



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. https://www.sfmta.com/projects/great-highway-pilot-evaluation-project</p> <p>If constituent is upset with Chain of Lakes congestion, they can engage with the RPD process directly. https://sfrecpark.org/1555/Great-Highway-Pilot-Project</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"> 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. We then completed an MOU with DPW to complete the project. 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. Design work is underway. DPW expects to be ready



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		an elevator rehab?			<p>for the bid process in fall 2024.</p> <ul style="list-style-type: none"> • 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. • Based on similar, recent elevator projects, I project that construction will take 12-15 months to complete once a contract is awarded. • I project the elevators should be fully modernized by summer 2026.
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: https://sfpublicworks.org/services/permits/mobile-food-facilities .
240905.01	John Lisovsky	Can the SFMTA sue drivers in civil court who fail to pay their automated speed enforcement fines and if so, will they?	Shannon Hake	Complete	The intention of the ASE program is to change speeding behavior, not to generate revenue. The SFMTA has no plans to sue drivers in civil court for failure to pay ASE fines.
240905.02	Sue Vaughan	Which state agency is tracking the speed camera data?	Shannon Hake	Complete	We will report the data associated with the ASE program publicly on our program website on a regular basis. According to the authorizing legislation (AB 645), the data after the five-year pilot period must be submitted to the "designated jurisdiction's governing body" (in our case, the Board of Supervisors and the SFMTA Board of Directors), and to "the transportation committees of the California Legislature, consistent with Section 9795 of the Government Code."
240905.03	Sue Vaughan	I would like a presentation on the third-party upfront fare pilot as well as the	Kate Toran	Complete	This topic has been scheduled for the March 6, 2025 CAC meeting.



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240905.04	Sue Vaughan	upfront fare pilot. What are the number of stop events and amount charged for fiscal year 2023-2024 for the commuter shuttle program? What are the locations of these stop events?	Philip Cranna	Complete	<p>Here is the data requested:</p> <ul style="list-style-type: none"> - July 1, 2023 to June 30 2024 (FY2024) - Total stop usage (stop events) for all shuttle operators for this period is 565,189 - Total stop fees for all shuttle operators for this period is \$4,973,663.2 - A list of shuttle stops used for this period <table border="1"> <thead> <tr> <th>Stop ID</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>13209</td> <td>8th St & Market (Far Side) (19 O; 83X O) S</td> </tr> <tr> <td>13292</td> <td>16th St & Mission - 16th St BART (Far Side) (33 O) SE</td> </tr> <tr> <td>13342</td> <td>18th St & Pennsylvania (Near Side) (22 I) NE</td> </tr> <tr> <td>13352</td> <td>19th Ave & Buckingham - Stonestown (Near Side) (18 I) NW</td> </tr> <tr> <td>13366</td> <td>19th Ave & Kirkham St NE corner, near-side stop</td> </tr> <tr> <td>13367</td> <td>19th Ave & Kirkham St NW corner, near-side stop</td> </tr> <tr> <td>13374</td> <td>Northbound 19th Ave & Moraga St SE corner, nearside stop</td> </tr> <tr> <td>13375</td> <td>19th Ave & Moraga St NW corner, nearside stop</td> </tr> <tr> <td>13401</td> <td>19th Ave & Wawona (Near Side) (28 I; 91 O) SE</td> </tr> </tbody> </table>	Stop ID	Location	13209	8th St & Market (Far Side) (19 O; 83X O) S	13292	16th St & Mission - 16th St BART (Far Side) (33 O) SE	13342	18th St & Pennsylvania (Near Side) (22 I) NE	13352	19th Ave & Buckingham - Stonestown (Near Side) (18 I) NW	13366	19th Ave & Kirkham St NE corner, near-side stop	13367	19th Ave & Kirkham St NW corner, near-side stop	13374	Northbound 19th Ave & Moraga St SE corner, nearside stop	13375	19th Ave & Moraga St NW corner, nearside stop	13401	19th Ave & Wawona (Near Side) (28 I; 91 O) SE
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					<p>13402 19th Ave & Winston - Stonestown (Far Side) (28 I; 28R I; 91 O; M I) NE</p> <p>13466 24th St & Dolores (Far Side) (48 O) NW</p> <p>13471 24th St & Guerrero (Near Side) (48 O) NE</p> <p>13541 30th St & Mission (Near Side) (24 O) SW</p> <p>13650 Arguello & Geary (Near Side) (33 I) SE</p> <p>13726 Bryant & 7th St- Hall of Justice (Far Side) (27 I; 47 O) E</p> <p>13930 Cesar Chavez & Florida (Near Side) (27 I) SW</p> <p>13932 Cesar Chavez & Folsom (Near Side) (27 I) SW</p> <p>14408 Divisadero & Bush (Far Side) (24 I) NE</p> <p>14414 Divisadero & Eddy (Near Side) (24 I) SE</p> <p>14415 Divisadero & Eddy (Far Side) (24 O; 31 O) SW</p> <p>14421 Divisadero & Geary (Far Side) (24 I) NE</p> <p>14424 Divisadero & Haight (Far Side) (24 O) SW</p> <p>14431 Divisadero & Oak (Far Side) (24 I) NE</p> <p>14433 Divisadero & Pine (Far Side) (24 O) SW</p> <p>15273 Lombard & Divisadero (Far Side) (28 O; 43 O; 91 I) NW</p> <p>15834 O'Shaughnessy & Portola (Far Side) (44 O) S</p> <p>15952 Park Presidio & Geary (Far Side) (28 O; 28R O; 91 I) SW</p> <p>15953 Park Presidio & Geary (Far Side) (28 I; 28R I; 91 O) NE</p> <p>16040 Potrero & 25th St (Near Side) (9 I; 90 I) SE</p> <p>16483 Stanyan & Waller (Near Side) (7 O) NW</p>



