

1255 Imperial Avenue, Suite 1000
 San Diego, CA 92101-7490
 (619) 231-1466 • FAX (619) 234-3407

**MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
 MEETING NOTICE AND AGENDA**

**SRTP 880.1
 (PC 50850)**

Thursday, September 10, 2015
 1:30 p.m. – 3:00 p.m.

James R. Mills Building
 Board Meeting Room, 10th Floor
 1255 Imperial Avenue, San Diego CA 92101

This information will be made available in alternative formats upon request. To request an agenda in an alternative format, please contact Vassilena Lerinska (619.595.7038) at least five working days prior to the meeting to ensure availability. Assistive Listening Devices (ALDs) are available from the Clerk of the Committee prior to the meeting and are to be returned at the end of the meeting.

<u>Item</u>	<u>Recommended Action</u>
1. Roll Call	
2. Approve June 11, 2015 Meeting Minutes (materials enclosed)	Approve
3. Public Comment ➤ <i>Public comments are limited to 3 minutes per person.</i>	Information
4. Member Comment	Information
5. <u>ADA Paratransit Reports</u>	Information
• <u>Operators</u>	
➤ MTS Access (John Lewis)	
• <u>Certification</u>	
➤ ADARide (Art Hulscher)	



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	9-10-15
Name	PATRICK MCINTOSH
Address	254392 MESA DR, OCEANSIDE
Telephone	760 421 8352
Organization Represented	PATRON
Subject of Your Remarks	TWICE YEARLY MEETINGS
Regarding Agenda Item No.	10
Your Comments Present a Position of:	<input type="checkbox"/> SUPPORT <input checked="" 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.

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(PLEASE PRINT)

DATE	9-10-15
Name	Jorge Rivas
Address	
Telephone	619-520-4483
Organization Represented	Patron
Subject of Your Remarks	Agenda item #10- Meeting schedule
Regarding Agenda Item No.	10
Your Comments Present a Position of:	<input type="checkbox"/> SUPPORT <input checked="" type="checkbox"/> OPPOSITION

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(PLEASE PRINT)

DATE	10 Sep 2015		
Name	Kathy Cook		
Address	24643 Rim Circle #103, Carlsbad		
Telephone			
Organization Represented	MTS Rider		
Subject of Your Remarks	Quarterly meeting		
Regarding Agenda Item No.	10		
Your Comments Present a Position of:	<input data-bbox="706 1354 803 1423" type="checkbox"/>	SUPPORT	<input checked="" data-bbox="1039 1354 1133 1423" type="checkbox"/> OPPOSITION

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(PLEASE PRINT)

DATE	9-10-15
Name	Louis Frick
Address	
Telephone	619-886-4755
Organization Represented	Patron
Subject of Your Remarks	Meeting Sched-1 change
Regarding Agenda Item No.	10
Your Comments Present a Position of:	<input type="checkbox"/> SUPPORT <input checked="" type="checkbox"/> OPPOSITION

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

MEETING (DATE): 09/10/15

CALL TO ORDER (TIME): 1:35 P.M.

ADJOURN: 2:49 P.M.

BOARD MEMBER	Alternate	AGENCY
Lorie Bragg <input type="checkbox"/>	<input type="checkbox"/>	ASAC Chairwoman
Ruben Ceballos <input checked="" type="checkbox"/>	<input type="checkbox"/>	Access to Independence
Arun Prem <input type="checkbox"/>	<input type="checkbox"/>	FACT (CTSA)
Debbie Marshall <input checked="" type="checkbox"/>	<input type="checkbox"/>	Developmental Disabilities Board – Area 13
Rene Alvarez <input checked="" type="checkbox"/>	Bill Lewis <input checked="" type="checkbox"/>	Veolia Transportation – Contracted Bus Routes
Art Hulscher <input type="checkbox"/>	Cindy Hall <input type="checkbox"/>	ADA Ride
Anthony Ferguson <input checked="" type="checkbox"/>	<input type="checkbox"/>	San Diego Regional Center
Charles Lungerhausen <input type="checkbox"/>		Paratransit Consumer
Monica Aguirre <input checked="" type="checkbox"/>	Kasey Markoski <input type="checkbox"/>	San Diego Center for the Blind
Belinda Fragger <input type="checkbox"/>	Amanda Denham <input type="checkbox"/>	MTS Bus
John Lewis <input checked="" type="checkbox"/>	Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)
<input type="checkbox"/>	<input type="checkbox"/>	Hearing Impaired
Danielle Kochman <input type="checkbox"/>	Audrey Porcella <input checked="" type="checkbox"/>	SANDAG
Floyd Willis <input type="checkbox"/>	<input type="checkbox"/>	County of San Diego AIS
Connery Cepeda <input type="checkbox"/>	Mike Pickford <input type="checkbox"/>	Caltrans
Tom Doogan <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Trolley
Jim Byrne <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Bus
Todd Lordson <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Vassy Lerinska <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Karen Landers <input type="checkbox"/>	Samantha Leslie <input checked="" type="checkbox"/>	MTS Legal

SIGNED BY THE CLERK OF THE BOARD: Vassy Lerinska



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4. Member Comment	Information
5. <u>ADA Paratransit Reports</u> <ul style="list-style-type: none">• <u>Operators</u><ul style="list-style-type: none">➤ MTS Access (John Lewis)• <u>Certification</u><ul style="list-style-type: none">➤ ADARide (Art Hulscher)	Information

6. Fixed-Route Reports

Information

- Operators
 - MTS Bus (**Belinda Fragger**)
 - MTS Contract Services, Veolia Transportation (**Bill Lewis**)
 - San Diego Trolley, Inc. (**Tom Doogan**)

7. Deaf Community Services Workshop Update (**Samantha Leslie**)

Information

8. Conversion of SDM Compass to Picture ID Card (**Sharon Cooney**)

Information

9. First Transit Updates

Information

10. Discussion on ASAC meetings

Information

11. Next Meeting Date: **December 10th, 2015 at 1:30 p.m.**

VLERINSKA
AGN-10-September-15
September 3, 2015 Mail Out

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MINUTES

1. Call to Order and Roll Call

ASAC Chairwoman Bragg called the meeting to order at 1:30 p.m. A roll call sheet listing the committee members in attendance is included (see Attachment A).

2. Approval of March 5th, 2015 Meeting Minutes

It was moved and seconded to approve the March 5th, 2015 meeting minutes.

3. Public Comment

Mr. Jorge Rivas commented on the Mobile Data Terminals (MTD's) on the paratransit buses and how great they are, however, on two separate occasions, the driver was not able to locate him. The first instance, Mr. Rivas ended up calling dispatch after about 20 minutes and was told that he needed to call back at 8:00am to speak to reservations. Dispatch explained that the driver was at the location and was also eight minutes early. Mr. Rivas explained that he was at the location for 40 minutes; however, since he is visually impaired, he relies on the bus driver honking the horn to let him know he is there. Mr. Rivas ended up speaking to Mr. Bill Kiehl who took down his information and excused the no show. The second instance, Mr. Rivas was told to contact dispatch to see when his bus would be there, which he did, and was told the driver should be arriving in two minutes. Mr. Rivas ended up having to call again and was told that the driver was there but had already left. In this instance, the driver ended up returning, however, if he hadn't, Mr. Rivas would have been left stranded. Mr. Rivas is wondering what can be done in the future so something like this doesn't happen again.

Chairwoman Bragg directed the question to Mr. Jim Byrne who responded by saying that Mr. John Lewis would follow up with Mr. Rivas and would also provide the direct number to dispatch in the event the bus is not at his pick-up location. Mr. Byrne also noted that First Transit is going to be introducing predictive dialing starting July 1st, 2015. Mr. John Lewis explained that predictive dialing means a passenger would get a notification call/text/email that their ride is arriving shortly and also prior day notification reminding a passenger they have a ride scheduled. Mr. Lewis explained that this is opt in option and that it will be offered during the booking process.

Chairwoman Bragg noted that line items seven and eight would be moved after public comments due to time constraints for the presenters.

4. Mid-Coast Corridor Transit Project (ADA)

Mr. Frank Owsiany, Principal Design Engineer at SANDAG and Jeff Howard, one of the architects for the Mid-Coast Corridor Transit Project came to present the nine trolley stations that are going to be added between the Old Town Trolley Station and UTC. Mr.

Owsiany explained that there will be four at grade and five aerial stations and then turned it over to Mr. Howard for more details. Mr. Howard gave an overview of the locations for each station. The rail extension starts at Old Town Trolley Station and goes north to Tecolote Rd Station, then continues north to the Clairemont Dr. Station, then to the Balboa Ave Station, all three stations will be at grade. The next station will be an aerial station located at the La Jolla Village Shopping Center, then continues onto the VA Medical Center which will be an at grade station. The extension then continues onto the UCSD campus which will be at Pepper Canyon and then goes onto the Voigt Drive Station near the Scripps Hospital. From there it goes east and then south towards Genesee Blvd and Executive Dr which will also be an aerial station. Lastly, the terminus will be at UTC Westfield Shopping center which will also be an aerial station. Mr. Howard then went on to talk about the accessibility at each station.

Each station will have platform signs, also in braille, which will tell riders what station they are at and the direction the train is going. There will be detectable warning mats before the tracks, companion seating next to the benches for service dogs, direction bar mats, ADA ramps at the aerial stations, and multiple stations will have park and ride facilities with disabled parking. For aerial stations, there will be elevators and stairs that provide access to the platforms. Mr. Howard completed the presentation and opened it up for any comments/questions/concerns.

