



1255 Imperial Avenue, Suite 1000
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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

DRAFT 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		

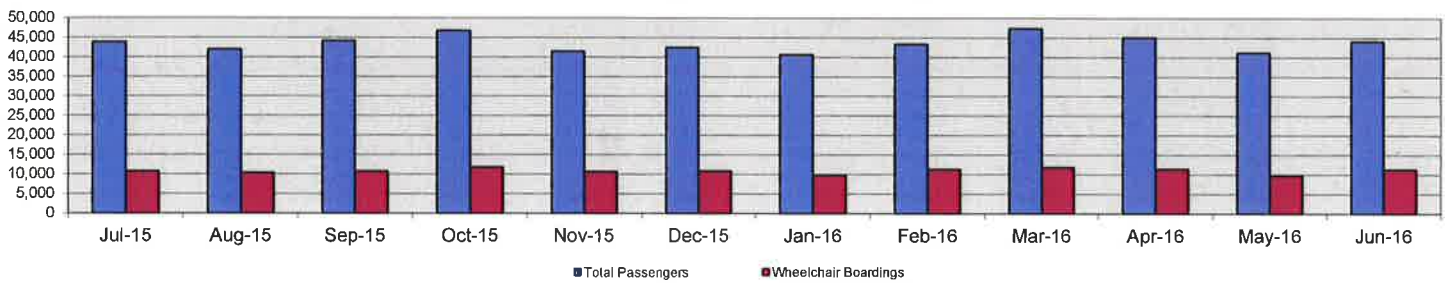
CLERK OF THE ASAC:  PARATRANSIT AND MINIBUS MANAGER: 



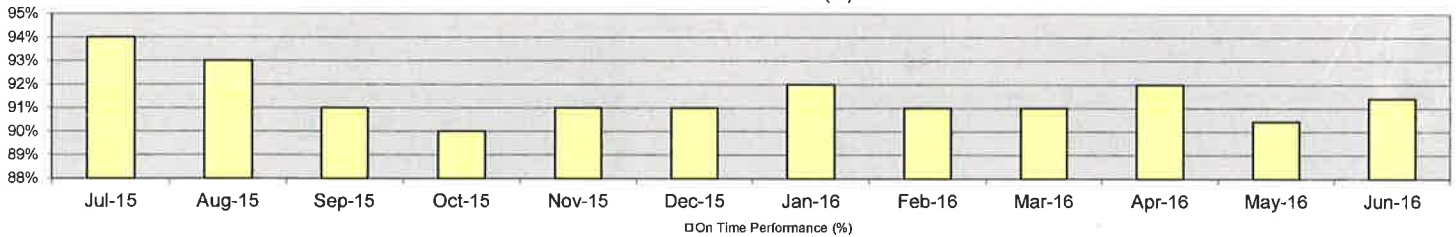
MTS Access ASAC Report FY 16

	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

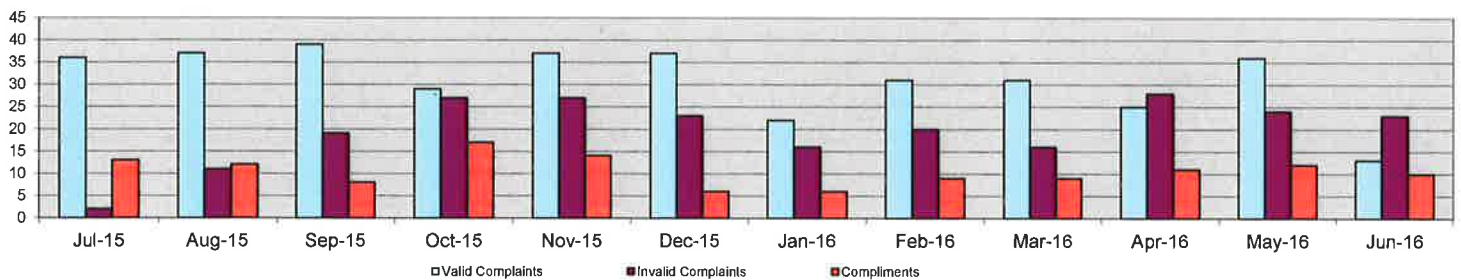
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

