



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

**SRTP 880.1
(PC 50850)**

**Thursday, December 14, 2017
1:00 p.m. – 2:30 p.m.**

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

To request the agenda in an alternative format or request accommodations to facilitate meeting participation, please contact Vassilena Lerinska (619.595.7038) at least five (5) working days prior to the meeting. Assistive Listening Devices (ALDs) are available from the Clerk of the Committee prior to the meeting and are to be returned at the end of the meeting.

Item

**Recommended
Action**

- | | |
|--|-------------|
| 1. Roll Call | |
| 2. Approve September 21, 2017 Meeting Minutes
(materials enclosed) | Approve |
| 3. Public Comment
➤ <i>Public comments are limited to 3 minutes per person.</i> | Information |
| 4. Member Comment | Information |
| 5. 2018 ASAC Meeting Schedule
- Action would adopt the 2018 ASAC meeting schedule | Approve |
| 6. Transit Training Update (Callie Johnson)
- Receive an update on the program progress | Information |
| 7. Emergency Contact Policy (Jay Washburn) | Information |
| 8. ASAC Membership Guidelines Revision
- Discuss and update ASAC membership guidelines | Approve |

9. ADA Paratransit Reports

Information

- Operators
 - MTS Access (**DeRees Clark**)
- Certification
 - MTM (**Callie Johnson**)

10. Fixed-Route Reports

Information

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

11. Next Meeting Date: **March 8, 2018**

VLERINSKA
AGN-14-December-17
December 7, 2017 Mail Out

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
DRAFT MEETING MINUTES
Thursday, September 21, 2017
1:00 p.m. – 2:30 p.m.

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

1. Call to Order and Roll Call

Vice Chairman Washburn called the meeting to order at 1:00 p.m. A roll call sheet listing the committee members in attendance is included (see Attachment A).

2. Approval of June 8th, 2017 Meeting Minutes

Vice Chairman Washburn entertained a motion to approve the June 8th, 2017 meeting minutes. Mr. Tom Doogan moved to approve the minutes. Mr. Ruben Ceballos seconded the motion, and the vote was 13 to 0 in favor with Ms. Marshall, Ms. Rucker and Mr. Willis absent.

3. Public Comment

Ms. Lynn Parrish – Ms. Parrish noted that she attended the September Board Meeting and suggested those interested to stay on top of the TOP in regards to the changes that are being made. Ms. Parrish also noted that new fare boxes are being proposed for the trolley stations and suggested that ASAC should have input for them.

Vice Chairman Washburn noted that MTS will bring information regarding the new fare boxes to ASAC as it becomes available.

4. Member Comment

Mr. Ruben Ceballos asked for clarification on conditional eligibility for paratransit users.

Vice Chairman Washburn responded by saying that when a conditionally eligible rider calls to schedule a trip, the reservationist would ask which condition he/she meets. At that point, the trip would be scheduled and forwarded to management and road supervisors who will go out and evaluate the origin/destination. They will then determine if the client does or does not meet the conditions for future trips. Mr. Ceballos asked how conditional eligibility would affect a rider when they have to call one to two days in advance and may have to find alternative means of transportation. Vice Chairman Washburn responded by saying that the initial trip would be approved. When a rider calls for future trips he/she would be informed right away if the trip qualifies. Mr. Ceballos how he would find alternative transportation if he calls a day before his trip to make a reservation. Vice Chairman Washburn responded by saying that that would be up to the individual to determine.

Ms. Shelly Verrinder, Interim General Manager for First Transit, noted that someone from First Transit will call the rider after the determination has been made to make them aware of the decision.

5. Taxicab Driver Training (Lenny Fewell)
Removed

6. ASAC Ad Hoc Committee (Jay Washburn)

Ms. Samantha Leslie noted that during the last ASAC meeting there was information provided on the travel training program. ASAC showed interest and directed staff in creating an Ad Hoc committee to discuss more detail for the travel training program. Ms. Leslie went over the recommended parameters for the proposed committee.

Ms. Lynn Parrish said she supports the action of creating an ASAC Ad Hoc committee. She asked how one would be appointed to the committee. Ms. Leslie responded by saying interested individuals could contact Vice Chairman Washburn. Vice Chairman Washburn noted that it would be a public meeting and was open to the public.

Mr. Willis asked if the name of the program could include the word transit instead of travel. Ms. Audrey Porcella noted she would support that. Mr. Jorge Rivas also stated he would support the change. Ms. Leslie said ASAC could make a motion and also appoint the members of the Ad Hoc committee. Mr. Willis motioned to change title from travel training to transit training. Ms. Rebbie Radtke seconded the motion and the vote was 15 to 0 in favor with Ms. Marshall absent.

Mr. Willis asked how a non-voting member of ASAC could chair the committee. Ms. Leslie responded by saying that the committee would not be under the Brown Act so ASAC has the flexibility to decide how the committee is designed. Mr. Willis noted that the committee should be chaired by someone who is voting a member of ASAC. Vice Chairman Washburn responded by saying that was not the determination that was made when the program was put into place. He noted the travel training program is a direct operating expense to MTS and that MTS would oversee the committee. Mr. Willis asked if there were bylaws for ASAC. Ms. Leslie responded by saying that there are no bylaws but that ASAC has membership guidelines. Mr. Willis asked if it ASAC could contest the chair of the Ad Hoc committee. Ms. Leslie responded by saying that there is no legal reason why that couldn't happen. Mr. Willis noted his reasons for contesting the chair. Ms. Leslie explained that the chair would have to confer and coordinate with the paratransit manager to set up a time, location, date, etc. She explained that ASAC could move a motion to change the chair for the travel training program. Mr. Willis moved the motion. Mr. Ceballos seconded the motion and the vote was 15 to 0 in favor with Ms. Marshall absent.

