



Accessible Services Advisory Committee Agenda

June 19, 2025

Click link to access the meeting:

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 Raise Hand	▶	Use the raise hand feature every time you wish to make a public comment.
	▶	Participants can enable closed captioning by clicking the CC icon. You may also view the full transcript and change the font size by clicking 'subtitle settings'. These features are not available via phone.
	▶	This symbol shows you are muted , click this icon to unmute your microphone.
	▶	This symbol shows you are currently unmuted , click this button to mute your microphone.
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1. If you are joining the meeting audio by phone and viewing the meeting on a device, dial the number provided in the 'join audio' phone call tab of the initial pop-up, and enter the Meeting ID (found in the link).
2. If you are joining by phone only, dial: **+1-669-900-9128** or **+1-253-215-8782** and type the meeting ID found in the link, press #. You will have access to the meeting audio, **but will NOT be able to view the PowerPoint presentations.**



Live Verbal Public Comments: Use the 'Raise Hand' icon every time you wish to make a public comment on an item. Raise your hand once the agenda item you wish to comment on has been called. In person public comments will be taken first, virtual attendees will be taken in the order in which they raise their hand. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting. Two-minutes of time is allotted per speaker, unless otherwise directed by the Chair.

Public Comments Made Via Zoom

1. Click the link found at the top of this instruction page
2. Click the raise hand icon located in the bottom center of the platform
3. The Clerk will announce your name when it is your turn to speak
4. Unmute yourself to speak

Public Comments Made by Phone Only

1. Dial **+1-669-900-9128**
2. Type in the zoom meeting ID found in the link and press #
3. Dial *9 to raise your hand via phone
4. The Clerk will call out the last 4 digits of your phone number to announce you are next to speak
5. Dial *6 to unmute yourself



Written Public Comments (before the meeting): Written public comments will be recorded in the public record and will be provided to MTS Board Members in advance of the meeting. Comments must be emailed or mailed to the Clerk of the Committee* by 4:00pm the day prior to the meeting.



Translation Services: Requests for translation services can be made by contacting the Clerk of the Committee* at least four working days in advance of the meeting.



In-Person Participation: In-person public comments will be heard first. Following in-person public comments, virtual attendees will be heard in the order in which they raise their hand via the Zoom platform. Speaking time will be limited to two minutes per person, unless specified by the Chairperson. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion.

Instructions for providing in-person public comments:

1. Fill out a speaker slip located at the entrance of the Board Room;
2. Submit speaker slip to MTS staff seated at the entrance of the Board Room;
3. When your name is announced, please approach the podium located on the right side of the dais to make your public comments.

Members of the public are permitted to make general public comment at the beginning of the agenda or specific comments referencing items on the agenda during the public comment period. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting.



Assistive Listening Devices (ALDs): ALDs are available from the Clerk of the Committee* prior to the meeting and are to be returned at the end of the meeting.



Reasonable Accommodations: As required by the Americans with Disabilities Act (ADA), requests for agenda information in an alternative format or to request reasonable accommodations to facilitate meeting participation, please contact the Clerk of the Committee* at least two working days prior to the meeting.



***Contact Information:** Contact the Clerk of the Committee via email at Diana.Hernandez@sdmts.com, phone at (619) 446-4915 or by mail at 1255 Imperial Ave. Suite 1000, San Diego CA 92101.



Agenda del Comité Asesor de Servicios Accesibles

June 19, 2025

Haga clic en el enlace para acceder a la reunión:

<https://www.zoomgov.com/j/1605785466>

Formas de Participar



Computadora: Haga clic en el enlace más arriba. Recibirá instrucciones para operar el navegador de Zoom o la aplicación de Zoom. Una vez que haya iniciado sesión en la reunión, tendrá la opción de participar usando el sistema de audio de su computadora o teléfono.

ID de la reunión
en Zoom

Funciones del Seminario En Línea:

 Levantar la mano	►	Use la herramienta de levantar la mano cada vez que desee hacer un comentario público.
	►	Los participantes pueden habilitar el subtitulado haciendo clic en el ícono CC. También puede ver la transcripción completa y cambiar el tamaño de letra haciendo clic en “configuración de subtítulos”. Estas herramientas no están disponibles por teléfono.
	►	Este símbolo indica que usted se encuentra en silencio , haga clic en este ícono para quitar el silenciador de su micrófono.
	►	Este símbolo indica que su micrófono se encuentra encendido . Haga clic en este símbolo para silenciar su micrófono.
	►	La herramienta de chat deben usarla los panelistas y asistentes únicamente para asuntos “pertinentes a la reunión”, ya que comentarios realizados a través de esta herramienta no se conservarán como parte del registro de la reunión. Consulte el Comentario público verbal en vivo para obtener instrucciones sobre cómo hacer un comentario público.



Teléfono Inteligente o Tableta: Descargue la aplicación de Zoom y participe en la reunión haciendo clic en el enlace o usando el ID del seminario web (que se encuentra en el enlace).



Teléfono:

1. Si está participando en la reunión mediante audio de su teléfono y viendo la reunión en un dispositivo, marque el número indicado en la pestaña de llamada telefónica “unirse por audio” en la ventana emergente inicial e ingrese el ID de la reunión (que se encuentra en el enlace).
2. Si está participando solo por teléfono, marque: **+1-669-900-9128** o **+1-253-215-8782** e ingrese el ID de la reunión que se encuentra en el enlace, pulse #. Tendrá acceso al audio de la reunión, **pero NO podrá ver las presentaciones en PowerPoint.**



Comentarios Públicos Verbales en Vivo: Use la herramienta “levantar la mano” cada vez que desee hacer un comentario público sobre alguno de los artículos. Levante la mano una vez que el artículo de la agenda sobre el que desea comentar haya sido convocado. Los comentarios públicos en persona se escucharán primero, se escuchará a los asistentes virtuales en el orden en el que levanten la mano. No se aceptarán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción. Comentarios públicos generales, únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión. Se otorga dos minutos de tiempo por persona que desee hablar, a menos de que el presidente instruya de otra forma. *(Consulte la página 2 para obtener instrucciones sobre cómo hacer un comentario público.)*

Comentarios Públicos a Través de Zoom

1. Haga clic en el enlace que se encuentra en la parte superior de esta página de instrucciones
2. Haga clic en el ícono de levantar la mano en el centro inferior de la plataforma
3. El secretario anunciará su nombre cuando sea su turno de hablar
4. Desactive el silenciador para que pueda hablar

Comentarios Públicos Realizados Únicamente por Teléfono

1. Marque el **+1-669-900-9128**
2. Ingrese el ID de la reunión en Zoom que se encuentra en el enlace y pulse #
3. Marque *9 para levantar la mano por teléfono
4. El secretario indicará los últimos 4 dígitos de su número de teléfono para anunciar que usted será el siguiente en hablar
5. Marque *6 para desactivar el silenciador



Comentarios Públicos por Escrito (Antes de la Reunión): Los comentarios públicos por escrito se registrarán en el registro público y se entregarán a los miembros de la Junta de MTS antes de la reunión. Los comentarios deben enviarse por correo electrónico o postal al secretario del Comité* antes de las 4:00 p.m. el día anterior a la reunión.



Servicios de Traducción: Pueden solicitarse servicios de traducción comunicándose con el secretario del Comité* por lo menos cuatro días hábiles antes de la reunión.



Participación en Persona: Los comentarios públicos en persona se escucharán primero. Después de los comentarios públicos en persona, se escuchará a los asistentes virtuales en el orden en el que levanten la mano a través de la plataforma de Zoom. El tiempo para hablar se limitará a dos minutos por persona, a menos de que el presidente especifique de otra forma. No se recibirán solicitudes para hablar después de que termine el periodo para hacer comentarios públicos, a menos de que el presidente determine de otra forma a su discreción.

Instrucciones para brindar comentarios públicos en persona:

1. Llene la boleta para personas que desean hablar que se encuentran en la entrada de la Sala de la Junta.
2. Entregue la boleta para personas que desean hablar al personal de MTS que se encuentra sentado en la entrada de la Sala de la Junta.
3. Cuando anuncien su nombre, por favor, acérquese al podio ubicado en el lado derecho de la tarima para hacer sus comentarios públicos.

Los miembros del público pueden hacer comentarios públicos generales al inicio de la agenda o comentarios específicos que hagan referencia a los puntos de la agenda durante el periodo de comentarios públicos. Los comentarios públicos generales únicamente al inicio de la reunión de la Junta de Directores, se limitarán a cinco personas que deseen hablar. Las personas adicionales que deseen aportar comentarios públicos generales podrán hacerlo al final de la reunión.



Dispositivos de Asistencia Auditiva (ALD, por sus siglas en inglés): Los ALD están disponibles con el secretario del Comité* antes de la reunión y estos deberán ser devueltos al final de la reunión.



Facilidades Razonables: Según lo requerido por la Ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés), para presentar solicitudes de información de la agenda en un formato alternativo o solicitar facilidades razonables para facilitar su participación en la reunión, por favor, comuníquese con el secretario del Comité* por lo menos dos días hábiles antes de la reunión.



***Información de Contacto:** Comuníquese con el secretario del Comité por correo electrónico en Diana.Hernandez@sdmts.com, por teléfono al (619) 446-4915 o por correo postal en 1255 Imperial Ave. Suite 1000, San Diego CA 92101.



Accessible Services Advisory Committee Agenda

June 19, 2025 at 1:00pm

In-Person Participation: James R. Mills Building, 1255 Imperial Avenue, 10th Floor Board Room, San Diego CA 92101

Teleconference Participation: (669) 254-5252; Webinar ID: 160 578 5466, <https://www.zoomgov.com/j/1605785466>

NO.	ITEM SUBJECT AND DESCRIPTION	ACTION
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1.	Roll Call	
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2.	Public Comments	
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3.	Approval of Minutes Action would approve the March 13, 2025, Accessible Services Advisory Committee Meeting Minutes.	Approve
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DISCUSSION ITEMS

4.	Public Safety Through Environmental Design (Heather Furey and Chris Duddy)	Informational
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5.	Fixed Route and Trolley Update (Keith Vann and Aaron Pitt)	Informational
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6.	The Metropolitan Transit System (MTS) Access Update and Medical Transportation Management Medical Transportation Management (MTM) Report (Charles Posejpal)	Informational
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OTHER ITEMS

7.	Committee Member Communications and Other Business	
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8.	Next Meeting Date: September 18, 2025 and 1:00pm	
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9.	Adjournment	
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1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • sdmts.com

San Diego Metropolitan Transit System (MTS) is a California public agency comprised of San Diego Transit Corp., San Diego Trolley, Inc. and San Diego and Arizona Eastern Railway Company (nonprofit public benefit corporations). MTS member agencies include the cities of Chula Vista, Coronado, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, San Diego, Santee, and the County of San Diego. MTS is also the For-Hire Vehicle administrator for multiple cities in San Diego County.