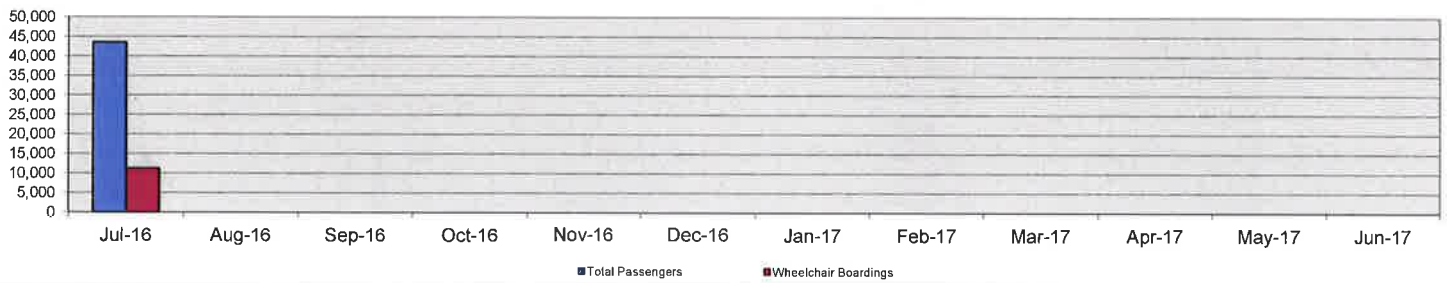




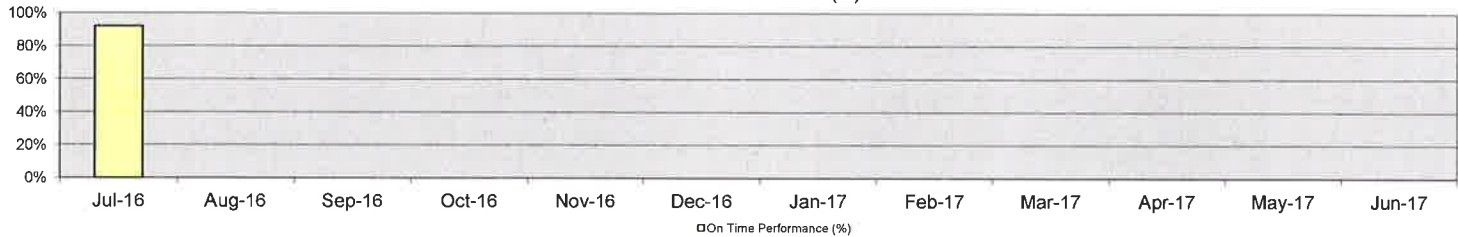
MTS Access ASAC Report FY 17

	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												43,531
Wheelchair Boardings	11,272												11,272
On Time Performance (%)	92%												92%
Valid Complaints	25												25
Invalid Complaints	22												22
Compliments	3												3
Calls Received	33,189												33,189
% Abandoned Calls	4.03%												4.03%
Average Call Time	0:02:29												0:02:29
Average Hold Time	0:00:44												0:00:44

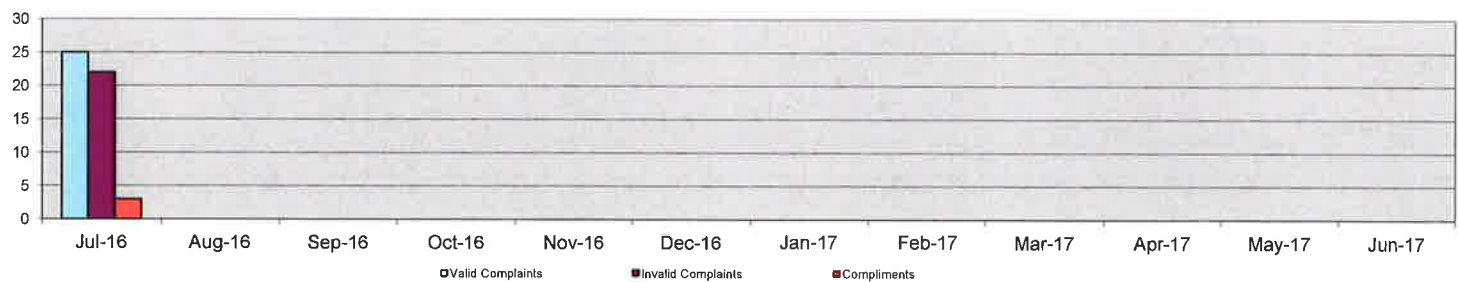
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



