

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING MINUTES

Thursday, September 21, 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

Vice Chairman Washburn 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 June 8th, 2017 Meeting Minutes

Vice Chairman Washburn entertained a motion to approve the June 8th, 2017 meeting minutes. Mr. Tom Doogan moved to approve the minutes. Mr. Ruben Ceballos seconded the motion, and the vote was 13 to 0 in favor with Ms. Marshall, Ms. Rucker and Mr. Willis absent.

3. Public Comment

Ms. Lynn Parrish – Ms. Parrish noted that she attended the September Board Meeting and suggested those interested to stay on top of the TOP in regards to the changes that are being made. Ms. Parrish also noted that new fare boxes are being proposed for the trolley stations and suggested that ASAC should have input for them.

Vice Chairman Washburn noted that MTS will bring information regarding the new fare boxes to ASAC as it becomes available.

4. Member Comment

Mr. Ruben Ceballos asked for clarification on conditional eligibility for paratransit users.

Vice Chairman Washburn responded by saying that when a conditionally eligible rider calls to schedule a trip, the reservationist would ask which condition he/she meets. At that point, the trip would be scheduled and forwarded to management and road supervisors who will go out and evaluate the origin/destination. They will then determine if the client does or does not meet the conditions for future trips. Mr. Ceballos asked how conditional eligibility would affect a rider when they have to call one to two days in advance and may have to find alternative means of transportation. Vice Chairman Washburn responded by saying that the initial trip would be approved. When a rider calls for future trips he/she would be informed right away if the trip qualifies. Mr. Ceballos how he would find alternative transportation if he calls a day before his trip to make a reservation. Vice Chairman Washburn responded by saying that that would be up to the individual to determine.

Ms. Shelly Verrinder, Interim General Manager for First Transit, noted that someone from First Transit will call the rider after the determination has been made to make them aware of the decision.

5. Taxicab Driver Training (Lenny Fewell)
Removed

6. ASAC Ad Hoc Committee (Jay Washburn)

Ms. Samantha Leslie noted that during the last ASAC meeting there was information provided on the travel training program. ASAC showed interest and directed staff in creating an Ad Hoc committee to discuss more detail for the travel training program. Ms. Leslie went over the recommended parameters for the proposed committee.

Ms. Lynn Parrish said she supports the action of creating an ASAC Ad Hoc committee. She asked how one would be appointed to the committee. Ms. Leslie responded by saying interested individuals could contact Vice Chairman Washburn. Vice Chairman Washburn noted that it would be a public meeting and was open to the public.

Mr. Willis asked if the name of the program could include the word transit instead of travel. Ms. Audrey Porcella noted she would support that. Mr. Jorge Rivas also stated he would support the change. Ms. Leslie said ASAC could make a motion and also appoint the members of the Ad Hoc committee. Mr. Willis motioned to change title from travel training to transit training. Ms. Rebbie Radtke seconded the motion and the vote was 15 to 0 in favor with Ms. Marshall absent.

Mr. Willis asked how a non-voting member of ASAC could chair the committee. Ms. Leslie responded by saying that the committee would not be under the Brown Act so ASAC has the flexibility to decide how the committee is designed. Mr. Willis noted that the committee should be chaired by someone who is voting a member of ASAC. Vice Chairman Washburn responded by saying that was not the determination that was made when the program was put into place. He noted the travel training program is a direct operating expense to MTS and that MTS would oversee the committee. Mr. Willis asked if there were bylaws for ASAC. Ms. Leslie responded by saying that there are no bylaws but that ASAC has membership guidelines. Mr. Willis asked if it ASAC could contest the chair of the Ad Hoc committee. Ms. Leslie responded by saying that there is no legal reason why that couldn't happen. Mr. Willis noted his reasons for contesting the chair. Ms. Leslie explained that the chair would have to confer and coordinate with the paratransit manager to set up a time, location, date, etc. She explained that ASAC could move a motion to change the chair for the travel training program. Mr. Willis moved the motion. Mr. Ceballos seconded the motion and the vote was 15 to 0 in favor with Ms. Marshall absent.

Vice Chairman Washburn asked if there are any ASAC members who would be interested in serving on the Ad Hoc committee. Mr. Willis asked if alternates from ASAC could be appointed to the committee. Ms. Leslie responded by saying yes. Mr. Willis asked what the maximum number of members could be for the committee. Ms. Leslie responded by saying 9. Ms. Vassilena Lerinska read the following names of the volunteers for the committee. Floyd Willis (AIS), Rebbie Radtke (San Diego Center for the Blind), Callie Johnson (MTM), Jonathan Albarran (FACT), Lynn Parrish (Fixed Route Consumer), Amy Kalivas (Access to Independence), Nora Parker (non ASAC member). Vice Chairman Washburn entertained a motion to approve the volunteers. Mr. Ceballos

moved the motion. Mr. Doogan seconded the motion and the vote was 15 to 0 in favor with Ms. Marshall absent.

Mr. Willis asked if item 6 was the establishment of the committee. Vice Chairman Washburn responded by saying yes.

7. ASAC Membership (Jay Washburn)

Vice Chairman Washburn went over the ASAC Membership Guidelines. He noted that ASAC currently has 17 voting members and went over the representatives from each agency/organization/group. He explained that at this time, MTS believes that ASAC already includes all interested members which provide valuable input.

Ms. Parrish explained she does not feel behavioral health is represented on ASAC.

Mr. Ceballos stated he does not agree with the staff recommendation.

Mr. Willis asked if this topic has only been brought up once. Vice Chairman Washburn responded by saying yes. Mr. Willis noted that 3. E and F of the membership guidelines can be a bit confusing between what is considered a social service agency, disability group or governmental agency. He wondered if all varieties of agencies were well represented on ASAC. Ms. Porcella asked if the membership was limited to a certain number of people. Ms. Leslie responded by saying no. Mr. Willis noted that someone from the behavioral health organization would not necessarily have to be under classified under a government agency, social services agency, or disability group.

Mr. Ceballos asked if there was room for another member on ASAC. Ms. Leslie responded by saying yes. Vice Chairman Washburn noted that this agenda item was simply a recommendation by staff but that members could motion to add an 18th voting member to ASAC. Mr. Ceballos motioned to add a behavioral health representative member to the roster. Ms. Porcella asked if one or multiple individuals could represent under section 3. D, E, and F. Ms. Leslie responded by saying that the membership guidelines is very old. She explained that her interpretation would that it would be one individual agency but would not limit to the amount of agencies that could be represented. Ms. Porcella noted that someone could technically already be representing someone from the behavioral health community under section 3. D, E or F. Vice Chairman Washburn noted that if someone came forward from the behavioral health community and asked to join ASAC, that would be brought forward and members could vote. Mr. Willis asked if there was a motion to add an additional member to ASAC. Vice Chairman Washburn responded by saying yes. Mr. Willis seconded the motion and the vote was 15 to 0 in favor with Ms. Marshall absent.

Mr. Willis asked if there could be an assessment to see if behavioral health is already represented on ASAC. Ms. Porcella noted that Mr. Willis was misinterpreting her point. She noted that there is nothing in the ASAC guidelines stopping members from voting on a new member. Mr. Willis asked if this would need to go to the MTS board. Ms. Leslie responded by saying yes.

Ms. Betsy White noted that she works as a behavioral health specialist and would be interested in serving on ASAC. Mr. Allen agreed. Vice Chairman Washburn noted that once approved by the MTS board, individuals would be able to apply to be a member.

Mr. Willis asked how members could be involved in making suggestions to the membership guidelines. Ms. Leslie responded by saying that if the MTS board approves a new member, a general overview and cleanup could be conducted. Vice Chairman Washburn asked committee members to give the guidelines a look and provide any recommended changes to MTS. Mr. Willis asked if this could be an agenda item for the next ASAC meeting. Ms. Leslie responded by saying yes but that the changes would not be final until they went to the MTS Board. Ms. Leslie suggested taking the membership guidelines and the addition of a new member to the board at once. Vice Chairman Washburn noted that would either be in January or February. Mr. Ceballos asked if a motion was needed to add the revision of membership guidelines to the December agenda. Vice Chairman Washburn responded by saying yes. Mr. Ceballos motioned to add this to the agenda. Ms. Rucker seconded the motion and the vote was 15 to 0 in favor with Ms. Marshall absent. Mr. Bill Lewis suggested members submit changes to Ms. Leslie for clean up before the next ASAC meeting. He noted this would allow members to review before the next meeting and discuss. Ms. Fragger asked if Ms. Leslie could only make minor changes. Ms. Leslie responded by saying she could make minor edits/formatting but nothing substantial. Mr. Washburn stated the revisions would be included in the December ASAC packet for discussion.

