



1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
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**MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA**

**SRTP 880.1
(PC 50850)**

**Thursday, September 15, 2016
12:30 p.m. – 2:00 p.m.
(PLEASE NOTE TIME CHANGE)**

**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 9, 2016 Meeting Minutes (materials enclosed)	Approve
3. Public Comment > <i>Public comments are limited to 3 minutes per person.</i>	Information
4. Transit Optimization Plan (Denis Desmond)	Information
5. Member Comment	Information
6. New ASAC Member Introductions	Information
7. New Paratransit and Minibus Vehicles	Information
8. First Transit Strike Summary (John Lewis)	Information
9. <u>ADA Paratransit Reports</u>	Information

- Operators
 - MTS Access (**John Lewis**)
- Certification
 - ADARide (**Art Hulscher**)

10. Fixed-Route Reports

Information

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

11. Next Meeting Date: December 1st, 2016

VLERINSKA
AGN-15-September-16
September 8, 2016 Mail Out

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING MINUTES
Thursday, June 9, 2016
1:30 p.m. – 3:00 p.m.

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

MINUTES

1. Call to Order and Roll Call

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 3rd, 2016 Meeting Minutes

Chairwoman Bragg entertained a motion to approve the March 3rd, 2015 meeting minutes. Mr. Tom Doogan moved to approve the minutes. Ms. Belinda Fragger seconded the motion, and the vote was 13 to 0 in favor with Willis absent.

3. Public Comment

Jorge Rivas- Mr. Jorge Rivas commended John Lewis and First Transit in regards to the strike. He noted that lately it has been difficult to request a ride and receive a time that is close to the time that was requested.

Lorrain Leighton- Ms. Lorraine Leighton asked why there wasn't more information provided before the strike happened. She also asked why there weren't more drivers ready to drive the routes when the strike occurred. Mr. Devin Braun responded by saying that MTS did not expect the strike to occur and that less drivers crossed the line than we had expected. Mr. Braun explained that it is difficult to get more drivers last minute and have them trained and ready to drive. Ms. Leighton also asked why drivers don't deploy the ramp when requested. Chairwoman Bragg asked Ms. Belinda Fragger to speak to Ms. Leighton after the meeting.

4. Member Comment

Chairwoman Bragg commented on the strike that occurred at First Transit. Chairwoman Bragg requested that staff bring back what was learned from the experience. She explained that it was an experience that MTS needed to go through and that a lot was learned. She noted that MTS is interested in the input from the disabled community about how the strike had gone and what MTS could have done better. Chairwoman Bragg explained that based on the statistics and data thus far, the strike went well and First Transit/MTS did a good job. She asked Mr. Devin Braun if any of the data would be available for the next ASAC meeting to which he responded yes. She asked for input from ASAC attendees about the strike process for the next meeting. Chairwoman Bragg explained that the taxi cab administration carried a bulk of the trips and that MTS also looked at using Uber, Lyft, and other transit providers.

Mr. Art Hulscher explained that ADARide went through a similar strike situation and the phone lines blew up with anger. He explained he thought it would be similar with this strike and had staff prepped, however, it didn't happen. Mr. Hulscher noted that there were only a few calls and commended First Transit on handling calls appropriately.

Chairwoman Bragg asked Mr. John Lewis could provide information on the strike during the September ASAC meeting to which he responded yes. Chairwoman Bragg also commended John Lewis on the job well done during the strike.

Mr. Ruben Ceballos commented on what Mr. Art Hulscher had said about call volume. He explained that he had anticipated receiving a lot of calls about the strike but that was not the case.

Ms. Debbie Marshall thanked Mr. Devin Braun for coming up with a contingency plan for a conference that was being held by the Developmental Disabilities Board. She explained that they were concerned paratransit users would not have a way of getting there due to the strike, however, that it worked out in the end.

Mr. Devin Braun noted that First Transit did a great job letting riders know what was going on. Mr. Braun explained that the outbound mechanism First Transit has is a big plus and that it helped keep the call volume low. Miss. Belinda Fragger noted that the call volume did spike but not what was expected. Mr. Devin Braun noted that as soon as the strike started, the complaints stopped and once the strike was over, they picked up again.

Mr. Devin Braun noted that MTS hired a new Paratransit and Minibus Manager who will be starting on June 27th, 2016.

4. New ASAC Members

Ms. Vassilena Lerinska explained the process that MTS went through in selecting the new members. She explained that MTS had two vacant positions. One was the paratransit consumer position and the second was the fixed route consumer position. Ms. Lerinska noted that MTS wanted to have someone on the committee who actually utilized public transportation and could be a strong voice for the community. She explained that MTS put together an application process which was then advertised to the public for 60 days. After the 60 days, MTS received six applications and from those six two were chosen as the primary members and two were chosen as alternates.

Chairwoman Bragg presented Jorge Rivas as the primary member for the fixed route consumer position and the alternate Lynn Parrish. For the paratransit consumer position, the primary member is Tania Azevedo and the alternate is Kim Rucker. Chairwoman Bragg noted that she is pleased with amount of applications turned in and now the committee is going to be expanded. Ms. Lerinska noted that MTS went through the ASAC roster and contacted each agency to see if they were still interested in being on the committee. She noted that today, there was only one member not present.

5. ADA Paratransit Reports – Informational Item

MTS Access - Mr. John Lewis presented the MTS Access reports for March 2016 and April 2016 (see Attachment B).

Chairwoman Bragg asked Mr. John Lewis to elaborate on On-Time Performance. Mr. Lewis noted that statistically, the paratransit OTP hovers around 92-93 percent. He explained that there is an inverse relationship between OTP and productivity. Ms. Bragg noted that compared to other agencies, 93% is pretty high. Mr. Lewis explained that paratransit OTP is not measured the same amongst other agencies so it cannot be compared apples to apples.

ADARide – Mr. Art Hulscher presented the ADARide certification reports for February 2016, March 2016, and April 2016. (see Attachment C).

6. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for February 2016, March 2016, and April 2016 (see Attachment D).

Chairwoman Bragg asked Ms. Fragger to explain the April statistics. Ms. Fragger explained that in regards to the priority seating, there hasn't been a lot of push back from the customers and that most people are pleased with the new law. She explained that drivers have been trained to handle these types of situations. Ms. Bragg commented on the pass up numbers and how low they are.

MTS Contract Services (Transdev) – Mr. Juan Silva presented the MTS Contract Services Ramp Deployment Report for February 2016, March 2016, and April 2016 (see Attachment E).

