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Metro ADA Administrator Chip Hazen, center, discusses how disabled patrons can use Metro service with Easter Seals representatives. Joining him at the meeting, from left, were transit operations supervisors Debbie Blair and Steve Rank. Photo: Rich Morallo



## Helping Disabled Patrons: Metro Meets with Easter Seals

By RICH MORALLO

(Feb. 11. 2005) Members of the Metro staff met, recently, with Easter Seals administrators in the South Bay to provide information on how disabled patrons can use Metro Bus service with ease and convenience.

"The meeting at the regional office in Hermosa Beach was an excellent opportunity to share information," says Chip Hazen, Metro's ADA (Americans with Disabilities Act) compliance administrator. "Our operators need to know what the needs of the disabled passengers are and, at the same time, passengers should communicate their requests to our staff."

Transportation operations supervisors Steve Rank and Debbie Blair accompanied Hazen to the conference with the regional staff of Easter Seals, a non-profit organization serving nearly 2,000 people with disabilities every day in Southern California, and over 1 million nationwide.

### 'A receptive audience'

"The Easter Seals staff was a receptive audience and had a lot of good things to say about our operators and service," says Rank. "They were aware that the reliability of our equipment and the involvement of our operators had improved greatly over the last three to four years."

Blair, who is currently coordinating a team to address customer concerns at Carson Division 18, had some suggestions for the Easter Seals representatives regarding wheel chairs.

"I told them how to position the wheelchair at bus stops for increased visibility, and encouraged them to have patrons with oversized wheel chairs back their equipment onto the ramp," says Blair. "This makes it easier for the operator to assist them."