Mr. Willis noted that there should be a section about creating a subcommittee in the guidelines.

Mr. Ceballos asked if the motion that he made would still stand. Mr. Washburn responded by saying yes and that it was seconded by Ms. Rucker. The vote was 15 to 0 in favor with Ms. Marshall absent

8. Travel Training Update (Callie Johnson)

Ms. Callie Johnson, MTM, gave an updated on the Travel Training Program. She noted that the four master trainers have been trained since the last ASAC meeting. She noted there was input meeting for the community and the program has since been finalized. Ms. Johnson noted there are three tiers of travel training and provided an explanation on each one. Ms. Johnson provided travel training packets which included information on the program, instructors profile, waivers, etc. She noted MTS/MTM hope to hold the first session soon and get more input from the community.

Mr. Willis asked which organizations the four trainers represented. Vice Chairman Washburn responded by saying that the trainers were from MTS and MTM.

9. Conditional Eligibility Enforcement (Jay Washburn)

Vice Chairman Washburn explained how conditional eligibility is now being enforced for those MTS Access clients who have been deemed conditionally eligible. He provided an example of how conditional eligibility works. Vice Chairman Washburn noted that prior to August 1, 2017, conditional eligibility has not been enforced. He then explained that First Transit and MTS are taking extra steps to inform clients of their conditions.

Mr. Willis asked if conditional eligibility is part of running a paratransit system. Vice Chairman Washburn responded by saying yes. Mr. Willis asked if there are predetermined categories of how to define eligibility. Vice Chairman Washburn responded by saying yes and provided the types of eligibility. Mr. Willis asked where he could find the list of eligibility. Vice Chairman Washburn responded by saying it's on the MTS website. Mr. Willis asked how long conditional eligibility has been defined by the

FTA. Vice Chairman Washburn said since the beginning of the ADA. He also noted that there was a large mail out done for those clients prior to August 1, 2017.

Mr. Doogan asked if there is an appeal process in place. Vice Chairman Washburn responded by saying yes and that it is a two-step process. Ms. Johnson and Vice Chairman Washburn explained the appeals process to members.

Mr. Rivas asked if someone's conditional changes, how that would be taken into account after they have received their eligibility. Vice Chairman Washburn responded by saying that an individual would reapply with MTM which would create a new case. If someone's condition changed within 60 of the initial determination then they can appeal. Mr. Rivas noted that reapplying is sometimes tedious for some individuals and that some doctors don't want to fill out paperwork again. He asked how that process could be simplified. Vice Chairman Washburn explained that without new documentation, MTM would not be able to determine if there are any changes in someone's condition. Ms. Lerinska noted that under the ADA, everyone must be treated the same so MTS cannot make it easier for one individual to reapply and not another. Mr. Ceballos asked if someone reapplies, would their past information be taken into account. Ms. Johnson responded by saying that only new paperwork is taken into account. Mr. Willis asked if conditional eligibility has caused a flood of early recertification. Vice Chairman Washburn responded by saying that about 5% of conditionally eligible clients have requested a new application. Ms. Lerinska noted that that doesn't mean they actually went through the recertification process.

Ms. Rucker noted that clients could carry an extra application with them in the event their condition changes. Vice Chairman Washburn noted that doctors are able to fill out the forms online as well.

10. ADA Paratransit Reports – Informational Item

MTS Access - Mr. Rafael Villegas presented the MTS Access reports for May 2017, June 2017 and July 2017 (see Attachment B).

MTM – Ms. Callie Johnston presented the MTM certification reports for May 2017, June 2017 and July 2017 (see Attachment C).

11. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for May 2017, June 2017 and July 2017 (see Attachment D).

Mr. Ceballos noted that there was a spike in wheelchair pass-ups due to ramp being inoperable. He asked if there was a reason for the spike. Ms. Fragger she does not have a reason for the spike but noted that if there are any issues with ramps those are addressed right away.

MTS Contract Services (Transdev) – Mr. Bill Lewis presented the MTS Contract Services Ramp Deployment Report for May 2017, June 2017 and July 2017 (see Attachment E).

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

Mr. Doogan noted that since the inception of the low floor trolley, there haven't been any pass ups. Ms. Kalivas noted that the audible component at the Rio Vista station is great. Mr. Ceballos explained that he pressed the ramp deployment button but other riders would not allow the doors to close so the ramp could not deploy. Mr. Doogan asked Mr. Ceballos if the ramp did eventually deploy. He responded by saying yes. Vice Chairman Washburn asked if the request to deploy the ramp is stored in the trolley. Mr. Doogan said that it is but that also the operators are able to override that. He noted that riders should board at the first car where they are most visible. Mr. Rivas asked if a technology could be implemented where a signal is sent to a operator letting them know someone needs the ramp at the next station.

12. Public Comment (Continued)

Ms. Lorraine Leighton noted she has had the same issues with the ramps as Mr. Ceballos. She noted that sometimes the ramps on the East County buses don't deploy. She also explained she went to use route 864 and the driver told her the lifts were only for riders in wheelchairs or those using walkers. Vice Chairman Washburn asked Ms. Leighton for more information so that MTS could investigate what happened.

11. Adjourn

Vice Chairman Washburn adjourned the meeting at 2:48pm.

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): 6.8.2017

CALL TO ORDER (TIME): 1:00 PM

ADJOURN (TIME): 2:42 PM

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Bragg <input checked="" type="checkbox"/>	ASAC Chairwoman	1:00 PM	2:42 PM
Ruben Ceballos <input checked="" type="checkbox"/> Amy Kalivas <input type="checkbox"/>	Access to Independence	1:00 PM	2:42 PM
Arun Prem <input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/>	FACT (CTSA)	1:00 PM	2:42 PM
Debbie Marshall <input checked="" type="checkbox"/>	State Council on Developmental Disabilities	1:00 PM	2:42 PM
Bill Lewis <input checked="" type="checkbox"/> Rene Alvarez <input type="checkbox"/>	Transdev - Contracted Bus Routes		
Callie Johnson <input checked="" type="checkbox"/> Caroline Margulis <input type="checkbox"/>	MTM, Inc	1:00 PM	2:42 PM
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center	1:00 PM	2:42 PM
Monica Aguirre <input type="checkbox"/> Rebbie Radtke <input checked="" type="checkbox"/>	San Diego Center for the Blind	1:00 PM	2:42 PM
John Lewis <input checked="" type="checkbox"/> Rafael Villegas <input checked="" type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00 PM	2:42 PM
Audrey Porcella <input checked="" type="checkbox"/> Brian Lane <input type="checkbox"/>	SANDAG		
Floyd Willis <input checked="" type="checkbox"/>	County of San Diego AIS	1:00 PM	2:42 PM
Annie Gottwig <input checked="" type="checkbox"/> Barbara Valentine <input type="checkbox"/>	Caltrans	1:00 PM	2:42 PM
Kim Rucker <input checked="" type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer	1:00 PM	2:42 PM
Jorge Rivas <input checked="" type="checkbox"/> Lynn Parrish <input checked="" type="checkbox"/>	Fixed Route Consumer	1:00 PM	2:42 PM
Tom Doogan <input checked="" type="checkbox"/>	MTS Trolley	1:00 PM	2:42 PM
Belinda Fragger <input checked="" type="checkbox"/>	MTS Bus	1:00 PM	2:42 PM
Billy Allen <input checked="" type="checkbox"/>	Deaf Community Services	1:26 PM	2:42 PM
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00 PM	2:42 PM
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00 PM	2:42 PM
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:00 PM	2:42 PM

CLERK OF THE ASAC:

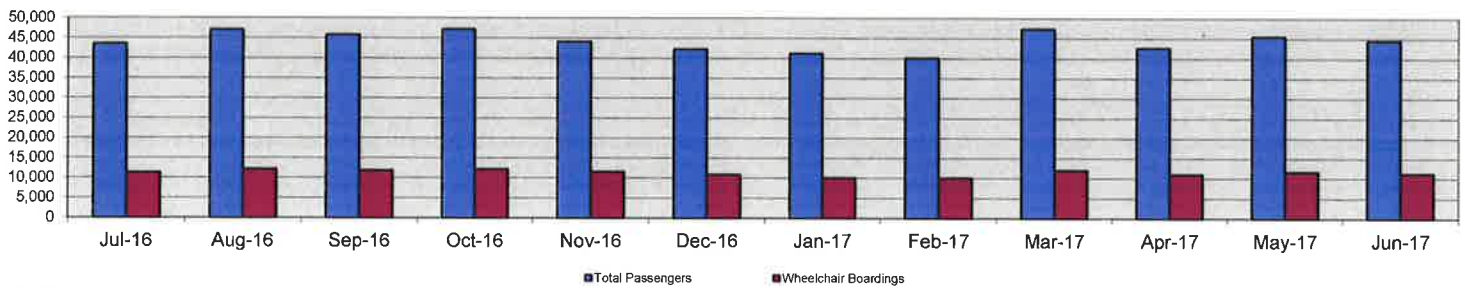
PARATRANSIT AND MINIBUS MANAGER



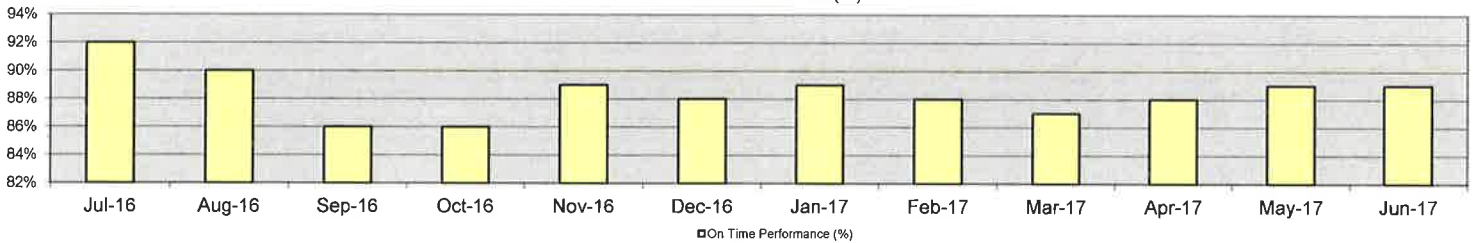
MTS Access ASAC Report FY 17

	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	40,086	47,414	42,637	45,585	44,473	531,353
Wheelchair Boardings	11,272	12,123	11,847	12,155	11,494	10,905	10,111	10,065	12,001	11,036	11,665	11,295	135,969
On Time Performance (%)	92%	90%	86%	86%	89%	88%	89%	88%	87%	88%	89%	89%	88%
Valid Complaints	25	26	40	47	33	24	23	52	37	41	50	42	440
Invalid Complaints	22	28	29	29	24	36	24	23	18	22	31	10	296
Compliments	3	6	7	8	5	3	7	5	13	9	14	13	93
Calls Received	33,189	34,937	35,627	37,063	34,325	34,008	32,878	33,805	36,105	33,407	35,318	33,711	414,373
% Abandoned Calls	4.03%	3.72%	5.09%	8.08%	5.80%	4.57%	3.72%	7.00%	6.50%	4.40%	5.70%	4.50%	5.26%
Average Call Time	0:02:29	0:02:21	0:02:23	0:02:23	0:02:41	0:02:28	0:02:23	0:02:17	0:02:18	0:02:12	0:02:25	0:02:20	0:02:23
Average Hold Time	0:00:44	0:00:40	0:00:56	0:01:27	0:00:53	0:00:46	0:00:36	0:01:10	0:01:06	0:00:31	0:00:42	0:00:33	0:00:50

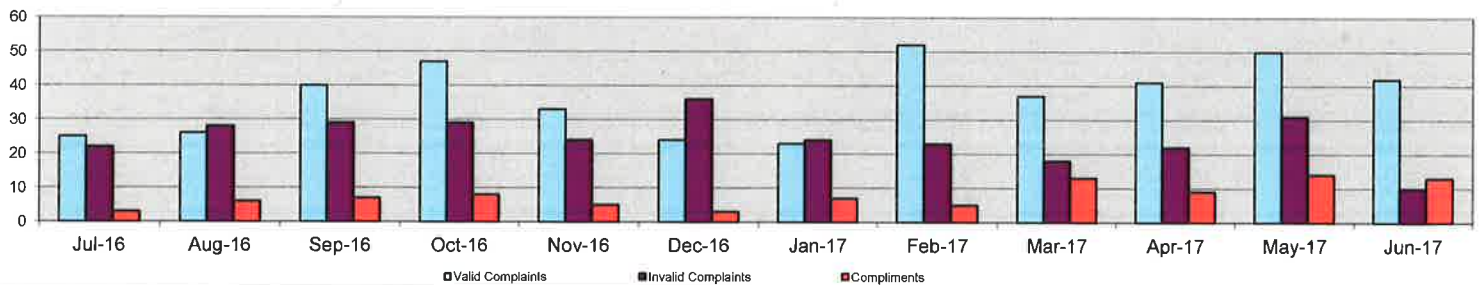
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

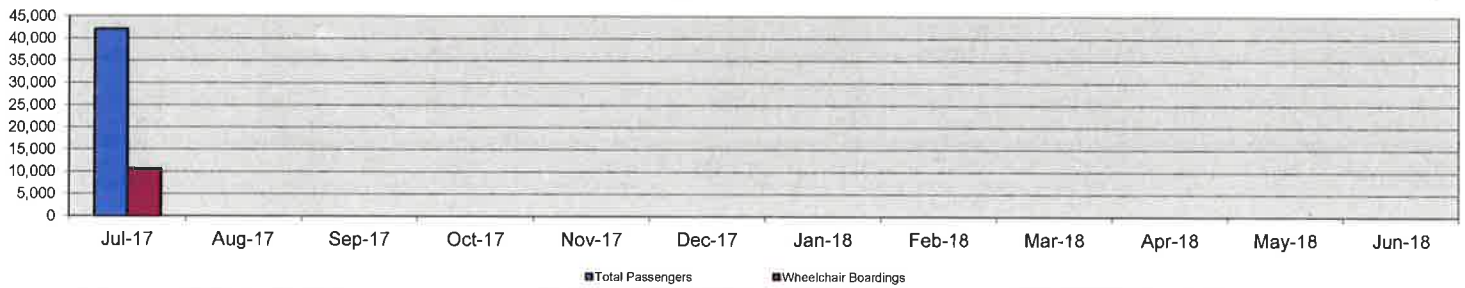




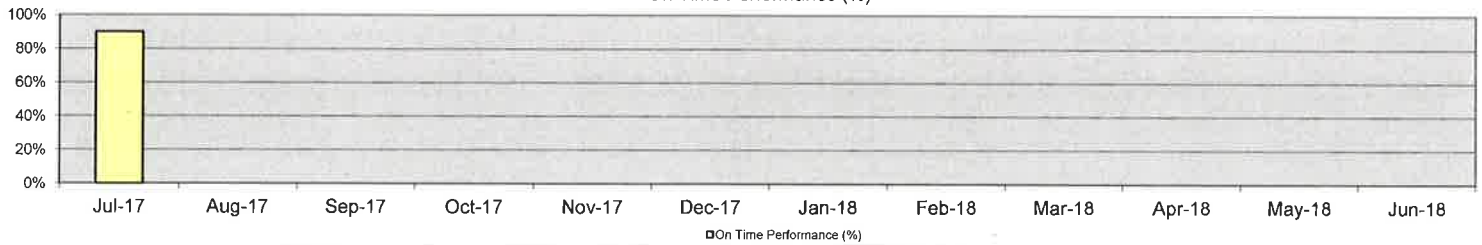
MTS Access ASAC Report FY 18

	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												42,052
Wheelchair Boardings	10,654												10,654
On Time Performance (%)	90%												90%
Valid Complaints	50												50
Invalid Complaints	21												21
Compliments	17												17
Calls Received	34,474												34,474
% Abandoned Calls	5.60%												5.60%
Average Call Time	0:02:25												0:02:25
Average Hold Time	0:00:46												0:00:46

