

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2019**

Reference Number	By	Request	Staff Responsible	Status	Response
190107.01 (Email)	Aaron Leifer	How is Muni addressing the repeated gap-and-bunching issues occurring with the LRV lines, specifically but not exclusively the J-Church? What is Muni doing to address problems with delivering reliable, uniform service on the rail lines? This presentation should include discussion of how rail dispatchers monitor the lines and dynamically address these problems through turnbacks, re-routes, etc.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 3/7/19 CAC meeting.
190107.02 (Email) Presentation request	Aaron Leifer	Related to recent issues with delivering correct vehicle arrival estimates, how is Muni addressing: <ul style="list-style-type: none"> a. Problems with the existing NextBus system b. Replacement of the NextBus system (i.e., what are the requirements in the current RFP and what is the replacement timeline) c. Repeated syncing issues between the new platform/concourse 	Keka Robinson-Luqman	Complete	At the request of the CAC Chairman, Council member Leifer was sent the presentation materials from the 10/24/18 EMSC meeting on this topic.

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		displays and NextBus (e.g., the platform display shows a 25-minute wait when NextBus shows 5 minutes)			
190107.03 (Email)	Aaron Leifer	In response to the answer provided to RFI 181107.03, I have a follow-up question: Considering the current appearance of the Muni-controlled subway station areas (especially the downtown ones), cleaning once a year seems to be insufficient. Are there any plans to increase the frequency of deep cleaning to more often than once per year? If not, why not?	Sabrina Suzuki	Complete	In the past, campaigns to deep clean the stations were performed with a combination of departments: Subway Stationary Engineers, painters and custodians. Those three areas were recently spread apart into different groups and would take some coordination. We thank you for bringing this up as we have reached out to the managers of these areas to see what can be done.
190109.01 (Email)	Aaron Leifer	I would like to know why Muni is going to do to fix problems with the <i>existing system</i> since the new one isn't scheduled to roll out for at least another year and won't be fully functional for another three at best. Specifically, I still would like to know what Muni is doing to: <ol style="list-style-type: none"> 1. Increase reliability of the current NextBus system and reduce outages 	Jason Lee Roberta Boomer	Complete	<ol style="list-style-type: none"> 1. We continue to actively work with our current vendor to alleviate specific technical problems that result in inaccurate predictions. We are currently testing updates to one of the known and specific issues: Terminal departures. Our team believes that this fix will address many erroneous predictions, particularly at the start of routes. We anticipate implementation systemwide by the end of February. Additionally, NextBus has added a technical resource to their team to work with the SFMTA to increase accuracy.

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		<p>2. Fix “syncing” issues where platform displays show wildly inaccurate information, often not jiving with NextBus estimates, and deterring riders who are scared off by erroneous over-estimates of wait times</p> <p>I would also like to know:</p> <p>3. How many vendors responded to the next-gen information RFP, since they were due last November?</p> <p>4. Assuming this isn’t already planned, can the CAC (or appropriate subcommittee) be briefed after the vendor is selected so we can provide input to the SFMTA Board on this selection, the proposed solution, and the process overall before the final contract award is made?</p>			<p>2. The PAVs are still a work in progress and the SFMTA is partnering with the PAV vendor to address a list of issues/punch list item, including “syncing”. Additionally, the SFMTA will be transitioning the Muni Metro rail system to the new OrbCAD (Computer-Aided Dispatch/Automatic Location System) system, which we have already deployed on the rubber-tire fleet. OrbCAD will require operator log-ons and keep better track of when there are unscheduled service changes, such as switchbacks. We anticipate this will also help improve predictions; the current NextBus system, for example, is not able to track such events, resulting in an unpredictable train and over-estimated wait time.</p> <p>3. The RFP response date has been postponed to late February as a result of numerous vendor questions as well as technical adjustments and clarifications to the RFP. At this time, we do not know how many vendors will respond.</p> <p>4. Staff would be happy to present an overview of the overall program delivery and plans to the CAC</p>
190114.01 (Email)	Frank Zepeda	Can you contact Operations and ask them to pull the video from car 1818 -	Shahin Shaikh	Complete	This video was provided to the member on 2/7/19.

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		<p>historic Milan car?</p> <p>There was a crazy person on the car last Friday around 7pm picking fights with passengers and then the motorman. Passengers left the car but then returned after the crazy person left.</p> <p>The operator, Joe, did have to file a report when he pulled in so there is documentation. I'd like to have the video also kept on file. The video, therefore, has to be pulled from the car before it's written over.</p>			
190114.02 (Email) presentation request	Frank Zepeda	Requested a presentation on passenger and operator safety. (EMSC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 2/27/19 EMSC meeting.
190114.03 (Email)	Frank Zepeda	When will the 33 line go back to trolley coach operations? Or, if unknown, when will the utilities (sewer and water) infrastructure project along the 33 line be completed?	Sabrina Suzuki	Complete	The 33 line is currently scheduled to go back to trolley on 5/29/19.
190117.01 (Email)	Aaron Leifer	January 17th tree maintenance on the J-Church line. By the time the first notice of this happening went out via	Sabrina Suzuki	Complete	1. This was not a project. This was an emergency response. Charles Drane is in charge of the Traction Power Group which includes Overhead Lines.

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		<p>text, it was already 7:18 am, so basically no advance notice was given. Then, the work that was “ETA 15 minutes” causing “minimal” delay didn’t finish until more than an hour later, causing what was a serious inconvenience for morning commuters who were left <i>standing in pouring rain</i>.</p> <p>Here are my questions:</p> <ol style="list-style-type: none"> 1. Who oversaw this project? 2. Why was this scheduled to be done at the beginning of the morning commute? If it was scheduled ahead of time, couldn’t it have been moved to another day with (at least) better weather? 3. Why couldn’t have this been done either during non-operational hours or during the middle of the day, when ridership would be much lower, inconveniencing far fewer passengers? 4. Why wasn’t more advance 			<p>2. This was unscheduled work. Overnight, the crew was responding to storm related trouble calls that included clearing branches that fell on or close to the overhead contact wire. Overhead lines focused on problem areas along our rail lines. Having received reports of storm damage overnight, they removed branches that were touching the overhead contact wire and locations where branches were touching light rail vehicles as they passed through the right-of-way. This work was necessary to allow the continuation of service. While we realize it was an inconvenience for our customers, we believe that it prevented delays.</p> <p>3. The work was an emergency response and was necessary to perform in order to operate safely. With the storm continuing, if we did not take action, we likely would have had unpredictable delays in service throughout the day due to the fallen branches making contact with overhead wire.</p> <p>4. This was emergency work to prevent overhead wire and vehicle damage. If overhead wire were to come down, it could have added hours of service delay.</p>

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		notice given to riders of what seems to be non-emergency work?			
190123.01	Stephen Cornell	Where does the money come from to pay the \$120,000 cellphone fines imposed on Muni by the state of California?	Sabrina Suzuki	Complete	It comes from the SFMTA operating budget reserves.
190206.01 (Email) Presentation request	Aaron Leifer	I'd like to request a presentation on how 311 complaints about Muni are handled. Specifically, I'd like to know: 1. How are reports tracked and routed? 2. When complaints, if appropriate, translate into possible disciplinary action? 3. What is Muni's SLA (i.e., time commitment) for responding to complaints that request follow-up? 4. What recourse exists for complainants who either don't receive a promised response from Muni or who aren't satisfied with the response they get? 5. How does Muni use repeated complaints (or complaints in aggregate) to change/improve service	Kristen Holland	Complete	At the request of the CAC Chair, this request for presentation was turned into an RFI: The Muni Customer Service team in the Communications Division of the SFMTA processes the feedback from Muni customers that we receive via 311. This team is part of Customer Communications within the Media Relations Unit. Below are responses to recent questions from the council about how we work with our Transit and other agency colleagues to respond to and manage this feedback. Thank you for your inquiries. 1. The Muni Customer Service team works with our colleagues throughout the SFMTA to track, route and investigate customer feedback received from the city's 24/7 customer service call center, 311. Customer feedback is addressed in a shared database. The Muni

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		<p>delivery? Please provide actual examples, including reporting to senior management.</p>			<p>Customer Service team works with the agency's Performance Team to create dashboards and report on strategic plan metrics from this data. A shared database allows many unit managers and subject matter experts throughout Transit and related units in the agency to investigate and follow up on feedback directly from customers and allows the customer service team to coordinate responses and investigations.</p> <p>2. Complaints about employees receive an initial investigation by the Muni Customer Service team to confirm the details in the report and to help identify the operator. The team also requests surveillance video from the vehicle or incident area to secure incident documentation. The matter is then sent to the relevant managers for investigation and any appropriate disciplinary action.</p> <p>3. Two new metrics in the agency's strategic plan expand tracking of all Passenger Service Reports as well as our response rates. These are under Objective 4.3: Enhance customer service, public outreach, and engagement. The responses to customers are tracked as metric 4.3.3.</p> <p>4.3.3 Percentage of Muni customers responded to within 14 business days. Goal: Achieve 90% response rate within timeliness standards in FY19 and FY20</p>

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					<p>4.3.4 Percentage of Muni Passenger Service Reports addressed within business 28 days. Goal: Achieve 80% addressed rate within timeliness standards in FY19 and FY20</p> <p>4. Muni Customer Service reviews, triages and assists with the investigations of approximately 2,000 customer comments or complaints each month from the public. This feedback covers everything from operator complaints and commendations, to service planning changes or problems, to security issues. We strive to provide the best response we can as promptly as we can. We also work with our colleagues who are subject matter experts to make the agency's work as transparent as possible. Customers can email us at municustomerservice@sfmta.com or call us at 415-701-5649 to follow up. A customer can also file another complaint if the issue persists or they are dissatisfied with the results.</p> <p>5. Staff in the Transit Planning unit work with their colleagues throughout the agency to monitor customer feedback on service and to coordinate responses and changes when possible. The larger Customer Communications and Media Relations unit works with our real-time feedback data from social media to also inform our Transit colleagues on trends about service complaints.</p>