Chairwoman Bragg commented on the change from the original design of the stairs that leads up to the aerial stations and how it was nice that a landing was added to the middle of the rotation of the stairs. Chairwoman Bragg also made a positive comment on the close proximity of the parking stalls to the platform.

Mr. Art Hulscher asked Chairwoman Bragg if the issue with the disabled parking stalls at certain stations in South Bay was cleared up. Chairwoman Bragg responded by saying that the issue was worked out and there have been no new issues. Mr. Hulscher wondered if certain stations needed more disabled spots, how that could be added. Chairwoman Bragg directed the question to Mr. Tom Doogan who responded by saying that at South Bay, while two of the stations were still being remodeled, passengers were migrating to the completed station hence why the stalls were filled up. Now that the two stations are near completion, that issue has been cleared up. Mr. Doogan also noted that at Palomar station there are more spots that are adjacent to the station, however, the sidewalk is not leveled off so additional disabled stalls wouldn't be able to be added. Mr. Howard mentioned that he will look back at the plans for the park and ride facilities and make sure that additional spaces are able to be added if need be.

Mr. Ruben Ceballos asked if the elevator size would be the same as those at SDSU Transit Center. Mr. Frank Owsiany responded by saying that they are large enough to fit a gurney and are about the same size as those at Sabre Springs Transit Center. Mr. Owsiany also noted that there are multiple elevators in case one is down for maintenance. Mr. Ceballos explained the reason why he asked is because at SDSU, the elevators usually get full during certain times of the day. Mr. Owsiany explained that at some stations, the elevators are side by side so if one were to be full, a passenger could just wait for the next one to arrive.

Mr. Tom Doogan asked Mr. Frank Owsiany compared to current aerial stations, how high the new aerial stations would go up. Mr. Owsiany responded by saying that the height usually varies depending on the location. At the Pepper Canyon Station for

example, the south end of the platform is about 70 feet from the bottom of the canyon, however, at that junction that is an emergency access only. At the top of the canyon, the height is between 30-35 feet above the grade, which is also true for most of the new stations.

Mr. Todd Lordson noted that there should be path of travel to/from every elevator in case one is out of service for maintenance.

5. MTS SDM Fare Policy

Mr. Marcus Smith presented information on the MTS policy for the SDM (Senior, Disabled, and Medicare) fare. Mr. Smith explained that the policy to show proof of eligibility for an SDM pass has always been in place, both with paper passes and the current Compass Card. A rider is able to qualify for an SDM card in three different ways. The first is based on age; anyone over the age of 60 can purchase the reduced fare rate as long as they provide valid government issued ID. The second criteria is based on disability and a rider and their healthcare professional would have to fill out the long form which is then sent back to MTS to show they are eligible for the fare. Once approved, a rider is able to go down to the transit store and purchase an SDM ID card which is the Compass Card and identification all in one. The third criteria to qualify for SDM fare is through Medicare. In this case, if a rider wishes to have the SDM ID Compass Card, then they would have to fill out the short form and bring it to the transit store along with their Medicare card. A rider is also able to purchase a regular SDM card without the photo at any outlet that sells Compass Cards as long as they bring their valid Medicare card. Other acceptable documents for proof of eligibility include SSI and SSDI award letters and DMV placard registration card. (See Attachment B for all acceptable forms of photo ID for the purchase of a SDM Compass Card.)

Mr. Smith commented that in May, 2015 there was internal notification sent out to all of MTS and a moratorium was placed on the confiscation of SDM Compass Cards when proof of eligibility was not provided upon request. From May to July, communication cards have been issued to the public by code enforcement so the general public understands what is required of them in order to be able to use the SDM Compass Card. As of July 1st, 2015, MTS will return to the full enforcement policy. Mr. Smith also noted that even though the price for a one, two, three, and four day pass are the same for all riders (adult, youth, SDM) a rider would still be required to show proof of eligibility regardless of the pass type.

Mr. Anthony Ferguson asked Mr. Smith if starting July 1st, 2015 anyone who doesn't have proof of eligibility would have their card confiscated. Mr. Smith responded by saying that was correct.

Mr. Ruben Ceballos raised concerns as to why Medicare is accepted but MediCal is not. Mr. Ceballos also asked why a DMV placard registration card was accepted even though it's a state and not federal issued card. Mr. Smith responded by saying that he wasn't sure about why Medical was not accepted but would get back to Mr. Ceballos. Mr. Smith explained that with the DMV placard, it's a mobility related issue and that is why it qualifies.

Mr. Art Hulscher wanted to confirm that a letter from ADARide was also an acceptable form of ID for the SDM Compass Card. Mr. Smith and Mr. Todd Lordson confirmed that was correct.

Mr. Jorge Rivas asked if someone was tourist, what form of ID they would have to show. Mr. Smith responded by saying that that is what the team is working on right now and would get back to Mr. Rivas.

Mr. Todd Lordson went back to Mr. Ruben Ceballos' question regarding MediCal and explained that MediCal is tied into SSI and Medicare is tied into SSDI and said that that may be the reason why Medical is not accepted. Mr. Ceballos raised concern that carrying an SSI award letter for proof is not something he advises people to do. Mr. Lordson explained that you only need to show it once to get the SDM ID Card which also serves as the ID.

Chairwoman Bragg asked Mr. Marcus Smith to elaborate on the grace period given to those whose Compass Card has been confiscated. Mr. Smith responded by saying that if someone receives a citation they have three days to show proof of eligibility and retrieve their Compass Card.

7. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for February 2015, March 2015, April 2015 (see Attachment C).

ADARide – Mr. Art Hulscher presented the ADARide certification reports for March 2015, April 2015, and May 2015 (see Attachment D).

8. Fixed-Route Reports

MTS Bus – Mr. Jim Byrne presented the MTS Bus Ramp Deployment Report for February 2015, March 2015, and April 2015 (see Attachment E).

MTS Contract Services (Transdev) – Mr. Rene Alvarez presented the MTS Contract Services Ramp Deployment Report for February 2015, March 2015, and April 2015 (see Attachment F).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for the months of February 2015, March 2015, and April 2015(see Attachment G). Mr. Doogan explained that the lift uses number has gone down significantly due to the low floor cars now available on every line.

Chairwoman Bragg asked Mr. Doogan why the delays have gone down. Mr. Tom Doogan responded by saying that when the lifts were still being used, that delayed the train about 90 seconds. Now that the low floor cars are on every line, the delays have dropped.

9. Adjourn

Mr. Ruben Ceballos explained that the threshold ramp leading to the Rio Vista Station is becoming dislodged. Mr. Tom Doogan responded by saying he would send someone out to take a look at the ramp.

Mr. Jim Byrne raised the question of possibly revising the schedule for the ASAC meetings and meeting twice a year rather than quarterly since we sometimes scramble to have a full agenda. Chairwoman Bragg responded by saying that the committee can either discuss today or next meeting.

Mr. Ruben Ceballos commented and said that he thinks this should be an agenda item. Mr. Ceballos expressed concern that the community would have less of an opportunity to speak if the meetings are cut down.

Mr. Art Hulscher commented and said that he would be fine with two meetings so that the agenda could be full and asked that if we had to call for a meeting, would that be possible. Mr. Jim Byrne responded by saying that we would have to refer the question to Karen Landers.

Ms. Audrey Porcella commented and said that there are always avenues for riders to contact the staff if there are any question/comments/concerns. Mr. Jim Byrne also commented and said that the SSTAC is another way for the community to speak and that MTS is represented at each meeting. Ms. Porcella explained that SSTAC meets every two months.

Chairwoman Bragg adjourned the meeting at 3:18pm.

Attachments:

- A. Roll Call Sheet
- B. Acceptable forms of photo ID for SDM purchase
- C. MTS ADA Paratransit Report
- D. ADARide Certification Report
- E. MTS Bus
- F. MTS Contract Services
- G. MTS San Diego Trolley, Inc.

VLERINSKA

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

MEETING (DATE): 06/11/15

CALL TO ORDER (TIME): 1:30 P.M.

ADJOURN: 3:18 P.M.

BOARD MEMBER	Alternate	AGENCY
Lorie Bragg ✓	<input type="checkbox"/>	ASAC Chairwoman
Ruben Ceballos ✓	<input type="checkbox"/>	Access to Independence
Arun Prem <input type="checkbox"/>	<input type="checkbox"/>	FACT (CTSA)
Debbie Marshall <input type="checkbox"/>	<input type="checkbox"/>	Developmental Disabilities Board – Area 13
Rene Alvarez <input type="checkbox"/>	Bill Lewis ✓	Veolia Transportation – Contracted Bus Routes
Art Hulscher ✓	Cindy Hall ✓	ADA Ride
Anthony Ferguson ✓	<input type="checkbox"/>	San Diego Regional Center
Charles Lungerhausen <input type="checkbox"/>		Paratransit Consumer
Monica Aguirre <input type="checkbox"/>	Kasey Markoski <input type="checkbox"/>	San Diego Center for the Blind
Belinda Fragger <input type="checkbox"/>	Amanda Denham <input type="checkbox"/>	MTS Bus
John Lewis ✓	Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)
<input type="checkbox"/>	<input type="checkbox"/>	Hearing Impaired
Danielle Kochman <input type="checkbox"/>	Audrey Porcella ✓	SANDAG
Floyd Willis <input type="checkbox"/>	<input type="checkbox"/>	County of San Diego AIS
Connery Cepeda <input type="checkbox"/>	Mike Pickford <input type="checkbox"/>	Caltrans
Tom Doogan ✓	<input type="checkbox"/>	MTS Trolley
Jim Byrne ✓	<input type="checkbox"/>	MTS Bus
Todd Lordson ✓	<input type="checkbox"/>	MTS Contracted Services
Vassy Lerinska ✓	<input type="checkbox"/>	MTS Contracted Services
Karen Landers <input type="checkbox"/>	<input type="checkbox"/>	MTS Legal

SIGNED BY THE CLERK OF THE BOARD: Vassy Lerinska



compass
Tap & Ride

CHECK ID before selling discount pass!

