



Miami-Dade Transit (MDT) Office of Civil Rights & Labor Relations



*ADA Compliance
2nd Quarter FY08
Performance Report
March 31, 2008*

Office of Civil Rights & Labor Relations

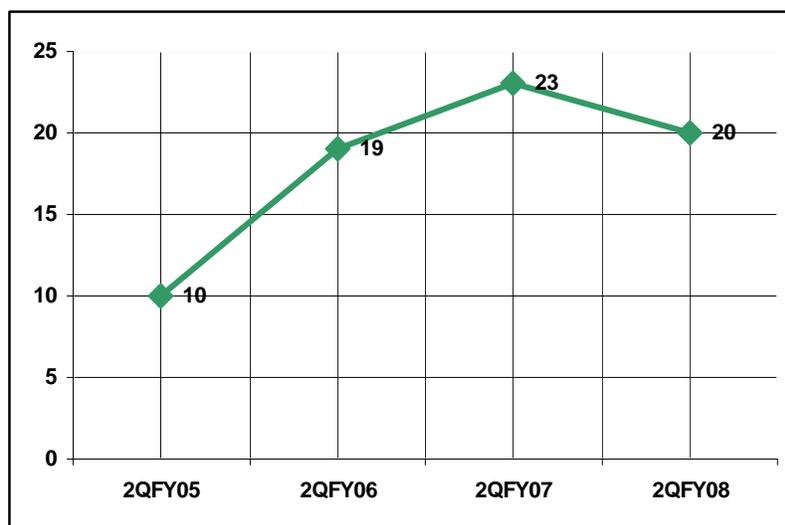
Americans with Disabilities Act (ADA) Compliance – 2nd Quarter FY 2008 Performance Report

Goal: To ensure that customers with disabilities have equal access and full participation in MDT's programs, services, and activities.

ADA Title I - Reasonable Accommodation Requests (RAR):

- During this reporting period, twenty (20) requests for accommodation were processed under the applicable provisions of the Americans with Disabilities Act (ADA).

