



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

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE  
MEETING NOTICE AND AGENDA

SRTP 880.1  
(PC 50850)

Thursday, June 9, 2016  
1:30 p.m. – 3:00 p.m.

James R. Mills Building  
Board Meeting Room, 10<sup>th</sup> 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 March 3, 2016 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. New ASAC Members	Information
6. <u>ADA Paratransit Reports</u>	Information
• <u>Operators</u>	
➤ MTS Access ( <b>John Lewis</b> )	
• <u>Certification</u>	

- ADARide (**Art Hulscher**)

## 7. Fixed-Route Reports

Information

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

8. Next Meeting Date: September 1<sup>st</sup>, 2016

---

VLERINSKA  
AGN-9-June-16  
June 3, 2016 Mail Out

DRAFT MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE  
MEETING MINUTES

Thursday, March 3, 2016  
1:30 p.m. – 3:00 p.m.

James R. Mills Building  
Board Meeting Room, 10<sup>th</sup> 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 September 10<sup>th</sup>, 2015 and December 10<sup>th</sup>, 2015 Meeting Minutes

Chairwoman Bragg entertained a motion to approve the September 10<sup>th</sup>, 2015 and December 10<sup>th</sup>, 2015 meeting minutes. Mr. Ruben Ceballos moved to approve the minutes. Mr. Tom Doogan seconded the motion, and the vote was 8 to 0 in favor with Prem, Marshall, Bill Lewis, Hulscher, Lungerhausen, and Willis absent.

3. Public Comment

*Jorge Rivas*- Mr. Jorge Rivas noted that some high school students with a learning disability are having their school psychologist fill out the medical verification form for the reduced fare card but then the application is being. He explained that under the MTS acceptable medical sources, a school psychologist is able to fill out that portion of the form. Mr. Rivas also brought up the issue of MTS Access buses not being able to use the diamond lanes on both north and south 805. He noted that those lanes were designed for Rapid buses which are much wider than the Access buses.

*Sharlene Ornelas*- Ms. Sharlene Ornelas noted that bus drivers have a tendency of not pulling the bus up close to the curb which makes it difficult for the elderly and people with disabilities to board/deboard. Second, Ms. Ornelas explained that bus drivers are quick to kneel the bus for a passenger with a bike but not for the elderly or people with disabilities. Last, she commented that not all bus passes that work at NCTD also work for the MTS buses which can create a problem for someone who is not aware. She also noted that the cart policy is not being enforced equally between both agencies.

4. ASAC Membership Guidelines

Ms. Samantha Leslie provided information on the changes made to the ASAC Membership Guidelines, which have not been updated since 1995. Mr. Ruben Ceballos asked about what would be changed on the document. Ms. Leslie responded by saying that anything crossed out in red would be removed and anything underlined would be added to make the document more current. Ms. Leslie then went over the changes in each of the ten sections. Mr. Ruben Ceballos asked if his three year term would begin assuming the guidelines are approved by the board and also what would happen once

the three years were up. Ms. Leslie responded by saying that there are no limits so a member could be reappointed again once their term is over. Ms. Ruben Ceballos noted that the The Access Center has changed its name to Access to Independence and asked for that to be changed on the guidelines. Chairwoman Bragg asked what the outreach would be in regards to getting the application out to the public. Ms. Leslie responded by saying that we are not sure yet but it definitely will be posted on the website. She also explained that we would be happy to reach out to other agencies and also welcome suggestions. Ms. Leslie noted there is also a sample application in the packet for vacant seats on the committee. Mr. Ceballos asked how members were chosen in the past. Chairwoman responded by saying that we were not sure but that maybe there was some sort outreach and an agreement was made for people to serve. Mr. Ceballos noted that the last person to be part of paratransit was nominated by the committee and then he/she accepted. Ms. Leslie noted that according to the guidelines there are no details on how someone was picked.

Chairwoman Bragg noted that this issue came up during the last ASAC Meeting in December and looking around the room today, there were a lot of empty seats. She noted that for any outstanding vacancies, we could contact the agency and see if anyone else would like to serve for that particular agency. Chairwoman Bragg asked Ms. Leslie what would happen once applications are turned in. Ms. Leslie responded by saying that we could do an open period for 30 days and then the CEO or designee would review the applications and determine who would be the best fit. She noted that currently the only vacancy is the paratransit rider position. Chairwoman Bragg suggested a 60 day period as opposed to 30. She also asked if we would be looking at the roster for vacancies. Ms. Leslie responded by saying yes and that we would be reaching out to the agencies to see if they are still interested in serving on the committee.

