

**S. F. Municipal Transportation Agency Citizens' Advisory Council  
City & County of San Francisco  
Information Requests Matrix – 2013**

Reference Number	By	Request	Staff Responsible	Status	Response
130103.01	Katie Haverkamp	Would like to know if vintage streetcars can run on the N Line track.	John Haley		Yes, vintage cars can run on the N line track.
130103.02	Susan Vaughan	Would like to know the SFMTA's participation in the One Bay Area Plan.			This item will be discussed at the March 7 CAC meeting.
130103.03	Susan Vaughan	Would like to know the SFMTA's participation in the planning of the Warriors stadium.			This item will be discussed at the March 7 CAC meeting.
130103.04	Susan Vaughan	Stated that there seems to be no correlation between Nextbus announcements and bus arrival times between Christmas and New Years' Eve and she would like to know what happened.	John Haley		We had challenges with NextBus integration during the Christmas week schedule. While not all routes were affected, some routes did not have accurate predictions. The problem was related to a technical compatibility problem between NextBus and the Trapeze scheduling software. Now that we understand the issue, we believe we can avoid the problem in future holiday schedules.
130103.05	Marc Salomon	Would like to know about the process used by staff regarding reducing service between Christmas and New Years' Eve; what public outreach measures were used; and whether these cuts were 5% or more in service changes.	John Haley		The service changes represented a very small fraction of our annual service hours (less than 0.10%). Staff developed the changes by reviewing ridership data during Christmas week compared with a typical week.  The public was notified starting on December 19 through outreach to media, announcements on our website, subway announcements, and through NextBus. We also posted customer alerts at stops that were not served (this was a very small subset of our total stops). For future holiday schedule modifications, outreach will begin at least two weeks in advance.
130104.01	Susan Vaughan	Would like to know in what ways were the public notified and how long before the actual implementation of the service reduction during the holiday week. She stated that since express buses were running, was there any consideration of calling the service changes something other than Saturday service to something like "Special Service Week". Ms. Vaughan stated that NextBus was not able to accurately predict the arrival of buses at bus stops throughout the City on those days and would like to know why not.	John Haley		We agree with Ms. Vaughan's suggestion regarding nomenclature. In the future, we would recommend calling the service a Holiday Week Schedule rather than a modified Saturday Schedule. Per our response above, we did have some technology challenges with NextBus and Trapeze compatibility that will be addressed in the future. Outreach for the changes began five days before implementation and are described above in item #130103.05.

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130104.02	Susan Vaughan	Would like to know the role that the SFMTA is playing in the development of Supervisor Scott Wiener's CEQA legislation and who, representing the Agency, is participating in the discussions and what the Agency is seeking from the legislation.	Janet Martinsen		The SFMTA is not engaged with the legislation.
130104.03	Susan Vaughan	Would like to know if parking garages specifically listed as being exempt from being charged mitigation fees in the State Mitigation Fee Act or have local policymakers interpreted the State Mitigation Fee Act as exempting parking garages. Ms. Vaughan would like the specific language of this act providing for this exemption.	Sonali Bose		The Mitigation Fee Act establishes criteria for levying impact fees and in applying those criteria parking garages are exempt from the fee. This is not a local interpretation.
130109.04	Katie Haverkamp	Would like to know if there are any statistics of violence on Muni.			Information sent to the council members on February 19.
130111.01	Katie Haverkamp	Stated that on January 10 at 7:30 p.m., the headway was 28 minutes on an outbound L Taraval line. Ms. Haverkamp asked an inspector what the headway was and he replied that there was a physical altercation on the L line which caused a delay. Ms. Haverkamp stated that she did not see this reflected in the daily operations report for that day and would like to know why.	Scott Jefferies		There was no entry in the Central Control Daily Log indicating a physical altercation on the L Taraval line or any lines in the subway that would have caused a delay in the L line service around 7:30 p.m. on January 10. According to NextBus, between 7:15 p.m. and 7:45 p.m., the maximum outbound headway on the L Taraval line was 16:40. The greatest standard deviation from the schedule during that period was 6.56 minutes. Inbound, the maximum headway was 15:40 with the greatest standard deviation of 7:55 minutes. The L Taraval line headway summary and Daily Log for January 10 is attached.
130129.01	Katie Haverkamp	Stated that on January 29 she noticed a t-shirt vendor with a folding table set up in the Embarcadero station. Ms. Haverkamp asked 311 via Twitter if it was legal, and they replied that the vendor had a permit. Ms. Haverkamp did not know permits of this type were available in Muni/BART stations and has googled to find information about the permitting process or setting up in a Muni/BART station. Ms. Haverkamp would like some resources on this.	Roberta Boomer		BART has jurisdiction for that station and oversight for vendors at that station.
130207.04	Joan Downey	Would like to know if there are traffic-calming measures on Ashbury Street from Clayton to Haight Street.	Ricardo Olea		While there is no traffic calming measures in this segment of Ashbury Street, the following traffic calming is proposed from the Clayton Area Wide Traffic Calming Plan, which was recently approved by the SFMTA

