

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, 10<sup>th</sup> 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 1<sup>st</sup>, 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 25<sup>th</sup>, 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 9<sup>th</sup> 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.
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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.

<b>BOARD MEMBER</b>	<b>Alternate</b>	<b>AGENCY</b>
Lorie Bragg <input type="checkbox"/>	<input type="checkbox"/>	ASAC Chairwoman
Ruben Ceballos <input checked="" type="checkbox"/>	<input type="checkbox"/>	Access to Independence
Arun Prem <input type="checkbox"/>	<input type="checkbox"/>	FACT (CTSA)
Debbie Marshall <input checked="" type="checkbox"/>	<input type="checkbox"/>	Developmental Disabilities Board – Area 13
Rene Alvarez <input checked="" type="checkbox"/>	Bill Lewis <input checked="" type="checkbox"/>	Veolia Transportation – Contracted Bus Routes
Art Hulscher <input type="checkbox"/>	Cindy Hall <input type="checkbox"/>	ADA Ride
Anthony Ferguson <input checked="" type="checkbox"/>	<input type="checkbox"/>	San Diego Regional Center
Charles Lungerhausen <input type="checkbox"/>		Paratransit Consumer
Monica Aguirre <input checked="" 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 <input checked="" type="checkbox"/>	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 <input checked="" type="checkbox"/>	SANDAG
Floyd Willis <input type="checkbox"/>	<input type="checkbox"/>	County of San Diego AIS
<input type="checkbox"/>	<input type="checkbox"/>	Caltrans
Tom Doogan <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Trolley
Jim Byrne <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Bus
Todd Lordson <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Vassy Lerinska <input checked="" type="checkbox"/>	<input type="checkbox"/>	MTS Contracted Services
Karen Landers <input type="checkbox"/>	Samantha Leslie <input checked="" type="checkbox"/>	MTS Legal

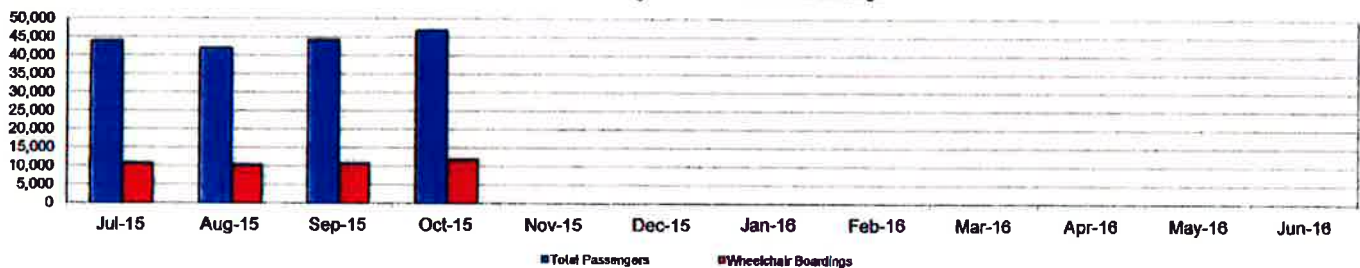
SIGNED BY THE CLERK OF THE BOARD: Christine L. [Signature]



