



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, March 5, 2015
1:30 p.m. – 3:00 p.m.**

**James R. Mills Building
Executive Conference 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 Todd Lordson (619.235.1000 ex 2648) 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 December 11, 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. Audibles	Information
6. Service Animals	Information
7. <u>ADA Paratransit Reports</u>	Information
8. <u>Operators</u> ➤ MTS Access (John Lewis)	

9. Certification

- ADARide (**Art Hulscher**)

10. Fixed-Route Reports

Information

11. Operators

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

12. Next Meeting Date: **June 11, 2015 at 1:30 p.m.**

TLORDSON
AGN-5-March-15
February 26, 2015 Mail Out

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA

SRTP 880.1
(PC 50850)

Thursday, December 11, 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

MINUTES

1. Call to Order and Roll Call

ASAC Chair 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 June 12, 2014 Meeting Minutes

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

3. Public Comment

Mr. Robert Garcia commented on MTS Access services for the visually impaired, to include reservations, scheduling, trip times, and services received by the drivers. Mr. Garcia commented on scheduling door to door services; however, he takes issue with the fact that drivers at times may not be able to leave the vehicle and take the passenger to the door. Mr. Garcia felt as if there were inconsistencies with driver's not assisting visually impaired passengers the same way, some will tell the passenger how many stairs into the vehicle, some will board behind the passenger, some do not. Mr. Garcia wanted to know the protocol for joining, or becoming a member of ASAC and feels like the blind community is not well represented. Chair Bragg responded by saying that there is representation from the San Diego Center for the Blind and indicated that staff would get back to him on the protocol for becoming a member.

Mr. Jorge Rivas commented on Service Animals vs Companion Animal, suggesting ideas such as adding something to the person's SDM ID to make it identifiable that the person uses a Service Animal.

4. Member Comment

Mr. Rubin Ceballos commented on the audibles (ADA Announcements) on the Green Line for the Middleton station, it did not appear to work there but came on at the next stop. Mr. Ceballos wanted to know when there will be audibles as the cars are pulling into the station, and asked for either a timeline to be presented at the next meeting, or to receive the information via email. Mr. Ceballos brought up the MTS Cart Policy and had concerns about the newer cars and passengers not only bringing carts, but other items as well, and had concern that the spaces were being taken up possibly by passengers with and without disabilities where the spaces should be for use by those with a disability. Chair Bragg commented on the Cart Policy, and indicated she had seen some large items loaded before and asked for clarity. Mr. Jim Byrne commented on MTS bus enforcement and Mr. Tom Doogan commented on MTS Trolley enforcement. Mr. Doogan commented that with the low floor trolley cars there has been an increase in people bringing items aboard the trolley as opposed to the old cars, where it required more driver actions to board passengers. Mr. Ceballos requested a return response on

the audibles concerns that he brought up. Mr. Doogan said that he would. Chair Bragg asked if we could have the audibles as an agenda item at the next meeting. Chair Bragg thanked Mr. Ceballos for bring up both of those issues. Mr. Art Hulscher commented on Service Animals indicating that pet owners are probably getting smart to the idea of claiming pets as service animals and anticipates that there will be more of that coming. Chair Bragg asked for an agenda item to be placed pertaining to Service Animals. Mr. Jim Byrne commented that there are different standards between Department of Transportation (DOT) and Department of Justice (DOJ), and that all MTS can do is ask if it is a Service Animal, if the passenger says yes then there is nothing that MTS can do beyond that. MTS can deny service if the animal in questions appears to show signs of aggression. Chair Bragg, Mr. Doogan, and Mr. Jim Byrne all commented about iguana's on the system. Mr. Byrne did indicate that we have gotten an informal response from the FTA that iguanas are not recognized as a Service Animal and pose a health and safety concern. Ms. Belinda Fragger commented from a Customer Service standpoint that they have been hearing similar circumstances where passengers are getting savvy about how to skirt the issue. Mr. Robert Garcia raised concern about boarding's on the trolley for the visually impaired and where to stand as well as on how long a driver should wait prior to departing the station. Mr. Tom Doogan addressed those concerns.

5. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for October and November 2014 (see Attachment B).

ADARide – Mr. Art Hulscher presented the ADARide certification reports for September, October, and November 2014 (see Attachment C).

6. Fixed-Route Reports

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for September, October, and November 2014 (see Attachment D).

