



Accessible Services Advisory Committee Agenda

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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.

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1. Click the link found at the top of this instruction page
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3. The Clerk will announce your name when it is your turn to speak
4. Unmute yourself to speak

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3. Dial *9 to raise your hand via phone
4. The Clerk will call out the last 4 digits of your phone number to announce you are next to speak
5. Dial *6 to unmute yourself



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



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



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

Instructions for providing in-person public comments:

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

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



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



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



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



Agenda del Comité Asesor de Servicios Accesibles

Haga clic en el enlace para acceder a la reunión:

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

ID de la reunión
en Zoom

Funciones del Seminario En Línea:

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



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



Teléfono:

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



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

Comentarios Públicos a Través de Zoom

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

Comentarios Públicos Realizados Únicamente por Teléfono

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



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



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



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

Instrucciones para brindar comentarios públicos en persona:

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

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



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



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



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



Accessible Services Advisory Committee

Agenda

September 18, 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.	Roll Call	
2.	Public Comments	
3.	Approval of Minutes Action would approve the March 13, 2025, and June 19, 2025 Accessible Services Advisory Committee Meeting Minutes.	Approve
DISCUSSION ITEMS		
4.	Fixed Route and Trolley Update (Keith Vann and Aaron Pitt)	Informational
5.	Insourcing Study Update: Task 4 - Cost Projections (Mike Daney)	Informational
6.	San Diego Metropolitan Transit System (MTS) Access Update and Medical Transportation Management (MTM) Report (Vassilena Hycz)	Informational
OTHER ITEMS		
7.	Committee Member Communications and Other Business	
8.	Next Meeting Date: December 4, 2025 and 1:00pm	
9.	Adjournment	

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



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

March 13, 2025

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

1. Roll Call

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

2. Public Comments

There were no Public Comments.

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

Committee Comment

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

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

3. Approval of Minutes

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

DISCUSSION ITEMS

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

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

Public Comment

There were no public comments.

Committee Comment

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

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

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

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

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

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

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

Action Taken

Informational item only. No action taken.

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

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

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

Public Comment

There were no public comments.

Committee Comment

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

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

Action Taken

Informational item only. No action taken.

6. Same Day Paratransit Pilot (Charles Posejpal)

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

Public Comment

There were no public comments.

Committee Comment

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

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

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

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

Action Taken

Informational item only. No action taken.

7. MTS Access Update (Charles Posejpal)

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

OTHER ITEMS

8. Committee Member Communications

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

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

9. Next Meeting Date

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

10. Adjournment

Chair Gastil adjourned the meeting at 2:00pm.

/s/ George Gastil
Chairperson
San Diego Metropolitan Transit System

/s/ Diana Hernandez
Committee Clerk
San Diego Metropolitan Transit System

Attachment: A. Roll Call Sheet

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

ROLL CALL

MEETING OF (DATE): March 13, 2025

CALL TO ORDER (TIME): 1:00pm

ADJOURN: 2:00pm

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

COMMITTEE CLERK: /S/Diana Hernandez

MINUTES

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM

ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

June 19, 2025

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

1. **Roll Call**

Chair Gastil called the Accessible Services Advisory Committee (ASAC) 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**

In the absence of a quorum, the ASAC was unable to take a formal action to approve the minutes from the June 19, 2025 meeting. The approval of minutes will be deferred to the next ASAC meeting.

DISCUSSION ITEMS

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

Heather Furey, MTS Director of Capital Projects, and Chris Duddy, MTS Senior Transportation Planner, presented on Public Safety Through Environmental Design. They outlined: background, goals, project management, planned upcoming projects, transit amenities plan, fare gates, and staff's recommendations.

Public Comment

There were no Public Comments.

Committee Comment

Committee Member Marino asked if there was an estimate for how much revenue could be recovered by installing the fare gates. He also suggested an update after data is generated on how much revenue could be recovered. Mr. Duddy answered that it was a 15 to 20 year estimated return on investment.

Committee Member Rodriguez asked when the surveys will be completed. Mr. Duddy answered that the expected time was September.

Chair Gastil asked why there were so many projects in the South and East areas. Ms. Furey explained that about 80% of the agency's ridership lives south of Interstate 8 which is a large portion of MTS's ridership. She stated that over the last few years attention was focused on areas that were under invested. She explained that they are trying to balance what passengers are experiencing.

Action Taken

Informational item only. No action taken.

5. Fixed Route and Trolley Updates (Keith Vann and Aaron Pitt)

Keith Van, MTS Manager of Service Operations, presented on Fixed Route updates. He outlined: weekly hiring events with 497 rostered bus drivers with the goal of 510. He stated there were 14 people in training and a new class of 13 with the starting date of July 7th. He explained there was a service change on June 8th which included minor changes to several routes. He noted that route 11 had service restored to 1st Ave. & G St., since this stop was relocated for a couple years due to construction at Horton Plaza. He mentioned that route 904 in the City of Coronado is on an hourly service but on July 1st throughout August there would be 15-minute service. He also mentioned route 88 had routing and schedule adjustments that allowed service seven days a week. He explained that it used to run counterclockwise on Hotel Circle South and North but after routing changes it no longer goes into Fashion Valley. He stated there was a Trolley bridge planned for June 28th that provides bus service between 12th and Imperial Transit Center to E Street Trolley Station.

Aaron Pitt, Manager of Special Operations, presented Trolley updates. He outlined the following: Ridership impacted by major San Diego events, operations plan for Comic-Con, and upcoming construction projects on 32nd St., Park Blvd., and the Orange Line Improvements.

Public Comment

There were no Public Comments.

Committee Comment

Committee Member Rodriguez asked if they were going to begin decorating the Trolleys for Comic-Con. Mr. Pitt answered yes, and that some wrapped Trolleys were already in service. Mr. Rodriguez then suggested adding more decorations to the E Street Trolley Station since the new hotel was built, and it could attract more people in the future.

Committee Member Marino asked if the Trolley wraps were aesthetic event-based concepts or if they were revenue generators. Mr. Pitt answered that they were revenue generators to help offset the cost for Comic-Con.

Chair Gastil asked generally about the uncertainty of MTS long term finances. Mr. Pitt responded that MTS was actively seeking plans that would minimize the impact of the riders, but some project might require readjustment. Mr. Gastil expressed his concern about starting a project that might remain unfinished or partially completed. Mr. Pitt responded that infrastructure projects would not be left incomplete. He used the Orange Line Improvement Project as an example stating that the funds for this project have already been budgeted.

Mr. Riley, Chief Operating Officer of Rail, commented that there were major projects on the Orange Line from 32nd St. all the way to El Cajon including re-signaling, new grade crossing equipment and new track infrastructure. He also stated that there were visual message boards installed along the Orange Line between the Courthouse and El Cajon station. Mr. Riley mentioned construction on the Orange Line will start in the fall and will go on for about four years, which would come from a combination of funding sources including money from the State of California. He said they knew the Orange Line was under invested so these investments being made would provide more efficient service and that trains would be able to operate faster. He explained that the new infrastructure would be similar to what was seen on the newer lines such as the Old Town corridor and the Mid-Coast line. Mr. Riley assured that MTS did not have any projects set up within the Capital Improvement Program (CIP) that do not have funding for construction and that we should not see any projects that would be left unfinished.

