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MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA

SRTP 880.1
(PC 50850)

Thursday, June 8, 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

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>	Recommended Action
1. Roll Call	
2. Approve March 9, 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. Compass Cash (MTS Marketing)	Information
6. Travel Training Update (Jay Washburn)	Information
7. MTS Access Client Policy Reminder Letter (Jay Washburn)	Information
8. <u>ADA Paratransit Reports</u> <ul style="list-style-type: none">• <u>Operators</u>	Information

- MTS Access (**John Lewis**)
- Certification
 - MTM (**Callie Johnson**)

9. Fixed-Route Reports

Information

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

10. Next Meeting Date: **September 21, 2017**

VLERINSKA
AGN-8-June-17
June 1, 2017 Mail Out

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
DRAFT MEETING MINUTES
Thursday, March 9, 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

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. Public Comment

Ms. Amy Kalivas – Ms. Kalivas noted that Access to Independence wanted to thank Mr. Jay Washburn and Ms. Vassilena Lerinska for attending the CAT meeting in February to discuss the new paratransit eligibility process. Ms. Kalivas noted that she hopes the ASAC could talk about travel training during today's meeting. Ms. Kalivas introduces Billy Allen, Deputy Director of Deaf Community Service and was hoping his organization could join ASAC.

Mr. Patrick McIntosh – Mr. McIntosh noted that he was having difficulty finding his compass card online because it is not registered with either a credit/debit card. He noted that not all of the stops are being announced on the three trolley lines. He said that sometimes the wrong stop is being announced. Lastly, he noted that there at the Old Town Trolley Station, the transient population is harassing passengers and there is no security out there to help.

Ms. Lori Bragg noted that there were 93 citations issued last year for quality of life issues and that she hopes this number goes up.

3. Approval of December 1st, 2016 Meeting Minutes

Chairwoman Bragg entertained a motion to approve the December 1st, 2016 meeting minutes. Mr. Bill Lewis moved to approve the minutes. Ms. Kim Rucker seconded the motion, and the vote was 10 to 0 in favor with Mr. Ceballos, Ms. Marshall, and Ms. Parrish abstaining and Ms. Aguirre, Mr. Willis, and Mr. Doogan absent.

4. North Park/Mid-City Bikeways Project (Alison Moss)

Ms. Alison Moss, Project Manager at SANDAG, presented the final design North Park/Mid-City Bikeways project. She noted that there are 13 miles of bikeways and 157,000 residents who live within half a mile of those bikeways. Ms. Moss explained that SANDAG will be completing the project and the City of San Diego will be maintaining the project. She noted that construction is set to be slated between 2018-2019. Ms. Moss went over some of the improvements which include traffic circles, bend out treatments,

raised crosswalks, speed cushions, choker with speed cushions, curb extensions and bikeway alignment.

Ms. Bragg asked Ms. Moss to elaborate on some of the comments that she has received. Ms. Moss responded by saying that there were comments regarding the Bird Rock roundabout and how there was low visibility for pedestrians. She also noted comments about bend-outs for bicycles and how there should be a different type of pavement that makes noise when someone rides over it.

Ms. Bragg asked Ms. Moss to talk about any considerations that are already being looked at in regards to the roundabouts. Ms. Moss responded by saying that SANDAG is looking at the landscaping and adding some signage that lets a motorist know they are about to enter a roundabout.

Mr. Ruben Ceballos commented on bicycles entering the sidewalk and thinking they have the right of way against pedestrians.

Mr. Bill Lewis asked Ms. Moss if vehicle size has been taken into consideration in regards to the roundabouts because some 40 foot coaches have not been able to fit in the past. Ms. Moss responded by saying that the consultant engineers have worked with the design vehicle, WB40. She also noted that none of these roundabouts are on any routes.

Mr. Ceballos asked if the MTS Access bus would be able to get through the roundabout. Ms. Moss responded by saying yes.

Mr. McIntosh suggested there be some sort of signage regarding safety. Ms. Moss noted that there would be delineation between the bikeways and pedestrian walkways. Ms. Bragg asked Ms. Moss to take all comments from today into account for future projects.

