

**S. F. Municipal Transportation Agency Citizens' Advisory Council
City & County of San Francisco
Information/Presentation Requests Matrix – 2021**

Reference Number	By	Request	Staff Responsible	Status	Response
210122.01 (Email)	Sue Vaughan	How many MTA staff have tested positive for coronavirus that the MTA is aware of?	Inside SFMTA Covid-19 & Agency updates All Staff email 2/4/21	Complete	To date, 231 staff have tested positive for COVID-19 with over half having been reported since Thanksgiving which mirrors the larger society surge. The 231 employees testing positive represents about 3.9% of our total staff. This is consistent with regional infection rates, and well below the statewide infection rate of about 8.25%. Again, please continue to take personal ownership for physical distancing and mask/face covering usage and facility cleaning.
210122.02 (Email)	Sue Vaughan	How much SFMTA work time has been lost due to staff contracting the coronavirus?	Kimberly Ackerman	Complete	It would be very difficult to determine lost work time due to staff contracting COVID. Due to HIPAA and employee privacy rights we do not and cannot differentiate whether an employee is out because they had surgery or had COVID. Employees can use a type of leave but we don't document their specific illness.
210122.03 (Email)	Sue Vaughan	How many staff deaths due to the coronavirus have there been that the MTA is aware off?	Kimberly Ackerman	Complete	We have had two employees die due to COVID...
210122.04 (Email)	Sue Vaughan	At the January 19, 2021 MTA Board of Directors meeting, Item 11, staff mentioned that the vehicle code created an exemption for paratransit and "blood" vehicles (those transporting blood) to operate in transit-only lanes. What is this vehicle code exception?	Ricardo Olea	Complete	California Vehicle Code Section 21655.5 https://leginfo.ca.gov/faces/codes_displaySection.xhtml?lawCode=VEH&sectionNum=21655.5 .
210122.05 (Email)	Sue Vaughan	What laws govern charging fees and/or taxing private buses for access to red lanes and other transit-only lanes?	Ricardo Olea	Complete	There are no laws that would allow the city to tax certain users to be able to us a transit only lane. If the Agency were to device a lane usage permit system, the Agency could only charge a fee to recover the costs to administer

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					that program.
210122.06 (Email)	Sue Vaughan	Is the SFMTA currently considering instituting a charge or tax for private bus access to red lanes?	Ricardo Olea	Complete	No.
210126.01 (Email)	Neil Ballard	How are planners and engineers assigned to projects at SFMTA? For example, are certain planners assigned to schools, while others are assigned to hospitals and medical centers? Are planners and engineers ever assigned by district, neighborhood, or geographic location?	Sarah Jones	Complete	SFMTA Planning is organized into seven sections: Programs and Education; Development & Transportation Integration; Environmental Review Team; Complete Streets; Major Corridors; Policy & Long Range Planning; Innovation. Projects are assigned by type and led from the appropriate section; for example, the transportation work associated with a major development project is coordinated out of Development & Transportation Integration, and a community-based plan is led by Complete Streets. Schools are mainly an ongoing operational program that's led by the Safe Routes to Schools Coordinator in Programs and Education. Hospitals and medical centers are mainly managed through Development & Transportation Integration. Sometimes a planner becomes especially familiar with a certain geographic area and is assigned or involved in other projects in the area, especially "spin off" projects that emerge as a plan evolves. While our goal is to support a place/geographic focus in the work of the agency, our group is not organized into place-based teams, given the broad portfolio of our work. However, the work we do is very much related and almost always involves coordination across multiple teams in Planning.

