

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING MINUTES
Thursday, March 8, 2018
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. 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 December 14th, 2017 Meeting Minutes

Chairwoman Bragg entertained a motion to approve the December 14th, 2017 meeting minutes.

Mr. Floyd Willis inquired about Mr. Rivas' question under item 10 and asked if the wait time is not multiplied by each person in the queue. Mr. Jay Washburn responded by saying that the wait time given to a caller is their wait time depending on where they are in the queue.

Mr. Floyd Willis moved to approve the minutes. Mr. Tom Doogan seconded the motion, and the vote was 13 to 0 in favor with Mr. Albarran and Ms. Radtke absent.

4. Public Comment

Deb McKissack - Ms. McKissack commented on issues with MTS Access service. She stated that there have been some issues with the service recently. Ms. McKissack noted that her mother was returned to her home almost two hours later after she was picked up. She stated that there are people that ride MTS Access that are elderly and disabled. She commented that these people have restroom issues, medication issues and there needs to be timely travel for these passengers.

5. Member Comment

Mr. Washburn commented on the dockless bikes and scooters in San Diego. He noted that a lot of them have been left at our transit centers and bus stops which have been obstructing access. Mr. Washburn noted that riders should call MTS customer service so that we can contact the vendors to remove the bikes and scooters from any bus stop or transit center.

Chairwoman Bragg noted that the Operations Manager for Lime Bike gave a presentation at the Imperial Beach meeting last night. She stated she commented on the litter of bikes and scooters at certain trolley stations and that they are impeding mobility devices. She urged the representative to focus on the issue.

6. RTMS Overview (Devin Braun)

Mr. Devin Braun, Manager of Transportation Communication and Technology, provided an overview on the RTMS system. He noted that MTS and NCTD both use the system on the fixed route buses, supervisor vehicles and radio rooms. He explained that in 2015, the system was added to the South Bay and East County Divisions and two weeks ago, Copley Park was the last division to have the system installed. He explained the system helps MTS manager the day to day operation. He noted that MTS is able to track where the buses are, look at and add specific routes, count how many passengers are boarding and deboarding, and provide automatic announcements for stops. Mr. Washburn asked Mr. Braun to elaborate on the one bus away app. Mr. Braun explained that the one bus away app shows you where buses for all routes are in real time, lets you know when a bus is set to arrive and if it is late. He explained that the app is free and all fixed route buses are now on the app.

Mr. Jorge Rivas asked if the automatic passenger counters can distinguish if a rider is boarding or deboarding either from the front or back. Mr. Braun responded by saying yes. Mr. Rivas asked how the system can be changed to announce all stop. Mr. Braun responded by saying that that would be a policy that would have to made. He explained the system can announce any stop that MTS wants and noted that any specific stop can also be added if requested. Ms. Audrey Porcella asked Mr. Braun to clarify the federal mandate regarding bus stop announcement. Mr. Braun explained that the first stop after a turn, a signalized intersection, major route transfer point and other interesting points on interest must be announced. Mr. Willis asked what the threshold is for running late. Mr. Braun said it is two minutes.

Chairwoman Bragg thanked Mr. Braun for his presentation. She encouraged anyone to let Mr. Braun if they would like a certain stop announced.

Ms. Rebbie Radtke agreed with that Mr. Rivas said in regards to having all stop announced. She stated without every stop being announced, the bus system is not fully accessible.

Chairwoman Bragg asked Mr. Braun if the policy would need to go to SSTAC, ASAC and the Board to be approved. He responded by saying that it may not have to be that formal.

7. MTS Access Scheduling/Info Notification Overview (DeRees Clarke)

Mr. DeRees Clarke, General Manager of First Transit, provided an overview on the info notification system for MTS Access. He explained that the system provides reminders in both English and Spanish. He explained reminders are made one day in advance as well as 15 minutes before the bus arrives. Notifications can be made via phone, text or email or any combination of the three. He noted that info notification is used by about 1,700 riders. Mr. Clarke provided an example of what a text message looks like.

Mr. Rivas asked if the 15 minute notification could be changed and why 15 was chosen. Mr. Clarke responded by saying that a change would have to be made system wide and that 15 minutes is ideal for a client to be ready to come out. Mr. Rivas asked if the system can let clients know if the bus is running late. Mr. Clarke responded by saying that currently, the system does not have that capability. Chairwoman Bragg noted that yesterday there was a gas leak which affected a lot of people. She asked how clients would be made aware if their buses were running late. Mr. Clarke explained that dispatch would likely make calls to each affected client but that info notification could not currently do this. Chairwoman Bragg asked if that would be possible in the future and if First Transit was looking at the option. Mr. Clarke responded by saying that they are not currently looking at making any changes to the system but can work with MTS to make changes in the future.

