



ACCESSIBLE PEDESTRIAN SIGNALS
REQUEST & INSTALLATION POLICY
April 20, 2010
(revised 7-8-22 with updated contact information)

I. Introduction

An Accessible Pedestrian Signal (APS) is a pedestrian pushbutton that communicates when to cross the street in a non-visual manner, such as audible tones, speech messages and vibrating surfaces. Please refer to the San Francisco Municipal Transportation Agency (SFMTA) website www.sfmta.com/aps for a current list of intersections with APS.

II. Requests

To request that the SFMTA install APS at an intersection, a requestor may submit the intersection, their name and contact information, and the format in which the requestor wishes to receive a response to the SFMTA online, by phone or mail as follows:

By phone:

311 or 415-701-2311

Online:

www.sf311.org

Or by mail:

SFMTA

Attn: City Traffic Engineer- APS Request
1 South Van Ness Avenue, 7th Floor
San Francisco, CA 94103-5417



The SFMTA will document receipt of the request. The requestor will receive notification that the request was received within 10 business days of SFMTA's receipt of the request. Notification to the requestor will include the tracking number for the request and a description of the process for assessing the intersection for APS installation. SFMTA will accommodate reasonable requests to schedule Intersection Assessments to allow requestors' participation.

Requests will be tracked using the SFMTA's Correspondence and Request Tracking software, which creates a unique identification number and logs the date of request, intersection, and requestor name and contact information.

III. Prioritizing Requests

Intersections will be scored using the SFMTA Prioritization Tool in Attachment 1 of this policy. Within 90 calendar days of the request, SFMTA will provide the following in the requested format: i) preliminary score, ii) the relative priority of the requested intersection as compared to other requested intersections, iii) any work being planned at that intersection, iv) whether APS is likely to be installed within the next three years and v) the name and phone number of a contact person at SFMTA to answer questions about the request. The Requestor may request reconsideration of the preliminary score within 10 business days by communicating with the SFMTA contact person provided in the response.

Twice a year, in the fall and in the spring, the SFMTA will publish the Request List in order of priority. SFMTA will meet with the concerned stakeholders, including the California Council of the Blind, the Lighthouse for the Blind and Visually Impaired, and the Independent Living Resource Center – San Francisco twice per year to prioritize intersections from the Request List and other intersections with construction opportunities. The final lists will be used to request funding for design and construction of APS.

Within a reasonable period of time prior to each semi-annual meeting, SFMTA will provide a written report in an accessible format to the organizations listed here. The report will include relevant information about the City's APS program, including but not limited to new APS installations, maintenance issues, plans for additional APS installations, and possible APS funding opportunities. Between the meetings described herein, the City may seek input from the California Council of the Blind, the LightHouse for the Blind and Visually Impaired, the Independent Living Resource Center - San Francisco, and other members of the public with visual impairments about issues related to this policy.

IV. Design & Installation of APS

The City will design and install APS at intersections in accordance with the Technical Specifications found in Attachment 2 of this policy. Installation may be completed by the



SFMTA Traffic Signal Shop or through a construction contract. If an intersection is located along a State highway, installation requires prior approval from the California Department of Transportation (Caltrans). If an intersection is located within Port of San Francisco's jurisdiction (Port), installation may require a Port permit. For most intersections already equipped with pedestrian signals, SFMTA will complete installation of APS at funded locations as soon as reasonably possible and no more than 1.5 years after receiving funding for the requested location. However, for requested intersections that are part of a construction contract, APS will be installed within 3 years of obtaining funding.

V. Troubleshooting & Vandalism

APS will be operational during the time that the associated traffic signal is in normal operation, except during periods of maintenance or repair. If the APS malfunctions, the City will work to correct the problem as soon as possible. APS units that have been vandalized will be repaired or replaced as necessary. To report a malfunction or vandalism, contact the SFMTA Traffic Signal Shop at 415-401-3700 or 311 (415-701-2311).

VI. Modifications to this Policy

SFMTA will notify concerned stakeholders, including the California Council of the Blind, the LightHouse for the Blind and Visually Impaired, and the Independent Living Resource Center – SF in writing of any proposed additions or amendments to this policy, and of any plans to rescind this policy. Such notice will be given at least 60 calendar days in advance of any such action to allow these organizations to discuss the proposed additions, amendments or rescission with SFMTA prior to the modification or rescission taking effect. Any such addition, amendment, or proposed rescission of this policy will be heard and approved by the SFMTA Board.

VII. Attachments

Attachment 1 – Prioritization Tool

Attachment 2 – Technical Specifications