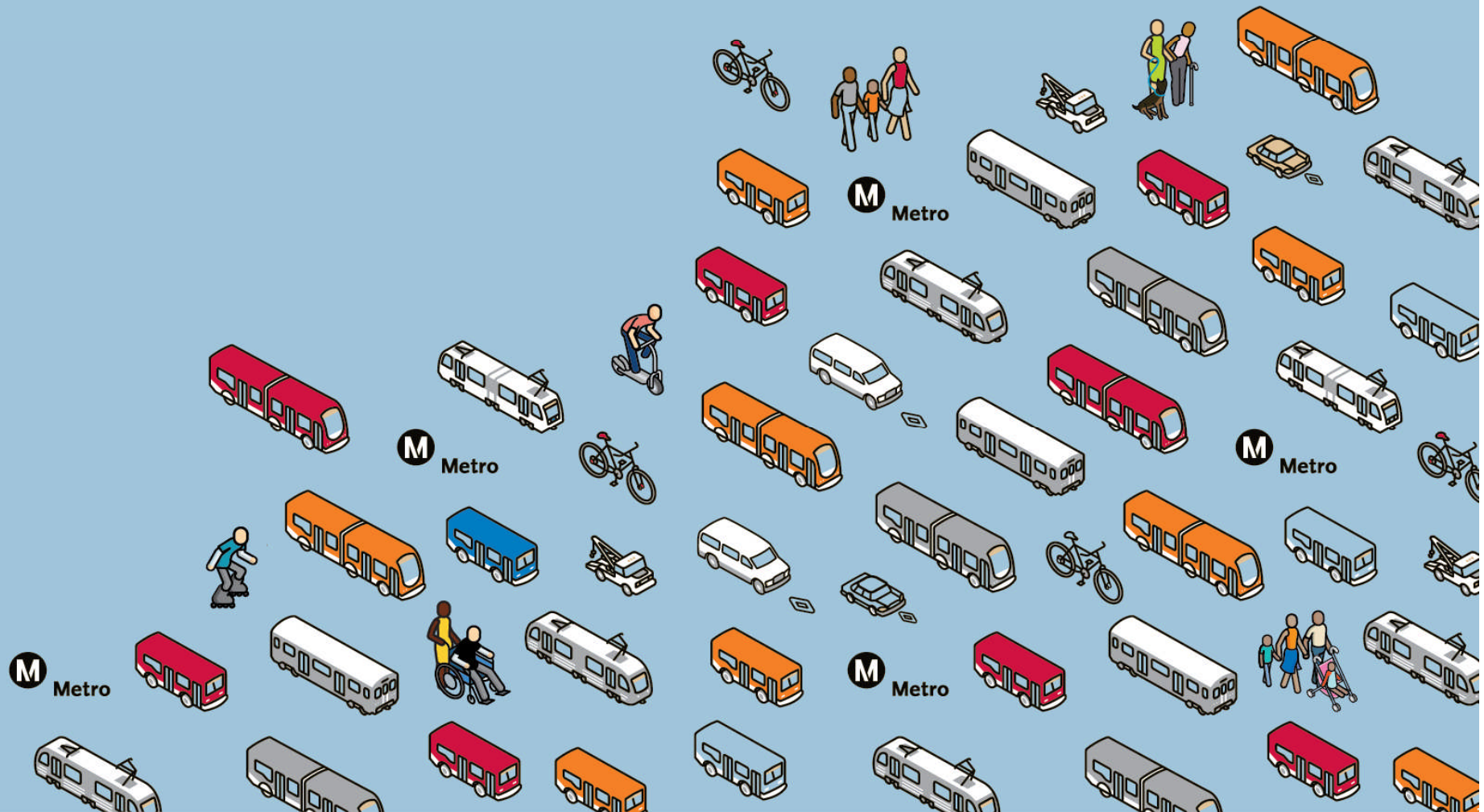


# Accessibility Enhancements



## Ad Hoc Committee on Customer Experience

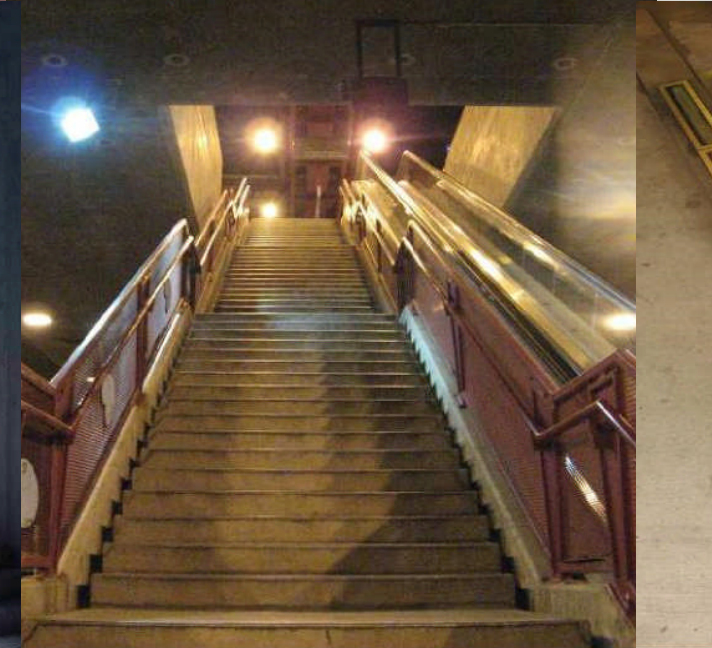
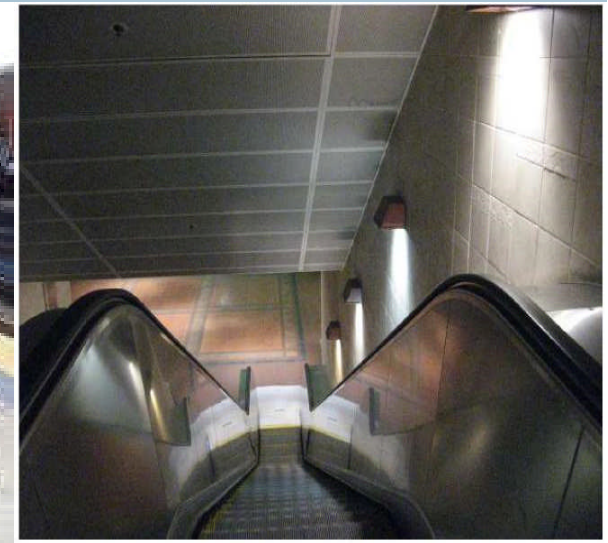
Dan Levy, Chief, Office of Civil Rights



# Recent Improvements at Rail Stations



Office of Civil Rights



