



Mobility for All

SPUR – Accessibility
in Transportation

Presented by: Naomi Armenta

July 31, 2019



Context

Needs

Projects

Inclusion

WHY DO WE ALWAYS TALK ABOUT PARATRANSIT??

- What do we mean by disability?
- What is paratransit?
- Follow the trips, follow the money



Table 9. Fiscal Year 2012-13 Trips on Senior and Disabled Transportation in Alameda County⁷⁵

Provider	ADA mandated	Door-to-Door (non ADA)	Taxi	Specialized Van	Group Trips	Shuttle	Volunteer Driver
Alameda			939		500	5,087	
Albany			454		4,284		
Berkeley			8,372	643			
Emeryville		3,638	177		6,942		
Fremont		15,280			4,940		
Hayward		2,852	5,119	6,144	4,896		
Newark		5,021					
Oakland			18,864	15,027			
Pleasanton		10,790				2,696	
San Leandro		368				17,086	
LAVTA	45,704						
Union City	21,741						
EBP	716,681						
Alzheimer's Services of the East Bay (North, Central, and South County)				12,496			
Bay Area Outreach & Recreation Program (Countywide)					121		
VIP Rides (South County)							5,289
Senior Helpline Services (North County)							73
Senior Support Program of The Tri Valley (East County)							2,022
Tri-City Taxi (South County)			3,878				
Central County Taxi (Central County)			4,567				
TOTAL	784,126	37,949	37,251	34,310	21,683	24,869	7,384
Percent of Total	82.3%	4.0%	3.9%	3.6%	2.3%	2.6%	0.8%

NEEDS ASSESSMENTS

- Affordability
- Access to on-demand transportation, esp. accessible
- Concern if new technologies will be helpful/ accessible
- Timing – evenings, weekends, frequency
- Reliability
- Access to medical appointments
- Transfers between providers and modes
- Geography
- Access to information
- Safety
- Sidewalk condition etc.



METROPOLITAN TRANSPORTATION COMMISSION



Assessment of Mobility Needs of People with Disabilities and Seniors in Alameda County



June 2017



CONTRA COSTA
COUNTY, CALIFORNIA



CONTRA COSTA
transportation
authority



Needs Assessment Study
of West County Measure J-Funded Services for
Seniors and People with Disabilities



