

ACCESSIBLE SEPTA: PARTNERING WITH FIRST RESPONDERS

SEPTA works continuously to enable customers with disabilities to travel independently on regular public transportation through accessible vehicles, facilities, and services, supported by appropriate training, technology, and organizational innovation.

Southeastern Pennsylvania Transportation Authority

September 2011



REPRESENTING SEPTA TODAY:

- **Jim Fox, SEPTA's Director of System Safety and Risk Management**
- **Josh Gottlieb, SEPTA's Director of Administration and Finance for Surface Transportation,**
- **Cynthia Lister, SEPTA's ADA Coordinator**

21 Years After ADA

- Riders with disabilities mainstreamed within an accessible system, not segregated in a “special” service
- ADAAG-compliant vehicles & facilities
- Systems meeting requirements for maintenance of accessibility features
- Assurance that ADA paratransit service available for those who CANNOT use regular service at any time

The SEPTA System

- *Service area = 5 counties, 2,200 sq. mi.*
- *One of two truly multi-modal US systems*
- *FY2011: 321M+ passenger trips AND 640K paratransit trips delivered*
- *Each weekday provide approx. 1M fixed route, 8,000 scheduled paratransit trips*

Accessible Vehicles, Facilities, Services

- *Vehicles: Bus, subway, trackless trolley, commuter rail accessible*
- *Facilities:*
 - *96 stations accessible*
 - *Plus intermodal bus/transit rail centers*
 - *89 elevators*
- *Service accessibility*

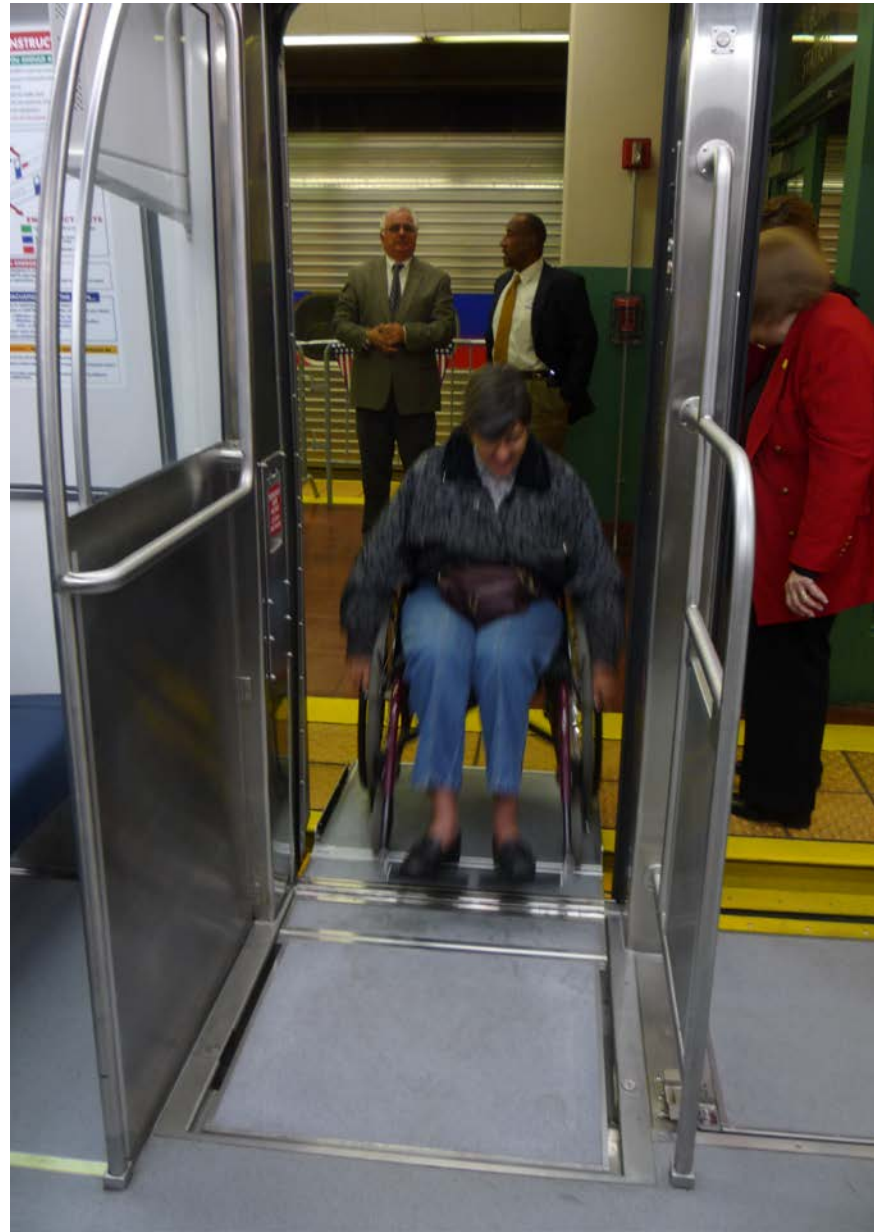
Supported by appropriate training, technology, and organizational innovation.

