

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2018**

Reference Number	By	Request	Staff Responsible	Status	Response
180104.01 (Email)	Sue Vaughan	According to documents supplied as a part of public records request, Chariot will be required to move certain routes to comply with laws regarding weight restrictions on certain streets. If Chariot must change a route -- for example move operations from Chestnut to Lombard -- what happens to the grandfathering status? If such routes are no longer grandfathered, won't they be subject to duplication of Muni analysis?	Alex Jonlin	Complete	If changes to the route are minor, the "grandfathering" clause still applies.
180104.02 (Email)	Sue Vaughan	What verification has Muni staff done to ascertain the legality of every Chariot stop and to ascertain that Chariot will actually be able to pull up to a curb and not double park or pull into a public bus stop to conduct its business? Has Muni staff done on site surveys?	Alex Jonlin	Complete	Staff is going through each proposed stop and noting whether curb space is sufficient via Google Street view, with the understanding that if a location appears sufficient from that initial survey but in practice is not consistently available, the permittee will need to move to a new location.
180104.03 (Email)	Sue Vaughan	What has been the approval process for "approved driveway," such as 4856 Geary Boulevard to make sure that Chariot and other PTVs are in compliance with CVC 22500 (e) (i)?	Alex Jonlin	Complete	"Approved driveway" was just a term used by Chariot in their application. PTVs are allowed to stop to load passengers across private driveways if they have permission of the resident/property owner. If we hear from a resident/property owner that the PTV no longer

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					has permission to stop there, they will need to move that stop immediately.
180104.04 (Email)	Sue Vaughan	Many yellow zones are occupied on an ongoing basis throughout the day. How can the SFMTA guarantee that such zones will not be occupied when a PTV seeks to do business there, especially since there are no limits on the number of PTVs that will be permitted to operate in the city and no limit on the number of PTV companies that may seek permits? How can the SFMTA guarantee that PTV stops will be legal?	Alex Jonlin	Complete	Since loading zones are accessible to the general public, there is always a possibility that when someone wants to use it, the zone will be occupied. Thus, occasionally the loading zones PTVs attempt to use may be full. If we find that this is a consistent problem at any of the zones identified by a PTV operator for their stops, they will need to find a new location.
180104.05 (presentation request)	Sue Vaughan	Requested an update on Muni Forward.	Keka Robinson-Luqman	Complete	This topic is scheduled for the May 2018 CAC meeting.
180104.06 (presentation request)	Neil Ballard	Requested a presentation on Employee Satisfaction (FAC).	Keka Robinson-Luqman	Complete	This topic is scheduled for the April 2018 FAC meeting.
180104.07 (presentation request)	Joan Downey	Requested a presentation on the new radio system (EMSC).	Keka Robinson-Luqman	Complete	This topic is scheduled for the April 2018 EMSC meeting.
180104.08	Neil Ballard	How many fatalities from collisions occur in crosswalks as a percentage?	Ryan Reeves	Complete	Between 2013-2015, there were 61 pedestrian fatalities. Of those pedestrian fatalities, 43% occurred while crossing in a crosswalk at an intersection and 3% occurred while crossing in a crosswalk not at an intersection. This data is not yet available for 2016 or 2017 fatalities.

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180104.09	Neil Ballard	Have glass partitions with automatic doors in front of tracks to prevent suicides been considered by the agency?	Sabrina Suzuki	Complete	At this time, the SFMTA has not looked at glass partitions with automatic doors in front of tracks.
180104.10	Daniel Weaver	Who makes the decision on who is at fault for a pedestrian fatality as part of Vision Zero?	Ryan Reeves	Complete	The decision is based on the investigation by a Sergeant who is a trained investigator in collisions. This is overseen by a Lieutenant, but all the investigators review the evidence. The mapping officers at the scene also consult on the case. The evidence collected and considered in determining primary cause of the collision can, but not always, include video, statements from witnesses, statements of those involved, vehicle damage, and scene reconstruction to name a few.
180104.11 (presentation request)	Sue Vaughan	Requested a presentation on the late Mayor Ed Lee's deal with TNCs involving curb space.	Danielle Harris	Complete	This topic is scheduled for the June 7 th CAC meeting.
180104.12 (presentation request)	Sue Vaughan	Requested an update on Chariot.	Alex Jonlin	Complete	There is nothing new to report at this time.
180104.13 (presentation request)	Sue Vaughan	Requested an update on the commuter shuttle bus program.	Alex Jonlin	Complete	There is nothing new to report at this time.
180104.14	Sue Vaughan	Chariot's operation is not legal. They are double parking and pulling into driveways. Are they at risk of losing their permit?	Alex Jonlin	Complete	Chariot does not currently have a Private Transit Vehicle permit. The SFMTA is currently evaluating their permit application.
180116.01 (Email)	Daniel Weaver	When and by whom are the Ocean Avenue boarding island trash	Sabrina Suzuki	Complete	Clear Channel picks up the trash receptacles along Ocean Avenue at least twice a week.

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		containers emptied?			
180120.01 (Email)	Joan Downey	What are the plans for 4/20 this year?	Sabrina Suzuki	Complete	The Special Events Team is developing a plan and is meeting with Rec & Park in March.
180120.02 (Email)	Joan Downey	Will there be three-car trains on the N Judah line?	Sabrina Suzuki	Complete	There are no plans to put three-car trains on the N Judah line.
180120.03 (Email)	Joan Downey	Are there plans to install a crosswalk in front of the main entrance of the Arboretum in Golden Gate Park?	Mark Dreger	Complete	MLK Drive near the east entrance for the Botanical Gardens – has been identified as a priority location for installing a new crosswalk by many neighborhood and park stakeholders during the planning process for the GG Park Traffic Safety Project.
180123.01 (Email)	Jarie Bolander	Does Muni staff routinely remove people who are sleeping or loitering in stations?	Sabrina Suzuki	Complete	The SFMTA has teamed up with BART to work with the San Francisco Homeless Outreach Team (SFHOT). This was developed by the SF Department of Public Health as a public health response to engage and stabilize SF's most vulnerable and at risk homeless individuals and to help prevent harmful effects of homelessness.
180124.01 (presentation request)	Cesar Magdaleno	Present an update on the SFMTA bike share program.	Keka Robinson-Luqman	Complete	This topic is scheduled to be presented at the May 23 rd EMSC meeting.
180127.01 (Email)	Joan Downey	At Haight & Stanyan streets, the shelter sign is always off from what shows on my phone. Why are they different?	Jason Lee	Complete	The predictions on the shelter signs come directly from the SFMTA's real-time information system provider (NextBus). NextBus also makes their predictions available to third parties through an Open API (application programming interface). Those third parties, such as Routesy, use this data to populate their own apps with their own

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Reference Number	By	Request	Staff Responsible	Status	Response
					predictions. Neither NextBus nor the SFMTA controls how third parties display and/or modify raw predictions data. As such, the SFMTA cannot comment on the accuracy of third-party app predictions one way or the other.
180130.01 (Email)	Sue Vaughan	Are private, for-profit bicycle companies such as JUMP permitted to use bicycle racks?	Heath Maddox	Complete	Yes, they are allowed to have their customers lock one bike to a rack at a time (racks hold two bikes). We prefer that to the alternative of bikeshare bikes not locked up to anything fixed and littering the public right of way.
180201.01	Joan Downey	Are staff looking into lowering the volume of announcements on the new Siemens Cars?	Sabrina Suzuki	Complete	No, we are not aware of any concerns. The volume is automatically adjusted to a certain level above ambient.
180201.02 (presentation request)	Jarie Bolander	Requested a presentation on fare enforcement.	Keka Robinson-Luqman	Complete	This topic is scheduled for the August 2 nd CAC meeting.
180201.03	Joan Downey	What neighborhoods are being targeted for crackdown on sidewalk parking, what's the difference in sidewalk parking citations before and since the neighborhoods were targeted, and what are the next neighborhoods that will be targeted?	Shawn McCormick	Complete	Increased enforcement of sidewalk violations is occurring in neighborhoods in Supervisorial District 11 as well as other neighborhoods. Overall, citywide there is a 26% increase in sidewalk violation citations per day from Q32017 to Q32018.