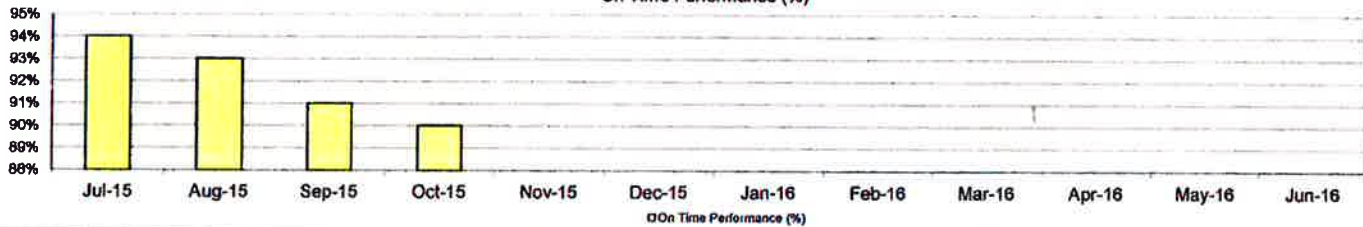
# MTS Access ASAC Report FY 16

	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

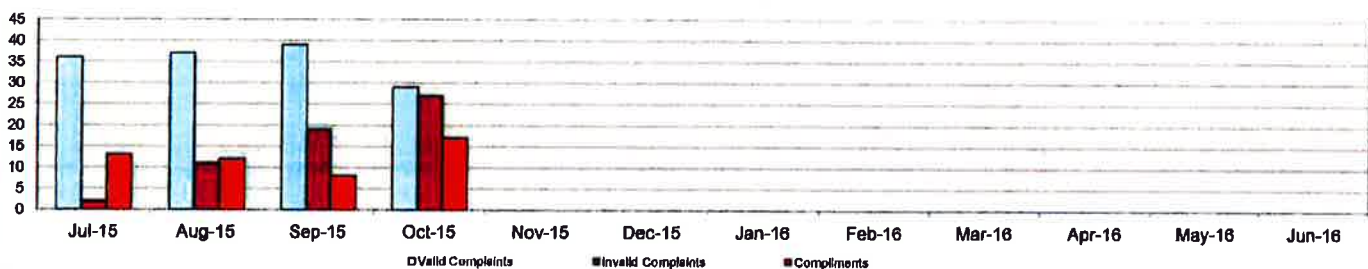
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



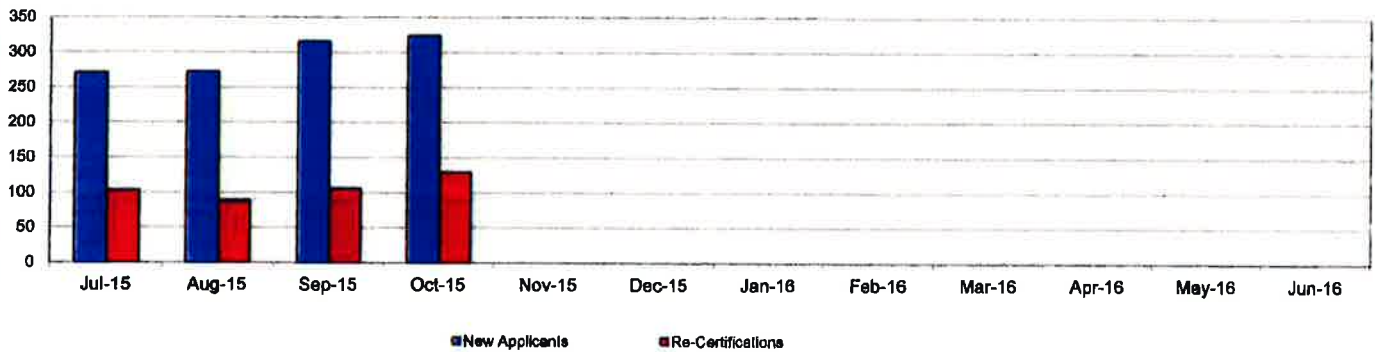




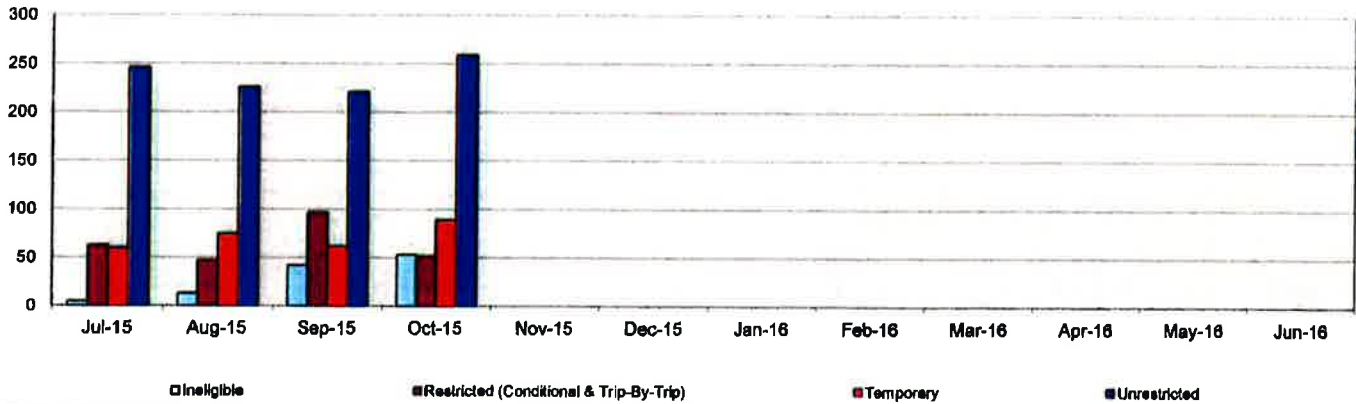
## ADARide Certification Summary Report FY 16

