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MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA

SRTP 880.1
(PC 50850)

Thursday, March 20, 2014
1:30 p.m. – 3:00 p.m.

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

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 12, 2013 Meeting Minutes (materials enclosed)	Approve
3. Public Comment <i>Public comments are limited to 3 minutes per person.</i>	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.

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|-----|--|-------------|
| 6. | <u>Fixed-Route Reports</u> | Information |
| • | Operators | |
| | ➤ MTS Bus (Belinda Fragger) | |
| | ➤ MTS Contract Services, Veolia Transportation (Rene Alvarez) | |
| | ➤ San Diego Trolley, Inc. (Tom Doogan) | |
| 7. | Update on 2014 Service Changes | Information |
| 8. | MTS Website Redesign | Discussion |
| 9. | MTS Bus Senior and Disabled Priority Seating Area | Information |
| 10. | Next Meeting Date: June 12, 2014 at 1:30 p.m. | |

LMADSEN
AGN-20-MARCH-14
March 13, 2014 Mail Out

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S RTP 880.1
(PC 50850)

Thursday, December 12, 2013
1:30 p.m. – 3:00 p.m.

James R. Mills Building
Board Meeting Room, 10th Floor
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MINUTES

1. Call to Order and Roll Call
Chairwoman Lorie 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 September 12, 2013 Meeting Minutes
It was moved and seconded to approve the September 12, 2013 meeting minutes.
3. Public Comment
There were no public comments.
4. Member Comment
Mr. Ruben Ceballos mentioned that he was detained downstairs by building security because his bag could not be removed from his mobility device. Mr. Ceballos also noted that he had received a letter from North County Transit District (NCTD) regarding a travel training program, and asked if the ASAC committee could look into providing a similar service. Mr. Dan McCaslin stated that he would provide a contact to prevent any additional security incidents, and that MTS had looked into travel training in the past, and that the Regional Center also provides some travel training to its clients. MTS may look into receiving grant funding for travel training in the future, and it is an option as part of the new contract with ADARide.
5. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for September, October, and November 2013 (see Attachment B).

ADARide – Mr. Art Hulscher presented the ADARide certification reports for September, October, and November 2013 (see Attachment C).
6. Fixed-Route Reports

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for September, October, and November 2013 (see Attachment D).

MTS Contract Services (Veolia Transportation) – Mr. Bill Lewis introduced himself as the new project manager for Veolia Transportation, and presented the MTS Contract Services Ramp Deployment Report for September, October, and November 2013 (see Attachment E).

San Diego Trolley, Inc. – Ms. Lisa Madsen presented the San Diego Trolley Lift Deployment Report for the months of September, October, and November 2013 (see Attachment F).

7. 2014 ASAC Meeting Calendar

It was moved and seconded to approve the 2014 ASAC Calendar.

8. Update on Mobile Data Terminal Project for MTS Access Fleet

Ms. Lisa Madsen provided an update on the Mobile Data Terminal (MDT) project for the MTS Access fleet. MTS was awarded a New Freedom grant to fund the project. The project will provide GPS technology that will allow vehicles to be located via electronic map, can provide turn-by-turn directions to drivers, will provide an accurate location if the need for emergency response becomes necessary, and may reduce travel times. Chairwoman Bragg asked if the cost of MTS' Verizon Wireless contract would increase. Ms. Madsen responded that the costs would increase to \$14.99 per tablet per month, but that the data cost could decrease depending on actual data usage. Mr. Art Hulscher asked if drivers would be trained to use the new technology. Mr. John Lewis replied that training would be a big part of the project's implementation. Mr. Ruben Ceballos noted that as a paratransit rider, this was a welcomed change. Mr. Hulscher asked if the DriverMate software had been used before. Mr. Lewis replied that other First Transit properties use the software.

