

Challenges in and Recommendations for  
Providing Comprehensive Accessibility  
Information for Public Transportation  
A Bay Area Case Study

By Hikari Iwabuchi

For the Metropolitan Transportation Commission

Mills College Public Policy Program

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## **Executive Summary**

The goal of this report is to identify the challenges that transit agencies face in providing accessibility information around bus stops. Accessibility information refers to information specifically for mobility challenges especially for persons using wheelchairs. Americans with Disabilities Act (ADA) has created standards for public facilities, yet requirements for bus stops are somewhat vague. Furthermore, ADA only gives minimum requirements that may not always be sufficient for wheelchair users. As a result, the standards of accessible bus stops vary among transit agencies and cities. Furthermore, information regarding the degree of accessibility around bus stops is not publically available on the internet.

This problem is brought on by the complexity of having more than one agency involved in the maintenance of transit infrastructure, the difference of interests between transit agencies and cities, lack of coordination among agencies, no clear definition of accessible bus stop, the risk of being liable for incomplete or inaccurate accessibility information, transit agencies not having authority around bus stop facilities, frequent changes of bus stops, the difficulty of maintaining data, and lack of coordination in the bus stop maintenance.

As a solution for these problems, I recommend creating an overarching regional policy and technical guidelines and developing a system to allow different groups of people to coordinate. Also, encouraging the disabled community to participate in creating the regional policy would be essential to meeting their accessibility needs. In addition, there should be an effort to encourage transit agencies to provide accessibility information to systems such as 511 so that information is disseminated to the public. Inviting and encouraging the public to provide input through easy-to-use tools will also help improve the quality of data and the environment around bus stops.