

**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"> <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</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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		displays and NextBus (e.g., 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	Complete	In the past, campaigns to deep clean the stations were performed with a combination of departments: Subway Stationary Engineers, painters and custodians. Those three areas were recently spread apart into different groups and would take some coordination. We thank you for bringing this up as we have reached out to the managers of these areas to see what can be done.
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> </ol>	Jason Lee Roberta Boomer	Complete	<ol style="list-style-type: none"> <li>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.</li> </ol>

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		<p>2. Fix “syncing” issues where platform displays show wildly inaccurate information, often not 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> <p>3. How many vendors responded to the next-gen information RFP, since they were due last November?</p> <p>4. 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>			<p>2. The PAVs are still a work in progress and the SFMTA is partnering with the PAV vendor to address a list of issues/punch list item, including “syncing”. 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> <p>3. 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.</p> <p>4. Staff would be happy to present an overview of the overall program delivery and plans to the CAC</p>
190114.01 (Email)	Frank Zepeda	Can you contact Operations and ask them to pull the video from car 1818 -	Shahin Shaikh	Complete	This video was provided to the member on 2/7/19.

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		<p>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. 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	Sabrina Suzuki	Complete	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.

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		<p>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 commuters who were left <i><b>standing in pouring rain.</b></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</li> </ol>			<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 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 could have added hours of service delay.</p>

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		notice given to riders of what seems to be non-emergency work?			
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.
190206.01 (Email) Presentation request	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"> <li>1. How are reports tracked and routed?</li> <li>2. When complaints, if appropriate, translate into possible disciplinary action?</li> <li>3. What is Muni's SLA (i.e., time commitment) for responding to complaints that request follow-up?</li> <li>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?</li> <li>5. How does Muni use repeated complaints (or complaints in aggregate) to change/improve service</li> </ol>	Kristen Holland	Complete	<p>At the request of the CAC Chair, this request for presentation was turned into an RFI:</p> <p>The Muni Customer Service team in the Communications Division of the SFMTA processes the feedback from Muni customers that we receive via 311. This team is part of Customer Communications within the Media Relations Unit.</p> <p>Below are responses to recent questions from the council about how we work with our Transit and other agency colleagues to respond to and manage this feedback.</p> <p>Thank you for your inquiries.</p> <p>1. The Muni Customer Service team works with our colleagues throughout the SFMTA to track, route and investigate customer feedback received from the city's 24/7 customer service call center, 311. Customer feedback is addressed in a shared database. The Muni</p>

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		delivery? Please provide actual examples, including reporting to senior management.			<p>Customer Service team works with the agency's Performance Team to create dashboards and report on strategic plan metrics from this data. A shared database allows many unit managers and subject matter experts throughout Transit and related units in the agency to investigate and follow up on feedback directly from customers and allows the customer service team to coordinate responses and investigations.</p> <p>2. Complaints about employees receive an initial investigation by the Muni Customer Service team to confirm the details in the report and to help identify the operator. The team also requests surveillance video from the vehicle or incident area to secure incident documentation. The matter is then sent to the relevant managers for investigation and any appropriate disciplinary action.</p> <p>3. Two new metrics in the agency's strategic plan expand tracking of all Passenger Service Reports as well as our response rates. These are under Objective 4.3: Enhance customer service, public outreach, and engagement. The responses to customers are tracked as metric 4.3.3.</p> <p>4.3.3 Percentage of Muni customers responded to within 14 business days. Goal: Achieve 90% response rate within timeliness standards in FY19 and FY20</p>

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					<p>4.3.4 Percentage of Muni Passenger Service Reports addressed within business 28 days. Goal: Achieve 80% addressed rate within timeliness standards in FY19 and FY20</p> <p>4. Muni Customer Service reviews, triages and assists with the investigations of approximately 2,000 customer comments or complaints each month from the public. This feedback covers everything from operator complaints and commendations, to service planning changes or problems, to security issues. We strive to provide the best response we can as promptly as we can. We also work with our colleagues who are subject matter experts to make the agency's work as transparent as possible. Customers can email us at <a href="mailto:municustomerservice@sfmta.com">municustomerservice@sfmta.com</a> or call us at 415-701-5649 to follow up. A customer can also file another complaint if the issue persists or they are dissatisfied with the results.</p> <p>5. Staff in the Transit Planning unit work with their colleagues throughout the agency to monitor customer feedback on service and to coordinate responses and changes when possible. The larger Customer Communications and Media Relations unit works with our real-time feedback data from social media to also inform our Transit colleagues on trends about service complaints.</p>

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					<p>For example, in the winter, our frontline customer service staff compiled PSR and social media feedback as part of the 90-day plan effort to improve Muni Metro service.</p> <p>Further, the Communications and Marketing Division is working with Transit, SFMTA Information Technology and 311 to shift to Salesforce CRM as a primary database for tracking Muni customer feedback from 311. This would provide a more comprehensive and flexible way of tracking feedback, identifying trends and enacting changes.</p>									
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 lanes and why isn't that happening? Do Muni vehicles capture license plates in these instances?	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.									
190207.01	Sue Vaughan	What is the turnover rate for the seven job categories identified in the SFMTA Employee Satisfaction Survey?	Tim Quayle	Complete	<table><tr><td><u>Year</u></td><td><u>Job Category</u></td><td><u>Attrition Rate</u></td></tr><tr><td>2017</td><td>Office/Clerical</td><td>23%</td></tr><tr><td></td><td>Officials and Administrator</td><td>40%</td></tr></table>	<u>Year</u>	<u>Job Category</u>	<u>Attrition Rate</u>	2017	Office/Clerical	23%		Officials and Administrator	40%
<u>Year</u>	<u>Job Category</u>	<u>Attrition Rate</u>												
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					2018	Paraprofessionals Protective Service Service Maintenance Skilled Craft Office/Clerical Officials and Administrator	55% 21% 14% 13% 26% 32%
					2019	Paraprofessionals Protective Service Service Maintenance Skilled Craft Office/Clerical Officials and Administrator Paraprofessionals Protective Service Service Maintenance Skilled Craft Technicians	50% 18% 13% 14% 7% 22% 29% 5% 4% 2% 48%
190207.02	Queena Chen	What is the turnover rate by the listed divisions in the Employee Satisfaction Survey?	Tim Quayle	Complete	Year	Division	Attrition Rate
					2017	CO CPC FIT GA HR SA	27% 22% 14% 17% 35% 17%

