

**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.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 3/7/19 CAC meeting.
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"> a. Problems with the existing NextBus system b. Replacement of the NextBus system (i.e., what are the requirements in the current RFP and what is the replacement timeline) c. Repeated syncing issues between the new platform/concourse displays and NextBus (e.g., 	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"> 1. Increase reliability of the current NextBus system and reduce outages 2. Fix "syncing" issues where platform displays show wildly inaccurate information, often not 	Jason Lee Roberta Boomer	Complete	<ol style="list-style-type: none"> 1. We continue to actively work with our current vendor to alleviate specific technical problems that result in inaccurate predictions. We are currently testing updates to one of the known and specific issues: Terminal departures. Our team believes that this fix will address many erroneous predictions, particularly at the start of routes. We anticipate implementation systemwide by the end of February. Additionally, NextBus has added a technical resource to their team to work with the SFMTA to increase accuracy. 2. The PAVs are still a work in progress and the SFMTA is partnering with the PAV vendor to

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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"> How many vendors responded to the next-gen information RFP, since they were due last November? 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? 			<p>address a list of issues/punch list item, including "synching". Additionally, the SFMTA will be transitioning the Muni Metro rail system to the new OrbCAD (Computer-Aided Dispatch/Automatic Location System) system, which we have already deployed on the rubber-tire fleet. OrbCAD will require operator log-ons and keep better track of when there are unscheduled service changes, such as switchbacks. We anticipate this will also help improve predictions; the current NextBus system, for example, is not able to track such events, resulting in an unpredictable train and over-estimated wait time.</p> <ol style="list-style-type: none"> The RFP response date has been postponed to late February as a result of numerous vendor questions as well as technical adjustments and clarifications to the RFP. At this time, we do not know how many vendors will respond. Staff would be happy to present an overview of the overall program delivery and plans to the CAC
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</p>	Shahin Shaikh	Complete	This video was provided to the member on 2/7/19.

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		<p>Friday around 7pm picking fights with passengers and then the motorman. 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	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</p>

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		<p>than an hour later, causing what was a serious inconvenience for morning commuters who were left <i>standing in pouring rain.</i></p> <p>Here are my questions:</p> <ol style="list-style-type: none"> 1. Who oversaw this project? 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? 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? 4. Why wasn't more advance notice given to riders of what seems to be non-emergency work? 			<p>contact wire. Overhead lines focused on problem areas along our rail lines. Having received reports of storm 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>
190123.01	Stephen Cornell	Where does the money come from to pay the \$120,000 cellphone fines imposed on Muni by the state of California?	Sabrina Suzuki	Complete	It comes from the SFMTA operating budget reserves.

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190206.01 (Email)	Aaron Leifer	<p>I'd like to request a presentation on how 311 complaints about Muni are handled. Specifically, I'd like to know:</p> <ol style="list-style-type: none"> 1. How are reports tracked and routed? 2. When complaints, if appropriate, translate into possible disciplinary action? 3. What is Muni's SLA (i.e., time commitment) for responding to complaints that request follow-up? 4. What recourse exists for complainants who either don't receive a promised response from Muni or who aren't satisfied with the response they get? 5. How does Muni use repeated complaints (or complaints in aggregate) to change/improve service delivery? <p>Please provide actual examples, including reporting to senior management.</p>	Keka Robinson-Luqman	Pending	
190206.02 (Email)	Aaron Leifer	I routinely see the red, transit-only lanes on Church Street being violated by private cars without anyone being cited. (This is usually at 14th/Market/Church, but also at 16th/Church.) Who is responsible for enforcement of these	Shawn McCormick	Complete	SFPD handles moving traffic violations. Driving in the Transit Only lanes is a moving violation enforceable by SFPD. Muni vehicles may capture license plates but citations cannot be issued for moving vehicles from the cameras. Only parking violations in designated Transit Only Lanes.

