

Appendix 4

Curbside Electric Vehicle Charging Permit: Equipment and Maintenance Requirements

Version 08.26.2026

Introduction

This document details Electric Vehicle charging equipment and maintenance requirements as part of the Site Permit Application for the SFMTA Curbside Electric Vehicle Charging Permit Program (Program). This appendix outlines the equipment, monitoring, maintenance, and operational responsibilities required of the Curbside Electric Vehicle Charging Operator (Operator) for all Charging Stations installed as part of the Program. The Operator shall comply with all requirements for equipment, maintenance, and usage, and perform all activities with due care. Operators shall be responsible for implementing their Maintenance Plan for the duration of the Operator Permit. This appendix may be amended from time to time.

Purpose

The purpose of this appendix is to clearly define the Operator's duties for maintaining and documenting maintenance activities and ensuring safe and orderly conditions under the Program. It establishes expectations for uptime, repair response, equipment requirements, and the required contents of the Maintenance Report. Additionally, it clarifies the Operator's responsibility to obtain necessary permits, coordinate with City personnel, and promptly abate unsafe or hazardous conditions. This section ensures consistent compliance with City standards and supports the protection of public health, safety, and infrastructure.

A. Equipment Requirements

Operators are required to install Curbside Electric Vehicle Charging equipment that complies with the governing standards listed below, which apply to all Curbside Electric Vehicle Charging Stations installed under the Program.

1. Governing standards

All Curbside Electric Vehicle Charging Stations installed as part of the Program must comply with the following governing standards:

- a. [California Building Code Chapter 11B, Section 11B-812 \(Electric Vehicle Charging Stations\)](#)
 - I. *Per CBC 11B-812.10.3, point-of-sale devices at Electric Vehicle Charging Station (EVCS) must comply with CBC 11B-707.2, 11B-707.3, 11B-707.7.2, and 11B-707.9.

- b. [ADA Standards for Accessible Design](#)
- c. [Section 508 of the Rehabilitation Act \(U.S. Access Board Electric Vehicle charging technical assistance\)](#)

These governing standards may be amended from time to time. Staff will conduct permit review based on the current requirements listed in the governing standards at the time the permit is submitted. Operators are responsible for meeting all equipment accessibility requirements provided for by federal or state law.

Sections 2 and 3 below are intended to provide a quick guide to help applicants understand key accessibility requirements summarized from the codes listed in Section 1.

2. Operable parts

Buttons, connectors, latches, and any other component the user needs to physically operate must meet the following requirements:

- a. Operable with one hand.
- b. Must not require tight grasping, pinching, or wrist twisting.
- c. Must be within reach range from a 30" × 48" level clear ground space on an accessible route.
- d. Where there is no curb ramp serving the access aisle, the charger must be oriented so a wheelchair user can reach the charging components and payment controls from the access aisle at street level. Charger orientation and curb setback together determine whether components fall within reach range from street level. **Operators should account for a maximum 6-inch change in level for curb heights and reachability.**

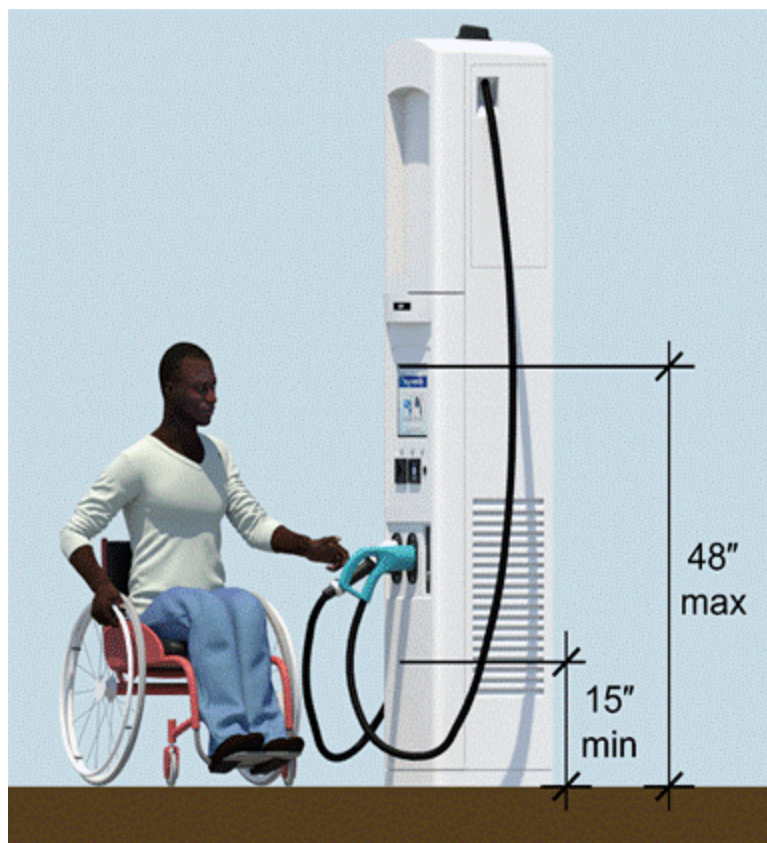


Figure 7. Reach range: Charger components must fall between 15 inches minimum and 48 inches maximum above the ground. **Vendors must account for up to a 6-inch curb height maximum.**

