

## Transit Facilities

Transit facilities include stops, shelters, and portions of the pedestrian network that approach these locations. Per 49 CFR 37.9(c) transit and transportation facilities in the public right-of-way must be accessible, and meet the standards set forth by the United States Access Board.

### Self-Evaluation

#### Overview

The City is required, under Title II of the ADA and 28 CFR 35.105, to perform a self-evaluation of its current transit facilities' infrastructure policies, practices, and programs. This self-evaluation will identify what policies and practices impact accessibility and examine how the City implements these policies. The goal of the self-evaluation is to verify that, in implementing the City's policies and practices, the division is providing accessibility and not adversely affecting the full participation of individuals with disabilities.

The Transit Facilities Self-evaluation also examines the condition of the City's PAR and identifies potential need for PAR infrastructure improvements. This will include the sidewalks, curb ramps, parking lots, shelters and public buildings associated with the City's transit facility. Any barriers to accessibility identified in the self-evaluation and the potential / recommended remedy to the identified barrier are set out in this transition plan.

#### Summary

In May 2019, the City conducted an inventory of transit facilities and their PARs consisting of the evaluation of the following locations:

#### Transit Facilities

- Crosswinds Church Park and Ride
- Maple Grove Transit Station
- Parkway Transit Station
- Shepherd of the Grove Church Park and Ride
- Zachary Park and Ride

The accessibility evaluation consisted of the following categories (when applicable):

- **Approach and Entrance:** Parking, Access, Routes, Curb Ramps, Ramps, Entrance
- **Access to Goods and Services:** Interior Accessible Route, Ramps, Elevators, Lifts, Signs, Interior Doors, Seating Benches, Service Counters
- **Toilet Rooms:** Accessible Routes, Signs, Entrance, Space, Sinks, Soap and Towels, Toilets, Stalls
- **Additional Access:** Drinking Fountains, Phones, Fire Alarm
- **Additional Rooms:** Room Notes i.e. Kitchenettes, Conference Rooms, etc.

A detailed evaluation on how these transit facilities relate to ADA standards is found in Appendix B and will be updated periodically. For the City's future reference, the ADA Checklist for Existing Facilities used to conduct the field review of transit facilities is found in Appendix C.

## **Policies and Practices**

### **Maple Grove Transit ADA Policy**

Chapter 1 of the Maple Grove Transit (MGT) Policy Manual includes an ADA Policy, which requires all buses, services, and facilities to maintain full accessibility and all employees to be properly trained to meet all requirements of the law. MGT monitors and documents compliance with its adopted ADA policies, including requiring that its contracted bus service provider adopt the appropriate policies and procedures to monitor compliance with the applicable sections of this ADA Chapter.

Compliance monitoring includes annual vehicle inspections, ride-alongs, facility site visits; thorough investigation of any ADA related complaints, and the completion and submittal of the proper form on a monthly basis. The contractor must also submit a report annually demonstrating and documenting that all required employees undergone the proper ADA training per MGT policy. Further, MGT conducts annual service monitoring using the forms found in this policy to document driver compliance with ADA requirements. A sampling of drivers is observed.

The Federal Transit Administration (FTA) also oversees compliance in numerous functional areas, including ADA. FTA reviews and audits its programs primarily through its Triennial Review process, and compliance reviews conducted in partnership with the Metropolitan Council. The most recent review of MGT was completed in 2017, and resulted in improving oversight of its contracted operator training and procedures, and the adoption of annunciator technology on all vehicles.

This document is specific to transit facilities. Transit programs, services, and vehicles are included more broadly in the MGT Policy Manual. As a provider of public transit service, MGT ensures that all services are provided in an accessible and nondiscriminatory manner.

The City of Maple Grove's Maple Grove Transit ADA Policy is attached in Appendix H.

## **Improvement Schedule**

### **Types of Improvements**

The following are typical improvements to public transit facilities that can be made to correct deficiencies in accessibility:

- Improvements to the access routes and curb ramps (rebuilding to correct steep slopes and surface characteristics) leading from parking and drop-off areas to buildings and bus loading areas.
- Providing accessible parking stalls in close proximity to bus waiting and loading areas.
- Improvements to accessible parking stalls and aisles, and improvements to signage associated with accessible parking.
- Doorway and entryway improvements (where buildings and shelters are provided).
- Restroom improvements (where restrooms are provided).

Cost estimates of these improvements are included in Appendix D.

### **Priority Areas**

The City will work with the public during the public comment period to determine priority areas for ADA improvements.

Prioritizing and scheduling of work will be established by City is based on numerous factors, including, but not limited to, severity of non-compliance, a barrier to access a program, feasibility of remedies, a safety concern, or a location that receives high public use. Prioritization will also be given to locations that would most likely not be updated by means of other City programs

Additional priority will be given to any location where an improvement project or alteration was constructed after January 26, 1991, and accessibility features were omitted.