Action Taken

Informational item only. No action taken.

6. Access Update & MTM Report (Charles Posejpal)

Charles Posejpal, MTS Manager of Paratransit and Minibus, presented on statistics of FY25 compared to FY24, same-day paratransit pilot update, evaluation metrics, and new project to provide free fixed route fares for access eligible passengers.

Public Comment

No Public Comment

Committee Comment

Chair Gastil stated that he knew about fixed routes being free to paratransit users was happening in the LA area. He encouraged that this would be more efficient for the whole system. Mr. Posejpal added that the free fixed route would also include the Personal Care Attendant (PCA).

Committee Member Lordson thanked MTS for sending reminder letters related to ending the Do Not Leave Alone Policy and thanked MTS for the new project on free fixed fare. He mentioned that North County Transit District (NCTD) provides this service, which raised questions about why MTS has not already yet implemented this service. Mr. Lordson asked if the PCA that would ride for free needed a different ID that distinguishes them as PCA. Mr. Posejpal answered that he was working with the MTS Director of Support Services on this issue. He explained that the PCA information would be loaded onto a PRONTO card and the operators would see it on the display with example language of person plus one.

Committee Member Marino asked if the free disabled service for fixed route service would require registration through MTS. Mr. Posejpal confirmed that it would and explained that eligibility would be part of the certification or recertification process. He also stated that for customers who are currently eligible would be notified about the free fixed route pass. Mr. Marino asked if this would apply to customers who are handicapped tourists who want to use the free fixed route service. Mr. Posejpal confirmed that this would also apply for temporary eligibility so tourists would be able to access the service. Mr. Marino asked for clarification on same day service and the use of taxis. Mr. Posejpal responded, if an individual calls in looking for a trip that same day, Transdev, MTS's third party contractor operating MTS Access, would work with dispatch and review availability of MTS vehicles and taxis. Mr. Marino followed up by asking about the radius in Coronado. Mr. Posejpal said that there is a radius used in Coronado to determine when a free summer fare on MTS Access would be available.

Committee Member Rodriguez asked for an update on the Do Not Leave Alone Policy. Mr. Posejpal responded that as of January 1, 2026, MTS will no longer be providing Do Not Leave Alone services. He stated that reminder notices will be sent out every three months.

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 the next September 18, 2025, at 1:00 p.m.

9. Adjournment

Chair Gastil adjourned the meeting at 2:00pm.

/s/ George Gastil
Chairperson
San Diego Metropolitan Transit System

/s/ Diana Hernandez
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): 06-19-2025

CALL TO ORDER (TIME): 1:00PM

ADJOURN: 2:09PM

COMMITTEE MEMBER		ALTERNATE		ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Voting Committee Members						
George Gastil (Chair)	☒	None	☐	ASAC Chair	1:00PM	2:09PM
Letty Zuno	☐	VACANT	☐	Access to Independence	ABSENT	ABSENT
Christian Hernandez	☐	Arun Prem	☐	FACT (CTSA)	ABSENT	ABSENT
Debbie Marshall	☐	VACANT	☐	State Council on Developmental Disabilities	ABSENT	ABSENT
Todd Lordson	☒	Shane Hughes	☐	San Diego Regional Center	1:00PM	2:09PM
Marianela Camarillo	☐	Kimberly Taylor	☐	San Diego Center for the Blind	ABSENT	ABSENT
Tim Garrett	☐	Benjamin Gembler	☐	SANDAG	ABSENT	ABSENT
Alyssa Ahn	☒	Daniela Turner	☐	Caltrans	1:00PM	2:09PM
Melissa Hernandez	☐	Jacob Carson	☐	County of San Diego AIS	ABSENT	ABSENT
Irene Santiesteban	☐	Christine Moore	☐	Paratransit Consumer	ABSENT	ABSENT
David Marino	☒	Eugenia Kainz	☐	Paratransit Consumer	1:00PM	2:09PM
Rose Napoleon	☐	Rene Rodriguez	☒	Fixed Route Consumer	1:00PM	2:09PM
Tarrence Lewis	☐	Walter Castillo	☐	Fixed Route Consumer	ABSENT	ABSENT
Monique Ball	☒	Wendy Merritt	☐	Deaf Community Services	1:00PM	2:09PM
Kacie Rodvill	☐	Betsy Knight	☐	County of San Diego Behavioral Health Services	ABSENT	ABSENT

COMMITTEE CLERK: /S/Diana Hernandez



**Metropolitan
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Agenda Item No. 04

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

September 18, 2025

SUBJECT:

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

INFORMATIONAL ONLY

Budget Impact

None with this item.

DISCUSSION:

Staff to provide an update on Fixed-Route and Trolley services and reports. The San Diego Metropolitan Transit System (MTS) Bus, MTS Contract Services, and MTS Trolley report provides a monthly summary of ridership. Staff 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/Vassilena Hycz

Vassilena Hycz

Manger of Paratransit and Minibus

Key Staff Contact: Vassilena Hycz, 619-235-2648, Vassilena.Hycz@sdmts.com

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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.





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Item No. 4, 09/18/2025

Fixed Route and Trolley Update

Accessible Services
Advisory Committee

Topics

- Preparing for post season, for San Diego Padres, San Diego FC and WAVE games overview.
- Comic-Con 2025 statistics.
- Upcoming construction Projects Park Blvd, Orange Line Improvement Project.

Padres Season Overview 2025

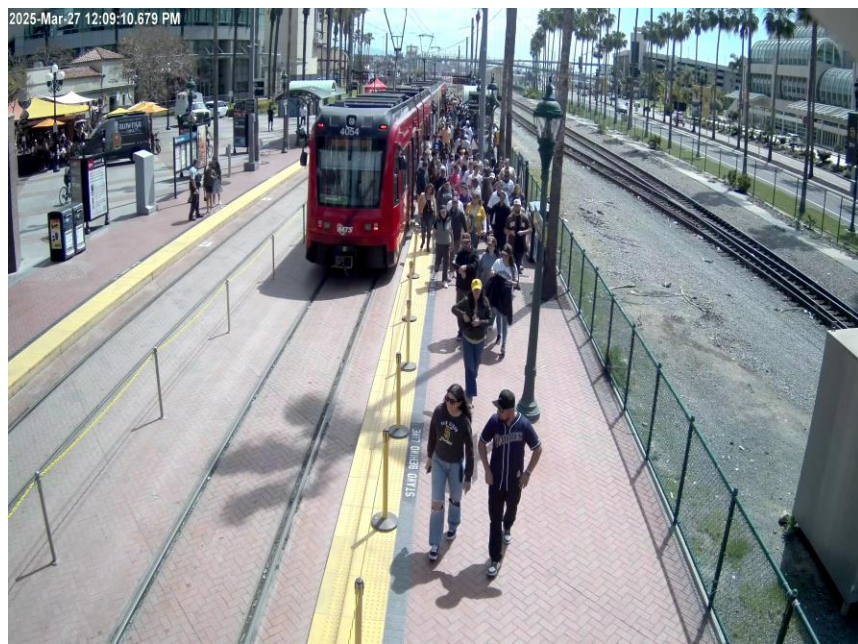
■ Pre-Event

- For weekday games three, three car shuttle trains were sent out of service from the yard to Stadium Station to be placed in service westbound from Stadium to Gaslamp Stations. This helped alleviate the normally heavy ridership for both the regular riders and patron attending the game.
- For the weekend games there were not pre-event shuttle due to lighter normal ridership on those day, but the Green and Orange Line trains operated as three cars instead of the normal two car consists during the event hours.