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					SS TS TX 2018 CO CPC FIT GA HR SA SS TS TX 2019 CO CPC FIT GA HR SA SS TS TX	24% 13% 21% 20% 32% 23% 20% 36% 17% 21% 13% 31% 8% 7% 6% 0% 13% 9% 8% 4% 4%			
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	Complete	This item is scheduled for the 6/11/19 OCSC meeting.				
190207.04	Jarie	What is the average age and average	Tim Quayle	Complete	JOB CATEGORY		Avg.	Avg. Age	

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	Bolander	tenure in each of the seven categories of the Employee Satisfaction Survey?			<table><tr><td></td><td>Tenure</td><td></td></tr><tr><td>Office/Clerical</td><td>8.0</td><td>50.8</td></tr><tr><td>Officials and Administrators</td><td>4.0</td><td>52.4</td></tr><tr><td>Paraprofessionals</td><td>1.4</td><td>38.3</td></tr><tr><td>Professionals</td><td>4.0</td><td>44.5</td></tr><tr><td>Protective Service</td><td>10.0</td><td>52.1</td></tr><tr><td>Service Maintenance</td><td>9.5</td><td>48.8</td></tr><tr><td>Skilled Craft</td><td>8.6</td><td>52.4</td></tr><tr><td>Technicians</td><td>2.1</td><td>48.0</td></tr></table> <p>Age and tenure are in years. Job categories do not align perfectly with the self-reported categories used in the employee survey but are the official EEO categories we use across the city for job classifications. Transit operators belong in the “Service Maintenance” category.</p>		Tenure		Office/Clerical	8.0	50.8	Officials and Administrators	4.0	52.4	Paraprofessionals	1.4	38.3	Professionals	4.0	44.5	Protective Service	10.0	52.1	Service Maintenance	9.5	48.8	Skilled Craft	8.6	52.4	Technicians	2.1	48.0
	Tenure																															
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Paraprofessionals	1.4	38.3																														
Professionals	4.0	44.5																														
Protective Service	10.0	52.1																														
Service Maintenance	9.5	48.8																														
Skilled Craft	8.6	52.4																														
Technicians	2.1	48.0																														
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 Washington street going to return after the opening of Central Subway?	Sabrina Suzuki	Complete	The plan is to return the zones to how they were prior to construction, however SSD may suggest some slight tweaks to zones in the area. We will be sure to engage the school about any changes.																											

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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 <sup>th</sup> 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	<p>To see whether there is a crossing guard at a particular intersection, please view the <a href="#">Map of San Francisco School Crossing Guards</a>.</p> <p>To request an evaluation for a new school crossing guard, submit a completed <a href="#">Crossing Guard Request Form</a> to <a href="mailto:CrossingGuards@sfmta.com">CrossingGuards@sfmta.com</a>. The school principal must</p>

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					<p>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"> <li>• The school must be K-8 grades or some subset thereof</li> <li>• The corner requested must be a designated school crossing (yellow ladder crosswalks)</li> <li>• 300 or more vehicles per hour travel through the intersection before the school arrival or after school dismissal</li> <li>• A minimum of 10 student-pedestrians cross during a ten minute period before the school arrival or after the school dismissal</li> </ul> <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 <a href="#">Adult School Crossing Guard Request Form &amp; Evaluation Sheet</a>.</p>
190221.01 (Email)	Joan Downey	What's happening with getting the crosswalk painted across MLK in front of the main entrance (the one closest	Mark Dreger	Complete	We're still waiting on the construction of new curb ramps to be able to stripe this new crosswalk; they have been designed, funded, and and are in Public Works' queue for

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		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.			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"> <li><b>Follow up on 181004.03</b> 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)" <b>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.</b></li> </ul>	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>
190227.01	Stephen	How many legal parking spaces and	Hank Wilson	Complete	Below is the best data we have regarding meters that have

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	Cornell	parking meters have been removed in the last 10 years?			<div>been installed and removed, and we have this detailed data only since 2015.</div> <table><tr><td></td><td>New</td><td>Unmetered</td></tr><tr><td>Grand Total</td><td>2082</td><td>2534</td></tr><tr><td>2015</td><td>181</td><td>80</td></tr><tr><td>2016</td><td>563</td><td>540</td></tr><tr><td>2017</td><td>407</td><td>598</td></tr><tr><td>2018</td><td>597</td><td>860</td></tr><tr><td>2019</td><td>334</td><td>456</td></tr></table> <div>One note for the above table: many spaces become “unmetered” because a block is closed for construction—those meters will be reinstalled once construction is complete, and the spaces returned to public availability. So many of the “unmetered” spaces from 2018 and 2019 are due to construction and likely will come back once that construction is complete.</div> <div>Regarding unmetered areas: we do not have any accurate data on removal (or addition) of non-metered spaces. Just about every project SFMTA does adds or removes parking, and while each individual project may record the number of parking spaces affected, the overall number of spaces affected by all SFMTA projects is not something we’ve kept track of in a central database.</div>		New	Unmetered	Grand Total	2082	2534	2015	181	80	2016	563	540	2017	407	598	2018	597	860	2019	334	456
	New	Unmetered																								
Grand Total	2082	2534																								
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2016	563	540																								
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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	Complete	There are no plans to translate the etiquette campaign into other languages.
190307.04	Frank Zepeda	What is the space near the exit door on the new flyer vehicles supposed to be used for?	Matt West	Complete	It is for stroller parking. On the New Flyer buses with the high back seats, there is one fold up stroller seat, located across from the rear most door. On the buses used for the 38 Geary line, the decal is under the seat (plans are in the works to put the decal above the seat, on the window). On our other buses, the decal is on the back of the seat.
190307.05 presentation request	Joan Downey	Requested a presentation on cable car service	Keka Robinson-Luqman	Complete	This topic is scheduled for the 8/1/19 CAC meeting.
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. <b>When will the stop sign at the T intersection at Walter U Lum and Clay streets be installed?</b>  The answer to the RFI was that the stop sign would be installed in a	Bryant Woo	Pending	

