



SFMTA

Accessible Services Overview

SFMTA Citizens Advisory Council

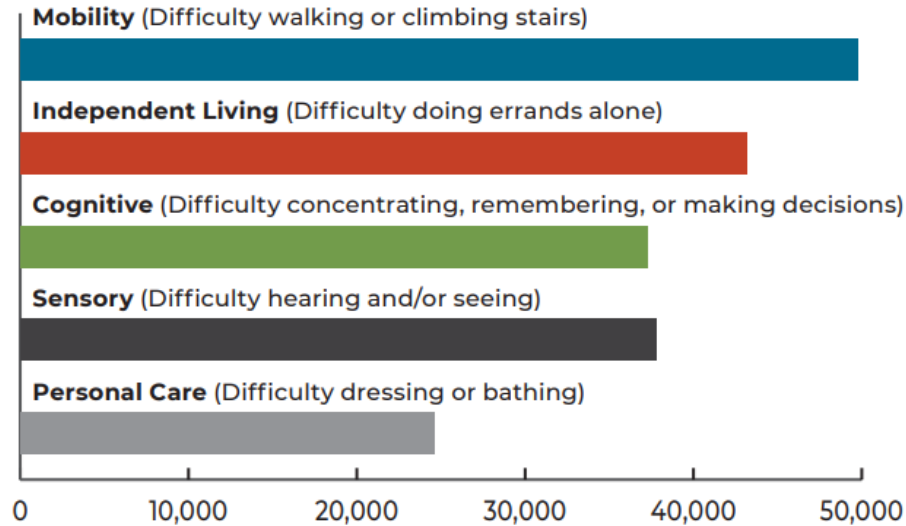
January 5, 2023

Agenda

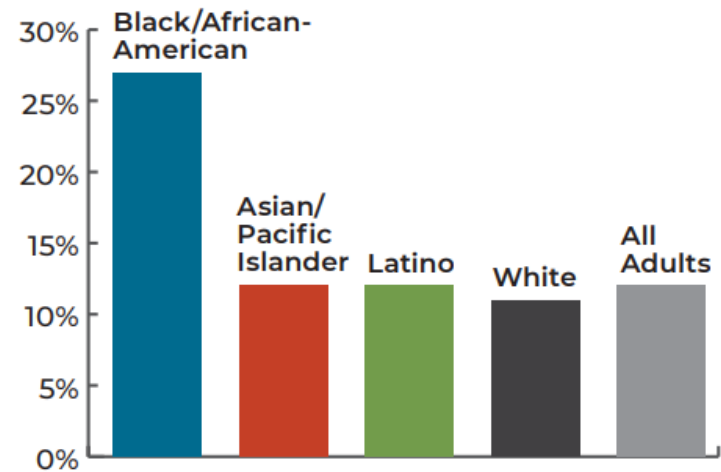
- Accessible Services Overview
- FY22 Accomplishments
- FY23 Upcoming
- Opportunities for Feedback and Input

Disability in San Francisco

1 in 10 San Franciscans Reports a Disability (96,000)



Disability Rates Vary By Ethnicity



Transportation



22% of people with disabilities ride public transportation daily.⁴

Safety



1 in 3 people with disabilities feel unsafe traveling alone in their neighborhood at night.³