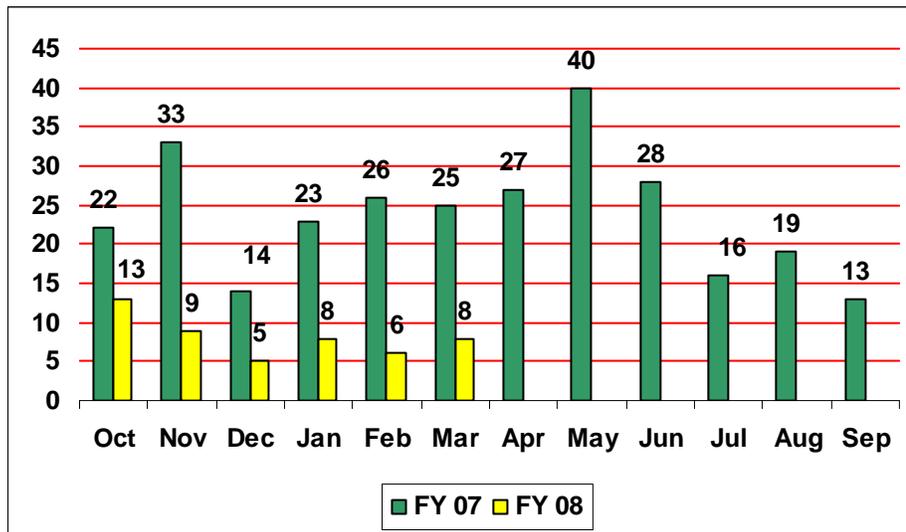
Chart: RAR Processed – Comparison



Special Transportation Service (STS) Appeals

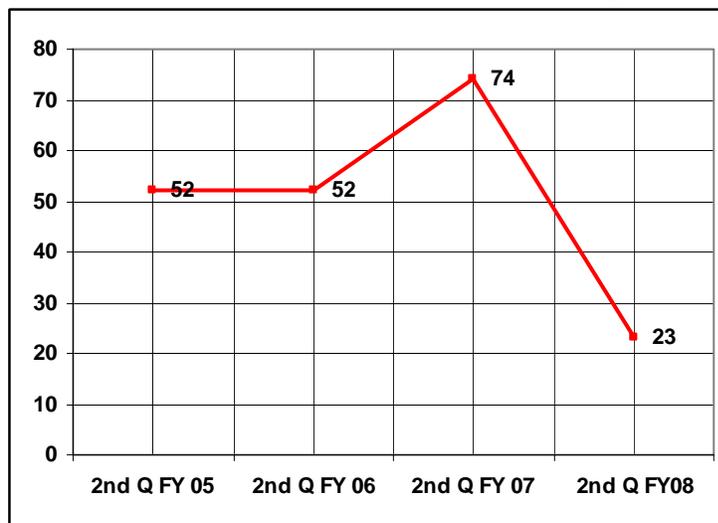
- During this reporting period, eight (8) Special Transportation Service (STS) appeal requests were processed under the applicable provisions of the ADA to determine Paratransit Eligibility.

Comparison Chart: Total STS Appeals Processed Per Month



- The Comparison Chart: Total STS Appeals Processed Per Quarter indicates that the number of STS appeals processed during the 2nd quarter of this fiscal year has decreased 322% in comparison with the STS appeals processed during the 2nd quarter of fiscal year 2007. The significant reduction in the number of STS appeals received may be influenced by a more stringent enforcement of the application for the certification process.

Comparison Chart: Total STS Appeals Processed by Quarter



Bus Stop Announcements and Route Identification Efforts

- The Federal Transit Administration (FTA) Quarterly Bus Stop Announcements Assessment was conducted from 12/1/07 through 12/26/07. The sampling of "Secret Shoppers" Survey Reports indicates that MDT has achieved a

cumulative 74% percent adherence to the ADA Bus Stop Announcements and Passenger/Vehicle Identification Efforts requirements during the first quarter of FY 08. Statistical information indicates that MDT's level of compliance with the Stop Announcements and Passenger/Vehicle Identification Efforts requirements has increased in comparison with the 66% adherence achieved during the 4th quarter of the fiscal year 2007.

FTA Stop Announcements Assessments Comparison Charts:

Garage	Jun-07			Sep-07			Dec-07		
	Listed	Made	PCT	Listed	Made	PCT	Listed	Made	PCT
Central	124	73	59%	132	106	80%	132	106	80%
Coral Way	94	67	71%	88	69	78%	88	69	78%
Northeast	104	82	79%	132	77	58%	132	77	58%
Northwest	64	17	27%	68	27	40%	68	27	40%
Total	386	239	62%	420	279	66%	420	279	74%

Special Projects

- On 1/2/08, staff reviewed the Miami Dade Transit (MDT) Bus Operations and Procedures Manual; findings were forwarded to appropriate staff for corrective measures.
- On 1/4/08, staff conducted an assessment of a bus stop located on McArthur Causeway, adjacent to the Miami Jungle Island, in response to a customer's complaint. Findings and recommendations were forwarded to appropriate staff for corrective measures.
- On 1/11/08, staff conducted an internal assessment of the Metrorail Hialeah Station – Surface Parking Facility – in response to a request for additional accessible parking spaces. Despite the fact that the Metrorail Hialeah Station is a non-key station, findings and recommendations were issued and forwarded to appropriate personnel for review and implementation.
- On 1/11/08, staff conducted a site visit to the Golden Glades Bus Terminal to assess the accessible route from the surface parking facility to the bus stop location. Findings indicated that trash cans were reducing the accessible route, to less than the required width of 36 inches. The findings were corrected and completed.
- On 1/23/08, staff appeared before the Judge of the Court to testify in the lawsuit case of Milagros Cruz vs. Alanis Inc., the Wackenhut Corporation, and Miami Dade County.
- On 1/28/08, staff conducted an assessment of two locations along the Busway in order to place two additional stops to service the intersections at SW 288th Street and SW 304th Street. Findings and recommendations were compiled and forwarded to appropriate senior staff.
- On 1/31/08, staff reviewed the Proposed Park and Ride Layout for NW 186th Street and NW 73rd Avenue. Findings were forwarded to appropriate staff for review and response.
- On 2/1/08, staff conducted an assessment of two intersections where Audible Pedestrian Signals (APS) were to be installed in compliance with the project plans. Comments and recommendations were forwarded to appropriate senior staff.
- On 2/6/08, staff gave a deposition regarding Regina Dawson vs. Miami Dade County's lawsuit case. The complainant claimed discrimination in violation of Title VII and ADA Title I. US District Court granted MDC's Motion for Summary Judgment, and the Civil Case was closed.

