

**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?	Samantha Rebelos	Complete	1827 / 552
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).	Samantha Rebelos	Complete	See below list of stops (this is available on our website). Average daily stops is 4,226. The most concentrated stops, and those stop numbers, are below. 9th St & Market, East (AM and PM stop) 168 Van Ness & Union, SE corner (AM and PM stop) 126 Lombard St & Scott St, NW corner (PM stop) 124 Lombard St & Scott St, SE corner (AM stop) 119 Franklin St & Bush St, NE corner (PM stop) 117 Van Ness Ave & Filbert St, SW corner (AM stop) 115 Stanyan & Waller, NW corner (AM and PM stop) 101 Castro St & 18th St, NW corner (AM stop) 99 Castro St & Market St, NE corner (PM stop) 95 24th St & Church St, SE corner (AM stop) 95 Mission St & Steuart St, SE corner (AM and PM stop) 88 Divisadero & Haight, (Far Side) (AM and PM stop) 84 8th St & Market, South (AM and PM stop) 84 Gough St. & Geary Blvd, SW corner (AM stop) 81 San Jose Ave. & 29th St, SE corner (PM stop) 75
200206.04	Sue Vaughan	Is there anyone doing a safety analysis of the emerging mobilities including the	Adrian Leung	Complete	Yes, the Vision Zero team and DPH are both coordinating safety analysis around reporting statistics for scooter

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		scooters and the station-less bikes?			<p>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 reported injury data is relatively small to serve as a representative sample size.</p>												
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</p>	29 Sunset		Inbound to the Presidio	25	Outbound to Bayview	17	TOTAL SHELTERS	42	TOTAL STOPS	179	% STOPS W/ SHELTER	23.5%
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					<p>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>
200206.06	Stephen Cornell	Requested a list of each exception for fees of street closures including city agencies.	Nick Chapman	Complete	<p>It appears that requests for lane/street closures that might normally have gone through ISCOTT – and thus been subject to ISCOTT fees – will not be going through the actual ISCOTT process, but rather through an EOC process. If this is the case, it's not clear to me that an 'exception to a fee' is what is happening.</p> <p>Were these closures subject to normal ISCOTT fees, given that all are likely to submitted less than 30 days prior to the start date, each application would incur a fee of at least \$ 1575. For applications submitted less than 7 days prior to the start date of the closure, the fee would be \$ 2500</p> <p>There are some additional SFMTA fees/costs associated with street closures that might potentially also come into play</p> <ul style="list-style-type: none"> • Posting of “no parking” signs • Meter cost recovery • PCO deployments • Charges for any impacts to Muni – including deployment of inspectors as deemed necessary, relocation of bus stops, etc.

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					<ul style="list-style-type: none"> Also time and materials for any traffic engineering work necessitated by the closure including signal time changes, restriping, etc. <p>Except for meter cost recovery, all of these fees/charges are revenue neutral, cost recovery measures.</p>
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, 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.</p>
200206.08	Queena Chen	How much has the SFMTA collected in fines for illegally parked scooters and bikes?	Philip Cranna	Complete	<p>The following is the sum of fines collected since the start of each program.</p> <p>Scooters: \$149,600 Bikes: \$6,000</p>
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	Why weren't the February 22 service	Keka Robinson-	Complete	Initially, the Muni Forward update was scheduled for the

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	Leifer	<p>changes brought to the CAC for public review and input before they were announced and implemented?</p> <p>These include changes to the following lines:</p> <ul style="list-style-type: none"> o J o KT o L o M o N o 7 o 23 o 1AX o 1BX o 31AX o 31BX o 38AX o 38BX 	Luqman		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.
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

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					<p>institute operating restrictions for the adjacent tunnel/track.</p> <p>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.</p>
200227.02 (Email)	Aaron Leifer	<p>At the August 2019 OCSC meeting, we were told that the numerous malfunctioning subway platform signs 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? 	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 stakeholders. The current forecast is two months for the work to begin. (response received: 2/27/20)
200227.03 (Email)	Aaron Leifer	On the morning of Tuesday, February 25, an earlier subway disruption was	Lupita Ibarra	Complete	1. Unfortunately, the crossover that was intended to be used to switch trains around encountered an issue. As a

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		<p>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 Balboa Park origin point not launched in a more timely manner? 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? 3. Since four trains launched virtually at the same time, 			<p>result, trains bunched up a single location.</p> <ol style="list-style-type: none"> 2. The switch that is referenced had an issue. However, the switch has now been repaired and as 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.

