



# Accessible Services Advisory Committee Agenda

September 17, 2026

Click link to access the meeting:

<https://www.zoomgov.com/j/1605785466>

Zoom Meeting ID

## Ways to Join



**Computer:** Click the link above. You will be prompted to run the Zoom browser or Zoom application. Once signed on to the meeting, you will have the option to join using your computer audio system or phone.

### Webinar Features:

|                                                                                                 |   |                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>Raise Hand | ▶ | Use the <b>raise hand</b> feature every time you wish to make a public comment.                                                                                                                                                                                                    |
|                | ▶ | Participants can enable <b>closed captioning</b> by clicking the CC icon. You may also view the full transcript and change the font size by clicking 'subtitle settings'. These features are not available via phone.                                                              |
|                | ▶ | This symbol shows you are <b>muted</b> , click this icon to unmute your microphone.                                                                                                                                                                                                |
|                | ▶ | This symbol shows you are currently <b>unmuted</b> , click this button to mute your microphone.                                                                                                                                                                                    |
|                | ▶ | The chat feature should be used by panelists and attendees solely for "housekeeping" matters as comments made through this feature will not be retained as part of the meeting record. See the <b>Live Verbal Public Comment</b> for instructions on how to make a public comment. |



**Smartphone or Tablet:** Download the Zoom app and join the meeting by clicking the link or using the webinar ID (found in the link).



### Phone:

1. If you are joining the meeting audio by phone and viewing the meeting on a device, dial the number provided in the 'join audio' phone call tab of the initial pop-up, and enter the Meeting ID (found in the link).
2. If you are joining by phone only, dial: **+1-669-900-9128** or **+1-253-215-8782** and type the meeting ID found in the link, press #. You will have access to the meeting audio, **but will NOT be able to view the PowerPoint presentations.**



**Live Verbal Public Comments:** Use the 'Raise Hand' icon every time you wish to make a public comment on an item. Raise your hand once the agenda item you wish to comment on has been called. In person public comments will be taken first, virtual attendees will be taken in the order in which they raise their hand. Requests to speak will not be taken after the public comment period ends, unless under the Chair's discretion. General Public Comment, at the beginning of the Board of Directors meeting only, will be limited to five speakers. Additional speakers with general public comments will be heard at the end of the meeting. Two-minutes of time is allotted per speaker, unless otherwise directed by the Chair.

### Public Comments Made Via Zoom

1. Click the link found at the top of this instruction page
2. Click the raise hand icon located in the bottom center of the platform
3. The Clerk will announce your name when it is your turn to speak
4. Unmute yourself to speak

### Public Comments Made by Phone Only

1. Dial **+1-669-900-9128**
2. Type in the zoom meeting ID found in the link and press #
3. Dial \*9 to raise your hand via phone
4. The Clerk will call out the last 4 digits of your phone number to announce you are next to speak
5. Dial \*6 to unmute yourself



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

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

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

**Instructions for providing in-person public comments:**

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

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

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

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

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



# Agenda del Comité Asesor de Servicios Accesibles

September 17, 2026

Haga clic en el enlace para acceder a la reunión:

<https://www.zoomgov.com/j/1605785466>

## 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.

ID de la reunión  
en Zoom

## Funciones del Seminario En Línea:

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



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



## Teléfono:

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



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

## Comentarios Públicos a Través de Zoom

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

## Comentarios Públicos Realizados Únicamente por Teléfono

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



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



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



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

### Instrucciones para brindar comentarios públicos en persona:

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

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



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



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



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



**Metropolitan  
Transit  
System**

## **Accessible Services Advisory Committee Agenda**

**September 17, 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.  | <b>Roll Call</b>                                                                                                             |         |
| 2.  | <b>Public Comments</b>                                                                                                       |         |
| 3.  | <b>Approval of Minutes</b><br>Action would approve the June 18, 2026 Accessible Services Advisory Committee Meeting Minutes. | Approve |

### DISCUSSION ITEMS

|    |                                                                                               |               |
|----|-----------------------------------------------------------------------------------------------|---------------|
| 4. | <b>Fare Change and PRONTO LIFE Update (Hector Zermeño, Leanne Powell and Vassilena Hycz)</b>  | Informational |
| 5. | <b>Comprehensive Operational Analysis (COA) Update (Brent Boyd and Beverly Neff)</b>          | Informational |
| 6. | <b>San Diego Metropolitan Transit System (MTS) Access EZ-Wallet Overview (Vassilena Hycz)</b> | Informational |
| 7. | <b>MTS and Transdev Fixed Route Updates (Keith Vann and Mike Daney)</b>                       | Informational |
| 8. | <b>MTS Trolley Update (Aaron Pitt)</b>                                                        | Informational |
| 9. | <b>MTS Access and Medical Transportation Management (MTM) Updates (Vassilena Hycz)</b>        | Informational |

### OTHER ITEMS

10. **Committee Member Communications and Other Business**
11. **Next Meeting Date: December 10, 2026, at 1:00PM**
12. **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.





**Metropolitan  
Transit  
System**

## **Comité Asesor de Servicios Accesibles**

### **Orden del día**

**17 de Septiembre de 2026 a la 1:00PM**

**Participación presencial:** James R. Mills Building, 1255 Imperial Avenue, 10th Floor Board Room, San Diego CA 92101

**Participación por teleconferencia:** (669) 254-5252; ID del seminario web: 160 578 5466,  
<https://www.zoomgov.com/j/1605785466>

| No.             | ASUNTO Y DESCRIPCIÓN DEL ÍTEM                                                                                                                           | ACCIÓN      |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 1.              | <b>Lista de asistencia</b>                                                                                                                              |             |
| 2.              | <b>Comentarios públicos</b>                                                                                                                             |             |
| 3.              | <b>Aprobación de las actas</b><br>La acción aprobaría el acta de la reunión del Comité Asesor de Servicios Accesibles del 18 de Junio de 2026           | Aprobar     |
| TEMAS DE DEBATE |                                                                                                                                                         |             |
| 4.              | <b>Actualización Sobre el Cambio de Tarifas y PRONTO LIFE (Hector Zermeño, Leanne Powell y Vassilena Hycz)</b>                                          | Informativa |
| 5.              | <b>Actualización del Análisis Integral de Operaciones (COA, por sus siglas en inglés) (Brent Boyd and Beverly Neff)</b>                                 | Informativa |
| 6.              | <b>Descripción General de EZ-Wallet de MTS Access, el Servicio del Sistema Metropolitano de Transporte de San Diego (MTS, por sus siglas en inglés)</b> | Informativa |
| 7.              | <b>Actualización de los Servicios de Rutas Fijas de MTS y Transdev (Keith Vann y Mike Daney)</b>                                                        | Informativa |
| 8.              | <b>Actualización del Servicio de Trolley de MTS (Aaron Pitt)</b>                                                                                        | Informativa |
| 9.              | <b>Actualización de MTS Access y Administración de Transporte Médico (Medical Transportation Management, MTM, en inglés) (Vassilena Hycz)</b>           | Informativa |
| OTROS ÍTEMS     |                                                                                                                                                         |             |
| 10.             | <b>Comunicaciones de los Miembros del Comité y Otros Asuntos</b>                                                                                        |             |
| 11.             | <b>Fecha de la Próxima Reunión: 10 de Diciembre de 2026 a la 1:00PM</b>                                                                                 |             |
| 12.             | <b>Cierre de la Reunión</b>                                                                                                                             |             |

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## MINUTES

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM

#### ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

June 18, 2026

[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 Fernandez called the Accessible Services Advisory Committee (ASAC) meeting to order at 1:01 p.m. A roll call sheet listing ASAC member attendance is attached as Attachment A.

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

Patrick Macintosh – provided a verbal statement to the committee during the meeting. Patrick commented on fare increases, stating that it was fair when compared to other transit agencies and the price of gas in California.

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

Committee Member David Merino moved to approve the minutes of the March 19, 2026, MTS ASAC meeting. Committee Member Rene Rodriguez seconded the motion, and the vote was 10 to 0 in favor with Marianela Camarillo, Kacie Rodvill, Tarrence Lewis, Irene Santiesteban, and Letty Zuno absent.

### DISCUSSION ITEMS

#### 4. **San Diego Metropolitan Transit System (MTS) Support Services Overview and Results (Amanda Denham)**

Amanda Denham, MTS Director of Support Services, presented on San Diego Metropolitan Transit System (MTS) Support Services Overview and Results. She presented on: Overview of support services, MTS customer service, MTS information & trip planning, PRONTO support center, MTS transit store, passenger support team, ride check program, data driven collaboration, system wide collaboration, 2025 KPI summary, dedicated team and customer experience focused.

##### **Public Comment**

There were no Public Comments.

##### **Committee Comment**

Committee Member Prem inquired regarding awareness of alternatives to MTS Access, specifically asking how staff assist riders that are outside of the service area and how they would be connected to alternative options such as Facilitating Access to Coordinated Transportation (FACT). Ms. Denham explained that all teams would be able to answer basic questions regarding MTS Access alternatives, the MTS Access certification process, and other resources throughout San Diego County. She stated for questions that could not be answered, customer service staff would provide further details. She continued that for more specific questions, staff would connect riders directly to reservations at Access or connect them to other resources such as FACT. Ms. Denham noted that staff have a robust list of alternative resources. Committee Member Prem acknowledged the referrals FACT receives from MTS for riders who are unfamiliar with the system.

Committee Member Merino thanked staff for their hard work and noted the importance of sharing department phone numbers so that they can be utilized by all riders.

Committee Member Rodriguez asked if staff has received data from the customer service team regarding Padres games. Ms. Denham responded that there was an increase in calls and ridership during Padres games as it is the peak season. She explained that the passenger support team experiences the highest influx due to their physical presence at the stations, with teams strategically placed throughout the service area to assist riders in and out of Petco Park. Committee member Rodriguez commented on the upcoming concert and Comic-Con. Ms. Denham responded that the passenger support team is made up of 35 to 45 employees, and staff is strategic about where the team is deployed during big events. She highlighted the packed special event calendar, emphasizing that the summer peak season is welcomed by the department.

Committee Member Marshall sought clarification on whether the list of MTS Access alternatives and resources is available by calling MTS or if it is posted online. Ms. Denham noted she would confirm where the information is stored and offered to provide this information to the Committee. Committee Member Marshall suggested that publishing these resources online would benefit the community rather than having to contact customer service.

Committee Member Marshall requested further explanation on the PRONTO support center and partners processing reduced fare applications. Ms. Denham explained that the PRONTO Partners program allows MTS to contract with businesses, schools, and organizations. She stated that this program originated from prior programs called Employer Commuter Option (ECO) and PRONTO Partners Plus (PPP), which allowed individual sites to administer PRONTO passes on behalf of their employees or clients. She stated that the framework has evolved to include online verification through the institutional partner website without minimum purchasing requirements. She also stated that this program primarily supports age-based certifications. She added that MTS could modify contracts for sites whose eligibility criteria aligned with MTS and would allow those sites to use social security award letters or Medicare as verification. Ms. Denham highlighted the San Diego Regional Center (SDRC) as an approved verifier with an institutional portal which allows them to certify client photos, date of birth, and eligibility without the client having to go through the long form process. She stated there are about 150 current institutional partners through the program and that it continues to grow.

### **Action Taken**

Informational item only. No action taken.

## **5. Service Animal Day (Ariel Kroll)**

Ariel Kroll, MTS Community Engagement Specialist, presented on Service Animal Day. She presented on: What is service animal day, topics covered, accessibility on access, accessibility on trolley, and presented several images from the event.

### **Public Comment**

There were no Public Comments.

### **Committee Comment**

Chair Fernandez thanked staff for hosting the event and providing the opportunity for the passengers.

Committee Member Marshall asked if MTS would be hosting the event in the future. Ms. Kroll answered yes and noted that the event could possibly occur annually. She noted there were

only three participants but is optimistic about higher attendance as word spreads and additional events are held. Committee Member Marshall asked how the event was advertised. Ms. Kroll explained that staff reached out to organizations that work with the disabled community as well as MTS Access riders known to utilize service animals. She added that the event was not necessarily open to the general public.

**Action Taken**

Informational item only. No action taken.

**6. San Diego Accessible Rider Coalition (SDARC) Update (Kate Pecora)**

Kate Pecora, Founder and past Chair of SDARC, presented on the background and future updates of SDARC. She provided an overview on: What is the San Diego Accessible Rider Coalition, November 2025 first meeting, goals, monthly meetings, collaborators in attendance, and how to get involved.

**Public Comment**

There were no Public Comments.

**Committee Comment**

Committee Member Vazquez reiterated Caltrans' support for the group and stated that Caltrans was excited to have hosted SDARC in November. She expressed her commitment to the group to help them elevate to the statewide level. Committee Member Vasquez added how happy she was to have been part of the recent election process and thanked Ms. Pecora for the presentation.

Committee Member Merino acknowledged Ms. Pecora for her hard work and dedication to setting the foundation and providing structure for him as the incoming Chair. He stated it was an exciting organization primarily comprised of riders who collaborate with partners across the county. Committee Member Merino reiterated the invitation to join via Google form to receive SDARC meeting updates. He added that the next meeting is scheduled for August 6<sup>th</sup> at 3pm via Zoom.

Committee Member Prem thanked Ms. Pecora for the presentation and acknowledged Mr. Merino for leading the coalition.

**Action Taken**

Informational item only. No action taken.

