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 San Diego, CA 92101-7490
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**MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
 MEETING NOTICE AND AGENDA**

**SRTP 880.1
 (PC 50850)**

Thursday, September 12, 2013
 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 21, 2013 and June 13, 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.

6. Fixed-Route Reports

Information

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

7. Upcoming 2014 Major Service Change Proposals

Information

8. Next Meeting Date: **December 12, 2013 at 1:30 p.m.**

LMADSEN
AGN-12-SEPTEMBER-13
September 5, 2013 Mail Out

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, 10th Floor
1255 Imperial Avenue, San Diego CA 92101

MINUTES

1. Call to Order and Roll Call

Mr. Dan McCaslin 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 21, 2013 Meeting Minutes

There were not enough members present to vote to approve the March 21, 2013 meeting minutes.

3. Public Comment

Mr. Warren Lambert commented that he has been a paratransit rider since 1993, and was on the original committee assisting the President in the White House in drafting the rules and regulations to the ADA. Mr. Lambert stated that MTS and MTS Access were in violation of the ADA.

Ms. Leslie Henshaw stated that she was denied use of the lift on a Route 833 bus. Mr. Dan McCaslin commented that Mr. John Lewis would be able to meet with Ms. Henshaw to further address her concerns.

Ms. Lorraine Leighton commented that drivers discriminate against disabled passengers, and engage in reckless driving.

Ms. Gloria Strickland stated that she has ridden MTS Access for three years, and had concerns regarding past trip experiences.

4. Member Comment

Mr. Dan McCaslin noted that MTS had recently renewed its ADA Certification contract with ADARide for an additional ten years.

Ms. Lisa Madsen noted that Floyd Willis had asked for some statistics regarding ridership within the senior community at the previous ASAC Meeting in March, and distributed a handout with the requested information.

5. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for March, April, and May 2013 (see Attachment B).

ADARide – Mr. Art Hulscher presented the ADARide certification reports for March, April, and May 2013 (see Attachment C).

6. Fixed-Route Reports

MTS Bus – Ms. Lisa Madsen presented the MTS Bus Ramp Deployment Report for March, April, and May 2013 (see Attachment D).

MTS Contract Services (Veolia Transportation) – Mr. Joe Nunweiler presented the MTS Contract Services Ramp Deployment Report for March, April, and May 2013 (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 2013 (see Attachment F).

Mr. Connery Cepeda inquired as to if it would be possible to further break down the wheelchair ramp specifics to see if there were particular times or routes that experienced more pass ups because the bus was full or the wheelchair area was full. Mr. Jim Byrne noted that MTS would try to provide the data.

7. Title VI Policy Updates

Mr. Denis Desmond presented information regarding MTS' Title VI Policy. All agencies receiving federal funds must comply with Title VI. The FTA issued two new circulars last fall, which will require some changes to MTS Policy #42, which is the MTS Board Policy regarding how we change services. These circulars are requiring adjustments to policies regarding how we define major service changes, environmental justice, vehicle loads, headways, on-time performance, and availability of service. MTS will need to implement two changes to the policy to ensure that both low income and minority communities are not subject to a disproportionate number of impacts when service changes occur. MTS would like to implement a 10% threshold to determine if there is an impact.

8. Upcoming Service Change Information

Mr. Denis Desmond discussed the service changes that had taken place on the previous weekend. Most of the changes were seasonal, removing school trippers and adding summer service on certain routes. The September service change will be similar, with more school service being added, and service being reduced on summer routes. Two Bus Rapid Transit projects are under construction right now. One project will operate bus service between Downtown San Diego and Escondido along I-15. The second is the Mid-City Rapid project, which will replace the Route 15 from SDSU to Downtown along El Cajon Blvd. Both projects are scheduled to begin service in June 2014.

9. Adjourn

Mr. Dan McCaslin adjourned the meeting at 2:25 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): 6/13/13

CALL TO ORDER (TIME): 1:40 p.m.

ADJOURN: 2:32 p.m.

BOARD MEMBER	Alternate	AGENCY
Lorie Bragg	<input type="checkbox"/> Charles Lungerhausen <input type="checkbox"/>	ASAC Chairwoman
Ruben Ceballos	<input type="checkbox"/> <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 ✓	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 <input type="checkbox"/>	First Transit, Inc. (MTS Access)
Vacant	<input type="checkbox"/> <input type="checkbox"/>	Hearing Impaired
Danielle Kochman	<input 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"/>	Caltrans
Tom Doogan	✓ <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:

Lisa Madsen

CONFIRMED BY THE GENERAL COUNSEL:

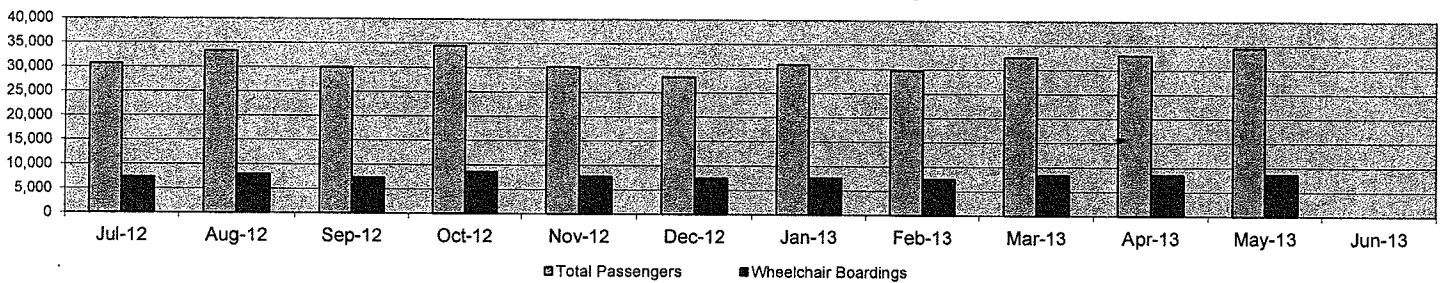
Karen Landers



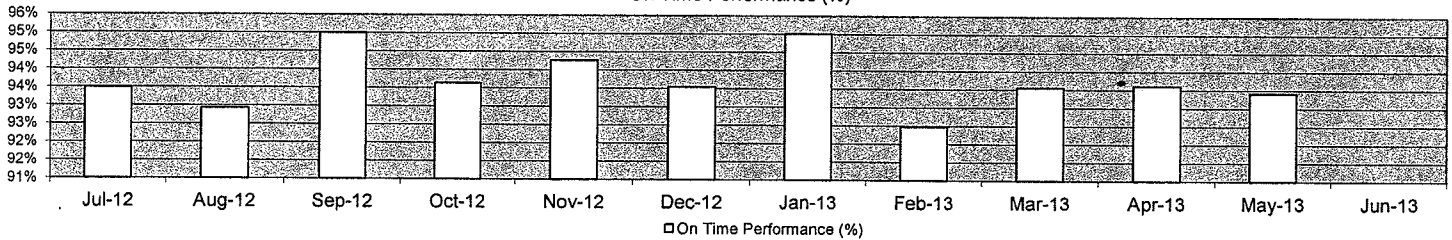
MTS Access ASAC Report FY 13

	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	32,549	33,003	34,544		347,661
Wheelchair Boardings	7,353	7,919	7,373	8,591	7,725	7,469	7,613	7,457	8,327	8,473	8,588		86,888
On Time Performance (%)	93%	93%	95%	94%	94%	94%	95%	92%	94%	94%	93%		94%
Valid Complaints	2	6	3	5	1	3	3	2	2	2	5		31
Invalid Complaints	10	11	3	10	1	3	5	5	11	2	9		67
Compliments	3	0	0	5	0	1	1	1	1	3	11		25
Calls Received	23,210	24,750	24,702	27,744	24,753	24,526	25,085	24,835	25,771	25,440	26,602		277,418
% Abandoned Calls	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	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	0:01:45	0:01:50	0:01:50		0:01:51
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	0:00:13	0:00:12	0:00:11		0:00:21

