



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

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
MEETING NOTICE AND AGENDA

SRTP 880.1
(PC 50850)

Thursday, December 1, 2016
1:30 p.m. – 3:00 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>	<u>Recommended Action</u>
1. Roll Call	
2. Approve September 15, 2016 Meeting Minutes (materials enclosed)	Approve
3. Public Comment ➤ <i>Public comments are limited to 3 minutes per person.</i>	Information
4. Airport Connection Project (Bruce Schmith)	Information
5. New MTS ADA Certification Provider (MTS/MTM)	Information
6. Member Comment	Information
7. <u>ADA Paratransit Reports</u>	Information
• <u>Operators</u>	
➤ MTS Access (John Lewis)	

- Certification

- ADARide (**Vassilena Lerinska**)

8. Fixed-Route Reports

Information

- Operators

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

9. Discussion of Proposed ASAC Time Change

Discussion

10. Adoption of the 2017 ASAC Meeting Schedule

Adopt

11. Next Meeting Date: March 9, 2017

VLERINSKA
AGN-1-December-16
November 23, 2016 Mail Out

MTS ACCESSIBLE SERVICES ADVISORY COMMITTEE
FINAL MEETING MINUTES
Thursday, September 15, 2016
12:30 p.m. – 2:00 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
Chairwoman Bragg called the meeting to order at 12:30 p.m. A roll call sheet listing the committee members in attendance is included (see Attachment A).
2. Approval of June 9th, 2016 Meeting Minutes
Chairwoman Bragg entertained a motion to approve the June 9th, 2016 meeting minutes. Mr. Art Hulscher moved to approve the minutes. Ms. Debbie Marshall seconded the motion, and the vote was 14 to 0 in favor with Willis and Gottwig absent.
3. Public Comment
Kathy Cook- Miss Cook is from the CAT (consumer accessible transportation) Committee and noted that about a year ago she came to ASAC and explained that CAT is a consumer committee for anyone that uses any form of transit in San Diego who has disability. She noted that the committee has changed its meeting times and has brought an updated flyer. She explained that if someone is unable to attend in person, they are able to call in. Miss. Cook said that the last time she was at ASAC; she asked if the flyers could be put on the access buses for passengers to take but she had not heard back and asked how those flyers could be put on the buses.

Chairwoman Bragg noted that by law, she is not allowed to respond to anything during public comment but that she would direct her request to a staff member. Ms. Cook asked if she could set a time frame for a staff member to contact her. Chairwoman Bragg responded by saying no. Ms. Cook thanked MTS for doing the public survey and having public meetings. Miss. Cook requested MTS consider having meetings by phone so that people with disabilities could partake, she noted that phone meetings are widely done on the state level. She noted that currently there is a phone meeting between the San Diego Public Authority and PASCA, which is the equivalent in Los Angeles. She explained that starting to have phone conference for people with disabilities and seniors is critical for MTS and suggested MTS start looking into that process. Chairwoman Bragg thanked Miss. Cook for her comments.

Patrick McIntosh- Mr. McIntosh noted that OCTA (Orange County Transit Authority) there is a book which lists all community meetings and routes that take you to those meetings. He suggested MTS consider this so that it could help people who wish to

come down to the meetings. He noted that OCTA has this available on their website and on paper.

Marcel Hogervorst- Mr. Hogervorst stated he is part of the CAT committee and noted that riders are not respecting the fact there is priority seating and was wondering if a flyer could be made stating that certain areas are priority seating. Chairwoman Bragg asked Mr. Tom Doogan to respond to Mr. Hogervorst.

4. Transit Optimization Plan (Denis Desmond)

Mr. Denis Desmond, Manager of Planning, provided a presentation on the Transit Optimization Plan (TOP) Agreement. He reviewed background information on the TOP and noted that MTS conducted a full Comprehensive Operational Analysis (COA) study 10 years ago. Since the COA, there have been significant changes to MTS and its services. Mr. Desmond noted that in 2008-2009 there was significant service reduction; however, service is now being restored per ridership demand. Mr. Desmond reviewed the TOP project schedule and stated that adjustments to service will begin in late 2017 and early 2018. He noted that a survey is being conducted for the TOP until 9.23.16 and encouraged members and riders to fill it out. He reviewed the procurement process to select a TOP consultant and stated that the recommended consultant is Transportation Management & Design (TMD). Mr. Desmond noted that TMD was the consultant for the COA and it was both a successful and collaborative experience.

Chairwoman Bragg requested Mr. Desmond elaborate more on the TOP survey and how it could be obtained by individuals. Mr. Ruben Ceballos asked how people with disabilities or those without computer access are able to fill out a survey. Mr. Desmond responded by saying that paper copies are available at outreach events and MTS can provide paper copies. Mr. Desmond noted that emails regarding the survey have been sent to different around 35 agencies.

Miss. Debbie Marshall asked if there will be other outreach events. Mr. Desmond responded by saying yes.

Mr. Jorge Rivas asked if an outreach event could be set up at the San Diego Regional Center and other similar agencies for people with disabilities. Mr. Desmond responded by saying yes.

Mr. Ceballos suggested that in the future, MTS consider doing more outreach events at social service agencies.

Chairwoman Bragg strongly suggested and encouraged riders and members fill out the survey due to its importance.

Ms. Cook noted that on Saturday at La Jolla Shores, there will be over 100 wheelchair surfers and noted that it would be a good place to have an outreach. She also asked if MTS has considered partnering with local hospitals.

Mr. Desmond introduced Hector Soliman-Valdez as the newest Transportation Planner and noted he was taking down all of the suggestions.

5. Member Comment

Chairwoman Bragg introduced Jay Washburn as the new Paratransit and Minibus Manager.

Mr. Ruben Ceballos noted that he received a call from an MTS Access rider stating that his ride was over two hours late. Mr. Ceballos wanted to confirm the on board time and pick up time windows with Mr. John Lewis. Mr. Lewis responded by saying that the max on board time is 90 minutes and that an MTS Access bus has a 20 minutes window after the pick-up time to still be considered "on-time". Chairwoman Bragg requested Mr. Ceballos provide the rider with Mr. Lewis' contact info.

Mr. Jorge Rivas noted that recently the automatic announcement on route 929 has been announcing all the stops. However, at SSTAC (Social Services Transportation Advisory Committee) it was stated that the buses are not required to announce every stop and there is a minimal requirement. Mr. Rivas asked if it is costly to have all of the MTS buses announce every stop because it really helps out visually impaired riders. Mr. Rivas also noted that he was with someone recently who paid for a day pass on a bus and when he got on the trolley, the day pass had not registered on the Compass Card. Mr. Rivas asked if there was a way to remedy the situation immediately and not wait until the following day.

Chairwoman Bragg asked Mr. Washburn and Mr. Doogan to comment on the audible signs on the buses. Mr. Doogan noted that the audible announcement should play twice on the trolley. Chairwoman Bragg asked Mr. Doogan how frequently the system is checked. Mr. Doogan responded by saying that he wasn't sure how often maintenance checks it, however, if it is reported that an announcement isn't working, the trolley car would be checked right away. Chairwoman Bragg noted that it is important if announcements aren't working to report that immediately.

