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

**SRTP 880.1
(PC 50850)**

**Thursday, March 3, 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**

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 September 10, 2015 and December 10, 2015 Meeting Minutes (materials enclosed)	Approve
3. Public Comment ➤ <i>Public comments are limited to 3 minutes per person.</i>	Information
4. Member Comment	Information
5. ASAC Membership Guidelines	Approve
6. <u>ADA Paratransit Reports</u>	Information
• <u>Operators</u>	
➤ MTS Access (John Lewis)	
• <u>Certification</u>	

- ADARide (**Art Hulscher**)

7. Fixed-Route Reports

Information

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

8. Next Meeting Date: **June 9th, 2016**

VLERINSKA
AGN-3-March-16
February 26, 2016 Mail Out

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA

SRTP 880.1
(PC 50850)

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

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

MINUTES

1. Call to Order and Roll Call
Mr. Todd Lordson called the meeting to order at 1:37 p.m. A roll call sheet listing the committee members in attendance is included (see Attachment A).
2. Approval of September 10th, 2015 Meeting Minutes
With no quorum, the September 10th, 2015 minutes were not approved. They will be up for approval during the March 3rd, 2016 ASAC meeting along with the December 10th minutes.
3. Public Comment
Warren Lambert- Mr. Warren Lambert noted that the reason ASAC does not get a large attendance is because every other access program in major cities do not charge access people the \$4.50 or \$9.00 to attend the meeting.

Mr. Lambert circulated two sets of emails that were addressed to MTS Upper Management Staff. He stated that he was victimized by an MTS Access driver who did not help him enter the bus. As a result, he climbed up nine stairs and at the fifth stair he fell out of the Access bus which resulted in an injury. Mr. Lambert noted that MTS has not been responsive regarding the incident and his requests.

Amy Kalivas- Ms. Amy Kalivas commented on the trolley stations and how the signage is not accurate and there are no audible announcements. She noted that she had received feedback regarding the trolley station upgrades and is concerned about the timeline. Ms. Kalivas is wondering if ASAC is able to comment on the matter. Ms. Kalivas provided examples of stations that currently do not have accurate signage and/or audio announcements.

Chairwoman Bragg responded by saying that there is currently a vacancy on the ASAC committee under hearing impaired and that if Ms. Kalivas is interested she should consider it.

Jorge Rivas- Mr. Jorge Rivas thanked MTS for having Access vehicles be able to utilize the SR 125 toll road. Mr. Rivas noted that on certain bus routes, when buses are pulling into stops behind one another, there are no announcements being made so people who are visually impaired end up missing the bus they need to catch. His second concern is regarding scheduling for MTS Access. Mr. Rivas noted that between 7:00am to 9:00am, it is difficult to request an accurate pick up time.

Chairwoman Bragg responded by saying that MTS Access is our most rapidly growing services and that his comments would be forwarded.

Pat McIntosh- Mr. Pat McIntosh is with the consumer advocacy group. He noted that there is a need for a paratransit rider on the committee. Second, is the need to train bus drivers to unfasten seatbelts on wheelchair users before removing the tie downs.

Chairwoman Bragg responded by saying ASAC is reviewing committee memberships.

Mr. Pat McIntosh noted that when he was on an Access bus this morning, his seatbelt felt very tight.

Kathy Cook- Ms. Kathy Cook also brought up the issue of getting the ASAC committee staffed. Ms. Cook provided a handout to tell her story about how she approached Access to Independence to start a Consumer Access Transportation (CAT) committee which allows people to participate over the phone who live outside of the ¾ mile service area and are unable to travel. She noted there are two meetings a month, one in North County and another in San Diego.

4. Member Comment

Mr. Ruben Ceballos asked if we need to approve the minutes from the September 10th, 2015 meeting. Chairwoman Bragg responded by saying that we didn't have a quorum so they would be approved in March. Mr. Ceballos expanded more on the CAT Committee that was presented by Ms. Cook and what its purpose is. Second, Mr. Ceballos noted that he wanted to get the ball rolling on having an alternate in the event he is not able to attend an ASAC meeting. He suggested Ms. Amy Kalivas be his alternate for Access to Independence. Third, Mr. Ceballos brought up an incident that occurred on November 6th, 2015. Mr. Ceballos explained that he got off at Santa Fe Depot, walked to American Plaza to take the blue line. He explained he missed several trolley trains and when another one was approaching, it had the older model cars. Mr. Ceballos brought it up at the SSTAC meeting and was told someone would get back to him, however, that was not the case. Mr. Ceballos noted this was later in the day on a Friday and it took him about 30 minutes to be able to catch an accessible trolley on the blue line.

Mr. Todd Lordson responded by saying that he was one of two people from MTS at the SSTAC meeting and there was conversation about getting back to him by either person, however, that somehow didn't happen.

Mr. Tom Doogan responded by saying he could provide an answer regarding the issue. He explained that during peak service, 32 trains are being run on all three lines. He explained that MTS owns 52 of the high floor cars so 20 cars are usually sitting in the yard not being used. In the event of a breakdown, a spare train is made up of all high floor cars and the same type of car is also used for tripper trains during rush hour which only go out for one or two runs. Mr. Doogan also noted that the high floor cars are accessible via the lift in the front car and an operator is more than happy to help to get him on the train. Mr. Ceballos responded by saying that it makes sense, however, his issue was that at that time, there was a train with at least two high floor cars and he is wondering why a low floor car cannot be put on where there is high ridership. Mr. Doogan responded by saying that he probably saw a high floor train because of a breakdown and that is all they had at the yard for a spare or it was a tripper train. Mr.

Ceballos said that operators should be more courteous and offer the individual to board that train and not reroute them.

Mr. Jorge Rivas noted that if a train operator has a train with all three high floor cars and sees someone who needs to use the lift, they should let them know to come up to the front car so they could be assisted. Mr. Tom Doogan responded by saying that the operators are taught to do that and they will be reminded again to use the external announcement if that should happen.

Mr. Pat McIntosh noted that he was on the green line and he had to ask passengers if he was on the green line so that he wouldn't miss his connection at American Plaza. He said that it would be beneficial to have multiple announcements.

Chairwoman Bragg responded by saying that MTS is constantly working on making sure the system is working properly and that being reminded at these meetings is helpful.

Mr. Todd Lordson noted that over the next couple of months, he and Ms. Vassy Lerinska will be looking at a wide variety of ADA services to see where we are at compared to other transportation agencies. Mr. Lordson also noted that SR 125 has been very beneficial. Mr. Lordson also noted that we are in the process of getting camera systems on our paratransit vehicles and that we are complete with phase one. Mr. Lordson gave updated on the new MTS website and that it is now live. Lastly, Mr. Lordson explained we are in the process of getting a map upgrade on our Trapeze Software which will make the service more efficient.

Ms. Samantha Leslie noted that MTS is working on a revision of the ASAC Membership Guidelines since they are very outdated. The revision will be brought forth to the March 3rd, 2016 ASAC. Chairwoman Bragg asked who should be contact regarding memberships. Ms. Leslie responded by saying Mr. Todd Lordson would be the contact but that the guidelines still need to be approved. Mr. Ruben Ceballos asked what guidelines we are referring to. Ms. Leslie explained they are internal guidelines but could not share more until it goes to the Board.

5. Update: Certification of Eligibility for Reduced Fare Passes

Ms. Karen Landers, General Council gave an update on the certification of eligibility for reduced fare passes program. She noted that Ms. Betty Brown, Administrative Assistant, processes all long and short form applications for the reduced fare passes and Ms. Jan Gardetto also assists in that matter. Ms. Landers gave a brief history on the SDM program which was adopted in 1976 as part of the overall requirement's that transit facilities accommodate people with disabilities. The discounted fare program was intended to encourage people with disabilities to use mass transit. Ms. Landers noted that the federal requirement for discounted programs is half fare during non-peak hours, however, the MTS program goes beyond that to a 25% fare for a monthly pass and one-way fares are at 50%. She explained that the distribution of SDM monthly pass is growing due to its reduced rate, which comprises about 29% of our ridership. She then noted that the program needs to be preserved for individuals who truly qualify for the program. Ms. Landers noted that MTS does not look at income or economic hardship when qualifying individuals.

Ms. Landers noted that over the past year, there has been an increase in reduced fare pass use. In 2011, MTS implemented a Compass Card along with a long form

application process. Since January of 2015, there have been 80,000 plus distinct SDM Compass Cards tapped in the system. She also mentioned there are over 40,000 SDM Compass Card ID issued to riders, which comes from a procedure that was implemented in 2011.

Ms. Landers continued on and explained the two processes for applying for the SDM Program. The first is the short form, which an individual can qualify if they are 60 years or older, receive MediCare, SSI or SSDI, or is MTS Access Certified. The long form is for those individuals who have a qualifying disability and are not eligible to complete the short form. The form also requires the individual to visit an health care professional to approve the qualifying disability. MTS uses the SSI standard regarding the acceptable medical sources. Ms. Landers explained that in order to qualify for the reduced fare program, an individual has to meet the legal definition of having a disability as well as have a transit related disability. She went on to explain that MTS looked at the FTA regulations, to determine how to define a transit related disability both for mobility impairments and non-mobility impairments. Ms. Landers noted that economic hardship is not an eligibility factor.

Lastly, Ms. Landers explained the efforts that are underway to secure the reduced fare benefits. This includes a new procedure for obtaining an SDM Compass ID card, increased enforcement of requirement to carry proof of eligibility, and converting 100% to Compass Cards with the picture ID for all SDM passes. Since the increased enforcement, MTS has seen a sharp rise in the number of applicants for the Compass ID card. Ms. Landers stated that MTs will continue to refine the application process as needed. Alongside that, we will be on the lookout for fraud and watch any federal and state regulation changes.

Mr. Jorge Rivas inquired if Ms. Landers knew about the expiration dates on the Compass Card. Ms. Lander responded by saying that the ID card has a life span of three years and then it needs to be renewed. Mr. Rivas explained that the physical card itself has an expiration date on the back. Mr. Rivas asked if a school psychologist/nurse is able to sign off on the long form for an individual with a cognitive disability. Ms. Landers responded by saying only a school phycologist is able to sign off for someone with a learning disability. Mr. Rivas asked if someone has a DMV handicap placard, could they bring that and qualify for the SDM card. Ms. Landers responded by saying yes because that is a state law and they would have to bring the registration card to verify it's the same person.

Ms. Kathy Cook asked if the Compass Card is tied in with the ADA Paratransit Certification. Ms. Landers responded by saying no, but the paratransit eligibility letter could be used to obtain an SDM card. Ms. Cook asked if a system could be adopted similar to the DMV placard where when the paratransit eligibility expires and is renewed, an individual would receive a new Compass Card as well rather than renewing each one separately. Ms. Landers responded by saying that we don't have a process currently since they are not tied together but would look into it.

6. Senate Bill 413

Ms. Samantha Leslie, Staff Attorney, gave a presentation on a new proposed policy that MTS plans to adopt regarding the failure to vacate priority seating and wheelchair/securment areas in the fixed route vehicles. Ms. Leslie gave a brief overview on the current policy for priority seating and wheelchair/securment area. She

explained there are various configurations for seating depending on the type of fixed route bus, but that they are typically the front forward facing fold down seats. She explained that there is signage in that area which asks that the seats be offered to elderly and disabled individuals. The signage also states that the bus operator must secure a mobility device to the floor before the bus may be moved. Ms. Leslie explained that currently, if a senior or a passenger with a disability is boarding the bus if the priority seating and wheelchair/securement area is occupied, operators are trained to request individuals to vacate the area so that those individuals can sit or be secured if in a wheelchair. She noted that most people who are able to move will do so, however, if someone refuses, MTS cannot force or compel them to move which can result in a wheelchair passenger not being able to board.

Ms. Leslie noted that FTA regulations do not force agencies to enforce a request to vacate. However, the recent ADA Circular states that an agency may establish, if it chooses, its only mandatory move policy. In October of 2015, the Senate Bill 413 was passed which gives California Transit Agencies enforcement authority to enforce such a policy. Senate Bill 413 will revise penal code 640 which will require that upon request from MTS personnel, passengers must vacate priority seating for the elderly and persons with disabilities. If an individual refuses to comply, this may result in a citation.

