

**S. F. Municipal Transportation Agency Citizens' Advisory Council  
City & County of San Francisco  
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Reference Number	By	Request	Staff Responsible	Status	Response
160107.01	Daniel Murphy	What is the SFMTA's policy for citing vehicles without a license plate?	Camron Samii	Complete	<p>If the vehicle is parked in violation (any parking violation), the PCO will issue a citation using the Vehicle Identification Number (VIN).</p> <ul style="list-style-type: none"> <li>• If no VIN is available, PCO may cite and tow vehicle under the authority VC22651J (No ID) – must be in violation of a parking restriction</li> <li>• As a rule, vehicles without plates, not registered, not in violation of any parking rule is a matter for the police department.</li> </ul> <p>SFMTA PCOs do not have the authority to enforce non-registration of vehicles. For clarification, PCOs can cite for expired tabs displayed on CA license plates.</p>
160107.02	Sue Vaughan	Schedule AB61 for discussion.	Roberta Boomer	Complete	<p>AB 61 did not meet committee deadlines for measures introduced in the first year and is effectively dead. The author has introduced AB 1641 which is essentially the same bill. Since the SFMTA is in litigation on the topic of this legislation, we will continue to monitor the bill but we are not taking a position and nor will we be able to discuss the bill with the CAC. At the direction of Chair Weaver, this request has been tabled for now.</p>
160107.03	Daniel Murphy	What is the SFMTA's position about a merger between MTC and ABAG?	Kathryn Angotti	Complete	<p>The SFMTA does not currently have a position on AB X1 24 (Levine and Ting) which would merge the MTC and the Bay Area Toll Authority into a new Bay Area Transportation Commission comprised of elected, rather than appointed, commissioners. However, the SFMTA will</p>

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					continue to monitor it.
160111.01 (Email)	Sue Vaughan	Are there any plans to convert flag stops at Quintara and 19th Avenue and 14th Avenue and Santiago into regular stops?	Sean Kennedy	Complete	We do not currently have plans to convert the flag stops at Quintara & 19th Avenue or 14th Avenue and Santiago. Staff will evaluate the ridership, estimated parking loss and other factors.
160111.02 (Email)	Sue Vaughan	Are there any plans to increase traffic control at the corner of 39th Ave and Quintara to allow the 48 Quintara bus to complete its route?	Sean Kennedy	Complete	We do not have plans to increase traffic control at this time.
160111.03 (Email)	Sue Vaughan	Are there any plans to reinstate the 48 Quintara route to the Great Hwy in the evenings?	Sean Kennedy	Complete	The 48 Quintara service expansion will be considered in the upcoming budget discussions as part of a larger discussion on whether to invest further in the existing service to further improve on time performance or to increase the service an additional 2%.
16118.01	Sue Vaughan	Number of private, commuter shuttles currently permitted to operate as part of the commuter shuttle program	Carli Paine	Complete	Most of this information is on our website at: <a href="https://www.sfmta.com/news/project-updates/commuter-shuttle-pilot-frequently-asked-questions">https://www.sfmta.com/news/project-updates/commuter-shuttle-pilot-frequently-asked-questions</a>  17 commuter shuttle operators hold permits. 850 vehicles have placards-- many companies get placards for all of their vehicles, or at minimum for back-up vehicles, since not all vehicles run the same routes every day.
16118.02	Sue Vaughan	Number of public bus stops and white zones that are currently part of the program	Carli Paine	Complete	See: <a href="https://www.sfmta.com/sites/default/files/projects/2015/Shuttles%20Network%20150818%20%28list%29.pdf">https://www.sfmta.com/sites/default/files/projects/2015/Shuttles%20Network%20150818%20%28list%29.pdf</a>

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					for a complete list and count of shared Muni and Commuter Shuttle Only zones in the designated network
16118.03	Sue Vaughan	Number of white zones that are for the exclusive use of commuter shuttles and the amount paid for this exclusive use	Carli Paine	Complete	Permittees pay \$3.67 per stop event at any zone.
160209.01	Alex Reese	What is the on-time performance of the 52 line?	John Haley	Complete	The On-Time Performance for the 52 line for the past three months are as followed: November 2015: 63.7% December 2015: 62.4% January 2015: 64.8%
160209.02	Steve Taber	How many people were called for the customer survey but said they didn't ride Muni and therefore couldn't participate in the survey.	Candace Sue	Complete	553 respondents were disqualified because they had not ridden Muni in the past 6 months.
160215.01 (Email)	Neil Ballard	The AC units on Breda streetcars dripping water. What is the state of repair of AC units on the Breda streetcars?	John Haley	Complete	The HVAC units were last overhauled 10 years ago and are due for another overhaul. We are currently in the planning and funding request stage. It is anticipated that selection of an overhaul vendor will happen later this year.
160215.02 (Email)	Neil Ballard	Is re-railing of the streetcar tracks going to be a part of the current construction on West Portal Avenue?	Vince Harris	Complete	Neither DPW's paving contractor nor our Job Order Contractor are working on West Portal at this time. And, we currently do not show any prioritized rail replacement projects in the West Portal area, other than our work in Twin Peaks Tunnel.
160226.01 (Email)	Frank Zepeda	What is the status on the installation of the ADA stanchions on the ADA seats in the older fleet - Neoplan buses, ETI	Neal Popp	Complete	Parts begin arriving in mid-March. We expect all deliveries in by the end of April. Each fleet will be retrofit as parts for that fleet arrive and we expect to complete all affected

