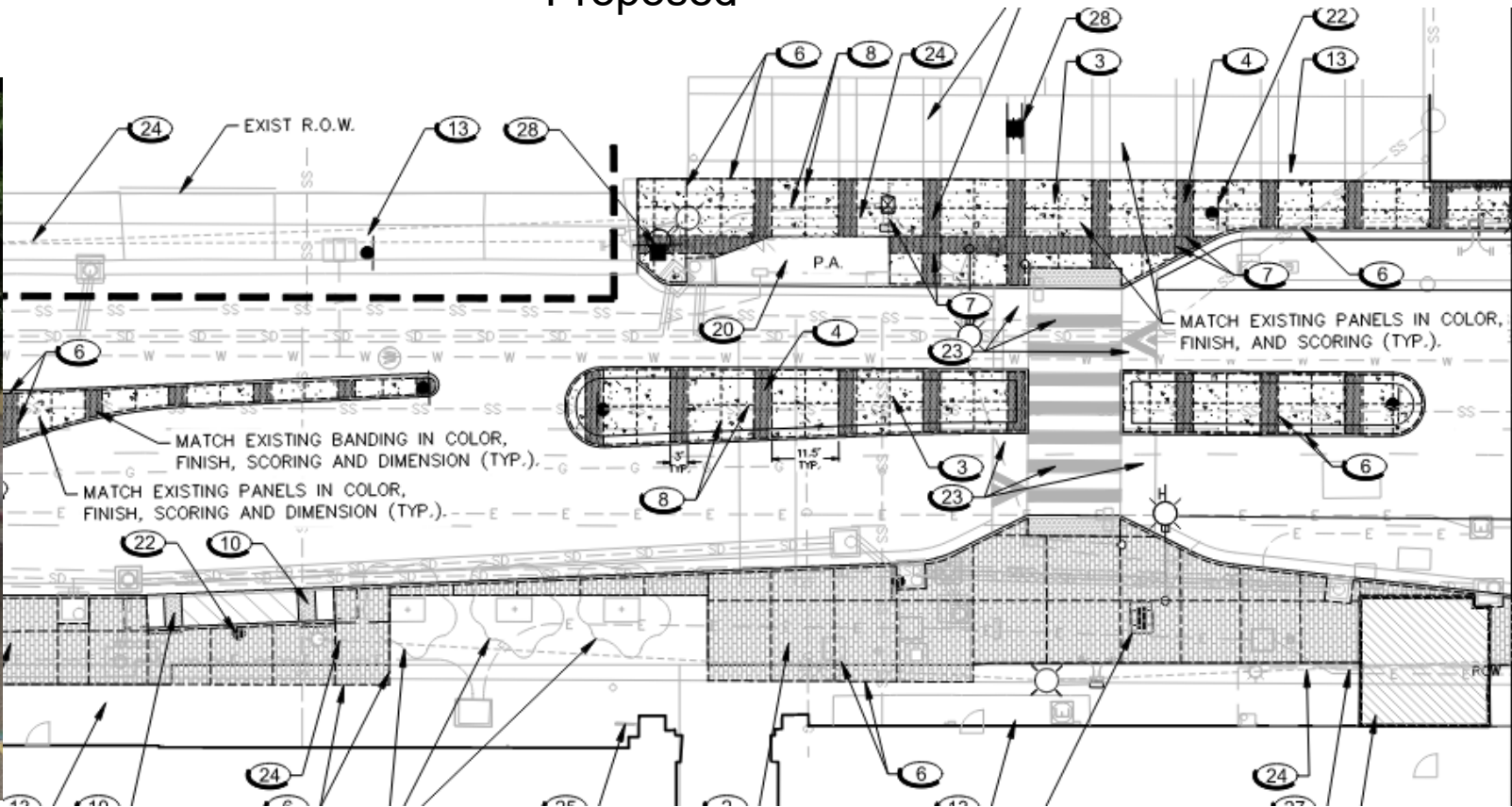


# America Plaza Pedestrian Enhancements

Existing



Proposed



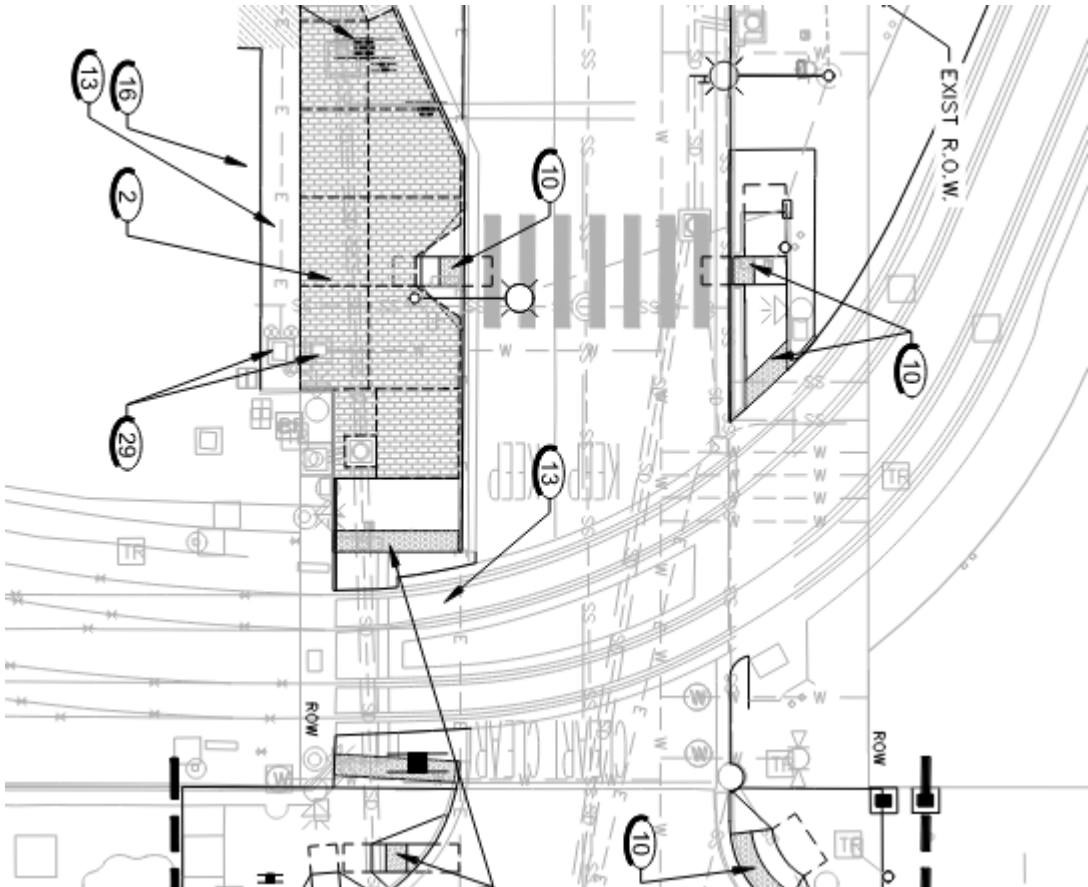


# America Plaza Pedestrian Enhancements

Existing



Proposed

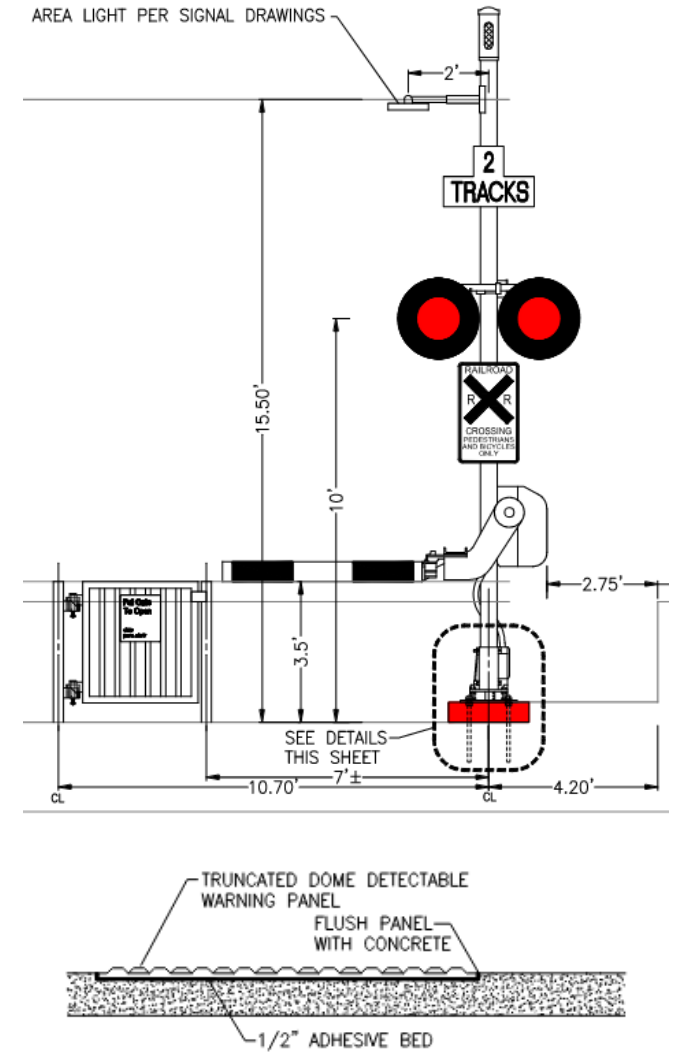
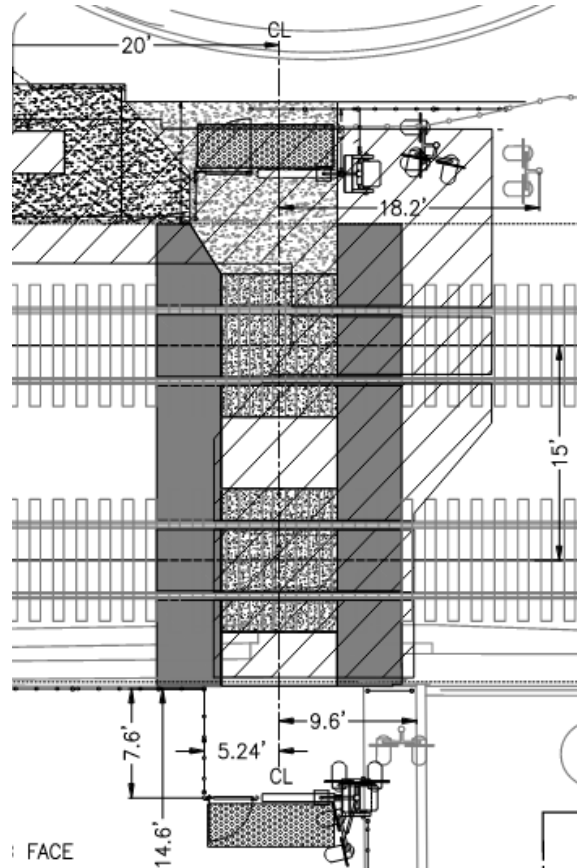