5. Transit Optimization Plan (TOP) Update (Peter Casellini)

Mr. Peter Casellini, Transportation Planner provided an update on the Transit Optimization Plan (TOP). Mr. Casellini presented the goals and schedule for the TOP as well as the results from the TOP Community Survey of both riders and non-riders. He then went over the service implementation plan which included the approach, concept developments and improvements. Mr. Casellini commented on some of the potential trade-off issues. Mr. Casellini reviewed the average weekday ridership, existing frequent network, long routes, and productivity results. Lastly, Mr. Casellini reviewed the next steps for the TOP which includes public hearing events and board approval.

Ms. Belinda Fragger noted that she was happy to say changes would be made to certain routes that receive the most complaints, specifically route 11. Ms. Casellini responded by saying that the route may be split to improve reliability.

Chairwoman Lori Bragg thanked Mr. Casellini for the presentation and asked him to elaborate on improvements to optimizing transit and what changes MTS has changed and plans on making for the demographic of ASAC, specifically to seating on the buses/trolleys. Mr. Casellini responded by saying that he is currently not aware of any changes to bus seating, however, for future trolley cars, there could be more floor space opened up for wheelchairs, bikes, etc.

Mr. Washburn commented that the more direct impact of the TOP to routes that are being removed or modified would impact the overlay map for the $\frac{3}{4}$ mile Access System. Mr. Casellini noted that that potential impact was taken into consideration and there shouldn't be any major changes to the service area.

Chairwoman Bragg asked Mr. Casellini if there is a chapter in the transit manual regarding mobility devices and how a rider would plan for that. Mr. Casellini responded by saying that the planning department is mindful of that and is following all ADA regulations.

Mr. McIntosh noted that he would like to see an increase on the frequency of route 10 so that passengers wouldn't miss the coaster or Surfliner. He also noted that there should be a route that goes close to Chicano Park.

Chairwoman Bragg thanked Mr. Casellini for the presentation and encouraged the committee to give their input. She also noted that she expects if there are going to be any changes, that there is extreme notification provided.

6. Member Comment

Mr. Ceballos welcomed opportunity of Mr. Allen to join the committee. Chairwoman Bragg asked Ms. Lerinska to explain the process to so that Mr. Allen could join the committee. Ms. Lerinska responded by saying that she will get with Ms. Samantha Leslie to go over details.

7. ADA Paratransit Reports – Informational Item

MTS Access - Mr. John Lewis presented the MTS Access reports for November 2016, December 2016 and January 2017 (see Attachment B).

ADARide/MTM – Ms. Vassilena Lerinska and Ms. Callie Johnston presented the ADARide and MTM certification reports for November 2016, December 2016 and January 2017 (see Attachment C).

Mr. Ceballos asked why the numbers for February were not listed. Ms. Lerinska responded by saying that it takes a few days to get the final numbers and that the packet was sent out in the beginning of March.

Chairwoman Bragg asked Ms. Lerinska to explain why there was a significant decline between November and December's numbers. Ms. Lerinska responded by saying that the new eligibility process started in December, however, MTS is expecting to see these numbers rise in the upcoming months. Mr. Washburn noted that it was the start up month so it was expected to be lower, but that preliminary numbers for January show an increase.

Ms. Kim Rucker asked how many appeals have been filed yet. Mr. Washburn noted that MTS has received 2 appeals and have been presented to the appeals board.

8. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for November 2016, December 2016 and January 2017 (see Attachment D).

Chairwoman Bragg asked Ms. Fragger if there have been a lot of complaints regarding route 18. Ms. Fragger commented that due to the rain, there have been several complaints.

MTS Contract Services (Transdev) – Mr. Bill Lewis presented the MTS Contract Services Ramp Deployment Report for November 2016, December 2016 and January 2017 (see Attachment E).

San Diego Trolley, Inc. – Mr. Vassilena Lerinska presented the San Diego Trolley Lift Deployment Report for November 2016 and December 2016 (see Attachment F).

Ms. Lerinska noted that due to reporting issues, January stats could not be reported.

Chairwoman Bragg noted the time change for the ASAC meetings from 1:30pm to 1:00pm for all future meetings. She also asked for an update regarding Travel Training on the next ASAC meeting scheduled for June 8th. Mr. Ceballos noted he is in full support of that.

11. Adjourn

Chairwoman Bragg adjourned the meeting at 2:25pm.

