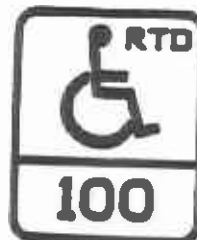


**ACCESSIBLE SERVICE PROGRAM
TO SATISFY
SECTION 504
OF THE
REHABILITATION ACT OF 1973
AND
SECTION 317(c)
OF THE
SURFACE TRANSPORTATION
ASSISTANCE ACT OF 1982**



MTA LIBRARY

Operator Award Pins



MAY, 1987

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INTRODUCTION

INTRODUCTION

This document has been prepared in response to a requirement of the U.S. Department of Transportation (DOT) for public transit agencies to develop a program for providing services to disabled persons. This new requirement is required by enactment of Section 317(c) of the Surface Transportation Assistance Act of 1982, a new subpart of Section 504. The original Section 504 of the Rehabilitation Act of 1973 required that recipients of federal funds eliminate discrimination against disabled people. The new subpart requires each recipient of federal assistance from the Urban Mass Transportation Administration (UMTA) to prepare a program for providing services to disabled persons.

As a recipient of DOT funds, the District has developed an Accessible Service Program to comply with mandates of the new section. The new section of the regulation also requires the final program to address six basic service criteria in addition to involving the public during the preparation and review of the program.

CHAPTER 1

CHAPTER I

Accessible Service Program From 1978 through 1986

1.1 Historical Perspective

The Years 1961 through 1982

In 1961, the predecessors of the Southern California Rapid Transit District Board of Directors (the District) took the initiative in providing service for seniors by establishing one of the first reduced fare programs in the United States. In 1974, the Board of Directors adopted a policy that directed the District to purchase only new vehicles having stairwell lifts to accommodate disabled persons in wheelchairs. This action was the first step towards complying with the newly enacted Section 504 of the Rehabilitation Act of 1973.

The Board, in 1975, formed a Citizen's Advisory Committee on Accessible Transportation (CACAT) to assist in developing a transition plan for the District. The Advisory Committee exists today and has served in assisting the District in developing its Accessible Service Program (the Program).

Although the District adopted a policy in 1974 to purchase accessible buses, it was not until 1978 that the District was able to procure the first order of lift-equipped buses. Accessible buses were simply not available in the quality and quantity required. While lift manufacturers existed, no products were available for transit use until 1978-79.

As a first step in the planning process, the District developed the basic criteria for selecting accessible routes and how accessible service would be phased in as part of the overall bus system. These same criteria are still in existence today. The basic criteria for accessible service were as follows:

- o To cover entire service area;
- o To operate for the same hours as service for other passengers;
- o To provide accessible service regardless of trip purpose;
- o To require the same or smaller number of transfers;
- o To offer travel times identical to other passengers; and
- o To require no advance reservations.

After these basic criteria were established, service was geographically planned to be provided throughout the District. A basic network of heavily used regional lines were the first routes to become accessible. The next step was to survey all bus stops for suitability of lift deployment. Stops at 17,316 locations had accessible symbols added to bus signs. The District also made a special effort through local municipalities to improve 5776 bus zones to facilitate wheelchair boardings. This massive project was completed in June 1982. During this same time, operators were trained in four-hour class sessions. These

training sessions included the use of film along with a sensitivity slide show entitled "Special People." Operators were given the opportunity to practice operating the lift until they learned its functions and then each operator rode the lift in a wheelchair to better understand the needs of the disabled.

Mechanics were hired to deal with the expected increase in maintenance of the lifts. The first generation lifts were manufactured by Transit Designs Technology (TDT). The first problem arose when service manuals did not effectively detail service procedures. The TDT lifts were first generation lifts, and it was our testing of the lifts that led to innovations that are now incorporated into present day lift equipment and service procedures.

In November 1979, the District launched its first experiment in accessible service on Line 88 (now Line 560). This line runs from the San Fernando Valley to UCLA and was selected by CACAT as having a high potential for wheelchair users. From this experiment, the SCRTD learned:

- o first generation lifts were unreliable;
- o there were very few boardings and no discernable trends, but boardings requiring lifts occurred on a sporadic basis; and
- o little interest was generated in using this single line because of its limited trip potential.

In order to gain more experience, the District began to expand its accessible service levels. Through a cooperative effort with the CACAT, service was expanded over a five-year period. During this period of expansion, the District's progress was slow in attracting new passengers in wheelchairs. As quickly as new equipment arrived at the District, it was immediately allocated to additional routes. Because the most important factor considered when allocating accessible service was access to various sectors throughout Los Angeles County, accessible lines were dispersed to form a skeletal network of service (Exhibit 1).

As the District expanded lines to new areas ridership did not increase at the rate that was expected. By June 1982, there were only 24 daily passengers in wheelchairs riding on 1415 buses and 128 lines (Exhibit 2). Staff reviewed service and determined that three major operational problems had developed since the initial plan was implemented. These problems were:

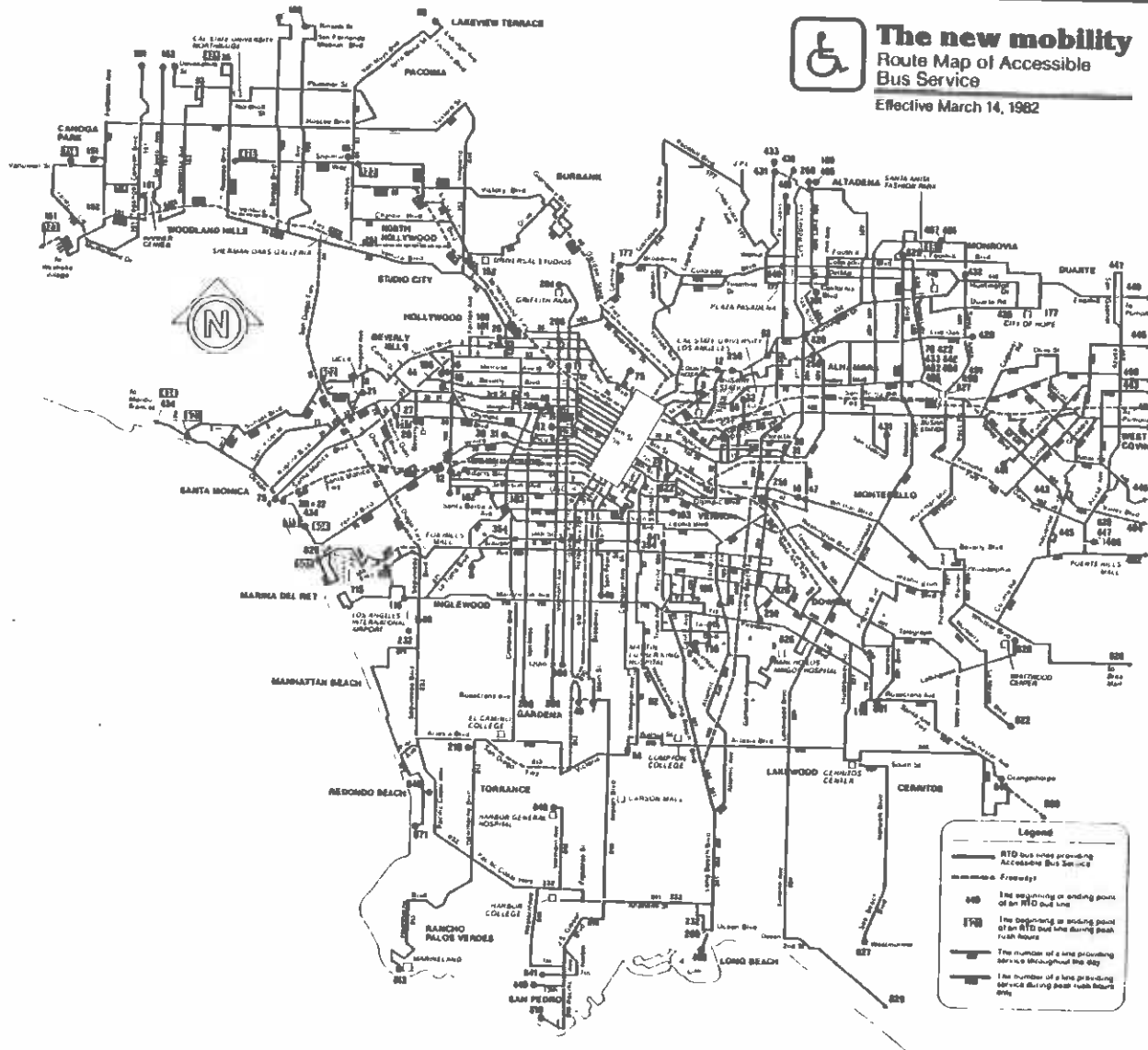
- o lift equipment was unreliable and could not be maintained;
- o increased passenger loads made schedules unreliable; and
- o the disabled community felt it was being alienated from the District management and the Board.

These three combined factors worked against the District and its ability to provide reliable service. Ridership could not be expected to increase until accessible service substantially improved.



The new mobility
Route Map of Accessible
Bus Service

Effective March 14, 1982

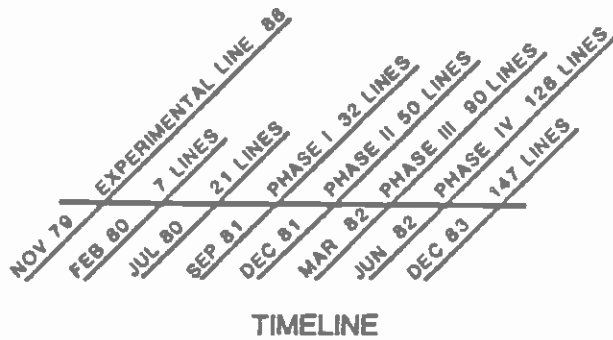


INITIAL ACCESSIBLE SERVICE BUS ROUTES

EXHIBIT 1

TASKS FOR ACCESSIBLE OPERATIONS

- STOPS & ZONES
 - SURVEY BUS STOPS
 - MARK USEABLE STOPS
 - MODIFICATION OF STOPS BY CITIES
- TRANSPORTATION
 - OPERATOR TRAINING
- MAINTENANCE
 - MECHANIC HIRING
 - MECHANIC TRAINING
- SCHEDULES
 - REVISE BASIC SCHEDULES TO DESIGNATE ACCESSIBLE RUNS
 - REPRINT PUBLIC TIMETABLES, PADDLES & SUPERVISORS' SUMMARIES
- COMMUNITY RELATIONS
 - NOTIFY CACAT
 - MAILING TO HANDICAPPED GROUPS & ELECTED OFFICIALS
- MARKETING & COMMUNICATIONS
 - PREPARE PROMOTIONAL MATERIAL
 - ISSUE PRESS RELEASES



HISTORICAL TIMELINE
NOVEMBER 1979 -
DECEMBER 1983

EXHIBIT 2

The Years 1983 through 1986

In 1983, the District reassessed the progress toward development of a totally accessible bus fleet. The assessment led to the creation of an Ad Hoc Committee on Accessible Transportation, comprised of selected members of the Board of Directors, and the development of a program for improving the reliability level of accessible service.

A full program of eight specific goals and 46 objectives was adopted and implemented in FY 1984-85. The objectives are updated annually to reflect new developments in accessible service. The General Manager, the Board of Directors, and staff reaffirmed their commitment to accessible service by adopting the Accessible Service Program described in Exhibit 3.

Since that time, the District began to experience a dramatic increase in senior and disabled ridership, which this year is up 13% from the previous fiscal year. Boardings by wheelchair passengers have increased even more dramatically (21%). These positive results are due mainly to the implementation of projects such as:

- o The production of public service announcements;
- o The distribution of ACCESS, a quarterly newsletter;
- o The installation of securement straps;
- o The development of new employee training programs;
- o The establishment of a Hot Line to report problems by phone;
- o The establishment of quality circles for operators and mechanics;
- o The computerization of accessible service monitoring programs;
- o The completion of the Universal Accessible Stop Program; and
- o The issuance of a Universal ID Card.

1.2 Accessible Service Today

1.2.1 Who It Serves

The metropolitan Los Angeles County area is continuing to grow at a rapid rate. As of 1986, the population of the Los Angeles County area is estimated at 8,076,000, and its growth by the Year 2000 is projected to increase by 13%. A significant increase in the senior and disabled communities is also anticipated. To date, the statistics on the elderly and disabled community are not maintained by any single agency. The Census Bureau does maintain some statistics on the senior population, but determining who makes up the disabled community is more difficult. Due to the difficulty in obtaining information on the disabled community, the District completed a market research study, Transit Needs of the Elderly and Disabled Populations of Los Angeles County (E&D Needs), that estimated the incidence of disabilities. This study indicated that there are approximately 400,000 individuals over the age of 12 in Los Angeles County who are transportation disabled. The transportation disabled include wheelchair users, visual and hearing disabled, and persons who use mechanical aids (Exhibit 4).

The senior population, as estimated by the District's study, is approximately 14% of the Los Angeles County population over the age of 12. The District's study classified 2% of individuals in Los Angeles

**GOALS AND OBJECTIVES
OF THE ACCESSIBLE SERVICE PROGRAM**

GOAL I Provide 100% Fixed-Route Accessible Service through the District's Service Area.

- 1.1 Procure lift-equipped buses as existing fleet is retired, given a 12-year replacement schedule and the Board's fleet mix policy.
- 1.2 Conduct a comprehensive senior and disabled study on transportation needs and travel patterns to be completed by June 1986.
- 1.3 Accessible Service Management Committee shall continue to provide management direction, coordination and provide the Board of Directors with quarterly progress reports on the goals and objectives of the Accessible Service Program.

GOAL II Improve External Perceptions of the District's Accessibility Policy.

- 2.1 Establish a procedure to assure all District materials, such as timetables, procedures, bus signs, and advertising materials are properly marked with the International Symbol of Access.
- 2.2 Publicize quarterly through press releases, public service announcements (PSAs) and news conferences, the current progress of the Accessible Service Program.
- 2.3 Prepare a quarterly newsletter for the disabled and senior communities, with updated information on the District's Accessible Service and items of interest to the community at large.
- 2.4 Ensure distribution of the District slide presentation and other information materials on accessible service to community groups.
- 2.5 Ensure that the District serves as a model transit agency for the entire transportation industry.
- 2.6 Ensure the distribution of accessible information literature on a regular basis as part of the ongoing passenger communications function of Marketing.



**GOALS AND OBJECTIVES OF
THE ACCESSIBLE SERVICE
PROGRAM**

EXHIBIT 3

GOAL III Provide Safe, Reliable, Usable and Operable Equipment for 100% Fixed-Route Accessible Service.

- 3.1 Establish specifications for accessible coaches to include these elements:
1. Sufficient maneuvering room on/off the lift and into the securement area;
 2. Workable securement straps;
 3. Reliable wheelchair lifts; and
 4. Any other equipment criteria necessary to provide workable and reliable accessible coaches.
- 3.2 Ensure the Maintenance Department provides 95% reliable, safe and operable equipment on a monthly basis.
- 3.3 Install securement straps on entire accessible fleet by July 1986.
- 3.4 Monitor the new reporting system for bad order equipment accurately to report on the operation of lifts.
- 3.5 Ensure the Transportation Department provides 95% reliable, safe and courteous accessible service.

GOAL IV Determine and Maintain Levels of Equipment and Service to Ensure Consistent 100% Fixed-Route Accessibility.

- 4.1 Develop a procedure to measure the accuracy of accessible equipment assignments to accessible runs to meet 95% pull-out reliability.
- 4.2 Implement Transmis II to assign accurately accessible equipment, update accessible schedules, public timetables, and paddles by December 1985.
- 4.3 Develop and implement a comprehensive accessible service operational plan that forecasts the phasing in of accessible coaches for the next five years based upon the current fleet make-up, projected coach procurements and FY 85 objectives 4.4 through 4.7. The plan shall be completed by July 31, 1985.
- 4.4 Develop a method to count ridership on accessible lines more accurately by November 1985. This objective is an interim procedure until ADCS-TRS is completed.



GOAL V Enhance the District's Education and Training Programs to Increase Employee Awareness and Sensitivity to Senior and Disabled Persons.

- 5.1 Complete, implement and monitor training programs, as developed in FY 1985, to increase employee sensitivity to senior and disabled people.
- 5.2 Develop, implement and maintain a recognition program for operators and other District employees to provide thoughtful and courteous service to seniors and disabled persons by July 31, 1985.
- 5.3 Develop, implement and maintain a Speakers Bureau composed of experts in senior and disabled services and users of accessible service.

GOAL VI Assure the Coordination Between CACAT (an Advisory Committee) and the District on All Accessible Service Issues.

- 6.1 Seek the opinion of CACAT as an active participant in the planning and monitoring of accessible service and use its recommendations in matters of accessibility for senior and disabled people.
- 6.2 Utilize the expertise of CACAT members in planning and developing programs that will affect District services to senior and disabled people.
- 6.3 RTD's performance of the Accessible Service Program will be reviewed annually by CACAT.
- 6.4 Inform CACAT, in a timely manner, about fiscal matters and funding concerns, such as the SCRTD Program and the Transportation Improvement Program.
- 6.5 Maintain an ongoing program of membership recruitment for CACAT by inviting representatives from a wide variety of organizations or agencies for senior and disabled people, and report on progress in the annual report.
- 6.6 Develop a yearly schedule of District activities as they relate to the Accessible Service Program by July 31, 1985.



GOAL VII Provide Communication Options for Senior and Disabled Riders, as well as Potential Riders, to Give Input on Accessible Transit Issues: The District Shall Develop the Internal Mechanisms to Review and Resolve These Concerns.

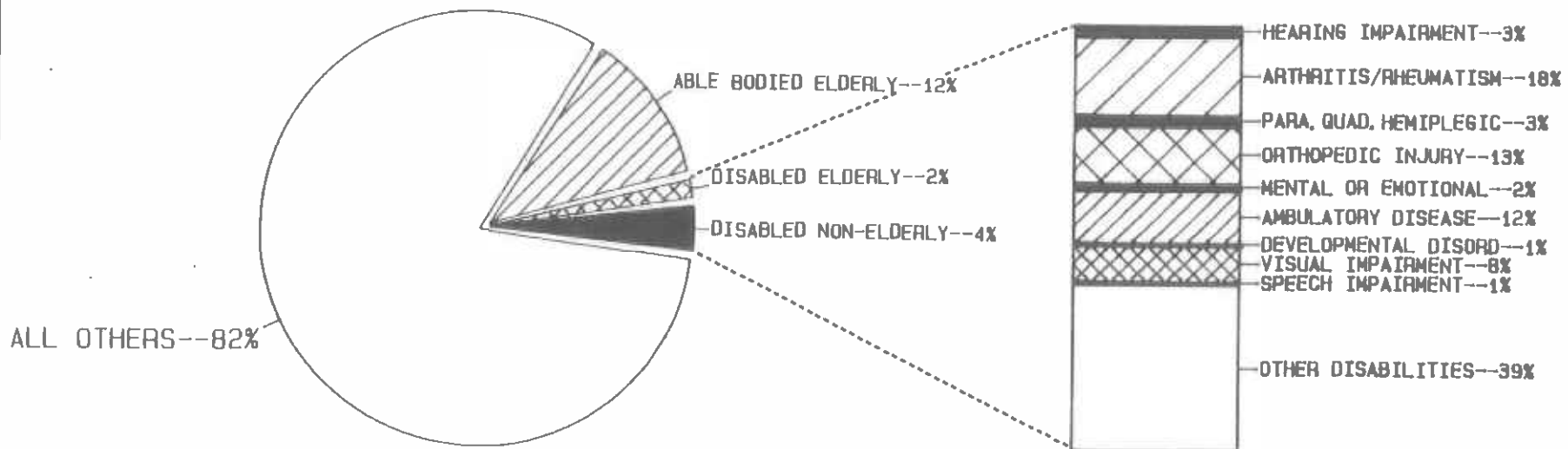
- 7.1 Monitor passenger comments about District service for senior and disabled people. Use reports to improve service by correcting recurring problems.
- 7.2 Maintain the toll-free hotline to ensure a system for disabled and senior riders to receive information or resolve service problems.
- 7.3 Develop and implement by December 1985 a Senior Outreach Program to encourage transit usage.

GOAL VIII All District Personnel are Responsible for Facilitating and Implementing 100% Fixed-Route Accessible Service.

- 8.1 The General Manager shall incorporate the Accessible Service goals into the District's goals.
- 8.2 Departments shall incorporate the Accessible Service Program goals and objectives as part of their department's objectives.
- 8.3 Departments shall incorporate these goals and objectives of the Accessible Service Program into the tasks and standards of the appropriate District personnel.
- 8.4 Develop and maintain a system to receive, evaluate and incorporate employee suggestions regarding Accessible Service into the management decision making process.
- 8.5 Maintain an overall monitoring system which incorporates all objectives that require monthly monitoring into a single monthly progress report to determine how closely departments are reaching their assigned goals and objectives.



LOS ANGELES COUNTY POPULATION DEMOGRAPHICS



6,661,512 *
TOTAL POPULATION 12 YRS & OLDER

DISABILITY

* ESTIMATE AS OF 1/1/86



County as both senior and disabled. Approximately 6% of the county population (over 12 years of age) has some type of mobility impairment.

1.2.2 Period of Operations

The District operates accessible service during the same hours as all other service is operated. Service on most lines operate seven days a week and some service operates 24 hours per day (Appendix B).

1.2.3 Types of Service Available

Lift Services - Available for passengers in manual and electric wheelchairs. This includes persons using three-wheeled Amigo(TM) -type wheelchairs (Exhibit 5).

Kneeling Buses - Available to those passengers who have limited mobility. The kneeled bus helps a person make the first step.

Visually Impaired Assistance - Special training is provided to drivers to aid in serving the visually impaired. Drivers are instructed to announce all stops. The visually impaired also receive training from a program conducted through the Braille Institute in conjunction with the District. This training provides the visually impaired with the basic knowledge of the experience of riding a bus. Guide dogs are permitted to ride on District buses.

Hearing Impaired Assistance - Special training is also provided to advise drivers of what assistance is needed for the hearing impaired. The hearing impaired also receive special training on how to use our bus service. A special TTY number is available to the hearing impaired for information on bus routes through our Customer Relations Department. Guide dogs for the hearing impaired are permitted on buses.

Developmentally Disabled Assistance - The District offers special training to developmentally disabled persons in order to acquaint them with bus services.

1.2.4 Service Area

The Southern California Rapid Transit District provides bus service to the Los Angeles County service area which constitutes an area of approximately 2,200 square miles. The District serves 185 cities and communities in Los Angeles, Orange, Riverside, San Bernardino and Ventura Counties. While a number of other carriers also serve portions of these counties, the District provides approximately 90% of all public transit service within the area (Exhibit 6).

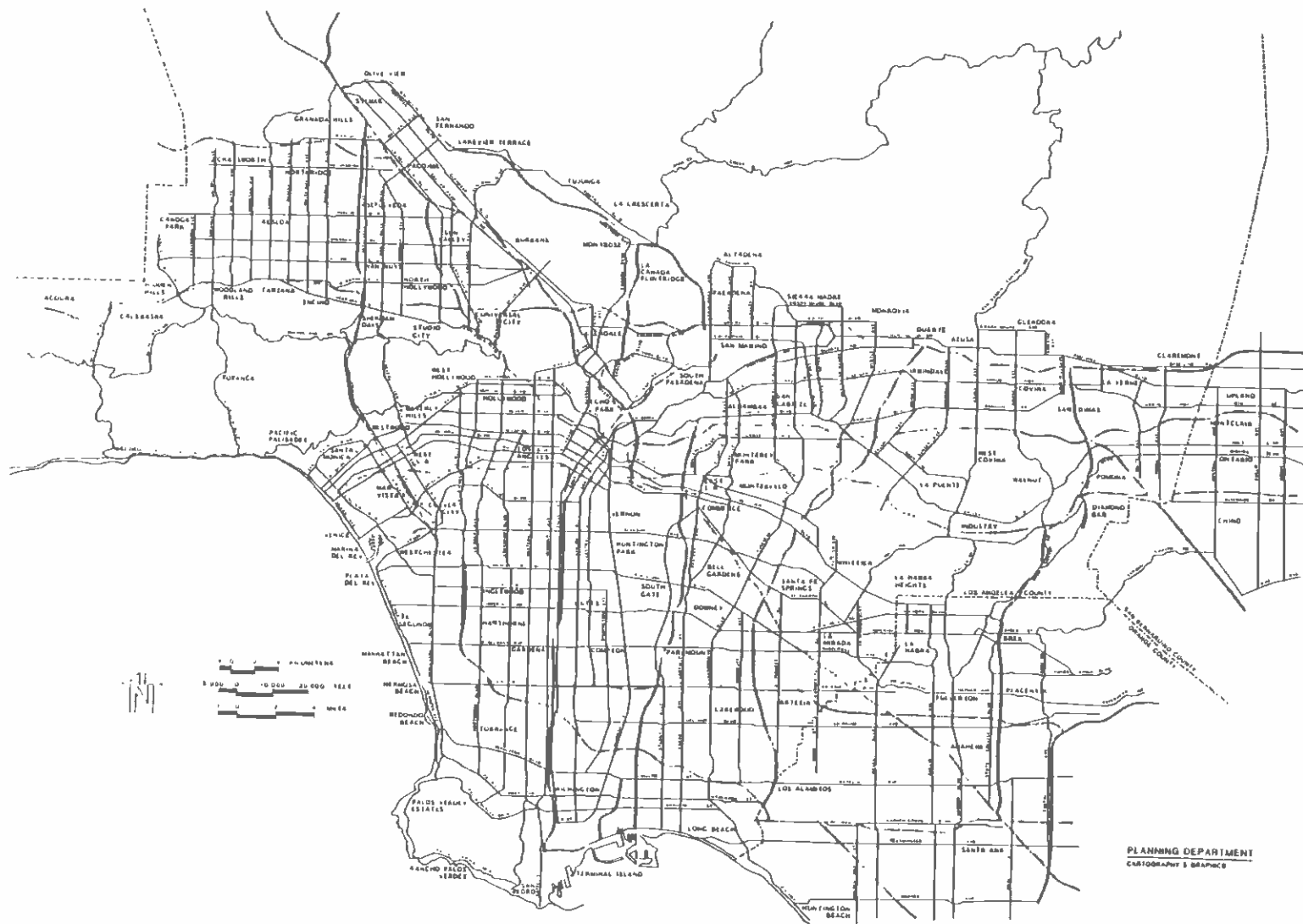
1.2.5 Fares for Services

Reduced fares are available to disabled persons who meet the basic eligibility requirements. A Universal Identification Card is issued once the application has been authorized by a physician, other authorized person, or institution.



TYPES OF SERVICES AVAILABLE
TO THE DISABLED

EXHIBIT 5



THE LOS ANGELES COUNTY SERVICE AREA

EXHIBIT 6

Seniors can obtain an ID by filing an application along with a Los Angeles County Senior Citizens Card, Department of Motor Vehicles identification card, driver's license, Medicare card, birth certificate, or passport. Disabled persons can obtain one by filing an application and a Medicare card, Veteran's Administration Award Letter, or a certificate from a physician, rehabilitation counselor, social worker, or psychologist.

Once issued, the Universal ID Card is honored for a reduced fare on buses operated by the District and eight municipal transit systems in Los Angeles County. Cardholders may also buy a reduced fare pass.