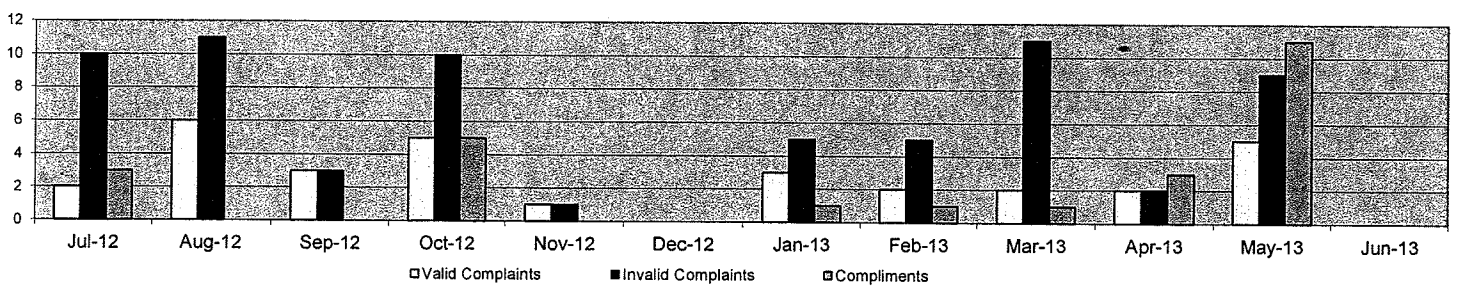
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

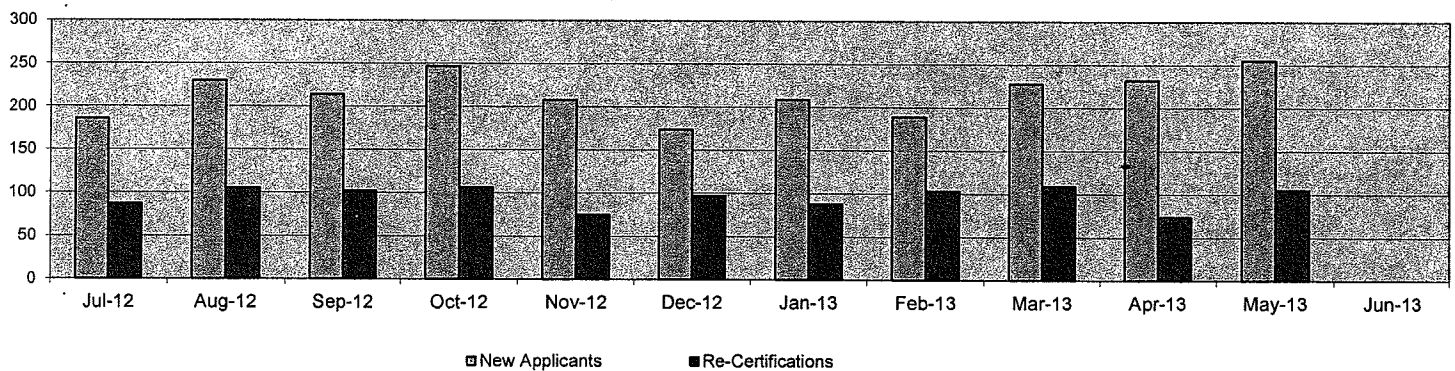




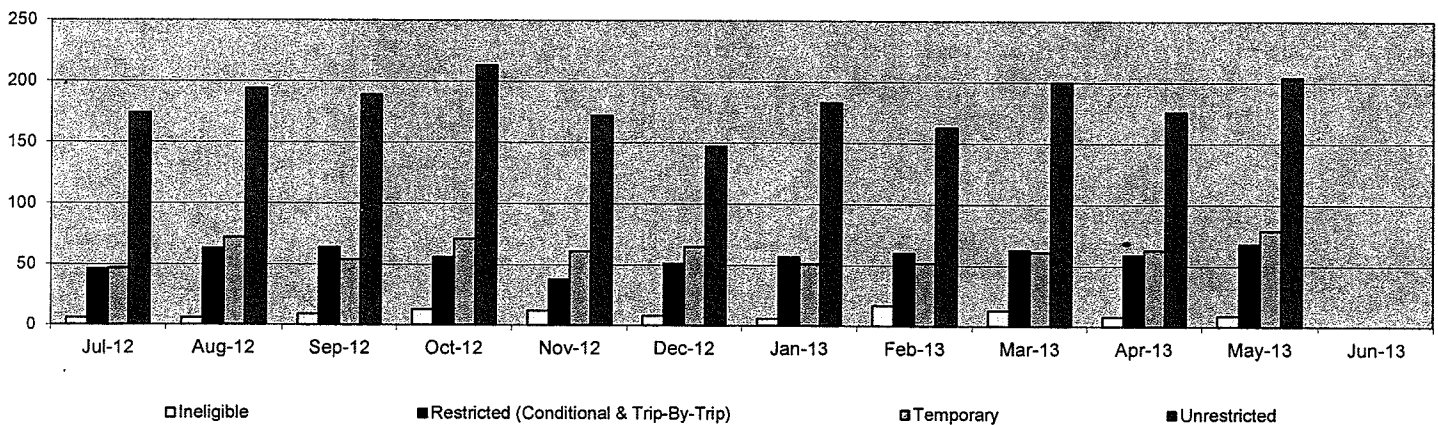
ADARide Certification Summary Report FY 13

	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	228	232	255		2,372
Re-Certifications	87	105	102	106	75	97	88	103	109	74	105		1,051
Total	273	335	316	353	283	271	297	292	337	306	360		3,423
Ineligible	6	6	9	13	12	8	6	17	13	8	9		107
Restricted (Conditional & Trip-By-Trip)	46	63	64	56	38	51	57	60	63	59	68		625
Temporary	47	72	54	71	61	65	51	52	61	63	79		676
Unrestricted	174	194	189	213	172	147	183	163	200	176	204		2,015
Total	273	335	316	353	283	271	297	292	337	306	360		3,423

