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Agenda

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM ACCESSIBLE SERVICES ADVISORY COMMITTEE

Thursday, June 14, 2018
1:00 p.m. – 2:30 p.m.

James R. Mills Building
Board Meeting Room, 10th Floor
1255 Imperial Avenue, San Diego

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<u>Item</u>	<u>Recommended Action</u>
1. <u>Pledge of Allegiance</u>	
2. <u>Roll Call</u>	
3. Approve March 8, 2018 Meeting Minutes	Approve
4. <u>Public Comment</u> ➤ <i>Public comments are limited to 3 minutes per person.</i>	Informational
5. <u>Member Comment</u>	Informational
6. Fare Study Report (Sharon Cooney) - Receive a report on the Fare Study	Informational

7. [Transit Training Update \(Callie Johnson\)](#) Informational
- Receive an update on the progress of the Transit Training program
8. [MTS Access Taxi Pilot Program \(Jay Washburn\)](#) Informational
- Receive an overview on the Taxi Pilot Program
9. [Medi-Cal Notification \(Jay Washburn\)](#) Informational
- Receive an overview on Medi-Cal changes regarding transportation
10. [Appointment Based Scheduling \(Jay Washburn\)](#) Informational
- Update on the progress of appointment based scheduling
11. [ADA Paratransit Reports](#) Informational
- [Operators](#)
 - [MTS Access \(DeRees Clark\)](#)
 - [Certification](#)
 - [MTM \(Callie Johnson\)](#)
12. [Fixed-Route Reports](#) Informational
- [Operators](#)
 - [MTS Bus \(Belinda Fragger\)](#)
 - [MTS Contract Services, Transdev \(Bill Lewis\)](#)
 - [San Diego Trolley, Inc. \(Tom Doogan\)](#)
13. Next Meeting Date: **September 20, 2018 at 1:00pm**
14. [Adjournment](#)

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

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(PLEASE PRINT)

DATE	6/14/18
Name	Deb McLuskey
Address	4095 Dewa St
Telephone	619 269 1614
Email	
Organization Represented	—
Subject of Your Remarks	MTS Agenda
Regarding Agenda Item No.	
Your Comments Present a Position of:	<input type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

2. TESTIMONY AT NOTICED PUBLIC HEARINGS

At Public Hearings of the Board, persons wishing to speak shall be permitted to address the Board on any issue relevant to the subject of the Hearing.

3. DISCUSSION OF AGENDA ITEMS

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4. GENERAL PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

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(PLEASE PRINT)

DATE	6/14/2018
Name	Stephanie Fields
Address	4670 Berwick Dr
Telephone	858-349 2314 (text is best)
Email	
Organization Represented	patron of MTS Access
Subject of Your Remarks	
Regarding Agenda Item No.	
Your Comments Present a Position of:	<input type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

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(PLEASE PRINT)

DATE	06/14/2018		
Name	Kristen Zimmerman		
Address			
Telephone			
Email			
Organization Represented	SDUSD TRACE		
Subject of Your Remarks	question on transit training		
Regarding Agenda Item No.	7		
Your Comments Present a Position of:	<input type="checkbox"/>	SUPPORT	<input type="checkbox"/> OPPOSITION

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(PLEASE PRINT)

DATE	6/14/2018
Name	DEB McHissack
Address	4095 DELTA S.
Telephone	619 269 1614
Email	
Organization Represented	
Subject of Your Remarks	MTS Access
Regarding Agenda Item No.	
Your Comments Present a Position of:	<input type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

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(PLEASE PRINT)

DATE	6/14/2018		
Name	Kristen Zimmerman		
Address	2555 Camino del Rio S Ste 150		
Telephone	619-574-1073		
Email			
Organization Represented	SDUSD TRACE		
Subject of Your Remarks			
Regarding Agenda Item No.			
Your Comments Present a Position of:	<input type="checkbox"/>	<input type="checkbox"/> SUPPORT <input type="checkbox"/>	<input type="checkbox"/> OPPOSITION

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(PLEASE PRINT)

DATE	6-14-2018		
Name	PATRICK McINTOSH		
Address	2017 MAYSON ST, OCEANSIDE		
Telephone	760 421-8352		
Email	MYSTERY2AFAN@yahoo.com		
Organization Represented	CAT		
Subject of Your Remarks	FARES		
Regarding Agenda Item No.			
Your Comments Present a Position of:	<input checked="checked" type="checkbox"/>	SUPPORT	<input type="checkbox"/> OPPOSITION

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(PLEASE PRINT)

DATE	6.14.2018
Name	PATRICK MCINTOSH
Address	2017 MAXSON ST, DEARBORN
Telephone	76-421-8352
Email	MYSTERY2AFAM@YAHOO.COM
Organization Represented	
Subject of Your Remarks	FARES AND TROLLEY
Regarding Agenda Item No.	
Your Comments Present a Position of:	<input checked="" type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

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AGENDA ITEM NO. **REQUEST TO SPEAK FORM**ORDER REQUEST RECEIVED **PLEASE SUBMIT THIS COMPLETED FORM (AND YOUR WRITTEN STATEMENT)
TO THE CLERK OF THE BOARD PRIOR TO DISCUSSION OF YOUR ITEM****1. INSTRUCTIONS**

This Request to Speak form must be filled out and submitted in advance of the discussion of your item to the Clerk of the Board (please attach any written statement to this form). Communications on hearings and agenda items are generally limited to three minutes per person unless the Board authorizes additional time; however, the Chairperson may limit comment to one or two minutes each if there are multiple requests to speak on a particular item. General public comments on items not on the agenda are limited to three minutes. Please be brief and to the point. No yielding of time is allowed. Subjects of previous hearings or agenda items may not again be addressed under General Public Comments.

