



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
619.231.1466, FAX: 619.234.3407

Attention ASAC Committee Members:

Due to construction in the MTS Board Room, the December 11, 2014 ASAC Meeting will be held in the Executive Conference Room, which is adjacent to the Board Room on the 10th Floor of the main MTS office, located at:

1255 Imperial Avenue, Suite 1000 San Diego, CA 92101.

The meeting will also include a brief ride along in an MTS Access bus outfitted with a new Mobile Data Terminal tablet computer. The ride should take no longer than 30 minutes.

RSVP by the close of business on Wednesday, December 10, 2014 to Lisa Madsen via telephone (619) 595-7038 or email Lisa.Madsen@sdmts.com, to ensure enough vehicles are available.





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**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
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 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 September 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. <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 (**Bill Lewis**)
 - San Diego Trolley, Inc. (**Tom Doogan**)
7. 2014 ASAC Meeting Calendar (see Attachment G) Approve
8. Ride Along on MTS Access Bus Outfitted with a Mobile Data Terminal Information
9. Next Meeting Date: **March 5, 2014 at 1:30 p.m.**

LMADSEN
AGN-11-DECEMBER-14
December 4, 2014 Mail Out

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, 10th 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 June 12, 2014 Meeting Minutes

It was moved and seconded to approve the June 12, 2014 meeting minutes.

3. Public Comment

Ms. Jennifer Restle commented on accessibility concerns at the new Bus Rapid Transit (BRT) Stations along Park Boulevard. Ms. Restle also discussed concerns regarding drivers referring to disabled passengers inappropriately, such as saying "I have a wheelchair" instead of "we have a passenger in a wheelchair". Mr. Todd Lordson noted that it would have been more appropriate for the driver to have used person-first language. Mr. Jim Byrne noted that we would refer her concerns regarding accessibility to Steve Celnicker, the MTS liaison to the City of San Diego for all traffic engineering concerns.

Mr. Paul Polishuk presented his Preliminary Study on Wheelchair Accessible Transportation in the City and County of San Diego.

4. Member Comment

Mr. Jim Byrne noted that Mr. Todd Lordson has joined MTS as the Manager of Paratransit Operations. Mr. Lordson previously worked at the Regional Center for 18 years.

Mr. Ruben Ceballos commented that SB 862 could potentially provide funding for travel training. Mr. Ceballos also inquired as to why there are only audible systems at certain Trolley stations. Mr. Ceballos also asked if additional signage could be added to the San Diego State transit center to direct passengers to the MTS Access bus stop. Mr. Jim Byrne noted that he would be able to provide Mr. Ceballos with a response on travel training, and the SDSU bus stop issue, and that Tom Doogan would be able to respond to his concerns regarding Trolley stop announcements.

5. ADA Paratransit Reports

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

ADARide – Mr. Art Hulscher presented the ADARide certification reports for July and August 2014 (see Attachment C).

6. Fixed-Route Reports

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for July and August 2014 (see Attachment D).

MTS Contract Services (Transdev) – Mr. Bill Lewis presented the MTS Contract Services Ramp Deployment Report for July and August 2014 (see Attachment E).

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

7. Update on Current Planning Projects

Ms. Janelle Carey presented an update on current planning projects. On October 12th, MTS will have a major service change, with three new routes beginning service. Route 170 will travel from Downtown San Diego to City Heights Transit Plaza. Rapid Route 215 will travel from Downtown San Diego to San Diego State University. Rapid Route 235 will travel from Rancho Bernardo Transit Center to the University of California, San Diego. There will also be minor service changes to other routes. Mr. Ruben Ceballos asked if this information had been posted on the MTS website. Ms. Carey stated that the information would be posted online and on vehicles in the next week.

