



# Miami-Dade Transit (MDT) Office of Civil Rights & Labor Relations



*ADA Compliance  
4th Quarter FY08  
Performance Report  
September 30, 2008*

# Office of Civil Rights & Labor Relations

## Americans with Disabilities Act (ADA) Compliance –4th Quarter FY 2008 Performance Report

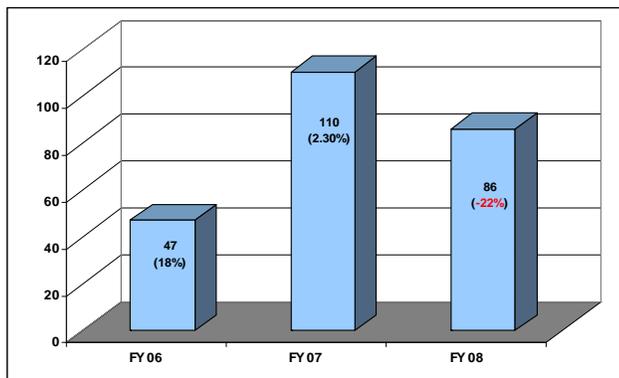
*Goal: To ensure that customers with disabilities have equal access and full participation in MDT's programs, services, and activities.*

### ADA Title I - Reasonable Accommodation Requests (RAR):

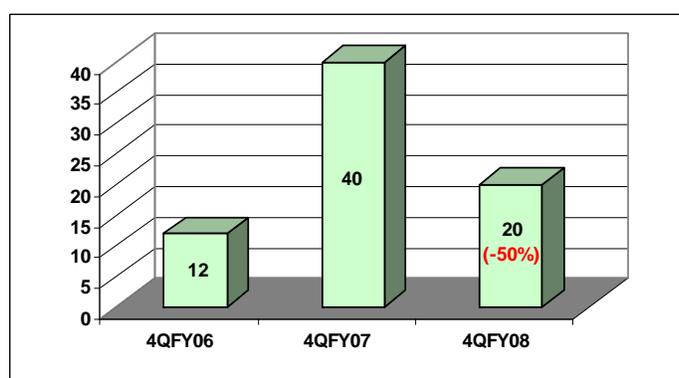
- During fiscal year 2008, there were 86 requests for accommodation processed under the provisions of the Americans with Disabilities Act (ADA) during fiscal year 2008, a decrease of 22 percent in comparison with fiscal year 2007. See illustration below as Exhibit 1.
- Additionally, as shown in Exhibit 2, 20 requests for accommodation were processed during the Fourth Quarter of this reporting period, which indicates a decrease of 50 percent in comparison with the Fourth Quarter of fiscal year 2007.

*Chart: RAR Processed – Comparison*

*Exhibit 1*



*Exhibit 2*



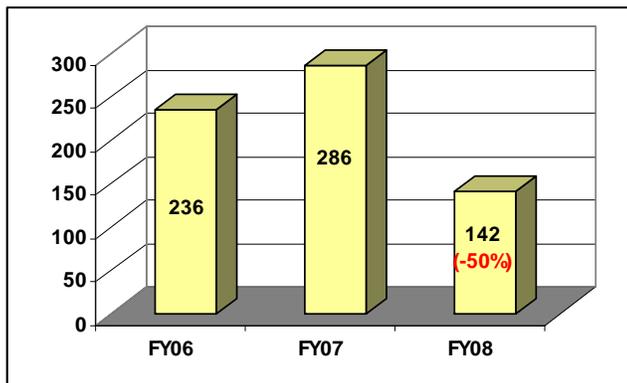
- The ADA Reasonable Accommodation Request (RAR) Reassignment Chart indicated that seven (7) ADA employees were reassigned to vacant positions during fiscal year 2008.

## Special Transportation Service (STS) Appeals

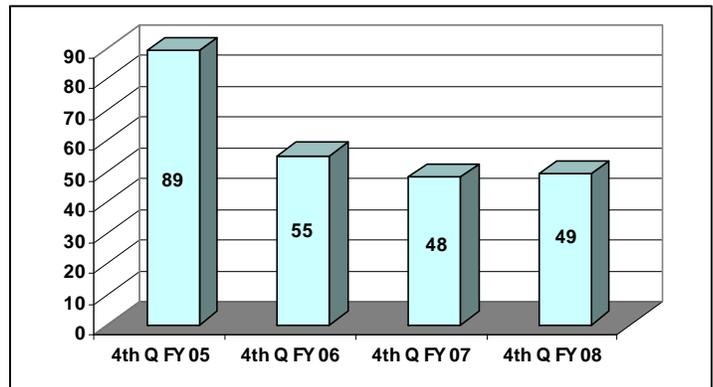
- There were 142 STS appeal requests processed under the provisions of the Americans with Disabilities Act (ADA) during fiscal year 2008, which represents a 50 percent decrease in the number of appeal requests processed in comparison with fiscal year 2007. See Exhibit 3 below. During the Fourth Quarter of this reporting period, 49 appeals requests were processed, which exceeds by one point the number of appeal requests processed in fiscal year 2007, as shown in Exhibit 4.