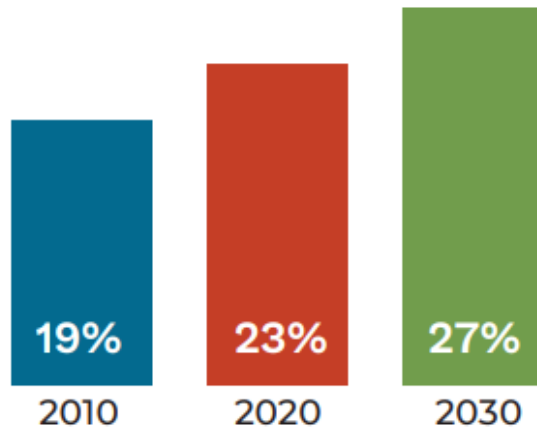
Income, Poverty, and Employment



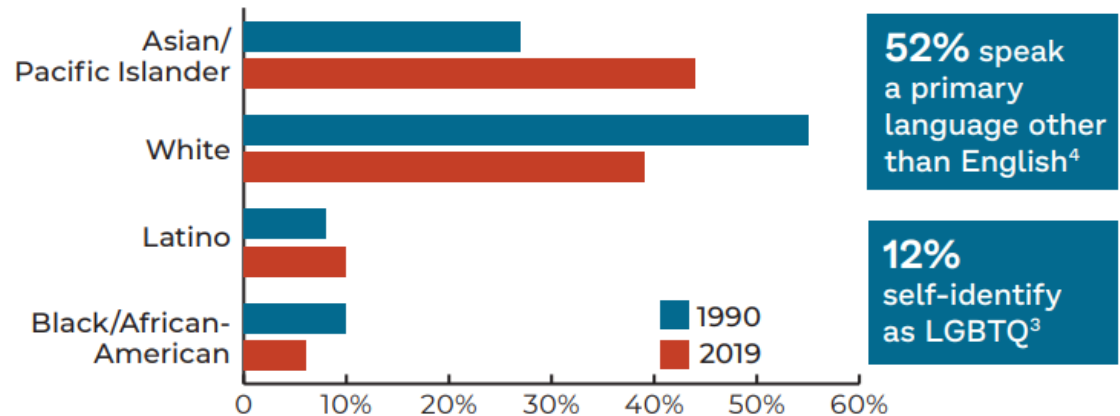
1 in 4 people with disabilities live in poverty.¹
Even adults with disabilities who are employed are more than twice as likely to experience poverty.¹

Aging in San Francisco

Older Adults are Fastest Growing Age Group in SF



Among the Nation's Most Diverse Communities of Older Adults



Poverty

13% are severely poor, living below the federal poverty level⁴



Limited Retirement Income

Average Social Security benefits are **\$17,220** per year⁵



Social Isolation

Nearly **28%** are living alone⁴

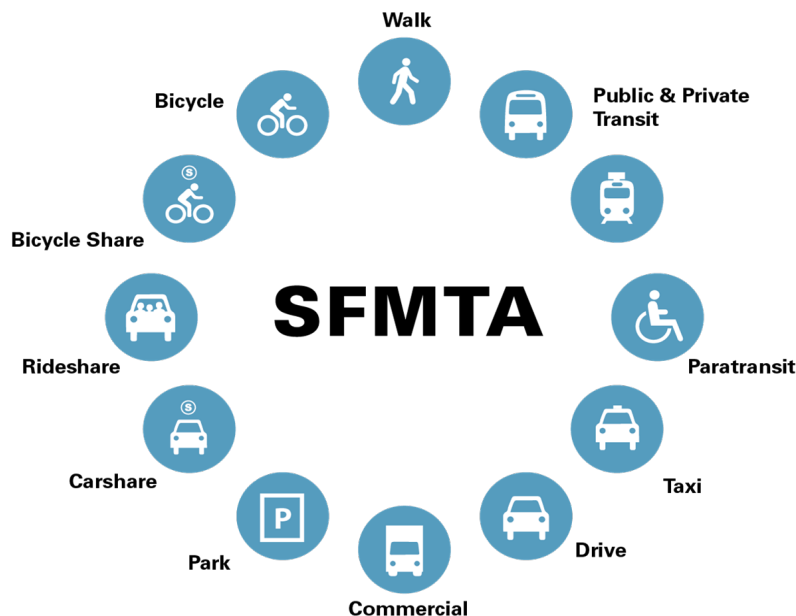


Rising Home Care Costs

Average San Francisco cost for in-home support services is **\$37,575**⁶

Accessible Services Team

Support function for the SFMTA to ensure that all agency services, facilities, and programs are accessible to older adults and people with disabilities.