MINUTES

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM

ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

March 13, 2025

[Clerk's note: Except where noted, public, staff and Committee member comments are paraphrased.
The full comment can be heard by reviewing the recording at the [MTS website](#).]

1. **Roll Call**

Chair Gastil called the Accessible Services Advisory Committee meeting to order at 1:00 p.m. A roll call sheet listing Accessible Services Advisory Committee member attendance is attached as Attachment A.

2. **Public Comments**

There were no Public Comments.

[Clerk note: Chair allowed Committee Member comment regarding items not on the agenda at this time.]

Committee Comment

Committee Member Marino gave appreciation for the service MTS provided and explained how it helped him. He also gave gratitude to the drivers for their good performance.

Committee Member Rodriguez was concerned about the Do Not Leave Alone policy ending. Chair Gastil asked if that was on the agenda. Mr. Posejpal, MTS Manager of Paratransit and Minibus, responded no. Chair Gastil asked if it could be discussed at the next meeting and Mr. Posejpal responded that it would be added to the agenda at the next meeting.

3. **Approval of Minutes**

Committee Member Marino moved to approve the minutes of the September 12, 2024, and December 19, 2024, MTS Accessible Services Advisory Committee meeting. Chair Gastil seconded the motion, and the vote was 10 to 0 in favor and Debbie Marshall, Marianela Camarillo, Irene Santiesteban, Tarrence Lewis and Monique Ball absent.

DISCUSSION ITEMS

4. **Comprehensive Operational Analysis (COA) (Brent Boyd)**

Brent Boyd, MTS Director of Planning and Scheduling, presented on the COA. He outlined: background, history, timing, goals, planning scenarios, project management, tasks, timeline, alternative revenue sources, potential ballot measure, fare study, and staff's recommendations.

Public Comment

There were no public comments.

Committee Comment

Chair Gastil asked if there was anybody who is particularly focused on the paratransit aspect of a potential ballot measure. He suggested that voters might be inclined to support seniors and people with disabilities. Mr. Boyd responded that they would be looking at paratransit as part of the overall analysis when reviewing the performance of operations. He stated a separate

initiative would take place hiring a consultant to analyze polling data and to conduct public outreach. He assured the Committee that anything related to paratransit and seniors was likely to be included in the ballot measure language.

Committee Member Garrett asked if it was possible to incorporate paratransit data related to locations, origin, destination, and traveling time into the COA. He hoped the consultant looked at service areas that might be increasing or decreasing. Mr. Boyd answered yes.

Committee Member Marino asked if this COA will be as large or like the COA from 2004 or 2006. Mr. Boyd replied that this would reflect the Transit Optimization Plan in 2010. He explained that the COA of 2004 or 2006 was a larger effort because it was when MTS consolidated with other agencies and that prior to this it was a multitude of municipalities operating. He stated that after combining all operating agencies into one they then focused on more frequent routes. He explained that around 2017 or 2018 the system was reassessed with a more refined approach than the original COA. Committee Member Marino mentioned the chaos of the old fare structure. Mr. Boyd agreed, explaining it was due to having multiple agencies operating with different fares. He stated that MTS was in the beginning stages of a new fare analysis during which they would be looking at fare structure and pricing.

Committee Member Zuno asked about the \$75 million additional revenue and asked if there was an assumption of a successful ballot measure. Mr. Boyd replied yes and explained it was an estimate and it will be refined as we go through the process. He stated that it is a base estimate on 1/2 cent sales tax assuming that the money will be shared with other areas of the agency. He explained that scenario 2 will also be refined over time as the economy affects us and stated that the data presented would be different by the time the agency reaches the final implementation. Committee Member Zuno asked if this ballot measure is the only strategy to generate the \$75 million. Mr. Boyd responded no, the agency is looking at various funding mechanisms. He stated that all the transit agencies in California are working together to figure out ways to increase funding. He stated that a sales tax measure or any other type of measure is not guaranteed. Committee Member Zuno asked if community feedback is included in the project at different times. Mr. Boyd replied that the COA will be overseen by the MTS Planning and Scheduling Department and then the outreach will be done by the MTS Marketing Department. He stated there would be more information coming out regarding public participation in coming months.

Committee Member Rodriguez asked where the agency currently was in reference to the task chart. Mr. Boyd explained that the project was in the procurement phase, next would be board approval for the contract, which will then trigger the project to begin in May or June 2025. Committee Member Rodriguez asked if this is when fare increases will begin. Mr. Boyd answered that this was an effort including San Diego Association of Governments (SANDAG) and North County Transit District (NCTD). He explained that the task of creating a scenario of potential increased service will begin at the end of 2025 and be complete in 2026. He stated that creation of a plan that reduces service will take be prepared during the 2026 calendar year.

Committee Member Lordson referenced the timeline chart which says in June begins board approval and projected start date. He then asked if the committee could get an update on the standing of this project during that time. Mr. Boyd responded yes.

Action Taken

Informational item only. No action taken.

5. Fixed Route and Trolley Update (Aaron Pitt and Charles Posejpal)

Charles Posejpal, MTS Manager of Paratransit and Minibus, presented on Fixed Route Updates. He outlined a hiring update with 485 drivers currently recruited out of a 500 drivers' goal. He also spoke on bus operator training classes with nine student operators that graduate tomorrow; a bus operator training class with 9 student operators; and a bus operator training class on March 3rd with 11 student operators. He stated there will be a Green Line bus bridge from Park Blvd. and Harbor Dr. due to upcoming grade crossing work.

Mr. Posejpal introduced Aaron Pitt, Manager of Special Operations, who proceeded to give an overview of the trolley operations. He explained there was a planned trolley closure due to construction on Park Blvd. and Harbor Dr., and currently a bus bridge was set up for the Green Line. Mr. Pitt stated that the agency would attempt to run extra trolley service to accommodate the public and they are ready for the Wave season starting on March 22nd along with Padres season starting on March 27th. He also informed the Committee that Orange Line improvement closures are anticipated in the later part of this year and that there will be several weekend closures to update and enhance the Orange Line.

Public Comment

There were no public comments.

Committee Comment

Committee Member Garrett commented that he has witnessed a patron in a wheelchair attempting to board a trolley at the end of a game but because of the large amount of people and because the operator did not pull up to the correct spot, this person was unable to board. Mr. Garrett asked if there were any instructions that MTS can provide to the special event trolley workers to avoid future incidents like this one. Mr. Pitt answered that he would contact both passenger support representatives and security to better serve those patrons.

Committee Member Rodriguez asked if there were going to be outreach teams during and near the games. Mr. Pitt responded that MTS has supervisors, security and passenger support representatives that will be at the locations during that event to help people with incoming and outgoing crowds.

Action Taken

Informational item only. No action taken.

6. Same Day Paratransit Pilot (Charles Posejpal)

Charles Posejpal, MTS Manager of Paratransit and Minibus, presented on Same Day Paratransit. He presented on: background information relating to Americans with Disabilities Act complementary paratransit service, exceeding minimum requirements (premium service), same-day paratransit pilot development and general information, and evaluation metrics.

Public Comment

There were no public comments.

Committee Comment

Committee Member Garrett asked if this requires new funding to expand the service. Mr. Posejpal responded no; it continues to fit within the paratransit budget.

Committee Member Marino asked if dispatchers have been notified about the pilot. Mr. Posejpal responded that this has been sent to the management team, but he wanted to get the committee's feedback prior to sending this out. Mr. Marino replied with reference to his own experience, wishing he had been able to make same day changes to his trips and his gratitude for this idea. He asked for confirmation if last year, the amount of advance time for people to make reservations was extended to two weeks. Mr. Posejpal answered it was extended to 10 days in advance. Mr. Marino asked for an update on the change and if people are using the program. Mr. Posejpal answered he did not have specific data for that but could provide follow up at the next meeting.

Committee Member Rodriguez asked if he was going to start a pilot program. Mr. Posejpal answered yes, same day paratransit trips. He explained that currently MTS doesn't provide the service to book a same day trip unless it is on a will call and those are special circumstances. He said with this pilot, customers will be able to book a same day trip, if the space is available.

Committee Member Carson asked how long the pilot program will last. Mr. Posejpal answered 1 year, which will give time to get feedback and look at statistical data to see if any changes are needed.

Action Taken

Informational item only. No action taken.

7. MTS Access Update (Charles Posejpal)

Charles Posejpal, MTS Manager of Paratransit and Minibus, presented on Access services. He outlined the total passenger count rise and the decrease in ridership in November/December likely due to holidays. He noted that the wheelchair percent of overall trips stayed consistent, and that around 28-29% of total trips are on time. On time performance continued to be favorable with a standard of 88% and indicators of 90-92%. He stated that there were 27 complaints, which may seem high but compared to the total number of trips provided, continues to be favorable. Finally, he noted that the number of compliments stayed relatively the same.

OTHER ITEMS

8. Committee Member Communications

Committee Member Rodriguez wanted an update on the MTS Equity Statement and Policy project. Samantha Leslie, Deputy General Counsel, responded that MTS contracted with the consultant Keen Independent several months ago. It is MTS's aim that staff develop a clear mission on what were goals as an agency on providing service. The project aims to attain feedback from the community being served, along with employees and MTS's contractors that provide the service. She stated that this effort was in the beginning outreach phase so there were no documents or reports to provide at this time. She explained that they have also reached out to this Committee to see if members were interested in providing feedback or being involved in focus groups. She agreed to bring updates to ASAC, as the project continues forward. Mr. Rodriguez asked Chair Gastil to remember his request for an update on do not leave alone as he felt it is a safety concern to end it. Ms. Leslie responded that this will be added to the agenda for the next meeting.

Committee Member Marino asked if he could be involved and help in the policy outreach. Mrs. Leslie responded yes that she would relay the request to consultant Keen to do another e-mail to the group for possibly more opportunities to provide outreach.

9. Next Meeting Date

The next Accessible Services Advisory Committee meeting is to be determined. Chair Gastil asked if there was going to be a change in the schedule. Mr. Posejpal stated that staff is working to amend the schedule for the remainder of calendar year 2025. He stated that the committee would receive communication once the schedule is solidified.

10. Adjournment

Chair Gastil adjourned the meeting at 2:00pm.