(PLEASE PRINT)

DATE	6/14/2018		
Name	DEB McKissack		
Address	4095 DEERON ST		
Telephone	619 264-1614		
Email			
Organization Represented	—		
Subject of Your Remarks	MTS AGEN		
Regarding Agenda Item No.	—		
Your Comments Present a Position of:	<input type="checkbox"/>	SUPPORT	<input type="checkbox"/> OPPOSITION

2. TESTIMONY AT NOTICED PUBLIC HEARINGS

At Public Hearings of the Board, persons wishing to speak shall be permitted to address the Board on any issue relevant to the subject of the Hearing.

3. DISCUSSION OF AGENDA ITEMS

The Chairman may permit any member of the public to address the Board on any issue relevant to a particular agenda item.

4. GENERAL PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Public comment on matters not on the agenda will be limited to five speakers with three minutes each, under the Public Comment Agenda Item. Additional speakers will be heard at the end of the Board's Agenda.

NOTE: Subjects of previous hearings or agenda items may not again be addressed under General Public Comments.

FARE STUDY

June 14, 2018



Regional Fare Study

- Regional collaboration on fare packages– SANDAG is lead
- Goals:
 - Simplified fare structure
 - Combine discounted fares into one
 - Keep it as simple as possible for our riders
- Go to the public later this year
- Final package will be brought to SANDAG, MTS, NCTD
 - Changes would be included in Regional Comprehensive Fare Ordinance



Current Discussions

- Removing free transfers on Trolley for cash one way fares
- Removing some multi-day passes
- Adding an S/D/M day pass
- Exploring potential consolidation of S/D/M and Youth monthly fares
 - Bring S/D/M up slightly, Youth down slightly (eg. 33% of regular adult fare)
- Looking at consolidating NCTD Breeze and Sprinter fares with regional fares



Next Gen Fare System

- Some changes are being contemplated for implementation after the new fare system is in place
 - Eg. “Best fare” fare capping
- Other concepts being discussed, but for future implementation
 - SDSU U Pass
 - UCSD trolley



Transit Training

Train-the-Trainer Update

Operated by



8/28/2017 Version 1.1



We Will Cover...

- Three (3) Tiers of Transit Training
- Trainings Held
- Training Session Topics
- Sample Activities and Discussion
- Future Trainings



Three Tiers of Transit Training

- Tier 1: Transit Orientation
 - Group training which explains purpose, options, and use of transit system
 - Does **not** include a bus trip
- Tier 2: Familiarization
 - Group training explaining use of transit system, attendees may have mild disabilities
 - Includes a bus trip
- Tier 3: One-to-One
 - 1:1 instruction provided to an individual with a disability
 - Instruction is specifically designed



Trainings Held (as of June 2018)

- Taking Transit 101 (Tier 1)
 - January 10, 2018
 - January 11, 2018
- Access-Ability (Tier 1-3)
 - March 6, 2018
 - Jewish Family Services
 - May 24, 2018
 - Saint Madeleine Sophie's Center



Training Session Topics

- Unit 1 – Background Information
- Unit 2 – Disability Awareness
- Unit 3 – Assessment
- Unit 4 – Trip Planning
- Unit 5 – The Natural and Built Environment
- Unit 6 – Street Crossing
- Unit 7 – Boarding, Riding and Deboarding
- Unit 8 – Incidents and Emergencies



Sample Activities/Discussion...



Discuss

Do you think anybody can go through travel training and learn to ride public transportation?



Creating Trip Tools

- We can create trip tools to help our trainees learn their route.
- We create tools based on their:
 - Reading comprehension
 - Specific route
 - Experience
 - Learning style



Built Environment

- Curb cut (or lack of)
- Sidewalks (or lack of)
- Street furniture
- Poles, signs, fire hydrants



Worksheet#1

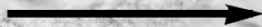


B



A

vehicle direction



Fixed Route Advocacy Points

- Service Animals
- Priority Seating
- Securement
- Assistance from operator
- Ramps
- Full Vehicles



Future Trainings

We are currently collecting Instructor Application Packets. Take yours today to enroll in a future Transit Training session!

Contents:

1. Instructor Profile
2. Letter of Agreement
3. Release & Waiver



Resources

- Association of Travel Instruction (ATI)
 - www.travelinstruction.org
- National Transit Institute
 - www.ntitraining.com
- Easter Seals Project ACTION Consulting
 - www.projectaction.com
- Global Travel Training Community
 - <http://espancst.communityzero.com/gttc>
- National Aging and Disability Transportation Center
 - www.nadtc.org
- MTM
 - www.mtm-inc.net/public-transit/travel-training/





Questions?