8. Adjourn

Mr. Todd Lordson adjourned the meeting at 2:20 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): 9/11/14

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

ADJOURN: 2:20 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)
Debbie Marshall <input checked="" type="checkbox"/>	<input 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"/>	<input 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"/>	<input type="checkbox"/>	Hearing Impaired
Audrey Porcella <input type="checkbox"/>	Danielle Kochman <input checked="" type="checkbox"/>	SANDAG
Floyd Willis <input checked="" type="checkbox"/>	<input 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"/>	<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: Lisa Madsen

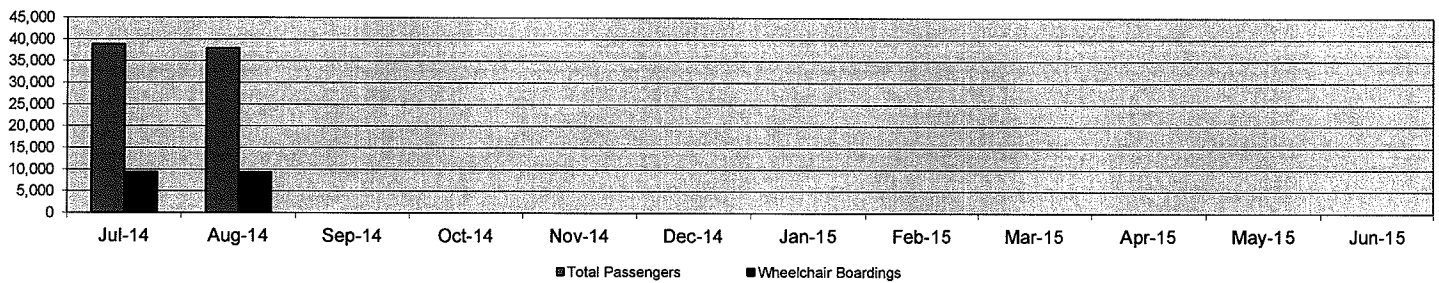
CONFIRMED BY THE GENERAL COUNSEL: Quilley



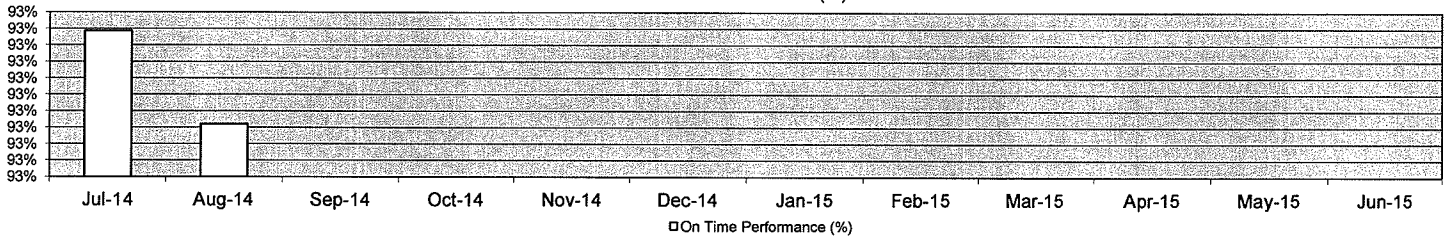
MTS Access ASAC Report FY 15

	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	1.88%	2.17%											2.03%
Average Call Time	0:02:10	0:02:13											0:02:11
Average Hold Time	0:00:15	0:00:16											0:00:15

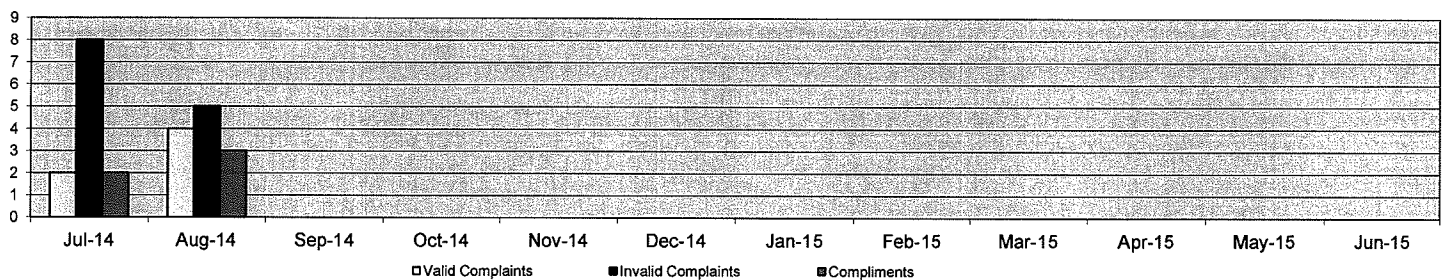
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

