



# Accessible Services Advisory Committee Agenda

Click link to access the meeting:

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

Zoom Meeting ID

## Ways to Join



**Computer:** Click the link above. You will be prompted to run the Zoom browser or Zoom application. Once signed on to the meeting, you will have the option to join using your computer audio system or phone.

### Webinar Features:

	▶	Use the <b>raise hand</b> feature every time you wish to make a public comment.
	▶	Participants can enable <b>closed captioning</b> 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 <b>muted</b> , click this icon to unmute your microphone.
	▶	This symbol shows you are currently <b>unmuted</b> , click this button to mute your microphone.
	▶	The chat feature should be used by panelists and attendees solely for "housekeeping" matters as comments made through this feature will not be retained as part of the meeting record. See the <b>Live Verbal Public Comment</b> for instructions on how to make a public comment.



**Smartphone or Tablet:** Download the Zoom app and join the meeting by clicking the link or using the webinar ID (found in the link).



### Phone:

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: **+1-669-254-5252** 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 **+1-669-254-5252**
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.

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**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.

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**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.

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**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.

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**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.

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**\*Contact Information:** Contact the Clerk of the Committee via email at [Brianne.graham@sdmts.com](mailto:Brianne.graham@sdmts.com), phone at **(619) 557-4515** or by mail at **1255 Imperial Ave. Suite 1000, San Diego CA 92101**.



# Agenda del Comité Asesor de Servicios Accesibles

Haga clic en el enlace para acceder a la reunión:

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






ID de la reunión en Zoom

## 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.

### Funciones del Seminario En Línea:

 Levantar la mano	▶	Use la herramienta de <b>levantar la mano</b> cada vez que desee hacer un comentario público.
	▶	Los participantes pueden habilitar <b>el subtítulo</b> 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 <b>silencio</b> , haga clic en este ícono para quitar el silenciador de su micrófono.
	▶	Este símbolo indica que su micrófono se encuentra <b>encendido</b> . 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 <b>Comentario público verbal</b> 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 [Brianne.Graham@sdmts.com](mailto:Brianne.Graham@sdmts.com), por teléfono al **(619) 557-4515** o por correo postal en **1255 Imperial Ave. Suite 5000 San Diego CA 92101.**



**Metropolitan  
Transit  
System**

# Accessible Services Advisory Committee Agenda

July 18, 2024 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
1.	<b>Roll Call</b>	
2.	<b>Public Comments</b>	
3.	<b>Approval of Minutes</b> Action would approve the September 14, 2023 Accessible Services Advisory Committee Meeting Minutes.	Approve
DISCUSSION ITEMS		
4.	<b>PRONTO Online Reduced Fare Application Update (Israel Maldonado and Amanda Denham)</b>	Informational
5.	<b>MTS Access Update</b>	Informational
6.	<b>Fixed-Route and Trolley Update</b>	Informational
OTHER ITEMS		
7.	<b>Committee Member Communications and Other Business</b>	
8.	<b>Next Meeting Date: September 12, 2024 and 1:00pm</b>	
9.	<b>Adjournment</b>	



## MINUTES

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM (MTS)

#### ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

September 14, 2023

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

#### 1. **Roll Call**

Chair George Gastil called the ASAC meeting to order at 1:00 p.m. A roll call sheet listing ASAC member attendance is attached.

#### 2. **Public Comments**

There were no Public Comments.

#### 3. **Approval of Minutes**

Committee Member Jana Schwartz moved to approve the minutes of the June 15, 2023, MTS ASAC meeting. Committee Member Debbie Marshall seconded the motion, and the vote was 10 to 0 in favor with Sharlene Ornelas, Monique Ball and Jorge Rivas absent.

#### DISCUSSION ITEMS

#### 4. **Public Security and Passenger Safety Research and Updates (Al Stiehler and Julia Tuer)**

Julia Tuer, MTS Manager of Government Affairs, presented on the results of the 2022 Customer Satisfaction Survey pertaining to safety, cleanliness, and the behavior of other passengers. Ms. Tuer explained the project's purpose was to learn what changes would make a difference in improving the customer's overall transit experience. The results of the survey found that customers were primarily concerned about: improving safety on board and at stops, the behavior of other passengers, and the perceptions surrounding equity of fare checking on the trolley and potential biases. She further explained the Security Focus Groups, that consisted of 16 participants, including one individual with a disability, recruited from Customer Satisfaction Survey respondents and divided into two focus groups, segmented by stated gender preference to facilitate open and candid discussion. The key findings addressed personal safety as high importance, deferred trip making due to safety concerns more likely among women, women traveling after dark feel less safe, avoiding locations that are perceived as unsafe, women perceiving riding transit as less safe than men, the key elements of a safe environment while waiting for transit, strategies that are used to enhance personal safety, and the participants overall perception of security. Al Stiehler, MTS Director of Transit Security and Passenger Safety, provided an overview of the department regarding initiatives that are currently underway and intended to enhance the transportation environment for passengers and employees. Mr. Stiehler discussed the following items: outreach personnel overview, bus enforcement and camp team challenges, additional outreach efforts, and the next steps taken by MTS security to enhance the approach to security efforts and visibility.

#### **Committee Member Comments**

Committee Member Todd Lordson thanked staff for their presentation and commented that he has witnessed people relinquish their bus passes in turn for a more expensive service, due to not feeling safe walking to and from public transit. He also mentioned how some contracted

mobility trainers have chosen not to perform certain trainings because of the location and time of day.

Committee Member Samantha Stephan asked staff if there were any incentives in place to help change the increase in consumers that have declined using transit services. Mr. Stiehler stated that staff are being respectful of the rider's decision on whether or not they choose to ride transit because of their safety and are continuing to work towards building a trusting relationship with their riders.

Chair George Gastil stated it is a characteristic of the population in which homeless individuals have not accepted services, but admires Mr. Stiehler's approach to building a relationship with those individuals to hopefully break through to them.

Committee Member Jana Schwartz stated that she agreed with most of the key findings from the focus groups and asked staff if the recent encampment ordinance has had an impact on transit services. Mr. Stiehler stated that the ordinance is too new to have data on any specific changes seen around the transit centers.

Chair George Gastil mentioned the Board of Directors had recently approved the addition of 34 new Code Compliance Inspectors (CCIs), six (6) Code Compliance Supervisors, one (1) Assistant Field Operations Manager, one (1) Administrative Support Professional and create five (5) Code Compliance Dispatcher positions during the prior Board of Directors meeting.

Committee Member Samantha Stephan commented that she felt the focus groups were well represented. She asked about impacts due to the encampment ordinance.. Mr. Stiehler commented it's too new to have any data on that.

