



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 21, 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**

To request the agenda in an alternative format or request accommodations to facilitate meeting participation, please contact Vassilena Lerinska (619.595.7038) at least five (5) working days prior to the meeting. 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 8, 2017 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. Taxicab Driver Training (Lenny Fewell) - Update on in-house training for taxi and NEMT drivers	Information
6. ASAC Ad Hoc Committee (Jay Washburn) - Action would authorize the creation of an Ad Hoc Committee related to Travel Training	Approve
7. ASAC Membership (Jay Washburn) - Receive a report on proposed membership changes to ASAC	Possible Action

8. Travel Training Update (**Callie Johnson**) Information
- Receive an update on the program progress
9. Conditional Eligibility Enforcement (Jay Washburn) Information
- Receive an update on the enforcement of condition eligibility
10. ADA Paratransit Reports Information
- Operators
 - MTS Access (**Shelly Verrinder**)
 - Certification
 - MTM (**Callie Johnson**)
11. Fixed-Route Reports Information
- Operators
 - MTS Bus (**Belinda Fragger**)
 - MTS Contract Services, Transdev (**Bill Lewis**)
 - San Diego Trolley, Inc. (**Tom Doogan**)
12. Next Meeting Date: **December 14, 2017**

VLERINSKA
AGN-21-September-17
September 14, 2017 Mail Out

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 passed 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 is 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 is 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

AGENDA ITEM NO. ³ 6, 7**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	9-21-17
Name	Lynn Parrish
Address	
Telephone	858 581 -1798
Email	
Organization Represented	
Subject of Your Remarks	
Regarding Agenda Item No.	
Your Comments Present a Position of:	<div style="display: flex; justify-content: space-around; align-items: center;"><div style="border: 1px solid black; width: 40px; height: 20px; display: flex; align-items: center; justify-content: center;"><input type="checkbox"/></div>SUPPORT<div style="border: 1px solid black; width: 40px; height: 20px; display: flex; align-items: center; justify-content: center;"><input type="checkbox"/></div>OPPOSITION</div>

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.



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(PLEASE PRINT)

DATE	9-21-2017		
Name	Lorraine M. Leighton		
Address	1034 N. Magnolia Avenue La Grana		
Telephone	619-647-2407		
Email	LLeighton.gigi@gmail.com		
Organization Represented	Disabled public		
Subject of Your Remarks	East County of MTS, having their P/N/T store not work, not even unpatch, etc. why is not Disabled!		
Regarding Agenda Item No.	Public Speaking		
Your Comments Present a Position of:	<input type="checkbox"/>	<input checked="" type="checkbox"/> SUPPORT	<input type="checkbox"/> OPPOSITION

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Agenda Item No. 6

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

September 21, 2017

SUBJECT:

APPOINTMENT OF AN AD HOC COMMITTEE TO MAKE RECOMMENDATIONS FOR
THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM (MTS) TRAVEL TRAINING
PROGRAM

RECOMMENDATION:

That the Accessible Services Advisory Committee appoint an Ad Hoc Committee to make recommendations to the ASAC with respect to the MTS Travel Training Program and appoint members for the Ad Hoc Committee.

Budget Impact

None

DISCUSSION:

On June 8, 2017, MTS staff presented information on the MTS Travel Training Program. ASAC members were interested in further providing input on the development of the MTS Travel Training Program through an Ad Hoc Committee. ASAC members directed staff to place the creation of an Ad Hoc Committee on the September 21, 2017 agenda.

An ASAC Ad Hoc Committee is a body of no more than a quorum of ASAC members appointed to provide recommendations on a specific purpose. The following are the recommended parameters of this ASAC Ad Hoc Committee:

1. NAME: Travel Training Development Committee (TTDC)
2. PURPOSE: To provide input, recommendations, and advise on the MTS Travel Training Program. The TTDC is not delegated any decision making authority.
3. TIME FRAME: The TTDC will be in place for two (2) years. After two (2) years, the ASAC would need to consider whether or not it is necessary to renew the TTDC.



4. COMMUNICATION OF RESULTS: The TTDC shall provide a summary of its recommendations on the Travel Training Program at ASAC meetings, as necessary.
5. COMMITTEE MEMBERSHIP:
 - a. Membership on TTDC shall consist of less than a quorum of ASAC members.
 - b. The ASAC may appoint members to the TTDC. The TTDC Chair may also appoint members as necessary.
 - c. The TTDC Chair will be the MTS Manager of Paratransit and Minibus or designee. The TTDC Chair will provide an administrative support role for the TTDC. This may include, but not limited to, assisting in scheduling a time, place and room for the meetings; deciding topics to discuss at the meetings; and providing updates on the development of the Travel Training Program to the TTDC.

Jay Washburn
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn, Jay.Washburn@sdmts.com



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Agenda Item No. 7

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

September 21, 2017

SUBJECT:

ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEMBERSHIP

RECOMMENDATION:

That the Accessible Services Advisory Committee (ASAC) not add a behavioral health services representative to the ASAC.

Budget Impact
None.

DISCUSSION:

At the ASAC Meeting on June 8, 2017, members discussed interest in the addition of a new member to ASAC, a behavioral health services representative. A revision to the ASAC's Membership Guidelines, approval by the MTS Chief Executive Officer and approval from the MTS Board of Directors is required in order to add a member to ASAC.

Currently, ASAC has 17 voting members. Members include representatives from, MTS's Board of Directors, MTS operations (Bus, Trolley, Transdev, First Transit, MTM), governmental agencies (SANDAG, CALTRANS, FACT, County of San Diego Department of Aging and Independent Services) social services agencies (San Diego Regional Center, Access to Independence), disability organizations (San Diego Center for the Blind, Deaf Community Services, State Council on Developmental Disabilities), a paratransit passenger and a passenger with a disability that uses fixed route services.

