



## Increasing Accessibility for All

By Estefani Morales-Zanoletti

For people living with disabilities, an accessible transportation system is vital to getting out and about. One in ten San Francisco residents has a disability and 27 percent of those residents ride public transportation daily. With so much need, the streets of San Francisco must be safe and accessible. The SFMTA has a goal of making public transportation equitable and continually looks for ways to improve access to our transit system to all residents, including those with disabilities.

With this goal in mind, the Van Ness Improvement Project has explored ways to make the corridor more accessible and safer for those with disabilities using the new Bus Rapid Transit system. In the project planning process, the project team met with Lighthouse for the Blind, the Independent Living Resource Center San Francisco, the California Council for the Blind, Independent Living Resource Center and others, to discuss ways the Van Ness Improvement Project could be made more

accessible for people with disabilities.

The final design for the project includes features that will make it easier for people with disabilities to navigate the corridor, safer to cross streets and make the Bus Rapid Transit system an enjoyable ride for all customers.

Among its many improvements, the project will include the installation of new pedestrian countdown signals at all intersections to let people walking know how much time is left to cross and Accessible Pedestrian Signals, providing traffic signal information audibly for pedestrians who are low vision. Traffic signal timing will also be increased for these countdown signals at all Van Ness crossings. This new pedestrian crossing timing will extend crossing times making them easier for people to safely reach their destination.

For those who cannot cross Van Ness in in one signal phase, thumbnail-shaped pedestrian refuges will be installed at the median so that people walking will have a

safer place to rest between signal phases.

Another feature that will help decrease the exposure to traffic for people crossing the street are extended sidewalks, also called "bulb-outs." Bulb-outs will be installed at most intersections on Van Ness Avenue. Bulb-outs increase visibility for people walking a shorten crossing distances. Critically, these bulb-outs also slow drivers down when they make a turn, which will improve safety.

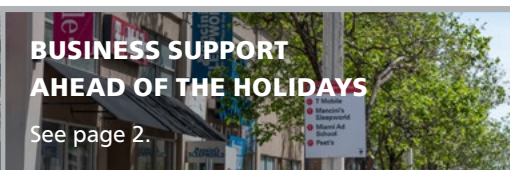
Other improvements coming to Van Ness include installation of "zebra-striped" crossing, also known as continental crosswalks. These will also make people crossing the roads more visible to drivers. Larger signal lenses will be installed along Van Ness Avenue, increasing lens sizes from 8 inches to 12 inches. This will make traffic signals more visible to drivers.

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### NEW MUNI LINES FOR CHASE CENTER

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### BUSINESS SUPPORT AHEAD OF THE HOLIDAYS

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### SCHEDULE UPDATE

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Safety improvements are making Van Ness more accessible.

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Roland Wong, a member of the SFMTA Multimodal Accessibility Advisory Committee expressed his enthusiasm for the upcoming increase in accessibility, "I look forward to smooth bus service on Van Ness Avenue without being stuck behind vehicle traffic with buses having their own dedicated lanes. Seniors and people with disabilities will feel safer when using the new BRT boarding islands with the shorter crossing distance and more time to cross."

For people with disabilities, improving visibility, providing longer crossing times, and other improvements, will provide safer access while traveling along Van Ness Avenue. These are just some of the changes that are underway to upgrade the historic corridor to improve accessibility and safety for all who travel on Van Ness.

## You Asked!

How can I get support for my business on Van Ness Avenue during construction?

The SFMTA can provide help with day-to-day housekeeping issues, with loading needs, and with additional signage for businesses impacted by construction. One-to-one business support is also available to businesses once they complete a simple intake form with the Mayor's Office of Workforce and Economic Development (OEWD). OEWD will then assess the most appropriate technical support to provide directly to the business: legal services, financial assistance, training and technical assistance, legal assistance and/or grant and loan programs. To get this process started, please contact Jada Jackson with OEWD at [Jada.Jackson@sfgov.org](mailto:Jada.Jackson@sfgov.org) or via phone at 415.554.6477.



Jada Jackson is a Lead Project Manager for the Office of Economic and Workforce Development. She serves as the liaison between city agencies and businesses during construction on Van Ness. Jada is a San Francisco native, she graduated from the University of San Francisco with a Bachelor of Public Administration and has worked for the City & County of San Francisco for 14 years.

## Get your business ready for Holiday Shopping Season



The winter holiday season is upon us and Van Ness Improvement Project is supporting businesses preparing for holiday shoppers and experience-seekers. Assistance for businesses includes:

- Establishing loading zones
- Providing signage for businesses
- Coordinating advertising opportunities on Muni buses

Interested businesses are encouraged to contact project staff. The project team is also working to make sure the corridor is looking its best during this busy time. To report cleanliness or construction-zone housekeeping issues. Please contact the Van Ness Improvement Project team at [VanNessBRT@SFMTA.com](mailto:VanNessBRT@SFMTA.com) or 415.624.2310.

VAN NESS

IMPROVEMENT PROJECT

NEWSLETTER IS PRODUCED BY  
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This civic improvement project on Van Ness Avenue from Aquatic Park to Mission Street provides transportation upgrades, including San Francisco's first Bus Rapid Transit system, a globally proven solution to improve transit service and address traffic congestion; utility maintenance, including street repaving, sewer, water and emergency firefighting water system replacement; and civic improvements, including streetlight replacement, new sidewalk lighting, landscaping and rain gardens.

All images by SFMTA unless otherwise noted.

