



# access guide

**s.f. muni**

*Transit Information for Seniors and People with Disabilities*

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Fully accessible electronic versions of this publication can be found at [www.sfmta.com/publications](http://www.sfmta.com/publications)

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# welcome

Welcome to the San Francisco Municipal Transportation Agency (SFMTA). The SFMTA, which is responsible for transportation in San Francisco, consists of the Department of Parking & Traffic (DPT) and the San Francisco Municipal Railway (Muni). The Muni system is committed to providing exceptional transit service that meets or exceeds the requirements of the Americans with Disabilities Act (ADA) of 1990. Muni provides transportation via bus, light rail, historic streetcar, cable car and paratransit to people with disabilities who live in or are visiting San Francisco. The *Access Guide* is organized so you can easily find the information you need. Each section of the Guide is highlighted with a unique color, also displayed in the Table of Contents.

The SFMTA is pleased to introduce the new T-Third light rail line, Muni's first fully accessible Metro line. The T, which opened for full revenue service on April 7, 2007, runs from Embarcadero Station to Visitacion Valley. The new line represents years of work by SFMTA staff and members of the community, including the Muni Accessibility Advisory Committee (MAAC), whose participation was invaluable.

The T-line provides an improved transit connection to downtown and other parts of the City for neighborhoods in southeast San Francisco such as Bayview and Hunter's Point. Moreover, construction of the line brought street and sidewalk improvements to the Bayview neighborhood.

The T-line features high level platforms with access ramps at every stop. The high level platforms make boarding safer and easier for all passengers and particularly for passengers with disabilities. Each platform has seating and large easy to read

signage. Construction of ADA compliant curb ramps and the installation of pedestrian push buttons and count down signals at intersections make crossing the street safer. Thirty intersections are equipped with audible pedestrian signals to assist the visually impaired. Please try the T-Third.

The "Getting Started" section provides an overview of your travel options as well as descriptions of some new techniques that are available for trip planning. You can use the *Access Guide* in conjunction with our Streets & Transit map, which can be viewed on our website or can be purchased at the SFMTA Customer Service Center at 11 South Van Ness Avenue. Additional accessibility information is available from our website, [www.sfmta.com](http://www.sfmta.com), and by contacting the SFMTA Accessible Services Program (415.701.4485; fax 415.701.4728; TTY 415.701.4730).

To receive an Access Guide in an alternative format (including large print, Braille or CD) or for additional information, please contact us at the number above.

Thank you for riding Muni,  
***Accessible Services Program Staff***





### Travel Options

Muni provides transit service within the City and County of San Francisco 24 hours a day, 7 days a week. Muni's fleet is among the most diverse in the world; the Muni system operates light rail vehicles, diesel buses, hybrid/diesel vehicles, electric trolley coaches, historic streetcars, and the world famous cable cars.

The Muni Metro light rail system features 6 lines, the J-Church, K-Ingleside, L-Taraval, M-Oceanview, N-Judah and the new T-Third line, that serve downtown and neighborhoods in the western and southeastern parts of San Francisco. Accessibility on the light rail system is described on page 19.

The "rubber tire" transit system includes 16 trolley bus routes and 52 clean diesel or hybrid bus routes.

Muni vehicles are wheelchair accessible, and an extensive network of routes provides service within two blocks of most city addresses. See page 13 for information about riding Muni buses.

The Historic F-line runs between Castro and Market Streets and Fisherman's Wharf. The historic street cars are accessible via platforms that provide



*Clockwise from top left: light rail; hybrid/diesel vehicle; diesel bus; historic streetcar, cable car; electric trolley.*

level boarding for customers who use wheelchairs and others who need it at



Above: 511.org, sf311.org and NextMuni

most stops. Please see page 29 for more detailed information.

Note that accessible boarding for wheelchair users is available on all modes except the cable cars.

### Planning Your Trip

A variety of tools are available to assist you in planning a transit trip.

The San Francisco Customer Service Center phone line, **311** (TTY 415-701-2323), provides Muni passenger information. The Center is staffed 24 hours a day, 7 days a week.

Information about using Muni can also be obtained by calling 511, the Bay Area Transit Information Center or by visiting their website (**www.511.org**).

also just say “Muni” as a shortcut at the Main Menu. From here you can get information on arrival times for the line, direction and stop you use.

The 511 website features a “Take Transit” Trip Planner. When you enter your origin and destination in the Trip Planner it will provide several recommendations for bus or rail lines to use. Note that the 511 Trip Planner does not yet provide accessibility information for individual stops.

NextBus technology, which uses Global Positioning System (GPS) satellites to track vehicles, provides real-time arrival information that you can use to plan your trip in advance or on the fly. The real-time information can be accessed on the Internet at **www.NextMuni.com**.

When telephoning 511, simply ask for “Public Transportation,” then “Transit Agencies,” and then “Muni.” You can

The website can be used to select origin and destination stops on all light rail and bus lines. Customers who frequently ride the lines currently listed on NextMuni can get arrival time information using Internet-enabled handheld devices such as cell phones and personal digital assistants (PDAs).

Arrival time information is available at Metro stations and at transit shelters that have been equipped with “NextBus” digital signs. Additional signs are being installed in shelters around San Francisco. Some shelters have been equipped with a Push-to-Talk button that provides a voice announcement of arrival times.

For customers who need to use an elevator to access a Metro station, there are a few options for checking to make sure the elevators needed are in service. Call the San Francisco Customer Service Center information number, 311, to get

information about Metro station elevators. Information about elevator status at shared Muni/BART stations can be obtained from BART by calling 510-834-LIFT. During your Metro trip look for elevator information messages on digital signs at many Muni surface platforms and BART and Muni station agent booths.

The *SFMTA Streets & Transit Map* (left) shows all bus, light rail, historic streetcar and cable car routes and can be used to help plan a transit trip. The map includes many of San Francisco’s points of interest for visitors, as well as government buildings like

City Hall and the San Francisco Main Library. The map can be viewed on line at [www.sfmta.com](http://www.sfmta.com), or purchased at a variety of locations, including at the SFMTA Customer Service Center at 11 South Van Ness Avenue, City Hall and many stores throughout the city (see the SFMTA website for specific vendor locations).





Note that the map shows the locations of station elevators on Market Street east of Van Ness Avenue and shows which surface F-line streetcar and light rail Metro stops are accessible for customers who require level boarding.

### Paying your Fare

When starting your trip, be sure to have your fare ready to speed boarding. The current full cash fare for all SFMTA services, except the cable cars, is \$1.50. Seniors (aged 65 and over) and people with disabilities can show a valid Regional Transit Connection (RTC) Discount card or other valid ID (see page 43 for more information) and pay a discounted fare of \$0.50.

A Proof of Payment (POP) system is in effect on the Muni Metro system. POP

requires that all passengers have physical proof of fare payment. Customers paying the cash fare should request a transfer immediately upon boarding. The transfer will serve as proof of payment and can be used to transfer to a different bus line or to the Muni Metro or the F-Line. Please see page 43 for more detailed information about proof of payment and fares.

### Transit to San Francisco Giants Games

Muni offers a number of accessible bus and Metro transit options for game day service. The 30, 45, and 47 bus lines provide regular service to the ballpark area, as does the T-Third Metro line. On game days, special Metro Ballpark Service is provided between Castro Station and the ballpark. Valid proof of payment is required to ride all service to the ballpark and must be presented to board a train after the game. For more information about fares and service to AT&T Park call 311 or visit [www.sfmta.com](http://www.sfmta.com).



AT&T Park

### Transit Service to San Francisco 49ers Games

Muni offers convenient and accessible express service to and from Monster Park on the 9X, 28X-, and 47X-BALLPARK EXPRESS bus routes for every San Francisco 49ers® home game. Discounted special event fares of \$5 for seniors and people with disabilities are charged for this service. For more information on routes and fares, call 311 or visit [www.sfmta.com](http://www.sfmta.com).



Football game shuttle

# access on muni buses

Muni provides accessible bus service on a comprehensive network of routes. Your Muni fleet includes electric trolleys and clean diesel coaches. Hybrid, low-floor vehicles are being added to the fleet. All vehicles are equipped with a variety of features to make bus travel easier and more pleasant for seniors and people with disabilities.

## Accessible Features

- **Priority Seating:** The first aisle facing and forward facing seats are reserved for seniors and people with disabilities and are identified by blue decals on the windows above the seats. On some vehicles the seats are

identified by blue seat inserts as well as by the decals.

- **Wheelchair lifts:** Most buses are equipped with mechanical lifts that enable passengers with mobility disabilities to board. Lift platforms on most buses are at least 4 feet long and 3 feet wide. They are solid and sturdy, with handrails on both sides. There is enough turning room inside the bus to accommodate most standard manual and power wheelchairs, including three-wheeled models.
- **Wheelchair ramps:** Muni's new fleet of low-floor hybrid coaches is equipped with 58 inch long by 31 inch wide bi-fold ramps, which have two ramp sections and a hinge in the center. The bi-fold allows for a longer ramp, reducing the slope when the ramp is deployed in the street. Because the ramp-equipped vehicles are low-floor, they allow level boarding when the bus is kneeled and the ramp is deployed at curb and island stops.



- **Securement areas:** Most Muni buses have two wheelchair securement areas equipped with clamps, belts and four-point securements. Some older, smaller vehicles may only have one securement area.
- **Accessible Stop Request feature:** A blue button or a yellow strip located under the flip seat or on the wall adjacent to securement areas can be used to let the driver know when a wheelchair user wants to get off.
- **Kneelers:** Lower the front steps of accessible buses by several inches, making it easier for customers to board the bus, especially if boarding from the street.
- **Stanchions:** Vertical and horizontal poles for standing customers to hold. Hanging straps are also provided.
- **Destination signs:** On most of the fleet, digital signs on the front, sides and rear display the line name and destination. A recorded voice announces the same information to waiting passengers whenever the doors open.

- **Interior stop announcements:** On most of the fleet, digital signs display the names of upcoming stops along with customer tips. A recorded voice simultaneously announces the same information.

## Boarding a Bus

Lifts and ramps are for customers who are unable to use the steps to board, including customers who use wheelchairs, walkers, crutches or other mobility aids. Customers with less visible disabilities such as joint, cardiac or pulmonary ailments may also use a lift or ramp. The bus operator will assist you to board using the kneeler, lift or ramp, and will help you with the wheelchair securements, upon request.

*Note: Please note that lifts are not intended for non-disabled customers with baby strollers, package carts, etc.*

## Using a lift

Be sure to position yourself so that the bus operator can see you as the bus nears the stop, and to stay clear of the lift as it is being deployed.



Lift users who are ambulatory should stand facing forward on the lift and grasp the handrails. Be aware that you may need to duck to avoid hitting your head on the top of the door.

If you use a wheelchair you may board facing forward or backward, though many customers prefer facing backward. Be sure you are centered on the lift, and lock your wheels before the lift raises or lowers.