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		month, yet, 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 <sup>rd</sup> /McKinnon and 3 <sup>rd</sup> /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	Complete	The SFMTA's policy is to provide essential information (i.e. fare and route changes) in 10 languages where 1,000 or more people speak English less than very well. For information considered non-essential, SFMTA includes the 311 Language line service, which is noticed in 10 languages, as an option for those who speak English less

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					<p>than very well. For the website, we offer a translation dropdown option for multiple languages, where essential information receives more detailed translation to ensure accuracy.</p> <p>The SFMTA's policy is to provide general transit-related signage in English, Chinese, Spanish and Filipino. Depending on content and other factors, such as area demographics, information may be translated into additional languages. Most signage includes the "311 Free Language Assistance" tagline, which notifies customers in up to 10 languages of the availability of free language assistance, 24/7, 365 days per year via the 311 Telephone Customer Service Center, which is considered a best practice. For the website, we offer a translation dropdown option for multiple languages; some information, such as how to file a discrimination complaint or paratransit information, receives more detailed translation to ensure accuracy.</p>
190310.01 (Email)	Sue Vaughan	What is the current passenger capacity of all SFMTA revenue vehicles?	Gary Chang	Complete	<p>There are some slight or minor modifications to the rubber tire vehicles but in general the passenger capacity is:</p> <p>51 for a 40' (there are 31 seats) and 81 for a 60' (there are 44 seats).</p>
190310.02 (Email)	Sue Vaughan	Has the SFMTA calculated the current maximum capacity of LRVs that can	Lupita Ibarra	Complete	Currently, our current maximum capacity of LRVs at one time is constrained by subway throughput. Please see data

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		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.			table below:  <b><u>Turnbacks Max. Capacity Scenario</u></b> 125 Using only the Embarcadero crossover 250 Present day situation using the two pockets of MMT 360 Limited by the maximum capacity of the train control system More To realize the benefits of more turnbacks, we would also need to add parallel tracks to the subway
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?	Licinia Iberri Kerstin Magary	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.	Sean Kennedy	Pending	
190310.05 (Email)	Sue Vaughan	How much additional storage for rubber-tire vehicles would be needed for the SFMTA to increase the number of revenue rubber-tire vehicles to meet	Licinia Iberri Kerstin Magary	Pending	

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		the demands of a growing population and climate change??			
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	Complete	CVC 22507 provides local authorities with the authority to designate preferential parking for designated groups, among other things
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"?	Philip Cranna	Pending	
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:

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					<a href="#">California Vehicle Code Section 21655.1</a> – lanes designated for public transit buses. <a href="#">California Vehicle Code Section 21655.5</a> – lanes designated for high-occupancy vehicles. <a href="#">California Vehicle Code Section 21655.5</a> – public mass transit guideways. <a href="#">San Francisco Transportation Code Section 7.2.72</a> – infractions of transit-only areas, with reference to Division II of same code. <a href="#">San Francisco Transportation Code Section 101</a> – definition of transit-only areas, with reference to Article 600 of Division II of same code. <a href="#">San Francisco Transportation Code Section 601</a> – 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?	Jeannette Sanchez	Complete	SFMTA receives information from the SF311 App in the form of individual service requests which are routed through the VERINT database to various queues within the system. Examples include requests about damaged property, abandoned vehicles, graffiti on SFMTA assets and parking enforcement. The Verint system creates a case in real time and routes it to the MTA related queue. SFMTA staff responsible for the various queues review the service requests according to their unit's business process

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					and respond within the expected timelines. Different request types have specific timelines ranging between 2-30+ days based on the request type. The SF311 App is not configured to receive requests related to Muni service. Items submitted on the App related to Muni service can result in misrouting and a potential delay in the processing of the request by the appropriate party.
190315.03 (Email)	Queena Chen	How is a "community of concern" identified by SFMTA?	Sabrina Suzuki	Complete	When we receive constituent correspondence through the CAC, Board of Supervisors, the Mayor's office, 3-1-1 and various other channels, the information is brought to the attention of the appropriate department. For example, LRV4 emails are sent to the project team and logged. Community of concerns comes about the type of complaint, if it is a safety concern and the number of complaints.
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 of 2019?	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 Muni passes to reflect an extension which will be completed prior the June date. Customers should experience no break in service. The Free Muni program has been adopted as an official part of our fare program and, with the exception of review during the budget process, there is no expiration date on the program.

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190404.01	Joan Downey	What are the SFMTA's plans for 4/20?	Sabrina Suzuki	Complete	<ul style="list-style-type: none"> <li>On Saturday, April 20, 2019, historically large crowds associated with 4.20 will require closing streets in the Haight Ashbury neighborhood. In addition to rerouting buses around closed streets, following the event, Muni will provide express shuttles to help clear the crowds quicker. Civic Center shuttles will provide one-way express service from JFK Drive to Civic Center Station from approximately 4pm-8pm.</li> <li>There will be more than 50 PCOs deployed throughout the area.</li> <li>Local access only will be in effect from Stanyan to Masonic streets and Frederick to Oak streets.</li> <li>As in prior years, reroutes will be in effect on the following lines: 7 Haight, 33 Ashbury, 37 Corbett, 43 Masonic, 44 O'Shaughnessy. The N Bus will also be rerouted.</li> <li>A full web alert and supplemental travel information will be posted on our website next week.</li> </ul>
190404.02	Joan Downey	Instructions for the bus substitution for the N Judah line (from a Hoodline article) state that to go to UCSF, take the 6 Haight/Parnassus line or the 43 Masonic line. Why doesn't SFMTA instruct people to take the street car to Hillway, which is one block away?	Sabrina Suzuki	Complete	We cannot instruct customers to take the street car to Hillway due to ADA accessibility. Our messaging on Hoodline and all other forms of media on the N Judah substitution is generalized. Depending on what direction you are traveling, either the N bus or train, the 6 Haight/Parnassus or the 43 Masonic line are both transfer options to get to UCSF.

