

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE  
MEETING MINUTES

Thursday, December 1, 2016

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

Chairwoman 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 September 15<sup>th</sup>, 2016 Meeting Minutes

Chairwoman Bragg entertained a motion to approve the September 15<sup>th</sup>, 2016 meeting minutes. Mr. Tom Doogan moved to approve the minutes. Mr. Bill Lewis seconded the motion, and the vote was 12 to 0 in favor with Willis, Prem, Marshall and Gottwig absent.

3. Public Comment

*Mr. Patrick McIntosh* – Mr. McIntosh commented on the change of the MTS ADA Certification provider letter that was mailed out to all Access clients. He noted that riders should have been given a 60 day notification on the change and not 30. Mr. McIntosh also noted that he is not able to verify when his compass card is going to expire or if it's registered unless he is loading a fare on it and would like someone to walk him through the process of how to do it.

Chairwoman Bragg asked Mr. McIntosh to speak to Mr. Scott Transue and Mr. Jay Washburn after the meeting in regards to his comments.

*Ms. Lynn Parrish* – Ms. Parrish noted that she wanted to wait until after the MTM presentation to make her comments regarding the new certification process.

4. Airport Connection Project (Bruce Schmith)

Mr. Bruce Schmith, Principal Engineer at SANDAG gave a presentation on the Airport Connection Project at Palm Street between the Airport Ring Road and the Midtown Trolley Station. Mr. Schmith explained where improvements would take place along Palm Street towards Pacific Highway. He also noted the improvements made by the airport neat the shuttle stop. He explained that improvements would be focused on making the area ADA accessible. Mr. Schmith explained that the final design has been completed and SANDAG is waiting on the permit to begin construction. He said the construction is projected to start in March, 2017 and the project should take around six (6) months to complete.

Mr. Jorge Rivas asked what improvements would be made when a passenger gets off the trolley and crosses the railroad tracks. Mr. Schmith explained that there would be detectable warning pavers added to the ramps as well as detectable warning pavers added at the tracks right before a passenger crosses. Mr. Rivas noted when someone crosses Pacific Highway towards the airport, there is a small side street where cars make a right turn and asked what would happen there. Mr. Schmith explained that that is no longer there and cars are no longer able to make that turn.

Chairwoman Bragg encouraged members to provide comments on the project. Ms. Bragg asked how long of a walk it is when a passenger gets off the trolley and walks towards Pacific Highway. She also asked if there would be any benches placed along the way and what kind of audible signals there were.

Mr. Schmith noted that he would have to get back to the committee in regards to the audible signals. In regards to the grade, he explained that it met ADA standards.

Ms. Bragg asked about the improvements made to the walk signal countdown time. Ms. Bragg asked Mr. Rivas to provide feedback from when he was last at the intersection. Mr. Rivas explained that the time for the walk signal should be at least doubled. Ms. Schmith noted he will research the change for the exact time and would get back to the committee.

Mr. Schmith noted that there was no plan in the project to add benches along Palm Street. Mr. Rivas noted that benches would be very beneficial for the disabled and senior communities. Ms. Schmith noted he will have to speak to the City about adding a bench if at all possible. Chairwoman Bragg noted that benches are very important for those communities and asked Mr. Schmith to look into adding benches.

Mr. Tom Doogan asked if there would be any way finding signage to which Mr. Schmith responded yes. Mr. Doogan suggested there be clear signage for passengers to use the ramp, if needed.

Mr. Rivas suggested there be different color or texture to guide passengers who are unable to walk/wheel up the hill to the ramp. Mr. Schmith responded by saying he would speak to the engineers about that.

5. New MTS ADA Certification Provider (MTS/MTM)

Mr. Jay Washburn and Mr. Scott Transue provided a presentation on the new ADA Certification Provider Vendor. Mr. Washburn provided background on the decision to go out to bid for a new certification provider. He noted that MTS had seen double digit increase in ridership over the last three (3) years. Mr. Washburn noted that a study was completed on the entire MTS Access system to identify the cause for this ridership increase. He explained some of the findings from the study and identified the improvements that would be made to the system. Mr. Washburn went through a list of common questions that have been asked which were also provided in a letter that was mailed out to all active MTS Access clients.

Mr. Scott Transue provided the committee with background on MTM (Medical Transportation Management, Inc) and their paratransit programs. He explained the goals for the new ADA Certification process.

Ms. Lynn Parrish commented on the new process and expressed concern about the lack of input from the community or notification about the changes. She asked if the new process is removing those trained to help out individuals get certified for MTS Access. Mr. Washburn noted that over 8,000 letters were mailed out to active MTS Access clients as well as social service agencies notifying them of the changes.

Mr. Patrick McIntosh expressed concern over the lack of input gathered from the community and committee.