### **Public Comments**

Wendy Merritt – Representing Deaf Community Services Advocacy provided a verbal statement to the Committee during the meeting. Wendy asked staff how the security officers communicate with the deaf and homeless community and questioned if they use American Sign Language (ASL) interpreters to communicate.

### **Action Taken**

Informational item only. No action taken.

## **5. ADA Paratransit Reports**

Jay Washburn, MTS Manager of Paratransit and Minibus, provided an update on MTS Access services. He stated that the Youth Opportunity Program has been extended until June 2024 and informed the committee members of the recently open and additional positions to the committee for Paratransit and Fixed Route consumers and/or their advocate. He also mentioned the extension to the Access certification period for new certifications and re-certifications beginning on October 1<sup>st</sup>, making the change from a 3-year industry-standard certification to 5 years. Mr. Washburn also provided an update on the changes made to the reservation window and noted that 45% of the trips booked in August were booked within the three to ten-day reservation window, showing a positive impact on the rider's utilization of the change. He also updated the committee on the current service levels following the recent work stoppage, lessons learned, the three-year labor agreement between First Transit and the local Teamsters, current staffing levels at First Transit, and introduced the new WAV sub contracted providers, which included Care-7, San Diego Medical Transportation, Telekom, Teleclinic, and FACT, that were brought in to assist during the work stoppage period and help maintain customer service levels. Mr.

Washburn mentioned the new program that has been implemented for the utilization of the Access minivans, increase in online web-portal users, updates to the PRONTO fare program regarding accessibility, and the active bill sponsored through the Legislature and awaiting the Governor's signature that will allow MTS to bill Managed Care Providers for the Paratransit services provided by MTS.

### **Committee Member Comments**

Committee Member Christian Hernandez provided an update on behalf of Facilitating Access to Coordinated Transportation (FACT) regarding their new specialized transportation service, *RideFACTNOW*, for San Diego County residents with disabilities using mobility devices in need of wheelchair accessible vans (WAV) that began on June 1<sup>st</sup>, 2023.

### **Action Taken**

Informational item only. No action taken.

## **6. Fixed Route Reports**

Brigette Ponce, MTS System Safety Specialist, provided an update regarding the construction, delays, and weekend shutdowns occurring at the Imperial Transit Center. Keith Vann, MTS Manager of Service Operations, did not have any updates but welcomed questions from the committee members.

### **Committee Member Comments**

Committee Member Todd Lordson asked staff if there were any updates regarding the concern he raised during the last meeting for the online reduced fare web portal application. Samantha Leslie, MTS Deputy General Counsel, mentioned that staff had addressed this concern at the prior Board of Directors meeting and are planning to launch a small pilot in October 2023 for the reduced fare online application, but can ask staff to also provide a visual step-by-step presentation at the next ASAC meeting.

Committee Member Debbie Marshall mentioned a location at Balboa and Ruffin Road that did not have a sidewalk or bus stop and asked staff what the process was on deciding where bus stops are placed with accessibility in mind. Mr. Vann stated that for the implementation of new stops, accessibility is one of the main concerns. He stated that staff works with the Passenger Facilities team to help identify spots and provide ideas to make the area accessible to all. Jay Washburn stated that there have been cases in the past where a bus stop had to be moved due to riders of the ADA community not being able to easily access the stops, but in other cases may potentially qualify those riders to use Access services when the accommodations cannot be met at the bus stops. Ms. Marshall also asked staff if they are looking into the issue of possible transit rider and bicyclist related accidents with the new bike lane installation near bus stops. Mr. Washburn noted that staff has worked diligently with the City of San Diego to ensure Access busses are able to enter the bike lanes quickly and safely when dropping off passengers.

Committee Member Todd Lordson asked staff if there were a running list of stops that require modifications or if an investigative report can be conducted to review any modifications needed at bus stops. Mr. Vann stated that individuals can contact customer service for bus stop modifications then staff will further investigate the specific locations. Mr. Washburn also noted that members can reach out to Carla Perez, Supervisor of Minibus and Paratransit or himself with their concerns and clarified there is a current running list of bus stops.



Committee Member Samantha Stephan mentioned these issues are more City of San Diego based and provided staff with the City of San Diego ADA Coordinator, Todd Hood, contact information.

Committee Member Zaccary Bradt asked for a status update on bus operator staffing in comparison with service levels. Keith Vann stated there is still a shortage in bus operators, but recently witnessed the largest graduation class since the past several years with 17 graduates. He also mentioned MTS has hosted several hiring fairs with hopes to make offers to at least 20 candidates during each event.

**Action Taken**

Informational item only. No action taken.

OTHER ITEMS

**7. Committee Member Communications**

Jana Schwartz provided an update on behalf of the Age Well Initiative with the County of San Diego that specifically focus on transportation, noting the next meeting held on September 20<sup>th</sup> including a guest speaker from MTS, Ariel Kroll, that will be presenting on the travel training programs conducted by MTS staff.

**8. Next Meeting Date**

The next ASAC meeting is scheduled for December 14, 2023, at 1:00 p.m.

**9. Adjournment**

Chair George Gastil adjourned the meeting at 1:53 p.m.

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Chairperson  
San Diego Metropolitan Transit System

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Committee Clerk  
San Diego Metropolitan Transit System

Attachment: Roll Call Sheet

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

ROLL CALL

MEETING OF (DATE): September 14, 2023 CALL TO ORDER (TIME): 1:00 pm

ADJOURN: 1:53 pm

COMMITTEE MEMBER		(Alternate)		ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Voting Committee Members						
George Gastil (Chair)	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>	ASAC Chair	12:50 pm	1:53 pm
Hermes Castro	<input checked="" type="checkbox"/>	Letty Zuno	<input type="checkbox"/>	Access to Independence	1:00 pm	1:53 pm
Christian Hernandez	<input checked="" type="checkbox"/>	Arun Prem	<input type="checkbox"/>	FACT (CTSA)	1:00 pm	1:53 pm
Debbie Marshall	<input checked="" type="checkbox"/>	Mary Ellen Stives	<input type="checkbox"/>	State Council on Developmental Disabilities	1:00 pm	1:53 pm
Todd Lordson	<input checked="" type="checkbox"/>	Jorge Malone	<input type="checkbox"/>	San Diego Regional Center	1:00 pm	1:53 pm
Samantha Stephan	<input checked="" type="checkbox"/>	Kimberly Taylor	<input type="checkbox"/>	San Diego Center for the Blind	1:00 pm	1:53 pm
Zaccary Bradt	<input checked="" type="checkbox"/>	Benjamin Gembler	<input type="checkbox"/>	SANDAG	1:00 pm	1:53 pm
Alyssa Ahn	<input checked="" type="checkbox"/>	Daniela Turner		Caltrans	1:00 pm	1:53 pm
Jana Schwartz	<input checked="" type="checkbox"/>	Melissa Hernandez	<input type="checkbox"/>	County of San Diego AIS	1:00 pm	1:53 pm
Sharlene Ornelas	<input type="checkbox"/>	Tanya Azevedo	<input type="checkbox"/>	Paratransit Consumer		
Jorge Rivas	<input type="checkbox"/>	Vacant	<input type="checkbox"/>	Fixed Route Consumer		
Monique Ball	<input type="checkbox"/>	Wendy Merritt	<input type="checkbox"/>	Deaf Community Services		
Kacie Rodvill	<input checked="" type="checkbox"/>	Betsy Knight	<input type="checkbox"/>	County of San Diego Behavioral Health Services	1:00 pm	1:53 pm
Non – Voting Committee Members						
Carla Perez	<input checked="" type="checkbox"/>	(no alternate)	<input type="checkbox"/>	MTS Contracted Services	1:00 pm	1:53 pm
Jay Washburn	<input checked="" type="checkbox"/>	(no alternate)	<input type="checkbox"/>	MTS Contracted Services	1:00 pm	1:53 pm
Samantha Leslie	<input checked="" type="checkbox"/>	(no alternate)	<input type="checkbox"/>	MTS Legal	1:00 pm	1:53 pm