At this time, MTS staff believes that the current make up of ASAC already includes all interested parties, groups and community members that can provide valuable input on ASAC matters. MTS staff will review internally whether there are any behavioral health services representative that may want to contribute to the ASAC meetings as a member of the public or whether they would be interested in becoming a member of a ASAC ad hoc subcommittee, such as the ASAC Travel Training Development Committee. MTS



staff may at a later date return this item to ASAC's attention if further interest is shown by a behavioral health services representative to become a member of ASAC.

Jay Washburn
Manager of Paratransit and Minibus

Key Staff Contact: Jay Washburn. Jay.Washburn@sdmts.com

Attachments: A. ASAC Membership Guidelines



Travel Training Program: Access-Ability

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

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

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

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

- Social Service agencies
- School districts
- Senior Centers
- ADCs
- Assisted Living Facilities
- Other facilities serving seniors or individuals with disabilities
- Instructor training will be provided to any organization that wishes to participate and agree to terms of participation

About MTS Travel Training

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



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

Website

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

Our primary focus areas for the program are;

1. MTS providing travel training to MTS Access clients
2. MTS providing Travel Training Instructor Courses to area agency's/organization's staff to create instructors to conduct classes with their own clients.

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

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

Tier 1 - Transit Orientation

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

Tier 2 - Familiarization

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

Tier 3 – One-on-One Travel Training

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



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

or

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

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

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



Travel Training Instructor Profile

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

MTS Train-the-Trainer courses occur as applications are received and run from 9:00am to 4:00pm. The course includes a classroom environment and in the field learning, where public transportation is utilized to further support instruction.

Completed applications can be sent to:

MTS Access
100 16th Street
San Diego, CA 92101

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

Instructor Information:

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



Please answer each question or prompt as completely as possible.

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

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

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

4. Why do you want to travel train?

Instructor Name (Print): _____

Instructor Signature: _____

Date: _____



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**Travel Training Program
Letter of Agreement between MTS and Instructor/Organization**

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

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

- a. Attendance at a one (1) day certification course, provided by MTS
- b. Submitting a Travel Training Instructor Profile. See Attachment A for Profile.
- c. Submitting a signed Travel Training Instructor Agreement Form

B. Requirements for maintaining a valid certification

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

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

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

Participant's Name: _____

Participant's Signature: _____ Date: _____

Authorizing Organization Member's Signature: _____ Date: _____



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

RELEASE AND WAIVER OF LIABILITY

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

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

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

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

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

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

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

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

Participant: _____

Date: _____

Signature of Authorized Representative

Printed Name of Authorized Representative

Do you have experience riding transit in San Diego?

Pass it on! Become a volunteer trainer for “Taking Transit 101” with MTS!

PURPOSE:

Lead ***Taking Transit 101*** workshops focused on teaching residents age 60+ how to use public transit in San Diego.

TIME COMMITMENT:

- Certification Course – One (1) full-day, 8-hours
- Workshop #1 will be 1½ hours
- Workshop #2 will be 3 hours
- Volunteers are estimated to teach 1-2 workshops per month

WHERE:

Retirement communities and other locations that serve senior residents in San Diego

TIME:

Workshop times vary; typically on weekdays, during the day

TEACHING ELEMENTS:

- MTS Services Overview
- Rules and Policies
- Reading maps and schedules
- Trip Planning
- Helpful Tips When Riding the Bus and Trolley

WE WANT YOU!

For more information or to register, please contact **Marcial Gutierrez** at **(619) 557-4516** or **marcial.gutierrez@sdmts.com**



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"/>	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"/>	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"/>	MTS Trolley	1:00 PM	2:42 PM
Belinda Fragger <input checked="" type="checkbox"/>	MTS Bus	1:00 PM	2:42 PM
Billy Allen <input checked="" 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

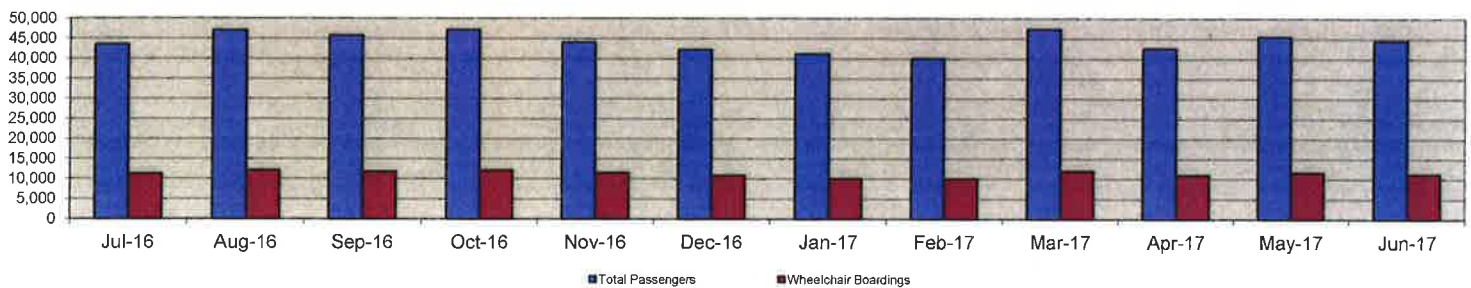
CLERK OF THE ASAC: Patricia Lemola PARATRANSIT AND MINIBUS MANAGER [Signature]