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					<p>For example, in the winter, our frontline customer service staff compiled PSR and social media feedback as part of the 90-day plan effort to improve Muni Metro service.</p> <p>Further, the Communications and Marketing Division is working with Transit, SFMTA Information Technology and 311 to shift to Salesforce CRM as a primary database for tracking Muni customer feedback from 311. This would provide a more comprehensive and flexible way of tracking feedback, identifying trends and enacting changes.</p>									
190206.02 (Email)	Aaron Leifer	I routinely see the red, transit-only lanes on Church Street being violated by private cars without anyone being cited. (This is usually at 14th/Market/Church, but also at 16th/Church.) Who is responsible for enforcement of these lanes and why isn't that happening? Do Muni vehicles capture license plates in these instances?	Shawn McCormick	Complete	SFPD handles moving traffic violations. Driving in the Transit Only lanes is a moving violation enforceable by SFPD. Muni vehicles may capture license plates but citations cannot be issued for moving vehicles from the cameras. Only parking violations in designated Transit Only Lanes.									
190207.01	Sue Vaughan	What is the turnover rate for the seven job categories identified in the SFMTA Employee Satisfaction Survey?	Tim Quayle	Complete	<table border="1"> <thead> <tr> <th><u>Year</u></th> <th><u>Job Category</u></th> <th><u>Attrition Rate</u></th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>Office/Clerical</td> <td>23%</td> </tr> <tr> <td></td> <td>Officials and Administrator</td> <td>40%</td> </tr> </tbody> </table>	<u>Year</u>	<u>Job Category</u>	<u>Attrition Rate</u>	2017	Office/Clerical	23%		Officials and Administrator	40%
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190207.02	Queena Chen	What is the turnover rate by the listed divisions in the Employee Satisfaction Survey?	Tim Quayle	Complete	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Year</th> <th style="width: 60%;">Division</th> <th style="width: 30%;">Attrition Rate</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2017</td> <td>CO</td> <td style="text-align: right;">27%</td> </tr> <tr> <td></td> <td>CPC</td> <td style="text-align: right;">22%</td> </tr> <tr> <td></td> <td>FIT</td> <td style="text-align: right;">14%</td> </tr> <tr> <td></td> <td>GA</td> <td style="text-align: right;">17%</td> </tr> <tr> <td></td> <td>HR</td> <td style="text-align: right;">35%</td> </tr> <tr> <td></td> <td>SA</td> <td style="text-align: right;">17%</td> </tr> </tbody> </table>	Year	Division	Attrition Rate	2017	CO	27%		CPC	22%		FIT	14%		GA	17%		HR	35%		SA	17%																														
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190207.03 presentation request	Mark Ballew	Requested a presentation from Organizational Development & Training on the Employee Action Plans in regards to the Employee Satisfaction Survey. (OCSC)	Keka Robinson-Luqman	Complete	This item is scheduled for the 6/11/19 OCSC meeting.																																										
190207.04	Jarie	What is the average age and average	Tim Quayle	Complete	<table border="1"> <tr> <td>JOB CATEGORY</td> <td>Avg.</td> <td>Avg. Age</td> </tr> </table>	JOB CATEGORY	Avg.	Avg. Age																																							
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190207.05	Aaron Leifer	Requested a presentation on Clipper 2.0 regarding SFMTA payment option improvements. (CAC)	Diana Hammons	Complete	This topic is scheduled for the 7/11/19 CAC meeting.																											
190207.06	Stephen Cornell	Are sales of Clipper cards going to return to Walgreens?	Keka Robinson-Luqman	Complete	We are pleased to report that Walgreens is now able to sell and add value to Clipper cards again. Walgreens customers, thank you for your patience. (via the Clipper website 2/12/19)																											
190207.07	Queena Chen	Is the school bus zone for Gordon J. Lau Elementary School that was on Washington street going to return after the opening of Central Subway?	Sabrina Suzuki	Complete	The plan is to return the zones to how they were prior to construction, however SSD may suggest some slight tweaks to zones in the area. We will be sure to engage the school about any changes.																											

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190207.08	Queena Chen	I noticed that some parking meter stickers with the pay-by-phone identifying numbers scratched off, making it impossible for people to pay by phone. Are those stickers ever replaced?	Ted Graff	Complete	Yes. The stickers are printed in house so whenever the sticker destruction is reported to 311, it is an easy fix.
190207.09	Sue Vaughan	Requested a list of all the state legislation being lobbied for, against, and tracked by the SFMTA.	Jadie Wasilco	Complete	The February State & Federal Legislative update (sent to the CAC on 3/1/19) contains a list of all of the legislation currently being tracked by the SFMTA. Since it is the beginning of the session, we have not taken formal positions on any bills yet, and are therefore not lobbying for or against any.
190207.10	Sue Vaughan	Is it possible to get an additional stop for the 28R on 19 th Avenue at Sloat Blvd.?	Sabrina Suzuki	Complete	Thank you for this recommendation. It is a great recommendation since the rapids should stop at major transfer points and cross streets. We have shared this with the Service Planning Team to take a closer look at the feasibility of this.
190212.01	Mark Ballew	Are there shuttle plans for the Pier 70 Power Station Development once it is built?	Sabrina Suzuki	Complete	Yes, there is planned transit service to and from the site.
190219.01 (Email)	Sue Vaughan	What schools in San Francisco have crossing guards, what is the process of getting crossing guards at schools?	Keka Robinson-Luqman	Complete	To see whether there is a crossing guard at a particular intersection, please view the Map of San Francisco School Crossing Guards . To request an evaluation for a new school crossing guard, submit a completed Crossing Guard Request Form to CrossingGuards@sfmta.com . The school principal must

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					<p>sign the request. Please allow 90 days for assessment of your application.</p> <p>Once a completed request for an evaluation is received, a traffic engineer or planner will conduct a traffic survey at the requested corner. Traffic surveys look at many factors, but four basic criteria must be met in order for a corner to be eligible for a crossing guard:</p> <ul style="list-style-type: none"> • The school must be K-8 grades or some subset thereof • The corner requested must be a designated school crossing (yellow ladder crosswalks) • 300 or more vehicles per hour travel through the intersection before the school arrival or after school dismissal • A minimum of 10 student-pedestrians cross during a ten minute period before the school arrival or after the school dismissal <p>All surveyed corners are scored and ranked. When budgeted crossing guard positions are available, the highest ranked corners are filled first.</p> <p>For more information, please see the Adult School Crossing Guard Request Form & Evaluation Sheet.</p>
190221.01 (Email)	Joan Downey	What's happening with getting the crosswalk painted across MLK in front of the main entrance (the one closest	Mark Dreger	Complete	We're still waiting on the construction of new curb ramps to be able to stripe this new crosswalk; they have been designed, funded, and are in Public Works' queue for

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		to Lincoln) to the Botanical Garden? Note that the response to the 180906.08 info request is that it would happen by the end of 2018. It's still not there.			construction as their schedule permits We do not have an estimate on when they will be built. (2/22/19)
190221.02 (Email)	Joan Downey	<ul style="list-style-type: none"> Follow up on 181004.03 I requested a graph that shows the distribution of headways for each line inbound and outbound for 24 hours (X axis=time Y axis=headway) at a middle stop on each line Travis Fox responded "We don't have this data readily available or the capacity to produce this. (10-15-18)" I would think this type of visual graph would be useful to staff as well as to the general public. I understand that you may not have the capacity to produce it, but the data IS available: subtract the current arrival time from the last arrival time for the headway and plot it on the X axis that has the time of day. 	Roberta Boomer	Complete	<p>We recognize your personal interest in this report, however, as previously communicated, it's not a report that we generate, and therefore we are unable to provide you the graph. Staff is focused on reports that are crucial to operating a 365/24/7 operation and cannot be expected to defer their work and spend dozens of hours of staff time to produce this document.</p> <p>We appreciate your understanding.</p>
190227.01	Stephen	How many legal parking spaces and	Hank Wilson	Complete	Below is the best data we have regarding meters that have

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	Cornell	parking meters have been removed in the last 10 years?			<p>been installed and removed, and we have this detailed data only since 2015.</p> <table border="1" data-bbox="1790 483 2521 850"> <thead> <tr> <th></th> <th>New</th> <th>Unmetered</th> </tr> </thead> <tbody> <tr> <td>Grand Total</td> <td>2082</td> <td>2534</td> </tr> <tr> <td>2015</td> <td>181</td> <td>80</td> </tr> <tr> <td>2016</td> <td>563</td> <td>540</td> </tr> <tr> <td>2017</td> <td>407</td> <td>598</td> </tr> <tr> <td>2018</td> <td>597</td> <td>860</td> </tr> <tr> <td>2019</td> <td>334</td> <td>456</td> </tr> </tbody> </table> <p>One note for the above table: many spaces become “unmetered” because a block is closed for construction—those meters will be reinstalled once construction is complete, and the spaces returned to public availability. So many of the “unmetered” spaces from 2018 and 2019 are due to construction and likely will come back once that construction is complete.</p> <p>Regarding unmetered areas: we do not have any accurate data on removal (or addition) of non-metered spaces. Just about every project SFMTA does adds or removes parking, and while each individual project may record the number of parking spaces affected, the overall number of spaces affected by all SFMTA projects is not something we’ve kept track of in a central database.</p>		New	Unmetered	Grand Total	2082	2534	2015	181	80	2016	563	540	2017	407	598	2018	597	860	2019	334	456
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190307.01 presentation request	Sue Vaughan	Requested a presentation on sea level rise at Embarcadero. (EMSC)	Tim Doherty	Complete	This topic is scheduled for the 3/22/19 EMSC meeting.
190307.02	Sue Vaughan	Why is there no pedestrian countdown at the intersection of Balboa/Turk streets and Arguello Street?	Geraldine De Leon	Complete	Arguello/Balboa/Turk will be under construction soon to receive signal improvements as part of an Arguello corridor signal project. Activation of the signals are estimated for Fall/Winter of this year.
190307.03	Queena Chen	Will the etiquette campaign be translated into other languages?	Candace Sue	Complete	There are no plans to translate the etiquette campaign into other languages.
190307.04	Frank Zepeda	What is the space near the exit door on the new flyer vehicles supposed to be used for?	Matt West	Complete	It is for stroller parking. On the New Flyer buses with the high back seats, there is one fold up stroller seat, located across from the rear most door. On the buses used for the 38 Geary line, the decal is under the seat (plans are in the works to put the decal above the seat, on the window). On our other buses, the decal is on the back of the seat.
190307.05 presentation request	Joan Downey	Requested a presentation on cable car service	Keka Robinson-Luqman	Complete	This topic is scheduled for the 8/1/19 CAC meeting.
190307.06	Joan Downey	Is Muni looking at autonomous vehicles to replace buses on community lines?	Darton Ito	Complete	At this time there are no autonomous vehicles in the United States with the passenger capacity to operate on Muni bus lines.
190307.07	Queena Chen	Follow up to RFI 181206.03. When will the stop sign at the T intersection at Walter U Lum and Clay streets be installed? The answer to the RFI was that the stop sign would be installed in a	Bryant Woo	Complete	Sign and Paint Shops will have it done by end of the week. (response received 10/18/19). The Stop sign was installed on 10/24/19.