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490

Transit Training Program Letter of Agreement between MTS and Instructor/Organization

The requirements for Transit Training Instructor Certification of MTS's Transit Training Program are as follows:

A. Requirements to receive a two (2) year certification

- a. Attendance at a one (1) day certification course, provided by MTS
- b. Submitting a Transit Training Instructor Profile.
- c. Submitting a signed Transit Training Instructor Agreement form
- d. Submitting a signed Transit Training Release and Waiver of Liability form

B. Requirements for maintaining a valid certification

- a. Attendance at semi-annual continuing education course, provided by MTS
- b. Use of current training materials, provided by MTS. Materials may be copied as necessary for MTS training purposes only.
 - i. If an organization wants to add or modify specific training information, please confirm with MTS whether such information follows MTS's policies and procedures.
- c. Charging no more than a cost of a MTS day pass (currently \$5.00) for field training of students.
- d. Submittal of information on when and where training classes will be provided
- e. Submittal of a roster of all individuals trained, submitted to MTS no later than 30 days after training.
- f. Submittal of individual evaluation form of each person trained (Included in Training Manual)

MTS reserves the right to revoke certification if any of the above requirements are not met.

Acknowledgement: By signing below, you are acknowledging that you have read and understood the requirements to maintain a valid transit training instructor certification. This criteria is subject to review and modification with a 30-day notice.

Participant's Name: _____

Participant's Signature: _____ Date: _____

Authorizing Organization Member's Signature: _____ Date: _____



Metropolitan Transit System (MTS) is a California public agency and is comprised of San Diego Transit Corporation and San Diego Trolley, Inc. nonprofit public benefit corporations, in cooperation with Chula Vista Transit and National City Transit. MTS is the taxicab administrator for eight cities and the owner of the San Diego and Arizona Eastern Railway Company. MTS member agencies include: City of Chula Vista, City of Coronado, City of El Cajon, City of Imperial Beach, City of La Mesa, City of Lemon Grove, City of National City, City of Poway, City of San Diego, City of Santee, and the County of San Diego.



Transit Training Instructor Profile

Applications are being accepted from individuals who are interested in becoming certified Transit Trainers through the MTS Train-the-Trainer course. This one-day course provides in-depth information and strategies to assist seniors, individuals with disabilities, and others to independently utilize public transportation and access their community.

MTS Train-the-Trainer courses occur as applications are received and run from 8:00am to 4:30pm. The course includes a classroom environment and in the field learning, where public transportation is utilized to further support instruction.

Completed applications can be sent to:

MTS Access
100 16th Street
San Diego, CA 92101

If you have any questions regarding the application or if you need this information available in an alternate format, please contact Callie Johnson at (619) 398-9571.

Instructor Information:

First Name:		Last Name:	
Organization:			
Title:			
Street Address:		Suite #:	
City:	State:		Zip Code:
Phone:		E-mail:	



Please answer each question or prompt as completely as possible.

1. Describe your experience using the MTS fixed route bus and trolley system, including San Diego regions frequented.

2. Describe the population you work with and/or plan to travel train.

3. What is your experience working with seniors or individuals with disabilities?

4. Why do you want to travel train?

Instructor Name (Print): _____

Instructor Signature: _____

Date: _____

RELEASE AND WAIVER OF LIABILITY

Please read carefully. This is a legal document that affects your legal rights.

This **RELEASE AND WAIVER OF LIABILITY** ("Release") executed by Participant, as identified below, and its subsidiaries and affiliates, if applicable (collectively "Participant") in favor of San Diego Metropolitan Transit System (MTS) and Medical Transportation Management, Inc. (MTM) and its subsidiaries and affiliates, their directors, officers, volunteers, and agents.

The Participant, through its authorized representative, desires to receive instruction and training from MTS and MTM with respect to travel training for MTS services and programs ("Training Services"). The Participant, in consideration of such instruction and training, hereby freely, voluntarily, and without duress executes this Release under the following terms:

Release and Waiver. Participant does hereby release and forever discharge, indemnify, defend, and hold harmless MTS and MTM and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, including any third party claims or demands, which arise or may hereafter arise from MTS and MTM's provision of Training Services to Participant.

Participant understands that this Release discharges MTS and MTM from any liability or claim the Participant may bring against MTS and MTM with respect to any bodily injury, personal injury, illness, death, or property damage that may result from or in connection to MTS and MTM's provision of Training Services to Participant. Participant also understands that MTS and MTM does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

Medical Treatment. Company does hereby release and forever discharge, indemnify, defend, and hold harmless MTS and MTM from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with MTS and MTM's provision of Training Services to Participant.

Governing Law. Participant expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of California, and this Release shall be governed by and interpreted in accordance with the laws of the State of California. Participant agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release, which shall continue to be enforceable.

IN WITNESS WHEREOF, Participant, through its authorized representative, has executed this Release as of the day and year first above written.

Participant: _____

Date: _____

Signature of Authorized Representative

Printed Name of Authorized Representative



Transit Training Program: Access-Ability

Transit training is the professional activity of teaching individuals with disabilities, seniors, and others how to use public transportation independently to access their environment and community.

Public transportation has a lot to offer individuals, families, and communities. It can help people get to key destinations like work, the doctor, or church – but only when people know how to use it. If you, your family member, or someone you work with does not know how to catch the bus, find a stop, or pay the fare, transit training can provide the missing link.