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		trolleys, Orion buses?			buses by late July 2016.
160303.01	Sue Vaughan	What is the number of hours that staff volunteered to SB50 and total number of SFMTA staff?	Candace Sue	Complete	91 SFMTA staff worked a total of 458 hours and 13 Transitional Work Program staff worked 896 hours. Combined 104 volunteers worked 1,354 hours.
160303.02	Sue Vaughan	What was the final cost of SB50?	Candace Sue	Complete	\$2,720,522 including net revenues
160303.03	Neil Ballard	Ridership statistics from regional providers for Superbowl50.	Candace Sue	Complete	<ul style="list-style-type: none"> <li>• BART – 3,419,720 (an increase of 630,880) over expected for Jan</li> <li>• Presidio Trust - 14.2% increase (January 16th-24th: 6,198 passengers and January 30th-February 7th: 7,147 passengers)</li> <li>• WETA - For the nine-day period of enhanced ferry service, SF Bay Ferry ridership totaled</li> <li>• 68,833 compared to 37,965 during a similar timeframe*: an 81% increase.</li> <li>• CalTrain – More than 15,000 trips between events in San Francisco and Santa Clara on Saturday on Feb. 6</li> <li>• VTA – 9,500 passengers delivered on SB50 Sunday</li> </ul>
160303.04	Mark Ballew	Provide the study for Market St. light retiming.	Britt Tanner	Complete	While we have developed a new signal timing scheme for Market Street, there is no prepared report. We however will be available on June 14 to update the OSCS on the proposed changes to the signal timing on Market.
160303.05	Joan Downey	Buses on Geary run every two minutes. If adding transit preferential signals, how will that work if buses are coming	Julie Kirschbaum	Complete	In the past, we have had signal priority that was unconditional, meaning any bus that arrived at the intersection would get priority on a first come first service

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		so often?			basis. This works well when only a few locations have signal priority, but would be less effective over time as more routes are equipped. You could run into a situation where a local bus headed outbound in the morning peak might get priority instead of a crowded rapid bus. To address this problem, our buses are currently being equipped with smarter conditional signal priority. This will allow us to develop logic rules so that if multiple buses get to the intersection at the same time, we can manage which bus gets priority. This upgrade is currently under construction.
160303.06	Dorris Vincent	What was decided about the 19 Polk running from the shipyard? What's the plan?	Julie Kirschbaum	Complete	No final decisions have been made about the 19 Polk. The recommendation to restructure the 19 Polk and 48 Quintara/24th Street was included in the equity strategy for staff to pursue. The next steps are to collect public feedback and share the potential project benefits with key stakeholders. Staff committed to include info about the 19 Polk when it presents the next Muni Forward report to the CAC.
160303.07	Sue Vaughan	What is the total number of operating Muni vehicles broken down by type and condition? -- LRV -- Electric trolley -- Diesel -- Hybrid	Roberta Boomer	Complete	The information is available in the SFMTA's Short Range Transit Plan: <a href="https://www.sfmta.com/sites/default/files/reports/2015/SFMTA%20Short%20Range%20Transit%20Plan%20FY2015-FY2030%20-%20final%20for%20print.pdf">https://www.sfmta.com/sites/default/files/reports/2015/SFMTA%20Short%20Range%20Transit%20Plan%20FY2015-FY2030%20-%20final%20for%20print.pdf</a>  Discussion regarding the fleet begins on page 68.