Mr. Ceballos noted that when he was coming to ASAC on the green line, there was no announcement at the Mission Valley Station.

Chairwoman Bragg asked Ms. Belinda Fragger to respond to audibles on the bus side. Ms. Fragger explained that was not sure how many announcements are made but that she has heard complaints from riders asking for more announcements but also from other riders that there are too many being made. Ms. Fragger noted that she would speak to the communications department in regards to the announcements. Ms. Fragger stated that she has had complaints regarding Compass Card issues. She stated that if this happens during business hours, to call Customer Service so that they could get a hold of dispatch and arrange a complimentary ride. Mr. Rivas explained that on several occasions when he has called in, he was told to call 24 hours later. He also noted that in regards to the audible announcements, the minimum requirement is any major streets and when the bus makes a turn which fulfills the ADA, however, he asked if MTS could go above and beyond and announce all stops. Chairwoman Bragg asked Ms. Fragger to look into the request. Ms. Bragg asked Mr. Rivas how the volume was on the buses in regards to the announcements. Mr. Rivas responded by saying that it was good.

Mr. Bill Lewis noted that if there are any issues with the announcements to contact Transdev right away. He also noted that drivers are also supposed to be making dispatch aware if there are any issues with the audible announcements. Mr. Lewis also

explained that there has been internal discussion regarding the increase in announcements on buses.

Mr. Washburn noted that currently, there is a pilot on one of the minibuses for the RTMS system.

Mr. Mackintosh suggested that MTS allow NCTD to show next arrival times on certain digital display signs.

6. New Paratransit and Minibus Vehicles

Mr. Washburn noted that MTS should be receiving the first 5 of 46 paratransit buses today and 5-10 each week thereafter. He noted that hopefully all new vehicles will be in service within 2 months. Mr. Washburn noted that MTS is expanding the paratransit fleet from 173 to 178 vehicles. Chairwoman Bragg asked if most of the vehicles were replacing existing vehicles to which Mr. Washburn responded yes.

7. First Transit Strike Summary (John Lewis)

Mr. John Lewis, General Manager of First Transit, gave an update on the strike that had occurred at First Transit in late May early June. Mr. Lewis explained that Teamsters Local 542 represents almost all of First Transit's hourly employees (drivers, reservationist, and mechanics). The union membership rejected two settlement offers from First Transit. On May 25th, 2016, the union decided to strike which lasted 9 days with members returning to work on June 3rd, 2016. During the strike, First Transit used non-union staff and taxis to cover as much service as possible. Paratransit demand fell by around 62%. With the use of non-union staff and taxis, First Transit was able to provide 95% of the trips requested. There were 6,582 trips provided out of the 6,920 requested. There were no accidents during the strike and there was one valid complaint. Mr. Lewis noted that since employees have returned back to work, paratransit demand has returned back to normal.

Chairwoman Bragg noted that she thought it was important for the committee to see how rapidly MTS and First Transit responded to the strike and the creative ways that were used to get the clients to and from their destinations. Chairwoman Bragg wanted to confirm that most of the decrease in demand was due to clients electing not to take a ride or postponing their trip. Mr. Lewis responded by saying that more than 50% of the daily service is demand based and thus clients were made aware in advance that a strike may occur and were encouraged to find alternative modes of transportation or postpone their plans.

Chairwoman Bragg asked Margo Tanguay to pass on compliments to the taxi cab administration for their help during the strike.

Ms. Audrey Porcella commented that she was impressed how MTS and First Transit handled the strike situation. She noted that a lot of social service transportation agencies who receive funding from SANDAG were relayed information as updates were available and that some of the decrease in demand was due to that. She also mentioned that agencies such as Jewish Family Services had seen an increase in demand and provided all of the trips they could.

Mr. Rivas asked if the strike impacted the budget. Mr. John Lewis responded by saying that the strike mostly impacted First Transit and that there was a slight effect on the MTS

budget in a positive way. Mr. Washburn noted that August's ridership was one of the highest of the year.

8. ADA Paratransit Reports – Informational Item

MTS Access - Mr. John Lewis presented the MTS Access reports for May 2016, June 2016 and July 2016 (see Attachment B).

Chairwoman Bragg noted that she was surprised by the low numbers in July since there was so much going on in San Diego. Mr. Lewis responded by saying that paratransit is a seasonal operation.

ADARide – Mr. Art Hulscher presented the ADARide certification reports for May 2016, June 2016 and July 2016 (see Attachment C).

Mr. Hulscher expressed his gratitude to everyone at MTS. Mr. Hulscher proceeded to thank staff at MTS, the board members, and the community. Mr. Hulscher noted that in 1998, MTS was the first agency to outsource the entire ADA Certification process out. In 2008, ADARide converted the certification process to all online. Mr. Hulscher noted that in the 18 year contract with MTS, there was never been a formal complaint.

Chairwoman Bragg thanked Mr. Hulscher on behalf of MTS.

6. Fixed-Route Reports - Informational Item

MTS Bus – Ms. Belinda Fragger presented the MTS Bus Ramp Deployment Report for May 2016, June 2016 and July 2016 (see Attachment D).

MTS Contract Services (Transdev) – Mr. Bill Lewis presented the MTS Contract Services Ramp Deployment Report for May 2016, June 2016 and July 2016 (see Attachment E).

San Diego Trolley, Inc. – Mr. Tom Doogan presented the San Diego Trolley Lift Deployment Report for the months of May 2016, June 2016 and July 2016 (see Attachment F).

Mr. Doogan noted that today the next train signs have been deployed system wide. He noted that IT is working on some intermittent issues so some signs may not be on. He noted that this was big project and MTS is excited to have this available.

Chairwoman Bragg noted that when the audible is heard there is a sigh of relief from riders knowing what is going on and when their train is arriving.

Mr. Ceballos noted that it was nice to see the time until the next train arrives at the stations.

Mr. Ceballos asked if the time change for today meeting was only for this meeting or if it would change permanently. Chairwoman Bragg noted that the change was only for

today due to scheduling issues. She also noted that the committee cannot vote on this today but asked how members felt about changing this time for all future meetings. She asked this item be placed the December Agenda.

8. Adjourn

Chairwoman Bragg adjourned the meeting at 1:51pm.

