



Accessible Services Advisory Committee Agenda

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	▶	This symbol shows you are muted , click this icon to unmute your microphone.
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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
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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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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 levantar la mano cada vez que desee hacer un comentario público.
	▶	Los participantes pueden habilitar el subtítulo 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.
	▶	Este símbolo indica que su micrófono se encuentra encendido . 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 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.**



**Metropolitan
Transit
System**

Accessible Services Advisory Committee Agenda

March 19, 2026 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 December 4, 2025 Accessible Services Advisory Committee Meeting Minutes.	Approve
DISCUSSION ITEMS		
4.	Fare Change Study Update (Mark Olson and Leanne Powell)	Informational
5.	Fixed Route and Trolley Update (Keith Vann and Aaron Pitt)	Informational
6.	EZ-Wallet Overview (Vassilena Hycz)	Informational
7.	Same Day Paratransit Report (Britany Bardales)	Informational
8.	Certification Eligibility Process (Herberto Gaytan)	Informational
9.	San Diego Metropolitan Transit System (MTS) Access Update and Medical Transportation Management (MTM) Report (Vassilena Hycz)	Informational
OTHER ITEMS		
10.	Committee Member Communications and Other Business	
11.	Next Meeting Date: June 18, 2026 at 1:00PM	
12.	Adjournment	



MINUTES

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM

ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

December 04, 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 ASAC member attendance is attached as Attachment A.

2. Public Comments

Peter Zschiesche – Provided a verbal statement to the Committee during the meeting. Peter announced that United Taxi Workers of San Diego received a grant to implement MTS Taxicab Wheelchair Accessible Vehicle Policy to ensure MTS taxis are serving people with disabilities.

3. Approval of Minutes

Committee Member Tim Garrett moved to approve the minutes of the September 18, 2025 MTS ASAC meeting. Committee Member Rene Rodriguez seconded the motion, and the vote was 10 to 0 in favor with David Merino, Tarrence Lewis, Irene Santiesteban, Letty Zuno, and Monique Ball absent.

DISCUSSION ITEMS

4. Fiscal Year 2025 Annual Performance Monitoring Report (Beverly Neff and Matthew Grace)

Beverly Neff, Manager of Planning and Reporting, and Matthew Grace, Transit Services Data Analyst, presented on the 2025 Annual Performance Monitoring Report. They provided details on: Board Policy 42, Board Policy 42 evaluation criteria, total ridership by month, total ridership by quarter, change by mode, ridership distribution by mode, passengers per revenue hour, on-time performance, financial metrics, major changes in FY25, Copper Line, expected benefit of Copper Line, Route 910 Blue Line Overnight Express, total passengers, ridership recovery compared to national trends, ridership by metro area, farebox recovery, subsidy per passenger, financial stats by bus route category, and financial statistics compared to national trends.

Public Comment

There were no Public Comments.

Committee Comment

Committee Member Rodriguez commented how impressive that MTS is in the top 40 of all transit agencies. He stated his concern about difficulty taking the trolley on weekends from the Convention Center.

Committee Member Lordson asked if it was possible to separate total senior/disability/Medicare (SDM) and total adult fare. Mr. Grace responded yes, through an internal system called cash pass revenue analysis.

Chair Gastil asked if the post pandemic recovery was from the occasional riders returning to the system and what kind of riders were lost during the pandemic and what kind of riders were coming back. Ms. Neff responded, stating that they were seeing trends comparing pre-Covid

Monday through Friday peak travel days to different trends now. She explained that some trends were higher ridership on weekends and lower on weekdays, and more night activity. She continued to say trends were changing post Covid which was due to a combination of casual riders and effects of different industries that stayed remote. Chair Gastil stated that ridership could possibly be affected by a cultural shift where people are using the trolley more for optional services rather than to work. Ms. Neff responded, saying yes, special events ridership was high but to still recognize regular business commuters. She explained that many people cross the border every day to go to their jobs and that ridership at the border was not as impacted as the rest of the system during Covid.

Committee Member Lordson commented that some businesses are not focusing on office space so people were working remotely. A building is expensive so it might have been cheaper to allow work from home which might have contributed to the trends MTS has seen.

Chair Gastil commented that there might be a ridership trend because of safety. MTS has invested in improving safety and making safety measures more visible.

Committee Member Garrett asked for clarification on MTS Access including taxis and if that meant MTS Access rides were contracted to taxis if MTS Access is not available. Mr. Grace answered yes, all subcontractors were included in the annual performance monitoring report, but MTS does break this out in the quarterly reports where MTS Access and taxi were separate.

Action Taken

Informational item only. No action taken.

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

Keith Van, MTS Manager of Service Operations, presented on Fixed Route updates. He outlined: fixed route overview, special events including December Nights, detour and staff for this event, and Santa Fe Depot construction impact to route 215, 225, 235 with temporary stop relocation.

Aaron Pitt, Manager of Special Operations, presented the following: Summary of service 2025, ridership impacted by major San Diego events, Park Blvd to Harbor Dr. project, and the Orange Line Improvement Project.

Public Comment

There were no Public Comments.

Committee Comment

Committee Member Rodriguez asked if there were estimated numbers of the trolley ridership at the soccer playoffs. Mr. Pitt answered yes, those numbers were put in the slides. Mr. Rodriguez asked if the Aztecs were among the events, and Mr. Pitt answered no.

Action Taken

Informational item only. No action taken.

6. Same Day Paratransit Report (Britany Bardales)

Britany Bardales, Transdev Assistant General Manager, presented FY25 MTS Access statistics compared to FY24, same-day paratransit pilot update, and evaluation metrics on same day service.

Public Comment

There were no Public Comments.

Committee Comment

Committee Member Garrett asked if there was information on the financial effects of same day service. He suggested that providing rides with higher rates would be good for the agency since they can provide more rides without increasing their costs. He continued to ask if there was information on this yet. Ms. Bardales answered that November was not included and this information was not available. Mr. Garrett then asked if this was going to be re-evaluated after a year and what was the plan for same day service. Ms. Bardales answered that she was not sure when the evaluation would happen but there was more to come.

Committee Member Rodriguez asked if same day was a one-day ticket or could it be purchased as a year-fare. Ms. Bardales answered that it was a one-way fare and costs \$10.00 per one way trip or two \$5.00 MTS Access tickets could be used as equivalent to this.

Committee Member Merino asked if there were any statistics on calls requested versus rides able to be scheduled for same day service. Ms. Bardales answered not at this time, but she could gather that information. Mr. Merino stated that statistics in transportation focus on service availability and effectiveness. Mr. Merino then requested statistics on this to help evaluate the program.

Action Taken

Informational item only. No action taken.

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

Vassilena Hycz, MTS Manager of Paratransit and Minibus, presented MTS Access overview and statistics, Do Not Leave Alone Policy discontinued January 1, 2026, same-day paratransit pilot update, eligibility evaluation metrics, functional assessment center, and announcement of new electric vehicles for paratransit services.

Public Comment

There were no Public Comments.

Committee Comment

Committee Member Merino asked if there was a new scheduling system for MTS Access that has been implemented. Ms. Hycz answered no, but that the Trapeze software was recently upgraded to the newest version. She asked if this question came from seeing a message on the EZ Access application of the system being down. Mr. Merino answered no but there were scheduling difficulties that caused the drivers to tell other passengers and him that it was due to the new scheduling system. He asked for clarification if this was an entirely new system that everyone had to be trained in or was this a simple change. Ms. Hycz answered that they were still within the Trapeze system and this was just an upgrade to the newest version. She asked if he had any problems recently and he answered yes, today. Mr. Merino asked if there was a complaints and compliments structure in place for passengers to use and if this could be publicized so that riders could know when and how to do so. Ms. Hycz answered yes, a compliment or complaint can be left on the MTS website or called into the MTS Customer Service Department. She mentioned that when she receives emails regarding complaints, she

always forwards these to the MTS Customer Service Department so they could be entered into the system for tracking purposes.

Chair Gastil commented that functional assessments vary across all transit agencies. He asked what balance is seen between trying to save resources by identifying the cases that are permanent disability versus possibly saving money by making sure people who can use fixed route do so. Ms. Hycz answered this is not a test. The aim is to gain better understanding of someone's abilities, which gives the mobility assessment evaluators a clearer indication of someone's abilities compared to what information they could get from an application in an interview. She continued to say these in-person assessments assist to identify the correct eligibility. Ms. Hycz offered a presentation of assessments at the next meeting to bring details of what has been learned through this process.

Committee Member Garrett asked if the functional assessment center had the same type of environment that can be used for travel training and teaching people how to use fixed route transit. He stated whether people were able bodied or not, some people have never ridden a bus or trolley, do not know how to get on or off a vehicle, or do not know how to pull the cord. He stated this space could be used for travel training. Ms. Hycz answered yes, having a functional assessment was always a goal and that MTS and MTM were waiting on space. She continued to say that using this space for travel training was something she could investigate, but that MTS used to have a travel training program many years ago. She stated that the functional assessment was not fully done yet but it is tailored to San Diego elements and weather.

Committee Member Merino commented that he was pleased to see the assessment center functioning but mentioned he heard riders say they take Uber and asked why they would be allowed to ride MTS Access if they can take an Uber. He also stated that most medical plans are required to provide medical transportation to medical appointments, and he seen a lot of riders that take MTS Access to medical appointments. He asked if there could be an offset in terms of having them use the transportation for their medical plans and asked if this could be publicized. He mentioned giving the applicants notice during the interview to inform of medical transportation through personal insurance plans. Ms. Hycz responded that there was a change several years ago in how MCPs (Managed Care Providers) provide transportation to medical appointments and MTS did notify the clients to inform them of this service, but feedback was given from clients that MTS Access rides were more reliable. She continued to say that people were more willing to pay \$5.00 to ride MTS Access to their medical appointments. MTS tried to encourage clients to reach out to their providers for rides and save the money they would have spent on MTS Access, but it was difficult.

Committee Member Lordson commented that San Diego Regional Center (SDRC) funds a brokerage service to provide rideshare service for people who cannot ride MTS Access to their job due to being outside the $\frac{3}{4}$ mile rule. He stated that a lot of people could ride Uber but cannot navigate a transfer, they cannot read the bus numbers or read the system or have enough knowledge to pull the cord which is why they provide this rideshare service. Mr. Lordson asked if an applicant that has submitted Part A and B, but is working with an agency like SDRC, could this information be submitted as well. Ms. Hycz answered yes and said if someone also appeals their determination, they could provide as much supporting documentation as they feel is necessary.

Committee Member Garrett asked if the same day service rides were included in the MTS Access ridership statistics that were presented during this item. Ms. Hycz answered yes it was and that for the next meeting she could provide details on a breakdown of regular ridership versus same day trips. Mr. Garrett asked about on-time performance with same day service and

if these trips were still scheduled at a specific time. Ms. Hycz said if it fits within the schedule then yes, that trip would have the same standards as all other trips.

Committee Member Lordson asked if anyone noticed same day trips being requested more during certain hours than other times. Ms. Bardales answered that there was a pattern during the high peaks in the morning between 6 and 8, which made it more difficult to get a same day ride. She stated if someone cancelled and the slot opened, then whoever called in for same day service could schedule a trip, but generally these were sporadic rides.

Committee Member Marshall asked what outreach has been done about the discontinuation of Do Not Leave Alone policy. Ms. Hycz answered that letters had been sent out multiple times and MTS reached out to anyone who needed an explanation. She also stated that she provided FACTs (Facilitating Access to Coordinated Transportation) information and if someone wanted to know what FACT provided, they could visit their website at www.FACT.SD.ORG. She stated that FACT provides service to people with disabilities and seniors and that FACT would go beyond $\frac{3}{4}$ mile rule which would be a good resource for trips that MTS did not service.

Chair Gastil commented that the concept was not that people who are currently riding with somebody would be alone but that that they would be riding with a caretaker or a companion that is going to the same place they are going. Ms. Hycz stated that it is important to note that when someone was being picked up or dropped off to have someone there waiting for them, which was part of the issue. She stated that if they are not there, that is when MTS cannot leave the client alone. She added that it was very important for passengers to have that person ready to be able to take the individual, so that they were not left stranded.

OTHER ITEMS

8. Committee Member Communications

Chair Gastil announced that he attended the 20th FACT anniversary and that several committee members were there including MTS amongst the speakers.

Committee Member Garrett announced that SANDAG was completing two plans; one was the proposed final 2025 Coordinated Plan being available for public review on their website. He invited everyone to review the plan and submit comments to the project team through email, voicemail, or to him personally. He stated this was done every four (4) years and looked specifically at the transportation needs of older adults, people with disabilities, and people with low incomes and how to address those transportation needs. He explained that some recommended outcomes were policy changes and funding priorities for the Specialized Transportation Grant program, which was a grant program that SANDAG administers to a lot of transportation providers and nonprofits. He stated they identified in the plan what they want the funding priorities to be for the next four (4) years and it is informed by the analysis and outreach they did over the last year and a half. He said they will be presenting a summary of the plan tomorrow, at 1:00 PM at the Transportation Committee at SANDAG. He also stated that at that time, the Transportation Committee will hold a public hearing to solicit additional feedback, and then they would ask to approve the Plan. Mr. Garrett announced the second plan was the 2025 Regional Plan, which SANDAG released in May 2025 along with the draft Environmental Impact Report on August 26th, 2025. Both will be available on their website tomorrow at www.sandag.org/2025RegionalPlan. He continued stating on December 12, 2025, the SANDAG Board of Directors would be asked to adopt the plan and certify the final Environmental Impact Report for the 2025 Regional Plan. He added that any comments could be submitted online or in person for the Board of directors' consideration. Chair Gastil asked if this was at the SANDAG Transportation Committee meeting. Mr. Garrett answered that the SANDAG Transportation

Committee is the Coordinated Plan and the Board of Directors is the body that will be deciding on the Regional Plan next Friday, which starts at 9:00 AM.

