

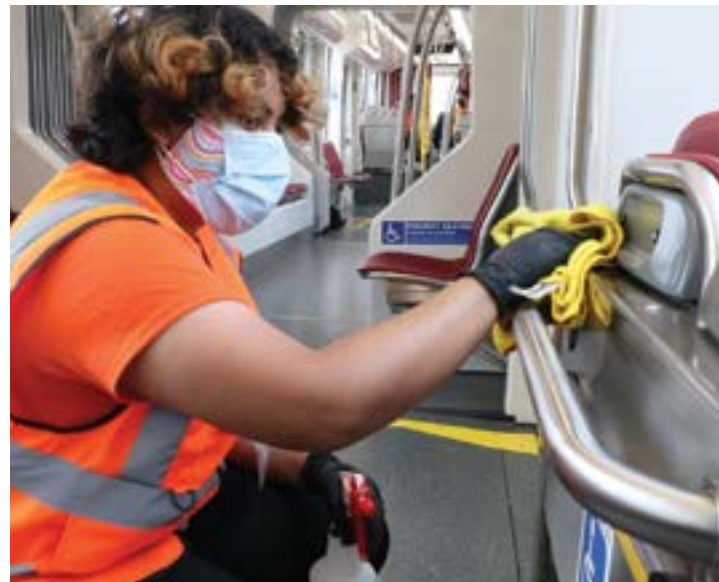
# MTS<sup>®</sup> Connections

Metropolitan Transit System Employee Newsletter



## CLEAN RIDE

MTS welcomes riders back by touting new and improved cleaning measures. [p.16](#)





Sharon (second from right) congratulated the MTS Bus Maintenance team on September 3 at IAD for scoring perfect on a surprise audit by the California Highway Patrol.

## CEO Advance

Fall usually means a ramp up in bus and Trolley service around schools as thousands of students go back to the classroom. As with almost everything, this year will be different. I have two kids in elementary school. So, along with many of you, I'm adapting to new learning environments and monitoring school decisions closely. MTS is adapting to a lot of new realities too. Most importantly, we continue to work at high levels and we haven't let COVID-19 deter us from making progress on many fronts.

This issue of Connections has many stories of our excellence. We're a national leader in transitioning to Zero-Emission buses. We continue to be at the forefront of developing procedures to keep our employees safe. We have people dedicated to keeping our facilities and vehicles in tip-top shape. These efforts are what keeps MTS at the top of transit agencies in the United States. What I love about Connections is that it talks about the MTS people

who get the job done. It is so great, for instance, to learn about "Mo" and his artistry to repair buses. It's all of you who makes MTS great.

And, it's not just your CEO who thinks you're great. In mid-September, the Women's Transportation Seminar in San Diego named MTS the Employer of the Year. This award was based on advancing women in our organization to leadership positions and for having nearly equitable pay between men and women. At the Director level, we are led by many exceptional women, including Karen Landers, our general counsel, Heather Furey, Director of Capital Projects, Erin Dunn, Controller, and Amanda Denham, recently promoted to Director of Support Services. Of course there are many, many more women in management and leadership positions that contribute to our agency's excellence.

You can look at any department and pull out people doing incredible work. SANDAG gets a lot of credit for building the 11-mile extension of Mid-Coast and they're on schedule to open about a year from now. But Andy Goddard's team in maintenance are also doing incredible work. They have accepted 45 new light rail vehicles and have gone through all the work to get those ready for service. Michele Cederberg, training supervisor, has been training 28 new train operators. When it's all said and done, we'll have 85 new Trolley employees who will all get great training for their new jobs in the Transportation, LRV Maintenance, Maintenance of Way, Facilities and Revenue departments.

And then there are all the employees who have, or will shortly receive, accolades for safe driving. There are 130 train operators with a minimum of two consecutive years without a preventable accident and 264 bus operators who went the entire year without a preventable accident. There were also 18 bus operators who earned the 7 Million Mile Award (seven million miles or 25,000 hours driven without a preventable accidents). Congratulations all around!

So when you read Connections and learn about all of our projects, know that there are great employees applying their expertise every day to make them happen.

Once again I will close by saying what a great privilege it is to work with all of you.

Thanks!

