Accessible Parking Policy Advisory Committee Recommendations Report

Updated September 23, 2013

Executive summary

On a daily basis, people with disabilities have trouble finding parking in San Francisco, making it more difficult to access their destinations. Current disabled parking placard and blue zone policies are failing to increase access for people with disabilities, reducing parking availability for all drivers. The City's Accessible Parking Policy Advisory Committee worked together to find a better solution.

In October 2012, the San Francisco Municipal Transportation Agency (SFMTA) and the Mayor's Office on Disability brought together the Accessible Parking Policy Advisory Committee, a stakeholder group comprised mostly of disability rights advocates. After six months of collaborative work, the group came to a broad consensus on a package of policy recommendations to increase access to street parking and reduce disabled parking placard misuse.

The Mayor's Office on Disability, the SFMTA, and members of the Accessible Parking Policy Advisory Committee are conducting significant stakeholder outreach regarding these recommendations. Outreach began in May 2013. At the same time, the SFMTA has taken steps towards implementing the recommendations that are under local control. Local recommendations including increasing the number of blue zones and improving disabled parking placard misuse enforcement. Other recommendations require changes at the state level. These include improving the DMV's oversight of placard approvals and allowing qualified jurisdictions the option of requiring meter payment and four-hour time limits for placard holders.

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The committee: a stakeholder process

In October 2012, the SFMTA and the Mayor's Office on Disability gathered 16 stakeholders to review and make recommendations regarding on-street accessible parking policies. The majority of the Accessible Parking Policy Advisory Committee members were disability rights advocates, many of whom use disabled parking placards. They were joined by a representative from the Department of Motor Vehicles (DMV) as well as members representing business, regional transportation, and medical voices.

The committee worked together from October 2012 to March 2013 and took the following steps:

- Identified problems related to parking access
- Established goals and criteria for choosing solutions to problems
- Reviewed research about the San Francisco Bay Area and best practices from across North America
- Proposed and analyzed solutions
- Developed a package of recommended solutions

The SFMTA hired a third party professional facilitator to ensure the process moved forward and all voices were heard. Staff members from various City departments were available as resources, but only Committee members participated in voting and decision-making.

To facilitate in-depth discussion and to help guide the process, a steering committee, representing a subset of the committee, met monthly to recommend items for discussion by the full committee and provide direction and input to staff on research, analysis, and materials for the meetings.

See Appendix I for the full Committee schedule, including the purpose of each meeting and links to agendas and meeting notes.

COMMITTEE MEMBERS

Co-chairs

- Carla Johnson, Interim Director, Mayor's Office on Disability
- Ed Reiskin, Director of Transportation, SFMTA

Steering committee

- Jessie Lorenz, Independent Living Resource Center of San Francisco
- Bob Planthold, Disability Beacon Award winner
- Stu Smith, Paratransit Coordinating Council
- Roland Wong, SFMTA Multimodal Accessibility Advisory Committee and Mayor's Disability Council
- Ann Flemer, Metropolitan Transportation Commission (MTC)

Members

- Andrew Conway, Department of Motor Vehicles
- Pete Curran, San Francisco Medical Society
- Dorene Giacopini, MTC Commissioner
- Vera Haile, San Francisco Commission on Aging
- Henry Karnilowicz, San Francisco Council of District Merchants Associations
- Bonnie Lewkowicz, Access Northern California
- Cristina Rubke, Member, Board of Directors, SFMTA
- Jeff Spicker, Building Owners and Managers Association
- Dee Workman, San Francisco Chamber of Commerce

Staff

Staff from the Mayor's office; San Francisco Board of Supervisors; Office of the City Attorney; and SFMTA Accessible Services, Sustainable Streets, Enforcement, Finance and IT, SF*park*, and Government Affairs attended meetings as resources.