Chairwoman asked members if there were any comments or suggestions about the application. Mr. Ruben Ceballos noted that he thinks the questions are very thorough and ask the appropriate questions for individuals that are interested. Ms. Audrey Porcella asked if this was a generic application. Ms. Leslie responded by saying it was tailored to the paratransit patron position but that it would be similar for other vacant positions. Ms. Porcella suggested we include a question in regards to geographic area and what area an individual would serve. Chairwoman agreed with Ms. Porcella and asked Ms. Leslie to include that somewhere in the application. She also suggested asking a question in regards to travel and how far an individual goes.

Ms. Sharlene Ornelas noted that at the SSTAC meeting in past years, there were two seats designated for someone who rode fixed route and second for a paratransit rider. Those members were citizens and not part of an agency. She also suggested that we add a question to the application in regards to how often a person uses some sort of public transportation. Chairwoman Bragg noted that that was a great point and maybe we could consider having a member at large. Ms. Leslie said we could consider an individual with a disability who uses fixed route. Mr. Ceballos commented and said it was a good idea and motioned to have that added. Mr. Tom Doogan seconded the motion and there were no oppositions. Ms. Leslie noted that there would be two applications out for the next 60 days, one for a paratransit individual and also an individual with a disability who uses fixed route. Chairwoman Bragg asked we look at attendance records for the past two years to see if there were any outstanding vacancies. Ms. Leslie recommended we approve the revised membership guidelines and the application. Mr. Ceballos motioned, Ms. Porcella seconded the motion and there were no oppositions.

## Action Taken

Mr. Ceballos motioned and Mr. Tom Doogan seconded the motion to add a fixed route service patron who is an individual with disability to the committee membership. It was approved and the vote was 8 to 0 in favor with Prem, Marshall, Bill Lewis, Hulscher, Lungerhausen, and Willis absent.

Mr. Ceballos motioned and Ms. Porcella seconded the motion to approve the proposed revised membership guidelines and to change [Access Center] to Access to Independence. It was approved and the vote was 8 to 0 in favor with Prem, Marshall, Bill Lewis, Hulscher, Lungerhausen, and Willis absent.

### 5. ADA Paratransit Reports – Informational Item

MTS Access - Mr. John Lewis presented the MTS Access reports for December 2015 and January 2016 (see Attachment B).

ADARide – Ms. Vassy Lerinska presented the ADARide certification reports for November 2015, December 2015, and January 2016 (see Attachment C).

### 6. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for November 2015, December 2015, and January 2016 (see Attachment D).

Chairwoman Bragg asked Ms. Fragger if MTS expects the ramp unserved due to space full number to go down since the implementation of the new priority seating policy. Ms. Fragger responded by saying that we hope that will be the case and that so far we have received great responses from the public. Ms. Fragger noted that we have not received push back from the public. Chairwoman Bragg asked what additional training the drivers received for the new policy. Ms. Fragger responded by saying there were several bulletins posted but was not sure of anything else. Mr. Devin Braun introduced himself as the interim Manager of Paratransit and also commented on the training. He explained that there were bulletins put out outlining the new policy and guidelines if a situation were to occur.

Ms. Kasey Markoski noted that there have been many instances where a bus was full and a driver waived indicating there was a bus coming right after them. She explained that when her clients are alone, they are unable to see when a bus driver does that and have no way of knowing a bus is full unless they are told. She explained this usually happens in busier areas. Ms. Fragger explained that if possible, if her clients can provide her with some information of the area and time this happened so that we are able to research it. She also explained that MTS takes immediate action to get this error fixed. Ms. Braun explained that it is our policy to stop and make a passenger aware, however, there is one exception and that is if another bus is right behind. He noted this issue would be passed along to Transdev and San Diego Transit.

Ms. Lerinska noted that there is an issue with the reporting, so the numbers presented are not completely accurate.

MTS Contract Services (Transdev) – Ms. Vassy Lerinska presented the MTS Contract Services Ramp Deployment Report for November 2015, December 2015, and January 2016 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for the months of November 2015, December 2015, and January 2016 (see Attachment F).

Ms. Sharlene Ornelas asked what is causing the bus ramps to fail. She noted that they can be manually deployed so there shouldn't be any failures. Mr. Devin Braun explained that sometimes the plate is very heavy to lift so a driver may not be able to lift it, especially if there is something stuck in there.

7. Member Comments

Mr. Devin Braun noted that all of the Transdev buses now have the automated stop announcements and San Diego Transit is at 75%. He noted that soon enough, all buses except the Minibus buses will have this feature. Mr. Braun explained that the system will only make required bus stop announcements so a passenger may still have to ask a driver to announce a stop. Mr. Jorge Rivas asked what is considered a required stop announcement. Mr. Braun responded by saying required stops are the first stops after a turn, major intersections, major points of interest and have to make external announcements at stops that service multiple routes. Mr. Ruben Ceballos commented and thought all announcements are required under ADA. Mr. Braun responded by saying that was not the case. Ms. Audrey Porcella asked when the cord is pulled on a bus, does the system say stop requested. If not, maybe that would be good to add. Mr. Braun responded by saying that currently, the system is not programmed to say stop requested. Ms. Procella asked if that is different for the Rapid Routes because it says it currently. Mr. Braun explained that that would change because that system is being replaced with the new system.