Chairperson
San Diego Metropolitan Transit System

Committee Clerk
San Diego Metropolitan Transit System

Attachment: A. Roll Call Sheet

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

ROLL CALL

MEETING OF (DATE): March 13, 2025

CALL TO ORDER (TIME): 1:00pm

ADJOURN: 2:00pm

COMMITTEE MEMBER		ALTERNATE		ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Voting Committee Members						
George Gastil (Chair)	☒	None	☐	ASAC Chair	1:00pm	2:00pm
Letty Zuno	☒	VACANT	☐	Access to Independence	1:00pm	2:00pm
Christian Hernandez	☒	Arun Prem	☐	FACT (CTSA)	1:00pm	2:00pm
Debbie Marshall	☐	VACANT	☐	State Council on Developmental Disabilities	ABSENT	ABSENT
Todd Lordson	☒	Jorge Malone	☐	San Diego Regional Center	1:00pm	2:00pm
Marianela Camarillo	☐	Kimberly Taylor	☐	San Diego Center for the Blind	ABSENT	ABSENT
Tim Garrett	☒	Benjamin Gembler	☐	SANDAG	1:00pm	2:00pm
Alyssa Ahn	☒	Daniela Turner	☐	Caltrans	1:00pm	2:00pm
Melissa Hernandez	☐	Jacob Carson	☒	County of San Diego AIS	1:00pm	2:00pm
Irene Santiesteban	☐	Christine Moore	☐	Paratransit Consumer	ABSENT	ABSENT
David Marino	☒	Eugenia Kainz	☐	Paratransit Consumer	1:00pm	2:00pm
Rose Napoleon	☐	Rene Rodriguez	☒	Fixed Route Consumer	1:00pm	2:00pm
Tarrence Lewis	☐	Walter Castillo	☐	Fixed Route Consumer	ABSENT	ABSENT
Monique Ball	☐	Wendy Merritt	☐	Deaf Community Services	ABSENT	ABSENT
Kacie Rodvill	☒	Betsy Knight	☐	County of San Diego Behavioral Health Services	1:00pm	2:00pm

COMMITTEE CLERK: /S/ Diana Hernandez



Agenda Item No. 4

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

June 19, 2025

SUBJECT:

Public Safety Through Environmental Design (Heather Furey and Chris Duddy)

INFORMATIONAL ONLY:

Budget Impact

None with this item.

DISCUSSION:

Recurring feedback from The San Diego Metropolitan Transit System (MTS) customers is that safety while waiting at stations is a high priority. In the recent Customer Satisfaction Survey that was reported to the MTS Board on April 17, 2025 (Agenda Item (AI) 24), the most important factor cited by passengers was wanting to feel safe & secure while waiting for the trolley or bus. This was also one of the areas that was cited as needing the most improvement about MTS services.

In recent years, MTS has made several changes to address these common concerns – both with adding more security personnel throughout the system, but also with projects to make improvements throughout MTS's stations and property. These capital improvement projects follow the principles of Public Safety through Environmental Design (PSTED)¹. PSTED uses design principles to engineer safer spaces through management of both built and natural environmental features.

PSTED principles aim to increase feelings of safety and security through design of spaces that both deter criminal activity and build community. Vacant lots, poor lighting, uncontrolled access, and lack of monitoring can be ameliorated to design spaces in which people feel – and are – safer.

Staff will provide a presentation on various initiatives and projects that are underway to identify ways for MTS to improve passengers' safety and security while waiting for a trolley or bus, including:

¹ This concept is also sometimes called "Crime Prevention Through Environmental Design".



- Bus Stop Improvement projects
- Lighting Upgrades
- Public Art
- Transit Amenities Plan effort

S/Charles Posejpal

Charles Posejpal

Manger of Paratransit and Minibus

Key Staff Contact: Charles Posejpal, 619-235-2648, charles.posejpal@sdmts.com



Metropolitan
Transit
System

Item No 4, 06/19/2025

Public Safety through Environmental Design

Accessible Services Advisory Committee



Public Safety through Environmental Design

- Recurring feedback from MTS customers is that safety while waiting at stations is a high priority
 - MTS has increased security personnel throughout the system, as well as implemented projects to make improvements to stations and station assets
- **Public Safety through Environmental Design** uses design principles to engineer safer spaces through management of both built and natural environmental features.
 - Focus on design principles aim to increase feelings of safety and security through design of spaces that both deter criminal activity and build community.
 - Vacant lots, poor lighting, uncontrolled access, and lack of monitoring can be mitigated by designing spaces where people feel – and are – safer.

Recent Environmental Design Projects

- Public Art
 - Murals along Orange Line and Blue Line
- Lighting
- Landscaping
- Trash Can Improvements
- Increased Cleaning
- Bus Stop Improvements

Public Art

Massachusetts Station Murals

"Heartline"



Grossmont Station Murals

"Succession"

Before

After



Grossmont Station Murals

"Float On"

Before



After



E Street Station Mural

"Treasures of the Bay"



E Street Wall Mural

"Tracks of Time"



62nd Street Mural



Lighting Improvements

Grossmont Station Lighting



Lemon Grove Depot Lighting



Old Town Ped Tunnel Lighting



Orange Line Lighting Improvements

- New LED lights at trolley station platforms, walkways, shelters, and parking lots
- Platform work complete, parking lots complete next month.
- Project Cost: \$1M.

Before



After



Location	Platform Lighting	Parking Lot Lighting
25th & Commercial	Complete	N/A
32nd & Commercial	Complete	N/A
47th St	Complete	In Progress
Euclid Ave	Complete	In Progress
Encanto/62nd St	Complete	In Progress
Massachusetts Ave	Complete	In Progress
Lemon Grove Depot	Complete	N/A

Orange Line Lighting Improvements

Upgraded Trolley Platforms

25th & Commercial



32nd & Commercial



Orange Line Lighting Improvements

Upgraded Trolley Platforms

47th St



Euclid Ave



Orange Line Lighting Improvements

Upgraded Trolley Platforms

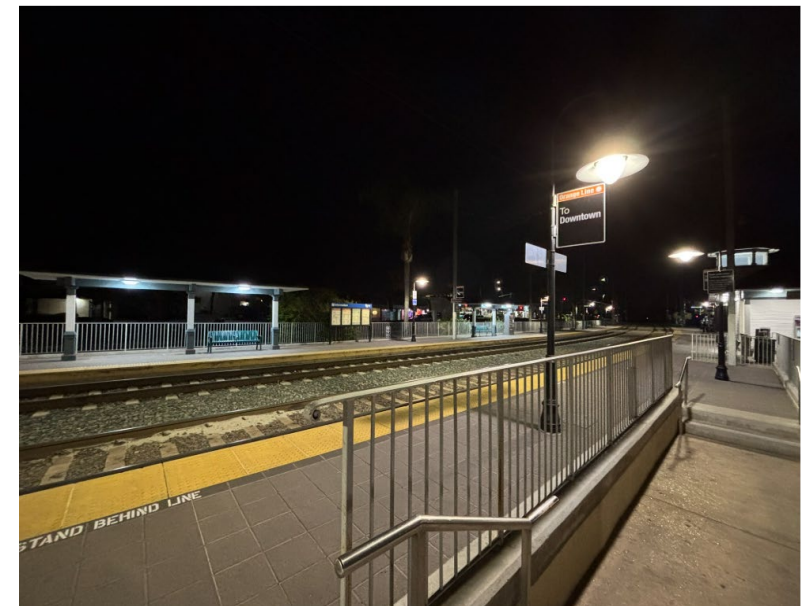
Encanto & 62nd St



Massachusetts Ave

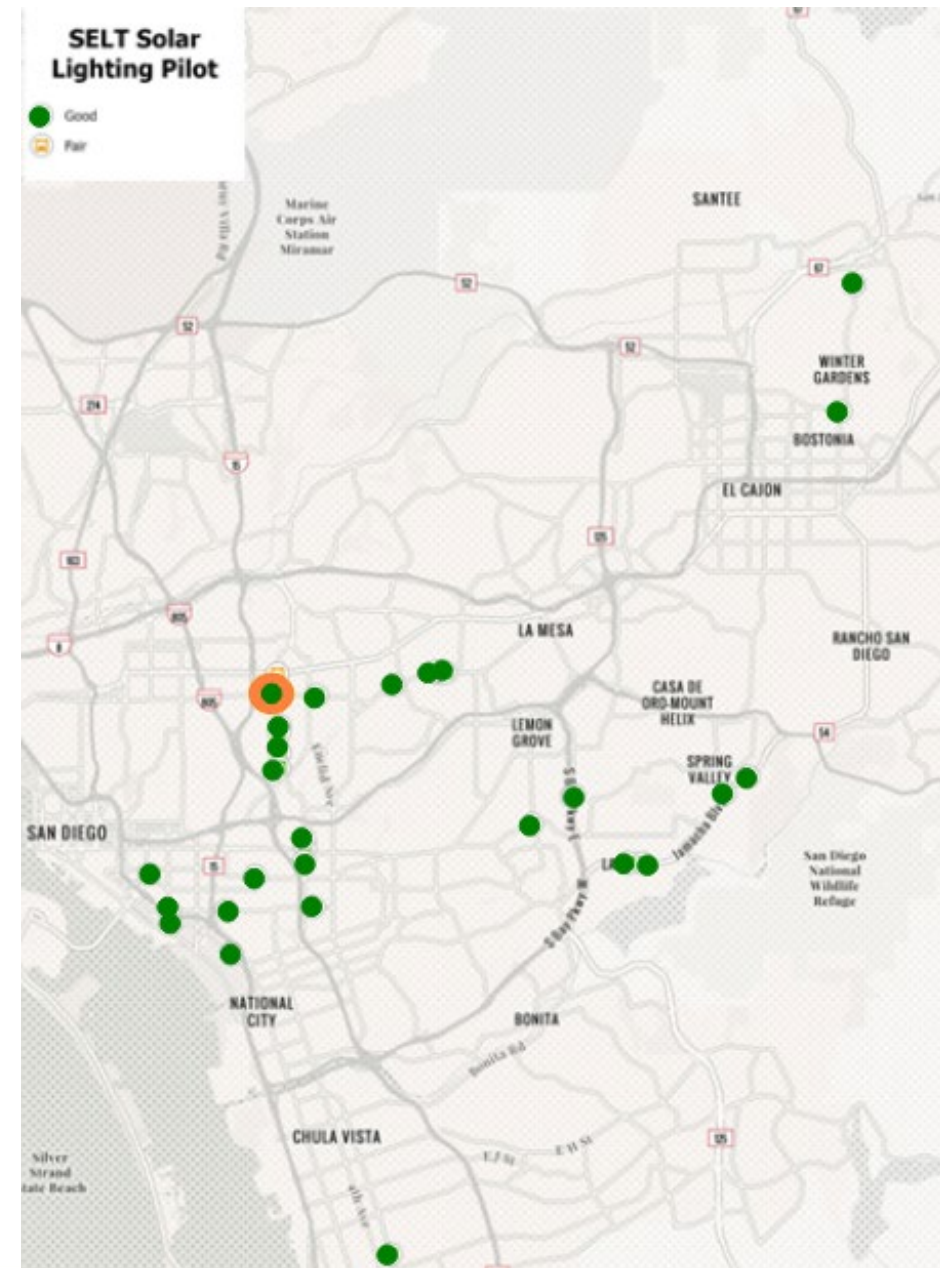


Lemon Grove Depot



Bus Stop Lighting Pilot

- Install 33 solar lights on bus stop poles improve nighttime visibility for passengers and bus operators.
- Pilot program to test new technology, installation expected to be complete by the end of 2025.
- First installation on 43rd at El Cajon on Route 13.
- Cost of this project is approximately \$1M.