### **Schedule**

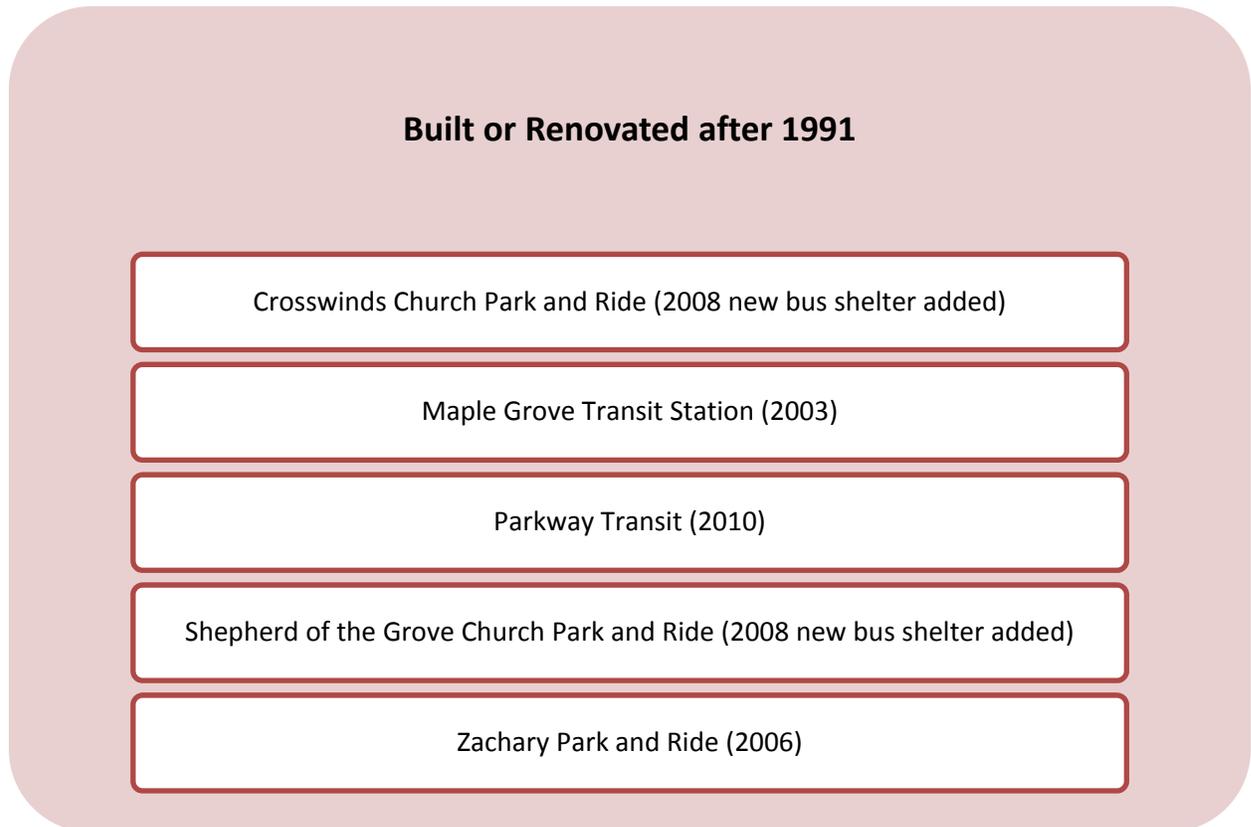
Goals for achieving ADA compliance to include the City's baseline of percent compliant.

- Percent Compliant Baseline: 82% (See Appendix B for compliance ratings of each transit facility.)
- After 10 years, 90% of accessibility features within the jurisdiction of the City built before 1991 and partially renovated after 1991 would be reasonably ADA compliant.
- After 10 years, 95% of accessibility features within the priority areas identified by City staff would be reasonably ADA compliant.
- After 10 years, 95% of accessibility features within the jurisdiction of the City built or renovated after 1991 would be reasonably ADA compliant.
- After 20 years, 100% of accessibility features within the jurisdiction of the City built before 1991 would be reasonably ADA compliant.
- After 20 years, 99% of accessibility features within the jurisdiction of the City built before 1991 and partially renovated would be reasonably ADA compliant.

- After 20 years, 99% of accessibility features within the jurisdiction of the City built or renovated after 1991 would be reasonably ADA compliant.

Figure 4 categorizes the Transit Facilities between those built prior to 1991 and those built or renovated after 1991.

