

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
FINAL MEETING MINUTES

Thursday, September 15, 2016
12:30 p.m. – 2:00 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 12:30 p.m. A roll call sheet listing the committee members in attendance is included (see Attachment A).

2. Approval of June 9th, 2016 Meeting Minutes

Chairwoman Bragg entertained a motion to approve the June 9th, 2016 meeting minutes. Mr. Art Hulscher moved to approve the minutes. Ms. Debbie Marshall seconded the motion, and the vote was 14 to 0 in favor with Willis and Gottwig absent.

3. Public Comment

Kathy Cook- Miss Cook is from the CAT (consumer accessible transportation) Committee and noted that about a year ago she came to ASAC and explained that CAT is a consumer committee for anyone that uses any form of transit in San Diego who has disability. She noted that the committee has changed its meeting times and has brought an updated flyer. She explained that if someone is unable to attend in person, they are able to call in. Miss. Cook said that the last time she was at ASAC; she asked if the flyers could be put on the access buses for passengers to take but she had not heard back and asked how those flyers could be put on the buses.

Chairwoman Bragg noted that by law, she is not allowed to respond to anything during public comment but that she would direct her request to a staff member. Ms. Cook asked if she could set a time frame for a staff member to contact her. Chairwoman Bragg responded by saying no. Ms. Cook thanked MTS for doing the public survey and having public meetings. Miss. Cook requested MTS consider having meetings by phone so that people with disabilities could partake, she noted that phone meetings are widely done on the state level. She noted that currently there is a phone meeting between the San Diego Public Authority and PASCA, which is the equivalent in Los Angeles. She explained that starting to have phone conference for people with disabilities and seniors is critical for MTS and suggested MTS start looking into that process. Chairwoman Bragg thanked Miss. Cook for her comments.

Patrick McIntosh- Mr. McIntosh noted that OCTA (Orange County Transit Authority) there is a book which lists all community meetings and routes that take you to those meetings. He suggested MTS consider this so that it could help people who wish to

come down to the meetings. He noted that OCTA has this available on their website and on paper.

Marcel Hogervorst- Mr. Hogervorst stated he is part of the CAT committee and noted that riders are not respecting the fact there is priority seating and was wondering if a flyer could be made stating that certain areas are priority seating. Chairwoman Bragg asked Mr. Tom Doogan to respond to Mr. Hogervorst.

4. Transit Optimization Plan (Denis Desmond)

Mr. Denis Desmond, Manager of Planning, provided a presentation on the Transit Optimization Plan (TOP) Agreement. He reviewed background information on the TOP and noted that MTS conducted a full Comprehensive Operational Analysis (COA) study 10 years ago. Since the COA, there have been significant changes to MTS and its services. Mr. Desmond noted that in 2008-2009 there was significant service reduction; however, service is now being restored per ridership demand. Mr. Desmond reviewed the TOP project schedule and stated that adjustments to service will begin in late 2017 and early 2018. He noted that a survey is being conducted for the TOP until 9.23.16 and encouraged members and riders to fill it out. He reviewed the procurement process to select a TOP consultant and stated that the recommended consultant is Transportation Management & Design (TMD). Mr. Desmond noted that TMD was the consultant for the COA and it was both a successful and collaborative experience.

Chairwoman Bragg requested Mr. Desmond elaborate more on the TOP survey and how it could be obtained by individuals. Mr. Ruben Ceballos asked how people with disabilities or those without computer access are able to fill out a survey. Mr. Desmond responded by saying that paper copies are available at outreach events and MTS can provide paper copies. Mr. Desmond noted that emails regarding the survey have been sent to different agencies around 35 agencies.

Miss. Debbie Marshall asked if there will be other outreach events. Mr. Desmond responded by saying yes.

Mr. Jorge Rivas asked if an outreach event could be set up at the San Diego Regional Center and other similar agencies for people with disabilities. Mr. Desmond responded by saying yes.

Mr. Ceballos suggested that in the future, MTS consider doing more outreach events at social service agencies.

