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

**SRTP 880.1  
(PC 50850)**

**Thursday, June 13, 2013  
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**

**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 March 21, 2013 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 (**Joe Nunweiler**)
- San Diego Trolley, Inc. (**Tom Doogan**)

7. Title VI Policy Updates Information

8. Upcoming Service Change Information Information

9. Next Meeting Date: Next Meeting Date: **September 12, 2013 at 1:30 p.m.**

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LMADSEN  
AGN-13-JUNE-13  
June 6, 2013 Mail Out

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE  
MEETING NOTICE AND AGENDA

SRTP 880.1  
(PC 50850)

Thursday, March 21, 2012  
1:30 p.m. – 3:00 p.m.

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

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 December 12, 2012 Meeting Minutes  
It was moved and seconded to approve the minutes of the December 12, 2012 ASAC meeting. Ms. Lisa Madsen noted that Connery Cepeda had attended the December meeting, but his name had not been checked off of the roll call sheet. The roll call sheet has since been revised. The motion passed unanimously.
3. Public Comment  
There were no public comments.
4. Member Comment  
Mr. John Lewis noted that Trapeze, the company that licenses the software that is used to schedule MTS Access trips, would be having their annual conference at the La Costa Resort in Carlsbad. MTS will be the host agency, and will be having tours of the Copley Park Division for conference attendees. The conference will be held April 15-17<sup>th</sup>.

Mr. Ruben Ceballos wanted to thank Mr. Walter Clack for addressing issues with concrete repairs at Trolley stations.

Chairwoman Bragg noted that, at the 12<sup>th</sup> & Imperial Station, the station is very dark at night. Mr. Clack noted that electrical repairs were being done at the station, but he would inquire to see if temporary lights could be supplied.

Mr. Todd Lordson noted that there had been some miscommunication regarding MTS policies. Some clients had been told that PCA's would have to start paying fare, which was determined to be incorrect, although companions do have to pay fare. The reservationists are also now asking if clients need to be met by someone to ensure that passengers who cannot be left unattended, are not left unattended. Mr. John Lewis confirmed that reservationists are now asking if clients need to be received by a caregiver. Mr. Lordson also thanked Mr. Lewis and Mr. Rafael Villegas for addressing concerns brought up by Regional Center clients.

Mr. Floyd Willis inquired as to whether or not there was a means to query the data of MTS Access riders to determine the number of riders over 60 years of age. Mr. Art Hulscher responded that the data was retrievable.

5. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for January and February 2013 (see Attachment B).

Chairwoman Bragg inquired about the higher ridership in the month of January. Mr. John Lewis replied that this was likely due to having more days in the month. Ridership has also been up overall for the last 8-9 months. Mr. Jim Byrne also noted that December ridership is also historically low as centers close for the holidays, and that ridership in March and October is also notably higher due to a lack of holidays. Chairwoman Bragg also inquired about abandoned calls. Mr. Lewis responded that abandoned calls are logged when a person calls, and then hangs up for whatever reason. The person could be dialing the wrong number, etc.

ADARide – Mr. Art Hulscher presented the ADARide certification reports for December 2012, and January and February 2013 (see Attachment C).

Mr. Todd Lordson noted that the turnaround time for getting a client certified is incredibly fast. Clients can often be certified within the next day or two. Mr. Hulscher also thanked Mr. John Lewis and his staff for getting all of the data entered so quickly.

6. Fixed-Route Reports

MTS Bus – Mr. Jim Byrne presented the MTS Bus Ramp Deployment Report for December 2012, and January and February 2013 (see Attachment D).

MTS Contract Services (Veolia Transportation) – Ms. Lisa Madsen presented the MTS Contract Services Ramp Deployment Report for December 2012, and January and February 2013 (see Attachment E).

Chairwoman Bragg noted that ramp failures had declined over the past few months, and asked if there was a specific cause. Ms. Madsen replied that new buses had been purchased, which likely eliminated the ramp problems.

San Diego Trolley, Inc. – Mr. Walter Clack presented the San Diego Trolley Lift Deployment Report for the months of December 2012, and January and February 2013 (see Attachment F).