Committee Member Rodville announced that NAMI (National Alliance on Mental Illness) had an upcoming smart advocacy training as seen on the flyers provided. One of those trainings was where you learn to tell your story in 2 minutes or less, the purpose being decision makers have limited time and it is learning how to condense your story to reach policy makers quickly. She stated the second training is to learn how to contact your policy maker and have a discussion with them as it relates to decision making. She announced all these training sessions were free and a way to get your voice out to the decision makers and learn how to talk to them.

Committee Member Hernandez announced that FACT was awarded the Cycle 2 Access for All Grant. He stated that they were going to try to implement that in the next couple of weeks and its focus is on-demand same day wheelchair accessible rides. He said they were going to try to mimic a little bit of what MTS was doing with the limited scheduling hours and to access this through the website at www.FACT.SD.ORG where the exact start date will be posted.

Committee Member Ahn announced that Caltrans is working on the district transit plan that would identify and prioritize transit infrastructure needs on the state transportation network and position district specific needs for funding and implementation. She stated that some of the goals for the plans included reliability and service access, customer experience, resilience and sustainability and equity. She stated that the results of these ongoing efforts would include the Caltrans District Club and transit plan, the statewide summary report and statewide story map and that this would be completed by fall or winter of 2026.

9. Next Meeting Date

The next ASAC meeting is to be determined.

*Clerk's note: the next meeting was subsequently scheduled for March 19, 2026 at 1:00PM.

10. Adjournment

Chair Gastil adjourned the meeting at 1:15pm.

/S/Ceasar Fernandez
Chairperson, ASAC
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): December 4, 2025

CALL TO ORDER (TIME): 1:00PM

ADJOURN: 2:15PM

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	1:00PM	2:15PM
Letty Zuno	<input type="checkbox"/>	VACANT	<input type="checkbox"/>	Access to Independence	ABSENT	ABSENT
Christian Hernandez	<input checked="" type="checkbox"/>	Arun Prem	<input type="checkbox"/>	FACT (CTSA)	1:00PM	2:15PM
Debbie Marshall	<input checked="" type="checkbox"/>	VACANT	<input type="checkbox"/>	State Council on Developmental Disabilities	1:00PM	2:15PM
Todd Lordson	<input checked="" type="checkbox"/>	Shane Hughes	<input type="checkbox"/>	San Diego Regional Center	1:00PM	2:15PM
Marianela Camarillo	<input type="checkbox"/>	Kimberly Taylor	<input checked="" type="checkbox"/>	San Diego Center for the Blind	1:00PM	2:15PM
Tim Garrett	<input checked="" type="checkbox"/>	Benjamin Gembler	<input type="checkbox"/>	SANDAG	1:00PM	2:15PM
Alyssa Ahn	<input checked="" type="checkbox"/>	Sandra Vazquez	<input type="checkbox"/>	Caltrans	1:00PM	2:15PM
Melissa Hernandez	<input checked="" type="checkbox"/>	Jacob Carson	<input type="checkbox"/>	County of San Diego AIS	1:00PM	2:15PM
Irene Santiesteban	<input type="checkbox"/>	Christine Moore	<input type="checkbox"/>	Paratransit Consumer	ABSENT	ABSENT
David Merino	<input checked="" type="checkbox"/>	Eugenia Kainz	<input type="checkbox"/>	Paratransit Consumer	1:18PM	2:15PM
Rose Napoleon	<input type="checkbox"/>	Rene Rodriguez	<input checked="" type="checkbox"/>	Fixed Route Consumer	1:00PM	2:15PM
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	1:00PM	2:15PM

COMMITTEE CLERK: /s/ Diana Hernandez



**Metropolitan
Transit
System**

Agenda Item No. 04

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

March 19, 2026

SUBJECT:

Fare Change Study Update (Mark Olson and Leanne Powell)

INFORMATION ONLY

Budget Impact

No budget impact.

DISCUSSION:

San Diego Association of Governments (SANDAG) is responsible for establishing the Regional Comprehensive Fare Ordinance and, as part of that role, periodically conducts a Regional Transit Fare Structure Study (“Fare Change Study”) in coordination with MTS and the North County Transit – San Diego Railroad (NCTD).

At the February 13, 2025 meeting (Agenda Item (AI) 19), the MTS Board of Directors directed staff to collaborate with SANDAG and NCTD on a new Fare Change Study as part of the broader financial sustainability strategy to address the agency’s projected budget shortfall.

As part of the broader strategy, MTS is evaluating multiple options in addition to fare changes including:

- Exploring a potential revenue measure for the November 2028 ballot
- Adjusting service levels per MTS Board Policy 42 “Transit Service Evaluation and Adjustment”
- Shifting select non-essential capital funding to support operations
- Increasing non-fare revenue sources (e.g. advertising, lease agreements)
- Allocating reserves and SB 125 funding

The financial situation in the coming years could severely impact service levels—including frequency, number of routes, and service quality. Fare increases could offer significant assistance to help keep service levels as high as possible.

Fare revenue represents approximately 20% of the MTS operating budget (about \$90 million annually) and is a key source of transit service funding. MTS periodically updates its fare

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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.



structure to ensure prices reflect financial needs, market conditions, and ongoing technological improvements.

As part of a fare change study, multiple phases of community engagement are conducted to understand rider priorities, sentiment, and how changing fares might affect them.

At the December 18, 2025 Board of Directors meeting, staff provided an update on Phase I community engagement where MTS and NTCD riders were surveyed about the importance of service levels vs. the cost of riding. In general, survey respondents prioritized higher service levels over ride cost, but lower-income households tended to prioritize ride cost over service levels. Survey respondents also favored increasing fares over time rather than all at once and increases to Day Passes rather than Monthly Passes were preferred. Respondents also overwhelmingly supported keeping fares low for Senior, Disabled, Medicare (SDM) riders even if others pay more.

Staff used this survey data to create two fare increase packages, which were presented to the public as part of Phase II community engagement. The goals of Phase II were to understand tolerance to specific types of fare increases, identify pricing level sensitivity, and help inform a final package of fare changes that staff can bring back to the Board of Directors in April 2026. The main adult/SDM category breakdown is listed in the table below. The full fare category breakdown is included in Attachment B.

	Package A	Package B	Current
Adult One-Way	\$3	\$3.50	\$2.50
SDM One-Way	\$1.50	\$1.50	\$1.25
Adult Day Pass	\$7	\$8	\$6
SDM Day Pass	\$3.50	\$3.50	\$3
Adult Month Pass	\$90	\$100	\$72
SDM Month Pass	\$30	\$28	\$23

Phase II community engagement took place in February and early March 2026. MTS staff hosted five workshops, four transit center outreach events, and an online survey. In total, more than 500 participants provided feedback on the two packages. Participants provided input on preferences between the two fare increase packages, if overall sentiment had changed between cost to ride vs. service levels after seeing the packages, a phasing approach to any increases and the option to eliminate fare capping to keep fare increases as minimal as possible.

This presentation will include a high-level look at the two fare increase packages shared with the public, general feedback themes identified at the workshops, transit centers, and online

survey. Brief draft summaries of the workshops can be found in Attachment A. A full report of outreach efforts will be provided at a subsequent meeting after NCTD completes its outreach efforts in late March.

The MTS Board will not be asked at this time to make any decisions on fare changes. Staff anticipates bringing back fare change recommendations to the Board at its April 16, 2026 meeting.

/s/ Vassilena Hycz

Vassilena Hycz

Manager of Paratransit and Minibus

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

Attachments: A. Fare Change Study Workshop
B. Fare Change Packages



**Metropolitan
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Fare Change Study Workshop | Mid-City | February 9, 2026

Overview:

More than 30 people participated in the workshop at the Mid-City CAN offices, in City Heights. Discussion groups were held in English (18) and Spanish (15). The group represented a mix of frequent / daily transit users, people who ride less often, and those who do not ride but have family members who use transit.

Overall, workshop participants tended to want to prioritize keeping service levels high, and there were several comments throughout group discussion about avoiding any service cuts.

Feedback on the proposed fares themselves were mixed. Some participants felt that the fare increases were reasonable given the funding gap, while others were concerned about fares rising amongst all the other cost of living increases as well.

Participants were split on which package they would prefer, with some participants choosing neither - believing fares were high enough as-is; and several groups discussed wanting to ensure all other avenues for revenue were pursued (state funding, e.g.) before raising fares.

Discussion Responses Summary:

The following section outlines how many individuals voted for the following survey questions / discussion topics. Full discussion notes from each individual discussion group are attached.

Higher Fares/More Service:	Lower Fares/Less Service:	No Vote / Other Comments:
14 Try everything else before fare raises; if fares increase service / cleanliness should improve.	4 Negative impact on families being squeezed in other areas.	15 Transit system as-is may not justify higher fares + long-term sustainability could be hurt. Charge for parking.

Package A (\$90 Adult, \$30 SDM)	Package B (\$100 Adult, \$28 SDM)	None Selected + Other Comments
11 Believe this is a good combination of raising revenue, and month pass is not too bad.	8 Cap SDM at \$25; use revenue to improve service.	7: Employer programs, operational savings. Keep fares as-is.

Increases should be phased over a few years	Increases should be made all at once, not phased	Other Comments
8 Time to adjust	15 Have fares stay the same for a longer period of time once raised	Enforce fares (raises don't matter if not enforced); rider rewards / incentive program.

Keep Fare Capping	Get Rid of Fare Capping	No Opinion
5	7	3

Main Take Aways:

The group overall wanted to avoid service cuts, but that did not necessarily translate into support for fare increases as an offset. There were multiple discussions about alternatives to raising fares or using fares as a last resort (for example, getting state funding). If fares were to increase, group members felt like service should also be improved (timeliness, cleanliness, etc.)

Other Notes:

Please note, not all groups had tallies matching total participation. Please see attached notes for transcriptions from moderators.

Fare Change Study Workshop | Linda Vista | 2.11.2026

Overview:

MTS partnered with Bayside Community Center in Linda Vista to hold a Fare Change Study Workshop on Wednesday, February 11, 2026. The workshop was held at the Bayside Community Center. There were 22 participants, most of whom were regular riders of the MTS system. Some rode daily, others rode on occasion. Most attendees qualified for a senior fare, with a few adult riders participating. There were three breakout groups, one conducted in English, one conducted in Spanish and the third conducted in Vietnamese.

Overall, participants were in favor of prioritizing transit service levels over the cost to ride. This community has already felt the impacts of service cuts as a cost saving measure during the January 2026 service change, which was top of mind for a few participants during the discussion.

Discussion Responses Summary:

The following section outlines how many individuals voted for the following survey questions / discussion topics. Full discussion notes from each individual discussion group are attached.

Higher Fares/More Service:	Lower Fares/Less Service:
All participants valued service levels and were willing to pay a higher fare. Ten participants commented or agreed with comments that if fares were to increase, they would want to see service maintained or improved.	N/A

Package A (\$90 Adult, \$30 SDM)	Package B (\$100 Adult, \$28 SDM)	Other Comments
<p>Three participants preferred Package A, citing that Package B was too expensive, with a triple digit price, the adult monthly pass being a shock. There was also a preference to keep adult one-way fares low. One participant commented that when looking at just the SDM fares, either package was okay.</p>	<p>Seventeen participants preferred Package B. All participants with a preference for Package B qualified for a senior fare, with participants commenting that having a lower senior fare was the reason for their preference. Other participants wanted to see as much revenue generated as possible for the agency and still found Package B to be affordable. One participant commented that cutting service would be a bigger detriment to riders than raising fares.</p>	<p>One participant did not want to see an increase in fares at all.</p>

Increases should be phased over a few years	Increases should be made all at once, not phased	No Opinion
<p>Fifteen participants supported phasing in fare increases, allowing riders time to adjust to new prices. There was one comment that support for phasing was dependent on the level of increases every year, and that if the economy continues down the pattern it has been, continuous increases may be difficult for riders.</p>	<p>Five participants preferred to increase fares all at once, citing that it would be easier for both riders and the agency.</p>	<p>One participant did not have a preference on increasing fares in phases or all at once.</p>

Keep Fare Capping	Remove Fare Capping
Seven participants desired to continue having fare capping available, as the current system is better for riders with less money upfront. Others preferred the flexibility and savings that fare capping can provide based on varying transportation needs each day or month.	Fourteen participants favored getting rid of fare capping. Participants valued keeping the overall fare low over having the flexibility of fare capping.

Main Take Aways:

Overall, participants wanted to see service levels preserved or improved and were willing to pay a higher cost overall. With most of the group qualifying for SDM fares, there was a slight preference to keeping senior fares low. The breakout group conducted in Vietnamese acknowledged that transportation was essential for the community and were willing to pay a higher price to continue supporting their neighbors. There was a strong desire to have fare increases phased in over time for Package B. When it came to fare capping there was 2/3 preference on eliminating fare capping to keep costs low.

Other Notes:

During the discussion a few comments came up in support of keeping youth fares free, with attendees valuing how it promoted youth to get on board the system. One participant commented that they would like to see local businesses and entertainment venues help subsidize passes for their customers and employees to encourage ridership.