Bus Stop Lighting Pilot

First demo unit recently installed on 43rd Street, just south of El Cajon Blvd

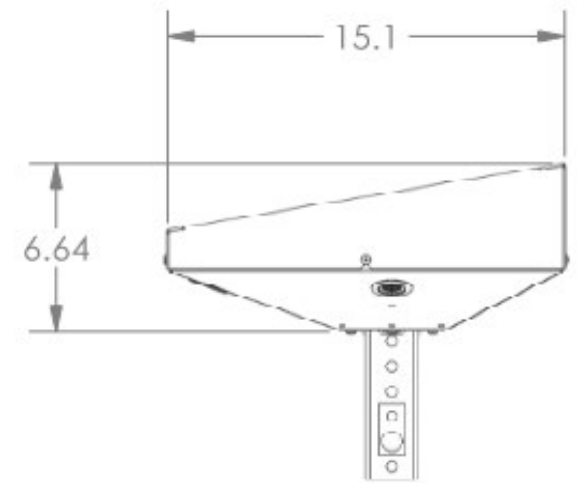
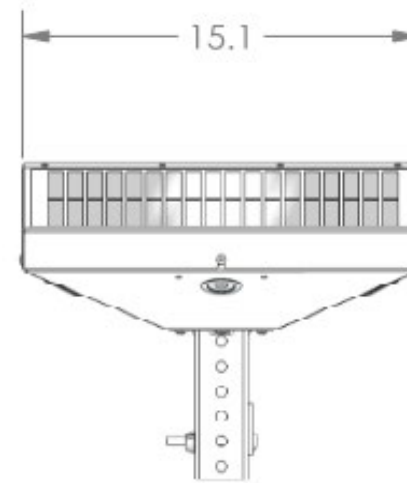
Before



After



PV Stop+
Security lighting and signage made simple



Landscaping/Cleanliness

Grantville Landscape Beautification

Before



After

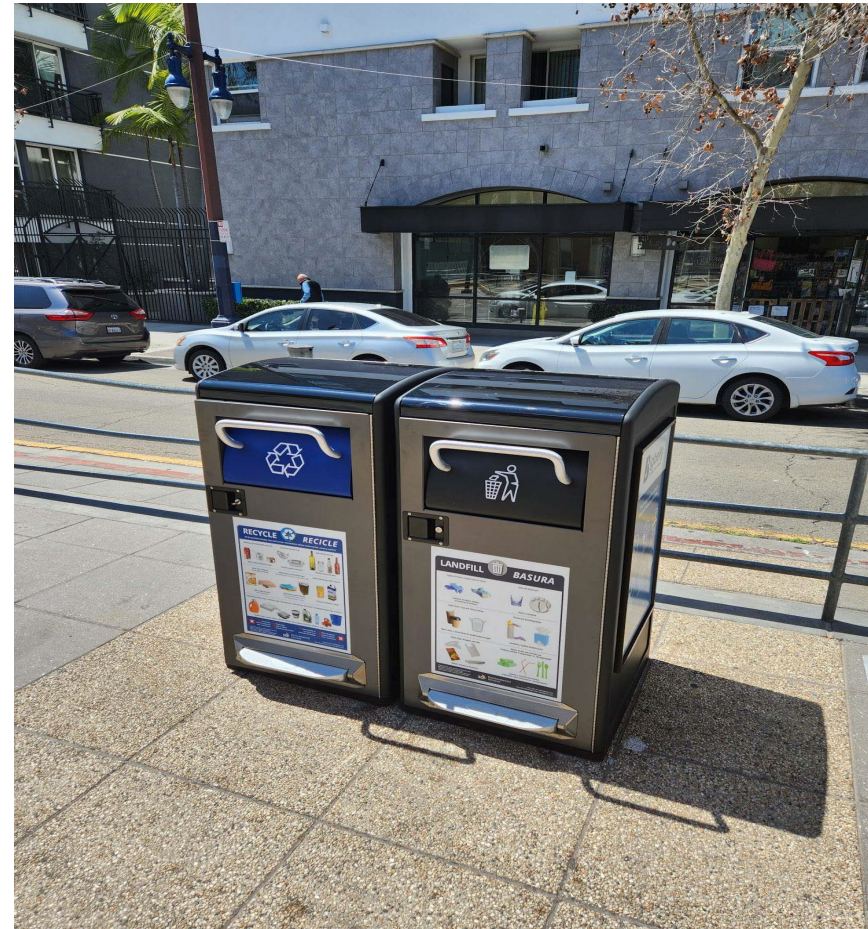


Big Belly Trash Can Replacement Downtown and Blue Line

Before



After



Upcoming Projects

Beyer Blvd Pathway Beautification Project

- Pedestrian Path improvements from Beyer Blvd Trolley Station and West Park Avenue, .1 mile path connecting trolley station with new residential building at Cypress and community park
- Partially funded by Caltrans Clean California Local Grant Program (\$1.6M awarded October 9, 2023), teamed with Casa Familiar
- Project includes landscaping, hardscape, sculptures, and murals
- A&E contract (100% Design) approved April 17, 2025 (AI 21)
- Artist contracts awarded May 15, 2025 (AI 10):
 - Alicia Siu (Murals)
 - Johnny Bear (Sculptures)
- Project Completion: 2026



Beyer Blvd Pathway Beautification Project

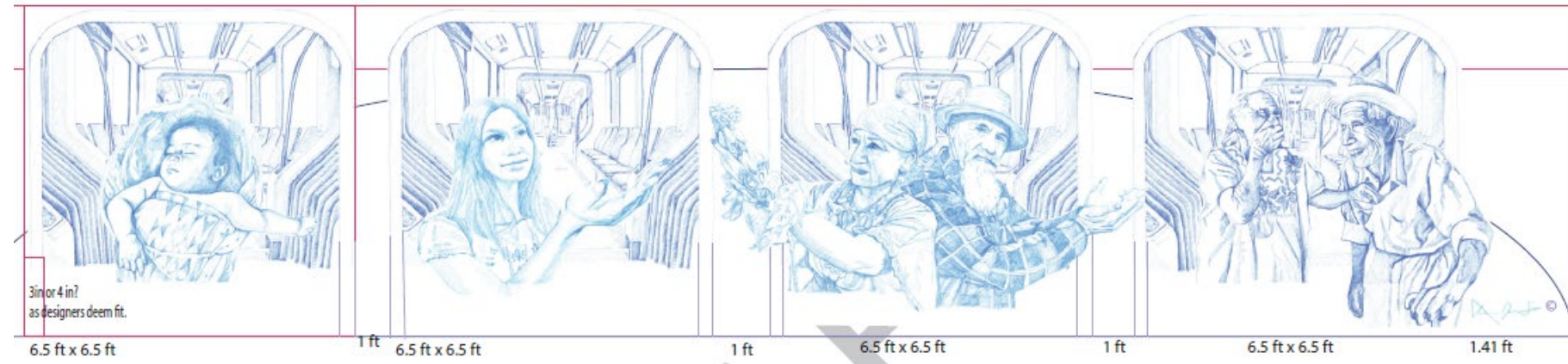
Linear Pathway Project

- One tenth mile long
- Connects Trolley Station with W. Park Avenue,



Beyer Blvd Pathway Beautification Project

Beyer Pathway Murals
Artist: Alicia Siu



Beyer Pathway Sculptures
Artist: Johnny Bear



East Beyer Rail Bridge Mural

- Listening Tour Project
 - Install lighting and mural on Beyer Blvd under rail bridge
 - Artist contract with Michelle Guerrero dba “Mr. B Baby” approved on April 17, 2025 (AI 19)



Transit Stop/Station Improvements

VMS Sign Upgrades

Orange Line - 78 New Signs
State TIRCP Grant
Completed May 2025

Existing



Blue Line - 52 New Signs
Federal Community Grant
Installed by Mid 2026

**New
Installation**



System Cleanliness

- Sanitize all Trolley stations 1-2 times per week
- New tech savvy trash cans that prevent foraging and have capacity sensors
- Increased bus bench cleaning from 10% pressure washed monthly to 50%
- Entire vehicle fleet cleaned nightly after service (750 buses, 160+ Trolleys)



Visible Activity at Transit Centers

- Presence of storefronts, concessions, MTS staff, and store clerks offers sense of safety for riders
- 12 concession buildings currently under contract at Trolley Stations
 - Adding two brick and mortar vendors – A-Mart and Metro PCS at Iris Ave.
- Lemon Grove –
 - Added new MTS Security outpost