In addition to what is offered as reduced fare, the District also has a special "Buydown Program." This program began when the District increased reduced elderly and disabled monthly passes from \$4.00 to \$7.00. Many of the passengers felt they could not afford this increase.

The District, in cooperation with the County of Los Angeles and cities within Los Angeles, supplemented the \$3.00 increase through local funds dedicated for transit services. These funds, known as Proposition A funds, are 1/2 cent sales tax used for funding transit in Los Angeles County. Cities that participate in the Buydown Program dedicate part of their Proposition A local return funds to reduce fares for senior and disabled persons.

Free boardings are offered to the visually impaired. Such persons carry a cane, are accompanied by a seeing-eye dog, or carry a Braille Institute card to qualify.

Reduced fare rates are as follows for FY 86 through FY 88:

- o Cash Fare: 40 cents
- o Transfer: 10 cents for each use. Minimum time limit one hour. One direction only.
- o Monthly Pass: \$4.00 for individuals who live in cities which participate in Buydown Program.
\$7.00 for individuals who live in areas not covered by a Buydown Program.
- o Visually Impaired Persons: Ride Free

Regular fare rates for passengers are as follows:

- o Cash Fare: 85 cents
- o Express Increments: 35 cents each
- o Transfer: 10 cents for each use. Minimum time limit one hour. One direction only.
- o Monthly Pass: \$32.00 plus express increments.

CHAPTER II

CHAPTER II

A Closer Look at Our Current Accessible Program

2.1 Meeting the Six Basic Service Criteria

The District has made special efforts during the past five years to maintain an Accessible Service Program that meets the needs of the disabled. Due to these special efforts, the District has met the six basic service criteria as outlined in the new subpart of Section 504 Rehabilitation Act.

Listed below are the six basic service criteria and a description of how the District's Accessible Service Program complies with each.

Service Criteria

1. *All persons who, by reason of handicap, are physically unable to use the bus service for the general public provided by a recipient of federal funds must be eligible to use the special service provided for handicapped persons.*

The District provides fixed-route accessible service on 83% of the District's bus lines. This service is offered to the general public and can accommodate a variety of disabilities.

2. *Service must be provided to a handicapped person within 24 hours of requesting it.*

The District offers fixed-route accessible service. There is no need for requesting service since service is offered on a regular basis on all accessible lines. Sixty-eight percent of the District lines provide service at intervals of one hour or less.

3. *Restrictions or priorities based on trip purpose are prohibited.*

There are no restrictions or priorities that prohibit disabled persons from using District service based on trip purpose.

4. *Fares must be comparable to fares charged to the general public for the same or a similar trip.*

The District offers reduced fares for disabled persons who meet the basic eligibility requirements. If a disabled person wishes not to participate in the reduced fare program, he/she would be charged the same rate as the general public.

5. *The service for handicapped persons must operate throughout the same days and hours as the service for the general public.*

The District's fixed-route accessible service is offered throughout the same days and hours as service to the general public. Some lines have service available 24 hours a day, and most lines operate service seven days a week.

6. *The service for handicapped persons must be available throughout the same service area as the service for the general public.*

Accessible routes serve the general public and disabled throughout the same service area. Accessible service is equitably dispersed throughout the entire District service area (Exhibit 7).

The following sections describe in more detail the District's current Accessible Service Program and the contributions made toward this program by the disabled community.

2.2 Planning for Accessible Service

2.2.1 Planning and Monitoring

Accessible service is planned for and monitored by the Planning Department of the District. There are three full-time employees assigned to the Accessible Service Program. Planning Department personnel are also responsible for the project management of the Accessible Service Program.

The Accessible Service Program staff recommends projects that are needed to enhance or improve the current level of service. It is also responsible for monitoring accessible lines in order to assure that proper equipment is assigned each time there is a system change. The basic plan for phasing in future accessible service is also accomplished by this staff.

A tracking system was developed to perform day-to-day monitoring of accessible operations. This tracking system is part of a computerized data base that monitors on-street performance and reliability of service to disabled passengers, especially passengers in wheelchairs (Appendix A). Detailed information can be given on specific breakdowns of accessible equipment. Along with this information, daily wheelchair boardings are tracked by time of day, location, and division. The information is used to solve problems that riders may be having in reaching their destinations. Reports on operators provide detailed information on the types of problems operators experience. Schedule reliability and vehicle assignments are also reviewed through computerized management reports.

During fiscal year 1985-86, with the assistance of computerized management reports, the District was able to achieve several improvements:

1. A 21% increase in wheelchair ridership over the previous fiscal year.
2. Successful boardings of 92.5% of passengers in wheelchairs.
3. Proper accessible bus assignments made to designated accessible bus runs averaged 91% on a daily basis.
4. Passenger complaints monitored through the Hot Line accounted

for only 3% of the calls received, a decrease from the previous fiscal year.

2.2.2 Schedule Preparations

The Schedules Department plans for accessible service changes each time the system undergoes a revamping, which can occur four times a year. The Schedules Department is responsible for preparing public timetables that reflect actual on-street accessible service (Exhibits 8a,b). The Schedules Department is also responsible for preparing and distributing all accessible schedule information to the divisions so that proper equipment assignments are made each day. This includes the balancing of accessible equipment to the number of accessible bus runs that are needed to meet the District's accessible service policy. The current policy, adopted in 1984, is that "100% of base bus runs will be accessible on all accessible bus lines and at least 50% of peak bus runs will also be accessible." This policy will be in effect until more accessible equipment arrives. Appendix B describes the amount of service available and average frequency of service for each of District's lines.

2.2.3 Operations of Accessible Service

The Operations Department prepares the basic equipment reports to determine the amount of accessible equipment needed to operate accessible bus lines. The Operations Department also monitors the operations of the Maintenance, Schedules, and Transportation Departments.

2.2.4 Management

The overall management and operation of accessible service is overseen by the Accessible Service Management Committee. This committee is composed of the Assistant General Manager for Operations, the Assistant General Manager of Planning and Communications, and the Director of Planning (Exhibit 9). The committee reports directly to the General Manager and the Board's Ad Hoc Committee on Accessible Transportation. This special committee has helped the District in meeting its commitment of providing accessible service that is reliable safe and convenient.

The Management Committee directs the Project Manager and departments in the various operations of accessible service. Department liaisons for all the major departments work with the Project Manager in coordinating services.

2.3 Marketing Accessible Service

This section contains a more detailed description of the District's marketing program.

2.3.1 Marketing Materials

The Marketing Department is responsible for updating all materials

Indicates Accessible Bus Line

EFFECTIVE MARCH 18, 1984
 SUBJECT TO CHANGE WITHOUT NOTICE



LINE

97

97 LOS ANGELES-BURBANK-SHERMAN OAKS VIA RIVERSIDE DR. AND LOS ANGELES ZOO



**INFORMATION - EVERY DAY
 8 AM TO MIDNIGHT
 CLOSED HOLIDAYS
 ENGLISH-ESPAÑOL
 (213)626-4455-(818)781-5890
 (818)248-2593
 For the Hearing Impaired Call:
 TTY (800)252-9040
 Southern California Rapid Transit District
 425 South Main Street, Los Angeles, CA 90013**

PUBLIC SCHEDULE

SUNDAY AND HOLIDAY SCHEDULE

SUNDAY SCHEDULE WILL BE OPERATED ON NEW YEAR'S DAY, MEMORIAL DAY, INDEPENDENCE DAY, LABOR DAY, THANKSGIVING DAY AND CHRISTMAS DAY

By Sherman Oaks (Moosepark St. & San Noyes Bl.)	By North Hollywood (Riverside Dr. & Laurel Canyon Bl.)	By Burbank (Olive Av. & Golden Mall)	By Griffith Park (Los Angeles Zoo)	By Riverside Dr. & Luis Peñas Bl.	By San Fernando Rd. & Figueroa St.	By North Broadway & Ord St.	By Los Angeles (Main St. & Venice Bl.)
8:11 AM	8:18 AM	8:24 AM	8:29 AM	8:36 AM	8:48 AM	8:55 AM	8:57 AM
9:00	9:13	9:19	9:24	9:31	9:43	9:50	9:54
10:01	10:08	10:14	10:19	10:26	10:38	10:45	10:49
11:02	11:09	11:15	11:20	11:27	11:39	11:46	11:50
12:03	12:10	12:16	12:21	12:28	12:40	12:47	12:51
1:04	1:11	1:17	1:22	1:29	1:41	1:48	1:52
2:05	2:12	2:18	2:23	2:30	2:42	2:49	2:53
3:06	3:13	3:19	3:24	3:31	3:43	3:50	3:54
4:07	4:14	4:20	4:25	4:32	4:44	4:51	4:55
5:08	5:15	5:21	5:26	5:33	5:45	5:52	5:56
6:09	6:16	6:22	6:27	6:34	6:46	6:53	6:57

* TERMINATES AT OLIVE AV. & GLENOAKS BL. TWO MINUTES AFTER TIME SHOWN AT OLIVE AV. & GOLDEN MALL.
 C BUS ASSIGNED IS ACCESSIBLE TO THE HANDICAPPED

OPERATOR'S PADDLE-ROUTE INSTRUCTIONS

FILE DATE	LINE	SCHEDULE NUMBER	EASTBOUND	P. 1											
4-16-86	97 LA - SHERMAN OAKS VIA LA ZOO DAILY EXCEPT SATURDAY & SUNDAY	85263 IN EFFECT 12-29-85 REVISED 01-30-86	DIV NO 15												
MOOR PARK	RIVER SIDE	RIVER SIDE	CAMA RIVER	OLIV GOLD	OLIV GLEN	LOS ANGELES	RIVER SIDE	SAN FERNANDO	BROADWAY	MAIN	TERMINAL	DEP			
14 P/O DV	RTE	MUYS	MAN	CYN	SHIM	WAY	MALL	OAKS	ZOO	FIGUEROA	ORD	VENICE	28		
CL.1															
1	504	75	97	530	537	542	547	552	604	616	623	636	645	659	730
CL.2															
3	97	630	637	643	648	655	707	719	726	739	749	803	810		
2	97	730	737	743	748	755	807	819	826	839	849	903	910		
1	97	830	837	843	848	855	907	919	926	939	949	1003	1010		
4	97	930	937	943	948	955	1007	1019	1026	1039	1049	1103	1110		
3	97	1030	1037	1043	1048	1055	1107	1119	1126	1139	1149	1203	1210		
2	97	1130	1137	1143	1148	1155	1207	1219	1226	1239	1249	1303	1310		
1	97	1230	1237	1243	1248	1255	1307	1319	1326	1339	1349	1403	1410		
4	97	130	137	143	148	155	207	219	226	239	249	303	310		
CL.3															
1	97	210	237	243	248	255	307	320	327	340	350	404	410		

* ALL BUSES DEPARTING SAN FERNANDO & FIGUEROA USE FREE RUNNING TIME TO EAST TERMINAL
 - INDICATES ACCESSIBLE BUS TRIP
 - USE RADIO CHANNEL 9



MATERIALS PREPARED BY THE SCHEDULES DEPARTMENT

EXHIBIT 8a

DIVISION PULLOUT SHEET

DIVISION 3215		X AM PM PULLOUTS			3 SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT			10 2 86		SCHED 54			
WORK RUN	BUS RUN	BUS ASSIGNMENTS			LOC	CHECK OUT TIME	NOTE	MILEAGE			REPLACE VEHICLE	LETTER NO.	NOTES
		1	2	3				SCHED.	LOSS	GAIN			
183	002	02	33		F/16	4 53	15 15	179					
			3358				815P						
94	004	07	33		F/18	4 54	15 15	300					
			3360				1212X						
97	001	04	33		F/20	4 54	15 15	189			3081		
			3362				632P						2020 3361 - yard
92	501	10	33		F/23	4 57	15 15	211					
			3364				645P						
169	001	04	33		F/24	4 57	15 15	270					
			3367				743P						
94	007	03	33		F/26	4 58	15 15	229					
			3369				737P						
165	052	52	33		F/27	4 58	15 15	229					
			3370				755P						
96	503	13	80		F/12	5 00	15 15	66					
			3311				850A						
212	501	02	33		F/28	5 00	15 15	223					
			3371				1144P						
163	052	53	33		F/29	5 01	15 15	225					
			3372				855P						
234	002	01	33		F/31	5 03	15 15	258					
			3374				1210X						
194	051	52	33		F/32	5 05	15 15	234					
			3375				756P						
212	006	04	33		F/34	5 05	15 15	186					
			3377				1041P						
94	503	14	33		F/7	5 06	15 15	95					
			3366				956A						
152	051	54	33		F/37	5 06	15 15	218					
			3380				607P						
560	009	17	80		B/2	5 07	15 15	98					
			3322				1041A						
90	005	04	33		D/4	5 09	15 15	223					
			3385				735P						

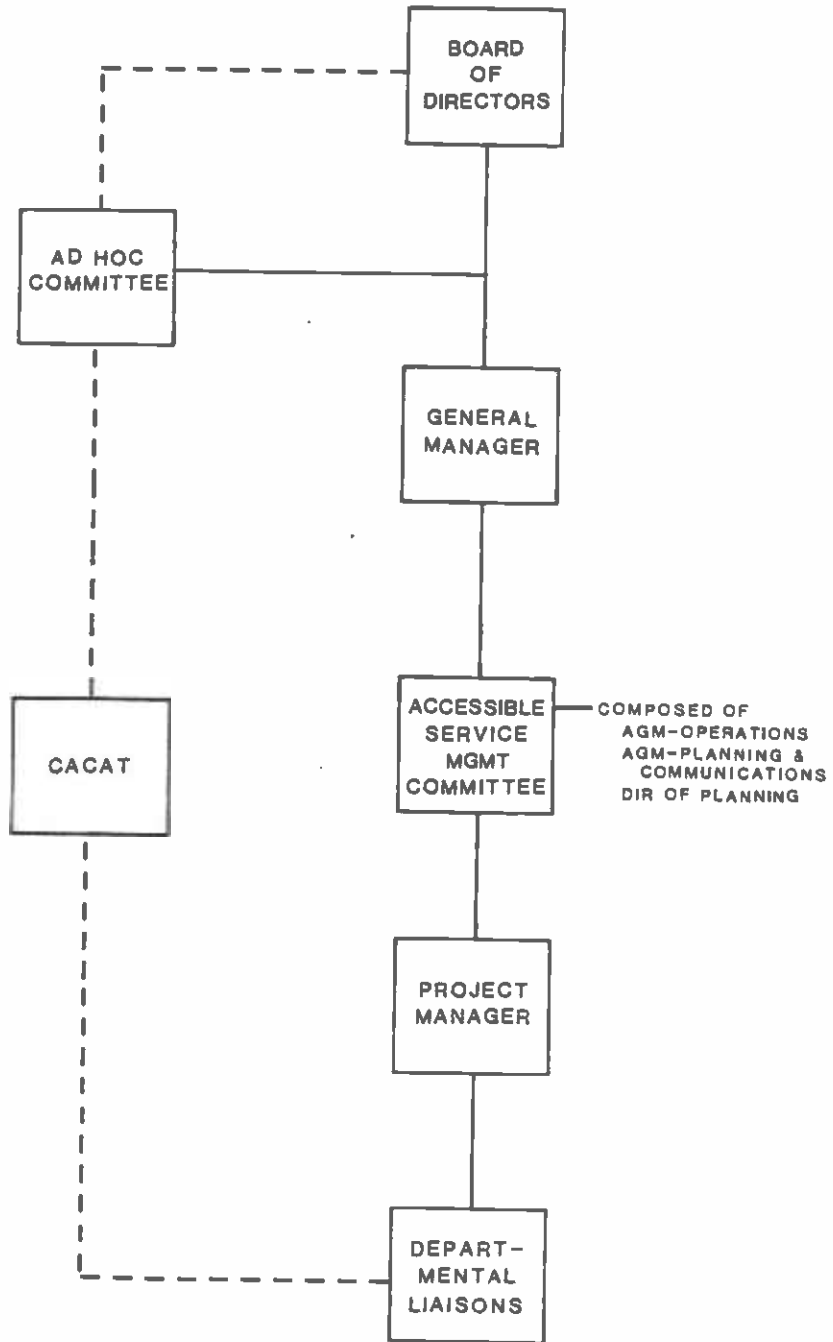
ACCESSIBLE BUS ONLY



MATERIALS PREPARED BY THE SCHEDULES DEPARTMENT

EXHIBIT 8b

ACCESSIBLE SERVICE MANAGEMENT



ACCESSIBLE SERVICE
MANAGEMENT

EXHIBIT 9

to include accessible service information. In addition to regular materials, a variety of brochures on accessible service are produced. One such example is a comprehensive "Paratransit Directory for L.A. County." This directory is a guide to transportation alternatives in the District's service area. A "Riders Guide for Wheelchair Transportation" was also produced to provide detailed step-by-step information on how to use lifts on public transit buses.

Throughout the year, information such as "Safety Reminders" or "Courtesy Reminders to Passengers about Passengers in Wheelchairs" was produced through Marketing. A "How to Ride" brochure was produced in Braille to assist some visually impaired passengers. These types of brochures usually accompany placards that are placed in buses for passengers who do not have the opportunity to receive the brochures. Additionally, various brochures are printed on a regular basis that provide information on discount bus fares and monthly passes which are available to passengers with special needs.

The Marketing Department makes a special attempt to keep abreast of issues that arise for the disabled and produces pieces that directly impact these pertinent issues in a timely manner (Exhibit 10).

2.3.2 News Bureau

The District's News Bureau is responsible for the production of public service announcements, news releases, and press conferences (Exhibits 11 and 12).

The News Bureau, in addition to receiving general print coverage in Los Angeles service area, makes special attempts to get media coverage. This is accomplished through local television and radio stations. The News Bureau continues to seek media coverage for accessible service because it is an important aspect of marketing the District's Accessible Service Program.

2.3.3 Community Relations

The Community Relations Department with its nine community representatives regularly attend community meetings and events. Many of the meetings are with organizations of senior and disabled persons. Marketing materials and other information on accessible service are distributed at the meetings.

A special slide-tape presentation titled, "Total Accessibility--The RTD Commitment," was produced by the Community Relations Department. It deals directly with a variety of disabilities and what services the District provides to meet individual transportation needs. The Community Relations Department is also responsible for producing a quarterly newsletter called ACCESS (Exhibit 13). ACCESS addresses issues that affect senior and disabled patrons through short comprehensive articles. The newsletter also allows other agencies to submit articles so that the newsletter can be used as a

SERVICE CHANGE

RIDER BULLETIN

BUS SAFETY INFORMATION FOR PASSENGERS IN WHEELCHAIRS



We at RTD are concerned with your SAFETY! Therefore please observe the following:

PLEASE JOIN RTD IN EXTENDING COURTESY TO PASSENGERS IN WHEELCHAIRS



Notice to Senior and Handicapped Patrons

A special RTD monthly pass discount program is being... City of Los Angeles who...

Senior Citizen Fares

SPECIAL BULLETIN TO DISABLED RTD BUS PATRONS NEW EMERGENCY HOTLINE 1-800-621-7828 6 AM TO 12 MIDNIGHT 7 DAYS A WEEK

RTD has established a new, toll free, emergency phone line exclusively for the use of disabled passengers who need assistance to complete travel on an RTD bus.

The line should be used if you are disabled and are passed up by a scheduled accessible bus.

Priority attention will be given to calls from disabled passengers requiring immediate emergency assistance to complete their trip between the hours of 6 a.m. and 12 Midnight, seven days a week. Calls received between 12 Midnight and 6 a.m. will be recorded and followed up by RTD personnel.

Disabled passengers wishing schedule information should use regular toll-free RTD telephone information numbers listed in your phone directory. Hearing-impaired bus riders should call TTY (800) 252-9040.

The Hotline was developed through the cooperative efforts of the Southern California Rapid Transit District (RTD) and the Citizens Advisory Committee on Accessible Transportation (CACAT) to help improve RTD bus service for the disabled in Los Angeles. RTD's Disabled Riders Emergency Hotline number is 1-800-621-7828.



The RTD Paratransit Directory



Reduced Handicapped Fares

RTD Accessible Service for Passengers Using Wheelchairs



RTD operates a fleet of nearly 1900 buses equipped with driver-controlled, automated wheelchair lifts. These lifts allow individuals in wheelchairs to have access to RTD's network of bus lines. This brochure is intended to inform you how to use accessible service and on which lift-equipped buses are available.



MATERIALS PREPARED BY THE MARKETING DEPARTMENT

EXHIBIT 10

Regular fare expected to be 75 cents

RTD subsidy to aid disabled, elderly

By John Chandler
Capitol News Service

Despite sharp increases projected this summer for bus fares, elderly and handicapped residents of Los Angeles would be able to continue paying \$4 for monthly RTD bus passes under a proposed \$3 million city subsidy.

Those two groups are the only riders city officials hope to shelter from across-the-board fare increases contemplated by the Southern California Rapid Transit District.

Bus schedules

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RTD services World Games for the Deaf

RTD buses will serve local venues when the 1985 World Games for the Deaf come to Los Angeles during July 10-20.

Billed as the largest sporting event of 1985, the games are expected to bring 200,000 visitors to Los Angeles this summer.

RTD supervisors will be available at key venues to help board patrons and answer questions. Brochures and bus schedules will be distributed at venues and at the games' village to be located at Pepperdine University, Malibu.

for RTD regular and student monthly passes.

"Our concern is that two of the most transit dependent segments of our community, seniors and the disabled, might lose the vital mobility that discount fares have provided them," said Los Angeles Mayor Tom Bradley.

City officials Wednesday said the program for the elderly and handicapped will make up the difference between the \$4 price of that monthly pass and the

cost that has been recommended to

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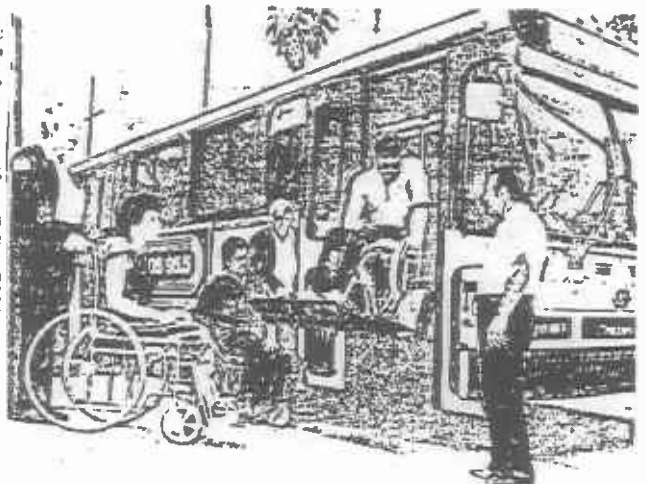
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RTD offers helping hand

An RTD bus operator demonstrates use of a wheelchair lift during a demonstration held for bus operators and the disabled.

Jarrell
-nt Liv-
-ays.

County. The sessions are designed to make disabled patrons aware of the District's accessible service programs while giving RTD's 5,000 bus operators firsthand opportunity to learn about the special needs of the disabled.

a community center or agency that serves the disabled.

Practice sessions are often taped by RTD's Instruction Department for use in the District's sensitivity training program for

RTD estudia cómo mejorar sus servicios

El Distrito de Tránsito Rápido del Sur de California (RTD) hará estudios de planificación para mejorar sus servicios de transporte en las horas pico.

Los resultados se pondrán en práctica en unos 3 meses, dijo ayer John F. Dyer, directivo de la Junta de la empresa.

Según el dirigente de RTD, el estudio arrojará datos sobre las horas y rutas con el número mayor de usuarios, así como del tiempo que los pasajeros deben esperar para obtener el servicio.

"De los estudios se beneficiarán todos, porque destinaremos más autobuses a donde más se necesiten, evitando las aglomeraciones."

Dyer reiteró también que el incremento en el pasaje de 50 a 85 centavos, que entró en vigor a partir del primero de julio, reducirá el número de usuarios.

"El número récord que tuvimos fue de 1.8 millones de pasajeros," dijo.

Dyer agregó que en particular RTD desea poner más atención a la transportación de personas incapacitadas y mayores. "Ultimamente hemos tenido una serie de problemas, dijo, los jóvenes y demás sectores de la población parecen ignorar ya esta regla de cortesía y el chofer no puede hacer nada para obligarlos a dar su asiento a estas personas."

Dyer dijo que la empresa tiene en operación 1,900 autobuses, y que, en el caso de personas incapacitadas que usan sillas de ruedas, el chofer tiene la obliga-

Por Sandra Luz Gallegos
Reportera de LA OPINION

ción de auxiliarlos a abordar el autobús cuando la persona lo solicite y el transporte tenga en su exterior la señal que identifica ese servicio especial (dibujo exterior de una pequeña silla de ruedas).

Según un informe de RTD, las rutas que dan servicio a pasaje-

de las ciudades están votando por un subsidio especial, que continúan pagando

res.
Dyer, concejal también de la ciudad de Glendale, dijo que sensibilizar a la población a la necesidad de ser más y que continúe la norma es de dar el asiento de personas mayores e in-

RTD brochure

Courtesy for patrons in wheelchairs urged

RTD (Rapid Transit District) has published a new brochure advising patrons how to board and alight from buses while accommodating wheelchair patrons.

RTD currently operates 1,600 accessible service buses with lifts that enable people in wheelchairs to ride public transit. It also operates 180 designated accessible lines out of a 245 total bus routes.

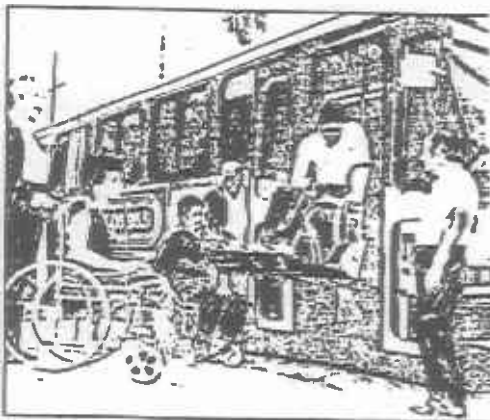
RTD currently posts signs requesting that regular riders offer front seats to elderly and disabled persons. The new brochure encourages the public to help passengers in wheelchairs by yielding the folding seats that allow for securement of wheelchairs.

Regular bus patrons also are asked to permit wheelchair riders to

board first when a wheelchair lift is located at the front of the bus. Decals within RTD's 1,600 accessible coaches pinpoint locations where seats can be folded to accommodate a disabled patron's wheelchair.

Interior signs now being posted on buses and a new brochure advise passengers to leave the bus before the wheelchair patrons to allow room for wheelchair and lift operation.

The new literature and signage are part of RTD's ongoing efforts to provide improved transit services for patrons in wheelchairs throughout the Southland. It is the latest step in the district's goal of becoming the first 100 percent accessible public transit property in the nation.



RTD estudia cómo mejorar sus servicios a personas mayores e incapacitadas.

ros incapacitados en el Centro de Los Angeles, son las siguientes: 15, 29, 34, 52, 53, 65, 93, 96, 98, 101, 103, 111, 121, 140, 147, 171, 189.

El informante indicó que con el aumento de tarifas, los pasajes para personas incapacitadas se elevaron de 4 a 7 dólares, pero que los Concejos de la mayoría

que realizar una campaña citaría.

Según Ray García, voz de RTD, "el Este Angeles es una de las zonas donde mayormente se violan reglas de cortesía para las personas de edad avanzada e incapacitadas."