- On 2/13/08, staff conducted an internal assessment of Metrorail Dadeland South station. Assessment findings were sent to senior staff for appropriate corrective measures.
- On 2/15/08, staff met with MDT Engineering and Safety to discuss the drawing plans for the bridge connector from/to Metrorail platform to Tri -Rail Station North bound to be constructed at the Tri-Rail Metrorail transfer station. Comments were issued and forwarded to Tri-Rail Project Manager for review and response.
- On 2/28/08, staff reviewed the Contract 7459-2/07 "Transit Performance Audit Services." Comments were forwarded to Management Staff.
- On 3/8/08, staff compiled the requirements and code for establishing new bus stops. Requirements and code were reviewed by MDT Quality Assurance (QA) staff in order to incorporate them in the Bus Stop Mapping process. Checklist was prepared and forwarded to appropriate staff for approval.
- On 3/10/08, staff met with Rail Rehab and Metromover Staff to assess the delineators, between-car-barriers, installed at Bicentennial Metromover Station. Comments were forwarded to Project Manager for review and response.
- On 3/11/08, staff met with MDT QA staff to continue developing the Bus Stop Placement Process Mapping.
- On 3/13/08, staff met with MDT Engineering Staff to discuss the Infrastructure Renewal Program.
- On 3/13/08, staff conducted a site visit to the Non-key Metrorail Allapattach Station, surface parking facility, in response to a complaint received from one of our Metrorail customers. Findings were issued and forwarded to appropriate staff for corrective measures.
- On 3/17/08, staff met with Paratransit Division STS staff to discuss the placement of another ramp at the Overtown Transit Village North, STS Certification Office's passenger loading zone.
- On 3/18/08, staff conducted an internal assessment of Metrorail Vizcaya Station, a non-key station. Assessment findings are pending to be issued.
- On 3/19/08, staff conducted an assessment of the Busway Stations, Segment II. Findings were forwarded to Senior Staff.
- On 3/20/08, staff met with MDT QA staff to continue discussing the mapping process for bus stops.
- On 3/20/08, staff conducted a site visit to the bus stop located on Biscayne Boulevard and 79th Street servicing the Immigration and Naturalization Building. The assessment findings revealed that pedestrian facilities, including sidewalks and crosswalks, were under construction and or alteration. Customer was provided with information regarding alternate routes to access the Immigration and Naturalization Building.
- On 3/21/08, staff conducted an investigation regarding a complaint received by the Federal Transit Administration (FTA) regarding Metrobus Service. Investigation was completed and findings are pending to be issued for Management's review.
- On 3/21/08, staff conducted an assessment of the accessible route from and to the City of Miami Springs to the Metrorail Okeechobee Station. Findings were issued and forwarded to appropriate personnel for review and response.
- On 3/21/08, staff met with County Attorney regarding Gloria Acosta vs Dade County lawsuit case.

- On 3/24/08, staff responded to a request for information regarding Ms. Terri Harden's EEOC complaint.
- On 3/25/08, staff attended the South Florida Region Transit Administration, (SFRTA) ADA Advisory Board's meeting in Pompano Beach.
- On 3/26/08, staff assessed Bus No 9954 following Gloria Acosta vs Dade County lawsuit case.