**7. Fixed Route and Trolley Updates (Vassilena Hycz and Aaron Pitt)**

Vassilena Hycz, MTS Manager of Paratransit and Minibus, and Aaron Pitt, Manager of Special Operations presented on Fixed Route and Trolley Updates. They outlined: fixed route overview, service change, Santa Fe Depot construction, UCSD Triton Center project, Pride parade, Trolley overview, rider quality enhancements, 2026 special event services: Comic-Con, sporting events, concerts, constructions projects: Orange Line improvement project, passenger outreach, grade crossing replacements, Blue Line tie replacements and Beyer slope.

**Public Comment**

There were no Public Comments.

**Committee Comment**

Committee Member Gembler asked about accommodations for individuals with disabilities during closures. Mr. Pitt responded that Passenger Service Representatives (PSR) are stationed at turnaround points and affected stations to prevent confusion and direct riders to where buses are located. PSRs are also able to provide riders with additional information regarding the closures. He added that closure information is made available on the MTS website to ensure riders are prepared. Committee Member Gembler asked for clarification on trolley schedules during special events and if schedules are based on time frequency or capacity. Mr. Pitt clarified that trolley schedules generally adhered to a 15-minute headway with an additional one to three trolleys depending on the event size to assist with crowd control. He added that these trolleys might remain at stations until they reach capacity, at which point on-site staff monitoring the station would signal the operator to depart. Mr. Pitt explained that during post-events, additional trolleys are dispatched as trolleys at these stations reach capacity. He mentioned that pre-event arrivals typically stagger naturally and do not experience capacity constraints and added that during weekdays, additional trolleys are put in service to reduce delays and improve overall service reliability.

**8. 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 on San Diego Metropolitan Transit System (MTS) Access Update and Medical Transportation Management (MTM) Report. She Presented on: Transdev strike, MTS Access overview, Access/subcontractor On Time Performance (OTP), Access/subcontractor combined ridership, Access/subcontractor complaints, Access eligibility total assessments, and Coronado free summer shuttle.

**Public Comment**

There were no Public Comments.

**Committee Comment**

Committee Member Merino commended staff for managing the recent strike and that it was much smoother than previous ones. Committee Member Merino added that he was impressed with the contractor, America West, and how they operated their shuttle service during the strike. He stated that America West was uniformed, had clean vans, performed connections correctly, treated the riders well, and overall were great contractors. He asked if Access would utilize America West in the future. Ms. Hycz clarified that Transdev would have to make that determination based on service demands. Committee Member Merino responded that America West was great, he thanked all the contractors and Ms. Hycz for navigating the strike, and he was glad it was over.

Committee Member Prem thanked Ms. Hycz for the presentation and inquired whether the Access service is free in Coronado year-round or exclusively during the Coronado Free Summer Shuttle period. Ms. Hycz clarified that the service is only free from June 7 through September 7.

Committee Member Rodriguez asked where riders could board the shuttle to go to NASCAR. Ms. Hycz explained that the shuttle would not service the NASCAR event and that the route operates from City Hall to the Coronado Marriott. She further explained that routes 901 and 904 would not be servicing NASCAR despite it taking place in Coronado.

Chair Fernandez noted that between 2025 and 2026, late pickups nearly doubled, while late drop-offs remained steady and that riders should possibly book their trips based on a drop-off time. He then asked if there were any staffing or operational challenges that led to this. Ms.

Hycz responded that there were staffing challenges in September and October and that Transdev brought in subcontractors to assist with trips. She added that performance began to improve shortly thereafter. Chair Fernandez mentioned that the presentation advertised the Coronado Free Summer Shuttle and asked if the two free shuttle lines in Chula Vista were also advertised to this committee. Ms. Hycz said that they were not advertised. Chair Fernandez announced that the Chula Vista shuttles travel from the Gaylord Resort and Convention Center to the E Street and H Street trolley stations and Third Avenue. He added that the shuttles are free, ADA compliant, and air-conditioned.

Committee Member Vazquez asked for clarification on whether the Coronado Free Summer Shuttle was a pilot program intended for potential future expansion or if it is just a summer program. Ms. Hycz explained that the service is provided every year and has been a successful partnership between the City of Coronado and MTS, expecting it to continue in the future. Ms. Hycz noted that the service started earlier this year in June, rather than its historical start date of July 1.

Committee Member Merino asked how the shuttle was provided at no cost and whether the City of Coronado was offsetting the cost. Ms. Hycz confirmed that MTS provides staff ridership data for reimbursement purposes as part of the collaborative partnership.

## OTHER ITEMS

### 9. Committee Member Communications

Committee Member Gembler gave an update on the San Diego Association of Governments (SANDAG) regional comprehensive fare ordinance. He stated that on June 12, the Transportation Committee held the first reading of the proposed amendments to the regional comprehensive fare ordinance, following a yearlong fare change study conducted in collaboration with MTS and the North County Transit District (NCTD). A second reading and vote to approve the changes were scheduled for the July 17 Transportation Committee meeting. He stated that if approved and ratified, the new fares would go into effect October 1, 2026, and October 1, 2027, for the phase two changes. He noted that additional information regarding the proposed fare changes can be found by visiting [sandag.org/fares](https://sandag.org/fares) or by e-mail at [fares@sandag.org](mailto:fares@sandag.org).

Committee Member Gembler highlighted two upcoming opportunities for organizations supporting older adults and individuals with disabilities to provide input on the Specialized Transportation Grant Program (STGP) Cycle 14 call for projects and the Consolidated Transportation Service Agency (CTSA) solicitation. Committee Member Gembler announced SANDAG will be hosting several sessions to gather feedback on regional CTSA needs, program requirements, funding opportunities, and draft evaluation criteria.

Committee Member Gembler provided information on several upcoming events at SANDAG: the Social Services Transportation Advisory Council (SSTAC) on June 23, 2026 at 10:00am, a virtual STGP stakeholder workshop on June 24, 2026 at 10:00am, and the Transportation Committee meeting on July 17, 2026 at 9:00am. He added this information is posted on the SANDAG website and for additional information to email [grantsdistribution@sandag.org](mailto:grantsdistribution@sandag.org) or to reach out to him after the meeting.

Committee Member Vazquez clarified that while her predecessor, Alyssa Ahn, remains on the Caltrans transit team handling transportation planning in District 11, their roles separated as transit has grown significantly in state planning. She noted that she would be overseeing the paratransit, ADA, and microtransit initiatives at the state level and would be increasing her visibility within advocacy partnerships. Committee Member Vazquez shared a personal

milestone being a part of this committee alongside Assistant General Manager at Transdev, Britany Bardales, noting they both began their careers at First Transit and acknowledged their accomplishments within the transportation field.

Committee Member Vazquez provided Caltrans updates, announcing that the district transit plan is moving into phase 2B between July and August, which would focus on engaging transit-adjacent groups such as MTS, FACT, and SDARC. She noted that Alyssa Anh would be leading the outreach for this phase, and to expect communication from herself or Ms. Anh in the coming weeks.

**10. Next Meeting Date**

The next ASAC meeting is scheduled for September 17, 2026, at 1:00pm.

**11. Adjournment**

Chair Fernandez adjourned the meeting at 2:23pm.

/s/Cesar 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): June 18, 2026

CALL TO ORDER (TIME): 1:01 PM

ADJOURN: 2:24 PM

| COMMITTEE MEMBER           |                                     | ALTERNATE        |                                     | ORGANIZATION                                      | PRESENT<br>(TIME<br>ARRIVED) | ABSENT<br>(TIME<br>LEFT) |
|----------------------------|-------------------------------------|------------------|-------------------------------------|---------------------------------------------------|------------------------------|--------------------------|
| Voting Committee Members   |                                     |                  |                                     |                                                   |                              |                          |
| Cesar Fernandez<br>(Chair) | <input checked="" type="checkbox"/> | None             | <input type="checkbox"/>            | ASAC Chair                                        | 1:01 PM                      | 2:24 PM                  |
| Letty Zuno                 | <input type="checkbox"/>            | VACANT           | <input type="checkbox"/>            | Access to Independence                            | ABSENT                       | ABSENT                   |
| Christian Hernandez        | <input type="checkbox"/>            | Arun Prem        | <input checked="" type="checkbox"/> | FACT (CTSA)                                       | 1:01 PM                      | 2:24 PM                  |
| Debbie Marshall            | <input checked="" type="checkbox"/> | VACANT           | <input type="checkbox"/>            | State Council on<br>Developmental Disabilities    | 1:01 PM                      | 2:24 PM                  |
| Shane Hughes               | <input checked="" type="checkbox"/> | VACANT           | <input type="checkbox"/>            | San Diego Regional Center                         | 1:01 PM                      | 2:24 PM                  |
| Marianela Camarillo        | <input type="checkbox"/>            | Kimberly Taylor  | <input type="checkbox"/>            | San Diego Center for the Blind                    | ABSENT                       | ABSENT                   |
| Tim Garrett                | <input type="checkbox"/>            | Benjamin Gembler | <input checked="" type="checkbox"/> | SANDAG                                            | 1:01 PM                      | 2:24 PM                  |
| Sandra Vazquez             | <input checked="" type="checkbox"/> | Daniela Turner   | <input type="checkbox"/>            | Caltrans                                          | 1:01 PM                      | 2:24 PM                  |
| Melissa Hernandez          | <input checked="" type="checkbox"/> | Jacob Carson     | <input type="checkbox"/>            | County of San Diego AIS                           | 1:01 PM                      | 2:24 PM                  |
| Irene Santiesteban         | <input type="checkbox"/>            | Christine Moore  | <input type="checkbox"/>            | Paratransit Consumer                              | ABSENT                       | ABSENT                   |
| David Marino               | <input checked="" type="checkbox"/> | Eugenia Kainz    | <input type="checkbox"/>            | Paratransit Consumer                              | 1:01 PM                      | 2:24 PM                  |
| Rose Napoleon              | <input type="checkbox"/>            | Rene Rodriguez   | <input checked="" type="checkbox"/> | Fixed Route Consumer                              | 1:01 PM                      | 2:24 PM                  |
| Tarrence Lewis             | <input type="checkbox"/>            | Walter Castillo  | <input type="checkbox"/>            | Fixed Route Consumer                              | ABSENT                       | ABSENT                   |
| Monique Ball               | <input checked="" type="checkbox"/> | Wendy Merritt    | <input type="checkbox"/>            | Deaf Community Services                           | 1:01 PM                      | 2:24 PM                  |
| Kacie Rodvill              | <input type="checkbox"/>            | Betsy Knight     | <input type="checkbox"/>            | County of San Diego<br>Behavioral Health Services | ABSENT                       | ABSENT                   |

COMMITTEE CLERK: /S/ Diana Hernandez



## Agenda Item No. 04

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

September 17, 2026

#### SUBJECT:

Fare Changes and PRONTO LIFE Update (Hector Zermeño, Leanne Powell and Vassilena Hycz)

#### INFORMATION ONLY

#### DISCUSSION:

San Diego Association of Governments (SANDAG) is responsible for establishing the Regional Comprehensive Fare Ordinance. On July 17, 2026, the SANDAG Transportation Committee took action to approve proposed amendments to the Comprehensive Fare Ordinance. The fare changes will take effect in two phases: Phase 1 on October 1, 2026 and Phase 2 on October 1, 2027.

As part of the MTS Board of Director's June 11, 2026 special meeting to discuss MTS's FY 2027 operating budget, the Board took action to create a Fare Freeze Program for Low-Income Riders (PRONTO Low-Income Fare Eligible (LIFE)) by directing MTS staff to:

*Develop and implement a Fare Freeze Program that maintains current fare levels for riders who demonstrate active enrollment in any of the following public assistance programs: CalFresh, Medi-Cal, and CalWorks. This program shall apply to individuals who are not already covered under existing MTS discount or reduced fare programs.*

The PRONTO LIFE program was developed by MTS staff to meet the above criteria. Eligible riders will follow an MTS application process to verify participation in the listed programs. The County of San Diego Health & Human Services Agency will work with MTS to verify each applicant's eligibility before activating the LIFE program discount in the rider's PRONTO account. The discount only applies to the Adult One-Way, Adult Day Pass, and Adult Monthly Pass fares. The LIFE program does not freeze SDM pass rates.

The main Adult/SDM category breakdown is listed in the table below. The full fare category breakdown is included in Attachment A.



|                         | Current | Phase 1: Fall 2026 | Phase 2: Fall 2027 |
|-------------------------|---------|--------------------|--------------------|
| Adult <b>One-Way</b>    | \$2.50  | \$3                | \$3.25             |
| SDM <b>One-Way</b>      | \$1.25  | \$1.50             | \$1.50             |
| Adult <b>Day Pass</b>   | \$6     | \$7                | \$7                |
| SDM <b>Day Pass</b>     | \$3     | \$3.50             | \$3.50             |
| Adult <b>Month Pass</b> | \$72    | \$85               | \$95               |
| SDM <b>Month Pass</b>   | \$23    | \$28               | \$30               |

Staff will provide an update to the ASAC about the fare changes, PRONTO LIFE discount, and the outreach efforts underway to inform riders about the upcoming changes.

