



**Information and Presentation Requests Matrix – 2024**

Reference Number	By	Request	Staff Responsible	Status	Response
240104.01 (Email) Presentation request	Sue Vaughan	Streets Division – someone in the general public asked me to ask for a presentation on this. This individual is frustrated because there is no individual assigned to each district in SF. In particular, this person is frustrated because of the amount of traffic on Chain of Lakes.	Ted Graff	Complete	<p>The Chain of Lakes is Recreation and Parks Department, not SFMTA, though SFMTA has been working with RPD on various issues. <a href="https://www.sfmta.com/projects/great-highway-pilot-evaluation-project">https://www.sfmta.com/projects/great-highway-pilot-evaluation-project</a></p> <p>If constituent is upset with Chain of Lakes congestion, they can engage with the RPD process directly. <a href="https://sfrecpark.org/1555/Great-Highway-Pilot-Project">https://sfrecpark.org/1555/Great-Highway-Pilot-Project</a></p>
240104.02 (Email)	Sue Vaughan	Marketing Division – what are members doing to encourage people to take Muni instead of driving or getting an Uber or Lyft (or now, AVs)?	Jean Brophy	Complete	<p>We continue to encourage the public to consider Muni via ongoing messaging channels such as social media (Instagram, Facebook and X or Twitter) and broader messaging efforts.</p> <p>The overall messaging actively promotes Muni service and seeks to make it an easy-to-use, attractive option. You may also have seen recent ridership campaigns late last year on our vehicles and in shelters that promote taking Muni to various neighborhood attractions to support small businesses to shop, dine and play.</p>
240105.01 (Email)	Sue Vaughan	Are there any plans to reroute the 18 so that it also goes to the VA hospital and then extend it to Daly City BART?	Julie Kirschbaum	Complete	<p>We have had some interesting discussions about extending the 18 Route to Daly City with Supervisor Chan's office. However, we do not currently have the resources to make this change.</p>



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		That might relieve some of the traffic going through Chain of Lakes.			It is one of the things we will evaluate in a few years once our funding picture is better.
240105.02 (Email)	Stephen Cornell	Ridership of the "Employee Shuttle Bus" that starts out at 24th and Mission for the last 12 months. Breakdown by each run, day of week	Matthew Lee	Complete	We currently don't have that info but are working to start getting that information.
240309.01 (Email)	Robert Jacques	What is the status of the bus stop shelter for the stop at the NE corner of 7th/Mission (stop #13195), which seems to have been removed in the last couple days?	Kimberly Ng	Pending	
240427.01 (Email)	John Lisovsky	What are the agency's strategies for protecting Parking Control Officers from the threat of assault from members of the public who believe they have a right to park illegally and face no consequences?  Could Parking Control Officers, for instance, travel in a group with a police escort, quickly ticketing one block and moving on, SFPD arresting anyone who assaults them or otherwise becomes a threat to public safety?	Shawn McCormick	Complete	We provide training to our officers to deal with difficult people. They are also trained and provided OC spray (or pepper spray) if necessary. Finally, they are equipped with a radio that has an emergency button to alert dispatchers the officer needs immediate assistance and can direct SFPD to their location.



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240523.01 (Email)	Sue Vaughan	I would like to know the timeline for the installation of bus shelters on Geary Boulevard.	Sean Kennedy	Pending	
240528.01 (Email)	John Lisovsky	Does the agency have any insight into why the Amtrak Thruway bus (for capital corridor, coast starlight, and San Joaquins) stops outside the salesforce transit center and does not use the dedicated freeway exit directly into the salesforce transit center? Does SFMTA charge for use of this exit?	Ricardo Olea	Complete	This is a dispute between the Transbay terminal (which SFMTA does control) and Amtrak (which does not want to pay to use the terminal).
240611.01 (Email)	Queena Chen	St. Mary Square Garage's elevators have been out of service for the last 2 years. I know because I've parked in the garage during the Chinese New Year fair in 2023 and 2024 and the elevators were broken. I've asked the worker about it and they said that it's due to the elevator contractor order parts. . .for the last 2 years. My questions: 1) What is the cause of the delay for the parts? 2) When will the parts for the St. Mary Square Garage's elevators arrive? 3) When will the elevators be operational? 4) If those parts are so hard to find, is there a plan to do	Rob Malone	Complete	Regarding the St. Mary's Square Garage elevators, below is a summary of recent activity. <ul style="list-style-type: none"> <li>About a year ago, we identified funding for the design phase of a capital project to fully modernize the elevators after it was determined that short-term fixes were of little sustained value.</li> <li>We then completed an MOU with DPW to complete the project.</li> <li>DPW determined it did not have in-house capacity and therefore completed an RFP process to select and contract with a consultant team for the design work.</li> <li>Design work is underway. DPW expects to be ready</li> </ul>



