

## **RADIO/INTERNET READING SERVICE ANNOUNCEMENT**

The following is a legal notice relating to matters that may be of interest to blind or visually impaired customers of the Los Angeles County Metropolitan Transportation Authority, also known as Metro.

A class action lawsuit, brought by two visually impaired individuals, is currently pending against Metro in the Los Angeles Superior Court. The lawsuit claims that Metro is violating California disability access laws by allegedly failing to announce stops on buses; failing to stop and pick up visually impaired passengers; failing to provide schedule and route information in accessible formats; and failing to make its public website accessible by screen-readers commonly used by the visually impaired. Metro denies and disputes these claims.

At this time, the parties have agreed to a settlement of the case. Under the settlement, Metro has agreed to the following improvements to its services:

- Metro has agreed that its automated announcement system will continue to call out all stops on bus routes for a minimum of three years, and Metro will require and train its bus drivers to verbally announce all stops should the automated system not be operational;
- Metro will upgrade its website to ensure that bus schedule, route, and fare information, the Trip Planner feature, and the online Customer Comment Form are accessible (in accordance with W3C standards) with commonly used screen-reader software for the visually impaired;
- Metro will install Braille and raised number signage at 500 frequently used multi-zone bus stop locations to enable visually impaired customers to identify the routes serving those stops through the upcoming "511" automated phone system;
- Metro will install Braille and raised number signage onboard all Metro buses to enable visually impaired customers to identify the coach number of the bus;
- Metro will enhance its undercover monitoring program and procedures for investigating accessibility complaints from visually impaired customers;
- Subject to certain limitations, Metro will provide Braille schedules for bus routes upon request from visually impaired persons;
- Metro will establish a sub-committee of its existing Accessibility Advisory Committee to address accessibility concerns unique to the visually impaired;
- Metro will conduct a survey of visually impaired passengers about their use of Metro's buses to determine whether additional changes to policies or practices are warranted to improve accessibility of bus services for the visually impaired;

- Metro will provide free bus passes good for a one-year period for unlimited use on Metro buses for all qualifying visually impaired claimants.

The case was brought and will be settled as a class action. This means that if the proposed settlement is given final approval by the Court, the Court will enter a judgment dismissing the case on the merits and with prejudice as to the entire class. The class consists of:

All visually impaired individuals who, at any time after July 7, 2002, were passengers or potential passengers on any bus operated by Metro; or attempted to obtain (or, due to their visual impairment, were deterred from attempting to obtain) information from Metro regarding bus services; or otherwise believe they experienced discrimination or were denied full and equal access as a passenger or potential passenger on a Metro bus on account of their visual impairment.

If you are a class member, you have the right to object to the settlement. If the settlement is approved, you will be barred from prosecuting claims that you may have against Metro concerning the matters at issue in the pending case. You may have other rights as well.

If you wish to learn more about the settlement or your rights, you may contact the law firm of Arias Ozello & Gignac, which the Court has appointed as class counsel. The firm's telephone number is (310) 670-1600. The settlement is also described on Metro's website at "[www.metro.net/notice](http://www.metro.net/notice)."

Please do not contact the Court for information about the settlement.