Tell the bus operator your destination stop as soon as you board the vehicle, and then proceed down the aisle to the securement area. Be sure to warn customers seated along the aisle to watch their feet!

*Note: There are some stops where wheelchair lift or ramp deployment is not recommended because the grade is too steep, there are no curb cuts, or the sidewalk is too narrow. These stops are clearly marked with a symbol painted on the street.*



## Using a Ramp

Be sure to position yourself so that the bus operator can see you as the bus approaches the stop, and stay clear of the ramp as it is being deployed.

The ramp may be deployed at a curb or island stop or onto the street. The ramp will be nearly level when deployed for boarding at a curb or island. When deployed in the street the ramp slope will be steeper and you should use extra caution. Customers who use a manual wheelchair and feel that they cannot make it up or down the ramp safely should ask the operator for assistance.



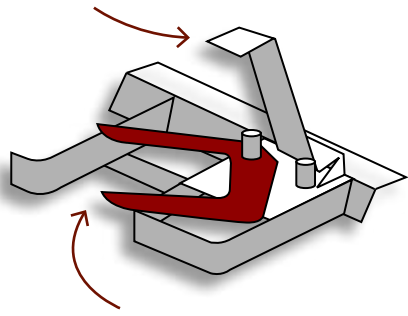
## Using the Securement Area

The securement areas are created by lifting up either the first row of forward-facing seats or the second set of aisle-facing seats at the front of the bus. Pull the lever underneath the aisle side seat and raise the bottom part of the seat to ready the securement area.



Back the wheelchair into the open wheel clamp to secure the chair. The wheel clamp fits most manual and some older style power chairs, but does not accom-

### PUSH BAR TO RELEASE CLAMP



### ROLL WHEEL IN - CLOSSES CLAMP

modate three-wheelers or other chairs with small back wheels.

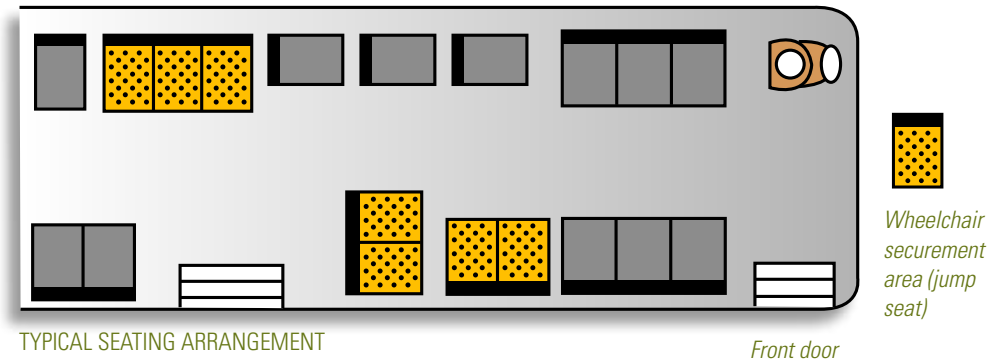
In addition to the clamps, the securement areas are equipped with four-point securements which are four belts with hooks that can be attached to a wheelchair at each corner of its frame. The bus

operator will assist with the securements upon request. There is also a seat belt that can be fastened around the chair back or the wheelchair user's waist. Use of the seat belt is at the discretion of the customer.

The securement areas are designed to accommodate wheelchairs that are 30 inches by 48 inches. If you are concerned about whether your mobility device can be accommodated, please contact Accessible Services (415.701.4485; fax 415.701.4728; TTY 415.701.4730).

It is Muni's policy that customers with wheelchairs that do not fit in the wheel clamp must secure their chair with the four point securements. Inform the bus operator if you need assistance using the belts. It is important that the wheelchair clamp and/or securement belts are fastened, and that the wheelchair brakes are applied before the bus proceeds.

### Securement areas



## Customer Tips

- On crowded buses, the priority seats may already be occupied by seniors and people with disabilities, or by other customers who simply decline to surrender a seat. Bus operators can ask passengers to give up their seats, but cannot force them to do so.
- Be sure to keep grocery carts, parcels, luggage, etc. out of the aisle.
- Stay clear of the vehicle after exiting — do not cross the street in front of the bus.
- If the lift fails while you are on it and Muni personnel are not able to repair it, the San Francisco Fire Department will be contacted to assist you.

## access on muni metro

The Muni Metro light rail system features six lines, the J-Church, K-Ingleside, L-Taraval, M-Oceanview, N-Judah and the new T-Third line, that serve downtown and neighborhoods in the western and southeastern parts of San Francisco. All light rail vehicles (LRVs) that run on the Metro system are accessible.

### LRV Accessibility Features

- Seats near the front and back doors flip up to create space for wheelchairs;
- Intercoms inside the first door at each end of each car behind the operator's cab that allow passengers to communicate with the operator;



- On-board recorded voice announcements of upcoming station names when the train is in the underground. When doors open in the underground, the station, line and direction of travel are also announced;
- Vehicle identification number plates with raised numbers and Braille near the door behind the operator compartment at each end of each car. You will need to know the vehicle number to report problems with equipment or service.

Metro stations between West Portal and The Embarcadero are underground. Downtown, the subway stations between Civic Center and The



Embarcadero have a mezzanine and two platform levels, the upper one serving Muni and the lower one serving the Bay Area Rapid Transit District (BART).

In the outer neighborhoods, Muni trains run on the surface. Accessible surface stops are located at regular intervals and at major destinations like schools and hospitals. Most surface accessible stops have curb height boarding islands with wayside platforms that provide level boarding for customers who use wheelchairs and others who need level boarding due to a disability. To board at a wayside platform, go up the ramp to the wayside platform to wait for the light rail vehicle. When the train arrives, the train operator will position the vehicle so that you can board at the first door. As soon as you board let the operator know your destination stop, and whether you need help with the seats at a stationing area. Wheelchair users should proceed to the wheelchair stationing area, which is created by flipping up one of the first sets of aisle facing seats next to the door.

On the M-line, the accessible stop at Geneva and San Jose Avenue has a

mechanical wayside lift that lifts customers to the level of the train floor for boarding and exiting. Wayside lifts are separated from the boarding island by a gate, and remain in the lowered position when not in use. To use a lift, go through the gate and wait for a train on the lift platform. Locate the control button (on your left when facing the train). When the LRV arrives, push and hold the up button to raise the lift. Press the button continuously or the lift will stop. If you are unable to press and hold the button, the train operator can raise and lower the lift from inside the train. Note that the lift will not operate until the train stops next to the platform.

The stations at San Francisco State University, Stonestown Shopping Center and on the new T-Third line have high platforms providing level boarding at all doors for all passengers.

### Accessibility in the Subway

All underground stations are accessible by elevator. The street level elevators at each station are located on the north side of Market Street near a station



entrance and are marked by a sign. The street elevator will take you to the station mezzanine, where separate station agent booths and fare gates for BART and for Muni are located. Signs will direct you to the elevator and to the Muni platform, which at these stations is located outside the Muni paid area. Passengers eligible to pay a discounted fare who do not have a pass or transfer must purchase proof of payment from a freestanding yellow ticket machine located on the mezzanine either at the street or platform elevator.

At Muni-only stations you must pass through a swing gate near the station

agent booth to reach the platform elevator. Once you have passed through a fare gate you are in the paid area and must have proof of payment (see page 47 for more information).

Note that at Castro Station and Church Station, there are two separate elevators inside the paid area, one to the inbound platform and one to the outbound platform.

Once on the Muni platform of a shared station, signs will direct you to the inbound or outbound side. Look for the red boarding area signs on the trackside walls (opposite the platform waiting area) that indicate where to wait for a train.

On the platform, overhead digital signs display the line name and/or destination of the train that is boarding as well as the next train pulling into the station. A recorded voice announces the predicted arrival time of the next three trains in the subway. Remote Infrared Audible Signs (RIAS) have been installed at Powell, Stonestown and San Francisco State stations, as well as on each platform on the Muni Metro Extension (MMX) and on the T-Third Line. RIAS provide

navigational information through infrared beams. Customers can use a hand held receiver to “read” the messages which will help them with wayfinding and with locating important points along the path of travel. For more information contact Accessible Services (415.701.4485 | TTY 415.701.4730). Metro maps are installed on the trackside walls and tactile maps of the entire Muni system are located on the subway platforms at the inbound and outbound boarding areas.

*Important: Wheelchair users and others who need level boarding due to a disability, and who are traveling from downtown to a destination on the J, K, L, M or N line **must** board the first door of the first car of the train. Wheelchair users can only exit from the first door of the first train on the surface because of the need to properly align the vehicle with a platform or lift. Be sure to let the operator know your destination stop in advance so he or she can properly position the train at the accessible platform.*

## Tips for Metro Customers Who are Blind or Visually Impaired

Below are some suggestions to help people who are blind or visually impaired to navigate the Metro system, both underground and on the surface, and to familiarize them with the accessible features of light rail vehicles.

### Metro Underground Stations

All underground station entrances are identified by Braille station name signs. To access an underground station, locate the escalator or stairs leading to the mezzanine level. To locate the fare gates it may be helpful to listen for the sound of other customers depositing fares or passing through the turn styles. To pay a discounted fare, use the fare gate closest to the agent booth. After paying your fare proceed to the platform level via stairs or an escalator. Cane users should use the constant cane technique when walking on the platform. Determine whether you are in a station with a center platform (tracks on either side) or side platforms (two platforms with tracks in between).

At the platform edge there is a two-foot strip of tactile tile with parallel rows of

CENTER PLATFORM LOCATIONS	SIDE PLATFORM LOCATIONS
Embarcadero	Church
Montgomery	Castro
Powell	Forest Hill
Civic Center	West Portal
Van Ness	

raised domes that are detectable with a cane and under foot. The yellow tile also contrasts in color from the adjacent platform. Stand behind the tactile tile when waiting for a train.

### Accessible Features of Underground Stations

**Automated arrival announcements** – In the underground stations (Embarcadero, Montgomery, Powell, Civic Center, Van Ness, Church, Castro, Forest Hill and West Portal), a digital voice announcement system announces the route designation and arrival time of approaching and arriving trains.

When trains are underground there are also automated interior announcements of the station the train is pulling into.

**Tactile maps** – Maps of the Metro system with Braille and raised characters

are installed on the mezzanine and platform levels of underground stations.

### Exiting an Underground Station Platform

Stairs and/or an escalator are located at each end of every downtown station. Inbound trains stop near the middle of the platform and outbound trains stop at the far end of the outbound platform. Locate the stairs closest to the train you have exited by following the sounds of other passengers. If there are no other passengers, wait until the train leaves the station and then walk parallel along the platform until you hear the escalators or feel the wall at the end of the platform then head away from the platform edge to locate the stairs. If you exit at a side platform, walk straight ahead to the wall and then trail along the wall to the stairs or escalators.

