



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 (Rafael Villegas)</li> </ul> </li> <li>• <u>Certification</u> <ul style="list-style-type: none"> <li>➤ ADARide (Art Hulscher)</li> </ul> </li> </ul>	



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. Update on Current Planning Projects

Information

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

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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.

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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): 6/12/14

CALL TO ORDER (TIME):

1:30 p.m.

ADJOURN: 2:00 p.m.

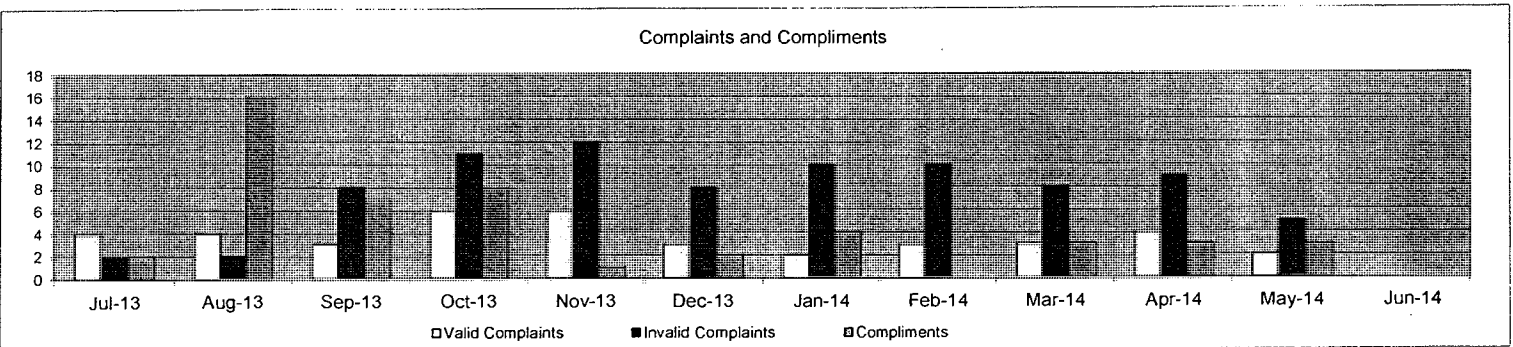
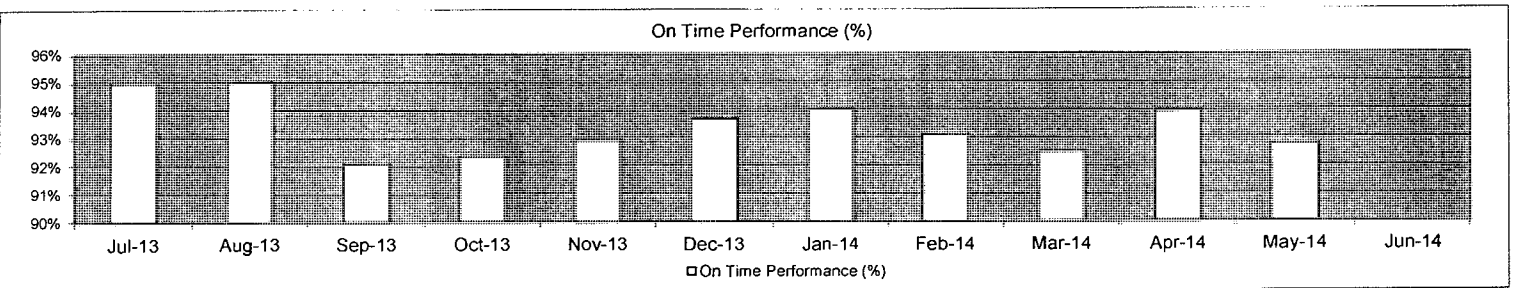
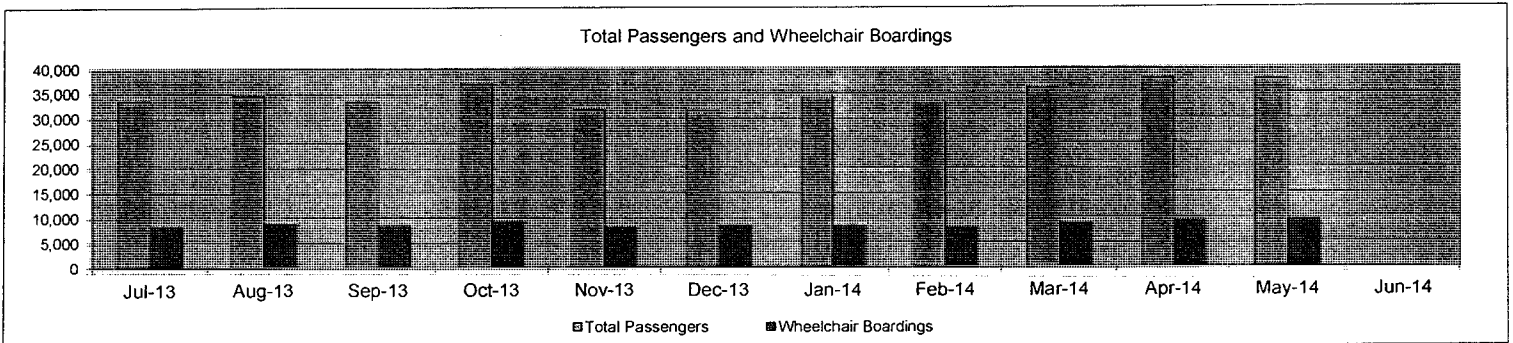
BOARD MEMBER	Alternate	AGENCY
Lorie Bragg	<input type="checkbox"/>	ASAC Chairwoman
Ruben Ceballos	<input checked="" type="checkbox"/>	Access to Independence
Arun Prem	<input type="checkbox"/> Leticia Corona <input checked="" type="checkbox"/>	FACT(CTSA) (Leticia Corona attended for Arun Prem)
Debbie Marshall	<input type="checkbox"/>	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"/>	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"/>	County of San Diego AIS
Connery Cepeda	<input type="checkbox"/>	Caltrans
Tom Doogan	<input checked="" type="checkbox"/>	MTS Trolley
Jim Byrne	<input checked="" type="checkbox"/>	MTS Bus
	<input type="checkbox"/>	MTS Contracted Services
Lisa Madsen	<input checked="" type="checkbox"/>	MTS Contracted Services
Karen Landers	<input checked="" type="checkbox"/>	MTS Legal

SIGNED BY THE CLERK OF THE BOARD: Lisa MadsenCONFIRMED 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





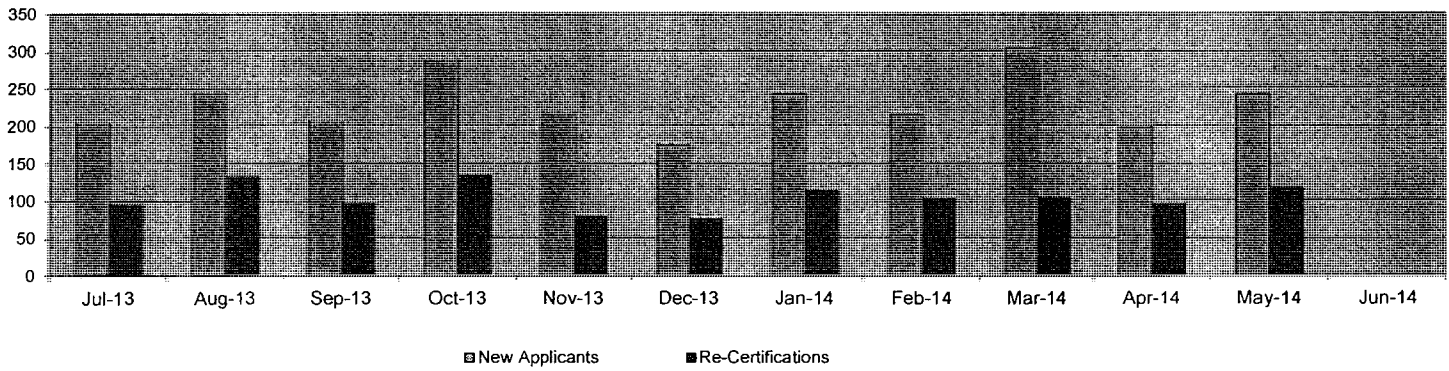
## ADARide Certification Summary Report FY 14

	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>

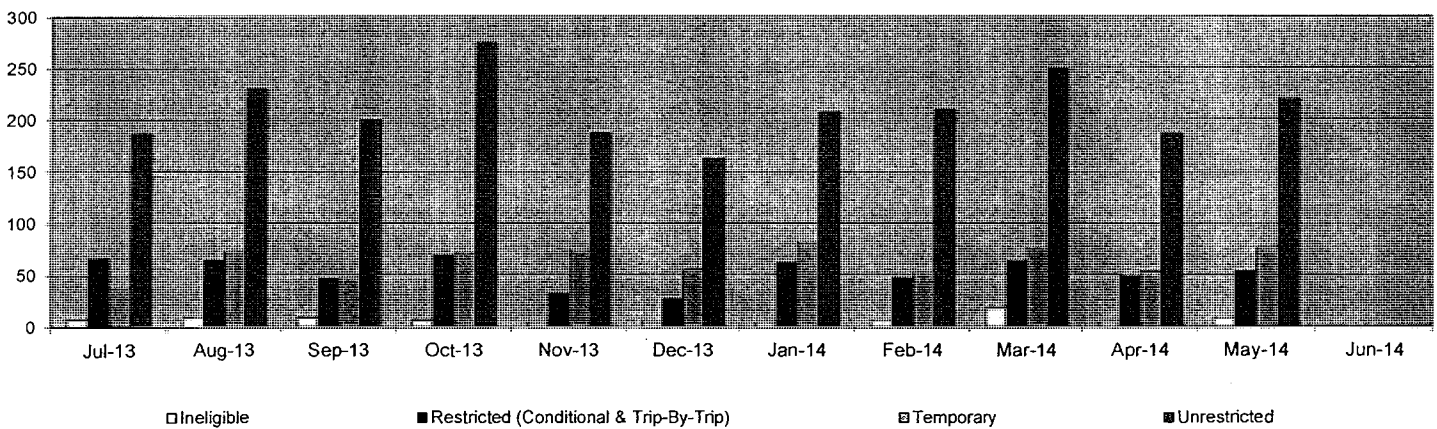
  

Ineligible	8	10	9	6	5	5	5	7	18	5	9		87
Restricted (Conditional & Trip-By-Trip)	66	64	46	69	32	27	62	47	63	48	53		577
Temporary	38	72	47	71	74	55	81	52	76	53	76		695
Unrestricted	187	230	199	275	187	162	207	210	250	186	220		2,313
<b>Total</b>	<b>299</b>	<b>376</b>	<b>301</b>	<b>421</b>	<b>298</b>	<b>249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

