

**S. F. Municipal Transportation Agency Citizens' Advisory Council
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Information/Presentation Requests Matrix – 2022**

Reference Number	By	Request	Staff Responsible	Status	Response
220106.01	Sue Vaughan	She requested more information regarding scooter compliance.	Joel Ramos	Complete	Hearing about Scooter Compliance at BOS Land Use and Transportation Committee (link to video here): https://sfgov.legistar.com/LegislationDetail.aspx?ID=5219873&GUID=D3D7B021-6500-46AA-B4A5-BB9D4F54E9A9
220106.02	John Lisovsky	How many scooter-caused pedestrian fatalities have there been to date?	Philip Cranna	Complete	There have been 3 fatalities of scooter <i>riders</i> total – 2 in 2020, and 1 in 2021. No <i>pedestrians</i> have been killed by e-scooters.
220114.01 (Email)	John Lisovsky	The left turn from Fifth Street (southeast bound) onto Folsom (northeast bound) is dangerous to cyclists on Fifth crossing Folsom northwesterly; there is a green arrow for cars at the end of the light cycle making the turn, but no red arrow to stop left turners from conflicting with cyclists earlier in the cycle. (A no right turn arrow prevents conflicts with right turners traveling along Fifth in the same direction as the cyclists.) How roughly expensive would it be to study the intersection and potentially add a red arrow to that left turn?	Thalia Leng	Complete	The south bound left turn movement will be separated from the north bound bike movement at 5th and Folsom as part of a new signal upgrade (includes new mast pole etc) under the Folsom Streetscape project. This project will likely start construction in late 2023 or early 2024.
220125.01 (Email)	Aaron Leifer	Who is responsible for monitoring and managing SFWiFi inside the SFMTA subway and tunnels? Service was	Kimberly Ng	Complete	As defined and communicated at build. We saw an opportunity to put this in during the shutdown of the Subway service. Looking at the question posed above - it

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		<p>supposed to have been expanded during the subway shutdown in 2020 but is still quite poor for even basic wi-fi connectivity, most notably in Church and Van Ness Muni Metro stations and in the tunnel in between.</p> <p>Are there any efforts in process to improve wi-fi connectivity in these areas?</p>			<p>mentions "service was supposed to be expanded during shutdown" Actually, we did not have any Wi-Fi service (in the tunnel) prior to the shutdown - at all. We saw the opportunity during the shutdown and wanted to add some communication ability for emergency and incidents to enable customers to communicate with their work location, home, etc. This is really a bridge until we have commercial cellular in the Metro tunnel (which is in the design phase now – Central Subway is first and is being implemented right now). This was not built as a formal project. We did not have the time and funding, in the moment, to perform coverage analysis, heat maps, frequency analysis, etc., as was we communicated at the time of build. As we go forward we do tune and adjust periodically but again, this was never intended to support video streaming, gaming, etc.</p>
220203.01	Sue Vaughan	Requested the following regarding the Institutional Pass Program: how many institutions, total number of institutional passes issues, and the costs and benefits to the agency.	Diana Hammons	Complete	<p>The SFMTA fare policy, adopted by the Board of Directors as part of the budget, provides the following authority as it relates to institutional programs:</p> <p><i>The SFMTA may enter into agreements with schools, government agencies, residential buildings, athletic facilities and other organizations to establish revenue neutral institutional pass programs. Groups must have a minimum of 500 participants (all members are required to participate and cannot “opt-out”). Fares</i></p>

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					<p><i>will be set based on estimated fare revenue based on transit use across the entire group and divided by the total population. The formula for establishing the revenue neutral fare will be based on demographic and organization specific data, and actual Clipper usage (where available) as part of the individual agreements with participating organizations.</i></p> <p>The following institutions currently participate in this program</p> <ul style="list-style-type: none"> • California College of the Arts ~ 1,600 students each semester • San Francisco Conservancy of Music - ~470 students each semester • University of San Francisco - ~5,400 students each semester • San Francisco State University - ~23,000 students each semester • 1950 Mission Development - 200 residents • Chase Center event Attendees <p>The programs are intended to be cost neutral, therefore, we do not estimate that we receive additional revenue directly from these programs, however, other benefits include improved operation by increasing pre-payment of fares and reductions in cost of processing and collecting cash fares. In</p>

