

Enhancing and Expanding an Accessible Transit System

Welcome!

Enhancing and Expanding An Accessible Transit System



Understanding
the needs and
experiences of
TriMet
customers with
disabilities

Enhancing and Expanding an Accessible Transit System

Universal Design

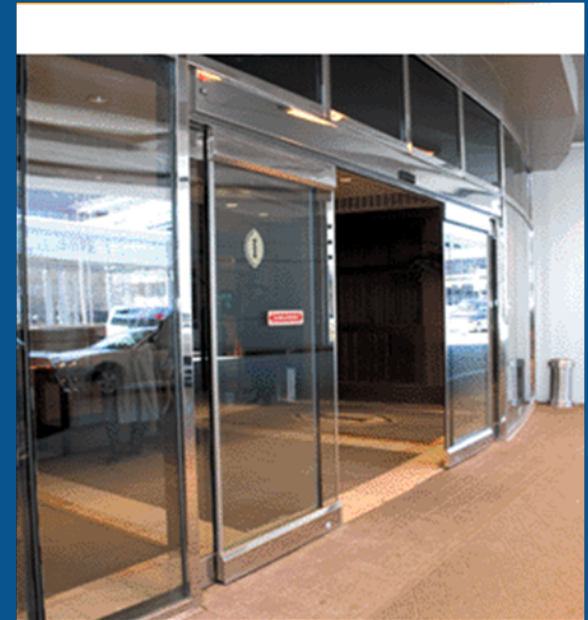
Universal design refers to a broad-spectrum solution that produces buildings, products and environments that are usable and effective for everyone, not just people with disabilities



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The ADA and Transit

Americans with Disabilities Act:

- Signed into law on July 26, 1990 by president George H. W. Bush.
- Civil rights legislation
- Guarantees equal access
- Key transit provision: *Accessibility*
- A "*Declaration of Independence*" for people with disabilities.



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The ADA and Transit

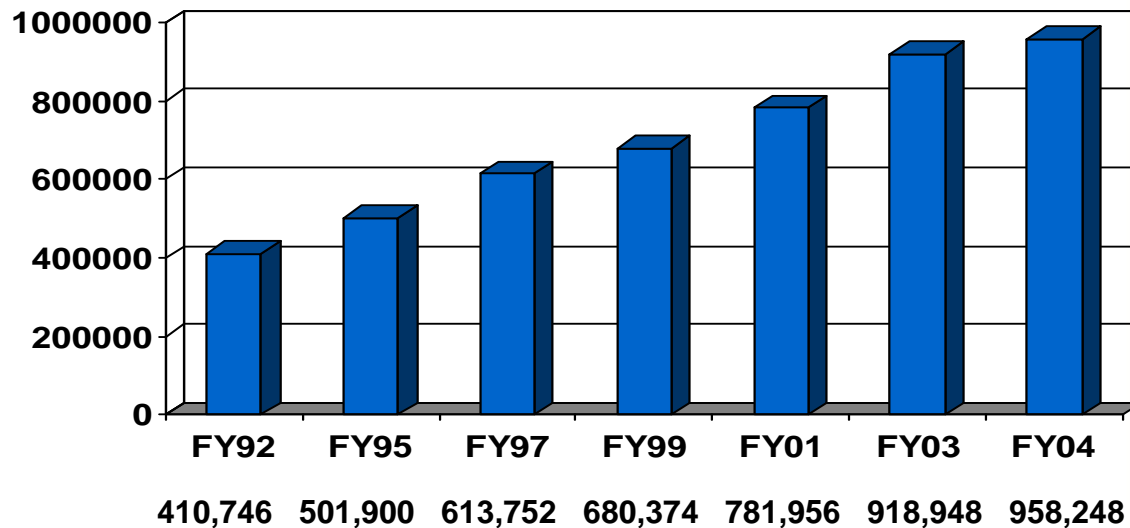
Two bus systems:

- Fixed route
- Para Transit – LIFT
 - Equal hours of service
 - Equal service area