Chairwoman Bragg noted that the pass up because bus is full is higher than it's been. Mr. Rene Alvarez explained that there were situations that people refused to move from the priority seating. He also noted that there has been an increase in passengers.

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for the months of February 2016, March 2016, and April 2016 (see Attachment F).

Chairwoman Bragg noted that MTS is looking forward to the June and July numbers and asked Mr. Doogan to give a report on that. Mr. Doogan noted that he has not seen a month as busy as July of 2016 with comic con, the Fourth of July weekend, and the all-star game happening at the same time. Ms. Bragg.

Mr. Ruben Ceballos congratulated the new ASAC meeting. He also commented that both signs on the green line at Rio Vista were out and that this happened on his way here. He also asked about alternates for the ASAC meeting and how that information would be relayed. Ms. Lerinska responded by saying she would contact him after the meeting to discuss.

8. Adjourn

Chairwoman Bragg suggested MTS change the next ASAC meeting to mirror the board meeting to the 8th of September. Margo Tanguay noted that September 8th is the Executive Meeting and September 15th is the board meeting. Chairwoman Bragg asked for a motion. Mr. Ruben Ceballos motioned for the 15th and it was seconded by Mr. Art Hulscher. The vote was 13 to 0 in favor with Willis absent. Chairwoman Bragg adjourned the meeting at 2:11pm.

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): 6.9.16

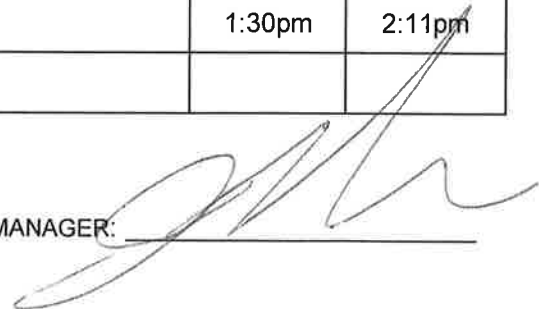
CALL TO ORDER (TIME): 1:30pm ADJOURN: 2:11pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Bragg <input checked="" type="checkbox"/>	ASAC Chairwoman	1:30pm	2:11pm
Ruben Ceballos <input checked="" type="checkbox"/> <input type="checkbox"/>	Access to Independence	1:34pm	2:11pm
Arun Prem <input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/>	FACT (CTSA)	1:30pm	2:11pm
Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/>	Developmental Disabilities Board – Area 13	1:30pm	2:11pm
Bill Lewis <input type="checkbox"/> Rene Alvarez <input checked="" type="checkbox"/>	Transdev - Contracted Bus Routes	1:30pm	2:11pm
Art Hulscher <input checked="" type="checkbox"/> Cindy Gold <input type="checkbox"/>	ADARide	1:30pm	2:11pm
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center	1:30pm	2:11pm
Monica Aguirre <input type="checkbox"/> Israel Martinez <input checked="" type="checkbox"/>	San Diego Center for the Blind	1:35pm	2:11pm
John Lewis <input checked="" type="checkbox"/> Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:30pm	2:11pm
Audrey Porcella <input type="checkbox"/> Danielle Kochman <input checked="" type="checkbox"/>	SANDAG	1:35pm	2:11pm
Floyd Willis <input type="checkbox"/> <input type="checkbox"/>	County of San Diego AIS		
Annie Gottwig <input checked="" type="checkbox"/> Barbara Valentine <input type="checkbox"/>	Caltrans	1:30pm	2:11pm
<input type="checkbox"/> <input type="checkbox"/>	Paratransit Consumer		
<input type="checkbox"/> <input type="checkbox"/>	Fixed Route Consumer		
Tom Doogan <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Trolley	1:30pm	2:11pm
Belinda Fragger <input checked="" type="checkbox"/> Christy Gonzalez <input type="checkbox"/>	MTS Bus	1:30pm	2:11pm
Open <input type="checkbox"/> <input type="checkbox"/>	Hearing Impaired		
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:30pm	2:11pm
Devin Braun <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:30pm	2:11pm
Samantha Leslie <input type="checkbox"/> non-voting	MTS Legal		

CLERK OF THE ASAC:



PARATRANSIT AND MINIBUS MANAGER:

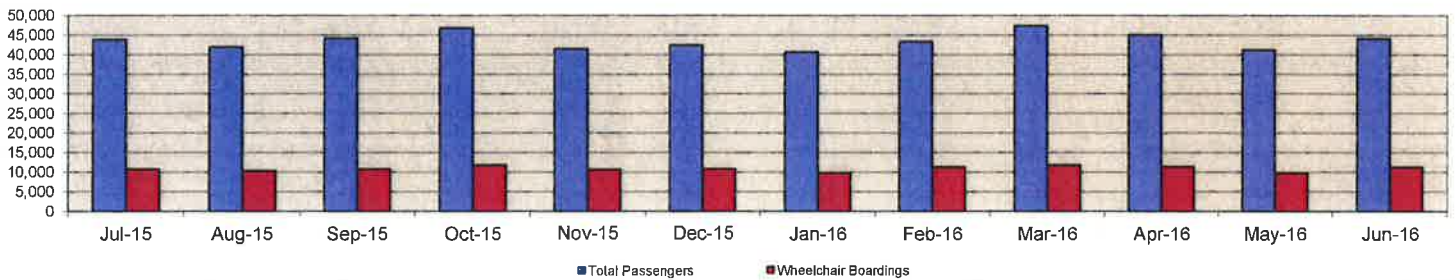




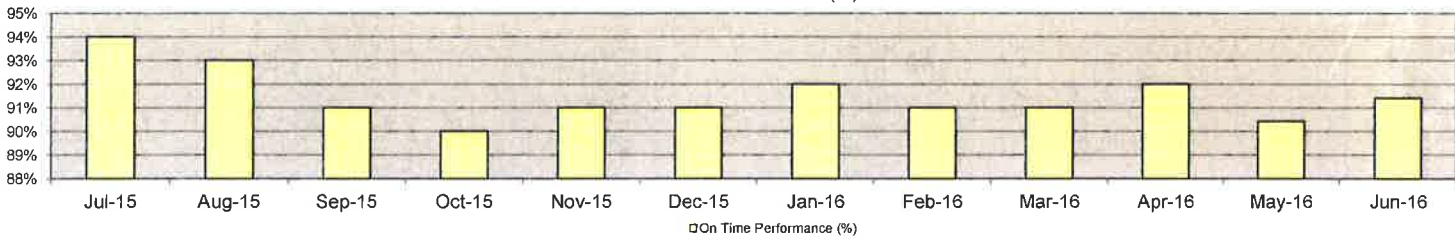
MTS Access ASAC Report FY 16

	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	41,962	44,144	46,748	41,448	42,453	40,587	43,305	47,378	45,049	41,226	44,053	522,160
Wheelchair Boardings	10,763	10,366	10,710	11,827	10,641	10,857	9,812	11,307	11,839	11,400	9,795	11,294	130,611
On Time Performance (%)	94%	93%	91%	90%	91%	91%	92%	91%	91%	92%	90%	91%	91%
Valid Complaints	36	37	39	29	37	37	22	31	31	25	36	13	373
Invalid Complaints	2	11	19	27	27	23	16	20	16	28	24	23	236
Compliments	13	12	8	17	14	6	6	9	9	11	12	10	127
Calls Received	32,141	33,232	34,641	36,405	33,208	32,007	32,381	32,335	36,348	32,648	34,109	33,082	402,537
% Abandoned Calls	2.20%	2.20%	2.80%	3.30%	2.50%	2.60%	3.10%	3.70%	3.30%	2.70%	5.23%	5.32%	3.25%
Average Call Time	0:02:18	0:02:19	0:02:20	0:02:19	0:02:26	0:02:18	0:02:22	0:02:22	0:02:22	0:02:22	0:02:13	0:02:18	0:02:20
Average Hold Time	0:00:18	0:00:18	0:00:22	0:00:27	0:00:23	0:00:22	0:00:29	0:00:32	0:00:30	0:00:26	0:00:42	0:00:51	0:00:28

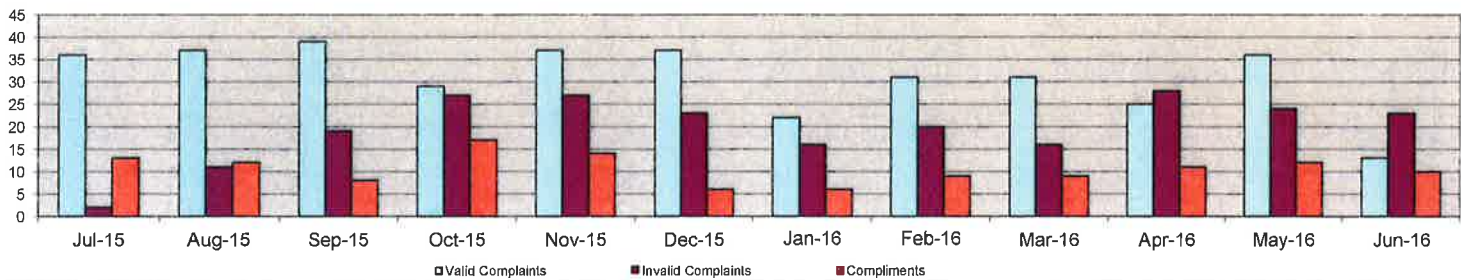
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



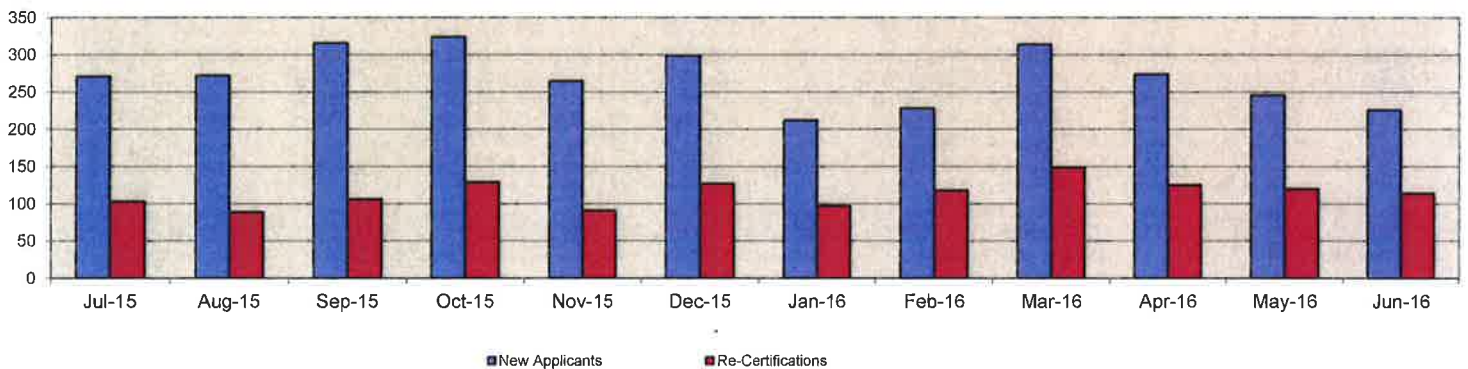


ADARide Certification Summary Report FY 16

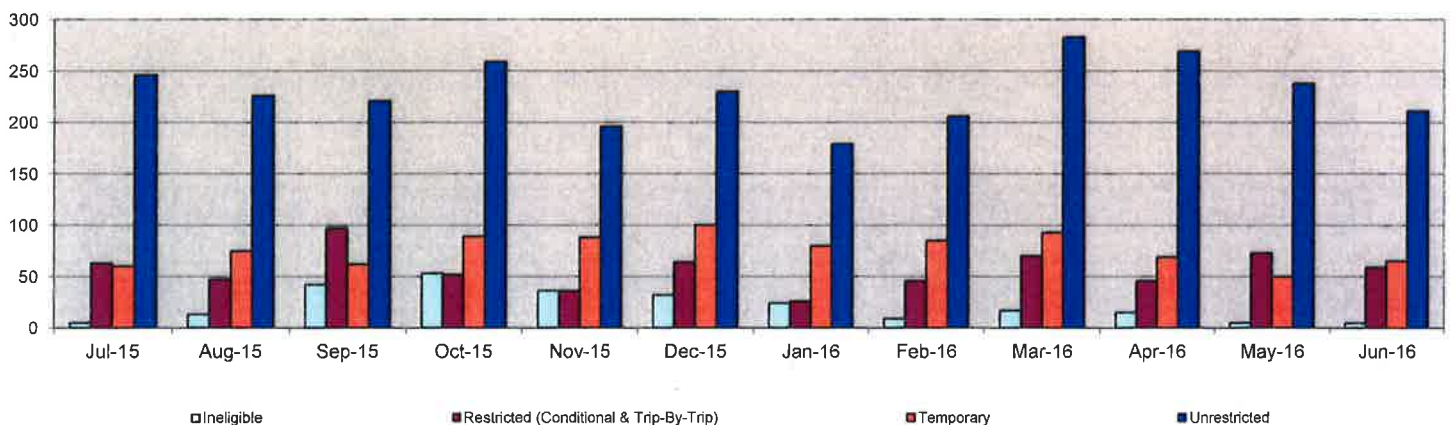
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
New Applicants	271	272	316	324	265	299	212	228	314	274	246	226	3,247
Re-Certifications	103	89	106	129	91	127	97	118	149	125	120	114	1,368
Total	374	361	422	453	356	426	309	346	463	399	366	340	4,615