**New Applicants and Re-Certifications**



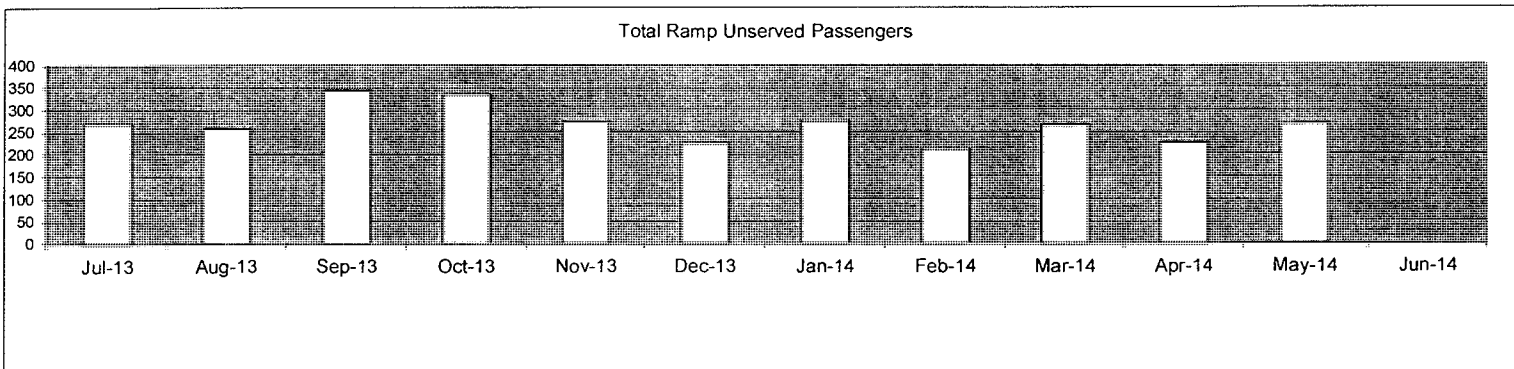
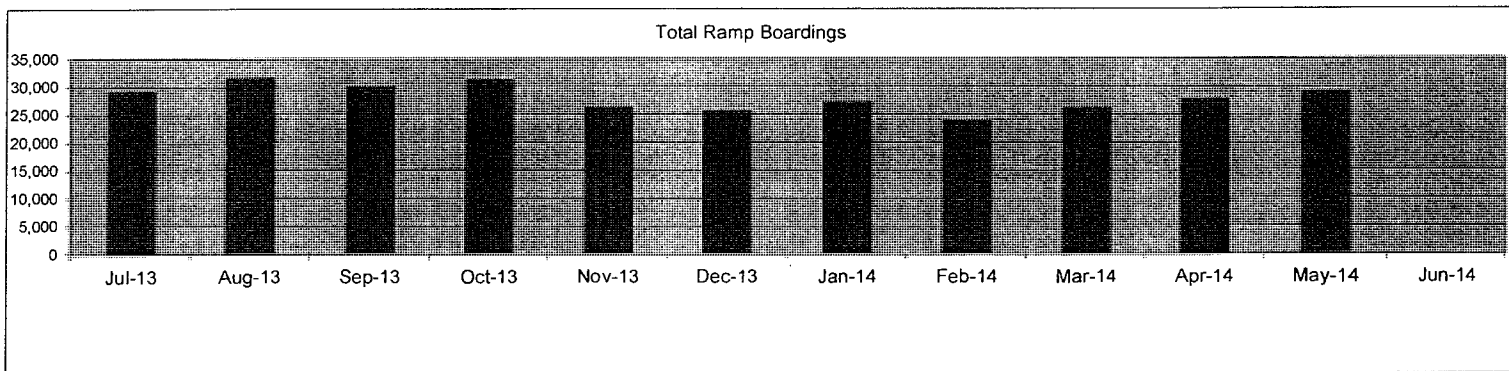
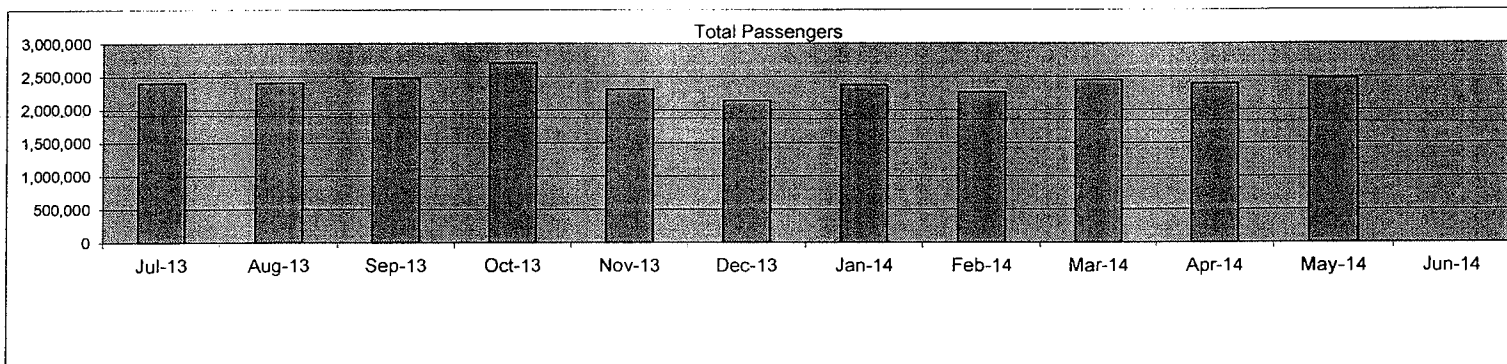
**Eligibility**





## 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	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

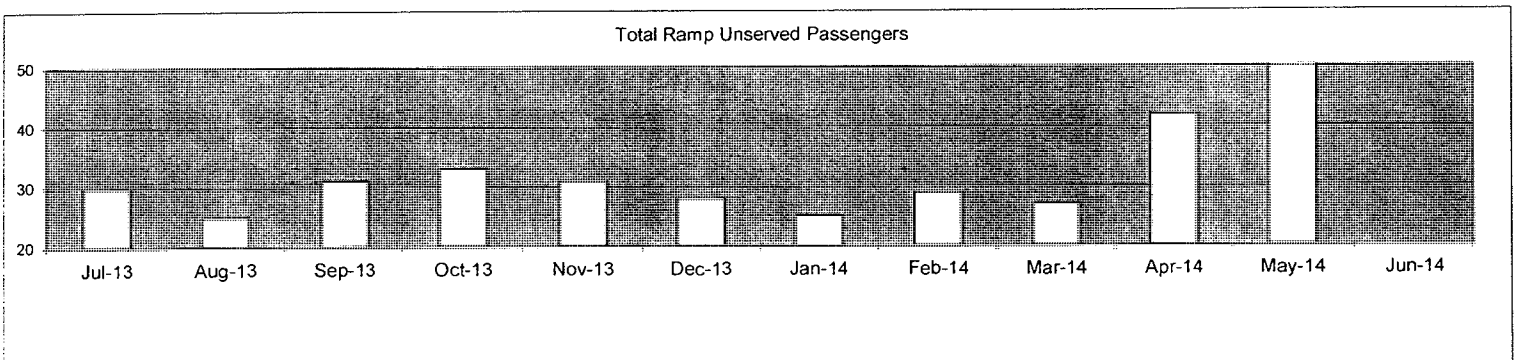
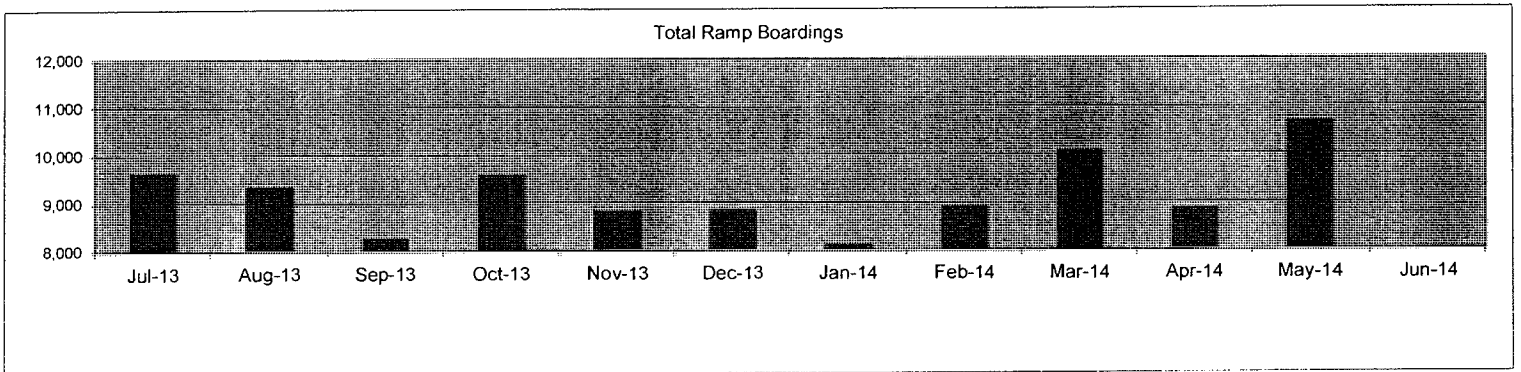
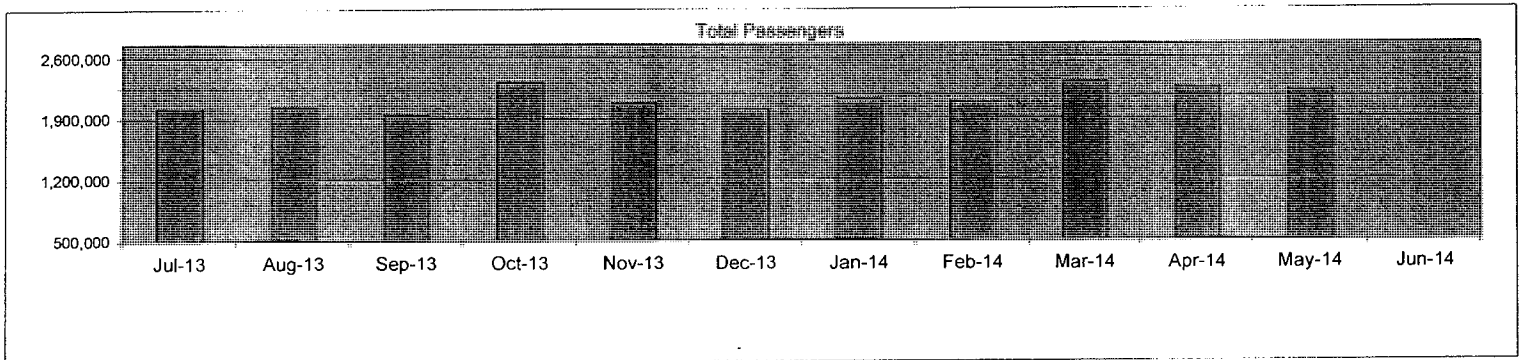