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

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

7. ASAC Meeting Calendar

Calendar for the 2015 meetings was reviewed, Chair Bragg asked for a motion to approve the calendar dates. Mr. Ceballos made motion, seconded by Mr. Art Hulscher. Calendar was accepted.

8. Adjourn

Chair Bragg asked for a brief of the MTS Access demo that was going to come following the meeting. John Lewis and Jim Byrne gave brief descriptions of the technology prior to the demo. Meeting was adjourned and there was a MTS Access onboard demo of the Mobile Data Terminals.

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.

TLORDSON

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

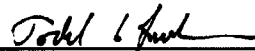
MEETING (DATE): 12/11/14

CALL TO ORDER (TIME):

ADJOURN:

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 type="checkbox"/>	FACT (CTSA)
Debbie Marshall <input type="checkbox"/>	<input type="checkbox"/>	Developmental Disabilities Board – Area 13
Rene Alvarez <input checked="" type="checkbox"/>	Bill Lewis <input 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 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 checked="" type="checkbox"/>	Audrey Porcella <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
Todd Lordson <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 type="checkbox"/>	<input type="checkbox"/>	MTS Legal

SIGNED BY THE CLERK OF THE BOARD:

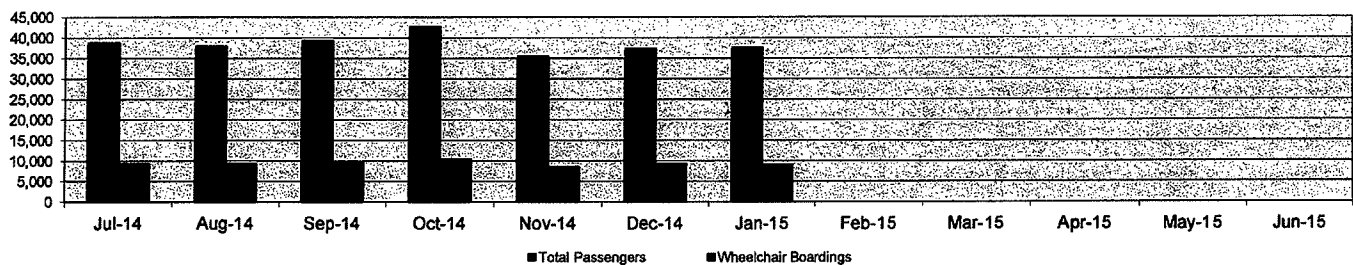




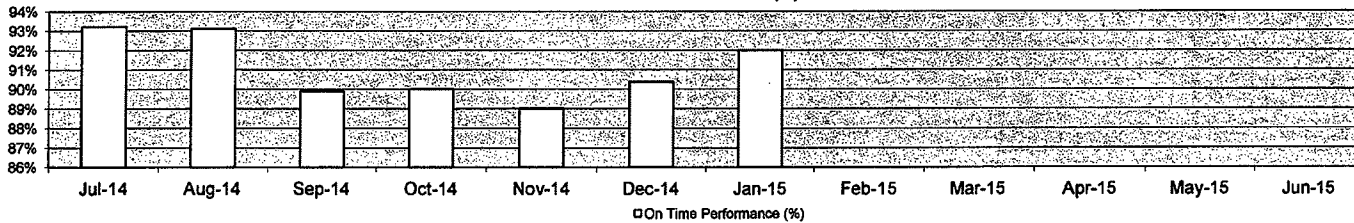
MTS Access ASAC Report FY 15

	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						268,778
Wheelchair Boardings	9,317	9,327	9,531	10,355	8,503	9,266	8,906						65,205
On Time Performance (%)	93%	93%	90%	90%	89%	90%	92%						91%
Valid Complaints	2	4	4	8	0	9	6						33
Invalid Complaints	8	5	5	14	9	3	2						46
Compliments	2	3	3	2	4	7	1						22
Calls Received	28,800	29,548	29,778	31,570	28,393	28,575	27,393						204,057
% Abandoned Calls	1.88%	2.17%	2.60%	2.80%	2.45%	1.92%	1.88%						2.24%
Average Call Time	0:02:10	0:02:13	0:02:10	0:02:06	0:02:05	0:02:06	0:02:07						0:02:08
Average Hold Time	0:00:15	0:00:16	0:00:18	0:00:18	0:00:15	0:00:21	0:00:18						0:00:17

