

**S. F. Municipal Transportation Agency Citizens' Advisory Council  
City & County of San Francisco  
RECOMMENDATIONS / MOTIONS – 2013**

REFERENCE NUMBER	COMMITTEE NAME	MOTION / RECOMMENDATION	SENT TO STAFF RESPONSIBLE	STATUS / SFMTA RESPONSE LETTER	RESPONSE
130123.01	EMSC	<p>The SFMTA CAC recommends that the SFMTA Board adopt the proposed Bicycle Strategy.</p> <p>And the SFMTA CAC further recommends that the SFMTA seek greater public input on the draft Bicycle Strategy from a wide range of public stakeholders.</p>	Timothy Papandreou / Bond Yee	Staff response letter dated March 21, 2013	<p>As the Bicycle Strategy moves forward, staff are working on next-steps with a needs assessment by corridor and assessing the appropriate environmental clearance prior to Board adoption. Staff has sought and will continue to seek a wide variety of stakeholder input, including that of the CAC's. In fact, comments from the CAC during the Strategic Planning process helped Staff identify some of the key actions related to bicycle safety and improvements, which were taken into account when developing the Bicycle Strategy framework.</p> <p>Stakeholder input was sought from the following groups :</p> <ul style="list-style-type: none"> <li>• The draft Bicycle Strategy was sent to a general stakeholder group for a workshop November 2012: SFMTA CAC (Chair Dan Murphy was invited), SF Planning, SF Travel, San Francisco Bicycle Coalition (SFBC), BART, SF County Transportation Authority (SFCTA), SF Environment, SFMTA, Citycarshare, Walk SF, SF Transit Riders Union and others;</li> <li>• an Accessibility and Bicycling workshop was held in December 2012: SFMTA CAC (Chair Dan Murphy was invited), Mayor's Office on Disability, Senior Action Network, Independent Living Resource Center, SFMTA Board Director Christina Rubke, Departments of Public Works, Aging and Adult Services, Lighthouse for the Blind, SF Paratransit, and others; and</li> <li>• a Taxi and Bicycling workshop in January 2013: Desoto Cab, Luxor Cab, Yellow Cab, Green Cab, Arrow Checker, SFBC, SFMTA, Muni Accessibility Advisory Committee (MAAC) and others.</li> </ul> <p>The City and County of San Francisco Capital Planning Committee on February 4, 2013 and again on February 25, 2013 reviewed and supported the SFMTA's section of the City's 10-Year Capital Plan, which reflects both the available funding and unmet needs of San Francisco's Transportation system. The current proposed plan covers a period from FY 2014 – FY 2023. The initial 5-Years mirror the SFMTA's 5-Year</p>

**S. F. Municipal Transportation Agency Citizens' Advisory Council  
City & County of San Francisco  
RECOMMENDATIONS / MOTIONS – 2013**

REFERENCE NUMBER	COMMITTEE NAME	MOTION / RECOMMENDATION	SENT TO STAFF RESPONSIBLE	STATUS / SFMTA RESPONSE LETTER	RESPONSE
					<p>Capital Improvement Program and 5 additional years beyond. The estimate is that there will be a total of \$68 million available for investment (through 2023), that only reflects 23% of the total need based on the recent draft of the Bicycle Strategy. The Draft Bicycle Strategy shows that to meet the goals set out in the SFMTA Strategic Plan or a mode share of 8-10%, will take an investment of approximately \$210 million (through 2018). The 10-Year Capital Plan, therefore, shows an unmet need of \$227 million (through 2023).</p> <p>Staff is working on a number of avenues to close this gap including advocacy for Bicycle Funding from the State of California Greenhouse Reduction fund, a proposed General Obligation Bond for the 2014 ballot to support two to three major bicycle projects, programming SFMTA revenue bonds to shovel ready projects, such as the Masonic Complete Street Project, and leveraging existing sources to secure competitive grants.</p>
130207.01	CAC	<p>The SFMTA CAC recommends that the Real-Time Map and Sign Pilot Project displays be placed in BART/Muni stations with the existing static local area maps, as well as in the Muni-only Metro stations.</p> <p>The SFMTA CAC further recommends that, if possible, these displays be incorporated into the Clear Channel video displays in Muni shelters.</p> <p>The SFMTA CAC further recommends that the Real-Time Map and Sign Pilot Project displays be expanded to a display in a business to demonstrate the benefits of such displays to businesses and their customers.</p>	Travis Fox / Sonali Bose	Staff response letter dated March 21, 2013	<p>A recently approved Integrated Systems Replacement Project will include the replacement of the Subway Public Address/Platform Display System. The SFMTA's current plan is to install upgraded Platform Display Signs at fare gate entry points and on platforms at all BART/Muni metro and Muni-only metro stations to provide real time information about Muni service. Additional station information enhancements will include the ongoing operation of the Van Ness Station mezzanine sign and installation of MTC HUB program monitors.</p> <p>Staff will continue to explore ways to display the piloted Real-Time Map and Signs at other key connection points throughout the system. The digital shelters could be a potential option, but the tradeoff is lost advertising revenue. Partnering with local businesses to display real time transit information continues to be explored with regard to cost and benefit to both parties.</p>
130227.01	EMSC	The SFMTA CAC recommends a refresh program for subway station non-structural components be added to the operating	John Haley	Staff response letter dated April 18, 2013	Thank you for your recommendation and we agree that the stations need to be refreshed. The SFMTA will work to identify capital funding to