FINAL REPORT

February 2018

Prepared by
NELSON
NYGAARD

TCRP REPORT 204: PARTNERSHIPS BETWEEN TRANSIT AGENCIES & TNCs



In partnership with



TRANSPORTATION RESEARCH BOARD

Partnership Playbook

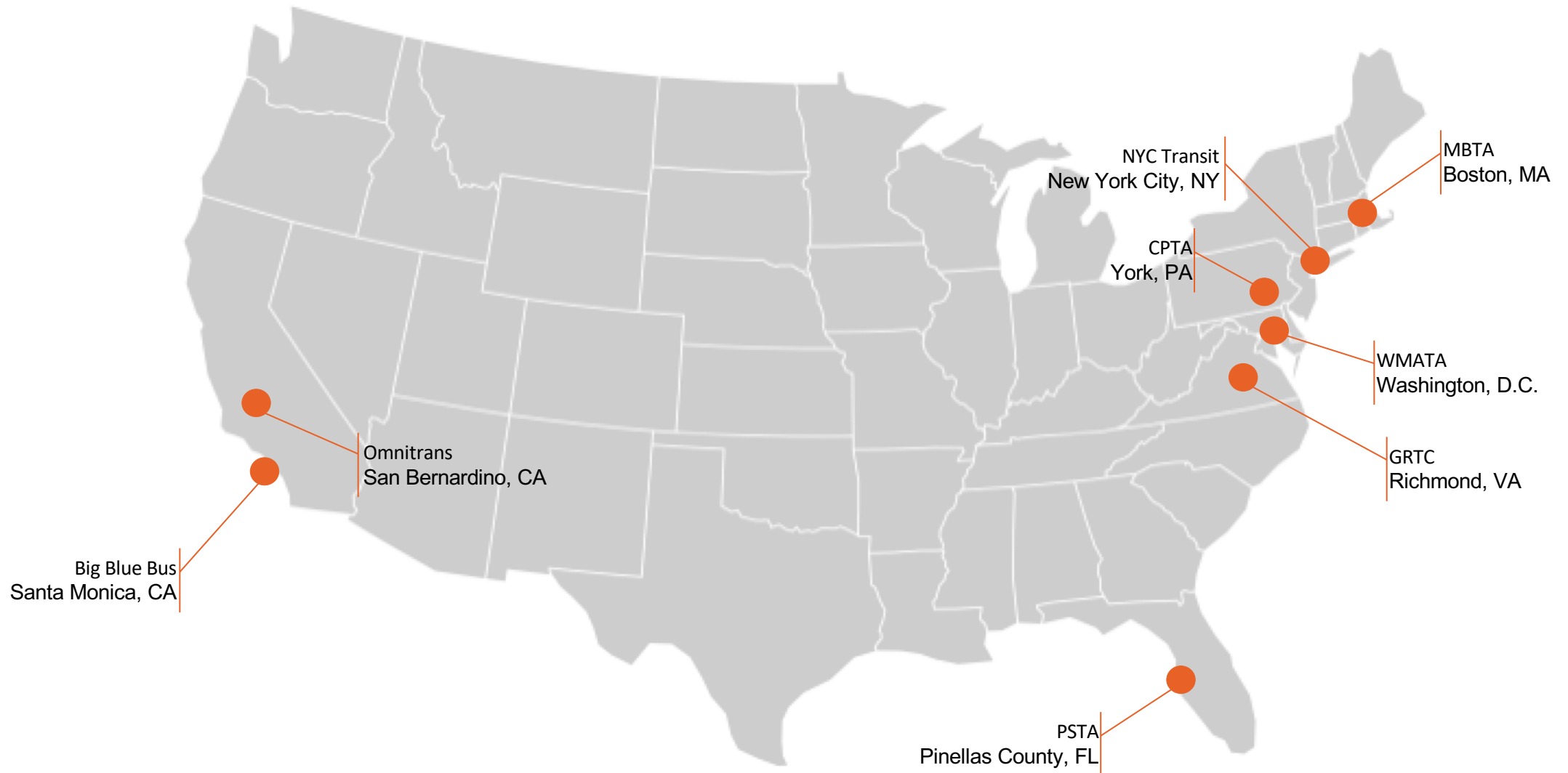
Informed Decision Making for Transit Agencies Interested
in Partnering with TNCs

As Excerpted from TCRP Report 204

Authored by  in partnership with 

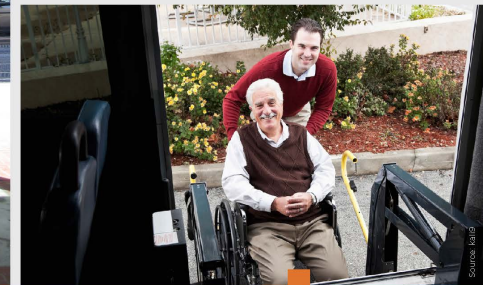
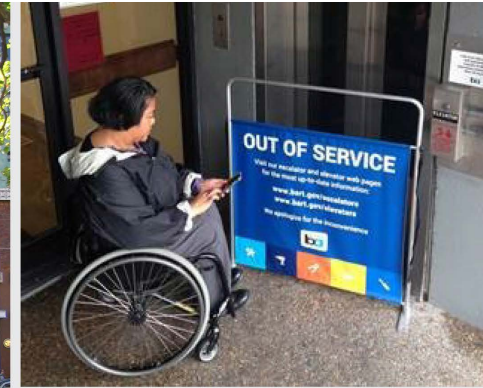


40% TARGET CUSTOMERS OF PARATRANSIT



BART STATION ELEVATOR MITIGATION PLAN

- 48 stations, 95 passenger elevators
- Connections to Muni Metro, Amtrak, Caltrain, OAK Airport, SFO
- What should passengers do when an elevator they need is broken?
- How can passengers best get the information they need?