## MTS Contract Services Ramp Deployment Report FY 14

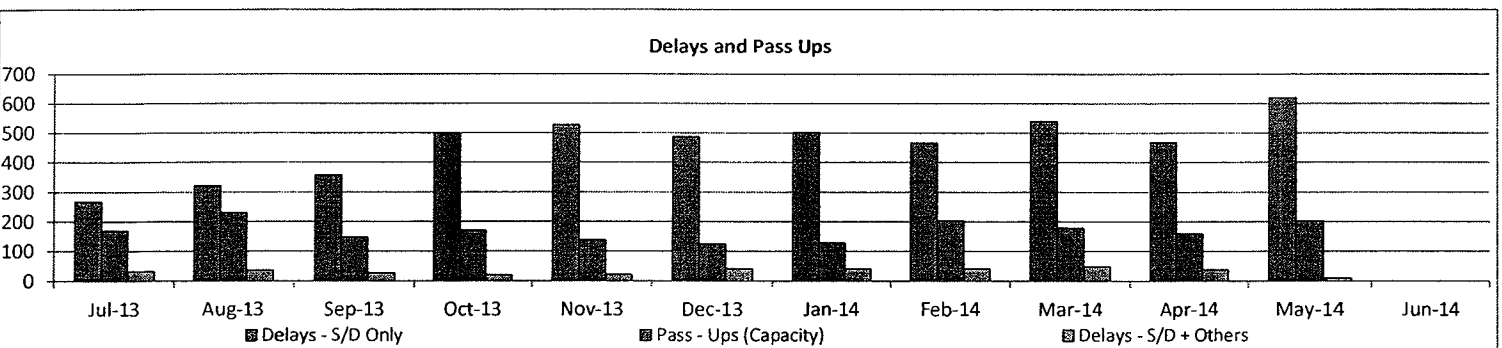
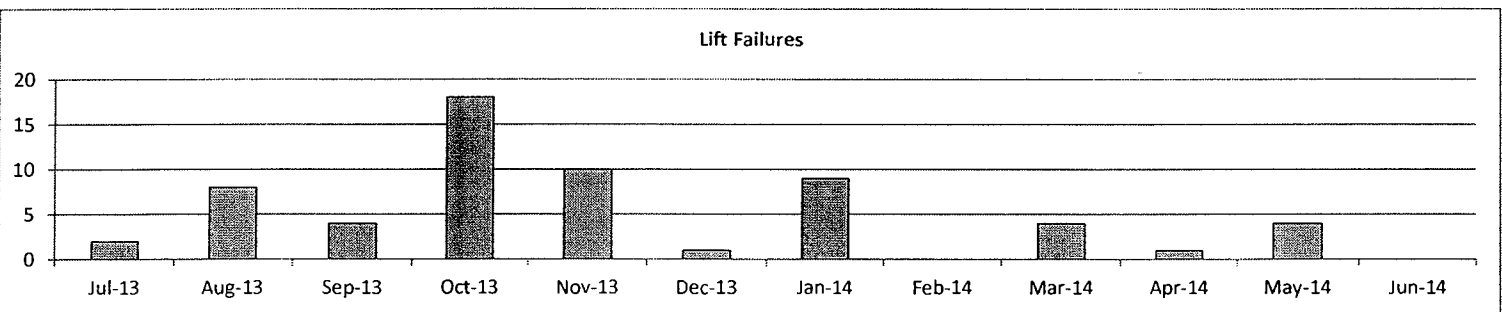
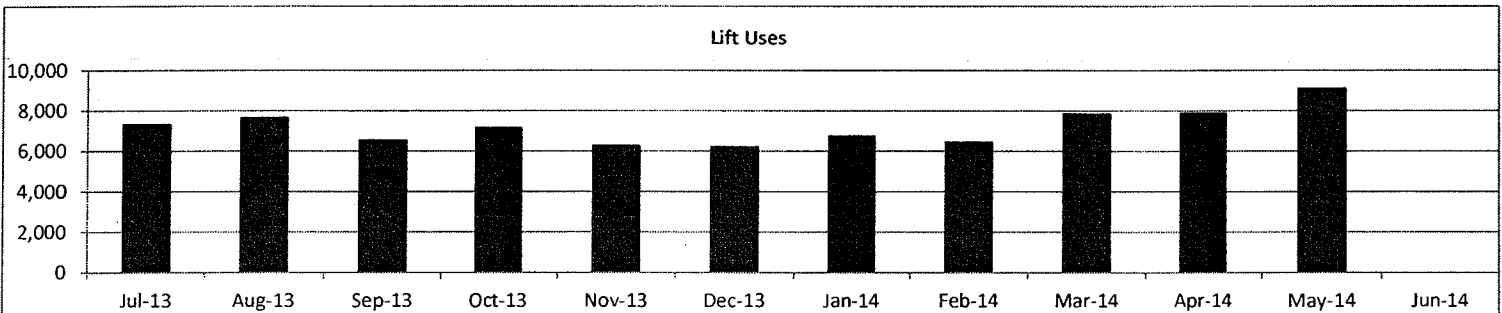
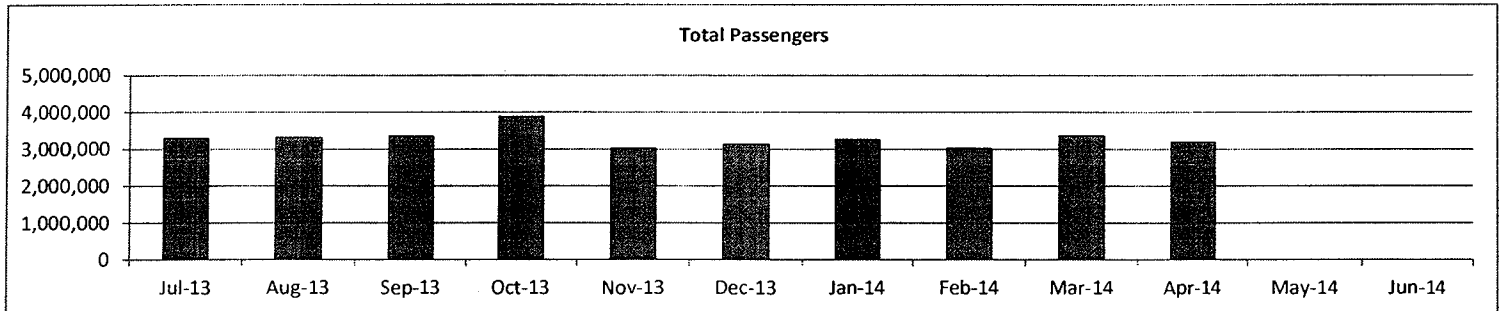
	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Total Passengers	2,022,615	2,040,201	1,934,777	2,315,657	2,071,439	1,998,505	2,121,366	2,089,585	2,305,466	2,247,938	2,214,621		23,362,170
Total Ramp Boardings	9,629	9,333	8,254	9,581	8,820	8,834	8,114	8,905	10,072	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



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

MEETING (DATE): 9/11/14

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

ADJOURN: 3:20 p.m.

