

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING MINUTES

Thursday, June 8, 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

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. Approval of March 9th, 2017 Meeting Minutes

Chairwoman Bragg entertained a motion to approve the March 9th, 2017 meeting minutes. Mr. Ruben Ceballos moved to approve the minutes. Ms. Belinda Fragger seconded the motion, and the vote was 14 to 0 in favor with Mr. Allen, Ms. Porcella, and Mr. Bill Lewis absent.

3. Public Comment

Ms. Amy Kalivas – Ms. Kalivas congratulated MTS on the bus safety award and commended MTS on the signage at all the trolley stations.

4. Member Comment

Mr. Floyd Willis noted that he would like to set an alternate for the County of San Diego AIS.

Chairwoman Bragg asked Mr. Lerinska to provide an updated on the Hearing Impaired position. Ms. Lerinska noted that as of the last ASAC Meeting, Billy Allen has been appointed as the committee member who will represent the Hearing Impaired Community.

5. Compass Cash (Jessica Krieg)

Ms. Jessica Krieg provided an overview of Compass Cash. She explained that Compass Cash is stored value which allows a person to load money onto the Compass Card. All one way fares and most passes offered by both MTS and NCTD can be purchased with Compass Cash. Ms. Krieg noted the convenience factors for passengers and explained how the program works. First, Ms. Krieg explained where and how Adult, Youth and S.D.M Compass Cards can be purchased. She then explained once the Compass Card is purchased, where to load Compass Cash. Third, she explained how to use the Compass Cash on either MTS or NCTD. She then went over the steps to protect the Compass Cash and finally where to obtain more information regarding the program.

Mr. Jay Washburn asked if Compass Cash could be automatically reloaded. Ms. Krieg responded by saying yes.

Mr. Ruben Ceballos asked if customers will need a separate ID. Mr. Krieg responded by saying if someone currently has an active Compass Card, they would not need to

purchase a new one with an ID it. However, if someone is buying a new SDM card, then they would.

Ms. Lynn Parrish asked if she could get a copy of the presentation. She also asked when the lost/stolen procedure would be finalized. Ms. Krieg explained that that process is currently being finalized.

Ms. Willis asked if a rider would need to activate a day pass that was already purchased on the card using Compass Cash. Ms. Krieg responded by saying that a day pass can be purchased either at the TVM or on a bus. If it is being purchased on the bus, the rider would need to inform the driver that he/she needs a day pass using Compass Cash.

Ms. Parrish asked if anything else need to be done once the card has been tapped to confirm the purchase on the bus. Ms. Amanda Denham responded by saying no.

Ms. Debbie Marshall asked that the process was if there was an error and a riders tapped their card before letting the driver know they needed a day pass. Ms. Denham responded by saying that MTS policy states no refunds, however, that MTS would work with customers in the event that happens. Ms. Marshall asked if there could be any training. Ms. Denham responded by saying yes.

Chairwoman Bragg asked why it could take up to 48 hours to the stored value to load. Ms. Denham explained that for passes or stored value purchased from the website, the MTS fare system does not have real time communication loaded to all buses. She explained that once buses return to the yard the most recent data is then able to be downloaded and uploaded. Chairwoman Bragg noted that it was very important to have stored value protection in the event a card gets lost or stolen. Ms. Denham responded by saying that she agreed and that MTS is currently working on that piece.

Mr. Ceballos asked if the Compass Card Service Center was specifically for Compass Cash. M. Denham responded by saying that the center is for Compass Cards, Compass Cash and Compass Cloud. Ms. Denham also noted that Compass Cash cannot be used on the mobile application that was recently launched.

Mr. Patrick McIntosh asked if he needs to inform a driver he needs a day pass if he already has an active pass on his card. Ms. Denham responded by saying that if he already has an active pass, he does not need to purchase a day pass. He explained his concern regarding the registration process for the Compass Card. He noted that he is not able to check his registration online since he doesn't a credit card. Ms. Denham responded by saying that the agency is currently looking into a new process. He asked if there was a freeze option for the Compass Card if someone believes they have lost it. Ms. Denham responded by saying that MTS has the option to "hotlist" a card, however, since the buses do not have real time information, it would take some time for that information to get to each bus.

Chairwoman Bragg thanked Ms. Denham and Ms. Krieg for the presentation and asked them to work with any group that requests a presentation.

Ms. Parrish asked if riders would be able to view their balance at the TVM's. Ms. Denham responded by saying yes.

Ms. Marshall asked if someone taps their card on the bus, will the remaining balance be announced out loud. Ms. Denham responded by saying that it would only be visual.

Mr. Ceballos noted that if the sun is hitting the validators, riders are unable to see their balance. Ms. Denham responded by saying that the developers are working on adding different colored lighting to indicate if a balance is low.

6. Travel Training Update (Jay Washburn)

Mr. Jay Washburn provided an update on the Travel Training Program. He noted that the program is scheduled to launch in August in conjunction with MTM. He explained that the program will be based on Train the Trainer courses for interested agencies/communities. Mr. Washburn then went over the primary goals of the program which included assisting current and new clients in becoming more comfortable with using the fixed route system. He then explained that MTS is still in the process of finalizing all of the materials.

Chairwoman Bragg opened the floor for questions and comments.

Mr. Willis asked what the timeline was for the first training. Mr. Washburn responded by saying that MTS is hoping the first training will be by the end of August. He also explained that the master trainers will go through a 40 hour training. Mr. Willis asked if NCTD has a travel training program. He also asked if there are any grant opportunities for this program in the future. Mr. Washburn responded by saying that NCTD announced they will be introducing a program as well. He also explained that MTS is looking at future grants from SANDAG for the program. Mr. Willis asked Chairwoman Bragg if a subcommittee could be developed for the travel training program. Mr. Washburn responded by saying that he would welcome a subcommittee and public input. Mr. Willis asked if trainers would be requesting payment for providing the service. Mr. Washburn responded by saying that trainers will not be allowed to charge for any trainings.