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		<p>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 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 	Cheryl Liu	Complete	<p>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 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</p>

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

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					<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 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

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					<p>platform for any period of time</p> <ul style="list-style-type: none"> 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 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	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	Cecilia Martinez-Rios	Complete	At this time, there are no immediate "planned fixes" for subway estimates that would be implemented before the planned new information system is rolled out.

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		<p>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 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.)</p>			
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 	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 • 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

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		<p>deployed? (In other words, how big of a delay or a service gap does it need to be?)</p> <ol style="list-style-type: none"> 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 deploying buses (e.g., switchbacks, launching additional trains, etc.)? 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>frequency corridors.</p> <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> • Switchbacks • Deadheads • Reverse headways • Rebalancing headways based on the number of vehicles available on the route. 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.

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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. Buses are defined as any vehicle carrying over 15 people in the vehicle code. So commuter shuttles, hospital shuttles, and any other vehicle that is carrying over 15 people would qualify.
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 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

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					<p>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> <p>Those are the next big planning steps.</p>
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.	Cecilia Martinez Rios	Complete	SFMTA has approximately 3,500 transit stops and about 1/3 of them are considered flag stops. Most of these flag stops are in residential areas. We have the authority to remove 20' of parking at transit stops to allow for front door boarding/alighting, however, do not think it makes sense to do so for every flag stop in the system. Pre-COVID we had a plan to pilot implementation along the 18 line to learn more about where it would work and what

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					the feedback from riders and residents were so we could improve implementation before proceeding on a larger scale. COVID has put a halt to that process for now as staff time is focused on other recovery efforts, but we do plan to revisit the pilot as soon as time allows.
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?	Cecilia Martinez-Rios	Complete	The initial survey was open to all members of the public, feedback was solicited online and in person. About 9,000 responses were received.
200305.10	Sue Vaughan	What is the plan to improve the seating configuration on LRV4s and what is the timeline for getting it done?	Cecilia Martinez-Rios	Complete	The interior arrangement of the cars will be modified to include transverse seating in all cars, additional stanchions and more hand holds. The current vehicles and the first 50 of the future delivery will have single transverse seats; the remaining 101 cars will include double transverse seat arrangement. The first retrofit is being planned towards the end of the year 2020. The future delivery of cars will be delivered with transverse

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					seats and is scheduled to start mid-2021.
200326.01 (Email)	Aaron Leifer	Will Muni run longer/articulated buses on former LRV lines to help ensure social distancing and avoid overcrowding?	Sean Kennedy	Complete	The SFMTA has been monitoring LRV loads since the Shelter in Place Health Order went into effect. Based on this information, we feel confident that 40' buses, at the planned frequencies, will be able to handle LRV demand and allow for social distancing between riders. We will continue to monitor these loads and are prepared to make changes if necessary, to continue to support the Health Order and social distancing.
200402.01	Sue Vaughan	Requested a presentation on sanitation policies at facilities, at station stops, and on rolling stock, including any new public service announcements about sanitation.	Keka Robinson-Luqman	Complete	This item is scheduled for the 7/9/20 CAC meeting.
200402.02	Sue Vaughan	Requested the Cost Recovery schedule for all cost recovery programs.	Ben Becker	Complete	This information was emailed to the CAC on 5/29/20.
200402.03	Sue Vaughan	How much money comes to the SFMTA from SFPD CVC Rules of the Road infractions?	Leo Levenson	Complete	The SFMTA does not receive any SFPD CVC citation revenues, including red light camera citation revenues.
200402.04	Aaron Leifer	Requested a detailed, point-by-point list of which Working Group recommendations will be funded, and to what extent. Please make sure to clarify in layman's terms, as applicable, what any FTE positions referenced will do (or would have done).	Cecilia Martinez-Rios	Complete	Unfortunately, due to our current financial situation, many of the Muni Working Group recommendations will need to be postponed. However, items that do not require funding and items that can be implemented through other creative approaches, such as reassigning staff will be pursued. For example, the Muni Working Group put a strong recommendation on accelerated Muni Forward delivery, which we are working to expedite to stretch our operating

