
Mayor's Disability Council



Patricia Arack
Joanne Azulay, PhD
Co-Chairs

Eli Gelardin
Director

Javaun Garcia
Transportation Planner III, Accessible Services
Taxis, Access & Mobility Services

RE: Continued Collaboration on WAV Service Awareness

December 09, 2025

Dear SFMTA Transportation Planner Garcia:

Thank you for your recent presentation on the progress of the on-demand WAV service. We were very impressed by your commitment to prioritizing accessibility and making this service more available to the community. Your efforts to ensure ease of access—particularly through thoughtful policies regarding hours of operation and pricing—are commendable and represent important steps toward equitable transportation options for all.

We did, however, note the underutilization reflected in your Q1 and Q2 data. While the numbers may suggest low demand, we are concerned this could be a result of limited awareness rather than a lack of need. Many of our members with long-term disabilities were not aware of the program's existence.

As we discussed during the meeting on September 19, 2025, we are eager to support your outreach efforts and help expand public awareness of the WAV service. We look forward to learning more about your upcoming public relations initiatives, educational materials, and community engagement opportunities. We would also be glad to contribute ideas or suggest outreach channels that may effectively reach members of the disability community.

We appreciate the opportunity to continue working together toward our shared goal: making the WAV service a widely known and trusted resource across the community.

Warm regards,

Sincerely,

THE MAYOR'S DISABILITY COUNCIL

CC: Erin McAuliff, SFMTA
Eli Gelardin, ODA

Disability Resources:

[Independent Living Resource Center of San Francisco \(ILRCSF\):](#)

Provides advocacy, information, and support to help people with disabilities live full lives in the community. Core services focus on assistive technology, systems change and housing.

- [The Arc San Francisco:](#)

Supports people with intellectual and developmental disabilities through services, advocacy, and community building. (e.g. Providing support in employment, healthcare, housing, education, independent living and amplifying their voices.)

- [Senior and Disability Action:](#)

Mobilizes and educates seniors and people with disabilities to fight for their rights.

Developmental and intellectual disabilities

- [Golden Gate Regional Center:](#)

Provides services and support for individuals with developmental disabilities in Marin, San Francisco, and San Mateo counties.

- [Mental Health Association of San Francisco:](#)

Promotes the wellness of individuals experiencing mental health challenges and those who support them.

- [Homebridge:](#)

Helps elderly people and people with disabilities live safely in their homes and communities.

- [Community Living Campaign:](#)

Empowers seniors and people with disabilities to reduce isolation and build community. Educational and university resources.

- [SF State University's Disability Programs and Resource Center:](#)

Supports students with disabilities and hosts the [Longmore Institute on Disability](#), a national leader in disability studies and justice.

- [UC San Francisco \(UCSF\) Disability Resource Center:](#)

Offers a dedicated space for students, staff, and faculty to explore disability identity and culture, and provides educational programs.

- **[UCSF Office of Disability Access and Inclusion \(ODAI\):](#)**

Works to ensure an accessible and inclusive environment for the UCSF campus and health community.

- **[Ability Now Bay Area: Opportunity, Advocacy & Advancement](#)**

Formerly known as the Cerebral Palsy Center for the Bay Area, Ability Now Bay Area is a 501c(3) charitable organization offering adults with developmental and physical disabilities the most comprehensive and cutting-edge services available. Our unique programs include education, communication, computer literacy, vocational training, wellness, and community integration. We promote self-advocacy, independent living skills, and leisure skills, enhancing our participants' ability to live more independent and fulfilled lives.

- **[Aging and Disability Resource Centers \(ADRCs\):](#)**

Funded by the City of San Francisco's Department of Disability and Aging Services, these centers provide free information and assistance on various issues, including housing, transportation, benefits, and health.

- **[SF.gov:](#)**

Provides a directory of community-based agencies supporting people with disabilities, including those specializing in hearing loss, HIV/AIDS, and in-home support services for low-income seniors and people with disabilities.

[Department of Disability and Aging Services \(DAS\)](#)

Provides services that promote health, safety, and independence for older adults, veterans, and people with disabilities.

[Office on Disability and Accessibility \(ODA\) | sfhsa.org](#)

Ensures that City government services, facilities, and information are accessible to people with disabilities and comply with the federal Americans with Disabilities Act (ADA).