- Muni
- SF Paratransit Programs
- Pedestrian and Bike Facilities
- Emerging Mobility
- Taxi Services
- Commuter Shuttles

Who We Are

- Annette Williams: Director, Accessible Services
- Erin McAuliff: Principal Transportation Planner, Accessibility and Emerging Mobility Policy
- Virginia Rathke: Senior Transportation Planner, Capital Projects Accessibility
- Matt West: Senior Transportation Planner, Muni Accessibility
- Jonathan Cheng: Senior Transportation Planner, Paratransit and Mobility Management
- Maddy Ruvolo: Transportation Planner, Streets and Emerging Mobility Accessibility
- Christina Leung: Regional Transit Connection (RTC) Discount ID Card Office

Accessibility & Disability Rights

- **Demonstrations**

- 28-day sit-in at Federal Building in SF - 1977
- ADAPT protests at APTA conferences



- **Access to transportation**

- Americans with Disabilities Act of 1990
- 30+ years after the ADA, work remains



SFMTA has a rich history of accessible transportation

Pre-ADA:

- **1978** Paratransit (Door to Door) services begin
- **1983** Paratransit Brokerage, Taxi service added
- **1980-1984** Lift-Assisted service initiated on four Muni lines
- **1986-1990** Construct 8 accessible rail wayside platforms

Post ADA:

- **1992** Designate network of accessible rail stops to meet ADA
- **2006** 100% of Muni bus service accessible vehicles
- **2007** Fully Accessible T-Third Street Rail Project opens
- **2011** Paratransit Taxi Debt Card introduced for easier payment
- **2012 & 2013** Shop A Round & Van Gogh launched
- **2016:** Mobility Management
- **2020:** Essential Trip Card

Muni

- Fully accessible vehicles
- Accessible transit stops
- Accessibility in Capital Projects
 - Elevators and escalators, wayfinding
- Travel training
- Accessibility policies
- Operator training



Free Muni for Seniors and People with Disabilities

- Available to residents of San Francisco
- Must have a Senior Clipper Card or RTC Discount ID card – pass loaded to card
- Income-based on the Bay Area median income



FREE MUNI for Seniors and People with Disabilities

To qualify for free Muni rides, you must be low-to-moderate income and either be a senior or person with a disability. Program begins March 1, 2015.

For more information and to apply for the program visit www.sfmta.com/freemuni or call 311 (415.701.2311).

For Muni route, schedule, and accessible services information anytime. Visit www.sfmta.com or contact 311.
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Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 / Libreng tulong para sa wikang Tagalog / Бесплатная помощь по языкам / 免費語言協助



SFMTA
Municipal
Transportation
Agency



- Total Participants:
Approximately 50K
 - Seniors: 40K
 - RTC card holders: 9K

Paratransit Services



SF Access



Group Van



Van Gogh



SF Paratransit Taxi and ETC



Shop-Around

Plus...
Mobility Management,
CHOICE Pilot Program,
Travel Training and More

Streets Infrastructure

- Work with Livable Streets on accessibility of bike and pedestrian infrastructure
- Design resources
 - Guidelines for Accessible Building Blocks for Bicycle Facilities
 - Getting to the Curb
- Vision Zero Senior & Disability Working Group
- Accessible Pedestrian Signals (APS)
- Parking and loading



Emerging Mobility

- Adaptive cycling program in Golden Gate Park and on the Great Highway – partnership with Bay Area Outreach and Recreation Program (BORP)
- Adaptive scooters – permittees required to make at least 5% of fleet accessible
- CPUC rulemaking: TNCs and AVs



Community Collaboration



Paratransit Coordinating Council

- Made up of paratransit riders, representatives from community-based organizations, and service providers
- Advises SFMTA and SF Paratransit on service quality issues as well as policy development

Multimodal Accessibility Advisory Committee

- Made up of seniors, individuals with disabilities, and non-disabled advocates
- Advises SFMTA on accessibility issues concerning Muni fixed route service and bicycle/pedestrian projects



FY22 Accomplishments

Transit Accessibility

- Central Subway and Van Ness BRT

Paratransit and Mobility Management

- 26 new Paratransit vans
- ETC program recognized for improving health outcomes and reducing isolation
- EMS partnership award from National Association of City and County Health Officials

Streets and Emerging Mobility

- Golden Gate Park Access & Safety Project
- Permanent adaptive cycling program
- Sidewalk detection technology demonstrations to prevent unsafe scooter riding