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Reference Number	By	Request	Staff Responsible	Status	Response												
					<p style="text-align: center;">Sidewalk Violations Per Day Change by Qtr Jan2017-Feb2018</p> <table border="1"> <caption>Sidewalk Violations Per Day Change by Qtr</caption> <thead> <tr> <th>Quarter</th> <th>Change (%)</th> </tr> </thead> <tbody> <tr> <td>Jan-Mar2017</td> <td>0%</td> </tr> <tr> <td>Apr-Jun2017</td> <td>5%</td> </tr> <tr> <td>Jul-Sep2017</td> <td>18%</td> </tr> <tr> <td>Oct-Dec2017</td> <td>20%</td> </tr> <tr> <td>Jan-Mar 2018</td> <td>26%</td> </tr> </tbody> </table>	Quarter	Change (%)	Jan-Mar2017	0%	Apr-Jun2017	5%	Jul-Sep2017	18%	Oct-Dec2017	20%	Jan-Mar 2018	26%
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180201.04	Sue Vaughan	How many commuter shuttle buses have placards?	Alex Jonlin	Complete	There are 996 vehicles permitted as of February 2018.												
180201.05	Sue Vaughan	What is the definition of “minor” in regards to a minor change in a PTV route?	Alex Jonlin	Complete	If a route shifts less than 0.2 miles, it is considered to be a minor change.												
180201.06	Sue Vaughan	Did the SFMTA adopt a final definition of what constitutes a PTV route that duplicates a Muni route? If so, please provide that definition to the CAC.	Alex Jonlin	Complete	The SFMTA is proposing to use the attached criteria to determine whether a PTV route duplicates a Muni route. (Attachments emailed to CAC on February 23 rd .)												

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Reference Number	By	Request	Staff Responsible	Status	Response						
180201.07	Joan Downey	How many bus zone citations have inspectors (not PCOs) given out in the past year?	Chris Grabarkiewctz	Complete	The two Transit Fare Inspector Supervisors who participated in the Bus Zone violation pilot wrote a total of 31 citations. One retired and the other was promoted to another department so the pilot stopped. Enforcement will train others from Proof of Payment to write and cite those violations.						
180201.08	Frank Zepeda	What is the approximate transaction cost for cash fares that result in transfers?	Sonali Bose	Complete	The SFMTA has not done the analysis to separate costs at this level of detail. The effort it would take is not value added as it would be extremely difficult (and likely impossible) to determine the costs at this level.						
180201.09	Frank Zepeda	What is the approximate transaction cost for a clipper transaction? (assuming same for limited use or hard ticket)	Sonali Bose	Complete	SFMTA has not done the analysis to separate costs at this level of detail. The effort it would take is not value added as it would be extremely difficult (and likely impossible) to determine the costs at this level.						
180201.10	Frank Zepeda	What is the approximate transaction cost for a Muni Mobile transaction?	Sonali Bose	Complete	SFMTA has not done the analysis to separate costs at this level of detail. The effort it would take is not value added as it would be extremely difficult (and likely impossible) to determine the costs at this level.						
180201.11	Frank Zepeda	What is the approximate difference in cost for cable car operations vs the average for other muni modes based on National Transit Database (NTD)?	Sonali Bose	Complete	<p>Below is the info for Vehicles Operations function and total modal expenses as well as the hourly rate for cable car and the average for the other modes based FY16 NTD report.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Cable Car</th> <th style="text-align: center;">All Other Modes- (Average)</th> </tr> </thead> <tbody> <tr> <td>Vehicle Operations Function Only (Annual Cost)</td> <td style="text-align: center;">\$30,702,018</td> <td style="text-align: center;">\$83,807,219</td> </tr> </tbody> </table>		Cable Car	All Other Modes- (Average)	Vehicle Operations Function Only (Annual Cost)	\$30,702,018	\$83,807,219
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Total Operating Expenses (Annual Cost)	\$62,057,044	\$180,688,905												
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180201.12	Frank Zepeda	What would the A pass have to cost to fully cover Bart's charges to the SFMTA?	Diana Hammons	Complete	Based on FY17 sales and total number of BART trips taken on the "A" pass, the premium would need to be increased from \$19 to \$26 for full cost recovery.									
180201.13	Frank Zepeda	Is staff testing the functionality of coupling and uncoupling Siemens LRV4 cars at portals?	Sabrina Suzuki	Complete	Coupling and uncoupling at the portals is possible and will be done when necessary.									
180206.01 (Email)	Steve Taber	How much outreach was done in the Russian Hill Area regarding the 6 th Street Pedestrian Safety Project? How will people be provided with access to downtown?	Charles Ream	Complete	<p>The SFMTA project area for notifications/mailings did not extend to Russian Hill. Outreach was to neighborhood groups, District Supervisor's offices, and other organizations to provide feedback on project.</p> <p>The latest design calls for wider sidewalks, new traffic signals, concrete bulbouts, and other pedestrian safety improvements on 6th Street from Market Street to Howard Street. To make these improvements possible, we are proposing to remove one lane of southbound traffic on 6th Street from Market Street to Howard Street. The project will retain 2 lanes of northbound traffic from Brannan/I-280 to Market Street/Taylor Street. This</p>									

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					current project retains our core pedestrian safety improvements while maintaining current traffic capacity in the northbound direction on 6th Street – and reduces one lane of southbound traffic only where it makes sense for overall SOMA circulation. It is important to note that we removed the proposed bike lane on 6th Street to add in a northbound traffic lane as part of our recent changes.
180208.01 (Email)	Sue Vaughan	How much is JUMP paying the SFMTA for the right to have for-profit bicycles locked up at bicycle racks?	Ben Jose	Complete	As of July 1, 2017, annual permit fees for less than 500 stationless shared bicycles are \$12,208
180213.01	Joan Downey	How many seats are on the new LRV trains in comparison to the old LRV trains?	Sabrina Suzuki	Complete	There are 60 seats on the Breda and 52 on the Siemens. While the new trains have less seats, they can accommodate more standing room.
180213.02	Mark Ballew	What will the time impact be on the bus lines that use the 30th and Mission Street stop by sharing the stop with commuter shuttles?	Alex Jonlin	Complete	Due to the low volume of shuttles expected to use this stop (15 per morning overall, about four per hour during morning commute hours), there is not expected to be a consistent impact on the 24-Divisadero schedule.
180213.03	Mark Ballew	How is it determined where shared stops will be placed and how does Muni measure impact of commuter shuttles when adding or taking away stops?	Alex Jonlin	Complete	We work with staff from the Transit Division to identify whether Muni stops are suitable for shared use by shuttles. Generally, we allow shuttles to share Muni zones if Muni frequencies at that zone are approximately every 10 minutes or higher. We sometimes share stops like this where Muni frequencies are slightly less than every ten minutes (the 24-Divisadero comes every 9 minutes) if the stop long enough for two buses at the same time and/or if there is a low volume of shuttles.

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180213.04	Joan Downey	Do Proof of Payment (POP) officers give citations for riders putting their feet on the seats, taking up seats with their bags, and other unfavorable rider behaviors? If so, what is the number of citations given for those behaviors in 2017?	Chris Grabarkiewctz	Complete	In calendar year 2017, the Transit Fare Inspectors wrote 65 “quality of life” citations out of a total of 47,114 (0.14%).
180213.05	Joan Downey	Are there rules for rider behavior spelled out anywhere and if so, what are they and where can I find them?	Sabrina Suzuki	Complete	There are no definitive rules that spell out how riders should behave.
180307.01 (presentation request)	Frank Zepeda	Requested a presentation on the Mayor’s TNC pilot.	Keka Robinson-Luqman	Complete	This topic is scheduled for the June 7 th CAC meeting.
180322.01	Daniel Murphy	Please provide a breakdown of what form of payment is used by Muni Mobile users who don’t use PayPal.	Travis Fox	Complete	Month to date MuniMobile sales in March: Visa 61% MasterCard 16% Amex 2% Discover 1% PayPal 19%
180322.02 (presentation request)	Joan Downey	Requested a presentation on creating official rules of etiquette for Muni vehicles.	Keka Robinson-Luqman	Complete	This topic is scheduled for the June 20 th FAC meeting.
180322.03	Neil Ballard	How many F line collisions have there been in 2018 and what are the dates of	Sabrina Suzuki	Complete	Date Range: 1/1/2018 – 4/23/2018 Description: Collisions Involving F-Line