A Discount Pass is sold ONLY to a patron with a valid photo ID. The following are examples of acceptable forms of photo identification for the purchase of SDM (Senior/Disabled/Medicare) Compass Card and/or Discount Pass:

SENIOR (age 60+)



State Driver License



California Senior ID card



NCTD Senior ID



MTS S/D/M Senior ID card



Government Issued Passport

Persons with DISABILITIES or MEDICARE



Medicare Card



(MediCal card is NOT a valid ID)



SSDI/SSI Award Letter
(with government issued ID)



NCTD Reduced Fare IDs



DMV placard registration card
(with state issued ID)



MTS S/D/M ID cards



Older MTS/NCTD ID cards
(check expiration date)

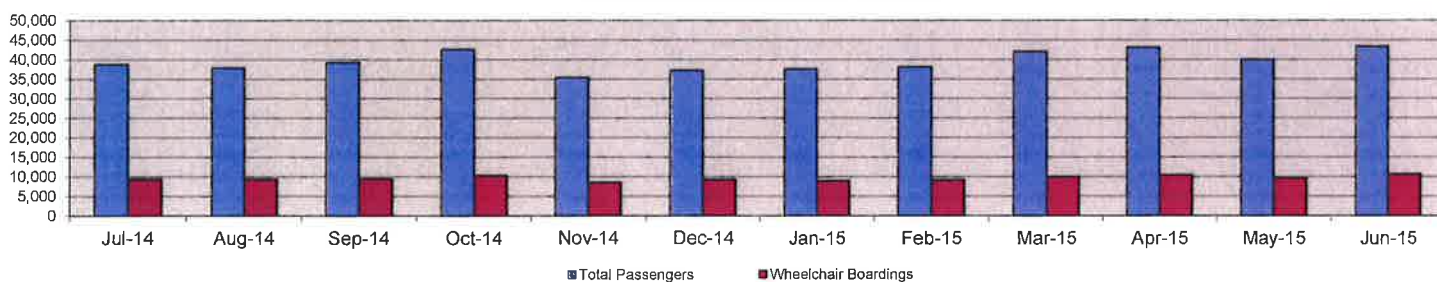
Remember to verify any non-photo forms of identification with a valid photo ID. Always check the expiration date on any identification.



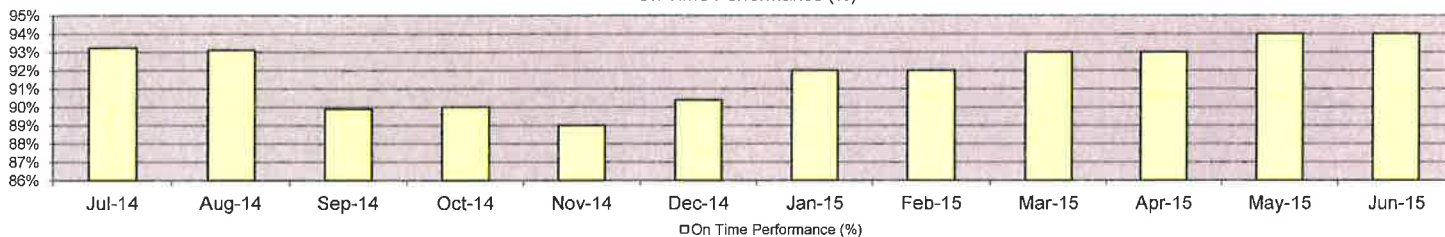
MTS Access ASAC Report FY 15

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	38,759	37,862	39,267	42,619	35,413	37,290	37,568	38,057	42,056	43,130	39,980	43,321	475,322
Wheelchair Boardings	9,317	9,327	9,531	10,355	8,503	9,266	8,906	9,215	9,979	10,449	9,630	10,699	115,177
On Time Performance (%)	93%	93%	90%	90%	89%	90%	92%	92%	93%	93%	94%	94%	92%
Valid Complaints	2	4	4	8	0	3	2	4	3	6	2	5	43
Invalid Complaints	14	8	5	14	9	6	4	6	8	8	8	25	115
Compliments	2	3	3	2	4	7	1	-	4	3	3	6	38
Calls Received	28,800	29,548	32,819	34,999	32,059	31,621	29,840	30,293	34,303	33,678	32,411	33,640	384,011
% Abandoned Calls	1.88%	2.17%	2.60%	2.80%	2.45%	1.92%	1.88%	2.37%	2.38%	2.59%	2.30%	2.60%	2.33%
Average Call Time	0:02:10	0:02:13	0:02:10	0:02:06	0:02:05	0:02:06	0:02:07	0:02:06	0:02:14	0:02:16	0:02:14	0:02:12	0:02:10
Average Hold Time	0:00:14	0:00:15	0:00:18	0:00:18	0:00:15	0:00:13	0:00:12	0:00:17	0:00:17	0:00:21	0:00:19	0:00:21	0:00:17

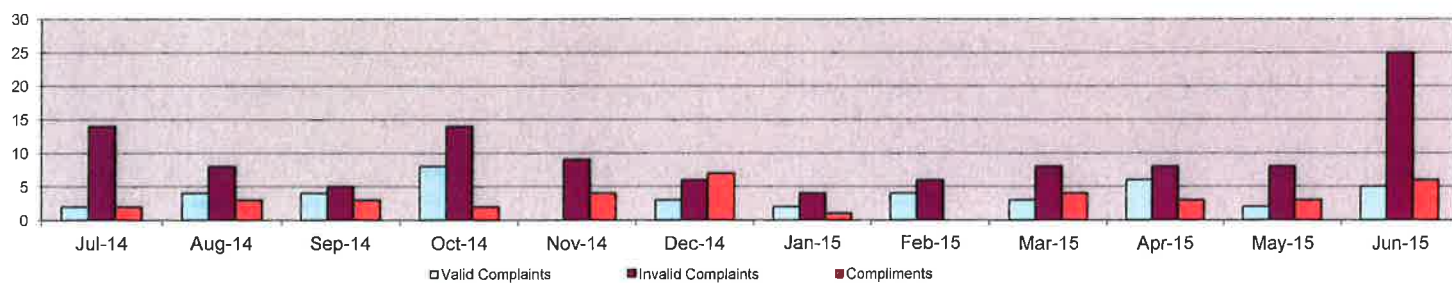
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

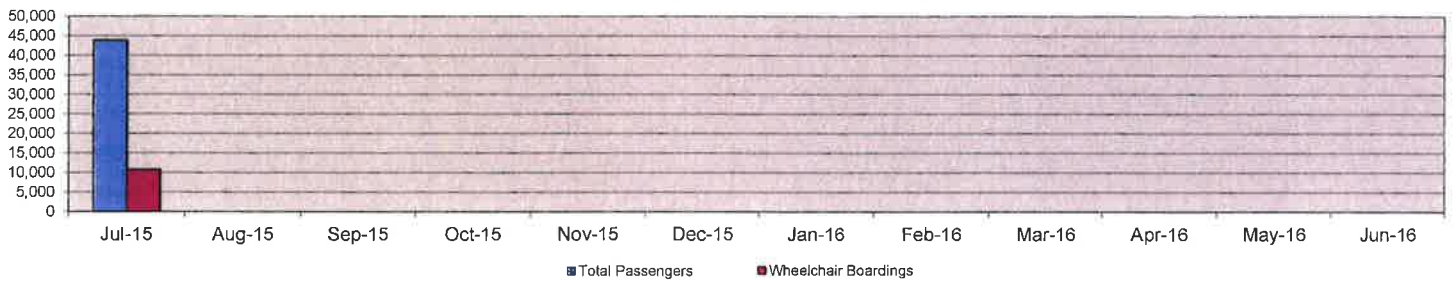




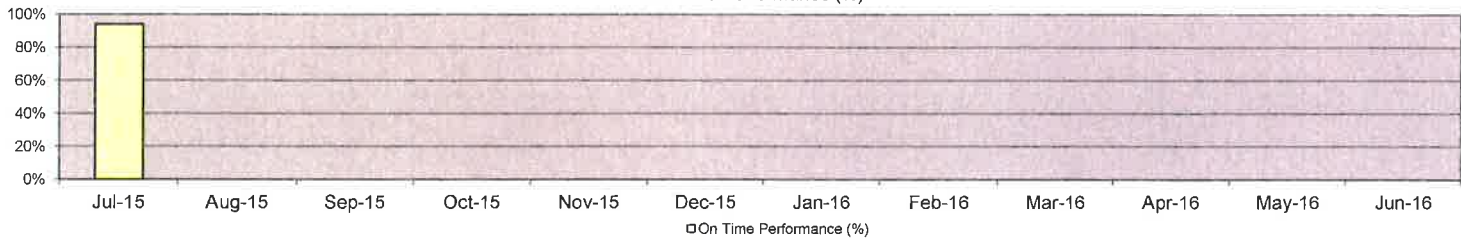
MTS Access ASAC Report FY 16

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Total Passengers	43,807												43,807
Wheelchair Boardings	10,763												10,763
On Time Performance (%)	94%												94%
Valid Complaints	36												36
Invalid Complaints	2												2
Compliments	13												13
Calls Received	32,141												32,141
% Abandoned Calls	2.20%												2.20%
Average Call Time	0:02:18												0:02:18
Average Hold Time	0:00:18												0:00:18

