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# SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY MULTIMODAL ACCESSIBILITY ADVISORY COMMITTEE

## MINUTES OF REGULAR MEETING

Thursday, February 20, 2025

In person: 1 S. Van Ness Ave Rm 3074

Via Video Conference:

**Dial Toll Free: (669) 900-6833**

**Zoom Meeting ID: 865 0396 0265**

**Passcode: 827147**

REGULAR MEETING  
1:00 PM – 3:00 PM



## ORDER OF BUSINESS

### 1) Call to Order

Meeting called to order at 1:02 pm

### 2) Attendance

See roll call.

### 3) Announcements from Members and City Staff

Staff proposed shifting the start of the meeting back to 1:30 pm to make it easier for people to arrive on time. The proposal will be put to a vote at the next meeting where a quorum is reached.

The Committee agreed to reschedule the June MAAC meeting to June 12, 2025, to avoid conflicting with the Juneteenth holiday.

### 4) Acceptance of the Agenda



Mr. Glock motioned to accept the agenda and Mr. Rosen seconded the approval of the agenda. **Motion carried.**

#### 5) Acceptance of Minutes from Previous Meeting

Mr. Fischer noted that the Zoom dial-in number on the agenda was incorrect. Ms. Marshall-Fricker motioned to accept the minutes with the correct dial-in number, and Mr. Medina seconded the approval of the agenda. **Motion carried.**

#### 6) Public Comment

None

#### 7) Business of the Afternoon:

##### A) New Member Election

Virginia Rathke – Accessible Services  
([virginia.rathke@sfmta.com](mailto:virginia.rathke@sfmta.com))

Daveed Mandell exceeded the meeting attendance requirement for becoming new members. After affirming



his interest in participating in MAAC, Daveed was elected to the committee. Congratulations!

- B) OMI Historic Impact Study  
Zachary Sexton – Streets Division  
([david.sexton@sfmta.com](mailto:david.sexton@sfmta.com))

This presentation was cancelled because the project status is uncertain. Project staff may return to a future meeting.

- C) Transit Access Improvements  
Tyler Brown – Caltrans District 4  
([Tyler.Brown@DOT.ca.gov](mailto:Tyler.Brown@DOT.ca.gov))

Mr. Brown introduced the committee to the Caltrans Bay Area Transit Plan that is currently being developed. He noted that Caltrans previously produced a Bicycle Plan and a Pedestrian Plan.

Major tasks in developing the transit plan include planning for robust community engagement, a survey of existing



conditions and existing infrastructure, establishing goals, objectives and performance measures, and developing a toolkit.

The draft plan will be released for public feedback in March 2025 and will be finalized in summer, 2025.

Mr. Brown noted that a survey asking for feedback on the proposed plan identified to major areas of interest: transit priority and transit access. The plan will focus on making priority and access improvements to transit service in the Caltrans right-of-way.

Mr. Rosen asked whether locations of disability organizations was a factor in identifying locations for transit improvements. Mr. Brown said the presence of disability organizations was not considered but that he will think about including it.



Mr. Mandell announced that the California Council for the Blind backs a bill to call on Caltrans to provide accessible signals on state property. The bill will not introduce mandates but will encourage compliance.

- D) Muni Stroller Policy  
James Frank – Accessible Services  
([James.Frank@sfmta.com](mailto:James.Frank@sfmta.com))

Because Mr. Frank was unavailable, Matt West from Accessible Services provided an update on the stroller policy and described the mixed success of the flip-up stroller seat that is provided near the second door of the coach.

The official stroller policy is that strollers should be collapsed on board the vehicle and should not occupy or block the securement area or inhibit movement of passengers at the front of the vehicle. On cable cars, the requirement for



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strollers to be folded is strictly enforced. On other vehicles, strollers are often boarded without being collapsed and tend to be concentrated in the priority seating area.

Mr. West asked the committee for ideas on how to promote the stroller seat so that riders are aware of it and use it for its intended purpose. He noted that the “stroller seat” decal is on the seat itself and is not visible when the seat is occupied. Suggestions from the committee included posting information on the website and avoiding terminology that riders may not understand, like “securement area.”

Mr. Dubinsky mentioned that he sees buses destined for the San Francisco Zoo that have many strollers on board. The stroller problem cannot be completely resolved with a designated spot. Mr. Dubinsky suggested that the announcement system should appeal to passengers to be



considerate of people with strollers who are getting on or off the bus.

Mr. Glock noted that doublewide strollers and shopping carts also take up space in the aisle and suggested putting information about the stroller seat on a car card. He requested that Mr. West return to a future MAAC meeting to update the committee on the stroller policy when it is more developed.

Mr. Dubinsky noted that information about the stroller seat should be accessible to people with visual impairments.

Mr. Brown noted that he appreciates the in depth of discussion of stroller usage because he takes his child on transit in a stroller.





Ms. Seretan suggested urging riders with strollers to board at the second door and that clear signage should be placed above the stroller seat indicating what it is and who it is for.

Mr. West noted that graphic designers are working on design and placement of new stroller signage.

Mr. Glock encouraged using pictograms on signs so they are accessible to non-English speakers.

Because the MAAC had expressed interest in learning more about operator training, Mr. West suggested inviting someone from the Training Department to come provide an overview. He described PaCT training, which helps operators deal with challenging passengers. He noted that veteran operators often attend PaCT training to share their experiences and talk about gray areas in agency policy for interactions with passengers. In addition to PaCT training,



the Training Department offers training on accessibility for bus operators who are transitioning to rail.

Mr. West requested volunteers from MAAC to participate in the accessibility training that he provides to Muni operators and in his outreach sessions with Senior Survival School.

Mr. Dubinsky expressed interest in helping with operator training.

Ms. Seretan expressed interest in volunteering to help with operator training. Ms. Seretan raised the issue of large numbers of large breed dogs like pit bulls that ride on the 9 San Bruno line. Mr. West said that pet dogs are a problem because operators are not allowed to challenge people who assert that their pet is a service dog.



In closing, Mr. West noted that the Committee's long expressed concern about a 9-line bus stop that was moved further from the Arc may be addressed during planning for upcoming service changes.

Mr. Glock noted that the relocated stop is a long distance from the Arc.

Ms. Seretan reiterated that the bus stop was especially important to clients of the Arc and that there is not sufficient signage to help them find the relocated stop.

#### 8) Other Business

Mr. Glock requested that staff invite Julie Kirschbaum, recently appointed as the permanent Director of SFMTA, to a future MAAC meeting.

#### 9) Adjourn



The meeting adjourned at 2:32 pm. Mr. Dubinsky made the motion to adjourn, and Mr. Glock seconded. **Motion carried.**