Chairwoman Bragg strongly suggested and encouraged riders and members fill out the survey due to its importance.

Ms. Cook noted that on Saturday at La Jolla Shores, there will be over 100 wheelchair surfers and noted that it would be a good place to have an outreach. She also asked if MTS has considered partnering with local hospitals.

Mr. Desmond introduced Hector Soliman-Valdez as the newest Transportation Planner and noted he was taking down all of the suggestions.

5. Member Comment

Chairwoman Bragg introduced Jay Washburn as the new Paratransit and Minibus Manager.

Mr. Ruben Ceballos noted that he received a call from an MTS Access rider stating that his ride was over two hours late. Mr. Ceballos wanted to confirm the on board time and pick up time windows with Mr. John Lewis. Mr. Lewis responded by saying that the max on board time is 90 minutes and that an MTS Access bus has a 20 minutes window after the pick-up time to still be considered "on-time". Chairwoman Bragg requested Mr. Ceballos provide the rider with Mr. Lewis' contact info.

Mr. Jorge Rivas noted that recently the automatic announcement on route 929 has been announcing all the stops. However, at SSTAC (Social Services Transportation Advisory Committee) it was stated that the buses are not required to announce every stop and there is a minimal requirement. Mr. Rivas asked if it is costly to have all of the MTS buses announce every stop because it really helps out visually impaired riders. Mr. Rivas also noted that he was with someone recently who paid for a day pass on a bus and when he got on the trolley, the day pass had not registered on the Compass Card. Mr. Rivas asked if there was a way to remedy the situation immediately and not wait until the following day.

Chairwoman Bragg asked Mr. Washburn and Mr. Doogan to comment on the audible signs on the buses. Mr. Doogan noted that the audible announcement should play twice on the trolley. Chairwoman Bragg asked Mr. Doogan how frequently the system is checked. Mr. Doogan responded by saying that he wasn't sure how often maintenance checks it, however, if it is reported that an announcement isn't working, the trolley car would be checked right away. Chairwoman Bragg noted that it is important if announcements aren't working to report that immediately.

Mr. Ceballos noted that when he was coming to ASAC on the green line, there was no announcement at the Mission Valley Station.

Chairwoman Bragg asked Ms. Belinda Fragger to respond to audibles on the bus side. Ms. Fragger explained that was not sure how many announcements are made but that she has heard complaints from riders asking for more announcements but also from other riders that there are too many being made. Ms. Fragger noted that she would speak to the communications department in regards to the announcements.

Ms. Fragger stated that she has had complaints regarding Compass Card issues. She stated that if this happens during business hours, to call Customer Service so that they could get a hold of dispatch and arrange a complimentary ride. Mr. Rivas explained that on several occasions when he has called in, he was told to call 24 hours later. He also noted that in regards to the audible announcements, the minimum requirement is any major streets and when the bus makes a turn which fulfills the ADA, however, he asked if MTS could go above and beyond and announce all stops. Chairwoman Bragg asked Ms. Fragger to look into the request. Ms. Bragg asked Mr. Rivas how the volume was on the buses in regards to the announcements. Mr. Rivas responded by saying that it was good.

Mr. Bill Lewis noted that if there are any issues with the announcements to contact Transdev right away. He also noted that drivers are also supposed to be making dispatch aware if there are any issues with the audible announcements. Mr. Lewis also

explained that there has been internal discussion regarding the increase in announcements on buses.

Mr. Washburn noted that currently, there is a pilot on one of the minibuses for the RTMS system.

Mr. Mackintosh suggested that MTS allow NCTD to show next arrival times on certain digital display signs.

6. New Paratransit and Minibus Vehicles

Mr. Washburn noted that MTS should be receiving the first 5 of 46 paratransit buses today and 5-10 each week thereafter. He noted that hopefully all new vehicles will be in service within 2 months. Mr. Washburn noted that MTS is expanding the paratransit fleet from 173 to 178 vehicles. Chairwoman Bragg asked if most of the vehicles were replacing existing vehicles to which Mr. Washburn responded yes.