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					For customers who don't need the ADA platform for boarding, are able to take the street car to Hillway from downtown.
190404.03	Christopher Man	Requested a presentation on enforcement of blocked bike lanes and how delivery trucks are dealt with in that situation.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 7/24/19 EMSC meeting.
190404.04	Queena Chen	What is the SFMTA's policy regarding SFUSD students fighting on Muni?	Sabrina Suzuki	Complete	If a fight occurs onboard a Muni vehicle, an operator has a protocol to call the Transit Management Center where other resources may be dispatched depending on the situation.
190408.01 (Email)	Neil Ballard	Does SFMTA place advertisements with Firefly, the vehicle-mounted digital advertising display service, and if so, does SFMTA pay for those advertisements?	Candace Sue	Complete	To our knowledge SFMTA has not advertised on Firefly. While they do appear to be a registered vendor with the City, they are not 12B Compliant.
190409.01	Joan Downey	Is NextBus inflexible in being able to accommodate route changes?	Jason Lee	Complete	NextBus is able to accommodate route changes that are known in advance. These route changes may be either permanent or temporary, as long as staff has sufficient time to specify the route in its scheduling system. For example, NextBus was able to provide predictions for the temporary bus shuttles associated with the recent construction-related shutdowns of the T Third and N Judah lines.
190411.01 (Email)	Aaron Leifer	1. Please explain the process to get graffiti removed from the	Sabrina Suzuki	Complete	1. We have been working with Supervisor Mandelman's Office, Public Works and our Special Events team to

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		<p>top part of the footbridge over the J-Church tracks in Dolores Park. It seems to repeatedly take literally <i>months</i>, not days or weeks, to get graffiti abated even after it's been reported to 311.</p> <p>2. Does the SFMTA handle all of this or are other agencies (e.g., Park &amp; Rec, DPW, etc.) involved?</p> <p>3. What is the SFMTA's role here, and what can be done to make this process more efficient? Please include the names of specific departments or contact names to help expedite.</p>			<p>ensure clearance when the DPW crew goes out there to paint. The work is likely happening this week.</p> <p>2. Other agencies are involved. We ensure that there is clearance since it is close to the trackway and potential overhead wires.</p> <p>3. We have clearance meetings every week through Special Events. If there is an emergency need, the case can be made and clearance can potentially be prioritized accordingly.</p>
190417.01 (Email)	Joan Downey	Does the MTA have different standards than DPW that " Tow-away signs shall be pre-printed on 11"x17" stock and securely fastened and displayed by the Permittee every twenty (20) linear feet"? And if so, why?	Gretchen Rude	Complete	<p>SFMTA Tow-away signs are pre-printed on 12"x18" stock and securely fastened and are normally displayed every twenty - thirty (20 - 30) linear feet.</p> <p>We are regulated by the San Francisco Municipal Transportation Agency (SFMTA) Section 3.4, effective November 19, 2012 .</p> <p><a href="https://www.gsweventcenter.com/Draft SEIR References /SF Trans Code Parking.pdf">https://www.gsweventcenter.com/Draft SEIR References /SF Trans Code Parking.pdf</a></p>

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190510.01 (Email)	Joan Downey	On Irving St at Arguello, the sidewalk was extended so that cars did not try to pass the N-Judah train when passengers were disembarking. In the past we found that cars drove over the sidewalk to try to get past the train so the trash can was strategically placed to create a barrier for this to happen. A new trash can is now on the corner but has not been positioned to prevent cars from making this stupid move. Could someone move it to a strategic location?	Sabrina Suzuki	Pending	
190528.01 (Email)	Aaron Leifer	The subway platform displays continue to operate erratically, often providing wait times that are incorrect and change suddenly. For example, a wait time may show 30 minutes then suddenly drop to 9 minutes. Or a nine-minute wait can suddenly become one minute. This defeats the purpose of having the displays and is eroding rider confidence in the system overall. Julie Kirschbaum has acknowledged this is a known issue with displays, but can you please provide a more detailed answer, specifically:	Dan Howard	Complete	The subway platform displays receive prediction inputs from two sources: the NextBus customer information system and the train control system. Currently, the displays only use the input from the train control system when the train is close to the station (within about a minute). The signs themselves are not introducing any new errors into the system, but they are making latent prediction errors from the NextBus system much more visible than before. This is because the signs display the next two predictions from every line (up to 12 arrivals), whereas the old red signs only displayed the next two predictions total (just 2 arrivals). So generally, the issues you are describing are actually problems with the NextBus prediction quality or the train control system for the rail

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		<ol style="list-style-type: none"> <li>1. What is causing these problems?</li> <li>2. What is being done at present to fix them?</li> <li>3. When does Muni expect this issue to be fully resolved?</li> </ol>			<p>lines. Some of these problems are new, but we have been experiencing others for the past 15 years that we have had NextBus predictions.</p> <p>There are four main sources for prediction inaccuracy in the subway, and they occur under different times of day and different circumstances:</p> <ol style="list-style-type: none"> <li>1. <u>Terminal Departure Errors</u>. The NextBus algorithm has trouble determining when a train will depart a terminal because of a host of factors, so it uses the scheduled departure time in the absence of GPS information. If a train does not leave during at the scheduled departure time, but a train is later picked up by GPS, the prediction will “jump” when the GPS traces shows the train is moving along its route. If there is no train available (for example the run was not filled), the system does not have a good way to determine that, so it will keep resetting the countdown every few minutes as it assumes a train has left, then resets when it does not detect it’s GPS along the route. For the subway signs, this is largely a problem with the N outbound because of the proximity to the N terminal at 6<sup>th</sup> and King.</li> </ol> <p><b>Riders will see: Next arrival time in 9 minutes, counting down to 6 minutes, then back up to 9</b></p>