Our Goal is to partner with other San Diego area organizations to create a network of Transit Training Instructors to offer educational opportunities to the residents of the San Diego area.

MTS provides the Transit Training Instructor Course to staff from area organizations

- Social service agencies
- School districts
- Senior centers
- Adult day programs
- Assisted living facilities
- Other facilities serving seniors or individuals with disabilities
- Instructor training will be provided to any organization that wishes to participate and agree to terms of participation

About MTS Transit Training

- Transit Training Instructor course is a 1 day class
- Instructors will be approved for 2 years and must attend continuing education training semi-annually (Certificate)
- Agencies/Instructors must sign terms of participation agreement (form)
- MTS will provide base course format. Organizations may add on to emphasize training in specific disability areas, i.e. physical, cognitive, psychiatric, vision, hearing, etc. but base course material must be covered as part of the course
- MTS will supply original training materials and forms. Instructors may copy as needed. Materials are proprietary and must not be given to others
- If an agency/instructor chooses to leave the program all training materials are to be returned to MTS
- Organizations/trainers can charge up to a \$5.00 per student fee to cover the cost of a day pass on MTS if the class includes field training.



- Trainers must complete a roster of all individuals trained and individual results form. Documentation must be submitted to MTS

Website

MTS maintains a transit training page on the MTS website. Organizations agree to be listed on the MTS website as organizations that offer transit training. Organizations are required to submit information to MTS on types of training they offer and any classes they offer so MTS can maintain a central repository of classes on the MTS website.

Our primary focus areas for the program are:

1. MTS providing transit training to MTS Access clients
2. MTS providing Transit Training Instructor Courses to area agency's/organization's staff to create instructors to conduct classes with their own clients and the public

Types of Transit Training organizations/instructors will be able to offer once trained;

Transit instruction is the array, continuum, or family of services offered to individuals with disabilities, seniors, and others who need assistance to increase their mobility and travel on public transportation independently. It includes a variety of plans, methods and strategies used by professional transit trainers to increase the independent travel skills of the people they serve. It is understood that individuals may require different travel instruction services during their lifetime as their needs change.

Tier 1 - Transit Orientation

Group or individual activity conducted for the purpose of explaining the transportation systems; options and services available to address individual transportation needs; use of maps and schedules as resources for trip planning; fare system, use of mobility devices while boarding, riding, and exiting; vehicular features; and benefits available.

Tier 2 - Familiarization

Individual or small group trip activity to facilitate use of transportation systems with a transit trainer accompanying experienced traveler(s) on a new mode of transportation or route to point out/explain features of access and usability.

Tier 3 – One-on-One Transit Training

One-to-one short-term instruction provided to an individual who has previously traveled



independently and needs additional training or support to use a different mode of travel, a different route, mode of transit, or travel to a new destination;

or

One-to-one comprehensive, specially designed instruction in the skills and behaviors necessary for independent travel on public transportation provided to an individual who does not have independent travel concepts or skills to go from point of origin of trip to destination and back, but has the ability to develop the skills to do so.

For further information call 619-238-0100 or visit our website at

<http://www.sdmts.com/traveltraining>



May 29, 2018

Announcement of Update to MTS Access Service Addition of Taxi Cab Service Effective July 1, 2018

As part of MTS' ongoing commitment to best serve the community, MTS is continuously exploring available options to effectively meet the evolving needs of our Access customers using various tools and technologies. As such, MTS Access is launching a pilot program that will utilize taxi cabs to provide select Access trips, on a limited basis. We have worked with several other agencies that have established similar partnerships, and believe that this addition will provide clients a new level of service improving on-time performance, ride times, and customer satisfaction for ALL Access riders.

MTS / Access Taxi Cab Pilot Program

- Beginning around July 1, 2018, MTS will utilize taxi cab service from RideYellow to provide some Access trips for select, qualifying Access client trips.
- The use of a taxi for an Access customer's trip cannot be requested by the customer. Instead, the determination of whether a customer's trip will be transported by either an Access vehicle or a taxi will be made by MTS. All service and reservation requests will continue to be made through MTS Access Reservations by calling 1-888-517-9627.
- If your Access trip is being provided by RideYellow cab instead of with an Access bus, you will be notified by phone prior to the taxi's arrival. Access staff will advise you if a taxi will be providing the trip for you that day.
- The taxi cab driver will notify you upon arrival that he/she is there to provide your Access trip. You will pay the driver the same \$4.50 one-way fare, in cash or by voucher, just like you would if an Access bus was there for your trip. **(Never pay the driver more than the standard fare).**
- All participating RideYellow drivers are receiving additional training to prepare to provide service to Access clients, including training pertaining to safety, customer service, assisting clients with special needs, and MTS procedures. Additionally, RideYellow drivers will be held to the same quality service standards as MTS Access drivers, and MTS will closely monitor performance and adherence to these standards throughout the pilot.
- Your Access trip with a taxi will be the same quality of trip as on an Access bus -- all service parameters regarding ride time, pick-up windows, pre-arrival calls, curb-to-curb or door-to-door, and appointment times will be the same for taxi service as they are for Access buses.