Ms. Leslie explained that MTS will be proposing a new seating configuration for fixed route bus which means that the second row of forward facing seats will be designated seating for the elderly and people with disabilities. For the securement area, the front fold-down seats are the designated area for securing a wheelchair. Both areas will be marked as such by signage. Second, Ms. Leslie then explained that there will be an update to the signage and decals on trolley and buses which will state if an individual is requested to vacate a priority seating area for a person with a disability or an elderly person and they refuse, they are subject to a citation. Third, is adding the prohibition for failing to vacate the priority seating area upon request within Ordinance 13. She explained that no person, except other individuals with a disability or elderly person shall fail to comply with such request from MTS personnel. Ms. Leslie noted that a bus operator and any other MTS personnel will not ask for proof of disability. She also explained that this would be a very similar process for the securement area.

Lastly, Ms. Leslie explained how the policy will be implemented. There will be revisions to Ordinance No.13, standard operating procedures and training materials, rewording the signage on decals on the vehicles, and providing notices to passengers through rider alerts, take ones and the website. Ms. Leslie noted that we plan on taking this new policy to the board in the upcoming months.

Mr. Jorge Rivas asked if a picture of the penal code could be put on the SDM Compass Card so a driver would know that that individual is disabled and they are able to sit in that area. Ms. Leslie responded by saying that MTS looked at that, however, in some cases, an individual with a disability could board who does not have a SDM card. Mr. Rivas also asked if the seats behind the front facing fold down seats are also for priority seating. Ms. Leslie responded by saying yes.

Mr. Pat McIntosh explained that a lot of times, mothers with strollers occupy the priority seating and wheelchair area do not vacate because the stroller doesn't fit anywhere else. He asked if this policy could be communicated to NCTD. Ms. Leslie responded by

saying we can update NCTD on our new policy. She also noted that our buses have a cargo area where someone could store their stroller.

Ms. Kathy Cook noted that what Mr. McIntosh had brought up about the strollers, she has experienced the same thing and that they are so in the way she cannot get her wheelchair in. She also noted that even when the bus drivers ask, they do not move. Ms. Landers explained that under our policy, the strollers must be folded up and that if it occurs she should communicate to us.

Mr. Ruben Ceballos said that the new policy better fits people with disabilities. He asked if this policy also applies to the trolley. Ms. Leslie responded by saying it will apply to the trolley as well. Mr. Ceballos brought up his concern about the bicycles on trolleys and how they take up the wheelchair area. He asked if MTS would add something about bicycles to the new policy. Ms. Leslie responded by saying that we are hoping the new signage will help with those types of situations. Ms. Landers noted that there was talk about making a bike area on the high floor trolleys in the past and she would check to see if that was still the case. Mr. Tom Doogan noted that he had brought up the same issue about bicycles at a meeting yesterday and explained that the bike policy has not changed since adding the new low floor cars and that they must be loaded at the last door of each car.

Ms. Audrey Porcella asked if someone doesn't vacate a seat on a bus and security has to be called, how that would affect operations and bus times. Ms. Leslie responded by saying that a bus would continue on as planned and security would meet at the next stop. MTS is still in the process of those details to see how it would be handled. Mr. Ceballos asked when this policy would be implemented. Mr. Leslie responded early February or March.

Chairwoman Bragg commented on an individual who had contacted her from Imperial Beach who had a terrible experience on the trolley when he was going home. He explained that nobody would move for him so he could position his wheelchair. Chairwoman Bragg noted that the new Senate Bill 413 addresses and gives MTS the ability to ensure safe transportation for the disabled community.

7. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for September 2015 and October 2015 (see Attachment B).

ADARide – Ms. Vassy Lerinska presented the ADARide certification reports for September 2015 and October 2015 (see Attachment C).

8. Fixed-Route Reports

MTS Bus – Ms. Vassy Lerinska and Mr. Todd Lordson presented the MTS Bus Ramp Deployment Report for September 2015, October 2015, November 2015 (see Attachment D). Ms. Lerinska noted that there is an issues with the reporting, so the numbers presented are not completely accurate.

MTS Contract Services (Transdev) – Mr. Dan Trent presented the MTS Contract Services Ramp Deployment Report for September 2015 and October 2015 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for the months of September 2015 and October 2015 (see Attachment F).

Mr. Doogan noted that the report is sparse since switching to the low floor car system. He explained that the percentage for lift uses is less than one percent. He suggested we track how many trips are taken on trains that have all high floor cars. Mr. Doogan welcomed any suggestions on what else we could track.

11. Adjourn

Mr. Todd Lordson noted that the 2016 ASAC calendar could not be approved since there is no quorum so it would be switched to an information item. Ms. Karen Landers noted that there is no need to approve the calendar.

Chairwoman asked how the Deaf Community Workshop had gone back in September. Ms. Samantha Leslie responded by saying she and Mr. Todd Lordson attended and said it had gone very well. Chairwoman asked Ms. Karen Landers if we could have an interpreter at future meetings. Ms. Landers responded by saying she would look into the matter.

Chairwoman Bragg adjourned the meeting at 3:28pm.

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



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Agenda Item No. 1

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

March 3, 2016

SUBJECT:

ACCESSIBLE SERVICES ADVISORY COMMITTEE MEMBERSHIP GUIDELINES
(SAMANTHA LESLIE)

RECOMMENDATION:

That the Accessible Services Advisory Committee approve the revisions to the Accessible Services Advisory Committee Membership Guidelines.

Budget Impact
None at this time.

DISCUSSION:

The Accessible Services Advisory Committee (ASAC) Membership Guidelines outlines the responsibilities of ASAC, who may be a member and voting guidelines. These Membership Guidelines have not been revised since its adoption in 1995. The Membership Guidelines were silent in the areas of: alternates, membership terms, removal, resignation and how the various members are nominated and approved. The proposed revisions clarify these areas.

In addition, per MTS's Title VI Program, MTS encourages the participation of minority groups in all of its committees when filling vacancies. It is the goal of MTS that its committees represent the racial diversity of the region. As such, MTS plans to advertise any vacant ASAC positions on the MTS website and conduct other outreach efforts as necessary to inform the public of the opportunity.

Key Staff Contact: Samantha Leslie, 619.557.4539, Samantha.Leslie@sdmts.com

Attachment: A. ASAC Membership Guidelines – redline version
B. Draft Application for Vacant ASAC member position

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Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc., San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations), and San Diego Vintage Trolley, Inc., a 501(c)(3) nonprofit corporation, in cooperation with Chula Vista Transit. MTS is the taxicab administrator for seven cities. MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego.



Accessible Services Advisory Committee Guidelines

S RTP880.1

(PC-263)

~~At its meeting on~~ February 9, 1995, ~~it will be recommended that the~~ San Diego Metropolitan Transit System (MTS) ~~MTD~~ Board of Directors established the MTSDB Accessible Services Advisory Committee (ASAC). ~~It will also be recommended that the Board and established approve the~~ minimum guidelines for the ASAC, which are as follows:

I. The responsibilities of the committee will be:

A. To advise and make recommendations to the ~~MTD~~ MTS Board of Directors on:

1. Funding to implement accessible service;
2. Disabled passenger fare structures;
3. Policies and guidelines for accessible service delivery;
4. Accessible service plans/plan updates; and
5. Accessible service contracts.

B. To advise the ~~MTDB~~ MTS staff and MTS operators on:

1. Accessible service operational and performance issues;
2. Disabled passenger transfer procedures between, (a) paratransit /paratransit services, (b) fixed route/fixed route services, and (c) paratransit/fixed route services (fixed route includes all rail);
3. Plans/updates for new or expanded accessible services;
4. Community outreach, interface, and marketing for accessible services;
5. Accessible revenue vehicle purchase or lease, and design for new or updated facilities; and
6. Disabled passenger certification policies and procedures.

~~C. To ensure that responsibilities do not duplicate those assigned to the MTDB Trolley Access Advisory Committee.~~

II. The committee will not set policy.

III. Membership to the committee will be drawn from the following representation:

- A. One representative of the MTD-MTS Board of Directors appointed on an annual basis, who will be approved by the MTS Board of Directors member representative;
- B. One representative from each MTS area fixed route operator (i.e. trolley, bus, contract services), appointed by the MTS Chief Executive Officer or designee;
- C. One representative from each the MTS complementary paratransit zone operator, appointed by the MTS Chief Executive Officer or designee;
- D. Individual representation from each appropriate governmental agencies (i.e., SANDAG, Caltrans), appointed in writing by the governmental agency;
- E. Individual representation from appropriate social service agencies (i.e., Adult Protective Services, Area Agency on Aging, Lutheran Social Services, San Diego Regional Center, San Diego Center for the Blind, State Council on Developmental Disabilities etc.), appointed in writing by the social service agency;
- F. Individual representation from appropriate disability groups (i.e., The Access Center, plus each disability category – vision, hearing, speech, physical mobility, and developmental), appointed in writing by the disability group; and
- G. One disabled transit patron MTS complementary paratransit service patron representative, representative from each of the four MTS area zones appointed by the MTS Chief Executive Officer or designee; and-
- G.H. Decisions to add a new governmental agency, social service agency or disability group to the committee shall be approved by the MTS Chief Executive Officer or designee.

IV. Committee officers-

- A. Committee chairperson will be the MTS Board of Director member representative; and
- B. Committee vice-chair will be elected from the membership on an annual basis the MTS Liaison to the committee.

V. Alternates

- A. Each governmental agency, social service agency and disability group may designate one (1) alternate member by notifying the MTS Liaison to the committee; and
- B. The MTS Chief Executive Officer or designee may designate one (1) alternate MTS complementary paratransit patron representative.

VI. Committee membership terms

- A. Except for the chairperson of the committee, the term of membership of each committee member shall be three (3) years. Members may be re-appointed for successive terms.

VII. Removal and Resignation

- A. Any member who misses four (4) consecutive meetings may be subject to removal; and
- B. A member may resign from the committee by a letter of resignation.

VIII. Committee voting will be accomplished, as follows:

- A. Committee will determine the number of its membership of purposes of a quorum;
- B. 51 percent attendance will be a quorum to hold a meeting;
- C. Each membership representative, as described within Section III, will have an equal vote;
- D. 51 percent of the vote of those in attendance will approve an item; and
- E. A roster of the members who voted will be provided to the ~~MTD~~-MTS Board of Directors along with any agenda item proposed for MTS Board of Directors Action.

IX. MTS Liaison – Staff Support

- A. MTS Chief Executive Officer or designee will designate a staff person(s) to act as the MTS Liaison to the committee to prepare meeting notices, agendas and minutes as required.

X. The Committee is subject to the Brown Act.

TMP:ky

AI—Feb9.#A

Originally adopted by the MTS Board of Directors on 2/3/1995

Revisions Approved by ASAC on 3/3/2016

Revisions Approved by MTS Board of Directors on 3/17/2016

San Diego Metropolitan Transit System (MTS)

Accessible Services Advisory Committee

Notice of Vacancy on ASAC

Applications are being accepted from individuals who are interested in volunteering to serve on MTS's Accessible Services Advisory Committee (ASAC). The ASAC has been established to advise the MTS Board of Directors regarding the implementation of accessible transportation services within MTS's service area.

The ASAC currently meets quarterly on Thursdays in the MTS Board Room, located at 1255 Imperial Avenue, Suite 1000 (10th Floor) San Diego CA 92101. Meetings typically run from 1:30P.M to 3:00P.M. Committee members serve a term of three (3) years and may be reappointed thereafter.

Appointments are made at the discretion of the MTS Chief Executive Officer or designee. Interested persons should complete the attached application. Completed Applications must be submitted by _____ to:

Vassilena Lerinska
100 16th St
San Diego, CA 92112
Phone: 619-595-7038
Fax: 619-814-1510
Email: vassilena.lerinska@sdmts.com

If you have any questions regarding the application or if you need this information available in an alternate format, please contact the MTS Staff Liaison for ASAC at 619-595-7038.

Your completed application may be subject to public disclosure per the California Public Records Act.

Application Information

First Name		Last Name				
Street Address					Apt/Unit #	
City		State		Zip Code		
Phone			E-mail Address			

Please answer each question as completely as possible. Responses to the following questions may be printed or typed in the space below or attached on a separate sheet of paper.