9. MTS Accessibility Video produced by Accessible San Diego

Ms. Lisa Madsen presented a video that MTS had produced with Accessible San Diego to illustrate new accessibility features on MTS' buses and Trolleys. Chairwoman Bragg asked how the video was being distributed so that it could be viewed. Ms. Madsen noted that the video is currently on the Vimeo website, and would also be added to the MTS website. Mr. Rob Schupp noted that the video was not scripted.

10. Customer Satisfaction Survey Results

Mr. Rob Schupp presented the results of a Customer Satisfaction Survey. The project began in 2011, and will be repeated in 2015 when the Blue Line construction has been completed, the low floor Trolleys have been delivered, new buses will be in service, and BRT has been implemented. The survey is on the MTS website. 1,386 riders were interviewed throughout the MTS service area. Overall service satisfaction was very high.

Mr. Schupp noted that only 72% of SDM passengers felt that there was enough room onboard for wheelchairs. Chairwoman Bragg noted that the Committee should look at options to make the disabled seating areas more accommodating to SDM riders.

11. Update on 2014 Service Change Proposals and Public Hearing

Mr. Oswaldo Meneses provided an update on proposed service changes. Rapid service is scheduled to begin in the next year. The service will feature new vehicles with unique branding, more frequent service, and new transit centers and stations. Many bus routes will change as a result of the implementation of rapid service. Information related to the proposed changes is available on the MTS website. Two areas that will be affected by the changes will be Hillcrest/University Heights and the I-15 corridor. Rapid Route A will begin at Escondido Transit Center and travel to Downtown San Diego. Rapid Route B will run from Rancho Bernardo to UCSD. Rapid Route C will begin at San Diego State University, and travel down Park Boulevard to Downtown San Diego.

Routes 20, 844, and 845 will have service changes due to the I-15 BRT. Route 20 will end in Rancho Bernardo, and will have 15 minute service added in from Downtown to Fashion Valley. Route 844 will be restructured. Route 845 will have schedule adjustments. Route 964 will also be restructured. Route 921 would end at UTC, and may have some routing changes. Route 810 will be restructured as Route PX1. Routes 820, 850, and 860 will be replaced by Route PX2, which will serve Rancho Bernardo and Sabre Springs. Route 950 would become a permanent route. The service is expected to start in 2014. Mr. Ruben Ceballos asked if this information would be on the MTS website. Mr. Meneses replied, that yes, all of the proposed service changes were on the website. Chairwoman Bragg asked when the service changes would be decided by the MTS Board. Mr. Meneses noted that it would be decided at the January board meeting.

12. Adjourn

Chairwoman Bragg adjourned the meeting at 3:30 p.m.

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

METROPOLITAN TRANSIT SYSTEM
ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEETING
ROLL CALL

MEETING (DATE): 12/12/13

CALL TO ORDER (TIME): 1:30 p.m.

ADJOURN: 3:35 p.m.

BOARD MEMBER	Alternate	AGENCY
Lorie Bragg <input checked="" type="checkbox"/>	<input type="checkbox"/>	ASAC Chairwoman
Ruben Ceballos <input checked="" type="checkbox"/>	<input type="checkbox"/>	Access to Independence
Arun Prem <input type="checkbox"/>	<input type="checkbox"/>	FACT (CTSA)
Debbie Marshall <input checked="" type="checkbox"/>	<input type="checkbox"/>	Developmental Disabilities Board – Area 13
Rene Alvarez <input checked="" type="checkbox"/>	Bill Lewis <input checked="" type="checkbox"/>	Veolia Transportation – Contracted Bus Routes
Art Hulscher <input checked="" type="checkbox"/>	Cindy Hall <input type="checkbox"/>	ADA Ride
Todd Lordson <input checked="" type="checkbox"/>	Anthony Ferguson <input type="checkbox"/>	San Diego Regional Center
Charles Lungerhausen <input type="checkbox"/>	<input type="checkbox"/>	Paratransit Consumer
Kevin Kelly <input type="checkbox"/>	Marion Connaughton <input type="checkbox"/>	San Diego Center for the Blind
Belinda Fragger <input checked="" type="checkbox"/>	John Davenport <input type="checkbox"/>	MTS Bus
John Lewis <input checked="" type="checkbox"/>	Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)
<input type="checkbox"/>	<input type="checkbox"/>	Hearing Impaired
Danielle Kochman <input checked="" type="checkbox"/>	Laurie Gartrell <input type="checkbox"/>	SANDAG
Floyd Willis <input type="checkbox"/>	<input type="checkbox"/>	County of San Diego AIS
Connery Cepeda <input type="checkbox"/>	<input type="checkbox"/>	Caltrans
Tom Doogan <input type="checkbox"/>	<input type="checkbox"/>	MTS Trolley
Jim Byrne <input type="checkbox"/>	<input type="checkbox"/>	MTS Bus
Dan McCaslin <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Lisa Madsen <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Karen Landers <input type="checkbox"/>	<input type="checkbox"/>	MTS Legal

