



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
(619) 231-1466 • FAX (619) 234-3407

**MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA**

**SRTP 880.1
(PC 50850)**

**Thursday, March 21, 2013
1:30 p.m. – 3:00 p.m.**

**MTS Access Facility
Training Building
7550 Copley Park Place, San Diego CA 92111**

This information will be made available in alternative formats upon request. To request an agenda in an alternative format, please contact Lisa Madsen (619.595.7038) at least five working days prior to the meeting to ensure availability. Assistive Listening Devices (ALDs) are available from the Clerk of the Committee prior to the meeting and are to be returned at the end of the meeting.

<u>Item</u>	<u>Recommended Action</u>
1. Roll Call	
2. Approve December 13, 2012 Meeting Minutes (materials enclosed)	Approve
3. Public Comment	Information
4. Member Comment	Information
5. <u>ADA Paratransit Reports</u>	Information
• <u>Operators</u>	
➤ MTS Access (John Lewis)	
• <u>Certification</u>	
➤ ADARide (Art Hulscher)	



Metropolitan Transit System (MTS) is a California public agency and is comprised of San Diego Transit Corporation and San Diego Trolley, Inc. nonprofit public benefit corporations, in cooperation with Chula Vista Transit and National City Transit. MTS is the taxicab administrator for eight cities and the owner of the San Diego and Arizona Eastern Railway Company. MTS member agencies include: City of Chula Vista, City of Coronado, City of El Cajon, City of Imperial Beach, City of La Mesa, City of Lemon Grove, City of National City, City of Poway, City of San Diego, City of Santee, and the County of San Diego.

6. Fixed-Route Reports

Information

- Operators

- MTS Bus (**Belinda Fragger**)
- MTS Contract Services, Veolia Transportation (**Jeanne Snyder**)
- San Diego Trolley, Inc. (**Walter Clack**)

7. Copley Park Division Tour

Information

8. Next Meeting Date: Next Meeting Date: **June 13, 2013 at 1:30 p.m.**

LMADSEN
AGN-21-MARCH-13
March 14, 2013 Mail Out

MTS Accessible Services Advisory Committee Meeting
Roll Call
3/21/2013

Call to Order: 1:30 PM

Adjournment:

MEMBER		ALTERNATES		AGENCY
Lorie Bragg	X	Charles Lungerhausen		ASAC Chairwoman
Ruben Ceballos	X			Access to Independence
Arun Prem		Patty Pauletto		FACT / CTSA
Debbie Marshall	X			Developmental Disabilities Board - Area 13
Jeanne Snyder		Joe Nunweiler		Veolia Transportation - Contracted Bus Routes
Art Hulscher	X	Cindy Hall		ADARide
Anthony Ferguson		Todd Lordson	X	San Diego Regional Center
Charles Lungerhausen				Paratransit Consumer
Kevin Kelly		Marion Connaughton		San Diego Center for The Blind
John Davenport		Belinda Fragger		MTS Bus
John Lewis	X	Rafael Villegas	X	First Transit Group (MTS Access)
Vacant				Hearing Impaired
Danielle Kochman		Brian Lane		SANDAG
		Laurie Gartrell	X	SANDAG
Floyd Willis	X			County of San Diego AIS
Connery Cepeda				Caltrans
Walter Clack	X			MTS Trolley
Jim Byrne	X			MTS
Dan McCaslin	X			MTS
Lisa Madsen	X			MTS
Karen Landers	X			MTS

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA

SRTP 880.1
(PC 50850)

Thursday, December 13, 2012
1:30 p.m. – 3:00 p.m.

James R. Mills Building
Board Meeting Room, 10th Floor
1255 Imperial Avenue, San Diego CA 92101

MINUTES

1. Call to Order and Roll Call

Chairwoman Lorrie Bragg called the meeting to order at 1:30 p.m. A roll call sheet listing the committee members in attendance is included (see Attachment A).

2. Approval of June 21, 2012 Meeting Minutes

It was moved and seconded to approve the minutes of the June 21, 2012 ASAC meeting. The motion passed unanimously.

3. Public Comment

There were no public comments.

4. Member Comment

Mr. Dan McCaslin noted that forty new MTS Access vehicles had been ordered, and that nineteen of them were already in service. All of the new vehicles should be in service by early January. Additionally, MTS will be going out to bid for ADA Certification Services.

Chairwoman Bragg noted that the ASAC does not have a member of the hearing impaired community, and if anyone knew someone who would be interested in joining, it would be greatly appreciated.

Mr. Denis Desmond noted that several construction projects may affect passengers in the next few months. One project will affect the 11th & C/City College bus and trolley stop due to foundation work for a new shelter. At 12th & Imperial, some improvements related to the Trolley renewal project will also affect transit services. Both locations will be served by alternative stops.

5. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for October and November 2012 (see Attachment B).

ADARide – Mr. Art Hulscher presented the ADARide certification reports for September, October, and November 2012 (see Attachment C).

6. Fixed-Route Reports

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for October and November 2012 (see Attachment D).

MTS Contract Services (Veolia Transportation) – Ms. Lisa Madsen presented the MTS Contract Services Ramp Deployment Report for October and November 2012 (see Attachment E).

San Diego Trolley, Inc. – Mr. Walter Clack presented the San Diego Trolley Lift Deployment Report for the months of October and November 2012 (see Attachment F).

Mr. Clack noted that the number of total lift uses has been decreasing as more new low floor trolleys are introduced into service. Since these cars have ramps that the passengers deploy, it is difficult to capture how many wheelchair passengers are boarding. Chairwoman Bragg asked if there was a way to accurately capture the number of wheelchair riders on the low floor vehicles. Mr. Clack responded that the only way to get a count would be by random survey. Ms. Danielle Kochman asked if there was a way to count pass-ups due to the low floor trolley vehicles being full. Mr. Clack responded that he doubted there would be many pass-ups as the new vehicles could accommodate up to six wheelchairs. Mr. Rueben Ceballos asked if the wheelchairs being referenced to were standard-size wheelchairs. Mr. Clack responded that yes, the vehicles were designed to accommodate standard-sized wheelchairs. Mr. Art Hulscher asked if the new trolleys would accommodate passengers of up to 600 lbs., as is the standard on transit buses. Mr. Clack responded that he believed that standard would still apply on the new trolleys.

7. 2013 ASAC Meeting Calendar

Mr. Dan McCaslin noted that the March 21st meeting would be held at the MTS Access facility. It was moved and seconded to approve the 2013 ASAC Meeting Calendar. The motion passed unanimously.

8. Update on MTS Access Policy Changes

Mr. John Lewis presented information on the MTS Access Policy Changes that went into effect in September 2012. Passengers are requesting the origin-to-destination service on about 18% of trips. The On-Time Performance Window was changed from 0-10 minutes to 0-20 minutes. As a result, 94% of trips are performed on-time. Reservationists now provide three trip options to passengers booking trips. This has resulted in a 21% reduction in trip refusals. Payments of fares for missed trips and no shows have been eliminated. Suspensions are now levied after three or more no shows and no shows are at least 10% of the total trips scheduled for the month. In October and November of 2012, there was a 5% reduction in no show trips. Transfers now have passengers escorted from one vehicle to the next. The service area boundary between the MTS zones now allows for trips within 3 miles to be completed without a transfer. This has led to a 63% decrease in intra-zonal trips that require a transfer. Passengers can also specify at the time of reservation if they cannot be left unattended. This has improved the security of passengers.

Mr. Art Hulscher asked if this information had been updated in the MTS Rider's Guide. Mr. McCaslin responded that the Rider's Guide had been updated. Mr. Hulscher also asked if the transfer policy between MTS and NCTD had changed. Mr. Lewis responded that the changes were within the MTS service area only. Chairwoman Bragg asked Mr. Lewis how he felt about the changes. Mr. Lewis replied that he thought the changes were positive. Mr. Ruben Ceballos noted that he has used the door-to-door service, and that the service is good.