Sharon Cooney



MTS won the Agency of the Year award from the Women's Transportation Seminar - San Diego Chapter for advancing women working at MTS. Joining the recognition ceremony was (from L to R), Rail Revenue Data Analyst Shayda Maher, MTS Bus COO Executive Administrator Kena Teon, CEO Sharon Cooney, Director of Capital Projects Heather Furey, Director of Support Services Amanda Denham, Senior Transportation Planner Beverly Neff, Supervisor of Revenue Operators Taylor Gill, and Supervisor of Paratransit Services Vassilena Lerinska

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MTS Connections is a newsletter for the employees of San Diego Metropolitan Transit System and is published quarterly to provide department and agency news and information.

# MTS Snapshot

## Key Performance Indicators

COVID has changed many things that we do. It has also changed the way we look at our Key Performance Indicators. One of the foundational (KPIs) is Ridership. Increasing ridership is typically looked at as positive. During COVID, it's a mixed blessing because we also want people to spread out on board, practice social distancing when possible, etc. But it is still important to monitor ridership so we know when and if we should add service or shift service to meet market demand. Right now, the key is to be flexible. Because the only thing we can be sure of is that things will change.

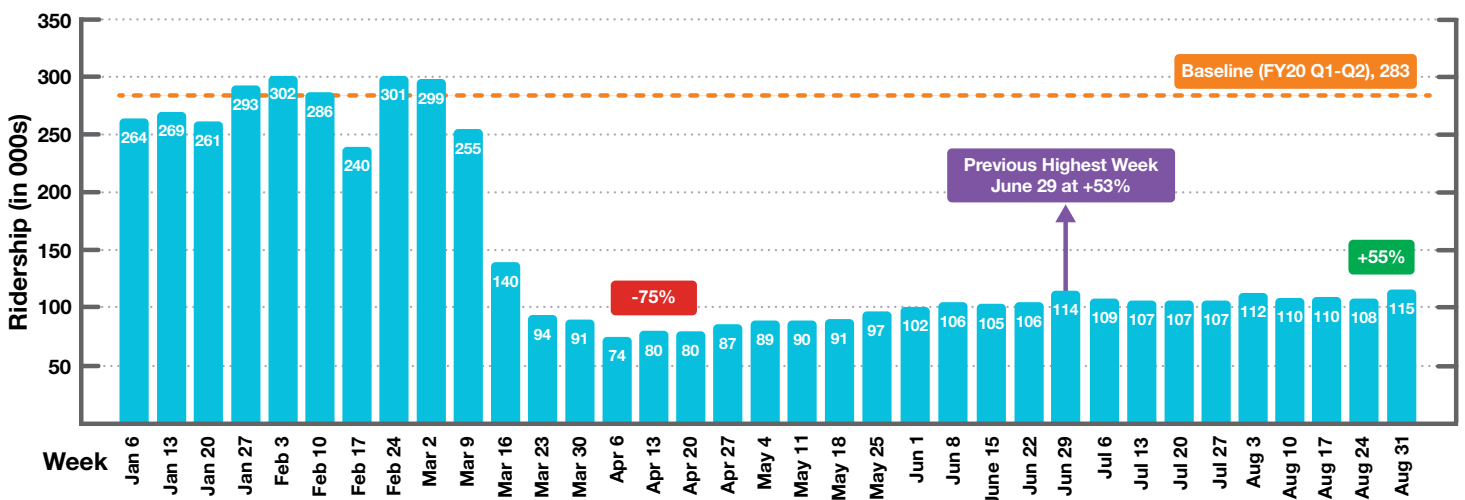
### Ridership Update

- During the week of February 24, MTS climbed to nearly 290,000 passengers trips per day
- Right before COVID hit, ridership was trending up over the previous year by 2 million extra passenger trips
- After the Governor's stay-at-home order was issued, ridership declined steeply
- Ridership bottomed out April 6 at 75% below our average weekday
- Ridership has since climbed to more than 115,000 weekday trips

### On-Time Performance Update

- More people staying at home means less people on the roads and less traffic holding up our buses so our on-time performance is experience solid improvement over last year
- Trolley on-time performance has jumped 3.5% over last year
- Since March, Trolley peaked in April at 98.2%
- Bus on-time performance has jumped 6.6% over last year
- Since March, Bus also peaked in April at 93.8%

## Systemwide Weekday Average



# Board Update

The MTS Board typically meets one time per month as the final decision-making body for what happens at our agency. Here's a quick update of activity for June, July, and September:

## June

### Upgrade for MTS Security Radio System

The Board approved \$351,000 to purchase 86 new handheld radios and base stations to improve communication with partner police departments. MTS will now have access to the Regional Communications System which is a much stronger and more reliable communication system.

