DELIVER THE EXPERIENCE

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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.
“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**

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<tr>
<th>Principle</th>
<th>Description</th>
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<tr>
<td><strong>EQUITABILITY</strong></td>
<td>Everyone, regardless of ability uses the same environment.</td>
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<td><strong>MOBILITY</strong></td>
<td>Design provides for appropriate size and space for use by all users.</td>
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<td><strong>FLEXIBILITY</strong></td>
<td>Design accommodates individual preferences and abilities in methods of use.</td>
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<td><strong>HAZARDS</strong></td>
<td>Design minimizes hazards and provides warnings.</td>
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<td><strong>SIMPLICITY</strong></td>
<td>Design eliminates unnecessary complicity and is easy to understand.</td>
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<td><strong>SUITABILITY</strong></td>
<td>The design can be used efficiently and comfortably by all.</td>
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<td><strong>PERCEPTIBILITY</strong></td>
<td>Design communicates information effectively regardless of the users sensory abilities.</td>
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<td><strong>USABILITY</strong></td>
<td>Design of the environment accessed by disabled or non-disabled offers the same experience in effectiveness, efficiency, and satisfaction.</td>
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A Bold New Vision

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

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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.

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New METRO Standards vs. ADA

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

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METRONext: An Accessible Vision

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Northwest Transit Center Accessibility

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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.