**Figure 4. Public Buildings and Facilities Before and After the Year 1991**



## Methodology

ADA compliance will be achieved utilizing the following two methods:

1. Scheduled improvement to transit facilities
2. ADA specific Improvement projects

## Appendix A – Contact Information

### City of Maple Grove

#### ADA Coordinator

**Name:** John Hagen, Transportation Operations Engineer/ADA Coordinator

**Address:** 12800 Arbor Lakes Parkway, Maple Grove, MN 55369

**Phone:** 763-494-6364

**E-mail:** [jhagen@maplegrovern.gov](mailto:jhagen@maplegrovern.gov)

### Hennepin County

#### ADA Coordinator

**Name:** Caron Battle

**Address:** 300 South Sixth Street A040 Government Center Minneapolis, MN 55487

**Phone:** 612-348-7741

**E-Mail:** [caron.battle@hennepin.us](mailto:caron.battle@hennepin.us)

### Minnesota Department of Transportation

#### ADA Contact

**Name:** Kristie Billiar

**Phone:** 651-366-3174

**E-Mail:** [Kristie.billiar@state.mn.us](mailto:Kristie.billiar@state.mn.us)

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## Appendix B – Self-Evaluation Results

At the time of the public buildings, transit facilities and ROW inventories, the City was following general ADA design guidance and procedures. This included a commitment to providing access to all users but does not have a formal policy or procedure to assign priority regarding ADA accessibility issues within the City. Implementing a method to assign priority will be a part of this Plan effort.

### Transit Facilities

Data Collection for the transit facilities self-evaluation was completed in May 2019. The self-evaluation was performed by SRF Consulting Group, an ADA consultant.

The Public Transit Facilities included in the inventory include the following, with overall percent compliant ratings shown in parentheses:

#### Transit Facilities

- Crosswinds Church Park and Ride (29%)
- Maple Grove Transit Station (79%)
- Parkway Transit Station (78%)
- Shepherd of the Grove Church Park and Ride (82%)
- Zachary Park and Ride (75%)

The initial findings and recommendations of each transit facility are found in B-3. Following the initial findings and recommendations per transit facility are one-page tables showing an at-a-glance summary of all findings (found in B-4) and a breakdown of the percent compliant by building (found in B-5).

#### Transit Facilities Key Findings

Several deficiencies were found to be common across multiple public buildings and facilities:

- Accessible parking spaces need to be provided and closest to the pedestrian access way.
  - Most accessible parking signs exceed maximum height (66 inches measured from the bottom of the sign to the pavement).
  - Most doors require more than the allowable 5 pounds of force to open.
  - Most doors close in less than the minimum 5 seconds (from an open position of 90 degrees to a position of 12 degrees from the latch).
  - Curb ramps and sidewalks are often non-compliant due to a cross-slope that exceeds the maximum of 2.0% or for not featuring a level landing that meets slope and size requirements.
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- Restroom coat hooks, paper towels, and soap dispensers are placed too high on the wall and could not be reached from a seated position.
  - Drinking fountains are often protruding too far from the wall and are, therefore, not detectable by a cane.
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## **Appendix C – Agency ADA Design Standards and Procedures**

### **Design Procedures**

#### **Intersection Corners**

Curb ramps or blended transitions will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for an intersection corner to achieve full accessibility within the scope of any project. Those limitations will be noted, and those intersection corners will remain on the transition plan. As future projects or opportunities arise, those intersection corners shall continue to be incorporated into future work. Regardless of whether full compliance can be achieved, each intersection corner shall be made as compliant as possible in accordance with the judgment of the City.

#### **Sidewalks / Trails**

Sidewalks and trails will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for segments of sidewalks or trails to achieve full accessibility within the scope of any project. Those limitations will be noted, and those segments will remain on the transition plan. As future projects or opportunities arise, those segments shall continue to be incorporated into future work. Regardless on if full compliance can be achieved or not, every sidewalk or trail shall be made as compliant as possible in accordance with the judgment of the City.

#### **Traffic Control Signals**

Traffic control signals will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for individual traffic control signal locations to achieve full accessibility within the scope of any project. Those limitations will be noted, and those locations will remain on the transition plan. As future projects or opportunities arise, those locations shall continue to be incorporated into future work. Regardless on if full compliance can be achieved or not, each traffic signal control location shall be made as compliant as possible in accordance with the judgment of the City.

#### **Bus Stops**

Bus stops within the City are provided by Metro Transit, a division of the Metropolitan Council. The Metropolitan Council maintains an ADA Transition Plan, which can be viewed [here](#):

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<https://metro council.org/Council-Meetings/Committees/Transportation-Accessibility-Advisory-Committee/2017/TAAC-Meeting-10-04-17/Met-Council-Transition-Plan.aspx>.

If there is a specific bus stop of concern, a grievance may be filed with the Metropolitan Council. The City will attempt to coordinate replacement and new bus stops be constructed or upgraded to achieve compliance in the future. There may be limitations which make it technically infeasible for individual bus stop locations to achieve full accessibility within the scope of any project. Those limitations will be noted, and those locations will remain on the transition plan. As future projects or opportunities arise, those locations shall continue to be incorporated into future work. Regardless on if full compliance can be achieved or not, each bus stop location shall be made as compliant as possible in accordance with the judgment of City staff.

### **Other policies, practices and programs**

Policies, practices and programs not identified in this document will follow the applicable ADA standards.

### **Design Standards**

A copy of the Public Buildings and Facilities ADA checklist, created by the Institute for Human Centered Design (member of the ADA National Network), is provided in C-1.

For public ROW facilities, the City of Maple Grove has PROWAG, as adopted by the Minnesota Department of Transportation (MnDOT), as its design standard. A copy of this document is included in C-3.

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