Facilitators

Richard Weiner and Bonnie Nelson, Nelson\Nygaard Consulting Associates

Problem: insufficient access for people with disabilities

The Committee's first task was to define any problems related to disabled parking placards, blue zones, and on-street parking access in general. They identified the following:

- People with disabilities can't find parking
- There isn't enough parking turnover to ensure there's enough parking for everyone
- Public perception that people with hidden disabilities don't deserve placards

Criteria: ensuring solutions that increase access

Based on the existing problems, the Committee then developed criteria by which they would evaluate possible policy solutions.

EFFECTIVENESS CRITERIA

Effectiveness criterion	Measure	Desired results
Makes it easier for people with disabilities to find parking in blue zones	Change in parking availability in blue zones	Improved parking availability in blue zones
Makes it easier for people, especially those with disabilities, to find parking in general metered spaces	Change in parking availability at general metered on-street parking spaces	Sufficient parking availability at metered on-street spaces (improved in congested areas)
Reduces placard misuse	Expected change in placard misuse	Reduction in placard misuse
Recognizes diverse needs/requirements of the disabled community	Whether or not policy is suitable for people with disabilities who are low income vs. not low income, and for different types of mobility impairments	Policy designed to be suitable for some variability in income and disability type

FEASIBILITY CRITERIA

Feasibility criterion	Measure	Desired results
Approval feasibility	Policy/legal change requirements Likelihood of support Ease of explanation to policymakers	Sufficient comprehension and support to achieve approval
Ease of user interface	Whether it meets ADA requirements Whether policy is easy to understand	Fulfills ADA, and existing communications channels are sufficient to make outside visitors understand changes.
Implementation and operational feasibility	Capability (ability + resources + technology) of relevant agency/agencies to implement and operate solution Feasibility in other California jurisdictions	Relevant agency/agencies have sufficient capability Feasible in other jurisdictions
Financial feasibility	Fiscal impact to City	No adverse fiscal impact to City
Time needed to get new policy approved and implemented	Anticipated year of implementation	A mix of near- and far-term solutions

Research and information: a well-informed committee

The Committee reviewed significant research about disabled parking placards and blue zones in San Francisco, the Bay Area, and in cities across the country.

INFORMATION ABOUT SAN FRANCISCO AND THE BAY AREA

The Committee reviewed the following research documents regarding San Francisco and the Bay Area:

- Accessible parking background information[i]
- Blue zones overview[ii]
- Blue zone locations map[iii]
- Disabled parking placards and license plates overview[iv]
- Disability, low income status, and car availability statistics overview[v]

Below is a summary of this information.

Blue zones

Blue zones are intended to ensure that people with disabilities can park close to public destinations, and only those with valid disabled parking placards can park in them. Blue zones are marked by signage and blue curb paint and are generally located in areas with high public use, such as commercial areas and near public parks and playgrounds.

San Francisco has 29,200 on-street metered parking spaces and 700 unmetered on-street blue zones, equivalent to 2.4 percent of metered spaces. Up to this point, most blue zones in San Francisco have been established by requests via the San Francisco 311 Center or an online application.[vi]

Blue zones provide a higher level of accommodation than other parking spaces, with ramp access, space for wheelchair lifts, and relatively level streets and sidewalks. The City has set a few guidelines regarding where blue zones can be placed, in addition to guidelines from the Federal Americans with Disabilities Act. For a summary of the physical requirements for blue zones, see the blue zones overview.

Disabled parking placards

Disabled parking placards are governed by California state law, which requires all jurisdictions to exempt placard holders from time limits and on-street meter payment. The exemptions apply in all legal parking spaces except for commercial and passenger loading zones. California is one of just 15 states that require cities to exempt placard holders from paying at the meter, and one of five states that require both meter payment and time limit exemptions for placard holders.[1]

The California DMV issues placards. Individuals who meet eligibility criteria related to limited mobility, reduced sight, cardiovascular or pulmonary conditions may apply for a placard. Full eligibility requirements can be found on the DMV application.[vii] Applications are completed by an individual's doctor, chiropractor, optometrist, physician's assistant, nurse practitioner, or nurse midwife. The eligibility criteria and practitioner list are pretty typical.[2] The DMV's database system is decades old and unable to verify or track information about who is certifying placards.