# Orange Line Pedestrian Crossing Improvements: 54<sup>th</sup> Street

Existing



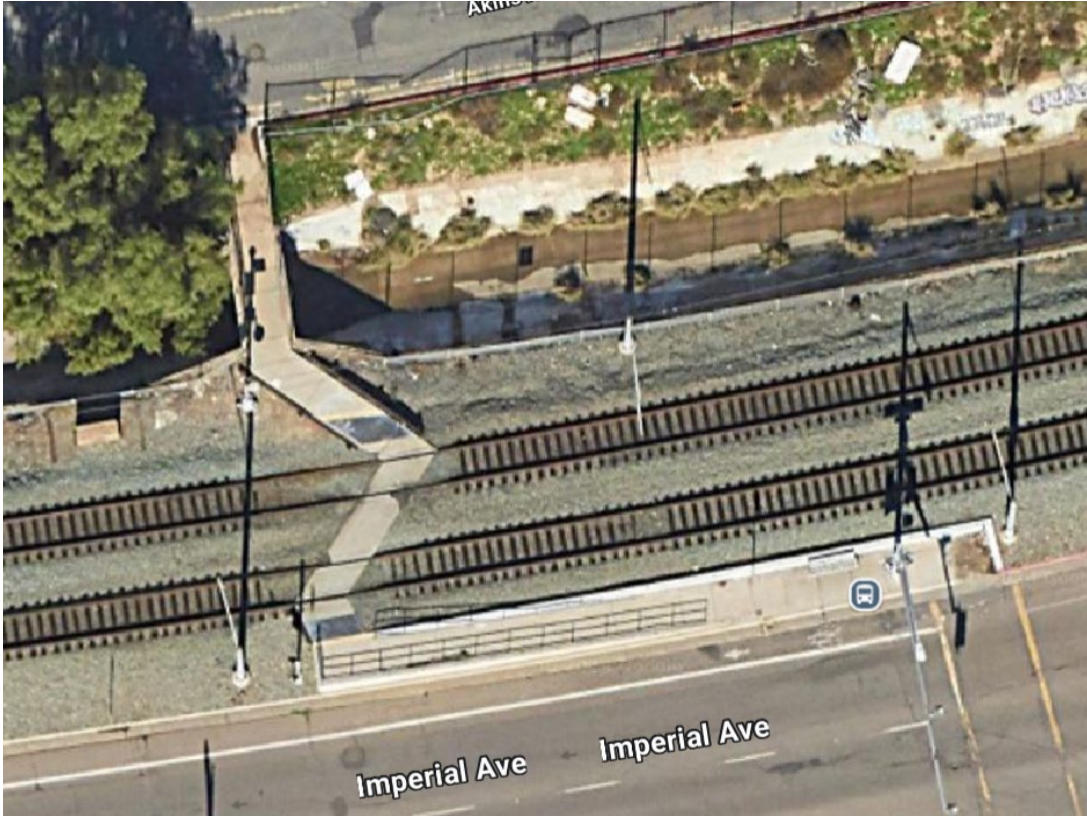
Proposed



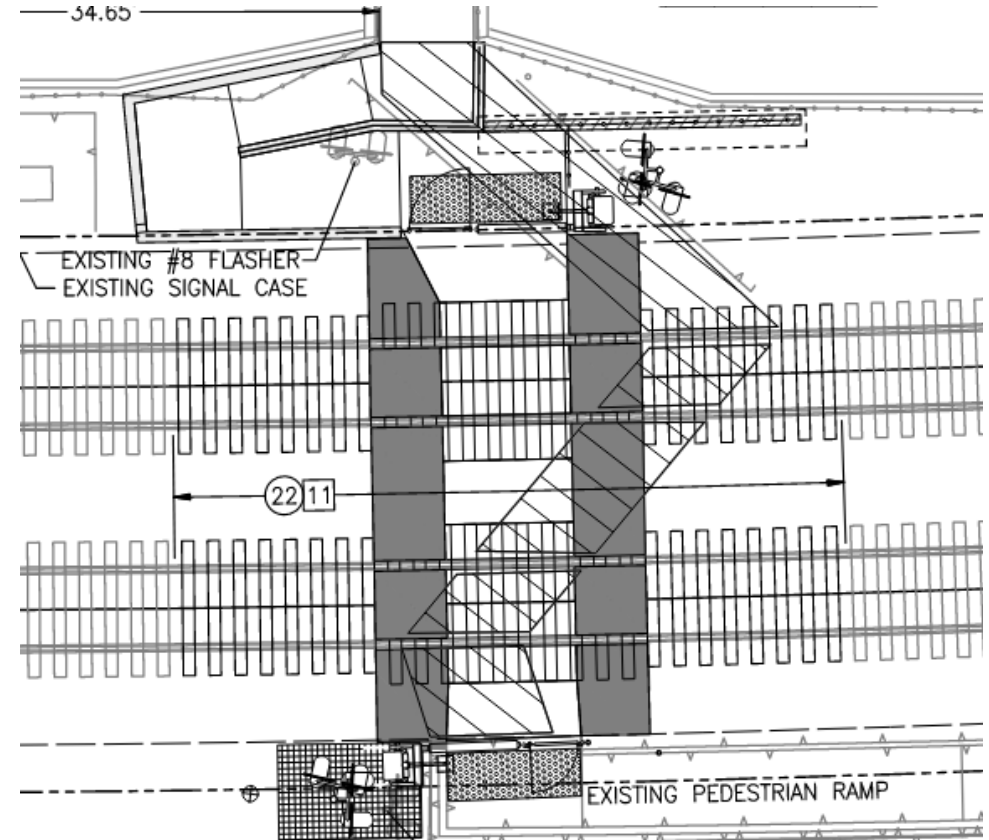


# Orange Line Pedestrian Crossing Improvements: 66<sup>th</sup> Street

Existing

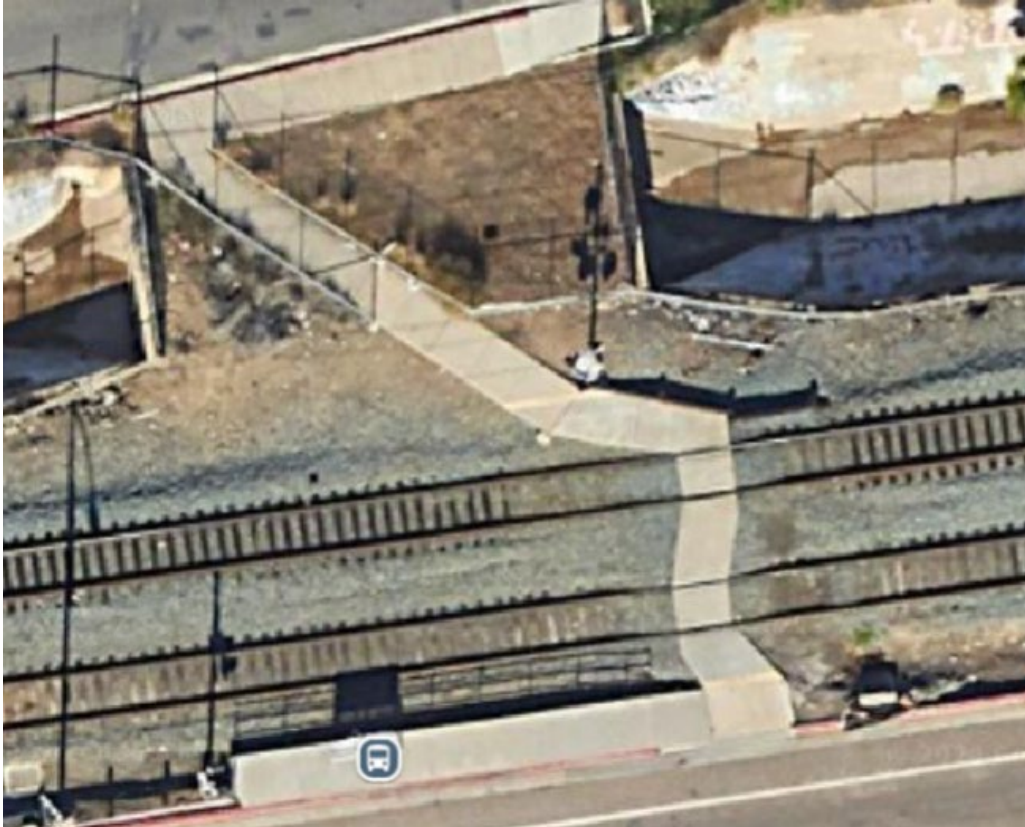


Proposed

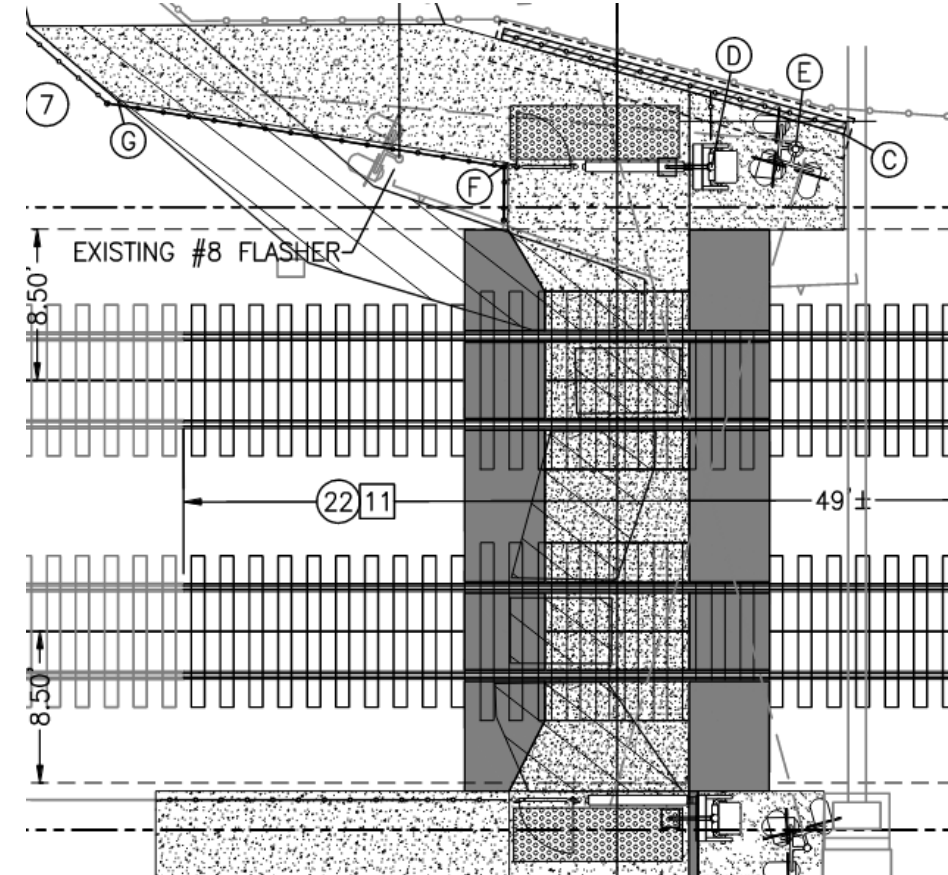


# Orange Line Pedestrian Crossing Improvements: 66<sup>th</sup> Street

Existing



Proposed



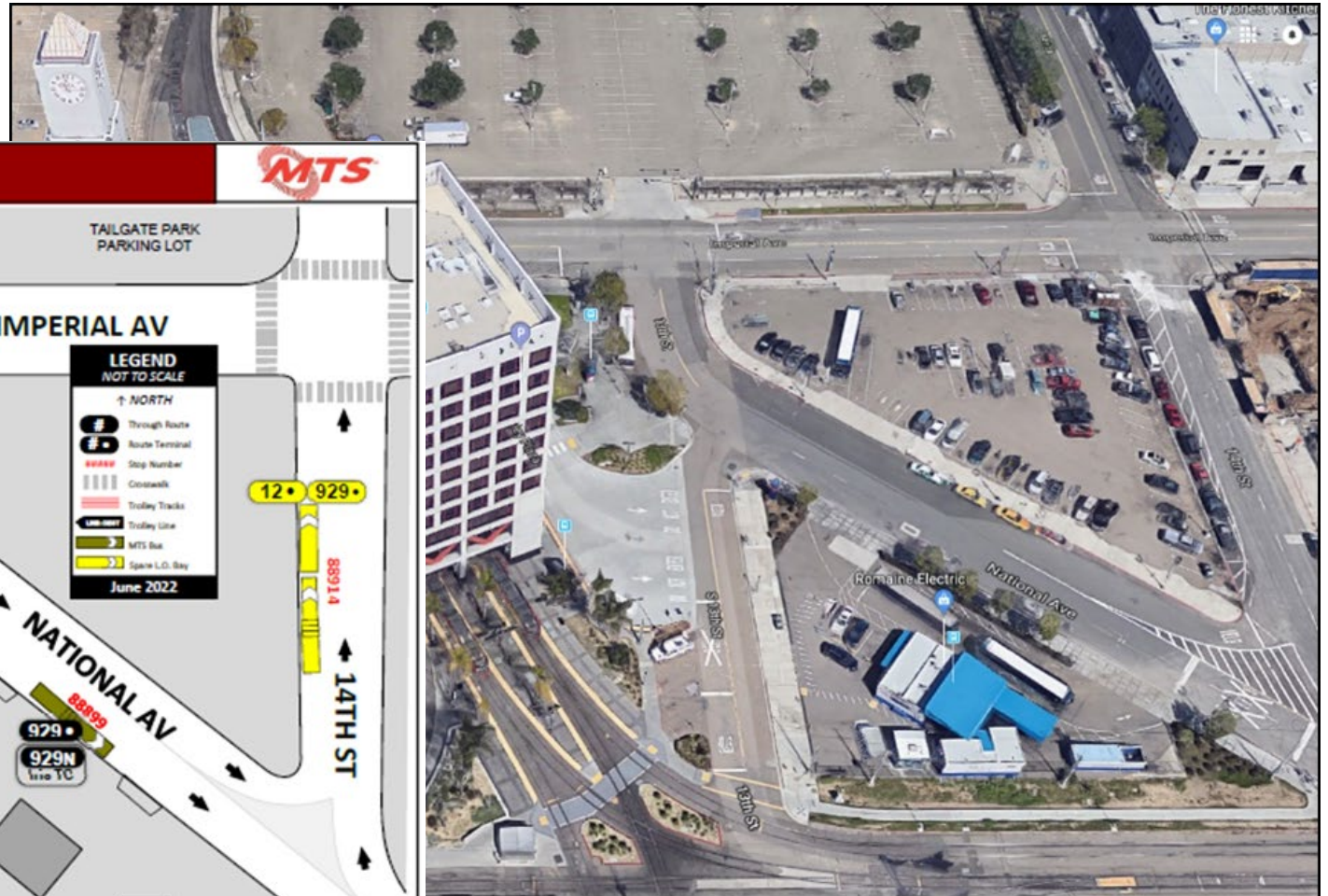
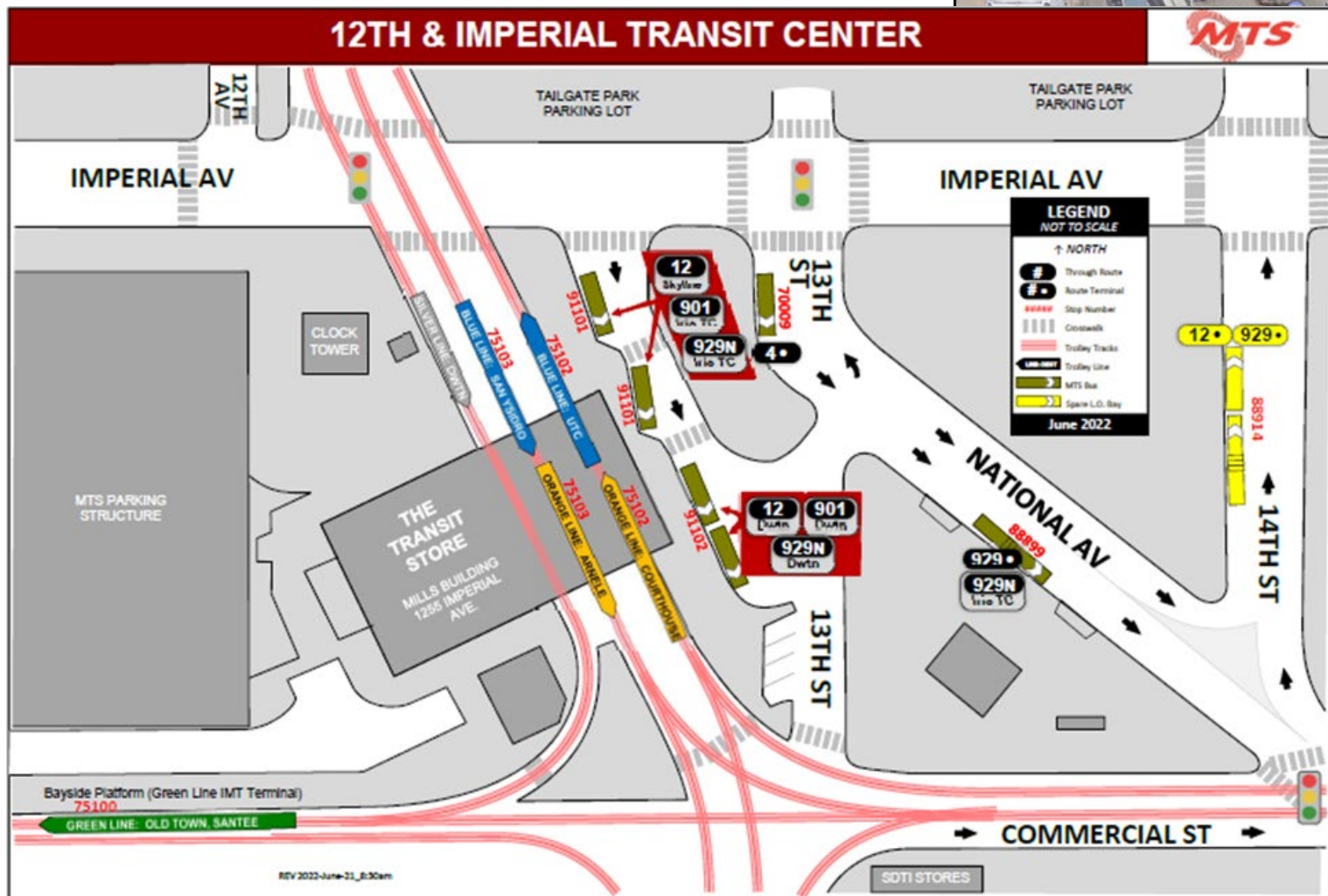
# 12<sup>th</sup> and Imperial Transit Center Rehabilitation

---

- Imperial Avenue is MTS's largest transit center
  - All 3 trolley lines (31,000 avg weekday trolley trip ends)
  - 4 major bus routes (4,700 avg weekday trip ends)
- Not enough space
  - Amenities for transit passengers
  - Safety/services for passengers and employees
- Maximize transit center expansion
  - Reconfigure traffic flows
  - Expand platforms and bus bays
  - Improve storm water facilities (history of flooding)
  - Create developable pad for transit-oriented development project

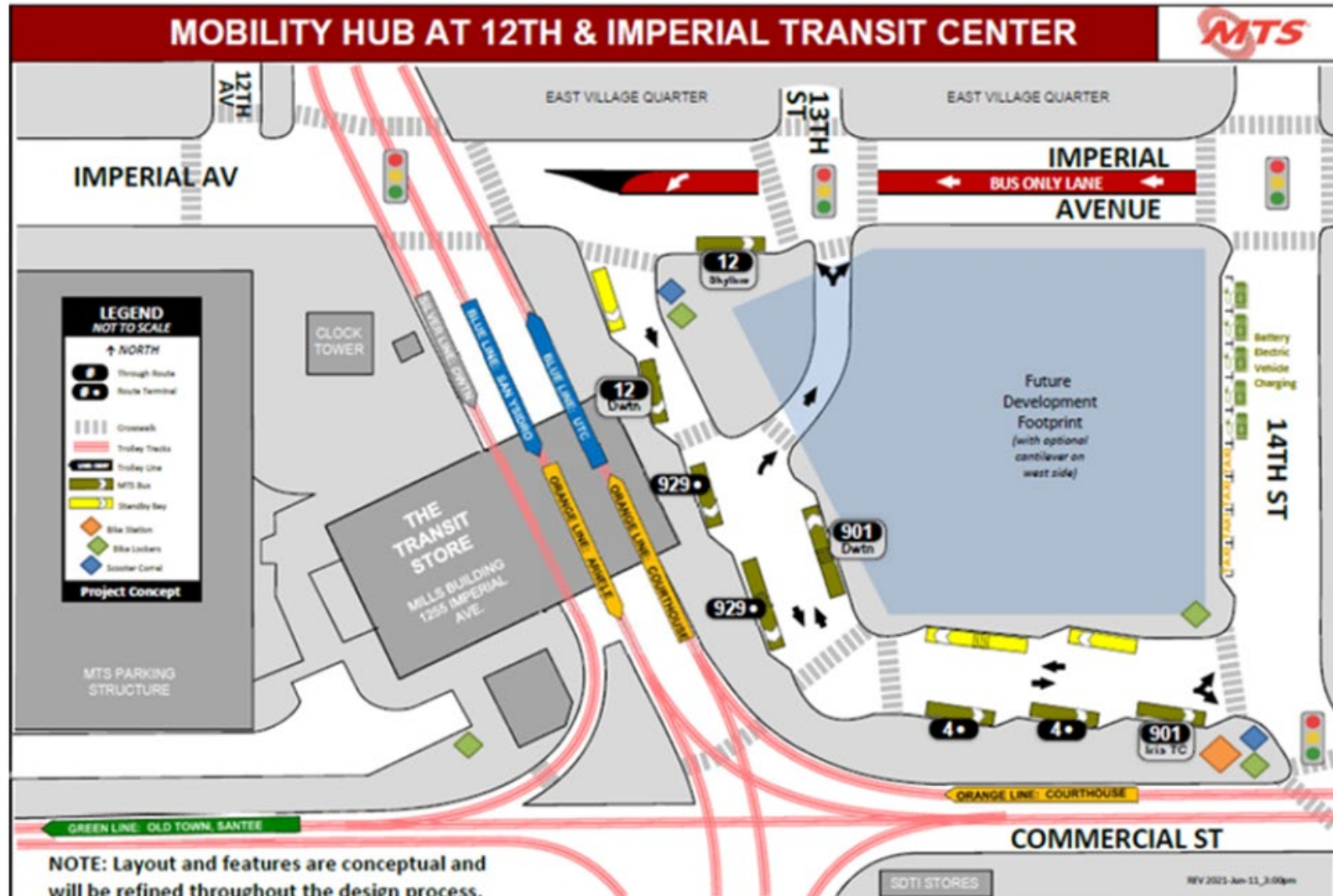


## Current Status





# Conceptual Site Plan





# Washington Station Wall Modification

Before



After



# Questions/Comments





## Agenda Item No. 5

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

December 19, 2024

#### SUBJECT:

Old Town Transit Center Wayfinding Sign Upgrade Project (Quincy Forward)

#### INFORMATIONAL ONLY

##### Budget Impact

None with this item.

#### DISCUSSION:

The Old Town Transit Center (OTTC) is a regional mobility hub that connects numerous transit services including: MTS fixed-route buses, MTS Trolleys, MTS Access, NCTD COASTER, AMTRAK Pacific Surfliner, San Diego Flyer airport shuttle, taxi/TNCs, and UC San Diego buses. In addition to frequent transit riders, OTTC is also used as a park and ride location for people attending special events downtown, the Old Town State Park and elsewhere. This brings a large number of riders who may not be familiar with the transit services provided and will rely on wayfinding signs to get to the correct location.

