

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE  
MEETING MINUTES  
Thursday, June 14, 2018  
1:00 p.m. – 2:30 p.m.

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

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

1. Roll Call

Chairwoman Bragg called the meeting to order at 1:01 p.m. A roll call sheet listing the committee members in attendance is included (see Attachment A).

2. Pledge of Allegiance

Members of the committee and members of the public were given the option to participate in the Pledge of Allegiance.

3. Approval of Minutes

Chairwoman Bragg entertained a motion to approve the March 8<sup>th</sup>, 2018 meeting minutes.

Mr. Tom Doogan moved to approve the minutes. Ms. Monica Aguirre seconded the motion, and the vote was 12 to 0 in favor with Mr. Albarran, Mr. Lewis, Mr. Willis, and Mr. Rivas absent.

4. Public Comment

*Pat McIntosh* – Mr. McIntosh said that no one seems to know what is going on with the construction at the Old Town Trolley Station. He also noted that there is lack of transit security at the trolley station and has seen a number of riders being harassed. He asked that at SDSU Trolley station, there shouldn't be manual passenger counters. He also asked that announcements be made on the trolley when it pulls into a station of which buses you can transfer to.

*Kristen Zimmerman/Stephanie Fields* – Ms. Zimmerman spoke on behalf of Ms. Stephanie Fields. Ms. Fields commented on the trips she took on MTS Access on 2/26/2018. She noted that the trip took 2 hours and by the time she arrived to the location, she had to return home. Ms. Zimmerman also noted that Ms. Fields was approved for only one year even though her condition wouldn't improve. Chairwoman Bragg asked Mr. Washburn to follow up with Ms. Fields.

Ms. Zimmerman commented on another MTS Access client's eligibility. She explained that the clients shouldn't have received conditional eligibility given the disability.

*Deb McKissick* – Ms. McKissick commented on the length of her mother's trips. She explained that she lives 2 miles away and takes an hour and a half to get home on

Access. Chairwoman Bragg asked Mr. Washburn to contact her to discuss her mother's trip.

5. Member Comment

Ms. Marshall noted she has also heard comments regarding length of time for MTS Access trips. She asked if we can look at data regarding trips times and see if there is a pattern.

Chairwoman Bragg asked Mr. Washburn to address Ms. Marshall's comment during item 8.

6. Fare Study Report (Sharon Cooney)

Ms. Sharon Cooney, MTS Chief of Staff, provided a report on the fare study being conducted between MTS, SANDAG, and NCTD. She noted the last time a fare study was done was in 2009. Ms. Cooney noted that MTS is currently in the process of procuring a new fare system. She explained the goals of the new fare system are to make it simpler, combine discounted fares into one and keep the process as simple as possible for the riders. She noted that the public will have a chance to provide input later on in the year and that any changes will have to be approved by the SANDAG, MTS and NCTD boards. Ms. Cooney went over some of the potential changes. Ms. Cooney then went over changes being contemplated for implementation after the new fare system is in place.

Ms. Ceballos asked if UCSD has already implemented passes for the trolley. Ms. Cooney explained that all students have access to the buses and trolleys based on their enrollment at the school.

Ms. Cooney noted she would return to ASAC for public outreach.

7. Transit Training Update (Callie Johnson)

Ms. Callie Johnson, MTM Project Manager, provided an update on the transit training program. She went over the 3 tiers of the program. Tier one is Transit Orientation, tier 2 is familiarization and tier 3 is one-to-one training. Ms. Johnson noted there have been 4 trainings conducted thus far. She then went over sample activities, discussions and what happens during training. Ms. Johnson noted that we are looking to conduct future trainings and asked the committee to take instructor application packets for anyone that would be interested.

Mr. Washburn noted that the key to this program being successful is partnerships with agencies and the community. He explained MTS does not have the resources to be able to hold and teach all of the classes. He explained that very few agencies have showed interest in holding or taking part in trainings.

Ms. Zimmerman asked if participants go through an entire day of training. Ms. Johnson responded by saying that trainers go through an entire day of training and can then tailor the training to their trainees.

Mr. McIntosh commented on a program that OCTA does regarding service animals. He said that riders are able to bring their service animals on the transit system so that they can familiarize them with the system. Mr. Washburn noted that MTS has a similar program.

8. MTS Access Taxi Pilot Program (Jay Washburn)

Mr. Washburn provided an overview on the taxi pilot program. He explained that letters regarding the program were sent to over 6,000 active clients. He explained the program is starting July 1<sup>st</sup>, 2018 in partnership with Yellow Cab and that only ambulatory clients would be sent taxis. He explained that all reservations will still go through First Transit. The scheduling software will then analyze the trips and determine which mode of transit will work best for that trip.

Chairwoman Bragg expressed her support for the program. She also noted there would be a survey provided for client experience. She asked Mr. Washburn about the cost for taxi. He responded by saying that single rider trips that are most inefficient would save the most money. He explained that we may be looking at a 40% saving per trip. Chairwoman Bragg asked what the cost to the rider would be. He responded by saying there would be no additional cost to clients. Clients would still pay the \$4.50 per trip. Ms. Fragger asked if this would be a shared ride service. Mr. Washburn responded by saying no. Chairwoman Bragg asked about the notification to a user. He responded by saying that Yellow Cab has a similar notification software to First Transit that would let clients know a taxi is on the way.

Mr. Ceballos asked if the program would become permanent after the pilot and if wheelchair users would be able to use the taxis. Mr. Washburn responded by saying that there are no accessible taxis in San Diego currently. He also said that it is too early to tell what will happen after the pilot program but that MTS will be analyzing the data on a monthly basis.

Chairwoman Bragg stressed that client feedback is necessary to make the program successful.

Chairwoman Bragg moved up item 10 next.

9. Appointment Based Scheduling (Jay Washburn)

Mr. Washburn provided an update on appointment based scheduling. He noted that around 10% of clients are using appointment based scheduling and that it is successful thus far.

Mr. Washburn also addressed Ms. Marshall and explained that MTS is aware of excessive on-board time and is working with First Transit to improve those times. Ms. Marshall said that she has had several clients who have made comments about long ride times. Mr. Washburn noted that clients are not able to stipulate a pick up and drop off time. He explained that if someone has an appointment, the client should book the trip based on appointment time to make sure they arrive on time. Ms. Marshall asked if a cheat sheet could be created for clients booking trips. Ms. Rucker that most people are not sure how the booking process works for appointment based scheduling. Ms. Porcella asked if clients are asked which way they would like to book their ride when they call

reservations. Mr. Washburn responded by saying yes and that MTS is closely monitoring the stats. Ms. Marshall asked if notifications are being sent to social service agencies and schools. Mr. Washburn responded by saying that large groups get mailed the letters. Mr. Ceballos noted that he has also received calls from clients about excessive ride times. He asked if subscriptions are set for 3 years. Mr. Washburn responded by saying that most certifications are set for 3 years but some clients have a shorter certification. Ms. McKissick asked if she sets an appointment drop off by 2:30pm for her mother, if that would mean she would be picked up by 2:00pm. Mr. Washburn responded by saying that she may be picked up earlier than 2:00 and that that depends on a comparable ride on fixed routes. Ms. McKissick asked for data in regards to subscriptions to the Neighborhood House. Ms. Leslie explained that Mr. Washburn would be able to provide a broad overview but if there was specific data requested, that may have to go through a public record act request (PRA). Ms. McKissick asked for information on how to file a PRA.