/S/Vassilena Hycz

Vassilena Hycz

Manager of Paratransit and Minibus

Key Staff Contact: Vassilena Hycz, 619-235-2648, [Vassilena.Hycz@sdmts.com](mailto:Vassilena.Hycz@sdmts.com)

Attachments: A. Fare Change Package  
B. Rider Outreach Samples



# FARE CHANGES



Att. A, Item 04, 09/17/2026

|                                         |                               | Current                      | October 1, 2026 | October 1, 2027 |
|-----------------------------------------|-------------------------------|------------------------------|-----------------|-----------------|
| Adult Regional                          | <b>One-Way</b>                | \$2.50                       | \$3             | \$3.25          |
| PRONTO LIFE                             | <b>One-Way</b>                | \$2.50                       | \$2.50          | \$2.50          |
| SDM/Youth <sup>®</sup> Regional         | <b>One-Way</b>                | \$1.25                       | \$1.50          | \$1.50          |
| Adult Regional                          | <b>Day Pass</b>               | \$6                          | \$7             | \$7             |
| PRONTO LIFE                             | <b>Day Pass</b>               | \$6                          | \$6             | \$6             |
| SDM/Youth <sup>®</sup> Regional         | <b>Day Pass</b>               | \$3                          | \$3.50          | \$3.50          |
| Adult Regional                          | <b>Month Pass</b>             | \$72                         | \$85            | \$95            |
| PRONTO LIFE                             | <b>Month Pass</b>             | \$72                         | \$72            | \$72            |
| SDM/Youth <sup>®</sup> Regional         | <b>Month Pass</b>             | \$23                         | \$28            | \$30            |
| Adult Premium Regional                  | <b>One-Way</b>                | \$5                          | \$6             | \$7             |
| SDM/Youth <sup>®</sup> Premium Regional | <b>One-Way</b>                | \$2.50                       | \$3             | \$3             |
| Adult Premium Regional                  | <b>Day Pass</b>               | \$12                         | \$14            | \$16            |
| SDM/Youth <sup>®</sup> Premium Regional | <b>Day Pass</b>               | \$6                          | \$7             | \$7             |
| Adult Premium Regional                  | <b>Month Pass</b>             | \$100                        | \$125           | \$140           |
| SDM/Youth <sup>®</sup> Premium Regional | <b>Month Pass</b>             | \$32                         | \$42            | \$45            |
| Adult Rural                             | <b>One-Way</b>                | \$8                          | \$10            | \$11            |
| SDM/Youth <sup>®</sup> Rural            | <b>One-Way</b>                | \$4                          | \$5             | \$5             |
| MTS Access/NCTD LIFT                    | <b>One-Way Fare</b>           | \$5                          | \$6             | \$6.50          |
| Adult COASTER                           | <b>One-Way<sup>*</sup></b>    | \$5 - 6.50 <sup>*</sup>      | \$6.50          | \$7             |
| SDM/Youth <sup>®</sup> COASTER          | <b>One-Way<sup>*</sup></b>    | \$2.50 - \$3.25 <sup>*</sup> | \$3.25          | \$3.50          |
| Adult COASTER Regional                  | <b>Day Pass</b>               | \$15                         | \$15            | \$17            |
| SDM/Youth <sup>®</sup> COASTER Regional | <b>Day Pass</b>               | \$7.50                       | \$7.50          | \$8.50          |
| Adult COASTER Regional                  | <b>Month Pass<sup>†</sup></b> | \$140 - 182 <sup>†</sup>     | \$185           | \$190           |
| SDM/Youth <sup>®</sup> COASTER Regional | <b>Month Pass</b>             | \$58                         | \$60            | \$70            |
| Adult FLEX                              | <b>One-Way</b>                | \$5                          | \$6             | \$6.50          |
| SDM/Youth <sup>®</sup> FLEX             | <b>One-Way</b>                | \$2.50                       | \$3             | \$3             |
| Adult SPRINTER/BREEZE                   | <b>Month Pass<sup>†</sup></b> | \$59                         | \$65            | \$70            |
| SDM/Youth <sup>®</sup> SPRINTER/BREEZE  | <b>Month Pass<sup>†</sup></b> | \$19                         | \$20            | \$23            |

## Footnotes:

**SDM riders** are seniors, people with disabilities, and Medicare recipients who qualify for reduced fares through a verification process.

**Regional includes:** SPRINTER, BREEZE, FLEX, MTS Bus, MTS Trolley, MTS Rapid.

**Premium Regional includes:** SPRINTER, BREEZE, FLEX, MTS Bus, MTS Trolley, MTS Rapid, MTS Rapid Express, MTS Rural.

**COASTER Regional includes:** COASTER, SPRINTER, BREEZE, FLEX, MTS Bus, MTS Trolley, MTS Rapid, MTS Rapid Express, MTS Rural.

<sup>‡</sup> Using a **PRONTO Youth Opportunity Pass**, anyone 18 and under can take unlimited rides on the bus, Trolley, COASTER, and SPRINTER for free.

<sup>\*</sup> **COASTER** currently has a 3-zone fare system for these fares. With the approved changes, riders will be charged the same fare regardless of distance.

<sup>†</sup> Pass only valid on SPRINTER and BREEZE.

**PRONTO LIFE** is a new reduced fare available on the PRONTO fare collection system (physical or virtual card) for actively enrolled CalFresh, Medi-Cal, or CalWORKs. Visit [sdmts.com](http://sdmts.com) or [gonctd.org](http://gonctd.org) for more information.

Discounted Post-Secondary Institution and Group Passes, Classroom Day Passes, Juror Day Passes, Advance Purchase Group Day Pass Sales, Round Trip Tickets, and Multi-Trip Ticket Packs are available to eligible entities as defined in the proposed amendment to the Comprehensive Fare Ordinance.



Metropolitan  
Transit  
System

Item No. 4, 09/17/2026

# Fare Change and PRONTO LIFE 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



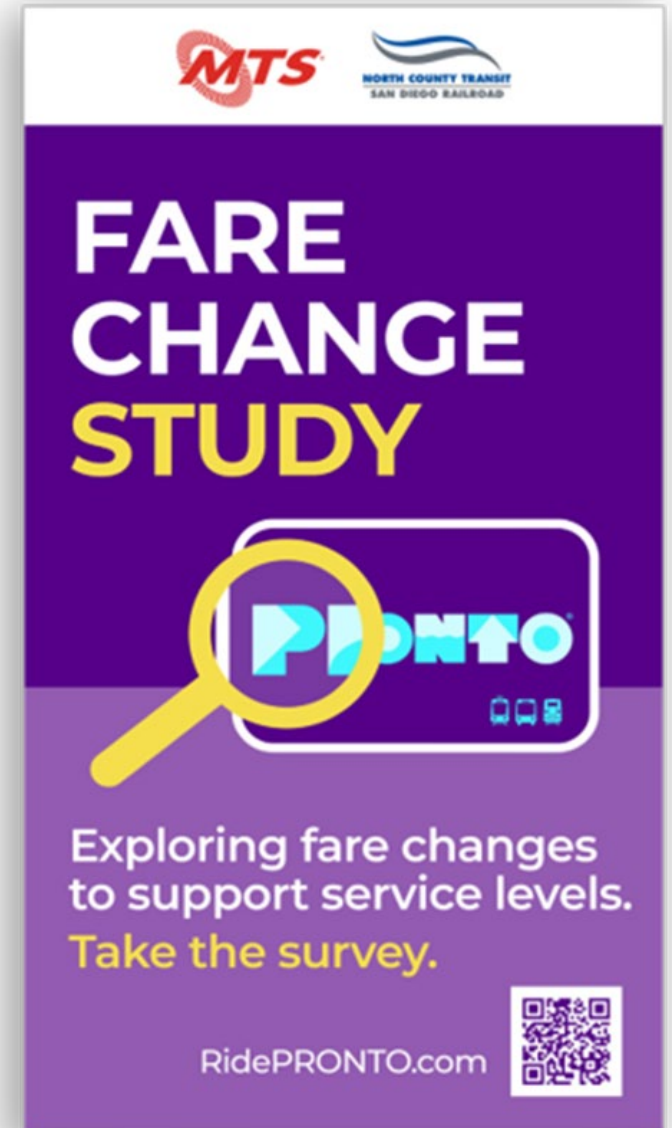
# Community Engagement Recap

## Phase 1 – Oct-Nov 2025

- Online survey, transit center outreach
- 5,700 responses

## Phase 2 – Feb-March 2026

- Presented two fare change packages
- Online survey (800+ responses)
- Five Community workshops (80+ attendees)
- Four Transit center outreach events (200+ riders)



# MTS Board Actions

- Approved Fare Changes in April 2026
- SANDAG Transportation Committee approved in July 2026
- MTS Board directed staff at its June 11, 2026, meeting to:
  - *Develop and Implement* a fare freeze program for eligible low-income riders enrolled in:
    - CalFresh
    - Medi-Cal
    - CalWorks
  - Maintain current fare levels for eligible participants
  - Limit eligibility to riders not already served through existing MTS reduced-fare programs



# Approved Fare Changes

|                                 | Current | October 1, 2026 | October 1, 2027 |
|---------------------------------|---------|-----------------|-----------------|
| Adult One-Way                   | \$2.50  | \$3             | \$3.25          |
| SDM One-Way                     | \$1.25  | \$1.50          | \$1.50          |
| Adult Day Pass                  | \$6     | \$7             | \$7             |
| SDM Day Pass                    | \$3     | \$3.50          | \$3.50          |
| Adult Month Pass                | \$72    | \$85            | \$95            |
| SDM Month Pass                  | \$23    | \$28            | \$30            |
| MTS Access/NCTD<br>LIFT One-Way | \$5     | \$6             | \$6.50          |

# Changes for Access System

- Ticket Books
  - \$60.00 ticket books (containing ten \$6 tickets) available for purchase in September
- MTS Access Wallet
  - New cashless payment option
  - Prepay MTS Access fare using a debit or credit card
- Communication to passengers
  - EZ Access app notification
  - E-blast to passengers
  - Recorded message on reservation line
  - Fare increase memo included with all certification letters



# PRONTO Low-Income Fare Eligible (LIFE)

- What is PRONTO LIFE?
  - MTS's discounted fare program for eligible riders
- Key Benefits
  - Discounted transit fares starting Oct. 1
    - MTS buses & Trolley
    - NCTD BREEZE buses
  - Improves fare affordability and transit access
  - Streamlined application process

A promotional graphic for the PRONTO LIFE program. It features the title "PRONTO LIFE" in large white letters on a purple background. Below the title, text states: "MTS is introducing new **reduced fares** for eligible riders actively enrolled in CalFresh, Medi-Cal or CalWORKs." To the right is an illustration of a stack of three PRONTO transit cards. Below the text is a table showing fare prices for One-Way, Day Pass, and Month Pass. At the bottom, there are logos for MTS and North County Transit San Diego Railroad, along with a Spanish translation of the program description.

| One-Way | Day Pass | Month Pass |
|---------|----------|------------|
| \$2.50  | \$6      | \$72       |

MTS está introduciendo nuevas tarifas reducidas para los pasajeros elegibles que estén inscritos activamente en CalFresh, Medi-Cal o CalWORKs.

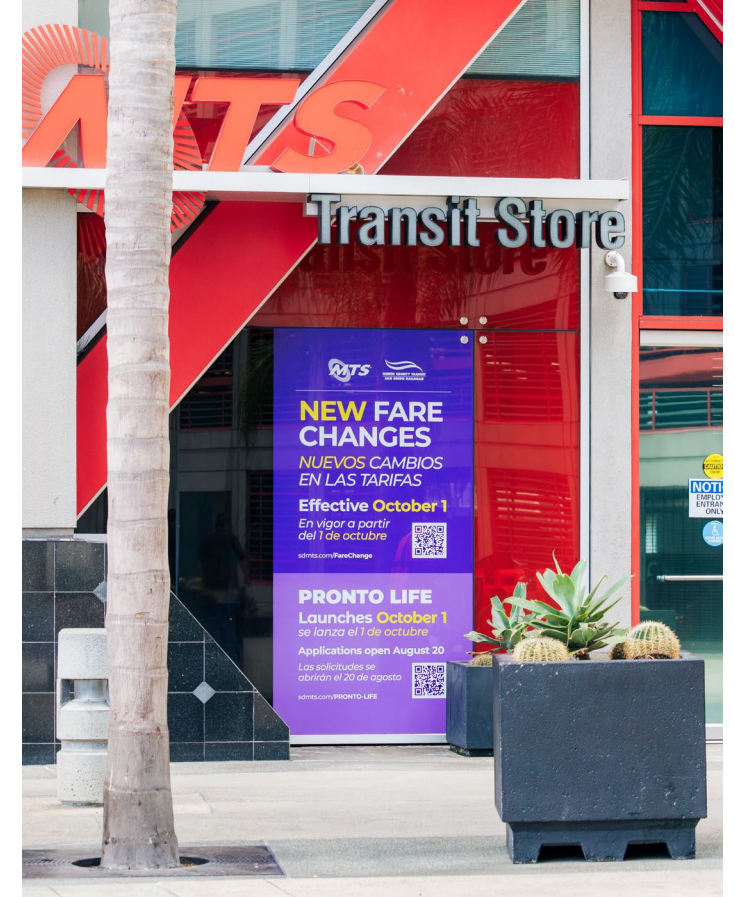
# PRONTO LIFE Eligibility & Qualifying Fares

- Who qualifies?
  - Recipients of CalFresh, CalWORKs and Medi-Cal
- Frozen Fares Included (valid on MTS/NCTD Regional services only)
  - Adult One-Way Fare: \$2.50
  - Adult Daily Cap: \$6.00
  - Adult Monthly Cap: \$72.00
  - Adult Monthly Pass: \$72.00