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): 9.15.16

CALL TO ORDER (TIME): 12:30pm

ADJOURN (TIME): 1:51pm

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Bragg <input checked="" type="checkbox"/>	ASAC Chairwoman	12:30pm	1:51pm
Ruben Ceballos <input checked="" type="checkbox"/> <input type="checkbox"/>	Access to Independence	12:30pm	1:51pm
Arun Prem <input type="checkbox"/> Jonathan Albarran <input checked="" type="checkbox"/>	FACT (CTSA)	12:30pm	1:51pm
Debbie Marshall <input checked="" type="checkbox"/> <input type="checkbox"/>	State Council on Developmental Disabilities	12:30pm	1:51pm
Bill Lewis <input checked="" type="checkbox"/> Rene Alvarez <input type="checkbox"/>	Transdev - Contracted Bus Routes	12:30pm	1:51pm
Art Hulscher <input checked="" type="checkbox"/> Cindy Gold <input type="checkbox"/>	ADARide	12:30pm	1:51pm
Anthony Ferguson <input type="checkbox"/> Jorge Malone <input checked="" type="checkbox"/>	San Diego Regional Center	12:30pm	1:51pm
Monica Aguirre <input type="checkbox"/> Israel Martinez <input checked="" type="checkbox"/>	San Diego Center for the Blind	12:30pm	1:51pm
John Lewis <input checked="" type="checkbox"/> Rafael Villegas <input type="checkbox"/>	First Transit, Inc. (MTS Access)	12:30pm	1:51pm
Audrey Porcella <input checked="" type="checkbox"/> Lisa Madsen <input type="checkbox"/>	SANDAG	12:30pm	1:51pm
Floyd Willis <input type="checkbox"/> <input type="checkbox"/>	County of San Diego AIS		
Annie Gottwig <input type="checkbox"/> Barbara Valentine <input type="checkbox"/>	Caltrans		
Tanya Azevedo <input type="checkbox"/> Kim Rucker <input checked="" type="checkbox"/>	Paratransit Consumer	12:30pm	1:51pm
Jorge Rivas <input checked="" type="checkbox"/> Lynn Perish <input type="checkbox"/>	Fixed Route Consumer	12:30pm	1:51pm
Tom Doogan <input checked="" type="checkbox"/> <input type="checkbox"/>	MTS Trolley	12:30pm	1:51pm
Belinda Fragger <input checked="" type="checkbox"/> Christy Gonzalez <input type="checkbox"/>	MTS Bus	12:30pm	1:51pm
Open <input type="checkbox"/> <input type="checkbox"/>	Hearing Impaired		
Vassy Lerinska <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	12:30pm	1:51pm
Jay Washburn <input checked="" type="checkbox"/> non-voting	MTS Contracted Services	12:30pm	1:51pm
Samantha Leslie <input type="checkbox"/> non-voting	MTS Legal		

CLERK OF THE ASAC: ASAC Leslie

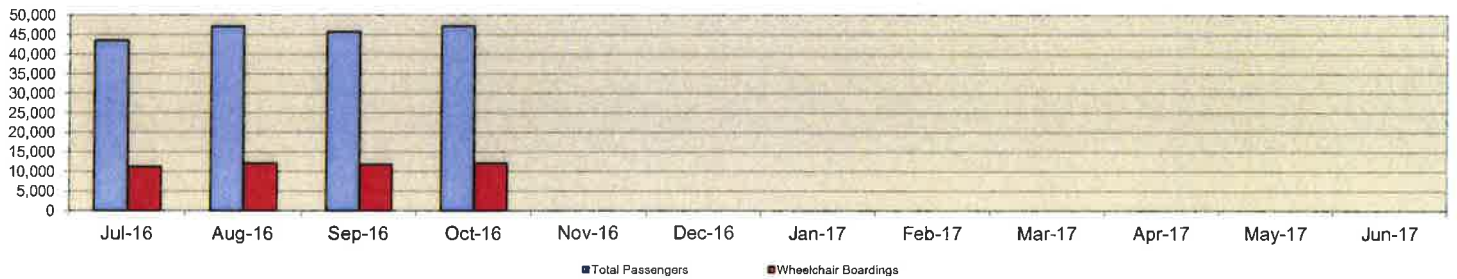
PARATRANSIT AND MINIBUS MANAGER: [Signature]



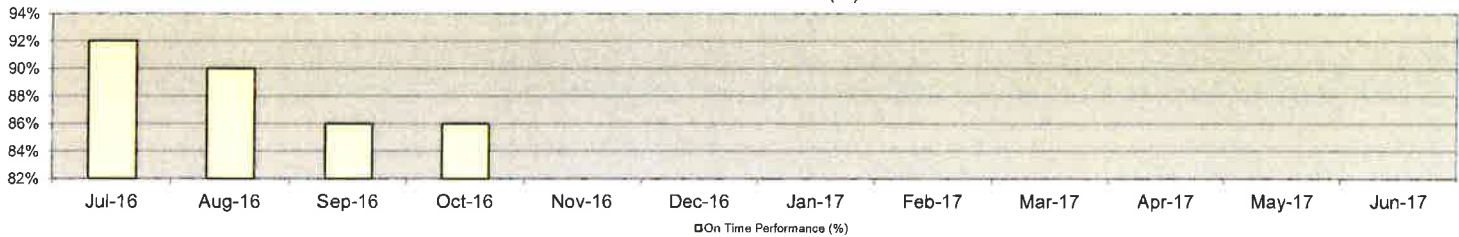
MTS Access ASAC Report FY 17

	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									183,548
Wheelchair Boardings	11,272	12,123	11,847	12,155									47,397
On Time Performance (%)	92%	90%	86%	86%									89%
Valid Complaints	25	26	40	47									138
Invalid Complaints	22	28	29	29									108
Compliments	3	6	7	8									24
Calls Received	33,189	34,937	35,627	37,063									140,816
% Abandoned Calls	4.03%	3.72%	5.09%	8.08%									5.23%
Average Call Time	0:02:29	0:02:21	0:02:23	0:02:23									0:02:24
Average Hold Time	0:00:44	0:00:40	0:00:56	0:01:27									0:00:57

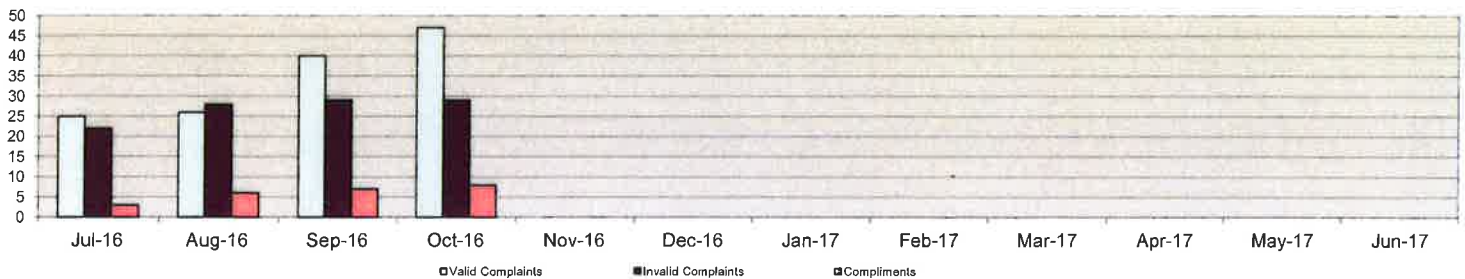
Total Passengers and Wheelchair Boardings



On Time Performance (%)