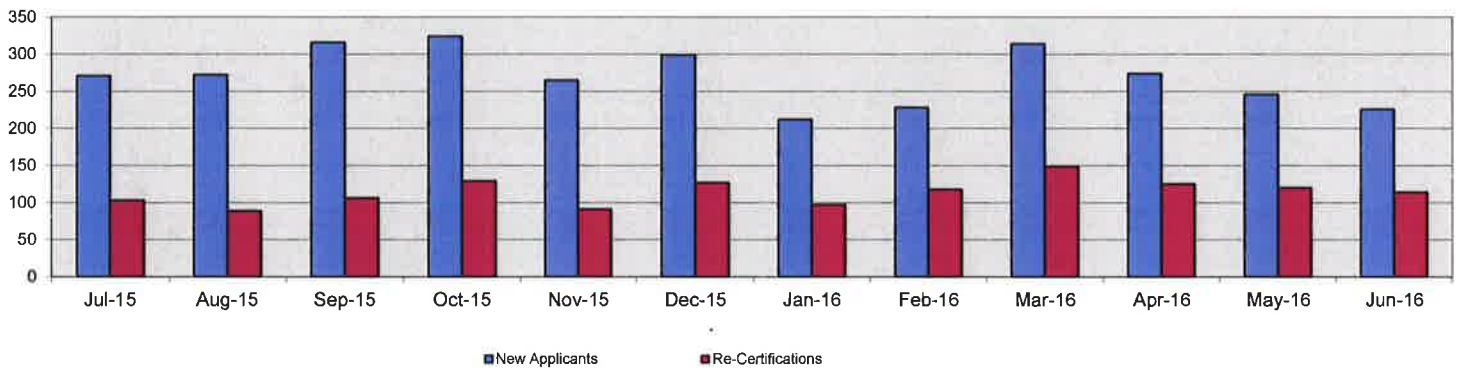


ADARide Certification Summary Report FY 16

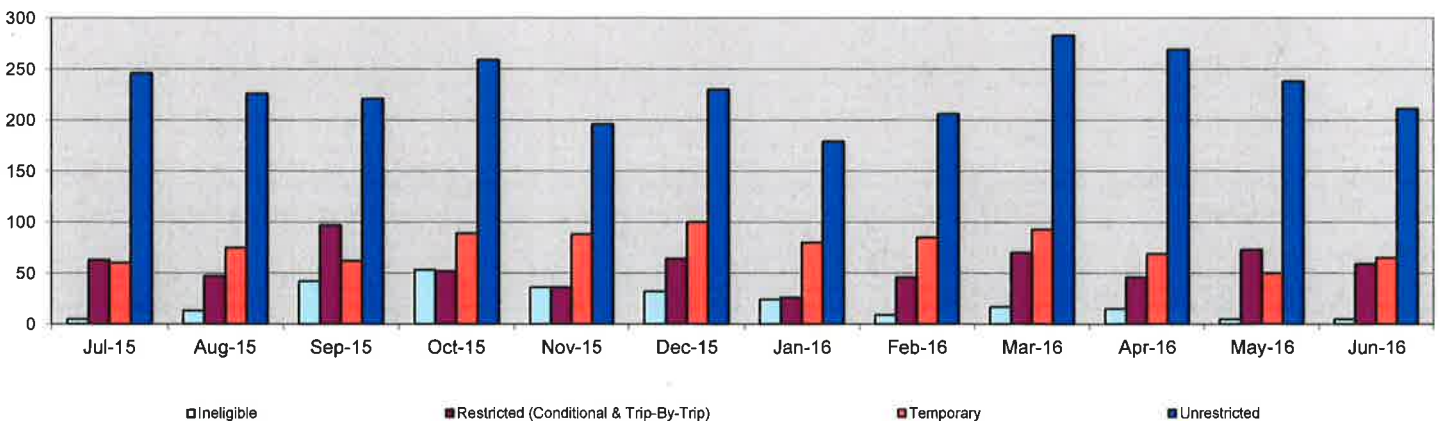
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
New Applicants	271	272	316	324	265	299	212	228	314	274	246	226	3,247
Re-Certifications	103	89	106	129	91	127	97	118	149	125	120	114	1,368
Total	374	361	422	453	356	426	309	346	463	399	366	340	4,615

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



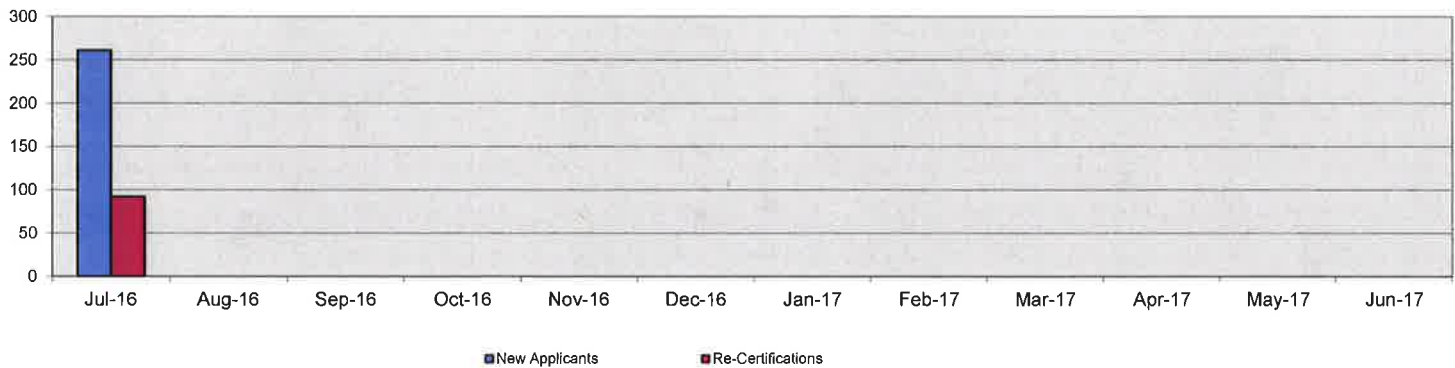


ADARide Certification Summary Report FY 17

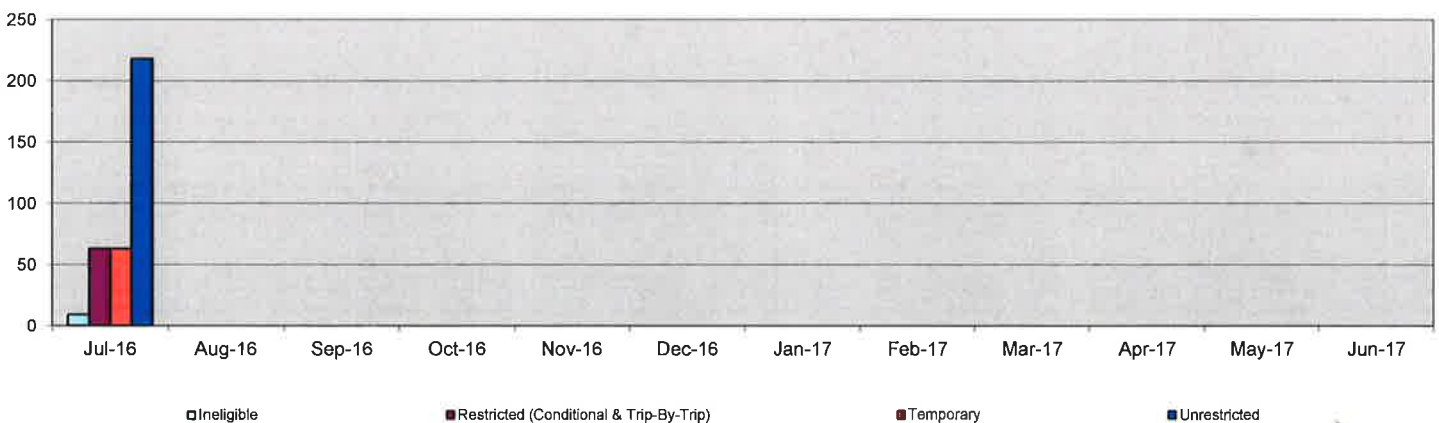
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
New Applicants	261												261
Re-Certifications	92												92
Total	353												353

Ineligible	9												9
Restricted (Conditional & Trip-By-Trip)	63												63
Temporary	63												63
Unrestricted	218												218
Total	353												353