- 1. *Are you currently a MTS Complementary Paratransit rider? If yes, how frequently do you ride?***

- 2. *Do you use other services as well, i.e. MTS fixed route bus and trolley?***

- 3. *Describe your participation in community activities and advocacy groups?***

- 4. *Are you employed by an agency that sits on the ASAC committee?***

- 5. *Are there other committees that you sit on, or are a part of, elected or not?***

6. *Why do you want to become a member of the ASAC committee?*

7. *If selected, would you be willing to commit to making the quarterly meetings?*

8. *If selected, and you cannot make the meetings, would you work with the selected alternate to ensure that they know when you are not going to be in attendance?*

Applicants Name (Please Print)

Applicants Signature

Date:_____

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

MEETING (DATE): 12/10/15

CALL TO ORDER (TIME): 1:37 P.M.

ADJOURN: 3:28 P.M.

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

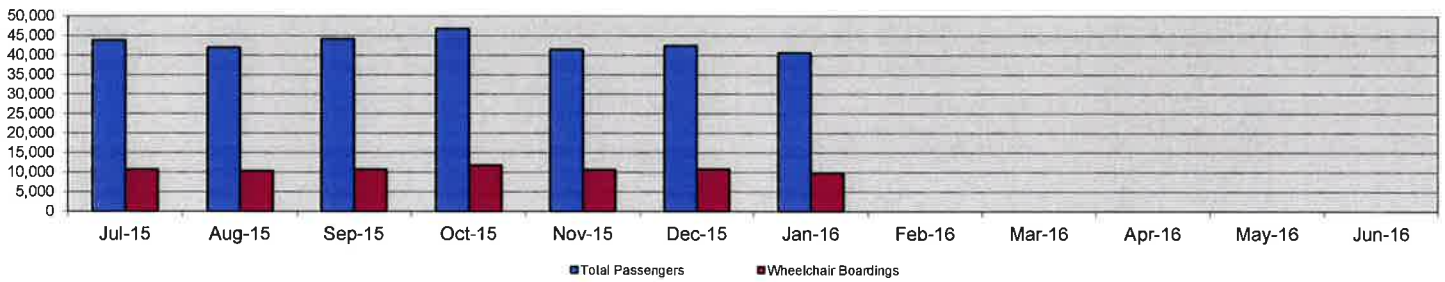
SIGNED BY THE CLERK OF THE BOARD: 



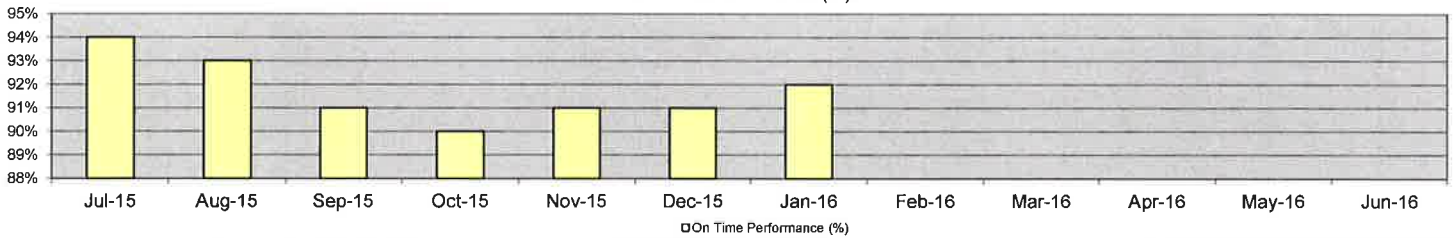
MTS Access ASAC Report FY 16

	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						301,149
Wheelchair Boardings	10,763	10,366	10,710	11,827	10,641	10,857	9,812						74,976
On Time Performance (%)	94%	93%	91%	90%	91%	91%	92%						92%
Valid Complaints	36	37	39	29	37	37	22						237
Invalid Complaints	2	11	19	27	27	23	16						125
Compliments	13	12	8	17	14	6	6						76
Calls Received	32,141	33,232	34,641	36,405	33,208	32,007	32,381						234,015
% Abandoned Calls	2.20%	2.20%	2.80%	3.30%	2.50%	2.60%	3.10%						2.67%
Average Call Time	0:02:18	0:02:19	0:02:20	0:02:19	0:02:26	0:02:18	0:02:22						0:02:20
Average Hold Time	0:00:18	0:00:18	0:00:22	0:00:27	0:00:23	0:00:22	0:00:29						0:00:23

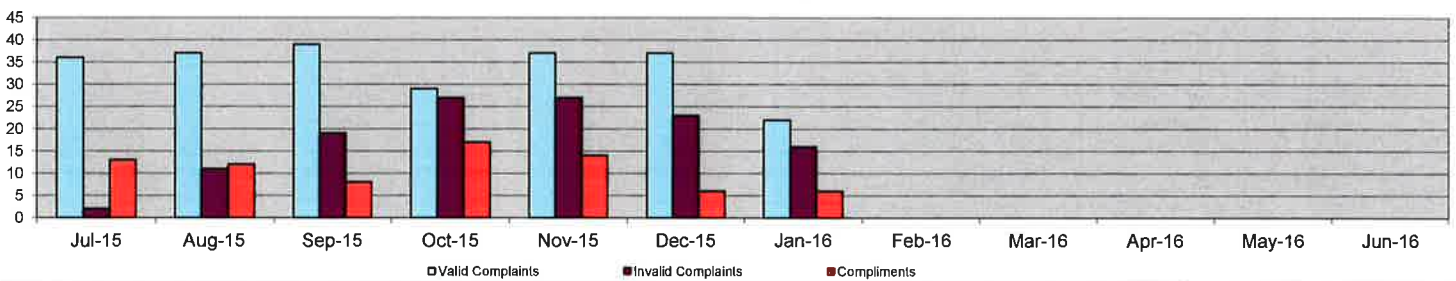
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



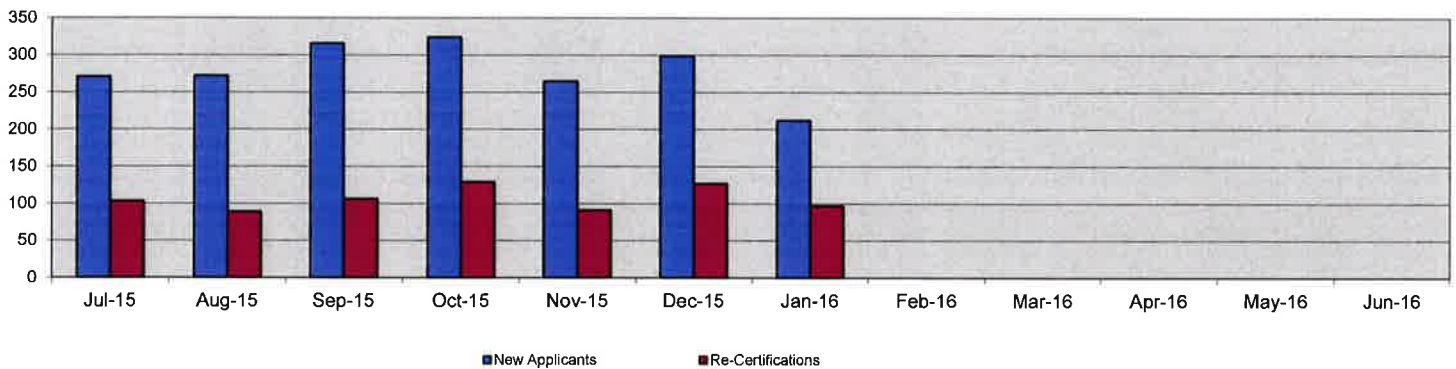


ADARide Certification Summary Report FY 16

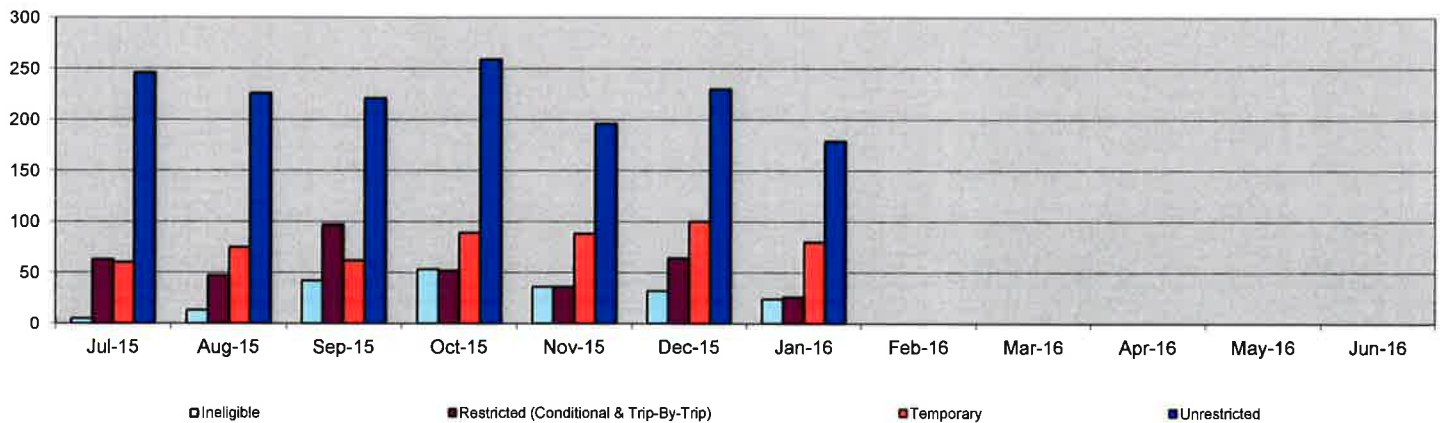
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
New Applicants	271	272	316	324	265	299	212						1,959
Re-Certifications	103	89	106	129	91	127	97						742
Total	374	361	422	453	356	426	309						2,701

Ineligible	5	13	42	53	36	32	24						205
Restricted (Conditional & Trip-By-Trip)	63	47	97	52	36	64	26						385
Temporary	60	75	62	89	88	100	80						554
Unrestricted	246	226	221	259	196	230	179						1,557
Total	374	361	422	453	356	426	309						2,701

