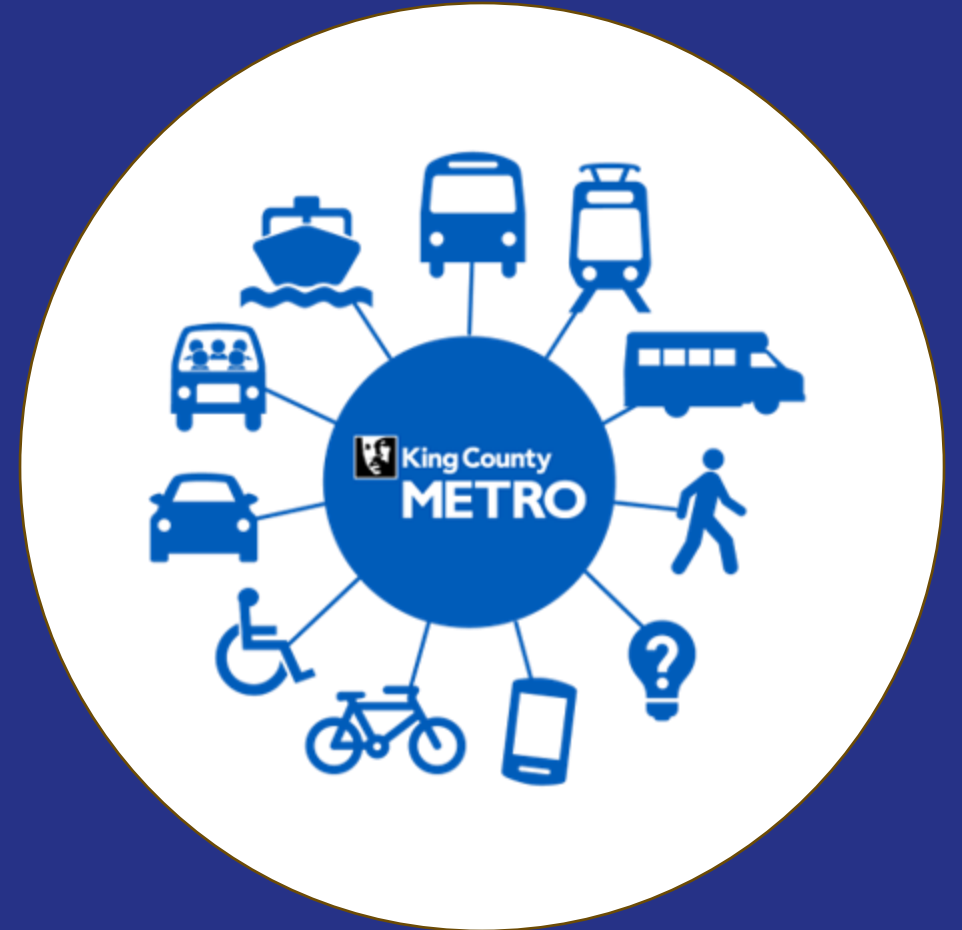


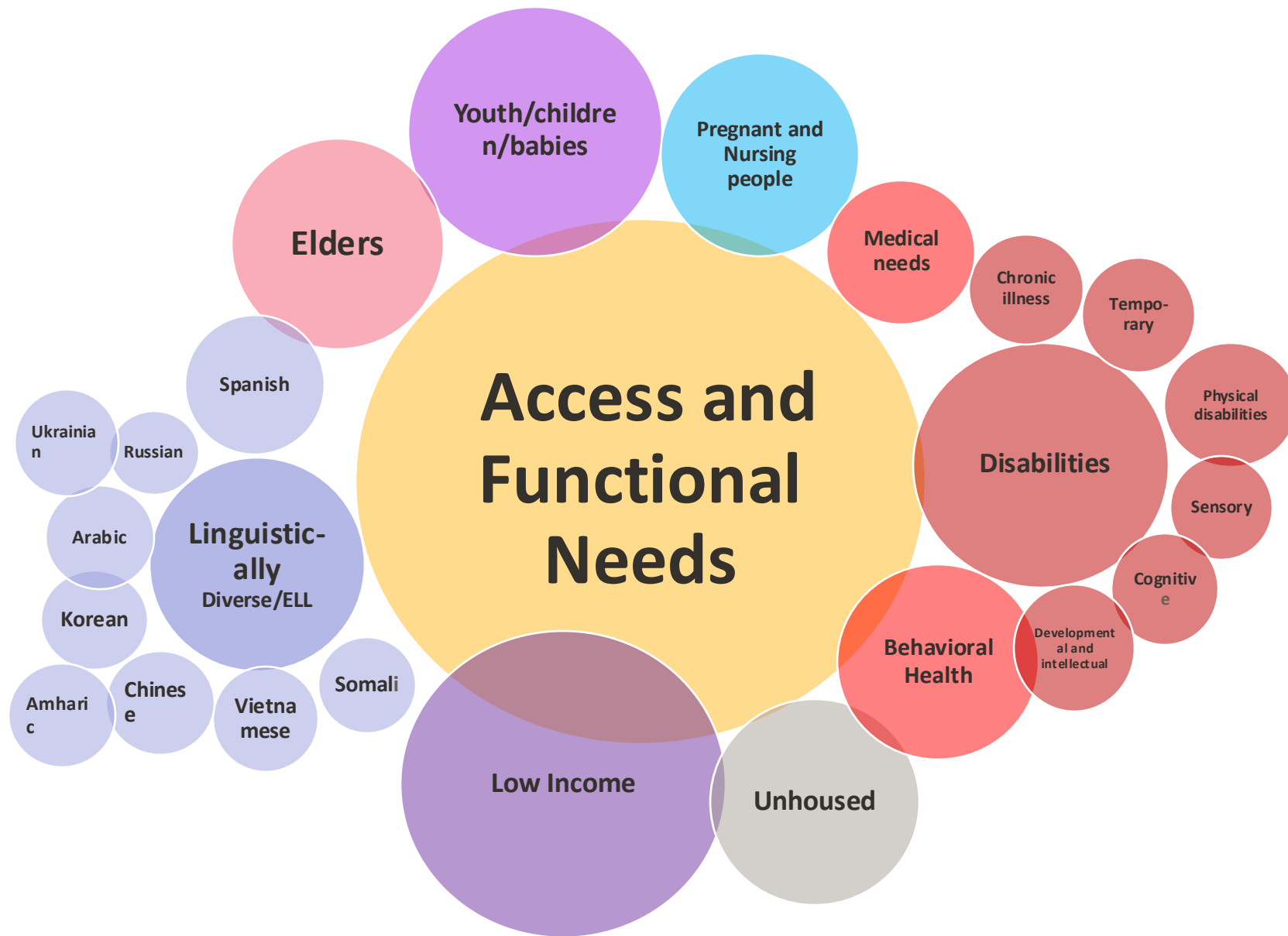
ADA Transition Plan

Regional Transit Committee Presentation
April 16, 2025



About the Metro ADA and Universal Access Program

- Day-to-day ADA coordination to meet Metro rider community need
- Receive and track all ADA related complaints and reasonable modifications requests
- Design and implementation of systems to improve and track progress around accessibility
- Subject matter expertise and technical assistance for all requests regarding ADA compliance, Universal Access, and disability equity matters