Ineligible	5	13	42	53	36	32	24	9	17	15	5	5	256
Restricted (Conditional & Trip-By-Trip)	63	47	97	52	36	64	26	46	70	46	73	59	679
Temporary	60	75	62	89	88	100	80	85	93	69	50	65	916
Unrestricted	246	226	221	259	196	230	179	206	283	269	238	211	2,764
Total	374	361	422	453	356	426	309	346	463	399	366	340	4,615

New Applicants and Re-Certifications



Eligibility

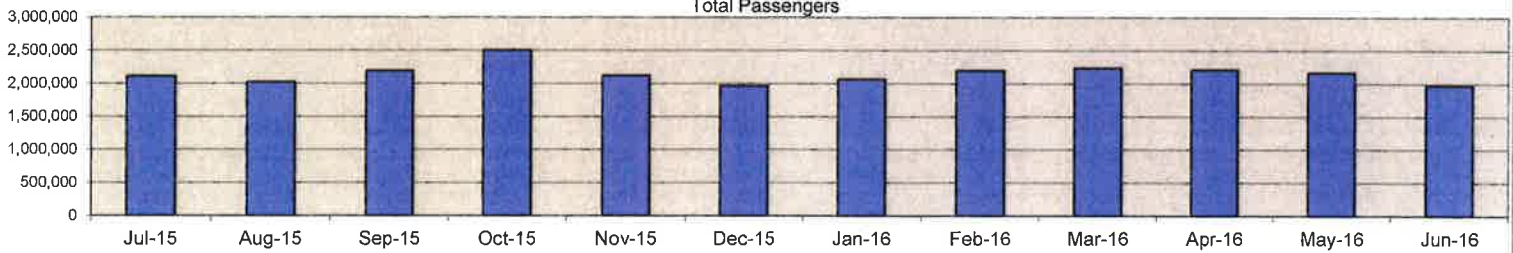




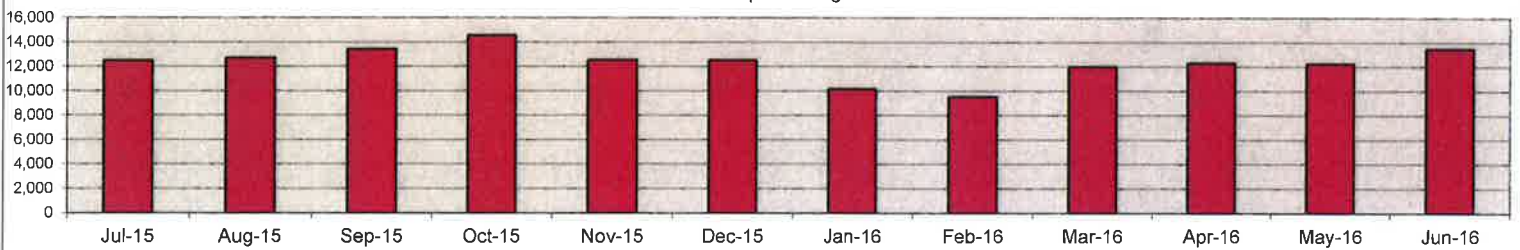
MTS Bus Ramp Deployment Report FY 16

	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	2,019,869	2,194,130	2,502,332	2,119,012	1,963,013	2,066,036	2,197,635	2,236,681	2,210,714	2,167,983	1,974,244	25,762,683
Total Ramp Boardings	12,507	12,716	13,410	14,554	12,555	12,524	10,156	9,542	12,001	12,302	12,264	13,463	147,994
Percentage of Ramp Boardings	0.59%	0.63%	0.61%	0.58%	0.59%	0.64%	0.49%	0.43%	0.54%	0.56%	0.57%	0.68%	0.58%
Total Ramp Unserved Passengers	183	137	175	192	133	175	149	153	157	92	98	104	1,748
Percentage of Ramp Unserved Passengers	1.46%	1.08%	1.30%	1.32%	1.06%	1.40%	1.47%	1.60%	1.31%	0.75%	0.80%	0.77%	1.19%
Pass-Up Ramp Inoperable	8	13	12	9	4	9	4	8	13	7	8	13	108
Pass-Up WC Space Full	125	90	110	126	98	134	112	111	113	63	74	80	1,236
Pass-Up Bus Full	50	34	53	57	31	32	33	34	31	22	16	11	404