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210129.01 (Email)	John Lisovsky	What is the annual operating cost of the cable cars and the historic streetcars? How much fare revenue do they bring in? And is there some estimate of the economic activity they bring to the local economy via tourism?	Leda Young	Complete	<p>Below are the operating costs and fare revenue for cable car and streetcar service from fiscal year 2019, which SFMTA uses as a baseline year since it was the last full year of service prior to the pandemic.</p> <ul style="list-style-type: none"> ○ Cable Cars (per 2019 NTD Agency Profile) <ul style="list-style-type: none"> ▪ Annual Operating Costs: \$70,277,173 ▪ Annual Fare Revenue: \$24,490,634 ○ Streetcars (per 2019 NTD Agency Profile) <ul style="list-style-type: none"> ▪ Annual Operating Costs: \$30,185,360 ▪ Annual Fare Revenue: \$5,822,817 <p>SFMTA doesn't directly track the economic activity associated with tourism and cable cars, however we can note that this article from the San Francisco Chronicle entitled When will cable cars return? Future of San Francisco's iconic transit vehicles uncertain from February 2021 includes the following: <i>"Before the pandemic, tourism was the city's biggest industry, supporting more than 85,000 jobs and providing more than \$750 million in taxes to city coffers. Many of the 25 million tourists rode the cable cars, which carried nearly 17,000 riders a day before they were parked last March as the city sheltered in place."</i></p>
210201.01	Aaron	Why was service pulled from the inbound N-	Sean Kennedy	Complete	As part of the J Church Transfer Improvement project the

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(Email)	Leifer	bus stop at Church/14th Streets? Considering that the Market Street busses (KLM) are frequently overcrowded by COVID standards, and often experience larger-than-planned service gaps, it makes sense to have another option to get downtown. Since restoring this stop wouldn't deviate the N bus, is there a business reason not to re-instate this stop?			Church/14 th Street stop was temporarily discontinued since the 22 line and J line now stop far side at Church & Market. To be consistent with messaging that the Church/14 th Street stop is no longer active, we also discontinued this stop for the N Bus. Although the N Bus has been used as a regular service route during COVID, the service plan is also intended to match the N Judah rail service route and stops as much as possible. Since the N Judah train does not stop at Church & Market or Church Station this change is also to be consistent in the long term with the N Judah train stop locations.																		
210202.01 (Email)	Chris Arvin	How many fare evasion citations have been issued between the reinstatement of them on December 1st, 2020, and the latest data available? How many of those fare evasion citations have been paid?	Kimberly Burrus	Complete	<table border="1"> <thead> <tr> <th>Month</th> <th>Transit Citation</th> <th>PAID</th> </tr> </thead> <tbody> <tr> <td>Dec 2020</td> <td>39</td> <td>21</td> </tr> <tr> <td>Jan 2021</td> <td>11</td> <td>7</td> </tr> <tr> <td>Feb 2021</td> <td>7</td> <td>4</td> </tr> <tr> <td>Mar 2021</td> <td>7</td> <td>1</td> </tr> <tr> <td>Grand Total</td> <td>64</td> <td>33</td> </tr> </tbody> </table>	Month	Transit Citation	PAID	Dec 2020	39	21	Jan 2021	11	7	Feb 2021	7	4	Mar 2021	7	1	Grand Total	64	33
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210202.02 (Email)	Chris Arvin	On each individual Muni route in which fare evasion citations have been issued since December 1st, 2020, how many fare evasion citations have been issued since then?	Kimberly Burrus	Complete	<table border="1"> <thead> <tr> <th colspan="2">CITATIONS BY ROUTE</th> </tr> <tr> <th>Route</th> <th>Transit Citation</th> </tr> </thead> <tbody> <tr> <td>-</td> <td></td> </tr> <tr> <td>1 California</td> <td></td> </tr> </tbody> </table>	CITATIONS BY ROUTE		Route	Transit Citation	-		1 California											
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210202.03 (Email)	Chris Arvin	What is the estimated or actual cost of running the fare inspection program in its current capacity?	Kimberly Burrus	Complete	\$6.5 million				

