

**The Johns Hopkins Disability Health Research Center - Public Transit Disability Dashboard**
<https://disabilityhealth.jhu.edu/transitdashboard/>
**Table 4. Inclusive Policies of Public Transit System Websites Scores, 2022**

Public Transit System	Abbreviation	Policy Score Rank	Policy Score (12 pts max)	Accessibility Policy Described	ADA Coordinator Listed	Public Participation	Complaints Solicited	Designated Employee to Resolve Complaints	Email Complaint Submission	In Person Complaint Submission	Mail Complaint Submission	Other Method Complaint Submission	Telephone Complaint Submission	Web-based Form Complaint Submission	TTY Available for Complaint Submission
San Francisco Municipal Transportation Agency (MUNI)	MUNI	1	11	1	1	1	1	1	1	1	1	0	1	1	1
Los Angeles County Metropolitan Transportation Authority	LAMetro	2	10	1	0	1	1	0	1	1	1	1	1	1	1
Valley Metro Rail, Inc.	ValleyMetro	2	10	1	0	1	1	0	1	1	1	1	1	1	1
Utah Transit Authority	UTA	2	10	1	1	1	1	1	1	0	1	1	1	1	0
Central Puget Sound Regional Transit Authority	SoundTransit	2	10	1	1	1	1	1	1	0	1	0	1	1	1
The Greater Cleveland Regional Transit Authority	RTA	6	9	1	0	1	1	0	1	1	1	1	1	0	1
Maryland Transit Administration	MDMTA	6	9	1	1	1	1	0	1	0	1	0	1	1	1
Chicago Transit Authority	CTA	8	8	1	1	1	1	0	1	0	0	0	1	1	1
Washington Metropolitan Area Transit Authority	WMATA	8	8	1	1	1	1	0	0	0	1	0	1	1	1
Santa Clara Valley Transportation Authority	VTA	8	8	1	1	1	1	1	0	0	1	1	1	0	0
Peninsula Corridor Joint Powers Board	Caltrain	8	8	0	1	1	1	0	1	0	1	0	1	1	1
Dallas Area Rapid Transit	DART	8	8	1	1	0	1	0	1	0	1	0	1	1	1
San Francisco Bay Area Rapid Transit District	BART	8	8	1	1	1	1	1	1	0	0	0	1	1	0
Southeastern Pennsylvania Transportation Authority	SEPTA	8	8	0	0	1	1	0	1	1	1	1	1	1	1
King County Department of Metro Transit	KingMETRO	8	8	1	1	1	1	1	0	0	0	1	1	0	0
San Diego Metropolitan Transit System	SDMTS	8	8	0	1	1	1	1	1	0	1	1	1	0	0
New Jersey Transit Corporation	NJTransit	17	7	1	0	0	1	1	0	1	0	0	1	1	1
Metropolitan Atlanta Rapid Transit Authority	MARTA	17	7	1	0	1	1	0	0	1	1	1	1	0	0
Metro Transit	MNMetroTransit	17	7	1	0	1	1	0	0	0	1	0	1	1	1
TN-County Metropolitan Transportation District of Oregon	TnMet	17	7	1	0	1	1	0	1	0	1	0	1	1	0
Northeast Illinois Regional Commuter Railroad Corporation	METRA	21	6	1	1	1	1	0	0	0	0	0	1	1	0
Denver Regional Transportation District	RTD	21	6	1	1	0	1	0	0	0	0	0	1	1	1
Massachusetts Bay Transportation Authority	MBTA	21	6	1	0	1	1	0	0	0	0	0	1	1	1
Metropolitan Transit Authority of Harris County, Texas	TXMETRO	21	6	1	1	0	1	1	0	0	0	0	1	1	0
MTA New York City Transit, MTA Long Island Rail Road, Metro-North Commuter Railroad Company	NYMTA	25	5	0	0	1	1	0	0	0	1	0	1	1	0
Transportation & Public Work of Miami-Dade	Miami-Dade	25	5	0	1	0	1	0	1	0	1	0	0	1	0

Note: 0 = No, not listed on the website; 1 = Yes, listed on the website. All numbers in this table have been rounded to the nearest whole number. Once rounded, the numbers were ranked from highest to lowest based on their rounded values.

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