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					<p>16879 Valencia & 25th St (Far Side) (12 I) SW</p> <p>17592 Cesar Chavez & Valencia (Far Side) (12 I) SE</p> <p>17669 9th St & Market (Near Side) (83X O) E</p> <p>17750 Cesar Chavez & Florida (Near Side) (27 O) NE</p> <p>20002 Divisadero St & Geary Blvd SW corner, shuttle zone south of stop, 6-10am</p> <p>20004 Lombard Street, midblock, E of Franklin St, white zone, 6-10am</p> <p>20005 San Jose Ave & 29th St SE corner, white zone, 4-8pm</p> <p>20009 Harrison St & The Embarcadero SW corner, nearside stop</p> <p>20011 Fell St & Pierce St NE corner, white zone, 9:30am-8pm</p> <p>20016 Castro St & 18th St NW corner, white zone, 6-10am</p> <p>20019 Castro St & Market St NE corner, white zone, 4-8pm</p> <p>20023 19th Ave & Wawona St, W side, midblock, white zone, 6-10am</p> <p>20026 16th St & Sanchez St SE corner, white zone, 6-10am</p> <p>20028 Gough St & Grove St SW corner, white zone, 6-10am</p> <p>20029 Oak St & Steiner St SE corner, white zone, 6-10am</p> <p>20030 16th St, north side, east of Market St, white zone, 4-10pm</p> <p>20032 Fell St & Laguna St NW corner, white zone, 4-8pm</p> <p>20033 Fell St & Masonic St NW corner, white zone, 6-10am, 4-8pm</p> <p>20034 Brannan St & 4th St NW corner, white zone, 6-10am, 4-8pm</p> <p>20036 Franklin St & Bush St NE corner, white zone, 4-8pm</p> <p>20037 Franklin St & Golden Gate Ave NE corner, white zone, 4-8pm</p>