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210202.04 (Email)	Chris Arvin	Are there any estimates of how compliance has changed since the reinstatement of fare evasion citations on December 1st, 2020?	Kimberly Burrus	Complete	<table border="1"> <caption>POP Monthly Fare Evasion Rates</caption> <thead> <tr> <th>Month</th> <th>FY 19-20</th> <th>FY 20-21</th> </tr> </thead> <tbody> <tr> <td>Dec</td> <td>7.94%</td> <td>20.42%</td> </tr> <tr> <td>Jan</td> <td>7.90%</td> <td>3.07%</td> </tr> <tr> <td>Feb</td> <td>7.42%</td> <td>5.14%</td> </tr> </tbody> </table>	Month	FY 19-20	FY 20-21	Dec	7.94%	20.42%	Jan	7.90%	3.07%	Feb	7.42%	5.14%
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210202.05 (Email)	Chris Arvin	What is the most recent count of the number of transit (bus, light rail, etc.) operators employed by the SFMTA?	James Cerenio	Complete	2,475												
210202.06 (Email)	Chris Arvin	How many of SFMTA's transit operators or transit operator hours are currently assigned to other tasks, either part-time or full-time, which could potentially be returned to operating transit service? For example, this would include operators currently service as ambassadors as opposed to operating transit service.	Leda Rozier	Complete	Currently we have 81 Operators working on San Francisco City and County deployed DSW work and 72 Operators that are doing SFMTA DSW work. We have a total of 153 Operators providing DSW work												
210204.01 (Email)	Karim Salgado	Can I get a list of the properties that SFMTA owns and that could be used to be	Leda Young	Complete	<ul style="list-style-type: none"> The City Real Estate Department (RED) identifies and reports on surplus Property from 												

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		developed into housing?			<p>all City departments.</p> <ul style="list-style-type: none"> ○ SFMTA has NO SURPLUS property. ○ In fact, the SFMTA has to lease properties in order to meet permanent operations and transportation needs, such as: <ul style="list-style-type: none"> ○ The Traffic Signal Shop, Muni Video Shop, Track Shop, Parking Enforcement, Paint Shop, and a couple Overhead Power Substation sites. <ul style="list-style-type: none"> ▪ As an example, SFMTA is working on a permanent headquarters for the Parking Control Officers, so they can move from crowded leased space, which they have occupied for decades, into permanent space. ○ That said, the SFMTA is considering joint-development options that may raise revenues for the agency at various sites, but by no means impact the planned or even expanded transportation operations on those sites. ○ An overview of the <i>SFMTA's Building Progress Program</i> is at: https://www.sfmta.com/projects/building-progress-program <p>1. Facilities – As the SFMTA reconstructs major</p>

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					<p>facilities that are in need of an overhaul, we are systematically examining the potential for housing at these sites.</p> <ul style="list-style-type: none"> ○ The Potrero Yard Modernization Project is one example, for which an RFP was recently released for a development partner, The development parameters anticipate 525-575 units of housing. The link to the Potrero Project: https://www.sfmta.com/projects/potrero-yard-modernization-project ○ Presidio Yard is another example, as a potential site for housing. Presidio is in the preliminary planning and feasibility stages. ○ However, by definition, these and possible other properties are longer term endeavors. <p>The SFMTA cannot take multiple bus and rail yards and other transportation facilities off-line simultaneously, so redevelopment of these sites must proceed in sequence.</p> <p>2. Parking garages – While the SFMTA cancelled an RFP for the redevelopment of Moscone Garage in 2019, we continue to look at this site and other parking garages as potential sites for development, including housing.</p>

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					<ul style="list-style-type: none"> ○ The Moscone Garage RFP was cancelled because the proposals received were not sufficiently lucrative in relation to the income that the garage was generating at that time. ○ The SFMTA recently commenced a financial feasibility analysis of the Moscone Garage, as well as the 5th and Mission Garage, in the hopes of re-engaging the community in the potential re-use of these sites. <p>3. Surface parking lots – While these are conceivably sites that could be converted into housing, there are challenges:</p> <ul style="list-style-type: none"> ○ The sites are small, and an earlier analysis concluded that there was limited financial upside to market rate investment at the sites ○ There is also little interest in pursuing 100% affordable housing at these sites because of their limited size, the inefficiencies of producing relatively few units per site, and the associated high cost per unit. <p>4. Miscellaneous other sites –</p>

