Above & Beyond ADA
Metro’s Response to Growing ADA Ridership

June 2015
Los Angeles Commission on Disabilities
Department Mission

Ensure Metro meets and/or exceeds Federal, State, and Local Civil Rights requirements by promoting universal equity for customers and employees by

- Evaluating services, programs, and facilities
- Educating employees and customers
- Monitoring and advising on Civil Rights compliance
- Conducting investigations and make recommendations on corrective actions
- Eliminating barriers in employment opportunities and ensure equal access and participation in the Metro transportation system
The Challenge

• ADA ridership is growing rapidly
• Metro has the most ridership by people in wheelchairs in the nation
• From 3,500 to 90,000 per month on buses alone in 12 years
Handling the Growth

- There have been challenges but Metro is committed to building and operating the most accessible transit system in the U.S.
- Metro is taking many initiatives that go above and beyond the minimum accessibility requirements in the Federal ADA and State Title 24 requirements.
- Looked at best practices worldwide.
Bus/Rail Priority Seating now Reserved

RESERVED FOR SENIORS AND PERSONS WITH DISABILITIES
Reservados para personas mayores y discapacitadas

RESERVED FOR MOBILITY DEVICES
Reservados para dispositivos de movilidad
Bus - Reserved Seating Relocated
Bus Rear Facing Position
Bus - Walkers

PLACE WALKER HERE
Coloque el andador aquí
Bus Floor Decals
Bus - Improved Bus Ramps
Bus – Free Wheelchair Tether Straps
Make it a safe trip for everyone.

> Let riders in wheelchairs board first and exit first.
> Please move from reserved and wheelchair seating areas if requested.
> Bus operators will assist with wheelchair securement; it only takes a moment. Thank you for your patience.

If you have questions or concerns, call 213.922.6235.
General – Improved Mystery Ride

• 720 undercover trips every quarter to observe ADA compliance
• Statistically significant findings
• Results published quarterly on website
• 98% compliance with securement process
Bus – Artics with 3 or 4 Wheelchair Places
Bus - Tactile Directional Bars at Stations
Bus Operator Enhanced Training
Rail – Floor Graphics to Identify Space
Rail – Subway Refurbishment

Two seats together for Seniors/Disabled

Separate Area for Bikes/Luggage  Space for 2 Wheelchairs Together

Metro
Rail – New Cars Improved Layout

Existing Gold Line Breda Cars 2 Wheelchair Positions

New Kinki Sharyo Cars 4 Wheelchair Positions
Rail – Transit Passenger Info System

Former TPIS

Revised TPIS
Rail – Directional Bars at Stations

Between Car Barriers & Tactile Warning Strip

Directional Bars & Tactile Warning Strip
Rail Tactile Guidance
Rail – Two Elevators per Station
Rail – Lighting Criteria
In appreciation of excellent service provided to customers in wheelchairs.
General – Improved Complaint Process
General – Sub Recipient Compliance

Training Guide:
Americans With Disabilities Act ("ADA")
General – Limited English Proficiency
General – Reasonable Modification

- DOT published new regulations
- Go into effect July 13, 2015
- Metro will be fully compliant
Outreach

• Metro Accessibility Advisory Committee
• Attend other advisory boards including LA Commission on Disabilities
• Participate in LA Abilities Expo
• Work with other organizations including Braille Institute as needed
• Publish brochures and have separate page on Metro website
Outreach – Orientation at Rancho
Civil Rights Department

• In 2011 there was one ADA Coordinator in General Services Department
• Today Department reports directly to CEO
• Current staffing includes:
  – Executive Officer
  – Manager
  – 3 Administrators
  – 2 Analysts
Accountability

• Report quarterly to Metro Board
• Report quarterly to Metro CEO
• Report monthly to AAC
• Peer Reviews by other transit agencies
• Triennial Reviews by Federal Transit Administration
• Publish statistics & peer review results on Web
Triennial Review/Peer Review Review

- FTA conducted in-depth review of ADA compliance over 2 weeks in 2014 including 50 random and covert rides
  - Not a single ADA violation was found
  - Reviewers stated that Metro was now a national model for ADA compliance
- MTS Peer Review in May, 2015 found that Metro is in full compliance with ADA is going above and beyond what is required
Conclusion

• Metro will meet *and* exceed the minimum requirements of the ADA to meet the travel needs of our customers

• All changes will not occur overnight, but improvements are continuously being implemented
Questions

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