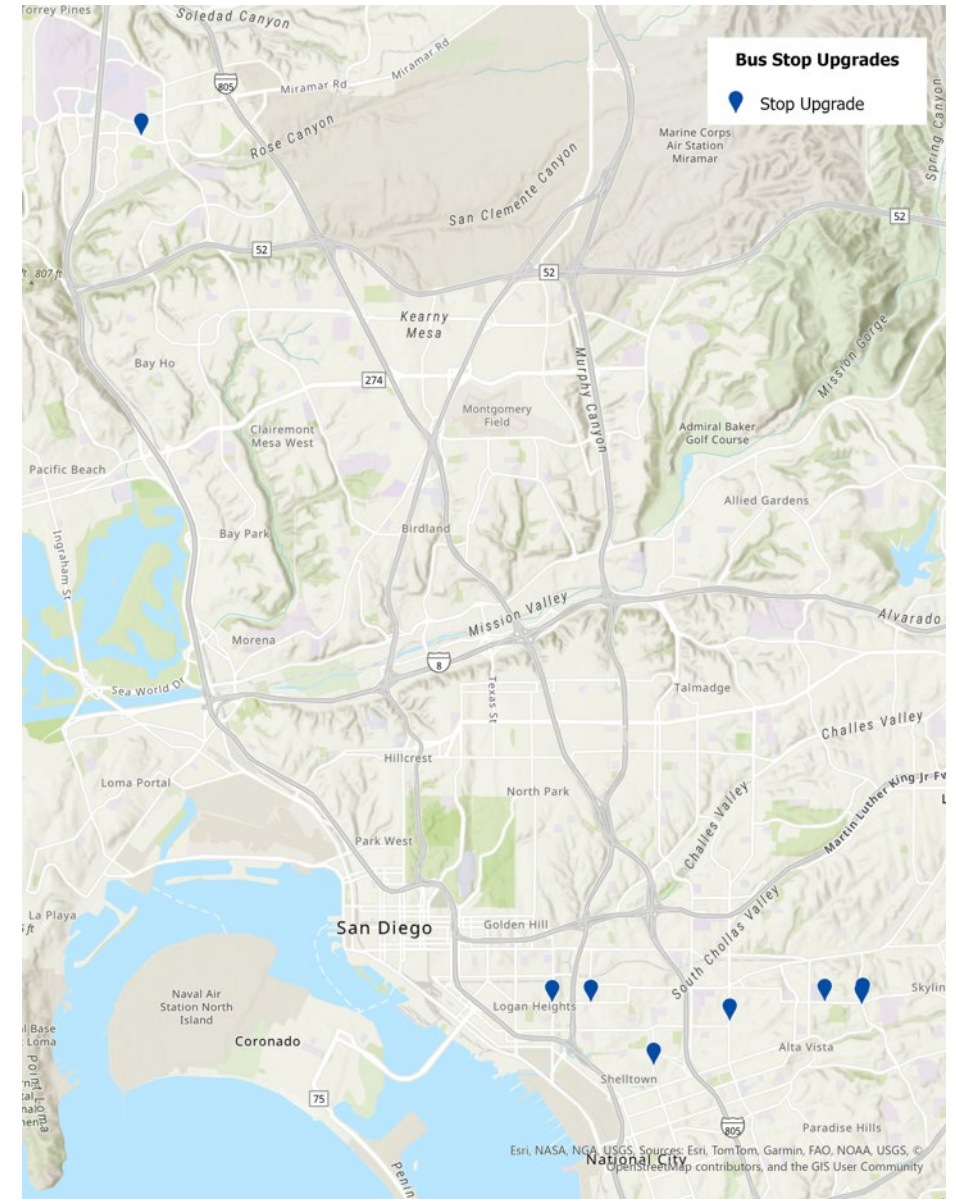
El Cajon Transit Center A-Mart



Bus Stop Upgrades

- Funded through MTS General CIP
- 8 locations to be improved
- Cost of project is \$400k
- Construction: July 2025 - October 2025

Stop ID	Location	Direction
12860	S. 43rd St. & Delta St.	NB
11310	Ocean View Bl. & 32nd St.	WB
10949	Ocean View Bl. & 36th St.	WB
12541	Euclid Av. & La Paz Dr.	NB
99107	Woodman St. & Skyline Dr.	SB
99106	Woodman St. & Skyline Dr.	NB
11417	Skyline Dr. & O'Meara St.	EB
11163	Nobel Dr. & Regents Rd.	WB

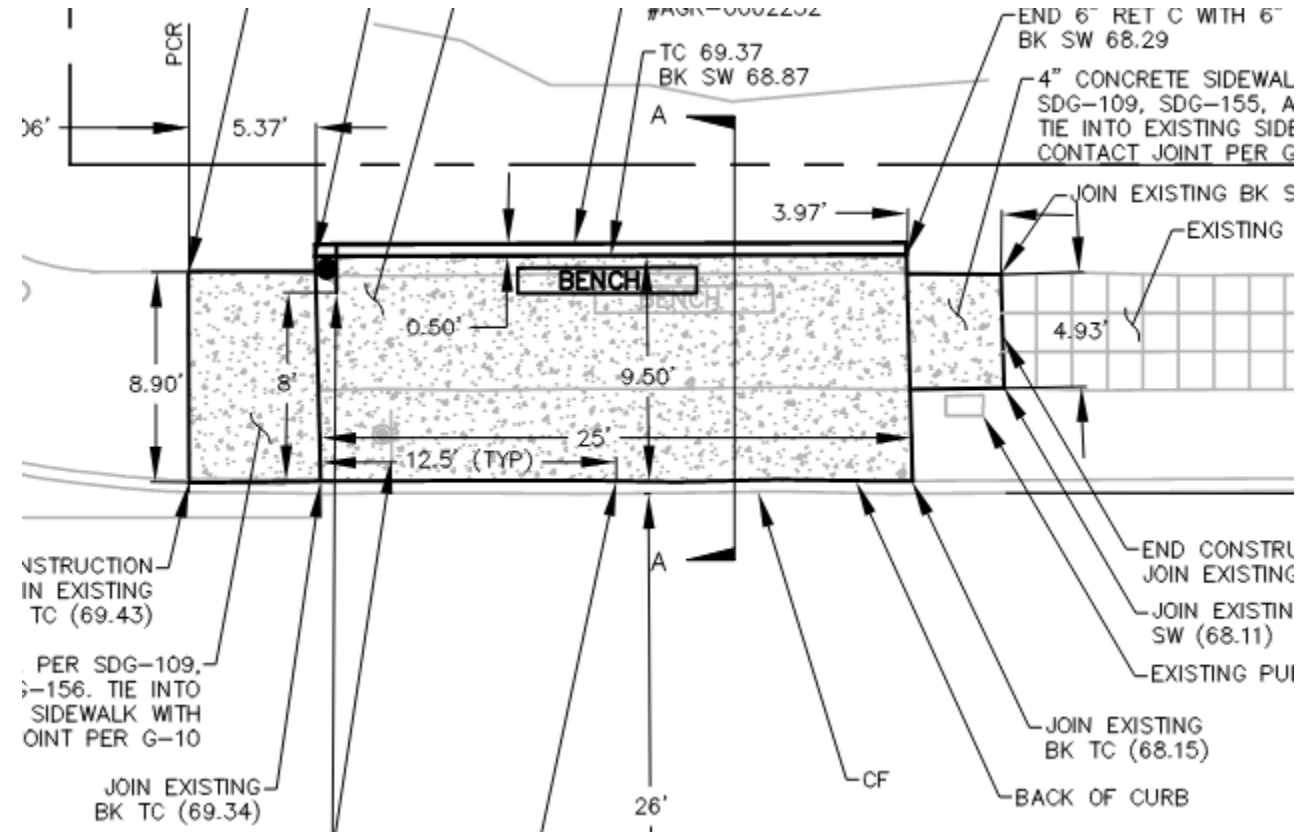


Bus Stop Improvements – 3629 Ocean View Blvd

Existing



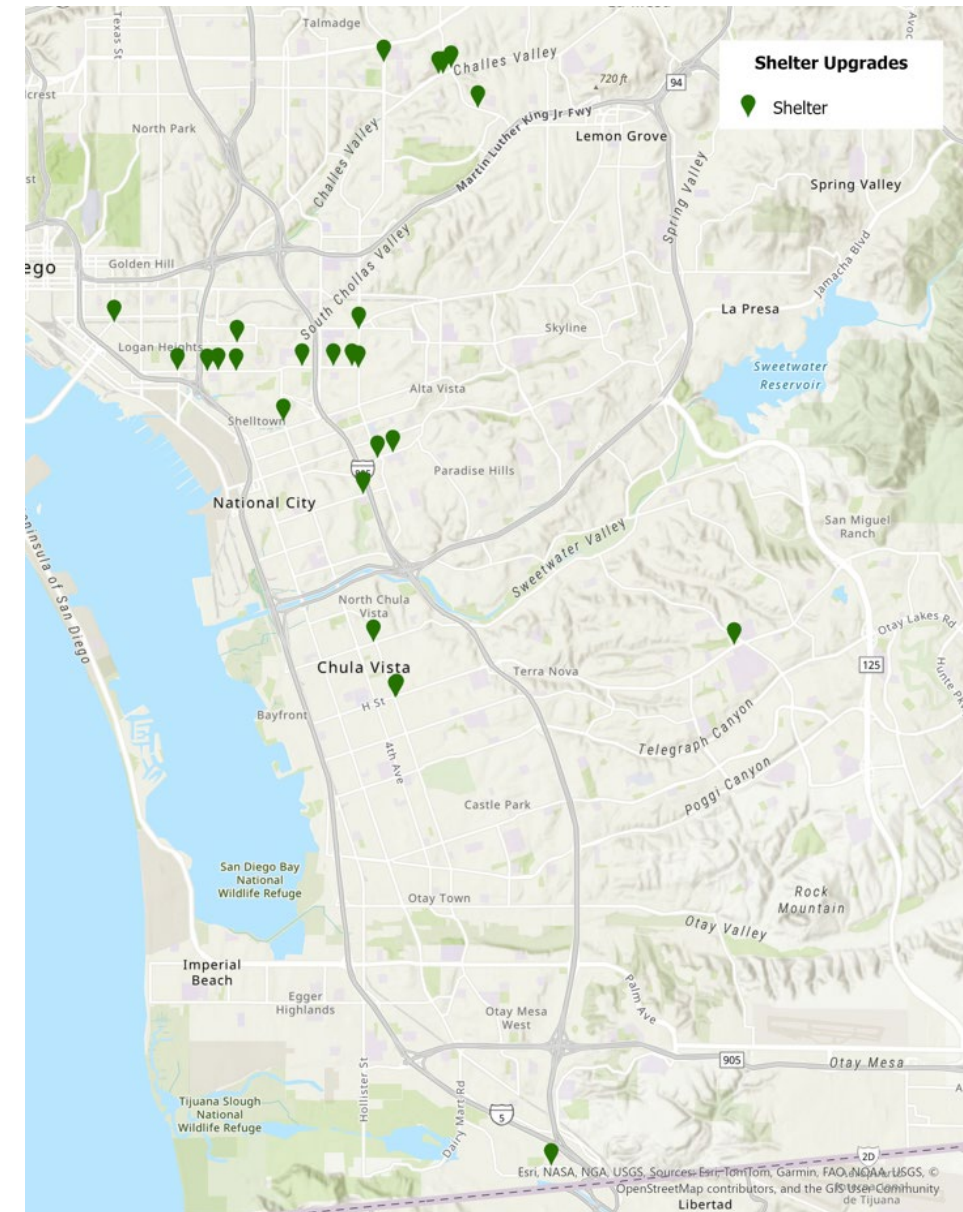
Proposed



Listening Tour

Bus Stop Shelter Upgrades

- Upgrades will cover 3 jurisdictions in San Diego County – City of San Diego, National City, and Chula Vista
- Bus stops are currently being re-designed to upgrade ADA access and add shelters through sidewalk modifications.
- Engineering design to prepare plans and right-of-way permitting is currently in progress.