8. Transit Training Update (Callie Johnson)

Ms. Callie Johnson, MTM Project Manager, provided an update on the Transit Training Program. She explained the first class was held earlier in the month at Jewish Family Service. Most participants were from Jewish Family Service and some from the City of La Mesa. Ms. Johnson explained the material the group went over and the discussion that occurred. She explained there was an instruction piece as well as filed training.

Ms. Johnson also provided an overview on the Taking Transit 101 class that took place in February at the Balboa Senior Lounge. She explained there were five attended and that the training was provided by two MTS retired employees.

Lastly, Ms. Johnson explained that MTS met with the ASAC Ad-Hoc Committee on December 14th 2017 and January 31st 2018 to go over the training materials.

Ms. Kalivas asked what the field training consisted of. Ms. Johnson explained that the group talked about accessible features and what to do in order to ride the bus. The training started by a half mile walk to a bus stop and also taking note of the natural barriers that the group came across. The group then rode the bus and took note of the accessible features. Ms. Kalivas asked if the intention is to have field work as part of future trainings. Ms. Johnson responded by saying yes. Mr. Washburn asked if that was the difference between the phase one and phase two/three training. Ms. Johnson responded by saying yes.

Mr. Willis inquired about the training that took place in January. Ms. Johnson responded by saying that that was a phase one training with retired MTS employees. Mr. Willis asked if the average length a passenger would walk to a transit stop is usually $\frac{3}{4}$ of a mile. He also asked if the training in February was also a tier one training. Ms. Johnson responded by saying yes. Mr. Washburn explained that there are two separate components. He explained that the trainings in January and February were put on by the MTS Marketing department. Mr. Washburn explained the training in March was a train the trainer course.

Chairwoman Bragg asked Ms. Johnson where she sees this program going. Ms. Johnson explained that she plans to focus on schools and also increase autonomy across San Diego. Chairwoman Bragg asked about what outreach has been conducted. Ms. Johnson explained currently outreach is mostly done by phone calls. Mr. Washburn explained that MTS is working on reaching out to other organizations.

Chairwoman Bragg asked that if any organization was interested in conducting a transit training course to contact either Mr. Washburn or Ms. Lerinska.

Chairwoman Bragg responded to Mr. Willis' question regarding distance a passenger typically walks to a bus stop. She explained that bus stops are usually 1,200-1,800 feet apart. Mr. Willis explained he was referring to the social aspect and how far a person was willing to walk before they decide they do not walk to ride public transit. Mr. Washburn explained that the $\frac{3}{4}$ of a mile refers to paratransit.

9. ASAC Ad-Hoc Committee Transit Training Update (Amy Kalivas)

Ms. Amy Kalivas explained that the ASAC Ad-Hoc Committee met in January. She explained that MTS provided all of the transit training material for the committee to review and provide feedback. On January 31st, 2018, the committee met again to provide MTS with feedback and suggestions. Mr. Willis noted that there are two groups of audiences this program is trying to reach. One is client's currently riding MTS Access and the other is passengers who are currently not using fixed route. Chairwoman Bragg explained that this program will change as it evolves.

10. Upcoming changes to MTS Access (Jay Washburn)

Mr. Washburn went over the upcoming changes to MTS Access come May 1st, 2018. The first change will be adding appointment based scheduling. Clients will be given a 30 minute window of when they will be dropped off up to the appointment time. After the appointment is booked, the system will determine the pick-up window for the client. The second change is changing the on scene window from three to five minutes. The last change is changing the pick-up window from twenty minutes to thirty minutes. Currently, clients are given a pick-up time and drivers have a twenty minute window in which they can pick up the client and still be considered on-time. Clients will now be given a thirty minute window in which the driver can arrive and still be considered on-time. He also noted that on board time will still remain comparable to fixed route services. Lastly, he explained that there is not definitive date, but that MTS will be incorporating taxi service as part of MTS Access to come clients. He noted more details will be provided in the coming months.

Mr. Rivas asked Mr. Washburn to clarify the first change. Mr. Washburn explained that if someone calls and says they have a 10:00am appointment then MTS will drop them off between 9:30am and 10:00am and the system will also provide a thirty minute pick-up window. Mr. Rivas asked what the system currently does. Mr. Washburn explained that currently the system is pick-up based so we look at what time a client has to be picked up and how long a client can be on the bus for. Ms. Lerinska noted that pick up based scheduling is still available. Clients just now have the option to schedule their trip based on pick up time or appointment time. Mr. Rivas asked if the reservationists will ask clients what time they need to arrive to their destination and they provide them with a pick up time. Mr. Washburn responded by saying that clients have to let the reservationist know if they want to schedule their trip based on pick up or appointment time. If it is appointment time, then the system will work backwards and provide the client with a thirty minute pick up window. Mr. Rivas noted that his biggest concern is being on the bus for too long. Mr. Washburn explained that excessive ride times are something

MTS continues to look at. He explained on-board times are not changing but will remain comparable to fixed route.

