Update on Metro Transit ADA Compliance Review

Presented by Jess Segovia, ADA Guru
PURPOSE OF ADA COMPLIANCE REVIEW

• To ensure compliance with Americans with Disabilities Act operating (ADA) requirements
• To identify opportunities to make Metro Transit services more usable by passengers with disabilities
• Services reviewed: Call-A-Ride, MetroBus, MetroLink
• Review included the following elements:
  ▪ Federal Requirements
  ▪ Documents Review
  ▪ Service (onboard) Observations
  ▪ Staff Interviews
  ▪ Disability Community Feedback
• Federal Requirements: Title 49, Subtitle A, Part 37

• Documents Review: Manuals, reports, training materials, complaints data, public outreach information, eligibility determination information, etc.

• Service Observations: Riding multiple MetroBus and MetroLink lines, observing services provided by Call-A-Ride

• Staff Interviews: Management, operations staff, frontline employees, etc., to assess their understanding of ADA requirements, operational effectiveness, training needs, and strategies for enhancing accessibility

• Disability Community Feedback: Participated in several meetings and received emails detailing service experiences
WHAT IS ADA COMPLIANCE?

- Transit agencies must comply with Federal requirements
- A very high standard to meet
- There must be a “pattern or practice” of poor service, etc.
- A single occurrence does not mean an agency is not compliant with the ADA
CALL-A-RIDE REVIEW FINDINGS

- Operational challenges experienced by eligible users
- Operator Conduct / Politeness (identified in complaints reporting)
- Reservations operating hours (adjust to match Metro Transit business hours)
WHAT CALL-A-RIDE IS DOING WELL

- Ongoing efforts to recruit and train Operators
- Enhanced existing telephone system
- Passionate and dedicated operations staff
- Staff that goes “above and beyond”
- A culture of achieving compliance
CALL-A-RIDE RECOMMENDATIONS

• Agency-wide sensitivity training, including Operators

• Formalizing Operator Oversight policy (creating specific standards, enhancing forms and oversight elements, quarterly management review)

• Improved reporting of ADA-related data and regularly reporting
• No ADA Compliance issues identified

• This does not mean that passengers with disabilities do not experience challenges in using service

• Ongoing efforts to identify opportunities for improving services
WHAT METROBUS IS DOING WELL

• Comprehensive Operator Training program
• Operators effectively managing the pressures of an urban environment
• A well-maintained fleet of vehicles
• Additional and ongoing training for Operators and other staff

• Improving Operator Oversight in-service

• Placement of bus close to curb (ensure policy adherence)
METROLINK REVIEW FINDINGS

• No ADA Compliance issues identified

• Opportunities for enhancing usability of services identified during review
WHAT METROLINK IS DOING WELL

• Complement Metro Transit’s other services to create a true “family of services” for all passengers

• Knowledgeable service supervisors

• High level of Operator oversight; time spent observing services
• Additional and ongoing training for Operators and other staff

• Watching platform for those in need of additional time to board/exit

• Placement of boarding decals for passengers with disabilities at first car boarding location
CLOSING COMMENTS

- Metro Transit staff were fully transparent and supportive of independent findings.
- Have been developing strategies for addressing all compliance findings and recommendations.
- Are committed to meeting the requirements of the ADA and providing transportation options to meet the needs of the community.
- Discussing ADA Guru’s continued involvement in meeting ADA requirements, enhancing service quality, strengthening relationship with the disability community.
• Additional support to include a family of programs designed to encourage the use of MetroBus and MetroLink services by individuals with disabilities

QUESTIONS?