Complaints and Compliments





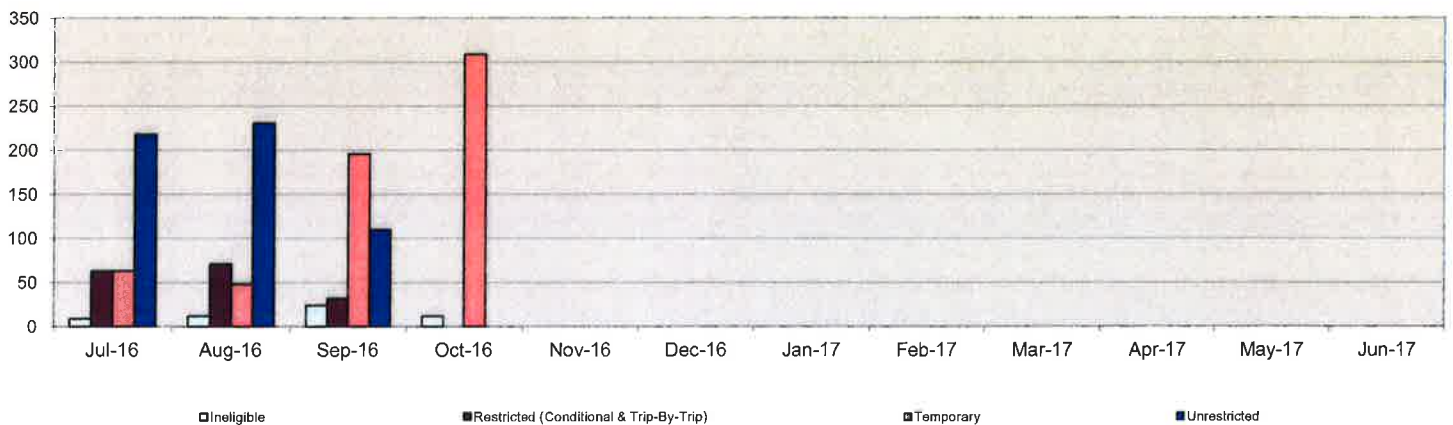
ADARide Certification Summary Report FY 17

	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									1,026
Re-Certifications	92	108	94	78									372
Total	353	362	362	321									1,398
Ineligible	9	12	24	12									57
Restricted (Conditional & Trip-By-Trip)	63	71	32	-									166
Temporary	63	48	196	309									616
Unrestricted	218	231	110	-									559
Total	353	362	362	321									1,398

New Applicants and Re-Certifications



Eligibility

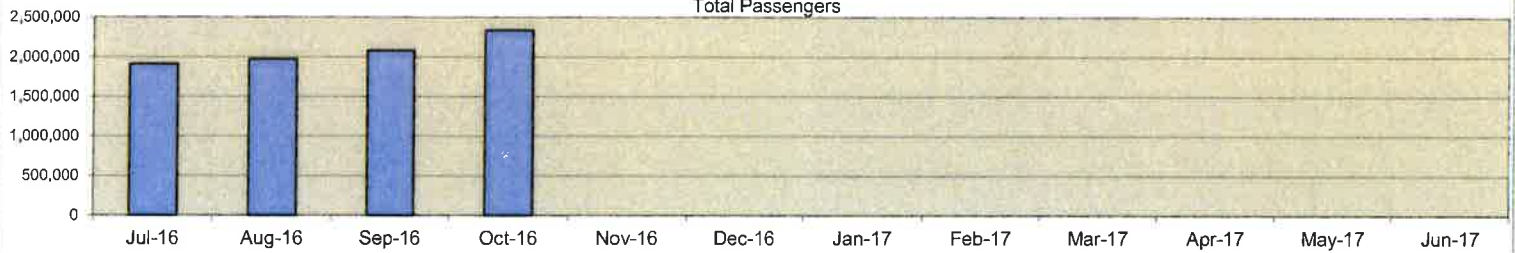




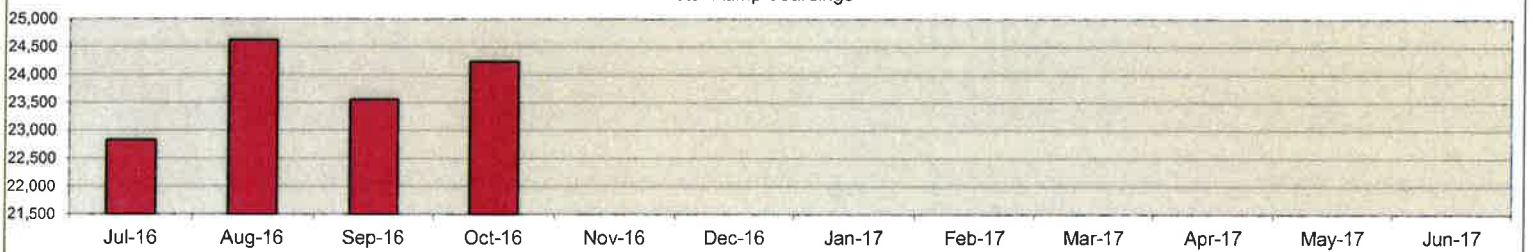
MTS Bus Ramp Deployment Report FY 17

	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									8,303,231
Total Ramp Boardings	22,830	24,629	23,557	24,242									95,258
Percentage of Ramp Boardings	1.20%	1.25%	1.13%	1.04%									1.15%
Total Ramp Unserved Passengers	79	98	108	135									420
Percentage of Ramp Unserved Passengers	0.35%	0.40%	0.46%	0.56%									0.44%
Pass-Up Ramp Inoperable	8	7	3	5									23
Pass-Up WC Space Full	63	77	78	101									319
Pass-Up Bus Full	8	14	27	29									78