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					<ul style="list-style-type: none"> ○ Land already transferred for or proposed to be partially designated for affordable housing includes: <ul style="list-style-type: none"> ▪ Upper Yard -- ~30,750 s.f. for affordable housing -- the SFMTA transferred to the Mayor's Office of Housing and Community Development several years ago -- The former property will see imminent construction on a 100% affordable development ▪ 4th/Folsom -- ~8,400 s.f. for affordable housing – adjacent to and above the Central Subway Project Yerba Buena Moscone Station, and in the predevelopment and design stages for a 100% affordable development. <p>A further list of SFMTA facilities can be found in the 2017 SFMTA Facilities Framework located here.</p>
210204.02	Neil Ballard	What enforcement has taken place regarding the over 100 complaints to 311 regarding double and triple parking on Keith and Thomas streets?	Shawn McCormick	Complete	The specific location by the grocery store has been problematic and people move quickly when we approach. We have citations for double parking on these two streets. The numbers don't match the number of calls as people move quickly when we approach to avoid receiving a citation.

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210204.03	Neil Ballard	What is the timeline for deciding which Slow Streets will remain and which ones will go away and when will those decisions begin to be implemented?	Shannon Hake	Complete	<p>We recently released a blog post on this very topic here: https://www.sfmta.com/blog/slow-streets-path-permanence</p> <p>We're currently preparing evaluation materials for all temporary Slow Streets to determine the level of support among residents for a permanent designation. Surveys to residents living within ¼ mile of a Slow Street will be sent in March and we'll analyze the results in April. By the early summer, we'll be back to the MTA Board of Directors with a list of potential Slow Streets that are recommended for permanence beyond the pandemic. We'd then follow up with community outreach processes in those neighborhoods later this year and in 2022.</p>
210204.04	John Lisovsky	What does it cost annually to operate the cable cars, and how much income do they generate? What does it cost annually to operate the historic street cars and how much annual income do they generate?	Leda Young	Complete	<p>Below are the operating costs and fare revenue for cable car and streetcar service from fiscal year 2019, which SFMTA uses as a baseline year since it was the last full year of service prior to the pandemic.</p> <ul style="list-style-type: none"> ○ Cable Cars (per 2019 NTD Agency Profile) <ul style="list-style-type: none"> ▪ Annual Operating Costs: \$70,277,173 ▪ Annual Fare Revenue: \$24,490,634 ○ Streetcars (per 2019 NTD Agency Profile) <ul style="list-style-type: none"> ▪ Annual Operating Costs: \$30,185,360 ▪ Annual Fare Revenue: \$5,822,817

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210204.05 (Email)	Sue Vaughan	Thank you for your response to RFI 201203.01. How many metered parking spaces have been converted into Lyft bicycle stations?	Adrian Leung	Complete	<p>We don't have readily available data for this, primarily because when we permit stations, we focus on linear footage of curb space, not whether they are metered, RPP, or unmetered. This is part of an overall agency strategy to treat curb space as a resource beyond basic car storage, with more uses, including bus zones, loading zones, parklets, bikeshare stations, bike parking corrals, bulbouts, and now shared spaces.</p> <p>When stations go through our legislative process, we don't record metered space removal. This <i>has</i> led to questions about the effect on parking revenue from the implementation of bikeshare revenue. It's instructive to know that our own Curb Management group, which handles meters, permits, loading zones, and other uses, has firmly stated that bikeshare stations are the <u>most valuable</u> possible use of our curb space.</p> <p>Still, I can try and provide a very approximate estimate. We currently have about ~250 stations in SF, and many of them are at general grey curb without meters, or off-street on sidewalks. For a generous assumption, we could assume 75% of stations are in metered areas (~180 stations). If the average station is 60ft, then this adds up to 540 metered spaces across the city which has upwards of 275,000 spaces. 10% of which are metered. So, the impact to metered parking is <2%. With these numbers, the</p>