	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



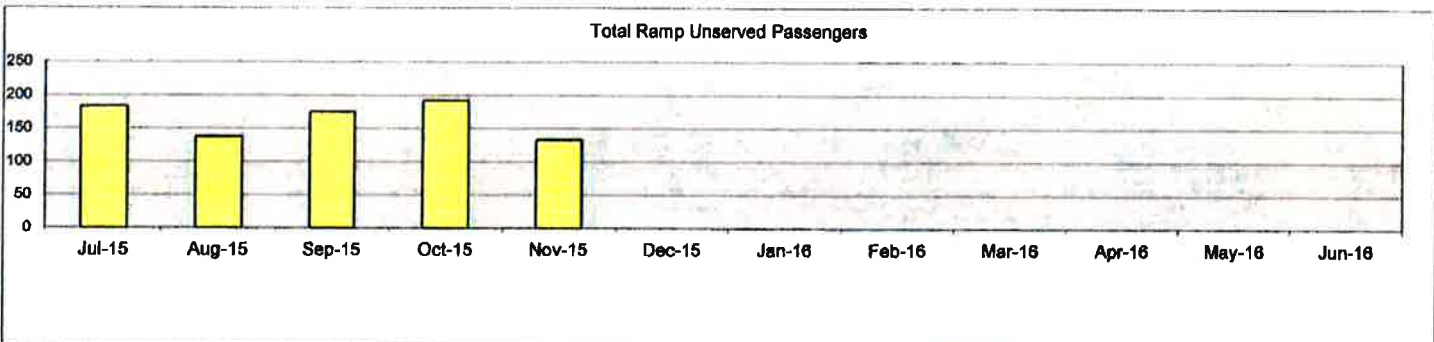
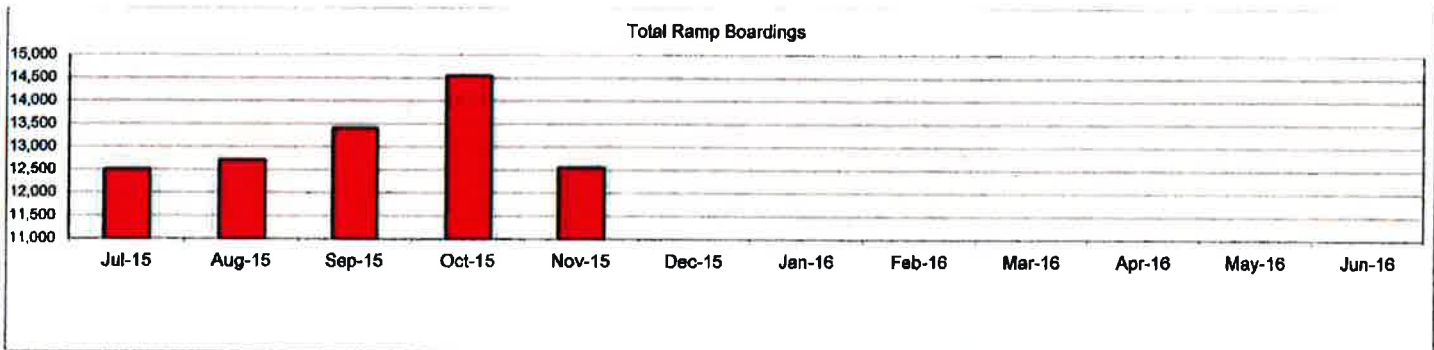
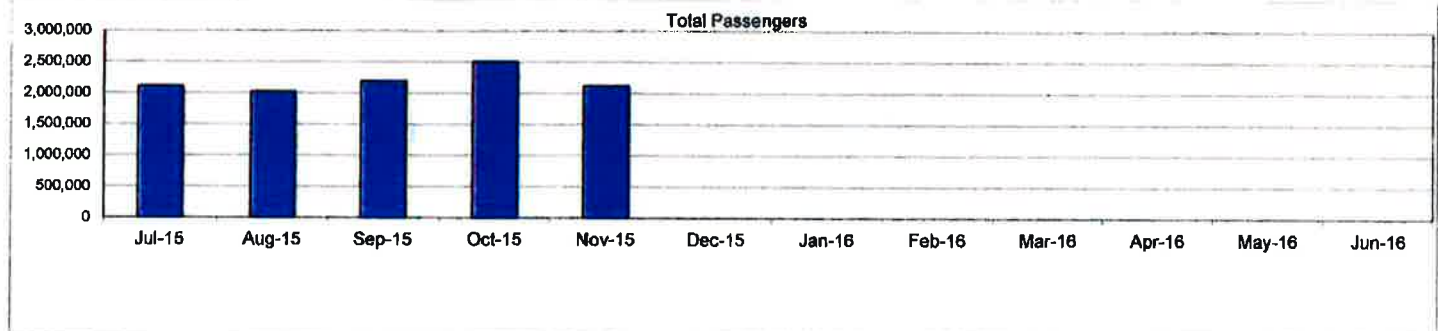
### Eligibility





