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Jeffrey Tumlin, Director of Transportation

SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY MULTIMODAL ACCESSIBILITY ADVISORY COMMITTEE

MINUTES OF REGULAR MEETING

Thursday, November 21, 2024

In person: 1 S. Van Ness Ave Rm 3074

Via Video Conference:

Dial Toll Free: (699) 900-6833

Zoom Meeting ID: 823 7928 8136

Passcode: 574110

REGULAR MEETING
1:00 PM – 3:00 PM



ORDER OF BUSINESS

1) Call to Order

Meeting called to order at 1:10 pm

2) Attendance

See roll call.

3) Announcements from Members and City Staff

None.

4) Acceptance of the Agenda

Ms. Seretan motioned to accept the agenda and Mr. Catalan seconded the approval of the agenda. **Motion carried.**

5) Acceptance of Minutes from Previous Meeting

Mr. Rosen motioned to accept the minutes, and Ms. Seretan seconded the approval of the agenda. **Motion carried.**



6) Public Comment

None

7) Business of the Afternoon:

A) Safety Equity Initiative

Andrea Contreras, SFMTA's Acting Chief Equity Officer, reiterated SFMTA's zero tolerance policy for harassment and went over reporting procedures. Incidents can be reported by calling 311 or through [SFMTA.com/MuniFeedback](https://www.sfmta.com/MuniFeedback). Harassment incidents are investigated by Security staff, who will follow up with customers if requested.

Ms. Contreras introduced the Safety Equity Strategy to prevent harassment on Muni and pointed out that transit is the second most common place where harassment occurs. Goals for the initiative include addressing and preventing harassment and assault on Muni, complying with state



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legislative requirements, improving coordination with SFPD, and collaborating with community partners to develop community-based solutions. Since August 2022, the agency has improved data collection and reporting and conducted intensive outreach to riders in accordance with state requirements.

Data from a UCLA study indicates that people with disabilities face higher levels of harassment and experience heightened fear while using transit.

Going forward the Initiative will focus on expanded community outreach and on complying with state requirements for data collection and reporting. The plan will develop capital projects, service changes and staffing changes that will enhance safety for customers. The plan is currently being vetted by stakeholders, including MAAC.



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Progress on the initiative will be reported on a quarterly basis.

Mr. Glock encouraged committee members to report incidents of harassment, and to seek help from staff if needed.

Mr. Catalan expressed appreciation for the effort to improve safety for people with disabilities.

B) Goodmaps Wayfinding Technology

Evelyn Tichenor introduced Goodmaps as an indoor digital mapping and accessible navigation company. Goodmaps is accessible in different languages and usable by people with differing abilities. By improving access to transit, it has the potential to increase fare revenue.



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The app uses audio, haptic and visual information to provide directions to users. Ms. Tichenor stated that the app uses computer vision and LiDAR for accurate, real-time turn by turn navigation indoors. He noted that the app is being piloted by Sound Transit and at McArthur BART station.

Ms. Tichenor indicated that it takes 6-8 weeks to fully map a new location. Goodmaps is working with the Lighthouse to raise awareness.

Mr. Catalan asked if the app is available on Android phones and Ms. Tichenor confirmed that it is.

Mr. Catalan asked how the app communicates elevator outages. Ms. Tichenor indicated that the app can be set to receive data feeds from agencies about elevator status. Users can also add points of interest through the app.



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Mr. Frank asked if the app can be used to navigate to bus stops. Ms. Tichenor stated that Goodmaps is developing a way to provide a multimodal journey that should be available to users by midyear next year.

C) UberWAV

Mr. Seth Smith described UberWAV as Uber's affordable accessible van service. UberWAV vehicle drivers are trained by a third-party to safely board and secure wheelchair users. It provides fast and reliable service in San Francisco and other Bay Area counties. The cost for an UberWAV ride is the same as for UberX, and UberWAV trips can be booked through the app like other types of rides. The wait time is less than 20 minutes.

Mr. Glock asked how many UberWAV vehicles are available. Mr. Smith did not know but stated that the inventory meets requirements.



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Mr. Glock asked if UberWAV could be used for airport trips to different counties and Mr. Smith noted that there are no intercounty restrictions.

D) Membership Outreach Update

Mr. Gray had no updates to report.

E) New Member Election

Ms. Rathke reported that the committee did not have a quorum, and that the election would be deferred to a later meeting.

8) Other Business

Mr. Glock proposed that, in keeping with tradition, the December meeting should be canceled. Because there was some interest in holding a December meeting, Mr. Gray



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proposed circulating a draft agenda to assess the level of interest.

9) Adjourn

The meeting adjourned at 2:18 pm. Ms. Marshall-Fricker made the motion to adjourn, and Ms. Pulliam seconded.

Motion carried.