■ Post-Event

- Two, four car trains were kept in the yard to be used after the game ended as the crowds began arriving at the stations. One or two East Bound Green Line Trains received adds at Imperial Terminal and departed as four car trains at the end of the game to assist with the crush loads the trains experienced.

Pre-Game ridership, Gaslamp, and 12th & Imperial



San Diego Padres Homestand Summary

- As of September 03, 2025
 - Average Padres attendance per game 40,000
 - Approximate average extra ridership per game: 5,800
 - Approximate average normal ridership daily: 10,200
 - Approximate average increase in ridership on game days: +56%
 - Total Padres attendance: 2,719,786
 - Approximate total ridership: 400,466
 - Ridership percentage of attendance 15%

San Diego FC and San Diego Wave FC Soccer

- There have been multiple occurrences of San Diego FC or Wave games on the same days as Padres Games. On those days we modify the service plan based on the start times of both events to best accommodate the ridership for both events.
- San Diego FC
 - Five four car shuttles circulate for the pre-event for San Diego FC to bring riders to the event. Four of those trains are stored at Stadium Station for post event. The fifth stores in the yard and is sent back out for post-event.
- As of September 03, 2025
 - Average SDFC attendance per game 26,465
 - Approximate average extra ridership per game: 3,712
 - Approximate average normal ridership daily: 10,200
 - Approximate average increase in ridership on game days: +36%
 - Total SDFC attendance: 449,900
 - Approximate total ridership: 63,103
 - Ridership percentage of attendance 14%

San Diego FC and San Diego Wave FC Soccer

- There have been multiple occurrences of San Diego FC or Wave games on the same days as Padres Games. On those days we modify the service plan based on the start times of both events to best accommodate the ridership for both events.
- San Diego Wave
 - More service was used in the beginning of the season, but we have lowered service due to ridership to two, three-car shuttle trains used for pre-event then are stored at Stadium Station for post event.
- As of September 03, 2025
 - Average Wave attendance per game 11,300
 - Approximate average extra ridership per game: 1,900
 - Approximate average normal ridership daily: 10,200
 - Approximate average increase in ridership on game days: +18%
 - Total Padres attendance: 101,450
 - Approximate total ridership: 17,337
 - Ridership percentage of attendance 17%

San Diego FC - Saturday March 29, 2025 (Opening Day)

7:30PM Game - Post-Game Ridership, Stadium Station



San Diego FC - Saturday May 24, 2025

1:45PM Game - Post-Game Ridership, Stadium Station

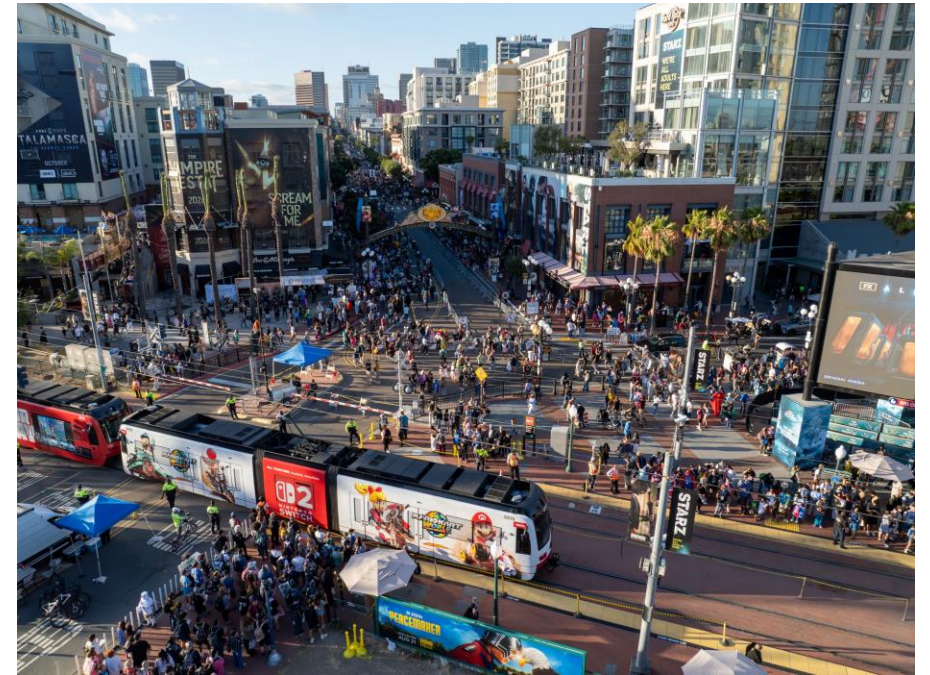
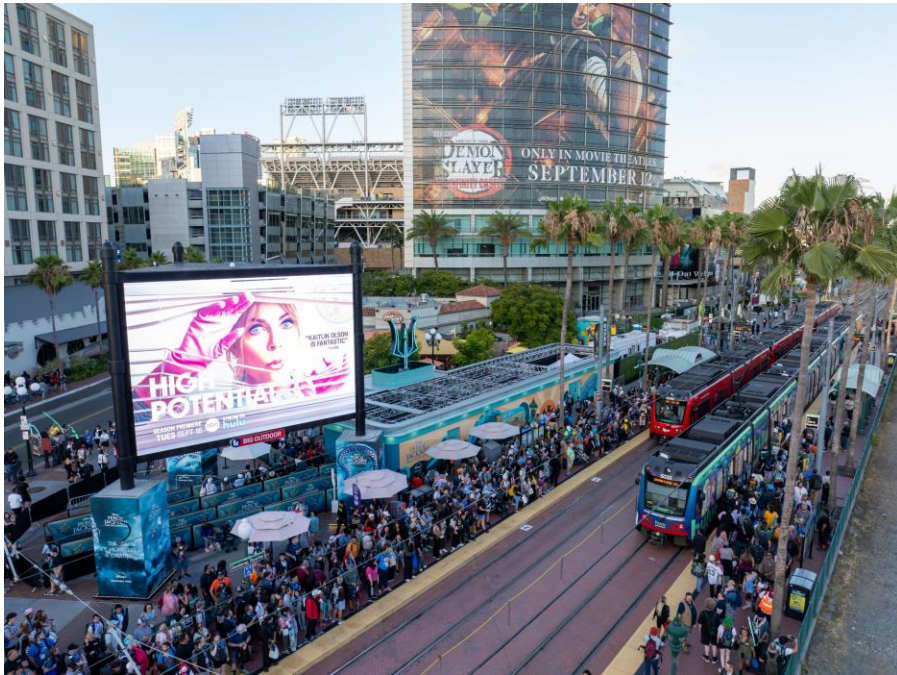