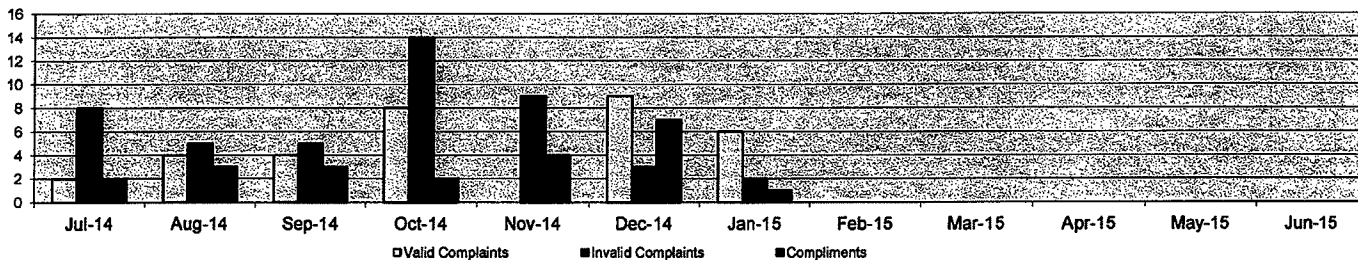
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

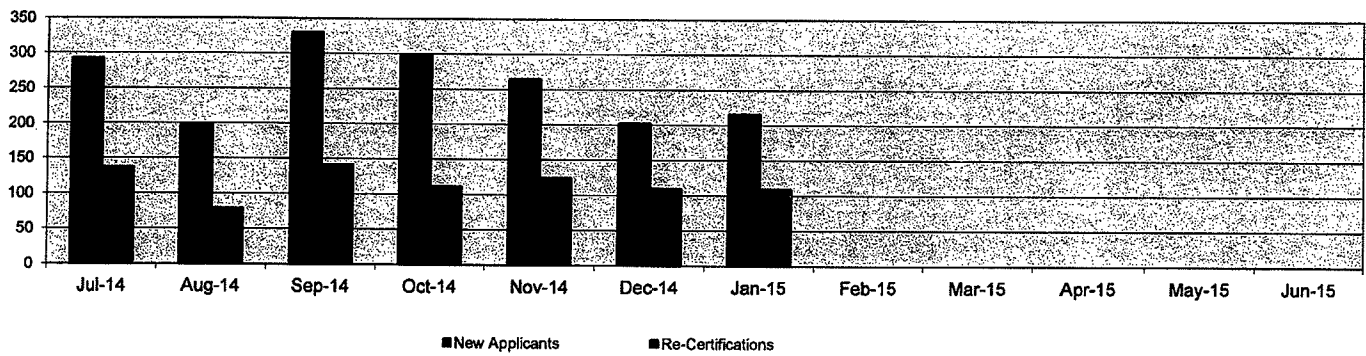




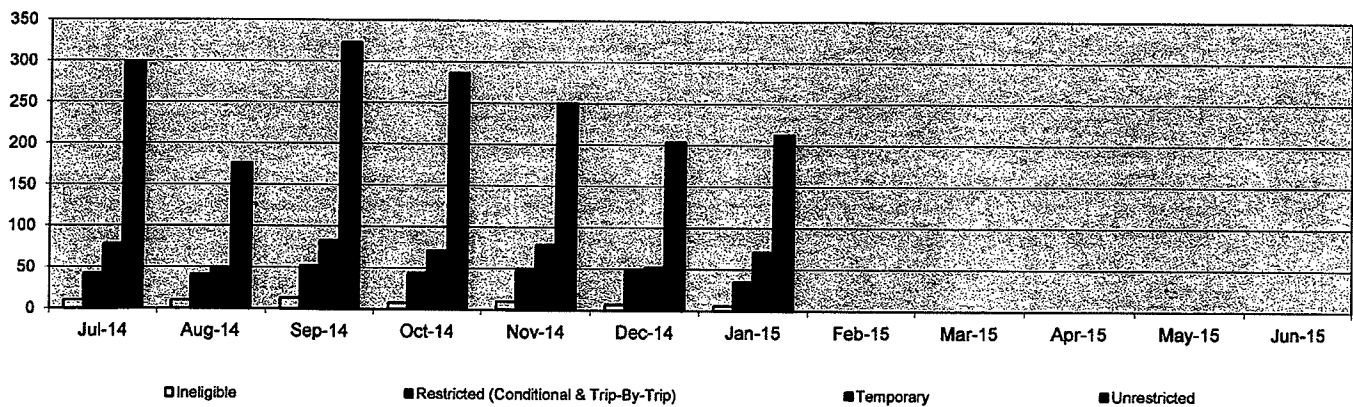
ADARide Certification Summary Report FY 15