Mr. Clack noted that the numbers were drastically different than before because many new low-floor trolleys had been introduced into the fleet. Low floor cars were introduced on the Orange Line in early January 2013. Trolley is also hoping to introduce low floor cars onto the Blue Line by next January. Mr. Clack also noted that this would be his last ASAC Meeting, as he would be retiring.

Chairwoman Bragg also noted that at the Board meeting that morning, it was mentioned that the Marketing Department would be conducting a customer service survey. Chairwoman Bragg asked Ms. Karen Landers if the survey would ask questions about accessibility. Ms. Landers noted that she was not sure of the specific questions, but that she would discuss the survey with the Director of Marketing.

7. Copley Park Division Tour

Meeting attendees took a walking tour of the Copley Park Division.

8. Adjourn

Chairwoman Bragg adjourned the meeting at 2:15 p.m., and attendees proceeded with a tour of the Copley Park Division.

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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.

LMADSEN

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

MEETING (DATE): 3/21/13

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

ADJOURN: 3:00 p.m.

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

SIGNED BY THE CLERK OF THE BOARD: \_\_\_\_\_

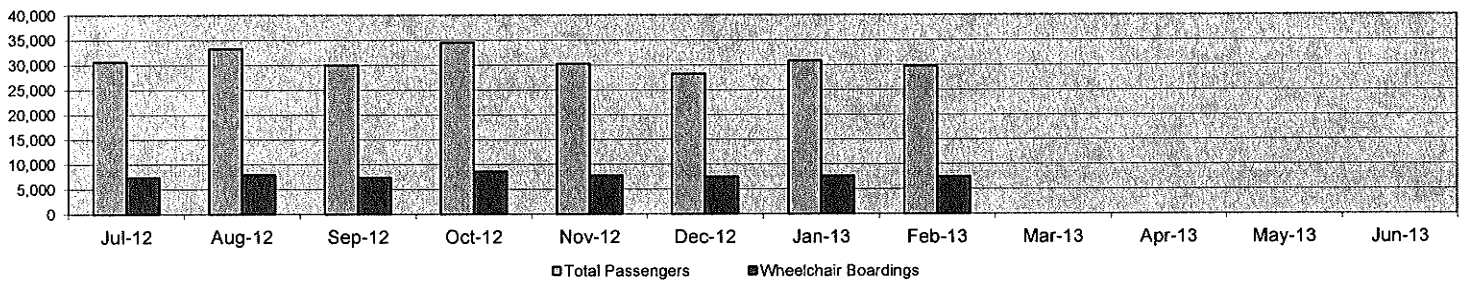
CONFIRMED BY THE GENERAL COUNSEL: \_\_\_\_\_



