

ADA Program Assessment and Evaluation

for the Bay Area Transportation Authority (BATA)

SUMMARY FINDINGS

Presented to BATA Board of Directors | March 25, 2021



Study Purpose



Goal of improving transit services for individuals with disabilities



Comprehensive review of BATA operations from an ADA perspective

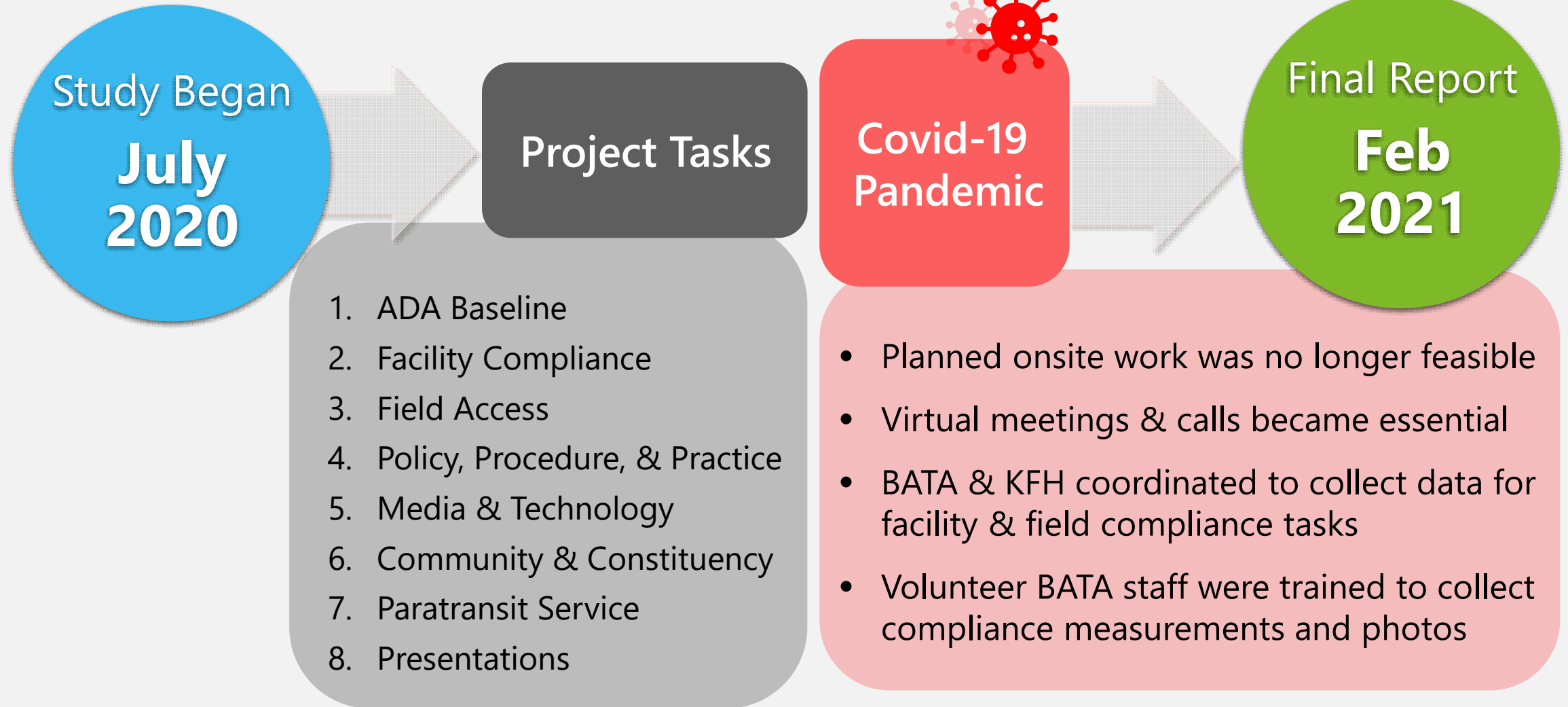


Review of supporting facilities and infrastructure to assess ADA compliance



Holistic approach recognizes that making transit service accessible requires accessible infrastructure

Study Background



Americans with Disabilities Act (ADA)

Comprehensive civil rights legislation, enacted in 1990

Requires fully accessible fixed route transit service

Complementary paratransit for those whose disabilities prevent use of the accessible service (ADA paratransit)

Accessibility requirements for public facilities and bus stops

ADA regulations for public transit are many and prescriptive

BATA's Services & Facilities

Services



City Loop Fixed Route Service
Traverse City

Link On-Demand
Traverse City

Village Loop Flex/Deviated Fixed Route Service
Grand Traverse & Leelanau Counties