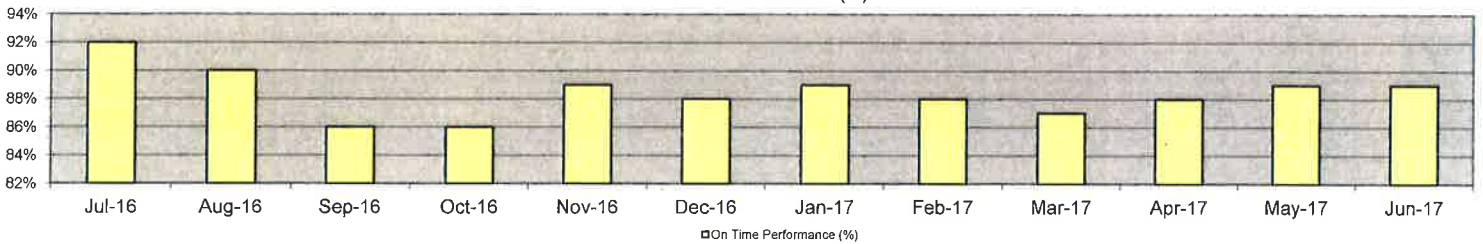
MTS Access ASAC Report FY 17

	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

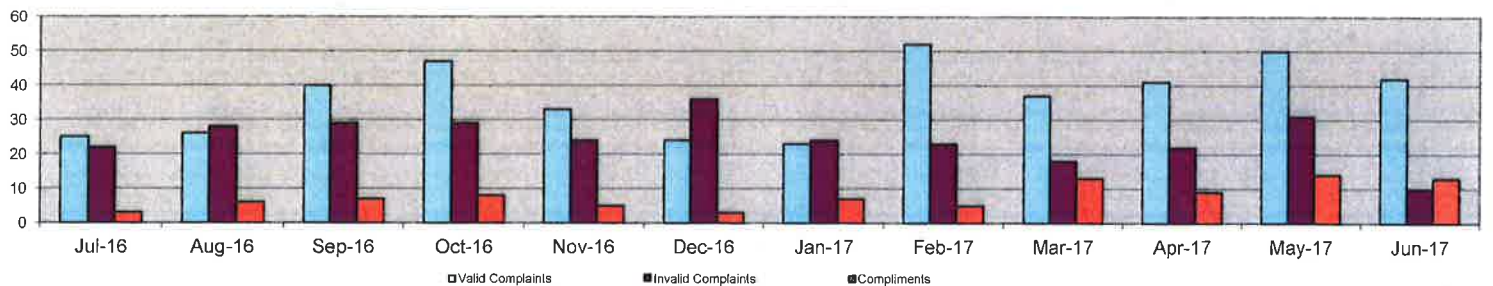
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments





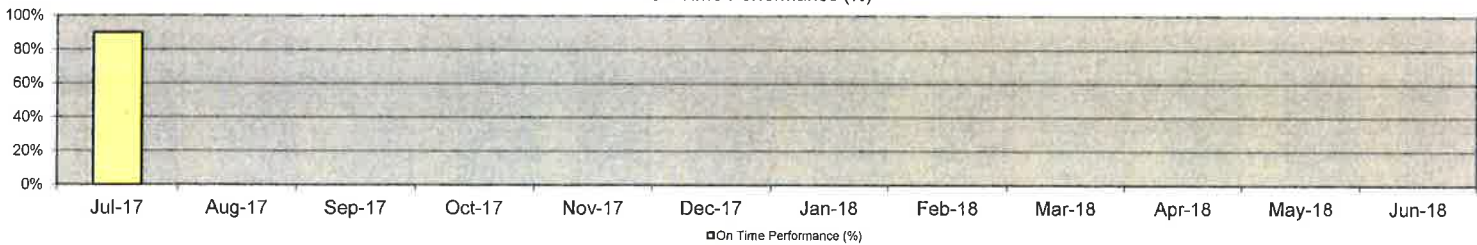
MTS Access ASAC Report FY 18

	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

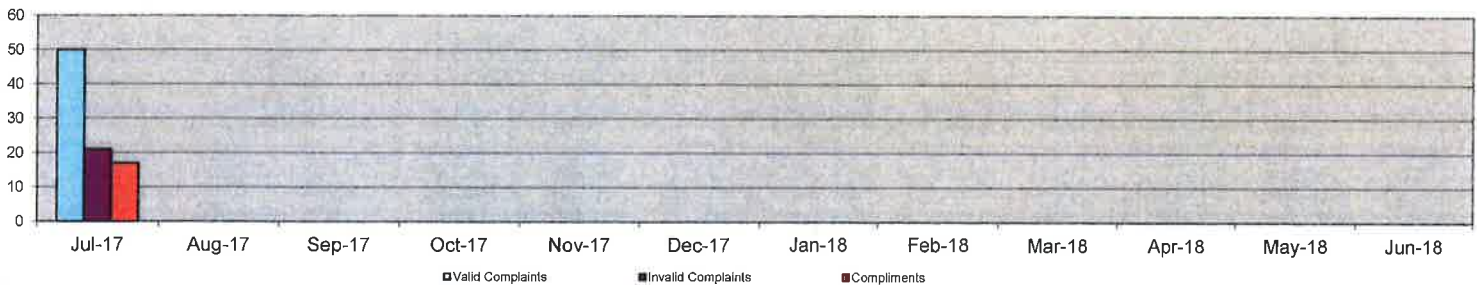
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