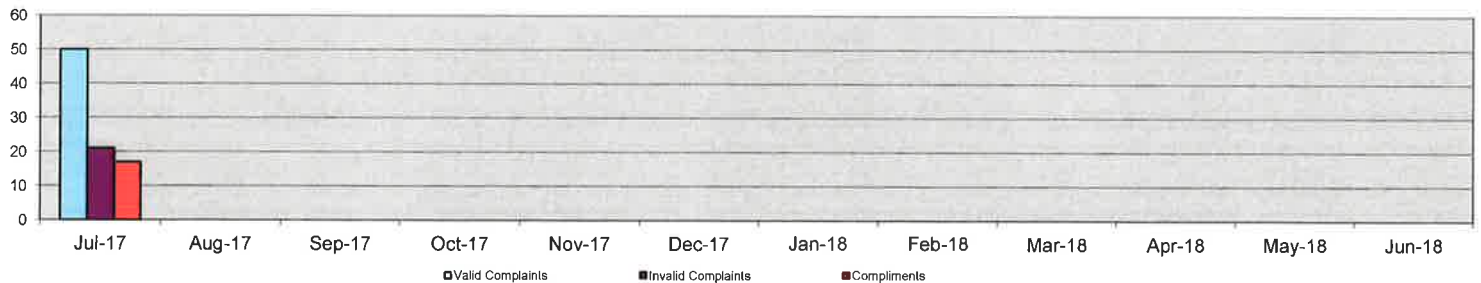
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



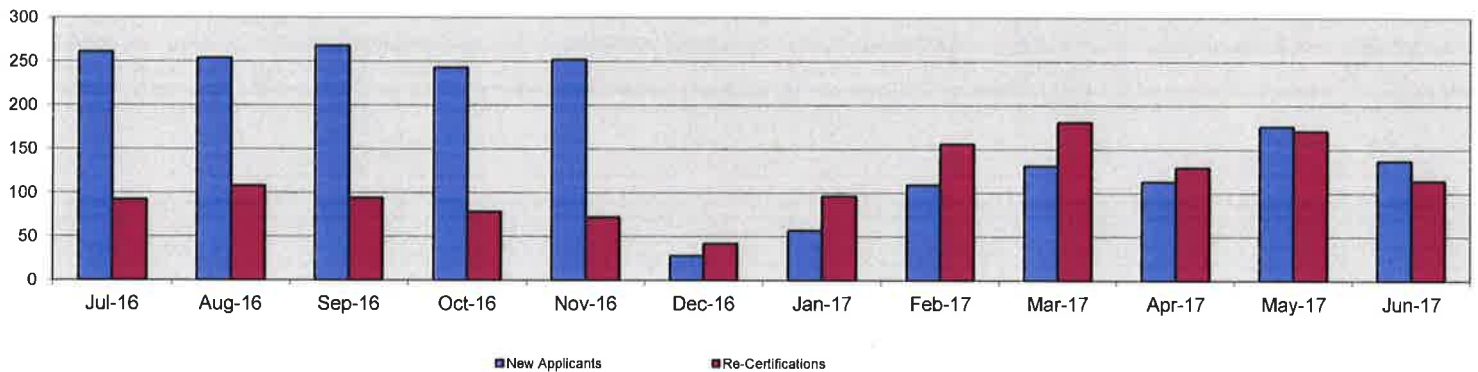


ADARide/MTM Certification Summary Report FY 17

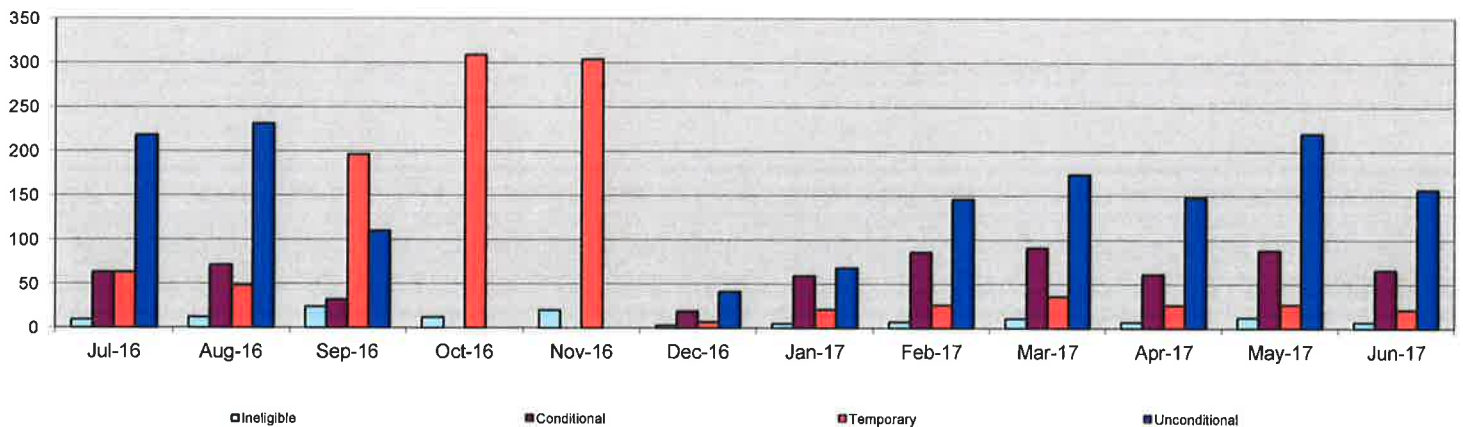
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
New Applicants	261	254	268	243	252	28	57	109	131	113	176	137	2,029
Re-Certifications	92	108	94	78	72	42	96	156	181	129	171	114	1,333
Total	353	362	362	321	324	70	153	265	312	242	347	251	3,362

Ineligible	9	12	24	12	20	3	5	7	11	7	12	7	129
Conditional	63	71	32	-	-	19	59	86	91	61	88	66	636
Temporary	63	48	196	309	304	7	21	26	36	26	27	21	1,084
Unconditional	218	231	110	-	-	41	68	146	174	148	220	157	1,513
Total	353	362	362	321	324	70	153	265	312	242	347	251	3,362