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					resources by reducing transit time lost in congestion. Transit staff will come back to the CAC this fall with a more detailed update of the working group recommendations once we have a better understanding of the service and economic impacts of the COVID-19 pandemic.
200402.05	Aaron Leifer	Requested a disaggregated, project-by-project Vision Zero report referenced by Director Tumlin on the call. This report should show how effective individual Vision Zero projects have been in reducing fatalities.	Chava Kronenberg	Complete	The SFMTA published the 2018 annual report on our Vision Zero projects last May here: https://www.sfmta.com/sites/default/files/reports-and-documents/2019/06/vzsf_eval_report_final_for_web.pdf There are more project level reports on the Eval program webpage: https://www.sfmta.com/safe-streets-evaluation-program
200402.06	Queena Chen	What is the total cost and breakdown of the cost for SFMTA to operate the Chinatown Park and Ride Program (located in the Golden Gate Garage).	Rob Malone	Complete	Total monthly cost of CT Park & Ride Shuttle: Shuttle \$14,868 CCDC \$1,500 Total: \$16,368 FYI, the shuttle has been suspended since 3/15/20, in response to reduced demand under the SIP order.
200402.07	Queena Chen	Has the SFMTA investigated extending the lifeline pass stickers to be valid for two to three months instead of one,	Diana Hammons	Complete	The SFMTA has currently suspended sales of Lifeline passes. Customers may ride for free with a valid Lifeline ID card. We have considered recommendations to

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		especially since there is currently a shelter in place order?			increase the length of time a pass is valid; however, it is unlikely there would be a high demand from low-income customers to pre-pay two to three months of transit in advance. We are evaluating opportunities to expand sales locations once the shelter in place is lifted.
200402.08	Sue Vaughan	Requested data on the correlation between increased use of Uber & Lyft and the decline in parking revenues.	Hank Willson	Complete	We are not aware of any data.
200402.09	Frank Zepeda	Requested a general memo that explains how the decisions were made to eliminate service and redirect staff during the COVID-19 Shelter-in-place order.	Cecilia Martinez-Rios	Complete	This information was emailed to the CAC on 5/29/20. Also please see answer to RFI #200430.01 for further explanation.
200402.10	Frank Zepeda	What is the work plan regarding deferred maintenance items being done in the tunnel during the LRV service shutdown?	Cecilia Martinez-Rios	Complete	Maintenance of Way continues a full schedule of preventive maintenance and safety inspections on fixed guideway systems for the duration of the railway shutdown. Additional work has been planned to replace track fasteners at the Eureka curves and improve track switches at Duboce Junction. Line crews will renew several sections of overhead wire, replace and adjust electrical hardware components. Our Signal team is currently engaged with control wiring, switch machine adjustments and testing of the West Portal crossovers. We are continuously evaluating our readiness for when the determination is made to restore service.
200430.01 (Email)	Aaron Leifer	In what order will Muni return lines to service as SIP restrictions are relaxed? A	Cecilia Martinez-Rios	Complete	Service was streamlined to focus resources on critical corridors that would support both operator and customer

