

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
RECOMMENDATIONS / MOTIONS – 2012**

REFERENCE NUMBER	COMMITTEE NAME	MOTION / RECOMMENDATION	SENT TO STAFF RESPONSIBLE	STATUS / SFMTA RESPONSE LETTER	RESPONSE
120105.01	CAC	The SFMTA CAC recommends that the SFMTA Board of Directors adopt the proposed Transit Shelter Removal Policy as presented to the SFMTA CAC on January 5, 2012	Sonali Bose	Response received on January 2, 2013	The MTA Board of Directors approved the policy.
120110.01	OCSC	The SFMTA CAC recommends that the agency adopt the plan to move the northbound 29-Sunset and 28-19 th Avenue stop from 19 th Avenue and Lincoln Way to Crossover Drive and Martin Luther King Drive. The SFMTA CAC recommends the agency consider supplementary lighting in order to enhance the nighttime safety of the proposed stop.	Julie Kirschbaum, Tony Young, & Bond Yee	Response received on January 7, 2013	The SFMTA will include supplementary lighting to enhance safety at the proposed stop in the scope of work as recommended by the CAC at its January 10, 2012 meeting.
120202.02	CAC	The SFMTA CAC recommends to the SFMTA Board and the Board of Supervisors that all policy-based discounts on the Transportation Sustainability Fee be less than 100%, because all developments generate additional impacts to the transportation system.	Sonali Bose	Response received on January 16, 2013	This recommendation was not approved by the Planning Commission and is not part of the ordinance introduced for Board of Supervisor's consideration.
120202.03	CAC	The SFMTA CAC recommends that the SFMTA Board take measures to ensure that the SFMTA budget is protected from unexpected losses related to the 34 th America's Cup, and that day-to-day service is not negatively impacted after the conclusion of the event in September 2013.	Peter Albert	Response received on January 2, 2013	The SFMTA have been working directly with the Mayor's Office to structure how reimbursements will work. Staff is taking measures to ensure that the budget is protected and day-to-day service not negatively impacted.
120202.04	CAC	The SFMTA CAC recommends the agency take steps to build public confidence before asking for more resources. Steps should include that all new transit revenues should go to transit services only, and no new revenues be allocated to work orders to other city departments and existing work orders should be rolled back to the extent practicable. The Budget Balancing Panel should bring forth short, medium, and long term revenue and cost-savings solutions.	Sonali Bose	Response received on January 16, 2013	The Controller's office has been asked to conduct a nexus study of the work orders SFMTA is paying to transportation services. The Budget Balancing Panel has completed its recommendations and forwarded them to the Mayor and the SFMTA Board of Directors.
120202.05	FAC	WHEREAS, Section 8A.109 of the Charter of City and County of San Francisco requires the SFMTA Board to seek new revenue sources, the SFMTA CAC recommends that the SFMTA Board of Directors consider the following for additional revenue in the FY 2013 and FY 2014 budget: <ul style="list-style-type: none"> • Increasing the meter bagging fee • Increase citations by an amount sufficient to offset the Courthouse fee • Extend parking meter hours to evenings in commercial districts 	Sonali Bose	Response received on January 16, 2013	The Board approved all of the above items during the FY 13-14 budget process. However, instead of authorizing the full meter bagging fee recommended, they agreed to increase the meter bagging fee by \$1 for each of the two fiscal years.

