



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:

 Raise Hand	▶	Use the raise hand feature every time you wish to make a public comment.
	▶	Participants can enable closed captioning 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 muted , click this icon to unmute your microphone.
	▶	This symbol shows you are currently unmuted , 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 Live Verbal Public Comment 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.



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



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

Instructions for providing in-person public comments:

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

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



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



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



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



Agenda del Comité Asesor de Servicios Accesibles

Haga clic en el enlace para acceder a la reunión:

<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:

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



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



Teléfono:

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



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

Comentarios Públicos a Través de Zoom

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

Comentarios Públicos Realizados Únicamente por Teléfono

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



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



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



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

Instrucciones para brindar comentarios públicos en persona:

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

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



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



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



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



Accessible Services Advisory Committee Agenda

December 4, 2025 at 1:00PM

In-Person Participation: James R. Mills Building, 1255 Imperial Avenue, 10th Floor Board Room, San Diego CA 92101

Teleconference Participation: (669) 254-5252; Webinar ID: 160 578 5466, <https://www.zoomgov.com/j/1605785466>

NO.	ITEM SUBJECT AND DESCRIPTION	ACTION
1.	Roll Call	
2.	Public Comments	
3.	Approval of Minutes Action would approve the September 18, 2025 Accessible Services Advisory Committee Meeting Minutes.	Approve
DISCUSSION ITEMS		
4.	Fiscal Year (FY) 2025 Annual Performance Monitoring Report (Beverly Neff and Matthew Grace)	Informational
5.	Fixed Route and Trolley Update (Keith Vann and Aaron Pitt)	Informational
6.	Same Day Paratransit Report (Britnay Bardales)	Informational
7.	San Diego Metropolitan Transit System (MTS) Access Update and Medical Transportation Management (MTM) Report (Vassilena Hycz)	Informational
OTHER ITEMS		
8.	Committee Member Communications and Other Business	
9.	Next Meeting Date: TBD	
10.	Adjournment	

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



MINUTES

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM

ACCESSIBLE SERVICES ADVISORY COMMITTEE (ASAC)

September 18, 2025

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

1. **Roll Call**

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

2. **Public Comments**

There were no Public Comments.

3. **Approval of Minutes**

Committee Member David Marino moved to approve the minutes of the March 13, 2025, and June 19, 2025, MTS ASAC meetings. Committee Member Rene Rodriguez seconded the motion, and the vote was 9 to 0 in favor with Tarrence Lewis, Debbie Marshall, Irene Santiesteban, Letty Zuno, Marianela Camarillo, and Monique Ball absent.

DISCUSSION ITEMS

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

Aaron Pitt, Manager of Special Operations, presented Trolley updates. He presented the following: Ridership impacted by major San Diego events, Comic-Con 2025 ridership statistics, Park Blvd Construction Project, and the Orange Line Improvement Project.

Vassilena Hycz, MTS Manager of Paratransit and Minibus, provided a presentation on Fixed Route updates. She announced service changes began on August 31, 2025; Free Ride Day October 1, 2025; 498 bus operators were currently employed with a goal to have 510 bus operators employed, she also mentioned that Human Resources was holding weekly hiring events at the Mills Building to achieve this goal. Ms. Hycz spoke on bus operator training classes, with 11 going through training and five (5) student operators expected to graduate on September 26, 2025. She stated that route 4 Imperial Bikeway Project was over, and a few bus stops had new modular platforms. She also noted that the route 30 Villa La Jolla detour had ended. She explained the Adams Ave Street Fair would be impacting route 11, causing a detour off Adams Ave on Saturday September 20, 2025, and Sunday September 21, 2025, for 24hrs a day on both days. She explained that buses would be detoured off Adams between W. Mountain View and Cherokee Ave (northbound) and between 36th and W. Mountain View (southbound).

Public Comment

There were no Public Comments.

Committee Comment

Committee Member Rodriguez asked if MTS was preparing for the San Diego Football Club (SDFC) and San Diego Padres playoffs. Mr. Pitt replied yes and that there was a contingency

plan, but he was still waiting for the set time for the Wildcard. He explained that MTS has staff on standby and are ready for the event, and he believed SDFC would be held in November.

Action Taken

Informational item only. No action taken.

5. Transit Operations Insourcing Feasibility Study (Mike Daney)

Mike Daney, MTS Director of Contract Services, presented the updates for the Transit Operations Insourcing Feasibility Study. He provided details on: project overview, service performance recap, labor representation recap, insourcing workforce impacts recap, project cost impacts, cost projection methodology discussion, cost projection labor, non-labor, comparison, long-term outlook, and next steps.

Public Comment

There were no Public Comments.

Committee Comment

Chair Gastil asked after knowing there would be a 14 percent increase in costs, what would be the benefit to make the Board consider insourcing. Mr. Daney responded, it would be up to the Board to decide based on what they feel is priority and the Board is continuing to sort through the information.

Committee Member Marino asked how much money could be recouped by not having a contract with Transdev. Mr. Daney responded that the scenario should be viewed as if the contract no longer existed, focusing on the full cost burden. He explained that without the Transdev contract, providing the service in-house would cost significantly more. He stated that the net increase in cost would be approximately \$67 million above what MTS is currently paying.

Committee Member Garrett asked if the contract with Transdev was recompeted on a regular basis and if it was for a limited time with an end date forecast. Mr. Daney answered that MTS has two contracts with Transdev; one was the mini-bus and paratransit contract that has a six-year base term ending in June of 2026 and two option years. He said the second contract was similar for fixed route and it was a year behind with the final base term ending June of 2027 and two option years at the end of that base term. Mr. Garrett asked if after the extended term was completed, and if a new competition or renegotiation was carried out, what would be the chance of contract costs going up. He continued to question the analysis asking that if the contract cost goes up maybe the net difference will be different than what was presented. Mr. Daney responded that anytime a bid goes out, there is a chance of cost increasing and that traditionally there is a 3% to 4% increase seen in costs associated with contracts when they are rebid.

Committee Member Lordson asked if this presentation was in conjunction with Brent Boyd's presentation that was given at a previous ASAC meeting. Mr. Daney responded, yes, that this presentation was alongside the other presentation, to determine feasibility.

Action Taken

Informational item only. No action taken.

6. Access Update & MTM Report (Vassilena Hycz)

Vassilena Hycz, MTS Manager of Paratransit and Minibus, presented FY25 MTS Access statistics compared to FY24, Do Not Leave Alone policy discontinuing January 1, 2026, same-day paratransit pilot update, evaluation metrics, and announcement of future braille sign study.

Public Comment

No Public Comment

Committee Comment

Committee Member Marino asked for clarification of the same day trips statistics. Ms. Hycz responded that since the start of July 1, 2025, there have been 2,100 trips completed.

Committee Member Lordson asked if same day trips were at a higher fare compared to regular trips. Ms. Hycz responded yes, that the fare is \$10 per one way trip.

Committee Member Garrett asked how the same day trips were going to be reported since they are separate than ADA required service. He asked since San Diego Association of Governments (SANDAG) receives Transportation Development Act (TDA) reporting from MTS on a quarterly basis. He continued to say he was curious about the statistics since same day trips are \$10 instead of \$5 and how that impacts operations cost changes, fare recovery, etc. Ms. Hycz answered that MTS has the data available, but she was unsure how it's all reported or what the impact would be. She assured the committee that she would reach out to Mr. Garrett for more information.

Committee Member Hernandez asked if the same day service was for only clients in wheelchairs or if it was also for ambulatory riders who are already eligible for Access services. Ms. Hycz responded this is for anyone who is eligible for MTS Access, but that during the next ASAC meeting she could provide a breakdown of ambulatory and wheelchair ridership.

Action Taken

Informational item only. No action taken.

OTHER ITEMS

7. Committee Member Communications

Chair Gastil announced that Facilitating Access to Coordinated Transportation (FACT) would be celebrating its 20th anniversary on December 3, 2025.

Committee Member Garrett announced SANDAG has a group like ASAC called Social Services Transportation Advisory Council (SSTAC) which advises the SANDAG Board of Directors and its transportation committee regarding regional issues of accessible transportation provided by public, private, and nonprofit organizations. He said there was a vacancy on that group for a social service provider for people with disabilities. He said they were looking for a primary and alternate member from an organization that is a social service provider for people with disabilities to apply. He stated that information on how to apply can be found either through contacting him or online at www.sandag.org/SSTAC.

Committee Member Vasquez announced that Caltrans has been working with MTS and other regional transit providers to get feedback on how Caltrans can best be a partner with the district transit plans. She stated that the plans should be completed in July of 2026 and if there are any questions on the district transit plans to please contact Alyssa Ahn.

Committee Member Marino asked if there was an update on free rides for disabled riders. Ms. Hycz answered that she was not sure where that project currently stands, but that she would find more information and provide an update at the next ASAC meeting.

8. Next Meeting Date

The next ASAC meeting is scheduled for December 4, 2025, at 1:00 p.m.

9. Adjournment

Chair Gastil adjourned the meeting at 2:00pm.

Chairperson
San Diego Metropolitan Transit System

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): September 18, 2025

CALL TO ORDER (TIME): 1:00pm

ADJOURN: 1:40pm

COMMITTEE MEMBER		ALTERNATE		ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Voting Committee Members						
George Gastil (Chair)	<input checked="" type="checkbox"/>	None	<input type="checkbox"/>	ASAC Chair	1:00PM	1:40PM
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	1:40PM
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	1:40PM
Marianela Camarillo	<input type="checkbox"/>	Kimberly Taylor	<input type="checkbox"/>	San Diego Center for the Blind	ABSENT	ABSENT
Tim Garrett	<input checked="" type="checkbox"/>	Benjamin Gembler	<input type="checkbox"/>	SANDAG	1:00PM	1:40PM
Alyssa Ahn	<input type="checkbox"/>	Sandra Vazquez	<input checked="" type="checkbox"/>	Caltrans	1:00PM	1:40PM
Melissa Hernandez	<input checked="" type="checkbox"/>	Jacob Carson	<input type="checkbox"/>	County of San Diego AIS	1:00PM	1:40PM
Irene Santiesteban	<input type="checkbox"/>	Christine Moore	<input type="checkbox"/>	Paratransit Consumer	ABSENT	ABSENT
David Merino	<input checked="" type="checkbox"/>	Eugenia Kainz	<input type="checkbox"/>	Paratransit Consumer	1:00PM	1:40PM
Rose Napoleon	<input type="checkbox"/>	Rene Rodriguez	<input checked="" type="checkbox"/>	Fixed Route Consumer	1:04PM	1:40PM
Tarrence Lewis	<input type="checkbox"/>	Walter Castillo	<input type="checkbox"/>	Fixed Route Consumer	ABSENT	ABSENT
Monique Ball	<input type="checkbox"/>	Wendy Merritt	<input checked="" type="checkbox"/>	Deaf Community Services	ABSENT	ABSENT
Kacie Rodvill	<input checked="" type="checkbox"/>	Betsy Knight	<input type="checkbox"/>	County of San Diego Behavioral Health Services	1:00PM	1:40PM

COMMITTEE CLERK: /S/Diana Hernandez



**Metropolitan
Transit
System**

Agenda Item No. 4

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

December 4, 2025

SUBJECT:

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

INFORMATIONAL ONLY

Budget Impact

None.

