



# Accessible Services Advisory Committee Agenda

Click link to access the meeting:

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

Zoom Meeting ID

## Ways to Join



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

### Webinar Features:

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



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



### Phone:

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



### Live Verbal Public Comments:

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

### Public Comments Made Via Zoom

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

### Public Comments Made by Phone Only

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



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

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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

Haga clic en el enlace para acceder a la reunión:

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






ID de la reunión en Zoom

## Formas de Participar



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

### Funciones del Seminario En Línea:

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



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



### Teléfono:

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



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

## Comentarios Públicos a Través de Zoom

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

## Comentarios Públicos Realizados Únicamente por Teléfono

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



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



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



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

### Instrucciones para brindar comentarios públicos en persona:

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

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



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



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



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



**Metropolitan  
Transit  
System**

## **Accessible Services Advisory Committee Agenda**

**June 18, 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>

<b>NO.</b>	<b>ITEM SUBJECT AND DESCRIPTION</b>	<b>ACTION</b>
<b>1.</b>	<b>Roll Call</b>	
<b>2.</b>	<b>Public Comments</b>	
<b>3.</b>	<b>Approval of Minutes</b> Action would approve the March 19, 2026 Accessible Services Advisory Committee Meeting Minutes.	Approve
<b>DISCUSSION ITEMS</b>		
<b>4.</b>	<b>San Diego Metropolitan Transit System (MTS) Support Services Overview and Results (Amanda Denham)</b>	Informational
<b>5.</b>	<b>Service Animal Day (Ariel Kroll)</b>	Informational
<b>6.</b>	<b>San Diego Accessible Rider Coalition (SDARC) Update (Kate Pecora)</b>	Informational
<b>7.</b>	<b>Fixed Route and Trolley Update (Keith Vann and Aaron Pitt)</b>	Informational
<b>8.</b>	<b>San Diego Metropolitan Transit System (MTS) Access and Medical Transportation Management (MTM) Updates (Vassilena Hycz)</b>	Informational
<b>OTHER ITEMS</b>		
<b>9.</b>	<b>Committee Member Communications and Other Business</b>	
<b>10.</b>	<b>Next Meeting Date: September 17, 2026, at 1:00PM</b>	
<b>11.</b>	<b>Adjournment</b>	



## MINUTES

### MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM

#### ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

March 19, 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 1:00 p.m. A roll call sheet listing ASAC member attendance is attached as Attachment A.

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

There were no Public Comments.

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

Committee Member David Marino moved to approve the minutes of the December 4, 2025, MTS ASAC meeting. Committee Member Rene Rodriguez seconded the motion, and the vote was 10 to 0 in favor with Debbie Marshall, Tarrence Lewis, Irene Santiesteban, and Letty Zuno absent.

#### DISCUSSION ITEMS

#### 4. **Fare Change Study Update (Mark Olson and Leanne Powell)**

Mark Olson, MTS Director of Marketing and Communications, and Leanne Powell, Fare Systems Administrator, presented on the Fare Change Study Update. They presented on: Fare change study background, strategy for filling the budget gap, what does \$23M mean. Phase I Outreach recap, package development, drafting fare change proposals, fare change proposals: high level, Package A, Package B. Phase II Engagement goals, Phase II Outreach, Phase II online survey results, and fare change study timeline.

##### **Public Comment**

There were no Public Comments.

##### **Committee Comment**

Committee Member Lordson asked how paratransit riders feel about the Senior Disabled Medicare (SDM) fares increase of \$6 to \$7. Mr. Olsen responded that staff is also eager to obtain those results from the public and staff would report back with the results.

Committee Member Marino asked when and how the MTS Access survey would be distributed. Mr. Olsen explained the survey would be distributed in the next couple of days and it would continue until March 31<sup>st</sup>. and it will be distributed through email, and seat drops. Mr. Marino, thanked staff for their efforts on the study as he knows it does take a lot of extra work. He added that he believes the public understands that fares need to slightly increase.

Committee Member Ball asked how these rates would impact individuals that receive disability discounts. Mr. Olsen answered he did not believe the fare increase would have a direct impact on any other discounts that they currently receive from outside sources.

Committee Member Marino added that the previous question may have been to clarify if the discounts would change or be discontinued.

Committee Member Rodriguez asked if in the future a survey could be conducted for clients at the Reginal Center. Mr. Olsen repeated Mr. Rodriguez questions for clarification and added that at the moment they will not be holding any additional surveys as staff does not believe it will change the results of the two fare increase packages. He added that in case the fare increase does move forward staff will conduct another round of outreach to the public.

**Action Taken**

Informational item only. No action taken.

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

Keith Vann, MTS Manager of Service Operations, and Aaron Pitt, Manager of Special Operations presented on Fixed Route and Trolley Updates. They outlined: fixed route overview, December Nights, service change, Rock N Roll Marathon. Santa Fe Depot construction, rider quality enhancements, 2026 special event services: upcoming sports seasons and special events. Construction projects; Orange Line Improvement Project, grade crossing replacements, and Blue Line tie replacement & Beyer slope.

**Public Comment**

There were no Public Comments.

**Committee Comment**

Committee Member Ball asked what visual alert systems or safety alerts could be implemented for people with hearing impairments or those who are deaf and if captions were being displayed on the trains. Mr. Pitt responded that there are digital signs on the trains that provide information and that audio messages were recently implemented and is now available for riders with visual impairments.

Committee Member Gemblar asked if the December nights travel time was a one-way trip from start point in downtown to the park drop off or if it was a roundtrip. Mr. Vann clarified that it was a round trip from City College to Balboa Park and back to City College.

**Action Taken**

Informational item only. No action taken.

**6. EZ-Wallet Overview (Vassilena Hycz)**

Vassilena Hycz, MTS Manager of Paratransit and Minibus presented on an overview of EZ-Wallet Overview. What EZ-Wallet, one stop shop, freedom to travel, rider experience, 24/7 Account Management, flexibility, secure transaction and reduced risk.

**Public Comment**

There were no Public Comments.

**Committee Comment**

Committee Member Marino asked if a trip is booked over the phone would the customer still be able to use EZ Wallet. Ms. Hycz explained that EZ Wallet would be available for over the phone reservations. She added that the rider could also opt to pay with a pre-paid ticket or cash at the time of the reservation, and the type of payment will be noted on the account for the driver to see at the time of pickup. Mr. Marino asked when making a telephone reservation, would the payment have to be made online or on the bus. Ms. Hycz stated that payment could be made at

the time of the phone reservation, she also stated that the EZ Wallet could not be used at the time of pickup.

Committee Member Lordson asked if EZ Wallet would be available for agencies that pre-purchase tickets and mail them to riders. Ms. Hycz answered that this would be a possibility and staff would continue to discuss and figure out the logistics further.

Chair Fernandez commented that he looked forward to getting a demo and seeing what the user experience would look like.

### **Action Taken**

Informational item only. No action taken.

## **7. Same Day Paratransit Report (Britany Bardales)**

Britnay Bardales, Transdev Assistant General Manager, presented on Same Day Service. She presented on general information, highlights, breakdown of statistics, and same day vs regular ridership.

### **Public Comment**

There were no Public Comments.

### **Committee Comment**

Committee Member Merino thanked staff for implementing the same day service as he has used the service himself. He asked if there had been noticeable difference in slack time since the implementation of same-day service. Ms. Bardales confirmed they have noticed a difference and is happy to hear the service is working.

Committee Member Gembler asked if there were plans to also have access to book same day service online and asked if the cost is a \$10 flat fare. Ms. Bardales responded that online booking has not been discussed as they are still in the pilot phase, she also confirmed that the fare is a flat fee of \$10.

Ms. Bardales introduced Damon Dash, General Manager for Paratransit and Minibus. Mr. Dash mentioned he is new to San Diego and was grateful how welcoming MTS and the team has been and expressed his excitement to be at MTS and do wonderful things for the community.

## **8. Certification Eligibility Process (Herberto Gaytan)**

Herberto Gaytan, MTM Project Manager, presented on Certification Eligibility Process. He presented on MTS Access Services, MTS Access eligibility process, functional assessments, applications, MTS Access contact.

### **Public Comment**

There were no Public Comments.

### **Committee Comment**

There were no Committee Member Comments.

## **9. 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: MTS Access overview, access/subcontractor OTP, access/subcontractor combined ridership, access/subcontractor complaints, and access eligibility total assessments.

### **Public Comment**

There were no Public Comments.

### **Committee Comment**

Committee Member Rodriguez asked whether ridership was higher during the weekday or weekends and if the increase in ridership was due to riders traveling to jobs, medical appointments and school. Ms. Hycz responded that ridership is higher during the weekday. She also offered to provide a report to pinpoint what days and times during the week ridership is higher.

Committee Member Marino asked if there was a decrease in bus drivers as he recalled there being approximately 200+ drivers and the report states only 125 drivers. Ms. Hycz explained that the report accounts for the active drivers as some drivers could be out on leave. She stated that the driver pool has been consistent at 125 to 135. Mr. Marino asked about the pending strike and if there was a contingency plan. Mike Wygant, Chief Operating Officer, responded that Transdev was currently in contract negotiations as the minibus contract was scheduled to expire at the end of March and added that MTS is not part of the contract negotiations. He stated that MTS had a contingency plan in place and expressed hope that there would be minimal to no impact to riders. Committee Member thanked Mr. Wygant for his response on the matter and stated that he would continue to monitor the strike, noting the impact in service could have a detrimental impact on riders who rely on transportation for medical, school and other appointments.

Chair Fernandez asked how complaints were being tracked and if there were any categories such as by theme or topic. Ms. Hycz responded that each complaint is tracked by description, what was reported or what the outcome was. Chair Fernandez requested to see themes and topics during the next report.