SIGNED BY THE CLERK OF THE BOARD: Lisa Madsen

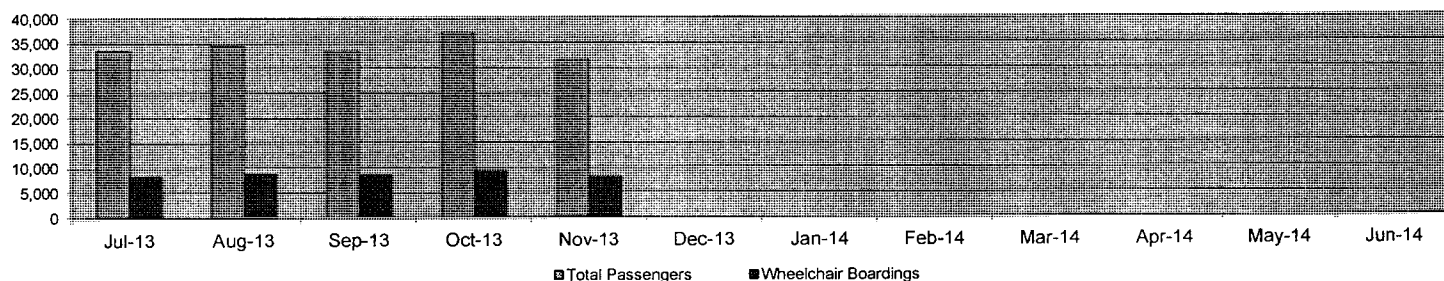
CONFIRMED BY THE GENERAL COUNSEL: Karen Landers



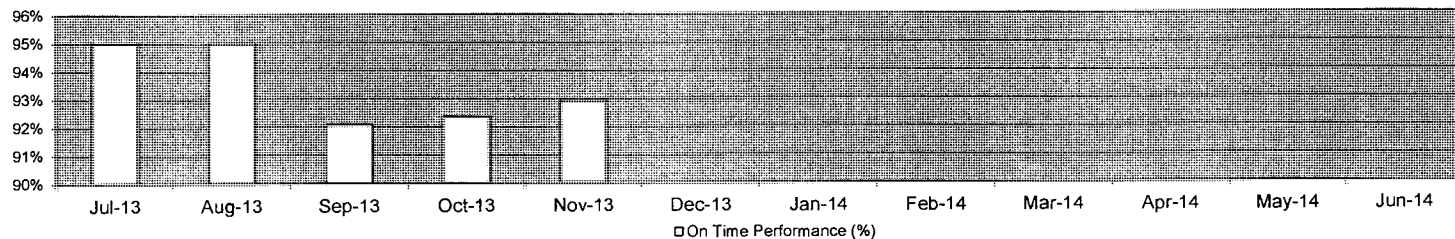
MTS Access ASAC Report FY 14

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	33,505	34,416	33,408	36,969	31,611								169,909
Wheelchair Boardings	8,192	8,688	8,416	9,203	8,035								42,534
On Time Performance (%)	95%	95%	92%	92%	93%								93%
Valid Complaints	4	4	3	6	6								23
Invalid Complaints	2	2	8	11	12								35
Compliments	2	16	7	8	1								34
Calls Received	24,412	25,129	27,604	28,819	25,457								131,421
% Abandoned Calls	1%	1%	2%	2%	2%								2%
Average Call Time	0:01:53	0:01:54	0:01:58	0:01:49	0:01:51								0:01:53
Average Hold Time	0:00:10	0:00:09	0:00:20	0:00:15	0:00:21								0:00:15