Ms. Kasey Markoski said she has issues with the audibles on buses and they are not always turned on. She also noted that trolleys are not announcing their line at multiple line stations such as 12<sup>th</sup> and Imperial. Mr. Tom Doogan noted that at multiple line stations, a person with a disability should be standing on the mat at which point an operator is required to make an announcement. He noted that any other time; the operators are not required to make it. Ms. Markoski explained she has her clients stand on the mats at a position that makes them most visible with their cane and that the announcements are still not made. She asked if there was any way to make that an audible announcement. Mr. Doogan responded by saying that currently, the trolleys do not have that capability. He asked Ms. Markoski to provide him with info of when that occurs so that we can look at security footage. Ms. Markoski responded by saying that this happens far too often. Mr. Ceballos noted that at certain stations on the green line, the signage and audibles are still not working and that he was under the impression it would be fixed in 2016. Mr. Doogan responded by saying that we are still on track to finish that project.

Chairwoman Bragg noted that the safety of riders and employees has really been a focus lately. Mr. Ruben Ceballos asked once the board approves the membership

guidelines and application, when would they go into effect. Ms. Leslie responded by saying that we should be able to discuss the new members at the June ASAC Meeting.

8. Adjourn

Chairwoman Bragg adjourned the meeting at 2:37pm

---

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

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

MEETING (DATE): 3/3/16

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

ADJOURN: 2:37 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"/>	Can Trent <input type="checkbox"/>	Veolia Transportation – Contracted Bus Routes
Art Hulscher <input type="checkbox"/>	Cindy Hall <input type="checkbox"/>	ADA Ride
Anthony Ferguson ✓	<input type="checkbox"/>	San Diego Regional Center
Charles Lungerhausen <input type="checkbox"/>		Paratransit Consumer
Monica Aguirre <input type="checkbox"/>	Kasey Markoski ✓	San Diego Center for the Blind
Belinda Fragger ✓	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
Annie Gottwig <input type="checkbox"/>	<input type="checkbox"/>	Caltrans
Tom Doogan ✓	<input type="checkbox"/>	MTS Trolley
Devin Braun ✓	<input type="checkbox"/>	MTS Contracted Services
Vassy Lerinska ✓	<input type="checkbox"/>	MTS Contracted Services
Samantha Leslie ✓	<input type="checkbox"/>	MTS Legal

SIGNED BY THE CLERK OF THE BOARD:



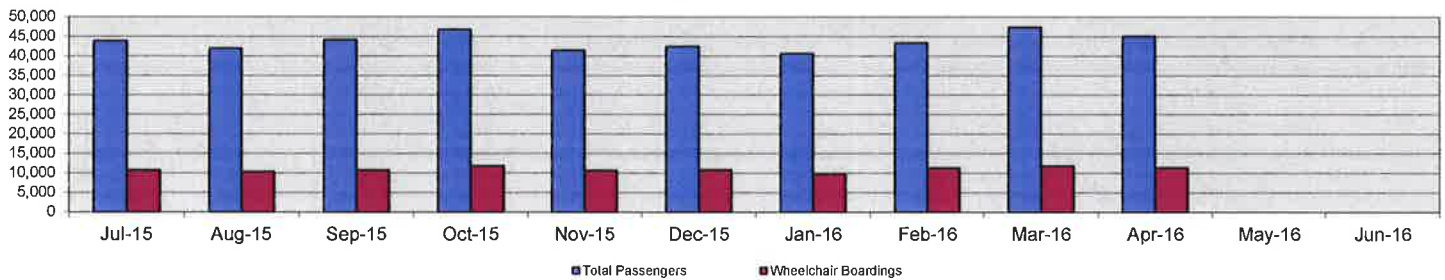




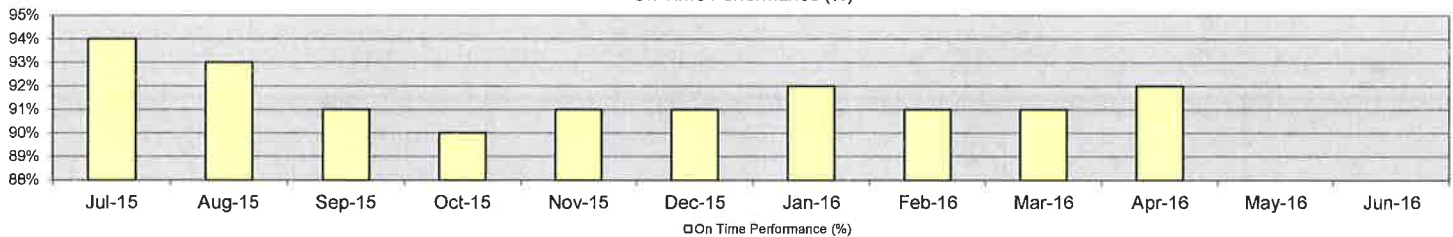
## MTS Access ASAC Report FY 16

	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	43,305	47,378	45,049			436,881
Wheelchair Boardings	10,763	10,366	10,710	11,827	10,641	10,857	9,812	11,307	11,839	11,400			109,522
On Time Performance (%)	94%	93%	91%	90%	91%	91%	92%	91%	91%	92%			92%
Valid Complaints	36	37	39	29	37	37	22	31	31	25			324
Invalid Complaints	2	11	19	27	27	23	16	20	16	28			189
Compliments	13	12	8	17	14	6	6	9	9	11			105
Calls Received	32,141	33,232	34,641	36,405	33,208	32,007	32,381	32,335	36,348	32,648			335,346
% Abandoned Calls	2.20%	2.20%	2.80%	3.30%	2.50%	2.60%	3.10%	3.70%	3.30%	2.70%			2.84%
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			0:02:21
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			0:00:25

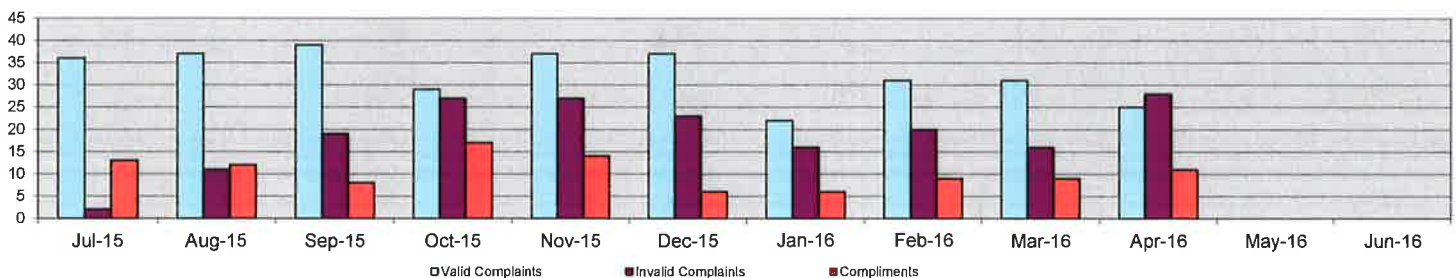
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments





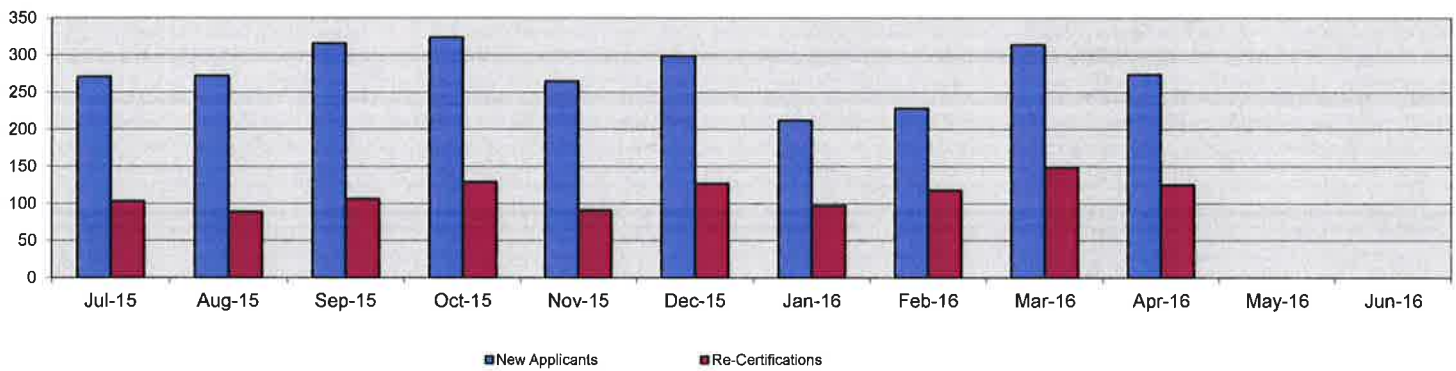
## ADARide Certification Summary Report FY 16

	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			2,775
Re-Certifications	103	89	106	129	91	127	97	118	149	125			1,134
<b>Total</b>	<b>374</b>	<b>361</b>	<b>422</b>	<b>453</b>	<b>356</b>	<b>426</b>	<b>309</b>	<b>346</b>	<b>463</b>	<b>399</b>			<b>3,909</b>