Chairwoman Bragg commented on the new process and explained that when the new process came to the MTS Board, it was stressed that MTS wanted the most robust outreach for the community. Ms. Bragg asked Mr. Transue to elaborate more on the in-person assessment process. Mr. Transue explained the evaluation teams' background and qualifications. He also gave background on the process as well as the forms and techniques used by the evaluation team. Mr. Transue introduced Chris Hunter from MTM to give more detail on the training process each evaluator goes through before starting. Mr. Washburn noted that the determinations would be made by MTM and then double checked by MTS within a 48 hour period.

Ms. Kim Rucker asked how clients with dual diagnosis would be handled. Mr. Washburn further explained that having an in-person assessment gives the evaluators ability to see exactly what is going on with an individual rather than basing a decision on an application form. Ms. Bragg noted that some individuals had been denied eligibility through the old process when they should have been in fact eligible. She explained this new process would make sure individuals on the service do truly qualify for it.

Ms. Rebbie Radtke asked for more elaboration on the travel training portion of the new process. Mr. Washburn explained that MTS is still finalizing the process.

Mr. Jorge Rivas asked for more clarification on the functionality aspect of the process. Mr. Hunter explained that during the training process, trainers look at a wide variety of standardized ways. Mr. Washburn asked if Mr. Rivas would like to go through an early recertification so that he could provide feedback on the process. Mr. Rivas responded by saying yes. Mr. Rivas asked if a school psychologist would be allowed to sign off on the health care professional verification form. Mr. Washburn responded by saying yes.

Ms. Amy Kalivas commented on the lack of notice provided to ASAC. Ms. Kalivas noted that having a travel training program in place is great for the community. Ms. Kalivas commented on the business hours for the eligibility center and suggested they be extended or be available on a Saturday. She also asked if each applicant's residence would be looked at and considered during the determination. Mr. Washburn responded by saying residence would not be individually looked at.

Ms. Rebbie Radtke asked if orientation and mobility specialist would be added to the list of approved health care professionals. Mr. Washburn responded by saying he would speak with Ms. Radtke after the meeting.

Ms. Kim Rucker asked if there could be a different form for those individuals whose condition would not change. Mr. Washburn responded by saying that each client has to be treated equally so a different form would not be created.

6. Member Comment

There were no member comments.

7. ADA Paratransit Reports – Informational Item

MTS Access - Mr. John Lewis presented the MTS Access reports for August 2016, September 2016 and October 2016 (see Attachment B).

ADARide – Ms. Vassilena Lerinska presented the ADARide certification reports for August 2016, September 2016 and October 2016 (see Attachment C).

Ms. Lerinska noted that in mid-September, the certification procedure was changed which is why the report differs from previous months.

8. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for August 2016, September 2016 and October 2016 (see Attachment D).

MTS Contract Services (Transdev) – Mr. Bill Lewis presented the MTS Contract Services Ramp Deployment Report for August 2016, September 2016 and October 2016 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for August 2016 (see Attachment F).

Mr. Doogan noted that there are issues with the reports so MTS only has data available for August.

9. Discussion of Proposed ASAC Time Change

Chairwoman Bragg asked the committee if they wanted to propose a new time change from 1:30 pm to 1:00 pm for all future meetings. Chairwoman Bragg entertained a motion to change the ASAC meeting schedule from 1:30 pm to 1:00 pm. Motion carried with 12 to 0 in favor with Willis, Prem, Marshall and Gottwig absent.

10. Adoption of 2017 ASAC Meeting Schedule

Chairwoman Bragg entertained a motion to adopt the 2017 ASAC meeting schedule. Ms. Amy Kalivas moved to approve the minutes. Ms. Kim Rucker seconded the motion, and the vote was 12 to 0 in favor with Willis, Prem, Marshall and Gottwig absent.

Mr. Jay Washburn noted that MTS is still looking for a third member for the appeals board and that forms are available for those interested.

11. Adjourn

Chairwoman Bragg adjourned the meeting at 3:26pm.

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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.

VLERINSKA

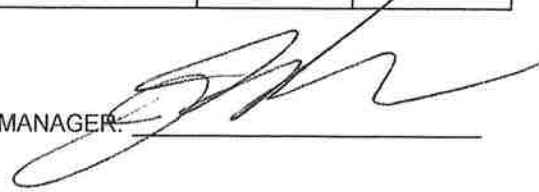
SAN DIEGO METROPOLITAN TRANSIT SYSTEM  
ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEETING  
ROLL CALL