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		<p>where parking availability during the evening is low and allow for longer parking durations during those hours</p> <ul style="list-style-type: none"> Extend parking meter hours to Noon to Six p.m. on Sundays in commercial districts where parking availability on Sundays is low and allow for longer parking durations during those hours. The SFMTA CAC recommends that the SFMTA Board work with neighborhood merchants to choose appropriate locations for this policy. Add 500 to 1,000 new metered spaces in front of parcels not zoned "R" 			
120202.06	FAC	The SFMTA CAC recommends that, if the Board considers charging for transfers or increasing the single cash fare for non-Clipper users, that it opt for the latter option. The SFMTA CAC urges the Board to examine the experience of AC Transit in implementing these options.	Sonali Bose	Response received on January 16, 2013	The Board declined to approve these options.
120222.01	FAC	WHEREAS, San Francisco is a Transit First City, as established in repeated votes of the people, the SFMTA CAC recommends that the SFMTA Board undertake all possible efforts, including directing the efforts of the agency's legislative liaison, to preserve federal funding for both capital and operations transit in negotiations over the American Energy and Infrastructure Jobs Act of 2012.	Sonali Bose	Response received on January 16, 2013	The SFMTA agrees with this recommendation.
120305.01	CAC	The SFMTA CAC recommends that the SFMTA Board request from the City Attorney a memo outlining the power of and constraints on of the SFMTA and/or the City and County of San Francisco to regulate and/or charge franchise fees or use fees on tour buses, charter buses, private shuttle buses, private educational institutions' buses, and commuter buses for payment for use of SFMTA bus stops, blocking transit right-of-way, idling of parked diesel buses, and blocking bike lanes, and further that the SFMTA Board make this memo public in order to allow policy deliberation by the SFMTA CAC and other interested parties and stakeholders.	Roberta Boomer	Complete	The City Attorney's Office has provided such information however the advice conveyed is confidential due to attorney-client privilege and therefore, will not be made public.
120305.02	CAC	WHEREAS, San Francisco voters approved Proposition A in November 2007; and, WHEREAS, Proposition A dedicated 80% of City parking revenues, a sum amounting to \$26 million to transit; and, WHEREAS, In the subsequent budgets since that time, the MTA has	Sonali Bose	Response received on January 16, 2013	The SFMTA continuously review work orders to ensure the services are delivered. Additionally, The Controller's office has been asked to conduct a nexus study of the work orders SFMTA is paying to transportation services.

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		authorized "work orders" that sent those new resources out of the MTA at the expense of transit operations; therefore, be it RESOLVED, That the SFMTA Citizens' Advisory Council finds that the public support for securing additional needed resources for transit operations requires that the MTA Board of Directors meet its end of the bargain made to the voters in 2007; and, therefore, be it FINALLY RESOLVED, That the SFMTA Citizens' Advisory Council urges the MTA Board of Directors to begin to rebuild public trust in the agency's ability to dedicate new resources to transit operations by ending at least \$26 million in work orders so that those dollars can be restored to transit operations as promised to the voters prior to seeking new revenues for transit operations.			
120305.03	CAC	The SFMTA CAC recommends that the SFMTA Board work with 311 to channel arrival time requests from 311 to 511, to negotiate a minimal charge for 311 calls which don't require interaction with a human operator, and to publicize 511 for the types of information requests 511 is able to handle.	Sonali Bose	Response received on January 16, 2013	The SFMTA is pursuing channeling calls from 311 to 511 to the extent feasible.
120305.04	CAC	The SFMTA CAC recommends that the SFMTA seek enough grant money, such that there is no net loss of revenue to the Agency, from sources which would not otherwise go to the SFMTA, for a pilot program for free Muni fares for low-income youth, with a limited number of rides per day.	Sonali Bose	Response received on January 16, 2013	The low-income pilot program has been approved by the Board.
120305.05	CAC	The SFMTA CAC supports the staff proposal for a \$2 million reduction in management salaries and benefits. The SFMTA CAC further recommends that senior management positions be reviewed to determine that they are under the correct civil service classification for the duties and responsibilities of their respective positions.	Don Ellison		The SFMTA accepts the CAC's recommendation
120508.02	OCSC	The SFMTA CAC recommends that social media tools be used to deliver real-time service information, particularly regarding planned and unplanned delays or shutdowns on lines, allowing people to make alternate plans, and that the PSR process be incorporated into the Agency's social media presence.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	Social media tools will be evaluated to communicate all types of information to our customers.
120508.03	OCSC	The SFMTA CAC recommends that all Daily Ops reports and all reports made available to management be made available on the redesigned web site. The redesigned web site should be effective for	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	The new website will be easy to use and have a wide array of information about the agency. The exact format and webpages are under development.