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					addition, providing customers with access to convenient pre-paid passes, has the benefit of encouraging additional ridership.
220203.02	John Lisovsky	Looking at developer impact fees, could MTA model the potential fiscal revenue to itself from: <ol style="list-style-type: none"> 1. Supervisor Mandelman's fourplexes legislation 2. Supervisor Mar's fourplex zoning legislation 3. Supervisor Safai's fourplex zoning legislation 4. Mayor Breed's charter amendment on streamlining some housing developments 5. Mayor Breed's "Cars to Casas" zoning legislation 6. Approving a Housing Element and General Plan that would zone for the realistic development of 82,000 homes over 8 years, as stipulated by the state's Regional Housing Needs Allocation (RHNA)? 	Jonathan Rewers	Pending	

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		7. Any other significant land use proposals currently under consideration at the Board of Supervisors?			
220203.03	Sue Vaughan	Requested an update on the Commuter Shuttle Program for 2021 including the total number of commuter shuttles with Placards, the average number of stop events per day, and the total charges assessed for 2021.	Mona Chiu	Complete	<ul style="list-style-type: none"> The total number of commuter shuttles with placards: 836 The average number of stop events per day: Avg 138 shuttles in AM and avg 135 Shuttle in PM. Total of daily 273 Total charges assessed for 2021: Citations \$102,000 Stop events \$1,622,597.9. Total is \$1,724,597.9
220203.04	Sue Vaughan	Requested an update on Muni service disruptions during the Omicron surge including the percentage of missed runs, the causes of those missed runs, and how the agency is preparing for future disruptions.	Kimberly Ng	Complete	During the Omicron surge, SFMTA missed between 20 and 25% of scheduled service. The Agency experienced more COVID cases in the first 6 weeks of 2022 than in all of 2021. Additionally, Operator short term sick calls more than doubled. We plan to implement a new schedule in mid-April that better reflects current staffing levels. We are also hiring new Operators every 5 weeks and committed to ongoing training until staffing levels improve.
220208.01 (Email)	Aaron Leifer	<p>Since the 3G network will be shut down on February 22, 2022, what will the impact be to SFMTA transit information?</p> <ul style="list-style-type: none"> When did SFMTA begin upgrading hardware in vehicles and other key areas to prepare for this change? 	Kimberly Ng	Complete	<ul style="list-style-type: none"> No hardware was upgraded in the vehicles. The 3G modems in ATT signs are affected and the upgrades of the 3G modems for ATT signs started in late 2021 due to manufacturing delays because of Covid-19 No Muni buses or LRVs require an upgrade. About 70 ATT modems have been upgraded and the

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		<ul style="list-style-type: none"> • How many (or what percentage) of Muni busses and LRVs will be upgraded in time? • If not all vehicles will be online by 2/22, what is the anticipated date to get them back online so they can be tracked? • What percentage of shelters and other stops with NextBus information displays will not be online after 2/22? If not all, when will those upgrades be complete? 			<p>remaining 450 will be upgraded at the rate of 30 upgrades per week as 4G modem kits become available by the manufacturer. Some are planned to be replaced with new CIS signs as they become available.</p> <ul style="list-style-type: none"> • No Vehicles are affected. • ATT has not announced the exact date and time or location of when different shelter signs will go dark. So far, most signs are still working. If AT&T decommissioned 3G in San Francisco today, approximately 90% of signs would be affected; however, the SFMTA is expediting the installation of new CIS signs and the upgrading of 3G to 4G modems in other shelters to reduce this percentage.
220208.02 (Email)	Aaron Leifer	<p>Wanting to follow up on the deployment of the upgraded seats in the LRV4 fleet:</p> <ul style="list-style-type: none"> • How many LRV4s currently have the upgraded seats? • Are all new LRV4s been deployed with upgraded seats? If not, why not? • When will LRV4s with the older "bench" seats be retrofitted with 	Kimberly Ng	Complete	<ul style="list-style-type: none"> • Three cars (2033, 2069, and 2070) with the upgraded seats are supporting revenue service. • Yes, Phase 2 LRVs (2069 and above) come from the factory with the new upgraded seating arrangement. • Retrofits of the Phase 1 LRVs (2068 and lower) is underway with completion of all 68 cars planned to be completed within one year, although COVID is

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		the newer seats?			impacting parts delivery
220217.01 (Email)	Aaron Leifer	<p>The temporary boarding platform at the southwest corner of Church and Market is falling apart. The traffic-facing side has been damaged and decayed to the point that it looks like it might collapse. Some questions:</p> <ul style="list-style-type: none"> • Does the agency still plan to maintain (and permanently replace) this stop? If so, when will it be repaired? • It's also a safety hazard without any fixed structure to protect waiting patrons from cars. Can you provide an update on the permanent replacement or any short-term safety improvements? • If the temporary stop will not be maintained, when will it be removed to direct outbound passengers back to the original permanent stop in front of Churchill on the northwest corner 	Kimberly Ng	Complete	<ul style="list-style-type: none"> • Yes – the agency will conduct repairs to this stop. Parts/materials are currently on order for these repairs to be completed. Additionally, we will partner with local merchants and neighbors to design additional streetscape improvements at this location later this year. • Please see above, regarding repairs and short-term improvements. A long-term replacement for this stop will be included in the upcoming J Church project. Detailed design work will begin later this year, with construction starting as early as 2024. • The temporary stop will be maintained, with a long-term replacement starting construction as early as 2024.

