



# DELIVER THE EXPERIENCE

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# Access is Everything



**In 2017 the METRO Board was an early adopter of universal design philosophy not only to ensure compliance with federal accessibility laws but also to maximize the benefits to ALL users as all users are different and have different needs.**

**What good is a great transit stop without access for people of all abilities to use it?**

**What good is a great workspace without access by all our employees?**

**What good is a beautiful building if only portions of the public can enjoy it?**



*METRO's mission is to provide safe, clean, reliable, accessible and friendly public transportation services to our region.*

# What is Universal Accessibility?



“Universal Accessibility” is a guiding principle that METRO utilizes to enhance the usability of its transit system for all persons, to the greatest extent possible. To that end, METRO is implementing various initiatives that will improve the overall experience of customers by taking into consideration the collective needs of the entire community as it relates to the transit environment.

# Key Principles



## EQUITABILITY

Everyone, regardless of ability uses the same environment.



## MOBILITY

Design provides for appropriate size and space for use by all users.



## FLEXIBILITY

Design accommodates individual preferences and abilities in methods of use.



## HAZARDS

Design minimizes hazards and provides warnings.



## SIMPLICITY

Design eliminates unnecessary complicity and is easy to understand.



## SUITABILITY

The design can be used efficiently and comfortably by all.



## PERCEPTIBILITY

Design communicates information effectively regardless of the users sensory abilities.



## USABILITY

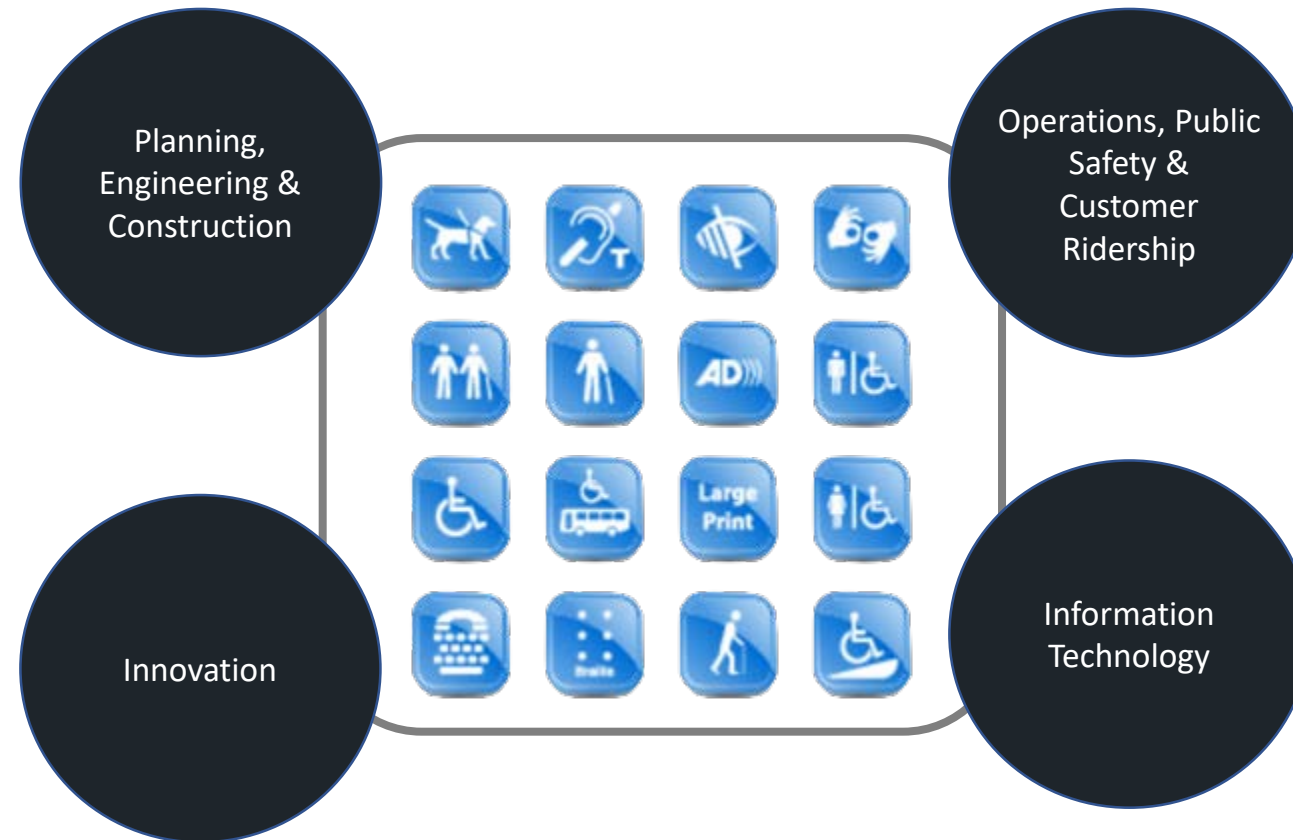
Design of the environment accessed by disabled or non-disabled offers the same experience in effectiveness, efficiency, and satisfaction.