New Applicants and Re-Certifications



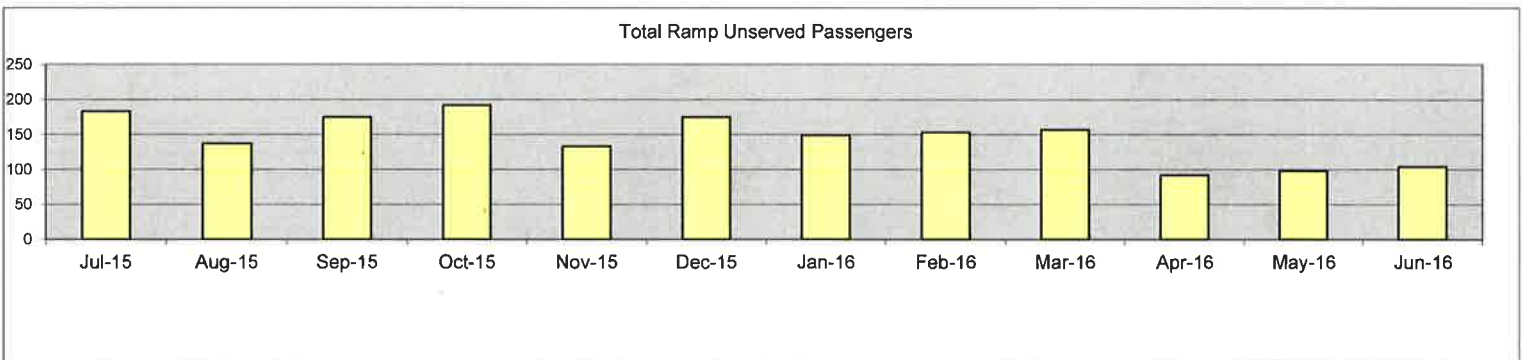
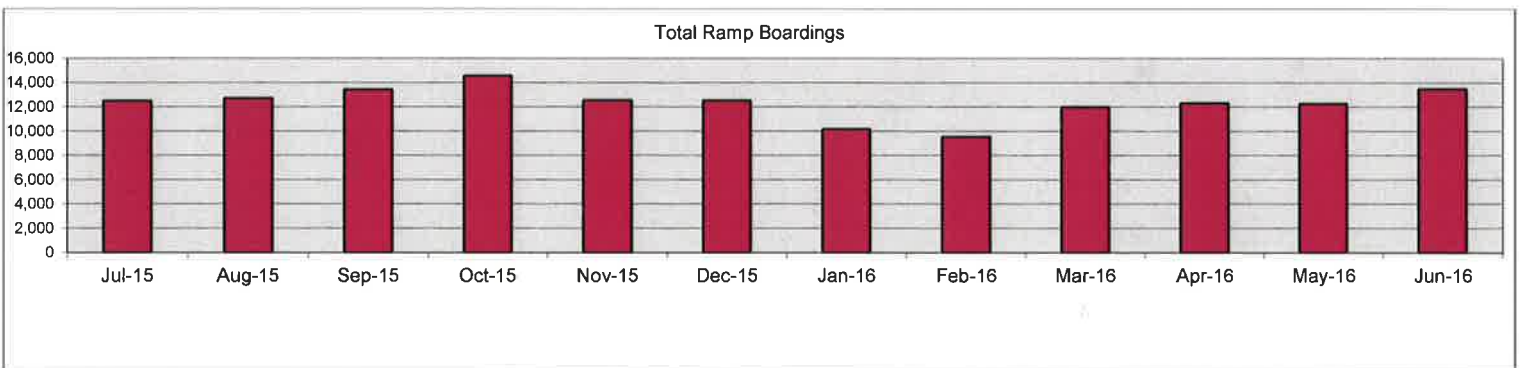
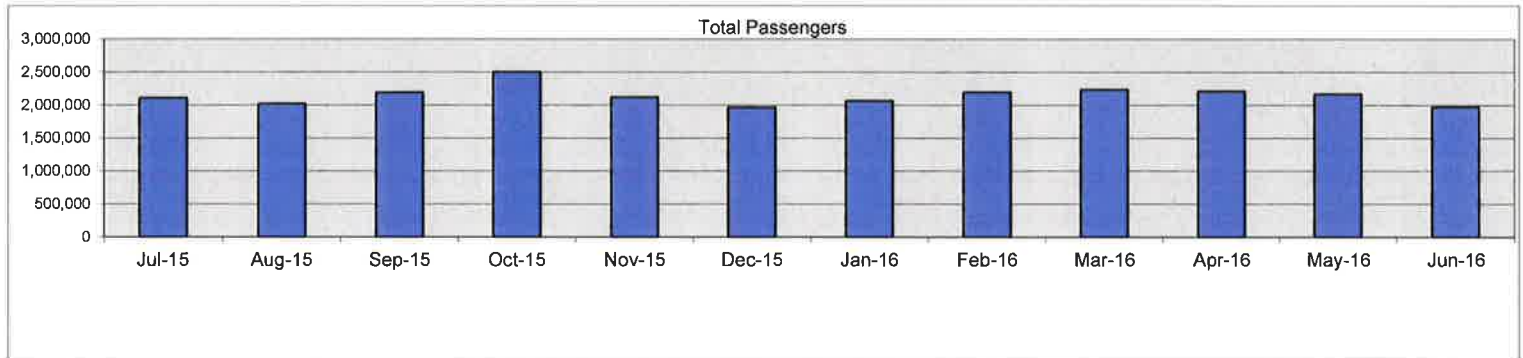
Eligibility