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					<p>impact to overall parking is less than .2%</p> <p>Finally, to translate this into parking revenue impact, the SFMTA engages in dynamically priced parking, which means meters are priced corresponding to supply and demand. A drop in the meter supply could lead to higher prices if driving demand stays the same. Keep in mind the benefit of bikeshare, the main goal behind it, is mode shift, providing more people with an alternative option to NOT have to drive. So, bikeshare affects both supply AND demand. If we're successful, any parking spaces we replace will be offset by folks being able to travel to that area with bikeshare. This means it's hard to gauge any station's independent impact on revenue.</p>
210204.06 (Email)	Sue Vaughan	Thank you for your response to RFI 190905.03. How much has the SFMTA spent on construction permits for dock-based bicycle stations?	Adrian Leung	Complete	<p>For this latest expansion effort, starting in 2017, we've paid approximately \$70K to Public Works for construction-related permits, corresponding to our current ~250 stations. This has been completely covered by profit-sharing with the system, along with fees collected in contract agreements for Liquidated Damages based on operator performance.</p> <p>Bay Wheels covers all other construction costs, in addition to operations and hardware for the entire system.</p>
210204.07 (Email)	Sue Vaughan	Thank you for your response to RFI 201203.03. What law or laws permit the SFMTA to charge market rate for use of	Hank Willson	Complete	<p>Since this is a question about law, it might be better directed to the City Attorney. But the main CA provision that governs fees charged by local governments is the CA</p>

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		curbs?			Constitution, Article XIIIIC (the relevant update was Proposition 26 from 2010).
210204.08 (Email)	Sue Vaughan	Regarding Better Market Street: How much of a "done deal" is the forced right turns for taxis? Did you consider allowing taxis to use the red lane on a trial basis to see if it would work?	Mariana Maguire	Complete	<p>We will do data collection on the interaction between taxis, transit and bikes this summer before implementing required right turns for taxis. The goals of this data collection are to understand the impact of taxis on safety, transit travel times, and bike use.</p> <p>Taxis are currently able to use the existing red lanes between 8th and 3rd streets. The center lane between 3rd and Main streets is currently a general traffic lane, but in the coming months will be converting it to a Muni-only lane in which taxis will not be allowed. This is one of the final pieces of the Better Market Street Quick-Build legislated in 2019. After the center lane is converted, we will compare transit travel times and transit/taxi interactions between 8th and 3rd streets, where taxis are allowed in the red center lane, and between 3rd and Main streets where taxis are not allowed.</p> <p>The results of these two studies will help us determine if the required right turns for taxis and center-lane taxi restrictions are necessary.</p>
210204.09 (Email)	Sue Vaughan	Regarding Better Market Street: When will it be implemented? Why are you forcing taxis to turn off Market Street before Muni service returns to pre-pandemic levels?	Mariana Maguire	Complete	First, we need to complete our data collection on the interaction between taxis, transit and bikes, which will help us determine whether or not required right turns for taxis are necessary to achieve Vision Zero safety goals. We

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					will also need to evaluate the anticipated changes and growth in transit and traffic volumes as the city reopens and the SFMTA's Transit Recovery Plan goes into effect. Any final decision to require right turns for taxis on Market Street will be based on this information.
210204.10 (Email)	Sue Vaughan	Regarding Better Market Street: Would it be possible to allow taxis to drive straight through on Market during off-hours?	Mariana Maguire	Complete	One of the core goals of Better Market Street is to eliminate road death and injuries according to the city's Vision Zero policy. The only realistic way to achieve this is to reduce vehicle traffic. To effectively reduce vehicle traffic, we need some self-enforcing road design. Establishing a part-time required right turn would not permit us to use more effective barriers, such as concrete planters or safe-hit posts, to achieve a self-enforcing design, and we would have to rely on Police to enforce the restrictions during the "on" hours. We don't believe this is a sustainable or effective way to achieve the goals of the project.
210204.11 (Email)	Sue Vaughan	Regarding Better Market Street: It will be difficult to flag a taxi on Market Street. Will anything be done to make it easier for residents and visitors to understand this (and not blame taxis) and tell them how to get a taxi?	Mariana Maguire	Complete	We anticipate that taxi drivers will develop new routes to adapt to the restriction. However, we are interested in working with taxi operators and groups on solutions to help inform residents and visitors about how to get a taxi on or near Market Street, and what to expect when riding a taxi if the customer wants to access Market Street. We welcome any ideas!
210204.12 (Email)	Sue Vaughan	Regarding Better market Street: Will it be possible to undo the forced right turns for	Mariana Maguire	Complete	Yes, if a bicycle lane is added we would revisit the street's design and traffic restrictions and evaluate how they