DISCUSSION:

MTS Board Policy No. 42, "Transit Service Evaluation and Adjustment," establishes a process for evaluating existing transit services to achieve the objective of developing a customer-focused, competitive, integrated, and sustainable system. Additionally, federal Title VI guidance requires that certain performance measures be evaluated and reported to the Board periodically.

Staff from the Planning and Scheduling Department will provide a summary of service performance for FY 2025, including the status of ridership recovery from the COVID-19 pandemic.

/S/Vassilena Hycz

Vassilena Hycz

Manager of Paratransit and Minibus

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

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Metropolitan
Transit
System

Item No. 4, 12/04/2025

FY 2025 Performance Monitoring Report

Accessible Services
Advisory Committee

What is a Performance Monitoring Report?

- A performance monitoring report is a document that assesses the performance of public transportation systems by collecting and analyzing data on key metrics.
- These reports are used to evaluate the system's efficiency, effectiveness, and adherence to performance targets, helping agencies make informed decisions about service improvements, resource allocation, and future planning.

Major Changes in FY25

- Discontinuation of Sorrento Valley Coaster Connection Routes in June 2024 (just prior to start of fiscal year)
- Increased 15-minute Trolley service on nights and weekends
- Copper Line (East County Connector)
- Route 910 (Overnight Blue Line express)

Copper Line

- Implemented September 29, 2024
- Terminated Green and Orange Lines at El Cajon (rather than Santee & Arnele Ave, respectively)
- Copper Line operations:
 - 15-minute frequencies for bulk of day(s)
 - Maintain current span of service
 - One-car consists, with ability to increase capacity as needed



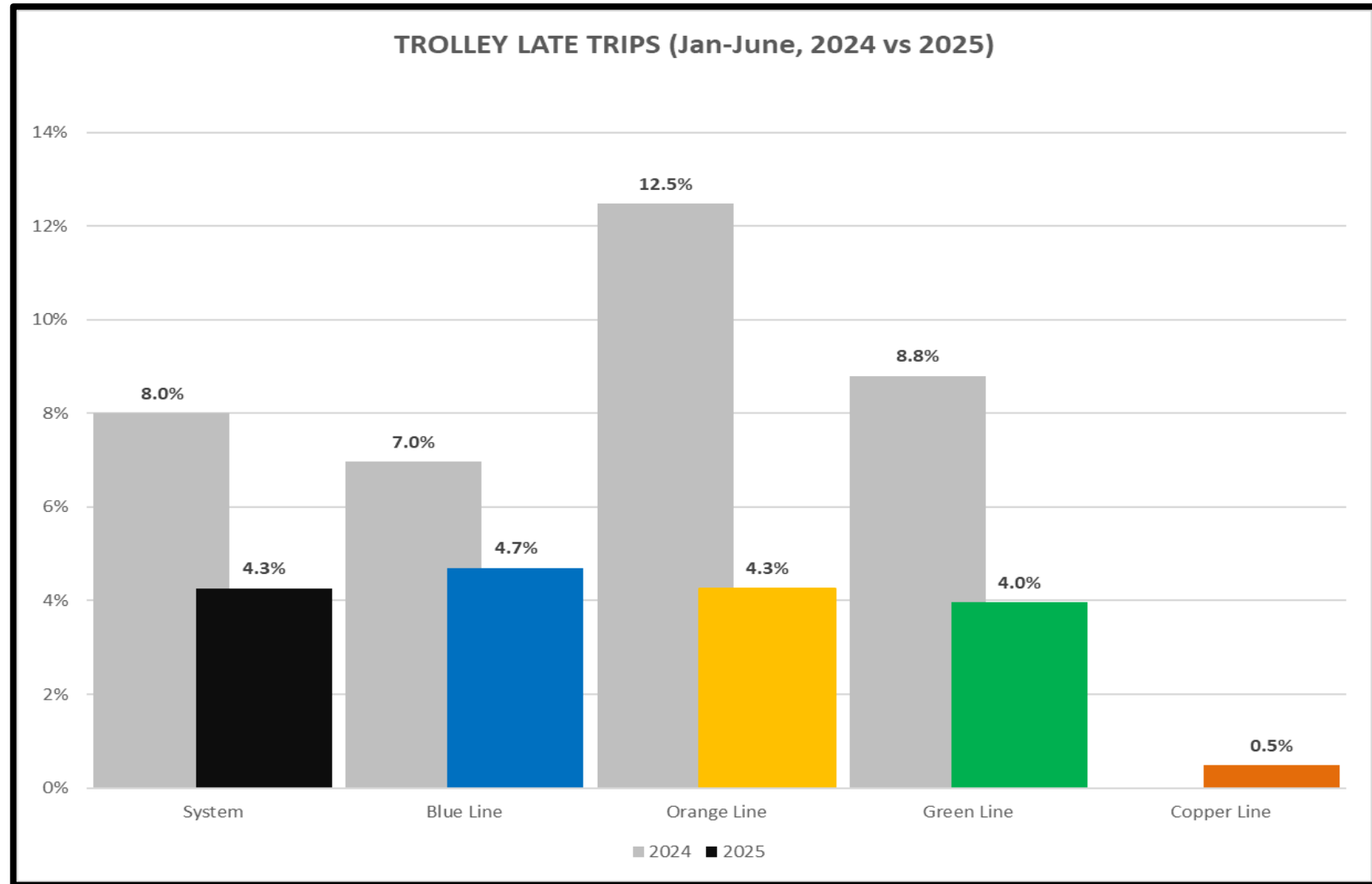
Expected Benefits of Copper Line

- Reduced travel times through intersections along Cuyamaca Street due to shorter consists
- Improved break times for Trolley operators
- Operational cost savings (roughly \$1 million) despite overall increase in service
- Improved reliability for vast majority of Trolley passengers

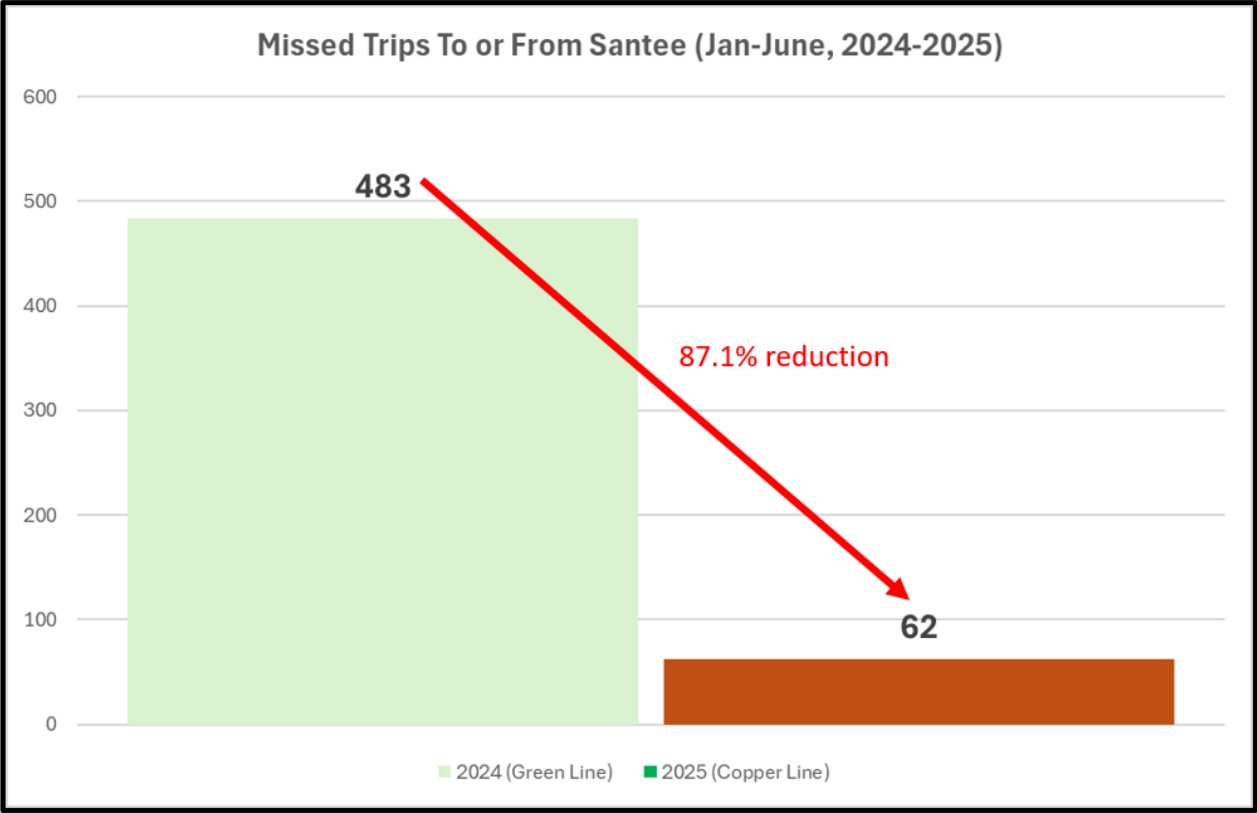
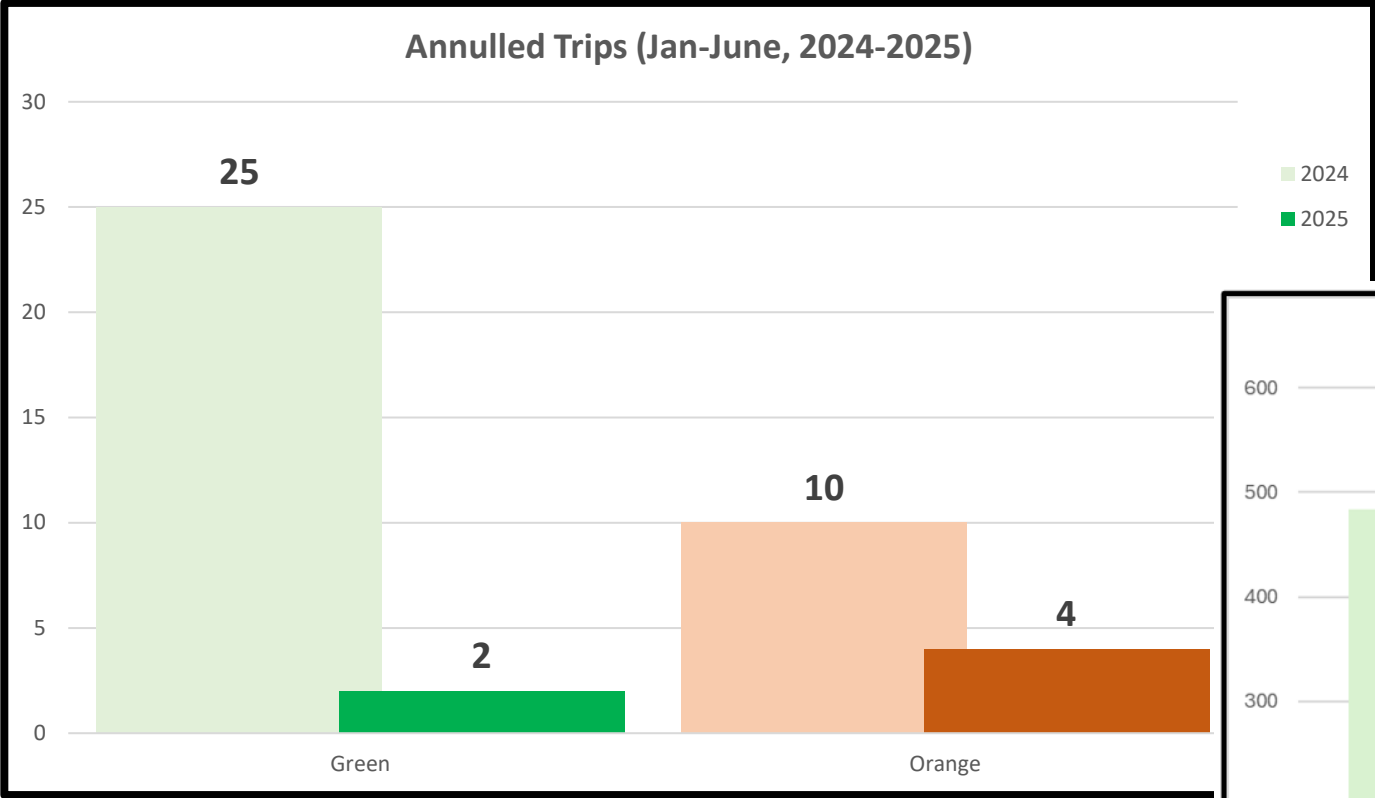


