

THIS PRINT COVERS CALENDAR ITEM NO. : 11

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY**

DIVISION: Sustainable Streets

BRIEF DESCRIPTION:

Amending Transportation Code, Division II, Article 900 to amend the Residential Parking Permit Program to: (1) delete the defined term for “Institution” and add “Residential Area”; (2) simplify and revise the procedure for designating, rescinding, or modifying a Residential Parking Permit Area; (3) revise the factors to be considered in determining whether to grant a waiver request for additional parking permits; (4) limit the number of Residential Parking Permits to no more than one permit issued to an individual and no more than two permits issued to a single address, and provide for a waiver for up to four permits that may be issued to a single address, except that Health Care Worker or Childcare permits which shall not count towards the maximum number of permits that can be issued, for residents of Residential Parking Permit Areas established after May 1, 2018; (5) eliminate the special petition process for Childcare parking permits; (6) authorize the issuance of one transferable parking permit to a resident licensed to operate a family child care home for use by a child care provider working at the home; and (7) exempt vehicles displaying a valid permit from payment at on-street Parking Meters located in the Residential Parking Permit Area where designated by the SFMTA with posted signs.



SUMMARY:

- The SFMTA has completed a comprehensive evaluation of the Residential Permit Parking (RPP) Program.
- The program evaluation led to the development and analysis of alternative reform policies and practices, to be implemented in phases.
- The first phase of implementation is to amend the Transportation Code, Division II, to implement proposed reform policies resulting from this evaluation.

ENCLOSURES:

1. SFMTAB Resolution
2. Transportation Code Division II Amendments

APPROVALS:

	DATE
DIRECTOR  _____	<u>5/30/2018</u>
SECRETARY  _____	<u>5/30/2018</u>

ASSIGNED SFMTAB CALENDAR DATE: June 5, 2018

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PURPOSE

Amending Transportation Code, Division II, Article 900 to amend the Residential Parking Permit Program to: (1) delete the defined term for “Institution” and add “Residential Area”; (2) simplify and revise the procedure for designating, rescinding, or modifying a Residential Parking Permit Area; (3) revise the factors to be considered in determining whether to grant a waiver request for additional parking permits; (4) limit the number of Residential Parking Permits to no more than one permit issued to an individual and no more than two permits issued to a single address, and provide for a waiver for up to four permits that may be issued to a single address, except that Health Care Worker or Childcare permits which shall not count towards the maximum number of permits that can be issued, for residents of Residential Parking Permit Areas established after May 1, 2018; (5) eliminate the special petition process for Childcare parking permits; (6) authorize the issuance of one transferable parking permit to a resident licensed to operate a family child care home for use by a child care provider working at the home; and (7) exempt vehicles displaying a valid permit from payment at on-street Parking Meters located in the Residential Parking Permit Area where designated by the SFMTA with posted signs.

STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES

This action supports the following SFMTA Strategic Plan Goal and Objectives:

Goal 1: Create a safer transportation experience for everyone

Objective 1.1: Improve the security for transportation system users

Objective 1.3: Improve the safety of the transportation system

Goal 2: Make transit, walking, bicycling, taxi, ridesharing & carsharing the preferred means of travel

Objective 2.3: Increase use of all non-private auto modes

Objective 2.4: Improve parking utilization and manage parking demand

These recommended Code changes will support the following Transit First Policy Principles:

- To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.
- Decisions regarding the use of public street and sidewalk space shall encourage the use of public rights of way by pedestrians, bicyclists, and public transit, and shall strive to reduce traffic and improve public health and safety.
- Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.
- Parking policies for areas well served by public transit shall be designed to encourage travel by public transit and alternative transportation.

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DESCRIPTION

The RPP program was established in 1976 “in response to serious adverse effects caused certain areas and neighborhoods of the City and County of San Francisco by motor vehicle congestion, particularly the long-term parking of motor vehicles on the streets of such areas and neighborhoods by non-residents thereof. . . .In order to protect and promote the integrity of these areas and neighborhoods, it is necessary to enact parking regulations restricting unlimited parking by non-residents therein, while providing the opportunity for residents to park near their home.” (Ordinance 312-76). Most areas are established by a neighborhood petition process, though the SFMTA has the authority to establish an RPP Area on its own initiative, and has done so in the past through neighborhood outreach processes. The first RPP Area, Area B, (St. Charles Avenue) was established in 1977. Since then, the number of RPP areas has grown to 31. These RPP areas cover approximately one-fourth of the City’s land area, encompass over 150,000 households and nearly 80,000 parking spaces. The SFMTA issues approximately 90,000 resident, visitor and specialty permits annually under this program.

SFMTA’s RPP Evaluation and Reform Project

The SFMTA has completed the RPP Evaluation and Reform Project, a multi-year comprehensive, data-driven evaluation of the RPP program with the purpose of aligning the RPP program with the Agency’s and the City’s strategic and sustainability goals and improving its effectiveness.

The evaluation included data collection and analysis to reveal existing trends; a review of best practices in on-street parking management in residential areas; a robust public engagement program that included a citywide survey on residential parking; and an evaluation of the possible fiscal and policy impacts of alternative reform options.

At its November 17, 2015 meeting, staff presented the SFMTA Board of Directors the purpose, scope, and initial research findings of the RPP Evaluation and Reform Project. Staff then gave presentations of findings and recommended policy reforms to this Board’s Policy and Governance Subcommittee on two occasions, November 18, 2016 and March 7, 2017. Project staff also gave three presentations of the project findings and recommended policy reforms to the Citizens’ Advisory Council and its Operations and Customer Service Committee. Feedback from these and other public outreach activities, as described later in this report, are reflected in the summary of findings listed below:

- Demand for parking exceeds supply in many areas. Some RPP areas have occupancy rates above 90% and permit saturation rates (i.e., total permits divided by total permitted spaces) above 100%.
- The process for establishing new and modifying existing RPP areas needs to be clarified and improved so that neighborhood parking regulations are made with more public engagement and as part of a comprehensive transportation and parking planning effort, especially in mixed-use and industrial areas.

