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

**SRTP 880.1  
(PC 50850)**

Thursday, June 11, 2015  
1:30 p.m. – 3:00 p.m.

James R. Mills Building  
Executive Conference Room, 10<sup>th</sup> 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 Vassilena Lerinska (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 March 5, 2015 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> • <u>Operators</u> ➤ MTS Access ( <b>John Lewis</b> ) • <u>Certification</u> ➤ ADARide ( <b>Art Hulscher</b> )	Information

6. Fixed-Route Reports

Information

- Operators
  - MTS Bus (**Belinda Fragger**)
  - MTS Contract Services, Veolia Transportation (**Bill Lewis**)
  - San Diego Trolley, Inc. (**Tom Doogan**)

7. MTS SDM Fare Policy

Information

8. Mid-Coast Corridor Transit Project (ADA)

Information

9. Next Meeting Date: **September 10, 2015 at 1:30 p.m.**

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VLERINSKA  
AGN-11-June-15  
June 2, 2015 Mail Out

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE  
MEETING NOTICE AND AGENDA

SRTP 880.1  
(PC 50850)

Thursday, March 5, 2014  
1:30 p.m. – 3:00 p.m.

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

MINUTES

1. Call to Order and Roll Call

ASAC Chairwoman 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 December 11, 2014 Meeting Minutes

It was moved and seconded to approve the December 11, 2014 meeting minutes.

3. Public Comment

Mr. Jorge Rivas commented on the audible system on the Green Line and how the message says the trolley is arriving when it is actually departing. Chairwoman Bragg explained that the item is on the agenda and Mr. Tom Doogan would comment on some of the concerns that were raised.

4. Member Comment

Mr. Jim Byrne introduced Vassilena Lerinska as the new Assistant Transit Operations Specialist for Paratransit Operations.

Chairwoman Bragg commented on the Mid-Coast Corridor Transit project that was discussed at the Executive Board Committee. Each station will have components for ADA and has asked for a presentation at the June 11<sup>th</sup> ASAC meeting so that the board can learn and discuss any issues about the project. Chairwoman Bragg also commented on the handicap parking stalls at the Palomar Station on the Blue Line and how there doesn't seem to be enough. Chairwoman Bragg explained that at each hour the parking stalls appear to be full and asked Mr. Tom Doogan to research.

5. Audibles

Mr. Tom Doogan provided an update on the status for the automated announcements and station/onboard car message board project and what it will look like once completed. Mr. Doogan explained that there will be four components and two classifications. Onboard the light rail vehicles, there will be audible announcements and interior message signs which will include train destination as well as next station information. There will also be reminders regarding priority seating for senior/disabled riders, food and drink policy, and general courtesy to other passengers. At the station, there will be audible next train/now arriving messages as well as illumining signs that provide information on time of day and other elements such as next train display, what time the train is scheduled to depart and now arriving information. Mr. Doogan noted that by Spring of 2016, all stations should be outfitted with these elements.

Mr. Jorge Rivas inquired about the illuminating signs at the stations and if there will also be audibles regarding next train information. Mr. Tom Doogan responded by saying that there will be audibles as well. Mr. Jorge Rivas commented on the handicap mats at the stations and was wondering if there is a way to integrate a button that can be pressed to get information on next train information. Mr. Tom Doogan responded by saying he wasn't sure, however, the information would be played twice outside of downtown. Once, two and a half minutes out and a second time 30 seconds before the train arrives. In downtown, the information would be played once.

Chairwoman Bragg wanted to know if there was a way to modify the amount of times the message is replayed at the platforms. Mr. Tom Doogan responded by saying that the message at the platforms would be played twice outside of downtown and once while in downtown.

Mr. Ruben Ceballos commented that he heard the "now arriving" message at the Convention Center Station on his way to 12<sup>th</sup> and Imperial today.

Mr. Tom Doogan noted that Mr. Jorge Rivas had mentioned that there aren't handicap mats on both sides at the 12<sup>th</sup> and Imperial and Old Town stations. Mr. Tom Doogan responded and said he would look into that and respond at the next meeting.

Chairwoman Bragg inquired about troubleshooting when the audibles don't play on trolley cars/stations and how responsive the troubleshooting really is. Mr. Tom Doogan responded by saying that if an audible isn't working properly, passengers are encouraged to report it to MTS so that it can be addressed right away.

Mr. Art Hulscher added that it is great to have a message onboard the vehicles about priority seating for senior/disabled passengers, however, he noticed that the message states no smoking/drinking, etc. first. Mr. Hulscher wondered if that can be transposed to have the "senior/disabled" prioritized. Mr. Tom Doogan responded by saying that sometimes it is more effective to not have that sentence at the beginning so that it gives riders a chance to "tune in". Mr. Tom Doogan encouraged feedback from riders on this matter. Mr. Jorge Rivas added that maybe there should be an added portion about senior/disabled seating, especially on longer distances between stations. Mr. Tom Doogan responded by saying that he wasn't sure if that can be done since the system only allows for a certain amount of slots for announcements. Mr. James Forbes commented that since the announcements have started on the trolleys, once he gets on, other riders are quick to offer the senior/disabled seating. Mr. James Forbes also noted that sometimes next stop announcements aren't made for two to three stops. Mr. Tom Doogan responded and said that if the driver knows the audible isn't working, he/she is able to manually select the announcement or make the announcement themselves, however, they have to be made aware the announcement isn't working properly in the first place.