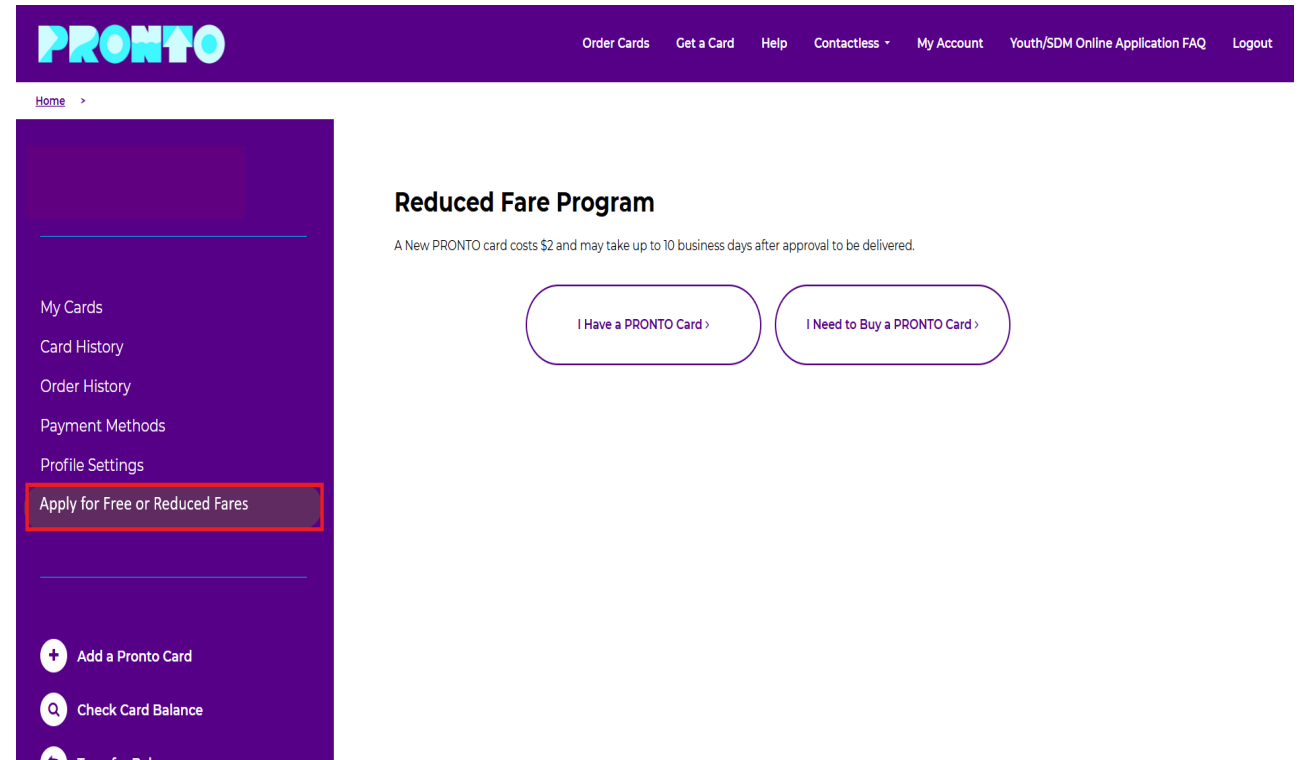
# PRONTO LIFE Application Process

- Where to Apply
  - MTS Transit Store
  - Online Reduced Fare Application
- How It Works
  - Submit Application
  - Receive Temporary Approval
  - Eligibility Verified by the Health and Human Services Agency
  - PRONTO LIFE Fare Benefits Applied
- Application Requirements
  - Current Verification Benefits Letter
  - Government-Issued Photo ID
  - Profile Photo
  - Signed Authorization for Release of Information Submitted to HHSA



# Back End Solution & System Integration

- Development involved coordination and efforts among:
  - INIT – PRONTO Fare Collection System Vendor
  - Marathon – ridePRONTO.com Website Vendor
  - MTS Digital Content Developer
  - PRONTO Technical and Operational Teams



# Implementation

- HHSA Eligibility Verification Partnership
  - Define Business Process and Workflow
  - Implement Process for Secure Rider Data Transfer
- Challenges
  - Aggressive implementation timeline
  - Increased administrative workload
  - Enable PRONTO LIFE riders to pay Adult fares on non-PRONTO LIFE services
  - Prevent loss of products and fare capping earned during rider conversion.
- Implementation began August 20 to provide as much time as possible for passengers to apply before October 1 fare change.



# Branding/Launch Plans

## Launch Strategy

### PRONTO LIFE

- Low-Income Fare Eligible

## Customer Outreach

- PRONTO app notifications
  - Rider email communications
  - Website and digital channels
  - Transit Center outreach
  - On-system advertising
  - Community-based organization partnerships
  - Local community publications
- **Goal:** Maximize awareness with eligible riders before October 1 launch



# Comments/Questions





## Agenda Item No. 5

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

September 17, 2026

#### SUBJECT:

Comprehensive Operational Analysis (COA) (Brent Boyd and Beverly Neff)

#### INFORMATIONAL ONLY

##### Budget Impact

No budget impact from this agenda item. However, the COA process is part of the agency's due diligence efforts to identify how the transit network could be sustained and improved with additional, long-term funding, or to determine what transit service will need to be cut if no additional funding is secured and MTS stop-gap funding to extend the "fiscal cliff" is exhausted. The current annual structural budget deficit is estimated at \$100 million to \$150 million. Other efforts to reduce or resolve the structural budget deficit are being concurrently worked on, including: operational budget expense tightening; increasing "other" revenue with increased advertising, real estate revenue, and cost recovery fees; implementing approved fare changes; advocacy for additional state and federal funding; and review of options for a potential voter-approved revenue measure.

#### DISCUSSION:

The COA includes an examination and evaluation of MTS services to determine what improvements can be made to make the network more effective and efficient. This type of project is common among transit agencies seeking a fresh look at their transit networks.

The COA is analyzing current and potential ridership, travel patterns, demographics, land use, operating costs, and system/segment performance,<sup>1</sup> and will ultimately lead to the development of two service plans for two distinct scenarios:

- **Scenario 1 (Service Expansion):** Funding for existing needs secured; plus, additional funding for transit service improvements.
- **Scenario 2 (Service Reductions):** No increase in regional transit funding secured.

The presentation today will include a short recap of the project thus far, a snapshot of the potential scale of service reductions in Scenario 2 (Service Reductions) and a preview of the potential improvements in Scenario 1 (Service Expansion).

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<sup>1</sup> This effort is also guided by as guided by MTS Board Policy 42 (Transit Service Evaluation and Adjustment).



### **Ongoing Public Outreach and Next Steps**

MTS is currently engaging transit riders and community-based organizations on their priorities for future transit investments. This information will be used to finalize the more detailed plans for the Service Reduction and Service Expansion scenarios. The current schedule would have the *draft* plans presented to the Board in November or December 2026. Board feedback will be received at the November/December meeting before staff conducts another round of public outreach. It is anticipated that final plans will be brought back to the Board in Spring 2027. The final plans will serve as roadmaps for future service planning decisions over the next few years, depending on the funding levels available. Public hearings and focused outreach would take place prior to implementation of any major service change.

/S/Vassilena Hycz

Vassilena Hycz

Manager of Paratransit and Minibus

Key Staff Contact: Vassilena Hycz, 619-235-2648, [Vassilena.Hycz@sdmts.com](mailto:Vassilena.Hycz@sdmts.com)

# COA Update

Accessible Services  
Advisory Committee



# Agenda

1. COA Overview and Process Recap
2. Funding Pathways and Two-Scenario Plan Development
3. Reduction Plan Overview and Impacts
4. Growth Plan Preview
5. Next Steps



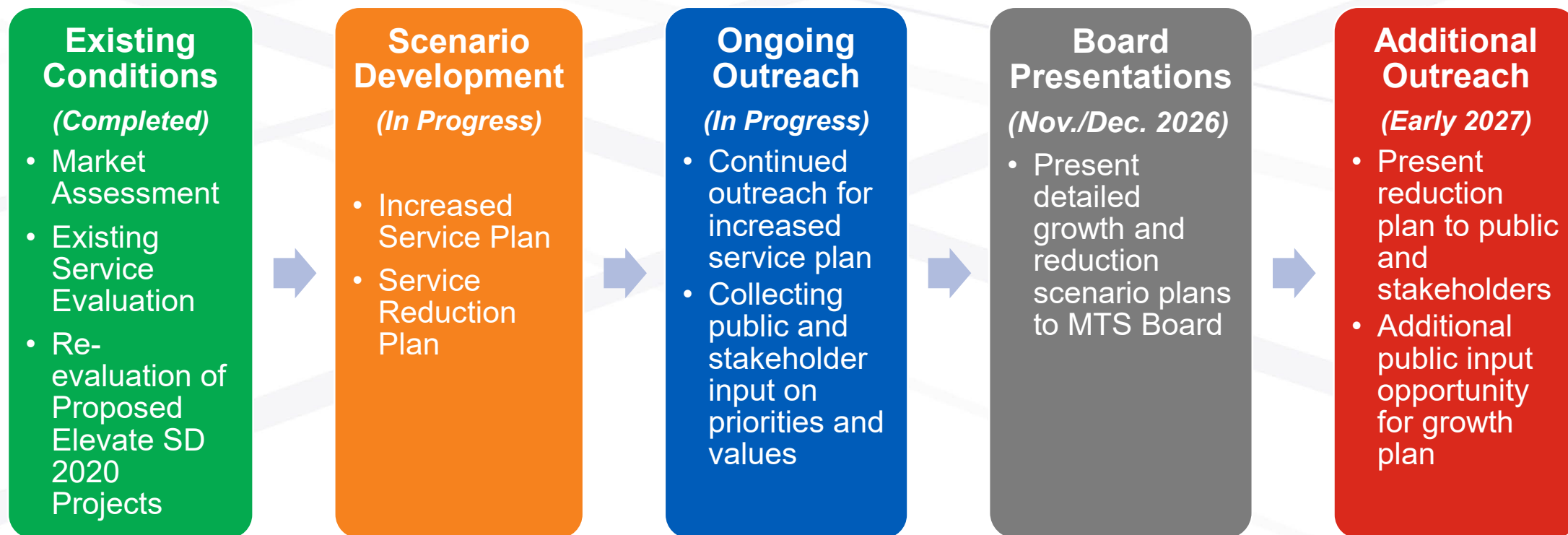
# COA Overview

- A Comprehensive Operational Analysis (COA) is an opportunity to take a deep dive into the transit network and ensure it aligns with the community's current and future mobility needs and optimizes use of existing resources
- COA recommendations build from public and stakeholder input, data analysis, and industry best practices
- This COA is organized around two scenarios and service plans:
  - **Growth Scenario:** Funding for existing needs secured, plus additional funding for service improvements
  - **Reduction Scenario:** No increase in regional transit funding secured (structural deficit of \$100 million-plus annually)



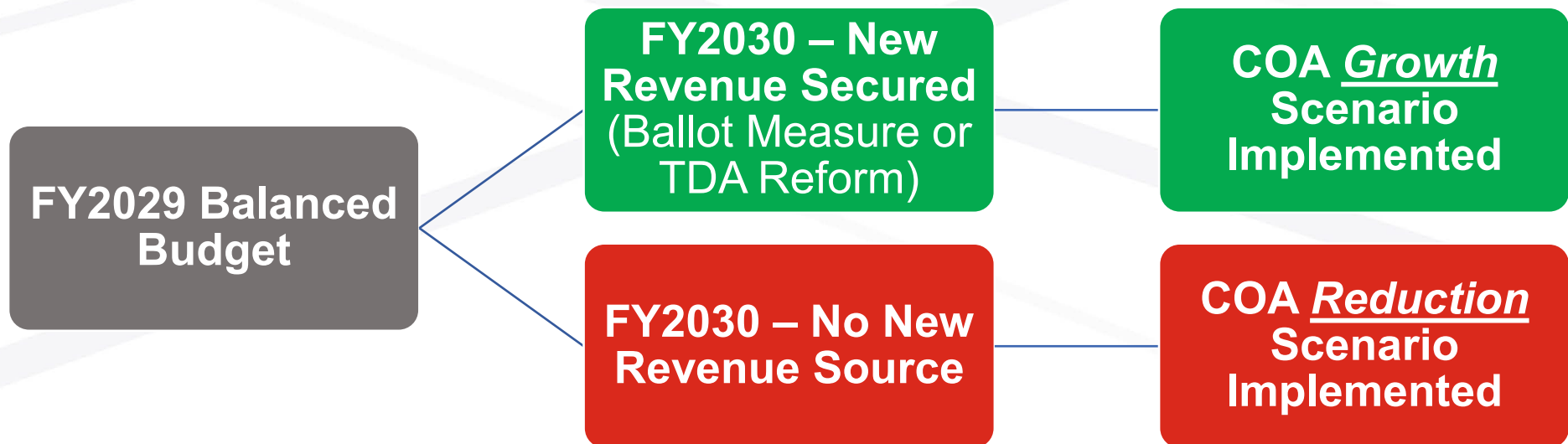
# Work So Far

- Project began in June 2025 and is planned to be completed in 2027
- Both plans will reflect community needs and values and serve as roadmaps for how to adjust services in the future



# Why Is This Project So Important?

- MTS's structural deficit puts the agency at a crossroads
- Depletion of non-recurring revenues by 2030 requires either new revenue source or major service cuts
- COA plan includes two scenarios – to steward service and capital investments with a new revenue source *or* cushion the landing for major service cuts



# The Revenue Question

- MTS has already taken significant steps to address the issue, including the fare increase and some service reductions earlier this year
- But the magnitude of the deficit means additional revenue is needed just to maintain current service levels
- Potential major new revenue sources:



## Statewide Legislative Action

Significant increase to Transportation Development Act (TDA) funding

Outside MTS Control



## Agency-Led Revenue Measure

New MTS-led revenue measure

Within MTS Control



# Budget Assumptions Behind Two Scenarios

## REDUCTION SCENARIO

**↓ – \$64M**

lower annual operating expense

- Don't need to cut service by full \$141M budget deficit in 2030
- Scenario suggests moving \$50M from capital budget to operations
- \$64M in FY26 dollars at 4% inflation equals \$91M in FY31.
- \$91M in service reductions + \$50M from capital budget = \$141M to cover deficit

vs

## GROWTH SCENARIO

**↑ + \$70M**

added bus & Trolley service investment

- Conservative estimate to cover year to year operational costs
- Does not include capital costs for projects
- ½ cent sales tax estimated to provide \$300M annually
- TDA reform estimated to provide \$140M annually



# Two Scenarios

## REDUCTION SCENARIO

 **– \$64M**

lower annual operating expense

- Builds on January 2026 service reductions, belt tightening, and the FY27 fare increase to bridge the structural deficit.
- Significant cuts across Trolley, in-house and contracted bus, and Access paratransit — below FY26 mid-year levels.