# Braille Signage



Office of Civil Rights



# Tactile Pathways



Office of Civil Rights



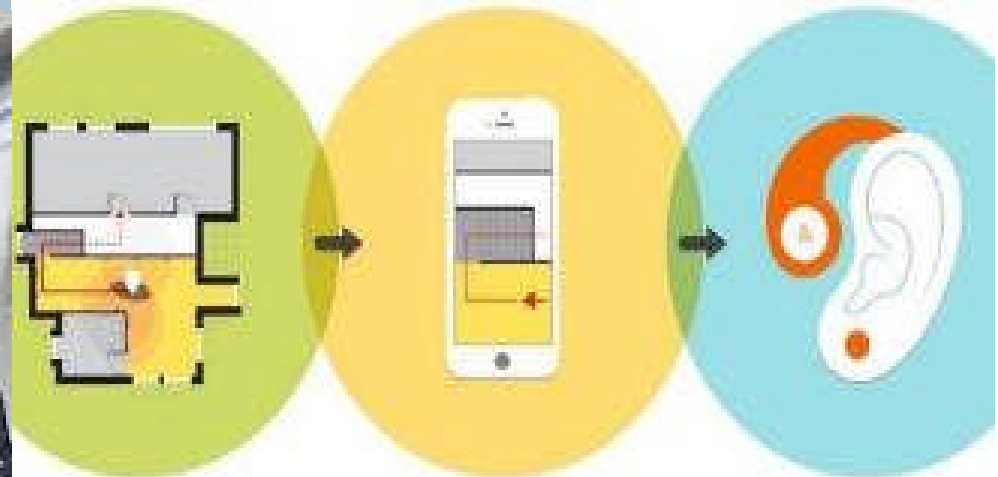
**M** Metro



# Beacon Based Way Finding - Wayfindr



Office of Civil Rights



USER IS LOCATED BY THE NEAREST BEACONS (TRILATERATION)