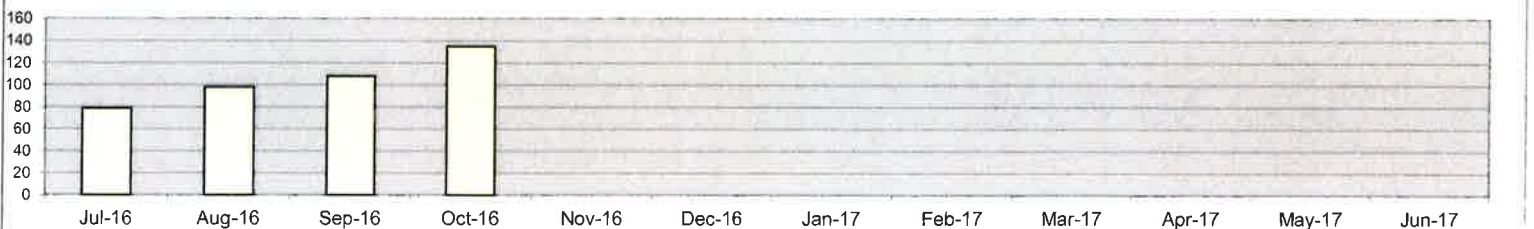
Total Passengers



Total Ramp Boardings



Total Ramp Unserved Passengers

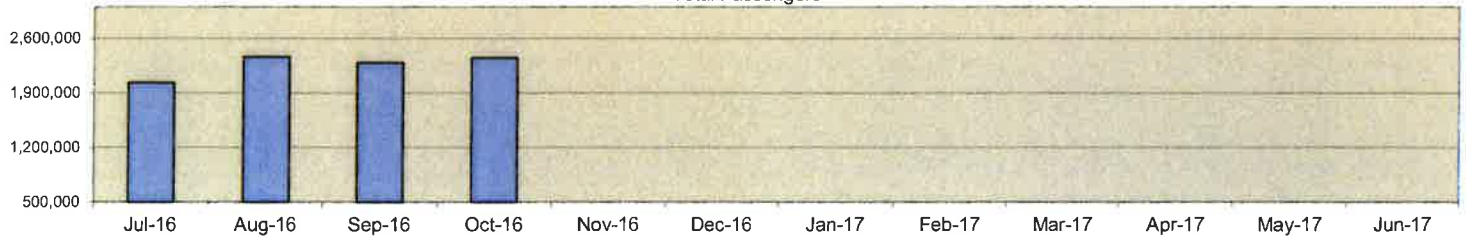




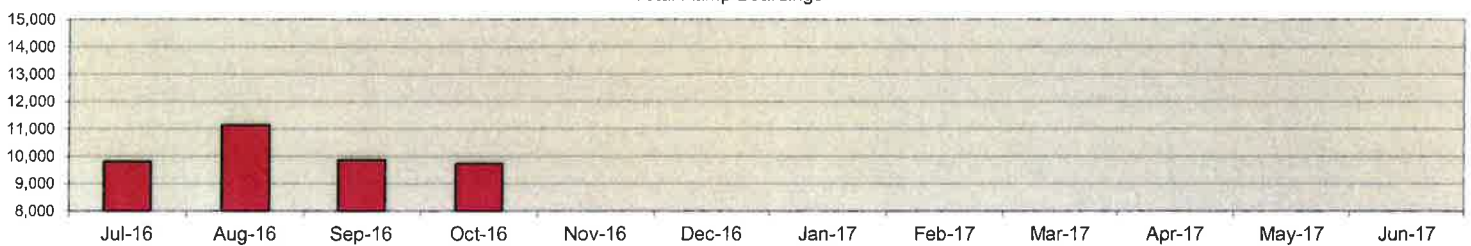
MTS Contract Services Ramp Deployment Report FY 17

	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									9,032,703
Total Ramp Boardings	9,807	11,137	9,870	9,741									40,555
Percentage of Ramp Boardings	0.48%	0.47%	0.43%	0.41%									0.45%
Total Ramp Unserved Passengers	11	11	9	14									45
Percentage of Ramp Unserved Passengers	0.11%	0.10%	0.09%	0.14%									0.11%
Pass-Up Ramp Inoperable	-	3	4	6									13
Pass-Up WC Space Full	3	-	2	6									11
Pass-Up Bus Full	8	8	3	2									21

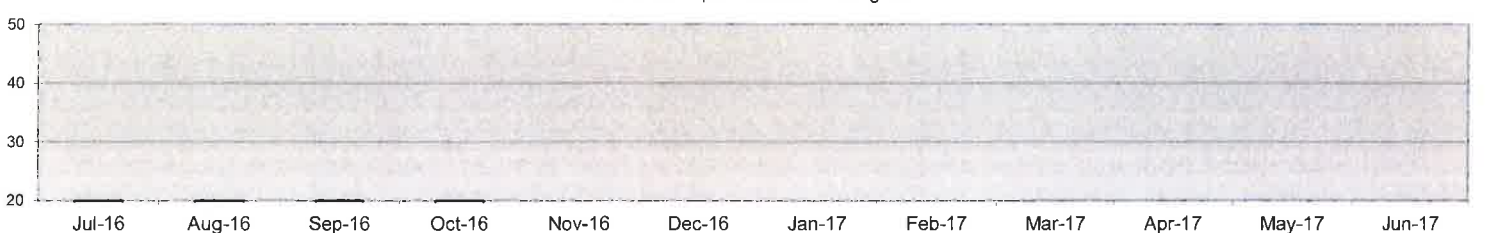
Total Passengers



Total Ramp Boardings



Total Ramp Unserved Passengers

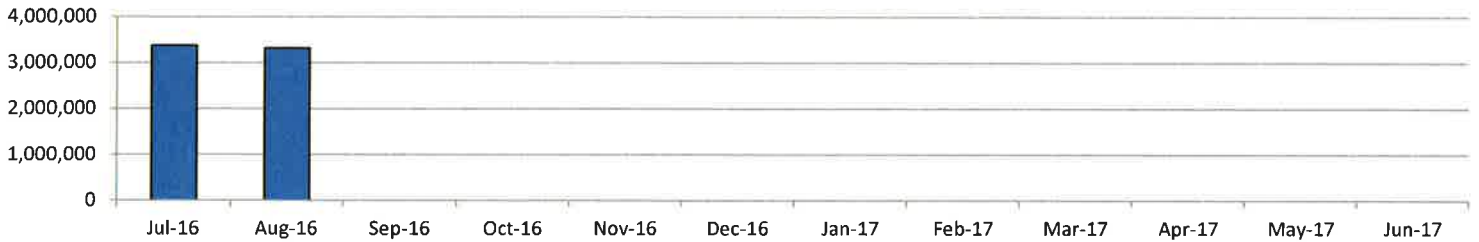




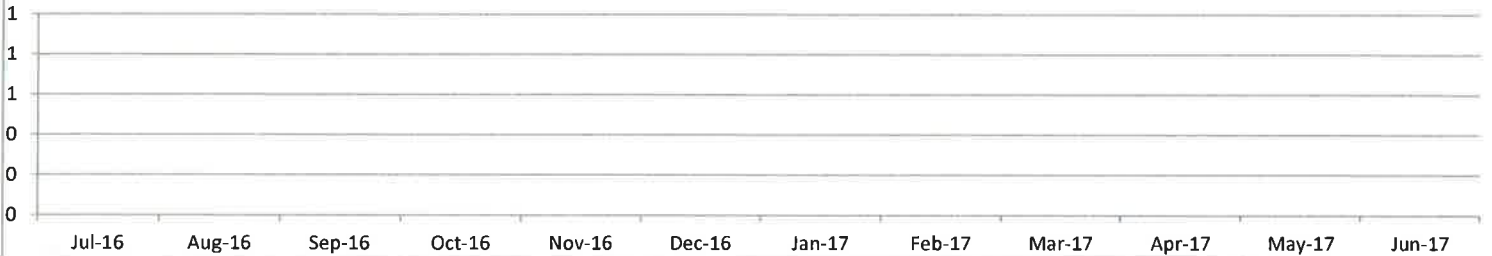
San Diego Trolley Lift Deployment Report FY 17

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											6,692,673
Lift Uses	-	-	-	-									0
Lift Failures	-	-	-	-									0
Delays - S/D Only	-	-	-	-									0
Pass - Ups (Capacity)	-	-	-	-									0
Delays - S/D + Others	-	-	-	-									0