Committee Member Marino asked for clarification on the process to leave a customer complaint, asking if there was a designated phone line to call and leave a voicemail to a supervisor. Ms. Hycz explained the complaint could be submitted through MTS Customer Service by phone or online. She added that complaints received directly by her or Transdev were forwarded to MTS Customer Service as they are responsible to forward them to the appropriate department, tracking them and ensuring follow up. Mr. Marino asked if a customer called to make a complaint and they were transferred to the leave a message for the supervisor, would that then be the wrong process to follow. He also asked where the MTS Customer Service Line could be found. Ms. Hycz responded that the preferred process is to call MTS Customer Service, as staff could forward the complaint to the appropriate department for review and follow up. She added that MTS Customer Service could also access and review available resources, such as video footage and phone recordings, to assist in resolving any complaints. Ms. Hycz mentioned that ASAC Clerk, Diana Hernandez, would send out MTS Customer Service contact information.

## **OTHER ITEMS**

### **10. Committee Member Communications**

Committee Member Rodville announced the upcoming events for National Alliance on Mental Illness (NAMI): May 2<sup>nd</sup> 12:30pm – 5:30pm, 12th annual Mental Health and Wellness

Celebration, at Liberty Station, March 25<sup>th</sup> telling your story training, and March 27<sup>th</sup> 3:00pm – 4:30p public comment feedback regarding BHSA.

Committee Member Lordson announced that San Diego Regional Center (SDRC) entered into a contract with Facilitating Access to Coordinated Transportation (FACT). As part of the contract, FACT would provide transportation services to SDRC clients who ride requests could not be accommodated by SDRC. He also announced his retirement and thanked staff for the years and mentioned he has been part of ASAC for the past 20 years. Chair Fernandez thanked Committee Member Lordson for his years of service with ASAC.

Committee Member Rodriguez asked if MTS was hiring minibus drivers during the strike and contract negotiations. Mr. Wygant responded that the minibus and paratransit drivers were under the same collective bargaining agreement and the strike would have an impact on both groups of drivers. He added that he is optimistic that both parties could find a reasonable solution. Mr. Rodriguez asked if more drivers were going to be hired. Mr. Wygant responded that there are some limitations with CBA, but the contingency plan could include subcontractors.

Committee Member Hernandez announced that the RideFACT NOW program was in effect and prioritizes on demand, same day wheelchair accessible services. He stated that the program had a slow start but was gradually picking up and was in full service. He added that they still offered the preschedule service and that FACT was available to assist MTS with their services.

Committee Member Ahn announced that Senate Bill (SB) 960, Caltrans has been committed to establishing a California Transit Advisory Committee (CALTAC). She said the committee's primary objective was to support the development of transit related initiatives, promote equity and accessibility, offer informed policy recommendations, and enhance community engagement efforts. She explained that the members represent partner agencies, staff and professional advocates in the state of California with experience in planning, designing, maintaining, evaluating and delivering public transit programs and facilities for transit users. She announced that anyone interested in submitting an application, should do so by April 30<sup>th</sup> through the Caltrans' CALTAC website.

**11. Next Meeting Date**

The next ASAC meeting is scheduled for June 18, 2026, at 1:00PM.

**12. Adjournment**

Chair Fernandez adjourned the meeting at 2:13pm.

/S/  
Chairperson, ASAC  
San Diego Metropolitan Transit System

/S/  
Committee Clerk  
San Diego Metropolitan Transit System

Attachment: A. Roll Call Sheet

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

ROLL CALL

MEETING OF (DATE): March 19, 2026

CALL TO ORDER (TIME): 1:00PM

ADJOURN: 2:13PM

COMMITTEE MEMBER		ALTERNATE		ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Voting Committee Members						
Cesar Fernandez (Chair)	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>	ASAC Chair	1:00PM	2:13PM
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	2:13PM
Debbie Marshall	<input type="checkbox"/>	VACANT	<input type="checkbox"/>	State Council on Developmental Disabilities	ABSENT	ABSENT
Todd Lordson	<input checked="" type="checkbox"/>	Shane Hughes	<input type="checkbox"/>	San Diego Regional Center	1:00PM	2:13PM
Marianela Camarillo	<input type="checkbox"/>	Kimberly Taylor	<input checked="" type="checkbox"/>	San Diego Center for the Blind	1:00PM	2:13PM
Tim Garrett	<input type="checkbox"/>	Benjamin Gembler	<input checked="" type="checkbox"/>	SANDAG	1:00PM	2:13PM
Alyssa Ahn	<input checked="" type="checkbox"/>	Daniela Turner	<input type="checkbox"/>	Caltrans	1:00PM	2:13PM
Melissa Hernandez	<input checked="" type="checkbox"/>	Jacob Carson	<input type="checkbox"/>	County of San Diego AIS	1:00PM	2:13PM
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	1:00PM	2:13PM
Rose Napoleon	<input type="checkbox"/>	Rene Rodriguez	<input checked="" type="checkbox"/>	Fixed Route Consumer	1:00PM	2:13PM
Terrence 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	1:00PM	2:13PM
Kacie Rodvill	<input checked="" type="checkbox"/>	Betsy Knight	<input type="checkbox"/>	County of San Diego Behavioral Health Services	1:00PM	2:13PM

COMMITTEE CLERK: /s/ Diana Hernandez



**Metropolitan  
Transit  
System**

## Agenda Item No. 04

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

June 18, 2026

**SUBJECT:**

San Diego Metropolitan Transit System (MTS) Support Services Overview and Results  
(Amanda Denham)

**INFORMATIONAL ONLY**

Budget Impact

None

**DISCUSSION:**

MTS Support Services is comprised of Customer Service, MTS Information & Trip Planning, PRONTO Support Center, the Transit Store, Passenger Support, and the Ride Check program. Support Services strives to provide accurate, consistent, and timely information to riders by integrating the many tools available within the agency into one accessible department.

MTS staff will be providing an overview of the Support Services department, including data and service metric results.

/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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Metropolitan  
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Item No. 4, 06/18/2026

# MTS Support Services Overview and Results

Accessible Services  
Advisory Committee

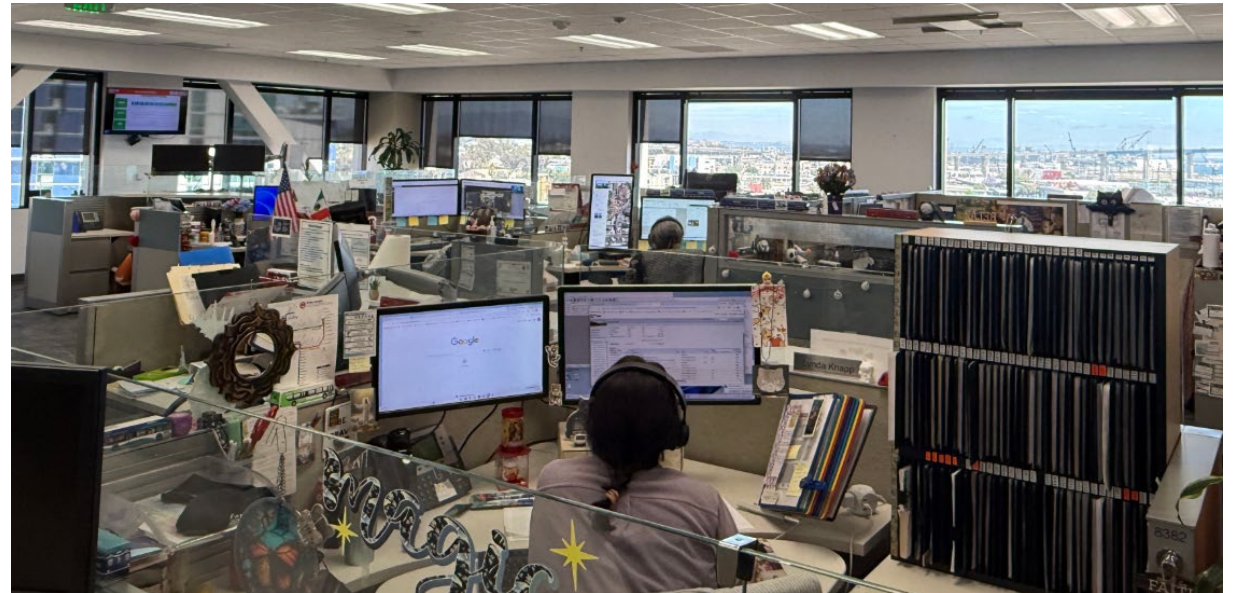


# Overview of Support Services

We strive to provide customers with accurate, consistent, timely, and high-quality service levels to enhance their experience using MTS.

## Support Services Departments

1. Customer Service
2. Information & Trip Planning
3. PRONTO Support Center
4. Transit Store
5. Passenger Support Representatives
6. Ride Check Program