BART ELEVATOR OUTAGE GUIDE

June 2019

San Francisco Bay Area
Rapid Transit District



BART Stations	AssetID	Name/Location of Elevator	Station Address	City	Type of Elevator	MaximoID	Station Code
Powell St.	M30-54	STREET ELEVATOR	Market St and Powell St. St, San Francisco, CA 94102	San Francisco	Street to Concourse	10001545	M30
Powell St.	M30-55	PLATFORM ELEVATOR	Market and Powell St. Streets, San Francisco, CA 94102	San Francisco	Concourse to Platform (Both Muni and BART)	10001605	M30

Station Characteristics	Type of Platform	Scenarios: Street to Concourse (1), Concourse to Platform (2), Street to Platform (3) N/A (4)	Train Direction	Location inside/outside of paid area	Online Information	Paired Station	Bus Providers	ADA Paratransit Provider
Concourse is one-level below street. Platform located three-levels below street.	Single Platform		1 N/A	Outside of paid area	http://www.bart.gov/stations/mont/accessible		SFMTA	San Francisco Paratransit
Concourse is one-level below street. Platform located three-levels below street.	Single Platform		2 Fremont	Outside of paid area	http://www.bart.gov/stations/powl/accessible	Montgomery (Pair)	SFMTA	San Francisco Paratransit

# Elevator Outage: Green 0-4, Yellow: 5-9, Light Red:10+	Non-Disabled + Disabled Exits / Rate of Elevator Outage: Green 0.0%-0.6%, Yellow: 0.7%-0.9%, Red: 1% and above	CLIPPER DATA - Non-Disabled Exits (FY 2018)	CLIPPER DATA - Disabled Exits (FY 2018)	CLIPPER DATA - Disabled Exits (FY 2018)	RATIO - Disabled Clipper Exits / Non-Disabled Clipper Exits	% of Patrons with a disability (2015)	Elevator Attendant Data (Disabled - MAY 2018 NOTE: Total count divided by # of elevators at station)	From Street (1: Alternate Elevator, 2: Backtrack, 3: Bus transit to alternative BART station, 4: BART to alternative BART station and bus transit to destination, 5: Mitigation Trip , 6: Other)	Details (From Street)	From Platform	Details (From Platform)	SECONDARY MITIGATION: From Street (1: Alternate Elevator, 2: Backtrack, 3: Bus transit to alternative BART station, 4: BART to alternative BART station and bus transit to destination, 5: Mitigation Trip , 6: Other)	SECONDARY MITIGATION - Details (From Street)	SECONDARY MITIGATION - (From Platform)	SECONDARY MITIGATION - Details (From Platform)
12	0.05%	26,084	497	433	1.66%	2.92%	2016	1	take the elevator in Westfield Shopping Center (open between 10 a.m. and 8:30 p.m.) or the Muni elevator at Market and 5th Street/Hallidie Plaza (open between 6 a.m. and 9 p.m.)		take the elevator in Westfield Shopping Center (open between 10 a.m. and 8:30 p.m.) or the Muni elevator at Market and 5th Street/Hallidie Plaza (open between 6 a.m. and 9 p.m.)				
12	0.05%	26,084	497	433	1.66%	2.92%	2016	3	take Muni to another BART station. The closest station is Montgomery St.		continue on BART to another station and take Muni to destination. The closest station is Montgomery St.				