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		month, yet, there is still no stop sign there. When will it be installed?			
190307.08	Queena Chen	When will the SFMTA make the red carpet lane for lower Stockton Street and will it only be for taxis and Muni buses?	Britt Tanner	Complete	Stockton Street between Bush and Market street has a transit-only lane that was approved by the SFMTA Board of Directors on 12/18/2018. This lane permits taxis and buses, including non-Muni buses. Staff anticipate adding red treatments to this transit-only lane in mid/late 2019 after Central Subway construction in the area is complete.
190307.09	Queena Chen	Is it possible to have the Jump and Ford motor bike incident reports sent to the CAC regularly?	Adrian Leung	Complete	JUMP gives us a monthly report for all the incidents that have been reported to them related to their bikes. GoBike has an online reporting tool, which is updated every month with any reported incidents from the previous month. The SFMTA will work with JUMP and GoBike to set up a regular monthly transmission of the incident reports to the CAC. (3/19/19)
190307.10	Dorris Vincent	Why were the pedestrian countdown signals at McKinnon Avenue & Third Street and Palou Avenue & Third Street removed? Will they be replaced?	Eddie Tsui	Complete	I drove past 3 rd /McKinnon and 3 rd /Palou on my way back to the shop and confirmed that there are ped signals at the two intersections.
190307.11	Daniel Murphy	What is the language policy of the SFMTA as it applies to signage, information outside vehicles at stops, and items on the website?	Candace Sue	Complete	The SFMTA's policy is to provide essential information (i.e. fare and route changes) in 10 languages where 1,000 or more people speak English less than very well. For information considered non-essential, SFMTA includes the 311 Language line service, which is noticed in 10 languages, as an option for those who speak English less

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					<p>than very well. For the website, we offer a translation dropdown option for multiple languages, where essential information receives more detailed translation to ensure accuracy.</p> <p>The SFMTA's policy is to provide general transit-related signage in English, Chinese, Spanish and Filipino. Depending on content and other factors, such as area demographics, information may be translated into additional languages. Most signage includes the "311 Free Language Assistance" tagline, which notifies customers in up to 10 languages of the availability of free language assistance, 24/7, 365 days per year via the 311 Telephone Customer Service Center, which is considered a best practice. For the website, we offer a translation dropdown option for multiple languages; some information, such as how to file a discrimination complaint or paratransit information, receives more detailed translation to ensure accuracy.</p>
190310.01 (Email)	Sue Vaughan	What is the current passenger capacity of all SFMTA revenue vehicles?	Gary Chang	Complete	<p>There are some slight or minor modifications to the rubber tire vehicles but in general the passenger capacity is:</p> <p>51 for a 40' (there are 31 seats) and 81 for a 60' (there are 44 seats).</p>
190310.02 (Email)	Sue Vaughan	Has the SFMTA calculated the current maximum capacity of LRVs that can	Lupita Ibarra	Complete	Currently, our current maximum capacity of LRVs at one time is constrained by subway throughput. Please see data

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		operate at one time? If so, what is the capacity of the SFMTA to increase the number of LRVs to meet the demands of a growing population and climate change? Please consider the number of LRVs that can operate at once.			table below: <u>Turnbacks Max. Capacity Scenario</u> 125 Using only the Embarcadero crossover 250 Present day situation using the two pockets of MMT 360 Limited by the maximum capacity of the train control system More To realize the benefits of more turnbacks, we would also need to add parallel tracks to the subway
190310.03 (Email)	Sue Vaughan	How much additional storage in terms of square feet would be needed for the maximum number of LRVs to be operating at once? (Edited by S. Vaughan to ask specifically: what is the possible maximum fleet size given land constraints?)	Licinia Iberri	Complete	Using the parameters as she posed—‘what the max fleet size could be given land constraints’, the answer is nuanced, and is most clearly spelled out in the 2017 Facilities Framework Addendum . We are looking to intensify the development on existing sites owned by the SFMTA (case in point, Potrero Yard), to satisfy the needs of the fleet, as spelled out in the fleet plan. Per the 2017 Fleet Plan, we are able to accommodate all vehicles <i>if</i> we build multi-level bus facilities at Potrero and Presidio. As the SFMTA modernizes other rubber tire facilities in the future, vertical development of the sites (i.e. multi-level facilities) will be a very important part of the strategy.
190310.04 (Email)	Sue Vaughan	What is the capacity of the SFMTA to increase the number of revenue rubber-tire vehicles to meet the demands of a growing population and	Sean Kennedy	Complete	We currently do not have resources in our existing operating budget to add service. However, we are just entering into the planning time frame for developing the next two year budget and are considering locations to add

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		climate change? Please consider that number of rubber-tire vehicles that can operate at the same time on San Francisco city streets.			service. Ultimately, the breath of those additions will depend on available resources so at this time not sure if/how much service we will be able to add in the next two year budget.
190310.05 (Email)	Sue Vaughan	How much additional storage for rubber-tire vehicles would be needed for the SFMTA to increase the number of revenue rubber-tire vehicles to meet the demands of a growing population and climate change? (Edited by S. Vaughan to ask specifically: what is the possible maximum fleet size given land constraints?)	Licinia Iberri	Complete	Light rail facilities are a more difficult scenario looking into the future. We do know the maximum capacity of Green, Cameron Beach, and MME (as currently constructed). We have 4 additional acres east of MME that will be available for rail expansion in the 2030 timeframe, which currently aligns with fleet plan projections for the LRV fleet. However, <i>if</i> the SFMTA/City were to want to dramatically increase the LRV service (add more lines, increase the service on existing lines by a large margin, etc.), the SFMTA would need to look at acquiring additional space for LRV storage and maintenance (as was done with MME for the T-Third extension). LRV, due to vehicle weight and fixed guideway, is more difficult to accommodate in multi-level development. Land is scarce and costly, particularly the large acreage needed for rail yards (approx. 10 contiguous and rectangular acres), so this would need to be an important factor in evaluating options regarding new service.
190310.06 (Email)	Sue Vaughan	Has the SFMTA calculated how much money it would cost to expand the number of revenue vehicles and additional storage space needed to operate at its maximum capacity and if	Julie Kirschbaum	Complete	We have not done the analysis. Our work is very complex and scaling up requires consideration of a number of interrelated variables, such as vehicle storage space, subway station design, etc. Many of these variables have a fixed capacity in the short run, but could be expanded

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		so, how much would that be?			over time. I recommend visiting the website for Connect SF. It is an interagency effort looking at how to accommodate major growth.
190310.07 (Email)	Sue Vaughan	Thank you for your response to RFI 181102.01. What part of California Vehicle Code 22507 authorizes the SFMTA to create white zones for the exclusive use of one industry, such as the commuter shuttle bus industry?	Philip Cranna	Complete	CVC 22507 provides local authorities with the authority to designate preferential parking for designated groups, among other things
190310.08 (Email)	Sue Vaughan	Thank you for your response to Request # 181206.05: <i>What's the plan and timeline for the SFMTA Board of Directors to amend Division 2 of the San Francisco Transportation Code Section 601(a)(22) pursuant to Division 1 Section 7.2.72?</i> What vehicles are considered "legally allowed in transit lanes"?	Philip Cranna	Complete	Under the San Francisco Transportation Code, the vehicles allowed in transit lanes are enumerated in the provisions of Transportation Code Section 601.
190310.09 (Email)	Sue Vaughan	What specific local and state laws regulate access to transit lanes?	Britt Tanner	Complete	These are the primary regulations that address access to transit lanes: California Vehicle Code Section 21655.1 – lanes designated for public transit buses. California Vehicle Code Section 21655.5 – lanes designated for high-occupancy vehicles. California Vehicle Code Section 21655.5 – public mass transit guideways.

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					San Francisco Transportation Code Section 7.2.72 – infractions of transit-only areas, with reference to Division II of same code. San Francisco Transportation Code Section 101 – definition of transit-only areas, with reference to Article 600 of Division II of same code. San Francisco Transportation Code Section 601 – locations of transit-only areas.
190315.01 (Email)	Queena Chen	Requested the contract for Jump Bike.	Adrian Leung	Complete	JUMP's authorization to operate comes from a permit. The permit they received at the midpoint, including the cover letter and their Terms and Conditions, was sent to the CAC on 3/29/19.
190315.02 (Email)	Queena Chen	How does SFMTA receive information from the SF311 app? What's the average time it takes for 311 to get the information to SFMTA? What is the standard reply time to these requests?	Jeannette Sanchez	Complete	SFMTA receives information from the SF311 App in the form of individual service requests which are routed through the VERINT database to various queues within the system. Examples include requests about damaged property, abandoned vehicles, graffiti on SFMTA assets and parking enforcement. The Verint system creates a case in real time and routes it to the MTA related queue. SFMTA staff responsible for the various queues review the service requests according to their unit's business process and respond within the expected timelines. Different request types have specific timelines ranging between 2-30+ days based on the request type. The SF311 App is not configured to receive requests related to Muni service. Items submitted on the App related to Muni service can result in misrouting and a potential delay in the

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					processing of the request by the appropriate party.
190315.03 (Email)	Queena Chen	How is a "community of concern" identified by SFMTA?	Sabrina Suzuki	Complete	When we receive constituent correspondence through the CAC, Board of Supervisors, the Mayor's office, 3-1-1 and various other channels, the information is brought to the attention of the appropriate department. For example, LRV4 emails are sent to the project team and logged. Community of concerns comes about the type of complaint, if it is a safety concern and the number of complaints.
190315.04 (Email)	Queena Chen	How many bus routes have geofencing messages? What are these messages and where do they begin and end?	Sabrina Suzuki	Complete	All rubber tire and LRV vehicles make next-stop announcements based on "geofences". Most historic streetcars do as well.
190320.01	Neil Ballard	What happens with Free Muni once the Clipper Card pilot program ends in June of 2019?	Diana Hammons	Complete	The Clipper system requires an expiration date on all products, so this is really just a technical expiration date. Last month we started the process of updating all Free Muni passes to reflect an extension which will be completed prior the June date. Customers should experience no break in service. The Free Muni program has been adopted as an official part of our fare program and, with the exception of review during the budget process, there is no expiration date on the program.
190404.01	Joan Downey	What are the SFMTA's plans for 4/20?	Sabrina Suzuki	Complete	<ul style="list-style-type: none"> On Saturday, April 20, 2019, historically large crowds associated with 4.20 will require closing streets in the Haight Ashbury neighborhood. In addition to rerouting buses around closed streets, following the event, Muni will provide express shuttles to help clear the crowds quicker. Civic

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					<p>Center shuttles will provide one-way express service from JFK Drive to Civic Center Station from approximately 4pm-8pm.</p> <ul style="list-style-type: none"> • There will be more than 50 PCOs deployed throughout the area. • Local access only will be in effect from Stanyan to Masonic streets and Frederick to Oak streets. • As in prior years, reroutes will be in effect on the following lines: 7 Haight, 33 Ashbury, 37 Corbett, 43 Masonic, 44 O'Shaughnessy. The N Bus will also be rerouted. • A full web alert and supplemental travel information will be posted on our website next week.
190404.02	Joan Downey	Instructions for the bus substitution for the N Judah line (from a Hoodline article) state that to go to UCSF, take the 6 Haight/Parnassus line or the 43 Masonic line. Why doesn't SFMTA instruct people to take the street car to Hillway, which is one block away?	Sabrina Suzuki	Complete	<p>We cannot instruct customers to take the street car to Hillway due to ADA accessibility. Our messaging on Hoodline and all other forms of media on the N Judah substitution is generalized. Depending on what direction you are traveling, either the N bus or train, the 6 Haight/Parnassus or the 43 Masonic line are both transfer options to get to UCSF.</p> <p>For customers who don't need the ADA platform for boarding, are able to take the street car to Hillway from downtown.</p>
190404.03	Christopher Man	Requested a presentation on enforcement of blocked bike lanes and	Keka Robinson-Lugman	Complete	This topic is scheduled for the 7/24/19 EMSC meeting.

