



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, September 11, 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

**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 June 12, 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
<ul style="list-style-type: none"> <li>● <u>Operators</u> <ul style="list-style-type: none"> <li>➤ MTS Access (<b>Rafael Villegas</b>)</li> </ul> </li> <li>● <u>Certification</u> <ul style="list-style-type: none"> <li>➤ ADARide (<b>Art Hulscher</b>)</li> </ul> </li> </ul>	



6. Fixed-Route Reports

Information

- Operators

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

7. Update on Current Planning Projects

Information

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

---

LMADSEN  
AGN-11-SEPTEMBER-14  
September 4, 2014 Mail Out

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, 10<sup>th</sup> Floor  
1255 Imperial Avenue, San Diego CA 92101

MINUTES

1. Call to Order and Roll Call

Mr. Jim Byrne 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 March 20, 2014 Meeting Minutes

It was moved and seconded to approve the March 20, 2014 meeting minutes.

3. Public Comment

Mr. Robert Garcia commented on the MTS Access paratransit service. He noted that he is concerned about First Transit's hiring policies and protocols for training. Mr. Garcia stated that he does not feel safe.

4. Member Comment

Mr. Jim Byrne noted that Mr. Dan McCaslin has left MTS, and has relocated to the Midwest. Mr. Byrne thanked Mr. McCaslin for his four years of service to the ASAC Committee.

Mr. Ruben Ceballos commented that one of the Trolley ramps would not deploy during a trip on May 13<sup>th</sup>. Mr. Ceballos wanted to know where the emergency latches to open the doors are located. Mr. Tom Doogan noted that there is an emergency lever to the side of the doors, which will open the doors in the event of an emergency, but it will not deploy the ramp. Mr. Doogan noted that he believed the lever was at about the same height as the blue button used to deploy the ramp.

5. ADA Paratransit Reports

MTS Access - Mr. Rafael Villegas presented the MTS Access reports for March, April, and May 2014 (see Attachment B).

ADARide – Mr. Art Hulscher presented the ADARide certification reports for March, April, and May 2014 (see Attachment C).

6. Fixed-Route Reports

MTS Bus – Ms. Lisa Madsen presented the MTS Bus Ramp Deployment Report for March, April, and May 2014 (see Attachment D).

MTS Contract Services (Veolia Transportation) – Mr. Bill Lewis presented the MTS Contract Services Ramp Deployment Report for March, April, and May 2014 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for the months of March, April, and May 2014 (see Attachment F).

7. Brief Update on Blue Line Rehabilitation Project

Mr. Brent Boyd presented information on the Blue Line Trolley rehabilitation project. It is a part of the Trolley renewal project. One part of the project is to bring low floor vehicles to the entire system. The second part is to rebuild the entire Blue Line by adding new rail and catenary wire. Additionally, all Blue Line stations will be outfitted with new shelters on each station platform.

The Palomar Street station will be getting additional bus bays, and all stations are being redesigned in order to accommodate articulated buses. Another transit island will be added to the Iris Avenue station. Low floor trolleys are expected to go into service on the Blue Line later this year. The enhanced transit centers should be open by the end of summer. The E, H, and Palomar Street stations should be open by the end of Fall. The entire project should be completed by early next year.

8. Adjourn

Mr. Jim Byrne adjourned the meeting at 2:05 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): 6/12/14

CALL TO ORDER (TIME):

1:30 p.m.

ADJOURN: 2:00 p.m.

BOARD MEMBER	Alternate	AGENCY
Lorie Bragg <input 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) (Leticia Corona attended for Arun Prem)
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 type="checkbox"/>	Todd Lordson <input checked="" type="checkbox"/>	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
Belinda Fragger <input type="checkbox"/>	Christy Gonzalez <input type="checkbox"/>	MTS Bus
John Lewis <input type="checkbox"/>	Rafael Villegas <input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)
<input type="checkbox"/>	<input type="checkbox"/>	Hearing Impaired
Danielle Kochman <input checked="" type="checkbox"/>	Audrey Porcella <input type="checkbox"/>	SANDAG (Brian Lane attended for Danielle Kochman)
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
<input type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Lisa Madsen <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Karen Landers <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Legal

SIGNED BY THE CLERK OF THE BOARD:

Lisa Madsen

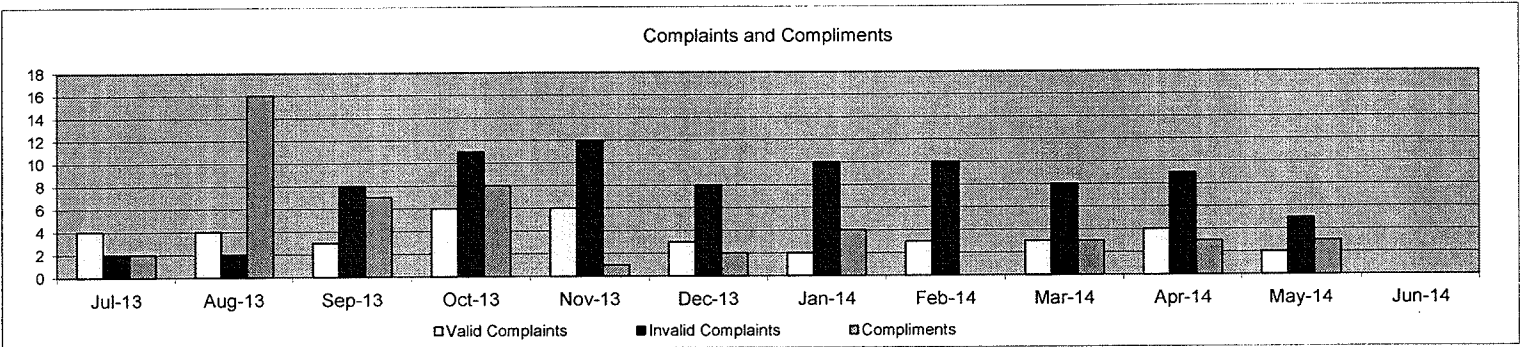
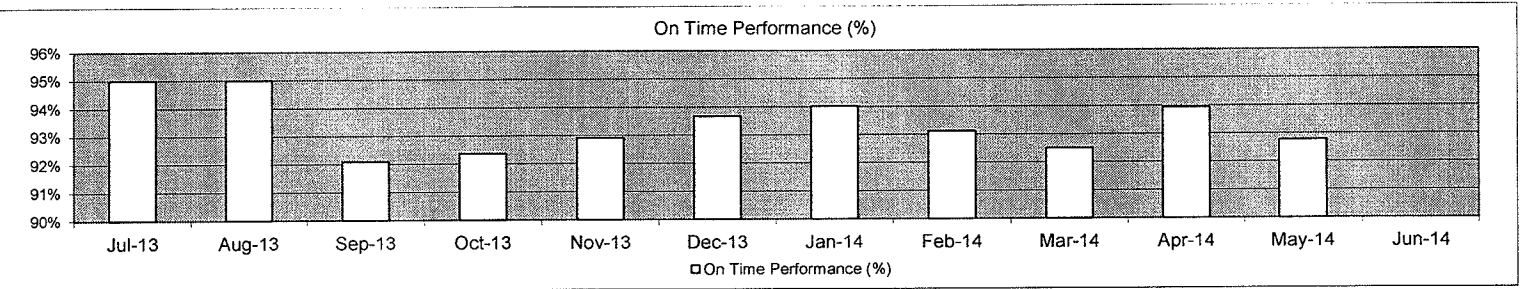
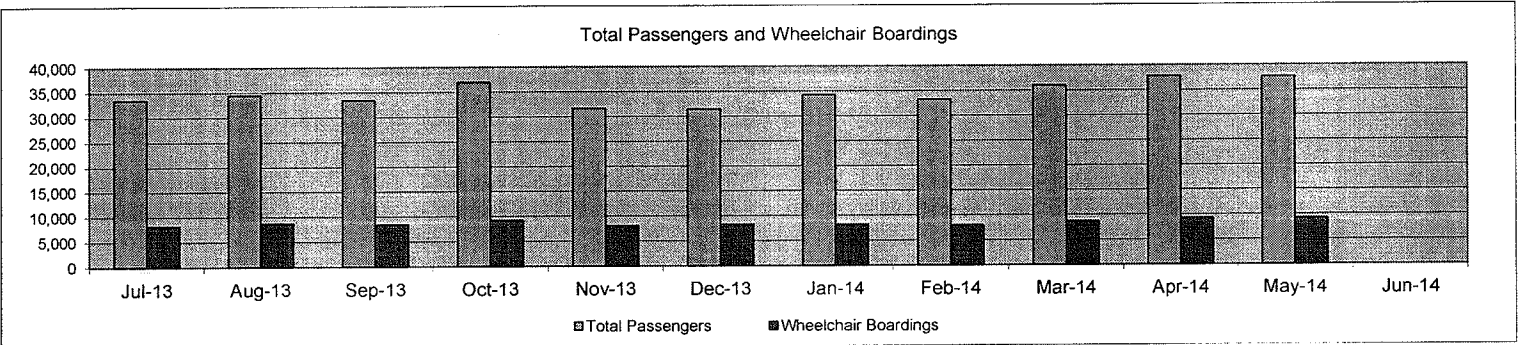
CONFIRMED BY THE GENERAL COUNSEL:

[Signature]



## 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	36,005	37,809	37,643		380,318
Wheelchair Boardings	8,192	8,688	8,416	9,203	8,035	8,228	8,211	8,013	8,726	9,295	9,245		94,252
On Time Performance (%)	95%	95%	92%	92%	93%	94%	94%	93%	93%	94%	93%		93%
Valid Complaints	4	4	3	6	6	3	2	3	3	4	2		40
Invalid Complaints	2	2	8	11	12	8	10	10	8	9	5		85
Compliments	2	16	7	8	1	2	4	0	3	3	3		49
Calls Received	24,412	25,129	27,604	28,819	25,457	24,837	25,960	25,863	28,257	27,604	28,342		292,284
% Abandoned Calls	1%	1%	2%	2%	2%	1%	2%	2%	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	0:01:47	0:01:59	0:02:02	0:01:57	0:01:53		0:01:54
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	0:00:12	0:00:12		0:00:14

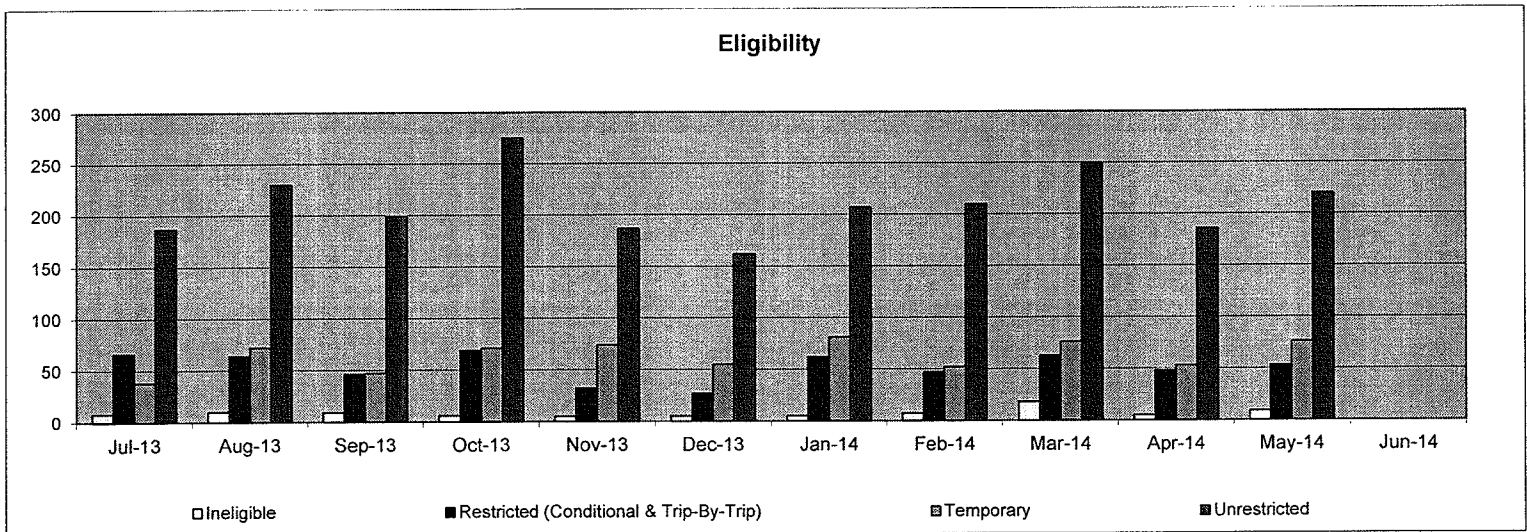
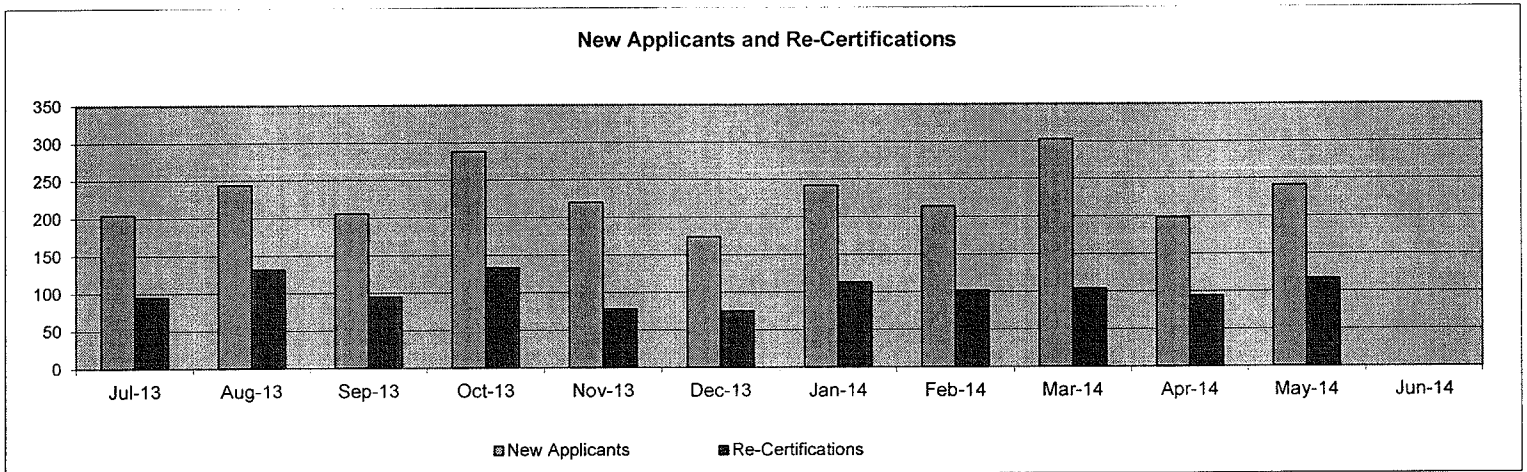