TRANSIT TRAVEL TIMES WITH 15 MINUTE BUFFER (mins)										
Method: Wait Time + Travel it takes to bus to nearest station. Wait Times for Transit - Wheelchair Accessible Mitigation (Weekday, 8:30 a.m.)	Wait Times for Transit - Wheelchair Accessible Mitigation (Weekday, 12:00p.m.)	Wait Times for Transit - Wheelchair Accessible Mitigation (Weekday, 5:00p.m.)	Wait Times for Transit - Wheelchair Accessible Mitigation (Weekday, 10:00 p.m.)	Wait Times for Transit - Wheelchair Accessible Mitigation (Saturday, 12:00 p.m.)	Wait Times for Transit - Wheelchair Accessible Mitigation (Saturday, 10:00 p.m.)	Wait Times for Transit - Wheelchair Accessible Mitigation (Sunday, 12:00 p.m.)	Wait Times for Transit - Wheelchair Accessible Mitigation (Sunday, 10:00 p.m.)	Wait Times for Transit - Wheelchair Accessible Mitigation MIN	Wait Times for Transit - Wheelchair Accessible Mitigation MAX	WALK DISTANCE (miles;nearest station)
								0	0	0.3 miles; Montgomery St.
25	20	21	25	22	32	22	32	20	32	0.3 miles; Montgomery St.

Powell St.



Number of elevators: 1 street elevator and 1 platform elevator



Location of street elevator(s): Corner of Market Street and Ellis Street

Elevator(s) to trains are located: Outside of paid area



Station usage: High



Mitigation Trip is available if necessary: Recommended stop is at the loading bay near 845 Market Street or near the northwest corner of Ellis Street at Stockton Street. Station Agent to coordinate Mitigation Trip with dispatch.



Mitigation Shuttle: If a Mitigation Shuttle is set up, contact dispatch for service request and location.

See Introduction for definitions of mitigation options.

OUT OF SERVICE: STREET ELEVATOR

ARRIVING FROM THE STREET
(rider cannot enter station)

Mitigation Option

Rider should take the elevator in Westfield Shopping Center (open between 10 a.m. and 8:30 p.m.) or the Muni elevator at Market and 5th Street/Hallidie Plaza (open between 6 a.m. and 9 p.m.).

Time Added to Trip

Minimal

If the alternate elevator is out of service...

If the other elevators are unavailable, rider could take Muni to another station or request a Mitigation Trip. The next station is **Montgomery St.** and it is 0.3 miles walking/rolling.

ARRIVING FROM THE PLATFORM
(rider cannot exit station)

Mitigation Option

Rider should take the elevator in Westfield Shopping Center (open between 10 a.m. and 8:30 p.m.) or the Muni elevator at Market and 5th Street/Hallidie Plaza (open between 6 a.m. and 9 p.m.).

Time Added to Trip

Minimal

If the alternate elevator is out of service...

If the other elevators are unavailable, rider could take Muni from another station or request a Mitigation Trip. The next station is **Montgomery St.** and it is 0.3 miles walking/rolling.

OUT OF SERVICE: PLATFORM ELEVATOR

ARRIVING FROM THE STREET
(rider cannot access trains)

Mitigation Option

Rider should take Muni to another BART station. The closest station is **Montgomery St.**

Alternative Option: Rider can walk to **Montgomery St.**, 0.3 miles walking/rolling.

Time Added to Trip

Transit: 20 to 30 minutes (depending on time of day)

If the alternate elevator is out of service...

If either of the elevators at **Montgomery St.** are also out of service, rider could take Muni to another station or request a Mitigation Trip.

ARRIVING FROM THE PLATFORM
(rider cannot exit platform)

Mitigation Option

Rider should continue on BART to another station and take Muni to destination. The closest station is **Montgomery St.**

Alternative Option: Rider can walk from **Montgomery St.**, 0.3 miles walking/rolling.

Time Added to Trip

Transit: 20 to 30 minutes (depending on time of day)

If the alternate elevator is out of service...