Vice Chairman Washburn asked if there are any ASAC members who would be interested in serving on the Ad Hoc committee. Mr. Willis asked if alternates from ASAC could be appointed to the committee. Ms. Leslie responded by saying yes. Mr. Willis asked what the maximum number of members could be for the committee. Ms. Leslie responded by saying 9. Ms. Vassilena Lerinska read the following names of the volunteers for the committee. Floyd Willis (AIS), Rebbie Radtke (San Diego Center for the Blind), Callie Johnson (MTM), Jonathan Albarran (FACT), Lynn Parrish (Fixed Route Consumer), Amy Kalivas (Access to Independence), Nora Parker (non ASAC member). Vice Chairman Washburn entertained a motion to approve the volunteers. Mr. Ceballos

moved the motion. Mr. Doogan seconded the motion and the vote was 15 to 0 in favor with Ms. Marshall absent.

Mr. Willis asked if item 6 was the establishment of the committee. Vice Chairman Washburn responded by saying yes.

7. ASAC Membership (Jay Washburn)

Vice Chairman Washburn went over the ASAC Membership Guidelines. He noted that ASAC currently has 17 voting members and went over the representatives from each agency/organization/group. He explained that at this time, MTS believes that ASAC already includes all interested members which provide valuable input.

Ms. Parrish explained she does not feel behavioral health is represented on ASAC.

Mr. Ceballos stated he does not agree with the staff recommendation.

Mr. Willis asked if this topic has only been brought up once. Vice Chairman Washburn responded by saying yes. Mr. Willis noted that 3. E and F of the membership guidelines can be a bit confusing between what is considered a social service agency, disability group or governmental agency. He wondered if all varieties of agencies were well represented on ASAC. Ms. Porcella asked if the membership was limited to a certain number of people. Ms. Leslie responded by saying no. Mr. Willis noted that someone from the behavioral health organization would not necessarily have to be under classified under a government agency, social services agency, or disability group.

Mr. Ceballos asked if there was room for another member on ASAC. Ms. Leslie responded by saying yes. Vice Chairman Washburn noted that this agenda item was simply a recommendation by staff but that members could motion to add an 18th voting member to ASAC. Mr. Ceballos motioned to add a behavioral health representative member to the roster. Ms. Porcella asked if one or multiple individuals could represent under section 3. D, E, and F. Ms. Leslie responded by saying that the membership guidelines is very old. She explained that her interpretation would that it would be one individual agency but would not limit to the amount of agencies that could be represented. Ms. Porcella noted that someone could technically already be representing someone from the behavioral health community under section 3. D, E or F. Vice Chairman Washburn noted that if someone came forward from the behavioral health community and asked to join ASAC, that would be brought forward and members could vote. Mr. Willis asked if there was a motion to add an additional member to ASAC. Vice Chairman Washburn responded by saying yes. Mr. Willis seconded the motion and the vote was 15 to 0 in favor with Ms. Marshall absent.

Mr. Willis asked if there could be an assessment to see if behavioral health is already represented on ASAC. Ms. Porcella noted that Mr. Willis was misinterpreting her point. She noted that there is nothing in the ASAC guidelines stopping members from voting on a new member. Mr. Willis asked if this would need to go to the MTS board. Ms. Leslie responded by saying yes.

Ms. Betsy White noted that she works as a behavioral health specialist and would be interested in serving on ASAC. Mr. Allen agreed. Vice Chairman Washburn noted that once approved by the MTS board, individuals would be able to apply to be a member.

Mr. Willis asked how members could be involved in making suggestions to the membership guidelines. Ms. Leslie responded by saying that if the MTS board approves a new member, a general overview and cleanup could be conducted. Vice Chairman Washburn asked committee members to give the guidelines a look and provide any recommended changes to MTS. Mr. Willis asked if this could be an agenda item for the next ASAC meeting. Ms. Leslie responded by saying yes but that the changes would not be final until they went to the MTS Board. Ms. Leslie suggested taking the membership guidelines and the addition of a new member to the board at once. Vice Chairman Washburn noted that would either be in January or February. Mr. Ceballos asked if a motion was needed to add the revision of membership guidelines to the December agenda. Vice Chairman Washburn responded by saying yes. Mr. Ceballos motioned to add this to the agenda. Ms. Rucker seconded the motion and the vote was 15 to 0 in favor with Ms. Marshall absent. Mr. Bill Lewis suggested members submit changes to Ms. Leslie for clean up before the next ASAC meeting. He noted this would allow members to review before the next meeting and discuss. Ms. Fragger asked if Ms. Leslie could only make minor changes. Ms. Leslie responded by saying she could make minor edits/formatting but nothing substantial. Mr. Washburn stated the revisions would be included in the December ASAC packet for discussion.

Mr. Willis noted that there should be a section about creating a subcommittee in the guidelines.

Mr. Ceballos asked if the motion that he made would still stand. Mr. Washburn responded by saying yes and that it was seconded by Ms. Rucker. The vote was 15 to 0 in favor with Ms. Marshall absent

8. Travel Training Update (Callie Johnson)

Ms. Callie Johnson, MTM, gave an updated on the Travel Training Program. She noted that the four master trainers have been trained since the last ASAC meeting. She noted there was input meeting for the community and the program has since been finalized. Ms. Johnson noted there are three tiers of travel training and provided an explanation on each one. Ms. Johnson provided travel training packets which included information on the program, instructors profile, waivers, etc. She noted MTS/MTM hope to hold the first session soon and get more input from the community.

Mr. Willis asked which organizations the four trainers represented. Vice Chairman Washburn responded by saying that the trainers were from MTS and MTM.