Comic-Con 2025 – Wednesday July 23 - Sunday July 26, 2025

- Operating plan was the same as last year, with the exception of the addition of the copper line:
 - 9 3-Car Green Line Trains operated between Imperial Terminal and El Cajon Stations
 - 5 3-Car Red Line Trains operated between Imperial Terminal and Balboa Stations.
 - Most, if not all, the trains on these two lines had Comic-Con related wraps with a few having interior wraps as well.
 - All lines ran extra trips Thursday to Sunday.
 - All departments had staff stationed at key locations on the bayside and other locations on the line to help with smooth operations. Special Event Staffing were at the stations on the Bayside to help with passenger control and assist patrons as needed.



Comic-Con 2025 - Lookback



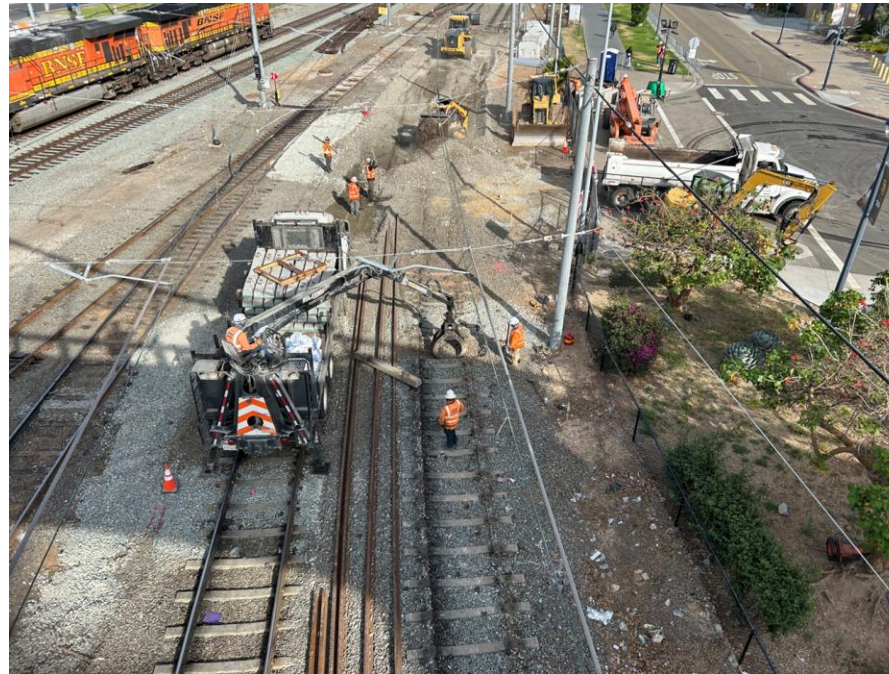
Comic-Con 2025 - Lookback

- Ridership for the week of Comic-Con 2025 was approximately 306,526 additional patrons.
- This is a 69.81% increase in normal weekly ridership.



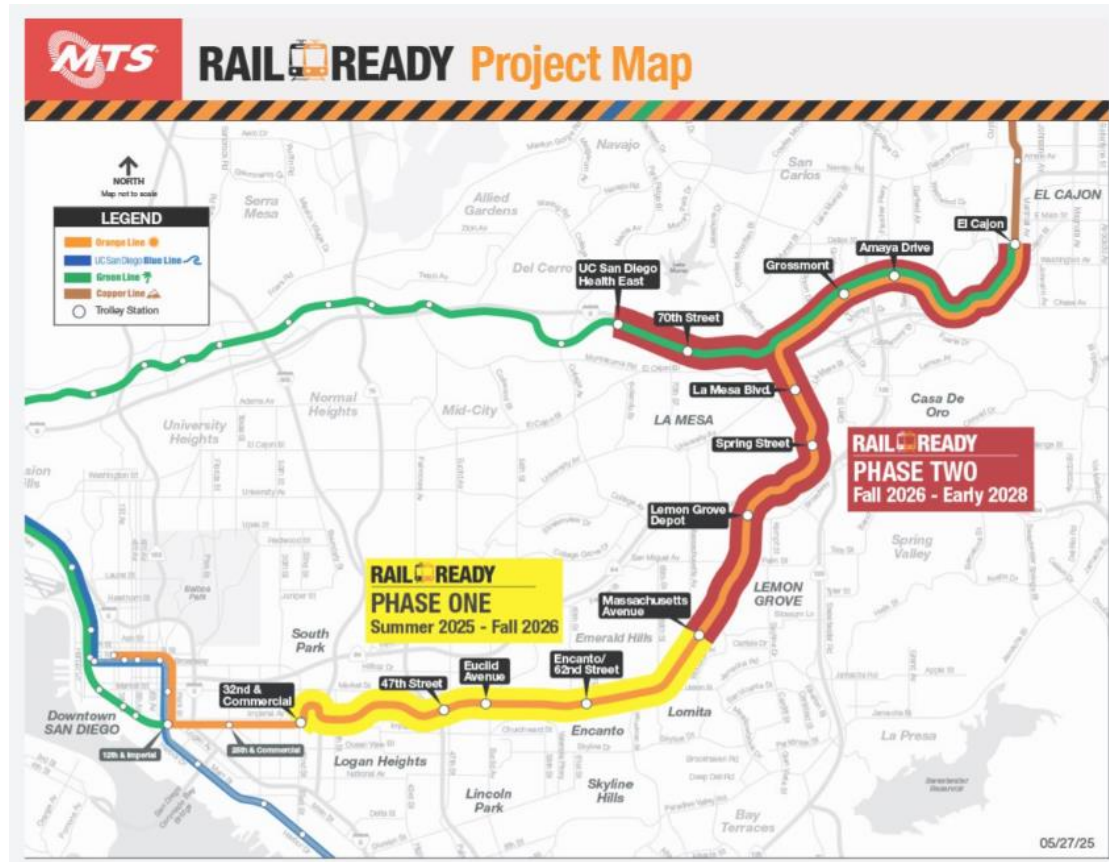
Upcoming Construction Projects: Park Blvd.

- The Park Blvd Construction Project will continue its work with the next absolute work window scheduled to be Saturday, October 04, 2025, to Sunday, October 05, 2025: Track Closure between Imperial Terminal and Santa Fe Depot Stations. For work at Park Blvd associated with connecting Park Blvd. to Harbor Drive, where 8th Avenue used to be.
 - Work will be from the end of revenue on Friday, October 03, 2025, to the beginning of revenue on Monday, October 06, 2025.
 - Bus bridge will be provided between Imperial Terminal and Santa Fe Depot Stations. Due to lack of available safe location for ADA patrons to board and de-board the buses, Gaslamp Station will not be serviced.
 - This project will be postponed based if the Padres are in the playoffs and have post season games held here on October 5th or 6th.