*Comparison Chart: Total STS Appeals Processed*

*Exhibit 3*

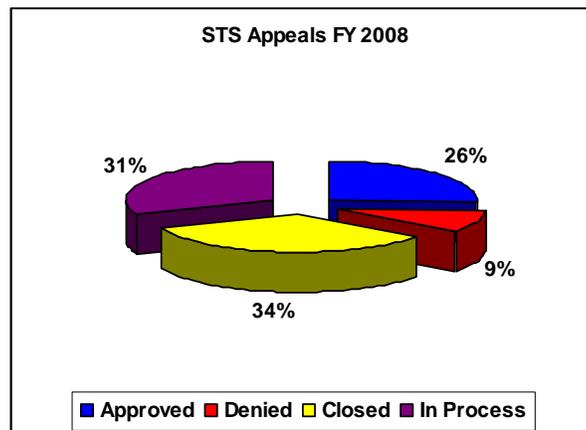


*Exhibit 4*



- During the fiscal year 2008, 26 percent of the appeals processed were approved, 9 percent were denied, 34 percent were closed, and 31 percent are in process. See exhibit 5 below. Moreover, this office conducted additional information gathering for required and pertinent medical documentation, which were sent to appropriate health professionals or hospitals to supplement and complete certification documentation for customers who based on observations seemed qualified for service eligibility.

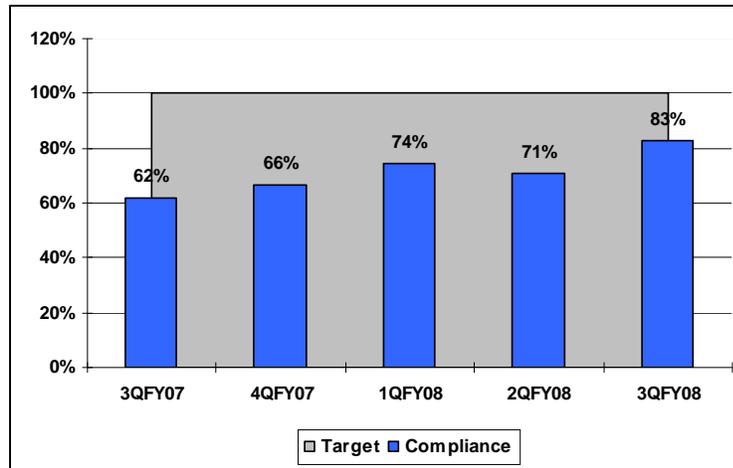
*Exhibit 5*



## Bus Stop Announcements and Route Identification Efforts

- The Federal Transit Administration (FTA) Quarterly Bus Stop Announcements Assessment was conducted from 6/1/08 through 6/10/08. The sampling of "Secret Shoppers" Survey Reports indicates that MDT has achieved a cumulative 83 percent adherence to the ADA Bus Stop Announcements and Passenger/Vehicle Identification Efforts requirements during the Third Quarter of FY 08. As shown in Exhibit 7, this is a 12 point increase from the 71 percent adherence to the Bus Stop Announcements and Passenger/Vehicle Identification Efforts requirements achieved during the Second Quarter of this Fiscal Year.

*Exhibit 7: FTA Stop Announcements Assessments Comparison Chart p/quarter*



- As shown in Exhibit 8, the Central Garage and Northeast Garage achieved a greater compliance with the Stop Announcements and Route Identification requirements. Automatic enunciators announced 89 percent of the bus stops required to be announced.

*Exhibit 8: FTA Stop Announcements Assessments Comparison Chart p/Garage*

Garage	Dec-07			Mar-08			Jun-08		
	Listed	Made	PCT	Listed	Made	PCT	Listed	Made	PCT
Central	132	106	80%	112	99	88%	151	134	89%
Coral Way	88	69	78%	158	103	65%	96	77	80%
Northeast	132	77	58%	162	119	73%	89	79	89%
Northwest	68	27	40%	40	12	30%	72	49	68%
<b>Total</b>	<b>420</b>	<b>279</b>	<b>74%</b>	<b>472</b>	<b>333</b>	<b>71%</b>	<b>408</b>	<b>339</b>	<b>83%</b>

## Special Projects

- On July 10, 2008, staff attended the AFCS Update meeting and made an informative presentation regarding accessibility standards for fare collection systems.
- On July 15, 2008, staff met to watch, via the webcast, Department of Justice's Public Hearing on Proposal to Amend Regulations under Titles II and III of the ADA.
- In addition, staff attended the ADA audio-conference regarding ADA Title I and II rules and regulations and an overview of employment court cases.

