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May 4, 2016

Jess Segovia
ADA Compliance Manager
LACMTA Civil Rights Programs Compliance Department
One Gateway Plaza
Los Angeles, CA 90012-2952

Dear Mr. Segovia,

In response to your request for a comprehensive peer review of the LACMTA's ADA compliance on its fixed route transportation services, on April 21 and 22, 2016, OCTA sent a peer review committee consisting of the following: Gracie Davis – ACCESS Section Supervisor, Joy Rosin – Operations Training Manager, and Jaime Hernandez – Operations Training Section Supervisor.

The peer review process consisted of meetings with top level personnel responsible for ADA compliance in Operations, Maintenance, and Administration. The meetings consisted of presentations, discussions, and document reviews, all followed by periods of questions and answers. Additionally, the committee visited the Maintenance department, rode both buses, and light rail systems, and conducted a covert observation of wheel chair securement which was conducted in line with ADA requirements. The committee also viewed buses with enhancements aimed specifically at providing improved service to persons with disabilities, and observed a demonstration of the wheelchair restraint systems which include a rear-facing securement station as well as a forward facing system.

Attached please find the 2016 Accessibility Peer Review Checklist, listing the policies, procedures, documents, and topics were reviewed by the committee:

General Management Policies

Gen 54 – Providing Transportation Services to Individuals with Disabilities

Gen 55 – Oversight of Accessible Services, Programs, and Construction Projects

Gen 42 – Customer Complaints

CIV 5 – Metro Civil Rights Policy

Jess Segovia
May 4, 2016
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Policies, Procedures, Documents, and Programs

Bus Operator Training	Preventative Vehicle Maintenance
Bus Operator Rulebook	Risk Management
Communications	Planning
Customer Complaints	Mystery Ride Program
Construction	Bus and rail car configuration
Vehicle Maintenance	

After a comprehensive review of the LACMTA's policies and procedures regarding ADA compliance for its fixed transportation services, it is the opinion of the OCTA peer review committee that the LACMTA is in full compliance in all areas reviewed. It meets standards of the Civil Rights Policy, Transportation Services to Individuals with Disabilities, and conducts efficient oversight of accessible services, programs, and construction projects.

LACMTA consistently demonstrated excellence in its activities to comply with the ADA, and has in many areas gone above and beyond ADA requirements.

Warm regards,


_____ Gracie Davis


_____ Joy Rosin


_____ Jaime Hernandez

Enclosure

2016 Accessibility Peer Review Checklist

Agency Represented: Orange County Transportation Authority
 Name of Reviewer: Gracie Davis
 Date of Review: April 21 and April 22, 2016

Topic Area	Source/Department	Comments
CIV 5 Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Do the policies and procedures presented and reviewed support LACMTA's commitment to ensuring that no person is excluded from participation in, or denied benefits of its services? _____ _____ _____
CIV 9 Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Are Metro's accessibility requirements in accordance with the federal ADA regulations (Department of Justice (DOJ) and Department of Transportation (DOT))? _____ _____ _____
Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Does Metro ensure that individuals with disabilities fully and fairly participate in Metro's transportation decision making process? _____ _____ _____
Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Is Metro examining new methodologies and/or technology to demonstrate its commitment to enhance accessibility of Metro's facilities and equipment? _____ _____ _____
Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Are Bus Operators trained to offer assistance to individuals with disabilities with the use of wheelchair securements, ramps and lifts? _____ _____ _____
Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Does LACMTA have processes in place to ensure that facilities are accessible to individuals with disabilities, including individuals who use wheelchairs? _____ _____ _____
Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Are individuals with physical and mental disabilities provided full and equal access to LACMTA services, programs, and activities? _____ _____ _____
CIV 10 Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Does Metro comply with the sign-off requirements for review of accessibility features for new and renovated facilities as required in the Gaddy Lawsuit Settlement? _____ _____ _____
Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Does the review of samples of outreach materials to individuals with disabilities regarding LACMTA's facilities, services, and programs comply with the ADA accessibility requirements? _____ _____ _____
Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Do the materials used to educate LACMTA personnel in accessibility requirements and sensitivity towards persons with disabilities comply with the DOT ADA training regulations? _____ _____ _____
GEN 42 Compliant	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Are ADA complaints being forwarded to the Civil Rights Programs Compliance _____ _____ _____

Partially Compliant
Non-Compliant

group in a timely manner?

Compliant
Partially Compliant
Non-Compliant

Does Division staff complete thorough investigations for customer complaints filed by customers with disabilities?

Bus Operator's Rulebook

Compliant
Partially Compliant
Non-Compliant

Is Metro complying with the DOT's Regulations for the transportation of service animals?

Compliant
Partially Compliant
Non-Compliant

Do Metro's Bus Operators comply with the DOT's Regulations?

Construction

Compliant
Partially Compliant
Non-Compliant

Does the review of sample comments of rail and bus facilities plans meet the requirement of the Gaddy Lawsuit Settlement?

Compliant
Partially Compliant
Non-Compliant

Does your review of comments made from oversight of construction project sites meet the requirements under Civ 9 and Civ 10?

Risk Management/

Legal

Compliant
Partially Compliant
Non-Compliant

Based on the information provided, does The Office of Civil Rights (OCR) receive claims from Risk Management and Legal Services involving persons with disabilities in a timely manner?