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					<p>minutes.</p> <p>2. <u>Non-Communicating Trains</u>. On the surface, NextBus receives information from the ORB/CAD radio system and GPS. Underground, GPS isn’t available so it receives the train locations from the train control system. Trains regularly lose communication with the train control system each day, which can mean that NextBus loses predictions for the train. This would cause artificially long prediction times to be displayed on the signs because there is a train in the system which is ‘invisible’ to NextBus. When the train gets very close to the platform, a fallback mechanism detects the train whether it is communicating or not, and causes the prediction to suddenly jump to one minute.</p> <p><b>Riders will see: Next arrival time in 9 minutes suddenly jump to 1 minute.</b></p> <p>3. <u>On-the-Fly Operations Adjustments</u>. Our Metro system runs both on the surface and in the subway. On the surface, trains have to share the road with auto traffic and is also subject to many of the delays of regular surface traffic (blockages, traffic signals, even congestion). This causes trains to arrive ‘bunched’ when they get to the subway. Once in the subway, train controllers have limited tools to be able to ‘smooth out’ the service and almost all of</p>

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					<p>them involve holding or delaying a train to get the spacing to become even again. One of these tools is that they can reassign a train to another line. So for example if 5 inbound J trains arrive in a row, but there hasn’t been an outbound L for 15 minutes, Central may decide to convert a J into an L to fill that gap. There is no way to predict that this is happening and the effect is that the prediction jumps.</p> <p><b>Riders will see: Next arrival time in 30 minutes suddenly jump to 9 minutes.</b></p> <p>4. <u>NextBus Algorithm Problems</u>. The NextBus algorithm depends on past performance to determine what a train is doing in the system. If trains don’t generally follow established patterns that the algorithm expects, it is branded as “Unpredictable” and dropped from predictions. Over time, Muni staff have tracked and categorized patterns of these occurrences and sent this documentation to NextBus for improvements. Various patches and redefinitions have occurred as recent as a few months ago to improve the system performance. As an example, NextBus used to classify trains which left their terminal early as “Unpredictable” and so those trains didn’t show up in the predictions. This was based on logic that works well for buses but didn’t apply to trains.</p>

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					<p>Muni called the vendor's attention to the problem and NextBus patched the software to fix it.  <b>Riders will see: Next arrival time in 9 minutes suddenly jump to 1 minute.</b></p> <p>What is Muni doing to address these issues?</p> <p>For <b>NextBus Algorithm Problems</b>, SFMTA is actively working with the vendor, NextBus, to identify and correct the problems via software patches. In the fall, SFMTA expects to finalize a contract for a new customer information system which will include these algorithmic fixes and more. This new system is also expected to address the <b>Terminal Departure Errors</b> as well. We expect improvements to the predictions to roll out over the next one to two years.</p> <p><b>On-the-Fly Operations Adjustments</b> are a part of every subway system's daily life, because they are necessary to manage service. Since the nature of these adjustments are that they are sudden, they cannot be reliably predicted. Therefore, when these adjustments do occur, they will cause inaccurate arrival predictions on the platform displays. However, improvements can be made to the overall system so that it does not experience bunches and gaps which precipitate these adjustments. The Muni Forward program will address the causes of delays and</p>

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					<p>unreliable surface metro service. In addition, SFMTA is considering investing in a new train control system which would provide oversight and control over both the surface and the subway. This train control system would enable control center staff to more seamlessly manage all aspects of the service, reducing the need for these adjustments. Additionally, our existing train control system is over 20 years old. Modern train control systems do not experience the types of communication failures which cause <b>Non-Communicating Trains</b>, so that investment would address this cause as well.</p> <p>In summary, inaccurate subway predictions will not be fully resolved until we actualize substantial investments in our customer information and train control systems. The target delivery date for the last investment is about 7-10 years from now. However, Muni is fully engaged in monitoring problems and correcting them as they arise. Over that time, prediction quality will steadily improve, due both to small adjustments to the software and to larger phases of the system upgrades coming online.</p> <p>Thank you for sharing your concerns with us. As you can see, the problem you have highlighted is indicative of some deeper issues that take time to address, but we will keep working to make our predictions as reliable as possible.</p>

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190604.01 (Email)	Stephen Cornell	Requests all traffic data for the intersection of Ulloa and West Portal Streets for the period 2/1/19 through 5/31/19.	Sabrina Suzuki	Pending	
190606.01	Sue Vaughan	The glass on the bridge on Fillmore Street over Geary is shattered. Who is responsible for maintaining the glass?	Sabrina Suzuki	Complete	The Department of Public Works.
190606.02	Sue Vaughan	How many commuter shuttle buses have placards?	Philip Cranna	Complete	4,248
190606.03	Sue Vaughan	How many commuter shuttle buses are operating on average on a daily basis?	Philip Cranna	Complete	The daily average is 711
190606.04	Queena Chen	Are there unified markings for a scramble system? Do they all have to be the same type of marking? If they do, what's the standard for pedestrian scramble crosswalks?	Bryant Woo	Complete	<p>The pavement markings for a pedestrian scramble do not have to be same and do vary. The best response to any inquiry of this nature is to tell pedestrians to follow their signal regardless of the scramble. The reason is because even with the scramble, some crossings can get a WALK signal even while cars receive a green light.</p> <p>Golden Gate/Jones has 4 marked crosswalks. In this case, they are painted yellow continental instead of the standard white because of the intersection's proximity to a school (De Marillac Academy). This scramble does not have diagonal crossings.</p> <p><a href="https://www.google.com/maps/place/Golden+Gate+Ave+%26+Jones+St,+San+Francisco,+CA+94102/@37.78221">https://www.google.com/maps/place/Golden+Gate+Ave+%26+Jones+St,+San+Francisco,+CA+94102/@37.78221</a></p>

