

**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 Streetview, 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,"	Alex Jonlin	Complete	"Approved driveway" was just a term used by Chariot in their application. PTVs are allowed to stop to load passengers across

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		such as 4856 Geary Boulevard to make sure that Chariot and other PTVs are in compliance with CVC 22500 (e) (i)?			private driveways if they have permission of the resident/property owner. If we hear from a resident/property owner that the PTV no longer 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

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					intersection. This data is not yet available for 2016 or 2017 fatalities.
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 over seen 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 containers emptied?	Sabrina Suzuki	Complete	Clear Channel picks up the trash receptacles along Ocean Avenue at least twice a week.

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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 any 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	Cesar Magdaleno	Cesar Magdaleno requested 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 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	Sue	Are private, for-profit bicycle	Heath Maddox	Complete	Yes, they are allowed to have their customers lock one bike to a rack

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(Email)	Vaughan	companies such as JUMP permitted to use bicycle racks?			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	Pending	
180201.02	Jarie Bolander	Requested a presentation on fare enforcement.	Keka Robinson-Luqman	Pending	
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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					<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	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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		definition to the CAC.															
180201.07	Joan Downey	How many bus zone citations have inspectors (not PCOs) given out in the past year?	Shawn McCormick	Pending													
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"> <thead> <tr> <th></th> <th>Cable Car</th> <th>All Other Modes-(Average)</th> </tr> </thead> <tbody> <tr> <td>Vehicle Operations Function Only (Annual Cost)</td> <td>\$30,702,018</td> <td>\$83,807,219</td> </tr> <tr> <td>Hourly Rate – Vehicle Operations Function only</td> <td>\$ 220.50</td> <td>\$100.32</td> </tr> <tr> <td>Total Operating Expenses (Annual Cost)</td> <td>62,057,044</td> <td>180,688,905</td> </tr> </tbody> </table>		Cable Car	All Other Modes-(Average)	Vehicle Operations Function Only (Annual Cost)	\$30,702,018	\$83,807,219	Hourly Rate – Vehicle Operations Function only	\$ 220.50	\$100.32	Total Operating Expenses (Annual Cost)	62,057,044	180,688,905
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					Hourly Rate – Total Operating Expenses 445.69 248.20
180201.12	Frank Zepeda	What would the A pass have to cost to fully cover Bart's charges to the SFMTA?	Sonali Bose	Pending	
180201.13	Frank Zepeda	Is staff testing the functionality of coupling and uncoupling Siemens LRV4 cars at portals?	Sabrina Suzuki	Pending	
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. Rather than trying to reach every single citizen in the City, we rely on 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 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</p>

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					part of our recent changes.
180208.01 (Email)	Sue Vaughan	How much is JUMP paying the SFTMA/City and County 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 4 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.
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	Shawn McCormick	Pending	

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		number of citations given for those behaviors in 2017?			
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.
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