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- The RPP program should be more in sync with City transportation goals and policies, including the City’s Transit First Policy and the General Plan. The achievement of goals and policies expressed in area plans and regulations for new developments that limit the amount of off-street parking so as to discourage use of personal vehicles is impeded when those residents are able to obtain permits to park on the surrounding streets.
- The existing permit program is best suited to prototypical residential neighborhoods but has been applied in areas that were once primarily commercial and industrial. Residential and commercial/industrial uses have very different transportation needs and present challenges in the administration of a residential parking permit program.
- Schools vary greatly in size, but the current code requires all to meet the same requirement of having 15 teachers. This eliminates the possibility of smaller schools, including pre-schools from obtaining permits.
- To improve program efficacy and efficiency, existing RPP area boundaries and regulations should be rationalized.
- The permit application process for in-home child caregivers may present a hardship to families with newborns and very young children.
- Because so much of the demand for parking, and thus the challenge of finding parking, results from internal demand, the program should place more emphasis on managing demand for on-street parking from residents themselves.
- The program could better take advantage of more advanced technological solutions to all aspects of program planning, enforcement and administration.

The first phase of implementation is to amend the Transportation Code, Division II, to implement proposed reform policies, and is the latest in a series of proposals to implement some of the reforms recommended by the RPP Evaluation and Reform Project.

October 3, 2017 SFMTA Board Meeting

On October 3, 2017, the SFMTA presented a package of recommended RPP program reforms to the SFMTA Board for consideration. The table below lists all of these proposed amendments.

Amendments Proposed on October 3, 2017	
1	Add definition for “Residential Area” and delete definition for “Institution”
2	Exempt a vehicle displaying a valid parking permit from payment at on-street parking meters located in a Residential Parking Permit Area where designated by the SFMTA with posted signs
3	Clarify that no more than one parking permit may be issued for each commercial property defined by a separate entrance and mailing address.
4	Simplify and revise the procedure for designating, rescinding or modifying RPP Areas by combining the text for designating an area with the text for modifying or rescinding an area and making the criteria for designating a new area also apply to modifying or rescinding an area

5	Add a new criterion to the list of criteria to consider when designating, modifying or rescinding an RPP Area: the potential effectiveness of other parking management tools
6	Add new transferable parking permit for residents operating a Family Child Care home for use by a child care provider
7	Remove requirement for neighborhood petition for in-home child care provider parking permit eligibility
8	Remove the requirement that an Educational Institution employ at least 15 teachers to be eligible for Educational Institution parking permits
9	Pilot in two designated areas of the City new restrictions on the issuance of residential parking permits to two per household and one per driver
10	Eliminate a resident's ability to request a waiver for additional parking permits over the maximum of four per address
11	Revise procedure for designating a new RPP area by replacing the resident petition option with an application option
12	Change the procedure for determining the maximum number of permits issued to Educational Institutions

At its October 3, 2017 meeting, the SFMTA Board continued the item and requested that staff:

- bring some of the proposed program reforms listed above back to the Board after conducting additional public outreach;
- bring the proposed pilot RPP areas (item 9 above) to the Board as separate items;
- retain the current process for a resident petition to designate a new RPP area, while retaining the SFMTA's authority to establish an RPP area on its own initiative (item 11 above); and
- eliminate the proposal to change the procedure for determining the maximum number of permits issued to Educational Institutions (item 12 above).

Subsequent RPP Program Reforms Approved by the SFMTA Board

Staff has proceeded as directed and has brought various proposed RPP program reforms to the Board over the course of the last several months.

At its January 16, 2018 meeting, the SFMTA Board approved Residential Permit Parking Area AA (Northwest Bernal Heights) and Residential Permit Parking Area EE (Dogpatch) was approved on April 17, 2018. In both RPP Areas, Transportation Code amendments were approved that limit permits to one per driver and two per household. Permits for in-home care providers would not count towards this limit and a waiver for up to a maximum of four permits would be allowed if there are additional drivers in the household and parking is available in the area as determined by an SFMTA occupancy survey.

At its February 20, 2018 meeting, the SFMTA Board approved an amendment to the Transportation Code that eliminates the requirement that educational institutions have at least 15

teachers to be eligible for RPP permits. This addresses Item 8 in the above table. Since this change, four pre-schools have been approved for RPP permits. To date five permits have been issued to those schools.

Remaining RPP Program Reform Recommendations

Of the original set of reforms presented to the SFMTA Board on October 3, 2018 listed in the table above, three are not being pursued in the first phase of reform measures. SFMTA’s extensive public outreach indicated that these three reforms would require more outreach to affected stakeholders. The remaining nine proposals are presented to the SFMTA Board for approval in this calendar item. One additional proposed amendment has been included. That additional proposal would apply to all RPP Areas established after May 1, 2018, and would limit RPP permits to one per individual and two per household. This proposal is further described below. The table below shows which proposed program reforms have already been adopted, are included in this calendar item, are not being pursued at this time, or are presented for the first time in this calendar item.

Amendments Proposed on October 3, 2017	Amendments Proposed for June 5, 2018
Add definition for “Residential Area” and delete definition for “Institution”	Included
Add new parking management tool, “Paid + Permit” parking. Exempt a vehicle displaying a valid parking permit from payment at on-street parking meters located in a Residential Parking Permit Area where designated by the SFMTA with posted signs	Included
Clarify that no more than one parking permit may be issued for each commercial property defined by a separate entrance and mailing address.	Included
Simplify and revise the procedure for designating, rescinding or modifying RPP Areas by combining the text for designating an area with the text for modifying or rescinding an area and making the criteria for designating a new area also apply to modifying or rescinding an area.	Included
Add a new criterion, to evaluate the potential effectiveness of other parking management tools, to the list of criteria to consider when designating, modifying or rescinding an RPP Area	Included
Add new transferable parking permit for residents operating a Family Child Care home for use by a child care provider	Included
Remove requirement for neighborhood petition for in-home child care provider parking permit	Included

eligibility	
Remove the requirement that an Educational Institution employ at least 15 teachers to be eligible for Educational Institution parking permits.	Approved by the SFMTA Board on February 20, 2018
Pilot Area restrictions on issuance of parking permits	Approved by the SFMTA Board on January 16, 2018 for Area AA (Northwest Bernal Heights) and April 17, 2018 for Area EE (Dogpatch).
Eliminate a resident’s ability to request a waiver for additional parking permits over the maximum of four per address.	Not included
Revise procedure for designating a new RPP area by eliminating the resident petition process	Not included
Change the procedure for determining the maximum number of permits issued to Educational Institutions	Not included
	New: For RPP Areas established after May 2018, limit the number of RPP permits to one per driver and two per household, allow a waiver for up to four parking permits maximum based on the number of licensed drivers in the household and parking availability in the RPP area, and exempt additional parking permits for in-home health care and childcare providers from the two per household maximum.