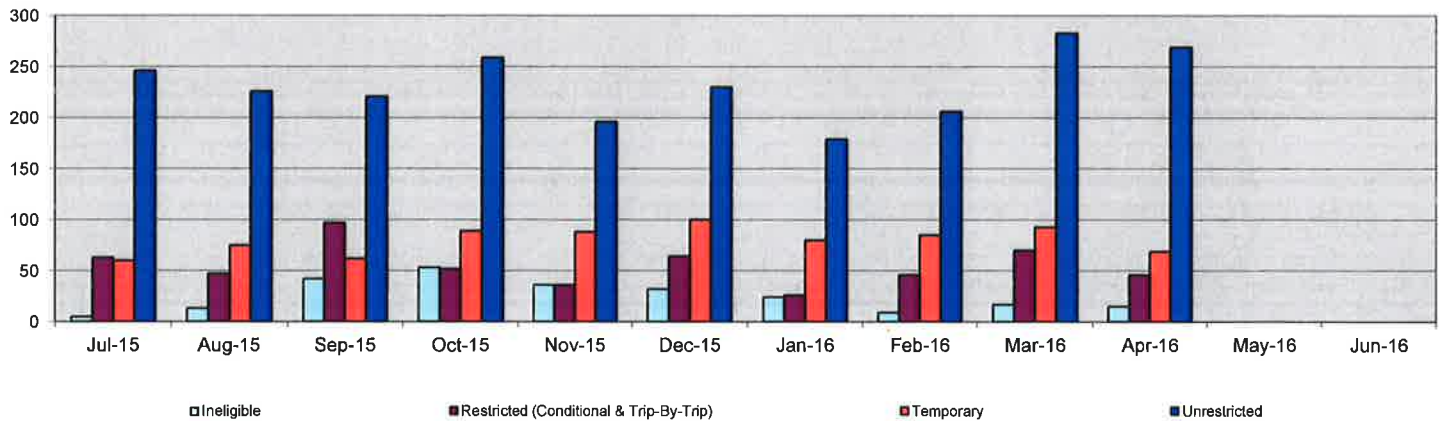
  

Ineligible	5	13	42	53	36	32	24	9	17	15			246
Restricted (Conditional & Trip-By-Trip)	63	47	97	52	36	64	26	46	70	46			547
Temporary	60	75	62	89	88	100	80	85	93	69			801
Unrestricted	246	226	221	259	196	230	179	206	283	269			2,315
<b>Total</b>	<b>374</b>	<b>361</b>	<b>422</b>	<b>453</b>	<b>356</b>	<b>426</b>	<b>309</b>	<b>346</b>	<b>463</b>	<b>399</b>			<b>3,909</b>