9. Information on Planned Service Changes

Mr. Denis Desmond presented information on planned service changes taking place in January 2013. \$3.3 million dollars in service has already been added back in. The Board has also approved adding an additional \$1.5 million in January 2013. Three routes will have Sunday service restored: 856, 864, and 904. Weekday peak hour service will also be added to routes 10, 41, and 709. Route 905 has also had Sunday service restored. Saturday frequencies on Routes 13 and 955 will be increased. We will be increasing Saturday service on Route 20, and adding an additional trip on Route 894. The Blue Line Trolley will also have extra service added on Sundays. Service to Routes 820 and 860 would be adjusted due to a construction project at the transit center.

Chairwoman Bragg inquired about the changes to Route 820 and 860. Mr. Desmond replied that the area would still be served, but extra service would be added in temporarily during construction.

10. Update on Trolley Renewal Project

Ms. Sharon Cooney provided an update on the Trolley Renewal Project. Most of the new vehicles have been procured, and MTS is looking forward to introducing low floor service on the Orange Line on January 1st. This should improve on-time performance, as well as wheelchair boarding. On the Blue Line, a crossover and signaling project is underway as part of the overall station improvements. All of the Green Line stations are open at this time. The ticket vending machines have been upgraded, and now act as a validator as well. The stations along the Green and Orange Lines have also been upgraded with new seating, shelters, and shade structures.

11. Adjourn

Chairwoman Bragg adjourned the meeting at 2:30 p.m. Mr. Dan McCaslin noted that the March 21, 2013 meeting would take place at the MTS Access facility at 7550 Copley Park Place, and that a bus would be available for any committee members wishing to carpool from the MTS offices at 1255 Imperial Avenue. The bus would leave around 1:00 p.m. Committee members can also drive and park at the facility as well.

Attachments: A. Roll Call Sheet
 B. MTS ADA Paratransit Report
 C. ADARide Certification Report
 D. MTS Bus
 E. MTS Contract Services
 F. MTS San Diego Trolley, Inc.

LMADSEN

MTS Accessible Services Advisory Committee Meeting
Roll Call
12/13/2012

Call to Order: 1:30 PM

Adjournment: 2:30 PM

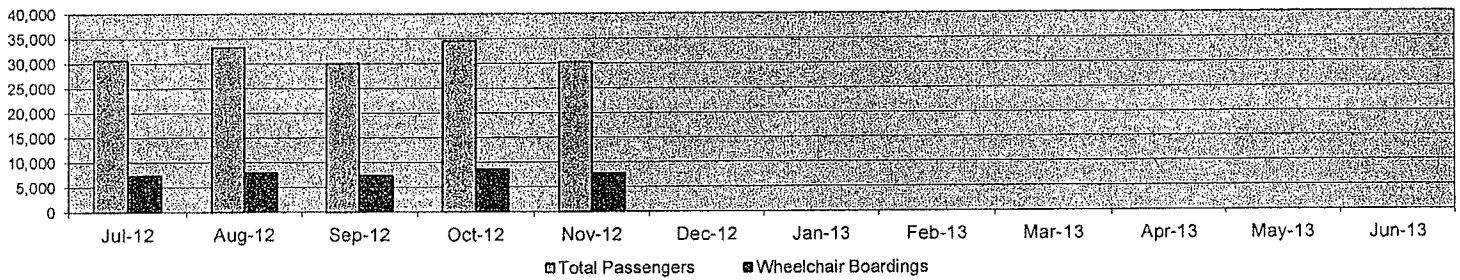
MEMBER		ALTERNATES		AGENCY
Lorie Bragg	X	Charles Lungerhausen		ASAC Chairwoman
Ruben Ceballos	X			Access to Independence
Arun Prem		Patty Pauletto		FACT / CTSA
Debbie Marshall	X			Developmental Disabilities Board - Area 13
Jeanne Snyder		Joe Nunweiler		Veolia Transportation - Contracted Bus Routes
Art Hulscher	X	Cindy Hall		ADARide
Anthony Ferguson		Todd Lordson	X	San Diego Regional Center
Charles Lungerhausen				Paratransit Consumer
Kevin Kelly		Marion Connaughton		San Diego Center for The Blind
John Davenport		Belinda Fragger	X	MTS Bus
John Lewis	X	Rafael Villegas		First Transit Group (MTS Access)
Vacant				Hearing Impaired
Danielle Kochman	X	Brian Lane		SANDAG
		Phil Trom		SANDAG
Floyd Willis				County of San Diego AIS
Connery Cepeda	X			Caltrans
Walter Clack	X			MTS Trolley
Jim Byrne	X			MTS
Dan McCaslin	X			MTS
Lisa Madsen	X			MTS
Karen Landers				MTS



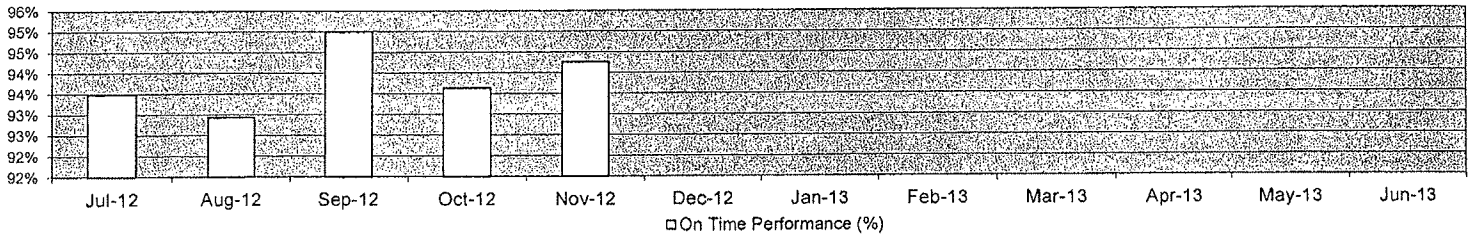
MTS Access ASAC Report FY 13

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Total Passengers	30,651	33,301	30,036	34,493	30,249								158,730
Wheelchair Boardings	7,353	7,919	7,373	8,591	7,725								38,961
On Time Performance (%)	93%	93%	95%	94%	94%								94%
Valid Complaints	2	6	3	5	1								17
Invalid Complaints	10	11	3	10	1								35
Compliments	3	0	0	5	0								8
Calls Received	23,210	24,750	24,702	27,744	24,753								125,159
% Abandoned Calls	2%	2%	2%	2%	2%								2%
Average Call Time	0:01:53	0:01:52	0:01:58	0:01:53	0:01:56								0:09:33
Average Hold Time	0:00:21	0:00:24	0:00:24	0:00:23	0:00:23								0:01:55

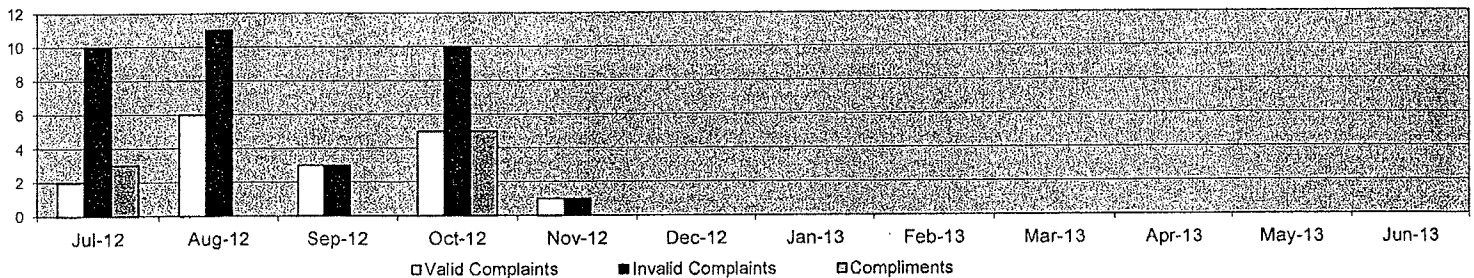
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

