The Metropolitan Transit System (MTS) operates a fixed route bus and light rail system using ramp or lift equipped vehicles in full compliance with the Americans with Disabilities Act (ADA). We also operate a complementary paratransit division, MTS Access, for those who have been certified as unable to use fixed route service.

MTS Access provides complementary paratransit service that is comparable to the level of MTS fixed route service. This is offered within a ½ mile radius of a nearby bus route and/or trolley station.

MTS Access service is available during the same hours and days, including on holidays, as the MTS fixed route system. If riders can take a particular trip between two points on MTS fixed route system at a specific time of day, the same trip is available on complementary paratransit. The MTS Access service area, therefore, may change by day of week and day of week when certain fixed routes are not in service.

For example, if a bus route runs from 5 a.m. until 9 p.m., MTS provides complementary paratransit service, at minimum, from 5 a.m. until 9 p.m. corresponding to that route. A rider’s pick-up time for paratransit is also dictated by the fixed route time. For example, if the earliest time a rider could depart from a particular fixed route step is at 6:45 a.m., MTS Access trips could be provided starting at 6:45 a.m. If MTS runs route service on weekends and holidays, it must provide MTS Access service on those days/hours as well. On board times for MTS Access will also be comparable to taking the same trip on fixed route.

Please note that the MTS Access service area will always complement the fixed route bus and trolley routes/times. The MTS Access service area and hours may expand or change as service changes are made to the MTS fixed route bus and trolley operations. If scheduled or on-demand routes are made into an existing fixed bus or trolley line, the MTS Access Service Area will be modified accordingly.

MTS offers several types of vehicles including minivans and smaller buses. MTS has also contracted with a local provider in the area you are traveling to. Services include modified and larger buses. MTS has also contracted with a local provider in the area you are traveling to.

To become certified for MTS Access, prospective riders are required to complete an application process for ADA eligibility. The application to be obtained by calling (844) 299-5326 (TTY/TTD 7-1-1), emailing access@sдmтs.com, or completing it online at www.sдmтs.com/access. MTS Access application offices are open Monday through Friday from 8:00 a.m. to 5:00 p.m. Once your application and medical certification forms are completed please call MTS to schedule your in-person assessment. MTS will make a decision within 21 days from the date of your completed assessment.

If you have questions or concerns at an in-person appointment, you will be given temporary eligibility until a final determination occurs.

After review of all application materials, one (1) of the following determinations will be made:

- Unconditional: Individuals who are never able to board, ride, disembark, and understand the fixed route bus and trolley system under all circumstances.

- Conditional: Individuals who are eligible to use MTS Access under any circumstances when fixed route is not a viable option due to effects of a disability. Individuals have been determined to be able to use fixed route service under certain circumstances as identified in their eligibility determination. Five year certification.

- Temporary: Individuals whose disability is expected to improve over time.

- Ineligible: Individuals who indicate or demonstrate they can have the essential skills to board, ride, disembark, and understand the fixed route bus and trolley system under all circumstances.

Applying Eligibility determinations

Applicants have 60 days from the date of their eligibility determination letter to appeal. Details regarding the applicant’s options for appeal and how to initiate an appeal are outlined in the eligibility determination form. Appeals must be submitted within 30 days of receipt of MTS Access Eligibility letter by MTS Access Eligibility Center, 100 16th St., San Diego, CA 92101; Email Access@sдmтs.com or fax (844) 299-6369.

A visitor is an individual with disabilities who does not reside in the jurisdiction served by MTS. To qualify for MTS Access, the visitor or the applicable transit agency can submit documentation that the individual is ADA paratransit eligible in the jurisdiction in which they reside.

If a visitor does not have documentation of ADA paratransit eligibility, MTS Access may require documentation of the individual’s place of residence and disability. For visitors whose disability is apparent, per 49 CFR § 37.127(e), documentation is required. For visitors whose disability is not apparent (e.g., cognitive disability or cardiac condition), per 49 CFR § 37.127(c), documentation is required. MTS Access may require documentation of disability, such as a letter from a medical professional or eligibility for other services based on a detailed disability. Visitors requesting eligibility by contacting MTS Access Eligibility: Phone: (844) 299-6362 • Fax: (844) 299-6369. Email: Access@sдmтs.com. MTS Access Eligibility Center, 100 16th St., San Diego, CA 92101

Upon receipt of a visitor’s request for eligibility or visitor eligible documentation, if applicable, MTS Access staff will process within one (1) business day. The visitor will be notified by email or phone, as applicable. Only if an email address or phone number is not provided or if not valid/not working will determinations be mailed. Visitor eligibility can be used for 21 days during any 365-day period. The visitor may be required to apply for eligibility if the visitor wishes to use the paratransit service beyond the 21 days within the same year.

Effective October 2023

One-Way Fare ........................................... $5.00

To make fare payment easier, you may purchase 10-pack ticket books for $50 each in advance.