- 28.7% of Americans experience a disability



Metro strives to be a universally accessible transit agency

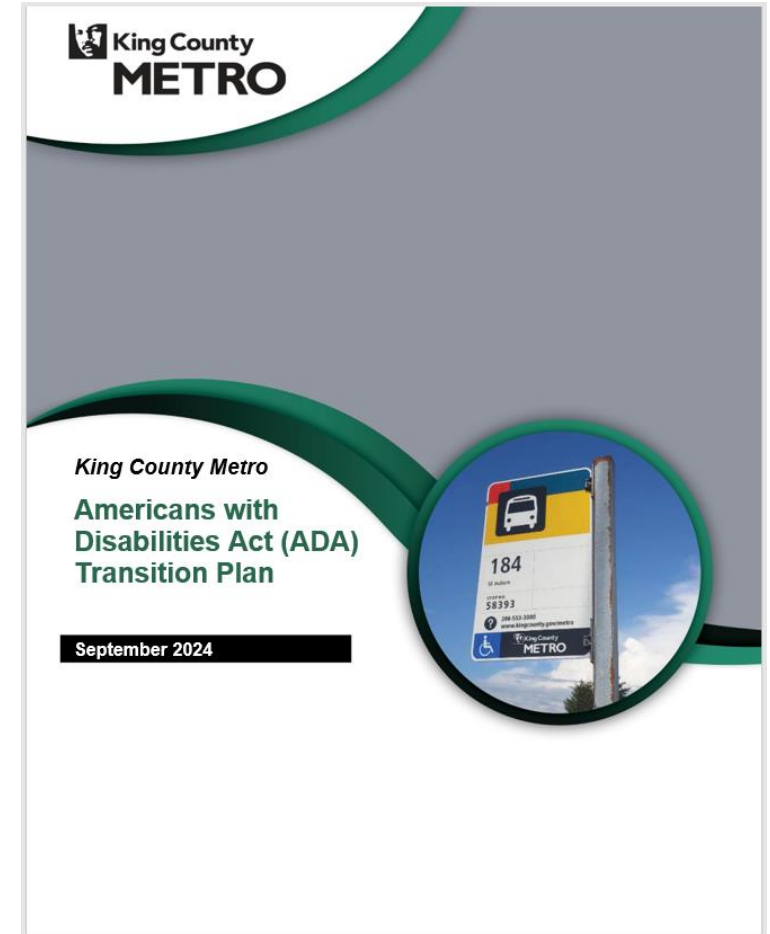
- Working across the organization to remove barriers and provide fully accessible transit services to the community. The ADA Transition Plan and the implementation are a focal point in this work.
- Metro Strategic Plan goal: “Priority populations have greater access to mobility products and services and use them to meet their needs” Metro Strategic Plan.
- Improving accessibility will contribute to Metro’s efforts to providing safe, clean, and reliable service to the community.



