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MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA

SRTP 880.1
(PC 50850)

Thursday, June 12, 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 March 20, 2014 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 (Rafael Villegas)	
• <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 (**Bill Lewis**)
 - San Diego Trolley, Inc. (**Tom Doogan**)

7. Brief Update on Blue Line Rehabilitation Project

Information

8. Next Meeting Date: **September 11, 2014 at 1:30 p.m.**

LMADSEN
AGN-12-JUNE-14
June 5, 2014 Mail Out

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
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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 December 12, 2013 Meeting Minutes

It was moved and seconded to approve the December 12, 2013 meeting minutes.

3. Public Comment

Ms. Lorraine Leighton commented on an accident that she had witnessed while aboard a Route 833 bus.

4. Member Comment

Mr. Ruben Ceballos inquired about travel training. Mr. Dan McCaslin responded by saying that SANDAG has grant funding available in the upcoming cycle, and MTS may submit a proposal for this funding. Part of the new contract with ADARide includes the provision of travel training if such funding were to become available.

5. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for December 2013, and January and February 2014 (see Attachment B).

ADARide - Mr. Dan McCaslin presented the ADARide certification reports for December 2013, and January and February 2014 (see Attachment C).

6. Fixed-Route Reports

MTS Bus - Mr. Dan McCaslin presented the MTS Bus Ramp Deployment Report for December 2013, and January and February 2014 (see Attachment D).

MTS Contract Services (Veolia Transportation) - Mr. Bill Lewis presented the MTS Contract Services Ramp Deployment Report for December 2013, and January and February 2014 (see Attachment E).

San Diego Trolley, Inc. - Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for the months of December 2013, and January and February 2014 (see Attachment F).

7. Update on 2014 Service Changes

Mr. Oswaldo Meneses provided an update on the upcoming 2014 service changes. MTS will be getting three new Rapid routes. One route will start at Escondido Transit Center to Downtown. The second route will go from Rancho Bernardo to UCSD. The third will go from SDSU to Downtown. Route 20's terminal will change from Del Lago to Rancho Bernardo. The Route 210 will be moved onto Highway 163 once new Rapid service begins along the I-15. Route 880 will be renamed Route 270, Premium Express Route 810 will be replaced by Route 280, and Routes 820, 850, and 860 will be replaced by Route 290, which will serve the stations along I-15. Routes 844 and 845 will be renamed 944 and 945. Route 921 will end at UTC instead of UCSD. Route 950 will become a permanent route. Route 960 will be renumbered Route 60, and will serve the western areas of Kearny Mesa. Route 964 will be reconfigured to better serve the Miramar College Transit Center. Route 14 will become a circulator route.

Mr. Todd Lordson asked if the PowerPoint presentation could be emailed to the ASAC members, and if the schedule of outreach events could also be provided. Mr. Meneses responded that marketing would be putting together a schedule for outreach.

8. MTS Website Redesign

Ms. Nara Lee presented information on the MTS website redesign. The MTS website is one of the agency's main sources of information, so one of the top priorities of the website redesign is to make the site more accessible to persons with disabilities.

Chairwoman Bragg invited members of the committee and persons in the audience to comment on the website redesign.

Mr. Ruben Ceballos noted that adding all of the accessibility features on one web page would make the information more inclusive, rather than displaying information on separate pages for specific disabilities.

Ms. Jennifer Restle added that she was impressed with the thought and consideration that went into the website redesign.

9. MTS Bus Senior and Disabled Priority Seating Area

Mr. Dan McCaslin presented information on the MTS bus senior and disabled priority seating area. Constituents have made comments in the past stating that the senior disabled seating area on the buses is often occupied by persons who may not be seniors or disabled. Coach operators are often in a difficult position in these situations. MTS is required to follow Federal policies regarding this. Operators can ask a passenger to move from priority seating, but cannot require them to do so.