New Applicants and Re-Certifications



Eligibility

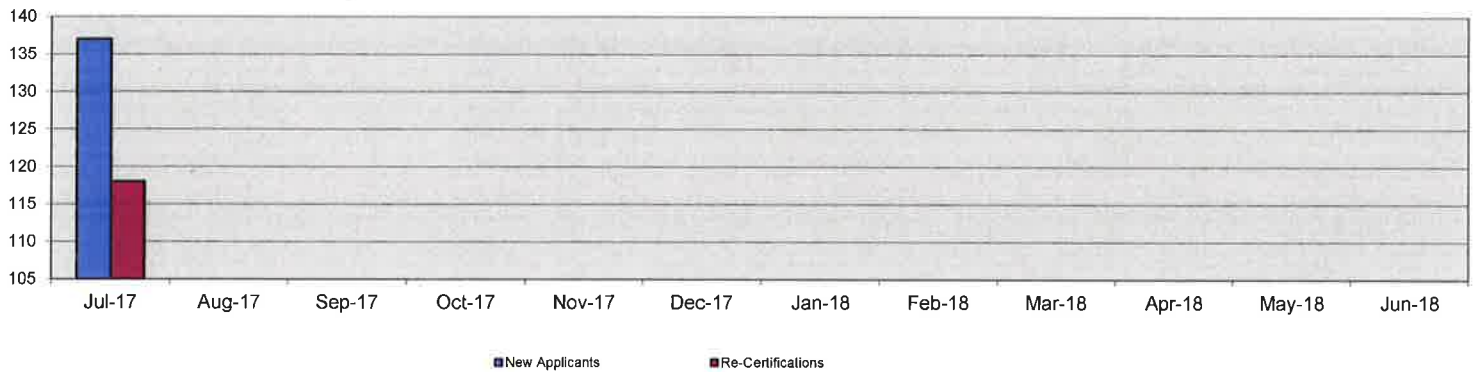




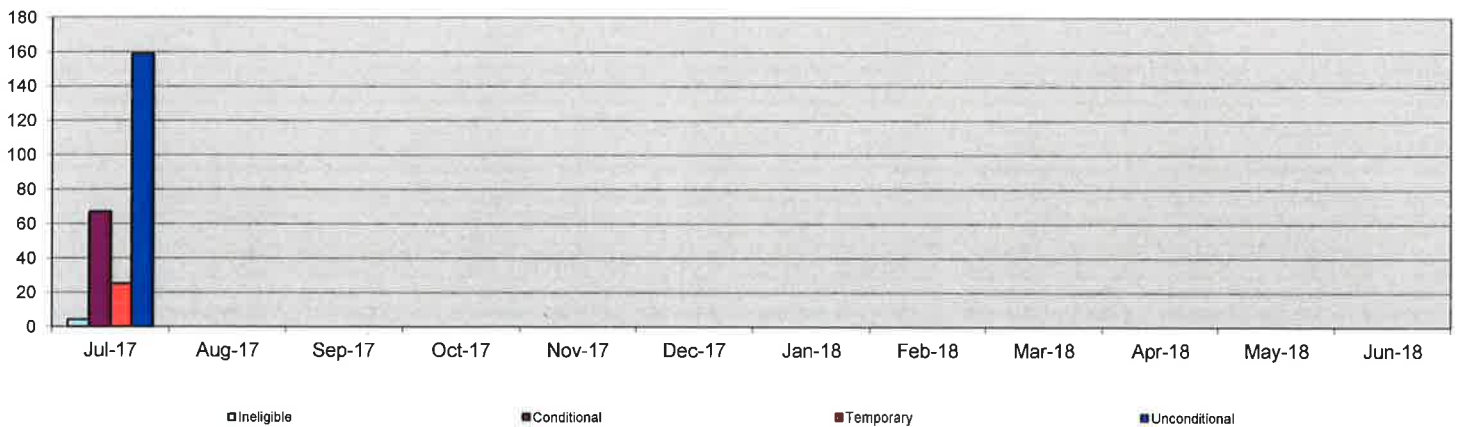
MTM Certification Summary Report FY 18

	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												137
Re-Certifications	118												118
Total	255												255
Ineligible	4												4
Conditional	67												67
Temporary	25												25
Unconditional	159												159
Total	255												255

New Applicants and Re-Certifications



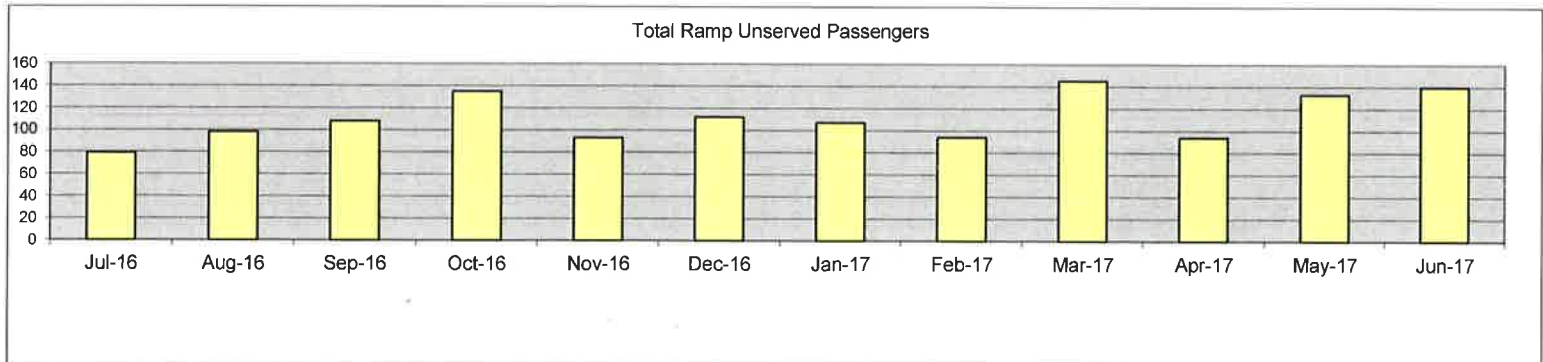
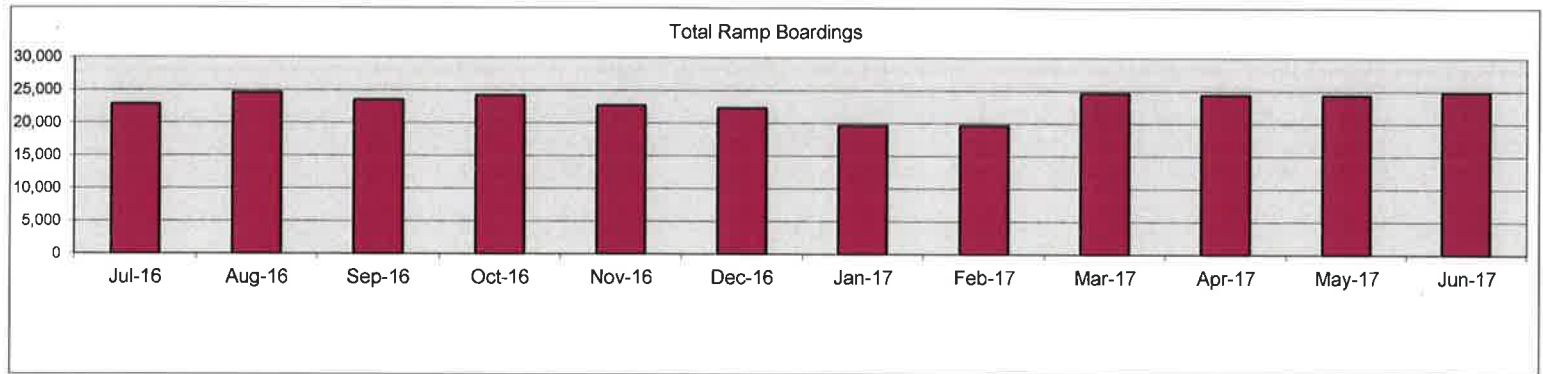
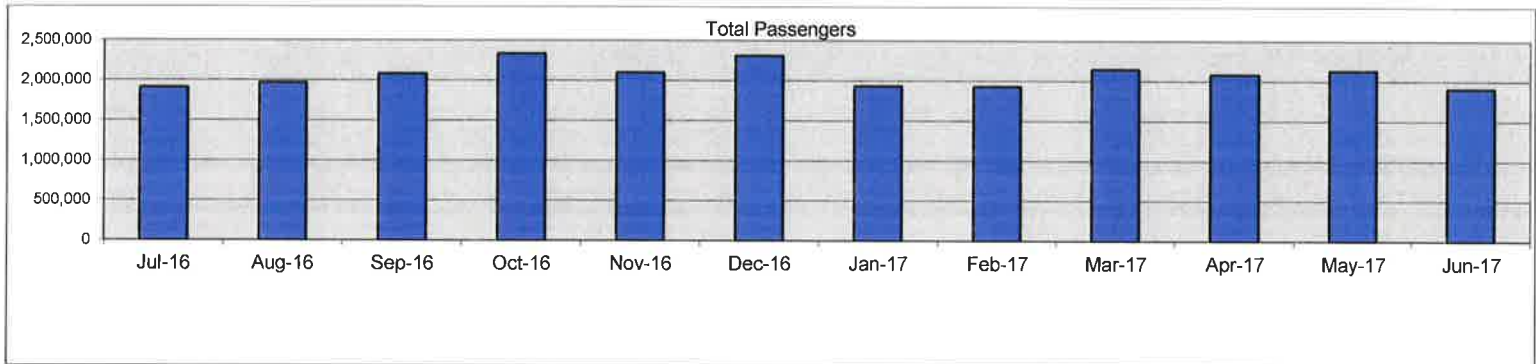
Eligibility