Boy's wish to ride a bus granted

EL MONTE (AP) — To Guillermo Franco, being able to ride the bus was a dream come true.

The 7-year-old boy suffers from spinal bifida, a disease that confines him to a wheelchair. 1139 On Monday, Guillermo settled into the driver's seat of a specially chartered Southern California Rapid Transit District bus.

"He really had a ball. He just liked sitting behind the wheel and honking the horn," said Rex Gutierrez, a volunteer with Starlight

Foundation, which fulfills the wishes of chronically and terminally ill children.

Gutierrez was surprised by the simplicity of the boy's request.

"It just shows the humility of some people. To us, these buses are taken for granted and sometimes they can even be pretty annoying. But to Guillermo, they're something really special," he said.

The boy and his family were driven into Los Angeles.



NEWSPAPER COVERAGE

EXHIBIT 11



PRESS CONFERENCE ARRANGED BY THE NEWS BUREAU

EXHIBIT 12



Towards Accessible Transportation

ACCESS

Volume 3

Number 1

October 1986

Accessible Performance Sets New Record

1986 proved to be a record year for the Accessible Service Program, with all-time high attainments in service, equipment reliability and ridership.

During Fiscal Year 1986, wheelchair equipment reliability averaged the all-time high of 92.5%, compared to 90.3% in FY 85. Also on a positive note, ridership by seniors and people with disabilities increased considerably by 13%, with 56.2 million boardings recorded in FY 86, compared to 49.6 million in FY 85. This increase is especially significant since overall RTD ridership decreased by 9.6%.

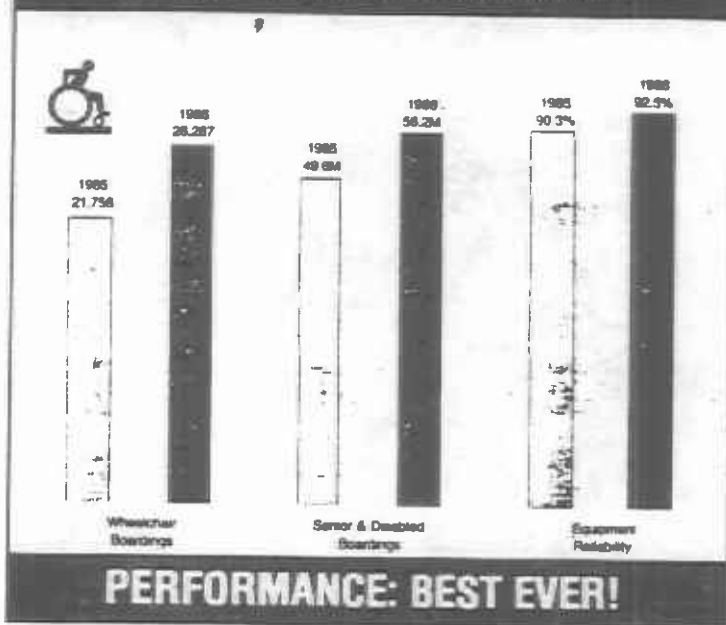
Wheelchair boardings also increased during FY 86 by 21%—from 21,756 in FY 85 to the current 26,287.

"We are very excited by the significant progress made by the District during the 2nd year of implementation," noted General Manager John A. Dyer. "The progress of the Accessible Service Program is expected to continue through the coming fiscal year as the final goals of the Accessible Service Program are realized."

As RTD continued toward its goal of 100% accessibility in FY 86, several other significant and innovative accomplishments were made. The following is a summary:

- A first-time-ever pamphlet in Braille was developed by RTD for its visually impaired patrons. The *Guide for the New Rider* was translated into Braille to assist and encourage this rider group in the use of RTD service.

GOAL: 100% ACCESSIBILITY



- RTD took "its act on the road," visiting the many agencies throughout Los Angeles County that provide services to seniors and people with varying disabilities. These visits included bus demonstrations for children as well as adults in the use of RTD services.
- The Accessible Service Operator Recognition Award program was initiated to honor drivers who have provided outstanding service to senior and disabled patrons.
- A unique training audio-visual program was developed to sensitize RTD employees to the needs of the disabled and senior population. A special program

will be implemented during the current fiscal year to heighten operators' awareness of the special needs of senior and disabled passengers.

- The *RTD Paratransit Directory* was published as a public service to seniors and the disabled. The small, gray directory, available through RTD, provides information on paratransit organizations offering alternate forms of transportation within Los Angeles County to meet special transit needs.

"As we move into Fiscal Year 87, we will continue our efforts to provide the very best service to our senior and disabled passengers," notes Dyer.



Southern California Rapid Transit District



COMMUNITY RELATIONS
QUARTERLY NEWSLETTER

EXHIBIT 13

networking tool. The newsletter advises its readers whenever bus service or accessibility rules change.

One of the most important features of the work of the Community Relations Department is the on-site training provided for disabled and senior groups. By taking lift-equipped buses to schools or agencies, potential riders are given the chance to become more familiar with transit buses. This has proven to make riders more confident and their first trip a little more comfortable (Exhibit 14).

2.3.4 Citizen's Advisory Committee on Accessible Transportation

The Citizen's Advisory Committee on Accessible Transportation (CACAT) serves as an advisory committee to the District on senior and disabled issues. The committee is made up of 18 organizations that represent disabled and senior groups (Exhibit 15). It is through these representatives that the District relays information to organizations about our Accessible Service Program. Additional information on CACAT is described in Section 2.5.3.

2.4 Operation of Accessible Service

This section describes the actual operations of accessible service and the duties of each department involved in providing day to day service.

2.4.1 Equipment Maintenance Department

The Maintenance Department is responsible for maintaining accessible equipment and for making proper accessible bus assignments each day. This daily process includes the cycling of lifts as buses leave divisions. If a lift does not cycle properly, the lift is either immediately repaired or the bus is replaced. However, if the division is short of equipment due to major fleet retrofits or fleet repairs, a list of priority runs is used. The priority listing is updated quarterly and allows buses without accessible equipment to be assigned to bus runs where passengers have not used lift equipment.

In addition to daily cycling, vehicle assignments are monitored through a computerized program that details wrong assignments on accessible lines (Exhibit 16). Maintenance also monitors accessible bus service through its Vehicle Maintenance System (VMS). This computerized data system tracks vehicles that are reported to have malfunctioning accessible equipment. Reports from VMS are generated monthly and describe when a vehicle is fixed and which divisions are experiencing more severe problems (Exhibit 17). It is through such reports that fleet defects can be detected. The District also monitors the performance of lifts by manufacturers (Exhibit 18). This information is useful in making decisions for future lift equipment purchases.

Divisions receive special recognition each quarter for good work. Through monthly statistics, divisions are ranked against one another



SPECIAL TRAINING SESSION
OFFERED THROUGH THE
COMMUNITY RELATIONS
DEPARTMENT

EXHIBIT 14

CACAT MEMBER ORGANIZATION

LOS ANGELES COUNTY COMMISSION ON DISABILITIES
CALIFORNIA ASSOCIATION FOR THE PHYSICALLY HANDICAPPED
LOS ANGELES CITY COUNCIL FOR THE HANDICAPPED
OLDER WOMEN'S LEAGUE
LOS ANGELES COUNTY AREA AGENCY ON AGING
LOS ANGELES CITY SCHOOLS
LOS ANGELES COUNTY SCHOOLS
WESTSIDE COMMUNITY FOR INDEPENDENT LIVING
BRAILLE INSTITUTE
EASTER SEAL SOCIETY
STATE DEPARTMENT OF REHABILITATION
GOODWILL INDUSTRIES
COUNTY DEPARTMENT OF SENIOR CITIZEN AFFAIRS
CALIFORNIA COUNCIL OF THE BLIND
UNITED CEREBRAL PALSY / SPASTIC CHILDREN'S FOUNDATION



**ORGANIZATIONS REPRESENTED
ON THE CITIZEN'S ADVISORY
COMMITTEE ON ACCESSIBLE
TRANSPORTATION (CACAT)**

EXHIBIT 15

TAPE DATE = *** 09/12/86 ***

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT
COACHES ASSIGNED OUT OF SERIES BY DIVISION BY LINE

PAGE 11

DIVISION	LINE #	RUN #	<	SERIES	VEHICLE	TIME 100H	1=AM 2=PM	
		*LINE TOTAL						9
3207	028	03	<	82	3140	0629	1	1
		12		31	9017	1215	2	
		16		31	8965	0073	1	
		17		31	9072	0627	1	
		18		31	9054	0073	1	
		*LINE TOTAL						5
3207	220	01		31	4336	0453	1	1
		03		31	4330	0431	1	
		05		31	4331	0432	1	
		*LINE TOTAL						3
		*DIVISION TOTAL						61
3208	150	05	<	33	8162	0659	1	1
		10		80	1096	1158	1	
		13		80	1092	0124	2	
		14		70	7264	0510	1	
		14		70	8191	0138	2	
		*LINE TOTAL						5
3208	152	05		70	7265	0414	1	1
		05		70	8161	0124	2	
		06		70	8197	0138	2	
		*LINE TOTAL						3
3208	165	07		70	7265	0121	2	1
		08		70	3488	0122	2	
		08		70	8168	0656	1	

REPORT # PSVAB027



MAINTENANCE MONITORING REPORT
BUS ASSIGNMENTS

EXHIBIT 16

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT
DEPARTMENT OF PLANNING

PAGE 1

REPORT OF VEHICLE LIFTS: CSIDS/VMS
FOR MONTH OF AUGUST, 1986
860904 : CS10VMS

	VEHICLE	DIV	LINE	BUS RUN	OPER ID	MECH ID	DATE	CODES	COMP CODE	PROBLEM DESCRIPTIONS
CS10:	0000	15	090	08	00000		08/14/86	BO		
	0000	12	232	<01	00000		08/19/86	BOP		
	0000	12	146	<03	00000		08/19/86	BOP		
** NO VMS MAINT RECORDS FOR VEHICLE **										
CS10:	3306	15	212	<11	12273		08/14/86	BOP		LIFT STUCK
ROADCALL:	3306	15	092	09	03386	00000	08/29/86	1985		ADJ. R/DOOR MICRO SWITCH
	3306	15	212	04	07258		08/03/86	1985		ADJ. DOOR
	3306	15	212	04	02938	04964	08/04/86	1985		RELAY SHORTED
	3306	15	234	02	03464		08/27/86	2888		O.K. CHG.
	3306	15	560	06	09750		08/19/86	2185		TUNED ENG.
VMS MAINT:	3306					05878	08/15/86	1674	24	CHAIR LIFT SYSTEM
	3306					05878	08/26/86	1674	24	CHAIR LIFT SYSTEM
	3306					11241	08/29/86	1913	21	DOOR OPERATING SWITCHES
	3306					03241	08/05/86	1921	21	DOOR LOCKS/LATCHES
	3306					05920	08/29/86	1938	15	ENTRANCE DOORS
	3306					03241	08/05/86	1951	24	TOUCHBAR ASSEMBLY
	3306					11031	08/03/86	1956	24	ENT.DR OPER. MECHANISM(CNTRLS)
CS10:	3325	15	096	<01	08588		08/20/86	BOP		LIFT WON'T SLOW
ROADCALL:	3325	15	096	01	00376		08/26/86	1985		REPL. SWITCH
	3325	15	096	06	01255		08/15/86	1985		ADJ. TOUCH BAR
	3325	15	096	01	00376	00000	08/26/86	1989		CANCELLED BY DISP.
VMS MAINT:	3325					05154	08/24/86	1674	31	CHAIR LIFT SYSTEM
	3325					05878	08/25/86	1674	24	CHAIR LIFT SYSTEM
	3325					05878	08/18/86	1674	24	CHAIR LIFT SYSTEM
	3325					05878	08/22/86	1674	21	CHAIR LIFT SYSTEM
	3325					06540	08/26/86	1913	21	DOOR OPERATING SWITCHES
	3325					00780	08/26/86	1913	25	DOOR OPERATING SWITCHES
	3325					05154	08/25/86	1933	24	#4 DOOR
	3325					02428	08/07/86	1938	25	ENTRANCE DOORS
	3325					06432	08/15/86	1951	14	TOUCHBAR ASSEMBLY
CS10:	3338	15	152	<52	02599		08/01/86	BO		LIFT TAGGED
	3338	15	230	<02	01318		08/04/86	BOP		
** NO VMS MAINT RECORDS FOR VEHICLE **										
CS10:	3343	15	092	<10	04441		08/04/86	BOP		
** NO VMS MAINT RECORDS FOR VEHICLE **										
CS10:	3353	15	230	<03	10055		08/12/86	BOP		UNABLE TO SLOW
ROADCALL:	3353	15	152	53	12391	06395	08/24/86	1985		ADJUST DOOR
	3353	15	165	66	03770	03220	08/22/86	1260		BELLOWS LEAK & REAR DOORS
	3353	15	212	07	10395	04218	08/31/86	2119		CHANGED BATTERIES
	3353	15	212	02	02472	00000	08/18/86	2785		WORN TIRE
	3353	15	212	10	10609	13687	08/31/86	2385		DEAD BATTERY
	3353	15	212	10	09914	06135	08/31/86	2019		DLAD BATTERY
	3353	15	230	03	10055		08/12/86	1689		CANCELLED
	3353	15	234	04	09208	05985	08/28/86	2185		REPLACED BATTERIES



MAINTENANCE MONITORING REPORT
WHEELCHAIR LIFTS

EXHIBIT 17

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT
 DEPARTMENT OF PLANNING
 ELDERLY & DISABLED PLANNING

VEHICLE PERFORMANCE SUMMARY
 YEAR END REPORT FOR JULY 1985 - JUNE 1986
 860730: EHPRFORM

SUMMARY OF ALL VEHICLES

VEHICLE	VEHICLES USED	SUCCESSFUL BOARDINGS	EQUIPMENT INCIDENTS	% OF EQUIP INCIDENTS	*EQUIPMENT PROBLEMS EQUIPMENT INCIDENTS MINUS NON-ACCESSIBLE INCIDENTS	ADJUSTED % OF EQUIPMENT
NEOPLANS - EEC LIFTS	9,350	8,760	509	5.4 %	455	4.8 %
CARPENTERS - EEC LIFTS	140	99	38	27.1 %	36	25.7 %
CARPENTER - LIFT-U LIFTS	108	68	46	42.5 %	38	35.1 %
GMC'S (36 SEAT) - GMC LIFTS	336	322	16	4.7 %	14	4.1 %
GRUMMAN FLEXS - EEC LIFTS	1,391	1,009	346	24.8 %	301	21.6 %
GMC'S (43 SEAT) - GMC LIFTS	16,615	15,696	645	3.8 %	571	3.4 %
MAN'S - EEC LIFTS	22	18	3	13.6 %	1	4.5 %

* Equipment problems are indicated in this column after subtracting out those equipment failures that occurred on NON-ACCESSIBLE runs.



MAINTENANCE MONITORING REPORT
 VEHICLE PERFORMANCE

EXHIBIT 18

and good performance is rewarded. Accessible service is one portion of the ranking in the quarterly reward program.

The Maintenance Department reached its goal of 95% reliability on accessible equipment. In the month of April, the Maintenance Department achieved a 97.6% reliability rate on accessible equipment (Exhibit 19).

2.4.2 Equipment Purchases

Equipment purchases for accessible service are handled through the Equipment Engineering section of the Maintenance Department. This section is responsible for specifying the most usable, safe, and reliable accessible equipment for all future bus procurements.

The Equipment Maintenance Department makes the necessary changes to the accessible equipment as the technology improves. One such update was the installation of new securement straps. The new straps were developed in response to the variety of wheelchairs that must be accommodated in the securement area (Exhibit 20). The new securement straps are similar to retractable seat belts and can be strapped around various parts of the wheelchair on either side of the chair. The new straps are so versatile that they can even accommodate three-wheeled equipment. In addition to the new securement straps, the original securement devices are still available on all buses. These devices are the self actuated securement clamp and the personal securement seat belt.

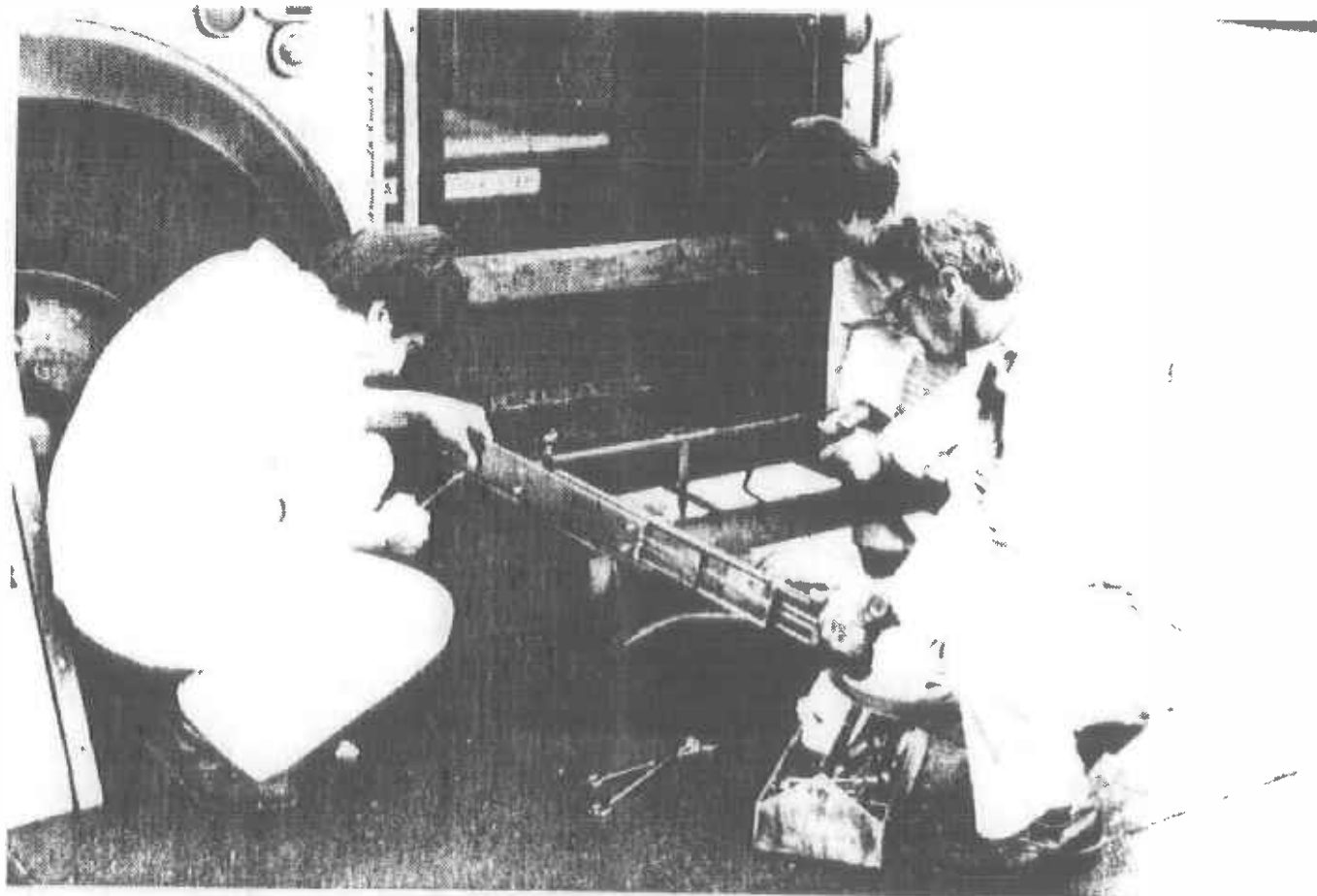
Decals were placed throughout all coaches advising passengers to be cautious when boarding the lift. Decals with priority seating information for seniors and disabled were also mounted. (Exhibit 21).

Antiskid flooring is being placed on all the vehicles in the securement area for wheelchairs.

In 1987 the District fleet components will improve with the purchase of additional accessible equipment. Ninety new intersuburban type buses are currently being received by the District. A additional order of 297 standard buses was also placed in 1987 and is expected for delivery in 1988. The accessible portion of bus specifications meet the most up-to-date requirements for the operation of safe and reliable equipment to meet the needs of a variety of disabilities. A schedule for accessible bus procurements can be seen on Exhibit 22. If the funding situation should change, forcing the District to abandon rehabilitation programs for older non-accessible buses there is distinct possibility that the full fleet accessibility window could be accelerated to occur between 1991 and 1993.

2.4.3 Transportation Department

The Transportation Department is responsible for the training and management of operators. Operators are responsible for the



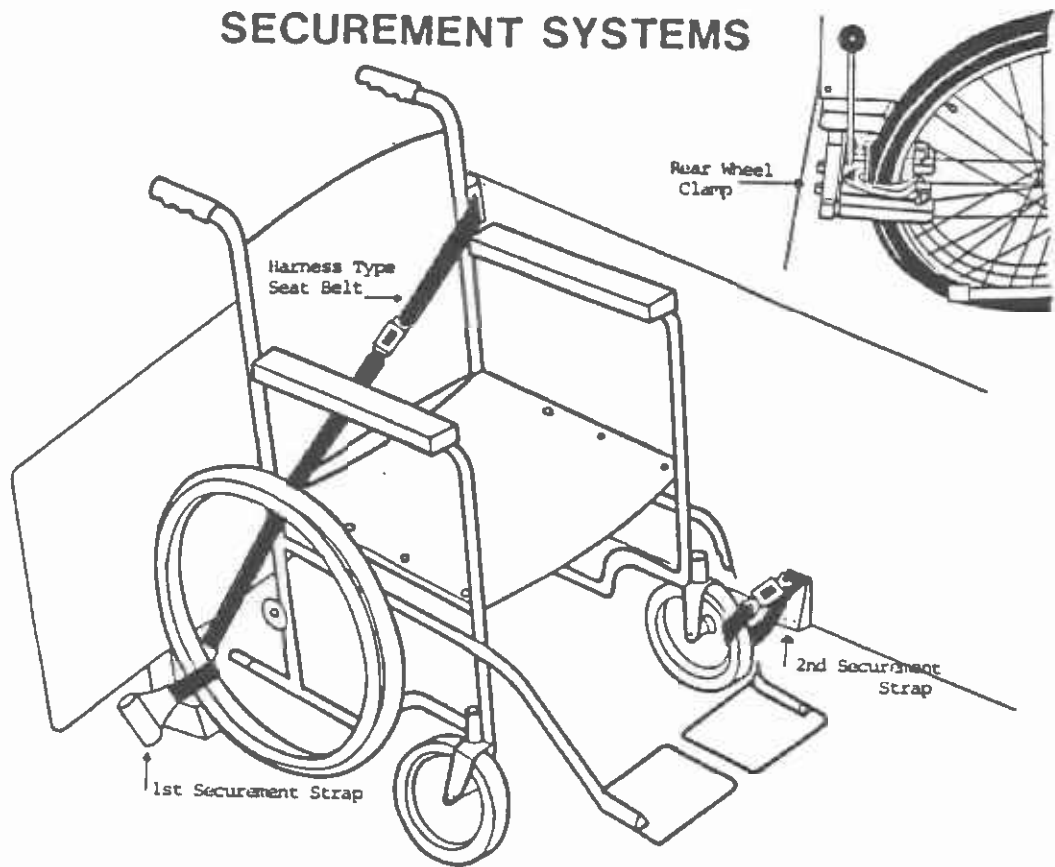
- 42 -



MECHANICS WORKING ON ACCESSIBLE EQUIPMENT

EXHIBIT 19

SECUREMENT SYSTEMS



SECUREMENT DEVICES

EXHIBIT 20



**PLEASE OFFER
THESE SEATS TO ELDERLY
AND DISABLED PASSENGERS**

**FAVOR DE OFRECER
ESTOS ASIENTOS A PERSONAS
MAYOR DE EDAD O INCAPACITADAS**

WHEELCHAIR SECUREMENT LOCATION



**THESE SEATS ARE FOR
WHEELCHAIR PASSENGERS**

**AREA DE SEGURIDAD PARA
SILLAS DE RUEDA**

**FAVOR DE CEDER ESTOS ASIENTOS
A PERSONA EN SILLA DE RUEDA**

CAUTION / CUIDADO



**For a safe ride secure your wheelchair
while on lift**

**Para un viaje libre de riesgos, asegure su silla
fijamente mientras está abordo de la
plataforma elevadora**



EXAMPLES OF DECALS ON BUSES

EXHIBIT 21

ACCESSIBLE FLEET PROCUREMENTS

	<u>FY88</u>	<u>FY89</u>	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>	<u>FY93</u>
Active Accessible Vehicles (1)	2,068	2,199	2,243	2,346	2,413	2,433
Active Fleet Size	2,560	2,546	2,517	2,463	2,463	2,479
% Accessibility of Active Fleet	81%	86%	93%	95%	98%	98%
Total Fleet Size	2,771	2,771	2,771	2,742	2,688	2,688
% Accessibility of Total Fleet	75%	76%	81%	86%	90%	91%
Accessible Fleet Growth (Net)	297	125	150	3	67	30

(1) Bus purchases are subject to the availability of transit procurement and rehabilitation funding.



**ACCESSIBLE FLEET
PROCUREMENTS**

EXHIBIT 22

transportation of persons with a variety of disabilities.

One of the largest disabled groups that operators serve is the visually impaired. Operators are instructed to offer the front seats to the visually impaired and to announce all stops along the route. Properly certified visually impaired persons ride free so operators need not collect fares. Guide dogs are allowed to ride on buses. Guide dogs for the hearing impaired are also allowed on buses.

Passengers in wheelchairs receive the most attention by operators. Operators are required to pick up all passengers in wheelchairs if they are operating an accessible vehicle. If they are not operating an accessible vehicle, operators are required to stop and advise the passenger they are not properly equipped. All operators are required to report to Radio Dispatch any passups of passengers in wheelchairs and malfunctioning equipment (Exhibit 23).

Operators are also required to report to a radio dispatcher all boardings that are successfully made. It is through the operators' contacts with Radio Dispatch that the District is able to monitor performance in providing accessible service to passengers in wheelchairs.

Operators are also recognized each quarter for their performances through the Operator Recognition Program which is based upon passenger commendations.

Operators are monitored on the reasons for passups (e.g., missing key to operate lift, lack of training on certain type of lift, etc.). Operators who frequently report bad order lifts are monitored in order to confirm that the lifts are actually malfunctioning. Operators are also monitored by passenger complaints received on the District's Hot Line (Appendix C). When an operator is singled out as a potential problem, the Division Transportation Manager follows up to assure the driver is instructed in the proper operations of accessible service.

2.4.4 Training

One of the most important aspects of providing accessible service is training. It is through training that people overcome fears and misconceptions. The District offers a variety of training programs for all employees. Training for operators is handled through the Transportation Instruction Department. Transportation Instruction provides a half-day of training to all operators as part of their initial training. Refresher training is also offered at operating divisions (Exhibit 24).

Operator training includes specific training on the four types of lifts the District owns along with videos that describe the operation of each lift. Discussions are conducted with operators about disabilities and demonstrations are given to operators by allowing them to maneuver in wheelchairs. This helps operators to have a clearer understanding of wheelchair accessibility. Other



PASSENGER IN A WHEELCHAIR
BOARDING BUS

EXHIBIT 23



OPERATOR TRAINING SESSION

EXHIBIT 24

services for disabilities are briefly explained during initial training.