	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						1,801
Re-Certifications	137	79	141	111	124	109	109						810
Total	429	277	471	409	389	311	325						2,611
Ineligible	10	10	13	8	10	7	6						64
Restricted (Conditional & Trip-By-Trip)	42	41	52	44	50	48	35						312
Temporary	78	50	83	71	79	52	71						484
Unrestricted	299	176	323	286	250	204	213						1,751
Total	429	277	471	409	389	311	325						2,611

New Applicants and Re-Certifications



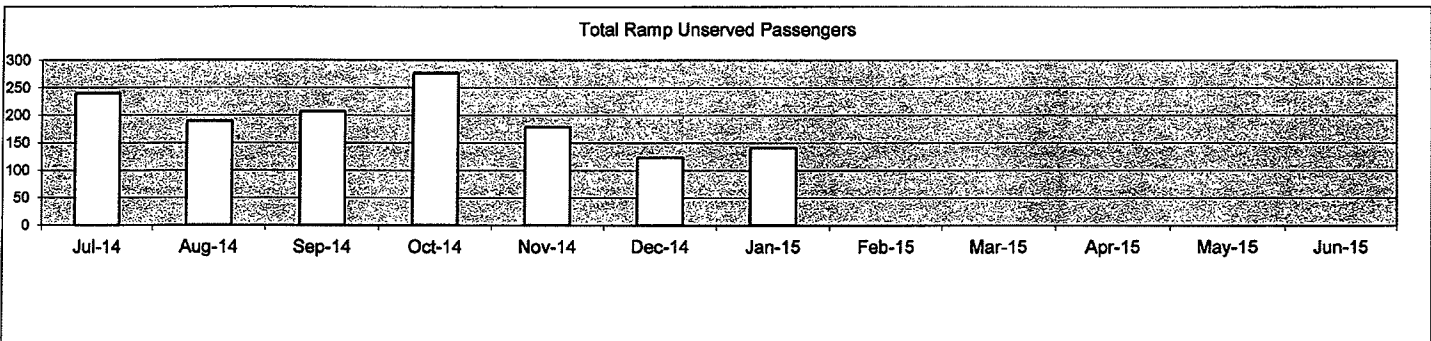
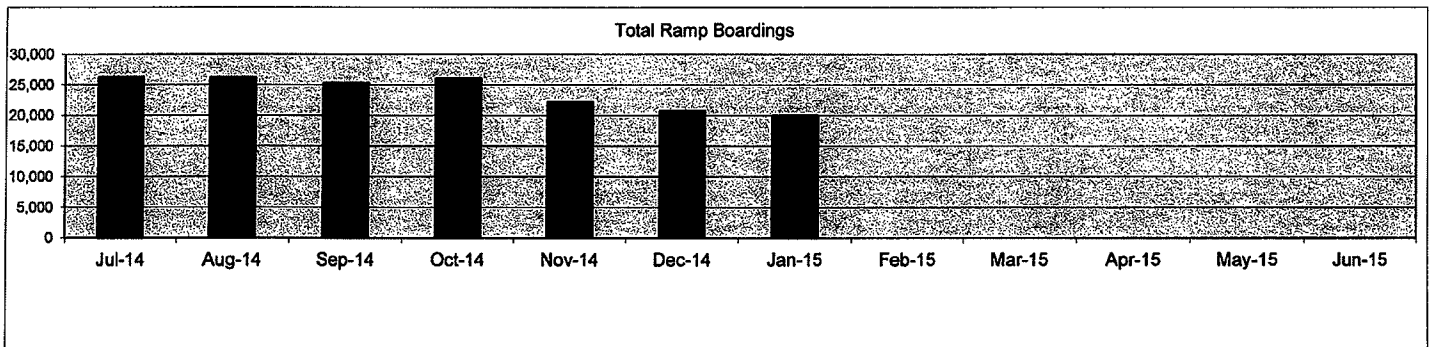
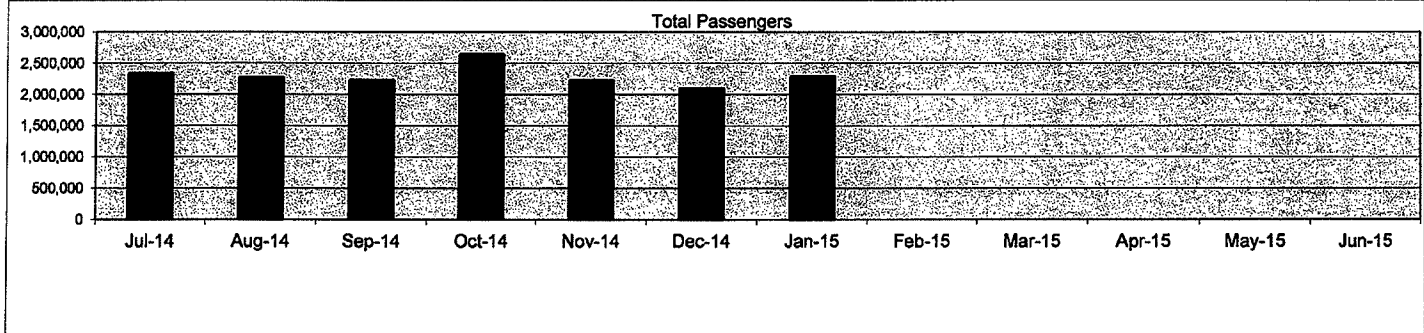
Eligibility