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		-- LRV undergoing repair -- Electric trolley undergoing repair -- Diesel undergoing repair -- Hybrid undergoing repair																																	
160303.08	Sue Vaughan	What is the total number of shuttle companies with permits to operate shuttles in public bus stops and white zones as of March 1, 2016?	Alex Jonlin	Complete	Fifteen																														
160303.09	Sue Vaughan	What is the number of collisions over the past five years, broken down by number of injuries or fatalities?	Mari Hunter	Complete	<p>San Francisco Traffic Deaths, 2011-2014 (adjusted to include deaths that occurred at a freeway ramp intersection with a City Street):</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Victim/Year</th> <th>2011</th> <th>2012</th> <th>2013*</th> <th>2014**</th> <th>2015**</th> </tr> </thead> <tbody> <tr> <td>People Killed While Walking</td> <td>17</td> <td>16</td> <td>21</td> <td>19</td> <td>19</td> </tr> <tr> <td>People Killed While Biking</td> <td>3</td> <td>1</td> <td>4</td> <td>3</td> <td>4</td> </tr> <tr> <td>People Killed in Vehicles</td> <td>8</td> <td>12</td> <td>9</td> <td>7</td> <td>7</td> </tr> <tr> <td><b>Total</b></td> <td><b>28</b></td> <td><b>29</b></td> <td><b>34</b></td> <td><b>29</b></td> <td><b>30</b></td> </tr> </tbody> </table> <p>*Traffic Deaths from 2013 by SFPD. **Traffic Deaths are reported using the Vision Zero Traffic Fatality Protocol based on data from the Office of the Medical Examiner and SFPD</p>	Victim/Year	2011	2012	2013*	2014**	2015**	People Killed While Walking	17	16	21	19	19	People Killed While Biking	3	1	4	3	4	People Killed in Vehicles	8	12	9	7	7	<b>Total</b>	<b>28</b>	<b>29</b>	<b>34</b>	<b>29</b>	<b>30</b>
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160324.01	Sue	According to 311, the Department of	Camron Samii	Complete	The SFMTA has increased our presence and enforcement																														

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	Vaughan	<p>Parking and Traffic referred complaints about Chariot operating illegally in the public bus zone on Pine Street in the Financial District (Complaint #: 5676750) and double parking on Geary Blvd at 19th Avenue (Complaint #: 5676795), both on March 21, 2016, to Shuttle Enforcement.</p> <p>I would like to know the follow up. What steps has Shuttle Enforcement and/or any other agency or office taken in response to these complaints?</p>			and is currently focusing on Polk, California and Broadway. With respect to specific locations, we request Council members to provide specific times when they see violations occurring so Enforcement can do our best to address issues at these locations.
160407.01	Sue Vaughan	I would like more information about Chariot and what's going on with jitneys	Roberta Boomer	Complete	A presentation regarding jitneys is already scheduled for a future committee meeting in the Fall of 2016.
160407.02	Dorris Vincent	I would like a report on plans in and around the shipyard in the next Muni Forward update	Roberta Boomer	Complete	We will include information in the next Muni Forward report.
160412.01	Joan Downey	What is the impact of the Commuter Shuttle Bus Program on the 48 Quintara schedule?	Julie Kirschbaum	Complete	The commuter shuttle bus program has not had an impact on the 48 Quintara schedule. Service planning reviews every stop that is being considered for shuttle service to minimize negative impacts on Muni.
160412.02	Joan Downey	Who makes the policy and pricing decisions on temporary parking signs and what are the decisions based on?	Sonali Bose	Complete	These signs are based on a cost recovery calculation – fees are set to cover the costs of the signage program. The fees are approved by the MTA Board during the budget process. The MTA Board has a policy that all programs must be on a cost recovery basis to ensure these programs

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					are not subsidized and funds are available for Muni.
160412.03	Joan Downey	Is the SFMTA looking into an alternative to the current curb ramps that they are installing since lawsuits have been filed in some cities because riders with walkers and wheelchairs have a hard time on them?	Ricardo Olea	Complete	Curb ramp designs are not SFMTA. The issue can be referred to Public Works for a response. Best person is Kevin Jensen, he's the city expert on curb ramp design.
160412.04	Joan Downey	Will the ATCS system be upgraded to reflect the new crossovers? What will it cost? What is the timing?	Kenny Ngan	Complete	The ATCS system upgrade for the new crossovers is a couple of years out. We currently have other upgrades already in contract that will take us to end of 2017.
160412.05	Joan Downey	Will the classic street cars be able to run on the new Mission Loop track so they don't have to use double-ended cars?	Roberta Boomer	Complete	The Mission Bay Loop project will be scheduled for discussion at the August OCSC meeting
160412.06	Joan Downey	Where will the historic line trains or light rail vehicles layover if they were to use the Mission Bay Loop and what will be the traffic impact?	Roberta Boomer	Complete	The Mission Bay Loop project will be scheduled for discussion at the August OCSC meeting
160412.07	Joan Downey	Will the new tracks in the Sunset Tunnel make it so that the speed will be increased on the N-Judah line inside the tunnel?	John Haley	Complete	We do not have plans to increase speed in the Sunset Tunnel. It (speed) is not restricted now because of track.
160412.08	Joan Downey	What are the details of an incident on the night of Saturday, April 9th, where there was a vehicle in the Sunset Tunnel?	Sabrina Suzuki	Complete	On April 9 <sup>th</sup> , an auto near the track way at 23:34 hours at 19 <sup>th</sup> Avenue and Junipero Serra, inbound. SFPD responded and the car was cleared from the track. No service delay. Cleared at 24:31.
160412.09	Mark	Has there been communication from the	Roberta Boomer	Complete	The Mission Bay Loop project will be scheduled for