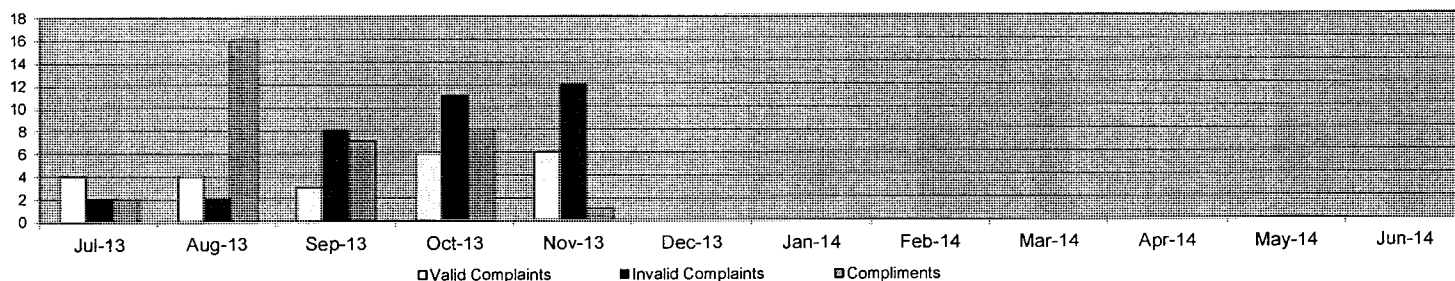
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