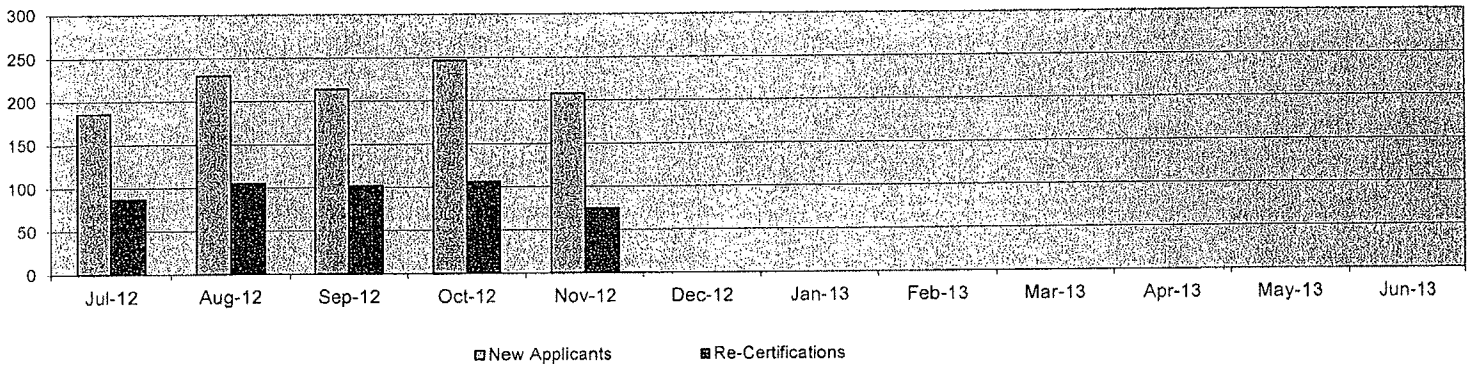




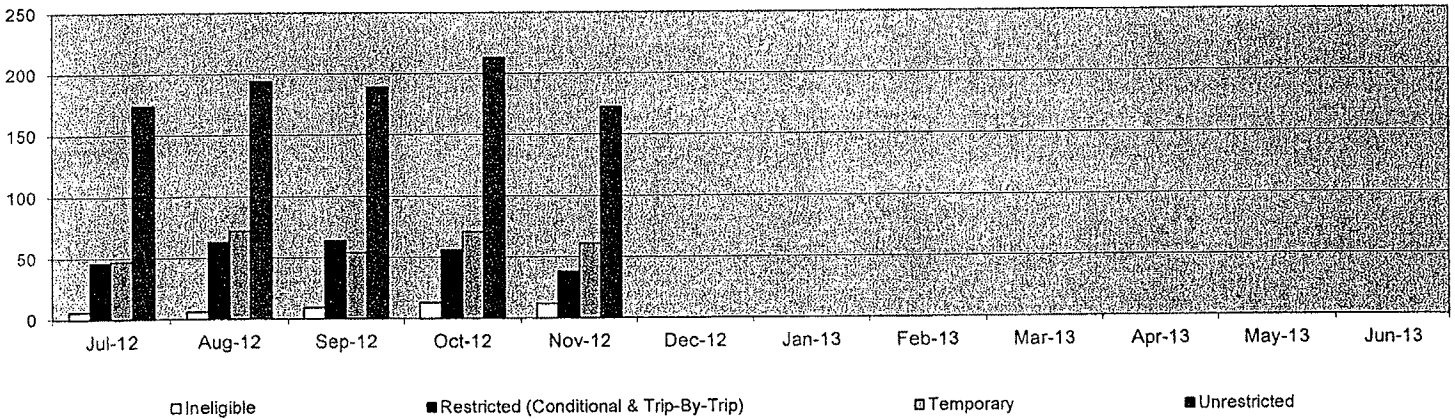
ADARide Certification Summary Report FY 13

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
New Applicants	186	230	214	247	208								1,085
Re-Certifications	87	105	102	106	75								475
Total	273	335	316	353	283								1,560
Ineligible	6	6	9	13	12								46
Restricted (Conditional & Trip-By-Trip)	46	63	64	56	38								267
Temporary	47	72	54	71	61								305
Unrestricted	174	194	189	213	172								942
Total	273	335	316	353	283								1,560

New Applicants and Re-Certifications



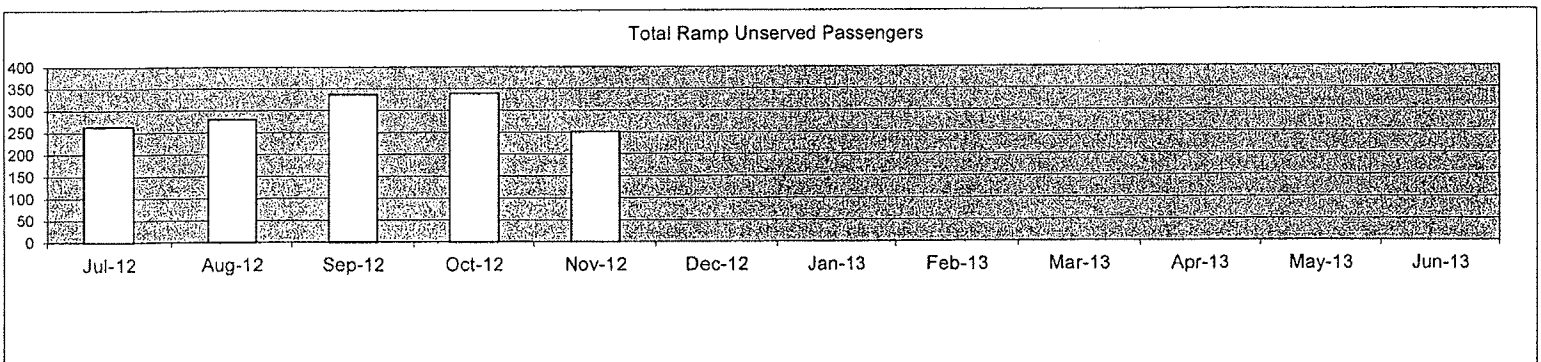
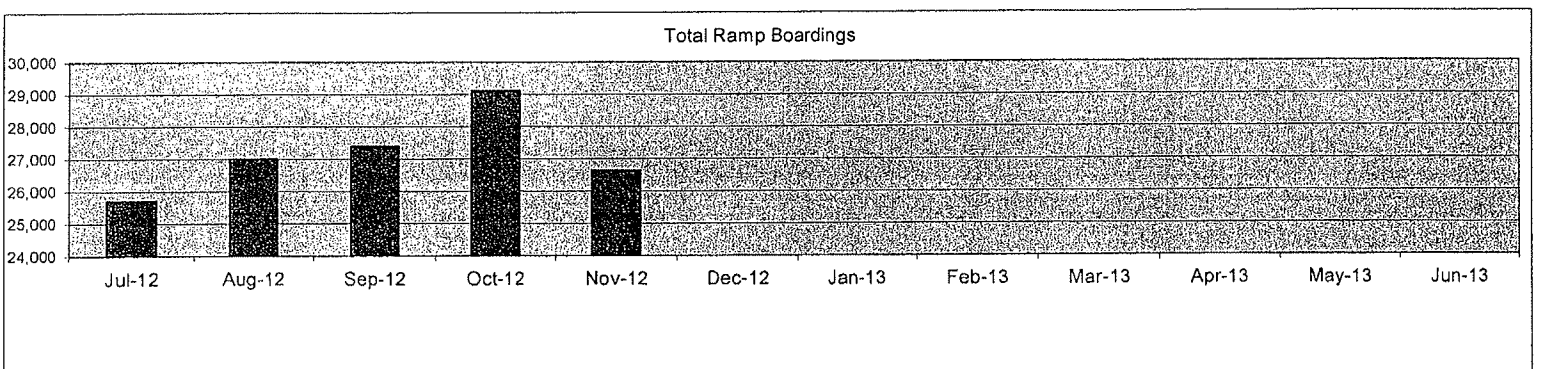
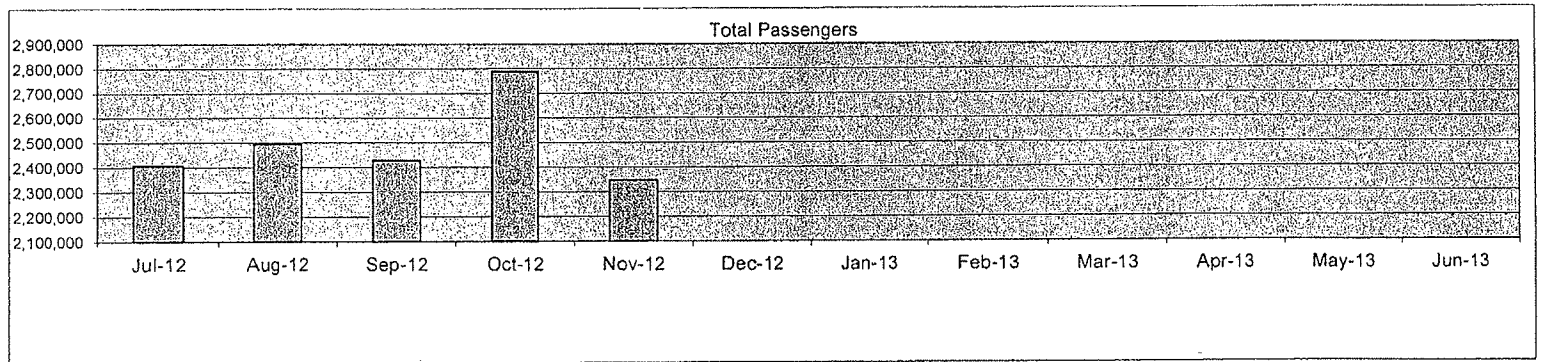
Eligibility