Disabled parking placard issuance has increased significantly in the last decade. San Francisco now has twice as many disabled parking placards as metered spaces, with 67,500 placards issued to San Franciscans compared with 29,200 metered spaces. There are an additional 454,000 placards issued to people in the other eight Bay Area counties, many of whom drive to San Francisco.

The number of placards issued in the nine-county Bay Area has increased by 100 percent since 2001. However, between 2001 and 2010, the Bay Area population only increased by 5 percent and the 65+ population by 16 percent. Legitimate placards are often misused by people they don't belong to, increasing rates of use. Many blue zones and metered parking spaces are full for long periods of time due to placard use, decreasing access for those who need it.

A 2008 SFMTA survey found that 45 percent of parking meters were occupied by cars displaying placards in the downtown study area. Of the vehicles using placards, 57 percent were registered outside of San Francisco.

[1] October 16, 2012, memo from the California Senate Office of Research

[2] See a comparison to other states in the Policy Options Evaluation Appendices II and III, p. 46-48

Disabled parking placard enforcement

All SFMTA Parking Control Officers (PCOs) help enforce accessible parking, issuing citations for blue zone infractions, ramp obstructions, and expired placards. The SFMTA also has a team of PCOs dedicated solely to enforcing placard abuse.[3] This Disabled Placard Detail conducts stakeouts and twice-weekly stings, confiscating roughly 1,800 placards per year.

The most common form of placard misuse appears to be non-disabled people illegally using legitimate placards that belong to other people, but that's also the hardest to enforce. Because placard holders can use their placards when getting rides from other people, even finding a solo driver using someone else's placard isn't enough; the PCO must prove that the placard holder isn't nearby. Additionally, because of personal privacy concerns, PCOs do not ask people about their disabilities. As a result, if a placard registration matches the individual, it is not possible to determine whether that placard was illegitimately obtained. The placard is assumed to be valid.

The stakes are high with disabled placard enforcement: a citation for placard misuse now costs $880 and the PCOs confiscate the placard immediately. Almost 60 percent of placard-related citations are contested and 12 percent of those protests go all the way to the CA Superior Court. However, the Disabled Placard Detail conducts its work very carefully, and 82 percent of challenged citations are upheld as valid. These PCOs work in teams of two to provide a witness for future hearings and protect officers from violence. They also spend a quarter of their time writing reports to ensure proper documentation for protest procedures.

Because enforcing placard misuse is so labor intensive, revenue generated by placard misuse citations does not cover the costs of enforcement.

Disability, income, and car ownership

The U.S. Census American Community Survey estimates from 2008-2010 found that in San Francisco, people with disabilities are more likely to have low incomes: 50 percent of people with disabilities have low incomes compared to 25 percent of people without disabilities.[4] However, people with low incomes are less likely to have access to a

[3] This team had 11 PCOs and one supervisor when the Committee was in session. Based on Committee recommendations, the SFMTA has increased this number to 14 PCOs and one supervisor.

[4] "Low income" is defined as 200 percent of the federal poverty level.

vehicle or commute by automobile: only 16 percent of people with disabilities are both low income and have a vehicle available in their households, and two percent of low-income people with disabilities commute by automobile.

BEST PRACTICES RESEARCH

The committee spent two months looking at the accessible parking practices in eleven North American cities. They reviewed case studies and disability rights advocate interviews from cities including Philadelphia; New York City; Chicago; Houston; and Arlington County, Virginia. These case studies illustrated the effects of various policy approaches, such as heavier enforcement, strict protocols for placard issuance, and meter payment.