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		of Church and 14th?			
220223.01	Frank Zepeda	Which Bredas and motorcoaches are up to date with midlife overhaul?	Kimberly Ng	Complete	<p>The Breda vehicles were overhauled by subsystem, rather than a single comprehensive end to end overhaul program. Some of the systems have been outsourced (such as trucks and couplers) while others were conducted in house (such as doors). We are currently doing partial overhaul (not the whole fleet) of a select few systems (such as HVAC) to make end of life on these vehicles.</p> <p>We are planning a mid-life overhaul of our New Flyer the motorcoaches purchased between 2013-2016. Phase 1 split into two parts due to COVID and initial RFP lacking responsive bids.</p> <p>First group (112 40ft coaches purchased in 2013)</p> <ul style="list-style-type: none"> • SFMTA Maintenance performs in-house overhaul work • Repower of the propulsion systems and replace Automatic Passenger Counter (APC) • Started in Aug 2021, estimated completion mid 2023 <p>Second group (219 40ft & 60ft coaches purchased in 2015-2016)</p> <ul style="list-style-type: none"> • Selection complete and seeking SFMTA Board approval • Overhaul major vehicle systems

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					<ul style="list-style-type: none"> Revised and re-balanced work scope based on industry feedback <p>Remaining coaches will be overhauled in near future as part of Phase 2 and 3 work.</p>
220223.02	Stephen Cornell	How is rail-slapping being addressed at 24 th and Church?	Kimberly Ng	Complete	We have prioritized the 24th street area for work starting in late April. Over a 6-week period intersections at 24th, Clipper and Duncan along the J-Church alignment will undergo repairs to improve rail fastening and pavement at the trackway.
220303.01	Sue Vaughan	Who is responsible for making sure bus stops are clearly marked along construction zones?	Kimberly Ng	Complete	In construction areas that require bus stop relocations, the construction contractor is responsible for hanging the signs. Muni's Construction Support group provides guidance on signage requirements, and we review alternate bus stop locations. If signage is insufficient, please contact Muni customer service so the Construction Support group can follow up with the contractor for corrections.
220407.01 (Email)	Sue Vaughan	I have noticed signs at the southbound white zone on Divisadero at Geary that restrict usage to commuter shuttle buses. 1) When were these signs restricting white zone use to commuter shuttles installed? 2) What state and local laws empower the SFMTA to restrict white zone usage to the exclusive	Philip Cranna	Complete	1) 3/9/2016. This information is available for each zone on the commuter shuttle map linked below. 2) This question must be reviewed by CAO before an answer is provided. 3) https://www.sfmta.com/maps/commuter-shuttle-program-interactive-map

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		<p>use of one industry?</p> <p>3) Where else has the SFMTA installed signs restricting white zones to the exclusive use of one industry?</p> <p>4) What are those industries?</p>			<p>https://www.sfmta.com/maps/san-francisco-taxi-stand-locations</p> <p>There are also valet zones and tour bus zones (example: 2660 Mason) but I am not aware of any maps or lists of those locations.</p> <p>4) Taxis, valets and tour buses. Port has pedicab zones, but I am not sure if they fall under white zones (example: Alcatraz Landing).</p>
220407.02	John Lisovsky	What is the longest duration the agency expects the subway to be shut down for maintenance?	Kimberly Ng	Pending	
220407.03	Sue Vaughan	Requested the transit signal priority report.	Dan MacKowski	Complete	The report was emailed to the council on 4-28-22.
220505.01	Frank Zepeda	Why are the transit shelters in such disarray (broken glass, etc.)? Has the contract with Clear Channel changed?	Kimberly Ng	Complete	<p>The contract with Clear Channel has not changed. They are responsible for cleaning the shelters twice a week (which includes removing all graffiti, stickers, posters, litter, dust, dirt, and weeds from each shelter or kiosk and from a five-foot radius surrounding the shelter or kiosk). Clear Channel also responds to reports of broken glass or other hazardous items within 24 hours.</p> <p>We have added \$500,000 to our FY23 budget to focus on shelters and shelter management and cleaning. We would appreciate if you can report it to 311 anytime you see a shelter requiring attention so we can respond to it as soon</p>