This proposed project will replace wayfinding and informational signs at the OTTC to enhance clarity, ADA accessibility, social equity, passenger safety, and customer experience. The OTTC was built in 1995, and much of the signage dates from that era, making it more than 25 years old. MTS completed the OTTC modernization project in September 2021, which made many physical improvements to the western side of the transit center to increase capacity and modernize amenities. However, that project did not include a comprehensive review and replacement of the original OTTC signage. This project will improve signage to match the physical improvements of the modernization project.

Staff will be presenting the new wayfinding sign concepts and welcomes ASAC to provide input and suggestions.

/S/Charles Posejpal

Charles Posejpal

Manger of Paratransit and Minibus

Key Staff Contact: Charles Posejpal, 619-235-2648, [charles.posejpal@sdmts.com](mailto:charles.posejpal@sdmts.com)



# Old Town Transit Center

## Wayfinding Sign Upgrade Project

Accessible Services  
Advisory Committee

# Project Overview

## Why upgrade the signs?

- The Old Town Transit Center serves thousands of riders daily. One of the busiest transit centers for MTS.
- Major regional connection for MTS buses, MTS Trolleys, NCTD COASTER, AMTRAK Pacific Surfliner, and San Diego Flyer airport shuttle. Greyhound also serves the area.
- The OTTC was built in 1995, and much of the signage dates from that era, making it more than 25 years old.



# Project Timeline

- **January-October 2024:**

- MTS has met with all stakeholders to collaborate on wayfinding requirements and designs



- MTS has completed numerous rounds of sign designs to reach proposed (almost) final designs

- **December 2024**

- Present to ASAC Committee for input on proposed final designs

- **January - June 2025:** Engineering and fabrication procurement

- **Fall 2025:** Installation begins



# Monument Signs

- Monument signs serve as the first identification and welcome to the transit center
- 4 existing locations – see red stars on map





# Monument Signs

## Existing Signs

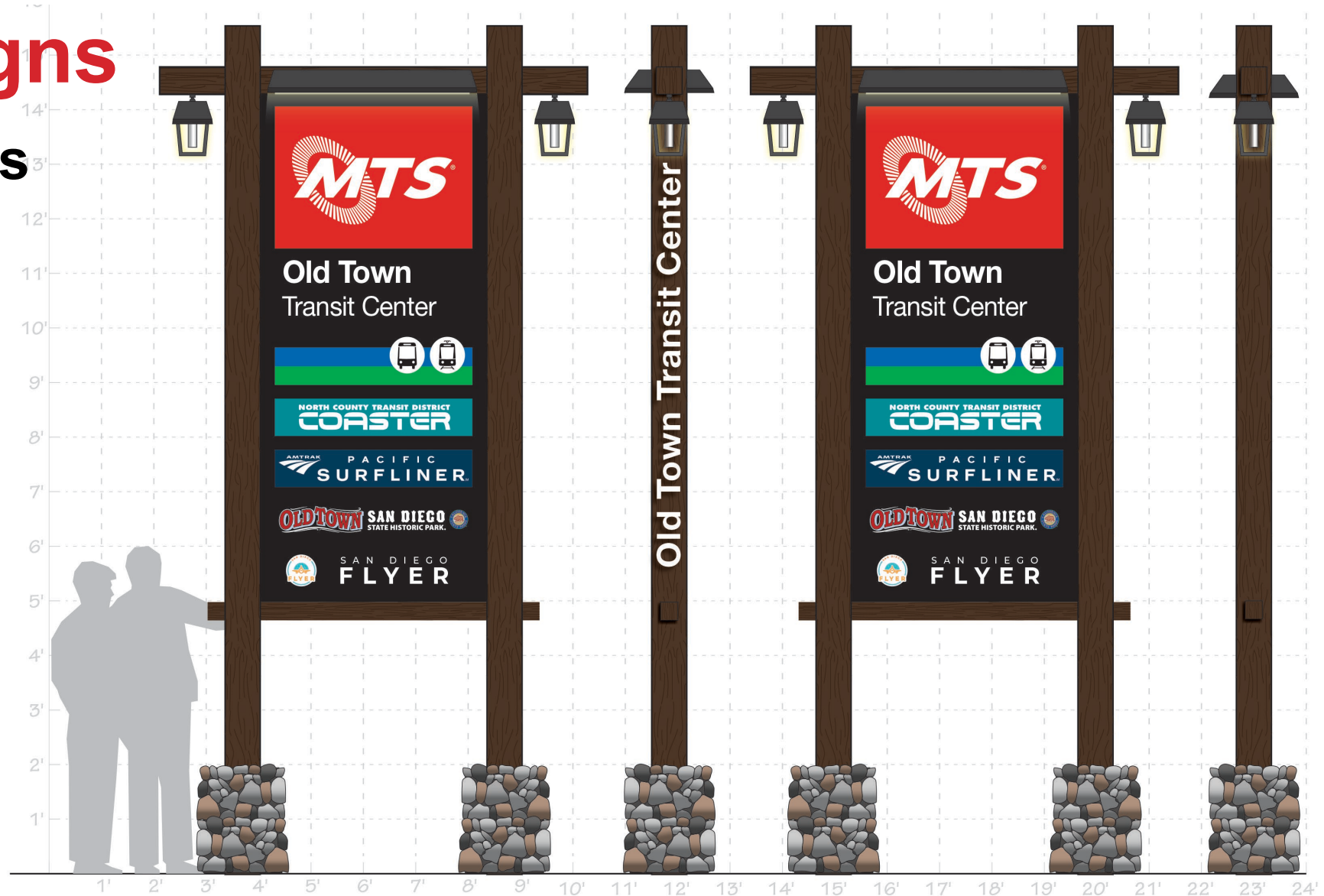
- Signs do not include all agencies
- Signs are inconsistent in size and content



# Monument Signs

## Proposed New Signs

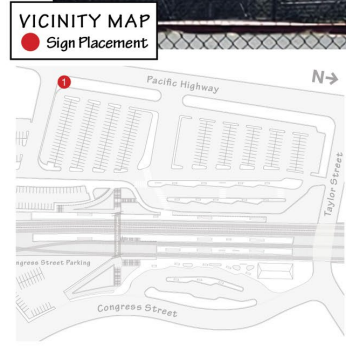
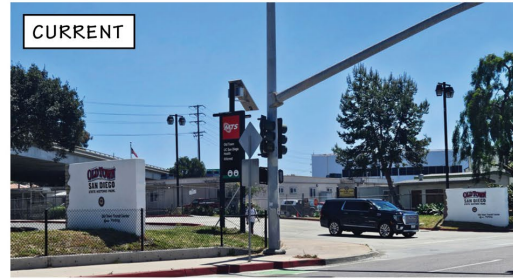
- Include all agencies
- Update aesthetic to compliment Transit Center and Old Town community





# Monument Signs

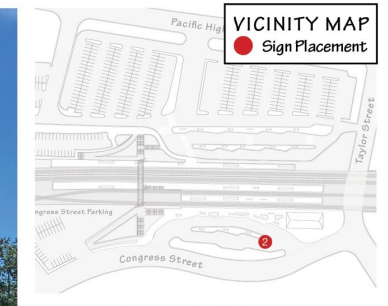
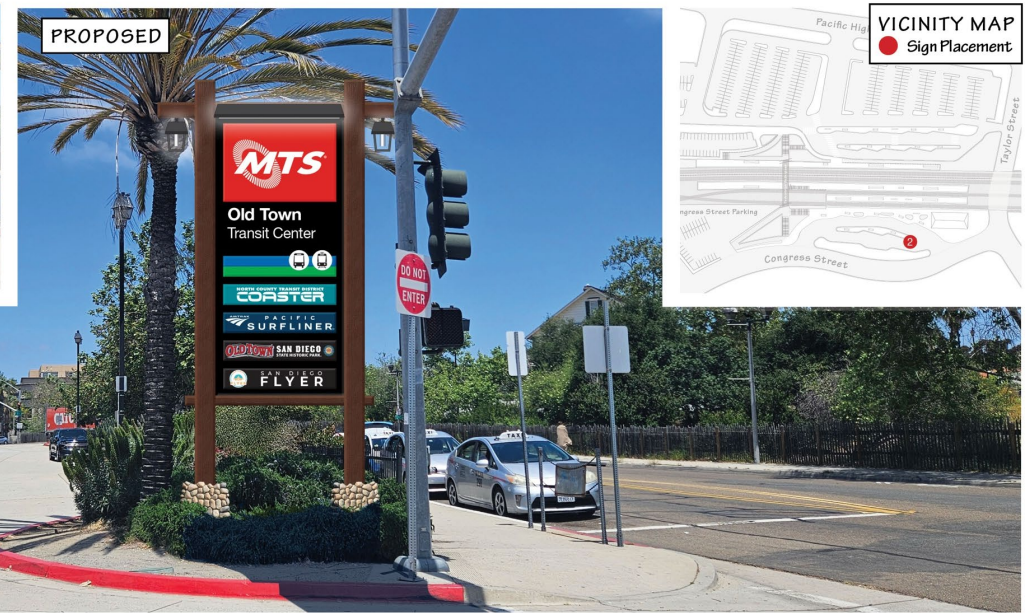
## Proposed New Sign - Pacific Highway Parking Lot entrance





# Monument Signs

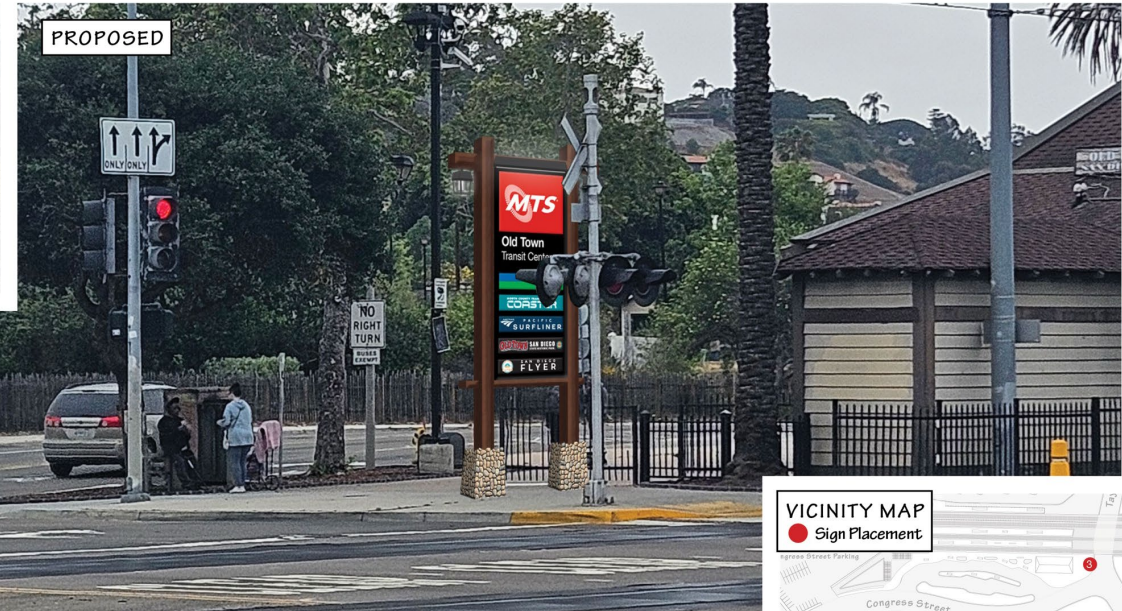
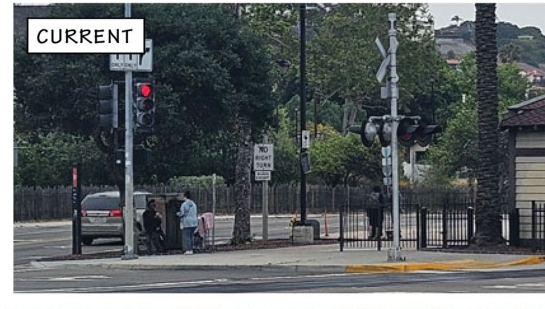
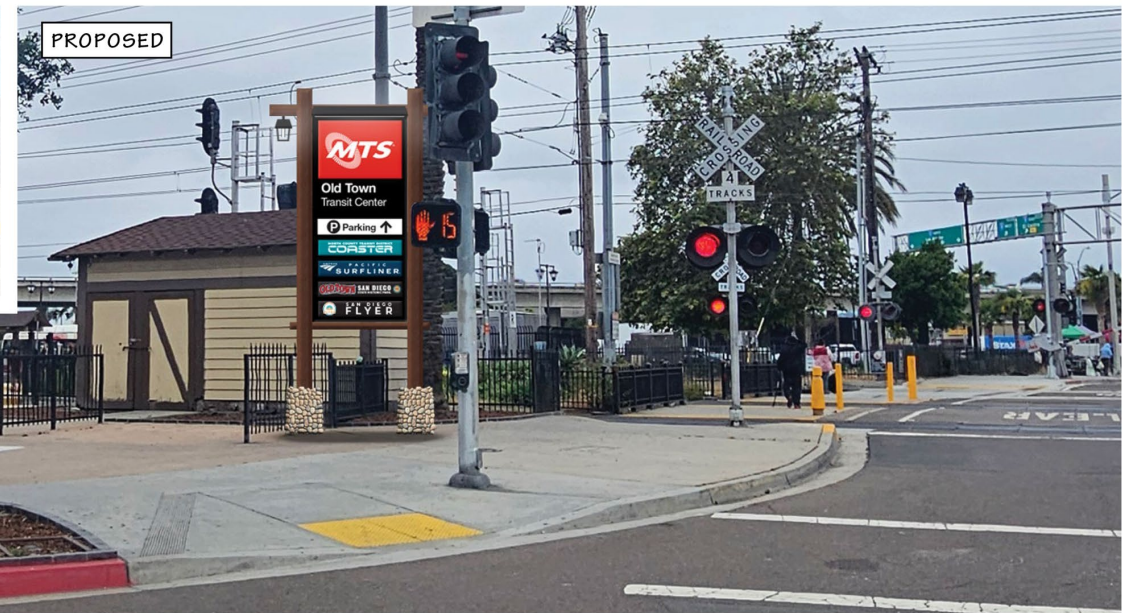
## Proposed New Sign - Congress Street





# Monument Signs

**Proposed New Sign** - Intersection of Congress St. and Taylor St. (New Sign)



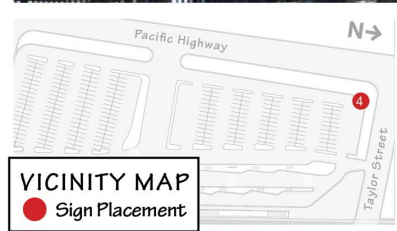
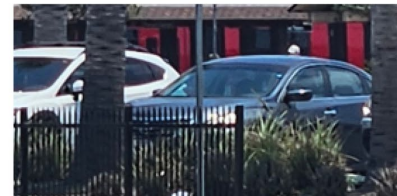
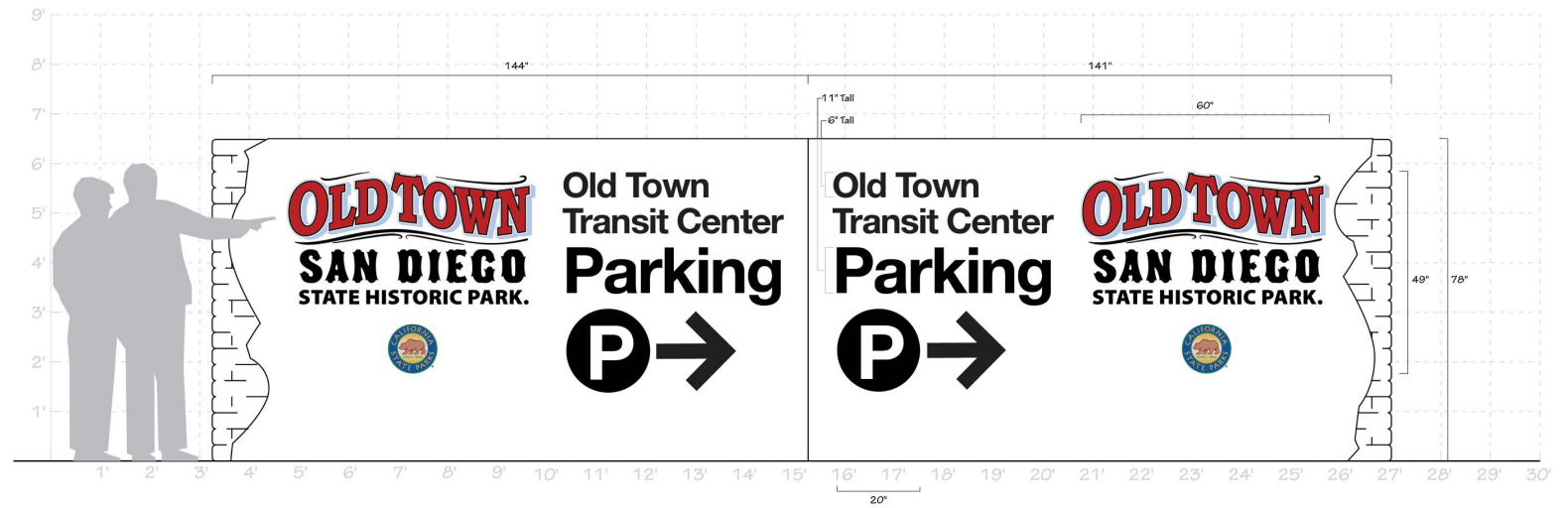