Mechanics and other District employees view a video on sensitivity to issues of passengers. Seniors and the disabled have a special part in the video by depicting their needs as being no different from all other passengers who use public transit. This video is shown as part of the new employee orientation program.

2.5 Public Involvement with Accessible Service

This section describes those areas in which public contact is made by the District and how the public becomes involved in the Accessible Service Program. These public contacts have contributed to the formulation of this program and shall continue to monitor the planning, implementation, operation, and any significant alterations in the program.

2.5.1 Customer Relations Department

The Customer Relations Department serves as the key liaison with disabled riders. Through passenger letters, the Customer Relations Department researches problems and resolves most inconveniences by speaking with the appropriate District personnel. In addition to passenger letters, the Customer Relations Department established a toll free Hot Line in 1984 to handle the bus service problems experienced by disabled passengers.

The toll free Hot Line receives calls and immediate action is taken to resolve the problem. The actions usually involve calling the operator directly through Radio Dispatch or by speaking with the appropriate Maintenance or Transportation personnel in order to rectify the situation. The Hot Line has proven to be one of the most welcomed features of the Accessible Service Program to the riding public (Exhibit 25).

The information that is gathered from the Hot Line is monitored by reports that highlight particular problems in each division. This information is also compared to Transportation and Maintenance monitor information in order to determine trends or discrepancies (Exhibit 26).

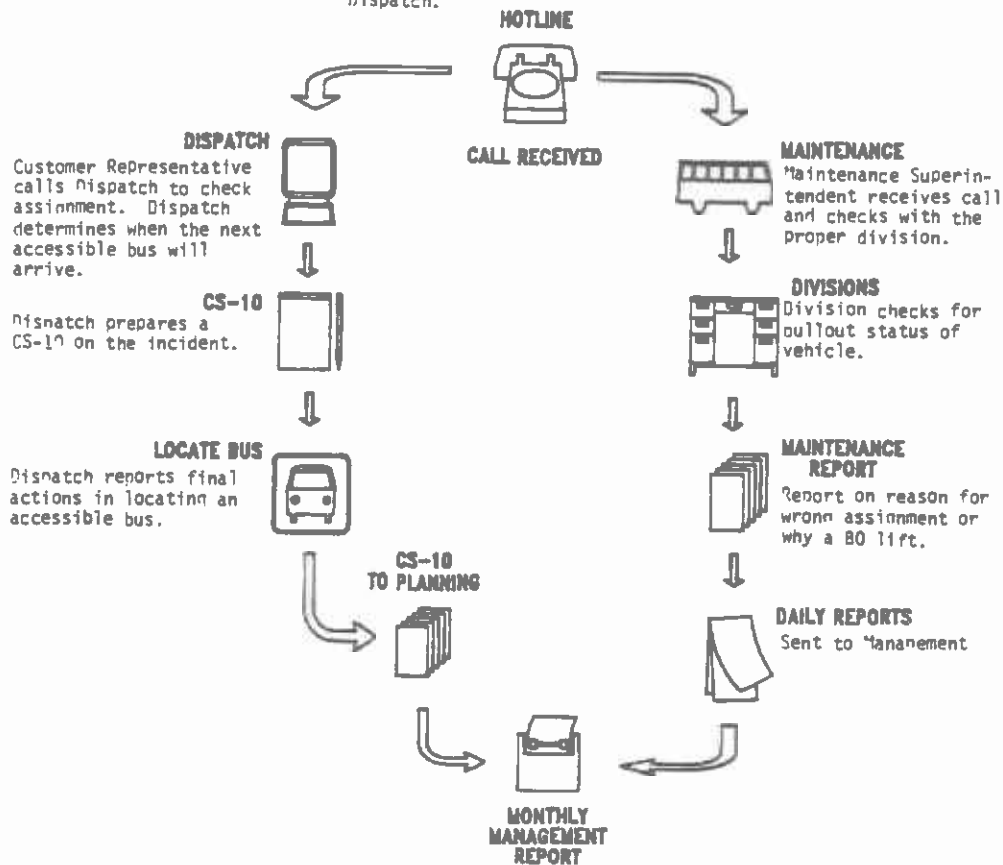
The success of the Hot Line may be attributed to wallet-sized business cards which are distributed to many potential and regular riders. Passenger feedback is the most effective method the District has to manage progress of the Accessible Service Program (Exhibit 27).

The Customer Relations Department also operates a TTY/TTD information line for hearing impaired passengers.

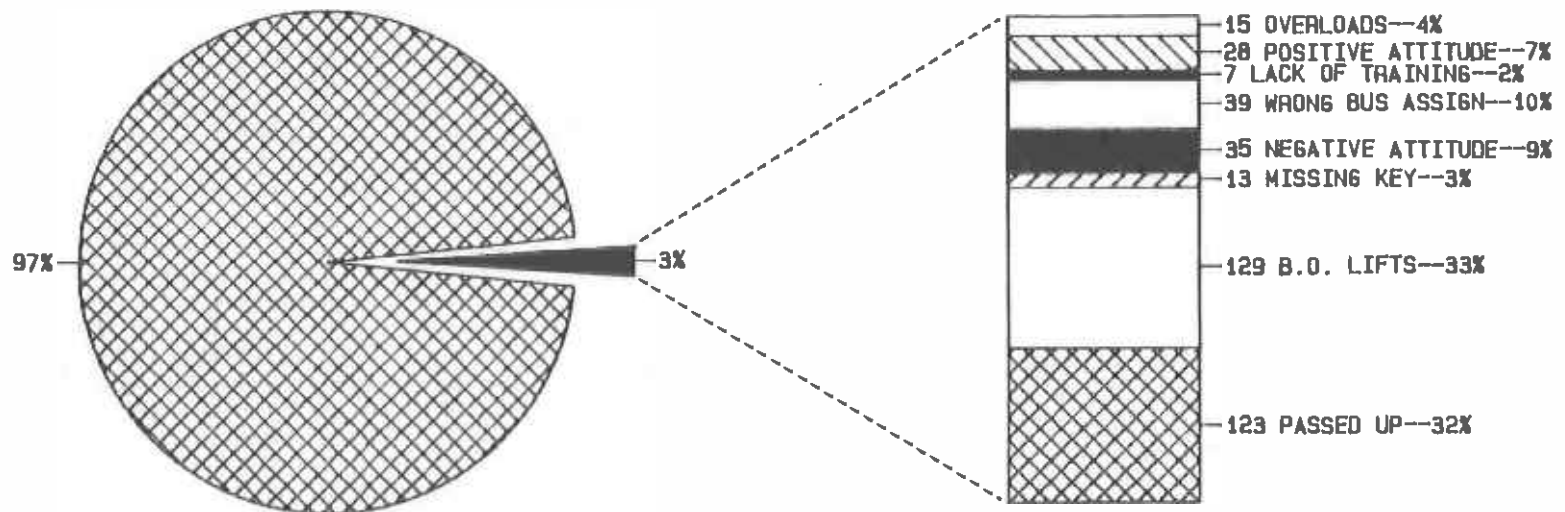
2.5.2 Community Relations Department

The Community Relations Department not only trains potential passengers on how to use the District's accessible service but it

Customer Service Representative determines if the report is a wrong assignment or bad order lift and calls both Maintenance & Dispatch.



SUMMARY OF PASSENGER COMMENTS FY 85 - 86



INFORMATION REQUESTS
13,950

OTHER COMMENTS
375



PASSENGER COMMENTS RECEIVED ON THE HOTLINE

EXHIBIT 26

**THE RTD DISABLED RIDER'S
EMERGENCY HOT LINE TELEPHONE NUMBER**

1-800-621-7828



**In case of in-service problems
with RTD's accessible bus service**

**Hours: 5:30 A.M. - 10:30 P.M.
7 days a week**

**(Calls between 10:30 P.M. and 5:30 A.M.
will be monitored by RTD personnel.)**



**To assist in resolving service related problems,
please provide the following information:**



Line Number

Bus Number

- Date and time of incident
- Direction of travel
- Location



HOT-LINE INFORMATION CARD

EXHIBIT 27

also provides information on what services are available to senior groups, disabled groups, and other potential patrons. The District has made special efforts to have booths at special events such as exhibits for the disabled and seniors in which to display accessible service information. The District's exhibits have proven most useful in displaying the best attributes of accessible service and encouraging new riders (Exhibit 28).

In addition to all its other responsibilities, the Community Relations Department also seeks to solve the riders' problems. Department representatives will wait with passengers who appear to have continual problems boarding accessible buses. Through these special efforts, many of our most serious boarding problems have been resolved.

2.5.3 The Citizen's Advisory Committee on Accessible Transportation

The Citizen's Advisory Committee on Accessible Transportation (CACAT) as described in Section 2.3.4 has served as an advisory committee to the District since 1975. It is through CACAT that the District receives reports and recommendations on how service for senior and disabled persons can be improved. Its advice serves the District by being more perceptive to issues that may be overlooked by staff in developing plans and actions to serve the senior and disabled community (Exhibit 29).

The variety of groups represented on CACAT provide the District with a board range of opinions on how accessible service can best be delivered. The District makes a special effort at the monthly meetings to bring to CACAT many of the major plans that affect the disabled.

2.5.4 The User-Focus Group

In addition to CACAT input, we also reached out to expand user input. Over the last two years of Hot Line operation, the District has been able to collect names, addresses, and phone numbers of over 250 senior and disabled passengers. Through phone interviews and letters, the District contacted these passengers and asked for their input to our accessible service planning. Staff asked also for their participation in meetings to discuss in detail various portions of the District's proposed Accessible Service Program.

It is through the User-Focus Group that the District has received some of the most valuable comments on our strengths and weaknesses. This interaction also has helped to shed new light on the Accessible Service Program. This more positive relationship established between the District and riders will lead to further improvements in providing service to the disabled.

2.5.5 Interagency Input

In the Los Angeles County area, the District is under the auspices of two agencies that are intrinsically involved in transit. These



EXHIBIT BY COMMUNITY RELATIONS DEPARTMENT

EXHIBIT 28



MONTHLY CACAT MEETING

EXHIBIT 29

agencies are the Los Angeles County Transportation Commission (LACTC) and the Southern California Association of Governments (SCAG), the latter of which is the region's Metropolitan Planning Organization (MPO).

Throughout the years the District maintained a constant relationship with these agencies in assuring reliable accessible service. The District uses resources of the regional agencies to gather information. The LACTC has both an Elderly and Handicapped Transit Advisory Committee (EHTAC) and a Paratransit Advisory Committee that meet on a regular basis to discuss pertinent issues. The District serves as an ex officio member on both committees. Staff attends these meetings to gather further information leading to improvements in accessible service to the disabled persons and senior citizens.

SCAG also has an advisory committee that deals with service for the disabled and the elderly. These issues usually come before the Paratransit Advisory Committee and their discussions are useful in providing the District with additional insight into their concerns.

2.6 Cost Factors

Since the inception of providing accessible service, there has been a question as to what disabilities and what costs should be included as part of the Accessible Service Program. The District made a policy decision early in the 1960's to include the blind and other disabilities in its accessible program. In the 1970's the scope of accessible service broadened to include passengers in wheelchairs and passengers with limited mobility.

The cost of providing these special services was never clearly delineated. Prior to the late 1970's the cost to carry passengers with disabilities was always considered as an integral part of providing transit services. It was not until kneeling features and lift equipment became part of the bus procurements that more agencies became concerned about the additional cost of providing accessible service.

The need for performance indicators became even more evident when comparisons of transit agencies were begun. The most used indicator was cost per wheelchair passenger, which has intuitive appeal but is not so easy to define. Each agency implemented its own method of estimating cost. Some agencies overestimated costs to discourage the use of implementing accessible programs while other agencies underestimated their cost to highlight their outstanding services. With no set accounting standards the District, over the years, has tried to maintain accurate cost data on the portions of the Accessible Service Program that are the most costly. These areas are:

- 1) the purchase of accessible equipment (lifts, securement straps, etc.);
- 2) the cost of maintaining lifts;

- 3) the staff time spent in administering the Accessible Service Program;
and
- 4) the cost of the Reduced Fare Program.

During the last three years the cost of accessible service has been broadened to cover the whole accessible program and not just the portion of the program that serves those passengers in wheelchairs. The disabled as defined by the District are those individuals who qualify for disabled passes. Those qualifying groups of disabled people are those who have:

- 1) visual impairments
- 2) hearing impairments
- 3) musculo-skeletal impairments
- 4) cardiovascular impairments
- 5) respiratory impairments
- 6) amputations or anatomical deformities
- 7) neurological disorders due to brain dysfunctions or damage to the central nervous system
- 8) paralysis, including paraplegia and quadriplegia
- 9) mental or emotional disabilities
- 10) mental retardation
- 11) epilepsy

The District has not maintained auditable accounting records that monitor the costs of meeting the service criteria defined by UMTA in revised Section 504. The District, however, has maintained accounting records that include activities that service all disabilities, not just services for persons in wheelchairs or persons with limited mobility. In most cases the District has integrated a large portion of costs into the regular cost of providing service. For example, the District does not maintain separate cost data on each time the kneeling feature was deployed and how much time an operator spends using the feature; rather this cost is considered a part of the District's overall costs.

For reasons such as the ones cited above the District takes this approach in meeting the federal regulations as described by the Department of Transportation. The District commitment, as described in previous chapters, has gone beyond the spirit of the new Section 504 regulations--a commitment of 100% accessible service that is reliable and safe for all disabled passengers.

Thus the District is working diligently to make sure all six basic criteria outlined in Section 504 will continue to be met. The cost of providing accessible service is important to the District because, like all other service considerations, there should be fiscal constraints to ensure cost effective transit services for all persons.

Exhibits 30 and 31 reflect expenditures over the past three years and 3% of the average operations costs for those three years. The Consumer Price Index (all urban consumers) for the Los Angeles Urbanized Area is used to deflate all costs to constant FY87 dollars.

**BUDGETED OPERATING EXPENDITURES
BY DEPARTMENT
(THOUSANDS OF CURRENT DOLLARS)**

Department	<u>Fiscal Year 1984-85</u>	<u>Fiscal Year 1985-86</u>	<u>Fiscal Year 1986-87</u>
Operations	\$ 42	\$ 53	\$ 14
Stop & Zones	-0-	53	56
Transportation Instruction	10	63	62
Vehicle Mainenance	4,507	3,955	2,676
Schedules	8	36	-0-
Planning	75	238	132
Customer Relations	4	56	42
Community Relations	24	61	62
Other Departments	207	383	8
Total Operating Cost	\$ 4,913	\$ 4,898	\$ 3,052



**BUDGETED OPERATING
EXPENDITURES**

EXHIBIT 30

**COST FACTORS OF SCRTD
ACCESSIBLE SERVICE PROGRAM
(THOUSANDS OF CURRENT DOLLARS)**

Item	<u>Fiscal Year 1984-85</u>	<u>Fiscal Year 1985-86</u>	<u>Fiscal Year 1986-87</u>
Accessible Equipment (1)	\$ 2,122	\$ 2,211	\$ 1,954
Fare Reduction Program (2)	1,100	1,970	1,896
Operating Costs	<u>4,913</u>	<u>4,898</u>	<u>3,052</u>
Total Cost	\$ 8,135	\$ 9,079	\$ 6,902
System-Wide Operating Cost	\$ 465,672	\$ 495,766	\$ 516,100
3% Expenditures Cap			\$ 14,775

(1) Equipment cost divided by 12 years of useable service.

(2) Half-fare discount of all boardings of disabled persons during off-peak periods.



**COST FACTORS OF
ACCESSIBLE SERVICE
PROGRAM**

EXHIBIT 31

CHAPTER III

CHAPTER III
AREAS FOR GROWTH

3.1 Special Considerations

After careful review of the current Accessible Service Program with various departments and the public, the District has decided that the areas are of the most critical concern. During the next six years, as part of the federally mandated Milestone process, these will be areas on which the District will focus on and attempt to rectify.

3.2 Improved Frequencies

After reviewing the District's current 182 accessible bus lines, it was found that 32% did not meet the maximum standard for headways (intervals between accessible buses). The current policy is that headways must be no greater than one hour. The problem in reaching this standard is due mainly to a shortage of accessible equipment, especially on those lines that have one hour headways as part of their regular schedule.

Schedules for operators and public timetables were not originally consistent because there was uncertainty as to the actual number of accessible buses required to adequately serve each line. In 1984, under the new goals and objectives program of accessible service, it was determined it was necessary to assign accessible equipment to base runs. Base runs are those trips that operate throughout the day and thus provide the maximum amount of accessible coverage (Appendix D).

With these improvements in equipment allocation, headways have improved in the past two years except in certain cases where long headways on regular service still exist. During the year the District will be enhancing these lines as more accessible equipment arrives. The improvements to headways are more clearly discussed in Chapter IV.

3.3 Improved Sensitivity of Employees

After two years of careful monitoring, the District has found that one of the areas that needs major emphasis is training. In order to develop the empathy among its employees that is needed to make accessible service a complete success, special sensitivity training has been implemented by the District and is continuing to be developed.

Employees, especially those who deal directly with the public, e.g., customer relations clerks and operators, must understand fully the needs of disabled or senior patrons. Employees can be insensitive because of ignorance. However, the staff has found that group discussions among employees can clear up many misconceptions and lead to improved attitudes. Staff has also found that by allowing disabled persons to describe their own experiences to District employees, ambivalence or negative attitudes can more easily be overcome. Chapter IV describes the new training program which the District will be implementing within the coming year.

3.4 Improved Services for Passengers with Various Disabilities

During the past eight years the District has concentrated its efforts on making bus service accessible to passengers in wheelchairs. Although efforts have been made to accommodate the needs of passengers with visual, mobility, and other impairments, there has not been enough special attention to all the disabilities of users the District serves. Exhibit 32 details the current makeup of disabled riders. The following sections describe some of the special areas of concentration to improve our services to passengers with various disabilities.

3.4.1 Limited Mobility

The District has found through its recently concluded E&D Needs that the largest percentage of transportation disabled people are not those confined to wheelchairs but are in fact persons with some other less severe mobility problem. Many of these individuals are polio or rheumatoid arthritis victims or have some mobility impairment which affects their ability to negotiate high steps.

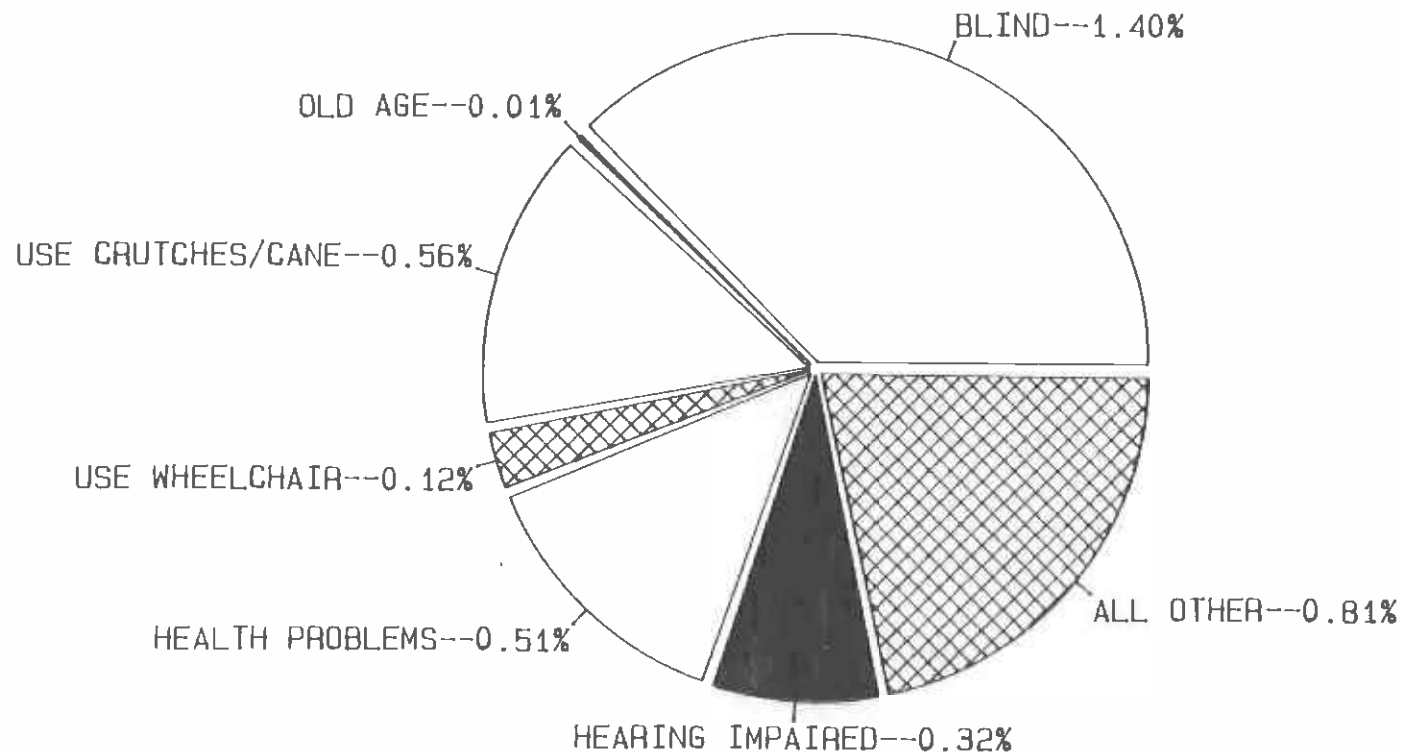
When the District first purchased accessible buses, one of the important features included was the "kneeling" feature. The kneeling feature is designed to reduce the distance from the curb to the first step. This distance can typically be reduced from the usual 10 to 13 inches to approximately four to six inches. The kneeling feature is accomplished through the air suspension system (Exhibit 33) that actually lowers the entrance to the curb height.

This special feature allows disabled persons to negotiate the first step from curb to bus. The District has made this feature a mandatory part of any accessible bus. However, people with limited mobility still have a problem of negotiating the rest of the stairwell in the bus because the usual height of the second step is 9-7/8" (Exhibit 34).

The CACAT and many other disabled groups have been very active in bringing the problem to the District's attention. They suggest that people with limited mobility be allowed to ride wheelchair lifts by standing on the lift. This is currently being done by some transit agencies in the United States.

The District, after careful review of this serious matter, felt that it would be unsafe to allow people to stand on its lifts. There are three different lifts the District currently uses on six different types of vehicles. None of these vehicles have the clearance between the lift and top of the doorway to allow every person to stand without ducking their heads to avoid hitting the doorway (Exhibit 35). After careful review by the Safety Department, it was found that the insurance underwriters would not allow any such risks to be incurred by the District.

DISTRICT RIDERSHIP BY PASSENGERS WITH DISABILITIES



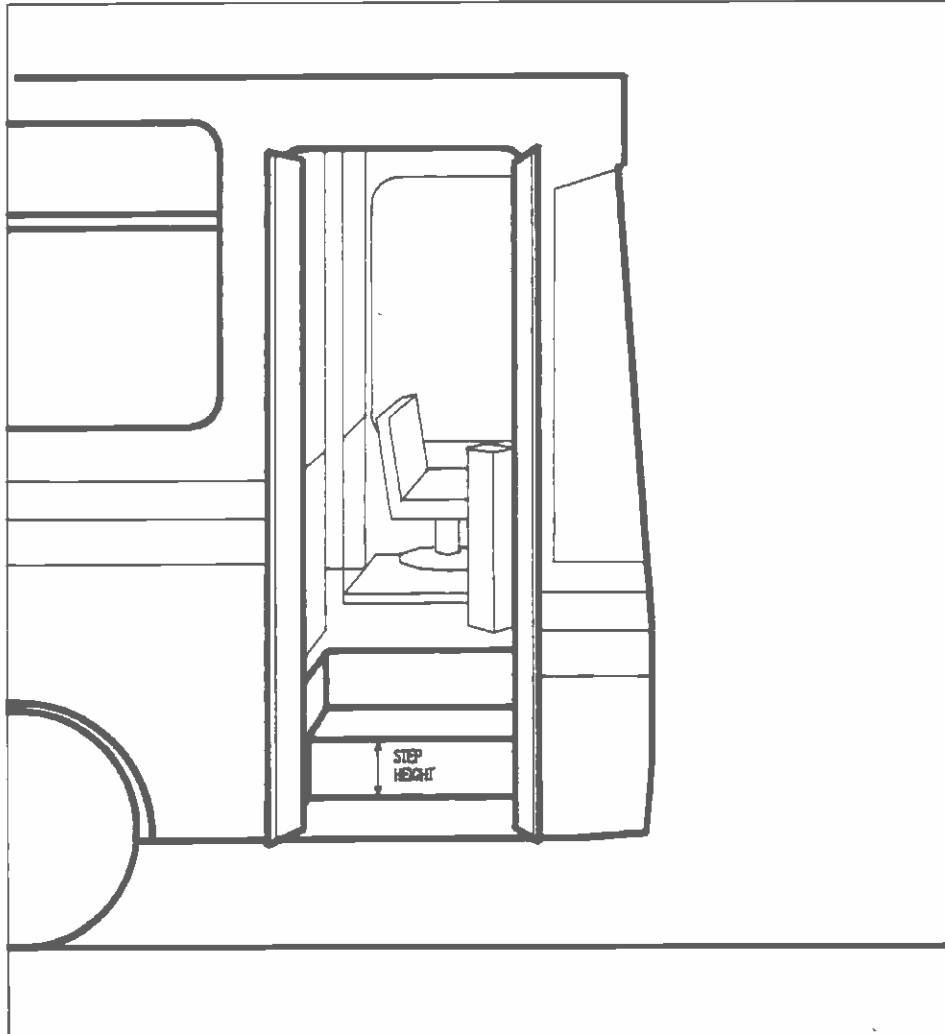
DISABILITIES AS A PERCENTAGE OF TOTAL DISTRICT RIDERSHIP

EXHIBIT 32



KNEELING BUS

EXHIBIT 33



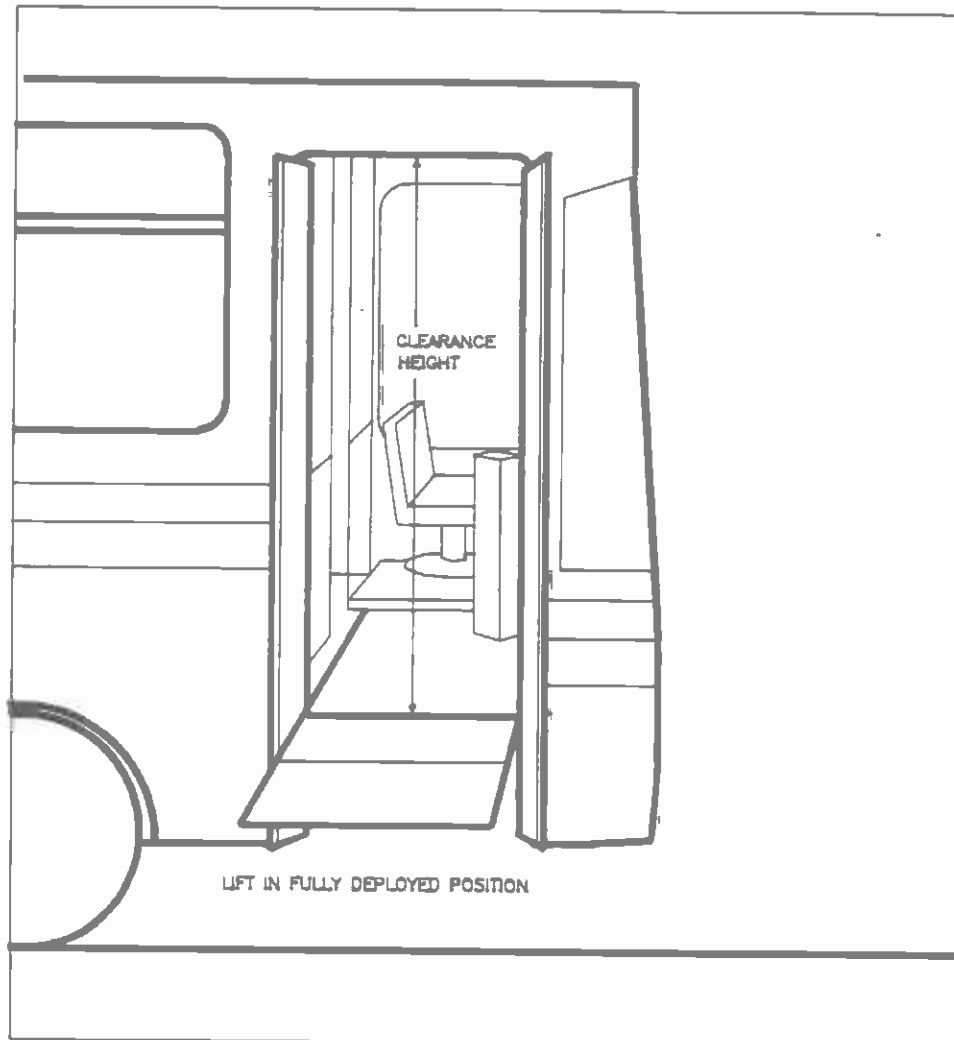
RANGE OF STEP HEIGHTS

GMC - GMC - 9-7/8"
NEOPLAN - EEC - 8-5/8"
CARPENTER - EEC - 10"
CARPENTER - LIFT-U - 10-5/8"
AMG - LIFT-U - 9-7/8"
GRUMMAN - EEC - 7-7/8"



STEP HEIGHT OF SECOND STEP

EXHIBIT 34



RANGE OF CLEARANCE HEIGHTS

- GMC - GMC - 5'9"
- NEOPLAN - EEC - 5'7"
- CARPENTER - EEC - 4'6"
- CARPENTER - LIFT-U - 5'
- AMG - LIFT-U - 4'11"
- GRUMMAN - EEC - 5'6"



CLEARANCE HEIGHT OF DOORWAY

EXHIBIT-35
Form 35

The District does not wish to minimize its concern but rather to attempt to resolve this situation. One approach is to allow a person to sit and ride the lift in order to avoid hitting one's head or losing one's balance on the moving lifts that may operate with jerky movements. See Milestone V (Chapter IV) for further discussion.