### MTS CEO Officially Hired

The Board approved the hiring of new CEO Sharon Cooney to a two-year contract. Sharon has been with MTS since 2005 and had increasingly served in more complex and important roles.

### Fare Enforcement Diversion Program

The Board approved the implementation of a pilot fare evasion diversion program that started on Sept. 1. MTS's budget relies heavily on fare revenue. MTS collects approximately \$100 million each year in fare revenue from passengers to support operations. MTS's current fare evasion rate for the first half of Fiscal Year 2020 is 2.87%, which equates to \$2.8 million in revenue loss to MTS caused by fare evasion.

## September

### Zero-Emission Bus Transition Plan Approved

The Board directed staff to submit the ZEB Rollout Plan to the California Air Resources Board and approved the ZEB draft Transition Plan. Kudos to the MTS Bus team for getting approval! Full story on Page 12-13.

### New Bus Facility

The Board approved \$265,000 to fund an environmental review for a new bus facility at a potential 17-acre site near the I-805/SR-94 freeway interchange.

## July

### LRV Maintenance Gets New Wheel Truing Machine

The Board approved a \$381,000 cost to remove the damaged machine, prepare the pit to receive the new machine, and install and test the replacement machine upon delivery at MTS. The previous wheel truing machine was nearly brand new, but destroyed during a heavy rain flood in Building C in December 2018. The new machine arrived in August.

### Contractor Picked to Build Next Arrival Signs for Mid-Coast Board

approved a \$718,000 contract with Nanov Display to buy 57 next arrival signs for nine new stations along the UC San Diego Blue Line (Mid Coast) Trolley extension to UTC. The signs will host next arrival information, public announcements

### Support for Transit Oriented Development Housing Program Grant

The Board voted to support a federal grant application for Affirmed Housing to assist with building new housing at the Grantville Trolley Station. The redevelopment of Grantville will create more than 400 new units, many of which will be saved for low income residents.



### Free Ride Day

Michael Vu, the San Diego County Registrar of Voters, provided an update on plans for the November 3 election. In response to his presentation, MTS Board Members agreed that an MTS Free Ride Day would give voters every opportunity to participate. Free Ride Day is now scheduled for Tuesday, November 3!





MTS Bus Passenger Facilities team members from left to right: Mike Daney, Jessica Duarte, Diana Hernandez, Clarke Peters (photo was taken before social distancing and face covering requirements due to COVID-19 pandemic)

# MTS Bus Passenger Facilities Helps Leave Positive Impression with Riders

**Before passengers ever set foot on an MTS vehicle, their first experience of our system has already taken place – most often at a bus stop.**

*Are they standing, or resting on a bench? Is there shade overhead? Is the stop clean and free of debris – or looking a like it needs a power wash?*

The good condition of our stops across the system can leave a lasting impression with our riders, and that responsibility falls to a small but industrious team within MTS. The Bus Passenger Facilities team is powered by supervisor Clarke Peters, coordinators Jessica Duarte and Diana Hernandez, and overseen by manager Mike Daney.

“Besides the service itself, bus stops are one of the most important amenities our system has. Hundreds of thousands of passengers and passer-byers see or use our stops every day,” - Mike Daney.

“The passenger facilities team understands the importance of this, and works to ensure that the passenger experience at our stops, stations and transit centers is the best it can possibly be by providing safe, clean and well-maintained facilities.”

Collectively, the four staff are responsible for the more than 4,300 stops and stations systemwide. (What may be even more impressive than the number of stops they maintain, is that Clarke is said to know the history of almost every stop in the system! Go ahead and test his knowledge the next time you see him.)