Fare Change Study Workshop | South Bay | 2.18.2026

Overview:

MTS hosted a Fare Change Study Workshop at the National City Adult School on Wednesday, February 17, 2026. There were eleven participants in attendance. Participants had differing frequency of taking public transportation, with some relying on MTS as their only means of travel around San Diego, and others having not yet used the system. Participants also varied in age with some young adult riders and seniors being in attendance. All attendees participated in the group breakout session in English; there were two discussion groups.

All participants acknowledge that having reliable public transportation was important for the community as a whole and saw the importance of keeping service levels high. When it came to the fare change discussions themselves, the group tended to overwhelmingly prioritize a package that kept adult fares more affordable, feeling that an increase to \$100 was too steep of a jump.

Discussion Responses Summary:

The following section outlines how many individuals voted for the following survey questions / discussion topics. Full discussion notes from each individual discussion group are attached.

Higher Fares/More Service:	Lower Fares/Less Service:
All participants commented that they would rather pay more in fares to maintain higher levels of services. Some participants acknowledged that it made sense for cost of fares to go up as operating costs increased.	N/A

Package A (\$90 Adult, \$30 SDM)	Package B (\$100 Adult, \$28 SDM)
Ten participants preferred Package A over Package B. Participants were concerned about the “sticker shock” on the prices to the adult monthly pass in Package B, especially it being a three-digit figure. Most participants with a preference for Package A prioritized keeping adult fares low.	One participant preferred Package B over Package A, as Package B would result in less service impacts overall.

Increases should be phased over a few years	Increases should be made all at once, not phased	No Opinion
Six participants preferred to have fare increases phased over a few years, as it would give riders more time to adjust and save them money.	Two participants agreed that increases should be made all at once. These participants felt having increases year over year would make riders more unhappy.	Three participants had no opinion on whether or not fares should increase in phases.

Keep Fare Capping	Get Rid of Fare Capping	No Opinion
Four participants preferred to keep fare capping have a higher adult pass rate, as they liked the flexibility that fare capping offers.	One participant was willing to explore eliminating fare capping.	Six participants had no opinion on fare capping as they were not familiar enough to comfortably make a comment. One of these participants also wished fare capping was covered in the presentation.

Main Take Aways:

Overall, participants valued high levels of service but felt that Package B was quite a significant increase and would be burdensome to riders. Phasing made Package B more palatable to most of the group. While over half of the group had no opinion about fare capping, those who did strongly preferred to keep the technology in place for the flexibility it provides.

Other Notes:

Participants had additional suggestions to improve the rider experience on the MTS system including adding a 24-hour pass instead of a day pass. Two participants were interested in seeing MTS strengthen the existing transit pass program/relationships with their employers (Navy, NASSCO). Lastly, one other participant was concerned how trans-border riders were being reached during this process and how any fare changes would be communicated to this rider group.

Fare Change Study Workshop | East County | 2.25.2026

Overview:

MTS hosted a Fare Change Study Workshop at the El Cajon Library on Wednesday, February 25, 2026. There were five participants in attendance. All riders were very familiar with the MTS system, with it being their main mode of transportation currently, or having relied on it in the past. Four of the five participants qualified for a disabled fare. All attendees participated in the discussion in English. Two of the five attendees arrived to the workshop late and missed some or all of the presentation.

Overall, most participants were very concerned about raising the prices for SDM fares citing and did not want to see that fare increase at all even if it meant further increases to adult fares or reinstating fares for youth riders.

Discussion Responses Summary:

The following section outlines how many individuals voted for the following survey questions / discussion topics. Full discussion notes from each individual discussion group are attached.

Higher Fares/More Service:	Lower Fares/Less Service:
Four participants were okay paying a higher cost to maintain service. It was important for participants to have a clean and reliable ride.	One participant preferred to not see an increase in disabled fares.

Package A (\$90 Adult, \$30 SDM)	Package B (\$100 Adult, \$28 SDM)	Comments on Fare Change Packages
N/A	N/A	It was very difficult for participants to decide between the two packages. Overall, participants did not want to see increases to SDM passes, and preferred to raise the adult day, monthly and premium pass rates. There was also concern that income for SDM riders varies so greatly that it would be hard to decide how much to raise fares if at all for reduced fare riders. One participant even suggested reinstating Youth fares. The one adult rider commented that there are organizations in

		<p>place and can assist with an increase in SDM rates, if needed. Overall, each participant did not take a preference on one package over the other, and instead opted to make general comments about fare increases.</p>
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<p>Increases should be phased over a few years</p>	<p>Increases should be made all at once, not phased</p>	<p>No Opinion</p>
<p>Two participants preferred to have fare increases be phased in. These participants believed phasing would be easier for riders to adjust, particularly riders on fixed incomes.</p>	<p>Two participants preferred to see fares increased all at once, but worried that if the budget deficit wasn't resolved in a few years, then MTS would be looking to make significant fare increases again in a few years.</p>	<p>One participant had no opinion</p>

Keep Fare Capping	Remove Fare Capping	No Opinion
	<p>Three participants were in favor of getting rid of fare capping. One participant commented that they were okay getting rid for fare capping for the daily pass, but wanted to keep it available for the monthly pass.</p>	<p>One participant did not feel familiar enough with fare capping to make a comment. One participant left the workshop before this question was asked.</p>

Main Take Aways:

Overall, participants wanted to ensure that additional financial burden was not placed on SDM riders, particularly those on a fixed income. Participants were okay with raising fares to keep service levels as high as possible as long as SDM was not affected.

Other Notes:

Participants had additional comments about the current fare system that they found inhibitive. One rider found that some days they could not afford to reload her PRONTO card due to load minimums, even if she had enough cash for a one way ride. Others commented on how difficult the SDM verification process can be, and how one may have to go through the process multiple times if they do not have internet access. There were also comments about the \$8 card fee being prohibitive for SDM riders to get verified in person.

Two participants cited disappointment with fare enforcement policies and perceived it as the agency losing money and not being good steward of fare revenue.

Participants were also disappointed in a low turnout and commented on wanting to see more participation and MTS having done a better job at advertising and recruiting for this workshop.

Fare Change Study Workshop | Southeastern San Diego | 3.5.26

Overview:

MTS hosted a Fare Change Study Workshop on March 5, 2026 in Southeastern San Diego at the Jackie Robinson Family YMCA. MTS partnered with community-based organization, Urban Collaborative Project, to promote the workshop through neighborhood canvassing and digital promotion. Eighteen participants were in attendance, with eleven participants staying for the small discussion group portion of the workshop. Most attendees used MTS at least twice a week, and noted having family, friends, and neighbors that have at one point relied on MTS services. All group discussions were conducted in English.

Overall, two thirds of participants were in favor of increasing fares to keep higher service levels, with one third of participants wanting to keep costs low for riders.

Discussion Responses Summary:

The following section outlines how many individuals voted for the following survey questions / discussion topics.

Higher Fares/More Service:	Lower Fares/Less Service:
Seven participants prioritized higher levels of service. One participant noted that some routes in the area were so infrequent that losing service would be detrimental to riders and decrease ridership. Two participants specifically commented that they would want to see service levels improved if fares were increased.	Two participants prioritized keeping fares low, worried about the economy of Southeastern San Diego and how higher fares would affect it, and concerns about low-income riders being unable to pay for increased fares.

Two participants abstained from answering this question.

Package A (\$90 Adult, \$30 SDM)	Package B (\$100 Adult, \$28 SDM)
Four participants preferred Package A over Package B, citing that overall Package B was simply too expensive.	Seven participants preferred Package B over Package A. One participant preferred the lower SDM fare. Other participants preferred to generate as much revenue as possible for the agency to avoid service cuts. One participant noted that even with Package B, riding transit was still cost competitive owning a car.

Increases should be phased over a few years	Increases should be made all at once, not phased	No Opinion
Three participants preferred to have fare increases phased in over a few years, noting that smaller increases will be helpful to adjust. Two participants noted that even with phasing, the proposed fares in Package B were still too high.	Three participants felt that it would be best to have all increases done at once, noting that having prices increase over multiple years can confuse riders or give the impression that prices will rise indefinitely.	Five participants did not have an opinion on phasing in fare increases.

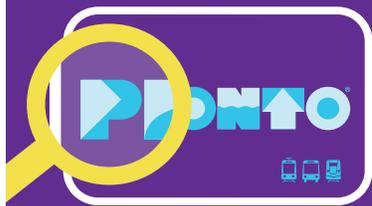
Keep Fare Capping	Get Rid of Fare Capping
Six participants wanted to keep fare capping. Overall, these participants like fare capping and see that riders typically value it when they are unsure how much they are going to ride.	Five participants agreed that it would be best to get rid of fare capping to keep costs lower. One participant suggested getting rid of fare capping for the daily pass but keeping it for the monthly pass. Three participants noted that they would like to remove fare capping to keep costs as low as possible for riders and are concerned about those living paycheck to paycheck.

Main Take Aways:

Overall, participants were split on whether preserving service or keeping cost low was more important. With almost two-thirds of participants wanting to see service levels maintained, or preferably improved, even it increased fares and one-third of participants not wanting to see fares changed at all. Participants were even more split on the idea of phasing in fare increases (with almost half of participants not able to decide one way or another). Participants valued making the adjustment as easy as possible for riders but did not agree if phasing in increases was the best way to do that. Participants were also a near even split on whether fare capping should be kept or not.

Other Notes:

Overall, participants valued public transportation but worried about increasing costs of living that are already affecting them and their communities. A few participants were concerned about the push to the PRONTO app and wanted to see more fare options such as having PRONTO available in their mobile wallet or more physical card options.



FARE CHANGE PROPOSALS



MTS Proposed Fare Change Packages

The following reflect two proposals that would achieve varying levels of revenue for the agency (a minimum of half the budget gap expected to be covered by fare and/or service level changes).

	Package A	Package B	Current
Adult One-Way	\$3	\$3.50	\$2.50
SDM One-Way	\$1.50	\$1.50	\$1.25
Adult Day Pass	\$7	\$8	\$6
SDM Day Pass	\$3.50	\$3.50	\$3
Adult Month Pass	\$90	\$100	\$72
SDM Month Pass	\$30	\$28	\$23
Adult <i>Rapid</i> Premium Express One-Way Pass	\$6	\$7	\$5
SDM <i>Rapid</i> Premium Express One-Way Pass	\$3	\$3	\$2.50
Adult <i>Rapid</i> Express Day Pass	\$14	\$16	\$12
SDM <i>Rapid</i> Express Day Pass	\$7	\$7	\$6
Adult <i>Rapid</i> Express Month Pass	\$125	\$140	\$100
SDM <i>Rapid</i> Express Month Pass	\$42	\$39	\$32
Adult Rural One-Way Pass	\$10	\$11	\$8
SDM Rural One-Way Pass	\$5	\$5	\$4
MTS Access One-Way Pass	\$6	\$7	\$5

NCTD will also be considering fare changes. Please see the website for more details.





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Item No. 4, 03/19/2026

Fare Change Study Update

Accessible Services
Advisory Committee



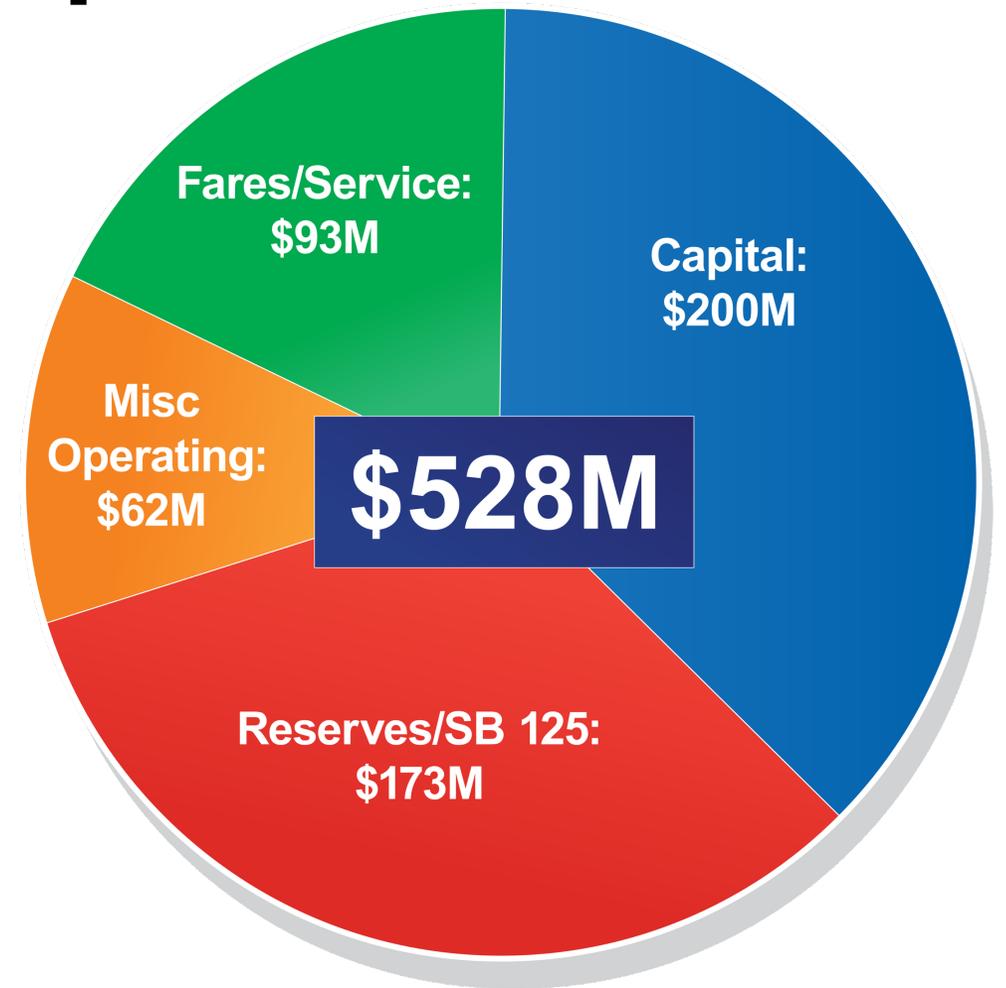
Fare Change Study Background

- Part of a broader Financial Sustainability Strategy to extend the fiscal cliff beyond 2028
- MTS Board voted February 13, 2025, to work with SANDAG and NCTD on a fare change study



