



Office of Civil Rights & Labor Relations

Americans with Disabilities Act (ADA) Compliance –3rd Quarter FY 2008 Performance Report

*Goal: To ensure that customers with disabilities
have equal access and full participation in
MDT's programs, services, and activities.*

ADA Title I - Reasonable Accommodation Requests (RAR):

- Requests for accommodation experienced 2.34% (110) increase during the fiscal year 2007 in comparison with fiscal year 2006, as shown in Exhibit 1.
- During the third reporting period of fiscal year 2008, twenty five (25) reasonable accommodation requests (RAR) were processed under the applicable provisions of the Americans with Disabilities Act (ADA), as shown in Exhibit 2.

Chart: RAR Processed – Comparison

Exhibit 1

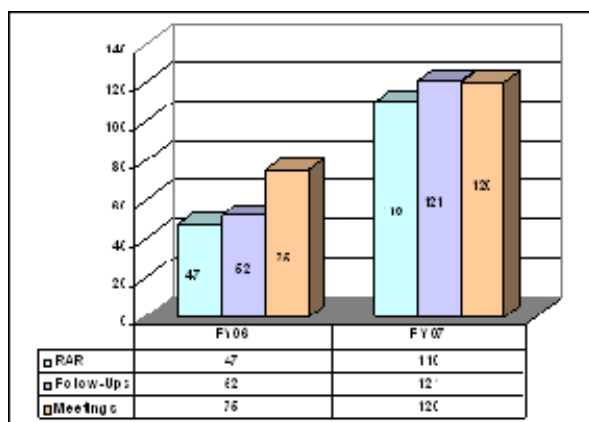
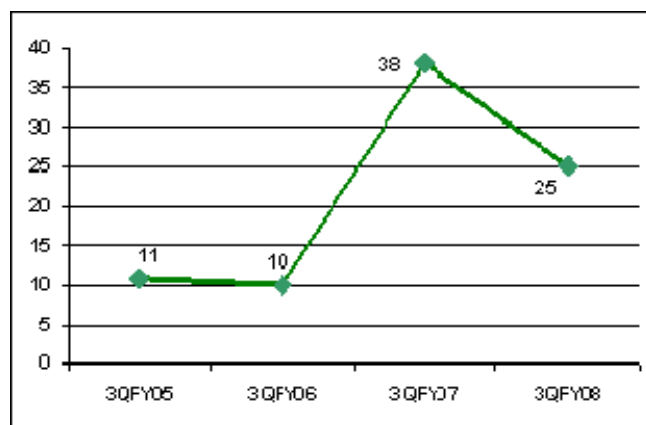


Exhibit 2



- The ADA Reasonable Accommodation Request (RAR) Reassignment Chart indicated that seven (7) ADA employees were reassigned to vacant classifications, four (4) were returned to full duty, and five (5) were closed.

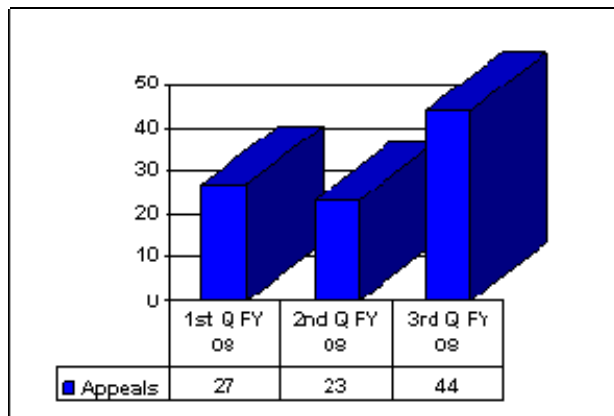
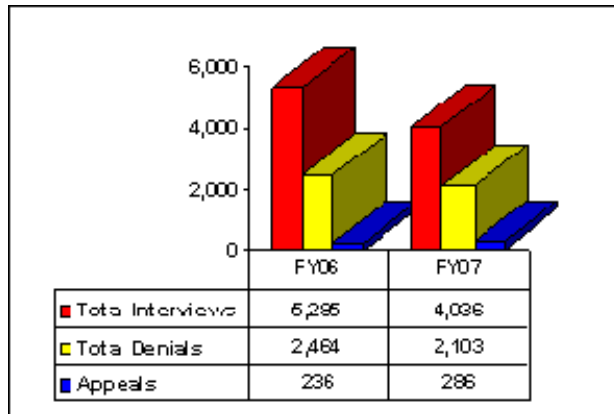
Special Transportation Service (STS) Appeals

- As shown in Exhibit 3, STS certification interviews decreased 24% (1,259) in the fiscal year 2007 in comparison with fiscal year 2006. However, STS appeal requests experienced 21% (286) increase during the fiscal year 2007 in comparison with fiscal year 2006.
- As shown in Exhibit 4, forty four (44) STS appeal requests were processed during this reporting period in compliance with the applicable provisions of the ADA to determine Paratransit Eligibility.