Their role includes a wide scope of responsibilities including:

- Installation of new amenities
- Bus stop and station-related project development and construction oversight
- Updating stop information and signs three times a year for service changes
- Ongoing maintenance of stops
- And more

The biggest challenge the team faces? “It’s our job to try and stay on top of the maintenance issues before they’re noticed by the public,” said Peters. “Because most of the bus system exists in an uncontrolled environment, and spans such a great swath of the region, an issue may be fixed only to pop right back up.”

“We can’t just walk away after we’ve fixed something and pretend it’s going to stay that way,” added Daney. “One day you might have a missing bus stop pole, broken shelter glass or someone living at a bus stop, and the next day we find shelter lighting out, an unhappy store or



Before and After: A good example of what the MTS Bus Passenger Facilities team is responsible for is this bus shelter serving Route 12 in Barrio Logan. The team ensures that thousands of bus shelters, stops and benches are clean and usable for our passengers every day.

home owner who wants a stop relocated, or a tree limb that is blocking a bus stop blade that needs to be trimmed back.”

In order to address the revolving door of challenges, the Passenger Facilities team works with other MTS staff, including road supervisions, bus operators, customer service, marketing, field techs and facilities crew, to

keep an eye on the system. When notified of a problem, the passenger facilities team has created a system so they are poised to respond to issues expediently. The team also oversees more than two dozen contractors – from graffiti abatement and facility repairs to plumbing and electrical – to help them fix problems that arise.

## By the Numbers

- **4,277** bus stops
- **77** Rapid stations
- **1,470** bus benches
- **448** bus shelters

Over the past six years, the system has added stops at an unprecedented rate, according to Daney. With the launch of Rapid stations and shelters going back to 2014, and installation of new benches and shelters, the department’s primary focus in 2020 is on further improving the processes to get maintenance jobs done more quickly. True to so much of MTS’ work, Daney says his team’s “focus is always on the passenger and how we respond to passenger service related needs.”

A passenger gets many impressions of our system – the operator, the timeliness of service, the quality of the ride, and much more. But ensuring the first experience at a bus stop is a good one sets the tone for the rest of the trip. The MTS Bus Passenger Facilities Team has the drive, experience and know-how to create that first positive impression with our riders.





From left to right: Lawrence Gill, Arturo Avina, Dan Moser, Juan Ibarra MTS Maintenance Mechanics. (photo was taken prior to social distancing/face covering requirements due to COVID-19 pandemic)

## The Bus Body Shop Steps up in Big Ways to Repair MTS Vehicles

MTS enjoys very high brand recognition, primarily due to our reliability and great looking vehicles. Keeping those shiny vehicles running takes A whole team of men and women to keep the MTS fleet in a state of good repair. Although the agency has received industry accolades for its superb safety record, bus accidents that require body work do happen from time to time, and with 800 buses in operation, the MTS Bus Maintenance department stays busy.

While the vast majority of the repairs made by the Bus Maintenance crews are due to wear-and-tear or cosmetic (paint finishes, body dings, windshield replacements, etc.), occasionally some major repairs need to be

performed. Luckily, MTS has the right crew to handle the big jobs when they come—the guys at the KMD Bus Body Shop.

One big job came to the Body Shop a week before Christmas in 2018. An articulated 60-foot bus completing a Rapid 235 trip on the I-15 hit a work truck that had stopped on the left shoulder. The driver of the truck failed to properly pull all the way onto the emergency lane, leaving the back of his vehicle exposed to incoming traffic on the adjacent lane. The Rapid operator was unable to avoid contact with the truck and the bus sustained considerable damage to the entire front driver side. “We were very fortunate that nobody was seriously hurt,” said

Director of Fleet and Facility Maintenance, Tim Burrie. “After that assessment, it was time to take the bus back to the shop and start working on it.” The average cost of a 60-foot Rapid bus is \$900,000, so rather than replacing the damaged bus, MTS staff began looking into fixing it instead. But given the amount of damage the bus sustained, everyone knew that repairing it was not going to be easy.

Fortunately, the KMD Body Shop has a crew that is known for taking on challenges, in particular a mechanic with a knack for perfection. “When I saw the bus I wasn’t intimidated by the work,” said Dan Moser, Maintenance Mechanic A. “It’s a man-made bus. If someone put it together



## Before



The Body Shop crew had to remove this Rapid bus' entire front end and rebuild it.