Analysis of Recommended Transportation Code Changes

The proposed RPP program reforms require amending Transportation Code, Division II, Article 900. The description and rationale for the proposed amendments is in two parts: Definitions (Section 901) and Residential Parking Permit Program (Section 905)

RPP Program Definitions

Residential Area

A definition for *residential area* was added because, though the Transportation Code refers to residential areas as eligible for RPP, the term for a residential area is not defined. The proposed definition is similar to the original definition in the 1976 RPP enabling legislation which defined the term as “(a) contiguous or nearly contiguous area containing public streets and highways or parts thereof where residents dwell.”

Institution

Because the Transportation Code does not authorize SFMTA to issue RPP permits to any

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institutions described in this definition, the definition of “institution” should be deleted. The definition for “Educational Institution” is provided separately and no amendment is proposed.

Residential Parking Permit Program Permit Privileges

SFMTA staff recommends adding a new parking management tool that would provide greater flexibility where needed. This new parking management regulation, which is referred to as “Paid + Permit” parking, would require visitors parking in RPP Areas, where designated by posted signs, to pay to park. Currently visitors are provided a grace period for free parking, usually from one hour to four hours. This new parking management tool would require visitors to pay at meters, where designated by the SFMTA with posted signs, while exempting vehicles displaying a valid parking permit from payment at these on-street parking meters.

“Paid + Permit” parking would not be applied on currently metered streets or to commercial or retail areas where turnover in parking is vital to the economic well-being of the adjacent businesses. This would be a new type of RPP regulation that uses payment, rather than time limits, to discourage long-term parking by non-permit holders. It is a flexible tool that can accommodate various types of visitors while discouraging those who are simply using residential streets for free parking. Implementing this parking management tool would require approval by the SFMTA Board of Directors, just as with other parking regulations. “Paid + Permit” parking would be considered only where the need for flexibility is warranted and there is neighborhood support.

Eligibility for Business Permits

This amendment clarifies that no more than one parking permit may be issued for each commercial property defined by a separate entrance and mailing address. This change will clarify how many permits may be obtained by a single business address. Currently, the Transportation Code can be interpreted to allow the issuance of multiple parking permits to multiple businesses located at a single address. The intent of the change is to reinforce the original intent to limit permits to one permit per commercial address.

Additional Permits

This amendment moves the “Additional Residential Parking Permits” section from subsection (g) to (e). By moving this subsection, all the various provisions regarding the different types of RPP permits are located together in the Transportation Code. Amendments to specific permit types are discussed below.

Health Care Worker Permits

This amendment clarifies the administration of Residential Parking Permits for in-home health care providers. It changes the parking permit from one that is permanently affixed to the health care provider’s vehicle to a transferrable hangtag. It also limits the number of permits to no more than one, but allows up to three vehicle license plate numbers to be listed on the permit to accommodate sequential care providers.

Childcare Permits

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This amendment deletes the requirement that a resident obtain petition signatures from other residential units in support of issuing a parking permit for an in-home child care provider. It also limits the number of such permits to no more than one, but allows up to three vehicle license plate numbers to be listed on the permit so as to accommodate sequential care providers. The current code requirement of signature-gathering can present a hardship on young families with newborns or young children needing in-home care. Currently, all eligible households may purchase up to four permits and families with in-home medical care providers may obtain permits for them. Issuance of a permit for an in-home care provider counts toward the four per household maximum.

Family Child Care Homes

This amendment allows permits for a care provider who works at a state-licensed Family Child Care Home located in an RPP area. As a resident of the RPP area, the resident Family Child Care Home operator is eligible for a permit. This amendment would enable the resident to purchase a transferrable permit for an assistant care provider that does not reside within the RPP area. Based on data from the Children's Council, there are approximately 60 Family Child Care Homes within RPP areas that are licensed to provide care for up to 12 children. Due to their small size, care providers leaving to move their vehicle every two hours place the facility at risk of falling below the state-mandated teacher/child ratios and jeopardizing the safety of small children.

Designating, Rescinding or Modifying Residential Parking Permit Area

This amendment simplifies and revises the Transportation Code by combining the text for designating new RPP areas with the text for modifying or rescinding existing RPP Areas. Specifically, it combines the current subsection (e), Procedure for Designating Residential Permit Parking Areas with subsection (h), Procedure for Rescinding or Modifying Residential Parking Permit Areas into the new Section (f), Designating, Rescinding or Modifying Residential Parking Permit Areas. Combining Sections (e) and (h) makes it clear that the criteria for designating Residential Parking Permit Areas also apply to modifying and rescinding areas.

Criteria for Designating, Rescinding or Modifying Residential Parking Permit Area

This amendment adds one new criterion to the existing five that must be taken into account when recommending a residential area for Residential Permit Parking. The new criterion is whether other parking regulations will improve availability, since designating an RPP area may not be the best tool for parking management in some locations. The intent is to look more broadly at the most appropriate parking management tools within the context of the city's transportation goals.

Residential Parking Permit Areas Established after May 1, 2018

This amendment limits the number of Residential Parking Permits to no more than one permit issued to an individual person and no more than two permits issued to a single household, and provides for a waiver for up to four permits that may be issued to a single address, except that Health Care Worker or Childcare permits shall not count towards the maximum of two permits per household that can be issued.

STAKEHOLDER ENGAGEMENT

The proposed legislation is the result of the Residential Permit Parking Reform Project. The project included a robust public engagement program that was implemented in four phases.

Phase I: Building Awareness (Fall 2015 – Spring 2016)

After a year of research and data analysis, the project team formally kicked off the public engagement program with a presentation to the SFMTA Board of Directors on November 17, 2015. The televised presentation showcased some early findings from the research, the purpose of the project, the scope of work and the timeline. A project website was launched and email notifications sent to over a thousand neighborhood and business groups and other stakeholders notifying them of the project’s kickoff and linking them to the new website, www.sfmta.com/neighborhoodparking.