If either of the elevators at **Montgomery St.** are also out of service, rider could take Muni from another station or request a Mitigation Trip.

← Plan Trip

11:45 AM



12th St. Oakland City Center BART Station, Oakland

-> San Francisco International Airport

Operated by Bay Area Rapid Transit

3 Stops, 13 min

bikes allowed

wheelchair accessible

Not Crowded



Due to track maintenance, riders could experience a 3-5 minute delay.

Due to track maintenance near the Concord Station, riders could experience a 3-5 minute delay until August 2nd.

11:58 AM

Montgomery St. BART Station, San Francisco



Advisories

ACTIVE

ELEVATOR

ESCALATOR

ELEVATOR OUTAGE

Station	Location/Reason	Est. Return
12th St. Oakland City Center	Platform Evaluating	08/01/2019
El Cerrito del Norte	Platform - Richmond Major Repair	08/08/2019

INCLUSION



THANK YOU!



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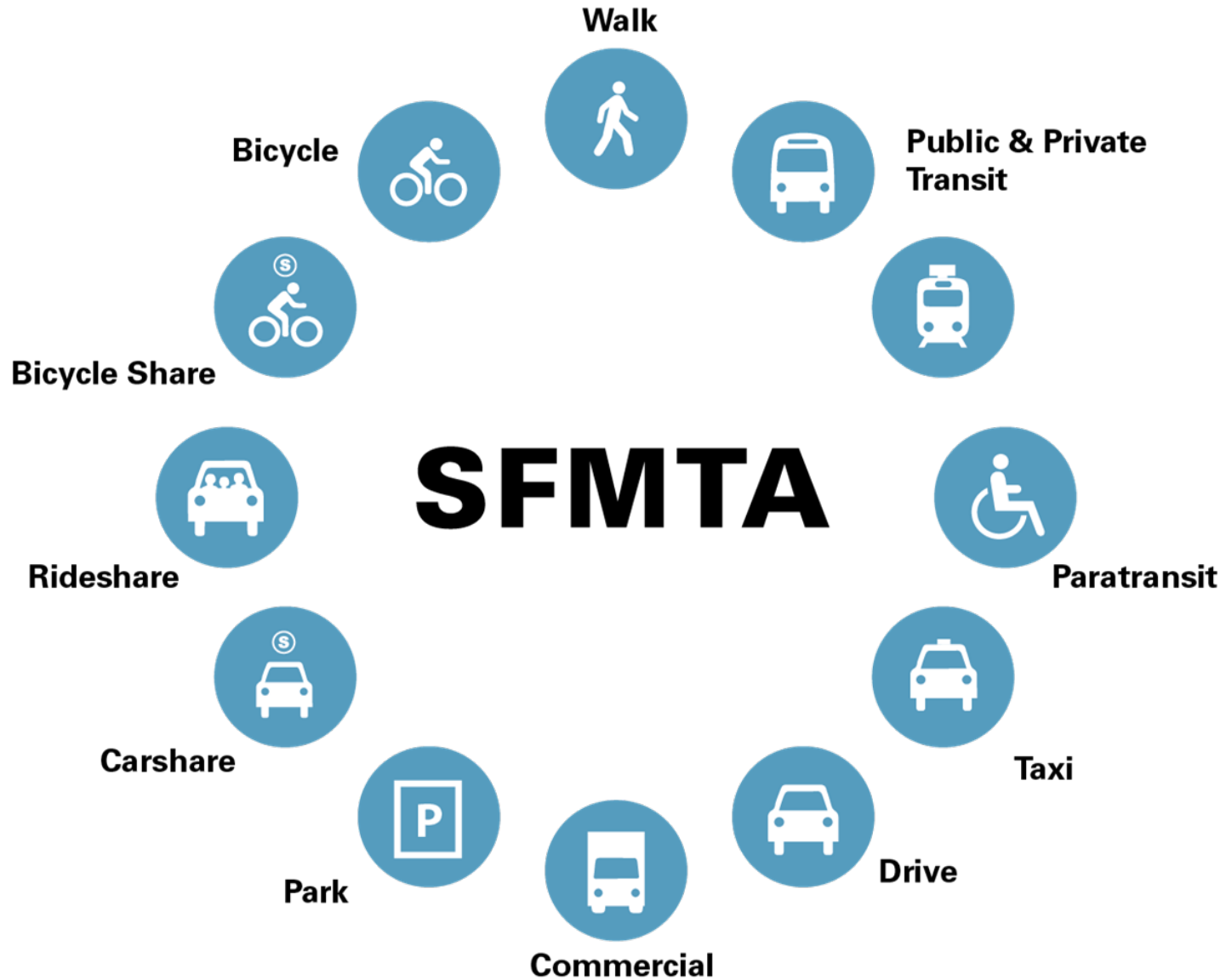
SFMTA