## Surface Metro Platforms

Most surface stops consist of boarding islands with 6-inch high curbs located adjacent to the inbound or outbound tracks, either on the street or in a section of dedicated train right-of-way.

Many of the stops that are wheelchair accessible have a ramp and a small wayside platform for level boarding at one end of the boarding island. At a few locations, however, the wheelchair accessible platform is in the center of the island, with stairs on one side and a ramp on the other. At these stops ambulatory passengers exit the train onto the island, and then must travel up stairs, across the wayside platform and down a ramp to the other end of the island in order to reach the crosswalk. There are islands configured with the platform in the middle located on the J- and N-lines at:

**J-Line:** Church and 24th Street  
inbound

**N-Line:** 19th Ave. & Judah Street  
inbound

9th Ave. & Judah Street  
inbound

Customers with visual impairments should pay particular attention when boarding or

alighting at one of these locations.

There are also a number of surface stops with high level platforms that provide level boarding for all customers. Like the downtown stations, all high level surface platforms have two-foot strips of tactile warning tile at their edges.

### On the M-line there are center platforms at:

- Stonestown
- San Francisco State University

### On the T-Line the stations with center platforms are:

- 4th Street & King Street
- 3rd Street between Hudson and Innes Avenue
- 3rd Street between Kirkwood and LaSalle Avenue
- 3rd Street between Oakdale and Palou Avenue
- 3rd Street between Revere and Shafter Avenue
- 3rd Street between Key and LeConte Avenue
- 3rd Street between Arleta and Blanken Avenue
- Bayshore Boulevard and Sunnydale Avenue

### On the T-Line the stations with side platforms (inbound and outbound) are:

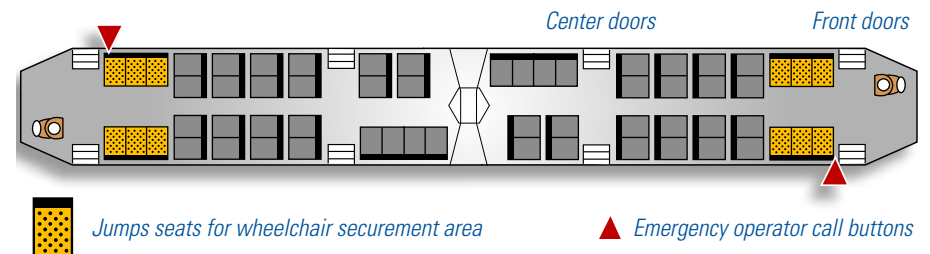
- 3rd Street and Mission Rock Street (Mission Rock)
- UCSF Mission Bay
- Mariposa and 20th Street (Dogpatch)
- 3rd Street and 23rd Street
- 3rd Street and Marin Street
- 3rd Street and Evans Avenue
- 3rd Street and Williams Avenue
- 3rd Street and Carrol Avenue
- 3rd Street and Gilman Avenue

*Important: On Third St., the side platforms are narrow and you should be particularly careful to stay behind the tactile edge tile when walking on a platform and waiting for a train.*

## Boarding and Exiting a Train

In the underground, inbound and outbound trains stop at designated points on the platform. Outbound trains stop at the far end of the outbound platform, and inbound trains board mid-platform.

When a train stops at downtown or high level surface stations, all train doors will open. Most cars are equipped with a chime that sounds in each doorway to help guide people with visual disabilities to the door opening. Listen to people entering and exiting the train to locate a door opening. If there are no auditory clues, trail along the train until you find a door opening. Passengers using canes can detect the small vehicle-to-platform gap and step over it. Caution: All light rail vehicles taper or narrow at each end, creating a larger vehicle-to-platform gap. When looking for a doorway, be sure to locate the floor of the train before stepping



off the platform. Do not mistake the gap between the end of a car and the platform for the gap between the platform and the train doorway.

Metro car floors lower and fold into steps at the curbside doorways when the train leaves the tunnel so that passengers can board and exit at surface street level stops. A bell sounds when the steps are lowering to warn passengers to move away from the doors. The steps are raised when the train approaches a high level platform or reenters the tunnel.

At surface street and island stops, only the front door of the train will open, but boarding customers can open other doors by pushing buttons near the doors on the outside of the train.

Metro vehicles have push bars on both sides of each stairwell that activate the doors. At surface stops, step down into the stairwell and bump the bar to open the door.

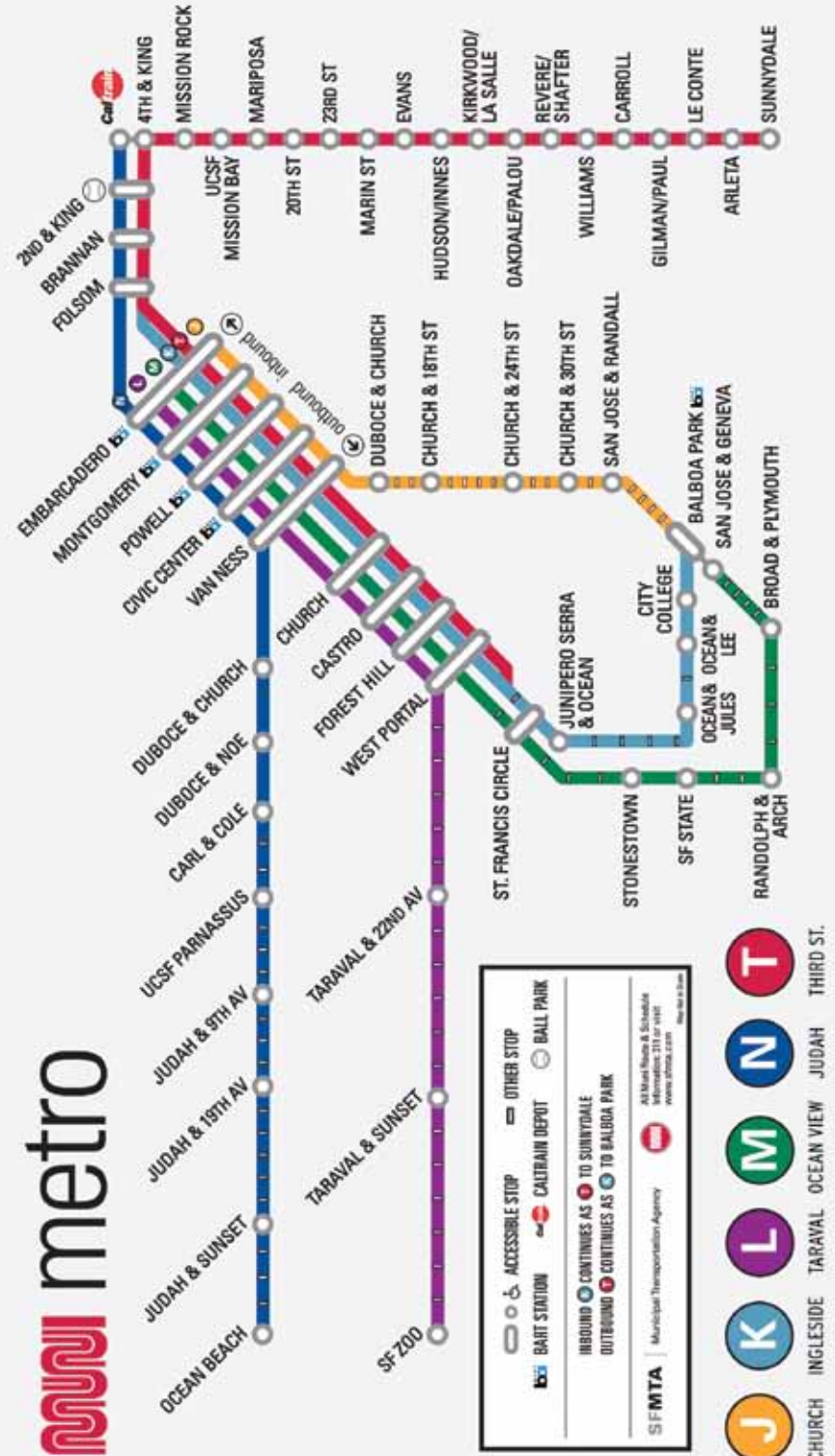
### Riding a Light Rail Vehicle

Seating for seniors and people with disabilities is located immediately behind the train operator's booth at both ends of the car. If you board through the center doors

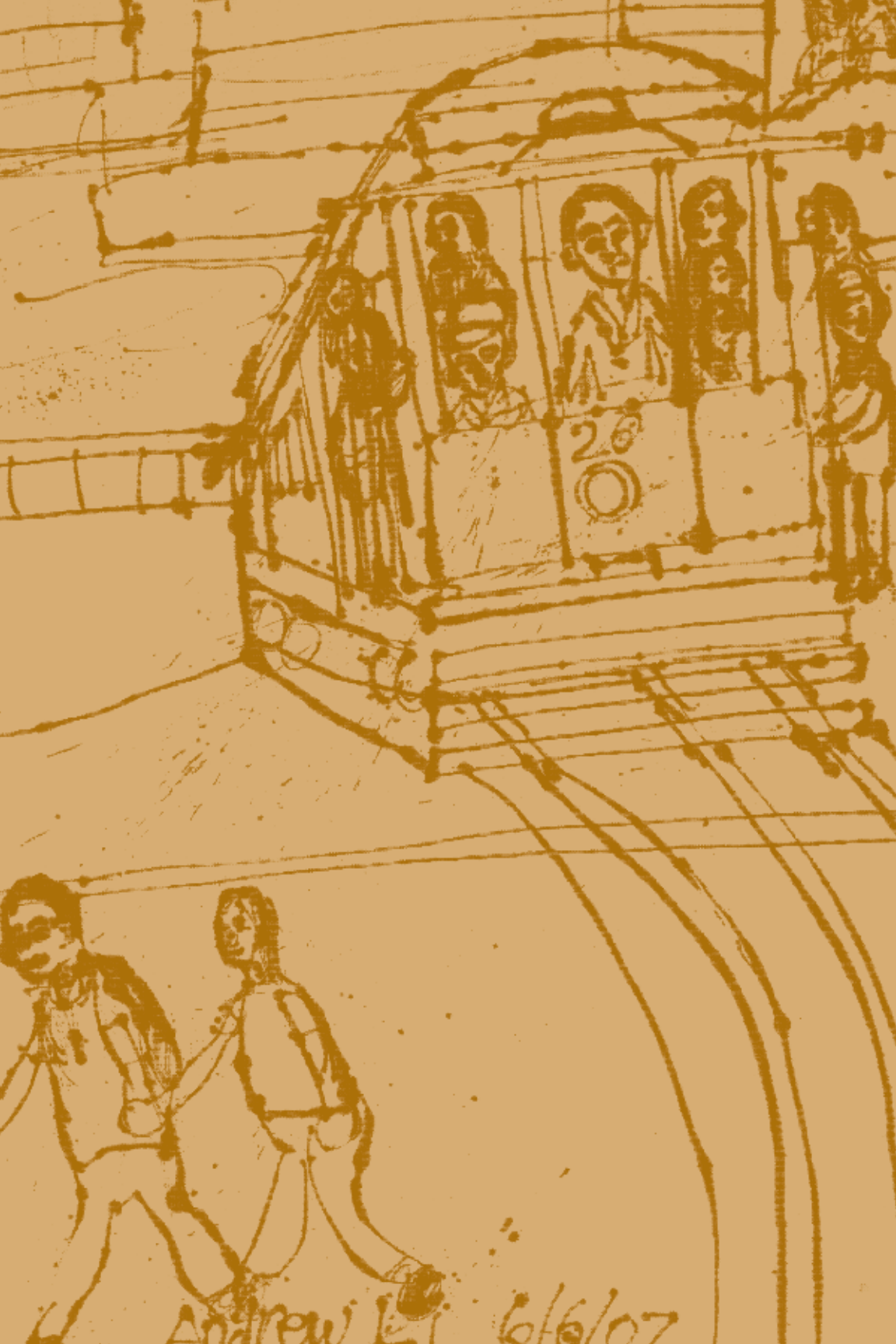
you may not be able to reach the priority seating before the train moves, particularly on a crowded car. Do not hesitate to ask another passenger for assistance to find a seat. Passengers traveling with guide dogs or other service animals may wish to sit in the first set of forward facing seats behind the operator. These seats provide a sufficient amount of space for even a very large dog guide to lie underneath the seat and ride safely without being in the aisle.

