

**S. F. Municipal Transportation Agency Citizens' Advisory Council  
City & County of San Francisco  
Information Requests Matrix – 2015**

Reference Number	By	Request	Staff Responsible	Status	Response
150108.01	Daniel Weaver	CAC members receive a copy of the Bond Oversight Committee Annual Report and that the report as well as the work of the General Obligation Bond Oversight Committee be scheduled for a CAC meeting.	Roberta Boomer	Complete	1/9/15 Annual Report emailed. Report scheduled for March 5 CAC meeting. 11/30/15 Annual Report emailed.
150108.02	Katie Haverkamp	The projects that are being planned in the vicinity of Grove between Baker and Lyon. Currently there are new car counting strips at that location.	Casey Hildreth	Complete	The counter was placed last month as part of the 2014/2015 Traffic Calming Program annual data collection effort. This block of Grove Street applied for traffic calming, but data came back showing that there was no evidence of speeding.
150108.03	Mark Ballew	At Castro and Market, the Eureka Portal tracks were painted over. Was it accidental and is there is a plan to clean it up.	John Haley	Complete	Staff has advised the Department of Public Works as it was part of their Castro Street Project.
150108.04	Joan Downey	A current organization chart including names.	Roberta Boomer	Complete	1/29/15 Org Charts emailed.
150108.05	Joan Downey	The posting and removal of notices on poles, and whether there is a plan and/or timeline for removal of the signs.	Ricardo Olea	Complete	Generally a sign is removed two weeks after the hearing but, depending on staff resources, sometimes it takes up to a month. If a sign has been posted for longer than that, call 311.
150113.01 OCSC	Mark Ballew	Present the Radio system to the CAC	Roberta Boomer	Complete	Presented at the May 7 CAC meeting.
150113.02 OCSC	Daniel Murphy	Dan Murphy asked staff to determine if EMSC has had a radio system update recently.	Roberta Boomer	Complete	Per Frank Zepeda, it was briefly discussed as part of the presentation on the Automatic Train Control System. The item is scheduled for the May 7 CAC meeting
150113.03 OCSC	Joan Downey	Present the Transportation Management Center as an agenda topic for the March 2015 OCSC meeting	Roberta Boomer	Complete	TMC scheduled for the March 2015 OCSC meeting

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150115	Sue Vaughan	<p>I have heard that there were unexpected street closures and bus reroutes during the Hot Chocolate Run this past weekend.</p> <p>I would like to know about all the public notification done prior to the Hot Chocolate Run.</p>	Meryl Klein	Complete.	<p>There were no unexpected closures with this event. MUNI re-routes were planned in advance. The SFMTA published the street closures in the weekend closure press release.</p> <p>This event was 95% in Golden Gate Park, so additional public notification was a requirement in the permit. In this case, the event sponsor posted impacted homes with door hangers advertising the event and street impacts in advance.</p> <p>For all street closures for athletic events, including this event, the notification required is:</p> <ul style="list-style-type: none"> <li>• The sponsor shall cause notices of the event to be conspicuously posted on both sides of the street along the entire route, at not more than 300 feet in distance apart on each street posted, but not less than 3 notices on each street forming part of the route. The notices shall be posted not less than 72 hours prior to the scheduled start of the event. The sponsor shall remove the notices within 48 hours after the completion of the event or be liable for the costs of removal by the City pursuant to Article 10 of the San Francisco Police Code.</li> <li>• Each notice shall be headed “STREET CLOSED FOR ATHLETIC EVENT” in letters not less than one inch in height, and shall in legible characters 1) briefly describe the event to be held; 2) identify the date and time the event is to take</li> </ul>

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					place; and 3) warn that the street will be closed to traffic at that time.
150120 email	Sue Vaughan	The driver of the 33 bus I am now riding just told me that the schedule for this bus is going to change on January 31. I see no public notices on the bus, and no riders who I asked knew about the planned schedule change. I am on bus 5433, outbound. It was supposed to arrive at the Arguello and California stop at 7:07 a.m. it was 11 minutes late.  Question: What public notice has been done to inform the public about the planned schedule change and what will be done?	Julie Kirschbaum	Complete	Starting this Saturday, we are implementing some minor running time adjustments to the 33 Stanyan to account for the construction on Potrero and other running time challenges along the line. These improvements are aimed at enhancing safety and reliability, as well as reducing operator stress. There will be no change to the start/end of service or the current frequencies, which is why the change is not publicized to customers.
150120 email	Mark Ballew	What is the process and documentation required for a patron to apply for the following programs:  <ul style="list-style-type: none"> <li>• Free Muni for Seniors and Disabled</li> <li>• Free Muni for Youth</li> </ul> Specifically, I am interested in what documentation is required to prove income and disability, and how the applicant needs	Diana Hammons	Complete	Information on these programs may be found at: <a href="http://www.sfmta.com/freemuni">www.sfmta.com/freemuni</a>

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		to provide it.			
150120	Stephen Cornell	As the various rental car companies are getting designated on street parking places, the various merchant associations are wondering why these companies aren't following going through a conditional use hearing. These businesses are "formula use".	Andy Thornley	Complete	The City's formula retail controls are established in SF Planning Code for land use review and permitting overseen by the Planning Commission; the on-street car share pilot is established in SF Transportation Code for right-of-way regulation overseen by the SFMTA Board of Directors. Since no land use review or permit is involved with pilot on-street car share parking there's no relevance for a conditional use mechanism as specified in the Planning Code. The conditional use aspect of the pilot on-street car share program is built into the pilot parking permit itself – participating car share organizations are obliged to collect and provide data to the SFMTA, as well as satisfying other conditions of the permit.
150128 EMSC	Frank Zepeda	The New Flyer trolley coach 7000 series were recently abruptly retired due to an electrical fire near the articulated section. He inquired why a minor fire would be the cause to retire 27 other coaches when 1) these coaches are needed on the three most heavily used lines during peak times and 2) when any number of electrical vehicles are subject to an electrical fire.	John Haley	Complete	The 28 60-foot coaches were retired because they are the oldest in the fleet (over 23 years) and are the least reliable. They tend to fail every 492 miles – which is every three to four days – versus 10,000 miles on our hybrid buses. Their poor performance negatively impacts our on time performance, reliability and customer service. These vehicles, which represent only six percent of our revenue miles cause over 20 percent of our mechanical failures. We are spending disproportionate maintenance resources on these systems for low performance return. Three routes are affected and additional coaches and supervision as well as schedule adjustments have been implemented. The first of the new 60 foot trolley coaches are arriving in February.

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150131	Mark Ballew	Two bus shelters, the one at Portola and Diamond Heights (48 and 53 lines) and one at Church and 24th (48 line) have been removed. These were newer “wave” shelters. Could you ask staff what is happening with them?	Gail Stein	Complete	A new shelter at Clipper and Portola was installed at the end of January. The one on 24 <sup>th</sup> Street at Church is about to be replaced.
1502015.01	Katie Haverkamp	What projects are being planned to improve safety on Taraval St. between Sunset and 19 <sup>th</sup> Ave.	Mari Hunter	Complete	There are transit and streetscapes enhancements between Sunset and 19 <sup>th</sup> and transit and pedestrian enhancements at Taraval and 19 <sup>th</sup>
1502015.02	Frank Zepeda	A copy of the NYC VisionZero report.	Tom Maguire	Complete	The link is: <a href="http://www.nyc.gov/html/visionzero/pages/the-plan/the-plan.shtml">http://www.nyc.gov/html/visionzero/pages/the-plan/the-plan.shtml</a>
1502015.03	Dan Weaver	Invite the new head of the Traffic Detail to a CAC meeting to discuss “Focus on the Five”	Roberta Boomer	Complete	On hold pending info per Joan Downey’s 150225 RFI regarding top citations categories for the past three years. 4/2/15 – CAC approved a motion regarding distracted driving. No further action needed
1502015.04	Mark Ballew	Information about the various streetscape elements being planned for the Polk St. area.	Paul Stanis	Complete	The Department of Public Works is in the conceptual design phase for the streetscape elements. Improvements to Fern Street and at the entrance to Bonita Street are planned to coincide with the roadway repaving and transportation improvements. DPW is planning to work with stakeholders in 2015 to develop a community-led design for Fern Street that will incorporate the input of those who live and work nearby. At this point, the only conceptual designs are those that staff showed at the CAC meeting.

