

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
200206.01	Sue Vaughan	Requested an update to 191205.03. Where can she find the legislation referred to in the response?	Alex Jonlin	Complete	It does not exist yet.
200206.02	Sue Vaughan	How many commuter shuttles have placards and what is the average number that are operating per day?	Philip Cranna	Pending	
200206.03	Sue Vaughan	Requested a list of all the commuter shuttle bus stops and how many are stopping and where (where are they concentrated).	Philip Cranna	Pending	
200206.04	Sue Vaughan	Is there anyone doing a safety analysis of the emerging mobilities including the scooters and the station-less bikes?	Adrian Leung	Complete	<p>Yes, the Vision Zero team and DPH are both coordinating safety analysis around reporting statistics for scooter injuries, using SFPD and Trauma Center data. That effort doesn't necessarily specify whether scooters are privately owned or part of the scootershare program.</p> <p>For all stationless operators, we have reporting requirements related to safety. Almost any injury would likely be rider reported, which means the rider would need to notify the operator of the incident. This is to say that there may be more, but they may not get reported due to various circumstances like the rider feeling responsible, or not thinking the operator needs notification.</p> <p>No formal analysis is currently planned given that the</p>

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response												
					reported injury data is relatively small to serve as a representative sample size.												
200206.05	Sue Vaughan	Where are there benches and/or bus shelters with seats along the 29 Sunset line?	Sean Kennedy	Complete	<table border="1"> <tr> <td>29 Sunset</td> <td></td> </tr> <tr> <td>Inbound to the Presidio</td> <td>25</td> </tr> <tr> <td>Outbound to Bayview</td> <td>17</td> </tr> <tr> <td>TOTAL SHELTERS</td> <td>42</td> </tr> <tr> <td>TOTAL STOPS</td> <td>179</td> </tr> <tr> <td>% STOPS W/ SHELTER</td> <td>23.5%</td> </tr> </table> <p>Please note, for benches that have been installed by another entity (not Clear Channel) we do not have a record of this work. In the spreadsheet it is noted where there might be benches, based off of familiarity with the line but these have not been confirmed, and are not included in the numbers you see above.</p> <p>(spreadsheet emailed to the CAC 3/27/20)</p>	29 Sunset		Inbound to the Presidio	25	Outbound to Bayview	17	TOTAL SHELTERS	42	TOTAL STOPS	179	% STOPS W/ SHELTER	23.5%
29 Sunset																	
Inbound to the Presidio	25																
Outbound to Bayview	17																
TOTAL SHELTERS	42																
TOTAL STOPS	179																
% STOPS W/ SHELTER	23.5%																
200206.06	Stephen Cornell	Requested a list of each exception for fees of street closures including city agencies.	Emily Williams	Pending													
200206.07	Queena Chen	Is there a limit to how many bikes or scooters a company can put on a bike rack?	Adrian Leung	Complete	<p>For deployment, SFMTA instructs all operators to use up to half the capacity at any given rack or cluster of racks. For bikes, that's one per rack. For scooters, it's two per rack so long as they're on the same side.</p> <p>It's important to note that rider usage is less predictable. We're trying to instruct riders to follow these guidelines,</p>												

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
					but it's more difficult to regulate, and the top priority is that riders lock to a rack rather than leave devices free-locked as potential tripping hazards.
200206.08	Queena Chen	How much has the SFMTA collected in fines for illegally parked scooters and bikes?	Philip Cranna	Complete	The following is the sum of fines collected since the start of each program. Scooters: \$149,600 Bikes: \$6,000
200206.09	Daniel Weaver	Requested a presentation on cellular service in the tunnel. (CAC)	Keka Robinson-Luqman	Complete	This topic is scheduled for the 8/6/20 CAC meeting.
200207.01 (Email)	Neil Ballard	Requested a presentation on parking meter replacement.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 6/9/20 OCSC meeting
200210.01	Aaron Leifer	Why weren't the February 22 service changes brought to the CAC for public review and input before they were announced and implemented? These include changes to the following lines: o J o KT o L o M o N o 7 o 23	Keka Robinson-Luqman	Complete	Initially, the Muni Forward update was scheduled for the February 6 th CAC meeting but had to be rescheduled to the March 5 th CAC meeting in order to make room on the agenda for the FY2021-2022 SFMTA Budget.