At the same time, a household survey (2015 Residential Parking Permit Program Resident Survey) was administered by Godbe Research to thousands of registered city voters who provided their email address on their voter registration. The sample was a close representation of the city’s population as a whole. 2,349 residents completed the survey. A full report of survey findings is posted on the project website, www.sfmta.com/neighborhoodparking.

Four open houses, one in each quadrant of the City, brought the project team to the neighborhoods and earned press coverage about the project. Eighty people attended and 50 comment cards were submitted. The open house format allowed attendees to browse a series of presentation boards that summarized the findings of the SFMTA’s research as well as the history of the program while having an opportunity to speak directly with SFMTA staff.

Open House Meeting Dates

Date	Location
February 23, 2016	James Lick School, Noe Valley
February 24, 2016	Chinese Cultural Center, 750 Kearny St.
February 27, 2016	County Fair Building, Golden Gate Park
March 1, 2016	City College, Ocean Ave. Campus

Phase II: Stakeholder Involvement (Spring – Summer 2016)

During the summer of 2016, the project team organized and facilitated eleven community workshops, one in each Supervisorial district. The workshops were held at neighborhood venues to make it easier for residents to attend.

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The workshops differed from the open house events in that SFMTA staff facilitated group discussions about key program issues with attendees. Among the topics discussed were increasing efficiency through greater use of technology, making it easier to purchase short-term permits, rationalizing residential permit parking area boundaries and regulations, linking the number of permits issued to the availability of on-street parking, and possibly charging a premium for residents with garages.

Over 170 people attended (about 15 on average per workshop). Workshops were promoted through multiple channels, including email notifications, newsletters, updates to the project website, earned media and use of the SFMTA’s social media accounts.

Community Workshop Dates and Location

Date	Location and Supervisorial District
May 3, 2016	San Francisco Day School, Western Addition
May 4, 2016	Calvary Presbyterian, Pacific Heights
May 9, 2016	Richmond Community Center
May 10, 2016	Grace Evangelical, Sunset
May 18, 2016	City College, Chinatown/North Beach
May 19, 2016	City College, Mission District
May 23, 2016	St. Stephens Church, 19th Avenue/Stonestown
May 25, 2016	Minnie and Lovie Ward Center, Ingleside/Oceanview
June 1, 2016	St. Anthony’s, Tenderloin
June 2, 2016	Southeast Community Center, Bayview-Hunters Point
June 28, 2016	International School, Hayes Valley

Feedback from these and other meetings was recorded and used to develop possible reforms to the program.

Phase III: Evaluating Reform Policy Options (Fall 2016 - Summer 2017)

After a period of developing and evaluating the impacts of alternative policy options for reforming the program, project staff hosted two focus group meetings on October 4 and October 5, 2016, as well as a public open house on October 12, 2016.

Each focus group lasted two hours and discussed each of the following eight possible permit reform policies:

- Area-wide permit cap
- Cap of two permits per household
- Cap of one permit per driver
- Graduated permit pricing
- Premium permit pricing for those with access to off-street parking
- Omit permit eligibility for new housing in certain areas

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- Paid + Permit parking
- Subdivide large permit areas

Phase IV: Inform the Public of Final Recommendations for Program Reform

SFMTA conducted a fourth phase of public outreach to inform members of the public of the final RPP Reform proposals. This outreach consisted of:

- Letters to 54,000 existing RPP account holders announcing the May 3, 2018, Open House and providing a list of proposed policy changes
- Emails sent to about 4,500 members of the public who have signed up to receive SFTMA updates. The emails announced the May 3, 2018 Open House and provided a list of proposed policy changes
- In response to the letters and emails, staff received and responded to emails from over 100 residents and businesses
- Open house on May 3, 2018 attended by about 50 members of the public
- Meetings with neighborhood and business associations

Other Meetings and Presentations

Several stakeholder groups requested that staff make presentations at their meetings. Included in the list below are several neighborhood associations and business groups whose members could be impacted by changes to the Residential Parking Permit program. Staff also made several presentations during the course of the Project to the Citizens’ Advisory Council and the Board’s Policy and Governance Committee. Staff received valuable input and feedback at these meetings which is reflected in the policy changes being recommended.

SFMTA Citizens’ Advisory Council	11/5/15
SFMTA Board of Directors	11/17/15
SFMTA Citizens’ Advisory Council	5/5/16
Council of San Francisco Neighborhood Associations	5/23/16
Small Business Commission	6/13/16
South Beach/Rincon/Mission Bay Neighborhood	6/13/16
Telegraph Hill Dwellers	6/14/16
Council of District Merchant Associations	6/21/16
Small Business Network	6/27/16
Office of Workforce and Economic Development	10/12/16
SFMTA Citizens’ Advisory Council	11/3/16
SFMTA Board Policy and Governance Committee	11/18/16
SFMTA Board Policy and Governance Committee	3/17/17
SFMTA Citizens’ Advisory Council	8/3/17

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Project Website Statistics

In November 2015, the project website went live. Since then, there have been:

- 13,887 page views
- 11,486 unique page views
- 1,613 subscribers to project updates
 - 494 added directly from project website
 - 948 individuals added to subscriber list by attending meetings, open houses or focus group
 - 665 individuals added from a network

Outreach to Members of the Board of Supervisors

Staff offered briefings about the project to all members of the Board of Supervisors at least twice. In the case of some Supervisors, staff provided three or four briefings over the course of the RPP Reform Project. Supervisors and their staff provided substantial input including: (a) potential policy options, (b) feedback on the RPP program from their constituents, and (c) thoughts about implementation of any approved changes. This input, together with input gathered through the public outreach program, was used to inform the policy recommendations and phasing discussed above.