MTS Bus Ramp Deployment Report FY 16

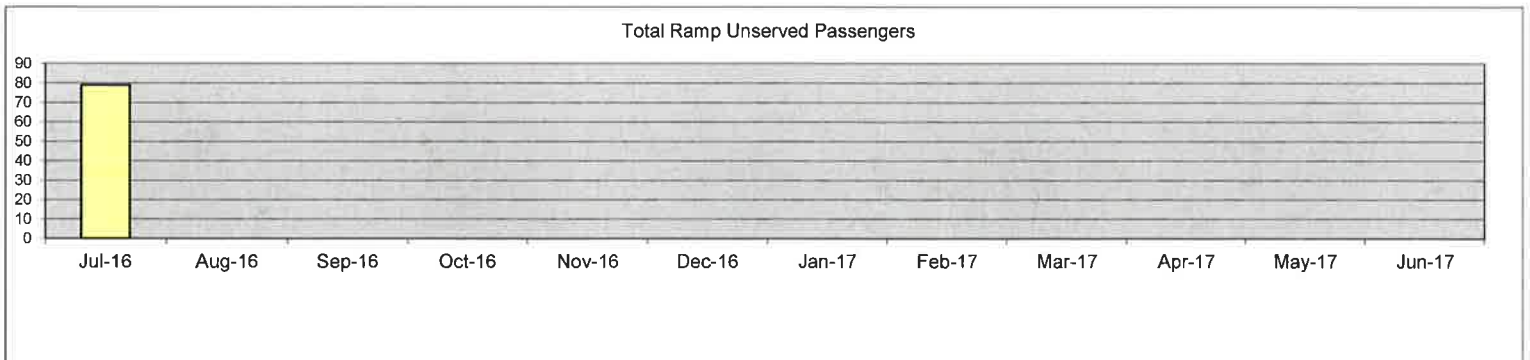
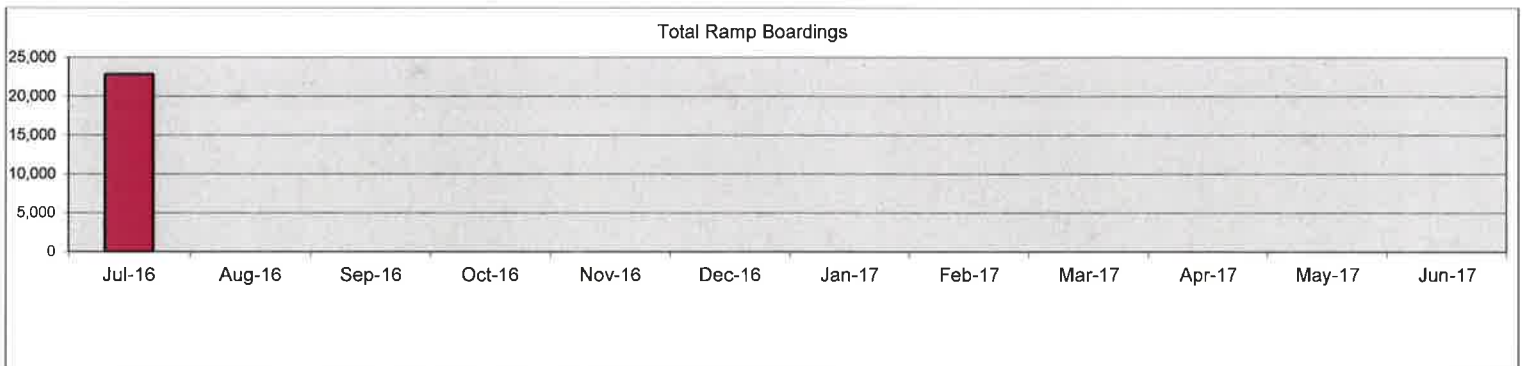
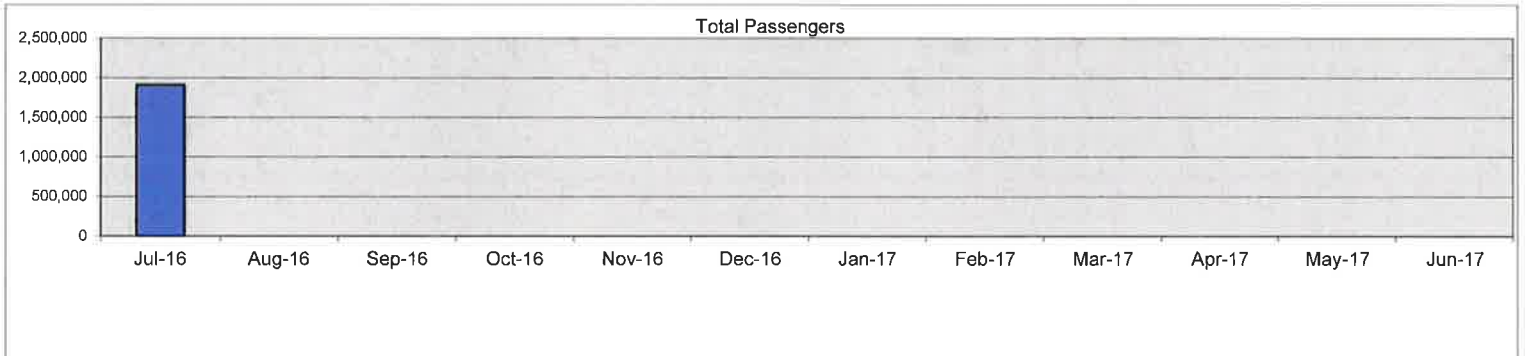
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Total Passengers	2,111,034	2,019,869	2,194,130	2,502,332	2,119,012	1,963,013	2,066,036	2,197,635	2,236,681	2,210,714	2,167,983	1,974,244	25,762,683
Total Ramp Boardings	12,507	12,716	13,410	14,554	12,555	12,524	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