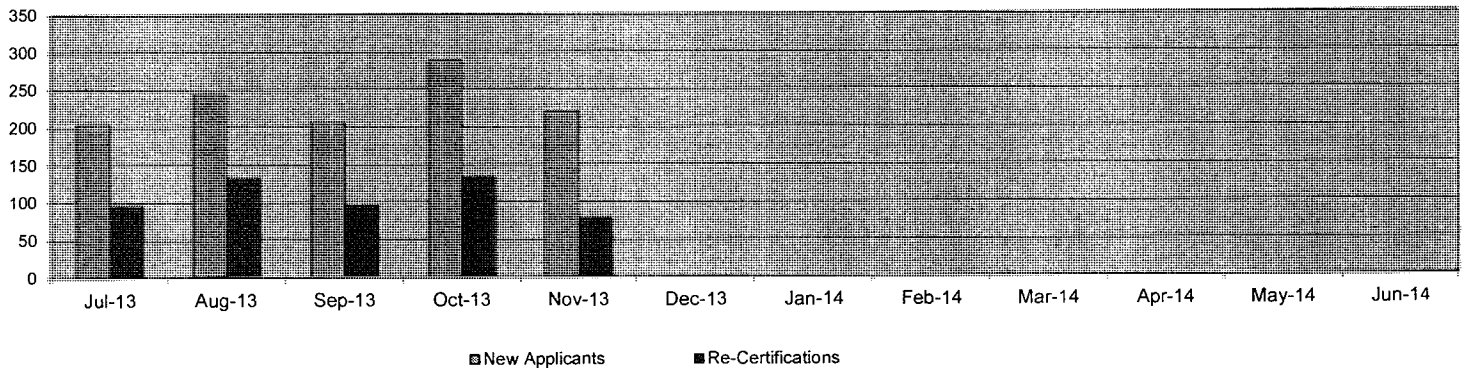


ADARide Certification Summary Report FY 14

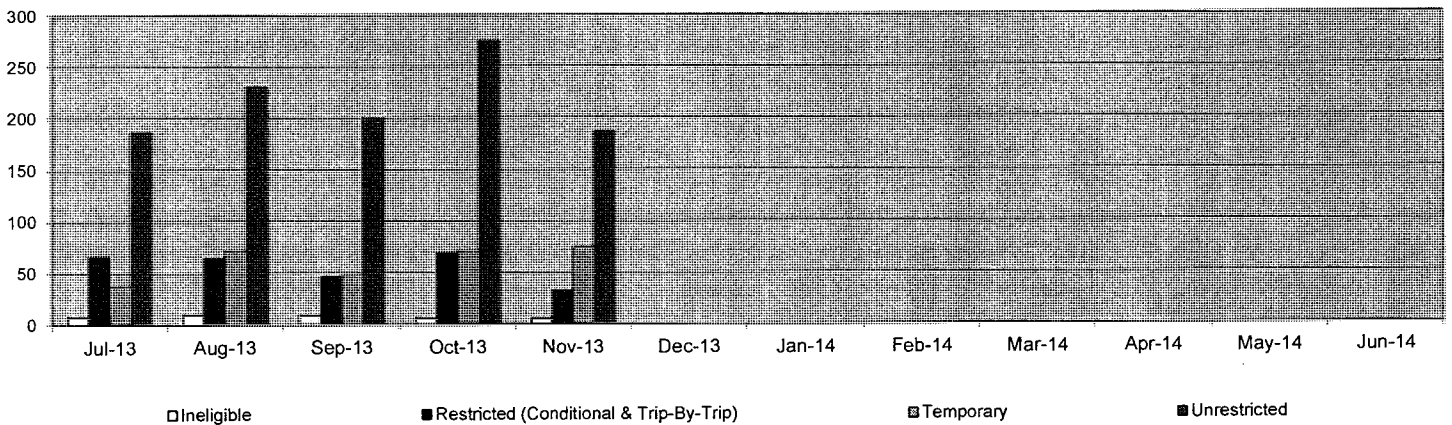
	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
New Applicants	204	244	206	288	220								1,162
Re-Certifications	95	132	95	133	78								533
Total	299	376	301	421	298								1,695

Ineligible	8	10	9	6	5								38
Restricted (Conditional & Trip-By-Trip)	66	64	46	69	32								277
Temporary	38	72	47	71	74								302
Unrestricted	187	230	199	275	187								1,078
Total	299	376	301	421	298								1,695