Mr. Malone asked if MTS would open more routes near the Sophie Center. Mr. Washburn responded by saying that MTS Access will go anywhere within  $\frac{3}{4}$  of a mile of a fixed route bus or trolley.

Ms. McKissick asked what the process is for a medical emergency on a bus. Mr. Washburn explained that the driver will contact dispatch who will contact 911. She asked if there is an AED on the bus. Mr. Washburn said no. Mr. Villegas noted that drivers are not CPR trained.

Ms. Fragger suggested ongoing training to reservations for appointment based scheduling. Mr. Washburn explained that First Transit is continuing training for reservation agents.

Ms. Zimmerman noted that she has been told that there is a yearlong wait list to get a subscription. She asked if appointment based scheduling would change that wait time. Mr. Washburn explained that subscriptions are different from appointment based scheduling. Ms. Zimmerman asked about translation services for those clients who speak a language other than English or Spanish who need to book a ride. Mr. Washburn responded by saying that there are translation services. Mr. Malone explained SDRC doesn't have issues with booking rides.

Ms. Zimmerman and Ms. McKissick asked why the drivers are not CPR trained. Mr. Washburn responded by saying that it is not a requirement but he would look into it.

Due to time constraints, Chairwoman Bragg tabled items 11 and 12 for the meeting on September 20, 2018.

10. Medi-Cal Notification (Jay Washburn)

Mr. Washburn provided an overview on the Medi-Cal transportation changes from July, 2017. He explained that Managed Care Programs (MCP) are now responsible for providing Medi-Cal clients with transportation to Medi-Cal eligible trips. He noted that many clients are not aware of this benefit. He explained that 40% of the MTS Access ridership is Medi-Cal eligible.

Ms. Marshall asked if providers have a plan on how to provide these services. Mr. Washburn explained that each provider has their own plan.

11. ADA Paratransit Reports – Informational Item

MTS Access – Moved to September ASAC Meeting.

MTM – Moved to September ASAC Meeting.

12. Fixed-Route Reports - Informational Item

MTS Bus – Moved to September ASAC Meeting.

MTS Contract Services (Transdev) –

San Diego Trolley, Inc. – Moved to September ASAC Meeting.

13. Adjourn

Chairwoman Bragg adjourned the meeting at 2:46pm.

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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.

/s/ Lorie Bragg

Chairperson

Filed by:

Approved as to form:

/s/ Vassilena Lerinska

Clerk of ASAC

/s/ Jay Washburn

Manager of Paratransit and Minibus

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

MEETING OF (DATE): 6.14.18

CALL TO ORDER (TIME): 1:01pm

ADJOURN (TIME): 2:46pm

COMMITTEE MEMBER	(Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Bragg	<input checked="" type="checkbox"/>	ASAC Chairwoman	1:01pm	2:46pm
Amy Kalivas	<input type="checkbox"/> Ruben Ceballos <input checked="" type="checkbox"/>	Access to Independence	1:01pm	2:46pm
Arun Prem	<input type="checkbox"/> Jonathan Albarran <input type="checkbox"/>	FACT (CTSA)		
Debbie Marshall	<input checked="" type="checkbox"/>	State Council on Developmental Disabilities	1:01pm	2:46pm
Bill Lewis	<input type="checkbox"/> Rene Alvarez <input type="checkbox"/>	Transdev - Contracted Bus Routes		
Callie Johnson	<input checked="" type="checkbox"/> Caroline Margulis <input type="checkbox"/>	MTM, Inc	1:01pm	2:46pm
Anthony Ferguson	<input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center	1:01pm	2:46pm
Monica Aguirre	<input checked="" type="checkbox"/> Rebbie Radtke <input type="checkbox"/>	San Diego Center for the Blind	1:01pm	2:34pm
DeRees Clark	<input type="checkbox"/> Rafael Villegas <input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)	1:01pm	2:46pm
Audrey Porcella	<input checked="" type="checkbox"/> Brian Lane <input type="checkbox"/>	SANDAG	1:01pm	2:46pm
Floyd Willis	<input type="checkbox"/>	County of San Diego AIS		
Annie Gottwig	<input checked="" type="checkbox"/>	Caltrans	1:01pm	2:46pm
Kim Rucker	<input checked="" type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer	1:01pm	2:46pm
Jorge Rivas	<input type="checkbox"/> Lynn Parrish <input type="checkbox"/>	Fixed Route Consumer		
Tom Doogan	<input checked="" type="checkbox"/>	MTS Trolley	1:01pm	2:46pm
Belinda Fragger	<input checked="" type="checkbox"/>	MTS Bus	1:01pm	2:46pm
Vacant	<input type="checkbox"/>	Deaf Community Services		
Betsy Knight	<input checked="" type="checkbox"/> Mary Benson <input type="checkbox"/>	Count of San Diego Behavioral Health Services	1:01pm	2:46pm
Vassy Lerinska	<input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:01pm	2:46pm
Jay Washburn	<input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:01pm	2:46pm
Samantha Leslie	<input checked="" type="checkbox"/> non-voting	MTS Legal	1:01pm	2:32pm

CLERK OF ASAC:

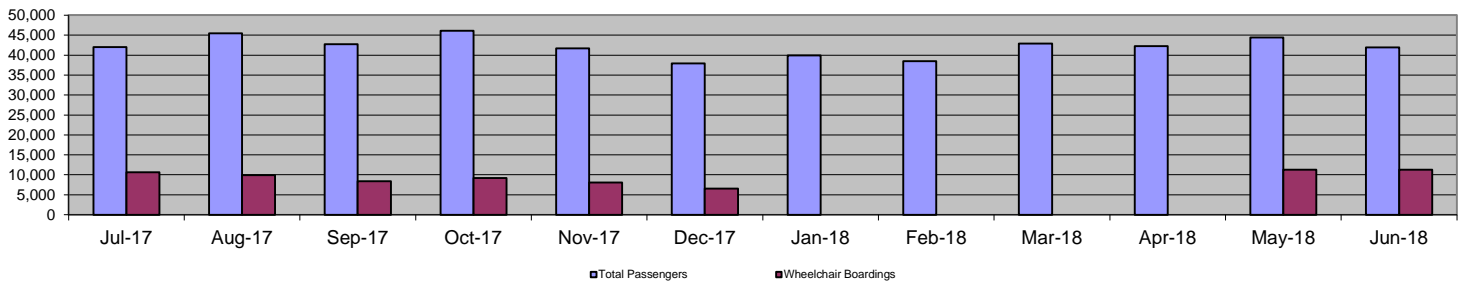
PARATRANSIT AND MINIBUS MANAGER:



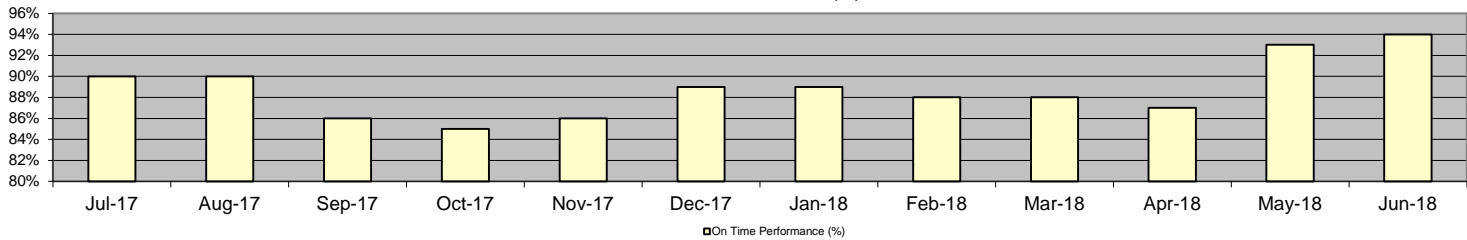
# MTS Access ASAC Report FY 18

	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	38,501	42,871	42,281	44,438	41,900	505,973
Wheelchair Boardings	10,654	9,941	8,356	9,161	8,073	6,513					11,309	11,314	75,321
On Time Performance (%)	90%	90%	86%	85%	86%	89%	89%	88%	88%	87%	93%	94%	89%
Valid Complaints	50	48	45	64	55	37	27	37	44	57	37	37	538
Invalid Complaints	21	29	26	29	28	21	24	30	21	24	48	46	347
Compliments	17	10	3	3	16	9	5	11	15	17	8	5	119
Calls Received	34,474	34,709	36,296	37,678	33,356	29,647	30,605	29,391	32,466	33,561	34,113	29,870	396,166
% Abandoned Calls	5.60%	6.70%	10.00%	7.20%	7.08%	5.02%	2.06%	3.20%	2.90%	4.30%	7.00%	4.00%	5.42%
Average Call Time	0:02:25	0:02:28	0:02:31	0:02:27	0:02:26	0:02:24	0:02:23	0:02:19	0:02:18	0:02:15	0:02:30	0:02:29	0:02:25
Average Hold Time	0:00:46	0:00:55	0:01:23	0:01:00	0:00:54	0:00:42	0:00:15	0:00:22	0:00:19	0:00:27	0:00:45	0:00:27	0:00:41

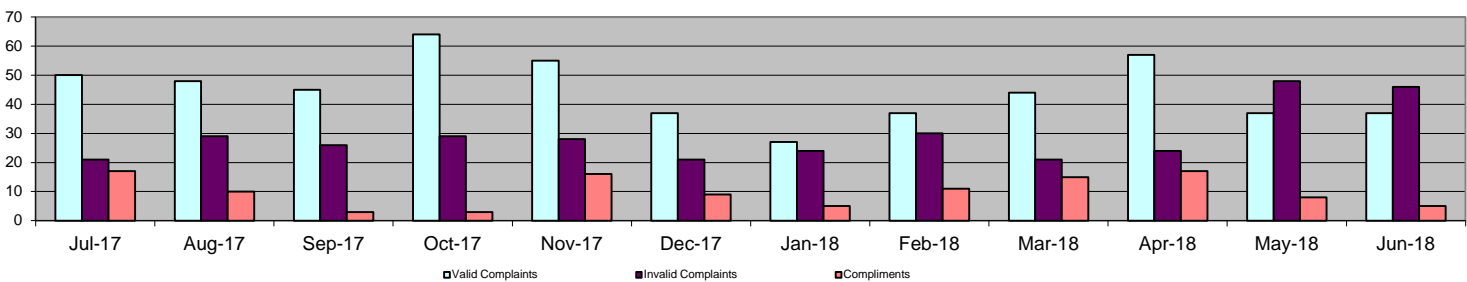
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

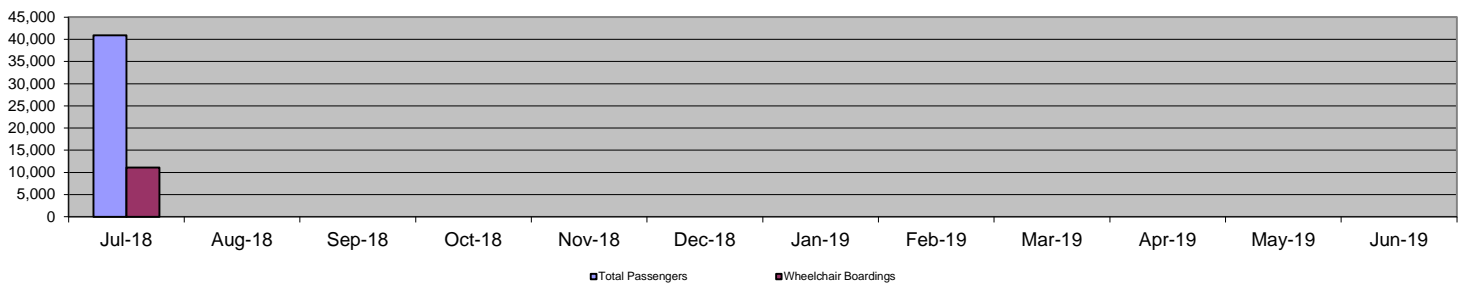




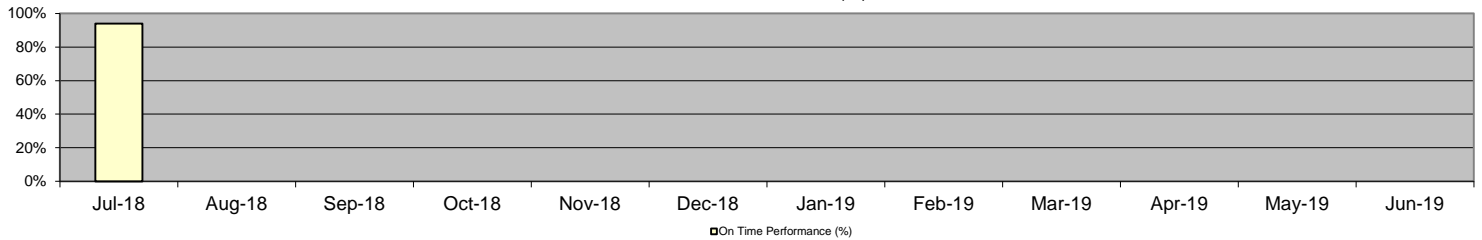
## MTS Access ASAC Report FY 19

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Total Passengers	40,933												40,933
Wheelchair Boardings	11,102												11,102
On Time Performance (%)	94%												94%
Valid Complaints	35												35
Invalid Complaints	46												46
Compliments	12												12
Calls Received	29,654												29,654
% Abandoned Calls	4.00%												4.00%
Average Call Time	0:02:30												0:02:30
Average Hold Time	0:00:27												0:00:27