# Monument Signs

## Proposed Sign - Pacific Highway & Taylor Street Corner

Purpose: Identify Old Town community and direct traffic to Transit Center parking

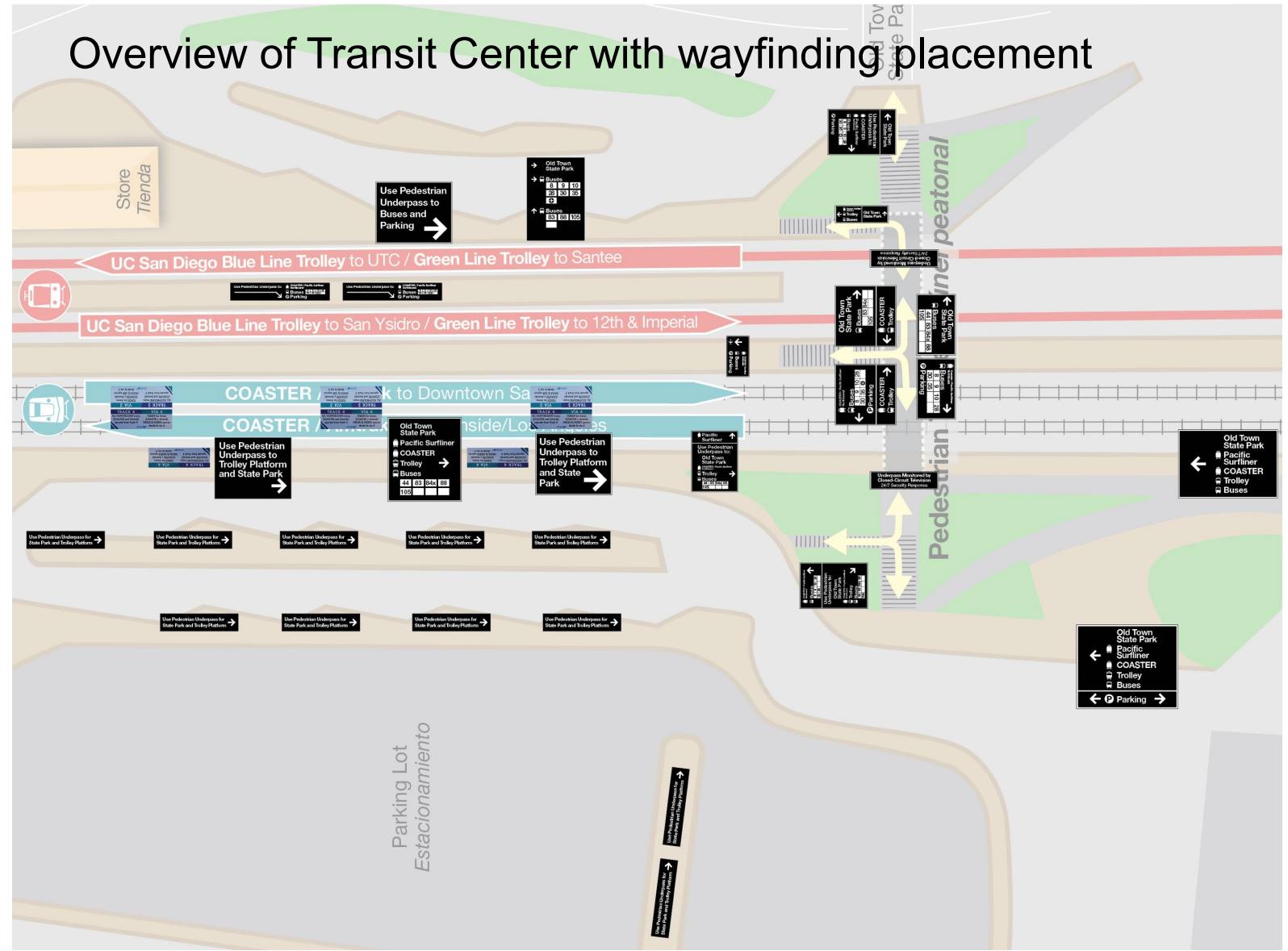
- Keep existing sign for consistency within community
- Update art to make parking direction clearer



# Wayfinding Signs

## Existing Signs

- Purpose: Help riders navigate through the station from one mode to another or from parking area to transit mode.



# Existing Signs Overview

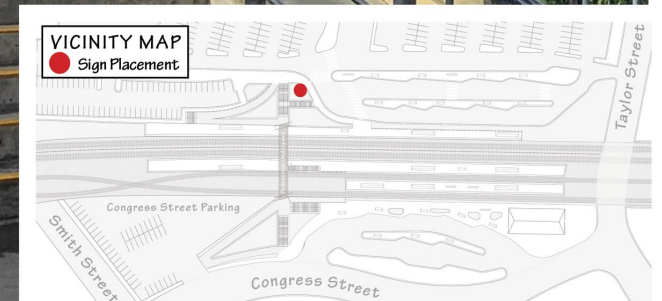
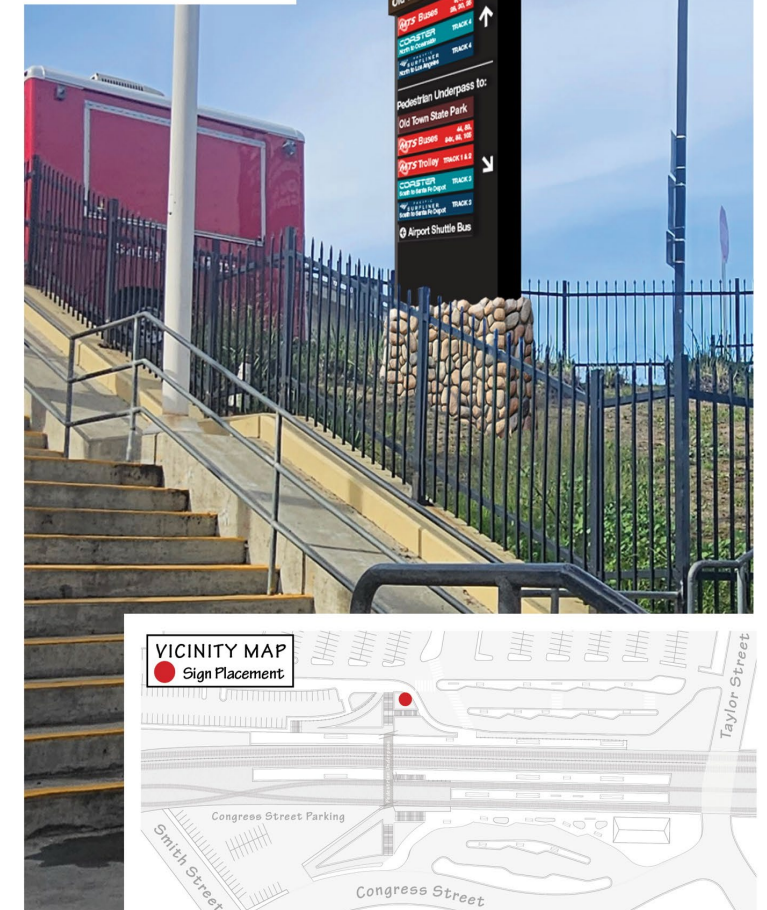
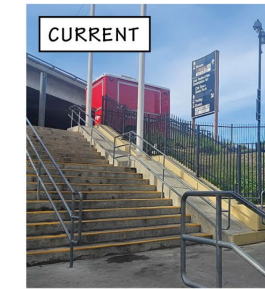
- [illegible]