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		taxis if the bicycle lane is built later?			should be modified in light of any proposed changes.
210204.13 (Email) Presentation request	Sue Vaughan	I request a presentation on the SFMTA's plans to convert its rubber-tire fleet to clean air vehicles.	Keka Robinson-Luqman	Complete	This topic is scheduled for the 6/23/21 EMSC meeting.
210204.14 (Email) Presentation request	Sue Vaughan	I request a presentation on the SFMTA's plans and preparations for the reopening of public schools when that happens.	Keka Robinson-Luqman	Complete	This topic will be covered during the Title VI presentation by Sean Kennedy at the 5/6/21 CAC meeting.
210208.01 (Email)	Chris Arvin	I'd like to know what the status is of upgrading stops which are marked only by yellow and black paint to have signs with full route names. This 2015 article, containing a quote from Julie Kirschbaum, indicated that these upgrades were at one point in progress: https://sf.streetsblog.org/2015/04/23/muni-s-yellow-pole-markings-at-transit-stops-will-be-replaced-by-real-signs/	Sean Kennedy	Complete	We are working to restart the Muni Landor program and will have physical signage at every stop in the city. We will begin production and installation again this year. Progress was delayed due to shifting priorities for Service Planning/installation crew due to COVID-19.
210209.01 (Email)	Chris Arvin	I'd like to understand the cost of bringing back additional bus lines. An estimate is fine – as a specific example, I'd be curious what the cost would be to bring back the 31 Balboa line.	Sean Kennedy	Complete	As stewards of Muni, we consider ridership levels, walking distance to all bus routes, key destinations, demographics, and many other factors to work towards expansion of Muni access for as many customers as we can. We understand that every line is important to someone, so it's been challenging to meet every need with a limited number of buses. Right now, and for the foreseeable future, constraints make it much harder to restore service to levels before the pandemic. SFMTA looks at the system

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					as a network to balance our limited resources (operators and buses) with increasing demand for our diverse services. Federal funding of about \$715 million is temporary infusion for two fiscal years (to 2023) for the entire agency will help with one time funding source but we cannot restore on going service with one time money but will be conducting outreach over the summer and fall for a post pandemic system and discussing tradeoffs with stakeholders city wide.
210223.01 (Email)	Neil Ballard	I have noticed in two recent outreach surveys that the Ingleside neighborhood is lumped in with surrounding neighborhoods—in a survey gauging interest in Slow Streets, Ingleside was included in "Oceanview/Parkside" and on the Vision Zero SF Action Strategy Update survey, the closest neighborhood to Ingleside is Oceanview. Is there a reason that Ingleside is not an available neighborhood to select for these and other survey	Shannon Hake	Complete	This may be a question for SF Planning. The Ingleside neighborhood isn't formally recognized by the SF Planning Neighborhoods Map, and that map is what we use for our SFMTA project boundaries. You can see the map here: https://sfplanning.org/resource/neighborhood-group-organizations and there's some contact information on that page for a planner who may be able to help.
210308.01 (Email)	Chris Arvin	Requested a presentation on the Shared Spaces Program.	Keka Robinson-Luqman	Complete	This topic is scheduled for the April 1 st CAC meeting.
210318.01	Sue Vaughan	How is it decided where bicycle racks are installed?	Adrian Leung	Complete	Bike rack implementation is mostly based on three separate input streams, each with their own siting component.

