



# access guide

s.f. muni

*Transit Information for Seniors  
and People with Disabilities*

# s.f. muni access guide

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The San Francisco Municipal Transportation Agency (SFMTA) manages and operates the city's surface transportation network, which encompasses transit, paratransit, pedestrians, parking and traffic, bicycles and taxi regulation. The San Francisco Municipal Railway, or Muni, is the transit arm of the SFMTA and provides service that is accessible to seniors and persons with disabilities 24 hours a day, seven days a week.

This chapter provides an overview of the system and descriptions of trip planning and fare payment options.

## Travel Options

The agency operates light rail vehicles (LRVs), historic streetcars, "rubber tire" vehicles including diesel buses, hybrid/diesel buses, electric trolley coaches and the world famous cable cars.

The Metro system consists of six light rail lines, the J Church, K Ingleside, L Taraval, M Ocean View, N Judah and the T Third, that serve downtown and neighborhoods in the western and southeastern parts of

San Francisco. Trains run in the subway downtown and on surface streets in the neighborhoods.

The Historic F Line runs between Castro and Market streets and Fisherman's Wharf. The historic streetcars are accessible at most stops via platforms that provide level boarding for customers who use wheelchairs and others who need it.

Muni's rubber tire vehicles are wheelchair accessible and operate on an extensive network of routes that provide service within two blocks of most city addresses.

Accessible boarding for wheelchair users is available on all modes except cable cars.



*Clockwise from top left: light rail; hybrid/diesel vehicle; diesel bus; electric trolley; historic streetcar.*





Above: 511.org, sf311.org and NextMuni

## Planning Your Trip

A variety of tools are available to assist you in planning a transit trip.

The website [www.NextMuni.com](http://www.NextMuni.com) can be used to select origin and destination stops on all light rail lines and bus routes. NextMuni information can be accessed from Internet-enabled handheld devices such as cell phones and personal digital assistants (PDAs) so you can plan your trip in advance or as you go.

Digital signs that provide real-time arrival information are available at Metro stations and at many transit shelters. The distinctive new “seismic wave” transit shelters and many of the older shelters have “push-to-talk” buttons that, when pressed, provide a voice announcement of the arrival times displayed on the digital sign.

Another helpful resource is [511.org](http://511.org) which provides information via telephone (511) and on the website [www.511.org](http://www.511.org). All bus stops have an ID number affixed

to a shelter or pole. You can call 511 and provide the stop number to get bus arrival times. The website features a “Take Transit” trip planner. When you enter your origin and destination, the trip planner provides several bus and rail options for your trip.

The SFMTA Streets & Transit Map (left) shows all bus, light rail, historic streetcar and cable car routes and can be used to help plan a transit trip. The map includes many San Francisco points of interest for visitors, as well as government buildings like City Hall and the San Francisco Main Library. The map can be viewed online at [www.sfmta.com](http://www.sfmta.com) or purchased at a variety of locations including at the SFMTA Customer Service Center at 11 South Van Ness Avenue, City Hall and many stores throughout the city (see the SFMTA website for specific vendor locations).

Note that the map shows



the locations of station elevators on Market Street east of Van Ness Avenue and shows which surface F Line streetcar and light rail Metro stops are accessible for customers who require level boarding.

For customers who need to use an elevator to access a Metro station, there are a few options for checking to make sure the elevators needed are in service. Call the San Francisco Customer Service Center information number, 311 (outside the 415 area code dial 415.701.2311), to get information about Metro station elevators 24 hours a day. Information regarding elevator status at shared Muni/BART stations can also be obtained from BART by calling 510.834.LIFT or 888.235.3828 (information is updated when there is a change in status). During your Metro trip, look for elevator status messages that are provided on the train information screens at many Muni street level platforms, station agent booths and on subway platforms.

## Paying your Fare

### Clipper®

The SFMTA recently introduced the easy-



to-use, reloadable Clipper transit fare card. Clipper card holders can load monthly passes or cash value on their card, which is accepted by most Bay Area transit agencies (e.g., BART, AC Transit, Caltrain and others). The Clipper card replaces all paper

“Fast Passes” and the monthly discount fare sticker, as these media can now be loaded electronically onto the Clipper card.

Regional Transit Connection (RTC) discount ID cards for customers with disabilities have all the capabilities of a Clipper card. RTC card holders can load a monthly discount pass on their card, or load cash to pay a discounted single ride fare (for information on how to obtain an RTC card see page X).

Clipper also offers a Senior Clipper card for customers aged 65 and older. The Senior Clipper card allows customers to load discounted monthly passes or add cash value to pay the discounted senior fare each time they ride. To obtain a Senior Clipper card you must fill out an application and provide



proof of age. Applications are accepted at the SFMTA Customer Service Center (11 South Van Ness Avenue at Market Street), at the SFMTA Presidio Fast Pass Sales Kiosk (949 Presidio at Masonic), on the concourse level of the Embarcadero BART/Muni Station and at the Bay Crossings storefront in the San Francisco Ferry Building.

As part of the transition to Clipper, the agency has installed new fare gates and ticket vending machines (TVMs) at all Metro stations (Embarcadero, Montgomery, Powell, Civic Center, Church, Castro, Forest Hill and West Portal). The new TVMs dispense discount single-ride reloadable tickets that are valid for 90 days from the date of purchase. You can also use a TVM to load a monthly pass or cash onto your Clipper card.

There are a few ways to load a pass or cash on your Clipper, RTC or Senior Clipper card. You can contact Clipper (877.878.8883) to load value or to set up Autoload so that a discount pass is automatically loaded on your card each month. The cost of your monthly pass will then be automatically deducted from your bank account or charged to your credit card. You can also register your card and set up Autoload at [www.clipper.com](http://www.clipper.com). You can also take your card to a Clipper retailer, like a participating Walgreens or transit agency ticket office (call Clipper for a complete list of vendors) to have

a pass loaded. You may also use a TVM to load a monthly pass or cash onto your Clipper card.

You are encouraged to call Clipper to register your card so you will not lose the value of your pass or cash if your card is lost, stolen or damaged. Lost, damaged or defective RTC/Clipper cards should also be reported to the RTC office (415.252.3291); problems with Senior Clipper cards should be reported to Clipper at 877.878.8883. Please note that there is a \$5 fee to replace a lost, stolen or damaged RTC/Clipper card.

