

What is the Needs Assessment?

The Accessibility Strategy Needs Assessment looks at four areas: Streets, Muni, Paratransit, and Taxis. The Needs Assessment explains the SFMTA's current accessibility-related work and identifies opportunities to further improve access.

What is Paratransit?

SF Paratransit provides over half a million trips every year for people who can't use Muni independently. We provide ADA paratransit, travel training, taxi discount programs, and trips for shopping and recreation.

Mobility Management Needs

Our Mobility Management program helps people with disabilities and older adults more easily access paratransit and other transportation services.

1. More Effective Travel Training:

Continue diversifying the types of materials and trainings we offer and aim to reach more people.

2. No Wrong Door Approach:

Customers have needs beyond transportation, such as housing and healthcare. We should keep building relationships with other service providers.

3. Support Community Health:

Many people use paratransit to attend medical appointments and other essential needs. We should continue to center community health.

4. Outreach to Non-English Speakers:

More engagement is needed to reach everyone who could benefit from Paratransit services.

Capital Project Needs

We make capital investments to maintain and improve paratransit service and infrastructure.

1. Electric Vehicles:

Our paratransit fleet must transition to 100% electric vehicles over the next 20 years.



2. New Paratransit Facility:

We must move to a new facility that supports the transition to electric vehicles by 2034.

3. Tech Investments:

Invest in technologies that improve safety and efficiency.

Financial Needs

Our services should be affordable for customers and cost-effective to produce.

1. Cost Effective Alternatives:

Keep offering cost-effective alternatives to traditional paratransit services.

2. Fare Assistance:

Continue providing fare assistance for paratransit riders who have difficulty paying their fares.

3. Clipper Card Payments:

Continue supporting the adoption of Clipper Card payments on paratransit.

4. Fair Fare Policy:

Keep paratransit fares the same as regular Muni fares.

Eligibility and Enrollment Needs

Our eligibility and enrollment processes should be easy for customers to navigate.

1. Regional Eligibility Coordination:

Continue working with Bay Area paratransit providers to make it easy and affordable for customers to travel around the region.

2. Improved Enrollment Processes:

Make it easier to sign up for paratransit services.

3. Support for Applicants:

Address the need for services between the time of ADA paratransit application submission and approval.

4. Online Scheduling:

Keep improving the online booking and payment experience.

Service Performance Needs

There are opportunities to improve the quality of paratransit services.

1. Same Day Reservations and Chained Trips:

Explore funding to support more flexible paratransit service.

2. Community Partnerships:

Continue involving the community in developing services.

3. Staff Recruitment and Retention:

Continue offering competitive pay and career advancement to employees who provide high-quality service.

4. Regional Service Coordination:

Improve efficiency for trips crossing county lines.



Learn More About Our Accessibility Strategy

www.SFMTA.com/projects/Accessibility-Strategy

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