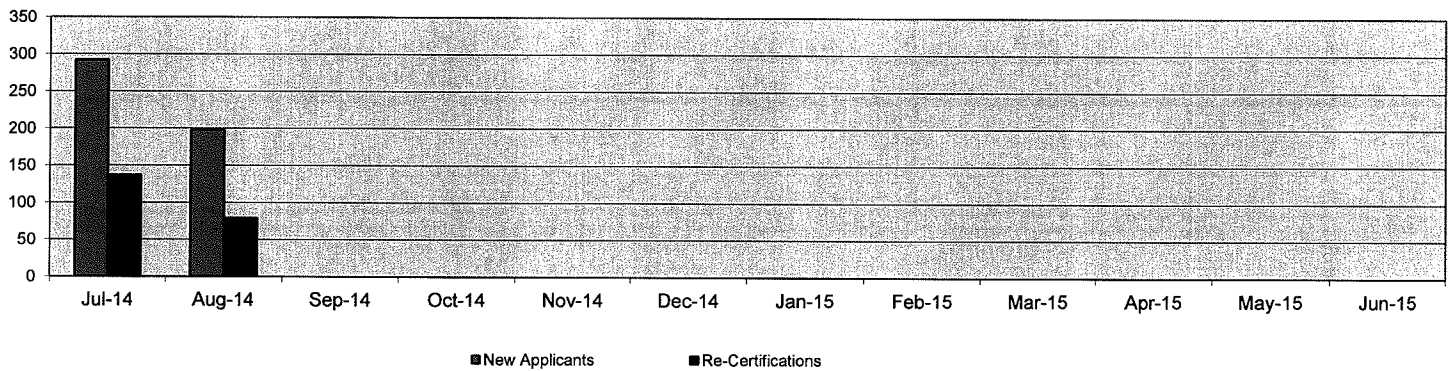




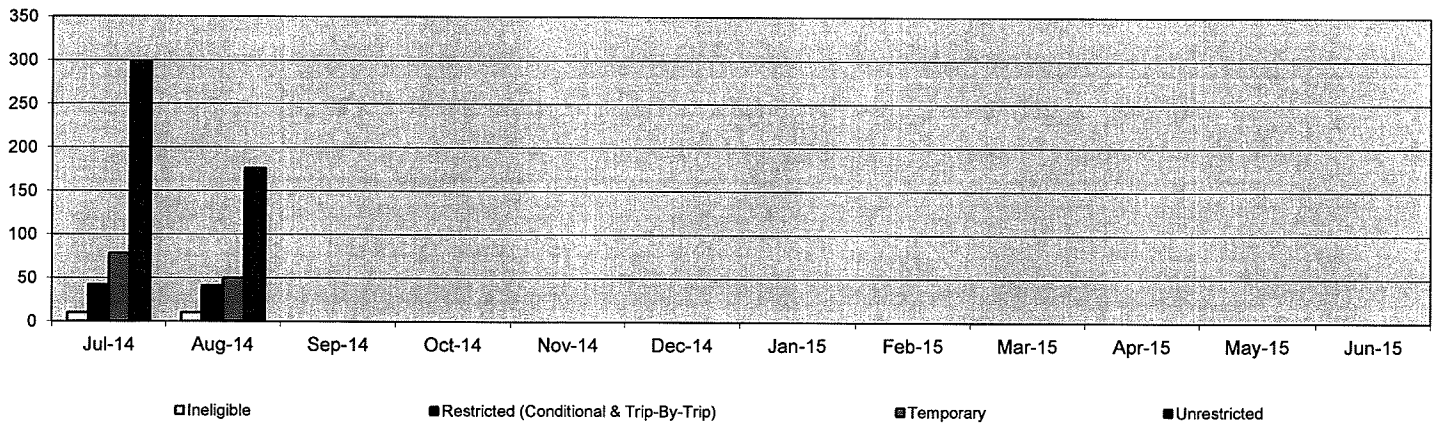
ADARide Certification Summary Report FY 15