Ms. Belinda Fragger explained she appreciates the changes. She asked if the public would be notified. Mr. Washburn responded by saying yes and that the letter will be mailed the day after the SSTAC meeting on March 19th, 2018.

Ms. Kim Rucker asked about return riders and how that would be determined. Mr. Washburn explained the return trip is up to the client to determine.

Ms. Kalivas noted that NCTD riders had some concerns over the training taxi drivers received. She asked MTS to be mindful of those concerns when the program is set up. Mr. Washburn thanked Ms. Kalivas and noted that the scope is currently being finalized. He also explained that First Transit will be subcontracting with the taxi provider and that there are additional training requirements in the RFP.

Ms. Porcella asked how it would be determined if a regular MTS Access bus or taxi cab is sent to a client. Mr. Washburn responded by saying that First Transit will be handling the reservations and that the system will determine the most appropriate mode of transit. He explained the service requirement would remain the same. He also noted that taxi drivers will identify themselves as picking up a client on behalf of MTS.

11. ASAC Membership Guidelines Revisions (Samantha Leslie)

Ms. Samantha Leslie provided an overview on the ASAC Membership Guideline Revisions which were approved by the MTS Board of Directors. Ms. Leslie asked Ms. Lerinska to provide an update on the Behavioral Specialist Member. Ms. Lerinska noted that she has reached out to the County of San Diego to determine who will be the primary and alternate members.

12. Appeals of Rider Suspension Policy (Jay Washburn)

Mr. Washburn provided an overview on the rider suspension process for MTS Access riders. He then explained the current process when a rider appeals their suspension with First Transit. Mr. Washburn explained that MTS has created a formal appeals process for any suspension. He explained that if a client wishes to appeal; the appeal would first go to First Transit and if First Transit does not lift the suspension then the appeal would go to MTS. The MTS appeals board will have the final determination.

13. Seat Belt Policy (Jay Washburn)

Mr. Washburn provided an overview on the new statute that requires passengers in a bus that is equipped with seatbelts to use them starting July 1, 2018. MTS is required to either inform clients verbally of the requirement or post signage. He explained that MTS will be posting signage in the paratransit and minibus buses and also provide some training to bus drivers. He explained that if a bus was pulled over an officer could check the bus to make sure all passengers are using seatbelts. He noted that officers may ticket those passengers who do not utilize the seat belts.

Chairwoman Bragg noted that she supports the new law.

Mr. Rivas noted that he thought it was mandatory that all clients wear seatbelts on MTS Access. Ms. Rucker noted the same thing. Mr. Washburn explained that it is mandatory for wheelchair clients but not ambulatory clients.

14. Best Effort Policy (Jay Washburn)

Mr. Washburn provided an overview on the best effort policy. He explained that there is a misconception that MTS has a no strand policy. He explained that if a client misses their return trip and calls for another trip, First Transit will do their best effort to accommodate the client and pick them up, but that there is no guarantee a vehicle will be sent. He also noted that if a vehicle is sent, there is no guarantee on how quickly it will arrive.

15. ADA Paratransit Reports – Informational Item

MTS Access - Mr. DeRees Clarke presented the MTS Access reports for November 2017, December 2017 and January 2018 (see Attachment B).

MTM – Ms. Callie Johnston presented the MTM certification reports for November 2017, December 2017 and January 2018 (see Attachment C).

16. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for November 2017, December 2017 and January 2018 (see Attachment D).

MTS Contract Services (Transdev) – Mr. Bill Lewis presented the MTS Contract Services Ramp Deployment Report for November 2017, December 2017 and January 2018 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for November 2017, December 2017 and January 2018 (see Attachment F).

Mr. Willis asked if ADA certifications are done yearly. Ms. Johnson responded by saying most recertification are done every three years except temporary certifications.

17. Adjourn

Chairwoman Bragg adjourned the meeting at 2:23pm.