Every light rail car has a four digit identification number, followed by the letter A or B denoting the end of the vehicle. A metal plate with the identification number and letter in Braille and raised lettering is installed on the flat panel behind the operator compartments at each end of the car. The signs are located approximately 60 inches from the floor. Customers must provide the vehicle number in order to report problems with equipment or service.

All Metro vehicles are equipped with push button activated intercoms to allow customers to communicate with the train operator. The intercoms are located next to the door behind the operator compartment at each end of the car.



## access to muni historic streetcars



Muni provides streetcar service on the F-Line using historic streetcars from the early part of the last century. The historic fleet includes cars that were originally designed under the direction of the Electric Railway Presidents' Conference Committee (PCC) and were in service in various US cities (including New York, New Orleans, St Louis, Cincinnati, Baltimore, Boston, Brooklyn, Chicago, Cincinnati, Kansas City, Los Angeles,

Louisville, Newark and Philadelphia). Each car's color scheme represents a different city. There are a number of cars that were used in Milan, Italy, as well as some antique streetcars from around the world (Australia, England, Italy, Japan, Russia, Portugal and Germany) that run only along The Embarcadero.

All of the streetcars have been refurbished and modified to provide two

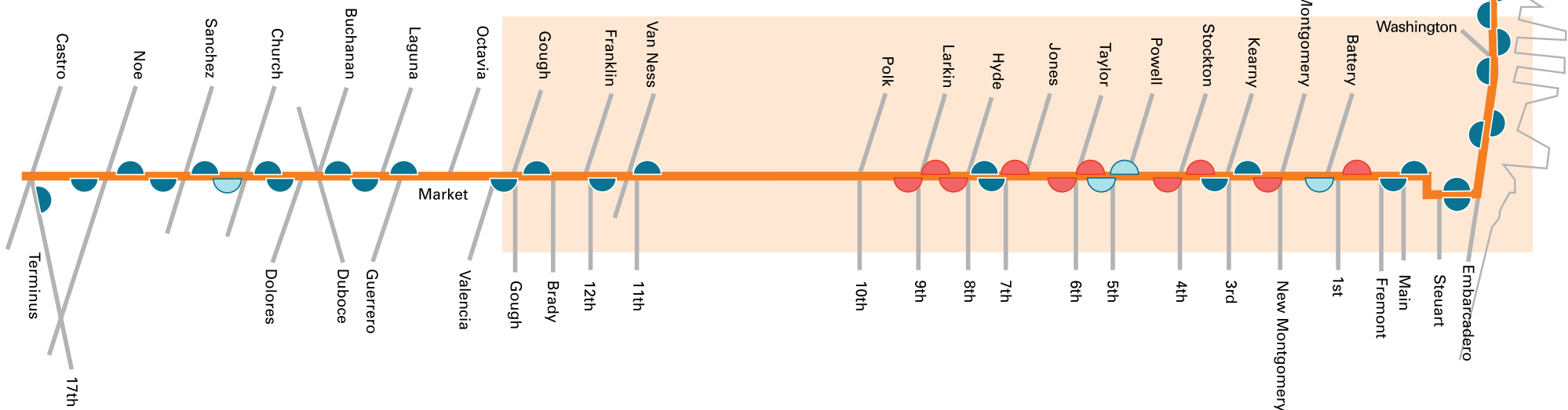
wheelchair securement areas. Along The Embarcadero, and on Market Street between Van Ness Avenue and Castro Street, there is an accessible wayside boarding platform at every stop. Between Van Ness Avenue and Steuart accessible stops are located at key locations along Market Street. Traveling inbound on Market Street, there are wayside platforms at 7th, 3rd, Main and Steuart Street. Outbound on Market Street, wayside platforms are at Steuart, Kearny, Hyde and Van Ness Avenue.

Three accessible F-line stops have mechanical lifts to raise the passenger

to the level of the car floor. Traveling inbound, the lifts are located at Market & Church Street, Market & 5th Street and Market & 1st Street.

### Boarding and Exiting at Wayside Platforms

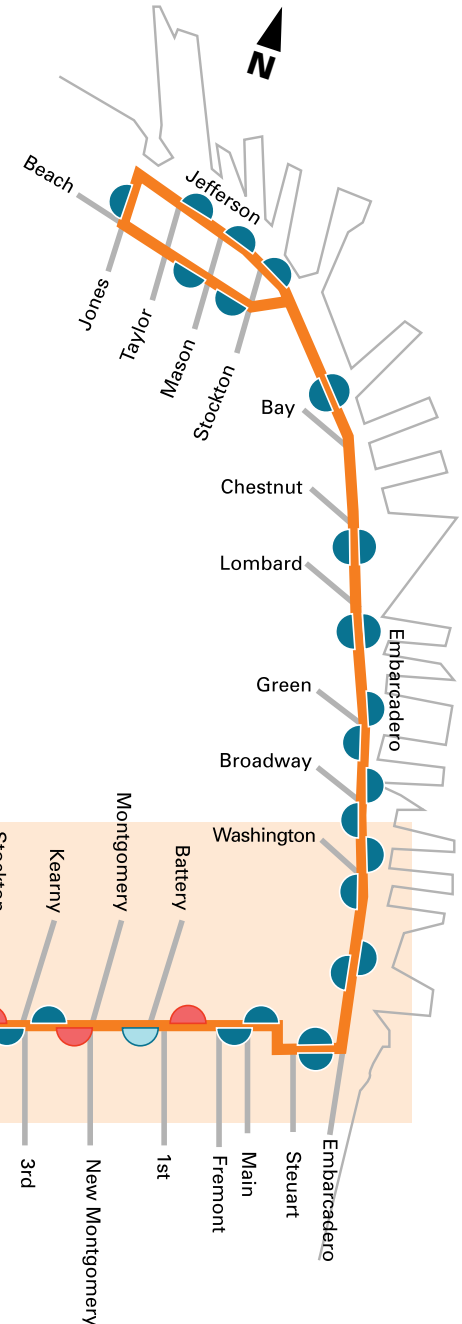
Go up the ramp to the wayside platform to wait for a streetcar. When the streetcar arrives, the operator will deploy a portable bridge plate between the car and the platform to allow you to cross into the car. Immediately upon boarding, let the operator know your destination stop, and whether you need help with



### Muni Metro F Line

- Wheelchair-accessible wayside platforms
- Wheelchair-accessible boarding Islands with lifts
- Non-accessible boarding locations
- Detail area shown on pages 32–33

Map not to scale.





the securements. Proceed to one of the securement areas. With the exception of Milan cars, there are stop request buttons next to each securement area.

### Boarding and Exiting at Wayside Lifts

Wayside lifts are separated from the boarding island by a gate, and they remain in the lowered position when not in use. To use a lift, go through the gate and wait for a streetcar on the lift platform.

Locate the control button (on your left when facing the car). When the street car arrives, push and hold the up button to raise the lift. You must press the button continuously or the lift will stop moving. Customers who are unable to press and hold the button may ask the streetcar operator to raise and lower the lift from inside the car. Note that the lift will not operate until the train stops next to the platform.

When the lift reaches the level of the streetcar floor, the operator will open the vehicle door, and then open the gate between the lift and the streetcar. The gate will not open unless the lift is completely raised. The operator will then lay down a bridge plate to allow you to cross from the lift into the streetcar.

When exiting the streetcar at a wayside lift, the operator will raise the lift from

inside the vehicle, open the vehicle door and the lift gate then deploy the bridge. Once on the lift platform, press the down button continuously until the platform has lowered completely. The lift gate will not open unless the lift is restored fully to the down position. Please let the streetcar operator know if you cannot press the button to lower the lift.

### Lower Market (Historic Streetcar and Metro/BART Stations)



- F-Line
- Elevator to Metro/BART station
- Accessible island stop eastbound
- Accessible island stop westbound
- Non-accessible boarding locations



Map not to scale.

# customer rights and responsibilities



Muni strives to provide safe, efficient, reliable and accessible transit service. Efforts include focusing on vehicle maintenance (including maintenance of accessibility equipment), and on providing timely information about service changes and special events. In addition Muni emphasizes the requirements of the Americans with Disabilities Act (ADA) and disability awareness in all operator training programs. Through these efforts Muni works to provide our customers with a high level of service.

## Expectations

Customers can expect operators to:

- Be courteous and respectful to passengers;
- Allow time for customers with disabilities to find a seat or handhold before moving the vehicle;
- Call out major stops, intersections and transfer points;



- Perform the three following tasks upon request:
  - lower the lift, ramp or kneeler for boarding or exiting passengers
  - provide assistance with wheelchair accessibility equipment (flip seats, clamps, belts)
  - ask other passengers to surrender priority seats for seniors and people with disabilities



*Note: there are a few stops where lift and ramp deployment is not recommended because of steep grades or insufficient space for the customer to get off the lift once it has been lowered. These stops are clearly marked by a symbol painted on the street (see page 15).*

## Responsibilities

We also ask you, our customer, to follow Muni rules, to be aware of your fellow passengers and to be sure to communicate your transit needs to operators.