9. Conditional Eligibility Enforcement (Jay Washburn)

Vice Chairman Washburn explained how conditional eligibility is now being enforced for those MTS Access clients who have been deemed conditionally eligible. He provided an example of how conditional eligibility works. Vice Chairman Washburn noted that prior to August 1, 2017, conditional eligibility has not been enforced. He then explained that First Transit and MTS are taking extra steps to inform clients of their conditions.

Mr. Willis asked if conditional eligibility is part of running a paratransit system. Vice Chairman Washburn responded by saying yes. Mr. Willis asked if there are predetermined categories of how to define eligibility. Vice Chairman Washburn responded by saying yes and provided the types of eligibility. Mr. Willis asked where he could find the list of eligibility. Vice Chairman Washburn responded by saying it's on the MTS website. Mr. Willis asked how long conditional eligibility has been defined by the

FTA. Vice Chairman Washburn said since the beginning of the ADA. He also noted that there was a large mail out done for those clients prior to August 1, 2017.

Mr. Doogan asked if there is an appeal process in place. Vice Chairman Washburn responded by saying yes and that it is a two-step process. Ms. Johnson and Vice Chairman Washburn explained the appeals process to members.

Mr. Rivas asked if someone's conditional changes, how that would be taken into account after they have received their eligibility. Vice Chairman Washburn responded by saying that an individual would reapply with MTM which would create a new case. If someone's condition changed within 60 of the initial determination then they can appeal. Mr. Rivas noted that reapplying is sometimes tedious for some individuals and that some doctors don't want to fill out paperwork again. He asked how that process could be simplified. Vice Chairman Washburn explained that without new documentation, MTM would not be able to determine if there are any changes in someone's condition. Ms. Lerinska noted that under the ADA, everyone must be treated the same so MTS cannot make it easier for one individual to reapply and not another. Mr. Ceballos asked if someone reapplies, would their past information be taken into account. Ms. Johnson responded by saying that only new paperwork is taken into account. Mr. Willis asked if conditional eligibility has caused a flood of early recertification. Vice Chairman Washburn responded by saying that about 5% of conditionally eligible clients have requested a new application. Ms. Lerinska noted that that doesn't mean they actually went through the recertification process.

Ms. Rucker noted that clients could carry an extra application with them in the event their condition changes. Vice Chairman Washburn noted that doctors are able to fill out the forms online as well.

10. ADA Paratransit Reports – Informational Item

MTS Access - Mr. Rafael Villegas presented the MTS Access reports for May 2017, June 2017 and July 2017 (see Attachment B).

MTM – Ms. Callie Johnston presented the MTM certification reports for May 2017, June 2017 and July 2017 (see Attachment C).

11. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for May 2017, June 2017 and July 2017 (see Attachment D).

Mr. Ceballos noted that there was a spike in wheelchair pass-ups due to ramp being inoperable. He asked if there was a reason for the spike. Ms. Fragger she does not have a reason for the spike but noted that if there are any issues with ramps those are addressed right away.

MTS Contract Services (Transdev) – Mr. Bill Lewis presented the MTS Contract Services Ramp Deployment Report for May 2017, June 2017 and July 2017 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for May 2017, June 2017 and July 2017 (see Attachment F).

Mr. Doogan noted that since the inception of the low floor trolley, there haven't been any pass ups. Ms. Kalivas noted that the audible component at the Rio Vista station is great. Mr. Ceballos explained that he pressed the ramp deployment button but other riders would not allow the doors to close so the ramp could not deploy. Mr. Doogan asked Mr. Ceballos if the ramp did eventually deploy. He responded by saying yes. Vice Chairman Washburn asked if the request to deploy the ramp is stored in the trolley. Mr. Doogan said that it is but that also the operators are able to override that. He noted that riders should board at the first car where they are most visible. Mr. Rivas asked if a technology could be implemented where a signal is sent to a operator letting them know someone needs the ramp at the next station.

12. Public Comment (Continued)

Ms. Lorraine Leighton noted she has had the same issues with the ramps as Mr. Ceballos. She noted that sometimes the ramps on the East County buses don't deploy. She also explained she went to use route 864 and the driver told her the lifts were only for riders in wheelchairs or those using walkers. Vice Chairman Washburn asked Ms. Leighton for more information so that MTS could investigate what happened.

11. Adjourn

Vice Chairman Washburn adjourned the meeting at 2:48pm.

Attachments:

- A. 2018 ASAC Calendar
- B. Roll Call Sheet
- C. MTS ADA Paratransit Report
- D. MTM Certification Report
- E. MTS Bus
- F. MTS Contract Services
- G. MTS San Diego Trolley, Inc.

VLERINSKA



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Agenda Item No. 8

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

December 14, 2017

SUBJECT:

ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEMBERSHIP

RECOMMENDATION:

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

Budget Impact
None.

DISCUSSION:

At the ASAC Meeting on September 21, 2017 members approved the addition of a new member, a behavioral health services representative.

ASAC Members will now include representatives from MTS Board of Directors, MTS operations (Bus, Trolley, Transdev, First Transit, MTM), governmental agencies (SANDAG, CALTRANS, FACT, County of San Diego Department of Aging and Independent Services, County of San Diego Department of Behavioral Health Services) social services agencies (San Diego Regional Center, Access to Independence), disability organizations (San Diego Center for the Blind, Deaf Community Services, State Council on Developmental Disabilities), a paratransit passenger and a passenger with a disability that uses fixed route services. The addition of the new member will increase ASAC voting membership from 17 to 18.

On September 21, 2017, ASAC also established an ad hoc subcommittee, the Transit Training Development Committee (TTDC) to advise ASAC on MTS's implementation of the travel training program.

The proposed revisions to the ASAC Membership Guidelines would reflect the additional behavioral health services representative and expressly include the authority for ASAC to establish subcommittees as necessary. All other proposed revisions to ASAC



Membership Guidelines not described here are minor and non-substantive. Revisions to the ASAC's Membership Guidelines requires approval from the MTS Chief Executive Officer and the MTS Board of Directors.