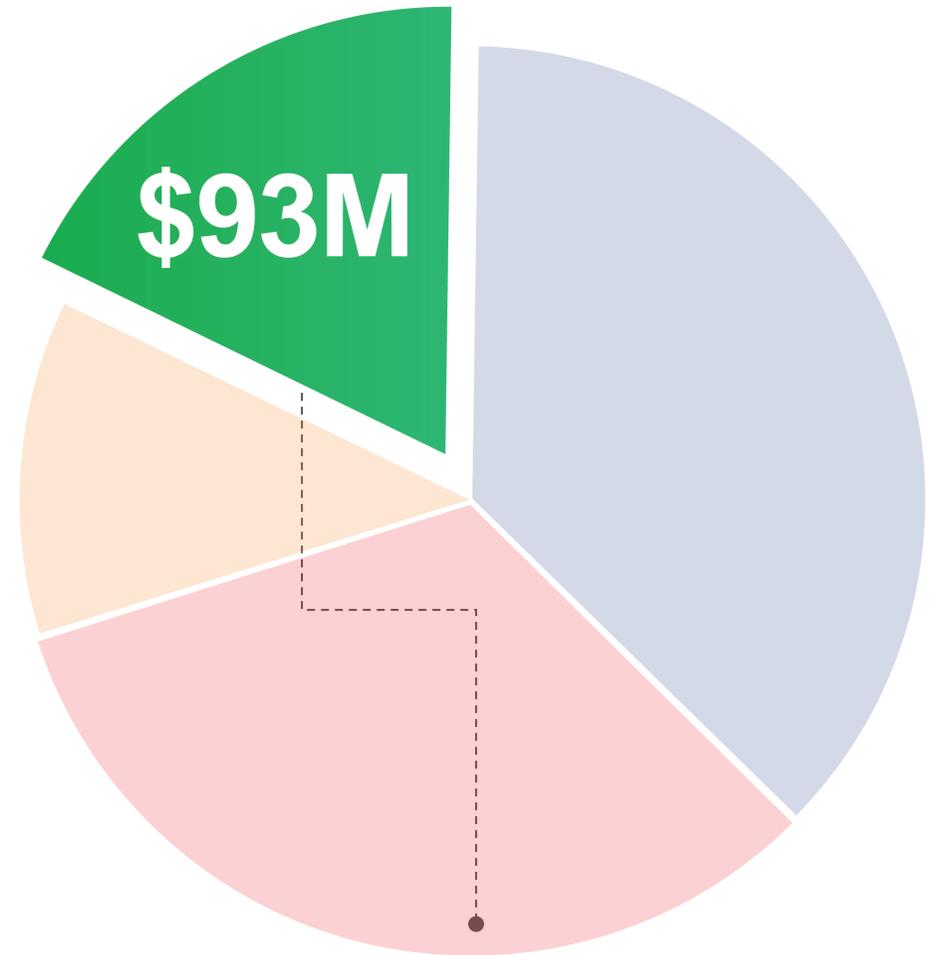
Strategy for Filling the Gap

- **\$500 million+** gap over the next four fiscal years (FY 27-30)
- Needs change year-to-year (\$118m-146m)
- Four main buckets: non-essential capital transfer, reserves, operational savings/revenue, fares/service levels



Filling the Gap

- In transit industry, two primary means to address funding needs: fare prices, service levels
- Average of \$23 million a year over next four years between fares and service



Fares / Service

What Does \$23 Million Mean?

- Represents about 26% of current fare revenues
- Comparable Service Levels:
 - **ALL** Saturday bus and Trolley Service (*\$18.2 million / year+*)
 - **ALL** weekend bus service (*\$24.2 million / year*)
 - **ALL** Blue Line Trolley service (*\$22.3 million / year*)
 - **ALL** Green and Orange Line Trolley service (*\$23.5 million / year*)



Phase I Outreach Recap

- Survey available Oct. 6 – Nov. 7
- 5,700 responses

High Level Takeaways:

- Prioritize service levels over cost to ride
- Preserve youth and senior pass prices as much as possible even if others pay more.
- Consider a phased approach to increases
- Favor increases to One-Way and Day Pass over Monthly Pass



Package Development

- SANDAG developed formula for MTS to create fare increase packages for more specific public feedback
- Package Considerations:
 - Revenue increases for MTS
 - Approx 50% of \$23M year
 - Ridership losses
 - Price sensitivity for SDM riders
 - Rider willingness to pay a little more to keep service levels as high as possible
 - Confidence that increase would help push out fiscal cliff to 2030



Drafting Fare Change Proposals

- Review of peer agency fares for comparable modern rate

	 (Portland)	 (Dallas)	 (Salt Lake City)	 (San Francisco)	 (Sacramento)	 (Denver)
Adult One-Way	\$2.80	\$3	\$2.50	\$3	\$2.50	\$2.75
Adult Day Pass	\$5.60	\$6	\$5	\$5.70	\$7	\$5.50
Adult Month Pass	\$100	\$126	\$85	\$86	\$100	\$88

Fare Change Proposals: High Level

	Package A	Package B	Current
Adult One-Way	\$3	\$3.50	\$2.50
SDM One-Way	\$1.50	\$1.50	\$1.25
Adult Day Pass	\$7	\$8	\$6
SDM Day Pass	\$3.50	\$3.50	\$3
Adult Month Pass	\$90	\$100	\$72
SDM Month Pass	\$30	\$28	\$23
MTS Access One-Way Pass	\$6	\$7	\$5

Fare Change Proposals: Package A

Package A			
Adult One-Way	\$3	Projected Annual Revenue Increase	~ \$11.2M
SDM One-Way	\$1.50	Projected Annual Ridership Loss	~ 2.3 million (~2.8%)
Adult Day Pass	\$7	High-Level Comparison Between Packages A and B	Lower Adult, but Higher SDM Month Pass
SDM Day Pass	\$3.50		Lower Day Pass and One-Way Fares
Adult Month Pass	\$90		Lower Revenue / More Service Impacts
SDM Month Pass	\$30		Lower Ridership Loss
MTS Access One-Way Pass	\$6		

Fare Change Proposals: Package B

Package B			
Adult One-Way	\$3.50	Projected Annual Revenue Increase	~ \$16.8M
SDM One-Way	\$1.50	Projected Annual Ridership Loss	~ 3.2 million (~3.9%)
Adult Day Pass	\$8	High-Level Comparison Between Packages A and B	Higher Adult, but Lower SDM Month Pass
SDM Day Pass	\$3.50		Greater Increase in Adult Day Pass and One-Way Fares
Adult Month Pass	\$100		Higher Revenue / Lessens Service Impacts
SDM Month Pass	\$28		Higher Ridership Loss
MTS Access One-Way Pass	\$7		

Phase II Engagement Goals

- Listen to reactions to packages
- Identify tolerance to increases
- Understand pricing sensitivities
- Help inform final package to bring back to Board of Directors for consideration in April 2026



Phase II Outreach

Four Primary Questions

1. Is cost or service more important to you?
2. If you had to pick one, which package would you choose?
3. If MTS scaled Package B over time, would this impact your preference?
4. If MTS eliminated fare capping to limit the higher cost to ride, would you support it?



Phase II Outreach

Fare Change Study Workshops (80+ participants)

- Linda Vista, City Heights, Southeastern San Diego, National City, El Cajon

Online Survey (~800 respondents)