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		lanes and why isn't that happening? Do Muni vehicles capture license plates in these instances?			
190207.01	Sue Vaughan	What is the turnover rate for the seven job categories identified in the SFMTA Employee Satisfaction Survey?	Tim Quayle	Pending	
190207.02	Queena Chen	What is the turnover rate by the listed divisions in the Employee Satisfaction Survey?	Tim Quayle	Pending	
190207.03 presentation request	Mark Ballew	Requested a presentation from Organizational Development & Training on the Employee Action Plans in regards to the Employee Satisfaction Survey. (OCSC)	Keka Robinson-Luqman	Pending	
190207.04	Jarie Bolander	What is the average age and average tenure in each of the seven categories of the Employee Satisfaction Survey?	Tim Quayle	Pending	
190207.05	Aaron Leifer	Requested a presentation on Clipper 2.0 regarding SFMTA payment option improvements. (CAC)	Diana Hammons	Complete	This topic is scheduled for the 7/11/19 CAC meeting.
190207.06	Stephen Cornell	Are sales of Clipper cards going to return to Walgreens?	Keka Robinson-Luqman	Complete	We are pleased to report that Walgreens is now able to sell and add value to Clipper cards again. Walgreens customers, thank you for your patience. (via the Clipper website 2/12/19)
190207.07	Queena Chen	Is the school bus zone for Gordon J. Lau Elementary School that was on	Sabrina Suzuki	Complete	The plan is to return the zones to how they were prior to construction, however SSD may suggest some slight

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		Washington street going to return after the opening of Central Subway?			tweaks to zones in the area. We will be sure to engage the school about any changes.
190207.08	Queena Chen	I noticed that some parking meter stickers with the pay-by-phone identifying numbers scratched off, making it impossible for people to pay by phone. Are those stickers ever replaced?	Ted Graff	Complete	Yes. The stickers are printed in house so whenever the sticker destruction is reported to 311, it is an easy fix.
190207.09	Sue Vaughan	Requested a list of all the state legislation being lobbied for, against, and tracked by the SFMTA.	Jadie Wasilco	Complete	The February State & Federal Legislative update (sent to the CAC on 3/1/19) contains a list of all of the legislation currently being tracked by the SFMTA. Since it is the beginning of the session, we have not taken formal positions on any bills yet, and are therefore not lobbying for or against any.
190207.10	Sue Vaughan	Is it possible to get an additional stop for the 28R on 19 th Avenue at Sloat Blvd.?	Sabrina Suzuki	Complete	Thank you for this recommendation. It is a great recommendation since the rapids should stop at major transfer points and cross streets. We have shared this with the Service Planning Team to take a closer look at the feasibility of this.
190212.01	Mark Ballew	Are there shuttle plans for the Pier 70 Power Station Development once it is built?	Sabrina Suzuki	Complete	Yes, there is planned transit service to and from the site.
190219.01 (Email)	Sue Vaughan	What schools in San Francisco have crossing guards, what is the process of getting crossing guards at schools?	Keka Robinson-Luqman	Complete	To see whether there is a crossing guard at a particular intersection, please view the Map of San Francisco School Crossing Guards . To request an evaluation for a new school crossing guard,

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					<p>submit a completed Crossing Guard Request Form to CrossingGuards@sfmta.com. The school principal must sign the request. Please allow 90 days for assessment of your application.</p> <p>Once a completed request for an evaluation is received, a traffic engineer or planner will conduct a traffic survey at the requested corner. Traffic surveys look at many factors, but four basic criteria must be met in order for a corner to be eligible for a crossing guard:</p> <ul style="list-style-type: none"> • The school must be K-8 grades or some subset thereof • The corner requested must be a designated school crossing (yellow ladder crosswalks) • 300 or more vehicles per hour travel through the intersection before the school arrival or after school dismissal • A minimum of 10 student-pedestrians cross during a ten minute period before the school arrival or after the school dismissal <p>All surveyed corners are scored and ranked. When budgeted crossing guard positions are available, the highest ranked corners are filled first.</p> <p>For more information, please see the Adult School Crossing Guard Request Form & Evaluation Sheet.</p>
190221.01	Joan	What's happening with getting the	Mark Dreger	Complete	We're still waiting on the construction of new curb ramps