Mr. Ruben Ceballos asked if operators are made aware if an announcement is not playing in a particular car. Mr. Tom Doogan responded by saying that sometimes an announcement can be playing in one car and not another, however, an operator has no way of knowing if that is the case unless they are made aware by passengers.

Chairwoman Bragg thanked Mr. Doogan for his presentation and asked that members of the committee go back to their respective boards/agencies/committees and make riders

aware that if an announcement is not heard in a particular car/station that the operator has no way of knowing unless they are made aware.

6. Service Animals

Mr. Jim Byrne and Mr. Todd Lordson presented information about service animals on transit. What questions can and can't be asked, what boundaries can be set, and what other animals can be considered as being service animals.

- Service animals perform specific tasks for people with physical, sensory, psychiatric, intellectual, or mental disabilities. Such tasks include assistance during a seizure, retrieval of medicine or other items, helping an individual with an identity disorder to remain grounded, prevent/interrupt disruptive behavior, assistance with balance/stability, provide non-violent protection.
- From a transit perspective, questions that can be asked include, if the service animal is required due to a disability and what work/task the animal trained to perform. Questions that cannot be asked include, what is the disability of the passenger, request documentation regarding the service animal, cannot require dog training certificate, special tag, or harness.
- Under the ADA, dogs whose sole purpose is to provide emotional support/ well-being/comfort/companionship to the individual's needs, is not considered a service animal. A service animal who is trained to perform work or a task such as grounding an individual with a psychiatric disorder would qualify as a service animal.
- A service animal can be excluded or removed from a vehicle if the animal is out of control and the animal's handler does not take action to control it or the animal is not house broken.
- All wild animals are eliminated from coverage as being a service animal. Mr. Jim Byrne gave an MTS example that happened on fixed route service with a passenger who claims a large iguana as a service animal. Per FTA guidance, MTS is allowed to deny service to this passenger if the iguana accompanies him due to safety and health factors to the driver and other passengers.
- Service animals are prohibited on bus seats.

Chairwoman Bragg asked Ms. Belinda Fragger to add some feedback from a training/operator point of view. Chairwoman also inquired if there have been instances when a passenger has been bit by an animal. Ms. Belinda Fragger explained that there haven't been any occasions of a passenger being bit; however, there was a passenger who had an aggressive dog in the aisle who did not want to move it under the seat. There was also another instance were a driver asked a passenger what task the service dog was trained to perform and the passenger felt that was going against her rights.

Mr. Bill Lewis requested a copy of the service animal presentation so that it can be presented to the operators at the next safety meetings. Mr. Bill Lewis also asked if there is a list of animals that are not considered service animals. Mr. Jim Byrne explained that the DOT is reluctant in defining service animals. Mr. Jim Byrne said he is happy to share the presentation which anyone that needs it. Chairwoman Bragg inquired if this information can be posted at trolley platforms. Mr. Jim Byrne responded by saying that the information can be condensed and put out there.

Chairwoman Bragg requested information on non-service animals traveling on public transportation. Mr. Jim Byrne responded by saying that any non-service animal can be

carried on the bus as long as they are in a carrier. Ms. Belinda Fragger inquired on the type of the carrier that is allowed. Mr. Jim Byrne explained that it has to be a carrier that is contained and has a lid on it.

Mr. Tom Doogan requested this information be passed along to TSS/code compliance so that we are consistent with our customers.

Mr. Bill Lewis commented that operators on both sides of the house need to be on the same page so that we are consistent whether a rider is on a bus or trolley.

Ms. Belinda Fragger noted that sharing too much information online and to the public could create a problem with passengers bypassing/working the system.

Mr. Art Hulscher suggested having a universal form where these kinds of incidents can be reported. Ms. Belinda Fragger added that drivers do currently have a form where they can note unusual incidents. Mr. Bill Lewis noted that any complaint that comes through is added to TransTrack.

Mr. Jim Byrne added that if a driver has an incident with an aggressive animal, it is important to send out a supervisor to take a report because MTS will not hesitate to ban a rider from using fixed route with their animals. Mr. Jim Byrne also noted that a rider is able to board a bus with more than one service animal.

Mr. Ruben Ceballos inquired about a miniature pony being considered a service animal. Mr. Jim Byrne responded by saying that miniature pony's are being trained at this time, however, MTS has not come across that. If we do come across it, MTS will consult DOT and will comply.

## 7. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for December 2014 and January 2015 (see Attachment B).

ADARide – Mr. Art Hulscher presented the ADARide certification reports for December 2014 and January 2015 (see Attachment C).