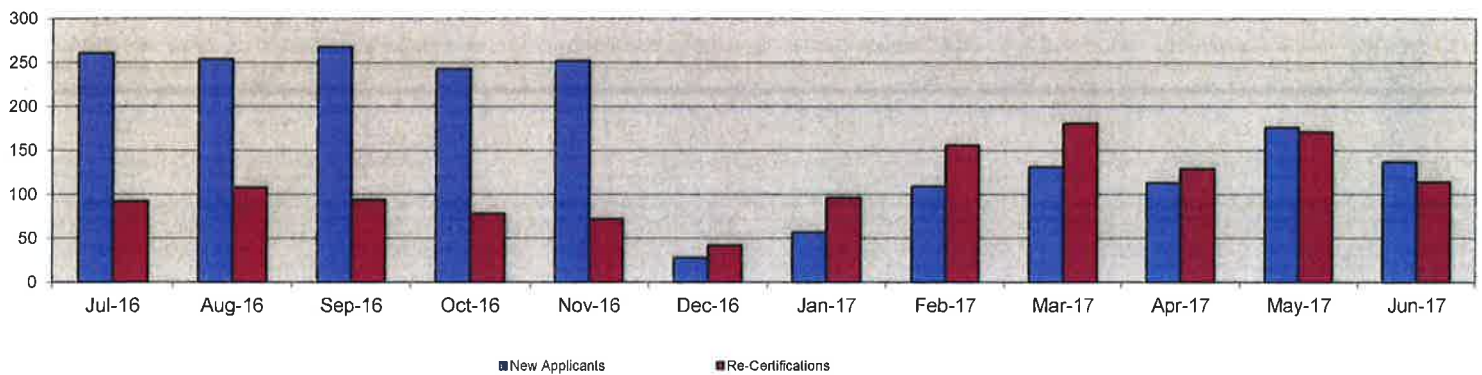


ADARide/MTM Certification Summary Report FY 17

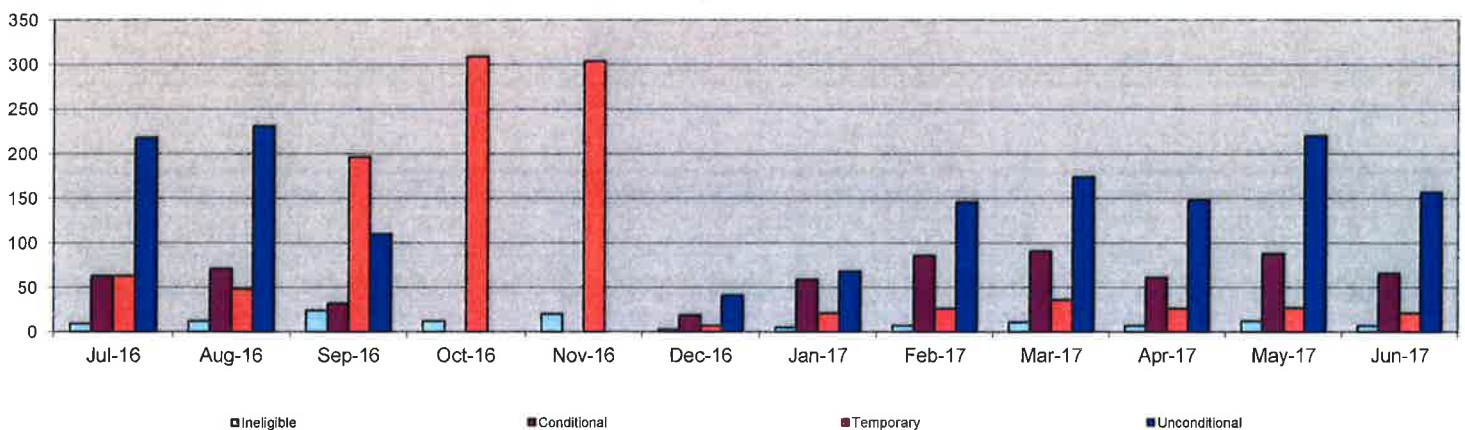
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
New Applicants	261	254	268	243	252	28	57	109	131	113	176	137	2,029
Re-Certifications	92	108	94	78	72	42	96	156	181	129	171	114	1,333
Total	353	362	362	321	324	70	153	265	312	242	347	251	3,362

