

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

**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

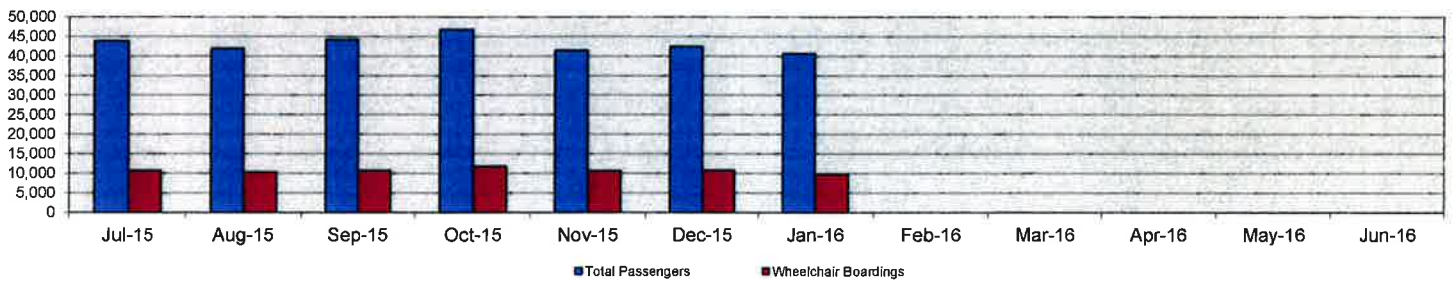
SIGNED BY THE CLERK OF THE BOARD: *Wassilene L. Linder*



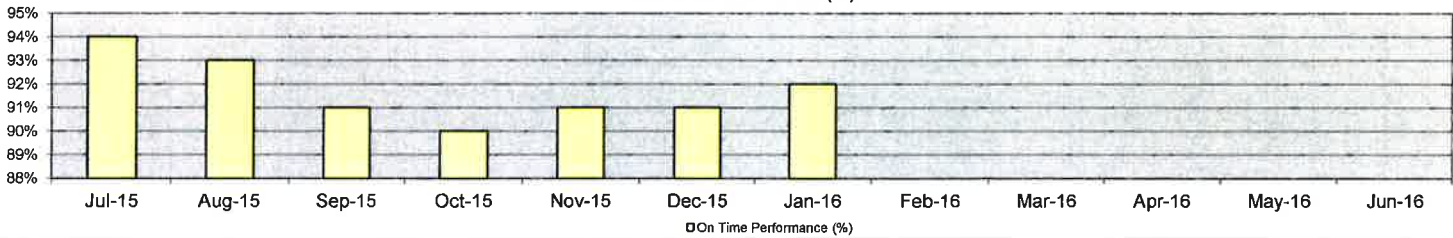
MTS Access ASAC Report FY 16

	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

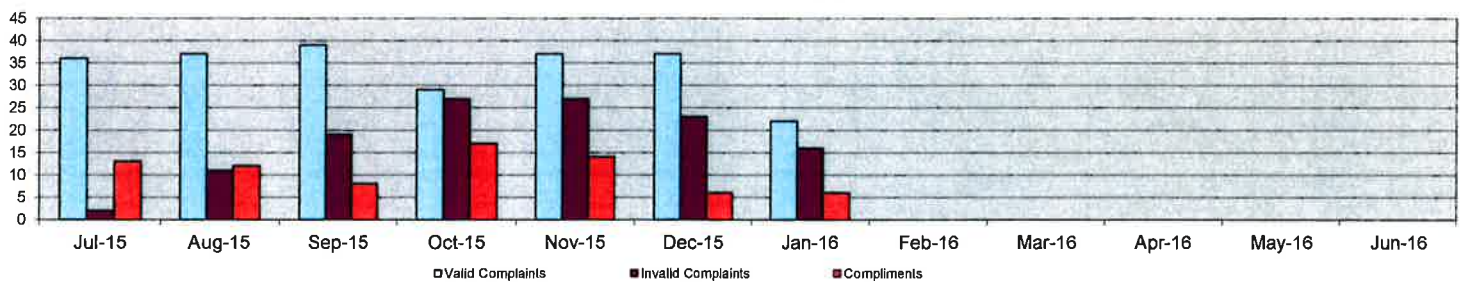
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