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					<p>Board. These changes have not been legislated and funding has not yet been secured for these improvements:</p> <ul style="list-style-type: none"> <li>• Speed cushion on Ashbury Street between Clayton Street and Downey Street</li> <li>• Speed cushion on Ashbury Street between Downey Street and Clifford Terrace</li> <li>• Speed cushion on Ashbury Street between Piedmont Street and Frederick Street</li> </ul> <p>Phase II includes bulbouts on Ashbury Street at the Clayton Street intersection</p>
130207.05	Mark Ballew	Would like to know which entity runs the red light camera and if the SFMTA approves placement of red light cameras.	Ricardo Olea		The SFMTA oversees the City's Red Light Camera Program and determines the placement of all red light cameras in the City. The administration and maintenance of all cameras and citation issuance is contracted to Xerox State and Local Solution, Inc.
130207.06	Susan Vaughan	Stated that the Richmond branch library branch recently installed bike racks and she would like to know if the Agency installed them. Ms. Vaughan would also like to know if the SFMTA had anything to do with selecting the bike rack, and if so, how can the bike racks be removed.	Ricardo Olea		The bike racks were installed by the San Francisco Public Library (SFPL) when this branch re-opened. The SFPL did not reach out to the SFMTA before this installation and the SFMTA had no involvement in the selection of the bike rack. The SFMTA historically consults with other agencies for these kinds of installations. Given this unique situation, the SFMTA cannot install or remove the bike rack. However, the agency is now in communications with the SFPL on their bike parking needs at all branches in order to ensure that all bike parking in the city meets our guidelines.
130207.07	Susan Vaughan	Would like to know if the bike share plan (similar to the City Car Share program) is a SFMTA plan.	Ricardo Olea		The bike share program is spearheaded by an interagency team in the Bay Area. This project is led by the Bay Area Air Quality Management District in partnership with the SFMTA, VTA and Caltrain. The SFMTA is the lead for the bike share program in San Francisco.
130212.02	Joan Downey	Would like to know if City vehicles have to move for street cleaning.	Ricardo Olea		Yes. City vehicles have to follow all City parking regulations, the exception being while they're engaged in emergency repairs.

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130212.03	Joan Downey	Would like to know if Parking Control Officers (PCOs) ticket city-owned vehicles during street cleaning or if they are issued citations for any violation.	Ricardo Olea		Yes, for all infractions except they're exempt from payment at meters, up to the time limit.																						
130227.01	Steve Ferrario	Would like to know why some wires were installed and other wires left behind in the Metro tunnel.	Kenny Ngan		Staff recently upgraded a large portion of our ATCS communication loop wires with new green and orange cables. The old cables were left temporarily in to confirm that the new loop cable system worked and because it requires a lot of time and manpower to remove the old loop cable. Our night shift crew has begun removing the old blue and yellow cables at the Duboce Portal. This work will be ongoing throughout the rest of the subway over the next few months.																						
130302.01	Katie Haverkamp and Frank Zepeda	Would like to know the timeline for completion of the extension to Fort Mason; if preliminary work has been completed; and the status of the tunnel.	Paul Bignardi		The Federal Transit Administration (FTA) completed the environmental review in spring 2013. The SFMTA will initiate conceptual engineering and design (CER) once funding has been identified. A fixed timeline for this project has not been set. The tunnel, under purview of the U.S. National Park Service, was inspected and some improvements will be required prior to use.																						
130307.01	Dorris Vincent	Would like to know how many commuter/shuttle buses use Muni stops along the 24 Divisadero route and which stops they are located at.	Carli Paine	April 30, 2013	<p>The following table lists the intersections where shuttle stops are along the 24 Divisadero route:</p> <table border="1"> <thead> <tr> <th>Intersection</th> <th>Number of Shuttle Providers Using Stop</th> </tr> </thead> <tbody> <tr> <td>Castro and 24<sup>th</sup></td> <td>2</td> </tr> <tr> <td>Castro and 18<sup>th</sup></td> <td>3</td> </tr> <tr> <td>Divisadero and Geary</td> <td>1</td> </tr> <tr> <td>Divisadero and Haight</td> <td>1</td> </tr> <tr> <td>Castro and 22<sup>nd</sup></td> <td>1</td> </tr> <tr> <td>Noe and 24<sup>th</sup></td> <td>1</td> </tr> <tr> <td>Divisadero and California</td> <td>1</td> </tr> <tr> <td>Divisadero and McAllister</td> <td>1</td> </tr> <tr> <td>Divisadero and Oak</td> <td>1</td> </tr> <tr> <td>Duboce and Castro</td> <td>2</td> </tr> </tbody> </table>	Intersection	Number of Shuttle Providers Using Stop	Castro and 24 <sup>th</sup>	2	Castro and 18 <sup>th</sup>	3	Divisadero and Geary	1	Divisadero and Haight	1	Castro and 22 <sup>nd</sup>	1	Noe and 24 <sup>th</sup>	1	Divisadero and California	1	Divisadero and McAllister	1	Divisadero and Oak	1	Duboce and Castro	2
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130307.02	Katie Haverkamp	Discussed the \$9.1 million being taken from the operating budget to be used for the Central Subway boring machine. Ms. Haverkamp would like to know if there are any safeguards in place to prevent general funds to be used on other parts of the system.	Sonali Bose		Funding decisions for any SFMTA project is subject to SFMTA Board approval and funding is allocated based on the Board's direction.
130307.03	Susan Vaughan	Would like to know how many young people have signed up for the Free Muni for Youth program as of March 1 <sup>st</sup> . Ms. Vaughan would like to know if there are plans to increase enrollment.	Diana Hammons		As of March 20, approximately 24,500 youth have signed up for the program. Community based organizations such as POWER and the Chinatown Community Development Center continue to conduct outreach to sign up more children. The SFUSD sent out an invitation to all public schools so that principals are aware that the SFMTA is available to talk more about the program. The SFMTA continues to receive approximately 500-600 applications each week.
130307.04	Susan Vaughan	Would like to know the impact of the federal sequester on operating and capital expenses.	Kate Breen		There is no impact on the operating funds as the federal government does not provide operating funds. With respect to capital projects, the only transportation program affected is New Starts which funds the Central Subway. All other programs are funded out of the Highway Trust Fund. While the New Starts program will take a hit, it will be up to the Federal Transportation Administration to determine which project receives cuts.
130307.05	Susan Vaughan	Would like to know if there are plans to run Muni on a "special service" schedule during Spring Break, and if so, who made the decision and what is the process for notifying the public. Ms. Vaughan would also like to know, if there is a special service schedule during Spring Break, what guarantee will it be that it will not reduce service by five percent or more.	Jeff Flynn / Paul Rose		After implementation of modified schedules between Christmas and New Year's, the Agency decided to pursue modifications for lower demand times of year including spring break and possibly summer. The changes only impact 11 lines. Since the modified schedule only impacts one week, the impact on the annual service hours is 0.05%.  Regarding notifications to the public, a press release went out: <a href="http://www.sfmta.com/cms/apress/SFMTAAnnouncesMinorMuniScheduleChangesDuringSpringBreakWeek.htm">http://www.sfmta.com/cms/apress/SFMTAAnnouncesMinorMuniScheduleChangesDuringSpringBreakWeek.htm</a> . It was posted on social media; is currently on the SFMTA's homepage; and the media is continuing to run stories throughout the prior week, into the weekend. Signs were posted in stations and at shelters, and 511 were notified.
130307.06	Susan Vaughan	Would like a list of all work orders related to the America's Cup, to determine the impact of the America's Cup to the SFMTA.	Peter Albert		The SFMTA is working with the City and County of San Francisco to provide augmented services to accommodate the crowds expected during the America's Cup events. These augmented services include extra Muni runs on select lines, additional parking control officers to oversee

