

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING MINUTES

Thursday, December 14, 2017

1:00 p.m. – 2:30 p.m.

James R. Mills Building
Board Meeting Room, 10th Floor
1255 Imperial Avenue, San Diego CA 92101

[Clerk's note: Except where noted, public, staff and board member comments are paraphrased].

1. Call to Order and Roll Call

Chairwoman Bragg called the meeting to order at 1:00 p.m. A roll call sheet listing the committee members in attendance is included (see Attachment A).

2. Approval of September 21st, 2017 Meeting Minutes

Chairwoman Bragg entertained a motion to approve the September 21st, 2017 meeting minutes. Mr. Tom Doogan moved to approve the minutes. Mr. Jorge Rivas seconded the motion, and the vote was 12 to 0 in favor with Ms. Kalivas, Mr. Prem and Ms. Gottwig absent

3. Public Comment

No Public Comment

4. Member Comment

5. 2018 ASAC Meeting Schedule

Chairwoman Bragg entertained a motion to approve the 2018 ASAC Meeting Schedule. Mr. Bill Lewis moved to approve the minutes. Ms. Debbie Marshall seconded the motion, and the vote was 12 to 0 in favor with Ms. Kalivas, Mr. Prem and Ms. Gottwig absent.

6. Transit Training Update (Callie Johnson)

Ms. Callie Johnson gave an update on the Transit Training Program. She went over the basics of the program for train the trainers. After each trainer goes through the program, he/she is able to hold their own class to train riders how to use public transportation. She noted the first Train the Trainer session will be held on January 18, 2018 and that she is working with MTS Marketing to hold the first Senior Ambassador Training.

Chairwoman Bragg asked Ms. Johnson what the outreach will be like on the very first meeting and who would be invited. Mr. Jay Washburn explained that the marketing department is focusing on the Senior Ambassador Training who will be retired MTS personnel. He noted that January 18, 2018 is the first train the trainer course which is 40 hours long.

7. Emergency Contract Policy (Jay Washburn)

Mr. Washburn explained that in conjunction with First Transit, MTS has developed a report within the dispatch software which can generate a list of active riders in the MTS

service area should there be an emergency situation such as a wild fire. He noted that MTs would be able to contact those individuals and get them help if needed.

Chairwoman Bragg asked if Mr. Washburn would be reaching out to each municipality. Mr. Washburn responded by saying that that would be left to each individual agency. He explained that MTS would not have the resources to provide that extra level of service. Chairwoman Bragg asked how someone would get on the list. Mr. Washburn explained that would be generated through the computer for any active rider.

8. ASAC Membership Guidelines Revision (Samantha Leslie)

Ms. Samantha Leslie noted that at the last ASAC meeting there was discussion on revising the membership guidelines. She went over the two changes made to the guidelines. Mr. Floyd Willis asked if this was a draft and also when it would go to the board for approval. Ms. Leslie responded by saying it was and that we could take it to the January board meeting. Mr. Willis made edit suggestions for sections M and N under voting members. He asked how in writing would be materialized and if email was acceptable. Mr. Leslie responded by saying email was fine. He suggested that there be a line added under section seven that reads members will be contacted if they miss three meetings. Ms. Leslie responded by saying that she will add language to the guidelines. He asked Ms. Leslie to elaborate on how a quorum was determined. Ms. Leslie explained that a quorum is 51% of members that are in attendance. Chairwoman Bragg asked Ms. Leslie is a quorum was determined by the amount of voting members. Ms. Leslie responded by saying that she would add additional language to clarify this. Ms. Willis asked for clarification on item nine. Ms. Leslie explained that any formation of a standing committee would need approval from the board of directors because it would have to follow the Brown Act. She explained that an Ad-Hoc Committee would not since it doesn't follow the Brown Act. Mr. Willis asked for separate language regarding standing committees and Ad-Hoc Committees.

Action Taken

Chairwoman Bragg entertained a motion to approve the ASAC Membership Guidelines Revision with the comments from today's meeting. Mr. Lewis asked for clarification asked Mr. Leslie how she would rewrite section eight. Mr. Leslie gave an example of language.

Mr. Willis moved to approve the minutes. Mr. Lewis seconded the motion, and the vote was 12 to 0 in favor with Ms. Kalivas, Mr. Prem and Ms. Gottwig absent.