## HOW TO PAY USING CLIPPER

To pay your fare using a Clipper card on a bus, historic streetcar or an LRV running on the street, simply hold your card to the lower part of the card reader as you step into the vehicle. The reader will beep once to register your payment (if it beeps twice you may have a low balance on your card).

If you are entering the light rail system in the subway, hold your Clipper card to the card reader on a fare gate, which will open when your fare has registered. If you need to use the elevator to access the Muni boarding platform, there are Clipper card readers installed near the elevators on the concourse level.



*SFMTA Customer Service Center at 11 South Van Ness Avenue*

Note that Proof of Payment (POP) is required throughout the system. You must tap your Clipper card when boarding a vehicle or passing through a fare gate so you can prove you have paid your fare. Fare Inspectors may ask to check your card to see that it has been tagged. Customers without Proof of Payment will be subject to a fine.

On cable cars, a conductor will tag your card on a hand-held Clipper reader.

## CASH FARES

Seniors (age 65 and over) and people with disabilities with proper identification

are eligible to pay the discounted cash fare to ride Muni. On buses, streetcars and light rail vehicles operating on the surface, you must show a valid ID to pay a discount cash fare. On the Muni Metro underground, you must purchase a reloadable discount ticket from a ticket vending machine to enter the system through fare gates or via the elevator. Fares are subject to change; for current fare information call 311 or visit [www.sfmta.com](http://www.sfmta.com).

For seniors, photo ID for proof of age is required. Accepted forms of ID include:

- California ID

- Government-issued passport
- SF City ID Card
- Driver's license

For customers with disabilities proof of eligibility to pay a discount fare includes:

- Valid Regional Transit Connection Discount ID
- Medicare card and valid photo ID
- DMV parking placard registration and valid photo ID
- Transit Discount ID issued by another transit agency in California and valid photo ID

The cash fare is valid for one trip and a transfer can be used for up to 90 minutes from the time it is issued.

## Service Animals

Trained service animals are allowed to ride free of charge on all Muni vehicles. Customers traveling with a service animal should notify the Operator immediately upon boarding. Service dogs may travel without a muzzle but must be on leash. All service animals must be kept under control by their owners. Service animals may sit on their owner's lap or under a seat but may not occupy a seat. Passengers with disruptive or destructive service animals may be asked to remove

them from the vehicle.

## Complaints and Commendations

To report an equipment problem on a Muni vehicle, or to commend or make a complaint about an Operator, please call 311 (415.701.2311 outside the 415 area code) and provide the following information:

- The time, date and location of the incident
- The vehicle route (letter or number) and the direction of travel (e.g., inbound or outbound; north, south, east or west)
- The number of the vehicle. Buses and light rail vehicles have four-digit numbers that are displayed on the front and back of the vehicle interior and exterior (LRV numbers include the letter A or B denoting the front and back of the car). The vehicle numbers of buses and LRVs are also provided in Braille and raised characters that are installed about 60" above the floor on panels behind the Operator compartment
- The Operator's four-digit cap number, which is displayed on the operator's uniform cap or sleeve

- A general description of the Operator
- A description of the incident
- Your contact information

For complaints relating to a possible ADA violation, you may request an administrative hearing when you report your complaint to 311. SFMTA staff responding to Operator complaints will attempt to identify the Operator using the information you provide. If the Operator is identified, you will be invited to attend a hearing with the Operator, his or her union representative and a neutral hearing officer. The hearing officer will hear testimony from all parties and make a determination.

You will also receive a letter from the SFMTA acknowledging your complaint and indicating what action was taken. Equipment problems will be relayed to maintenance personnel at the appropriate division.

## Regional Transit Connection Discount ID Card

The SFMTA participates in the Regional Transit Connection (RTC) Discount Card Program, which provides a photo ID card to allow persons with qualifying disabilities to ride transit at a discount fare on most Bay Area transit systems.

Applicants for the RTC card may seek "Basic" or "Medical" eligibility.

Customers will have Basic eligibility for the RTC card if they have one of the following documents constituting proof of disability:

- Medicare Card (not Medi-Cal)
- California DMV parking placard registration (if you have a disabled persons license plate you must apply for medical eligibility)
- Proof of Veterans Disability – A Service Connected Disability ID Card or Veteran's Administration Certification demonstrating a disability rating for aid and attendance, or a service-connected disability with a rating level of 50 percent or higher

In the absence of one of the documents establishing basic eligibility, customers may apply for medical eligibility.



RTC Discount Card with Clipper ® chip



Please call the SFMTA Discount ID office (415.252.3291) for an application. Complete the appropriate sections of the Medical Certification Form. You must also sign the application in two places: 1) to authorize your doctor to release information, and 2) to indicate your acceptance of RTC Program terms. If your application is not signed in both places it cannot be processed and will be returned to you.

Bring the Medical Certification form to your doctor or "Certifying Professional." The Certifying Professional must complete the form and mail the green copy to the Discount ID Program Office address shown on the form. Your application will be considered incomplete unless the Certifying Professional has returned the form. Bring the white and yellow copies of the form with you to the RTC Office. Customer applications will not be processed unless the green copy of the form has been submitted.

New applicants must submit applications in person so that a photo can be taken at the SFMTA RTC ID Office at 27A Van Ness Avenue (415.252.3291; TTY 415.701.4730), or to another Bay Area Transit Agency's RTC Office.

Applicants must provide valid photo ID and a nonrefundable \$3 processing fee.

Acceptable forms of identification include a current driver's license, California ID card, passport, Alien Registration card, a Military or Military Dependant ID, a Mexican Consulate ID card or a San Francisco City ID card. If applying for basic eligibility, applicants must also show one of the documents listed under "Basic Eligibility." Please call the SFMTA Discount ID office (415.252.3291) for an application.

More information about the Discount ID as well as downloadable basic eligibility application forms for new applications, replacements and renewals can be found at [www.transit.511.org/disabled/RTDC.asp](http://www.transit.511.org/disabled/RTDC.asp)

RTC ID office staff will take a digital photograph of the applicant and submit the photo and application to a central processing agency, where eligibility will be verified. Cards are mailed to applicants within 21 days after the application is received. The card will be valid for up to 3 years. Customers who have a permanent disability (indicated by a "P" on the card) may renew by mail. There is a nonrefundable renewal fee of \$3. Customers without the permanent disability designation on their card will need to reapply once their card has expired.