MTS Bus Ramp Deployment Report FY 17

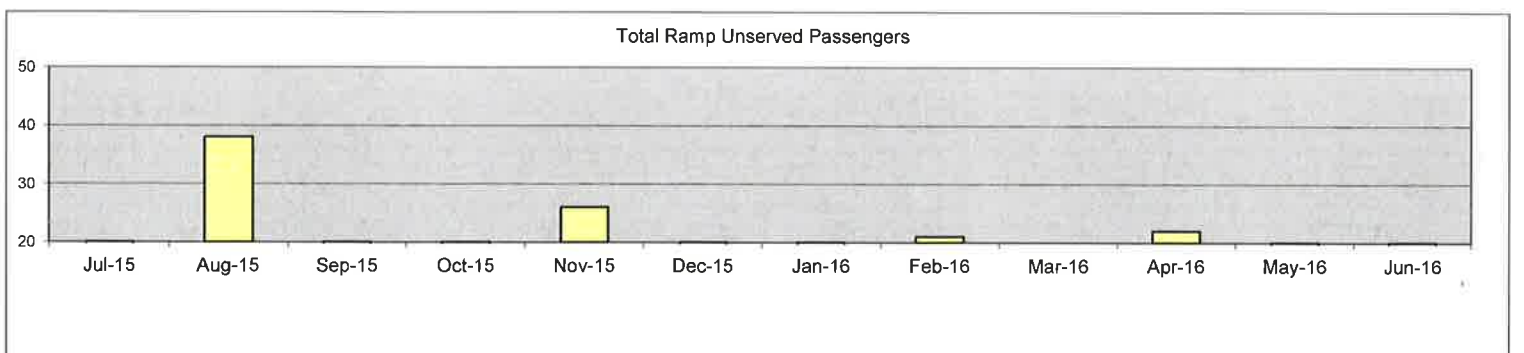
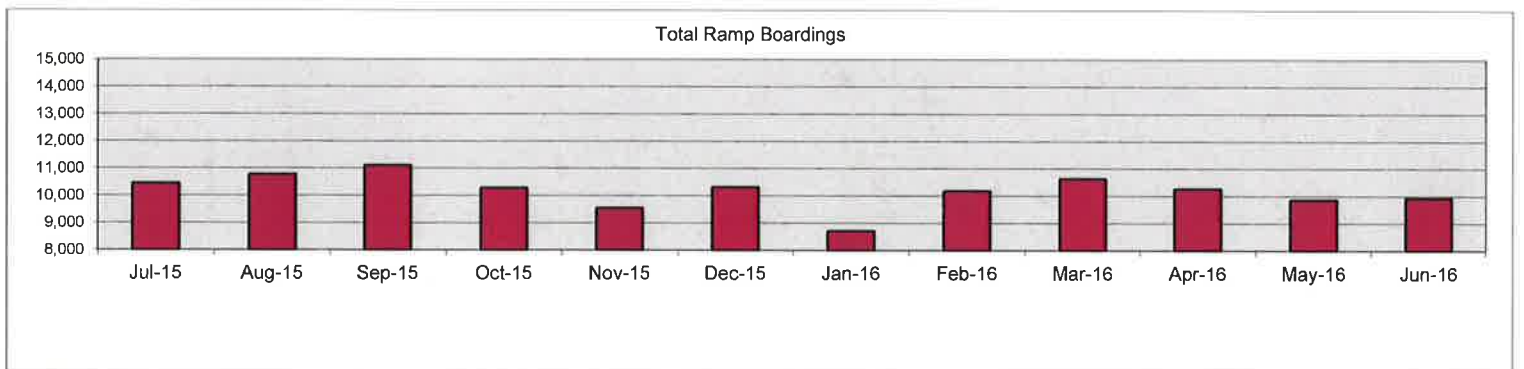
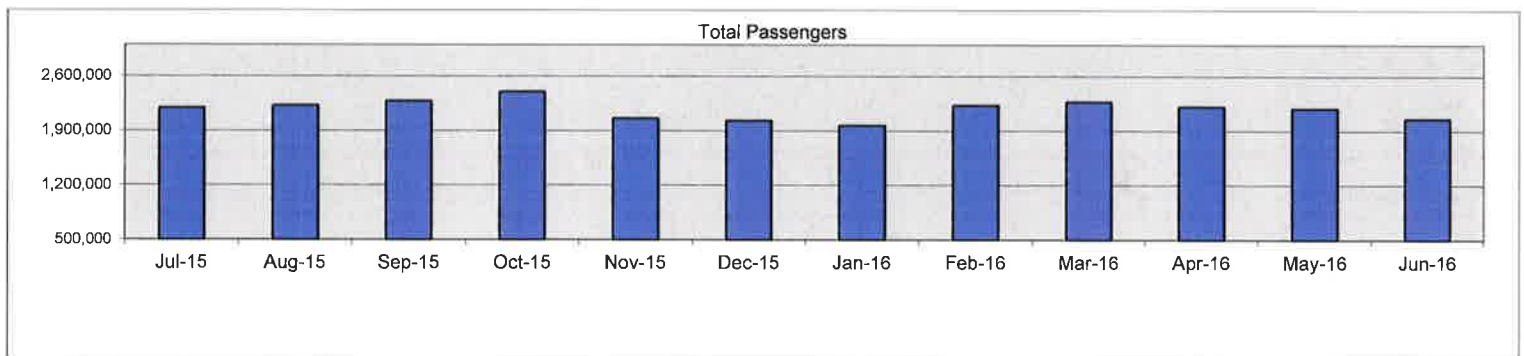
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	1,910,403												1,910,403
Total Ramp Boardings	22,830												22,830
Percentage of Ramp Boardings	1.20%												1.20%
Total Ramp Unserved Passengers	79												79
Percentage of Ramp Unserved Passengers	0.35%												0.35%
Pass-Up Ramp Inoperable	8												8
Pass-Up WC Space Full	63												63
Pass-Up Bus Full	8												8





