



SFMTA

# **Accessibility Strategy Update: Accessibility Survey**

Mayor's Disability Council

November 15, 2024

# What is the Accessibility Strategy?

- Comprehensive, five-year strategy to address the diverse transportation needs of people with disabilities
- Goals:
  - Acknowledge all the work that has been done for accessible transportation over the past few decades
  - Deepen our Strategic Plan and REAP commitments to accessibility
  - Adopt a high-level vision of the resources and actions needed to support improved accessibility

# Accessibility Strategy: Process & Timeline

- **Phase One: Needs Assessment**
  - Review Existing Studies, Plans, Workshops, Survey Data to Catalogue Needs
  - **Conduct Outreach to Validate/Refine Needs**
- **Phase Two: Goals and Actions**
  - Develop Draft Goals & Actions
  - Refine with Key Staff
  - Conduct Public Outreach to Validate and Refine Goals & Actions
- **Phase Three: Performance Metrics**
  - Share Final Goals & Actions with Key Stakeholders
  - Develop Performance Measures & Tracking

# Introducing Our Project Manager and SF Fellow: Olly Ogbue



# What is the Needs Assessment?

- Details our successes and challenges in ensuring the accessibility of SF's transportation network
- Includes info from rider survey, performance data, feedback from advisory board meetings and ongoing public outreach
- Sections on Streets, Muni, Taxis, Paratransit
- Available at:  
[SFMTA.com/AccessibilityAssessment](https://www.sfmta.com/AccessibilityAssessment)

# What's Next: Accessibility Survey

## [SFMTA.com/AccessibilitySurvey](https://www.sfmta.com/AccessibilitySurvey)

- Survey takes 3-5 minutes to complete
- Asks you to rank needs from highest priority (1) to lowest, don't have to rank every category
- Helps us prioritize for next five years in light of fiscal constraints
- Available in English, Spanish, Russian, Chinese (simplified & traditional), Vietnamese, and Tagalog
- **Survey open until December 13, 2024**
- Also attending community events with tablets and printed surveys

# Response Rates So Far

- Total Responses: 320 (as of 11/8/24)
- ~50 surveys in hand from workshop with Cantonese-speaking seniors
- People with disabilities: 45%
  - 31% have mobility disability
- Older adults: 27%
- Low response rate from Deaf/hard of hearing community and people with cognitive/mental disabilities
- Low response rate from Black/African American, Latino, Middle Eastern/North African communities

# Upcoming Community Events

- Complete the survey, play trivia, win prizes!
- **Fillmore Farmers' Market**
  - Sat 11/16, 7am-2pm
- **Alemany Farmers' Market**
  - Sat 11/23, 6:30am-12:30pm
- **Gimme Shelter meeting with Canon Kip and Senior & Disability Action**
  - Early December, date TBA



# Next Steps

- **Complete the survey and get the word out!** Do you have suggestions for increasing our responses?
- **Request a briefing:** Interested in having someone share an overview of the assessment with your group? Need help understanding how to complete the survey? Contact us and we will coordinate to meet your needs
- **Phase Two - Development of Goals and Actions: Early 2025**

# More Information

## Project Website:

[www.sfmta.com/projects/accessibility-strategy](http://www.sfmta.com/projects/accessibility-strategy)

## Project Email:

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