Mr. Mike Adams, the Senior Bus Trainer for MTS Bus noted that all bus operators undergo classroom training regarding ADA policy. They are also trained in operating the lift and security devices. Trainers also discuss professionalism and customer service, and provide conflict and aggression management resources. MTS also provides sensitivity training to drivers.

The MTS website has information regarding senior disabled seating, as well as the MTS Rider's Guide and other forms of public information. Buses also have decals designating priority seating for senior and disabled riders. Additionally, MTS implemented a cart policy several years ago to make sure that priority seating is not taken up by excessively large carts, strollers, or other objects.

10. 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

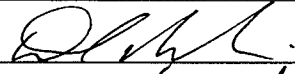
METROPOLITAN TRANSIT SYSTEM
ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEETING
ROLL CALL

MEETING (DATE): 3/20/14

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

ADJOURN: 3:45 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
Bill Lewis <input checked="" type="checkbox"/>	Rene Alvarez <input type="checkbox"/>	Veolia Transportation – Contracted Bus Routes
Art Hulscher <input 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 Lurgerhausen <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 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 checked="" 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
Dan McCaslin <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Lisa Madsen <input 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: 

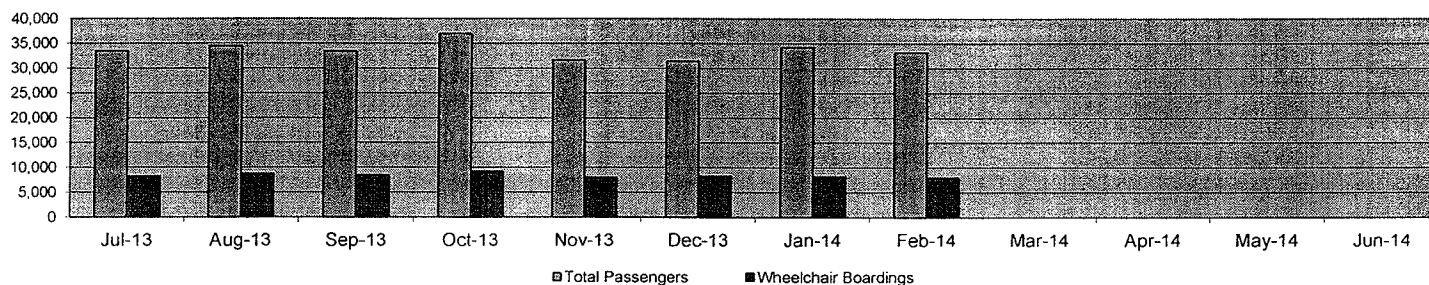
CONFIRMED BY THE GENERAL COUNSEL: 