# **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	12,716	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

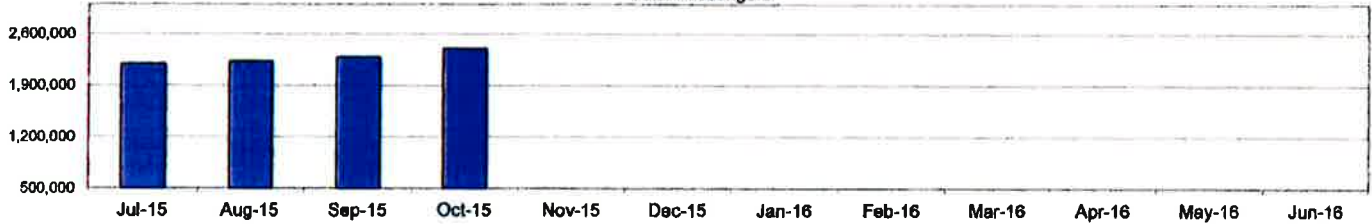




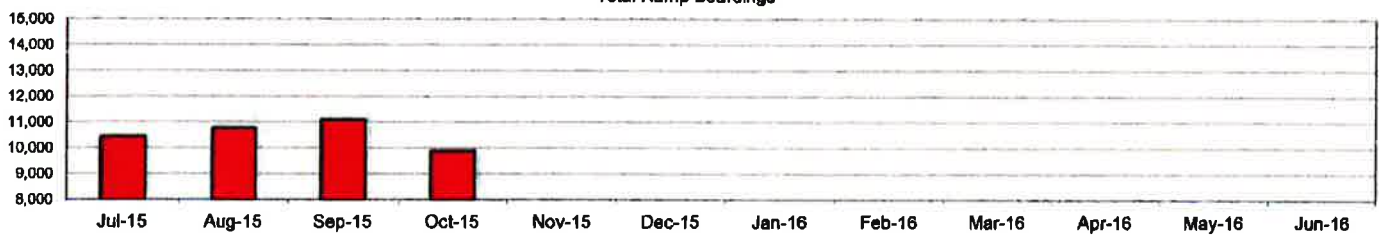
**MTS Contract Services  
Ramp Deployment Report  
FY 16**