9. ADA Paratransit Reports – Informational Item

MTS Access - Mr. DeRees Clarke presented the MTS Access reports for August 2017, September 2017 and October 2017 (see Attachment B).

MTM – Ms. Callie Johnston presented the MTM certification reports for August 2017, September 2017 and October 2017 (see Attachment C).

10. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for August 2017, September 2017 and October 2017 (see Attachment D).

MTS Contract Services (Transdev) – Mr. Bill Lewis presented the MTS Contract Services Ramp Deployment Report for August 2017, September 2017 and October 2017 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for August 2017 and September 2017 (see Attachment F).

Mr. Rivas asked what it means when a caller calls to make a reservation and the recording says 2 minutes and 42 seconds and position two. Mr. Clarke responded by saying that he needs to confirm, but that indicates a callers wait time and what number they are in the queue. Mr. Rivas asked for additional clarification on how the hold times are calculated. Mr. Rafael Villegas explained that the wait time given is an average on what has been happening throughout the date. Mr. Washburn explained that if a caller is fifth in the queue and the wait time is two minutes and forty five seconds, then that is how long it would be until a reservationist handles the call. The wait time is not multiplied by each person in the queue. Mr. Rivas asked if the system updates throughout the day. Mr. Villegas responded by saying yes, but that it is an average. Mr. Washburn explained that the monthly stats are based on actual data from each day.

11. Member Comment

Mr. Rivas asked why the fixed route buses are not able to announce all the stops. He also asked how the MDT's in the paratransit buses are making the operation more efficient. Mr. Clark responded by saying that the MDT's are used for real time information, such as when a client calls in and cancels a ride. He explained that dispatchers are able to automatically modify drivers manifests. He also explained that the tablets are used to make both the drivers and the clients more efficient. Mr. Rivas asked how the system creates trips once a reservation is made. Mr. Clark explained that the following days trips are created the night before after reservations closes. He noted that day of, updates are made due to no shows, cancels, detours, etc. Mr. Rivas asked about the info notification process and if it is updated in real time. Mr. Clark responded by saying in most cases, the information from the bus is in real time once a client receives notification that their bus is on the way. However, the system will not send a second notification if the bus gets delayed for some reason. Mr. Washburn explained that the system is constantly reorganizing the days schedule to make it most efficient. Mr. Rivas noted that the efficiency has improved a little but has not been significant. Mr. Washburn explained that MTS is always in the process of making changes to make the service better each day. Ms. Rucker asked what triggers info notification. Mr. Washburn explained it is GPS based and will notify a client 15 minutes before their bus is scheduled to arrive.

Chairwoman Bragg asked Ms. Fragger to give an overview on how the announcements work on the fixed route side and asked Mr. Washburn to provide an overview on the scheduling process for MTS Access for the next ASAC Meeting.

Mr. Willis asked how members would be added or removed from ASAC. Mr. Leslie responded by saying that currently, ASAC would propose to remove or add member which would then go to the MTS CEO or designee. Mr. Willis noted that he was under the impression the board would need to make the approval. Ms. Leslie explained that

she would look at the language follow up. Chairwoman Bragg asked any other request or suggestions to be submitted in writing.

12. Adjourn

Chairwoman Bragg adjourned the meeting at 1:18pm.

Attachments:

- A. Roll Call Sheet
- B. MTS ADA Paratransit Report
- C. MTM 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): 12.14.17