COMMITTEE CLERK: 



**Metropolitan  
Transit  
System**

## **Agenda Item No. 4**

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

July 18, 2024

**SUBJECT:**

PRONTO Online Reduced Fare Application Update (Israel Maldonado and Amanda Denham)

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

The regional fare ordinance requires the verification of eligibility for reduced fare passes. When PRONTO launched, the software application to verify the eligibility of reduced fares was not yet developed. In order to continue with the launch of PRONTO, and limit disruption of service to riders with a reduced fare, a temporary approval was granted for reduced fare users on the honor system. Both the San Diego Metropolitan Transit System and North County Transit District resumed mandatory verifications on December 5, 2023, with the launch of the new online reduced fare application. Staff will provide an update on the results since launch, customer feedback received, the customer outreach plan and next steps.

/S/Charles Posejpal

Charles Posejpal  
Manger of Paratransit and Minibus

Key Staff Contact: Charles Posejpal, 619-235-2648, [charles.posejpal@sdmts.com](mailto:charles.posejpal@sdmts.com)





# Reduced Fare Verification

## Step-by-Step Instructions



Many Senior, Disabled and Medicare (SDM) and Youth riders have temporary access to discounted and free fares on their PRONTO card. In order to keep riding with a free or reduced fare (including the Youth Opportunity Pass), **riders must provide proof of their age (seniors and youth) or other eligibility for a discounted fare (disabled riders and Medicare recipients) before September 30, 2024.**

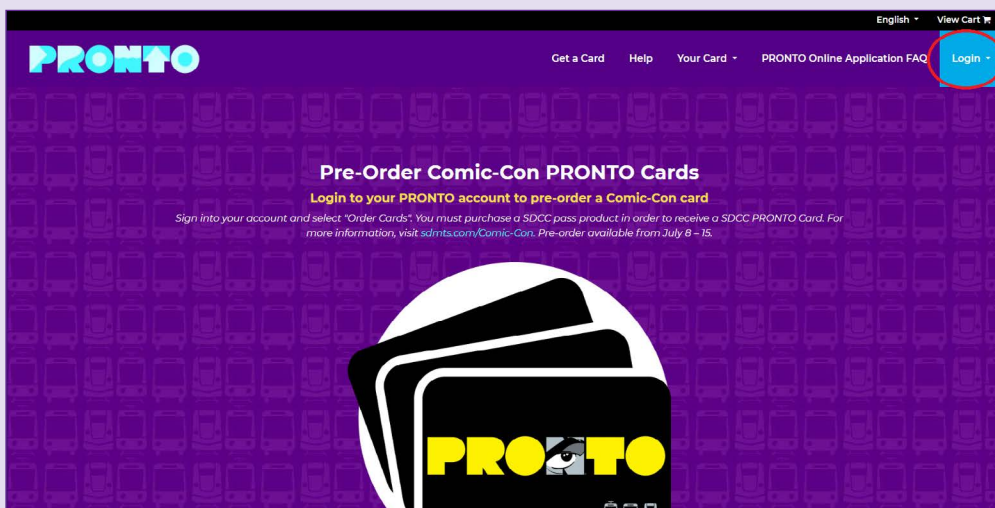
## To Verify Your Eligibility ONLINE

Have the following ready:

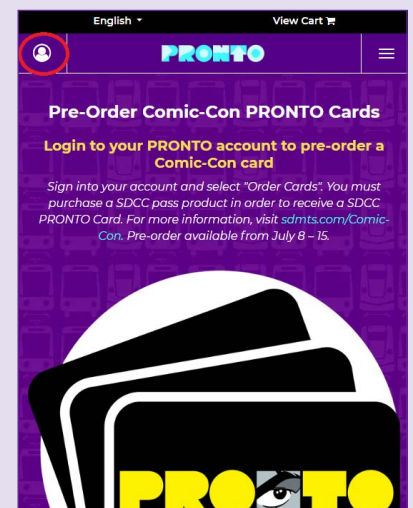
- An email address
- A valid document confirming you are eligible for a Youth or SDM pass
- A profile photo of yourself (a selfie, for example) *You cannot take a picture of your ID for this*
- If you are under 13, you will need a trusted adult to help you complete the form

To apply in-person, go to the MTS Transit Store or an NCTD Customer Service location.