**S. F. Municipal Transportation Agency Citizens' Advisory Council  
City & County of San Francisco  
RECOMMENDATIONS / MOTIONS – 2013**

REFERENCE NUMBER	COMMITTEE NAME	MOTION / RECOMMENDATION	SENT TO STAFF RESPONSIBLE	STATUS / SFMTA RESPONSE LETTER	RESPONSE
		budget of the SFMTA.			implement a station refreshing program to clean and brighten up the stations.
130312.01	OCSC	The SFMTA CAC recommends that new operator training include Muni Transit Assistant Program (MTAP) availability and procedures and how to request MTAP personnel.	Lea Militello	Staff response letter dated June 18, 2013	We agree that the training of new operators should include a component regarding the role of MTAP (Muni Transit Assistance Program), their availability, and request procedures. The Muni Transit Training program will include this component.
130312.02	OCSC	The SFMTA CAC recommends that Muni Transit Assistant Program (MTAP) staff be increased so they can cover additional lines and education in the schools.	Lea Militello	Staff response letter dated June 18, 2013	We agree that MTAP staffing should be increased. The hiring process for these positions will begin this summer.
130404.01	CAC	The SFMTA CAC recommends that Muni Transit Assistant Program (MTAP) personnel coordinate their effort with the Mayor's Office of Civic Engagement's Community Ambassadors Program to work together and coordinate their activities.	Lea Militello	Staff response letter dated June 18, 2013	We agree that MTAP personnel should coordinate their efforts with the Mayor's Office of Civic Engagement's Community Ambassadors Program. We currently communicate, and provide statistical data to the Ambassadors Program and will add monthly meetings in an effort to better coordinate both efforts.
130606.0	CAC	The SFMTA CAC recommends that the SFMTA adopt the recommendations of the San Francisco Accessible Parking Policy Advisory Committee. In addition, the SFMTA CAC recommends that the SFMTA <ul style="list-style-type: none"> <li>• Improve recovery of placards from deceased placard holders</li> </ul> Video record enforcement actions in order to prosecute people who engage in physical altercations with enforcement personnel. Further study how time limits on placard use impact working people with disabilities, whose parking needs exceed four hours.	Sonali Bose	Staff response letter dated June 18, 2013	We accept your recommendation. The SFMTA will evaluate the following: <input type="checkbox"/> Determine feasibility of requesting notification from DMV of the placards they cancel <input type="checkbox"/> Investigate the feasibility of changing the wording in California Vehicle Code Section 22511.57a, which currently requires Enforcement to wait 60 days from the deceased date, to a shorter time frame before one can cite and tow the vehicle. We accept your recommendation. The SFMTA will investigate the legality and the costs to utilize this type of recording equipment.
130611.01	OCSC	The SFMTA CAC recommends that whenever possible, funding be identified and provided for the Enforcement Division to adequately fund traffic management for special events, including parades, so that Enforcement can adequately deploy enough personnel for these events	Lea Militello	Staff response letter dated Dec 5, 2013	Thank you for your recommendation. We agree that the SFMTA will, whenever possible, ensure funding be identified and provided for the Enforcement Division to adequately fund traffic management for special events. The Enforcement Division will make every attempt to negotiate full cost recovery whenever possible and will, regardless of cost recovery, ensure that we continue to maximize our resources at special events that ensure public safety while delivering outstanding transportation services.

**S. F. Municipal Transportation Agency Citizens' Advisory Council  
City & County of San Francisco  
RECOMMENDATIONS / MOTIONS – 2013**