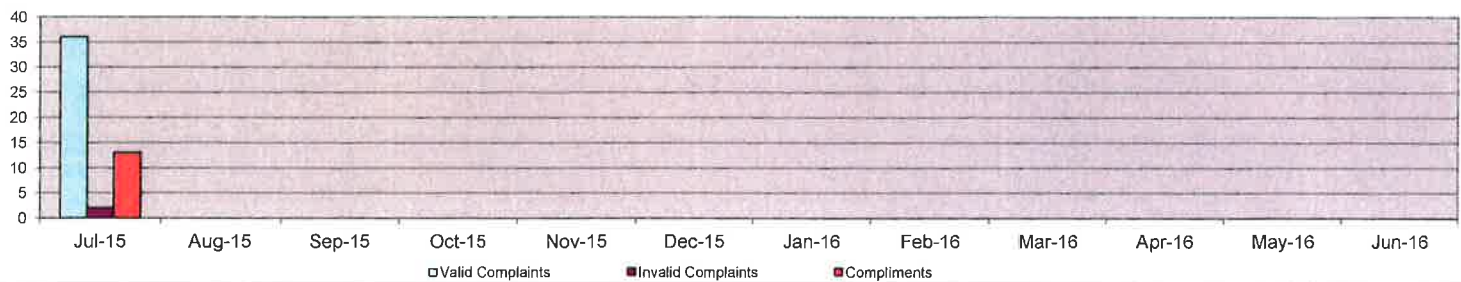
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



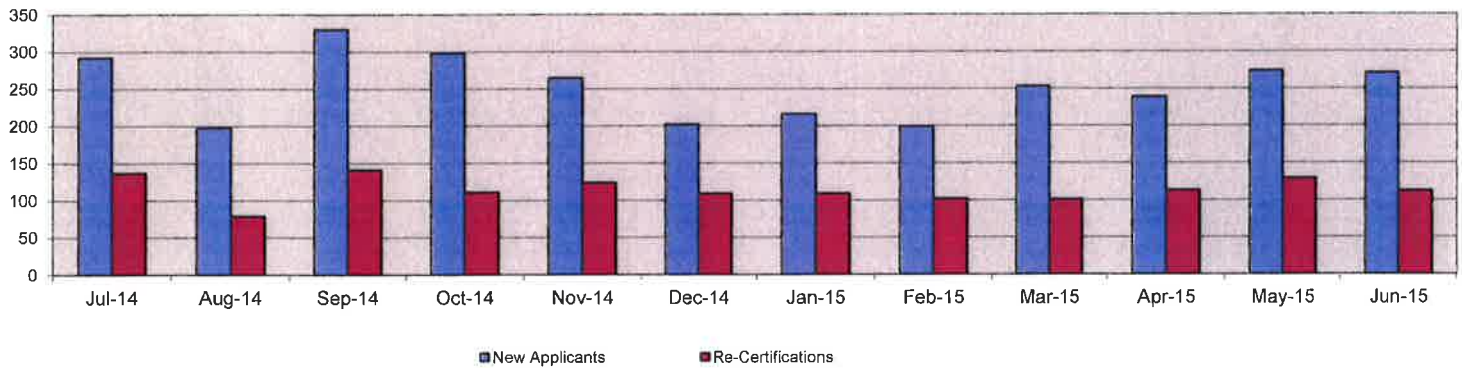


ADARide Certification Summary Report FY 15

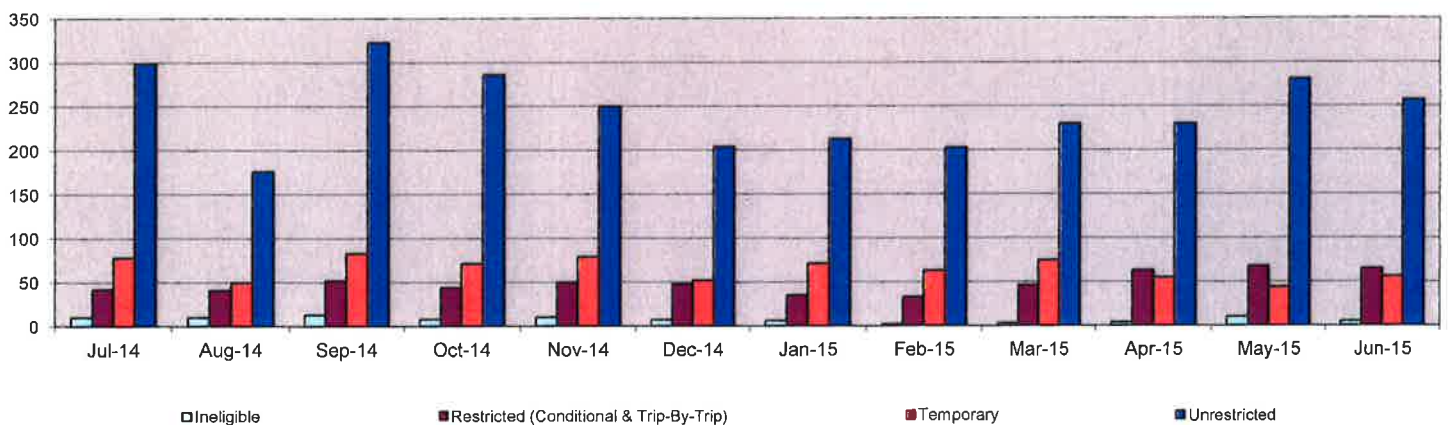
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
New Applicants	292	198	330	298	265	202	216	199	253	239	274	271	3,037
Re-Certifications	137	79	141	111	124	109	109	102	101	113	129	112	1,367
Total	429	277	471	409	389	311	325	301	354	352	403	383	4,404

Ineligible	10	10	13	8	10	7	6	2	3	4	10	5	88
Restricted (Conditional & Trip-By-Trip)	42	41	52	44	50	48	35	33	46	63	68	65	587
Temporary	78	50	83	71	79	52	71	63	75	55	44	56	777
Unrestricted	299	176	323	286	250	204	213	203	230	230	281	257	2,952
Total	429	277	471	409	389	311	325	301	354	352	403	383	4,404