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1502015.05	Stephen Cornell	Provide the Environmental Impact Report for the Polk St. Project to the CAC.	Paul Stanis	Complete	The link to the Polk Streetscape Project environmental review is: <a href="http://50.17.237.182/docs/Decision_Documents/CatEx/CaseNo/2013.1721E.pdf">http://50.17.237.182/docs/Decision_Documents/CatEx/CaseNo/2013.1721E.pdf</a>
1502015.06	Joan Downey	The Clipper Card program should be presented to the full CAC. Councilmembers should be alerted the month before so members could think about what capabilities the new card should have.	Diana Hammons	Complete	Scheduled for the February 4, 2016 CAC meeting.
1502015.07	Dorris Vincent	Why the seating has been removed at Evans and Third outbound.	Gail Stein	Complete	This was a CAC RFI from 2104 (141204.03) The response then (and now) is as follows: Clear Channel is trying to order new seats for Third Street to replace vandalized ones but they have not been easy to obtain since the original manufacturer went out of business. Once they find a new manufacturer, some of the seats will be used for the stops at Evans and at Palou
1502015.08	Katie Haverkamp	The status of both the Sunset Tunnel and Twin Peaks tunnel re-rail projects.	Vince Harris	Complete	The sunset tunnel project is in construction. However, we are on a temporary because a resident filed an appeal to our Contractor's Night Noise Permit to the Board of Appeals. A hearing is planned for February 25 <sup>th</sup> . We continue to work with the resident to provide an acceptable Mitigation Plan; which we hope will allow us to forgo the hearing and resume work sooner.  The Twin Peaks tunnel project is in the final stages of design. We anticipate the construction contract advertisement period will begin in March/April; with construction starting in October 2015.
1502015.09	Katie	Citation information from the SFPD for	Ann Mannix	Complete	That specific data is not captured separately. It would either be

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	Haverkamp	people for speeding and not yielding to Light Rail Vehicles on Taraval St.			in the general speeding category for which they issued 157 citations or an 'other' which they issued 542 for January.
1502015.10	Joan Downey	What are the rules of decorum when city workers post signs. She noted that music from city trucks is blaring; they keep the motors running and step on people's plants.	Ricardo Olea	Complete	There are no set rules however city employees are expected to be respectful and act in a professional manner. If an incident is witnessed, please call 311 to report the date, time and location and vehicle number/description if possible.
1502015.11	Joan Downey	An update on the Masonic Plan.	Roberta Boomer	Complete	The SFMTA Board approved the project in September 2012. The project is in the detailed design phase which is scheduled to be completed in Spring 2015. Construction is estimated to start in Summer 2015 and finish in early 2017
150212	Sue Vaughan	Send a copy of the Strategic Plan Update from the Board of Directors Workshop on Feb. 3	Roberta Boomer	Complete	Here is the link to the "Board Workshop Presentation" from the Feb. 3 meeting. <a href="http://www.sfmta.com/calendar/meetings/board-directors-meeting-february-3-2015">http://www.sfmta.com/calendar/meetings/board-directors-meeting-february-3-2015</a>
150218 email	Mark Ballew	How often are burnt out lights in the subway replaced?	John Haley	Complete	Buildings and Grounds has a work control department which provides the electric shop with standing work orders to maintain lighting in all Muni facilities. For the subway, there is a full time lighting maintenance worker assigned to the Muni subway system to spot re-lamp as needed. Approximately every two years, a crew of electrical workers will mass re-lamp and or repair the lighting on a station platform. As far as life expectancy, it depends on the technology of the particular lighting system. It can vary from 10,000 hours to over 100,000 hours.
150225 email	Joan Downey	For the past three years, how many tickets have been issued by the SFPD for: 1) Cell phone usage	Ann Mannix	Complete	Response emailed to the CAC on 2/26/15

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		2) The top five categories of citations 3) "Focus on the Five" categories  Broken down by police district			
150225 EMSC	Dorris Vincent	When and who provided outreach for the new 54 Felton bus terminal that was placed six weeks ago at Newell and Third Street. Ms. Vincent stated that this new bus stop terminal is in front of homes and the homeowners were not informed of the new stop.	Jeff Flynn	Complete	<p>In order to provide better operator restroom access for the 44 O'Shaughnessy operators in support of providing reliable transit service, the 44 O'Shaughnessy was moved to the 54 Felton terminal on Hudson Street at Newhall Street and the 54 Felton was moved onto Newhall Street at Hudson Street. The new 54 line terminal is across the street from homes on Newhall Street but the block face that the buses park on has no homes and is currently an empty lot. Outreach was performed by SFMTA's Communications Team in conjunction with Service Planning. Sustainable Streets posted official notices in the neighborhood.</p> <p>Outreach Summary:</p> <ul style="list-style-type: none"> <li>• Two Hearings – Friday, December 5, 2014 Public Hearing at City Hall and Tuesday, January 6, 2015 at the SFMTA Board of Directors</li> <li>• Mailer to the two blocks of Newhall between Third Street and Galvez Avenue before first hearing. Mailer had both dates for hearing and Board meeting.</li> <li>• Door to door ambassador for two blocks on Newhall between Third Street and Galvez Avenue with mailer.</li> <li>• Postings at the bus stops and on light poles with hearing dates.</li> </ul>
150227	Joan	5th-6th Ave ADA Ramp	Annette Williams	Complete	This is an intermediate stop between the accessible stop at



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	Downey	I've heard that a citizen requested that an ADA ramp be installed at 5th or 6th Ave. Why is SFMTA studying this since there is an ADA ramp at 2nd Ave? What is it about the location makes them think they need one? And how much does this extra design work cost?			UCSF (at 2th and Irving) and the accessible stop at 9 <sup>th</sup> and Judah. Both of which are some distance away, it bridges a gap in accessibility. Just as other customers would not want to travel that distance to reach the N-line this is even more true of persons with disabilities who need to have level boarding to board the train.
150305.01	Dan Weaver	What is the SFMTA's position on Assembly Bill 61, which would legalize the use of Muni bus stops for corporate commuter buses.	Kate Breen	Complete	We are monitoring the bill but currently do not have a position
150305.02	Steve Ferrario	What is the plan for the disabled seats on the new/rehabbed vehicles that are currently locked. Will they be replaced? (These new seats are blue.)	John Haley	Complete	We are looking at alternatives to be able to use these seats again. We want to install test movable stanchions and fixed stanchions on the seats. Until we find a good solution, all older buses will have these seats locked for safety.
150305.03	Susan Vaughan	What is the current status of the Transit Sustainability Program (TSP).	Roberta Boomer	Complete	A presentation about the TSP is scheduled for the May CAC meeting
150305.04	Susan Vaughan	A breakdown of the total number of street parking, garage parking and residential parking now in existence and what is in the pipeline for expanding/decreasing parking	Rob Malone	Complete	<ol style="list-style-type: none"> <li>1. Below are counts of types of parking spaces in SF gathered during the parking census, which was completed between 2008-2014 as part of the pilot phase of SFpark. <ol style="list-style-type: none"> <li>a. On-street, metered spaces – 26,299</li> <li>b. On-street, unmetered – 248,700</li> <li>c. Off-street (includes garages and surface lots) – 166,530</li> </ol> </li> <li>2. Residential Parking Permits – 55,000 sold annually</li> <li>3. Regarding plans for expanding or decreasing parking, staff is currently analyzing the results of the evaluation of the effects of the SFpark program. In the coming year, staff will be preparing a plan for when, and in which neighborhoods, to pursue changes to parking management strategies. Once a draft plan</li> </ol>

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					has been completed, it will be presented to the CAC.
150305.05	Katie Haverkamp	What is the status on getting the shelter built at MME to protect the vintage/historic vehicles.	Roberta Boomer	Complete	Frank Zepeda has scheduled the storage and protection of the historic fleet as a topic for the April 22 EMSC meeting.
150305.06	Joan Downey	How Car Share got parking spots on the street and how much is paid for this.	Andy Thornley	Complete	<p>For an overview of the on-street car share pilot program see the <a href="#">SFMTA Car Sharing Policy and Pilot Project</a> and the <a href="#">on-street car share pilot pages on the SFMTA website</a>.</p> <p>For pricing, the city is divided into three zones. Permits in Zone 1 (downtown) are \$225/month, permits in Zone 2 (middle band) are \$150/month, permits in Zone 3 (western &amp; southern neighborhoods) are \$50/month.</p> <p>Pilot on-street car share pod locations are proposed by participating car share organizations and reviewed by the SFMTA prior to adoption by the SFMTA Board.</p>
150305.07	Joan Downey	What happened to the Chariot SF shuttle service.	Roberta Boomer	Complete	For information about Chariot SF, their website is: <a href="https://www.chariotsf.com/">https://www.chariotsf.com/</a>
150305.08	Joan Downey	What the policy is for an ADA stop; how to get an ADA stop; and if staff spends time on ADA requests where there is an ADA stop four blocks from request.	Annette Williams	Complete	The SFMTA policy is that if it is technically feasible to construct a requested accessible stop and it makes sense in terms of spacing and trip generators, we will construct the platform when there is an opportunity to include it in a larger project such as a track replacement project. We consider requests for new accessible stops from staff, the Multimodal Accessibility Advisory Committee (MAAC) and from members of the public. When evaluating a proposed location, we look at roadway characteristics such as lane width, the slope of the street, and

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					driveways to determine whether construction of a new platform is feasible. Stop spacing and the location of trip generators are also considered.
150308 email	Sue Vaughan	What is the policy regarding TNCs in public bus stops? Where can I see that policy?	Kate Toran	Complete	VEHICLE CODE SECTION 22500-22526  22500. No person shall stop, park, or leave standing any vehicle whether attended or unattended, except when necessary to avoid conflict with other traffic or in compliance with the directions of a peace officer or official traffic control device, in any of the following places:..... (i) Except as provided under Section 22500.5, alongside curb space authorized for the loading and unloading of passengers of a bus engaged as a common carrier in local transportation when indicated by a sign or red paint on the curb erected or painted by local authorities pursuant to an ordinance.
150311 email	Katie Haverkamp	Drivers who cause wrecks on a rail line are cited with the misdemeanor of impeding a rail line-- does the same hold true for buses and red transit lanes?	John Haley	Complete	We cannot find evidence that this is true on the rail service but when operators cause an accident they may be cited by PD.
150313 email	Sue Vaughan	Why isn't there a Pilot Program sticker on the bus shelters at Park Presidio and Geary? There is also no red paint on the curbs.	Carli Paine	Complete	There should be and staff will re-post the sticker.
150319 email	Sue Vaughan	How much has Google donated to Free Muni for Youth and for how many years?	Sonali Bose	Complete	A total of \$6.8 million for FY15 and FY16.
150319 email	Sue Vaughan	In what ways is the SFMTA working with Leap and Chariot that do not use Muni bus	Roberta Boomer	Complete	Staff has spent approximately three hours, either in meetings with either Leap or Chariot or discussing them internally. We provided boarding data to Chariot. We have no cost estimate.

