

**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," such as 4856 Geary Boulevard to	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

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

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		make sure that Chariot and other PTVs are in compliance with CVC 22500 (e) (i)?			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 intersection. This data is not yet available for 2016 or 2017 fatalities.

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

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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 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 <sup>th</sup> 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.
180120.01	Joan	What are the plans for 4/20 this	Sabrina Suzuki	Complete	The Special Events Team is developing a plan and is meeting with Rec

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

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(Email)	Downey	year?			& 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 <sup>rd</sup> 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 (Email)	Sue Vaughan	Are private, for-profit bicycle companies such as JUMP permitted	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

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

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		to use bicycle racks?			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 <sup>nd</sup> 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	<div>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.</div> <div><div>Sidewalk Violations Per Day Change by Qtr Jan2017-Feb2018</div><table><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></div>	Quarter	Change (%)	Jan-Mar2017	0%	Apr-Jun2017	5%	Jul-Sep2017	18%	Oct-Dec2017	20%	Jan-Mar 2018	26%
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**S. F. Municipal Transportation Agency Citizens' Advisory Council  
City & County of San Francisco  
Information/Presentation Requests Matrix – 2018**

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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 <sup>rd</sup> .)
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	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

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

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		transaction?			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	<div>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.</div> <table><tr><td></td><td>Cable Car</td><td>All Other Modes- (Average)</td></tr><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><tr><td>Hourly Rate – Total Operating Expenses</td><td>\$445.69</td><td>\$248.20</td></tr></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	Hourly Rate – Total Operating Expenses	\$445.69	\$248.20
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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 <sup>th</sup> Street Pedestrian Safety Project? How will people be provided with access to	Charles Ream	Complete	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.															

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

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		downtown?			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 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	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



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

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		Muni measure impact of commuter shuttles when adding or taking away stops?			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 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 <sup>th</sup> 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%

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

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					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 <sup>th</sup> FAC meeting.																																								
180322.03	Neil Ballard	How many F line collisions have there been in 2018 and what are the dates of those collisions?	Sabrina Suzuki	Complete	<div><div><div><div>Date Range: 1/1/2018 – 4/23/2018</div><div>Description: Collisions Involving F-Line</div><div>Total Collisions: 9</div></div><table><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></div></div>	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	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																																								

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

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		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?			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 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?	Sabrina Suzuki	Complete	The bus should not be stopping at Haight Street. We will pass along this information to the Division so they will communicate this with operators.																		
180410.01	Joan Downey	What are the actual numbers from the graph for RFI #180201.03?	Shawn McCormick	Complete	<table><tr><td colspan="2">Sidewalk Violations</td><td></td></tr><tr><td>Years</td><td>FY</td><td>Total</td></tr><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></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.																		

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

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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.
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	<p>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.</p> <p>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.</p>

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

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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-Lugman	Complete	This topic is scheduled for the June 27 <sup>th</sup> 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 the intended color for these signs?	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 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?	Complete	Roberta Boomer	We have no additional information beyond the information that we have provided to you in the past therefore we decline to answer any further requests for information or questions regarding 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?	Complete	Roberta Boomer	We have no additional information beyond the information that we have provided to you in the past therefore we decline to answer any further requests for information or questions regarding SFMTA's authority to regulate PTVs/Commuter Shuttles
180606.01	Joan	Has a crosswalk been added across	Complete	Mark Dreger	The crosswalk is on our list of proposed projects, but it's the one that

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

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(Email)	Downey	MLK in front of the main entrance (the one closest to Lincoln) to the Botanical Garden?			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	Complete	Kansai Uchida	Links to the documents were provided to the CAC via email on July 6 <sup>th</sup> .
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 this project.	Pending	Keka Robinson-Luqman	
180627.02	Dorris Vincent	What is the timeline for running two-car trains on the T Third line regularly?	Pending	Sabrina Suzuki	

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

[illegible]

**S. F. Municipal Transportation Agency Citizens’ Advisory Council**  
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**Information/Presentation Requests Matrix – 2018**

Reference Number	By	Request	Staff Responsible	Status	Response