## ADARide Certification Summary Report FY 14

	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	303	198	241		2,534
Re-Certifications	95	132	95	133	78	75	113	102	104	94	117		1,138
<b>Total</b>	<b>299</b>	<b>376</b>	<b>301</b>	<b>421</b>	<b>298</b>	<b>249</b>	<b>355</b>	<b>316</b>	<b>407</b>	<b>292</b>	<b>358</b>		<b>3,672</b>

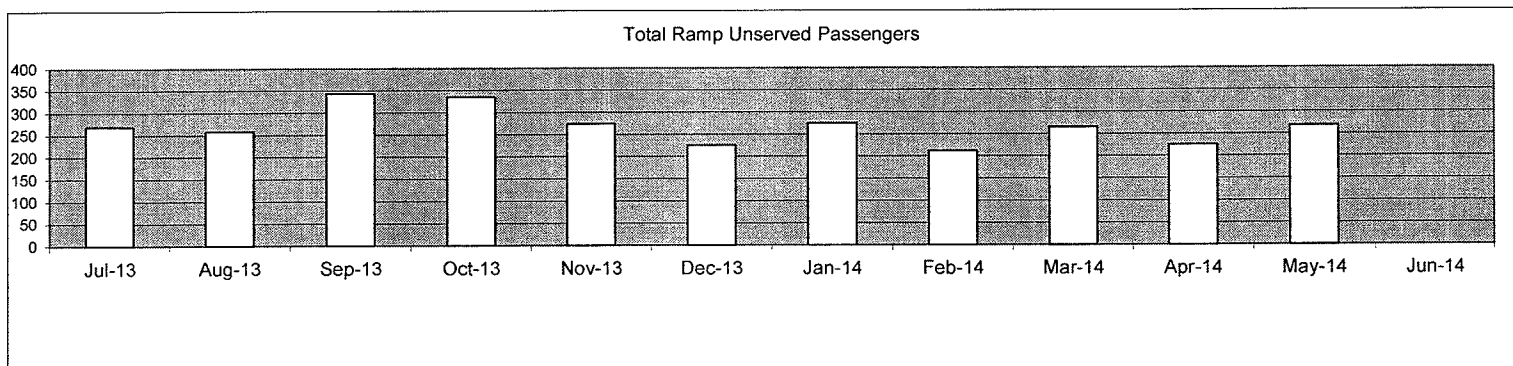
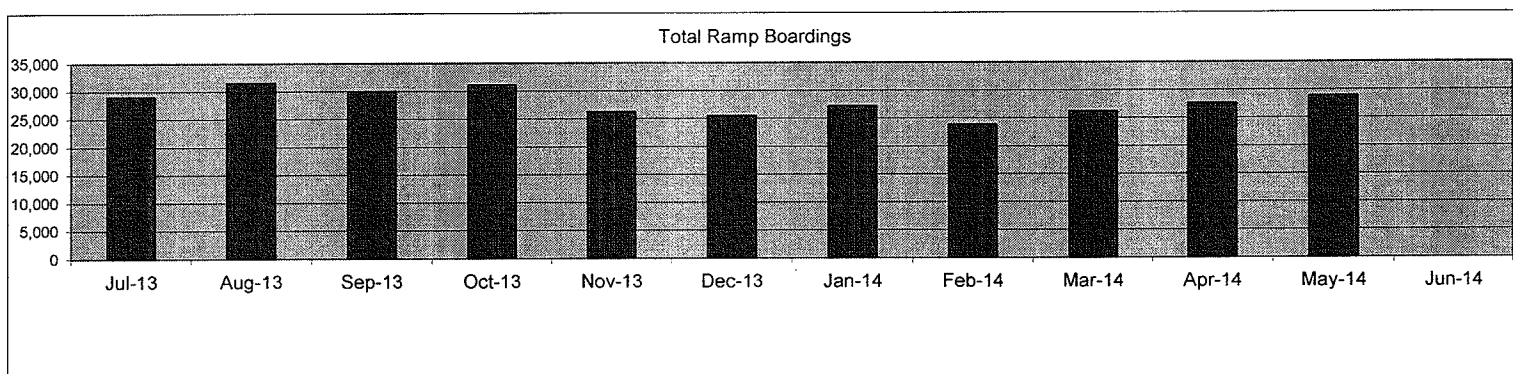