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		stops? How many hours has the SFMTA dedicated to working with Leap and Chariot? How much has this cost the SFMTA?			
150323 email	Stephen Cornell	This AM I find a sign in front of the store. It is advertising a pick-up for a private company. The space is red, and then becomes a blue zone. 1 - is the sign allowed? 2 - can the company use the space on a regular schedule?	Camron Samii	Complete	Placement of signs is a Dept. of Public Works issue. Stopping in a red or blue zone or in a crosswalk is not allowed.
150330	Stephen Cornell	Auto counts and average speed on Van Ness, Franklin, Gough and Polk in connection with Van Ness Rapid Transit Project	Peter Gabancho	Complete	Van Ness Ave.: 55,000 daily vehicle trips Franklin and Gough: 59,000 daily vehicle trips Polk, Larkin, and Hyde: 32,000 people daily vehicle trips (all three streets combined).  A vehicle trip includes cars, transit, trucks, motorcycles, etc.  From the Environmental Report: Private Vehicle Southbound Average Speed (mph) Gough 8.4 Van Ness 7.7 Polk 8.9

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					Hyde 8.5  Private Vehicle Northbound Average Speed (mph) Franklin 10.1 Van Ness 10.5 Polk 9.1 Larkin 9.5																								
150330	Stephen Cornell	2014 Annual Bike Counts	Monica Munowich	Complete	The link to the bike count survey is: <a href="http://www.sfmta.com/about-sfmta/reports/city-san-francisco-2014-bicycle-count-report">http://www.sfmta.com/about-sfmta/reports/city-san-francisco-2014-bicycle-count-report</a>																								
150330	Steve Cornell	Bike counts for Polk Street prior to any upgrades for Polk Streetscape project	Luis Montoya	Complete	Polk St. Bike Counts <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Location</th> <th>Time</th> <th>Total Bicyclists through intersection</th> </tr> </thead> <tbody> <tr> <td>Polk and McAllister</td> <td>5-6PM</td> <td>379</td> </tr> </tbody> </table> <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Location</th> <th>Time</th> <th>Total Bicyclists through intersection</th> </tr> </thead> <tbody> <tr> <td>Polk and McAllister</td> <td>8-9AM</td> <td>452</td> </tr> <tr> <td>Polk and Pine</td> <td>8-9AM</td> <td>161</td> </tr> <tr> <td>Polk and Green</td> <td>8-9AM</td> <td>112</td> </tr> <tr> <td>Polk and Pine</td> <td>5-6PM</td> <td>196</td> </tr> <tr> <td>Polk and Green</td> <td>5-6PM</td> <td>113</td> </tr> </tbody> </table>	Location	Time	Total Bicyclists through intersection	Polk and McAllister	5-6PM	379	Location	Time	Total Bicyclists through intersection	Polk and McAllister	8-9AM	452	Polk and Pine	8-9AM	161	Polk and Green	8-9AM	112	Polk and Pine	5-6PM	196	Polk and Green	5-6PM	113
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150402.01	Dan Weaver	Where is the live map of SF Muni revenue vehicles, how it functions, best vehicles to use, etc.	Charles Belov	Complete	The only maps we have on <a href="http://www.sfmta.com">www.sfmta.com</a> are the ones from NextBus, and they only show a single route at a time.
150402.02	Joan Downey	What is Muni's plan for 4/20 this year in coordinating with the police. Ms. Downey stated that there was a plan last year, but the police did something different.	Roberta Boomer	Complete	<p>The SFPD and the Rec/Park department are the lead city agencies for this event. This year, the SFMTA posted 20 Parking Control Officers (PCOs) and 2 Supervisors as well as 19 Transit Fare Inspectors (TFIs) and 4 Supervisors to manage traffic and assist MUNI. These PCO's were deployed to thirteen intersections parallel to Haight Street to affect street closures if deemed necessary by Police Department. Two additional PCO's were deployed to respond to parking violation complaints and two additional PCO's were assigned to supplement the PM afternoon?? Lincoln Way Tow detail.</p> <p>Last year Haight, Kezar and Stanyan were closed to thru traffic forcing traffic through narrow residential streets. Last year and this year Rec/Park closed parts of JFK, MLK and Nancy Pelosi Drive east of Concourse Drive. This year, the City's plan was changed so Haight and east bound Kezar remained open to traffic, which helped reduce traffic on residential streets. At approximately 3 PM the Police Department did close west bound Kezar for the safety of the large number of pedestrians crossing Kezar going to and from the event in GG Park and traffic on Haight St. North Bound, headed towards Stanyan was diverted east on Oak St to lessen the congestion caused by the westbound Kezar closure and to prevent intersection gridlock at the convergence of JFK, Kezar and Oak.</p>

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					<p>Last year MUNI routes were rerouted around the street closures. This year MUNI maintained regular service and added capacity on the Haight Street line. MUNI also prepared contingency reroutes if the Police Department requested additional road closures. Transit provided re-routes on 33 bus lines, added three additional shuttle buses from Golden Gate park to Civic Center BART, and deployed 10 Inspectors to manage service delays.</p> <p>The street closures and deployment of resources was based upon the Police Department, Transit Services and Sustainable Streets Division's experience from previous years and community input through the District Supervisor's Office. Our planned response in coordination with other City Departments will continually evolve to mitigate the impact this event has on the surrounding neighborhood and traffic with the realization that the large influx of pedestrians and vehicles that overwhelm the local infrastructure presents difficult challenges. Because this event has no sponsor, the costs for this event are borne by each Department. The SFMTA has to balance the deployment of our resources between this event and keeping the rest of the city moving. The SFMTA will perform an interagency after-action review to see what we can do better next year</p>
150402.03	Joan Downey	For the past two weekends, she has used bus substitution on the N Judah line for the sunset tunnel construction work, but that this past weekend was good and the week before that was terrible. Ms. Downey would	Julie Kirschbaum	Complete	For every shutdown we learn from the previous shutdown and make changes to our plan accordingly. Service supervision is active at both terminals and roving the line and the number of buses on the line is determined by the customer demand and are adjusted accordingly.

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		like to know what the plans are for buses for the remaining four weekend closures; if bigger buses will be used; and were there lessons learned.			
150402.04	Joan Downey	A person had requested a handicap ramp at 6 <sup>th</sup> & Irving Street, which is going ahead. If someone asks for an additional ramp down the line, will it automatically go in?	Roberta Boomer	Complete	Ramps are not automatically installed. Please refer to the response to 150305.08. There are multiple factors that are considered.
150402.05	Daniel Murphy	What changes in a LRV stop triggers a requirement that an ADA stop be made accessible, such as at 6 <sup>th</sup> & Irving.	Annette Williams	Complete	When there are any changes to an LRV stop we always look for an opportunity to add an accessible stop, especially if there are trip generators in the vicinity, it is some distance to the next accessible stop, and it is feasible.
150402.06	Katie Haverkamp	What outreach materials were used for the building of a restroom at the terminal of the 48 Quintara line at Rivera Street between 48 <sup>th</sup> Avenue and the Great Highway.	Adrienne Heim	Complete	Regarding outreach for 48 <sup>th</sup> and Ortega the following actions took place: <ul style="list-style-type: none"> <li>• On February 10, invitations to the first public meeting were mailed to the neighborhood</li> <li>• On February 26, a meeting was held at the Ortega Branch Library, low turn out</li> <li>• On March 5, invitations for a second meeting were mailed to the neighborhood</li> <li>• On March 10, signage about the upcoming meeting was erected around the proposed project area</li> <li>• On March 26, a 2<sup>nd</sup> meeting was held at the Ortega Branch Library, 20 attendees</li> <li>• On April 30, responses to the questions posed by the community were answered</li> </ul>




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					<ul style="list-style-type: none"> <li>Ongoing discussions about relocating the terminal and proposed restroom with Supervisor Tang's office</li> </ul>
150402.07	Susan Vaughan	What extent are Muni departures coordinated with BART, especially at the Daly City and Glen Park BART stations, and if there is no coordination, is the Agency considering coordinating departures and arrivals with BART and the reverse.	Julie Kirschbaum	Complete	BART and Muni work closely together on an ongoing basis and provide support during emergencies. Our schedules are generally not coordinated due to the high frequency of Muni service and the high frequency of BART service however your suggestions are welcome.
150405.01 Email	Joan Downey	I've heard there is a wish list of the top 20 or so accessible ramps that will be built. If it exists, I'd like to see it.	Annette Williams	Complete	The list was emailed to the CAC on April 9, 2015.
150405.02 Email	Joan Downey	A report that shows the run time saved on the 38 Geary after the transit preferential signals are operational.	John Haley	Complete	We completed the transit preferential signals on the 38 Geary in April and are collecting data. Installation of the signals are only part of the overall effort. We are also modifying schedules and are looking at operator behavior to meet the schedule. Additionally, we are addressing double parked vehicles on Geary using the TOLE Program.
150406 email	Sue Vaughan	Request Proposition M Transit Impact Development fee revenue sources for fiscal years 2013, 2014, and 2015. In addition list all current known future revenue.	Sonali Bose	Complete	The revenue from FY13 totaled \$4,720,312. The revenue from FY 14 totaled \$12,572,845. We will not have revenue for FY15 until after the end of the FY. We do not know future revenue as these fees are dependent on the development timelines. For information about sources, please contact the Planning Department and Bureau of Building Inspection.
150407 email	Mark Ballew	What is the status of the signal pre-empts work on Embarcadero between 4th and King and Ferry Portal? Are there any related updates on plans in speed up the T/N	John Haley	Complete	4 <sup>th</sup> /King – The eastbound left turn lane was closed on April 28, 2015 in support the Central Subway construction that is ongoing on the block of 4 <sup>th</sup> Street between King and Townsend Streets. This is to minimize the traffic activity next to an active