Ms. Parrish asked if the train the trainer program would be this month or next month. Mr. Washburn responded by saying that the train the trainer program starts next month for the master trainers.

Chairwoman Bragg asked Ms. Samantha Leslie if ASAC was able to have a subcommittee. Ms. Leslie responded by saying that the bylaws allow for a committee. She also explained that there should be guidelines of how the committee will look like, how many members, etc. She noted it would need to be voted on next meeting. Mr. Washburn suggested having an informal input meeting. Ms. Leslie said that was fine.

Mr. Ruben Ceballos asked if Chairwoman Bragg was able to call an emergency ASAC Meeting. Chairwoman Bragg said she could, however, she would prefer to have an input meeting instead.

Mr. Willis suggested ASAC look at the whole program before it is rolled out. Chairwoman Bragg asked Mr. Washburn if there could be a soft opening for the program in August and then provide an update at the next ASAC meeting. Mr. Washburn responded by saying that the August date is just a speculated timeframe and he would like the program to continue to be rolled out.

Ms. Parrish asked once the train the trainer program is complete if there could be additional courses as more communities/agencies decide they would like to have trainers. Mr. Washburn responded by saying that the train the trainer course is a one-time class. Those master trainers then will go out in the community and teach other trainers as requested. He also noted that each class would be tailored to the community/agency that is requesting it.

Chairwoman Bragg requested the committee start thinking of ways to obtain grants for the travel training program in the future.

Ms. Parrish asked how someone is able to become a member of ASAC. She is looking for someone from behavioral health services to join. Mr. Washburn responded by saying that a travel trainer is not required to be part of ASAC in order to go through the course. Ms. Parrish noted that she agreed a subcommittee would be a great idea. Chairwoman Bragg asked Ms. Marshall if behavioral health is included in her council. Ms. Marshall responded by saying that it was not. She noted that council does do a lot of collaboration with the behavioral health community. Chairwoman Bragg asked Ms. Leslie if ASAC is able to add an additional member. Ms. Leslie responded by saying that the committee is able to add a new member but that it would need to go to the board to be approved. She also noted that this could be an agenda item next ASAC meeting and the committee would be able to discuss and vote. Mr. Willis asked if this would be for a position for someone from the behavioral health community. Chairwoman Bragg responded by saying yes. She also noted that at the last two board meetings, there were public comments from the behavioral health community.

Mr. Willis commented on the agenda item for the subcommittee. He noted that after the committee votes, the subcommittee would start reviewing and recommending changes regarding the program.

Chairwoman Bragg thanked Mr. Washburn and Ms. Lerinska for getting the program together.

7. MTS Access Client Policy Reminder Letter

Mr. Jay Washburn noted that MTS recently sent out letters to active MTS Access riders reminding them of the policies and parameters that are in place for waiting times, being either curb to curb or door to door, etc.

Mr. Ceballos asked how a client would know if they are curb to curb. Mr. Washburn responded by saying that that is based on assessments and when a client calls in to make a reservation. Mr. Ceballos noted that the reservationists no longer asked if someone is curb to curb or door to door. Mr. Washburn responded by saying that that is correct. Mr. Ceballos asked how someone would know which service they have. Mr. John Lewis explained that door to door service would need to be requested at the time of booking. He noted that if it is not requested at the time of booking, then a client is automatically curb to curb. Ms. Kim Rucker said that waits to hear the backup beeper before she goes out to the vehicle. Mr. Washburn noted that the beeper is only heard if the driver has to back up. At times, a driver is able to pull right up to the curb.

8. ADA Paratransit Reports – Informational Item

MTS Access - Mr. John Lewis presented the MTS Access reports for February 2017, March 2017 and April 2017 (see Attachment B).

MTM – Ms. Callie Johnston presented the MTM certification reports for February 2017, March 2017 and April 2017 (see Attachment C).

9. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for February 2017, March 2017 and April 2017 (see Attachment D).

Chairwoman Bragg asked if the ramp is inoperable numbers refer to a bus whose ramp has been inoperable all day. Ms. Fragger responded by saying that it wasn't. If a bus has a ramp that doesn't work, the bus is pulled out of service right away.

Chairwoman Bragg asked if MTS is still having passengers sitting in the priority seating area and refusing to move. Ms. Fragger responded by saying that there are still some but that it is getting better. She asked Mr. Washburn if travel training will include people in wheelchairs, scooters and walkers. He responded by saying yes.

MTS Contract Services (Transdev) – Ms. Vassilena Lerinska presented the MTS Contract Services Ramp Deployment Report for February 2017, March 2017 and April 2017 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for February 2017, March 2017 and April 2017 (see Attachment F).

10. Public Comment – Continued

Mr. Patrick McIntosh suggested having a comment box for travel training and asked MTS to also include travel training for students. He also noted that at Old Town Transit Station, there are no transit enforcement officers present at night. He also said that on several occasions, detours have not been included on trip planning or when calling 511. Lastly, he recommended there be additional announcements on the trolley letting riders know which buses are at certain transit stations.

11. Adjourn

Chairwoman Bragg adjourned the meeting at 2:42pm.

Attachments:

- A. Roll Call Sheet
- B. MTS ADA Paratransit Report
- C. ADARide Certification Report
- D. MTS Bus
- E. MTS Contract Services
- F. MTS San Diego Trolley, Inc.