Replacements for lost or damaged RTC cards may be obtained for a nonrefundable \$5 fee. Customers may contact the RTC Office to see if their lost card has been returned. Call 415.252.3291 to request a replacement application to process by mail or go to the RTC Office to fill out an application and pay the fee. Customers may download a card replacement form at [www.transit.511.org/disabled/RTDC.asp](http://www.transit.511.org/disabled/RTDC.asp) and request a replacement card by mail.

You are encouraged to register your RTC card by calling Clipper at 877.878.8883. Registering your card protects the value of cash or passes on your card if it is lost or stolen.

Visitors to the Bay Area who have a valid transit discount ID from another California transit agency are eligible to receive a courtesy RTC Discount ID card for the same period of time that their current card is valid, or for up to three years, whichever is less. At the end of this period visitors may apply for basic or medical eligibility.

Visitors with a valid transit discount ID card from outside of California may submit a completed basic eligibility application form to receive a visitor ID card valid for three months. Those planning to visit for longer than three months must apply for basic or medical eligibility. The cost of a Visitor ID is \$3 (nonrefundable).

Note: Do not punch a hole in an RTC / Clipper card to attach a lanyard as this will damage the card.

The SFMTA provides accessible bus service on a comprehensive network of routes. The bus fleet includes electric trolley coaches, clean diesel coaches and hybrid low-floor vehicles. All vehicles are equipped with a variety of features to make bus travel easier and more accessible for seniors and people with disabilities.

## Accessible Features

- **Priority Seating:** The first aisle-facing and forward-facing seats are reserved for seniors and people with disabilities and are identified by blue decals on the windows above the seats. On some vehicles the seats are identified by blue seat inserts as well as by the decals. Customers are encouraged to yield these seats to seniors and people with disabilities.
- **Wheelchair lifts:** Most SFMTA coaches are high-floor coaches, which are equipped with mechanical lifts that enable passengers with mobility disabilities to board. Lift platforms on most buses are at least four-feet long and three-feet wide. They are solid and sturdy, with handrails on both sides. There is enough turning room inside the bus to accommodate most standard manual and power wheelchairs, including three-wheeled models.
- **Wheelchair ramps:** SFMTA hybrid coaches are low-floor buses, which are equipped with ramps. The ramp provides level boarding when the bus is kneeled and the ramp is deployed at curb and island stops. There is enough turning room inside the bus to accommodate most standard manual and power wheelchairs, including three-wheeled models.
- **Securement areas:** Buses have two wheelchair securement areas equipped with clamps, belts and four-point securements.
- **Accessible Stop Request feature:** A blue button or a yellow strip located under the flip seat or on the wall adjacent to securement areas can be used to let the driver know when a wheelchair user wants to get off.

*A customer positioned in wheelchair securement area*







Tactile vehicle number

- **Kneelers:** Kneelers lower the front steps of buses by several inches, making it easier for customers to board the bus, especially when boarding from the street.
- **Stanchions:** All SFMTA coaches are equipped with vertical and horizontal poles for standing customers to hold on to for stability. Hanging straps are also provided in some vehicles.
- **Destination signs:** Digital signs on the front, sides and rear display the line name and destination. A recorded voice announces the same information to waiting passengers whenever the doors open.
- **Interior stop announcements:** Our coaches are equipped with digital signs displaying the names of upcoming stops along with customer tips. A recorded voice simultaneously announces the same information.
- **Exterior Route and Direction announcements:** On our buses, a recorded voice announces the route and final destination of the bus when the bus pulls into a bus stop and opens its doors.

- **Tactile vehicle number:** A metal plate with the coach number in Braille and raised characters is installed on a panel behind the Operator's compartment.

## Boarding a Bus

Lifts and ramps are for customers who are unable to use the steps to board, including customers who use wheelchairs, walkers, crutches or other mobility aids. Customers with less visible disabilities such as joint, cardiac or pulmonary ailments may also use a lift or ramp.

If you need to use the lift or ramp, please inform the bus Operator and ask him or her to deploy it.

The bus Operator will assist you to board using the kneeler, lift or ramp, and will help you with the wheelchair securements, upon request.

*Note: Please note that lifts are not intended for non-disabled customers with baby strollers, package carts, etc.*

## Using a Lift

Be sure to position yourself so that the bus Operator can see you as the bus approaches the stop. Stay clear of the lift as it is being deployed.

If you are ambulatory, stand facing forward on the lift and grasp the handrails. Be aware that you may need to bend



down to avoid hitting your head on the top of the door.

If you use a wheelchair, you may board facing forward or backward, though many customers prefer facing backward. Be sure you are centered on the lift, and lock your wheels before the lift raises or lowers.

Tell the bus Operator your destination stop as soon as you board the vehicle, then proceed down the aisle to the securement area. Be sure to warn customers seated along the aisle to watch their feet!

*Note: There are some stops where wheelchair lift or ramp deployment is not recommended because the grade is very steep, there are no curb cuts, or the sidewalk is too narrow. These stops are clearly marked by a stop bar with the "hazard triangles" symbol on the street.*



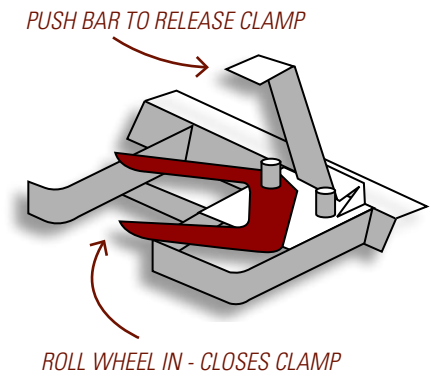
Stop bar with hazard triangles

## Using a Ramp

Be sure to position yourself so that the bus Operator can see you as the bus approaches the stop, and stay clear of the ramp as it is being deployed.

The ramp may be deployed at a curb or island stop or onto the street. The ramp will be nearly level when deployed for boarding at a curb or island. When deployed in the street the ramp slope will be steeper and you should use extra caution. If you use a manual wheelchair and feel that you cannot make it up or down the ramp safely, please ask the Operator for assistance.