New Applicants and Re-Certifications



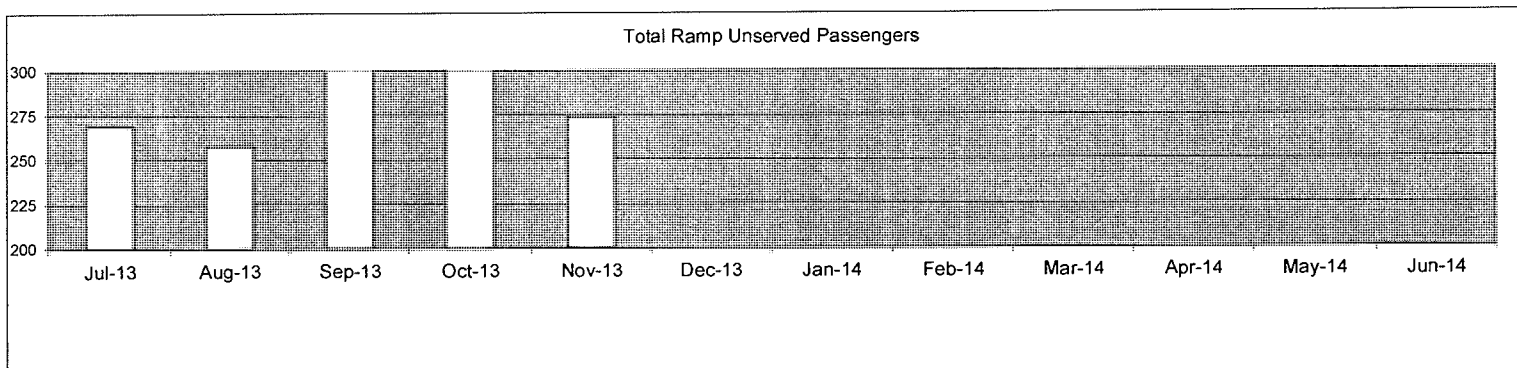
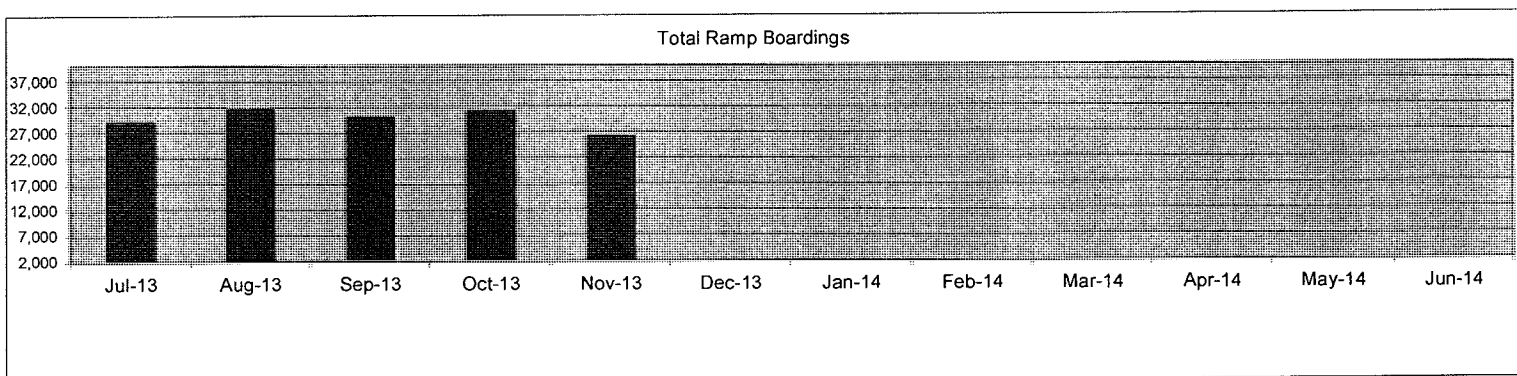
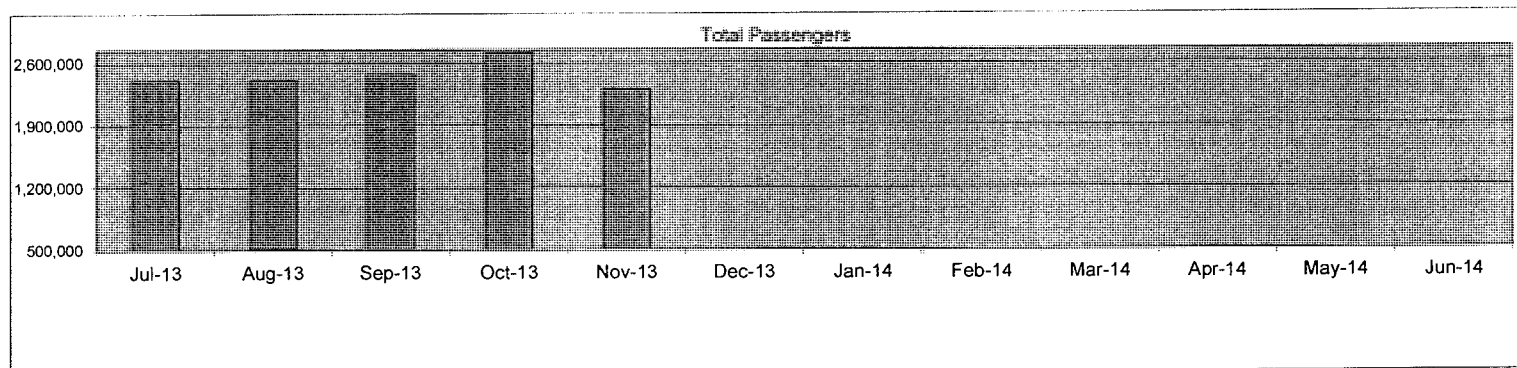
Eligibility