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

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

MEETING OF (DATE): 3.9.2017

CALL TO ORDER (TIME): 1:00 PM

ADJOURN (TIME): 2:25 PM

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Bragg <input checked="" type="checkbox"/>	ASAC Chairwoman	1:00 PM	2:25 PM
Ruben Ceballos <input checked="" type="checkbox"/> Amy Kalivas <input type="checkbox"/>	Access to Independence	1:00 PM	2:25 PM
Arun Prem <input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/>	FACT (CTSA)	1:00 PM	2:25 PM
Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/>	State Council on Developmental Disabilities	1:00 PM	2:25 PM
Bill Lewis <input checked="" type="checkbox"/> Rene Alvarez <input type="checkbox"/>	Transdev - Contracted Bus Routes	1:00 PM	2:25 PM
Scott Transue <input type="checkbox"/> Callie Johnson <input checked="" type="checkbox"/>	MTM, Inc	1:00 PM	2:25 PM
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center	1:00 PM	2:25 PM
Monica Aguirre <input type="checkbox"/> Rebbie Radtke <input type="checkbox"/>	San Diego Center for the Blind		
John Lewis <input checked="" type="checkbox"/> Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)	1:00 PM	2:25 PM
Audrey Porcella <input checked="" type="checkbox"/> Brian Lane <input type="checkbox"/>	SANDAG	1:14 PM	2:25 PM
Floyd Willis <input type="checkbox"/> <input type="checkbox"/>	County of San Diego AIS		
Annie Gottwig <input checked="" type="checkbox"/> Barbara Valentine <input type="checkbox"/>	Caltrans	1:04 PM	2:25 PM
Kim Rucker <input checked="" type="checkbox"/> Tanya Azevedo <input type="checkbox"/>	Paratransit Consumer	1:00 PM	2:25 PM
Jorge Rivas <input type="checkbox"/> Lynn Parrish <input checked="" type="checkbox"/>	Fixed Route Consumer	1:04 PM	2:25 PM
Tom Doogan <input type="checkbox"/> <input type="checkbox"/>	MTS Trolley		
Belinda Fragger <input checked="" type="checkbox"/> Christy Gonzalez <input type="checkbox"/>	MTS Bus	1:00 PM	2:25 PM
Open <input type="checkbox"/> <input type="checkbox"/>	Hearing Impaired		
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00 PM	2:25 PM
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	1:00 PM	2:25 PM
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Legal	1:00 PM	2:25 PM

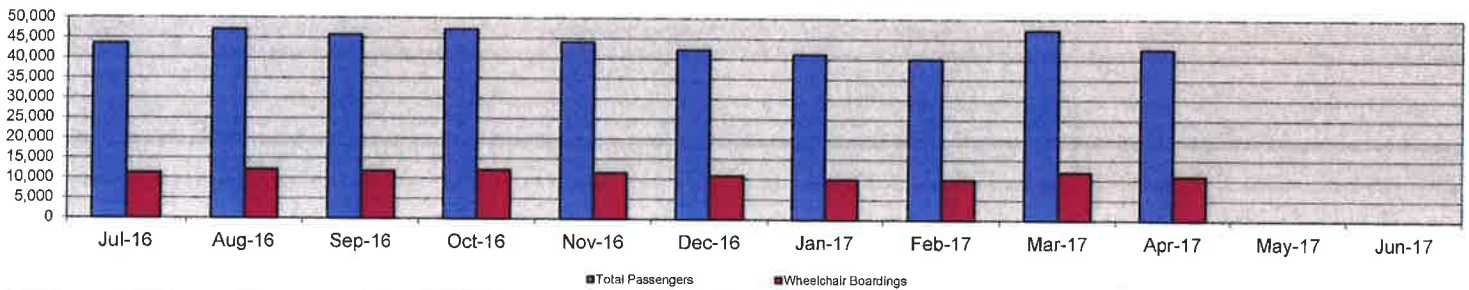
CLERK OF THE ASAC: Abigail Linder PARATRANSIT AND MINIBUS MANAGER: [Signature]