MEETING OF (DATE): 12.1.2016

CALL TO ORDER (TIME): 1:30 PM

ADJOURN (TIME): 3:26 PM

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Bragg <input checked="" type="checkbox"/>	ASAC Chairwoman	1:30 PM	3:26 PM
Ruben Ceballos <input type="checkbox"/> Amy Kalivas <input checked="" type="checkbox"/>	Access to Independence	1:30 PM	3:26 PM
Arun Prem <input type="checkbox"/> Jonathan Albarran <input type="checkbox"/>	FACT (CTSA)		
Debbie Marshall <input type="checkbox"/>	State Council on Developmental Disabilities		
Bill Lewis <input checked="" type="checkbox"/> Rene Alvarez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:30 PM	3:26 PM
Scott Transue <input checked="" type="checkbox"/>	MTM, Inc	1:30 PM	3:26 PM
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center	1:30 PM	3:26 PM
Monica Aguirre <input type="checkbox"/> Rebbie Radtke <input checked="" type="checkbox"/>	San Diego Center for the Blind	1:34 PM	3:26 PM
John Lewis <input checked="" type="checkbox"/> Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:30 PM	3:26 PM
Audrey Porcella <input type="checkbox"/> Brian Lane <input checked="" type="checkbox"/>	SANDAG	1:34 PM	3:26 PM
Floyd Willis <input type="checkbox"/>	County of San Diego AIS		
Annie Gottwig <input type="checkbox"/> Barbara Valentine <input type="checkbox"/>	Caltrans		
Kim Rucker <input checked="" type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer	1:30 PM	3:26 PM
Jorge Rivas <input checked="" type="checkbox"/> Lynn Parrish <input type="checkbox"/>	Fixed Route Consumer	1:30 PM	3:26 PM
Tom Doogan <input checked="" type="checkbox"/>	MTS Trolley	1:30 PM	3:26 PM
Belinda Fragger <input checked="" type="checkbox"/> Christy Gonzalez <input type="checkbox"/>	MTS Bus	1:30 PM	3:26 PM
Open <input type="checkbox"/>	Hearing Impaired		
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:30 PM	3:26 PM
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:30 PM	3:26 PM
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:30 PM	3:26 PM

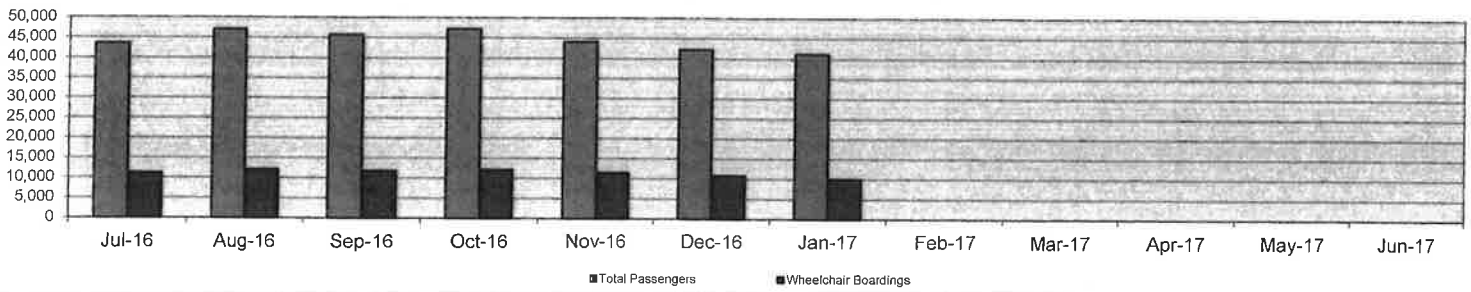
CLERK OF THE ASAC: Vassilena Gennoski PARATRANSIT AND MINIBUS MANAGER: 



