



SFMTA

SFMTA's Services for Seniors and People with Disabilities

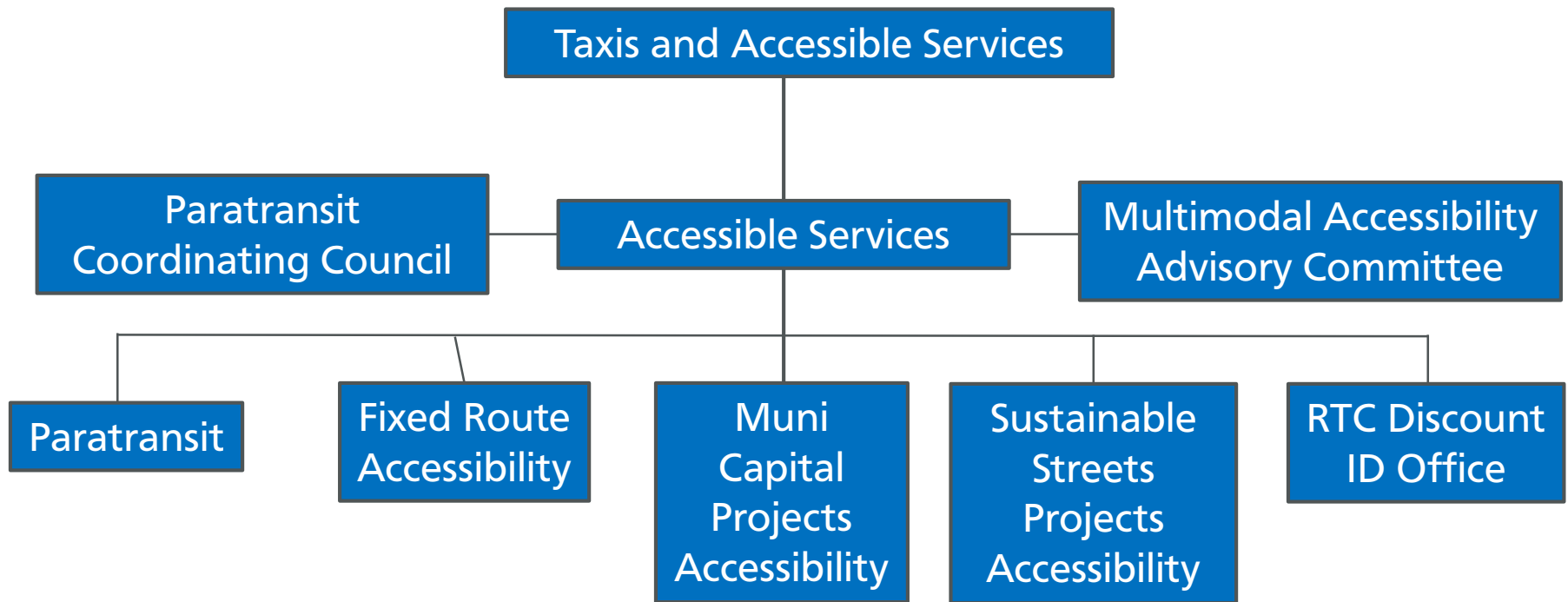
San Francisco Municipal Transportation Board

July 17, 2018

SFMTA's Commitment to Access



Structure of Accessible Services Program



SF Paratransit Program

- Oversees City's ADA Paratransit program
 - Administered through a Contract with Transdev
 - Service Quality Monitoring
 - ADA Eligibility Certification
 - Customer Interface
 - Fare Media Sales
 - SF Access Van service
 - Subcontracting of other Transportation Services
 - Completed 775,000 trips to 13,000 riders in FY17



SF Access and Group Van Service

SF Access

- Traditional ADA service – prescheduled, door-to-door shared van
- 85% on time performance rate
- Completed 235,000 trips including 71,000 wheelchair trips in FY17



Group Van Service

- Group transportation to/from single location
- Four service providers, including three non-profits
- Completed 189,000 trips in FY17

Paratransit Taxi Services



- Same day, general public taxis, includes 40 wheelchair accessible taxis
- All taxis required to participate
- Taxi debit card provides fare payment mechanism and allows trip monitoring
- 290,000 trips completed, including 9,100 trips for wheelchair users, in FY17

Additional Community Based Van and Taxi Services



Shop-a-Round Program

- Door to door services to grocery stores for seniors and people with disabilities
- ~4,200 trips projected to be provided in FY18