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		how delivery trucks are dealt with in that situation.			
190404.04	Queena Chen	What is the SFMTA's policy regarding SFUSD students fighting on Muni?	Sabrina Suzuki	Complete	If a fight occurs onboard a Muni vehicle, an operator has a protocol to call the Transit Management Center where other resources may be dispatched depending on the situation.
190408.01 (Email)	Neil Ballard	Does SFMTA place advertisements with Firefly, the vehicle-mounted digital advertising display service, and if so, does SFMTA pay for those advertisements?	Candace Sue	Complete	To our knowledge SFMTA has not advertised on Firefly. While they do appear to be a registered vendor with the City, they are not 12B Compliant.
190409.01	Joan Downey	Is NextBus inflexible in being able to accommodate route changes?	Jason Lee	Complete	NextBus is able to accommodate route changes that are known in advance. These route changes may be either permanent or temporary, as long as staff has sufficient time to specify the route in its scheduling system. For example, NextBus was able to provide predictions for the temporary bus shuttles associated with the recent construction-related shutdowns of the T Third and N Judah lines.
190411.01 (Email)	Aaron Leifer	1. Please explain the process to get graffiti removed from the top part of the footbridge over the J-Church tracks in Dolores Park. It seems to repeatedly take literally <i>months</i> , not days or weeks, to get graffiti abated even after it's been reported to	Sabrina Suzuki	Complete	1. We have been working with Supervisor Mandelman's Office, Public Works and our Special Events team to ensure clearance when the DPW crew goes out there to paint. The work is likely happening this week. 2. Other agencies are involved. We ensure that there is clearance since it is close to the trackway and potential overhead wires.

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		<p>311.</p> <p>2. Does the SFMTA handle all of this or are other agencies (e.g., Park & Rec, DPW, etc.) involved?</p> <p>3. What is the SFMTA's role here, and what can be done to make this process more efficient? Please include the names of specific departments or contact names to help expedite.</p>			<p>3. We have clearance meetings every week through Special Events. If there is an emergency need, the case can be made and clearance can potentially be prioritized accordingly.</p>
190417.01 (Email)	Joan Downey	Does the MTA have different standards than DPW that " Tow-away signs shall be pre-printed on 11"x17" stock and securely fastened and displayed by the Permittee every twenty (20) linear feet"? And if so, why?	Gretchen Rude	Complete	<p>SFMTA Tow-away signs are pre-printed on 12"x18" stock and securely fastened and are normally displayed every twenty - thirty (20 - 30) linear feet.</p> <p>We are regulated by the San Francisco Municipal Transportation Agency (SFMTA) Section 3.4, effective November 19, 2012 .</p> <p>https://www.gsweventcenter.com/Draft SEIR References /SF Trans Code Parking.pdf</p>
190510.01 (Email)	Joan Downey	On Irving St at Arguello, the sidewalk was extended so that cars did not try to pass the N-Judah train when passengers were disembarking. In the past we found that cars drove over the sidewalk to try to get past the train so	Sabrina Suzuki	Complete	The SFMTA is checking with Public Works to see if this has been addressed.

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		the trash can was strategically placed to create a barrier for this to happen. A new trash can is now on the corner but has not been positioned to prevent cars from making this stupid move. Could someone move it to a strategic location?			
190528.01 (Email)	Aaron Leifer	<p>The subway platform displays continue to operate erratically, often providing wait times that are incorrect and change suddenly. For example, a wait time may show 30 minutes then suddenly drop to 9 minutes. Or a nine-minute wait can suddenly become one minute. This defeats the purpose of having the displays and is eroding rider confidence in the system overall. Julie Kirschbaum has acknowledged this is a known issue with displays, but can you please provide a more detailed answer, specifically:</p> <ol style="list-style-type: none"> 1. What is causing these problems? 2. What is being done at present to fix them? 3. When does Muni expect this issue to be fully resolved? 	Dan Howard	Complete	<p>The subway platform displays receive prediction inputs from two sources: the NextBus customer information system and the train control system. Currently, the displays only use the input from the train control system when the train is close to the station (within about a minute). The signs themselves are not introducing any new errors into the system, but they are making latent prediction errors from the NextBus system much more visible than before. This is because the signs display the next two predictions from every line (up to 12 arrivals), whereas the old red signs only displayed the next two predictions total (just 2 arrivals). So generally, the issues you are describing are actually problems with the NextBus prediction quality or the train control system for the rail lines. Some of these problems are new, but we have been experiencing others for the past 15 years that we have had NextBus predictions.</p> <p>There are four main sources for prediction inaccuracy in the subway, and they occur under different times of day</p>

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					<p>and different circumstances:</p> <ol style="list-style-type: none"> 1. <u>Terminal Departure Errors</u>. The NextBus algorithm has trouble determining when a train will depart a terminal because of a host of factors, so it uses the scheduled departure time in the absence of GPS information. If a train does not leave during at the scheduled departure time, but a train is later picked up by GPS, the prediction will “jump” when the GPS traces shows the train is moving along its route. If there is no train available (for example the run was not filled), the system does not have a good way to determine that, so it will keep resetting the countdown every few minutes as it assumes a train has left, then resets when it does not detect it’s GPS along the route. For the subway signs, this is largely a problem with the N outbound because of the proximity to the N terminal at 6th and King. Riders will see: Next arrival time in 9 minutes, counting down to 6 minutes, then back up to 9 minutes. 2. <u>Non-Communicating Trains</u>. On the surface, NextBus receives information from the ORB/CAD radio system and GPS. Underground, GPS isn’t available so it receives the train locations from the train control system. Trains regularly lose

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					<p>communication with the train control system each day, which can mean that NextBus loses predictions for the train. This would cause artificially long prediction times to be displayed on the signs because there is a train in the system which is 'invisible' to NextBus. When the train gets very close to the platform, a fallback mechanism detects the train whether it is communicating or not, and causes the prediction to suddenly jump to one minute.</p> <p>Riders will see: Next arrival time in 9 minutes suddenly jump to 1 minute.</p> <p>3. <u>On-the-Fly Operations Adjustments</u>. Our Metro system runs both on the surface and in the subway. On the surface, trains have to share the road with auto traffic and is also subject to many of the delays of regular surface traffic (blockages, traffic signals, even congestion). This causes trains to arrive 'bunched' when they get to the subway. Once in the subway, train controllers have limited tools to be able to 'smooth out' the service and almost all of them involve holding or delaying a train to get the spacing to become even again. One of these tools is that they can reassign a train to another line. So for example if 5 inbound J trains arrive in a row, but there hasn't been an outbound L for 15 minutes, Central may decide to convert a J into an L to fill</p>

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					<p>that gap. There is no way to predict that this is happening and the effect is that the prediction jumps.</p> <p>Riders will see: Next arrival time in 30 minutes suddenly jump to 9 minutes.</p> <p>4. <u>NextBus Algorithm Problems</u>. The NextBus algorithm depends on past performance to determine what a train is doing in the system. If trains don't generally follow established patterns that the algorithm expects, it is branded as "Unpredictable" and dropped from predictions. Over time, Muni staff have tracked and categorized patterns of these occurrences and sent this documentation to NextBus for improvements. Various patches and redefinitions have occurred as recent as a few months ago to improve the system performance. As an example, NextBus used to classify trains which left their terminal early as "Unpredictable" and so those trains didn't show up in the predictions. This was based on logic that works well for buses but didn't apply to trains. Muni called the vendor's attention to the problem and NextBus patched the software to fix it.</p> <p>Riders will see: Next arrival time in 9 minutes suddenly jump to 1 minute.</p> <p>What is Muni doing to address these issues?</p>

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					<p>For NextBus Algorithm Problems, SFMTA is actively working with the vendor, NextBus, to identify and correct the problems via software patches. In the fall, SFMTA expects to finalize a contract for a new customer information system which will include these algorithmic fixes and more. This new system is also expected to address the Terminal Departure Errors as well. We expect improvements to the predictions to roll out over the next one to two years.</p> <p>On-the-Fly Operations Adjustments are a part of every subway system's daily life, because they are necessary to manage service. Since the nature of these adjustments are that they are sudden, they cannot be reliably predicted. Therefore, when these adjustments do occur, they will cause inaccurate arrival predictions on the platform displays. However, improvements can be made to the overall system so that it does not experience bunches and gaps which precipitate these adjustments. The Muni Forward program will address the causes of delays and unreliable surface metro service. In addition, SFMTA is considering investing in a new train control system which would provide oversight and control over both the surface and the subway. This train control system would enable control center staff to more seamlessly manage all aspects of the service, reducing the need for these adjustments.</p>

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					<p>Additionally, our existing train control system is over 20 years old. Modern train control systems do not experience the types of communication failures which cause Non-Communicating Trains, so that investment would address this cause as well.</p> <p>In summary, inaccurate subway predictions will not be fully resolved until we actualize substantial investments in our customer information and train control systems. The target delivery date for the last investment is about 7-10 years from now. However, Muni is fully engaged in monitoring problems and correcting them as they arise. Over that time, prediction quality will steadily improve, due both to small adjustments to the software and to larger phases of the system upgrades coming online.</p> <p>Thank you for sharing your concerns with us. As you can see, the problem you have highlighted is indicative of some deeper issues that take time to address, but we will keep working to make our predictions as reliable as possible.</p>
190604.01 (Email)	Stephen Cornell	Requests all traffic data for the intersection of Ulloa and West Portal Streets for the period 2/1/19 through 5/31/19.	Tony Henderson	Complete	This information was emailed to the CAC on 11/1/19.
190606.01	Sue	The glass on the bridge on Fillmore	Sabrina Suzuki	Complete	The Department of Public Works.