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(Email)	Downey	crosswalk painted across MLK in front of the main entrance (the one closest to Lincoln) to the Botanical Garden? Note that the response to the 180906.08 info request is that it would happen by the end of 2018. It's still not there.			to be able to stripe this new crosswalk; they have been designed, funded, and and are in Public Works' queue for construction as their schedule permits We do not have an estimate on when they will be built. (2/22/19)
190221.02 (Email)	Joan Downey	<ul style="list-style-type: none"> Follow up on 181004.03 I requested a graph that shows the distribution of headways for each line inbound and outbound for 24 hours (X axis=time Y axis=headway) at a middle stop on each line Travis Fox responded "We don't have this data readily available or the capacity to produce this. (10-15-18)" I would think this type of visual graph would be useful to staff as well as to the general public. I understand that you may not have the capacity to produce it, but the data IS available: subtract the current arrival time from the last arrival time for the headway and plot it on the X axis that has the time of day. 	Roberta Boomer	Complete	<p>We recognize your personal interest in this report, however, as previously communicated, it's not a report that we generate, and therefore we are unable to provide you the graph. Staff is focused on reports that are crucial to operating a 365/24/7 operation and cannot be expected to defer their work and spend dozens of hours of staff time to produce this document.</p> <p>We appreciate your understanding.</p>

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190227.01	Stephen Cornell	How many legal parking spaces and parking meters have been removed in the last 10 years?	Ted Graff	Pending	
190307.01 presentation request	Sue Vaughan	Requested a presentation on sea level rise at Embarcadero. (EMSC)	Tim Doherty	Complete	This topic is scheduled for the 3/22/19 EMSC meeting.
190307.02	Sue Vaughan	Why is there no pedestrian countdown at the intersection of Balboa/Turk streets and Arguello Street?	Geraldine De Leon	Complete	Arguello/Balboa/Turk will be under construction soon to receive signal improvements as part of an Arguello corridor signal project. Activation of the signals are estimated for Fall/Winter of this year.
190307.03	Queena Chen	Will the etiquette campaign be translated into other languages?	Candace Sue	Pending	
190307.04	Frank Zepeda	What is the space near the exit door on the new flyer vehicles supposed to be used for?	Sabrina Suzuki	Pending	
190307.05 presentation request	Joan Downey	Requested a presentation on cable car service	Keka Robinson-Luqman	Pending	
190307.06	Joan Downey	Is Muni looking at autonomous vehicles to replace buses on community lines?	Darton Ito	Complete	At this time there are no autonomous vehicles in the United States with the passenger capacity to operate on Muni bus lines.
190307.07	Queena Chen	Follow up to RFI 181206.03. When will the stop sign at at the T intersection at Walter U Lum and Clay streets be installed? The answer to the RFI was that the stop sign would be installed in a month, yet,	Bryant Woo	Pending	

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		there is still no stop sign there. When will it be installed?			
190307.08	Queena Chen	When will the SFMTA make the red carpet lane for lower Stockton Street and will it only be for taxis and Muni buses?	Britt Tanner	Complete	Stockton Street between Bush and Market street has a transit-only lane that was approved by the SFMTA Board of Directors on 12/18/2018. This lane permits taxis and buses, including non-Muni buses. Staff anticipate adding red treatments to this transit-only lane in mid/late 2019 after Central Subway construction in the area is complete.
190307.09	Queena Chen	Is it possible to have the Jump and Ford motor bike incident reports sent to the CAC regularly?	Adrian Leung	Complete	JUMP gives us a monthly report for all the incidents that have been reported to them related to their bikes. GoBike has an online reporting tool, which is updated every month with any reported incidents from the previous month. The SFMTA will work with JUMP and GoBike to set up a regular monthly transmission of the incident reports to the CAC. (3/19/19)
190307.10	Dorris Vincent	Why were the pedestrian countdown signals at McKinnon Avenue & Third Street and Palou Avenue & Third Street removed? Will they be replaced?	Eddie Tsui	Complete	I drove past 3 rd /McKinnon and 3 rd /Palou on my way back to the shop and confirmed that there are ped signals at the two intersections.
190307.11	Daniel Murphy	What is the language policy of the SFMTA as it applies to signage, information outside vehicles at stops, and items on the website?	Candace Sue	Pending	
190310.01 (Email)	Sue Vaughan	What is the current passenger capacity of all SFMTA revenue vehicles?	Gary Chang	Complete	There are some slight or minor modifications to the rubber tire vehicles but in general the passenger capacity