New Applicants and Re-Certifications



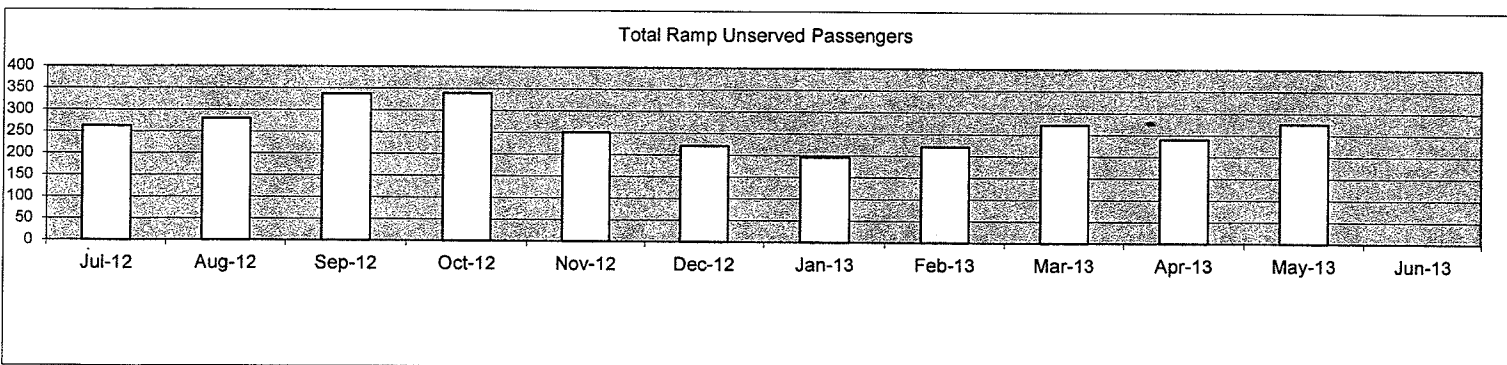
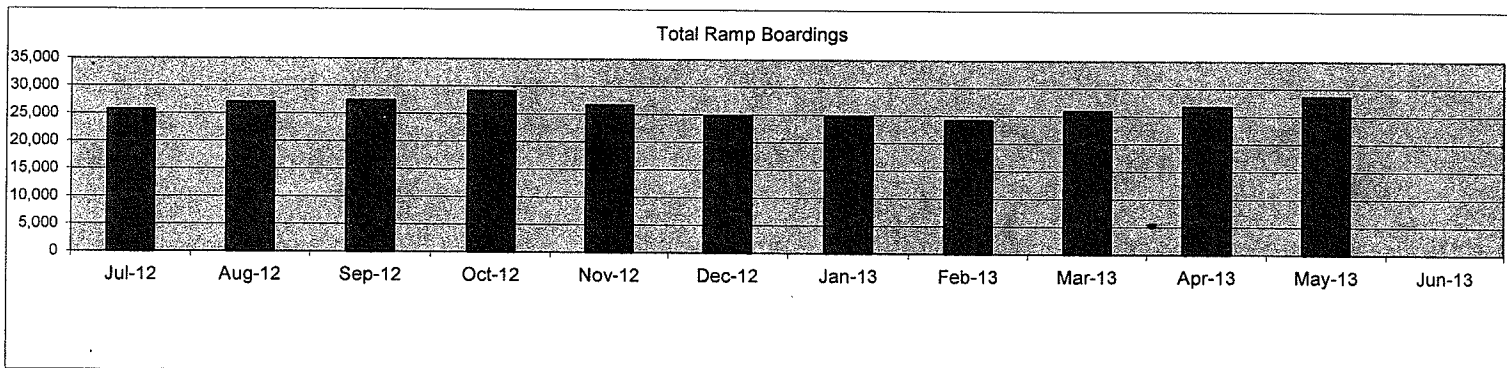
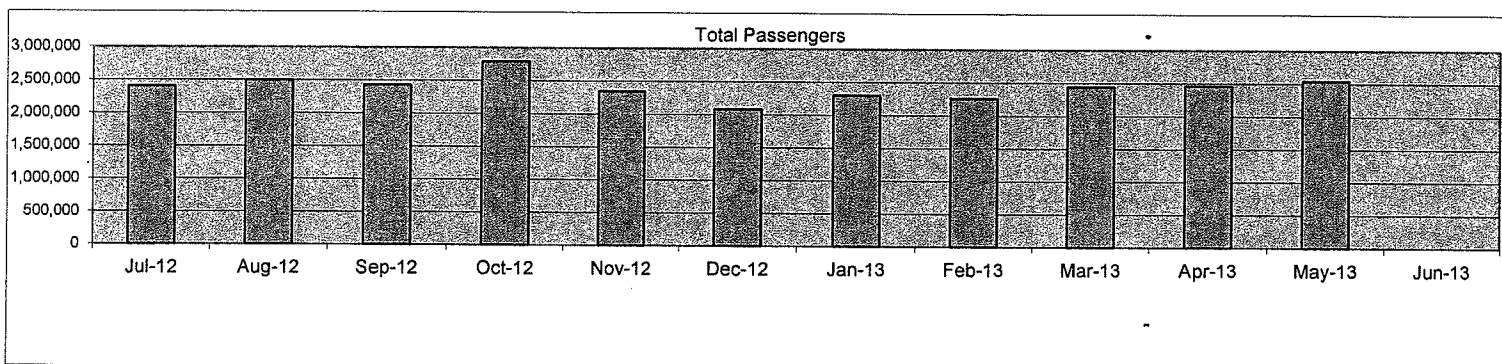
Eligibility