- Feb. 5 – March 5

Transit Center Outreach

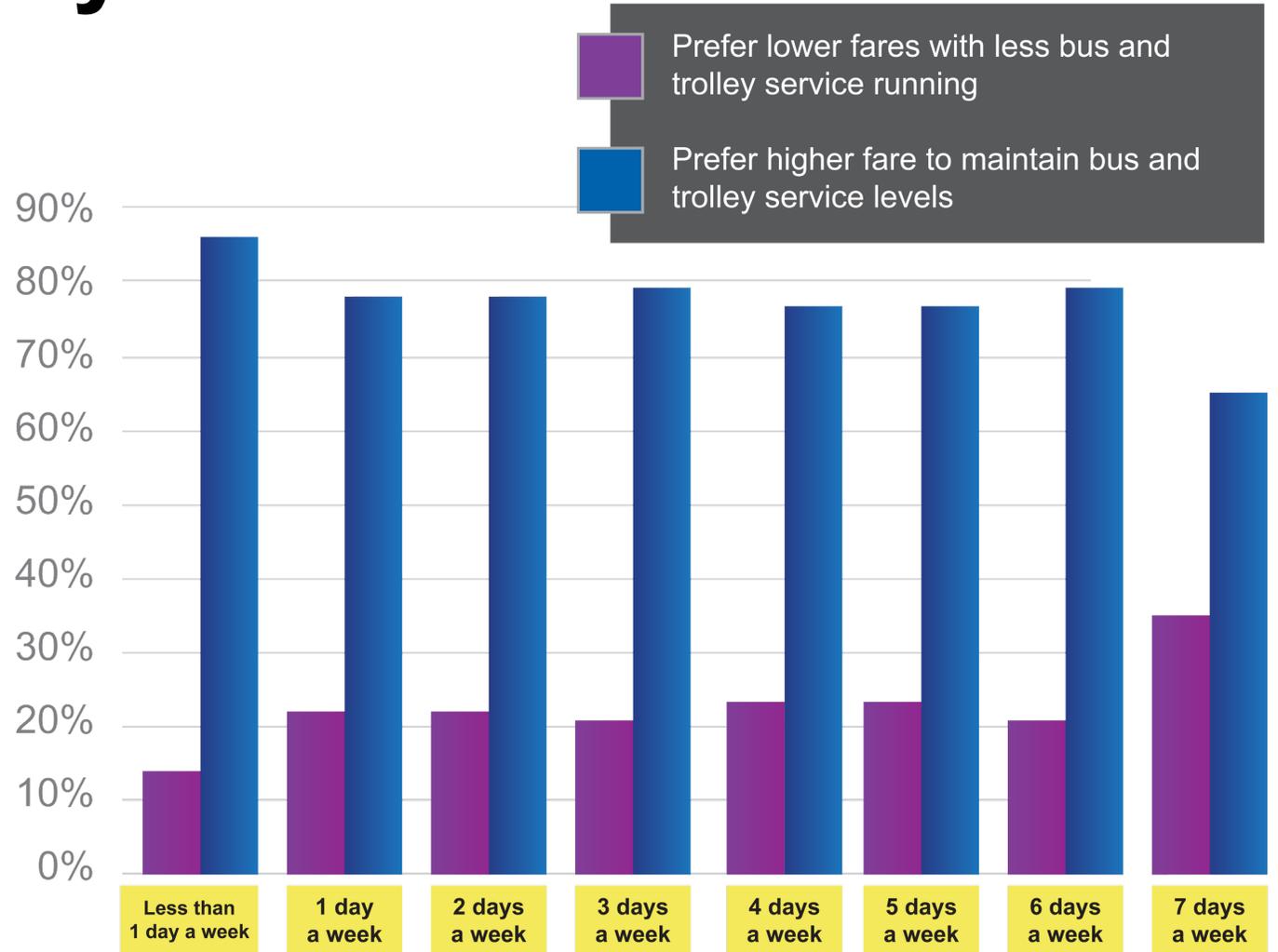
- Euclid, Miramar, Iris, SDSU, Old Town



Phase II Online Survey Results

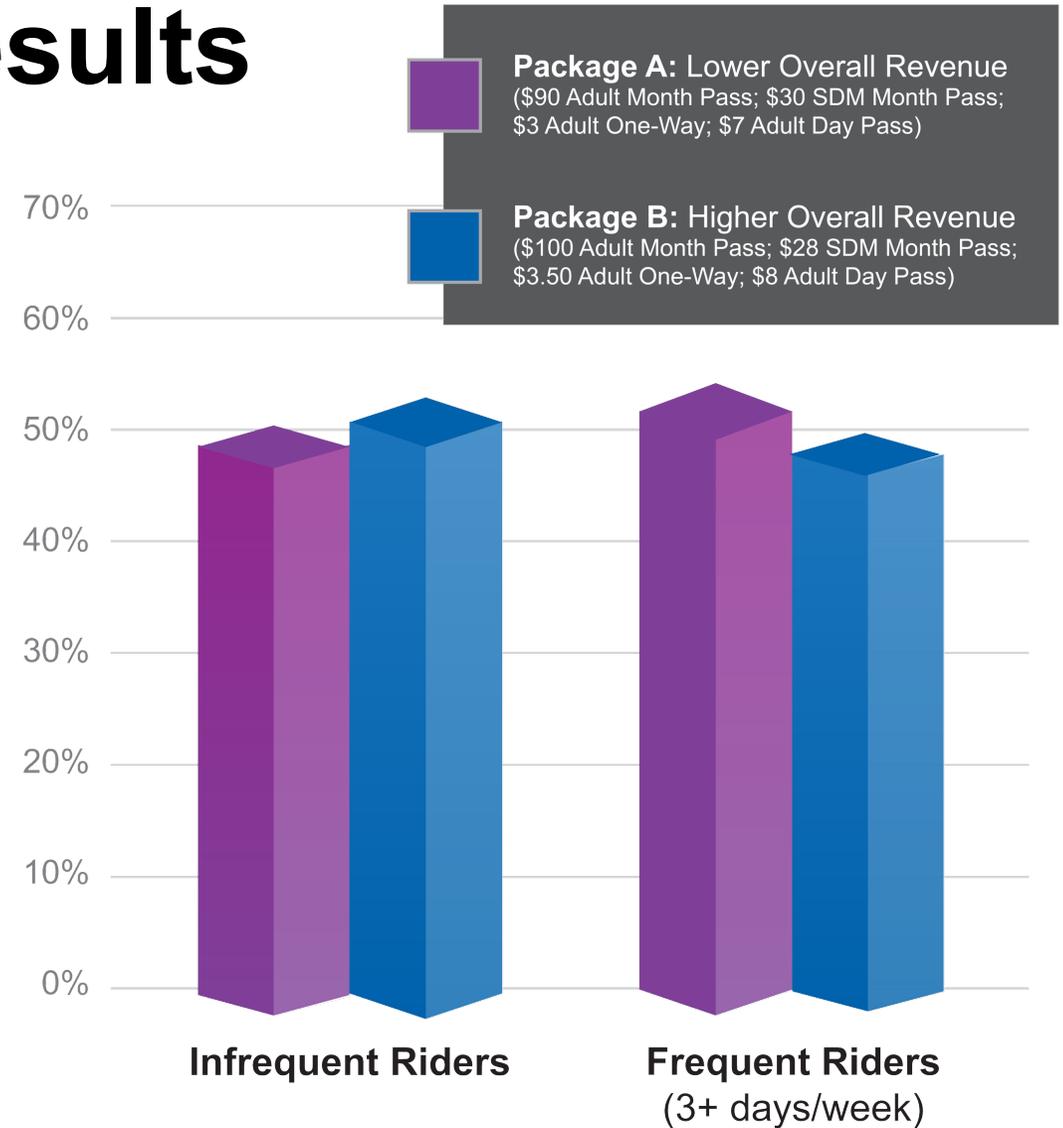
Cost to Ride vs.
Service Levels

After seeing the initial impact to fare...



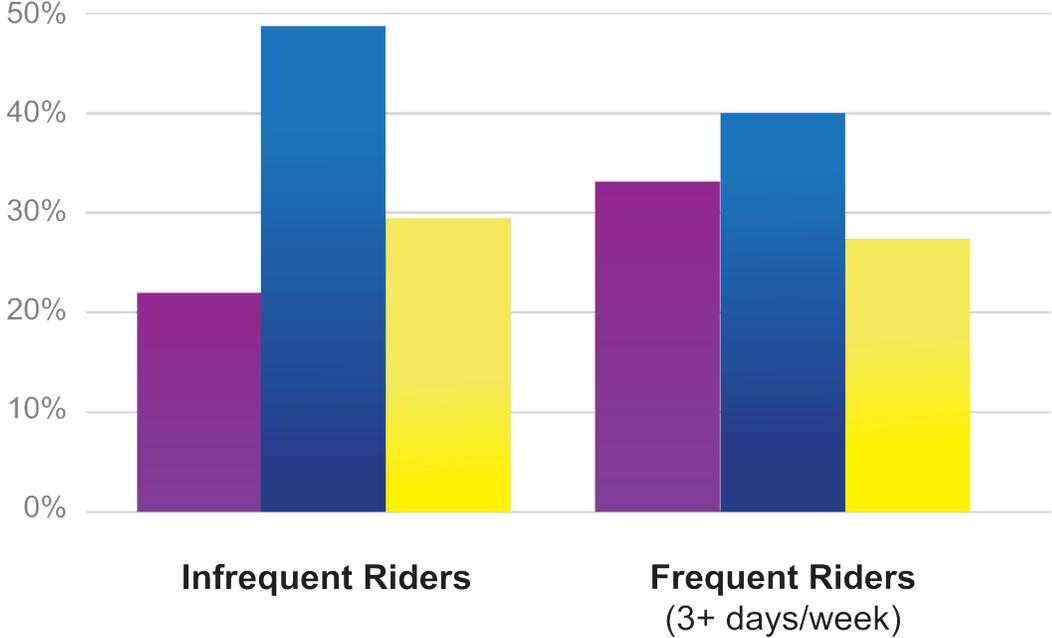
Phase II Online Survey Results

Package Preference



Phase II Online Survey Results

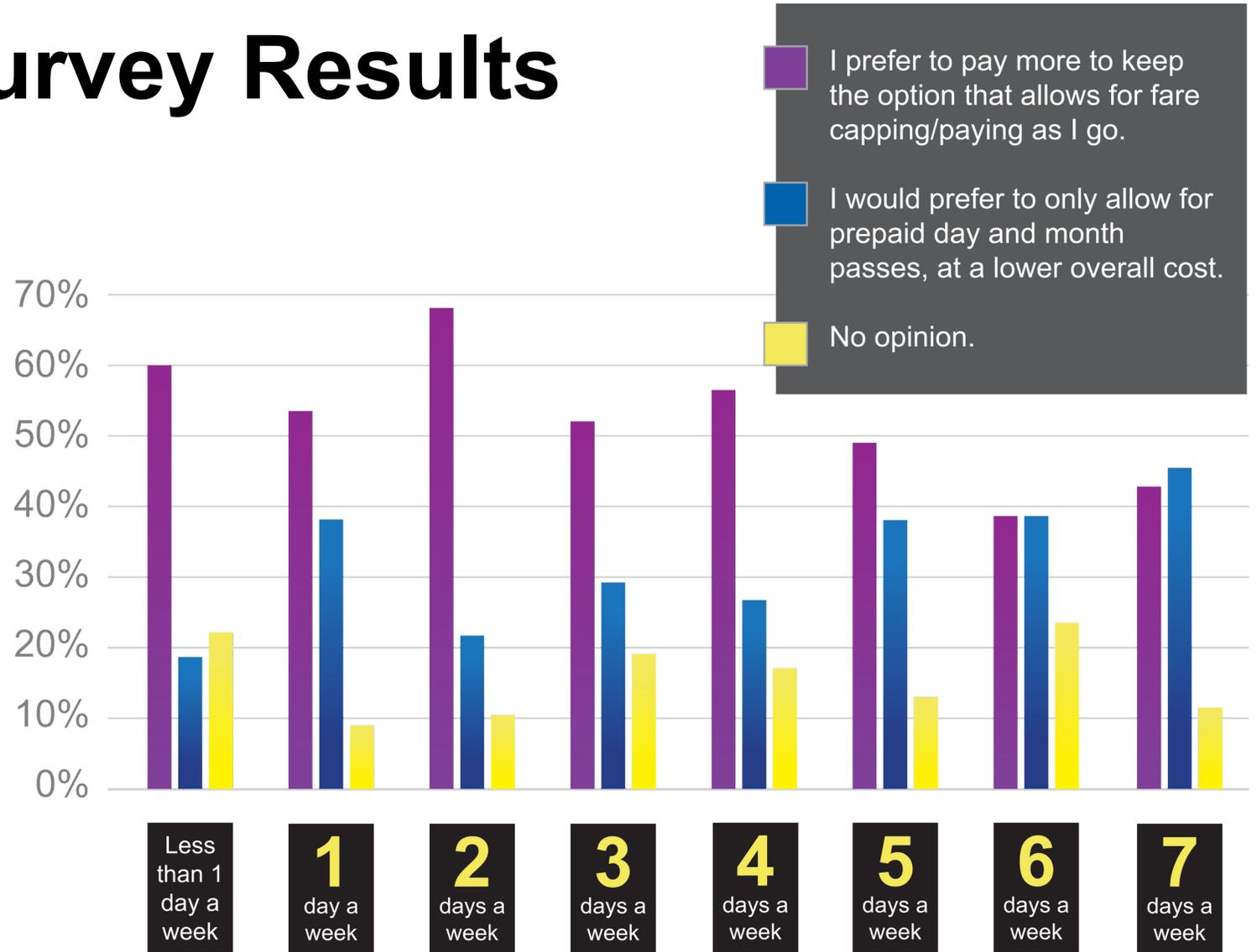
Package B – Phased Approach



-  I would still choose to support Package A
-  I would choose to support a "phased" Package B over Package A
-  I would still support Package B, with more enthusiasm

Phase II Online Survey Results

Fare Capping - Eliminate



Phase II Outreach

High Level Results:

- Most people still favored to keep service levels as high as possible even if they have to pay more
- Split evenly Package A vs. Package B
 - Senior riders tended to favor Package B due to smaller increase in SDM fare
- Phased approach for Package B was more tolerable
- Not overwhelming support for eliminating fare capping even if fares are below \$90 for adult monthly pass



Fare Change Study Timeline



Questions/Comments



**Metropolitan
Transit
System**

Agenda Item No. 05

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

March 19, 2026

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 Santa Fe Depot, the Orange Line Improvement Project and the closure associated with it. Staff will also have an update on bus operator numbers, operational changes including service change and special events.

/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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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**

Item No. 5, 03/19/2026

Fixed Route and Trolley Update

**Accessible Services
Advisory Committee**



Fixed Route Overview

- December Nights
- Service Change
- Rock N Roll Marathon

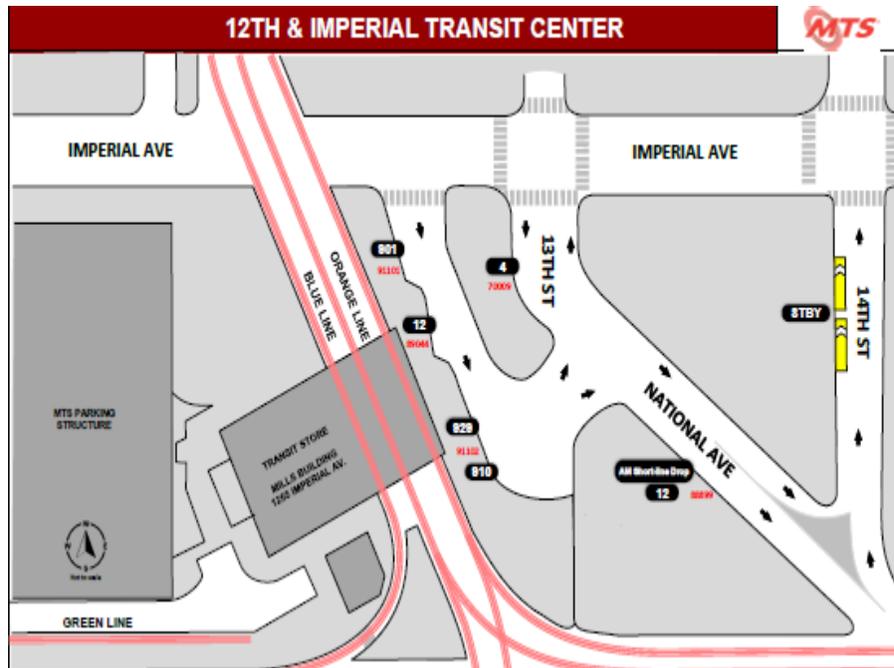
December Nights Recap

- 34.12 minutes average trip time
- 146 total trips
- 12,436 passengers



Service Change

- Routing Changes (12, 120, 929, 992)



Rock N Roll Marathon

- Sunday, May 31
- Major service interruptions
- Start of service until 3pm

Santa Fe Depot Construction

- Routes 215, 225, 235 stop closed
- Temporary Stop Location
- Completion end of Month



Topics:

- Rider Quality enhancements for patrons
- 2026 Special Event Services: Upcoming Sports Seasons and Special Event
- Construction Projects including Orange Line Improvement Project

Ride Quality Enhancements

- We have been working to improve the ride quality for all patrons.
 - We have been implementing software to allow the operator to know that an S/D Patron has requested the ramp activation from inside the train. In the past people have tried to deboard but were unable to because they were not able to deboard before the ramp would deploy and retract. The operator was unaware of the request because they were inside the train. This implementation allows the operator to know there is someone trying to deboard using the ramp, to leave the doors activated more time, and confirm that the patrons have deboarded the train.

Ride Quality Enhancements

- Announcements to make sure to hold on to the handrails at all times are being added the messages are being played in English and Spanish between every station. The messages are the same as the printed signs.

2026 Special Event Services: Upcoming Sports Seasons and Special Event

- Several sports season and special events are almost here.
 - Padres Regular Season with the games here at Petco Park starts on March 27 and goes until September 27
 - SDFC Regular Season with the games at Snapdragon Stadium has already started and goes until November 07
 - San Diego Wave Regular Season has just started and goes until October 25
 - Comicon will return again in July
 - SDSU Aztecs will return later in the year playing at Snapdragon Stadium

2026 Special Event Services: Upcoming Sports Seasons and Special Event

- Other events include
 - Concerts at Petco Park and Snapdragon Stadium
 - Minor events at Viejas Areal and Cal Coast Open Air Amphitheater
 - Large protest marches like the No Kings March

Construction Projects: Orange Line Improvement Project

- The Orange Line Improvement Project is underway. This project is improving the infrastructure so that the trains will be able to more efficiently navigate unusual occurrences and keep the patrons moving toward their destinations. This project includes several weekend closures in the areas that are being improved.

Construction Projects: Orange Line Improvement Project



Saturday, January 17, 2026, 8:03AM: Switches E315A and E315B being removed east of Euclid.