# Wayfinding Signs

## Large Directional – proposed new

- West Side

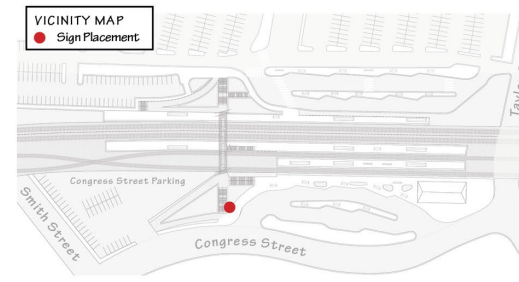




# Wayfinding Signs

## Large Directional – proposed new

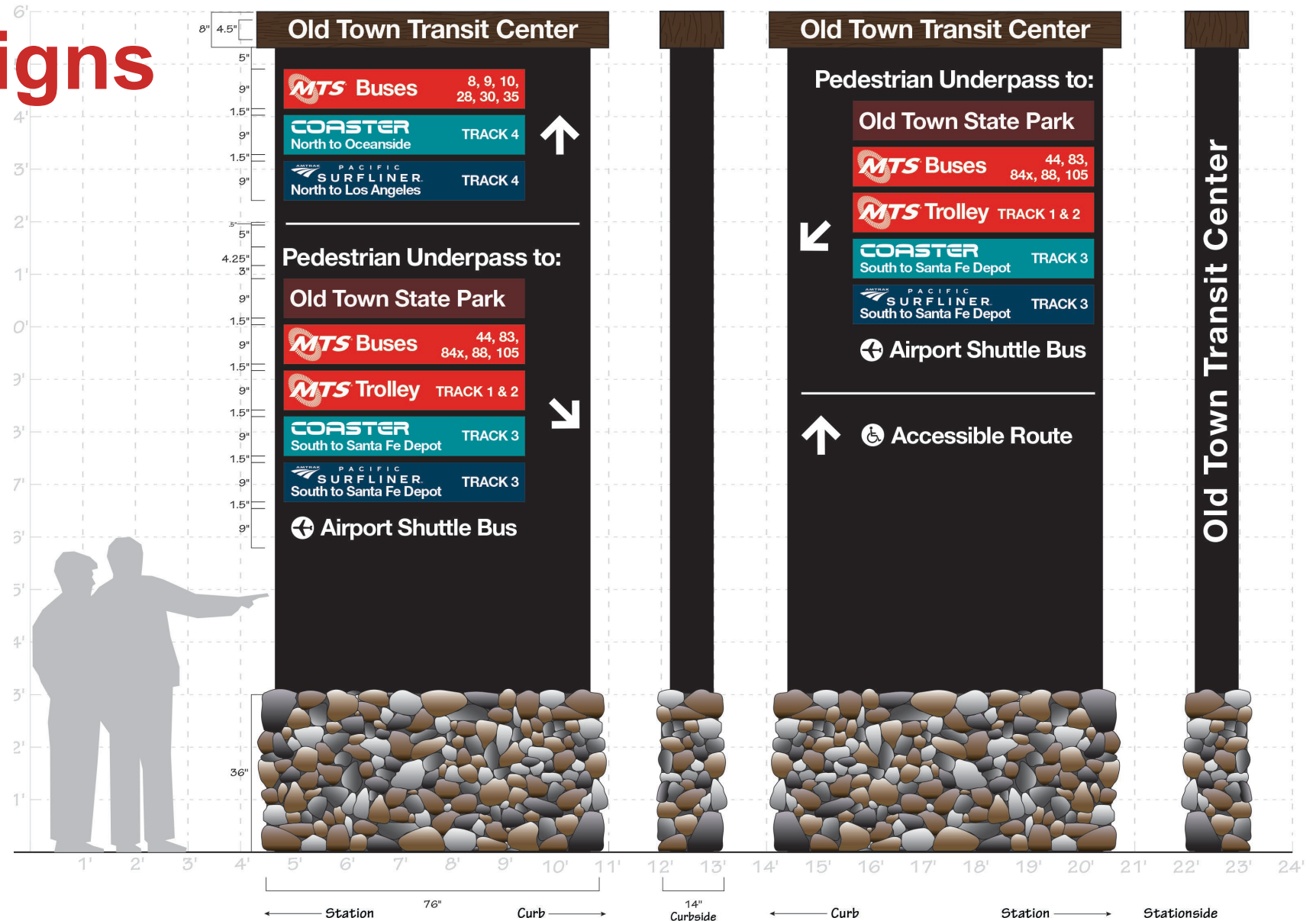
- East Side



# Wayfinding Signs

## Large Directional – proposed new update

- Accessible Route called out when differs from other path of travel

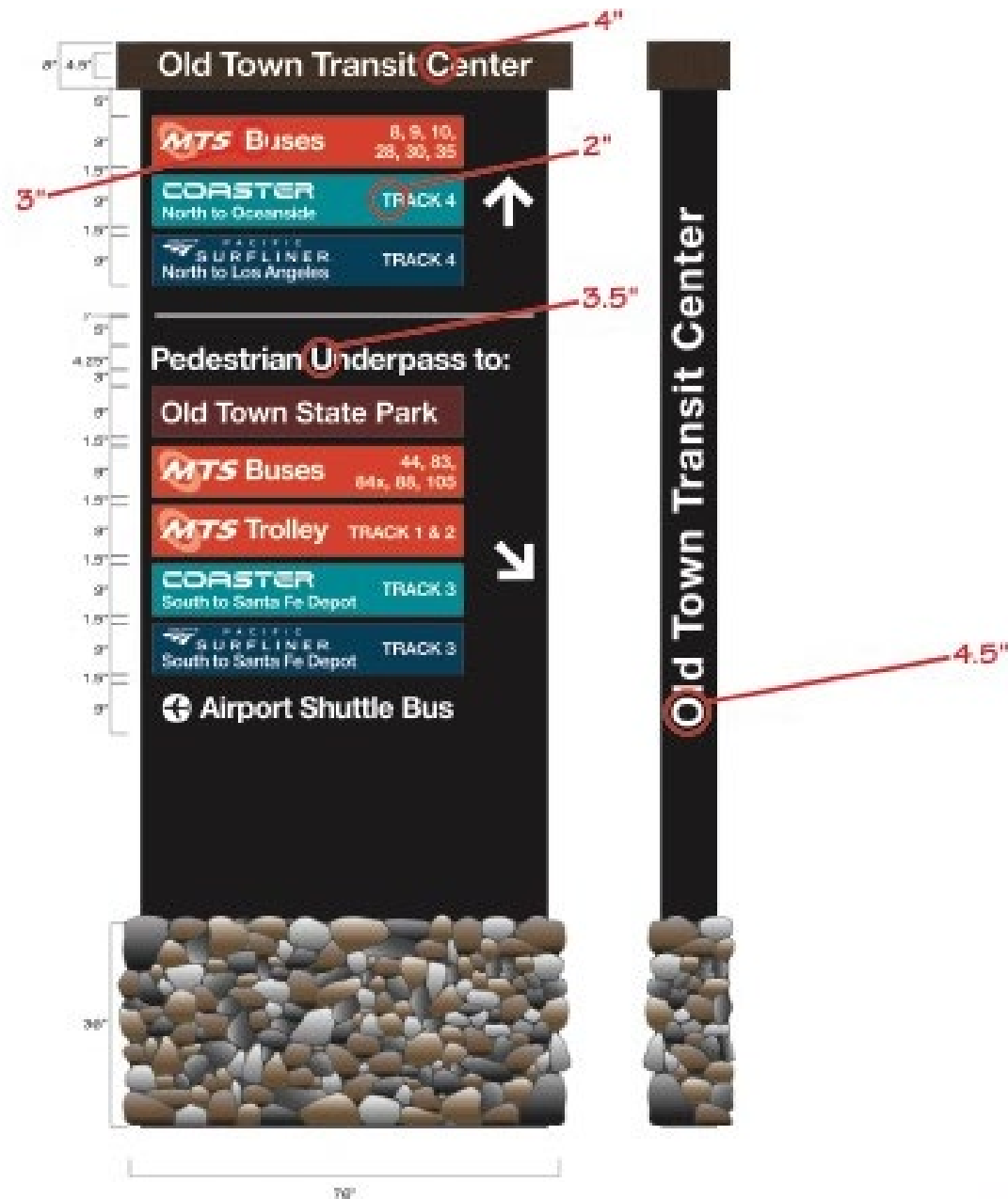




# Wayfinding Signs

## Large Directional – proposed new update

- Letter size for  
proposed large  
directional signs



# Wayfinding Signs

## Informational Kiosks - existing

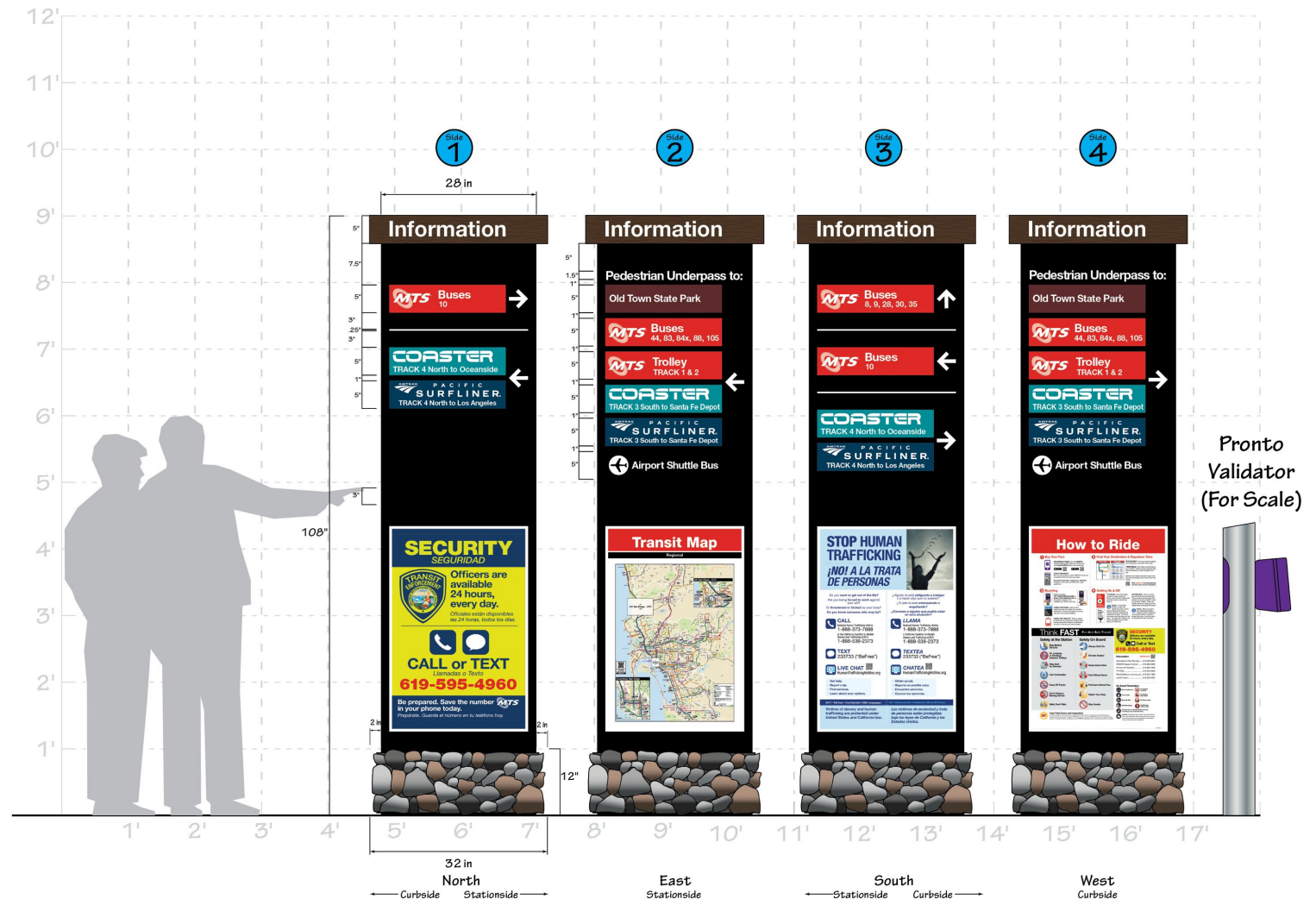
- Existing information kiosks – difficult to see if looking for information on platforms



# Wayfinding Signs

## Informational Pillars – proposed new

- Propose to replace Kiosks with six 4-sided information pillars
- More visible within the Transit Center
- Located on or near the Bus and Trolley platforms
- Contains both wayfinding and general transit information

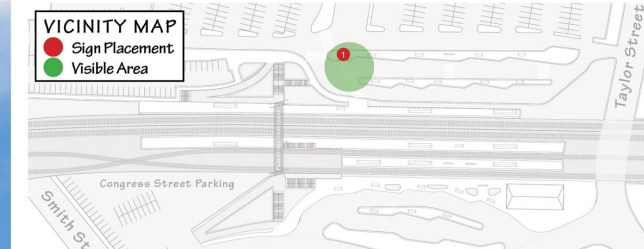




# Wayfinding Signs

## Informational Pillars – proposed new

- Location #1

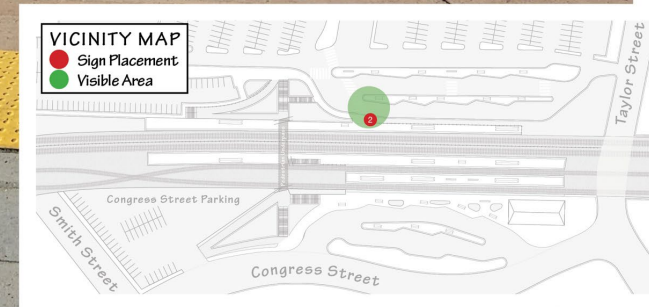
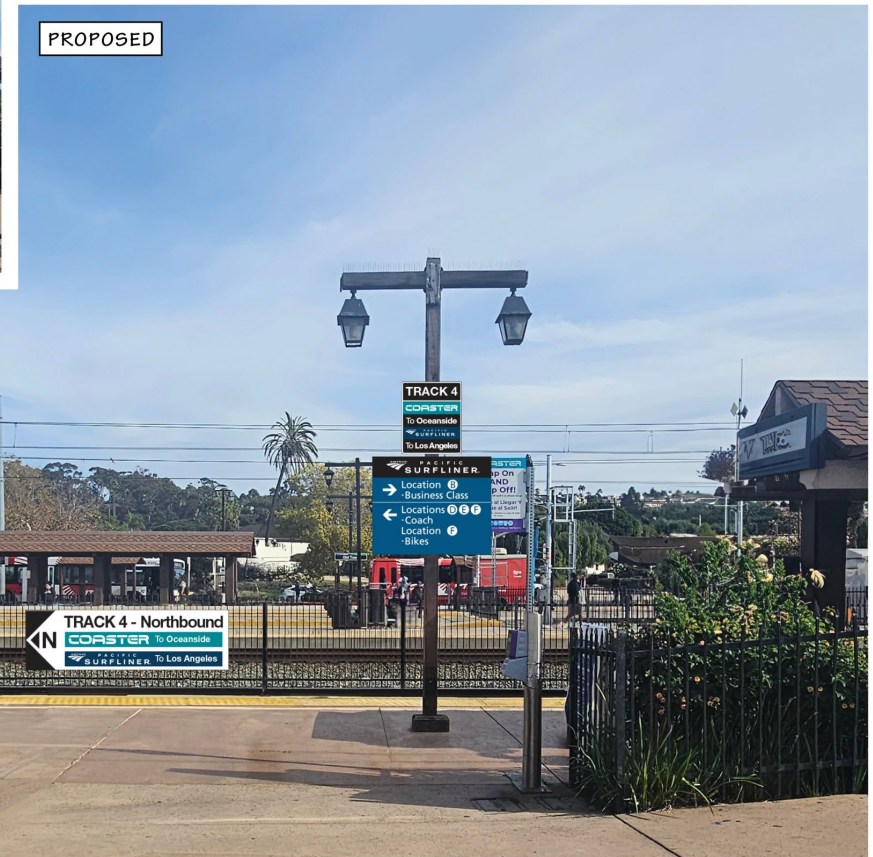




# Wayfinding Signs

## Informational Pillars – proposed new

- Location #2

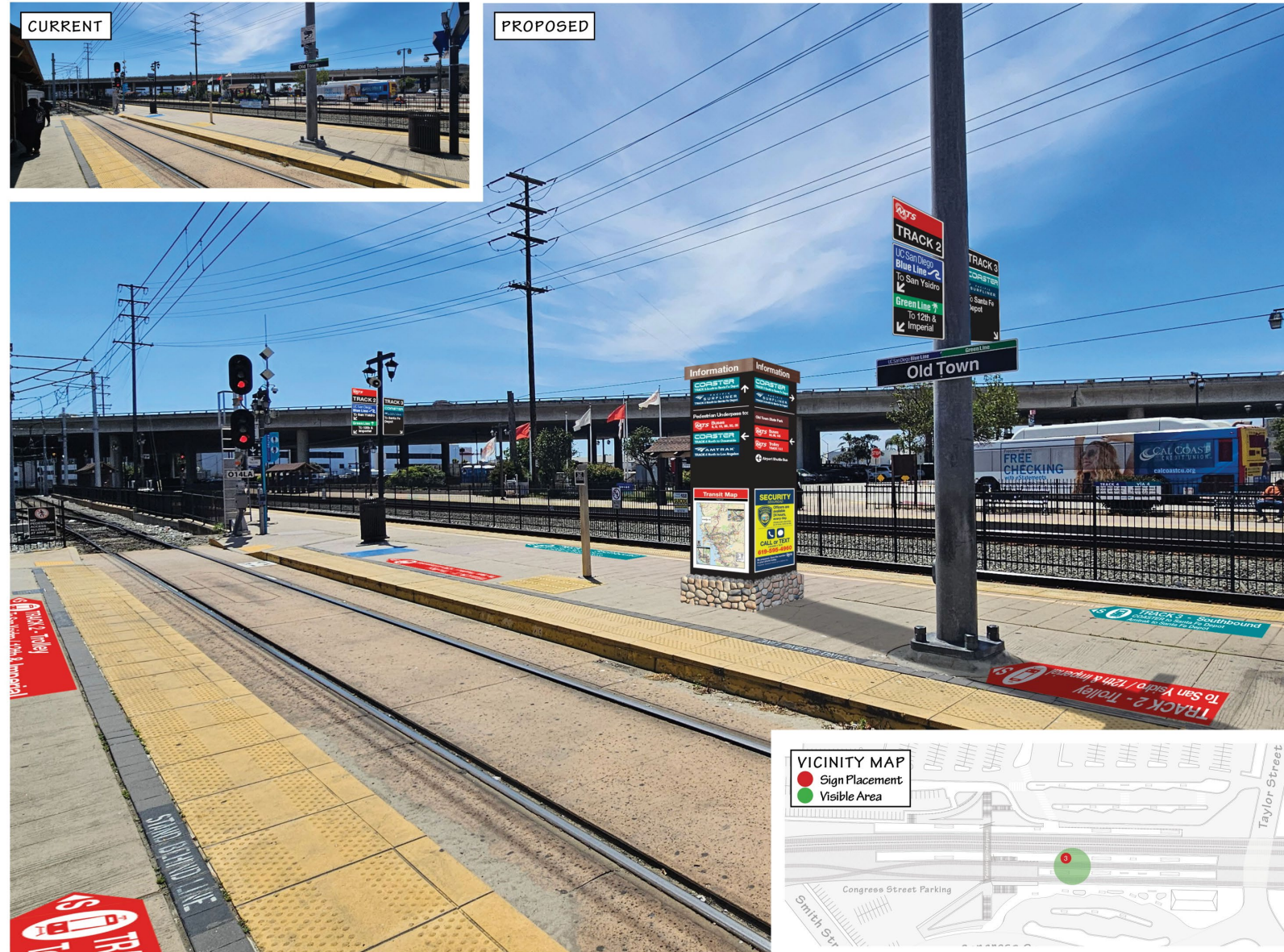




# Wayfinding Signs

## Informational Pillars – proposed new

- Location #3

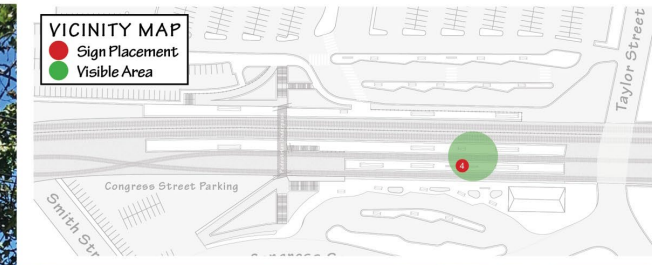




# Wayfinding Signs

## Informational Pillars – proposed new

- Location #4

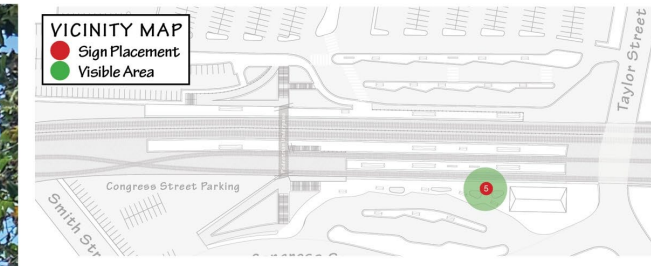
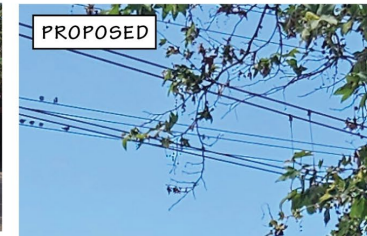




# Wayfinding Signs

## Informational Pillars – proposed new

- Location #5

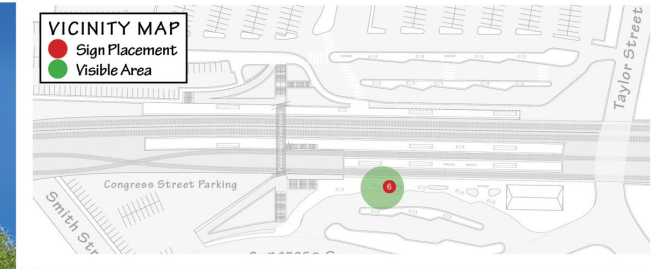
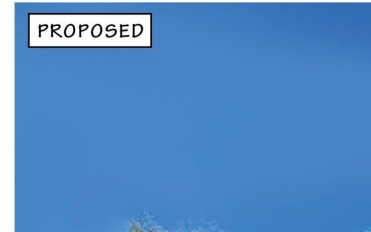




# Wayfinding Signs

## Informational Pillars – proposed new

- Location #6

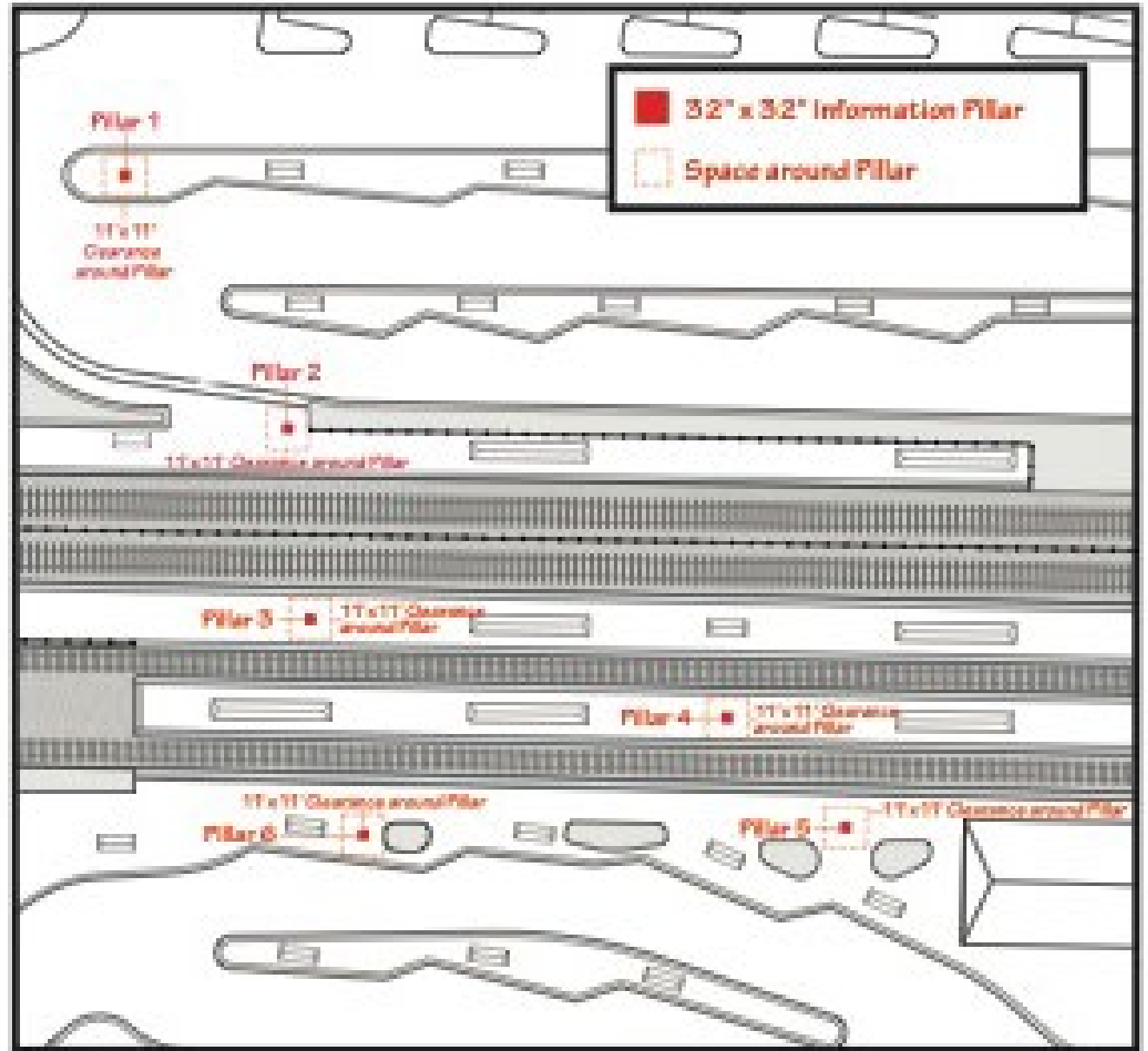




# Wayfinding Signs

## Informational Pillars – proposed new

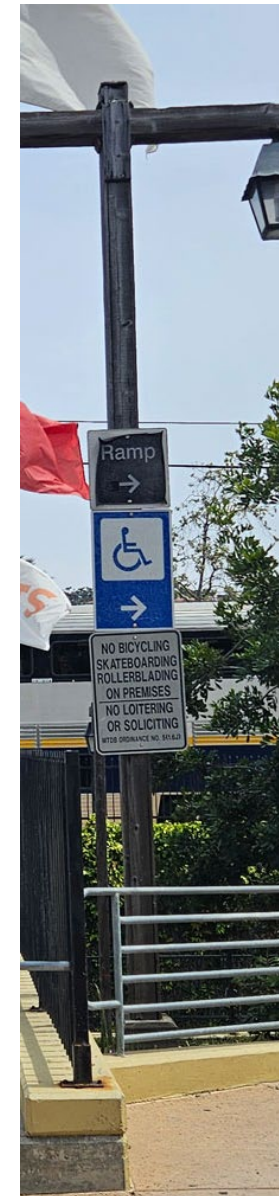
- At least 4 feet of clearance around each of the Information Pillars