MTS Bus Ramp Deployment Report FY 17

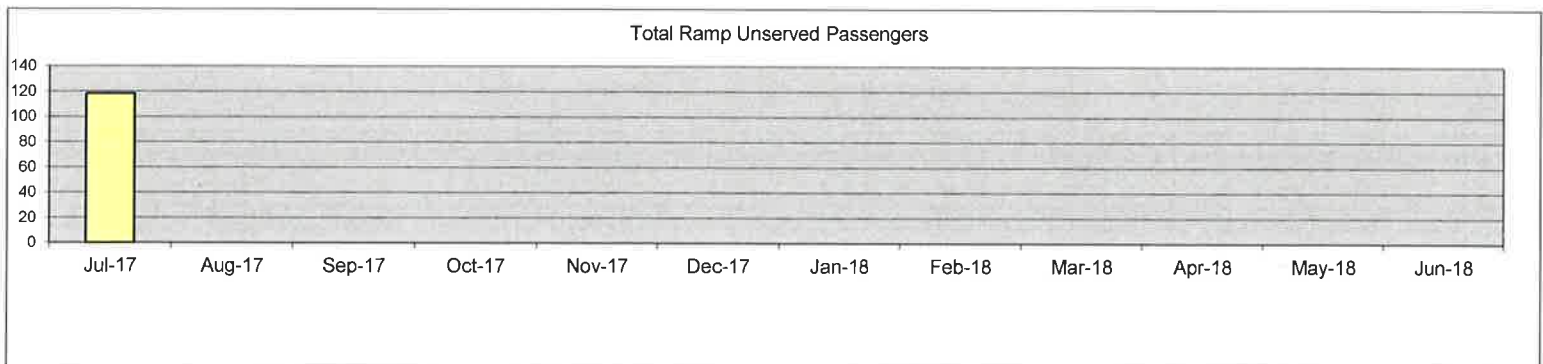
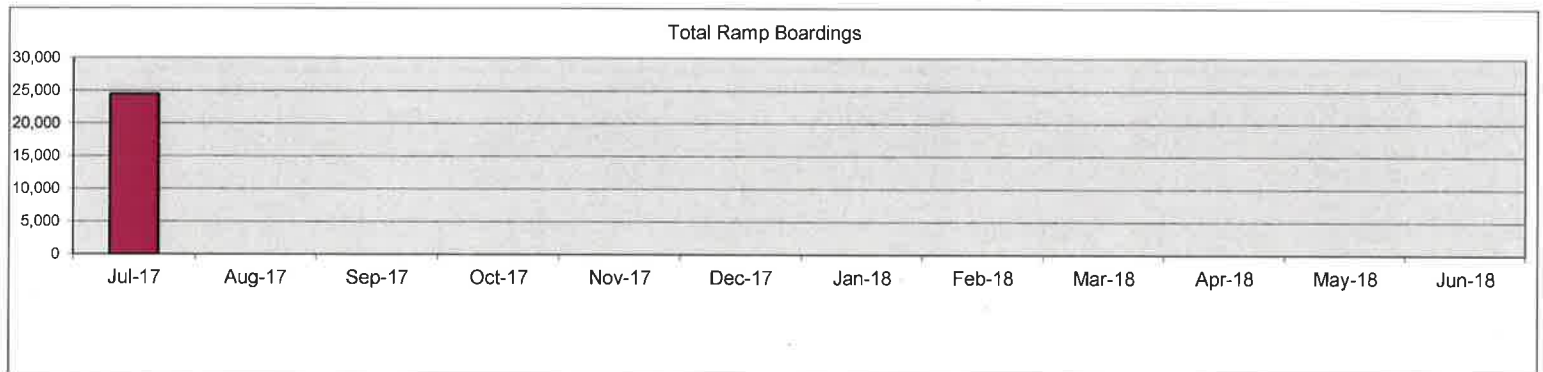
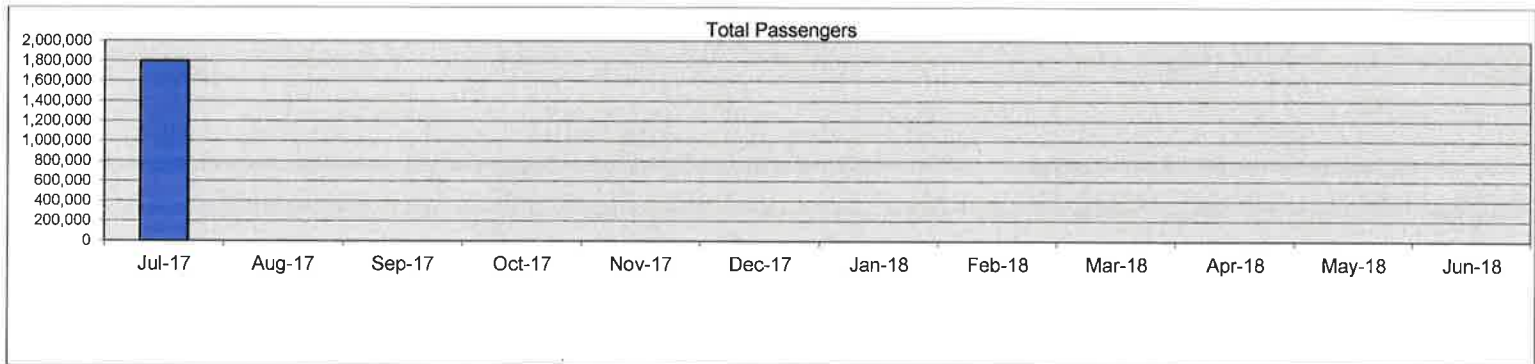
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	1,910,403	1,973,469	2,082,948	2,336,411	2,101,119	2,313,177	1,936,990	1,932,306	2,147,473	2,085,696	2,133,250	1,905,783	24,859,025
Total Ramp Boardings	22,830	24,629	23,557	24,242	22,709	22,295	19,667	19,630	24,672	24,396	24,369	24,871	277,867
Percentage of Ramp Boardings	1.20%	1.25%	1.13%	1.04%	1.08%	0.96%	1.02%	1.02%	1.15%	1.17%	1.14%	1.31%	1.12%
Total Ramp Unserved Passengers	79	98	108	135	93	112	107	94	145	94	133	140	1,338
Percentage of Ramp Unserved Passengers	0.35%	0.40%	0.46%	0.56%	0.41%	0.50%	0.54%	0.48%	0.59%	0.39%	0.55%	0.56%	0.48%
Pass-Up Ramp Inoperable	8	7	3	5	12	16	17	21	18	20	27	14	168
Pass-Up WC Space Full	63	77	78	101	67	79	67	53	98	94	78	98	953
Pass-Up Bus Full	8	14	27	29	14	17	23	20	29	30	28	28	267





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												1,797,737
Total Ramp Boardings	24,486												24,486
Percentage of Ramp Boardings	1.36%												1.36%
Total Ramp Unserved Passengers	118												118
Percentage of Ramp Unserved Passengers	0.48%												0.48%
Pass-Up Ramp Inoperable	19												19
Pass-Up WC Space Full	80												80
Pass-Up Bus Full	19												19

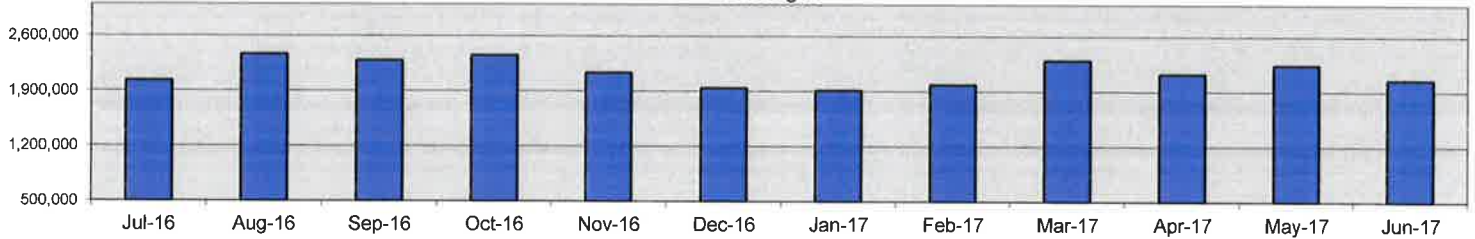




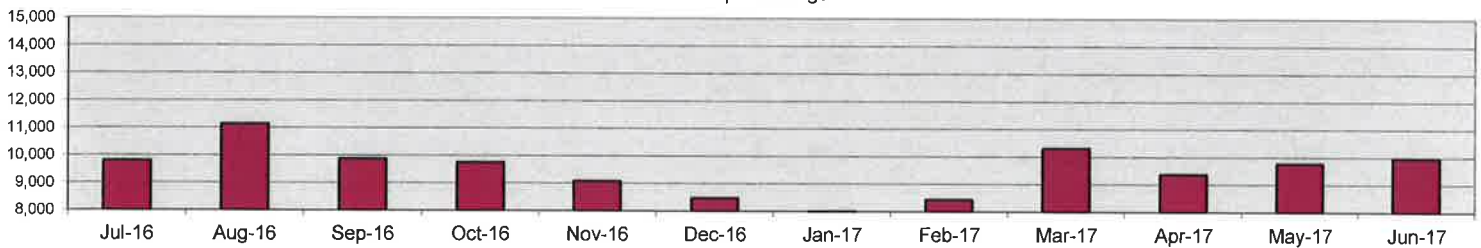
MTS Contract Services Ramp Deployment Report FY 17