MTS Bus Ramp Deployment Report FY 13

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Total Passengers	2,406,925	2,496,032	2,428,956	2,788,595	2,348,486								12,468,994
Total Ramp Boardings	25,715	27,010	27,399	29,120	26,644								135,888
Percentage of Ramp Boardings	1%	1%	1%	1%	1%								1%
Total Ramp Unserved Passengers	263	280	337	339	251								1,470
Percentage of Ramp Unserved Passengers	1%	1%	1%	1%	1%								1%
Pass-Up Ramp Inoperable	7	17	17	11	8								60
Pass-Up WC Space Full	209	221	250	257	199								1,136
Pass-Up Bus Full	47	42	70	71	44								274

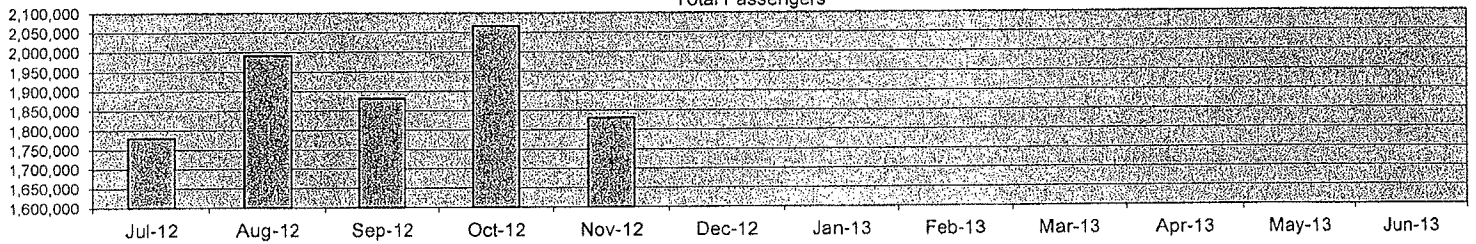




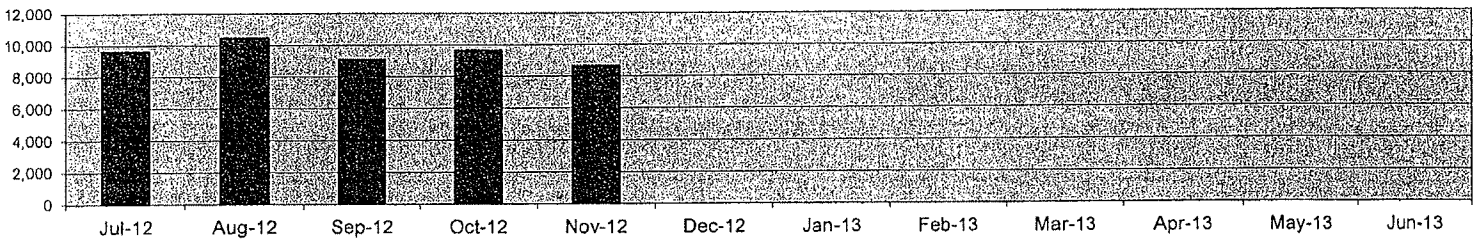
MTS Contract Services Ramp Deployment Report FY 13

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Total Passengers	1,780,175	1,991,917	1,881,906	2,066,605	1,831,001								9,551,604
Total Ramp Boardings	9,613	10,459	9,109	9,655	8,669								47,505
Percentage of Ramp Boardings	1%	1%	0.48%	0.47%	0.47%								0.50%
Total Ramp Unserved Passengers	21	37	20	38	27								143
Percentage of Ramp Unserved Passengers	0.22%	0.35%	0.22%	0.39%	0.31%								0.30%
Pass-Up Ramp Inoperable	0	5	3	3	0								11
Pass-Up WC Space Full	17	20	16	29	24								106
Pass-Up Bus Full	4	12	1	6	3								26