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	Ballew	Mission Bay Loop Project with PG&E as part of the Dig Once policy to see if utilities need to be undergrounded or added?			discussion at the August OCSC meeting
160417.01 (Email)	Joan Downey	What is the service plan for 4/20?	Roberta Boomer	Complete	Muni is rerouting the 33, 6, 7, 7R, 37, 43, NX, 76X around the street closures once instructed by PD.  Muni is also adding three additional 7-line shuttles to help alleviate the load on this line for our regular riders. These 3 shuttles will travel to and from Haight & Masonic and Civic Center Bart (Market & 8 <sup>th</sup> ).
160428.01 (Email)	Joan Downey	Is it possible that the muni lines and/or TPS could be causing non-cable TV interference? Can anything be done so this doesn't happen?	Sabrina Suzuki	Complete	Signal Maintenance nor Construction staff believes that there is anything they are doing to affect cell phone and cable lines in that area.
160505.01	Sue Vaughan	What is the link to the online complaint form for the Commuter Shuttle Program?	Carli Paine	Complete	People may find a button for contacting 311 using an e-form that is specific to commuter shuttle issues on the landing page of the commuter shuttle program page ( <a href="https://www.sfmta.com/projects-planning/projects/commuter-shuttle-program-2016-2017">https://www.sfmta.com/projects-planning/projects/commuter-shuttle-program-2016-2017</a> ). They may also call 311 and their complaints will get put into the commuter shuttle queue and responded to/followed up on by the commuter shuttle team.
160505.02	Sue Vaughan	Have the hearings on Chariot been scheduled by the Board of Supervisors?	Roberta Boomer	Complete	Meeting information for the Board of Supervisors is available at: <a href="http://www.sfbos.org/">http://www.sfbos.org/</a>
160505.03	Alex Reese	When will the Radio Replacement project be heard at a committee	Keka Robinson-Luqman	Complete	The project is scheduled for the August 24 EMSC meeting.

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		meeting?			
160505.04 (Email)	Joan Downey	Commuter shuttle buses are driving on Waller Street. Waller is not an arterial street but it is marked on the commuter shuttle map as unrestricted. Why are they allowed on this narrow residential street? Was there community outreach in drawing up this map? Is the map wrong? Have the commuter bus companies been told not to pay attention to the map?	Carli Paine	Complete	According to the map that the SFMTA got from Caltrans, Waller is designated as an arterial street between Stanyan and Masonic.
160505.05	Sue Vaughan	Who is on the team that came up with the list of measures? Please provide a copy of the Transportation Demand Management Ordinance.	Carli Paine	Complete	Staff who have contributed to the menu for the TDM Ordinance:  Carli Paine, SFMTA Viktoriya Wise, SFMTA Sonali Bose, SFMTA Monica Munowich, SFMTA  Michael Schwarz, SFCTA Drew Cooper, SFCTA Ryan Greene-Roesel, SFCTA  Wade Weitgreffe, SF Planning Rachel Schuett, SF Planning Heather Jones, SF Planning Sarah Jones, SF Planning

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					<p>Amnon Ben-Pazi, SF Planning</p> <p>This work built off data analysis and review of measures by Fehr &amp; Peers.</p> <p>We are in the process of finalizing the technical justification documents that explain how measures were identified, considered, and evaluated. These will be posted publicly towards the end of the month (May).</p> <p>Here is the link to the Planning Commission staff report: <a href="http://commissions.sfplanning.org/cpcpackets/2012.0726PCA.pdf">http://commissions.sfplanning.org/cpcpackets/2012.0726PCA.pdf</a></p>
160602.01	Joan Downey	Will there be internet connection in the tunnels? Was anything put in the Sunset tunnel to make internet connection easier?	Tess Kavanagh	Complete	<p>There is currently no internet connection available in Sunset Tunnel and there are no internet infrastructure improvements included in the current Sunset Tunnel project.</p> <p>There is a plan in development for BART to install new cellular data coverage within the main subway and Sunset tunnels in the next 4-5 years.</p>
160602.02	Alex Reese & Stephen Cornell	What is the total number of citations that have been issued to Chariot? What were the violations for these citations? Have the citations been paid?	Diana Hammons	Complete	The vehicles Chariot uses are not registered in their name and we can only search records by registered owner or license plate number. Without a list of plates, we cannot provide this information.
160707.01	Daniel Murphy	The SFMTA recently conducted a survey regarding the commuter shuttle	Roberta Boomer	Complete	The commuter shuttle program is scheduled for the October 6 <sup>th</sup> CAC meeting.