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					<p><a href="#">19.-122.4123025,3a,75y,152.79h,83.35t/data=!3m6!1e1!3m4!1sM1bZJ8Z-j5G3ZMxDEV4g3g!2e0!7i16384!8i8192!4m5!3m4!1s0x80858085302c1d3d:0x9e890581e8f0fddb!8m2!3d37.7820839!4d-122.4122459</a></p> <p>Clay/Kearny is an example that has 4 marked crosswalks marked yellow (near Chinese Education Center Elementary) that were previously marked with 12" lines, but have been converted to continental pattern between the lines. This intersection also includes short diagonal lines at each corner (which are optional that supplement the diagonal pedestrian signals) to indicate diagonal crossings. Given the proximity to Chinatown and the concentration of elderly pedestrians at Portsmouth Square, the pedestrian signals also include signs in Chinese to inform users of the scramble.</p> <p><a href="https://www.google.com/maps/@37.7944486,-122.4049345,3a,75y,77h,57.27t/data=!3m6!1e1!3m4!1sIta2KZ-YIBPRBanYUfzmrQ!2e0!7i16384!8i8192">https://www.google.com/maps/@37.7944486,-122.4049345,3a,75y,77h,57.27t/data=!3m6!1e1!3m4!1sIta2KZ-YIBPRBanYUfzmrQ!2e0!7i16384!8i8192</a></p> <p>Bush/Montgomery is an example that has 4 marked crosswalks in white using the older style 12" lines. It hasn't been converted to the continental style yet. It also has diagonal pedestrian signals, but does not have the optional short diagonal lines.</p>

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					<a href="https://www.google.com/maps/@37.7911141,-122.4023775,3a,75y,188.68h,67.55t/data=!3m6!1e1!3m4!1sGi9DoIXGM8SRMjLITmpkQQ!2e0!7i13312!8i6656">https://www.google.com/maps/@37.7911141,-122.4023775,3a,75y,188.68h,67.55t/data=!3m6!1e1!3m4!1sGi9DoIXGM8SRMjLITmpkQQ!2e0!7i13312!8i6656</a>
190606.05 presentation request	Neil Ballard	Requested a presentation on fare policy.	Keka Robinson-Luqman	Pending	
190611.01	Joan Downey	Requested a presentation on temporary signage. (OCSC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 10/8/19 OCSC meeting.
190611.02	Aaron Leifer	When will there be full cell coverage in the tunnel.	Lisa Walton	Complete	<p>BART and SFMTA are working together to extend cellular service to the SFMTA tunnels. BART circulated a commercial request for a proposal to partner with the cellular industry, and the parties are currently engaged in final contract negotiations. Assuming a deal is reached, and approved by BART and SFMTA, commercially-funded construction of the SFMTA underground cellular network could begin as soon as 2020.</p> <p>It's also important to note that BART and SFMTA do not build their own cellular infrastructure. This equipment is constructed and owned by the cellular industry. BART and SFMTA are working with the industry to design and install specialized equipment to not only broadcast signals from all of the leading cellular carriers, but also protect underground operational radio systems, police radio signals, and fire department radios.</p>
190611.03	Daniel Murphy	Requested a copy of the latest audit for the service standards.	Travis Fox	Complete	<p>Here is the link to the latest review:</p> <p><a href="https://www.sfmta.com/sites/default/files/reports-and-">https://www.sfmta.com/sites/default/files/reports-and-</a></p>

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		When will the next audit be?			<a href="#">documents/2018/01/1-16-18 item 15 fy16 quality review report 0.pdf</a> The FY17/18 one is underway and should be completed by late summer.
190711.01	Dorris Vincent	RFI #190307.10. Eddie Tsui said he drove by and confirmed that the pedestrian signals are at the intersection of McKinnon and Third streets. That is not true. The pedestrian signal is still not on either side of McKinnon at Third on either side of the street. When will they be replaced at this intersection?	Eddie Tsui	Complete	The photographic response to this request was sent to the CAC on 7/26/19.
190711.02 presentation request	Joan Downey	Requested a presentation on what the plans are for the 30 Stockton line. (OCSC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 8/13/19 OCSC meeting.
190711.03	Aaron Leifer	Will Council member Queena Chen report out to the Council once the Transit Performance Working Group of which she is a member is up and running?	Keka Robinson-Luqman	Complete	Yes.
190711.04	Sue Vaughan	Where are the SamTrans express bus stops going to be and what is the route for the SamTrans express bus on 19 <sup>th</sup> Avenue?	Sabrina Suzuki	Pending	
190711.05	Sue	Please provide a breakdown by	Philip Cranna	Complete	This information was sent to the CAC on 8/30/19.

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	Vaughan	company of how many total commuter buses there are in San Francisco.			
190711.06	Queena Chen	Who is the liaison to the MTC and how do we find out about MTC programs that impact the SFMTA?	Monique Webster	Complete	There are a number of SFMTA staff who liaison with MTC on a regular basis, covering a variety of efforts and areas that MTC is involved in. Please contact Monique Webster in the future to be put in contact with the appropriate SFMTA staff.
190723.01 (Email)	Queena Chen	<p>When will Muni switch to all 60' buses for the 30 Stockton? (A timeline of how this will be implemented and completion date)</p> <p>Based on the 'Muni Service Equity Strategy Report FY 2019 and FY 2020', page 33, Muni should be switching to all 60' buses for the 30 Stockton. It's been almost a month into the fiscal year, and I still see 40' buses on the 30 Stockton.</p>	Steve Boland	Complete	We are actively working to implement use of 60-foot coaches on the 30 long line. We have not yet done so due to space constraints at both terminals, at Jefferson Loop and at 4 <sup>th</sup> and Townsend. We are planning to extend the 30 long to a new terminal in the Sports Basement parking lot by Crissy Field in the Presidio. This would both provide us with more space at the Marina/Presidio end of the line as well as allow us to adjust the schedule to shift more layover and recovery time there from 4 <sup>th</sup> & Townsend, thereby addressing space constraints on that end. We are hoping to implement this change as part of our next General Sign-Up in February, and are working with the Presidio Trust to address a number of related issues. We may be delayed due to planned construction on Mason Street, the only means of access to the site.