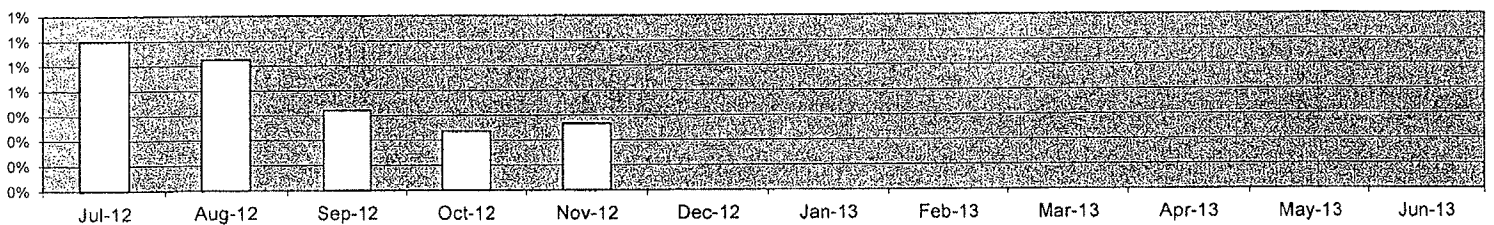
Total Passengers



Total Ramp Boardings



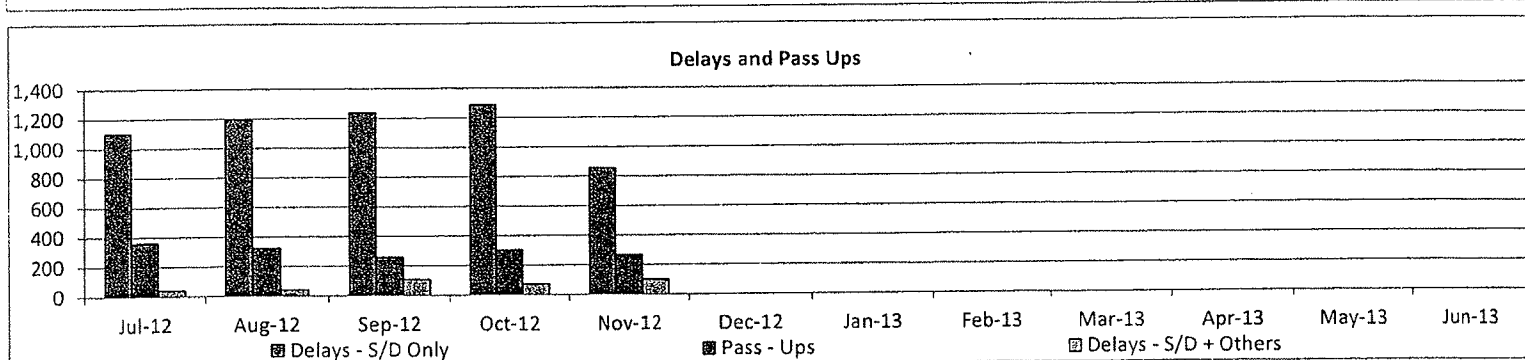
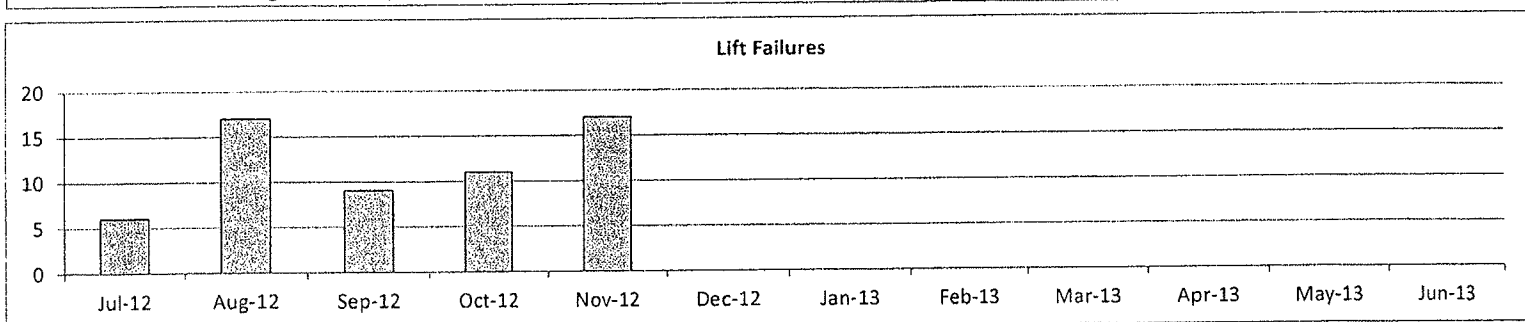
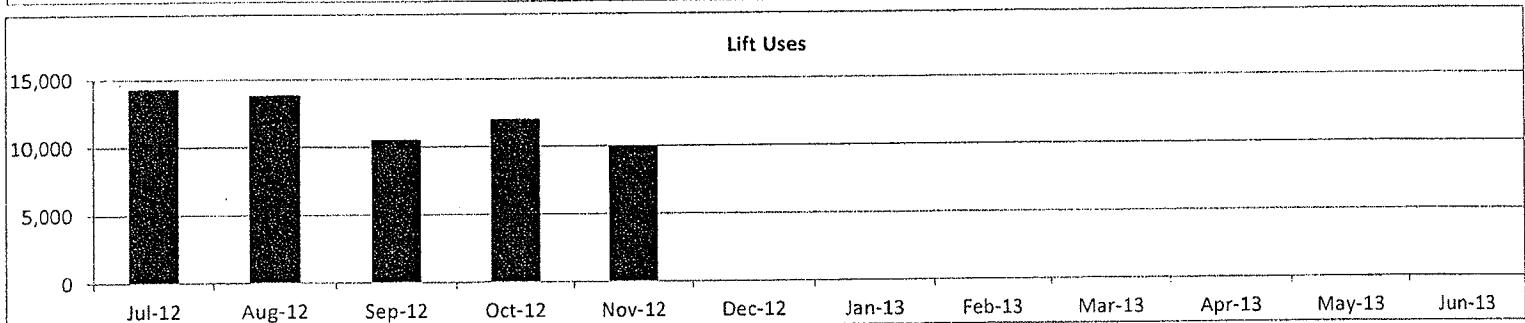
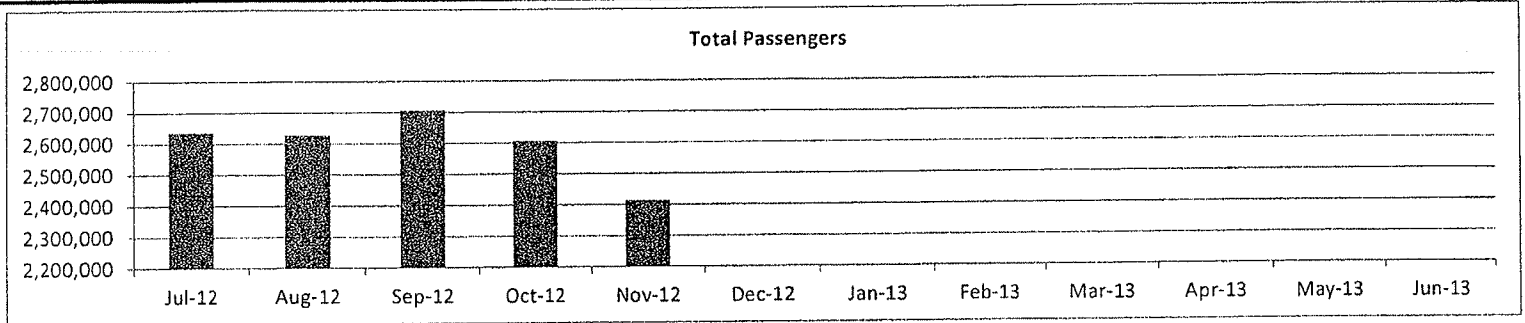
Percentage of Ramp Boardings