	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											490
Re-Certifications	137	79											216
Total	429	277											706
Ineligible	10	10											20
Restricted (Conditional & Trip-By-Trip)	42	41											83
Temporary	78	50											128
Unrestricted	299	176											475
Total	429	277											706

New Applicants and Re-Certifications



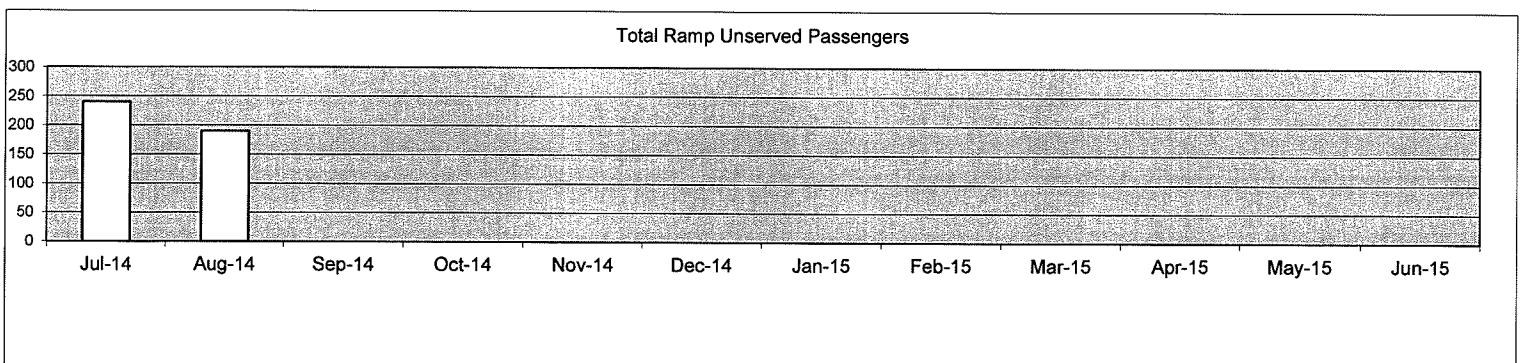
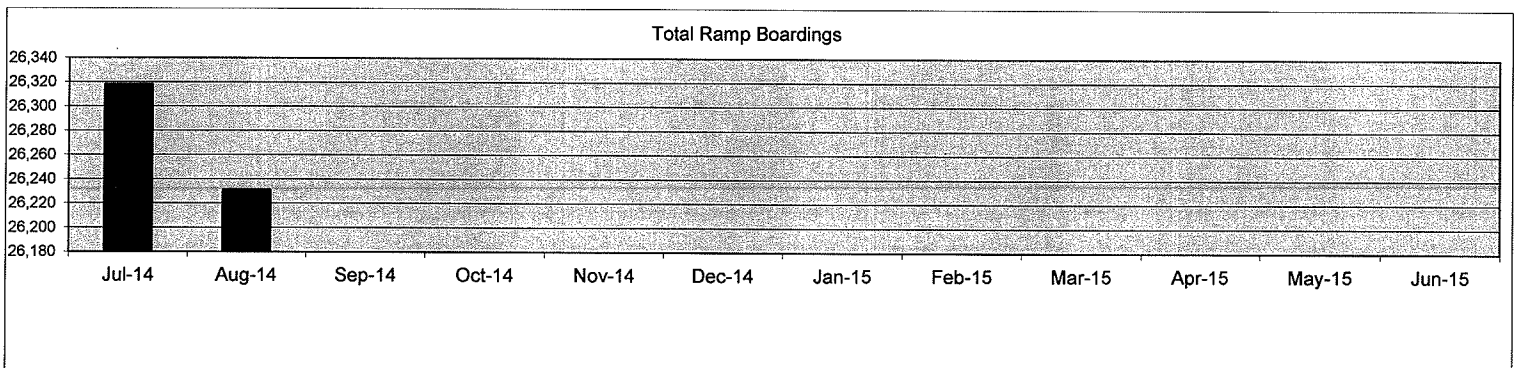
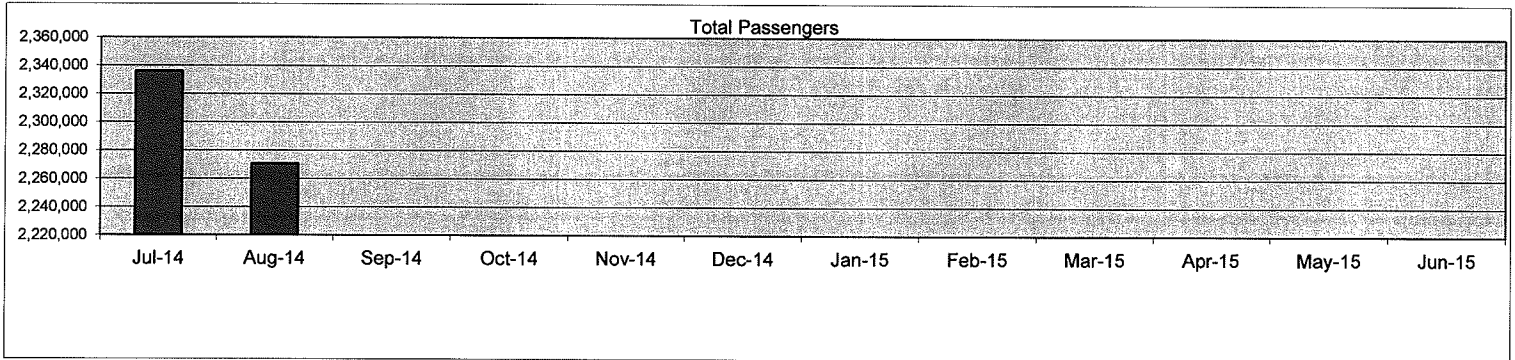
Eligibility