CALL TO ORDER (TIME): 1:00PM

ADJOURN (TIME): 1:58PM

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Bragg <input checked="" type="checkbox"/> <input type="checkbox"/>	ASAC Chairwoman	1:00 PM	1:58PM
Amy Kalivas <input type="checkbox"/> Ruben Ceballos <input type="checkbox"/>	Access to Independence		
Arun Prem <input type="checkbox"/> Jonathan Albarran <input type="checkbox"/>	FACT (CTSA)		
Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/>	State Council on Developmental Disabilities	1:00 PM	1:58PM
Bill Lewis <input checked="" type="checkbox"/> Rene Alvarez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:00 PM	1:58PM
Callie Johnson <input checked="" type="checkbox"/> Caroline Margulis <input type="checkbox"/>	MTM, Inc	1:00 PM	1:58PM
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center		
Monica Aguirre <input type="checkbox"/> Rebbie Radtke <input checked="" type="checkbox"/>	San Diego Center for the Blind	1:00 PM	1:58PM
DeRees Clark <input checked="" type="checkbox"/> Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00 PM	1:58PM
Audrey Porcella <input checked="" type="checkbox"/> Brian Lane <input type="checkbox"/>	SANDAG	1:03 PM	1:58PM
Floyd Willis <input checked="" type="checkbox"/> <input type="checkbox"/>	County of San Diego AIS	1:00 PM	1:58PM
Annie Gottwig <input type="checkbox"/> <input type="checkbox"/>	Caltrans		
Kim Rucker <input checked="" type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer	1:00 PM	1:58PM
Jorge Rivas <input checked="" type="checkbox"/> Lynn Parrish <input type="checkbox"/>	Fixed Route Consumer	1:00 PM	1:58PM
Tom Doogan <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Trolley	1:00 PM	1:58PM
Belinda Fragger <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Bus	1:03 PM	1:58PM
<input type="checkbox"/> <input type="checkbox"/>	Deaf Community Services		
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00 PM	1:58PM
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00 PM	1:58PM
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:00 PM	1:58PM

CLERK OF ASAC:

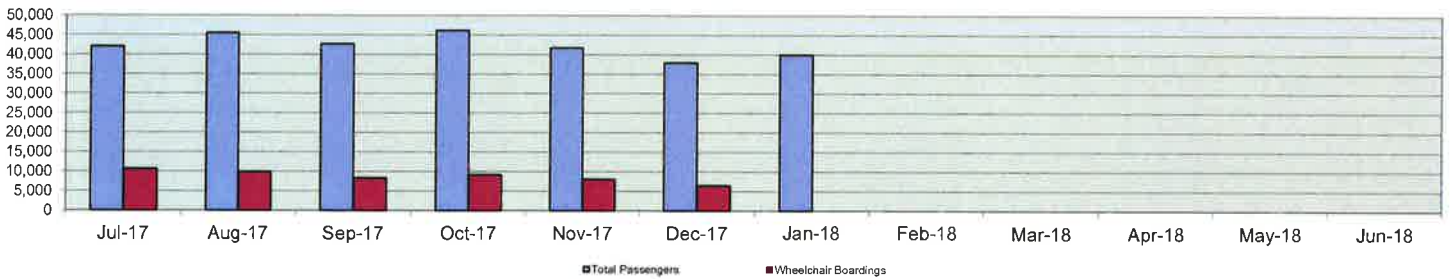
PARATRANSIT AND MINIBUS MANAGER:



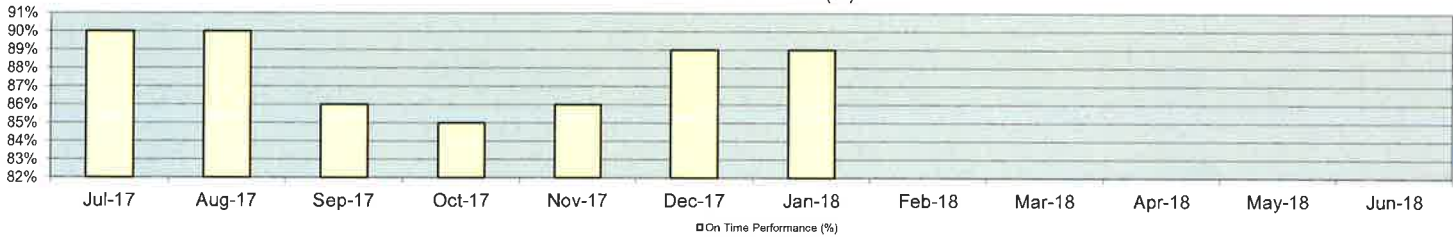
MTS Access ASAC Report FY 18

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	42,052	45,484	42,698	46,147	41,712	37,952	39,937						295,982
Wheelchair Boardings	10,654	9,941	8,356	9,161	8,073	6,513							52,698
On Time Performance (%)	90%	90%	86%	85%	86%	89%	89%						88%
Valid Complaints	50	48	45	64	55	37	27						326
Invalid Complaints	21	29	26	29	28	21	24						178
Compliments	17	10	3	3	16	9	5						63
Calls Received	34,474	34,709	36,296	37,678	33,356	29,647	30,605						236,765
% Abandoned Calls	5.60%	6.70%	10.00%	7.20%	7.08%	5.02%	2.06%						6.24%
Average Call Time	0:02:25	0:02:28	0:02:31	0:02:27	0:02:26	0:02:24	0:02:23						0:02:26
Average Hold Time	0:00:46	0:00:55	0:01:23	0:01:00	0:00:54	0:00:42	0:00:15						0:00:51

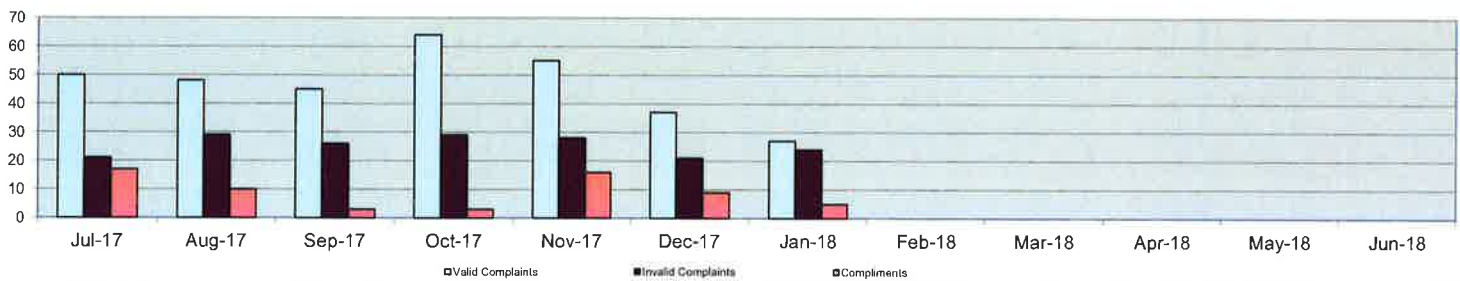
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