New Applicants and Re-Certifications



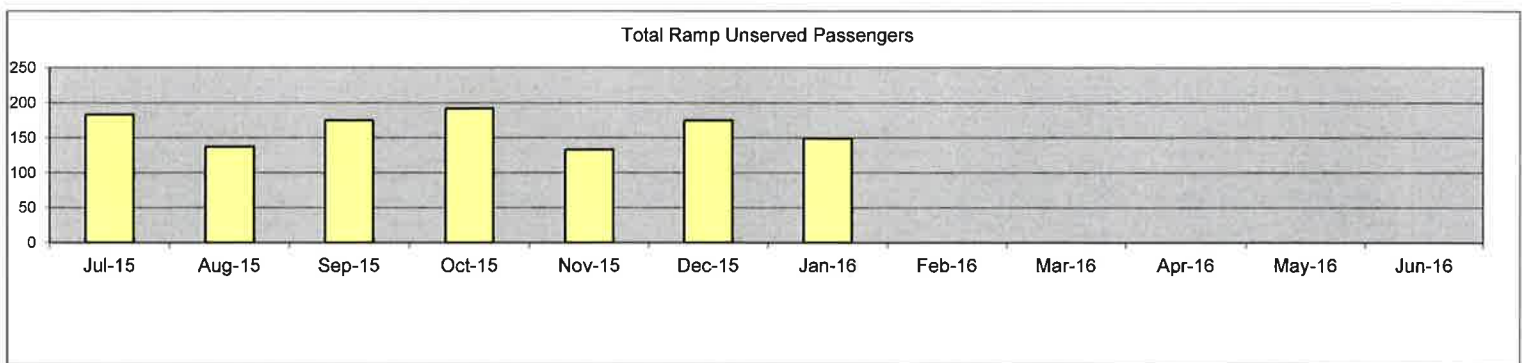
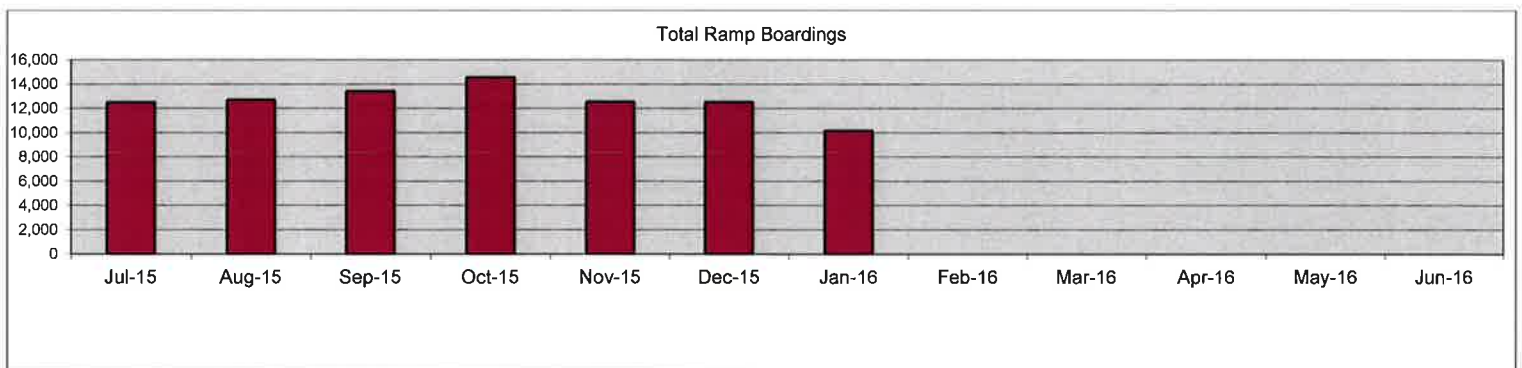
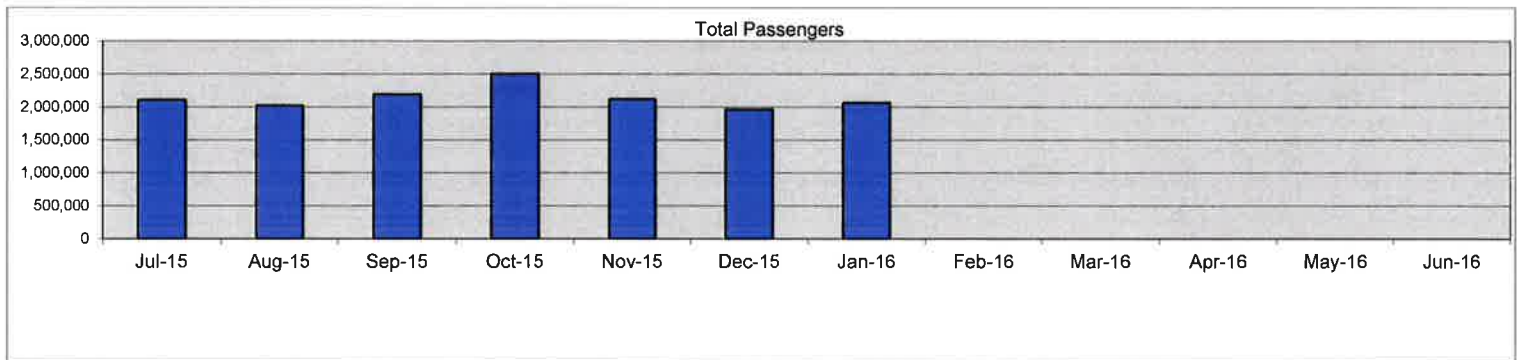
Eligibility





MTS Bus Ramp Deployment Report FY 16

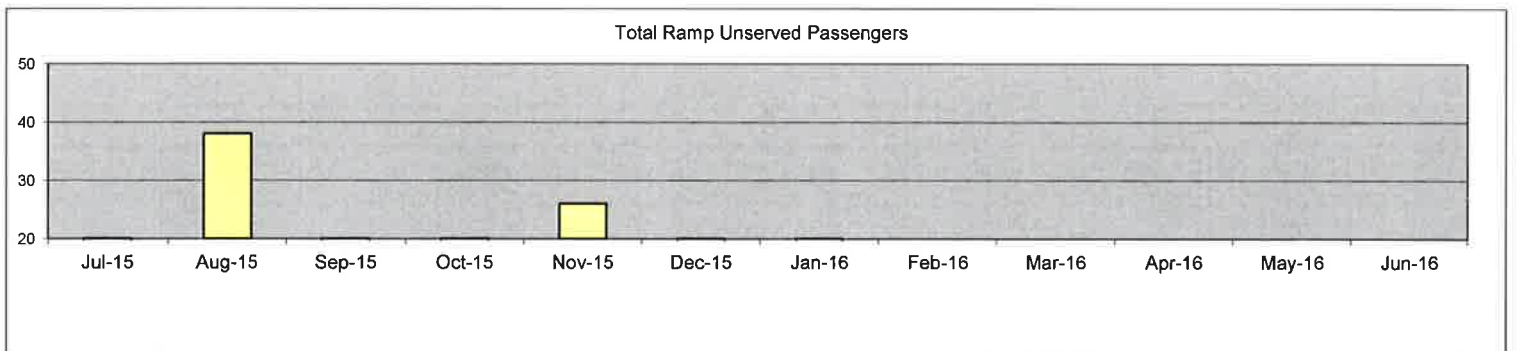
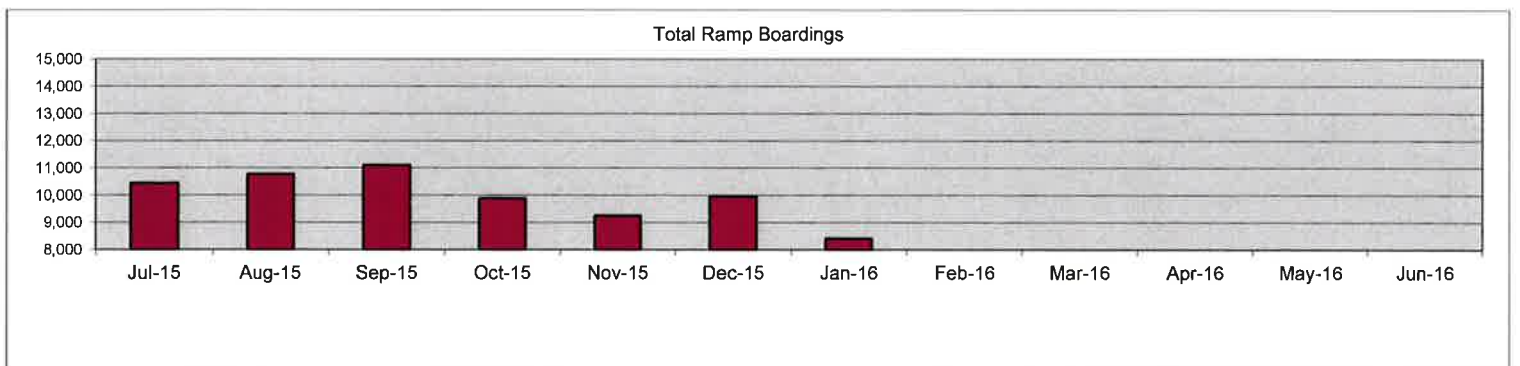
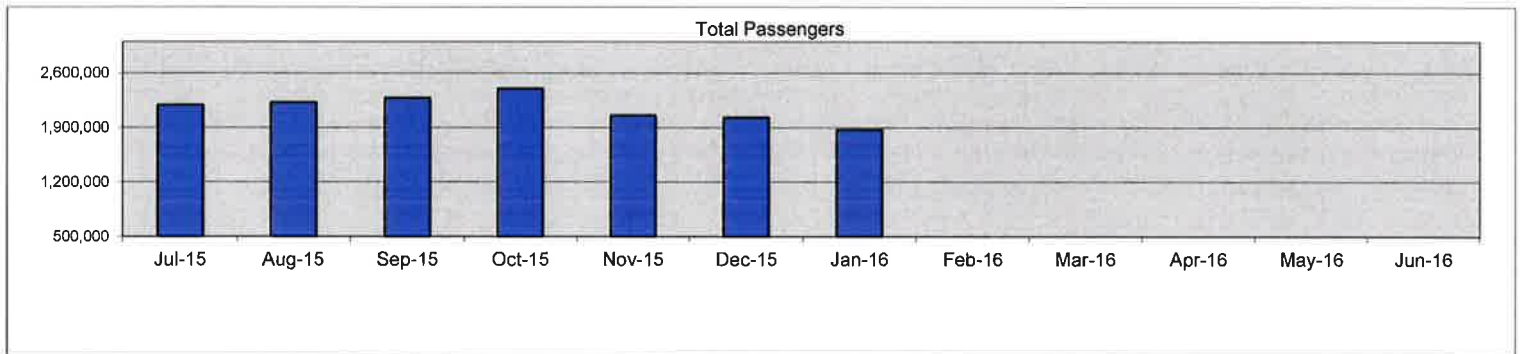
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Total Passengers	2,111,034	2,019,869	2,194,130	2,502,332	2,119,012	1,963,013	2,066,036						14,975,426
Total Ramp Boardings	12,507	12,716	13,410	14,554	12,555	12,524	10,156						88,422
Percentage of Ramp Boardings	0.59%	0.63%	0.61%	0.58%	0.59%	0.64%	0.49%						0.59%
Total Ramp Unserved Passengers	183	137	175	192	133	175	149						1,144
Percentage of Ramp Unserved Passengers	1.46%	1.08%	1.30%	1.32%	1.06%	1.40%	1.47%						1.30%
Pass-Up Ramp Inoperable	8	13	12	9	4	9	4						59
Pass-Up WC Space Full	125	90	110	126	98	134	112						795
Pass-Up Bus Full	50	34	53	57	31	32	33						290





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	1,869,624						15,046,265
Total Ramp Boardings	10,440	10,776	11,108	9,885	9,247	9,961	8,414						69,831
Percentage of Ramp Boardings	0.48%	0.49%	0.49%	0.41%	0.45%	0.49%	0.45%						0.46%
Total Ramp Unserved Passengers	12	38	15	16	26	14	14						135
Percentage of Ramp Unserved Passengers	0.11%	0.35%	0.14%	0.16%	0.28%	0.14%	0.17%						0.19%
Pass-Up Ramp Inoperable	2	5	2	4	2	9	2						26
Pass-Up WC Space Full	8	28	7	11	16	5	3						78
Pass-Up Bus Full	2	5	6	1	8	-	9						31

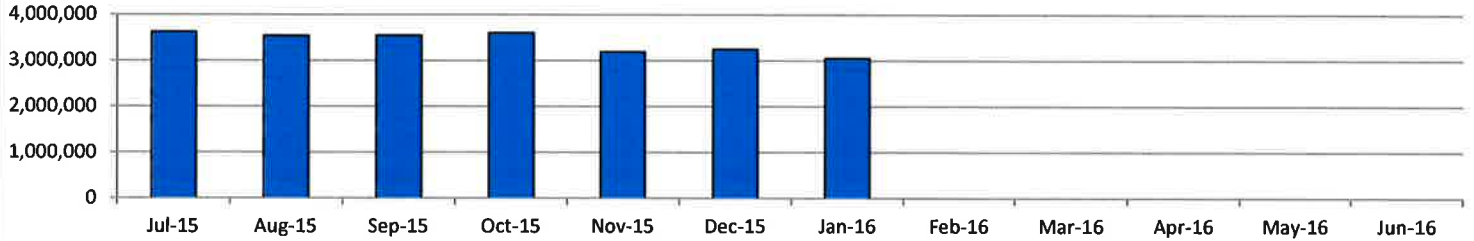




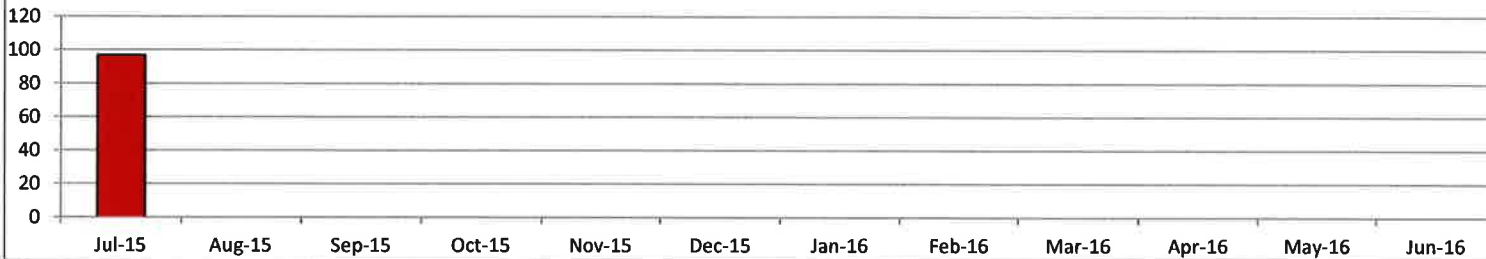
San Diego Trolley Lift Deployment Report FY 16