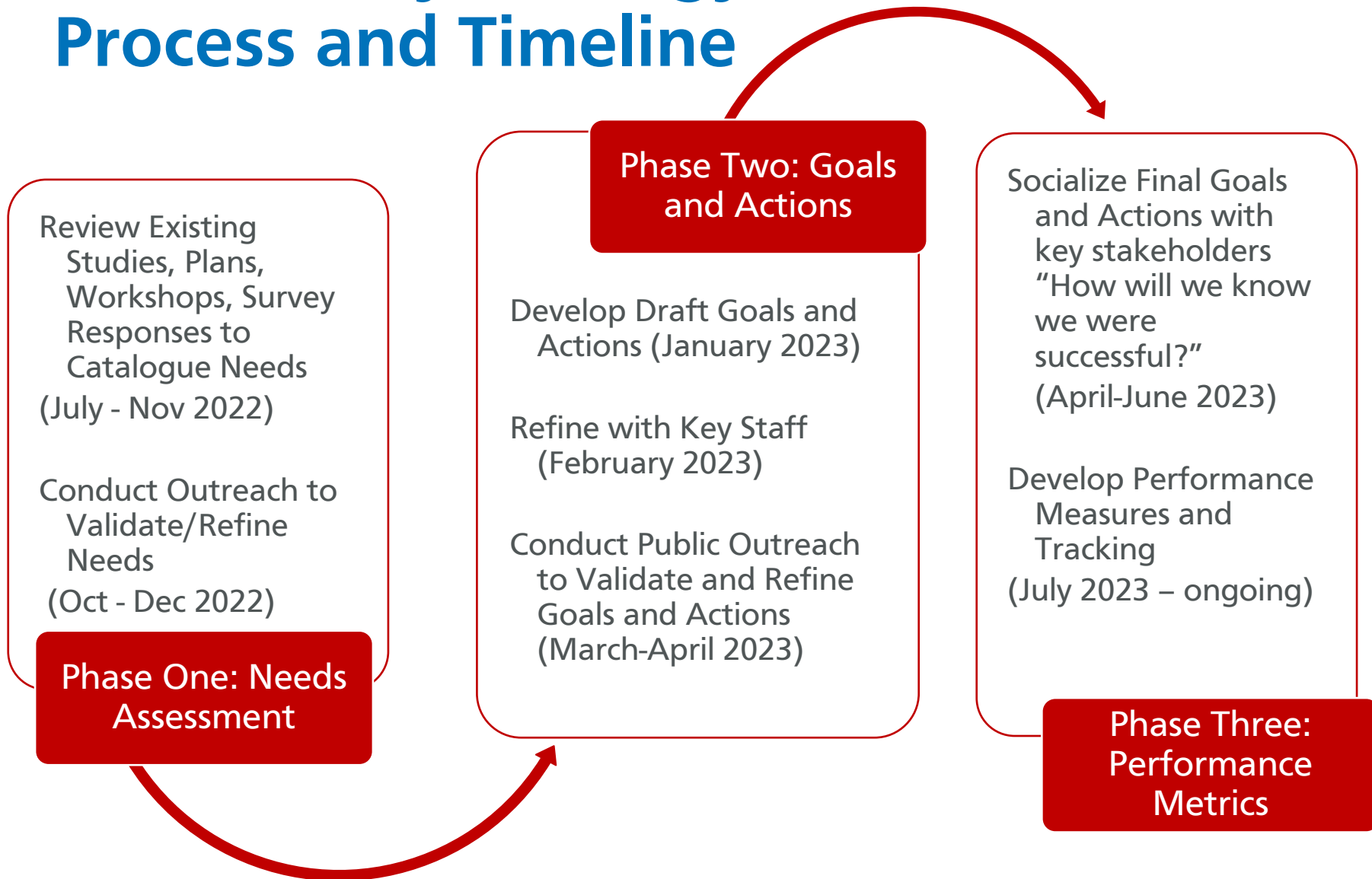


FY23 Key Projects and Initiatives

- Continued monitoring and improvements to Central Subway accessibility
- Castro Street Elevator project
- Scooter Program Evaluation
- Ongoing streets project review
- Ongoing participation in state and federal rulemaking regarding wheelchair accessible TNCs and Avs
- Flag stop conversions
- Accessibility Strategy



Accessibility Strategy: Process and Timeline



Accessibility Strategy: Future Outreach and Feedback

- Continued Outreach through January and February 2023
 - Advisory Groups (PCC, MAAC, CAC, MDC, etc.)
 - Internal MTA Staff
 - City and County Agency Partners
- Refine Needs Assessment
- Draft Goals and Actions

Contact Information

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Accessible Services

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