VLERINSKA

SAN DIEGO METROPOLITAN TRANSIT SYSTEM
ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEETING
ROLL CALL

MEETING OF (DATE): 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"/> <input type="checkbox"/>	State Council on Developmental Disabilities	1:00 PM	2:42 PM
Bill Lewis	<input 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 type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00 PM	2:42 PM
Audrey Porcella	<input type="checkbox"/> Brian Lane <input type="checkbox"/>	SANDAG		
Floyd Willis	<input checked="" type="checkbox"/> <input 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 type="checkbox"/> Lynn Parrish <input checked="" type="checkbox"/>	Fixed Route Consumer	1:00 PM	2:42 PM
Tom Doogan	<input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Trolley	1:00 PM	2:42 PM
Belinda Fragger	<input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Bus	1:00 PM	2:42 PM
Billy Allen	<input checked="" type="checkbox"/> <input 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

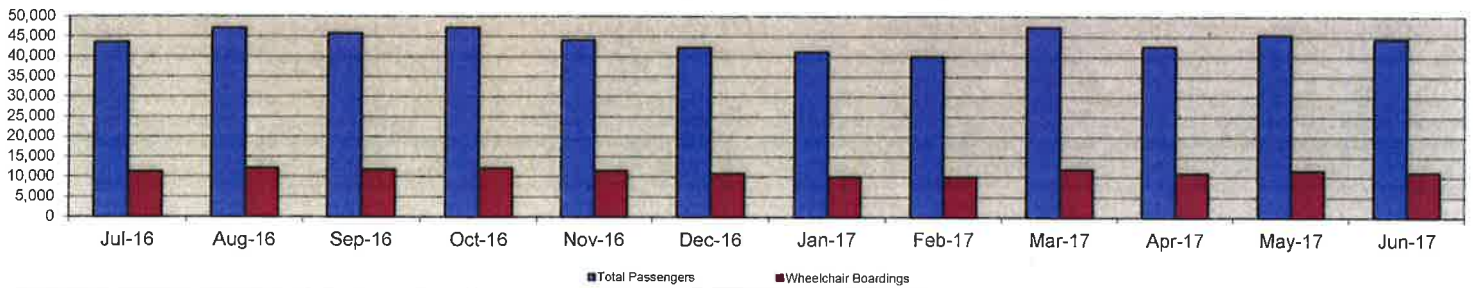
CLERK OF THE ASAC:  PARATRANSIT AND MINIBUS MANAGER: 



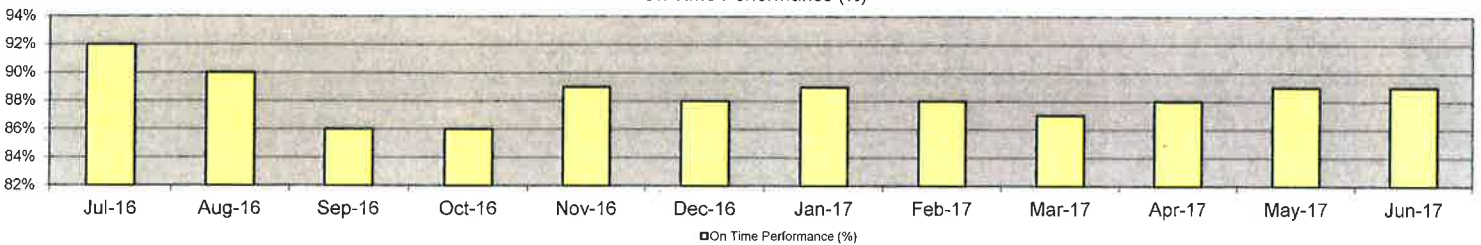
MTS Access ASAC Report FY 17

	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

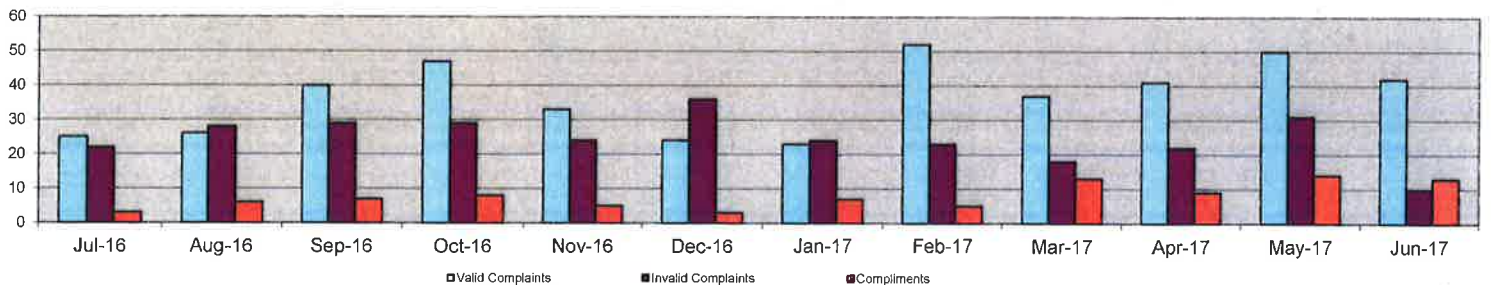
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments





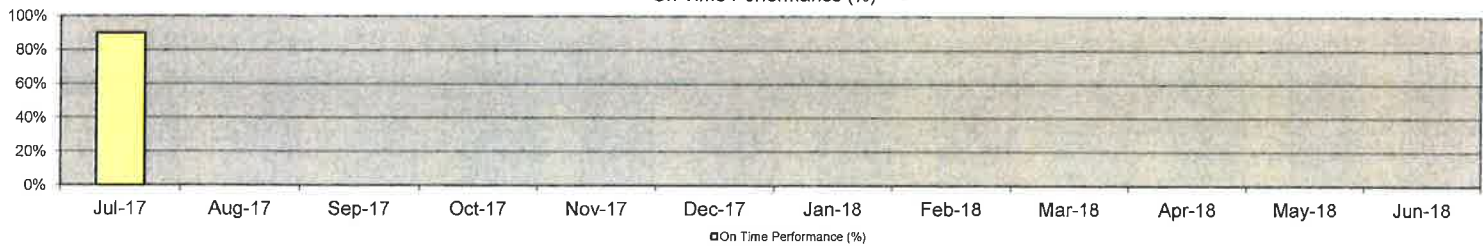
MTS Access ASAC Report FY 18

	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



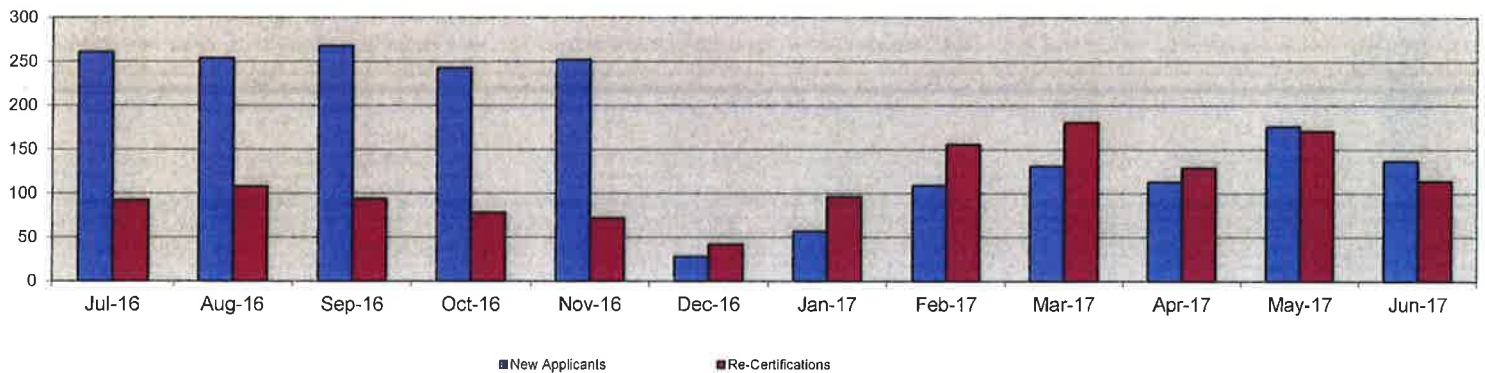


ADARide/MTM Certification Summary Report FY 17

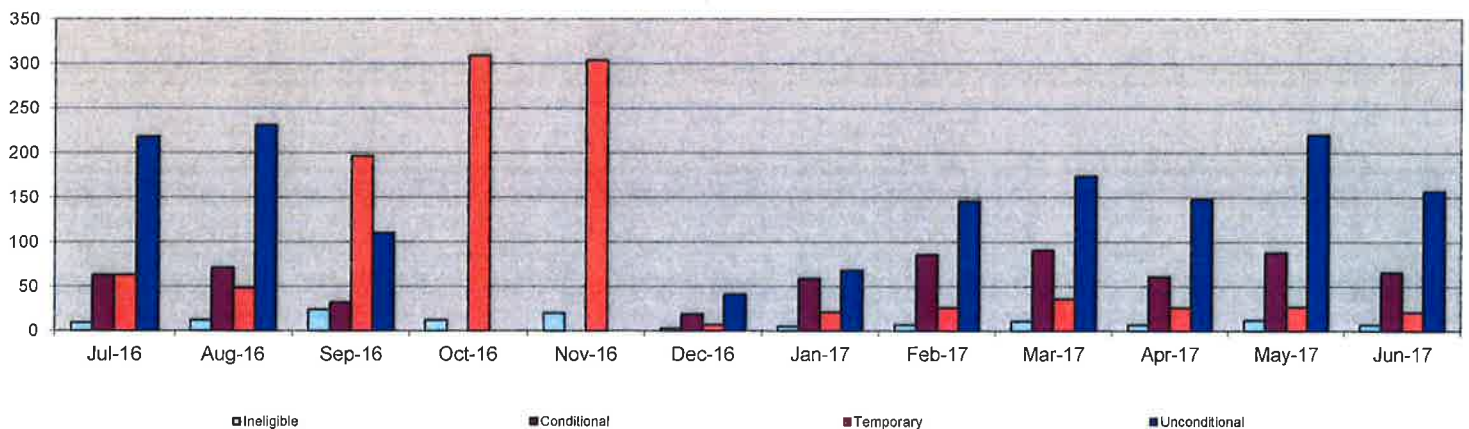
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
New Applicants	261	254	268	243	252	28	57	109	131	113	176	137	2,029
Re-Certifications	92	108	94	78	72	42	96	156	181	129	171	114	1,333
Total	353	362	362	321	324	70	153	265	312	242	347	251	3,362

	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
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