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		program moving to hubs. What were the outcomes of this survey and what are the SFMTA's next steps in terms of policy?			
160727.01	Frank Zepeda	Frank Zepeda inquired about the plan for maintenance on buses that will be air-conditioning. He would like to know where the maintenance will be done and whether a retrofit of the facility will be needed to accommodate air-conditioning maintenance.	Lisa Chow	Complete	The air conditioning units will be maintained at each bus yard that has buses AC equipped. The maintenance work will be done in house.
160728.01 (Email)	Mark Ballew	What are the traffic and/or transit plans along Portola in the area of the School of the Arts?	Ricardo Olea	Complete	Thank you for bringing this to our attention. Neither Service Planning nor Traffic Engineering have plans at this time for this area. We will send inspectors to the area to review the signal timing and check for speeding vehicles.
160804.01	Steve Taber	The merchants of Russian Hill are concerned about the Polk Streetscape Project construction. Who should they contact to get more information about the project?	Luis Montoya	Complete	Matt Lasky is the project manager. His email address is Matt.Lasky@sfmta.com and phone number is (415) 701-5228  The link to the project webpage is: <a href="https://www.sfmta.com/projects-planning/projects/polk-streetscape-project">https://www.sfmta.com/projects-planning/projects/polk-streetscape-project</a> People can sign up via the SFMTA website to get project updates automatically.
160804.02	Joan Downey	Is paratransit on-time performance part of the service standards? If not, can it be	Roberta Boomer	Complete	The SFMTA tracks on-time reliability as part of the Paratransit Service Standards, but they are not included in

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		added to the service standards?			the SFMTA Strategic Plan standards. We will consider incorporating paratransit on-time performance when we begin developing draft metrics for the next strategic plan later this fiscal year. Staff will present to the CAC early in the process.
160804.03	Joan Downey	What can be done to keep the protected bike lanes clean?	Roberta Boomer	Complete	Street cleaning is within the jurisdiction of the department of Public Works.
160804.04	Joan Downey	Tourists often ask drivers on the 43 Masonic line if the bus goes to Golden Gate Park and drivers say that they don't know. Are drivers given any information about attractions on or near their routes?	Kenneth Anderson	Complete	Operators are trained for a period of approximately nine weeks in a variety of areas such as Pre-Trip Inspection, Skills Training, Passenger Management, Emergency Management and Route Instruction. Route instruction is often enhanced by the use of landmarks and other features.
160804.05	Joan Downey	Does the group in charge of landscaping plans consider using native plants for future landscaping projects?	Sabrina Suzuki	Complete	We maintain existing landscape and we use native plants as much as we can. We currently maintain Richard Gamble Park, Forest Hill Park, Dog Patch Park, West Portal, and many more areas around the city.  Native plants we use are Ceanothus, (California lilac), Monterrey Cypress, Coyote brush, Oak trees, and California Buckeye.
160804.06	Dorris Vincent	How do I request T-stripe parking lines on my block so that drivers are required to park within those lines?	Tom Folks	Complete	The SFMTA does not mark parking spaces in residential areas.
160809.01	Mark Ballew	How will the crossover on the K line in front of City College of San Francisco be arranged for the K line reroutes during	Cristina Padilla	Complete	SFMTA will install a temporary crossover on Ocean Ave in front of City College of San Francisco to accommodate the upcoming K-line reroutes. During reroutes, a vehicle will

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		the Balboa Park Station project construction?			finish its trip at the terminal. Before continuing onto the next trip in the opposite direction, this location will serve as a layover for operators to take their breaks.
160812.01 (Email)	Stephen Cornell	What is the data on differences in speed, both in percentage and miles per hour for buses on Van Ness, North of Market St. since July 4th?	Sabrina Suzuki	Complete	<p>The information below represents the average speed for the 47 and 49 routes between Market and Union streets. In general, travel times have improved since May 2016, because we removed several bus stops. Travel speeds have reduced somewhat from July to August, which may be attributable to seasonal variation such as the start of school. We will continue to monitor closely throughout the Van Ness BRT construction process.</p> <p>A chart with this information was provided to the CAC on 10-27-16.</p>
160824.01	Dorris Vincent	The SFGo program was supposed to be finished in 2003. Was it accomplished?	Cheryl Liu	Complete	<p>SFgo commenced in early 2000, and currently is 75% complete. SFgo provides transit signal priority and emergency vehicle preemption; disseminates real-time traveler information to the public; facilitates and enhances day-to-day transit, parking, and traffic operations; and is upgrading obsolete traffic signal systems.</p> <p>This 20-year program deploys various technologies, including fiber optic and wireless network communications to provide connectivity; allow remote operation and monitoring; Transit Signal Priority and emergency vehicle preempts to prioritize transit and emergency vehicles; advanced pedestrian signals with</p>

