



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

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