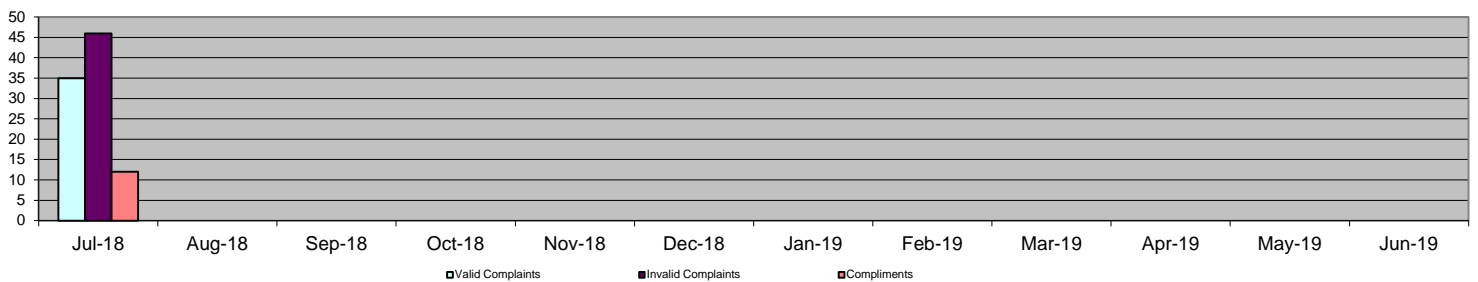
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments







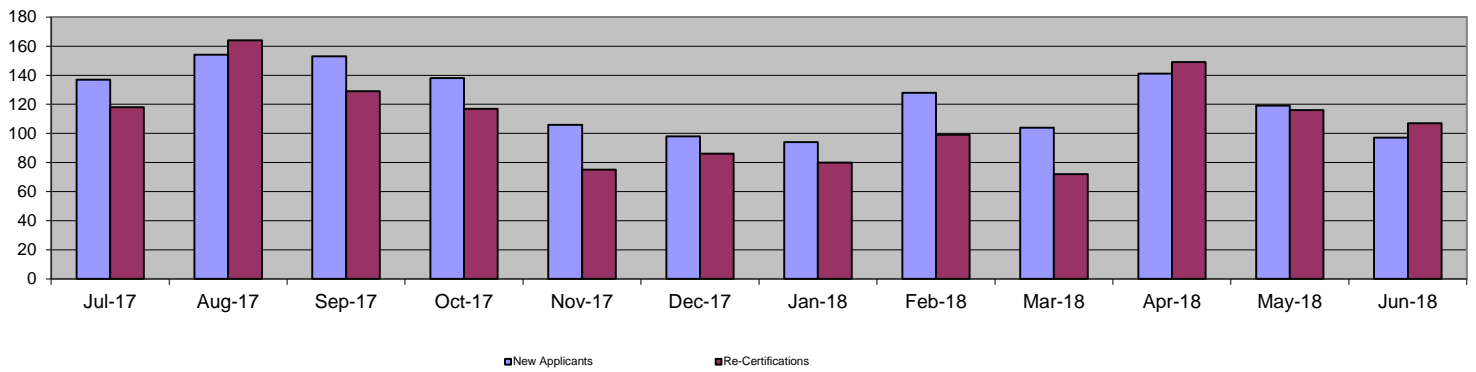
# MTM Certification Summary Report FY 18

	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	128	104	141	119	97	1,469
Re-Certifications	118	164	129	117	75	86	80	99	72	149	116	107	1,312
Total	255	318	282	255	181	184	174	227	176	290	235	204	2,781

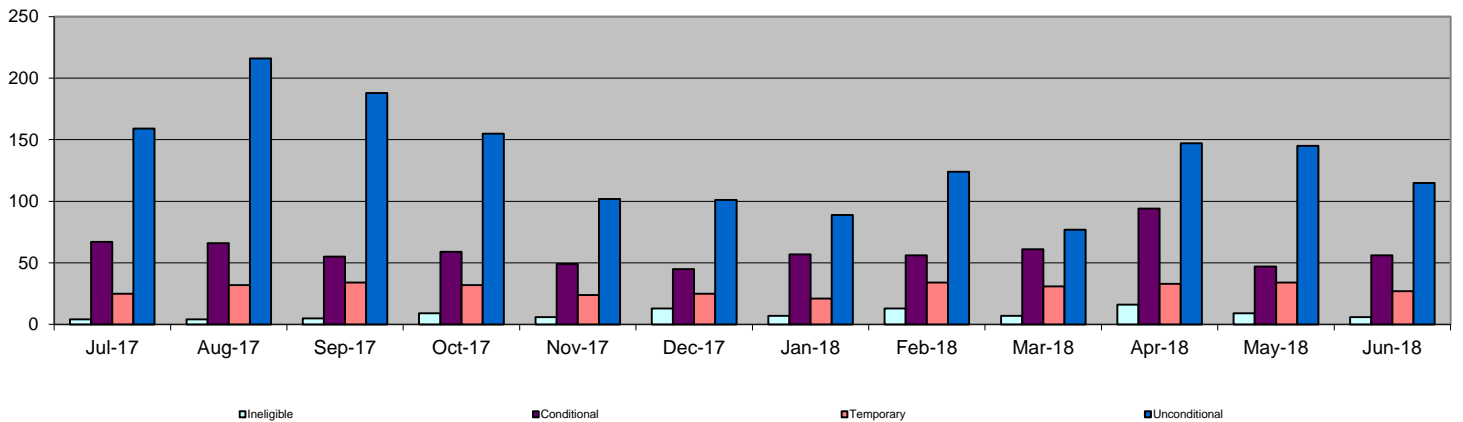
  

Ineligible	4	4	5	9	6	13	7	13	7	16	9	6	99
Conditional	67	66	55	59	49	45	57	56	61	94	47	56	712
Temporary	25	32	34	32	24	25	21	34	31	33	34	27	352
Unconditional	159	216	188	155	102	101	89	124	77	147	145	115	1,618
Total	255	318	282	255	181	184	174	227	176	290	235	204	2,781