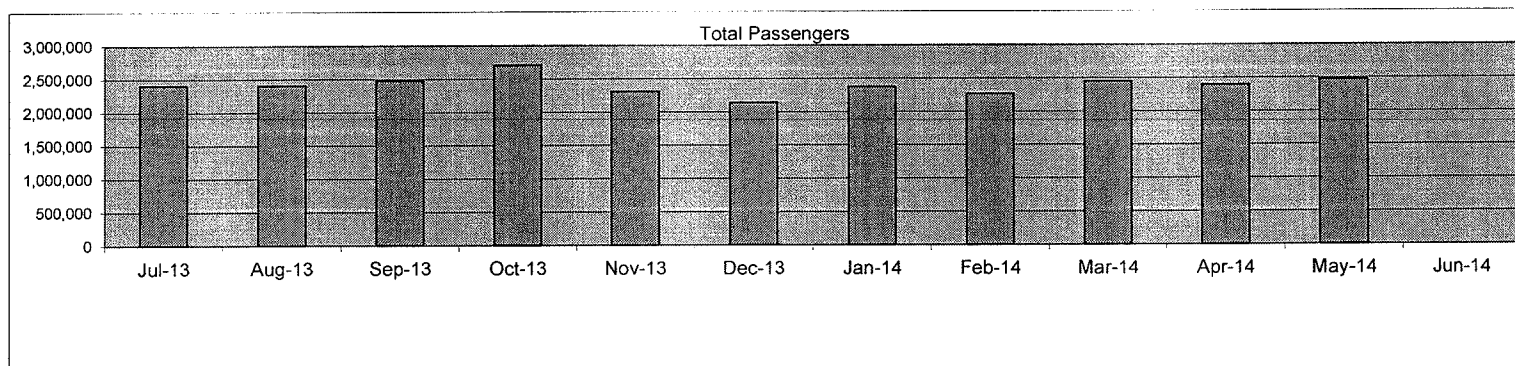
Ineligible	8	10	9	6	5	5	5	7	18	5	9		87
Restricted (Conditional & Trip-By-Trip)	66	64	46	69	32	27	62	47	63	48	53		577
Temporary	38	72	47	71	74	55	81	52	76	53	76		695
Unrestricted	187	230	199	275	187	162	207	210	250	186	220		2,313
<b>Total</b>	<b>299</b>	<b>376</b>	<b>301</b>	<b>421</b>	<b>298</b>	<b>249</b>	<b>355</b>	<b>316</b>	<b>407</b>	<b>292</b>	<b>358</b>		<b>3,672</b>





