



## Information and Presentation Requests Matrix – 2023

Reference Number	By	Request	Staff Responsible	Status	Response
230105.01 (Email)	Aaron Leifer	In a response to an RFI from last February (220217.01), Kimberly Ng said “detailed design work” for the southwest corner Church and Market J-Church stop would begin in late 2022. What is the status on this design work, and when will it be ready to share with the public (and the CAC) for input and comment?	Felipe Robles	Complete	We adjusted our detailed design schedule to account for additional outreach and planning work at the intersection of Church and Market. Discussions are ongoing with area merchants, and designs will be shared with the public and CAC as part of this phase. We anticipate detailed design work at Church and Market beginning in spring 2023.
230105.02 (Email)	Aaron Leifer	What is the status of implementing cellular service in the SFMTA subway stations and tunnels? When will this go live?	Lisa Walton	Complete	We are working toward an end of 2023 / beginning of 2024 for on air. We are constrained by resource availability to support tunnel work and subsequent access to the tunnel. We are actively working on plans to enable more resource availability and access to bring this date in – given CS is now open for service. However, we have not finalized additional resources as of today, so the plan still reads end of 2023
230108.01 (Email)	Connor Skelly	What is the timing for the Cayuga Slow Street roll out?	Shannon Hake	Complete	We are currently in the internal review process for the Cayuga Slow Street design. Once we complete that internal process (anticipated mid-February), we’ll post the design for Cayuga Slow Street to our website for public comment. There will be a public hearing on March 3 at the earliest for these design elements, and we’d install the elements beginning in mid-March (speed cushions take a bit longer to install, so those would be spring 2023).



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230109.01 (Email)	Aaron Leifer	Since Muni went to a headway-based management system, why does it still post timetables on <a href="https://www.sfmta.com">SFMTA.com</a> such as this one? <a href="https://www.sfmta.com/routes/schedule/J?direction_id=1&amp;service_id=1">https://www.sfmta.com/routes/schedule/J?direction_id=1&amp;service_id=1</a> . When the public calls into 311 to find out when the next train will show up, they often refer to this “schedule” which can’t really be realistically viewed as accurate. Why publish this timetable when it’s only for planned service and can’t reflect real-time conditions?	Sean Kennedy	Complete	We are operating headway management for frequent lines. Non frequent lines still need the timetables noted below but we will look into the idea of just having headway data where it makes sense. Thanks for the suggestion.
230202.01	Sue Vaughan	Requested an up-front fare pilot program update.	Kate Toran	Complete	This topic is scheduled for the May 4 <sup>th</sup> CAC meeting.
230202.02	Sue Vaughan	Requested a presentation on the budgeting process and the organization headcount that gets down to zero-base budgeting.	Bree Mawhorter	Complete	This topic is scheduled for the May 4 <sup>th</sup> CAC meeting.
230223.01 (Email)	John Lisovsky	What was the cost per mile of the Van Ness BRT (utility work excluded) and what was the cost per mile of the Central Subway from 4th and King to Rose Pak Station?	Lance Jackson	Complete	Per you request the cost per mile for the VNBRT is calculated as follows:



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					<table><tr><td>Construction Cost to Date</td><td>\$207,866,118.56</td></tr><tr><td>less Utilities Cost</td><td>\$ (34,074,686.82)</td></tr><tr><td>Net BRT Cost</td><td>\$173,791,431.74</td></tr><tr><td>BRT Miles</td><td>2</td></tr><tr><td>Approximate Cost per Mile</td><td>\$86,895,715.87</td></tr><tr><td>Cost per LF</td><td>\$16,457.52</td></tr></table>	Construction Cost to Date	\$207,866,118.56	less Utilities Cost	\$ (34,074,686.82)	Net BRT Cost	\$173,791,431.74	BRT Miles	2	Approximate Cost per Mile	\$86,895,715.87	Cost per LF	\$16,457.52
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230301.01 (Email)	Aaron Leifer	Has anyone from the SFMTA engaged the SF Technology Office to improve the WiFi coverage (at least) until cellular service is installed? Has the SFMTA done any testing to ensure reliable coverage? The WiFi is consistently unavailable in the following locations: <ul style="list-style-type: none"><li>o Church Station</li><li>o In between Church and Van Ness Stations</li><li>o (Not always, but often at) Van Ness Station</li></ul>	Lisa Walton	Complete	<p>As we have explained in the past. This service (Wi-Fi in metro tunnels) was not done to ensure connectivity at all times for all types of service. This was done when the subway was closed during the pandemic (September, 2020), using equipment we had on hand and resources we had on hand. We did not have any money to do this and we did not address the vehicle side. This was done to allow customers to perform emergency texts if there was a problem in the tunnel. It was done on a good faith effort as we saw an opportunity to provide some type of service in case of a specific need. We communicated and knew, at the time, that this was not a sustainable – full service Wi-Fi implementation and was never envisioned to be such.</p> <p>Since the service came online – we see patrons connecting on a regular basis. Unfortunately, they are connecting 4K video, games, etc. which greatly diminishes the bandwidth for others. We have discussed disallowing those services but, have yet to do so.</p> <p>The Department of Technology would not be able to add any value to this service. The only way to make this a viable true ubiquitous Wi-Fi service would be to spend a lot of money to outfit the rail cars with antennas and receivers as well as updating the antennae</p>												