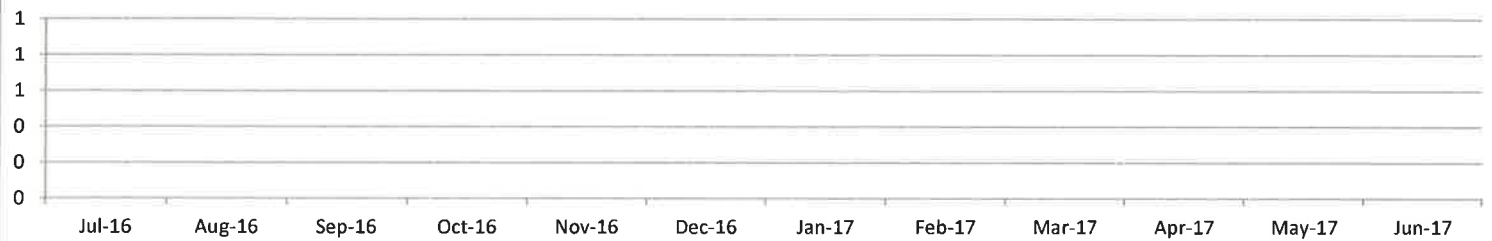
Total Passengers



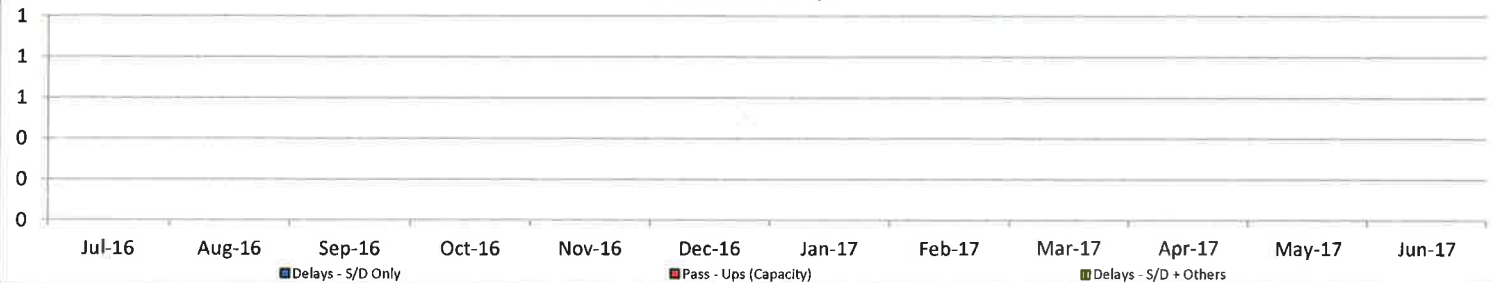
Lift Uses



Lift Failures



Delays and Pass Ups





1255 Imperial Avenue, Suite 1000
San Diego, CA 92101-7490
619.231.1466, FAX: 619.234.3407

Quarterly

MTS Accessible Services Advisory Committee (ASAC) 2017 Meeting Schedule

**All meetings will be held at MTS in the Board Room, 10th
Floor, 1255 Imperial Ave., San Diego, CA at 1:30 p.m.**

Meeting Date

March 9, 2017

June 8, 2017

September 21, 2017

December 14, 2017

Mailout Date

March 2, 2017

June 1, 2017

September 14, 2017

December 7, 2017





1255 Imperial Avenue, Suite 1000
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Agenda Item No. 10

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

December 1, 2016

SUBJECT:

ADOPTION OF THE 2017 SAN DIEGO METROPOLITAN TRANSIT SYSTEM (MTS)
ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC) MEETING SCHEDULE

RECOMMENDATION:

That the Accessible Services Advisory Committee (ASAC) adopt the 2017 ASAC meeting schedule (Attachment G).

Budget Impact

None.

DISCUSSION:

The Accessible Services Advisory Committee (ASAC) annually adopts its meeting schedule for the next calendar year. The meeting schedule reflects the ASAC meetings throughout the 2017 calendar year (Attachment G). Meetings are scheduled to primarily occur on the first, second, or third Thursday of every month.

Key Staff Contact: Vassilena Lerinska, 619.595.7038, Vassilena.Lerinska@sdmts.com