## Using the Securement Area



The securement areas are created by lifting up either the first row of forward-facing seats or the second set of aisle-facing seats at the front of the bus. Pull the lever underneath the aisle side seat and raise the bottom part of the seat to ready the securement area.

Back the wheelchair into the open wheel clamp to secure the chair. The wheel clamp fits most manual and some older style power chairs, but does not accommodate three-wheeled scooters or other chairs with small back wheels.



*Wheelchair clamp on a bus*

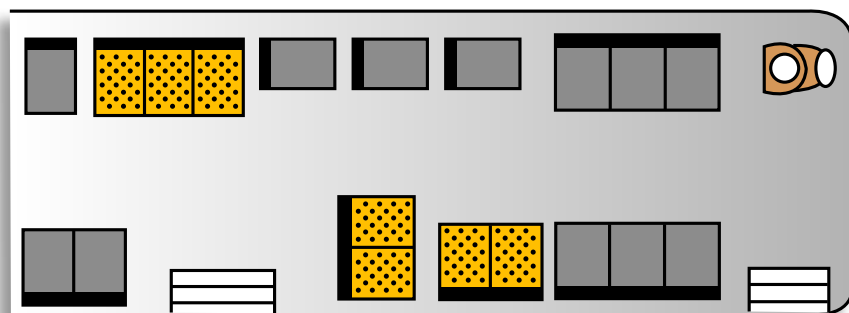
In addition to the clamps, the securement areas are equipped with four-point securements which are four belts with hooks that can be attached to a wheelchair at each corner of its frame. The bus Operator will assist with the securements upon request. There is also a seat belt that can be fastened around the chair back or the wheelchair user's waist. Use of the seat belt is at the discretion of the customer but is recommended.

The below diagram of a typical seating arrangement on a Muni bus indicates the location of the two wheelchair securement areas and fold-up, "jump seats." The securement area on the right side of the vehicle is often located behind the first seats adjacent to the front door and uses two sets of jump seats. The left securement area is typically staggered further back from the front door from the right and uses a single set of jump seats.

The securement areas are designed to accommodate wheelchairs that are 30 inches by 48 inches. If you are concerned about whether your mobility device can be accommodated, please contact SFMTA Accessible Services (415.701.4485; TTY 415.701.4730).

It is SFMTA policy that customers with wheelchairs that do not fit in the wheel clamp must secure their chair with the four point securements. Inform the bus Operator if you need assistance using

*Securement areas*



*Wheelchair securement area (jump seat)*

*Typical seating arrangement*

*Front door*



the belts. It is important that the wheelchair clamp and/or securement belts are fastened, and that the wheelchair brakes are applied before the bus proceeds.

## Customer Tips

- On crowded buses, the priority seats may already be occupied by seniors and people with disabilities or by other customers. Bus Operators can ask passengers to give up their seats, but cannot force them to do so.
- Be sure to keep grocery carts, parcels, luggage, etc. out of the aisle.
- In residential areas and other low traffic locations, many stops are "Flag stops" where the bus will stop in the street rather than pull to the curb. At these stops you will need to leave the sidewalk and board directly from the street. Please watch for oncoming traffic when boarding or exiting the coach at these locations.
- Stay clear of the vehicle after exiting — do not cross the street in front of the bus.
- If the lift fails while you are on it and SFMTA personnel are not able to quickly repair it, the San Francisco Fire Department will be contacted to assist you.



# access on muni metro

The Muni Metro light rail system features six lines: the J Church, K Ingleside, L Taraval, M Ocean View, N Judah and the T Third. These lines serve downtown and neighborhoods in the western and southeastern parts of San Francisco. Downtown, the Metro runs underground and all stops are accessible. In the neighborhoods, trains run at street level and accessible stops are located at major destinations and transfer points (not all stops are accessible). All light rail vehicles (LRVs) that run on the Metro system are accessible.

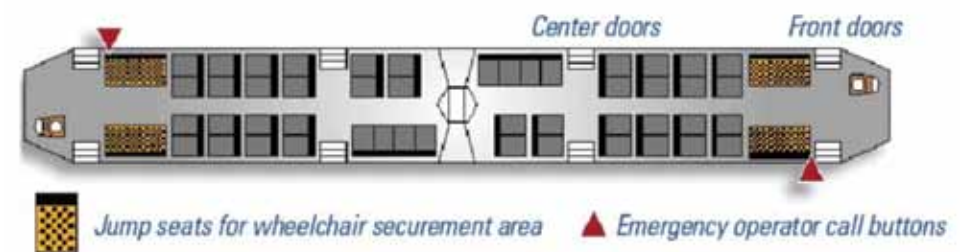
## Accessibility Features

Light rail vehicles are equipped with a number of accessibility features.

## Diagram of LRV Accessibility Features

Priority seating for seniors and customers with disabilities is located immediately behind the train Operator's compartment at both ends of the car. The priority seating includes the first rows of aisle-facing seats, which flip up to accommodate a wheelchair (see diagram), and the first rows of forward facing seats.

Each vehicle has a vehicle identification number plate at each end that include four digits plus the letter A or B to denote the end of the vehicle. The signs are located approximately 60" from the floor on the flat panel behind the Operator's compartment and include raised characters and Braille. Customers must provide the vehicle number in order to report problems with equip-





*LRV identification number with raised characters and Braille*

ment or service (see page XX for information on how to file a complaint).

Vehicles are equipped with push button-activated intercoms to allow customers to communicate with the train Operator. The intercoms are located next to the door behind the Operator's compartment at each end of the car.

The stairwells on all of our LRVs can be raised or lowered. For street level stops on the surface, these steps are kept in the lowered position. For stops at high level platforms the stairs are raised. At high level platforms, step extensions, which deploy automatically when the doors are opened, are used to reduce the gap between the LRV floor and the station platform.

## In the Subway

The Muni Metro stations from West Portal to The Embarcadero are underground. The downtown subway stations (between Civic Center and The Embarcadero) are shared by Muni and the Bay Area Rapid Transit District (BART). These stations are multi-level, including a concourse level, a Muni boarding platform at mid-level and a BART platform at

the lowest level. Downtown stations are identified by distinctive print signs and Braille signs.

All underground stations are accessible by elevator. The street level elevators at each station are located on the north side of Market Street near a station entrance and are marked by a sign. The street elevator will take you to the concourse level, where signs are posted to direct you to the platform elevator. For information on elevator status, please call the San Francisco Customer Service Center at 311 (within San Francisco) or 415.701.2311 (outside of San Francisco). You may also contact BART's elevator information line at 510.834.LIFT (510.834.5438) or 888.235.3828.