## GROWTH SCENARIO

 **+ \$70M**

added bus & Trolley service investment

- Establishes the framework for a ballot-measure (or other revenue) expenditure plan.
- Adds service, launches new Rapid corridors, and funds capital improvements reflecting community wishes and mobility needs.

vs



# Reduction Scenario Overview

## *Guiding Principles/Approach*



### **Preserve Core Network**

Maintain coverage and frequencies on Trolley and top bus lines that affect the majority of MTS riders.



### **Prioritize High Ridership**

Focus service where ridership and transit demand are greatest.



### **Enable Transfers**

Keep the reduced network frequent enough to support transfers to core routes; de-emphasize long one-seat rides.



### **Protect Off-Peak Service**

Preserve off-peak spans and frequency levels where possible.



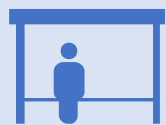
# Potential Reduction Scenario Impacts

**20%  
Service  
Cut**

Distributed across bus,  
Trolley, and Access  
services



**33 out of 95 bus  
routes suspended**



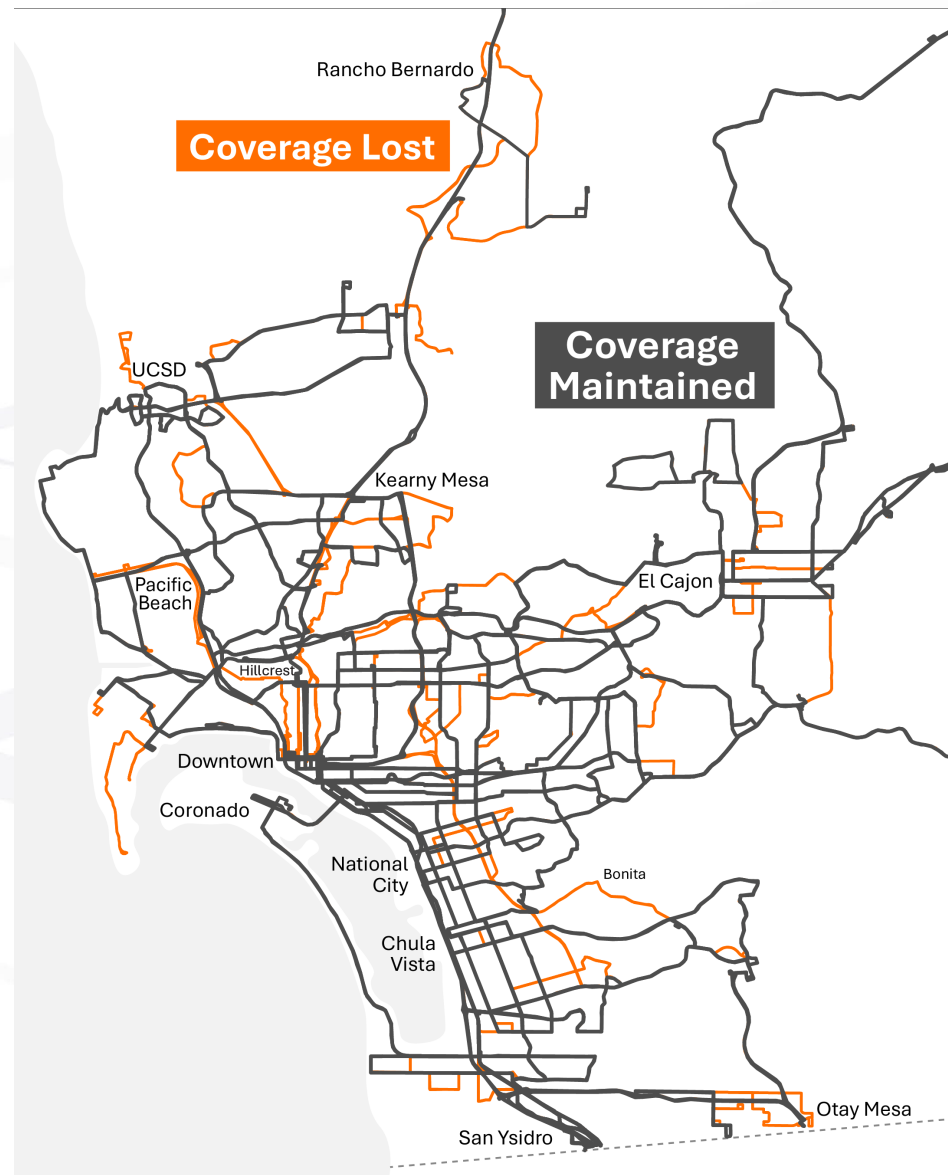
**21% of bus riders  
could lose current  
service**

- Roughly 25,000 bus passengers use a route that could be suspended
- Over 4,000 (3%) would not have a nearby alternative



**Loss of coverage and  
destinations no longer  
served**

- Potential cuts could include:
  - Service to SeaWorld and Cabrillo Monument
  - Mission Hills, Tierrasanta, and other areas



# Potential Reduction Scenario Impacts

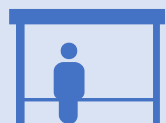
**20%  
Service  
Cut**

Distributed across bus,  
Trolley, and Access  
services



**Another 29 bus routes  
and all four Trolley  
lines would see less  
service**

- 66% of bus routes could see elimination or reduction of service



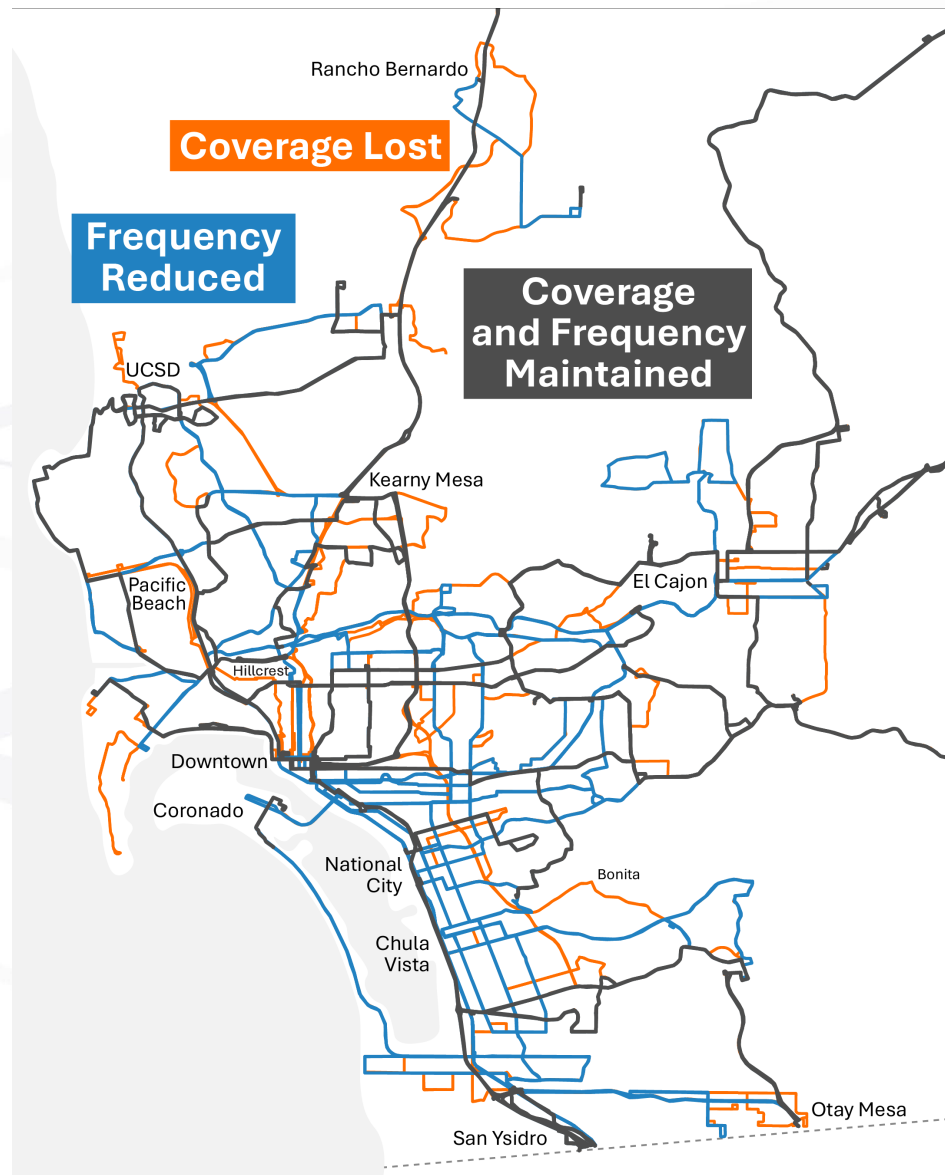
**Many more impacted by  
frequency reductions**

- 36% of all riders use a service that would lose frequency or have suspended service
- Nearly 38,000 estimated riders impacted by frequency reductions



**Over 300 fewer operators  
and mechanics needed**

- Includes both in-house and contracted staff



# Growth Scenario Overview

- Securing a significant new revenue stream would fix the structural deficit and allow for major service expansion
- Proposed improvements could include:



## More Bus and Trolley Service

Improved frequencies, longer spans, and more weekend service



## New Rapid Corridors

Enhanced service and transit priority on key urban corridors



## Customer-Focused Improvements

New amenities, safety and security enhancements, or fare updates



## Support Larger Regional Projects

Partner with SANDAG to advance long-term MTS priorities



# Next Steps



**\*Note:**

Service plans would be “roadmap” for future planning. Any major service changes would be brought back to Board of Directors for public hearing prior to implementation.



# Community Outreach Update

- Initial “On Track” outreach in spring
- Follow-up outreach ongoing. Engaging transit riders and community-based organizations on their priorities for future transit investments.
  - 26 events in Phase II
  - 7 additional events scheduled through October
- So far, approximately 3,000 participants engaged online another 2,000 in person
- Trolley to the Airport and bus and Trolley frequency enhancements are highest priorities so far
- Additional outreach after release of draft plans



# Questions/Comments



**Metropolitan  
Transit  
System**

## **Agenda Item No. 6**

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

**September 17, 2026**

**SUBJECT:**

**MTS Access EZ-Wallet Overview (Vassilena Hycz)**

**INFORMATIONAL ONLY**

**Budget Impact**

None with this item.

**DISCUSSION:**

MTS staff will announce EZ-Wallet and will provide an overview of the application.

MTS Access EZ-Wallet is a cashless payment feature within the EZ Access app that allows passengers to prepay for trips using a credit or debit card. Passengers or their caregivers store funds in a secure online account and have the ability to set up an auto top-up option to ensure they always have enough funds for their trips. Fares for trips are automatically deducted at the time of booking, making boarding faster, reducing stress at the curb, and giving passengers a more independent way to travel.