The Committee reviewed the following peer practices research documents:

- Accessible parking policies and practices in other jurisdictions- document[viii]
- Interviews with advocates and staff in other jurisdictions[ix]
- Accessible parking policies and practices in other jurisdictions- presentation[x]

Best practices

All programs that had successfully increased parking access and reduced placard misuse combined three core elements:

- Provide more blue zones
- Conduct sufficient enforcement on placard use and blue zones
- Charge placard holders at meters

The cities that had implemented only one or two of these elements were not as successful. For instance, Houston had the most robust enforcement regime in our survey but was unable to solve the problem until it also introduced meter payment and increased blue zones. The research found no correlation between cities with successful placard programs and those with shorter lists of permitted placard certifiers or tighter eligibility criteria.

Meter payment

Based on experiences in other cities, meter payment is the most effective way to reduce placard misuse and open up parking spaces. For example, when placard holders started paying at the meter in Philadelphia, parking availability rose from two to 13 percent, opening up more than one in ten spots. Vehicles displaying placards downtown dropped from 40 to two percent.

Policy alternatives: developing and analyzing 20 options

During its six months of work, the Committee reviewed numerous approaches to increasing parking access and decreasing disabled parking placard misuse. After defining the problem, establishing criteria, and reviewing extensive research, the Committee identified a series of policy alternatives for further evaluation. The steering committee and full committee discussed the list, adding or removing ideas after full discussion. In the end, the committee analyzed 20 policy alternatives. For details on all the Committee's policy ideas, please see the policy options analysis[xi], which evaluates each option according to the group's agreed-upon criteria.

After they conducted this analysis, the Committee concluded that no single policy could successfully create access for people with disabilities, and only a multifaceted approach would work. For instance, they found that no city had significantly increased access and reduced placard misuse using enforcement tactics alone.

Recommendations: proven solutions to improve access

The San Francisco Accessible Parking Policy Advisory Committee achieved a broad consensus on an integrated program of policy recommendations to increase parking access for people with disabilities and improve parking availability overall. All recommendations passed with at least 70 percent of the committee expressing support. To see the final votes and discussions, including dissent statements, see the March 26 Accessible Parking Policy Advisory Committee meeting notes.[xii] Committee members emphasized that the recommendations function together as a package, and noted that some policy changes are local and some require state law change.

1. INCREASE BLUE ZONES

1a. Increase blue zones to at least four percent of metered spaces (local)

To reserve more parking spaces for people with disabilities, a number of spaces equivalent to four percent of metered parking spaces should be blue zones, representing a 70 percent increase (equivalent to roughly 470 blue zoned spaces) beyond what is in place today.

1b. Review San Francisco's requirements for blue zone placement (local)

Under current ADA and City guidelines,[xiii] many locations in need of blue zones will not be eligible. The Committee recommends that the San Francisco Mayor's Office on Disability and the SFMTA consider changing San Francisco's blue zone placement guidelines to enable blue zones in more places (ADA guidelines would not be altered).

2. IMPROVE ENFORCEMENT OF PLACARD MISUSE

2a. Photo or other identifier on placards (state)

The Committee recommends the California Department of Motor Vehicles (DMV) make a photo available to personnel enforcing placard use. This could be achieved by placing a photo on the placard itself, on the placard receipt, or tying a photo to the placard database used by enforcement personnel.

2b. Improve local enforcement (local)

To reduce fraudulent use of placards, San Francisco should explore options to improve placard enforcement and implement best practices. This could include increasing the number of PCOs on the Disabled Placard Detail, increasing stings, conducting outreach regarding placard enforcement, and beginning a volunteer program.

3. INCREASE OVERSIGHT OF PLACARD APPROVALS

3a. Certifier verification program with state database overhaul (state)

The DMV does not currently have the technical capacity to keep information about the medical providers who certify placards in a searchable database. To increase transparency and accountability, the Committee recommends that the DMV develop and maintain a database to track and verify medical providers, using a system similar to the Bay Area Regional Transit Connection (RTC) Discount Card Program. First-time certifiers would be verified utilizing state medical licensing databases, and subsequent certifications by the same professional would be verified using the provider's previously scanned signature.

