

2019 Accessibility Peer Review Checklist

Agency Represented: Translink
 Name of Reviewer: Kathy Pereira & Tessa Forrest
 Date of Review: April 16, 17, 2109

Topic Area	Source/Department	Comments
<u>CIV 5</u>		
Compliant	<input type="checkbox"/> Do the policies and procedures presented and reviewed support Metro's	As the review was mostly about wheelchair accessibility it is hard to determine if all disability groups are served in a similar way.
Partially Compliant	<input checked="" type="checkbox"/> commitment to ensuring that no person is excluded from participation in, or denied	
Non-Compliant	<input type="checkbox"/> benefits of its services?	
<u>CIV 9</u>		
Compliant	<input checked="" type="checkbox"/> Does Metro ensure that individuals with disabilities fully and fairly participate in	_____
Partially Compliant	<input type="checkbox"/> Metro's transportation decision making process?	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Is Metro examining new methodologies and/or technology to demonstrate its	_____
Partially Compliant	<input type="checkbox"/> commitment to enhance accessibility of Metro's facilities and equipment?	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Are Bus Operators trained to offer assistance to individuals with disabilities with the	_____
Partially Compliant	<input type="checkbox"/> use of wheelchair securements and ramps?	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Does Metro have processes in place to ensure that facilities are accessible	_____
Partially Compliant	<input type="checkbox"/> to individuals with disabilities, including individuals who use wheelchairs?	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input type="checkbox"/> Are individuals with physical and mental disabilities provided full and equal access	Consider exploring additional ways to serve customers with cognitive disabilities.
Partially Compliant	<input checked="" type="checkbox"/> to Metro services, programs, and activities?	
Non-Compliant	<input type="checkbox"/>	
<u>CIV 10</u>		
Compliant	<input checked="" type="checkbox"/> Does Metro comply with the sign-off requirements for review of accessibility	_____
Partially Compliant	<input type="checkbox"/> features for new and renovated facilities as required in CIV-10?	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Are outreach materials available to individuals with disabilities regarding Metro's facilities	_____
Partially Compliant	<input type="checkbox"/> services, and programs available in different formats?	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Are the materials used to educate Metro personnel in accessibility	_____
Partially Compliant	<input type="checkbox"/> requirements and sensitivity towards persons with disabilities consistent with	
Non-Compliant	<input type="checkbox"/> Metro training requirements?	
<u>GEN 42</u>		
Compliant	<input checked="" type="checkbox"/> Are accessibility complaints being forwarded to the Office of Civil Rights Accessibility Unit	_____
Partially Compliant	<input type="checkbox"/> in a timely manner?	
Non-Compliant	<input type="checkbox"/>	

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

Do Metro's Bus Operators comply with accessibility requirements?

Construction

Compliant
Partially Compliant
Non-Compliant

Does the review of sample comments of rail and bus facilities plans meet the requirement of the CIV-10?

Compliant
Partially Compliant
Non-Compliant

Does your review of comments made from oversight of construction project sites meet the requirements under CIV-9 & CIV-10?

**Risk Management/
Legal**

Compliant
Partially Compliant
Non-Compliant

Based on the information provided, does the Office of Civil Rights 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 and state 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 Office of Civil Rights staff who attend planning meetings for new projects. Does this meet the CIV-10 requirements for involvement in planning projects?

Customer Complaints

Compliant
Partially Compliant
Non-Compliant

Are accesibility-related customer complaints promptly referred to the Office of Civil Rights?

Compliant
Partially Compliant
Non-Compliant

Review samples of the Bus and Rail Divisions investigated complaints and recommended actions (Sample of CCATS reports). Are the results complete and comprehensive?

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 policies for persons with disabilities and reports posted publicly?

Bus Operator Training - Classroom or On Bus

Compliant
Partially Compliant
Non-Compliant

Review accessibility-related Bus Operator training. Does material comply with Metro policy?

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 Metro requirements?

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 policies for the reserved (priority) seating area for persons with disabilities and seniors?

Compliant
Partially Compliant
Non-Compliant

Does the training material cover policy regarding Operator requesting passengers to vacate the reserved seats for persons with disabilities?

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?

There is reference to pets being in carriers and not being on seats; additional information is needed.

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 Metro requirements?

Compliant
Partially Compliant
Non-Compliant

Riders in wheelchairs - Does training cover Operators' responsibilities and riders' responsibilities?

Compliant
Partially Compliant
Non-Compliant

Does training cover the securement process for 3, 4, and 6 wheel wheelchairs?

Compliant
Partially Compliant
Non-Compliant

Does training cover when to deploy the ramp or lift and when not to deploy the ramp?

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

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

Compliant
Partially Compliant
Non-Compliant

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

Rail Vehicles and Facility

Compliant
Partially Compliant
Non-Compliant

Does Metro provide between-car-barriers which prevent, deter, or warn individuals from stepping off the platform between rail cars?

Compliant
Partially Compliant
Non-Compliant

Does Metro align the rail vehicle at the designated berthing marker to ensure boarding doors open consistently at the boarding locations on the platform?

Alignment not achieved for all train lengths / types

Compliant
Partially Compliant
Non-Compliant

Does Metro monitor and maintain horizontal gap at rail car boarding doors within the required 3" maximum?

Audit indicates compliance, with some exceptions; these are being remedied.

Compliant
Partially Compliant
Non-Compliant

Does Metro monitor and maintain vertical gap at rail car boarding doors within the required 5/8" maximum?

Part of regular maintenance.

Compliant
Partially Compliant
Non-Compliant

Does Metro provide directional bars at rail car boarding doors compliant with Title 24 CBC?

Due to variable train lengths, not consistent at all doors.

Compliant
Partially Compliant
Non-Compliant

Does Metro provide wheelchair accessible fare gates?

Compliant
Partially Compliant
Non-Compliant

Are ticket vending machines compliant with ADA and Title 24 CBC standards?

Some older machines remain and are not complaint; they are being updated.

J. Fournier *Spencer*

Reviewer's Name (Please sign)

May 28, 2019

Date