## 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	2,445,535	2,395,100	2,470,562		26,396,492
Total Ramp Boardings	29,042	31,504	30,005	31,152	26,228	25,521	27,215	23,856	26,170	27,612	28,861		307,166
Percentage of Ramp Boardings	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%
Total Ramp Unserved Passengers	269	258	343	335	274	225	275	212	265	225	268		2,949
Percentage of Ramp Unserved Passengers	0.93%	0.82%	1.14%	1.08%	1.04%	1.04%	0.88%	1.01%	0.89%	1.01%	0.81%		0.96%
Pass-Up Ramp Inoperable	15	10	10	9	10	14	16	8	17	10	8		127
Pass-Up WC Space Full	201	200	244	263	214	170	206	167	194	174	208		2,241
Pass-Up Bus Full	53	48	89	63	50	41	53	37	54	41	52		581

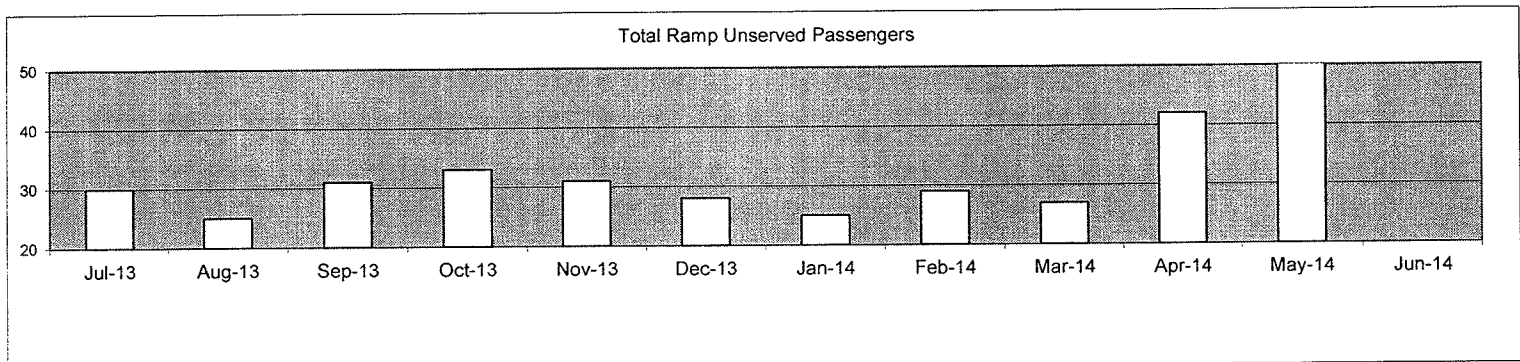
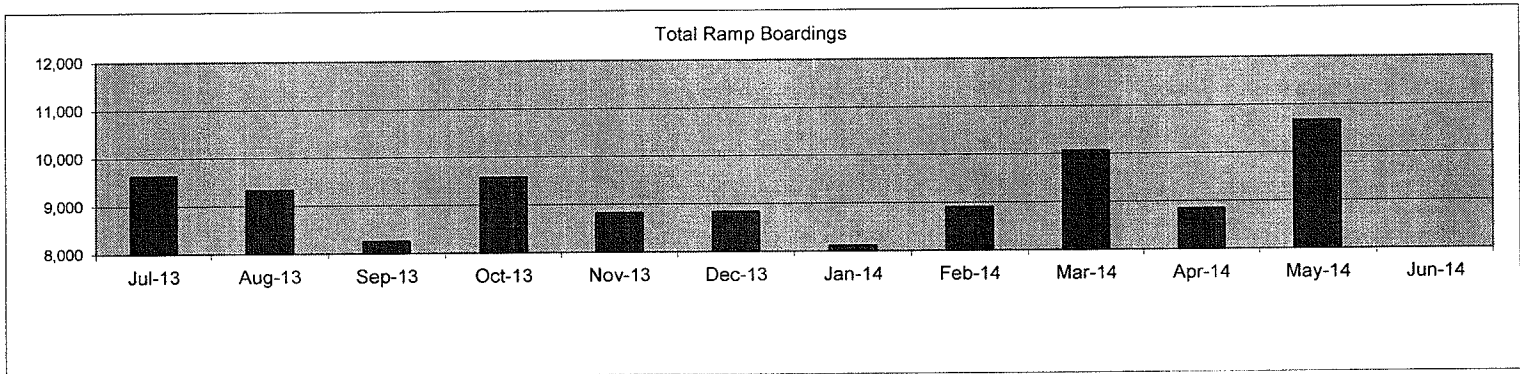
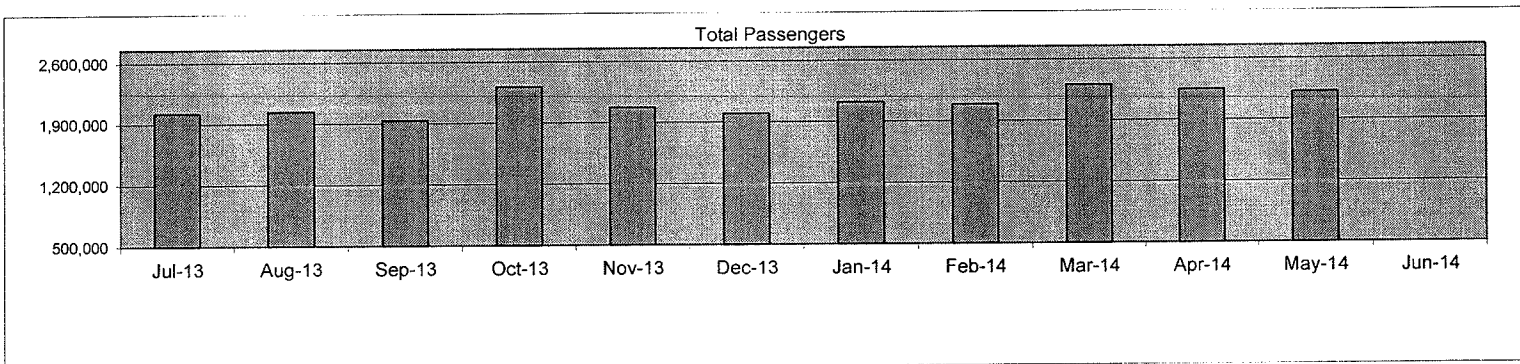