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						23,823,411
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

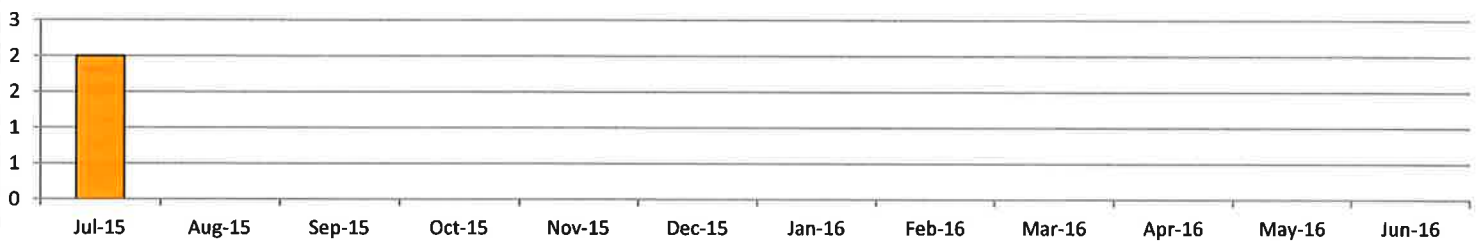
Total Passengers



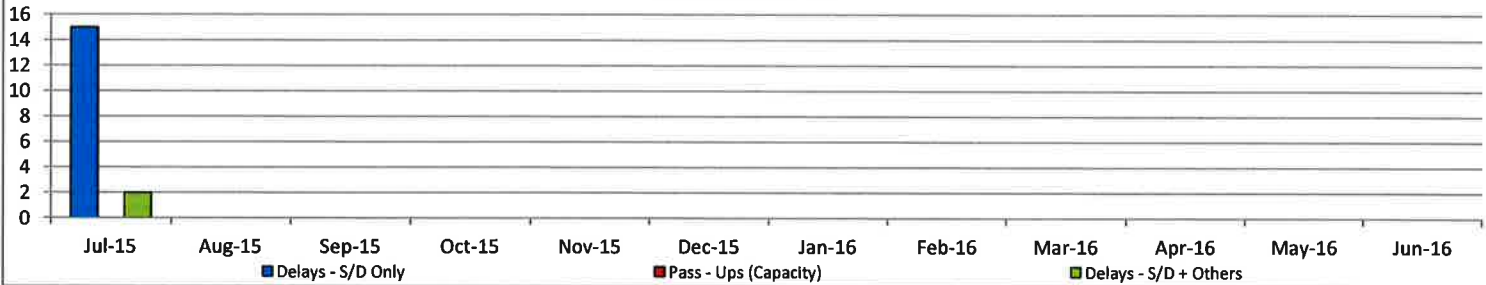
Lift Uses



Lift Failures



Delays and Pass Ups



Senior/Disabled/Medicare Compass ID Certification

Accessible Services Advisory

Committee

December 10, 2015



1



Policy Reason for Federal Program

Adopted in 1976

- Part of overall requirements that transit facilities be designed to accommodate individuals with disabilities (e.g., wheelchair accessibility)
- Even with such special facilities and design, using mass transit is more difficult for individuals with transit-related disabilities
- Discount program intended to encourage individuals with disabilities to use mass transit
 - 1/2 fare only
 - Non-peak hours only



2



MTS Program - goes beyond Fed Rqmts

- 25% Monthly Fare (\$18 instead of \$72/mo)
- 50% One-Way Fare
- “Elderly” starts at 60 years old instead of 65 years old
- No Peak-Hour Restrictions



3



MTS Fare Usage Breakdown - FY 13

Fare	Type	# Millions	%
Cash	Full	8.8	10.3
	SDM	1.5	1.7
Pass	SDM-Monthly	24.4	28.6
	Day	20.8	24.3
	Adult-Monthly	17.1	20
	Youth	7.8	9.2
	College	1.2	1.4
	Premium	0.4	0.5
Free		3.4	4.0
TOTAL		85.4	100



New Procedure for Obtaining an MTS S/D/M Eligibility Identification Card

- Increasing reduced-fare pass use plus implementation of Compass Card lead to review of process
 - More than 80,000 distinct S/D/M Compass Cards have been tapped since January, 2015
- New procedures, applications for applying for an MTS reduced-fare identification card created and implemented in March 2011 with roll out of new Compass Picture ID
 - To date, 40,694 Picture ID Compass Cards have been issued
- Revisions/enhancements are made to program as needed or suggested



1. The **SHORT FORM** is for:

- ★ Seniors (60+)
- ★ Medicare recipients
- ★ Supplemental Security Income (SSI) recipients
- ★ Social Security Disability Income (SSD) recipients
- ★ DMV placard holders
- ★ MTS Access-certified

(Proof required for all of the above)

The Short Form
DOES NOT require a visit to an
authorized professional

2. The **LONG FORM** is for :

Anyone with a qualifying disability who is not eligible to complete the Short Form

(See page 4 of 6 on the Long Form for an explanation of qualifying professionals)



The Long Form **DOES REQUIRE**
a visit to an authorized
professional to approve the
qualifying disability



Standard of Medical Proof Req'd

MTS follows SSI standards

<https://www.ssa.gov/disability/professionals/bluebook/evidentiary.htm>

- **Acceptable Medical Sources**

- Licensed physicians (medical or osteopathic doctors);
- Licensed or certified psychologists. Included are school psychologists, or other licensed or certified individuals with other titles who perform the same function as a school psychologist in a school setting, *for purposes of establishing intellectual disability, learning disabilities, and borderline intellectual functioning only;*
- Licensed optometrists, *for purposes of establishing visual disorders only;*
- Licensed podiatrists, *for purposes of establishing impairments of the foot, or foot and ankle only; and*
- Qualified speech-language pathologists, *for purposes of establishing speech or language impairments only.* (Not applicable to MTS Eligibility)



7



Legal Standard:

Under this discount fare program, a “handicapped person” is defined as:

Those individuals who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, including those who are nonambulatory wheelchair-bound and those with semi-ambulatory capabilities, **are unable without special facilities or special planning or design to utilize mass transportation facilities and services as effectively as persons who are not so affected.**



Transit-Related Disability Required

- FTA regulations are focused on mobility impairments
 - Must articulate how the diagnosed disability results in a transit-impairment
 - What special planning, facilities or design, *because of the individual's disability*, is necessary for this individual to use a transit facility or service
 - Generally cannot be something that non-disabled individuals also experience or need



Non-Mobility Related Transit Impairment

- Learning or Developmental Disabilities
 - Care Companion needed to safely ride
 - Significantly more training is needed (and provided) for individual to safely ride and navigate transit system
- 49 CFR 609, App. A: in general mental illness does not qualify “because of the difficulty in establishing criteria or guidelines for defining eligibility.”
 - MTS asks doctor to articulate what about the mental illness diagnosis creates a transit-impairment; what does the individual have to do differently to be able to use MTS facilities and/or transit services



Economic Hardship is NOT an Eligibility Factor

- MTS review is focused solely on identifying a transit-related disability
- “My patient cannot afford a regular pass” is not a basis
 - Can be a red flag that doctor is not aware of or certifying based on MTS eligibility criteria
- “Tell me what to say” or “Tell me what to have my doctor say”
 - Doctor has to be able to make connection between diagnosis and transit impairment; if he/she cannot articulate, applicant probably does not qualify



11



Efforts Underway to Secure the Reduced Fare Benefit

- New Procedure for obtaining an MTS S/D/M Eligibility Identification Card implemented.
- Increased enforcement of requirement to carry proof of eligibility.
- Planning for move to 100% conversion to Compass Card with Picture for all S/D/M passes



12



Increased Enforcement

- Comprehensive sample of checks on bus and rail found large numbers of reduced fare pass holders were not carrying proof of eligibility
 - Zero tolerance enforcement in the spring confirmed this
- Communicated to customers and stakeholders that every reduced fare pass holder would be required to show proof of eligibility as of July 1.
- A sharp rise in the number of applicants for the Compass ID card has subsided somewhat with continued enforcement.
 - 604 cards issued in January versus 2736 in June, down to 912 issued in November
- Since July, stepped up the number of checks on board buses and trains, and at bus stops and transit centers
 - Issue warnings or citations



13



Moving Forward

- We continue to refine the application process
- On the look out for fraud
- Watching changes in federal and state regulations that might impact the program
- Intend to move all reduced fares to Compass picture ID cards

***** Goal is to safeguard the benefit for those who truly qualify.**



Failure to Vacate Priority Seating and Wheelchair / Securement Area

Accessible Services Advisory

Committee

December 10, 2015



Current MTS Practice - Fixed Route Bus Seating



Current MTS Practice - Fixed Route Bus

Signage

- Priority Seating: Please offer these seats to elderly and disabled individuals
- Securement Area: Bus Operator must secure mobility devices by using all available floor securements before bus may be moved



Request To Vacate Priority Seating and Securement Area - Fixed Route Bus

PRIORITY SEATING

Priority seating is provided for passengers with disabilities as well as senior citizens. Priority seating is not for the exclusive use of these passengers; it may be used by any MTS passenger. It's your responsibility as the Operator to make the priority seating available for seniors and passengers with disabilities when necessary.

You are required to ask passengers sitting in the priority seating area to relocate and free those seats or that area for the passengers with disabilities or senior citizens.

Passengers are not required to give up their place to a passenger with disability. You are required to request that they do so, but you cannot require it.



How do you get a fare – paying passenger to vacate their seat?

A: In a polite voice, inform the seated passenger(s) that the area is needed for a passenger that is boarding in a wheelchair, a senior citizen or any other passenger that may have a disability.



Current MTS Practice - Trolley

1) Wheelchair Area Signage



2) Priority Seating Signage



Senate Bill 413

Effective January 1, 2016, a public transportation agency may enforce as an infraction the act of failing to yield seating reserved for elderly or disabled person in a facility or vehicle, provided that the governing board enacts an ordinance to that effect after a public hearing on the issue.



Proposed Practice - New Seating Configuration

- Priority Seating (Fixed Route Bus) - means the second row of forward-facing seats that are designated seating for individuals with disabilities and the elderly and is marked as such by signage.
- Securement Area (Fixed Route Bus) - means the front fold-down seats that are the designated area for securing a wheelchair and is marked as such by signage.



Proposed Priority Seating - Signage

- PENAL CODE 640 REQUIRES THAT UPON REQUEST FROM MTS PERSONNEL PASSENGERS MUST VACATE PRIORITY SEATING FOR PERSONS WITH DISABILITIES AND THE ELDERLY. REFUSAL TO COMPLY MAY RESULT IN A CITATION.



Proposed Priority Seating - Prohibition within Ord. 13

- Priority Seating - No person, except other individuals with a disability or elderly persons, shall fail to comply with any lawful request from MTS personnel to vacate priority seating if an individual with a disability or elderly person needs to sit in Priority Seating.



Proposed Securement Area - Signage

- PENAL CODE 640 REQUIRES THAT UPON REQUEST FROM MTS PERSONNEL THE SECUREMENT AREA MUST BE VACATED WHEN A PERSON WITH A DISABILITY USING A WHEELCHAIR NEEDS THIS SPACE. REFUSAL TO COMPLY MAY RESULT IN A CITATION.



Proposed Securement Area - Prohibition within Ord. 13

- Wheelchair / Securement Area - No person, except other individuals with a disability using a wheelchair, shall fail to comply with any lawful request from MTS personnel to vacate a wheelchair /securement area if an individual with a disability using a wheelchair needs to use the wheelchair /securement area. This prohibition shall not include when:
 - an individual with a disability, whom due to some disability related reason, needs to remain in the wheelchair/securement area;
 - an individual with a disability who uses a non-wheelchair mobility device that cannot, either for physical limitations or safety concerns, be located in any other area of the bus or trolley;
 - elderly person, whom due to a physical limitation, needs to remain in the wheelchair / securement Area.



How Policy Will Be Implemented

- Revisions to Ordinance No. 13
- Revisions to Standard Operating Procedures and Training Materials
- Changes to the wording of our Signage for Priority Seating and Wheelchair / Securement Area
- Provide Notice to Passengers through Rider Alerts, Take Ones and Website



Accessible Services Advisory
Committee
December 10, 2015



MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA

SRTP 880.1
(PC 50850)

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

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

MINUTES

1. Call to Order and Roll Call

Mr. Jim Byrne called the meeting to order at 1:35 p.m. A roll call sheet listing the committee members in attendance is included (see Attachment A).