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					<ol style="list-style-type: none"> 1. Public Request – We have a public-facing intake form which allows people to request rack locations. They typically propose an address in their request. 2. Emerging Mobility – With established bikeshare and scootershare programs, we have a growing demand for bike racks. SF is unique with these programs in that we established lock-to requirements EARLY in our pilot efforts. The Lock-To requirement means every trip starts and ends, with the bike or scooter locked to a bike rack. With this larger bike rack need, we add racks where they are needed, using data from citations as well as operator input for where they see user demand. These lock-to requirements have successfully reduced the disorganization that can come with stationless shared mobility systems. Other cities still struggle deeply with theft, vandalism, and unending right-of-way blockages based on user parking misbehavior. Permitted operators also pay a bike rack fee as part of their participation, which means they fund new racks, which are then publicly available for anyone to use.

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					<p>3. Proactive Program – in conjunction with the needs of emerging mobility, as our city continues to become more bikeable, for more people in different neighborhoods, a key component is bike parking, and we are steadily looking at how bike parking can fill gaps in the existing landscape to make biking a real alternative mode option, per agency goals.</p> <p>In terms of specific siting guidelines, we have a strict set of rules to follow, specifically to protected sidewalk right of way for ADA use, set back requirements to allow for curbside vehicle access, and a host of considerations to avoid conflicts with other systems—fire hydrants, bus zones, etc. Here’s a link to the SFMTA Bike Parking Standards and Guidelines, along with our Sidewalk Bicycle Rack Placement Guidelines</p> <p>https://www.sfmta.com/sites/default/files/reports-and-documents/2018/06/1_sfmta_bicycle_parking_guidelines_updated-05-15-2018.pdf</p> <p>https://www.sfmta.com/sites/default/files/reports-and-documents/2017/09/sfmta_bicycle_parking_placement_guidelines.pdf</p>

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					<p>Generally, there is a need to implement bike racks all over in both commercial and residential areas, and since they fit in the furnishing space on the sidewalk, we consider them akin to the implementation and public good provided by parking meters, lamp posts and sign posts.</p> <p>Finally, new construction is also required to provide bike racks adjacent to their development.</p>												
210318.02	Sue Vaughan	Requested the data of cars towed by zip code.	David Rosales	Complete	We don't have reports of vehicles tows by zip code.												
210318.03	Sue Vaughan	What is the value of the contract of the private contractors that do the towing?	Steven Lee	Complete	<p>Here are the current annual amounts approved by the SFMTA Board for the next two years.</p> <table border="1"> <thead> <tr> <th>Extension Year Costs</th> <th>1</th> <th>2</th> </tr> </thead> <tbody> <tr> <td>Variable Fees</td> <td>\$ 2,701,718</td> <td>\$ 3,347,431</td> </tr> <tr> <td>Fix Management Fees</td> <td>\$ 8,468,188</td> <td>\$ 8,722,233</td> </tr> <tr> <td>Total NTE</td> <td>\$ 11,169,905</td> <td>\$ 12,069,664</td> </tr> </tbody> </table>	Extension Year Costs	1	2	Variable Fees	\$ 2,701,718	\$ 3,347,431	Fix Management Fees	\$ 8,468,188	\$ 8,722,233	Total NTE	\$ 11,169,905	\$ 12,069,664
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210318.04	Sue Vaughan	Requested a copy of the study <i>Towed into Debt: How Towing Practices in California Punish Poor People.</i>	Keka Robinson-Luqman	Complete	The study can be found here: TowedIntoDebt.Report.pdf (wclp.org)												
210318.05	Sue Vaughan	How many citations are being issued per line?	Kimberly Burrus	Complete	CITATIONS BY ROUTE												

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					37 Corbett 38 Geary 4 38R Geary Rapid 43 Masonic 3 44 O'Shaughnessy 45 Union-Stockton 48 Quintara 2 49 Van Ness-Mission 14 5 Fulton 7 54 Felton 2 55 Dogpatch 67 Bernal Haight 7 Haight-Noriega 5 8 Bayshore 8AX Bayshore 9 San Bruno 9R San Bruno Rapid 2 Civic Center Embarcadero J Church K Ingleside L Taraval 1

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210318.06	Daniel Murphy	Requested a copy of the Fare Inspector Passenger Count Report.	Kimberly Burrus	Complete	
Updated: 05/26/21			26		