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		<p>connection to CalTrain?</p> <p>Are there any plans to install signal pre-empts for the N-Judah at Steiner and Duboce and Church and Duboce? If so, would these signals be linked to the ATCS in the tunnel to move trains faster through the western and eastern Sunset tunnel portals?</p>			<p>construction zone. At the same time, we were able to reallocate some of the time from the eastbound left turn signal phase to provide extra time for the T line train movements through the intersection. The changes in the signal sequencing also allows better opportunities for the T line trains to receive the green signal sooner. In addition to the 4<sup>th</sup>/King signal timing changes, we had also fixed the detection of the trains at the mid-block traffic signal on King Street between 3<sup>rd</sup> and 4<sup>th</sup> Streets so that it minimizes the chances of the outbound N and T trains from stopping there and prevent following trains from getting delayed at 4<sup>th</sup>/King.</p> <p>Duboce/Steiner &amp; Duboce/Church – We currently do not have plans to install signals with preempts at this time.</p>
150410 email	Frank Zepeda	A copy of the 'modeling' study that was used to determine traffic patterns for the Van Ness project?	Ricardo Olea	Complete	All of the VNBRT studies are available at: <a href="http://www.sfcta.org/van-ness-avenue-bus-rapid-transit-planning-and-environmental-studies">http://www.sfcta.org/van-ness-avenue-bus-rapid-transit-planning-and-environmental-studies</a>
150417 Email	Sue Vaughan	Are there any plans to put in stop signs or stop lights to facilitate pedestrians crossing Sloat to get to the bus stop?	Ricardo Olea	Complete	This part of Sloat is part of Highway 35. There are no plans by the State to add stop signs or signals on Sloat at Sunset.
150423 email	Steven Cornell	<p>Attached is an advertisement to connect people with parking in San Francisco. Using driveways, or whatever?</p> <p>Is this legal? Doesn't one have to be zoned for parking? Need a permit, pay our 25%</p>	Rob Malone	Complete	<p>Responding to the business model of companies like SpotOn depends on the location being advertised.</p> <ul style="list-style-type: none"> <li>•Blocking private driveways – the Transportation Code specifically authorizes owners/renters of a small residential properties to block their driveway. The code limits this</li> </ul>

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		<p>parking tax?</p> <p>How do we proceed?</p>  <p>SpotOn Executive summary.pdf</p>			<p>authority to vehicles registered at the given address. Given, however, the fact that this activity is only enforced against when a complaint call is received from a resident of the building, it would be a challenge to stop residents from renting out this type of space.</p> <ul style="list-style-type: none"> <li>• Public street – The City Attorney made clear in its press release of June 2014 related to another app, Monkey Parking, that buying, selling or leasing public on-street parking is a violation of the Police Code.</li> <li>• Private off-street – Public off-street parking operations are under the oversight of the Police Department and the Tax Collector (TC). Private off-street locations (e.g. a church or hotel lot) that might think about renting out excess spaces are under the oversight of the Tax Collector. I spoke with Tax Collector staff this morning, and they confirmed they do monitor SpotOn and other similar apps for activity that could be un-permitted paid parking. TC has field staff that investigates such sites, as warranted, to audit whether they are permitted and following other local code requirements, including payment of the required parking tax.</li> </ul>
150422.01	Frank Zepeda	A copy of the FTA Triennial Review.	Kathleen Sakelaris	Complete	This report was emailed to the CAC on April 30, 2015.
150422.02	Frank Zepeda	A copy of the 5-year plan 2015-2019.	Ariel Espiritu-Santo	Complete	The document is on the SFMTA website at: <a href="http://www.sfmta.com/sites/default/files/agendaitems/5-20-14%20Item%2012%20Capital%20Improvement%20Program.pdf">http://www.sfmta.com/sites/default/files/agendaitems/5-20-14%20Item%2012%20Capital%20Improvement%20Program.pdf</a>

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150422.03	Frank Zepeda	A copy of the 2014 Transit Fleet Management Plan.	Roberta Boomer	Complete	The document is on the SFMTA's website: <a href="http://www.sfmta.com/about-sfmta/reports/2014-sfmta-transit-fleet-management-plan">http://www.sfmta.com/about-sfmta/reports/2014-sfmta-transit-fleet-management-plan</a>
150422.04	Frank Zepeda	The cost of the 19 <sup>th</sup> Avenue redo.	Ricardo Olea	Complete	There are several projects, including work being done by the State. For information about the work being done by the SFMTA along 19 <sup>th</sup> Ave, see the links below  Muni Forward: <a href="http://www.sfmta.com/projects-planning/projects/28-19th-avenue-rapid-project">http://www.sfmta.com/projects-planning/projects/28-19th-avenue-rapid-project</a>  Development (south end): <a href="http://www.sfmta.com/projects-planning/projects/19th-avenue-m-ocean-view-project">http://www.sfmta.com/projects-planning/projects/19th-avenue-m-ocean-view-project</a>
150422.05	Dorris Vincent	The seats on the platforms have been removed the southbound side of the T Line from Third & Evans to Sunnydale Avenue and she would like to know why they were removed and when will they be replaced.	Gail Stein	Complete	As previously reported, Clear Channel has been trying to order new seats for Third Street to replace vandalized ones but they have not been easy to obtain since the original manufacturer went out of business.  A new manufacturer has been found and new seats have been ordered. We hope to have the seats replaced by the end of Summer.
150427 email	Sue Vaughan	Where and when has the SFMTA added Muni stops to the Commuter Shuttle Bus Pilot Program and Policy? Can we get an updated list of the stops?	Hank Willson	Complete	The list is on-line at:  <a href="http://www.sfmta.com/projects-planning/projects/commuter-shuttles-policy-and-pilot-program">http://www.sfmta.com/projects-planning/projects/commuter-shuttles-policy-and-pilot-program</a>
150427 email	Sue Vaughan	A representative of Chariot has told me via email that Chariot vehicles are stopping in white zones. What is Chariot paying for the	Hank Willson	Complete	Our understanding is that Chariot claims to stop only at general passenger loading zones marked by white curb, of which there are many around the city and which are open to anyone for active passenger loading/unloading, unless signs restrict their

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		use of those white zones?			use to school buses only, tour buses only, commuter shuttle buses only, etc. Using the white zones for loading/unloading does not require payment or permit. Chariot is not a part of the Commuter Shuttle Pilot Program, so they are not permitted to stop at the commuter-shuttle-only white zones without a permit.
150427 email	Sue Vaughan	Update on the Residential Parking Permit Program	Rob Malone	Complete	Staff has committed to coming to the CAC in Fall, 2015 regarding short term changes. Regarding the longer term study, it is still in the early stages. Staff has begun data collection, which will continue throughout the Summer 2015 after which the data will be reviewed and discussed.  The preliminary results of the study will be presented at the Nov. 5 CAC meeting
150428	Joan Downey	The 6 bus is now operating bio-diesel buses as opposed to the zero omission electric buses. The bio-diesel buses are MUCH louder than the electric buses and do not seem appropriate for residential neighborhoods. Do you have any understanding as to whether this is a permanent or temporary change?	John Haley	Complete	This is temporary for 14 months. Haight Street and Ortega Streets are undergoing repaving and sewer placement. The 6 line has to be motorized to maintain service.
150507.01	Susan Vaughan	A copy of the On-Street Parking Management document and motions approved regarding the document.	Roberta Boomer	Complete	The policy is on-line at <a href="https://www.sfmta.com/sites/default/files/projects/20120828/SFMTAPoliciesforOn-StreetParkingManagement.pdf">https://www.sfmta.com/sites/default/files/projects/20120828/SFMTAPoliciesforOn-StreetParkingManagement.pdf</a>  CAC motions are posted online as well at <a href="http://www.sfmta.com/about-">http://www.sfmta.com/about-</a>

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					<a href="http://sfmta/organization/committees/citizens-advisory-council-cac">sfmta/organization/committees/citizens-advisory-council-cac</a> Click on "Reports"
150507.02	Dan Weaver	A copy of the Capital Program & Construction's Quarterly Report.	Vince Harris	Complete	CP&C has not been producing Quarterly Reports while we have been completing the development and implementation of our Capital Projects Control System which should be completed this summer. We will provide the data on a quarterly basis that will be posted on-line and will provide the link to the CAC.
150507.03	Steve Taber	A report on the status of conceptual planning for intra-city rapid transit development, including the four corridor plan; the Central Subway extension; the M Oceanview re-routing, the N Judah re-routing; and any other rail or BRT projects being considered.	Grahm Satterfield	Complete	Scheduled for presentation to the EMSC on June 24 and CAC on July 9
150507.04	Mark Ballew	The menu options the TSP are considering to mitigate transportation impacts.	Wade Wietgreffe	Complete	There are various options included in the potential Transportation Demand legislation, including but not limited to: <ul style="list-style-type: none"> <li>• Subsidize Transit Passes</li> <li>• Subsidize Bike Share or Car Share Membership</li> <li>• Hire TDM Coordinator</li> <li>• Shuttle or Vanpool Service</li> <li>• Reduce On-site Parking Supply</li> <li>• Provide Delivery Service</li> <li>• Sponsor Bike-share Stations</li> <li>• Commute Reduction Programs</li> <li>• Charge for Parking/Parking Pricing</li> </ul>

