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Figure 1: Metro Rapid Bus at Hollywood and Vine Red Line station
INTRODUCTION

The following pages report wheelchair accessibility metrics on bus service from Metro’s Mystery Rider Program. The data reported will soon be accompanied by agreed-upon goals for improvement.

Mystery Rider Program data is analyzed by using relative frequency and three calendar quarter moving average charts. (See Appendix A for details).

Mystery Riders may leave form questions blank or select ‘Not Applicable’ when a question was not observable or did not pertain to the ride. This explains why there are different sample sizes for different questions.

On July 1st, 2011, Metro began to collect data on compliance with the securement procedure described in Operations Notice #11-070 (see Appendix B), proper wheelchair securement and offering assistance with lap and shoulder belts. The baseline for these charts is thus FY12 Q1 and moving averages will be incorporated after five quarters of data have been gathered.
1.0 PASS-UPS

As indicated by the moving average line, passing up patrons who use wheelchairs has decreased and remained at 1% since the fiscal year 11 Quarter 4.

<table>
<thead>
<tr>
<th>Did the Operator Pass-Up Any Patrons in Wheelchairs?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year 2012 Quarter Three</td>
</tr>
<tr>
<td><strong>Passed-up</strong></td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

Table 1.1
2.0 SECURITY ISSUES

2.1 Operations Notice #11-070

Operator compliance with Metro’s updated wheelchair securement procedure (July 2011) increased in Q3 of FY 2012. The new procedure requires Operators to complete each of the following steps for securement:

- Rise from the driver's seat
- Ask passengers to vacate the securement area (as needed)
- Prepare the securement area, by lifting folding seats, etc.
- Announce that they will be securing the wheelchair
- Secure the wheelchair (with floor tie-downs), unless passenger refuses securement

(Note: the procedure for offering the lap and shoulder belt is covered separately in Mystery Rider reporting -- see figure 2.3)

### Did Operator Comply with Metro's Operating Procedure for Wheelchair Securement?

<table>
<thead>
<tr>
<th>Relative Frequency</th>
<th>FY12 Q1</th>
<th>FY12 Q2</th>
<th>FY12 Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>88%</td>
<td>73%</td>
<td>82%</td>
</tr>
</tbody>
</table>

*A moving average will be calculated after five quarters of data have been collected.

Figure 2.1

<table>
<thead>
<tr>
<th>Fiscal Year 2012 Quarter Three</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complied with Ops #11-070</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

Table 2.1
2.2 Proper Securement

Mystery Riders observe closely to determine whether safe and appropriate securement is accomplished according to Metro’s procedure for wheelchair securement.

<table>
<thead>
<tr>
<th>Properly Secured</th>
<th>Number of Responses</th>
<th>Relative Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>164</td>
<td>86%</td>
</tr>
<tr>
<td>No</td>
<td>26</td>
<td>14%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>190</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 2.2

*A moving average will be calculated after five quarters of data have been collected.*
2.3 Lap & Shoulder Belt Assistance

Did the Operator Offer Use of the Lap/Shoulder Belt?*

<table>
<thead>
<tr>
<th>Offer Lap/Shoulder Belt</th>
<th>Number of Responses</th>
<th>Relative Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>39</td>
<td>24%</td>
</tr>
<tr>
<td>No</td>
<td>126</td>
<td>76%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>165</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 2.3

In quarter three of FY 2012, only 24% (39 of 165) of Operators offered use of the lap/shoulder belt to passengers in wheelchairs who had not declined securement.

*A moving average will be calculated after five quarters of data have been collected.
3.0 DISCOURTEOUS TREATMENT

Metro is in the process of adding a Mystery Rider survey question to collect data on discourteous treatment toward patrons who use wheelchairs. Data is expected to be published in July 2012.
Chart Information

Moving averages smooth out fluctuations observed from one time period to the next so that the underlying trends in time series data can be more apparent. Moving averages are formulated by averaging data from the three most recent quarters. For example, the moving average for FY11 Q2 (below) is calculated by averaging FY11 Q1, FY11 Q2, and FY11 Q3 for a 3% moving average. The moving average for FY11 Q3 is the average of FY11 Q2, FY11 Q3, and FY11 Q4 for a 2% moving average; and so on. See average bars, below.

In addition to relative frequency charts are tables including raw numbers from quarter three of fiscal year 2012. Metro’s fiscal years begin on the first of July and end on the 30th of June (e.g., FY11 is from July 1, 2010 to June 30, 2011); the fiscal year is designated by the calendar year in which it ends. Below is a list of the fiscal years and quarters used in this report:

- FY11 Q1: July 1, 2010 – September 30, 2010
- FY11 Q2: October 1, 2010 – December 31, 2010
- FY11 Q3: January 1, 2011 – March 31, 2011
- FY11 Q4: April 1, 2011 – June 30, 2011
- FY12 Q1: July 1, 2011 – September 30, 2011
- FY12 Q2: October 1, 2011 – December 31, 2011
- FY12 Q3: January 1, 2012 - March 31, 2012
OPERATIONS
GENERAL NOTICE

REVISED

OPS # 11-070

October 14, 2011

TO REMAIN POSTED UNTIL FURTHER NOTICE

SUBJECT: Wheelchair Securement

A revision to OPS #11-070 (dated June 22, 2011) is required to address issues identified by operators and the disabled community. Requirements for rising from the seat and preparing the securement area remain the same. However, addressing the customer and offering use of the lap and shoulder belt require revision. The revisions are highlighted for implementation:

When the customer has boarded and is in the securement area, the Operator must:

- Announce in a clear, distinct voice, "With your permission, I am going to secure your wheelchair";
- Wait approximately 2-3 seconds for a response;
- If the customer indicates or clearly states that he/she does not desire assistance and/or does not wish to be secured, the Operator must permit the customer to ride unsecured;
- Unless the customer gives indication otherwise, the Operator is to proceed with securing the wheelchair in the prescribed manner;
- Operator is to offer the use of the lap and shoulder belt. If the customer indicates or clearly states that he/she does not desire the use of the lap and shoulder belt the Operator is to abide by the customer's wishes.
If the customer is a regular rider who has previously made it known that he/she does not wish to be secured, the Operator is to continue to ask the customer each and every time they board the bus in a clear, distinct voice, “Do you still want to ride unsecured?” Unless the customer gives indication otherwise, the Operator is to proceed with securing the wheelchair as noted in the bullets above.

If the customer refuses securement, BOC must be notified immediately as required by rules and procedures.

Please contact your Transportation Operations Manager should you have any questions.

John Roberts
Executive Director, Transportation