3b. Clarify placard eligibility requirements by adding a functional definition to the "limited mobility" criteria (state)

The Committee recommends further defining the following eligibility criterion from the DMV's placard application: "disease or disorder which substantially impairs or interferes with mobility". Examples of functional definitions used in other states include "cannot walk 200 feet without stopping to rest" and "uses portable oxygen". The DMV's remaining eligibility criteria would not change.

3c. Conduct enforcement on those who certify placards, using data from upgraded database (local)

The Committee recommends that police officers use the DMV placard certifier database recommended in 3a to focus enforcement on medical providers that repeatedly issue more placards than one would expect.

4. REMOVE THE METER PAYMENT EXEMPTION REQUIREMENT

4a. Provide local control, allowing jurisdictions with accessible meter payment options to require parking meter payment for vehicles displaying placards (state)

Based on experiences in other jurisdictions, meter payment is the most effective way to reduce disabled placard abuse and make parking spaces available because it removes the financial incentive to cheat.[5] The Committee recommends requiring placard holders to pay at the meter in San Francisco, including blue zones that are in metered areas.

[5] See Accessible Policy Options Evaluation and Accessible Parking Policies and Practices in Other Jurisdictions

Statewide, they stipulate that this should only be allowed as an option in jurisdictions which provide accessible payment options for all meters.

This would mean that qualified local jurisdictions would be able to decide whether a meter payment exemption makes sense for them. California is one of only fifteen states that require local jurisdictions to exempt placard holders from meter payment, and one of only five that require both payment and time limit exemptions.[6]

5. DIRECT REVENUE TO ACCESSIBILITY IMPROVEMENTS

5a. Revenue from metered blue zones used for accessibility improvements (local)

To further the significant work San Francisco has done to make its public rights-of-way increasingly accessible, the SFMTA should designate funds from metered blue zones for accessibility improvements that would enhance mobility for people with disabilities.

6. ALLOW JURISDICTIONS TO ESTABLISH REASONABLE TIME LIMITS

6a. Allow local jurisdictions to implement time limits at regular metered spaces and blue zones, provided that those time limits are no shorter than four hours (state)

In order to help open parking spaces, the committee recommends that placard holders in San Francisco have four-hour time limits at regular and blue meters, unless the posted time limit is longer. At the state level, the state should give local jurisdictions the option of instituting time limits for placard holders, provided those time limits are no shorter than four hours. Disability rights advocates in jurisdictions with three- and four-hour time limits report that the time seems to be sufficient for people with disabilities.[7]

6b. Allow local jurisdictions to implement time limits in green zones, provided that those time limits are no shorter than 30 minutes (state)

Paid for by qualifying merchants, green zones are short-term parking zones intended to support business and reduce double-parking. State law currently exempts placard holders from time limits in green zones, rendering many green zones ineffective. The Committee recommends that a time limit be set for placard holders in green zones, not including time spent getting in and out of the vehicle. Green zones are generally directly in front of the relevant business.

[6] October 16, 2012, memo from the California Senate Office of Research
[7] See the interviews with advocates and staff in other jurisdictions

Timeline of next steps

Working with Committee members, the Mayor's Office on Disability and the SFMTA identified the following action plan.

1. CONDUCT OUTREACH REGARDING RECOMMENDATIONS

May 2013 and ongoing

The Mayor's Office on Disability, the SFMTA, and members of the Accessible Parking Policy Advisory Committee are conducting significant stakeholder outreach regarding these recommendations. Outreach began in May 2013. See list of presentations in the next section.

2. TAKE STEPS TO IMPLEMENT ITEMS THAT ARE UNDER LOCAL CONTROL

June 2013 to 2015

The SFMTA has begun taking steps to implement the recommendations that are under local control. As of July 2013, the SFMTA has done the following:

- Increased the number of PCOs serving on the Disabled Placard Detail by over 25 percent, so now the SFMTA has 14 PCOs dedicated to enforcing placard misuse.
- Identified a project lead for establishing more blue zones and begun identifying potential new blue zone locations. The SFMTA aims to install some new blue zones by the end of the year and complete the project by mid-2015.