## Here's how to use the PRONTO website:

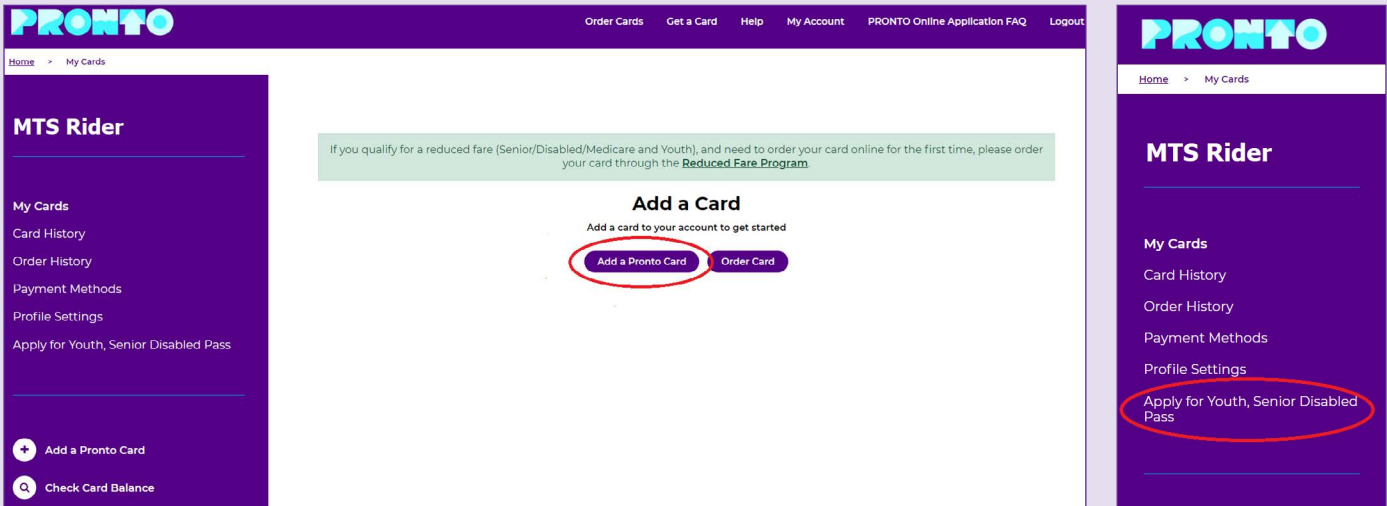


Desktop



Mobile

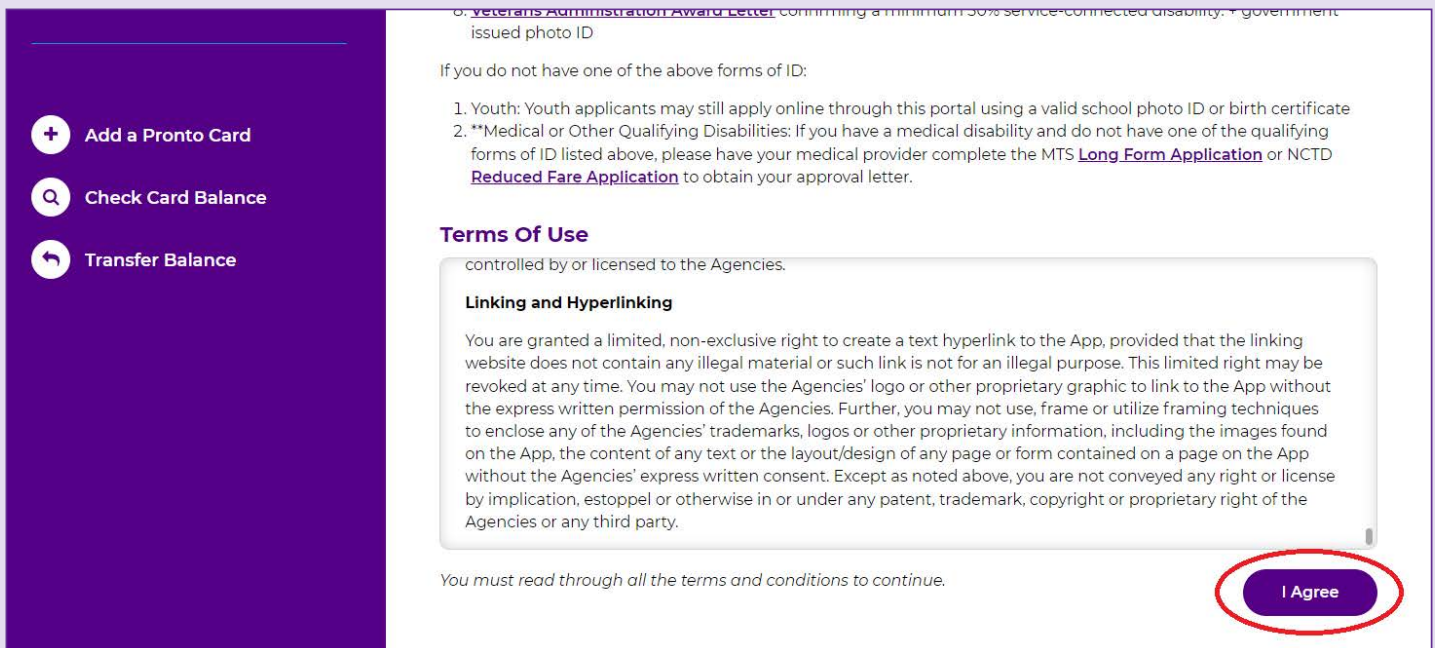
1. Click '**Login**' in the upper right corner on a computer (or, select the person icon on a mobile phone). If you have the PRONTO app, use your same login information on the website. If you need to create a new account, select the option to '**Register**.'



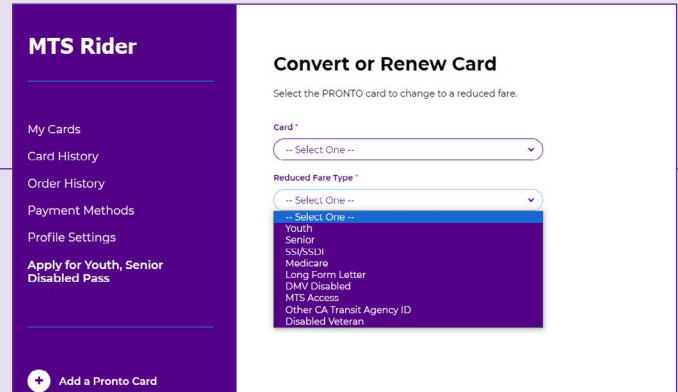
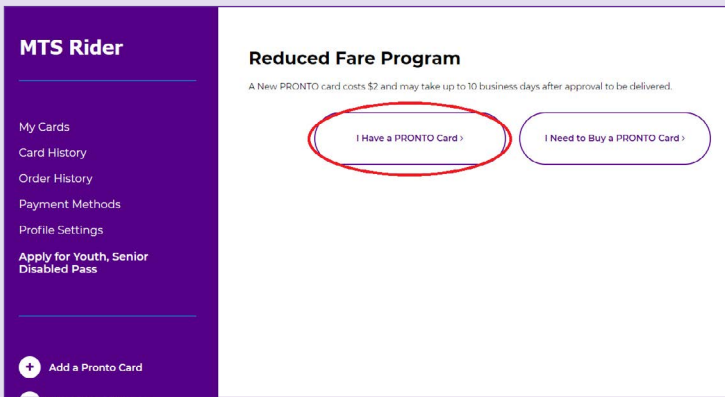
Add Card

Menu Option

2. If you don't see your card number listed on the 'My Cards' page, select 'Add a Pronto Card.' If your card is already in the account, select 'Apply for Youth, Senior, Disabled Pass' in the menu options.