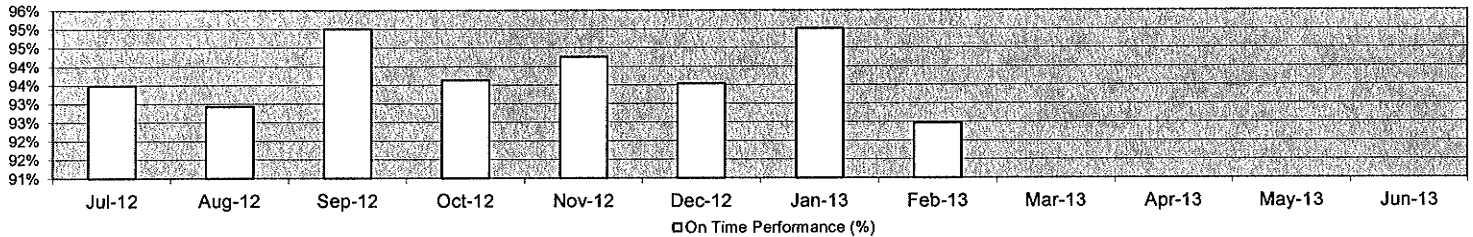
# MTS Access ASAC Report FY 13

	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

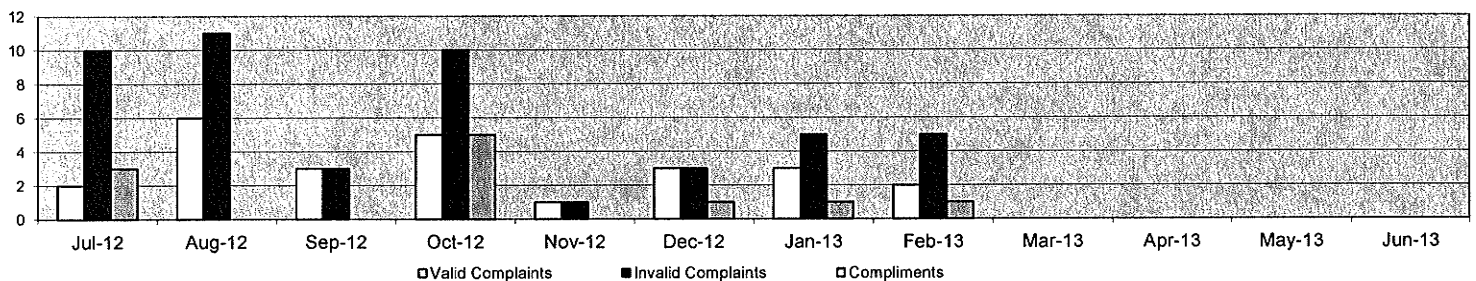
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments





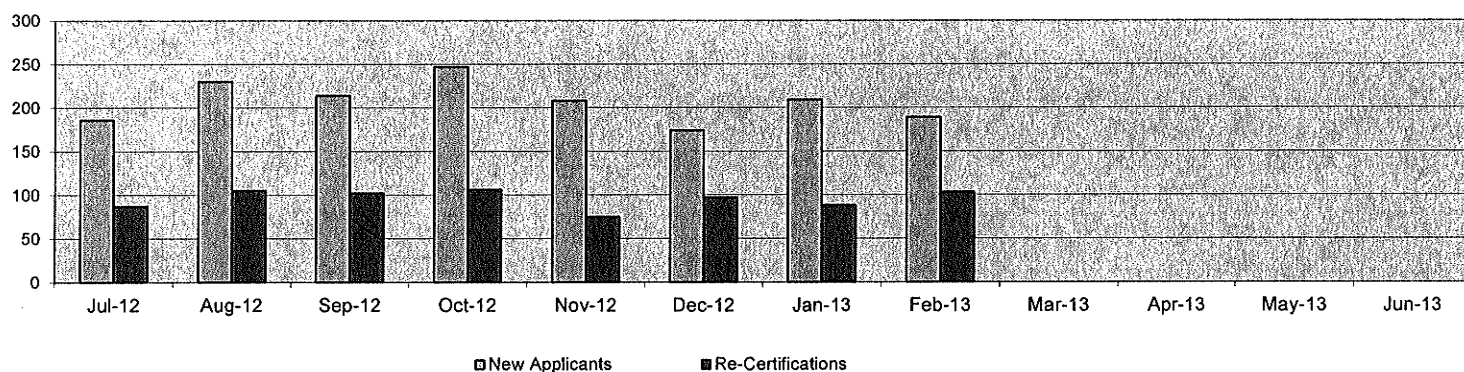
# ADARide Certification Summary Report FY 13

	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	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