Jay Washburn
Manager of Paratransit and Minibus

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

Attachments: A. Revised ASAC Membership Guidelines

Accessible Services Advisory Committee Guidelines

On February 9, 1995, the San Diego Metropolitan Transit System (MTS) Board of Directors established the MTS Accessible Services Advisory Committee (ASAC). The minimum guidelines for the ASAC are as follows:

I. The responsibilities of the committee will be:

A. To advise and make recommendations to the 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 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.

II. The committee will not set policy.

III. Membership to the committee will be drawn from the following eighteen (18) voting members:

- A. One representative of the MTS Board of Directors appointed on an annual basis, who will be approved by the MTS Board of Directors;

- B. One representative from MTS trolley, appointed by the MTS Chief Executive Officer or designee;
- C. One representative from MTS bus, appointed by the MTS Chief Executive Officer or designee;
- D. One representative from MTS fixed route contract service operator, appointed by the MTS Chief Executive Officer or designee;
- E. One representative from the MTS complementary paratransit operator, appointed by the MTS Chief Executive Officer or designee;
- F. One representative from the MTS complementary paratransit eligibility contractor, appointed by the MTS Chief Executive Officer or designee;
- G. One representative from San Diego Association of Governments, appointed in writing by the governmental agency;
- H. One representative from California Department of Transportation, appointed in writing by the governmental agency;
- I. One representative from Facilitating Access to Coordinated Transportation, appointed in writing by the agency;
- J. One representative from San Diego Regional Center, appointed in writing by the agency;
- K. One representative from San Diego Center for the Blind, appointed in writing by the organization;
- L. One representative from State Council on Developmental Disabilities, appointed in writing by the organization;
- M. One representative from County of San Diego Department of Aging and Independent Services, appointed in writing by the agency;
- N. One representative from County of San Diego Department of Behavioral Health Services, appointed in writing by the agency;
- O. One representative from Access to Independence, appointed in writing by the agency;
- P. One representative from Deaf Community Service, appointed in writing by the organization;

- Q. One MTS complementary paratransit service patron representative, appointed by the MTS Chief Executive Officer or designee;
- R. One individual with a disability that uses MTS fixed route service, appointed by the MTS Chief Executive Officer or designee; and
- S. 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 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 and one (1) alternate fixed route 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 MTS Board of Directors along with any agenda item proposed for MTS Board of Directors Action.

IX. Subcommittees

- A. ASAC may establish subcommittees as necessary. MTS Board of Directors approval is required to establish a standing subcommittee. MTS Chief Executive Officer or designee approval is required to establish an ad hoc subcommittee.

X. 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.

XI. The committee is subject to the Brown Act.

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

Revisions Approved by ASAC on 9/21/2017

Revisions Approved by ASAC on 12/14/2017

Revisions Approved by MTS Board of Directors on XX/XX/XXXX



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Quarterly

MTS Accessible Services Advisory Committee (ASAC) 2018 Meeting Schedule

**All meetings will be held at MTS in the Board Room, 10th
Floor, 1255 Imperial Ave., San Diego, CA at 1:00 p.m.**

Meeting Date

Mail out Date

March 8, 2018

March 1, 2018

June 14, 2018

June 7, 2018

September 20, 2018

September 13, 2018

December 13, 2018

December 6, 2018



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

MEETING OF (DATE): 9.21.17

CALL TO ORDER (TIME): 1:01PM

ADJOURN (TIME): 2:48PM

COMMITTEE MEMBER	(Alternate)		ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Bragg	<input type="checkbox"/> Jay Washburn	<input checked="" type="checkbox"/>	ASAC Chairwoman	1:00 PM	2:48PM
Amy Kalivas	<input checked="" type="checkbox"/> Ruben Ceballos	<input type="checkbox"/>	Access to Independence	1:00 PM	2:48PM
Arun Prem	<input type="checkbox"/> Jonathan Albarran	<input checked="" type="checkbox"/>	FACT (CTSA)	1:00 PM	2:48PM
Debbie Marshall	<input type="checkbox"/>	<input type="checkbox"/>	State Council on Developmental Disabilities		
Bill Lewis	<input checked="" type="checkbox"/> Rene Alvarez	<input type="checkbox"/>	Transdev - Contracted Bus Routes	1:00 PM	2:48PM
Callie Johnson	<input checked="" type="checkbox"/> Caroline Margulis	<input type="checkbox"/>	MTM, Inc	1:00 PM	2:48PM
Anthony Ferguson	<input type="checkbox"/> Jorge Malone	<input checked="" type="checkbox"/>	San Diego Regional Center	1:00 PM	2:48PM
Monica Aguirre	<input type="checkbox"/> Rebbie Radtke	<input checked="" type="checkbox"/>	San Diego Center for the Blind	1:00 PM	2:36PM
Rafael Villegas	<input checked="" type="checkbox"/> DeRees Clark	<input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00 PM	2:48PM
Audrey Porcella	<input checked="" type="checkbox"/> Brian Lane	<input type="checkbox"/>	SANDAG	1:02 PM	2:48PM
Floyd Willis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	County of San Diego AIS	1:06 PM	2:48PM
Annie Gottwig	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Caltrans	1:00 PM	2:48PM
Kim Rucker	<input checked="" type="checkbox"/> Tanya Azevedo	<input type="checkbox"/>	Paratransit Consumer	1:03 PM	2:36PM
Jorge Rivas	<input checked="" type="checkbox"/> Lynn Parrish	<input type="checkbox"/>	Fixed Route Consumer	1:00 PM	2:48PM
Tom Doogan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Trolley	1:00 PM	2:48PM
Belinda Fragger	<input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Bus	1:00 PM	2:48PM
Billy Allen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Deaf Community Services	1:00 PM	2:48PM
Vassy Lerinska	<input checked="" type="checkbox"/>	non-voting	MTS Contracted Services	1:00 PM	2:48PM
Jay Washburn	<input checked="" type="checkbox"/>	non-voting	MTS Contracted Services	1:00 PM	2:48PM
Samantha Leslie	<input checked="" type="checkbox"/>	non-voting	MTS Legal	1:00 PM	2:48PM