## 8. Fixed-Route Reports

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for December 2014 and January 2015 (see Attachment D).

MTS Contract Services (Transdev) – Mr. Rene Alvarez presented the MTS Contract Services Ramp Deployment Report for December 2014 and January 2015 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for the months of December 2014 and January 2015 (see Attachment F). Mr. Doogan also noted that starting February, lift uses will no longer be tracked since MTS is all low floor now. This will be the last full month report for the lift uses. Also, all of the U2 fleet cars have been retired so those will no longer be seen on the trolley lines.

Mr. Ruben Ceballos inquired about the lift failure reports and if those were on low or high floor cars. Mr. Tom Doogan explained that the lift failure reports were only for the high floor cars since low floor cars have ramps and not lifts.

Chairwoman Bragg requested Mr. Tom Doogan talk about on time performance on the Blue Line due to construction. Mr. Tom Doogan explained that there are still delays due to construction; however, MTS is able to determine if a delay was attributed due to construction or overcrowding/train breakdown. Mr. Tom Doogan noted that on time performance has increased to the mid 90's%.

9. Adjourn

Chairwoman Bragg shared a story about a passenger in a wheelchair on the Blue Line who was severely disabled. Chairwoman Bragg asked the passenger how the low floor vehicles have changed his life. The passenger responded by saying the low floor cars on the Blue Line have eliminated him having to board at multiple locations and is now able to board closer to his home. The passenger also explained that using the lifts on the high floor cars was a scary experience which he no longer has to go through thanks to the ramps on the low floor cars. Chairwoman Bragg adjourned the meeting at 3:00pm.

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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.

VLERINSKA

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

MEETING (DATE): 3/5/15

CALL TO ORDER (TIME): 1:30pm

ADJOURN: 3:00pm

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"/>	Leticia Corona <input checked="" type="checkbox"/>	FACT (CTSA)
Debbie Marshall <input type="checkbox"/>	<input type="checkbox"/>	Developmental Disabilities Board – Area 13
Rene Alvarez <input 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
Anthony Ferguson <input checked="" type="checkbox"/>	Jorge Malone <input type="checkbox"/>	San Diego Regional Center
Charles Lungerhausen <input type="checkbox"/>		Paratransit Consumer
Monica Aguirre <input checked="" type="checkbox"/>	Kasey Markoski <input type="checkbox"/>	San Diego Center for the Blind
Belinda Fragger <input checked="" type="checkbox"/>	Amanda Denham <input checked="" 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 type="checkbox"/>	Lisa Madsen <input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Trolley
Jim Byrne <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Bus
Todd Lordson <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Vassy Lerinska <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: Robert L. Hill