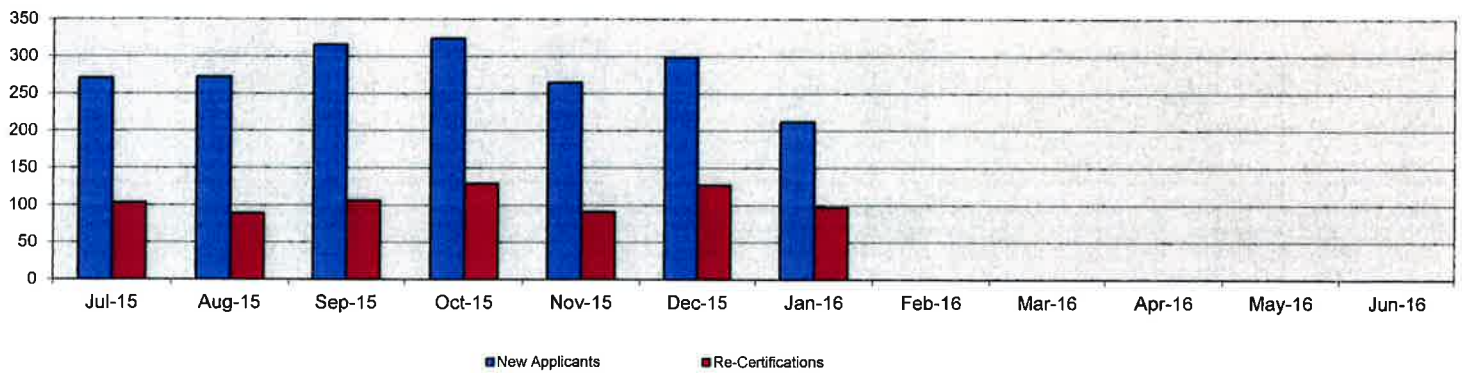


ADARide Certification Summary Report FY 16

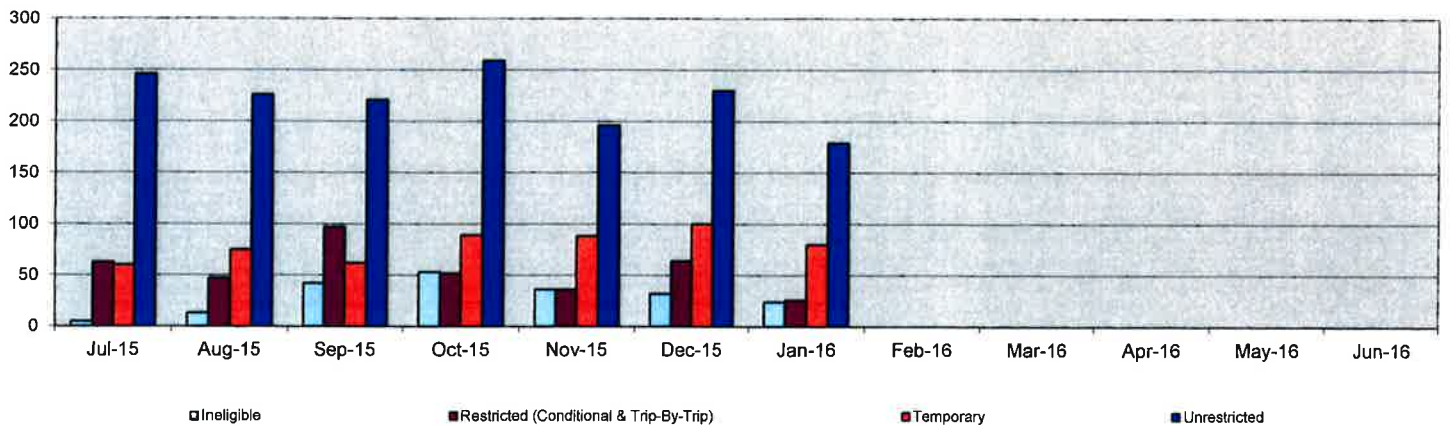
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
New Applicants	271	272	316	324	265	299	212						1,959
Re-Certifications	103	89	106	129	91	127	97						742
Total	374	361	422	453	356	426	309						2,701