Listening Tour

Bus Stop Shelter Upgrades

- Upgrade 26 bus stops to provide shelter amenities.
- Cost of project is \$1.7M
- Project to be completed by Fall 2027

Stop ID	Location	Direction
50085	Plaza Blvd & Euclid Ave	WB
12553	3rd Ave & H St	NB
30085	H St & 3rd Ave	EB
30278	East H St & Otay Lakes Rd	WB
11385	E St & 3rd Ave	WB
50166	D Ave & 24th St	SB
50082	18th St & Newell St	WB
99494	Plaza Blvd & 2932	EB
88938	University Ave & College Ave	EB
12943	College Ave & University Ave	NB
12185	54th St & Trojan Ave	SB
12952	College Ave & Billman St	NB
10948	National Ave & 36th St	WB
11413	University Ave & 60th St	WB
10195	National Ave & 35th St	EB
10205	National Ave & 38th St	EB
13440	Logan Ave & 45th St	WB
11382	Logan Ave & Euclid Ave	WB
11000	Logan Ave & Jarrett Ct	WB
50123	Euclid Ave & Logan Ave	SB
10956	Ocean View Blvd & 38th St	WB
11309	National Ave & 32nd St	WB
50198	Highland Ave & Eta St	SB
10516	Ocean View Blvd & Commercial St	SB
12165	Euclid Ave & Brooks Huffman Plaza	SB
60579	Camino De La Plaza & Willow Rd	WB

Transit Amenities Plan and Transit Amenities Survey

Transit Amenities Plan

- MTS submitted a planning grant application through Caltrans in early 2025 to develop a comprehensive Transit Amenities Plan (TAP)
- The goals of the project are to:
 - Garner feedback from the public on existing and future amenities
 - Review best practices in amenities and siting
 - Identify new and/or innovative amenity solutions
 - Develop a prioritization plan for increased amenities



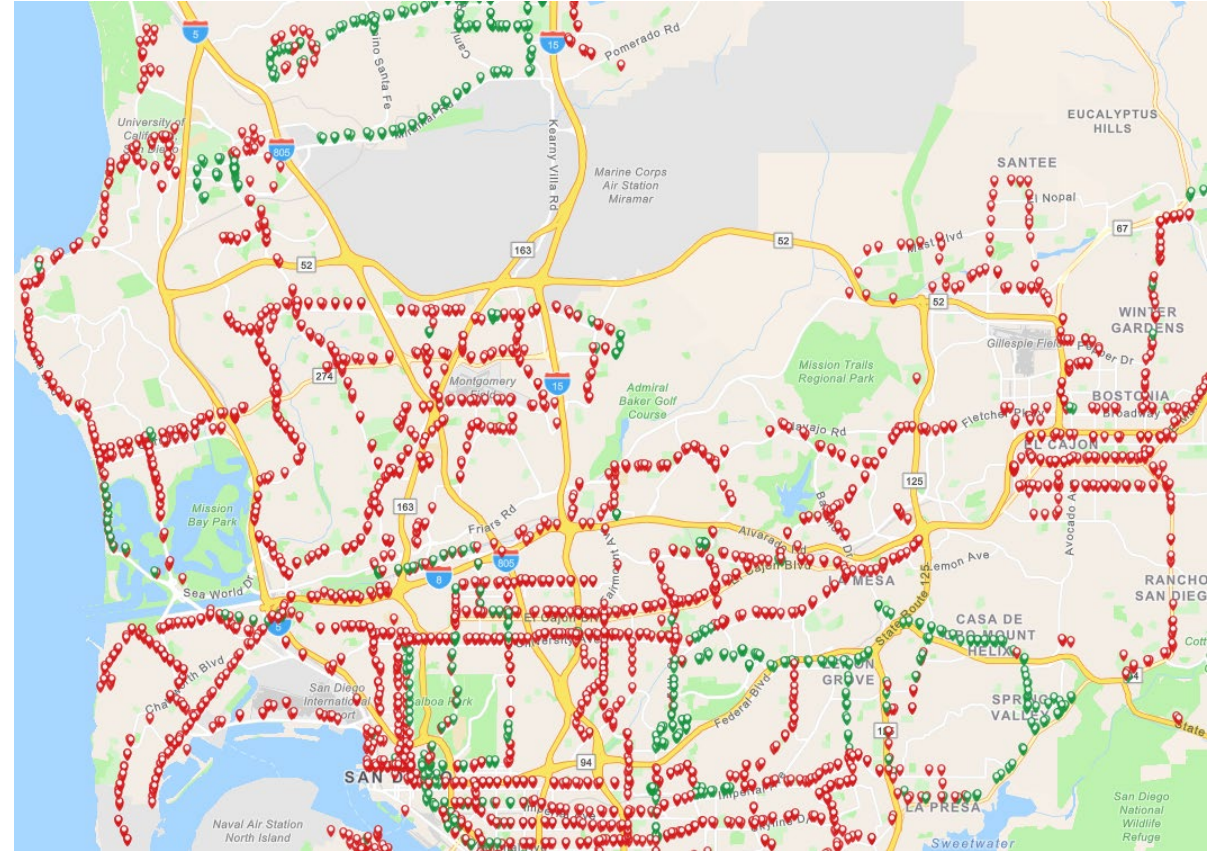
Transit Amenities Plan

- The TAP will include a detailed analysis of the over 4,000 MTS stops to allow the project to:
 - Assess amenity distribution throughout the service area
 - Estimate the cost for improvements and maintenance
 - Evaluate the ability to add enhanced amenities
- The TAP will develop a priority roadmap for improving MTS stops based off guidance from peers, internal and external outreach, and current characteristics at stops.
- With grant funding this project is planned to kick-off in Fall 2025 and be completed in Fall 2026.



Transit Amenities Survey

- To complete the TAP, MTS must have an up-to-date inventory of all amenities at all 4,000+ stops.
- MTS staff developed a survey in an app to record and confirm existing characteristics at each stop.
- By recording existing sidewalk dimensions MTS will be able to assess the feasibility of installing additional or enhanced amenities.
- The survey will also record other characteristics that influence the ability to effectively serve a stop.



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Number of shelters at the stop*



Number of benches at the stop*



How many trash cans are present?*



Is there a VMS sign?*

☐ Yes

☒ No

Is there a bus pad?



Is there a grey concrete slab separate from the asphalt that the bus would stop on to serve the stop?

☐ Yes

☒ No

Is the stop connected to the sidewalk?



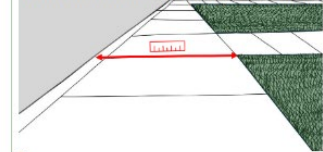
For a stop to be connected, there must be uninterrupted sidewalk or pavement from where the bus would drop customers off to the sidewalk. Dirt or planters that separate the street from the sidewalk would prevent there from being a connection.

☒ Yes

☐ No

Sidewalk Dimensions

What is the width of the sidewalk from the face of the curb?



* Measuring from face of curb back.

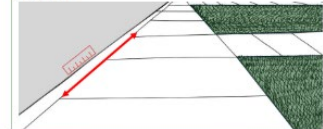
☒ 0' - 4'11"

☐ 5' - 7'11"

☐ 8' - 12'11"

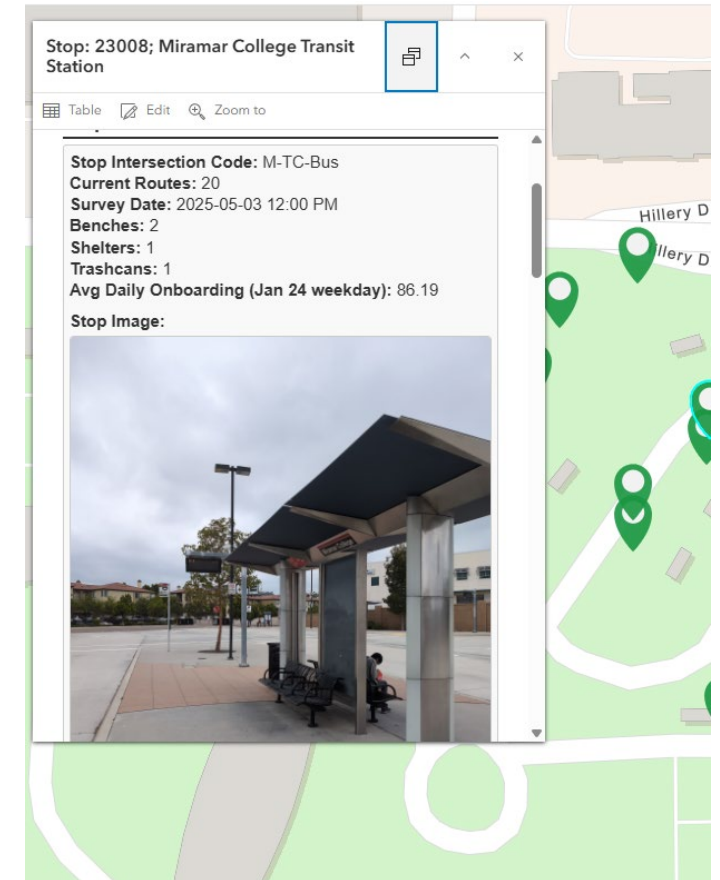
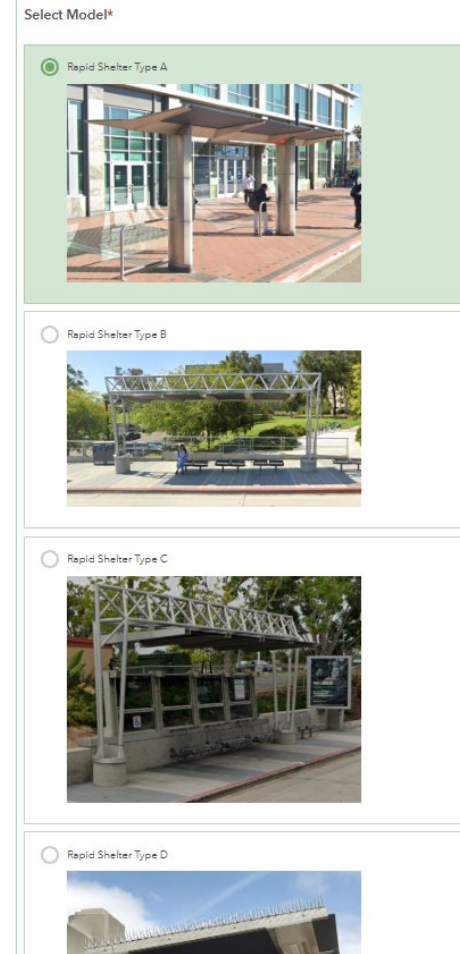
☐ 13' +

What is the length of the sidewalk in the area where the width is greatest?