3.4.2 Visually Impaired

The largest group of disabled persons who currently use the District services are the visually impaired. The single greatest need for the visually impaired is courteous service by bus operators. When operators call out stops it allows the visually impaired to know exactly when they need to alight. It is necessary for operators to remember to always call out stops. This helps not only the visually impaired but all passengers who need to know the approaching bus stops. Increased efforts must be made to train operators about the importance of calling out stops.

3.4.3 Hearing Impaired

The hearing impaired constitute another large segment of the disabled population that the District serves. Their special needs require operators to be aware of notes or signaling that may be required to give directions to the hearing impaired. Guide dogs are becoming more common for the hearing impaired. The District, seeing this trend, has made sure to accommodate the hearing impaired by allowing guide dogs on buses. However, there is now a need to reinforce this policy with the new rules for operators.

3.5 Improved Outreach to Disabled Groups

The District has realized that its contact with disabled patrons could be greatly improved. The geographical vastness of the District's service area it makes for a more difficult task to spread the word about available accessible services. The E&D Needs also pointed out some of the weaknesses in advertising multiple programs.

Public skepticism is another obstacle that compounds this problem. When the Accessible Service Program was first implemented in 1980, the marketing of the program was much easier since lift buses were such a new idea. The successful marketing of the program could be verified when large numbers of disabled persons ventured out to try the new service. What users found were unreliable lifts and the frustration of being stranded. Since that time, great strides have been made in improving the reliability of the lifts, but the District has found it difficult to overcome the skepticism of these original riders. Continual attempts must be made to encourage potential riders to try District service. District plans to accomplish this task are discussed in Chapter IV.

3.6 Improved Marketing to the General Public

There is a constant need to make the general public aware of accessible services. This can be done by including accessibility information in all publications that are produced for general public distribution. The

Accessible Service Program will continue to emphasize the need to advertise to all people in the hopes of increasing public awareness of accessible service.

3.7 Increased Number of Reliable Accessible Vehicles to Achieve 100% Accessibility

As mentioned above, the District has made great strides in improving the reliability of lifts. This can be judged by the recently achieved 96% reliability rate. The District will continue to strive for a reliability rate of 95% with its program for improved service accessibility. This goal is expected to be accomplished not only through the continual monitoring of lifts but also through the purchase of more reliable accessible equipment.

3.8 Increased Coordination with Other Accessible Services

About 300 paratransit operators are in existence within the county. The District does not provide paratransit service because it does not wish to compete with this group. However, there is a distinct need to coordinate the District's fixed-route service with the paratransit providers in order to provide improved travel opportunities to our citizens. Toward this end Chapter IV proposes a demonstration of new technology which, if successful, could do much to improve the present lack of coordination.

The District is in the process of proposing a coordination plan on an experimental basis with hopes of making it a permanent part of the Accessible Service Program. This plan is also discussed in greater detail in Chapter IV. Exhibit 36 illustrates the coordination program as currently conceived.

3.9 Improved Bus Stop Locations

In 1983, the District completed a program to make all its bus stops accessible. This was done at the urging of the CACAT. Initially the District would not deem bus stops accessible unless the curb cut and sidewalks were adequately maintained to make access easy for persons in wheelchairs. CACAT advised us that bus stops should be considered accessible if the lifts were able to operate at a bus stop. The Stops and Zones Department reviewed the stops and found that lifts could be operated in some manner at all the District bus stops.

Since that time, the District has received many complaints about bus stop locations. There are sidewalks in such disrepair that access to a bus stop is almost impossible. Curb cuts have not been made at every corner in Los Angeles, so access to bus stops is also impeded. Roots of trees growing near the surface also make it difficult for passengers to get to the bus stops. These types of hindrances are not the responsibility of the District to remedy. The local jurisdictions are responsible for the maintenance and upkeep of the sidewalks and curb cuts. The District can and has recommended to the local jurisdictions the need for improvements, but it cannot guarantee that action will be taken.



PERSON CALLS CENTRALIZED NUMBER FOR TRAVEL INFORMATION



SERVICE REPRESENTATIVE OFFERS COMPUTERIZED INFORMATION ON HOW THE PERSON MAKES A COMPLETE TRIP



THE INFORMATION DETAILS WHAT PARATRANSIT TRIP IS AVAILABLE TO PICK THE PERSON UP AT HIS/HER DOOR-STEP AND ALSO WHERE THE PERSON WILL NEED TO TRANSFER TO FIXED-ROUTE ACCESSIBLE SERVICE IN ORDER TO COMPLETE THE TRIP PLUS THE FARE INCLUDING TRANSFER FEES



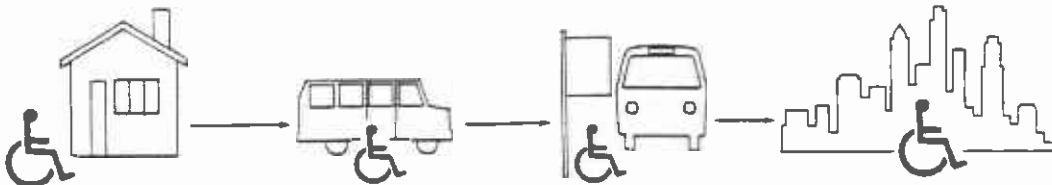
IF THE PERSON AGREES TO DESIGNED TRIP THE REPRESENTATIVE SECURES THE PROPOSED TRIP BY ENTERING INFORMATION INTO COMPUTER TERMINAL



THIS INFORMATION IS SENT TO THE PARATRANSIT AGENCY TO UPDATE ITS DISPATCH DATA



THE PARATRANSIT AGENCY INPUTS DATA ON AVAILABLE COACHES AND OPERATORS INTO ITS COMPUTER WHICH IS HOOKED UP TO THE CENTRALIZED INFORMATION SYSTEM AND SCHEDULES THE PICKUPS ON BOTH TRIP ENDS



BY CROSSING THROUGH PARATRANSIT JURISDICTIONS AND TRANSFERRING TO A FIXED ROUTE THE DISABLED PERSON IS ABLE TO MAKE A COMPLETE TRIP.



COORDINATED FIXED-ROUTE AND PARATRANSIT SERVICES

EXHIBIT 36

3.10 Improved Control Mechanisms for Lifts

The District has three different types of lift control mechanisms. These mechanisms all operate in a different manner. This can cause some confusion on the part of operators. Due to the need to maintain the safest bus system possible, it is necessary to make sure that accidents are avoided as much as possible. One way to improve the safeness of a system is to have a uniform control mechanism that is foolproof.

The District understands the severity of this problem and is currently working toward a new uniform control mechanism for all buses that is foolproof.

3.11 Improved Service Reliability of Public Schedules and Service Information

The District's service levels are constantly adapting to changes in transit needs. As the District tightens service to become more cost effective, accessible service commitments also change. The District cannot currently make all runs on every line accessible due to the limited amount of accessible equipment available. Periodic schedule updates and shortages of operable accessible equipment sometime leads to inconsistencies between accessible service as announced on public time tables, as scheduled for operators, and as delivered on the street.

The District has implemented a new computer software system that will synchronize public schedules and service data to assure reliability of its service information. During the implementation of the Program, the District expects to accomplish consistent accessible service for the public.

3.12 Improved Employee Training in Equipment and Procedures

As the District purchases more accessible equipment, the need to train all operators on new equipment becomes even more critical. Not only is there new lift equipment, but new securement straps have also required the District to improve its equipment and procedures training. This type of training is crucial to the success of the Accessible Service Program and will be fully described as part of Chapter IV.

3.13 Improved Accessible Vehicle Assignments to Accessible Runs

The District during FY 85-86 maintained a 91% proper assignment average for accessible equipment. Correct accessible vehicle assignments occurs when a working accessible bus is assigned to a designated accessible bus run. Accessible assignments are monitored daily to determine the performance of individual divisions in meeting their accessible assignments commitment. A significant improvement over years past has taken place, yet the District will be continuing to work towards a higher 95% accessible assignment level. As new equipment is purchased in accordance with the Program described in Chapter IV, this goal is also expected to be achieved.

CHAPTER IV

4.0 The Accessible Service Program

The District clearly meets all but the first of the six criteria which requires all disabled persons to be eligible to use the District's accessible service. Some disabled persons are presently unable to negotiate stairs and arguably are not eligible to use it. Milestone V details staff proposals for meeting this criterion.

It is understood that all new bus acquisitions are to be fully accessible. Beginning with the FY 87 acquisitions, the specifications will include a uniform lift control console to avoid the problem of having to train operators in the use of a variety of control mechanisms.

The Accessible Service Program is a thorough and complete plan which specifies how the District will provide the most effective accessible transit service. The District is pursuing ten milestones in order to accomplish its goal of offering effective and reliable accessible service system wide by 1994.

Exhibit 37 illustrates the cost of the Program. More detail is provided in Exhibit 38. The costs of administering the plan, some \$210,000 annually in the Planning and Operations General Departments, are not credited to any one milestone, but must be added to the total cost of the Program.

4.1 Milestone I - Workable Accessible Equipment

Purpose - The accomplishment of this milestone will assure that accessible equipment is in the best working order each time it is assigned to active accessible service. The District set an objective of 95% reliable accessible equipment in 1983 and the District will continue to strive towards this objective.

Tasks to be Undertaken:

- Task 1 - Complete an inventory of accessible vehicles to determine status of accessible equipment, including lifts, securement straps, and public address systems.
- Task 2 - Continue monitoring the repair of accessible vehicles to assure prompt repair of all accessible equipment.
- Task 3 - Continue daily cycling of lifts when assigned accessible vehicles leave the divisions. This procedure allows for replacement of malfunctioning lifts before buses begin service.

Milestone Completion Date: December 31, 1987.

Costs: Greater lift reliability is expected mainly due to improved mechanical technology and greater availability of parts. The

COST FORECAST FOR ACCESSIBLE
SERVICE PROGRAM BY DEPARTMENT
(THOUSANDS OF CONSTANT FY87 DOLLARS)

DEPARTMENT	<u>FY88</u>	<u>FY89</u>	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>	<u>FY93</u>
Operations	\$ 15	\$ 15	\$ 15	\$ 15	\$ 15	\$ 15
Stops & Zones	55	55	55	55	55	55
Operator Training	113	170	170	170	170	170
Vehicle Maintenance	2,374	2,517	2,690	2,771	2,793	2,891
Schedules	81	81	81	81	81	81
Planning	247	247	247	247	247	247
Marketing & Communications	233	233	233	233	233	233
Customer Relations	51	51	51	51	51	51
Community Relations	<u>118</u>	<u>118</u>	<u>118</u>	<u>118</u>	<u>118</u>	<u>118</u>
Total	\$3,287	\$3,487	\$3,660	\$3,741	\$3,763	\$3,861

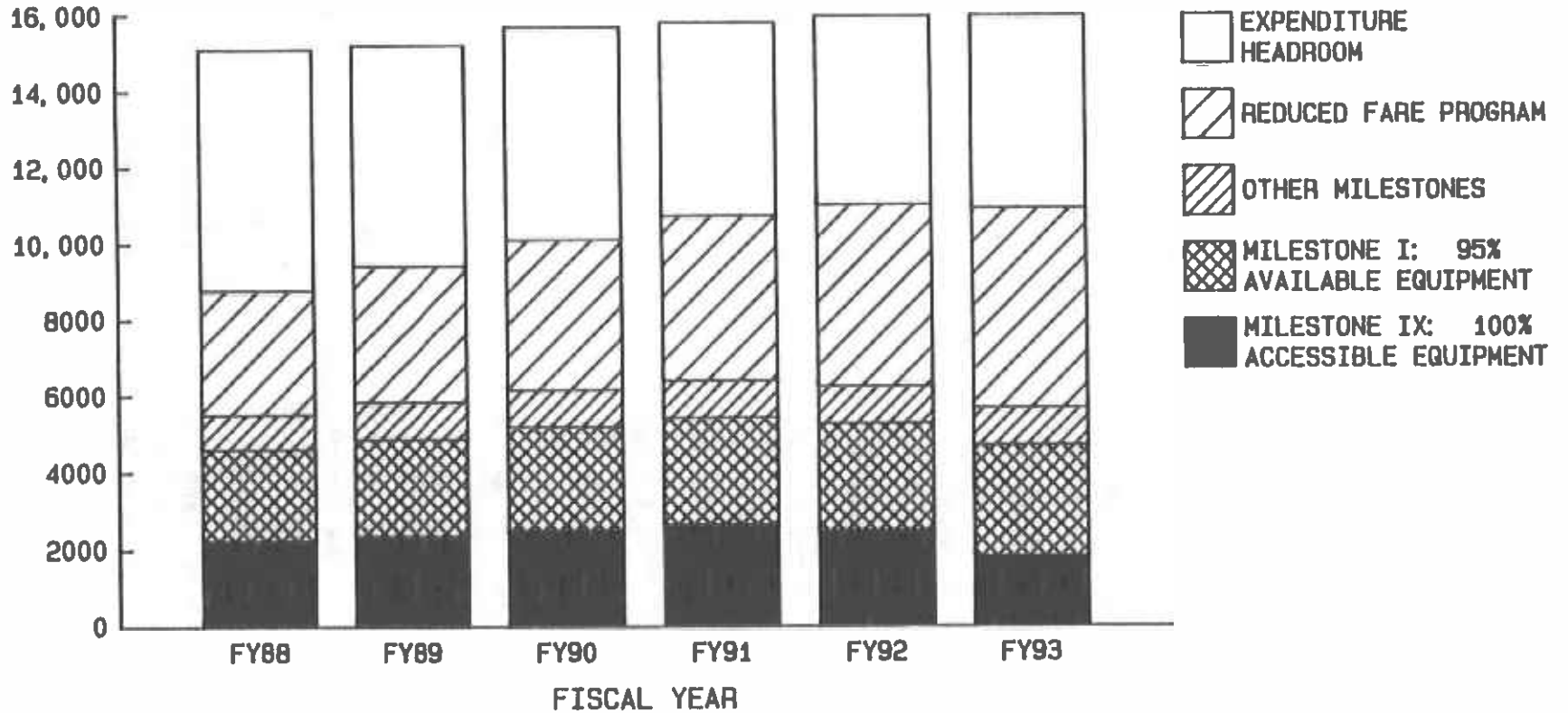


**COST FORECAST
FOR ACCESSIBLE SERVICE
PROGRAM**

EXHIBIT 37

COST FORECAST FOR ACCESSIBLE SERVICE PROGRAM MILESTONES

THOUSANDS OF CONSTANT FY87 DOLLARS



- 77 -



COST FORECAST FOR ACCESSIBLE SERVICE MILESTONES

EXHIBIT 38

Maintenance Department has budgeted \$1.9 million toward this milestone for FY88. Employee benefits and general administration costs brings total District cost to \$2.4 million. These expenditures for future years are prorated upon the number of lift equipped buses.

4.2 Milestone II - Accurate Public Schedules and Information

Purpose - This milestone will assure that all passenger information materials, especially public schedules, are kept up to date to accurately indicate which bus trips are equipped with working accessible equipment. In addition to public schedules, all materials distributed by the District that reference accessible service will be accurate and up to date and will include a discussion of E&D eligibility criteria.

Tasks to be Undertaken:

- Task 1 - Survey current public schedules to determine the number of schedules which need to be updated.
- Task 2 - Survey current passenger information materials for accuracy.
- Task 3 - Set up schedule for reissuing schedules and passenger information materials.
- Task 4 - Distribute reissued materials to all appropriate personnel, outside organizations, and public distribution locations.
- Task 5 - Develop a check-off system for future public schedules and materials to assure accuracy.

Milestone Completion Date: January 31, 1988.

Costs: These tasks are part of the planned activity of the Schedules Department's activities under Milestone VI.

4.3 Milestone III - Outreach Programs

Purpose - The primary objective of this milestone is to encourage ridership on accessible service by people with a variety of disabilities.

Tasks to be Undertaken:

- Task 1 - Development of more publications on accessible service for a variety of groups of disabilities (deaf, blind, quadraplegics, arthritics, wheelchair users, etc.) and for the general public.
- Task 2 - Increased media coverage of the Accessible Service Program. This includes the production of joint public service announcements with organizations of the disabled and private foundations.

Task 3 - Updating a current mailing list to assure that accessible service information is distributed generously throughout the area.

Milestone Completion Date: June 30, 1988.

Costs: The Community Relations Department and the Marketing and Communications Department are primarily responsible for these efforts. The combined budget of these departments for the program is \$273,000 for labor and materials. General administration and employee benefits yield a total cost to the District of \$348,000.

4.4 Milestone IV - Training

Purpose - To enhance the sensitivity of all employees to the needs of those with limited mobility, visual and/or hearing impairment, and wheelchair riders.

Tasks to be Undertaken:

Task 1 - Develop two new accessible training programs for operators and other employees involved with accessible service which will include both sensitivity training and procedural training on ways to assist a variety of disabled persons. Disabled persons will participate in the instructional program.

Task 2 - Provide eight hours of instruction to all newly hired operators as a training course and to existing operators as a refresher course. Additionally, those operators who have experienced the most problems in providing accessible service will be assigned to an additional eight hours of sensitivity training.

Milestone Completion Date: June 30, 1988.

Costs: Doubling the class time for training operators and opening such training to experienced operators will significantly increase the cost of executing this milestone beyond current levels. After an initial increase of manpower devoted to developing a new course and maintaining the current program during FY88, an additional commitment of staff will be required to implement the expanded training program in FY89. The expected total costs of this milestone to the District for FY88 and FY89 and after are \$194,000 and \$291,000, respectively.

4.5 Milestone V - Accommodating People having Limited Mobility

Purpose - Completion of this milestone will mark the beginning of a new era in which greater numbers of disabled persons will be able to use District service. A few can use the service utilizing the current kneeling feature of District buses. However, large numbers of potential users cannot negotiate high steps. This milestone focuses on attempting to give this limited mobility group access to District service.

Tasks to be Undertaken:

- Task 1 - Survey the types of accommodations that each lift manufacturer currently offers for people with limited mobility.
- Task 2 - Convene a symposium of bus and lift manufacturers to discuss with the public, staff and Board of Directors the feasibility of lift or other structural modifications to permit persons with limited mobility to board a bus.
- Task 3 - Prepare a set of equipment specifications to meet the needs of semiambulatory riders, issue it to bus and lift manufacturers, and include it in all new bus procurements.
- Task 4 - Develop procedures for utilizing new accessible equipment and the existing feature of kneeling the bus.
- Task 5 - Train all operating District employees on the use of the accessible equipment including the kneeling feature.
- Task 6 - Produce and distribute information on the new aspects of accessible service through the media, organizations and mailings.

Milestone Completion Date: Tasks 1, 2, 3, 4 and 6 - December 30, 1987.
Task 5 - June 30, 1988.

Costs: An estimated cost of \$120,000 for holding the symposium and drawing up equipment specifications and procedures are included in this report. These are "start-up" costs that are uniformly distributed throughout the planning horizon at \$20,000 per year. One solution to the accessibility problem maybe the use of a fold-up seat on the lift. If such action is taken with the upcoming lift procurement, an additional \$1,200 would be added to the cost of the lifts (See Milestone IX).

4.6 Milestone VI - Headways of One Hour or Less

Purpose - This milestone will assure that accessible bus headways will never be more than one hour. This is the same commitment the District has made to the general public. A more effective use of accessible equipment along with the increase in the actual number of accessible vehicles will make this milestone a reality.

Tasks to be Undertaken:

- Task 1 - Based on current evaluation of lines violating the one hour per trip maximum headway, develop a plan which outlines minor schedule changes and equipment changes to be completed to correct some of the problem lines.

Task 2 - Develop a second plan that will outline the phasing of new accessible equipment into service in order to meet this milestone.

Milestone Completion Date: October 31, 1988.

Costs: This milestone and Milestone II are primarily activities of the Schedules Department. The funds that the Schedules Department has budgeted to implement and monitor the District's accessible service policies will amount to a total of \$57,000 annually.

4.7 Milestone VII - Proper Equipment Assignments

Purpose - With the accomplishment of this milestone, accessible assignments will be properly made at least 98% of the time, thus the level of reliability of service to the disabled will also increase.

Tasks to be Undertaken:

Task 1 - Develop a special training program to assure that Equipment Record Specialists (ERS), those persons responsible for assigning vehicles, are aware of the needs of disabled patrons.

Task 2 - Study the possibility for a special headsign indicator to be placed on the bus in a visible location that will allow passengers who are disabled to determine if the vehicle is a working accessible bus. This special indicator would be controlled only by maintenance personnel.

Task 3 - Continue to monitor the performance of divisions and target those divisions with poor performance for special help.

Milestone Completion Date: December 30, 1988.

Costs: Highlighting special accessibility needs as part of ERS training and establishing a new headsign indicator are expected to add little to the District's current cost of operation. Monitoring the assignments of accessible vehicles is part of the administrative function of the Planning Department.

4.8 Milestone VIII - Coordination of Accessible Service

Purpose - This milestone is designed to fill the gap caused by a lack of coordination among fixed-route and paratransit operators within the county. If implemented, it should increase the number of travel opportunities available to elderly and disabled persons and permit a more cost efficient allocation of limited resources.

Tasks to be Undertaken:

- Task 1 - Develop a demonstration program to test the feasibility of existing systems to permit a user to obtain data on bus lines, schedules, fares, and nearest bus stops in order to permit convenient transfer from local paratransit operator to SCRTD service.
- Task 2 - Issue an RFP or RFI&Q to the consultant community and, once a price estimate is obtained, request the LACTC and two cities to fund the demonstration.
- Task 3 - If the demonstration is successful, implement the paratransit coordination service on a county wide basis after executing the necessary agreements with cities.

Milestone Completion Dates: Tasks 1 and 2 - June 1, 1986.
Task 3 - December 30, 1988.

Costs: The \$90,000 expected start-up cost of this milestone is uniformly distributed over the planning horizon (\$15,000 annually). The Customer Relations Department does not foresee any major increase in its labor costs beyond the \$34,000 annually budgeted at this time. Employee benefits and general administration, and non-labor items will increase the District's total costs to \$54,000 per year.

4.9 Milestone IX - 100% Accessible Equipment

Purpose - Since 1974 the District has been working toward acquiring 100% accessible equipment. If all equipment purchases go as planned, the entire active fleet is expected to be fully accessible by FY 1994.

Tasks to be Undertaken:

- Task 1 - Continue to specify in all bus procurements the requirement for fully accessible equipment with uniform lift control consoles.
- Task 2 - Develop and implement a plan for extensive media coverage when the active fleet reaches 100% accessibility in terms of equipment and routes.

Milestone Completion Dates: Tasks 1 - June 30, 1991.
Tasks 2 - December 30, 1994

Costs: The most recent acquisition of lift-equipped buses priced the lifts at approximately \$12,000. Assuming a serviceable life of 12 years, the capital costs of each lift is \$1,000 per year. Lifts on rehabilitated buses are assumed to incur the same annual cost as new lifts, but are amortized over only six years. Seats for the semiambulatory will increase the cost of lifts by at least \$1,200 (Constant FY87 Dollars) effective FY90.

4.10 Milestone X - Improved Bus Stop Sites

Purpose: This milestone will give district patrons bus stops that are readily accessible, without such hindrances as lack of curb cuts, poorly maintained sidewalks, and other obstacles. The District is pledged to work with the proper authorities within cities and counties to assure proper maintenance of bus stop sites in order to encourage the disabled to ride transit without obstruction.

Tasks to be Undertaken:

- Task 1 - Survey bus stops to determine if there are no curb cuts or any other hindrances at or near the bus stop.
- Task 2 - Determine what authority has jurisdiction over those problem bus locations and work with those authorities to assist in making improvements.

Milestone Completion Date: December 30, 1992.

Costs: Execution of these tasks is expected to require the same manpower and materials cost as Stops & Zones (Now part of the Schedule's Department) dedicated to the District's Accessible Service Program in the past, a total District cost of \$57,000 per year.