### New Applicants and Re-Certifications



### Eligibility





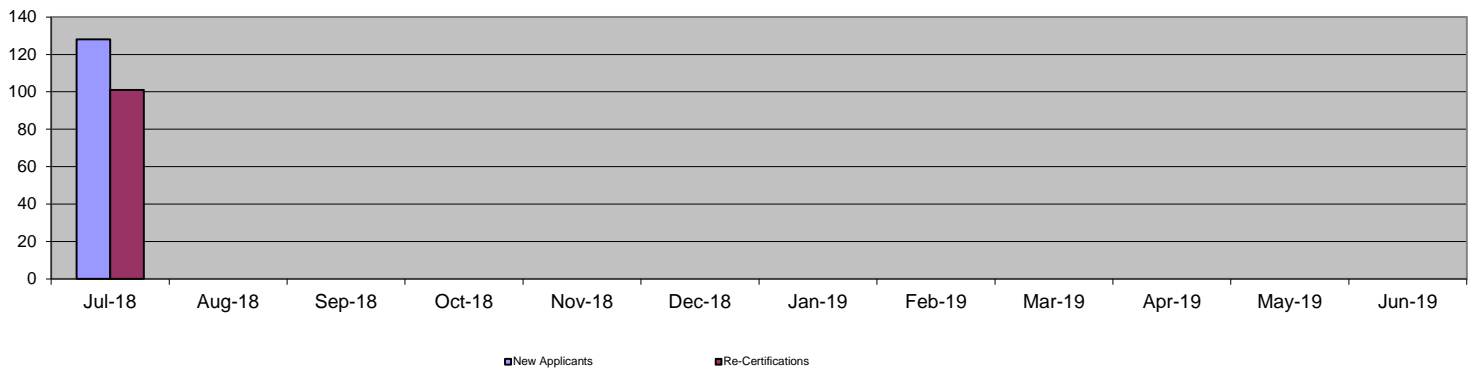
# MTM

## Certification Summary Report

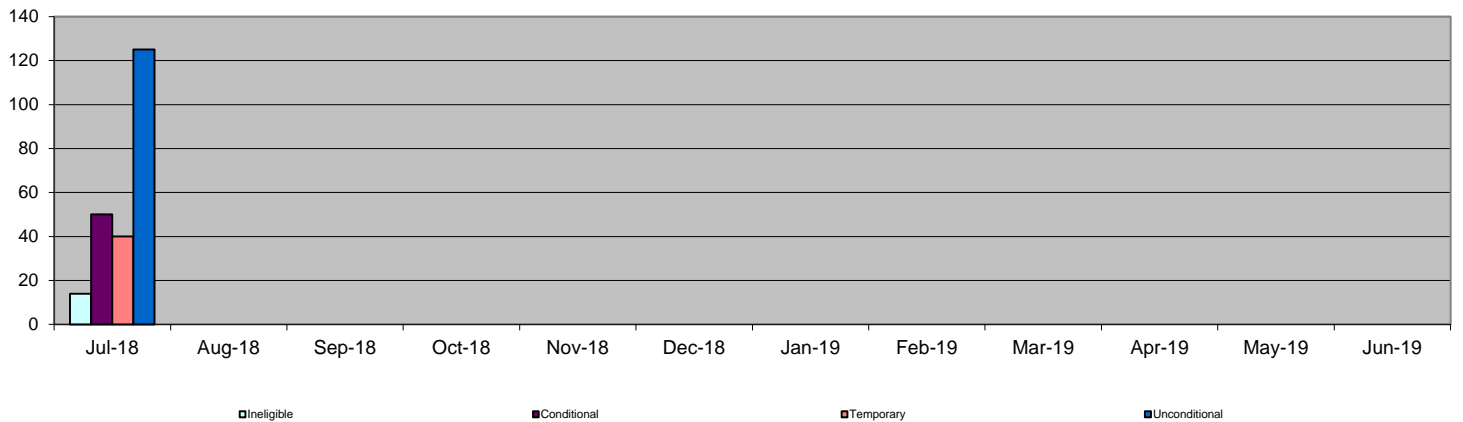
### FY 19

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
New Applicants	128												128
Re-Certifications	101												101
Total	229												229
Ineligible	14												14
Conditional	50												50
Temporary	40												40
Unconditional	125												125
Total	229												229

**New Applicants and Re-Certifications**



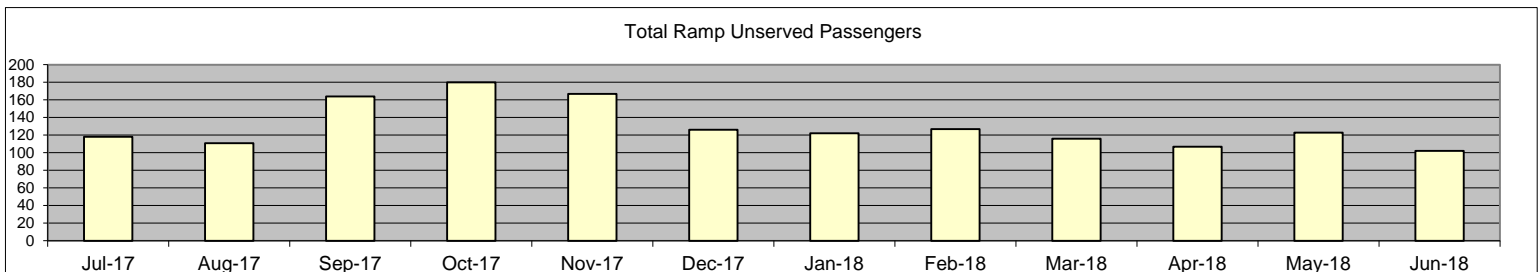
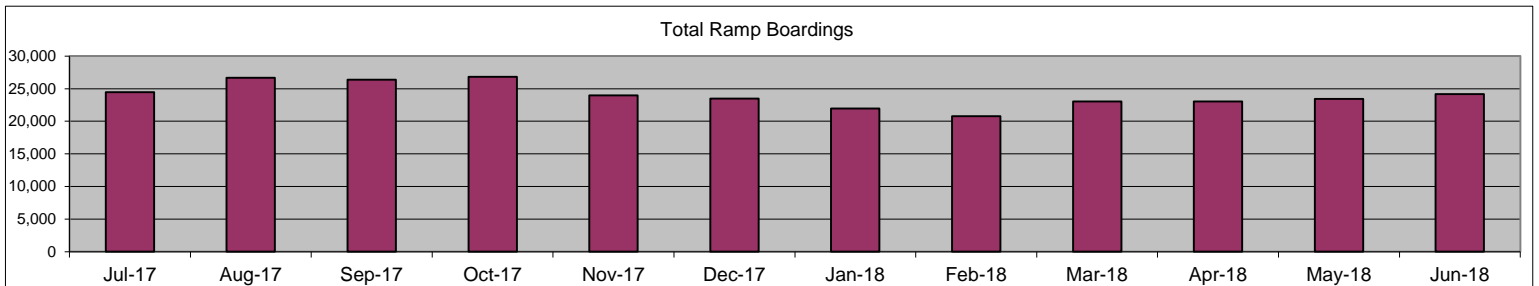
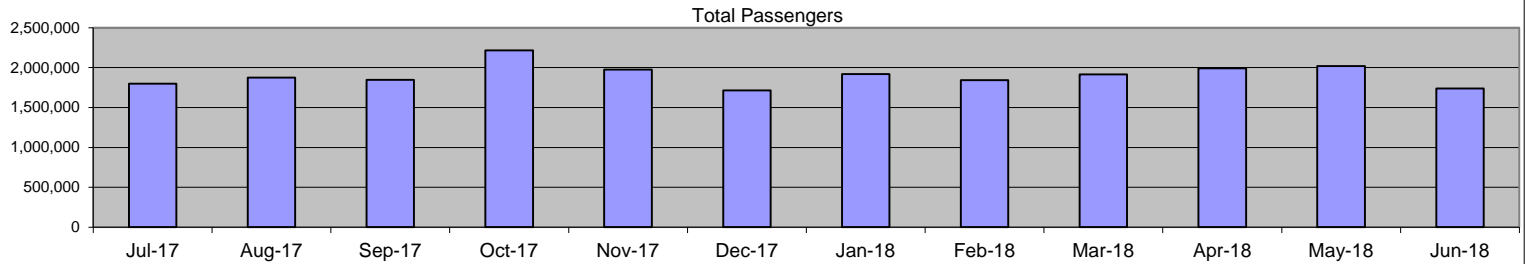
**Eligibility**





