



Board Report

File #: 2025-0328, File Type: Motion / Motion Response

Agenda Number: 32.1.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
APRIL 17, 2025**

**Motion by:**

**DIRECTORS MITCHELL, YAROSLAVSKY, DUPONT-WALKER, BUTTS, SANDOVAL, AND  
PADILLA**

Embracing Autism and Neurodiversity in Transportation Motion

Related to Item 32: Monthly Update on Public Safety

For all to ride Metro safely and with autonomy, it requires designing the Metro system from neurodiverse perspectives, including people with autism and other developmental disabilities. Neurodiversity recognizes that people experience and interact with the world in different ways that impact differences in social preferences, ways of learning, communicating, or experiencing the environment that should be embraced and encouraged (<https://www.nnlm.gov/reading-club/topic/331>).

Several agency efforts exist to enhance transportation services and operations for persons with disabilities, such as the Coordinated Plan, Section 5310 Program, Metro's Office of Civil Rights management of ADA compliance, and community relations programming, among others. However, the agency has an opportunity to make a focused effort in building programs, policies, and infrastructure enhancements for people with autism and other development disabilities. As Metro continues to strive to deliver a world-class transportation system, it must reflect the spectrum of neurodiversity and developmental disabilities within our communities so that all can Go Metro.

**SUBJECT: EMBRACING AUTISM AND NEURODIVERSITY IN TRANSPORTATION MOTION**

**RECOMMENDATION**

APPROVE Motion by Mitchell, Yaroslavsky, Dupont-Walker, Butts, Sandoval, and Padilla that the Board direct the Chief Executive Officer to:

- A. Develop and administer a survey no later than September 2025 that solicits feedback from individuals with autism and other developmental disabilities, including their families and caregivers, on how they ride public transit and ways to improve their transit experience. The survey should also solicit feedback from those who do not use public transit to understand barriers and opportunities. The survey should be developed and administered in consultation with

key stakeholder groups that directly represent or work with individuals with autism and other developmental disabilities, such as the Special Needs Network, The Wiley Center, and Aging and Disability Transportation Network.

- B. Based on the survey, identify gaps, opportunities, and recommendations on changes or additions to policy, programming, and operational capital infrastructure that can be implemented in the short-, medium-, and long-term, and respective funding required. Recommendations may include modeling existing programs such as the On the Move Rider Program that increases awareness and confidence in public transportation for individuals with autism and other developmental disabilities. Report back on the survey results and recommendations by November 2025.