MTS Bus Ramp Deployment Report FY 15

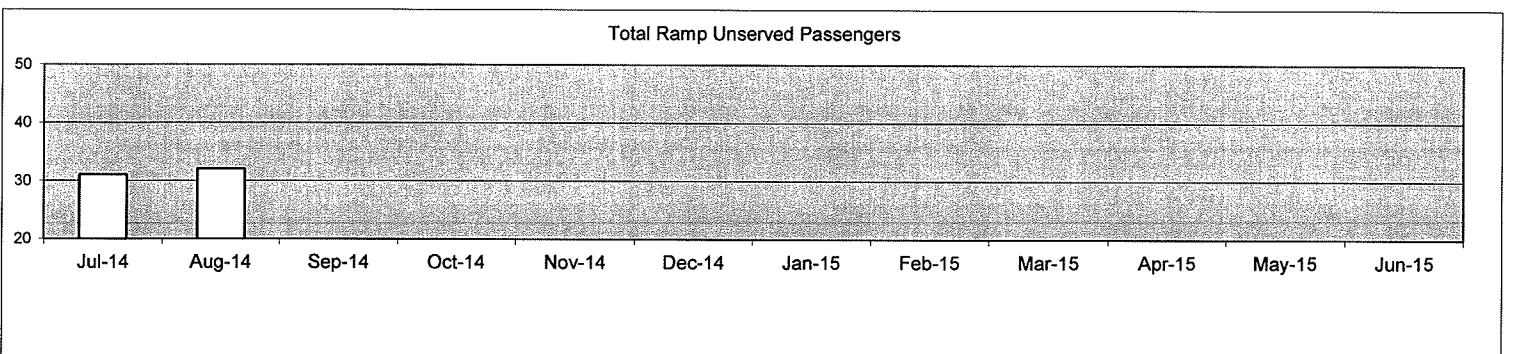
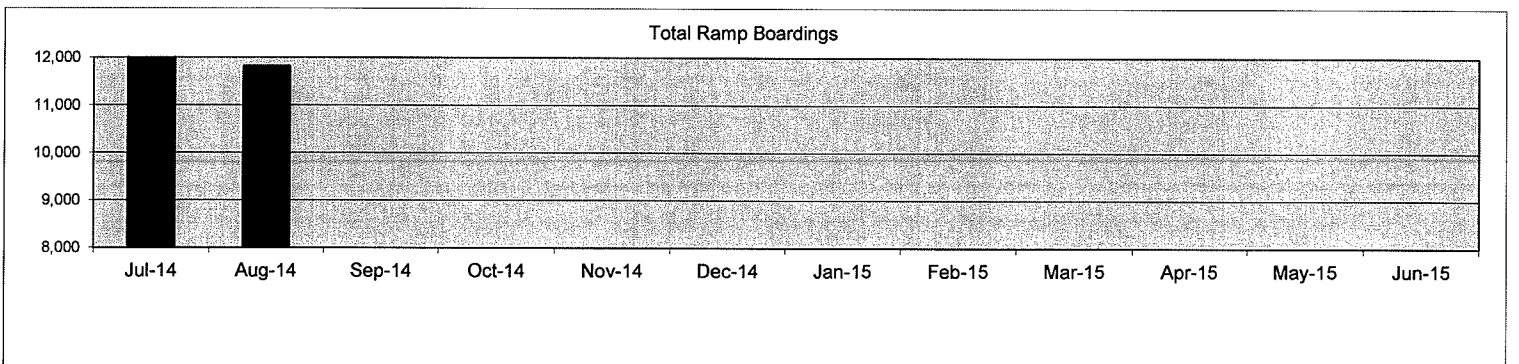
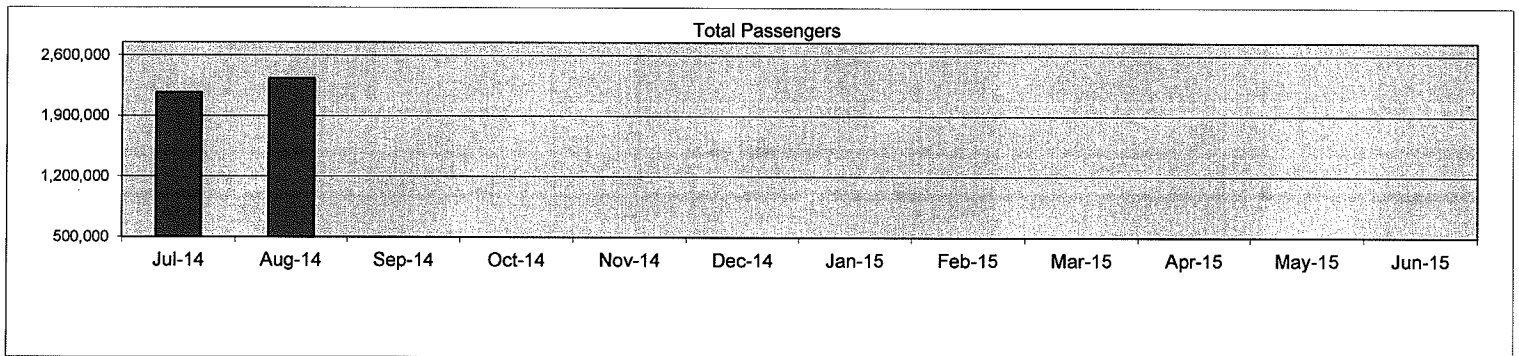
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	2,336,042	2,270,454											4,606,496
Total Ramp Boardings	26,318	26,231											52,549
Percentage of Ramp Boardings	1.13%	1.16%											1.14%
Total Ramp Unserved Passengers	240	190											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