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
		<ul style="list-style-type: none"> o 1AX o 1BX o 31AX o 31BX o 38AX o 38BX 			
200227.01 (Email)	Aaron Leifer	There seems to be an uptick in the number of "intruder in the subway" disruptions. What is the agency doing to reduce these occurrences and minimize the resulting delays?	Lupita Ibarra	Complete	<p>Our current procedure is as follows once the TMC receives a report of a subway intruder:</p> <ol style="list-style-type: none"> 1. The TMC establishes operating restrictions and/or preventing the movement of trains in the area of access. If the intrusion occurs in a twin bore or divided section of the subway, provide protection and institute operating restrictions for the adjacent tunnel/track. 2. A train will be sent in cutout and slowly travel through the area in both directions to search for intruder. If an intruder is spotted and/or clearance cannot be confirmed responding personnel will enter the trackway and escort intruder out of the subway. These instances can take upwards of 15-20 minutes to clear and cause rolling delays in the system.
200227.02 (Email)	Aaron Leifer	At the August 2019 OCSC meeting, we were told that the numerous malfunctioning subway platform signs	David Rojas	Complete	The contractor has agreed to replace all the station sign display panels in the system. This overhaul will begin as soon as the SFMTA verifies buy-in from internal

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
		<p>were due for repair/replacement under contract from the vendor.</p> <ol style="list-style-type: none"> 1. To date, how many of the signs have been fixed? 2. What is the timeline for completing repairs/replacements to ensure the agency does not incur additional costs for these fixes? 			<p>stakeholders. The current forecast is two months for the work to begin. (response received: 2/27/20)</p>
200227.03 (Email)	Aaron Leifer	<p>On the morning of Tuesday, February 25, an earlier subway disruption was cited as the cause of a nearly 40-minute inbound delay on the J Church line. However, at the end of this wait, four inbound trains arrived within 5 minutes of each other. Then, once the first (very full) train reached Market, it was switched back forcing all aboard to detrain and be further delayed while waiting for the second train to arrive. Here are my questions:</p> <ol style="list-style-type: none"> 1. Regardless of anything happening in the subway, why were the J cars clearly bunched/delayed at the 	Lupita Ibarra	Complete	<ol style="list-style-type: none"> 1. Unfortunately, the crossover that was intended to be used to switch trains around encountered an issue. As a result, trains bunched up a single location. 2. The switch that is referenced had an issue. However, the switch has now been repaired and is actively used. 3. The operator on the first train was nearing the 12hr shift limit and a rescue operator was unavailable. As a result, the first train had to be switched back.

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
		<p>Balboa Park origin point not launched in a more timely manner?</p> <p>2. Since the subway was disrupted, why weren't J cars on the surface switched back (at Duboce or Market, for example) to keep the non-subway portion of line running on time?</p> <p>3. Since four trains launched virtually at the same time, why was the first train switched back instead of the second or third? This would have accomplished the goal of balancing service while not further inconveniencing customers that were already delayed?</p>			
200227.01 (Email)	Michael Chen	<p>Is the signal priority at Judah and 18th for the N-Judah functioning as intended?</p> <p>This is my observation of a new transit</p>	Cheryl Liu	Complete	We appreciate your feedback on the signal timing at 18th/Judah. All your observations are correct! The signal timing considers many trade-offs from intersection geometry to adjacent signals and accessible platform

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
		<p>priority signal on Judah and 18th Ave. Previously, it has a four way stop sign. About two years ago, it was converted to traffic signal. The signal is designed to hold green so that N-Judah can pass. It works, sort of.</p> <ol style="list-style-type: none"> 1. When a west bound train approach the green light on Judah street, it holds until the train passes. Yay! 2. It does not work for East bound train. There is about 50/50 chance it gets a red light. When it is red, the train stalls for about 20-30 seconds. On the whole, I'm not convinced that it results in net reduction in traffic time. 3. Sometimes there are two East bound trains arrive in a row to 19th. The traffic signal hold for trains. However, there can only be one train stop at the 19th ave stop. The second train waits at 18th ave, still holding the traffic signal green. This greatly frustrates both north south traffic and pedestrians, all are stopped at the intersection for a long time for no 			<p>design. We hope the detailed explanations below will provide a better understanding of the trade-offs.</p> <p>Evaluating trade-offs is a critical piece of an engineer's job because in signal timing if you make a specific direction more efficient – it is usually at the expense of something else. Please let us know if you would like to discuss further and we can connect you to one of our engineers.</p> <ol style="list-style-type: none"> 1. <i>When a west bound train approach the green light on Judah street, it holds until the train passes. Yay!</i> <p>The signal timing for westbound transit is designed to accommodate the accessible platform on Judah Street, just west of 18th. When a passenger needs to be served at the accessible platform, the train has to block north and south traffic on 18th because of the accessible platform design (the accessible platform is placed closer to 18th than 19th Ave due to its relative flatness and to accommodate the ramp to the platform). In order to hold traffic on 18th in case there is a passenger using the accessible platform, the signal needs to enter a preemption phase, which holds the light for Judah green until the train passes through the intersection. The preempt is called by a light rail vehicle hitting a detector west of 16th Ave. This is the reason why a train does not have to stop proceeding westbound at 18th (unless there is already a train at nearside 19th).</p>

