

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 Are Streets Projects?

San Francisco's Streets projects include safe and accessible pedestrian, parking and loading, and cycling infrastructure. San Francisco also works to ensure new forms of transportation, like scooters and bikeshare, have accessible options.

Capital Project Needs

Our Capital Projects build, improve, or maintain San Francisco's streets to enhance accessibility and safety for all users.

1. Better Accessibility Guidance:

Current rules don't cover all the design challenges in San Francisco. We need clearer guidelines to make planning easier and more efficient.

2. Collaboration Among Agencies:

Continue improving the process of working with other agencies to ensure streets are accessible for everyone.

3. Quick Safety Improvements:

Continue creating Quick-Build projects, which are quickly implemented pedestrian and bicycle safety improvements on the Vision Zero High Injury Network.

4. Accessible Pedestrian Signals:

Identify more funding for signals that enable people, especially those who are blind or have low vision, to cross the street safely.

5. More Accessible Parking:

Increase the number of accessible on-street parking spaces.

6. Charging Stations for Mobility Devices:

Charging spots for electric wheelchairs and other devices will help people get around.



Planning & Policy Needs

We develop plans and policies to manage San Francisco's streets and ensure they are accessible to everyone.

1. Learning from Experience:

Continue proactively learning from the lived experience of people with disabilities and older adults.

2. Inclusive Data Collection:

Data collection and evaluation processes must reflect the experiences of people with disabilities.

3. Accessible Ride Hail Services:

Services like Uber and Lyft should be accessible to everyone, and the SFMTA should continue to advocate for this.

4. Adaptive Cycling and Scooters:

Adaptive cycling and adaptive scooter programs can provide more options for people with disabilities.



Learn More About Our Accessibility Strategy

www.SFMTA.com/projects/Accessibility-Strategy

☎ 311 (Outside SF 415.701.2311; TTY 415.701.2323) 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 tulong para sa wikang Filipino

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

☎ 311 (Outside SF 415.701.2311; TTY 415.701.2323) 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 tulong para sa wikang Filipino



SFMTA

Accessibility Needs Assessment

Key Takeaways: Taxis

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 Are Accessible Taxis?

All San Francisco taxis are required to participate in the SF Paratransit Program. The San Francisco taxi fleet includes wheelchair accessible "ramp" taxis.

Taxi Needs

Taxis are a key component in providing accessible, affordable, same day on-demand service to seniors and individuals with disabilities in San Francisco.

1. Accessible Taxi Stands:

More accessible taxi stands are needed to ensure everyone can use taxi services.

2. Ramp Taxi Availability:

Evaluate whether our current ramp taxi incentives are ensuring good service for wheelchair users.

3. Inclusive Taxi Policies:


Continue centering accessibility in the development of new taxi policies and programs.





Learn More About Our Accessibility Strategy

www.SFMTA.com/projects/Accessibility-Strategy

 311 (Outside SF 415.701.2311; TTY 415.701.2323) 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 tulong para sa wikang Filipino



SFMTA

Accessibility Needs Assessment

Key Takeaways: Muni

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 makes Muni accessible?

Accessible and reliable transit service is especially important for people with disabilities and older adults. Older adults and people with disabilities are more likely to take Muni and many rely on Muni for independence.

Capital Project Needs

Capital projects ensure Muni is physically accessible to people with disabilities.

1. Accessible Vehicles:

Our collaboration with riders has led to new accessibility features on Muni buses, and ongoing feedback is essential.

2. Reliable Elevators and Escalators:

We need funding to ensure the reliability and cleanliness of elevators and escalators serving Muni Metro stations.

3. Accessible Rail Stops:

Build more accessible rail stops to better serve riders using mobility devices.

4. Improved Signage:

Improve signs at stops and stations for better navigation, especially for customers who are blind or low-vision.

5. Better Bus Shelters:

Add more shelters with seating, lighting, and real-time information to stops that see a lot of use.

6. Upgrade Flag Stops:

Continue removing private vehicle parking in front of bus stops to make boarding safer.



Continued →

Service Planning and Policy Needs

We develop plans and policies to ensure that Muni services and programs are accessible to everyone.

1. Accessibility in Planning:

Continue improving transit access for seniors and people with disabilities by addressing issues such as crowding, reliability and stop spacing.

2. Affordable Muni:

Muni should remain affordable for older adults and people with disabilities, including free fares for those with lower incomes.

3. Staff Training Refreshers:

Develop recurring accessibility focused training sessions for Muni staff.

4. Custom Trip Planner:

Collect and integrate data, like the accessibility of individual stops, to improve trip planning options.

5. Clear Service Information:

Clearly communicate Muni schedules and changes in accessible formats.

6. Community Collaboration:

Continued community input is vital to ensure Muni services are accessible.



Learn More About Our Accessibility Strategy

www.SFMTA.com/projects/Accessibility-Strategy

☎ 311 (Outside SF 415.701.2311; TTY 415.701.2323) 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 tulong para sa wikang Filipino