3. Screen and display

Point-of-sale displays must be visible from the wheelchair clear floor space in front of the screen, and at a height usable by a person seated in a mobility device. The mounting height depends on the angle of the screen:

Screen mounting	Maximum on-center height above wheelchair space
Vertical, or tipped away from user less than 30°	52 in
Tipped away from user 30°–60°	44 in
Horizontal, or tipped away from user more than 60°	34 in

For any text intended to be read on the screen by EVCS users:

- a. Use a sans serif font.
- b. Minimum character height is 3/16 inch, measured against the uppercase letter "I."
- c. Characters must contrast with the background — light on dark, or dark on light.

Touch screen displays are not recommended. Where used, a Charging Station with a touch screen must include either a tactilely discernible keypad or another mechanism that lets a user with limited vision access the point-of-sale system in a mode of operation that has associated audio description.

B. Monitoring and Maintenance Responsibilities

1. Operator Responsibilities

The Operator shall:

- a. **Uptime:** Maintain a target 97% uptime (reliability) requirement.
- b. **Repairs:** Repairs shall be facilitated by a licensed and insured professional within three (3) calendar days of notification by the City
- c. **Maintenance:** Maintain and monitor the Charging Station in accordance with the Maintenance Plan submitted as part of the Site Permit application, including and not limited to:
 - o Pedestal, charger handle, cord, power socket, screen, cable retraction system, main breaker, branch breakers, mountings for electrical equipment, software and firmware updates, cleaning and environmental protection
 - o Regular maintenance of Electric Vehicle charging stations to ensure safety, reliability, and optimal performance while minimizing downtime and repair costs.

2. Exercise of Due Care

While performing permitted activities, the Operator shall:

- a. Maintain the Charging Station and all associated equipment in a good, clean, safe, secure, sanitary, and attractive condition.
- b. Use due care to avoid damage to the Charging Station or adjacent property.
- c. Take required soil and resource protection measures.
- d. Obtain written City approval before performing any excavation.
- e. Avoid harming rare, threatened, or endangered species.
- f. Use commercially reasonable efforts to prevent and suppress fires.

3. Maintenance and Liability Responsibilities

- a. Operator is responsible for maintaining all Charging Stations, including repair necessitated by ordinary wear and tear.
- b. Operator shall perform routine maintenance to ensure all equipment is in good working order to limit downtime
- c. Operator shall communicate with SFMTA TAMS team for all planned or unplanned charger down time that exceeds more than one hour.
- d. Operator must reimburse the City for any work performed due to the Operator's failure to comply with maintenance or restoration requirements.
- e. Operator is wholly responsible for the quality of work performed and liable for all claims related to the Charging Station or conditions caused by its work.
- f. City inspections, approvals, or suggestions do not relieve the Operator of responsibility or liability.

4. Abatement of Unsafe or Hazardous Conditions

- a. Operator must abate any unsafe, hazardous, damaged, or blighted conditions arising from any of its Charging Stations
- b. Upon receiving notice, Operator must restore the site within **three (3) calendar days**, unless otherwise specified.
- c. If full restoration cannot be completed within that period using commercially reasonable efforts, the period may be extended if the Operator is diligently pursuing restoration.
- d. Operator must immediately place temporary safety measures for unsafe or hazardous conditions.
- e. Failure to respond may result in the City performing temporary repairs and seeking reimbursement.
- f. Continued failure may result in Correction Notices, Notices of Violation, citations, or reimbursement requests.

C. Responsibility for Repair of Charging Station

Operator's maintenance responsibility includes:

- All maintenance within the Charging Site Permit Area, which is defined as an area encompassing the Curbside Electric Vehicle Charging Station, the Curbside Electric Vehicle Charging Stall, all required clearances surrounding both, including, where applicable access aisles and paths of travel, and new pathways used to supply electrical power from an interconnection point.
- Sidewalk, curb, parking strip, landscaping, or other infrastructure damaged by the Operator's activities.

- Restoration of any disturbed or damaged infrastructure to their previous condition.

1. Damage, Cleanliness, and Restoration Requirements

The Operator shall:

- a. Maintain the Charging Site Permit Area in a clean and orderly manner.
- b. Remove all debris and excess dirt following construction or other activities, within 24 hours of notification by the City.
- c. Immediately repair any damage to the Charging Station, adjacent City property, or nearby private property caused by Operator activities, restoring it to its previous condition at the Operator's sole cost, within 24-hours of notification by the City.