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The ADA and Transit

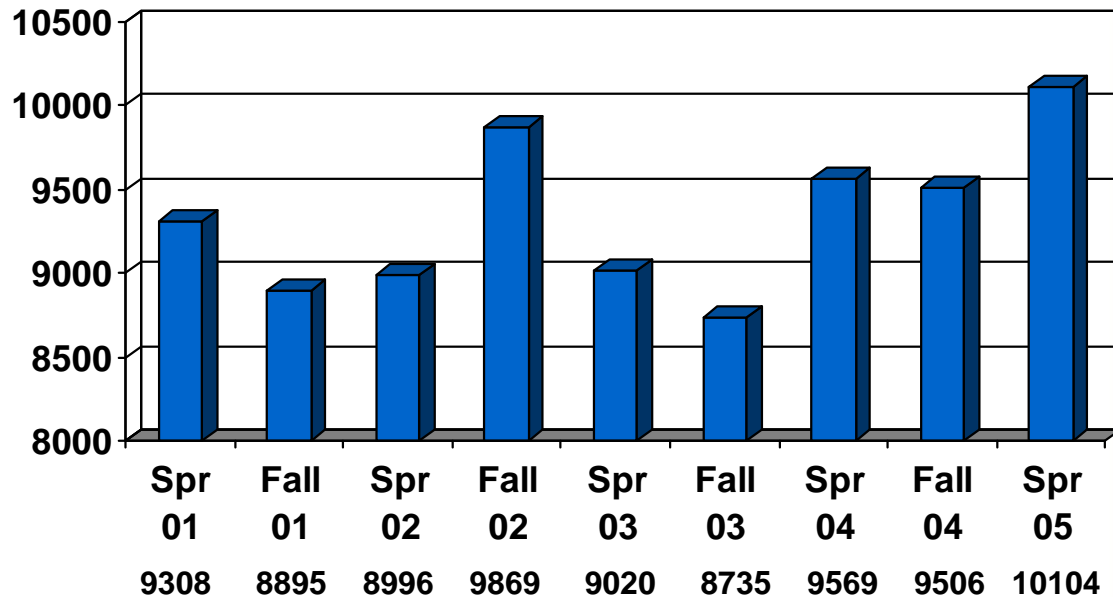


Lift Ridership

Since FY05 LIFT ridership has increased between 4.28 and 10.81 % per year.

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The ADA and Transit



Average Fixed Route LIFT/ramp use per week

(Estimated from BDS data)



Fixed Route Lift Use

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The ADA and Transit

Bus accessibility:

- Since 1990 all new transit buses must be lift equipped.
- First TriMet lift equipped buses 1982
- Technology has played a key role in accessibility.



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The ADA and Transit

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The ADA and Transit

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The ADA and Transit

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The ADA and Transit

Bus accessibility:

- Since 1990 transit buses must be lift equipped.
- First lift equipped buses - 1982
- Totally accessible – 1997
- First low-floor - 1997
- TriMet accommodates Segways
- Lifts can be requested by anyone.
- Newer buses can be knelt.



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The ADA and Transit

MAX accessibility:

- Accessibility to the original MAX cars required an external lift.



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The ADA and Transit

MAX accessibility:

- Newer MAX cars are accessible through use of a small “bridge plate”.



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The ADA and Transit

MAX accessibility:

- Low floor cars an example of “Universal Design”.



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The ADA and Transit

TriMet responsibility is to ensure:

- That personnel are trained to proficiency
- That they operate vehicles and equipment safely and properly
- They assist and treat individuals with disabilities in a respectful and courteous way with appropriate attention to the differences among individuals with disabilities.



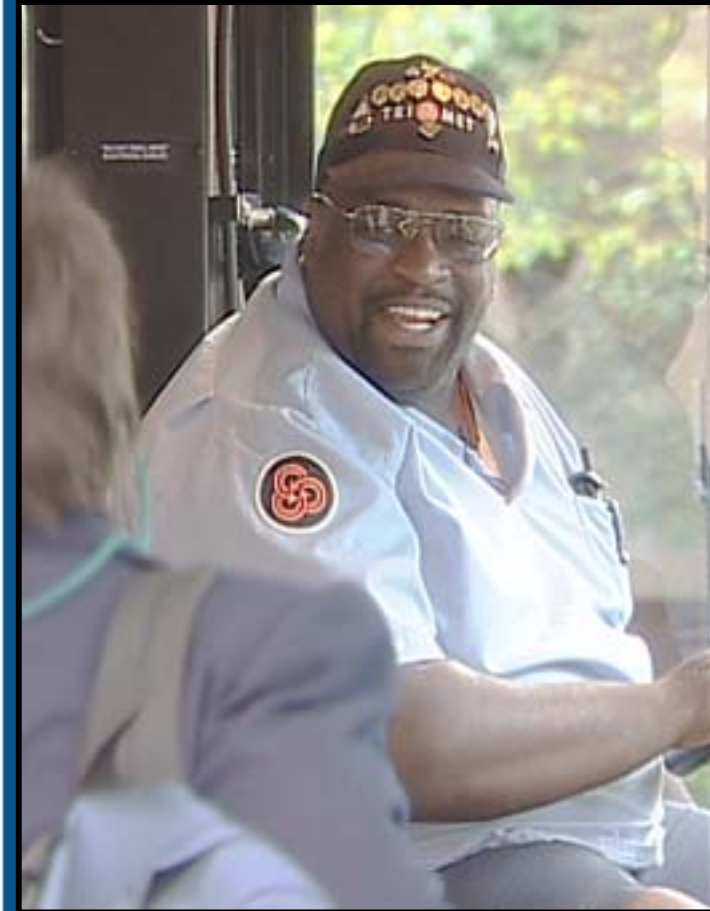
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The ADA and Transit

TriMet Training

The goal is not just ADA compliance, but rather to provide excellent customer service.