CLERK OF ASAC:

Vassilena Cerna

PARATRANSIT AND MINIBUS MANAGER:





MTS Access ASAC Report FY 18

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	42,052	45,484	42,698	46,147									176,381
Wheelchair Boardings	10,654	9,941	8,356	9,161									38,112
On Time Performance (%)	90%	90%	86%	85%									88%
Valid Complaints	50	48	45	64									207
Invalid Complaints	21	29	26	29									105
Compliments	17	10	3	3									33
Calls Received	34,474	34,709	36,296	37,678									143,157
% Abandoned Calls	5.60%	6.70%	10.00%	7.20%									7.38%
Average Call Time	0:02:25	0:02:28	0:02:31	0:02:27									0:02:28
Average Hold Time	0:00:46	0:00:55	0:01:23	0:01:00									0:01:01

Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments

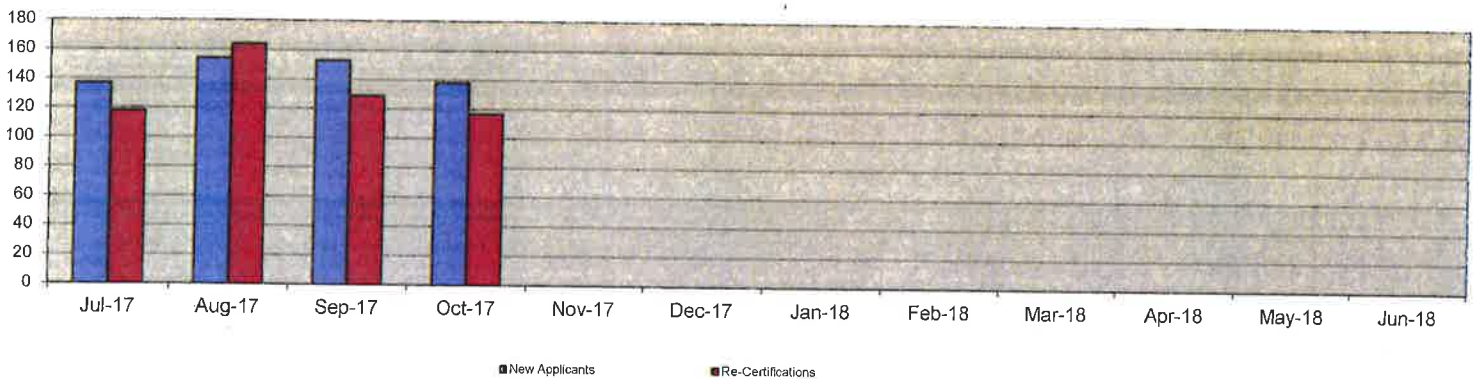




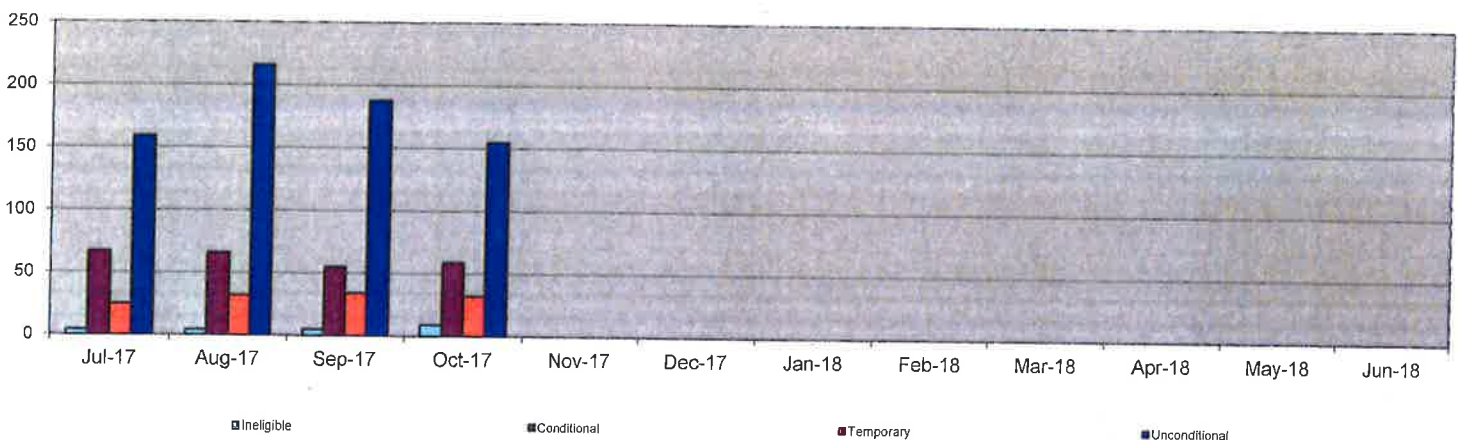
MTM Certification Summary Report FY 18

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
New Applicants	137	154	153	138									582
Re-Certifications	118	164	129	117									528
Total	255	318	282	255									1,110
Ineligible	4	4	5	9									22
Conditional	67	66	55	59									247
Temporary	25	32	34	32									123
Unconditional	159	216	188	155									718
Total	255	318	282	255									1,110