Copper Line

- Significant reduction in late trips across all lines



Copper Line

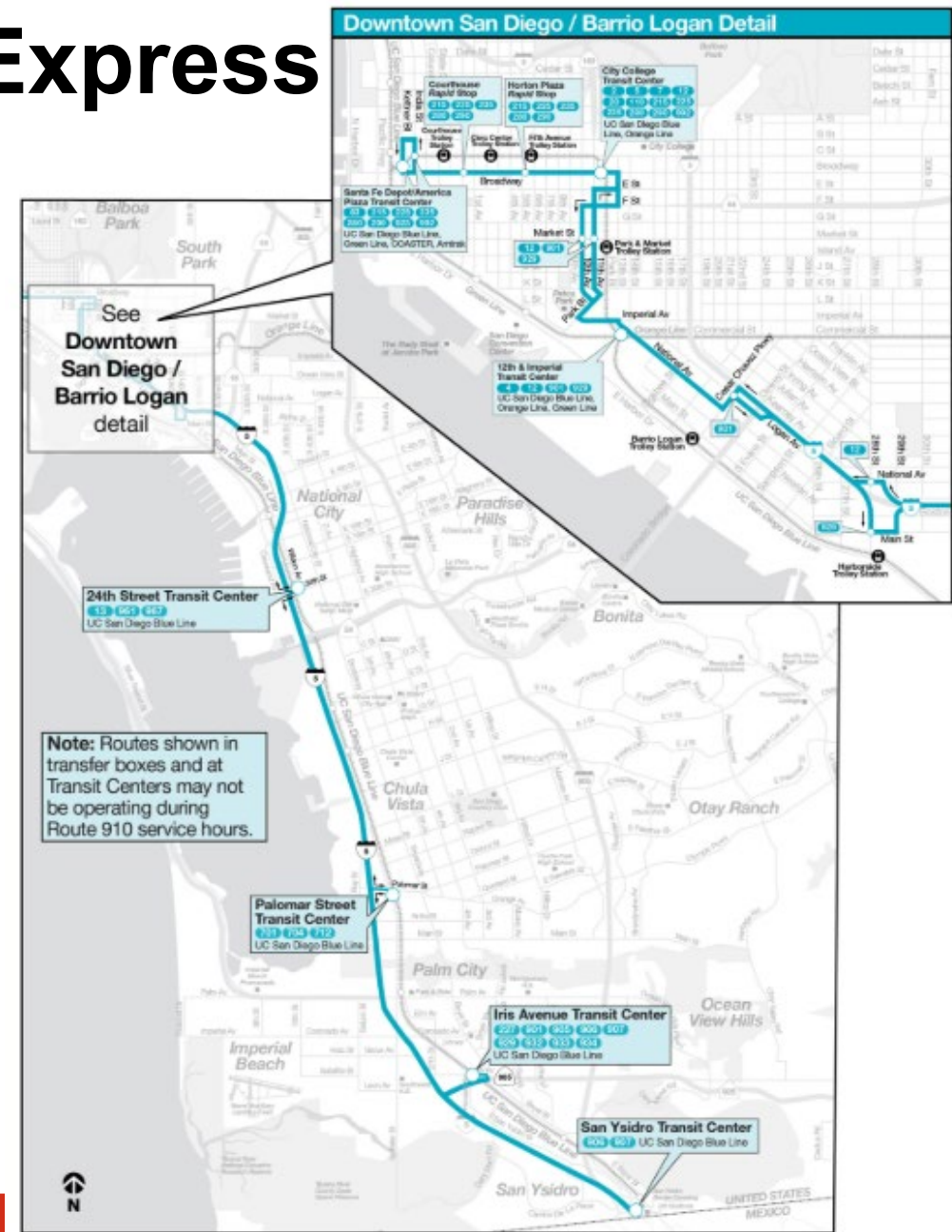


Route 910 Blue Line Overnight Express

- Implemented January 2025
- Operates when Blue Line cannot operate due to freight restrictions (roughly 1am-4am)

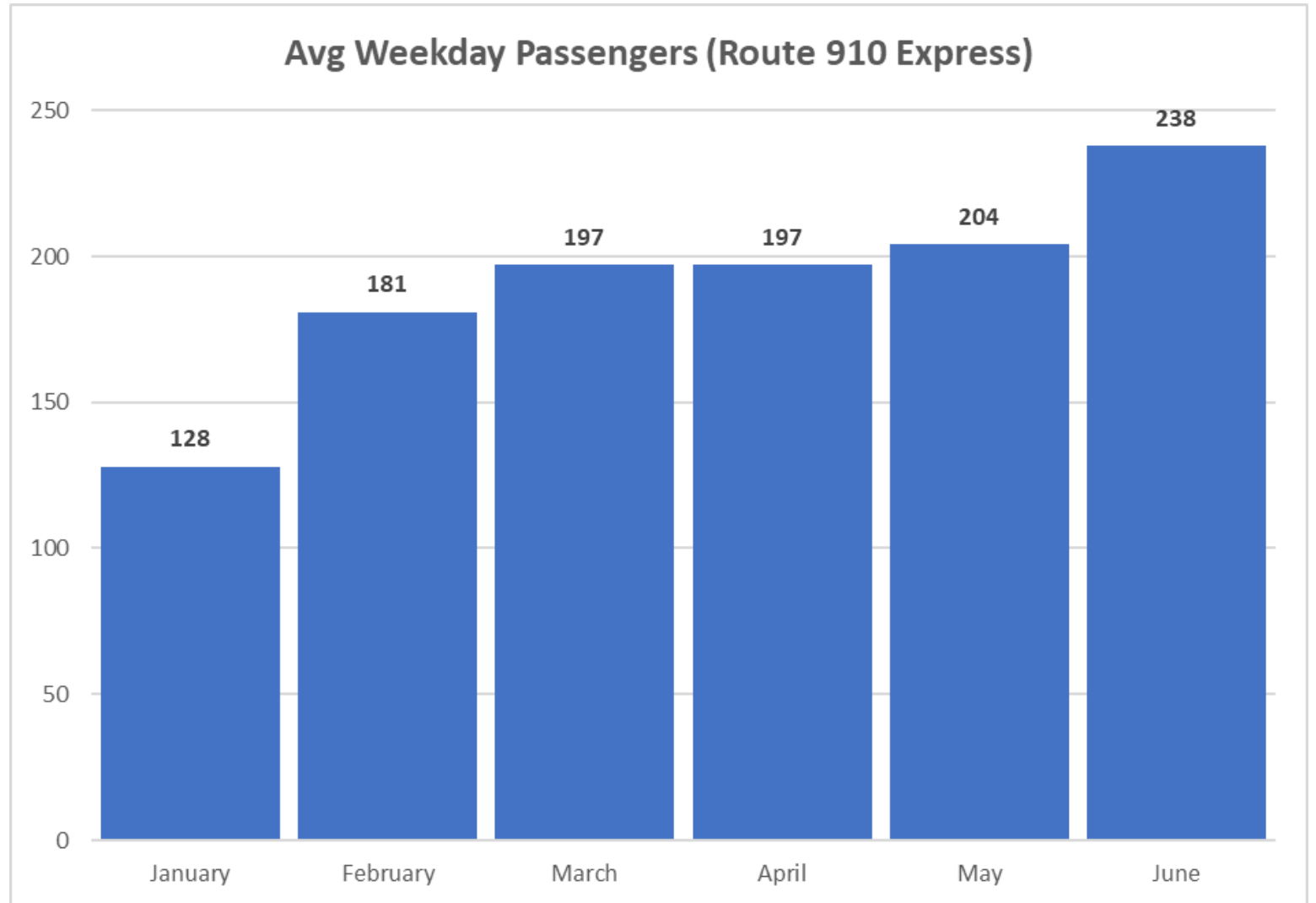
NEW Bus Route 910 Overnight Express

San Ysidro ↔
Downtown San Diego



Route 910 Blue Line Overnight Express

- Ridership has been increasing every month (current weekday avg is 255)



Board Policy 42

- Board policy to establish:
 - A process for evaluating and adjusting existing transit services to improve performance
 - Procedures for implementing service changes
- Adopted vision is for a customer-focused, competitive, integrated, and sustainable system
- Categorizes services by types:
 - Bus: premium express, express, Rapid, urban frequent, urban standard, circulator, Rural
 - Light Rail (Trolley)
 - Demand Response
- Performance indicators are analyzed with performance targets established

Policy 42 Evaluation Criteria

CUSTOMER FOCUSED/COMPETITIVE		INTEGRATED	SUSTAINABLE	
PRODUCTIVITY	QUALITY	CONNECTIVITY	RESOURCES	EFFICIENCY
<ul style="list-style-type: none"> • Total Passengers • Average Weekday Passengers • Passengers/ Revenue Hour • Passengers/ In-Service Hour 	<ul style="list-style-type: none"> • Passenger Load Factor • On-Time Performance • Accidents/ 100,000 Miles • Comments/ 100,000 Passengers • Mean Distance Between Failures 	<ul style="list-style-type: none"> • Route Headway • Span-of- Service Consistency • Service Availability 	<ul style="list-style-type: none"> • In-Service Miles • In-Service Hours • Peak Vehicle Requirement 	<ul style="list-style-type: none"> • In-Service Speed • In-Service/Total Miles • In-Service/Total Hours • Farebox Recovery Ratio • Subsidy/Passenger

Total Passengers

- Policy 42 goal is a year-over-year improvement by route, category, and system
- FY 2025 ridership increased 7% over FY 2024, with consistent increases on bus & light rail.
- 81.2 million riders in FY 2025 shows continuing return from the pandemic. Higher than 'normal' growth rate indicates MTS ridership recovery hasn't leveled off yet.