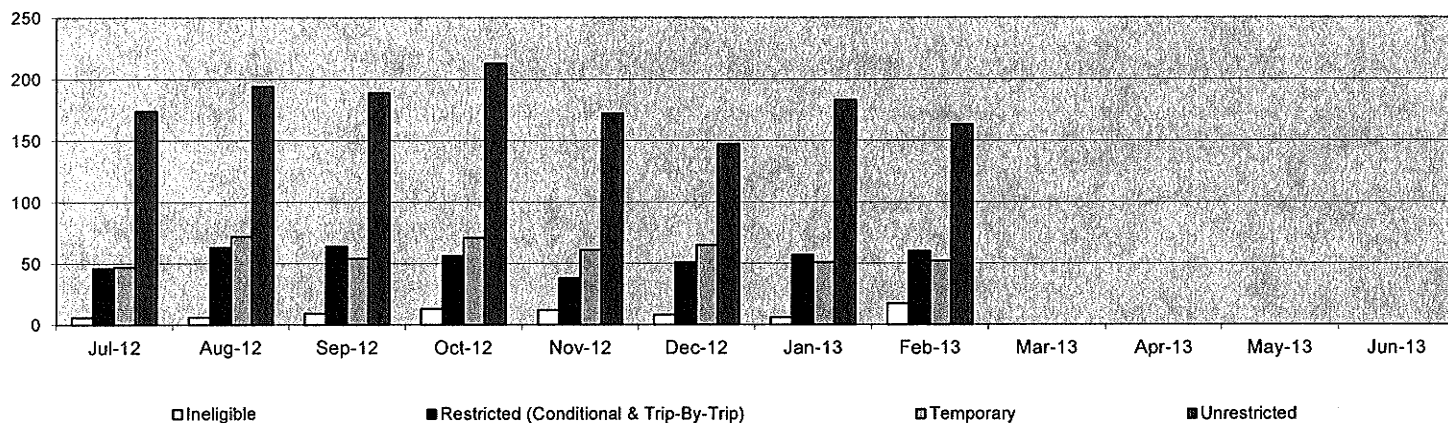
  

Ineligible	6	6	9	13	12	8	6	17					77
Restricted (Conditional & Trip-By-Trip)	46	63	64	56	38	51	57	60					435
Temporary	47	72	54	71	61	65	51	52					473
Unrestricted	174	194	189	213	172	147	183	163					1,435