ALTERNATIVES CONSIDERED

Staff considered a full range of alternative policy reforms and evaluated those using criteria that included: potential efficacy and achievement of goals; impact on revenue and staffing; public support; availability of required technology; and practicability of implementation and administration. Policy alternatives that did not score well on these criteria were not selected for moving forward in this phase of implementation. These policy alternatives include the following:

Replacing the Resident Petition Process with an Application Process

This option would have replaced the resident petition process for initiating the establishment (or modification or rescission) of a new RPP area with a broader application process. This application process would then trigger a neighborhood planning process to ensure that all neighborhood stakeholders (including business owners and residents of nearby blocks who may have been left out of a petition process) had a chance to make their voices heard. This option is not being pursued because most residents wished to retain the petition process. In addition, SFMTA staff can pursue a neighborhood planning process regardless of whether residents submit a petition or an application. In addition, the Transportation Code currently provides the SFMTA the authority to establish (or modify or rescind) an RPP area on its own initiative.

Market-Based or Demand-Responsive Pricing

This option would base the price of permits on parking occupancy rates, and would be set at a price that would achieve optimal parking availability. This would cause permit prices to not only fluctuate over time, but could also vary from permit area to permit area or from one block to another. This option is not pursued because state law dictates that fees be limited to the actual cost of administering and enforcing the program. The current permit fee of \$128 is based on that cost.

Area-Wide Permit Cap

This option would implement a cap on total permit issuance within an RPP Area, by limiting total permits issued in each affected Area to 120% of the permitted spaces in the Area. This would affect six permit areas: A, C, S, I, J and N. Because these are also the largest areas, would affect 45% of all permit accounts. We are not pursuing this option at this time because of the complexity of administration, requiring the establishment of a waiting list and an educational campaign to realtors and property owners in the six affected areas. The educational campaign would need to address the perceived inequity or lack of fairness in a system that would issue permits to those existing households issued permits before the cap went into effect and newer households who would have to be placed on the wait list.

Graduated Permit Pricing

About 6% of permit accounts (households) have three or more permits. This change would double the cost of the second permit, triple the cost of the third permit and quadruple the cost of the fourth permit. To maintain revenue neutrality, the cost of the first permit would be reduced, possibly increasing the number of households with one permit. We are not pursuing this change at this time. We will evaluate the effectiveness of household caps implemented in the two new RPP Areas, Areas AA and EE, first.

Premium for Access to Off-Street Parking

About 53% of permit-holders have access to off-street parking (RPP Citywide Household Survey, SFMTA, 2015). This change would double the price of the first permit and triple the price of the second permit for those with off-street parking. We are not pursuing this change at this time because, to have the hoped-for impact, SFMTA would have to have a means to verify whether permit applicants have access to off-street parking, which would impact administration and enforcement substantially.

Auction

This option would adopt a system of auctioning permits in some highly impacted RPP areas, where new high-density housing is being constructed. For new high-density development in some RPP areas, the number of permits issued would be based on the availability of on-street spaces. An auction system would be used to issue permits. This is not being pursued at this time

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due to challenges with administration and the need to keep permit costs within the cost-recovery framework.

Apportioning Permits to Residential and Commercial Occupants

In mixed-use areas, local businesses have a need for employee parking. By apportioning parking permits based on the ratio of residential units to businesses, residents and businesses would have more equal access to parking permits. This option is not pursued at this time as it would (a) change the purpose of residential permit parking, (b) require an entirely new process for determining eligibility and issuing permits and (c) have a substantial impact on administrative time in developing and implementing a protocol for verifying business employment using a third party data source.

Educational Institution Permit Limits

This option would require schools to prepare and implement a transportation demand management plan to be eligible for permits and limit permits to 30% of full time teachers. This change is not pursued at this time due to the need for additional outreach to schools.

Automatically Grant Permit Eligibility to All Addresses within Two Blocks of RPP Boundaries

Though many residents living outside of permit areas have requested this, staff chose not to pursue at this time because the density of households and vehicles within most existing RPP areas is so great that allowing additional vehicles from outside the RPP area could undermine the intent of the program.

FUNDING IMPACT

The Residential Permit Parking program is operated on a cost-recovery basis. Any changes resulting in increased operating costs will be recovered through increased permit fees. There will be no net fiscal impact.

ENVIRONMENTAL REVIEW

On April 20, 2017, the SFMTA, under authority delegated by the Planning Department, determined that the Residential Parking Program Reform is not defined as a “project” under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b).

On May 10, 2017, the Planning Department concurred with the SFMTA’s determination.

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference.

OTHER APPROVALS RECEIVED OR STILL REQUIRED

The City Attorney has reviewed this report.

RECOMMENDATION

The SFMTA staff recommend that the SFMTA Board approve amending the Transportation Code Division II, Article 900 to amend the Residential Parking Permit Program to: (1) delete the defined term for “Institution” and add “Residential Area”; (2) simplify and revise the procedure for designating, rescinding, or modifying a Residential Parking Permit Area; (3) revise the factors to be considered in determining whether to grant a waiver request for additional parking permits; (4) limit the number of Residential Parking Permits to no more than one permit issued to an individual and no more than two permits issued to a single address, and provide for a waiver for up to four permits that may be issued to a single address, except that Health Care Worker or Childcare permits which shall not count towards the maximum number of permits that can be issued, for residents of Residential Parking Permit Areas established after May 1, 2018; (5) eliminate the special petition process for Childcare parking permits; (6) authorize the issuance of one transferable parking permit to a resident licensed to operate a family child care home for use by a child care provider working at the home; and (7) exempt vehicles displaying a valid permit from payment at on-street Parking Meters located in the Residential Parking Permit Area where designated by the SFMTA with posted signs.

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No. _____

WHEREAS, The Residential Parking Permit (RPP) program was established in 1976 in response to serious adverse effects caused by motor vehicle congestion, particularly the long-term parking of motor vehicles on the streets of residential areas and neighborhoods by non-residents; and;

WHEREAS, The RPP program restricts unlimited parking by non-residents in designated residential areas, while providing the opportunity for residents to park near their home (Ordinance 312-76); and,

WHEREAS, The RPP program is administered by the San Francisco Municipal Transportation Agency; and,

WHEREAS, The SFMTA has undertaken a comprehensive, data-driven evaluation of the RPP program for the purpose of aligning it with the Agency's and the City's strategic and sustainability goals and improving its effectiveness; and,

WHEREAS, A comprehensive public outreach program that included a citywide household survey, open houses, community workshops and meetings with neighborhood and business organizations provided input into the development of possible reform measures; and,