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



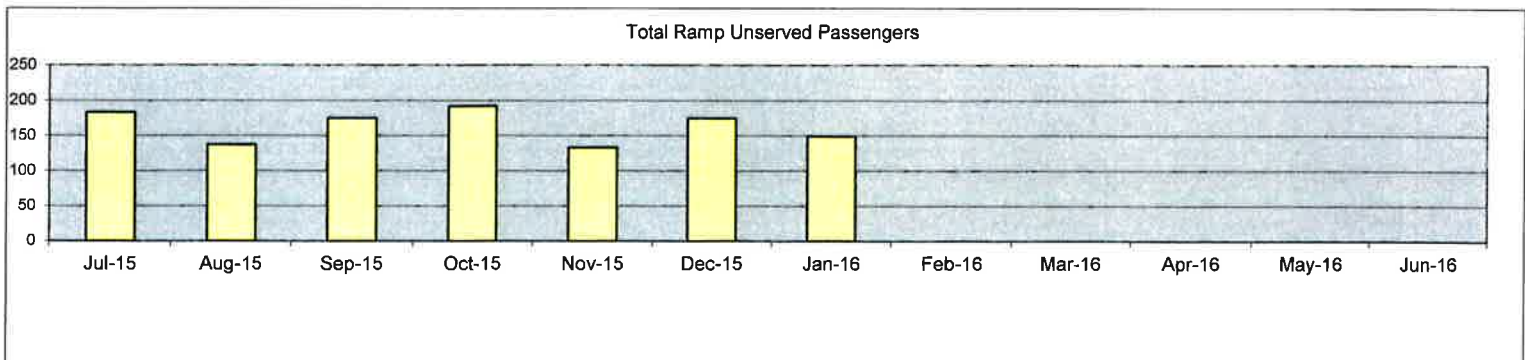
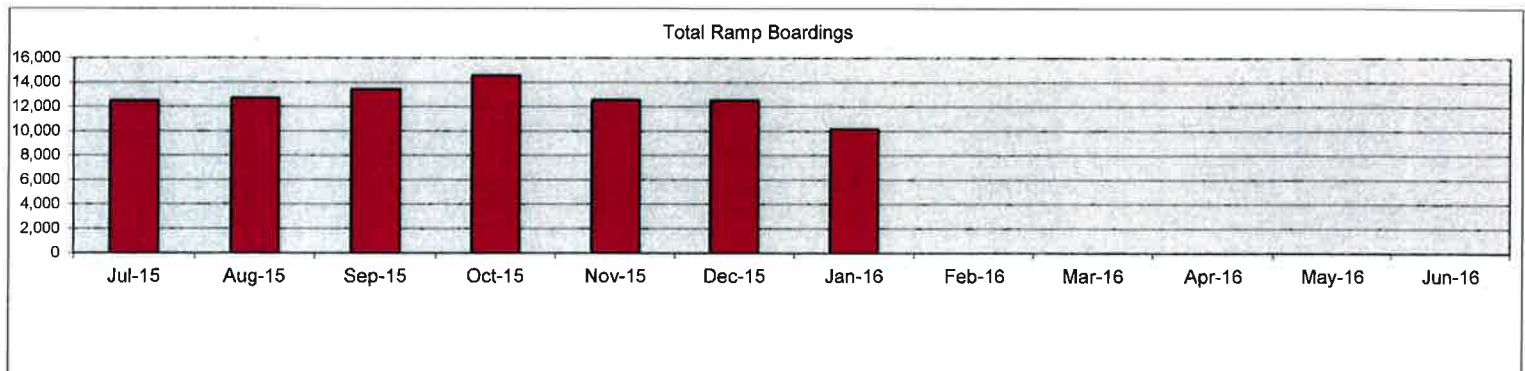
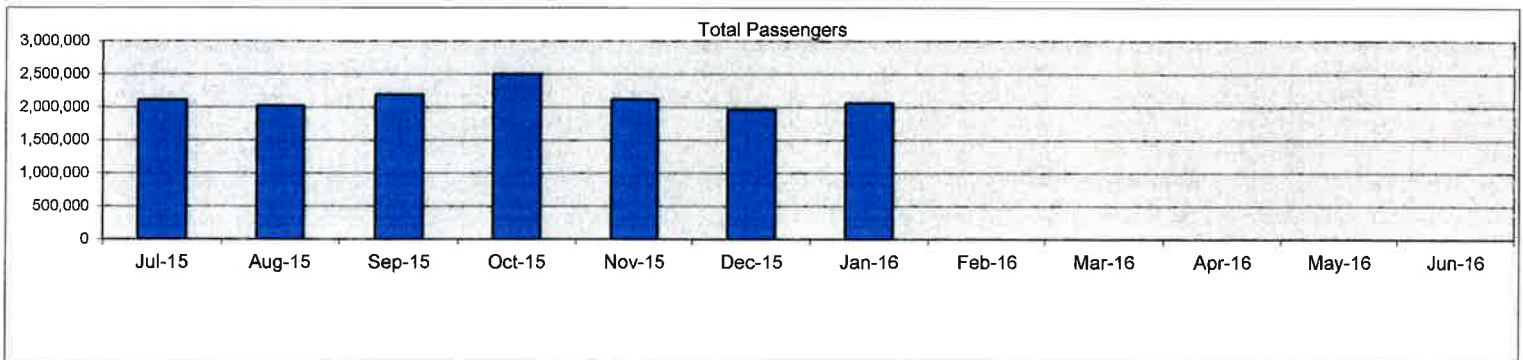
Eligibility