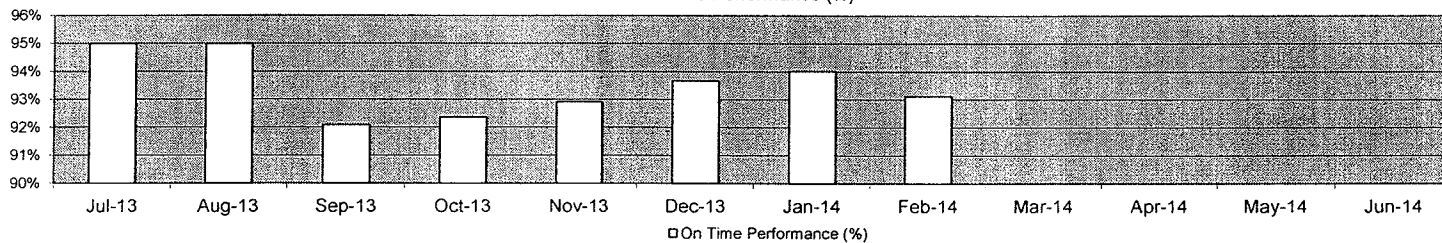
MTS Access ASAC Report FY 14

	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	31,441	34,260	33,251					268,861
Wheelchair Boardings	8,192	8,688	8,416	9,203	8,035	8,228	8,211	8,013					66,986
On Time Performance (%)	95%	95%	92%	92%	93%	94%	94%	93%					94%
Valid Complaints	4	4	3	6	6	3	2	3					31
Invalid Complaints	2	2	8	11	12	8	10	10					63
Compliments	2	16	7	8	1	2	4	0					40
Calls Received	24,412	25,129	27,604	28,819	25,457	24,837	25,960	25,863					208,081
% Abandoned Calls	1%	1%	2%	2%	2%	1%	2%	2%					2%
Average Call Time	0:01:53	0:01:54	0:01:58	0:01:49	0:01:51	0:01:53	0:01:47	0:01:59					0:01:53
Average Hold Time	0:00:10	0:00:09	0:00:20	0:00:15	0:00:21	0:00:10	0:00:10	0:00:16					0:00:14

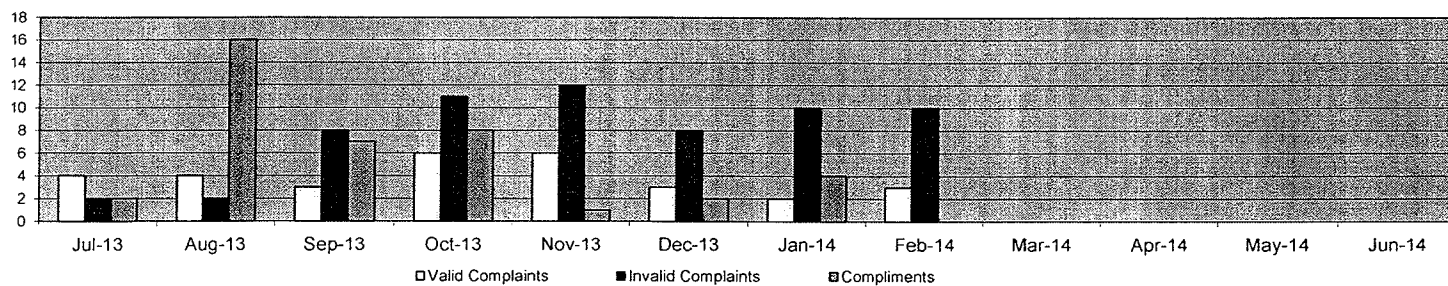
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