New Applicants and Re-Certifications



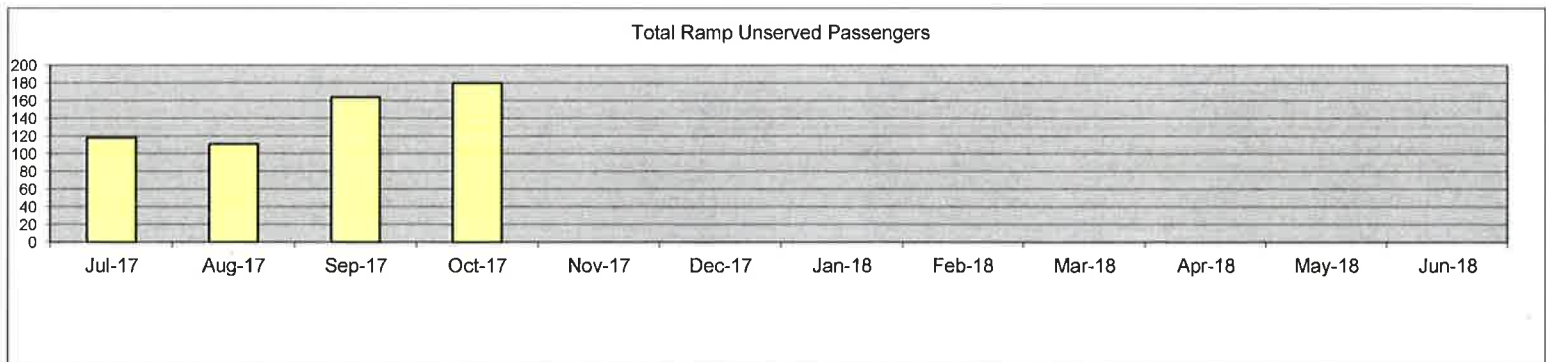
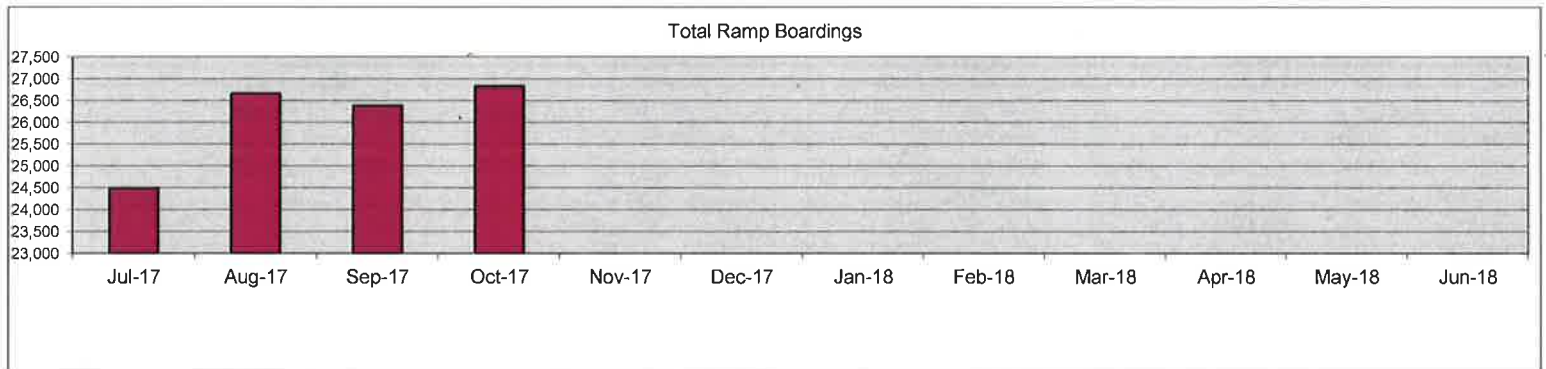
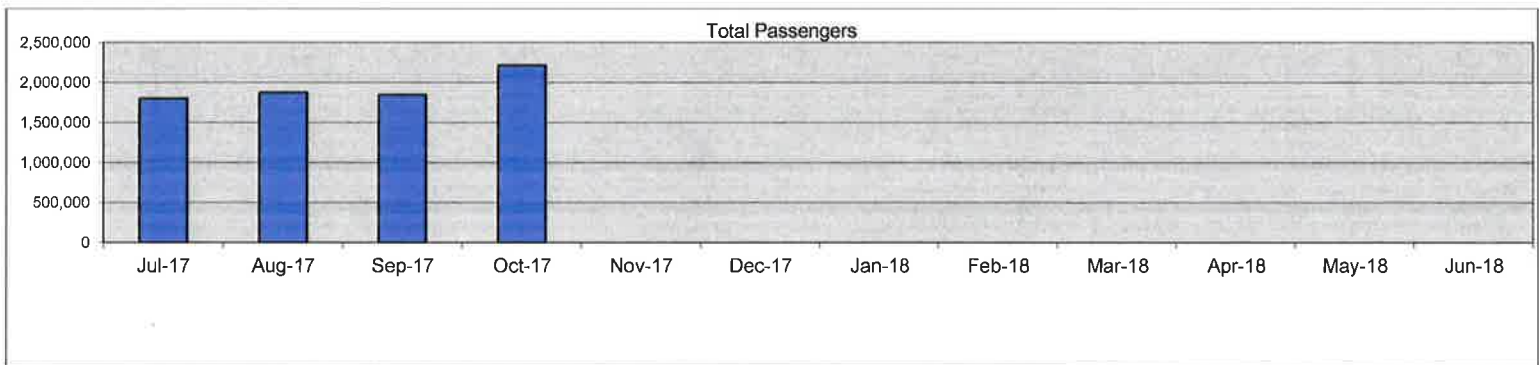
Eligibility