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		an elevator rehab?			<p>for the bid process in fall 2024.</p> <ul style="list-style-type: none"> <li>• During the recent budget process, we secured funding for the construction phase of the work, so the project will be able to continue, without pause, when the design is complete.</li> <li>• Based on similar, recent elevator projects, I project that construction will take 12-15 months to complete once a contract is awarded.</li> <li>• I project the elevators should be fully modernized by summer 2026.</li> </ul>
240618.01 (Email)	John Lisovsky	Buses in Berlin have USB ports as a courtesy to riders. What would it cost to get usb ports added to current or future vehicles in our fleet?	Gary Cheng	Complete	We plan to include USB ports in all new procurements. The first new buses will be 94 hybrids and are planned for SFMTA Board and Board of Supervisor approval this fall. The cost is relatively modest on a new bus (less than \$6,000 per vehicle). We are not considering retrofitting our existing fleet. Retrofitting is more expensive because the seats, panels and some floorings would need to be removed and replaced.
240719.01 (Email)	Jonathan Bünemann	<p>I'm still shook up by an incident I was part of on Muni earlier and I'd like to understand what SFMTA's policies related to this incident are.</p> <p>My specific questions to staff are:            1. What are SFMTA policies and operator</p>	Shana Dines David Innis (city attorney)	Complete	<p>There is no policy or operator training regarding corporal punishment of minors on transit.</p> <p>An enforceable policy on corporal punishment would have to be passed by the Board of Supervisors, rather than the SFMTA Board, because only the BOS can amend Transportation Code Section 7.2.102, Passenger Conduct</p>



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		<p>training regarding corporal punishment of minors on transit?            2. If those policies do not outlaw corporal punishment of minors on Muni, would the SFMTA Board be legally allowed to set such a policy?</p> <p>I intervened verbally in a spanking of a little boy by his grandfather on the 12 today around 5.50pm, who then became threatening towards me, and was told by the operator that the grandfather is permitted to do what he did. I filed a 311 complaint against the operator though he may have just been executing SFMTA policy.</p>			Regulations.
240803.01 (Email)	Jonathan Bünemann	On the 24 Divisadero southbound, the operator seems to regularly switch at Divisadero & Sutter. This creates a disruption in the ridership experience and makes the bus seemingly slower than it could be. What operational considerations lead to the decision to have operator switches not at the terminals of lines but in the middle?	Julie Kirschbaum	Complete	When determining the best place for operators to change shifts, we consider many factors including customer experience, cost and distance from the operator's division. We try to avoid relief points that require operators to travel on more than one bus from the division, which is one of the key factors for the 24 line. From a customer experience perspective, we do our best to have as many routes as possible do shift changes at the terminal, but on some routes that creates a lot of extra cost because of how the



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					round-trip time divides into the total work hours per shift. I will share your feedback with the service planning and scheduling team.
240820.01 (Email)	Sue Vaughan	What kind of permits do food trucks need for all-day curbside parking? Who issues the permits?	Ted Graff Hank Willson	Complete	DPW issued the permit for operation, but they must pay / abide by the curb regulations.  Here's the link to the Public Works page on Mobile Food Facility permitting: <a href="https://sfpublicworks.org/services/permits/mobile-food-facilities">https://sfpublicworks.org/services/permits/mobile-food-facilities</a> .
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Citizens’ Advisory Council

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