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Reference Number	By	Request	Staff Responsible	Status	Response
	Vaughan	Street over Geary is shattered. Who is responsible for maintaining the glass?			
190606.02	Sue Vaughan	How many commuter shuttle buses have placards?	Philip Cranna	Complete	4,248
190606.03	Sue Vaughan	How many commuter shuttle buses are operating on average on a daily basis?	Philip Cranna	Complete	The daily average is 711
190606.04	Queena Chen	Are there unified markings for a scramble system? Do they all have to be the same type of marking? If they do, what's the standard for pedestrian scramble crosswalks?	Bryant Woo	Complete	<p>The pavement markings for a pedestrian scramble do not have to be same and do vary. The best response to any inquiry of this nature is to tell pedestrians to follow their signal regardless of the scramble. The reason is because even with the scramble, some crossings can get a WALK signal even while cars receive a green light.</p> <p>Golden Gate/Jones has 4 marked crosswalks. In this case, they are painted yellow continental instead of the standard white because of the intersection's proximity to a school (De Marillac Academy). This scramble does not have diagonal crossings.</p> <p>https://www.google.com/maps/place/Golden+Gate+Ave+%26+Jones+St,+San+Francisco,+CA+94102/@37.7822119,-122.4123025,3a,75y,152.79h,83.35t/data=!3m6!1e1!3m4!1sM1bZj8Z-j5G3ZMxDEV4g3g!2e0!7i16384!8i8192!4m5!3m4!1s0x80858085302c1d3d:0x9e890581e8f0fddb!8m2!3d37.7820839!4d-122.4122459</p>

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					<p>Clay/Kearny is an example that has 4 marked crosswalks marked yellow (near Chinese Education Center Elementary) that were previously marked with 12" lines, but have been converted to continental pattern between the lines. This intersection also includes short diagonal lines at each corner (which are optional that supplement the diagonal pedestrian signals) to indicate diagonal crossings. Given the proximity to Chinatown and the concentration of elderly pedestrians at Portsmouth Square, the pedestrian signals also include signs in Chinese to inform users of the scramble. https://www.google.com/maps/@37.7944486,-122.4049345,3a,75y,77h,57.27t/data=!3m6!1e1!3m4!1sIta2KZ-YIBPRBanYUfzmrQ!2e0!7i16384!8i8192</p> <p>Bush/Montgomery is an example that has 4 marked crosswalks in white using the older style 12" lines. It hasn't been converted to the continental style yet. It also has diagonal pedestrian signals, but does not have the optional short diagonal lines. https://www.google.com/maps/@37.7911141,-122.4023775,3a,75y,188.68h,67.55t/data=!3m6!1e1!3m4!1sGi9DoIXGM8SRMjLITmpkQQ!2e0!7i13312!8i6656</p>
190606.05 presentation request	Neil Ballard	Requested a presentation on fare policy.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 3/18/20 FAC meeting.

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Reference Number	By	Request	Staff Responsible	Status	Response
190611.01	Joan Downey	Requested a presentation on temporary signage. (OCSC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 10/8/19 OCSC meeting.
190611.02	Aaron Leifer	When will there be full cell coverage in the tunnel.	Lisa Walton	Complete	<p>BART and SFMTA are working together to extend cellular service to the SFMTA tunnels. BART circulated a commercial request for a proposal to partner with the cellular industry, and the parties are currently engaged in final contract negotiations. Assuming a deal is reached, and approved by BART and SFMTA, commercially-funded construction of the SFMTA underground cellular network could begin as soon as 2020.</p> <p>It's also important to note that BART and SFMTA do not build their own cellular infrastructure. This equipment is constructed and owned by the cellular industry. BART and SFMTA are working with the industry to design and install specialized equipment to not only broadcast signals from all of the leading cellular carriers, but also protect underground operational radio systems, police radio signals, and fire department radios.</p>
190611.03	Daniel Murphy	<p>Requested a copy of the latest audit for the service standards.</p> <p>When will the next audit be?</p>	Travis Fox	Complete	<p>Here is the link to the latest review: https://www.sfmta.com/sites/default/files/reports-and-documents/2018/01/1-16-18_item_15_fy16_quality_review_report_0.pdf The FY17/18 one is underway and should be completed by late summer.</p>
190711.01	Dorris	RFI #190307.10. Eddie Tsui said he	Eddie Tsui	Complete	The photographic response to this request was sent to the

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Reference Number	By	Request	Staff Responsible	Status	Response
	Vincent	drove by and confirmed that the pedestrian signals are at the intersection of McKinnon and Third streets. That is not true. The pedestrian signal is still not on either side of McKinnon at Third on either side of the street. When will they be replaced at this intersection?			CAC on 7/26/19.
190711.02 presentation request	Joan Downey	Requested a presentation on what the plans are for the 30 Stockton line. (OCSC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 8/13/19 OCSC meeting.
190711.03	Aaron Leifer	Will Council member Queena Chen report out to the Council once the Transit Performance Working Group of which she is a member is up and running?	Keka Robinson-Luqman	Complete	Yes.
190711.04	Sue Vaughan	Where are the SamTrans express bus stops going to be and what is the route for the SamTrans express bus on 19 th Avenue?	Sabrina Suzuki	Complete	Please see the Samtrans website under Daly City BART: http://www.samtrans.com/riderinformation/transitconnections.html
190711.05	Sue Vaughan	Please provide a breakdown by company of how many total commuter buses there are in San Francisco.	Philip Cranna	Complete	This information was sent to the CAC on 8/30/19.
190711.06	Queena Chen	Who is the liaison to the MTC and how do we find out about MTC programs that impact the SFMTA?	Monique Webster	Complete	There are a number of SFMTA staff who liaison with MTC on a regular basis, covering a variety of efforts and areas that MTC is involved in. Please contact Monique Webster

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Reference Number	By	Request	Staff Responsible	Status	Response
190723.01 (Email)	Queena Chen	<p>When will Muni switch to all 60' buses for the 30 Stockton? (A timeline of how this will be implemented and completion date)</p> <p>Based on the 'Muni Service Equity Strategy Report FY 2019 and FY 2020', page 33, Muni should be switching to all 60' buses for the 30 Stockton. It's been almost a month into the fiscal year, and I still see 40' buses on the 30 Stockton.</p>	Steve Boland	Complete	<p>in the future to be put in contact with the appropriate SFMTA staff.</p> <p>We are actively working to implement use of 60-foot coaches on the 30 long line. We have not yet done so due to space constraints at both terminals, at Jefferson Loop and at 4th and Townsend. We are planning to extend the 30 long to a new terminal in the Sports Basement parking lot by Crissy Field in the Presidio. This would both provide us with more space at the Marina/Presidio end of the line as well as allow us to adjust the schedule to shift more layover and recovery time there from 4th & Townsend, thereby addressing space constraints on that end. We are hoping to implement this change as part of our next General Sign-Up in February, and are working with the Presidio Trust to address a number of related issues. We may be delayed due to planned construction on Mason Street, the only means of access to the site.</p>

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Reference Number	By	Request	Staff Responsible	Status	Response				
190724.01 (Email)	Aaron Leifer	<p>There is still widespread public demand to fix the seating issues in the LRV4s. Beyond what was presented in April, can the agency provide an update on the timeline to upgrade/replace the bench seats in the LRV4s? Specifically, when should the public start to see these vehicles roll out with these planned upgrades:</p> <ul style="list-style-type: none"> • Lowered seats as feasible • Individually “segmented” seats • Single- and/or double-transverse seats <p>If not, what needs to happen before the agency can provide a firm timeline?</p>	Janet Gallegos	Complete	<p>These changes are substantial and will take time to roll out. The changes need to be approved by the SFMTA Board; this has been scheduled in 2 phases, one in November, and a second early 2020. The first updated seating arrangements will be seen in the Phase 2 vehicles, starting delivery in May 2021.</p>				
190730.01 (Email)	Queena Chen	A list of SFMTA Transit Planners and the MUNI routes they're in charge of.	Michael Rhodes	Complete	<p>Please see the requested information below. This is a list of the planners for each line based on its operating division. In many cases, we also have Muni Forward projects underway that may be led by a different planner.</p> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="width: 70%;">Line</th> <th style="width: 30%;">Division Service Planner</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Line	Division Service Planner		
Line	Division Service Planner								

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					1 California	Jean Long
					1AX California Express	Matt C Lee
					1BX California Express	Matt C Lee
					2 Clement	Jean Long
					3 Jackson	Jean Long
					5 Fulton	Steve Boland
					5R Fulton Rapid	Steve Boland
					6 Haight-Parnassus	Steve Boland
					7 Haight-Noriega	Evan Knopf
					7X Noriega Express	Evan Knopf
					8 Bayshore	Matt C Lee
					9 San Bruno	Evan Knopf
					9R San Bruno Rapid	Matt C Lee
					10 Townsend	Jean Long
					12 Folsom-Pacific	Jean Long
					14 Mission	Steve Boland
					14R Mission Rapid	Matt C Lee
					14X Mission Express	Matt C Lee
					18 46th Ave	Evan Knopf
					19 Polk	Jean Long
					21 Hayes	Jean Long
					22 Fillmore	Steve Boland
					23 Monterey	Evan Knopf
					24 Divisadero	Jean Long

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					25 Treasure Island	Evan Knopf
					27 Bryant	Evan Knopf
					28 19th Ave	Jean Long
					28R 19th Ave Rapid	Jean Long
					29 Sunset	Evan Knopf
					30 Stockton	Steve Boland
					30X Marina Express	Matt C Lee
					31 Balboa	Jean Long
					31AX Balboa Express	Jean Long
					31BX Balboa Express	Jean Long
					33 Ashbury-18th St	Jean Long
					35 Eureka	Evan Knopf
					36 Teresita	Evan Knopf
					37 Corbett	Evan Knopf
					38 Geary	Matt C Lee
					38AX Geary Express	Jean Long
					38BX Geary Express	Jean Long
					38R Geary Rapid	Matt C Lee
					39 Coit	Evan Knopf
					41 Union	Jean Long
					43 Masonic	Jean Long
					44 O'Shaughnessy	Evan Knopf
					44 Owl	Evan Knopf
					45 Union-Stockton	Jean Long

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					47 Van Ness	Jean Long
					48 Quintara-24th St	Evan Knopf
					48 Owl	Evan Knopf
					49 Van Ness-Mission	Matt C Lee
					52 Excelsior	Evan Knopf
					54 Felton	Evan Knopf
					55 16th St	Evan Knopf
					56 Rutland	Evan Knopf
					57 Parkmerced	Evan Knopf
					59 PM Powell-Mason Cable Car	Matt C Lee
					60 PH Powell-Hyde Cable Car	Matt C Lee
					61 C California Street Cable Car	Matt C Lee
					66 Quintara	Evan Knopf
					67 Bernal Heights	Evan Knopf
					76X Marin Headlands Express	Evan Knopf
					81X Caltrain Express	Jean Long
					82X Levi's Plaza Express	Jean Long
					83X Mid-Market Express	Jean Long
					88 BART Shuttle	Evan Knopf
					8AX Bayshore Express	Matt C Lee