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		<p>timeline of <i>when</i> each restoration will occur is understandably impossible to predict, but I would assume Muni has worked to craft an order of which lines will be returned to service first, then next, etc.</p>			<p>safety. Reintroduction of service is tied to the City's roadmap for relaxing the shelter in place order with several key constraints including:</p> <ol style="list-style-type: none"> 1) Procedural changes – in an effort to promote operator safety we instituted a policy of having fresh pullouts...meaning that every time a vehicle went into service it was cleaned for the operator. Pre-COVID, operators would hand over vehicles as their shift ended in the field. But the new policy requires that a clean bus pulls out of the yard so it essentially doubles our vehicle needs. 2) Support functions – there are staffing issues for service support functions, like car cleaners etc., hampering our ability to bring back more service. <p>That said, we brought additional frequency to a number of crowded lines and reintroduced the 9R when the city relaxed some of the SIP orders a few weeks ago.</p> <p>In the middle of June, when the city relaxes the next level of SIP orders, we plan to reinstate the 43 Masonic (from its southern terminal to Geary), the entire length of the 30 Stockton and extend the 5 Fulton all the way to the beach. We will also be putting in a short 7 Haight shuttle from Judah/19th to its terminal at the beach.</p> <p>Then in middle of August we plan to bring back the rail system in alignment with the City's SIP modifications that</p>

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					<p>include the opening of schools.</p> <p>The original service changes and the subsequent (and planned) additions are based on 4 key metrics:</p> <ol style="list-style-type: none"> 1) Connecting essential land uses (like hospitals and neighborhood commercial areas) 2) Supporting the Muni Equity Strategy 3) Post COVID ridership 4) General city-wide coverage
200515.01 (Email)	John Lisovsky	<p>What would the future of Baywheels look like if Lyft, which has seen multiple rounds of layoffs, goes bankrupt? The relationship between MTC, which made the contract, and MTA, which seems to have some veto power on price increases, is also one I would seek more clarity on as regards Baywheels. Should Lyft go bankrupt or restructure—and should it either wish to sell or to discontinue Baywheels—I would like to know what various powers MTA, MTC, and the City have to acquire it. I'd also like to know what legal limitations MTA, MTC, and the City might be subject to about any such acquisition?</p>	Adrian Leung	Complete	<p>At this point, the SFMTA doesn't have a clear contingency plan for a Bay Wheels bankruptcy. It's hard to speculate what it would look like given that there are so many moving pieces at present, especially here in the Bay (i.e. regional system, MTC contract holder). However, I can offer examples from other cities. Some cities own infrastructure but contract out operations. Other cities run bikeshare through non-profits, with various funding frameworks, like sponsorship. I can't think of a city that wholly owns a bikeshare system, infrastructure and operations—that would probably require a much more complicated process.</p> <p>The relationship between MTC and MTA in this context is two-fold. Outside of bikeshare, the MTC is our regional transportation authority, which sets goals and policies for nine bay area counties; they also affect some of the funding that makes its way into every transportation</p>

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					<p>project (like local ballot measures). For Bikeshare, MTC is the official contract holder through the Program Agreement, which describes exactly what the bikeshare operator must provide for service and lays out Key Performance Indicators and Liquidated Damages to hold them accountable. The Coordination Agreement is the specific document between SF and Bay Wheels. This agreement is informed by the Program Agreement (for KPIs and LDs), but it goes on to specify items like which party is responsible for legislation, or the total number of stations for the system.</p> <p>Specifically, for recent pricing, the Program Agreement specifies what the pricing should be for the dock-based system. San Francisco has is of the legal perspective that this agreement does not apply to stationless ebikes, and that those bikes aren't covered under the Program Agreement's exclusivity. Lyft disagreed with that and sued the city saying bikeshare exclusivity included stationless ebikes. A preliminary part of that lawsuit resulted in a negotiation process and a separate contract with Lyft. This hybrid e-Bike contract grants the MTA approval power over pricing. It bears notice that pricing is a balance in our Public-Private Partnership. Because of the more complicated logistics around both batteries AND stationless operations, the service is significantly more costly. As the public agency, we want the pricing to sustain</p>