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190724.01 (Email)	Aaron Leifer	<p>There is still widespread public demand to fix the seating issues in the LRV4s. Beyond what was presented in April, can the agency provide an update on the timeline to upgrade/replace the bench seats in the LRV4s? Specifically, when should the public start to see these vehicles roll out with these planned upgrades:</p> <ul style="list-style-type: none"><li>• Lowered seats as feasible</li><li>• Individually “segmented” seats</li><li>• Single- and/or double-transverse seats</li></ul> <p>If not, what needs to happen before the agency can provide a firm timeline?</p>	Sabrina Suzuki	Pending					
190730.01 (Email)	Queena Chen	A list of SFMTA Transit Planners and the MUNI routes they're in charge of.	Michael Rhodes	Complete	<p>Please see the requested information below. This is a list of the planners for each line based on its operating division. In many cases, we also have Muni Forward projects underway that may be led by a different planner.</p> <table><tr><th>Line</th><th>Division Service Planner</th></tr><tr><td>1 California</td><td>Jean Long</td></tr></table>	Line	Division Service Planner	1 California	Jean Long
Line	Division Service Planner								
1 California	Jean Long								

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					1AX California Express	Matt C Lee	
					1BX California Express	Matt C Lee	
					2 Clement	Jean Long	
					3 Jackson	Jean Long	
					5 Fulton	Steve Boland	
					5R Fulton Rapid	Steve Boland	
					6 Haight-Parnassus	Steve Boland	
					7 Haight-Noriega	Evan Knopf	
					7X Noriega Express	Evan Knopf	
					8 Bayshore	Matt C Lee	
					9 San Bruno	Evan Knopf	
					9R San Bruno Rapid	Matt C Lee	
					10 Townsend	Jean Long	
					12 Folsom-Pacific	Jean Long	
					14 Mission	Steve Boland	
					14R Mission Rapid	Matt C Lee	
					14X Mission Express	Matt C Lee	
					18 46th Ave	Evan Knopf	
					19 Polk	Jean Long	
					21 Hayes	Jean Long	
					22 Fillmore	Steve Boland	
					23 Monterey	Evan Knopf	
					24 Divisadero	Jean Long	
					25 Treasure Island	Evan Knopf	

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					27 Bryant
					28 19th Ave
					28R 19th Ave Rapid
					29 Sunset
					30 Stockton
					30X Marina Express
					31 Balboa
					31AX Balboa Express
					31BX Balboa Express
					33 Ashbury-18th St
					35 Eureka
					36 Teresita
					37 Corbett
					38 Geary
					38AX Geary Express
					38BX Geary Express
					38R Geary Rapid
					39 Coit
					41 Union
					43 Masonic
					44 O'Shaughnessy
					44 Owl
					45 Union-Stockton
					47 Van Ness

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					48 Quintara-24th St
					48 Owl
					49 Van Ness-Mission
					52 Excelsior
					54 Felton
					55 16th St
					56 Rutland
					57 Parkmerced
					59 PM Powell-Mason Cable Car
					60 PH Powell-Hyde Cable Car
					61 C California Street Cable Car
					66 Quintara
					67 Bernal Heights
					76X Marin Headlands Express
					81X Caltrain Express
					82X Levi's Plaza Express
					83X Mid-Market Express
					88 BART Shuttle
					8AX Bayshore Express
					8BX Bayshore Express

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					NX Judah Express	Evan Knopf	
					90 Owl	Evan Knopf	
					91 Owl	Evan Knopf	
					94 Owl	Evan Knopf	
					E Embarcadero	Jessica Garcia	
					F Market & Wharves	Jessica Garcia	
					J Church	Jessica Garcia	
					KT Ingleside/Third	Jessica Garcia	
					L Taraval	Jessica Garcia	
					M Ocean View	Jessica Garcia	
					N Judah	Jessica Garcia	
					S Shuttle	Jessica Garcia	
190730.02 (Email)	Queena Chen	A list of SFMTA Information Officers and the districts they're assigned to.	Adrienne Heim	Complete	The stakeholder contact list was sent to the CAC on 8/30/19.		
190730.03 (Email)	Queena Chen	A list of SFMTA Engineers and what district they're in charge of.	Ricardo Olea	Complete	Where people functionally work is usually by topic (design, traffic calming, construction, transit, etc.) and not by area. (Engineering organizational chart was sent to the CAC on 8/30/19.)		
190730.04 (Email)	Queena Chen	A list of organizations that SFMTA Information Officers reach out to while doing outreach in each district.	Adrienne Heim	Complete	Regarding the stakeholder contact list, we connect with key neighborhood and merchant groups in each district as well as Community Based Organizations. Additionally, each District Liaison is assigned a district wherein most times they have assigned projects. So, they have the ability to reach out to project based stakeholders and gather feedback about simmering issues or questions as a District		

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					Liaison.
190801.01 (Email)	Aaron Leifer	<p>Under the foot bridge in Dolores Park, there's a decommissioned J Church stop at 19th Street on either side of the train tracks. In a recent conversation with someone at DPW, I was told that stop is SFMTA property. For more than 15 years, despite barricades put up, people have gone down and used that stop for encampments and open-air drug use. In addition, I've repeatedly observed the J having to slow down or even stop to avoid hitting people hanging out at the stop.</p> <p>My questions are as follows:  1. Does the SFMTA actually "own" this stop?  2. Have there been any attempts made to demolish or otherwise remove this stop and the staircases that lead to it? If so, please describe.  3. If not, what would be involved in removing it?</p>	Kerstin Magary	Pending	
190801.01 presentation	Neil Ballard	Requested a SFMTA legislative strategy update.	Keka Robinson-Lugman	Complete	This topic is scheduled for the 10/3/19 CAC meeting.

