

# **METRO'S ACCESSIBILITY COMPLIANCE PROGRAM**

**PRESENTED TO:**

**SAN FERNANDO SERVICE COUNCIL**

**October 5, 2011**



**Metro**

# ACCESSIBILITY COMPLIANCE

## Daily Metro:

- Operates over 2,400 buses
- 187 different bus routes
- Just under 16,000 bus stops
- Service area covers 1,433 square miles
- Approximately 2,500 daily wheelchair boardings (Average 75,000 monthly)
- Annually over 365 million boardings of which 850,000 are elderly and disabled



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# ACCESSIBILITY COMPLIANCE

- All buses are ADA compliant
- Bus routes with headways greater than 30 minutes are provided alternative transportation to persons with disabilities if the bus accessibility features fail
- Alternative transportation is provided to riders with disabilities who cannot use a particular facility because the elevator is temporarily inoperable and no fixed route service is available



# ACCESSIBILITY COMPLIANCE

**June 28, 2009 the Metro Board passed a motion directing the CEO to review services available to disabled passengers to ensure that they are receiving access to and quality service on the Metro Transportation System**

# ACCESSIBILITY COMPLIANCE

In January, the CEO appointed a standing committee: the Accessible Service Quality Assurance Committee, which is composed of key representatives from key departments to discuss and resolve accessibility issues and improvements.



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# ACCESSIBILITY COMPLIANCE

Administrative changes have included:

1. All incidents involving riders with disabilities, including wheelchair users, are routed to the Civil Rights Programs Compliance unit;
2. Claims for bodily injury and property damage of a person with a disability are forwarded to the Civil Rights Programs Compliance unit;



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# ACCESSIBILITY COMPLIANCE

3. Passenger complaints and Bus Division resolutions are routed to the Civil Rights Programs Compliance unit;
4. Customer Relations will acknowledge the receipt of a complaint upon request following confirmation that appropriate action has been taken.



# ACCESSIBILITY COMPLIANCE

Metro's Accessibility Advisory Committee (AAC) created a list of 22 areas where accessibility can be improved. Two examples are:

1. A lack of access at gated rail stations for persons without the use of their arms or hands; and
2. A need for more signage in Braille and tactile letters denoting directions, bus stops, etc.



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# ACCESSIBILITY COMPLIANCE

Metro will be installing Braille and tactile numbers at each bus stop along with the phone number for complaints and information. The first implementation phase will start later this fiscal year.

Metro's website, [metro.net](http://metro.net), contains the new ADA complaint form.



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## Wheelchair marking and safety strap program.

1. 720 wheelchairs were evaluated by Metro contractor or employees
2. 2/3 of the wheelchairs evaluated required that a strap be placed on the wheelchair to enable it to be secured
3. Access Services is now evaluating all wheelchairs of individuals requesting ADA Paratransit eligibility



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# ACCESSIBILITY COMPLIANCE

In March 2010, a special maintenance training campaign was conducted for all mechanics and supervisors describing the key accessibility features for all phases of maintenance

April 1, 2010, Metro began a monthly fleet-wide inspection of lift and securement devices that included:



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- Lift/ramp operation
- Side-seat condition and operation
- Restraint condition
- Belt buckle operation
- External alarm operation
- Stop request at wheelchair position
- Kneel mode on high floor buses
- Interlock system
- Priority seating decals
- Safety strap brochures
- Safety strap posters



# ACCESSIBILITY COMPLIANCE

Metro implemented a Mystery Rider Program in September 2009. The contractor observes approximately 200 Bus Operators monthly and reports on the ride using selected ADA issues such as:

1. Calling all bus stops
2. Were external speakers working at stops served by multiple lines



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3. Were riders in wheelchairs served and asked if they wanted their wheelchair secured
4. Were riders with oxygen allowed to ride
5. Was the lift or ramp deployed when needed
6. Safety issues and
7. Other general type of issues



# ACCESSIBILITY COMPLIANCE

**Metro's Accessibility Advisory Committee is consulted on various issues including Bus Operator training, 511 operation, and other areas**

**Federal Transit Administration is contacted when there is a gray area in the interpretation of the Rules and Regulations**



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# ACCESSIBILITY COMPLIANCE

Metro's bus fleet has been 100% accessible since 1997. Only 200 buses have lifts

Platform barricades have been installed on all rail platforms

Demonstration project at Del Mar Gold Line Station that will audibly announce the next train and its destination



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# ACCESSIBILITY COMPLIANCE

Demonstration at the El Monte Temporary Bus Terminal using a tactile map of the terminal and tactile/Braille numbers at Bus Bays

Redesign of the emergency platform intercom faceplates to be ADA compliant

Later this year, a study of all 26,500 county bus stops for usability by individuals in wheelchairs will be performed using JARC funds



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AVA has been installed in all rail cars

Passenger information signs have been installed in all Red and Purple Line Stations; installation is in progress for the Gold Line Stations.