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					pedestrian safety and traffic/parking management and the design and installation of temporary bicycle facilities. These services are outlined in the 34 <sup>th</sup> America's Cup "People Plan." There are no work orders with the America's Cup Event Authority, however, agreements are being developed for augmented SFMTA services for the America's Cup related-concert series managed by "Live Nation" through SFMTA's Special Events Team. The Office of Economic and Workforce Development are coordinating the general reimbursement for City services.
130308.01	Katie Haverkamp	Would like to know the cost of putting a GPS on a Muni vehicle. Ms. Haverkamp would like to request that a GPS tracker be placed on car #228, F Line car, so the public can track the Boat Car.	Jeff Flynn		The estimated cost of installing a tracker is approximately \$29,000 (\$13,000 for parts and \$16,000 in labor) per car. Currently historic car mechanics are focused on other maintenance and restoration activities and this can be accommodated pending funding and staff availability.
130312.01	Joan Downey	Stated that the crosswalk at Irving & Arguello Streets has almost disappeared and you can barely see the sidewalk. Ms. Downey would like to know if this will be repaired.	Bond Yee		Staff has confirmed that the crosswalks at Arguello and Irving are faded. This will be re-marked within the next several weeks. This work is expected to be completed by June 21.
130313.01	Frank Zepeda	Stated that the Phelan Loop is undergoing transformation for a new terminal and some property is being sold off. Mr. Zepeda would like to know the sale amount of the property sold; the cost of the acquired portion; the cost of construction of the new Phelan Loop; what is the projected net gain; and where will the gains be allotted.	Kerstin Magary, Jason Gallegos, and John Katz		The SFMTA was paid \$4,056,580 for a portion of City property under SFMTA jurisdiction at the Phelan Loop for a future affordable housing project. A new replacement loop and public plaza will be built on the current City property. The transfers were of equal value and were of no cost to the SFMTA. The estimated construction cost of the new Phelan Loop is approximately \$9.5 million and the adjacent public plaza, \$1.8 million. All of this is funded from federal grants and the aforementioned land sales proceeds. No SFMTA operating funds are involved and therefore there is no net gain and or a reallocation of sales proceeds.
130313.02	Frank Zepeda	Requested a copy of the analysis of cost for the restoration of Muni Mack coach 2230.	Jeff Flynn		According to Fleet Engineering and Bus Maintenance, this bus is currently not scheduled for restoration and no cost analysis has been performed.
130313.03	Frank Zepeda	Would like a summary of the 'mean distance between failure' for the F Line, particularly cars in the 1050-1063 class, the Milan cars, and cars #1007, #1010, and			This information was sent to the Council on March 25.

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		#1015. Mr. Zepeda would like the information detailing the failure rate of switch group, pilot motor, and door motors.			
130320.01	Dan Weaver	Would like to know what the pantone color is of the streetlight/strainwire poles on Ocean Avenue are and if the paint is available to purchase locally for maintenance purposes.	John Haley		The paint originally used was epoxy. The SFMTA now uses Benjamin Moore "Direct to Metal", product #P29-4B Super Sec D.T.M. Acrylic Semi-Gloss, color: SF-4675 / Ocean Pole. The paint can be ordered at California Paint Company, 1833 Egbert Avenue, San Francisco, CA 94124 – 415.467.9483
130327.01	Frank Zepeda	Would like summary sheets of the "mean distance between failure" report for the F-Line for the years 1995-2011. Mr. Zepeda would like the information to detail the failure rate of switch group; accelerator-braking relay; pilot motor, motor generator; and door motors.			This information was sent to the Council on July 9.
130404.01	Katie Haverkamp	Discussed shootings on Muni and would like the SFMTA's SFPD staff to discuss how they deal with shootings.			Vice Chairman Weaver suggested that this topic be discussed at an OCSC meeting.
130404.02	Dorris Vincent and Roland Wong	Would like to know the procedure for securing passengers in a wheelchair.	Matt West / Ken Anderson		Staff trains operators to ask passengers if they would like to be secured. The operator is trained to ready the securement area. If the passenger states that they do not wish to be secured, the operator will make sure that the mobility device is safely stowed, which means that the device is powered off and the brakes applied.  If the operator has reason to believe that it is unsafe to operate the coach without the mobility device being secured, the operator is trained to insist that the passenger secure their device. If the passenger refuses, the operator is not to proceed until the matter is resolved, either by the passenger leaving the coach, or their device is secured.
130404.03	Joan Downey	Would like to know if the SFMTA has plans to add extra bus service after events at Haight Street on April 20. Ms. Downey said she heard there would be very few buses.	Jeff Flynn		No extra buses were added. Regular Saturday service was in effect.
130404.04	Joan Downey	Commented that she received a survey from the SFMTA Communications Department on the Duboce & Carl Street construction project on 'how they did', but	Candace Sue		The SFMTA Communications staff is in the process of developing a new model for outreach. The survey in question was designed to capture feedback on a recent project to gain information that could inform the