REFERENCE NUMBER	COMMITTEE NAME	MOTION / RECOMMENDATION	SENT TO STAFF RESPONSIBLE	STATUS / SFMTA RESPONSE LETTER	RESPONSE
130611.02	OCSC	The SFMTA CAC recommends that the SFMTA Events Teams communicate with other transit agencies about special event plans and traffic management	Lea Militello	Staff response letter dated Dec 5, 2013	Thank you for your recommendation. We agree that the SFMTA will continue to communicate with other transit agencies about special event plans and traffic management. SMFTA currently meets bi-weekly through an Interdepartmental Staff Committee on Traffic and Transportation (ISCOTT), where event planning and impacts to traffic management issues are discussed. Additionally, for major events and parades, the SFMTA typically meets weekly with the SFMTA managers to discuss and plan for upcoming events. Large scale events are often coordinated through the Mayor's Office and outside agencies are invited to participate.
130611.03	OCSC	The SFMTA CAC recommends a post-evaluation for all special events.	Lea Militello	Staff response letter dated Dec 5, 2013	Thank you for your recommendation. We agree that post-evaluations are constructive in assessing and improving future events. Currently, the SFMTA conducts post-evaluations for major special events and will continue to hold and participate in post-evaluation special events, which may influence adjustments to our staffing levels and/or deployment locations.
130626.01	EMSC	The SFMTA CAC recommends to the SFMTA Board that the Mission Bay Loop Project be expedited and completed as soon as possible.	Darton Ito / Paul Bignardi	Staff response letter dated Dec 5, 2013	Thank you for your recommendation. Staff agrees with your recommendation.
130711.01	CAC	The SFMTA CAC recommends adoption of the proposed Title VI transit policies that was presented to the CAC on July 11, 2013, with the following exceptions: <ul style="list-style-type: none"> <li>• That the policy be applied to changes in span of service on a route of more than one hour per day.</li> <li>• Staff should reconsider thresholds once ridership data become available to ensure that the thresholds are not less restrictive than proposed consensus based thresholds, and re-evaluate thresholds in that case.</li> </ul>	Julie Kirschbaum	Staff response letter dated Dec 5, 2013	Operations Planning staff is very appreciative of the time and thoughtful input that the CAC dedicated to understanding and providing feedback on the proposed Title VI transit policies. Staff agrees with the CAC's second recommendation to conduct an internal review and reconsider thresholds once ridership data become available. We are looking forward to compiling the on-board survey and believe it will strengthen our overall Title VI program.  Staff does not agree with the recommendation to reduce the span of service clause in the proposed Major Service Definition from 3 hours to 1 hour. The initial proposal for span of service was 4 hours. Staff reduced it based on feedback during the stakeholder outreach process. However, staff believes that changes in span of service of 1 hour or less represent minor service changes and incorporating 1 hour into the Major

**S. F. Municipal Transportation Agency Citizens' Advisory Council  
City & County of San Francisco  
RECOMMENDATIONS / MOTIONS – 2013**

REFERENCE NUMBER	COMMITTEE NAME	MOTION / RECOMMENDATION	SENT TO STAFF RESPONSIBLE	STATUS / SFMTA RESPONSE LETTER	RESPONSE
					Service Definition would hinder our ability to make incremental schedule adjustments. While we consider the needs of low-income and minority populations whenever we propose a service change, conducting a formal service equity analysis and SFMTA Board review process for a small change in service hours would represent a heavy administrative burden.
130801.01	CAC	The SFMTA CAC recommends that the SFMTA more comprehensively integrate the transit speed improvement goals of the TEP into the Better Market Street Project, and that the Better Market Street Project include in their options specific metrics for transit time improvements. The SFMTA CAC further recommends that the SFMTA, as part of the TEP and Better Market Street project, carefully study re-establishing the capability of running LRVs on Market Street, either to increase total Metro system capacity, or in response to emergencies.  The SFMTA CAC recommends that the SFMTA study possibilities for secure bike parking in the project area of the Better Market Street project.	Julie Kirschbaum, John Haley, and Bond Yee	Staff response letter dated Dec 5, 2013	Better Market Street (BMS) project has an explicit goal to improve transit travel speed and reliability on Market Street by at least 20 percent. A primary deliverable out of the BMS will be transit travel time metrics for each alternative.
130626.01	EMSC	The SFMTA CAC recommends that the SFMTA add Automatic Passenger Counters (APCs) counting devices to the F Line PCC vehicles whenever possible.	John Haley / Darton Ito	Staff response letter dated Dec 5, 2013	This is a great recommendation and staff is moving forward to see if this is possible.
130925.01	EMSC	The SFMTA CAC recommends that the SFMTA install sensors for remote-monitoring to indicate if escalators and elevators are currently in service.	John Haley		We agree and have them in our new elevator/escalator specifications.
131107.01	CAC	Given the alarming number of bicyclist deaths and injuries at certain intersections, the SFMTA CAC urges the Agency to mitigate dangers at those intersections immediately.	Roberta Boomer		The City and SFMTA adopted Vision Zero which focuses on areas of pedestrian/bicycle collisions.
131107.02	CAC	The SFMTA CAC urges the SFMTA Board of Directors to investigate what changes would need to be made in state and federal laws to improve bicyclists' safety at intersections.	Kate Breen		Thank you. Since the time this motion was approved, the City has adopted VisionZero and is working on a host of projects to improve pedestrian and bike safety at intersections.

**S. F. Municipal Transportation Agency Citizens' Advisory Council  
 City & County of San Francisco  
 RECOMMENDATIONS / MOTIONS – 2013**

REFERENCE NUMBER	COMMITTEE NAME	MOTION / RECOMMENDATION	SENT TO STAFF RESPONSIBLE	STATUS / SFMTA RESPONSE LETTER	RESPONSE
---------------------	-------------------	-------------------------	------------------------------	-----------------------------------	----------