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT
 DEPARTMENT OF PLANNING
 ELDERLY & HANDICAPPED PLANNING

DAILY WHEELCHAIR BOARDINGS
 FOR THE MONTH OF AUGUST 1986
 860904: EHBRDNG

DATE	DAILY WHEELCHAIR BOARDINGS
FRIDAY , AUGUST 01	112
SATURDAY , AUGUST 02	59
SUNDAY , AUGUST 03	52
MONDAY , AUGUST 04	128
TUESDAY , AUGUST 05	103
WEDNESDAY , AUGUST 06	95
THURSDAY , AUGUST 07	96
FRIDAY , AUGUST 08	85
SATURDAY , AUGUST 09	84
SUNDAY , AUGUST 10	63
MONDAY , AUGUST 11	113
TUESDAY , AUGUST 12	97
WEDNESDAY , AUGUST 13	111
THURSDAY , AUGUST 14	103
FRIDAY , AUGUST 15	96
SATURDAY , AUGUST 16	62
SUNDAY , AUGUST 17	68
MONDAY , AUGUST 18	61
TUESDAY , AUGUST 19	97
WEDNESDAY , AUGUST 20	87
THURSDAY , AUGUST 21	75
FRIDAY , AUGUST 22	98
SATURDAY , AUGUST 23	67
SUNDAY , AUGUST 24	42
MONDAY , AUGUST 25	81
TUESDAY , AUGUST 26	76
WEDNESDAY , AUGUST 27	86
THURSDAY , AUGUST 28	96
FRIDAY , AUGUST 29	93
SATURDAY , AUGUST 30	86
SUNDAY , AUGUST 31	76
<hr/>	
TOTAL BOARDINGS	2,648
AVERAGE WEEKDAY	94.7
AVERAGE WEEKEND	65.9
AVERAGE MONTH/DAY	85.4



MONITORING REPORT

APPENDIX A

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT
 DEPARTMENT OF PLANNING
 ELDERLY & HANDICAPPED PLANNING

PAGE 1

SUMMARY OF PASSENGER PASSUPS

FOR THE MONTH OF AUGUST 1986
 860904 : PSUPSTAT

TOTAL BOARDINGS:	2,648
TOTAL ATTEMPTED BOARDINGS:	2,807
TOTAL BOARDINGS ON ACCESSIBLE RUNS:	2,400
TOTAL ATTEMPTED BOARDINGS ON ACCESSIBLE RUNS:	2,503
TOTAL PASSUPS:	159
PASSUPS TO TOTAL BOARDINGS:	6.00 %

	ACCESS	% OF PASSUP	NONACCESS	% OF PASSUP
PASSUPS DUE TO BO LIFT:	65	40.88 %	28	17.61 %
PASSUPS DUE TO OVERLOADS:	25	15.72 %	7	4.40 %
PASSUPS DUE TO NONACCESSIBILITY:	4	2.51 %	18	11.32 %
PASSUPS DUE TO OTHER PROBLEMS:	9	5.66 %	3	1.88 %
NO OF PASSUPS PICKED UP BY FOLLOWER:	65			
NO OF ACTUAL PASSUPS:	38			
AVERAGE WAIT TIME FOR PICKUP AFTER PASSUP:	0:34			



MONITORING REPORT

APPENDIX A

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT
DEPARTMENT OF PLANNING
ELDERLY & HANDICAPPED PLANNING

WHEELCHAIR BOARDINGS BY LOCATION
FOR THE MONTH OF AUGUST 1986
860904: EHLOCATE

WHEELCHAIR BOARDING FOR DIVISION 01

LINE NO	NO OF BOARDINGS		LOCATION
	AC	NA	
014	1	0	ADAMS/ARLINGTON
014	1	0	ADAMS/CIMARRON
014	3	1	ADAMS/CRENSHAW
014	1	0	ADAMS/HAUSER
014	1	0	ADAMS/REDONDO
014	1	0	ADAMS/WESTERN
014	1	0	BEVERLY/KINGSLEY
014	2	0	BEVERLY/LA BREA
014	1	0	BEVERLY/LARCHMONT
014	1	0	BEVERLY/RENO
014	1	0	7TH/BROADWAY
016	1	0	3RD/ALVARADO
016	1	1	3RD/BROADWAY
016	1	0	3RD/CATALINA
016	2	0	3RD/FAIRFAX
016	2	0	3RD/HOBART
016	2	0	3RD/KINGSLEY
016	12	0	3RD/LA BREA
016	1	0	3RD/OGDEN
016	1	1	3RD/VERMONT
016	2	0	3RD/VIRGIL
016	1	0	3RD/WESTERN
016	2	0	5TH/HILL
018	1	0	BROADWAY/5TH
018	1	0	WHITTIER/BRANNICK
018	1	0	WHITTIER/DUNCAN
018	1	0	WHITTIER/GARFIELD
018	1	1	WHITTIER/GOODRICH
018	1	0	WHITTIER/HOEFNER
018	1	0	WHITTIER/SOTO
018	3	0	5TH/BROADWAY
018	3	0	5TH/HILL
018	1	1	5TH/SPRING
018	1	0	6TH/BROADWAY
018	0	1	6TH/CATALINA
018	1	0	6TH/NORMANDIE
018	3	0	6TH/VERMONT
018	1	0	6TH/WESTERN
026	1	0	FRANKLIN/WESTERN



SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT
DEPARTMENT OF PLANNING
ELDERLY & HANDICAPPED PLANNING

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WHEELCHAIR BOARDINGS BY LINE
IN DESCENDING BOARDING ORDER

FOR THE MONTH OF AUGUST 1986
860904 : LINEHDNG

LINE NO	NO OF BOARDINGS	LINE ROUTE
204	141	VERMONT AVE
060	129	LONG BEACH BLVD/TWEEDY BLVD/SANTA FE AVE
165	103	VANOWEN ST
560	79	LA/LAX/SAN DIEGO FWY/VAN NUYS BLVD EXPRESS
424	78	LA/VENTURA BLVD EXPRESS
420	75	LA/VAN NUYS/VET HOSPITAL/NORTHRIDGE EXP
212	73	HOLLYWOOD WAY/LA BREA AVE
020	72	WILSHIRE BLVD
040	62	LA/INGLEWOOD/HAWTHORNE/UNION STATION
180	62	HOLLYWOOD/GLENDALE/PASADENA VIA COLORADO BLVD
092	62	LOS ANGELES/GLENDALE/BURBANK/SAN FERNANDO
207	62	WESTERN AVE
120	58	IMPERIAL HIGHWAY
030	55	W PICO BLVD/E FIRST/FLORAL DR
210	54	VINE ST/CRENSHAW BLVD
028	51	W OLYMPIC BLVD
004	50	SANTA MONICA BLVD
152	49	FALLBROOK/ROSCOE/VINELAND
230	49	LAUREL CYN BLVD
070	47	LOS ANGELES/EL MONTE/VIA GARVEY AVE
234	46	SEPULVEDA BLVD/BRAND BLVD/SAYRE ST
051	45	COMPTON BLVD/AVALON BLVD/SAN PEDRO ST/7TH ST
105	42	VERNON AVE/LA CIENEGA AVE
188	42	NORTH FAIR OAKS/COLORADO BLVD/DUARTE RD
260	36	LONG BEACH/PASADENA/ALTADENA/VIA ATLANTIC
068	36	WEST WASHINGTON BLVD/BROOKLYN AVE
055	35	WILMINGTON/LA/HOOPER/VIA COMPTON AVES
033	35	VENICE BLVD/ECHO PARK AVE
163	35	SHERMAN WAY
026	32	SEVENTH ST/VIRGIL AVE/FRANKLIN AVE
154	31	TAMPA AVE/VENTURA BLVD/BURBANK BLVD/OXNARD
081	31	FIGUEROA ST
168	30	LASSEN ST/PAXTON ST
016	30	WEST THIRD ST
206	30	NORMANDIE AVE
014	28	BEVERLY BLVD
110	28	GAGE AVE/CENTINELA AVE/FOX HILLS MALL
090	27	LOS ANGELES/SUNLAND VIA PENNSYLVANIA AVE



MONITORING REPORT

APPENDIX A

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT
 DEPARTMENT OF PLANNING
 ELDERLY & HANDICAPPED PLANNING

DIVISION PROBLEM SUMMARY REPORT
 FOR THE MONTH OF AUGUST 1986
 860904 : EHDIVSN

DIVISION	OVERLOADS		BAD ORDER LIFT		**WRONG BUS ASSIGNMENTS		OPERATOR ERRORS		DIVISION TOTALS	
	TOTAL	*ACCESSIBLE	TOTAL	*ACCESSIBLE	TOTAL	*ACCESSIBLE	TOTAL	*ACCESSIBLE	TOTAL	*ACCESSIBLE
ONE	2	2	10	10	0	0	0	0	12	12
THREE	2	1	3	3	1	0	0	0	6	4
FIVE	4	2	8	7	1	0	0	0	13	9
SIX	2	1	1	1	0	0	1	1	4	3
SEVEN	3	3	5	4	0	0	2	2	10	9
EIGHT	2	2	6	3	1	0	0	0	9	5
NINE	1	1	14	13	2	0	3	1	20	15
TEN	9	9	10	10	0	0	2	2	21	21
TWELVE	0	0	21	17	11	4	2	1	34	22
FIFTEEN	4	3	31	13	3	0	2	2	40	18
SIXTEEN	0	0	3	3	1	0	0	0	4	3
EIGHTEEN	3	2	13	6	2	0	1	1	19	9
TOTALS:	32	26	125	90	22	4	13	10	192	130

* Accessible indicates incident totals minus the incidents that occurred on NON-ACCESSIBLE runs.

** Wrong Bus Assignments include red tagged lifts.



MONITORING REPORT

APPENDIX A

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SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT
 DEPARTMENT OF PLANNING
 ELDERLY & HANDICAPPED PLANNING

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EQUIPMENT SUMMARY BY DIVISION
 FOR THE MONTH OF AUGUST 1986
 860904 : EHDIVSN

DIVISION	WHEELCHAIR BOARDINGS	% OF TOTAL BOARDINGS	EQUIPMENT PROBLEMS	% OF TOTAL EQUIPMENT PROB	*EQUIPMENT PROBLEMS EQUIP INCIDENTS MINUS NON-ACCESSIBLE INCIDENTS	ADJUSTED % OF EQUIPMENT
ONE	172	6.49 %	10	6.80 %	10	10.64 %
THREE	162	6.11 %	4	2.72 %	3	3.19 %
FIVE	416	15.71 %	9	6.12 %	7	7.45 %
SIX	45	1.69 %	1	0.68 %	1	1.06 %
SEVEN	99	3.73 %	5	3.40 %	4	4.26 %
EIGHT	328	12.38 %	7	4.76 %	3	3.19 %
NINE	199	7.51 %	16	10.88 %	13	13.83 %
TEN	281	10.61 %	10	6.80 %	10	10.64 %
TWELVE	102	3.85 %	32	21.77 %	21	22.34 %
FIFTEEN	549	20.73 %	34	23.13 %	13	13.83 %
SIXTEEN	14	0.52 %	4	2.72 %	3	3.19 %
EIGHTEEN	281	10.61 %	15	10.20 %	6	6.38 %
TOTALS	2,648	100.00 %	147	100.00 %	94	100.00 %

* Equipment problems are indicated in this column after subtracting out those equipment incidents that occurred on NON-ACCESSIBLE runs.



MONITORING REPORT

APPENDIX A

A-R

DAILY ASSIGNMENTS - AUGUST 1986

DIVISION	MONDAY 8/4/86	TUESDAY 8/5/86	WEDNESDAY 8/6/86	THURSDAY 8/7/86	FRIDAY 8/8/86	MONDAY 8/11/86	TUESDAY 8/12/86	WEDNESDAY 8/13/86	THURSDAY 8/14/86	FRIDAY 8/15/86	MONDAY 8/18/86	TUESDAY 8/19/86	WEDNESDAY 8/20/86	THURSDAY 8/21/86	FRIDAY 8/22/86	WEDNESDAY 8/27/86	FRIDAY 8/29/86	DIVISION AVERAGE
1	86.8%	78.1%	86.8%	77.2%	78.9%	91.2%	87.5%	95.5%	89.3%	88.4%	86.6%	84.8%	94.6%	78.6%	81.3%	83.0%	82.1%	86.6%
3	91.5%	94.7%	96.8%	100.0%	95.7%	95.7%	99.0%	99.0%	100.0%	100.0%	95.8%	99.0%	97.9%	85.4%	90.6%	93.8%	97.9%	97.3%
5	80.1%	87.3%	82.5%	81.3%	87.3%	78.3%	80.6%	100.0%	80.0%	85.6%	80.6%	86.9%	85.0%	81.9%	85.0%	88.1%	86.9%	84.3%
6	96.0%	94.0%	80.0%	84.0%	86.0%	100.0%	91.8%	100.0%	100.0%	100.0%	98.0%	93.9%	98.0%	95.9%	93.9%	71.4%	95.9%	94.0%
7	91.3%	78.6%	77.7%	84.5%	91.3%	88.3%	89.0%	99.0%	78.0%	90.0%	81.0%	80.0%	75.0%	82.0%	81.0%	73.0%	83.0%	84.9%
8	90.4%	92.8%	96.4%	86.7%	98.8%	91.6%	93.3%	98.9%	93.3%	97.8%	96.7%	94.4%	82.2%	92.2%	88.9%	95.6%	100.0%	93.3%
9	80.2%	83.7%	98.8%	93.0%	91.9%	79.7%	87.9%	96.0%	89.0%	85.5%	76.3%	85.5%	83.2%	85.5%	89.6%	96.0%	97.7%	87.0%
10	88.5%	98.0%	98.6%	99.3%	98.0%	98.6%	98.6%	100.0%	100.0%	97.3%	98.6%	96.6%	100.0%	97.3%	97.3%	100.0%	98.6%	97.9%
12	94.9%	94.9%	96.2%	94.9%	93.6%	96.2%	96.2%	98.7%	92.3%	98.7%	97.4%	94.9%	96.2%	94.9%	98.7%	100.0%	100.0%	95.8%
15	83.8%	91.0%	96.4%	95.5%	90.1%	86.5%	91.6%	100.0%	89.1%	79.8%	87.4%	82.4%	85.7%	90.8%	92.4%	89.1%	97.5%	89.2%
16	97.0%	100.0%	87.9%	97.0%	100.0%	100.0%	97.1%	97.1%	97.1%	100.0%	97.1%	97.1%	97.1%	79.4%	97.1%	100.0%	100.0%	97.2%
18	88.8%	92.5%	95.5%	85.1%	91.0%	85.1%	86.1%	100.0%	81.8%	80.3%	81.0%	84.7%	81.0%	87.6%	83.9%	83.2%	79.6%	87.2%
DAILY SYSTEM AVERAGES	89.1%	90.5%	91.1%	89.9%	91.9%	90.9%	91.6%	98.7%	90.8%	92.0%	89.7%	90.0%	89.7%	87.6%	90.0%	89.4%	93.3%	91.2%



MONITORING REPORT

APPENDIX A

APPENDIX B

EQUIPMENT ALLOCATIONS
AS OF OCTOBER, 1986

Line	Division(s)	Total Required Vehicles	Assigned Accessible Vehicles	Accessible Spares*	% of Accessibility	Type of Vehicles
2	7	31	19	0	61%	GMC
3	(See Line 2)	-	-	-	-	-
4	6-7	45	32	3	64%	GMC
10	7	23	16	0	70%	GMC
11	(See Line 10)	-	-	-	-	-
14	1-7	34	19	0	56%	GMC
16	I	23	14	1	57%	GMC
18	1	29	18	0	62%	GMC
20	6-7-10	79	61	1	76%	GMC
21	(See Line 20)	-	-	-	-	-
22	(See Line 20)	-	-	-	-	-
26	1	14	10	0	71%	GMC
27	(See Line 26)	-	-	-	-	-
28	7-10	48	28	2	54%	GMC
30	1	45	27	0	60%	GMC
31	(See Line 30)	-	-	-	-	-
33	6-10	31	22	1	68%	GMC
37	(See Line 14)	-	-	-	-	-
38	10	16	11	1	63%	GMC
40	5-18	54	33	0	61%	GMC
42	18	9	7	1	67%	GMC
45	10	31	25	1	77%	GMC
46	(See Line 45)	-	-	-	-	-
48	5	12	6	0	50%	GMC
51	18	28	15	0	54%	GMC
53	18	19	12	0	63%	GMC
55	10-18	20	19	1	90%	GMC
56	10-18	13	9	2	54%	GMC
60	10-12	51	40	11	57%	GMC & Grumman
61	(See Line 60)	-	-	-	-	-
65	1	9	6	0	67%	GMC
66	1	24	12	0	50%	GMC
67	(See Line 66)	-	-	-	-	-
68	10	25	19	2	68%	GMC
70	9	28	19	1	64%	Neoplan
71	(See Line 70)	-	-	-	-	-
76	9	18	18	4	78%	Neoplan
78	9	28	15	1	50%	Neoplan
79	(See Line 78)	-	-	-	-	-
81	3-18	28	17	3	50%	Neoplan
83	3	19	13	0	68%	GMC
84	3	12	8	0	67%	GMC
85	(See Line 84)	-	-	-	-	-
90	15	16	9	1	50%	Neoplan
91	(See Line 90)	-	-	-	-	-

* % of Accessibility is calculated by subtracting Spares from the Assigned Vehicles and then calculating the percent by dividing the Accessible by Total Required Vehicles.



EQUIPMENT ALLOCATIONS
AS OF OCTOBER, 1986

APPENDIX B1

APPENDIX B

EQUIPMENT ALLOCATIONS
AS OF OCTOBER, 1986

Line	Division(s)	Total Required Vehicles	Assigned Accessible Vehicles	Accessible Spare* Vehicles	% of Accessibility	Type of Vehicles
92	15	22	17	2	68%	Neoplan
93	(See Line 92)	-	-	-	-	-
94	15	24	14	2	50%	Neoplan
96	15	16	9	1	50%	Neoplan
97	15	4	4	0	100%	Neoplan
102	3	5	3	0	60%	GMC
103	5	3	2	0	67%	GMC
104	3	4	4	1	75%	Carpenter
105	5	22	14	0	64%	GMC
107	5	6	5	0	83%	GMC
108	5	15	10	1	60%	GMC
110	5	8	7	1	75%	GMC
111	5	14	11	0	79%	GMC
112	(See Line 111)	-	-	-	-	-
115	5	24	15	1	58%	GMC
117	18	11	11	1	91%	GMC
119	18	5	4	0	80%	GMC
120	18	14	9	1	57%	GMC
124	18	4	4	1	75%	GMC
125	18	12	8	1	58%	GMC
126	(See Line 119)	-	-	-	-	-
127	18	3	2	0	67%	GMC
128	12	3	3	1	67%	Carpenter
130	18	5	5	1	80%	GMC
146	12	5	4	0	80%	Carpenter
147	12	2	2	0	100%	Carpenter
152	8-15	12	9	1	67%	Neoplan
154	8-15	5	5	0	100%	Neoplan
158	15	5	4	0	80%	Neoplan
161	8	3	2	0	67%	Neoplan
163	8-15	10	10	1	90%	Neoplan
164	(See Line 165)	-	-	-	-	-
165	8-15	19	15	3	63%	Neoplan
166	(See Line 168)	-	-	-	-	-
167	8	6	6	2	67%	Neoplan
168	8-15	9	6	1	56%	Neoplan
169	15	8	6	1	63%	Neoplan
175	3	5	3	0	60%	GMC
176	3	4	3	0	75%	Carpenter
177	3	7	5	0	71%	GMC
178	9	4	3	0	75%	Neoplan
180	3	19	16	0	84%	GMC
181	(See Line 180)	-	-	-	-	-
183	15	4	4	1	75%	Neoplan

* % of Accessibility is calculated by subtracting Spares from the Assigned Vehicles and then calculating the percent by dividing the Accessible by Total Required Vehicles.



EQUIPMENT ALLOCATIONS
AS OF OCTOBER, 1986

APPENDIX B1

APPENDIX B

EQUIPMENT ALLOCATIONS
AS OF OCTOBER, 1986

Line	Division(s)	Total Required Vehicles	Assigned Accessible Vehicles	Accessible Spares*	% of Accessibility	Type of Vehicles
185	16	4	4	0	100%	Carpenter
187	9-16	8	8	1	88%	Grumman Flexible
188	9	8	5	0	63%	Neoplan
192	16	5	5	1	80%	Carpenter
194	(See Line 192)	-	-	-	-	-
201	3	3	3	0	100%	GMC
204	5	44	39	0	89%	GMC
205	12	5	4	1	60%	Carpenter
206	5	15	12	1	73%	GMC
207	18	27	18	1	63%	GMC
208	3	1	1	0	100%	Carpenter
209	5	7	6	0	86%	GMC
210	5	25	20	1	76%	GMC
211	18	5	5	0	100%	GMC
212	15	16	15	4	69%	Neoplan
215	(See Line 211)	-	-	-	-	-
225	18	8	7	1	75%	GMC
226	(See Line 225)	-	-	-	-	-
228	15	5	5	1	80%	Neoplan
230	15	12	8	1	58%	Neoplan
232	12	10	10	0	100%	Grumman
234	15	7	6	1	71%	Neoplan
236	8	6	5	1	67%	Neoplan
239	(See Line 230)	-	-	-	-	-
240	8	7	5	1	57%	Neoplan
243	8	4	3	0	75%	Neoplan
245	8	3	3	0	100%	Neoplan
250	3	2	2	0	100%	Carpenter
251	3	20	13	0	65%	GMC
252	(See Line 251)	-	-	-	-	-
253	(See Line 250)	-	-	-	-	-
254	10-18	7	7	0	100%	GMC
255	10	3	3	1	67%	GMC
256	10	7	7	2	71%	GMC
258	(See Line 259)	-	-	-	-	-
259	9	5	5	1	80%	Neoplan
260	9-12	19	16	3	68%	Neoplan & Grumman
262	9	6	4	0	67%	Neoplan
264	9	4	3	0	75%	Neoplan
265	12	5	4	0	80%	Carpenter
266	9-12	6	6	0	100%	Neoplan & Grumman
267	9	12	7	1	50%	GMC
268	3	9	5	0	56%	GMC
270	12	4	4	1	75%	Carpenter

* % of Accessibility is calculated by subtracting Spares from the Assigned Vehicles and then calculating the percent by dividing the Accessible by Total Required Vehicles.



EQUIPMENT ALLOCATIONS
AS OF OCTOBER, 1986

APPENDIX B1

APPENDIX B

EQUIPMENT ALLOCATIONS
AS OF OCTOBER, 1986

Line	Division(s)	Total Required Vehicles	Assigned Accessible Vehicles	Accessible Spares*	% of Accessibility	Type of Vehicles
271	12	3	3	0	100%	Carpenter
274	9	5	5	0	100%	Neoplan
275	(See Line 265)	-	-	-	-	-
276	(See Line 274)	-	-	-	-	-
280	9	3	3	0	100%	Neoplan
291	16	4	4	0	100%	Carpenter
293	(See Line 291)	-	-	-	-	-
304	(See Line 4)	-	-	-	-	-
320	(See Line 20)	-	-	-	-	-
322	(See Line 20)	-	-	-	-	-
328	(See Line 28)	-	-	-	-	-
333	(See Line 33)	-	-	-	-	-
345	(See Line 45)	-	-	-	-	-
351	(See Line 51)	-	-	-	-	-
360	(See Line 60)	-	-	-	-	-
378	(See Line 78)	-	-	-	-	-
379	(See Line 78)	-	-	-	-	-
406	(See Line 90)	-	-	-	-	-
407	(See Line 90)	-	-	-	-	-
410	(See Line 92)	-	-	-	-	-
412	(See Line 96)	-	-	-	-	-
420	8	36	25	1	67%	Neoplan
424	8	46	25	1	52%	Neoplan
425	(See Line 424)	-	-	-	-	-
430	6	2	1	0	50%	GMC
431	6	2	1	0	50%	GMC
434	6	8	4	0	50%	GMC
434	(See Line 40)	-	-	-	-	-
444	12	10	5	0	50%	Grumman
446	12	13	9	1	62%	Grumman
456	12	13	9	0	69%	Grumman
460	1	14	9	0	64%	Grumman
462	1	7	4	0	57%	Grumman
470	9	21	14	3	52%	Neoplan
471	(See Line 470)	-	-	-	-	-
480	9-16	27	20	1	70%	Grumman
481	(See Line 480)	-	-	-	-	-
482	9-16	11	11	3	73%	Grumman
483	3	16	11	0	69%	GMC
484	9-16	20	13	2	55%	Grumman
485	(See Line 483)	-	-	-	-	-

* % of Accessibility is calculated by subtracting Spares from the Assigned Vehicles and then calculating the percent by dividing the Accessible by Total Required Vehicles.



EQUIPMENT ALLOCATIONS
AS OF OCTOBER, 1986

APPENDIX B1

APPENDIX B

EQUIPMENT ALLOCATIONS
AS OF OCTOBER, 1986

Line	Division(s)	Total Required Vehicles	Assigned Accessible Vehicles	Accessible Spares*	% of Accessibility	Type of Vehicles
486	9	12	10	4	50%	Grumman
487	9	20	14	4	50%	Grumman
488	9	11	7	1	55%	Grumman
489	(See Line 487)	-	-	-	-	-
490	9-16	15	15	6	60%	Grumman
491	(See Line 483)	-	-	-	-	-
560	15	20	12	1	55%	Neoplan

* % of Accessibility is calculated by subtracting Spares from the Assigned Vehicles and then calculating the percent by dividing the Accessible by Total Required Vehicles.



EQUIPMENT ALLOCATIONS
AS OF OCTOBER, 1986

APPENDIX B1

APPENDIX B

Line	Description	Average Accessible Frequencies <=greater than 1 hr. >=less than 1 hr.	Days of Service	Hours of Service
2	Sunset Blvd.	<	Mon.-Sun.	5AM-3AM
3	Sunset Blvd.-Beverly Dr.	<	Mon.-Sun.	5AM-1:30AM
4	Santa Monica Blvd.	>	Mon.-Sun.	24 hours
10	Melrose Ave.	>	Mon.-Sun.	24 hours
11	Temple St.-City College	>	Mon.-Sun.	6AM-7:30PM
14	Beverly Blvd.	<	Mon.-Sun.	24 hours
16	West Third St.	>	Mon.-Sun.	4AM-2AM
18	W. Sixth St.-Whittier Blvd.	<	Mon.-Sun.	24 hours
20	Wilshire Blvd.	<	Mon.-Sun.	24 hours
21	Wilshire Blvd.-UCLA	>	Mon.-Sat.	5AM-2AM
22	Wilshire Blvd.-Century City-Brentwood	>	Mon.-Sun.	5AM-2AM
26	Seventh St.-Virgil Ave.-Franklin Ave.	>	Mon.-Sun.	24 hours
27	W. Olympic Blvd.-Burton Way	>	Mon.-Sun.	5AM-2AM
28	W. Olympic Blvd.	>	Mon.-Sun.	5AM-1:30AM
30	W. Pico Blvd.-E. First-Floral	>	Mon.-Sun.	24 hours
31	W. Pico Blvd.-E. First	>	Mon.-Sun.	4:30AM-1AM
33	Venice Blvd.-Echo Park Ave.	<	Mon.-Sun.	24 hours
37	W. Adams Blvd.	<	Mon.-Sun.	24 hours
38	L.A.-West Jefferson Blvd.	>	Mon.-Sun.	24 hours
40	L.A.-Inglewood-Hawthorne Blvd.	>	Mon.-Sun.	24 hours
42	L.A.-Westchester-Redondo Beach	<	Mon.-Sun.	5AM-12AM
45	Broadway-Mercury Ave.	<	Mon.-Sun.	24 hours
46	Broadway-Griffin Ave.	<	Mon.-Fri.	5AM-6:30PM
48	Maple Ave.-S. Main St.	>	Mon.-Sun.	5AM-12:30AM
51	Compton Blvd.-Avalon Blvd.- San Pedro St.-W. Seventh St.	<	Mon.-Sun.	24 hours
53	Central Ave.	>	Mon.-Sun.	24 hours
55	Wilmington -L.A.-via Compton Ave.	<	Mon.-Sun.	24 hours
56	Carson-L.A.-via Wilmington Ave.	<	Mon.-Sun.	4AM-11PM
60	Santa Fe Ave.-Long Beach Blvd.	<	Mon.-Sun.	24 hours
61	Tweedy Blvd.-Rancho Los Amigos	<	Mon.-Sun.	24 hours
65	Washington Blvd.-Indiana St.	>	Mon.-Sun.	5:30AM-11PM
66	E. Olympic Blvd.-W. Eighth St.	<	Mon.-Sun.	3:30AM-1:30AM
67	E. Olympic Blvd.-W. Eighth St.-via Olympic Blvd.	<	Mon.-Fri.	5AM-7PM
68	W. Washington Blvd.-Brooklyn Ave.	>	Mon.-Sun.	4:30AM-1AM
70	L.A.-El Monte-via Garey Ave.	<	Mon.-Sun.	24 hours
71	City Terrace-Sybil Brand	<	Mon.-Sun.	5AM-12AM
76	L.A.-El Monte-via Main St.-Valley Blvd.	>	Mon.-Sun.	24 hours
78	L.A.-So. Arcadia-via Las Tunas	<	Mon.-Sun.	4AM-2AM
79	L.A.-Arcadia-via Huntington Dr.	<	Mon.-Sun.	5AM-1AM
81	Figueras St.	>	Mon.-Sun.	4:30AM-1:30AM
83	L.A.-Pasadena-York Blvd.	>	Mon.-Sun.	24 hours
84	L.A.-Eagle Rock-via Cypress Blvd.	>	Mon.-Sun.	24 hours
85	Verdugo Rd.-Glendale College	>	Mon.-Fri.	6AM-8PM
90	L.A.-Sunland-via Pennsylvania Ave.	<	Mon.-Sun.	5:30AM-12AM
91	L.A.-Sunland-via La Crescenta Ave.	<	Mon.-Sun.	5AM-1AM
92	L.A.-Glendale-Burbank-San Fernando- via Glendale Blvd.	>	Mon.-Sun.	24 hours

* Indicates line is fully accessible.