This becomes even more important as America ages.



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The ADA and Transit

Operator responsibilities:

- Pre-trip inspection – cycle lift/ramp
- Assist customer with:
 - Paying fares
 - Securement
 - Getting on/off lifts/ramp



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The ADA and Transit

Operator responsibilities:

- Internal stop announcements:
 - Major intersections
 - Major destinations
 - Transfer points
 - Any requested stop

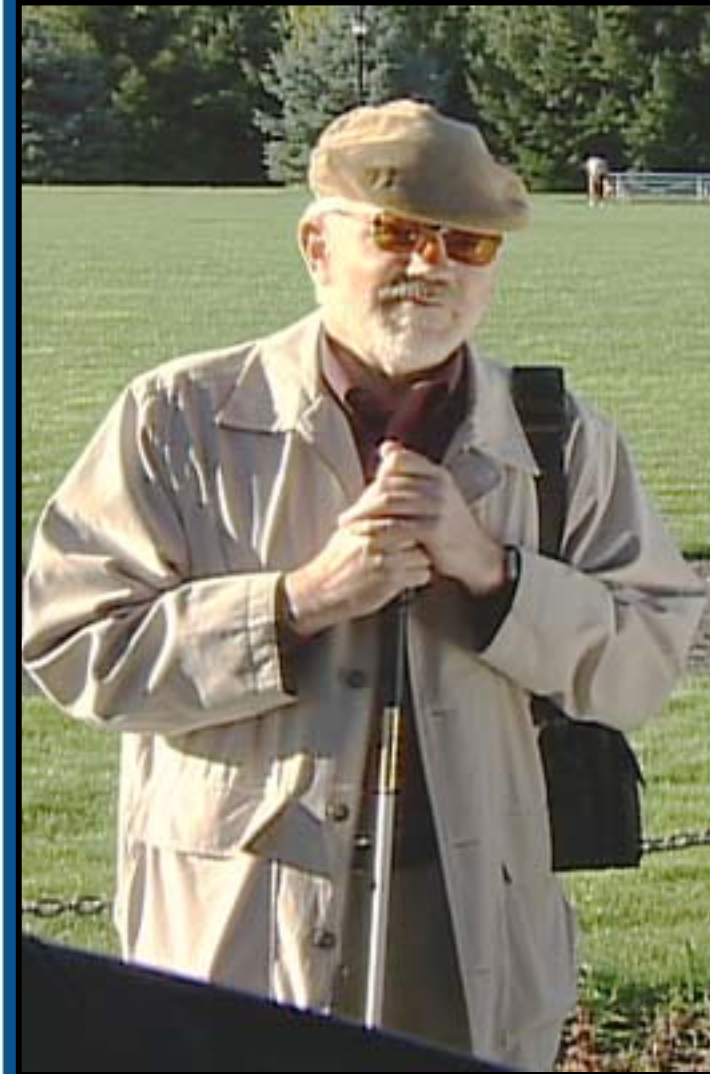


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The ADA and Transit

Operator responsibilities:

- Internal stop announcements:
 - Major intersections
 - Major destinations
 - Transfer points
 - Any requested stop
- External announcements
 - Line and destination at stops shared by more than one route.



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The ADA and Transit

Automated Stop Announcement System (ASA)

- Voice and text announcements
- Internal and external
- Automatic volume adjustments
- Customer service announcements



With new technologies, our goal is still to deliver excellent customer service.

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The ADA and Transit

Service Animals:

- Must be on a leash or in a container, remain under control and behave appropriately.
- Must remain at handler's feet or on their lap.
- May not sit on a vehicle seat.
- Must not be aggressive toward people or other animals.
- Birds, reptiles, amphibians and rodents must be kept in an enclosed carrier.



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The ADA and Transit



Hidden Disabilities:

- Lifts/ramps may be used by all
- Automated stop announcement system is an example of “Universal Design” – It benefits all riders.

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The Future

- Low Floor buses
- Articulated Low Floor
- Continued Universal Access
- Continue with operator awareness



The goal will always be to deliver excellent customer service.

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Committee on Accessible Transportation

The Committee on Accessible Transportation (CAT) was formed in 1985 to advise the TriMet Board of Directors and staff on plans, policies and programs for seniors and people with disabilities

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Committee on Accessible Transportation

- Priority seating area design for future LRVs
- Bridge plate ramp design
- Alignment Design
- Station design, location, pedestrian pathways, pathway length , grades of slopes, use of elevators
- Signage
- Ticket vending machines
- Information kiosks
- Tactile warning strips
- Bus connections
- Safety/security features

Accessible Features
for
Future Projects

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Questions?