# MTS Customer Service

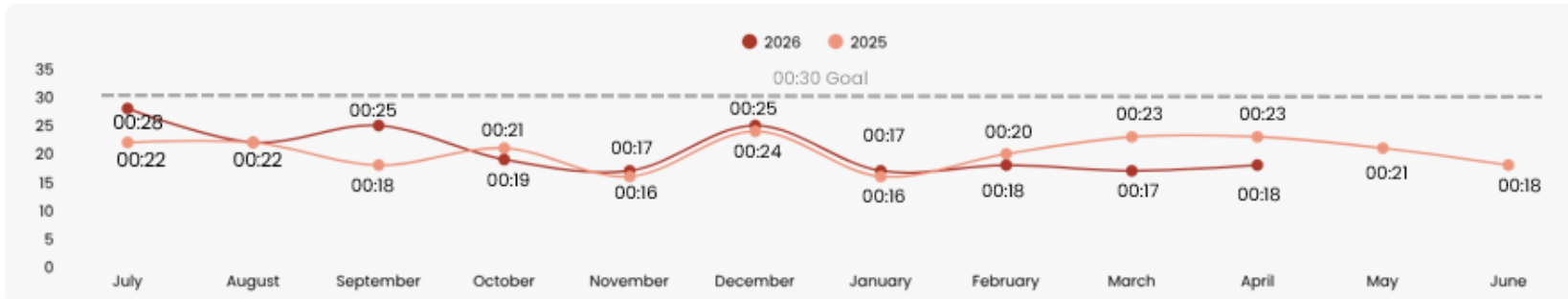
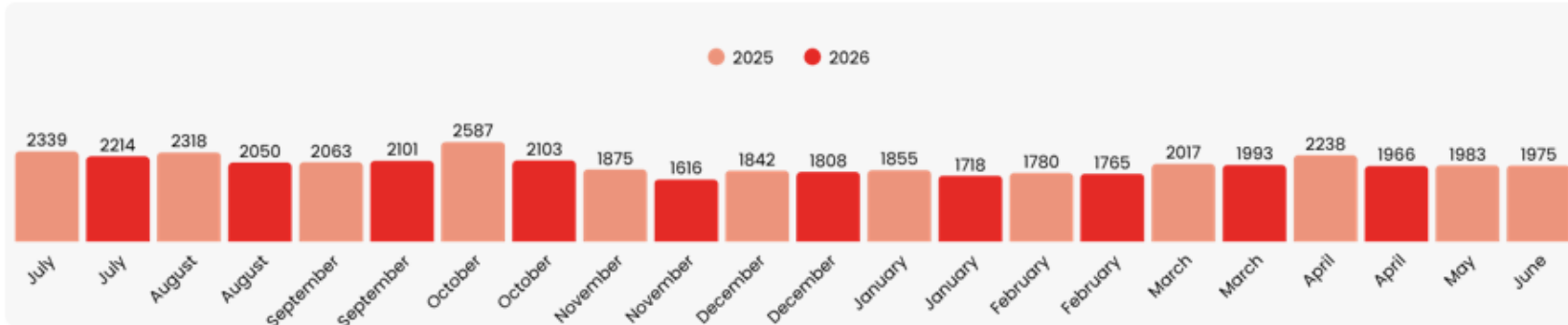
- Receives all MTS customer feedback for all MTS services, including contracted services, through the inbound call center, online feedback form, voicemails, emails, live chat, public comment, and social media
- Creates and processes an average of 1,000 customer cases per month using SAP's CRM
  - Cases are assigned to the correct department for investigation, then returned to Customer Service for a customer follow-up
  - Cases are closed within an average of less than seven business days

<b>SECTION 1:</b>	<b>GENERAL DATA</b>	<b>SECTION 5:</b>	<b>PROCESSING DATA</b>
Type:	Customer Case	Priority:	
Case ID:	521393	Comm. Received:	Verbal
Description:	Route 43 Outstanding Driver	Reply Req. Code:	None
Category:	Compliments	Status:	Closed
Refer To Dept:	MTS Bus Operations	<b>SECTION 6:</b>	<b>VEHICLE DATA</b>
Reason:	Compliment	Information Type:	Bus
<b>SECTION 2:</b>	<b>DRIVER DATA</b>	Bus:	1736
MTS Empl Badge:	10883	Bus Route:	43
MTS Empl FirstN:	[REDACTED]	Stop:	
MTS Empl LastN:	[REDACTED]	Run/Duty:	220
Driver Description:		Schedule Block:	204302
<b>SECTION 3:</b>	<b>CUSTOMER DATA</b>	Division Code:	KMD (In-House)
Anonymous:	No	Time Point Location:	Clairemont Mesa BI / Genesee
Saved Customer ID:	46976	Travel Direction:	East
Cust. First Name:	[REDACTED]	Actual Location:	Clairemont Mesa BI / Genesee
Cust. Last Name:	[REDACTED]	<b>SECTION 0:</b>	<b>CASE DATA</b>
Cust. Phone No.:	[REDACTED]	Created By:	AMORENO
Cust. Email:	[REDACTED]	Created On:	01/09/2026
<b>SECTION 4:</b>	<b>DATES</b>	Changed By:	MSANCHEZ
Incident Date:	01/09/2026	Changed On:	01/12/2026
Incident Time:	09:55:00	Closed By:	MSANCHEZ
Reported Date:	01/09/2026		
Reported Time:	10:00:44		
Closing Date:	01/12/2026		

## Notes

Description	AMORENO	01/09/2026	10:02:11
The caller stated the driver is outstanding. Great driver and great person!!!!!!			
Action Taken	ZOP_EMPL1	01/12/2026	09:48:57
Compliment will be placed in Operators file. (JRG)			

# MTS Customer Service



- Receives an average of 1,900 calls per month
- Average wait time is twenty (20) seconds
- Average call abandonment rate is less than 2.5%

# MTS Information & Trip Planning

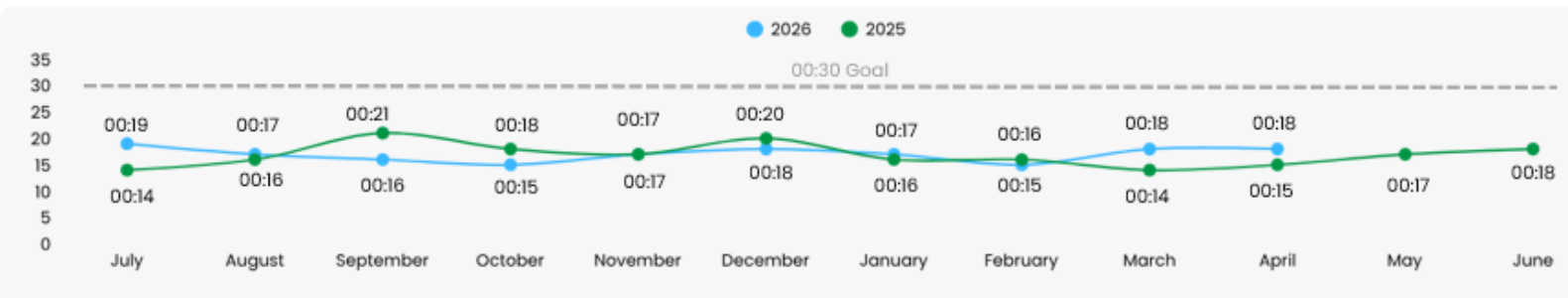
A team of ATU Office Employees provides:

- Personalized trip planning assistance for all MTS modes
- Customer lost and found support
- Detours/real-time vehicle information
  - Collaborate with MTS Marketing and Operations teams to update Alerts/Detours on website/mobile apps
- Overall system information such as fares, certification processes, and special event information

# MTS Information & Trip Planning



- Receives an average of nearly 15,000 calls per month
- Average wait time is seventeen (17) seconds
- Average call abandonment less than 2.0%



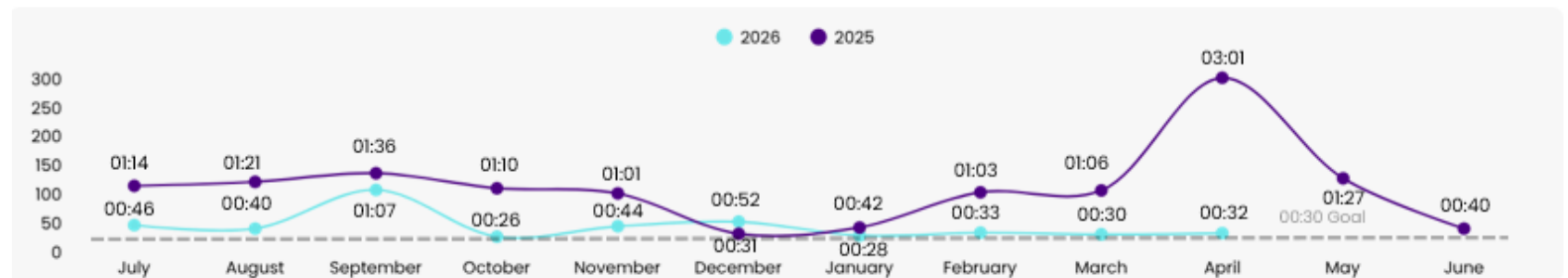
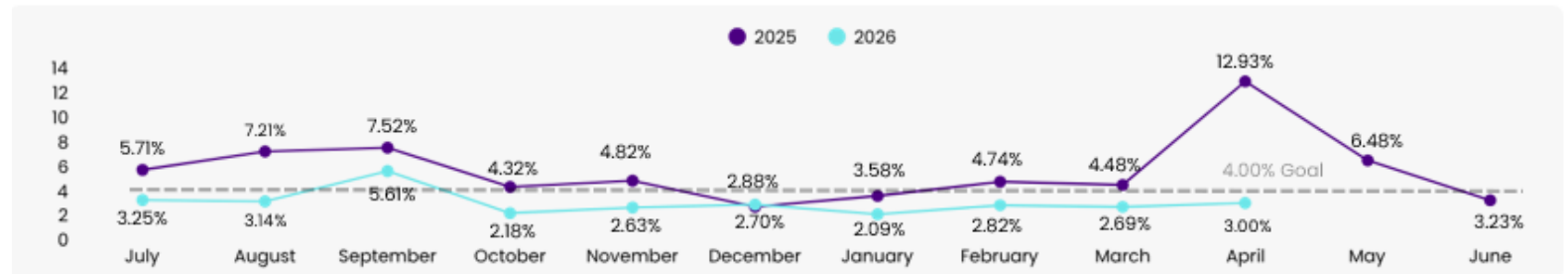
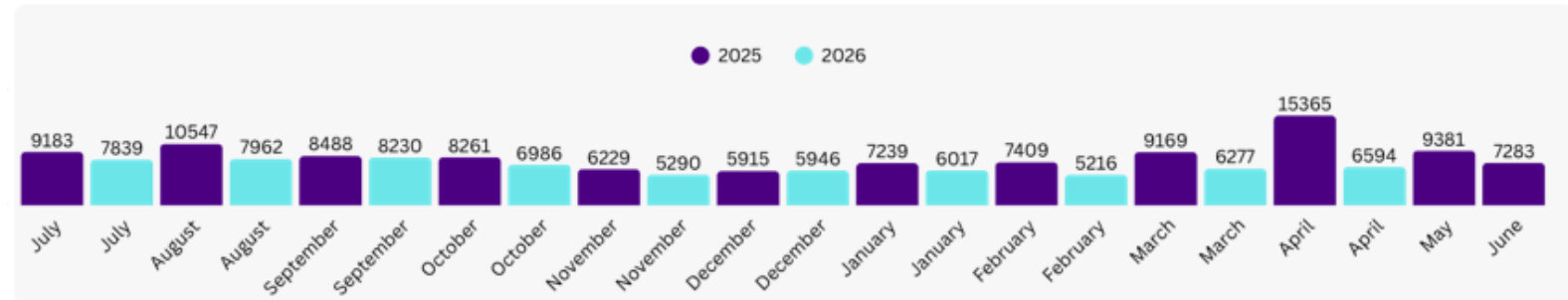
# Support Center