# A Bold New Vision



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# Accessing METRO



**METRO is embarking upon an agency-wide examination of Principles, Practices and Procurements to ensure alignment with the goals of universal access.**

# Financial Commitment



**METRO has made substantial financial commitments of:**

- **In excess of \$35M over the next 4 years slated to upgrade bus pads and shelters**
- **\$30M funding commitment from H-GAC**
- **\$70M allocated under METRONext**
  - **\$7.5B Long Range Plan**

**The projects funded under these commitments will serve as clear examples of what can happen when visionary goals are adopted by a transit agency.**

# New Evaluation Process

## Bus Stop Prioritization

Evaluates Need First, and Ridership  
Second





# What has METRO already done?

Your call for universal accessibility at every bus stop sent a clear signal to everyone in the organization.

Steps in the permitting process that METRO staff participates in are:

1. Working directly with the City of Houston in plat reviews and approval of all plans which impact our stops.
2. METRO's new bus standard is now part of the City's Infrastructure Design Manual.
3. Coordinating with third parties impacting our stops.



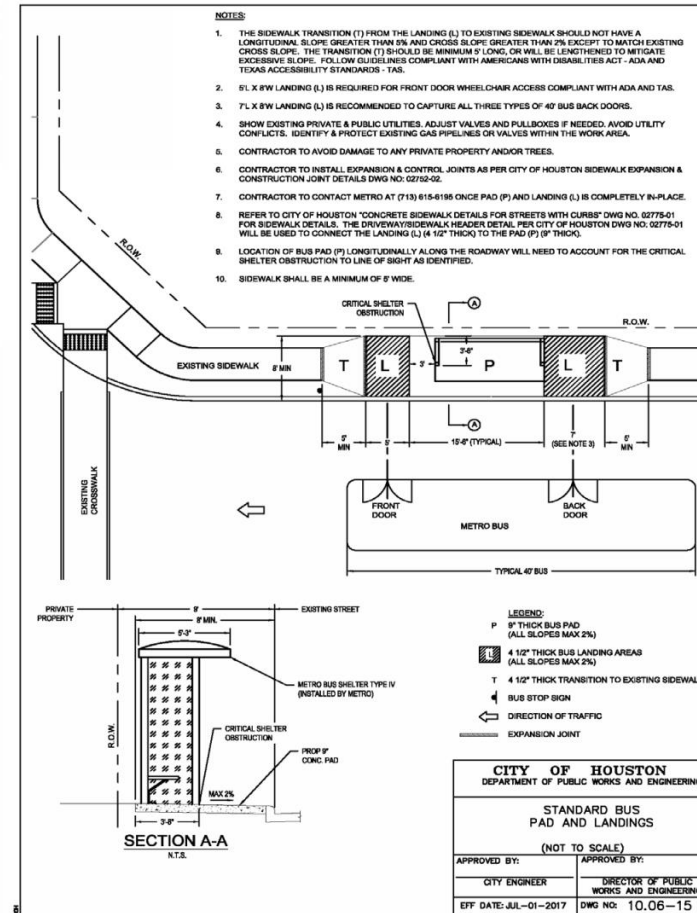
# New METRO Standards vs. ADA



# New METRO Standards vs. ADA

CITY OF HOUSTON  
 Department of Public Works & Engineering

DESIGN MANUAL  
