



# 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: **+1-669-900-9128** 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](mailto: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

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 [Diana.Hernandez@sdmts.com](mailto: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

March 13, 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
1.	<b>Roll Call</b>	
2.	<b>Public Comments</b>	
3.	<b>Approval of Minutes</b> Action would approve the September 12, 2024 and December 19, 2024 Accessible Services Advisory Committee Meeting Minutes.	Approve
DISCUSSION ITEMS		
4.	<b>Comprehensive Operational Analysis (Brent Boyd)</b>	Informational
5.	<b>Fixed Route and Trolley Update (Keith Vann and Aaron Pitt)</b>	Informational
6.	<b>Same Day Paratransit Pilot (Charles Posejpal)</b>	Informational
7.	<b>MTS Access Update (Charles Posejpal)</b>	Informational
OTHER ITEMS		
8.	<b>Committee Member Communications and Other Business</b>	
9.	<b>Next Meeting Date: June 26, 2025 and 1:00pm</b>	
10.	<b>Adjournment</b>	



## MINUTES

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM

#### ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

September 12, 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 1:00 p.m. A roll call sheet listing Accessible Services Advisory Committee member attendance is attached as Attachment A.

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

Sharlene Ornelas – A resident of Chula Vista made a verbal statement to the Committee during the meeting. Sharlene expressed frustration with an experience on the Blue Line Trolley.

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

Chair George Gastil moved to approve the minutes of the July 18, 2024, MTS Accessible Services Advisory Committee meeting. Committee Member David Marino seconded the motion, and the vote was 10 in favor (Committee Member: Alyssa Ahn, Benjamin Gembler, Christina Hernandez, David Marino, George Gastil, Jacob Carson, Kacie Rodvill, Kimberly Taylor, Monique Ball, Todd Lordson) to 1 opposed (Committee Member Rene Rodriguez), with Debbie Marshall, Irene Santiesteban, Letty Zuno, and Tarrence Lewis absent.

#### DISCUSSION ITEMS

#### 4. **APTA Peer Review (Charles Posejpal)**

Charles Posejpal, MTS Manager of Paratransit and Minibus, presented on APTA Peer Review of MTS Access results. He presented on the observations and recommendations of the APTA Peer Review and MTS's reply to these findings. He also presented on highlights the APTA team found during this process. Key points were eligibility, policy, rider service, staffing, and data management. MTS agreed with many of the recommendations and have already started implementing changes to the Access program.

##### **Public Comment**

There were no Public Comments.

##### **Committee Comment**

Committee Member David Marino stated that cognitive functional assessments are usually done by a licensed psychologist. He asked if the interviewer held the certification necessary to make that decision. Mr. Posejpal informed David that the agency's cognitive functional assessment determines the ability to use fixed route services or paratransit services. Mr. Posejpal elaborated that the agency wanted to build a more in-depth functional assessment.

Committee member Todd Lordson noted that in the past, they had a good working relationship with First Transit to do subscription rides, but in the past couple of years, that has been lost. Mr. Posejpal offered to connect him with the General Manager of Transdev to address those concerns.

Chair George Gastil was glad to hear the morale was good with First Transit. He noted that they should be mindful that morale is incredibly important.

Committee Member David Marino wanted to know if it was possible to expand the subscription services definition. Mr. Posejpal stated that as long as their trip qualified for paratransit services it is something the agency could investigate.

#### **Action Taken**

Informational item only. No action taken.

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

Mr. Posejpal provided an update on MTS Access Services. He discussed the FY24 ridership data to the FY23 ridership data. Taxi had a little over 65,000 in FY24 compared to about 58,000 in FY 23. Access had about 200,000 in FY24 compared to 178,000 in FY23. The combined ridership was about 315,000 for FY24 compared to 250,000 for FY23. For complaints in FY24, MTS saw improvement for decreasing complaints and an increase in compliments compared to FY23. For eligibility, MTS saw a slight decrease of 1,200 for FY24 compared to 1,568 for FY23. There was an increase of about 50 SDM applications. MTS saw a large decrease in PRONTO Extend from 221 in FY23 to just 96 in FY24.