Route Categories	FY 2022	FY 2023	FY 2024	FY 2025	% Change FY24-FY25
System	57,617,251	68,511,363	75,682,794	81,181,071	7%
All Fixed-Route	57,424,085	68,261,701	75,368,695	80,830,294	7%
Fixed-Route Bus	27,684,586	32,214,341	35,719,210	38,235,503	7%
Urban Frequent	17,739,607	20,156,847	22,476,382	24,122,553	7%
Urban Standard	4,528,650	5,222,535	5,664,277	5,869,524	4%
Rapid	4,021,024	5,477,016	6,364,477	6,956,391	9%
Express	795,781	685,945	515,744	506,437	-2%
Circulator	482,904	526,347	554,504	608,727	10%
Rapid Express	79,098	102,064	105,696	114,617	8%
Rural	37,522	43,587	38,130	57,254	50%
Light Rail	29,739,499	36,047,360	39,649,485	42,594,791	7%
Blue Line	17,366,905	21,867,982	24,389,986	25,947,395	6%
Orange Line	5,571,123	6,251,754	6,631,168	6,938,684	5%
Green Line	6,799,373	7,926,568	8,627,300	9,242,511	7%
Copper Line				464,981	---
Silver Line	2,098	1,056	1,031	1,220	18%
MTS Access	193,166	249,662	314,099	350,777	12%

Ridership Recovery vs National Trends

- Of Top 40 transit agencies pre-COVID, only one (NYC Bus) has retained higher ridership

Agency	FY19	FY25	Change
MTA New York City Transit	3,366,727,757	2,940,723,946	-12.7%
Chicago Transit Authority	460,823,190	313,951,782	-31.9%
LA MTA	379,718,121	316,165,987	-16.7%
MBTA (Boston)	366,716,896	253,429,314	-30.9%
WMATA (DC)	354,656,249	302,865,552	-14.6%
SEPTA (Philly)	308,266,485	222,158,201	-27.9%
New Jersey Transit	267,270,251	226,181,656	-15.4%
San Francisco MUNI	223,338,056	167,937,814	-24.8%
NYMTA Bus	136,702,241	130,696,969	-4.4%
King County (Seattle)	128,445,327	91,771,723	-28.6%
BART	128,217,031	58,263,697	-54.6%
MARTA (Atlanta)	117,759,054	64,956,424	-44.8%
Long Island Railroad	108,416,231	99,316,298	-8.4%
Miami-Dade	103,408,515	82,537,483	-20.2%
Denver RTD	103,030,727	62,637,370	-39.2%
Tri-Met (Portland)	96,646,129	66,937,007	-30.7%
MTA (Baltimore)	94,036,949	70,395,112	-25.1%
Metro-North Railroad (NYC)	92,340,847	72,579,439	-21.4%
PATH	90,830,760	64,613,657	-28.9%
Houston Metro	89,842,165	77,553,987	-13.7%
San Diego MTS	85,357,495	81,240,554	-4.8%
Metro Transit (Minneapolis)	79,032,522	45,826,067	-42.0%
DART (Dallas)	67,443,773	55,369,176	-17.9%
RTC (Las Vegas)	65,821,192	57,101,349	-13.2%
Northeast Illinois Regional Commuter Railroad	64,855,005	36,154,087	-44.3%
Honolulu	64,065,785	43,320,046	-32.4%
Pittsburgh Regional Transit	64,007,925	37,243,405	-41.8%
Alameda-Contra Costa Transit District	54,067,171	41,176,952	-23.8%
Sound Transit (Seattle)	48,830,292	44,024,926	-9.8%
UTA (Salt Lake City)	44,462,019	40,644,927	-8.6%
City of Phoenix	41,042,579	18,289,916	-55.4%
VIA (San Antonio)	41,005,818	31,196,988	-23.9%
OCTA	40,743,654	38,590,386	-5.3%
Bi-State (St. Louis)	36,642,036	20,653,078	-43.6%
VRTA (Santa Clara)	36,432,963	27,702,106	-24.0%
Cleveland RTA	33,470,340	24,843,826	-25.8%
Pace (Chicago)	33,204,910	20,859,023	-37.2%
CapMetro (Austin)	30,568,070	26,759,236	-12.5%
Milwaukee County	30,107,882	26,337,386	-12.5%
Broward County	27,599,468	25,388,403	-8.0%

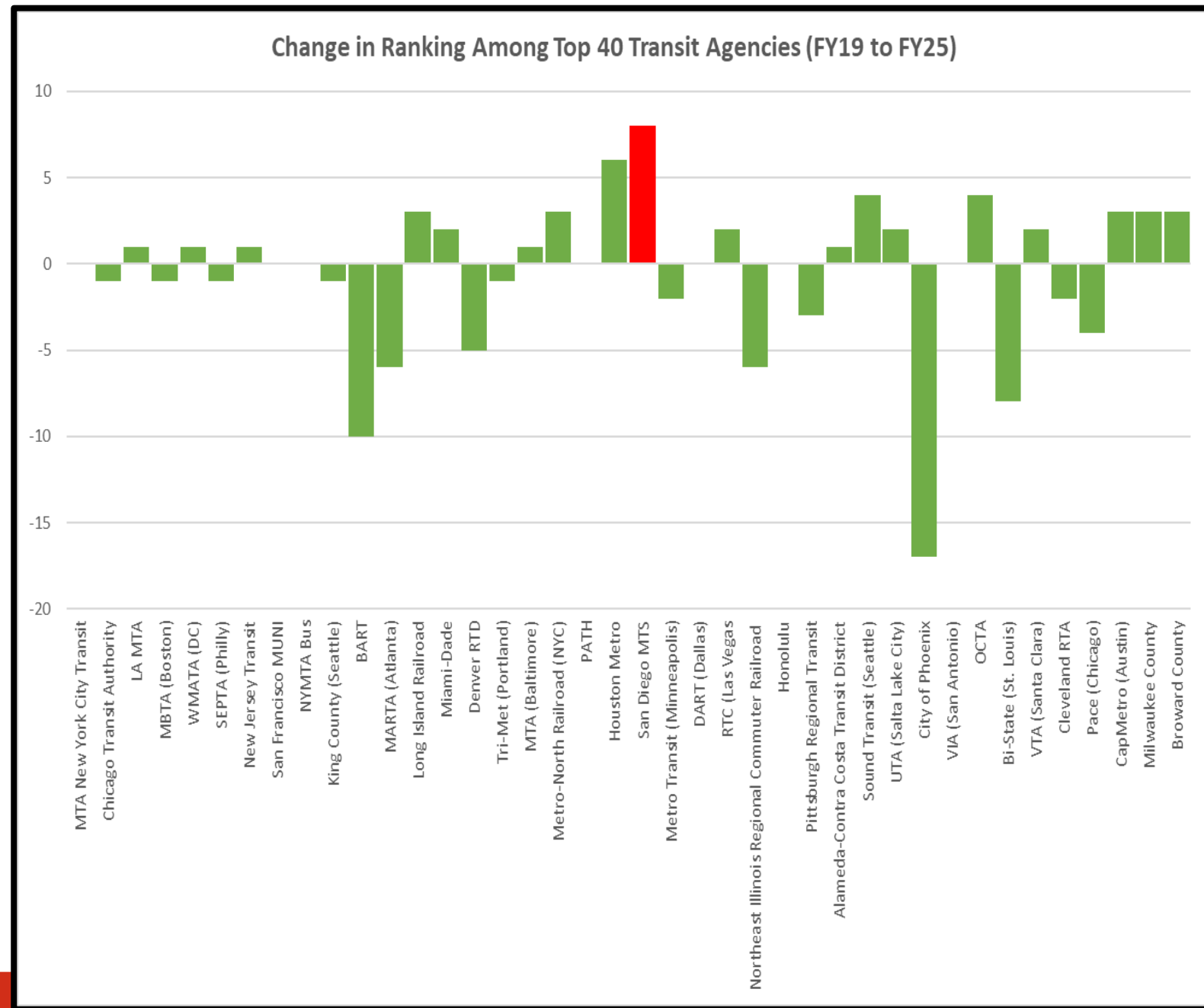
Ridership Recovery vs National Trends

- MTS was #21 in total ridership pre-COVID; now #13.

RANK FY19	AGENCY	AGENCY	RANK FY25
1	MTA New York City Transit	MTA New York City Transit	1
2	Chicago Transit Authority	LA MTA	2
3	LA MTA	Chicago Transit Authority	3
4	MBTA (Boston)	WMATA (DC)	4
5	WMATA (DC)	MBTA (Boston)	5
6	SEPTA (Philly)	New Jersey Transit	6
7	New Jersey Transit	SEPTA (Philly)	7
8	San Francisco MUNI	San Francisco MUNI	8
9	NYMTA Bus	NYMTA Bus	9
10	King County (Seattle)	Long Island Railroad	10
11	BART	King County (Seattle)	11
12	MARTA (Atlanta)	Miami-Dade	12
13	Long Island Railroad	San Diego MTS	13
14	Miami-Dade	Houston Metro	14
15	Denver RTD	Metro-North Railroad (NYC)	15
16	Tri-Met (Portland)	MTA (Baltimore)	16
17	MTA (Baltimore)	Tri-Met (Portland)	17
18	Metro-North Railroad (NYC)	MARTA (Atlanta)	18
19	PATH	PATH	19
20	Houston Metro	Denver RTD	20
21	San Diego MTS	BART	21
22	Metro Transit (Minneapolis)	RTC (Las Vegas)	22
23	DART (Dallas)	DART (Dallas)	23
24	RTC (Las Vegas)	Metro Transit (Minneapolis)	24
25	Metra RR (Chicago)	Sound Transit (Seattle)	25

Ridership Recovery vs National Trends

- MTS was only agency in top 40 to move up more than six spots



Ridership by Metro Area

- San Diego County is 18th-largest metropolitan area in the country, yet has 10th-highest transit ridership
- If MTS service area was its own metro area, it would be 28th-largest in country, yet still 10th-highest transit ridership