At the concourse level of the shared downtown stations, Muni and BART have separate and distinct station agent booths and faregate arrays. A shared elevator provides access from the concourse to both the Muni and BART platform levels.

You must pay your fare prior to boarding the elevator to the platform. Passengers are encouraged to pay with a Clipper card (see page XX) by tagging the card at the Clipper reader near the elevator to the platform. Passengers who are eligible to pay a discounted fare but do not have a Clipper card or transfer must purchase a



*Entrance to Embarcadero Muni Metro/BART Station*

ticket from a Ticket Vending Machine near the station agent booth. The ticket must be tagged at the Clipper reader on the concourse near the elevator to the platform in order to serve as valid proof of payment.

Please note that at Castro Station and at Church Station, there are two separate platform elevators inside the paid area on the concourse, one on the inbound side and one on the outbound side. At these stations you must tag your card or ticket at the faregates and enter the paid area to access a platform elevator.

Once on the Muni platform of a shared station, signs will direct you to the inbound or outbound side. Look for the red "boarding area" signs on the trackside walls (opposite the platform waiting area) that indicate where to wait for a train.

On the platform, overhead digital signs display the line name and destination of the train that is boarding as well as the next train pulling into the station. A recorded voice also announces the predicted arrival time of the next three trains in the subway. Metro maps are installed on the trackside walls and tactile maps of the entire Muni system are located on the subway platforms at the inbound and outbound boarding areas.

## On the Street

Portions of the J, K, L, M and N lines run on the street and not all street-level stops are fully accessible. Wheelchair accessible stops are located at regular intervals and at major destinations such as schools and hospitals. Accessible surface stops are generally low-level island stops with a ramp up to a small high-level platform for those who need level boarding. (Note that these platforms are strictly for use by customers who need level boarding due to a disability.)

Most accessible island stops have a ramp and platform at the end furthest from the crosswalk. At a few locations, however, the wheelchair accessible platform is close to the crosswalk, with a ramp up to a high-level section with stairs down to the island stop for ambulatory customers. At these stops ambulatory passengers exit the train



onto the island, and then must travel up stairs, across the high-level platform and down a ramp to the other end of the island in order to reach the crosswalk.

There are islands configured with a ramp, platform and stairs on the J and N lines at:

**J Church Line:**

- Church and 24th Street inbound

**N Judah Line:**

- 19th Avenue and Judah Street inbound
- 9th Avenue and Judah Street inbound

Customers with visual impairments should pay particular attention when boarding or alighting at one of these locations.

To board from an accessible island stop, wait on the high platform for your train. When the train arrives, the Operator will raise the interior stairs and will position the vehicle so that you can board at the first door. As soon as you board let the Operator know your destination stop, and whether you need help with the jump seats at a stationing area. Wheelchair users should then proceed to the wheelchair stationing area, which is created by flipping up one of the first sets of aisle-facing seats next to the door.

On the T Line all surface stops are wheelchair accessible, with high platforms that provide level boarding at all doors. There are ramps at one or both ends of these platforms. On the M Line, the platforms at Stonestown and San Francisco State are also high-level platforms.

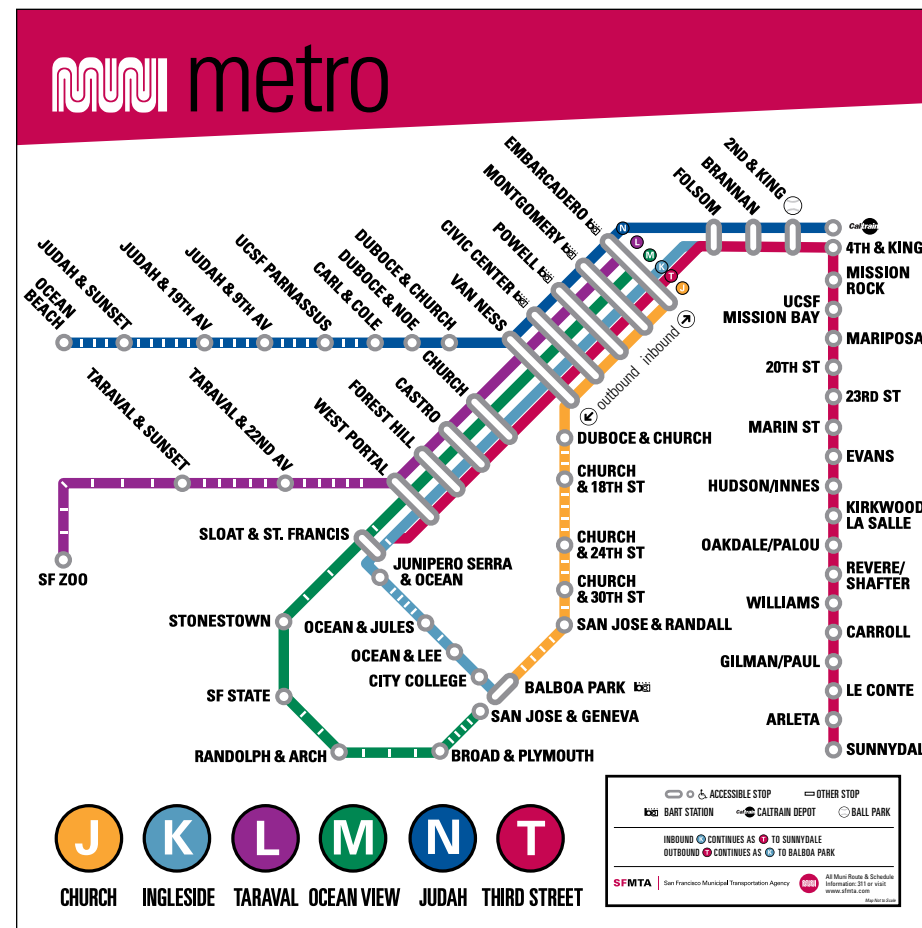
Most high-level platforms are in the center of the rail right-of-way and serve both directions of travel. On the T Line some stop locations have a separate high platform for each direction of travel (see list below). Like the downtown stations, all high-level surface platforms have two-foot strips of tactile warning tile to alert passengers to the platform edge.