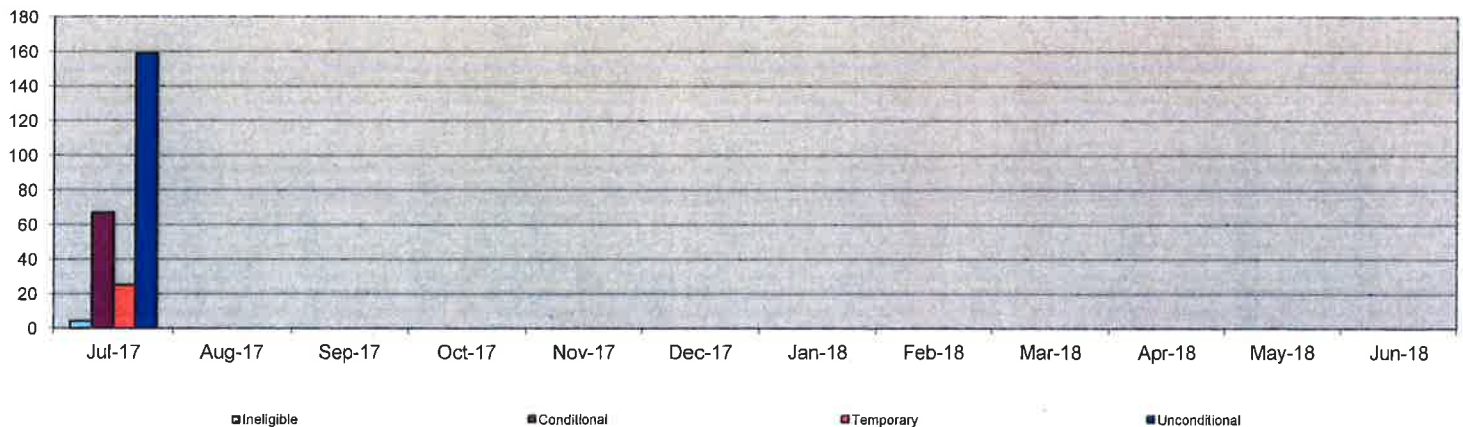
MTM Certification Summary Report FY 18

	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



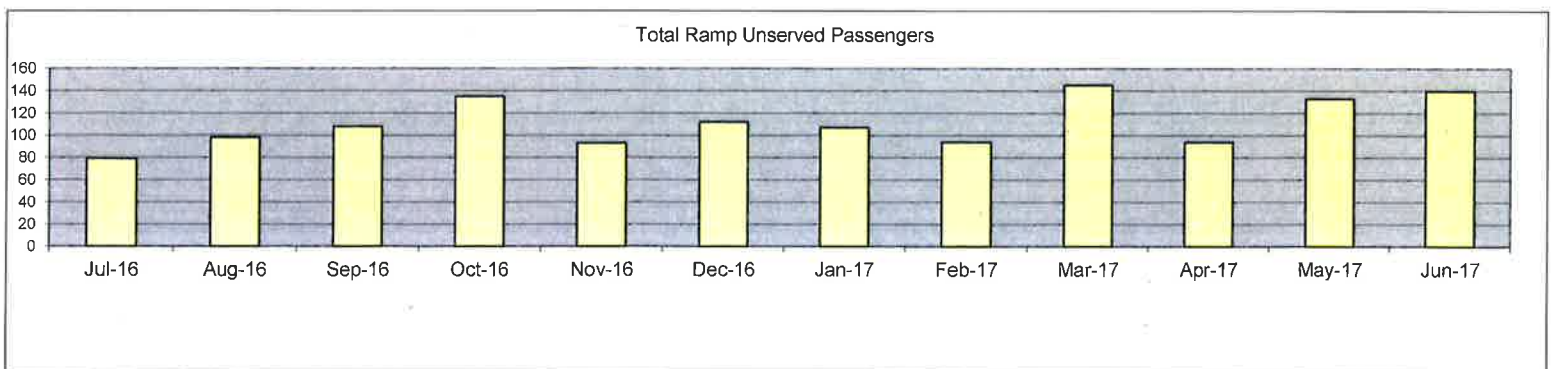
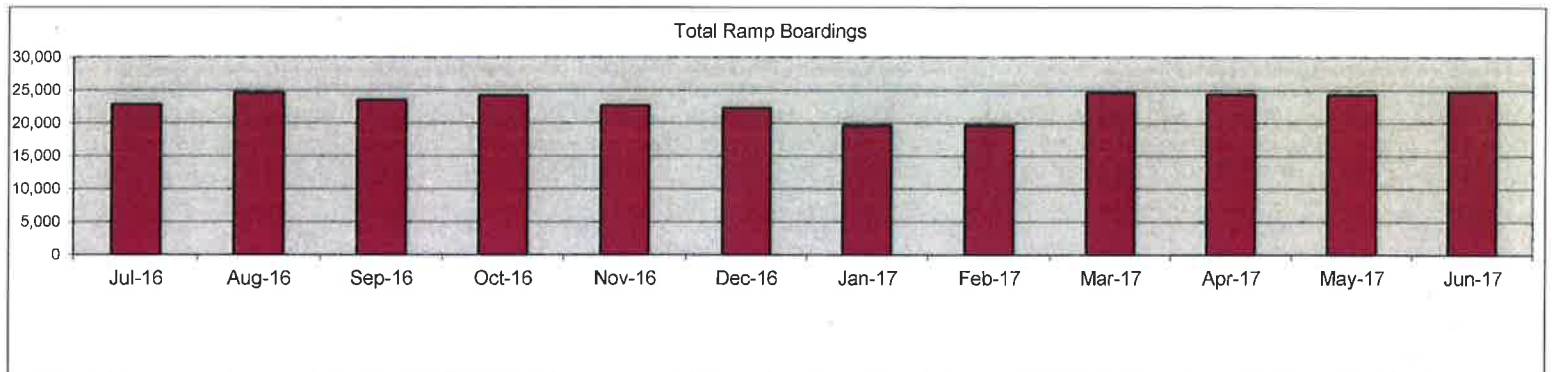
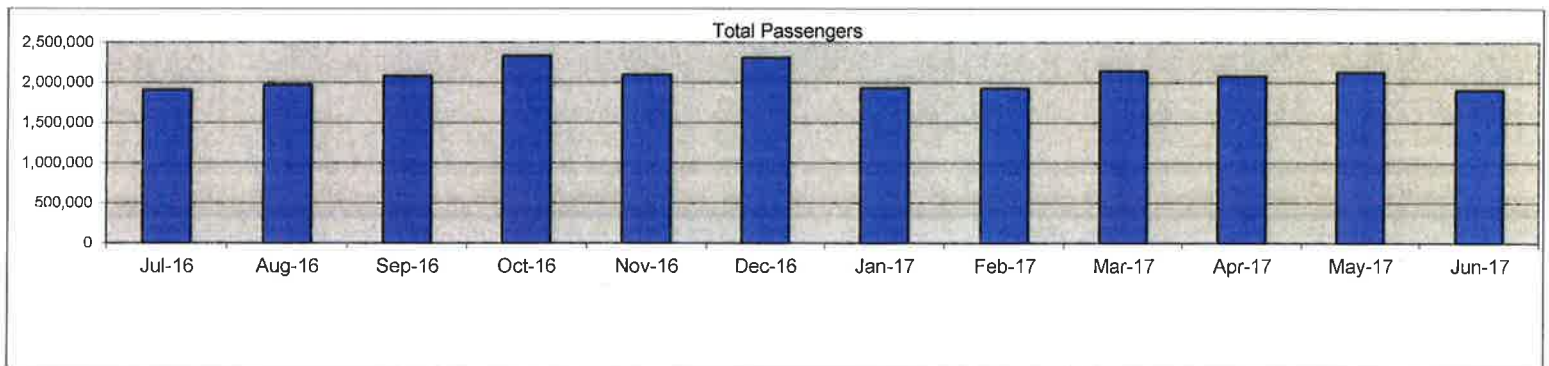
Eligibility