During the twelve (12) month pilot, MTS will evaluate the effectiveness of the program to determine if it should be continued. As always, your patience and assistance while we conduct this pilot is greatly appreciated. If you have questions or concerns, please call 619-238-0100 and ask for MTS Access Management.

Sincerely,
San Diego Metropolitan Transit System



May 29, 2018

Attention MTS Access Passengers:

Are you eligible for Medi-Cal and enrolled in a Medi-Cal Managed Care Program?

Due to a recent change in the Medi-Cal transportation program, did you know that you may be eligible to receive **free** transportation services with no out of pocket costs? That is, instead of using MTS Access and paying the Access fare (minimum \$4.50 each way), you may be able to schedule and receive your transportation through your Managed Care Provider (MCP) **at no cost to you**. Trips through your MCP may even be an individualized trip instead of the shared ride trip on Access.

If you are a Medi-Cal recipient, we encourage you to contact your MCP to see if you qualify for this alternative transportation service. For your convenience, below we have included the MCP names and contact numbers for transportation services from these MCPs. For additional information or questions, please contact your MCP provider. Of course, MTS' Access staff is also available to assist you, at 619-238-0100.

If you prefer to continue to use Access service or are not enrolled in Medi-Cal, we look forward to continuing to serve you.

Managed Care Provider	Telephone Number
Aetna Better Health of California	855-772-9076
Care 1 st	877-433-2178
Community Health Group	800-224-7766
Health Net	800-675-6110
Kaiser	877-917-8166
Molina Healthcare of California	844-292-2688
United Healthcare	844-772-6623

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

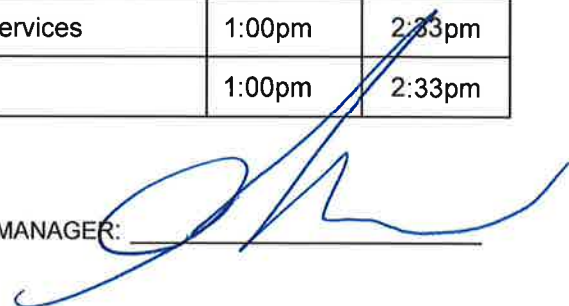
ADJOURN (TIME): 2:33pm

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:

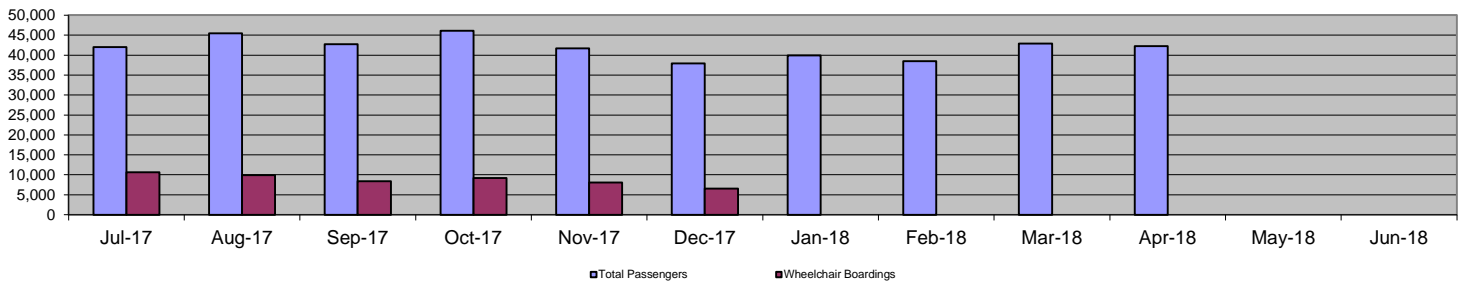




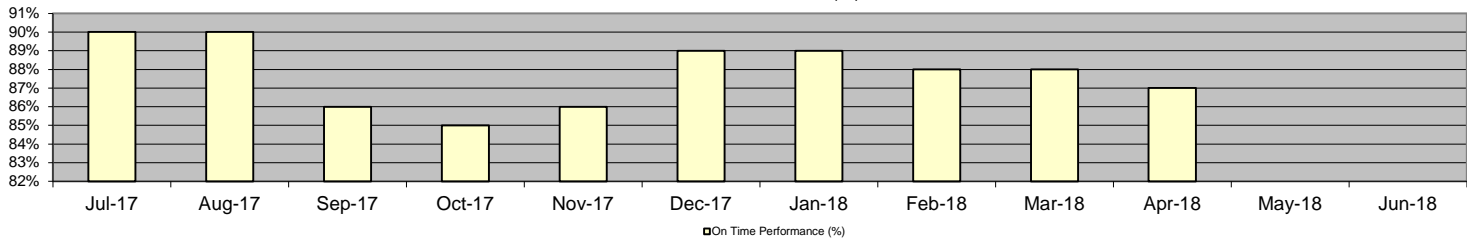
MTS Access ASAC Report FY 18

	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

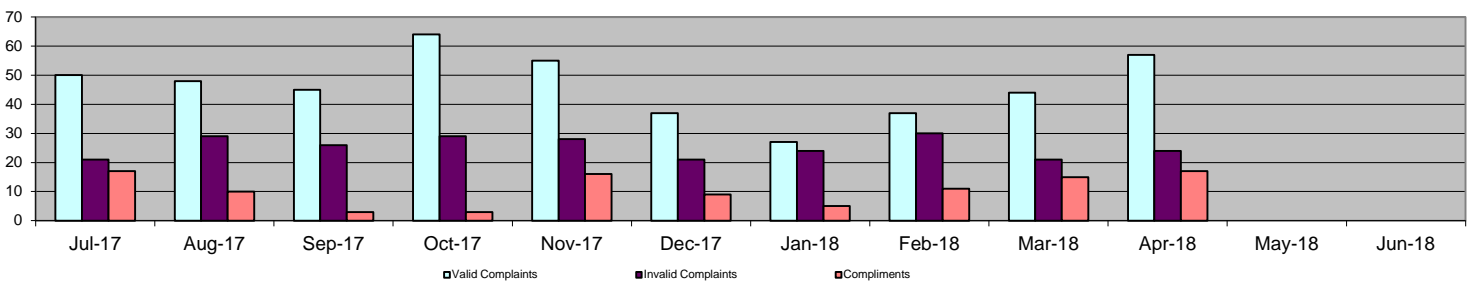
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



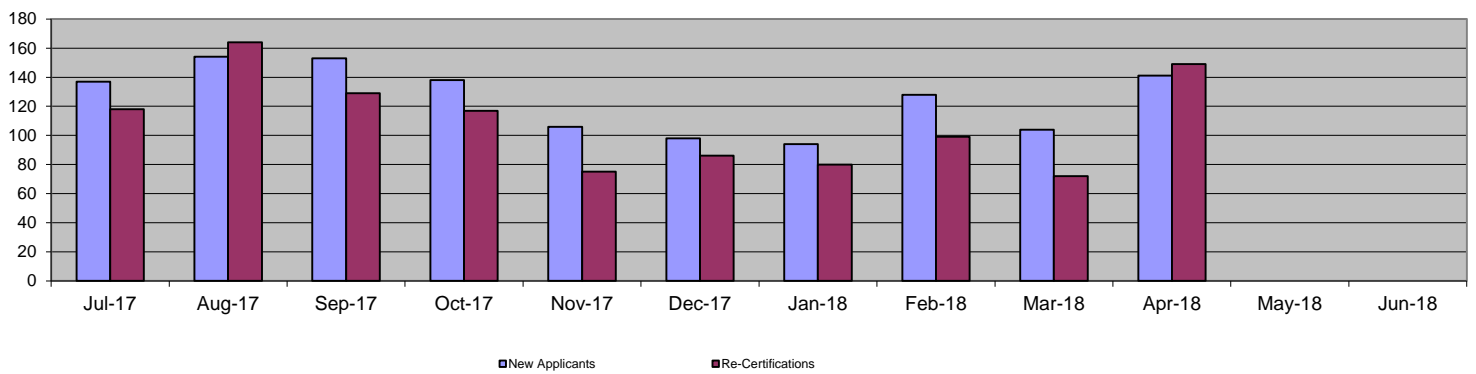


MTM Certification Summary Report FY 18

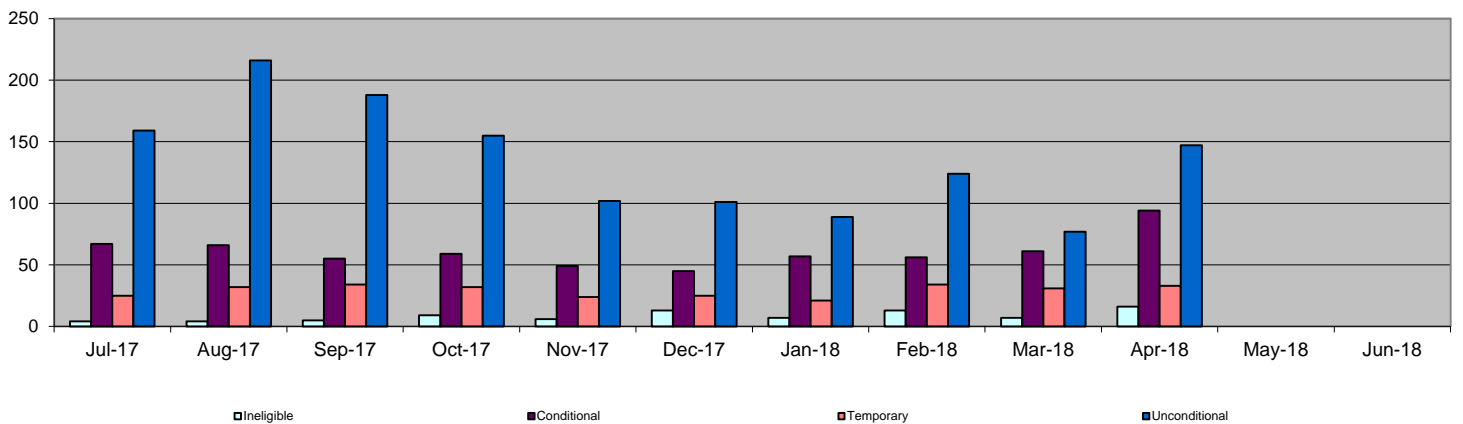
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
New Applicants	137	154	153	138	106	98	94	128	104	141			1,253
Re-Certifications	118	164	129	117	75	86	80	99	72	149			1,089
Total	255	318	282	255	181	184	174	227	176	290			2,342