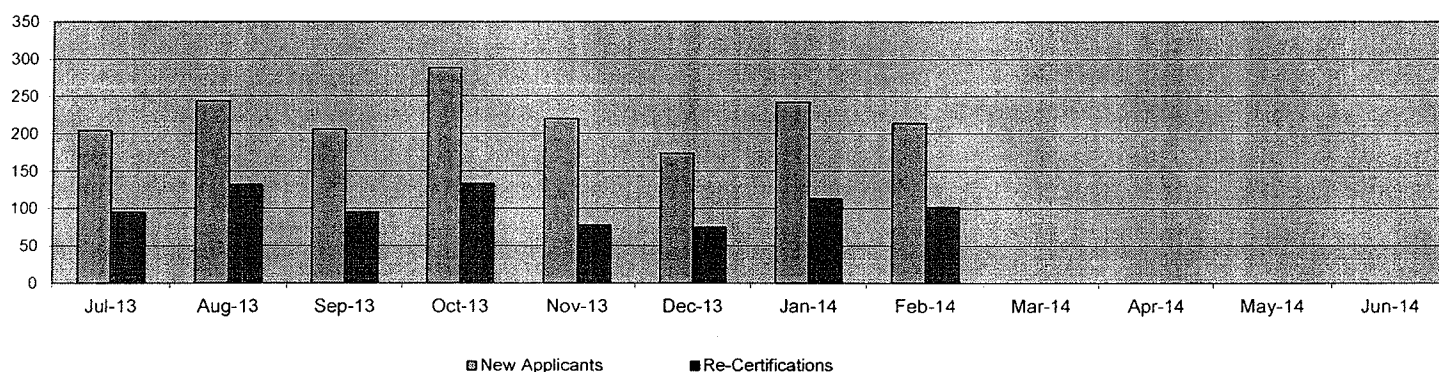


ADARide Certification Summary Report FY 14

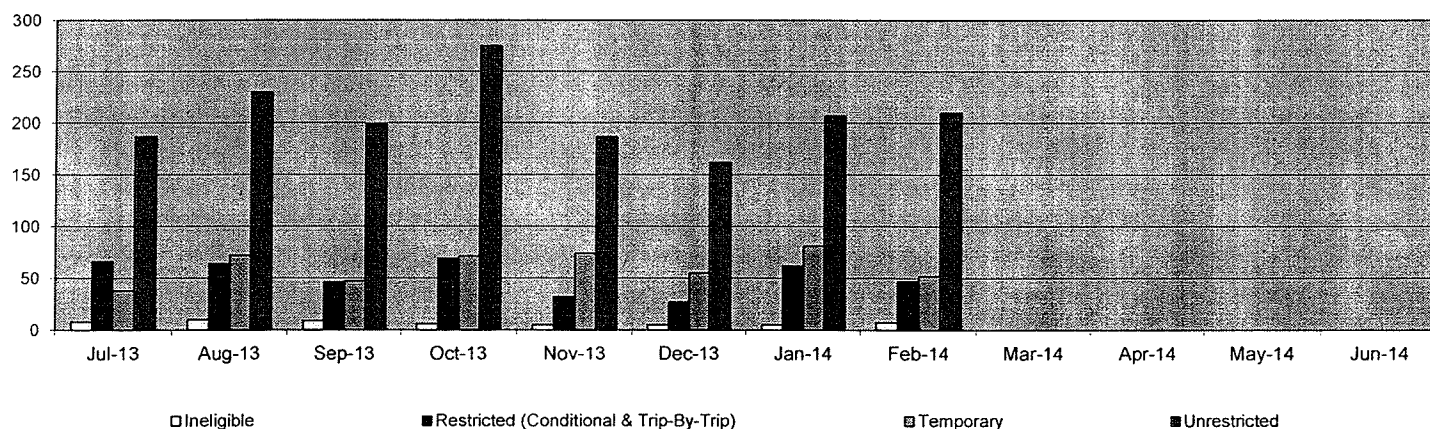
	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
New Applicants	204	244	206	288	220	174	242	214					1,792
Re-Certifications	95	132	95	133	78	75	113	102					823
Total	299	376	301	421	298	249	355	316					2,615

Ineligible	8	10	9	6	5	5	5	7					55
Restricted (Conditional & Trip-By-Trip)	66	64	46	69	32	27	62	47					413
Temporary	38	72	47	71	74	55	81	52					490
Unrestricted	187	230	199	275	187	162	207	210					1,657
Total	299	376	301	421	298	249	355	316					2,615

