



**SFMTA**  
Municipal  
Transportation  
Agency

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June 27, 2017

Jess Segovia  
Senior Manager, Accessibility  
LACMTA Office of Civil Rights  
One Gateway Plaza  
Los Angeles, CA 90012-2952

Dear Mr. Segovia:

In response to your request for a comprehensive peer review of LACMTA's ADA compliance on its fixed route transportation services, the San Francisco Municipal Transportation Agency (SFMTA) sent a peer review committee, comprised of the following members:

Annette Williams, Manager, SFMTA Accessible Services Department  
Matthew West, SFMTA Fixed Route Accessibility Coordinator

The peer review process consisted of meetings with top level personnel responsible for ADA compliance, overseeing all aspects of LACMTA's fixed route operation, maintenance, and administrative functions. LACMTA provided an overview on each aspect of its oversight process, with subject matter experts providing insight into how each program functioned. Time was provided for document review, discussion of process and procedure, and questions and answers from the peer review members. We were provided tours of LACMTA facilities, rode in service buses and rail cars, and observed and participated in the Mystery Rider Program, used to monitor compliance of LACMTA operators in regards to the LACMTA's ADA related policies and procedures.

Attached, please find the 2017 Accessibility Peer Review Checklist, listing the policies, procedures, documents, and topics which were reviewed by the peer reviewers:

Gen – 54 Providing Transportation Services to Individuals with Disabilities  
Gen – 55 Oversight of Accessible Services, Programs, and Construction Projects  
Gen – 42 Customer Complaints  
CV 5 – Metro Civil Rights Policy

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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 route transportation services, it is the opinion of the SFMTA Peer Reviewers that the LACMTA is in compliance in all areas reviewed. LACMTA is meeting the standards it has set for itself, as outlined in GEN 54, GEN 55, GEN 42 and CIV 5. The Civil Rights Programs and Compliance Department of the LACMTA is providing the agency with a comprehensive program of oversight in regards to ADA compliance and the provision of a fully accessible fixed route transit service.

During our visit LACMTA consistently demonstrated a commitment to excellence in its compliance with the ADA. One recommendation we would make is that the LACMTA make efforts to increase community involvement in its policy development, as this would allow for greater input by users of the transportation system.

LACMTA has created a transportation system that goes above and beyond the requirements of the ADA. The peer review committee was impressed with LACMTA's efforts, and encourages its continued commitment to provide a truly accessible transportation system for the residents and visitors of Los Angeles County.

Sincerely,



Annette Williams  
Manager, SFMTA Accessible Services Department



Matthew West  
SFMTA Fixed Route Accessibility Coordinator

Enclosure