New Applicants and Re-Certifications



Eligibility



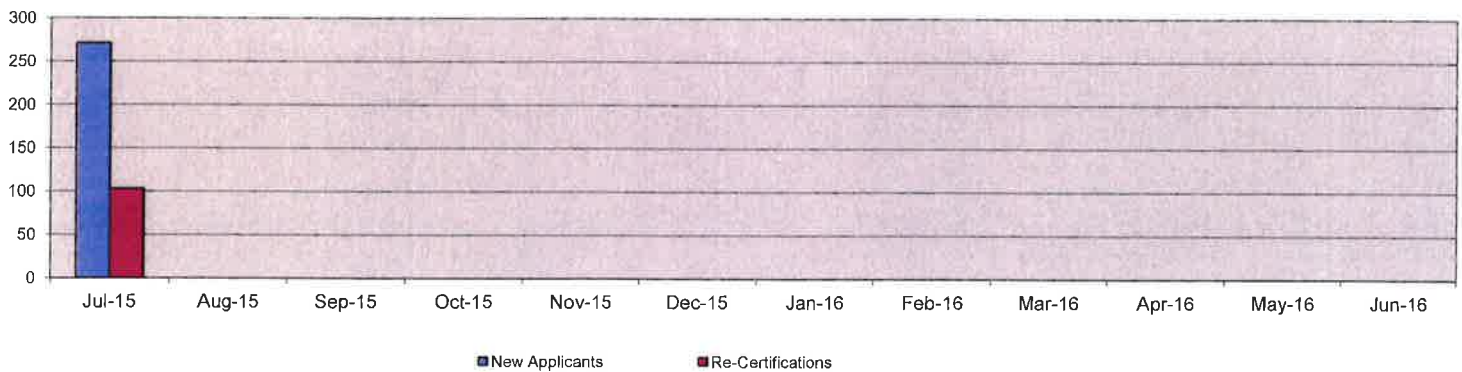


ADARide Certification Summary Report FY 16

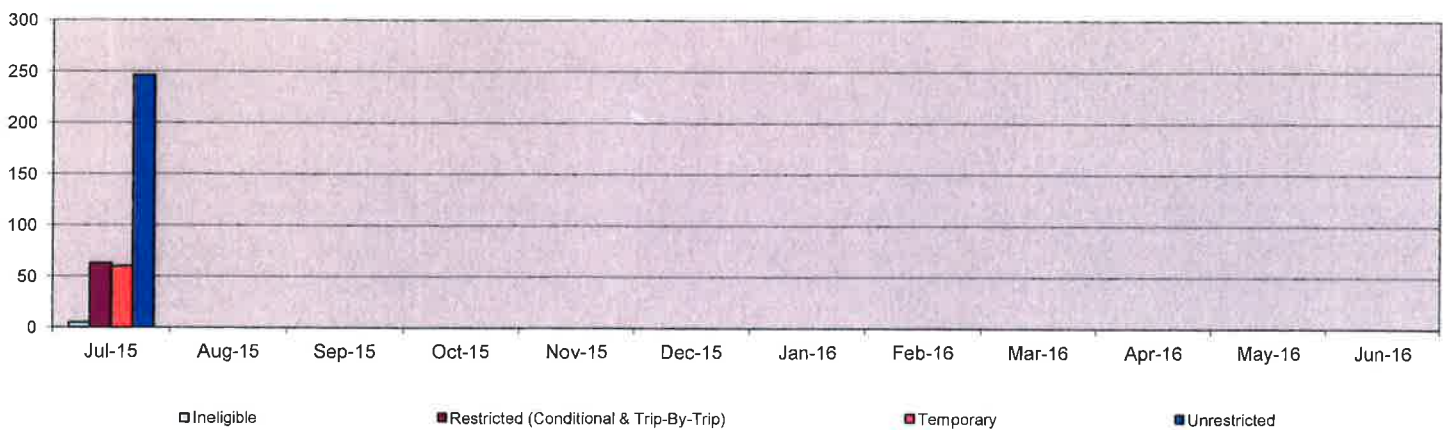
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
New Applicants	271												271
Re-Certifications	103												103
Total	374												374

Ineligible	5												5
Restricted (Conditional & Trip-By-Trip)	63												63
Temporary	60												60
Unrestricted	246												246
Total	374												374

New Applicants and Re-Certifications



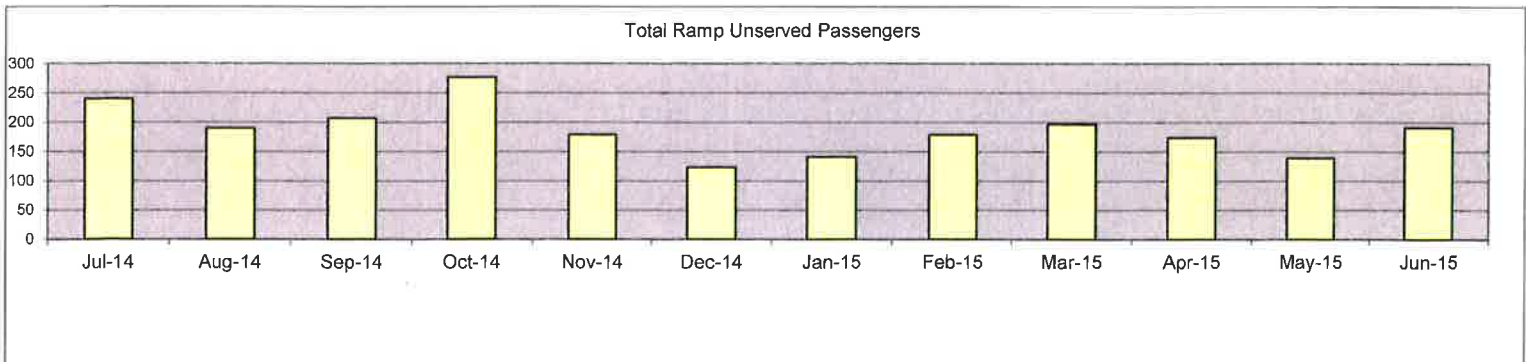
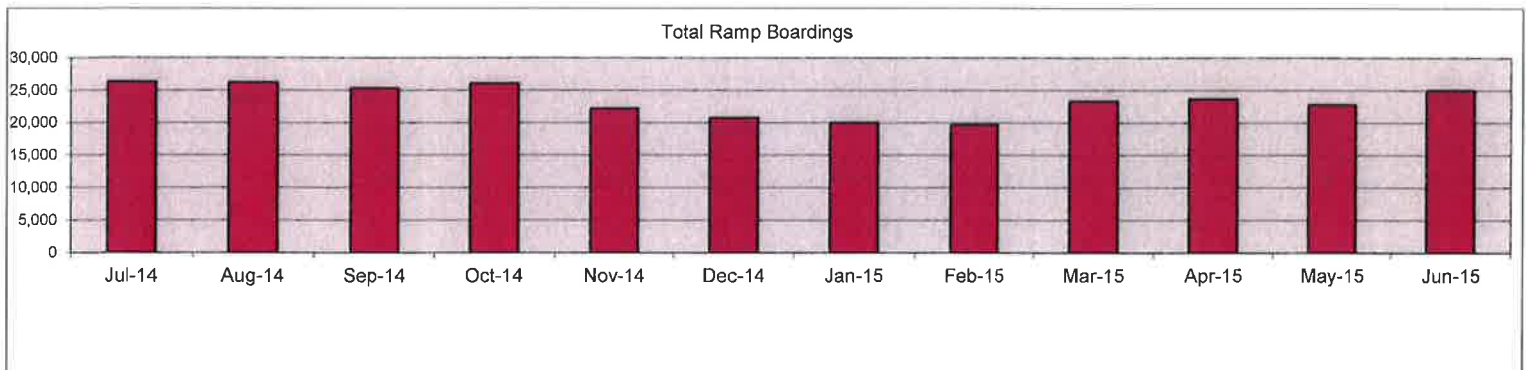
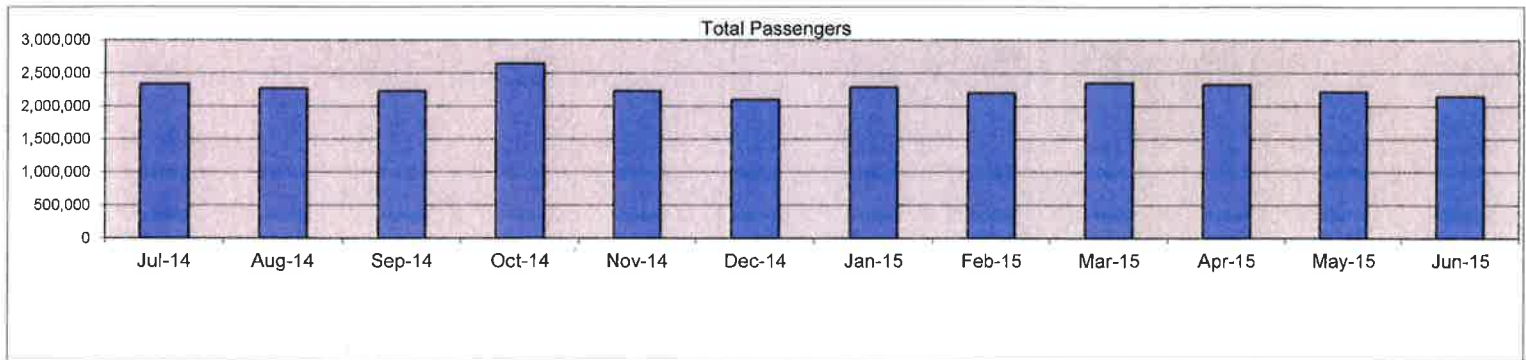
Eligibility