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					<p>20038 South Van Ness Ave & Mission St SW corner, white zone, 6-10am</p> <p>20039 Brannan St & 5th St SE corner, white zone, 6-10am, 4-8pm</p> <p>20040 Valencia St & 26th St SW corner, farside stop</p> <p>20041 Mississippi St & 17th St NE corner, white zone, 6-10am, 4-8pm</p> <p>20042 Cesar Chavez St & Bartlett St NW corner, white zone, 6-10am, 4-8pm</p> <p>20043 Lombard St & Scott St NW corner, white zone, 4-8pm</p> <p>20044 Lombard St & Scott St SE corner, white zone, 6-10am</p> <p>20046 San Jose Ave & Valley St SW corner, white zone, 6-10am</p> <p>20047 Gough St & Geary Blvd SW corner, white zone, 6-10am</p> <p>20048 Mission St & Steuart St SE corner, mid-block</p> <p>20049 24th St & Church St SE corner, farside, 6-10am</p> <p>20050 Broadway & Osgood Pl SE corner, farside stop</p> <p>20051 Broadway & Front St NW corner, farside stop</p> <p>20052 Larkin St & Post St NE corner, farside, 6 -10 am</p> <p>20053 Bush St & Larkin St SE corner, farside, 6-10am</p> <p>20054 Bush St & Franklin St SE corner, farside, 6-10am</p> <p>20057 South Van Ness Ave & 17th St, SE corner, white zone, south 6-10am</p> <p>20058 Van Ness Avenue & Union St, farside, 100 feet north of Union Street, 4PM To 8PM</p>
240906.01 (Email)	Jonathan Bünemann	Does SFMTA have any survey or other data that provides a breakdown which share of Muni riders lives in San Francisco, in Bay Area counties, or elsewhere (ideally	Evan Knopf	Complete	The onboard survey does have this information. Unfortunately, the survey data will be presented to the Board in early December, and we are still actively QAQC'ing it, so it is not ready to be shared yet. The survey we



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		broken down by California, United States, and Internationally)? If SFMTA doesn't have this data, what would be the least costly way to obtain it and what would be the approximate cost and timeline of doing so?			conducted was scoped to be relevant to the systemwide and route level, so I don't know if the price is comparable.
240917.01 (Email)	Jonathan Bünemann	Why does the southbound 22 have a stop at Green & Steiner? The stop at Steiner & Union is on the same block of Steiner and the grade on this block isn't very steep.	Kimberly Ng Sean Kennedy Julie Kirschbaum	Pending	
240923.01 (Email)	Jonathan Bünemann	I learned today from one of Supervisor Stefani's aides that within the last 10 days 2 pedestrians were killed by drivers & their cars on the stretch of Lombard in the Marina that is US-101. I'd like to request a presentation by the SFMTA on pedestrian safety on the stretch of US-101 that runs through D2 at the CAC. Specifically, I think it would be relevant for the CAC to understand the following: - what data SFMTA has available on incidents with pedestrian and other vulnerable road users on US-101 in the last 10 years - what constraints SFMTA has due to the	Alvin Lam Ricardo Olea	Complete	<ul style="list-style-type: none"> Crash data can be found on the public-facing crash dashboard at: https://data.sfgov.org/Public-Safety/Traffic-Crashes-Resulting-in-Injury/ubvf-ztfx/about_data As the data shows, there has been a rise in crashes post pandemic. Though on a street like US 101 we have to consult with or get permits from Caltrans on certain changes, for now we have worked closely with them on implementing changes such signal retiming, signal upgrades, speed limit lowering to 25 MPH in 2023, addition of a carpool lane, parking changes, and other similar types of roadway improvements. Moving violations on US 101 Lombard and Van Ness are enforced by SFPD. SFPD also collects crash data