MTS Contract Services Ramp Deployment Report FY 16

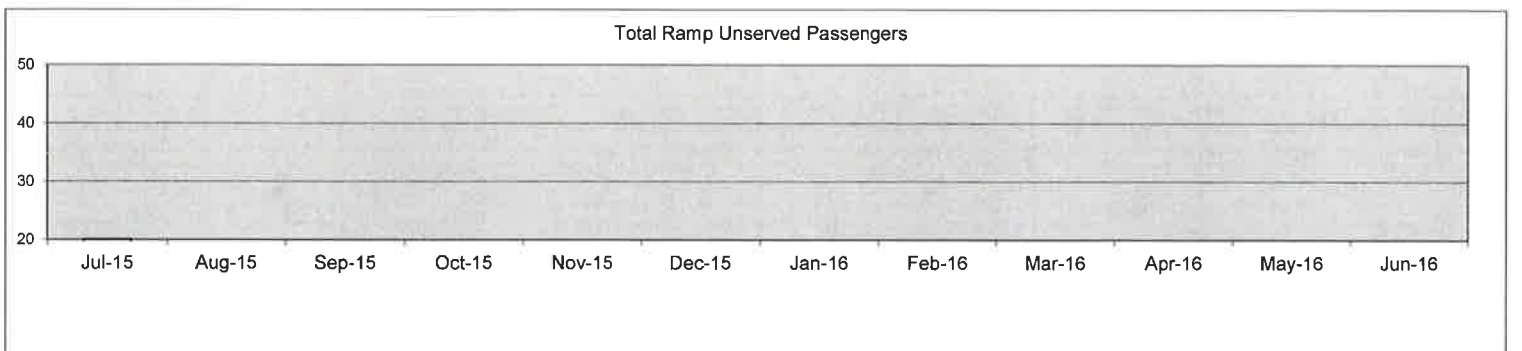
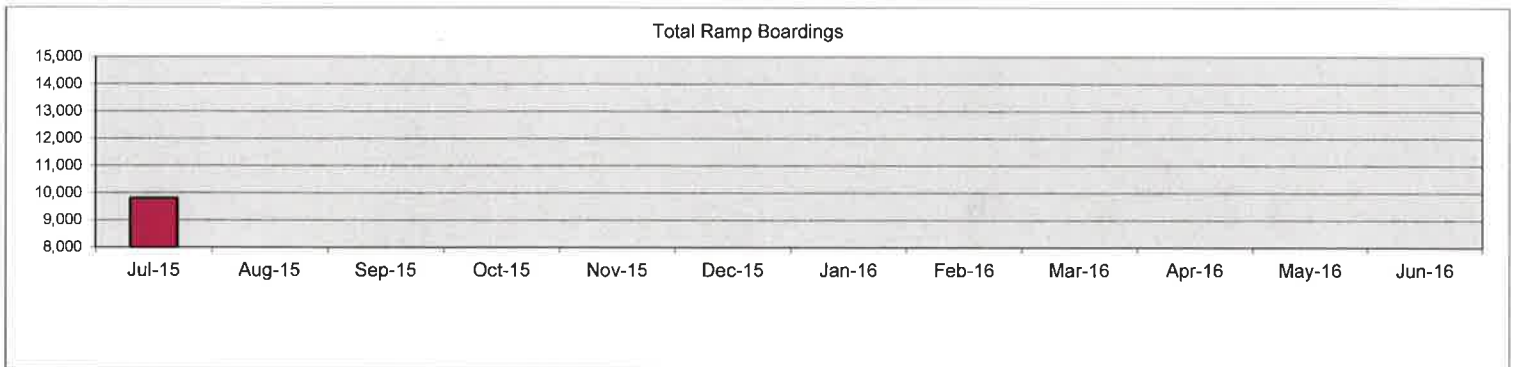
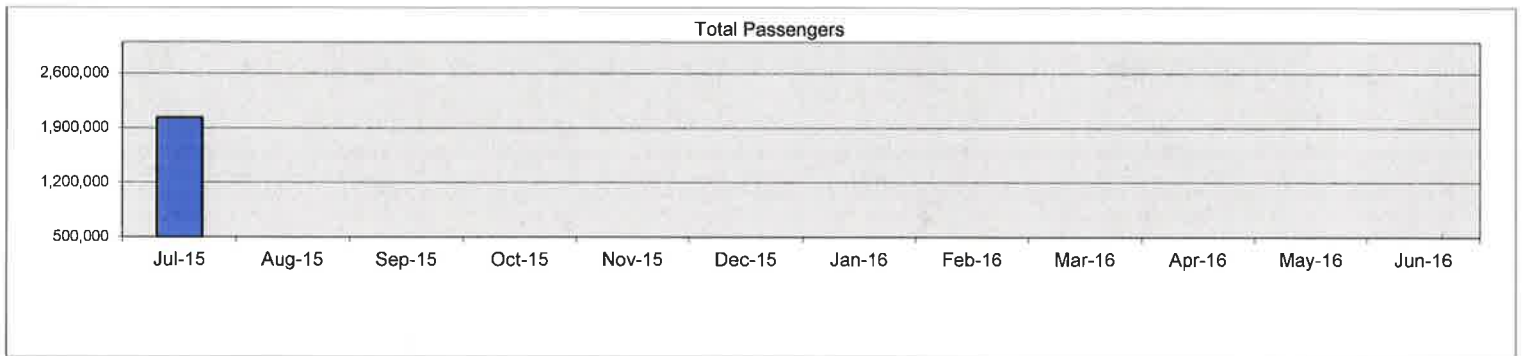
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Total Passengers	2,190,521	2,221,854	2,279,774	2,397,669	2,058,371	2,028,452	1,966,845	2,225,061	2,269,735	2,211,264	2,186,508	2,051,084	26,087,138
Total Ramp Boardings	10,440	10,776	11,108	10,280	9,546	10,311	8,704	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