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150512.01	Joan Downey	What the SFMTA is doing about the pigeon droppings at the West Portal station.	John Haley	Complete	As part of several station- platform projects, conduit installation has been made along the platforms at West Portal, this newly installed conduit has created a new landing perch for the pigeons. There has been communications with one of the project managers in finding a solution.
150512.02	Mark Ballew	A report on the not-outs for the 30-day period (April 24-May 31) after the recent increase in service.	John Haley	Complete	Emailed to the CAC on 7/6/15
150505 email	Sue Vaughan	Who requested that the bus stop at the northwest corner of Arguello and Geary Boulevard be added to the pilot program? What shuttle providers are using that stop?	Hank Willson	Complete	This stop was requested by Sunset Development/Bishop Ranch. Sunset appears to be the only provider using that stop, making an average of two stops per day.
150505 email	Sue Vaughan	How many white zones does the city have?  How many white zones have been added since January 2014? Where have they been added and why were they added and/or who requested the new white zones?	Paul Kniha	Complete	Due to the limitations of the tracking system that we currently use, there is no way to say the exact number of white zones in the city. The only way to say how many zones were added is to go through each engineering and color curb directive and manually count them. Taxi zones, commuter shuttle zones, tour bus zones, shuttle bus zones, school passenger loading zones, school bus zones are all technically considered "white zones".
150505 email	Sue Vaughan	I have heard that the N-Judah stop on Arguello and Irving/Carl is out of compliance with state law and that operators are forced to discharge passengers into traffic. Is this true? And if so, are any steps being taken to get the stop into compliance?	John Haley	Complete	No.
150515 email	Joan Downey	What is the outcome of the May 7 meeting regarding the Twin Peaks Circulation Study	Cameron Beck	Complete	The stakeholder meeting went very well. This meeting was designed to discover the priorities and concerns of the

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					stakeholders before our first public open house. We heard that they are primarily concerned with having a separate pedestrian and bicycle space from motor vehicles on the Figure 8 of Twin Peaks Boulevard. Our first public open house will be in the evening of June 11, 2015 at the Midtown Terrace Playground - Multi Purpose Room.
150526 EMSC	Roland Wong	An update on the elevators at the Van Ness metro station. The elevator is routinely out of service. What are the plans to restore the elevator?	John Haley	Complete	The Van Ness Station Elevator Modernization Project is currently out to bid. Once approved by the MTA Board of Directors and implemented, the problems we've had in the past with the Van Ness elevators shouldn't be an ongoing problem. In the meantime, we will fast track some vital projects using existing maintenance contracts that include replacing elevator doors and several components that have a high failure rate.
150526 EMSC	Roland Wong	An update on when and what the next service changes will be.	Sean Kennedy	Complete	A report on Muni Forward service changes has been scheduled for the August 11 OCSC meeting
150530 email	Katie Haverkamp	I've heard reports of blatant, open selling of drugs on the F-market. On 4/29/15, at ~7am, a junkie on the L tried to sell an obviously stolen iPad. What's the police presence on muni? What are the patrol levels? What procedures are in place to address this, especially on the F-Market? (Tourists...)	Chris Grabarkewicz	Complete	SFPD deploys officers to Muni routes around the city. In April alone, nearly 500 SFPD officers patrolled SFMTA vehicles, logging over 1,800 hours. SFPD officers patrol the F-line between two and three days each week and have a near constant presence on the streets along the route. SFPD officers are familiar with the 'hot spots' for fencing stolen goods in the City and scour these locations daily. SFPD also has a mandatory presence at some of these 'hot spots'. SFPD cannot arrest its way out of this problem. Drug dealers outnumber the police by a wide margin, especially in the downtown area. Offenders are released relatively quickly and often re-engage in this activity upon release. The passage of Proposition 47 greatly lessened



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					narcotics offenses and sent a message that narcotics prosecutions are a low priority. SFPD will continue to do its best to mitigate this situation.
150530 email	Katie Haverkamp	Is the number to send SFMTA a text about graffiti crime still a thing? I have not heard about it on the bus announcements for some time. Can we text other crimes (above) to it? What were the results of the program and was anything done with the data?	John Haley	Complete	The text-only Hotline for Graffiti is 415-710-4455. To report a crime, call 311 or the Muni Crime Hotline at 415-671-3181. The graffiti hotline is currently still in use and has been beneficial in preventing and cleaning graffiti. Our Twitter account is what we use for real-time communication with our customers. @sfmta_muni
150530 email	Katie Haverkamp	The omission of the "information gladly given..." message is a terrible idea. Will there be any type of "do not disturb motorman" signage? -- I'd like OCSC to look at this.	Candace Sue	Complete	With the new Muni decal program, we aimed to reduce the need to read non-critical English word messages, in favor of more intuitive pictographs that communicate critical information that customers need to know. Any information that was deemed not critical for passenger service or operational safety was removed including "information gladly given". A set of fully articulated Muni Decal Standards now govern the approval and implementation of decals for vehicles. We anticipate the result of the Muni Decal program is an improved customer experience and cost savings from reduced inventory and maintenance of decals.  New signage was presented to the OCSC at the Aug. 11 meeting
150530 email	Katie Haverkamp	In the last few months, I saw two LRV operators fail to lower the steps yet open the doors. This is definitely a training issue-- I wonder if these two incidents were via the most recent graduating class? Could they get a refresher course?	Don Ellison	Complete	The LRV operators are senior operators for SFMTA, not recent graduates. The lowering of the steps is part of the LRV operators bi-annual training. Since the lowering of the steps is a manual process I will discuss with Transit on a method to remind LRV operators to lower steps. If you see this happen in the future, please take note of the Car Number so we can retrain

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		4/3, approx 11:30pm, OB L-Taraval driver did not lower stairs after key stop. 4/11, Outbound K-Ingleside ~1:40pm, first stop out of West Portal.			the operator.
150530 email	Katie Haverkamp	What public outreach has been performed surrounding the successful launch and implementation of the E-Embarcadero?	Deanna Desedas	Complete	The outreach plan includes: <ul style="list-style-type: none"> <li>• Partner with Market Street Railway on promoting launch and possible event day of.</li> <li>• Create a brochure/take one that highlights the route/new line</li> <li>• Press Release</li> <li>• Social Media alerts prior to and during launch</li> <li>• Updated Website with all E-Line Launch alerts and communications.</li> <li>• Rotator on home page linking to article/info</li> </ul>
150604.01	Steve Ferrario	The status of ADA seating on the rubber tire fleet. Mr. Ferrario stated that the purpose of locking the ADA seats on the newer vehicles was to improve safe seating, but he sees people sitting on top of the locked seats.	John Haley	Complete	The seats were locked for a safety requirement. We are looking at viable solutions to improve safe seating. The new buses are equipped with safety upgrades and a different seating configuration.
150604.02	Alex Reese	Requested a copy of the ITS Radio System Replacement Project contract and would like to know the reason the project is delayed; if there are cost overruns associated with the delay, and if so, how much; and who is	Vince Harris	Complete	The radio system replacement project is a very complicated technology project which involves interfaces to many of the legacy communications systems onboard the vehicles and the wayside infrastructures. During the design process, both the Contractor and the Agency had to study many different options

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		paying for delays, the vendor or SFMTA.			and analyze their impacts on the functionality of the system. During these studies, the Agency and the Contractor collectively agreed to implement certain changes to improve functionality and user interface while reducing certain low priority and unnecessary scope requirements. Although a combination of all these changes resulted in no additional costs to the project, the analysis and design required to accomplish the changes resulted in time delays to the project which have been estimated at 538 calendar days. Contract amendment emailed to the CAC on 9/2/15.
150604.03	Dan Weaver	When will Wi-Fi will be available to transit riders in the Market Street, Twin Peaks, and Sunset tunnels.	Hoppers	Complete	Providing Wi-Fi is dependent on the implementation of the Radio Replacement project. It will be at least another 18 months before we can look at the various options for putting Wi-Fi in place.
150604.04	Katie Haverkamp	Are there are plans to install signage and seating for the E Embarcadero line at Folsom, Brannan, the Ballpark and King Streets.	John Haley	Complete	There are plans to install temporary signage for the E-line. There will be ambassadors to help direct riders as to where the E-line stops. At this time, no additional seating is planned except for what pre-existing seating is available at the platforms.
150604.05	Joan Downey	What the procedures in issuing tickets for Residential Parking Permit (RPP) officers. Ms. Downey stated that when she was pointing out a sidewalk parking violation across the street from a RPP officer and that she wanted the violation cited, she was told that she would have to call 311 to report the parking violation. Ms. Downey stated that she was told RPP officers can give tickets to cars parked in violations.	Camron Samii	Complete	Parking Control Officers, whether assigned to RPP, sidewalk detail or meter enforcement, etc. can cite for all violations observed. In the future, get the badge number of the PCO so we can communicate proper protocol and conduct.

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150605 email	Joan Downey	A friend reported that the Nextbus sign at Kearney & Geary outbound has not been working for some time. This is a busy stop so it would seem that it would be a high priority. When will it be working? And if not soon, why not?	Gail Stein	Complete	The stop at Kearney at Geary OB does not have power. While we tried to bring power to that location, we were unsuccessful due to the lack of a functional power source and thus, there is no Nextbus sign there.
150609 email	Joan Downey	AltSchool has submitted a Planning review for the space on 930 Cole St. Does SF Planning consult with the MTA in their review? Does the MTA proactively get involved when hearing about projects that would adversely effect Muni lines?	Victoriya Wise	Complete	Yes.
150615 email	Mark Ballew	What is Muni's plan to service the 12,000 new homes and new office space being built at Candlestick and Hunter's Point shipyards?  How much in impact fees will the developer pay that goes into expanding Muni service into this area?	Peter Albert	Complete	Links to a general project overview and to this transportation plan are below:  Candlestick Point/Hunters Point Shipyard Phase 2 Overview: <a href="http://www.sfocii.org/index.aspx?page=180">http://www.sfocii.org/index.aspx?page=180</a>  Candlestick Point/Hunters Point Shipyard Phase 2 Transportation Plan: <a href="http://www.sfocii.org/modules/showdocument.aspx?documentid=8240">http://www.sfocii.org/modules/showdocument.aspx?documentid=8240</a>  The redevelopment plan limits impact fees and does not require payment of the TIDF. That said: the Project "Fiscal Feasibility Analysis" shows that the project's infrastructure costs are covered by development-generated revenues (including development agreements and tax increment) that would not