7. First Transit Strike Summary (John Lewis)

Mr. John Lewis, General Manager of First Transit, gave an update on the strike that had occurred at First Transit in late May early June. Mr. Lewis explained that Teamsters Local 542 represents almost all of First Transit's hourly employees (drivers, reservationist, and mechanics). The union membership rejected two settlement offers from First Transit. On May 25th, 2016, the union decided to strike which lasted 9 days with members returning to work on June 3rd, 2016. During the strike, First Transit used non-union staff and taxis to cover as much service as possible. Paratransit demand fell by around 62%. With the use of non-union staff and taxis, First Transit was able to provide 95% of the trips requested. There were 6,582 trips provided out of the 6,920 requested. There were no accidents during the strike and there was one valid complaint. Mr. Lewis noted that since employees have returned back to work, paratransit demand has returned back to normal.

Chairwoman Bragg noted that she thought it was important for the committee to see how rapidly MTS and First Transit responded to the strike and the creative ways that were used to get the clients to and from their destinations. Chairwoman Bragg wanted to confirm that most of the decrease in demand was due to clients electing not to take a ride or postponing their trip. Mr. Lewis responded by saying that more than 50% of the daily service is demand based and thus clients were made aware in advance that a strike may occur and were encouraged to find alternative modes of transportation or postpone their plans.

Chairwoman Bragg asked Margo Tanguay to pass on compliments to the taxi cab administration for their help during the strike.

Ms. Audrey Porcella commented that she was impressed how MTS and First Transit handled the strike situation. She noted that a lot of social service transportation agencies who receive funding from SANDAG were relayed information as updates were available and that some of the decrease in demand was due to that. She also mentioned that agencies such as Jewish Family Services had seen an increase in demand and provided all of the trips they could.

Mr. Rivas asked if the strike impacted the budget. Mr. John Lewis responded by saying that the strike mostly impacted First Transit and that there was a slight effect on the MTS

budget in a positive way. Mr. Washburn noted that August's ridership was one of the highest of the year.

8. ADA Paratransit Reports – Informational Item

MTS Access - Mr. John Lewis presented the MTS Access reports for May 2016, June 2016 and July 2016 (see Attachment B).

Chairwoman Bragg noted that she was surprised by the low numbers in July since there was so much going on in San Diego. Mr. Lewis responded by saying that paratransit is a seasonal operation.

ADARide – Mr. Art Hulscher presented the ADARide certification reports for May 2016, June 2016 and July 2016 (see Attachment C).

Mr. Hulscher expressed his gratitude to everyone at MTS. Mr. Hulscher proceeded to thank staff at MTS, the board members, and the community. Mr. Hulscher noted that in 1998, MTS was the first agency to outsource the entire ADA Certification process out. In 2008, ADARide converted the certification process to all online. Mr. Hulscher noted that in the 18 year contract with MTS, there was never been a formal complaint.

Chairwoman Bragg thanked Mr. Hulscher on behalf of MTS.

6. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for May 2016, June 2016 and July 2016 (see Attachment D).

MTS Contract Services (Transdev) – Mr. Bill Lewis presented the MTS Contract Services Ramp Deployment Report for May 2016, June 2016 and July 2016 (see Attachment E).

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

Mr. Doogan noted that today the next train signs have been deployed system wide. He noted that IT is working on some intermittent issues so some signs may not be on. He noted that this was big project and MTS is excited to have this available.

Chairwoman Bragg noted that when the audible is heard there is a sigh of relief from riders knowing what is going on and when their train is arriving.

Mr. Ceballos noted that it was nice to see the time until the next train arrives at the stations.

Mr. Ceballos asked if the time change for today meeting was only for this meeting or if it would change permanently. Chairwoman Bragg noted that the change was only for

today due to scheduling issues. She also noted that the committee cannot vote on this today but asked how members felt about changing this time for all future meetings. She asked this item be placed the December Agenda.