We ask Muni customers to:

- Be courteous and respectful to Muni operators and to other passengers;
- Have cash fare (and ID with a discount fare), pass or other proof of payment ready to show the operator before boarding;
- Let the operator know if you require the use of the kneeler, lift or ramp to board;
- Ask the operator to remind passengers that the priority seats must be vacated for seniors and people with disabilities. If you need a priority

seat and none are available, keep in mind that the priority seats may be occupied by other seniors or people with disabilities, and that the operator cannot force anyone to surrender a seat for you;

- Tell the operator if you need help lifting flip seats at a wheelchair securement or seating area;
- Let the operator know if you need help with the wheelchair securements;
- Tell the operator *as soon as you board* where you would like to get off the bus or train (it is often helpful to remind the operator when the vehicle is getting closer to your destination);



- Ask the operator to call out a particular stop if needed; and
- Use caution when the vehicle is moving.



## Complaints and Commendations

Muni relies on feedback from customers, both negative and positive, to help us continue to provide good transit service. We encourage customers to let us know if they encounter difficulties with an operator or have problems with faulty equipment. To report an equipment problem, or make a complaint about an operator, please provide the following information:

- **The time, date and location of the incident;**
- **The line designation** (letter or number) and the direction of travel (e.g. inbound or outbound; north, south, east or west);
- **The number of the vehicle.** On buses the four digit vehicle number is on the front and back of the coach exterior and above the windshield inside the coach. A metal plate with Braille and raised characters is installed approximately 60 inches above the floor behind the

operator compartment on buses and light rail vehicles.

- The operator's cap number (a four digit number on the shirt sleeve or cap);
- A general description of the operator;
- A description of the incident; and
- Your contact information.

Muni staff will attempt to identify the operator using the information you provide, so the more information you can give the better. Muni Passenger Services staff will send you a letter acknowledging receipt of your report and indicating appropriate action taken.

*Customers can file a complaint by phone at 311 (TTY 415-701-2323) or at [www.sfmta.com](http://www.sfmta.com). For complaints specifically related to accessibility please contact Accessible Services at 415-701-4485 (TTY 415-701-4730).*



For customer complaints about possible ADA violations by the operator, SFMTA management will attempt to identify the operator using the information provided. If the operator is identified the customer will be invited to attend an administrative hearing with the operator, his or her union representative and a neutral hearing officer. The hearing officer will hear testimony from all the parties and make a determination.

## Security

Security on board Muni vehicles and in stations is provided by the Muni Response Team (MRT). The MRT is comprised of San Francisco Police Department officers and provides a regular police presence to reduce criminal opportunity and promote safety and security.

In addition, the Muni Transit Assistance Program (MTAP) assigns young adults

from disadvantaged neighborhoods to ride Muni vehicles during certain hours in order to diffuse tension and discourage violence and vandalism on the Muni system. MTAP staff will assist Muni operators by insuring the front seats are made available for seniors and persons with disabilities in accordance with the Americans with Disabilities Act.

# service animals on muni



## Service Animals

Service animals are defined in the Americans with Disabilities Act (ADA) as “any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.” Animals that meet this definition are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or herself. Guide dogs are one type of service animal, used by some individuals who are visually impaired. This is the type of service animal with which most people are familiar. There are service animals that perform tasks for persons with other types of disabilities in their day-to-day activities. Some examples include alerting persons with hearing impairments to sounds, pulling wheelchairs or carrying and picking up things for persons with mobility impairments, and

assisting persons with mobility impairments with balance.

Trained service animals are allowed to ride free of charge on all Muni vehicles. Customers traveling with a service animal should notify the operator immediately upon boarding. Service dogs may travel without a muzzle but must be on leash. All service animals must be kept under control by their owners. Service animals may sit on their owner’s lap or under a seat but may not occupy a seat. Passengers with disruptive or destructive service animals may be asked to remove them from the vehicle.

## Pets

Animals other than service animals may not ride Muni during peak hours (Monday through Friday, 5 a.m. – 9 a.m. and 3 p.m. – 7 p.m.). During off peak hours, one pet per Muni vehicle is allowed to ride. Dogs must be leashed and muzzled; all other pets must be carried in a small closed container. Pet owners must pay a fare equal to their own for their pet to ride.

# fares for seniors and people with disabilities

## Fares

Seniors and people with disabilities and Medicare card holders are eligible to pay the discounted cash fare to ride Muni with a valid ID. Fares are subject to change; for current fare information call 311 or visit [www.sfmta.com](http://www.sfmta.com).

For **seniors**, proof of eligibility includes:

- Valid Regional Transit Connection Discount Card
- Medicare card + valid photo ID
- Driver's license or California ID
- Government issued passport



For **people with disabilities** proof of eligibility includes:

- Valid Regional Transit Connection Discount ID
- Medicare card + valid photo ID
- DMV parking placard registration + valid photo ID
- Disabled license plate registration + valid photo ID
- Transit Discount ID issued by another transit agency in California + valid photo ID

The cash fare is valid for one trip and a transfer that can be used for up to 90 minutes. A monthly Fast Pass for seniors and a discount fare sticker for RTC card holders are also available. The discount fare sticker must be affixed to the face of the RTC card for it to be valid.

Monthly Fast Passes and stickers are available for sale at the following city facilities:

- SFMTA Customer Service Center, 11 South Van Ness Avenue;
- Powell & Market cable car ticket booth;
- Hyde & Beach cable car ticket booth;
- City Hall Payment Center, 1 Dr. Carlton B. Goodlett Place.

Passes and stickers can also be purchased at a variety of stores and community centers throughout the city. Fast Pass users can find a list of vendors or purchase passes on line at [www.sfmta.com](http://www.sfmta.com).

### Regional Transit ID Card

Muni participates in the Regional Transit Connection (RTC) Discount Card Program,



which provides discounts for seniors (65 years of age and over) and persons with a qualifying disability.

Applicants for the RTC card may seek “basic” or “medical” eligibility.

Customers will have basic eligibility for the RTC card if they have one of the following documents constituting proof of disability:

- Medicare Card (not Medi-Cal);
- California DMV placard or valid registration for a parking placard;
- Other Transit Agency or Visitor Card issued by another California transit agency;
- Proof of Age – 65 or older;
- Proof of Veterans Disability – A Service Connected Disability ID Card or Veteran’s Administration Certification demonstrating a disability

rating for aid and attendance, or a service-connected disability with a rating level of 50% or higher.

In the absence of one of the documents establishing basic eligibility, customers may apply for medical eligibility by having a licensed medical professional complete a form certifying a qualifying disability which is sent to the processing agency. Customer applications will not be processed unless this form has been submitted.

New applicants must submit applications in person at the Muni RTC ID Office (415.923.6070; TTY 415.701.4730), or to another regional office. AC Transit’s ID office is located at 1600 Franklin Street in Oakland (510.891.4706, TTY 510.428.2266). BART’s RTC ID office is at Lake Merritt BART station in Oakland (510.464.7133, TTY 510.839.2218).

Applicants must provide valid photo ID and a nonrefundable \$3 processing fee. Acceptable forms of identification include a current driver’s license, California ID card, passport, Alien Registration card, a Military or Military Dependant ID or a Mexican Consulate ID card. If applying

for basic eligibility applicants must also show one of the documents listed above. Please call the Muni Discount ID office (415-923-6070) for an application or for office location. More information about the Discount ID as well as downloadable forms for new applications, replacements and renewals can be found at

[www.transit.511.org/disabled/RTDC.asp](http://www.transit.511.org/disabled/RTDC.asp)

RTC ID office staff will take a digital photograph of the applicant and submit the photo and application to a central processing agency, where eligibility will be verified. Your card will be mailed within 21 days. The card will be valid for up to 3 years. Customers who have a permanent disability (indicated by a “P” on the card) may renew by mail. Customers without the permanent disability designation on their card will need to reapply once their card has expired. There is a nonrefundable renewal fee of \$3.

Visitors to the Bay Area who have a valid transit discount ID from another California transit agency are eligible to receive a courtesy RTC Discount ID card for the same period of time that their



tion and pay the fee. Customers may download a card replacement form at [www.transit.511.org/disabled/RTDC.asp](http://www.transit.511.org/disabled/RTDC.asp) and request a replacement card by mail.

current card is valid, or for up to three years, whichever is less. At the end of this period visitors may apply for basic or medical eligibility.

Visitors with a valid transit discount ID card from outside of California may submit a completed basic eligibility application form to receive a visitor ID card valid for three months. Those planning to visit for longer than three months must apply for basic or medical eligibility. The cost of a Visitor ID is \$3 (nonrefundable).

Replacements for lost or damaged RTC cards may be obtained for a nonrefundable \$5 fee. Customers should first contact the Muni Discount ID office to see if their lost card has been returned. Call 415.923.6070 to request a replacement application or go into the Muni Discount ID office to fill out an applica-

### RTC Cards and Translink

Beginning in August 2009 all RTC cards issued by the central processing agency will be smart cards that can be used with the Translink fare payment system. Translink is scheduled to be implemented on Muni in 2009 (see page 52 for more information about Translink).

The new RTC/Translink cards can still be used as ID to pay discounted cash fare or with a monthly sticker. When Translink is implemented on the Muni system, the value of the monthly sticker will be loaded on the RTC card.

*Note: Do not punch a hole in an RTC/Translink card to attach a lanyard as this will damage the card.*

### Proof of Payment

Proof of payment (POP) is required on all Metro lines. When entering the paid area of a Metro station or boarding a train on the surface, passengers must have physical proof of fare payment. Valid forms of POP include a paper transfer, a Fast Pass or Discount ID with a fare sticker. Tickets and transfers must be valid for the entire time customers are within the Metro system. Passengers boarding a train on the surface without POP must board the first door of the train to pay the cash fare and get a transfer.

Fare inspectors routinely ride all Metro lines to enforce the proof of payment policy. Customers unable to show an inspector POP on request may be cited.





## Geary Corridor Bus Rapid Transit

The San Francisco County Transportation Authority (SFCTA), in partnership with the San Francisco Municipal Transportation Agency (SFMTA), the Planning Department, the Department of Public Works and Golden Gate Transit, launched a study of the benefits and impacts of potential bus rapid transit designs for the Geary Corridor.

- Give buses priority at traffic signals so they spend less time stopped at red lights;
- Provide real time information to customers so they know when the next bus is coming;
- Build high-quality and well-lit bus stations to improve safety and comfort; and
- Provide streetscape improvements and amenities to make the street safer and more comfortable for pedestrians and bicyclists accessing the transit stations.



Bus rapid transit (BRT) is a quick and relatively inexpensive way to speed up buses and make service more reliable and comfortable. BRT systems typically:

- Give buses their own traffic lane so they can run faster with fewer impediments;

Geary Boulevard is the most heavily used transit corridor in the northern part of San Francisco. Almost 50,000 daily transit customers rely on Geary bus service that can be slow and crowded. The implementation of BRT features, such as dedicated bus lanes and high-quality bus shelters, are being considered to improve service for existing customers, attract new transit customers and prevent increased auto congestion caused by

existing customers switching to driving because of dissatisfaction with transit.

