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SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY MULTIMODAL ACCESSIBILITY ADVISORY COMMITTEE

MINUTES OF REGULAR MEETING

Thursday, August 21, 2025

In person: 1 S. Van Ness Ave Rm 3072

Via Video Conference:

Dial Toll Free: (669) 900-6833
Zoom Meeting ID: 865 0396 0265
Passcode: 827147

REGULAR MEETING
1:00 PM – 3:00 PM



ORDER OF BUSINESS

1) Call to Order

Meeting called to order at 1:12 pm

2) Attendance

See roll call.

3) Announcements from Members and City Staff

4) Acceptance of the Agenda

Ms. Seretan motioned to accept the agenda and Mr. Fischer seconded the approval of the agenda. **Motion carried.**

5) Acceptance of Minutes from Previous Meeting

Mr. Fischer motioned to accept the minutes, and Ms. Seretan seconded the approval of the agenda. **Motion carried.**

6) Public Comment



7) Business of the Afternoon:

A) Mobility Management

Catherine Callahan – Mobility Manager, Mobility Management Center

(Catherine.Callahan@transdev.com)

Mr. Aurico Daga provided an overview of the SFMTA Mobility Management Center at SF Paratransit. The Center administers non-ADA transportation programs such as the ShopAround Shuttle for grocery shopping trips, the Van Gogh Shuttle for transportation to social and cultural events, and the Essential Trip (ETC) card. The ETC was launched in response to pandemic service reductions to make sure seniors and persons with disabilities would have transportation for essential trips such as medical appointments. ETC cards are still available.



The Mobility Management Center provides travel training, information and referrals and support for people enrolling in RTC/Clipper.

Ms. Seretan asked if the Mobility Management Center could help her students with lost and defective cards Clipper cards. Mr. Daga suggested calling the number on the back of the card for assistance with these issues.

Ms. Seretan enquired whether the Mobility Management Center could provide enrollment workshops for her clients and was referred to the SFMTA Regional Transit Connection office.

Mr. Rosen indicated that he would be interested in helping with travel training.



Mr. Mandell praised Ms. Callahan and Mr. Daga for the presentation and said that SFMTA and VTA are the best agencies in the region for accessibility. He noted that SFMTA needs to do more to assist passengers with visual impairments, and that he feels that ADA paratransit service is discriminatory because same-day service is not provided. Mr. Mandell added that he is the Chair of the Transportation Subcommittee of the National Council for the Blind.

B) Scooter Share Program Update
Matthew Thompson – Mobility Services Planner, TAMS
(matthew.thompson@sfmta.com)

Mr. Thompson provided an overview of how the scooter share program came into being in 2018 and scooter providers were subject to SFMTA regulation the same year. Currently Lime and Spin are permitted to provide scooters



to rent in the city. The next permit issuance will occur in 2027.

Current regulatory requirements include providing seated adaptive scooters, requiring scooters to be locked to a fixed object when not in use, and efforts to discourage riders from riding on the sidewalk. While instances of parked scooters blocking the sidewalks have declined, sidewalk riding is still a concern.

SFMTA Investigators can issue tickets for improperly parked scooters but not for sidewalk riding, which is the purview of SFPD. Scooter companies are offered incentives such as waiving tickets if improperly parked scooters are quickly removed. This has improved response time to parking violation reports.



Mr. Thompson suggested using 311 to report improperly parked scooters (www.sf.gov/topics-311-online-services).

Scooter companies are required to track possible sidewalk riding and report it to the SFMTA. The data will help scooter companies and SFMTA develop solutions to discourage sidewalk riding.

Mr. Thompson provided an overview of on-line mobility data dashboards that SFMTA uses to track the number of shared mobility trips, complaints, citations, and other information.

The Committee was introduced to the new LimeGlider adaptive scooter, which has 2 large wheels, a low center of gravity and a maximum throttle-powered speed of 15 mph. The LimeGlider has been introduced as a pilot and SFMTA



will monitor its performance for 6 months. If the Glider is approved, Lime can put up to 500 of them on the street.

Mr. Thompson reviewed the other adaptive scooters that Lime and Spin provide and information about how to rent them.

Finally, Mr. Thompson described the Complementary Adaptive Program, which offers purpose-built seated adaptive devices. The devices can be signed out at no cost at www.sfmta.com/adaptive-scooters-san-francisco and users can pre-schedule a pick-up time.

Mr. Fischer asked he could take BART into San Francisco and pick up an adaptive scooter at the BART station. Mr. Thompson suggested requesting this directly from Lime or Spin.



Mr. Fischer also suggested that BART should include information about adaptive scooter rentals in San Francisco on their website.

Mr. Mandeel asked if scooters could be required to emit a sound when it is ridden on the sidewalk to alert pedestrians with visual impairments. Mr. Thompson felt such a system would be error prone and unreliable.

C) ADA35 Celebration Recap

Maddy Ruvolo – Principal Transportation Planner
(maddy.ruvolo@sfmta.com)

In Ms. Ruvolo's absence, staff provided highlights of the ADA35 celebration in Golden Gate Park on July 26, 2025. Several hundred people showed up to connect with SFMTA, other city agencies and community partners. Entertainment included a trivia game, an ADA35 activity zine for kids, and lots of Muni swag.



8) Other Business

Mr. Fischer requested that the committee consider rescheduling the November and December committee meetings because they conflict with BART's accessibility advisory committee meetings. The issue will be on the September meeting agenda.



9) Adjourn

The meeting adjourned at 2:18 pm. Mr. Fisher made the motion to adjourn, and Ms. Brown seconded. **Motion carried.**