

Questions and answers from the public for the Recreation and Park Department at January 20, 2023 MDC meeting

- 1. What is the waiting time between vehicles showing up at each stop? How many seating spaces for wheelchair users is provided in each shuttle?**
 - a. The wait time is 20 minutes M-F, and 15 minutes on weekends
 - b. There are two spaces for wheelchair users on the vehicles the operator is currently providing
- 2. And, what about the transit stops. Are they covered and is there seating for those who can't wait extended periods of time?**
 - a. All shuttle stops have benches.
 - b. The Haight Stanyan stop and the deYoung Museum/Tea Garden stops have shelters.
- 3. Were all the curb ramps along JFK Drive either repaired or were new curb ramps with detectable warning material created? How many have been resolved?**
 - a. As discussed at the MDC meeting on 1/20, areas where new curb ramps are needed or repairs needed have been identified and are in design phase
- 4. What training have the drivers of the shuttles had? Who gave them the training? What is the training?**
 - a. Drivers are trained in disability awareness and assisting passengers with mobility disabilities by their agency. RPD staff train drivers on route, providing information to passengers, and specialized or extended service due to events.
- 5. Do the shuttles "kneel" when they reach a stop? What is the height of the first step from the ground surface? Many people with disabilities and vulnerable seniors are unable to use many paratransit vehicles because they don't kneel.**
 - a. We provided this update at the MDC meeting: We have acknowledged the community desire for low-floor vehicles. The provider is working on procuring them, but there is a delay. We hope to have them in service before the end of 2023.
- 6. Will the shuttle stops have the electronic information about when the next shuttle will arrive at the stop? For many, the wait may be too long for them to wait. What is the expected time for vehicles to show up at a stop?**
 - a. As discussed at the MDC meeting: Real-time arrival information is a feature we have acknowledged will be beneficial. This is very difficult to implement, but we are committed to providing this when we can.
 - b. Question about wait time answered above.

- 7. You (Rec and Park) have heard from many folks about bike and scooter riders who are going very fast (especially ebikes and escooters), and not stopping at stop signs or occupied crosswalks. What are you doing to stop that dangerous practice?**
- We are investigating various options to help with this.
 - The installations on JFK are helping to calm bike, scooter, and ebike speeds.
- 8. Have you created a tactile map of Golden Gate Park for blind users of the Park? If so, how are they able to get access to those tactile maps? If you haven't created an accessible map of the Park, why haven't you?**
- We need to secure funding and consultants to create a map of the park. Once created, we plan to create tactile, large print, and Braille editions.
- 9. At shelter stops, is there any information about the shuttle service that a blind user can "read"? If not, why not, and when will that be provided?**
- Because the signage at stops is temporary we have not provided Braille information. When we create permanent stops we will provide accessible information.
- 10. Is all of the info in slide 31 going to have accessible tactile information for blind users?**
- Answered above
- 11. Will there be shelters? What happens for those wanting to go to a site in the Park during the Winter? Shelters have been installed throughout the City because it was understood that there is a need to protect transit riders during inclement weather. Why hasn't GG Park had wheelchair accessible shelters installed that would protect those waiting for the shuttle?**
- We do not currently have plans to provide shelters in the park.
- 12. Special Events in GGP - I've heard from many folks about their experience during this year's Hardly Strictly Bluegrass event. Most said it was NOT a positive experience. And their frustration was the lack of adequate wheelchair accessible parking, and the lack of wheelchair accessible golf carts (I believe there was only 1).**
- It is not possible to create additional wheelchair accessible parking for this temporary event. The event organizers provided 200 spaces for people with disabilities, and a shuttle to the main entrance to the event
 - Wheelchair accessible golf carts must be custom made, and incredibly difficult to rent. When we met with the organizers, we recommended that they provide golf carts with ramps, and they were able to secure one. The feedback we received was only about the lack of golf carts in general, as many of the guests had difficulty walking longer distances. The organizers have agreed to provide additional golf carts.

13. What background do each of the two ADA Coordinators have relating to their experience and training? How were they chosen, and by whom? Will their resume be made available to the public so we can see what experience/training/knowledge they claim?