MTS Bus Ramp Deployment Report FY 14

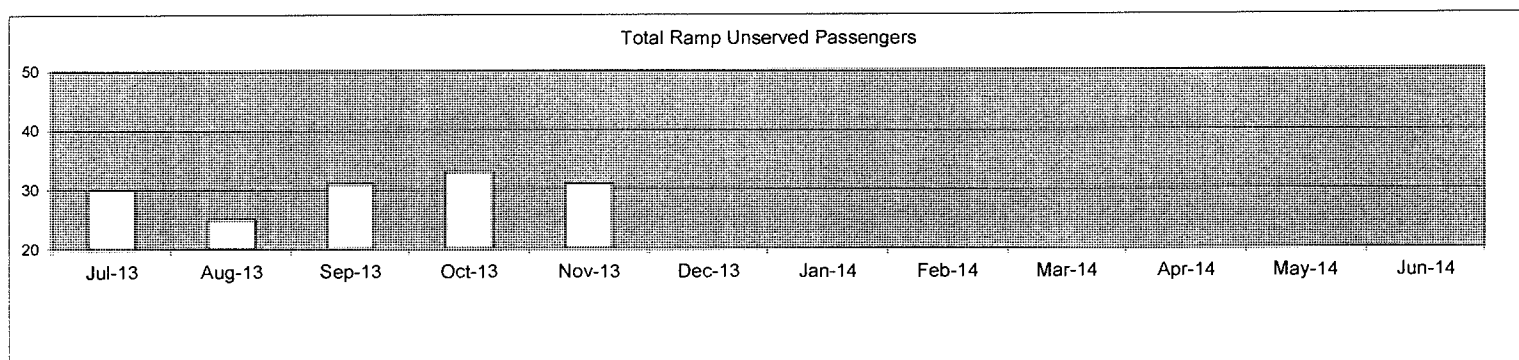
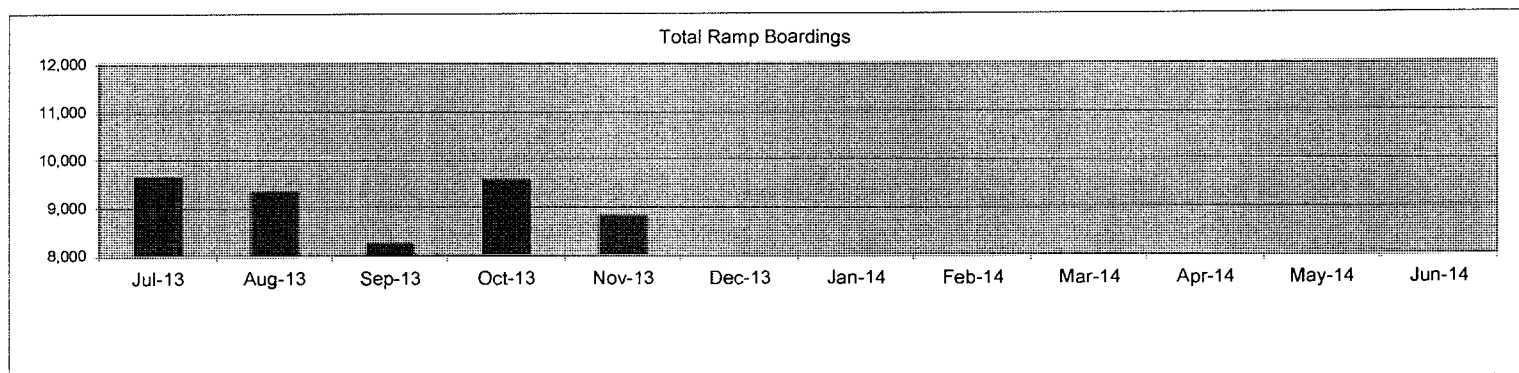
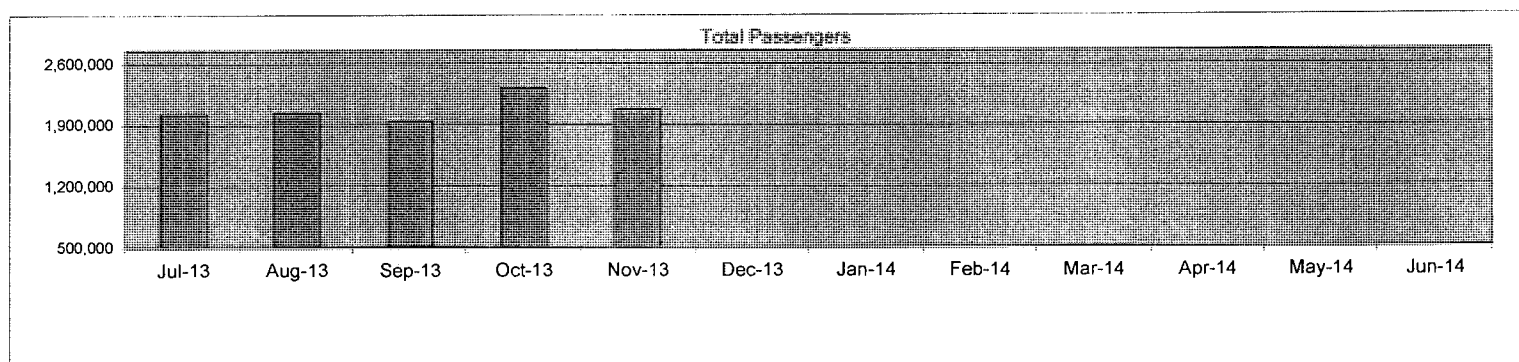
	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	2,406,385	2,405,608	2,478,029	2,706,156	2,308,351								12,304,529
Total Ramp Boardings	29,042	31,504	30,005	31,152	26,228								147,931
Percentage of Ramp Boardings	1%	1%	1%	1%	1%								1%
Total Ramp Unserved Passengers	269	258	343	335	274								1,479
Percentage of Ramp Unserved Passengers	1%	1%	1%	1%	1%								1%
Pass-Up Ramp Inoperable	15	10	10	9	10								54
Pass-Up WC Space Full	201	200	244	263	214								1,122
Pass-Up Bus Full	53	48	89	63	50								303





MTS Contract Services Ramp Deployment Report FY 14

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	2,022,615	2,040,201	1,934,777	2,315,657	2,071,439								10,384,689
Total Ramp Boardings	9,629	9,333	8,254	9,581	8,820								45,617
Percentage of Ramp Boardings	0.48%	0.46%	0.43%	0.41%	0.43%								0.44%
Total Ramp Unserved Passengers	30	25	31	33	31								150
Percentage of Ramp Unserved Passengers	0.31%	0.27%	0.38%	0.34%	0.35%								0.33%
Pass-Up Ramp Inoperable	0	0	0	0	0								0
Pass-Up WC Space Full	26	24	23	22	26								121
Pass-Up Bus Full	4	6	8	11	5								34





San Diego Trolley Lift Deployment Report FY 14

Total - All Lines	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	3,301,233	3,315,190	3,356,261	3,878,412									13,851,096
Lift Uses	7,340	7,673	6,548	7,166	6,275								35,002
Lift Failures	2	8	4	18	10								42
Delays - S/D Only	268	322	358	500	528								1,976
Pass - Ups	171	231	147	171	139								859
Delays - S/D + Others	33	36	27	20	21								137