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





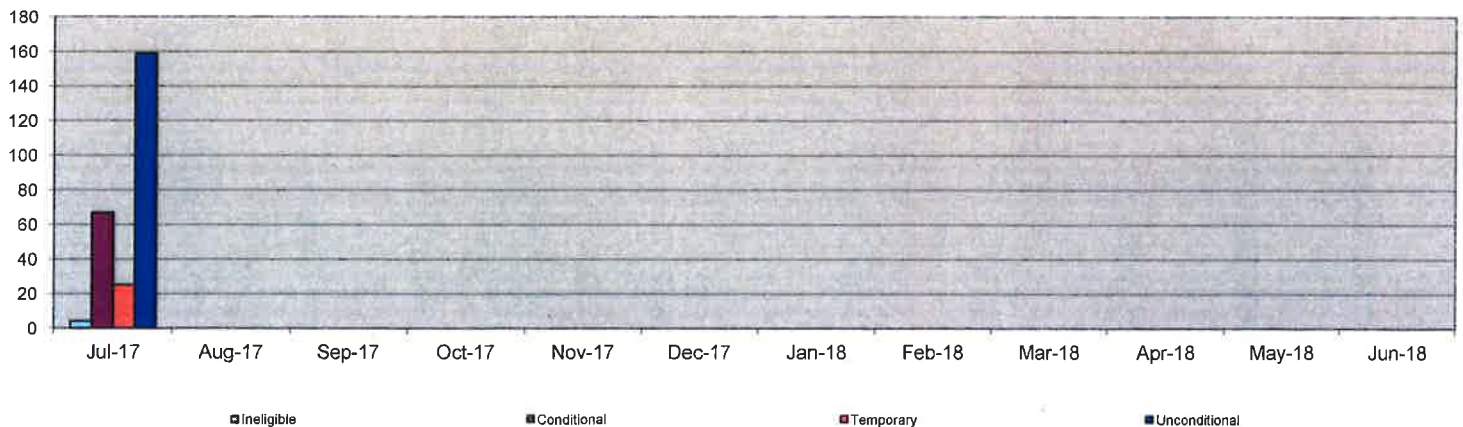
MTM Certification Summary Report FY 18

	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



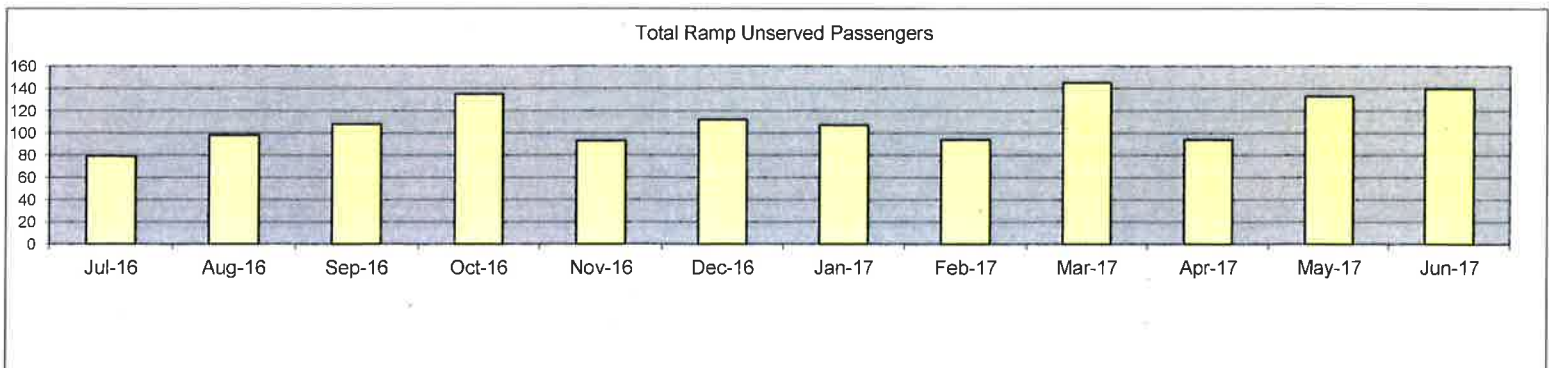
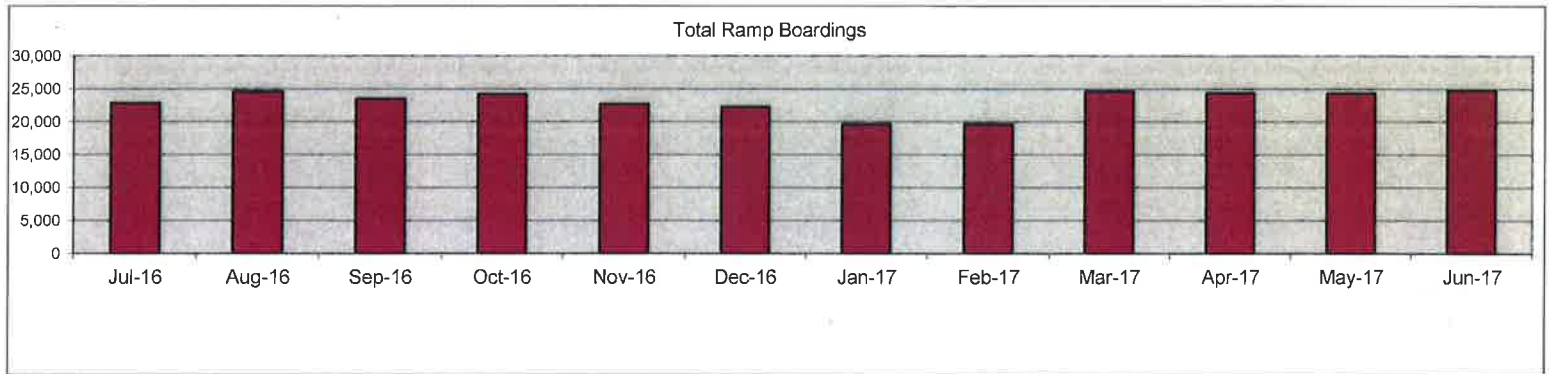
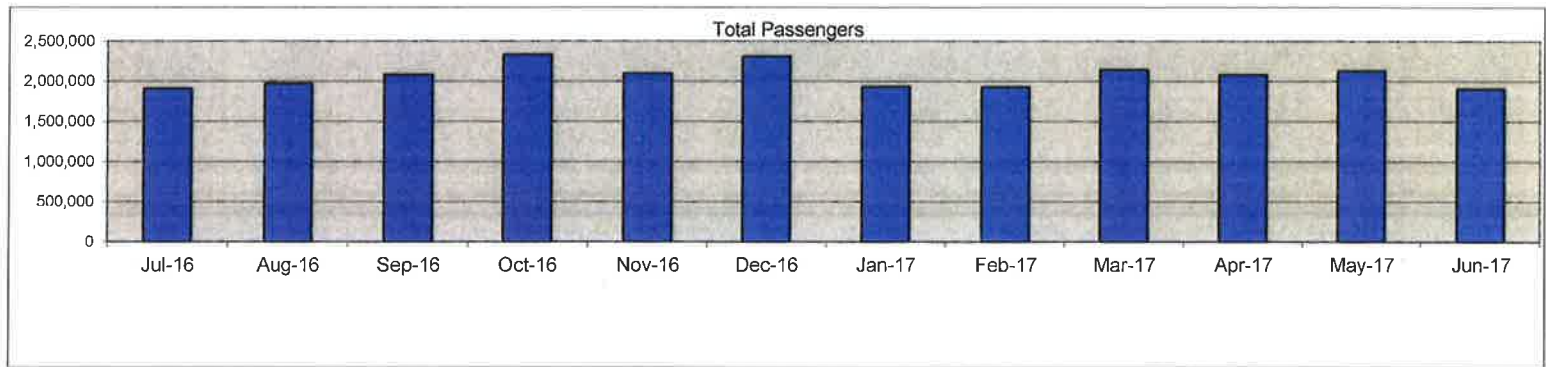
Eligibility