Pop Rank	Metro Area	Population	FY 25 Ridership	Transit Rank	Trips / Person
1	New York--Jersey City--Newark, NY--NJ	19,940,274	3,633,674,279	1	75.0
2	Los Angeles--Long Beach--Anaheim, CA	12,927,614	444,687,869	2	34.4
3	Chicago, IL--IN	9,408,576	373,781,965	3	39.7
4	Dallas--Fort Worth--Arlington, TX	8,344,032	62,978,121	15	7.5
5	Houston, TX	7,796,182	78,150,947	11	10.0
6	Miami--Fort Lauderdale, FL	6,457,988	122,822,719	9	19.0
7	Washington--Arlington, DC--VA--MD	6,436,489	350,312,925	4	54.4
8	Atlanta, GA	6,411,149	69,005,462	14	10.8
9	Philadelphia, PA--NJ--DE--MD	6,330,422	237,055,608	7	37.4
10	Phoenix--Mesa--Scottsdale, AZ	5,186,958	39,669,519	21	7.6
11	Boston, MA--NH	5,025,517	262,359,251	6	52.2
12	Riverside--San Bernardino, CA	4,744,214	14,066,278	41	3.0
13	San Francisco--Oakland, CA	4,648,486	300,000,072	5	64.5
14	Detroit, MI	4,400,578	24,846,398	28	5.6
15	Seattle--Tacoma, WA	4,145,494	176,413,608	8	42.6
16	Minneapolis--St. Paul, MN	3,757,952	55,802,980	18	14.8
17	Tampa--St. Petersburg, FL	3,424,560	23,413,301	29	6.8
18	San Diego, CA (includes NCTD)	3,298,799	90,578,548	10	27.5
19	Denver--Aurora, CO	3,052,498	62,770,011	16	20.6
20	Orlando, FL	2,940,513	22,203,672	31	7.6
28	MTS Only	2,462,707	81,240,554	10	33.0

Passengers Per Revenue Hour

- Policy 42 goals is to improve the route category average
- Most categories increased. Trolley went down slightly due to increased services late night and weekends

Route Categories	FY 2022	FY 2023	FY 2024	FY 2025	% Change FY24-FY25
System	25.9	32.4	33.5	34.2	2%
All Fixed-Route	27.3	34.4	36.1	37.5	4%
Fixed-Route Bus	14.6	18.4	19.2	20.1	5%
Urban Frequent	15.9	19.6	20.7	21.5	4%
Urban Standard	11.2	13.5	14.1	14.5	3%
Rapid	18.0	26.6	25.8	26.5	3%
Express	11.7	12.8	12.3	12.1	-2%
Circulator	7.2	8.6	8.5	10.2	20%
Rapid Express	11.1	13.8	14.4	15.3	6%
Rural	7.0	8.2	7.1	11.0	55%
Light Rail	139.5	155.7	170.7	170.2	0%
Blue Line	171	183	204	215.6	6%
Orange Line	113	126	134	138.2	3%
Green Line	110	127	137	149.5	9%
Copper Line				26.1	N/A
Silver Line	17	19	19	32.3	70%
MTS Access	1.6	1.9	1.8	1.6	-11%

Farebox Recovery

- Goal is TDA requirement of 31.9%.
- Goal hasn't been met since pandemic
- Slight dip for most modes in FY25 as inflation and reduced fare revenues put pressure on costs and revenues

Operator	FY 2018	FY 2019	FY 2022	FY 2023	FY 2024	FY 2025	% Change FY24-FY25
System	34.4%	34.3%	18.2%	19.7%	19.6%	19.6%	0.1%
Fixed-Route Bus (SDTC)	29.3%	22.5%	14.1%	16.9%	16.8%	16.6%	-1.4%
Fixed-Route Bus (Contracted)	49.8%	36.0%	17.1%	23.0%	21.6%	24.0%	10.7%
Light Rail	49.6%	51.6%	24.7%	21.3%	22.2%	21.6%	-2.6%
MTS Access	12.9%	14.8%	6.5%	7.8%	7.5%	7.3%	-3.2%

Subsidy Per Passenger

- Policy 42 goal is to improve route category average.
- Slight continuing improvement since 2021 due to increasing ridership; still far above pre-pandemic

Operator	FY 2018	FY 2019	FY 2022	FY 2023	FY 2024	FY 2025	% Change FY24-FY25
System	\$2.01	\$2.07	\$4.38	\$4.02	\$3.93	\$ 3.90	-0.9%
Fixed-Route Bus	\$2.39	\$2.54	\$5.86	\$5.09	\$4.89	\$ 4.65	-5.0%
Light Rail	\$1.08	\$1.06	\$2.62	\$2.74	\$2.64	\$ 2.69	2.1%
MTS Access	\$34.62	\$33.97	\$63.19	\$53.33	\$56.60	\$ 57.09	0.9%

Financial Stats by Bus Route Category

- All day / frequent services generally have lower subsidies per passenger and higher farebox recovery rates

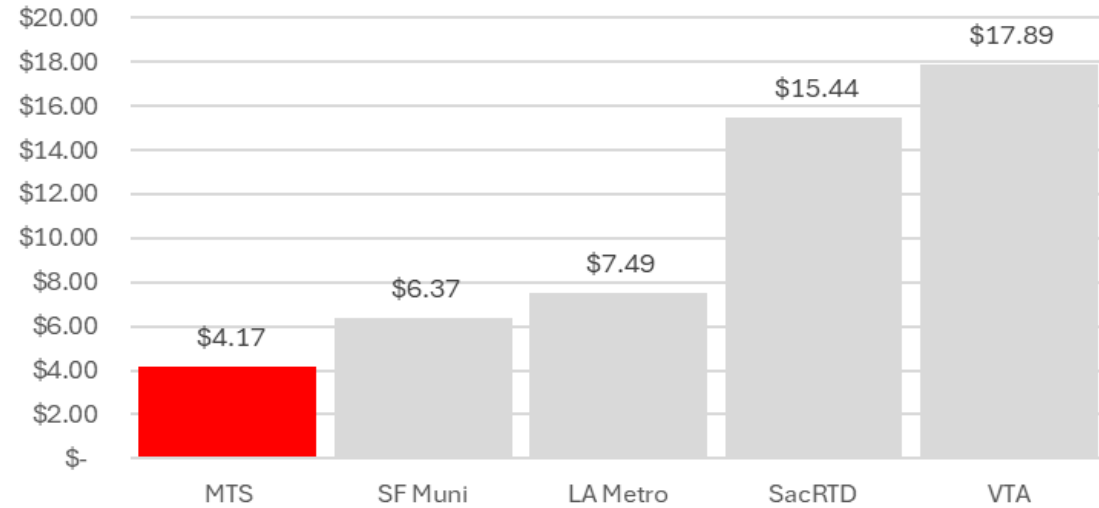
	Farebox Recovery Rate		Subsidy Per Passenger	
	FY 2024	FY 2025	FY 2024	FY 2025
Fixed-Route Bus	19.0%	19.8%	\$ 4.89	\$ 4.65
Urban Frequent	19.9%	20.5%	\$ 4.47	\$ 4.55
Urban Standard	17.1%	17.9%	\$ 5.63	\$ 5.44
Rapid	20.8%	22.5%	\$ 4.64	\$ 3.37
Express	9.6%	9.5%	\$ 10.98	\$ 12.02
Circulator	11.8%	13.7%	\$ 8.51	\$ 6.39
Rapid Express	17.0%	19.1%	\$ 15.51	\$ 13.94
Rural	13.0%	17.4%	\$ 28.29	\$ 17.69

Financial Stats vs National Trends

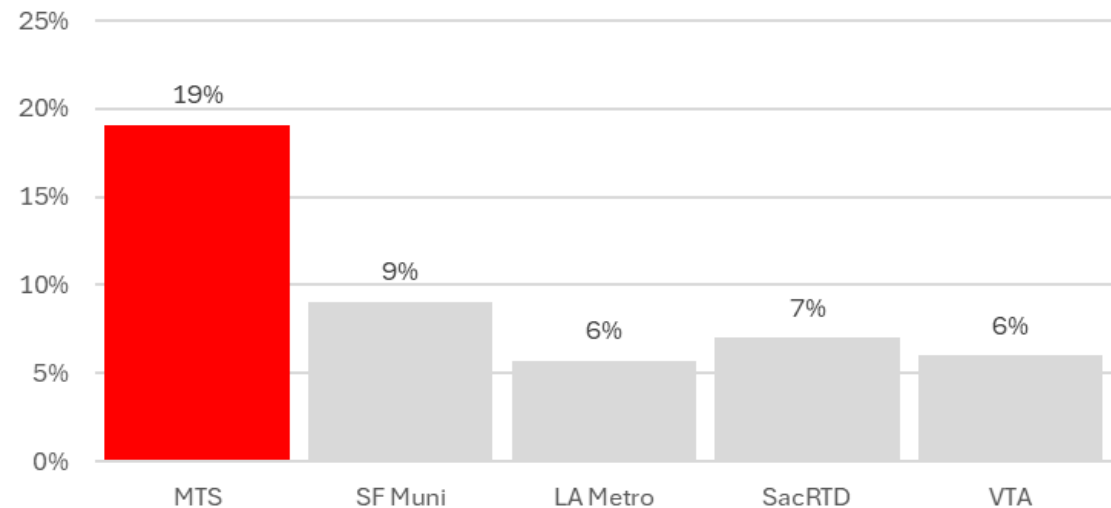
- Most recent National Transit Database data is from FY23
- MTS has most efficient service among California agencies with both bus and light rail



Subsidy Per Passenger (2023)
For California Agencies with both Bus & Light Rail



Farebox Recovery Rate (2023)
For California Agencies with both Bus & Light Rail



Summary

- Ridership still hasn't recovered from COVID
- However, ridership is increasing about 7% per year, and full recovery is expected soon
- MTS far surpassing national transit ridership trends
- Improving cost metrics still a challenge, but better efficiencies than peer networks, which allows higher service levels with limited funding

Questions/Comments



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Agenda Item No. 05

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

December 04, 2025

SUBJECT:

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

INFORMATIONAL ONLY

Budget Impact

None with this item.

DISCUSSION:

Staff to provide an update on Fixed-Route and Trolley services and reports. The San Diego Metropolitan Transit System (MTS) Bus, MTS Contract Services, and MTS Trolley report provides a monthly summary of ridership. Staff will discuss the upcoming work for Santa Fe Depot., the Orange Line Improvement Project and the closure associated with it. Staff will also have an update on bus operator numbers, operational changes, and special events.

/S/Vassilena Hycz

Vassilena Hycz

Manager of Paratransit and Minibus

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

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





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Item No. 5, 12/04/2025

Fixed Route and Trolley Update

Accessible Services
Advisory Committee

Fixed Route Overview

- 27 bus routes
- 249 buses
- 502 bus operators
- 4,264,131 FY26

December Nights



December Nights

- Friday, December 5 (3pm – 11pm)
- Saturday, December 6 (2pm – 11pm)
- Bus Detours
- Routes 7 & 215 not servicing Park Blvd.
- MTS event shuttles
- Customer Enhancements



Santa Fe Depot Construction

- Routes 215, 225, 235 stop closed.
- Temporary Stop Location.