	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

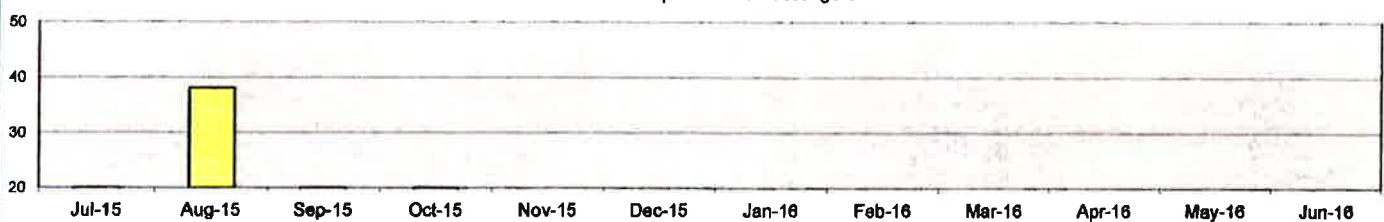
Total Passengers



Total Ramp Boardings



Total Ramp Unserved Passengers

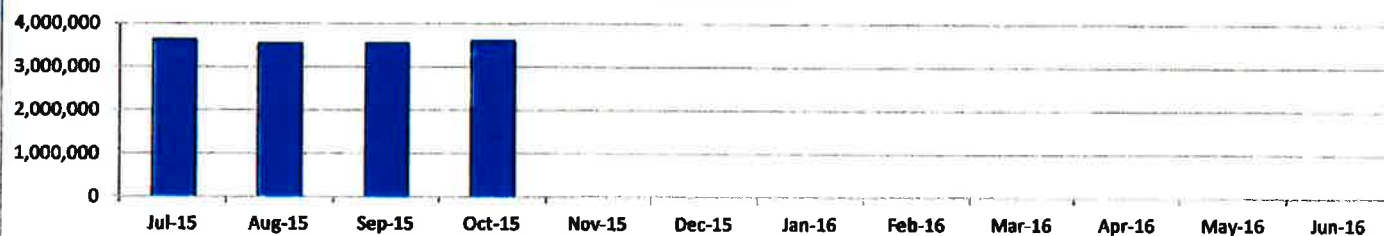




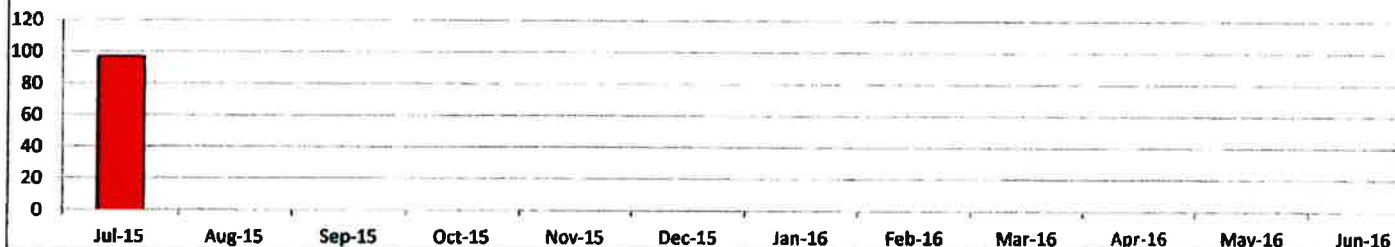
## San Diego Trolley Lift Deployment Report FY 16

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	3,600,885									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

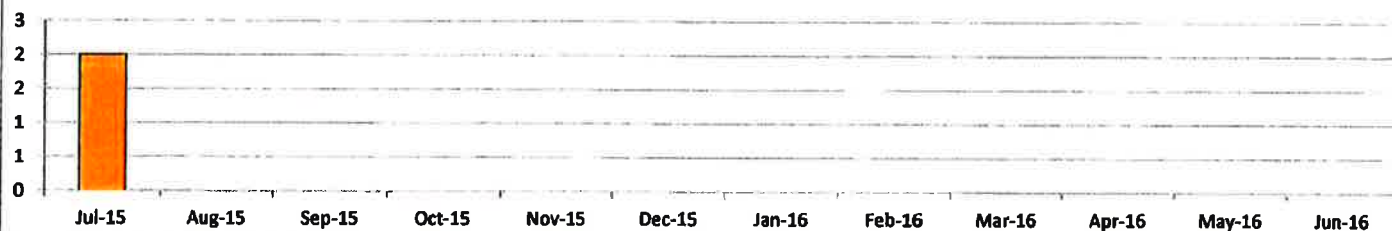
Total Passengers



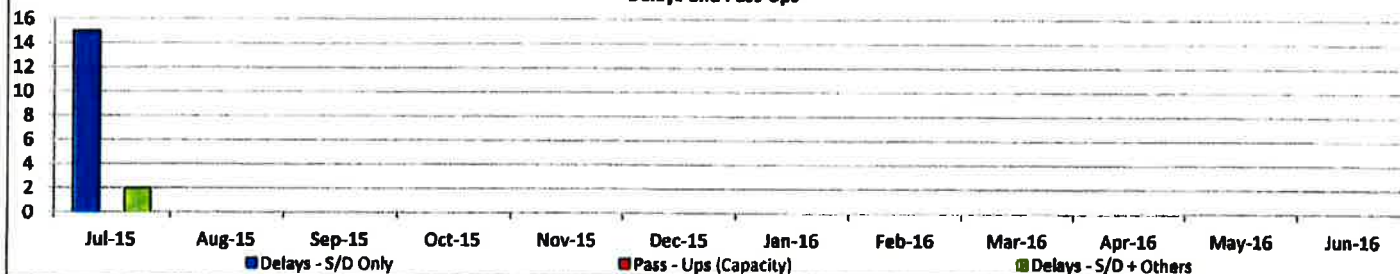
Lift Uses



Lift Failures



Delays and Pass Ups





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San Diego, CA 92101-7490  
619.231.1466, FAX: 619.234.3407

## Quarterly

### MTS Accessible Services Advisory Committee (ASAC) 2016 Meeting Schedule

**All meetings will be held at MTS in the Board Room, 10<sup>th</sup>  
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 local 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 San Marcos, and the County of San Diego.