#### **Public Comment**

There were no Public Comments.

#### **Committee Comment**

Committee member Tood Lordson asked if Care7 was considered a Taxi or MTS Access service. Mr. Posejpal replied that they are considered Taxi service.

Committee Member Rene Rodriguez stated the attachment numbers were small and requested for larger fonts at future meetings. Mr. Posejpal assured him that the change would be made at the next meeting.

#### **Action Taken**

Informational item only. No action taken.

### **6. Fixed-Route and Trolley Update (Keith Vann and Brent Boyd)**

Keith Vann, MTS Manager of Service Operations, presented on Fixed-Route updates. He informed the Committee of the agency's weekly hiring events due to staffing shortages, with training classes start every three weeks. MTS had a service change September 1 with no major changes, just seasonal and weekend adjustments. He mentioned the Bus Enforcement Team that has a dedicated morning team for bus operations to respond to radio calls. They have just added a night team, giving MTS about 20 hours of security coverage just for bus.

Brent Boyd, MTS Manager of Rail Planning and Performance, presented on Trolley updates. He informed the Committee of the major Trolley service change on September 29 with the change of the Orange and Green Line to the Copper Line. Currently, there is a weekday, Saturday, and Sunday schedule and service will be going to a weekday and weekend schedule. There will be a rider appreciation event at El Cajon on Monday, September 30. For the January service

change, MTS is on target to implement 15-minute service on all Trolley lines at all times. Mr. Vann also added the reminder of Free Ride Day on October 2.

### **Public Comment**

There were no Public Comments.

### **Committee Comment**

Chair George Gastil noted he was under the impression that there was an increase in ridership during Free Ride Day. Mr. Vann mentioned that free ride day included all bus, Trolley and NCTD services as well.

Committee member Benjamin Gembler asked about nighttime security and whether they addressed hot spots. Mr. Vann stated that they work with the customer service department to address hotspots. Committee Member Benjamin Gembler asked if the agency had received feedback from riders with disabilities about transportation to and from Padres games. Mr. Boyd stated that at most events the agency performs 15-minute or better service as the agency has extra trains on standby. Mr. Boyd noted that generally, the agency has very good feedback.

Committee Member David Marino asked if the agency had a specific area designated for wheelchair vehicles to pull into Petco Park. He stated that drivers and passengers are not sure where they should go for pick up and drop off. Mr. Posejpal stated that common places are generally designated for pick up and drop off in the scheduling system.

### **Action Taken**

Informational item only. No action taken.

## **OTHER ITEMS**

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

There was no Committee Member Communications and Other Business discussion.

### **8. Next Meeting Date**

The next Accessible Services Advisory Committee meeting is scheduled for December 19, 2024, at 1:00 p.m.

### **9. Adjournment**

Chair George Gastil adjourned the meeting at 1:46 p.m.