Topics:

- Summary of service 2025.
- 2025 Special Event Services: Trips and ridership numbers.
- Orange Line Improvement Project, upcoming track projects, siding removals.

Summary of Service 2025

- MTS Rail operates four trolley lines. 39 trains on the weekdays, and 32 trains on the weekend are operating in service. TO run this level of service MTS Rail employs approximately 180 train operators.
 - Blue Line from San Ysidro to UTC Stations. (294 Trips M-F, 166 Trips SA-SU are operated)
 - Service begins with the first train pulling out of the yard at 4:18AM and ends at 1:07AM.
 - 13 trains run to have a frequency of every fifteen minutes for most of the service day.
 - On weekdays 7 more trains are run to have a 7 and half minute headway between San Ysidro and America Plaza Stations.

Summary of Service 2025

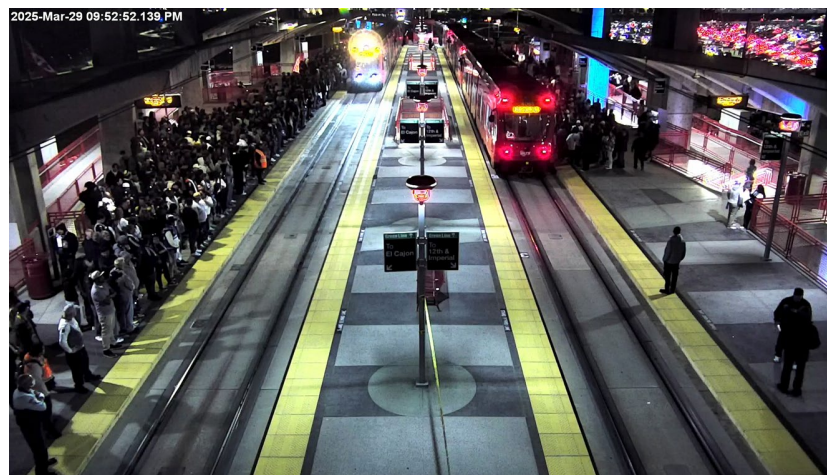
- Green Line from Imperial Terminal to El Cajon Stations. (156 Trips M-F, 151 Trips SA-SU are operated)
 - Service begins with the first train pulling out of the yard at 4:23AM and ends at 12:53AM.
 - 9 trains run to have a frequency of every fifteen minutes for most of the service day.
- Orange Line from Courthouse to El Cajon Stations. (142 Trips M-F, 134 Trips SA-SU are operated)
 - Service begins with the first train pulling out of the yard at 4:44AM and ends at 1:08AM.
 - 8 trains run to have a frequency of every fifteen minutes for most of the service day.

Summary of Service 2025

- Copper Line from El Cajon to Santee Stations. (147 Trips M-SU are operated)
 - Service begins with the first train expressing to Santee and going in service at 4:57AM and ends at 11:24PM.
 - 2 trains run to have a frequency of every fifteen minutes for the service day

Special Events Ridership and Trips Operated Summary for 2025

267 special events this year
197 events required extra service
Roughly 1,843 extra trips
Estimated 1,135,380
extra passengers



Special Events Ridership and Trips Operated Summary for 2025

- MTS Rail operates extra service for many of the sporting events and concerts that occur near the trolley lines. Events at the Convention Center, Petco Park, and Snapdragon bring heavy ridership for trolley.
 - The shuttle trains are scheduled based on the anticipated crowds for an event. It is the goal to send a little more than what we think is needed, but not too much more to be cost effective. For very large events extra trains are not scheduled but kept ready in case the crowds are higher than anticipated.
 - We strive to use as much service as needed but at times the crowds are larger than the system can handle, we do our best to move people to their destinations in a timely manner, sometimes there is only a 3-minute gap between trains in some areas. The average times for clearing a station after an event is about 45 minutes.

2026 Construction Projects

- There will be a track closure between Imperial Terminal and Santa Fe Depot on December 13-14, 2025, to continue work on the Park Blvd to Harbor Drive Project. A bus bridge will be provided between Imperial Terminal and Santa Fe Depot for the patrons who need the Green Line. Gaslamp Station will not be service due to lack of space to board or deboard ADA Patrons on Harbor Drive.
- The work for the Orange Line Improvement project has already begun with two weekend closures between 12th & Imperial and Euclid Stations that occurred on October 18, and November 08, 2025, respectively.
 - Bus bridges were operated to accommodate patrons between 12th & Imperial and Euclid.

2026 Construction Projects

- The next closure for the Orange Line Improvement project is scheduled to be on January 18 and 19, 2026 and the closure will be between 12th & Imperial and Massachusetts.
- During these closure track will continue to remove unused sidings on Commercial which were presenting a navigation hazard for people on bicycles.
- The tie replacement project will continue again for the Blue Line South in 2026. This will involve several late-night single tracks as several thousand ties will be replaced over several weeks. over 10,000 ties will be replaced.
- Maintenance of way and track work projects at 25 & Commercial, City College, Bradley Street and Servin Drive to replace worn track and equipment during the 2026 Year.
- Sample pictures of the work being done on the follow slide.

Pictures of Past Construction Projects for 2025



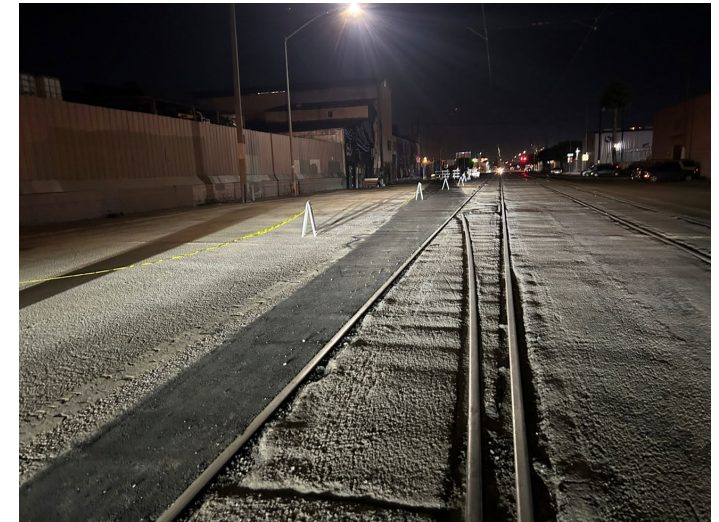
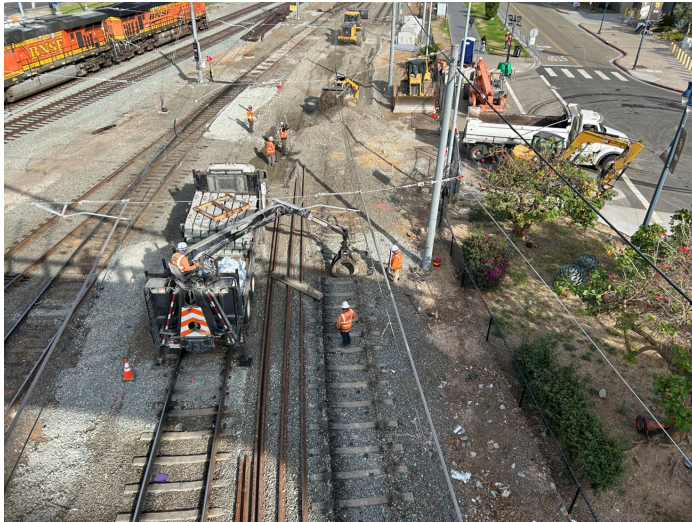
View of work where Park Blvd will continue to Harbor Drive



New infrastructure for the Orange Line Improvement Project



Unused siding removed on Commercial



Questions/Comments



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Agenda Item No. 06

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

December 04, 2025

SUBJECT:

Same Day Paratransit Report (Britnay Bardales)

INFORMATIONAL ONLY

Budget Impact

None

DISCUSSION:

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

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

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





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Item No. 6, 12/04/2025

Same Day Service

Accessible Services
Advisory Committee

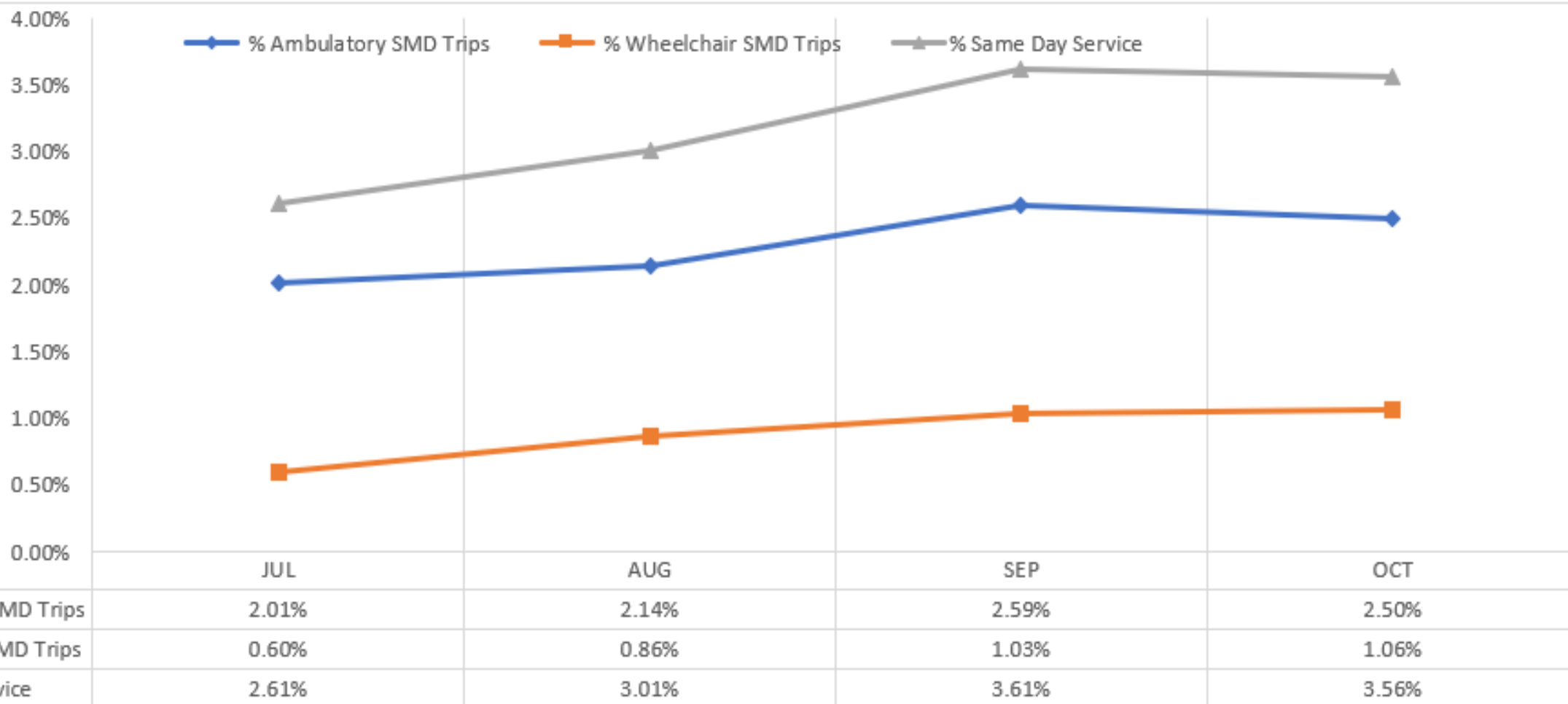
General Information

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

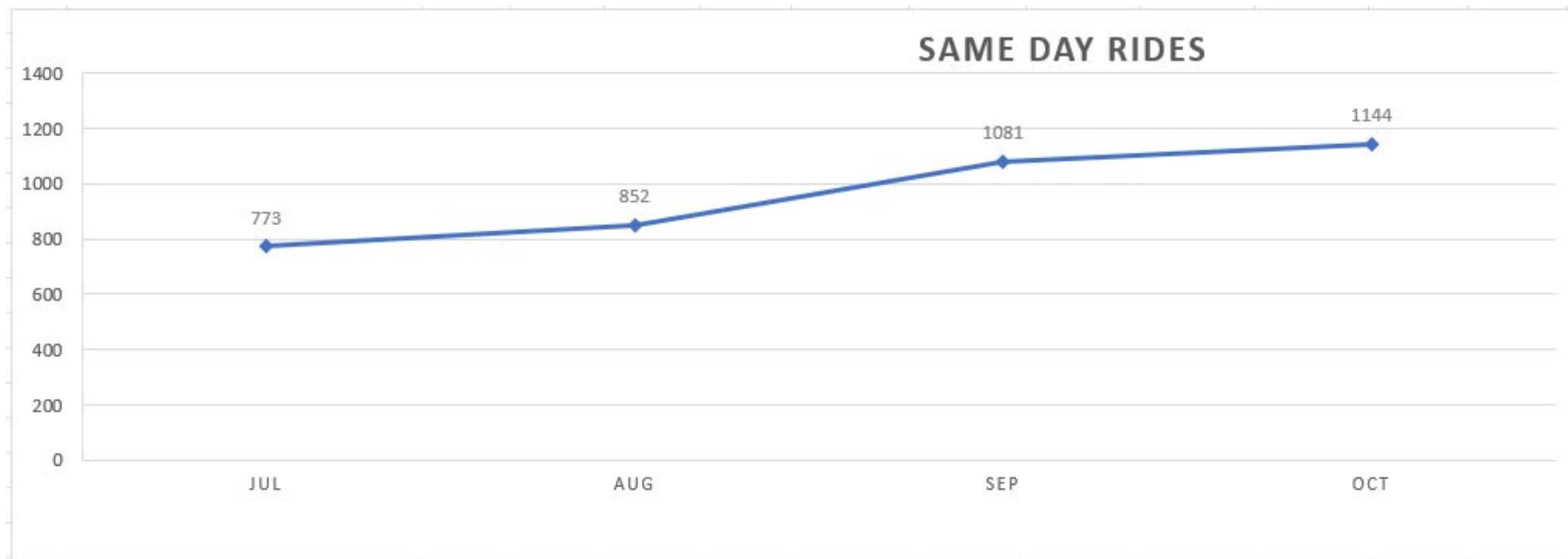
Highlights

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

Breakdown of Statistics



Same Day Ridership



Questions/Comments



**Metropolitan
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Agenda Item No. 07

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

December 04, 2025

SUBJECT:

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

INFORMATIONAL ONLY

Budget Impact

None

DISCUSSION:

Staff will provide an update on Access monthly overview of service performance, MTM performing eligibility certification services and certification summary for MTS Access. Staff will also provide information on the Functional Assessment Center build at the Imperial Avenue Division (IAD) that will be utilized by MTM during eligibility assessments.

/S/Vassilena Hycz

Vassilena Hycz

Manger of Paratransit and Minibus

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

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Metropolitan
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Item No. 7, 12/04/2025

Access Update and Medical Transportation Management (MTM) Report

Accessible Services
Advisory Committee



MTS Access Overview

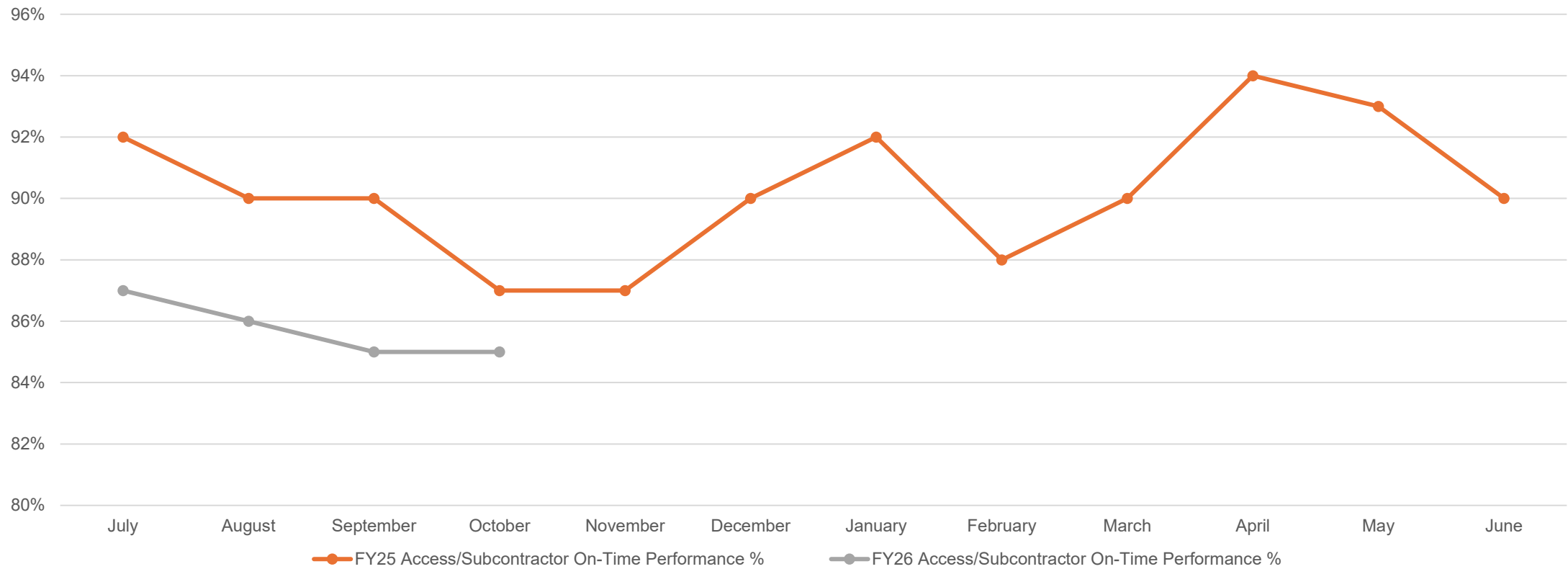
- Complementary paratransit service
- Origin to destination within $\frac{3}{4}$ mile on each side of each fixed route
- 30,000+ trips per month
- 125 active drivers
- 104 paratransit buses
- 3 subcontractors
 - Yellow Taxi
 - Care7
 - SilverRide
- Functional Assessment Center

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	
December	90%	December	
January	92%	January	
February	88%	February	
March	90%	March	
April	94%	April	
May	93%	May	
June	90%	June	
Average	90%	Average	86%

Access/Subcontractor OTP

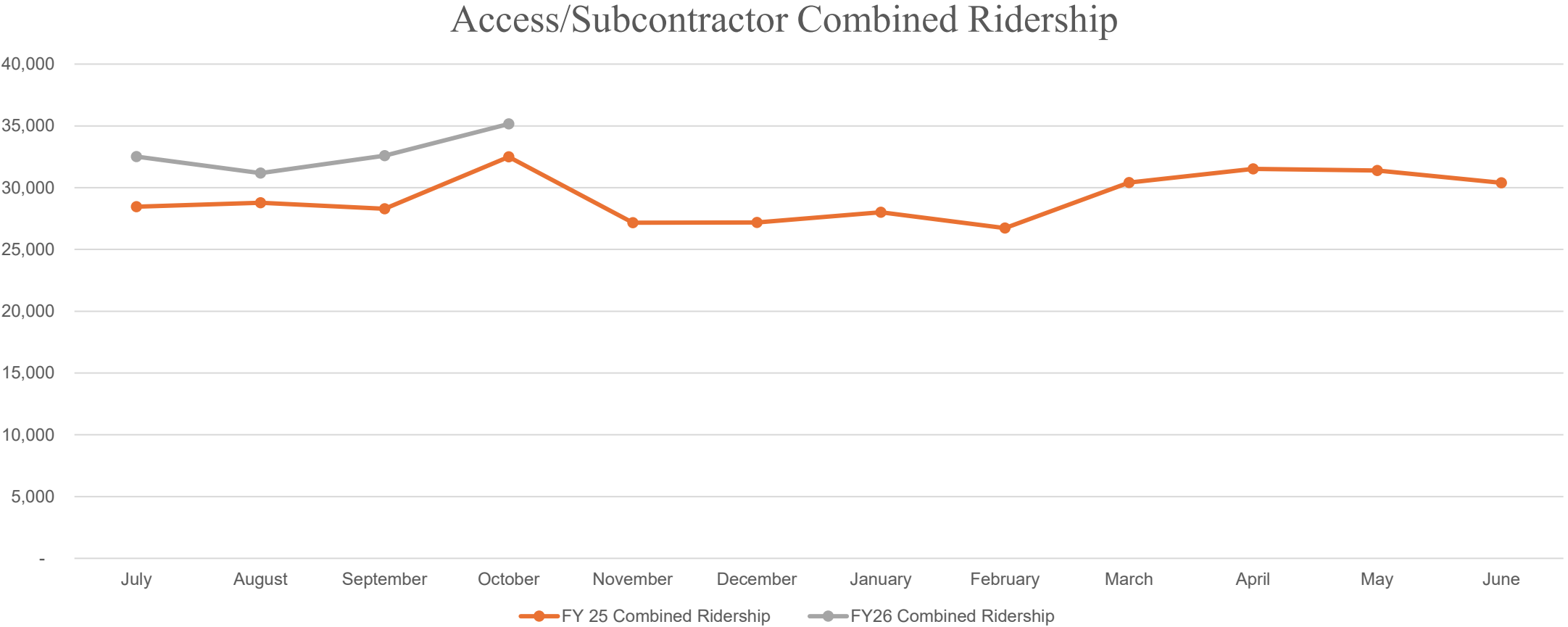
Access/Subcontractor On-Time Performance (OTP)