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					audible feedback and countdown timers; traffic cameras to monitor and respond to traffic and roadway incidents with minimal delay; and Variable Message Signs to disseminate roadway alerts, safety messages, and parking information to the public.  SFgo expects to complete the program in the next few years, with Capital Improvement Program (CIP) funding that is already in place.
160901.01	Daniel Murphy	Can we get an update on the status of the SFMTA acquiring property for a training yard?	Jason Gallegos	Complete	Approval of the lease with the option to buy property in South San Francisco to accommodate the transit operator training program was not approved by the Board of Supervisors. The SFMTA is now looking into licensing land in Alameda and at the Cow Palace, and is evaluating next steps for longer term alternatives.
160901.02	Joan Downey	Are short turns being added to the N Judah Line? If so, when and why?	Roberta Boomer	Complete	On September 6 the SFMTA added four empty trains per morning, starting in Cole Valley and traveling to the Embarcadero Station. These trains will help reduce crowding and pass ups. This change is made possible because we have increased LRV availability through improved maintenance practices and capital investments.
160901.03	Joan Downey	Can we get an update on the real estate division?	Roberta Boomer	Complete	An update was presented at the October 6 <sup>th</sup> CAC meeting.
160901.04	Joan Downey	Does the SFMTA use robots in their parking lots? If not, will they in the future?	Ted Graff	Complete	While the SFMTA does not employ (or deploy) robots, we are continuously looking for new technology to improve efficiency, safety, and security for our facilities.

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160901.05	Joan Downey	Has the SFMTA considered selling the air rights to the different facilities that they own?	Kerstin Magary	Complete	Yes. The SFMTA is actively looking at complementary development opportunities at a wide range of sites under SFMTA's jurisdiction.
160901.06	Joan Downey	Has the SFMTA considered a regional collaboration regarding shuttle buses?	Francesca Napolitan	Complete	Currently, the SFMTA is focused on managing the Commuter Shuttle Program which regulates commuter shuttle bus activity within San Francisco. We are not currently working with other jurisdictions or agencies on regional strategies.
160916.01 (Email)	Joan Downey	Why does it cost \$1012 to print and post 69 signs for the Cole Valley Fair?	Gretchen Rude	Complete	The fees for temporary parking signs were established by the SFMTA Board of Directors following extensive public review and are intended to recover the SFMTA's costs to fabricate, install, monitor, and remove the signs.
160928.01	Sue Vaughan	Is the State going to take over the commuter shuttle bus program? If so, what have been the communications between the SFMTA and the state?	Francesca Napolitan	Complete	The SFMTA is aware of no such plan.
161006.01	Joan Downey	During a ride on the 43, a man was doing a survey for the SFMTA and the questions included asking about the year a person was born. What survey was this for?	Sabrina Suzuki	Complete	The survey was conducted to gather travel behavior and demographic information about our customers that will help us better plan service as well as meet Federal reporting requirements. We are conducting this survey in partnership with the Metropolitan Transportation Commission, which is implementing similar surveys with all operators in the Bay Area and has provided recommendations on how questions are worded. More information can be found in our recent blog post ( <a href="https://www.sfmta.com/about-sfmta/blog/surveys-muni-better-understanding-our-riders%E2%80%99-">https://www.sfmta.com/about-sfmta/blog/surveys-muni-better-understanding-our-riders%E2%80%99-</a>



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					needs).  One of the critical data points we capture with this survey is age, and we can perform more meaningful analyses if we capture actual age, rather than a range. However, rather than ask for the customer's age directly, we ask for birth year, which is slightly less invasive. All information collected is treated confidentially.
161006.02	Joan Downey	Is the RPP report available?	Kathie Studwell	Complete	The Residential Parking Permit Program reform is scheduled for the November 2016 CAC meeting. The report is not yet available but it will be sent to the CAC when it has been released.
161006.03	Mark Ballew	What is the status on the Sunday parking meter policy? Does the SFMTA plan on bringing it back?	Ed Reiskin	Complete	The SFMTA is not currently exploring changes to the current policy with respect to enforcement of parking meters on Sunday.
161006.04	Joan Downey	How many cars drive into the tunnels?	Sabrina Suzuki	Complete	Less than one vehicle per month drives into the tunnel  2011: 1 2012: 1 2013: 3 2014: 4 2015: 5 2016: 8
161006.05	Sue Vaughan	A copy of the letter sent to Bauer's that removed their suspension from the commuter shuttle program.	Viktoriya Wise	Complete	The letter was provided to the CAC on 10-27-16.
161006.06	Sue	How many SFMTA vehicles can be	Ted Graff	Complete	This information can be found in the SFpark SFMTA