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): 3.8.18

CALL TO ORDER (TIME): 1:00pm

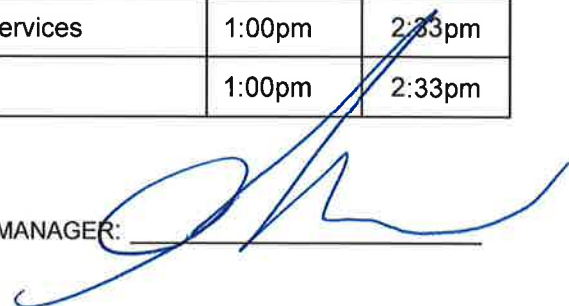
ADJOURN (TIME): 2:33pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Bragg <input checked="" type="checkbox"/> <input type="checkbox"/>	ASAC Chairwoman	1:00pm	2:33pm
Amy Kalivas <input checked="" type="checkbox"/> Ruben Ceballos <input type="checkbox"/>	Access to Independence	1:00pm	2:33pm
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	1:00pm	2:33pm
Bill Lewis <input checked="" type="checkbox"/> Rene Alvarez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:00pm	2:33pm
Callie Johnson <input checked="" type="checkbox"/> Caroline Margulis <input type="checkbox"/>	MTM, Inc	1:00pm	2:33pm
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center	1:00pm	2:33pm
Monica Aguirre <input type="checkbox"/> Rebbie Radtke <input checked="" type="checkbox"/>	San Diego Center for the Blind	1:14pm	2:33pm
DeRees Clark <input checked="" type="checkbox"/> Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00pm	2:33pm
Audrey Porcella <input checked="" type="checkbox"/> Brian Lane <input type="checkbox"/>	SANDAG	1:00pm	2:24pm
Floyd Willis <input checked="" type="checkbox"/> <input type="checkbox"/>	County of San Diego AIS	1:00pm	2:33pm
Annie Gottwig <input checked="" type="checkbox"/> <input type="checkbox"/>	Caltrans	1:00pm	2:25pm
Kim Rucker <input checked="" type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer	1:00pm	2:33pm
Jorge Rivas <input checked="" type="checkbox"/> Lynn Parrish <input type="checkbox"/>	Fixed Route Consumer	1:00pm	2:26pm
Tom Doogan <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Trolley	1:00pm	2:33pm
Belinda Fragger <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Bus	1:00pm	2:33pm
<input type="checkbox"/> <input type="checkbox"/>	Deaf Community Services		
<input type="checkbox"/> <input type="checkbox"/>	Count of San Diego Behavioral Health Services		
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00pm	2:33pm
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00pm	2:33pm
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:00pm	2:33pm

CLERK OF ASAC:



PARATRANSIT AND MINIBUS MANAGER:

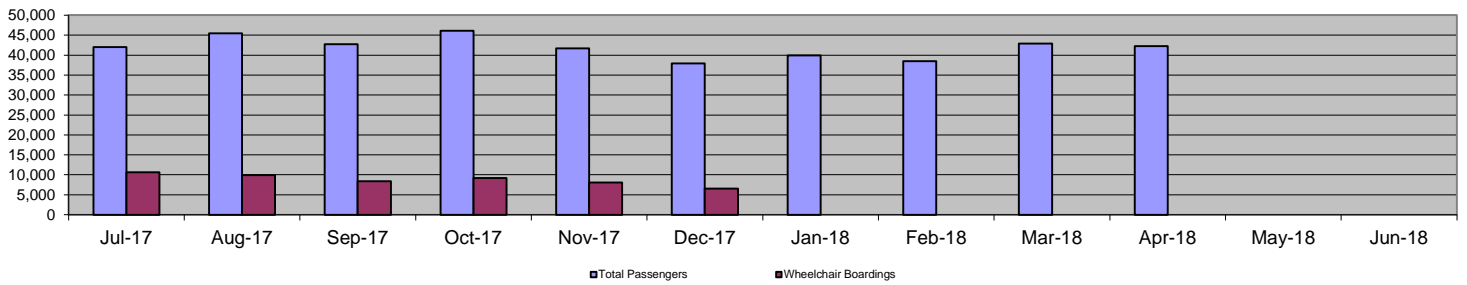




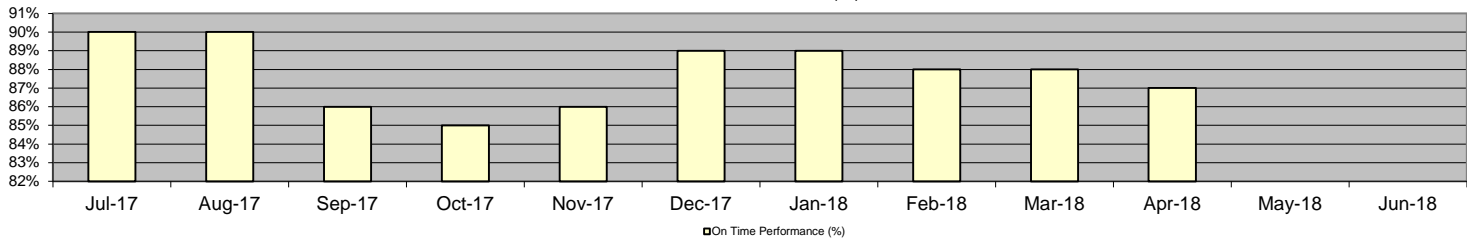
MTS Access ASAC Report FY 18

	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			419,635
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%	88%	87%			88%
Valid Complaints	50	48	45	64	55	37	27	37	44	57			464
Invalid Complaints	21	29	26	29	28	21	24	30	21	24			253
Compliments	17	10	3	3	16	9	5	11	15	17			106
Calls Received	34,474	34,709	36,296	37,678	33,356	29,647	30,605	29,391	32,466	33,561			332,183
% Abandoned Calls	5.60%	6.70%	10.00%	7.20%	7.08%	5.02%	2.06%	3.20%	2.90%	4.30%			5.41%
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			0:02:24
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			0:00:42

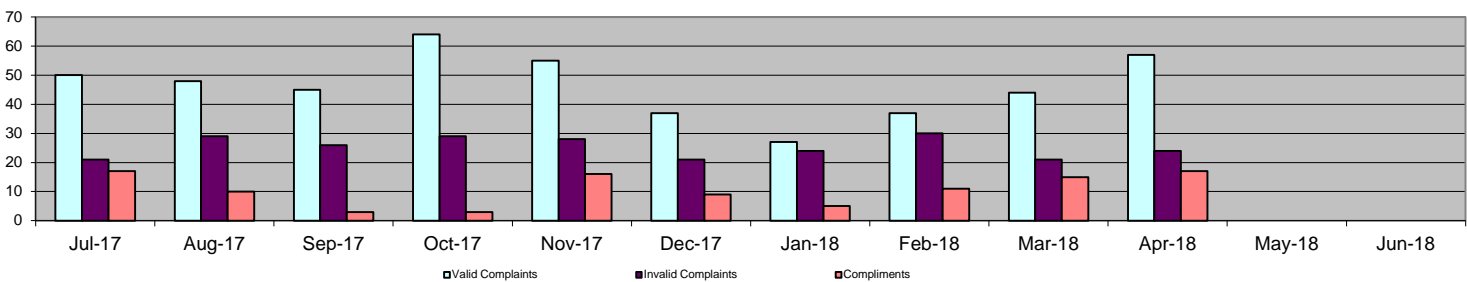
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