Updated: 04/15/15

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		both desktop and mobile platforms, and the site should not display ads in its mobile versions.			
120508.04	OCSC	The SFMTA CAC recommends that being concise be prioritized over including "please" on every sign. The SFMTA CAC further recommends that the agency investigate, get outside assistance with, and implement best practices for wayfinding before undertaking any further wayfinding changes.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	A new Director of Communications has been hired and will address this issue.
120508.05	OCSC	The SFMTA CAC recommends that, as part of these changes, Muni should preserve and incrementally improve the existing Muni map.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	A new Muni map has been approved and introduced IN 2014.
120508.06	OCSC	The SFMTA CAC recommends Muni adopt a clean, uniform look and feel for station agent booths.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	Your recommendation has been noted and will be considered when upgrades to the station agent booths are made.
120508.07	OCSC	The SFMTA CAC recommends that public announcement systems in vehicles and stations be improved. The SFMTA CAC recommends that operators and dispatchers receive more training in verbal communication skills, and that public announcements be made more audible and robust, and pre-recorded when possible.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	The contract for upgrading the public announcement system has been approved by the SFMTA Board. Your recommendation regarding in-vehicle announcements and communication training for frontline staff has been noted.
120508.08	OCSC	The SFMTA CAC recommends that electronic signage inside stations be upgraded as well.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	At the January 15, 2013 SFMTA Board Meeting, the Board awarded the contract for the Integrated Systems Replacement Project to Blocka Construction. This project includes replacing and installing the Subway Public Address/Platform Display System (PA/PDS); the Subway Facility Supervisory Control and Data Acquisition System (SCADA); the Motive Power SCADA System; the new Subway Fiber Broadband Network (FBN) System; and the new Uninterruptible Power Supplies (UPS) System. These system improvements will result in improved real-time passenger information and system safety, reliability, maintainability and expandability of the metro subway system.
120508.09	OCSC	The SFMTA CAC recommends that the SFPD and the SFFD get additional transit-focused training about the importance of not blocking the flow of public transit and other non-automobile modes of transportation, as well as the importance of removing obstructions to	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	Your recommendation has been noted.

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		the flow of such traffic. The SFMTA CAC further recommends that the SFPD and SFFD receive additional transit-focused training emphasizing the importance of mass transit and other non-automobile forms of transportation to San Francisco.			
120508.10	OCSC	The SFMTA CAC recommends that the Agency track lessons learned from special event operations.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	The success of recent events has shown that the SFMTA has steadily improved the organization and coordination with other city departments for special events. The SFMTA has adopted an incident command structure for response to major events.
120508.11	OCSC	The SFMTA CAC recommends that PSRs regarding service problems reflect on street supervisors, not just operators.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	Your recommendation has been noted.
120508.12	OCSC	The SFMTA CAC recommends that, given the high rate of absenteeism at Muni, this should be made a very high priority.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	This action has been initiated and an updated request for leave form tracking protocol has been established.
120508.13	OCSC	The SFMTA CAC recommends that this strategy explicitly include the re-designation of vehicles at Embarcadero station.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	The new Line Management Center is now fully staffed and will be looking at ways to manage vehicle bunching and gaps.
120508.14	OCSC	The SFMTA CAC recommends that the process for towing vehicles blocking transit lines be streamlined. Operators should be able to summon tow trucks directly, and tow trucks should prioritize this type of call.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	The new Line Management Center is now fully staffed and will be looking at ways to manage vehicle bunching and gaps.
120508.15	OCSC	The SFMTA CAC recommends that SFMTA, BART, and Caltrain collaborate on bike sharing plans.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	The bicycle-sharing pilot is a regional effort and will include bicycle stations in and around San Francisco as well as at key locations near Caltrain stops on the peninsula.
120508.16	OCSC	The SFMTA CAC recommends that the SFMTA undertake a limited pilot program for bicycle space on Metro vehicles.	Darton Ito / Timothy Papandreou	Received response on January 23, 2013	Thank you for your recommendation. This will be studied further as part of the Bicycle-Transit Integration Study currently underway.
120508.01	CAC	The SFMTA CAC recognizes that the staff-proposed changes to the Contractor Parking Permit system terms must go into effect on June 1, 2012. The SFMTA CAC recommends that a proposal for a more fair and equitable system be drafted by staff no later than September 2012, allowing contractors, and possibly other small businesses, to park at metered spaces for the full meter price, but without a limit on time. The SFMTA CAC recommends that the permit should include a way for small businesses to buy permits allowing them to park in RPP	Diana Hammons / Sonali Bose	Response received on 1/3/2013	In the summer of 2012 the SFMTA implemented new rules for contractor permits that do not exempt permitted vehicles from parking time limits and payment of parking meters close to the business site. Formerly the contractor permit would exempt the vehicle from any on-street parking limit or payment. This was done in order to ensure that the permit is used to facilitate parking at work sites and not to facilitate vehicle storage or employee commutes to the central office.