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		those collisions?			<p>Total Collisions: 9</p> <table border="1"> <thead> <tr> <th>Date of Incident</th> <th>Line</th> <th>Vehicle</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1/1/2018</td> <td>F</td> <td>1063</td> <td></td> </tr> <tr> <td>1/11/2018</td> <td>F</td> <td>8839</td> <td>Bus Substitution</td> </tr> <tr> <td>1/15/2018</td> <td>F</td> <td>1076</td> <td></td> </tr> <tr> <td>1/22/2018</td> <td>F</td> <td>1077</td> <td></td> </tr> <tr> <td>2/13/2018</td> <td>F</td> <td>1074</td> <td></td> </tr> <tr> <td>2/23/2018</td> <td>F</td> <td>1856</td> <td></td> </tr> <tr> <td>3/15/2018</td> <td>F</td> <td>1071</td> <td></td> </tr> <tr> <td>4/2/2018</td> <td>F</td> <td>1895</td> <td></td> </tr> <tr> <td>4/21/2018</td> <td>F</td> <td>1055</td> <td></td> </tr> </tbody> </table>	Date of Incident	Line	Vehicle	Notes	1/1/2018	F	1063		1/11/2018	F	8839	Bus Substitution	1/15/2018	F	1076		1/22/2018	F	1077		2/13/2018	F	1074		2/23/2018	F	1856		3/15/2018	F	1071		4/2/2018	F	1895		4/21/2018	F	1055	
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180322.04 (Email)	Joan Downey	It's 8:30pm after the CAC meeting. There is 1 N Judah train on the ENTIRE outbound segment; the rest are inbound — more than 7 between Embarcadero and Caltrain. NOT ONE has been turned around at Embarcadero. 1. What is line management doing? 2. Why did the first car in line at Caltrain not move for about 15 minutes?	Sabrina Suzuki	Complete	There were several delays that caused service gaps. In the Central Control log, there were several switchbacks made to get our Metro lines back in order. Switchbacks are a vital maneuver that we use to ensure we balance service in the inbound and outbound direction after a Muni or non Muni incident. We have a team that is focused on reducing switchbacks. We are also continuously working to improve customer communication and recognize it's an area that we can improve.																																								
180324.01 (Email)	Joan Downey	I'm on an N Judah bus right now that I boarded at Frederick and Cole. He's	Sabrina Suzuki	Complete	The bus should not be stopping at Haight Street. We will pass along this information to the Division so they will																																								

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		making stops along Haight St. like it is an N owl. It's my understanding that it should not make the stops between Frederic and Cole and Duboce Park. Has this policy changed?			communicate this with operators.																		
180410.01	Joan Downey	What are the actual numbers from the graph for RFI #180201.03?	Shawn McCormick	Complete	<table border="1"> <thead> <tr> <th colspan="3">Sidewalk Violations</th> </tr> <tr> <th>Years</th> <th>FY</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>Qtr4</td> <td>4258</td> </tr> <tr> <td>2018</td> <td>Qtr1</td> <td>4771</td> </tr> <tr> <td></td> <td>Qtr2</td> <td>4837</td> </tr> <tr> <td></td> <td>Qtr3</td> <td>5378</td> </tr> </tbody> </table>	Sidewalk Violations			Years	FY	Total	2017	Qtr4	4258	2018	Qtr1	4771		Qtr2	4837		Qtr3	5378
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180410.02	Joan Downey	What is Muni doing to improve temporary stop signage and will maps be considered on the signs? Who is responsible for taking the signs down once the temporary stops are no longer in use?	Sandra Padilla	Complete	The SFMTA is developing templates that include maps to standardize and improve signage. When signage posting is done by the project team, the project team would take the signage down. For other projects where we enlist the help of communications' ambassador team, they are in charge of taking down signs.																		
180412.01 (Email)	Sue Vaughan	What process has the SFMTA used to approve 1565 Broadway and 2560 Van Ness as "Approved Driveway[s]" for Chariot boarding and deboarding of passengers?	Philip Cranna	Complete	Chariot provided us with a list of the locations that they wished to use as stops. We required that the stops were in legal locations. They may use driveways, provided that they have the permission of the driveway owner.																		
180412.02 (Email)	Sue Vaughan	Please provide all documents related to the approval of driveways or driveway frontages as places for Chariot to conduct its business.	Keka Robinson-Luqman	Complete	This was converted to a public records request.																		

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180412.03 (Email)	Sue Vaughan	Has the SFMTA passed ordinances per California Vehicle Code 22500 (e)(i) for each driveway or driveway frontage that Chariot wishes to use or that the SFMTA is recommending be used as a bus stop?	Philip Cranna	Complete	The SFMTA has not passed any ordinances per 22500(e)(i). PTVs may not use bus stops.
180423.01 (Email)	Neil Ballard	What are the costs for all operator restrooms built in the last year?	Robert Mau	Complete	It would be difficult to only assess how much was spent on 2017 alone as there were procurement, design, and construction fees that were allocated in 2015 through 2018. For the Operator Convenience Facilities Phase II project, there is a budget of \$6 million to design and construct 9 new units around the city. In addition to the construction of new units, the SFMTA has lease agreements with other agencies and local businesses. There are approximately 39 license/lease use agreements costing approximately \$185,000/year.
180425.01	Dorris Vincent	Why do residents have to call to have sidewalk parking cited? Why enforcement of sidewalk parking isn't done during the mornings, evenings, and late at night?	Shawn McCormick	Complete	Sidewalk enforcement is not done on a complaint only basis. Resource availability is a hindrance to a complete around the clock enforcement of sidewalk violations.
180425.02	Dorris Vincent	Requested an update on sidewalk parking enforcement.	Keka Robinson-Luqman	Complete	This topic is scheduled for the June 27 th EMSC meeting.
180425.03	Frank Zepeda	Some of the destination signs on the new buses are red, some are orange, and some are red and orange. What is	Sabrina Suzuki	Complete	Initially, bus builds had destination signs in red. Thereafter, the SFMTA received comments from the ADA community that amber is a better color for the visually

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		the intended color for these signs?			impaired so the specification was switched to amber. The plan is to update all the previous red signs to amber during midlife overhaul.
180504.01 (Email)	Sue Vaughan	What state law permits the SFMTA to charge taxis \$250,000 medallion fees for use of City streets as places of enterprise for private gain, above and beyond true regulatory costs?	Roberta Boomer	Complete	We have no additional information beyond the information that we have provided in the past therefore we decline to answer any further requests for information or questions regarding the SFMTA's authority to regulate PTVs/Commuter Shuttles
180504.02 (Email)	Sue Vaughan	What state law restricts the imposition of medallion-style fees for the use of City streets as places of enterprise for private gain on the tech shuttle buses participating in the Commuter Shuttle Program?	Roberta Boomer	Complete	We have no additional information beyond the information that we have provided in the past therefore we decline to answer any further requests for information or questions regarding the SFMTA's authority to regulate PTVs/Commuter Shuttles
180606.01 (Email)	Joan Downey	Has a crosswalk been added across MLK in front of the main entrance (the one closest to Lincoln) to the Botanical Garden?	Mark Dreger	Complete	The crosswalk is on our list of proposed projects, but it's the one that has not yet been approved by Transit Operations. They are concerned about impacts to Muni travel times and are still evaluating the possible impacts. All other approvals for this location have been secured. All other components of the Golden Gate Park Traffic Safety Project are moving to construction.
180612.01	Frank Zepeda	Requested a copy of the Third Street Phase 3 Concept Study	Kansai Uchida	Complete	Links to the documents were provided to the CAC via email on July 6 th .
180621.01 (Email)	Joan Downey	This was posted on nextdoor: "A house near us was majorly renovated and removed what was probably a	Ted Graff	Complete	<ul style="list-style-type: none"> • The picture does not provide enough information to determine exactly what is going on here • We would not enforce the signs, but if it is still a

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		<p>driveway. Now there's a cutout with a solid fence but no driveway, garage, or car access to the back - but there are No Parking signs up. When you remodel this way, are you able to get your own street parking through the city? The car parked there is the resident parked in his "reserved" spot. Is this something you can do legally with the right fees and approval? Never seen street parking reserved this way." The address is 920 Ashbury St. and the curb cut parking situation is on Piedmont - where the fence for the backyard is.</p> <ol style="list-style-type: none"> 1. Is this legal? 2. If someone parks there, would the MTA issue a ticket? 3. If not, what can the MTA do about it? And what will the MTA do about it? 			<p>driveway we would enforce on a complaint basis (IE someone calls in)</p> <ul style="list-style-type: none"> • If it is not a driveway then we would not enforce anything • If the curb has not been raised and it is no longer a driveway this would be a good case to have the request made to require it
180627.01 (presentation request)	Daniel Weaver	Requested a presentation on a possible visibility campaign around the historic and vintage fleet and the need for better equipment, better facilities, more staff and a manager dedicated to	Keka Robinson-Luqman	Complete	This topic is scheduled for the 6/6/2019 CAC meeting.