## After



Completely rebuilt - Once the Body Shop crew finished, the Rapid bus looked up better than before.

the first time, we can put it back together too.” Moser—or just “Mo” to the rest of his team--has acquired a reputation for his work ethic and meticulous attention to detail. He approaches his work with a kind of artistic obsession, but bodywork is equal parts science and art.

The Body Shop crew had to remove the vehicle's entire front end and rebuild it. The column and electrical components had to be ordered from the manufacturer, but almost all other parts were made in-house by MTS mechanics. “We can make all the framing, aluminum parts and fiberglass panels here,” said KMD Maintenance Division Manager Tom Frantz. “By the time the bus gets put back together it ends up a little better than what was originally delivered.” And that's not an exaggeration. There are reports of technicians from New Flyer and Gillig who are unable to tell the difference between a repaired bus and one that just rolled off the assembly line.

After the bus was meticulously disassembled and put back together, it was sent to the paint booth for finishing. This part of the job is as important as all the others. “When my colleagues put their heart and soul into bringing the bus back into shape, I want to do the best job I can in finishing it,” said MTS Mechanic A, Lawrence Gill, who works in the paint booth.

In the end, the MTS Body Shop crew got the job done in a professional manner and, according to staff estimates, at one-third the cost of working through a third party body shop.

The bus passed all inspections and returned to service in October 2019.

While it took the whole Body Shop team's skills and talents to get the Rapid bus running again, almost everyone on the floor agrees that “Mo” worked his magic and got the bus back in shape. If you ask him, however, he'll be quick to note he is just one small part of a large team. “What allowed me to work on this bus is that we have a shop full of people that contribute. From the people who clean the buses to us in the shop, everyone's important.”



MTS Maintenance Mechanics Lawrence Gill, Arturo Avina, and Juan Ibarra run sheet metal through a shear as part of a bus repair project. (Photo was taken prior to social distancing/face covering requirements due to COVID-19 pandemic)

# Early Warning System Helps MTS Rail Protect Track Workers

**Early Warning Devices (EWD) are designed to add another layer of warning for work crews about any approaching Trolleys. MTS is one of the first light rail systems in the country to use them.**



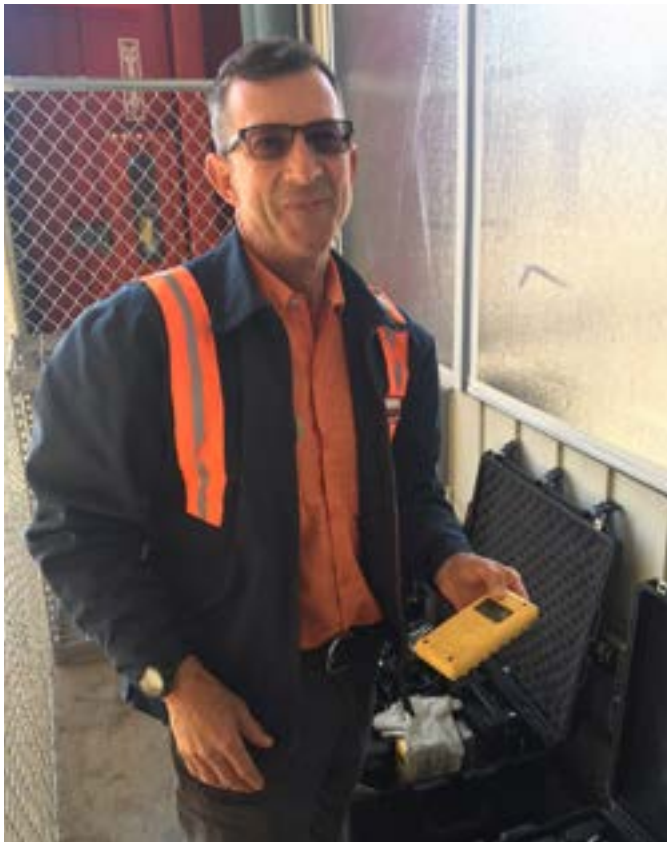
Transportation Supervisor/Controller Justin Wayne shows off wearable EWD equipment now used by track work crews. (photo taken prior to employee face covering requirement due to COVID-19 pandemic)

Safety is the backbone to everything we do at MTS. We know it. Our peers admire it. In fact, our agency has recently won national awards for programs such as reducing preventable accidents (MTS Bus – 2015), pedestrian safety (MTS Bus – 2017), and downtown rail safety (MTS Rail – 2018).

