

2017 Accessibility Peer Review Checklist

Agency Represented: SFMTA
 Name of Reviewer: Annette Williams
 Date of Review: April 24,25 2017

Topic Area	Source/Department	Comments
CIV 5		
Compliant	<input checked="" type="checkbox"/> Do the policies and procedures presented and reviewed support Metro's commitment to ensuring that no person is excluded from participation in, or denied benefits of its services?	
Partially Compliant	<input type="checkbox"/>	
Non-Compliant	<input type="checkbox"/>	
CIV 9		
Compliant	<input checked="" type="checkbox"/> Are Metro's accessibility requirements in accordance with the federal ADA regulations (Department of Justice (DOJ) and Department of Transportation (DOT)) and state regulations?	
Partially Compliant	<input type="checkbox"/>	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Does Metro ensure that individuals with disabilities fully and fairly participate in Metro's transportation decision making process?	
Partially Compliant	<input type="checkbox"/>	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Is Metro examining new methodologies and/or technology to demonstrate its commitment to enhance accessibility of Metro's facilities and equipment?	Metro staff are implementing innovations like the camera/intercom systems at fare gates to facilitate communication beyond the ADA. Also elevator activation with kick plates to aid in access for those without dexterity to push call buttons
Partially Compliant	<input type="checkbox"/>	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Are Bus Operators trained to offer assistance to individuals with disabilities with the use of wheelchair securements and ramps?	Appear to have comprehensive training program and monitor adherence
Partially Compliant	<input type="checkbox"/>	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Does Metro have processes in place to ensure that facilities are accessible to individuals with disabilities, including individuals who use wheelchairs?	
Partially Compliant	<input type="checkbox"/>	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Are individuals with physical and mental disabilities provided full and equal access to Metro services, programs, and activities?	From our 2 day review it appears they do, but unable to state conclusively without more personal experience with the system.
Partially Compliant	<input type="checkbox"/>	
Non-Compliant	<input type="checkbox"/>	
CIV 10		
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 CIV-10?	
Partially Compliant	<input type="checkbox"/>	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Does the review of samples of outreach materials to individuals with disabilities regarding Metro's facilities, services, and programs comply with the ADA accessibility requirements?	
Partially Compliant	<input type="checkbox"/>	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Do the materials used to educate Metro personnel in accessibility requirements and sensitivity towards persons with disabilities comply with the	From what I examined the materials are complaint.
Partially Compliant	<input type="checkbox"/>	

Non-Compliant

DOT ADA training regulations?

GEN 42

Compliant

Partially Compliant

Non-Compliant

Are ADA complaints being forwarded to the Office of Civil Rights Accessibility Unit 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?

Based on what was presented at Metro and my review it is complaint, noticed on page S2-19 of Rule book that it appears there is part of a paragraph missing at the top of page. Service animal policy is very thorough and comprehensive with lots of explanation for operators

Compliant
Partially Compliant
Non-Compliant

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

Based on our test rides operators behaved in a complaint manner. Metro staff also appears to have in place a good method for managing customer complaints to correct any behaviors not in keeping with ADA or Metro 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?

Based on presentation from staff appears they have a robust program for review of capital project plans for Metro facilities Staff provided a copy of a check list for Sub-recipient facilities compliance and it was comprehensive.

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?

I don't believe we reviewed specific comments but did get an overview from staff and staff discussed their process which seemed well thought out.

**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?

We understood that some improvements are happening for the video displays on LRV's

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

Review samples that ADA-related customer complaints are promptly referred to Office of Civil Rights?

This complaint process with a clear delineation of the specific elements of the complaints was a Best Practice example that could be used by other transit agencies

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 consistent with the DOT's Regulations?

In presentation staff showed us some example complaints and how they were handled

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?

New form seemed thorough but very long and getting adherence from mystery riders to filling out this extensive form may be difficult, but it provides very detailed info which will be beneficial for Civil Rights staff.

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 and 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 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 reserved (priority) seating area for persons with disabilities and seniors.

I imagine it's discussed in the training videos, but in written materials I saw mention of wheelchair users and clearing seats but not priority seating. Was very clear on buses where seating is well marked and designated. And is in rule book, 7.15.

Compliant
Partially Compliant
Non-Compliant

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

Again in materials I have didn't see it specifically though it is spelled out in rule book

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 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

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

Partially Compliant
Non-Compliant

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?

Preventative Vehicle Maintenance

Compliant
Partially Compliant
Non-Compliant

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?

Saw samples on site at Bus Division appeared compliant

Rail Vehicles and Facility

Compliant
Partially Compliant
Non-Compliant

Is Metro complying with the DOT regulations requiring 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?

Compliant
Partially Compliant
Non-Compliant

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

Compliant
Partially Compliant
Non-Compliant

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

Compliant
Partially Compliant
Non-Compliant

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

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?

Sorry I didn't not review the ticket vending machines for compliance but used them myself when purchasing a tap card and didn't notice any issues



Reviewer's Name (Please sign)

5-18-17

Date