### New Applicants and Re-Certifications



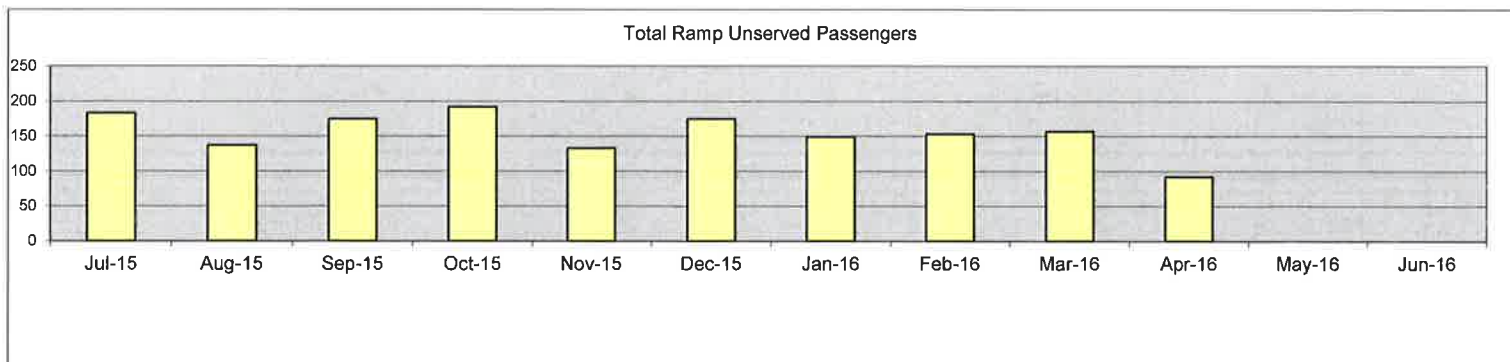
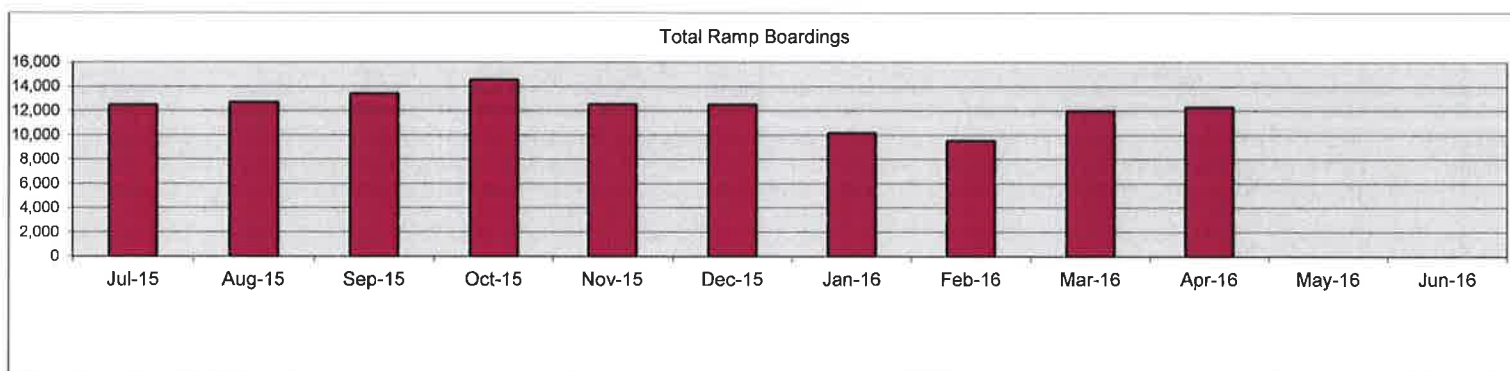
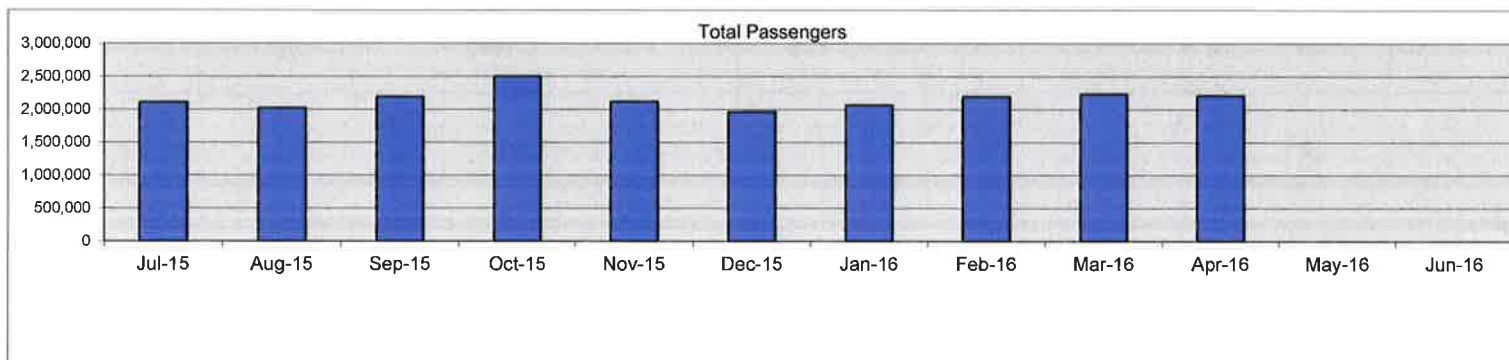
### Eligibility