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					<p>system in the tunnels. We are not able to do that work.</p> <p>I have attached several reports that show connectivity to all areas (as mentioned). We did perform testing and most recently added several radios to locations we were seeing less and less bandwidth. Again, as mentioned above there are areas of the tunnels that we are not able to get to put additional radios in easily. This is due to specific location of the area and specific locations where adding this additional hardware would be problematic.</p> <p>The Commercial Cellular service is now scheduled to be delivered into metro tunnels by March of 2024. The delays in building out this service has really been our ability to support the work in the tunnels with the level of safety teams required to meet an earlier date. We are now looking at March/April of 2024 as the project close – on air dates for that service. As a reminder, this is a BART project that we are partnering with BART on. Our agreement is with BART – who in turn has the contractual agreement with Mobilitie (the neutral host providing the infrastructure and service).</p> <table><tr><th rowspan="2">Phase</th><th rowspan="2">Infrastructure Completed</th><th colspan="3">On-Air Started</th></tr><tr><th colspan="3">*Start of on-air 90 days from NTP or Phase completion (whichever comes later)</th></tr><tr><td></td><td></td><td>Verizon</td><td>AT&amp;T</td><td>T-Mobile</td></tr><tr><td>Phase-1: Central Subway</td><td>12//2022</td><td>12/30/22</td><td>9/18/2023</td><td>No NTP Yet</td></tr><tr><td>Phase-2: Ferry Portal to Civic Center</td><td>6/16/2023</td><td>10/23/2023</td><td>10/2023</td><td>No NTP Yet</td></tr><tr><td>Phase-3: Civic Center Station to Van Ness</td><td>6/19/2023</td><td>10/23/2023</td><td>10/2023</td><td>No NTP Yet</td></tr><tr><td>Phase-4a: Church to West Portal (Castro station to Van Ness is priority)</td><td>11/13/2023</td><td>3/2024</td><td>3/2024</td><td>No NTP Yet</td></tr><tr><td>Phase-4b: Sunset to Carl</td><td>12/4/2023</td><td>4/2024</td><td>4/2024</td><td>No NTP Yet</td></tr></table>	Phase	Infrastructure Completed	On-Air Started			*Start of on-air 90 days from NTP or Phase completion (whichever comes later)					Verizon	AT&T	T-Mobile	Phase-1: Central Subway	12//2022	12/30/22	9/18/2023	No NTP Yet	Phase-2: Ferry Portal to Civic Center	6/16/2023	10/23/2023	10/2023	No NTP Yet	Phase-3: Civic Center Station to Van Ness	6/19/2023	10/23/2023	10/2023	No NTP Yet	Phase-4a: Church to West Portal (Castro station to Van Ness is priority)	11/13/2023	3/2024	3/2024	No NTP Yet	Phase-4b: Sunset to Carl	12/4/2023	4/2024	4/2024	No NTP Yet
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230316.01	Chris Arvin	Requested a Slow Streets Update presentation.	Shannon Hake	Complete	This topic is scheduled for the July 6 <sup>th</sup> CAC meeting
230316.02	Sue Vaughan	When does the TransDev contract end?	Jonathan Cheng	Complete	The end date of the current contract is June 30, 2026.
230316.03	Sue Vaughan	What are the vaccination requirements for paratransit drivers?	Jonathan Cheng	Complete	Transdev Services, Inc., has no employee policy that requires COVID vaccinations. It strongly promotes that all of its employees remain informed of all best practices and health department recommendations regarding COVID and promotes adherence thereto.
230316.04	Sue Vaughan	What are the vaccination requirements are for the agency and contractors that work with the agency going forward?	Jonathan Cheng	Complete	<p>All SFMTA employees and Covered Employees of Contractors are currently required to be fully vaccinated, and strongly encouraged to have their booster shots.</p> <p>A Covered Employee of any Contractor is defined as:</p> <p>(a) works in an indoor office workspace where City employees regularly work, or</p> <p>(b) otherwise regularly works within six feet of one or more City employees, for more than 4 cumulative hours in a day, more than 15 cumulative hours in a 7-day period, or more than 20 cumulative hours in a 14-day period.</p>
230321.01 (Email)	John Lisovsky	Has MTA looked into red lanes for the 19-Polk on Larkin? What might be the efficiency gains from lane dedication on	Sean Kennedy	Complete	We are looking into transit lanes for the 19 in the tenderloin. The 19 operates at a relatively infrequent headway (3 buses an hour per direction) so we feel like the