3. Scroll to the bottom of the terms and conditions, then click 'I Agree.'



4. Click **‘I have a PRONTO card,’** and on the next screen, select your card and the appropriate category for the **‘Reduced Fare Type.’**

**Step 5 is only applicable if you are applying as a senior. If applying under a disability, please skip to step 6.**

**(Note: If you select ‘yes’ under this step, the process will look different moving forward, and this step-by-step guide no longer applies.)**

5. After you click **‘Next,’** you will see a pop-up screen. If you are a youth or senior AND have a driver’s license, passport or Real ID, select **‘Yes.’**

## 6. Enter your **first** and **last name**, then type in your **birthday** (MM/DD/YYYY).\*

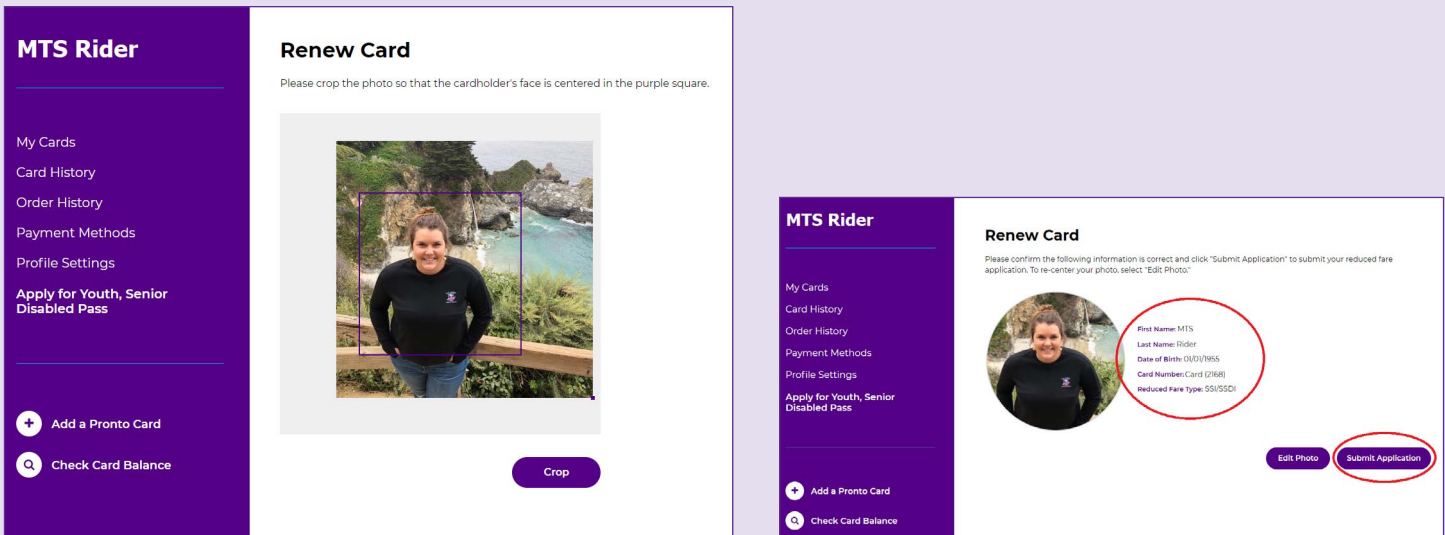
\* **If you are under 13**, after you enter your birthday, enter the email of a trusted adult. They will receive a code that you need to enter within 10 minutes.

## 7. Upload a **copy of your ID and/or other eligibility document**, if applicable.

Please note: there are limits sizes to the files (4MB), and types of documents accepted. If you try to upload a document that is the wrong file type, or too large, the box will turn red (see example above). When all file types have been accepted, you will get a purple check mark in each box, and the “Next” button will turn purple.

## 8. Upload a **picture/selfie** of yourself. Your face must be showing (no masks or sunglasses), no one else should be in the picture and it cannot be a picture of your ID.

See examples [here](#).



9. After you submit the photo and document(s), center your photo in the square and select **“Crop.”** On the next screen, confirm your information is correct, then click **‘Submit.’**

If your application was approved automatically (youth and seniors who applied with a license or passport), you will get a confirmation message on screen, and see your new expiration date on the ‘My Cards’ page. If your application is being reviewed for approval, you should receive an email confirming your card has been verified within a few days. Check your inbox for any emails sent from the PRONTO team in case they have a question or problem with your submission.

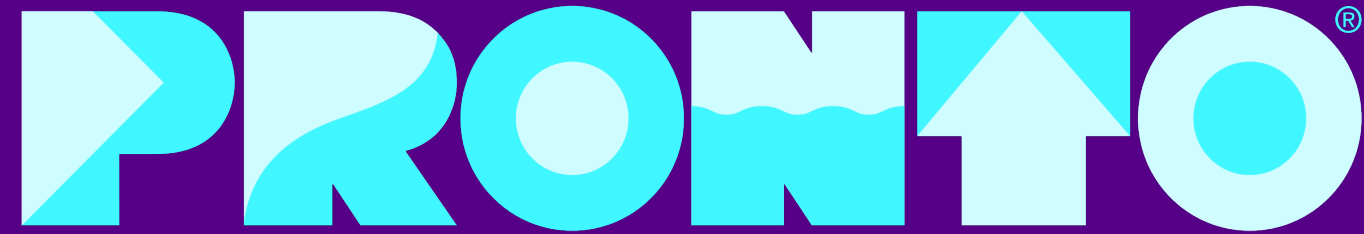


Learn more:  
[tinyurl.com/pronto-app-faq](https://tinyurl.com/pronto-app-faq)



**NORTH COUNTY  
 TRANSIT DISTRICT**





# Reduced Fares Application Update

Accessible Services Advisory Committee

# PRONTO Today

- Project Background
- Verification Results
- Customer Support
- Outreach Efforts
- Customer Feedback
- Deadline Extension and Next Steps