## MTS Bus Ramp Deployment Report FY 16

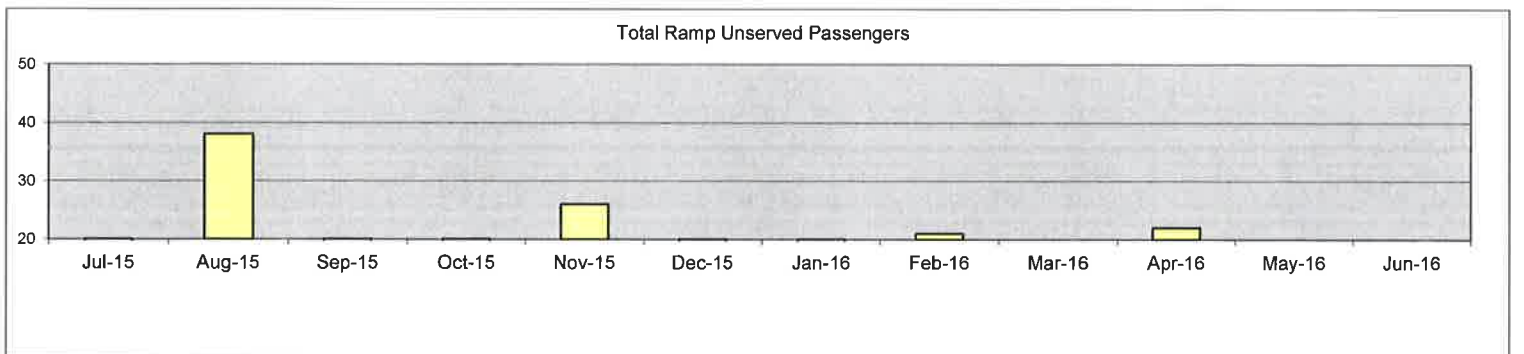
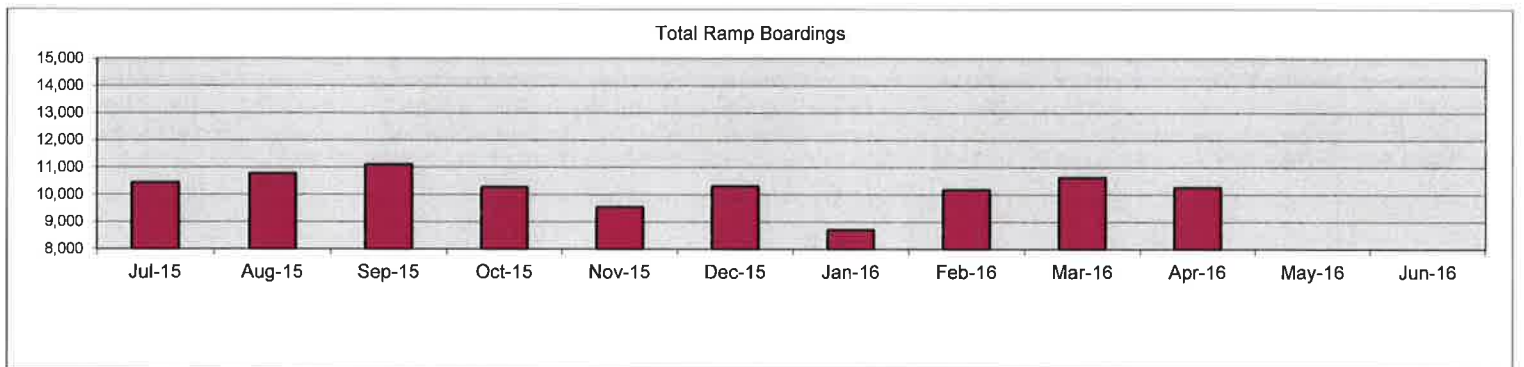
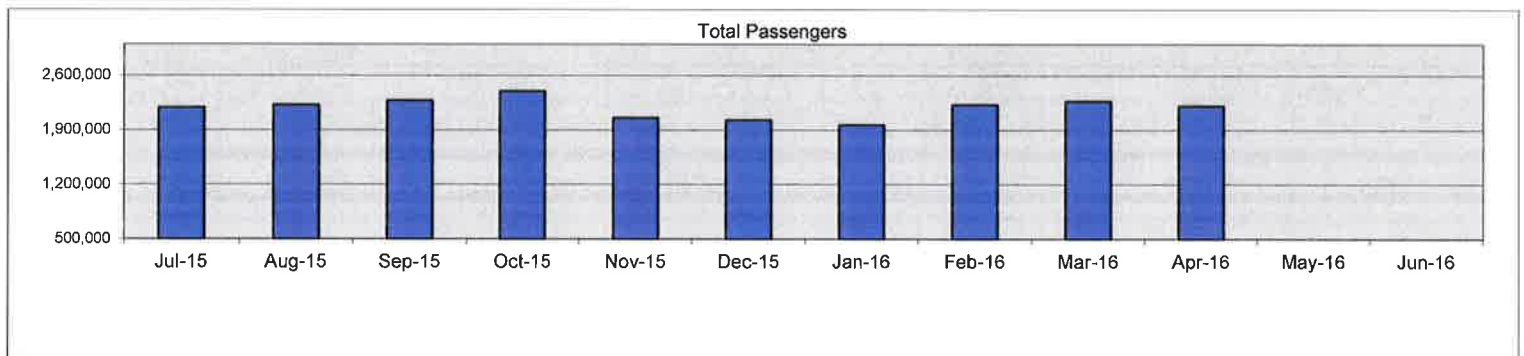
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Total Passengers	2,111,034	2,019,869	2,194,130	2,502,332	2,119,012	1,963,013	2,066,036	2,197,635	2,236,681	2,210,714			21,620,456
Total Ramp Boardings	12,507	12,716	13,410	14,554	12,555	12,524	10,156	9,542	12,001	12,302			122,267
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%
Total Ramp Unserved Passengers	183	137	175	192	133	175	149	153	157	92			1,546
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%			1.27%
Pass-Up Ramp Inoperable	8	13	12	9	4	9	4	8	13	7			87
Pass-Up WC Space Full	125	90	110	126	98	134	112	111	113	63			1,082
Pass-Up Bus Full	50	34	53	57	31	32	33	34	31	22			377