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		she stated that the project is not yet completed. Ms. Downey would like to know why the two SFMTA departments (Communications and Capital Programs & Construction) do not communicate about the completion of the project before sending out the survey.			outreach process. Waiting for final project completion was not necessary to achieving the objective of this survey.
<b>130404.05</b>	Joan Downey	Would like to know if someone from the SFMTA can provide insight on how to use the new Smart meters for neighborhood/community newsletters.	<b>Candace Sue and Paul Rose</b>		This is an interesting suggestion. We will discuss the idea with the appropriate colleagues and consider submitting an entry about Smart Meters to the neighborhood papers.
<b>130404.06</b>	Joan Downey	Would like to know the process to obtain a temporary residential parking permit for visitors.	<b>Diana Hammons</b>		The implementation of pre-paid flexible visitor passes will be available by June 1, 2013. Customers may then purchase date specific RPP Visitor Permits by mail or at the SFMTA Customer Service Center.
<b>130404.07</b>	Susan Vaughan	Would like to know if the Agency is considering using "special event" service buses throughout the City to get to special events at AT&T Park.	<b>Jeff Flynn</b>		Special event service to AT&T Park is generally accommodated by using additional light rail trains. Buses are not part of any current plans for special event service to AT&T Park; however, this does not mean that bus service would not be an option for future events depending on the size of the event. For example, for the first game of the World Series last year, supplemental buses were on standby to accommodate crowds. However, the trains were able to handle the crowds and the buses were not used.
<b>130404.08</b>	Susan Vaughan	Would like to know what the cost recovery plan is for Sunday Streets.	<b>Candace Sue and Deanna Desedas</b>		Staff is currently in the process of researching and developing a cost recovery plan for Sunday Streets.
<b>130407.01</b>	Frank Zepeda	Stated that Muni is evaluating different traction system on two coaches (#8601 and #8624). The first batch (8601-8624) has an Allison system and the second batch (8624-8662) has the BAE proprietary drive system. Mr. Zepeda stated that New York City Transit (NYCT) is experiencing traction motor problems with the BAE system and that they are in the process of converting 300 of the BAE equipped-buses to straight diesel.	<b>Jeff Flynn</b>		Transit staff has spoken with NYCT on the subject of the BAE system. Half of the new buses will use BAE and the other half will use Allison in order to test which system is more reliable for future procurements. The Orion buses have had BAE drive issues and staff works closely with BAE in order to repair issues and prevent future issues. There is no comprehensive report on performance.



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		Mr. Zepeda would like to know if Muni has been in contact with NYCT to get detailed information as to the extent of the traction problems and how widespread is it; what other transit agencies use BAE system equipped buses; what is BAE's history; and are either of the two systems similar mechanically to the current Orion coaches.			
<b>130424.01</b>	Steve Ferrario	Would like to know who specifically, in City government, came up with the idea of improvements at 7 <sup>th</sup> & 8 <sup>th</sup> Streets.	<b>Oliver Gajda</b>		The Planning Department began working with neighborhood stakeholders to create Area Plans for each neighborhood to articulate a vision for the future. The community planning process addressed issues critical to these communities including affordable housing, transportation, parks and open space, urban design and community facilities. The 7 <sup>th</sup> & 8 <sup>th</sup> Streets Improvement project is in response to the changing zoning and transportation needs within the Eastern Neighborhoods of San Francisco, based upon projected growth and changing demographics.
<b>130424.03</b>	Joan Downey	Would like a draft copy of the Parking Control Officer training manual.			This information was sent to the Council on June 6.
<b>130429.01</b>	Mark Ballew	Would like the status of the Glen Park Community Plan.	<b>David Greenaway</b>		The conceptual design for Diamond and Bosworth Streets is complete. The area has been surveyed and final design is beginning. Staff is concurrently performing an amendment to the environmental document and anticipates construction to begin towards the end of the year. Further improvements for Bosworth Street between Arlington and Lyell Streets are in the conceptual phase, and slated for completion by the end of 2015.
<b>130503.01</b>	Joan Downey	Stated that she has heard complaints that the SFMTA will be putting parking meters in residential areas and that the Enforcement Division has been given a mandate to increase revenue and that parking meters are the way to do it. Ms. Downey would like to know if this is true.	<b>Bond Yee</b>		This is not true.

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130503.02	Joan Downey	Would like to know how the new configuration for Church & 14 <sup>th</sup> Street is working; if running time has improved; and if the 22 Fillmore will use the center lane.	Paul Rose and Jeff Flynn		<p>The Transit Effectiveness Project's (TEP) new red transit only lanes on Church Street are improving Muni travel times through the area. The 22 Fillmore has had a five percent reduction in travel time on average and has improved its travel time reliability by an average of 20 percent. The 18-month pilot will allow the Agency to evaluate transit and traffic impacts, compliance, and paint durability to inform future decisions in applying such strategies citywide.</p> <p>The 22 Fillmore should be using the center lane except northbound between Market and Duboce Streets to avoid overhead line problems with crossing the J and N lines.</p>
130526.01	Frank Zepeda	Would like a copy of the Request for Proposal (RFP) for historic fleet cars 1050 through 1063.	Jeff Flynn		The RFP is available to the public through the following link: <a href="http://mission.sfgov.org/OCABidPublication/BidDetail.aspx?K=6569">http://mission.sfgov.org/OCABidPublication/BidDetail.aspx?K=6569</a>
130526.02	Steve Ferrario	Would like to know if there is a Request for Proposal (RFP) for historic fleet car 1007, 1010, and 1015, and if there is, Mr. Ferrario would like a copy of the RFP.	Jeff Flynn		The RFP is available to the public through the following link: <a href="http://mission.sfgov.org/OCABidPublication/BidDetail.aspx?K=6569">http://mission.sfgov.org/OCABidPublication/BidDetail.aspx?K=6569</a>
130529.01	Katie Haverkamp	Stated that she learned about a private shuttle service running on the 30X route called Leap Transit and that they use SFMTA curb spaces and bus stops to pick up their riders. Ms. Haverkamp would like to know if the SFMTA is working with Leap Transit on this; if Leap Transit is asking for forgiveness rather than asking permission; general details on their insurance policy; and if they are ADA compliant.	Carli Paine		Staff has contacted the company to learn about their operations and to share existing regulations (like restricted street network) with them. We are also working with the City Attorney on an analysis of this new model of transportation and will provide an update once we have more information.
130606.01	Dorris Vincent	Dorris Vincent would like to know if service on the 29 Sunset line will be increased in anticipation of the housing expansion in the Jamestown and Alice Griffith neighborhoods. Ms. Vincent stated that 198-housing units are being built and that 54-housing units are recently been occupied; that these housing units are on a steep hill; and that the 29 Sunset line is the only line that serves this area.	Peter Albert		Service is expected to increase on the 29 Sunset line, but this is tied to the construction schedule of the overall Candlestick Point/Hunters Point Shipyard Phase II project. The first increase will occur as a result of demand from the Alice Griffith project, which is projected to be complete in 2016. Further service increases will be phased in as the Hunters Point Shipyard / Candlestick Point project progresses.