## MTS Bus Ramp Deployment Report FY 18

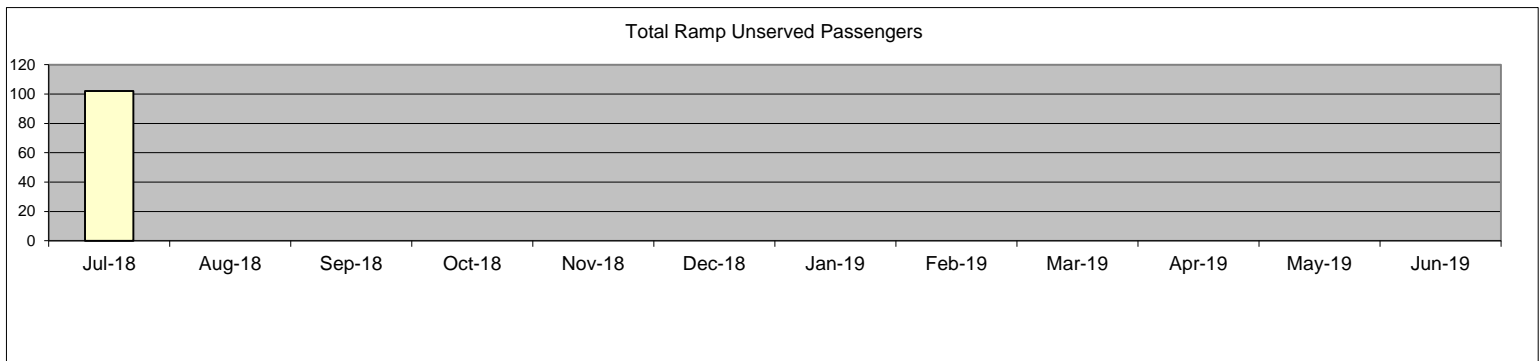
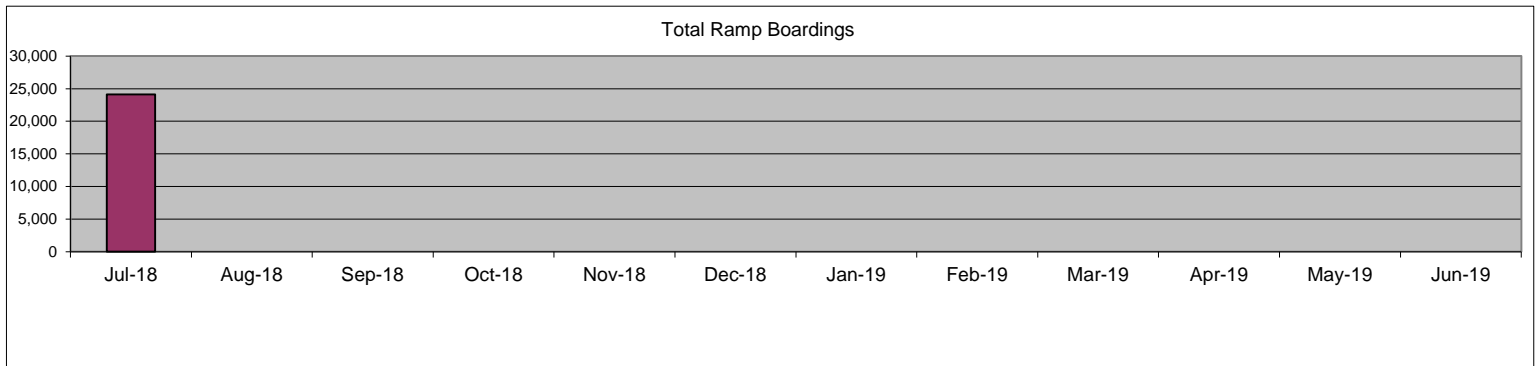
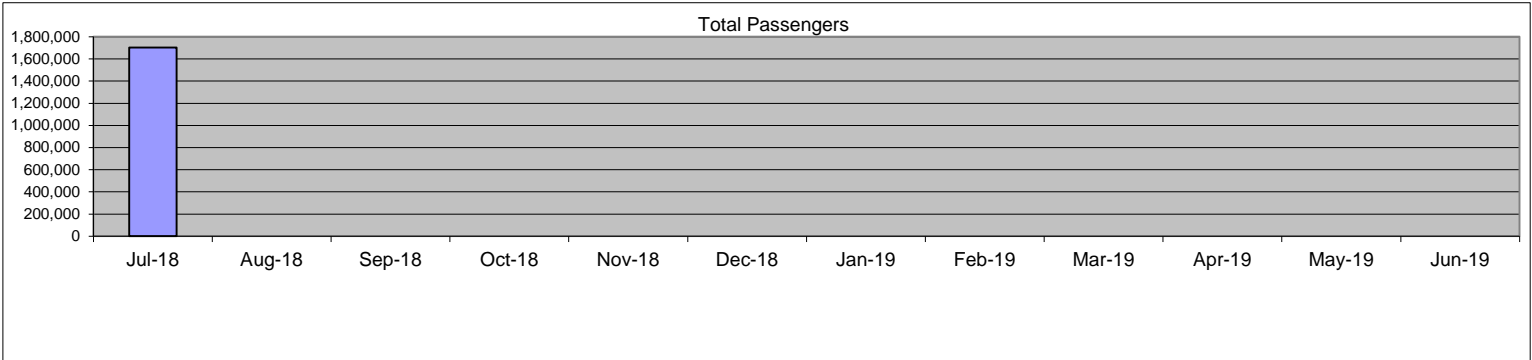
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	1,797,737	1,873,907	1,848,380	2,216,315	1,975,369	1,713,614	1,917,561	1,844,448	1,913,788	1,991,462	2,020,333	1,740,391	22,853,305
Total Ramp Boardings	24,486	26,665	26,383	26,833	23,989	23,503	21,951	20,789	23,052	23,066	23,412	24,184	288,313
Percentage of Ramp Boardings	1.36%	1.42%	1.43%	1.21%	1.21%	1.37%	1.14%	1.13%	1.20%	1.16%	1.16%	1.39%	1.27%
Total Ramp Unserved Passengers	118	111	164	180	167	126	122	127	116	107	123	102	1,563
Percentage of Ramp Unserved Passengers	0.48%	0.42%	0.62%	0.67%	0.70%	0.54%	0.56%	0.61%	0.50%	0.46%	0.53%	0.42%	0.54%
Pass-Up Ramp Inoperable	19	21	19	24	17	12	13	18	21	15	10	14	203
Pass-Up WC Space Full	80	79	120	121	112	90	79	83	68	68	83	63	1,046
Pass-Up Bus Full	19	11	25	35	38	24	30	26	27	24	30	25	314