MTS Bus Ramp Deployment Report FY 13

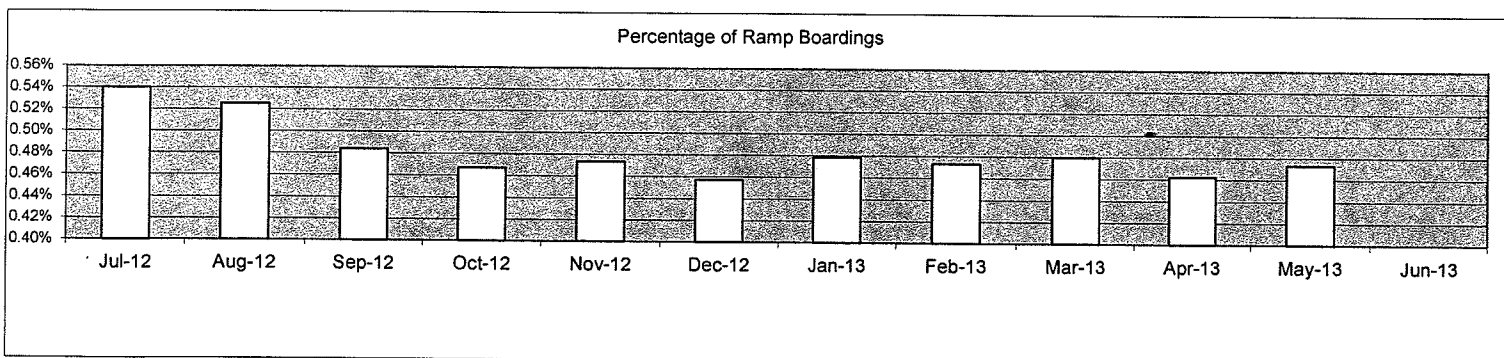
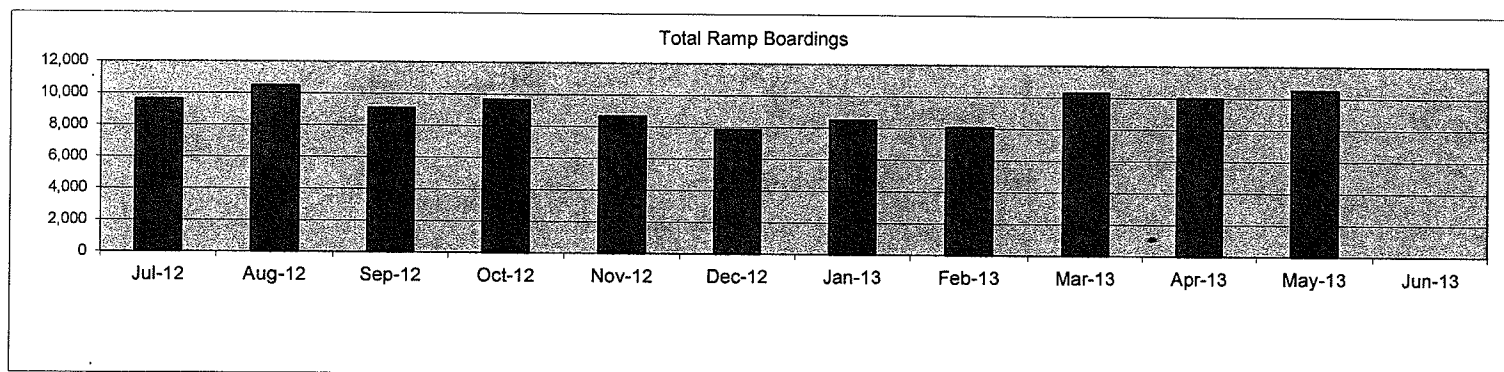
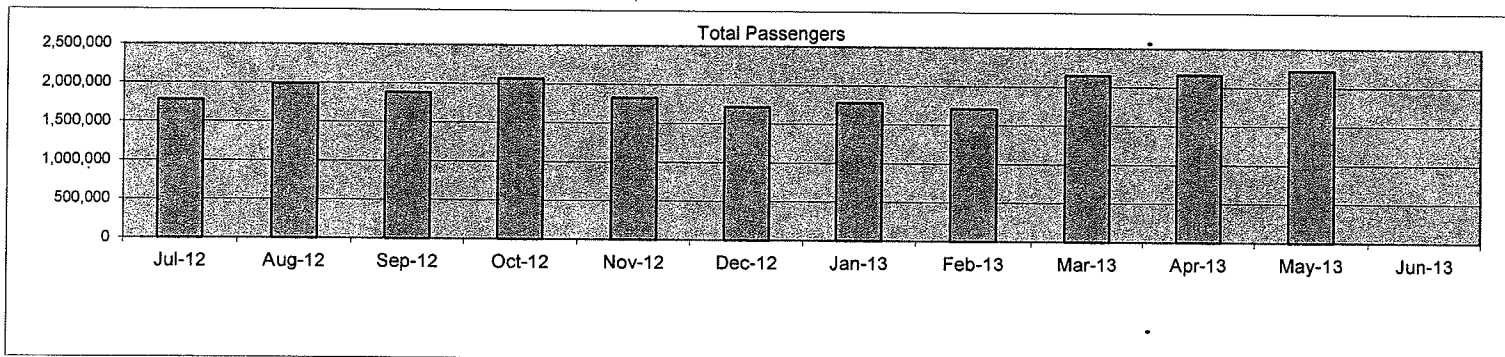
	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Total Passengers	2,406,925	2,496,032	2,428,956	2,788,595	2,348,486	2,084,664	2,301,669	2,263,392	2,444,745	2,465,701	2,544,197		26,573,362
Total Ramp Boardings	25,715	27,010	27,399	29,120	26,644	24,668	24,661	24,127	25,907	26,767	28,583		290,601
Percentage of Ramp Boardings	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%
Total Ramp Unserved Passengers	263	280	337	339	251	221	196	221	272	240	275		2,895
Percentage of Ramp Unserved Passengers	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%
Pass-Up Ramp Inoperable	7	17	17	11	8	13	10	8	17	12	11		131
Pass-Up WC Space Full	209	221	250	257	199	175	145	167	208	182	221		2,234
Pass-Up Bus Full	47	42	70	71	44	33	41	46	47	46	43		530