8. Adjourn

Chairwoman Bragg adjourned the meeting at 1:51pm.

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): 9.15.16

CALL TO ORDER (TIME): 12:30pm

ADJOURN (TIME): 1:51pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Bragg ☒	ASAC Chairwoman	12:30pm	1:51pm
Ruben Ceballos ☒ ☐	Access to Independence	12:30pm	1:51pm
Arun Prem ☐ Jonathan Albarran ☒	FACT (CTSA)	12:30pm	1:51pm
Debbie Marshall ☒ ☐	State Council on Developmental Disabilities	12:30pm	1:51pm
Bill Lewis ☒ Rene Alvarez ☐	Transdev - Contracted Bus Routes	12:30pm	1:51pm
Art Hulscher ☒ Cindy Gold ☐	ADARide	12:30pm	1:51pm
Anthony Ferguson ☐ Jorge Malone ☒	San Diego Regional Center	12:30pm	1:51pm
Monica Aguirre ☐ Israel Martinez ☒	San Diego Center for the Blind	12:30pm	1:51pm
John Lewis ☒ Rafael Villegas ☐	First Transit, Inc. (MTS Access)	12:30pm	1:51pm
Audrey Porcella ☒ Lisa Madsen ☐	SANDAG	12:30pm	1:51pm
Floyd Willis ☐ ☐	County of San Diego AIS		
Annie Gottwig ☐ Barbara Valentine ☐	Caltrans		
Tanya Azevedo ☐ Kim Rucker ☒	Paratransit Consumer	12:30pm	1:51pm
Jorge Rivas ☒ Lynn Perish ☐	Fixed Route Consumer	12:30pm	1:51pm
Tom Doogan ☒ ☐	MTS Trolley	12:30pm	1:51pm
Belinda Fragger ☒ Christy Gonzalez ☐	MTS Bus	12:30pm	1:51pm
Open ☐ ☐	Hearing Impaired		
Vassy Lerinska ☒ non-voting	MTS Contracted Services	12:30pm	1:51pm
Jay Washburn ☒ non-voting	MTS Contracted Services	12:30pm	1:51pm
Samantha Leslie ☐ non-voting	MTS Legal		

CLERK OF THE ASAC: WASILE LERINSKA

PARATRANSIT AND MINIBUS MANAGER: [Signature]



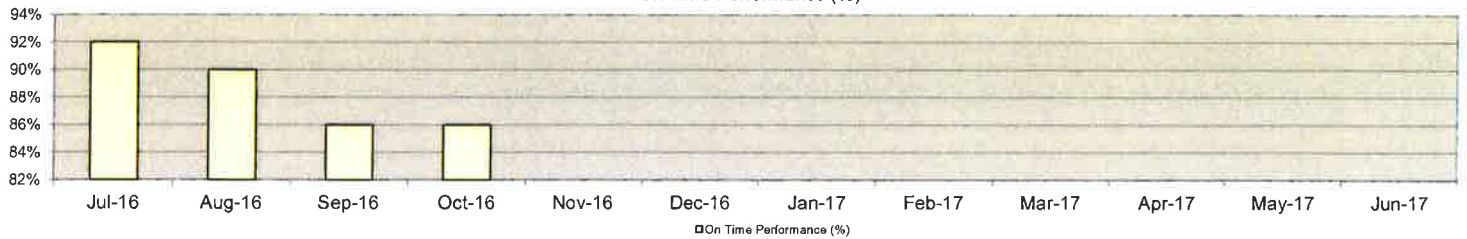
MTS Access ASAC Report FY 17

	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									183,548
Wheelchair Boardings	11,272	12,123	11,847	12,155									47,397
On Time Performance (%)	92%	90%	86%	86%									89%
Valid Complaints	25	26	40	47									138
Invalid Complaints	22	28	29	29									108
Compliments	3	6	7	8									24
Calls Received	33,189	34,937	35,627	37,063									140,816
% Abandoned Calls	4.03%	3.72%	5.09%	8.08%									5.23%
Average Call Time	0:02:29	0:02:21	0:02:23	0:02:23									0:02:24
Average Hold Time	0:00:44	0:00:40	0:00:56	0:01:27									0:00:57