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					otherwise be available to the SFMTA.
150624.01	Frank Zepeda	What size vehicle (50', 40' bus) and which template was used for the right hand turn northbound at Diamond and Bosworth.	Damon Curtis	Complete	The turning templates of the following three vehicles were used:  1. SU-30 (standard delivery vehicle, e.g. UPS or Fed-Ex truck) 2. WB-40 (40-foot semi; note based on experience 40' bus turns can be made where the WB-40 is accommodated.) 3. Fire Truck (custom template developed jointly with SFFD)
150624.02	Dorris Vincent	A Beautification Grant was granted for Palou Street and that several outreaches have been done, but she would like to know how this fits into Muni's plan. She stated improvements, such as bulb outs and planting goes from Griffin Street to Palou Avenue, but she would like to know if this grant is independent of what Muni is doing or does it fit into Muni's plan.	Felipe Robles	Complete	The beautification grant is a Model Block grant that the Public Works project team applied for recently. The streetscape project designs, which include pedestrian bulbs, transit bulbs, and other streetscape features are compatible with Muni's plans. The project team will find out if the grant was awarded to Public Works in August.
150709.01	Roland Wong	The plans for improving elevator service at metro stations.	John Haley	Complete	See response to CAC RFI 150526.  Right now we are fast tracking some vital projects using existing maintenance contracts that include replacing elevator doors and several components that have a high failure rate. The Van Ness Station Elevator Modernization Project is currently out to bid. Once approved by the SFMTA Board of Directors and implemented, the problems we've had in the past with the Van Ness elevators shouldn't be an ongoing problem. The bid is going to the Board in Dec. with Notice to Proceed early next year.

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150709.02	Katie Haverkamp	The status of repair on Car 162. Ms. Haverkamp stated she heard it was stuck in legal insurance.	John Haley	Complete	Car 162 is currently in the shop and we are working on a scope of work. We hope to have it in working condition by the end of the year.
150709.03	Susan Vaughan	Why the bus stop at 11 <sup>th</sup> and Folsom Street was removed, when and what was the public notification process.	Julie Kirschbaum	Complete	The stop at 11th and Folsom was legislated for removal by the SFMTA Board of Directors on October 7, 2014 as part of Muni Forward's 9 San Bruno Rapid Project ( <a href="http://www.sfmta.com/9rapid">www.sfmta.com/9rapid</a> ). Prior to legislation, the Muni Forward team conducted outreach along the corridor to collect public feedback on the proposal, which included door to door canvassing, stakeholder meetings, and site visits with business owners in the project area. Additional opportunities to comment were made available at a public hearing on September 5, 2014, and at the Board meeting.
150709.04	Susan Vaughan	What is the Urban Planning Initiatives group and what do they do.	Peter Albert	Complete	Urban Planning Initiatives (UPI) was a subdivision of SFMTA's planning group, created in 2008 to provide early agency input onto the planning of major land use proposals. The intent of creating UPI was to respond to the historic concern that SFMTA's engagement in shaping major projects typically came late in the project approval process – often as part of the Environmental Review process. UPI's pro-active strategy allowed the priorities and contributions of SFMTA transit and traffic engineers and planners to influence design in the earliest schematic stages, and to leverage transportation expertise to enhance community outreach and input.  Before it was merged with Strategic Planning and Policy in 2015, the SFMTA UPI team expanded beyond integrating transportation planning with land use to include two other groups:

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					<ul style="list-style-type: none"> <li>• An Approved Development Agreement Monitoring team overseeing the monitoring and implementation of all Project-related development agreements that support the SFMTA, and</li> <li>• The creation of the SFMTA's first Transportation Demand Management team that creates tools and incentives to increase the use of non-private-automobile modes.</li> </ul> <p>These former UPI teams and functions are all carried forward into the newly created Planning group within the Sustainable Streets division.</p>
150709.05	Daniel Weaver	The paratransit appeal process.	Annette Williams	Complete	<p>Any paratransit applicant that is denied Paratransit Eligibility has the right to appeal the ADA eligibility decision. Customers who are denied eligibility are sent an Appeals form with the denial letter. They must complete the appeals request form and return it to the SF Paratransit office within 60 days of the decision. Once an appeal is filed, a hearing will be held with an independent body trained for this purpose, the committee is comprised of a medical professional, transit representative, and a disabled consumer of SF Paratransit services. The panel will determine whether the decision of the Paratransit staff was appropriate and if so, uphold the decision, or decide that the applicant is eligible and that ADA eligibility should be granted and overturn the staff decision. Their decision will be the final decision in the ADA eligibility determination process. During the informal hearing, both the Broker staff and the appellant have time to speak and explain why they believe the decision</p>

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					was or was not appropriate. Applicants can also present any new information they may have pertinent to their eligibility.
150709.06	Steve Ferrario	The status of request of information of ADA seating. Mr. Ferrario stated these seats are more dangerous in an upright position and that this may head to a lawsuit.	Roberta Boomer	Complete	Discussed at the August 26 EMSC meeting.
150709.07	Steve Ferrario	The current policy and status of the taxi script program.	Annette Williams	Complete	The Paratransit taxi program allows ADA eligible paratransit customers to use a taxi for their transportation needs within the San Francisco service area. ADA eligible customers are issued a SF Paratransit taxi debit card which they use to pay the taxi meter fare. All taxi companies in San Francisco are required to accept the SF Paratransit debit cards as payment and each vehicle is equipped with the proper equipment. For every \$5.50 a customer pays, \$30 in taxi value is added to their debit card account. Each customer is given a monthly allotment depending on their eligible trip needs and they can add additional value monthly.
150709.08	Stephen Cornell	Along 3 <sup>rd</sup> Street, just before the Lefty O'Doul Bridge, certain private vehicles are allowed to park during events at the ballpark. Who is allowed to park there?	Camron Samii	Complete	This area becomes a safety buffer zone when traffic is funneled from two lanes to one lane before it crosses the Lefty O'Doul bridge. By allowing vehicles to park there, it creates a safer buffer between pedestrians and vehicular traffic. This procedure was originally opened to the public but we found that individuals wouldn't return to their vehicles immediately after the game and our staff would have to wait for those cars to clear before it was safe to reopen. This area is now utilized for law enforcement. This was implemented when the ballpark first opened in 2000.
150722.01	Frank	Has a cover has been placed over the horse	John Haley and Lee	Complete	A tarp was placed over the horse car (car #68) on July 28 <sup>th</sup> .



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	Zepeda	car (cable car trailer), which is sitting outdoors at the Marin facility. Mr. Zepeda would like to know if the horse car can be returned to Geneva.	Summerlott		We are scheduling a walk-through of the equipment at Marin with representatives of the Market Street Railway. We are looking to inventory the equipment there and begin a process to identify candidates for restoration or retirement. We hope to have the tour completed in September and take the first steps in identifying the future of each vehicle.
150722.02	Dorris Vincent	The SFPD has started to crackdown on bicyclists who disobey bike laws. Ms. Vincent would like to know what violations bicyclists can receive; if they are considered moving violations; and the fee cost for the violations.	Tom Maguire	Complete	Bicyclists can receive citations for a variety of violations but common violations include bicycling on the sidewalk or failure to stop at a stop sign, the latter of which could cost \$197.
150722.03	Frank Zepeda	What is being done to enforce pedestrian safety when pedestrians do not cross streets in crosswalks and jaywalk. Is there is a plan to enforce pedestrian and bicycle laws.	Tom Maguire	Complete	Enforcement has and continues to be conducted for all street users—pedestrians, bicyclists and motorists. With respect to targeted enforcement, there are periodic operations that focus on particular behaviors and/or at particular location; there are approximately 12 operations per year, focusing specifically on pedestrian or bicycle issues.
150803 Email	Steve Taber	The draft 20 year capital plan contains a cost estimate for the Central Subway to Fisherman's Wharf as \$2.6 billion. The SFMTA study estimated costs between about \$480 million and \$1.4 billion, the latter amount being for an option that did not score well. The top scoring alternatives were, as I recall, between \$830 and \$930 million. It would seem reasonable to estimate the cost at \$930.	Darton Ito	Complete	The T Third Phase 3 Concept Study evaluated a range of alternatives. For each alternative, a cost estimate range was developed by the consultant team based on the "price point" which was included in the study report. The \$2.6 billion estimate used the upper range for the most expensive alternative (2B-2: Powell Street subway to Beach Street subway to a station at Conrad Square) and inadvertently double counted the cost of the North Beach Station. Before the Capital Plan is presented to the SFMTA Board, this figure will be revised to reflect the price point (\$1.4 billion) of the most expensive alternative,

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		<p>This is contrasted with an estimate for Geary Light Rail at less than \$2.0 billion. This project, which I believe is also worthy, is far more extensive than the Central Subway project, involving most likely a subway of about a mile with two stations, plus five miles or so of surface track with multiple surface stations, and probably additional tunneling (e.g., at Masonic). It is hard to believe that this project would be estimated at a cost substantially below that of the Central Subway extension.</p> <p>Could someone provide an explanation of these numbers?</p>			consistent with the study report.
150806.01	Steve Taber	A discussion regarding the 20 year capital plan and the weighting/rating application used for projects.	Darton Ito	Complete	Scheduled for the February 9, 2016 OCSC meeting.
150806.02	Steve Taber	Discussion regarding a comprehensive long-range plan for urban rapid transit within San Francisco, including (i) expansion of the Muni Metro system, (ii) integration of BART service and possible BART expansion into the system, and (iii) improvements and enhancements of the existing BART and Muni Metro systems to complement the overall system.	Grahm Satterwhite	Complete	At the November 18 EMSC meeting, the Rail Capacity Study, the Regional Core Capacity Transit Study and the long range strategic vision for the transportation system study will be discussed.