---

Chairperson  
San Diego Metropolitan Transit System

---

Committee Clerk  
San Diego Metropolitan Transit System



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

ROLL CALL

MEETING OF (DATE): September 12, 2024

CALL TO ORDER (TIME): 1:01pm

ADJOURN: 1:46pm

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	1:46pm
Letty Zuno	<input type="checkbox"/>	Hermes Castro	<input type="checkbox"/>	Access to Independence	ABSENT	ABSENT
Christian Hernandez	<input checked="" type="checkbox"/>	Arun Prem	<input type="checkbox"/>	FACT (CTSA)	1:01pm	1:46pm
Debbie Marshall	<input type="checkbox"/>	Vacant	<input type="checkbox"/>	State Council on Developmental Disabilities	ABSENT	ABSENT
Todd Lordson	<input checked="" type="checkbox"/>	Jorge Malone	<input type="checkbox"/>	San Diego Regional Center	1:01pm	1:46pm
Samantha Stephan	<input type="checkbox"/>	Kimberly Taylor	<input checked="" type="checkbox"/>	San Diego Center for the Blind	1:01pm	1:46pm
Zaccary Bradt	<input type="checkbox"/>	Benjamin Gembler	<input checked="" type="checkbox"/>	SANDAG	1:01pm	1:46pm
Alyssa Ahn	<input checked="" type="checkbox"/>	Daniela Turner	<input type="checkbox"/>	Caltrans	1:01pm	1:46pm
Jana Schwartz	<input type="checkbox"/>	Jacob Carson	<input checked="" type="checkbox"/>	County of San Diego AIS	1:01pm	1:46pm
Irene Santiesteban	<input type="checkbox"/>	Christine Moore	<input type="checkbox"/>	Paratransit Consumer	ABSENT	ABSENT
David Marino	<input checked="" type="checkbox"/>	Eugenia Kainz	<input type="checkbox"/>	Paratransit Consumer	1:01pm	1:46pm
Rose Napoleon	<input type="checkbox"/>	Rene Rodriguez	<input checked="" type="checkbox"/>	Fixed Route Consumer	1:01pm	1:46pm
Tarrence Lewis	<input type="checkbox"/>	Walter Castillo	<input type="checkbox"/>	Fixed Route Consumer	ABSENT	ABSENT
Monique Ball	<input checked="" type="checkbox"/>	Wendy Merritt	<input type="checkbox"/>	Deaf Community Services	1:01pm	1:46pm
Kacie Rodvill	<input checked="" type="checkbox"/>	Betsy Knight	<input type="checkbox"/>	County of San Diego Behavioral Health Services	1:01pm	1:46pm

COMMITTEE CLERK: /S/ Diana Hernandez

## MINUTES

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

December 19, 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 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.

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

Due to a lack of quorum, the September 12, 2024, Accessible Services Advisory Committee Meeting Minutes will be approved at the next ASAC meeting.

#### DISCUSSION ITEMS

#### 4. **Capital Projects Update (Heather Furey)**

Heather Furey, MTS Director of Capital Projects, presented on Capital Projects Update. She outlined the following items: Bus Stop Improvements for various locations throughout the MTS bus network system, Variable Message Sign Upgrades, Public Address System Upgrade, America Plaza Pedestrian Enhancements, various Orange Line Pedestrian Crossing Improvements, 12th and Imperial Transit Center Rehabilitation, and Washington Station visibility Wall Modification upgrade.

##### **Public Comment**

There were no Public Comments.

##### **Committee Comment**

Chair Gastil commented on the Orange Line's age comparable to the Blue Line. Ms. Furey added that over a decade ago, both the Blue and Green Line underwent a signaling rehabilitation, the Orange Line has the oldest signaling system remaining.

##### **Action Taken**

Informational item only. No action taken.

#### 5. **Old Town Transit Center Wayfinding Sign Upgrade Project (Quincy Forward)**

Quincy Forward, MTS Creative Design Manager and Brad Keen, MTS Graphic Designer presented on Old Town Transit Center wayfinding sign upgrade project. They outlined: project overview, timeline, monument sign and wayfinding signs.

### **Public Comment**

There were no Public Comments.

### **Committee Comment**

Committee Member Lordson asked if there's any plans for signage to accommodate those who are visually impaired. Ms. Forward replied there are no plans to change the current braille signage.

Committee Member David Marino commented that the signage was confusing to him due to all the colors added. He asked if a focus group was used to conduct this project since it would've been helpful to have more opinions in the making of signage before finalized. Ms. Forward answered that there was no rider focus group involved when making the signage and that the only focus group was within MTS.

### **Action Taken**

Informational item only. No action taken.

## **6. Fixed Route and Trolley Update (Keith Vann and Aaron Pitt)**

Charles Posejpal, MTS Manager of Paratransit and Minibus and Brent Boyd, Director of Planning and Scheduling, presented on the Fixed Route and Trolley Update.

Mr. Posejpal talked about the new shuttle that would be serving the December Nights event, he stated that there was positive feedback from the community. He announced free transit services during New Years Eve. Mr. Posejpal also talked about the new overnight Route 910 that would service the community from Downton to San Ysidro. He provided an update on the Route 4, Imperial Avenue Bikeway construction would conclude February 2025. Mr. Posejpal spoke about the ongoing Bus Driver shortages and the various tactics that were being used to recruit operators.