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					<p>the operator, but we also want it to be affordable to promote mode shift. It's gets tricky.</p> <p>Regarding the power and limitations of acquisition, I will have to forward this inquiry to the City Attorney's Office as I am not sure what is in the realm of possibility. I can provide some historical perspective: when bikeshare in SF started, the MTC owned the hardware, through Bay Area Air Quality Management District Funding, and Alta Planning Bike Share provided operations. Because that fund source wasn't sustainable, especially for expansion, a new business model was established to involve more private investment. This was unanimously embraced by the Supervisors in 2015 and resulted in the sponsorship model that Motivate started with in 2017.</p>
200515.02 (Email)	John Lisovsky	What are the technical and logistical challenges to four- and five-car subway shuttles between West Portal and Embarcadero? Which platforms can accommodate four-car train sets? Can any accommodate five? Six? At Charing Cross, the London Tube has the first door of the front car and the last door of the rear car inside the tunnel and asks passengers to move toward the center doors to exit. Would this be possible for Muni metro train sets longer than the	Cecilia Martinez-Rios	Complete	Running 4 car train would require upgrades to the train control system for all stops and physical changes at Forest Hill and West Portal. The vehicles would also need to be redesigned if we wanted to allow just the front door to open on the back train. 5 and 6 car trains would need to bypass Forest Hill and West Portal stations.

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		length of a platform?			
200515.03 (Email)	John Lisovsky	In light of the current political turmoil relating to the fare increases, I'm curious how much money we project getting from parking meter fees alone—not fines, in-lieu taxes, or Taxis—and by what factor we would need to multiply that parking fee revenue in order to offset the revenue the budget now intends to receive from the fare increases. (This revenue could, of course, come from raising hourly rates, but also from expanding metering into residential neighborhoods, and later into the evening and night.)	Hank Willson	Complete	In the current budget, parking meters were projected to bring in approximately \$69M in FY 2020. So, roughly, every expansion of total parking metered hours by 10% (either by metering more areas, or extending hours at currently metered areas) would yield about \$6.9M more in revenue. However, expanding parking meter locations or hours comes with considerable costs of implementation, enforcement, maintenance, signage, etc., which subtract from any gross revenue increases. Perhaps more importantly, parking meter revenues are down more than 90% since the COVID shelter-in-place order, and it's impossible to predict when or if parking meter revenues will return to pre-COVID levels.
200531.01 (Email)	Neil Ballard	Please detail the ways in which SFMTA is assisting law enforcement agencies during the ongoing protests underway in San Francisco as of 5/31/20. Are Muni vehicles being used to transport police and/or detained protesters?	Kimberly Burrus	Complete	As a major transportation agency, the SFMTA is committed to ensuring the transport of all San Franciscans. We do this through our normal service and through missions work as we assist other agencies with arranged transport for critical assignments. We have helped transport SFPD officers to areas of the city as they protect the fundamental right to assemble. These transports, like many others, such as COVID PUI's for DPH and the transport of tent residents from Civic Center to safe sleeping sites outside of the demonstration zones, is our support to other city agencies as we work

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					collectively to accomplish an overall goal. At no point does the SFMTA, nor do we intend to, transport any detainees. We are here in support of everyone.
200604.01 (Email)	Michael Chen	What are the criteria for deciding what streets are eligible or desirable as slow streets? For example, I have heard that fire department access is important. For the criteria, how can I (or any member of the public) understand what streets are qualified/disqualified?	Emily Williams	Pending	
200604.02 (Email)	Michael Chen	Multiple Bay Wheels stations are out of service: Polk and Fern, Polk and Myrtle, and Steiner and Geary are all unavailable now. Why is service being reduced? Is the SFMTA holding Bay Wheels accountable to maintain adequate service? Why should Bay Wheels charge a \$2 out of station fee if the closest station is a ½ mile away?	Adrian Leung	Complete	Bikeshare is being pulled in a lot of different directions now. We're positioning ourselves as essential to the recovery plan, but we're faced with many of the same complications with community outreach and elected official resistance that has become common, even though we've expanded the system by more than eight times, and shown that the system can be a force in mode shift toward alternative options. Two major issues we're having with the system now, leading to longer temporary shutdown of stations, are encampment encroachment and theft/vandalism. With the shelter-in-place directive, moving encampments away from stations hasn't been a priority, and their

