

**S. F. Municipal Transportation Agency Citizens' Advisory Council  
City & County of San Francisco  
Information/Presentation Requests Matrix – 2019**

Reference Number	By	Request	Staff Responsible	Status	Response
190107.01 (Email)	Aaron Leifer	How is Muni addressing the repeated gap-and-bunching issues occurring with the LRV lines, specifically but not exclusively the J-Church? What is Muni doing to address problems with delivering reliable, uniform service on the rail lines? This presentation should include discussion of how rail dispatchers monitor the lines and dynamically address these problems through turnbacks, re-routes, etc.	Sabrina Suzuki	Pending	
190107.02 (Email) Presentation request	Aaron Leifer	Related to recent issues with delivering correct vehicle arrival estimates, how is Muni addressing: <ul style="list-style-type: none"> <li>a. Problems with the existing NextBus system</li> <li>b. Replacement of the NextBus system (i.e., what are the requirements in the current RFP and what is the replacement timeline)</li> <li>c. Repeated syncing issues between the new platform/concourse displays and NextBus (e.g.,</li> </ul>	Keka Robinson-Luqman	Complete	At the request of the CAC Chairman, Council member Leifer was sent the presentation materials from the 10/24/18 EMSC meeting on this topic.

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		the platform display shows a 25-minute wait when NextBus shows 5 minutes)			
190107.03 (Email)	Aaron Leifer	In response to the answer provided to RFI 181107.03, I have a follow-up question: Considering the current appearance of the Muni-controlled subway station areas (especially the downtown ones), cleaning once a year seems to be insufficient. Are there any plans to increase the frequency of deep cleaning to more often than once per year? If not, why not?	Sabrina Suzuki	Pending	
190109.01 (Email)	Aaron Leifer	I would like to know why Muni is going to do to fix problems with the <i>existing system</i> since the new one isn't scheduled to roll out for at least another year and won't be fully functional for another three at best. Specifically, I still would like to know what Muni is doing to: <ol style="list-style-type: none"> <li>1. Increase reliability of the current NextBus system and reduce outages</li> <li>2. Fix "syncing" issues where platform displays show wildly inaccurate information, often not</li> </ol>	Jason Lee	Pending	

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		<p>jiving with NextBus estimates, and deterring riders who are scared off by erroneous over-estimates of wait times</p> <p>I would also like to know:</p> <ol style="list-style-type: none"> <li>How many vendors responded to the next-gen information RFP, since they were due last November?</li> <li>Assuming this isn't already planned, can the CAC (or appropriate subcommittee) be briefed after the vendor is selected so we can provide input to the SFMTA Board on this selection, the proposed solution, and the process overall before the final contract award is made?</li> </ol>			
190114.01 (Email)	Frank Zepeda	<p>Can you contact Operations and ask them to pull the video from car 1818 - historic Milan car?</p> <p>There was a crazy person on the car last Friday around 7pm picking fights with passengers and then the motorman.</p>	Shahin Shaikh	Complete	This video was provided to the member on 2/7/19.

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		<p>Passengers left the car but then returned after the crazy person left.</p> <p>The operator, Joe, did have to file a report when he pulled in so there is documentation. I'd like to have the video also kept on file. The video, therefore, has to be pulled from the car before it's written over.</p>			
190114.02 (Email) presentation request	Frank Zepeda	Requested a presentation on passenger and operator safety. (EMSC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 2/27/19 EMSC meeting.
190114.03 (Email)	Frank Zepeda	When will the 33 line go back to trolley coach operations? Or, if unknown, when will the utilities (sewer and water) infrastructure project along the 33 line be completed?	Sabrina Suzuki	Complete	The 33 line is currently scheduled to go back to trolley on 5/29/19.
190117.01 (Email)	Aaron Leifer	January 17th tree maintenance on the J-Church line. By the time the first notice of this happening went out via text, it was already 7:18 am, so basically no advance notice was given. Then, the work that was "ETA 15 minutes" causing "minimal" delay didn't finish until more than an hour later, causing what was a serious inconvenience for morning	Sabrina Suzuki	Complete	<p>1. This was not a project. This was an emergency response. Charles Drane is in charge of the Traction Power Group which includes Overhead Lines.</p> <p>2. This was unscheduled work. Overnight, the crew was responding to storm related trouble calls that included clearing branches that fell on or close to the overhead contact wire. Overhead lines focused on problem areas along our rail lines. Having received reports of storm</p>

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		<p>commuters who were left <i>standing in pouring rain</i>.</p> <p>Here are my questions:</p> <ol style="list-style-type: none"> <li>1. Who oversaw this project?</li> <li>2. Why was this scheduled to be done at the beginning of the morning commute? If it was scheduled ahead of time, couldn't it have been moved to another day with (at least) better weather?</li> <li>3. Why couldn't have this been done either during non-operational hours or during the middle of the day, when ridership would be much lower, inconveniencing far fewer passengers?</li> <li>4. Why wasn't more advance notice given to riders of what seems to be non-emergency work?</li> </ol>			<p>damage overnight, they removed branches that were touching the overhead contact wire and locations where branches were touching light rail vehicles as they passed through the right-of-way. This work was necessary to allow the continuation of service. While we realize it was an inconvenience for our customers, we believe that it prevented delays.</p> <p>3. The work was an emergency response and was necessary to perform in order to operate safely. With the storm continuing, if we did not take action, we likely would have had unpredictable delays in service throughout the day due to the fallen branches making contact with overhead wire.</p> <p>4. This was emergency work to prevent overhead wire and vehicle damage. If overhead wire were to come down, it would could have added hours of service delay.</p>

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