MTS Contract Services Ramp Deployment Report FY 17

	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	2,030,641												2,030,641
Total Ramp Boardings	9,807												9,807
Percentage of Ramp Boardings	0.48%												0.48%
Total Ramp Unserved Passengers	11												11
Percentage of Ramp Unserved Passengers	0.11%												0.11%
Pass-Up Ramp Inoperable	-												
Pass-Up WC Space Full	3												3
Pass-Up Bus Full	8												8

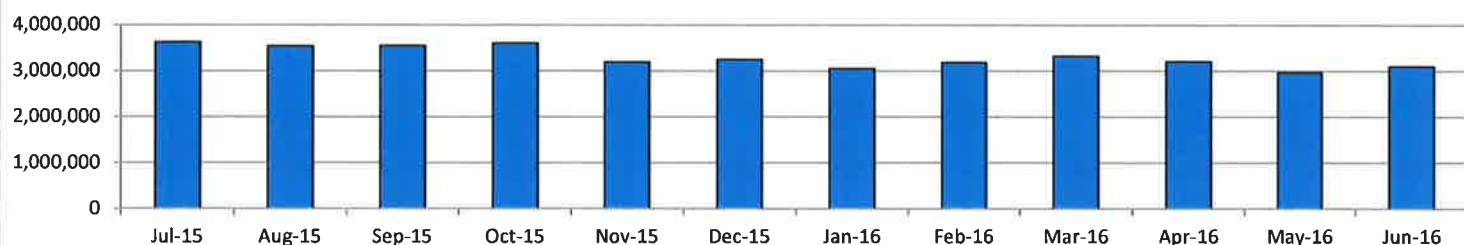




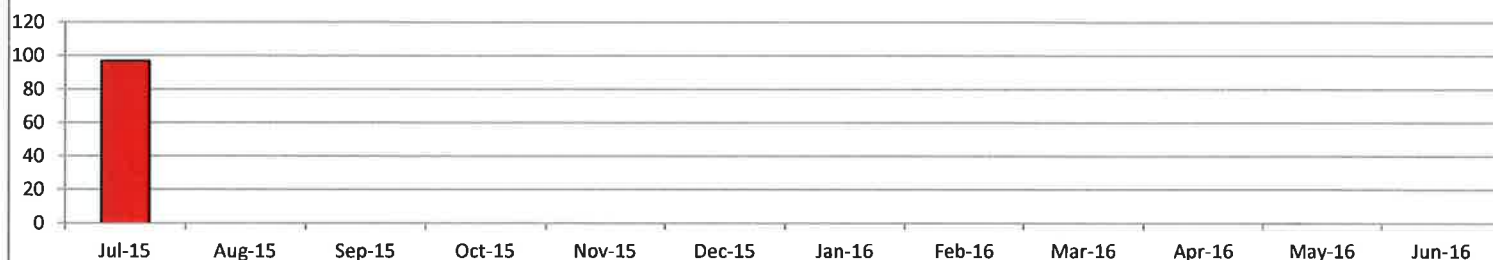
San Diego Trolley Lift Deployment Report FY 16

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

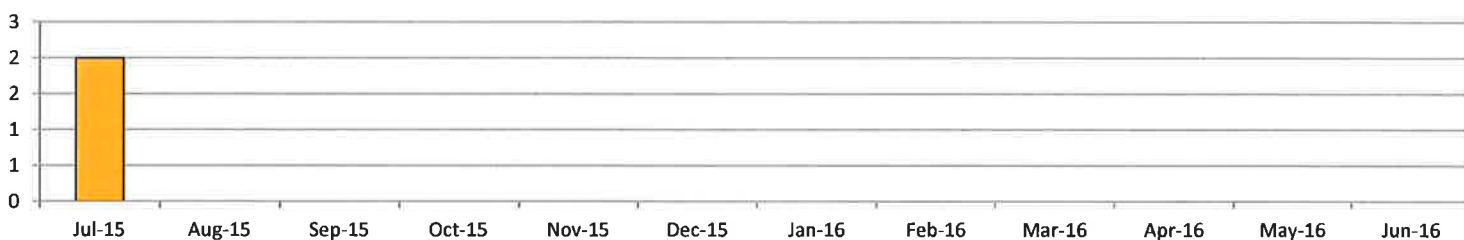
Total Passengers



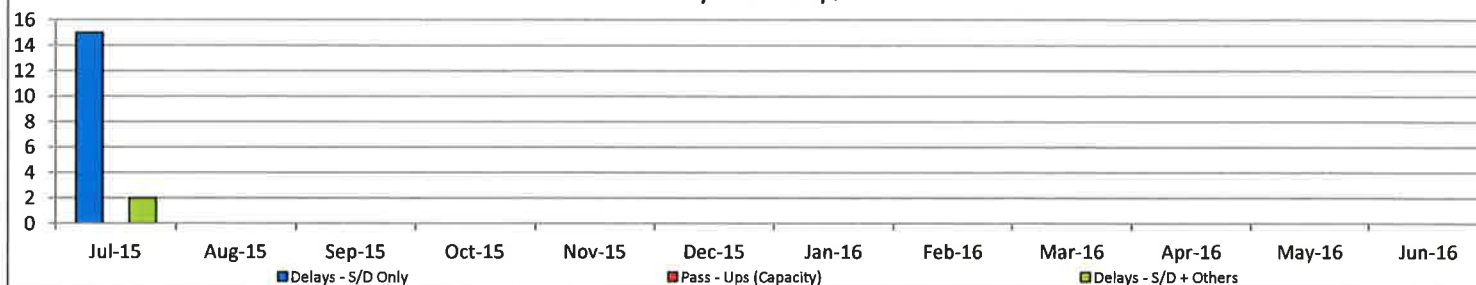
Lift Uses



Lift Failures



Delays and Pass Ups





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												3,372,175
Lift Uses	-												0
Lift Failures	-												0
Delays - S/D Only	-												0
Pass - Ups (Capacity)	-												0
Delays - S/D + Others	-												0