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130606.02	Joan Downey	Joan Downey would like to know if there is going to be a switchback installed at Hillway Street for the N Judah.	Jeff Flynn		There is already a track switch located on Carl Street at Hillway. Muni will be testing one S-Shuttle trip in the morning to Hillway outbound and sending it back inbound in order to address crowding on the inner portion of the N-Judah. This test will take place before the end of summer.
130606.03	Joan Downey	Joan Downey would like to request a "cross traffic does not stop" sign placed on Williard Street at Carl Street because there is not a stop on Carl Street and that she has seen numerous accidents at that intersection.	Carleton H. Wong		The SFMTA Traffic Operations staff sent a work order in late July to have the "Cross Traffic Does Not Stop" sign installed at this intersection. Our sign database shows that it was installed in August.
130617.01	Dorris Vincent	Dorris Vincent stated that when the Sunday Streets program started years ago, it was advocated/promised to the Bayview community that parishioners who attended churches (St. John's, Providence, and Evergreen, for example) along Third Street would be able to park their cars until 12:00 pm on days when "Sunday Streets" occurred there. Ms. Vincent stated that on June 9, parishioners who attended the 8:00 am church service and who parked along Third Street between Newcomb & Oakdale Street had their vehicles towed before services ended at 9:30 a.m. Ms. Vincent stated that there were no signs posted advising vehicles would be towed if they parked in that area on June 9. A parishioner with her had to pay \$453 to get her car out of the tow. Ms. Vincent would like to know when the change was made to tow cars of parishioners who attended church services along Third Street for Sunday Street events in the Bayview; who made the decision; what are the rules; and who does the towing.	Camron Samii		SFMTA Enforcement has not changed any procedures related to the towing for Sunday Street events within the City. Also, SFMTA Enforcement is not aware of any agreement to suspend towing in this area until 12:00pm during these events. Our tow procedures are as follows: <ul style="list-style-type: none"> <li>• All street closures are approved through ISCOTT. Prior to an event, there is a SFMTA Media Release announcing all street closures for upcoming events.</li> <li>• Once the street closures are approved, signs for the event are posted giving dates and times prohibiting parking for the event. Signs are posted 24 hours prior to the start time of parking restrictions.</li> <li>• SFMTA deploys a tow detail for all events which require towing of vehicles and tow signs must be in place before tows are conducted.</li> <li>• Vehicles found to be parked in violation of posted signs are cited and towed. The SFMTA performs the tows.</li> </ul>
130711.01	Dorris Vincent	Would like to know where outreach was done for the Title VI program at community-based organizations	Jeff Flynn		As part of the SFMTA's process to develop the proposed policies, SFMTA conducted a multilingual stakeholder outreach campaign to receive input on the proposed policies and engage the public in the decision making process for adoption of these policies by the SFMTA Board. This effort included presentations to the SFMTA Citizens' Advisory Council (CAC), the Muni Accessible Advisory Committee (MAAC), as well as two public

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					workshops. The workshops were promoted through email, telephone calls to community groups and in nine languages on the SFMTA website. Outreach was also targeted to approximately 30 Community Based Organizations and transportation advocates with broad representation among low-income and minority communities. Staff also offered to meet with some community groups if they were unable to attend the public workshops.  Workshops and presentations were held on the following dates and times: Saturday, June 22 from 10:30 AM to 12:00 PM at 1 S Van Ness Avenue Tuesday, June 25 from 6:30 PM to 8:00 PM at 1 S Van Ness Avenue
130711.02	Susan Vaughan	Would like a copy of the 50% minority (threshold) bus routes that was discussed by Julie Kirschbaum at the July 11 CAC meeting.			This information was sent to the Council on October 29.
130711.04	Marc Salomon	Would like a copy of the system-wide map of proposed TEP service the entire City.			This information was sent to the Council on November 7.
130711.05	Joan Downey	Stated that new overhead wire posts (painted with 5' yellow bands on the bottom portion of the posts) have recently been placed along Carl Street and she would like to know if these posts will be permanent and if the Agency has a new designation for a bus stop in that area. Ms. Downey stated that these poles would seem confusing to those who find bus stops at places where poles are painted yellow and that the post/pole at the stop at Carl & Stanyan is not painted any different.	Ha Nguyen		The poles will be repainted as part of the punchlist items for the Carl Street project. This should be completed by the end of September.
130711.06	Susan Vaughan	Would like to know who is responsible for giving the direction to turn buses on in the morning to let them idle, sometimes for several hours at a time, and the details of these matters (how many vehicles, what yards, cost to system for turning on buses early, etc.). <a href="http://www.sfweekly.com/2013-06-19/news/warming-up-muni-starts-its-wastefulness-early-every-morning/">http://www.sfweekly.com/2013-06-19/news/warming-up-muni-starts-its-wastefulness-early-every-morning/</a>	Jeff Flynn		This issue has been resolved. Buses no longer idle for more than five minutes.