Attachment: G. 2017 ASAC Meeting Schedule



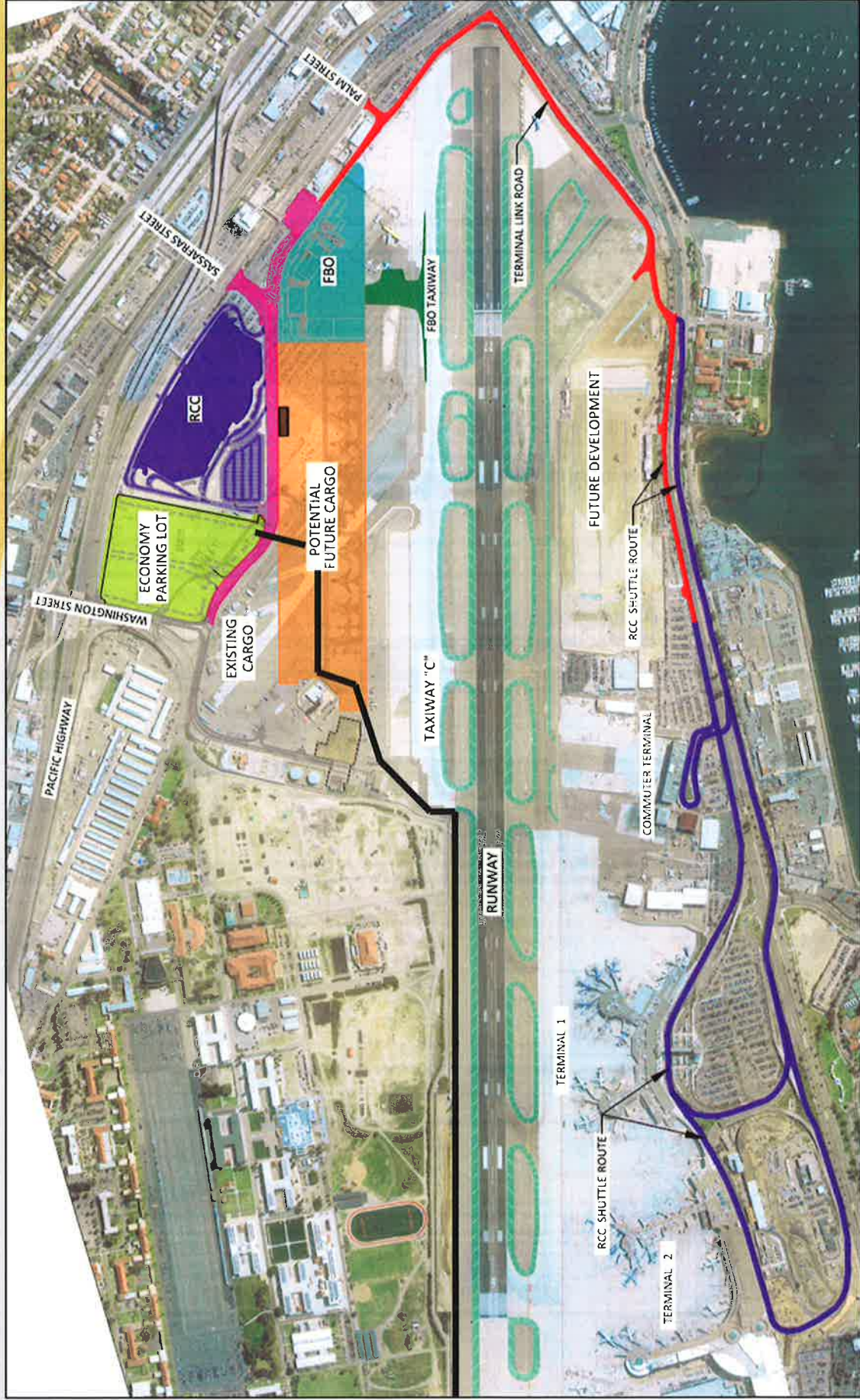


Improving Transit Connections to the Airport Palm Street Pedestrian Improvements / Airport Connection Project

MTS ASAC Committee Meeting – December 1, 2016



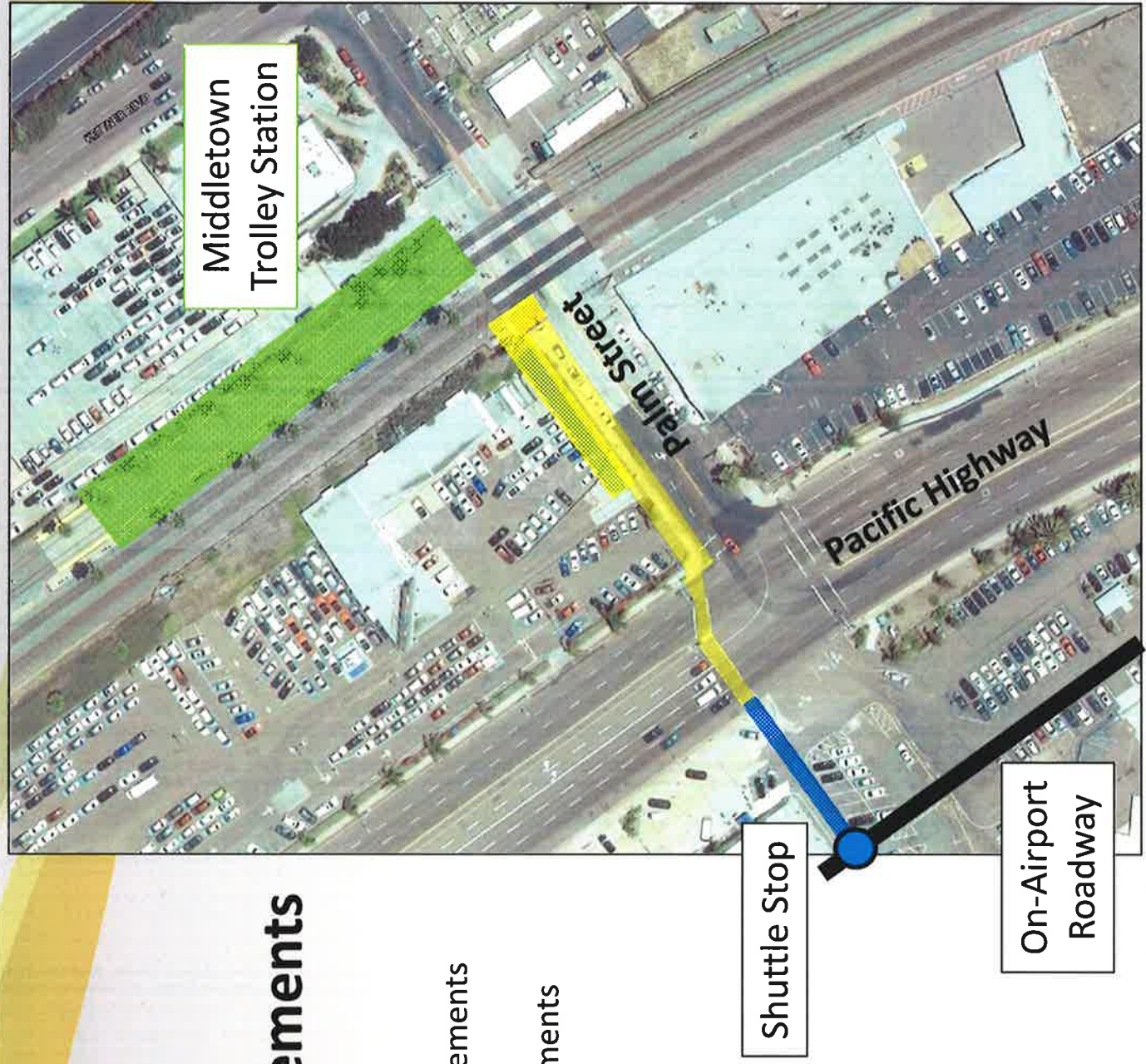
Airport Shuttle Route



Palm Street Pedestrian Improvements Project Map

SANDAG Improvements

Airport Improvements



Airport Improvements



Existing Conditions



Palm Street Pedestrian Improvements Before and After





Palm Street Pedestrian Improvements Project Schedule

- Final design completed – waiting on permit to City to construct
- December 2016 Advertise, bid & award construction contract
- March 2017
- March 2017 Construction
- September 2017
- September 2017 Pedestrian Improvements Completed

AGENDA ITEM NO. **REQUEST TO SPEAK FORM**ORDER REQUEST RECEIVED

**PLEASE SUBMIT THIS COMPLETED FORM (AND YOUR WRITTEN STATEMENT)
TO THE CLERK OF THE BOARD PRIOR TO DISCUSSION OF YOUR ITEM**

1. INSTRUCTIONS

This Request to Speak form must be filled out and submitted in advance of the discussion of your item to the Clerk of the Board (please attach any written statement to this form). Communications on hearings and agenda items are generally limited to three minutes per person unless the Board authorizes additional time; however, the Chairperson may limit comment to one or two minutes each if there are multiple requests to speak on a particular item. General public comments on items not on the agenda are limited to three minutes. Please be brief and to the point. No yielding of time is allowed. Subjects of previous hearings or agenda items may not again be addressed under General Public Comments.

(PLEASE PRINT)

DATE	12-1-16	item 5
Name	Lynn Parrish	
Address	3726 Clairmont Mesa Rd SD 8092117	
Telephone	(858) 581-1798	
Organization Represented		
Subject of Your Remarks	Various	
Regarding Agenda Item No.	5	
Your Comments Present a Position of:	<input type="checkbox"/>	<input checked="" type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSITION

2. TESTIMONY AT NOTICED PUBLIC HEARINGS

At Public Hearings of the Board, persons wishing to speak shall be permitted to address the Board on any issue relevant to the subject of the Hearing.