 Street Paving Design Requirements



10-60  
 07-01-2017



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# METRONext

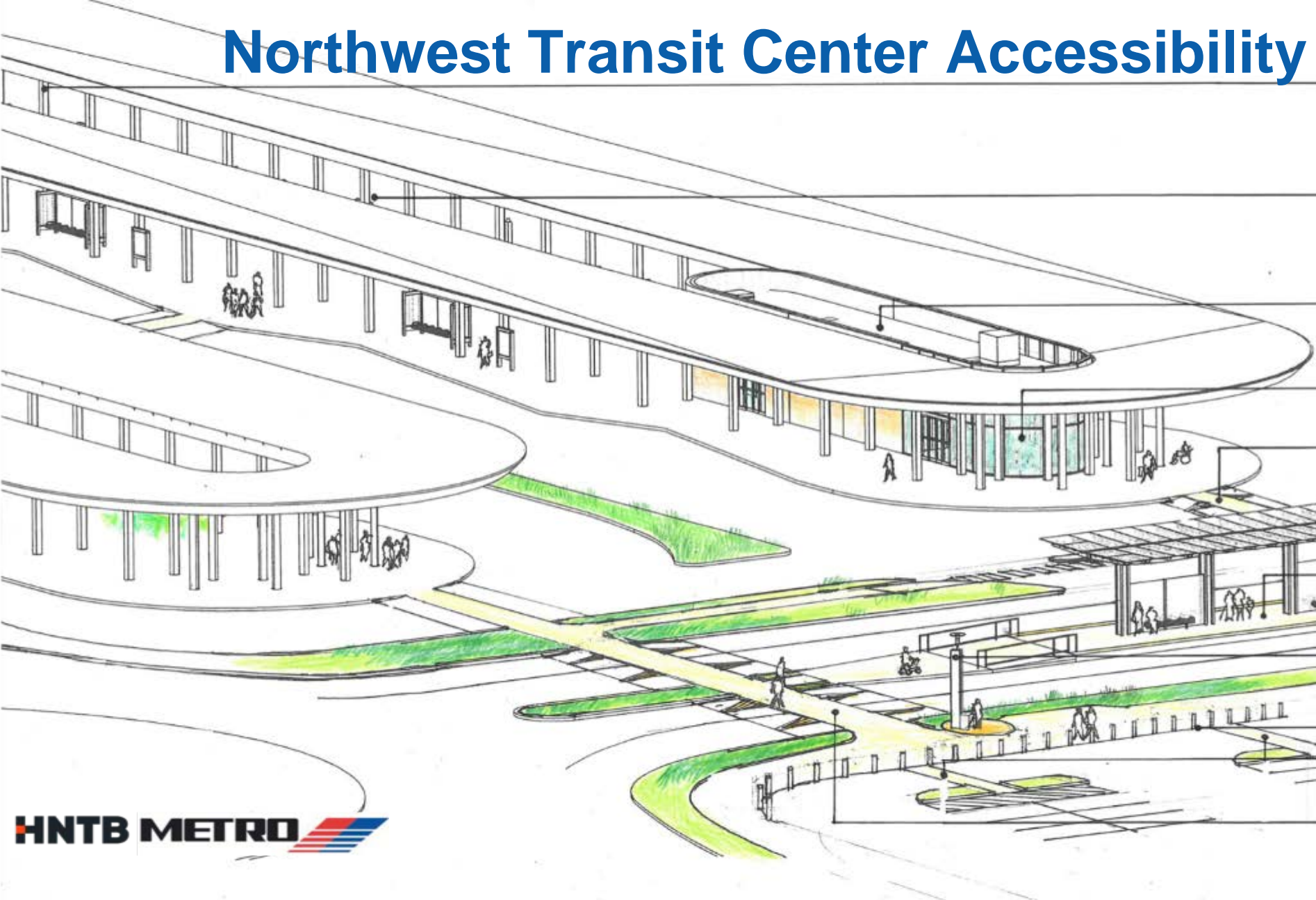


**METRO Next will re-examine:  
Every Plan  
Every Project  
Every Process**

# METRONext: An Accessible Vision



# Northwest Transit Center Accessibility



## "Beacon" at Bus Bays

Each bus location has an electronic "beacon" to guide cell phone to it

## Accessible Bus Platforms

With Braille signage; seating and wheelchair companion seating; maximum 2% slope in any direction

## Public Restrooms

Fully-Accessible entrances and fixtures per Code

## Accessible Pedestore

Push-bar-actuated doors at entrances

## Level Crosswalk

Raised above roadway elevation

## Raised BRT Platform

Accessible via sloped walkways at each end

## Orientation Pylon

Greets passengers

## "Zero" Curb along Passenger Drop-off

## Level Path to Accessible Parking Stalls

Level Crosswalk Raised above roadway elevation and level with parking and bus platforms



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# Convening the Partners

Improving access requires attention to the roads, rights-of-way and public buildings of several jurisdictions along METRO's service routes. This presents a powerful opportunity for METRO to create working partnerships. The convening of a Regional Task Force on Access is an integral part of the access planning process.

