

Los Angeles County  
Metropolitan Transportation Authority

# ADA CHANGES TO METRO'S BUS SERVICE

PRESENTED TO:

TECHNICAL ADVISORY COMMITTEE  
March 2, 2011



**Metro**

# ACCESSIBILITY CHANGES

## Daily Metro:

- Operates over 2,600 buses
- 191 different bus route
- Just under 16,000 bus stops
- Service area covers 1,433 square miles
- Approximately 2,000 daily wheelchair boardings (60,000 monthly)
- Annually over 468 million boardings of which nearly 650,000 are disabled



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# ACCESSIBILITY CHANGES

Additionally Metro provides:

- All buses are ADA compliant
- Bus routes that have 30 minute headways and higher, alternative transportation to persons with disabilities is provided 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 CHANGES

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 CHANGES

CEO appointed a standing committee, the Accessible Service Quality Assurance Committee, comprised of key representatives from key departments to discuss and resolve accessibility issues and improvements in January 2010.

# ACCESSIBILITY CHANGES

Metro requested that the Federal Transit Administration (FTA) conduct an audit of Metro's bus and rail service for compliance with the Federal Accessibility Guidelines. The audit may take place sometime in 2011.

# ACCESSIBILITY CHANGES

Administrative changes have included:

1. Incidents involving riders with disabilities, including wheelchair users, are routed to the ADA Compliance Officer;
2. Claims for bodily injury and property damage of a person with a disability is now forwarded to the ADA Compliance Officer;



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# ACCESSIBILITY CHANGES

3. Passenger complaints and Bus Division resolutions are routed to the ADA Compliance Officer;
4. If requested and all contact information is correct, Customer Relations acknowledges the complaint and sends a notification that appropriate action has been taken;

# ACCESSIBILITY CHANGES

**Metro's Accessibility Advisory Committee (AAC) has created a list of 22 areas where accessibility can be improved such as:**

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



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# ACCESSIBILITY CHANGES

Metro will be signing each bus stop indicating the bus stop number and the phone for comments and complaints. The first implementation phase will start this summer

Metro's website, Metro.net, contains the new ADA complaint form.



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# ACCESSIBILITY CHANGES

Wheelchair marking and safety strap program.

1. 720 wheelchairs were evaluated in 20 months
2. 2/3 of the wheelchairs required a strap be placed on the wheelchair to enable it to be secured

# ACCESSIBILITY CHANGES

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

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



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# ACCESSIBILITY CHANGES

- Lift/ramp operation
- Side-seat condition and operation
- Restraint condition
- Crab/clamp operation
- 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



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# ACCESSIBILITY CHANGES

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

1. Were all stops called
2. Was the external stops called at stops serving multiple lines

# ACCESSIBILITY CHANGES

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



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# ACCESSIBILITY CHANGES

**Metro's Accessibility Advisory Committee is consulted on various issues**

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

# ACCESSIBILITY CHANGES

Metro's bus fleet is 100% accessible. With the recent order of buses, only 200 buses of the 2,700 bus fleet will have lifts, 2,500 buses will have ramps

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

# ACCESSIBILITY CHANGES

Demonstration at the El Monte Temporary Bus Terminal using a tactile map of the terminal

Redesigning the emergency platform intercom faceplates to be ADA compliant

Will be conducting a study of all 26,500 county bus stops for usability by individuals in wheelchairs – funding from JARC funds

# ACCESSIBILITY CHANGES

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

# ACCESSIBILITY CHANGES

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

# Operations Central Instruction

ADA ACCESSIBILITY TRAINING  
FOR BUS OPERATORS

2009 / 2010



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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



# 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**
- **TRAINING**
- **EQUIPMENT  
MAINTENANCE**
- **SERVICE ANIMALS**

- **ASSISTING CUSTOMERS**
- **TRANSPORTING CUSTOMERS**
- **BOARDING WHEELCHAIRS**
- **SECURING WHEELCHAIRS**
- **DISEMBARKING  
WHEELCHAIRS**



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# Tether (Safety) Strap Program

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



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# Wheelchair Securement

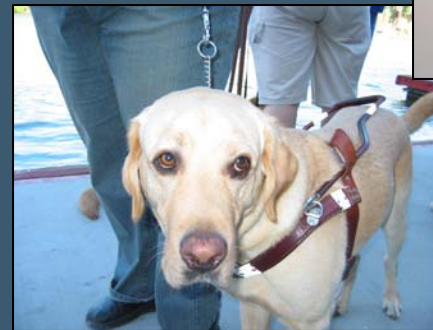
- Required training for all bus operators and trainees
- Provided consistent training to all employees
- Training in:
  - Understanding Metro's securement policy
    - Checking and use of equipment
    - Reporting ADA issues
    - ADA customer priorities
  - Compliance with ADA regulations
  - Enhance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



# 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



# 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 CHANGES

FUTURE CHANGES:

# ACCESSIBILITY CHANGES

## PRESENTATION BY:

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