Mr. Boyd added that the new Route 910 line would also service the most popular Blue Line trolley stops along its route. Upon the launch of Route 910, trolley services will also increase to 15-minute frequencies, with a few exceptions at the end of the service time. Trolley service for New Years will be extended to 2am. Mr. Boyd also talked about a scheduled service shut down the weekend of Martin Luther King, to accommodate to maintenance on the line.

### **Public Comment**

There were no Public Comments.

### **Committee Comment**

Committee Member Lordson asked if the Orange Line repairs were available for reference on the MTS website. Mr. Boyd assured the Committee that information would be available on the MTS website in January 2025.

Chair Gastil asked staff to clarify the stations that would be impacted during the Orange Line repairs. Mr. Boyd replied that Massachusetts Station would be the only one impacted with a bus bridge. Mr. Boyd clarified that the eastbound service will be direct while westbound service will have a small deviation.

### **Action Taken**

Informational item only. No action taken.

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

Mr. Posejpal presented an update on MTS Access Update. He discussed: Ridership for Access and subcontracted trip numbers in comparison between Fiscal Year (FY) 2024 and FY 2025 and its increase. He talked about the increase between FY24 and FY 25 of applications being processed by Medical Transportation Management (MTM), the contractor who administers ADA services for MTS, Mr. Posejpal announced Don Johnson, Transdev's new General Manager (GM) for Copley operations. He also talked about the updated version of Access website which is in process. Lastly, Mr. Posejpal stated that the Do Not Leave Alone (DLA) memo is being distributed to advise of end of service.

### **Public Comment**

There were no Public Comments.

### **Committee Comment**

Chair Gastil commented that ending the service of DLA requires those needing additional assistance to ride with an aid. Mr. Posejpal responded stating that clients are encouraged to use a Personal Care Attendant (PCA).

Committee member Lordson commented that once he receives a copy of the DLA memo, he would forward to caretakers of his agency.

### **Action Taken**

Informational item only. No action taken.

#### **OTHER ITEMS**

#### **8. Committee Member Communications**

There was no Committee Member Communications and Other Business discussion.

#### **9. Next Meeting Date**

The next Accessible Services Advisory Committee meeting March 13, 2025.

**10. Adjournment**

Chair Gastil adjourned the meeting at 2:11 p.m.

---

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): December 19, 2024

CALL TO ORDER (TIME): 1:00 p.m.

ADJOURN: 2:11 p.m.

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	1:00 p.m.	2:11 p.m.
Letty Zuno	<input type="checkbox"/>	Hermes Castro	<input type="checkbox"/>	Access to Independence	ABSENT	ABSENT
Christian Hernandez	<input type="checkbox"/>	Arun Prem	<input type="checkbox"/>	FACT (CTSA)	ABSENT	ABSENT
Debbie Marshall	<input type="checkbox"/>	VACANT	<input type="checkbox"/>	State Council on Developmental Disabilities	ABSENT	ABSENT
Todd Lordson	<input checked="" type="checkbox"/>	Jorge Malone	<input type="checkbox"/>	San Diego Regional Center	1:00 p.m.	2:11 p.m.
Marianela Camarillo	<input type="checkbox"/>	Kimberly Taylor	<input type="checkbox"/>	San Diego Center for the Blind	ABSENT	ABSENT
Zaccary Bradt	<input type="checkbox"/>	Benjamin Gembler	<input type="checkbox"/>	SANDAG	ABSENT	ABSENT
Alyssa Ahn	<input checked="" type="checkbox"/>	Daniela Turner	<input type="checkbox"/>	Caltrans	1:00 p.m.	2:11 p.m.
Melissa Hernandez	<input type="checkbox"/>	Jacob Carson	<input checked="" type="checkbox"/>	County of San Diego AIS	1:00 p.m.	2:11 p.m.
Irene Santiesteban	<input type="checkbox"/>	Christine Moore	<input type="checkbox"/>	Paratransit Consumer	ABSENT	ABSENT
David Marino	<input checked="" type="checkbox"/>	Eugenia Kainz	<input type="checkbox"/>	Paratransit Consumer	1:00 p.m.	2:11 p.m.
Rose Napoleon	<input type="checkbox"/>	Rene Rodriguez	<input type="checkbox"/>	Fixed Route Consumer	ABSENT	ABSENT
Tarrence Lewis	<input type="checkbox"/>	Walter Castillo	<input type="checkbox"/>	Fixed Route Consumer	ABSENT	ABSENT
Monique Ball	<input type="checkbox"/>	Wendy Merritt	<input type="checkbox"/>	Deaf Community Services	ABSENT	ABSENT
Kacie Rodvill	<input checked="" type="checkbox"/>	Betsy Knight	<input type="checkbox"/>	County of San Diego Behavioral Health Services	1:00 p.m.	2:11 p.m.