# Wayfinding Signs

## ADA Directional - existing

- Existing ADA directional signs have a variety of styles throughout the transit center

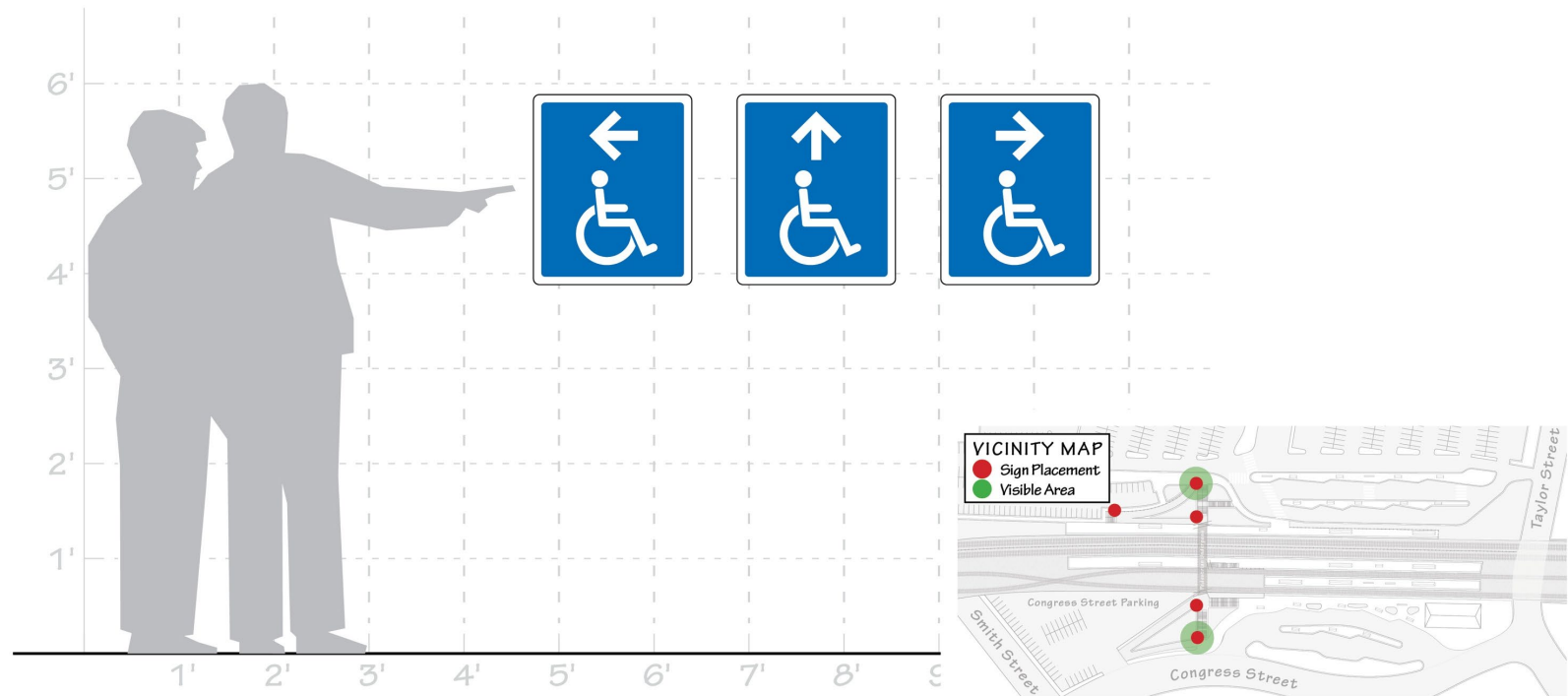




# Wayfinding Signs

## ADA Directional Proposed

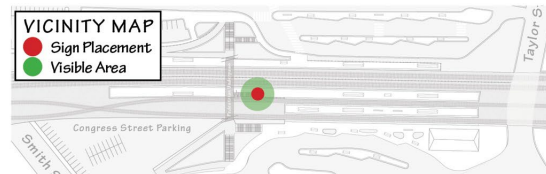
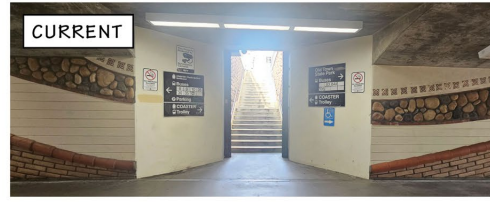
- Propose to update to a consistent ADA sign design throughout transit center



# Wayfinding Signs

## Interior Underpass

- Update with same colors, logos and information
- ADA path of travel call out

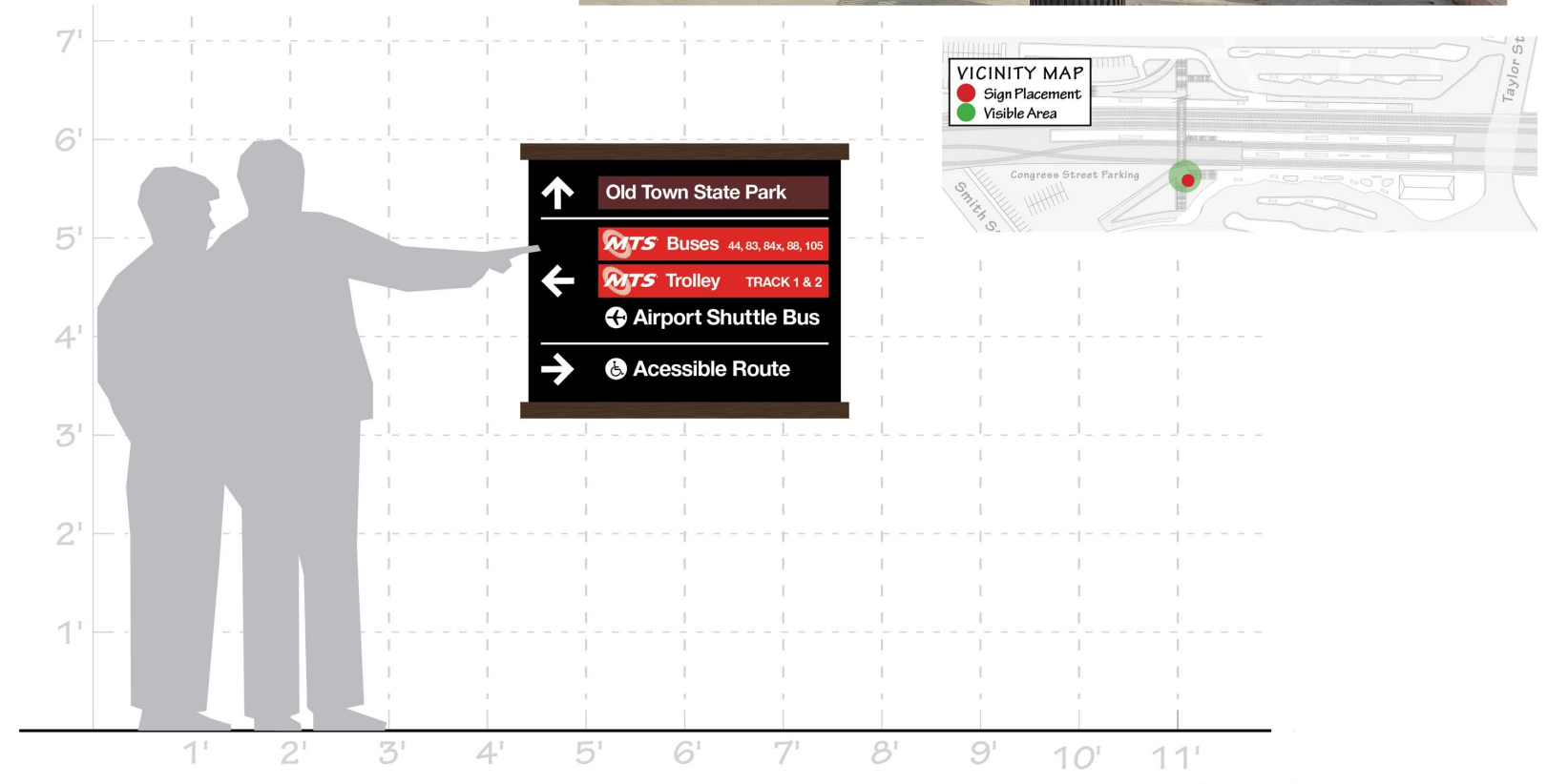
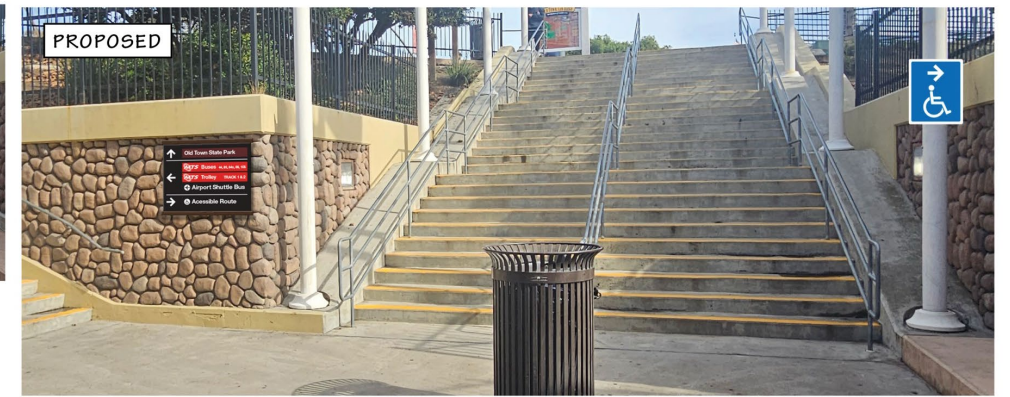




# Wayfinding Signs

## Other Station Wayfinding Signs

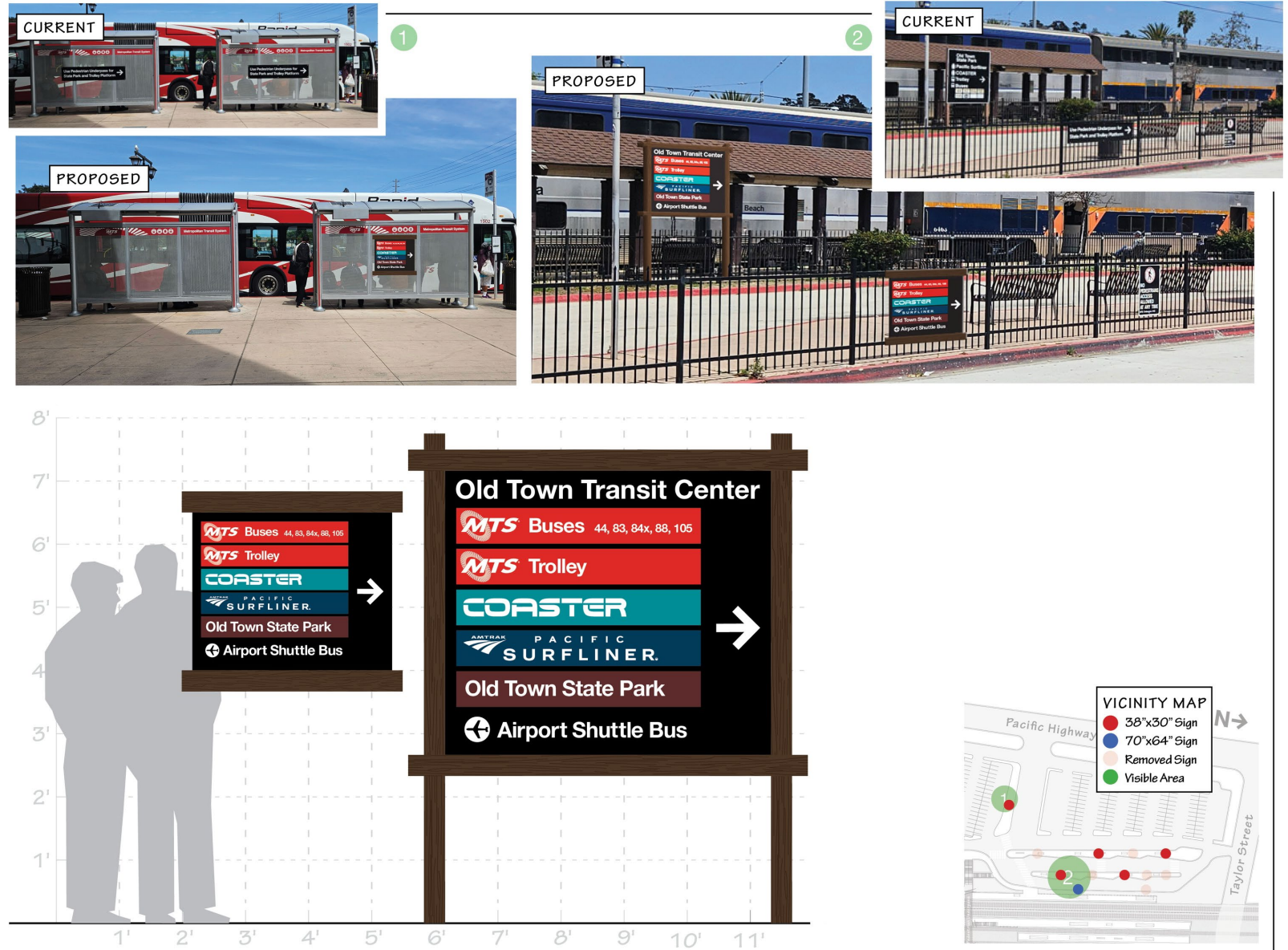
- Update with same colors, logos and information
- Accessible Route called out when differs from other path of travel



# Wayfinding Signs

## Other Station Wayfinding Signs

- Update with same colors, logos and information

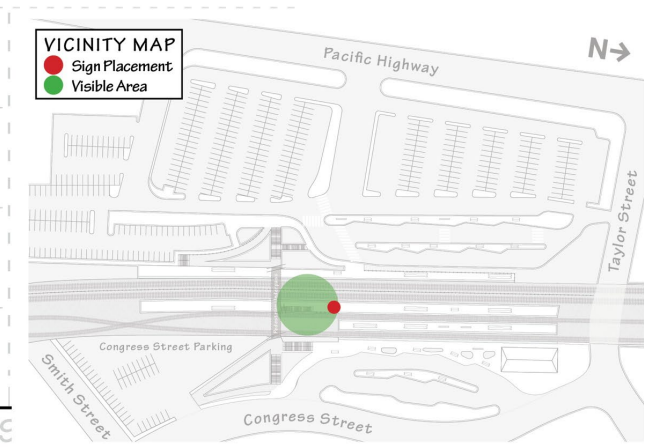
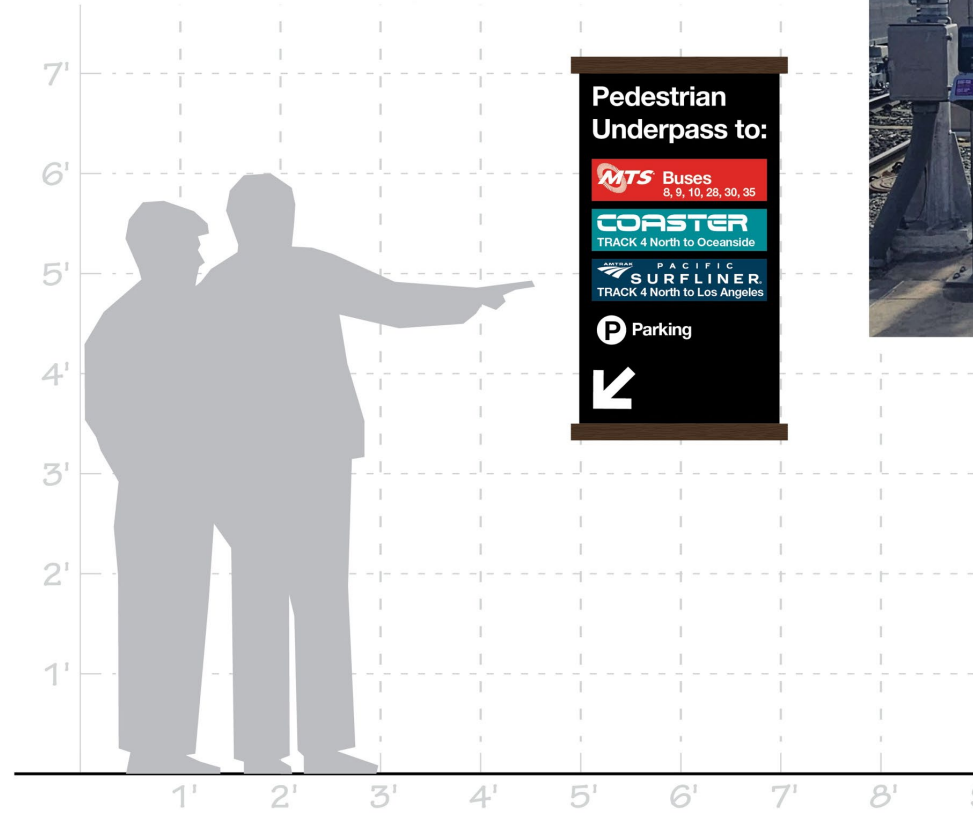