**/S/Vassilena Hycz**

**Vassilena Hycz**

**Manager of Paratransit and Minibus**

**Key Staff Contact: Vassilena Hycz, 619-235-2648, [Vassilena.Hycz@sdmts.com](mailto:Vassilena.Hycz@sdmts.com)**





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Item No. 6, 09/17/2026

# MTS ACCESS Wallet Overview

Accessible Services  
Advisory Committee

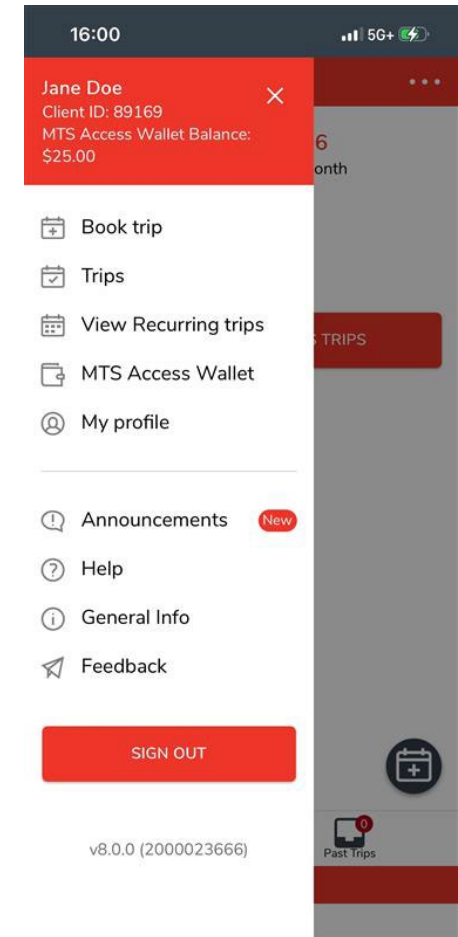
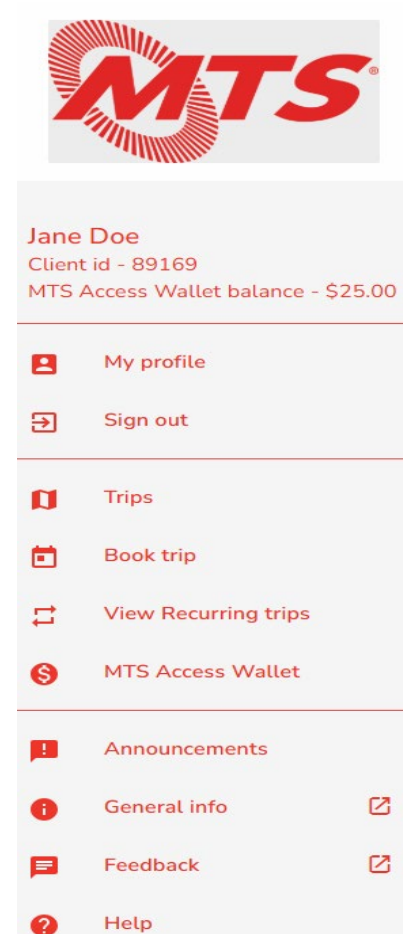
# MTS Access Wallet Overview

- Launched August 26, 2026
  - 11 unique users
- Cashless fare option
  - Continue to accept cash and pre-paid tickets
- One stop shop
  - Works seamlessly with the MTS EZ Access app
- Freedom to travel
  - Prepay for trips before entering the vehicle



# Rider Experience

- 24/7 account management
- Flexibility
- Secure transaction
- Reduced risk



# How to Use MTS Access Wallet

- Adding funds and viewing the balance
- Booking and paying for a trip
- Cancelling a pre-paid trip
- Setting up auto top-ups
- Youtube Video: <https://youtu.be/cmxsrylqRec>



# Questions/Comments



**Metropolitan  
Transit  
System**

## **Agenda Item No. 07**

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

**September 17, 2026**

**SUBJECT:**

MTS and Transdev Fixed Route Updates (Keith Vann and Mike Daney)

**INFORMATIONAL ONLY**

**Budget Impact**

None with this item.

**DISCUSSION:**

Staff to provide an update on Fixed-Route services. The San Diego Metropolitan Transit System (MTS) Bus will provide a summary of ridership. Staff will discuss operational changes and progress on bus-related construction projects.

/S/Vassilena Hycz

Vassilena Hycz

Manger of Paratransit and Minibus

Key Staff Contact: Vassilena Hycz, 619-235-2648, [Vassilena.Hycz@sdmts.com](mailto:Vassilena.Hycz@sdmts.com)

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

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





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Item No. 7, 09/17/2026

# MTS and Transdev Fixed Route Updates

Accessible Services  
Advisory Committee

# **MTS**

# **Fixed Route Updates**

# Fixed Route

- Fixed Route Overview
- Service Change

# Fixed Route Overview

- Bus Routes: 25
- Fleet: 249
- Bus Operators: 482
- Average Monthly Ridership: 1,532,821
- FY26 Ridership Through June 2026: 18,393,857

# Service Change

- Sunday, September 6<sup>th</sup>
- Tripper Reduction routes 7, 41, 44
- Non-summer service restoration routes 8, 9, 30
- Gilman & Myers (UCSD)

# Transdev Fixed Route Updates

# Fixed Route Contracted Operations

- Contracted Services (Transdev - Fixed Route) Overview
- Service Change
- Southwestern College
- Iris Rapid Stations

# Fixed Route Contracted Operations Overview

- Bus Routes: **59**
  - South Bay: 34
  - East County: 25
- Fleet: **332** buses
  - South Bay: 234
  - East County: 98
- Bus Operators: **650**
  - South Bay: 503
  - East County: 147
- Average Monthly Ridership: **1,634,000**
- FY26 Ridership: **19,607,701** (29% increase)

# Fixed Route Contracted Operations Service Change

- Sunday, September 6<sup>th</sup>
- 923 – New terminal at City College
- 992 – schedule adjustments
- 705, 707, 709, 712 – Reroute at SWC

# SWC New Transit Center

- Southwestern College Project
- Transit Center open Sunday, September 6
- 4 new bus bays



# Iris Rapid Station

## Iris Rapid

- 8 New Stations Open May 2026

| On Street/Cross Street      |
|-----------------------------|
| Seacoast Dr. & Dahlia Av    |
| Seacoast Dr & Evergreen Av  |
| Imperial Beach Bl & 8th St  |
| Imperial Beach Bl & 13th St |
| Imperial Beach Bl & 13th St |
| Coronado Av & Saturn Bl     |
| Coronado Av & Hollister St  |
| Coronado Av & Hollister St  |



# Questions/Comments



**Metropolitan  
Transit  
System**

## **Agenda Item No. 08**

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

**September 17, 2026**

**SUBJECT:**

MTS Trolley Update (Aaron Pitt)

**INFORMATIONAL ONLY**

Budget Impact

None with this item.

**DISCUSSION:**

Staff will provide a summary of ridership and service impacted by special events. Additionally, staff will discuss rider quality enhancements, operational changes, and progress on Trolley related construction projects.

/S/Vassilena Hycz

Vassilena Hycz

Manager of Paratransit and Minibus

Key Staff Contact: Vassilena Hycz, 619-235-2648, [Vassilena.Hycz@sdmts.com](mailto:Vassilena.Hycz@sdmts.com)





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Item No. 8, 09/17/2026

# Trolley Updates

Accessible Services  
Advisory Committee

# Trolley Discussion

- Trolley Overview
- Petco Park and Snapdragon Events
  - Padres, San Diego FC, WAVE games and concerts overview
- Comic-Con 2026 statistics
- Continuing construction - Orange Line Improvement Project

# Trolley Overview

- Trolley Lines: 4
- Fleet: 169 LRVs
- Operators: 190 Approx.
- Average Monthly Ridership: 3.5 million
- FY26 Ridership Through June 2026: 41.99 million

# Petco Park Events Overview 2026 - Padres

- Weekday games had 3 - 3 car shuttle trains sent out of service from the yard to Stadium Station to be placed in service westbound from Stadium to Gaslamp Stations
- Weekend games had no pre-event shuttles due to lighter to normal ridership on those days



# Petco Park Events Overview 2026 – Padres (cont.)

- The Green and Orange Line trains operated as 3 cars instead of the normal 2 cars during the event hours
- Post-event had 2 trains with 4 cars kept in the yard to be used after the game ended when crowds began arriving at the stations
- 2 eastbound Green Line trains received adds at Imperial terminal and departed as 4 car trains at the end of the game to assist with the massive amount of riders



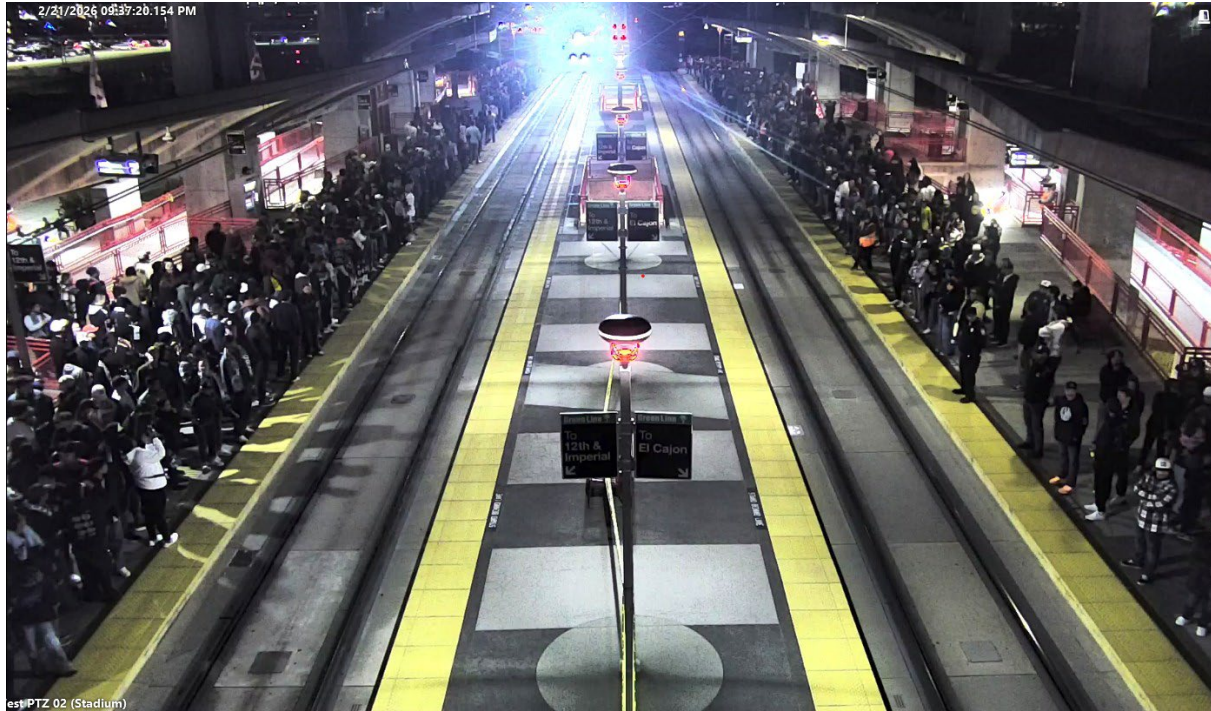
# Snapdragon Events Overview 2026 – SDFC/Wave

- SDFC Games and major concerts
  - 5 - 4 car pre-event shuttles are sent to the Stadium and run between Imperial terminal and Stadium Station until start time of the event. Green Line Trains are built up to 3 cars on the weekends.
  - Post-Event 4 - 4 car trains store in the pocket tracks for post-event. 1 train will express back to the yard and is staged for post event use.
- Wave Games
  - 2 - 3 car pre-event shuttles are sent to the Stadium, service and store for post event service. Green Line trains are built up to 3 cars on the weekends.

# Snapdragon Events Overview 2026 – All Events

- The middle platform is taped off to prevent people from crossing the tracks in front of the trains, and the trains only activate doors to the outside platform.
- There are several personnel to assist patrons to make sure they get to the right platform. Security will send patrons back down the stairs to make sure that they enter the correct platform.
- For the mobility impaired - security will help them across the tracks in upper area if they are on the wrong side.

# Snapdragon Events – Stadium Station



# Comic-Con 2026 Wednesday July 22 - Sunday July 25

- Operating plan same as last year:
  - 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
  - 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 operations
  - Special Event Staffing were at the stations on the Bayside to help with passenger control and assist patrons as needed

# Comic-Con 2026 Wednesday July 22 - Sunday July 25

Most, if not all, trains on these two lines had Comic-Con related wraps with a few having interior wraps as well



# Comic-Con 2026 Lookback

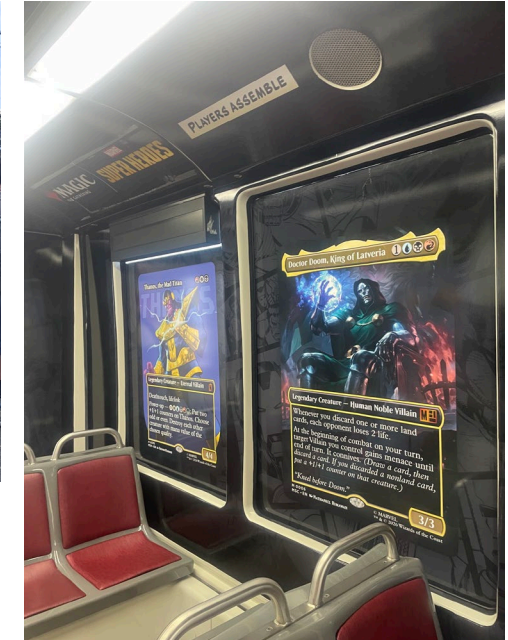


# Comic-Con 2026 Lookback



# Comic-Con 2026 Lookback

- Ridership for the week of Comic-Con 2026 was approximately 343,825 additional patrons
- This is a 76.12% increase in normal weekly ridership