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request					
190801.02 presentation request	Neil Ballard	Requested a presentation from the Mayor's Transportation Liaison Paul Supawanich.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 2/6/20 CAC meeting.
190801.03	Jarie Bolander	There is no left hand signal when turning off of Laguna onto Geary. Why was it designed this way?	Britt Tanner	Complete	<p>To improve the safety of people crossing at Geary Boulevard and Laguna Street, traffic signals were retimed on Thursday, April 11. After the change, north- and southbound traffic was split into two separate phases so each side has its own green light, allowing vehicles turning left onto Geary to focus on yielding to people in the crosswalk. The new timing also increased the amount of time for people to cross. This change was requested by neighbors to address the primary patterns of traffic collisions within this intersection.</p> <p>It is important to provide sufficient time for people of all abilities to walk across the full roadway, particularly at locations like Geary Boulevard, which is a wide street and where there are many seniors. Adding a left-turn arrow would grant the right-of-way to vehicles while stopping pedestrians. Therefore, if a left turn arrow were added, the sequence would be:</p> <ol style="list-style-type: none"> <li>1) Geary east/westbound vehicles and pedestrians</li> <li>2) Laguna southbound vehicles including left-turns and pedestrians in the west side crosswalk</li> <li>3) Laguna northbound vehicles including left-turns and pedestrians in the east side crosswalk.</li> </ol>

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					<p>This would add significant delay for all pedestrians as well as Geary Boulevard, which is a major east-west arterial and bus route. It would also provide excess capacity for north/southbound vehicle movements at all times of day, while significantly decreasing the capacity for Geary Boulevard. These trade-offs would favor peak-hour Laguna vehicle traffic at the expense of all other users of the intersection, and are not appropriate at this time.</p> <p>SFMTA is monitoring and evaluating the intersection, is implementing tweaks as needed to alleviate congestion while maintaining the safety improvements.</p>
190801.04 presentation request	Aaron Leifer	Requested a presentation regarding LRV4 seating	Keka Robinson-Luqman	Complete	This topic is scheduled for the 11/7/2019 CAC meeting.
190801.05	Daniel Weaver	Can a business restrict the use of a white zone in front of their business with a sandwich board?	Paul Kniha	Complete	No entity is allowed to claim any portion of a public curb to be used for an exclusive use. All white zones can be used for passenger loading by all drivers whether their passengers attending the fronting business or not. In some cases, a sandwich board can be installed for informational purposes only, such as "Mission Bay Shuttles stops here every 20 minutes" but it can't say anything like "No parking, reserved for hotel guests only".
190801.06	Queena Chen	Will Lyft Bay Wheels be fined if they are parked improperly and why isn't	Laura Stonehill Adrian Leung	Complete	Per our Stationless Permit Terms and Conditions, Term 40, Stationless operators are required to fund an

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		SFMTA notified by 311 when there is a dockless bike parking violation complaint?			<p>endowment that is used to reimburse the City for the cost of removing and storing bicycles that are improperly parked or left unattended on public property. Also, from Term 23, "Any Stationless Shared Bicycle that is parked improperly is subject to citation and shall be re-parked in a correct manner or shall be removed by the Permittee within two hours." And Term 42, "Any Stationless Shared Bicycle that is parked at one location for more than 7 consecutive days may be removed by City staff and taken to a City facility for storage at Permittee's expense."</p> <p><a href="https://www.sfmta.com/reports/stationless-bikeshare-permit-application-may-2019">https://www.sfmta.com/reports/stationless-bikeshare-permit-application-may-2019</a></p> <p>SFMTA is notified when bikeshare bikes are misparked. However, we aren't notified through the 311 process. At this time there are two dockless bikeshare operators—Jump and Bay Wheels--and only Jump has dockless bikes currently in service. Jump is required to report responses to misparked vehicles in their monthly reports. Bay Wheels permit conditions require them to have a shared database with the SFMTA that contains all customer concerns and issues.</p> <p>Overall, the SFMTA feels we have established working relationships with these operators so that they are</p>

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					<p>prompt and responsive when they are notified of bikes parked in violation. Misparked bikes (bikeshare or otherwise) are also a more established issue that the city can respond to with formalized protocol around abandoned bikes, which use standard city services for removal. Additionally, the bikeshare program welcomes direct feedback to our <a href="mailto:bikeshare@sfmta.com">bikeshare@sfmta.com</a> email account. We've fielded a number of these inquiries and resolved them in a way that doesn't require the 311 case management system, which would further incur a close out process with indefinite resolution status.</p> <p>In comparison to scooters, the city currently has only 550 dockless bikes, where as scootershare operators have around ~1400 devices. Since they've been in the collective consciousness longer, bikes are a more understood mode, and users tend to understand where they should or shouldn't be parked. So, the scale of dockless bikeshare parking violations has been much smaller compared to scooters. Most of the violations have actually not been about blocking the right of way, and more about locations in areas that aren't in the service area. Sometimes dockless bikes have lost battery power, and residents inform us and the operators that they've been parked for too long. Bay Wheels and Jump were actually happy to receive these notifications in order to go and retrieve them.</p>

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					When the number of dockless bikes grows, and if the scale of misparked bikes increases, the Bikeshare Program would be open to amending the 311 protocol to similarly respond the way we do for scootershare. Finally, it may be helpful to know that the SFMTA primarily sees misparked bikes and scooters as an issue with bicycle rack supply. Since all dockless shared permittees are required to have lock-to devices, the next big push for our program is to implement more bicycle racks. We are trying to do that as quickly as possible.
190802.01 (Email)	Joan Downey	A neighbor who lives on Carl & Stanyan reports that the announcements about the stop location coming from some of the Seiman cars is so loud that she hears them in her bedroom. Has a sound check been done on the announcements? Could the sound be lowered so the announcements are heard in the cars but not on the street?	Sabrina Suzuki	Pending	
190813.01	Daniel Murphy	It was brought to our attention at the 8/13/19 OCSC meeting that there will be ongoing subway closures for regular maintenance. Is this true? If so, we would like a presentation on that.	Sabrina Suzuki	Pending	
190813.02	Mark Ballew	Is there a top down view (from the	Sabrina Suzuki	Pending	

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