MTS Bus Ramp Deployment Report FY 15

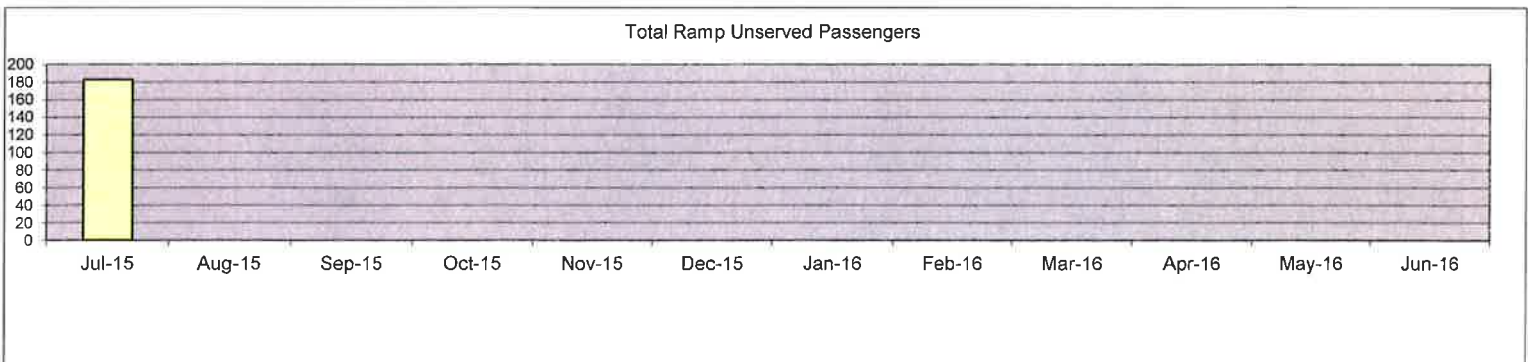
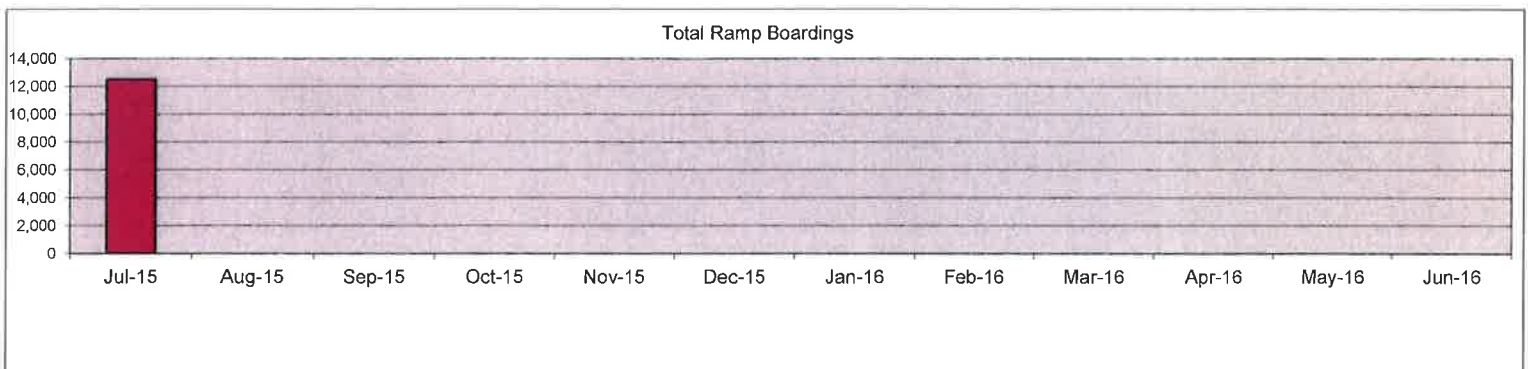
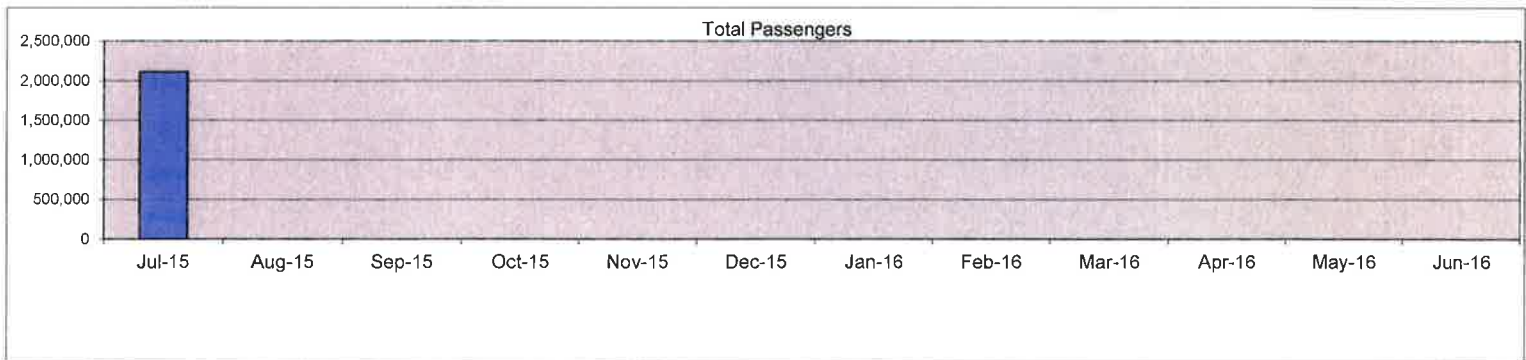
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	2,336,042	2,270,454	2,230,390	2,644,727	2,233,736	2,102,213	2,289,259	2,201,188	2,353,450	2,329,899	2,216,315	2,149,264	27,356,937
Total Ramp Boardings	26,318	26,231	25,320	26,053	22,171	20,749	20,011	19,723	23,334	23,703	22,775	24,996	281,384
Percentage of Ramp Boardings	1.13%	1.16%	1.14%	0.99%	0.99%	0.99%	0.87%	0.90%	0.99%	1.02%	1.03%	1.16%	1.03%
Total Ramp Unserved Passengers	240	190	207	277	179	123	141	179	197	174	139	191	2,237
Percentage of Ramp Unserved Passengers	0.91%	0.72%	0.82%	1.06%	0.81%	0.59%	0.70%	0.91%	0.84%	0.73%	0.61%	0.77%	0.79%
Pass-Up Ramp Inoperable	10	12	11	10	11	5	6	10	11	10	6	7	109
Pass-Up WC Space Full	183	135	141	181	129	87	94	132	135	130	100	147	1,594
Pass-Up Bus Full	47	43	55	86	39	31	41	37	51	34	33	37	534





MTS Bus Ramp Deployment Report FY 16

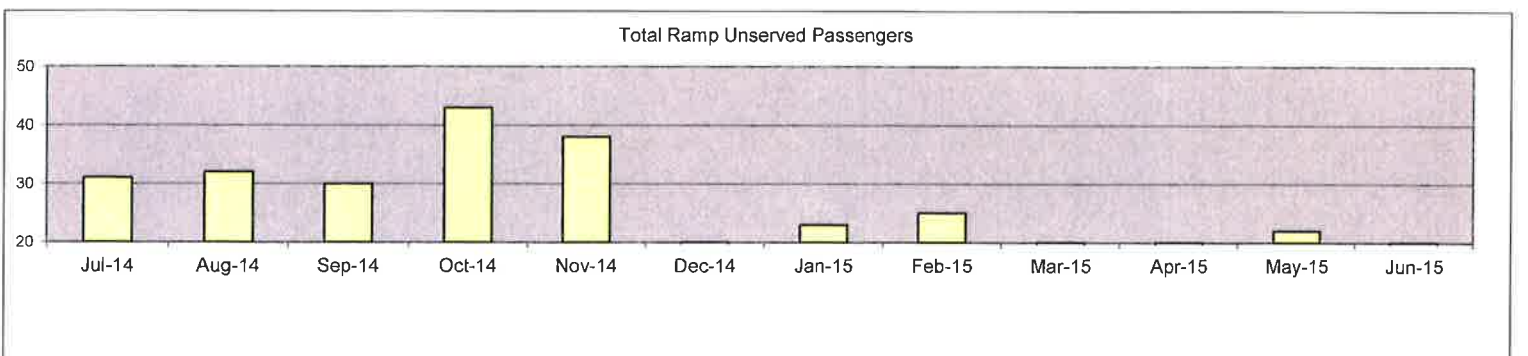
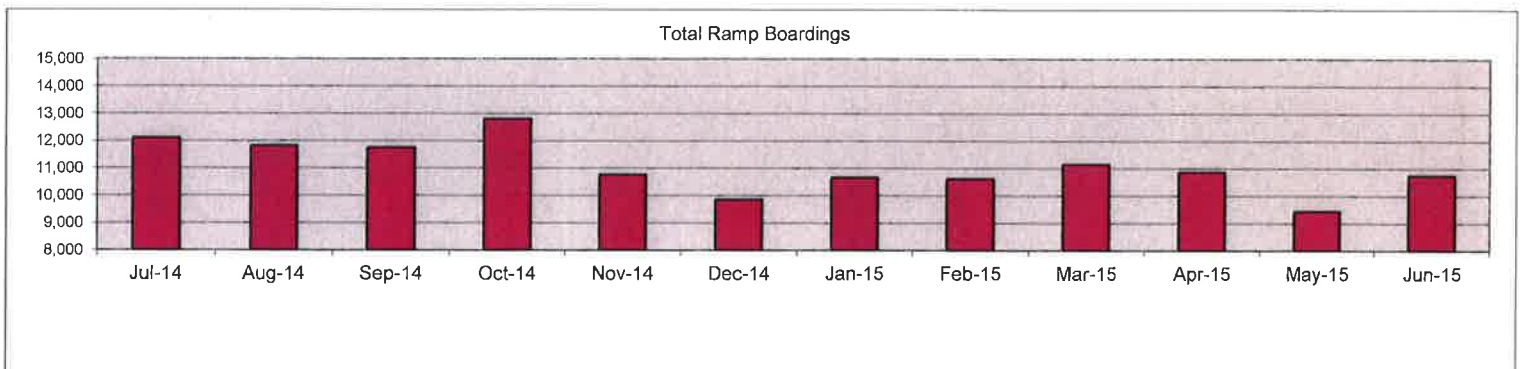
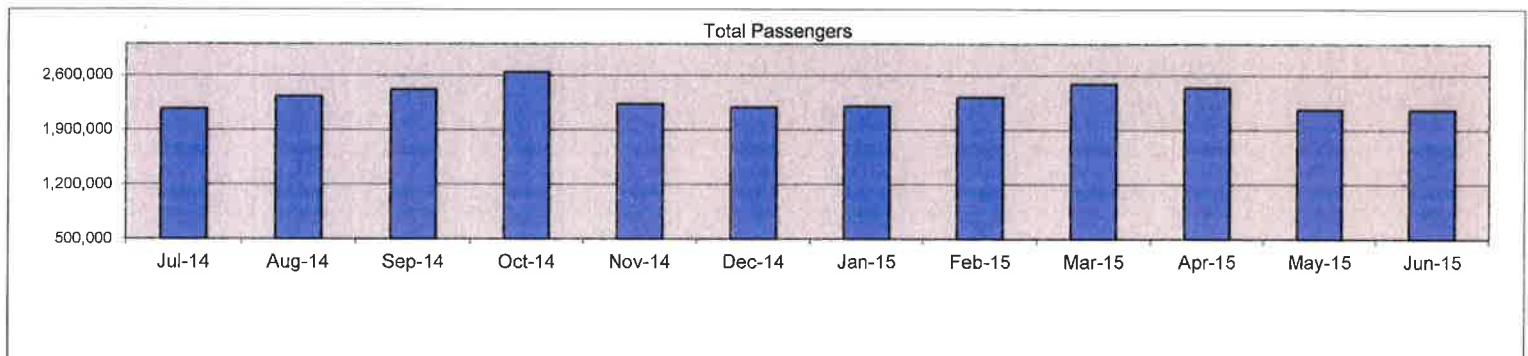
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Total Passengers	2,111,034												2,111,034
Total Ramp Boardings	12,507												12,507
Percentage of Ramp Boardings	0.59%												0.59%
Total Ramp Unserved Passengers	183												183
Percentage of Ramp Unserved Passengers	1.46%												1.46%
Pass-Up Ramp Inoperable	8												8
Pass-Up WC Space Full	125												125
Pass-Up Bus Full	50												50