**M Ocean View Line: Center Platform Locations**

- Stonestown
- San Francisco State University

**T Third/N Judah Lines: Center Platform Locations**

- Embarcadero between Folsom and Harrison streets
- Embarcadero between Brannan and Townsend streets
- King Street between 2nd and 3rd streets
- 4th Street and King Street





*3rd and Marin Platform*

T Third Line: Additional Center Platform Locations

- 3rd Street between Hudson and Innes avenues
- 3rd Street between Kirkwood and LaSalle avenues
- 3rd Street between Oakdale and Palou avenues
- 3rd Street between Revere and Shafter avenues
- 3rd Street between Key and LeConte avenues
- 3rd Street between Arleta and Blanken avenues
- Bayshore Boulevard and Sunnydale Avenue

T Third Line: Side Platform Locations

- 3rd and Mission Rock streets (Mission Rock)
- UCSF Mission Bay
- Mariposa and 20th streets (Dogpatch)
- 3rd and 23rd streets
- 3rd and Marin streets
- 3rd Street and Evans Avenue
- 3rd Street and Williams Avenue
- 3rd Street and Carrol Avenue
- 3rd Street and Gilman Avenue

Important: On Third Street, the side platforms are narrow and customers should be particularly careful when using these platforms.

On the M Line, the accessible stop at San Jose and Geneva avenues has a mechanical wayside lift that elevates customers to the level of the train floor for boarding and exiting. The lift is separated from the boarding island by a gate, and remains in the lowered position when not in use. To use the lift, go through the gate and wait for a train on the lift platform. Locate the control button (on your left when facing the train). When the LRV arrives, push and hold the “up” button to raise the lift. Press the button continuously or the lift will stop. If you are unable to press and hold the button, the train Operator can raise and lower the lift from inside the train. Note that the lift will not operate until the train stops next to the platform.

Important: Wheelchair users and others who need level boarding due to a disability, and who are traveling from downtown to a destination on the J, K, L, M or N line MUST board the first door of the first car of the train.

On these five lines, where disabled access on the street is provided with mini-high platforms or lifts, wheelchair users can only exit from the first door of the first train because of the need to properly align the vehicle with the platform or lift. Be sure to let the Operator know your destination stop in advance so he or she can properly position the train at the accessible platform.



*4th and King Platform*



## access to muni historic streetcars



Muni provides streetcar service on the F Line using historic streetcars from the early to mid-20th century. The fleet includes “PCC” cars that were originally designed under the direction of the Electric Railway Presidents’ Conference Committee to attract riders who were increasingly drawn to bus and auto travel.

Muni currently operates 27 PCCs on the F Line, including three double-ended “Torpedoes” originally purchased by Muni in 1948, 13 cars purchased from

Philadelphia in 1994 and 11 cars purchased from Newark, New Jersey. The cars are painted in tribute liveries representing most of the cities that once operated PCCs, including San Diego, Boston, Philadelphia and many others.

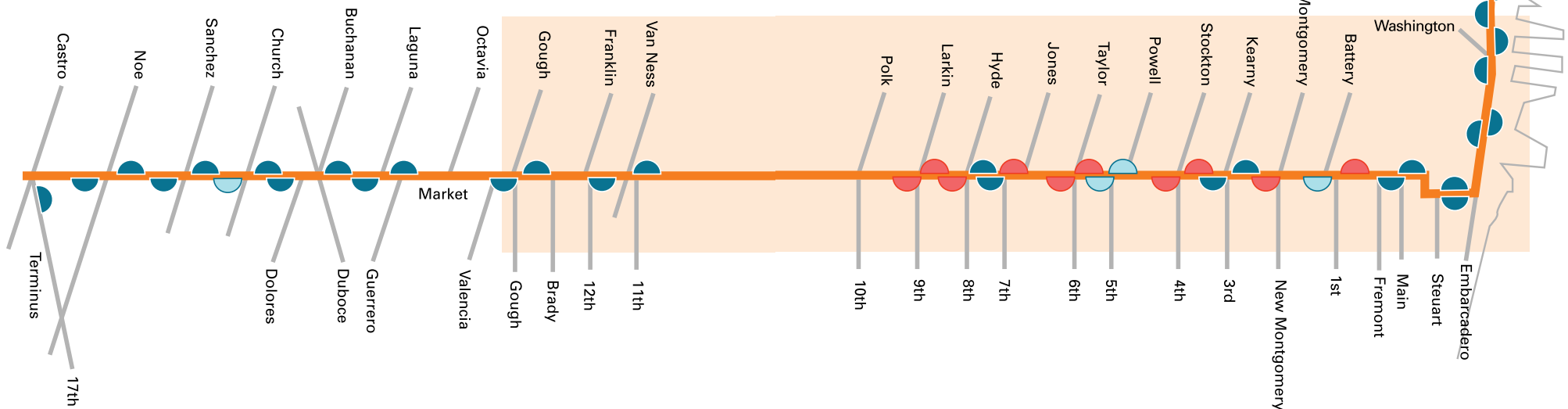
Streetcars from Milan, Italy are also part of Muni’s historic fleet. The cars are called “Peter Witt” cars because their design is based on one that Cleveland Transit Commissioner Peter Witt created for faster passenger boardings. Nine of these cars are currently in service.

The fleet also includes 10 antique streetcars from around the world that run primarily on The Embarcadero between Fisherman’s Wharf and the Ferry Building. More information on the historic fleet is available at the Market Street Railway website, [www.streetcar.org](http://www.streetcar.org).

All of the PCCs have been refurbished and modified to provide two wheelchair stationing areas with stop request buttons. The antique street cars, including the Milan cars, do not have stop request buttons or stationing areas, but there is plenty of space at the rear of the vehicle to position a wheelchair. (All stops along The Embarcadero, and on Market Street between Van Ness Avenue and Castro Street, include an accessible wayside

boarding platform. Between Van Ness Avenue and Steuart Street, accessible stops are located at key locations along lower Market Street. Traveling inbound on Market Street, there are wayside platforms at 7th, 3rd and Main streets and Don Chee Way. Outbound on Market Street, wayside platforms are at Don Chee Way, Drumm, Kearny and Hyde streets and Van Ness Avenue.