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150806.03	Sue Vaughan	A map showing the bus lines and stops for the Geary Blvd. Bus Rapid Transit Project.	Britt Tanner	Complete	Each stop is shown in the Geary BRT Factsheet, linked here: <a href="http://www.sfcta.org/sites/default/files/content/Planning/GearyCorridorBusRapidTransit/Fact_Sheets/GearyBRT_fact_sheet_071615.pdf">http://www.sfcta.org/sites/default/files/content/Planning/GearyCorridorBusRapidTransit/Fact_Sheets/GearyBRT_fact_sheet_071615.pdf</a>
150806.04	Steve Ferrario	A detailed breakdown of all costs to date, including consultant fees, when they were paid, how much was paid for the Geary Blvd. Bus Rapid Transit project.	Britt Tanner	Complete	Feasibility Study (2004-2007) Consultants: \$600,000  Environmental Review (2008-present) Consultants: \$5,200,000 Staff (SFCTA and other agencies): \$1,000,000
150806.05	Katie Haverkamp	Does the SFPD cite motorists when they do not stop for passengers when alighting or boarding light rail vehicles along Taraval.	Ann Mannix	Complete	Yes. This is an egregious violation because passengers boarding or departing an LRV are so vulnerable. The SFPD does cite when they see it occur.
150806.06	Katie Haverkamp	A follow- up response on the pigeon droppings at West Portal. Ms. Haverkamp stated that the droppings are caking up.	John Haley	Complete	We continue to explore all safe, environmentally compliant means to address the problem of pigeon droppings throughout our system. We will clean the ground areas around the platforms and station and re-evaluate our cleaning regimen. In addition we will examine the roof and other higher areas at the station to insure that we address the problem. We will install landing spikes at West Portal Station. We have been advised by the installation contractor that they should be able to complete the work by early 2016.
150806.07	Sue Vaughan	A copy of letters received from Uber and Lyft regarding the agreement for the Safer Market Street plan.	Mari Hunter	Complete	There are no agreements with Uber and Lyft regarding the Safer Market St. Plan.
150806.08	Sue Vaughan	An electronic version of the draft EIR for the Geary Blvd. BRT plan.	Britt Tanner	Complete	The Draft EIR is anticipated in late September or October. It will be linked here: <a href="http://www.gearybrt.org">www.gearybrt.org</a>
150811.01	Mark	What is the standard size used for vehicle	Shanna Hurley	Complete	The numbers are 3.5"x4.5", in reflective black. They have

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	Ballew	bus number identification (exterior) and where are they placed on vehicles?			similar placement to the existing placement. However, on the side of the vehicle towards the rear, they are placed on the red stripe above the window, instead of between the Muni logo and window, similar to the placement of the vehicle number above the front door.
150811.01	Frank Zepeda	What is being done about the light posts along Van Ness Avenue.	Peter Gabancho	Complete	The existing street light polls along Van Ness Avenue are over 100 years old and have deteriorated to the point that they cannot be salvaged or reused. As a result they are being replaced down the length of the corridor with modern steel polls and new LED lamps.
150811.01	Mark Ballew	A fact sheet on the Unity Plaza Development Project.	Roberta Boomer	Complete	The staff report and materials provided to the SFMTA Board are available at: <a href="https://www.sfmta.com/calendar/meetings/board-directors-meeting-july-7-2015">https://www.sfmta.com/calendar/meetings/board-directors-meeting-july-7-2015</a>
150811.01	Joan Downey	A list of neighborhood group email/contact information that is used throughout the City.	Deanna Desedas	Complete	The list was emailed on 9/13/15
150903.01	Sue Vaughan	Where can people get route maps. She inquired when they are going to be available again and if they are available now, where can people get them.	Roberta Boomer	Complete	The maps can be purchased at various locations. The list is at <a href="https://www.sfmta.com/getting-around/transit/fares-passes/where-to-buy?postal_code=&amp;field_fares_terms_tid=3420&amp;=Apply">https://www.sfmta.com/getting-around/transit/fares-passes/where-to-buy?postal_code=&amp;field_fares_terms_tid=3420&amp;=Apply</a>
150903.02	Mark Ballew	The new signage in the subway has been installed. Two signs have been added. When are the other two signs going to be added.	John Haley	Complete	We are installing new Platform Display Signs (PDS) on the mezzanine and platform levels of the subway. The PDS signs cannot be powered until we finish the development and implementation of the Passenger Audio-Visual System (PAS). As such, we have installed all PDS signs which do not block existing signs. Once development is complete, the remaining signs will be installed. The projected date to complete installation is mid to late 2016.

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150907 email	Sue Vaughan	The number of seconds for crossing Junipero Serra Boulevard at Ocean Avenue is inadequate. Are there any plans to increase the number of seconds at the intersection?	Carleton Wong	Complete	The crossing distances for both crosswalks crossing Junipero Serra are quite long due to the presence of the Muni tracks in the median north of the intersection, and therefore the pedestrian signals are timed in such a way that slower-moving pedestrians can safely cross Junipero Serra in two cycles. There exist adequate pedestrian refuges in the medians for those pedestrians to safely wait, if needed, to complete their crossing. Both north and south crosswalks' pedestrian countdown signals display crossing times to reach the medians that meet state and federal guidelines. There are no plans to increase the number of seconds to cross Junipero Serra at the intersection at this time.
150907 email	Sue Vaughan	The original list of bus stops and white zones included in Commuter Shuttles Policy and Pilot Program from the summer of 2014 and the most current list of bus stops and white zones in order to compare them.	Roberta Boomer	Complete	Information provided in earlier RFI. Information is available on-line at: <a href="https://www.sfmta.com/news/project-updates/commuter-shuttle-pilot-launches-august-1">https://www.sfmta.com/news/project-updates/commuter-shuttle-pilot-launches-august-1</a>  <a href="https://www.sfmta.com/projects-planning/projects/commuter-shuttles-policy-and-pilot-program">https://www.sfmta.com/projects-planning/projects/commuter-shuttles-policy-and-pilot-program</a>
150907	Sue Vaughan	What public notification, if any, the SFMTA did when it extended or added the following shuttle bus stops listed on the attached document, 3 (a), 3 (b), and 18: 3(a). EXTEND - BUS ZONE Valencia Street, west side, from 60 feet to 81 feet south of 25th Street (removes general parking meter #1408) 3(b).ESTABLISH - ABILITY OF PERMITTED COMMUTER SHUTTLE	Tom Folks	Complete	The information was posted the week of May 17 announcing the SFMTA engineering public hearing on June 5 <sup>th</sup> . Postings are done at least 10 days in advance of the hearing.  The public hearing postings were posted at all four corners of the intersection related to the proposal. Item 18: Monterey Boulevard, north side, from Acadia Street to 75 feet westerly was not approved following the June 5 <sup>th</sup> public hearing and the proposal was later dropped.

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		BUS TO USE MUNI BUS ZONE Valencia Street, west side, from 25th Street to 81 feet southerly 18. ESTABLISH - ABILITY OF PERMITTED COMMUTER SHUTTLE BUS TO USE MUNI BUS ZONE Monterey Boulevard, north side, from Acadia Street to 75 feet westerly * Polk Street, west side, from O'Farrell Street to 75 feet northerly			
150908.01 OCSC	Stephen Cornell	Why is the SFMTA charging merchants a surcharge on credit cards when they purchase a Parking Card. If Parking Cards are purchased at the One South Van Ness Customer Center is a transaction fee charged.	Lorraine Fuqua	Complete	If five or fewer cards are ordered the order is processed online by the Citations division and there is no surcharge. If the order is for more than five, the Revenue Operations division processes the order and again, there is no surcharge.
150908.02 OCSC	Daniel Murphy	What is the difference between cash versus credit card payments with the fee. Provide a report on the payment types.	Lorraine Fuqua	Complete	Response emailed to the CAC on 9/25/15
150908.03 OCSC	Daniel Murphy	What is the difference was between cash versus credit card payments with the fee. Cost per transaction for coin, credit card/debit card, Parking Card, and Pay by Phone.	Lorraine Fuqua	Complete	Response emailed to the CAC on 9/25/15
150908.04 OCSC	Stephen Cornell	What is the cost percentage for coin collection at meters. Provide the analysis outcome.	Lorraine Fuqua	Complete	Response emailed to the CAC on 9/25/15
150908.05	Daniel	What is the process for notifying businesses	Paul Kniha	Complete	When a business applies for any Color Curb Zone, we explain

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OCSC	Murphy	that when there are signs at loading zone that a particular business cannot claim exclusive rights to the space.			that all the curbs are public space, and if color curb zones are approved in front of an establishment, it is for all the motorists to use, not just for their patrons. This is also mentioned in our mailed notifications about public hearings and on the renewal invoices. I check every Passenger Loading Zone at the renewal and if there is any unauthorized signage, we mail a letter requesting to remove it. We also receive complaints about businesses that claim particular zones for exclusive use and we notify zone sponsors that they are not allowed to do that. If a zone sponsor refuses to cooperate and/or abuses the zone, it can be revoked, however we haven't had to do that yet. If you want to report misuse, send an email (preferable with photos) to <a href="mailto:ccp@sfmta.com">ccp@sfmta.com</a> .
150928 email	Steve Taber	On the 30 Stockton bus, outbound on Stockton Street during rush hour (around 6:00) frequently encounters garbage trucks collecting garbage from the merchants. The trucks stop several times on each block, each time emptying the bins into the truck and then proceeding 30 feet or so to the next store to repeat the process. The bus typically has to follow the garbage truck down the block, stopping wherever it stops. It is seldom possible to pass, since the traffic is so heavy in the other direction and there is only one lane in each direction.  Has SFMTA considered asking the garbage	Ed Reiskin	Complete	Thanks for bringing this to our attention. We'll reach out to Recology.