Communications

Compliant
Partially Compliant
Non-Compliant

Review samples of approved signage and video displays - does Metro comply with the federal accessible design standards?

Compliant
Partially Compliant
Non-Compliant

Review samples of approved brochures and written materials for persons with disabilities. Are the reviewed samples sensitive toward persons with disabilities?

Planning

Compliant
Partially Compliant
Non-Compliant

Review schedules of OCR staff who attend planning meetings for new projects. Does this meet the Gaddy Lawsuit Settlement requirements for involvement in planning projects?

Customer Complaints

Compliant
Partially Compliant
Non-Compliant

Review samples that ADA related customer complaints are promptly referred to OCR?

Compliant
Partially Compliant
Non-Compliant

Review samples of the Bus and Rail Divisions investigated complaints and recommended actions (samples are from the CCATS reports). Are the results consistent with the DOT's Regulations?

Mystery Rider

Compliant
Partially Compliant
Non-Compliant

Verify that mystery rider reports are submitted and the Bus Division's responses are followed up. Do the reports correct deviations from Metro and ADA policies for persons with disabilities?

Bus Operator Training - Classroom or On Bus

Compliant
Partially Compliant
Non-Compliant

Review ADA related Bus Operator training. Does material comply with the DOT regulations?

Does training material cover the following points:

Compliant
Partially Compliant
Non-Compliant

Is calling out stops taught - does it include interior and exterior announcements, is the training compliant with DOT regulations?

Compliant
Partially Compliant
Non-Compliant

Is spotting the bus for persons with walkers and other types of mobility devices covered? Will this allow customers with mobility devices to board or alight Metro buses?

Compliant
Partially Compliant
Non-Compliant

Does the training material cover the DOT regulations for the priority seating area for persons with disabilities and seniors.

Compliant
Partially Compliant
Non-Compliant

Is the Operator's request to vacate the reserved seats for persons with disabilities compliant with the regulations?

Compliant
Partially Compliant
Non-Compliant

Service Animals - Are different types of accepted service animals, performance of tasks, number of animals the handler can have at one time, and pets covered in the training?

Compliant
Partially Compliant
Non-Compliant

Is the fare for persons with disabilities - peak and non-peak fares, Access Services riders, PCAs, handling fare for rider with a disability covered in compliance with the DOT's regulations?

Compliant
Partially Compliant
Non-Compliant

Riders in wheelchairs - Are Operators' responsibilities and riders' responsibilities compliant with the DOT regulations?

Compliant
Partially Compliant
Non-Compliant

Is Metro's securement process for 3, 4, and 6 wheel wheelchairs compliant with the DOT regulations?

Compliant
Partially Compliant
Non-Compliant

Is training of when to deploy the ramp or lift and when not to deploy the ramp or lift compliant with the DOT regulations?

Compliant
Partially Compliant
Non-Compliant

Does training cover customer service for persons with disabilities and how to handle difficult riders with disabilities?

Vehicle Maintenance

- Compliant
- Partially Compliant
- Non-Compliant

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Is Metro complying with the DOT regulations for buses in service with non-working accessible equipment?

Compliant
Partially Compliant
Non-Compliant

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Do the Pre-Trip Inspection Reports and the paper trail that indicate repairs of broken or defective equipment comply with the Gaddy Lawsuit settlement?

Preventative Vehicle Maintenance

Compliant
Partially Compliant
Non-Compliant

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Review samples of Mechanic reported accessibility equipment failure: was bus put into service with non-working accessibility equipment (includes ramp/lift, kneeling device, PA System, stop signal request, wheelchair securement system), within the DOT Regulation and repaired within the 72 hour ADA limitation period?

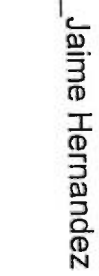


Gracie Davis

5/4/14



Joy Rosin



Jaime Hernandez

2016 Accessibility Peer Review Checklist

Agency Represented: Orange County Transportation Authority
 Name of Reviewer: Jaime Hernandez
 Date of Review: May 25, 2016

Topic Area	Source/Department	Comments
CIV 5 Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> Do the policies and procedures presented and reviewed support LACMTA's commitment to ensuring that no person is excluded from participation in, or denied benefits of its services? <input type="checkbox"/> <input type="checkbox"/>	
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Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> Does LACMTA have processes in place to ensure that facilities are accessible to individuals with disabilities, including individuals who use wheelchairs? <input type="checkbox"/> <input type="checkbox"/>	LACMTA partners with Access Services to provide shuttles to various facilities whenever there is an elevator breakdown. This ensures customers in wheelchairs have access to transportation.
Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> Are individuals with physical and mental disabilities provided full and equal access to LACMTA services, programs, and activities? <input type="checkbox"/> <input type="checkbox"/>	
CIV 10 Compliant Partially Compliant Non-Compliant	<input checked="" type="checkbox"/> Does Metro comply with the sign-off requirements for review of accessibility features for new and renovated facilities as required in the Gaddy Lawsuit Settlement? <input type="checkbox"/> <input type="checkbox"/>	
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GEN 42

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Non-Compliant

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Partially Compliant
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