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		<p>designation of the roadway as US-101 on the ability to perform safety improvements on the road – how the designation as US-101 impacts enforcement of traffic laws, specifically moving violations</p> <p>- whether any legal path exists for the City to advocate at the state level to remove the designation of the roadway as US-101 for the stretch of Lombard between Van Ness and Richardson</p>			<p>as noted. CHP enforces moving violations on freeway portions only, though they have authority to stop people on city streets as well. SFMTA enforces all parking rules on Lombard and Van Ness.</p> <ul style="list-style-type: none"> • There is a legal process called relinquishment. Given the completion of major US 101 projects like Van Ness Bus Rapid Transit and Lombard street changes without relinquishment those discussions are unlikely to be fruitful as this point. Main advantage of the present situation is that the State pays part (usually half) of the maintenance for US101 per a legal agreement, including the cost of street paving which affect Public Works.
240929.01 (Email)	Sue Vaughan	<p>What plans for traffic safety improvement are there for Cornwall between 7th and Arguello?</p> <p>I am in conversation with a woman who was in a traffic collision on the corner of Cornwall and 4th Avenue a few days ago. She is documenting the need for intersection daylighting and speed bumps. As a bicyclist along Cornwall, I can definitively say the street design is counterintuitive. Where you would think</p>	Uyen Ngo	Complete	<ol style="list-style-type: none"> 1. Several of the N-S streets are uncontrolled at Cornwall, so this sounds like a stop-sign request for Ops to investigate. 2. Cornwall St has very short blocks (200') and is stop-controlled at every intersection in the E-W direction, therefore not the typical place I would expect speeding or recommend midblock humps. 3. I also checked the signal and RRFB candidate lists and didn't find anything regarding Cornwall or California between 7th and Arguello (including 4th where the pictures were taken).



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		there should be stop signs, there are none.			
241017.01 (Email)	Jonathan Bünemann	With the daylighting law AB413 in effect, would SFMTA consider the sections close to intersections where parking is no longer allowed for future bike racks? If yes, would SFMTA also consider relocating existing bike racks on the street to such sections of the street in order to mitigate the loss of parking?	Adrian Leung	Complete	<p>With the daylighting law AB413 in effect, would SFMTA consider the sections close to intersections where parking is no longer allowed for future bike racks?</p> <p>Yes, absolutely. We've been installing more corrals (on-street bike rack clusters) in daylight areas near intersections. But, with the state-mandated widespread policy for daylighting, we are hoping to use this in more places as well.</p> <p>If yes, would SFMTA also consider relocating existing bike racks on the street to such sections of the street in order to mitigate the loss of parking?</p> <p>Existing on-street bike racks are either in daylighting, OR they're sponsored corrals. We have a long-standing program where merchants or neighborhood associations can request corrals, usually in the adjacent space near a merchant, or a more commonly shared location in a neighborhood (e.g. at a park). Those would likely not be moved since we have established agreements to provide them with the sponsors who accept responsibility for maintenance.</p> <p>Regarding parking conversion, we see corral requests as a successful alignment of mode shift efforts and SF denizen</p>



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					<p>good will. When people want to use the public realm near their establishments (homes, schools, offices, stores, restaurants, or workplaces) to encourage bicycling by making secure bike storage a priority, that is directly aligned with Transit First, Vision Zero, and Climate Action Plan goals.</p> <p>Because the public realm is limited, focusing on parking provision and private car storage in the shared public space limits other potential uses. The city continues to densify, at least with people having children. This has been going on for a long time since SF is an old city. There will likely never be enough parking for everyone to have off-street parking. That is precisely why we need to provide other alternatives to driving. That can only happen with efficient transit, safer bicycling infrastructure, better bicycle parking, and more effective curb management through meters and loading zones.</p>
241017.02 (Email)	Sue Vaughan	I would like to request a presentation on Access for All: https://www.sfmta.com/access-all-fund	Javaun Garcia	Complete	This item is scheduled for February 6, 2025.
241027.01 (Email)	Jonathan Bünemann	I observed that the 28 can get stuck in traffic of visitors circling to find parking at the Golden Gate Bridge stop. Would you	Kimberly Ng	Pending	



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		consider a short bus-only lane at the Golden Gate Bridge Visitor Center to avoid this happening?			
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San Francisco Municipal Transportation Agency
Citizens' Advisory Council

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