

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING MINUTES
Thursday, June 9, 2016
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

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 March 3rd, 2016 Meeting Minutes

Chairwoman Bragg entertained a motion to approve the March 3rd, 2015 meeting minutes. Mr. Tom Doogan moved to approve the minutes. Ms. Belinda Fragger seconded the motion, and the vote was 13 to 0 in favor with Willis absent.

3. Public Comment

Jorge Rivas- Mr. Jorge Rivas commended John Lewis and First Transit in regards to the strike. He noted that lately it has been difficult to request a ride and receive a time that is close to the time that was requested.

Lorrain Leighton- Ms. Lorraine Leighton asked why there wasn't more information provided before the strike happened. She also asked why there weren't more drivers ready to drive the routes when the strike occurred. Mr. Devin Braun responded by saying that MTS did not expect the strike to occur and that less drivers crossed the line than we had expected. Mr. Braun explained that it is difficult to get more drivers last minute and have them trained and ready to drive. Ms. Leighton also asked why drivers don't deploy the ramp when requested. Chairwoman Bragg asked Ms. Belinda Fragger to speak to Ms. Leighton after the meeting.

4. Member Comment

Chairwoman Bragg commented on the strike that occurred at First Transit. Chairwoman Bragg requested that staff bring back what was learned from the experience. She explained that it was an experience that MTS needed to go through and that a lot was learned. She noted that MTS is interested in the input from the disabled community about how the strike had gone and what MTS could have done better. Chairwoman Bragg explained that based on the statistics and data thus far, the strike went well and First Transit/MTS did a good job. She asked Mr. Devin Braun if any of the data would be available for the next ASAC meeting to which he responded yes. She asked for input from ASAC attendees about the strike process for the next meeting. Chairwoman Bragg explained that the taxi cab administration carried a bulk of the trips and that MTS also looked at using Uber, Lyft, and other transit providers.

Mr. Art Hulscher explained that ADARide went through a similar strike situation and the phone lines blew up with anger. He explained he thought it would be similar with this strike and had staff prepped, however, it didn't happen. Mr. Hulscher noted that there were only a few calls and commended First Transit on handling calls appropriately.

Chairwoman Bragg asked Mr. John Lewis could provide information on the strike during the September ASAC meeting to which he responded yes. Chairwoman Bragg also commended John Lewis on the job well done during the strike.

Mr. Ruben Ceballos commented on what Mr. Art Hulscher had said about call volume. He explained that he had anticipated receiving a lot of calls about the strike but that was not the case.

Ms. Debbie Marshall thanked Mr. Devin Braun for coming up with a contingency plan for a conference that was being held by the Developmental Disabilities Board. She explained that they were concerned paratransit users would not have a way of getting there due to the strike, however, that it worked out in the end.

Mr. Devin Braun noted that First Transit did a great job letting riders know what was going on. Mr. Braun explained that the outbound mechanism First Transit has is a big plus and that it helped keep the call volume low. Miss. Belinda Fragger noted that the call volume did spike but not what was expected. Mr. Devin Braun noted that as soon as the strike started, the complaints stopped and once the strike was over, they picked up again.

Mr. Devin Braun noted that MTS hired a new Paratransit and Minibus Manager who will be starting on June 27th, 2016.

4. New ASAC Members

Ms. Vassilena Lerinska explained the process that MTS went through in selecting the new members. She explained that MTS had two vacant positions. One was the paratransit consumer position and the second was the fixed route consumer position. Ms. Lerinska noted that MTS wanted to have someone on the committee who actually utilized public transportation and could be a strong voice for the community. She explained that MTS put together an application process which was then advertised to the public for 60 days. After the 60 days, MTS received six applications and from those six two were chosen as the primary members and two were chosen as alternates.

Chairwoman Bragg presented Jorge Rivas as the primary member for the fixed route consumer position and the alternate Lynn Parrish. For the paratransit consumer position, the primary member is Tania Azevedo and the alternate is Kim Rucker. Chairwoman Bragg noted that she is pleased with amount of applications turned in and now the committee is going to be expanded. Ms. Lerinska noted that MTS went through the ASAC roster and contacted each agency to see if they were still interested in being on the committee. She noted that today, there was only one member not present.

5. ADA Paratransit Reports – Informational Item

MTS Access - Mr. John Lewis presented the MTS Access reports for March 2016 and April 2016 (see Attachment B).

Chairwoman Bragg asked Mr. John Lewis to elaborate on On-Time Performance. Mr. Lewis noted that statistically, the paratransit OTP hovers around 92-93 percent. He explained that there is an inverse relationship between OTP and productivity. Ms. Bragg noted that compared to other agencies, 93% is pretty high. Mr. Lewis explained that paratransit OTP is not measured the same amongst other agencies so it cannot be compared apples to apples.

ADARide – Mr. Art Hulscher presented the ADARide certification reports for February 2016, March 2016, and April 2016. (see Attachment C).

6. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for February 2016, March 2016, and April 2016 (see Attachment D).

Chairwoman Bragg asked Ms. Fragger to explain the April statistics. Ms. Fragger explained that in regards to the priority seating, there hasn't been a lot of push back from the customers and that most people are pleased with the new law. She explained that drivers have been trained to handle these types of situations. Ms. Bragg commented on the pass up numbers and how low they are.

MTS Contract Services (Transdev) – Mr. Juan Silva presented the MTS Contract Services Ramp Deployment Report for February 2016, March 2016, and April 2016 (see Attachment E).

Chairwoman Bragg noted that the pass up because bus is full is higher than it's been. Mr. Rene Alvarez explained that there were situations that people refused to move from the priority seating. He also noted that there has been an increase in passengers.

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for the months of February 2016, March 2016, and April 2016 (see Attachment F).

Chairwoman Bragg noted that MTS is looking forward to the June and July numbers and asked Mr. Doogan to give a report on that. Mr. Doogan noted that he has not seen a month as busy as July of 2016 with comic con, the Fourth of July weekend, and the all-star game happening at the same time. Ms. Bragg.

Mr. Ruben Ceballos congratulated the new ASAC meeting. He also commented that both signs on the green line at Rio Vista were out and that this happened on his way here. He also asked about alternates for the ASAC meeting and how that information would be relayed. Ms. Lerinska responded by saying she would contact him after the meeting to discuss.

8. Adjourn

Chairwoman Bragg suggested MTS change the next ASAC meeting to mirror the board meeting to the 8th of September. Margo Tanguay noted that September 8th is the Executive Meeting and September 15th is the board meeting. Chairwoman Bragg asked for a motion. Mr. Ruben Ceballos motioned for the 15th and it was seconded by Mr. Art Hulscher. The vote was 13 to 0 in favor with Willis absent. Chairwoman Bragg adjourned the meeting at 2:11pm.

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