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					<table border="1"> <tr><td>8BX Bayshore Express</td><td>Matt C Lee</td></tr> <tr><td>NX Judah Express</td><td>Evan Knopf</td></tr> <tr><td>90 Owl</td><td>Evan Knopf</td></tr> <tr><td>91 Owl</td><td>Evan Knopf</td></tr> <tr><td>94 Owl</td><td>Evan Knopf</td></tr> <tr><td>E Embarcadero</td><td>Jessica Garcia</td></tr> <tr><td>F Market & Wharves</td><td>Jessica Garcia</td></tr> <tr><td>J Church</td><td>Jessica Garcia</td></tr> <tr><td>KT Ingleside/Third</td><td>Jessica Garcia</td></tr> <tr><td>L Taraval</td><td>Jessica Garcia</td></tr> <tr><td>M Ocean View</td><td>Jessica Garcia</td></tr> <tr><td>N Judah</td><td>Jessica Garcia</td></tr> <tr><td>S Shuttle</td><td>Jessica Garcia</td></tr> </table>	8BX Bayshore Express	Matt C Lee	NX Judah Express	Evan Knopf	90 Owl	Evan Knopf	91 Owl	Evan Knopf	94 Owl	Evan Knopf	E Embarcadero	Jessica Garcia	F Market & Wharves	Jessica Garcia	J Church	Jessica Garcia	KT Ingleside/Third	Jessica Garcia	L Taraval	Jessica Garcia	M Ocean View	Jessica Garcia	N Judah	Jessica Garcia	S Shuttle	Jessica Garcia
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M Ocean View	Jessica Garcia																														
N Judah	Jessica Garcia																														
S Shuttle	Jessica Garcia																														
190730.02 (Email)	Queena Chen	A list of SFMTA Information Officers and the districts they're assigned to.	Adrienne Heim	Complete	The stakeholder contact list was sent to the CAC on 8/30/19.																										
190730.03 (Email)	Queena Chen	A list of SFMTA Engineers and what district they're in charge of.	Ricardo Olea	Complete	Where people functionally work is usually by topic (design, traffic calming, construction, transit, etc.) and not by area. (Engineering organizational chart was sent to the CAC on 8/30/19.)																										
190730.04 (Email)	Queena Chen	A list of organizations that SFMTA Information Officers reach out to while doing outreach in each district.	Adrienne Heim	Complete	Regarding the stakeholder contact list, we connect with key neighborhood and merchant groups in each district as well as Community Based Organizations. Additionally, each District Liaison is assigned a district wherein most times they have assigned projects. So, they have the ability to reach out to project based stakeholders and gather																										

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Reference Number	By	Request	Staff Responsible	Status	Response
					feedback about simmering issues or questions as a District Liaison.
190801.01 (Email)	Aaron Leifer	<p>Under the foot bridge in Dolores Park, there's a decommissioned J Church stop at 19th Street on either side of the train tracks. In a recent conversation with someone at DPW, I was told that stop is SFMTA property. For more than 15 years, despite barricades put up, people have gone down and used that stop for encampments and open-air drug use. In addition, I've repeatedly observed the J having to slow down or even stop to avoid hitting people hanging out at the stop.</p> <p>My questions are as follows:</p> <ol style="list-style-type: none"> 1. Does the SFMTA actually "own" this stop? 2. Have there been any attempts made to demolish or otherwise remove this stop and the staircases that lead to it? If so, please describe. 3. If not, what would be involved in removing it? 	Glenn Mar Jason Gallegos	Complete	<ol style="list-style-type: none"> 1. The structure is under DPW jurisdiction and any removal would obviously require their participation. 2. Cost was a factor when contemplating removal in the past. 3. Major - Demo the stairs and platform and replace with landscaping. The platform should be replaced with landscaping that will deter loitering and or encampments (plants with thorns or prickly needle like vegetation). Moderate - Permanent fencing or barriers to deny access to the stairs. Along with permanent fencing or barriers that encloses the platform so that individuals cannot climb over and onto the platform.
190801.01	Neil Ballard	Requested a SFMTA legislative	Keka Robinson-	Complete	This topic is scheduled for the 10/3/19 CAC meeting.

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presentation request		strategy update.	Luqman		
190801.02 presentation request	Neil Ballard	Requested a presentation from the Mayor's Transportation Liaison Paul Supawanich.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 2/6/20 CAC meeting.
190801.03	Jarie Bolander	There is no left hand signal when turning off of Laguna onto Geary. Why was it designed this way?	Britt Tanner	Complete	<p>To improve the safety of people crossing at Geary Boulevard and Laguna Street, traffic signals were retimed on Thursday, April 11. After the change, north- and southbound traffic was split into two separate phases so each side has its own green light, allowing vehicles turning left onto Geary to focus on yielding to people in the crosswalk. The new timing also increased the amount of time for people to cross. This change was requested by neighbors to address the primary patterns of traffic collisions within this intersection.</p> <p>It is important to provide sufficient time for people of all abilities to walk across the full roadway, particularly at locations like Geary Boulevard, which is a wide street and where there are many seniors. Adding a left-turn arrow would grant the right-of-way to vehicles while stopping pedestrians. Therefore, if a left turn arrow were added, the sequence would be:</p> <ol style="list-style-type: none"> 1) Geary east/westbound vehicles and pedestrians 2) Laguna southbound vehicles including left-turns and pedestrians in the west side crosswalk 3) Laguna northbound vehicles including left-turns and

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					<p>pedestrians in the east side crosswalk.</p> <p>This would add significant delay for all pedestrians as well as Geary Boulevard, which is a major east-west arterial and bus route. It would also provide excess capacity for north/southbound vehicle movements at all times of day, while significantly decreasing the capacity for Geary Boulevard. These trade-offs would favor peak-hour Laguna vehicle traffic at the expense of all other users of the intersection, and are not appropriate at this time.</p> <p>SFMTA is monitoring and evaluating the intersection, is implementing tweaks as needed to alleviate congestion while maintaining the safety improvements.</p>
190801.04 presentation request	Aaron Leifer	Requested a presentation regarding LRV4 seating	Keka Robinson-Luqman	Complete	This topic is scheduled for the 11/7/2019 CAC meeting.
190801.05	Daniel Weaver	Can a business restrict the use of a white zone in front of their business with a sandwich board?	Paul Kniha	Complete	No entity is allowed to claim any portion of a public curb to be used for an exclusive use. All white zones can be used for passenger loading by all drivers whether their passengers attending the fronting business or not. In some cases, a sandwich board can be installed for informational purposes only, such as "Mission Bay Shuttles stops here every 20 minutes" but it can't say anything like "No parking, reserved for hotel guests only".
190801.06	Queena	Will Lyft Bay Wheels be fined if they	Laura Stonehill	Complete	Per our Stationless Permit Terms and Conditions, Term

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	Chen	are parked improperly and why isn't SFMTA notified by 311 when there is a dockless bike parking violation complaint?	Adrian Leung		<p>40, Stationless operators are required to fund an endowment that is used to reimburse the City for the cost of removing and storing bicycles that are improperly parked or left unattended on public property. Also, from Term 23, "Any Stationless Shared Bicycle that is parked improperly is subject to citation and shall be re-parked in a correct manner or shall be removed by the Permittee within two hours." And Term 42, "Any Stationless Shared Bicycle that is parked at one location for more than 7 consecutive days may be removed by City staff and taken to a City facility for storage at Permittee's expense."</p> <p>https://www.sfmta.com/reports/stationless-bikeshare-permit-application-may-2019</p> <p>SFMTA is notified when bikeshare bikes are misparked. However, we aren't notified through the 311 process. At this time there are two dockless bikeshare operators— Jump and Bay Wheels--and only Jump has dockless bikes currently in service. Jump is required to report responses to misparked vehicles in their monthly reports. Bay Wheels permit conditions require them to have a shared database with the SFMTA that contains all customer concerns and issues.</p> <p>Overall, the SFMTA feels we have established working</p>

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					<p>relationships with these operators so that they are prompt and responsive when they are notified of bikes parked in violation. Misparked bikes (bikeshare or otherwise) are also a more established issue that the city can respond to with formalized protocol around abandoned bikes, which use standard city services for removal. Additionally, the bikeshare program welcomes direct feedback to our bikeshare@sfmta.com email account. We've fielded a number of these inquiries and resolved them in a way that doesn't require the 311 case management system, which would further incur a close out process with indefinite resolution status.</p> <p>In comparison to scooters, the city currently has only 550 dockless bikes, where as scootershare operators have around ~1400 devices. Since they've been in the collective consciousness longer, bikes are a more understood mode, and users tend to understand where they should or shouldn't be parked. So, the scale of dockless bikeshare parking violations has been much smaller compared to scooters. Most of the violations have actually not been about blocking the right of way, and more about locations in areas that aren't in the service area. Sometimes dockless bikes have lost battery power, and residents inform us and the operators that they've been parked for too long. Bay Wheels and Jump were actually happy to receive these notifications in order to go and retrieve</p>

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					<p>them.</p> <p>When the number of dockless bikes grows, and if the scale of misparked bikes increases, the Bikeshare Program would be open to amending the 311 protocol to similarly respond the way we do for scootershare. Finally, it may be helpful to know that the SFMTA primarily sees misparked bikes and scooters as an issue with bicycle rack supply. Since all dockless shared permittees are required to have lock-to devices, the next big push for our program is to implement more bicycle racks. We are trying to do that as quickly as possible.</p>
190802.01 (Email)	Joan Downey	A neighbor who lives on Carl & Stanyan reports that the announcements about the stop location coming from some of the Seiman cars is so loud that she hears them in her bedroom. Has a sound check been done on the announcements? Could the sound be lowered so the announcements are heard in the cars but not on the street?	Sabrina Suzuki	Complete	For ADA compliance, the announcements must be set at certain volume. Be sure to take note of the train number in the future and we can check out the vehicle to make sure the audio is appropriately set.
190813.01	Daniel Murphy	It was brought to our attention at the 8/13/19 OCSC meeting that there will be ongoing subway closures for regular maintenance. Is this true? If so, we would like a presentation on that.	Sabrina Suzuki	Complete	<p>https://www.sfmta.com/travel-updates/nightly-early-subway-closure-critical-maintenance</p> <p>Please check the website at SFMTA.com as all planned closures will be posted well in advance.</p>

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Reference Number	By	Request	Staff Responsible	Status	Response
190813.02	Mark Ballew	Is there a top down view (from the ceiling) of the revised seating configuration of the LRV4s? If so, please provide it to us.	Janet Gallegos	Complete	This information was emailed to the CAC on 11/27/19.
190814.01 (Email)	Aaron Leifer	<p>The NextBus display at stop 16213 (18th and Church, on the J line Inbound) has been non-functional (again) for nearly a month. (I first reported the outage via 311 on 7/18/19, SR# 11146496.)</p> <p>The last time this happened it took months and both the mayor and Supervisor Mandelman's offices getting involved to resolve.</p> <p>What is the cause of the outage this time and why is it again taking so long to fix?</p>	Jason Lee	Complete	The SFMTA has confirmed that there is a power availability issue at Church and 18 th Street. Currently, there is construction along 18 th Street as a result of the 33 Ashbury Overhead Wiring and Pole Replacement Project. Our Capital Programs & Construction team is working to get a better technical understanding of the situation and identify options to restore power at this location.
190830.01 (Email)	Stephen Cornell	Requested a list of all temporary projects that will be evaluated at end. It should include start and end dates.	Amy Cook	Complete	<p>Capital Improvement Program (CIP) public link: https://www.sfmta.com/reports/fy-2019-2023-capital-improvement-program</p> <p>Quarterly Capital Report: https://www.sfmta.com/reports/quarterly-capital-report</p>
190903.01 (Email)	Aaron Leifer	Will the inbound subway platform maps be updated to reflect the Chase Center, similar to how they show the	Sandra Padilla	Complete	Yes. Chase Center will be reflected in the next batch of subway platform maps.