Four accessible F Line stops have mechanical lifts to raise the passenger to the level of the car floor. The lifts are located at inbound stops at Market and Church streets, Market and 5th streets, and at the outbound stop adjacent to Hallidie Plaza.



## Muni F Line

- Wheelchair-accessible wayside platforms
- Wheelchair-accessible boarding Islands with lifts
- Non-accessible boarding locations
- Detail area shown on pages 32–33

Map not to scale.

Map of Muni F Line from 17th and Castro streets to Jones and Beach streets showing accessible wayside platforms and lifts (highlighted region displayed below in greater detail)



## Boarding and Exiting at Wayside Platforms

Customers should use the ramp to the wayside platform to wait for a streetcar. When the streetcar arrives, the Operator will deploy a portable bridge plate between the car and the platform to allow you to cross into the car. Immediately upon boarding, let the Operator know your destination stop and whether you need help with the securements. Proceed to one of the securement areas.

## Boarding and Exiting at Wayside Lifts

Wayside lifts are separated from the boarding island by a gate which remains in the lowered position when not in use. To use a lift, go through the gate and wait for a streetcar on the lift platform.

Locate the control button (on your left when facing the car). When the street car arrives, push and hold the up button to raise the lift. You must press the button continuously or the lift will stop moving. Customers who are unable to press and

hold the button may ask the streetcar Operator to raise and lower the lift from inside the car. Note that the lift will not operate until the train stops next to the platform.

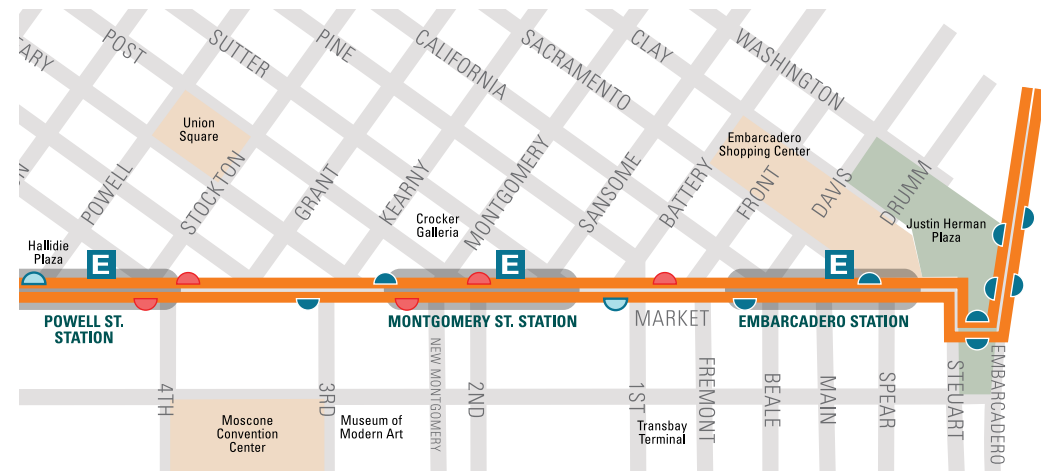
When the lift reaches the level of the streetcar floor, the Operator will open the vehicle door, and then open the gate between the lift and the streetcar. The gate will not open unless the lift is completely raised.

The Operator will then place a bridge plate to allow you to cross from the lift into the streetcar.

When exiting the streetcar at a wayside lift, the Operator will raise the lift from inside the vehicle, open the vehicle door and the lift gate then deploy the bridge. Once on the lift platform, press the down button continuously until the platform has lowered completely. Be sure the lift is completely lowered before opening the gate. Please let the streetcar Operator know if you cannot press the button to lower the lift.

*For additional information about accessibility on the F line, visit SFMTA Accessible Services online, call the San Francisco 311 Customer Service Center or visit [www.311.org](http://www.311.org).*

Map of F Line in lower Market Street from Market and Gough streets to The Embarcadero showing historic streetcar, Metro / BART Stations, elevators, accessible wayside platforms and lifts.



Map not to scale.



## sfmta multimodal accessibility advisory committee

The SFMTA Multi-Modal Accessibility Advisory Committee (MAAC) is a group of seniors and people with disabilities members provide input on the accessibility of all aspects of SFMTA's services, including pedestrians, bicycling, transit, traffic and parking.

Do you have ideas about transportation services in San Francisco? Here's an opportunity to help! The San Francisco Municipal Transportation Agency is looking for people to serve on its Multimodal Accessibility Advisory Committee.

The SFMTA MAAC is looking for representatives from organizations and individual community members who are interested in actively working to improve transit accessibility. The SFMTA invites you to participate in the next MAAC meeting. The committee meetings are held on the third Thursday of every month from 1:00 p.m. to 3:00 p.m. at the San Francisco Municipal Transportation Agency's offices on the third floor of 1 South Van Ness (at the intersection of Market Street and Van Ness Avenue).

Prior to the meeting, you may review the previous meeting's agendas and minutes that are posted at [www.sfmta.com/maac](http://www.sfmta.com/maac).

Minutes and agendas of MAAC meetings are available in alternative formats upon request. American Sign Language interpretation, a sound enhancement system and real-time captioning are also available upon request.



# Paratransit

San Francisco Paratransit is a van and taxi program for people unable to independently use public transit because of a disability or disabling health condition. Since 1990, the Americans with Disabilities Act (ADA) has required all public transit agencies to provide paratransit services to eligible individuals. SFMTA has provided paratransit services since 1978, long before it was required by the ADA. SFMTA contracts with a Paratransit Broker to manage the service. The Paratransit Broker contracts with van and taxi companies to provide transportation.

## Who is eligible for paratransit services?

You are eligible to use paratransit services if you fall into one of the following categories:

- You are unable to use the fixed route system
- You are unable to independently board, ride or disembark from an accessible bus, train or streetcar some or all of the time
- The fixed-route system is not accessible



- You are functionally able to use public transit independently, but there are no accessible vehicles on the route that service your particular destination
- You are not able to get to or from the system
- You are able to use accessible transit but you are unable to access it, due to physical or environmental barriers

## How do I apply for paratransit?

If you are unable to independently use public transit some or all of the time due to a disability, you may submit an application for ADA Paratransit service. To get an application you may:

- Phone the San Francisco Paratransit Program office at 415.351.7050 (TTY 415.351.3942)

- Pick up an application at the Paratransit office (68 12th Street), Monday through Friday, 9 a.m. to 4:45 p.m.
- Download the application from [www.sfparatransit.com](http://www.sfparatransit.com)

To obtain an application in an accessible format or in a foreign language or for a referral for help in completing the application, please call the paratransit office at 415.351.7050.