3. DISCUSSION OF AGENDA ITEMS

The Chairman may permit any member of the public to address the Board on any issue relevant to a particular agenda item.

4. GENERAL PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Public comment on matters not on the agenda will be limited to five speakers with three minutes each, under the Public Comment Agenda Item. Additional speakers will be heard at the end of the Board's Agenda.

NOTE: Subjects of previous hearings or agenda items may not again be addressed under General Public Comments.

AGENDA ITEM NO. **REQUEST TO SPEAK FORM**ORDER REQUEST RECEIVED

**PLEASE SUBMIT THIS COMPLETED FORM (AND YOUR WRITTEN STATEMENT)
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(PLEASE PRINT)

DATE	12-1-16 item 5		
Name	PATRICK MCINTOSH		
Address	2543 1/2 MESA DR OCEANSIDE		
Telephone	760 421-8352		
Organization Represented	CAT CONSUMER ADVOCACY		
Subject of Your Remarks	COMPASS ID CARD ACCESS		
Regarding Agenda Item No.	5		
Your Comments Present a Position of:	<input type="checkbox"/>	SUPPORT	<input type="checkbox"/> OPPOSITION

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MTS Access

ADA Eligibility Certification Process Medical Transportation Management (MTM)



Background

Access Service Review

Ridership

- Increase during the last 3 years = 33%
- FY16 trips = 475,000
- Total registered customers = 11,823
- Total active customers = 5,611
- FY16 total applications = 4,615



Access Service Review

- Surveys and benchmarking with peer systems
- Analysis of current certification process
- Analysis of operational process



Access Review Findings

Best Practices / Required Enhancements

- Improved / more robust application and process
 - Application expanded by 30%
 - Focus changed from “medically” to “functionally” based (ADA)
- Initial eligibility screening via phone interview
- In-person interview / assessment
- Functionally-based eligibility decisions
- Local San Diego presence / location
 - 1501 National Ave



Revised Procedure

1. Download or receive by mail application/medical certification
2. Contact MTM for phone interview and to schedule in person assessment
3. MTS will provide free transportation to/from appointment if needed
4. Attend assessment at 1501 National Ave
5. Client photo taken for MTS computer system
6. Determination will be made within 21 days
7. Multiple Eligibility Levels

Client has right to appeal decision to 3 person appeals board.
Ineligible client will be referred to alternative transportation option and/or travel training



What are the different eligibility categories and what do they mean?

- Unconditional Eligibility** – Applicant is unconditionally eligible when it is not reasonable for them to use the fixed route service for any trips under any conditions.
- Conditional Eligibility** – Applicant is conditionally eligible when they can be reasonably expected to make some trips on the regular fixed route system when barriers that prevent travel are not present, but cannot be expected to use fixed route under some conditions.
- Temporary Eligibility** – Applicant is temporarily eligible when they have disabilities that prevent them from using the fixed route system for a limited amount of time or their functional abilities are expected to change in the short term. Temporary eligibility is unconditional.
- Visitor** – Individuals who have documentation that they are eligible for ADA paratransit in other systems are eligible for MTS for 21 days in a 365 day calendar year.
- Ineligible** – Applicant is not eligible for ADA paratransit at any time. They are able to reasonably ride fixed route service for any trips under all conditions.



Operational Changes

- Conditional eligibility determinations and photos will be communicated to First Transit by MTM
- First Transit will use conditional eligibility data to make determinations and photos for client verification
- MTS and First Transit staff will conduct onsite evaluations of potential barriers to fixed route access.



FAQs

What does this mean to existing Access Customers?

Nothing until your certification comes up for renewal. This means that MTS has commenced an internal customer and quality assurance review of the entire MTS Access Paratransit service; focusing on providing adequate tools and procedures for MTS customers needs. The in-person assessment is a new tool provided for customers to better assess their individual transportation needs. Existing MTS Access customers will continue to be eligible for service until the expiration of their current certification period. As usual, MTS will mail out renewal notices 60 days prior to the expiration of your current certification and at that time you will be required to go through the revised process, including the in-person assessment.



FAQs

Will there be a cost to me?

No, there is no cost associated with attending the eligibility process or attending the in-person assessment.

Why does everyone have to go through an in-person assessment?

MTS' goal is to ensure that every person applying for MTS Access Paratransit Service is adequately certified as eligible in accordance with ADA so that MTS can meet each individual's transportation needs.

Can I bring someone with me to the in-person assessment?

Yes, MTS' enhanced customer and quality assurance service is focused on better assessing the customer's eligibility and distinctive transportation needs in line with the ADA. You are welcome to bring any companion you may require for the in-person assessment.



FAQs

If my doctor says I need MTS Access service do I automatically qualify?

No, but make sure your health care provider (HCP) accurately completes the application. Both the customer and health care provider (HCP) applications have been revised and brought up to date in line with the ADA.

How do I schedule an in-person assessment?

After you have completed the application package, you must call the toll free number (844)-299-6326 and a customer service representative will gladly work with you to schedule an appointment at a time that is most convenient.

How will I get to the in-person assessment?

You may use any means of transportation you desire to attend an in-person assessment. The MTS Assessment office(s) are conveniently located in **Downtown, San Diego at 1501 National Ave, 92101**. You also have the option of scheduling an Access trip free of charge only if you do not have any other available means of transportation.



FAQs

How long will the phone interview and/or the in-person assessment take?

The phone interview can take about 10-15 minutes and the in-person assessment should take no more than 45 - 60 minutes.

I recently applied for re-certification and was given a temporary certification. What does that mean?

While MTS is in the process of applying these enhanced tools and procedures, all current and new customers are being issued temporary certifications by ADARIDE. Once the new vendor, MTM, is in place **after December 1st**, MTM will be contacting customers that were given temporary certification and completing the revised process for up to a three (3) year certification.

Who can complete the Medical Certification?

Physician, Registered Nurse, Psychologist, Psychiatrist, Ophthalmologist, Optometrist (visual Disability only), Physical Therapist, Occupational Therapist, other licensed provider familiar with the applicant's condition.



FAQs

What happens if I am not determined eligible for MTS Access Paratransit Service?

MTS will provide you information for alternative transportation sources such as the MTS SDM program. Information regarding the appeals process will be available with the eligibility determination

What should I bring to the in-person assessment?

Completed Application

Completed Medical Certification form

Photo ID

MediCal card (if applicable)

Mobility aid device that you use in the community (if applicable)



About MTM

- Woman Business Enterprise certified in Missouri
- Family-owned and operated
- Reinvest profits into the company
- Serving 8 million people in 24 states and D.C.
- 1,900 employees
- 20 years of service



ADA Assessment Experience

- 20 years experience performing telephonic and in-person assessments
- 40,000+ functional assessments each year
- 10 contracts with transit agencies nationwide



Program Goals

- Ensure reliable and valid results for ADA eligibility assessments
- Determinations will be based on applicant's functional abilities to use the fixed route service
- Ensure a positive customer service experience for the applicant
- Ensure information about accessible transportation options is available for all applicants