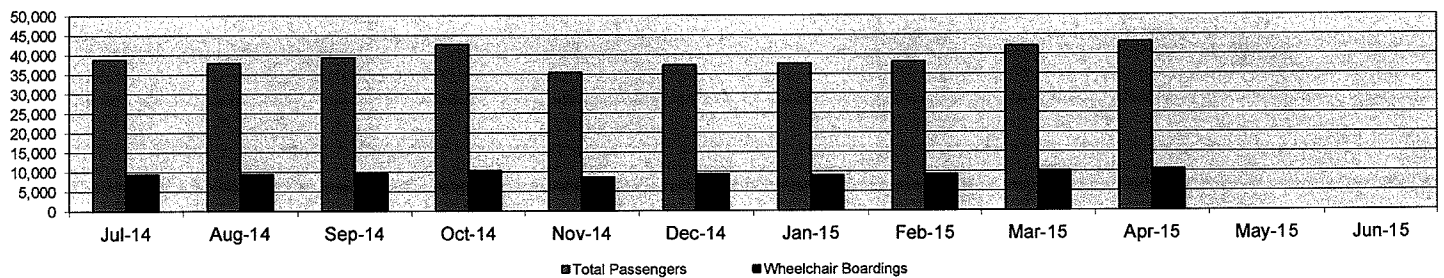




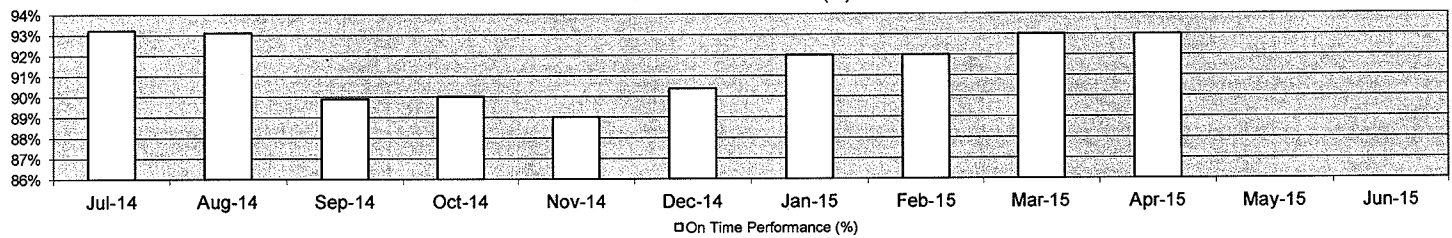
# MTS Access ASAC Report FY 15

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	38,759	37,862	39,267	42,619	35,413	37,290	37,568	38,057	42,056	43,130			392,021
Wheelchair Boardings	9,317	9,327	9,531	10,355	8,503	9,266	8,906	9,215	9,979	10,449			94,848
On Time Performance (%)	93%	93%	90%	90%	89%	90%	92%	92%	93%	93%			92%
Valid Complaints	2	4	4	8	0	3	2	4	3	6			36
Invalid Complaints	14	8	5	14	9	6	4	6	8	8			82
Compliments	2	3	3	2	4	7	1	-	4	3			29
Calls Received	28,800	29,548	32,819	34,999	32,059	31,621	29,840	30,293	34,303	33,678			317,960
% Abandoned Calls	1.88%	2.17%	2.60%	2.80%	2.45%	1.92%	1.88%	2.37%	2.38%	2.59%			2.30%
Average Call Time	0:02:10	0:02:13	0:02:10	0:02:06	0:02:05	0:02:06	0:02:07	0:02:06	0:02:14	0:02:16			0:02:09
Average Hold Time	0:00:14	0:00:15	0:00:18	0:00:18	0:00:15	0:00:13	0:00:12	0:00:17	0:00:17	0:00:21			0:00:16

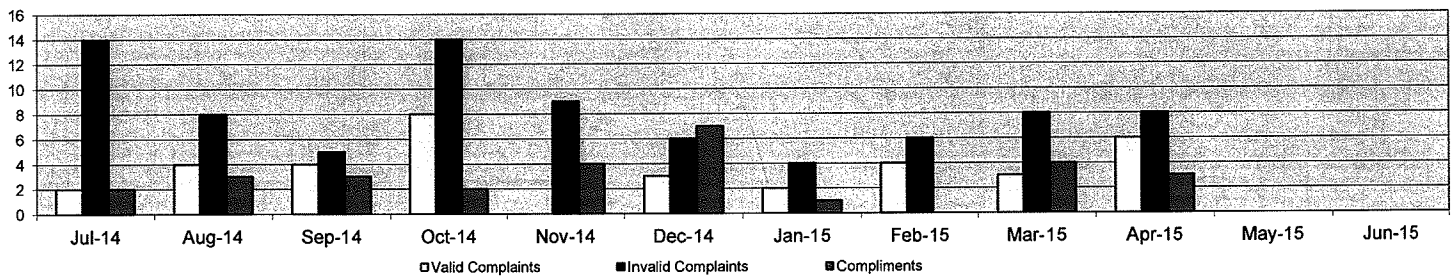
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments





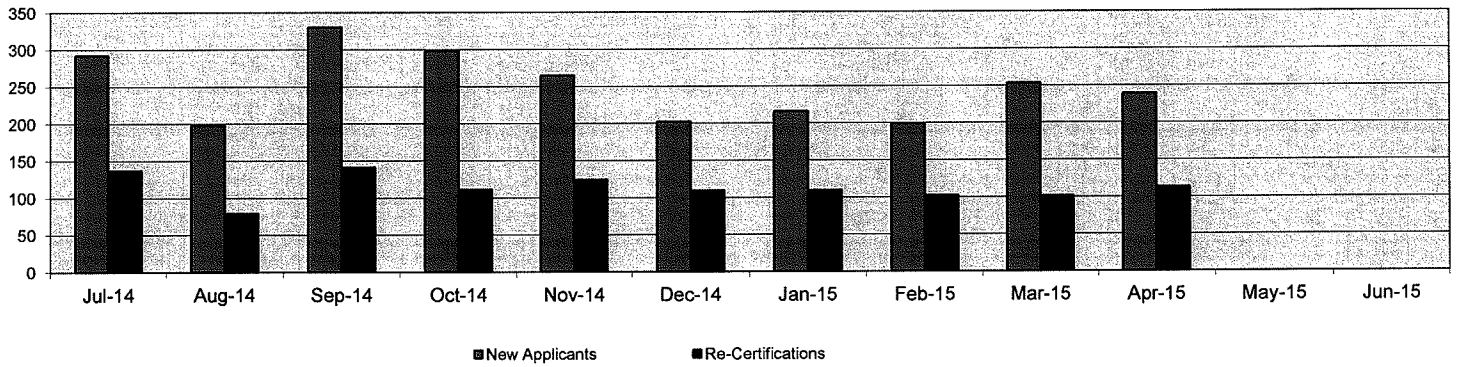
# ADARide Certification Summary Report FY 15

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
New Applicants	292	198	330	298	265	202	216	199	253	239			2,492
Re-Certifications	137	79	141	111	124	109	109	102	101	113			1,126
Total	429	277	471	409	389	311	325	301	354	352			3,618