Upcoming Construction Projects: Orange Line Improvement Project

- Minor construction work for the Orange Line Improvement Project Phase One has already begun. The first weekend closure is scheduled for October 18-19, 2025, which will involve a bus bridge between 12th & Imperial and Euclid Avenue Stations. If the Padres make it to the Division Series for post season and host game 5 here, the first closure will be postponed. The second scheduled date is November 08-09, 2025, and will have the same bus bridge as the first closure.



Questions/Comments



**Metropolitan
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Agenda Item No. 05

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

September 18, 2025

SUBJECT:

Insourcing Study Update: Task 4 - Cost Projections (Mike Daney)

INFORMATIONAL ONLY

Budget Impact

None with this item.

DISCUSSION:

On July 18, 2024 (Agenda Item (AI) 16), the Board of Directors authorized the Chief Executive Officer (CEO) to execute a contract with Transportation Management and Design (TMD) to perform a Transit Operations Insourcing Feasibility Study. This 18-month study will analyze the opportunities and challenges associated with bringing MTS's contracted bus and paratransit operations in house.

This study was broken into 4 distinct task categories:

- Task 1; Existing Conditions
- Task 2: Operational & Administrative Concept Plan.
- Task 3: Implementation Strategy and Schedule
- Task 4: Cost Implications and Impacts

Tasks 3 and 4 were swapped to provide the MTS Board of Directors with key financial information in advance of possible implementation strategies. MTS staff will be presenting the findings of Task 4: Cost Implications and Impacts.

/S/Vassilena Hycz

Vassilena Hycz

Manager of Paratransit and Minibus

Key Staff Contact: Vassilena Hycz, 619-235-2648, Vassilena.Hycz@sdmts.com

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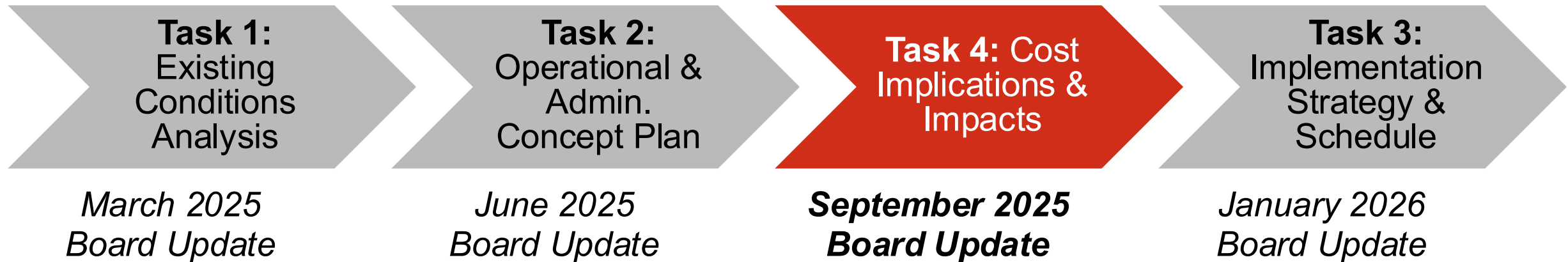
Item 5, 09/18/2025

Transit Operations Insourcing Feasibility Study

Accessible Services Advisory
Committee

Project Overview

Project structured in four phases:



Cost projection (Task 4) was moved to Sept 25 to provide the Board with key information sooner

Implementation strategy task will come next (Jan 26 Board update), along with transition cost projections

Project Overview

- Four scenarios are being considered:

Insourced Services	 Fixed Route	 Minibus	 Paratransit
Scenario 1: All Contract Operations	X	X	X
Scenario 2: Fixed Route & Minibus Only	X	X	
Scenario 3: Paratransit Only			X
Scenario 4: Maintain Hybrid Model			

Transdev currently operates 56% of scheduled fixed route bus service plus MTS Access Paratransit

Service Performance Recap

- Transdev delivers MTS service at a significantly lower total cost with similar performance KPIs
- MTS-delivered service has consistently had fewer preventable accidents per mile and complaints per boarding than Transdev
- Contractor-operated fleet saw a longer mean distance between failures (MDBF) than in-house bus fleet until FY 2023