MTS Bus Ramp Deployment Report FY 17

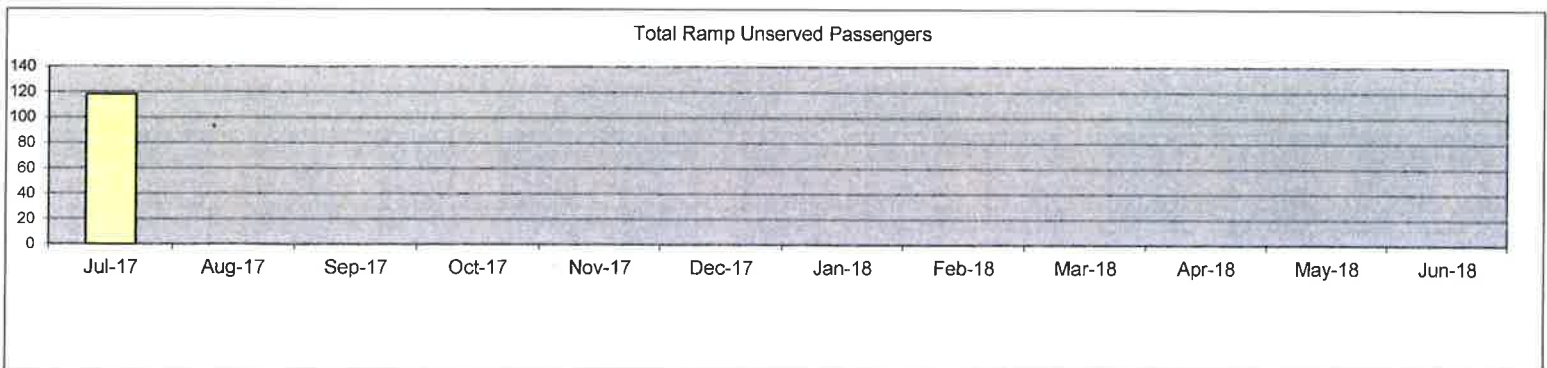
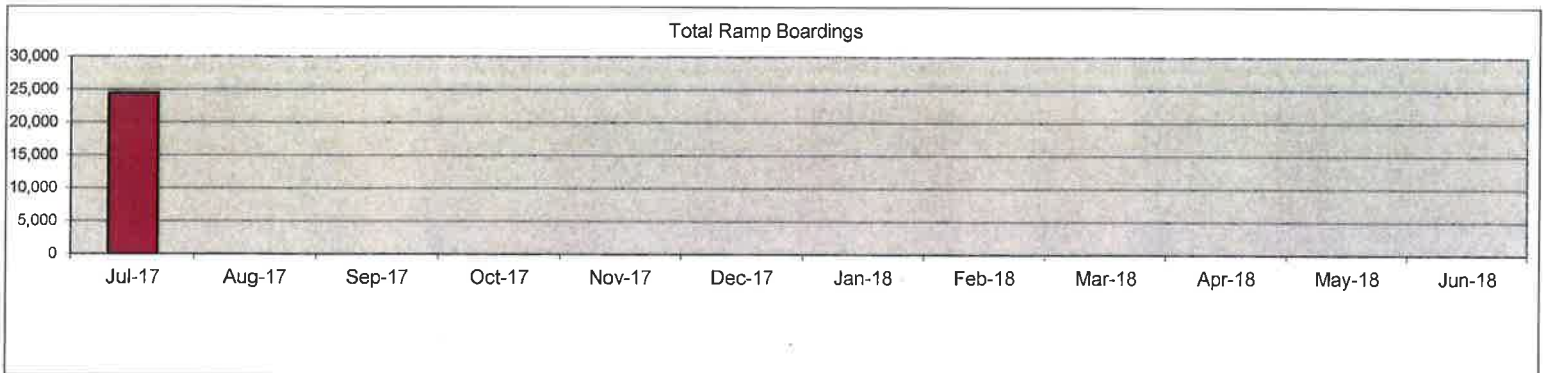
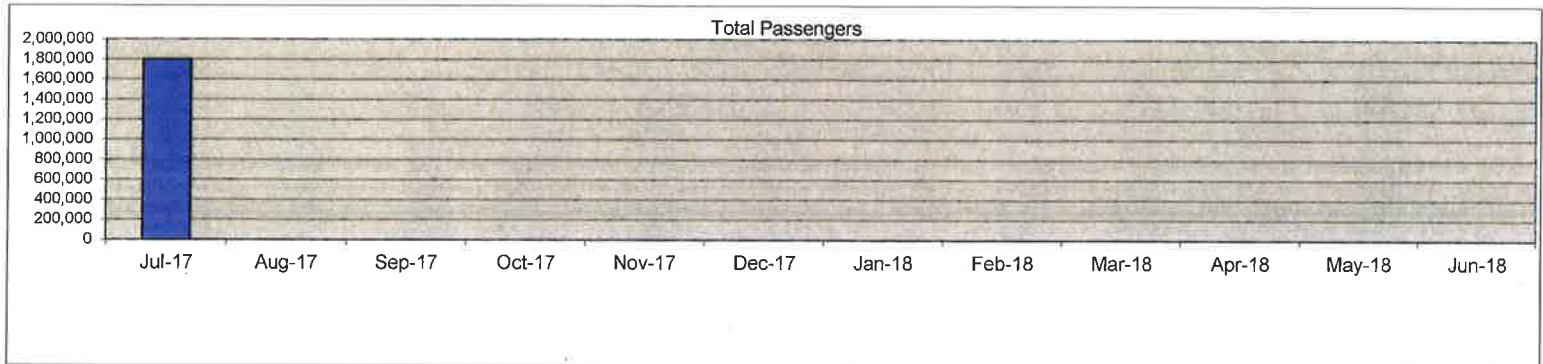
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	1,910,403	1,973,469	2,082,948	2,336,411	2,101,119	2,313,177	1,936,990	1,932,306	2,147,473	2,085,696	2,133,250	1,905,783	24,859,025
Total Ramp Boardings	22,830	24,629	23,557	24,242	22,709	22,295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