WHEREAS, At its November 17, 2015 meeting, staff presented the San Francisco Municipal Transportation Agency Board of Directors the purpose, scope, and initial research findings of the RPP Evaluation and Reform Project; and,

WHEREAS, The program evaluation led to the development and analysis of alternative reform policies and practices, to be implemented in phases; and,

WHEREAS, The proposed reform policies are to: (1) delete the defined term for "Institution" and add "Residential Area"; (2) simplify and revise the procedure for designating, rescinding, or modifying a Residential Parking Permit Area; (3) revise the factors to be considered in determining whether to grant a waiver request for additional parking permits; (4) limit the number of Residential Parking Permits to no more than one permit issued to an individual and no more than two permits issued to a single address, and provide for a waiver for up to four permits that may be issued to a single address, except that Health Care Worker or Childcare permits which shall not count towards the maximum number of permits that can be issued, for residents of Residential Parking Permit Areas established after May 1, 2018; (5) eliminate the special petition process for Childcare parking permits; (6) authorize the issuance of one transferable parking permit to a resident licensed to operate a family child care home for use

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by a child care provider working at the home; and (7) exempt vehicles displaying a valid permit from payment at on-street Parking Meters located in the Residential Parking Permit Area where designated by the SFMTA with posted signs; and,

WHEREAS, The first phase of implementation is to amend the Transportation Code, Division II, to implement proposed reform policies; and,

WHEREAS, The proposed modifications are subject to environmental review under the California Environmental Quality Act (CEQA); and,

WHEREAS, On April 20, 2017, the SFMTA, under authority delegated by the Planning Department, determined that the Residential Parking Program Reform is not defined as a “project” under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, On May 10, 2017, the Planning Department concurred with the SFMTA’s determination; and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; now, therefore be it

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors amends the Transportation Code Division II, Article 900 to amend the Residential Parking Permit Program to: (1) delete the defined term for “Institution” and add “Residential Area”; (2) simplify and revise the procedure for designating, modifying or rescinding a Residential Parking Permit Area; (3) limit the number of Residential Parking Permits to no more than one permit issued to an individual person and no more than two permits issued to a single address, and provide for a waiver for up to four permits that may be issued to a single address, except that Health Care Worker or Childcare permits which shall not count towards the maximum number of permits that can be issued, for residents of Residential Parking Permit Areas established after May 1, 2018 ; (4) eliminate the petition process currently required for Childcare parking permits; (5) authorize the issuance of one transferable parking permit to a resident licensed to operate a family child care home for use by a child care provider working at the home; and (6) exempt vehicles displaying a valid permit from payment at on-street Parking Meters located in the Residential Parking Permit Area where designated by the SFMTA with posted signs.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of June 5, 2018.

Secretary to the Board of Directors
San Francisco Municipal Transportation Agency

RESOLUTION

[Transportation Code – Residential Parking Permit Program]

Resolution amending the Transportation Code to amend the Residential Parking Permit Program to: (1) delete the defined term for “Institution” and add “Residential Area”; (2) simplify and revise the procedure for designating, rescinding, or modifying a Residential Parking Permit Area; (3) revise the factors to be considered in determining whether to grant a waiver request for additional parking permits; (4) limit the number of Residential Parking Permits to no more than one permit issued to an individual and no more than two permits issued to a single address, and provide for a waiver for up to four permits that may be issued to a single address, except that Health Care Worker or Childcare permits which shall not count towards the maximum number of permits that can be issued, for residents of Residential Parking Permit Areas established after May 1, 2018; (5) eliminate the petition process for Childcare parking permits; (6) authorize the issuance of one transferable parking permit to a resident licensed to operate a family child care home for use by a child care provider working at the home; and (7) exempt vehicles displaying a valid permit from payment at on-street Parking Meters located in the Residential Parking Permit Area where designated by the SFMTA with posted signs.

NOTE: Additions are single-underline Times New Roman;
deletions are ~~strike-through Times New Roman~~.

The Municipal Transportation Agency Board of Directors of the City and County of San Francisco enacts the following regulations:

Section 1. Article 900 of Division II of the Transportation Code is hereby amended by revising Sections 901 and 905, to read as follows:

SEC. 901. DEFINITIONS.

As used in this Article 900, the following words and phrases shall have the following meanings:

* * * *

Educational Institution. Any school or other place of learning providing a preschool, elementary, or secondary level of study.

~~**Institution.** A place of employment with more than 200 employees or an Educational Institution located in a primarily residential neighborhood, including but not limited to such facilities as an accredited college, university, hospital or sanitarium.~~

* * * *

Residential Area. A contiguous or nearly contiguous area of one or more blocks containing streets and highways or parts thereof, primarily abutted by residential property.

Residential Parking Permit. A permit issued by the SFMTA to a specified vehicle that authorizes such vehicle to Park in the Residential Parking Permit Area without being subject to enforcement of Residential Parking Permit Area time restrictions.

Residential Parking Permit Area. A ~~Residential~~ Area designated pursuant to Section 905 wherein Resident Motor Vehicles displaying a valid Residential Parking Permit shall be exempt from specified Parking time restrictions.

* * * *

Transportation Broker. The authorized representative of an ~~Institution, including but not limited to the principal or administrator of an Educational Institution,~~ who has primary responsibility for implementing the SFMTA's Parking permit program for that Educational Institution and who is designated as the Educational Institution's primary

liaison with the SFMTA for all issues related to on-street Parking permits issued pursuant to this Article 900.

* * * *

Sec. 905. RESIDENTIAL PARKING PERMIT.

(a) General Permit Requirements.

* * * *

(b) Permit Privileges.

(1) Any vehicle that displays a valid Residential Parking Permit shall be permitted to Park in the Residential Parking Permit Area for which the permit has been issued notwithstanding posted time restrictions, but is not exempt from Parking restrictions established pursuant to any authority other than this Section 905 except as set forth in subsection (b)(2).

(2) Any vehicle that displays a valid Residential Parking Permit shall be exempt from payment at on-street Parking Meters, as required by Division I, Section 7.2.23 (Payment of Parking Meter), located in a Residential Parking Permit Area where designated by the SFMTA with posted signs.

(c) Number of Permits.