## MTS Bus Ramp Deployment Report FY 19

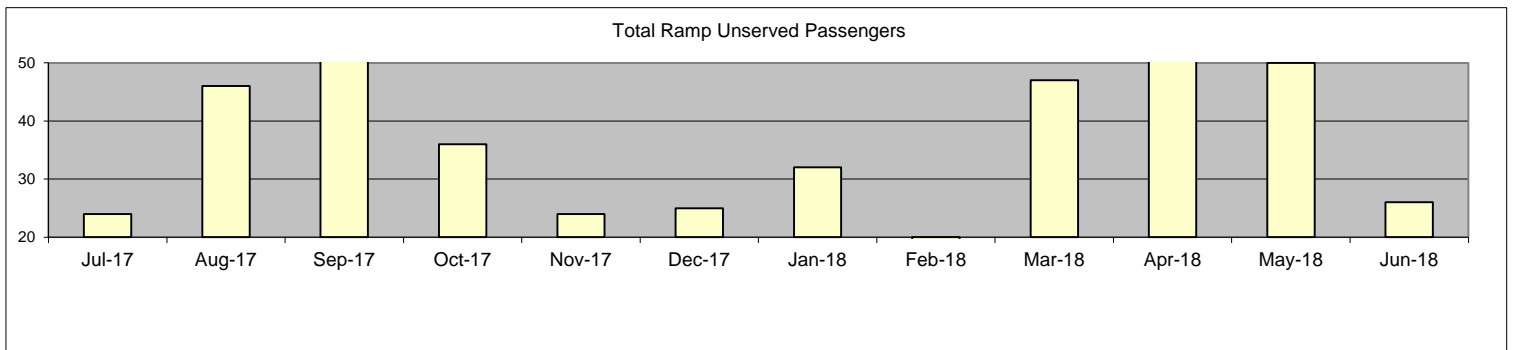
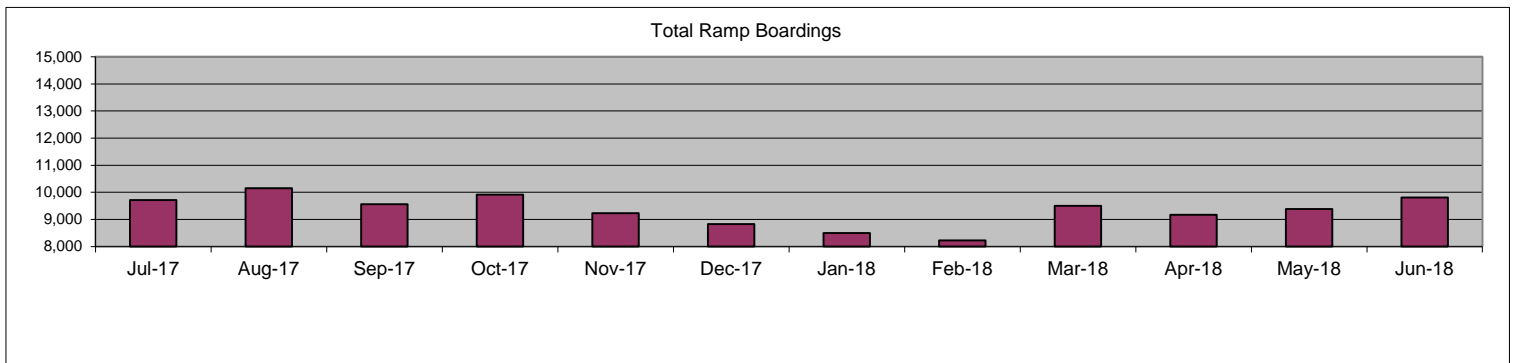
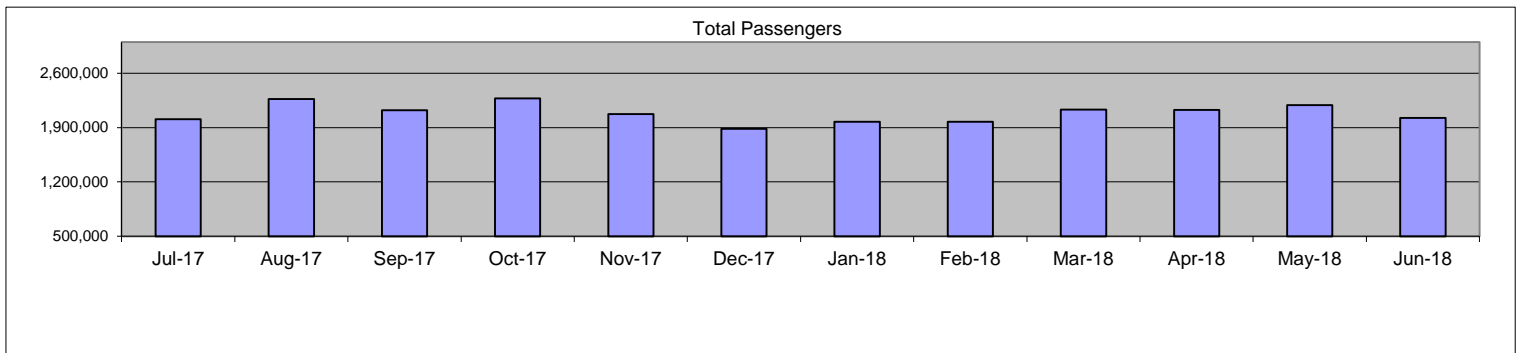
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Total Passengers	1,702,910												1,702,910
Total Ramp Boardings	24,123												24,123
Percentage of Ramp Boardings	1.42%												1.42%
Total Ramp Unserved Passengers	102												102
Percentage of Ramp Unserved Passengers	0.42%												0.42%
Pass-Up Ramp Inoperable	20												20
Pass-Up WC Space Full	65												65
Pass-Up Bus Full	17												17