**AVERAGE ACCESSIBLE
FREQUENCIES**

APPENDIX B2

APPENDIX B

Line	Description	Average Accessible Frequencies		Days of Service	Hours of Service
		<=greater than 1 hr.	>=less than 1 hr.		
93	L.A.-Glendale-Burbank-San Fernando- via Allessandro	>		Mon.-Sun.	4AM-10PM
94	San Fernando Rd.	<		Mon.-Sun.	4:30-2AM
96	L.A.-Burbank-N. Hollywood-Van Nuys	>		Mon.-Sun.	5AM-12AM
97	L.A.-Riverside Dr.-Sherman Oaks*	>		Mon.-Sun.	5:30AM-7PM
102	E. Jefferson Blvd.-Coliseum St.	>		Mon.-Sun.	5:30AM-10:30PM
103	Martin Luther King Jr. Blvd.	>		Mon.-Sun.	6AM-8PM
104	E.L.A.-LA Mirada-via Washington Blvd.	>		Mon.-Fri.	5:30AM-8:30PM
105	Vernon Ave.-La Cienega Blvd.	<		Mon.-Sun.	24 hours
107	54th St.	>		Mon.-Sun.	5AM-11:30PM
108	Slauson Ave.	>		Mon.-Sun.	4AM-2AM
110	Gage Ave.	>		Mon.-Sun.	5AM-2AM
111	LAX-Florence-Leffingwell Rd.	>		Mon.-Sun.	24 hours
112	LAX-Florence-Otis Ave.	>		Mon.-Sun.	5AM-11PM
115	Manchester Ave.-Firestone Blvd.-Pioneer Blvd.	>		Mon.-Sun.	5AM-1AM
117	Century Blvd.	>		Mon.-Sun.	5AM-1AM
119	108th St.-Fernwood Ave.	>		Mon.-Sat.	5:30AM-8:30PM
120	Imperial Highway	<		Mon.-Sun.	5AM-12AM
124	El Segundo Blvd.-Santa Fe Ave.	<		Mon.-Fri.	5AM-8:30PM
125	Rosecrans Ave.	>		Mon.-Sun.	5AM-9PM
126	Yukon Ave.-Manhattan Beach Blvd.	>		Mon.-Sat.	6AM-7:30PM
127	Compton Blvd.-Bellflower Blvd.	>		Mon.-Fri.	5AM-9PM
128	Alondra Blvd.	>		Mon.-Fri.	5:30AM-7:30PM
130	Artesia Blvd.	<		Mon.-Sun.	6AM-9PM
146	Long Beach-San Pedro	>		Mon.-Sun.	4:30AM-11:30PM
147	San Pedro-Park-Western Plaza- * Barton Hill	>		Mon.-Sun.	5:30AM-7:30PM
152	Fallbrook-Roscoe-Vineland	>		Mon.-Sun.	5:30AM-8:30PM
154	Tampa Ave.-Ventura Blvd.-Burbank * Oxnard	>		Mon.-Sun.	5:30AM-8:30PM
158	Devonshire St.-Woodman Ave.	>		Mon.-Sun.	6AM-8PM
161	Westlake-Canoga Park	>		Mon.-Sun.	5:30AM-11:00PM
163	Sherman Way *	>		Mon.-Sun.	5AM-12AM
164	Victory Blvd.	>		Mon.-Sun.	5:30AM-11:30PM
165	Van Owen St.	>		Mon.-Sun.	5:30AM-8:30PM
166	Nordhoff-Osborne	<		Mon.-Sun.	5:30AM-8:30PM
167	Plummer St.	>		(New Line)	
168	Lassen St.-Paxton St.	<		Mon.-Sat.	5:30AM-8PM
169	Saticoy St.-Sunland	<		Mon.-Sat.	5:30AM-8PM
175	Fountain Ave.-Talmadge St.-Hyperion Ave.	>		Mon.-Sun.	6AM-8PM
176	Glassel Park-Highland Park-Alhambra- El Monte	>		Mon.-Fri.	6AM-8:30PM
177	Glendale-La Canada-Pasadena- Monrovia-Duarte	>		Mon.-Fri.	6AM-8:30PM
178	El Monte-Baldwin Park-W. Covina- Walnut	>		Mon.-Sun.	6AM-11PM
180	Hollywood-Glendale-Pasadena- via Colorado Blvd.	>		Mon.-Sun.	24 hours
181	Hollywood-Glendale-Pasadena via Yosemite Dr.	>		Mon.-Sun.	5:30AM-11PM
183	Magnolia Blvd.-Kenneth Rd.-E. Colorado Blvd.	>		Mon.-Sun.	6AM-8PM

* Indicates line is fully accessible.



AVERAGE ACCESSIBLE
FREQUENCIES

APPENDIX B2

APPENDIX B

Line	Description	Average Accessible Frequencies		Days of Service	Hours of Service
		<=greater than 1 hr.	>=less than 1 hr.		
185	Hacienda Blvd.-Irwindale-Arrow Hwy	>		Mon.-Fri.	6AM-9PM
187	Pasadena-Glendora-Pomona-via Foothill Blvd. *	>		Mon.-Sun.	4:30AM-9PM
188	N. Fair Oaks-Colorado Blvd.-Duarte Rd.	<		Mon.-Sun.	5:30AM-11PM
192	Arroyo Ave.-N. White-San Bernardino Ave.	>		Mon.-Fri.	6AM-7:30PM
194	W. Ninth St.-S. Towne-Arrow Hwy	>		Mon.-Fri.	6AM-8PM
201	Silverlake Blvd. *	>		Mon.-Sun.	5:30AM-8PM
204	Vermont Ave.	>		Mon.-Sun.	24 hours
205	E. Torrance-Harbor City-San Pedro	>		Mon.-Sun.	5AM-11PM
206	Normandie Ave.	>		Mon.-Sun.	4:30AM-1AM
207	Western Ave.	>		Mon.-Sun.	24 hours
208	Beachwood Shuttle *	>		Mon.-Sun.	6AM-10:30PM
209	Van Ness-Arlington Ave.	>		Mon.-Sun.	5AM-10:30PM
210	Vine St.-Crenshaw Blvd.	<		Mon.-Sun.	5AM-2AM
211	Prairie Ave.	>		Mon-Fri.	5AM-9PM
212	Hollywood Way-La Brea Ave.	<		Mon.-Sun.	5AM-2:30AM
215	Inglewood Ave.	>		Mon.-Fri.	5AM-8:30PM
225	Aviation Blvd.-Palos Verdes Dr.- North Marineland	>		Mon.-Sat.	6AM-8PM
226	Aviation Blvd.-Palos Verdes Dr.- West Marineland	>		Mon.-Sat.	6AM-8PM
228	Coldwater Cyn.-Sheldon St. Lankershim Blvd.	>		Mon.-Sun.	6AM-9PM
230	Laurel Cyn. Blvd.	>		Mon.-Sun.	6AM-11PM
232	Long Beach-LAX *	>		Mon.-Sun.	5AM-12AM
234	Sepulveda Blvd.-Brand Ave.-Seyre St.	>		Mon.-Sun.	5AM-12AM
236	Balboa Blvd.-Ventura Blvd.-Woodley Ave.	>		Mon.-Sun.	6AM-8:30PM
239	White Oak Ave.-Zelzah Ave.-Rinaldi St.	>		Mon.-Sun.	6AM-8PM
240	Reseda Blvd.	>		(New Line)	
243	DeSoto Ave.-Ventura Blvd.-Winnetka Ave.	>		Mon.-Fri.	5:30AM-8PM
245	Topanga Cyn.-Mulholland Dr.- Valley Circle Blvd.	>		Mon.-Sun.	5:30AM-11:30PM
250	Boyle Ave.-State St. *	>		Mon.-Sun.	6AM-9:30PM
251	California Ave.-Soto St.-Daly St.- Ave. 26	>		Mon.-Sun.	24 hours
252	California Ave.-Soto St.	>		Mon.-Sat.	5AM-10PM
253	Euclid Ave.-Evergreen Ave.	>		Mon.-Sun.	6AM-9:30PM
254	120th St.-Huntington Park- *	>		Mon.-Sun.	4:30AM-10PM
255	Rowan Ave.-County Hospital-Griffin Ave.	>		Mon.-Fri.	5AM-10PM
256	Eastern Ave.-Ave. 64-N. Hill Ave.	>		Mon.-Sun.	5:30AM-11:30PM
258	Arizona Ave.-Alhambra	>		Mon.-Fri.	5:30AM-8PM
259	Eastern Ave.-Arizona Ave.-Emery Park	<		Mon.-Fri.	5AM-8:30PM
260	Long Beach-Pasadena-Altadena- via Atlantic Blvd.	<		Mon.-Sun.	5AM-11:30PM
262	Garfield Ave.	<		Mon.-Sun.	5AM-11PM
264	San Gabriel Blvd.-Altadena Dr.	>		Mon.-Fri.	5:30AM-7:30PM
265	Paramount Blvd.-Pico Rivera-Whittier	>		Mon.-Fri.	6:30AM-7:30PM
266	Lakewood Blvd.-Rosemead Blvd. *	>		Mon.-Sun.	5AM-12AM
267	Temple City Blvd.-Del Mar Blvd.-Lincoln Ave.	>		Mon.-Sun.	5:30AM-8PM
268	Baldwin Ave.-Washington Blvd.	>		Mon.-Sun.	5:30AM-11PM

* Indicates line is fully accessible.



**AVERAGE ACCESSIBLE
FREQUENCIES**

APPENDIX B2

APPENDIX B

Line	Description	Average Accessible Frequencies		Days of Service	Hours of Service
		<=greater than 1 hr.	>=less than 1 hr.		
270	El Monte-Cerritos	>		Mon.-Fri.	5AM-9PM
271	Hawaiian Gardens-Norwalk-Whittier *	>		Mon.-Fri.	6AM-7PM
274	Puente Ave.-Citrus Ave. *	>		Mon.-Fri.	5:30AM-8PM
275	Pico Rivera-Whittier-Cerritos	>		Mon.-Fri.	6AM-7:30PM
276	Sunset Ave.-Covina Blvd.-San Dimas Ave.	>		Mon.-Fri.	5:30AM-8PM
280	Azusa Ave. *	>		Mon.-Fri.	6AM-11AM
291	Garey Ave.-Foothill Blvd. *	>		Mon.-Fri.	6AM-7:30AM
293	Indian Hill Blvd.-Resvoir St.	>		Mon.-Fri.	6AM-7PM
304	Santa Monica Blvd.-Limited	>		Mon.-Fri.	Peak Hours Only
320	Wilshire Blvd.-Limited	>		Mon.-Fri.	6AM-8PM
322	Wilshire Blvd.-Century City- via Brentwood-Limited	>		Mon.-Fri.	Peak Hours Only
328	Olympic Blvd.-Limited	>		Mon.-Fri.	Peak Hours Only
333	Venice Blvd.-Limited	>		Mon.-Fri.	Peak Hours Only
345	South Broadway-Limited	<		Mon.-Fri.	Peak Hours Only
351	Avalon Blvd.-Limited	<		Mon.-Fri.	Peak Hours Only
360	Long Beach Blvd.-Limited	>		Mon.-Fri.	Peak Hours Only
378	Huntington Dr.-S. Arcadia-Limited	<		Mon.-Fri.	Peak Hours Only
379	Huntington Dr.-Arcadia-Limited	<		Mon.-Fri.	Peak Hours Only
406	L.A.-Sunland-via Pennsylvania Ave. Express	>		Mon.-Fri.	Peak Hours Only
407	L.A.-Sunland-via La Crescenta Ave.	>		Mon.-Fri.	Peak Hours Only
410	L.A.-Glenoaks Blvd.-Express	>		Mon.-Fri.	Peak Hours Only
412	L.A.-N. Hollywood-Van Nuys-Express	>		Mon.-Fri.	Peak Hours Only
420	L.A.-Van Nuys-Northridge-Express	>		Mon.-Sun.	24 hours
424	L.A.-Ventura Blvd.-Express	>		Mon.-Sun.	24 hours
425	L.A.-Ventura Blvd.-Express Limited Stop Service	>		Mon.-Fri.	Peak Hours Only
430	L.A.-Pacific Palisades-via Sunset Blvd. Express	>		Mon.-Fri.	Peak Hours Only
431	L.A.-Westwood-Express	<		Mon.-Fri.	Peak Hours Only
434	L.A.-Santa Monica-Malibu Trancas Express	<		Mon.-Sun.	5AM-10PM
442	L.A.-Hawthorne Blvd.-Express	>		Mon.-Fri.	Peak Hours Only
444	L.A.-West Torrance-Rolling Hills- Marineland-Express	<		Mon.-Sun.	5AM-8:30PM
446	L.A.-Carson-Wilmington-San Pedro Express	<		Mon.-Sun.	5AM-1:30AM
456	L.A.-Long Beach Express	>		Mon.-Sun.	24 hours
460	L.A.-Norwalk-Santa Ana via Disneyland Express	>		Mon.-Sun.	5AM-3AM
462	L.A.-Norwalk-via Santa Fe Springs Express	<		Mon.-Sun.	5AM-12:30AM
470	L.A.-Whittier-La Habra- Brea Mall Express	<		Mon.-Sun.	5AM-2AM
471	L.A.-Whittier-Puente Hills Mall Express	<		Mon.-Sun.	5:30AM-11PM
480	L.A.-El Monte-West Covina-Pomona Express	<		Mon.-Sun.	24 hours
481	Wilshire District-El Monte-West Covina- Express	>		Mon.-Fri.	Peak Hours Only
482	L.A.-El Monte-Hacienda Heights-Pomona Express	<		Mon.-Sun.	5AM-12AM
483	L.A.-Altadena-via Fair Oaks Express	>		Mon.-Sun.	5AM-12AM
484	L.A.-El Monte-La Puente-Pomona- Ontario Airport Express	<		Mon.-Sun.	4:30AM-2AM

* Indicates line is fully accessible.



AVERAGE ACCESSIBLE
FREQUENCIES

APPENDIX B2

APPENDIX B

Line	Description	Average Accessible Frequencies		Days of Service	Hours of Service
		<=greater than 1 hr.	>=less than 1 hr.		
485	L.A.-Altadena-via Lake Ave. Express		>	Mon.-Sun.	5AM-1AM
486	L.A.-El Monte-Puente Hills-via Amar Rd. Express		<	Mon.-Sun.	5AM-12:30AM
487	L.A.-San Gabriel-Sierra Madre Express		<	Mon.-Sun.	5AM-11:30PM
488	L.A.-El Monte-West Covina-Eastland Glendora Express		<	Mon.-Sun.	5AM-8PM
489	L.A.-Rosemead Blvd.-Hastings Ranch Express		<	Mon.-Fri.	5:30AM-7PM
490	L.A.-El Monte-Covina-Diamond Bar- Brea Mall Express		>	Mon.-Sun.	5AM-7PM
491	L.A.-Sierra Madre-via Santa Anita Ave. Express		<	Mon.-Sun.	5AM-1AM
560	LAX-San Diego Freeway-Van Nuys Blvd. Express		<	Mon.-Sun.	4:30AM-1:30AM

* Indicates line is fully accessible.



**AVERAGE ACCESSIBLE
FREQUENCIES**

APPENDIX B2

APPENDIX B

ACCESSIBLE EQUIPMENT ALLOCATIONS BY DIVISIONS

Divisions	Total Number of Coaches	Total Number of Accessible Coaches	Percentage of Accessible Coaches	No. of Accessible Coaches in Accessible Duty	Spare Accessible Coaches	Spare Ratio of Accessible Coaches	No. of Accessible Coaches in Non-Accessible Duty	Adjusted Spare Ratio
1	213	125	59%	109	16	15%	0	15%
3	197	119	60%	96	23	24%	3	21%
5	256	193	75%	160	33	21%	4	18%
6	77	55	71%	47	8	17%	0	17%
7	196	123	63%	95	28	29%	9	20%
8	180	111	62%	87	24	28%	8	18%
9	324	208	64%	150	58	39%	26	21%
10	268	187	70%	144	43	30%	14	20%
12	146	102	70%	78	24	31%	11	17%
15	201	154	77%	117	37	32%	16	18%
16	78	54	69%	33	21	64%	14	21%
18	260	169	65%	137	32	23%	10	16%
	2396	1600	67%	1253	347	28%	115	19%



ACCESSIBLE EQUIPMENT ALLOCATIONS BY DIVISIONS

APPENDIX B3

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT
 DEPARTMENT OF PLANNING
 ELDERLY & HANDICAPPED PLANNING

OPERATOR SUMMARY BY DIVISION
 FOR THE MONTH OF AUGUST 1986
 860904 : EHDIVSN

DIVISION	WHEELCHAIR BOARDINGS	% OF TOTAL BOARDINGS	OPERATOR PROBLEMS	% OF TOTAL OPERATOR PROB	*OPERATOR PROBLEMS OPERATOR INCIDENTS MINUS NON-ACCESSIBLE INCIDENTS	ADJUSTED % OF OPERATOR
ONE	172	6.49 %	2	4.44 %	2	5.56 %
THREE	162	6.11 %	2	4.44 %	1	2.78 %
FIVE	416	15.71 %	4	8.89 %	2	5.56 %
SIX	45	1.69 %	3	6.67 %	2	5.56 %
SEVEN	99	3.73 %	5	11.11 %	5	13.89 %
EIGHT	328	12.38 %	2	4.44 %	2	5.56 %
NINE	199	7.51 %	4	8.89 %	2	5.56 %
TEN	281	10.61 %	11	24.44 %	11	30.56 %
TWELVE	102	3.85 %	2	4.44 %	1	2.78 %
FIFTEEN	549	20.73 %	6	13.33 %	5	13.89 %
SIXTEEN	14	0.52 %	0	0.00 %	0	0.00 %
EIGHTEEN	281	10.61 %	4	8.89 %	3	8.33 %
TOTALS	2,648	100.00 %	45	100.00 %	36	100.00 %

* Operator problems are indicated in this column after subtracting out those operator incidents that occurred on NON-ACCESSIBLE runs.



EXAMPLE OF OPERATOR MONITORING REPORT

APPENDIX C

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT
 DEPARTMENT OF PLANNING
 ELDERLY & HANDICAPPED PLANNING

PAGE 1

DIVISION REPORT BY OPERATORS
 FOR THE MONTH OF AUGUST 1986
 860904: EHDIVOPR

DIVISION	OPERATOR	BAD ORDER LIFTS	MISSING KEY	OVERLOADS	SUCCESSFUL BOARDINGS
ONE	00000	0	0	0	5
	00128	1	0	0	0
	00310	0	0	0	1
	00501	0	0	0	2
	00710	0	0	0	2
	00822	0	0	0	1
	00985	0	0	0	1
	01005	0	0	0	1
	01010	0	0	0	1
	01045	0	0	0	1
	01105	0	0	0	1
	01158	1	0	0	0
	01290	0	0	0	1
	01603	0	0	0	1
	01680	0	0	0	1
	01781	0	0	0	2
	01799	0	0	0	4
	01861	0	0	0	2
	01990	0	0	0	1
	01994	0	0	0	1
	02013	0	0	0	1
	02128	0	0	0	1
	02207	0	0	0	1
	02219	0	0	0	2
	02234	0	0	0	1
	02330	0	0	0	1
	02408	0	0	0	2
	02414	1	0	0	0
	02878	0	0	0	1
	03118	0	0	0	1
	03204	0	0	0	1
	03309	0	0	1	0
	03340	0	0	0	1
	03449	0	0	0	2
	03541	0	0	0	2
	03555	1	0	0	0
	03621	0	0	0	1
	03676	0	0	0	1
	03690	0	0	0	1



EXAMPLE OF OPERATOR
 MONITORING REPORT
 (CONT'D)

APPENDIX C

APPENDIX D

APPENDIX D

Line	Div	Total AM Runs	Access Runs	%	Total Base	Access Runs	%	Total PM Runs	Access Runs	%	OVL Service	Access OVLs	%
2/3	7	31	19	61%	19	19	100%	26	19	73%	0	0	
4/304	6-7	40	39	98%	39	39	100%	42	39	93%	3	3	100%
10/11	7	20	15	75%	15	15	100%	23	15	65%	1	1	100%
14/37	1-7	33	18	55%	17	17	100%	32	17	53%	1	1	100%
16	1	21	14	67%	14	14	100%	23	14	61%	0	0	
18	1	26	18	69%	17	17	100%	29	17	59%	1	1	100%
20/21/22	6-7												
320/322	10	77	57	74%	57	57	100%	78	57	73%	3	3	100%
26/27	1	12	9	75%	9	9	100%	14	9	64%	1	1	100%
28/328	7-10	47	26	55%	23	23	100%	43	26	60%	0	0	
30/31	1	45	25	56%	25	25	100%	44	25	57%	2	2	100%
33/333	6-10	31	18	58%	18	18	100%	26	18	69%	3	3	100%
38	10	16	9	56%	9	9	100%	13	9	69%	1	1	100%
40/442	5-18	48	31	65%	31	31	100%	51	31	61%	2	2	100%
42	18	9	6	67%	6	6	100%	9	6	67%	0	0	
45/46/345	10	31	22	71%	22	22	100%	31	22	71%	2	2	100%
48	5	9	5	56%	5	5	100%	12	6	50%	0	0	
51/351	18	26	13	50%	13	13	100%	28	14	50%	1	1	100%
53	18	19	11	58%	11	11	100%	19	11	58%	1	1	100%
55	10-18	18	16	89%	16	16	100%	20	16	80%	2	2	100%
56	10-18	11	6	55%	6	6	100%	13	6	46%	0	0	
60/61/360	10-12	49	28	57%	28	28	100%	51	28	55%	1	1	100%
65	1	9	6	67%	6	6	100%	8	6	75%	0	0	
66/67	1	24	12	50%	9	9	100%	22	11	50%	0	0	
68	10	22	17	77%	17	17	100%	25	17	68%	0	0	
70/71	9	27	16	59%	16	16	100%	28	16	57%	2	2	100%
76	9	17	12	71%	12	12	100%	18	12	67%	2	2	100%
78/79/													
378/379	9	23	13	57%	13	13	100%	28	14	50%	0	0	
81	3-18	25	14	56%	13	13	100%	27	14	52%	0	0	
83	3	17	11	65%	11	11	100%	14	11	79%	1	1	100%
84/85	3	12	7	58%	7	7	100%	11	7	64%	1	1	100%
90/91/													
406/407	15	13	7	54%	6	6	100%	16	8	50%	0	0	
92/93/													
410	15	20	13	65%	13	13	100%	22	13	59%	2	2	100%
94	15	18	12	67%	12	12	100%	24	12	50%	0	0	
96/412	15	15	8	53%	8	8	100%	16	8	50%	0	0	
97	15	4	4	100%	4	4	100%	4	4	100%	0	0	
102	3	4	3	75%	3	3	100%	5	3	60%	0	0	
103	5	3	2	67%	2	2	100%	2	2	100%	0	0	
104	3	4	3	75%	3	3	100%	4	3	75%	0	0	
105	5	20	13	65%	13	13	100%	22	13	59%	1	1	100%
107	5	6	5	83%	5	5	100%	6	5	83%	0	0	
108	5	15	9	60%	9	9	100%	13	9	69%	0	0	
110	5	7	6	86%	6	6	100%	8	6	75%	0	0	
111/112	5	14	10	71%	10	10	100%	14	10	71%	1	1	100%
115	5	24	14	58%	14	14	100%	19	14	74%	0	0	
117	18	11	10	91%	10	10	100%	10	10	100%	0	0	
119/126	18	5	4	80%	4	4	100%	4	4	100%	0	0	