(1) Except as set forth in subsection (c)(2), nNo more than four Residential Parking Permits shall be issued to a single address. Residents may file a request for waiver of this limitation with the SFMTA to obtain additional permits. Factors that may be considered by the Director of Transportation or his or her designee in determining whether to grant a waiver request are the following: the availability of on-street Parking in the requester's residential area and the number of licensed drivers in the household. ~~Factors to be considered by the Director of Transportation when determining whether or not to grant a permit include, but are not limited to, the availability of on-street Parking in the requestor's residential area and~~

~~demonstrated need.~~ The Director of Transportation shall maintain public records for all waivers granted, including all documentation provided in support of approval. The annual fee for additional permits shall be twice the base annual permit fee for the fifth permit, three times the base annual permit fee for the sixth permit, and four times the base annual permit fee for any permits over six.

(2) Notwithstanding subsection (c)(1), for residents of Areas AA and EE, and for residents of Residential Parking Permit Areas established after May 1, 2018, no more than one Residential Parking Permit shall be issued to an individual person and no more than two Residential Parking Permits shall be issued to a single address. Residents of Areas AA and EE and residents of Residential Parking Permit Areas established after May 1, 2018 may file a request for a waiver of these limitations with the SFMTA for up to a maximum of four Residential Parking Permits issued to a single address. Factors that may be considered by the Director of Transportation or his or her designee in determining whether to grant a waiver request are the following: the availability of on-street Parking in the requester's residential area and the number of licensed drivers in the household. The annual fee for additional permits shall be twice the base annual permit fee for the third permit, and three times the base annual permit fee for the fourth permit. Any Residential Parking Permit issued to a resident of Areas AA and EE, or residents of Residential Permit Parking Areas established after May 1, 2018, for purposes of subsection (ge)(1) [Health Care Worker Permit] or subsection (ge)(5) [Childcare Permit] shall not count towards the maximum number of Residential Parking Permits that can be issued to a single address except that the total number of permits issued to a single address shall not exceed four permits.

(d) **Application Requirements.**

* * * *

(2) Residential Parking Permits may be issued for motor vehicles only upon application of the following Persons:

* * * *

(C) A Person who owns or leases commercial property and actively engages in business activity within a Residential Parking Permit area. However, a permit shall only be issued if the applicant presents a valid business registration or tax exemption certificate required by Article 12 of the ~~San Francisco~~ Business and Tax Regulations Code. No more than one permit may be issued for each ~~business establishment~~ commercial property defined by a separate entrance and mailing address for a motor vehicle registered to or under the control of such a Person. The authority to qualify for a Residential Parking Permit pursuant to this subsection is transferable to a bona fide employee of the business. A business may purchase up to three additional permits for delivery vehicles provided that the vehicles are registered to the business' address and display commercial plates.

* * * *

~~(e) — Procedure for Designating Residential Parking Permit Areas.~~

~~(1) — Upon receipt of a petition on a form prescribed by the SFMTA by residents of at least 250 residential units in the residential area proposed for designation or residents living in 50 percent of the residential units in the area proposed for designation, the City Traffic Engineer shall direct surveys or studies as necessary to determine whether a residential area is suitable as a Residential Parking Permit Area.~~

~~(2) — The City Traffic Engineer shall make recommendations to the SFMTA Board of Directors regarding the proposed designation of new Residential Parking Permit Areas. Such recommendation shall include the proposed time restriction for Parking and the proposed days and times of enforcement. Before making any such recommendation to the SFMTA Board,~~

~~the City Traffic Engineer shall ensure that the proposed area meets the following minimum qualifications for a Residential Parking Permit Area:~~

~~(A) — A Residential Parking Permit Area must contain a minimum of one mile of street frontage.~~

~~(B) — Objective criteria must establish that the proposed Residential Parking Permit Area is affected for extended periods by the Parking of motor vehicles that are not registered to an address within the proposed Residential Parking Permit Area.~~

~~(3) — Nothing in this Section is intended to limit the SFMTA's ability to recommend a Residential Parking Permit Area on its own initiative for public hearing and approval by the SFMTA Board of Directors.~~

~~(f) — **Criteria for Designating Residential Parking Permit Area.** In determining whether to recommend that a residential area be designated as a Residential Parking Permit Area, the City Traffic Engineer shall take into account factors which include but are not limited to the following:~~

~~(1) — The extent of the desire and need of the residents for Residential Parking Permits and their willingness to bear the resulting administrative costs even if the SFMTA does so on its own initiative.~~

~~(2) — The extent to which legal on-street Parking Spaces are occupied during the period proposed for Parking restrictions;~~

~~(3) — The extent to which vehicles Parking in the area during the times of the proposed Parking restrictions are not registered to residents of proposed Residential Parking Permit Area; and~~

~~(4) — The extent to which Motor Vehicles registered to Persons residing in the residential area cannot be accommodated by the number of available off-street Parking Spaces.~~

~~(ge) **Additional Residential Parking Permits.**~~

(1) **Health Care Worker Permits.** The Director of Transportation or his or her designee is authorized to issue no more than one transferable Parking Permit, for use by up to three vehicles, ~~additional Parking Permits~~ to residents of a Residential Parking Permit Area for use of Persons who, on a regular basis, provide health care or other related services essential to the well-being of the resident applicant, upon the certification by a licensed physician that such services are required. The Parking Permit issued to a resident for use by such Persons shall count towards the ~~four~~ number of Residential Parking Permits that may be issued to a single address pursuant to subsection (c)(1).

(2) **Fire Station Permits.** Upon the request of the Fire Chief, the Director of Transportation or his or her designee shall issue to the officer in charge of a fire station within a residential Parking area ~~that quarters~~ with more than one living unit, not more than 10 transferable Parking Permits and to the officer in charge of a fire station within a residential Parking area ~~that quarters~~ with more than one living unit, not more than five transferable Parking Permits for the exclusive use of uniformed members assigned to the station on a temporary basis because of staffing shortages. The Fire Chief shall adopt rules and regulations for the distribution of permits, consistent with this Code.

(3) **Educational Institution Permits.**

(A) Upon written request, the Director of Transportation shall issue transferable Parking permits to the Transportation Broker of an Educational Institution with certificated employees or Persons regularly employed as classroom teachers and located within a Residential Parking Permit Area. The transferable Parking permits shall be valid during the days and times of parking enforcement in the Residential Parking Permit Area and for the use of persons employed as teachers at such Educational Institution who reside outside of the Residential Parking Permit Area.