MTS Bus Ramp Deployment Report FY 17

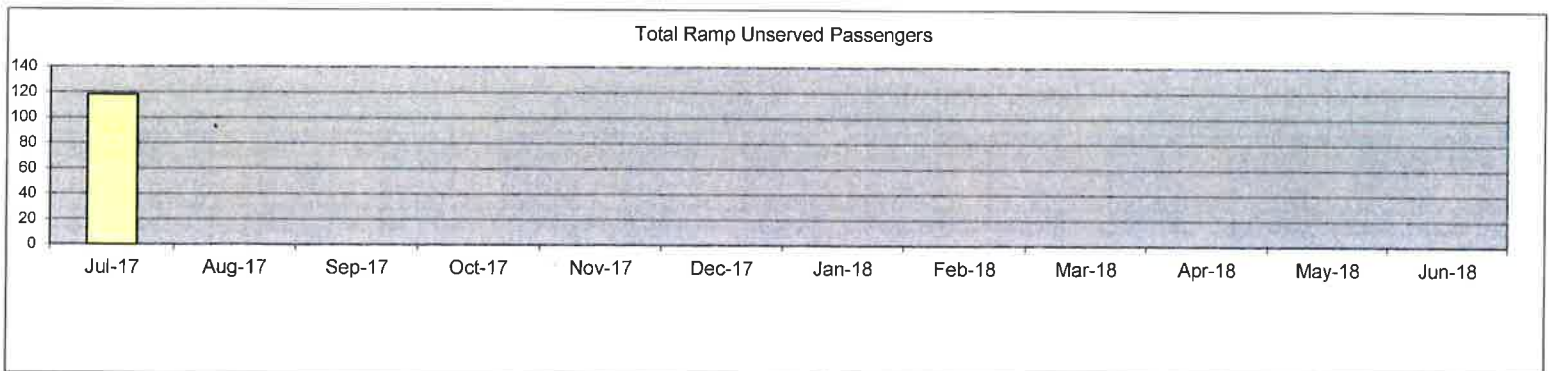
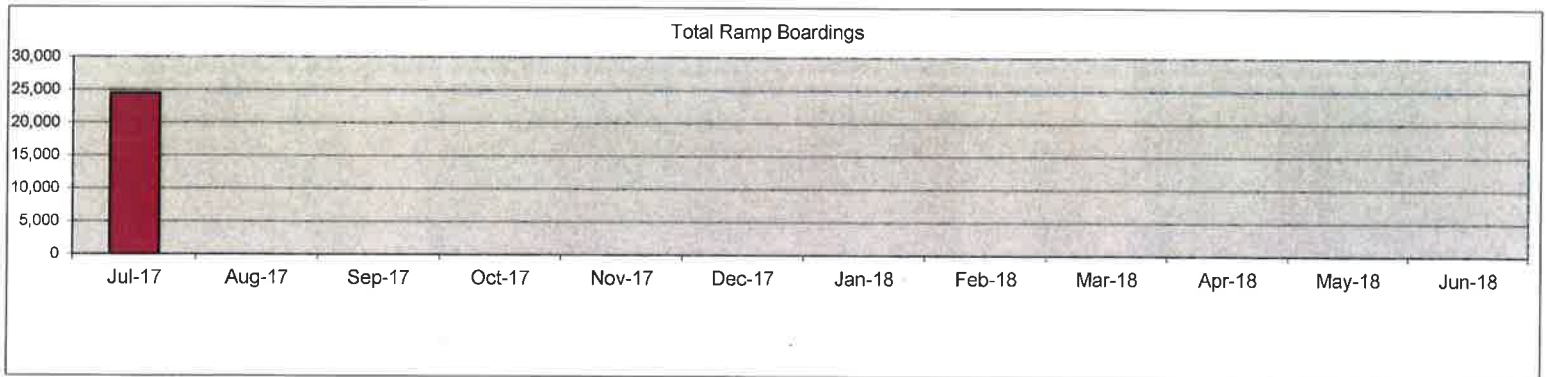
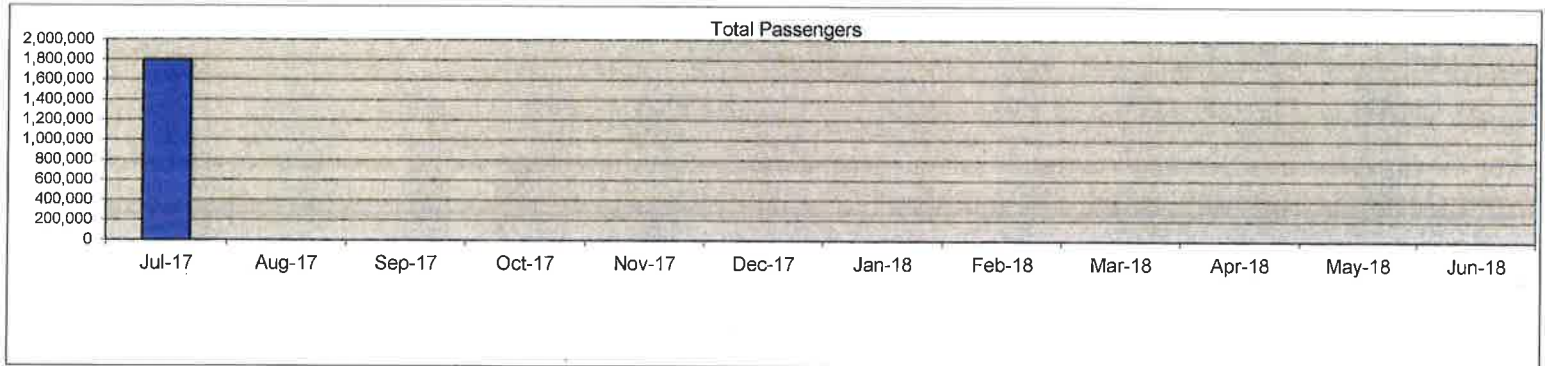
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	1,910,403	1,973,469	2,082,948	2,336,411	2,101,119	2,313,177	1,936,990	1,932,306	2,147,473	2,085,696	2,133,250	1,905,783	24,859,025
Total Ramp Boardings	22,830	24,629	23,557	24,242	22,709	22,295	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

