

## What is MTS?

MTS operates fixed route bus and light rail trolley services transporting people with physical, cognitive, and visual disabilities on a daily basis. All MTS buses and trolleys are equipped with features that provide system accessibility, such as low floor easy to board buses and trolleys equipped with lifts/ramps, audio announcements, designated priority seating areas for people with disabilities, enhanced signage, kneeling buses, and hand rails.

MTS also provides a paratransit operation, **MTS Access**. Access is for customers with disabilities who are functionally unable to use the MTS fixed route bus and trolley services.

## What does MTS Access Provide?

- **MTS Access** is provided in accordance with the Americans with Disabilities Act (ADA) and is an origin to destination, shared ride, advanced reservation public transit service. Consistent with the ADA, MTS Access is comparable to MTS's fixed route bus system including in terms of service characteristics (such as on time performance and travel time) and service area (providing service within  $\frac{3}{4}$  mile of a regular MTS fixed bus route).
  - **Example:** If the bus route closest to you does not run on the weekends, MTS Access would not be available to you on the weekends, just as a passenger on a fixed route bus would not be able to ride the fixed route bus if it did not operate on the weekend.
- **MTS Access** is divided into 4 zones. You may be required to transfer to another vehicle for transportation between zones, just as a regular rider would have to make occasional transfers.
  - **Example:** If you are traveling from Poway (Zone 2) to La Jolla (Zone 1), you would board one MTS Access vehicle in Poway, transfer to another vehicle in Miramar and complete your trip on the second vehicle.
- **MTS Access** operates within an ADA service area. Pickup and drop-off locations for MTS Access must be within our service area.
- Our service area is designed to complement the fixed bus and Trolley routes and times. The ADA service area and hours may contract or expand as we make service changes to our fixed route bus and trolley operations.
- **You must be certified as eligible before you can use the Access service.**

## How do I get MTS Access Certified?

- Complete the application portion (Part A) of the ADA application
- Have a Medical professional who is familiar with your health condition or disability and functional abilities and limitations complete the certification portion (Part B) of the ADA application
- When both Part A and Part B are complete call **MTS Access Eligibility Center** at **844.299.6326** between 9am-4pm, Monday-Friday to schedule your in-person assessment.

## How long before I am MTS Access Certified?

- MTS Access will make one of the following determinations about your needs within **21 days**:
  - **Unconditional:** Individuals who cannot travel independently due to severe or profound intellectual disabilities or individuals with physical disabilities who have limited functional ability who are unable to board, ride, disembark, or understand the fixed route bus and trolley system under all circumstances.
  - **Conditional:** Individuals with disabilities who have learned how to make certain trips on fixed routes but cannot make all trips independently on fixed route. Individuals with physical disabilities who can reach a bus stop or rail station within four blocks when the route is accessible.
  - **Temporary:** Individuals whose disability may improve over time or with treatment and then can use the fixed route system.
  - **Visitor:** Visitor status will be provided to any individual for up to 21 days in any 12-month period by providing documentation that you have a health condition or disability which prevents you from using the fixed route buses and trolley. If you travel to other areas and are certified in San Diego, you can contact the transit authority in that area and request visitor eligibility there.
  - **Ineligible:** Individuals who indicate or demonstrate they have the functional ability to board, ride, disembark, and understand the fixed route bus and trolley system under all circumstances.

If you are visiting San Diego and use ADA Paratransit where you live, you are eligible for use of **MTS Access** for up to 21 days in a 12-month period. Call the **MTS Access Eligibility Center** in advance to be added to our passenger list. We require basic information and documentation of your hometown ADA certification. If your certification documents are cannot be retrieved from your local transit agency, you may demonstrate proof of disability which prevents you from using our fixed route buses and trolley.

If approved, a verification of certification status will be mailed to you for your records. You may schedule a ride after you have been certified as ADA eligible by contacting:

- **844.299.6326** between 9am-5pm, Monday thru Friday
- (TTY/TDD) **TTY 711**