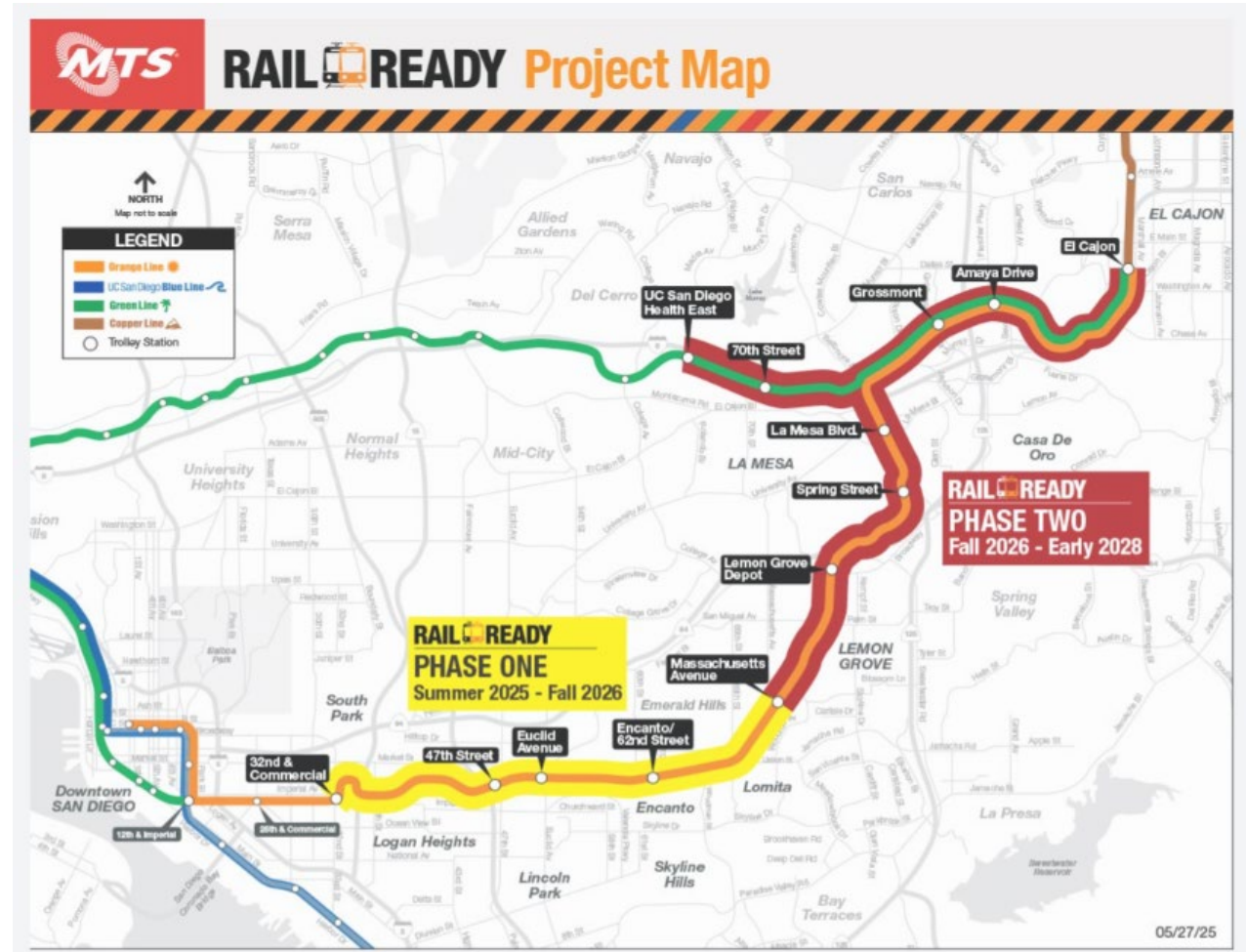


| 2026              |                |                |                |
|-------------------|----------------|----------------|----------------|
|                   | Comic-Con      | Previous Week  | NET            |
| Thursday          | 190,498        | 126,929        | 63,569         |
| Friday            | 235,242        | 129,831        | 105,411        |
| Saturday          | 213,430        | 104,563        | 108,867        |
| Sunday            | 156,354        | 90,376         | 65,978         |
| <b>TOTAL</b>      | <b>795,524</b> | <b>451,699</b> | <b>343,825</b> |
| <b>Net Change</b> | <b>343,825</b> |                |                |
| Pct Change        | 76.12%         |                |                |

| 2025              |                |                |                |
|-------------------|----------------|----------------|----------------|
|                   | Comic-Con      | Previous Week  | NET            |
| Thursday          | 186,507        | 124,960        | 61,547         |
| Friday            | 206,837        | 127,680        | 79,157         |
| Saturday          | 209,208        | 98,611         | 110,597        |
| Sunday            | 142,723        | 87,853         | 54,870         |
| <b>TOTAL</b>      | <b>745,275</b> | <b>439,104</b> | <b>306,171</b> |
| <b>Net Change</b> | <b>306,171</b> |                |                |
| Pct Change        | 69.73%         |                |                |

# Construction Projects

- Orange Line Improvement Project Phase One is nearly completed
- The next weekend closure is scheduled for October 17-18, 2026 which will involve a bus bridge between 12<sup>th</sup> & Imperial and Lemon Grove Stations
- The last closure also between 12<sup>th</sup> & Imperial and Lemon Grove of Phase 1 is tentatively scheduled for January 23-24, 2027
- Minor work for Phase 2 will begin soon, and the closures will start in early 2027



# Questions/Comments



**Metropolitan  
Transit  
System**

## **Agenda Item No. 9**

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

**September 17, 2026**

**SUBJECT:**

**MTS Access and Medical Transportation Management (MTM) Updates (Vassilena Hycz)**

**INFORMATIONAL ONLY**

**Budget Impact**

None with this item.

**DISCUSSION:**

Staff will provide an update on MTS Access monthly service performance, MTM eligibility certification services, and certification summary for MTS Access for FY26 and FY27.

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

Key Staff Contact: Vassilena Hycz, 619-235-2648, [Vassilena.Hycz@sdmts.com](mailto:Vassilena.Hycz@sdmts.com)





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Item No. 9, 09/17/2026

# **Access Update and Medical Transportation Management (MTM) Report**

Accessible Services  
Advisory Committee

# MTS Access Overview

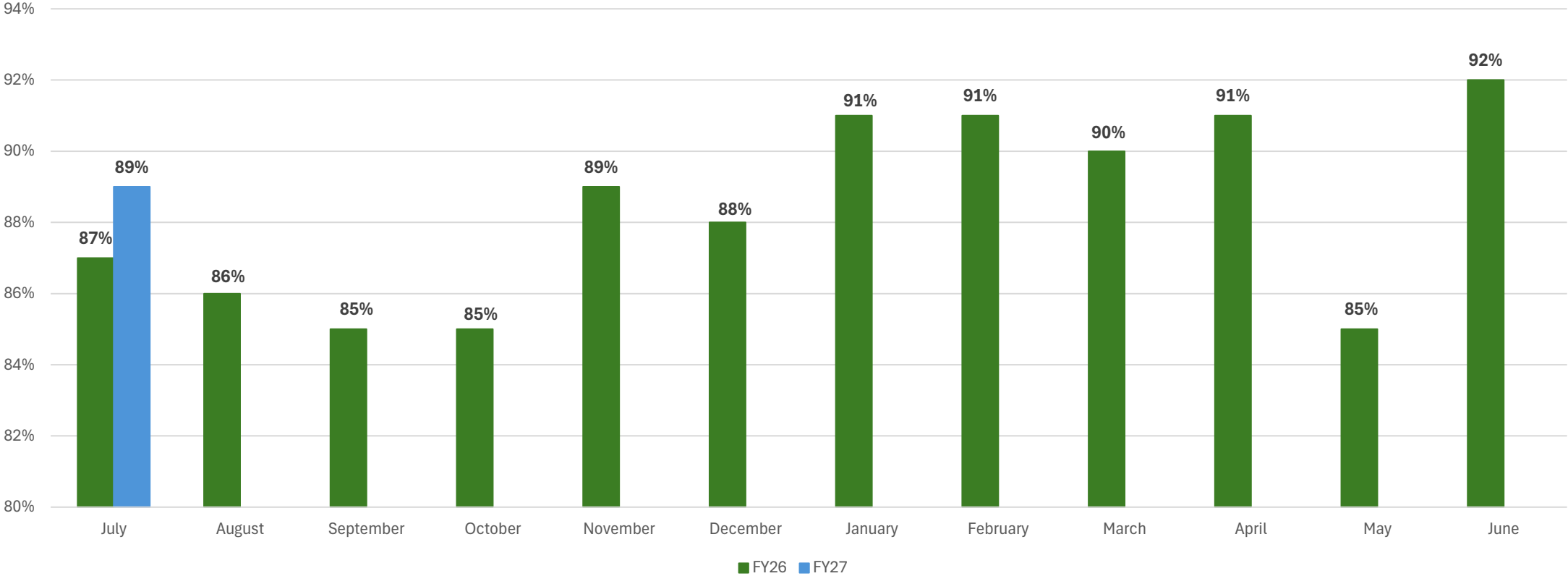
- 30,000+ passengers per month
- 115 active drivers
- 114 paratransit buses
- 3 subcontractors
  - Taxi
  - Care7
  - SilverRide

# Access/Subcontractor OTP

| Access/Subcontractor On-Time Performance (OTP) |            |                |            |
|------------------------------------------------|------------|----------------|------------|
| FY26                                           | OTP (%)    | FY27           | OTP (%)    |
| July                                           | 87%        | July           | 89%        |
| August                                         | 86%        | August         |            |
| September                                      | 85%        | September      |            |
| October                                        | 85%        | October        |            |
| November                                       | 89%        | November       |            |
| December                                       | 88%        | December       |            |
| January                                        | 91%        | January        |            |
| February                                       | 91%        | February       |            |
| March                                          | 90%        | March          |            |
| April                                          | 91%        | April          |            |
| May                                            | 85%        | May            |            |
| June                                           | 92%        | June           |            |
| <b>Average</b>                                 | <b>88%</b> | <b>Average</b> | <b>89%</b> |

# Access/Subcontractor OTP

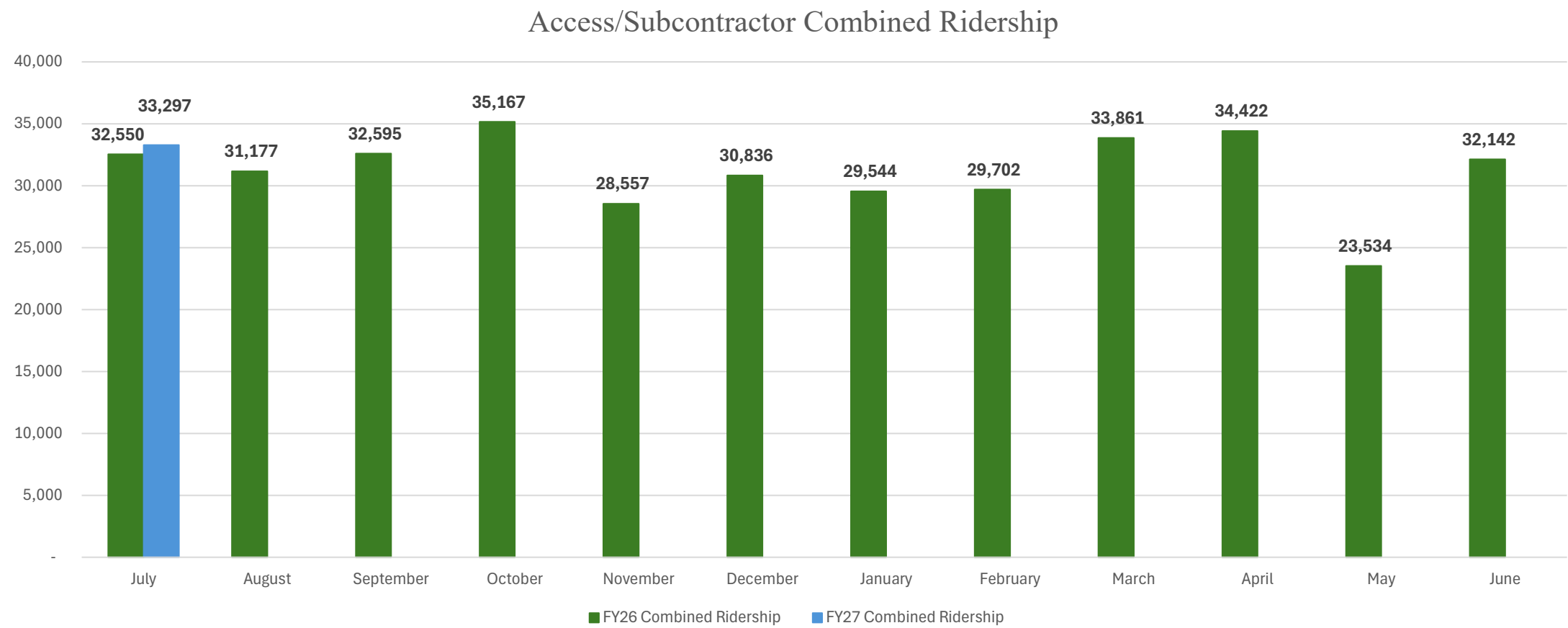
Access/Subcontractor On-Time Performance (OTP)



# Access/Subcontractor Combined Ridership

| Combined Ridership |                |              |               |
|--------------------|----------------|--------------|---------------|
| FY26               | Riders         | FY27         | Riders        |
| July               | 32,550         | July         | 33,297        |
| August             | 31,177         | August       |               |
| September          | 32,595         | September    |               |
| October            | 35,167         | October      |               |
| November           | 28,557         | November     |               |
| December           | 30,836         | December     |               |
| January            | 29,544         | January      |               |
| February           | 29,702         | February     |               |
| March              | 33,861         | March        |               |
| April              | 34,422         | April        |               |
| May                | 23,534         | May          |               |
| June               | 32,142         | June         |               |
| <b>Total</b>       | <b>374,087</b> | <b>Total</b> | <b>33,297</b> |