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					is: 51 for a 40' (there are 31 seats) and 81 for a 60' (there are 44 seats).
190310.02 (Email)	Sue Vaughan	Has the SFMTA calculated the current maximum capacity of LRVs that can operate at one time? If so, what is the capacity of the SFMTA to increase the number of LRVs to meet the demands of a growing population and climate change. Please consider the number of LRVs that can operate at once.	Sabrina Suzuki	Pending	
190310.03 (Email)	Sue Vaughan	How much additional storage in terms of square feet would be needed for the maximum number of LRVs to be operating at once?	Sabrina Suzuki	Pending	
190310.04 (Email)	Sue Vaughan	What is the capacity of the SFMTA to increase the number of revenue rubber-tire vehicles to meet the demands of a growing population and climate change? Please consider that number of rubber-tire vehicles that can operate at the same time on San Francisco city streets.	Gary Chang	Pending	
190310.05 (Email)	Sue Vaughan	How much additional storage for rubber-tire vehicles that would be needed?	Sabrina Suzuki	Pending	

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190310.06 (Email)	Sue Vaughan	Has the SFMTA calculated how much money it would cost to expand the number of revenue vehicles and additional storage space needed to operate at its maximum capacity and if so, how much would that be?	Sabrina Suzuki	Pending	
190310.07 (Email)	Sue Vaughan	Thank you for your response to RFI 181102.01. What part of California Vehicle Code 22507 authorizes the SFMTA to create white zones for the exclusive use of one industry, such as the commuter shuttle bus industry?	Philip Cranna	Pending	
190310.08 (Email)	Sue Vaughan	Thank you for your response to Request # 181206.05: <i>What's the plan and timeline for the SFMTA Board of Directors to amend Division 2 of the San Francisco Transportation Code Section 601(a)(22) pursuant to Division 1 Section 7.2.72?</i> What vehicles are considered "legally allowed in transit lanes"?	Sean Kennedy	Complete	That is a question for the City Attorney.
190310.09 (Email)	Sue Vaughan	What specific local and state laws regulate access to transit lanes?	Britt Tanner	Complete	These are the primary regulations that address access to transit lanes: California Vehicle Code Section 21655.1 – lanes designated for public transit buses. California Vehicle Code Section 21655.5 – lanes designated for high-occupancy vehicles.

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					California Vehicle Code Section 21655.5 – public mass transit guideways. San Francisco Transportation Code Section 7.2.72 – infractions of transit-only areas, with reference to Division II of same code. San Francisco Transportation Code Section 101 – definition of transit-only areas, with reference to Article 600 of Division II of same code. San Francisco Transportation Code Section 601 – locations of transit-only areas.
190315.01 (Email)	Queena Chen	Requested the contract for Jump Bike.	Adrian Leung	Complete	JUMP's authorization to operate comes from a permit. The permit they received at the midpoint, including the cover letter and their Terms and Conditions, was sent to the CAC on 3/29/19.
190315.02 (Email)	Queena Chen	How does SFMTA receive information from the SF311 app? What's the average time it takes for 311 to get the information to SFMTA? What is the standard reply time to these requests?	Sabrina Suzuki	Pending	
190315.03 (Email)	Queena Chen	How is a "community of concern" identified by SFMTA?	Sabrina Suzuki	Pending	
190315.04 (Email)	Queena Chen	How many bus routes have geofencing messages? What are these messages and where do they begin and end?	Sabrina Suzuki	Complete	All rubber tire and LRV vehicles make next-stop announcements based on "geofences". Most historic streetcars do as well.
190320.01	Neil Ballard	What happens with Free Muni once the Clipper Card pilot program ends in June	Diana Hammons	Complete	The Clipper system requires an expiration date on all products, so this is really just a technical expiration date. Last month we started the process of updating all Free

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