Sunday, January 18, 2026, 3:30AM: Work continues at Switches E315A/B wiring switch mechanisms.

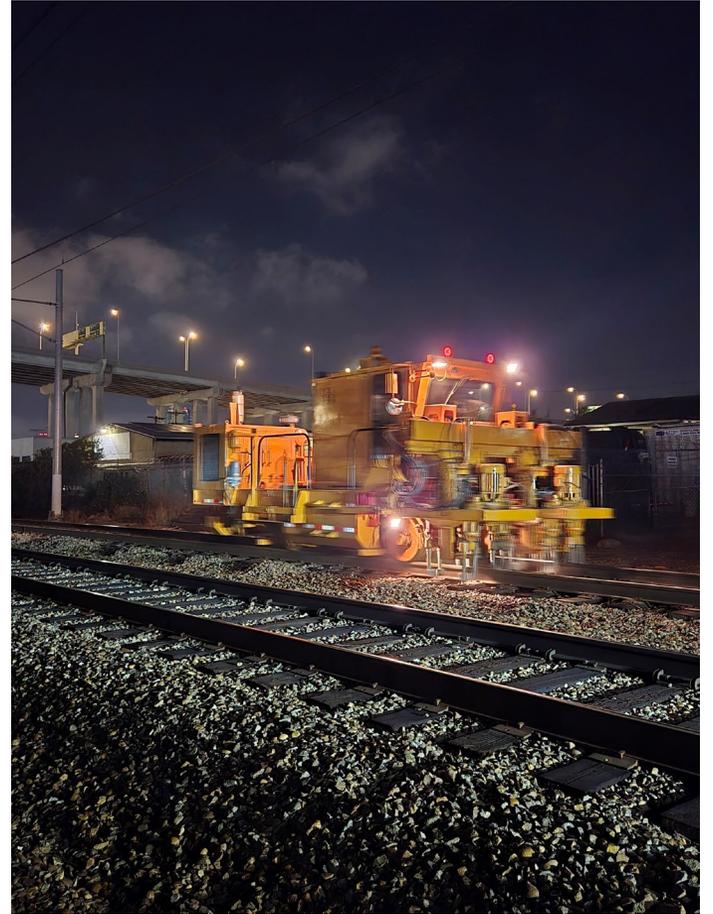
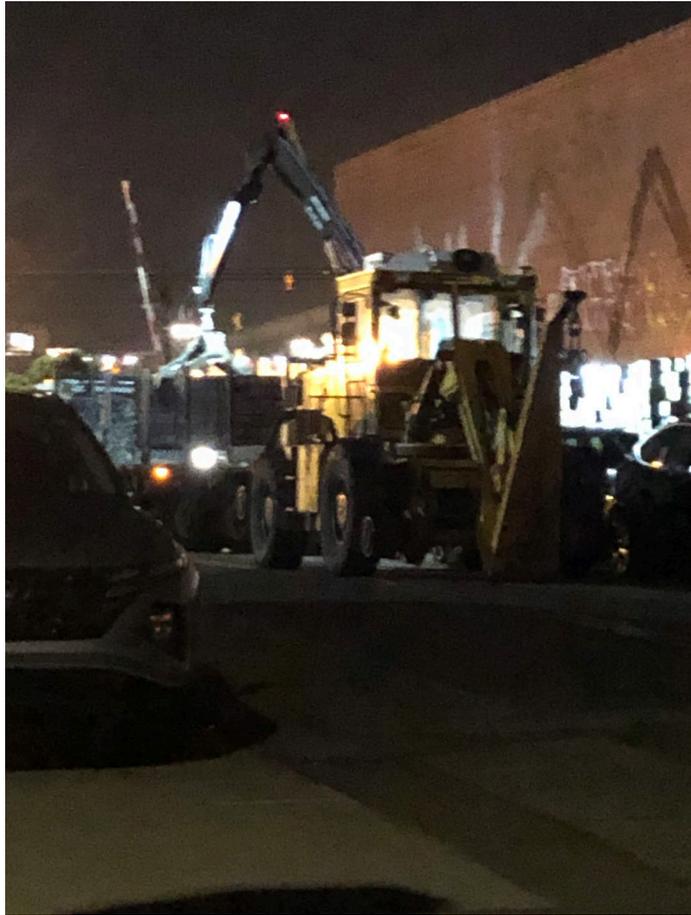
Construction Projects: Grade Crossing Replacements

- Many grade crossings and track segments are planned to be replaced. This includes Bradley Street and Severin Drive Grade Crossings, and track near City College Stations. These projects will usually require weekend closures and will enhance the safety and reliability of the trolley. The dates are not set yet for these closures but are planned for this calendar year.

Construction Projects (Other): Blue Line Tie Replacement & Beyer Slope

- Other project include the Blue Line Tie Replacement project that is underway and nearly completed. Replacing 10,000 ties on the westbound main from 12th & Imperial to San Ysidro. And the Beyer Slope project which will address issues of erosion near the tracks near Beyer Blvd Station. These projects do not require track closures but do require that we single track trains around the area that is being worked on. Normally these single tracks are after 9:00PM at night to minimize the impact on the patrons, but delays do occur due to the special operations.

Construction Projects (Other): Blue Line Tie Replacement & Beyer Slope



Questions/Comments



**Metropolitan
Transit
System**

Agenda Item No. 06

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

March 19, 2026

SUBJECT:

EZ Wallet Overview (Vassilena Hycz)

INFORMATIONAL ONLY

Budget Impact

None

DISCUSSION:

Staff will present on the Trapeze EZ Wallet application which offers a cashless faring solution to easily manage payments for paratransit trips online via a virtual wallet where account holders or their representatives can deposit funds using secure credit/debit card transactions. This faring option is in addition to cash and tickets, which will continue to be accepted. Anticipated launch is Summer 2026.

/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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**Metropolitan
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System**

Item No. 6, 03/19/2026

EZ-Wallet Overview

**Accessible Services
Advisory Committee**

Overview

- What is EZ-Wallet
 - A digital payment account designated for paratransit riders to manage fares without the need for physical cash or prepaid ticket
- One Stop Shop
 - Works seamlessly with the MTS EZ Access app
 - Keeps transportation funds in one convenient place
- Freedom to Travel
 - With EZ Wallet, trips can be paid for before entering the vehicle
 - Spend less time looking for exact change or prepaid ticket

Rider Experience

- 24/7 Account Management
 - Passengers can add funds, check wallet balances, and view trip history any time
- Flexibility
 - Passengers or their representatives can top up accounts using debit or credit cards
 - Auto-pay option available
 - Account alert for low-balance

Rider Experience

- Flexibility (continued)
 - Provides automatic fare credit if trip is not completed
 - Passengers will be alerted in the event of a failed transaction
- Secure Transaction
 - Personal information and financial data remains protected
- Reduced Risk
 - Reduces risk of lost or stolen cash or prepaid tickets

Questions/Comments



**Metropolitan
Transit
System**

Agenda Item No. 07

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

March 19, 2026

SUBJECT:

Same Day Paratransit Report (Britany Bardales)

INFORMATIONAL ONLY

Budget Impact

None

DISCUSSION:

Contractor will provide same day paratransit reporting since start of service July 1st, 2025.
Contractor's presentation will include an examination of same day service effectiveness.

/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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Metropolitan
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Same Day Service

Accessible Services
Advisory Committee

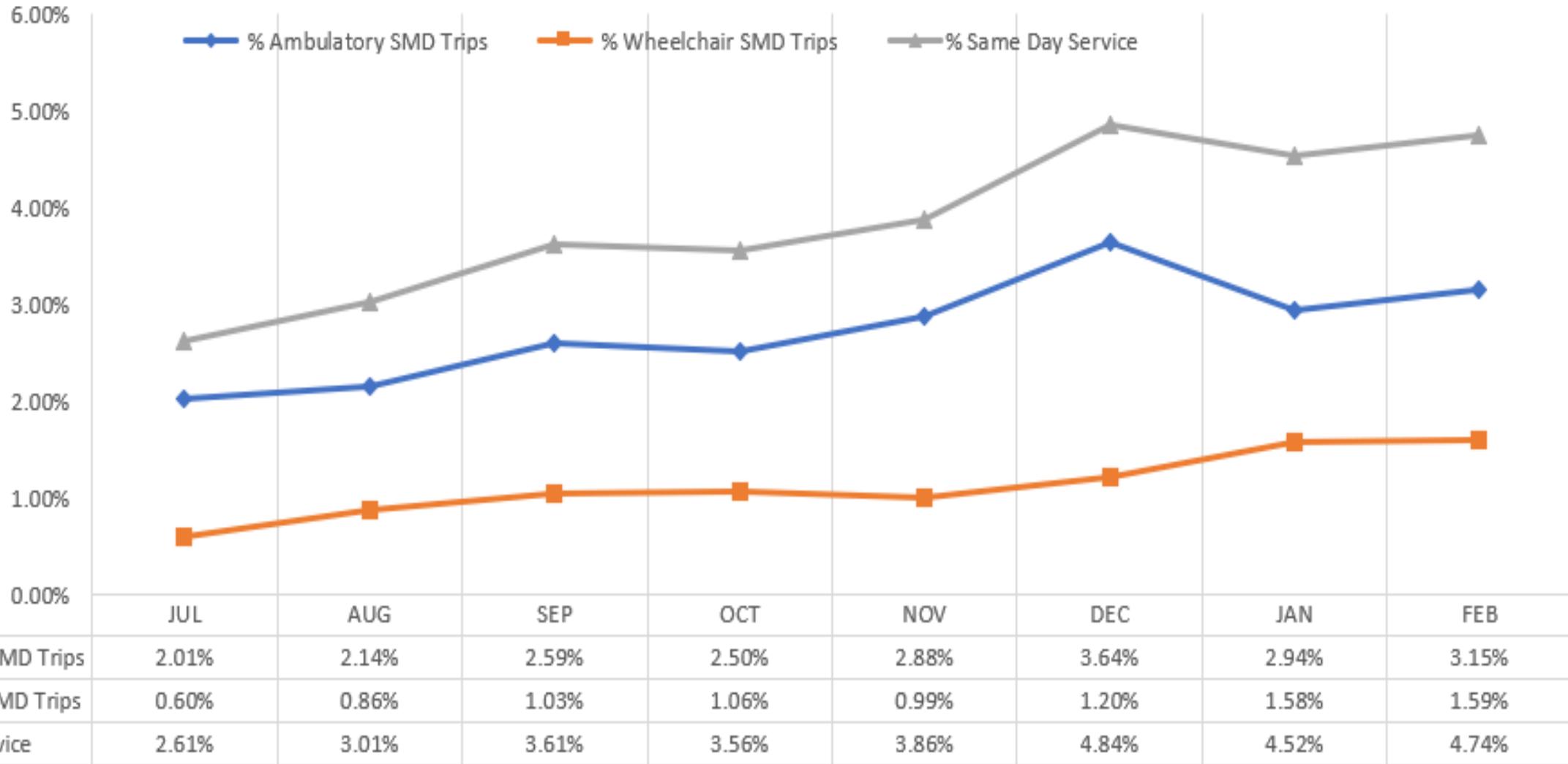
General Information

- Service started July 1, 2025
- Trips scheduled on space-available basis for eligible MTS Access customers
- Same-day service is a premium service, \$10 per one-way trip
- Reservations for same-day service can be made from 8:00am – 4:00pm and must call in to reserve service
- Subject to same area restrictions as normal MTS service

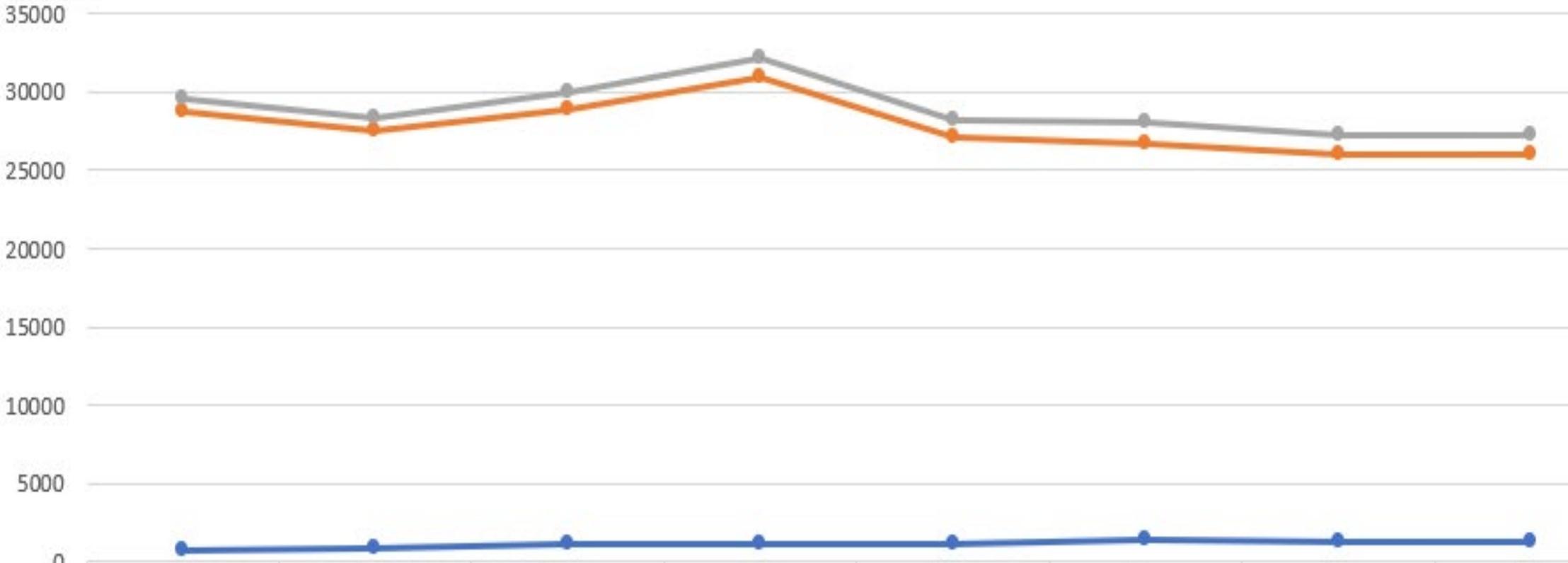
Highlights

- Provides transportation options for clients that forgot to book or have last minute travel plans
- Is less expensive than other transportation options
- Reduces slack time in service

Breakdown of Statistics



Same Day Vs. Regular Ridership



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Same Day Rides	773	852	1081	1144	1087	1356	1230	1293
Regular Rides	28800	27496	28852	30946	27045	26663	25983	26009
Total Rides	29573	28348	29933	32090	28132	28019	27213	27302



Questions/Comments



**Metropolitan
Transit
System**

Agenda Item No. 08

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

March 19, 2026

SUBJECT:

Certification Eligibility Process (Herberto Gaytan)

INFORMATIONAL ONLY

Budget Impact

None

DISCUSSION:

Herberto Gaytan, Project Manager at Medical Transportation Management (MTM), will provide a presentation on the Certification Eligibility Process for MTS Access. The Americans with Disabilities Act (ADA) mandates that public transit agencies provide complementary paratransit service to individuals who have been certified as unable to use fixed route system. Eligibility is not based on a specific medical diagnosis but rather on the functional ability of the person to navigate the transit system.