USER'S LOCATION IS MAPPED ON THEIR MOBILE DEVICE

NAVIGATION DIRECTIONS ARE TRANSMITTED TO THE USER

<https://youtu.be/smAyNAn7ETc>



# Hands Free Intercoms



Office of Civil Rights



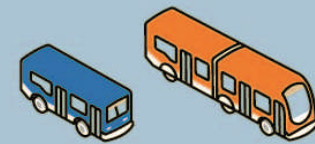
## Design Intents



PTEL

ETEL

GTEL



# Hands Free Elevators - *Future*



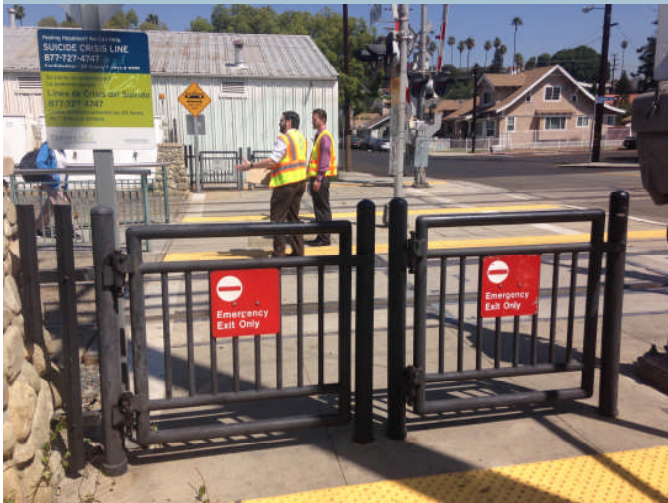
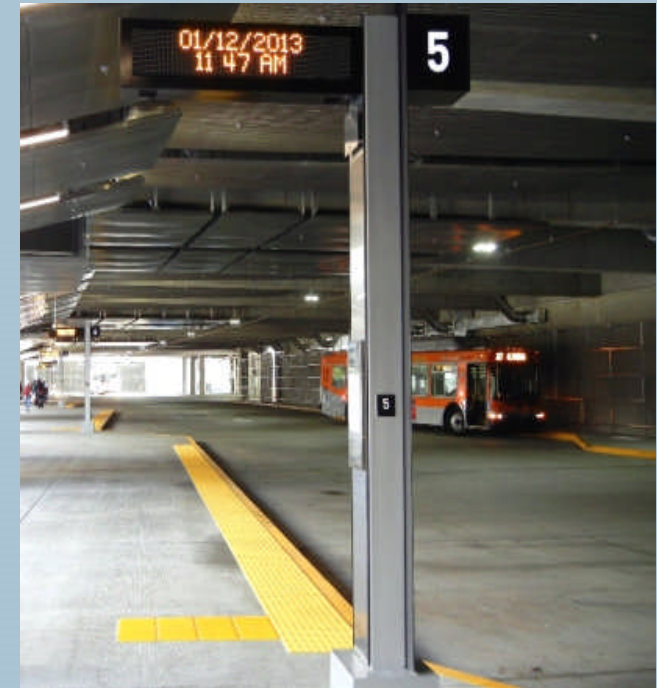
Office of Civil Rights



# Access and Safety at Stations



Office of Civil Rights





# Accessibility Fairs & Securement Competition



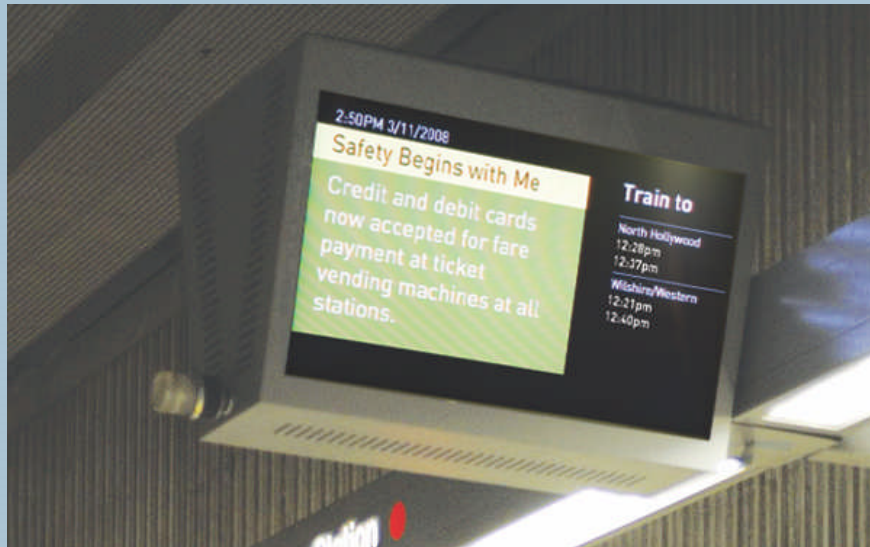
Office of Civil Rights



# Improved Passenger Information



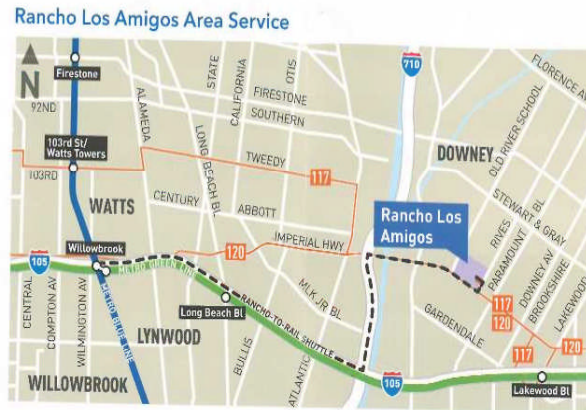
Office of Civil Rights



# Rancho Los Amigos Shuttle



Office of Civil Rights



**Rancho-to-Rail can get you there.** 

Take our free shuttle between the Metro Rail Willowbrook Station and Rancho Los Amigos National Rehabilitation Center.