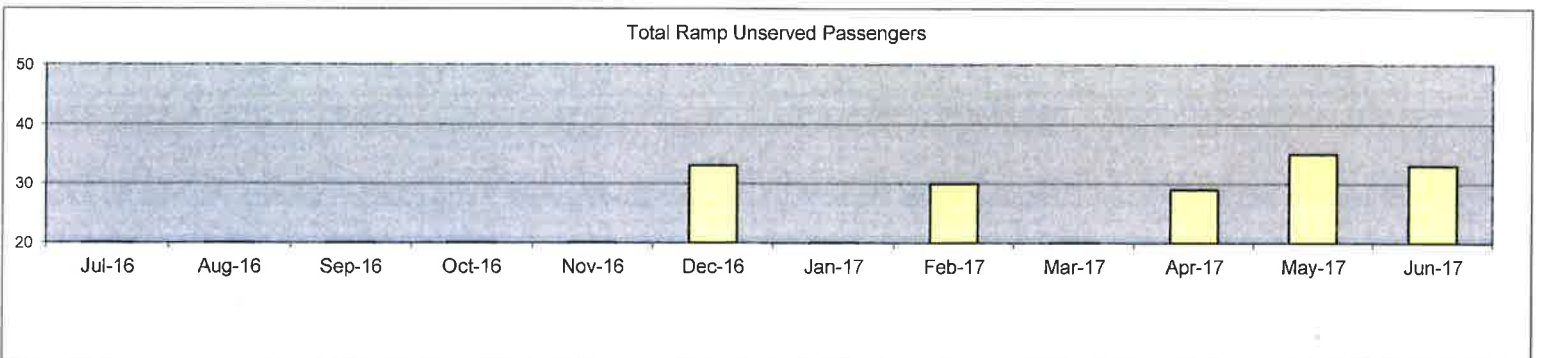
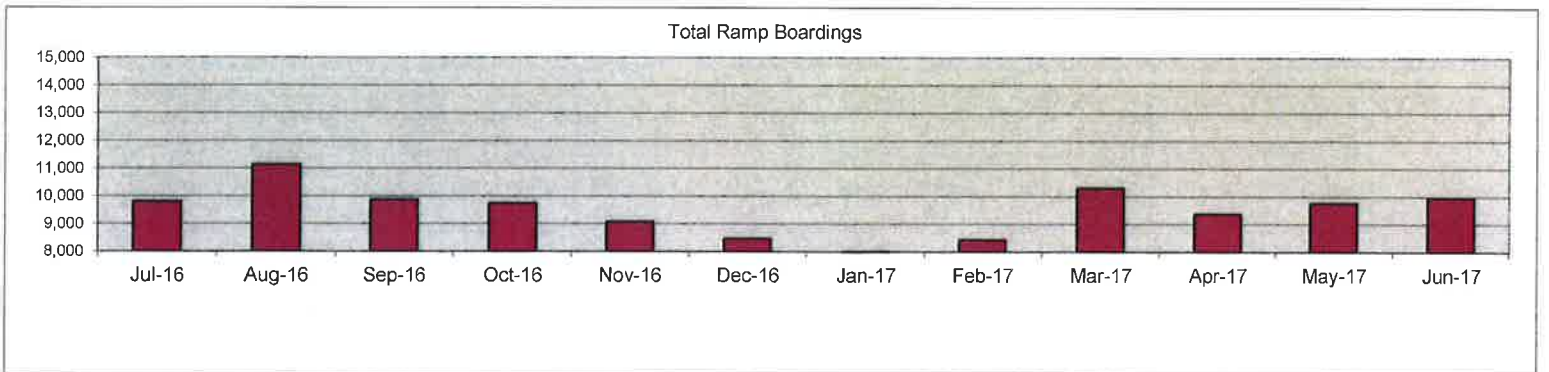
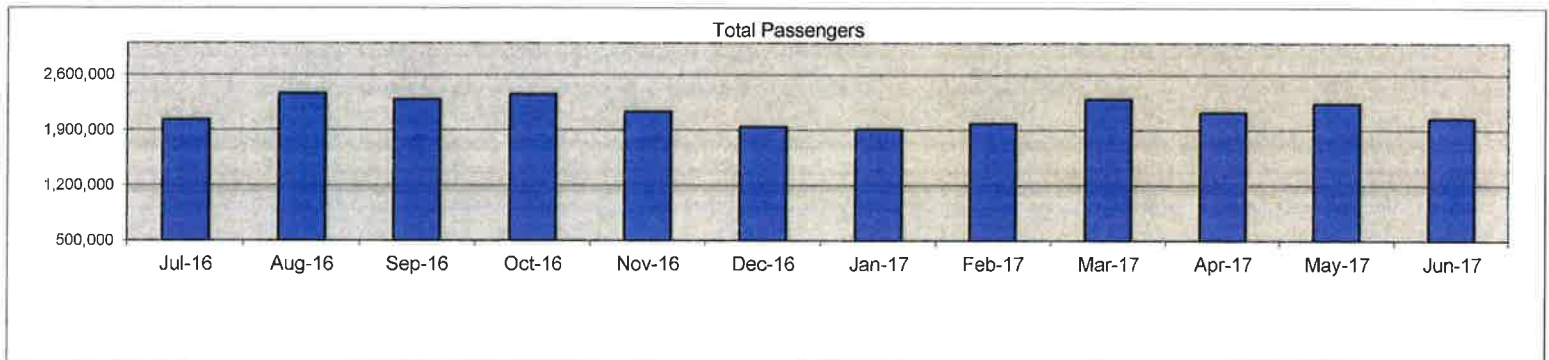
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	1,797,737												1,797,737
Total Ramp Boardings	24,486												24,486
Percentage of Ramp Boardings	1.36%												1.36%
Total Ramp Unserved Passengers	118												118
Percentage of Ramp 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