MTS Contract Services Ramp Deployment Report FY 13

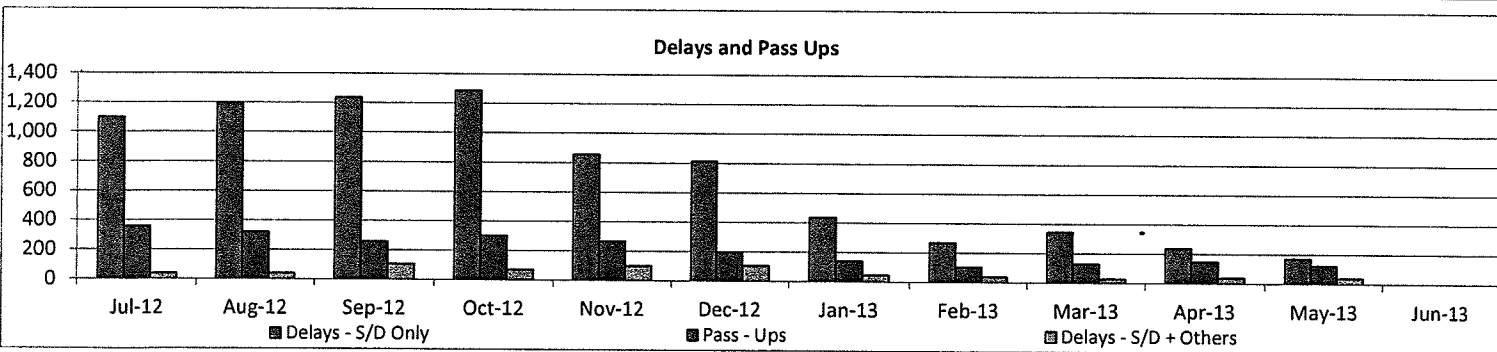
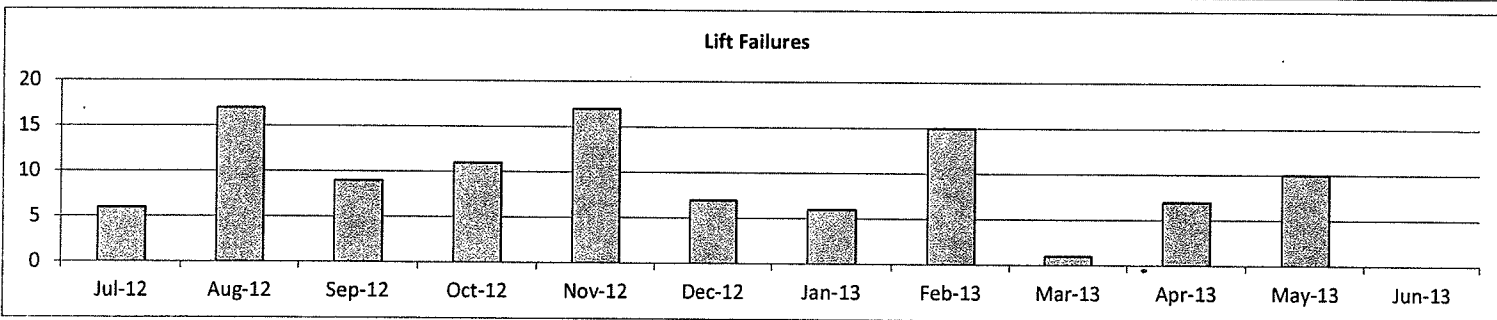
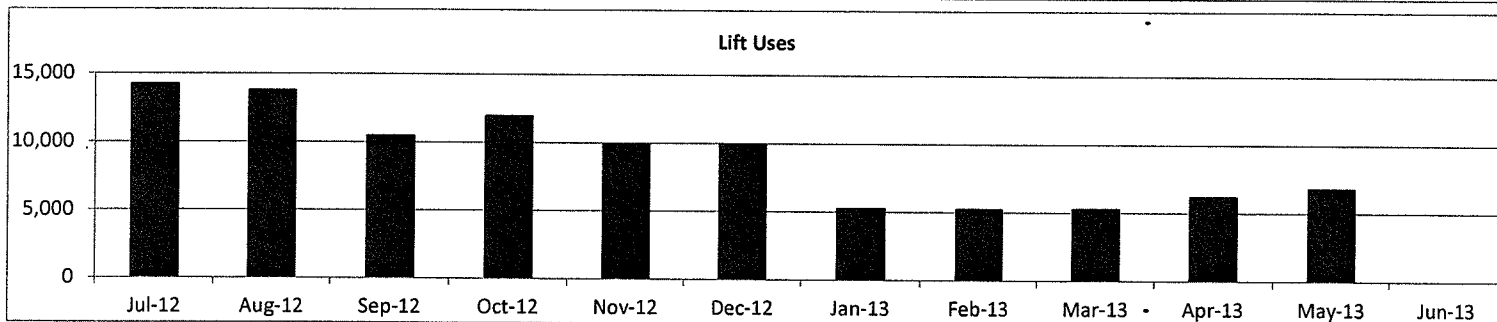
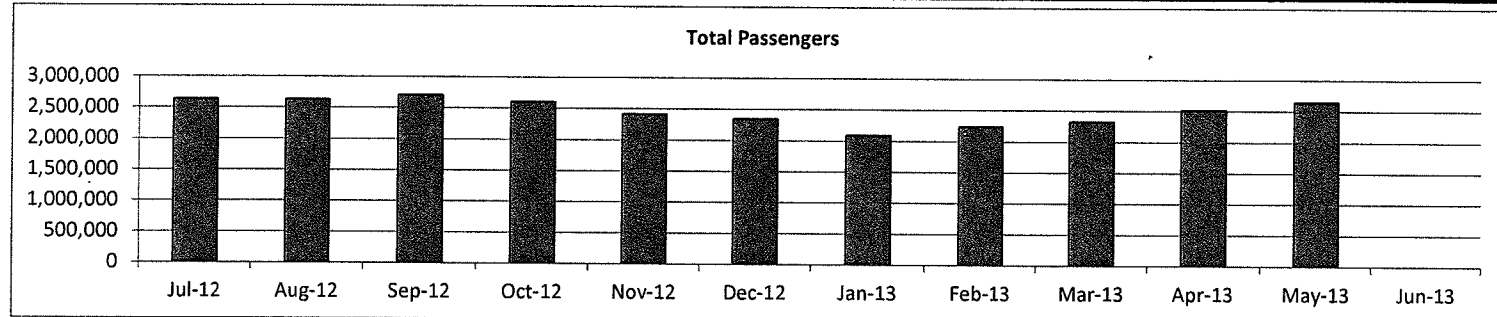
	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Total
Total Passengers	1,780,175	1,991,917	1,881,906	2,066,605	1,831,001	1,718,704	1,778,049	1,710,530	2,149,412	2,164,028	2,219,779		21,292,106
Total Ramp Boardings	9,613	10,459	9,109	9,655	8,669	7,861	8,507	8,094	10,311	10,005	10,504		102,787
Percentage of Ramp Boardings	0.54%	0.53%	0.48%	0.47%	0.47%	0.46%	0.48%	0.47%	0.48%	0.46%	0.47%		0.48%
Total Ramp Unserved Passengers	21	37	20	38	27	27	30	23	41	63	42		369
Percentage of Ramp Unserved Passengers	0.22%	0.35%	0.22%	0.39%	0.31%	0.34%	0.35%	0.28%	0.40%	0.63%	0.40%		0.36%
Pass-Up Ramp Inoperable	0	5	3	3	0	0	0	0	0	0	4		15
Pass-Up WC Space Full	17	20	16	29	24	25	27	21	28	50	34		291
Pass-Up Bus Full	4	12	1	6	3	2	3	2	13	13	4		63





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	2,326,256	2,519,677	2,646,942		27,163,878
Lift Uses	14,246	13,789	10,466	11,954	9,929	9,962	5,262	5,237	5,296	6,200	6,806		99,147
Lift Failures	6	17	9	11	17	7	6	15	1	7	10		106
Delays - S/D Only	1,101	1,197	1,237	1,286	857	814	436	270	346	240	173		7,957
Pass - Ups	358	322	258	303	267	198	141	105	130	149	125		2,356
Delays - S/D + Others	41	43	108	72	101	108	46	40	29	41	39		668



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

MEETING (DATE): 9/12/13

CALL TO ORDER (TIME): 1:32 p.m.

ADJOURN: 2:05 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"/>	<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"/>	<input 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 checked="" 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 checked="" 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 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: Paul Lande

AGENDA ITEM NO. **REQUEST TO SPEAK FORM**ORDER REQUEST RECEIVED

**PLEASE SUBMIT THIS COMPLETED FORM (AND YOUR WRITTEN STATEMENT)
TO THE CLERK OF THE BOARD PRIOR TO DISCUSSION OF YOUR ITEM**

1. INSTRUCTIONS

This Request to Speak form must be filled out and submitted in advance of the discussion of your item to the Clerk of the Board (please attach any written statement to this form). Communications on hearings and agenda items are generally limited to three minutes per person unless the Board authorizes additional time; however, the Chairperson may limit comment to one or two minutes each if there are multiple requests to speak on a particular item. General public comments on items not on the agenda are limited to three minutes. Please be brief and to the point. No yielding of time is allowed. Subjects of previous hearings or agenda items may not again be addressed under General Public Comments.

(PLEASE PRINT)

DATE	9/12/13		
Name	Gloriadean Strickland		
Address	3280 Olive St #43 Lemon Grove CA 91945		
Telephone	(619) 825-8564		
Organization Represented			
Subject of Your Remarks	complaint re:scheduling		
Regarding Agenda Item No.			
Your Comments Present a Position of:	<input type="checkbox"/>	SUPPORT	<input type="checkbox"/> OPPOSITION

2. TESTIMONY AT NOTICED PUBLIC HEARINGS

At Public Hearings of the Board, persons wishing to speak shall be permitted to address the Board on any issue relevant to the subject of the Hearing.

3. DISCUSSION OF AGENDA ITEMS

The Chairman may permit any member of the public to address the Board on any issue relevant to a particular agenda item.

4. GENERAL PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Public comment on matters not on the agenda will be limited to five speakers with three minutes each, under the Public Comment Agenda Item. Additional speakers will be heard at the end of the Board's Agenda.

NOTE: Subjects of previous hearings or agenda items may not again be addressed under General Public Comments.