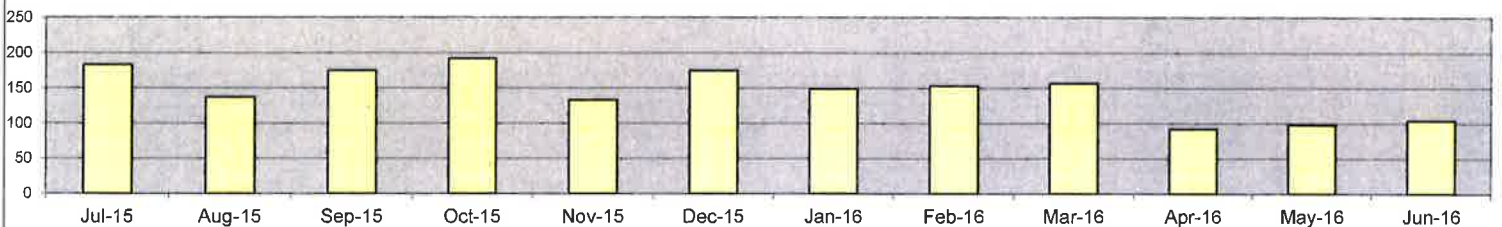
Total Passengers



Total Ramp Boardings



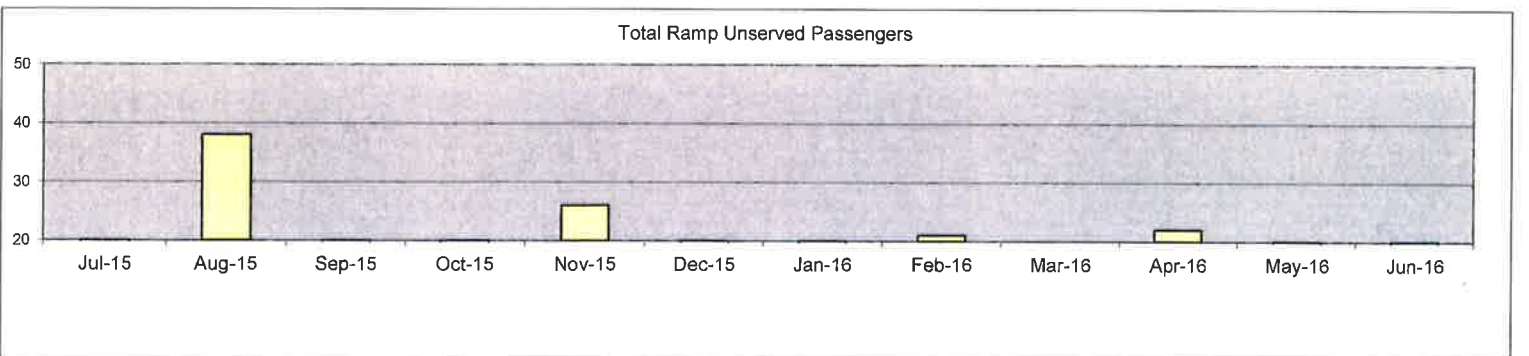
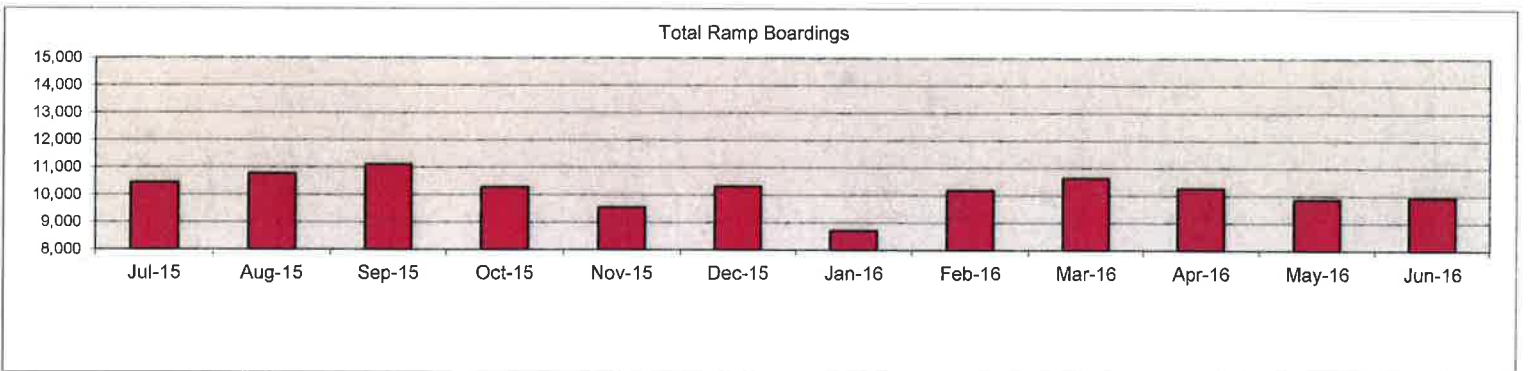
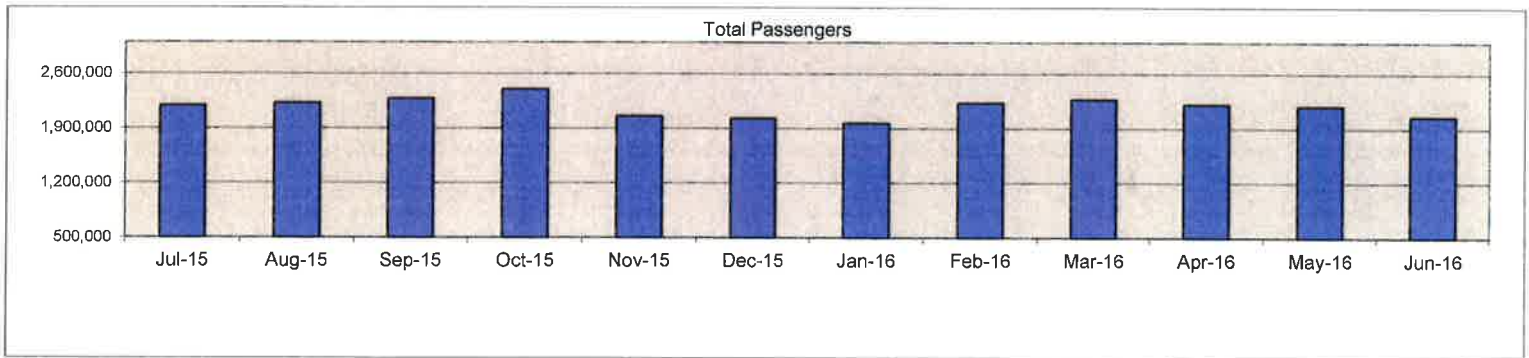
Total Ramp Unserved Passengers





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	2,221,854	2,279,774	2,397,669	2,058,371	2,028,452	1,966,845	2,225,061	2,269,735	2,211,264	2,186,508	2,051,084	26,087,138
Total Ramp Boardings	10,440	10,776	11,108	10,280	9,546	10,311	8,704	10,179	10,634	10,273	9,870	9,939	122,060
Percentage of Ramp Boardings	0.48%	0.49%	0.49%	0.43%	0.46%	0.51%	0.44%	0.46%	0.47%	0.46%	0.45%	0.48%	0.47%
Total Ramp Unserved Passengers	12	38	15	16	26	14	14	21	20	22	7	9	214
Percentage of Ramp Unserved Passengers	0.11%	0.35%	0.14%	0.16%	0.27%	0.14%	0.16%	0.21%	0.19%	0.21%	0.07%	0.09%	0.17%
Pass-Up Ramp Inoperable	2	5	2	4	2	9	2	-	2	-	1	1	30
Pass-Up WC Space Full	8	28	7	11	16	5	3	11	8	5	3	6	111
Pass-Up Bus Full	2	5	6	1	8	-	9	10	10	17	3	2	73