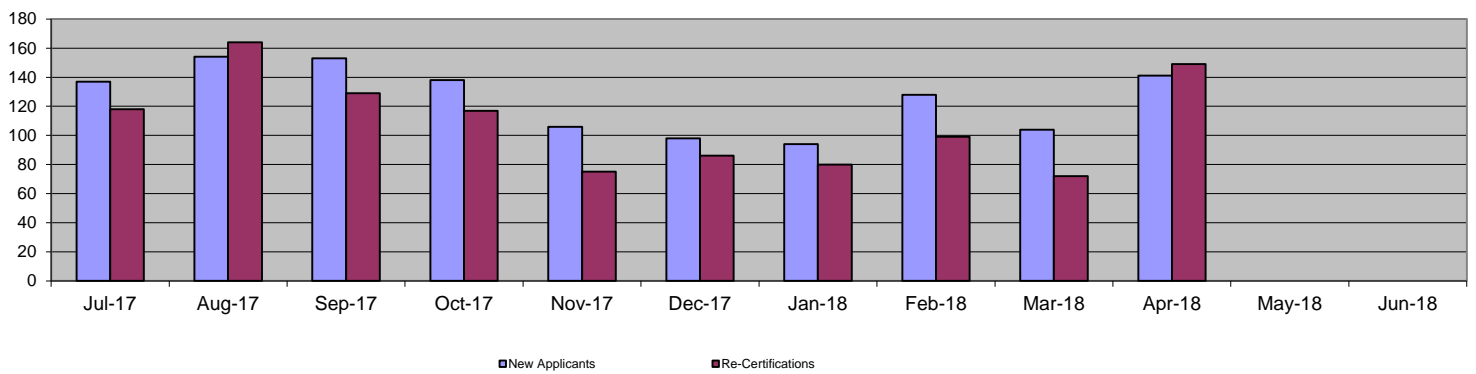


MTM Certification Summary Report FY 18

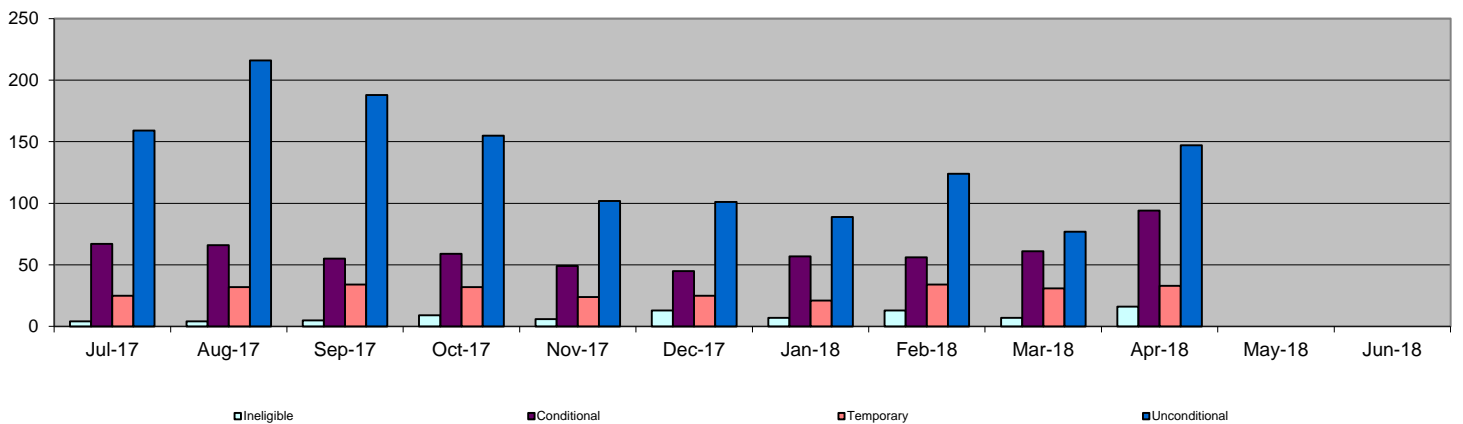
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
New Applicants	137	154	153	138	106	98	94	128	104	141			1,253
Re-Certifications	118	164	129	117	75	86	80	99	72	149			1,089
Total	255	318	282	255	181	184	174	227	176	290			2,342

Ineligible	4	4	5	9	6	13	7	13	7	16			84