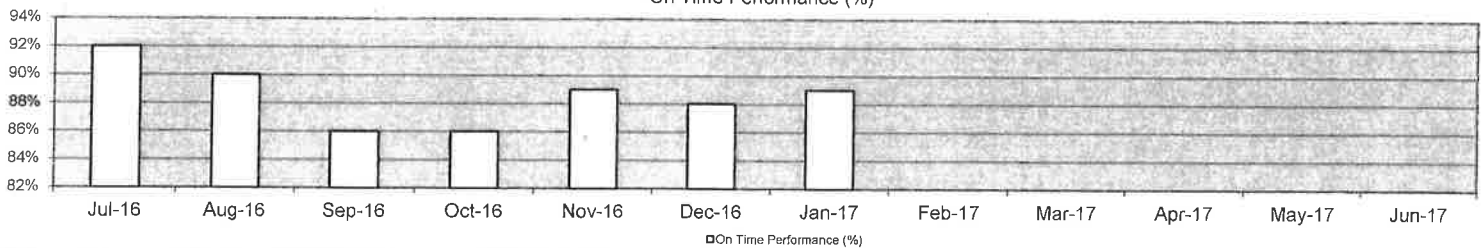
## MTS Access ASAC Report FY 17

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	43,531	47,074	45,747	47,196	44,106	42,259	41,245						311,158
Wheelchair Boardings	11,272	12,123	11,847	12,155	11,494	10,905	10,111						79,907
On Time Performance (%)	92%	90%	86%	86%	89%	88%	89%						89%
Valid Complaints	25	26	40	47	33	24	23						218
Invalid Complaints	22	28	29	29	24	36	24						192
Compliments	3	6	7	8	5	3	7						39
Calls Received	33,189	34,937	35,627	37,063	34,325	34,008	32,878						242,027
% Abandoned Calls	4.03%	3.72%	5.09%	8.08%	5.80%	4.57%	3.72%						5.00%
Average Call Time	0:02:29	0:02:21	0:02:23	0:02:23	0:02:41	0:02:28	0:02:23						0:02:27
Average Hold Time	0:00:44	0:00:40	0:00:56	0:01:27	0:00:53	0:00:46	0:00:36						0:00:52

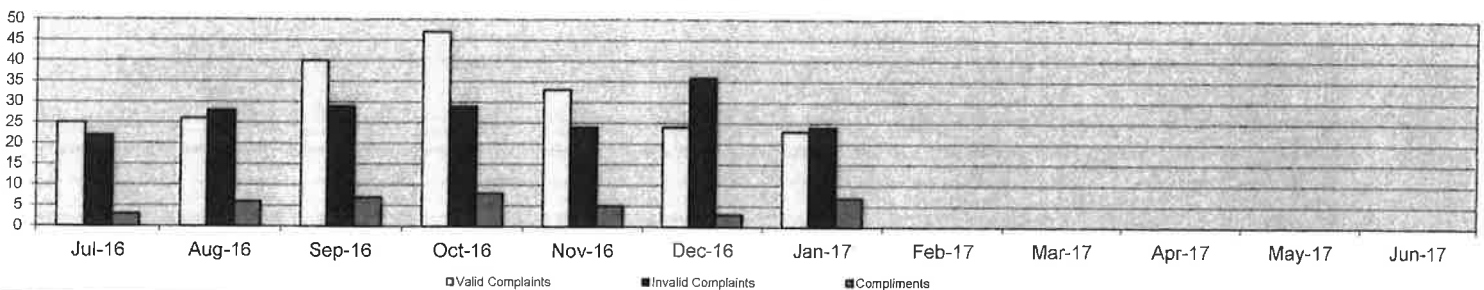
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments





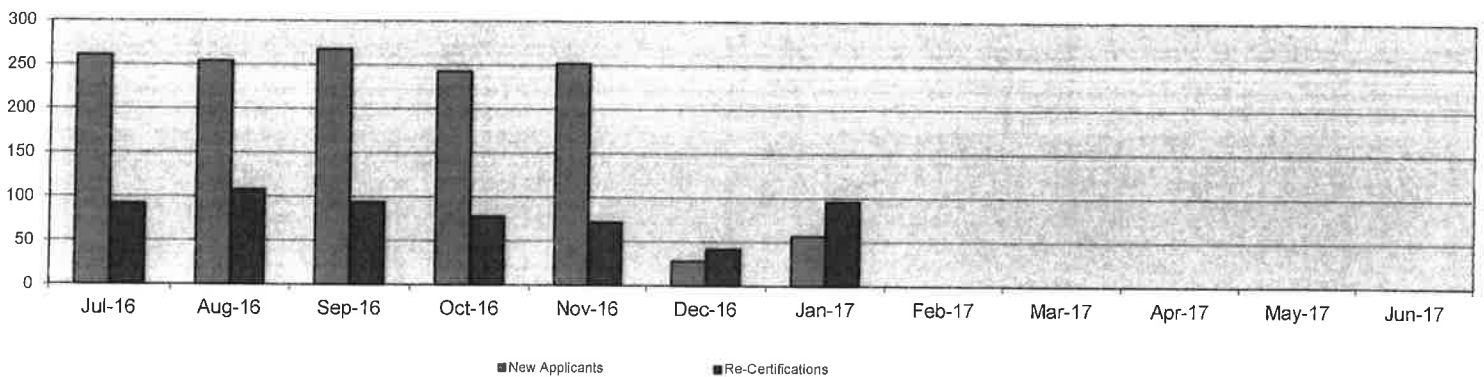
## ADARide/MTM Certification Summary Report FY 17

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
New Applicants	261	254	268	243	252	28	57						1,363
Re-Certifications	92	108	94	78	72	42	96						582
<b>Total</b>	<b>353</b>	<b>362</b>	<b>362</b>	<b>321</b>	<b>324</b>	<b>70</b>	<b>153</b>						<b>1,945</b>