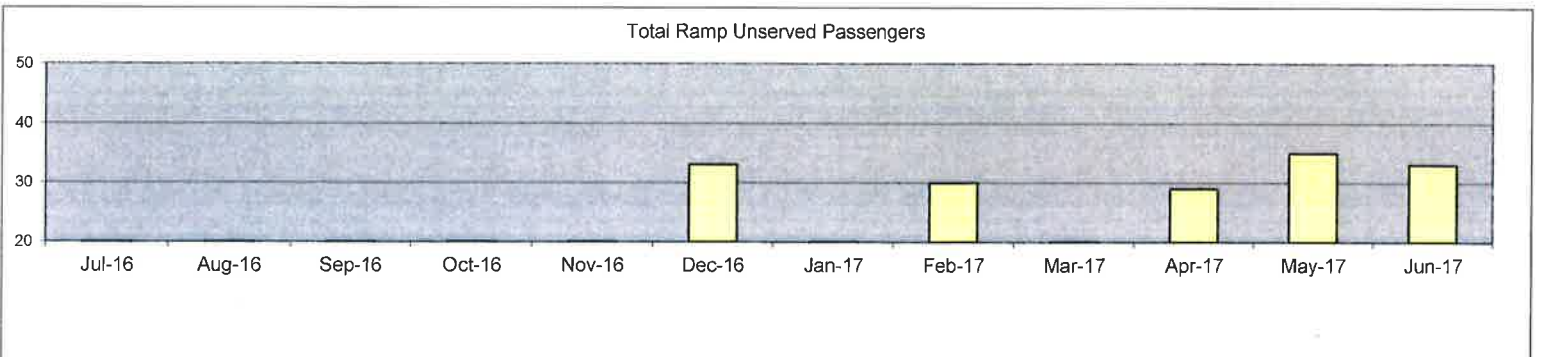
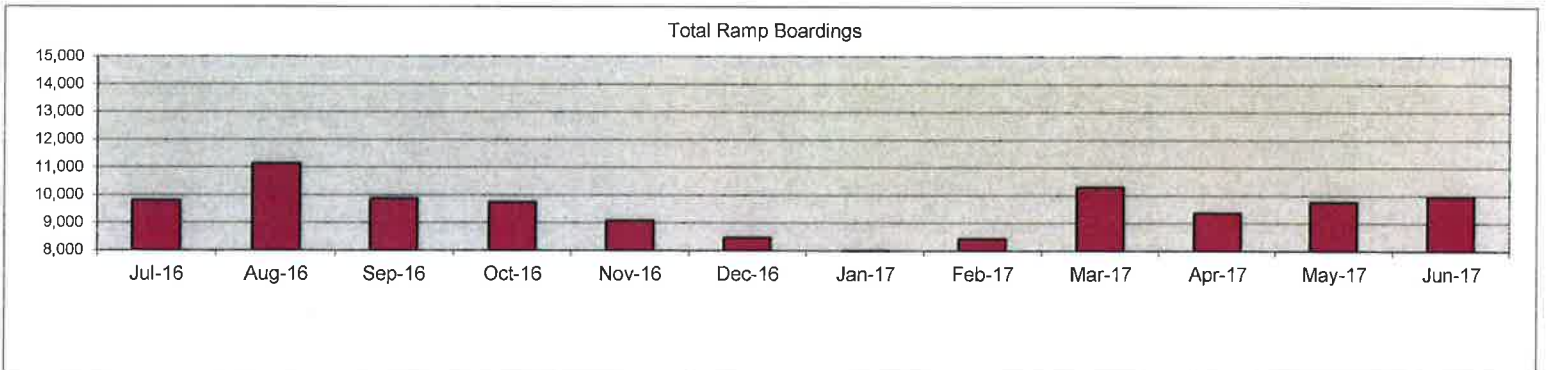
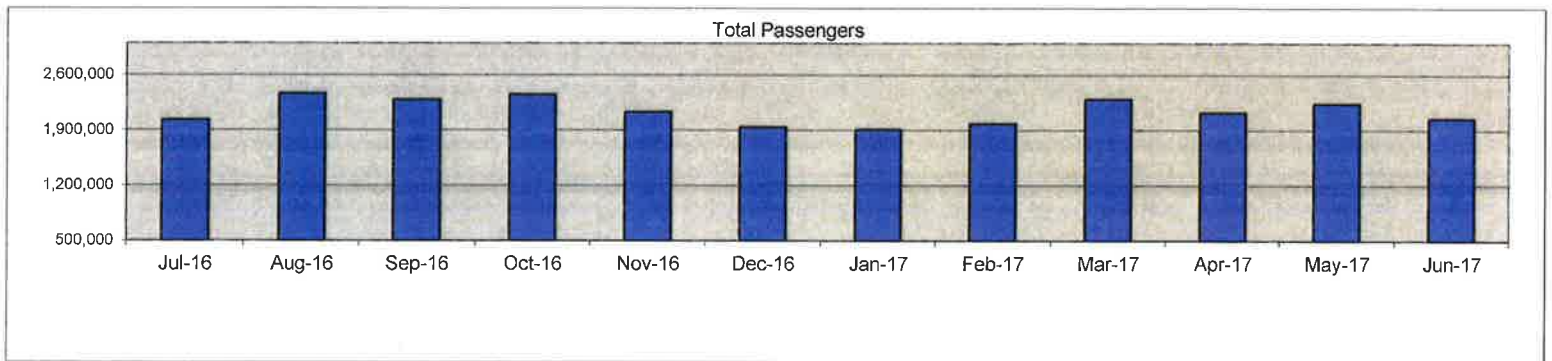
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	1,797,737												1,797,737
Total Ramp Boardings	24,486												24,486
Percentage of Ramp Boardings	1.36%												1.36%
Total Ramp Unserved Passengers	118												118
Percentage of Ramp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