What is the ADA Transition Plan?

The basics

- Required by Title II of the Americans with Disabilities Act.
- Framework for achieving equal access to Metro's programs, services and facilities through the removal of barriers to access.
- Includes an analysis of public-facing programs, services, and activities along with high-use pedestrian facilities such as parking garages, transit centers, park-and-ride locations, and standalone transit stops.
- Sets pathway for improving access over time.



What's in the plan?

- **Chapter 1: Plan summary** and Metro's approach to developing the plan
- **Chapter 2: Stakeholder engagement** completed during plan and evaluation
- **Chapter 3: Self-Evaluation** of Metro's programs, services, and activities
- **Chapter 4: Self-Evaluation** of Metro facilities
- **Chapter 5: Cost projections** to implement recommended facility improvements
- **Chapter 6: Next steps** toward implementing the Transition Plan, including recommendations to remove barriers

Public Engagement Approach

Over 300 individuals with disabilities and organizations provided feedback. The objectives of the community engagement effort was to:

- Better understand the & barriers that people with disabilities face when accessing Metro
- Ensure Metro is inclusive and accessible for people with disabilities
- Nurture positive relationships between and community members with disabilities
- Build public support for future Metro decisions and actions

Engagement Methods

- Outreach Meetings
- Information sessions
- Informational Interviews
- Focus Groups
- Online Open House and Survey

Public Engagement Findings

What Metro does well

- Drivers are friendly and skilled in handling difficult situations
- Metro’s fixed route services are broad and expansive
- Metro is known for being the top transit agency in the state

Areas for improvement

- Passengers shared difficulties with bus identification
- Obstructions like poorly parked scooters and bikes, particularly for blind or low-vision passengers
- Access Transportation: Desire for greater consistency and reliability

Other important insights

- The system’s overall reliability are major priorities for Metro’s riders.
- Safety concerns for people with disabilities
- Greater awareness of the challenges faced by English Language Learners/ Linguistically Diverse people with disabilities is also needed

Community ideas		
Enhanced Communication and Information: Provide various ways to ensure all passengers can access necessary information including printed schedules, brochures, and direct mail options.	Cultural and Operational Changes: Enhance driver training to include service knowledge and cultural competency to improve the interaction between drivers and riders with disabilities.	Facility Accessibility and Accommodation: Increase the number of seats and shelters at bus stops to accommodate passengers as they wait, particularly those who cannot stand for long periods.

General Findings

- Metro staff across the organization need more training regarding ADA requirements, role of ADA Coordinator, & Metro responsibilities for services provided to the public.
- Process for tracking and monitoring complaints and requests for modifications should be more clearly defined and consistently shared across all Metro Divisions.
- Because local government agencies and contracted service providers may have different guidelines, authority, and ADA Transition Plans of their own, better collaboration is needed.

How will the ADA Transition Plan be implemented?

Transition Plan Implementation

- Improving our accessibility and ADA compliance contributes to Metro's Long Game to continue to demonstrate the value of public transit to grow capacity and resources, which will result in more service and measurable outcomes.
- Highlights opportunities to innovate solutions that exceed minimum compliance where it's feasible and provides a greater benefit to the community.
- The Transition Plan is our guide to understanding where we need to focus on meeting our legal obligations to the ADA.



Next steps and timeline

- The ADA Transition Plan is finalized and will be posted on Metro's website
- Metro will start implementation by identifying divisions in Metro with longest list of projects
- The divisions will create Action Plans to prioritize projects and track work
- Metro will continue to engage the community throughout the implementation
- Metro will release an accessibility annual report to update the overall progress on improving accessibility and ADA compliance and highlight successes along the way.
- Metro will also update the ADA Transition Plan every three years as required

**Thank you
Questions?**

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