2. Approval of June 11th, 2015 Meeting Minutes

It was moved and seconded to approve the June 11th, 2015 meeting minutes.

3. Public Comment

Mr. Ruben Ceballos suggested we move item #10 after public comments.

Ms. Kathy Cook uses MTS Access and LIFT as well as Fixed Route and reported she is happy with all of the services. She explained that the ADA Review Board in North County which is equivalent to ASAC, meets on a monthly basis and has a huge participation from the disabled community. Ms. Cook asked that MTS postpone making the vote to have two ASAC meetings a year rather than the four that we currently hold. Ms Cook explained that that could harm the disabled community. The ADA Review Board in North County noticed that there was a large turnout for each meeting so they changed from quarterly to monthly meetings.

Mr. Patrick McIntosh uses both MTS and NCTD for public transportation and is very happy with the services. Mr. McIntosh asks that we give ASAC a chance to grow and not go down to two meetings a year. He explained that six months is a long time to cover a lot of issues and that there would be too little time for everyone to have their concerns heard. He also explained that it could be difficult for some people to remember something that happened four-five months prior and bring it up at the meeting. Lastly, he explained that many transit related issues need to be looked at more frequently and not every six months.

Mr. Jorge Rivas explained that he understands why MTS would consider bringing down the ASAC meetings from four to two since it is a commitment and time consuming. However, he explained that this is one of the only forms where people with disabilities can come out and speak out. He is wondering how this meeting can be marketed to other people so that they can attend and make the meetings more effective.

Mr. Louis Frick strongly encourages the board to maintain the meetings on a quarterly basis. He explained that it would be a real loss to the community if we were to go on a biannual schedule.

Mr. Jim Byrne commented that at no point are we trying to limit input to the service delivery, however, we have meetings that are sparsely attended and that sometimes we are redundant with the SSTAC meetings that are held at SANDAG. By decreasing the amount of meetings, the experience would be more meaningful to everyone and the possibility of relying on SSTAC to bring more substance to the meetings.

4. Discussion on ASAC Meetings

Mr. Ruben Ceballos objected to the biannual meetings because it limits the public to bring issues forward. Mr. Ceballos explained that on 7/27/2015 he was looking for info on the ASAC meetings and previous minutes, however, he was unable to find anything. He went to the MTS website and said that there is nowhere where the public is able to provide feedback online. By limiting the meetings, we are closing the ability for the community to provide input for issues that we may need to know. Mr. Ceballos noted that on the last minutes there was no implication that we would merge ASAC and SSTAC. Mr. Ceballos also wanted to thank Mr. Mike Perez from the bus training department for coming out to Access to Independence and seeking their help to create a training video.

Mr. Jorge Rivas wondered how the SSTAC and ASAC meetings would be merged. Mr. Jim Byrne responded by saying that the two committees would not be merged, but that MTS attends and participates in each SSTAC meeting. He also explained that we are available everyday by phone, email, comments/complaints and we responded to every concern presented. Mr. Todd Lordson noted that whenever there are comments made toward MTS at SSTAC we are quick to look into them as well as respond. Mr. Lordson noted that a lot of times comments that are made at SSTAC are very similar to those at ASAC. Ms. Audrey Porcella noted that the purpose of SSTAC for SANDAG is to receive feedback and have input from social service agencies and the disabled community on certain projects. Ms. Porcella explained that she supports what Mr. Lordson said about redundancy, however, that ASAC is more appropriate for comments and concerns when it comes to the transit operators and the passengers. Mr. Rivas explained that there is a redundancy between the two committees but that we need to work as a group to have ASAC be more meaningful and get the public more involved.

5. Conversion of SDM Compass to Picture ID Card

Chief of Staff, Sharon Cooney provided an update on what is going on with the conversion from the SDM Compass Card to the picture ID Compass Card. Ms. Cooney explained that the SDM program provides seniors, persons with disabilities, and persons on Medicare with a 75% reduced fare pass. MTS wants to make sure we can maintain this benefit for those who are truly eligible for it. Ms. Cooney explained the efforts MTS has done in order to keep providing the program. First, there has been an increase in enforcement for those who currently have an SDM Compass Card. Secondly, MTS plans to convert 100% of the yellow Compass Cards to the picture ID Compass Card.

Ms. Cooney explained the procedure to obtain an SDM card was changed due to a large increase in the amount of reduced fare cards that are being used. Currently, there are about 80,000 SDM cards being used on our system so MTS wanted to make sure the people that are using those cards are actually eligible for them. The new application process started in March, 2011 and to date, MTS has distributed 37,000 of the picture ID Compass Cards. The process is revised quite a bit and MTS does need input from the public on how that process is going and if something needs to change.

Ms. Cooney explained that earlier this year, MTS did a comprehensive sample of checks on buses and trolleys to see if people who are using the SDM card are in fact eligible for it. What MTS found was there were a small percentage of people who did have the SDM card but did not have any proof of eligibility. In spring, MTS came out with a zero tolerance policy and said that anyone with an SDM card had to show proof of eligibility which received a lot of feedback. MTS then stepped back from the zero tolerance policy and started having drivers and code enforcement officers hand out notification cards which stated that starting July 1st, everyone who had an SDM Compass Card had to carry proof of eligibility. These efforts resulted in an increase in the amount of applications for the picture ID Compass Card, mostly from seniors. Since July, MTS has stepped up the checks on buses, trolley, bus stops, and transit centers and gave code enforcement the opportunity to either issue warnings/citations or even confiscate a card. In August, 19,000 checks were made on buses and at bus stops of which 6,700 were SDM passengers and the total number of violations was at 1.1%. On the trolley, there were 82,000 checks and the number of violations was 571 (less than 1%).

Ms. Cooney commented on the plan to convert 100% of yellow Compass Cards to the picture ID Compass Card. During the last six months, MTS has been trying to phase out the non-picture Compass Card. MTS understands that this places some challenges for certain agencies such as the Regional Center who are buying cards for their clients and are unable to get to the transit store. This summer, MTS did four pilots, three with Vista Hill and one with ARC at their actual centers to provide the picture Compass Cards to their clients. Ms. Cooney opened up the floor to questions and would also like to get feedback on how the process can be improved and how this can be expanded to other organizations.

Mr. Anthony Ferguson asked if he would receive notification in the future to transfer all of the clients to the picture ID Compass Cards and also inquired if we have worked out the issue regarding the replacement process. Ms. Cooney responded by saying that there would be a meeting set up to get some ideas and go over the issue.

Mr. Ruben Ceballos noted that he would like to provide feedback for the process and would also like to involve Access to Independence.

Ms. Monica Aguilar expressed her concerns regarding the conversion because some of her clients have trouble reloading their Compass Cards so she reloads a yellow Compass Card for them and has them use their picture ID Compass Card for proof of eligibility. She also asked why the picture ID is more expensive than the non-picture card. Ms. Aguilar noted that sometimes her clients use their Medicare card for proof and it is not accepted by operators/code enforcement. She also asked why the short form is no longer available on the website. Ms. Sharon Cooney responded by saying that MTS is in the process of updating the website so sometimes things don't work the way they are supposed to but that we would take a look at it. Ms. Aguilar said that she would also like to provide feedback for the application process. Mr. Jorge Rivas asked how passengers at other centers in South Bay would go about getting the picture ID Compass Card if they are unable to get to the transit store. Ms. Cooney responded by saying that MTS is working on creating mobile centers by using older paratransit vehicles and retrofitting them so that they can be driven to centers and print the Compass Cards at those locations.

Mr. Patrick McIntosh explained he has a Compass Card without the picture ID but has a separate proof of eligibility card and was told by NCTD that as long as his Compass Card is good until September 30, 2016, then he doesn't have to worry about converting his Compass Card. Mr. McIntosh is worried that out of nowhere he will not be able to use his regular Compass Card without the ID because we no longer accept it and was wondering if there is a date that the regular Compass Cards will no longer be accepted. Ms. Cooney responded by saying that there is no date set yet and that the two agencies will do this at the same time. Mr. McIntosh also mentioned that it would be nice if the riders were made aware to register their Compass Card so if they lose it, they won't lose what's on the card.

6. Member Comment

Mr. Jim Byrne thanked Mr. Ruben Ceballos and Ms. Amy Kalivas for assisting the MTS bus training program. Every year, MTS does an eight hour verification of transit training (VTT) course.

Mr. Ruben Ceballos commented on the MTS website and how he would like to see it updated since it has been the same for quite some time. Mr. Ceballos suggested we add this to the agenda until the update is complete. Mr. Jim Byrne responded by saying that the update is in the works but not sure exactly where we are in the process. Mr. Tom Doogan noted that the website is in beta testing internally at the moment and that it should be live in a couple of weeks. Ms. Kathy Cook suggested that people with disabilities should evaluate the website and give feedback to MTS using some sort of form. She also suggested MTS upload the training video on YouTube so that the riders can be educated and know what to expect.

7. ADA Paratransit Reports

MTS Access - Mr. John Lewis presented the MTS Access reports for June 2015, July 2015 (see Attachment B).

ADARide – Mr. Todd Lordson presented the ADARide certification reports for June 2015, July 2015 (see Attachment C).

8. Fixed-Route Reports

MTS Bus – Ms. Vassy Lerinska presented the MTS Bus Ramp Deployment Report for June 2015, and July 2015 (see Attachment D).

MTS Contract Services (Transdev) – Mr. Rene Alvarez presented the MTS Contract Services Ramp Deployment Report for June 2015, and July 2015 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for the months of May 2015, June 2015, and July 2015 (see Attachment F).

9. Deaf Community Services Workshop Update

Staff Attorney, Samantha Leslie whose primary focus is regulatory compliance matters, which includes ADA, explained she is currently working with a complainant who is deaf to address their needs and concerns with riding the bus and trolley. In doing so, this has led to a larger outreach effort with the local deaf community. MTS will be providing a

workshop on September 25th, at the San Diego Deaf Community Club House which will include a PowerPoint presentation regarding the MTS system, fare and Compass Card info, MTS Access, and other information. The presentation will then be followed by a field trip on a bus and trolley to implement what was discussed in the presentation. This is a similar workshop to one that was done by the Marketing Department with the Braille Institute which received positive feedback. Ms. Leslie noted that if anyone is interested in having a workshop similar to this one, they should contact herself or MTS Marketing.

10. First Transit Updates

Mr. John Lewis introduced Ms. Dana Bassham as the Operations Manager for the Minifixed Fleet. Mr. Lewis gave an update on the info notification service that was introduced a few months prior which provides Access users reminders a day before and 15 minutes prior to their scheduled trips. Mr. Lewis explained that the info notification service is voluntary and a passenger would have to opt in during the reservation process. Currently there are 850 passengers using the service and more than 1,000 calls are made daily.

Mr. Lewis gave an update on the MTS Access growth and with a weekday ridership increase by 13% over the last 12 months. Weekday call volume in turn has increased by 19%. Despite the growth, the on time performance and efficiency has improved over the past 12 months.

Another new change is for those passengers that transfer between Access and Lift at the VA. MTS and NCTD came to an agreement to have a six month pilot program where each agency is able to travel five miles beyond the transfer point to drop off/pick up passengers thus being more efficient and not having to wait for a transfer. This process began on August 9th and has received positive reviews.

Currently, Copley Park is home to 210 buses which continues to grow as demand increases for Access and there are currently 380 First Transit employees. Lastly, Mr. John Lewis gave an update on what is to come. First, there will be cameras placed on all of the buses for the security of both the passenger and driver as well as verifying activities that occur on the vehicles. Secondly, there will be a similar feature to info notification that is provided by First Transit in the form of a mobile app called "Info Client" that will allow paratransit passengers to check on their ride and get ETA's on their ride from their smartphones.

Mr. Ruben Ceballos asked how a passenger can enroll in the info notification. Mr. John Lewis responded by saying that it is during the booking process and if it is not being offered, to let him know.