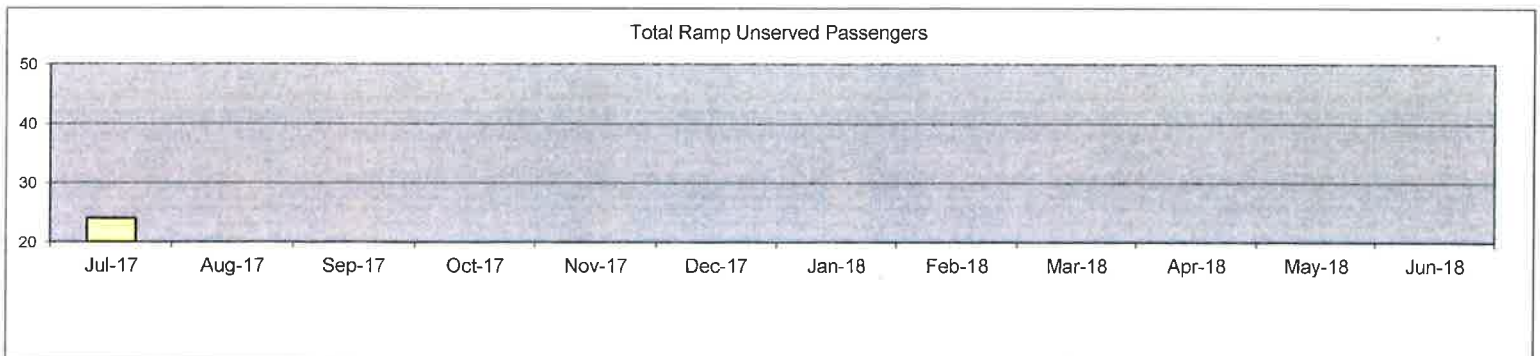
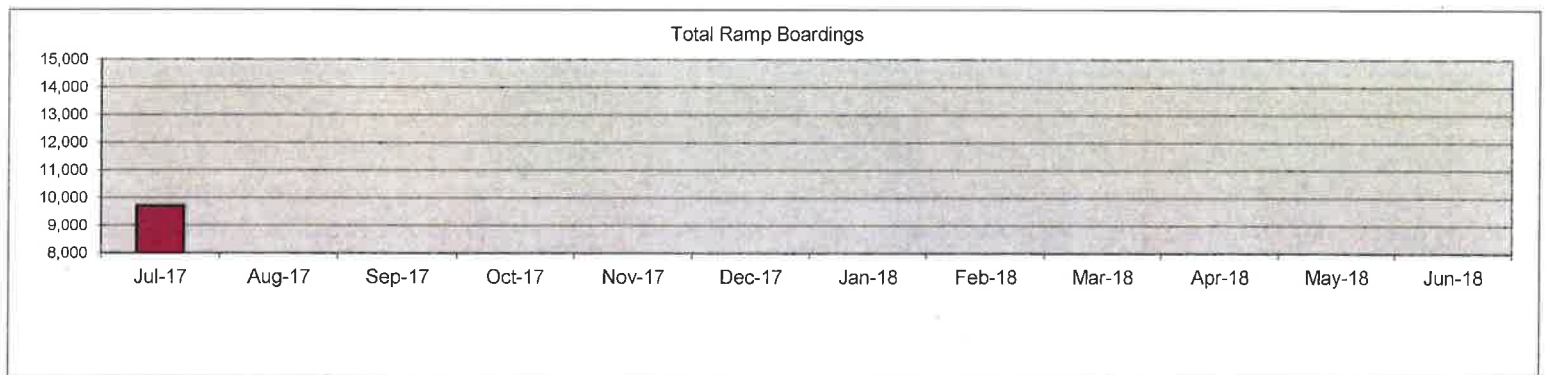
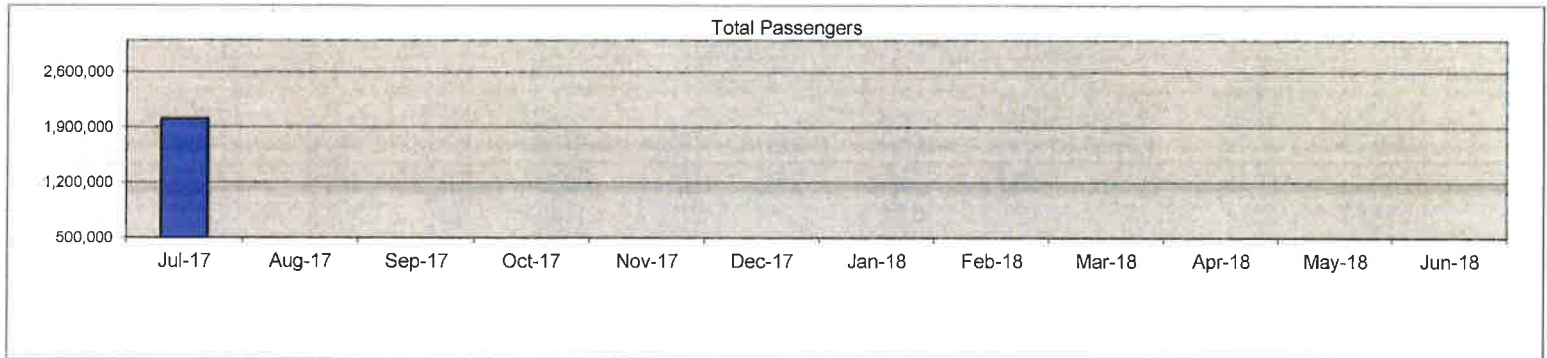
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	2,030,641	2,362,727	2,287,834	2,351,501	2,134,029	1,939,609	1,911,008	1,983,539	2,295,192	2,123,884	2,239,792	2,049,365	25,709,121
Total Ramp Boardings	9,807	11,137	9,870	9,741	9,076	8,465	7,982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