## 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			21,849,546
Total Ramp Boardings	10,440	10,776	11,108	10,280	9,546	10,311	8,704	10,179	10,634	10,273			102,251
Percentage of Ramp Boardings	0.48%	0.49%	0.49%	0.43%	0.46%	0.51%	0.44%	0.46%	0.47%	0.46%			0.47%
Total Ramp Unserved Passengers	12	38	15	16	26	14	14	21	20	22			198
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%			0.19%
Pass-Up Ramp Inoperable	2	5	2	4	2	9	2	-	2	-			28
Pass-Up WC Space Full	8	28	7	11	16	5	3	11	8	5			102
Pass-Up Bus Full	2	5	6	1	8	-	9	10	10	17			68



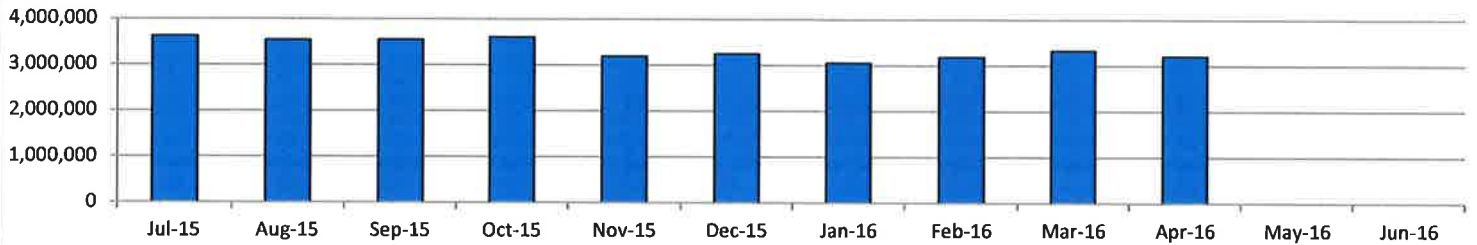




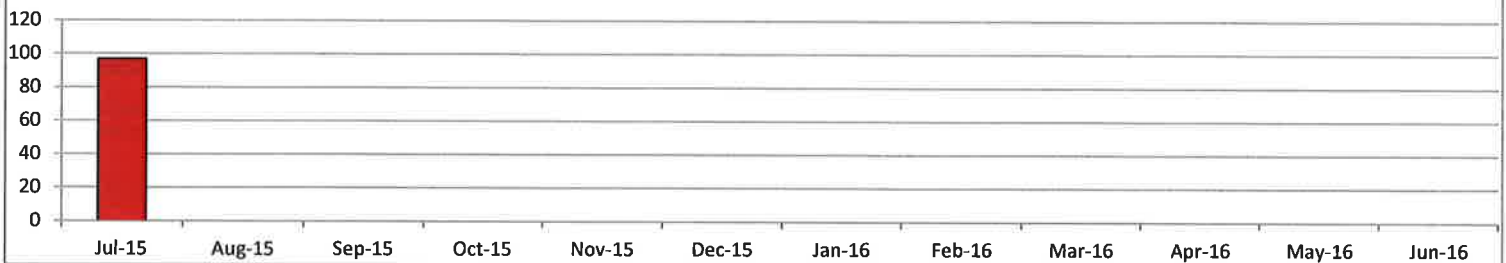
## San Diego Trolley Lift Deployment Report FY 16

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			33,541,392
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

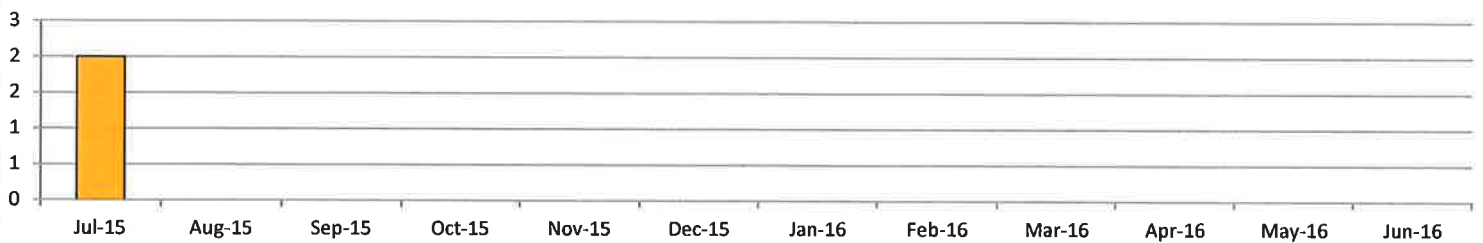
Total Passengers



Lift Uses



Lift Failures



Delays and Pass Ups

