

## 2018 Accessibility Peer Review Checklist

Agency Represented: King County Metro  
 Name of Reviewer: Dion A. Graham Sr.  
 Date of Review: April 16 - 17, 2018

Topic Area	Source/Department	Comments
<b>CIV 5</b>		
Compliant	<input checked="" type="checkbox"/> Do the policies and procedures presented and reviewed support Metro's	
Partially Compliant	<input type="checkbox"/> commitment to ensuring that no person is excluded from participation in, or denied	
Non-Compliant	<input type="checkbox"/> benefits of its services?	
<b>CIV 9</b>		
Compliant	<input type="checkbox"/> Are Metro's accessibility requirements in accordance with the federal ADA	Notice of ADA Requirement needs to be posted on website. An effective notice states the basics of what the ADA requires. It also provides the name and contact information of the ADA Coordinator(s).
Partially Compliant	<input checked="" type="checkbox"/> regulations (Department of Justice (DOJ) and Department of	
Non-Compliant	<input type="checkbox"/> Transportation (DOT)) and state regulations?	
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	Metro has done a marvelous job of identifying it's "reserved seating" to appeal to the common courtesy of riders and encourage them to make areas available for seniors and persons with disabilities. They also labeled the wheelchair bays to prioritize the area for "Mobility Devices."
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	Policies are in place to ensure continual compliance for alterations and new construction projects.
Partially Compliant	<input type="checkbox"/> to individuals with disabilities, including individuals who use wheelchairs?	
Non-Compliant	<input type="checkbox"/>	
Compliant	<input checked="" type="checkbox"/> Are individuals with physical and mental disabilities provided full and equal access	
Partially Compliant	<input type="checkbox"/> to Metro services, programs, and activities?	
Non-Compliant	<input type="checkbox"/>	
<b>CIV 10</b>		
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"/> Does the review of samples of outreach materials to individuals with disabilities	
Partially Compliant	<input type="checkbox"/> regarding Metro's facilities, services, and programs comply with the ADA	
Non-Compliant	<input type="checkbox"/> accessibility requirements?	
Compliant	<input checked="" type="checkbox"/> Do the materials used to educate Metro personnel in accessibility	
Partially Compliant	<input type="checkbox"/> requirements and sensitivity towards persons with disabilities comply with the	
Non-Compliant	<input type="checkbox"/> DOT ADA training regulations?	
<b>GEN 42</b>		
Compliant	<input checked="" type="checkbox"/> Are ADA 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?

Excellent process that ensures consistency, accountability, awareness, and discussions towards any implementation of any needed changes.

**Bus Operator's Rulebook**

Compliant  
Partially Compliant  
Non-Compliant

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

Compliant  
Partially Compliant  
Non-Compliant

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

While participating/observing the Mystery Rider Program, the operator failed to follow the Wheelchair securement "revised" procedure as listed in the ADA Enhancement Training. Operator failed to offer the shoulder straps even though the rider was requesting it.

**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?

Metro does an excellent job of keeping the correct personnel involved in litigious ADA Matters 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

Review samples that ADA-related customer complaints are promptly referred to 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 consistent with the DOT's Regulations?

There is no reference to Title II ADA regulations (§ 35.107) which ensures that the public entity makes available the name, office address, and telephone number of the employee responsible for ensuring compliance. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.

**Mystery Rider**

Compliant

Partially Compliant

Non-Compliant

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

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 and reports posted publicly?

Great program that utilizes riders with disabilities to assess training and compliance related measurables. Fantastic presentation of results that demonstrate the success rate of the ADA Enhanced Training.

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**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?

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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?

It appears that the training and policy does not list the requirement under §37.167(b) Other service requirements which states, "The entity shall announce at least at transfer points with other fixed routes, other major intersections, and destination points, and intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location."

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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?

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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.

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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?

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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?

Verified on Website

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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?

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Compliant  
Partially Compliant  
Non-Compliant

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

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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?

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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?

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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?

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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?

Metro's Vehicle Maintenance Dept. truly understands the importance of maintaining accessibility features.

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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?

**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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5/03/18

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Reviewer's Name (Please sign)

\_\_\_\_\_  
Date