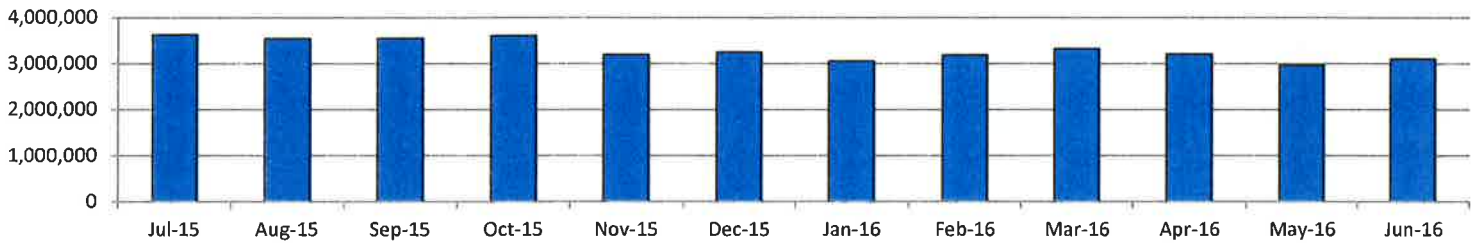




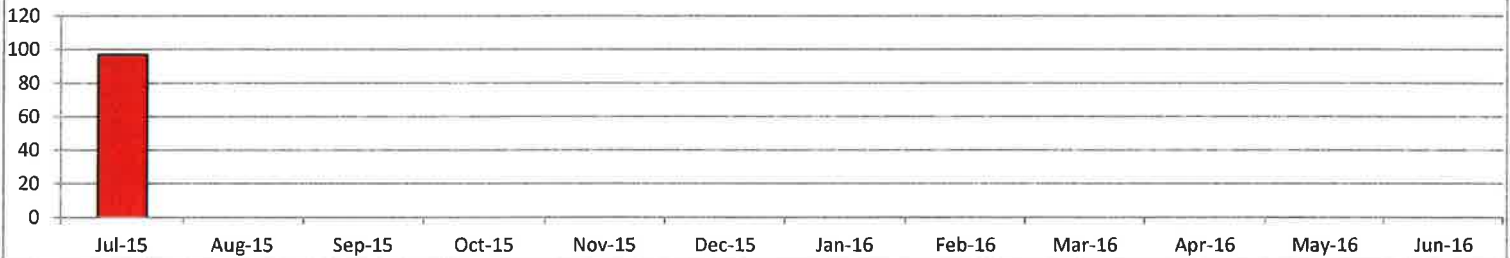
San Diego Trolley Lift Deployment Report FY 16

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	3,540,750	3,550,463	3,604,522	3,192,898	3,252,784	3,057,053	3,183,275	3,326,596	3,208,110	2,964,969	3,101,041	39,607,402
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

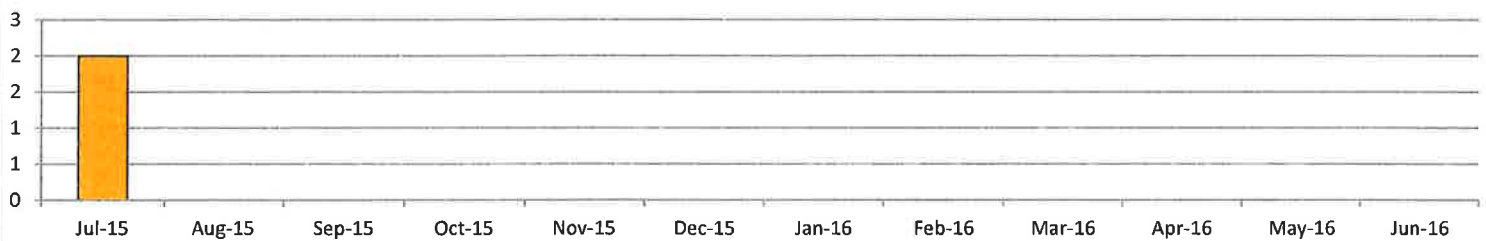
Total Passengers



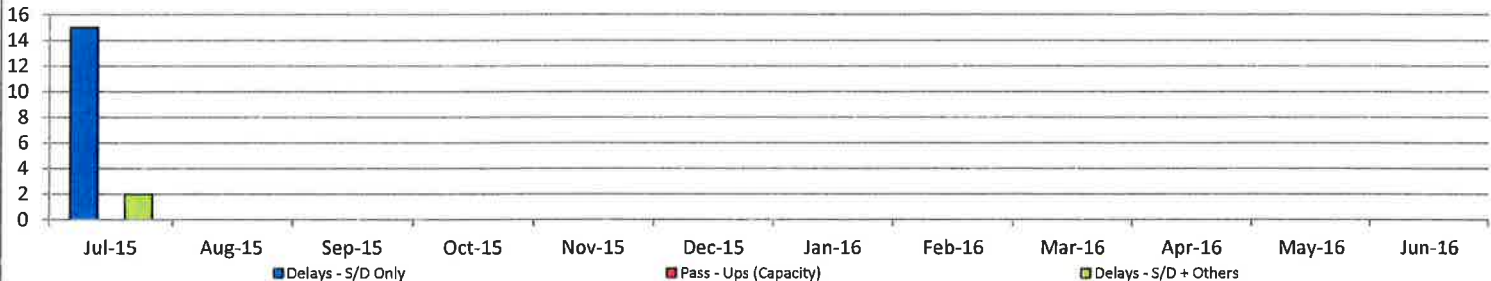
Lift Uses



Lift Failures



Delays and Pass Ups





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	9/15/2016		
Name	Kathy Cook		
Address	4643 Rim Circle		
Telephone	760 729 3829 landline		
Organization Represented	CAT Consumer Accessible Transportation		
Subject of Your Remarks	1. Flyers / Time change 2. Survey public Meeting - 8 3. Pri Seating		
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.