ACCESSIBLE SERVICE
FREQUENCIES

APPENDIX D

APPENDIX D

Line	Div	Total AM Runs	Access Runs	%	Total Base	Access Runs	%	Total PM Runs	Access Runs	%	OML Service	Access OMLS	%
120	18	12	8	67%	8	8	100%	14	8	57%	0	0	
124	18	4	3	75%	3	3	100%	4	3	75%	0	0	
125	18	11	7	64%	7	7	100%	12	7	58%	0	0	
127	18	3	2	67%	2	2	100%	2	2	100%	0	0	
128	12	3	2	67%	2	2	100%	3	2	67%	0	0	
130	18	5	4	80%	4	4	100%	5	4	80%	0	0	
146	12	5	4	80%	4	4	100%	5	4	80%	0	0	
147	12	2	2	100%	2	2	100%	2	2	100%	0	0	
152	8-15	11	7	64%	7	7	100%	11	8	73%	0	0	
154	8-15	5	5	100%	5	5	100%	5	5	100%	0	0	
158	15	5	4	80%	4	4	100%	4	4	100%	0	0	
161	8	3	2	67%	2	2	100%	3	2	67%	0	0	
163	8-15	9	9	100%	9	9	100%	10	10	100%	0	0	
164/165	8-15	16	12	75%	11	11	100%	17	12	71%	0	0	
166/168	8-15	8	5	63%	5	5	100%	7	5	71%	0	0	
167	8	6	4	67%	4	4	100%	4	4	100%	0	0	
169	15	8	5	63%	5	5	100%	6	5	83%	0	0	
175	3	5	3	60%	2	2	100%	3	2	67%	0	0	
176	3	4	3	75%	3	3	100%	3	3	100%	0	0	
177	3	6	5	83%	5	5	100%	7	5	71%	0	0	
178	9	4	3	75%	3	3	100%	3	3	100%	0	0	
180/181	3	16	14	88%	14	14	100%	19	14	74%	2	2	100%
183	15	4	3	75%	3	3	100%	3	3	100%	0	0	
185	16	3	3	100%	3	3	100%	4	4	100%	0	0	
187	9-16	8	7	88%	7	7	100%	8	7	88%	0	0	
188	9	6	5	83%	5	5	100%	8	5	63%	0	0	
192/194	16	5	4	80%	4	4	100%	5	4	80%	0	0	
201	3	3	3	100%	3	3	100%	3	3	100%	0	0	
204	5	44	35	80%	35	35	100%	40	35	88%	4	4	100%
205	12	5	3	60%	3	3	100%	4	3	75%	0	0	
206	5	15	11	73%	11	11	100%	15	11	73%	0	0	
207	18	27	15	56%	15	15	100%	27	15	56%	2	2	100%
208	3	1	1	100%	1	1	100%	1	1	100%	0	0	
209	5	7	6	86%	6	6	100%	6	6	100%	0	0	
210	5	24	19	79%	19	19	100%	25	19	76%	0	0	
211/215	18	5	5	100%	5	5	100%	5	5	100%	0	0	
212	15	16	11	69%	11	11	100%	15	11	73%	0	0	
225/226	18	7	6	86%	6	6	100%	8	6	75%	0	0	
228	15	5	4	80%	4	4	100%	5	4	80%	0	0	
230/239	15	12	7	58%	7	7	100%	9	7	78%	0	0	
232	12	10	10	100%	10	10	100%	10	10	100%	0	0	
234	15	7	5	71%	5	5	100%	6	5	83%	0	0	
236	8	6	4	67%	4	4	100%	4	4	100%	0	0	
24	8	7	4	57%	4	4	100%	6	4	67%	0	0	
243	8	4	3	75%	3	3	100%	3	3	100%	0	0	
245	8	3	3	100%	3	3	100%	3	3	100%	0	0	
250/253	3	2	2	100%	2	2	100%	2	2	100%	2	2	100%
251/252	3	19	11	58%	11	11	100%	20	11	55%	2	2	100%
254	16-18	7	7	100%	7	7	100%	7	7	100%	0	0	



ACCESSIBLE SERVICE
FREQUENCIES

APPENDIX D

APPENDIX D

Line	Div	Total AM Runs	Access Runs	%	Total Base	Access Runs	%	Total PM Runs	Access Runs	%	OWL Service	Access OWLS	%
255	10	2	2	100%	2	2	100%	3	2	67%	0	0	
256	10	7	5	71%	5	5	100%	5	5	100%	0	0	
258/259	9	5	4	80%	4	4	100%	5	4	80%	0	0	
260	9-12	18	13	72%	13	13	100%	18	13	72%	0	0	
262	9	5	4	80%	4	4	100%	6	4	67%	0	0	
264	9	4	3	75%	3	3	100%	3	3	100%	0	0	
265/275	12	4	4	100%	4	4	100%	5	4	80%	0	0	
266	9-12	6	6	100%	6	6	100%	6	6	100%	0	0	
267	9	12	6	50%	6	6	100%	10	6	60%	0	0	
268	3	9	5	56%	4	4	100%	5	4	80%	0	0	
270	12	4	3	75%	3	3	100%	4	3	75%	0	0	
271	12	3	3	100%	3	3	100%	3	3	100%	0	0	
274/276	9	5	5	100%	5	5	100%	5	5	100%	0	0	
280	9	3	3	100%	3	3	100%	3	3	100%	0	0	
291/293	16	4	4	100%	4	4	100%	4	4	100%	0	0	
420	8	32	22	69%	22	22	100%	36	22	61%	2	2	100%
424/425	8	46	23	50%	20	20	100%	42	21	50%	1	1	100%
430	6	0	0		0	0		2	1	50%	0	0	
431	6	2	1	50%	0	0		2	1	50%	0	0	
434	6	8	4	50%	3	3	100%	6	4	67%	0	0	
444	12	10	5	50%	4	4	100%	7	4	57%	0	0	
446	12	14	8	57%	8	8	100%	13	8	62%	0	0	
456	12	11	6	55%	6	6	100%	13	7	54%	2	2	100%
460	1	11	9	82%	9	9	100%	14	9	64%	0	0	
462	1	7	4	57%	3	3	100%	7	4	57%	0	0	
470/471	9	21	11	52%	10	10	100%	20	10	50%	0	0	
480/481	9-16	25	17	68%	12	12	100%	27	17	63%	2	2	100%
482	9-16	9	6	67%	4	4	100%	11	6	55%	0	0	
483/485	3	16	11	69%	11	11	100%	14	11	79%	0	0	
484	9-16	17	11	65%	11	11	100%	20	11	55%	0	0	
486	9	12	7	58%	2	2	100%	10	5	50%	0	0	
487/489	9	20	10	50%	5	5	100%	20	10	50%	0	0	
488	9	11	6	55%	3	3	100%	10	5	50%	0	0	
490/491	9-16	12	9	75%	9	9	100%	15	9	60%	0	0	
560	15	18	11	61%	11	11	100%	20	11	55%	0	0	
SYSTEM TOTAL		1784	1197	67%	1156	1156	100%	1792	1194	67%	54	54	100%



ACCESSIBLE SERVICE
FREQUENCIES

APPENDIX D

APPENDIX E

APPENDIX E - UMTA's CHECKLIST FOR REVIEW

Part A - Program Plan

1. Type of Transit Service: Accessible Bus System-Fixed Route
2. Provision of Service:
 - a. Alternative type of service considered: None
 - b. How does recipient assure that the vehicles and equipment to be provided will accommodate all users for which the service is designed?

See pages 11 thru 18, 64 thru 69, 70, 75, 79 and 82
 - c. What is the recipient's maintenance policy to assure that all accessible vehicles and equipment are in proper operating condition?

See pages 13, 15, 24, 26, 29, 35, 38 thru 45, 49 thru 53, 70, 72, 75, 78, 81, 82, A-4 thru A-9
 - d. What are the recipient's spare ratio of vehicles bus breakdown, and replacement policies to assure that it's level of transit service is maintained according to its program plan?

See pages 13, 38 thru 41, 63, 70, 72,75, 81, 82, A-4 thru A-9, B-3 thru B-13, D-3 thru D-5
 - e. How many of the recipient's personnel have been trained to operate vehicle/equipment safely and treat handicapped users of service courteously?

See pages 14, 46 thru 49, 63, 69, 72 and 79

Are additional personnel to be trained at a later date? Yes - If yes please identify the number of staff, type of training, and date for training to be provided. See pages 46, 47, 48, 49, 72 and 79
 - f. Is adequate assistance and information concerning the use of service available to handicapped persons, including those with vision or hearing impairments?

Yes - If yes how and in what form?

See pages 17, 26, 27, 30thru 37, 37, 49, 52, 69, 72, 78 and 79
 - g. What are the Milestones for achieving one or more of the above-referenced objectives in each of the following years?

1st year See-Milestones I, II, III, IV, and V
2nd year See-Milestones VI, VII, and VIII

3. Full Performance Level:

a. Description of Accessible Bus System:

1. Number of vehicles: 1771
2. Types of vehicles: Grumman Flexible, GMC's, Neoplan's, Carpenters

b. Is bus service available throughout the same days and hours as the service for the general public?

Yes

See pages 17, 27, and 31

c. Has the recipient established and made known to users the service intervals of buses by route; and time of day?

Yes

See pages 17, B-8 thru B-12

d. Has recipient provided service on all routes through-out its service area on which a need has been established though planning during the public participation process?

Yes

See page 7, 13, 23, 25, B-8 thru B-12

e. Are fares for trips of similar length and time of day no higher than the fares charged other users of the recipient's bus service for the same trip?

Yes

See pages 17, 20 and 23

f. What are the milestones for achieving one or more of the above referenced objectives in each of the following years:

See Milestones II and VI

Part B - Public Comment on the Program with Recipient's Response

1. Public participation and coordination process:

a. Has recipient provided proof that a has given the public a 60 day comment period on its proposed program

Yes

See pages 1, 8, and 9 of the Public Comment Section

b. Has the recipient provided to UMTA documentation that it has held at

least one public hearing on its proposed program?

Yes

See page 1 and 10 of the Public Comment Section

- c. Did the recipient identify to UMTA that the public hearing was held in accessible building?

Yes

See page 1 of the Public Comment Section

2. Has the recipient taken prorated steps to facilitate the participation of all disabled groups and has a process for continuing general public participation been developed?

Yes

See page 1 and 10 of the Public Comment Section

3. Identify efforts made by the recipient to address significant comments provided by disabled persons and/or groups, MPO's or others.

See pages 1 thru 6 of the Public Comment Section

Part C - Documentation of the Projected Costs of Implementation

1. Limit on Required Expenditures:

- a. Previous year 1 operating costs \$8,135,000
- b. Previous year 2 operating costs \$9,079,000
- c. Current year operating costs \$6,902,000
- d. Total 3-year operating costs \$24,116,000
- e. Divided by 3 = \$8,038,666

2. Does the amount expended equal 3% or more?

No the amount expended is much less than 3%

3. Has the recipient provided documentation of the projected costs through the budget plan?

Yes See pages 56 thru 59, 75 thru 83

- a. Does the program contain a projected yearly expenditure as determined through budget planning for the phases-in period leading eventually to full performance?

See pages 76 and 77

- b. Has the recipient provided in its plan alternatives to its plan and the rationale for any reduction of service quality.

No

- c. Does the recipient identify efforts made to consult with disabled persons and the public through the public participation mechanism cited in Section 23.83 (d) in determining how to reduce service levels in order to avoid exceeding the limit on required expenditure.

No

4. Does the recipient meet all the service criteria for an amount less than the cost limit as specified in Section 504 regulation?

No

5. Comments and recommendations for deficient responses:

See pages 75, 79 and 80

Program Management:

Responsible Person:

John A. Dyer
General Manager, SCRTD
425 S. Main Street
Los Angeles, CA 90013
(213) 972-6474

Person-In-Charge:

Albert H. Perdon
Acting Assistant General Manager
of Planning and Communications
425 S. Main Street
Los Angeles, Ca 90013
(213) 972-6651

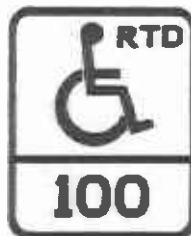
Contact Person:

Teresa A. Moren
Project Manager for
Accessible Service
425 S. Main Street
Los Angeles, CA 90013
(213) 972-3565

**COMMENTS AND RESPONSES
FOR THE
DRAFT ACCESSIBLE SERVICE PROGRAM
TO SATISFY
SECTION 504
OF THE
REHABILITATION ACT OF 1973
AND
SECTION 317(c)
OF THE
SURFACE TRANSPORTATION
ASSISTANCE ACT OF 1982**



Operator Award Pins



MAY, 1987

COMMENTS AND RESPONSES
ON THE
DRAFT ACCESSIBLE SERVICE PROGRAM
TO SATISFY THE
REHABILITATION ACT OF 1973: SECTION 504
AND THE
SURFACE TRANSPORTATION ASSISTANCE ACT OF 1982: SECTION 317(c)

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT

MARCH 30, 1987

1. INTRODUCTION

The purpose of this report is to present comments that were made on to the Draft Accessible Service Program and to also provide information on public participation in the preparation of this plan, to meet the requirements of Section 504 of the Rehabilitation Act of 1973 and Section 317 (d) of the Surface Transportation assistance Act of 1982. The public comment and review period provided the public an opportunity to comment on the objectives of the Accessible Service Program (the "Program") and the District's ability to fulfill all legal requirements. Comments raised by the public have been considered in evaluating the technical feasibility, legal adequacy, and public acceptance of the Program in preparation for its submission to UMTA by June 22, 1987.

The comments presented here are those received by February 15, 1987, in written or audio recorded form and those presented during a public hearing on Thursday, January 22, 1987 at 1:00 p.m. at the District Board Room. The District Board Room is located in an accessible building. The 30-day notice of intent to hold the public hearing and the announcement of the 60-day and comment period were in Los Angeles Times on December 8, 1986, La Opinion on December 10, 1986, Rafu Shimpo and Los Angeles Sentinel on December 11, 1986. A copy of the notice of intent was sent to federal state, and local agencies who have legal authority to develop and enforce environmental standards, and to each city in Los Angeles County. Special attention was given to informing the visual and hearing impaired and the disabled. Additional copies were sent to 200 disabled persons and to member organizations of the Citizens Advisory Committee on Accessible Transportation that represent disabled and elderly persons. The hearing impaired were provided sign language translators at the public hearing.

All comments have been paraphrased in the interests of brevity and cogent organization. These comments have been divided into two groups--those that air concerns that apply not only to the accessibility of service to the disabled but to general service at large, and those that address issues directly referred to in the Program. Three comments of this latter group are of particular concern:

- o The requirements of Section 504 cannot be met unless Milestone V results in a solution to the needs of semiambulatory patrons.
- o The goals of Milestone VIII, though highly desirable, are beyond the scope of Section 504's requirements and appear to lie beyond the District's statutory responsibilities.
- o The cost analyses do not estimate the costs of each milestone, nor do they separate the costs of meeting Section 504 requirements from those of exceeding those requirements.

2. GENERAL COMMENTS

These comments address problems with the accessibility of service by the disabled that, it is hoped, the Program will serve to solve. In fact, these problems apply to all service provided by the District to all of its patrons. The District continues to allocate time and effort to alleviate

these problems. Responsible public feedback remains an important element in this process. The comments below are labeled with Roman numerals and are referred to as such in the list of contributors.

- I. Mechanical breakdowns of buses seriously affect bus service reliability, particularly where headways are long.
- II. Many operators do not announce stop locations.
- III. Operators exhibit a poor attitude toward their patrons and their duty to provide transportation service to them.
- IV. Timetables do not show intersecting lines and route maps are often outdated.
- V. Customer information should be available for all 24 hours of each day.
- VI. Rear door mechanisms are often difficult to open and leave patrons vulnerable to theft.
- VII. Buses often stop farther from the curb than passenger safety allows.
- VIII. Newspaper racks, fire hydrants, and street poles often restrict passenger access and egress.
- IV. More security is needed to protect patrons from criminal activity.
- X. Some discontinued service should be reinstated, particularly Line 150 from Hollywood to Hidden Hills and Line 46 on Saturdays and Sundays.
- XI. Complaints are not processed to the patrons' satisfaction; the phone number is hard to find and personnel often exhibit a poor attitude.
- XII. Overcrowding restricts accessibility.

3. SPECIFIC COMMENTS

The following paraphrased comments either refer to a specific section of the Program or air concern that the Program specifically addresses. These comments are listed in the order of the related section number of the Program. The reader is reminded that milestones are identified by the number that follows "4.", e.g., Milestone IX is Section 4.9 of the Program. All of these sections are identified by Arabic numerals both here and in the list of contributors.

SECTION NUMBER

- 1.2.5. Comment: The "visually impaired" do not ride free; only the blind having a cane and/or guide dog eligible to board free.

Response: The document shall be altered to reflect this definition. The "visually impaired" are defined as those persons whose poor eyesight requires them to use a guide dog or cane, or who are issued a card from the Braille Institute.

2.4.1 Comment: The rear of the bus is an unsavory location for boarding and parking wheelchairs.

Response: The District acquired 940 GM RTS II and 30 Carpenter buses with rear door wheelchair lifts. These lifts have proven to be the most reliable in the District's fleet. Subsequently, another 297 buses have been ordered with rear door lifts. However, to address concerns expressed by CACAT, the District will make every effort in the future to purchase buses with front door lifts.

2.4.3 Comment: The methods used to monitor boardings, alighting, and passups do not allow accurate reporting of the performance of the Program.

Response: The District recognizes the weaknesses in its current data gathering practices. Before the 1993 deadline of the Section 504 mandate the District will have in place a new radio system that will record all lift assisted boardings and alighting automatically, i.e., without the need for operator notification. Passenger feedback shall remain an essential element for the recording of passups and door operator attitudes.

2.5.1 Comment: The Hot Line should be better publicized, operate 24 hours each day, and process complaints.

Response: The District looks forward to the day when there are a sufficient number of disabled patrons to warrant a 24-hour Hot Line operation. Toward this end, Milestone III concentrates attention on informing those who may have use for the Hot Line of its availability. The District instituted the Hot Line to expedite transit service to the disabled in urgent situations and does not wish it to be otherwise engaged.

2.5.4 Comment: The development of the "User Focus Group" is inadequate. Better information may be obtained by polling those who buy mail order passes and by providing evaluation cards that solicit both positive and negative comments on the bus.

Response: The User Focus Group consists of concerned patrons who have contributed to the District's developing its accessible service program in the past. Polling mail order pass purchases is a way to monitor performance measures for the Program and may be instituted in the future. Too few evaluation cards make their way from the bus to District headquarters to reliably gauge passenger feedback.

2.6 Comment: Cost analyses should be more detailed, including the estimated cost of each milestone, the cost of meeting and the cost of exceeding Section 504 requirements, and a description of the methods used to estimate these costs.

Response: The costs of the milestones and measures to meet federally mandated criteria for service to the disabled shall be included in the final version of the Program plan. These estimates equal only 2% of the average operating costs, providing plenty of headroom to finance the Program. The high priority that the District and UMTA place upon the program assures that all mandatory elements of the program shall be implemented with all due speed.

3.4.1 Comment: Contrary to the second to last paragraph of this section, many complaints concerning inaccessibility of bus service to semiambulatory persons originated from CACAT.

Response: Improved accessibility of bus service for the semiambulatory is a major goal of the District's Program. CACAT's comments have pushed this issue to a high priority status. Nevertheless, no comments concerning lack of accessibility have been received from some sources, most notably, our own complaint records. This only highlights the importance of input from community organizations for the formulation of an effective program for improving bus accessibility.

3.4.2 Comment: Visually impaired patrons cannot read dot-matrix headsigns. Operators should announce the line and destination to all boarding passengers.

Response: In an effort to improve readability, the District plans to equip all new buses with improved dot-matrix headsigns. The District is aware of the difficulties in reading current headsigns, even for those having normal eyesight, and shall continue to address these problems in the future.

- 4.3 Comment: The plan should include instruction programs to teach the disabled how to use the bus system.
- Response: The District, through its Community Relations Department, currently provides on-site instruction service for local organization upon request. Also available are flyers and literature that inform disabled persons or their organizations general information on how to use the bus system. Better community awareness of the availability of these information services shall improve with the implementation of Milestone III.
- 4.5 Comment: This plan does not assure that solution will be found for making buses accessible to the semiambulatory. Without such solutions, the District's service will not comply with the standards of Section 504.
- Response: Compliance with Section 504 requires the District to solve the problem of accessibility of bus service to the semiambulatory. The actions outlined in Milestone V are directed toward that end. Once a safe and reliable solution is found, implementation shall be completed by 1993. Unfortunately, the cost ramifications for this milestone will not be known prior to adoption of a technology for boarding and alighting semiambulatory passengers.
- 4.8 Comment: The proposal to demonstrate an integrated fixed route/paratransit customer information service is too vague for meaningful comment. While its goals are laudable it is not the responsibility of the District to provide such service.
- Response: Any "vagueness" of Milestone VIII is due to the nature of any demonstrations of new technology or its applications. Demonstration are undertaken in order to ascertain what can be accomplished by new technology and what its limitations are. The District's Computerized Customer Information System uses expensive and sophisticated computer programs to recommend routes for millions of patrons each year. The District, therefore, is uniquely equipped to demonstrate how this technology may be applied to paratransit as well as fixed route transit service and serve the special transit information needs the disabled.
- 4.9 Comment: A commitment is needed to allocate accessible equipment to currently nonaccessible lines as soon as such equipment is available.

Response: Milestone IV concentrates on 100% of the active fleet being equipped with accessible equipment by June, 1991. This will, perforce, result in the accessibility of all routes and service for disabled persons. The District's policy in the past has been to deploy accessible equipment as soon as they become available.

4. LIST OF CONTRIBUTORS

The District thanks the following person and affiliated organizations for their comments regarding the Draft Program.

1. Arden, Joan, self (III, VII)
2. Berger, Carolyn, self (II, VI, 3.4.2)
3. Breman, James, California Council of the Blind, (II)
4. Burk, Ray, self (IX, X)
5. Casteneda, Hugo, self (III)
6. Childs, Jimmie, David Cunningham Multipurpose Senior Citizens (VI)
7. Dennis, Jan, Mayor, City of Manhattan Beach (general approbation)
8. Fadeley, James, Wizards on Wheels (4.3)
9. Franklin, Herb, self (I, II, 2.5.1, 4.3)
10. Gregg, Susan, self (4.3, 4.5, 4.8, 4.9)
11. Herrer, Arturo, self (I, III, 2.4.1)
12. Lester, Norman, Southern California Association Of Governments (4.8 and comments related to making Milestone tasks described in more detail.)
13. McNamara, Tom, self (general approbation)
14. Moser, Pat, Intercity Chapter of the National Organization for women (II, IV, V, XII)
15. Nawells, Corinne, self (I, XII)
16. Poll, Hilda, self (III, X)
17. Ridenour, Susan, Los Angeles County Commission on Disabilities (2.4.3, 2.6, 4.3, 4.5, 4.8, 4.9)
18. Robert, Greg, self (XI)
19. Stearns, Anthony, (III, VIII, 2.4.1)
20. Tatum, Jackie, Citizens Advisory Committee on Accessible Transportation (I, 2.4.1, 2.4.3, 2.6, 4.5, 4.8)
21. Wents, D.R., self (II, III, XI, 2.5.4, 3.4.2, 4.3)
22. Wright, Wayne, self (I, II, 3.5)

PROOF OF PUBLICATION



Los Angeles Times

STATE OF CALIFORNIA
County of Los Angeles

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the notice published. I am the CHIEF LEGAL ADVERTISING CLERK of the Publisher of the LOS ANGELES TIMES, a newspaper of general circulation, printed and published daily in the City of Los Angeles, County of Los Angeles, and the LOS ANGELES TIMES has been adjudged a newspaper of general circulation by the Superior Court of the County of Los Angeles, State of California, under the date of May 21, 1952, Case Number 598, 599; that the notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

December 8th

all in the year 1986.

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated at Los Angeles, California, this

8th day of December, 1986.

Dingus Fuensting
Signature

Southern California Rapid Transit District Notice of Public Hearing and Public Comment Period

A Public Hearing will be held by the Board of Directors of the Southern California Rapid Transit District (SCRTD) on Thursday, January 22, 1987 at 1:00 p.m. The meeting location will be at the SCRTD Administration Building, 425 South Main Street, Los Angeles, California, 90013. This public hearing is held in conformance with Section 504 of the Rehabilitation Act of 1973 and Section 317(d) of the Surface Transportation Assistance Act of 1982.

The Public Comment Period begins as of December 15, 1986 and will end on February 12, 1987. The purpose of the Public Comment Period and the Public Hearing is to receive public comments on the District's Accessible Service Plan. The Accessible Service Plan outlines the District's current accessible services available to the disabled community and also proposed future improvements to enhance accessible services. This Plan was proposed to comply with newly issued federal regulations and will be available for public review on December 15, 1986.

Interested citizens are urged to request a copy of the Accessible Service Plan and review the document in order to provide comments or testimony to the Board of Directors at the Public Hearing on January 22, 1987.

Persons unable to attend the hearing may submit written testimony through February 12, 1987, the close of the public record. Correspondence should be addressed to:

Office of the Secretary
Southern California Rapid Transit District
425 South Main Street
Los Angeles, California 90013

Requests for a copy of the Accessible Service Plan should be made to:



Southern California Rapid Transit District
425 South Main Street
Los Angeles, California 90013
Attention:
Accessible Service - Planning Department

Jan Hall
Director and President

November 19, 1986

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PROOF OF PUBLICATION

(2015.5 C.C.P.)

STATE OF CALIFORNIA,
County of Los Angeles.

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the above-entitled matter. I am the principal clerk of the printer of the

LA OPINION

a newspaper of general circulation, printed and published DAILY

in the City of LOS ANGELES County of Los Angeles, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of Los Angeles, State of California, under the date of June 23 1969,

Case Number 950-176; that the notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

December 10 all in the year 1986.

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated at Los Angeles

California, this 10th day of Dec. 19 86

Mary O. Brenitez
Signature

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Distrito de Transporte Rápido del Sur de California

Aviso de Audiencia Pública

y
Período de Comentarios

Una audiencia pública de la Junta de Directores del Distrito de Transporte Rápido del Sur de California (SRCTD, siglas en inglés) tendrá lugar el Jueves 22 de enero de 1987 a la 1:00 p.m. El local de la reunión será en el edificio de Administración del SRCTD, 425 South Main Street, Los Angeles, California 90013. Esta audiencia pública tendrá lugar en conformidad con la Sección 504 del Acta de Rehabilitación de 1973 y de la Sección 317 (d) del Acta de Asistencia al Transporte Terrestre.

El período de comentarios públicos empieza a partir del 15 de diciembre de 1986 y terminará el 12 de febrero de 1987. El propósito de este período de Comentarios Públicos y de la Audiencia Pública es el de recibir comentarios públicos sobre el plan de accesibilidad del servicio del distrito. El plan de accesibilidad de servicios delinea los servicios actuales accesibles del distrito disponibles a la comunidad incapacitada y también propone futuras mejoras para ampliar los servicios accesibles. Este plan fue propuesto para cumplir con las nuevas regulaciones federales emitidas y que estarán disponibles para consideración del público el día 15 de diciembre de 1986.

Se urge a los ciudadanos interesados solicitar una copia del plan de accesibilidad de servicio y tomar en consideración el documento con el fin de proporcionar comentarios o testimonios a la junta de directores en la audiencia pública el 22 de enero de 1987.

Las personas que no puedan asistir podrán entregar testimonio por escrito hasta el 12 de febrero de 1987, fecha en que se cierra el archivo público. La correspondencia deberá ser enviada a:

Office of the Secretary
Southern California Rapid Transit District
425 South Main Street
Los Angeles, California 90013

Las solicitudes para una copia del plan de accesibilidad de servicio deberán hacerse a:



Southern California Rapid Transit District
425 South Spring Street
Los Angeles, California 90013

Attn: Accessible Service - Planning Department

Noviembre 19, 1986

Jan Hail Director and President

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT

A G E N D A

Public Hearing
Board of Directors
Thursday, January 22, 1987 - 1:00 p.m.
District Board Room
425 South Main Street
Los Angeles

RE: Section 504 of the Rehabilitation Act of 1973 and Section
317(d) of the Surface Transportation Assistance Act of 1982

Call to order: 1¹²/_{PM} 1²⁵/_{PM}

A Jan Hall, President ✓
✓ Carmen A. Estrada, Vice-President
✓ John F. Day
A Norman H. Emerson
✓ Nate Holden
✓ Marvin L. Hohen

✓ Leonard Panish
✓ Nick Patsaouras
✓ Jay B. Price
✓ Charles H. Storing
A Gordana Swanson

1. Statement of the District Secretary concerning publication of public notices and dissemination of public information.
2. Remarks of the General Manager.
3. Public comments.
4. Motion to close hearing.