# Background

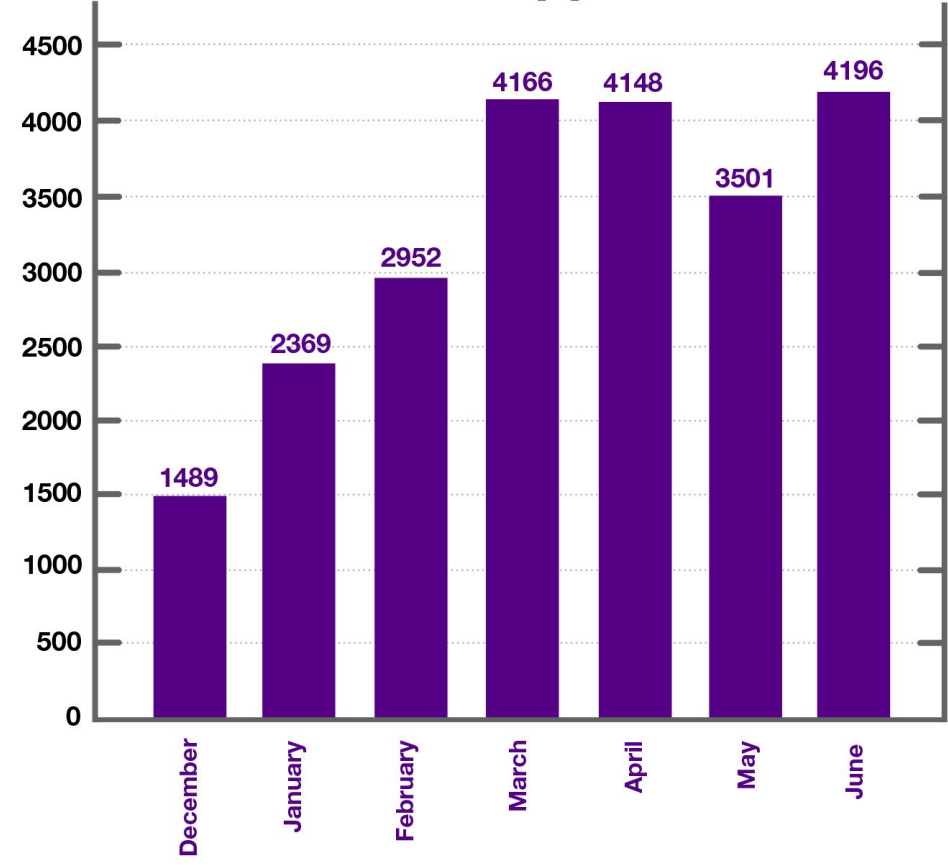
- PRONTO implemented as region's new fare collection system in summer 2021
- Prior policy: All reduced fares required verification of eligibility, only offered in person.
- Quick transition from Compass to PRONTO + new YOP program = high demand for reduced fares
- PRONTO Roadmap = new online option for verifying SDM and Youth riders.



# Results

- Over 23K accounts successfully verified since December 5, 2023
- 92% of all applications submitted are successfully approved
- Over 100+ applications received per day

### Successful Applications



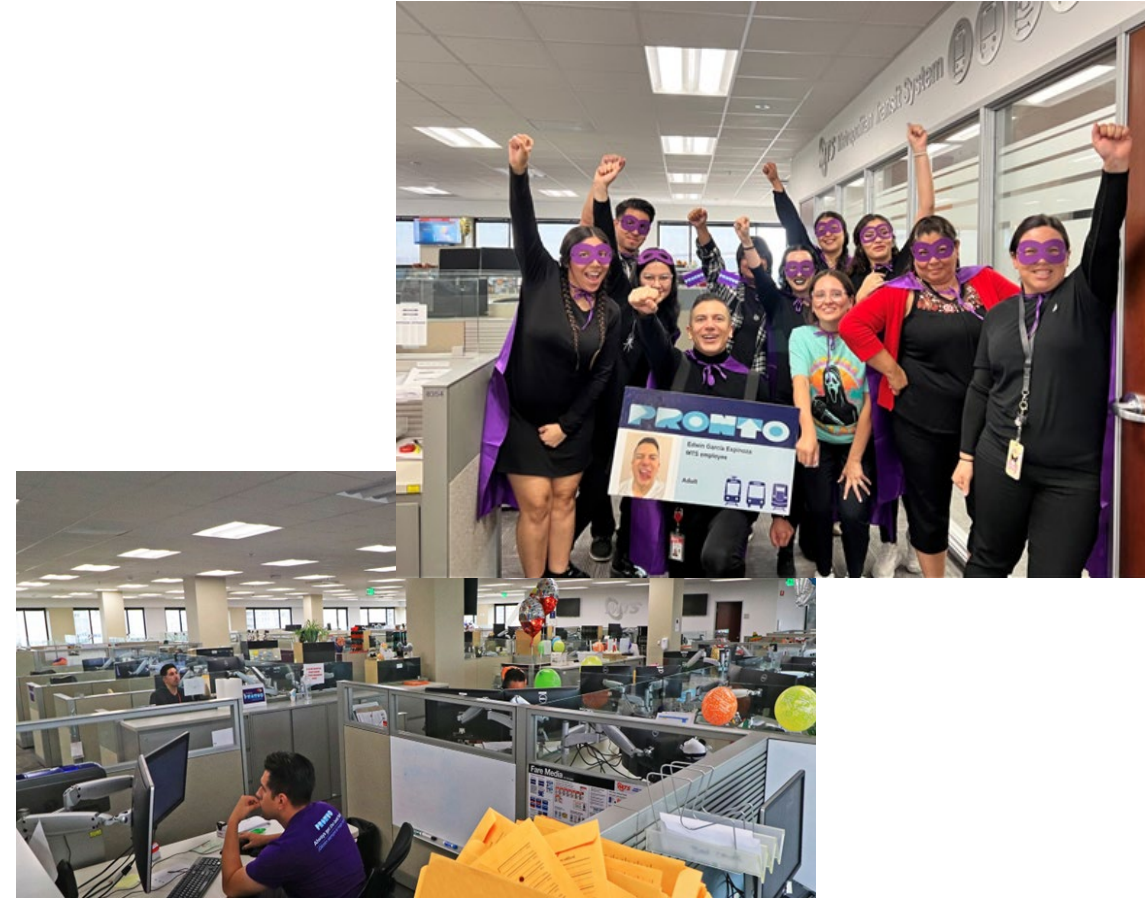
# Results

- Active rider base still to be verified, at least 20+ taps over the last 90 days (less than 1 round trip per week)
  - Seniors 6K/ Youth 19K
- Provided an extension through September 30, 2024 for all cards that have tapped at least once in 2023 or 2024
  - Seniors 22K/ Youth 87K
  - Cards provided to SANDAG and other institutions were also extended



# Customer Support

- PRONTO Support averages 8,300 monthly calls, approximately 9% of which are for reduced fares
- Board approved additional four full time staff members September 2023
- Average customer wait time for PRONTO phone support is **35 seconds** since application went live
- Most manual review cases are processed **under three calendar days**



# Outreach Efforts

- Targeted Emails: 49,000+ Youth and SDM users
- 65+ hours of verification events (30 events)
- On Board Newsletters, Service Notices, Business Cards
- Partner Toolkits (three versions)
- CBO Partnerships: City Heights CDC, Mid-City CAN, Urban Collaborative Project
- Upcoming: Summer Youth Promotion; More Targeted Emails; Continuing On-Board Communications; Stop Notifications; App Notifications