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		areas, similar to the proposed prepaid daily RPPs.			The City's Transit First policy encourages all employees from large or small business to use transit or other alternative means of transportation to the worksite. If a vehicle is required these should be stored in a lot or garage in areas where on-street parking needs to be regulated for commercial turnover or in residentially permitted areas. These rules ensure that public on-street parking spaces are available for visitors of commercial areas and are not monopolized by employees of specific businesses. In May of 2012 SFMTA staff met and spoke with some contractor groups concerned about the changes and we explained the need to make this legislative adjustment to ensure that the permits are used as intended. We explained that if a vehicle needed to park near the central office, they could pay at the meter or obey the time limits since those types of visits would likely be shorter. These are the same parking rules that have historically applied for all business vehicles other than contractors. Since the implementation of the new rules for the contractor permit program we have not had further complaints or been aware of unanticipated problems.
120523.01	EMSC	The SFMTA CAC recommends that the subway platform have four new destination signs per direction in preparation for double-berthing and/or coupling and to maximize flexibility and extensibility of the system.	Frank Lau / Vince Harris – Resent to John Haley	Response received on 1/10/2013	We agree that the signage on platforms and in stations can be improved. There are a number of regional and SFMTA programs focusing on signage and passenger communications that are being implemented now and in the upcoming months. We welcome your input on signage throughout the subway system. We are also actively working on ways to improve the performance of our rail system in the subway. You are aware of key initiatives on using technology to manage the service and vehicle upgrades, but we are looking at other ways to improve service including double-berthing. We will keep you posted on the status of that initiative and it will only be successful if properly communicated to riders.
120710.01	OCSC	The SFMTA CAC recommends offering an abbreviated commercial bus driver's training program to get additional rail service drivers faster.	Don Ellison	Response received 4/15/15	The SFMTA accepts the CAC's recommendation

