



# 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 el <b>subtitulado</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**

**September 12, 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 July 18, 2024 Accessible Services Advisory Committee Meeting Minutes.	Approve
DISCUSSION ITEMS		
4.	<b>APTA Peer Review (Charles Posejpal)</b>	Informational
5.	<b>MTS Access Update (Charles Posejpal)</b>	Informational
6.	<b>Fixed-Route and Trolley Update (Keith Vann and Brent Boyd)</b>	Informational
OTHER ITEMS		
7.	<b>Committee Member Communications and Other Business</b>	
8.	<b>Next Meeting Date: December 19, 2024 and 1:00pm</b>	
9.	<b>Adjournment</b>	





## IN – PERSON PUBLIC COMMENT

### SPEAKER INFORMATION (please print)

Agenda Item No.: 2  
Name: Sharlene Ornelas Telephone: 619 339 6043  
Email: Accessachiever@gmail.com  
City of Residence: Chula Vista  
Remark Subject: Accessibility for Blind to building and trolley.  
Affiliated  
Organization: \_\_\_\_\_

**PLEASE SUBMIT THIS COMPLETED FORM BACK TO THE CLERK**

### INSTRUCTIONS

This meeting is offered both in an in-person and virtual format. In-person speaker requests will be taken first. Speaking time will be limited to three minutes per person, unless specified by the Chairperson. Please make your comment at the podium located on the right side of the dais. Members of the public are permitted to make general public comments at the beginning of the agenda or make specific comments on any item in the agenda at the time the Board/Committee is considering the item during the meeting. Requests to speak will not be taken after the public comment period ends, unless under the Chair’s discretion.

### BOARD OF DIRECTORS MEETING

General Public Comment at the beginning of the agenda will be limited to five speakers with the standard three-minute limit, unless otherwise directed by the Chair. Additional speakers with general public comments will be heard at the end of the meeting.

### MEETING RECORD

A paraphrased version of this comment will be included in the minutes. The full comment can be heard by reviewing the recording posted on the respective meeting website: <https://www.sdmts.com/about/meetings-and-agendas>. This form will be included in the Meeting Materials posted on the respective MTS meeting site.



## MINUTES

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM

#### ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

July 18, 2024

[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 George Gastil called the Accessible Services Advisory Committee meeting to order at 1:01 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.

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

Committee Member Debbie Marshall moved to approve the minutes of the September 14, 2023, MTS Accessible Services Advisory Committee meeting. Committee Member Zaccary Bradt seconded the motion, and the vote was 10 to 0 in favor with Todd Lordson, Samantha Stephan, Irene Santiesteban, David Marino, and Rose Napoleon absent.

#### DISCUSSION ITEMS

#### 4. **PRONTO Online Reduce Fare Application Update (Israel Maldonado and Amanda Denham)**

Israel Maldonado, MTS Director of Fare Technology and Operations, presented on: the updates for the PRONTO Online Reduced Fare Application. Mr. Maldonado explained that MTS launched PRONTO three (3) years ago and at the time all reduced fare requests could only be done in person. MTS now offers customers an online option for reduced fare requests. Since December 5, 2023, over 23,000 accounts have been verified online. In order to help customers with verification, MTS has extended the temporary expiration date to September 20, 2024 for any card tapped once in the last 18 months. Amanda Denham, Director of Support Services, provided an overview of how this has affected Support Services. It has allowed PRONTO to hire four (4) more full time employees bringing the average wait time from three (3) minutes to 35 seconds. While some online applications are auto approved with a government ID, others must be manually reviewed by staff for approval. A survey was conducted with feedback of 700 responses where 71% stated the online application was somewhat or very easy to use. There were a few challenges that have already been addressed with an outcome of 75% of customers stating it took less than 15 minutes to complete the online application. Mr. Maldonado discussed next steps where institutions will be able to provide reduced fare to their clients without needing to involve MTS, expiration emails will go out 30, 60, and 90 days prior to expiration, and continuation of the monitoring of results to adjust as needed.

#### **Public Comment**

There were no Public Comments.

### **Committee Comment**

Committee Member Debbie Marshall asked what institutions were being referred to and who they would be granted to. Ms. Denham stated they are part of the PRONTO Partners Program that provides passes on a monthly basis to people within their accounts. In this program, employers are able to confirm their employees eligibility without having to interact with the online application or have a PRONTO customer support agent assist them.