In Person: Visit the Transit Store at 12th & Imperial Transit Center, M-F 8:00 a.m.—5:00 p.m.; Cash, checks, money orders, travelers’ checks, Visa and MasterCard credit cards accepted.

By Phone: 619-234-1060, M-F 8:00 a.m.—5:00 p.m., and pay with a credit or debit card.

Online: www.sдmтs.com/purchase-access-tickets-online

By Mail: Send form with check or money order for the total amount of books ($50 each) you would like, payable to MTS, to: Transit Store, MTS Access Ticket Sales, 1255 Imperial Avenue, Suite 100A, San Diego, CA 92101.

Subject to change.

One-Way Fare ........................................... $5.00

To make fare payment easier, you may purchase 10-pack ticket books for $50 each in advance.

In Person: Visit the Transit Store at 12th & Imperial Transit Center, M-F 8:00 a.m.—5:00 p.m.; Cash, checks, money orders, travelers’ checks, Visa and MasterCard credit cards accepted.

By Phone: 619-234-1060, M-F 8:00 a.m.—5:00 p.m., and pay with a credit or debit card.

Online: www.sдmтs.com/purchase-access-tickets-online

By Mail: Send form with check or money order for the total amount of books ($50 each) you would like, payable to MTS, to: Transit Store, MTS Access Ticket Sales, 1255 Imperial Avenue, Suite 100A, San Diego, CA 92101.

Subject to change.

Online: www.sдmтs.com/purchase-access-tickets-online

By Mail: Send form with check or money order for the total amount of books ($50 each) you would like, payable to MTS, to: Transit Store, MTS Access Ticket Sales, 1255 Imperial Avenue, Suite 100A, San Diego, CA 92101.

Subject to change.

Online: www.sдmтs.com/purchase-access-tickets-online

By Mail: Send form with check or money order for the total amount of books ($50 each) you would like, payable to MTS, to: Transit Store, MTS Access Ticket Sales, 1255 Imperial Avenue, Suite 100A, San Diego, CA 92101.

Subject to change.

Online: www.sдmтs.com/purchase-access-tickets-online

By Mail: Send form with check or money order for the total amount of books ($50 each) you would like, payable to MTS, to: Transit Store, MTS Access Ticket Sales, 1255 Imperial Avenue, Suite 100A, San Diego, CA 92101.
MTS understands that because MTS Access uses the shared ride nature of this service. Changes to subscription rates or the result in the discontinuation of the individual’s subscription. There are only a limited number of subscription trip available. Please call MTS Access at (888) 917-9627 or visit sdmts.com/access if you have a subscription trip and will need your ride on a given day, you must contact the reservation office from 10 days in advance until 5 p.m. the day before travel to book your trip.

Passenger Assistance: Passengers and/or caregivers must advise our reservations center if a passenger cannot be left unattended. The passenger will receive original destination service in accordance with our guidelines. Passengers who appear, or claim to be, unable to care for themselves and do not have a companion to act as a PCA (e.g. drivers are not permitted to provide PCA services), may be denied, include but are not limited to:

- a. drivers taking on “attendant services” typically provided by a PCA (e.g. drivers are not permitted to assist passengers with the consumption of food, beverages, or medication)
- b. a ride will arrive within the 30 minute window. If the vehicle does not arrive within the 30 min window, please call the reservations office as soon as possible after the no show or late cancelation.

Reasonable Modifications: MTS passengers may request reasonable modifications on the spot with the driver, or in advance with MTS Access Reservations staff. MTS Access Reservations staff will make a no-show notification, which will be sent out after the end of the month.

MTS will notify riders by automated telephone call after each no show to inform the rider of the no show and to provide information on how they may dispute the no show.

Riders wishing to dispute specific no-shows or late cancellations are encouraged to contact MTS Access as soon as possible after the no show or late cancelation. No-show or late cancelation letters to noshow@sdmts.com or call, Monday through Friday from 8 a.m. to 5 p.m. at (888) 517-9627 Option #8 to explain the circumstance, and request the removal of the no-show or late cancelation.

E. Appealing Proposed Suspensions

Riders wishing to appeal suspensions have the right to file an appeal, which must be in writing, to MTS Access. The appeal request can be mailed to 100 16th St, San Diego, CA 92101 or sent via email at noshow@sdmts.com. Riders must submit written appeal requests within 21 calendar days of issue date of suspension letters.

For a complete copy of the MTS Access No Show policy please contact us at:
Phone: (888) 917-9627
Email: noshow@sdmts.com
Online: sdmts.com/access
MTS does not charge riders for no-show or late cancelation trips. No-show or late cancelation totals reset each month.