Conditional	67	66	55	59	49	45	57	56	61	94			609
Temporary	25	32	34	32	24	25	21	34	31	33			291
Unconditional	159	216	188	155	102	101	89	124	77	147			1,358
Total	255	318	282	255	181	184	174	227	176	290			2,342

New Applicants and Re-Certifications



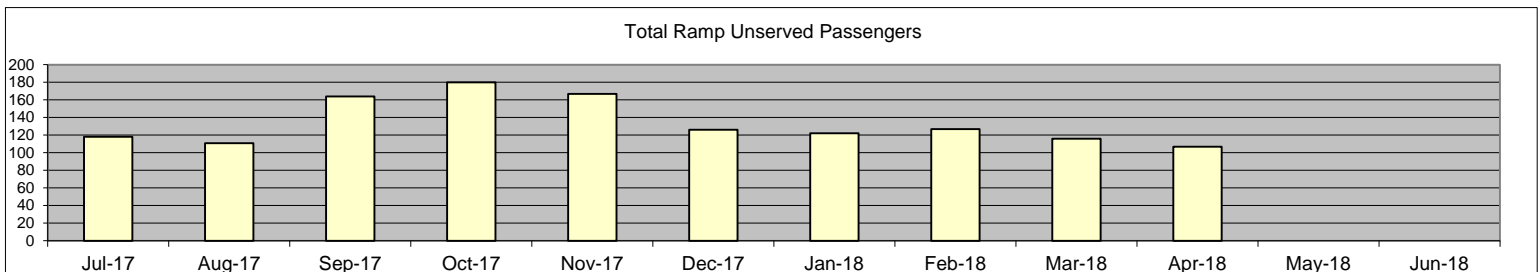
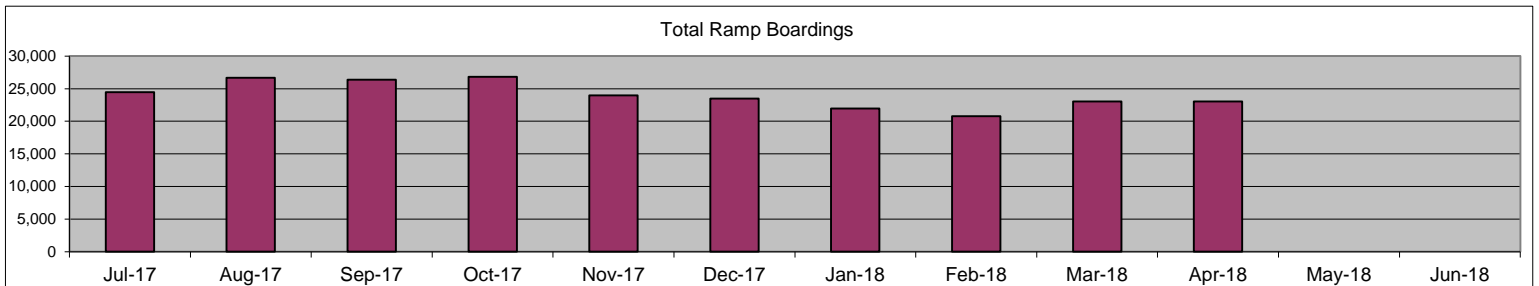
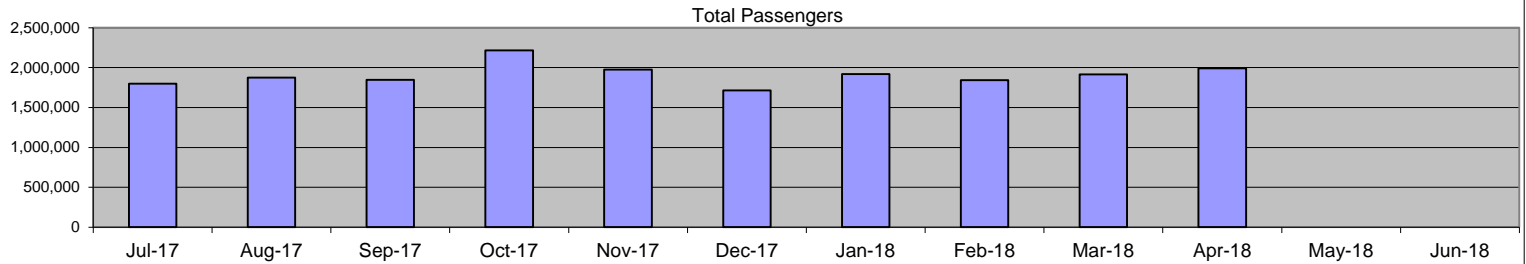
Eligibility