/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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Transit

MTS Access

ADA Paratransit Eligibility Process



MTS Access Services

The Americans with Disabilities Act (ADA), require public transportation agencies to provide **paratransit services**

Transportation service for **individuals with disabilities** whose **functional abilities** prevent them to use public transportation services such as the fixed route bus and light rail trolley



MTS Access Services

Shared ride service

Available **same day and hours**
as the MTS fixed route system

Service offered within a **3/4**
mile radius of a nearby bus
route and/or trolley station

Fare **\$5 for a one-way trip**





MTS Access Services

Once certified to ride, schedule a trip, **1-10 days in advance**

Paratransit service have **lifts to accommodate wheelchairs and other mobility devices**

Can bring a **Personal Care Attendant (PCA)** for assistance





MTS Access Eligibility Process



1. Application

- Part A: Applicant Information and Release
- Part B: Health Care Provider Certification

2. Assessments

- Contact us to schedule the in-person assessment
- Discuss functional abilities and limitations
- Provide understanding of paratransit service and other MTS services
- Conduct functional assessments, if needed
- MTS will make a decision within 21 days from the date of the completed assessment

3. Appeal

- Appeal Board Hearing



Functional Assessments

Designed to evaluate **transit related abilities** and tasks that simulate travel conditions

Reveals abilities that applicants may underestimate or overestimate

Help better **identify** the different types of eligibility an applicant may receive Process is **individualized** and designed to understand each person's mobility needs



Applications

Applications are available for download/print on our **website**, or can submit the application **online**

Contact us, and we can **mail** an application

Alternative formats upon request

MTS Metropolitan Transit System | **ADA Paratransit Eligibility Application**

1 Personal Data 2 Transit Usage 3 Disability Health 4 Transit Skills 5 Functional Skills

First Name
First Name
ⓘ Required

Middle Initial
Middle Initial

Last Name
Last Name
ⓘ Required

Date of Birth
MM/DD/YYYY
ⓘ Required

SSN

MTS Access Eligibility Certification

About MTS Access

Application ▾
Print English
Print English (Large Print)
Print Spanish
Print Spanish (Large Print)
Complete Online

Medical Certification ▾
Print English
Print Spanish
Complete Online

HOW TO APPLY

1. If you believe you qualify for ADA paratransit services:
Complete Part A of the application.
Have a medical professional familiar with your health condition or disability and your functional abilities and limitations complete **Part B** of the application. Part B must be completed within **60 days prior** to the In-Person Assessment.

2. Once both parts of the application have been submitted, please call [844.299.6326](tel:844.299.6326) to schedule an in-person assessment.

To apply for new certification or recertification, please submit your application to MTS Access Eligibility at:

MTS Access Eligibility
100 16th Street
San Diego, CA 92101
or
Fax: 844.299.6369
or
Email: Access@sdmts.com
or
Complete and submit the online application

We look forward to meeting with you during your in-person assessment.

Location:
Access Eligibility Office
100 16th Street
San Diego, CA 92101



MTS Access Contact

MTS Access Eligibility Center

100 16th Street, San Diego, CA 92101

Phone: (844) 299-6326, Monday-Friday 8am-5pm

Fax: (844) 299-6369

Email: Access@sdmts.com

Online: www.rideonmts.com



Transit

Questions?





**Metropolitan
Transit
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Agenda Item No. 09

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

March 19, 2026

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 Access monthly overview of service performance, MTM performing eligibility certification services and certification summary for MTS Access for FY 26.

/S/Vassilena Hycz
Vassilena Hycz
Manager of Paratransit and Minibus

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





Metropolitan
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Item No. 9, 03/19/2026

Access Update and Medical Transportation Management (MTM) Report

Accessible Services
Advisory Committee



MTS Access Overview

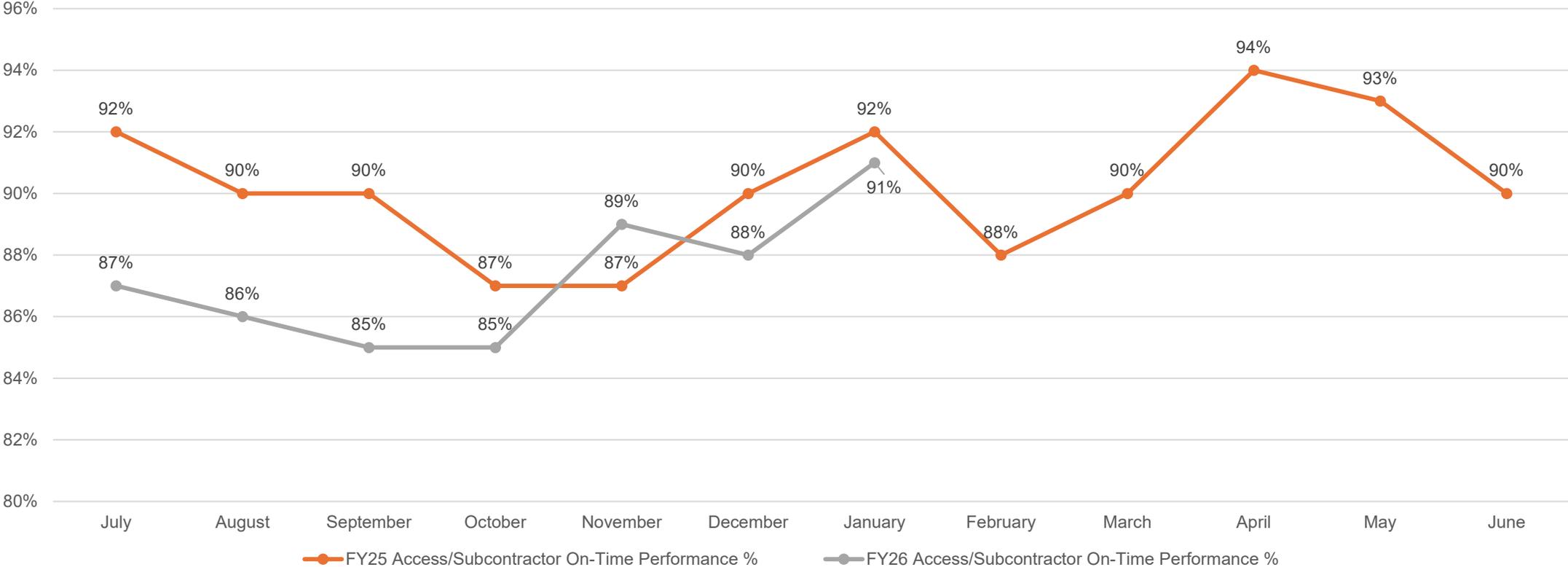
- Complementary paratransit service
- Origin to destination within $\frac{3}{4}$ mile on each side of each fixed route
- 30,000+ trips per month
- 125 active drivers
- 104 paratransit buses
- 3 subcontractors
 - Taxi
 - Care7
 - SilverRide

Access/Subcontractor OTP

Access/Subcontractor On-Time Performance (OTP)			
FY25	OTP (%)	FY26	OTP (%)
July	92%	July	87%
August	90%	August	86%
September	90%	September	85%
October	87%	October	85%
November	87%	November	89%
December	90%	December	88%
January	92%	January	91%
February	88%	February	
March	90%	March	
April	94%	April	
May	93%	May	
June	90%	June	
Average	90%	Average	87.4%

Access/Subcontractor OTP

Access/Subcontractor On-Time Performance (OTP)

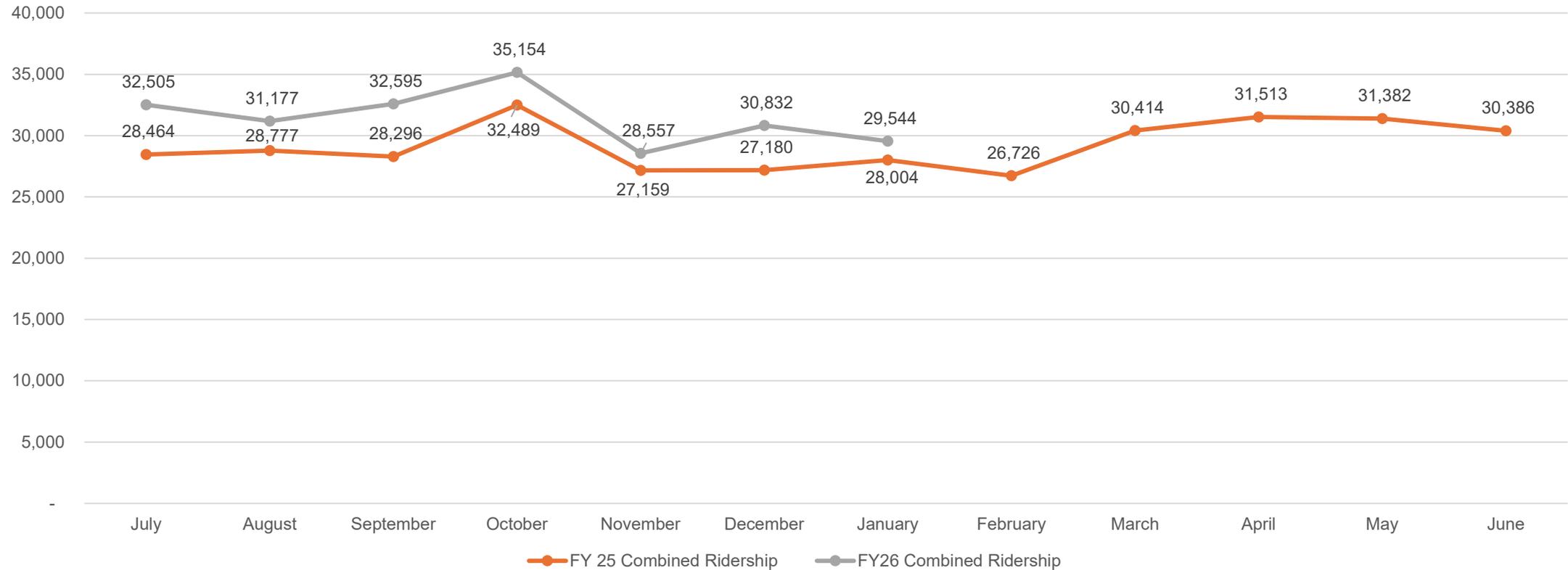


Access/Subcontractor Combined Ridership

Combined Ridership			
FY25	Riders	FY26	Riders
July	28,464	July	32,505
August	28,777	August	31,177
September	28,296	September	32,595
October	32,489	October	35,154
November	27,159	November	28,557
December	27,180	December	30,832
January	28,004	January	29,544
February	26,726	February	
March	30,414	March	
April	31,513	April	
May	31,382	May	
June	30,386	June	
Total	350,790	Total	220,371