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		this project. (CAC)			
180627.02	Dorris Vincent	What is the timeline for running two-car trains on the T Third line regularly?	Sabrina Suzuki	Complete	Two-car K/T's were incorporated into the schedule as of August 27, 2018. This change means a permanent shift into two-car service along the Third Street corridor on the T Third line.
180712.01	Sue Vaughan	Will Chariot and Tech shuttle buses be among the vehicles allowed in the Geary Rapid Project red transit-only lanes?	Liz Brisson	Complete	Most of the new transit-only lanes within the Geary Rapid project limits would be legislated as "Transit Only" which means that they would be allowed to be used by buses and taxis. The California Vehicle Code's definition of a bus in Section 233(b) states that "A vehicle designed, used, or maintained for carrying more than 10 persons, including the driver, which is used to transport persons for compensation or profit, or is used by any nonprofit organization or group, is also a bus." Therefore, commuter shuttles or private transit vehicles such as Chariot would be allowed to use the lanes if using vehicles designed, used, or maintained for carrying more than 10 persons. Note one block of the Geary Rapid new transit-only lanes would be designated as "Muni and Golden Gate Transit Only" on Geary Boulevard between Presidio and Masonic avenues in the outbound/westbound direction and no commuter shuttles or private transit vehicles such as Chariot would be allowed in this location. Per SFMTA's existing regulations, private transit vehicles like Chariot are not allowed to stop in Muni bus zones, and only permitted commuter shuttles can stop in select Muni bus

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					zones, of which there are none on Geary.
180712.02	Frank Zepeda	Requested a copy of the Transit Only Lane Evaluation Report.	Keka Robinson-Luqman	Complete	That report can be found at the following link: https://www.sfmta.com/sites/default/files/reports/2017/Red%20Transit%20Lanes%20Final%20Evaluation%20Report%202-10-2017.pdf
180712.03	Daniel Weaver	Why does running two car trains on the weekends on the N Judah line cost one million dollars?	Sabrina Suzuki	Complete	Having a two-car train costs more for vehicle maintenance if the second train is in operation. Those costs are a direct function of how much we operate two-cars.
180712.04	Sue Vaughan	What is the ridership of the 83X?	Sabrina Suzuki	Complete	The latest, comprehensive stop level weekday counts date from the Fall of 2015. At this time, the 83X Midtown Express carried about 300 daily passengers during its peak AM and PM service periods.
180712.05 (presentation request)	Dorris Vincent	Requested a presentation on sidewalk parking enforcement.	Keka Robinson-Luqman	Complete	This topic is already scheduled for the August 14 th OCSC meeting. But, since that meeting will be canceled, it has been rescheduled for the October 4 th CAC meeting.
180712.06	Joan Downey	Requested a presentation on a possible policy change regarding the number of strollers that can be on a bus at one time. (referred to the FAC by Chairman Weaver)	Keka Robinson-Luqman	Complete	The document responsive to this request was emailed to the council on 8-31-18.
180712.07	Queena Chen	Are there any fines or fees assessed when tech buses break the law?	Philip Cranna	Complete	In addition to any violations of the California Vehicle Code and the San Francisco Transportation Code, Commuter Shuttles can also be assessed administrative penalties. \$250 administrative penalties are assessed for violating the permit terms, such as driving on non-arterial streets. For egregious violations, penalties may be increased to

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					<p>\$500 and then up to \$1000 for subsequent violations thereafter.</p> <p>Section 302 enumerates the fine schedule for the Transportation Code and Section 303 lays out the fine schedule for CVC violations. Administrative penalties are described in Section 914.</p>
180712.08	Queena Chen	How many ambassadors at the major stops have the capacity to speak other languages? What resources are being utilized by the SFMTA to ensure that those with language barriers are accommodated?	Candace Sue	Complete	The SFMTA deploys ambassadors to assist customers during transit disruptions, particularly for planned projects like Twin Peaks Tunnel Rehabilitation Project or large special events like Super Bowl 50. Depending on magnitude of the impact, we may utilize the contracted ambassadors to enable the provision of support services from early in the morning to late evening (6 a.m. to approximately 1 a.m.) When planning for ambassadors, we assess the impacted locations and need for bilingual support. In addition, our Muni Customer alerts that are posted at the stops are translated into Chinese, Spanish, and Filipino based on the city's Language Access Ordinance.
180712.09	Sue Vaughan	Requested a presentation on Motivate bike racks being installed in San Francisco neighborhoods.	Keka Robinson-Luqman	Complete	This item has been scheduled for the September 6 th CAC meeting.
180713.01 (Email)	Joan Downey	Who authorized this offensive ad for squirt . org? What can we do to remove it and prevent such an ad on Muni	Gail Stein	Complete	As a government agency, the SFMTA can only address general categories of advertising and cannot determine the specific content of a particular advertisement. In this

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		buses in the future? (If I include the link the website that is advertised, the SFMTA's server rejects the message as spam – it knows!)			case, the advertisement (which is the type of ad that is often purchased around the time of SF Pride) is for a dating-type of service and would not be considered to be obscene. This type of advertising is permitted under the Advertising Policy .
180802.01	Sue Vaughan	How many transverse seats are on the new Light Rail Vehicles (LRVs) and how many were planned to be there?	Sabrina Suzuki	Complete	There are no transverse seats on the new LRVs. The new cars are equipped with all perimeter seating which allows more passenger capacity with better flow. This seating design was modeled after other major transit agencies' trains. During the early stages of design for the Siemens LRV, a survey was taken with our riders and the majority preferred the longitudinal (or perimeter) seating as opposed to the transverse seating
180802.02	Sue Vaughan	How difficult would it be to put more transverse seats into the new light rail vehicles? Can the parallel seats be removed and the transverse seats be put in?	Sabrina Suzuki	Complete	The seating layout impacts the overall loading and the structure for the seats and the sidewalls. Any changes would require a considerable redesign. The perimeter seating greatly enhances passenger flow through and on and off the vehicle. Introducing the transverse seating would negatively impact passenger flow.
180802.03	Daniel Murphy	Is the SFMTA, either at the administrative level or the Board level, able to make rules of conduct for behaviors on its vehicles that can be enforced by fare inspectors?	Chris Grabarkiewctz	Complete	A rule change would require an amendment to the Transportation Code which can only be done by the MTA Board of Directors.
180802.04	Joan Downey	In request for information response 180606.01, it indicates that the speed of the 44 bus would take precedence	Mark Dreger	Complete	The most recent update is the proposed raised crosswalk at this location was deemed incompatible with transit operations, so only a striped crosswalk will be installed. A

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		over pedestrian safety. How does this conform to the MTA's Vision Zero policy?			<p>raised crosswalk could be installed at this location in the future once a policy for raised crosswalks on frequent transit routes is developed.</p> <p>In terms of Vision Zero, this location is not on the High Injury Network; in the 5-year period reviewed during the 'planning' phase, there were no collisions involving people walking across MLK Drive at this location. (8/29/18)</p>
180802.05 (presentation request)	Sue Vaughan	Sue Vaughan requested a presentation on bus stop enforcement.	Keka Robinson-Luqman	Complete	This topic is scheduled for the October 4 th CAC meeting.
180802.06	Sue Vaughan	How many permits have been issued for electric scooters, if any?	Miriam Sorell	Complete	None have been issued to date. The SFMTA received 12 applications and is in the process of deciding of who to issue permits to. (8/6/2018)
180802.07	Sue Vaughan	How many shuttle buses currently have placards?	Alex Jonlin	Complete	<p>Please refer to our most recent annual report, which has these numbers as of December:</p> <p>https://www.sfmta.com/sites/default/files/reports-and-documents/2018/05/commuter_shuttle_program_annual_status_report.pdf</p>
180802.08	Sue Vaughan	What is the average number of shuttles in operation during the AM and PM hours?	Philip Cranna	Complete	<p>AM Average: 530</p> <p>PM Average: 527</p>
180802.09	Sue Vaughan	Requested a presentation on the failure of the agency to be accountable to the law.	Roberta Boomer	Complete	Following consultation with the CAC officers, the CAC is not the appropriate forum for this topic. If you feel that the SFMTA is not being accountable to the law, you should seek recourse in the courts.
180802.10 (request for	Sue	Requested a presentation on the Board	Keka Robinson-	Complete	This topic is scheduled for the November 1 st CAC meeting.

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presentation)	Vaughan	of Supervisors approved legislation to overturn certain decisions made by the SFMTA.	Luqman		
180802.11	Queena Chen	What is the notification process regarding curb usage changes?	Paul Kniha	Complete	Notification notices are posted in the field 10 days in advance, as well as on the website. Residents as well as organizations can sign up to receive notifications about all proposed color curb changes. Notifications can be searched by neighborhood and supervisorial district. The Color Curb Program ensures that all notifications are properly posted.
180802.12	Queena Chen	What kind of accountability does the SFMTA take when curb changes are not properly posted.	Paul Kniha	Complete	If there are any issues with the postings, we check with the technician that posts them in the field. The notices are posted 10 days in advance at the location of the proposed changes. Copies of the notice are distributed to fronting businesses or building if someone is present.
180830.01 (Email)	Sue Vaughan	Please list all the legislated and created transit-only lanes in San Francisco.	Sabrina Suzuki	Complete	This information was emailed to the CAC on 10-26-18.
180830.02 (Email)	Sue Vaughan	Please list all the planned transit-only lanes in San Francisco.	Sabrina Suzuki	Complete	This information was emailed to the CAC on 10-26-18.
180830.03 (Email)	Sue Vaughan	Please list all the planned transit-only lanes in San Francisco.	Sabrina Suzuki	Complete	This information was emailed to the CAC on 10-26-18.
180830.04 (Email)	Sue Vaughan	Please list all the planned bus-only lanes in San Francisco.	Sabrina Suzuki	Complete	This information was emailed to the CAC on 10-26-18.
180906.01	Daniel Weaver	Requested a list of all Parking Control Officer (PCO) citations and administrative penalties issued to commuter shuttles during August	Philip Cranna	Complete	There were 980 PCO citations issued and 149 administrative penalties assessed during August 2018.