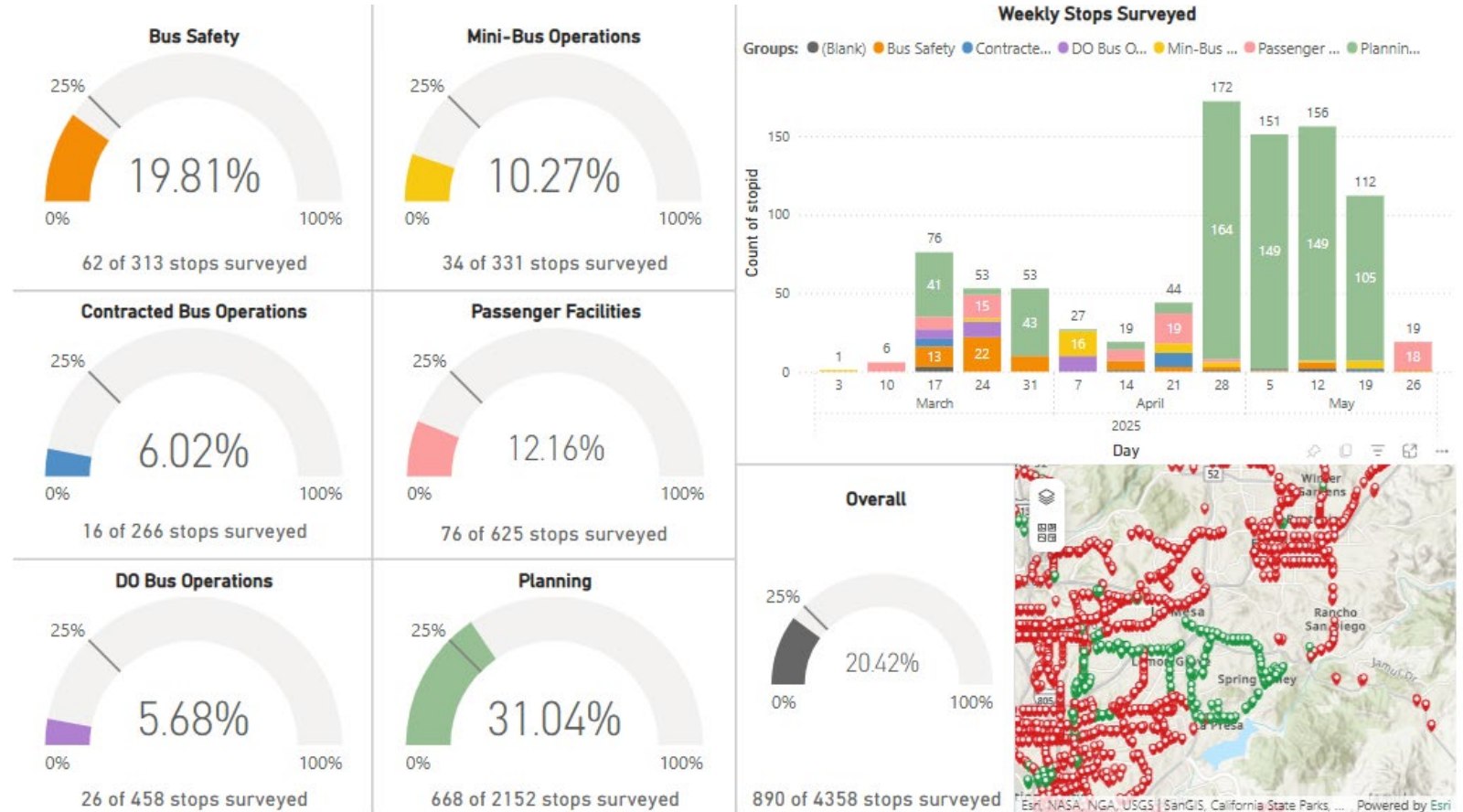
Transit Amenities Survey

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Transit Amenities Survey

- The survey is a cross-department collaboration.
- The surveying started in May 2025 and MTS is targeting completion in September of 2025.



Fare Gates

Fare Gates

- MTS has had preliminary discussions and has done preliminary research regarding implementing fare gates.
 - Mixed results on increasing fare compliance among other agencies
 - General 15-20 year return on investment as optimistic
 - Challenges with creating perimeter at at-grade stations (56 of 64 in system)
 - Blocking off trackway
 - Creating fenced-in area, limiting egress
 - Elevated or below-ground stations would be easier to install gates (UTC, Executive Drive, UC San Diego Health La Jolla, UC San Diego Central Campus, Fashion Valley, Stadium, Grantville, and SDSU).

Fare Gates

- Fence heights would need to be increased to limit jumping over
- Gates required, limiting the number of access points
- Design impacts vary depending on the type of station:
 - Downtown urban
 - TOD
 - Transit Centers

Fare Gates

- 5th Avenue Station
 - Dense urban area with station connection to adjacent sidewalks and crosswalks



Fare Gates

- County Center Station
 - Dense urban area with station connection to adjacent sidewalks and crosswalks



Fare Gates

- Morena/Linda Vista Station
 - TOD built for easy connection to trolley platform
 - Multiple access points for MTS parking areas, city sidewalks



Fare Gates

- E Street Transit Center
 - Today multiple pedestrian connections between bus bays and trolley platforms
 - Fence heights would need to be increased to limit jumping over
 - Gates required, limiting the number of access points



Fare Gates

- Balboa Transit Center
 - Open pedestrian area between bus bays, passenger parking spaces and trolley platform.



Questions or comments?



Agenda Item No. 5

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

June 19, 2025

SUBJECT:

Fixed Route and Trolley Update (Keith Vann and Aaron Pitt)

INFORMATIONAL ONLY

Budget Impact

None with this item.

DISCUSSION:

Staff to provide an update on Fixed-Route and Trolley services and reports. The San Diego Metropolitan Transit System (MTS) Bus, MTS Contract Services, and MTS Trolley report provides a monthly summary of ridership. Will discuss the upcoming work for Park Blvd, the closure associated with it, and the Orange Line Improvement project. Staff will also have an update on bus operator numbers, operational changes, and special events.

/S/Charles Posejpal
Charles Posejpal
Manger of Paratransit and Minibus

Key Staff Contact: Charles Posejpal, 619-235-2648, charles.posejpal@sdmts.com





Metropolitan
Transit
System

Item No. 5, 06/19/2025

Fixed Route and Trolley Update

Accessible Services Advisory Committee

Topics:

- Padres, San Diego and WAVE games overview.
- Comic-Con 2025 and operating plan.
- Upcoming construction Projects, 32nd Street, Park Blvd, Orange Line Improvement Project

Padres Opening Day, Thursday, March 27, 2025

San Diego Padres 1:10PM Game

- Pre-Event
 - Three, three car shuttle trains, #31, #32, and #33, were sent out of service from the yard to Stadium Station to be placed in service westbound from Stadium to Gaslamp Stations.
 - The shuttle trains, and regular revenue brought in heavy passenger loads starting from 11:06AM until about 1:11PM.
 - This helped with event ridership and normal ridership to reduce delays and prevent overcrowding on the trains.

Padres Opening Day, Thursday, March 27, 2025

- Post-Event
 - Two, four car trains were pulled out from the yard to help with the heavy passenger loads.
- Expected Attendance of the game was 45,000
- Reported attendance was 45,568
- Approximate ridership at Gaslamp and 12th & Imperial for the game was about 7,713
- Trolley carried about 17% of event attendance, season average is at about 15% now.
- Gaslamp Station was clear of event ridership by 4:51PM.
- 12th & Imperial Station was clear of event ridership by 5:08PM.
- Extra crowds resulted in minor delays with only 4 late trains attributed to the event.

Pre-Game Ridership, Gaslamp



Train #75 arriving at 12:09PM with very heavy loads.
Train #31 arriving at 12:18PM with heavy loads

Pre-Game Ridership, Gaslamp



Train #32 arriving at 12:28PM with moderate loads.
Train #33 arriving at 12:48PM with heavy loads.

End Time 4:17PM, Post-Game Ridership, Gaslamp



Train #73 arriving at 4:23PM with very heavy loads.
Train #41 arriving at 4:29PM with heavy loads

End Time 4:17PM, Post-Game Ridership, Gaslamp



Train #74 arriving at 4:36PM with very heavy loads.

Train #42 arriving at 4:44PM with heavy loads

End Time 4:17PM, Post-Game Ridership, 12th & Imperial



Orange and Blue Line trains reported high ridership, minimal delays. Platforms were clear of event ridership by 5:08PM.

First Homestand Summary

San Diego Padres

March 27 to April 2, 2025

- Padres won every game in their first homestand. A club record.
- Total reported attendance for the games of the homestand was 284,864 attendees.
- Approximate total ridership for the games was 35,858.
 - Patrons arrived from all three lines with the Green and Blue Lines bringing in the most ridership about the same for both lines. Orange Line brought about half of the other two.
- Trolley carried about 16% of Padres event attendance for the homestand.
- On average it took about an hour from the end of game time until the crowds cleared up at Gaslamp and 12th & Imperial Stations.

First Homestand Summary

San Diego Padres

March 27 to April 2, 2025

- Using pre-event shuttles significantly reduced the delays to the revenue trains and over the service there were only minor delays resulting a few late trains attributed to the event.
- Every department involved in the first homestand did an outstanding job to help keep the patrons and the trains moving, the stations clean and presentable, and the patrons informed. Great job to all!

Season Summary: From the beginning of the season until June 01, 2025

Approximate ridership 191,911

Total attendance 1,260,485

Ridership Percentage 15%

San Diego FC and San Diego Wave FC Soccer

- There have been multiple occurrences of San Diego FC or Wave games on the same days as Padres Games. On those days we modify the service plan based on the start times of both events to best accommodate the ridership for both events.
- San Diego FC
 - Five four car shuttles circulate for the pre-event for San Diego FC to bring riders to the event. Four of those trains are stored at Stadium Station for post event. The fifth stores in the yard and is sent back out for post-event.
 - Average ridership per game is about 4,281.
 - Average attendance per game is about 23,975.
 - Average percentage of ridership is about 18% of attendance.

San Diego FC and San Diego Wave FC Soccer

- San Diego Wave
 - More service was used in the beginning of the season, but we have lowered service due to ridership to two three-car shuttles used for pre-event then are stored at Stadium Station for post event.
 - Average ridership per game is about 1,885.
 - Average attendance per game is about 10,690.
 - Average percentage of ridership is about 18% of attendance.