New Applicants and Re-Certifications



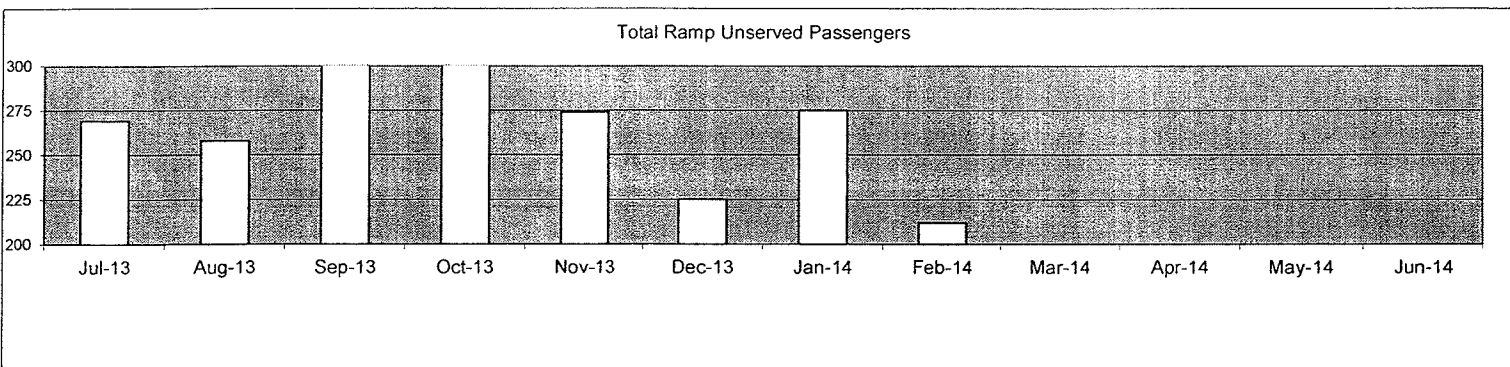
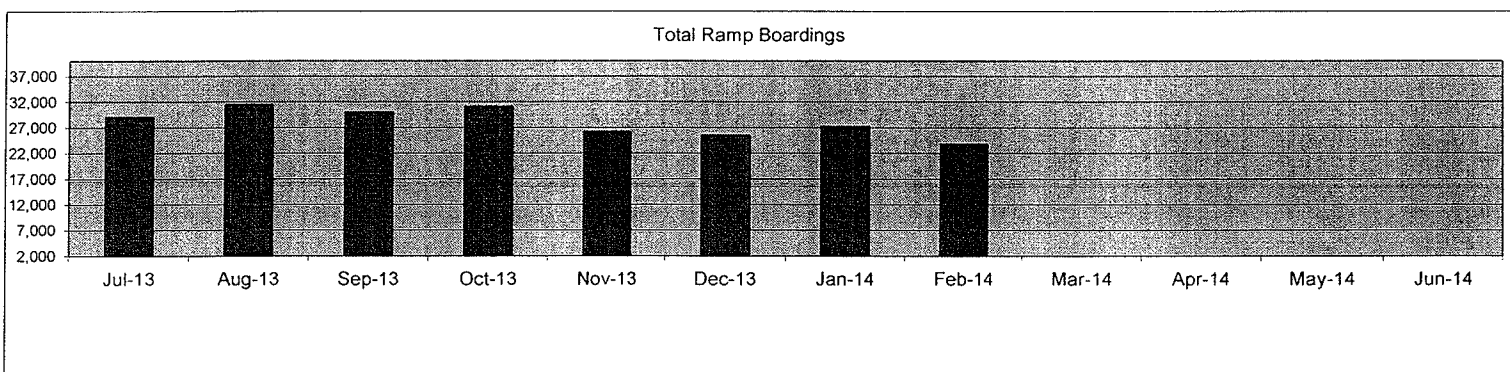
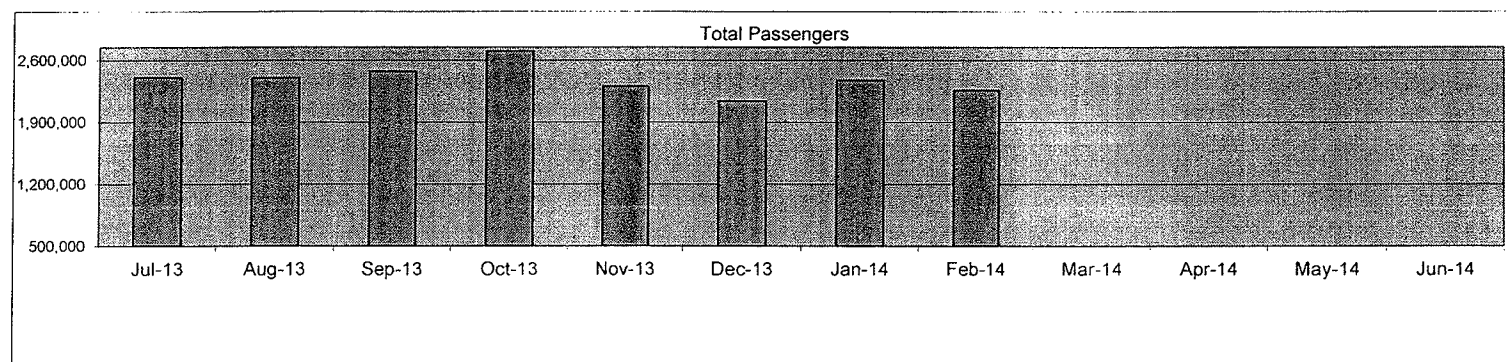
Eligibility