Emerging Mobility – How can these new modes be “born accessible”?

SPUR Lunchtime Panel
July 31, 2019

Annette Williams

Manager, Accessible Services



Disability Rights Movement

- 1973** Congress passes the Rehabilitation Act
- 1977** 28 day sit-in at the Federal Building in SF
- 1980** First Accessible Muni buses and beginning of SF Paratransit program
- 1987** ADAPT protests APTA meetings
- 1990** Americans with Disabilities Act passed
- 1994** First Ramped Taxis in San Francisco
- 2019** Expectation for all services to be “born accessible”



Emerging Mobility Guiding Principles



Disabled
Access



Safety



Collaboration



Equitable
Access



Accountability



Financial
Impact



Transit



Congestion



Sustainability



Labor

The Curb Cut Effect



- 1. Technology designed for disabled people can help everyone.**
- 2. When assistive technology becomes sufficiently ubiquitous and widely used, it is no longer considered assistive technology. It becomes "normal."**

Accessible Streets



Accessible Boarding Island with a Protected Bike Lane



Audible Pedestrian Signal



Accessible Parking



Accessible Path of Travel

Sustainable Streets = Accessible Streets

**Before – 7th Street, SOMA
Unprotected Bike Lane**



**After – 7th Street, SOMA
Parking Protected Bike Lane**



Curb Access for People with Disabilities



**Paratransit and
Taxis Authorized
to Safely Drop
off in Bike Lane**



On-Street Support for Accessibility



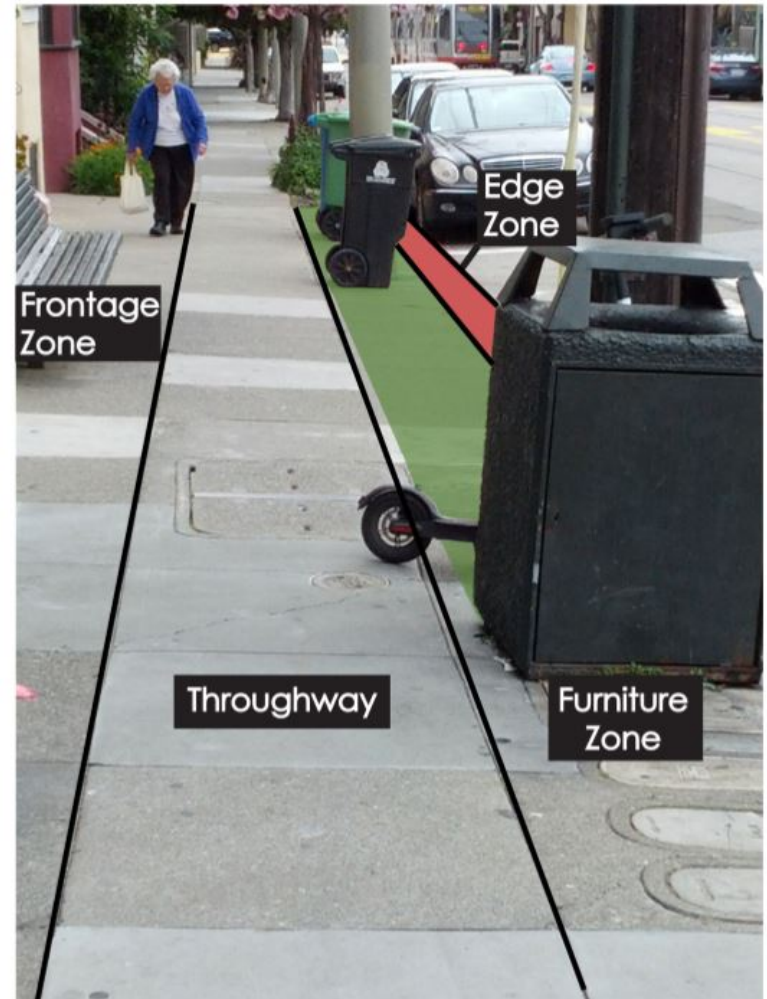
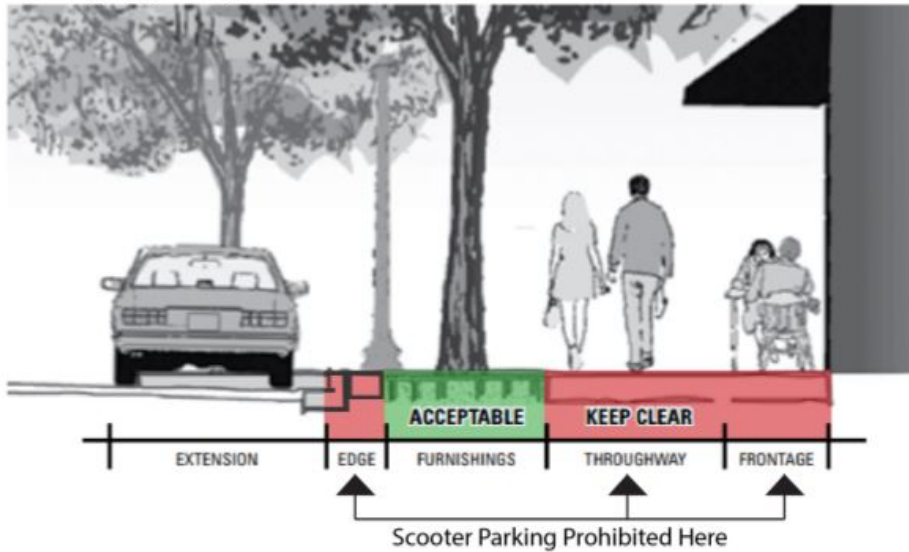
Paratransit Access to Transit Only Lanes



Paratransit Loading Zones

Powered Scooter Share Program

Figure 1 – Location of Furnishing Zone Relative to Other Sections of the Sidewalk and Roadway. Typical Edge Zone width is 2 feet from the curb.



Powered Scooter Parking Guidelines

E-Scooters are here!

Shared, electric scooters are a new way to get around San Francisco. Scooter riders should be aware of these bad behaviors.



Don't ride on sidewalks.

Scooters are also not allowed on the Embarcadero Promenade.



Don't park in ramps or at blue, yellow, or white curbs.

Blocked paths are dangerous for people with disabilities.



Don't block sidewalks or building entrances.

Leave upright and keep sidewalk clear.