BOARD MEMBER	Alternate	AGENCY
Lorie Bragg	<input type="checkbox"/>	ASAC Chairwoman
Ruben Ceballos	<input checked="" type="checkbox"/>	Access to Independence
Arun Prem	<input type="checkbox"/> Leticia Corona <input checked="" type="checkbox"/>	FACT (CTSA)
Debbie Marshall	<input checked="" type="checkbox"/>	Developmental Disabilities Board – Area 13
Rene Alvarez	<input checked="" 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 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 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"/>	Hearing Impaired
Audrey Porcella	<input type="checkbox"/> Danielle Kochman <input checked="" type="checkbox"/>	SANDAG
Floyd Willis	<input checked="" type="checkbox"/>	County of San Diego AIS
Connery Cepeda	<input type="checkbox"/> Mike Pickford <input checked="" type="checkbox"/>	Caltrans
Tom Doogan	<input checked="" type="checkbox"/>	MTS Trolley
Jim Byrne	<input checked="" type="checkbox"/>	MTS Bus
Todd Lordson	<input checked="" type="checkbox"/>	MTS Contracted Services
Lisa Madsen	<input checked="" type="checkbox"/>	MTS Contracted Services
Karen Landers	<input type="checkbox"/>	MTS Legal

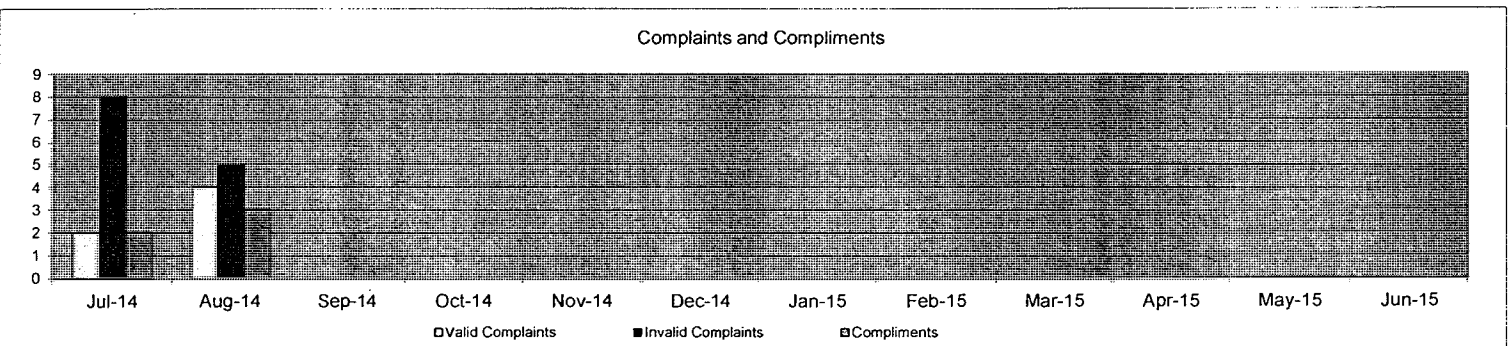
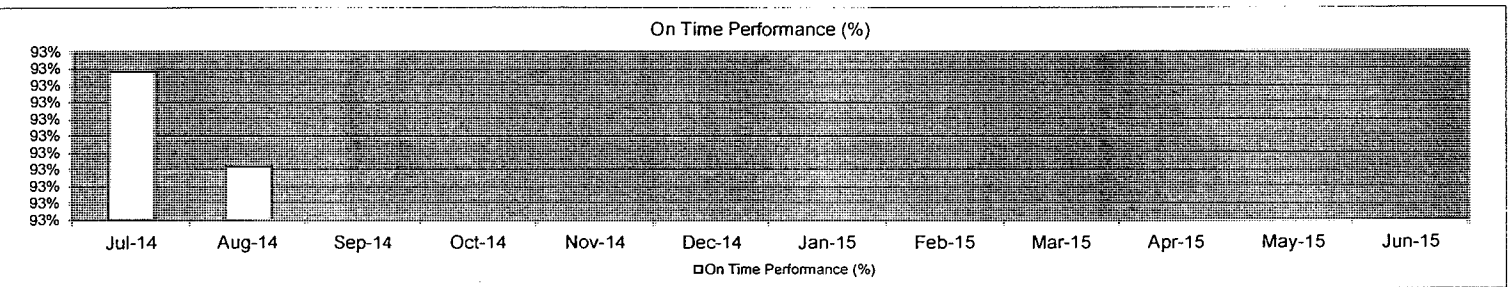
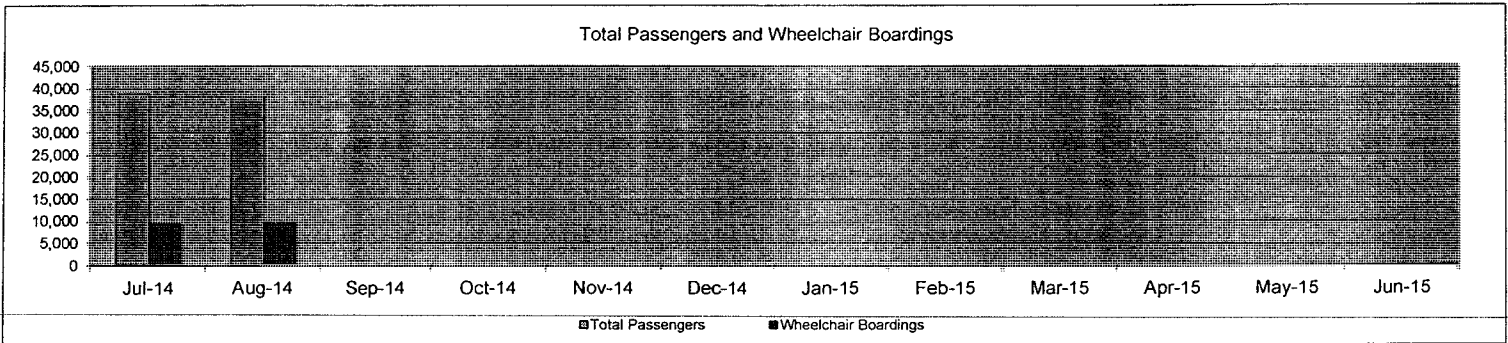
SIGNED BY THE CLERK OF THE BOARD: Lisa Madsen

CONFIRMED BY THE GENERAL COUNSEL: G. Hulscher



# MTS Access ASAC Report FY 15

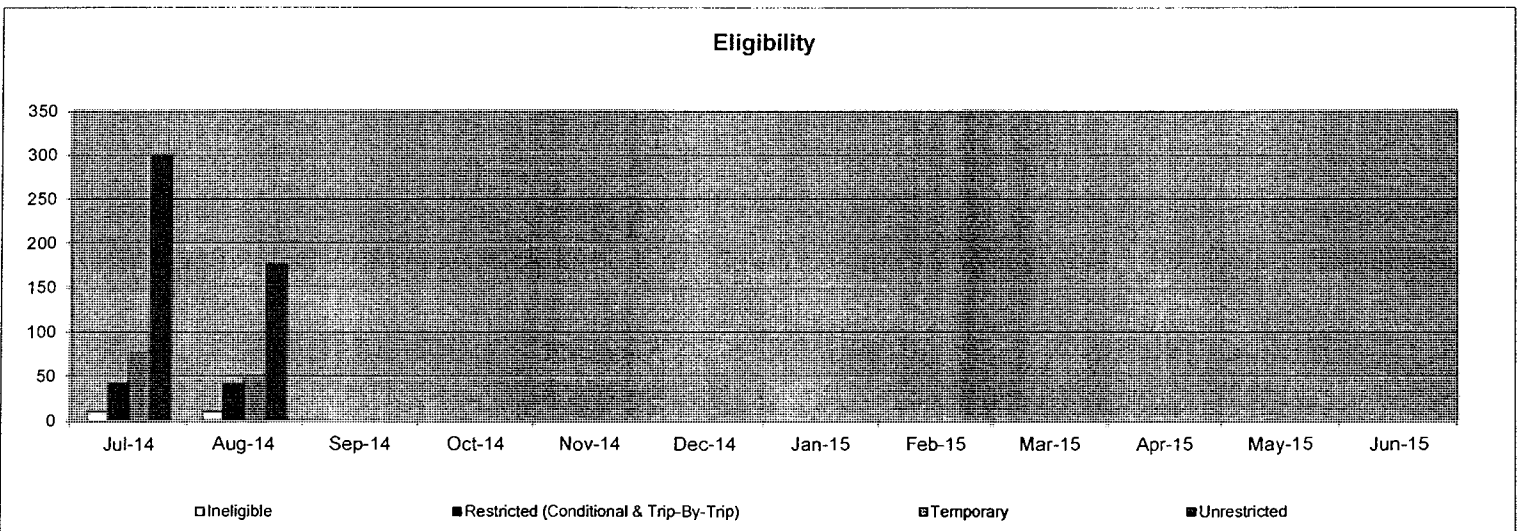
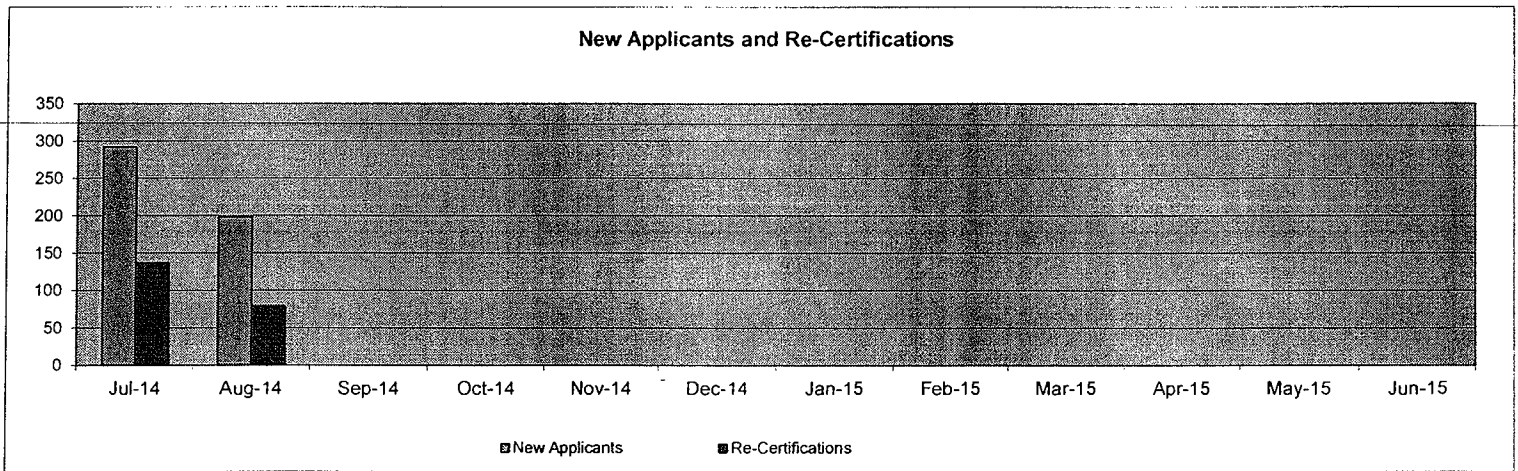
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	38,759	37,862											76,621
Wheelchair Boardings	9,317	9,327											18,644
On Time Performance (%)	93%	93%											93%
Valid Complaints	2	4											6
Invalid Complaints	8	5											13
Compliments	2	3											5
Calls Received	28,800	29,548											58,348
% Abandoned Calls	2%	2%											2%
Average Call Time	0:02:10	0:02:13											0:02:11
Average Hold Time	0:00:15	0:00:16											0:00:15





