



May 9, 2003

Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

TO: BOARD OF DIRECTORS

THROUGH: ROGER SNOBLE
CHIEF EXECUTIVE OFFICER

FROM: JOHN B. CATOE, JR.
DEPUTY CHIEF EXECUTIVE OFFICER

SUBJECT: QUARTERLY REPORT - ACCESSIBLE SERVICE
COMPLIANCE

ISSUE

This quarter report details the service provided to the mobility-impaired bus patrons using MTA fixed route service, including service provided by MTA contracted bus services covering January 1, 2003, through March 31, 2003. The Authority contracts with CDSNet, Inc. (CDSNet), a third party contractor, to monitor and report ADA compliance according to the provisions of the settlement agreement with the Americans Civil Liberties Union (ACLU) regarding service provided to mobility-impaired bus patrons.

During this quarter, MTA recorded boarding 38,153 mobility-impaired customers. Also recorded were 608 pass-ups when the first available bus did not provide transportation due to either equipment failure or other operational problems. These pass-ups exclude those situations when customers were not boarded because the bus was full or otherwise lacked capacity, as defined in paragraph 2, page 9, lines 4-5 of the settlement agreement.

The MTA provided records to the ACLU for the quarter pertaining to 224,192 bus assignments from both the MTA divisions and our MTA contracted bus services.

The CDSNet results for the quarter are reflected on Attachment 1.

The compliance percentages resulting from observations made by CDSNet exceeded minimum expectations and therefore did not result in any fines.

Attachment 1

DATA RECEIVED FROM CDSNet INC.
 ADA Compliance Percentages from January 1, 2003, through March 31, 2003

MTA Compliance Percentages Based on 587 Observations	
Percentage Category	Compliance Percentages
(i) Bus Stopping Percentage	98.0% or 575 of the 587 total attempted boardings
(ii) Working Lift Percentage	99.1% or 554 of 559 of the attempted lift actuations
(iii) Securement Percentage	99.8% or 553 of 554 actual boardings when securement devices were observed to be in working order in one location on the bus.

COMPLIANCE STANDARDS AND FINES REFERENCE CHART

Fines Established in the Injunctive Settlement Agreement	
Percentage	Fines Assessed
(i) Bus Stopping Percentage	The fine is \$10,000 if the percentage is less than 91.25%. The fine is \$30,000 if the percentage is less than 86.25%.
(ii) Working Lift Percentage	The fine is \$10,000 if the percentage is less than 92.5%. The fine is \$30,000 if the percentage is less than 87.5%.
(iii) Securement Percentage	The fine is \$10,000 if the percentage is less than 92.5%. The fine is \$30,000 if the percentage is less than 87.5%.