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					<p>proximity prohibits servicing by Bay Wheels staff who also need to maintain social distancing standards during their work. I've been trying to find contacts, homeless outreach and other folks who are able to let encampments know that it's important to provide safe separation. I think it's akin to how we would address encampments at bus stops or boarding islands. But, getting traction has been slow going.</p> <p>In terms of vandalism and theft, we have seen an incredible storm of station destruction, and theft including kiosk batteries and solar panels. So far, we haven't been able to identify motive, but this trend started in Oakland and during SIP, it's only gotten worse. Without deeper institutional support to identify the root issues, Bay Wheels is pivoting towards deeper preventative efforts, hardening stations and ordering extra parts. However, it bears noting that some of the vandalism is fairly rampant and destructive. One station was set afire. Bottom line, if someone wants to destroy the system, it's in the street; it's vulnerable.</p> <p>For e-bike Parking, we did work closely with Bay Wheels so that downed stations didn't affect e-bike pricing, meaning that if you still lock your bike nearby to a downed station, they should not charge you the out-of-station fee. If that's different from your experience, let me</p>

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					<p>know. I also realize that this may not be well-publicized now given that Bay Wheels would then have to explain the siege of theft/vandalism.</p> <p>As to your general pricing inquiry, it was a predictably unpopular decision for bikeshare—allowing for a pricing increase after an initial free period where hybrid eBikes were wildly popular. In January and February, we saw record-breaking ridership up to an average of 14.5K/day throughout the week before pricing was implemented. At the same time, the increased functionality of eBikes parking outside of stations has significantly more costly operations, including battery swapping for power, and complicated rebalancing needs. Without additional funding, the overall bikeshare service becomes unsustainable in its current incarnation where our private partner provides the service without public subsidy.</p> <p>For now, the SFMTA will continue to work with the public's best interest in mind through our private public partnership. We feel the ideal pricing for any product is iterative, and we are committed to working with Lyft as needed to adjust pricing to ensure that the Bay Wheels system continues to achieve our city's sustainable transportation goals.</p>
200604.03 (Email)	Michael Chen	What safety treatments will the SFMTA implement near Frederick Street and	Mike Sallaberry	Complete	We are proposing traffic calming on the street (currently with SFFD who is reviewing it) and going to restripe the T-

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		Willard Street, where Devlin O'Connor was killed on May 29?			<p>intersection of Willard/Frederick where we heard there was stop sign running, which may contribute to speeding.</p> <p>Program-wise we are discussing an outreach effort to educate people about doorings, namely that drivers must first check to see it is safe prior to opening a door</p>
200604.04	Sue Vaughan	Will FEMA reimburse for street closures?	Evelyn Bruce	Pending	
200604.05	Aaron Leifer	What is the SFMTA doing to address riders with behavioral disorders who may not be observing mask wearing and social distancing, or otherwise pose a health risk to drivers and other riders?	Julie Kirschbaum	Complete	<p>Partnering with other City agencies, we have been focusing on educating customers about the importance of mask compliance. We have signage and audio announcements on the buses and we also have ambassadors on Market Street talking to customers. Additionally, SFPD initially road the buses and handed out masks. If a customer does not have a mask or refuses to wear one, the Operator contacts the Transportation Management Center, who reaches out to an Inspector and/or SFPD to meet the bus and help diffuse the situation.</p>
200610.01 (Email)	Aaron Leifer	Where can I find the pre-COVID data for average daily ridership for the individual Muni lines? I'd just like to see average daily ridership for the last twelve months before COVID, so February 2019-February 2020.	Travis Fox	Pending	