San Diego Trolley Lift Deployment Report FY 13

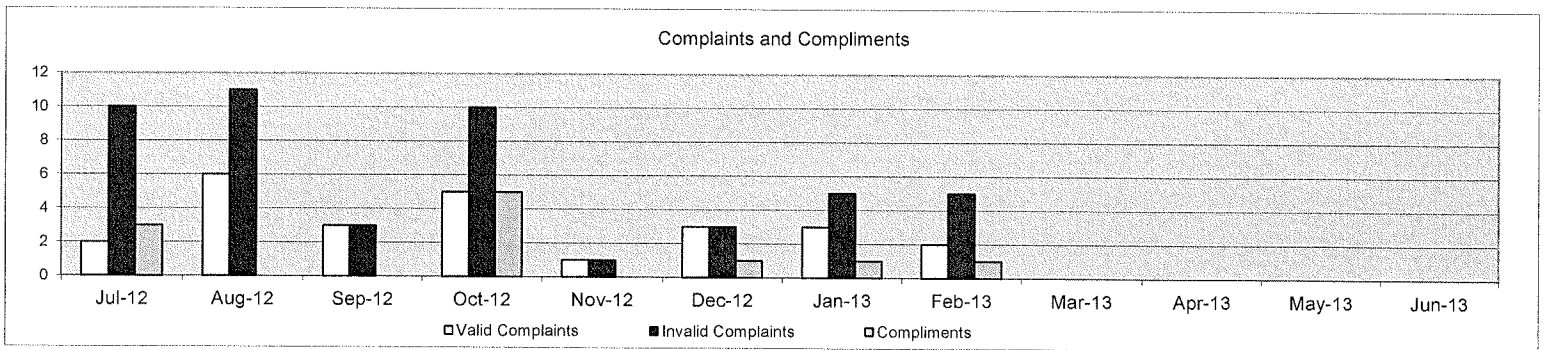
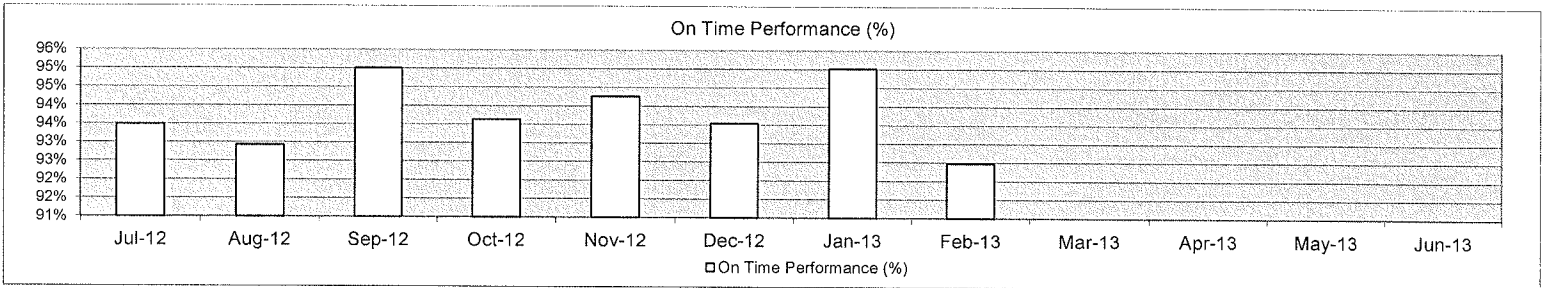
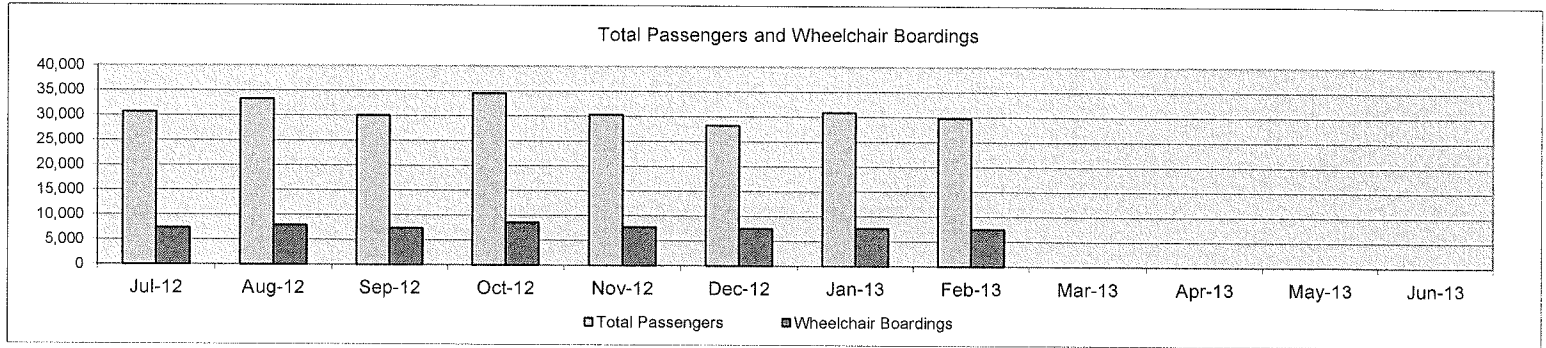
Total - All Lines	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Total Passengers	2,636,897	2,628,646	2,707,323	2,607,605	2,414,738								12,995,209
Lift Uses	14,246	13,789	10,466	11,954	9,929								60,384
Lift Failures	6	17	9	11	17								60
Delays - S/D Only	1,101	1,197	1,237	1,286	857								5,678
Pass - Ups	358	322	258	303	267								1,508
Delays - S/D + Others	41	43	108	72	101								365





MTS Access ASAC Report FY 13

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Total Passengers	30,651	33,301	30,036	34,493	30,249	28,231	30,835	29,769					247,565
Wheelchair Boardings	7,353	7,919	7,373	8,591	7,725	7,469	7,613	7,457					61,500
On Time Performance (%)	93%	93%	95%	94%	94%	94%	95%	92%					94%
Valid Complaints	2	6	3	5	1	3	3	2					25
Invalid Complaints	10	11	3	10	1	3	5	5					48
Compliments	3	0	0	5	0	1	1	1					11
Calls Received	23,210	24,750	24,702	27,744	24,753	24,526	25,085	24,835					199,605
% Abandoned Calls	2%	2%	2%	2%	2%	2%	1%	2%					2%
Average Call Time	0:01:53	0:01:52	0:01:58	0:01:53	0:01:56	0:01:49	0:01:47	0:01:46					0:14:55
Average Hold Time	0:00:21	0:00:24	0:00:24	0:00:23	0:00:23	0:00:23	0:00:26	0:00:28					0:03:12