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

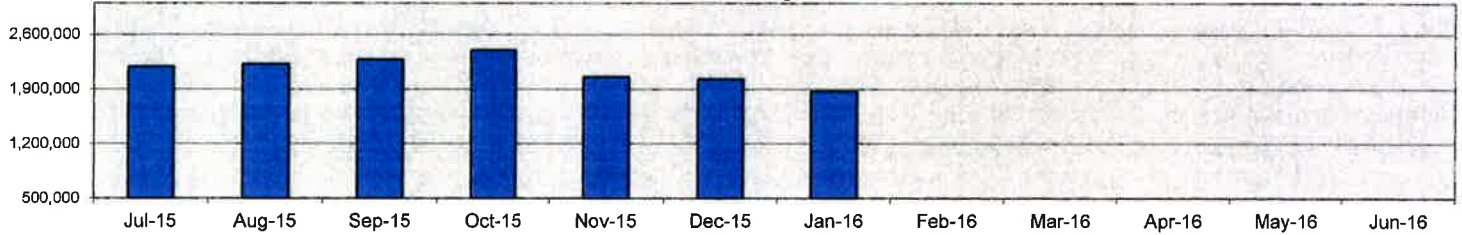




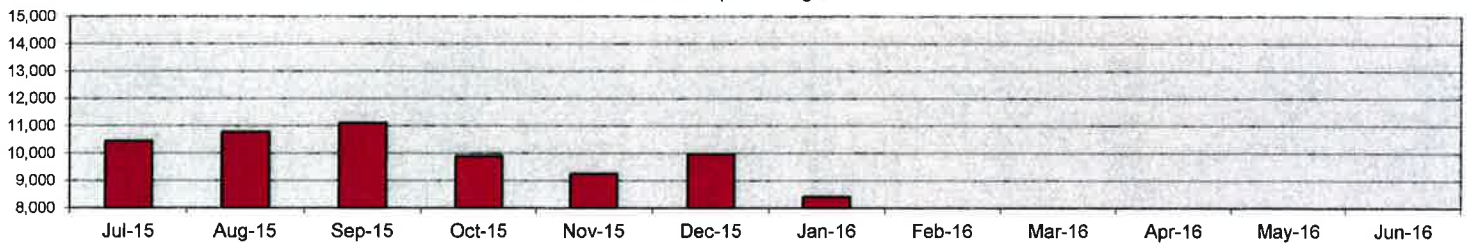
MTS Contract Services Ramp Deployment Report FY 16