AGENDA ITEM NO. **REQUEST TO SPEAK FORM**ORDER REQUEST RECEIVED

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(PLEASE PRINT)

DATE	9-12-13		
Name	Lorraine M. Leighton		
Address	745 E. Bradley Ave #96 El Cajon, CA 92021		
Telephone	Ø		
Organization Represented	DISABLED Public		
Subject of Your Remarks	RT'S in east county NO Air/4 RT 833!		
Regarding Agenda Item No.	2		
Your Comments Present a Position of:	<input type="checkbox"/>	SUPPORT	<input type="checkbox"/> OPPOSITION

2. TESTIMONY AT NOTICED PUBLIC HEARINGS

At Public Hearings of the Board, persons wishing to speak shall be permitted to address the Board on any issue relevant to the subject of the Hearing.

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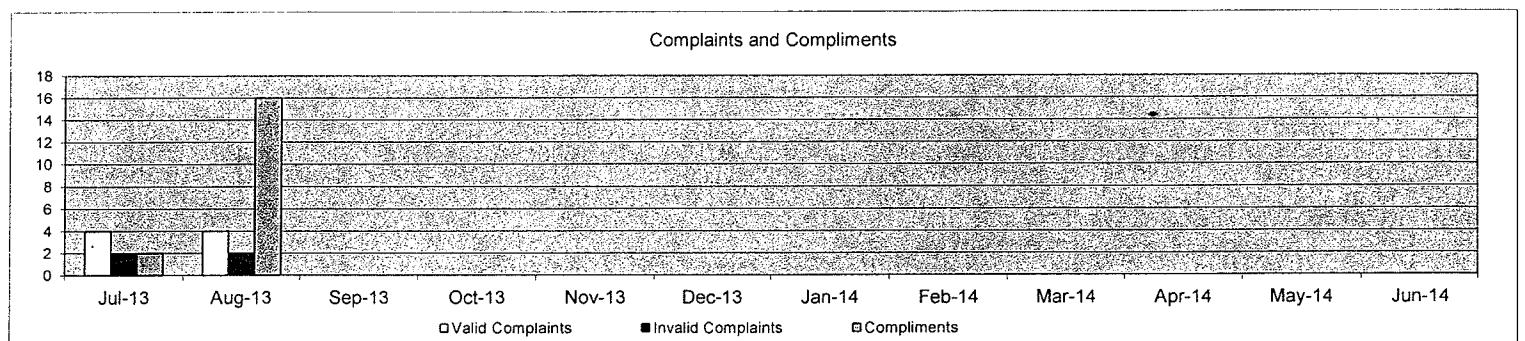
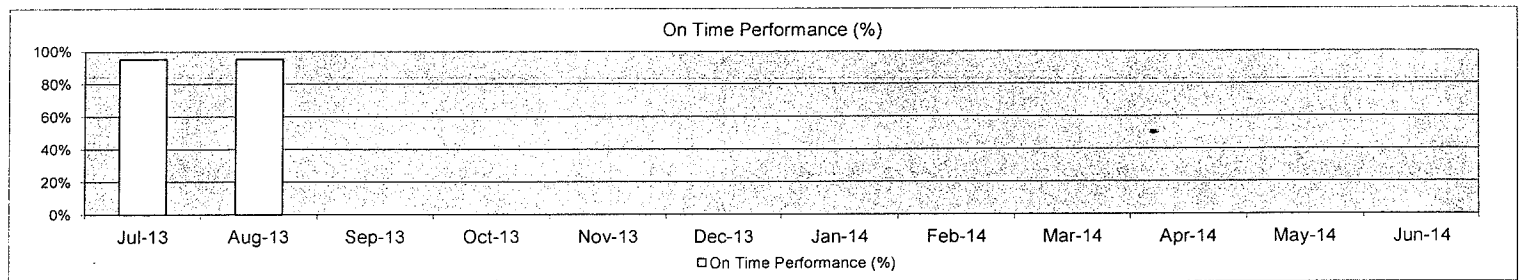
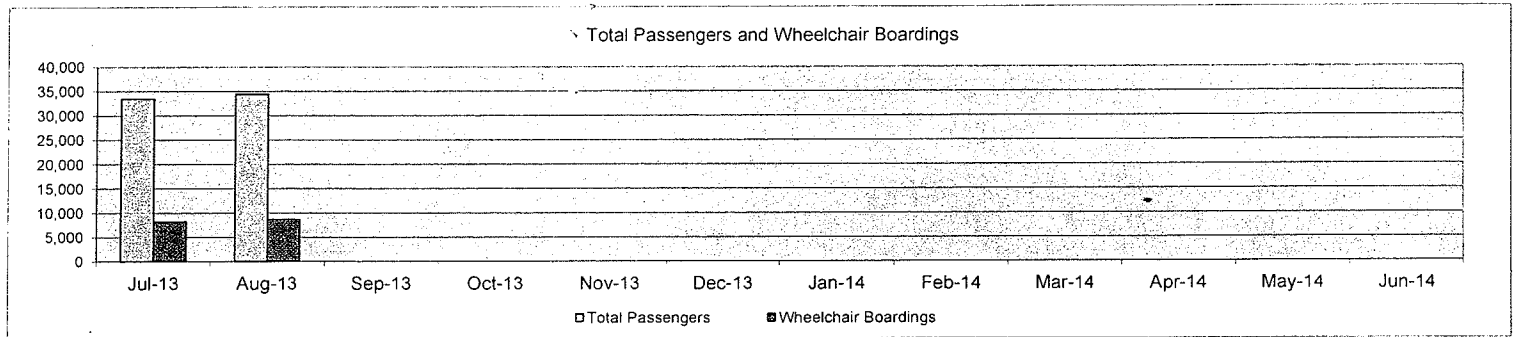
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NOTE: Subjects of previous hearings or agenda items may not again be addressed under General Public Comments.



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											67,921
Wheelchair Boardings	8,192	8,688											16,880
On Time Performance (%)	95%	95%											95%
Valid Complaints	4	4											8
Invalid Complaints	2	2											4
Compliments	2	16											18
Calls Received	24,412	25,129											49,541
% Abandoned Calls	1%	1%											1%
Average Call Time	0:01:53	0:01:54											0:01:54
Average Hold Time	0:00:10	0:00:09											0:00:10

