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Metro Info

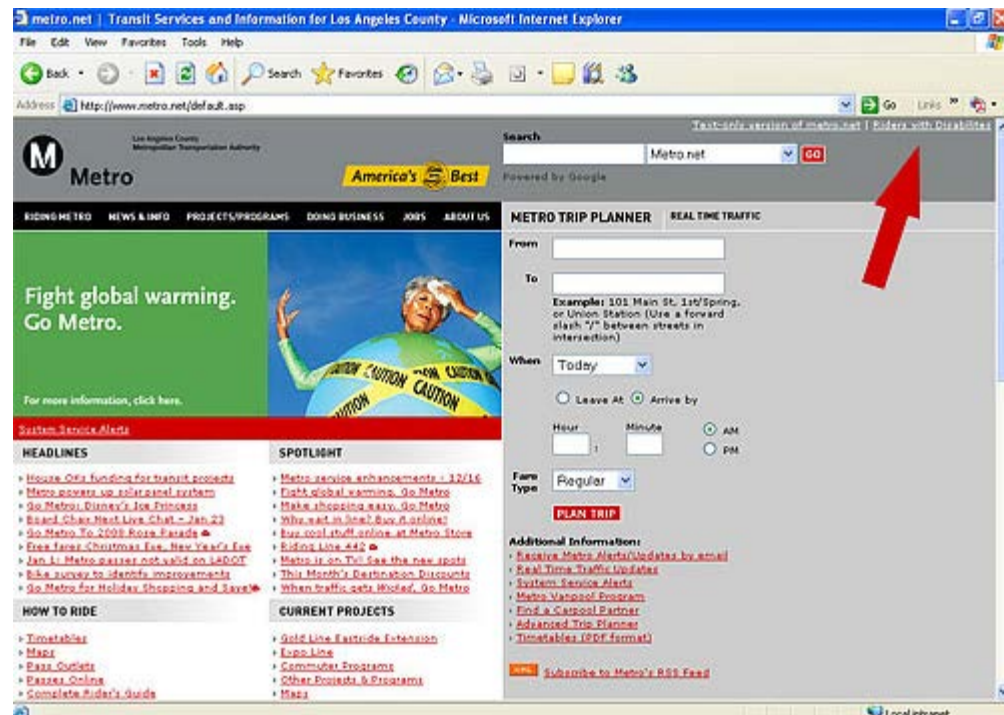
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Need e-Help?

Call the Help Desk
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Metro.net has recently added a feature that allows riders with visual disabilities to access the site more easily. The "Riders with Disabilities" link in the upper right hand corner takes viewers to a text-only page which is easier to read by programs that translate pages for those with impaired viewing capabilities.



Metro.net Gets Easier for Visitors with Disabilities

By JIMMY STROUP

(Dec. 18, 2007) A new link on Metro.net allows those with visual impairments to more readily access information.

Located in the upper right hand corner of the page, the "Riders with Disabilities" link redirects disabled users to a text-only page that's easier for "screen reader" programs like *Window Eyes* or *JAWS* to translate. The programs read the text aloud to the user.

"It's easy to navigate the web if you aren't disabled," said Mary Reyna, an attorney with the County Counsel's office. "You point your mouse, click on the sites you want to explore further and ignore the rest."

"But for those of us who are old, arthritic, have Parkinson's disease, Amyotrophic Lateral Sclerosis [Lou Gehrig's disease], cerebral palsy or Multiple Sclerosis and don't have good motor control necessary to point the mouse, it can be a frustrating to insurmountable barrier unless the Web is made accessible," she said.

The "Riders with Disabilities" page is a stripped-down version of Metro.net with larger text, a straight-forward layout and highly visible links to common features like Metro Trip Planner. Trip Planner itself has been formatted for easier use when accessed from this page.

The agency worked with its Accessibility Advisory Committee for several months to make the page as accessible as possible.

“With this alternative means of information Metro offers an opportunity for all people to interact with us, to share information and to contribute,” Reyna said.

Metro’s Web site, www.Metro.net, receives more than 50 million hits each month. The “Riders with Disabilities” page is an additional outlet the agency has created to assist Metro’s customers; the Customer Information phone lines continue to provide audio assistance to riders with disabilities.