Total	273	335	316	353	283	271	297	292					2,420

### New Applicants and Re-Certifications



### Eligibility

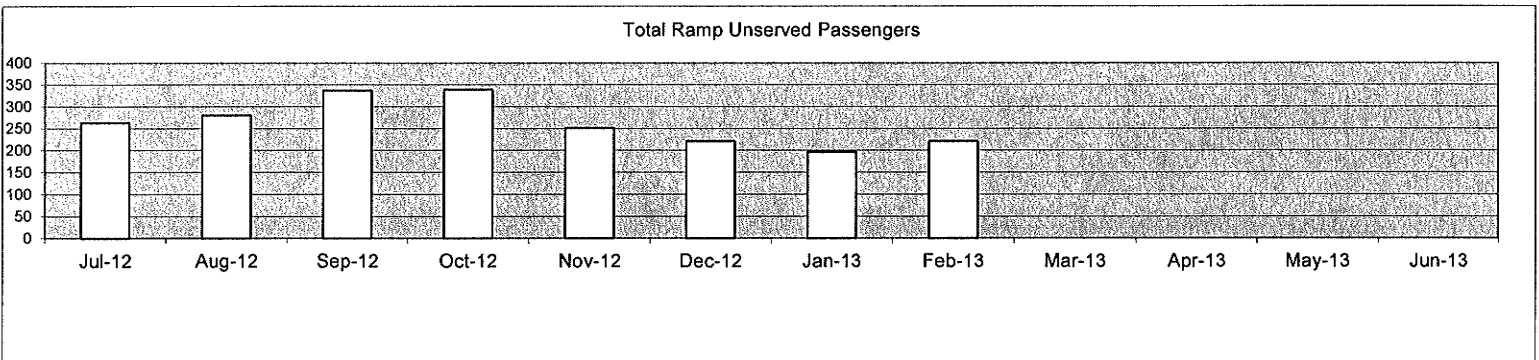
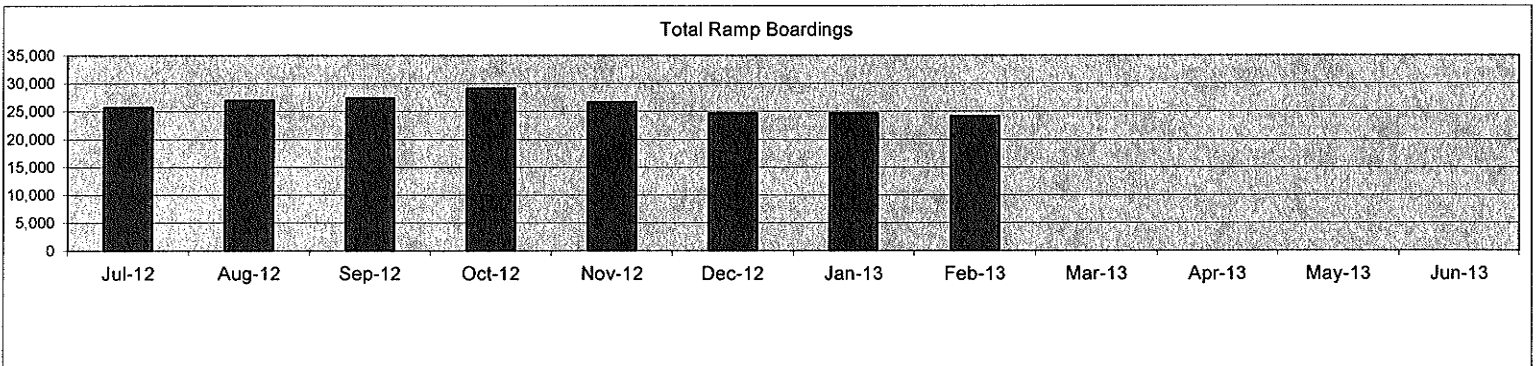
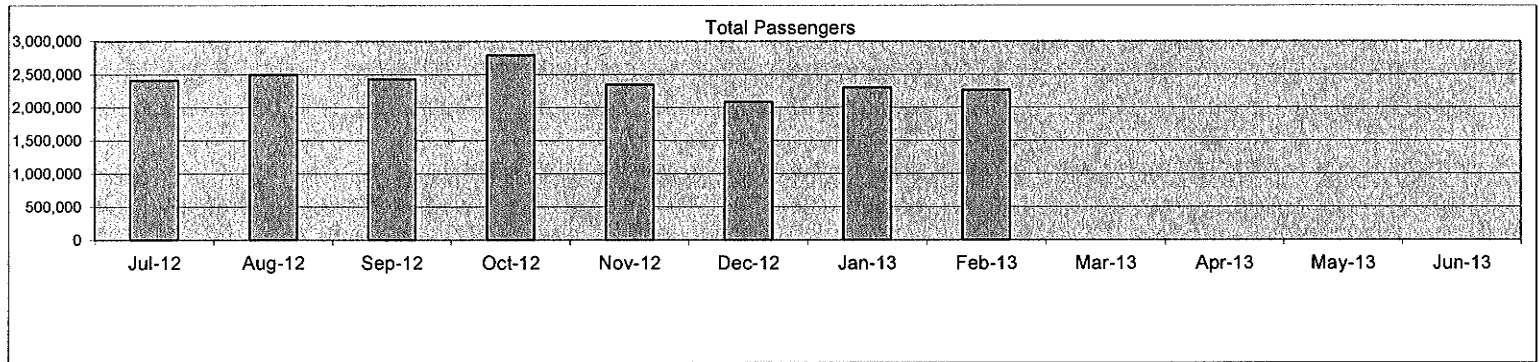