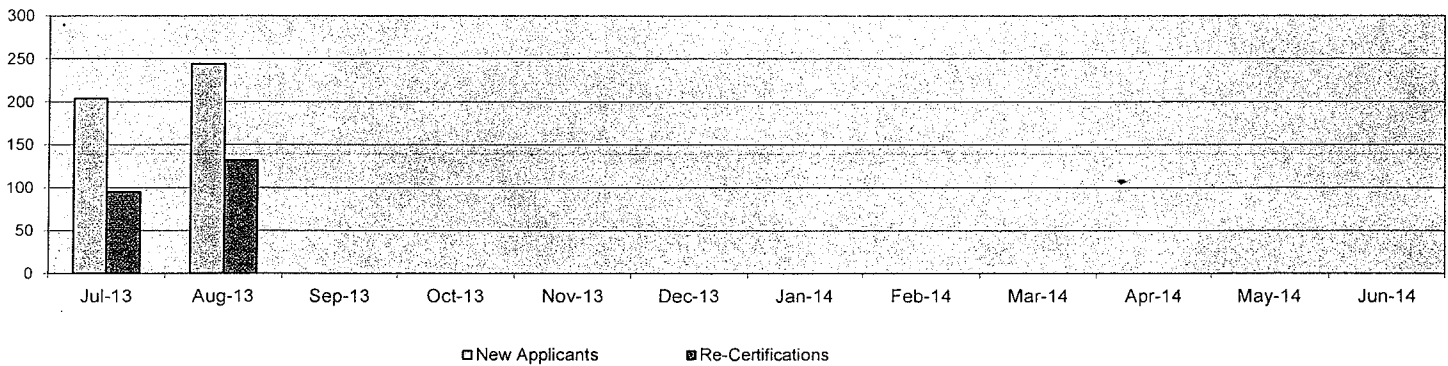




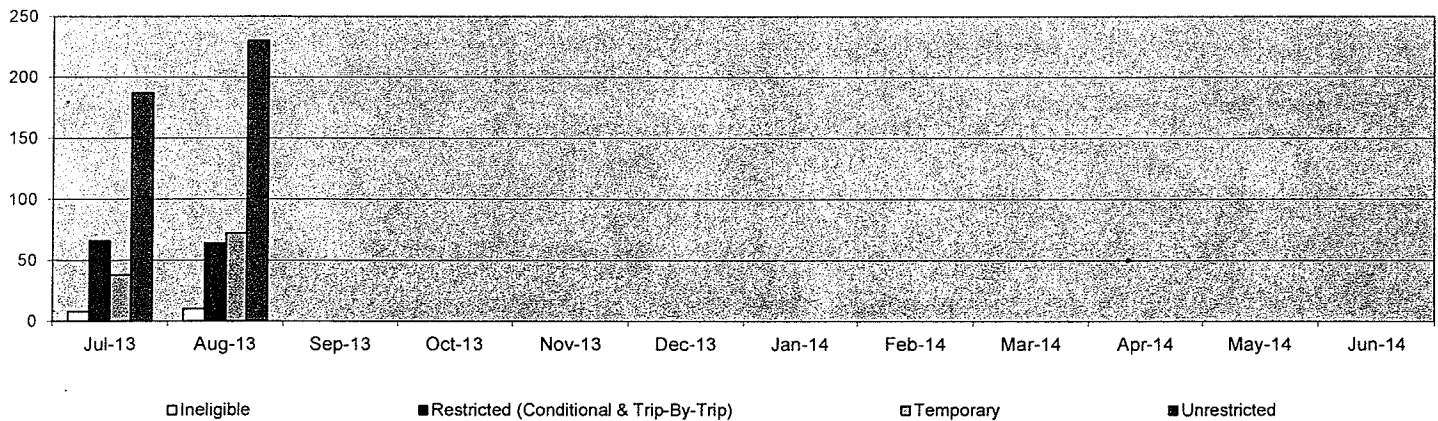
ADARide Certification Summary Report FY 14

	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											448
Re-Certifications	95	132											227
Total	299	376											675
Ineligible	8	10											18
Restricted (Conditional & Trip-By-Trip)	66	64											130
Temporary	38	72											110
Unrestricted	187	230											417
Total	299	376											675

New Applicants and Re-Certifications



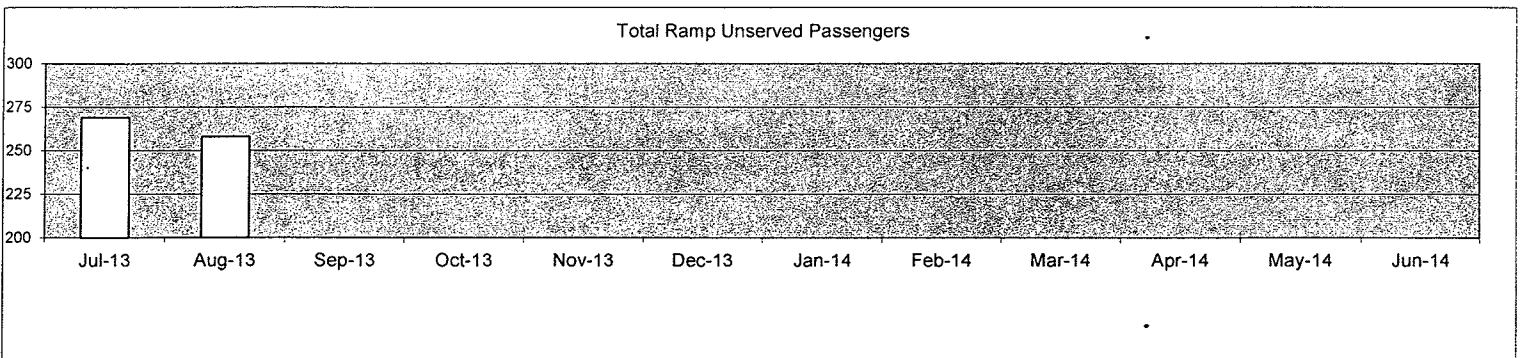
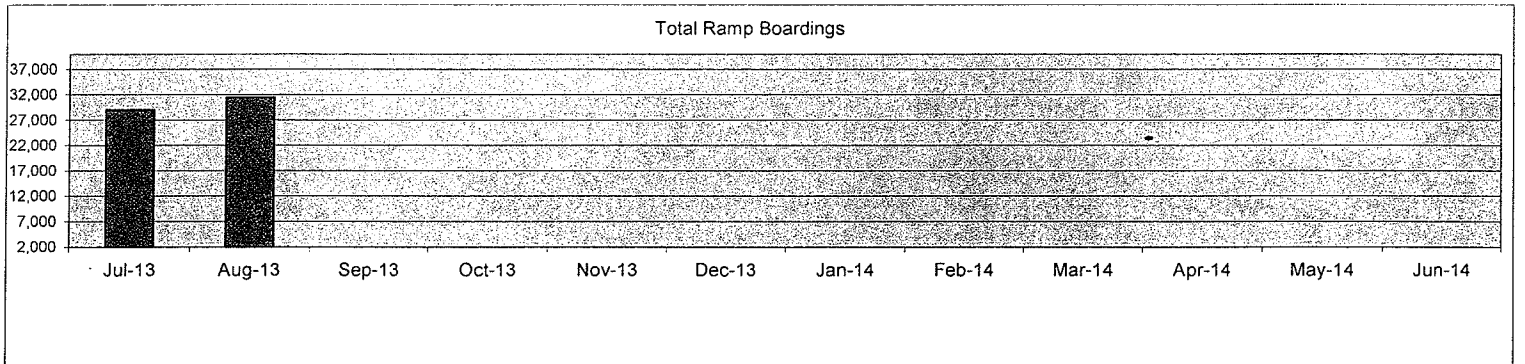
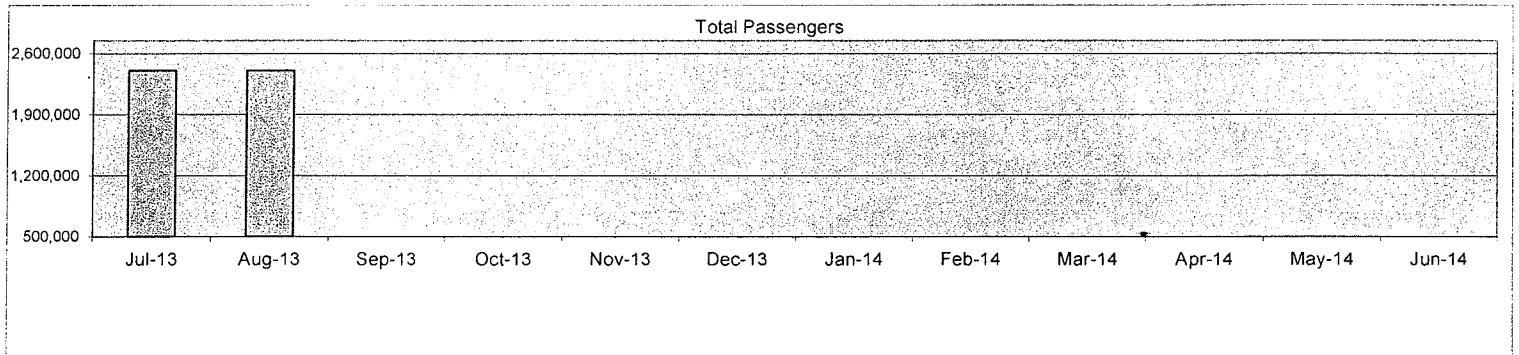
Eligibility