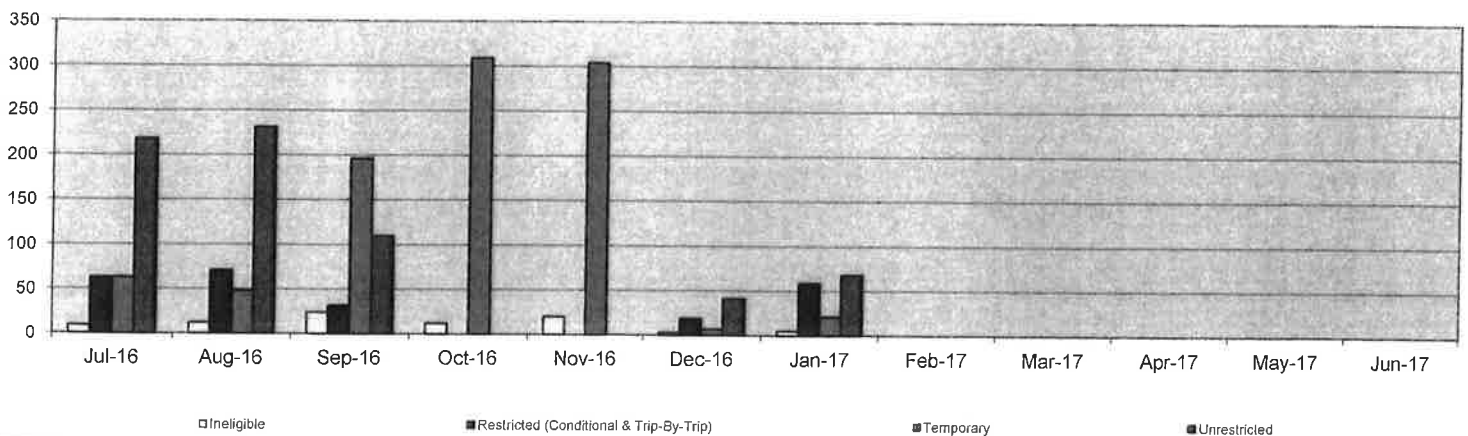
  

Ineligible	9	12	24	12	20	3	5						85
Restricted (Conditional & Trip-By-Trip)	63	71	32	-	-	19	59						244
Temporary	63	48	196	309	304	7	21						948
Unrestricted	218	231	110	-	-	41	68						668
<b>Total</b>	<b>353</b>	<b>362</b>	<b>362</b>	<b>321</b>	<b>324</b>	<b>70</b>	<b>153</b>						<b>1,945</b>

### New Applicants and Re-Certifications



### Eligibility

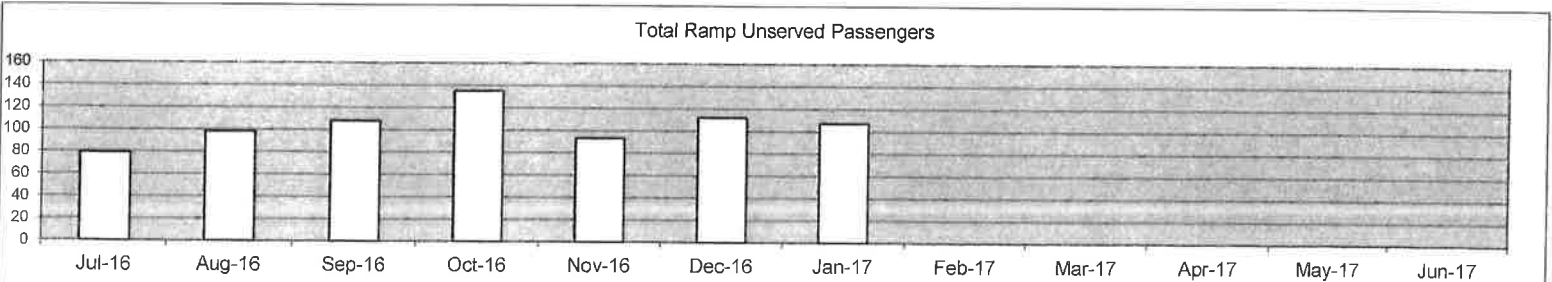
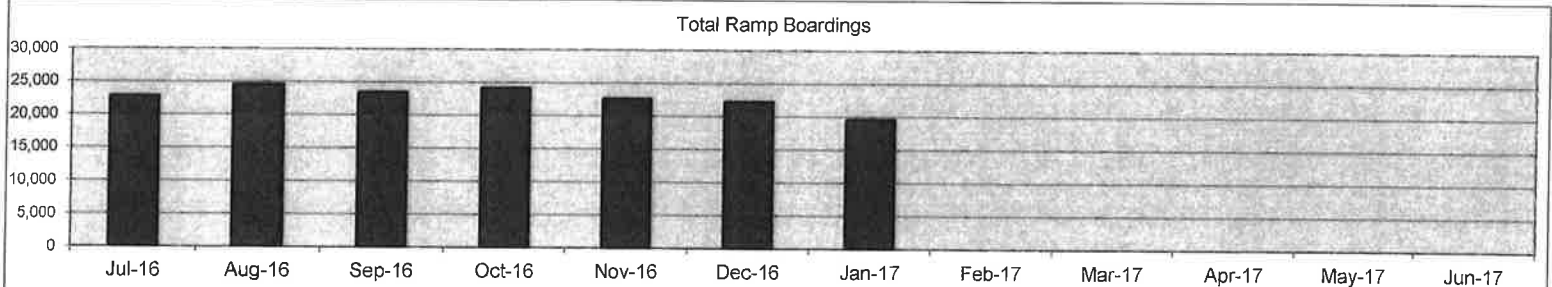
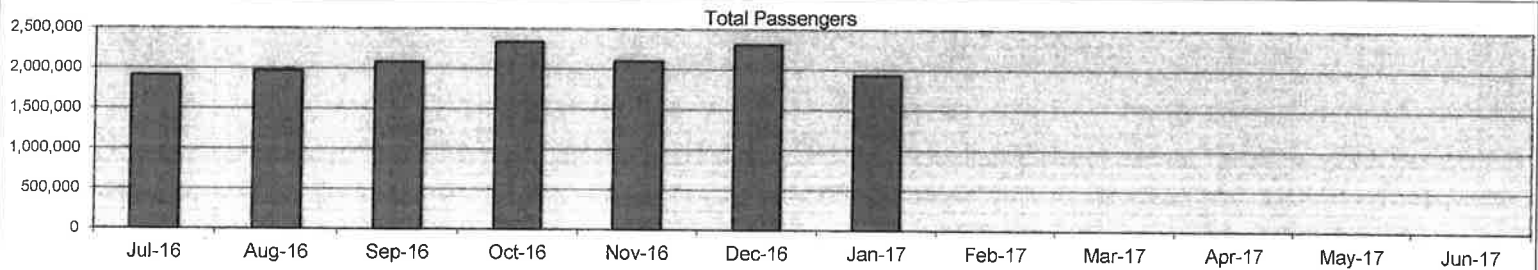