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					as possible.
220505.02	Sue Vaughan	Does the Transit Division plan on converting white zones that are also bus stops (like the inbound bus stop on Lombard at Gough) into bus stops only?	Kimberly Ng	Complete	We do not currently have a blanket policy to convert white zones into only bus stops, nor do we have plans to create such a policy at this time.
220506.01 (Email)	Stephen Cornell	<p>Asked the following regarding the "Our Community, Our Shuttle" project:</p> <ol style="list-style-type: none"> 1) How much will the members of The Community Congress members be paid? 2) Will City or MTA employees who serve on The Community Congress be eligible for extra pay? 3) Will paid members of the various community-based groups be paid extra to be on the Congress? 4) Do the members of the Community Congress have to be San Francisco residents? 5) How many passengers are expected to use the service? By weekday? By weekend? 6) What is the expected total cost per passenger per ride? 7) How does cost per ride compare to other services? Like Kaiser, Sutter 	Robert Lim	Complete	<p>1) \$100 per meeting. We expect to have 14 meetings (4 quarterly meetings per year, from Sept 2022 to Mar 2026).</p> <p>2) No, City employees serving on the Community Congress will not receive compensation if they are acting as a City employee within the bounds of their job description. A City employee may receive compensation if they are acting as a delegate on their personal time within the context of being a member of the community.</p> <p>3) Congress delegates acting as a representative of a community-based organization will be offered compensation. This does not apply to community-based organizations contracted as sub-grantees.</p> <p>4) Congress delegates currently do not have to be San Francisco residents. Bayview-Hunters Point Community Advocates, as the sub-grantee leading the Community Congress, will establish further eligibility rules around delegate appointments once they are under contract.</p>

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		<p>Health, etc.?</p> <p>8) What is the expected amount of time for clients to wait for a ride?</p> <p>9) Will the vehicles have any exemptions over any other commercial vehicles? i.e. use of bus stops, transit lanes, exclusive loading zones, etc.</p> <p>10) How does this program comply with the Charter requirements of the Transit First Policy. Specifically point #1 "the primary objective of the transportation system must be the safe and efficient movement of people and goods"?</p>			<p>5) Our initial projections are around 10,000 passenger trips per year with an increase in following years as more people are made aware of the service.</p> <p>6) Among the efficiency metrics that will be used to evaluate the service, as part of the data analysis component to the project we will collect information on rides given over the course of the pilot to determine operating cost per passenger trip.</p> <p>7) We do not have information on transportation services provided by Kaiser and Sutter. We have consulted with staff from those shuttle providers, but they declined to share their financial information with us.</p> <p>8) We are planning for a maximum wait time of 15 minutes but is subject to change per outreach as we weigh trade-offs between service area, hours of operation, number of vehicles in service at a given time.</p> <p>9) We will have discussions on these potential exemptions at future outreach activities. Any potential requested changes will require consultation with our transit teams and City Attorney's office to determine if there are any operational or legal conflicts.</p>

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					<p>10) The Shuttle Program provides the safe and efficient movement of people and goods in the following ways:</p> <ul style="list-style-type: none"> • Safety <ul style="list-style-type: none"> ○ Shuttle drivers are thoroughly trained and licensed to operate the commercial vehicles ○ Providing additional transportation options can reduce the need or reliance on car ownership and can remove vehicles from the roadway, reducing traffic congestion and conflict points between vehicles and pedestrians in the streets • Efficiency <ul style="list-style-type: none"> ○ Shuttle vehicles are electric only, providing an economic and environmentally sound alternative to more carbon dependent forms of transportation ○ Public transit travel times can be reduced by providing more transportation options to individuals and thus reducing the reliance on car ownership ○ Reducing the need for car ownership will free up neighborhood parking spots and also allow those who have to use the limited right of way, such as trucks to move goods, to efficiently move around.

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220519.01	John Lisovsky	What is the average trip distance, trip time, and trip cost for classic and e-bikes respectively in the Bay Wheels system for the region?	Adrian Leung	Pending	
220519.02	John Lisovsky	How long does the typical e-bike go between repairs?	Adrian Leung	Pending	
220707.01	Stephen Cornell	Why has public input been eliminated from ISCOTT?	Sophia Simpliciano	Pending	
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