- a. Lucas Tobin has been serving as RPD's ADA Coordinator for Programmatic Access since 2010, and has been working to break down barriers to access to recreation for the disability and Deaf communities since 1990. Lucas is a Certified Parks and Recreation Professional, a graduate of and frequent panelist on the city's ADA Coordinator Academy, and teaches Access and Inclusion for undergraduate students at SFSU, including inclusion, programmatic and physical access, and Universal Design. Lucas' Civil Service position is Recreation Supervisor, and he was selected for his role as ADA Coordinator by the Superintendent of Recreation and Community Services. The position of ADA Coordinator is not a competitive process, nor an appointment. City departments are required to have at least one ADA Coordinator. Recreation and Parks has two, who both serve in these roles as an addition to their Civil Service positions.
- b. Alexis Ward is a Project Manager in the RPD Capital and Planning division, and is a Licensed Landscape Architect. Alexis was selected to fill the role of ADA Coordinator for Physical Access by the Director of Capital and Planning in 2020, after her predecessor retired.

14. Has Rec and Park done any Lidar speed tests along JFK Drive to see how many ebike/bike/escooters are going? Any analysis of those transportation units not stopping at roadway stop signs or when pedestrians are in a GGP crosswalk?

- a. No

15. What has and will be done to re-surface the GGP asphalt paths/walkways? Along many paths, the surface is very rough and has dangerous raised sections caused by roots of trees, and many areas have potholes. What analysis has been done of all of the GGP pathways to determine which must be resurfaced and when that will happen?

- a. An analysis has not been completed
- b. We respond to feedback from the public on maintenance issues, and staff identify areas that require maintenance

16. How does all of this that you are talking about relate to the Rec and Park Transition/Self-evaluation Plan? Have you had yearly Plan meetings with representatives of the disability community so that community could help P & R staff determine priorities? When was the last meeting R & P staff had with the community in regards to its Plan?

- a. We were invited by the MDC to provide updates on the GGP Access and Safety Program accessibility commitments, specifically with respect to the MDC resolution.
- b. The accessibility commitments all come from feedback and input from the disability and older adult communities
- c. We do not have yearly meetings with representatives of the disability community to discuss the transition plan.

- 17. Why aren't all those attending virtually listed somewhere in the Zoom webinar?**
- 18. are you aware that an A Frame sign poses a danger to blind pedestrians? Why would you do that? What discussions have you had with the community about this "temporary" signage?**
- a. The A Frames are positioned outside the path of travel
- 19. Again, what is the background of the two ADA Coordinators? Who was on the "team" that interviewed for those two positions? Was it only Phil Ginsberg? Did anyone from MOD participate in the hiring of the two ADA Coordinators?**
- a. Answered above
- 20. It should be LIDAR, not radar. LIDAR will be able to determine the speed of a bicycle/scooter and the testing should be done on a number of weekdays/weekends and at different times of day, especially when JFK Drive is being used by those using ebikes and scooters to get downtown.**
- 21. All the Rec & Park ADA Coordinators need to do is contact the DeYoung ADA Coordinator and she will make sure the doors are checked and adjusted to 5 pounds force, as state building code requires!**
- a. My understanding is that either the deYoung or the M CCP would maintain these doors. If I had received a complaint I would have shared it with them.
- 22. How are vulnerable seniors and many people with disabilities supposed to wait 20 to 30 minutes for a shuttle? and then, if that shuttle has its wheelchair seating area filled, those waiting will be required to wait another 20 to 30 minutes? That will assure that many vulnerable seniors and people with disabilities won't be able to use the shuttle and get to the area/site they want to visit in the Park. Not acceptable!**
- a. Wait times are 15 minutes on weekends and 20 minutes on weekdays
 - b. We have received no information from drivers or RPD staff, nor feedback or complaints from the public, about people being unable to access a wheelchair space on the shuttle
- 23. have any of the P & R Rangers ticketed any bike/scooter user who is speeding/not stopping at stop signs? Do the Rangers have the ability to ticket speeders and those who don't stop at stop signs?**
- a. I do not have an answer for this. I will follow up.

Questions answered by John Romaidis

Total number of accessible parking spaces in GGP Garage?

There are 16 accessible parking spaces at each side of the Music Concourse Garage (Academy & DeYoung)