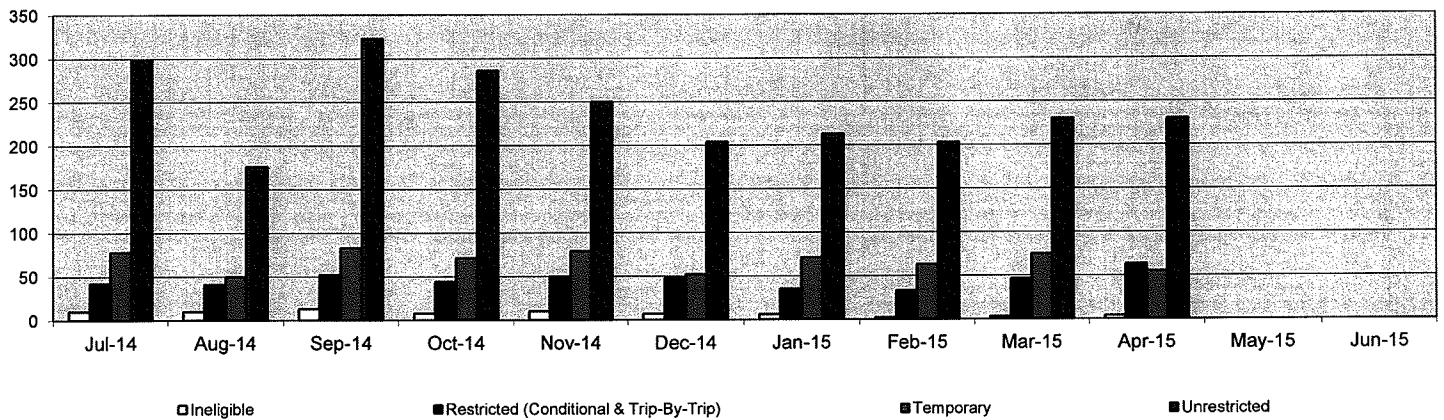
  

Ineligible	10	10	13	8	10	7	6	2	3	4			73
Restricted (Conditional & Trip-By-Trip)	42	41	52	44	50	48	35	33	46	63			454
Temporary	78	50	83	71	79	52	71	63	75	55			677
Unrestricted	299	176	323	286	250	204	213	203	230	230			2,414
Total	429	277	471	409	389	311	325	301	354	352			3,618