General Information

Subscriptions: For passengers with a regular travel pattern (the same trip on multiple days), subscription service may be available. Subscriptions will be reviewed for agency, and if necessary, may be terminated. See Section 37.133. If subscriptions become inefficient, MTS may decide to eliminate some or all subscription services. Subscriptions, if granted, may only be effective for a maximum of 60 days (for vacations, school breaks, etc.). After 60 days, any subscription that has not been reactivated or renewed will be terminated. By accepting a subscription, you agree to the following:

1. Granting the request would fundamentally alter the nature of MTS’s services, programs or activities;
2. Granting the request would create a direct threat to the health or safety of others;
3. The individual with a disability is able to fully use the entity’s services, programs, or activities for their intended purpose without the need of a modification; or
4. Granting the request would cause undue financial or administrative burden.

If a request is denied, MTS will take any other action to the maximum extent possible to ensure that you receive MTS’s services or benefits. Examples of reasonable modification requests that may be denied, include but are not limited to:

- a. drivers taking on “attendant services” typically provided by a PCA (e.g. drivers are not permitted to assist passengers with the consumption of food, beverages, or medication)
- b. a ride will arrive within the 30 minute window. If the vehicle does not arrive within the 30 min window, please call the reservations office as soon as possible after the no show or late cancelation.

Reasonable Modifications: MTS passengers may request reasonable modifications on the spot with the driver, or in advance with MTS Access Reservations staff. MTS Access Reservations staff will make a no-show notification, which will be sent out after the end of the month.

MTS will notify riders by automated telephone call after each no show to inform the rider of the no show and to provide information on how they may dispute the no show.

Riders wishing to dispute specific no-shows or late cancellations are encouraged to contact MTS Access as soon as possible after the no show or late cancelation. No-show or late cancelation letters to noshow@sdmts.com or call, Monday through Friday from 8 a.m. to 5 p.m. at (888) 517-9627 Option #8 to explain the circumstance, and request the removal of the no-show or late cancelation.

E. Appealing Proposed Suspensions

Riders wishing to appeal suspensions have the right to file an appeal, which must be in writing, to MTS Access. The appeal request can be mailed to 100 16th St, San Diego, CA 92101 or sent via email at noshow@sdmts.com. Riders must submit written appeal requests within 21 calendar days of issue date of suspension letters.

For a complete copy of the MTS Access No Show policy please contact us at:
Phone: (888) 917-9627
Email: noshow@sdmts.com
Online: sdmts.com/access
MTS does not charge riders for no-show or late cancelation trips. No-show or late cancelation totals reset each month.

General Information

Subscriptions: For passengers with a regular travel pattern (the same trip on multiple days), subscription service may be available. Subscriptions will be reviewed for agency, and if necessary, may be terminated. See Section 37.133. If subscriptions become inefficient, MTS may decide to eliminate some or all subscription services. Subscriptions, if granted, may only be effective for a maximum of 60 days (for vacations, school breaks, etc.). After 60 days, any subscription that has not been reactivated or renewed will be terminated. By accepting a subscription, you agree to the following:

1. Granting the request would fundamentally alter the nature of MTS’s services, programs or activities;
2. Granting the request would create a direct threat to the health or safety of others;
3. The individual with a disability is able to fully use the entity’s services, programs, or activities for their intended purpose without the need of a modification; or
4. Granting the request would cause undue financial or administrative burden.

If a request is denied, MTS will take any other action to the maximum extent possible to ensure that you receive MTS’s services or benefits. Examples of reasonable modification requests that may be denied, include but are not limited to:

- a. drivers taking on “attendant services” typically provided by a PCA (e.g. drivers are not permitted to assist passengers with the consumption of food, beverages, or medication)
- b. a ride will arrive within the 30 minute window. If the vehicle does not arrive within the 30 min window, please call the reservations office as soon as possible after the no show or late cancelation.

Reasonable Modifications: MTS passengers may request reasonable modifications on the spot with the driver, or in advance with MTS Access Reservations staff. MTS Access Reservations staff will make a no-show notification, which will be sent out after the end of the month.

MTS will notify riders by automated telephone call after each no show to inform the rider of the no show and to provide information on how they may dispute the no show.

Riders wishing to dispute specific no-shows or late cancellations are encouraged to contact MTS Access as soon as possible after the no show or late cancelation. No-show or late cancelation letters to noshow@sdmts.com or call, Monday through Friday from 8 a.m. to 5 p.m. at (888) 517-9627 Option #8 to explain the circumstance, and request the removal of the no-show or late cancelation.

E. Appealing Proposed Suspensions

Riders wishing to appeal suspensions have the right to file an appeal, which must be in writing, to MTS Access. The appeal request can be mailed to 100 16th St, San Diego, CA 92101 or sent via email at noshow@sdmts.com. Riders must submit written appeal requests within 21 calendar days of issue date of suspension letters.

For a complete copy of the MTS Access No Show policy please contact us at:
Phone: (888) 917-9627
Email: noshow@sdmts.com
Online: sdmts.com/access
MTS does not charge riders for no-show or late cancelation trips. No-show or late cancelation totals reset each month.