

2017 Accessibility Peer Review Checklist

Agency Represented: SFMTA  
 Name of Reviewer: Hate West  
 Date of Review: \_\_\_\_\_

Topic Area	Source/Department	Comments
<b>CIV 5</b> Compliant Partially Compliant Non-Compliant		
	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?	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>CIV 9</b> Compliant Partially Compliant Non-Compliant	Are Metro's accessibility requirements in accordance with the federal ADA regulations (Department of Justice (DOJ) and Department of Transportation (DOT)) and state regulations?	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliant Partially Compliant Non-Compliant	Does Metro ensure that individuals with disabilities fully and fairly participate in Metro's transportation decision making process?	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliant Partially Compliant Non-Compliant	Is Metro examining new methodologies and/or technology to demonstrate its commitment to enhance accessibility of Metro's facilities and equipment?	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliant Partially Compliant Non-Compliant	Are Bus Operators trained to offer assistance to individuals with disabilities with the use of wheelchair securements and ramps?	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliant Partially Compliant Non-Compliant	Does Metro have processes in place to ensure that facilities are accessible to individuals with disabilities, including individuals who use wheelchairs?	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliant Partially Compliant Non-Compliant	Are individuals with physical and mental disabilities provided full and equal access to Metro services, programs, and activities?	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>CIV 10</b> Compliant Partially Compliant Non-Compliant	Does Metro comply with the sign-off requirements for review of accessibility features for new and renovated facilities as required in CIV-10?	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliant Partially Compliant Non-Compliant	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?	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Compliant Partially Compliant Non-Compliant	Do the materials used to educate Metro personnel in accessibility requirements and sensitivity towards persons with disabilities comply with the DOT ADA training regulations?	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>GEN 42</b> Compliant Partially Compliant Non-Compliant	Are ADA complaints being forwarded to the Office of Civil Rights Accessibility Unit in a timely manner?	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		<i>Responsive. Exploring kick boxes for elevators and systematic tactile pathways. Observed in action.</i>
		<i>Offer enhanced training as well as annual ADA performance test. Very good.</i>

Review at end is very good, will be implementing in S.F. - Thanks!

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

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

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

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

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

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?

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

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

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?

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

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?

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?

Compliant  
Partially Compliant  
Non-Compliant

Bus Operator's Rulebook

Compliant  
Partially Compliant  
Non-Compliant

Compliant  
Partially Compliant  
Non-Compliant

Construction

Compliant  
Partially Compliant  
Non-Compliant

Compliant  
Partially Compliant  
Non-Compliant

Risk Management/

Legal

Compliant  
Partially Compliant  
Non-Compliant

Communications

Compliant  
Partially Compliant  
Non-Compliant

Compliant  
Partially Compliant  
Non-Compliant

Planning

Compliant  
Partially Compliant  
Non-Compliant

Customer Complaints

Compliant  
Partially Compliant  
Non-Compliant

Compliant  
Partially Compliant  
Non-Compliant

Mystery Rider

Compliant  
Partially Compliant  
Non-Compliant

Staff mentioned that digital display on LRVs could be larger font - by S.F., could be larger.

Very robust process. May bring to S.F.

**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?

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

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

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

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Compliant  
Partially Compliant  
Non-Compliant

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

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

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

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Compliant  
Partially Compliant  
Non-Compliant

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

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Compliant  
Partially Compliant  
Non-Compliant

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

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

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Compliant  
Partially Compliant  
Non-Compliant

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

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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**Vehicle Maintenance**

Compliant  
Partially Compliant  
Non-Compliant

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

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

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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*Very robust, like use of 6 devices.*

**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?

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**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?

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\_\_\_\_\_  
\_\_\_\_\_

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?

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\_\_\_\_\_

Compliant  
Partially Compliant  
Non-Compliant

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

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\_\_\_\_\_

Compliant  
Partially Compliant  
Non-Compliant

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

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Compliant  
Partially Compliant  
Non-Compliant

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

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Compliant  
Partially Compliant  
Non-Compliant

Does Metro provide wheelchair accessible fare gates?

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Compliant  
Partially Compliant  
Non-Compliant

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

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\_\_\_\_\_  
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Reviewer's Name (Please print)

Aug 18, 2017  
Date