**New Applicants and Re-Certifications**



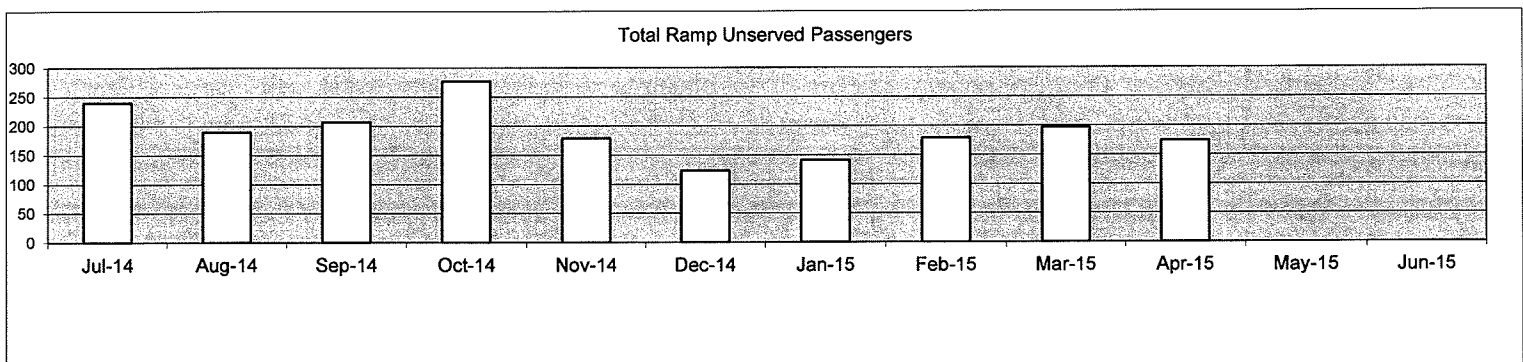
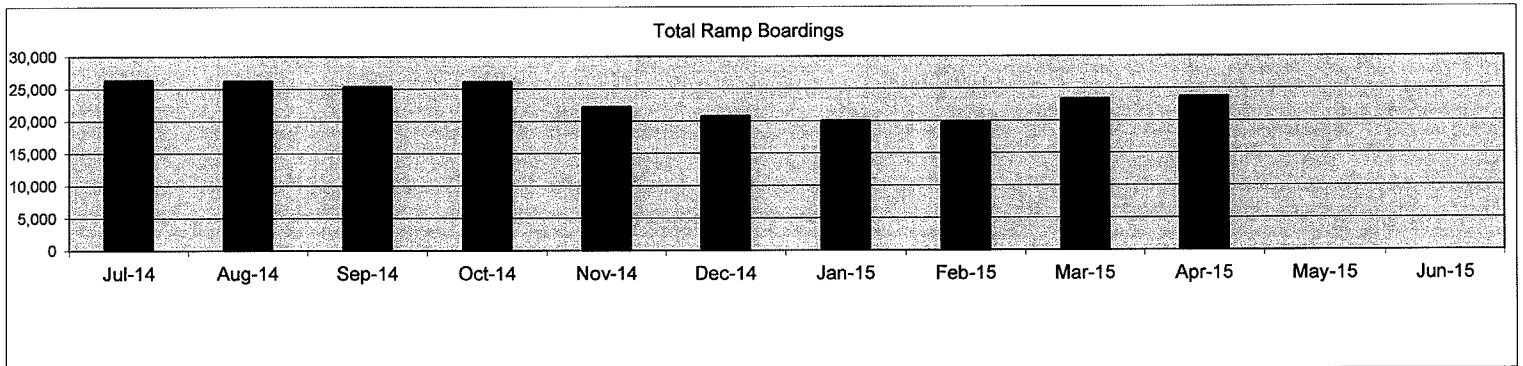
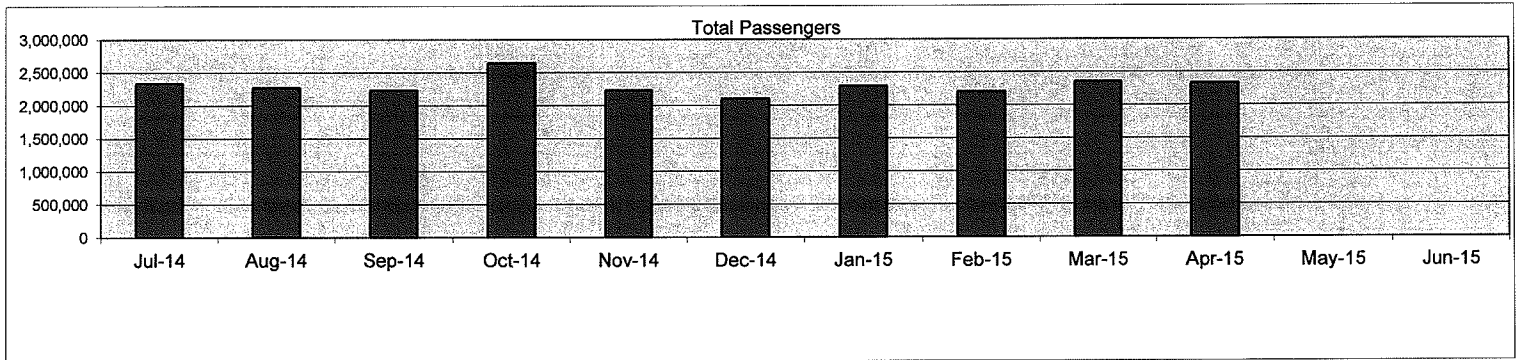
**Eligibility**