### What types of paratransit service are provided in San Francisco?

Three types of service are provided:

- SF Access Van Service: SF Access provides pre-scheduled, door-to-

door ADA-compliant van services. SF Access is a shared-ride service. SF Access customers must make a reservation from one to seven days before the day of the trip and service is provided within one hour of the requested pick-up time.

- Taxi Services: Paratransit taxi is the same curb-to-curb taxi service that is available to the general public. This is not an ADA-mandated service, but many customers find that it better meets their transportation needs. Paratransit taxi service is not available to most new customers at this time. Some exceptions are made for wheelchair users, those needing kidney dialysis and people over 79 years of age.



Paratransit van in service

# shop@round

- Group Van Service: Group Van is a pre-scheduled van service providing door-to-door transportation to groups of ADA-eligible customers attending specific agency programs such as senior centers or work sites.

provide input on the paratransit program. The Executive Committee of the PCC meets regularly to discuss and provide input to SFMTA on paratransit services. To become involved, call SFMTA Accessible Services at 415.701.4485 (TTY 415.701.4730).

### Additional Services:

“Shop-Around” van and taxi services are provided through SF Paratransit to transport people to and from the grocery store. The “Shop Around Shuttle” is a van service that takes groups of up to seven passengers to and from preselected stores on a weekly basis. Taxi service provides passengers with a designated allotment of taxi vouchers for use in going to and from the grocery store. For more information on The Shop Around Shuttle, please call 415.357.7094.

You do not need to be qualified for Paratransit use to use these services.

### The Paratransit Coordinating Council

SFMTA has a long history of community involvement with paratransit services. The Paratransit Coordinating Council (PCC) is an advisory body for customers, service providers, social service agency representatives and others to

### During what hours are San Francisco paratransit services provided ?

Paratransit van and taxi services are provided 24 hours a day, seven days a week, 365 days a year.

### What is the geographical area served by San Francisco Paratransit?

Service is provided within San Francisco, to Treasure Island and to the northernmost part of Daly City in San Mateo County. To determine if your destination is in the San Francisco Paratransit service area, please call the Paratransit Office at 415.351.7000.

Service from the East Bay into San Francisco is provided by East Bay Paratransit, and service from San Mateo County into San Francisco is provided by Rediwheels. The numbers for these providers are listed below.



**How do I use paratransit if I am a visitor to San Francisco?** (BART/AC Transit Paratransit) 510.287.5000

ADA-certified persons who are visiting from outside San Francisco will be served by San Francisco Paratransit. For more information, please call the Paratransit office in advance of your visit. For ADA-certified visitors from outside the Bay Area, eligibility will be valid for up to 21 days in a rolling twelve-month period. Visitors needing service for longer than 21 days will need to apply for Bay Area ADA Paratransit eligibility.

MV Transportation (415.285.6945) will provide weekend paratransit service to newly arrived visitors but visitors must contact San Francisco Paratransit (415.351.7050) on the next business day to register for visitor services.

**Regional Paratransit**

Paratransit services are an important part of the Bay Area’s regional transportation system. For individuals who are paratransit eligible, each local transit operator provides paratransit services that are comparable to the fixed-route services in the area.

Please contact the following local paratransit providers directly for more information or to arrange a trip.

**East Bay Paratransit**

**Whistlestop Wheels**  
(Golden Gate Paratransit)  
415.456.9062

**Rediwheels**  
(SamTrans Paratransit)  
800.660.4287

**Outreach**  
(VTA Paratransit)  
800.400.3440

Please note that San Francisco Paratransit does not serve any Bay Area airports. Rediwheels serves the San Francisco International Airport and East Bay Paratransit serves the Oakland International Airport.

**Travel Training**

Free travel training is available for individuals who would like to improve their transit skills or gain more experience using the Muni system.

Below is a brief description of the program:

Group Orientation for Travel Training is a regularly scheduled, drop-in information session open to all seniors and persons with disabilities. At these meetings you can:

- Learn how Muni serves customers with disabilities and offers an independent way to travel
- Learn how and where to get Muni information in accessible formats to help plan trips
- Meet other persons with disabilities and seniors who use the Muni fixed-route system. Hear their experiences about using Muni and share your transportation questions with them
- Practice boarding an accessible Muni vehicle
- Sign up for free individualized travel training sessions

If needed, transportation to the first group orientation will be provided.



Those unable to attend group training can request to meet with a certified Travel Trainer individually.

Individualized Travel Training is an opportunity to receive one-on-one instruction with a qualified Travel Trainer. The trainers are experienced Muni riders and many are persons who are disabled.

During this travel training you will:

- Meet personally with a Travel Trainer and plan a training program to meet travel goals
- Practice riding Muni while accompanied by a Travel Trainer
- Have a follow-up training session on the Muni system with a Travel Trainer nearby monitoring your travel
- Learn how and where to obtain schedule and route information
- Gain the experience needed to comfortably and safely use Muni



*About the Illustrations*

*Andrew Li is a Chinese-American artist who was born in San Francisco in 1965.*

*His art has been exhibited through out the United States and internationally. He is a prolific artist, and his loose, sketchy drawings reflect his rapid artmaking process. Cityscapes, figures, and machines are the most frequent subject matter in his drawings and paintings. The precise perspective and attention to scenic detail illuminate how Andrew typically sketches from life, incorporating what he observes in San Francisco and in his travels into his artwork.*

*Li has been working in the studio at Creativity Explored since 1990 and is currently a student at San Francisco City College.*





**SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY  
ACCESSIBLE SERVICES PROGRAM**

For Muni route, schedule, fare and accessible services information anytime:  
Visit [www.sfmta.com](http://www.sfmta.com) or contact 311

**311:** 中文 / Español / Français / 日本語 / 한국어 / русский / tiếng Việt / ภาษาไทย / Tagalog

One South Van Ness Avenue | Third Floor | San Francisco, CA 94103  
415.701.4485 | TTY 415.701.4730 | [www.sftma.com/access](http://www.sftma.com/access)