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		company to reschedule their pickup so that it doesn't coincide with rush hour?			
151028.01 EMSC	Frank Zepeda	Will pigeon landing spikes will be added to the conduit where pigeons roost at the West Portal station?	John Haley	Complete	We continue to explore all safe, environmentally compliant means to address the problem of pigeon droppings throughout our system. We will clean the ground areas around the platforms and station and re-evaluate our cleaning regimen. In addition we will examine the roof and other higher areas at the station to insure that we address the problem. We will install landing spikes at West Portal Station. We have been advised by the installation contractor that they should be able to complete the work by early 2016
151028.02 EMSC	Frank Zepeda	Request regarding cell phone wire being added to the subway tunnel to address safety	Roberta Boomer	Complete	A response to a previous RFI (150604.03 from June 2015) is:  Providing Wi-Fi is dependent on the implementation of the Radio Replacement project. It will be at least another 18 months before we can look at the various options for putting Wi-Fi in place.
151028.03	Dorris Vincent	Request that the schedule for replacing the transit shelter seats along Third Street be calendared for the January EMSC meeting.	Gail Stein	Complete	The SFMTA's transit shelter contractor received the seats in October but the manufacturer did not make the support correctly so they had to re-order them. The seats are being painted now so we anticipate replacement in early 2016.
151028.01 CAC	Daniel Weaver	Send information about Mission Bay Event Center carbon credits to the CAC. Send the link and page number where carbon credits are discussed.	Peter Albert	Complete	The Warriors EIR is posted at <a href="http://www.sf-planning.org/index.aspx?page=1828">http://www.sf-planning.org/index.aspx?page=1828</a> and <a href="http://sfocii.org/index.aspx?page=61">http://sfocii.org/index.aspx?page=61</a> .  Carbon credits are discussed in Volume 2 Section 5.5 of the DSEIR (the project sponsor has committed to Improvement



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					Measure I-C-GG-1 to purchase Voluntary Carbon Credits, see page 5.5-12) as well as Response to Comments in Volume 4 and directly to SFMTA CAC member comments in Volume 5 beginning on page 13.4-10 (the full FSEIR at the above two links are fully searchable by keyword).
151028.01 CAC	Daniel Weaver	Provide the Mission Bay Event Center environmental documents.	Roberta Boomer	Completed	The link to the environmental documents was emailed to the CAC on October 29, 2015.
151028.01 CAC	Mark Ballew	Information regarding the platform tracks for the Mission Bay Event Center.	Peter Albert	Completed	This was emailed to the Council on 11/9/15.
151028.0 CAC	Joan Downey	Statistics for bike and pedestrian accidents over the past two years.	Luis Montoya	Complete	For the period 1/1/2011 through 12/31/2012, which is the most recent two-year period with complete records, the following figures summarize injury collisions for which a police report was filed and either a pedestrian or bicyclist was involved:  Pedestrians injured: 1793 Pedestrians killed: 33  Bicyclists injured: 1066 Bicyclists killed: 3
151028.0 CAC	Katie Haverkamp	Information about plans for Superbowl 50.	Peter Albert	Complete	This topic was presented to the CAC at the December 2015 meeting. It will also be presented to the CAC at the January 2016 meeting.
151028.0 CAC	Steve Taber	Schedule a motion regarding Geary Bus Rapid Transit for CAC consideration.	Roberta Boomer	Complete	This motion was approved by the CAC at the November 2015 CAC meeting.
151105.01	Steve Cornell	Advice regarding whether shuttle buses are required to register to do business in San Francisco and are subject to the same taxation rules and regulations as every other	Hank Willson  Amanda Fried	Complete	Tax rules and regulations fall within the jurisdiction of the city Treasurer/Tax Collector.  Unless exempt or excluded, every person doing business in San

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		business in San Francisco.	(Treasurer/Tax Collector's Office)		Francisco, including every person who utilizes the streets within the City in connection with the operation of motor vehicles for business purposes for all or part of any seven days during a tax year, is required to obtain a business registration certificate and renew it annually.
151105.02	Katie Haverkamp	What is the advertising wrap policy for the new Siemens vehicles and will full wraps, including windows and doors, be allowed.	Gail Stein	Completed	The SFMTA's Advertising policy is the same for all of our buses and LRVs. It allows up to 30 wraps at any one time. Full wraps cover windows and can cover doors.
151105.03	Steve Cornell	How can an LRV operator be identified when they're in the cab and their cap number can't easily be seen.	John Haley	Complete	Operators can be identified by providing the bus line, location and the bus number.
151110.01 OCSC	Mark Ballew	The cost per transaction for fare methods (MuniApp)	Travis Fox	Completed	4% commission plus credit card processing fees.
151118.01 EMSC	Frank Zepeda and Dorris Vincent	Are skateboards prohibited on sidewalks or only where signage specifically states. Are skateboarders allowed in bike lanes.	Camron Samii	Complete	<p><b>Sidewalk:</b> Riding a skateboard on the sidewalk in any business district is prohibited at all times. Also riding a skateboard on the sidewalk anywhere in SF is prohibited between ½ hour after sunset and ½ hour before sunrise.</p> <p><b>Roadway:</b> Riding a skateboard on a roadway in any business district is prohibited at all times. They must also yield to pedestrians crossing the street, pedestrians approaching from a sidewalk or within a crosswalk. Skateboards are also required to yield to any bicyclist or motor vehicle approaching on the street. They also must not travel against the direction of traffic.</p> <p>Since this would be a moving violation, jurisdiction rests with the SFPD or Park Rangers</p>
151116	Frank	What's the status of the locked seats in the	Neal Popp	Complete	We have placed an order for rotating stanchions, which will

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Email	Zepeda	buses?			pivot and allow the seats to be unlocked and provide a gripping area for the forward facing passengers. Parts are on order and will be delivered starting in late December. We expect to have the installation completed by summer 2016.
151116 Email	Steve Cornell	How many "bulb outs" have been or are being planned to be removed or modified because they are not meeting the need or are a hazard to either buses or general traffic. Please include specific locations.	Julie Kirschbaum	Complete	Curb extensions and bus bulbs provide positive pedestrian and transit benefits. They reduce crossing distances and improve pedestrian visibility. They also reduce transit delay and provided additional space for customer amenities, such as shelters and signage. There are very few instances of bulbs being removed or modified in San Francisco. Recently, a bulb was modified at Bosworth and Diamond, to address a design mistake. We also removed a bulb that was implemented by a private developer at 16 <sup>th</sup> /Market, which was designed wider than we typically design. We received multiple complaints about that bulb.
151116 Email	Steve Cornell	What are the estimated costs and the actual costs for special events, for the past year. What is included in these costs? What actual reimbursements for these events were collected?	Sonali Bose	Complete	Emailed to the CAC on 12/9/15
151124 email	Joan Downey	What is the SFMTA doing to stop the disbursements of rats into the neighborhood while working on the Sunset Tunnel?	Jay Lu	Complete	We have a rodent abatement program in place around the construction site, which includes trapping rats and clearing out their nests. We set traps in August, September and November and will next do so during the next construction weekend, tentatively scheduled for January 9-10, 2016. We will continue to collaborate with the Department of Public Health (DPH) in monitoring the situation as well as putting out mass trappings whenever necessary.
151203.01	Various	Information about security, transit and	Roberta Boomer	Complete	Scheduled for the January 5, 2016 CAC meeting

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		enforcement for Superbowl 50			
151203.02	Sue Vaughan	What is the renewable fuel being used. What makes it renewable and what makes it better than the existing fuel. Where is it coming from?	John Haley	Complete	The renewable fuel being used is Hydrogenation-Derived Renewable Diesel (HDRD). It is made from oils from plants. (soybean, palm, canola, or rapeseed oil; animal tallow; vegetable oil waste or brown trap grease; and other fats and vegetable oils.) It's better because increased energy security can be produced domestically from a variety of feedstocks. It has fewer emissions—Carbon dioxide captured by growing feedstocks reduces overall greenhouse gas emissions. There will be more flexibility as it meets quality standards can fuel modern diesel vehicles and has higher performance because HDRD's high combustion quality results in similar or better vehicle performance compared to conventional diesel. We are getting the renewable diesel from Neste. It is made overseas and transported in tankers to the US.
151203.03	Daniel Weaver	Schedule the Muni Customer Service Survey for presentation at the next OCSC meeting.	Roberta Boomer	Complete	Scheduled for the February 9 OCSC meeting
151206 email	Sue Vaughan	What departments, agencies, and offices are working with the SFMTA to plan for the Super Bowl 50 celebration near the Ferry Building and on Market Street?	Peter Albert	Complete	The SFMTA is working with: DPW, SFPD, SFFD, Port of SF, BART, AC Transit, Golden Gate Transit, SamTrans, Caltrain, Capitol Corridor, WETA, Soltrans, Caltrans, MTC, PresidiGo, Dept of Emergency Management, SFDPH, SFCTA, SF Rec Park, SFPUC, Mayor's Office, Host Committee, and the NFL.
151210 Email	Sue Vaughan	Is it legal for a private ride service to put a sandwich board on the sidewalk and pick up passengers on Geary Boulevard at 19th Avenue?  What is the penalty for pulling into red	Rachel Gordon (Public Works)  Camron Samii	Complete	The Chariot A-frames, as placed, are in code violation because they're within five feet of a corner "clear zone." Public Works is sending the company a warning notice, and will cite if there's no compliance.  The fine is \$106.00. SFPD, Sheriff, SFMTA Enforcement and

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		zones at corners and picking up or discharging passengers? What agency/department enforces violations?			Taxi or Muni Inspectors have the authority to cite.