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120710.02	OCSC	The SFMTA CAC recommends that Muni needs to be especially sensitive when construction projects take place overnight. Notices for all affected addresses need to get out early enough so that residents can make plans to be away. Notices need to be sent U.S. mail, email, on doorsteps, on the web, and applicable social media.	Deana Desedas / Vince Harris	Response received on 1/10/2013	Contractors who work for SFMTA are responsible for notifications about noise. The Contracts which are issued by the Capital Programs and Construction include the following language in the Special Provisions: "Night work shall be subject to the requirements of Article 29, San Francisco Police Code, Regulation of Noise. If night work is permitted, the Contractor shall notify all residences and businesses located within two hundred (200) feet of the work seventy-two (72) hours in advance of the scheduled work." In addition, for large projects that have a wide impact, SFMTA develops a project website that describes aspects of the construction project that are likely to have a significant impact on the public. The project website includes the schedule of when construction activities will take place. We aim to post information on the project website at least three weeks in advance. However, based on the contractor's look ahead schedule, weather, material availability, and coordination with other work, advanced notification is sometimes, more limited. Staff has found that door drops, media postings and emails to lists of interested parties are the best ways of getting the message out in a timely fashion. U.S. mail is less timely because of the lead time necessary to get mailings out.
120802.01	CAC	The SFMTA CAC recommends that the SFMTA Board postpone acting on the Draft Policies for On-Street Parking Management until the SFMTA CAC has been presented with the complete document, not just a summary, and has had an opportunity to make an informed recommendation to the Board.	Roberta Boomer		The SFMTA Board approved the Draft Policies for On-Street Parking Management at the September 18, 2012 meeting.
120906.01	CAC	The SFMTA CAC urges the SFMTA to specifically examine switchback policy on days with inclement weather given the discomfort of waiting in the rain	John Haley	Response received on 1/10/2013	We evaluate each decision to switchback a train on a number of factors and agree that weather should be considered.
120906.01	CAC	The SFMTA CAC urges the SFMTA Board of Directors to consider the draft policies for On-Street Parking Management, with the understanding that it does not amend or modify existing parking policies or practices, nor modify code. The SFMTA CAC further	Roberta Boomer		The SFMTA Board approved the Draft Policies for On-Street Parking Management at the September 18, 2012 meeting.

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		recommends that the document be retitled for reflective collection of existing policies and practices and not a set of policies being adopted. In cases where the document codifies existing practices, staff should empirically document that these are in fact, past practices before the SFMTA Board adopts the document.			
121004.01	CAC	<p>he SFMTA CAC recommends that both the Church Street Transit Only Lane and 76X Marin Headlands Express TEP Pilot projects proceed as presented. The SFMTA CAC requests that staff report back to the SFMTA CAC quarterly on their findings, and at the end of the pilot project.</p> <p>The SFMTA CAC recommends that TEP staff use other appropriate TEP tools on the Church Street project, including transit preferential signals. The SFMTA CAC recommends that the Agency take into account the safety of all modes of transit flowing through the Duboce and Church intersection, whether through signage or traffic signals.</p> <p>The SFMTA CAC recommends that the Agency report back on the possibility of selecting a low-income community as a destination for a second run of the 76X Marin Headlands Express.</p>	Julie Kirschbaum / John Haley	Received response on January 11, 2013	<p>SFMTA staff will plan on updating the SFMTA CAC on a quarterly basis. Staff will continue to consider safety as the top priority of the Agency while continuing to improve multi-modal options.</p> <p>The goal of the 76X Marin Headlands Express is to provide a connection from downtown San Francisco to the Marin Headlands. Any resident in the City can access the 76X, most with one transfer or less. Additionally, and as the Title VI analysis showed, the 76X already travels through census tracts that have a higher low-income percentage than is averaged for the City as a whole. Therefore, a route alignment change is not currently being considered.</p>
121004.02	CAC	The SFMTA CAC recommends that a higher-ridership line be chosen for the next TEP pilot project.	Julie Kirschbaum and Sean Kennedy	Received response on Jan 11, 2013	Thank you for your input as staff considers additional TEP pilots; this metric will be highly considered.
120911.01	OCSC	The SFMTA CAC recommends that sidewalk parking laws be enforced not just against cars that leave less than four feet of direct-line travel room for pedestrians, but instead against any car being more than one foot into the sidewalk.	Chris Grabarkiewctz and Camron Samii	Received response on March 25, 2015	Thank you. Consistent with the California Vehicle Code, we enforce the law regarding sidewalk parking against any vehicle on any portion on a sidewalk or with the body of the vehicle extending over any portion of a sidewalk.
120911.02	OCSC	The SFMTA CAC recommends that the Agency expand its operator training capacity in order to meet the long-term operator needs of the Agency, even to the understood short-term detriment to service that might result from shifting personnel from operator to trainer positions. The SFMTA CAC also recommends the Agency make adoption of policies and systems to decrease trainee washout rates a higher priority. The SFMTA CAC recommends the Agency investigate whether simulator training would be cost-effective, and whether purchasing simulator equipment in conjunction with other regional	Roberta Boomer		Staff is researching vehicle simulation tools for training and procurement products to train staff. A site visit to Metro Link, Los Angeles, CA was conducted on November 20, 2014. Staff met on January 30, 2015 to discuss specifications for Request for Proposal (RFP).