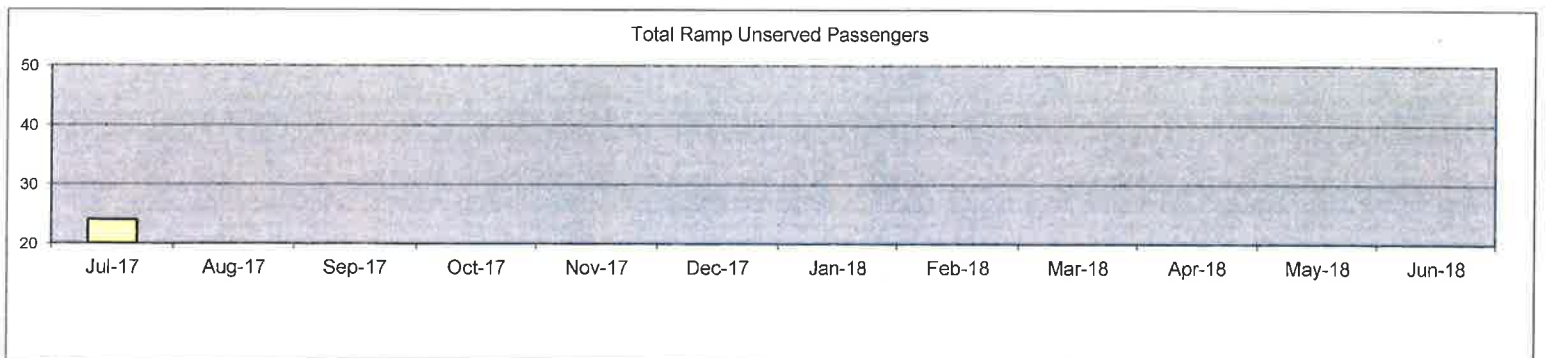
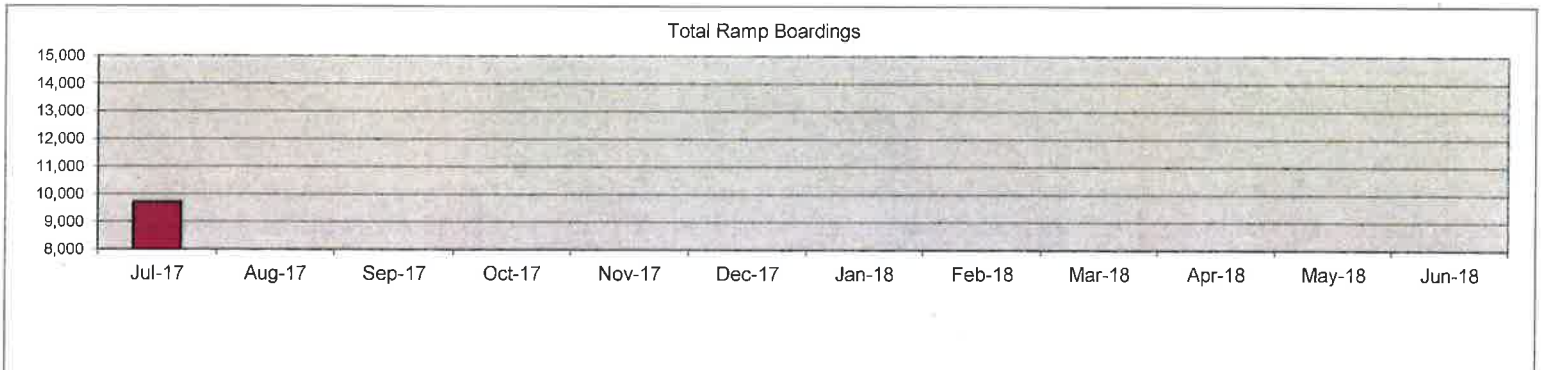
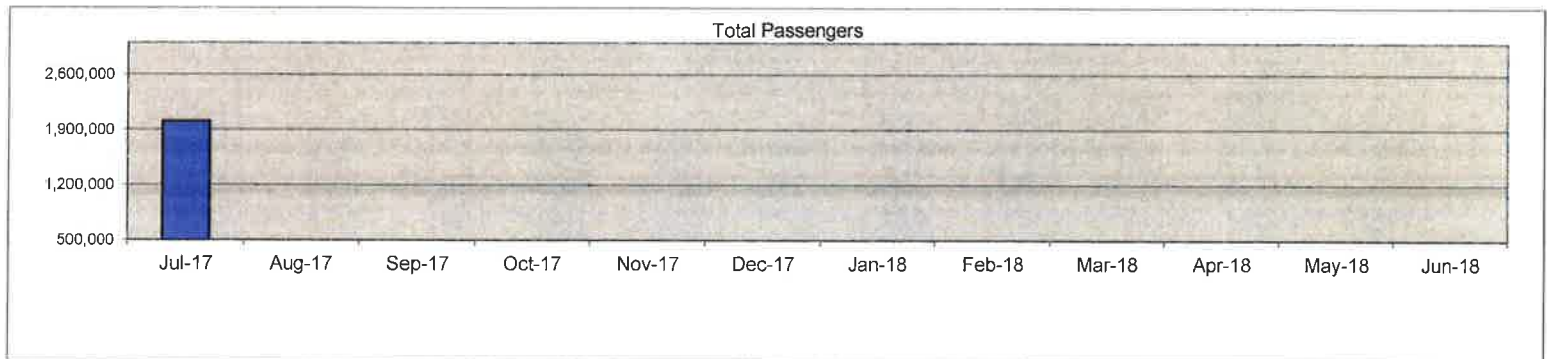
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	2,030,641	2,362,727	2,287,834	2,351,501	2,134,029	1,939,609	1,911,008	1,983,539	2,295,192	2,123,884	2,239,792	2,049,365	25,709,121
Total Ramp Boardings	9,807	11,137	9,870	9,741	9,076	8,465	7,982	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





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





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