## MTS Contract Services Ramp Deployment Report FY 14

	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	2,305,466	2,247,938	2,214,621		23,362,170
Total Ramp Boardings	9,629	9,333	8,254	9,581	8,820	8,834	8,114	8,905	10,072	8,850	10,676		101,068
Percentage of Ramp Boardings	0.48%	0.46%	0.43%	0.41%	0.43%	0.44%	0.38%	0.43%	0.44%	0.39%	0.48%		0.43%
Total Ramp Unserved Passengers	30	25	31	33	31	28	25	29	27	42	63		364
Percentage of Ramp Unserved Passengers	0.31%	0.27%	0.38%	0.34%	0.35%	0.32%	0.31%	0.33%	0.27%	0.47%	0.59%		0.36%
Pass-Up Ramp Inoperable	0	0	0	0	0	0	0	0	0	1	0		0
Pass-Up WC Space Full	26	24	23	22	26	24	17	28	23	28	45		286
Pass-Up Bus Full	4	6	8	11	5	4	3	0	4	12	18		75





## 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	3,019,976	3,367,665	3,193,725			32,861,119
Lift Uses	7,340	7,673	6,548	7,166	6,275	6,228	6,762	6,454	7,866	7,900	9,115		79,327
Lift Failures	2	8	4	18	10	1	9	0	4	1	4		61
Delays - S/D Only	268	322	358	500	528	487	502	466	540	468	619		5,058
Pass - Ups (Capacity)	169	231	147	171	139	124	129	203	179	160	202		1,854
Delays - S/D + Others	33	36	27	20	21	41	41	41	49	38	9		356