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	Vaughan	accommodated in all of the SFMTA facilities?			Employee Parking Proposal, which was provided to the CAC on 10-27-16.
161006.07 (Email)	Stephen Cornell	What is the "Policy on Employee Parking"?	Ted Graff	Complete	This information can be found in the SFpark SFMTA Employee Parking Proposal, which was provided to the CAC on 10-27-16.
161006.08 (Email)	Stephen Cornell	How many employee parking spaces are at each SFMTA facility?	Ted Graff	Complete	This information can be found in the SFpark SFMTA Employee Parking Proposal, which was provided to the CAC on 10-27-16.
161006.09 (Email)	Stephen Cornell	How many parking spaces are rented for employees on non SFMTA property? Where?	Ted Graff	Complete	This information can be found in the SFpark SFMTA Employee Parking Proposal, which was provided to the CAC on 10-27-16.
161006.10 (Email)	Stephen Cornell	How many street spaces are set aside or made available for SFMTA employees? Where?	Ted Graff	Complete	This information can be found in the SFpark SFMTA Employee Parking Proposal, which was provided to the CAC on 10-27-16.
161006.11 (Email)	Stephen Cornell	How many temporary spaces are made available to SFMTA and other City employees? Where and When?	Sabrina Suzuki	Complete	Flynn and Scott: 225 Potrero: 120 Metro East: 150 Green/Geneva: 175 Cable Car: 77
161006.12 (Email)	Stephen Cornell	How many parking spaces are not charged for at public parking garages? Please list by facility.	Ted Graff	Complete	All of the SFMTA public garages are 100% paid.
161006.13 (presentation request)	Mark Ballew	Requested a presentation on naming conventions for stations.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 11-16-16 EMSC meeting.
161006.14 (presentation request)	Neil Ballard	Requested a presentation on the driver safety ad campaign.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 10-26-16 EMSC meeting.

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161006.15 (presentation request)	Sue Vaughan	Requested a presentation on jitneys.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 4-6-17 CAC meeting
161006.16 (presentation request)	Mark Ballew	Requested a presentation on wayfinding in the subway for the central subway and the new signs they put up.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 5-4-17 CAC meeting.
161006.16 (presentation request)	Sue Vaughan	Requested a presentation on transit oriented developments.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 2-2-17 CAC meeting.
161026.01	Frank Zepeda	Is the Environmental Impact Report for the Geary BRT Project is done? If so, is it possible to receive a draft?	Amiri Wahid	Complete	The Final EIS/EIR remains under review by the Federal Transit Administration, so its release date is still dependent on completion of their review. We intend to release it as soon as we can - within the beginning of next month (Dec. 2016), if possible - with a SFCTA and SFMTA Board hearing date to follow. We will provide the draft as soon as the document is available.
161103.01 (presentation request)	Mark Ballew (OCSC)	Residential Parking Permit reform	Keka Robinson-Luqman	Complete	Tentatively scheduled for the January 2017 OCSC meeting pending confirmation by staff.
161103.02	Stephen Cornell	Requested a copy of parking utilization information for both permitted and non-permitted cars in RPP areas.	Mark Dreger	Complete	This information can be found in the SFMTA Occupancy and Permitted Rates Summary, which was provided to the CAC on 11-22-16.
161103.03	Stephen Cornell	Requested a copy of parking utilization data.	Mark Dreger	Complete	This information can be found in the SFMTA Occupancy and Permitted Rates Summary, which was provided to the CAC on 11-22-16.
161103.04	Joan Downey	Requested a copy of the SFMTA response to the CSFN re: parking data	Mark Dreger	Complete	This response was provided to the CAC on 11-22-16.
161103.05	Stephen	How does the legislative program	Kate Breen	Complete	The legislative program supports the Transit First Policy

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	Cornell	support the Transit First Policy Principle #1?			Principle #1 by providing a framework for the SFMTA to engage in local, state and federal policy initiatives that will or are likely to have a direct impact on San Francisco's transportation system. These include measures related to funding for infrastructure investment across all modes, safety initiatives that support policies such as Vision Zero and a wide range of initiatives that would be deemed to impact the safe and efficient movement of people and goods on the City's transportation system.
161103.06	Joan Downey	Requested a copy of the template for a letter of support of automated speed enforcement.	Kate Breen	Complete	This information was provided to the CAC on 11-22-16.
161103.07	Sue Vaughan	Requested a copy of the documents submitted to the CPUC regarding TNCs.	Kate Breen	Complete	This information was provided to the CAC on 11-22-16.
161103.08	Stephen Cornell	The report that answered all of my questions (RFIs 161006.07-161006.10) was done in 2010. Am I to assume that all of that information is current? Also, there are items listed in that report that were future goals, have those goals been accomplished?	Ted Graff	Complete	All of the info is current. My understanding is that some have been implemented and some have not.
161103.09	Cesar Magdaleno	Youth can only get their passes at two locations. Is there a better way to do this to make it more accessible for youth?	Diana Hammons	Complete	There are four locations that youth can obtain Clipper cards in-person (see link - <a href="https://www.clippercard.com/ClipperWeb/discounts/locations.do#SF">https://www.clippercard.com/ClipperWeb/discounts/locations.do#SF</a> ). Note that the My Transit Plus Kiosks will be closing). Cards may also be ordered online (see <a href="https://www.clippercard.com/ClipperWeb/discounts/yo">https://www.clippercard.com/ClipperWeb/discounts/yo</a>