Bus timetables are available in Braille upon request



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# ACCESSIBILITY COMPLIANCE

Presentation available to groups with vision impairments discussing rail safety, accessible features of the rail stations, installation of signage that includes tactile letters and Braille, and a discussion of TAP



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# Operations Central Instruction

## ADA ACCESSIBILITY TRAINING FOR BUS OPERATORS

2009 / 2011



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# New Employee ADA Training

- Required training for all bus operator trainees
- Training in:
  - ADA laws and regulations
  - Metro policy regarding ADA
  - Customer relations
  - Checking accessible equipment
  - Using accessible equipment
  - Sensitivity training



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# ADA Certification Training

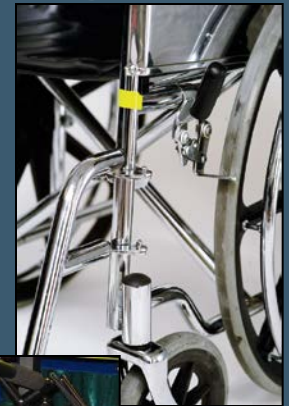
- Required training for all bus operators and trainees
- Provided consistent training to all employees
- Training in:
  - **SERVING CUSTOMERS**
  - **PRIORITY SEATING**
  - **ANNOUNCING STOPS**
  - **EQUIPMENT MAINTENANCE**
  - **SERVICE ANIMALS**
  - **ASSISTING CUSTOMERS**
  - **TRANSPORTING CUSTOMERS**
  - **BOARDING WHEELCHAIRS**
  - **SECURING WHEELCHAIRS**
  - **DISEMBARKING WHEELCHAIRS**
  - **PROVISION OF ASSISTANCE**



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# Tether (Safety) Strap Program

- Required training for all bus operators and trainees
- Provided consistent training to all employees
- to:
  - Understand the Tether Program
  - Compliance with ADA regulations
  - Enhance safety for mobility device customers



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# Wheelchair Securement

- Required training for all bus operators and trainees
- Provided consistent training to all employees
- Training in:
  - Understanding Metro's securement policy
    - Checking and use of equipment
    - Reporting ADA issues
    - ADA customer priorities
  - Compliance with ADA regulations
  - Enhance safety for mobility device customers



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# Service Animals on Metro's Service

- Service animal review for bus operators
- Provided information regarding service animals on Metro's service
  - Types of service animals
  - Distinguishing pets from service animals



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# ADA Ambassador Training

- Voluntary Bus Operator Training
- Training to establish exemplary Operators providing service to Metro's ADA customers
- Ambassadors to ADA customers and fellow Operators
- Recognition for excellent service



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# Metro Employees ADA Training

## By the Numbers

Training	# Trained	Class Hours	Total Hours	
New Employee ADA Training	812	10	8,120	
ADA Certification Training	4226	4	16,904	
Tether Strap Program	4830	15 minutes	1,207.5	
Wheelchair Securement	4226	2	8,452	
Service Animals on Metro's Service	--	--		
ADA Ambassador Training	175	3	525	
<b>GRAND TOTAL</b>			<b>35,208.5</b>	



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# ACCESSIBILITY COMPLIANCE

## FUTURE CHANGES:

- Performance measures for accessibility posted on Metro Website
- New office for Civil Rights Programs Compliance (ADA, Title VI, and EEO) out of the Office of the CEO
- Civil Rights to review all projects affecting accessibility and sign-off for accessibility on construction projects



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## FUTURE CHANGES:

- Pier review by outside agency of Metro's accessibility program (OCTA)
- Civil Right Programs Compliance is to monitor accessibility of Metro services and work with the Department to correct any barriers to accessibility



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## FUTURE CHANGES:

- Develop an Operator's recognition program of Operators who are outstanding in the provision of service to persons with disabilities
- Bus Operators are required to raise from bus seat, prepare wheelchair securement area, and inform rider, with their permission, that they will secure their wheelchair



# ACCESSIBILITY COMPLIANCE

## FUTURE CHANGES:

- Procure various models of wheelchairs and train Bus Operators on the securement of wheelchairs
- All Operations personnel, including managers, assistant managers, executive officers must attend a training program on sensitivity towards persons with disabilities



# ACCESSIBILITY COMPLIANCE

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