MTS Contract Services Ramp Deployment Report FY 15

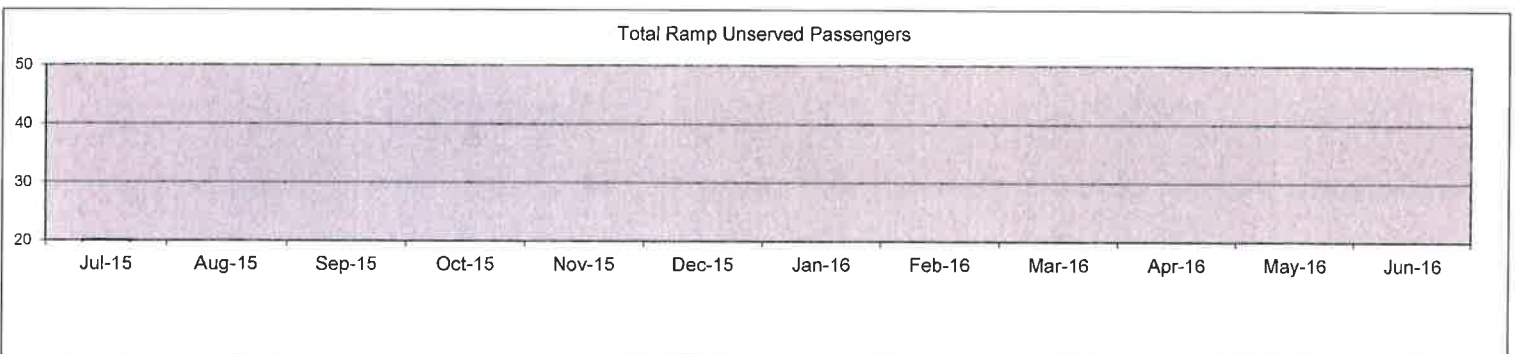
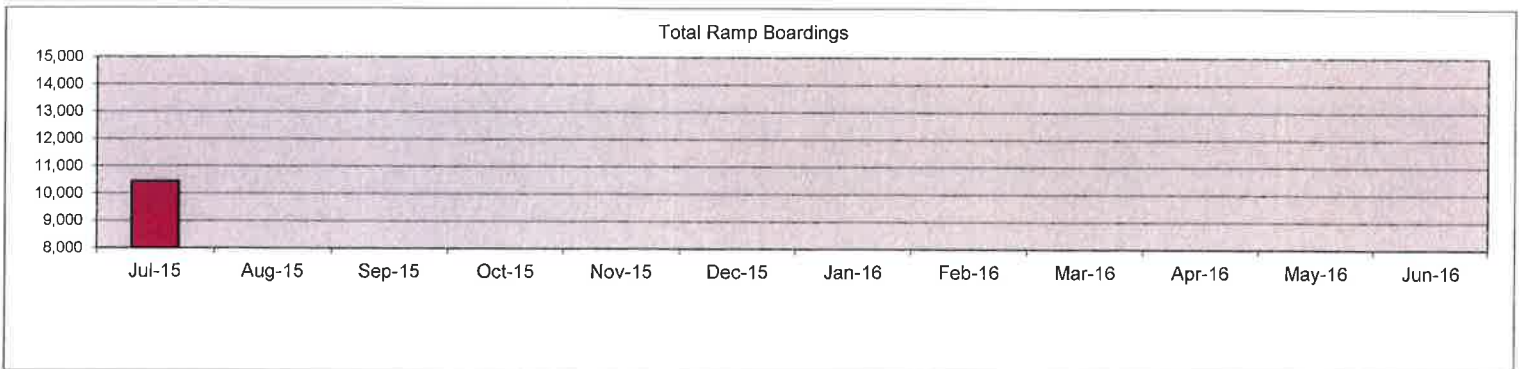
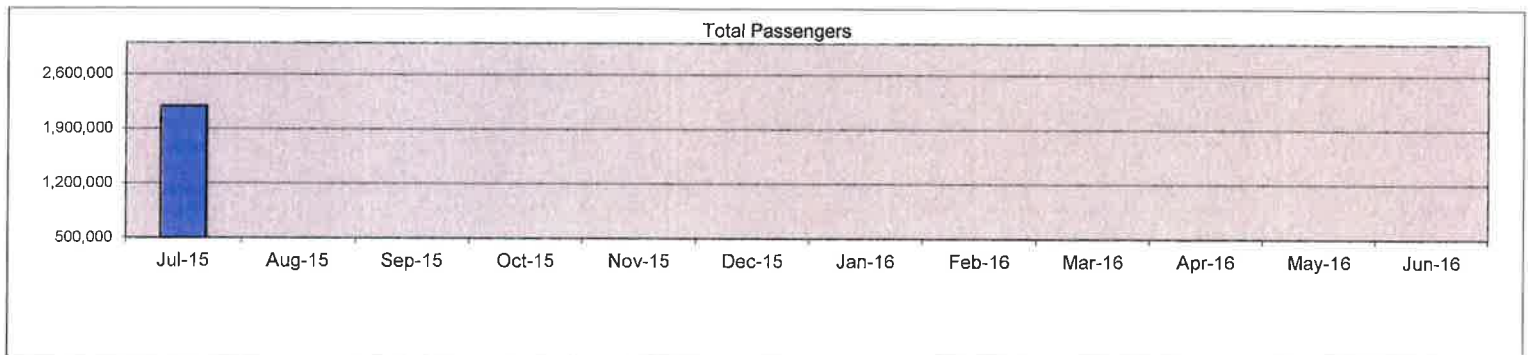
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	2,168,678	2,330,313	2,415,554	2,637,594	2,231,854	2,189,124	2,199,632	2,317,029	2,490,117	2,441,062	2,161,905	2,157,604	27,740,466
Total Ramp Boardings	12,105	11,822	11,750	12,806	10,761	9,854	10,667	10,619	11,153	10,871	9,436	10,757	132,601
Percentage of Ramp Boardings	0.56%	0.51%	0.49%	0.49%	0.48%	0.45%	0.48%	0.46%	0.45%	0.45%	0.44%	0.50%	0.48%
Total Ramp Unserved Passengers	31	32	30	43	38	17	23	25	16	8	22	18	303
Percentage of Ramp Unserved Passengers	0.26%	0.27%	0.26%	0.34%	0.35%	0.17%	0.22%	0.24%	0.14%	0.07%	0.23%	0.17%	0.23%
Pass-Up Ramp Inoperable	3	3	4	1	0	0	2	0	1	2	1	2	16
Pass-Up WC Space Full	23	23	18	28	29	11	17	15	10	5	17	14	210
Pass-Up Bus Full	5	6	8	14	9	6	4	10	5	1	4	2	64





MTS Contract Services Ramp Deployment Report FY 16

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Total Passengers	2,190,521												2,190,521
Total Ramp Boardings	10,440												10,440
Percentage of Ramp Boardings	0.48%												0.48%
Total Ramp Unserved Passengers	12												12
Percentage of Ramp Unserved Passengers	0.11%												0.11%
Pass-Up Ramp Inoperable	2												2
Pass-Up WC Space Full	8												8
Pass-Up Bus Full	2												2