A team of FT and PT Management employees provides:

- Inbound call center support for the region's fare collection system
  - Account registrations, reloads, card replacements, troubleshooting, etc.
- Support for the Youth/SDM account conversion
- PRONTO case management (average 3,200 cases per month)
- Online order fulfillment (685 orders per month)
- PRONTO Partners and Partners+ institutional account management support for nearly 150 accounts

# PRONTO Support Center

- Receives an average of 6,600 calls per month
- Average wait time is forty (40) seconds
- Average call abandonment is 3.0%



# MTS Transit Store

A team of ATU Office Employees provides:

- In-person support for PRONTO card/pass purchases, Access ticket books, and reduced fare eligibility verification
- Lost and found pick-up for MTS Bus and Trolley
- Organizational support for day-pass purchases
- Retail merchandise sales
- Fare diversion program and payment location
- System maps and timetables



# Passenger Support Team

A team of part-time Management employees provides:

- In-person rider assistance at stations and transit centers throughout the system with fare payment, system navigation, and detour information
- Daily presence at the busiest stations, especially during peak reload times
- Special event support for events throughout the county (Petco Park, Snapdragon Stadium, Comic Con, Oktoberfest, etc.), including support in Central Control for station announcements and VMS sign messaging updates in real-time

# Passenger Support Team



# Ride Check Program

- A team of part-time Management employees, ‘secret shoppers’ who discretely observe the system by riding and reporting their observations using an electronic template
- Performs a variety of directed and random rides each month for both in-house and contracted bus operators
- Provide candid observations from the rider’s perspective regarding strengths and opportunities for each trip
- Rides are reviewed and distributed by a member of the Customer Service team for operational review and appropriate actions

# Data Driven Collaboration

- Support Services Analyst prepares dynamic reports and interactive dashboards on a weekly and monthly basis for all areas of Support Services to make strategic decisions (call trends, customer feedback trends, sales data trends, etc.)
- CRM data plays a strong role in the development of annual bus operator training course
- Data from CRM is directly incorporated into the agency's KPI-05 to measure passenger complaints per 100,000 riders
- Cross-departmental working group meets bi-monthly to review the data - identify trends (locations, operators, reason codes, etc.).

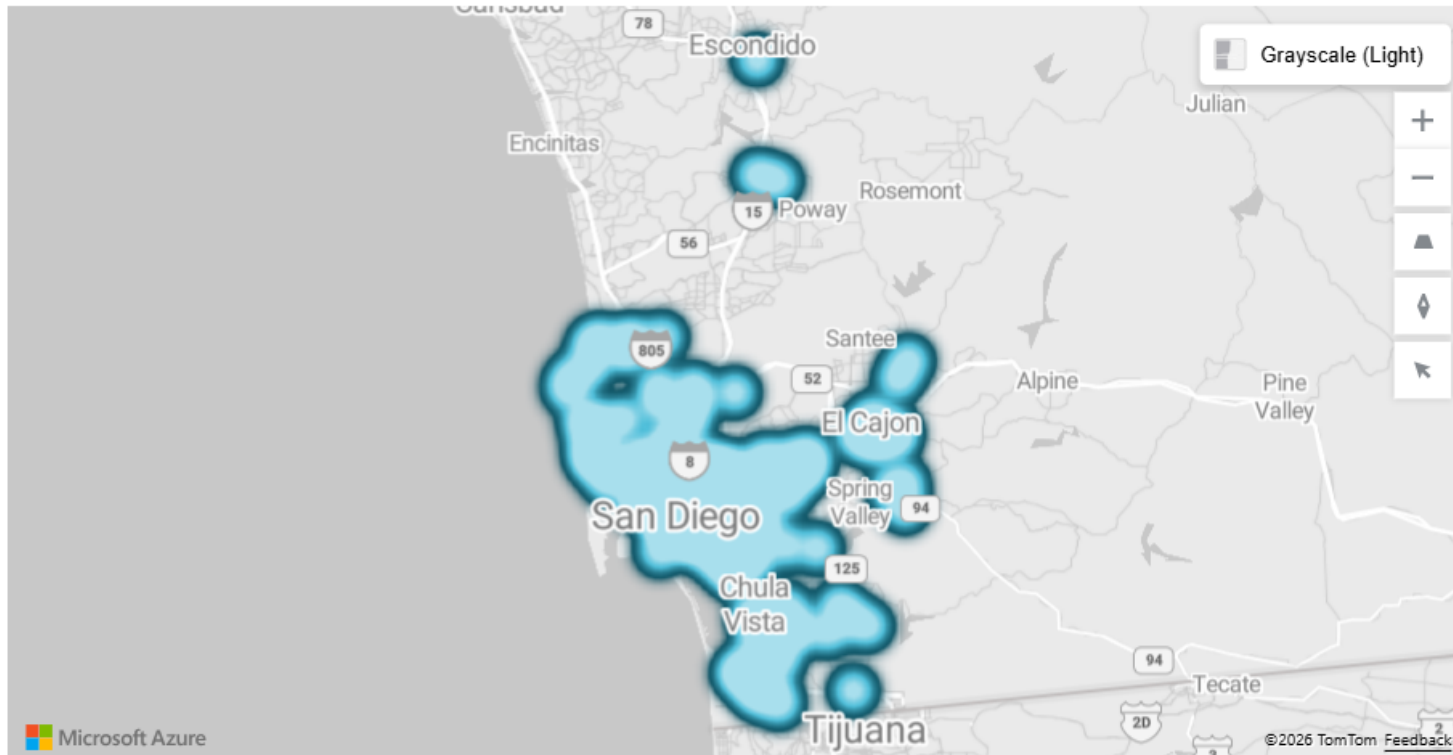
# PASSED UP MAPS

Refer to Code

All

Fiscal Year, Month

Multiple selections



Time Point Location	Count of Case ID
<b>Santa Fe Depot</b>	<b>8</b>
Broadway / Kettner	3
Santa Fe Depot Transit Center	2
Broadway / 1st Av	1
SAN TA FE DEPOT TEMPORARY BUS STOP	1
SANTA FE DEPOT	1
<b>Broadway / 3rd Ave</b>	<b>6</b>
<b>Euclid Ave Station</b>	<b>5</b>
Euclid Ave Station	2
Euclid Ave / Hilltop Dr	1
Euclid Ave / Unity Place Drwy	1
Market St / 16th St	1
<b>Park Bl / University Ave</b>	<b>5</b>
<b>Broadway / 5th Ave</b>	<b>4</b>
<b>Broadway / 13th St</b>	<b>3</b>
<b>Total</b>	<b>181</b>

Case ID	Incident Date	Incident Time	Refer To Code	Bus Route	Driver Name	Case Description	Stop ID	Location	Time Point L
511757	9/12/2025	2:05:00 PM	South Bay Division	929	ORTEGA,JOSHUA MISAEL	ROUTE 929 PASSED UP 10TH AV / F ST	22713	10th Ave / F St	10th Av / F S
520321	12/24/2025	12:00:00 AM	MTS Bus Operations	20	ASTORGA,FERNANDO	ROUTE 20 PASS UP	0	10th Ave / Broadway	10th Ave / B
512550	9/22/2025	11:20:00 AM	South Bay Division	5	ORTIZ,ROSARIO	ROUTE 5 PASS UP 10TH AV / F ST 12048	22713	10th Ave / F St	10th Ave / B
512502	9/22/2025	6:55:00 AM	Rapid	215	BAILEY,FRED	ROUTE 215 LEFT PASSENGER 11TH AV / BROADWAY	23197	11th Ave / Broadway	11th Av / Bro
513768	10/6/2025	6:56:00 AM	Rapid	215	BAILEY,FRED	ROUTE 215 TOOK OFF CITY COLLEGE	0	11th Ave / Broadway	11th Ave / B
520010	12/19/2025	12:00:00 AM	MTS Bus Operations	7	HARRIS,BRYAN	ROUTE 7 PASS UP 11TH AV / C ST 99343	25645	11th Av / C St	11th Ave / B
514099	10/8/2025	3:30:00 PM	South Bay Division	929		ROUTE 929 PASS UP	41667	12th / Imperial Transit Center	12th / Imper
520465	12/20/2025	12:00:00 AM	South Bay Division	929		ROUTE 929 PASSED UP 12TH / IMPERIAL TRANSIT	25199	12th / Imperial Transit Center	12th / Imper





# System Wide Collaboration

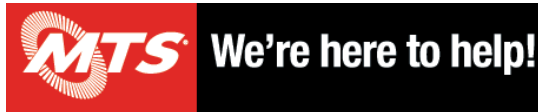
- Support Services works closely with all areas of MTS to ensure the customer experience is an integral part of how decisions are made
  - Trolley and Fare Systems teams for special event staffing
  - Marketing for outreach/promotional events/campaigns
  - Security/Legal for records requests, suspect tracking
  - Bus Operations/Maintenance for Ride Checks, detours, feedback
  - Finance for PRONTO and Transit Store
  - IT for system integrations and maintenance
  - Planning for schedule/routing feedback

# Dedicated Team

- The Support Services team has a passion for the MTS mission and seeks to be a resource for customers and the Agency.
  - Over **550 YEARS** of experience at MTS among current team
  - Team members have been promoted into nearly every department of MTS- Trolley, Bus Operations, Contract Services, Security, Finance



# Questions/Comments



### Info, Trip Plans, Lost & Found

**Call:** 619-233-3004  
(M-F 5:30am-8:30pm, Sat-Sun 7am-7pm)  
**Visit:** sdmts.com  
**Real Time Arrivals:** OneBusAway App