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



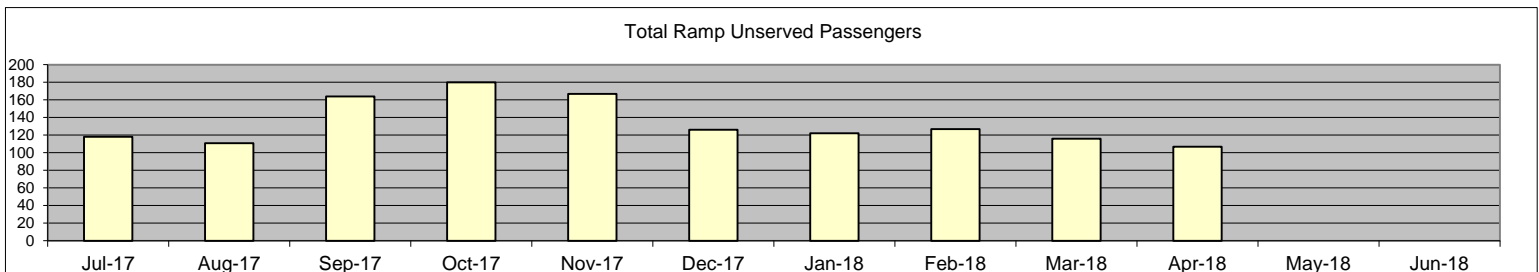
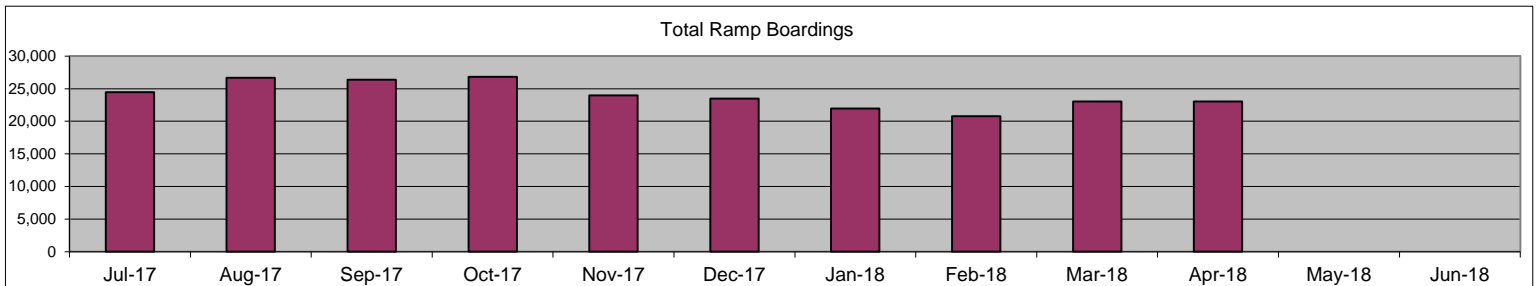
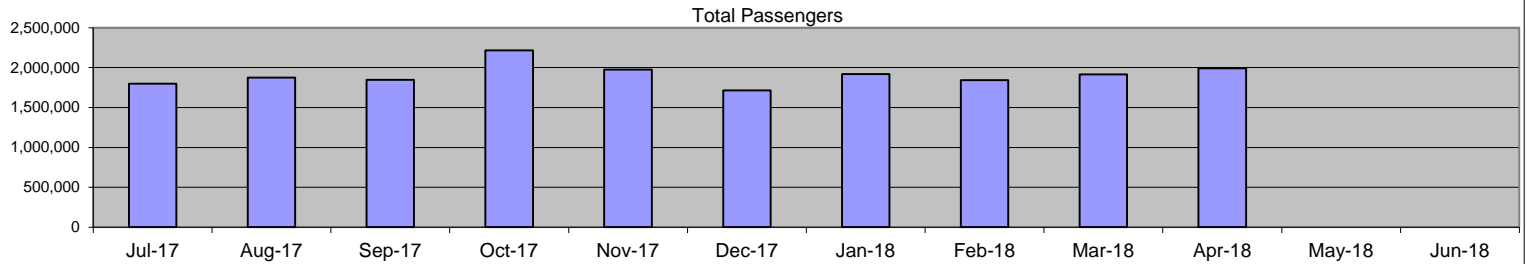
Eligibility