# Customer Feedback

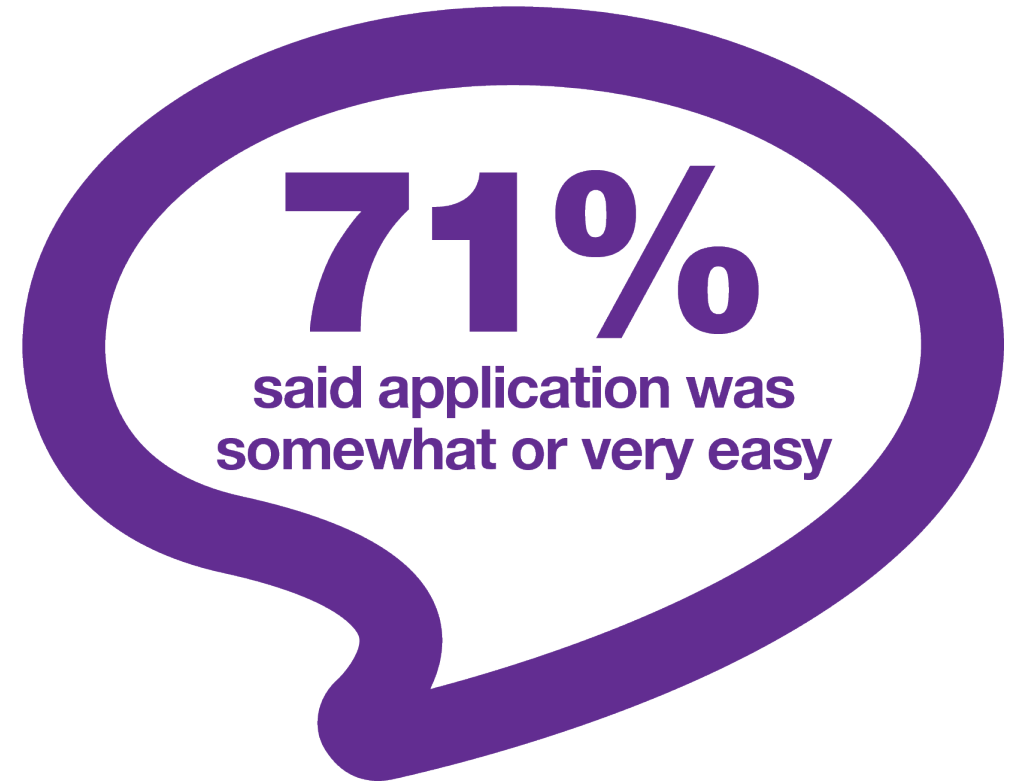
Issued user survey to online applicants

Approximately 700 responses

- 49% Youth
- 51% SDM (39% Seniors)

Addressing biggest challenges:

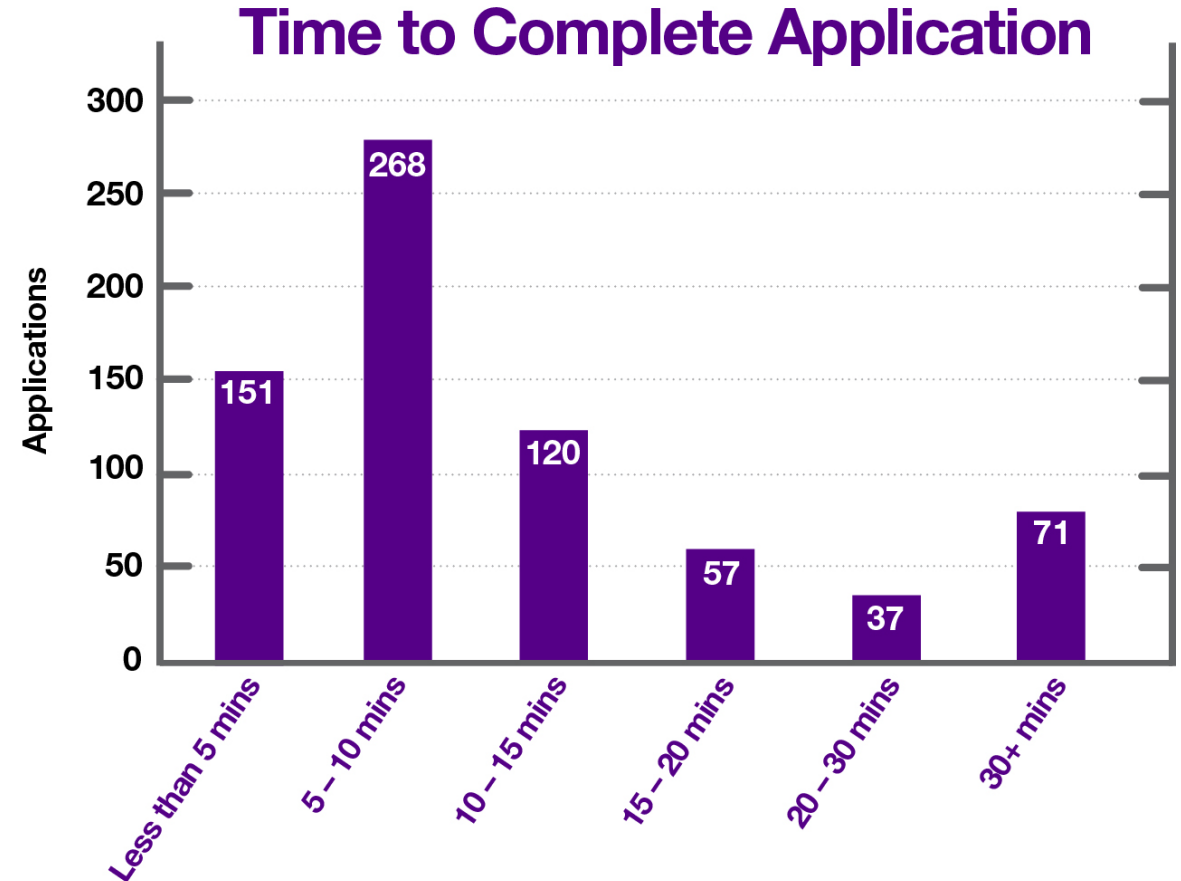
- Finding application
- Stuck in automatic process
- Step-by-step flier in four languages





# Customer Feedback

- Almost 60% reported taking less than 10 minutes to complete
- More than 75% took less than 15 minutes
- Youth reported faster times overall



# Next Steps

- Capability for Institutions to provide reduced fare
- Implement customer specific 30, 60 and 90-day expiration email notification alerts
- Continued flexibility for temporary eligibility requests
- Continue to monitor results

**Senior, Disabled, Medicare and Youth Riders:**

**!** Your eligibility for a discounted or free fare may expire **September 30, 2024**

You must provide proof of your age (Youth, Seniors) or other eligibility form (Disabled and Medicare riders) by September 30, 2024 to keep riding with a free or discounted fare.