COMMITTEE CLERK: /S/Diana Hernandez



**Metropolitan  
Transit  
System**

## **Agenda Item No. 4**

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

March 13, 2025

**SUBJECT:**

Comprehensive Operational Analysis (COA) (Brent Boyd)

**INFORMATIONAL ONLY**

**DISCUSSION:**

A COA is a project that includes an examination and evaluation of a transit system to determine what improvements could be made to make a transit network more effective and efficient. This is a common type of project for transit agencies to implement when a fresh look at their transit networks would be beneficial.

Staff is procuring a consultant to conduct a new COA that would analyze current and potential ridership, travel patterns, demographics, land use, operating costs, and system/segment performance (as guided by Board Policy 42), and would ultimately lead to the development of two service plans for two distinct scenarios:

- Scenario 1 – Funding for Existing Needs Secured PLUS Additional Funding for Service Improvements:
  - Up to \$75 million in additional annual revenues obtained to increase frequencies and spans (or realign services) on the existing transit network.
- Scenario 2 - No Increase in Regional Transit Funding Secured:
  - Budget shortfall of \$100-plus million annually, with an estimated \$30-\$50 million in savings required to come from service reductions/changes.



Staff will provide the Committee with a report about activities associated with the COA.

/S/ Sharon Cooney  
Sharon Cooney  
Chief Executive Officer

Key Staff Contact: Mark Olson, 619.557.4588, [mark.olson@sdmts.com](mailto:mark.olson@sdmts.com)





Metropolitan  
Transit  
System

Item No. 4, 03/13/2025

# Comprehensive Operational Analysis

Accessible Services  
Advisory Committee



# What is a COA?

A comprehensive operational analysis (COA) is a project that features an examination and evaluation of a transit system to determine where improvements could be made to make transit service more effective and efficient.



# What is a COA?

## Analysis of:

- Current and potential ridership
- Travel patterns
- Demographics
- Current and future land use
- Operating Costs
- Performance in relation to Board Policy 42

## Recommendations for:

- Changes to transit network to improve transit productivity and availability with realistic funding scenarios

# Why Now?

- Through the major impacts of COVID
- Significant recent transit investments in the region
- Changing demographics and travel patterns
- Budget concerns



# Executive Committee and Board of Directors

- **Executive Committee (February 6, 2025) (AI 6)**
  - Presented summary and potential schedule for COA
  - EC voted to recommend to Board of Directors to take action to:
    - Pursue a COA to be completed by November 2026
    - Begin preliminary efforts on researching the feasibility of placing a transit revenue measure on the ballot for the November 2026 general election, and
    - Work with SANDAG and NCTD to conduct a fare study regarding potential impacts of a fare increase.
- **Board of Directors (February 13, 2025) (AI 18)**
  - Voted to pursue the above recommendations; requested additional information regarding the scope of work for the project, as well as the consultant selection process.
- **Executive Committee (March 6, 2025) (AI 7)**
  - Information item only; no recommended changes to scope

# Goals of the COA

- Develop strategies to address current travel demand with projected funding levels
- Integration with the region's current and future multimodal transportation system
- Realign existing services and operational frequency and span of services based on proposed service strategies
- Develop phasing plans and financial programs to support implementation of the service plans
- Ensure that community input is considered throughout the study



# Planning Scenarios of the COA

- **Scenario 1 – Additional funding procured:**
  - \$75 million in additional revenues expected to increase frequencies and spans (or realigning services) on the existing transit network.
- **Scenario 2 - No increase in regional transit funding:**
  - Budget shortfall of \$100-plus million annually, with an estimated \$30-\$50 million in savings required to come from service reductions/changes.