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
		<p>good reason. This usually takes one light cycle across 19th Ave to turn green to relieve. Only until the second train pull into the 19th Ave stop will the light function again.</p> <p>I don't know if anyone in SFMTA is aware of the problem or have any plan to tweak it. It is not a great demonstration as it stands.</p>			<p>From a traffic signal standpoint, the signal does not know if there is someone that wants to use the accessible platform – we have to provide a pre-empt for every westbound train. A pre-emption will throw off coordination every time and will require time for the signal to “recover” and get back into coordination. The amount of recovery time is dependent on the length of preemption provided.</p> <p><i>2. It does not work for East bound train. There is about 50/50 chance it gets a red light. When it is red, the train stalls for about 20-30 seconds. On the whole, I'm not convinced that it results in net reduction in traffic time.</i></p> <p>The reason for an eastbound train possibly having to stop at 18th is because the signal timing of 19th/Judah accounts for 19th Avenue being a state Highway, with a long cycle that provides more green time to 19th Avenue (since it is a major through-fare). The cycle length of 18th/Judah is shorter than the one at 19th/Judah, making it difficult to coordinate them perfectly. By design we run the 18th/Judah signal at half the cycle length of 19th because (1) 18th/Judah is a geometrically smaller intersection (2) equal amount of pedestrian activity crossing north/south crossings and west/east crossings and (3) to maintain coordination with 19th/Judah. We rely on signal timing progression for an eastbound train to</p>

**S. F. Municipal Transportation Agency Citizens' Advisory Council
 City & County of San Francisco
 Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
					<p>proceed through 18th Ave on a green. When Judah gets a green light at 19th, the green light for Judah at 18th turns on 13 seconds later to accommodate the travel time of a train (accounting for reaction and acceleration to get to 20mph). However, this ideal scenario is interrupted if:</p> <ul style="list-style-type: none"> • The eastbound train does not leave at the beginning of the Judah green “window” at 19th • A westbound train served the 19th/Judah transit stop within the past ~ 5 minutes. Because pre-emption kicked in, the signals was thrown out of coordination and requires a few minutes for the signal to get back into sync with 19th. • The westbound train served the accessible platform for any period of time • The train is passing through during the times when the signals at 19th and 18th aren’t synchronized (between 10 PM - 6:30 AM Mon-Friday, or 11 PM- 8:30 AM weekends.) <p><i>3. Sometimes there are two East bound trains arrive in a row to 19th. The traffic signal hold for trains. However, there can only be one train stop at the 19th ave stop. The second train waits at 18th ave, still holding the traffic signal green. This greatly frustrates both north south traffic and pedestrians, all are stopped at the intersection for a long time for no good reason. This usually takes one light cycle across 19th Ave to turn green to relieve. Only until the</i></p>

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
					<p><i>second train pull into the 19th Ave stop will the light function again.</i></p> <p>This scenario can happen if there is train bunching in the eastbound direction. The second train can be waiting for a green for Judah at 18th for reasons explained in question 2 above.</p>
200301.01 (Email)	Aaron Leifer	<p>Subway train estimates seem to be more frequently inaccurate. Aside from "way-out" estimates (for example, a wait of >20 minutes) often suddenly changing for the better, we're now seeing "close-in" estimates often being wrong. For example, a predicted wait time of 5 minutes, in a manner of seconds, drops to 3 minutes, then 1 minute as the train suddenly arrives. (I observed this happening three times in just the last two days at Powell and Van Ness stations.) This of course can be unfortunate and upsetting for customers who were planning on arriving to catch a train in 5 minutes, then arrive at the station stop to find it already left due to an inaccurate prediction time.</p> <p>Please provide an update on planned</p>	Emily Williams	Pending	

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
		fixes for subway estimates, especially those displayed in the stations. (And by “fixes” I mean a remedy for our current system before the planned new information system rolls out.)			
200303.01 (Email)	Aaron Leifer	<p>When delays or service gaps occur on rail lines, we often see messages about buses being deployed to support service. I'd like to know some details about that support service:</p> <ol style="list-style-type: none"> 1. What criteria determine when shuttles get deployed? (In other words, how big of a delay or a service gap does it need to be?) 2. How long does it usually take to get bus shuttles in place? 3. Are bus shuttles tracked via NextBus? If not, why not? 4. If the situation involves a service gap, what other mitigation measures are employed before 	Lupita Ibarra	Complete	<ol style="list-style-type: none"> 1. • Track blockage (debris on track, vehicle on track, etc.) which prevents the movement of trains in that location <ul style="list-style-type: none"> • Service Incidents (mechanical, infrastructure, operator and/or passenger related). If these incidents result in 15-20 minutes of delay in the subway (30 minutes or less on the surface) we immediately pull shuttles from routes with redundant and/or high frequency corridors. 2. Depending on the time of day, it takes roughly 15-30 minutes to pull shuttles and stage the coaches at the start of the bus bridges. 3. Yes, bus shuttles are tracked, and they are usually placed on “rail-owl” assignments. This information is shared with our Public Information Officer who then informs passengers how to track shuttles on NB. 4. • Switchbacks <ul style="list-style-type: none"> • Deadheads • Reverse headways