3. SEEK LOCAL RESOLUTIONS OF SUPPORT

Late 2013

- SFMTA Board of Directors
- San Francisco Board of Supervisors
- San Francisco County Transportation Authority Board of Commissioners

4. STATE LEGISLATIVE PROCESS

Late 2013 to January 2015

With local support, we would pursue a state legislative sponsor in fall 2013. At the earliest, a bill could be introduced in 2014 and go into effect in 2015. The League of California Cities Transportation, Communications and Public Works Policy Committee

has provided conceptual support for the state law changes and directed League staff to continue working on the issue.

The state bill could include the following:

- Improve DMV oversight of placard approvals, including tracking and verification of the medical providers who sign placard applications.
- Clarify placard eligibility requirements without removing any existing qualifying criteria.
- Make placard holder photo available to placard enforcement personnel.
- Remove the meter payment exemption requirement, so that local jurisdictions with accessible meter payment options can choose to require placard holders to pay at the meter.
- Allow jurisdictions the option of establishing placard holder time limits of no shorter than four hours in regular metered spaces and blue zones, and no shorter than 30 minutes in green zones.

5. ESTABLISH LOCAL POLICY

Early 2015

The state law change would authorize but not require qualifying jurisdictions to require time limits and meter payment for placard holders; San Francisco would still need to pass its own local policy.

Outreach presentations list

- May 16 – SFMTA Multimodal Accessibility Advisory Committee*
- May 17 – Mayor's Disability Council*
- June 6 – SFMTA Citizens' Advisory Council*
- June 14 – League of California Cities Transportation, Communications, and Public Works Policy Committee
- June 21 – SFMTA Board of Directors Policy and Governance Committee*
- July 11 – Long Term Care Coordinating Council, with over 25 additional senior care and recreation center representatives invited*
- July 17 – Independent Living Resource Center, with Lighthouse for the Blind and California Council of the Blind invited
- July 30 – FDR Democratic Club Executive Board
- July 31 – Disability parking forum hosted by FDR Democratic Club (special public meeting)*
- August 7 – Paratransit Coordinating Council*
- August 7 – San Francisco Chamber of Commerce Public Policy Committee
- August 20 – San Francisco Council of District Merchants Associations
- August 21 – SPUR Transportation Committee
- August 28 – San Francisco County Transportation Authority Citizens Advisory Committee*
- September 11 – SPUR lunchtime forum
- September 18 – Advisory Council to the Aging and Adult Services Commission*
- October 2 – Aging and Adult Services Commission*
- October 7 – Alameda County Transportation Commission senior and disability mobility workshop
- October 9 – Metropolitan Transportation Commission Policy Advisory Council Equity & Access Subcommittee*

- October 19 – Accessible parking forum, public meeting hosted by the SFMTA and the Mayor's Office on Disability*
- November 8 – California Public Parking Association 30th Annual Conference

As of September 2013, we are also actively communicating with the following groups regarding outreach presentations: Lighthouse for the Blind and Ed Roberts Campus.

Note that Senior and Disability Action declined a presentation and let us know they are taking a neutral stance on the recommendations.

**Public meeting including time for public comment and participation. All public meetings posted on SFMTA.com/parkingaccess once the final agenda is released, in addition to regular public notices.*

Appendix I: Committee meeting schedule

Date and time	Meeting type	Meeting purpose
Oct. 23, 2012 2 p.m. – 4 p.m.	Full committee	Introduce participants; set ground rules; explain process and set calendar; background information presentation; stakeholder interview summary; solicit initial response to problem understanding; nominate steering committee members. Agenda (PDF)[xiv] Meeting notes (PDF)
Nov. 13, 2012 10 a.m. – 11:30 a.m.	Steering committee	Develop working relationships within the group; explore findings regarding problem definition; set agenda for next full committee meeting. Agenda (PDF) Meeting notes (PDF)
Nov. 27, 2012 2 p.m. – 4 p.m.	Full committee	Define problems related to accessible parking and explore roots of the problems. Agenda (PDF) Meeting notes (PDF)
Dec. 11, 2012 10 a.m. – 11:30 a.m.	Steering committee	Develop list of criteria to evaluate potential solutions to the problem; set full committee meeting agenda. Agenda (PDF) Meeting notes (PDF)
Dec. 18, 2012 10 a.m. – noon	Full committee	Finalize criteria to evaluate potential problem solutions; best practices presentation. Agenda (PDF) Meeting notes (PDF)

