



# San Francisco Municipal Transportation Agency Citizens' Advisory Council

Administration, Operations, & Customer Service Committee

**MINUTES** • Meeting Date: May 19, 2022

## **REGULAR MEETING**

4 p.m.

Due to the COVID-19 health emergency and to protect our Council Members, SFMTA staff, and members of the public, the SFMTA Meeting Room (Union Square Conference Room) is closed.

Members of the public are encouraged to participate remotely. If you want to ensure your comment on any item on the agenda is received by the Council in advance of the meeting, please send an email to [CAC@sfmta.com](mailto:CAC@sfmta.com) by 5 p.m. on the Wednesday before the meeting, or call (415) 646-2388.

## **REMOTE MEETING ACCESS**

WATCH: (link can be found online <https://www.sfmta.com/calendar/administration-operations-and-customer-service-committee-aocsc-regular-meeting-may-19-2022>)

PUBLIC COMMENT CALL-IN: (415) 915-0757 | Conference ID: 462 809 138#

## **SFMTA CITIZENS' ADVISORY COUNCIL MEMBERS**

Chris Arvin, Chair  
John Lisovsky  
Karim Salgado  
Susan Vaughan

## **COUNCIL LIAISON**

Christine Silva

## **COUNCIL SECRETARY**

Keka Robinson-Luqman



## **ORDER OF BUSINESS**

### 1. Call to Order

Chair Arvin called the meeting to order at 4:10 p.m.

### 2. Roll Call

AOCSC members present at Roll Call: Chris Arvin, John Lisovsky, Karim Salgado, and Sue Vaughan

CAC members present: Michael Chen and Aaron Leifer

### 3. Announcement of prohibition of sound-producing devices during the meeting.

No announcement was made.

### 4. Approval of Minutes:

No public comment.

On motion to approve the minutes of November 18, 2021:

ADOPTED: AYES –Chris Arvin, John Lisovsky, Karim Salgado, and Sue Vaughan

### 5. Report of the Chair (For discussion only)

Chair Arvin reported that if anyone has ideas for future presentations to let them know and they would work to get those on future AOCSC meeting agendas.

### 6. Public Comment

Edward Mason stated that the new shelter signs do not display the time.

## **REGULAR CALENDAR**

7. Presentation, discussion, and possible action regarding bikeshare pricing. (Adrian Leung, Manager, Bikeshare & Bike Parking Program. Explanatory documents include a slide presentation.)

### PUBLIC COMMENT:

Edward Mason stated that bicycles block the flow of traffic. There's a failure to ride in the designated bike lanes. The marketplace will determine whether this is a success or not.



#### AOCSC Motion 220519.01

The SFMTA CAC recommends a simpler, more transparent Bay Wheels pricing schedule that:

1. Increases ridership to promote the city's climate and mode shift goals
2. Demands financial modeling from Lyft to show the impact of its price schedule on revenue and ridership
3. Communicates prices upfront and reduces sticker shock for new riders, who can pay \$10 for a 15-minute ride
4. Reduces and simplifies the number of fees which cause confusion to riders: unlock fee, ebike per-minute fee, out-of-dock parking fee
5. Limits monthly membership costs to no more than 150% of annual membership (e.g. for \$169 annual = \$14/month, the cap for monthly is \$21/month)
6. Clearly marks special zones that cap or waive fees in the app for transparency
7. Better incentivizes riders who return ebikes to stations and load balance the network, lowering operational costs
8. Expands eligibility and uptake for Bikeshare for All
9. Sets an expectation for revenue that does not meet cost recovery

On motion to approve:

ADOPTED: AYES –Chris Arvin, John Lisovsky, Karim Salgado, and Sue Vaughan

#### AOCSC Motion 220519.02

Whereas the costs of bikeshare rides and memberships – especially with regards to e-bikes – has made bikeshare unaffordable and SFMTA stats show that high prices are discouraging ridership, the SFMTA CAC urges the SFMTA to not pursue renewals of bikeshare agreements with Lyft and encourages the SFMTA to support and work towards a program that is publicly-operated or operated with a not-for-profit partner.

On motion to approve:

ADOPTED: AYES – Chris Arvin, Karim Salgado, and Sue Vaughan  
ABSENT – John Lisovsky

#### 9. Council Member Information and Agenda Item Requests. (For discussion only)

John Lisovsky asked what the average trip distance, trip time, and trip cost for classic and e-bikes respectively in the Bay Wheels system for the region.



John Lisovsky asked how long the typical e-bike goes between repairs.

PUBLIC COMMENT:

Edward Mason suggested a presentation on the new displays at the bus stops to see if they are going to be redesigned to display the time of day.

**ADJOURN** - The meeting was adjourned at 6:20 p.m.

Submitted by:

A handwritten signature in black ink, appearing to read 'KAR Luqman'.

Keka Robinson-Luqman  
SFMTA CAC – Secretary



## ACCESSIBLE MEETING POLICY

The Municipal Transportation Agency Citizens' Advisory Council will meet in the Union Square Conference Room at One South Van Ness Ave. 7<sup>th</sup> Floor, San Francisco, CA. The closest accessible BART station is the Civic Center Station at United Nations Plaza and Market Street. Accessible MUNI lines serving this location are: Muni Metro Lines J-Church, K-Ingleside, L-Taraval, M-Ocean View, N-Judah and T-Third at Van Ness and Civic Center Stations; F-Market-Wharves; 47-Van Ness; 49-Mission-Van Ness; 6-Haight-Parnassus, 21-Hayes; 9-San Bruno; 7R-Haight-Noriega Rapid; 9R-San Bruno Rapid; and 7-Haight-Noriega. For information about MUNI accessible services call 701.4485.

The meeting room is wheelchair accessible. There is accessible parking available within the Civic Center Underground Parking Garage at the corner of McAllister and Polk Streets, and within the Performing Arts Parking Garage at Grove and Franklin Streets.

To obtain a disability-related accommodation, including auxiliary aids or services, or to obtain meeting materials in alternative format, please contact Keka Robinson-Luqman at 415.646.2388. Providing at least 72 hours' notice will help to ensure availability. Written reports or background materials for calendar items are available for public inspection and copying at 1 South Van Ness Ave. 7<sup>th</sup> Floor during regular business hours and are available on-line at [www.sfmta.com/cac](http://www.sfmta.com/cac). Public comment will be taken on each item before or during consideration of the item.

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Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact Administrator, by mail to Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco CA 94102.4689; by phone at 415 554.7724; by fax at 415 554.7854; or by email at [sotf@sfgov.org](mailto:sotf@sfgov.org).

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at <http://www.sfgov.org>.

## LANGUAGE ASSISTANCE



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