MTS Bus Ramp Deployment Report FY 14

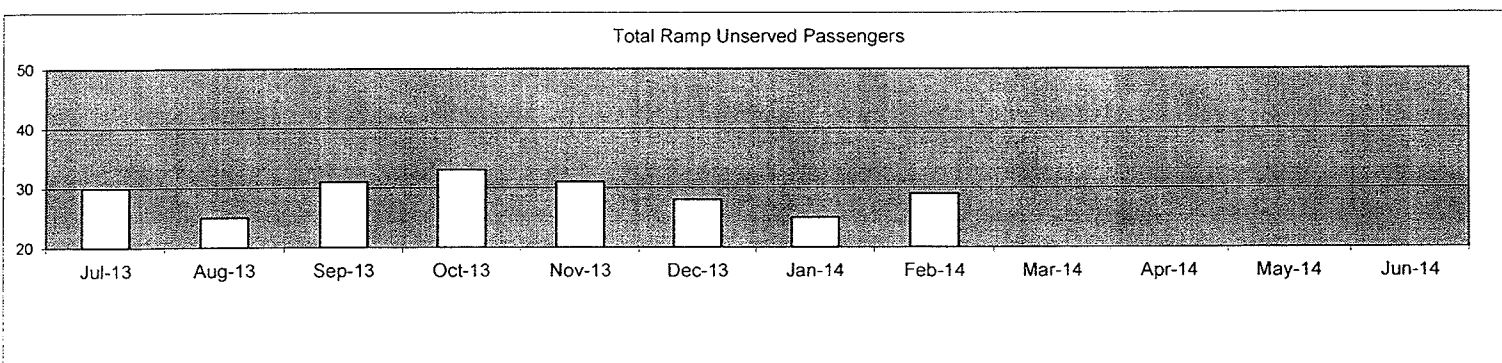
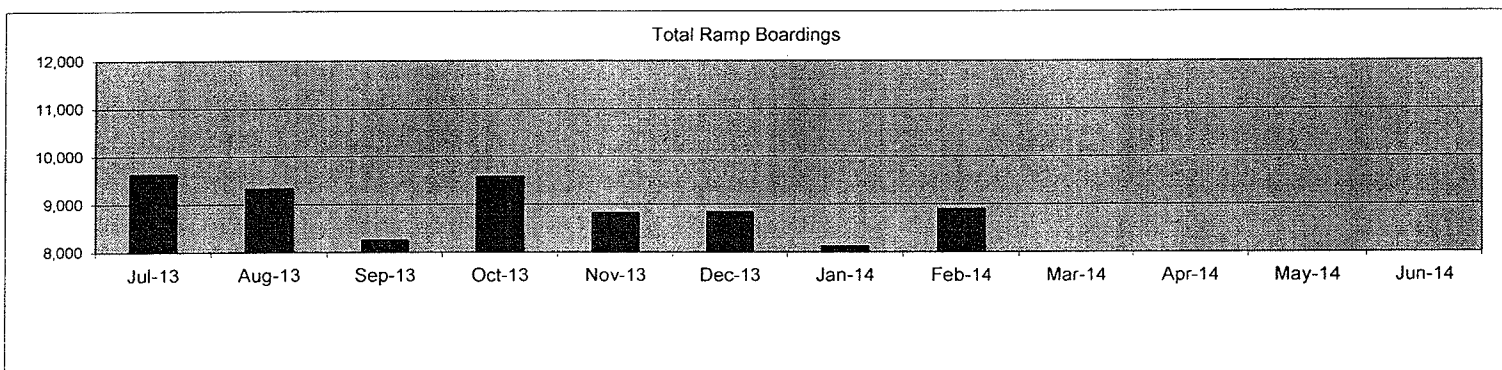
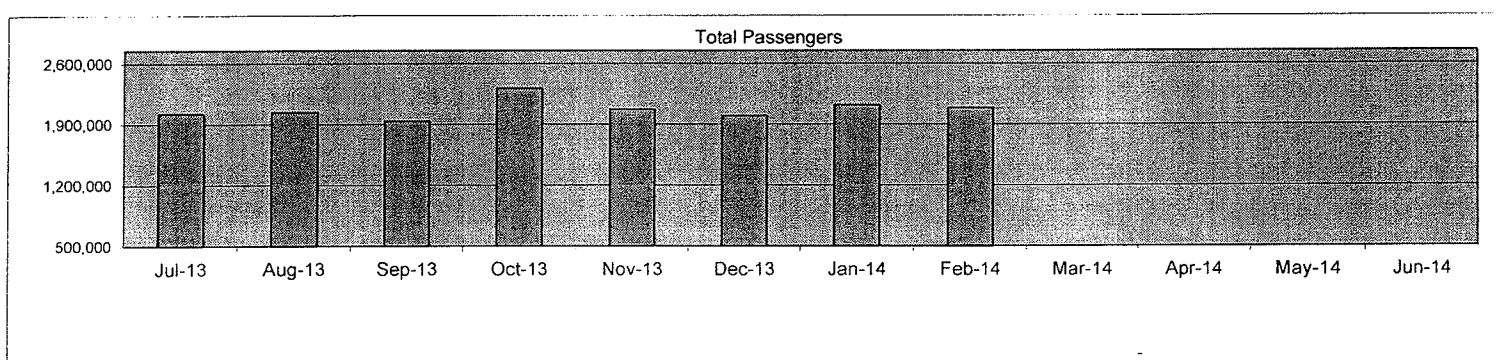
	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	2,406,385	2,405,608	2,478,029	2,706,156	2,308,351	2,140,639	2,377,030	2,263,097					19,085,295
Total Ramp Boardings	29,042	31,504	30,005	31,152	26,228	25,521	27,215	23,856					224,523
Percentage of Ramp Boardings	1%	1%	1%	1%	1%	1%	1%	1%					1%
Total Ramp Unserved Passengers	269	258	343	335	274	225	275	212					2,191
Percentage of Ramp Unserved Passengers	1%	1%	1%	1%	1%	1%	1%	1%					1%
Pass-Up Ramp Inoperable	15	10	10	9	10	14	16	8					92
Pass-Up WC Space Full	201	200	244	263	214	170	206	167					1,665
Pass-Up Bus Full	53	48	89	63	50	41	53	37					434





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	1,998,505	2,121,366	2,089,585					16,594,145
Total Ramp Boardings	9,629	9,333	8,254	9,581	8,820	8,834	8,114	8,905					71,470
Percentage of Ramp Boardings	0.48%	0.46%	0.43%	0.41%	0.43%	0.44%	0.38%	0.43%					0.43%
Total Ramp Unserved Passengers	30	25	31	33	31	28	25	29					232
Percentage of Ramp Unserved Passengers	0.31%	0.27%	0.38%	0.34%	0.35%	0.32%	0.31%	0.33%					0.32%
Pass-Up Ramp Inoperable	0	0	0	0	0	0	0	0					0
Pass-Up WC Space Full	26	24	23	22	26	24	17	28					190
Pass-Up Bus Full	4	6	8	11	5	4	3	0					41





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	3,027,421	3,132,286	3,268,950						23,279,753
Lift Uses	7,340	7,673	6,548	7,166	6,275	6,228	6,762	6,454					54,446
Lift Failures	2	8	4	18	10	1	9	0					52
Delays - S/D Only	268	322	358	500	528	487	502	466					3,431
Pass - Ups	171	231	147	171	139	124	129	203					1,315
Delays - S/D + Others	33	36	27	20	21	41	41	41					260