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		transit agencies would make sense. The SFMTA CAC recommends that operators receive more hands-on training in boarding and de-boarding disabled passengers, using actual disabled passengers.			
120911.03	OCSC	The SFMTA CAC recommends that graffiti in Muni tunnels and property be removed within seventy-two hours of being reported, the same standard applied to property owners in the City.	John Haley	Response received on January 10, 2013	It is our objective to immediately remove graffiti on Muni property and tunnels. We will make every effort to remove graffiti as fast as possible since it diverts maintenance resources and harms our image with our riders and residents. We will continue to look for better ways to secure the system and limit opportunities for vandalism. At the same time, we need the public's help and cooperating in alerting us to individuals defacing our property. Enhanced reporting of vandalism is essential to eliminating this costly and anti-social behavior.
121113.01	OCSC	The SFMTA CAC recommends that the SFMTA use existing street-level platforms to board able-bodied passengers and use the center platform exclusively for people with disabilities for boarding at the end of special events at the ballpark.	John Haley	Response received on January 10, 2013	<p>After careful review, the SFMTA cannot recommend the suggested change to baseball operations at the 2nd & King station. Most games have attendance approximating 40,000 fans of which approximately 10,000 routinely use the Metro Rail LRVs to get to AT&T stadium. The high level platform described is long enough to accommodate four 75 feet long LRVs at the same time allowing us to board up to 750 passengers every 5 minutes.</p> <p>This translates to 20 departures from the platform within the post-game hour using 6 dedicated 2-car shuttle trains between scheduled 2-car N line and 1-car T line trains. 14 of these departures have a 500 passenger capacity while the other 6 carry 250 for a total of 8,500 passengers within that post-game hour. The remaining 1,500 are roughly divided between the early exiting fans before the end of the game and the stragglers both of whom use regular N and T line trains outside of the prime post-game hour.</p> <p>Staging and boarding roughly 1,000 fans every 10 minutes requires most of the 300 foot high level platform. Switching primary boarding to the street level</p>

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					<p>platforms southwest of the 2nd/King platform would only allow boarding of a single car since they were designed for historic streetcars under 60 feet in length. Maintaining the same capacity would require 34 departures in the same hour or a train arriving, loading, and departing in less than 2 minutes. This would not be safe or practical even under the best and most efficient boarding circumstances. In addition it would require uncoupling of the 2-car shuttle and N line trains and an additional 14 operators to run the separated cars.</p> <p>Instead of the CAC's proposal, we recommend continuing the practice of accommodating ADA passengers at the southwest entrance to the platform using Transit Fare Inspectors (TFIs) to control the flow of passengers and clear a path for wheelchairs and those needing level access to board the last door at the end of the train. The last car typically fills up last and there is better opportunity to clear the space needed by wheelchairs efficiently and quickly. We will re-emphasize the requirement to provide access promptly and safely to intending ADA passengers throughout the post-game boarding hour.</p>
121113.02	OCSC	The SFMTA CAC recommends that the Recreation & Parks Department collect a transit fee for special-permitted events to defray the cost of providing extra transportation service.	Sonali Bose		The SFMTA is working with event producers on reimbursement for transit service for special events.