## MTS Bus Ramp Deployment Report FY 17

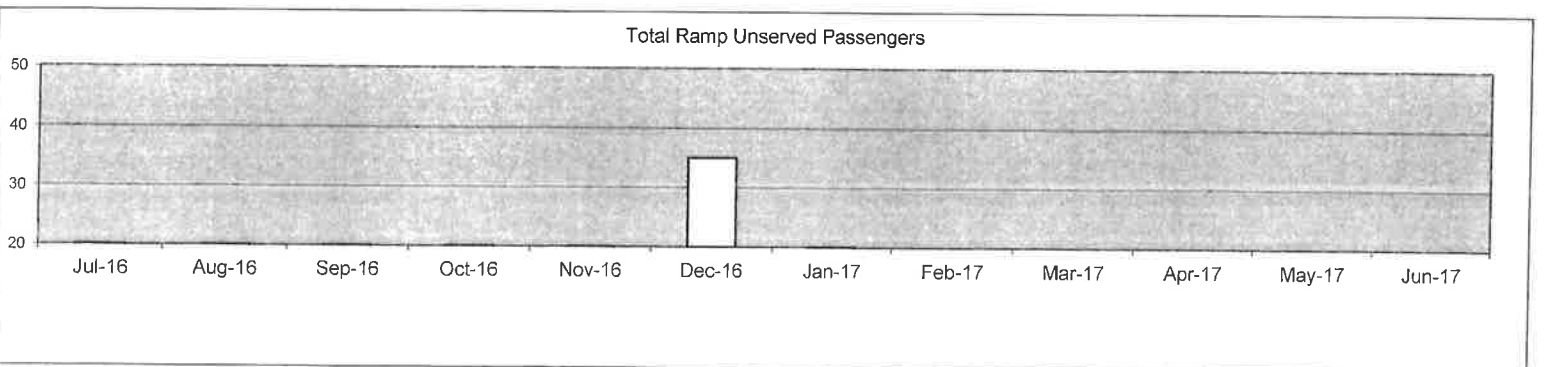
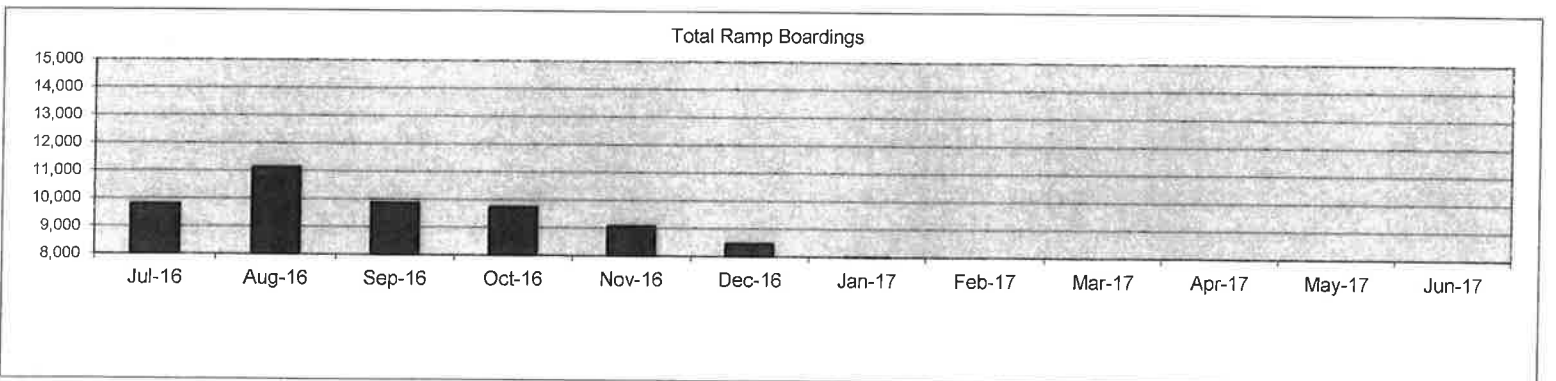
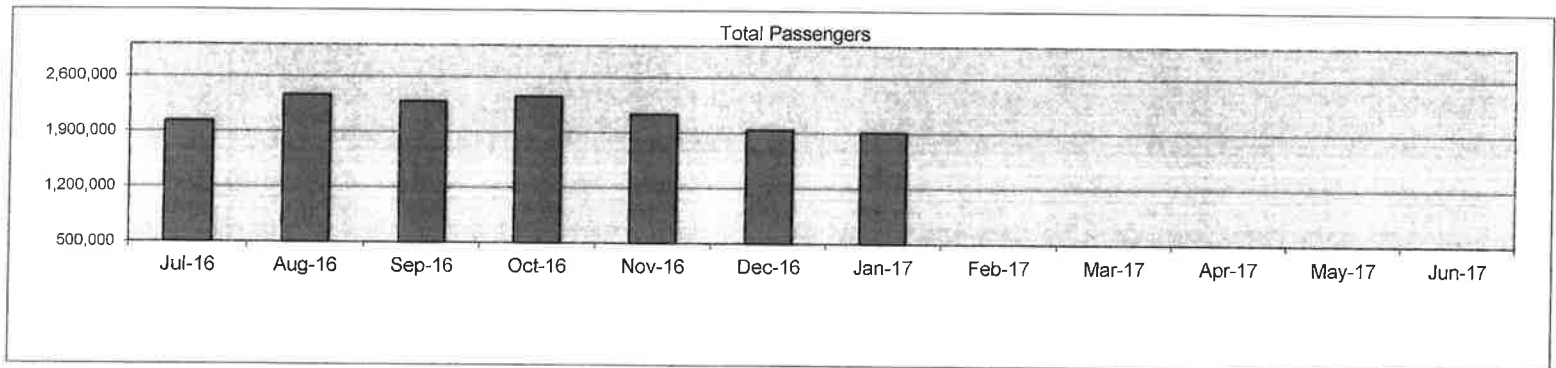
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	1,910,403	1,973,469	2,082,948	2,336,411	2,101,119	2,313,177	1,936,990						14,654,517
Total Ramp Boardings	22,830	24,629	23,557	24,242	22,709	22,295	19,667						159,929
Percentage of Ramp Boardings	1.20%	1.25%	1.13%	1.04%	1.08%	0.96%	1.02%						1.10%
Total Ramp Unserved Passengers	79	98	108	135	93	112	107						732
Percentage of Ramp Unserved Passengers	0.35%	0.40%	0.46%	0.56%	0.41%	0.50%	0.54%						0.46%
Pass-Up Ramp Inoperable	8	7	3	5	12	16	17						68
Pass-Up WC Space Full	63	77	78	101	67	79	67						532
Pass-Up Bus Full	8	14	27	29	14	17	23						132





## MTS Contract Services Ramp Deployment Report FY 17

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	2,030,641	2,362,727	2,287,834	2,351,501	2,134,029	1,939,609	1,911,008						15,017,349
Total Ramp Boardings	9,807	11,137	9,870	9,741	9,076	8,465	7,982						66,078
Percentage of Ramp Boardings	0.48%	0.47%	0.43%	0.41%	0.43%	0.44%	0.42%						0.44%
Total Ramp Unserved Passengers	11	11	9	14	15	35	19						114
Percentage of Ramp Unserved Passengers	0.11%	0.10%	0.09%	0.14%	0.17%	0.41%	0.24%						0.18%
Pass-Up Ramp Inoperable	-	3	4	6	1	6	6						26
Pass-Up WC Space Full	3	-	2	6	8	19	12						50
Pass-Up Bus Full	8	8	3	2	6	10	1						38