# Wayfinding Signs

## Other Station Wayfinding Signs

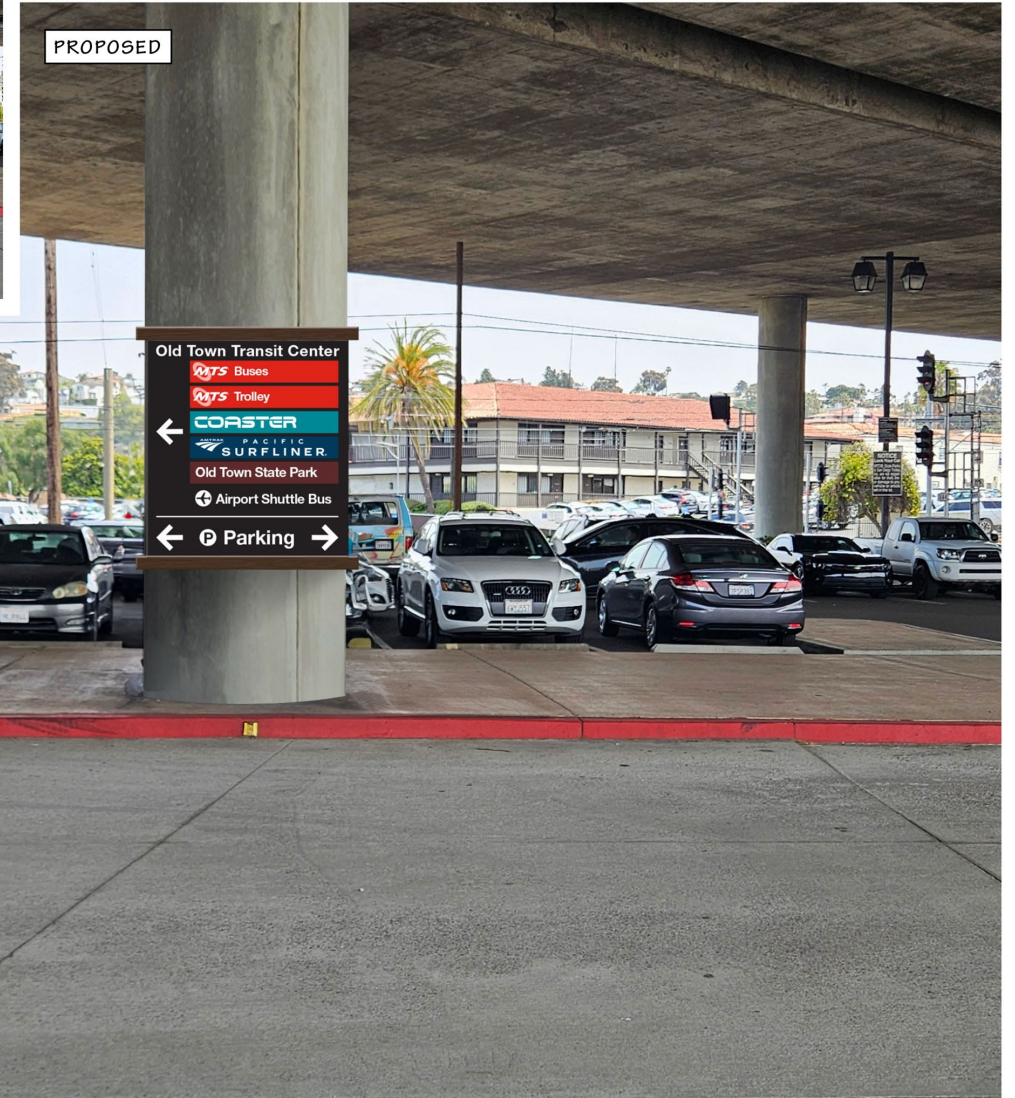
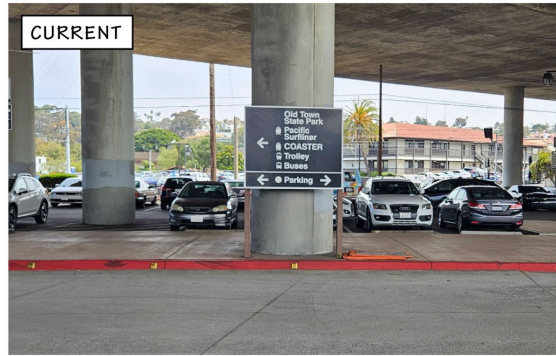
- Update with same colors, logos and information



# Wayfinding Signs

## Other Station Wayfinding Signs

- Update with same colors, logos and information





# Wayfinding Signs

## Other Station Wayfinding Signs

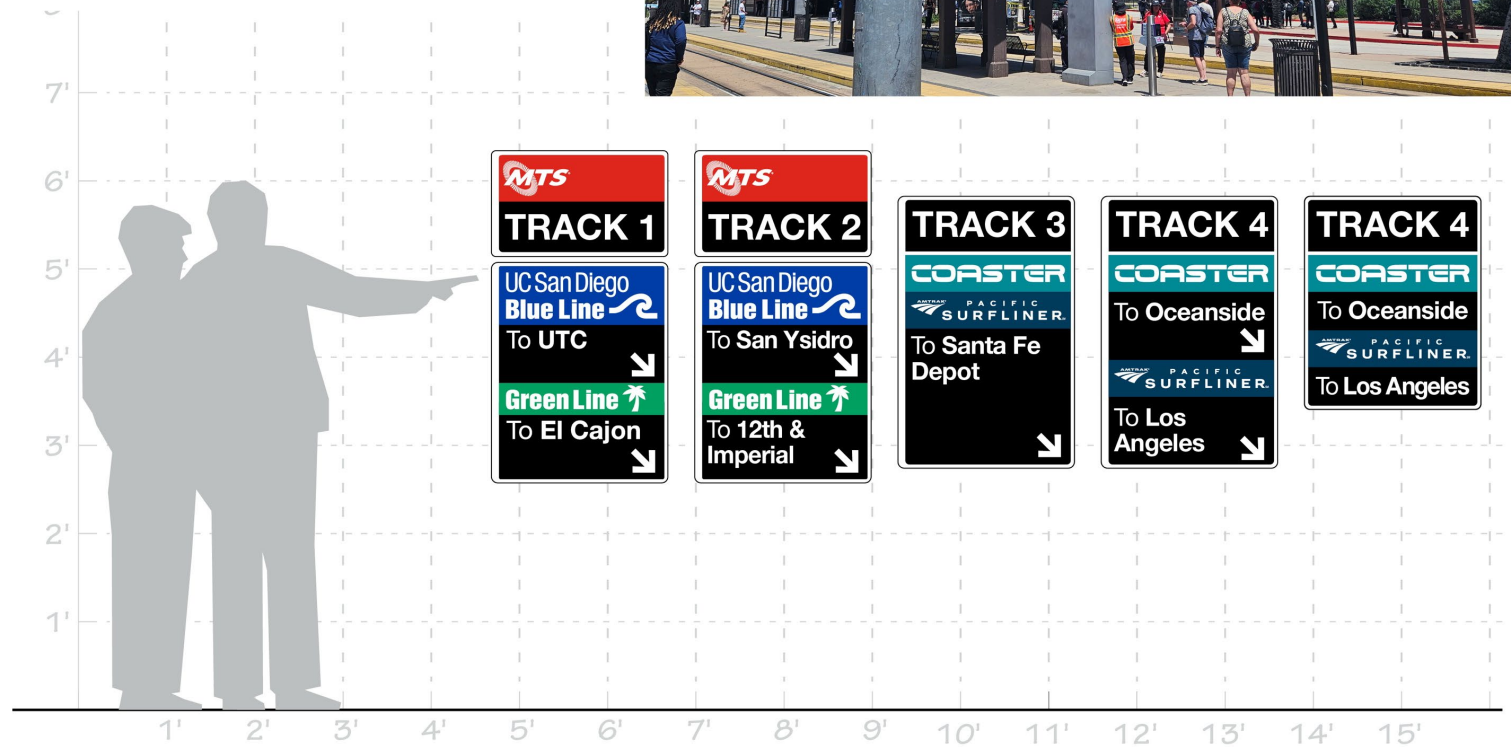
- Underpass header sign updates – add more complete directional information



# Wayfinding Signs

## Proposed Track Labels

- Consistent labeling for all tracks

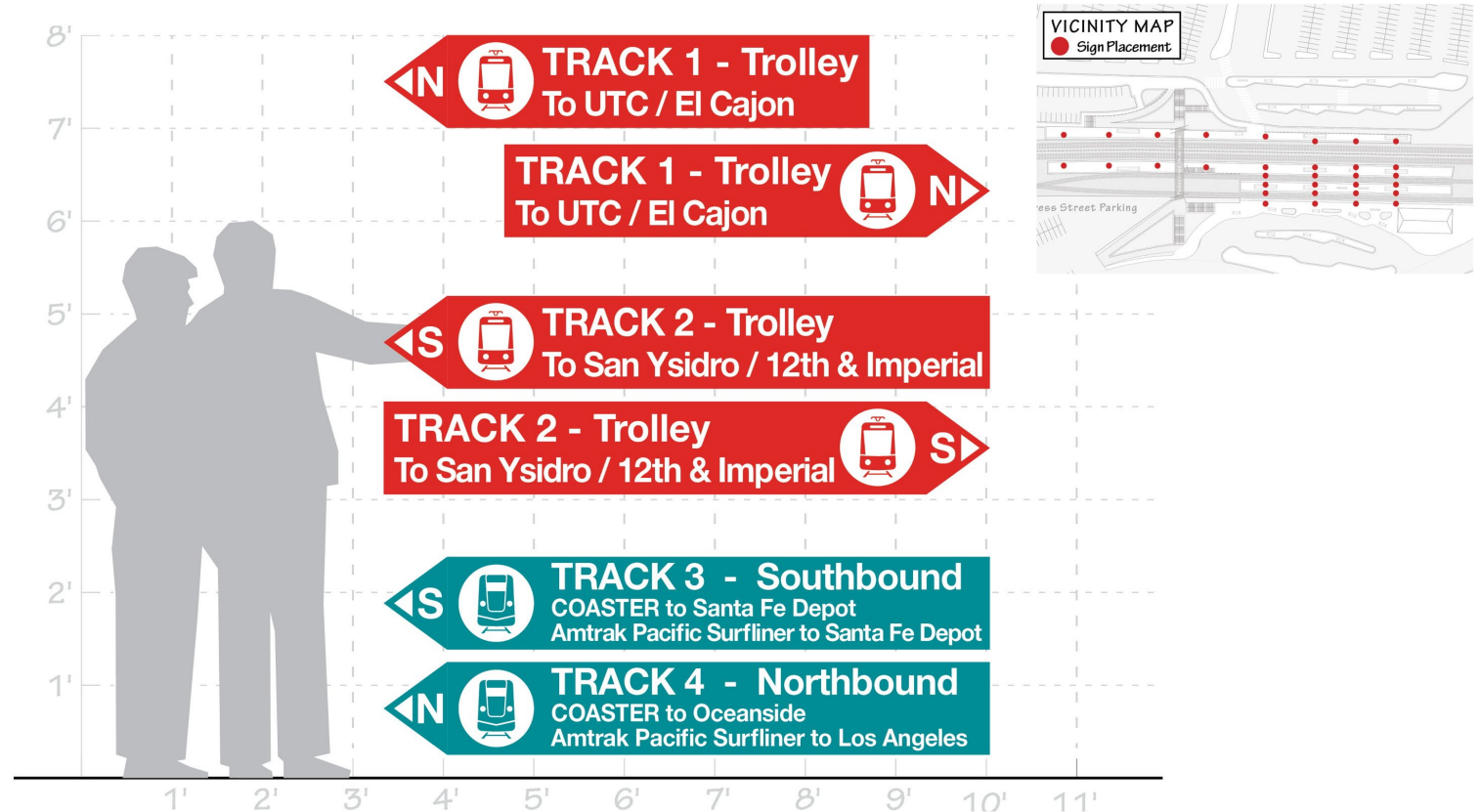
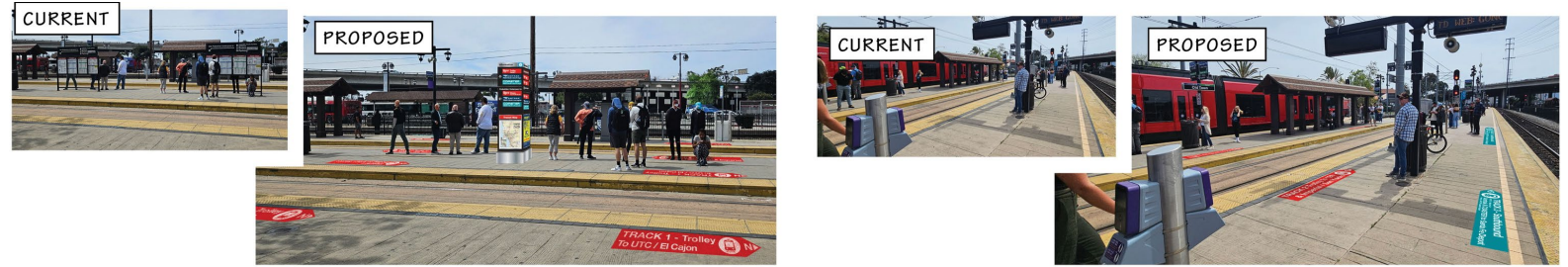




# Wayfinding Signs

## Proposed Directional Ground Decals

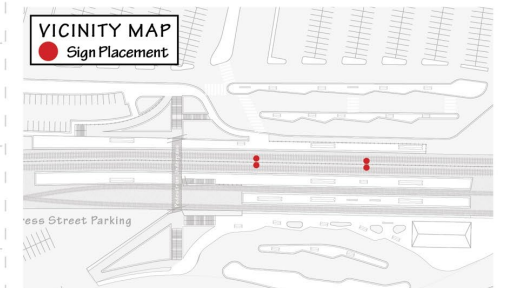
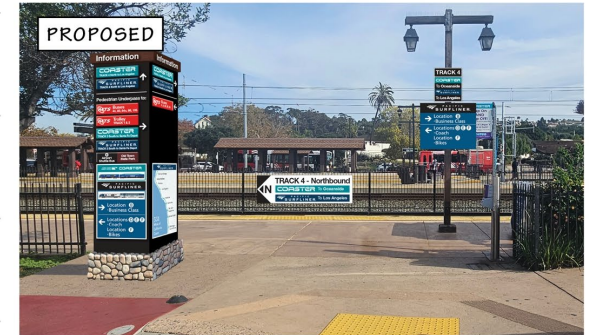
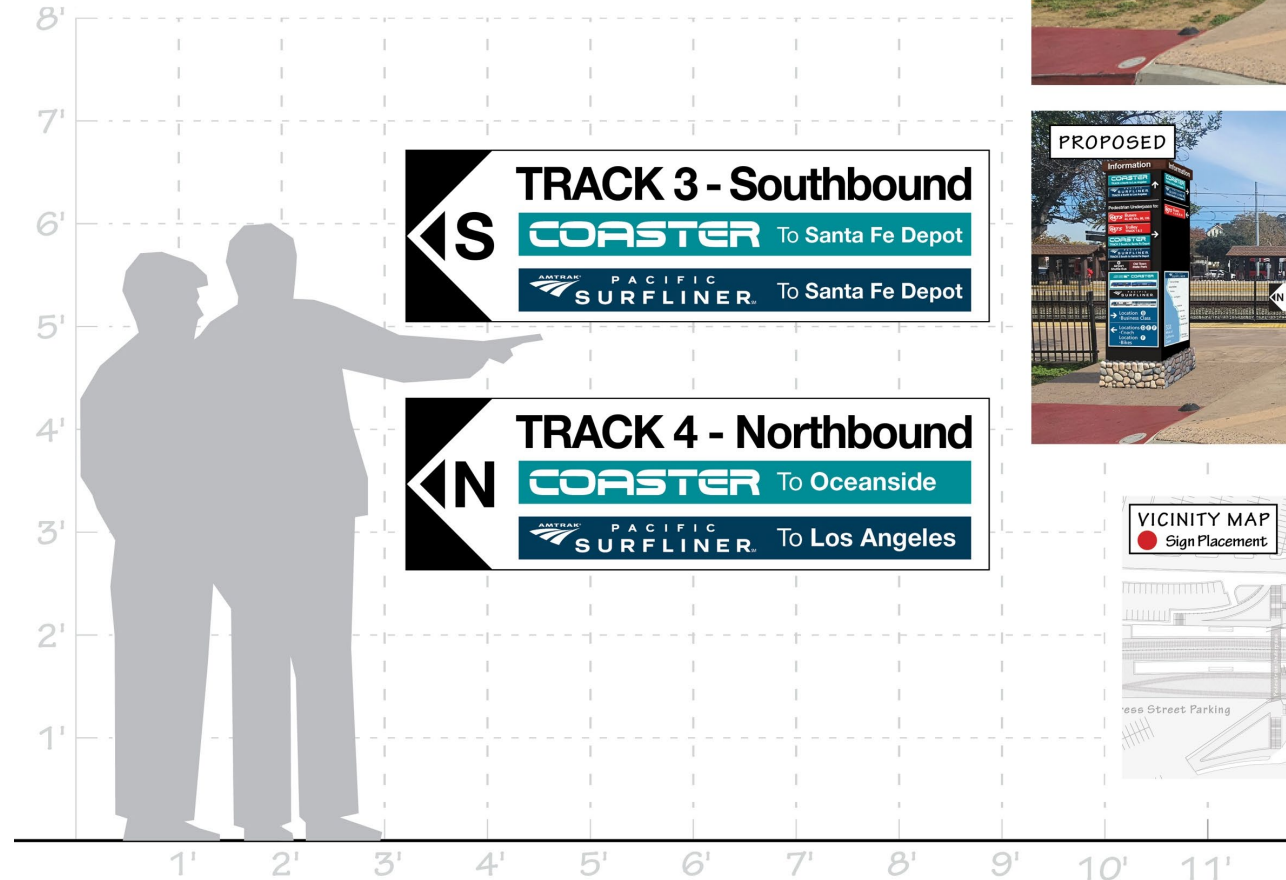
- Additional directional information for the platforms