* * * *

(C) Upon written request from the Educational Institution documenting the need for more than 15 permits, the Director of Transportation may issue up to an additional five permits if the total number may not exceed the limitation in subsection 905(~~ge~~)(3)(B) above, and if Parking occupancy in the Residential Parking Permit Area surrounding the Educational Institution is low enough to accommodate the additional permits.

(D) Each Parking permit issued pursuant to this Section 905(~~ge~~)(3) shall be valid for one year and may be renewed annually. In distributing permits for a particular Educational Institution, the Transportation Broker shall give consideration to those teachers who are regularly carpooling to work.

(E) In addition to permits issued under subsection 905(~~ge~~)(3)(A), the Director of Transportation may issue City-wide permits for teachers and school administrators employed by the San Francisco Unified School District (SFUSD) whose duties require them to travel to more than one school site and who have been approved by the Superintendent of the SFUSD, or his or her designee. For purposes of this Section, "school administrators" shall be defined as those administrators who provide on-site, direct support to schools that have been identified as low-performing by SFUSD, the State of California, or the federal government. The permit shall exempt the holder from Residential Parking Permit Area regulations on weekdays between the hours of 8 a.m. and 6 p.m. when performing official functions for the SFUSD, and shall be valid for one year.

(4) **Foreign Consulate Permits.** One Residential Parking Permit may be issued upon application to foreign consulates located within a Residential Parking Permit Area, and up to a maximum of two additional Parking permits per ~~e~~Consulate for

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the exclusive use of vehicles registered to the Consulate with the Department of Motor Vehicles.

(5) **Childcare Permits.** The Director of Transportation or his or her designee is authorized to issue a maximum of one transferable Parking Permit, for use on up to three vehicles, to residents of a Residential Parking Permit Area for use of Persons who, on a regular basis, provide childcare services essential to the well-being of a child 12 years old or under who resides with the resident. ~~Before a Parking Permit can be issued for a specific block, a resident(s) will be required to submit a petition on a form prescribed by the SFMTA from either ten residential units or fifty percent of the residential units on the block, whichever represents the smaller number of residential units, supporting the issuance of a Childcare Parking Permit.~~ No single address shall be permitted to be issued or possess more than one Parking Permit for use by such Persons at any one time. The Parking Permit issued to a resident for use by such Persons shall count towards the ~~four~~number of Residential Parking Permits that may be issued to a single address pursuant to subsection (c)(1).

(6) **Family Child Care Homes.** The Director of Transportation or his or her designee is authorized to issue a maximum of one transferable Parking Permit, for use on up to three vehicles, to a resident licensed by the California Health and Human Services Agency, in accordance with Title 22, Division 12, Chapter 3 of the California Code of Regulations, to operate a family child care home for use by a child care provider working at the home who resides outside the Residential Permit Parking Area. The Parking Permit issued to the resident shall count towards the number of Residential Parking Permits that may be issued to a single address pursuant to subsection (c)(1).

(h) **Procedure for Designating, Rescinding, or Modifying Residential Parking Permit Areas.**

~~(4) — The SFMTA Board of Directors may, after a public hearing, designate, rescind, or modify a Residential Parking Permit Area in which vehicles displaying a valid Residential Parking Permit are exempt from specified Parking restrictions, including time restrictions, for Parking and the days and times of enforcement. Upon receipt of a petition on a form prescribed by the SFMTA by residents of at least fifty percent of the residential units in the designated residential area proposed to be rescinded, or the designated residential area proposed to be modified with respect to existing parking restriction hours, effective times, or the residential area covered, the SFMTA shall direct surveys or studies as necessary to determine whether the residential area designation should be rescinded or modified.~~

(1) The SFMTA, on its own initiative, may recommend that the SFMTA Board of Directors approve the designation, rescission, or modification of a Residential Parking Permit Area.

(2) Upon receipt of a petition on a form prescribed by the SFMTA by residents of at least 250 residential units, or residents living in 50% of the residential units, in the Residential Area proposed to be designated, established, or rescinded, the SFMTA shall direct surveys or studies as necessary to determine whether the Residential Area should be designated, rescinded, or modified. Nothing in this Section is intended to limit the SFMTA's ability to recommend on its own initiative for public hearing and approval by the SFMTA Board of Directors a Residential Parking Permit Area to be rescinded or modified with respect to existing parking restriction hours, effective times, or the residential area covered.

(g) Criteria for Designating, Rescinding, or Modifying a Residential Parking Permit Area.

In determining whether to designate, rescind, or modify a Residential Parking Permit Area, the SFMTA Board of Directors shall take into account factors which include, but are not limited, to the following:

(1) A Residential Parking Permit Area contains a minimum of one mile of street frontage;

(2) The extent of the desire and need of the residents for Residential Parking Permits and their willingness to bear the resulting administrative costs even if the SFMTA does so on its own initiative;

(3) The extent to which legal on-street Parking Spaces are occupied during the period proposed for Parking restrictions;

(4) The extent to which vehicles Parking in the area during the times of the proposed Parking restrictions are not registered to residents of the proposed or affected Residential Parking Permit Area;

(5) The extent to which off-street Parking is available; and

(6) Whether other regulations would improve parking availability.

Section 2. Effective Date. This ordinance shall become effective 31 days after enactment. Enactment occurs when the San Francisco Municipal Transportation Agency Board of Directors approves this ordinance.

Section 3. Scope of Ordinance. In enacting this ordinance, the San Francisco Municipal Transportation Agency Board of Directors intends to amend only those words, phrases, paragraphs, subsections, sections, articles, numbers, letters, punctuation marks, charts, diagrams, or any other constituent parts of the Transportation Code that are explicitly shown in this ordinance as additions or deletions in accordance with the "Note" that appears under the official title of the ordinance.

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APPROVED AS TO FORM:
DENNIS J. HERRERA, City Attorney

By: _____
JOHN I. KENNEDY
Deputy City Attorney

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I certify that the foregoing resolution was adopted by the San Francisco
Municipal Transportation Agency Board of Directors at its meeting of June 5, 2018.

Secretary to the Board of Directors
San Francisco Municipal Transportation Agency