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130711.09	Susan Vaughan	Susan Vaughan would like an explanation of how staff communicates with Planning staff, in particular the Acting Environmental Review Officer (ERO), regarding draft local CEQA implementation legislation; how does the SFMTA plan to comply with tentative plans to require all agencies to improve public notification for approvals, through Planning, for categorically exempt projects; and does this include stops signs and other transit related projects.	Alicia John-Baptiste		The Environmental Planning division of the San Francisco Planning Department is preparing a training session for SFMTA staff. The training will cover the recently approved legislation impacting CEQA appeal timelines and noticing requirements. Once the SFMTA staff has received the training, SFMTA staff will implement the responsibilities ascribed to the SFMTA through the enacted legislation.
130711.10	Susan Vaughan	Would like to know what the cost recovery plan for Muni expenditures on the America's Cup? <a href="http://sfappeal.com/2013/07/weekend-traffic-and-transit-disruptions-americas-cup-another-market-street-closure-partiel-muni-metro-shutdown/">http://sfappeal.com/2013/07/weekend-traffic-and-transit-disruptions-americas-cup-another-market-street-closure-partiel-muni-metro-shutdown/</a>	Peter Albert and Mike Martin, OEWD		The cost recovery plan for SFMTA services provided during the America's Cup is being developed by the Mayor's Office. (Peter Albert)  Response: The America's Cup is a separate line item in the Office of Economic and Workforce Development (OEWD) budget. OEWD sets up work orders with departments doing work on America's Cup, and then transfers funds in respect of net new services attributable to hosting the America's Cup. For the SFMTA, these would be the additional costs of putting America's Cup-targeted transit service on the streets (the augmented E-line and bus services along the waterfront, for example). Any amounts transferred out of the America's Cup account would then be invoiced to the America's Cup Organizing Committee for reimbursement from its fundraising programs.  In addition, the America's Cup events are expected to create an increase in certain tax revenues that accrue directly to the SFMTA budget, such as parking and sales taxes. OEWD is working with the America's Cup Organizing Committee on an economic study that will use surveys and targeted spectator counts to better demonstrate what this benefit to the City is once the events are complete. (Mike Martin, OEWD)
130719.01	Joan Downey	Would like information about the track lubricating boxes that have been installed on Carl Street. Her neighborhood newsletter has a "What's This" column where we report on the strange looking boxes that show up on our sidewalks. Ms. Downey would like to know: <ul style="list-style-type: none"><li>• What is it called?</li></ul>	Terry Fahey		This is a rail lubricator, which contains a reservoir of lubricant and a pump located in the stainless steel case. It is connected to the rail by tubing running underneath the roadway where it is applied directly to the rail. The lubricator was installed as part of the Carl Street Rail Replacement Project and its primary purpose is to reduce noise and wear on the rail. The lubricator is activated by the passing of the wheels from the train.

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		<ul style="list-style-type: none"> <li>• Is its purpose to lubricate the tracks so they don't squeal -- right?</li> <li>• How does it work? Is it continuous, periodic, or when the train goes by?</li> <li>• What material does it contain?</li> <li>• How is it maintained &amp; by whom &amp; how often?</li> <li>• Is it safe for someone to sit on it?</li> </ul>			<p>The lubrication is called a friction modifier in the industry. It is a biodegradable, vegetable based lubricant. The equipment has not been activated yet. The contractor is still waiting for a PG&amp;E inspection to be made to approve the installation of the meter. Once the equipment is handed over to the Track Maintenance unit, a technician will inspect it weekly. Based on past experience, they will need to refill the reservoir on a monthly basis.</p> <p>The stainless steel box is not designed to be a seat however it is sturdy enough to withstand someone sitting on it.</p>
130801.01	Katie Haverkamp	Would like to know the exact feet for stop consolidation from Sutter to Sacramento Street.	Peter Gabancho		The distance between northbound platforms is about 1,340 feet and between southbound platforms is 1,390 feet.
130822.01	Joan Downey	Would like to know under what conditions do Parking Control Officers (PCOs) ticket for not curbing wheels and does the 500 block of Castro Street warrant a ticket for uncurbed wheels. Ms. Downey stated that she has a friend who was ticketed on the flattest part of Castro Street in front of her business at 533A Castro Street for not turning her wheels inward. Ms. Downey's friend stated that the angle of that block of Castro Street is shown to be .7%, which is below the City's 3% mandatory mark.	Lea Militello		The first thing PCOs are taught about grades is to perform a visual. If uncertain the PCO may utilize a method that is unfortunately not too scientific, to drop a pencil and if it rolls there is enough of a grade that a vehicle will also roll if the emergency brake were not engaged or failed and or the vehicles transmission is not placed in the park position. This is more of an issue with vehicles installed with a manual transmission. Another unscientific method would be for the PCO to (carefully!) put their vehicle in neutral and see if it rolls. PCOs are also trained - if in doubt – DO NOT CITE. Today we have utilized a DPW mapping tool and smart phone applications to measure the streets grades, such as hillmapper.com, which we will not allow a PCO to use (the cell phone) while operating his or her vehicle. Because of the change in slope from one block to the next on Castro, the PCO may have assumed the grade to be 3%. In reviewing the grade mapping application from DPW, the 500 block of Castro is less than 3%. That being the case, Ms. Downey's friend should protest the citation received on the 500 block of Castro.
130828.01	Frank Zepeda	Requested a copy of the Capital Plan Update power point presentation that was discussed at the August EMSC meeting.			This information was sent to the Council on September 3.

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130828.01	Dorris Vincent	Would like a written explanation of an AC and DC (motor) system.	John Haley		<p>AC traction motors are more compact than similarly rated DC motors. AC motors are easier to maintain and require less maintenance than DC motors because they do not have brushes that have to be replaced often and if not replaced can result in extensive damage on the commutator in a DC motor. While it is true that the AC motor will require an inverter, a DC motor will also require a DC chopper. In terms of maintenance, both AC inverter and DC chopper will require almost the same amount of maintenance.</p> <p>Following are additional benefits of having an AC propulsion:</p> <ol style="list-style-type: none"> <li>1. AC motors are simpler to construct when compared to DC motors.</li> <li>2. AC motors are rugged, reliable and economical and therefore highly suited for use in electric transit buses and railway application.</li> <li>3. AC motors together with traction inverter, the speed and torque of the motor can be controlled over a wide range and in an energy efficient way.</li> <li>4. AC motors are lighter than DC motors for equivalent power.</li> <li>5. Modern electronics allow AC motors to be controlled effectively to improve both adhesion and traction.</li> <li>6. AC motors can be microprocessor controlled to a fine degree and can regenerate current down to almost a stop whereas AC regeneration fades quickly at low speeds.</li> <li>7. They are more robust and easier to maintain than DC motors because they do not have any brushes.</li> </ol>
130828.02	Dorris Vincent	Stated that there has been yellow tape along the ramp of the boarding island at Evans & Third Street since February and she would like to know why it is there, and if there is a problem, when will this be fixed.	Jeff Flynn		The tape was placed on the ramp because it was starting to lean into the adjacent lane. DPW will be fixing the railing on September 19. We expect the work to be completed by Wednesday, Sept. 25.
130828.04	Steve Ferrario	Stated that most audio pedestrian buttons at various crosswalks do not work. Mr. Ferrario would like to know who is responsible for fixing them, specifically the person/department that is responsible for this.	Ricardo Olea		The SFMTA Traffic Signal Shop handles the maintenance of Audible Pedestrian Signals, or APS. We have not had any unusual problems with them lately. If there are specific locations that Mr. Ferrario is concerned about, he can send us a list and we will check them out. Constituents can also call 311 to report any signal problems. The Signal Shop's direct