## ADARide Certification Summary Report FY 15

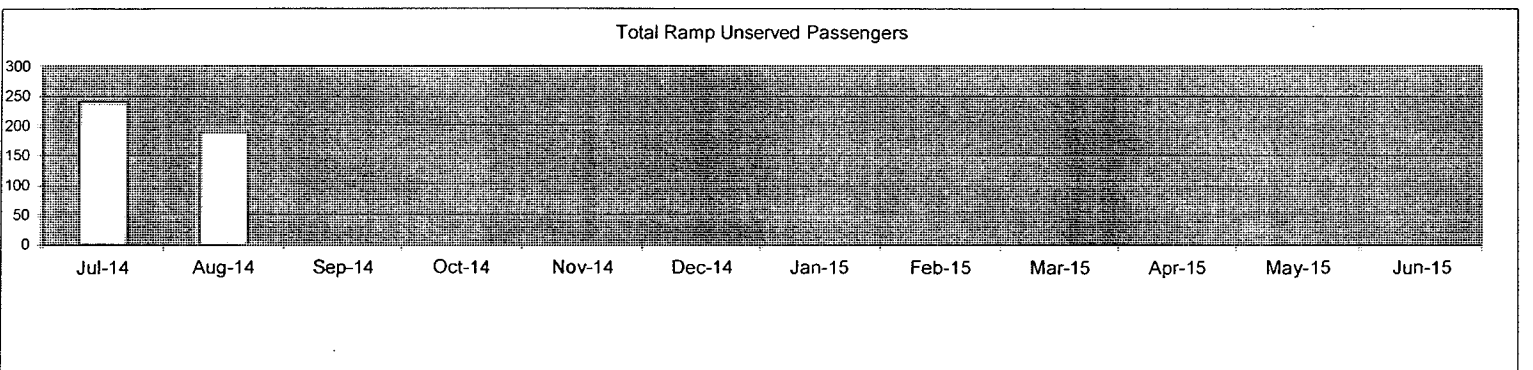
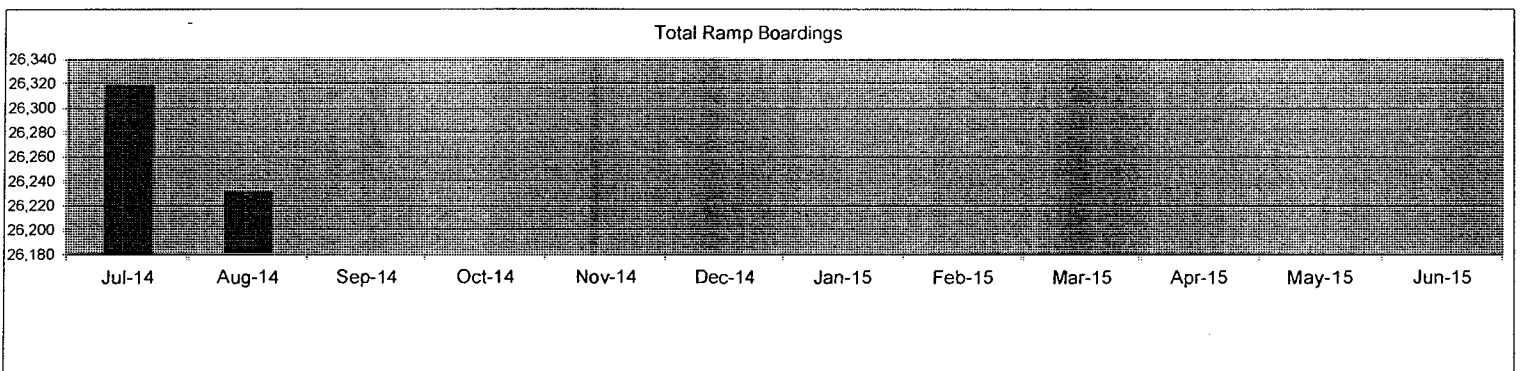
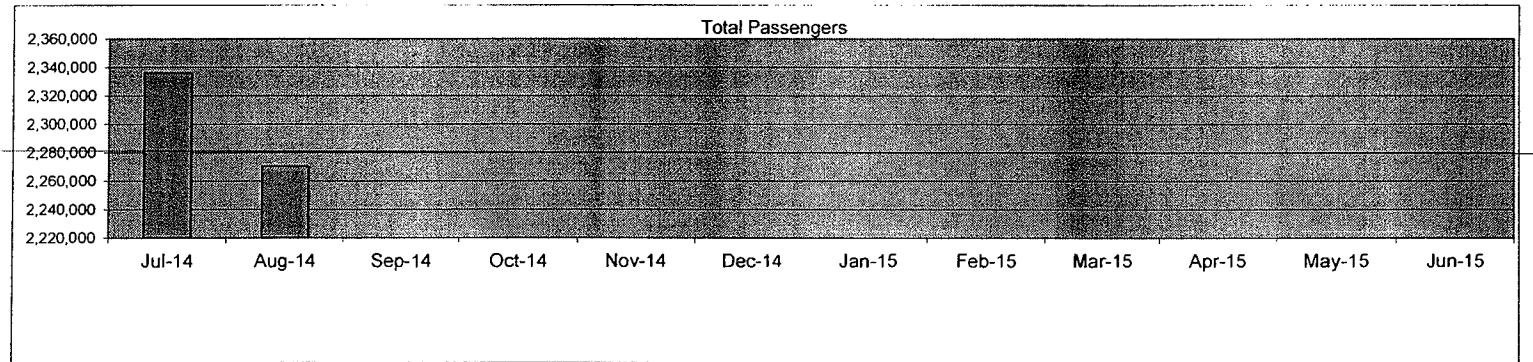
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
New Applicants	292	198											490
Re-Certifications	137	79											216
<b>Total</b>	<b>429</b>	<b>277</b>											<b>706</b>
Ineligible	10	10											20
Restricted (Conditional & Trip-By-Trip)	42	41											83
Temporary	78	50											128
Unrestricted	299	176											475
<b>Total</b>	<b>429</b>	<b>277</b>											<b>706</b>





## MTS Bus Ramp Deployment Report FY 15

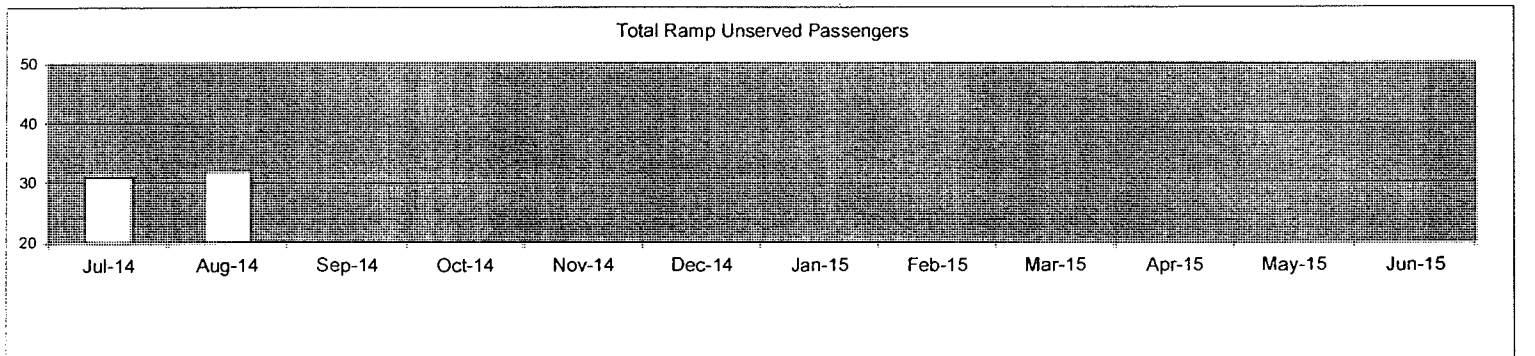
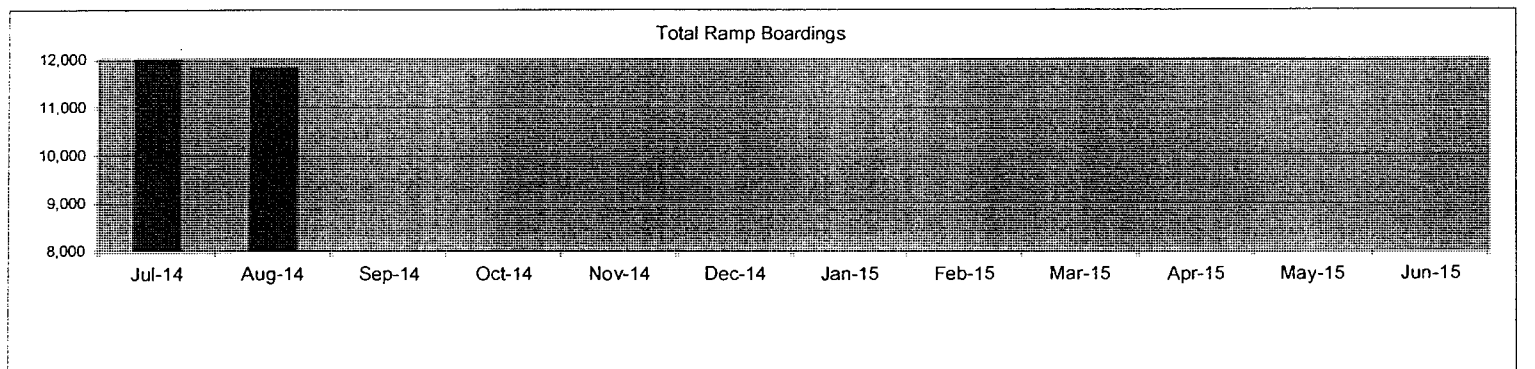
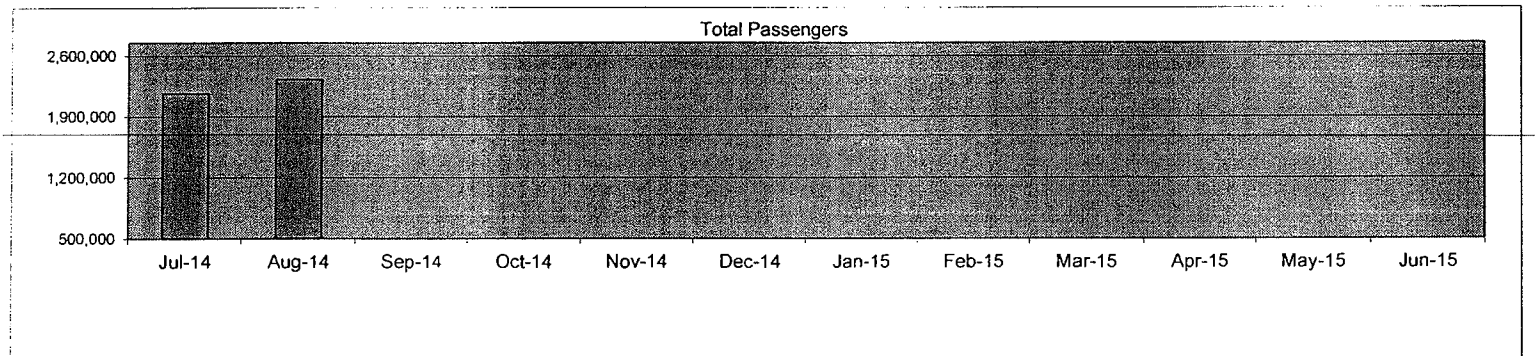
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	2,336,042	2,270,454											4,606,496
Total Ramp Boardings	26,318	26,231											52,549
Percentage of Ramp Boardings	1.13%	1.16%											1.14%
Total Ramp Unserved Passengers	240	190											430
Percentage of Ramp Unserved Passengers	0.91%	0.72%											0.82%
Pass-Up Ramp Inoperable	10	12											22
Pass-Up WC Space Full	183	135											318
Pass-Up Bus Full	47	43											90





