



Citizens' Advisory Council
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June 2, 2022

SFMTA Board of Directors
San Francisco Municipal Transportation Agency
One South Van Ness Avenue, Seventh Floor
San Francisco, California 94103-5417

Re: SFMTA CAC Recommendations

Dear Directors:

In our Citizens' Advisory Council meeting on June 2, 2022, the Council considered the following recommendations:

CAC MOTION 220602.02

Whereas:

- The city of San Francisco is experiencing a surge in COVID cases
- COVID cases among transit operators have delayed service restoration, and further outbreaks could prevent or delay additional service restoration
- A goal of service restoration is to encourage more riders to return to transit
- Some Muni lines are experiencing crowded conditions as ridership returns

The SFMTA CAC requests that the SFMTA board reinstate a mask mandate on Muni in order to: protect the health of operators and riders, especially those who are immunocompromised; to create a safe environment to encourage riders to return to transit; to be consistent with and support mask policies currently in place by BART; to help prevent missed service; and to help prevent additional delays in service restoration.

CAC MOTION 220602.03

The SFMTA CAC recommends that the SFMTA prioritize staff hiring and study process improvements that may accelerate the agency's frontline hiring goals. The CAC recommends that the agency plan service conservatively with a buffer so that the agency can absorb future public health emergencies, including COVID surges, without a loss of service.

CAC MOTION 220602.04

The SFMTA CAC supports the All-Agency Transit Pass Pilot Program to study the effects of fare integration on ridership, rider experience, serving low-income riders in equity goals, and revenue/costs.

CAC MOTION 220602.05

The SFMTA CAC recommends a simpler, more transparent Bay Wheels pricing schedule that:

1. Increases ridership to promote the city's climate and mode shift goals
2. Demands financial modeling from Lyft to show the impact of its price schedule on revenue and ridership
3. Communicates prices upfront and reduces sticker shock for new riders, who can pay \$10 for a 15-minute ride
4. Reduces and simplifies the number of fees which cause confusion to riders: unlock fee, ebike per-minute fee, out-of-dock parking fee
5. Limits monthly membership costs to no more than 150% of annual membership (e.g. for \$169 annual = \$14/month, the cap for monthly is \$21/month)
6. Clearly marks special zones that cap or waive fees in the app for transparency
7. Better incentivizes riders who return ebikes to stations and load balance the network, lowering operational costs
8. Expands eligibility and uptake for Bikeshare for All
9. Sets an expectation for revenue that does not meet cost recovery

CAC MOTION 220602.06

Whereas the costs of bikeshare rides and memberships – especially with regards to e-bikes – has made bikeshare unaffordable and SFMTA stats show that high prices are discouraging ridership, the SFMTA CAC urges the SFMTA to not pursue renewals of bikeshare agreements with Lyft and encourages the SFMTA to support and work towards a program that is publicly-operated or operated with a not-for-profit partner.

It is the opinion of the SFMTA Citizens' Advisory Council that the proposed recommendations would be of significant benefit to the citizenry of San Francisco and the San Francisco Municipal Transportation Agency.

Sincerely,



For

Michael Chen, Chair
SFMTA Citizens' Advisory Council

cc: SFMTA Citizens' Advisory Council