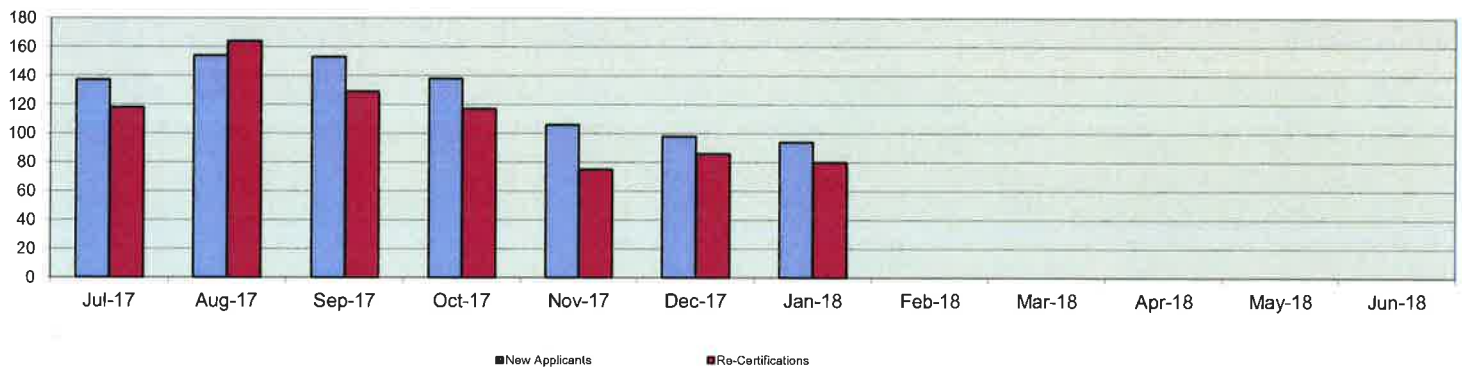


MTM Certification Summary Report FY 18

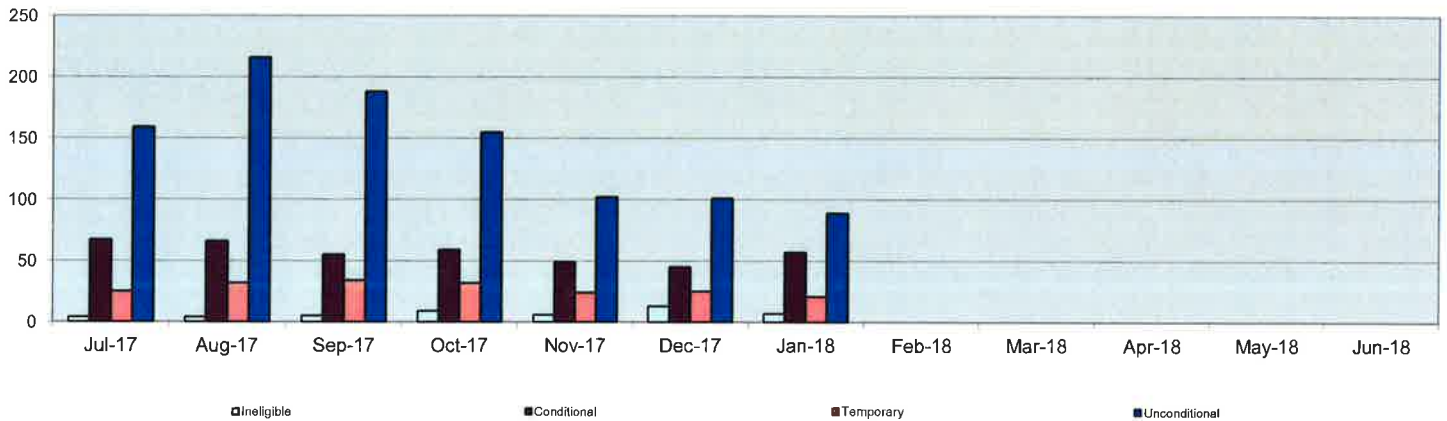
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
New Applicants	137	154	153	138	106	98	94						880
Re-Certifications	118	164	129	117	75	86	80						769
Total	255	318	282	255	181	184	174						1,649

Ineligible	4	4	5	9	6	13	7						48
Conditional	67	66	55	59	49	45	57						398
Temporary	25	32	34	32	24	25	21						193
Unconditional	159	216	188	155	102	101	89						1,010
Total	255	318	282	255	181	184	174						1,649