**Check your status and verify eligibility online at [RidePRONTO.com](https://RidePRONTO.com).**

# Questions/Comments



**Metropolitan  
Transit  
System**

## **Agenda Item No. 5**

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

July 18, 2024

**SUBJECT:**

MTS Access Update

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Introduction of new Manager of Paratransit and Minibus. Staff to provide an update on the Youth Opportunity Pass (YOP) program, MTS Access services and the ADA Paratransit monthly reports. Attached monthly reports from July 2024 to May 2024. The MTS Access report provides a monthly overview of service performance. The MTM report provides a monthly American Disabilities Association (ADA) certification summary for MTS Access Paratransit.

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

Key Staff Contact: Charles Posejpal, 619-235-2648, [charles.posejpal@sdmts.com](mailto:charles.posejpal@sdmts.com)

Attachment: A. MTS Access Report and MTM Report



RIDERSHIP

Taxi													
Taxi	JUL '23	AUG	SEP	OCT	NOV	DEC	JAN '24	FEB	MAR	APR	MAY	JUN	YTD Total
FY23 Taxi	3,001	3,517	4,540	4,769	4,808	5,416	5,825	5,321	5,343	5,241	5,146	5,464	52,927
FY24 Taxi	5,772	6,948	6,171	6,626	6,017	4,950	4,952	4,306	4,574	5,166	5,074		60,556
Access													
Access	JUL '23	AUG	SEP	OCT	NOV	DEC	JAN '24	FEB	MAR	APR	MAY	JUN	YTD Total
FY23 Access	15,088	16,853	15,927	17,975	16,400	15,122	16,156	16,512	18,985	16,040	11,373	2,392	176,431
FY24 Access	12,250	15,331	14,887	15,652	14,698	14,176	16,237	16,967	18,668	20,092	21,658		180,616
Combined													
Combined	JUL '23	AUG	SEP	OCT	NOV	DEC	JAN '24	FEB	MAR	APR	MAY	JUN	YTD Total
FY23 Combined	18,089	20,370	20,467	22,744	21,208	20,538	21,981	21,833	25,432	22,628	20,795	13,623	236,085
FY24 Combined	23,517	26,249	25,652	27,777	25,420	23,810	25,578	24,122	27,168	28,449	29,528	0	287,270

COMPLIMENTS AND COMPLAINTS

Access/Subcontractors Compliments	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD Total
FY23 Valid Compliments	33	29	52	48	53	41	63	74	90	49	47	17	579
FY24 Valid Compliments	35	41	53	79	57	56	56	57	42	37	36		549
Access/Subcontractors Compliments	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD Total
FY23 Compliments	4	2	5	6	3	0	2	2	2	8	3	3	37
FY24 Compliments	4	5	12	6	2	2	6	11	6	11	5		70

MTM

Access Eligibility Total Assessments													
	Jul '23	AUG	SEP	OCT	NOV	DEC	JAN '24	FEB	MAR	APR	MAY	JUN	YTD Total
Access FY23	94	100	171	155	185	133	133	139	168	96	123	71	1,278
Access FY24	67	79	92	95	81	63	78	111	87	124	164		1,041

SDM Applications													
	Jul '23	AUG	SEP	OCT	NOV	DEC	JAN '24	FEB	MAR	APR	MAY	JUN	YTD Total
Access FY23	93	122	80	73	64	58	70	65	76	70	85	91	701
Access FY24	74	108	69	88	61	64	58	82	76	108	123		911

PRONTO Extend Applications													
	Jul '23	AUG	SEP	OCT	NOV	DEC	JAN '24	FEB	MAR	APR	MAY	JUN	YTD Total
Access FY23	65	35	20	11	13	13	12	11	9	9	12	11	189
Access FY24	2	18	7	7	2	10	6	10	9	5	11		87



**Metropolitan  
Transit  
System**

## Agenda Item No. 6

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

July 18, 2024

**SUBJECT:**

Fixed Route and Trolley Update

**INFORMATIONAL ONLY**

Budget Impact

None.

**DISCUSSION:**

Staff to provide an update on Fixed-Route and Trolley services and reports. The MTS Bus, MTS Contract Services, and San Diego Trolley report provides a monthly summary of ridership. The staff will also have an update on bus operator numbers and the MTS Copper Line.

/S/ Charles Posejpal \_\_\_\_\_

Charles Posejpal  
Manger of Paratransit and Minibus

Key Staff Contact: Charles Posejpal, 619-235-2648, [charles.posejpal@sdmts.com](mailto:charles.posejpal@sdmts.com)

Attachment: A. MTS Bus and Trolley Ridership Report



FIXED-ROUTE AND TROLLEY RIDERSHIP

	Access	Bus	Light Rail	Total
2023-07	18,022	2,446,630	3,112,740	5,577,392
2023-08	22,279	2,801,049	3,277,448	6,100,776
2023-09	21,058	2,902,277	3,174,916	6,098,251
2023-10	22,278	3,416,955	3,484,461	6,923,694
2023-11	20,715	3,047,401	3,627,617	6,695,733
2023-12	19,125	2,711,615	3,500,837	6,231,577
2024-01	21,189	2,941,330	3,081,295	6,043,814
2024-02	21,272	2,890,380	3,078,516	5,990,168
2024-03	23,242	3,078,255	3,273,657	6,375,154
2024-04	25,258	3,302,842	3,360,772	6,688,872
<b>Total</b>	<b>214,438</b>	<b>29,538,734</b>	<b>32,972,258</b>	<b>62,725,430</b>

Minibus & SVCC													Update the formula range each month ↓	
PASSENGERS	JUL '23	AUG	SEP	OCT	NOV	DEC	JAN '23	FEB	MAR	APR	MAY	JUN	YTD Total	
Mini & SVCC FY23	59,628	66,923	60,511	64,105	56,610	50,877	52,328	47,072	53,716	48,945	41,219	11,510	601,934	
Mini & SVCC FY24	40,133	54,265	55,369	62,319	56,115	50,708	54,866	51,467	59,006	60,114	62,091		606,453	

Mini/SVCC Compliments	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD Total
FY23 Valid Compliments	6	20	14	13	9	8	9	19	15	8	13	22	134
FY24 Valid Compliments	8	9	10	14	5	7	7	15	14	8	11		108
Mini/SVCC Compliments	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD Total
FY23 Compliments	5	0	1	0	0	3	5	2	2	0	1	3	19
FY24 Compliments	2	0	0	1	2	2	1	0	1	4	1		14