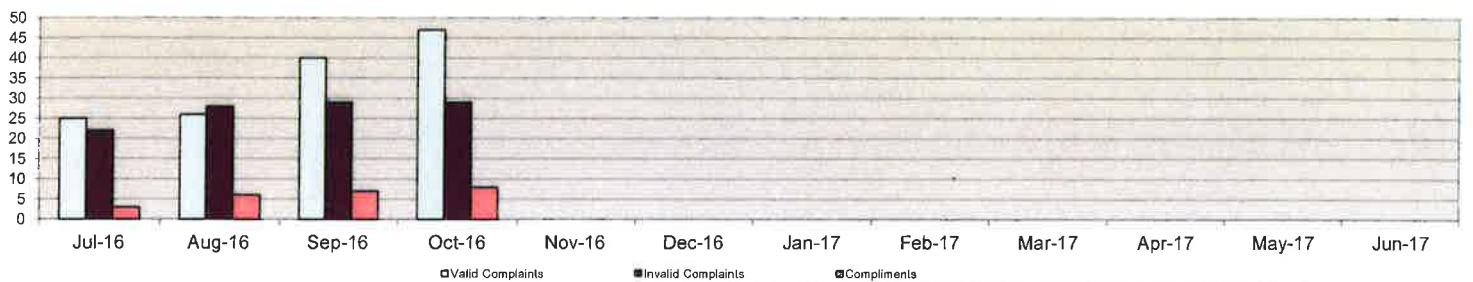
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments





ADARide Certification Summary Report FY 17

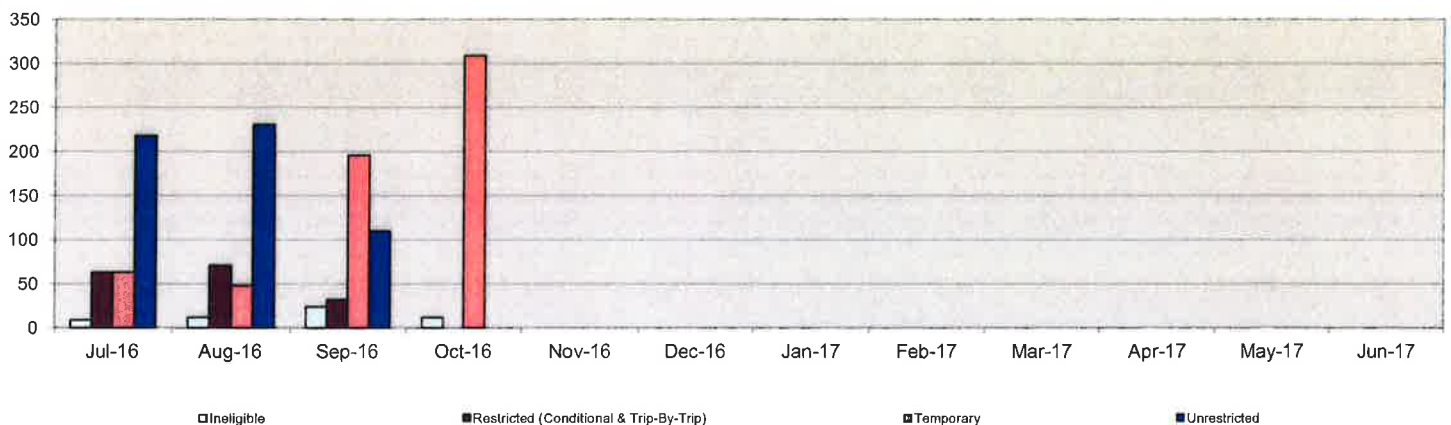
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
New Applicants	261	254	268	243									1,026
Re-Certifications	92	108	94	78									372
Total	353	362	362	321									1,398