**311 Free language assistance** / 免費語言協助 / Ayuda gratis con el idioma / Бесплатная помощь переводчиков / Trợ giúp Thông dịch Miễn phí / Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 / Libreng tulung para sa wikang Filipino / การช่วยเหลือทาง ด้านภาษาโดยไม่เสียค่าใช้จ่าย / خط المساعدة المجاني على الرقم

# New Muni service for Chase Center on Van Ness

Over the next year, Chase Center will host over 200 events. Chase Center is the new 18,064-seat home of the Golden State Warriors, concerts and conferences. Public transit is the fastest, most reliable and least expensive way to get to Chase Center. As a special bundling partnership, all Warriors fans and concert-goers can ride Muni for free to Chase Center. Your event ticket is your

Muni fare, so you'll be able to ride Muni all day (excludes cable car).

With the new entertainment center comes dedicated Muni service lines, the 78X and 79X. The new 79X Van Ness Arena Express will run from the existing bus stops along the Van Ness corridor. Also serving the Chase Center is the 78x 16th Street Arena Express, running to and from 16th and Mission streets.

These lines run approximately 2.5 hours before the start of any Chase Center event, and for half an hour afterward the event ends.

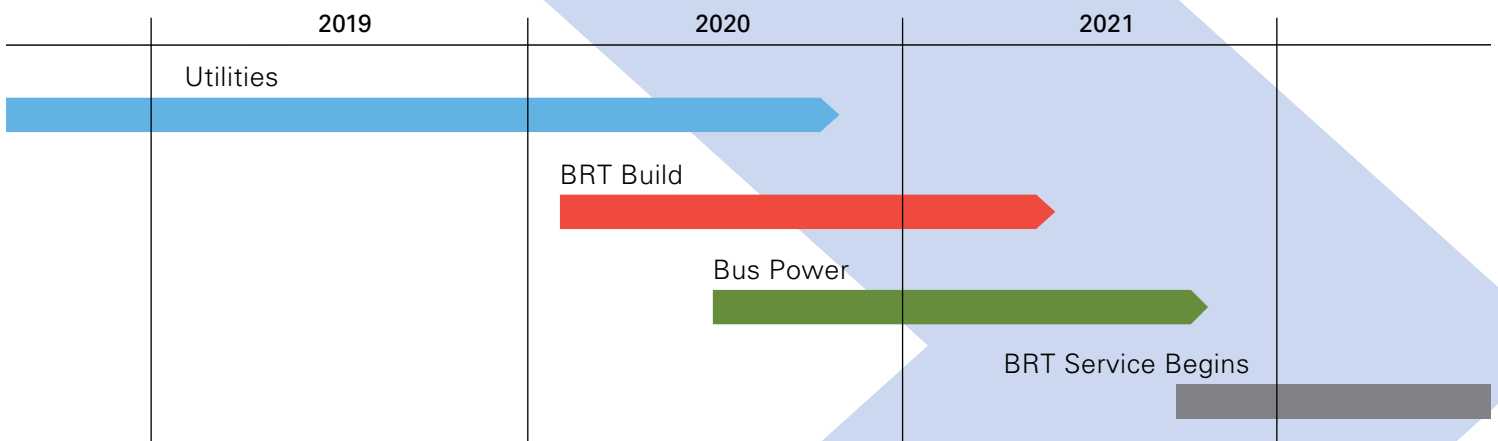
At the end of Chase Center events, both routes will drop off at 16th Mission BART stations, and the 79X Van Ness Arena Express will continue on to make stops along Van Ness Avenue beginning at Mission and continuing to North Point.



New 79X Muni shuttle service line takes customers to Chase Center.

## Project Schedule

Originally planned to open in 2019, delays have set back the projected opening to mid-2021. Project staff continues to implement tactics to reduce the project's delay with consideration for San Francisco residents and businesses.



The Van Ness Improvement Project schedule above shows each phase of construction: Utilities include installing an electrical duct bank and replacing underground sewer and water systems, as well as a segment of the emergency firefighting water system to ensure reliable operation, new street and sidewalk lighting, sidewalk and roadway restoration; BRT Build includes building red center-running Bus Rapid Transit lanes, station platforms and medians; Bus Power includes building new sidewalk extensions, installing new overhead bus-power wires, painting crosswalks and training operators. Project staff is working to reduce delays in the schedule.



## Community Drop-In Office Hours

**Tuesdays, 2:00 p.m. - 4:00 p.m.**

**Fridays, 10:00 a.m. - 12:00 p.m.**

**(Excluding holidays)**

**180 Redwood Street, Suite 300  
(near Van Ness and Golden Gate)**

Have a question about construction or the Van Ness Improvement Project? Stop by our Community Drop-In Office Hours at our Field Office to get assistance from project staff.

To find out more and sign up for updates about the Van Ness Improvement Project, go to [SFMTA.com/VanNess](http://SFMTA.com/VanNess)

For questions or comments, contact us at [VanNessBRT@SFMTA.com](mailto:VanNessBRT@SFMTA.com) or 415.646.2310.

如有疑問或需要免費語言協助，請發電子郵件至 [VanNessBRT@SFMTA.com](mailto:VanNessBRT@SFMTA.com) 或致電415.646.2310。

Si tiene preguntas o para servicio gratis para el idioma, póngase en contacto con [VanNessBRT@SFMTA.com](mailto:VanNessBRT@SFMTA.com) o 415.646.2310.

**[SFMTA.com/VanNess](http://SFMTA.com/VanNess)**



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