### PRONTO Support Center

**Call:** 619-595-5636  
(M-F 7am-7pm, Sat 10am-2pm)  
**Visit:** RidePRONTO.com  
**PRONTO App:** Apple Store or Google Play

### MTS Security - 24/7

**Call or Text:** 619-595-4960

### Customer Service

**Call:** 619-557-4555 (M-F 8am-5pm)  
**Email:** customerfeedback@sdmts.com

Notes \_\_\_\_\_

\_\_\_\_\_



### Info de Rutas y Planeación de Viaje

**Llame:** 619-233-3004  
(L-V 5:30am-8:30pm, S-D 7am-7pm)  
**Visite:** sdmts.com  
**Horarios de próxima:** OneBusAway App

### Asistencia PRONTO

**Llame:** 619-595-5636  
(L-V 7am-7pm, Sab 10am-2pm)  
**Visite:** RidePRONTO.com  
**PRONTO App:** Apple Store o Google Play

### Seguridad de MTS - 24/7

**Llame o Texto:** 619-595-4960

### Servicio al Cliente

**Llame:** 619-557-4555 (L-V 8am-5pm)  
**Correo electrónico:**  
customerfeedback@sdmts.com

Notas \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**Metropolitan  
Transit  
System**

## **Agenda Item No. 05**

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

June 18, 2026

**SUBJECT:**

Service Animal Day (Ariel Kroll)

**INFORMATIONAL ONLY**

Budget Impact

None with this item.

**DISCUSSION:**

On June 16, 2026, San Diego Metropolitan Transit System (MTS) held its first-ever Service Animal Day which provided riders who utilize trained service animals the opportunity to learn more about navigating the MTS system with a service animal. Staff to provide an overview of event details and topics covered with participants.

/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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**Metropolitan  
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Item No. 5, 06/18/2026

# **Service Animal Day**

**Accessible Services  
Advisory Committee**



# What is Service Animal Day?

- Allow riders with service animals a chance to practice boarding
- Learn more about accessibility on the MTS System
- Tips for riding with a service animal



The poster features the MTS logo at the top left. The main text reads 'SERVICE ANIMAL DAY' in large, bold, orange letters. To the right, a woman stands with a black dog, wearing a blue t-shirt that says 'BEHIND EVERY STRONG WOMAN IS HER DOG'. Below the main text, the event details are listed: 'TUE, JUNE 16 10 A.M. - 12 P.M. 1255 IMPERIAL AVE.'. A paragraph of text describes the event: 'MTS is hosting its first Service Animal Day. Riders who utilize trained service animals are invited to join MTS for this educational event to learn more about navigating the MTS System with a service animal. Attendees and their animals will be provided time onboard an MTS Trolley, Bus and Access vehicle to train with their animals.' A QR code is provided for reservations, with the text 'RESERVE YOUR SPOT RSVP by June 10' above it and the URL 'tinyurl.com/mtsserviceanimal' below it. At the bottom left, a man stands with a white dog, and at the bottom right, a person wearing a helmet and gear crouches with a dog.

**MTS**

# SERVICE ANIMAL DAY

TUE, JUNE 16  
10 A.M. - 12 P.M.  
1255 IMPERIAL AVE.

MTS is hosting its first Service Animal Day

Riders who utilize trained service animals are invited to join MTS for this educational event to learn more about navigating the MTS System with a service animal. Attendees and their animals will be provided time onboard an MTS Trolley, Bus and Access vehicle to train with their animals.

**RESERVE YOUR SPOT**  
RSVP by June 10



[tinyurl.com/mtsserviceanimal](https://tinyurl.com/mtsserviceanimal)

# Topics Covered

- Service animals must not block aisles or doors
- Service animals cannot sit on vehicle seats
- Service animals may be unleashed, but must remain under direct control of the passenger
- MTS may require an animal to be removed from MTS property if the animal poses a direct threat to the health or safety of passengers, personnel, facilities, or vehicles, MTS may require the animal to be removed from MTS property.

# Topics Covered Cont.

- Ramp Deployment
  - Ramp on bus must be requested, ramp will open downwards
  - Please remain clear of the area for the ramp to deploy
- Priority Seating Area
  - Priority seating for senior and disabled passengers is located behind the operator
  - Some seats are adjustable to accommodate mobility devices and have Q-straps available.
- Next Stop Announcements will be made prior to the bus approaching the next stop on the route. Visual announcements will scroll directly behind the operator on a digital screen

# Accessibility on Access

- Lift Deployment
  - Access vehicles utilize lift for mobility device entry on the back passenger side of the vehicle
- Q Straints
  - Some seats are adjustable to accommodate mobility devices, and have Q-straints available.
- Service animals ride for free with fare paying passenger

# Accessibility on Trolley

- Ramp Deployment
  - Ramps must be requested by pressing the Blue ADA button on middle two doors of each car
- Priority Seating Area
  - Priority seating for senior and disabled passengers is located behind the operator
  - Some seats are adjustable to accommodate mobility devices
- Next Stop Announcements will be made prior to the Trolley approaching the next stop on the route.
- If you need to contact the operator, you can press the red intercom button







# Questions/Comments



**Metropolitan  
Transit  
System**

## **Agenda Item No. 06**

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

June 18, 2026

**SUBJECT:**

San Diego Accessible Rider Coalition (SDARC) Update (Kate Pecora)

**INFORMATIONAL ONLY**

**Budget Impact**

None with this item.

**DISCUSSION:**

The SDARC will present an overview on the background of the coalition and provide information on future meetings.

/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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# SAN DIEGO ACCESSIBLE RIDER COALITION UPDATE





## **What is the San Diego Accessible Rider Coalition (SDARC)?**

A community-driven coalition advancing accessible transportation across San Diego County.

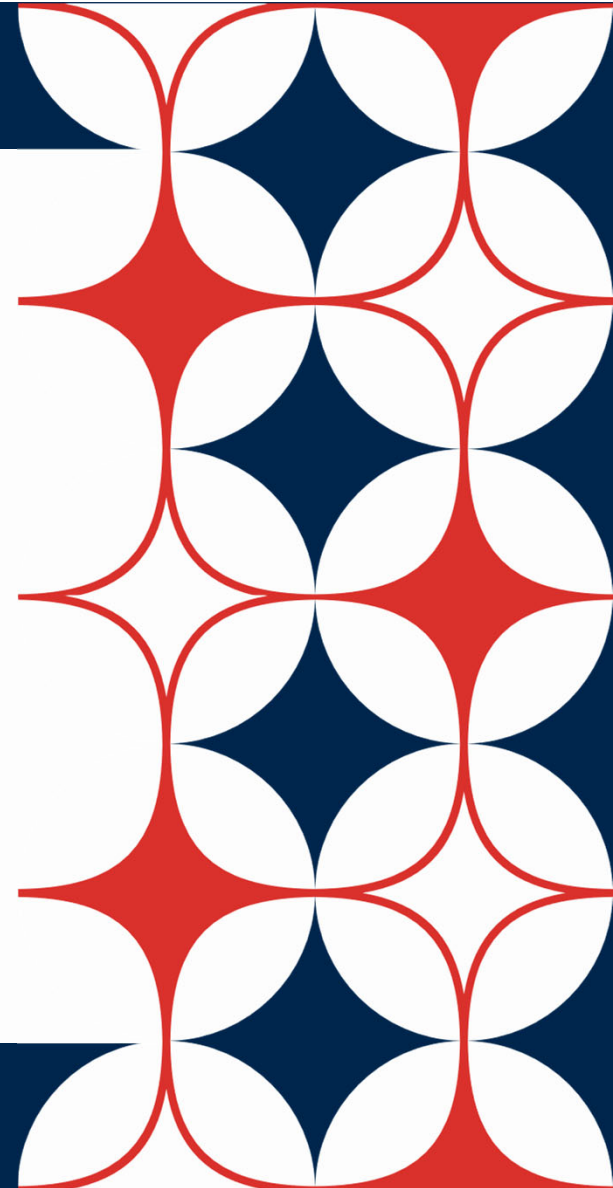
- Centered on paratransit riders, seniors, and individuals with disabilities
- Ensures community-led policy and planning
- Sponsored by FACT and grant funded by APTA

# NOVEMBER 2025: FIRST MEETING

During the first SDARC general body meeting at the at CalTrans District 11 HQ in Old Town, we established our governing policies.

The San Diego Accessible Rider Coalition **became the first rider-led advocacy initiative** in the county to support of the development and access to accessible transportation across the county.

[Visit this document to read these policies in detail.](#)



# OUR GOALS

## Purpose



SDARC is dedicated to promoting the **development, funding, and expansion** of accessible transportation and paratransit services for residents of San Diego County.

## Mission



To **advocate** for equitable transportation policies, **educate** community partners on opportunities to enhance accessible transportation, and **collaborate** with local governments to provide reliable transportation options for seniors and individuals with disabilities.

## Vision



The establishment of a sustainable network of accessible transportation partners that provide **reliable, affordable, and dignified** transportation for all San Diegans.

SDARC was founded with the support of FACT, via receipt of an APTA grant in summer 2025



# MONTHLY MEETINGS

Our monthly meetings bring together riders, service providers, and partners to share updates, elevate community concerns, and align on advocacy efforts. We've also established working groups to advance focused work in three core areas: policy & advocacy, community engagement & outreach, and funding & development.