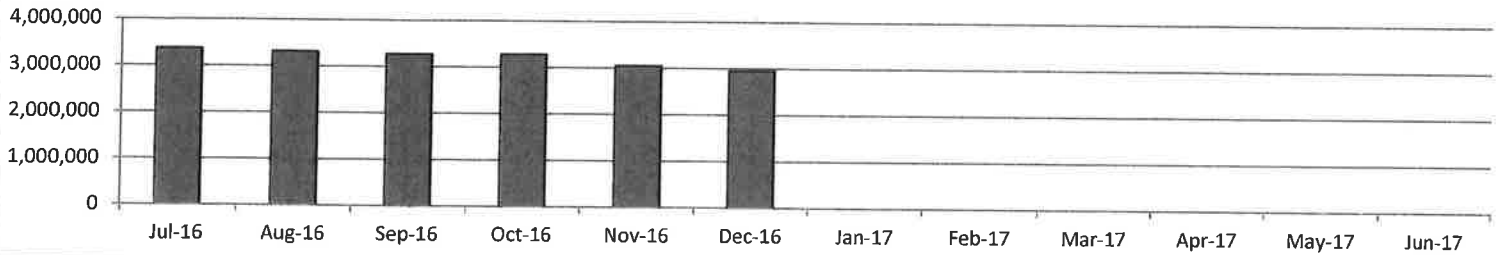




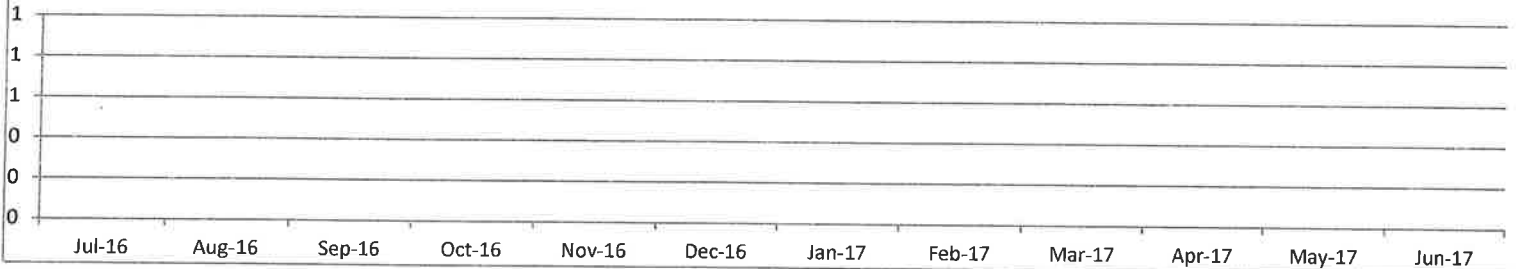
## San Diego Trolley Lift Deployment Report FY 17

Total - All Lines	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	3,372,175	3,320,498	3,276,079	3,285,178	3,054,972	2,951,585							19,260,487
Lift Uses	-	-	-	-									0
Lift Failures	-	-	-	-									0
Delays - S/D Only	-	-	-	-									0
Pass - Ups (Capacity)	-	-	-	-									0
Delays - S/D + Others	-	-	-	-									0

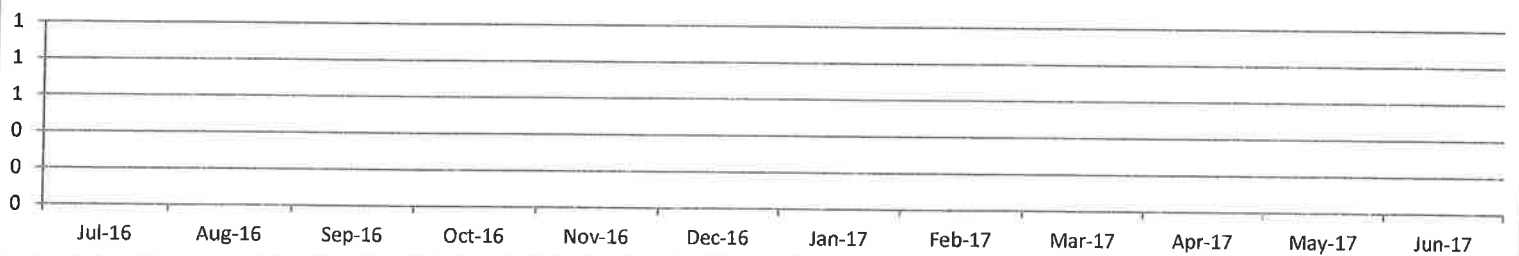
Total Passengers



Lift Uses



Lift Failures



Delays and Pass Ups