Another building block on our safety track record is specifically designed to help our employees working on the railway.

MTS Rail has a unique operating environment that includes 106 miles of track, much of it is at-grade in areas with high- population densities. So every opportunity to warn our construction and maintenance crews about oncoming Trolleys can be critical to a safe operating environment.

In November 2019, MTS Rail started using new Early Warning Devices (EWD) designed to add another layer of warning for work crews about any approaching Trolleys. We are one of the first light rail systems in the country to do so.



MTS Flag Person Jon Bishop shows off new EWD equipment (photo taken prior to employee face covering requirement due to COVID-19 pandemic)

**“The disc system is still the primary warning system which gives train operators a visual, color-coded warning that we are working along that portion of the track.” - MTS Flag Person Jon Bishop**

“The disc system is still the primary warning system which gives train operators a visual, color-coded warning that we are working along that portion of the track”, said MTS Flag Person Jon Bishop. “The EWD gives us a different audio warning about approaching trains.”

MTS purchased the EWD kits from Miller Ingenuity - the ZoneGuard early-warning equipment. The equipment – and early detection process – provides four pieces of equipment:

1. Train Detection Module
2. Train Alert Module
3. Wearable device for the on-site manager
4. Battery pack

## Here’s how it works:

- The train detection module is set 200 feet alongside the track in advance of the work site.
- Once it detects an approaching train, it sends a signal to the train alert module
- The train alert module, which is stationed with the work crew, sounds an alarm warning and strobe light visual warning that can be seen by the approaching train operator and on-track maintenance workers
- In addition to the train alert module making the audio and visual warnings, a dedicated employee wears a device that provides a vibration and audio alert as well.

“It takes about 20-30 minutes set everything up,” added Bishop, who said work crews need to bring them back to the Trolley Yard each night to be charged up. “The alarm is nice and loud. We can appreciate that. It can save lives. That’s what you want to do.”



MTS track workers stand clear as a Trolley passes through a work zone. An early warning detection device sits in the foreground.

# Zero Emission Buses Continue Momentum

## Bus Operator feedback very positive about performance

Nearly a year ago, our first electric bus rolled in to the Imperial Avenue Division (IAD). Since then, the Zero-Emission Bus Pilot Program has been moving us toward a greener future as the full bus fleet conversion plan begins to take shape. In September, the MTS Board of Directors unanimously approved a transition plan to convert our entire fleet to zero emissions by 2040.

“The pilot has been successful, and we are on a good path with the full transition plan,” said MTS Bus Chief Operating Officer Mike Wygant. “Over the next five years, we’ll be buying about 50 more electric buses, including a dozen 60-foot articulated buses in 2022. As the plan stands today, we will purchase our last natural gas bus in 2028. It’s an exciting step in the evolution of transit service and we are learning a lot as we go.”

The pilot includes six electric buses operated out of IAD on 17 different routes. The pilot is gauging performance on a number of factors such as range, cost per mile and reliability. One of the most important performance measures has been bus operator feedback. Data points can be analyzed, but there’s no other experience like sitting in the driver’s seat to understand performance.

“I like it,” said Bus Operator Elizabeth Hernandez Gonzalez. “I drove it on Route 6 and I was a little



“Everybody likes the paint job. It’s quiet, smoother and brand new. This is a good move to the future.” - Elizabeth Hernandez Gonzalez

concerned about the Texas Street hill. But it did a good job. It wasn’t sluggish at all.” Hernandez Gonzalez has been a bus operator for two years and a Trolley flagger for five years before that. “Everybody likes the paint job. It’s quiet, smoother and brand new. This is a good move to the future.”



Bus Operator Elizabeth Hernandez Gonzalez tries out the new “stop” button passengers can use to request deboarding. The pull cords are still used, but the button helps passengers avoid reaching over other passengers to reach the pull-cord.

A critical step to the future of electric buses running on the streets of our region is the 2040 Transition Plan. “The full bus fleet transition to all-electric needs to happen by 2040 to meet the California Air Resources Board’s Innovative Clean Transit Regulation,” said Kyle Whatley, MTS Zero Emissions Project Specialist. “We just held a community workshop to get public input and all signs point to us having a plan finalized in the next few months.”