MTS Bus Ramp Deployment Report FY 18

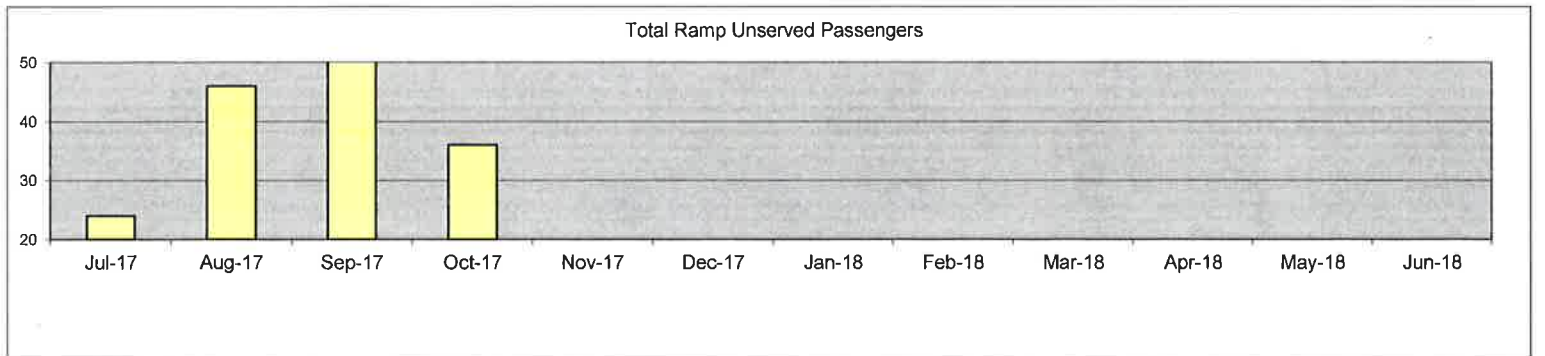
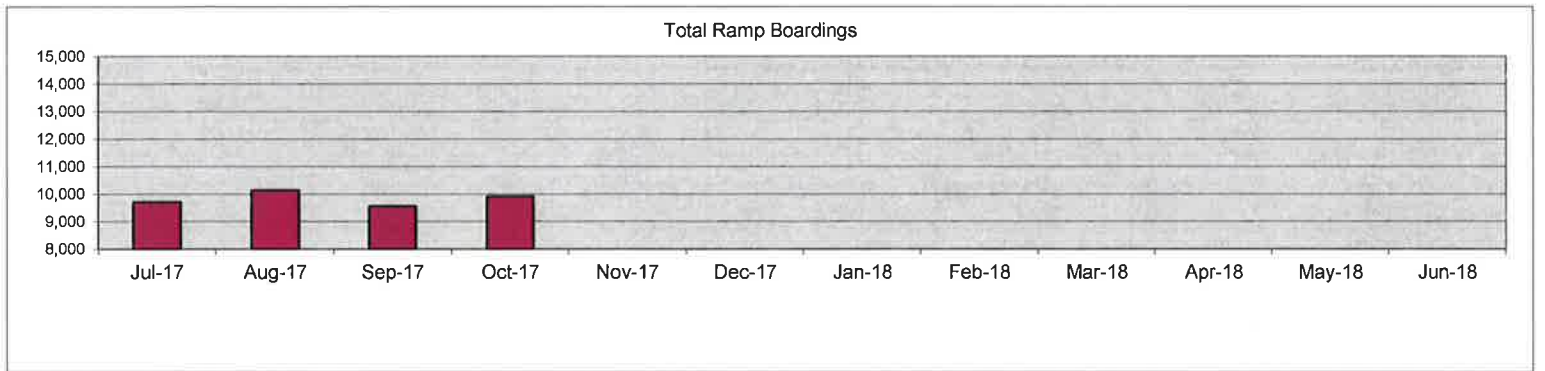
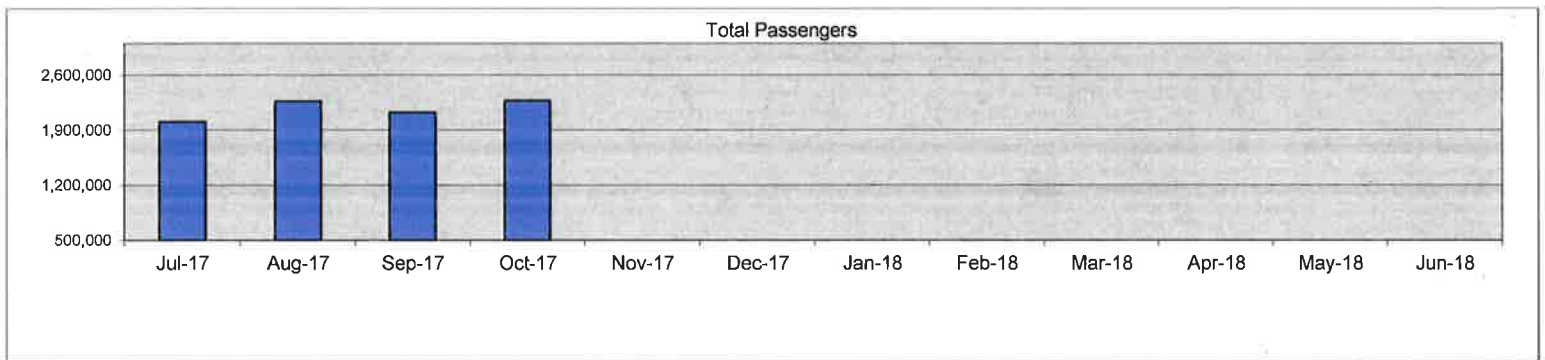
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	1,797,737	1,873,907	1,848,380	2,216,315									7,736,339
Total Ramp Boardings	24,486	26,665	26,383	26,833									104,367
Percentage of Ramp Boardings	1.36%	1.42%	1.43%	1.21%									1.36%
Total Ramp Unserved Passengers	118	111	164	180									573
Percentage of Ramp Unserved Passengers	0.48%	0.42%	0.62%	0.67%									0.55%
Pass-Up Ramp Inoperable	19	21	19	24									83
Pass-Up WC Space Full	80	79	120	121									400
Pass-Up Bus Full	19	11	25	35									90