New Applicants and Re-Certifications



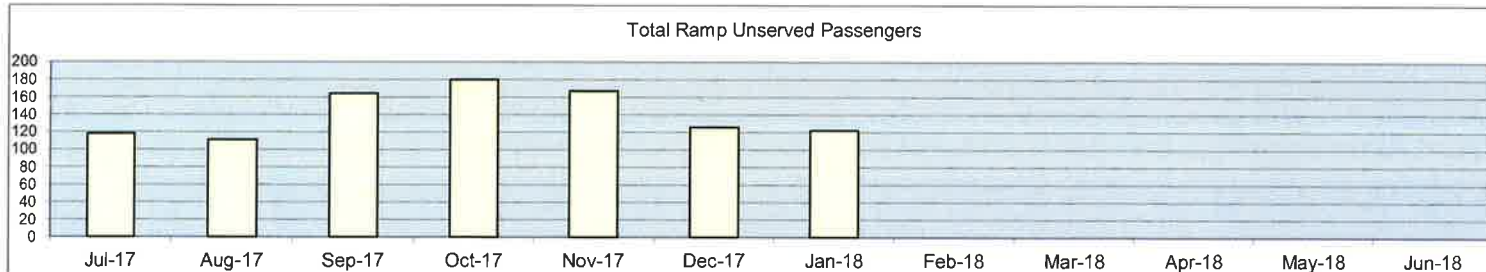
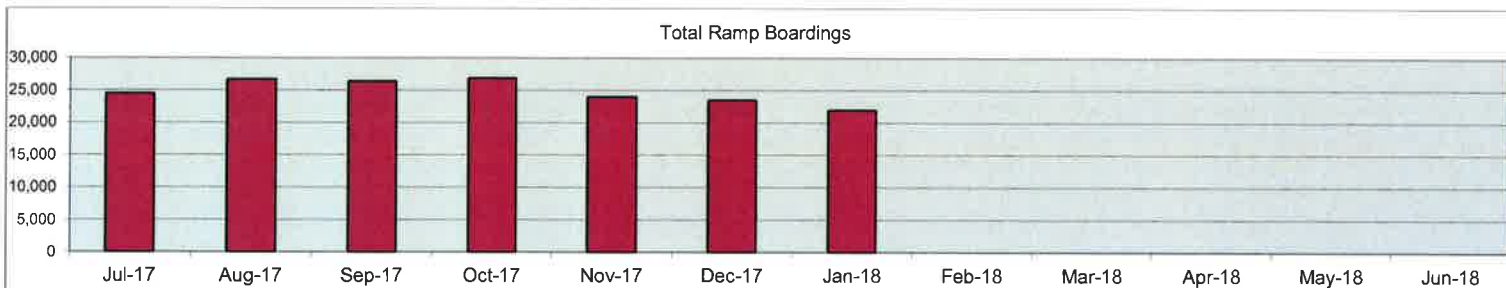
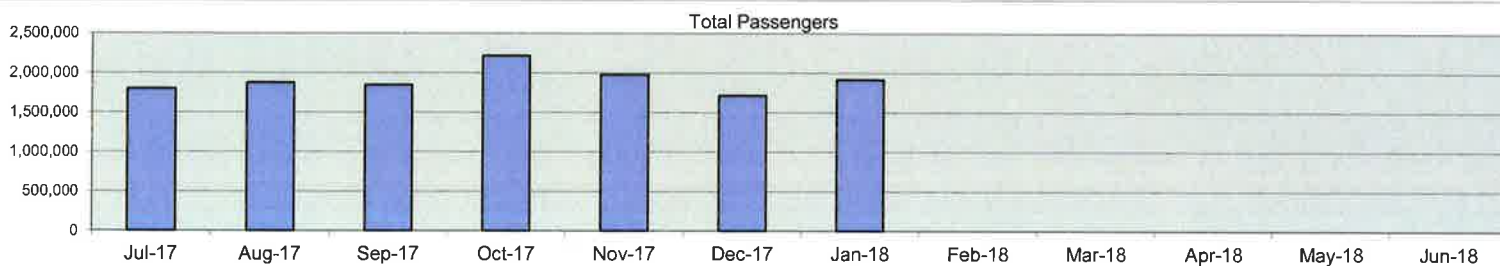
Eligibility





MTS Bus Ramp Deployment Report FY 18

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	1,797,737	1,873,907	1,848,380	2,216,315	1,975,369	1,713,614	1,917,561						13,342,883
Total Ramp Boardings	24,486	26,665	26,383	26,833	23,989	23,503	21,951						173,810
Percentage of Ramp Boardings	1.36%	1.42%	1.43%	1.21%	1.21%	1.37%	1.14%						1.31%
Total Ramp Unserved Passengers	118	111	164	180	167	126	122						988
Percentage of Ramp Unserved Passengers	0.48%	0.42%	0.62%	0.67%	0.70%	0.54%	0.56%						0.57%
Pass-Up Ramp Inoperable	19	21	19	24	17	12	13						125
Pass-Up WC Space Full	80	79	120	121	112	90	79						681
Pass-Up Bus Full	19	11	25	35	38	24	30						182