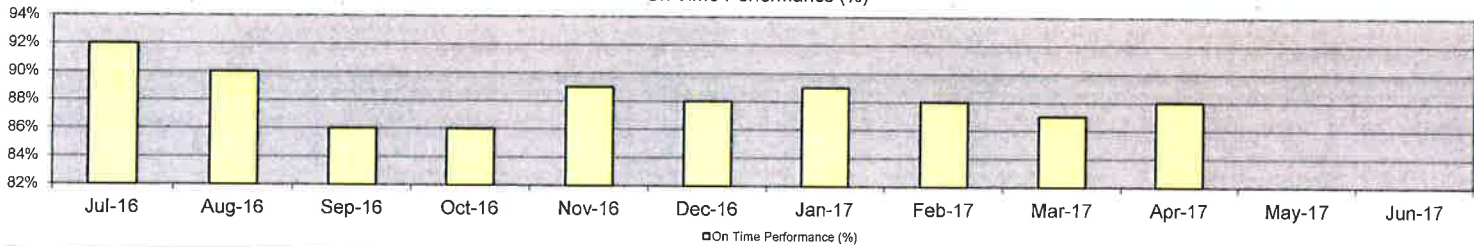
MTS Access ASAC Report FY 17

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	43,531	47,074	45,747	47,196	44,106	42,259	41,245	40,086	47,414	42,637			441,295
Wheelchair Boardings	11,272	12,123	11,847	12,155	11,494	10,905	10,111	10,065	12,001	11,036			113,009
On Time Performance (%)	92%	90%	86%	86%	89%	88%	89%	88%	87%	88%			88%
Valid Complaints	25	26	40	47	33	24	23	52	37	41			348
Invalid Complaints	22	28	29	29	24	36	24	23	18	22			255
Compliments	3	6	7	8	5	3	7	5	13	9			66
Calls Received	33,189	34,937	35,627	37,063	34,325	34,008	32,878	33,805	36,105	33,407			345,344
% Abandoned Calls	4.03%	3.72%	5.09%	8.08%	5.80%	4.57%	3.72%	7.00%	6.50%	4.40%			5.29%
Average Call Time	0:02:29	0:02:21	0:02:23	0:02:23	0:02:41	0:02:28	0:02:23	0:02:17	0:02:18	0:02:12			0:02:23
Average Hold Time	0:00:44	0:00:40	0:00:56	0:01:27	0:00:53	0:00:46	0:00:36	0:01:10	0:01:06	0:00:45			0:00:54

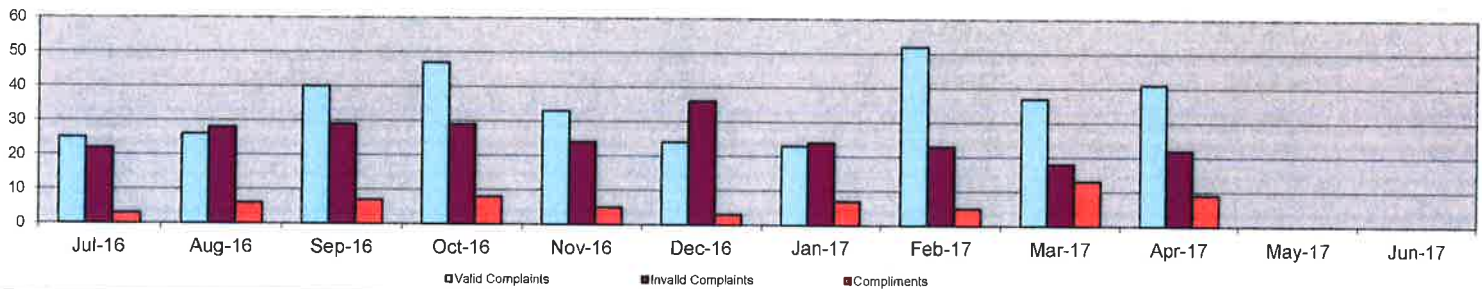
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments



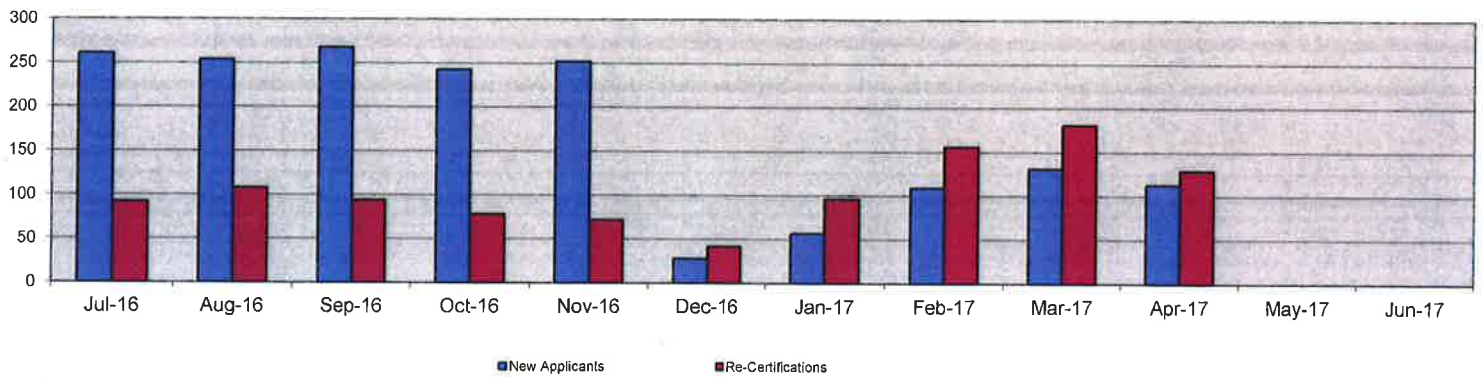


ADARide/MTM Certification Summary Report FY 17

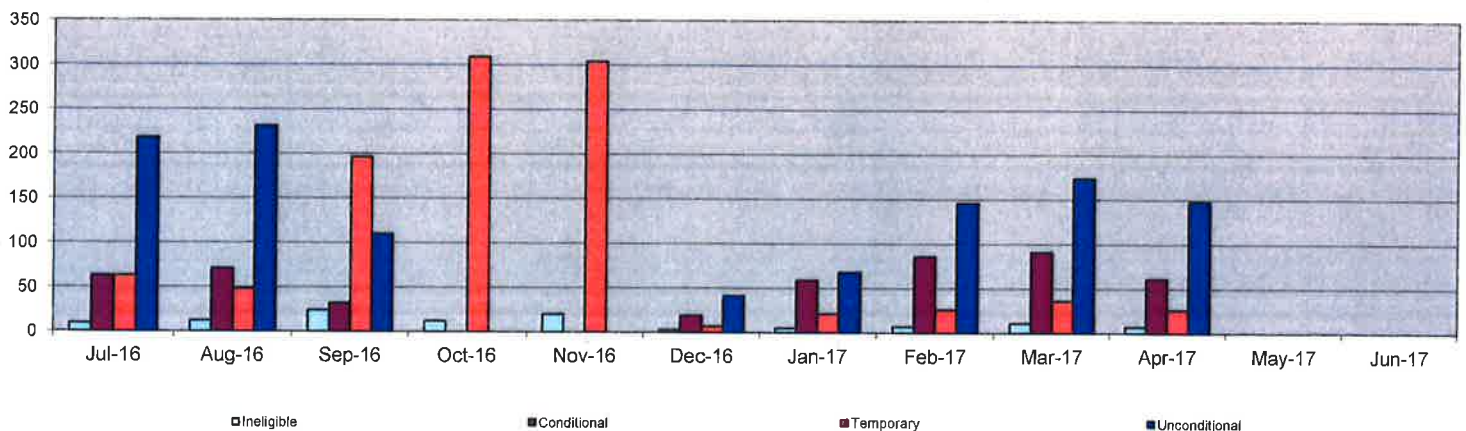
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
New Applicants	261	254	268	243	252	28	57	109	131	113			1,716
Re-Certifications	92	108	94	78	72	42	96	156	181	129			1,048
Total	353	362	362	321	324	70	153	265	312	242			2,764

Ineligible	9	12	24	12	20	3	5	7	11	7			110
Conditional	63	71	32	-	-	19	59	86	91	61			482
Temporary	63	48	196	309	304	7	21	26	36	26			1,036
Unconditional	218	231	110	-	-	41	68	146	174	148			1,136
Total	353	362	362	321	324	70	153	265	312	242			2,764

