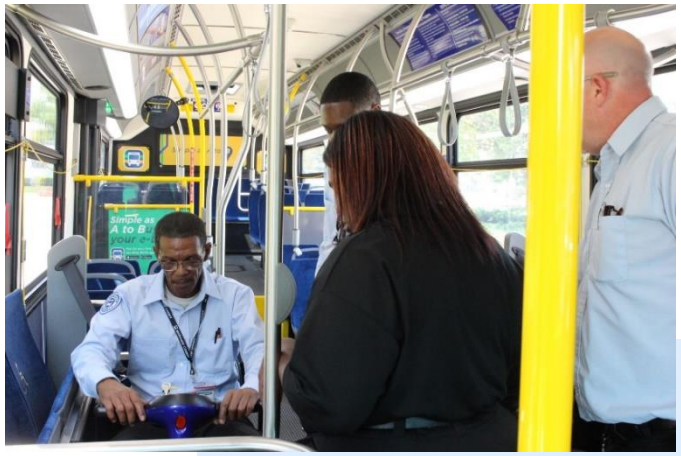
Milwaukee County Transit System

Mobility Management Program
ADA Sensitivity Training

About MCTS

- Milwaukee County Transit System
  - Largest transit agency in Wisconsin
- 400 buses
- 1,200 employees
- Average 30M fixed route trips/year
  - 500K paratransit rides



MCTS Mobility Management Team

- Started in 2008
  - Community Outreach – “Freedom on Wheels” bus orientation program
  - Individualized Travel Training
  - Wheelchair Securement Training
  - Trip Planning
  - Bus Operator ADA Sensitivity Training (expanded in 2012)
    - Nationally recognized

ADA Sensitivity Training

- Each new driver receives a minimum of 12 hours of training on the following topics:
  - ADA History/Proper Terminology
  - Passengers with Low Vision
  - Hidden Disabilities
  - Disability Stereotypes/Misconceptions
  - Mental Health/Dementia
  - Communication Techniques
  - Mobility Device Securement
  - Bus Stop Barriers

ADA 30
AMERICANS WITH DISABILITIES ACT
1990-2020

Introductions, ADA Background, Mobility Management & Paratransit

- Staff & Employee Introductions
  - Personal and professional experience with people with disabilities
- History of the ADA and regulations
  - Calling Stops
  - Priority Seating
  - Waiting for passengers to sit before pulling away from stops
  - Using proper language (person first)
- Discuss Mobility Management programs:
  - Travel Training
  - Community Outreach
  - Barrier Removal
- Paratransit vs. Fixed route

Sighted Guide/Simulation Ride

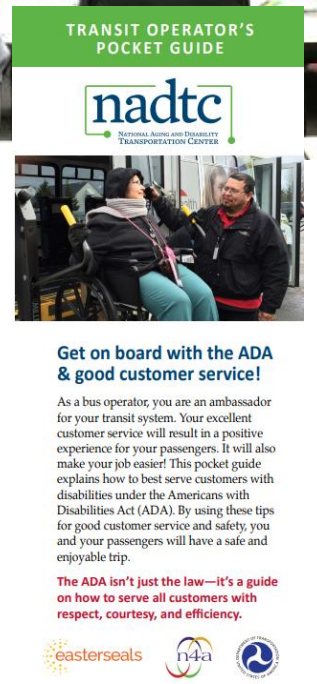
- Disability introduced by volunteer/rider who is blind
- Sighted Guide Practice
  - Students pair up
  - Navigate and orient to bus stop
  - Traverse through doors and halls
  - Drink from bubbler/drinking fountain
- Vision Simulator Exercise
- Blindfold Simulation Bus Ride

Hidden Disabilities

- Majority of people with a disability don’t use an assistive device
- Types and causes of hidden disabilities
- Disability Stereotypes
- Identification Clues
- Scenarios
- Dementia/Alzheimer’s
  - Partner with Milwaukee County Dementia Care Specialist

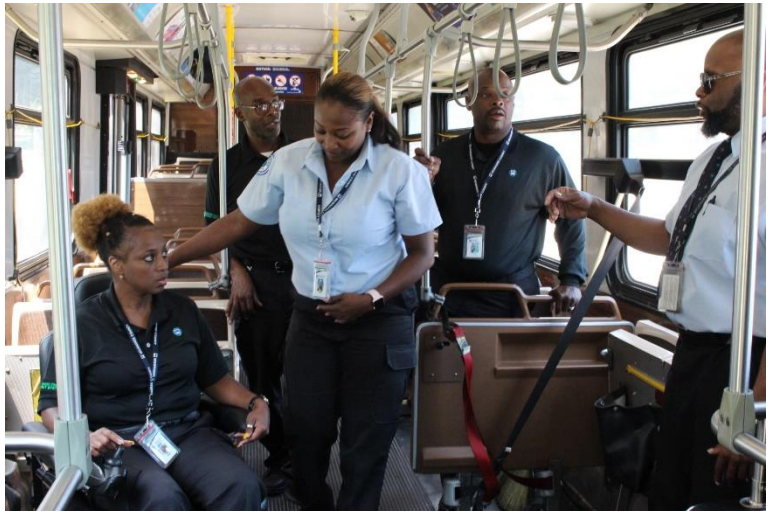
Communication/Deaf & Hard of Hearing

- Partner with Independence First of Milwaukee
- Communication tips/tools
- Saltine cracker exercise