# COA Tasks

- Data Collection / Review of Existing Conditions
- System and Service Evaluation
- Evaluation of Recommendations from Elevate 2020
- Develop Service and Implementation Plan for Increased Service (Ballot measure or other funding)
- Develop Service Reduction Plan (for no increase in funding)

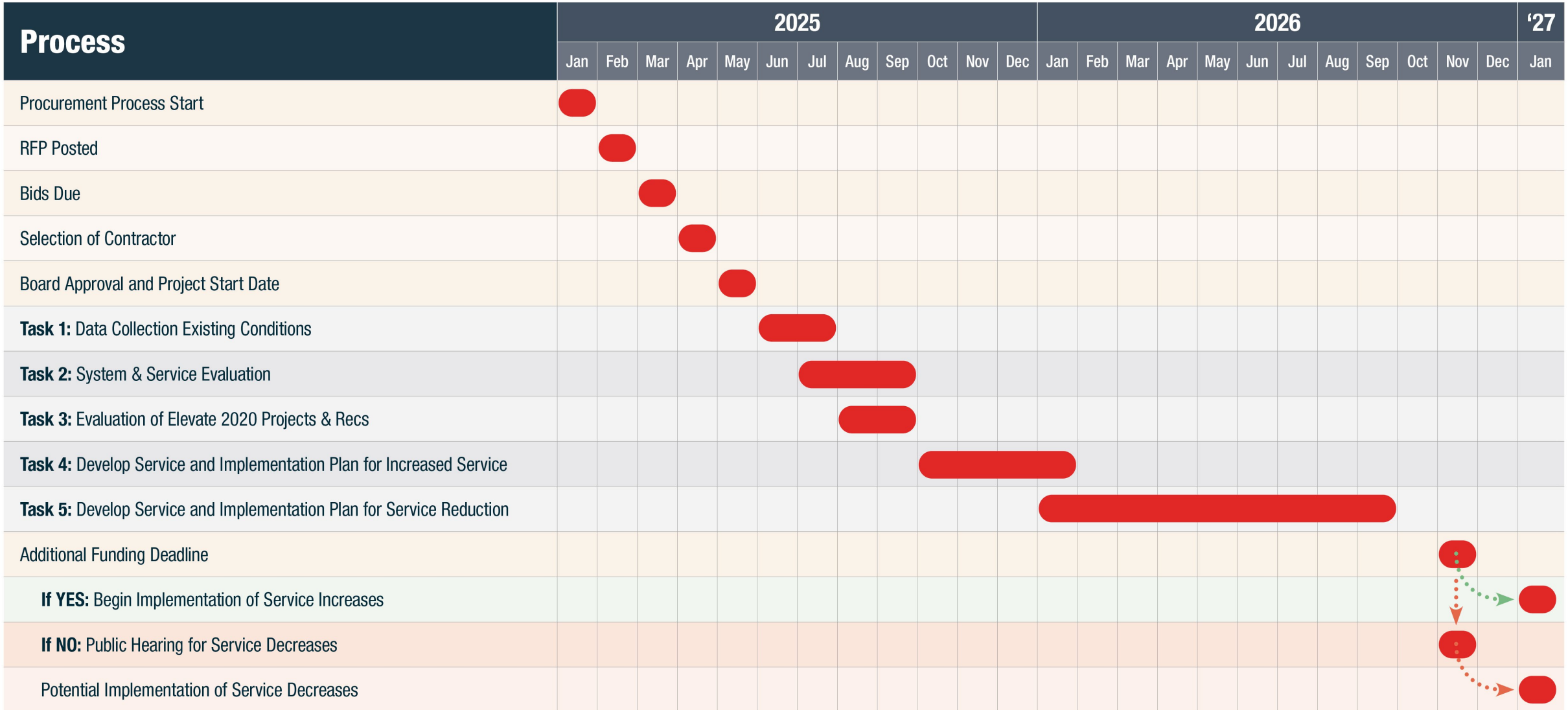




# COA Project Management

- The COA will be managed by the MTS Planning and Scheduling Department
- MTS Marketing and Communications Department will guide outreach efforts
- A consultant will be selected to analyze existing conditions, and to work with MTS staff in crafting planning scenarios, similar to past efforts

# Overall COA Timeline



# Questions/Comments



**Metropolitan  
Transit  
System**

## Agenda Item No. 5

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

March 13, 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 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](mailto:charles.posejpal@sdmts.com)

**1255 Imperial Avenue, Suite 1000, San Diego, CA 92101-7490 • (619) 231-1466 • [sdmts.com](http://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.





**Metropolitan  
Transit  
System**

## **Agenda Item No. 6**

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

March 13, 2025

**SUBJECT:**

Same Day Paratransit Pilot (Charles Posejpal)

**INFORMATIONAL ONLY**

None

**DISCUSSION:**

Staff will provide background on current complementary paratransit requirements for reserving trips and MTS's proposal for a Same Day Paratransit Pilot. Staff's presentation will include an examination of how it plans to determine effectiveness of the pilot program.

/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)





**Metropolitan  
Transit  
System**

Item No. 6, 03/13/2025

# **MTS ACCESS SAME-DAY PARATRANSIT PILOT**

**Accessible Services  
Advisory Committee**



# Americans With Disabilities Act Complementary Paratransit

- Each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.
- For any day that a transit agency operates complementary paratransit, it is obligated to allow individuals to reserve trips on the day before.
- The fare for a trip charged to an ADA paratransit-eligible user of the complementary paratransit service shall not exceed twice the fare on the entity's fixed route system.