## MTS Contract Services Ramp Deployment Report FY 15

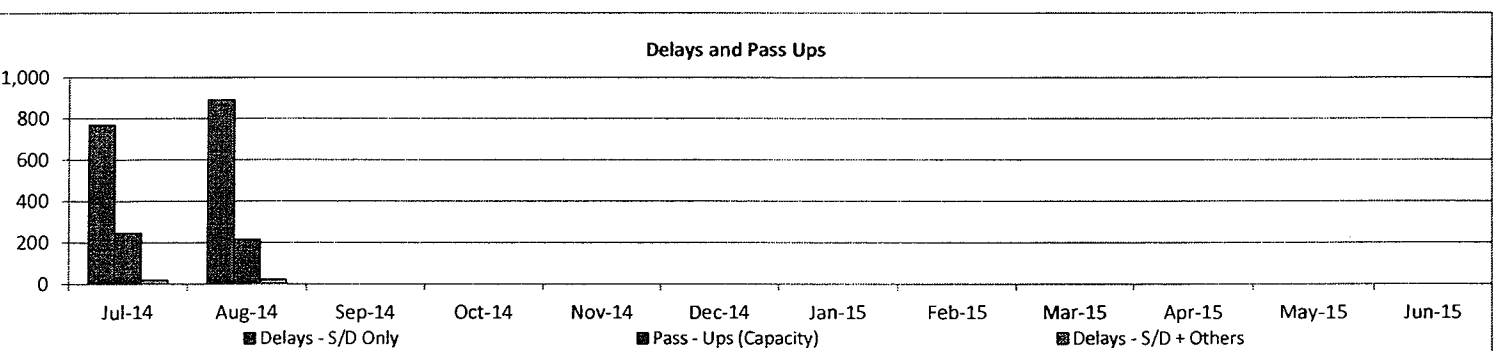
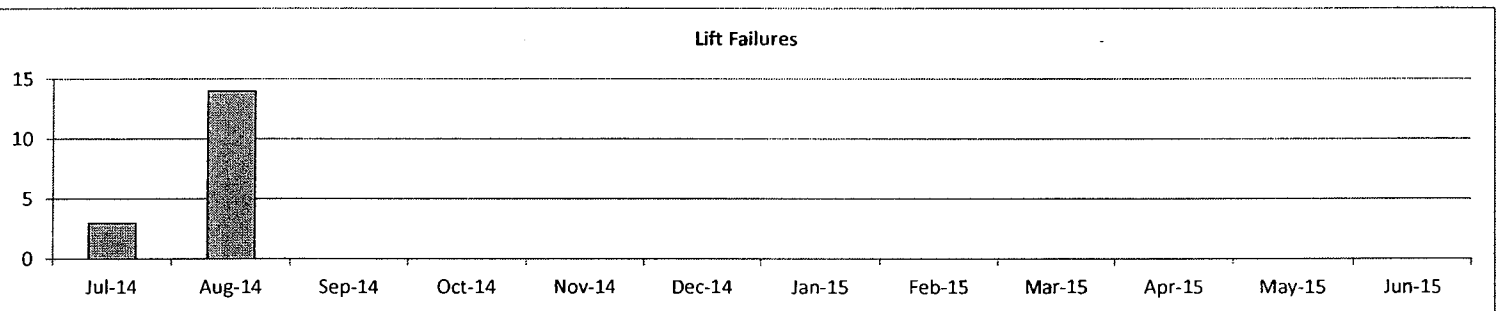
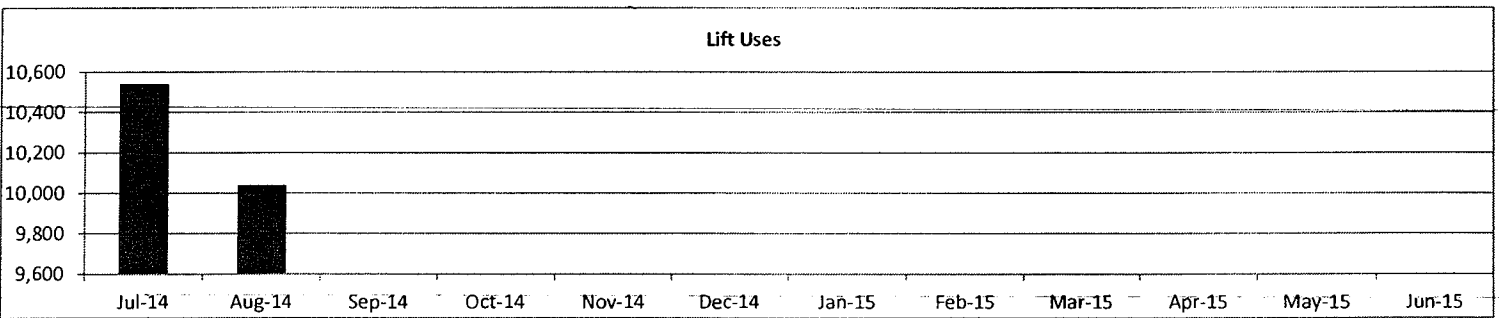
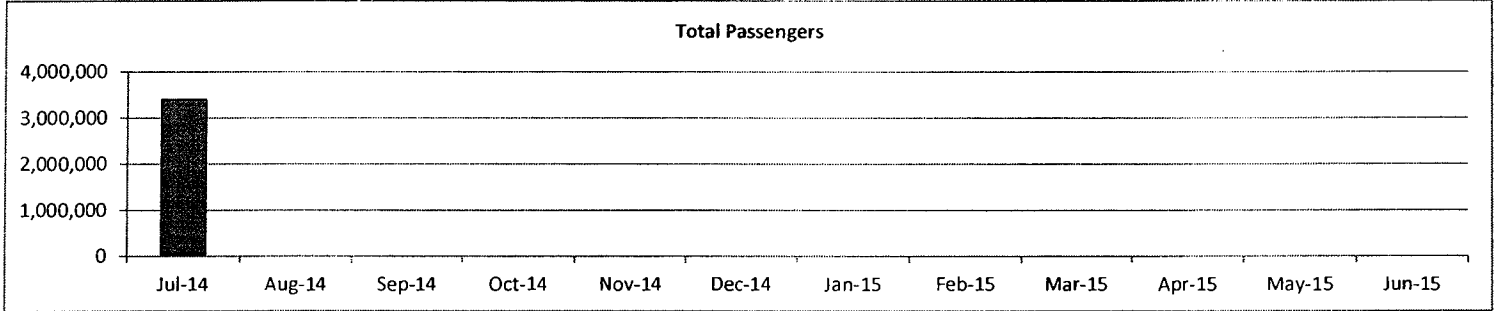
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	2,168,678	2,330,313											4,498,991
Total Ramp Boardings	12,105	11,822											23,927
Percentage of Ramp Boardings	0.56%	0.51%											0.53%
Total Ramp Unserved Passengers	31	32											63
Percentage of Ramp Unserved Passengers	0.26%	0.27%											0.26%
Pass-Up Ramp Inoperable	3	3											6
Pass-Up WC Space Full	23	23											46
Pass-Up Bus Full	5	6											11





# 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												3,399,068
Lift Uses	10,539	10,037											20,576
Lift Failures	3	14											17
Delays - S/D Only	769	889											1,658
Pass - Ups (Capacity)	247	215											462
Delays - S/D + Others	18	22											40







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	9/11/14		
Name	POUL POLISHAK		
Address	810 TORQUOISE ST., S.D., 92109		
Telephone	617 835-5864		
Organization Represented	Self		
Subject of Your Remarks	wheel chair Accessible Transporter		
Regarding Agenda Item No.	3		
Your Comments Present a Position of:	<input type="checkbox"/>	<b>SUPPORT</b>	<input type="checkbox"/> <b>OPPOSITION</b>