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					number is 415.550.2736.  The "Voice On Location" feature of the APS is only activated when a pedestrian holds the button down for more than 2 seconds, also known as an extended push.
130828.05	Steve Ferrario	Stated that most of the of the audio buttons, which lets a person know when the next train is arriving, at transit shelters along the Embarcadero do not work, except at the Folsom & Embarcadero transit shelter. Mr. Ferrario would like to know who is responsible for repairing these audio buttons; how many are not functioning; and when will they be fixed.	Jeff Flynn		These audio buttons are maintained by NextBus. If a location is not working, you should contact 311 and repairs will be scheduled. When new shelters are installed, there is typically a delay between when the shelter is installed and when power is connected. When there is no power to the shelter, the push button will not work. The delay between shelter installation and connection to power is due to the inspection process by the City's Department of Building Inspection (DBI).
130904.01	Joan Downey	Joan Downey would like to know how the short-term residential parking permit pricing was determined; if there is a limit on how many parking permits one household can buy; what the cost of a book of 20 be; and when they will be available. Ms. Downey stated that \$16 seems quite high especially since a 2-week one is \$37.	Diana Hammons		Response: The price for the one day RPP permit was set as a result of a cost-recovery analysis required as part of the budget process. The Transportation Code limits the number of single permits that may be purchased at each address to 20 per year. The current fee is \$16 per permit. The SFMTA is evaluating options to create a bulk rate permit price that would lower the cost for these permits if purchased in larger quantities at one time.
130904.02	Joan Downey	Stated that her neighbor said she had a 20 minute wait to get through the traffic signal at St. Francis Circle. The green light for her direction only was enough time for a few vehicles to get through. Ms. Downey inquired if there are a lot of street cars coming through, does it hold up traffic and is there a minimum time that each direction has a green light.	Bryant Woo		Response: The intersection of Junipero Serra / Portola / Sloat / St. Francis / West Portal is one of the most complicated intersections in the City. In addition to its considerable width, unusual geometry, proximity to schools, and high traffic volumes from all directions, the Muni K, M, #17, and #23 lines frequently travel through there. As Ms. Downey's neighbor experienced, long delays are common during certain times of day.  As part of the St. Francis track replacement project completed two years ago, new traffic signals were installed and state-of-the-art programming was implemented such that: <ul style="list-style-type: none"> <li>• All traffic movements had clear right-of-way signals.</li> <li>• Sufficient time is provided for pedestrians to cross this very wide intersection.</li> <li>• The movement of Muni trains is prioritized over other vehicles –</li> </ul>



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					<p>consistent with the City's Transit First Policy.</p> <ul style="list-style-type: none"> <li>For safety purposes, trains completely clear the intersection prior to giving the green light to any conflicting traffic movement.</li> </ul> <p>It is possible for green lights to be truncated to as little as 5 seconds or 24 seconds depending on whether or not:</p> <ul style="list-style-type: none"> <li>There are any pedestrian movements that must complete their crossing before the next signal is served;</li> <li>There is a clear path of travel for the train on the far side of the intersection;</li> <li>Other trains are waiting to cross the intersection;</li> <li>Other waiting trains will cross paths with each other;</li> <li>The signal is already green when the train and requesting to cross the intersection; and,</li> <li>How frequently and how long ago previous trains have already been served.</li> </ul>
130905.01	Steve Ferrario	Would like to know who is in charge of monitoring video cameras on Muni vehicles.	Chris Grabarkiewctz		The Video Surveillance Unit monitors the video cameras. This Unit is part of the Security, Investigations and Enforcement Department that is within the Sustainable Streets Division.
130905.02	Marc Salomon	Would like to know if the onboard video cameras take pictures of passengers' faces when they exit Muni vehicles.	Chris Grabarkiewctz		The surveillance cameras on our vehicles are not positioned to record the faces of patrons as they exit MUNI vehicles.
130905.03	Marc Salomon	Would like to know the policy and procedures for operators during a theft.	Jeff Flynn		Operators are to pull over, call Central Control, open all the doors, and wait for police and an inspector for assistance. Central Control contacts the police.
130905.04	Joan Downey	Stated that the Nextbus sign at Lombard Street for the 43 Masonic line would indicate "2 minutes and 15 minutes" for the next arriving bus. Ms. Downey stated there would be a change in bus operators and the two minutes would go by and no bus would arrive. Ms. Downey would like to know if Nextbus is incorrect or	Jeff Flynn		NextBus technology is based on location information and moving vehicles. When a bus is moving, the NextBus system uses data based on historic travel times, day of the week, and time of day to calculate how long it will take to get to the next stop and then provides a prediction for that bus. When a bus is not moving at the terminals (end of the line), the system has to make an assumption as to how the bus will operate. At the