	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	1,983,539	2,295,192	2,123,884	2,239,792	2,049,365	25,709,121
Total Ramp Boardings	9,807	11,137	9,870	9,741	9,076	8,465	7,982	8,440	10,301	9,367	9,773	9,966	113,925
Percentage of Ramp Boardings	0.48%	0.47%	0.43%	0.41%	0.43%	0.44%	0.42%	0.43%	0.45%	0.44%	0.44%	0.49%	0.44%
Total Ramp Unserved Passengers	11	11	9	14	14	33	18	30	19	29	35	33	256
Percentage of Ramp Unserved Passengers	0.11%	0.10%	0.09%	0.14%	0.15%	0.39%	0.23%	0.36%	0.18%	0.31%	0.36%	0.33%	0.23%
Pass-Up Ramp Inoperable	-	3	4	6	-	5	6	6	1	5	6	4	46
Pass-Up WC Space Full	3	-	2	6	8	18	12	18	15	19	10	22	133
Pass-Up Bus Full	8	8	3	2	6	10	-	6	3	5	19	7	77

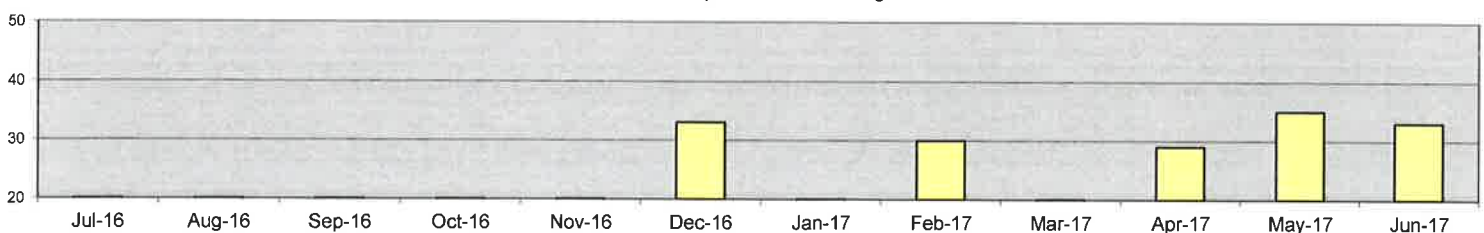
Total Passengers



Total Ramp Boardings



Total Ramp Unserved Passengers

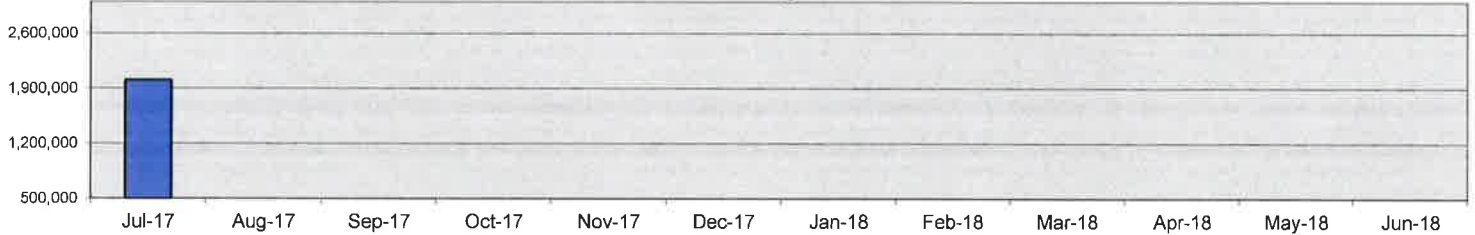




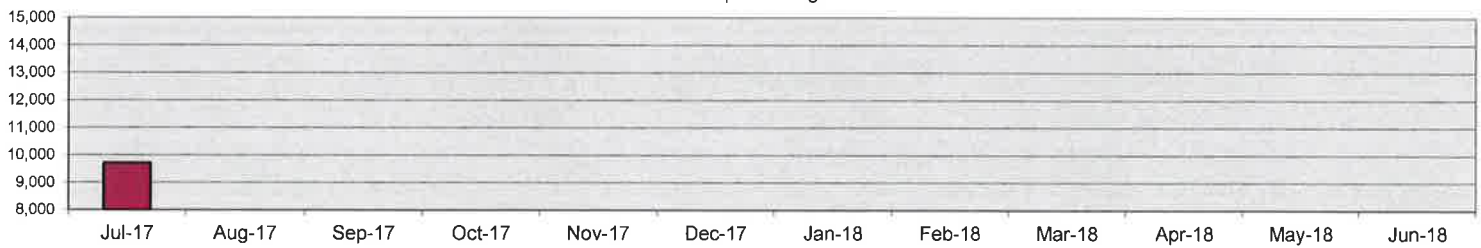
MTS Contract Services Ramp Deployment Report FY 18

	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												2,007,428
Total Ramp Boardings	9,710												9,710
Percentage of Ramp Boardings	0.48%												0.48%
Total Ramp Unserved Passengers	24												24
Percentage of Ramp Unserved Passengers	0.25%												0.25%
Pass-Up Ramp Inoperable	8												8
Pass-Up WC Space Full	14												14
Pass-Up Bus Full	2												2