Committee Member Zaccary Bradt asked if we were able to capture the reasons behind the online abandonment rates. Mr. Maldonado stated that while the survey addressed some of these reasons, staff is currently working with vendors on ways to obtain this data. Committee Member Zaccary Bradt asked if schools will be able to be part of the Partnership Program. Ms. Denham stated that staff is currently working with various districts now and will have them involved in the testing phase as the institutional website is developed.

### **Action Taken**

Informational item only. No action taken.

## **5. MTS Access Update (Charles Posejpal)**

Charles Posejpal, MTS Manager of Paratransit and Minibus, introduced himself and Brianne Graham as the new MTS Access team and provided an update on MTS Access Services. He discussed the 42% ridership increase from FY23, the 5% improvements of complaints from FY23, and while the eligibility numbers are down, the numbers in the past four (4) months have increased. Transdev has also increased their on-time performance times and driver pool. He confirmed the Youth Opportunity Pass (YOP) program has been extended to June 30, 2026, and this includes MTS Access certified clients. He lastly stated that MTS Access is also included in the free Coronado shuttle that runs until September 2, 2024.

### **Public Comment**

There were no Public Comments

### **Committee Comment**

There were no Committee Comments.

### **Action Taken**

Informational item only. No action taken.

## **6. Fixed-Route and Trolley Update (Brent Boyd and Bryan Killian)**

Bryan Killian, MTS Manager of Transportation Communications & Technology, presented on Bus updates. He informed the Committee of the agency's weekly bus operator hiring events, trying to bolster driver numbers due to staffing shortages. He talked about detours due to construction scheduling to the upcoming Pride Parade and the Blue Line bus bridge. Brent Boyd, MTS Manager of Rail Planning and Performance, presented on Trolley updates. He informed the committee that the Copper Line was approved by the MTS Board. He also discussed the Blue Line bus bridge for the weekend, and the Comic-Con special event line and increased ridership coming up next weekend.



### **Public Comment**

Rene Rodriguez – Provided a verbal statement to the Committee during the meeting. Rene expressed frustration with the driver shortage and suggested for MTS to analyze data to have higher quality rides.

### **Committee Comment**

Committee Member Hermes Castro acknowledged the lack of staffing and asked staff what are the biggest driver hiring obstacles. He also asked if there were individuals with disabilities that are driving for MTS. Mr. Posejpal stated that Transdev has been increasing their driver numbers and offer incentives to their employees. He was unsure if Transdev currently has any employees with disabilities but reiterated that there is no discrimination as long as they are able to perform the functions of the job. Committee Member Hermes Castro offered to connect offline about the youth program they have for kids getting their licenses and possibly helping get them employment and increase staffing. Mike Wygant, MTS Chief Operating Officer, acknowledged the staffing issue and the agency's continuous initiatives to attract more drivers. He explained the impact to the Paratransit operations are due to reduction in rides during COVID-19. Mr. Wygant welcomed any partnerships that could assist with driver staffing.

Committee member Debbie Marshall asked what is being instituted to help retain drivers if positions are difficult to fill. She asked for trends in retention and loss of drivers, in an attempt to fill the gap. Mr. Wygant noted employee outreach programs, along with Board authorized raises. He also informed the Committee that MTS invests in activities to bolster morale.

Chair Gastil acknowledged the issue of inflation and industry competition for drivers transporting goods versus people.

Committee Member Zaccary Bradt wanted to know about the agency's plans to utilize SB125 funding to bring back additional service. Mr. Wygant confirmed that Operations is working with Planning to add service.

Committee member Zaccary Bradt asked if the contactless payment would be marketed to Comic-Con attendees. Ms. Denham confirmed there would be a marketing campaign coming out tomorrow for contactless payments.

### **Action Taken**

Informational item only. No action taken.

## **OTHER ITEMS**

### **7. Committee Member Communications**

Chair Gastil reported he attended the California Association for Coordinated Transportation (CALACT) conference in San Diego back in April celebrating 40 years of CALACT.

Committee member Christian Hernandez stated they are in their Ride Facilitating Access to Coordinated Transportation (FACT) program but due to low funding they are limited to the number of trips they can provide, so they are using MTS, North County Transit District (NCTD), and other nonprofits as referral sources. FACT is hoping to re-attain funding, in the meantime, they will continue to refer to other agencies to fill the gap.

**8. Next Meeting Date**

The next Accessible Services Advisory Committee meeting is scheduled for September 12, 2024, at 1:00 p.m.

**9. Adjournment**

Chair George Gastil adjourned the meeting at 1:39 p.m.