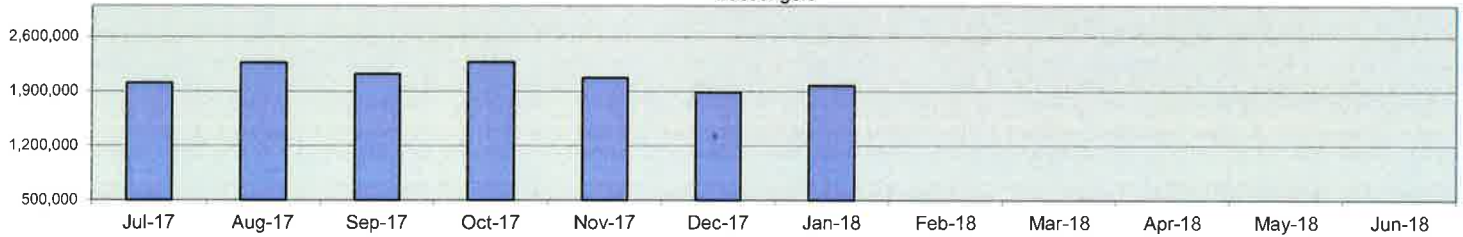




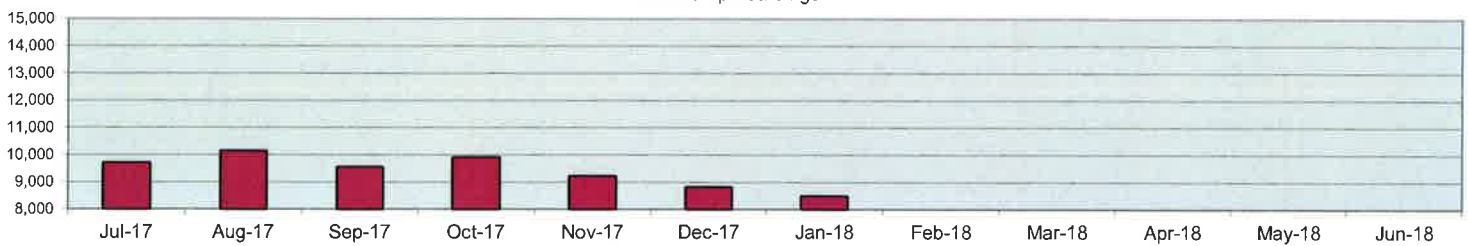
MTS Contract Services Ramp Deployment Report FY 18

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	2,007,428	2,267,859	2,123,558	2,275,360	2,073,341	1,886,251	1,975,992						14,609,789
Total Ramp Boardings	9,710	10,145	9,560	9,914	9,227	8,829	8,496						65,881
Percentage of Ramp Boardings	0.48%	0.45%	0.45%	0.44%	0.45%	0.47%	0.43%						0.45%
Total Ramp Unserved Passengers	24	46	54	36	24	25	32						241
Percentage of Ramp Unserved Passengers	0.25%	0.45%	0.56%	0.36%	0.26%	0.28%	0.38%						0.36%
Pass-Up Ramp Inoperable	8	7	3	9	4	4	6						41
Pass-Up WC Space Full	14	33	41	23	20	16	17						164
Pass-Up Bus Full	2	6	10	4	-	5	9						36

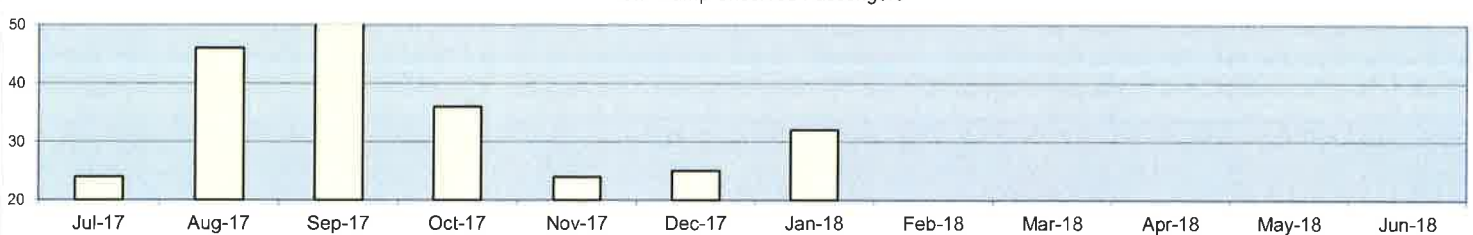
Total Passengers



Total Ramp Boardings



Total Ramp Unserved Passengers





San Diego Trolley Lift Deployment Report FY 18

Total - All Lines	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	3,466,734	3,197,543	3,124,450	3,232,618	2,954,158	2,946,384	2,888,389						21,810,276
Lift Uses	-	-	-	-	-	-	-	-	-	-	-	-	-
Lift Failures	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D Only	-	-	-	-	-	-	-	-	-	-	-	-	-
Pass - Ups (Capacity)	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D + Others	-	-	-	-	-	-	-	-	-	-	-	-	-