Source: MTS Annual Performance Monitoring Reports

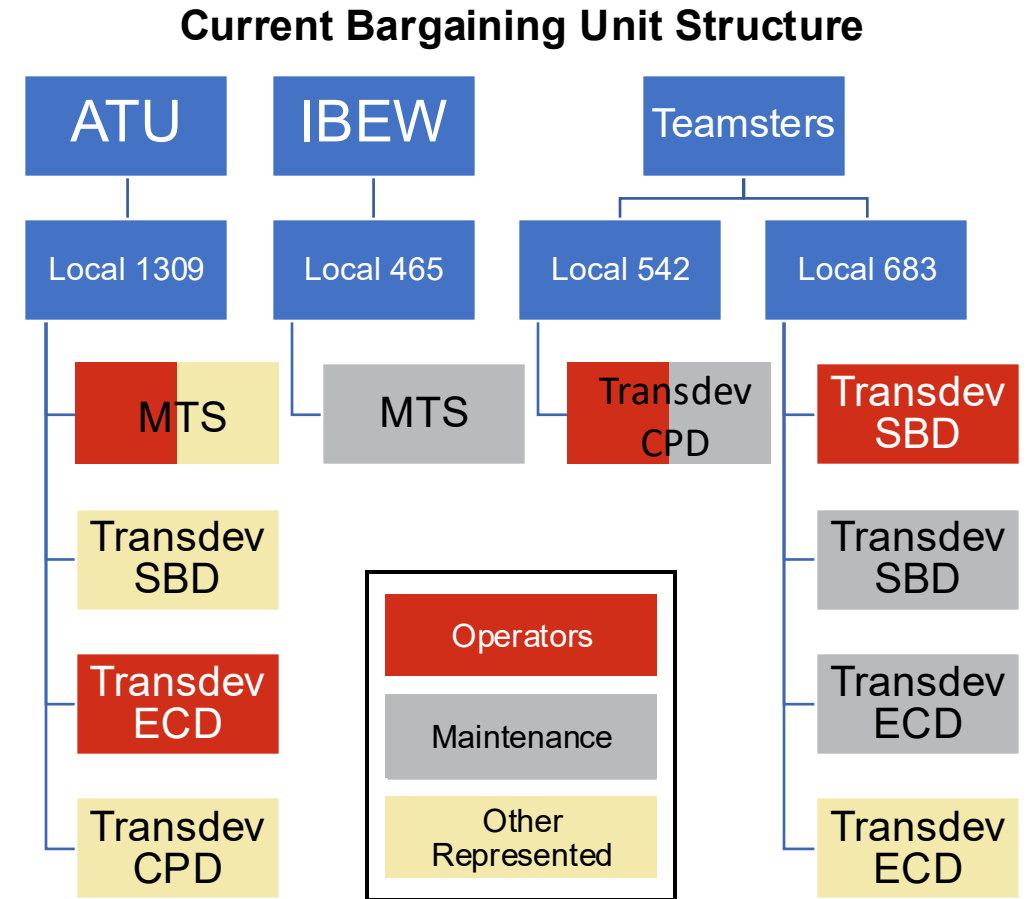


	Preventable Accidents per 100,000 Miles	
	SDTC	Transdev
FY 2020	0.91	1.36
FY 2021	0.92	0.95
FY 2022	0.93	1.10
FY 2023	0.96	1.30
FY 2024	1.07	1.38
FY 2025	1.19	1.24
	Mean Distance Between Failures (MDBF)	
	SDTC	Transdev
FY 2020	4,818	6,530
FY 2021	5,607	7,685
FY 2022	7,029	10,022
FY 2023	6,762	6,765
FY 2024	6,645	6,051
FY 2025	7,473	5,704
	Complaints per 100,000 Passengers	
	SDTC	Transdev
FY 2020	5.5	9.5
FY 2021	8.0	10.5
FY 2022	4.9	9.8
FY 2023	4.0	10.4
FY 2024	4.5	8.6
FY 2025	4.8	8.6

Labor Representation Recap

- Current Union representation: **two** MTS bargaining units and **eight** at Transdev

Current MTS CBAs require that insourced employees join the existing ATU/IBEW bargaining units



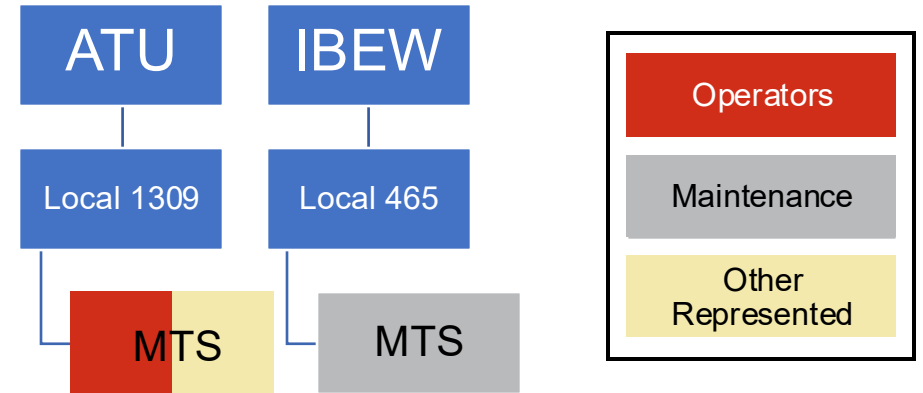
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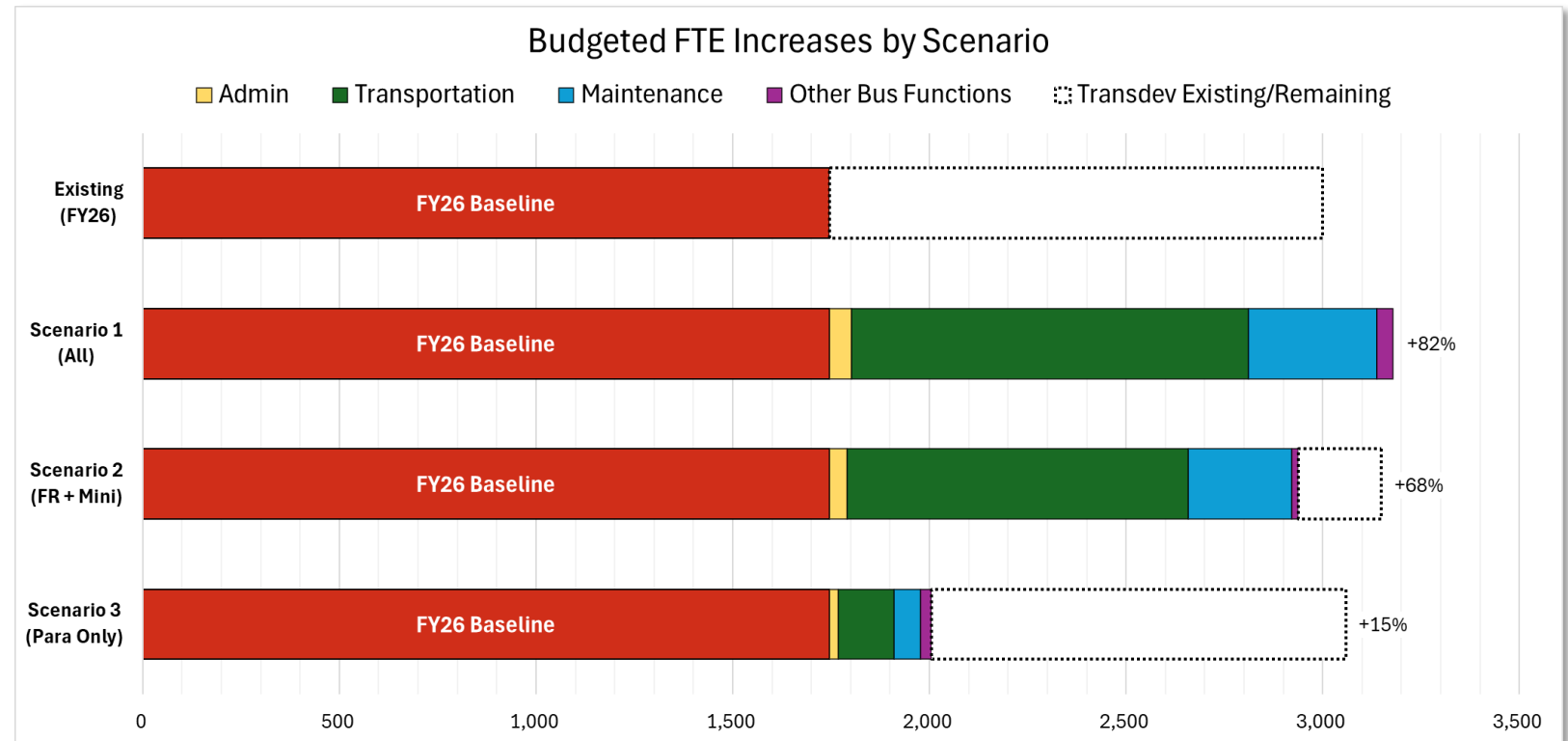
- Insourced Union representation: **two** MTS bargaining units (Scenario 1)

Insourced Bargaining Unit Structure



Insourcing Workforce Impacts Recap

- Converting all bus operations to in-house would require onboarding many additional FTEs within SDTC and Administration:
 - **Scenario 1 Total:** 1,433
 - **Scenario 2 Total:** 1,192
 - **Scenario 3 Total:** 260



Projected Cost Impacts

- Bottom line impact to MTS's \$473.1M operating budget (FY 2026):
 - Scenario 1, Full Insourcing: **+\$67.9M** (+14.4%)
 - Scenario 2, Fixed Route + Minibus Only: **+\$55.3M** (+11.7%)
 - Scenario 3, Paratransit Only: **+\$18.9M** (+4.0%)
- This represents the ongoing additional cost to operate today's bus and paratransit service in-house

Projected Cost Impacts

- Cost projections for each scenario were built from FY 2026 budget and depict full-year annual operating cost impacts after transition
 - Assumes same service levels, revenues, and no impact to Trolley
- Project team worked with Finance and each affected department to address the impacts on each line-item in MTS operating budget, consistent with MTS's own budget development process

Cost Projection - Methodology Discussion

Task objective: Provide MTS with a clear picture of ongoing annual operating cost impacts, after the insourcing transition period.