MTS Bus Ramp Deployment Report FY 18

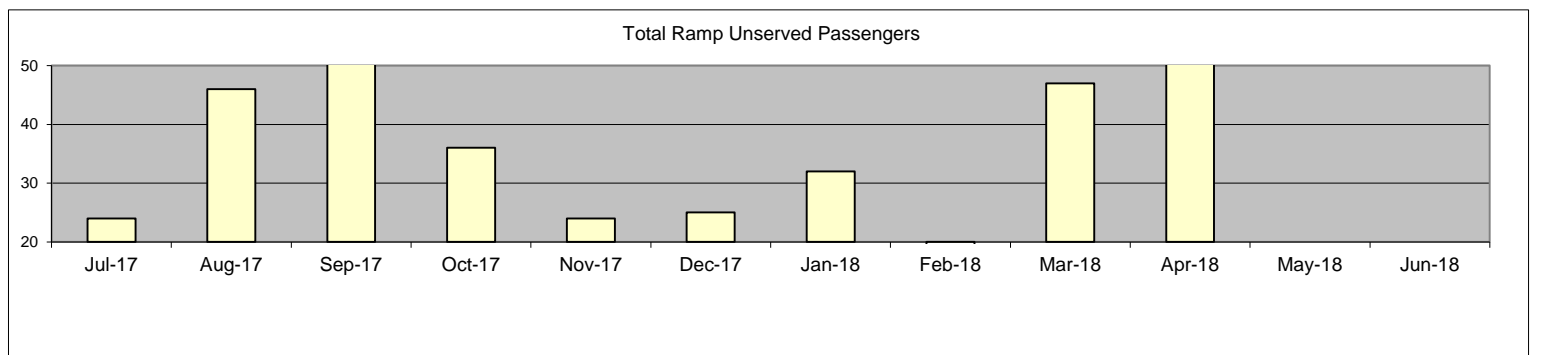
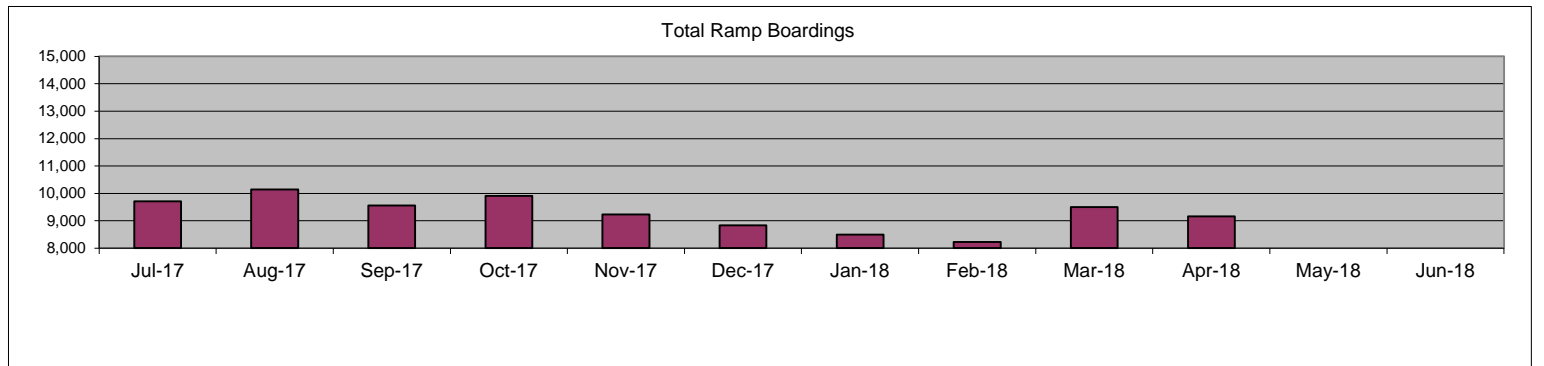
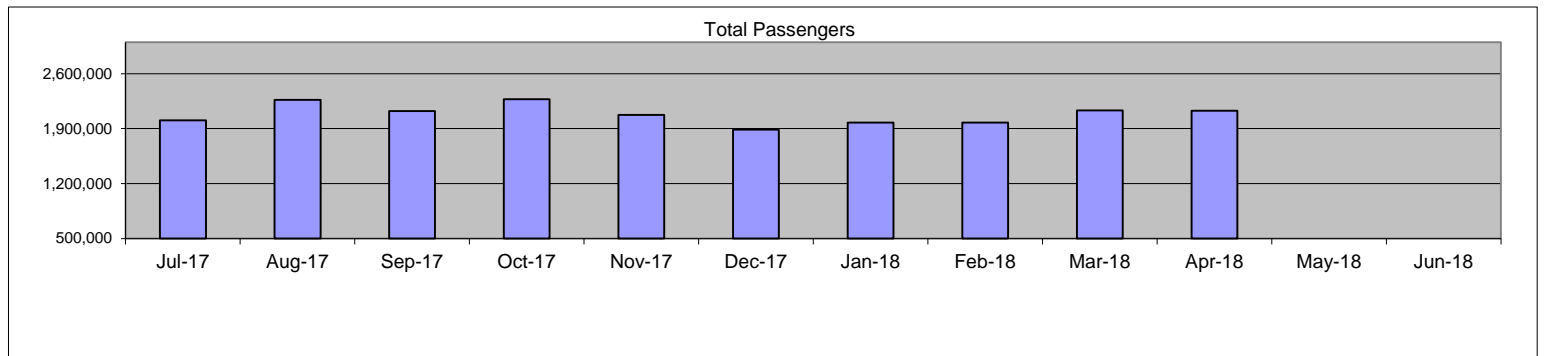
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	1,797,737	1,873,907	1,848,380	2,216,315	1,975,369	1,713,614	1,917,561	1,844,448	1,913,788	1,991,462			19,092,581
Total Ramp Boardings	24,486	26,665	26,383	26,833	23,989	23,503	21,951	20,789	23,052	23,066			240,717
Percentage of Ramp Boardings	1.36%	1.42%	1.43%	1.21%	1.21%	1.37%	1.14%	1.13%	1.20%	1.16%			1.26%
Total Ramp Unserved Passengers	118	111	164	180	167	126	122	127	116	107			1,338
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%			0.56%
Pass-Up Ramp Inoperable	19	21	19	24	17	12	13	18	21	15			179
Pass-Up WC Space Full	80	79	120	121	112	90	79	83	68	68			900
Pass-Up Bus Full	19	11	25	35	38	24	30	26	27	24			259





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			20,845,457
Total Ramp Boardings	9,710	10,145	9,560	9,914	9,227	8,829	8,496	8,224	9,496	9,165			92,766
Percentage of Ramp Boardings	0.48%	0.45%	0.45%	0.44%	0.45%	0.47%	0.43%	0.42%	0.45%	0.43%			0.45%
Total Ramp Unserved Passengers	24	46	54	36	24	25	32	19	47	54			361
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%			0.39%
Pass-Up Ramp Inoperable	8	7	3	9	4	4	6	5	8	11			65
Pass-Up WC Space Full	14	33	41	23	20	16	17	6	26	39			235
Pass-Up Bus Full	2	6	10	4	-	5	9	8	13	4			61





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			30,868,450
Lift Uses	-	-	-	-	-	-	-	-	-	-	-	-	-
Lift Failures	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D Only	-	-	-	-	-	-	-	-	-	-	-	-	-
Pass - Ups (Capacity)	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D + Others	-	-	-	-	-	-	-	-	-	-	-	-	-