The July 21 virtual public workshop had 125 attendees. MTS collected feedback with eight different online polls. Most importantly, 92% thought MTS was on the right track with the draft plan.



Electric buses are now running out of MTS' East County division and serving Lemon Grove.

It's good to hear public confidence in our efforts so far because MTS is considered an early adopter in the transition effort and technology. It's a challenging task, with many considerations to factor during the transition, such as:

- **Infrastructure** – MTS is planning to build an overhead charging system at its facilities to fuel the electric buses. But getting that power delivered is still in the works. How does the agency get enough power from the grid to feed into one location and charge buses overnight? It's not like flipping a light switch. More power capacity needs to be built. MTS is working with SDG&E on this front.
- **Constrained footprint** – Adding an overhead charging system at MTS bus divisions will limit storage capacity of buses. The downtown bus facility has limited size already. The overhead system will constrain facility capacity even more.
- **New bus facility** – By limiting capacity at other divisions due to charging infrastructure, a new facility will be needed to store more buses and continue the same level of service.
- **Range limitations** – It's still an emerging technology, but electric buses have a limited range of 150 miles. Range is anticipated to improve over time, but for now natural gas-powered buses double the range and can serve 300 miles. This means MTS would need two electric buses for every CNG bus to keep the same level of service.

- **Funding** – Currently there is no direct funding source for fleet conversion. The cost is estimated to be in the hundreds of millions over baseline estimates. MTS has been successful securing grants for the pilot, and will be looking to secure more grants funds for the full transition.
- **Minibuses conversion** – MTS will focus on its 40- and 60-foot bus fleet, which make up the majority of its vehicles. Right now, there is no viable vehicle on the commercial market to convert minibuses to all-electric. Once technology improves for the minibuses, MTS will look at a transition plan for this fleet as well.

### What's next?

The South Bay Division to get the first overhead electric bus charging system which will be constructed between Sept. 2021 – March 2022. It will service our first electric Rapid route (Iris Rapid). The Iris Rapid will run between the Otay Mesa Transit Center and Imperial Beach with 12 60-foot electric buses and carry an estimated 5,000 passengers each weekday.

To continue studying electric bus performance in different parts of our service territory, new charging stations have been installed at the East County Division. Electric buses are now running in East County neighborhoods!

# MTS News & Events

## FTA Delivers on Face Coverings for MTS Employees and Passengers

Wearing a face covering just got a little easier thanks to the Federal Transit Administration which delivered a massive shipment to 25,000 masks to us at IAD. These masks will be provided to riders and employees to help stop the spread of COVID-19. MTS has strengthened its language to require face coverings and a new public education campaign launched September 1.



Greg Romero a Storekeeper at IAD opens one of the first boxes of face masks received from the Federal Transit Administration.

## MTS Scores Perfect During Surprise CHP Audit

Bus Operations scored big in July when all five divisions had surprise visits from the California Highway Patrol (CHP). The visits found no identified defects to our bus fleets. State law mandates that CHP's Basic Inspection of Terminals Program take place at MTS no less than once every 13 months. These unannounced inspections take two to three days at each division and require a minimum of 20 vehicles to be examined for any defects and vehicle code violations.

## Third Track at El Cajon Transit Center Takes Big Step forward

While most of the 53-mile MTS Trolley network is double-tracked, there is a one-mile single-track segment between Gillespie Field Station and Santee. This creates operational constraints and delays on the Green Line. A new siding track at El Cajon will create a new platform and allow both the Orange Line and Sycuan Green Line to terminate at El Cajon. A Trolley shuttle is planned to operate between El Cajon and Santee stations.

## Clean Water Starts with Clean Stations

It's important to know that the MTS commitment to a cleaner San Diego extends beyond the transit services we offer. Our team is doing their part year-round to help keep San Diego waters clean too.

The MTS storm water quality program reduces pollution sources such as trash and sediment by cleaning bus shelters and Trolley stations every evening to prevent trash and sediment from entering drains. MTS maintenance crews are hard at work after most riders have gone home, busy sweeping platforms and collecting trash in and around waste bins.