Saturday, March 29, 2025 (Opening Day) San Diego FC 7:30PM Game Post-Game Ridership, Stadium Station



Saturday, May 24, 2025

San Diego FC 1:45PM Game

Post-Game Ridership, Stadium Station



Comic-Con 2025 Wednesday July 23 to Sunday July 26, 2025

- Operating plan will be the same as last year, with the exception of the addition of the copper line:
 - 9 3-Car Green Line Trains will operate between Imperial Terminal and El Cajon Stations
 - 5 3-Car Red Line Trains will operate between Imperial Terminal and Balboa Stations.
 - With Imperial having two tracks now, the Green and Red Line will have dedicated tracks, this will reduce confusion and accessibility issues that we had in previous years.



Comic-Con 2025 Wednesday July 23 to Sunday July 26, 2025

- Most, if not all, the trains on these two lines will have Comic-Con related wraps with a few having interior wraps as well.
- All lines will run extra trips Thursday to Sunday.
- All departments will have staff stationed at key locations on the bayside and other locations on the line to help with smooth operations. Special Event Staffing will also be at the stations on the Bayside to help with passenger control and assist patrons as needed.



Comic-Con 2024, Lookback

- Ridership for the week of Comic-Con 2024 was approximately 264,843 additional patrons.
- This is a 63.43% increase in normal weekly ridership.
- Last year at Imperial Terminal we only had the original track available for patron to board, this caused some confusion and issues. We had PSRs to help direct patrons and they did a great job, but there were some minor accessibility issues.

Last Years Operating Plan



View of Gaslamp Quarter from 2024

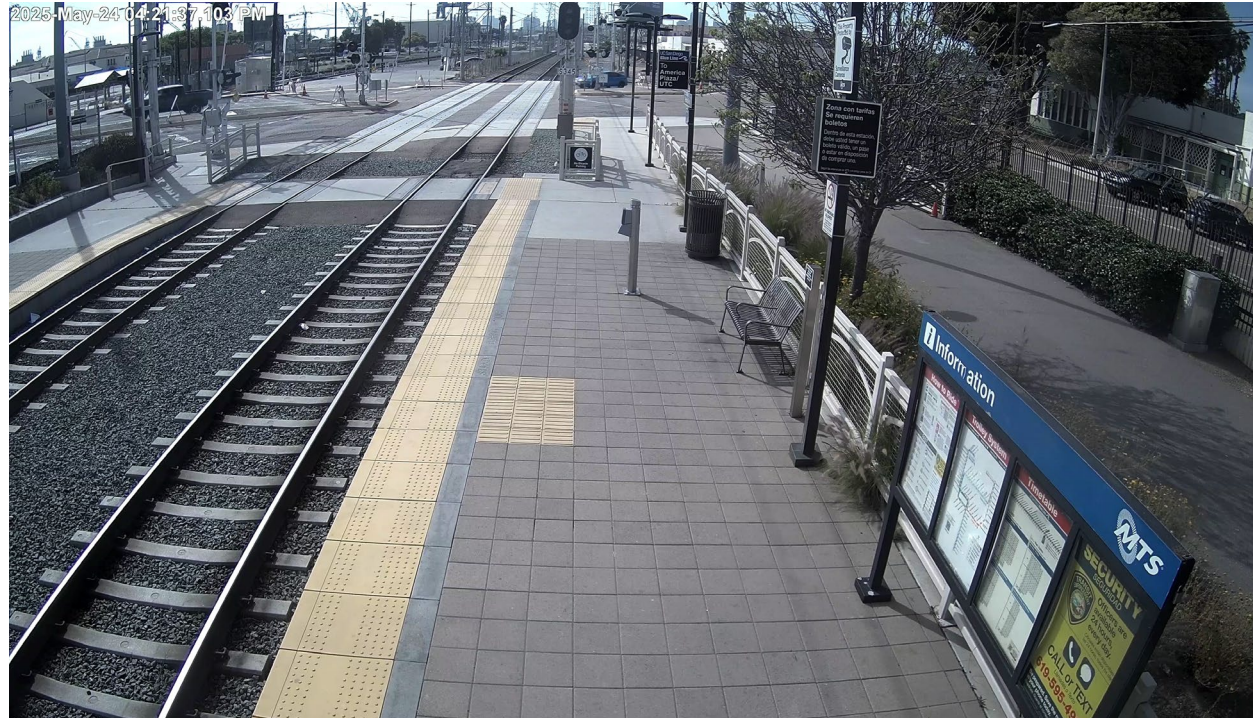


Ridership numbers from last

2024			
	Comic-Con	Previous Week	NET
Thursday	174,590	119,921	54,669
Friday	185,131	121,311	63,820
Saturday	184,105	92,039	92,066
Sunday	138,561	84,273	54,288
TOTAL	682,387	417,544	264,843
Net Change	264,843		
Pct Change	63.43%		

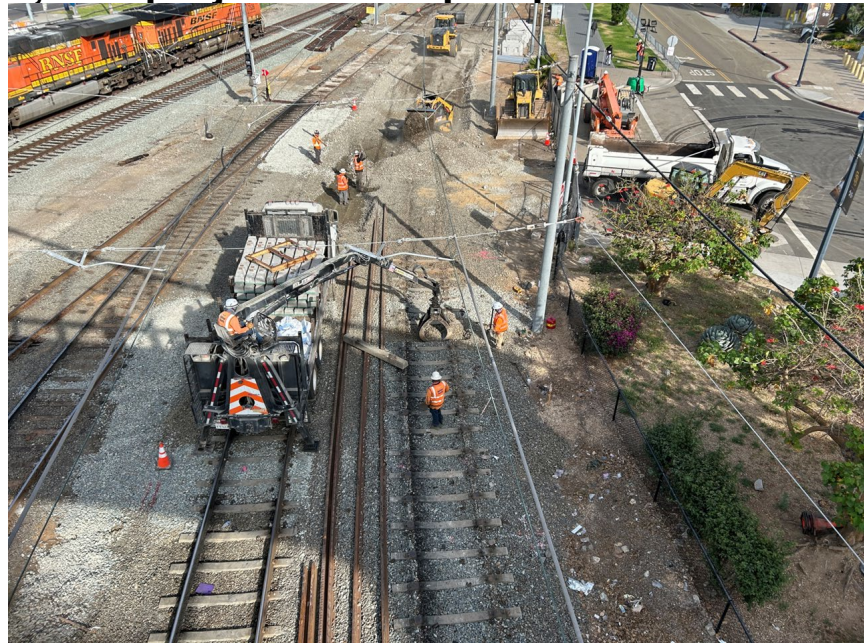
Upcoming Construction Projects: 32nd Street

- Saturday, June 28, 2025: Track Closure between 12th & Imperial and E Street.
 - For timing work at 32nd Street Grade Crossing associated with the bike lane being constructed on Harbor Drive.
 - Work will be from 1:30AM until 1:30PM after that a normal schedule will resume.
 - Bus bridge will be provided between 12th & Imperial and E Street Stations.



Upcoming Construction Projects: Park Blvd.

- Saturday, July 19, 2025, to Sunday, July 20, 2025: Track Closure between Imperial Terminal and Santa Fe Depot Stations. For OCS work at Park Blvd associated with connecting Park Blvd. to Harbor Drive, where 8th Avenue used to be.
- Work will be from the end of revenue on Friday, July 18 to the beginning of revenue on Monday, July 21, 2025.
- Bus bridge will be provided between Imperial Terminal and Santa Fe Depot Stations. Due to lack of available safe location for ADA patrons to board and de-board the busses, Gaslamp Station will not be serviced.
- **Due to material issues, this project will be postponed until after July.**



Upcoming Construction Projects: Orange Line Improvement Project

- Orange Line Improvement Project Phase One is being discussed. While there are no solid dates yet, there is a map that has the approximates. This will involve multiple weekend closures to accommodate the construction crews. There is a lot of planning to make sure the impact to the riders is minimized as much as possible.

Upcoming Construction Projects: Orange Line Improvement Project



Questions/Comments



**Metropolitan
Transit
System**

Agenda Item No. 6

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

June 19, 2025

SUBJECT:

The Metropolitan Transit System (MTS) Access Update and Medical Transportation Management Medical Transportation Management (MTM) Report (Charles Posejpal)

INFORMATIONAL ONLY

Budget Impact

None

DISCUSSION:

Staff to provide an update on MTS's Americans with Disability Act (ADA) Complementary Paratransit Service (i.e. MTS Access). Updates will also be provided on the Do Not Leave Alone policy, Same-Day Paratransit Pilot, and upcoming initiatives. Attached are monthly reports for the fiscal year 2025. The MTS Access report provides a monthly overview of service performance. MTM, MTS's third-party contractor performing eligibility certification services for MTS Access, also has a report on its monthly ADA certification summary for MTS Access.

/S/Charles Posejpal

Charles Posejpal

Manager of Paratransit and Minibus

Key Staff Contact: Charles Posejpal, 619-235-2648, charles.posejpal@sdmts.com

Attachment: A. MTS Access ASAC Report FY 25



Acess/Subcontractor On-Time Performance (OTP)			
FY24	OTP (%)	FY25	OTP (%)
July	92%	July	92%
August	87%	August	90%
September	88%	September	90%
October	86%	October	87%
November	87%	November	87%
December	88%	December	90%
January	87%	January	92%
February	84%	February	88%
March	88%	March	90%
April	89%	April	94%
May	91%		
June	92%		

Combined Ridership			
FY24	Riders	FY25	Riders
July	23,517	July	28,464
August	26,249	August	28,777
September	26,562	September	28,296
October	27,777	October	32,486
November	25,420	November	27,159
December	23,810	December	27,180
January	25,578	January	28,004
February	24,122	February	26,726
March	27,168	March	30,414
April	28,449	April	31,513
May	29,528		
June	26,952		

Access/Subcontractor Complaints			
FY24	Complaints	FY25	Complaints
July	35	July	37
August	41	August	45
September	53	September	41
October	79	October	60
November	57	November	42
December	56	December	31
January	56	January	27
February	57	February	27
March	42	March	52
April	37	April	44
May	36		
June	24		

Access/Subcontractor Compliments			
FY24	Compliments	FY25	Compliments
July	4	July	6
August	5	August	8
September	12	September	7
October	6	October	6
November	2	November	8
December	2	December	3
January	6	January	9
February	11	February	8
March	6	March	8
April	11	April	9
May	5		
June	12		

Access Eligibility Total Assessments				
FY25	New Unconditional	New Conditional	Re-Cert Conditional	Re-Cert Unconditional
July	64	6	2	73
August	66	4	10	87
September	75	8	5	55
October	51	9	8	83
November	63	4	11	55
December	43	13	8	54
January	48	11	51	99
February	52	7	10	56
March	54	10	9	60
April	75	14	11	67