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		location of Oracle Park?			
190905.01	Sue Vaughan	What are “shared mobility devices?”	Adrian Leung	Complete	Shared mobility typically applies to devices available for use that the user does not own, outright. So, in a broad sense, transit is a form of shared mobility. But in a more current sense, these typically apply to programs where devices can be rented for either a short period, or a per-trip basis. In SF, some systems that come to mind include carshare (GIG), moto-scooter share (Scoot), scootershare (Skip), and bikeshare (JUMP or Bay Wheels)
190905.02	Sue Vaughan	Will Muni be taking down or expanding overhead lines once they begin their electrification process?	Sean Kennedy	Complete	It is going to take 10+ years to turn the fleet over, starting in 2025. The SFMTA does not plan to take overhead infrastructure down any time soon. That said, the general policy moving forward is to not build NEW overhead unless there are circumstances that require it.
190905.03	Sue Vaughan	Where is the funding coming from for Commuter Shuttle Stop and Infrastructure Improvements and Scooter and Shared Mobility Infrastructure in the 2019 SFMTA 20-Year Capital Needs? How much will be from permit revenue and how much will be from other agency funds? What are “pedestrian amenities?”	Philip Cranna Adrian Leung	Complete	<p><u>Philip:</u> The SFMTA 20-Year Capital Needs is an unconstrained planning document, which is essentially an anticipated list of all of its needs. It is used for forecasting the future. Since it is an infiltration, there are no actual funding sources identified.</p> <p>Pedestrian amenities include items that directly benefit people on foot, such as better lighting, greenscape, seating, signage, and improved design materials.</p> <p><u>Adrian:</u> I can only answer for Scooter and other Shared Mobility programs that I manage.</p>

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					<p>The hard infrastructure related to Scootershare and stationless bikes is bike racks. We have a lock-to requirement for scooters which drastically reduces how they are parked on the streets, less clutter and tripping hazards. Since these use bike racks, permit holders are required to contribute to a bike rack fee, which is about \$75/device based on their permitted fleet size.</p> <p>The hard infrastructure related to dock-based bikeshare is the docks. The operator is responsible for supplying all materials. SFMTA covers the cost of construction permits.</p>
190905.04	Joan Downey	Why has the pedestrian crosswalk not been painted across MLK into the main entrance of the Arboretum? (follow up to 190221.01)	Mark Dreger	Complete	The curb ramps are constructed and engineering staff will be drafting a work order to stripe the new crosswalk in the coming weeks. Our Paint Shop has a significant backlog of work currently (much related to the opening of Chase Center), but we expect they will get to this by the end of the year.
190905.05	Sue Vaughan	What is the total carrying capacity of the entire Muni fleet?	Sean Kennedy	Complete	<p>Because the SFMTA's service is based on demand and where people want to go. We also have at least a 20% spare ratio as well as a number of vehicles out for repairs or other maintenance needs at any one time so all of these vehicles cannot be in service at the same time.</p> <p>At face value, Per the Fiscal Year 2019 Short Range Transit Plan, the answer is as follows:</p>

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Reference Number	By	Request	Staff Responsible	Status	Response																																
					<table border="1"> <thead> <tr> <th>Vehicle Type</th> <th>Crowding Capacity</th> <th>Number of Vehicles</th> <th>Total Capacity</th> </tr> </thead> <tbody> <tr> <td>LRV</td> <td>168</td> <td>217</td> <td>36456</td> </tr> <tr> <td>Streetcar *</td> <td>82</td> <td>62</td> <td>5084</td> </tr> <tr> <td>Cable Car (Powell)</td> <td>55</td> <td>28</td> <td>1540</td> </tr> <tr> <td>Cable Car (California)</td> <td>63</td> <td>12</td> <td>756</td> </tr> <tr> <td>60' Bus</td> <td>81</td> <td>317</td> <td>25677</td> </tr> <tr> <td>40' Bus</td> <td>51</td> <td>598</td> <td>30498</td> </tr> <tr> <td>32' Bus</td> <td>38</td> <td>30</td> <td>1140</td> </tr> </tbody> </table> <p>* In service or planned to be in service only</p> <p>(See pages 41 and 76-77 in the SRTP for additional details.)</p>	Vehicle Type	Crowding Capacity	Number of Vehicles	Total Capacity	LRV	168	217	36456	Streetcar *	82	62	5084	Cable Car (Powell)	55	28	1540	Cable Car (California)	63	12	756	60' Bus	81	317	25677	40' Bus	51	598	30498	32' Bus	38	30	1140
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190905.06	Sue Vaughan	What is the cost of going to a fully free system?	Leo Levenson	Complete	<p>The last detailed study was done in 2008 by the City Controller's Office, and can be found here: https://www.sfcontroller.org/ftp/uploadedfiles/controller/reports/MuniFareFree012908.pdf.</p> <p>The key take-aways remain valid today.</p> <p>Making MUNI free would increase demand on our already crowded system.</p>																																

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					<p>The administrative savings from no longer handling fare sales, collection and enforcement (estimated at \$8.4M in 2008) would come nowhere close to replacing the revenue provided by fares, which was \$112M at the time of the report, and about \$200M today.</p> <p>The capital costs of expanding service to meet the demand stimulated by a fully free system would be huge. If we did not expand service, then the service quality would degrade greatly as our system would become even more crowded.</p> <p>After production of that report, the focus shifted to providing subsidies to low-income riders and the disabled.</p> <p>We have greatly expanded those programs.</p>
190905.07	Queena Chen	How can the public report improperly parked dockless bikes to the SFMTA and not the company directly? Have any dockless bikes been cited for improper parking?	Adrian Leung	Complete	The public can copy program staff on all correspondence with the operators. Future permits will also come with a term that requires all operators to maintain a searchable database that tracks all complaints, whether they are related to improper parking or bad behavior (e.g. sidewalk riding). In the past, we had a single operator for an 18mo period, Jump Bikes. The SFMTA cited Jump for improper parking.
190905.08	Queena Chen	What are the names of the people at the dockless bike companies that oversee community outreach?	Adrian Leung	Complete	<p>For Bay Wheels, the outreach contact is Neal Patel.</p> <p>For Jump, at the moment they are without an outreach</p>

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					contact, but the general manager is handling this aspect, and his name is Eddie Chen.
190917.01 (Email)	Joan Downey	Are the UCSF shuttles authorized to stop at the Muni stop at Irving & 2 nd to drop passengers off? (I have observed them doing that.)	Alex Jonlin	Complete	No, they're not authorized to stop there.
190919.01 (Email)	Joan Downey	Crosswalk stripes have recently been painted on Arguello at Carl Street. On both ends the crosswalk is reduced to about 2/3 of the length probably to accommodate extra parking spaces. Both sides of this crosswalk would benefit by daylighting. In the spirit of Vision Zero, could this intersection be restriped to make it safer for pedestrians?	Tony Henderson	Complete	There is currently a pending work order to paint a red zone leading up to the curb ramp, which would effectively remove this already under-sized parking space. Additionally, SFMTA crews will paint the missing parts of the crosswalk. Please note that this work is done by two separate crews, so you will likely see the red curb go in first, then the crosswalk painted second. This work will be completed as soon as scheduling permits.
190926.01 (Email)	Joan Downey	Is there anything that can be done about the leaking cooling systems on the Breda trains? Seats get wet sometimes with brown water.	Emily Williams	Complete	When an Operator, Mechanic, or 311 call-in reports water stain or puddle on the seat, maintenance will investigate the source of the leak. If HVAC system is the cause, we will repair or replace unit as needed. If water intrusion is deemed to be caused by leaky roof, our body shop will make the required repair.
191003.01	Daniel Weaver	How far along is the planning process for the Geary Blvd. project?	Kansai Uchida	Complete	The Transportation Authority (SFCTA) and Municipal Transportation Agency (SFMTA) boards approved the Geary Bus Rapid Transit (BRT) Project in 2017. The delivery of the overall Geary BRT project was split into two separate projects: the Geary Rapid Project between

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					<p>Market and Stanyan streets, and the Geary Boulevard Improvement Project between Stanyan and 34th Ave. The Geary Rapid Project is fully funded, currently under construction, and is expected to be completed in 2021. The Geary Boulevard Improvement Project is in the preliminary design phase. The Preliminary Engineering Report is currently on hold due to SF Fire Department Code issues and construction cost issues while the design team works with planning and SFCTA to find resolutions. Construction is not yet fully funded at this time, and is not expected to begin prior to 2021. Major outreach efforts would be undertaken before any consideration by the SFMTA Board of the required parking and traffic legislation.</p>
191003.02	Sue Vaughan	Who are the members of the State Legislative Committee and when was the committee created?	Jadie Wasilco	Complete	<p>According to the code referenced below, I believe it was created in 1939.</p> <p>Here are the current members:</p> <p>The State Legislation Committee is directed by the San Francisco Administrative Code (Article III, Sections 5.5 – 5.11) to make recommendations for endorsement, opposition, or neutrality with respect to legislation pending before the State Legislature that would affect the City and County. The State Legislation Committee generally meets monthly on a Wednesday, unless otherwise noted.</p>

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					Committee members (Alternates): Mayor's Office (Chair) – Edward McCaffrey Supervisor Yee – Jen Low Supervisor Fewer – Ian Fregosi City Attorney's Office – Mary Jane Winslow Treasurer's Office – Amanda Fried Assessor's Office – Holly Lung Controller's Office – Ben Rosenfield
191003.03	Joan Downey	A GoBike rack has been approved for Frederick Street at Arguello. The neighbors say it should be across the street instead. Is the SFMTA able to change that location?	Adrian Leung	Complete	Mr. Leung responded to Joan Downey via email on 11/08/2019.
191003.04	Christopher Man	What were the ridership numbers on the 78x and 79x Chase Center shuttles during the month of September, which lines had service diverted from them to provide these shuttles, and how many runs per line were diverted to provide these shuttles?	Craig Raphael	Complete	Post-event ridership numbers for the 78X and 79X average around 5-6% of total arena attendance, or approximately 1000 people per a basketball game at capacity (crowd sizes vary for concerts and other events, but the percentage of riders has been consistent). We do not divert service from specific lines to provide these shuttles. These shuttles are filled using the general pool of SFMTA operators. For capacity events, we deploy 6 coaches on the 78X, and 5 coaches on the 79X. For events that are smaller or not at capacity, we typically deploy fewer coaches on each line.
191003.05	Sue	Chase Center event tickets are also	Diana Hammons	Complete	The transit service agreement with Chase was emailed to

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	Vaughan	Muni passes. What is the funding agreement? How is the SFMTA reimbursed for this? How does the Chase Center agreement pay for the Parking Control Officers (PCOs), and How much are they paying for those PCOs?			the CAC on 11/1/19.
191003.06	Sue Vaughan	Who at the SFMTA is required to file form 700 and where can they be seen?	Keka Robinson-Luqman	Complete	<p>The Form 700: Statement of Economic Interests (SEI) is a form that state and local public officials and designated employees must file to disclose their financial interests when assuming office, annually, and leaving office. Any officer or employee of the City and County of San Francisco who holds a position designated in the Conflict of Interest Code (San Francisco Campaign and Government Conduct Code, Article III, Chapter I) is required to disclose his or her financial interests. Elected officials, department heads, and members of decision-making boards and commissions file with the Ethics Commission.</p> <p>You can search by San Francisco Department at the link below. https://public.netfile.com/pub/?aid=SFO</p>
191107.01	Daniel Murphy	Requested a copy of the plan to build canopies to protect the Muni station escalators.	Siew-Chin Yeong John Becker	Complete	All the metro tunnel escalators are under BART projects. If there are any canopies to be built, BART would be the agency coming up with the plans.