MTS Contract Services Ramp Deployment Report FY 18

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	2,007,428	2,267,859	2,123,558	2,275,360									8,674,205
Total Ramp Boardings	9,710	10,145	9,560	9,914									39,329
Percentage of Ramp Boardings	0.48%	0.45%	0.45%	0.44%									0.45%
Total Ramp Unserved Passengers	24	46	54	36									160
Percentage of Ramp Unserved Passengers	0.25%	0.45%	0.56%	0.36%									0.41%
Pass-Up Ramp Inoperable	8	7	3	9									27
Pass-Up WC Space Full	14	33	41	23									111
Pass-Up Bus Full	2	6	10	4									22

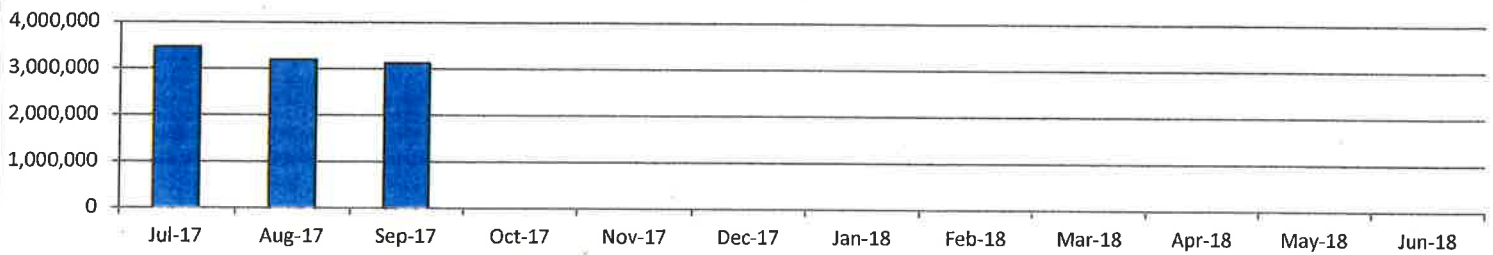




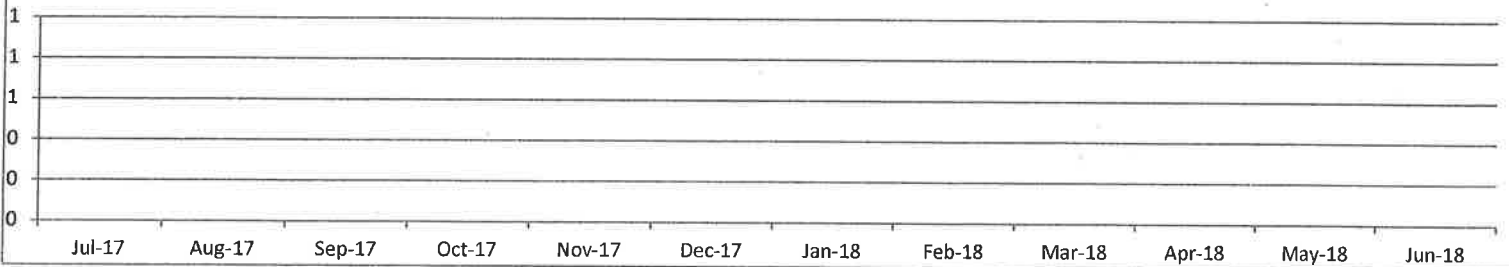
San Diego Trolley Lift Deployment Report FY 18

Total - All Lines	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total
Total Passengers	3,466,734	3,197,543	3,124,450										9,788,727
Lift Uses	-	-	-	-	-	-	-	-	-	-	-	-	-
Lift Failures	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D Only	-	-	-	-	-	-	-	-	-	-	-	-	-
Pass - Ups (Capacity)	-	-	-	-	-	-	-	-	-	-	-	-	-
Delays - S/D + Others	-	-	-	-	-	-	-	-	-	-	-	-	-

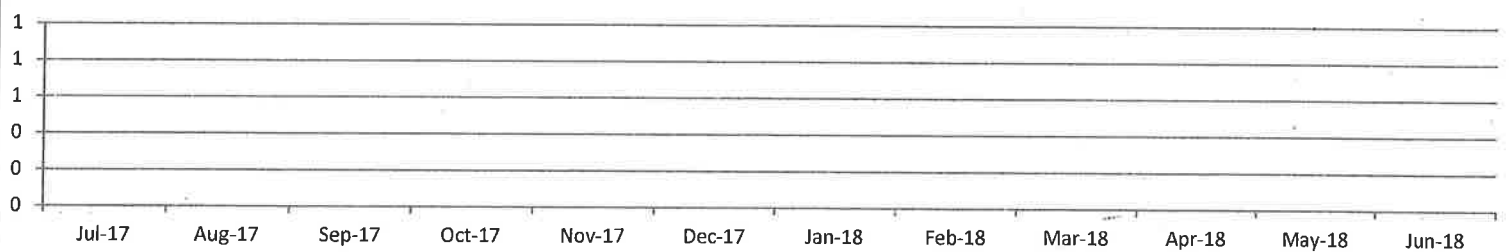
Total Passengers



Lift Uses



Lift Failures



Delays and Pass Ups