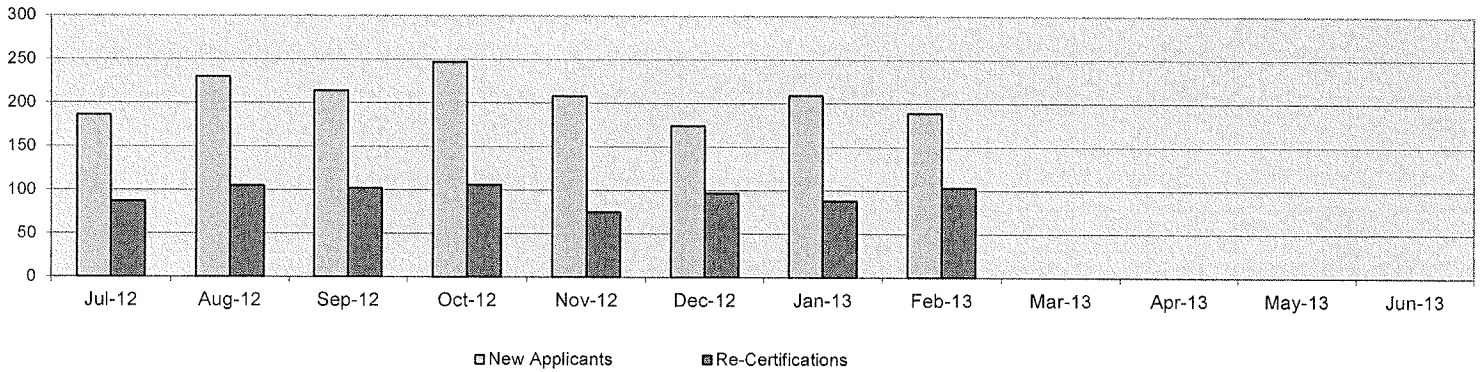




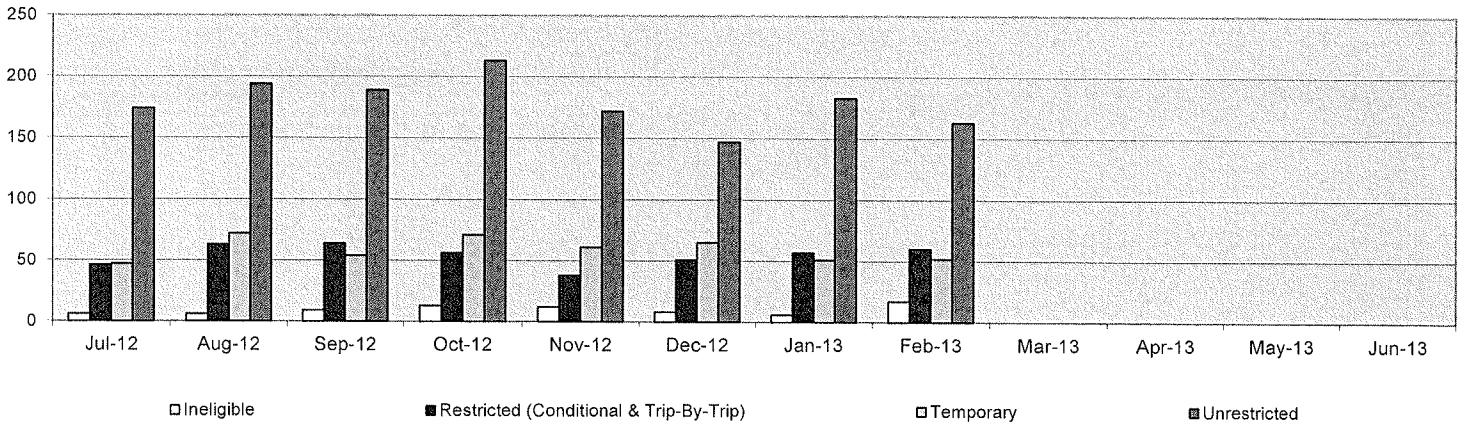
ADARide Certification Summary Report FY 13

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
New Applicants	186	230	214	247	208	174	209	189					1,657
Re-Certifications	87	105	102	106	75	97	88	103					763
Total	273	335	316	353	283	271	297	292					2,420
Ineligible	6	6	9	13	12	8	6	17					77
Restricted (Conditional & Trip-By-Trip)	46	63	64	56	38	51	57	60					435
Temporary	47	72	54	71	61	65	51	52					473
Unrestricted	174	194	189	213	172	147	183	163					1,435
Total	273	335	316	353	283	271	297	292					2,420

New Applicants and Re-Certifications



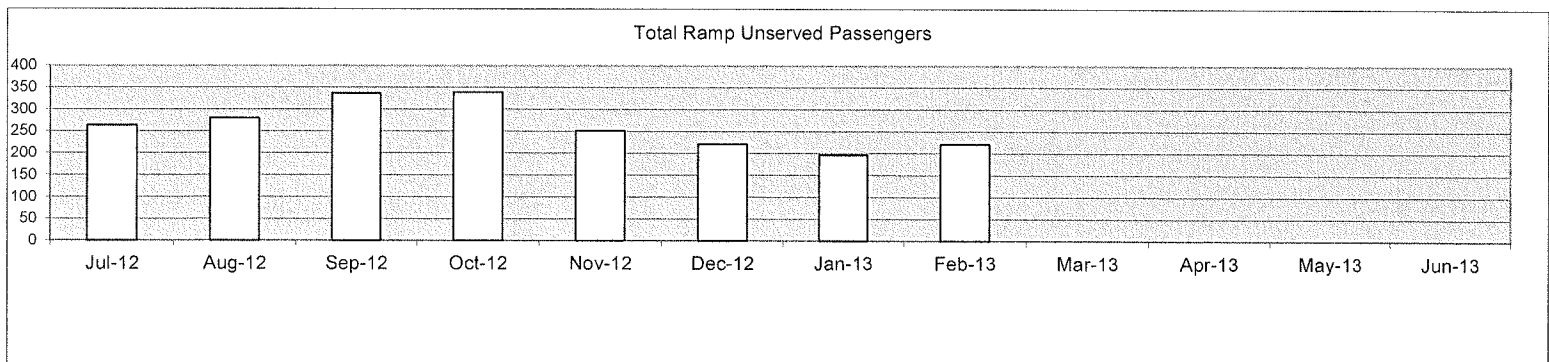
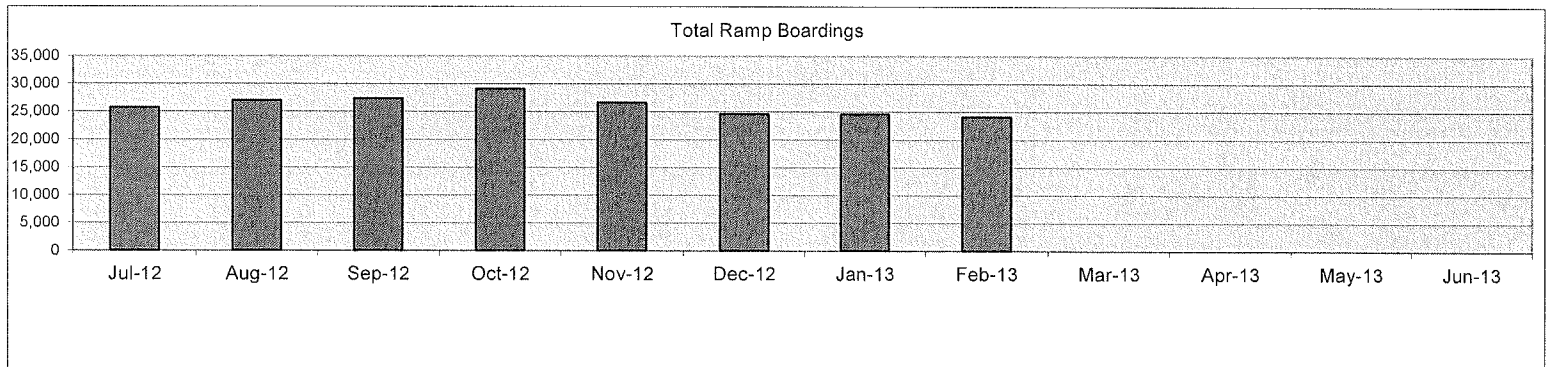
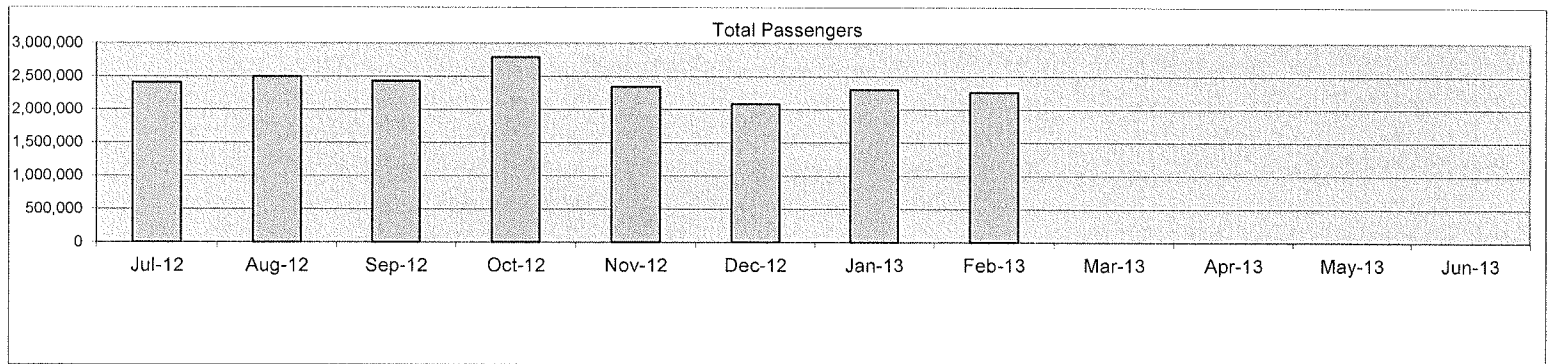
Eligibility