The SFCTA and other public agencies are working collaboratively with the Geary Citizens' Advisory Committee as well as inviting public participation through community meetings. With the approval of the feasibility study, the Study team is now poised to begin more detailed analysis through an environmental review of BRT on Geary. Once the project scope is refined through this study, the engineering and construction phases can begin, with BRT service potentially beginning in 2011/12.

### Van Ness Bus Rapid Transit

The San Francisco Transportation Authority and the SFMTA have launched the Van Ness Avenue Bus Rapid Transit Project to bring major bus improvements to the Van Ness corridor, possibly including dedicated bus lanes, distinctive boarding stations, real-time bus arrival information and urban design treatments.

Using an approach similar to the Geary study, various BRT design options have been developed collaboratively and are being refined in an Environmental Impact Report/Statement (EIR/S). It is anticipated that the Draft EIR/S will be completed in 2008, and construction could begin in 2010.

### Central Subway

The Central Subway, Phase 2 of the Third Street Light Rail extension, will add 1.7 miles of light rail track north from the terminus of the IOS at Fourth and King Streets. It would proceed north along Fourth Street, serving a surface station between Brannan and Bryant Streets, to a double portal structure between Harrison and Bryant Streets where the alignment transitions from surface to subway. The subway tunnel would proceed north under Fourth Street to serve three subway stations: a station in the vicinity of the Moscone Convention Center complex, a combined Union Square/Market Street station on Stockton Street between Market and Geary, and a Chinatown station on Stockton at Jackson.

Muni, in partnership with the community, will structure this project to:

- Significantly reduce travel times and increase service reliability;



- Reduce gridlock and improve travel time for motorists;
- Provide direct connections to CalTrain, BART and other transit systems in the region;
- Help generate economic opportunities and jobs for local residents and business owners;
- Improve access to Chinatown.

The Preliminary Engineering phase now underway (2008) will guide our community discussions and lead to some final decisions about the specifics of station design. In the next phase of the project, detailed design will result in construction drawings for all elements of the project.

### Translink

The Translink® smart card fare payment system was launched by the





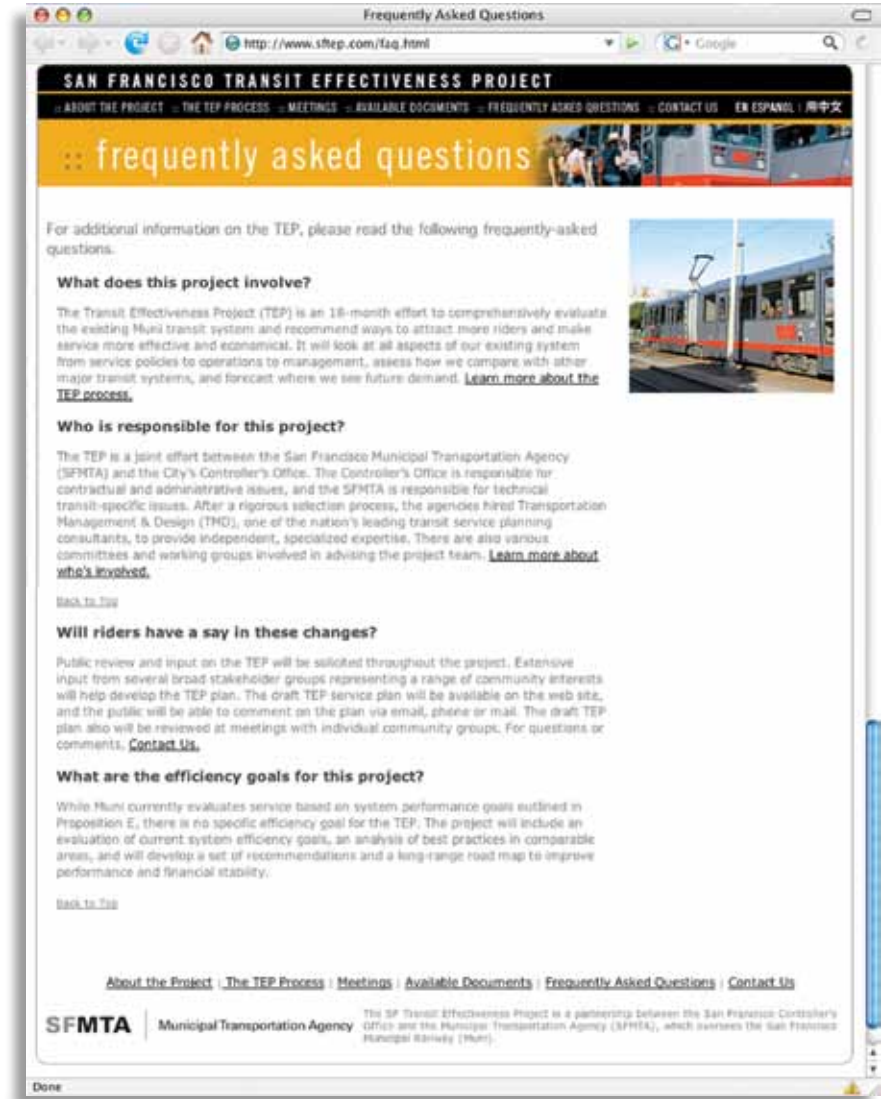
Metropolitan Transportation Commission (MTC) as a pilot project in 2002 and is now approaching full implementation by a number of Bay Area transit agencies. Translink can now be used on AC Transit, on Golden Gate Transit and ferries and on the Dumbarton Express. It is expected to be implemented on BART, Caltrain and Muni by 2009. Cards can be obtained by calling the Translink Customer Service Center at 877.878.8883 (TTY 800.735.2929), or by downloading an application from [www.translink.org](http://www.translink.org).

The Translink card is a stored value card that can be used to pay full and discounted fares (using an RTC Translink card) for travel on participating transit systems. The value of the fare is deducted from a Translink customer's

account when the card is tagged by a card reader. Translink card value can be replenished in a variety of ways including using an add fare machine in shared Muni/BART stations.

### Transit Effectiveness Project

The Transit Effectiveness Project (TEP) is the first comprehensive effort to review and evaluate the Muni system in over 25 years. To study the needs of Muni's diverse ridership, the TEP partnered with the SFMTA's Accessible Services department, the Mayor's Office on Disability, and members of the general public to review how well the Muni system is serving seniors and people with disabilities. The TEP surveyed senior and disabled customers on how they access the system, the current barriers to riding Muni, and how service can be improved.



As the TEP develops its recommendations, the team continues to work with senior and disabled advocates to address their transit needs. For more informa-

tion, visit the TEP website at [www.sftep.com](http://www.sftep.com) or call 415.701.4599, TTY 415.701.2323.



## muni accessibility advisory committee

The Muni Accessibility Advisory Committee (MAAC) is a group of seniors and people with disabilities who are experienced Muni customers. Committee members provide input on the accessibility of all aspects of Muni's services. Recent examples include reviewing the specifications for and testing a prototype of the new low-floor vehicles for accessibility, and participating in planning for upcoming Bus Rapid Transit projects on Van Ness Avenue and Geary Boulevard. MAAC was also closely involved in the development of the T-Third light rail line.

members who are interested in actively working to improve transit accessibility. The SFMTA invites you to participate in the next MAAC meeting. The committee meetings are held on the third Thursday of every month from 1:00 p.m. to 3:00 p.m. at the San Francisco Municipal Transportation Agency's offices on the third floor of 1 South Van Ness (at the intersection of Market Street and Van Ness Avenue).

Prior to the meeting, you may review the previous meeting's agendas and minutes that are posted at [www.sfmta.com/maac](http://www.sfmta.com/maac).

Minutes and agendas of MAAC meetings are available in alternative formats upon request. American Sign Language interpretation, a sound enhancement system and real-time captioning are also available upon request.

*"I have been an accessibility advisory member for over 20 years. Since we founded the "Elderly & Handicapped Advisory Committee" in 1983, Muni has made great strides in making the system more accessible. As a Giants fan and a power chair user, I'm most proud of MAAC's efforts to make the Ballpark Express service wheelchair accessible. We are proud of what we have accomplished, but there is always more work to be done."*

*— Bruce Oka*

### ***We need your ideas***

*Do you have ideas about transit services in San Francisco? Here's an opportunity to help! The San Francisco Municipal Transportation Agency is looking for people to serve on its Accessibility Advisory Committee.*

MAAC is looking for representatives from organizations and individual community

# Paratransit

## Paratransit

San Francisco Paratransit is a van and taxi program for people unable to independently use public transit because of a disability or disabling health condition. Since 1990, the Americans with Disabilities Act (ADA) has required all public transit agencies to provide paratransit services to eligible disabled people. Muni has provided paratransit services for more than 25 years. Muni contracts with a Paratransit Broker to manage the service. The Paratransit Broker contracts with van and taxi companies to provide transportation.

### *Who is eligible for paratransit services?*

To be eligible for paratransit, you must be unable to use Muni's accessible buses, trains, or streetcars some or all of the time, without the aid of another person. Guidelines for eligibility come from the ADA.



### *How do I apply for paratransit?*

If you are unable to independently use Muni or BART some or all of the time due to a disability, you may submit an application for ADA Paratransit service. To get an application you may:

- Phone the San Francisco Paratransit program office at 415.351.7050 (TTY 415.351.3942).
- Pick up an application at the Paratransit office (68 12th St.), Monday through Friday, 9 a.m. to 4:45 p.m.
- Download the application from **[www.sfparatransit.com](http://www.sfparatransit.com)**.

To obtain an application in an accessible format or in a foreign language, or for a referral for help in completing the application, please call the Paratransit office.

### *What types of paratransit service are provided in San Francisco?*

Three types of service are provided:

- **SF Access Van Service:** SF Access (for ambulatory persons and for persons who use wheelchairs) provides pre-scheduled, door-to-door ADA van services. SF Access is a shared-ride service. SF Access customers must make a reservation from one to seven days before the day of the trip, and service is provided within one hour of the requested pick-up time.
- **Taxi Services:** Paratransit taxi is the same curb-to-curb taxi service that is available to the general public. This is not an ADA mandated service, but many customers find that it better meets their transportation needs. Currently, due to budget constraints, paratransit taxi service is not avail-

able to most new customers. Some exceptions are made for wheelchair users, those needing kidney dialysis, and people over 80 years of age.

- **Group Van Service:** Group Van is a pre-scheduled van service providing door-to-door transportation to groups of ADA-eligible customers attending specific agency programs such as Adult Day Health Care, senior centers, or work sites.

### **The Paratransit Coordinating Council**

Muni has a long history of community involvement with paratransit services. The Paratransit Coordinating Council (PCC) is an advisory body for customers, service providers, social service agency representatives and others to provide input on the paratransit program. The Executive Committee of the PCC meets regularly to discuss and provide input to Muni on paratransit services. To become involved, call SFMTA Accessible Services at 415.701.4485 (TTY 415.701.4730).