Ineligible	9	12	24	12									57
Restricted (Conditional & Trip-By-Trip)	63	71	32										166
Temporary	63	48	196	309									616
Unrestricted	218	231	110										559
Total	353	362	362	321									1,398

New Applicants and Re-Certifications



Eligibility





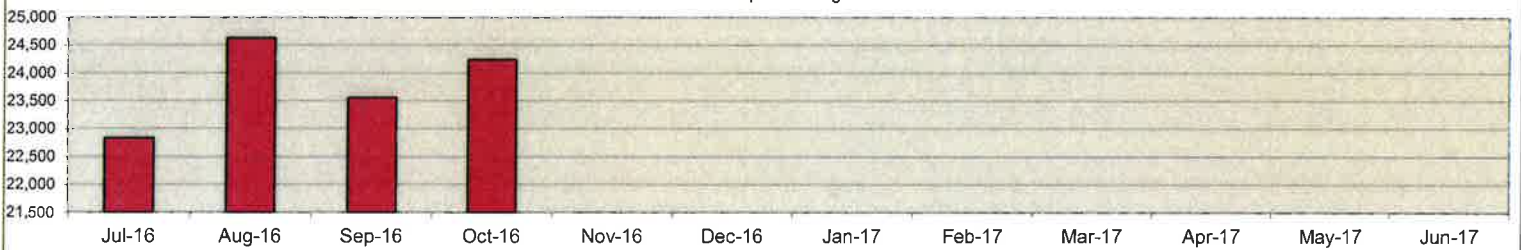
MTS Bus Ramp Deployment Report FY 17

	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									8,303,231
Total Ramp Boardings	22,830	24,629	23,557	24,242									95,258
Percentage of Ramp Boardings	1.20%	1.25%	1.13%	1.04%									1.15%
Total Ramp Unserved Passengers	79	98	108	135									420
Percentage of Ramp Unserved Passengers	0.35%	0.40%	0.46%	0.56%									0.44%
Pass-Up Ramp Inoperable	8	7	3	5									23
Pass-Up WC Space Full	63	77	78	101									319
Pass-Up Bus Full	8	14	27	29									78