Mr. Jorge Rivas asked if the five mile buffer for the transfer at the VA also applies at North County Fair Mall. Mr. Lewis explained that the pilot is only for the VA transfer point. Mr. Rivas commented on his return trip yesterday and how the bus driver had to go around the SR125 Toll Road since the buses are not allowed on there. He noted that this was during rush hour and it seemed unnecessary and more costly to the service. Mr. Rivas asked if MTS could work with SANDAG to allow the buses on the toll road. Mr. Lewis and Mr. Jim Byrne responded by saying that this has been discussed in the past and will continue to get discussed.

11. Adjourn
Mr. Jim Byrne adjourned the meeting at 2:49pm.

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.
- G. Proposed 2016 Calendar

VLERINSKA

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

MEETING (DATE): 09/10/15

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

ADJOURN: 2:49 P.M.

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

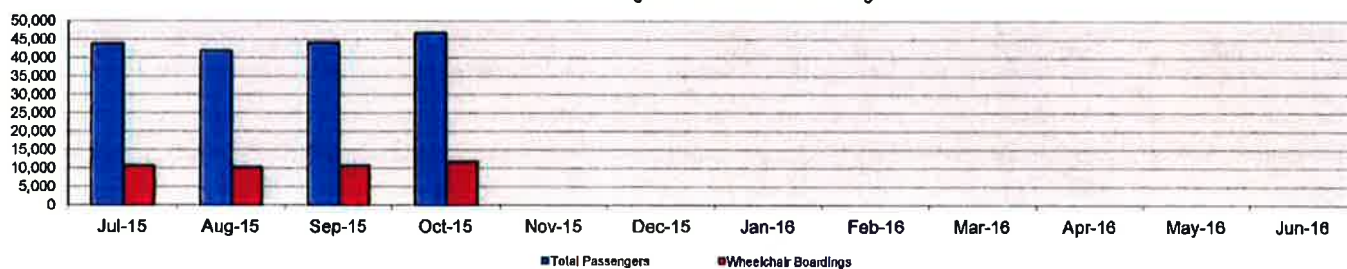
SIGNED BY THE CLERK OF THE BOARD: Vassy Lerinska



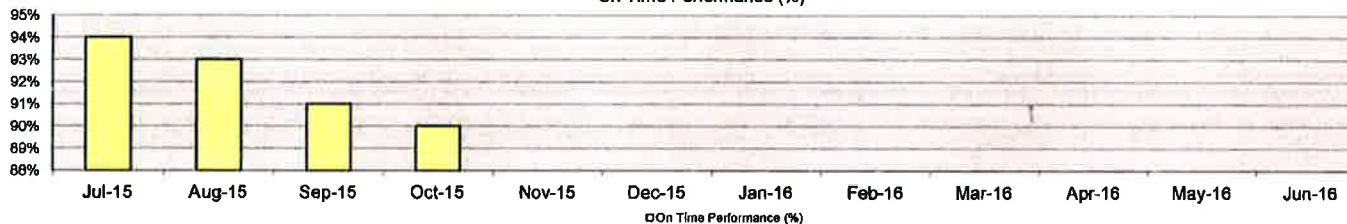
MTS Access ASAC Report FY 16

	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									176,661
Wheelchair Boardings	10,763	10,366	10,710	11,827									43,666
On Time Performance (%)	94%	93%	91%	90%									92%
Valid Complaints	36	37	39	29									141
Invalid Complaints	2	11	19	27									59
Compliments	13	12	8	17									50
Calls Received	32,141	33,232	34,641	36,405									136,419
% Abandoned Calls	2.20%	2.20%	2.80%	3.30%									2.63%
Average Call Time	0:02:18	0:02:19	0:02:20	0:02:19									0:02:19
Average Hold Time	0:00:18	0:00:18	0:00:22	0:00:27									0:00:21

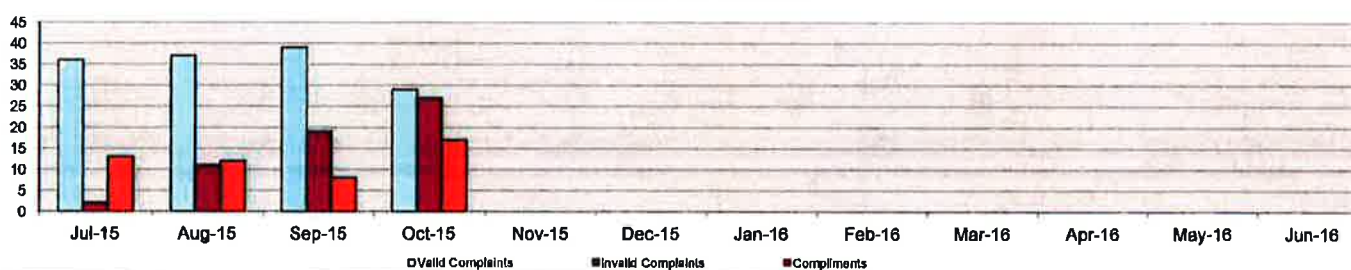
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

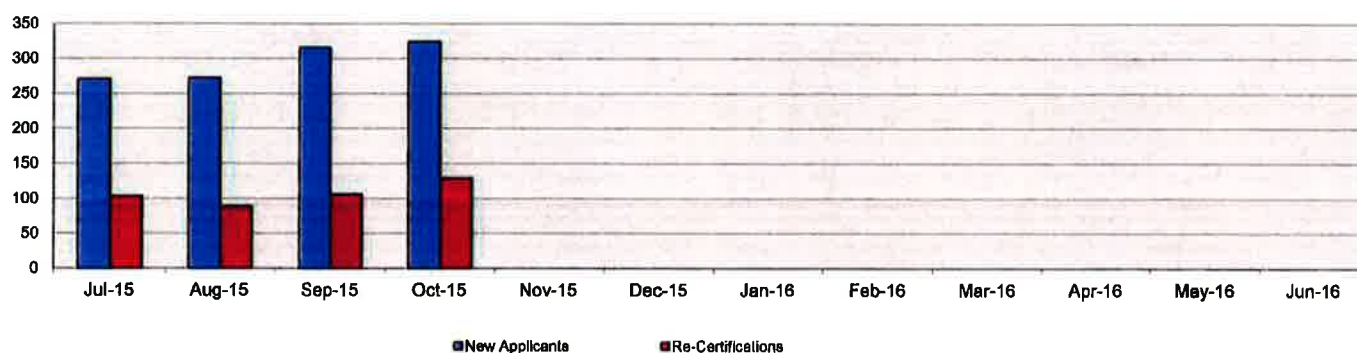




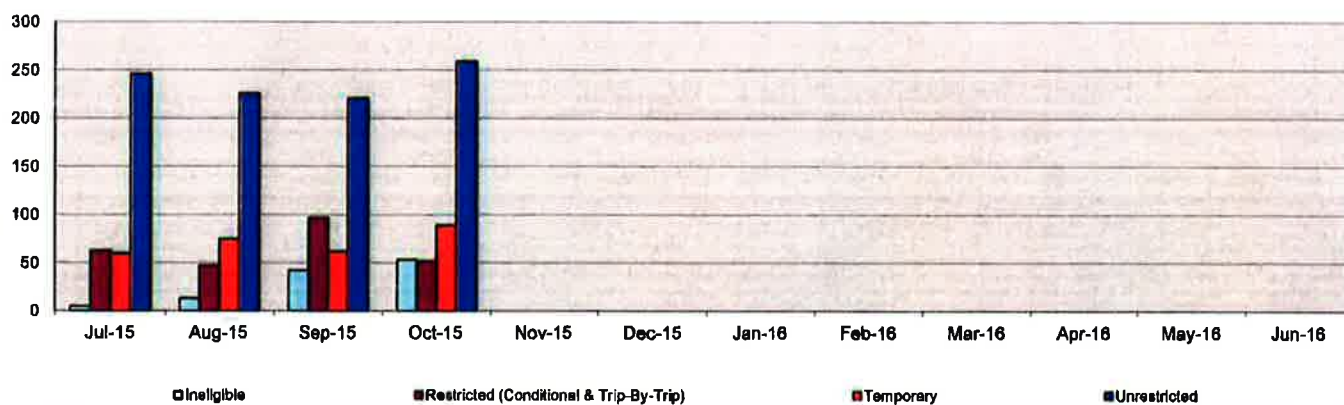
ADARide Certification Summary Report FY 16

	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									1,183
Re-Certifications	103	89	106	129									427
Total	374	361	422	453									1,610
Ineligible	5	13	42	53									113
Restricted (Conditional & Trip-By-Trip)	63	47	97	52									259
Temporary	60	75	62	89									286
Unrestricted	246	226	221	259									952
Total	374	361	422	453									1,610

New Applicants and Re-Certifications



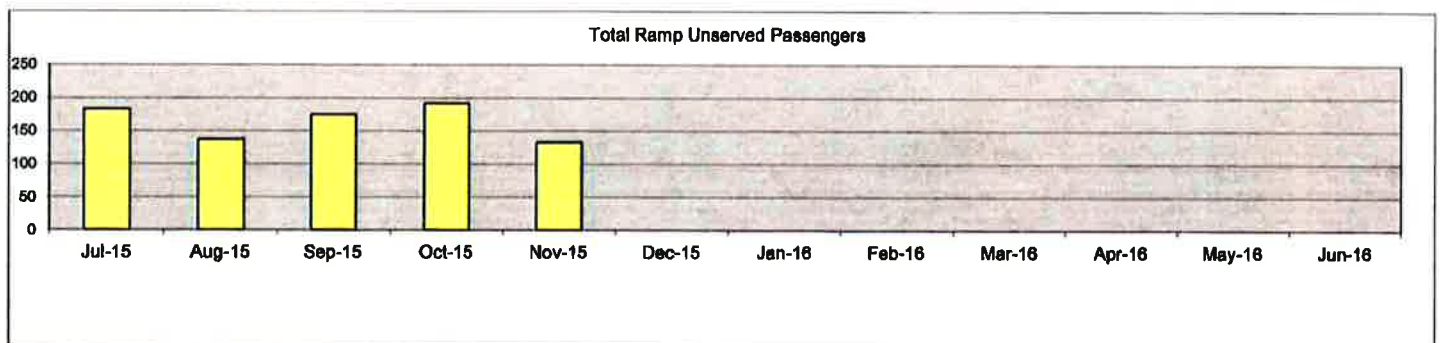
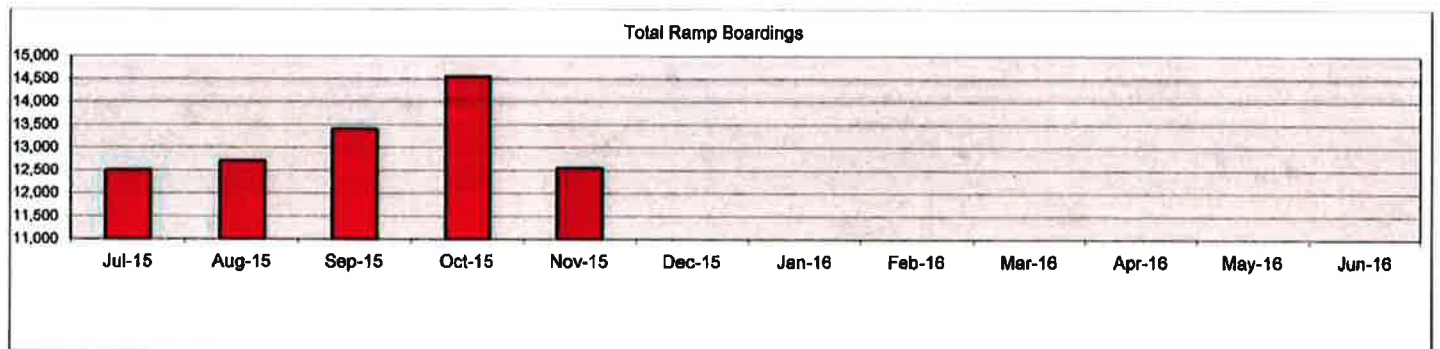
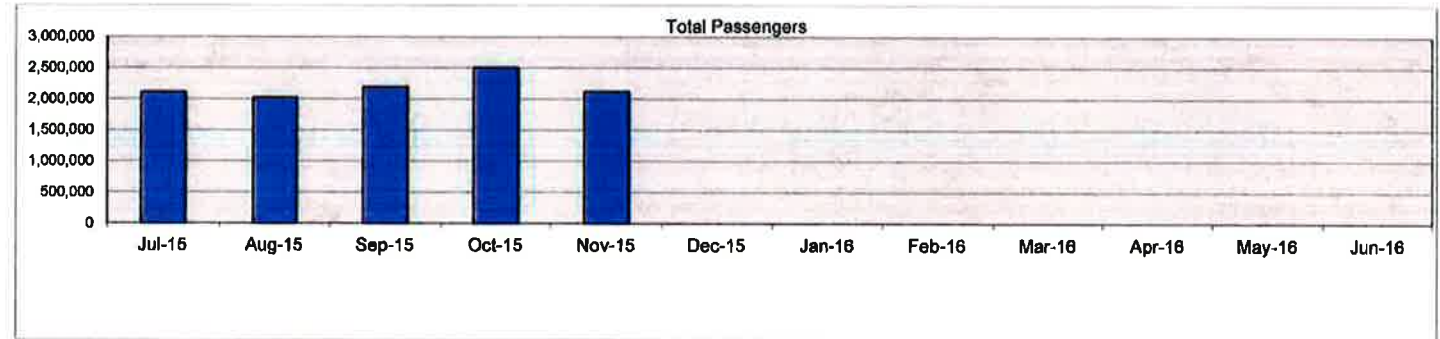
Eligibility