Access/Subcontractor Combined Ridership

Access/Subcontractor Combined Ridership

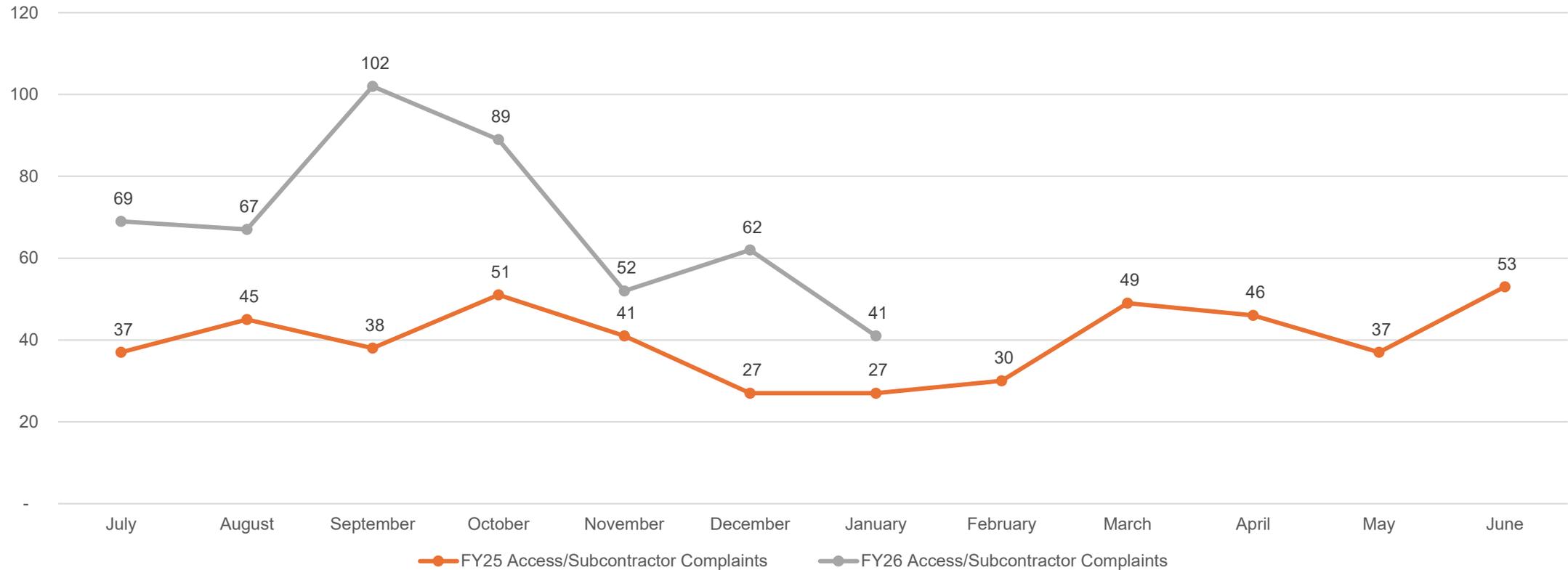


Access/Subcontractor Complaints

Access/Subcontractor Complaints			
FY25	Complaints	FY26	Complaints
July	37	July	69
August	45	August	67
September	38	September	102
October	51	October	89
November	41	November	52
December	27	December	62
January	27	January	41
February	30	February	
March	49	March	
April	46	April	
May	37	May	
June	53	June	
Total	481	Total	468

Access/Subcontractor Complaints

Access/Subcontractor Complaints

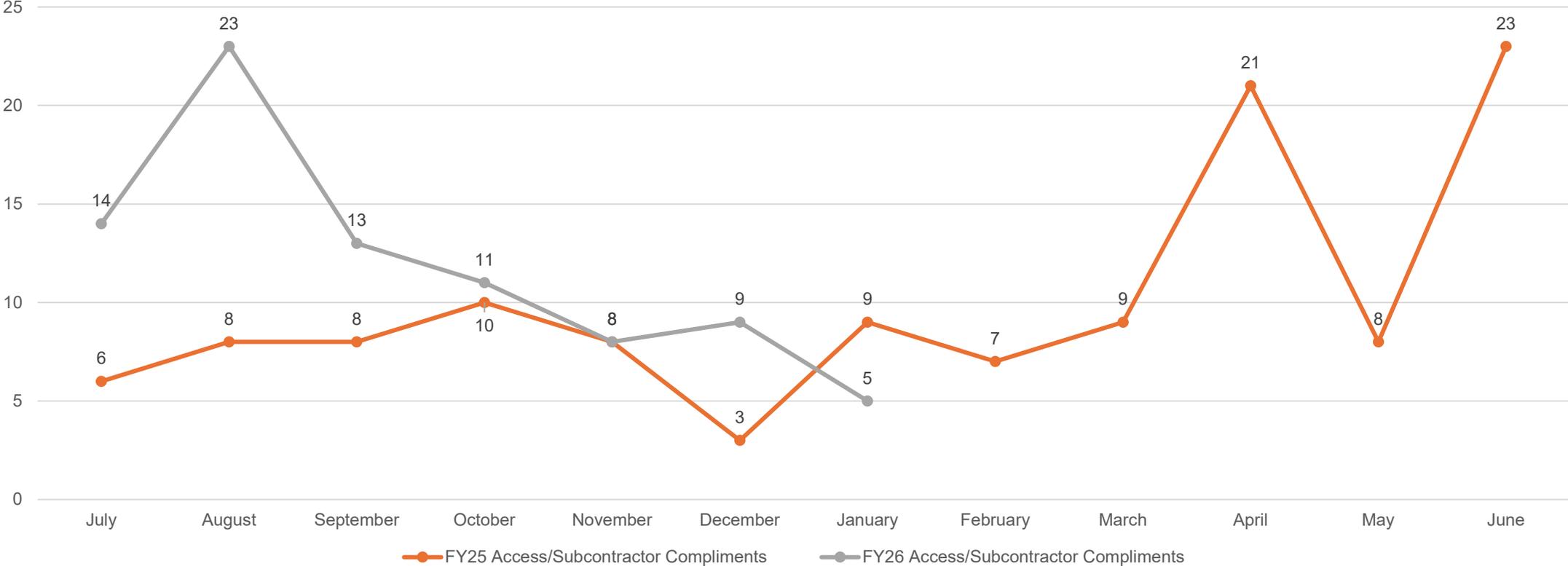


Access/Subcontractor Compliments

Access/Subcontractor Compliments			
FY25	Compliments	FY26	Compliments
July	6	July	14
August	8	August	23
September	8	September	13
October	10	October	11
November	8	November	8
December	3	December	9
January	9	January	5
February	7	February	
March	9	March	
April	21	April	
May	8	May	
June	23	June	
Total	120	Total	83

Access/Subcontractor Compliments

Access/Subcontractor Compliments

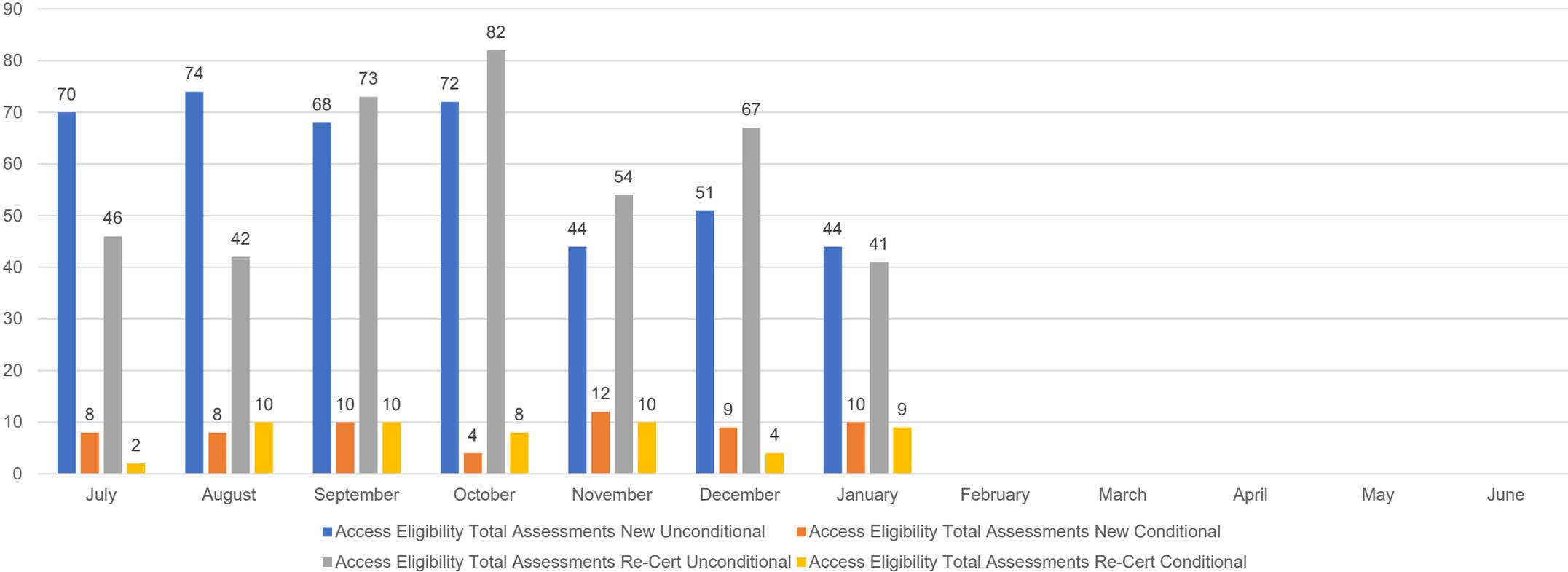


Access Eligibility Total Assessments

Access Eligibility Total Assessments				
FY26	New Unconditional	New Conditional	Re-Cert Unconditional	Re-Cert Conditional
July	70	8	46	2
August	74	8	42	10
September	68	10	73	10
October	72	4	82	8
November	44	12	54	10
December	51	9	67	4
January	44	10	41	9
February				
March				
April				
May				
June				
Total	423	61	405	53

Access Eligibility Total Assessments

FY 26 Access Eligibility Total Assessments



Questions/Comments



12th Annual Mental Health and Wellness Celebration



Saturday, May 2, 2026,
12:30PM - 5:30PM

Self care kits!

Face Painting!

BRICK IN LIBERTY STATION
2863 HISTORIC DECATUR RD,
SAN DIEGO, CA 92106



Enjoy a fun, free, family friendly event
that promotes mental wellness for
adults and youth!

Featuring local San Diego mental
health organizations, free food, fun
activities...this event isn't to be
missed!

Vision Boards!

Fun & Games!



QR Code to register for this
event. It isn't required, but
highly recommended

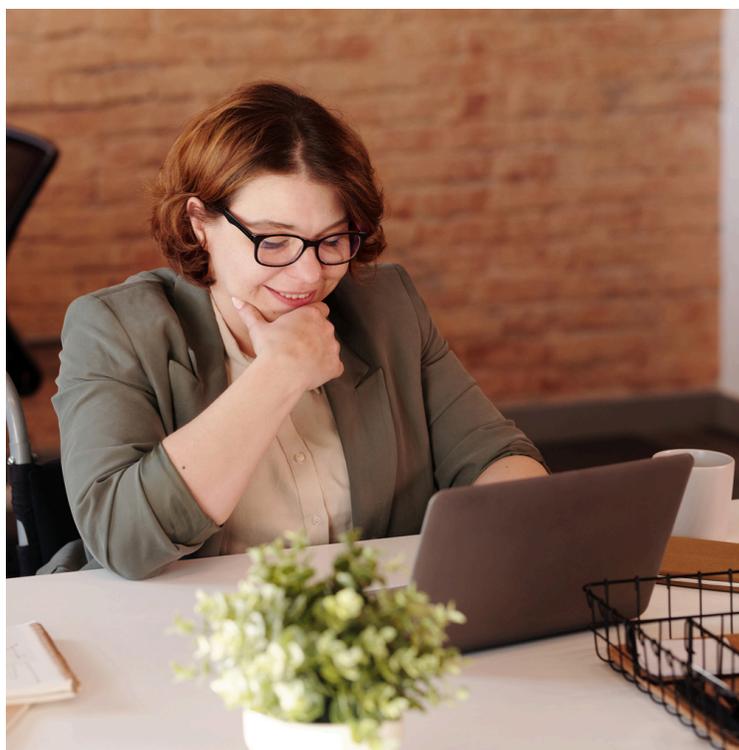


NAMI San Diego SMARTS Trainings

NAMI: National Alliance on Mental Illness

Join us for free virtual trainings

and learn about free local resources



Free Advocacy Trainings

The NAMI Smarts for Advocacy trainings are a series of free workshops where we will help you enhance your advocacy skills and shape a powerful and personal story that will move policymakers. NAMI Smarts for Advocacy trainings give you step-by-step tools and the hands-on practice you need to feel confident and ready to make a difference.

Telling Your Story

When you leave this workshop, our goal is that you take with you a version of your story that you can use to raise awareness, to inspire others and, above all, to influence policymakers to improve the lives of all people affected by mental health conditions.

Upcoming Dates

March 16, 2026 2:00 PM

March 25, 2026, 12:00 PM



Sign up in advance

For additional questions, please email communityadvocacy@namisd.org

Funded through San Diego County Behavioral Health Services. Mental Health Services Act (MHSA)



SMARTS | For
Advocacy

www.nami.org



LIVE WELL
SAN DIEGO



Consumer Feedback Town Hall

Public Comment Feedback Session

Town Hall Topic

[BHSA Information Session](#)

DATE

[March 27, 2026](#)

TIME

[3:00 PM - 4:30 PM](#)

LOCATION

[Zoom](#)

Information on Town Hall

The NAMI San Diego Consumer Feedback Town Hall BHSA Information Session is being held on March 27, 2026 from 3:00 PM-4:30PM to gather public comment and feedback regarding BHSA in San Diego County. In advance of the public comment period, the department will host a short series of informational sessions to provide an overview of the behavioral health system, highlight key changes from MHSA to BHSA, and orient community members to the Community Program Planning (CPP) process and available public comment opportunities. During the public comment window, BHS will also facilitate virtual community review sessions to provide a high-level walkthrough of the draft Implementation Plan (IP). These review sessions are intended to supplement the formal Public Hearing with the BHAB, scheduled for May 7, 2026. This meeting will be held virtually on Zoom.

Information how to Register

Email: CommunityAdvocacy@namisd.org

Funded through San Diego County Behavioral Health Services. Mental Health Services Act (MHSA)



San Diego and
Imperial Counties