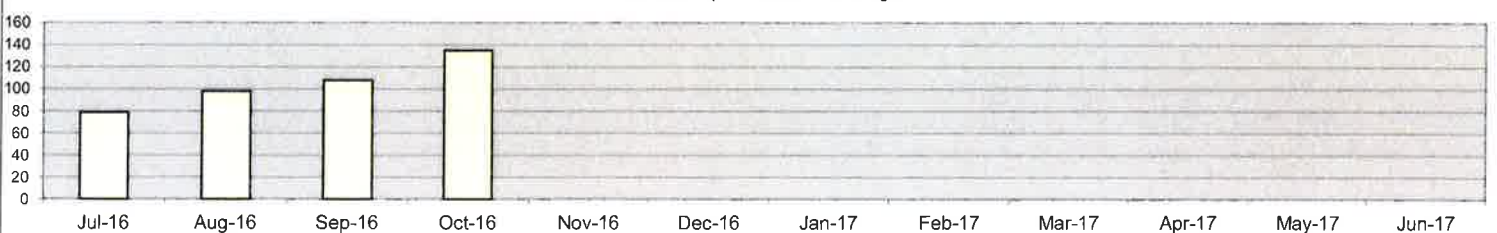
Total Passengers



Total Ramp Boardings



Total Ramp Unserved Passengers

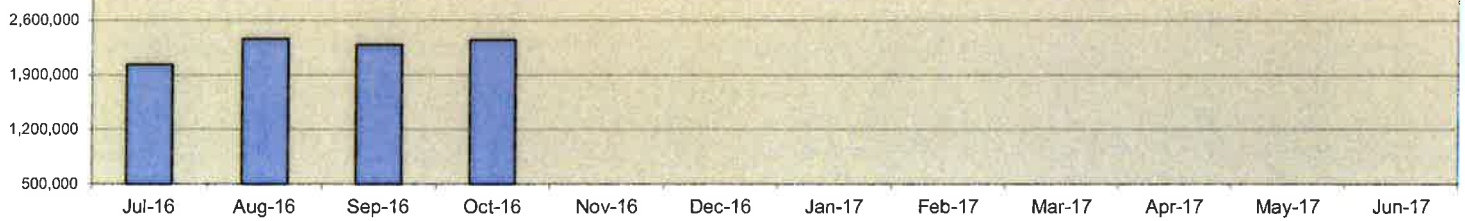




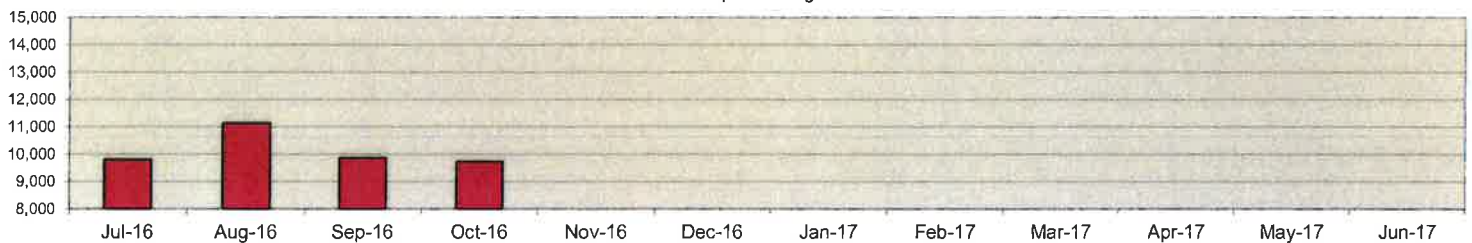
MTS Contract Services Ramp Deployment Report FY 17

	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									9,032,703
Total Ramp Boardings	9,807	11,137	9,870	9,741									40,555
Percentage of Ramp Boardings	0.48%	0.47%	0.43%	0.41%									0.45%
Total Ramp Unserved Passengers	11	11	9	14									45
Percentage of Ramp Unserved Passengers	0.11%	0.10%	0.09%	0.14%									0.11%
Pass-Up Ramp Inoperable	-	3	4	6									13
Pass-Up WC Space Full	3	-	2	6									11
Pass-Up Bus Full	8	8	3	2									21