MTS Bus Ramp Deployment Report FY 16

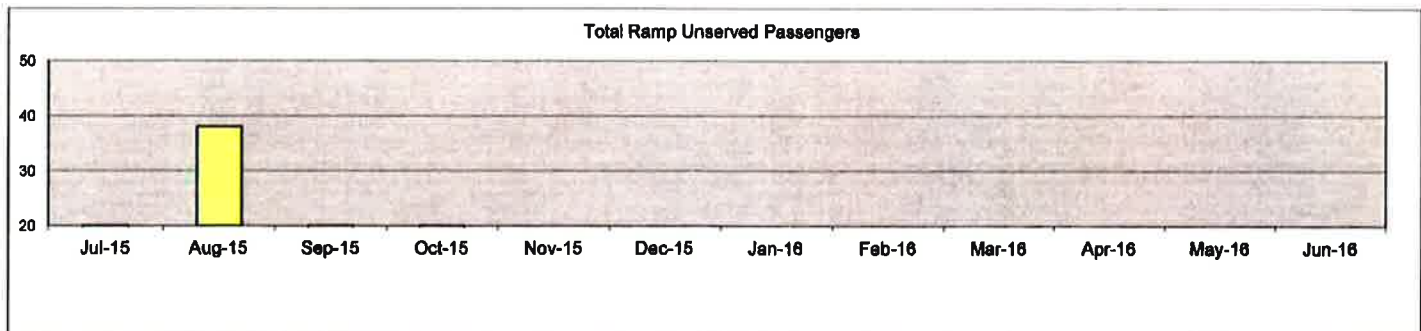
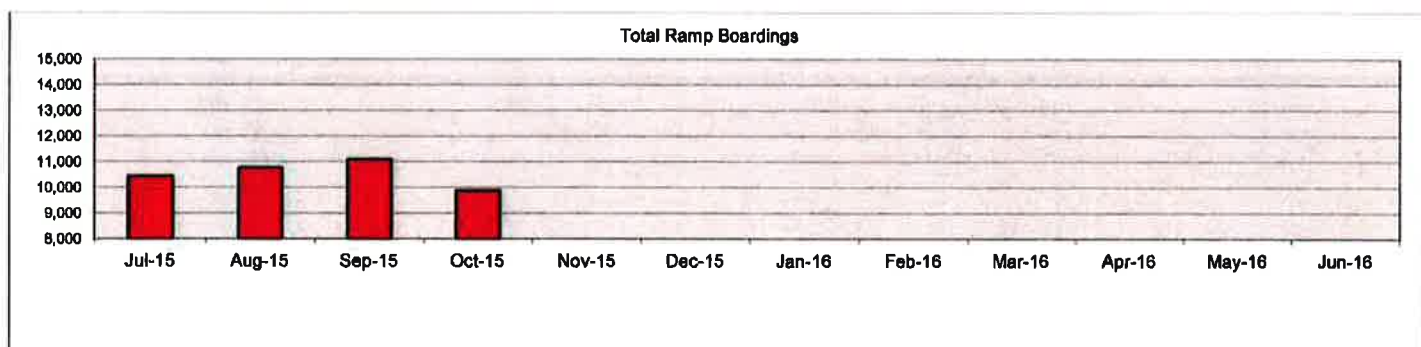
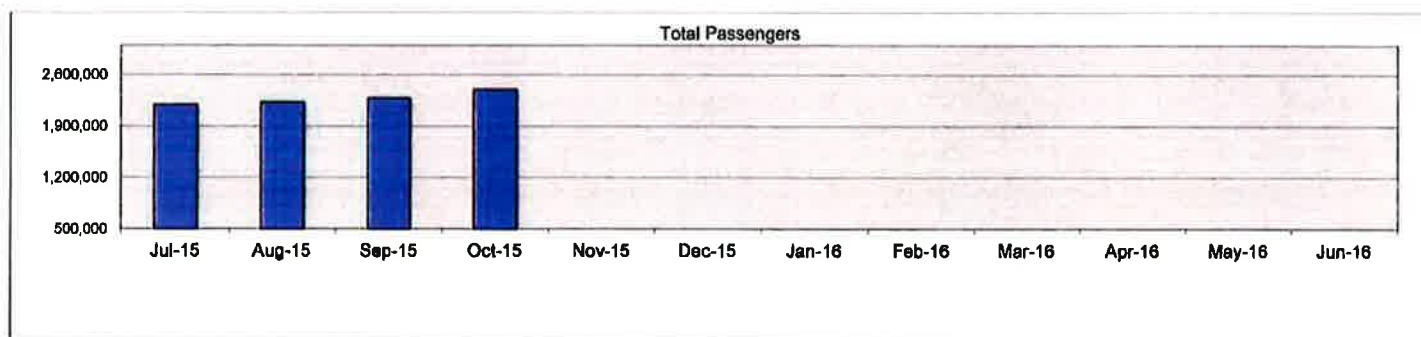
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Total Passengers	2,111,034	2,019,869	2,194,130	2,502,332	2,119,012								10,946,377
Total Ramp Boardings	12,507	12,718	13,410	14,554	12,555								65,742
Percentage of Ramp Boardings	0.59%	0.63%	0.61%	0.58%	0.59%								0.60%
Total Ramp Unserved Passengers	183	137	175	192	133								820
Percentage of Ramp Unserved Passengers	1.46%	1.08%	1.30%	1.32%	1.06%								1.24%
Pass-Up Ramp Inoperable	8	13	12	9	4								46
Pass-Up WC Space Full	125	90	110	126	98								549
Pass-Up Bus Full	50	34	53	57	31								225





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									9,089,818
Total Ramp Boardings	10,440	10,776	11,108	9,885									42,209
Percentage of Ramp Boardings	0.48%	0.49%	0.49%	0.41%									0.47%
Total Ramp Unserved Passengers	12	38	15	16									81
Percentage of Ramp Unserved Passengers	0.11%	0.35%	0.14%	0.16%									0.19%
Pass-Up Ramp Inoperable	2	5	2	4									13
Pass-Up WC Space Full	8	28	7	11									54
Pass-Up Bus Full	2	5	6	1									14

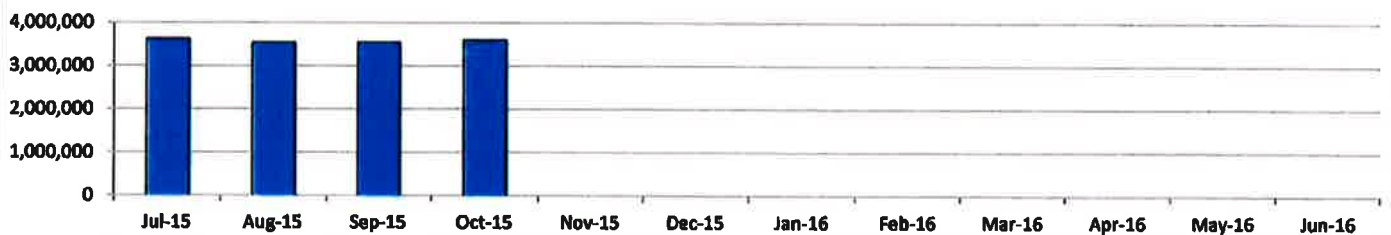




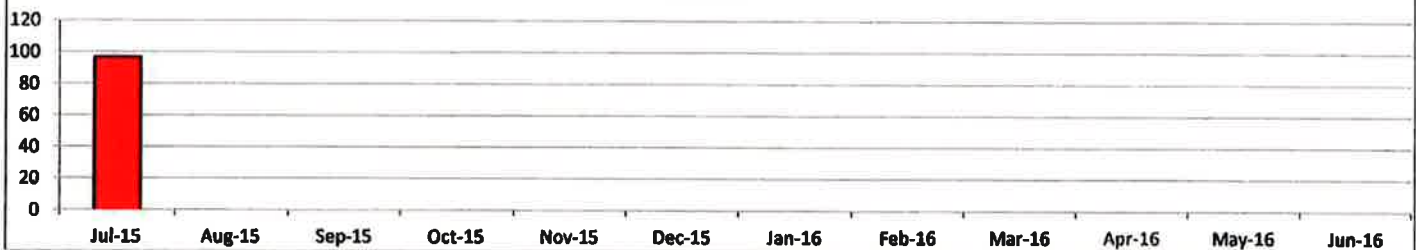
San Diego Trolley Lift Deployment Report FY 16

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	3,600,885									14,317,039
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

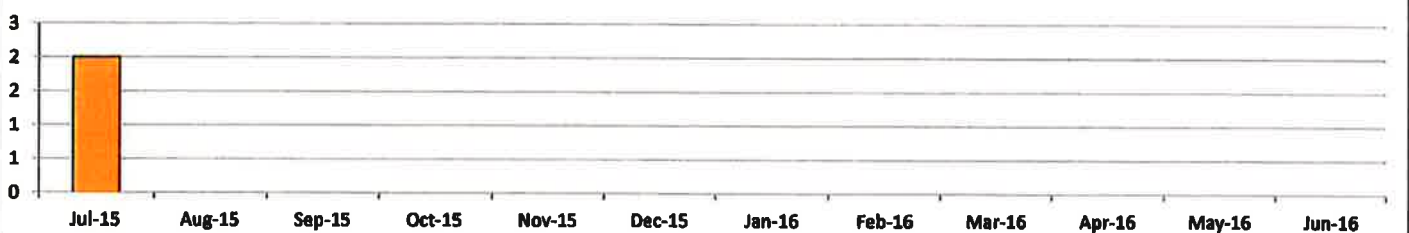
Total Passengers



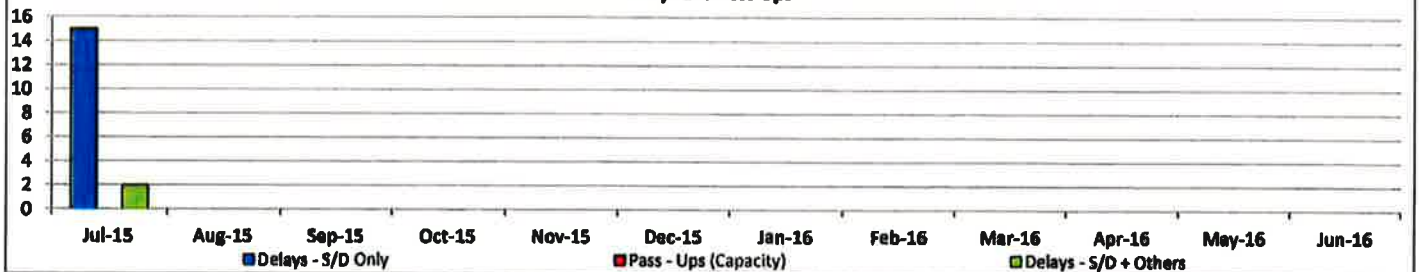
Lift Uses



Lift Failures



Delays and Pass Ups





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Quarterly

MTS Accessible Services Advisory Committee (ASAC) 2016 Meeting Schedule

**All meetings will be held at MTS in the Board Room, 10th
Floor, 1255 Imperial Ave., San Diego, CA at 1:30 p.m.**

Meeting Date

March 3, 2016

June 9, 2016

September 1, 2016

December 1, 2016

Mailout Date

February 25, 2016

June 2, 2016

August 25, 2016

November 23, 2016



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.