New Applicants and Re-Certifications



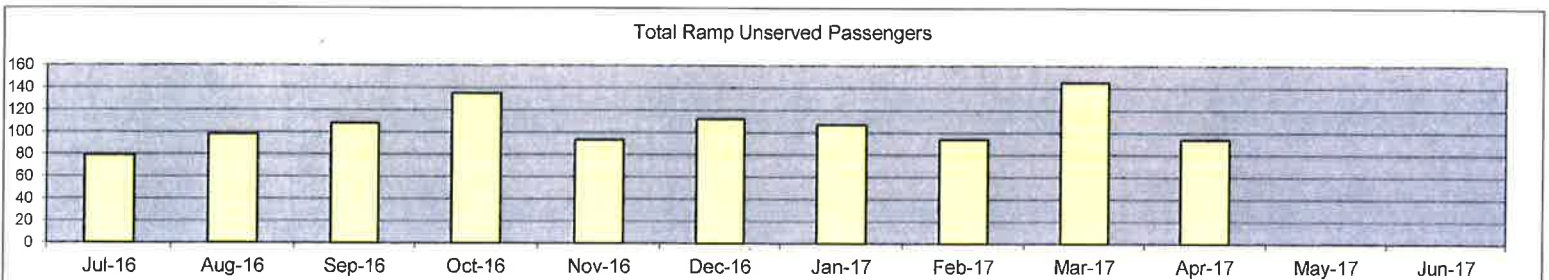
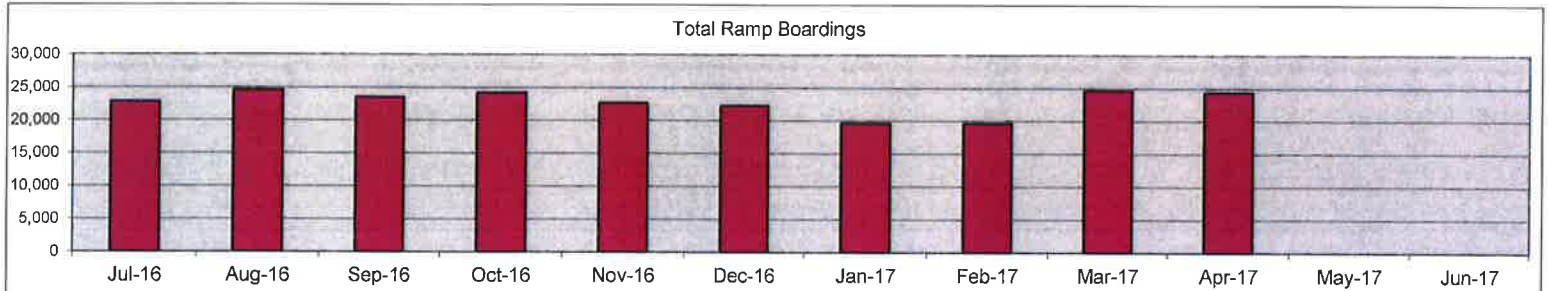
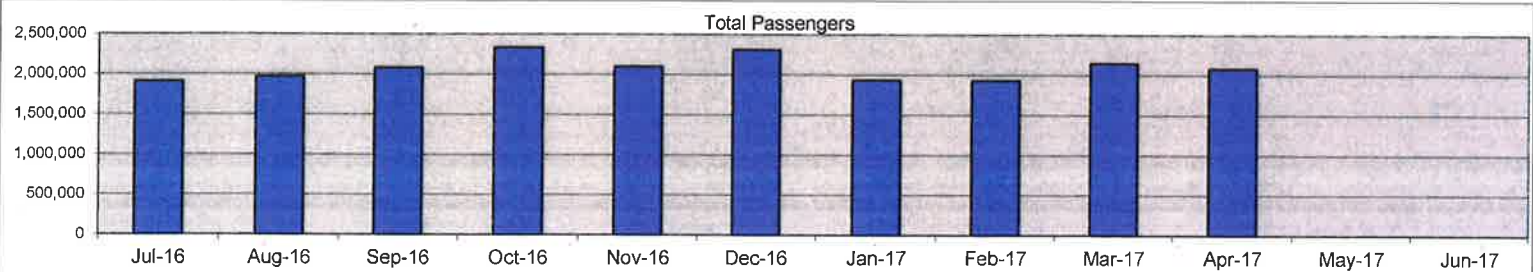
Eligibility