# MTS Bus Ramp Deployment Report FY 15

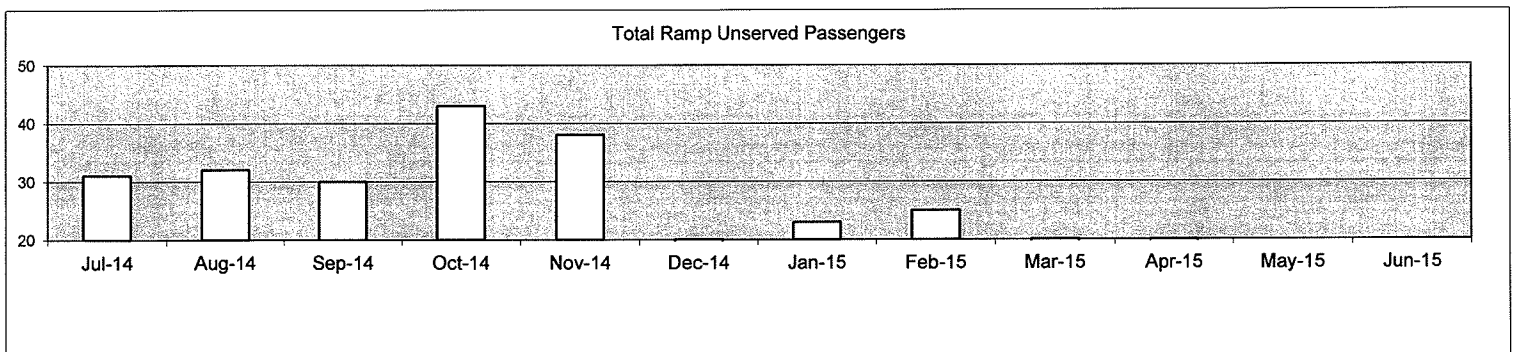
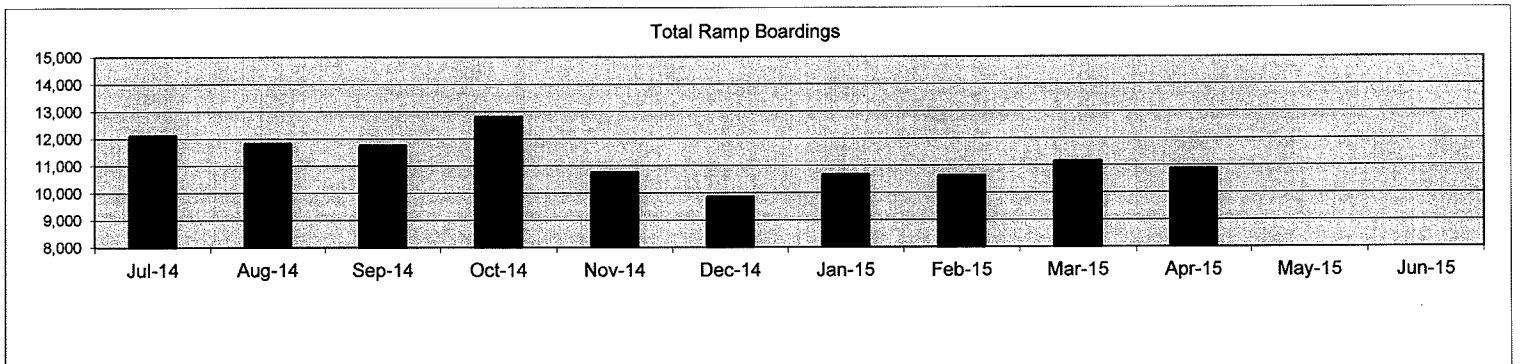
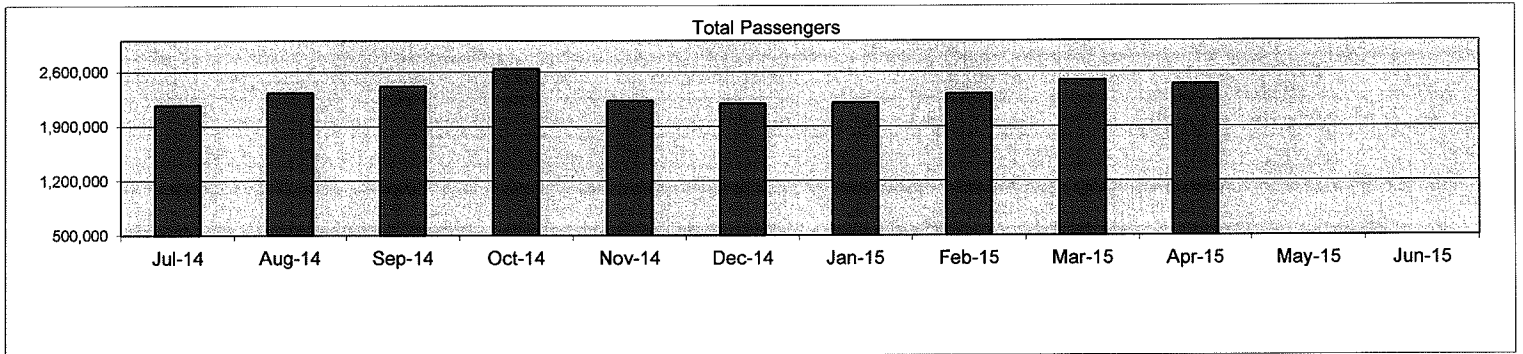
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	2,336,042	2,270,454	2,230,390	2,644,727	2,233,736	2,102,213	2,289,259	2,201,188	2,353,450	2,329,899			22,991,358
Total Ramp Boardings	26,318	26,231	25,320	26,053	22,171	20,749	20,011	19,723	23,334	23,703			233,613
Percentage of Ramp Boardings	1.13%	1.16%	1.14%	0.99%	0.99%	0.99%	0.87%	0.90%	0.99%	1.02%			1.02%
Total Ramp Unserved Passengers	240	190	207	277	179	123	141	179	197	174			1,907
Percentage of Ramp Unserved Passengers	0.91%	0.72%	0.82%	1.06%	0.81%	0.59%	0.70%	0.91%	0.84%	0.73%			0.81%
Pass-Up Ramp Inoperable	10	12	11	10	11	5	6	10	11	10			96
Pass-Up WC Space Full	183	135	141	181	129	87	94	132	135	130			1,347
Pass-Up Bus Full	47	43	55	86	39	31	41	37	51	34			464





# MTS Contract Services Ramp Deployment Report FY 15

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	2,168,678	2,330,313	2,415,554	2,637,594	2,231,854	2,189,124	2,199,632	2,317,029	2,490,117	2,441,062			23,420,957
Total Ramp Boardings	12,105	11,822	11,750	12,806	10,761	9,854	10,667	10,619	11,153	10,871			112,408
Percentage of Ramp Boardings	0.56%	0.51%	0.49%	0.49%	0.48%	0.45%	0.48%	0.46%	0.45%	0.45%			0.48%
Total Ramp Unserved Passengers	31	32	30	43	38	17	23	25	16	8			263
Percentage of Ramp Unserved Passengers	0.26%	0.27%	0.26%	0.34%	0.35%	0.17%	0.22%	0.24%	0.14%	0.07%			0.23%
Pass-Up Ramp Inoperable	3	3	4	1	0	0	2	0	1	2			16
Pass-Up WC Space Full	23	23	18	28	29	11	17	15	10	5			179
Pass-Up Bus Full	5	6	8	14	9	6	4	10	5	1			58