Comparison Chart: Total STS Appeals Processed

Exhibit 3

Exhibit 4



Bus Stop Announcements and Route Identification Efforts

- The Federal Transit Administration (FTA) Quarterly Bus Stop Announcements Assessment was conducted from 3/9/08 through 3/22/08. The sampling of "Secret Shoppers" Survey Reports indicates that MDT has achieved a cumulative 71% percent adherence to the ADA Bus Stop Announcements and Passenger/Vehicle Identification Efforts requirements during the second quarter of FY 08.

FTA Stop Announcements Assessments Comparison Charts:

Garage	Sep-07			Dec-07			Mar-08		
	Listed	Made	PCT	Listed	Made	PCT	Listed	Made	PCT
Central	132	106	80%	132	106	80%	112	99	88%
Coral Way	88	69	78%	88	69	78%	158	103	65%
Northeast	132	77	58%	132	77	58%	162	119	73%
Northwest	68	27	40%	68	27	40%	40	12	30%
Total	420	279	66%	420	279	74%	472	333	71%

Special Projects

- On April 7, 2008, staff conducted an assessment of the bus stop located at SW 72nd Street and 133rd Avenue, in response to a customer's complaint. Findings and recommendation were forwarded to appropriate staff for corrective measures.
- On April 9, 2008, staff attended the Annual CODI Fair held at the lobby of the Stephen P. Clark Center (SPCC). Staff provided visitors with pertinent transit information and accessible services.
- On April 10, 2008, staff met with Engineering, Metrorail Operations, Facilities, and Safety Divisions to analyze the response to comments issued by Tri-Rail Consultants regarding the proposed Metrorail/Tri-Rail connector.
- On April 18, 2008, staff attended a training regarding accessibility standards to be incorporated in the installation of curb ramps. Training was provided by Mr. Dean Perkins, ADA Coordinator, from Florida Department of Transportation (FDOT).
- On April 28, 2008, staff conducted a visit to the proposed site for the University of Miami (UM) Pedestrian Overpass and development plans were reviewed to ensure compliance. Comments were forwarded to appropriate staff for corrective measures.
- On May 1, 2008, staff provided Information Technology (IT) with technical assistance regarding public address and transit information systems: electronic signs displaying real-time estimated transit vehicle arrival and departure information, which are required to provide audio/visual information to customers with disabilities.
- On May 2, 2008, staff conducted an assessment of several new bus stops located along Route 136 alignment. Findings and recommendations were forwarded to Miami Dade County Public Works Department (MDC PWD) staff for review and corrective measures.
- On May 8, 2008, staff provided Service Management & Innovation, Maintenance, and MDC Public Works with training regarding Bus Stop placement and curb ramp requirements.
- On May 16, 2008, Staff attended a meeting regarding the Kendall Park and Ride Facility proposed project. ADA requirements to be incorporated in the project were forwarded to appropriate staff.
- On May 27, 2008, Staff attended the South Florida Regional Transportation Authority (SFTA) ADA Advisory Board meeting at Pompano Beach. ADA Advisory Board was provided with ADA requirements and enforcement guidance regarding alternate service to be provided to customers with disabilities when elevators are not working.
- On May 27, 2008, staff reviewed the Kendall Town Center Bus Terminal Layout Plan. Findings and comments were forwarded to appropriate staff for review and implementation.
- On May 29, 2008, Staff met with Chief Elevator Inspector and appropriate staff to discuss issues regarding elevator/escalator outage reporting requirements.
- On June 2, 2008, staff conducted an assessment of the accessible route from the proposed Park and Ride facility to be constructed on NW 186 Street and 73rd Avenue. Findings showed

that customers with disabilities will have to cross a busy and uncontrolled intersection from the park & ride facility to reach the bus shelter and access fixed route public transportation service. Since FDOT has control over this intersection, findings were forward to FDOT for review and response.

- On June 5, 2008, staff met with Public Works staff at the bus stop located on Mc Arthur Causeway in front of Parrott Jungle and toured the pedestrian path from/to the bus shelter to the Park. Findings showed that Parrott Jungle did not have an accessible entrance and an access route connecting the bus stop to the Parrot Jungle Park entrance. Findings were forwarded to appropriate City of Miami's staff for review and corrective measures.
- On June 10, 2008, staff appeared in Court to testify concerning Gloria Acosta v Miami Dade County (MDC) lawsuit.
- On June 16, 2008, staff met with Miami Dade County (MDC) Office of ADA Coordination staff to inspect the two-way communication system to be installed in the new Metromover vehicles.
- On June 17, 2008, staff attended the ADA Audioconference regarding Accommodating Employees with Psychiatric Disabilities in the Workplace.
- On June 18, 2008, staff met with Risk Management and County Attorney Office to discuss Fabiola Cardona v Miami Dade County case.