MTS Bus Ramp Deployment Report FY 17

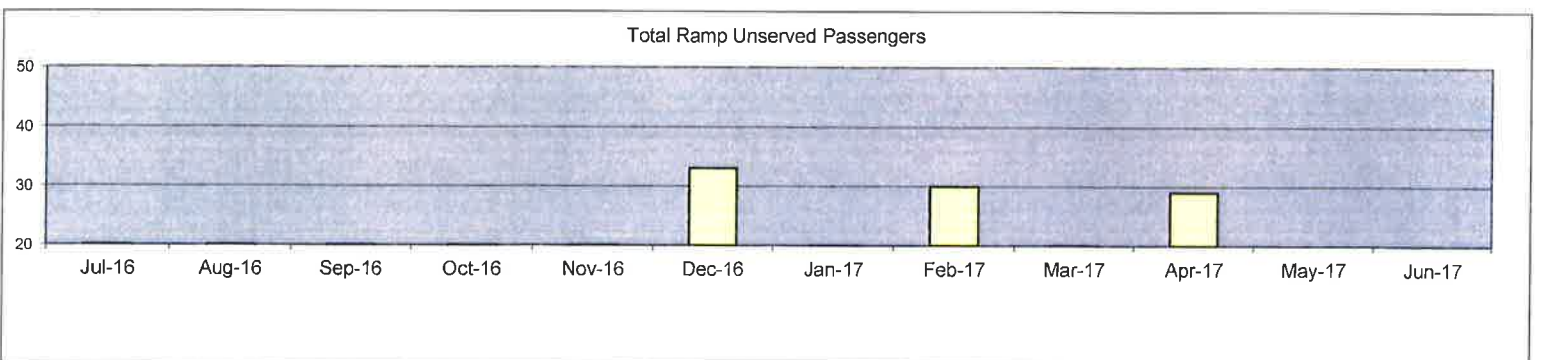
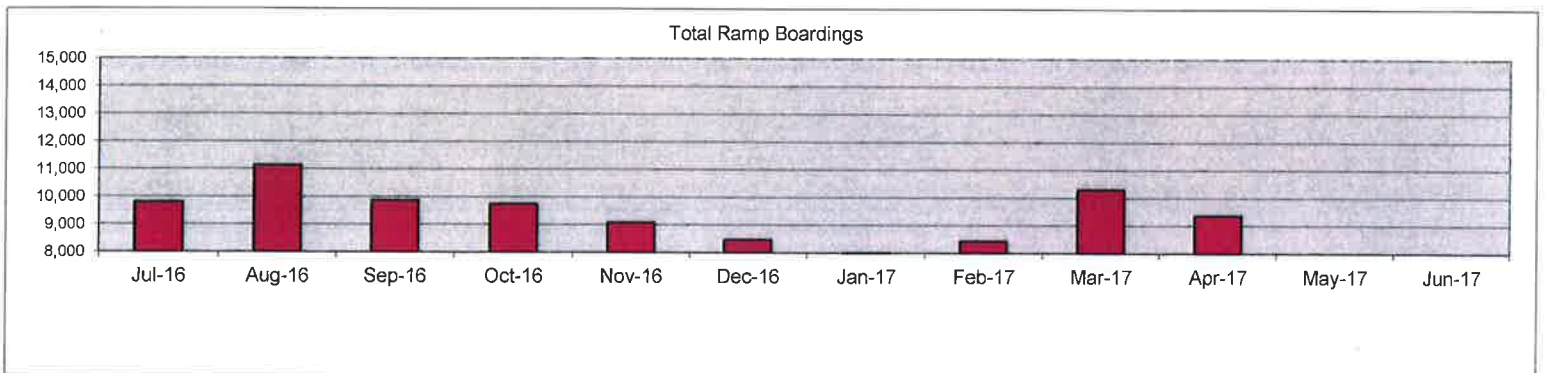
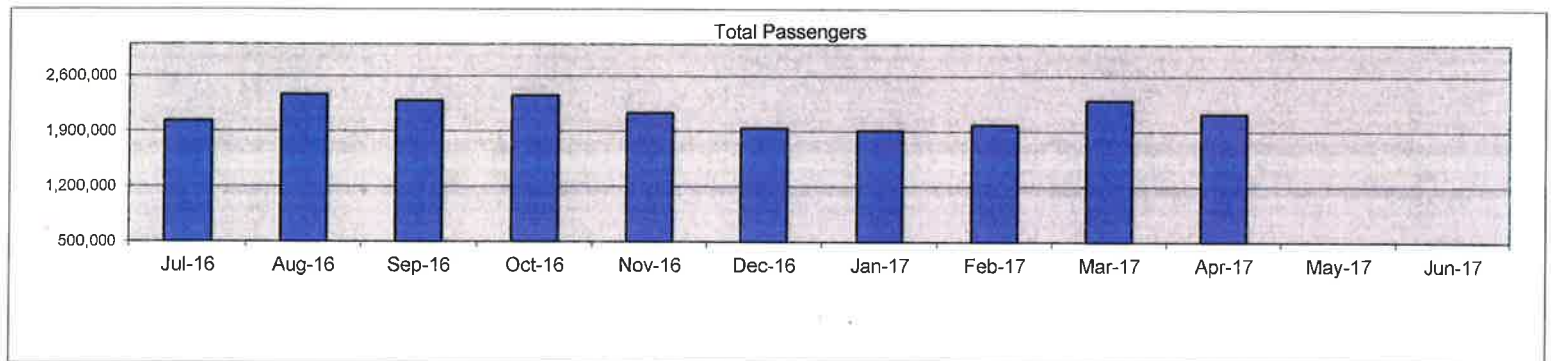
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	1,910,403	1,973,469	2,082,948	2,336,411	2,101,119	2,313,177	1,936,990	1,932,306	2,147,473	2,085,696			20,819,992
Total Ramp Boardings	22,830	24,629	23,557	24,242	22,709	22,295	19,667	19,630	24,672	24,396			228,627
Percentage of Ramp Boardings	1.20%	1.25%	1.13%	1.04%	1.08%	0.96%	1.02%	1.02%	1.15%	1.17%			1.10%
Total Ramp Unserved Passengers	79	98	108	135	93	112	107	94	145	94			1,065
Percentage of Ramp Unserved Passengers	0.35%	0.40%	0.46%	0.56%	0.41%	0.50%	0.54%	0.48%	0.59%	0.39%			0.47%
Pass-Up Ramp Inoperable	8	7	3	5	12	16	17	21	18	20			127
Pass-Up WC Space Full	63	77	78	101	67	79	67	53	98	94			777
Pass-Up Bus Full	8	14	27	29	14	17	23	20	29	30			211