**access**

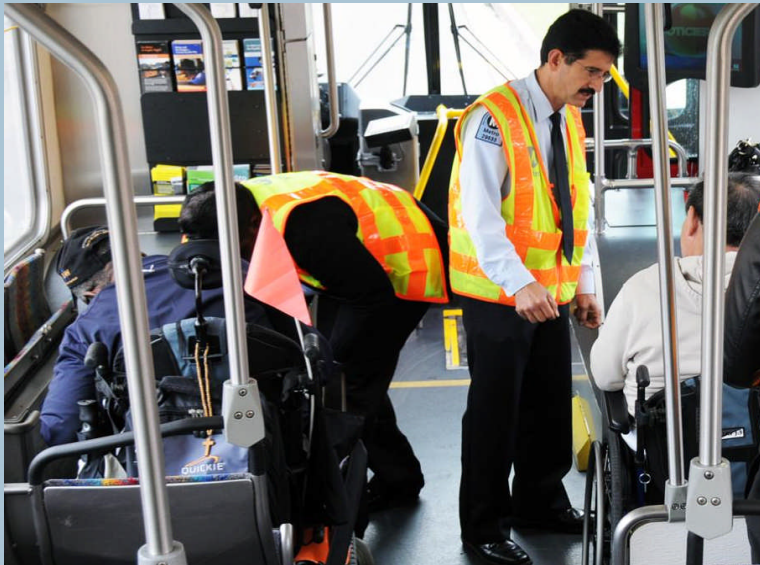
ho-to-Rail  
a a su  
place  
Metro Rail  
on y  
National



# Outreach Activities



Office of Civil Rights



# Enhanced Operator Accessibility Training



Office of Civil Rights



# First Off - First On



Office of Civil Rights

## Make it a safe trip for everyone.



metro.net

- > Let riders in wheelchairs board first and **exit first**.
- > Please move from reserved and wheelchair seating areas if requested.
- > Bus operators will assist with wheelchair securement; it only takes a moment. Thank you for your patience.



Metro

If you have questions or concerns, call 213.922.6235.

EFFECTIVE 3/2013



Metro



# Next Trip Information Audio



Office of Civil Rights



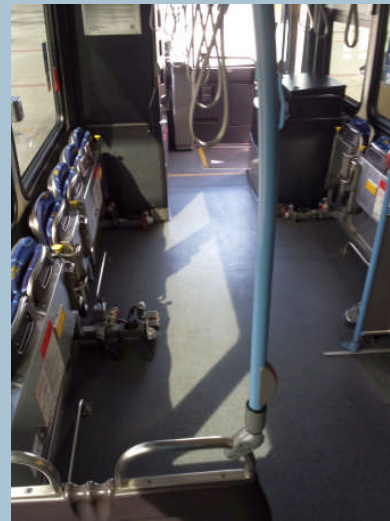
Metro



# Three Wheelchair Positions per Bus



Office of Civil Rights





# Improved Bus Accommodations



Office of Civil Rights



**RESERVED FOR SENIORS AND PERSONS WITH DISABILITIES**

Reservados para personas mayores y discapacitadas



**RESERVED FOR MOBILITY DEVICES**

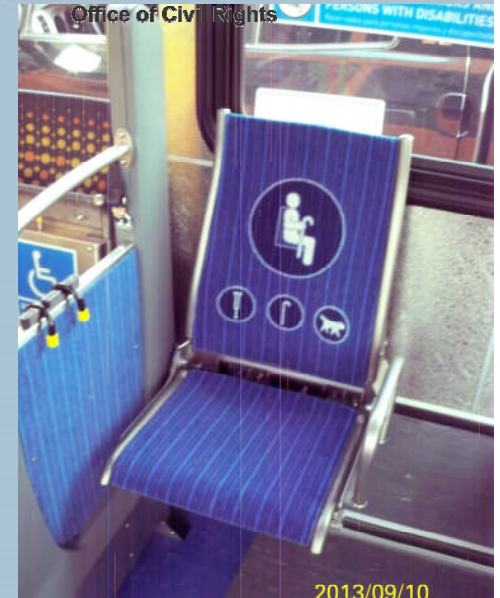
Reservados para dispositivos de movilidad

2013/09/10



**PLACE WALKER HERE**

Coloque el andador aquí



2013/09/10



2013/09/10

# Headline



Office of Civil Rights