MTS Bus **Ramp Deployment Report** **FY 15**

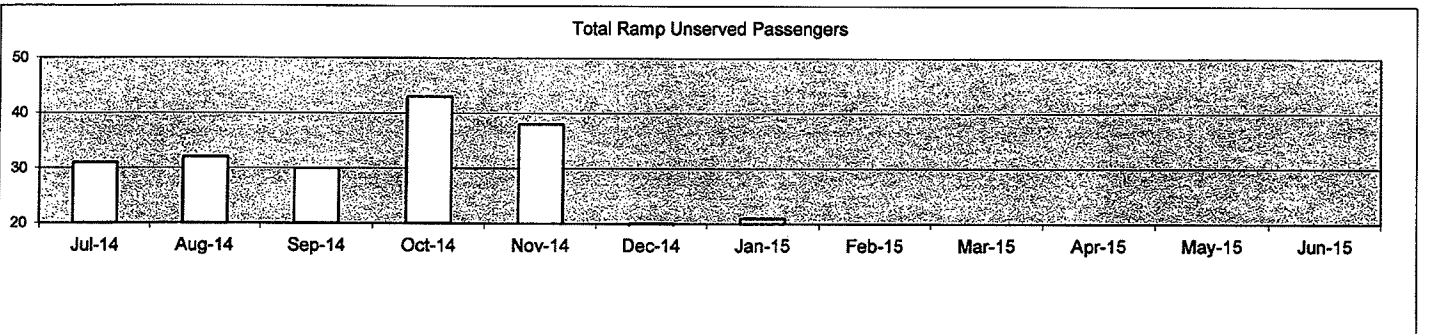
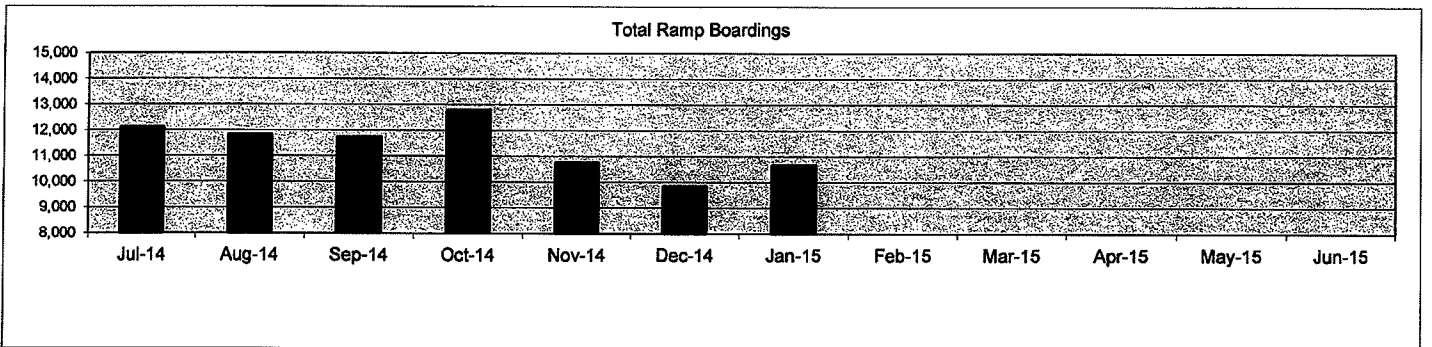
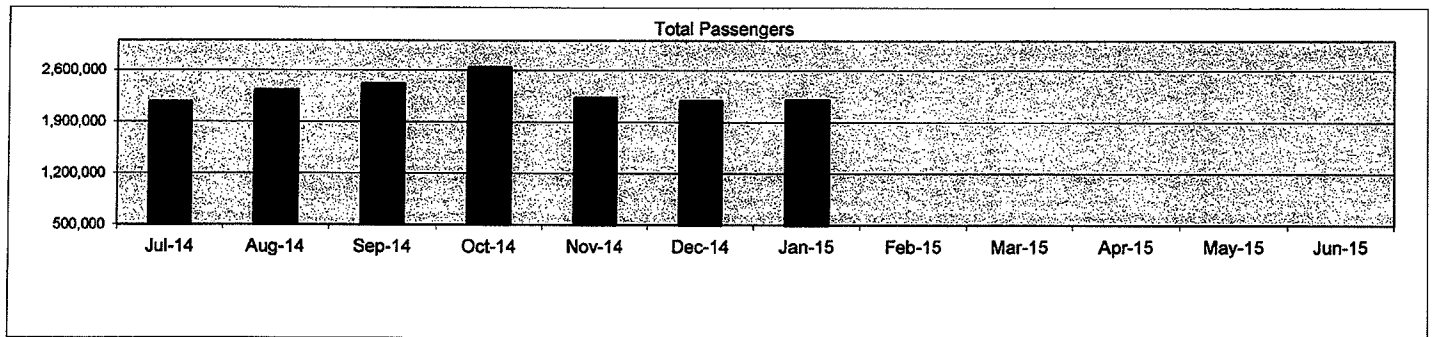
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	2,336,042	2,270,454	2,230,390	2,644,727	2,233,736	2,102,213	2,289,259						16,106,821
Total Ramp Boardings	26,318	26,231	25,320	26,053	22,171	20,749	20,011						166,853
Percentage of Ramp Boardings	1.13%	1.16%	1.14%	0.99%	0.99%	0.99%	0.87%						1.04%
Total Ramp Unserved Passengers	240	190	207	277	179	123	141						1,357
Percentage of Ramp Unserved Passengers	0.91%	0.72%	0.82%	1.06%	0.81%	0.59%	0.70%						0.80%
Pass-Up Ramp Inoperable	10	12	11	10	11	5	6						65
Pass-Up WC Space Full	183	135	141	181	129	87	94						950
Pass-Up Bus Full	47	43	55	86	39	31	41						342





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						16,172,749
Total Ramp Boardings	12,105	11,822	11,750	12,806	10,761	9,854	10,667						79,765
Percentage of Ramp Boardings	0.56%	0.51%	0.49%	0.49%	0.48%	0.45%	0.48%						0.49%
Total Ramp Unserved Passengers	31	32	30	43	38	17	21						212
Percentage of Ramp Unserved Passengers	0.26%	0.27%	0.26%	0.34%	0.35%	0.17%	0.20%						0.26%
Pass-Up Ramp Inoperable	3	3	4	1	0	0	2						13
Pass-Up WC Space Full	23	23	18	28	29	11	17						149
Pass-Up Bus Full	5	6	8	14	9	6	4						52





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						23,201,997
Lift Uses	10,539	10,037	9,655	10,830	9,590	9,320	6,158						66,129
Lift Failures	3	14	3	8	4	2	0						34
Delays - S/D Only	769	889	620	790	554	453	450						4,525
Pass - Ups (Capacity)	247	215	204	275	217	205	116						1,479
Delays - S/D + Others	18	22	8	22	6	14	46						136