MTS employees who ride the system can assist in protecting our local creeks and ocean with a few simple acts:

- Use the trash bin to discard all litter, including food wrappings and food waste and cigarette
- Recycle plastic bottles and cans
- If you see a station or platform that has an overflowing trash/recycling receptacle, notify customer service (619-557-4555) or alert us on social media (@sdmts).

Join MTS to help 'Protect Every Drop' and keep San Diego's waterways clean and healthy for all. Remember, clean water starts with clean stations.



# Fare Diversion Programs Offers Passengers More Options to Pay Violations



As part of efforts to reform security operations, MTS has created a Fare Enforcement Diversion Program that gives new ways to clear a fare evasion citation.

It's a one-year pilot that began on Sept. 1 that was created by the six-member MTS Public Security Committee and approved by MTS Board Members in June.

"I think the MTS Public Security Committee really wanted to limit the impact of compounding court fines on passengers that were stacking up on passengers – many of which are on limited and fixed incomes," said Samantha Leslie, MTS Attorney for Regulatory Compliance. "The Fare Enforcement Diversion Program does that."

Not only is there a convenience factor to benefit passengers, an important element to the pilot is collecting data. Previously, when a violation went to the courts,

MTS didn't have a way to track payments and learn about how and why people don't pay. The pilot will reveal important information on that front and the hope is to get more passengers to pay their fares.

One way to get passengers to pay, is through education.

For example, when passengers come to the Transit Store to pay a violation now (rather than the Court), MTS clerks can learn about how the ticket happened and teach the passenger how to avoid it in the future.

"I think the Transit Store is going to be a great option for people to pay fines," said Adrian Paniagua, Transit Store Supervisor. "There's a convenience factor to pay here (at 12th & Imperial Transit Center) with all three Trolley lines and many bus routes. And we can also educate. Our goal will be to help passengers in the future find ways to buy a fare such as using

Compass Cloud or getting a pass through a social service agency. We want to find out where it went wrong and give them advice for how to prevent it in the future."

## New Fare Diversion Program at a Glance:

Two options for a fare citation (within 120 days):

- 1. Pay a fine:** Within **120 days** of date of citation, pay \$25 to MTS at the Transit Store in person or by mail.
- 2. Perform community service:** Within **120 days**, perform three hours of community service at the San Diego Food Bank or Father Joe's Villages.

**Optional Appeal:** If passengers can demonstrate that they had valid fare or that a ticket vending machine was broken, they can appeal within **15 days** of receiving the citation. If the citation is not dismissed, they can still resolve it in one of the ways listed above within **120 days** of issuance of citation.

After 120 days, MTS will submit the citation to San Diego Superior Court where the estimated fine cost would be \$177.50 (including court fees) or more.

Fare enforcement will still be an important element to provide a safe and reliable option for residents and visitors getting around. But giving fare violators a little flexibility in payment options could help a person in a tight spot. We will be sure to report back in one year on the results of the pilot. Stay tuned!

# CLEAN RIDE



COVID-19 has changed much of the ways our communities operate, but one thing that hasn't changed is our commitment to providing a safe transit environment for passengers. Over the past several months, we've continued to adapt to the shifting conditions and making changes to help ensure we're creating a safe environment on board.

In July, MTS outreach teams were back out at transit centers sharing latest information on how passengers can stay safe and how will keep them safe. They also handed out hundreds of masks and hand sanitizers for them to use onboard.



MTS Revenue Surveyor Rosie Avina (white shirt) and Special Events Assistant Veronica Torres (right) speak with passengers about steps MTS is taking to keep the system clean.

## Here's a look at some of the steps MTS has taken:



**All vehicles are disinfected daily** (this has been our common practice for a few years). Buses that return to the yard midday also receive midday cleanings as well.



**We're using EPA recommended vital oxide fog** on buses every other night. This solution kills COVID-19 on contact, and gets hard to reach areas (including the air filtration system).



**Face coverings** are required on board.



**Hand washing stations** have been placed at all Trolley stations and select transit centers.



**Germ barriers** have been installed on buses to help create distance with the operator, allow us to return to front door boarding and create more space on the front of buses.



**The vast majority of MTS services are running at full service**, which means less crowding on board. (We're also running some of our articulated 60-ft buses on more routes to help create more space on board too.)