Mobility Device Securement

- Volunteer/rider who uses a mobility device introduces the process
- Securement intro/steps video (made in house)
- Students work with instructor for 1 hour on each of 3 styles of buses
- Drivers experience maneuvering on and off the bus in a mobility device
- Practice securement of a variety of mobility devices on each bus

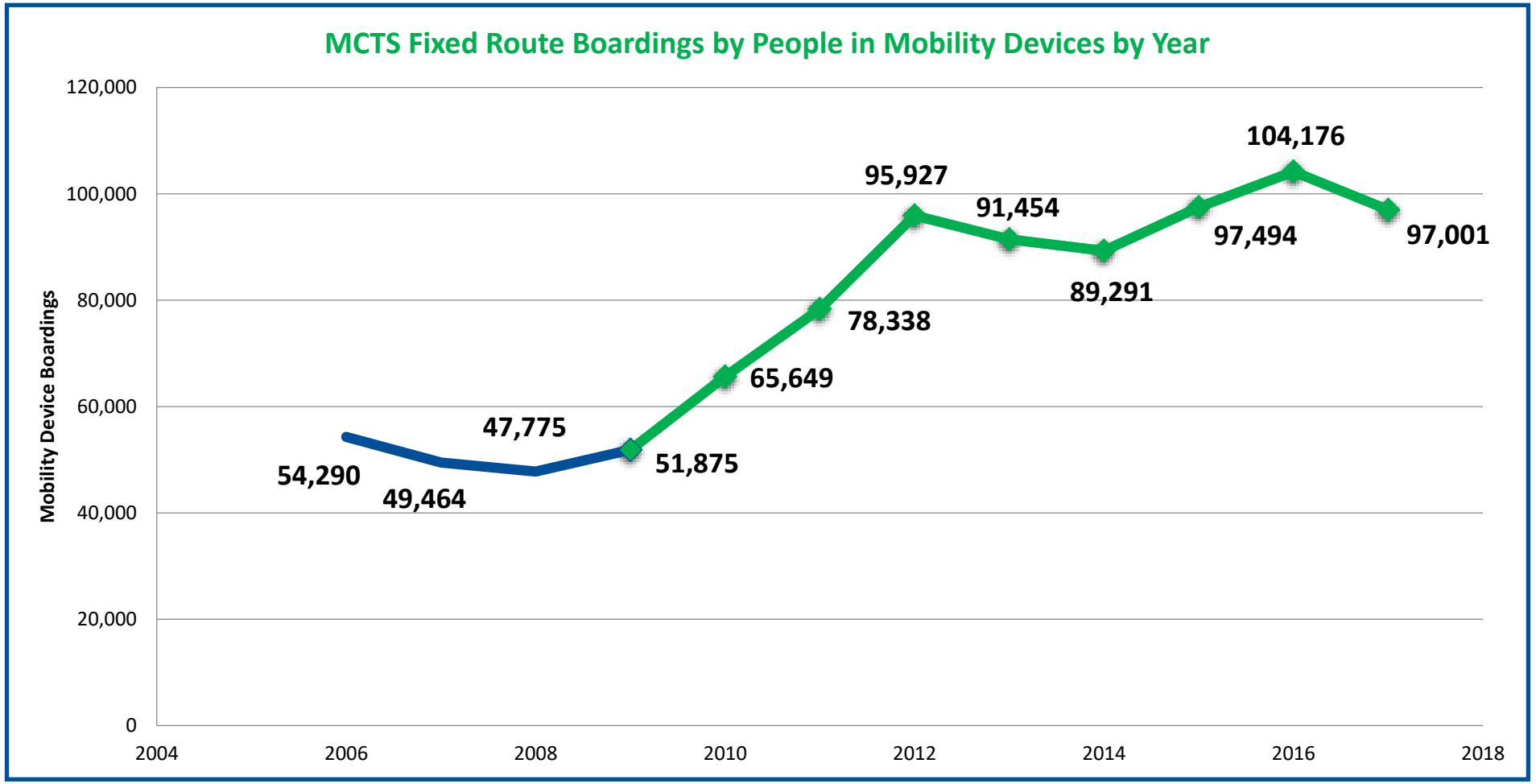


Bus Stop Barriers

- Define what makes a bus stop inaccessible
- How to serve difficult stops
- Encourage drivers to report inaccessible stops
- Data collection
- Aira Wayfinding App Pilot

ADA Related Incidents & MCTS Excellence

- Track incidents involving people in mobility devices due to:
  - Securement
  - Lap & Shoulder Belt
  - Tipping on the Ramp
- Incidents reduced by over 50% in last 4 years
- MCTS Excellence Campaign
  - www.ridemcts.com/excellence



- Paratransit rides have been cut in half over same period
- 140,000 paratransit eligible clients used fixed route in 2019

Fixed-route boardings have doubled since the program began

Questions?

- Contact Info:
  - Chris Fox
  - 414-937-3256
  - cfox@mcts.org

Thank You!

Facebook.com/RideMCTS

@RideMCTS

@RideMCTS