MTS Bus Ramp Deployment Report FY 13

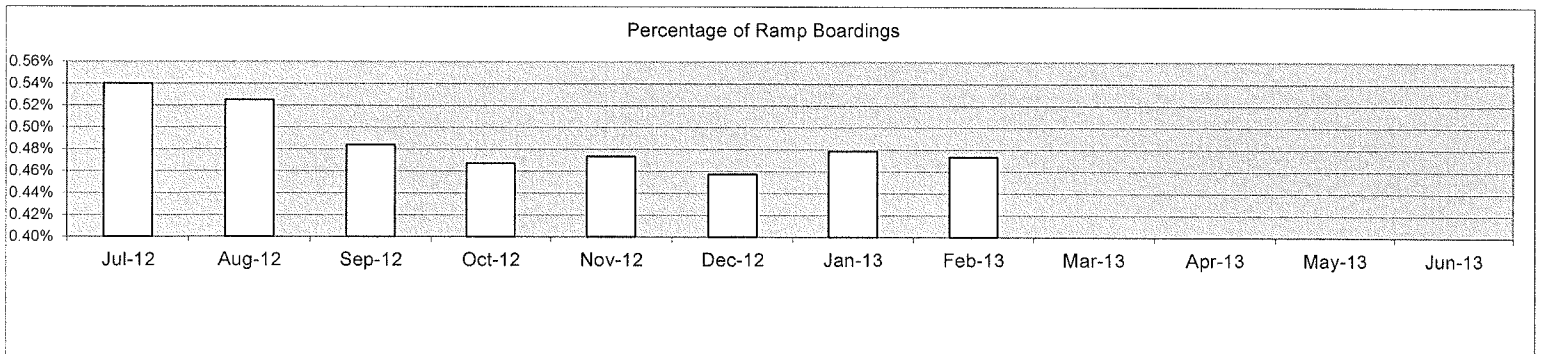
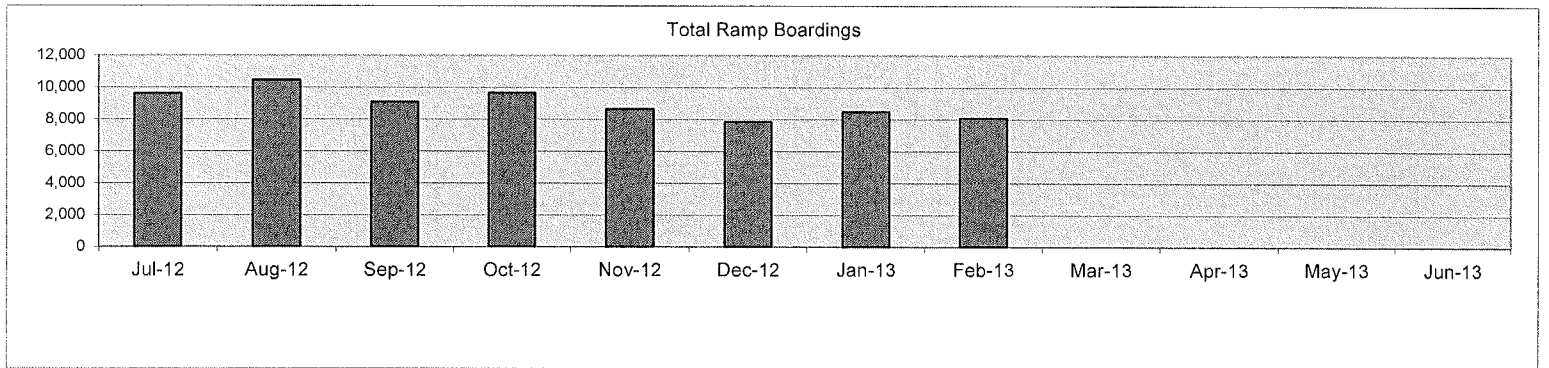
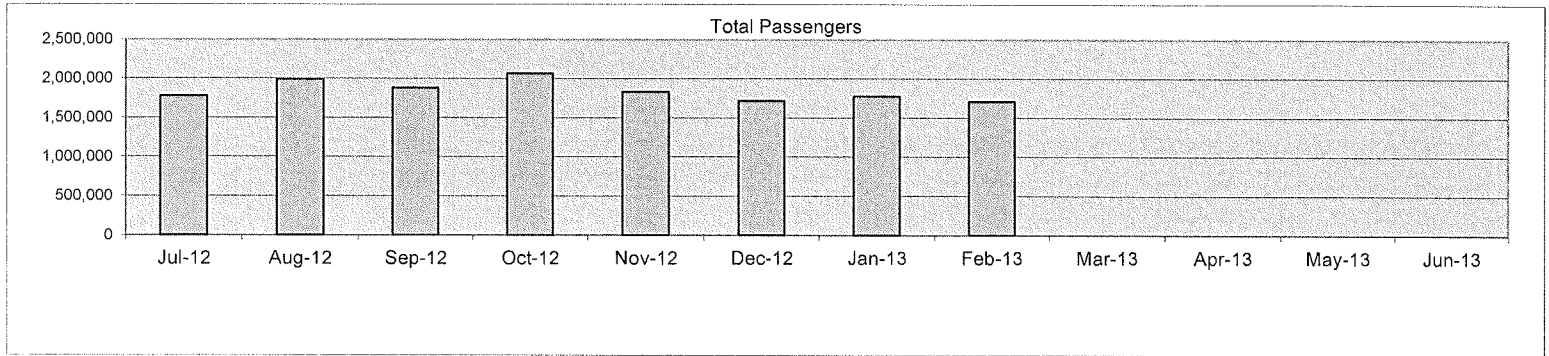
	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Total Passengers	2,406,925	2,496,032	2,428,956	2,788,595	2,348,486	2,084,664	2,301,669	2,263,392					19,118,719
Total Ramp Boardings	25,715	27,010	27,399	29,120	26,644	24,668	24,661	24,127					209,344
Percentage of Ramp Boardings	1.07%	1.08%	1.13%	1.04%	1.13%	1.18%	1.07%	1.07%					1.09%
Total Ramp Unserved Passengers	263	280	337	339	251	221	196	221					2,108
Percentage of Ramp Unserved Passengers	1.02%	1.04%	1.23%	1.16%	0.94%	0.90%	0.79%	0.92%					1.01%
Pass-Up Ramp Inoperable	7	17	17	11	8	13	10	8					91
Pass-Up WC Space Full	209	221	250	257	199	175	145	167					1,623
Pass-Up Bus Full	47	42	70	71	44	33	41	46					394





MTS Contract Services Ramp Deployment Report FY 13

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Total Passengers	1,780,175	1,991,917	1,881,906	2,066,605	1,831,001	1,718,704	1,778,049	1,710,530					14,758,887
Total Ramp Boardings	9,613	10,459	9,109	9,655	8,669	7,861	8,507	8,094					71,967
Percentage of Ramp Boardings	0.54%	0.53%	0.48%	0.47%	0.47%	0.46%	0.48%	0.47%					0.49%
Total Ramp Unserved Passengers	21	37	20	38	27	27	30	23					223
Percentage of Ramp Unserved Passengers	0.22%	0.35%	0.22%	0.39%	0.31%	0.34%	0.35%	0.28%					0.31%
Pass-Up Ramp Inoperable	0	5	3	3	0	0	0	0					11
Pass-Up WC Space Full	17	20	16	29	24	25	27	21					179
Pass-Up Bus Full	4	12	1	6	3	2	3	2					33





San Diego Trolley Lift Deployment Report FY 13

Total - All Lines	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Total Passengers	2,636,897	2,628,646	2,707,323	2,607,605	2,414,738	2,345,627	2,089,234	2,240,933					19,671,003
Lift Uses	14,246	13,789	10,466	11,954	9,929	9,962	5,262	5,237					80,845
Lift Failures	6	17	9	11	17	7	6	15					88
Delays - S/D Only	1,101	1,197	1,237	1,286	857	814	436	270					7,198
Pass - Ups	358	322	258	303	267	198	141	105					1,952
Delays - S/D + Others	41	43	108	72	101	108	46	40					559