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		2018.			
180906.02	Sue Vaughan	What are the stop event fees collected for the second half of 2018?	Philip Cranna	Complete	\$1,774,356.17 for July, August, and September 2018.
180906.03	Sue Vaughan	Is the SFMTA able to collect data on fees that are allegedly paid by riders to take commuter shuttle rides?	Philip Cranna	Complete	No.
180906.04	Sue Vaughan	What is the revenue sharing agreement and what is the curb space charge for the bike share program?	Adrian Leung	Complete	<p>For revenue sharing, the GoBike business model is based around sponsorship, which provides system funding and all public benefits at no cost to tax payers.</p> <p>Revenue sharing is based on membership and sponsorship. The revenue sharing hurdle for memberships is \$18,000,000 within a contract year. The revenue sharing hurdle for sponsorships is \$7,000,000 within a contract year. The operator pays MTC (the regional contract holder) 5% of revenue above the hurdle. See the attached MTC Board Motivate Contract Term summary for more details. For the first year of GoBike expansion, a very rough estimate of the revenue sharing for SFMTA is approximately \$1,200.</p> <p>There is no curb space charge for the bikeshare program.</p>
180906.05	Sue Vaughan	Requested a copy of the bike share contract between Motivate and the Metropolitan Transportation Commission	Adrian Leung	Complete	The Program Agreement, the contract between Motivate and MTC, and the Coordination Agreement between Motivate and SFMTA was sent to the Council on 9-28-18.
180906.06	Neil Ballard	Requested a presentation about	Keka Robinson-	Complete	This item is scheduled for the 4/4/19 CAC meeting.

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(request for presentation)		emergency plans for when something goes wrong in the tunnel and how it is communicated. (CAC)	Luqman		
180906.08	Joan Downey	Asked for follow up to her information request (180802.04). When will the crosswalk be installed?	Mark Dreger	Complete	The plan is to have it installed by the end of the year. First, a new curb ramp needs to be constructed at the southern end of the new crosswalk. This curb ramp is funded, designed, and is now awaiting construction by Public Works. (9/20/18)
180906.09	Joan Downey	Are the new signs in the Muni Metro stations still showing NextBus information?	Lucas Smith	Complete	The PAV signs (the new large signs on the platform and mezzanine levels) show departure predictions that are based on a combination of NextBus and ATCS information. Generally, when trains are on the surface or far from the station, NextBus predictions are shown. When trains get quite closer to the station, the system regards the ATCS predictions as more reliable. (PAV stands for "Public Announcements/Video", but I've also been informed that we are switching to the name SSA, for System Signs & Announcements, to refer to this system. "SSA" or "System Signs & Announcements" is our preferred term now.)
180906.10 (request for presentation)	Mark Ballew	Requested a presentation on subway sign designs. (OCSC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 8/13/19 OCSC meeting.
180906.11	Queena Chen	Asked for follow up to her information request (180802.12). How are staff held accountable if they do not post	Paul Kniha	Complete	We investigate each report of improperly posted notices. If necessary, notice may need to be reposted or a public hearing postponed. Staff are held accountable with the

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		notices?			same consequences as any other misconduct in the work place—progressive discipline.
180906.12	Sue Vaughan	Requested a copy of the Muni 60-Day Recovery Plan.	Sabrina Suzuki	Complete	Emailed to the CAC on 9-28-18.
180906.13	Queena Chen	Requested a safety evaluation on the new crosswalk at Broadway, Columbus, and Grant streets.	Nick Carr	Complete	<p>The opening of the east crosswalk on Broadway at Grant Street was a community request from CCDC and others in Chinatown, and was designed to allow better pedestrian routes across Broadway. The new design will have vehicles negotiating the new street spaces as they adjust their driving behaviors. While having vehicles stop between the two Grant Street crosswalks is not ideal, as long as they stop outside the crosswalks, they are clear of pedestrians' path of travel and are similar to vehicles waiting to turn while pedestrians clear the intersection at any crosswalk.</p> <p>The new crosswalk was designed with all the pedestrian and vehicle movements in mind. When vehicles turn from Columbus, (or if they should happen to run a red light behind legally crossing vehicles) they may encounter congestion at some times of day, and need to stop between the crosswalks. The signals are timed such that it minimizes vehicles getting caught between Grant and Columbus, but this is no guarantee that vehicles won't get caught at times.</p>

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					We will monitor the intersection and the functioning of the new Grant crosswalk and make adjustments if they are needed.
180906.14 (request for presentation)	Daniel Weaver	Requested a presentation on the approval process of the scooter pilot program. (CAC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 5/2/19 CAC meeting.
180913.01 (Email)	Sue Vaughan	What is the difference between red zones designated by the Engineering Committee and "Transit-Only Lanes" legislated by the SFMTA Board of Directors?	Ricardo Olea	Complete	What we refer to as "red zones" are no parking zones that per the California Vehicle Code are painted red on the curb. These can be a few feet to an entire block in length. Parking can be prohibited for a number of reasons. "Transit Only lanes" are official designation that a lane on the street can only be used by certain types of vehicles, so it is not a parking restriction.
180919.01 (Email)	Sue Vaughan	Please provide a list of all the commuter shuttle bus providers that pay per stop event per day.	Philip Cranna	Complete	Bauer's, Bishop Ranch, Transmetro, We Drive U, Compass, Hallcon, Royal, Lux Leasing, Storer, Kaiser, Corinthian, SF Minibus, Pure Luxury, and Lux Bus.
180919.02 (Email)	Sue Vaughan	Please provide a separate list of all the commuter shuttle providers that do not pay per stop event per day.	Philip Cranna	Complete	MV Transportation.
180923.01 (Email)	Sue Vaughan	What is the noticing policy for resident & merchant associations when there is to be a change in color curbs?	Ricardo Olea	Complete	On outreach for color curb changes, it depends on the degree, area and nature of the change. The minimum outreach is a posting on the street and website, a requirement outlined in the municipal Transportation Code. We at times alert adjacent properties. For things that may be more controversial we can involve other stakeholders (Board of Supervisors, merchant groups) based on past input and experience. Most routine changes

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					have a public hearing posting.
180926.01	Stephen Cornell	How do you find the statistics of people who are injured while bike riding in the city?	Ryan Reeves	Complete	Please see attached for the data for 2013-2016 police reported cyclist injuries (this information was emailed to the CAC on 10/26/18). The SF Department of Public Health (SFDPH) is working on a new interface (TransBASE Dashboard) for looking up traffic injury data from the transbasesf.org website. The Dashboard is undergoing testing right now and will be available hopefully later this year. Please note that we know from previous research that cyclist injuries are underreported to the police.
180927.01 (Email)	LisaMarie Betancourt	How does the SFMTA address residents with outstanding debt, particularly those who are low income or may not be in a place to pay all fees owed? Are there any programs in place or representatives who handle these matters in particular? If there is such a channel, who might be responsible for outreach or making these programs accessible?	Diana Hammons	Complete	The two websites below provide information on the SFMTA's low-income citation payment, community service, and boot and tow fee reductions. www.sfmta.com/paymentoptions https://www.sfmta.com/getting-around/drive-park/boot-and-tow-fee-reductions
181004.01 (request for presentation)	Daniel Weaver	Requested a presentation on the Harvey Milk Plaza redesign. (CAC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 3/7/19 CAC meeting.
181004.02	Joan Downey	Since the beginning of the time I've been on the CAC, a lack of an updated central control and updated	Sabrina Suzuki	Complete	Muni typically measures service reliability in terms: 1) headway reliability; 2) travel time reliability; and 3) on-time performance. The first two measures best capture

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		communication network has been the excuse for poor service reliability. Both the central control and communication system are now up-to-date. Why has Muni service reliability decreased so much in the past few months? And why hasn't it improved?			<p>the direct passenger experience as they explain a rider's expected wait and trip experience. Over the last year Muni's system wide headway reliability has hovered between 82%-79%. However, during the summer headway reliability deteriorated as a result of missed service which caused passengers to wait longer than expected. As has been published, Muni is challenged by an operator shortage which makes it difficult to fill regular service let alone accommodate extra service due to special events and/or construction.</p> <p>Service reliability has also been challenged by increasing infrastructure issues particularly in the subway.</p> <p>In response to these challenges, we are increasing our service management efforts at the Transportation Management Center (TMC) to mitigate impact to passengers.</p>
181004.03	Joan Downey	Requested a graph that shows the distribution of headways for each line inbound and outbound for 24 hours (X axis=time Y axis=headway) at a middle stop on each line	Travis Fox	Complete	We don't have this data readily available or the capacity to produce this. (10-15-18)
181004.04 (request for presentation)	Neil Ballard	Requested a presentation regarding the current state of how harassment and hostile work environment issues are dealt with at the SFMTA, what the	Keka Robinson-Luqman	Complete	This item is scheduled for the November 1 st CAC meeting.