MTS Contract Services Ramp Deployment Report FY 17

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	2,030,641	2,362,727	2,287,834	2,351,501	2,134,029	1,939,609	1,911,008	1,983,539	2,295,192	2,123,884			21,419,964
Total Ramp Boardings	9,807	11,137	9,870	9,741	9,076	8,465	7,982	8,440	10,301	9,367			94,186
Percentage of Ramp Boardings	0.48%	0.47%	0.43%	0.41%	0.43%	0.44%	0.42%	0.43%	0.45%	0.44%			0.44%
Total Ramp Unserved Passengers	11	11	9	14	14	33	18	30	19	29			188
Percentage of Ramp Unserved Passengers	0.11%	0.10%	0.09%	0.14%	0.15%	0.39%	0.23%	0.36%	0.18%	0.31%			0.21%
Pass-Up Ramp Inoperable	-	3	4	6	-	5	6	6	1	5			36
Pass-Up WC Space Full	3	-	2	6	8	18	12	18	15	19			101
Pass-Up Bus Full	8	8	3	2	6	10	-	6	3	5			51





San Diego Trolley Lift Deployment Report FY 17

Total - All Lines	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Total Passengers	3,372,175	3,320,498	3,276,079	3,285,178	3,054,972	2,951,585	2,866,236	2,773,476	3,266,434				28,166,633
Lift Uses	-	-	-	-	-	-	-	-	-				0
Lift Failures	-	-	-	-	-	-	-	-	-				0
Delays - S/D Only	-	-	-	-	-	-	-	-	-				0
Pass - Ups (Capacity)	-	-	-	-	-	-	-	-	-				0
Delays - S/D + Others	-	-	-	-	-	-	-	-	-				0