/S/George Gastil  
Chairperson  
San Diego Metropolitan Transit System

/S/Brianne Graham  
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): July 18, 2024

CALL TO ORDER (TIME): 1:01pm

ADJOURN: 1:39pm

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	1:01pm	1:39pm
Letty Zuno	<input type="checkbox"/>	Hermes Castro	<input checked="" type="checkbox"/>	Access to Independence	1:01pm	1:39pm
Christian Hernandez	<input checked="" type="checkbox"/>	Arun Prem	<input type="checkbox"/>	FACT (CTSA)	1:01pm	1:39pm
Debbie Marshall	<input checked="" type="checkbox"/>	Vacant	<input type="checkbox"/>	State Council on Developmental Disabilities	1:01pm	1:39pm
Todd Lordson	<input type="checkbox"/>	Jorge Malone	<input type="checkbox"/>	San Diego Regional Center	ABSENT	ABSENT
Samantha Stephan	<input type="checkbox"/>	Kimberly Taylor	<input type="checkbox"/>	San Diego Center for the Blind	ABSENT	ABSENT
Zaccary Bradt	<input checked="" type="checkbox"/>	Benjamin Gembler	<input type="checkbox"/>	SANDAG	1:01pm	1:39pm
Alyssa Ahn	<input checked="" type="checkbox"/>	Daniela Turner	<input type="checkbox"/>	Caltrans	1:01pm	1:39pm
Jana Schwartz	<input type="checkbox"/>	Melissa Hernandez	<input checked="" type="checkbox"/>	County of San Diego AIS	1:01pm	1:39pm
Irene Santiesteban	<input type="checkbox"/>	Christine Moore	<input type="checkbox"/>	Paratransit Consumer	ABSENT	ABSENT
David Marino	<input type="checkbox"/>	Eugenia Kainz	<input type="checkbox"/>	Paratransit Consumer	ABSENT	ABSENT
Rose Napoleon	<input type="checkbox"/>	Rene Rodriguez	<input type="checkbox"/>	Fixed Route Consumer	ABSENT	ABSENT
Tarrence Lewis	<input type="checkbox"/>	Walter Castillo	<input checked="" type="checkbox"/>	Fixed Route Consumer	1:01pm	1:39pm
Monique Ball	<input checked="" type="checkbox"/>	Wendy Merritt	<input type="checkbox"/>	Deaf Community Services	1:01pm	1:39pm
Kacie Rodvill	<input checked="" type="checkbox"/>	Betsy Knight	<input type="checkbox"/>	County of San Diego Behavioral Health Services	1:01pm	1:39pm

COMMITTEE CLERK: /S/Brianne Graham



**Metropolitan  
Transit  
System**

## **Agenda Item No. 4**

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

September 12, 2024

**SUBJECT:**

APTA Peer Review (Charles Posejpal)

**INFORMATIONAL ONLY**

Budget Impact

None

**DISCUSSION:**

The Manager of Paratransit and Minibus will give an overview on the APTA Peer Review that was completed in February 2024. The APTA Peer Review was conducted by five (5) transit agency representatives with complementary paratransit experience at MTS's request. MTS's aim with requesting this APTA Peer Review was to identify whether there were any areas of improvement to better serve the Paratransit community.

/S/Charles Posejpal

Charles Posejpal

Manager of Paratransit and Minibus

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





**Metropolitan  
Transit  
System**

Item No. 4, 09/12/2024

# **APTA Peer Review**

## **Accessible Services Advisory Committee**

# PEER REVIEW TEAM

- **Eileen Collins**  
Director, Accessible Transportation Programs  
Tri-County Metropolitan Transportation District of Oregon
- **Jack Garate**  
Department Manager, Specialized Transit Services  
Orange County Transportation Authority
- **Aaron Vogel**  
Vice President of Operations/COO  
Indianapolis Public Transportation Corp
- **Art Guzzetti**  
Vice President, Policy and Mobility  
American Public Transportation Association
- **Lisa Jerram**  
Senior Director, Bus Operations and New Vehicle Technologies  
American Public Transportation Association



# HIGHLIGHTS

Even with limited staff resources overseeing MTS Access, staff are very engaged with focusing on safe, reliable and accessible service to the paratransit community.

Trip-by-trip is managed at MTS in four different temperature zones, making it even more challenging, so it is worth highlighting MTS's success in this endeavor

MTS staff hold the contractor accountable to contract standards with constant follow-up and review.

The contractor's fleet maintenance area appeared to be very organized and clean. Both the paratransit and minibus fleet appeared pristine and very well taken care of.

MTS understands that successful contracted service is a partnership and two-way street of collaborating and strategizing ways to ensure safe, reliable and accessible service

The third-party rider survey sponsored by MTS was a success, with good participation and positive feedback.

