

MTA Board of Directors

June 25, 2009

MOTION

Directors Antonovich, Molina, Ridley-Thomas, DuBois and Knabe

The MTA Board and staff should renew its focus on how effective and inviting our MTA bus and rail system is for use by members of the disabled community. MTA staff is already moving forward with some improvements. However, a more global look at this issue by the Board and staff will be necessary to ensure that our disabled patrons receive the quality of and access to our transportation system that is deserved and ensured by law.

WE, THEREFORE, MOVE that the MTA Board of Directors instructs the CEO to do the following within 60 days:

- A. Introduce in the upcoming labor negotiations a discussion about distinct penalties associated with mistreatment of and/or poor service for the disabled community on the MTA system, as well as a discussion about proper training and physical condition necessary to meet the needs of disabled patrons, with a report back to the Board that specifically highlights these elements.
- B. Report back to the Board with a new recommendation as to the flow of information that arises when claims and complaints are made by any patrons of our system – especially disabled patrons – who are injured by or unsatisfied with their use of the MTA system. This information flow should include County Counsel, the appropriate Division to which the claim or complaint is referred, as well as the Board of Directors at times deemed appropriate by the CEO.

(CONTINUED ON NEXT PAGE)

(CONTINUED FROM PREVIOUS PAGE)

- C. Instruct MTA's Operations Tiger Team to assess accessibility for disabled patrons at our rail stations, parking lots and other transit structures and report back to the Board with recommendations on how such accessibility can be improved.
- D. Instruct MTA's Operations staff (or other appropriate staff) to devise a system for disabled patrons to identify easily MTA contact information to register claims, complaints and concerns regarding the use of the MTA system, with a report back to the Board on actions taken and/or recommendations for consideration.
- E. An evaluation of the newly-instituted "tether" system with a report back to the Board on this evaluation and proposed recommendations to improve the system for disabled patrons.
- F. A review of MTA's current feedback system to gain input from the disabled community and major organizations—including the FTA—on a consistent basis, with a report back to the Board on this review. This review shall also provide recommendations for the MTA Board to consider that will ensure that MTA staff is engaged in a continuous discussion with the disabled community about safety and service improvements.
- G. Complete a review of all future MTA procurements for transit vehicles with a report back to the Board. This review shall investigate the most current needs of the disabled community and provide recommendations on how best to incorporate these new or projected needs, if possible, into the specifications for future transit vehicles procured by MTA.
- H. Engage current MTA Service Sector Councilmembers – specifically those that are disabled patrons – to provide input and feedback on MTA's current and proposed policies involving disabled patrons.