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		plan is moving forward, who is in charge of it, and what they are going to do about it from Ed Reiskin, Director of Transportation and Virginia Harmon, EEO Officer. (CAC)			
181004.05 (request for presentation)	Joan Downey	Requested a presentation on service animals on SFMTA vehicles. (CAC)	Keka Robinson-Luqman	Complete	This item is scheduled for the 3/7/19 CAC meeting.
181004.06	Sue Vaughan	What is the policy regarding bus shelters without seats at bus stops? Why are there shelters without seats?	Gail Stein	Complete	Shelters without seats are almost always on boarding islands where there is insufficient clearance to have seats. Federal, State and local laws require at least four feet of clearance.
181004.07 (request for presentation)	Daniel Weaver	Requested a presentation on transverse seating and service inadequacies from the Director of Transit. (CAC)	Keka Robinson-Luqman	Complete	This item is scheduled for the 1/23/19 EMSC meeting.
181004.08	Joan Downey	How much would a change order cost to implement transverse seating on the new Light Rail Vehicles (LRVs)?	John Haley	Complete	We are approaching completion of the first phase of our light rail car procurement. We currently have some 34 cars certified for revenue service and will have 68 new expansion vehicles in service by fall of 2019. We are on budget and on schedule with a new car being certified each week. The public has provided overwhelmingly positive feedback and we are working with our funding partners and Siemens the vehicle manufacturer to move up the next phase of the purchase which is the replacement of our current Breda cars. The cars have proven to be reliable and provide the anticipated

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					<p>maintenance efficiencies. We are continuing to develop a list of potential enhancements we may want in the next production run and will be bringing that forward shortly. You have asked for a cost estimate of converting the current seating arrangement in the cars to all transverse as was in our Breda cars. I look forward to discussing this with you at an upcoming meeting, but I want to make you aware that the SFMTA Board has asked for some potential options for re-designing the interior of the cars as well. We have worked on some alternatives and will be providing them with an overview at the November 6th SFMTA Board meeting. We would be happy to review this topic and hear your feedback around the current configuration at a meeting later that month.</p>
181004.09	Daniel Weaver	What is the basis of the state legislation that is guiding the SFMTA in the establishment of the per stop fee for commuter shuttle buses?	Philip Cranna	Complete	The per stop fee is bound by cost recovery mandated by Prop 26.
181015.01 (Email)	Queena Chen	What are the service areas that the electric scooter companies, Scoot and Skip, will be serving?	Adrian Leung	Complete	This information was emailed to the CAC on 11//30/18
181015.02 (Email)	Queena Chen	Requested a list of schools that participate in the school crossing guard program, how many crossing guards are allocated to be there, and the number of crossing guards that are actually there.	Kathleen McEvoy	Complete	This information was emailed to the CAC on 10/26/18.

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181015.03 (Email)	Queena Chen	Does SFMTA go around to schools to enforce the no parking school bus zones? If not, what can a school do to get enforcement to come and enforce posted signs?	Shawn McCormick	Complete	We do go to schools to enforce loading zones and school bus zones. Officers rotate to various schools throughout San Francisco. A school with a specific issue, can call our dispatch at 415-553-1200 to report the issue and an officer will be dispatched. Schools reach out to us regularly to report issues with their schools.
181015.04 (Email)	Queena Chen	Spring Valley Elementary School requested a white zone on Washington Street for student drop off a few years ago, but it didn't go through. What process would the principal have to do in order to start the process of requesting the white zone on Washington Street again?	Andre Wright	Complete	The SFMTA is currently working with the Principal and the school trying to get the passenger loading zone on Washington Street established. We began last year with the outgoing Principal. Legislation has already passed to establish, but we received opposition from a few who weren't able to attend the public hearing. We're now attempting to have the school arrange a small community meeting and invite neighbors to discuss. With so much talk about the SFMTA not reaching out to the public before changes are made, we thought this was a good attempt for public outreach. I'm waiting for a response from the Principal now. We copied Supervisor Peskin's office about this through his aide, so they should be aware.
181019.01 (Email)	Aaron Leifer	Apparently due to a disabled train, the entire J line is still seeing a huge delay more than an hour after the delay was cleared. I'd like to know: - What's the ETR on fully restoring normal service (I'd like to know more about the process for dealing with	Sabrina Suzuki	Complete	There was a delay on the J line that caused system wide delays for line from the morning commute through the afternoon commute. When there is a delay due to a mechanical issue or in this case a disabled train, our mobile response unit is called to the scene. They are trained mechanics to quickly identify issues and get service moving as soon as possible. If their diagnosis finds that the train needs to be towed out of

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		<p>these issues)</p> <ul style="list-style-type: none"> - Was the disabled train replaced with another and if not, why not? Will that happen? - Why have shuttles not been deployed to supplement service? (I'm only seeing 5 active trains for the entire line.) 			<p>service, the train behind it is used to tow the train out of service. Unfortunately, the train is not always replaced with another as it dependent on having 1) a standby operator available; and 2) a vehicle. In the absence of both, Muni utilizes switchbacks and deadheads to balance service in both directions. These actions minimize impacts to our customers but does not keep them from feeling the delay.</p> <p>When Central Control identifies the issue and estimates that the delay will take time to clear (usually a full headway), they will pull shuttle buses from other lines to supplement service. However, keep in mind that shuttle buses need to travel from wherever vehicles are located in the city and also travel through street traffic.</p>
181024.01 (Email)	Aaron Leifer	The NextBus display at 18th/Church J stop has been inoperative for more than a week now. I'm requesting status on when this issue will be addressed.	Gail Stein	Complete	This one has had a long term PG&E power issue which we are trying to get repaired.
181024.02 (presentation request)	Frank Zepeda	Requested a presentation on the Moscone Garage project in relation to Muni employee housing. (EMSC)	Keka Robinson-Luqman	Complete	<p>At staff's request, this will be scheduled once the developer has been selected which should be (approximately) in March 2019.</p> <p>Update: The SFMTA has decided to <u>not</u> pursue the project at Moscone Garage for the time being. We cancelled the RFP last week, refrained from making a selection, and are evaluating the possibility of re-issuing a modified RFP at a later date. (3/27/19)</p>

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181024.03	Dorris Vincent	There are problems with speeding out of the shipyards at Donohue and Galvez streets. What is the process for getting speed bumps put in?	Damon Curtis	Complete	<p>Typically if a street needs traffic calming we follow the application process outlined in our website at https://www.sfmta.com/getting-around/walk/residential-traffic-calming-program.</p> <p>However, Galvez and Donohue Streets are different in that they fall in a new project development area, formerly under control of the Navy. The streets here have not been accepted by Public Works for city maintenance, therefore they are still the responsibility of the developer. If there is a traffic calming issue or complaint, it can be directed to Dustin Rieger, who is Five Point's Director of Construction. His email address is Dustin.Rieger@fivepoint.com.</p>
181024.04 (presentation request)	Frank Zepeda	Requested a presentation on LRV3 retrofits and delivery, testing, and rollout of LRV4s. (EMSC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 1/23/19 EMSC meeting.
181031.01 (Email)	Christopher Man	What is the SFMTA's process for requesting a temporary bus stop relocation to accommodate construction activities?	Matthew Brill Sabrina Suzuki	Complete	<p>Here is information about bus stop relocations: https://www.sfmta.com/permits/muni-construction-support-and-clearance-permit.</p> <p>Please have the contractor send us an email with the specific request to constructionrequest@sfmta.com. Once an email is received, they will receive an online form to fill out. Requests are reviewed, and contractors receive notice on the status of the request.</p>
181101.01	Sue	Sue Vaughan requested a presentation	Keka Robinson-	Complete	After receiving the Schaller Report and staff report