Eligibility status for paratransit is defined as *Unconditional*, *Conditional*, *Temporary* or *Ineligible*. MTS takes *Conditional* a step further by having a trip-by-trip eligibility process for riders who are conditionally eligible for service.

# OBSERVATIONS & RECOMMENDATIONS

- Eligibility for MTS Access paratransit relies on medical verification, with functional assessment being administered only for appeals, requiring a second trip for customers.
- There was no process in place to determine the weight of the wheelchairs during the in-person assessment.
- Travel training in the fixed-route service is underutilized and should be encouraged for all paratransit riders.
- Build a functional assessment as part of the in-person eligibility interviews. Consistent cognitive criteria be integrated into a formal functional assessment during in-person eligibility interviews.
  - ✓ Recommend
- Have a scale on-site to weigh clients and their wheelchairs during the in-person eligibility interview.
  - ✓ Recommend
- Re-establish travel training for customers for fixed-route service.
  - ✓ Recommend



# OBSERVATIONS & RECOMMENDATIONS

- There is no option for auto-renewal in the eligibility process.
- A high number of services are being provided by contractors without onboard vehicle surveillance.
- The Don't Leave Alone (DLA) rider standard is a major hindrance to operations and goes beyond ADA requirements. Industry's best practice recommends a personal care attendant (PCA) or companion for riders who cannot be left alone.
- Add an auto-renewal option with updates to edit rider contact information for riders with unchanging unconditional eligibility.
  - ✓ Modified recommend
- Consider implementing on-board cameras for subcontractors.
  - ✓ Recommend
- MTS to follow industry best practice and not allow DLA as a service option but rather recommend DLA riders travel with a PCA or companion.
  - ✓ Recommend

# OBSERVATIONS & RECOMMENDATIONS

A breakdown in understanding and communication of initiatives, policy and services between MTS, contract agencies and riders.

- Develop a quarterly newsletter.

The FTA encourages agencies to make subscription services available. Only 23% of trips are subscription.

- Encourage riders to use subscription service.

Updating of subscription templates for clients should be done every 60 days as outlined in the Rider's Guide, the contractor is not following the directive.

- Send corrective action letter.

Clear disparities between on-time arrivals for pickups and on-time arrivals for appointments. No emphasis on the critical nature of "be-there-by" or appointment times.

- Train the staff to highlight this during appointment setting.

Riders who cancel over 80% of a subscription service trip are contacted to review their need for that subscription trip.

- Reduce the threshold for contact to 50% .

Information about holidays where subscription rides will be automatically canceled is posted on the MTS Access website six months or less in advance.

- Have information available a year out.

# OBSERVATIONS & RECOMMENDATIONS

Vehicle for Developmentally Disabled Persons certification is required when the driver's primary purpose is transporting individuals with cognitive disabilities. This is not the primary purpose of Access drivers.

- Stop requiring VDDP certification.

The database that houses client eligibility is currently stored in the contractor's proprietary software.

- MTS build its own database.

The current invoicing and billing process is highly complex, and MTS Access staff must audit each subcontractor with a different methodology.

- Consolidation of subcontractors and create an SOP with reports used.

A formal written process for liquidated damages or other financial disincentives for key management positions are not defined in the contract, and the contractor continues to have high turnover.

- Add liquidated damages for key vacancies over 30 days.

First Transit provides limited information related to the training given to its staff. It was noticed through interviews that First Transit staff may not be receiving the level of training that is needed to appropriately perform their duties.

- MTS audit First Transit training files.

# OBSERVATIONS & RECOMMENDATIONS

Trapeze software is not the most current available. Add modules to best optimize operations and rider experience.

- Investigate modules within Trapeze.

Proper calculations were indicated in the Appointment Based Scheduling section of the scope of work per the contract. First Transit's reporting to MTS is not being calculated in alignment with industry standards.

- Review calculations to ensure reporting meets contractual requirements.

MTS has a small oversight team relative to other agencies. This creates a high reliance on contractors for data reporting and analytics and a loss of institutional knowledge.

- Add at least one in-house position to the department.

The definition of a “missed trip” is different in the contract versus NTD reporting.

- MTS does not agree with this recommendation.

The pandemic changed the demands on paratransit, and a fleet capacity operational analysis has not been conducted. A shift to smaller vehicles may better meet future needs.

- Conduct a fleet capacity operational analysis.

# OBSERVATIONS & RECOMMENDATIONS

First Transit, is currently undergoing a transition in staffing, which can potentially highlight staff morale issues.