## MTS Contract Services Ramp Deployment Report FY 18

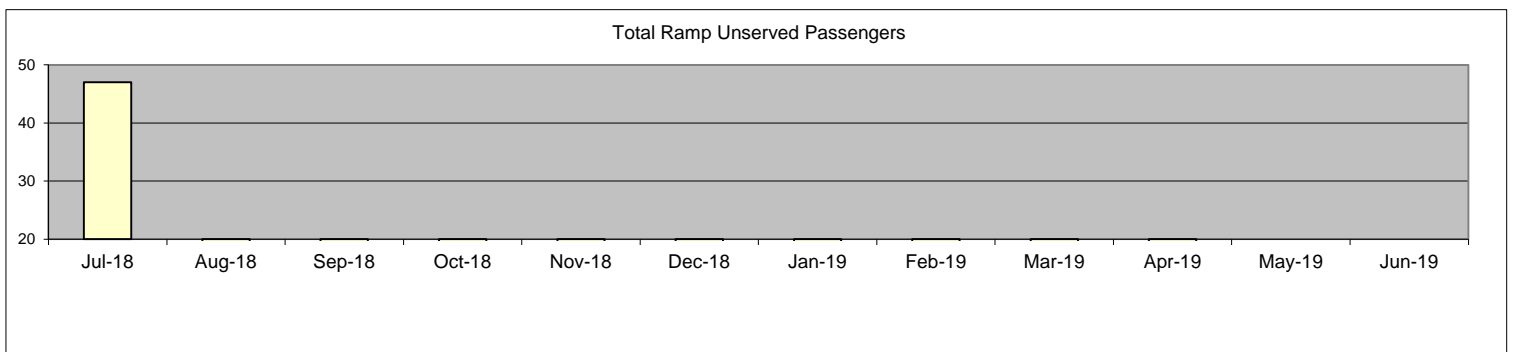
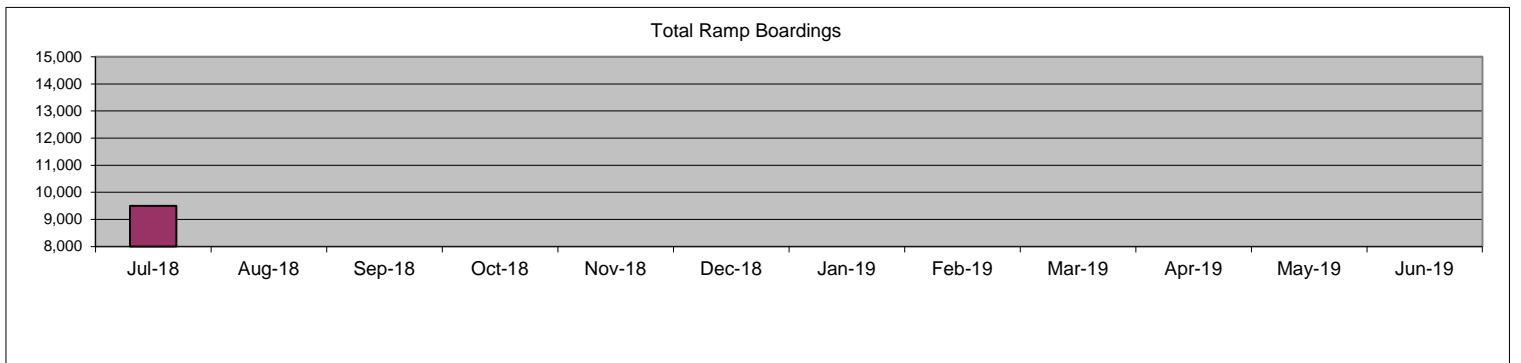
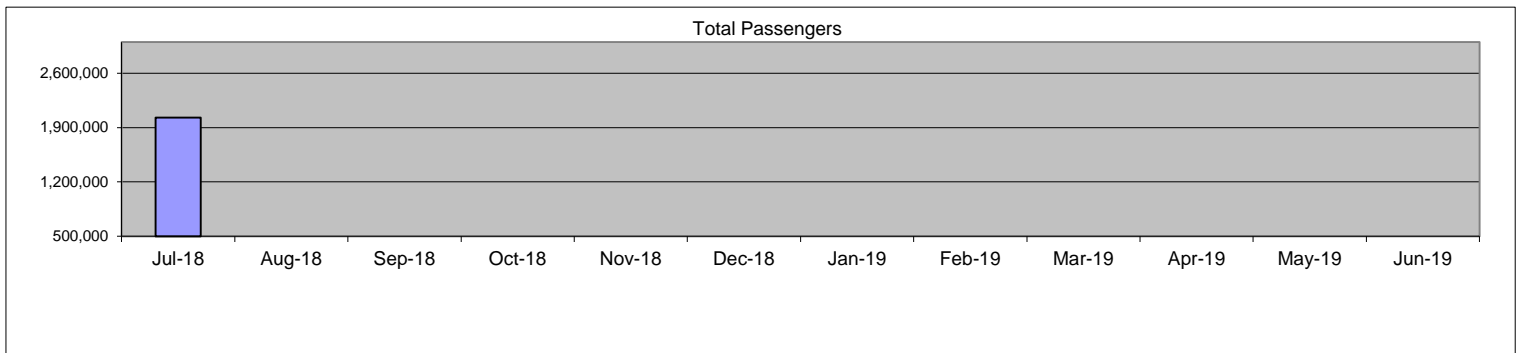
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	2,007,428	2,267,859	2,123,558	2,275,360	2,073,341	1,886,251	1,975,992	1,976,127	2,130,818	2,128,723	2,191,506	2,025,985	25,062,948
Total Ramp Boardings	9,710	10,145	9,560	9,914	9,227	8,829	8,496	8,224	9,496	9,165	9,379	9,811	111,956
Percentage of Ramp Boardings	0.48%	0.45%	0.45%	0.44%	0.45%	0.47%	0.43%	0.42%	0.45%	0.43%	0.43%	0.48%	0.45%
Total Ramp Unserved Passengers	24	46	54	36	24	25	32	19	47	54	50	26	437
Percentage of Ramp Unserved Passengers	0.25%	0.45%	0.56%	0.36%	0.26%	0.28%	0.38%	0.23%	0.49%	0.59%	0.53%	0.27%	0.39%
Pass-Up Ramp Inoperable	8	7	3	9	4	4	6	5	8	11	6	2	73
Pass-Up WC Space Full	14	33	41	23	20	16	17	6	26	39	37	17	289
Pass-Up Bus Full	2	6	10	4	-	5	9	8	13	4	5	2	68
Pass-Up Other	-	-	-	-	-	-	-	-	-	-	2	5	7





## MTS Contract Services Ramp Deployment Report FY 19

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Total Passengers	2,027,983												2,027,983
Total Ramp Boardings	9,501												9,501
Percentage of Ramp Boardings	0.47%												0.47%
Total Ramp Unserved Passengers	47												47
Percentage of Ramp Unserved Passengers	0.49%												0.49%
Pass-Up Ramp Inoperable	1												1
Pass-Up WC Space Full	44												44
Pass-Up Bus Full	-												
Pass-Up Bus Full	2												2





# 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	2,889,028	2,840,277	3,146,249	3,071,009	3,169,748	2,957,003	36,995,201
Lift Uses	-	-	-	-	-	-	-	-	-	-	-	-	-
Lift Failures	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D Only	-	-	-	-	-	-	-	-	-	-	-	-	-
Pass - Ups (Capacity)	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D + Others	-	-	-	-	-	-	-	-	-	-	-	-	-