**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.

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(PLEASE PRINT)

DATE	9/11/14		
Name	Jen Restle		
Address			
Telephone	(858) 229-9202		
Organization Represented	Disability Rights California		
Subject of Your Remarks	Intersections / BRT		
Regarding Agenda Item No.			
Your Comments Present a Position of:	<input type="checkbox"/>	<b>SUPPORT</b>	<input type="checkbox"/> <b>OPPOSITION</b>

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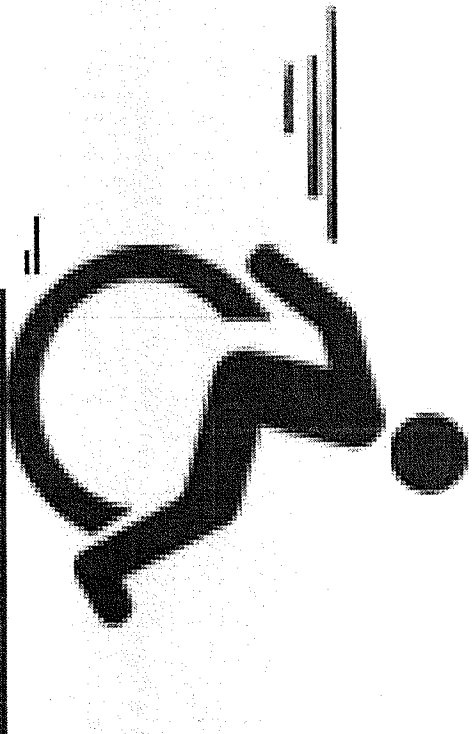
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# **Preliminary Study on Wheelchair Accessible Transportation in the City and County of San Diego**



## **Access on Wheels**

Presented To

Mayor's Committee on Disability - June 12<sup>th</sup>, 2014

Prepared By

Paul Polishuk

IGI Consulting, Inc.

# DISCLAIMER

The views and conclusions presented herein are those of the author and no one else

## DEFINITION OF WHEELCHAIR ACCESSIBLE TRANSPORTATION

How to get someone in a wheelchair from point A to point B in the most economical and efficient way



# AGENDA

- Beware of "ADA Compliant"
- My Background
- The Reason for the Study
- Objectives
- Approach
- Areas Surveyed:
  - ✓ Taxicab Service (City of San Diego & North County)
  - ✓ Airport Authority
  - ✓ U.S. Cities with Wheelchair Accessible Taxicabs
  - ✓ MTS Services
  - ✓ Alternative Transport Services
  - ✓ Rent-A-Car
  - ✓ Rent-A-Van

# AGENDA

- Economic Impact:
  - ✓ Demand for Wheelchair Accessible Vans
  - ✓ Serving Customers with Disabilities (Is Smart Business)
- Other Issues:
  - ✓ New Service Companies (Uber & Lyft)
  - ✓ Gas Stations – Pumping Gas
  - ✓ Sidewalks, Streetlight Crossing Buttons, Roads and Walkways – Ongoing Problem
  - ✓ Hotel Provision of Transport Services
- Conclusions
- Recommendations

# NOTICE

"ADA Compliant" – Beware!

The ADA law is very broad and open to broad interpretation.

Examples of this can be found in:

- MTS 800 Series buses
- Real Estate Apartments
- Restaurants (tables)
- Bars (tables)
- Gas Stations (pumping gas)

Due diligence is necessary with regards to:

- Inspection
- Measurements
- Wheelchair Testing

In order to determine the following:

- Accessibility
- Availability
- Affordability
- Usability
- Universality



# MY BACKGROUND

- Public citizen
- Daily user of public transportation (MTS Bus & Access Service)
- Paralyzed veteran (member of PVA for the past 4 years)
- Businessman (Publishing & Consulting)
- Active with Sharp Rehab SCI Support Group, Wheelchair Dancers, PBTC
- Active interest in improving SCI infrastructure issues
- Cautions:
  - New to San Diego
  - New to SCI
  - Not familiar with all the players
  - Not familiar with all the policies
  - Not a transportation expert
- Recent Accomplishments:
  - Brought to MTS's attention the inadequacy of the 800 Series bus for wheelchair accessibility and training of operator
  - Repair of wheelchair hazards in the 800 block of Turquoise Street
  - Companies formed for the design, manufacture and sale of wheelchair saddlebags and table risers, and SCI caregiver training





# THE REASONS FOR THE STUDY

- Questions to Sharp Rehab Support Group on what wheelchair accessible transportation is available
- My own experience with public transportation
- Interest in making a contribution to solutions using my business skills

# OBJECTIVE

- Preliminary analysis of wheelchair accessible transportation in the San Diego area
- Determine if there is the need for more wheelchair accessibility
- Determine the present situation of wheelchair accessibility for existing transportation modes
- Identify all aspects of “wheelchair accessible transportation”
- Try to understand the role of all the stake-holders

# APPROACH

- Reviewed publications on the subject
- Internet searches
- Spoke to service providers for each transportation mode
- Spoke to associations and other interested groups [ADA Information Centers, Easter Seals, Taxicab, Limousine & Paratransit Association (TLPA), etc.]
- Research started in April and May, 2014, and is ongoing

# TAXICAB SERVICES

City of San Diego

## - USA Cab

Phone: 619 888-2223 or 619 231-1144

Wheelchair accessible cabs

They have 2 that are in large demand; reservation must be made 1 day in advance. Only 1 of the vans is able to handle a large chair. Wheelchair accessible vans are not available on weekends. The pricing is the same as with regular cab companies, meaning the following:

- **\$2.80** for the first 0.1 mile
- **\$3.00** for every subsequent mile

Waiting Time Costs:

- **\$24** for 60 minutes
- **\$12** for 30 minutes
- **\$6** for 15 minutes

## - Orange Cab

Phone: 619 223-5595

No wheelchair accessible vans

Referred to Enroute Transport; however, USA Cab claims that Orange Cab has 5 wheelchair accessible vans!

## - Enroute Transport

Phone: 619 995-9943

Wheelchair accessible vans

**\$40** minimum; **\$20** hook-up fee plus **\$3** per mile; reservation must be made 1 day in advance.

## - Silver Cab

Phone: 619 280-5555

No wheelchair accessible vans



# TAXICAB SERVICES

## North County

### - **Yellow Cab**

Covers Delmar, Oceanside, and Carlsbad

Wheelchair accessible vans

They have 4 wheelchair accessible vans; reservation must be made 1 day in advance. Price is **\$3.00** loading fee and **\$2.50** per mile.

North County consists of 14 cities, each of which sets their own taxicab rules.



# SURVEY OF U.S. CITIES WITH WHEELCHAIR ACCESSIBLE TAXICABS

There is a wealth of information from trade organizations, associations, government sources, and non-profit organizations on the need for wheelchair accessibility and the potential solutions to providing it. Although the original ADA legislation made it illegal to discriminate against the disabled in the provision of transportation services, the actual implementation across the country has been spotty.

There is no organization responsible for collecting data on taxicab wheelchair accessibility. The best data available has been collected by the TIPA. A sample of said data is shown in the table below:

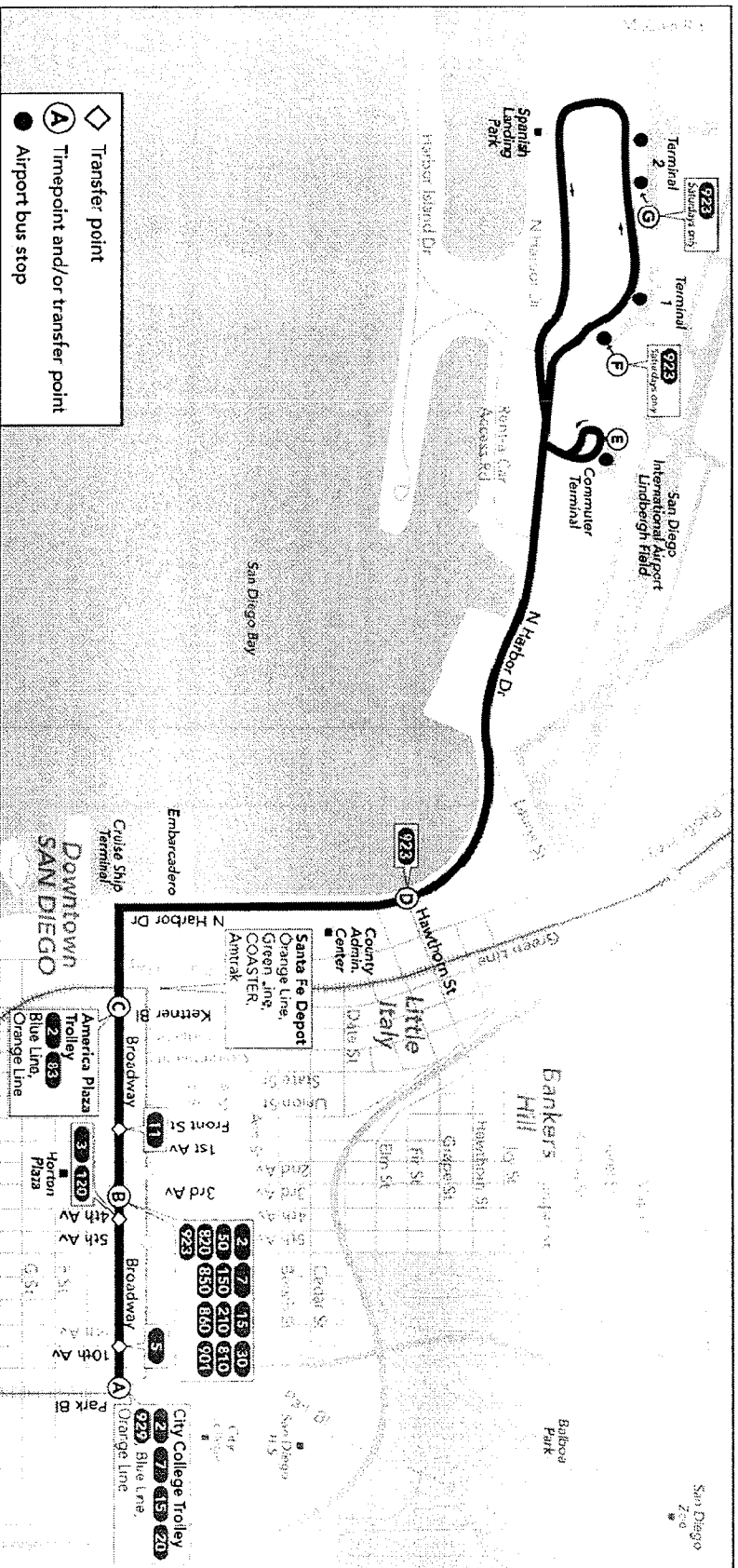
City	Wheelchair Accessible Vans
Houston	249
NYC	231
Chicago	139
San Francisco	135
Las Vegas	62
Montgomery County	61
Los Angeles	60
Miami	54
Denver	50
Boston	42
Portland	38
San Antonio	34
Minneapolis	30
Arlington County, VA	29
San Diego County	4
San Diego City	2

Source: TIPA and IGI Consulting, Inc.