MTS Bus Ramp Deployment Report FY 14

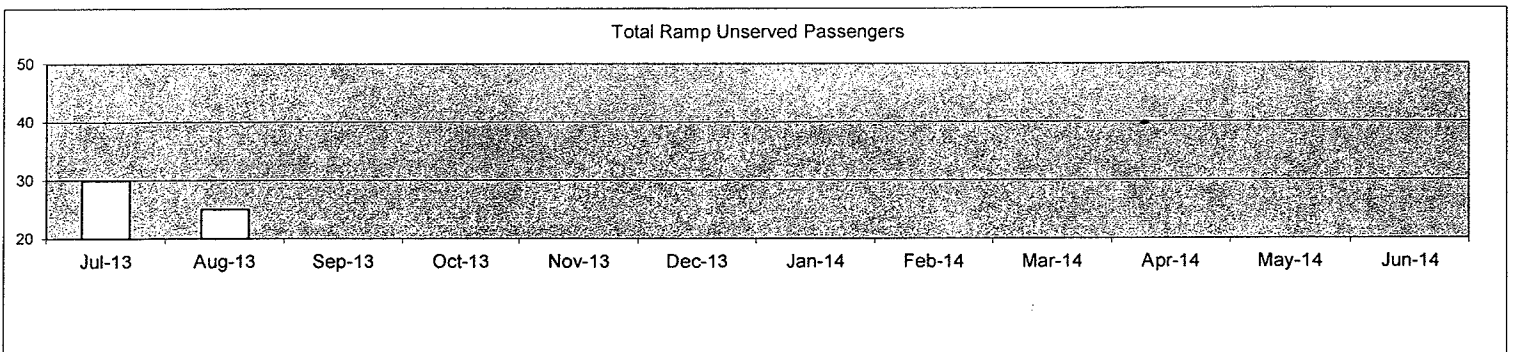
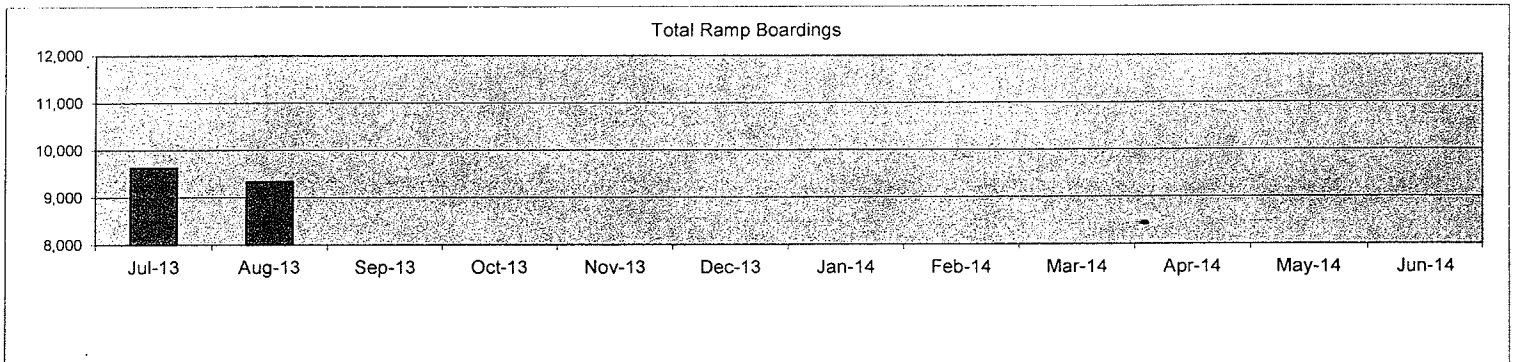
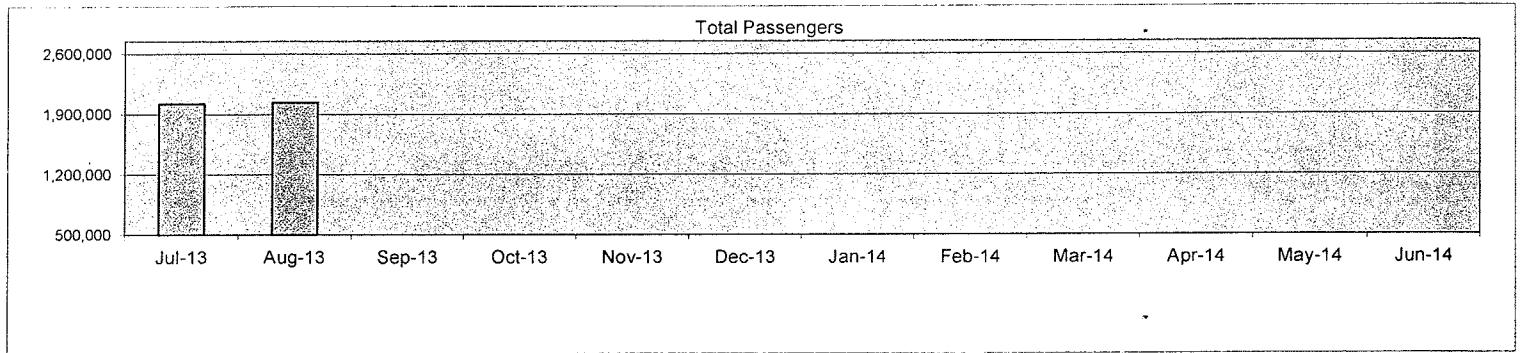
	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	2,406,385	2,405,608											4,811,993
Total Ramp Boardings	29,042	31,504											60,546
Percentage of Ramp Boardings	1%	1%											1%
Total Ramp Unserved Passengers	269	258											527
Percentage of Ramp Unserved Passengers	1%	1%											1%
Pass-Up Ramp Inoperable	15	10											25
Pass-Up WC Space Full	201	200											401
Pass-Up Bus Full	53	48											101





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											4,062,816
Total Ramp Boardings	9,629	9,333											18,962
Percentage of Ramp Boardings	0.48%	0.46%											0.47%
Total Ramp Unserved Passengers	30	25											55
Percentage of Ramp Unserved Passengers	0.31%	0.27%											0.29%
Pass-Up Ramp Inoperable	0	0											0
Pass-Up WC Space Full	26	24											50
Pass-Up Bus Full	4	6											10





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												3,301,233
Lift Uses	7,340	7,673											15,013
Lift Failures	2	8											10
Delays - S/D Only	268	322											590
Pass - Ups	171	239											410
Delays - S/D + Others	33	36											69