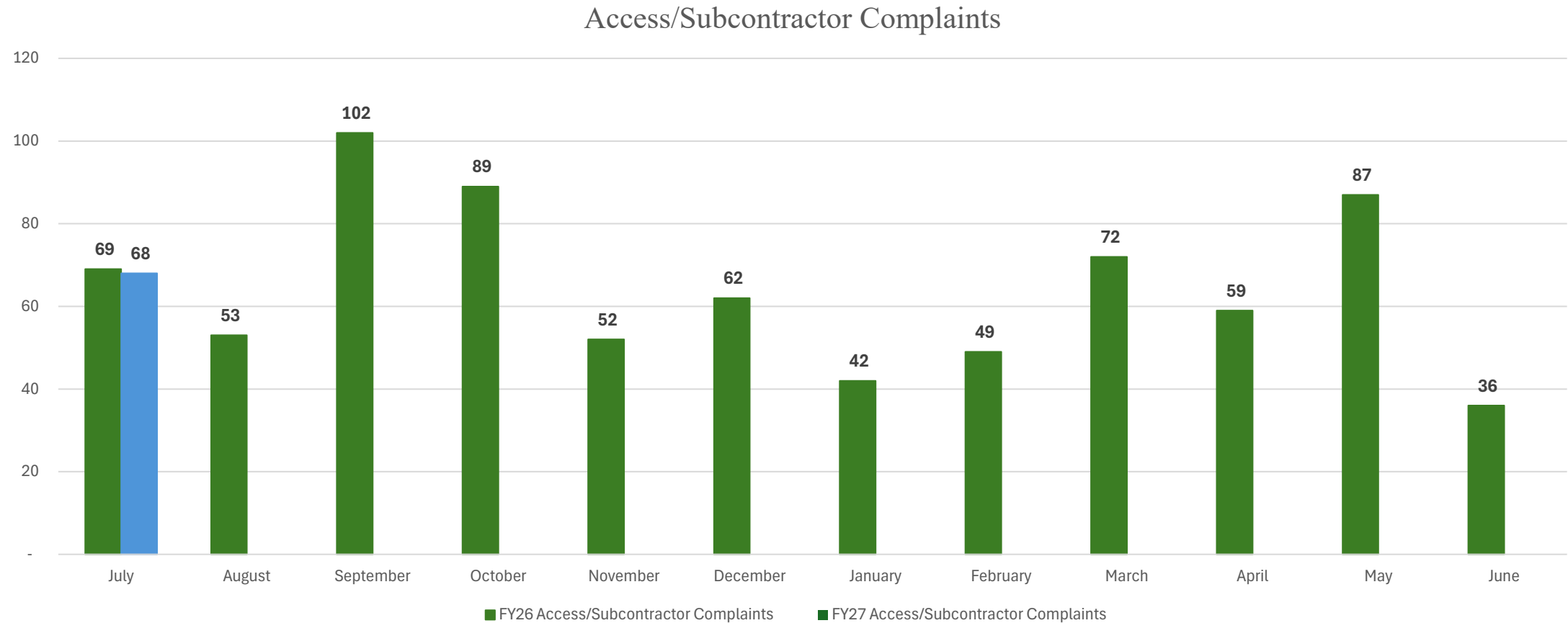
# Access/Subcontractor Combined Ridership



# Access/Subcontractor Complaints

| Access/Subcontractor Complaints |            |              |            |
|---------------------------------|------------|--------------|------------|
| FY26                            | Complaints | FY27         | Complaints |
| July                            | 69         | July         | 68         |
| August                          | 53         | August       |            |
| September                       | 102        | September    |            |
| October                         | 89         | October      |            |
| November                        | 52         | November     |            |
| December                        | 62         | December     |            |
| January                         | 42         | January      |            |
| February                        | 49         | February     |            |
| March                           | 72         | March        |            |
| April                           | 59         | April        |            |
| May                             | 87         | May          |            |
| June                            | 36         | June         |            |
| <b>Total</b>                    | <b>772</b> | <b>Total</b> | <b>68</b>  |

# Access/Subcontractor Complaints



# Access/Subcontractor Complaints

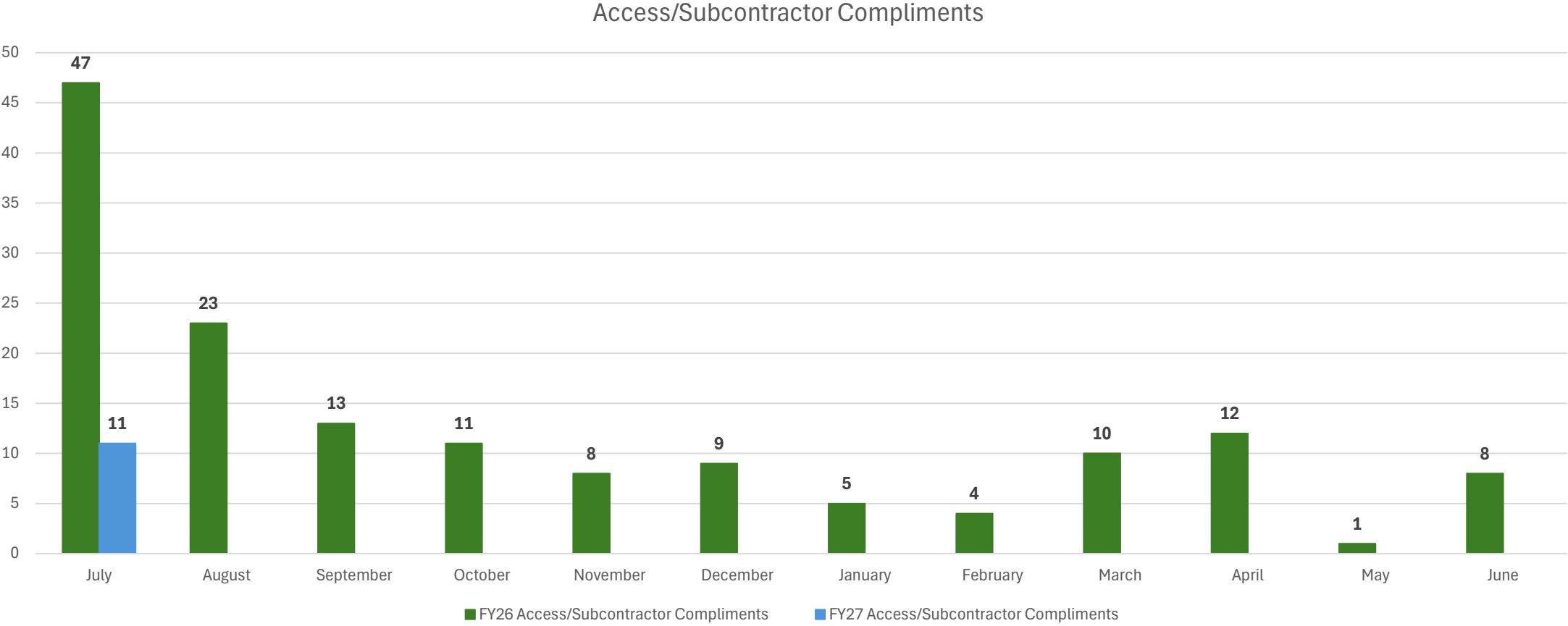
| Reason Code                  | FY26 Case Totals |
|------------------------------|------------------|
| Late Pick Up (ADA)           | 17               |
| Excessive Ride Time (ADA)    | 9                |
| Operator Rules               | 8                |
| Operator Driving             | 7                |
| Operator Attitude            | 7                |
| Unsafe Act                   | 5                |
| Late Drop Off (ADA)          | 4                |
| Missed Trip (ADA)            | 4                |
| No Show (ADA)                | 3                |
| Operator Schedule            | 2                |
| Booking / Cancellation (ADA) | 1                |
| Benefit of Doubt             | 1                |
| Fare / Day Pass Issue        | 1                |
| <b>Grand Total</b>           | <b>69</b>        |

| Reason Code                  | FY27 Case Totals |
|------------------------------|------------------|
| Late Pick Up (ADA)           | 6                |
| Excessive Ride Time (ADA)    | 4                |
| Operator Rules               | 14               |
| Operator Driving             | 2                |
| Operator Attitude            | 9                |
| Unsafe Act                   | 1                |
| Late Drop Off (ADA)          | 1                |
| Missed Trip (ADA)            | 2                |
| No Show (ADA)                | 6                |
| Operator Schedule            | 7                |
| Booking / Cancellation (ADA) | 3                |
| Benefit of Doubt             | 3                |
| Comfort                      | 4                |
| Equipment Failure            | 2                |
| BD- Operator Attitude        | 1                |
| BD- Operator Driving         | 1                |
| BD- Operator Rules           | 1                |
| Service Area (ADA)           | 1                |
| <b>Grand Total</b>           | <b>68</b>        |

# Access/Subcontractor Compliments

| Access/Subcontractor Compliments |             |              |             |
|----------------------------------|-------------|--------------|-------------|
| FY26                             | Compliments | FY27         | Compliments |
| July                             | 47          | July         | 11          |
| August                           | 23          | August       |             |
| September                        | 13          | September    |             |
| October                          | 11          | October      |             |
| November                         | 8           | November     |             |
| December                         | 9           | December     |             |
| January                          | 5           | January      |             |
| February                         | 4           | February     |             |
| March                            | 10          | March        |             |
| April                            | 12          | April        |             |
| May                              | 1           | May          |             |
| June                             | 8           | June         |             |
| <b>Total</b>                     | <b>151</b>  | <b>Total</b> | <b>11</b>   |

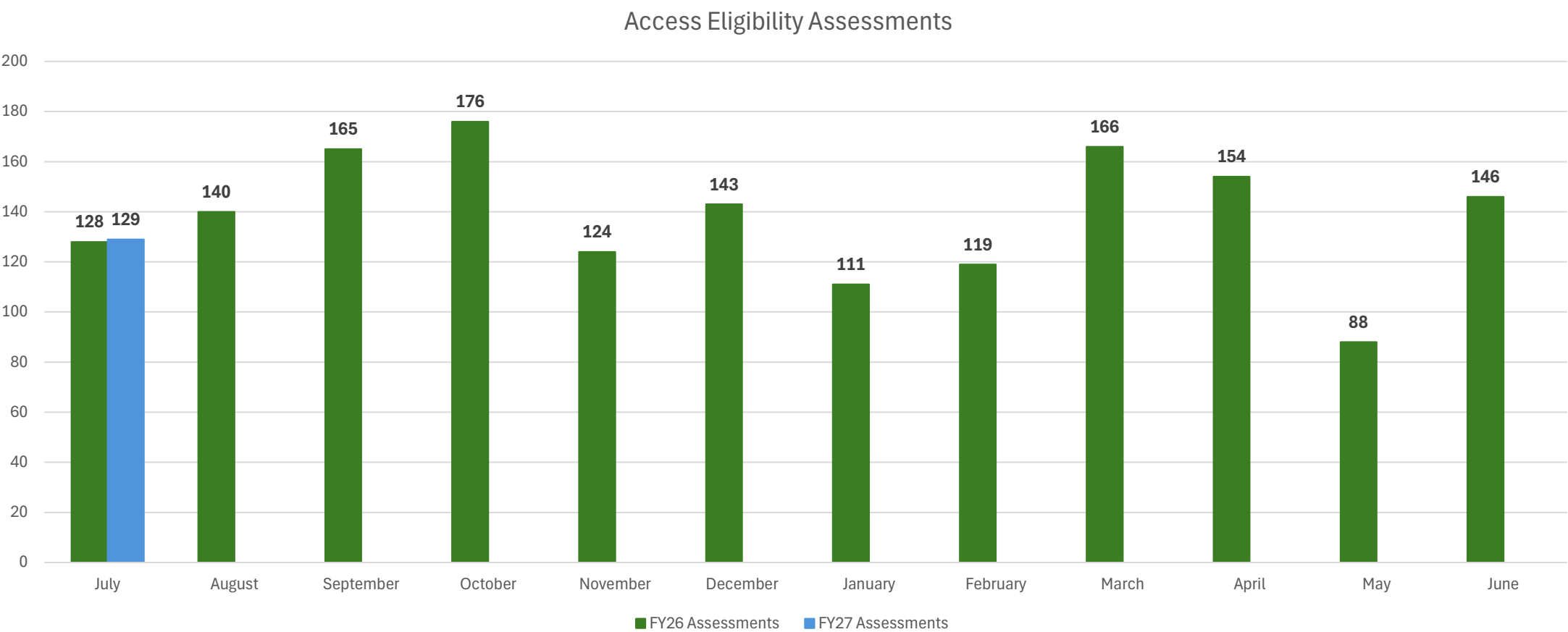
# Access/Subcontractor Compliments



# Access Eligibility Total Assessments

| Access Eligibility Total Assessments |              |           |             |
|--------------------------------------|--------------|-----------|-------------|
| FY26                                 | Assessments  | FY27      | Assessments |
| July                                 | 128          | July      | 129         |
| August                               | 140          | August    |             |
| September                            | 165          | September |             |
| October                              | 176          | October   |             |
| November                             | 124          | November  |             |
| December                             | 143          | December  |             |
| January                              | 111          | January   |             |
| February                             | 119          | February  |             |
| March                                | 166          | March     |             |
| April                                | 154          | April     |             |
| May                                  | 88           | May       |             |
| June                                 | 146          | June      |             |
| <b>Total</b>                         | <b>1,660</b> | <b>0</b>  | <b>129</b>  |

# Access Eligibility Total Assessments



# Questions/Comments