Van Gogh Shuttle

- Provides group transportation to seniors and people with disabilities to cultural and social events to reduce social isolation
- ~500 trips projected to be provided in FY18



 **San Francisco Paratransit**

"Paratransit Plus"
Not Valid for ADA Paratransit

Name Jill Smith
ID 150622

Expires: 12/31/2013

1011 0168 7816 1864

Paratransit Plus

- Provide a limited value taxi debit card (\$60 per month) to individuals who do not qualify for ADA paratransit but benefit from assistance for certain trips

New Technology

- E-hail technology to allow paratransit taxi users to hail a taxi through their smartphone device
 - Ability for wheelchair users to request ramp taxis



- Web-based interfaces will allow customers to:
 - pay monthly allotment and check taxi trip history
 - manage trips on SF Access and Group Van service

Fixed Route Accessibility

- **Oversee accessibility of the Muni fixed route system**
 - Accessible Vehicles & Services
 - Transit Operator ADA & Sensitivity Training
 - Customer Interface - ADA Complaints & Commendations



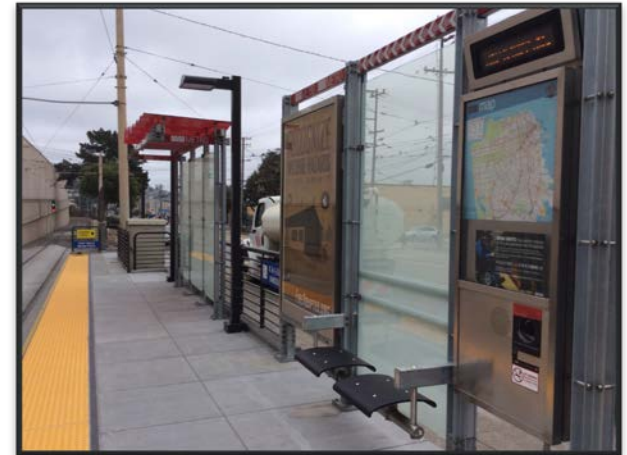
Regional Transit Discount ID

- Regional Transit Connection (RTC) Clipper Card allows discounted fare payment at all participating Bay Area transit agencies
 - RTC users can also qualify for Free Muni program



Capital Project Accessibility

- Provide ADA technical assistance with capital projects
 - Accessible Key Stops/Station Improvements
 - Vehicle Procurements
 - Van Ness BRT
 - Central Subway
 - Pedestrian Safety Improvements
 - Elevator upgrades and additional new elevators for redundancy



Accessibility and Sustainable Streets



Guidelines for Accessible Building
Blocks for Bicycle Facilities



SAN FRANCISCO
PLANNING
DEPARTMENT

- Provide ADA technical assistance for Sustainable Streets projects
 - Complete Streets Design
 - Bicycle safety improvements,
 - Traffic calming
 - Accessible Parking
 - Vision Zero
 - Audible Pedestrian Signals
 - Bicycle Infrastructure
 - Liaison to Mayor's Office on Disability and Public Works

Pedestrian Safety

- Increasing signal crossing time citywide
 - from 3.5 feet to 3 feet per second
 - Aligns with Aging and Disability-Friendly SF



- Safer Streets – New program proactively targeting traffic calming in areas serving seniors and people with disabilities
- Significant ongoing efforts to meet goals of Vision Zero – targeting high injury corridors

Accessible Bike Lane Charrette

Organized by Vision Zero Senior and Disability Workgroup

- Participant: SFMTA, DPW, MOD, Bike Coalition, Walk SF, Oakland DOT, Disability Community

Goals:

- Ensuring “**universal design**” for bikeways
- Breaking down silos between interest groups
- Ensuring safety on and adjacent to bikeways

Recommendations:

- Preference for raised infrastructure across the bike lane
- Visible, predictable crossings with signs
- Detectability for bike/pedestrian separation should be provided through alternative materials other than tactile domes

Next step:

- SFMTA sharing new protected bike lane **designs concepts** with Vision Zero Senior and Disability Workgroup for feedback

Outreach: Mobility Management

- Provide programs and services to educate seniors and people with disabilities to make transportation choices
- Formed a diverse steering committee to guide program development and community engagement
- Partnerships with Dept. of Public Health and Office on Aging and Adult Services to tailor transportation services to customers' needs



Community Advisory Committees



Paratransit Coordinating Council

- Comprised 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

- Comprised of seniors and individuals with disabilities
- Advises SFMTA on accessibility issues concerning Muni fixed route service and bicycle/pedestrian projects