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210321.01 (Email)	Aaron Leifer	<p>1) Why are NextBus displays on the J Line displaying "predictions may be unavailable" when the NextBus system is functioning? (I can get estimates via NextMuni for example.) I've noticed this occurring at both the 18th and 20th St inbound stops for some time now.</p> <p>2) When will this be fixed?</p>	Jason Lee Rick Banchemo	Complete	<p>The complete NextBus message you referenced reads as follows:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Predictions may be unavailable. Svc every 12 to 15 minutes</p> </div> <p>Some of our routes run in “headway mode” – where instead of running on fixed schedules, we strive to maintain consistent spacing between vehicles. As explained in this blog post, when vehicles are operating in headway mode, NextBus predictions are currently generated only after a vehicle leaves the terminal. (For our future Customer Information System, our vendor is updating software so that we will be able to display predictions at terminals.)</p> <p>We added the “predictions may be unavailable” message you referenced since there exists the possibility that customers could see a “No predictions available” message on NextBus or shelter displays especially at the stops closest to the terminals. The thinking was that if customers didn’t see any actual predictions then they could at least still have a general idea about their possible wait time.</p>

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					Overall, we have not received any significant complaints about that message and available predictions. We thank you for your feedback that these messages might no longer be needed because prediction times are more reliable or consistent and consider what changes can be made to the message within the constraints of the existing NextBus technology.
210401.01	Neil Ballard	What is the status of sign maintenance for Muni bus stops at Daly City Bart?	Cecilia Martinez-Rios		
210401.02	Sue Vaughan	How are ambassadors deployed to make sure people go to the correct bus stops?	Julie Kirschbaum	Complete	Ambassadors are not typically used for this purpose. They may be used at busy stops to distribute masks and provide COVID support. During new service changes we also deploy ambassadors where service is changing and customers may be doing something new or unexpected.
210401.03	Sue Vaughan	Is the SFMTA looking into re-engineering the bicycle lane network to accommodate the rise of heavy e-bikes and e-cargo bikes to handle the additional speeds, weights and bulk of these sport utility bicycles?	Mike Sallaberry	Complete	We generally try to make bikeways wide enough to allow cyclists to ride side by side or pass others, which naturally accommodates wider/faster bikes better.
210402.01 (Email)	Chris Arvin	How many people are currently enrolled in the Lifeline program?	Emmett Nelson	Complete	53,357
210402.02 (Email)	Chris Arvin	How many people have used Clipper START with Muni?	Emmett Nelson	Complete	Stats we have are through March 2021.: <ul style="list-style-type: none"> • 26,859 rides since the program began in late summer 2020 • 14,205 rides year to date.

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					<ul style="list-style-type: none"> 786 unique Clipper START cards were used on Muni vehicles in February 2021. 3,873 approved applications (card holders) through 3/12/21.
210403.01 (Email)	Chris Arvin	In the 2021 SFMTA Board Workshop, an SFMTA presentation cited a "Transportation Community Facilities District" as a potential revenue option, providing \$180 million annually. What are the specifics of how that \$180 million number was determined? What would the parcel tax rates need to be to provide that \$180 million?	Diana Hammons	Pending	
210427.01 (Email)	Chris Arvin	What pedestrian safety improvements are currently being planned for the intersection of Divisadero & Fell, and what is the timeline?	Ryan Reeves	Pending	
210428.01	Frank Zepeda	Is there a policy for turning the heat on in the buses? Is it at the operator's discretion? The windows are often open on the bus to increase airflow because of COVID and it can get extremely cold on the buses. Are there plans to create a policy regarding heating the buses?	Michael Johnson	Complete	<p>There is no policy in place for turning the heat on in the buses. It is left up to the driver's discretion, based on the weather and the needs of the customers. There are no plans to create a policy to heating the buses. Our goal is to keep passengers safe and comfortable. I have reached out to other Transit Agencies (four to be exact-see below) to see if they have such policy and no one has one in place.</p> <ul style="list-style-type: none"> Golden Gate Transit/Marin Ca Golden Empire Transit/ Bakersfield Ca

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