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(presentation request)	Vaughan	on the Schaller report and upcoming Taxi program changes. (FAC)	Luqman		regarding this matter, the FAC chair has decided not to schedule a meeting on this topic at this time.
181101.02 (presentation request)	Joan Downey	Requested a presentation on the recommendations provided by Ombudsman Dolores Blanding once she concludes her fact finding. (CAC)	Keka Robinson-Luqman	Complete	This will be scheduled once Dolores Blanding's findings are released.
181101.03	Sue Vaughan	What are the harassment trainings, who is expected to go through the trainings, and what are the expectations for employees in the rest of the agency who don't get training?	Ed Reiskin	Complete	Managers and Supervisors receive harassment training every two years. Responsive documents were emailed to the CAC on November 30 th .
181101.04 (presentation request)	Sue Vaughan	Requested a presentation on what the charter says about transportation and the San Francisco Transportation Code Divisions I & II.	Roberta Boomer	Complete	The link to the Transportation Code (Divisions I and II) is: http://library.amlegal.com/nxt/gateway.dll/California/transportation/transportationcode?f=templates\$fn=default.htm\$3.0\$vid=amlegal:sanfrancisco_ca\$sync=1 The link in the Charter regarding the SFMTA is: http://library.amlegal.com/nxt/gateway.dll/California/transportation/transportationcode?f=templates\$fn=default.htm\$3.0\$vid=amlegal:sanfrancisco_ca\$sync=1
181101.05 (presentation request)	Joan Downey	Requested a presentation on the Muni stroller policy. (EMSC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 2/27/19 EMSC meeting.
181102.01 (Email)	Sue Vaughan	What state law permits the SFMTA to create white zones for the exclusive use of one industry (for example, tech shuttle buses)?	Philip Cranna	Complete	CVC 22507 authorizes SFMTA to allow commuter shuttles to use the stops in question.

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181102.02 (Email)	Sue Vaughan	How many inbound 1AX buses are scheduled each weekday morning and have the number of buses and scheduled times of arrival changed in recent months?	Sabrina Suzuki	Complete	<p>Muni strives to fill service as effectively as possible and typically covers express service. However, in the event we do not have enough operators, we fill low frequency routes and routes with less transit alternatives. Express routes such as the 1 AX have alternative lines riders that can be accessed within a short walk such as the 1 California, 38/38R/38 A & BX.</p> <p>Normally we would offer an inbound 1AX bus approximately every 10-15 minutes between 6:45 -10am each weekday or approximately 20 morning runs. However, we are only offering limited service this week due to the holiday slowdown.</p> <p>With all that said we are currently suffering thru an operator shortage that has impacted service delivery all across Muni</p>
181102.03 (Email)	Sue Vaughan	How many incidences of sexual harassment have been reported by passengers on Muni revenue vehicles in the past 12 months?	Chris Grabarkiewctz	Complete	Six incidents of sexual harassment were reported to the Agency in the last twelve months.
181102.04 (Email)	Sue Vaughan	What steps is the agency taking to address sexual harassment on revenue vehicles if anything?	Chris Grabarkiewctz	Complete	The SFMTA addresses sexual harassment through our general crime prevention strategy.
181102.05 (Email)	Sue Vaughan	Is the SFMTA taking steps to prevent revenue vehicles as being used as places to live, if anything?	Sabrina Suzuki	Complete	Yes, revenue vehicles are swept before vehicles are pulled out of the yard. This does not stop someone from getting onboard early in the morning and riding the revenue

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					vehicle. The yards where revenue vehicles are stored are patrolled by security.
181102.06 (Email)	Sue Vaughan	How often are the interiors of each revenue vehicle cleaned?	Sabrina Suzuki	Complete	Vehicles receive a general cleaning once a day.
181102.07 (Email)	Sue Vaughan	Are there any plans to put trash cans on each revenue vehicle?	Sabrina Suzuki	Complete	At this time, there are no plans to put trash cans on revenue vehicles. Trash cans take up space and may need to be emptied several times during the day. Our priority is to keep service moving and this could potentially impede on ability to do that.
181102.08 (Email)	Sue Vaughan	10-Townsend passengers must get off the bus every time the drivers arrive at 24th and Potrero to allow the drivers to take a break. For 10 to 15 minutes passengers must wait outside -- including at night. What passenger safety measures exist at this stop or is the agency considering for this location?	Emily Williams	Complete	The operator is entitled to taking a break at 24 th and Potrero and would be a liability to allow customers to stay onboard while the operator leaves the coach unattended. We advise all our customers to report any suspicious activity.
181102.09 (Email)	Sue Vaughan	How many assaults of bus drivers have there been in the last 12 months and what plans does the agency have to improve safety for drivers?	Chris Grabarkiewctz	Complete	There were 429 operator altercations from 11/1/17 to 10/31/18. These incidents include everything from verbal altercations to throwing coffee on operators to full battery. The Agency will continue the strategic deployment of police officers and fare inspectors, make sure that all buses have safety enclosures for the operators, and provide additional training in conflict resolution and other areas to help mitigate passenger/operator conflict.

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181102.10 (Email)	Sue Vaughan	How many security cameras are on each revenue vehicle and is the agency considering increasing the number of security cameras on each revenue vehicle?	Chris Grabarkiewctz	Complete	Surveillance cameras are installed on revenue vehicle as follows: <ul style="list-style-type: none"> a. Orions, Neoplans (old fleet) <ul style="list-style-type: none"> i. 40 foot coach – 9 cameras ii. 60 foot coach – 11 cameras b. New Flyer (new fleet) <ul style="list-style-type: none"> i. 40 foot coach – 11 cameras ii. 60 foot coach – 15 cameras c. LRV (old and new) – 16 cameras d. PCC (historic) – 7 to 9 cameras <ul style="list-style-type: none"> i. Milan model – 2 cameras e. Cable Cars – 2 cameras
181102.11 (Email)	Sue Vaughan	Is the SFMTA working on a crime reporting app like the one that BART has?	Chris Grabarkiewctz	Complete	There are no plans at this time to increase the number of cameras beyond the increase that is coming with the new bus and rail fleet. We visited the BART Police Department to examine the app they use for crime reporting. It has some excellent features and BART PD is finding it useful. We are examining other possible apps and hope to identify one that will have the best utility for the SFMTA.
181104.01 (Email)	Jarie Bolander	When will the train stop on 9 th and Irving be done?	Cathal Hennessy	Complete	This part of the project should be complete by early Spring. (response received 1/30/19)
181107.01 (Email)	Aaron Leifer	Requested a presentation from the SFMTA social media team. (OCSC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 2/12/19 OCSC meeting.
181107.02 (Email)	Aaron Leifer	When does SFMTA anticipate the NextBus display for the J-Church stop at 18 th /Church will be operational again?	Gail Stein	Complete	The problem is this is SFPUC power from the nearby streetlight—and the issue is with that streetlight. Our contractor is working on it.

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181107.03 (Email)	Aaron Leifer	How often are the downtown subway station platforms (including the walls, stairwells, gutters, etc.) washed to remove dirt and grime? When were the platform walls in those stations last given a thorough cleaning or repainting?	Sabrina Suzuki	Complete	<p>We do not own the Subway Stations with the exception of Forest Hill Station. For the joint stations (Civic Center to Embarcadero), we maintain the area behind our fair gates, including the platforms, escalators, fire life safety for Muni platform and tunnel area (fans and wet stand Pipes). BART is responsible for all other areas, including the mezzanine level, elevators and escalators for BART and access from the mezzanine to the surface. They have their own fire life safety systems as well.</p> <p>The last cleaning campaign with pressure washers was early in 2018. We should complete another deep cleaning campaign of the stations by the end of February.</p>
181107.04	Aaron Leifer	What is the current status on the Powell Street Subway Station remodel (namely finishing the ceiling)? When will it be complete? Is there a project timeline that could be shared with the CAC?	Sabrina Suzuki	Complete	<p>The Powell Station work is directed by BART. They have been working on ceiling areas that have had water penetration and the replacement of lighting. BART has indicated that the project was delayed. Lighting furnished by the Contractor failed to meet project specifications. They project that the project will be completed at the end of summer 2019.</p>
181107.05	Aaron Leifer	1. I have repeatedly observed wide service gaps caused by the J-Church not launching in a regular, timely way. This seems to happen most notably during the late afternoon, when I believe a shift change occurs. NextBus will often show the	Sabrina Suzuki	Complete	<p>1. NextBus is an antiquated system that we are looking to update in the near future. We have requests out for RFPs. The error is most likely an issue with the terminals. When a train is pulling out from the yard, GPS predicts that a train should be there based on historic information. It is as an operator logs on to the onboard system and travel through the route that more information is collected and</p>