Purpose: The Consumer Accessible Transportation (CAT) committee is an advocacy group created to advise and educate consumers, transportation agencies, government entities and other stakeholders regarding access to public transit for people with disabilities in San Diego county. We strive to teach and model self-advocacy and foster a spirit of cooperation in order to resolve problems, improve services and enhance our way of life



Be A Part Of Our Consumer Accessible Transportation (CAT) Committee

Persons with Disabilities

Let's Work Together To Improve Accessible Transportation throughout San Diego County

Contact:

Vivian Radam or Ruben Ceballos at Access to Independence for Committee application.

Email address

Vivian Radam vradam@a2isd.org
Ruben Ceballos rceballos@a2isd.org

Phone

619 293-3500
800 976-2776

Visit us at

accessindependence.org/

www.facebook.com/accessindependence

This flyer is available in other accessible formats

North County CAT Committee

4th Thursday of Each Month, 10:00 am – 11:00 am

Location: Access to Independence of North County
1440 S. Escondido Blvd, Suite D, Escondido, CA 92025

San Diego CAT Committee

2nd Tuesday of Each Month 1:00 pm- 2:00 pm

Location: Access to Independence of San Diego
8885 Rio San Diego Drive, Suite 131, San Diego CA, 92108

Can't Travel To Our Meetings? Both Meetings are available to attend by conference call from home or work. We encourage consumers living outside the 3/4 mile paratransit rule or any person with disability who cannot travel to participate by phone. Please RSVP at least 3 days in advance to learn conference call access code. 800 976-2776

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**

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(PLEASE PRINT)

DATE	9-15-16		
Name	PATRICK MCINTOSH		
Address	2543 1/2 MESA DRIVE		
Telephone	760 421-8352		
Organization Represented	CONSUMER ADVOCACY TRANS		
Subject of Your Remarks	MTS OPTIMIZATION PLAN		
Regarding Agenda Item No.			
Your Comments Present a Position of:	<input checked="" 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.

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	Sept 15, 2016		
Name	Marcel Hogervorst		
Address	217 Woodland PKwy		
Telephone	700-809-6240		
Organization Represented	CAT Committee		
Subject of Your Remarks	Trolley priority Seating		
Regarding Agenda Item No.			
Your Comments Present a Position of:	<input type="checkbox"/>	SUPPORT	<input type="checkbox"/> OPPOSITION

2. TESTIMONY AT NOTICED PUBLIC HEARINGS

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Transit Optimization Plan

Transit Optimization Plan

MTS Accessible Services
Advisory Committee

September 15, 2016



1



Background

2004-2007: Comprehensive Operational Analysis (COA)

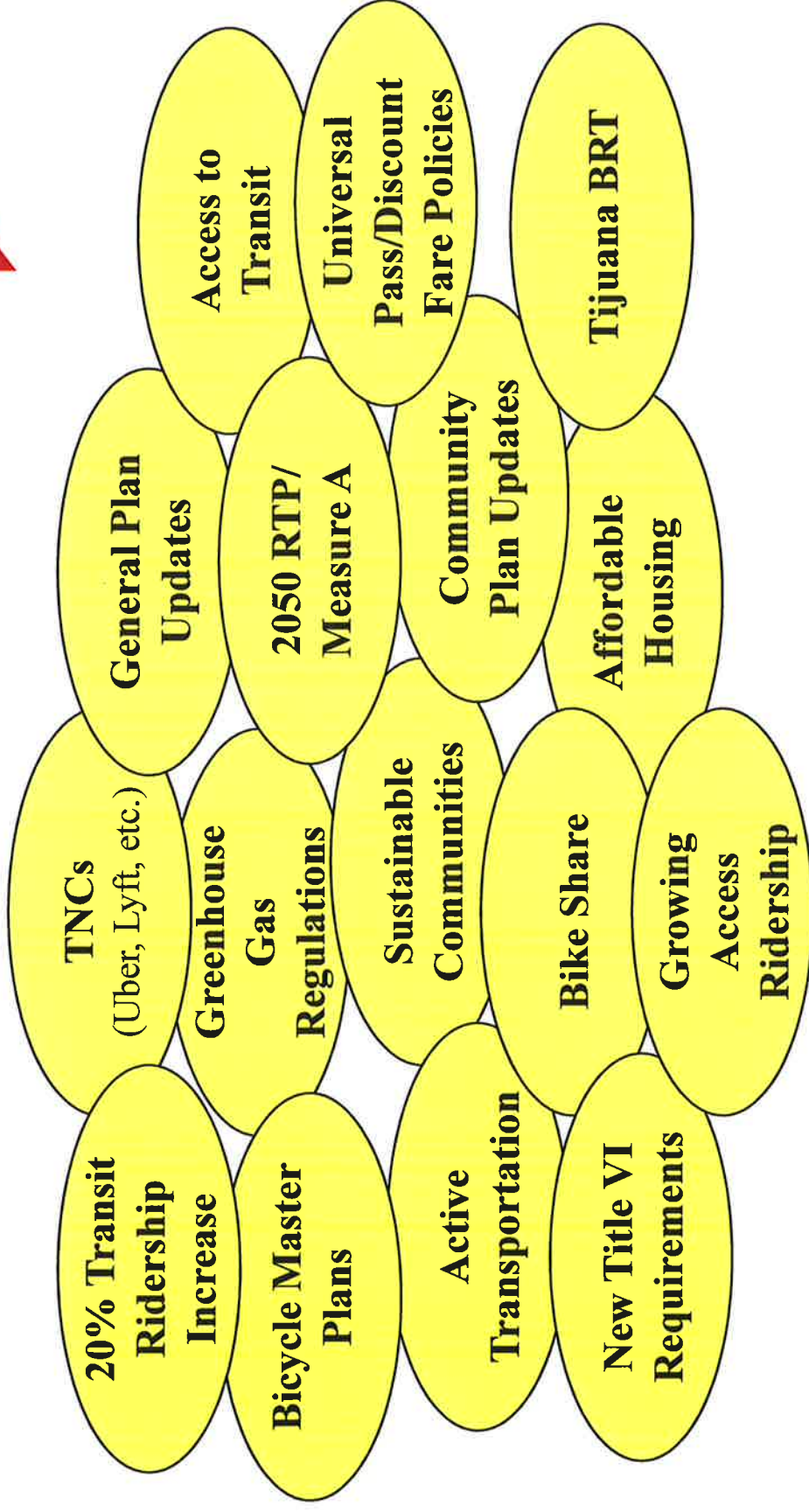
- First comprehensive look at MTS-area transit service
- Goal to increase ridership and relevance by making service more attractive, useful
- Blue Ribbon and Citizens Advisory committees guided the approach
- Policy 42 revised to focus on sustainability and productivity
- Data collection 2004-2005, Implementation 2006-2007
- Public participation and data guided the recommendations

Since COA:

- **2005:** Mission Valley East LRT opened
- **2007/2015:** National City Transit, Chula Vista Transit incorporated into MTS
- **2009/2014:** Four Transnet-funded Rapid services implemented
- **2009-2010:** Significant budget-related service reductions. Restoration of services as demand warrants & budget allows is on-going.
- **2015:** Record ridership year – 96.7 million boardings
- **2016:** Major border changes (VATC, San Ysidro, Tijuana BRT, Otay growth)
- **2018:** *South Bay Rapid begins service*
- **2021:** *Mid-Coast LRT begins service*



Universe of issues not around in 2004...