MTS Bus Ramp Deployment Report FY 18

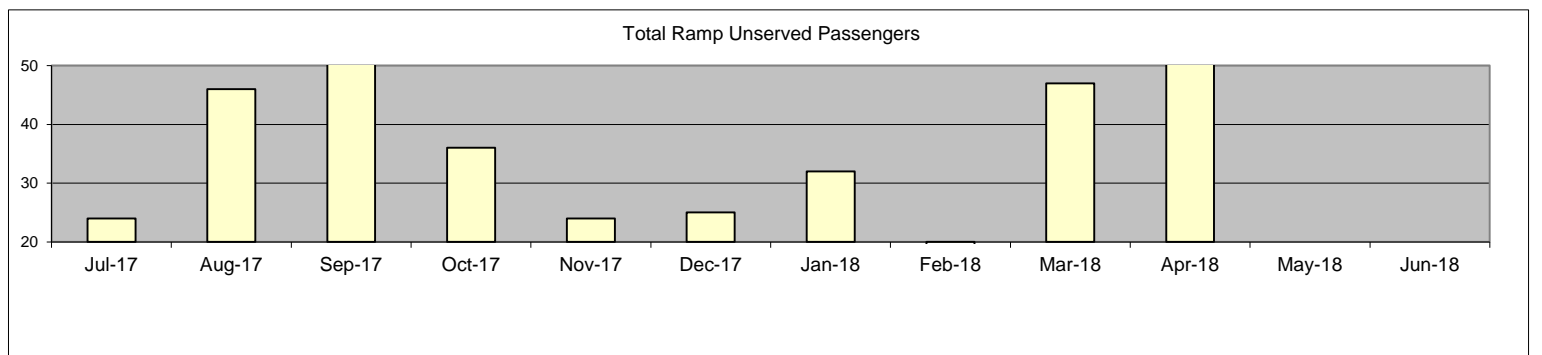
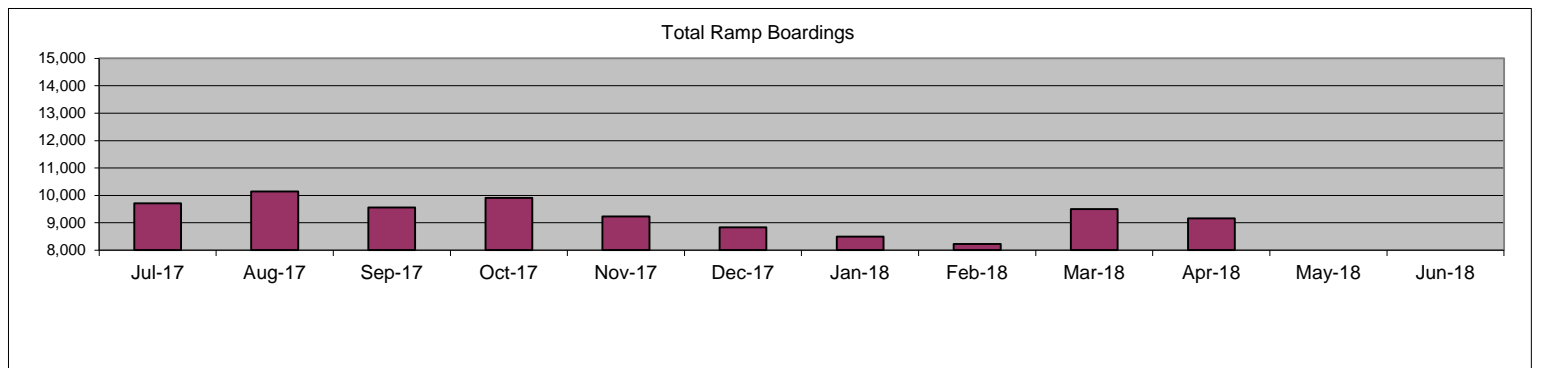
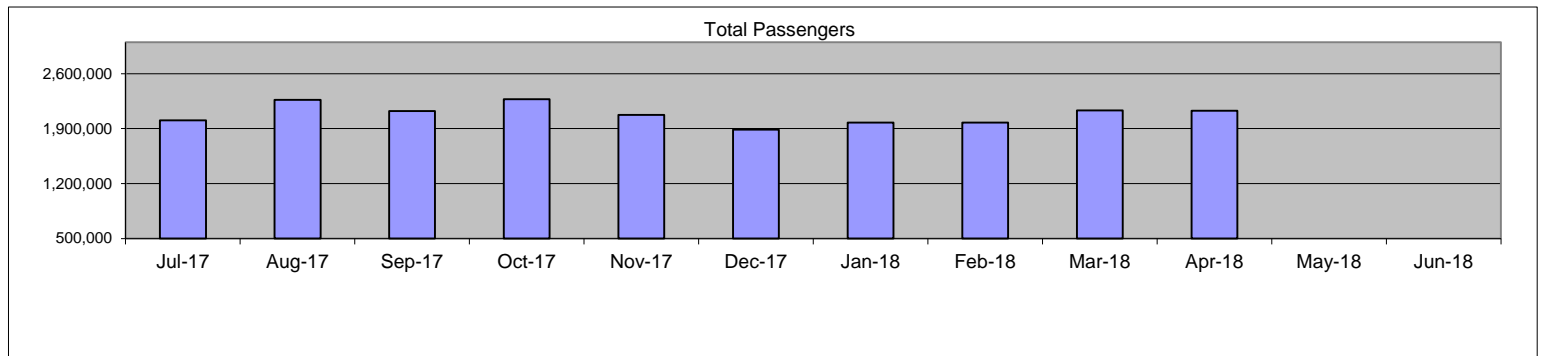
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	1,797,737	1,873,907	1,848,380	2,216,315	1,975,369	1,713,614	1,917,561	1,844,448	1,913,788	1,991,462			19,092,581
Total Ramp Boardings	24,486	26,665	26,383	26,833	23,989	23,503	21,951	20,789	23,052	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	-	-	-	-	-	-	-	-	-	-	-	-	-