Seasonal Services
Bike-n-Ride
Ski-n-Ride

Village Link Demand Response Service
Rural Counties

Senior Service
COAST

Facilities

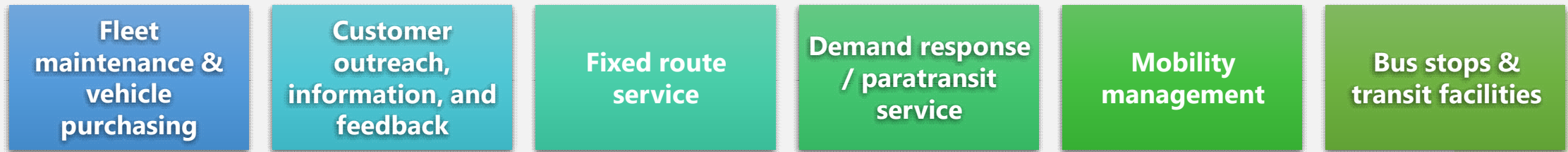


Passenger Facilities
Hall St. Transfer Station
Cass Rd. Transfer Station

Bus Stops
265 Bus Stops
48 Shelters

ADA Baseline

- Interviews with BATA Managers in functional areas:



- Reviewed each manager's understanding of ADA requirements
- Detailed findings are provided in the technical memorandum

Overall Findings

- Managers are aware of ADA requirements in their functional areas.
- BATA's operations conform with ADA in most cases.
- Specific issues identified are highlighted, with attention in subsequent study tasks.

Community & Constituency

- BATA wanted to know “what’s working, what’s not working” in meeting transit needs of individuals with disabilities.
- Outreach to the disability community is an important element of an ADA assessment and was conducted early in the study.

Disability Community Outreach Efforts Included:

- Meeting with the Local Advisory Council (LAC)
- Follow-Up Interviews with LAC Members
- Disability Network Peer Advocacy Meeting
- Traverse City Visually Impaired Persons Group (TC VIP) Meeting

Comments from the Disabled Community

- Favorable comments about the accessibility of vehicles and bus stops.
- Need for more support for riders with cognitive and behavioral disabilities.
- Help seniors learn how to use transit before they have to “give up the car keys.”
- Some riders feel that registering concerns or complaints with BATA might negatively impact their future interactions with staff.
- Transit service is more limited in the rural parts of the service area.
- Sense that the service is designed more for tourists than residents.

“BATA is very open to addressing access issues for people with disabilities.”

“Drivers are very helpful.”

“Drivers care about their riders.”

ADA Policy, Procedure, & Practice

Detailed Assessment

- BATA's documented policies and procedures.
- Information from interviews with BATA managers.
- Feedback from the disability community.

Strengths

- Emphasis on accessibility equipment inspection and maintenance.
- Written policies and procedures are thorough and generally compliant.
- Focus on customer service.

Areas for Improvements

- Suggested changes and review of several ADA required policies.
- Consistent onboard bus stop announcements.
- Review use of accessible vehicles on seasonal services.

Media & Technology Accessibility

Website

Rider
Information

Customer
Experience
Reporting

Signage

Link
On-Demand
Technology

BATA Website

- Beautifully presented website, with helpful information.
- Accessibility can be improved, when compared to Web Content Accessibility Guidelines (WCAG).

Assessing Customer Experience

- Biannual surveys.
- Documentation of customer comments is thorough, reporting follow-through and resolution.
- Demonstrates BATA's commitment and attention to customer input and experience.

Link On-Demand Technology

- Pilot began in August 2020.
- Scheduling done via an application ("app") provided by technology company, TransLoc.
- Company reports the app is very useable by people with vision disabilities.

Facility Compliance & Field Access

Detailed Assessment

- Hall St. Transfer Station
- Cass Rd. Transfer Station
- 22 Bus stop field surveys
- Used 2010 ADA Accessibility Guidelines & 2011 ADA Public Right of Way Guidelines

Strengths

- Adopt-a-Stop Program
- Bus stop improvements are incorporated within the capital improvement plan
- BATA is taking an active role with local jurisdictions to improve accessibility



Areas for Improvements

- BATA's transfer facilities were built with the ADA in mind – only minor issues were noted with parking requirements and room signage.
- A lack of accessible pathways and landing pads is the greatest barrier to bus stop access.

Paratransit Service

- Paratransit (demand response) service is provided in Traverse City and surrounding rural counties.
- Traverse City's fixed routes require complementary ADA paratransit.
- Link On-Demand, exceeds the requirements for this service, but some modifications are needed for full ADA compliance.

Areas for Improvements

- ADA paratransit service modifications needed in Traverse City.
- Eligibility certification process and review of policy and procedure.
- Enhanced reporting is required to ensure service performance is met.



Questions or Comments?

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