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		the schedule.			terminals, the NextBus system assumes that the bus will leave on schedule and will provide predictions based on a stationary bus leaving on schedule. If the bus does <u>not</u> leave on schedule and remains parked, then the predictions will freeze in place or jump to the next scheduled departure. The system does not know what the operator is doing in those cases.
130905.07	Mark Ballew	Would like an update on the "bus kicker" that was recently mentioned in the newspaper.	Chris Grabarkiewctz		On September 19, 2013, at approximately 0705 hours, Donald Felton allegedly kicked the front door of a coach on Market Street after he was instructed to disembark by the operator for dropping food on the floor. Mr. Felton was temporarily taken into custody by police officers who cited him for malicious mischief and fare evasion. The case was referred to the District Attorney and will be prosecuted. The estimated damage to the coach was approximately \$300.00.
130905.08	Mark Ballew	Stated that he has not received daily operation reports in a few months and would like to know what happened.	Jeff Flynn		Daily reports started up again the week of September 17. We apologize for the lapse.
130905.10	Katie Haverkamp	Stated that the Nextbus sign at 9 <sup>th</sup> & Judah does not give predictions for the outbound 66 Quintara.	Jeff Flynn		Nextbus has corrected this. Predictions are now correct.
131003.01	Joan Downey	Stated that she understood that at terminals, NextBus uses the scheduled time of departure. Ms. Downey stated that at the Chestnut & Fillmore stop for the 43 Masonic, she has seldom seen the bus leave when NextBus says it will leave. Ms. Downey would like to know: 1) are the operators not leaving on schedule or does NextBus have the wrong schedule; 2) If the NextBus schedule is wrong, when will it be corrected; and 3) if the operators are not leaving on schedule, who is monitoring this and what is being done to correct the situation.	Jeff Flynn		Staff would like to discuss the NextBus display sign information process to the OCSC.
131003.02	Marc Salomon	Would like to know which Muni transit shelters do not have a NextBus display sign and the ridership for those	Jeff Flynn		This information is not immediately available. Staff will address and respond to this request in December 2013.

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		stops.			
131003.03	Dorris Vincent	Commented on the interior lights on the new buses are bright and would like this discussed at an EMSC meeting	John Haley		This item was discussed at the October 23, 2013 EMSC meeting
131003.04	Susan Vaughan	Stated that on Sunday, September 29, there were no maps or signage to show temporary bus stops during the Folsom Street Fair and she would like to know why.			This information was sent to the Council on October 29.
131023.01	Dorris Vincent	Would like to know if provisions can be considered for fare boxes in the new Light Rail Vehicle (LRV) procurement. Ms. Vincent stated that when fare boxes are broken or cannot accept cash payment, passengers do not pay their transit fare and ride free.	Jeff Flynn		SFMTA is beginning to assess new fare box technology. The new fare box would be part of the Light Rail Vehicle (LRV) 4 Procurement contract.
131107.01	Steve Ferrario	Would like to know what the current stroller policy is.			This information was sent to the Council on November 25.
131107.02	Joan Downey	Would like to know if commuter buses are allowed in transit-only lanes.	Ricardo Olea		The San Francisco Municipal Transportation Code allows the use of commuter buses and other type of buses in transit lanes. These lanes are typically signed "Buses and Taxis Only". The Agency can designate certain areas for Muni transit only as well. Section 601 of the San Francisco Transportation Code can also be found on the City website at: <a href="http://www.amlegal.com/nxt/gateway.dll?f=templates&amp;fn=default.htm&amp;vid=amlegal:sanfrancisco_ca">http://www.amlegal.com/nxt/gateway.dll?f=templates&amp;fn=default.htm&amp;vid=amlegal:sanfrancisco_ca</a>
131107.03	Joan Downey	Would like to know if merchants are responsible for extended sidewalks after sidewalks have been extended.	John Kwong, Department of Public Works		
131107.04	Dan Weaver	Would like to know when bulb outs or sidewalk extensions are installed by the City if they are maintained and controlled by the property owner.	John Kwong, Department of Public Works		
131107.05	Joan Downey	Would like to know how Carl & Cole Streets can get improvements, such as trees, planters, and public art similar to those at Church & Duboce Street.	Ha Nguyen		The Church and Duboce project was constructed with a Pedestrian Street Improvement grant that funded all the streetscape cost of the project. The Carl Street project did not have any streetscape work because there

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					were no grant funds. The funding used was from the rail replacement funds.
131107.06	Marc Salomon	Would like to know where the resources for the 5 Fulton Limited pilot project came from.	Sonali Bose		The funds for the 5 Fulton Limited pilot project came from the operating budget.
131107.07	Marc Salomon	Would like to know if the Agency knows if the bus bulb at 6 <sup>th</sup> & Folsom played a role in the fatal collision of a bicyclist and if the Agency has studied impacts of bus bulbs and safety.	Ricardo Olea		<p>The cause of the fatality incident is currently under review by the District Attorney's Office. With respect to the bulb-out at the southwest corner of 6<sup>th</sup> and Folsom Streets, it was installed for pedestrian safety reasons. Sidewalk bulbouts reduce crossing distances for pedestrians, in this case, the west crossing of Folsom Street. These measures are consistent with the San Francisco Better Streets Plan and general professional practice. Their use is described further in their webpage at: <a href="http://www.sfbetterstreets.org/find-project-types/pedestrian-safety-and-traffic-calming/traffic-calming-overview/curb-extensions/">http://www.sfbetterstreets.org/find-project-types/pedestrian-safety-and-traffic-calming/traffic-calming-overview/curb-extensions/</a>.</p> <p>Staff is not aware of any research relating to bus or pedestrian bulbs negatively impacting bicycle lane safety. Each device is reviewed to determine adequate width and extension based on various roadway characteristics, including impacts on larger vehicular turns from trucks or fire engines. A bicycle lane adjacent to a sidewalk bulb is functionally similar to a bicycle lane adjacent to a sidewalk with no on-street parking, both of which are common bicycle lane design options.</p>
131107.08	Susan Vaughan	Would like to know where information can be found online for bus re-routes.	Paul Rose		Re-route information can be found at <a href="http://www.sfmta.com/getting-around/transit">http://www.sfmta.com/getting-around/transit</a> , alerts on the top right; or Muni Alerts: <a href="http://www.sfmta.com/node/102171">http://www.sfmta.com/node/102171</a> or Twitter: @SFMTA_Muni.