- Cost Projection Components:
 - Labor costs (Additional salary/wages and fringe benefits)
 - Non-labor costs (Materials & supplies, vendor contracts, risk management, IT, etc.)

- Transition costs are not included at this stage
 - These one-time costs include things like new computers, purchasing or replacing Transdev assets, temporary transition labor needs, etc.

Cost Projection - *Labor*

- **Labor** costs – insourced employees hired from Transdev would receive MTS wages and benefits
- Wages (includes budgeted overtime and paid time off):
 - Represented titles: filled with *active* Transdev incumbents first, with credit for time-in-title (wage seniority); remaining vacancies filled with new hires
 - Non-represented titles: New hires and Transdev conversions placed at mid-point of applicable salary grade
- Fringe Benefits: Includes costs for retirement plan, MTS's share of health insurance premiums and payroll tax, workers' comp., etc.

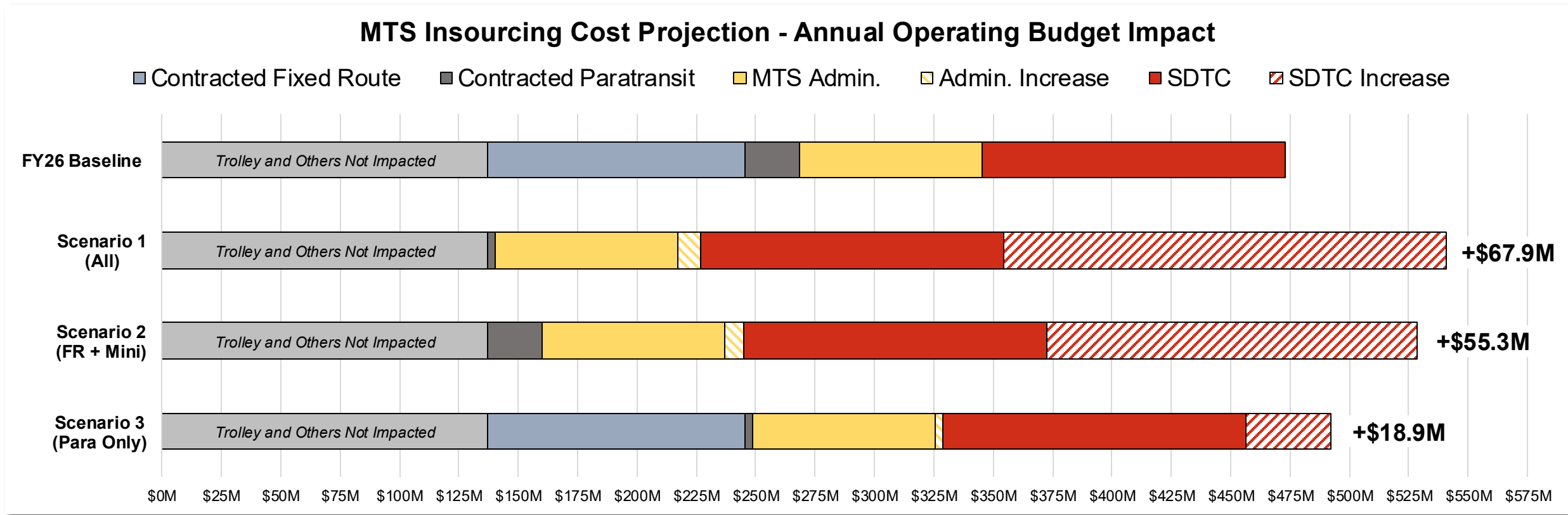
Cost Projection - *Non-Labor*

- **Non-Labor** costs include:
 - Operations Materials & Supplies – Additional non-revenue vehicles (leases, fuel, outside maintenance)
 - Maintenance Materials & Supplies – Vehicle and facility parts, tires, lubricants
 - Administration – Office supplies and furniture, office utilities, additional office space rent in Mills Building
 - Risk Management – Claims and insurance premiums
 - Outside Vendor Contracts – Specialty maintenance, IT, HR/Legal, etc.
 - Expenses for the contract-operated service that are already paid directly by MTS carried over to SDTC budget (e.g., CNG fuel)

Does not include one-time transition costs (e.g., new computers, purchasing or replacing Transdev assets, temporary labor needs, etc.)

Cost Projection Comparison

- Cost projection for each scenario built from FY 2026 budget and depicts full-year annual operating cost impact