SEPTA bus/trackless fleet is over 60% low-floor (ramp equipped); goal is 100%.

New, more emphatic priority seating signage.



Silverliner V cars feature mid-car double-board doors with bridgeplates to speed boarding.



Newly accessible historic rail stations permit level boarding





Exiting at grade from older rail car at historic station, using movable bridgeplate.

Service Accessibility

- **Service Information: Alternate formats; disability-specific info available**
- **SEPTA Website: Accessible, tested**
- **Travel training available; new training facility in construction**
- **Bridgeplates: In all accessible rail, rail transit stations**

Service Accessibility cont.

- **Security: Cameras on vehicles/in stations**
- **Service Quality Monitoring Agents, including riders with disabilities, use service under-cover, report compliance with work rules**
- **Service Animals In Training initiative**
- **ADA Access Link (215-580-7810)**

Acclimate service animals in training to public transit EARLY.



“Maintenance of accessibility features” Requirement

- **Bus lift maintenance program**
- **Move to low-floor buses (ramp-equipped) -- ramp can be flipped manually**
- **Aggressive, nationally-recognized elevator maintenance program & public notification system**

Staff Training, Support

- New hires and in-service, general and issue-specific, all modes
- WRITTEN expectations and rules, reinforced by appropriate support, discipline & documentation
- Undercover Service Quality Monitoring Agents follow up

Travel Training

- **Meet range of needs, abilities**
 - Destination-specific, individual training or group-based system orientation
 - Classrooms, garages/stations or in the field
 - Individual boarding practice or accompanied riding, or group work
- **Work with regional travel & O&M trainers**
 - Travel Instructor/Trainee passes
 - Consult on service and safety issues, participate in safety exercises
- **New SEPTA training facility**
 - Vehicle boarding practice, training at any time
 - Also available to local trainers for use

Community Outreach

- Promote use of accessible system for some trips
- Promote convenience, ease of use, low cost, independence, spontaneity of travel
- Key factors = skills building, safety
- Longtime regional partnering--with disability, rehab, advocacy, and transportation agencies, and travel instructors
- Rehab Agency outreach: *"Please specify transit-friendly medical equipment"*

Customer Education

- Offer travel instruction
- Work with local travel training programs
- Travel Training/Boarding Practice facility in construction
- Free travel aids: Route ID Kits, Stop Request cards
- *Travel Safe, Travel Smart* safety presentations for PWDs
- Optional Wheelchair Stroller Tag program for kids
- ADA Hot Line and other features

Disability Community Involvement

- Pre-test vehicle, facility, service accessibility
- Long-term involvement in safety planning
- Assist in peer training
- Independent Appeals Board service
- SEPTA Advisory Committee for Accessible Transportation (SAC) – forum for service concerns