### *During what hours are San Francisco paratransit services provided ?*

Paratransit van and taxi services are provided 24 hours a day, 7 days a week, 365 days a year.

### *What is the geographical area served by San Francisco Paratransit?*

Service is provided within San Francisco, to Treasure Island, and to the northern-most part of Daly City in San Mateo County. To determine if your destination is in the San Francisco Paratransit service area, please call the Paratransit Office at 415.351.7000.

### *How do I use paratransit if I am a visitor to San Francisco?*

ADA-certified persons who are visiting from outside San Francisco will be served by San Francisco Paratransit. For more information, please call the Paratransit office in advance of your visit. For ADA-certified visitors from outside the Bay Area, eligibility will be valid for up to 21 days in a rolling twelve-month period. Visitors needing service for

longer than 21 days will need to apply for Bay Area ADA Paratransit eligibility.

Mobility Plus Transportation (415.643.2185) will provide weekend paratransit service to newly arrived visitors but visitors must contact San Francisco Paratransit (415.351.7050) on the next business day to register for visitor services.

### **Regional Paratransit**

Paratransit services are an important part of the Bay Area's regional transportation system. For individuals who are paratransit eligible, each local transit operator provides paratransit services that are comparable to the fixed-route services in the area.

Please contact the local paratransit provider directly for more information or to arrange a trip.

#### **East Bay Paratransit**

(BART/AC Transit Paratransit)  
510.287.5000

#### **Whistlestop Wheels**

(Golden Gate Paratransit)  
415.456.9062

#### **Rediwheels** (SamTrans Paratransit)

800.660.4287



**Outreach** (VTA Paratransit)  
800.400.3440

Please note that San Francisco Paratransit does not serve any Bay Area airports. Rediwheels serves the San Francisco International Airport, and East Bay Paratransit serves the Oakland International Airport.

**Travel Training**

Free Travel Training is available for individuals who would like to improve their transit skills or gain more experience using the Muni system.

Below is a description of the program:

**Group Orientation for Travel Training**

is a regularly scheduled, drop-in information session open to all seniors and

persons with disabilities. At these meetings you can:

- Learn how Muni serves customers with disabilities and offers an independent way to travel;
- Learn how and where to get Muni information in accessible formats to help plan trips;
- Meet other persons with disabilities and seniors who use the Muni fixed-route system. Hear their experiences about using Muni and share your transportation questions with them;
- Practice boarding an accessible Muni vehicle;
- Sign up for free individualized travel training sessions.

If needed, transportation to the first group orientation will be provided.

Those unable to attend group training can request to meet with a certified Travel Trainer individually.

**Individualized Travel Training** is an opportunity to receive one-on-one

instruction with a qualified Travel Trainer. The trainers are experienced Muni riders and many are persons who are disabled. During this travel training you will:

- Meet personally with a Travel Trainer and plan a training program to meet travel goals;
- Practice riding Muni while accompanied by a Travel Trainer;
- Have a follow-up training session on the Muni system with a Travel Trainer nearby monitoring your travel;
- Learn how and where to obtain schedule and route information;
- Gain the experience needed to comfortably and safely use Muni.

**Advantages**

Using the buses, trolleys and light rail of the Muni fixed-route system provides many advantages:

- Independence;
- Flexibility to travel when you want ;

- Opportunity to travel with friends;
- A way to set a schedule for travel without hours or days of pre-planning;
- An inexpensive way to travel throughout the city and to make connections with other Bay Area transportation systems;
- A system whose drivers have had sensitivity and special safety training to help them meet the needs of seniors and persons with disabilities.

Call 415.351.7063 for more information on travel training.

# bay area transit connections

## AC Transit

Operates accessible bus service between the Transbay Terminal in San Francisco and the East Bay. Information about accessibility on AC Transit is available at [www.actransit.org](http://www.actransit.org) or by calling 510.891.4777.

## BART

Provides regional transit service in Alameda, Contra Costa, San Mateo and San Francisco, including direct service to San Francisco International Airport. Access to BART stations within San Francisco is provided via elevator and all stations are served by Muni bus or Metro lines.

The BART system has a number of features that make travel easier for seniors and people with disabilities. A partial list of accessible features is available on BART's website at [www.bart.gov](http://www.bart.gov). The website also provides a station overview of each station that includes detailed information about accessibility. Call 510.834.LIFT or 888.235.3828 for elevator availability. General information is available by calling 415.989.2278 (TTY 510.839.2278).

## Caltrain

Provides local, limited and Baby Bullet train service between San Francisco and San Jose, with weekday commute-hour







service to Gilroy. Baby Bullet trains make up time by stopping at only a few stations and by passing slower trains.

The San Francisco Caltrain Station is located at 4th & King Streets. The station is served by the N-Judah and T-Third light rail lines, and by bus lines including the 10- Townsend, 30-Stockton, 45-Union/Stockton and 47-Van Ness.

All Caltrain trains have one wheelchair accessible car that can accommodate two wheelchairs. Access is provided via onboard lifts, or via a mobile lift or ramp. Not all Caltrain stations are fully accessible. Contact Caltrain at 800.660.4287 (TTY 650.508.6448) for more information on accessibility. Information is also available from [www.caltrain.com](http://www.caltrain.com).

### Golden Gate Transit

Operates wheelchair accessible bus and ferry service between San Francisco and Marin County. Golden Gate Transit bus lines run from San Francisco over the Golden Gate Bridge to a variety of destinations in Marin and Sonoma Counties. Ferries operate from the Ferry Building at the foot of Market Street to Sausalito and Larkspur. For specific information about wheelchair boarding on ferries, or for route and schedule information, call 511 (toll free) or go to [www.goldengatetransit.com](http://www.goldengatetransit.com).

### SamTrans

Provides bus service in San Mateo County with service from San Francisco to San Mateo County. All SamTrans buses are wheelchair accessible; many

SamTrans bus stops in San Mateo are ADA compliant. For general information and information about accessibility call 800.660.4287 or visit the SamTrans website at [www.samtrans.com](http://www.samtrans.com).

### Ferry Service

#### Alameda/Harbor Bay Ferry

Provides wheelchair accessible week-day commuter service between the Ferry Building in San Francisco and the Harbor Bay Isle landing in Alameda. Call 510.769.5500 for general information or visit their website at [www.alamedaharborbayferry.com](http://www.alamedaharborbayferry.com).

#### Alameda/Oakland Ferry

Provides daily service from Pier 41 (limited departures/arrivals) and the Ferry

Building in San Francisco to the Main Street Terminal in Alameda and the Clay Street Terminal in Oakland. All ferries are wheelchair accessible and have an accessible restroom. For more information call 510.749.5972 or go to [www.eastbayferry.com](http://www.eastbayferry.com).

#### Vallejo/Baylink Ferry

Operates daily service between Pier 41 (limited departures/arrivals) and the Ferry Building in San Francisco and the Vallejo Ferry Terminal. Vessels are wheelchair accessible and equipped with accessible restrooms. Fare and schedule information is available at [www.baylinkferry.com](http://www.baylinkferry.com) or by calling 511. Call 877.64.FERRY for general information.



# important contact information

## Phone numbers

Muni Accessible Services	415.701.4485 <a href="http://www.sfmata.com/access">www.sfmata.com/access</a>	TTY 415.701.4730
Muni Transit Information <ul style="list-style-type: none"><li>• Passenger Services</li><li>• Lost and Found</li></ul>	311 415.701.2311(Outside of SF) <a href="http://www.sfmata.com">www.sfmata.com</a>	TTY 415.701.2323
BART Elevator Hotline	510.834.5438 (LIFT) <a href="http://www.bart.gov">www.bart.gov</a>	
San Francisco Paratransit Broker	415.351.7000 <a href="http://www.sfparatransit.com">www.sfparatransit.com</a>	TTY 415.351.3942
Regional Transit Information	511 <a href="http://www.511.org">www.511.org</a>	
San Francisco Customer Service Center	311 415.701.2311 <a href="http://www.sfgov.org/311">www.sfgov.org/311</a>	TTY 415.701.2323
California Relay (CRS)	800.854.7784 (Speech-to-Speech)	

**311:** An easy-to-remember, non-emergency telephone number that can be used to access information about San Francisco City services, including Muni. Call 311 within the 415 area code (or 415.701.2311, TTY 415.707.2323) to make commendations, suggestions and complaints about Muni services or to access Muni schedules and real-time vehicle location information. The 311 Call Center is staffed 24 hours a day, 7 days a week, 365 days a year.

**511:** A toll-free telephone information number that can be used to access transit, traffic, cycling and rideshare information for the Bay Area. Use this number to obtain arrival time information for Muni light rail vehicles. Regional transportation information can also be obtained at [www.511.org](http://www.511.org). The website also provides comprehensive information about Bay Area transportation. The “Transit” section includes the “Take Transit” on-line trip planner, and provides route and schedule information for Bay Area transit agencies.

**Accessibility:** The extent to which facilities, including transit vehicles, are barrier-free and can be used by people who have disabilities, including wheelchair users.

**Americans with Disabilities Act (ADA):** A civil rights act enacted in 1990. The ADA includes provisions for access to fixed-route transit service for persons with disabilities, and comparable paratransit service for individuals with disabilities who are unable to use fixed-route services.

**Articulated bus:** A 60-foot bus that has two passenger compartments connected with a flexible “articulated section.” Articulated buses are used on bus routes with heavy ridership because they carry more passengers than the standard 40-foot buses.

**Automatic Vehicle Location System (AVL):** A system that uses a Global Positioning System (GPS) to detect, at intervals, the location of vehicles. A GPS receiver at a central location picks up transmissions from equipment on the

vehicles that is relayed to the receiver via satellite.

**Bus Rapid Transit (BRT):** A broad term given to a variety of transportation systems that, through infrastructure and scheduling improvements, aim to provide more reliable and efficient service than an ordinary bus line.

**Bus zone:** A striped, signed curbside bus stop that is generally 80 to 120 feet long. Automobile parking is prohibited at bus zones.

**Center platform:** A high-level Metro boarding platform located between inbound and outbound trackways with two boarding areas on each side for both inbound and outbound travel.

**Complaint resolution process:** The process by which Muni Passenger Services addresses customer complaints about operators.

**Disability:** According to the Americans with Disabilities Act (ADA), a person is considered disabled if they have a physi-

cal or mental impairment that limits one or more major life activities.

**Express service:** Muni operates a number of commute period-only bus lines that run between the Financial District and outer neighborhoods including the Richmond, the Sunset and the Marina. In addition, the 9AX and 9BX operate between City College and Visitation Valley between approximately 6:30 a.m. to 9:00 p.m. on weekdays.

**Fixed-route service:** Transit service that operates on a schedule and along set routes. Muni provides fixed-route service on its bus, trolley, light rail, streetcar, and cable car lines.