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					The Central Subway escalators will have canopies and or superstructures above them; however, there are no current SFMTA plans to build canopies above existing Muni-only station surface level escalators.
191107.02	Daniel Weaver	Will Central Subway have two elevators per station?	Nadeem Tahir	Complete	Yes. All stations were designed with a minimum two elevators to provide vertical circulation redundancy to insure additional reliability and compliance with ADA requirements. To be really technical, there are two elevators that take passengers from the street to the concourse level and then once the passengers move from the free area into the paid area, there are two other elevators that take passengers from the paid area of the concourse to the platform level. So technically each station has four elevators. Regards.
191107.03	Sue Vaughan	Requested a list of companies that are testing autonomous vehicles on the streets of San Francisco.	Kathryn Angotti	Complete	The CA DMV regulates automated vehicle testing and deployment in the state. Information on the companies testing and the permit requirements can be found here: https://www.dmv.ca.gov/portal/dmv/detail/vr/autonomous/auto The testing permit allows AV companies to test on any public road in California. The CA DMV does not require AV companies to report where they are testing once they receive a statewide permit.
191107.04 Presentation request	Sue Vaughan	Requested a presentation from Accessible services on ADA.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 2/11/20 OCSC meeting.

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191107.05	Sue Vaughan	Requested the anonymous questions sent to Julie Kirschbaum from the companies testing autonomous vehicles.	Julie Kirschbaum	Complete	Transit has no record of anonymous questions.
191107.06	Daniel Murphy	Requested a presentation on the 29 Rapid.	Keka Robinson-Lugman	Complete	This topic is scheduled for the 5/7/20 CAC meeting.
191107.07	Joan Downey	Is the SFMTA working with the Academy of Sciences and the De Young Museum regarding possible road closures?	Sean Kennedy	Complete	No. We don't know anything about potential street closures in or around Golden Gate park.
191120.01 (Email)	Aaron Leifer	Please provide additional detail about the "power issue" that caused the extensive subway disruption on the morning of 11/18. What corrective actions have been taken to prevent this from happening again?	Chris Spain	Complete	<p>The SFMTA had two separate protective relays trip at Laguna Honda Substation, which caused the Substation to shut down. This would have not affected subway service that day had there not been a failure in the underground cable that connects West Portal with Laguna Honda. The cable pull-box had filled with water and the cables inside were corroded.</p> <p>Since the incident, we did testing inside the Substation and did not find any sign of a fault in the equipment. We also tested the relays themselves and did not find any evidence of malfunction. The most likely explanation is that a PG&E power quality issue caused the relays to trip, but we don't have anything like a spike on a voltage readout that can confirm that this is what happened.</p>

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					<p>For the corroded cables, our splicers attempted to repair the corroded wire in the flooded pull box. However, the damage was so severe that it was determined we needed to replace the roughly 250 ft section of cables. We have scheduled this to be replaced during the extended maintenance window in January. To bridge that gap we have connected two feeder sections at Laguna Honda, so in the unlikely event of a re-occurrence, we can still operate the Subway. We also completed a system wide test across our Subway gap breakers, and we did not find any other locations where our ability to back-feed had been compromised.</p> <p>We are not able to totally eliminate the risk of power outages or equipment failures. However, we have several ongoing projects that will strengthen our systems ability to cope with failures in a way that minimizes or eliminates the negative effect on service. This includes battery bank upgrades, reconfiguring vulnerable feeder sections, replacing manual switches with new remotely operated switches and upgrading our primary PG&E service.</p>
191120.02 (Email)	Aaron Leifer	Text alerts about service disruptions are great, but often seem to take too much time to go out. Many times, the initial disruption text arrives just minutes before the subsequent text	Rick Banchemo Lupita Ibarra	Complete	The SFMTA does its best to get messaging out as quickly as possible upon learning of a delay/incident. Alerts are generated from Public Information Officers (PIO) in the Transit Management Center (TMC) and there are times when a delay might be underway but the TMC has not yet

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		stating the issue was resolved. What is the agency doing to send out initial service alerts faster, in a manner more immediate to the disruption occurring?			<p>been notified as the operator maybe in the process of trying to resolve the situation before calling in to request help.</p> <p>There are also times when PIOs will be notified of a delay as soon as it comes in and as soon as it is sent, they get the notification that the delay has cleared. In this situation, it is possible that a customer could get a delay message and a clear message within a very short time frame and think that SFMTA was slow to send out the first alert when in fact it was the delay that cleared in quick order.</p> <p>SFMTA is working to redefine the roles in the TMC to recognize and stress the importance of information sharing to the public during incidents.</p>
191120.03 (Email)	Aaron Leifer	Does the SFMTA have a stated policy about folks bringing scooters (foldable, motorized, or otherwise) on Muni vehicles and into stations?	Sandra Padilla	Complete	<p>Yes. This policy lives in the Bikes on Muni page and states the following:</p> <p>Rules for Folding Bicycles and Scooters (Powered and Non-Powered):</p> <ul style="list-style-type: none"> • Must be folded and kept with their owner. • Must be carried in folded position on board vehicles, around stations and on platforms. • Cannot be placed on or block seats. • Cannot not interfere with customer movement. • Cannot block wheelchair access and movement.
191205.01	Daniel	Requested a presentation on the 38	Keka Robinson-	Complete	This topic is scheduled for the 4/2/20 CAC meeting.

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Presentation request	Weaver	Geary BRT.	Luqman		
191205.02	Sue Vaughan	What percentage of the costs for Van Ness BRT and Geary BRT are related to underground work?	Kannu Balan	Complete	<p>Underground work has several components, such as sewer, water, traction power(duct bank), AWSS, pole foundation etc.</p> <p>But, if we are only talking about just major underground work , it will be Sewer, AWSS, Duct bank and water For Van Ness BRT, it is about 17% comparing to the contact bid items.</p> <p>For Geary BRT, the scope from PUC for water/sewer are not quantified and priced, so we have no information yet, also not clear at this time, if PUC work will be done before Geary BRT.</p>
191205.03	Sue Vaughan	Requested a copy of the clarifications to the transportation code regarding the curb management strategy.	Alex Jonlin	Complete	<p>Here's the list of specific clarifying edits we're proposing:</p> <ol style="list-style-type: none"> 1. Remove the definition of "Park" from the Transportation Code or revise it and add a definition of "Stop" to conform with the CVC. <ul style="list-style-type: none"> o The Transportation Code definition of "park" conflicts with the CVC definition 2. Remove specified hours for apartment building white zones from the code, clarifying that effective hours are listed on signage and/or stenciled on the curb.

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					<ul style="list-style-type: none"> ○ The Code restricts staff's ability to tailor hours to specific circumstances <p>3. Clarify that religious institutions and performance venues must clearly post hours of services or performances in a format provided by the SFMTA adjacent to the white zone.</p> <ul style="list-style-type: none"> ○ Religious institution loading zones are in effect "during posted services" while those next to performance venues are sometimes "during performances" ○ There is no standard for posting service and performance times
191205.04	Sue Vaughan	If a person is cited for being parked in a white zone designated as a stand, what is the California vehicle code violation?	Alex Jonlin	Complete	A person parking in a taxi/tour bus/shuttle stand can be cited with violation of SF Transportation Code Section 7.2.38, Parking in Stands. Designating parking or loading space for use by a certain class of vehicle only is authorized by CVC 22507(a).
191205.05	Sue Vaughan	Requested a presentation on TNCs and their impact on Muni and traffic congestion.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 7/2/20 CAC meeting.
191205.06	Joan Downey	How does the SFMTA keep track of bunches and gaps, is there a process in place to measure bunches and gaps, is the data saved somewhere, and is	Travis Fox Lupita Ibarra	Complete	<p><u>Travis:</u> With the most recent Strategic Plan we converted to measuring just gaps.</p> <p>The dashboard showing how we track it for the Plan and</p>

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		<p>there a historical database of arrival and departure times?</p>			<p>the methodology can be found here along with some data that can be downloaded:</p> <p>https://www.sfmta.com/reports/percentage-muni-trips-service-gaps</p> <div style="border: 1px solid black; padding: 5px;"> <p>Percentage of Muni Trips with Service Gaps SFMTA</p> <p>Tracking and reducing service gaps helps to improve the reliability and attractiveness of Muni as a travel option. The SFMTA has begun using a new vehicle locating system to measure service gaps based on departure times, rather than arrival times as in the previous system. This is consistent with ...</p> <p>www.sfmta.com</p> </div> <p>Lupita: The SFMTA actively tracks bunches and gaps.</p> <p>This metric tracks the reliability of schedule adherence through bus bunching and gaps. Bunching is defined as transit trips that have less than a 2-minute spacing between vehicles by route. Gaps are defined as transit trips where gaps in service exceed scheduled headway by more than five minutes by line and route.</p> <p>Currently, the scheduled headways in Trapeze are</p>

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					<p>compared with the actual headways according to OrbCad departure times at timepoints along each route.</p> <p>Information can be access here: https://sfgov.org/scorecards/transportation</p>
191213.01 (Email)	Aaron Leifer	<p>1. During the service disruption on 12/13/19, where an electric line was down at Duboce and Church, why was the J line forced to turn back at 22nd Street instead of Market? I assume it has to do with where the overhead lines can be de-energized, but having no cutoff between 22nd and Duboce seems like a huge point of failure, as it was today. This necessitated bus shuttles, further inconvenienced passengers, and stranded several Muni vehicles left without power. Are there plans to fix the system allow the J to switchback instead at Market in cases like what happened today? If not, why not?</p> <p>2. Also, when the J cannot operate in the subway, why can't it be removed from the platform displays? During the disruption it displayed wildly</p>	Lupita Ibarra	Complete	<p>The incident impacted the N Judah and J Church. We operated the following service plan:</p> <ul style="list-style-type: none"> • A bus bridge was established on the N Judah between Hillway and Church Station. • On the J Church, a bus bridge was established between 22nd and Church Station. Unfortunately, trains were not able to use Church and Market to turnback trains as the switch was under repair. The switch is now available for service and in the event we encounter a similar situation, our expectation is to shuttle passengers to Church Station. <p>The station sign and PA system is capable of suppressing the display of predictions and arrival announcements for individual lines on each station sign. If a service disruption prevents Muni from running a line to a particular station, Transit Management Center (TMC) staff can remove that line from the displays in that station. In the case of the service disruption on 12/13, we should have removed the J from the station signs once the turnbacks and bus shuttles started, and we will do so if a similar disruption</p>

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		inaccurate estimates of 45+ minute wait times. This further confuses customers in addition to inconveniencing them.			occurs in the future.