- On July 23, 2008, staff met with Rail Maintenance, Information Technology (IT), and Marketing staff to discuss the incorporation of information regarding elevators and escalators status in MDT's Website.
- On July 28, 2008, staff attended the opening meeting for the Request for Proposal EPP-RFP-640 Transit Operator Performance Monitoring services. Staff provided information regarding Federal Transit Administration (FTA) Bus Stop Announcements and Route Identification reporting requirements.
- On July 28, 2008, staff conducted an internal assessment of Bus # 3110 regarding securement devices and safety belts/shoulder harness in response to a customer's concern. Assessment findings indicated that the Bus # 3110 had its securement devices and safety belts/shoulder harness operable.
- On July 28, 2008, staff completed the review of MDT Compendium of Design Criteria - Graphics & Signage for Metrorail Station, Garages and Parking Facilities. Findings and DOT ADAAG standards to be incorporated in the project were forwarded to appropriate staff.
- On July 29, 2008, staff, in conjunction with South Florida Regional Transportation Authority (SFRTA), ADA Advisory Committee, organized the attendance of the committee members to the AFCS "Show and Tell" demonstration at Stephen P Clark Center (SPCC). The two-week "Show and Tell" demonstration was sponsored by MDT to provide the public with a better understanding regarding how the AFCS was going to work. Comments received from the Committee members regarding access to the system were forwarded to appropriate staff for review and corrective measures.
- On August 1, 2008, staff conducted an assessment of the Busway Segment II, Audible Pedestrian Signals. Assessment findings were forwarded to appropriate staff for corrective measures.
- On August 7, 2008, staff conducted an assessment of MDT's Automated Guideway Transit (AGT) First Street Station in response to a customer's complaint regarding some tiles of detectable warning surface (DWS) missing at the station platform edge.
- On August 22, 2008 staff met with IT staff regarding the MDT Electronic Signage Information System (ESIS). DOT ADA standards and Title VI requirements to be incorporated in the project were forwarded to appropriate staff.
- On August 25, 2008, staff reviewed the Kendall Town Center –Transit Hub drawings. Comments and DOT ADAAG standards to be incorporated in the project were forwarded to appropriate staff.
- On August 26, 2008, staff attended the LIFT-U Reduced Slope Ramp demonstration to inspect their wheelchair ramp with a 6:1 slope.
- On September 3, 2008, staff met with a STS customer to recertify his service eligibility based on changed circumstances that might have invalidated his rights to use the service. The combined weight of the STS customer and mobility aid was verified; combined weight was 700 lbs. Separate weight: customer weighted 580 lbs and his mobility aid weighted 220 lbs. During appeal meeting, the STS customer demonstrated to appeal officer that he was functionally able to board and disembark independently from the Paratransit vehicle without his mobility aid but with the assistance of the lift. Therefore, customer and mobility aid will be loaded separately as a reasonable accommodation. However, customer was informed that in compliance with DOT ADA, all customers using mobility aids that fit on lifts meeting access board guidelines dimensions: 30 inches by 46 inches and a maximum of 600 pounds for device and user combined were allowed to ride the entity's vehicles.
- On September 3, 2008, staff met with AFCS project manager to discuss Ticket Vending Machine (TVM) visual/audio information incorporated in the project to assist customers with disabilities in using the system.

- On September 12, 2008, staff forwarded to Bus Maintenance the list of buses identified as running with malfunctioning Bus Stop Automated Annunciators during the quarterly Secret Shopper's Survey. The repairs of the identified bus stop automated annunciators were completed on September 29, 2008.
- On September 15, 2008, staff met with Cubic Project Engineers and AFCS staff regarding the Project's Final Design Review to ensure that minimum ADA standards were incorporated in the project. Final findings and comments were forwarded to appropriate staff for attention.
- On September 18, 2008, staff conducted an assessment of the bus stop located on SW 87<sup>th</sup> Avenue and SW 104<sup>th</sup> Street, in response to a customer's complaint. The assessment findings and comments were forwarded to Miami Dade County Public Works Department (MDC PWD) for corrective action.