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
		<p>deploying buses (e.g., switchbacks, launching additional trains, etc.)?</p> <p>5. Are bus shuttles (and by extension their drivers) pulled from other active bus lines? If so, is there an order of priority for which bus lines are impacted? Are riders of impacted bus lines notified of the resulting service reductions?</p>			<ul style="list-style-type: none"> Rebalancing headways based on the number of vehicles available on the route. <p>5. Typically, we try to pull operators from the division. If none are available, we pull vehicles from high frequency corridors or routes with redundant service. To mitigate the impact to passengers, vehicles slated to be shuttles usually are removed from their regular route once they have reached the terminal.</p>
200305.01	Joan Downey	Requested an update on the commuter shuttle bus program.	Keka Robinson-Luqman	Pending	
200305.02	Daniel Murphy	Is the pilot program of extended hours for crossing guards included in the proposed FY 2021-2022 budget? What are the details of the pilot program?	Jeff Tumlin	Complete	No, we are not proposing to extend the hours of crossing guards. Instead, we proposed to increase the number of guards to be able to serve more schools. Naturally, given the scale of our budget deficit, we will need to reconsider most items in our budget.
200305.03	Sue Vaughan	What vehicles will be allowed in the Folsom Red Lanes?	Sandra Padilla	Complete	Any and all buses will be able to use the lane.
200305.04	Joan Downey	Requested a presentation on the paint shop.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 9/3/20 CAC meeting.
200305.05	Joan Downey	Will the right hand turn on Arguello Street going onto Frederick be closed?	Adrian Leung	Complete	First, with regard to feasibility, two major concerns are 1) whether larger vehicles can still make the turn at the intersection just north of this location, and 2) how the

**S. F. Municipal Transportation Agency Citizens' Advisory Council
 City & County of San Francisco
 Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
					<p>street closure would interface, if necessary, with the parking on the south side of the new space. The bikeshare team checked for turning movements, and for now, a standard unit 30 (think basic box truck a la UPS) can make the right turn. A WD-40, which is like a long semi-truck trailer, would have to start the turn from the opposite side of the street. So, traffic engineers will ultimately decide how these facts weigh into this decision. As for parking, having cars pull in and out of this closed off stub would be complicated. Our recommendation could be to simply close it off completely to all traffic.</p> <p>Second, for outreach considerations, bikeshare originally received this request through Supervisor Brown's office via Aide Juan Carlos. Juan Carlos said it came as community input, but we weren't actually sure what that entailed. If Joan Downey has more knowledge about who else supports this idea, that would be a big help. Our Senior Engineer in Livable Streets remembers this being suggested some 10-15 years ago, but we couldn't remember why it didn't work out. So, one major factor could be based on whether the fronting building residents support this, or whether the recommendation is coming from other folks. Of course, if the project is deemed feasible, we will then also bring it to the Supervisor as the elected representative for this area, and check for their feeling and recommendations.</p>

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2020**

Reference Number	By	Request	Staff Responsible	Status	Response
					Those are the next big planning steps.
200305.06	Michael Chen	Is there a plan to address bus stops that have parking spaces in front of them (I believe they are called flag stops)? This can be a barrier for accessibility.	Emily Williams	Pending	
200305.07	Michael Chen	Do Parking Control Officers (PCOs) have discretion on ticketing vehicles that are parked on the sidewalk, or are they supposed to enforce if complaint is valid?	Shawn McCormick	Complete	PCOs do have discretion on ticketing any violation including sidewalk violations.
200305.08	Michael Chen	Does the Muni discount program have a high obstacle to access/need to be renewed often? Are there plans to make the discount programs for youth/low-income/elderly/disability easier to access?	Diana Hammons	Complete	We think the current process balances ensuring a low burden for customers, while managing the agency's risk.
200305.09	Sue Vaughan	Who participated in the initial LRV4 seat configuration survey?	Emily Williams	Pending	
200305.10	Sue Vaughan	What is the plan to improve the seating configuration on LRV4s and what is the timeline for getting it done?	Emily Williams	Pending	