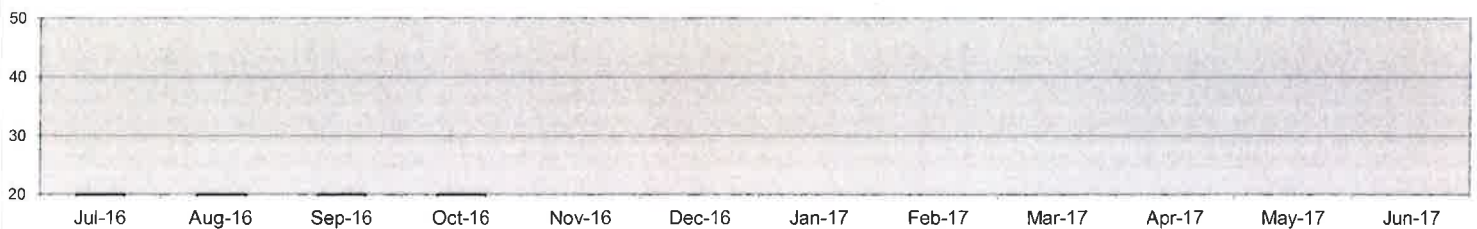
Total Passengers



Total Ramp Boardings



Total Ramp Unserved Passengers

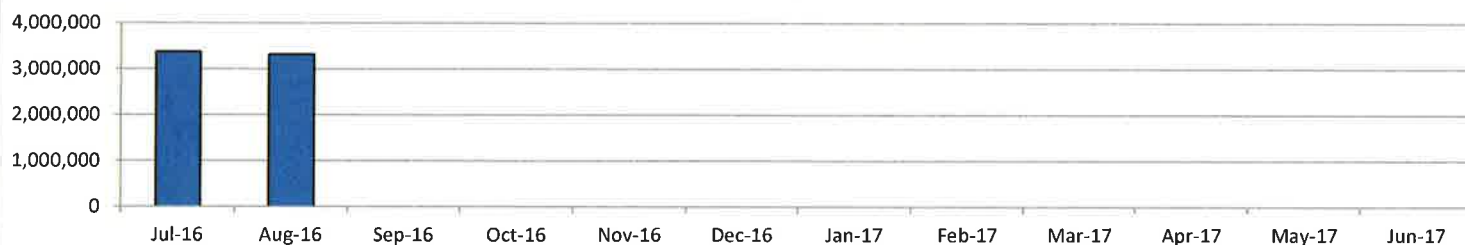




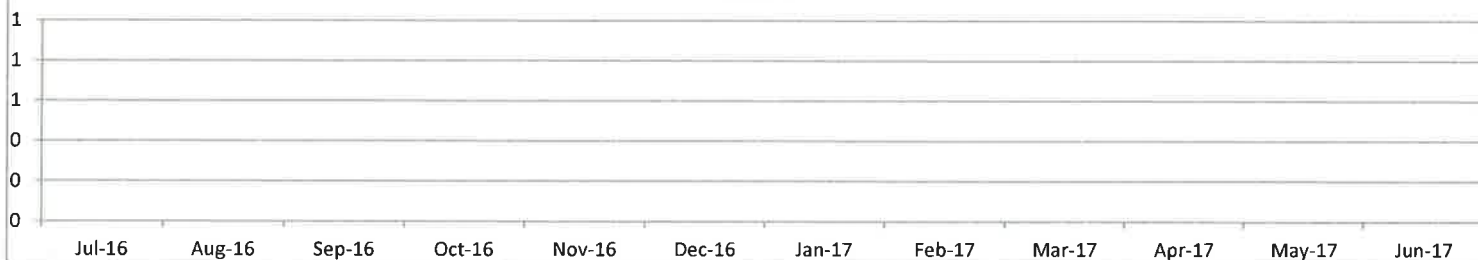
San Diego Trolley Lift Deployment Report FY 17

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											6,692,673
Lift Uses	-	-	-	-									0
Lift Failures	-	-	-	-									0
Delays - S/D Only	-	-	-	-									0
Pass - Ups (Capacity)	-	-	-	-									0
Delays - S/D + Others	-	-	-	-									0

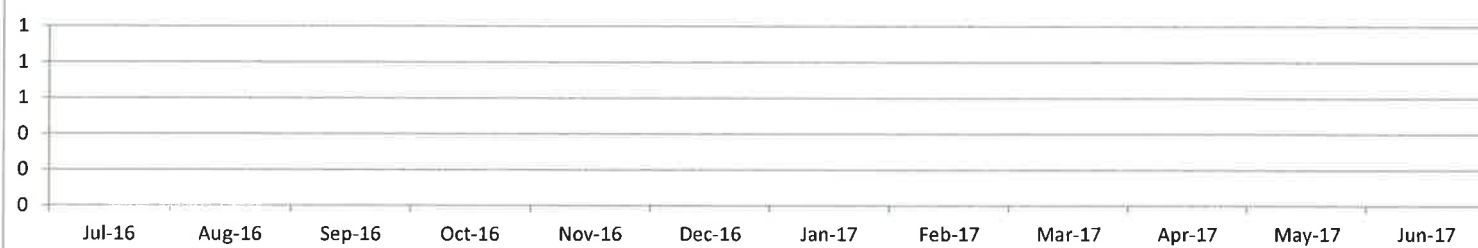
Total Passengers



Lift Uses



Lift Failures



Delays and Pass Ups