## MTS Bus Ramp Deployment Report FY 13

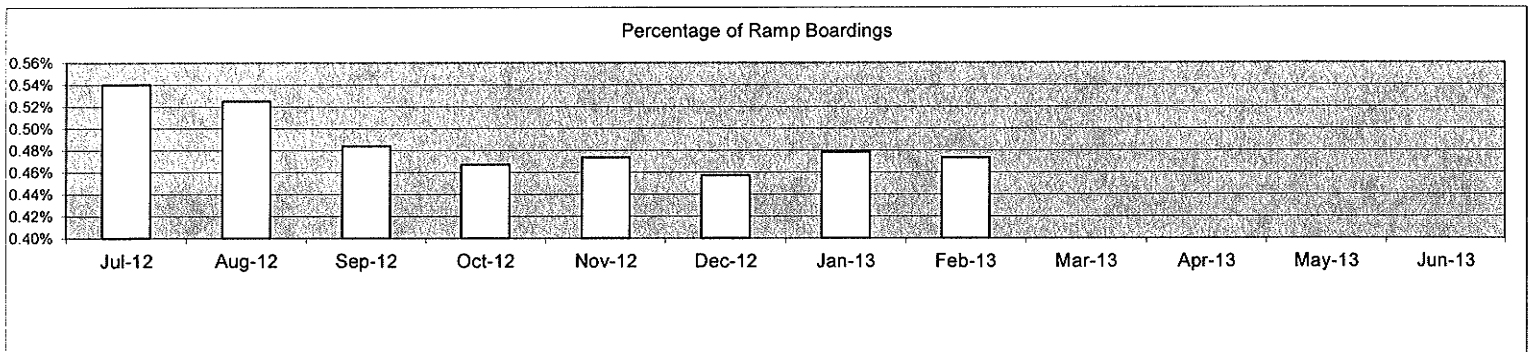
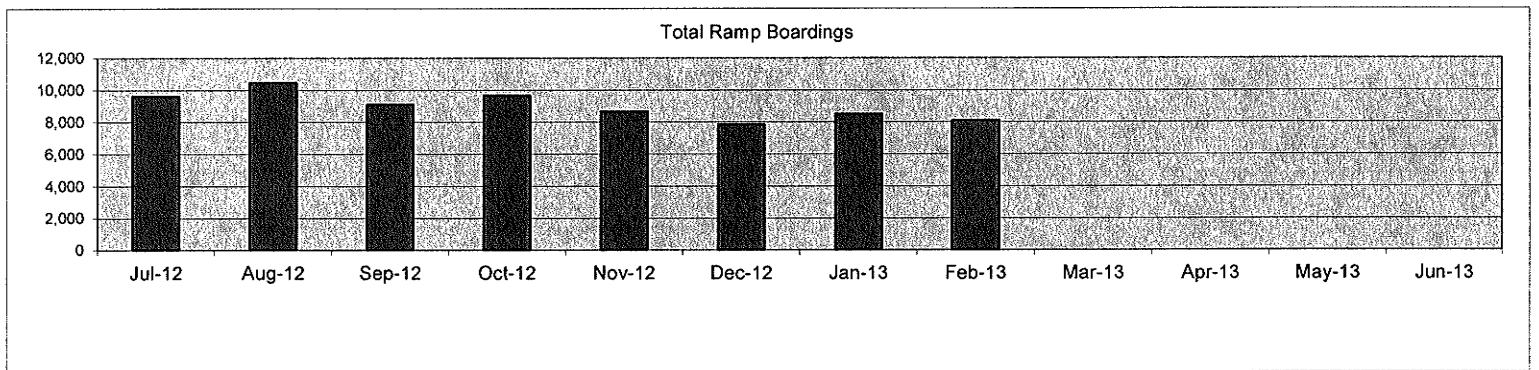
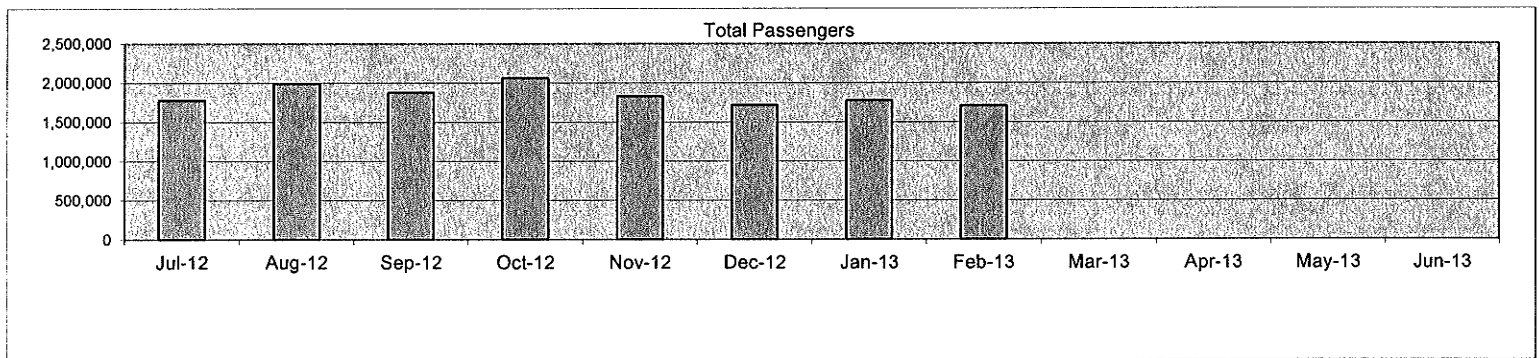
	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Total Passengers	2,406,925	2,496,032	2,428,956	2,788,595	2,348,486	2,084,664	2,301,669	2,263,392					19,118,719
Total Ramp Boardings	25,715	27,010	27,399	29,120	26,644	24,668	24,661	24,127					209,344
Percentage 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

