



Update on Metro Transit ADA Compliance Review

Presented by Jess Segovia, ADA Guru



PURPOSE OF ADA COMPLIANCE REVIEW

2



- 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



ADA COMPLIANCE REVIEW ELEMENTS

3



- 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?

4



- 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



5



- 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



6



- 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



7



- 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

METROBUS REVIEW FINDINGS



8



- *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



9



- Comprehensive Operator Training program
- Operators effectively managing the pressures of an urban environment
- A well-maintained fleet of vehicles

METROBUS RECOMMENDATIONS



10



- 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



11



- *No ADA Compliance issues identified*
- Opportunities for enhancing usability of services identified during review

WHAT METROLINK IS DOING WELL



12



- 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

METROLINK RECOMMENDATIONS



13



- 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

14

- 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



CLOSING COMMENTS-CONTINUED

15

- Additional support to include a family of programs designed to encourage the use of MetroBus and MetroLink services by individuals with disabilities



QUESTIONS?