Background



After ten years, time is right for a re-evaluation of the system according to the principles of the COA

- Many system and regional changes, internal and external
- Data used in COA now ~12-13 years old
- Ridership plateaued after record year in 2015

COA update = Transit Optimization Plan (TOP)

- Strategies from COA, Board Policy 42 principles still valid
- Public and passenger input
- Ridership data review
- Market analysis



TOP Project Schedule

Transit
Optimization
Plan

- **Now:** Public outreach and survey (started last week)
- **Fall 2016:**
 - Data collection and review
 - Survey results analysis
 - Market research
 - Route & system performance
- **Late 2016:**
 - Develop draft service proposals
 - Solicit public feedback on initial proposals
 - Refine changes based on comments
- **Winter 2017:**
 - Finalize service implementation plan
 - Public hearing process for any major service changes
- **Summer 2017:** Begin minor service adjustments
- **Late 2017/early 2018:** Implement major changes



5

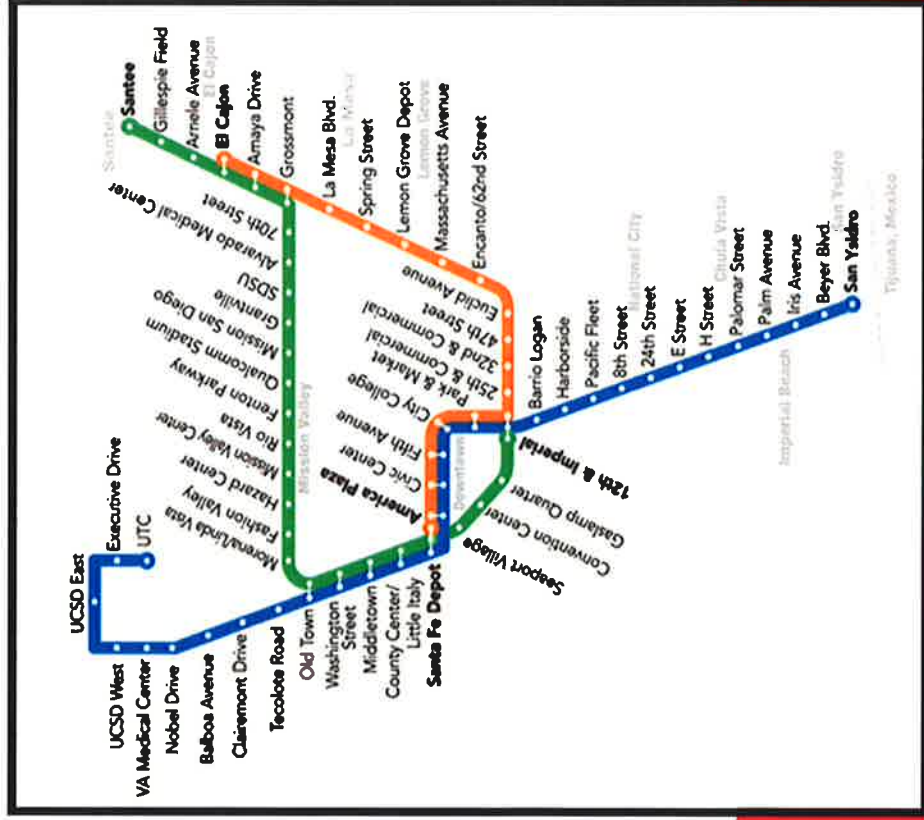


PROJECT OPTION:

Develop feeder bus plans for:

- South Bay Rapid Bus, opening in 2018
 - Construction underway now
- Mid-Coast Trolley Extension, opening in 2021
 - Major construction starts next month

Transit
Optimization
Plan



Transit Optimization Plan

Q & A



7



TRANSIT OPTIMIZATION PLAN (TOP)

WHAT

MTS provides 32 million revenue miles of service to approximately 95 million passengers annually, with an operating budget of more than \$250 million. The goal of this project is to evaluate MTS' current performance, and restructure transit services as necessary to more efficiently and effectively serve the region's travel needs within the current financial and operating environment.

WHY

More than a decade ago (2004-2006), MTS conducted a Comprehensive Operational Analysis (COA) that resulted in major changes to the system's bus and Trolley services. In the 10 years since, MTS has experienced increased ridership and operational efficiencies. However, after record-breaking ridership in FY2015, ridership dipped in FY2016, and we've seen uneven passenger growth. Certain routes and geographical areas have experienced large gains, while others have experienced significant decline.

To address these ridership patterns, MTS is conducting a study to determine and implement necessary changes to realign current transit services to meet market needs.

HOW

The project will use several tools to achieve its goals:

1. Online Survey: The online survey is available to all San Diego residents and workers through Friday, September 23, 2016.
2. Outreach to Riders: In addition to the survey, outreach events have been planned at Transit Centers/Stations across the County to help gain insight on how the system is and isn't best meeting riders' transportation needs.
3. Analysis: The MTS Planning Team will work with a consultant to review updated market research on regional travel patterns and demand, as well as an extensive review of current ridership, route segments and system performance data.
4. Implementation: This project will update all ridership data, and may result in adjustments to MTS bus, Trolley and paratransit services beginning mid-2017.

WHEN

MTS anticipates any necessary adjustments to routes and services will begin in June 2017. Should the project reveal the need for major changes (e.g. route discontinuation), such proposed changes would be considered after additional outreach and a public hearing process, and would likely be implemented in late 2017 or early 2018.

Learn more and take the survey at
sdmts.com/TOP