# MONTHLY MEETINGS

SDARC's 2026 priorities focus on:

- Advancing equitable transportation policy and influencing local decision-making
- Expanding community engagement to elevate rider voices and grow coalition participation
- Securing sustainable funding and partnerships to support long-term impact
- Building coalition infrastructure, culminating in the June 2026 Annual Stakeholder Meeting, where leadership will be elected and committees formalized

# COLLABORATORS IN ATTENDANCE



# How To Get Involved

- Attend monthly virtual meetings
- Find us on social media!
  - Facebook Group: San Diego Accessible Rider Coalition
  - Instagram: @SanDiegoAccessibleRiders



# COMMENTS & QUESTIONS

OUR NEXT MEETING  
WILL BE **AUGUST 6** AT  
**3 PM** LOCATION ON  
**ZOOM**



[sdaccessibleridercoalition.org](https://sdaccessibleridercoalition.org)





**Metropolitan  
Transit  
System**

## Agenda Item No. 07

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

June 18, 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 and MTS Trolley will provide a summary of ridership. Staff will discuss operational changes and progress on bus related construction projects. Staff will also discuss rider quality enhancements, special events, and progress on trolley 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. 7, 06/18/2026

# Fixed Route and Trolley Updates

Accessible Services  
Advisory Committee



# Fixed Route Updates

# Fixed Route

- Fixed Route Overview
- Service Change
- Santa Fe Depot
- UCSD Gilman & Myers
- Pride Parade

# Fixed Route Overview

- Bus Routes: 24
- Fleet: 249 buses
- Bus Operators: 489
- Average Monthly Ridership: 766,000
- FY26 Ridership Through April 2026: 15,323,262

# Service Change

- Sunday, June 7
- Route 110 discontinued
- Route 280 / 290 routing changes
- Seasonal schedule adjustments

# Santa Fe Depot

- Kettner Paving
  - Monday, June 15 –  
Wednesday, June 17  
Kettner
- Buses resume service  
Tuesday, June 30



# UCSD Gilman & Myers

- Triton Center Project
- Transit Center open Sunday, September 6



# Pride Parade

- Saturday, July 18
- 1, 10, 11 and 120 detours



# Trolley Updates

# Trolley Discussion

- Trolley Overview
- Rider Quality Enhancements
- 2026 Special Event Services
  - Comic-Con
  - Sporting Events
  - Concerts
- Construction Projects

# Trolley Overview

- Trolley Lines: 4
- Fleet: 169 LRVs
- Operators: 190 Approximately
- Average Monthly Ridership: 3.5 million
- FY26 Ridership Through April 2026: 34,748,507

# Ride Quality Enhancements

- Working to improve the ride quality for all passengers.
- Implemented software to allow the operator to know that an S/D passenger has requested the ramp activation from inside the train.
- Providing training to the operators to understand to wait for the light to allow sufficient time for S/D passengers to board and deboard the train with their mobility device.

# Ride Quality Enhancements

- Announcements to make sure to hold on to the handrails at all times have been added
  - Being played in English and Spanish between every station and messages are the same as the printed signs.
- Complaints received regarding odor due to various activities and passengers eating and drinking on the trains.
  - LRV Maintenance looked into the issue and found a solution, using a deodorant and deep cleaning under the passenger seats of the LRVs to remove built up debris.

# 2026 Special Event Services: Comic-Con and Upcoming Sports Seasons

- Several sports seasons and special events overlap
  - Padres regular season with the games at Petco Park starting on March 27, 2026, through September 27, 2026.
  - SDFC regular season with the games at Snapdragon Stadium have started and go through November 7, 2026.
  - San Diego Wave regular season has just started and goes through October 25, 2026

# 2026 Special Event Services: Comic-Con and Upcoming Sports Seasons

- Comic-Con runs from Thursday, July 22, 2026, to Sunday July 26, 2026.
- Additionally, there will be Concerts at Petco Park and Snapdragon Stadium, as well as two weekend soccer games.
  - Comic-Con is the biggest event of the year for MTS.
  - The trains are beginning to be wrapped with Comic-Con specific messages by sponsors.
  - Last year MTS carried about 306k extra riders during the four-day convention.
    - MTS expects similar or higher ridership compared to 2025.

# Construction Projects

- Orange Line Improvement Project
- Grade Crossing Replacements
- Blue Line Tie Replacements and Beyer Slope

# Orange Line Improvement Project

- The Orange Line Improvement Project (OLIP) Phase 1 is underway.
  - Project is improving the infrastructure so that the trains will more efficiently navigate unusual occurrences and keep the passengers moving toward their destinations.
  - Tentative Closure Dates and Locations (dates subject to change)
    - OLIP Closure #09 - August 15 -16, 2026: Euclid to Lemon Grove.
    - OLIP Closure #10 - October 17-18, 2026: Euclid to Lemon Grove. (May move to September)
    - OLIP Closure #11- November 14 -15, 2026: Euclid to Lemon Grove.
- The dates and locations for Orange Line Improvement Project Phase 2 are currently being finalized.

# Orange Line Improvement Project



# Orange Line Improvement Project: Passenger Outreach

- Passengers are informed through several sources.
  - Before the closures, staff utilize VMS signs and A-Frames at the stations advising of upcoming closures.
  - Staff ensures the information is on the MTS Website for those planning their trips on the system.
  - During closures, operators are instructed to make inside PA announcements providing information to passengers.
  - Passenger Service Representatives (PSRs) and Security are posted at stations to assist passengers as needed who are using the bus bridges.

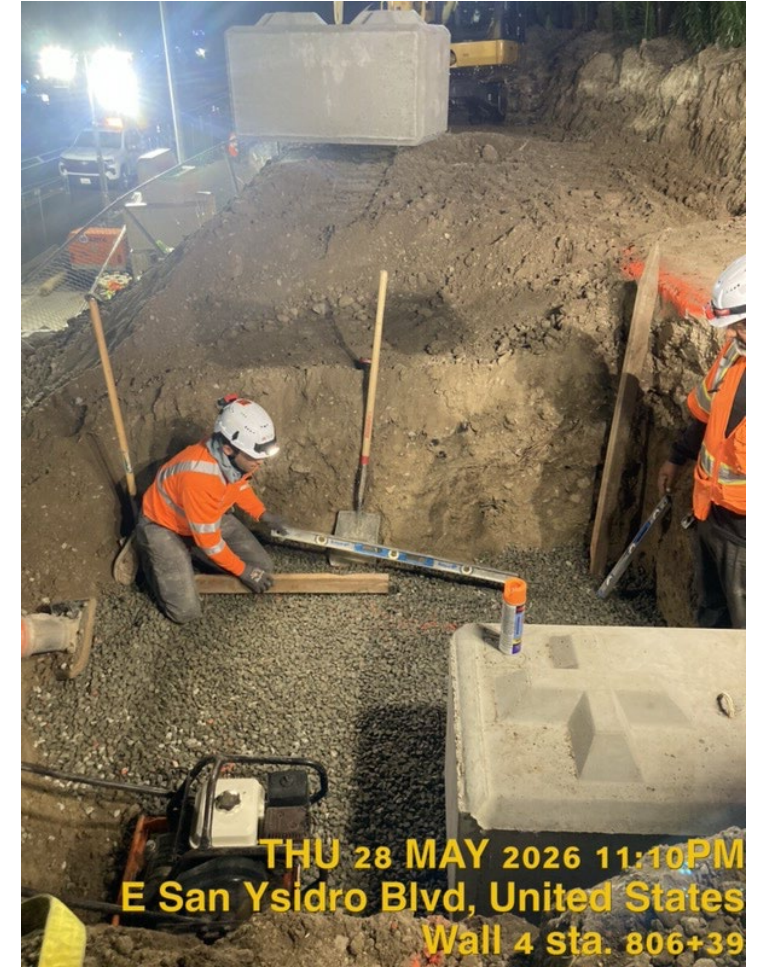
# Grade Crossing Replacements

- Additional projects being worked on throughout the year
  - Track repairs and grade crossing replacements.
  - Park Blvd to connect to Harbor Drive
    - Currently on hold - waiting on permits from the city to continue the next phase of their work.
  - Bike lane addition at Dairymart Road which will require a one day weekend shutdown.

# Blue Line Tie Replacement & Beyer Slope

- The Blue Line Tie Replacement Concluded
  - Replaced approximately 10,000 ties on the westbound main from 12<sup>th</sup> & Imperial to San Ysidro.
  - Caused train delays, however work was completed through nightly single tracks without the need for closures or bus bridges.
- Beyer Slope
  - Project continues – addressing issues of erosion near the tracks by Beyer Blvd Station.
  - This project does not require a track closure but does require that staff single track trains around the area that is being worked beginning 9:00PM until revenue service concludes.
  - Typically, single tracks are nightly from Sunday - Thursday, to minimize the impact on passengers, but delays could be expected due to the single-track operations.

# Beyer Slope Pictures



# Questions/Comments



**Metropolitan  
Transit  
System**

## **Agenda Item No. 08**

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

June 18, 2026

**SUBJECT:**

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

**INFORMATIONAL ONLY**

Budget Impact

None

**DISCUSSION:**

Staff will provide an update on the recent strike and the impact it had on operations. Staff will also provide an update on MTS Access monthly service performance, MTM eligibility certification services, and certification summary for MTS Access for FY26.