- Track corrective actions addressing morale issues.

The Accessible Services Advisory Committee (ASAC) is currently composed of an MTS Board of Directors member, an MTS staff member, an MTS fixed route rider, an MTS Access complementary paratransit rider and various social service and disability advocacy organizations with the board member serving as chair. Having a complementary paratransit rider on ASAC is a good practice, but there is an opportunity to amplify the voices of members of the disability community through offering leadership positions to paratransit riders.

- The MTS Board establishes the MTS Board Member be the Chair on ASAC and that in July 2023, the ASAC Membership was changed to add an additional fixed route member, an additional paratransit rider, and to remove MTS staff members as voting members

First Transit departments are understaffed and struggling with morale and workload.

- Work with First Transit for incentives of current employees.

# FINAL REMARKS

While this peer review was not centered on compliance, no issues surfaced related to noncompliance with California law or U.S. DOT, CHP, ADA and FTA standards. The APTA peer review was impressed with the strong engagement, passion, and accountability that the MTS Access team has for complementary paratransit services. The peer review panel hopes the recommendations presented positively contribute to San Diego MTS Access efforts for providing this service to the community.

# Questions/Comments



**Metropolitan  
Transit  
System**

## **Agenda Item No. 5**

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

September 12, 2024

**SUBJECT:**

MTS Access Update (Charles Posejpal)

**INFORMATIONAL ONLY**

Budget Impact

None

**DISCUSSION:**

Staff to provide an update on the Coronado Shuttle and MTS's Americans with Disability Act (ADA) Complementary Paratransit Service (i.e. MTS Access) monthly reports. Attached are monthly reports for fiscal year 2024. 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

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	58,391
FY24 Taxi	5,772	6,948	6,171	6,626	6,017	4,950	4,952	4,306	4,574	5,166	5,074	4,847	65,403

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	178,823
FY24 Access	12,250	15,331	14,887	15,652	14,698	14,176	16,237	16,967	18,668	20,092	21,658	20,007	200,623

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	249,708
FY24 Combined	23,517	26,249	25,652	27,777	25,420	23,810	25,578	24,122	27,168	28,449	29,528	26,952	314,222

COMPLIMENTS AND COMPLAINTS

Access/Subcontractors Complaints	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD Total
FY23 Valid Complaints	33	29	52	48	53	41	63	74	90	49	47	17	596
FY24 Valid Complaints	35	41	53	79	57	56	56	57	42	37	36	24	573
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	40
FY24 Compliments	4	5	12	6	2	2	6	11	6	11	5	12	82

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	1,568
Access FY24	67	79	92	95	81	63	78	111	87	124	164	159	1,200

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	947
Access FY24	74	108	69	88	61	64	58	82	76	108	123	103	1,014

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	221
Access FY24	2	18	7	7	2	10	6	10	9	5	11	9	96



**Metropolitan  
Transit  
System**

## **Agenda Item No. 6**

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

September 12, 2024

**SUBJECT:**

Fixed Route and Trolley Update (Keith Vann and Brent Boyd)

**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 MTS Trolley report provides a monthly summary of ridership. Staff will also have an update on bus operator numbers, September service change, and December Nights.

/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

MONTH	BUS	LIGHT RAIL	TOTAL
Jul-23	2,446,630	3,112,740	5,559,370
Aug-23	2,801,049	3,277,448	6,078,497
Sep-23	2,902,277	3,174,916	6,077,193
Oct-23	3,416,955	3,484,461	6,901,416
Nov-23	3,047,401	3,627,617	6,675,018
Dec-23	2,711,615	3,500,837	6,212,452
Jan-24	2,941,330	3,081,295	6,022,625
Feb-24	2,890,380	3,078,516	5,968,896
Mar-24	3,078,255	3,273,657	6,351,912
Apr-24	3,302,842	3,360,772	6,663,614
May-24	3,360,179	3,456,682	6,816,861
Jun-24	2,797,174	3,220,546	6,017,720
<b>TOTAL</b>	<b>35,696,087</b>	<b>39,649,487</b>	<b>75,345,574</b>

MINIBUS AND SVCC

RIDERSHIP

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	613,444
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	48,975	655,428

COMPLIMENTS AND COMPLAINTS

Mini/SVCC Complaints	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	YTD Total
FY23 Valid Complaints	6	20	14	13	9	8	9	19	15	8	13	22	156
FY24 Valid Complaints	8	9	10	14	5	7	7	15	14	8	11	10	118
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	22
FY24 Compliments	2	0	0	1	2	2	1	0	1	4	1	0	14