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		<p>same estimate for 20 minutes or more (because no train has launched from the yard), then show multiple trains launching within just minutes of each other. What are the root causes of this repeated disruption and what is Muni doing to correct them? What is the timeline to fix this problem?</p> <p>2. How is headway for the LRVs managed on an active line in real time? At what threshold of gaps/bunching is the decision made to turn back an LRV before it reaches its usual terminus and balance the line?</p> <p>3. Can an LRV's route be changed at a common origin/terminus (e.g., change an L to a J at Embarcadero) in order to provide more balanced service, preventing having multiple runs of one line in a row and a large gap on another? If not, why not?</p>			<p>NextBus information gets updated to reflect "Real-Time" information.</p> <p>2. We have Rail Dispatchers located at Central Control that are monitoring service on the map as well as we have Supervisors on the ground monitoring service to be able to also make real time adjustments as necessary.</p> <p>3. Yes. Central Control staff can reroute trains to balance service. In making that decision they asses how many people are onboard the train and what types of delays would this cause them. The goal is to minimize service disruptions as much as possible, while making sure service is balanced.</p>
181107.06	Aaron Leifer	On busy park days, traffic around Dolores Park can really back up. Has SFMTA explored establishing any	Tom Folks	Complete	Item #3 under the "For Public Hearing Scheduling-Regular Calendar" being proposed by the Parking Division at the Transportation Advisory Staff Committee (TASC) on

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		number of white loading zones along the perimeter of Dolores Park and requiring TNC vehicles to use such zones, even if only on weekends? Has SFTMA explored changing the northbound lane on Church Street between 18 th and 20 th streets from a No Parking zone to a No Stopping one?			<p>Thursday November 8, 2018 is as follows:</p> <p>Dolores Street, between 18th Street and 19th Street – Establishing Passenger Loading Zone RESCIND – TOW-AWAY NO STOPPING ANYTIME EXCEPT PERMITTED CAR SHARE VEHICLES Dolores Street, west side, from 25 feet to 45 feet south of 18th Street ESTABLISH – PASSENGER LOADING ZONE, 8 AM TO 8 PM, DAILY Dolores Street, west wide, from 12 feet to 45 feet south of 18th Street (Supervisor District 8) Proposal to convert an existing car share parking space to part-time passenger loading to meet current demand of passenger loading space at Dolores Park.</p> <p>(TASC 11/08/18 Agenda emailed to the CAC on 11/30/18)</p>
181112.01 (Email)	Aaron Leifer	There has been a noted uptick in the number of issues with NextBus prediction accuracy as evidenced by Muni sending out alerts noting these problems. What is causing this and what is being done to prevent these issues from happening in the short and long term?	Roberta Boomer	Complete	We are aware of the issues with the system. The NextBus system was implemented in 1999 and is very outdated. We just put a Request for Proposals out for a new system. In the meantime, we are working with them on software fixes that can help address some of these issues.

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181112.02 (Email)	Aaron Leifer	Requested an update on where SFMTA is on establishing <i>cellular</i> (not Wi-Fi) coverage in all Muni subways and tunnels. If there is a plan in place to establish service, please provide a timeline. Will the new Central Subway have cellular coverage in its tunnels and stations at launch? (EMSC)	Lisa Walton	Complete	<p>The SFMTA has been working with BART to partner in the effort to add cellular in the Muni side of our metro tunnels. This project – once initiated, will also include Central Subway.</p> <p>BART is currently in negotiations with the vendor that won the bid for the effort. At this time we do not have project dates – given the contract negotiations have not been finalized. Once BART has finalized we will then work on finalizing the agreements between SFMTA and BART for this project.</p>
181112.03 (Email)	Aaron Leifer	Requested a presentation on SFMTA's plans to address the upcoming opening of the Chase (Warriors) Center in Mission Bay and the influx of passengers due to events there. This would include but not necessarily be limited to: Muni service, station upgrades/changes, TNC/taxi management, traffic management, etc. (OCSC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 4/9/19 OCSC meeting.
181116.01 (Email)	Aaron Leifer	Do Muni buses and LRVs have air filters that can reduce the amount of air pollution inside the vehicles? During periods of unhealthy air quality, does Muni provide filter/respirator masks to operators	Sabrina Suzuki	Complete	Yes, there are air filters on board that clean the air inside our vehicles. Yes, during the poor air quality in San Francisco, we distributed masks to operators and staff.

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		and other non-office workers?			
181128.01 (Email)	Queena Chen	I would like to know what SFMTA's policy is on pedal-powered electric tricycle, and if there isn't one in place, are there plans to create a policy? I ask because I just saw this article regarding the tricycles online.	Adrian Leung	Complete	At this time, the SFMTA has no official stance on privately operated electric-powered tricycles. Privately operated, they would generally fall under any existing statutes for e-bikes, which plainly determine where they can ride and how they need to be parked to maintain sidewalk clearance. If a public shared system with these vehicles were to take shape, any such operator would be under the same requirements as other bikeshare companies and would be required to have a permit or contract to operate in San Francisco.
181206.01 (request for presentation)	Daniel Weaver	Requested a presentation from the Vision Zero Epidemiologist. (CAC)	Keka Robinson-Luqman	Complete	This item is scheduled for the 5/2/19 CAC meeting.
181206.02	Sue Vaughan	When and where does the San Francisco State Legislation Committee meet and where can I obtain the agendas.	Keka Robinson-Luqman	Complete	The State Legislation Committee meets the second Wednesday of the month at 11 a.m. in City Hall Room 201.
181206.03	Queena Chen	When will the stop sign at at the T intersection at Walter U Lum and Clay streets be installed?	Bryant Woo	Complete	Expect completion within one month. (response received 1/25/19)
181206.04	Queena Chen	Requested an update on the Financial District Bike Route project.	Mark Dreger	Complete	SFMTA is currently working on the Sansome and Battery Connections Project, an effort to improve conditions for walking and bicycling between the Embarcadero and the

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					<p>northern edge of the Financial District (Jackson Street). Pedestrian safety upgrades and new bike lanes are proposed for Sansome, Battery, Vallejo, and Davis streets — providing an alternative bike route to the Embarcadero and between neighborhood destinations. More information, including a project map and fact sheet are available at: sfmta.com/sansomebattery.</p> <p>While this project does not involve new bicycle connections within the Financial District proper, it does provide a comfortable connection to destinations northward. SFMTA may initiate a future bicycle project more focused on the Financial District that could be included in an update to SFMTA's Capital Improvement Program (CIP).</p>
181206.05	Sue Vaughan	What's the plan and timeline for the SFMTA Board of Directors to amend Division 2 of the San Francisco Transportation Code Section 601(a)(22) pursuant to Division 1 Section 7.2.72?	Steve Boland	Complete	On Tuesday, February 19, we informed the SFMTA Board of Directors that we will be conducting data collection regarding potential delay to Muni vehicles from non-Muni vehicles legally allowed in transit lanes. Data may be collected in corridors including 16th Street, Geary, and 3rd Street following implementation of phase one of the 3rd Street Transit and Safety Project. Based on this data collection, we may make changes to transit lane policies. However, we have no plans to amend Division 2 at this time.
181207.01 (Email)	Aaron Leifer	At roughly 7 pm on Friday, December 7 th , six J-Church trains, were all headed	Sabrina Suzuki	Complete	Looking into the replay map, at 6:37 pm, the J line appeared to be balanced in the inbound and outbound

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		<p>inbound, and not one of them was turned back to balance service, resulting in a gap in service of more than 25 minutes. Muni had not put out any alerts as to a known disruption on the line. This has been happening more and more in the LRV lines, especially since the Twin Peaks shutdown. Here are my questions:</p> <p>1) Why did no turnback occur to balance service and minimize the gaps and bunching, especially with those last two inbound trains within 1-2 minutes of each other?</p> <p>2) Does any person or system at Muni actively monitor situations like these to ensure this bunching and gapping doesn't happen?</p> <p>3) If not, why not?</p>			<p>direction.</p> <p>The congestion and bunching that occurred shortly after, appears to be caused by a train that failed entry at the subway entrance at West Portal and proceeded through the subway in manual mode as opposed to automatic. When this occurs, the train is driven by the operator at a reduced speed and can take the train up to 30 minutes to enter and exit the subway. This delay affects all service and causes bunches and gaps.</p> <ol style="list-style-type: none"> 1. Train Controllers did call for some orders after the incident to rebalance service which included three switchbacks where the follower was within five minutes. While this was taking place, a J train was taken out of service for failing entry at Duboce Portal. 2. Train Controllers at Central Control and the Transit Management Center are actively monitoring situations such as this one. Because our trains are on tracks, it limits are ability to make movements. After an incident occurs that causes bunching and gaps is when staff can work to rebalance service. During the CACs next tour of the Transit Management Center, we will make sure that a Train Controller goes through these scenarios.
181212.01	Mark Ballew	I'm wondering why the traffic light at	Bryant Woo	Complete	That one we're still evaluating. But the preliminary

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(Email)		17 th and Clayton has no left turn signal from Clayton (heading south) onto 17th (heading east). There is a left turn pocket so one would think a signal would make sense there.			review is that an arrow cannot be accommodated without worsening already severe congestion on northbound Clayton and the Muni #33.