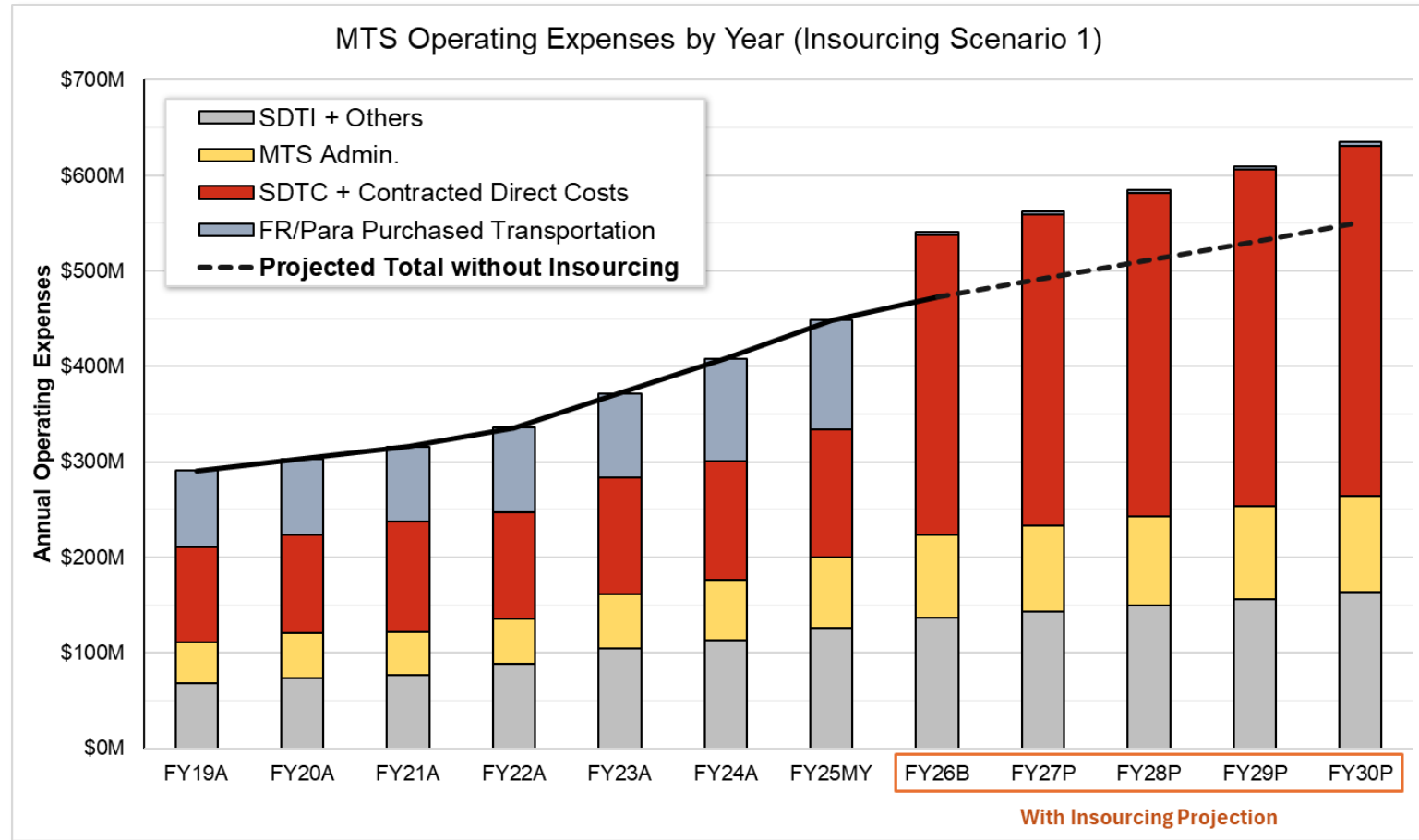


Cost Projection Comparison

MTS Area		FY26 Baseline	Scenario 1	Scenario 2	Scenario 3
			All	FR + Minibus	Para. Only
Admin.	Labor	\$35,805,085	\$41,934,596	\$40,845,542	\$38,251,495
	Non-Labor	\$41,204,783	\$44,601,949	\$44,112,180	\$41,962,894
SDTC	Labor	\$103,617,914	\$250,842,066	\$228,476,545	\$130,532,608
	Non-Labor	\$24,231,737	\$63,475,712	\$54,985,318	\$32,791,446
Contracted Fixed Route	Labor	\$735,334	\$0	\$0	\$735,334
	Non-Labor	\$13,857,806			\$13,857,806
	Purchased Transportation	\$93,689,448			\$93,689,448
Contracted Paratransit	Labor	\$221,142	\$0	\$221,142	\$0
	Non-Labor	\$2,742,587	\$0	\$2,742,587	\$0
	Purchased Transportation	\$19,988,012	\$3,164,159	\$19,988,012	\$3,164,159
Trolley/Unaffected Areas		\$136,985,036	\$136,985,036	\$136,985,036	\$136,985,036
Total Operating Budget		\$473,078,884	\$541,003,518	\$528,356,362	\$491,970,226
Cost Increase			\$67,924,634	\$55,277,478	\$18,891,342
Percent Increase			14.4%	11.7%	4.0%

Long-Term Outlook

- The insourcing scenarios would put additional strain on the MTS operating budget, amid growing structural deficit and impending fiscal cliff (\$118M deficit in FY27)
- Without a new revenue stream, insourcing would require additional service reductions on top of any that already may be needed by FY 2029



Next Steps

- Next (and final) Board update planned for January 2026 to present overview of transition costs and implementation concepts

Questions/Comments



**Metropolitan
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Agenda Item No. 06

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

September 18, 2025

SUBJECT:

San Diego Metropolitan Transit System (MTS) Access Update and Medical Transportation Management (MTM) Report (Vassilena Hycz)

INFORMATIONAL ONLY

Budget Impact

None

DISCUSSION:

Staff will provide an update on MTS's Americans with Disability Act (ADA) Complementary Paratransit Service (i.e. MTS Access). Updates will also be provided on the Do Not Leave Alone policy, Same-Day Paratransit Pilot, and upcoming initiatives. Monthly reports for the fiscal year 2025 are included at Attachment A. 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/Vassilena Hycz

Vassilena Hycz

Manager of Paratransit and Minibus

Key Staff Contact: Vassilena Hycz, 619-235-2648, Vassilena.Hycz@sdmts.com

Attachment: A. MTS Access ASAC Report FY 25



Access/Subcontractor On-Time Performance (OTP)			
FY24	OTP (%)	FY25	OTP (%)
July	92%	July	92%
August	87%	August	90%
September	88%	September	90%
October	86%	October	87%
November	87%	November	87%
December	88%	December	90%
January	87%	January	92%
February	84%	February	88%
March	88%	March	90%
April	89%	April	94%
May	91%	May	93%
June	92%	June	90%
Average	88%	Average	90%

Access/Subcontractor Combined Ridership			
FY24	Riders	FY25	Riders
July	23,517	July	28,464
August	26,249	August	28,777
September	26,562	September	28,296
October	27,777	October	32,489
November	25,420	November	27,159
December	23,810	December	27,180
January	25,578	January	28,004
February	24,122	February	26,726
March	27,168	March	30,414
April	28,449	April	31,513
May	29,528	May	31,382
June	26,952	June	30,386
Total	315,132	Total	350,790

Access/Subcontractor Complaints			
FY24	Complaints	FY25	Complaints
July	33	July	37
August	40	August	45
September	52	September	38
October	80	October	51
November	58	November	41
December	57	December	27
January	51	January	27
February	53	February	30
March	49	March	49
April	39	April	46
May	34	May	37
June	21	June	53
Total	567*	Total	481*

*Due to change in the data collection procedure, totals in this report differ slightly from those in previous reports.

Access/Subcontractor Compliments			
FY24	Compliments	FY25	Compliments
July	4	July	6
August	6	August	8
September	12	September	8
October	6	October	10
November	2	November	8
December	2	December	3
January	6	January	9
February	11	February	7
March	5	March	9
April	11	April	21
May	7	May	8
June	12	June	23
Total	84*	Total	120*

*Due to change in the data collection procedure, totals in this report differ slightly from those in previous reports.

Access Eligibility Total Assessments				
FY25	New Unconditional	New Conditional	Re-Cert Unconditional	Re-Cert Conditional
July	64	6	73	2
August	66	4	87	10
September	75	8	55	5
October	51	9	83	8
November	63	4	55	11
December	43	13	54	8
January	48	11	99	51
February	52	7	56	10
March	54	10	60	9
April	75	14	67	11
May	58	4	51	9
June	57	10	63	4
Total	706	100	803	138