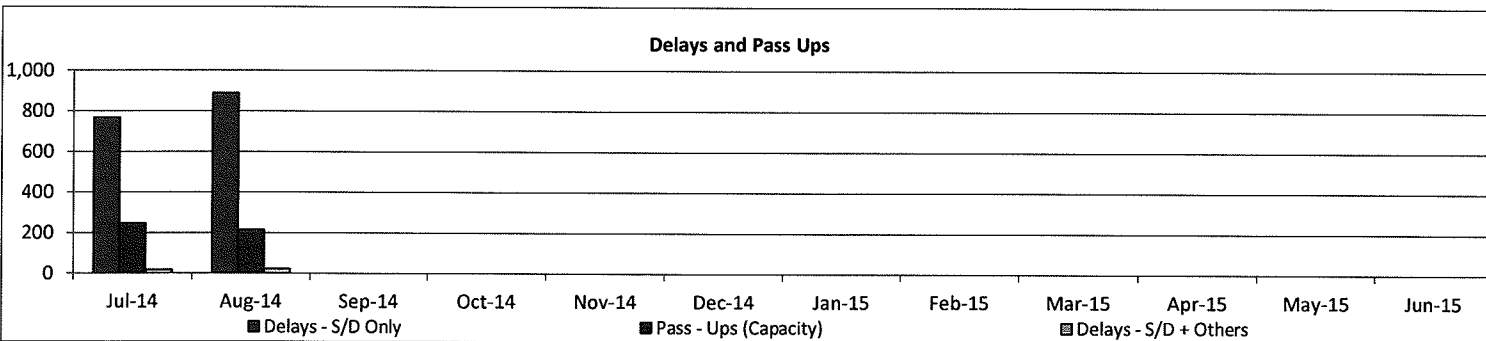
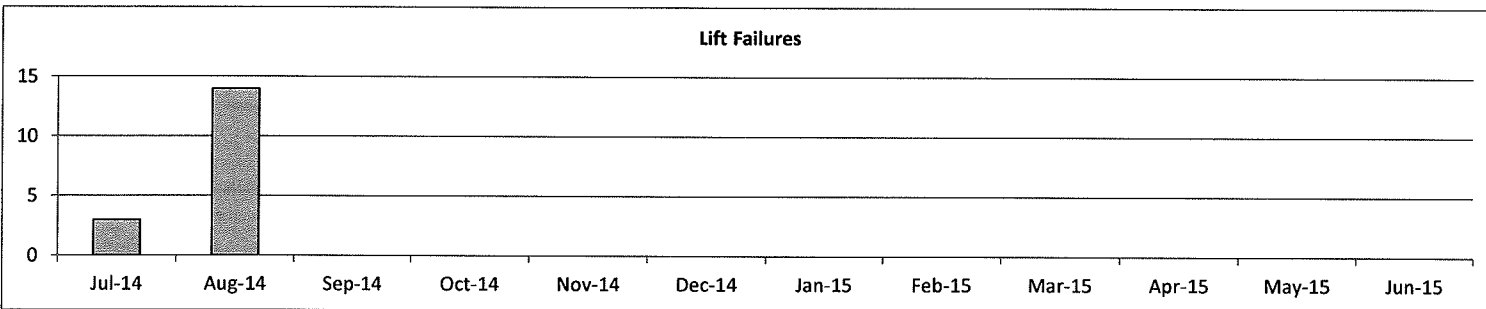
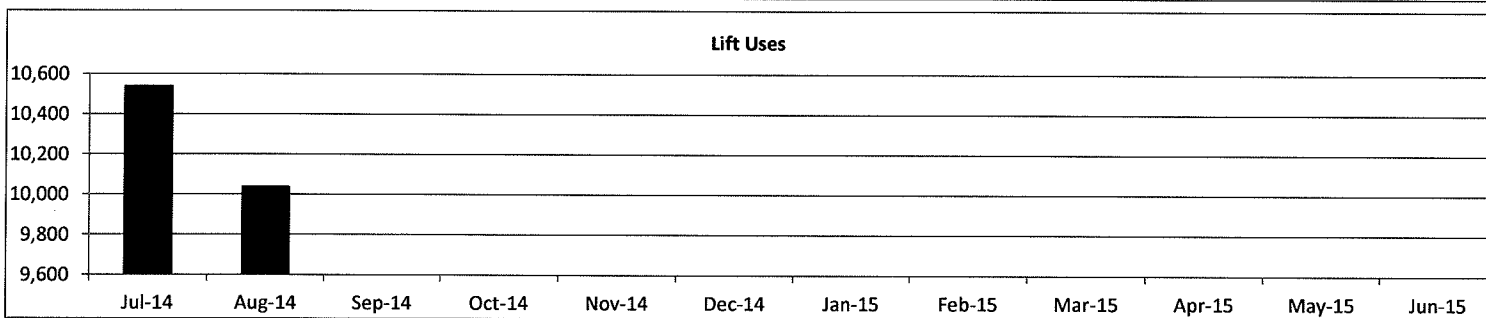
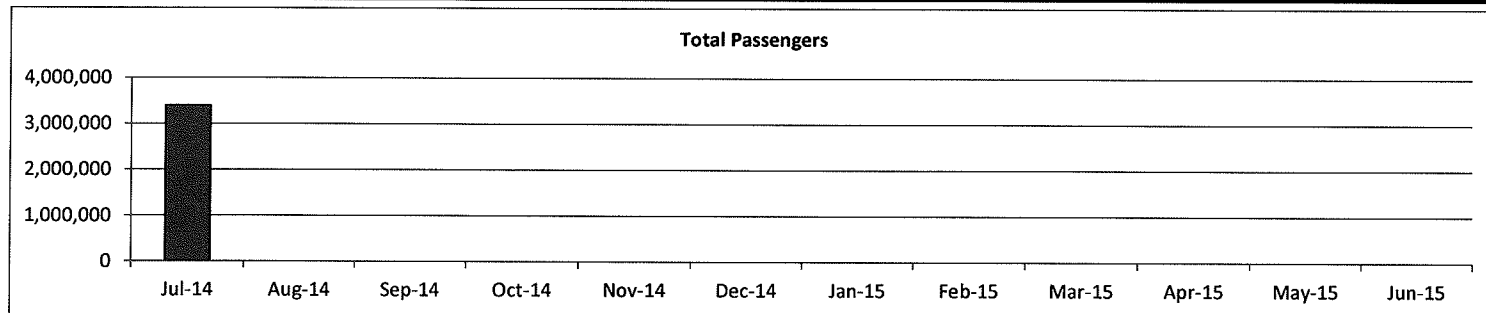
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	2,168,678	2,330,313											4,498,991
Total Ramp Boardings	12,105	11,822											23,927
Percentage of Ramp Boardings	0.56%	0.51%											0.53%
Total Ramp Unserved Passengers	31	32											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





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Quarterly

MTS Accessible Services Advisory Committee (ASAC) 2015 Meeting Schedule

**All meetings will be held at MTS in the Board Room, 10th
Floor, 1255 Imperial Ave., San Diego, CA at 1:30 p.m.**

Meeting Date

March 5, 2015

June 11, 2015

September 10, 2015

December 10, 2015

Mailout Date

February 26, 2015

June 4, 2015

September 3, 2015

December 3, 2015