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	
December	27,180	December	
January	28,004	January	
February	26,726	February	
March	30,414	March	
April	31,513	April	
May	31,382	May	
June	30,386	June	
Total	350,790	Total	131,431

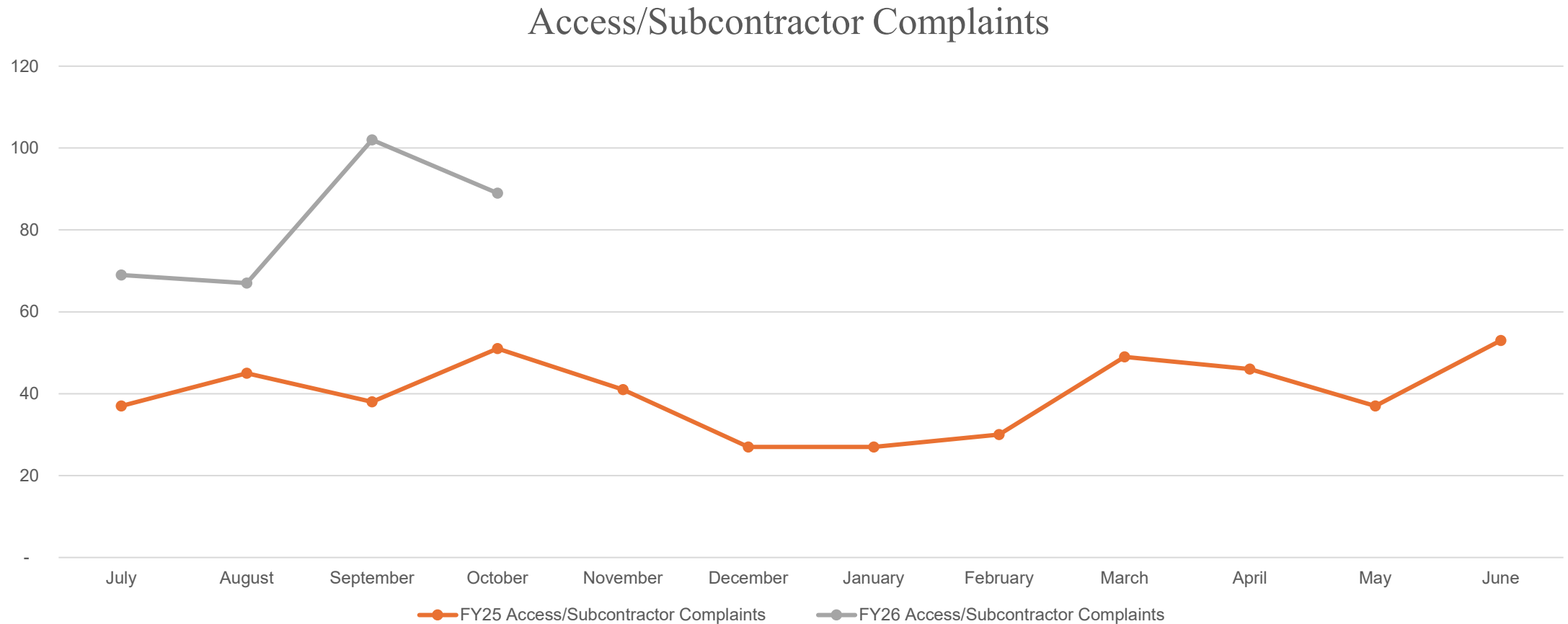
Access/Subcontractor Combined Ridership



Access/Subcontractor Complaints

Access/Subcontractor Complaints			
FY25	Complaints	FY26	Complaints
July	37	July	69
August	45	August	67
September	38	September	102
October	51	October	89
November	41	November	
December	27	December	
January	27	January	
February	30	February	
March	49	March	
April	46	April	
May	37	May	
June	53	June	
Total	481	Total	327

Access/Subcontractor Complaints

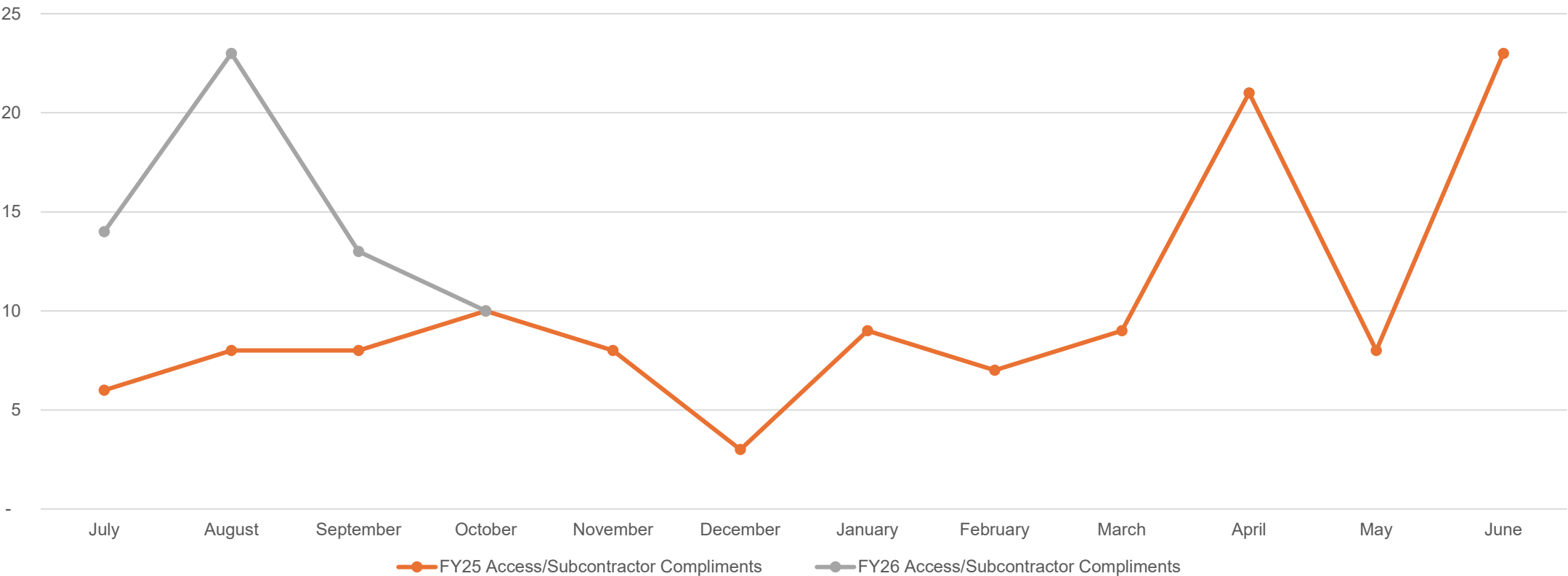


Access/Subcontractor Compliments

Access/Subcontractor Compliments			
FY25	Compliments	FY26	Compliments
July	6	July	14
August	8	August	23
September	8	September	13
October	10	October	10
November	8	November	
December	3	December	
January	9	January	
February	7	February	
March	9	March	
April	21	April	
May	8	May	
June	23	June	
Total	120	Total	60

Access/Subcontractor Compliments

Access/Subcontractor Compliments



Do Not Leave Alone (DLA) Discontinuation

- Effective January 1, 2025 for newly certified MTS Access clients
- Effective January 1, 2026 for all MTS Access clients
- Result of a comprehensive review of the MTS paratransit system
- Goes beyond service that drivers are required to provide
- Rises to a personal care attendant (PCA) type of service

Coming Into Service Soon: Electric Access Vans

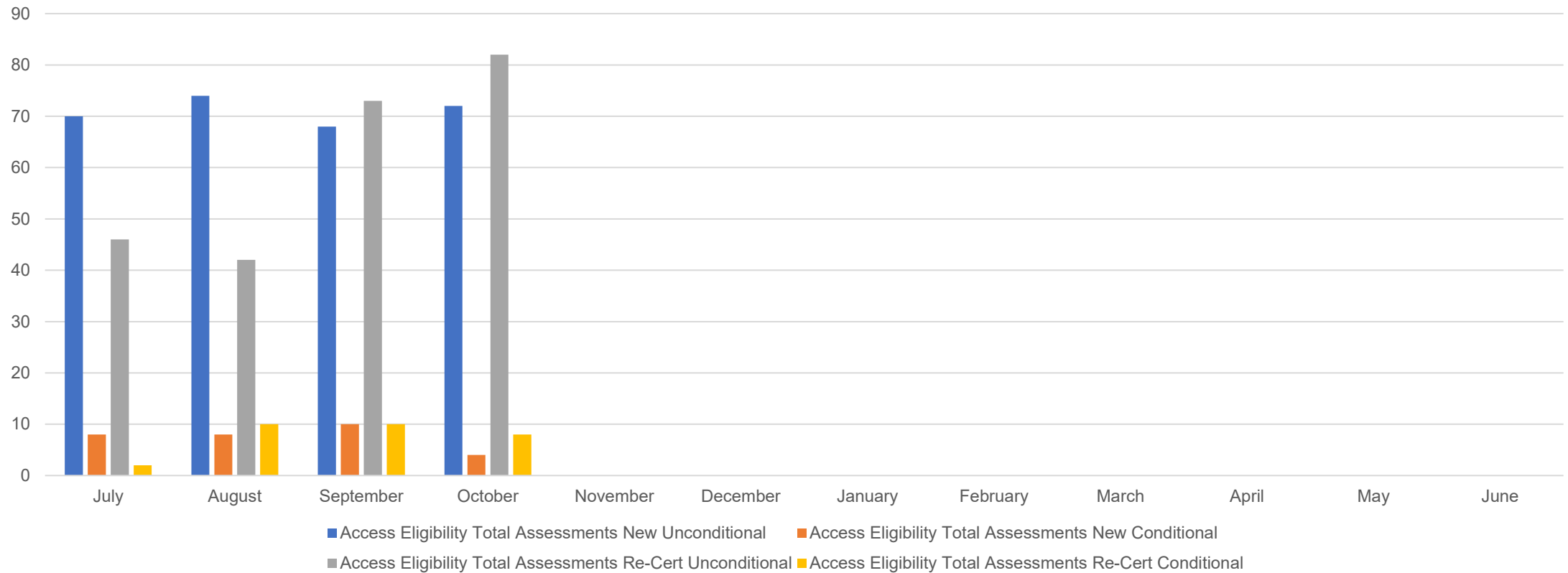


Access Eligibility Total Assessments

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				
December				
January				
February				
March				
April				
May				
June				
Total	284	30	243	30

Access Eligibility Total Assessments

FY 26 Access Eligibility Total Assessments



Functional Assessment Center

- Gain a better understanding of one's functional abilities as it relates to the use of fixed route services.
- Help better identify unconditional, conditional or temporary eligibility.
- Ensure decisions are consistent, fair, and ADA compliant.
- Gather real-world information

Questions/Comments