Report improper behavior to 311 (415.701.2311 outside SF) or the phone number displayed on the scooter. For more detailed information, visit [SFMTA.com/escooter](https://www.sfmta.com/escooter)

311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Бесплатная помощь переводчиков / Trợ giúp thông dịch Miễn Phí / Assistenza linguistica gratuita / 無料の言語支援 / Libreng tulong para sa wikang Filipino / 무료 언어 지원 / การช่วยเหลือทางภาษาฟรี / 免費語言協助 / خط المساعدة المجاني على الرقم

[VISIONZEROSF.ORG](https://www.visionzerosf.org)



Quickly moved to tethering requirements for all e-scooters and dockless mobility devices

Adaptive Bikeshare in SF



Adaptive Bicycle Pilot in Golden Gate Park

Sundays now thru November – 11:00 a.m - 4:00 p.m

JFK and Kezar Drive



SFMTA

TNC Access for Persons with Disabilities

**SPUR Lunchtime Panel
July 31, 2019**

Erin McAuliff

Senior Planner, Accessibility Policy

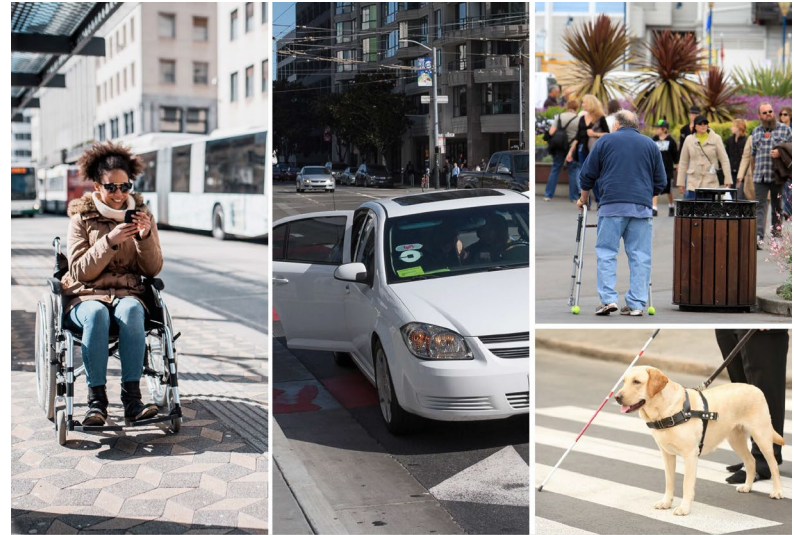
Transportation Network Companies in San Francisco

- 170,000 trips on a typical weekday
- 15% of all weekday vehicle trips starting and ending in SF
- 50% of the change in congestion between 2010 and 2016



TNCs and Disabled Access

- How do TNCs serve people with disabilities?
- How do TNCs impact access of disabled people to other modes of transportation?
- How are TNCs regulated with regards to access?
- What are other cities doing?
- What are policy options to better address access?



TNCs and Disabled Access

San Francisco Municipal Transportation Agency

Taxis and Accessible Services Division

April 2019



How do TNCs impact transportation options for people with disabilities?



Pedestrian and Vehicle Traffic



Public Transit



ADA Paratransit



Taxis



How are TNCs regulated and monitored to provide disabled access?

- Courts providing guidance on ADA applicability
- FTA actively updating approach for transit agencies
- Regulated at the state level in California
- New state legislation requires improved accessibility

TNC Access for All Act

- Assesses a minimum fee on all TNC trips, deposited into a TNC Access for All Fund (eff. July 1, 2019)
- TNCs may use the Fund to provide WAV service if they can demonstrate that they are meeting reasonable response times
- Any leftover funds must be distributed to additional access providers on a competitive basis
- TNCs will be exempt from paying into the Fund when they demonstrate service is fully accessible

TNC Access for All Act Timeline

January 2019	Begin conducting workshops
July 2019	TNCs begin paying into fund on a quarterly basis
April 2020	Applications due from access providers for competitive funds
July 2020	Access providers selected
January 2024	Report due to the Legislature
January 2026	Legislation repealed

Final Thoughts: Future Opportunities and Barriers



**Public-Private Partnerships that
Measure and Ensure Disabled
Access**



**Accessibility of Autonomous Ride-
Hail Vehicles**

Contact Information

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