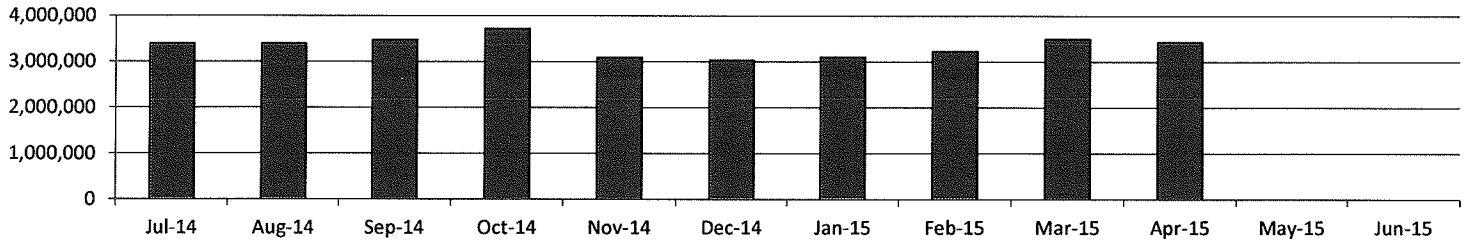




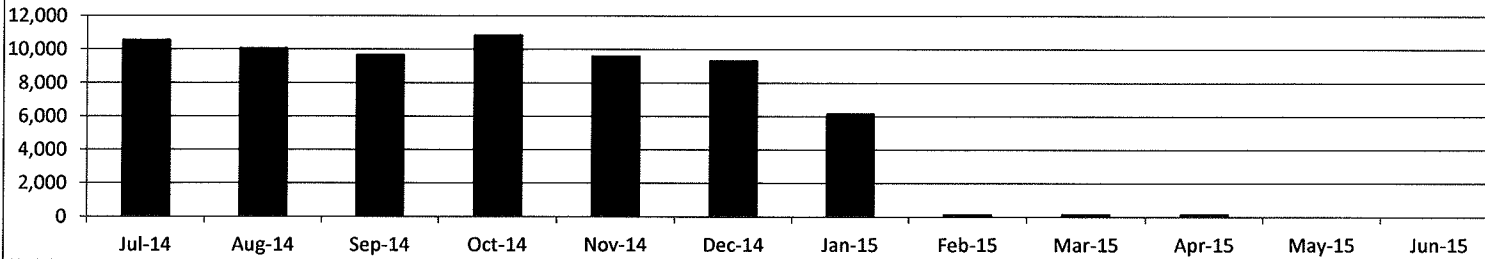
# San Diego Trolley Lift Deployment Report FY 15

Total - All Lines	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	3,399,068	3,387,943	3,476,286	3,714,308	3,086,362	3,035,134	3,102,896	3,222,339	3,495,802	3,422,651			33,342,789
Lift Uses	10,539	10,037	9,655	10,830	9,590	9,320	6,158	128	146	153			66,556
Lift Failures	3	14	3	8	4	2	0	8	7	0			49
Delays - S/D Only	769	889	620	790	554	453	450	19	21	21			4,586
Pass - Ups (Capacity)	247	215	204	275	217	205	116	0	0	0			1,479
Delays - S/D + Others	18	22	8	22	6	14	46	2	5	6			149

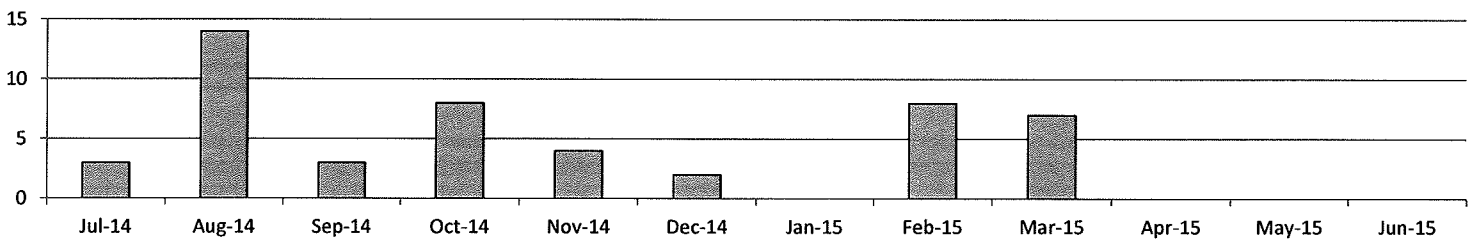
Total Passengers



Lift Uses



Lift Failures



Delays and Pass Ups