**Flag Stop (also, Pole Stop):** A bus stop without a designated curbside zone. At flag or pole stops, all passengers, including wheelchair users, board and exit the vehicle in the street.

**Flip seat:** A bus seat unit that flips up to expose a securement area for a wheelchair.

**High-level platform:** A raised boarding platform that is the same height for the entire length of the boarding area and has an access ramp at one or both ends.

**Inbound:** A direction of Muni service, usually heading toward downtown San Francisco.

**Kneeler:** A device on buses that lowers the front of the vehicle several inches, making it easier for passengers to step up into the vehicle.

**Landor sign:** A unique bus stop sign located near the curb at bus and surface Metro stops. The sign is easily identified by its Muni “worm” logo designed by renowned San Francisco-based graphic designer, Walter Landor. Landor signs list the transit lines that serve each stop as well as their service hours.

**Lift:** A mechanically operated level platform that can be raised from street or sidewalk-level to assist mobility impaired persons to get on and off Muni vehicles. Lifts are installed on accessible buses, and are used at certain wayside streetcar and LRV stops.

**Light Rail Vehicle (LRV):** Electric rail cars that operate in the Muni Metro system, both underground and on the street.

**Limited service:** Transit service that serves selected stops on a route to speed travel.

**Local service:** Transit service with frequent stops and lower operating speeds.

**Low-floor bus:** Bus floor is lowered so that passengers are not required to climb stairs in order to enter the bus. Low-floor buses improve accessibility and speed boarding.

**Medicare:** A health insurance program that covers people aged 65 and over, as well as individuals who meet special criteria. The program is administered by the United States government.

**Mezzanine:** At underground stations there is a mezzanine level between the street level and the platform level, where station agent booths, ticket vending machines and fare gates are located.

**Mobility aid:** A device such as a wheelchair, scooter, walker or cane that

is used by a person with an orthopedic or neuromuscular impairment.

**Muni Accessibility Advisory Committee (MAAC):** A community advisory body to the Municipal Railway that addresses issues regarding accessibility improvements and service quality on Muni’s fixed route system. The committee is made up of frequent Muni customers who are seniors and/or persons with disabilities, or who work for an agency that serves seniors or people with disabilities.

**Muni Metro:** The light rail system consists of the six light rail lines (J-Church, K-Ingleside, L-Taraval, M-Oceanview, N-Judah and T-Third) that serve downtown and the neighborhoods in the western, southern and eastern parts of San Francisco.

**Muni Response Team (MRT):** A team comprised of San Francisco Police Department officers that provides a regular police presence in Muni stations and on board Muni vehicles.

**Muni Transit Assistance Program (MTAP):** The program assigns young

adults from disadvantaged neighborhoods to monitor student customers at various stops and on transit lines. They collaborate with SFMTA and school system personnel in supervising the boarding of students on the buses and ride the buses with the students.

**NextBus:** A system that uses satellite tracking to provide real-time arrival information via digital signs about when the next bus or train will arrive at a particular stop. Audible NextBus information is available at surface bus and Metro shelters using a “Talking Signs” receiver or by using the “push-to-talk” push button feature of NextBus.

**NextMuni:** The website [www.nextMuni.com](http://www.nextMuni.com) provides NextBus real time arrival information for light rail, streetcar lines and certain bus lines.

**Outbound:** A direction of Muni service, usually heading away from downtown San Francisco.

**Paratransit:** A transit service Muni provides to qualified individuals who are unable to use the regular fixed-route service because of a physical or cognitive

disability. Paratransit modes include SF Access, Taxi and Group Van service.

**Paratransit Coordinating Council (PCC):** A community advisory body to Muni that addresses issues of paratransit service and service quality monitoring. The group consists of seniors, persons with disabilities, service providers, and representatives from social service and public agencies.

**Passenger Services Department:** The department within SFMTA that supports customer complaint investigations.

**Peak period:** Morning and afternoon commute periods when transit ridership is high.

**Personal care attendant:** An individual who assists a person with a disability with day-to-day household and personal tasks.

**Proof-of-payment (POP):** The fare payment system on Muni Metro that requires passengers to have a ticket, transfer, or pass to enter the paid area of a station or to ride a train. Customers with proof-of-payment may board a train at any door. Those needing to pay the cash fare must board at the first door of the train to pay their fare and get a transfer.

**Push-to-Talk:** A pushbutton activated system installed at bus shelters that provides voice annunciation of NextBus information.

**Regional Transit Connection (RTC) Discount ID:** An ID card for eligible seniors and people with disabilities that can be used to pay a discounted fare on transit in the Bay Area.

**Securement area:** The area on a bus designed to accommodate a wheelchair user. The area is created by flipping up special seats in the priority seating area at the front of the bus.

**Securement system:** A set of devices in the securement area that includes a clamp, belts and tether hooks. Securements are intended to keep a wheelchair from moving while the bus is in motion.

**Service animal:** Defined in the Americans with Disabilities Act (ADA) as “any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.”

**Side platform:** A boarding platform adjacent to the trackway with boarding for travel in one direction only.

**Stanchion:** The horizontal and vertical grab bars installed on buses and light rail vehicles to provide stability to standing passengers. Stanchions on the low-floor buses are colored bright yellow so that they are easy to see for customers with visual disabilities.

**Streetcar:** The vintage vehicles that are used on the F-Line. Muni’s streetcar fleet includes Presidents Conference Commission (PCC) cars, trams from Milan, Italy and other historic vehicles.

**Talking Signs/Remote Infrared Audible Signage (RIAS):** An infrared wireless communication system that provides audible messages to facilitate wayfinding for the blind and visually impaired. The Talking Signs system consists of infrared transmitters that send audible versions of the text contents of digital signs to special hand-held receivers. Talking Signs transmitters are installed at the Powell Street, Stonestown, and San Francisco State Metro platforms, at all platforms on the T-Line and at a number of NextBus equipped bus stops.

**Translink:** A stored value “smart card” that can be used to pay transit fares for some Bay Area transit agencies. The user “tags” the card at a special card reader installed on vehicles or in transit stations. The reader deducts the appropriate fare from the card.

**Trolley bus:** A rubber-tired passenger vehicle that is driven by electrical power drawn from overhead electric lines.

**Universal Design:** Universal, or inclusive design seeks to design products, services and environments to be as usable as possible by as many people as possible regardless of age, ability or situation. It is associated with the concept of an inclusive society and its importance has been recognized by governments, business and industry.

**Wayside boarding platform:** A small high platform with ramp access that provides level boarding at the first door of an LRV operating on the surface.

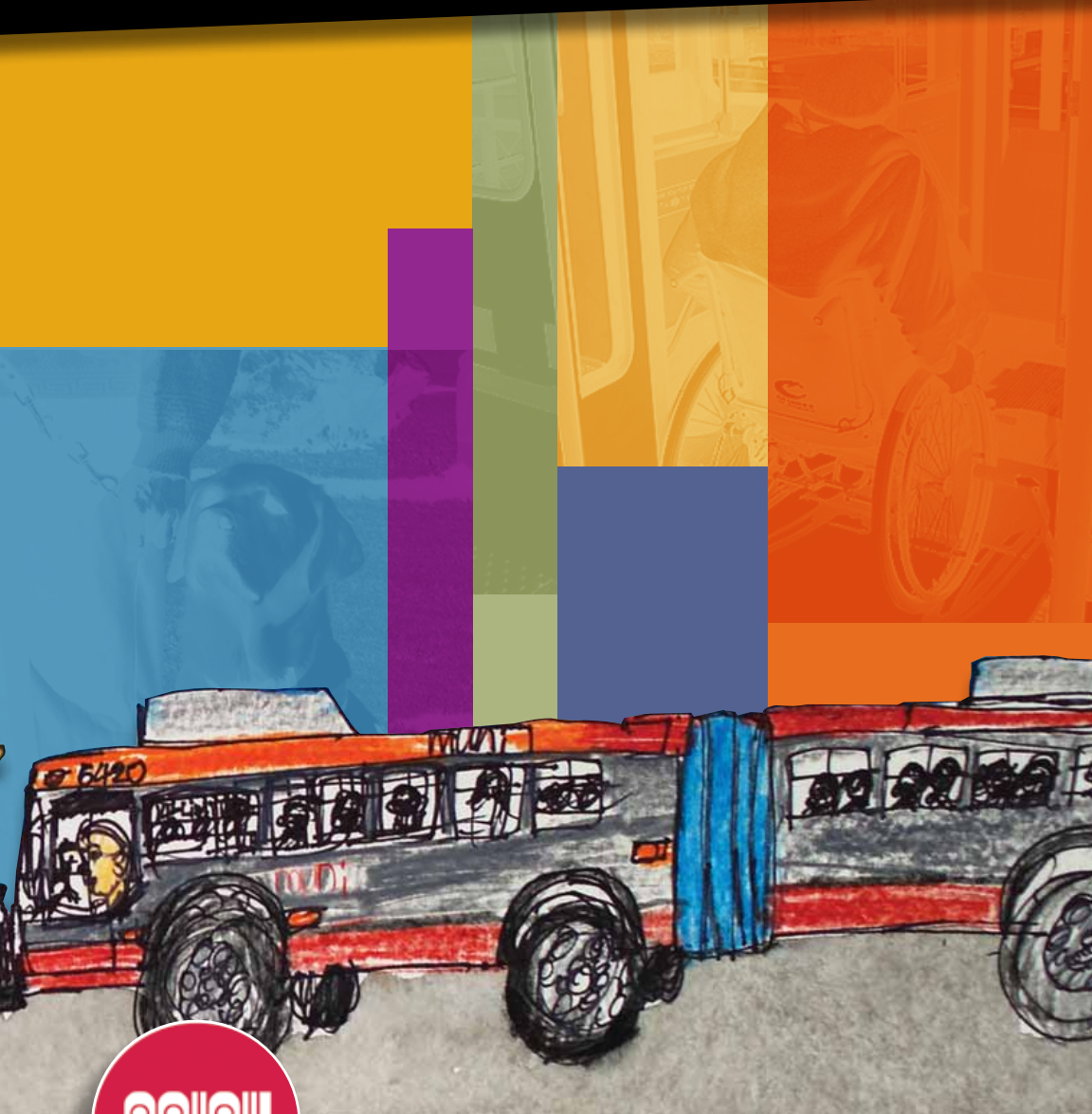


### About the Illustrations

Andrew Li is a Chinese-American artist who was born in San Francisco in 1965.

His art has been exhibited through out the United States and internationally. He is a prolific artist, and his loose, sketchy drawings reflect his rapid artmaking process. Cityscapes, figures, and machines are the most frequent subject matter in his drawings and paintings. The precise perspective and attention to scenic detail illuminate how Andrew typically sketches from life, incorporating what he observes in San Francisco and in his travels into his artwork.

Li has been working in the studio at Creativity Explored since 1990 and is currently a student at San Francisco City College.



**SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY  
ACCESSIBLE SERVICES PROGRAM**

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