	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

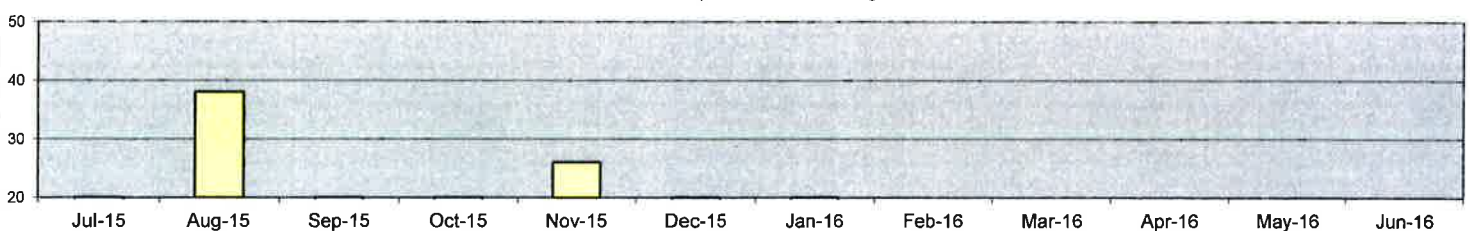
Total Passengers



Total Ramp Boardings



Total Ramp Unserved Passengers

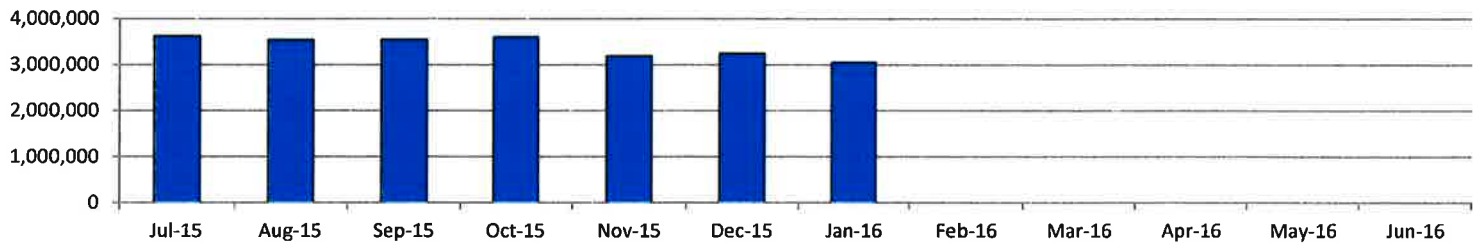




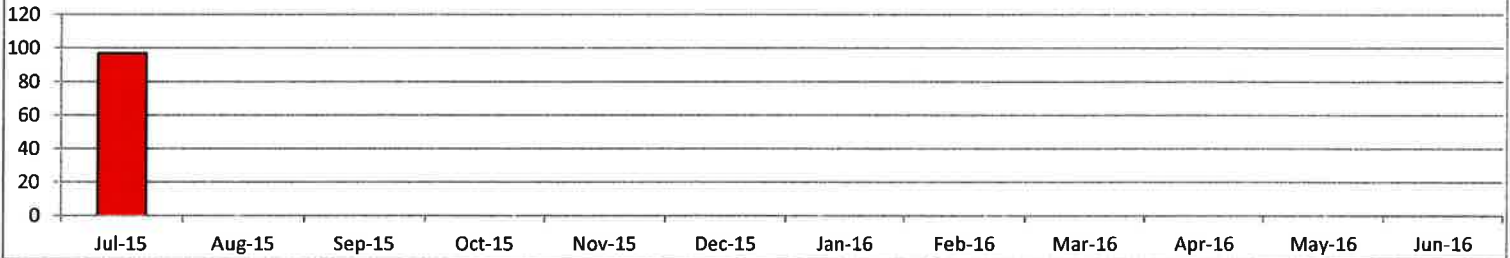
San Diego Trolley Lift Deployment Report FY 16

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

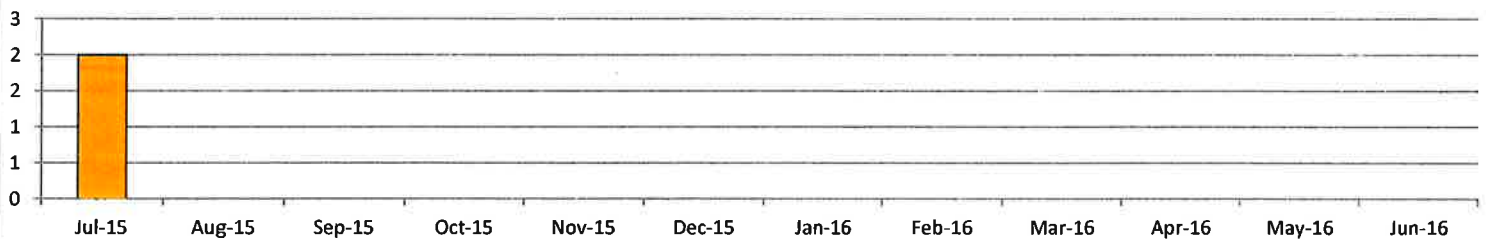
Total Passengers



Lift Uses



Lift Failures



Delays and Pass Ups