/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)





Metropolitan  
Transit  
System

Item No. 8, 06/18/2026

# Access Update and Medical Transportation Management (MTM) Report

Accessible Services  
Advisory Committee



# Transdev Strike

- Dispute between Transdev and Teamsters Local 542
- 21-day strike
  - May 11, 2026 – May 31, 2026
  - Return to work June 1, 2026
- Communication to passengers
  - Mass email and callouts to MTS Access passengers
  - Notices posted on MTS website
  - Notices posted at transit centers
  - MTS Customer Service and Trip Planning

# Transdev Strike Continued

- Subcontractors
  - Taxi
  - SilverRide
  - Care7
  - America West
- Service provided
  - 18,590 trips scheduled
  - 6,196 (33%) trips cancelled by passengers
  - 12,422 (67%) of remaining trips provided by Transdev and subcontractors

# MTS Access Overview

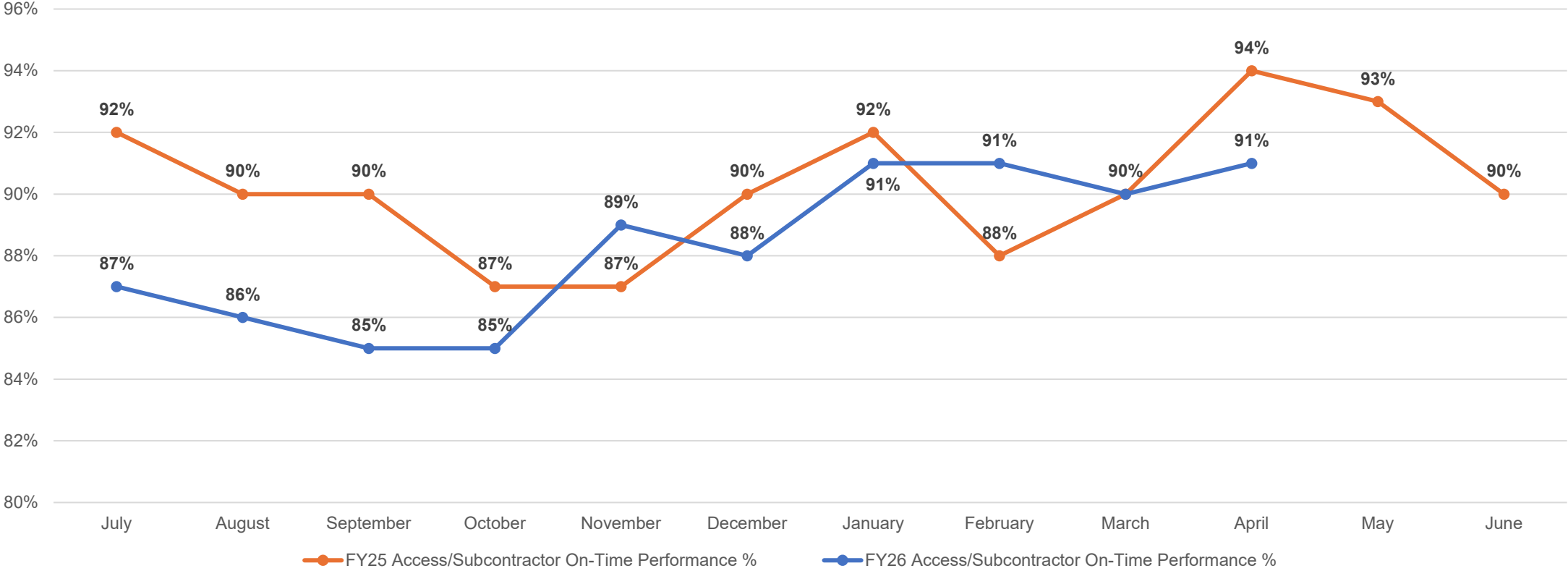
- Complementary paratransit service
- Origin to destination within  $\frac{3}{4}$  mile on each side of each fixed route
- 30,000+ passengers per month
- 117 active drivers
- 114 paratransit buses
- 3 subcontractors
  - Taxi
  - Care7
  - SilverRide

# 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	91%
March	90%	March	90%
April	94%	April	91%
May	93%	May	
June	90%	June	
Average	90%	Average	88%

# Access/Subcontractor OTP

Access/Subcontractor On-Time Performance (OTP)

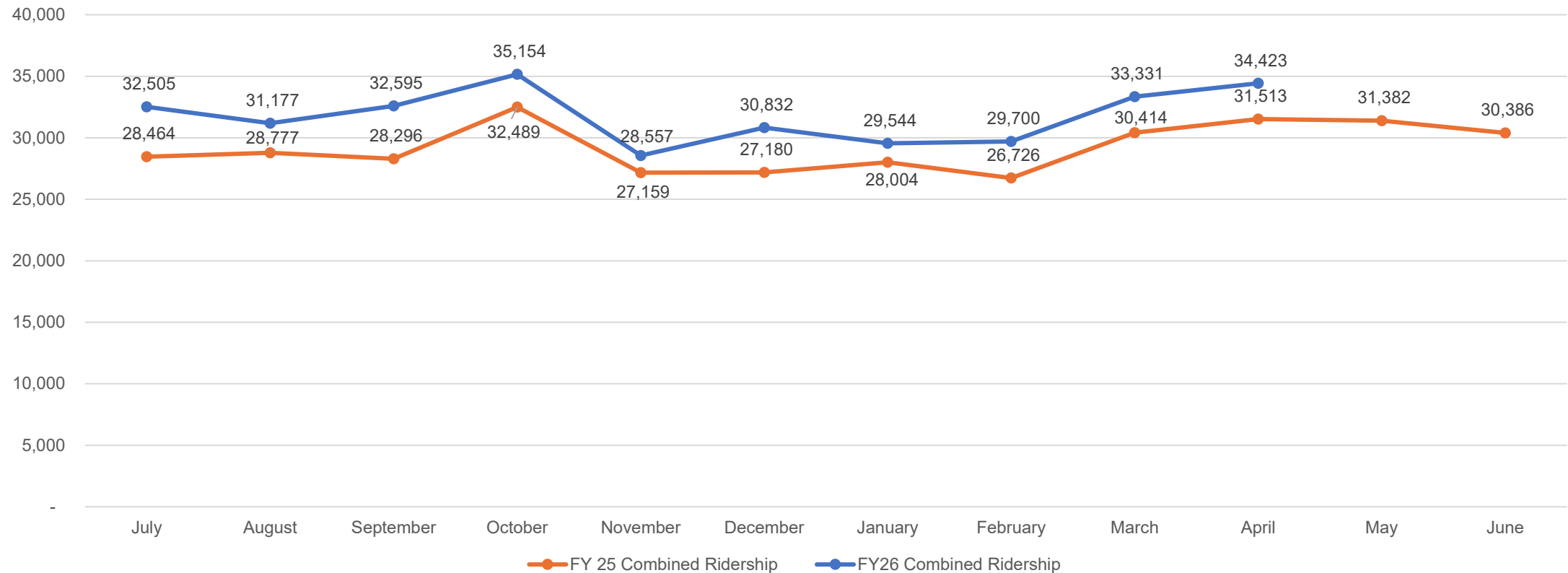


# Access/Subcontractor Combined Ridership

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	29,700
March	30,414	March	33,331
April	31,513	April	34,423
May	31,382	May	
June	30,386	June	
Total	350,790	Total	317,818

# Access/Subcontractor Combined Ridership

Access/Subcontractor Combined Ridership

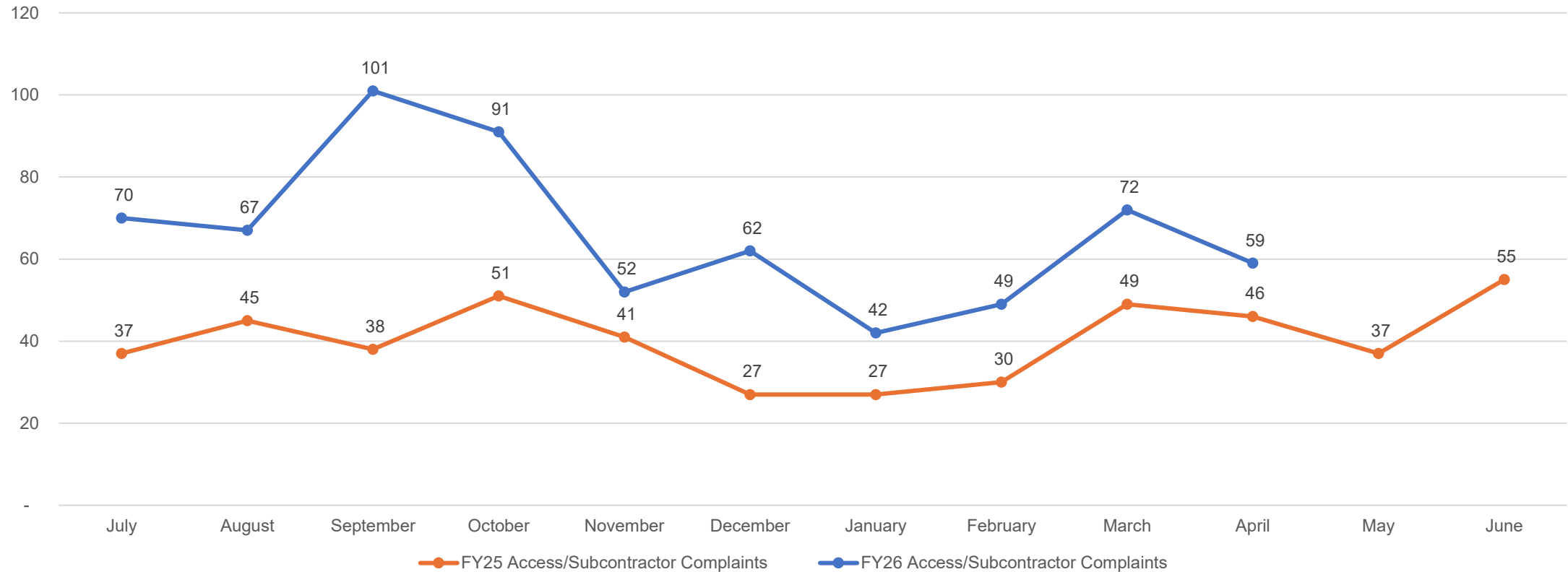


# Access/Subcontractor Complaints

Access/Subcontractor Complaints			
FY25	Complaints	FY26	Complaints
July	37	July	70
August	45	August	67
September	38	September	101
October	51	October	91
November	41	November	52
December	27	December	62
January	27	January	42
February	30	February	49
March	49	March	72
April	46	April	59
May	37	May	
June	53	June	
Total	481	Total	665

# Access/Subcontractor Complaints

Access/Subcontractor Complaints



# Access/Subcontractor Complaints

Reason Codes	FY25 Case Total
Late Pick Up (ADA)	96
Late Drop Off (ADA)	61
Operator Rules	54
Operator Attitude	53
No Show (ADA)	43
Operator Driving	33
Booking / Cancellation (ADA)	27
Comfort	24
Missed Trip (ADA)	21
Unsafe Act	18
Excessive Ride Time (ADA)	17
Benefit of Doubt	14
Operator Schedule	6
BD- Operator Attitude	4
Equipment Failure	4
BD- Operator Rules	2
Fare / Day Pass Issue	2
Partial Compliance (ADA)	1
Service Area (ADA)	1
BD- Operator Driving	0
BD- Operator Schedule	0
<b>Grand Total</b>	<b>481</b>