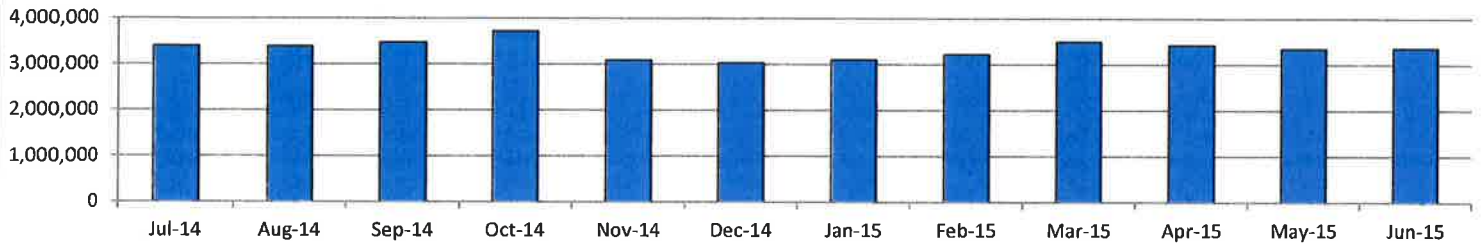




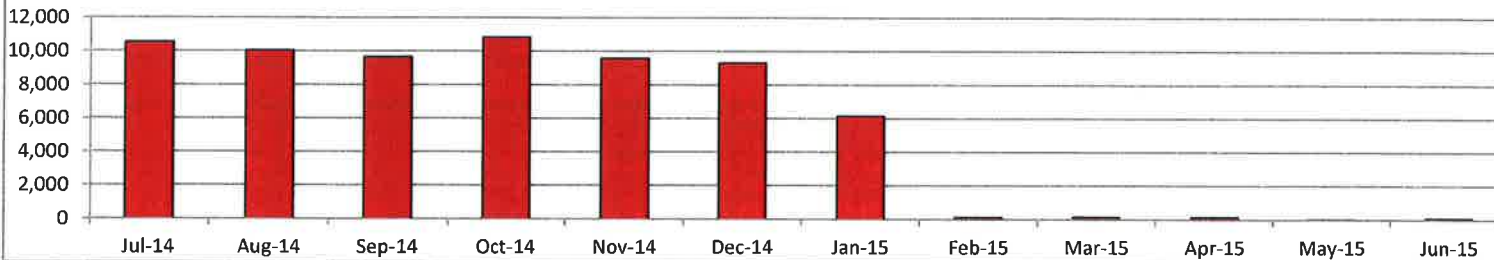
San Diego Trolley Lift Deployment Report FY 15

Total - All Lines	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Total Passengers	3,399,068	3,387,943	3,476,286	3,714,308	3,086,362	3,035,134	3,102,896	3,222,339	3,495,802	3,422,651	3,348,257	3,358,471	40,049,517
Lift Uses	10,539	10,037	9,655	10,830	9,590	9,320	6,158	128	146	153	16	96	66,668
Lift Failures	3	14	3	8	4	2	0	8	7	0	1	1	51
Delays - S/D Only	769	889	620	790	554	453	450	19	21	21	0	7	4,593
Pass - Ups (Capacity)	247	215	204	275	217	205	116	0	0	0	0	0	1,479
Delays - S/D + Others	18	22	8	22	6	14	46	2	5	6	7	0	156

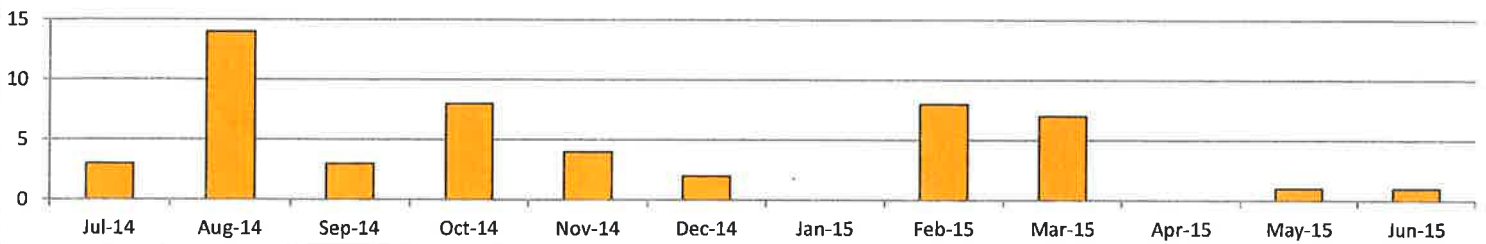
Total Passengers



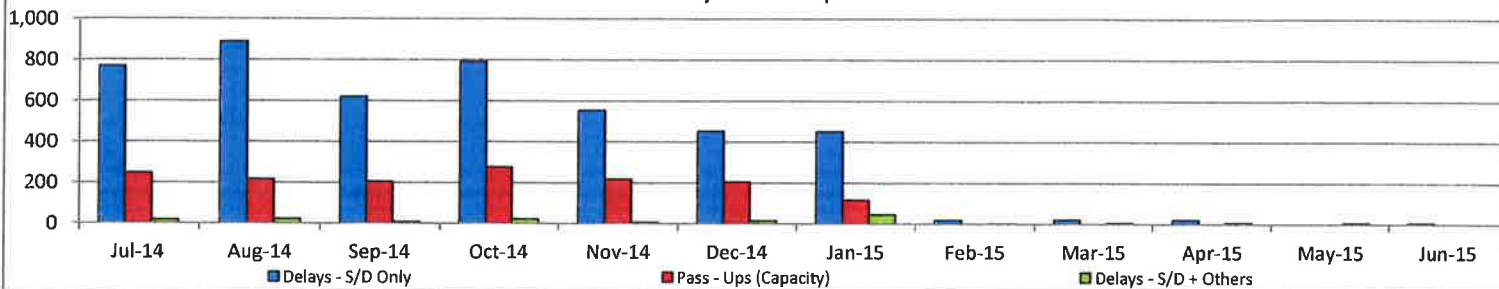
Lift Uses



Lift Failures



Delays and Pass Ups

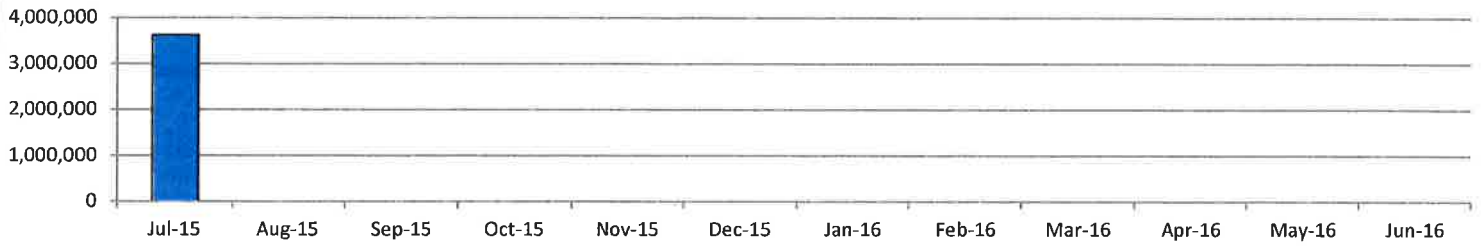




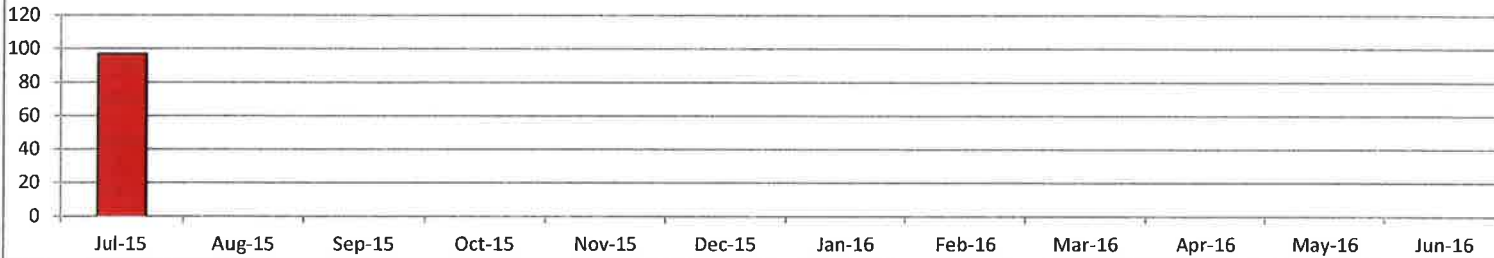
San Diego Trolley Lift Deployment Report FY 16

Total - All Lines	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Total Passengers	3,624,941												3,624,941
Lift Uses	97												97
Lift Failures	2												2
Delays - S/D Only	15												15
Pass - Ups (Capacity)	0												0
Delays - S/D + Others	2												2

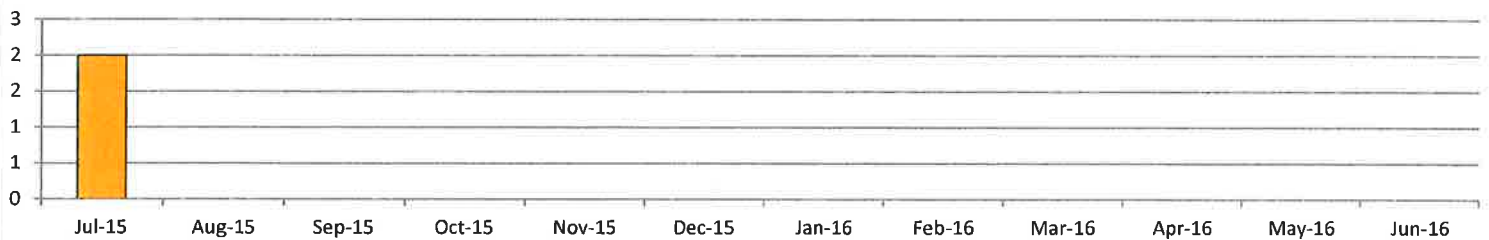
Total Passengers



Lift Uses



Lift Failures



Delays and Pass Ups