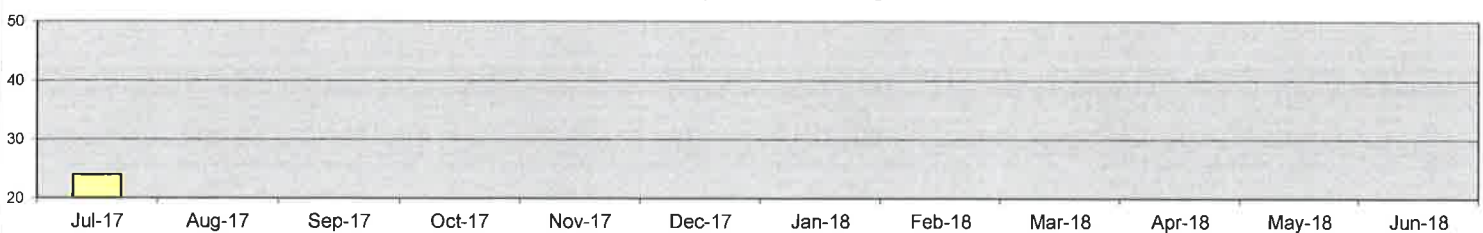
Total Passengers



Total Ramp Boardings



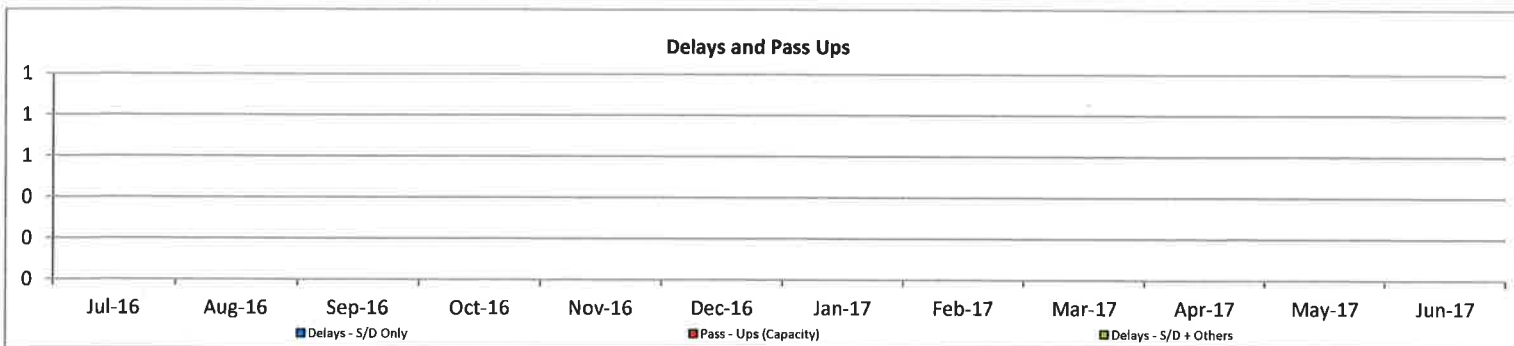
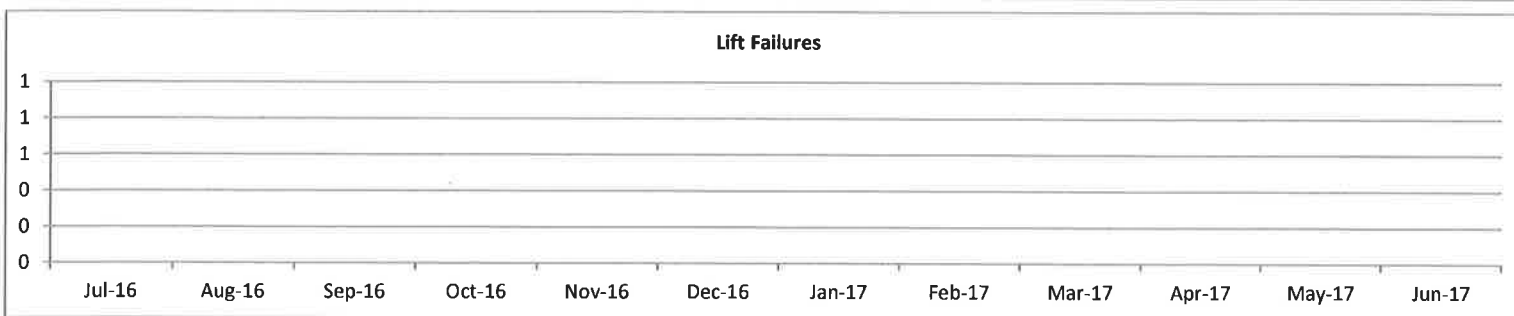
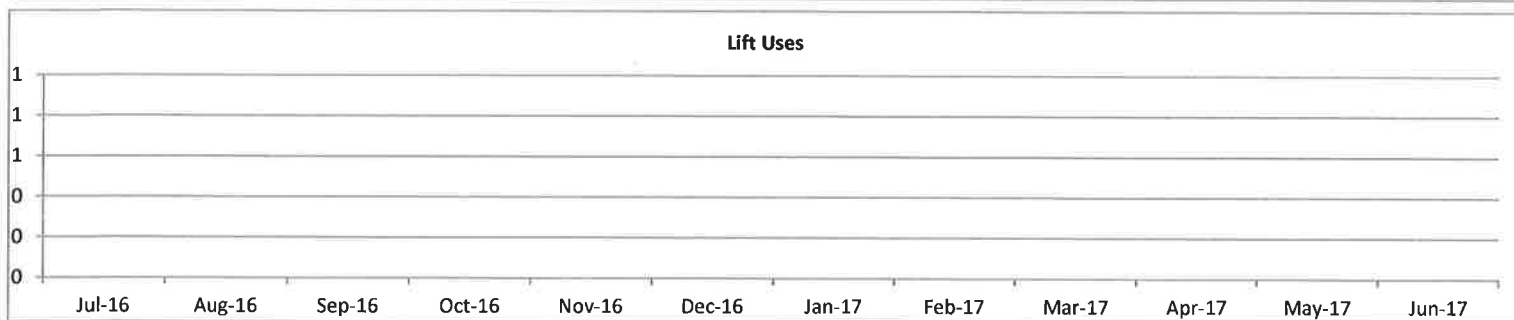
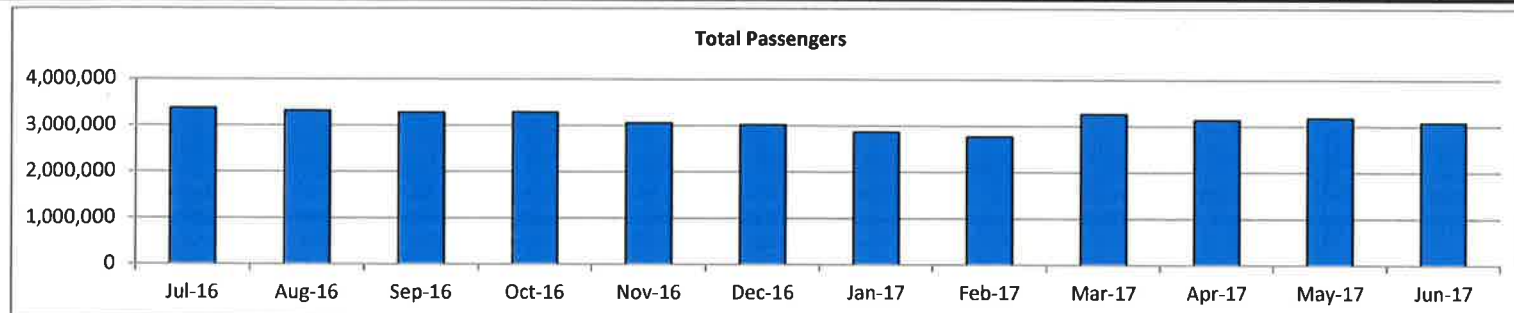
Total Ramp Unserved Passengers





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	3,276,079	3,285,178	3,054,972	3,018,932	2,866,236	2,773,476	3,266,434	3,141,301	3,180,560	3,082,812	37,638,653
Lift Uses	-	-	-	-	-	-	-	-	-	-	-	-	0
Lift Failures	-	-	-	-	-	-	-	-	-	-	-	-	0
Delays - S/D Only	-	-	-	-	-	-	-	-	-	-	-	-	0
Pass - Ups (Capacity)	-	-	-	-	-	-	-	-	-	-	-	-	0
Delays - S/D + Others	-	-	-	-	-	-	-	-	-	-	-	-	0



Transit Training Development Committee (TTDC) Guidelines

On September 21, 2017, the MTS Accessible Services Advisory Committee (ASAC) established an ad hoc committee, the Transit Training Development Committee (TTDC). Based on the received direction from ASAC, the following guidelines are established for the TTDC.

I. The responsibility of the committee will be:

- A. To provide input, recommendations, and advise on the MTS Transit Training Program to ASAC and MTS staff.
- B. The TTDC shall provide a summary of its recommendations on the Transit Training Program at ASAC meetings, as necessary.

II. The committee will not set policy.

III. Committee Membership:

- A. Membership on TTDC shall consist of less than a quorum of ASAC members. TTDC may consist of both ASAC and Non-ASAC Members.
- B. The ASAC may appoint members to the TTDC. The TTDC Chair may also appoint members as necessary.
- C. The TTDC Chair to the committee will be appointed during the first meeting. The TTDC Chair will provide an administrative support role for the TTDC. This may include, but not limited to, working in conjunction with the MTS Paratransit and Minibus Manager in scheduling a time, place and room for the meetings; deciding topics to discuss at the meetings; and providing updates on the development of the Transit Training Program to the TTDC.
- D. The MTS Paratransit and Minibus Manager or designee will act as Vice Chair if the Chair is absent.
- E. A member may resign from the committee by a letter of resignation

IV. Alternates:

- A. Each member may designate one (1) alternate member by notifying the TTDC Chair.

V. Committee time frame:

- A. The TTDC will be in place for two (2) years. After two (2) years, the ASAC would need to consider whether or not it is necessary to renew the TTDC.

VI. The committee is not subject to the Brown Act.

TTDC established on 9/21/2017

TTDC Guidelines approved on 9/21/2017