# AIRPORT AUTHORITY

The Airport Authority regulates taxicabs and other services providing transportation services to the airport. They claim that taxicab companies are required to keep 2 cabs at the airport which can be ordered on a 30 minute notice. This is now provided by USA Cab. Also, there is a bus service to each terminal at the airport - bus route #992 (see map below).



# ALTERNATIVE TRANSPORT SERVICES

## - Cloud 9 Super Shuttle

Cloud 9 has 2 services - Airport Shuttle and Point-To-Point

Airport Shuttle varies depending on the distance - from Pacific Beach to the airport, the fee is **\$22.00**. Esccondido to the airport, the fee is **\$60.00** each way

Point-To-Point determines its fees in relation to the pick-up and drop-off zip code; for example, from P.B. to V.A., which is a total of 6 miles, the fee would be **\$55** plus tip.

## - Sol Transportation

P.B. to V.A. is **\$45** for the first 5 miles, then **\$3** for each following mile; 24 hour notice required.

Reservation must be made 1 day in advance

## - Secure Transportation

They provide all the V.A. transport within S.D. County; they charge a **\$50** loading fee, **\$3** per mile plus a **12%** transfer fee

Reservation must be made 1 day in advance





# METROPOLITAN TRANSPORTATION SYSTEMS (MTS)

Three Services Surveyed:

## 1. MTS Bus Service

If you are near a bus line stop, this option is the cheapest and the most reliable for wheelchair accessibility. Every bus is wheelchair accessible; the drivers will assist you and will hook-up the chairs, and generally speaking they are mostly courteous. Recently, MTS purchased the "800" series buses, which have considerably less room for large wheelchairs and in turn cause said wheelchairs to block half the aisle.

- One Way cost is **\$2.25**
- Senior One Way is **\$1.10**
- Unlimited Monthly Pass is **\$18.00**

## 2. MTS Access

MTS Access vans have lifts, are new and well maintained. One must apply in order to get the service.

The advantage is that they provide curb-to-curb service; and the cost is **\$4.50** each way

The disadvantage is that it must be reserved 1-to-2 days in advance and allow 1-to-2 hours before pick-up and drop-off; pick-up and drop-off times have to be negotiated.

To get to North County, there is a transfer point where another contractor picks up the client and takes him/her to his/her final destination if it is within a certain distance from the MTS bus line.

## 3. MTS Airport Bus Service

MTS bus line 992 goes to the airport and stops at every terminal.

If the final destination is further than the minimum distance to the bus route, the client has to find his/her way to the final destination by themselves or find another ride; distance could be several miles.



# RENT-A-CAR COMPANIES

The following rent-a-car companies were called to determine whether or not they rented wheelchair accessible vans that could be driven by another person or the person in a wheelchair:

- Hertz
- AVIS
- Enterprise
- Budget
- Thrifty
- Dollar

None offered wheelchair accessible vans or other vehicles.



# RENT-A-VAN COMPANIES

There are two San Diego companies that rent wheelchair accessible vans – these are:

## - The Ability Center

The Ability Center also provides service in Phoenix and Tucson, Arizona, and in Las Vegas, Nevada. In addition to San Diego, Ability has offices in Orange County, Long Beach, Inland Empire, and Sacramento.

Rates:

- **\$110** per day
- **\$100** per week
- **\$90** per month

Rates include 100 miles per day, plus **\$0.25** per mile over 100 miles. There is a pickup fee of **\$80** and a delivery charge of **\$80**.

The Ability Center does not provide vans that are equipped to be driven by a disabled person.



- Better Life Mobility Center

Better Life Mobility (BLM) provides vans for both disabled and non-disabled people.

Rates:

- **\$ 110** per day (1-6 days)
- **\$ 100** per day (7-29 days)
- **\$ 2,700** per month

There are also 'Delivery & Pickup' fees, as detailed below:

- Mon - Fri 9 AM - 4:45 PM      **\$50** each way
- Mon - Fri 4:46 PM - 9 PM      **\$75** each way
- Sat & Sun      **\$125** each way

BLM can install controls into the vans to allow a disabled individual to drive (the driver must have hand controls restrictions on their driver's license). There is an additional charge of **\$10** per day for hand controls. Transfer seats are not provided, but the front passenger seat can be removed. BLM claims that they are yet to see a chair that could not fit into their vans.



## ECONOMIC IMPACT:

### DEMAND FOR WHEELCHAIR ACCESSIBLE TAXIS

The amount of available data on the pent-up demand for wheelchair accessible transport is quite meager. There was an interesting study done for wheelchair accessibility in Washington, D.C. which showed that with the increase in number of wheelchair accessible vans, there was a 700% change in ridership.

Better and more readily available wheelchair accessible transportation would get people out and about, spending their money in retail stores and restaurants. Furthermore, the wheelchair-bound individual would get more exercise, reducing weight and in turn, medical costs.



# ECONOMIC IMPACT: SERVING CUSTOMERS WITH DISABILITIES IS SMART BUSINESS

## **Easter Seals Project ACTION: Taxicab Operator's Pocket Guide**

"Today, 54 million people in the United States live with disabilities. These people have jobs, families, classes, meetings, travel plans, and other activities that keep them on the move. To help them get where they're going, they need transportation, including taxicabs! Think about it: 54,000,000 fares!"



# OTHER ISSUES:

## UBER & LYFT TYPE COMPANIES

- Uber Technologies
  - ✓ Recent IPO for \$1.2 billion values company at \$17 billion
  - ✓ Active in 134 cities in 37 countries
- One of other internet based transportation network companies
  - ✓ Uses Uber app on a smartphone
  - ✓ Claims to be more than a taxi service
- Fast growth
- Popular with the young set, especially due to cost
- Lyft examples of costs:
  - **\$1.49** per mile
  - **\$0.22** per minute
  - **\$1.35** pickup fee
  - **\$1.00** trust & safety fee
  - **\$3.00** minimum
  - **\$5.00** cancellation fee



# OTHER ISSUES

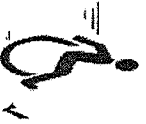
- Gas Stations
  - Pumping gas for disabled
  - How to call attendant
  - Placement of call buttons
  - Drivers going to certain stations to get serviced
- Roadways, Sidewalks, Walkways (Ongoing Problem)
  - Use of roads by powered chairs, could use bicycle lanes
  - Sidewalks present too many problems
- Are There Other Issues?
  - Hotel provision of transport services





# CONCLUSIONS

- There exist only 2 wheelchair accessible taxicabs in all of the city of San Diego and 4 in North County (see the table comparing San Diego County to the rest of the country).
- Due to the limited supply and the large demand, reservation must be made 1-to-2 days in advance.
- San Diego ranks at the bottom of the list of cities with wheelchair accessible taxicabs.
- Rent-A-Car/Van – None of the motor rent-a-car/van companies provide rent-a-vans in the San Diego area. There are two private companies that rent vans, but the cost is over \$210 per day!
- There is a general lack of knowledge between the cab companies of who owns wheelchair accessible vans.
- The cab companies that do have wheelchair accessible vans charge fees ranging from \$50-to-\$100 for one way rides; reservations must be made one day in advance.
- Taxicab companies' stories of whether they had wheelchair accessible vans varied depending on who you talked to and when.
- Van service companies are very expensive and you have to be careful to understand all the costs.
- More research is needed to verify and identify other areas of concern, integrating regulation and determining substitutes available for purchase of equipment and subsidizing services if necessary.



# RECOMMENDATIONS

- A more extensive and detailed study of the wheelchair accessible transportation issues is needed.
- Political action by city and county officials to determine how cab and other service providers can provide the same quality of service to those in wheelchairs as normal folks get, i.e., service on demand and at reasonable rates; cities like Boston and Houston (and possibly others) offer such cabs on demand at reasonable rates.
- A more detailed study of what and how other cities provide wheelchair accessible vans to supplement public transportation is necessary.
- A study is needed to analyze this vast amount of data to see what is applicable to San Diego.
- The overall objective is to collect and analyze the necessary data to prepare guidance for the appropriate responsible agencies to take the necessary action to improve the situation.

# STUDY DETAILS

- Estimated cost is between \$50 K to \$100 K
- Time required between 6 months to 1 year
- Some of the major areas or questions:
  - ✓ What is the estimated number of taxicabs required to service San Diego & County as a function of response time?
  - ✓ Is there a pent-up demand?
  - ✓ How to fund procurement of wheelchair accessible vans?
  - ✓ What are the sources of funding?
  - ✓ Are subsidies required for disabled riders?
  - ✓ Is an integrated regulatory framework required for the City & County? Is the existing system adequate?
  - ✓ Who should be responsible for coordination and funding?
  - ✓ What will be the impact of the internet based services? How should they be regulated? Is present legislation adequate?



THANK YOU FOR YOU TIME!

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