# Exceeding Minimum Requirements (Premium Service)

- Same-day trips are considered a premium service per ADA regulations.
- Premium services are optional and otherwise do not fall under the complementary paratransit requirements, transit agencies may charge higher fares for premium service trips. For example, agencies may charge higher fares for trips requested on the same day of service.



# Same-Day Paratransit Pilot Development

- Focus group with SANDAG highlighted riders need for same-day trips.
- Provides flexibility with trip booking.
- Increased accessibility.
- May increase fleet efficiency.

# Same-Day Paratransit Pilot

## General Information

- Tentative start date of July 1, 2025.
- Trips scheduled on space-available basis for eligible MTS Access customers.
- Same-day service will be a premium service with higher fares. \$10 per one-way trip.
- Reservations for same-day service can be made from 8:00am – 4:00pm.
- Trip booking negotiation of one hour before and one hour after.

# Evaluation Metrics

- This is a pilot program, which may be adjusted based on the following observations:
- Percent of requested trips that are provided and denied.
- Passengers per hour.
- Key Performance Indicator (KPI): On Time Performance (OTP).
- Qualitative data from complaints, customer comments, customer surveys.
- Cost and impact to existing service.

# Questions/Comments



**Metropolitan  
Transit  
System**

## **Agenda Item No. 7**

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

March 13, 2025

**SUBJECT:**

MTS Access Update (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) monthly reports. Attached are monthly reports for the fiscal year 2025. The MTS Access report provides a monthly overview of service performance. Medical Transportation Management (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 ASAC Report FY 25





## MTS Access ASAC Report FY 25

	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
Total Passengers	28,464	28,777	28,296	32,486	27,159	27,180	28,004
Wheelchair %	27%	28%	28%	29%	29%	29%	28%
On Time Performance (%)	92%	90%	90%	87%	87%	90%	92%
Valid Complaints	37	45	41	60	42	26	27
Compliments	6	8	7	6	8	3	9