# Wayfinding Signs

## Proposed COASTER & Amtrak sign updates

- Directional signs on fence updated with additional information and clear arrows indicating direction of travel

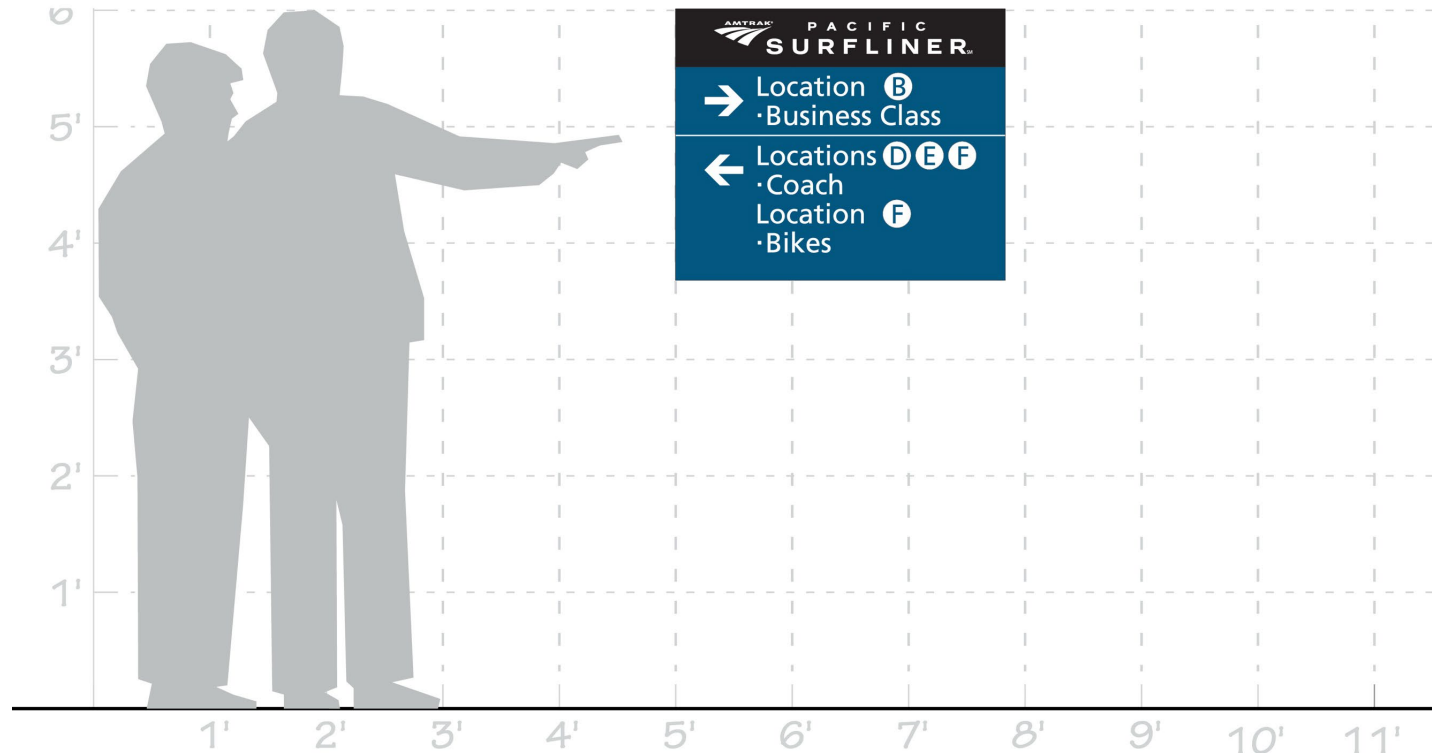
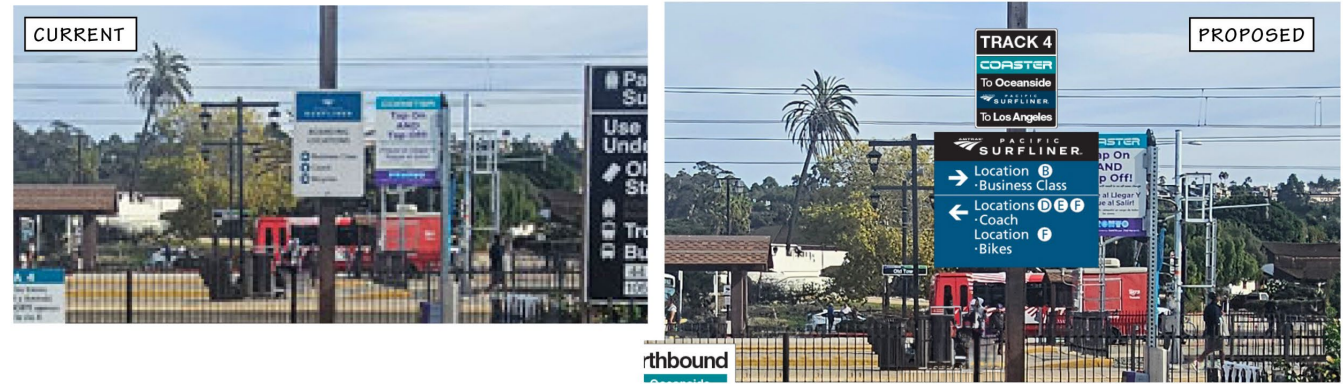




# Wayfinding Signs

## Proposed COASTER & Amtrak sign updates

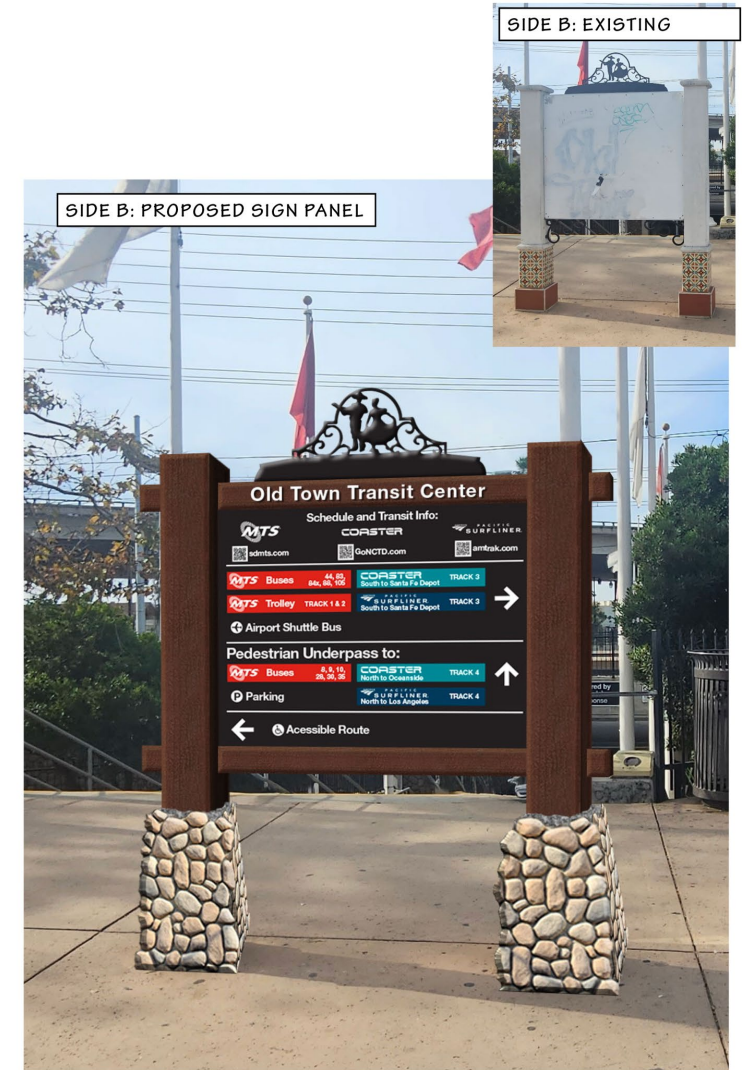
- Updated Amtrak boarding information signs



# Wayfinding Signs

## Proposed Station entrance sign update

- Update to include Transit center information
- Keep existing Old Town SD information map – consistent with other maps in community





# Questions/Comments



**Metropolitan  
Transit  
System**

## **Agenda Item No. 6**

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

December 19, 2024

**SUBJECT:**

Fixed Route and Trolley Update (Keith Vann and Aaron Pitt)

**INFORMATIONAL ONLY**

Budget Impact

None with this item.

**DISCUSSION:**

Staff to provide an update on Fixed-Route and Trolley services and reports. The MTS Bus, MTS Contract Services, and MTS Trolley report provides a monthly summary of ridership. Staff will also have an update on bus operator numbers, operational changes, and special events.

/S/Charles Posejpal

Charles Posejpal

Manger of Paratransit and Minibus

Key Staff Contact: Charles Posejpal, 619-235-2648, [charles.posejpal@sdmts.com](mailto:charles.posejpal@sdmts.com)

Attachment: A. MTS Bus and Trolley Ridership Report







**Metropolitan  
Transit  
System**

## **Agenda Item No. 7**

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

**December 19, 2024**

**SUBJECT:**

MTS Access Update (Charles Posejpal)

**INFORMATIONAL ONLY**

Budget Impact

None

**DISCUSSION:**

Staff to provide an update on the Do Not Leave Alone Policy, and MTS's Americans with Disability Act (ADA) Complementary Paratransit Service (i.e. MTS Access) monthly reports. Attached are monthly reports for fiscal year 2024 and fiscal year 2025. The MTS Access report provides a monthly overview of service performance. MTM, MTS's third-party contractor performing eligibility certification services for MTS Access, also has a report on its monthly ADA certification summary for MTS Access.

/S/Charles Posejpal

Charles Posejpal

Manger of Paratransit and Minibus

Key Staff Contact: Charles Posejpal, 619-235-2648, [charles.posejpal@sdmts.com](mailto:charles.posejpal@sdmts.com)

**1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • [sdmts.com](http://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 multiple cities in San Diego County.



**1. Access/Subs Passengers****Access**

Access	JUL '24	AUG	SEP	OCT	NOV	DEC	JAN '25	FEB	MAR	APR	MAY	JUN	YTD Total
<b>FY24 Access</b>	12,250	15,331	14,887	15,652	14,698	14,176	16,237	16,967	18,668	20,092	21,658	20,007	42,468
<b>FY25 Access</b>	21,925	22,587	21,546	26,008									92,066

**Taxi**

Taxi	JUL '24	AUG	SEP	OCT	NOV	DEC	JAN '25	FEB	MAR	APR	MAY	JUN	YTD Total
<b>FY24 Taxi</b>	5,772	6,948	6,171	6,626	6,017	4,950	4,952	4,306	4,574	5,166	5,074	4,847	18,891
<b>FY25 Taxi</b>	5,005	5,190	5,275	5,441									20,911

**SUBS**

Subs	JUL '24	AUG	SEP	OCT	NOV	DEC	JAN '25	FEB	MAR	APR	MAY	JUN	YTD Total
<b>FY24 SUBS</b>	5,486	3,984	4,597	5,525	4,703	4,665	4,390	2,922	3,926	3,183	2,796	2,098	14,067
<b>FY25 SUBS</b>	1,534	1,000	1,475	1,037									5,046

**Combined**

Combined	JUL '24	AUG	SEP	OCT	NOV	DEC	JAN '25	FEB	MAR	APR	MAY	JUN	YTD Total
<b>FY24 Combined</b>	23,517	26,249	25,652	27,777	25,420	23,810	25,578	24,122	27,168	28,449	29,528	26,952	75,418
<b>FY25 Combined</b>	28,464	28,777	28,296	32,486									118,023



**2. Access/Subs PPH, Rev Hours**

PPH	JUL '24	AUG	SEP	OCT	NOV	DEC	JAN '25	FEB	MAR	APR	MAY	JUN	YTD Total
FY24 PPH	1.9	1.91	2.06	2.08	2.06	2.01	1.91	1.92	1.93	2.04	2.02	2.04	1.91
FY25 PPH	2.01	1.94	1.93	1.90									1.95

**3. Access/Subs OTP****Access/Subcontractors OTP**

	JUL '24	AUG	SEP	OCT	NOV	DEC	JAN '25	FEB	MAR	APR	MAY	JUN	TD Average
4 Access & Subs C	92%	87%	88%	86%	87%	88%	87%	84%	88%	89%	91%	92%	90%
25 Access/Subs O	92%	90%	90%	87%									90%

**4. Access & Taxi Combined Valid Complaints**

Subcontractors C	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD Total
24 Valid Complaint	35	41	53	79	57	56	56	57	42	37	36	24	129
25 Valid Complaint	37	45	41										123

Subcontractors Co	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD Total
FY24 Compliment	4	5	12	6	2	2	6	11	6	11	5	12	21
FY25 Compliment	6	8	84										98

Subcontractors Con	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD Total
FY24 Complaint Ra	0.15%	0.16%	0.20%	0.24%	0.22%	0.24%	0.22%	0.24%	0.15%	0.15%	0.12%		0.17%
FY25 Complaint Ra	0.13%	0.16%	0.14%										0.14%

## 5. Applications & Assessments

### Access Eligibility Total Assessments

	Jul '24	AUG	SEP	OCT	NOV	DEC	JAN '25	FEB	MAR	APR	MAY	JUN	YTD Total
MTM FY24	67	79	92	95	81	63	78	111	87	124	164	159	146
MTM FY25	146	170	148	157									621

### SDM Applications

	Jul '24	AUG	SEP	OCT	NOV	DEC	JAN '25	FEB	MAR	APR	MAY	JUN	YTD Total
MTM FY24	74	108	69	88	61	64	58	82	76	108	123	103	182
MTM FY25	67	115	62	120									364

### PRONTO Extend Applications

	Jul '24	AUG	SEP	OCT	NOV	DEC	JAN '25	FEB	MAR	APR	MAY	JUN	YTD Total
MTM FY24	2	18	7	7	2	10	6	10	9	5	11	9	20
MTM FY25	18	23	15	8									64





December 19, 2024

Charles Posejpal  
Manager of Paratransit and Minibus  
San Diego Metropolitan Transit System (MTS)  
100 S. 16<sup>th</sup> St  
San Diego, CA 92101

Dear Access Customer:

To ensure the safety of our passengers and the integrity of MTS' complementary paratransit service, MTS has decided to discontinue our current "Do Not Leave Alone (DLA)" practice. Beginning January 1, 2025, we will no longer offer this "attendant type service" to new Access customers. For approved, eligible Access customers before January 1, 2025, we will continue to provide the DLA service for the remainder of calendar year 2025. On January 1, 2026, the DLA service will be discontinued entirely.

We strongly encourage any passenger affected by this change to identify someone who can serve as their Personal Care Attendant (PCA) for Access trips. Any MTS Access passenger may travel with a PCA. A PCA typically assists with one (1) or more daily life activities, such as providing personal care, performing manual tasks, or providing assistance with mobility or communication. A PCA may ride with you free of charge. While a PCA may travel without paying a fare, at least one (1) passenger must always pay a full fare. Two (2) passengers cannot claim each other as PCA to avoid fare payment.

We welcome feedback regarding this change and will work with our passengers to ensure the smoothest transition possible. If you have any questions or concerns, please feel free to reach out to me via e-mail at [Charles.Posejpal@sdmts.com](mailto:Charles.Posejpal@sdmts.com).

/S/ Charles Posejpal

Charles Posejpal

Manager of Paratransit and Minibus

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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 multiple cities in San Diego County.