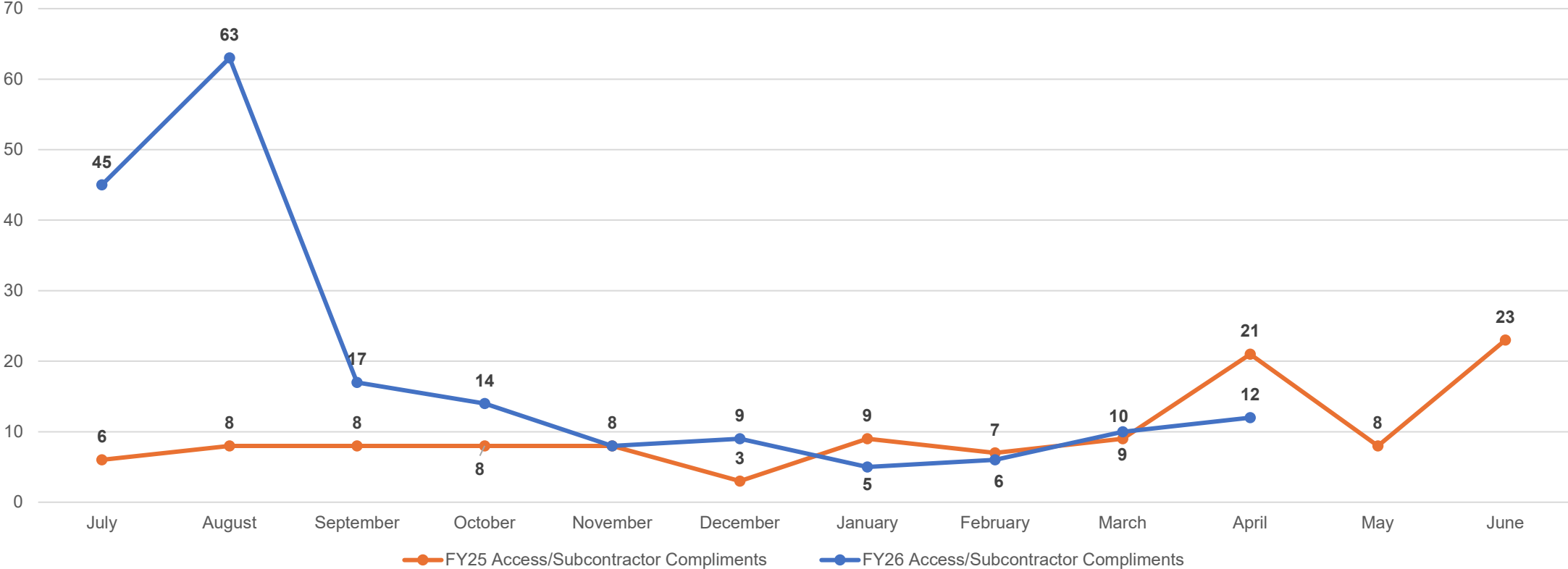
Reason Code	FY26 Case Totals
Late Pick Up (ADA)	185
Late Drop Off (ADA)	67
Operator Rules	68
Operator Attitude	49
No Show (ADA)	36
Operator Driving	55
Booking / Cancellation (ADA)	13
Comfort	12
Missed Trip (ADA)	46
Unsafe Act	13
Excessive Ride Time (ADA)	42
Benefit of Doubt	17
Operator Schedule	19
BD- Operator Attitude	12
Equipment Failure	11
BD- Operator Rules	3
Fare / Day Pass Issue	4
Partial Compliance (ADA)	7
Service Area (ADA)	4
BD- Operator Driving	1
BD- Operator Schedule	1
<b>Grand Total</b>	<b>665</b>

# Access/Subcontractor Compliments

Access/Subcontractor Compliments			
FY25	Compliments	FY26	Compliments
July	6	July	45
August	8	August	63
September	8	September	17
October	8	October	14
November	8	November	8
December	3	December	9
January	9	January	5
February	7	February	6
March	9	March	10
April	21	April	12
May	8	May	
June	23	June	
Total	120	Total	189

# Access/Subcontractor Compliments

Access/Subcontractor Compliments

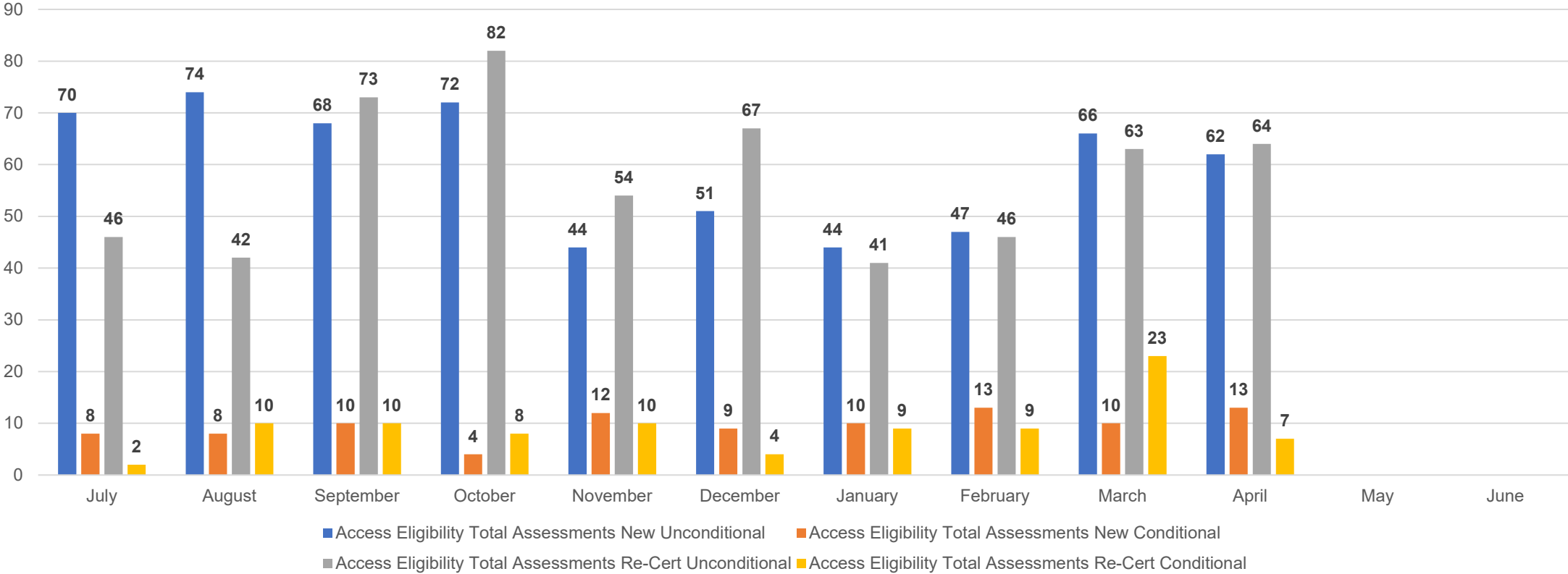


# Access Eligibility Total Assessments

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	47	13	46	9
March	66	10	63	23
April	62	13	64	7
May				
June				
Total	598	97	578	92

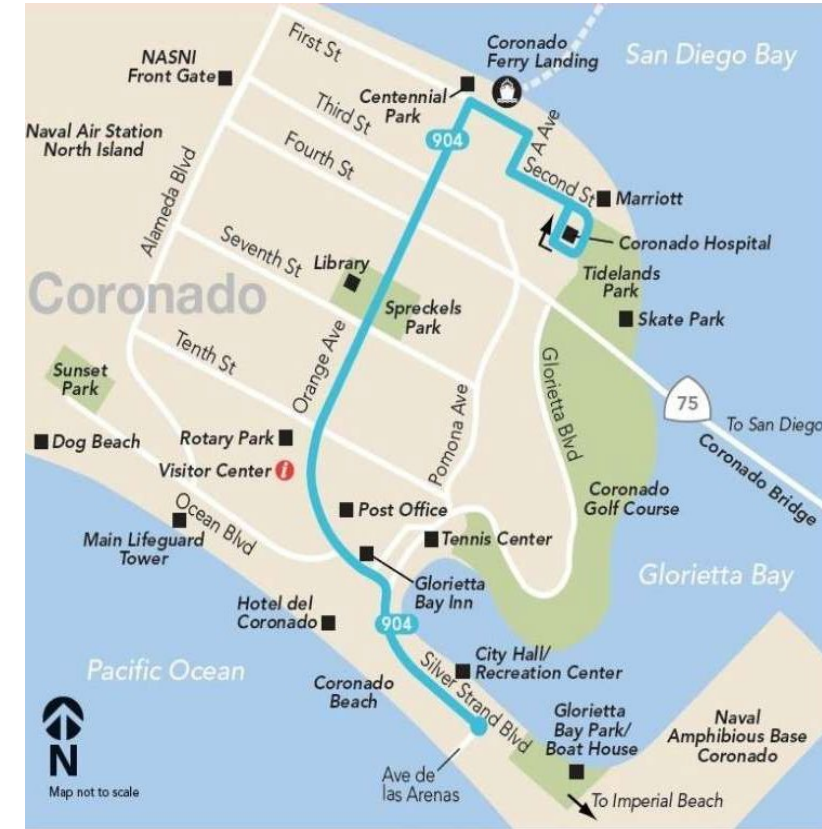
# Access Eligibility Total Assessments

FY 26 Access Eligibility Total Assessments



# Coronado Free Summer Shuttle

- June 7 – September 7
- Travels between City Hall and the Marriott
- 9:00AM – 8:00PM, every 20 minutes
- Extra service during NASCAR and July 4<sup>th</sup> weekends
- All rides are free
- MTS Access is free within Coronado



# Questions/Comments