Date and time	Meeting type	Meeting purpose
Jan. 8, 2013 10 a.m. – 11:30 a.m.	Steering committee	Develop broad list of policy options to consider for further evaluation; finalize agenda for full committee meeting. Agenda (PDF) Meeting notes (PDF)
Jan. 22, 2013 10 a.m. – noon	Full committee	Agree on list of policy options for evaluation according to criteria; clarify process for evaluating policy options and developing final recommendations. Agenda (PDF) Meeting notes (PDF)
Feb. 5, 2013 10 a.m. – noon	Steering committee	Review and refine policy options discussed at full committee meeting. Agenda (PDF) Meeting notes (PDF)
Feb. 26, 2013 10 a.m. – noon	Full committee	Review policy options analysis; hone list of policy options for further consideration. Agenda (PDF) Meeting notes (PDF)
Mar. 12, 2013 10 a.m. – noon	Steering committee	Develop recommendations for discussion in final full committee meeting; set final full committee meeting agenda. Agenda (PDF) Meeting notes (PDF)
Mar. 26, 2013 10 a.m. – noon	Full Committee	Develop final recommendations. Agenda (PDF) Meeting notes (PDF)

End notes: URLs for links in document

[i] Accessible parking background information: http://www.sfmta.com/sites/default/files/projects/accessible_parking_overview_web.pdf

[ii] Blue zones overview: http://sfpark.org/wp-content/uploads/2012/11/20121107-Blue-zone-overview.pdf

[iii] Blue zone locations map: http://sfpark.org/resources/disabled-parking-census-map/

[iv] Disabled parking placards and license plates overview: http://sfpark.org/wp-content/uploads/2012/11/Disabled-placard-overview2.pdf

[v] Disability, low income status, and car availability statistics overview: http://sfpark.org/wp-content/uploads/2012/11/20121107-Disability-statistics-overview.pdf

[vi] New blue zone request form instructions: http://sfmta.com/services/streets-sidewalks/installation-requests/new-color-curb

[vii] California DMV disabled parking placard application: http://apps.dmv.ca.gov/forms/reg/reg195.pdf

[viii] Accessible parking policies and practices in other jurisdictions- document: http://www.sfmta.com/sites/default/files/projects/Research%20and%20analysis-%20accessible%20parking%20practices%20peer%20review.pdf

[ix] Interviews with advocates and staff in other jurisdictions: http://www.sfmta.com/sites/default/files/projects/Research%20and%20analysis%20-%20peer%20interviews.pdf

[x] Accessible parking policies and practices in other jurisdictions- presentation: http://sfpark.org/wp-content/uploads/2013/01/Accessible-parking-policies-in-other-jurisdictions1.pdf

[xi] Policy options analysis: http://www.sfmta.com/sites/default/files/projects/Research%20and%20analysis-%20accessible%20parking%20policy%20options%20evaluation.pdf

[xii] March 26 Accessible Parking Policy Advisory Committee meeting notes: http://sfpark.org/wp-content/uploads/2013/05/20130515-March-26-full-committee-mtg-notes-Accessible-Parking-Policy-Advisory-Committee1.pdf

[xiii] Overview of blue zone placement guidelines: http://sfpark.org/wp-content/uploads/2012/11/20121107-Blue-zone-overview.pdf

[xiv] Links to all agendas and meeting notes: http://sfpark.org/how-it-works/accessible-parking-policy/accessible-policy-schedule/