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					<p><a href="#">uth.do</a>). Youth also receive Clipper cards through the application process for Free Muni. Replacement cards, however, are limited to two locations (Clipper Customer Service at the Ferry Building and Embarcadero BART Station). Having the ability to expand opportunities to obtain replacement cards is a goal for the development of the next generation system.</p>
161116.01	Stephen Cornell	Was there an economic study done for the Geary BRT project? If not, why not? How does the project adhere to the first principle of the Transit first policy of the City Charter?	Colin Dentel-Post  (San Francisco County Transportation Authority)	Complete	<p>Yes, the project team did engage a consultant to produce an economic analysis for the Geary BRT project (attached), although please note that the study was done at a time when the major concern of corridor merchants was loss of parking in the Richmond District, so the analysis focuses on that issue. The project team also conducted a <a href="#">survey of corridor merchants</a> and a <a href="#">survey of customers/visitors to the Richmond District</a>, which found that most customers arrive by walking, taking transit, or biking to the corridor. After these analyses were conducted, the project team developed the current Staff-Recommended Alternative (the Hybrid Alternative), which preserves nearly all parking through the core of the Richmond business district between Arguello Boulevard and 25th Avenue (removing only 20 spaces out of 470 existing on Geary).</p> <p>The broader potential economic effects of the Geary BRT project are discussed as part of <a href="#">Section 4.2, Community Impacts</a> of the Draft Environmental Impact Statement/Environmental Impact Report. In addition, we have</p>

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					<p>looked at case studies of the <a href="#">economic effects of BRT in other cities</a>, although we found only two studies that focused on the retail sector before and after implementation of a BRT project.</p> <p>Overall, the project is consistent with the Transit First policy, including the first principle, in that it would significantly improve transit service and pedestrian safety in the Geary corridor while maintaining traffic circulation and parking/loading as well. Our traffic analysis found that the project would result in fewer vehicle miles traveled and fewer intersections along and near the Geary corridor with high levels of auto delay. While parking spaces would be removed in some locations, primarily near the Fillmore and Masonic underpasses, overall the project would maintain 95% of the public parking supply within 1-2 blocks of the corridor. Therefore, multi-modal circulation and most parking would be maintained even as transit travel times and pedestrian conditions improve.</p>
161116.02	Stephen Cornell	It is my understanding that the 2016 numbers of pedestrian deaths and injuries are up from last year. Is this correct?	Mari Hunter	Complete	<p>That is incorrect. The following link is the October Traffic Fatalities report: <a href="http://visionzerosf.org/wp-content/uploads/2016/10/2016Fatalities_SeptSummaryMemo.pdf">http://visionzerosf.org/wp-content/uploads/2016/10/2016Fatalities_SeptSummaryMemo.pdf</a></p> <p>In the future, please go to the Vision Zero website and find the latest report posted online.</p>
161116.03	Frank Zepeda	Destination signs on the new flyer buses. Why are they two lines? Is it possible to	Sabrina Suzuki	Complete	<p>Since the late 90's the SFMTA has been using two line text. Our current technology allows us to program single lines</p>

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		make it one line or alternate between line name and destination?			that alternate between the line name and destination with a four second gap in between. The potential issue with using the single lines in four second increments is that customers may not see the line name or the display destination in sufficient time, causing them to be confused or unsure what bus to take.
161116.04	Frank Zepeda	What are the boarding statistics (loading and unloading) for the 19 Polk line.	Will Tabajonda	Complete	This information was provided to the CAC on 12-28-16.
161118.01 (Email)	Neil Ballard	Requested a presentation from the SFMTA Real Estate Division regarding the RFP for Central Subway station activation.	Sonali Bose	Complete	The SFMTA is waiting for the City's Department of Real Estate to execute a contract. Information about the results would take six months from the selection.
161123.01 (Email)	Dan Weaver	Does the SFMTA provide traffic control for elementary schools? What is the policy on this? What is the policy on traffic control for PTA meetings at schools?	Luis Montoya	Complete	The SFMTA works with schools to develop pick-up and drop-off plans and conduct spot double parking enforcement either by request of the school or based on complaints from neighbors. We also have adult crossing guards that are assigned to about 100 corners near about 100 schools throughout the City to help children and families cross busy streets during pick-up and drop-off times. However, we don't have the resources to assign SFMTA staff to actively direct traffic at schools on a regular basis. The particular concerns around Alvarado Elementary School are being addressed by our Traffic Engineering team doing an investigation as to whether adequate passenger loading space is provided, our staff reaching out to school administrators to offer to help with a pick-up and drop off management plan, as well as