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		this portion of the route?			lanes will be often violated since most of the time no transit vehicle will be there, but we are reviewing in context of an expansion of the bike network and some road diets that Livable Streets is pursuing, so we do plan to look at lanes in concert with those projects.
230508.01 (Email)	Chris Arvin	When is the SFMTA planning to conduct their next on-board Muni survey? E.g., to get updated numbers on demographics by route since the last survey was in 2017.	Jonathan Rewers	Pending	
230508.02 (Email)	John Lisovsky	What barriers are there to implementing an idea <a href="#">like this</a> here in SF? State law? Cost?	Ricardo Olea	Complete	Thank you for forwarding us this interesting idea, we had also noticed it when it was mentioned in a few press stories. In general, local agencies like SFMTA have to follow state and federal guidelines on the use of traffic control devices such as these (in this case a traffic signal device). These regulations are contained in the California version of a document called the Manual on Uniform Traffic Control Devices. This manual has been updated and revised to add new devices, such as for example the related device of radar speed feedback signs, which tell one the speed one is travelling at relative to the posted speed limit. At this point this experimental device from a Canadian company would not be legal to be used in the United States or California. It violates a couple of the provisions of the manual, including the provision that traffic signals be used to control the




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					<p>assignment of right of way (how people take turns when they conflict) and not just as a device to slow down people. The federal regulatory concern we think would be with lack of compliance to the red light by people who can see there is no reason to stop, bringing disrespect to a traffic control that we need people to follow at all times. Fortunately, there are other things we can do to address speeding around schools more directly, such as installing traffic calming speed humps. In the context of the advertisement video, it would seem traffic calming would be just or more effective to slow down cars on this street than a three-color signal whose only purpose is to turn red if you are going over the speed limit. The cost would probably be the same or less for a hump. And whereas traffic calming is self-enforcing, a traffic light by itself isn’t. Some vehicles for example could try accelerating through the yellow (see photo), which would be a worse unintended outcome than having no experimental device at all.</p>



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230518.01 (Email)	Sue Vaughan	What steps is the agency taking to remove old, misleading signs throughout the city? I noticed one on Market near Powell recently.	Sean Kennedy	Complete	We are rolling out a project to replace all the bus stop signage in the system (over 3,600 stops). We have only completed a few corridors to date but are planning to do about 1 line per month once we can get the program in gear. In the meantime, we are updated shelter signage when Clear Channel visits the stops and are updating signage each time we make other changes at a stop.
230519.01 (Email)	Sue Vaughan	1. Total number of commuter shuttles with placards; 2. Number of stop events during the 2021-2022 fiscal year; 3. Fee charged per stop event during the 2021-2022 fiscal year; 4. Fees collected for the 2021-2022 fiscal	Samantha Rebelos	Complete	Please see the information requested below. 1. Total number of commuter shuttles with placards; 1665 (includes all vehicles status except retired) 2. Number of stop events during the 2021-2022 fiscal year; 383,856 3. Fee charged per stop event during the 2021-2022 fiscal year; \$8.3 4. Fees collected for the 2021-2022 fiscal year \$3,186,004.8 5. Current fee per stop event. \$8.6





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		year; and, 5. Current fee per stop event.			
230520.01 (Email)	Sue Vaughan	What is the agency's justification for having the N Judah stop at both Funston and 12th Avenue? Why not consolidate these stops?	Sean Kennedy	Complete	Thanks for the feedback. We include stop consolidation as part of the tool kit for every Muni Forward corridor project and will make sure to look at these locations when we conduct the N Judah project. Thanks for the input.
230525.01 (Email)	John Lisovsky	SFMTA CAC recommends the agency implement durable, protective, shatterproof covers on top of digital signs displaying predicted bus arrival times at bus shelters to avoid the cost of replacing expensive technology and the often lengthy time between a screen being destroyed and a replacement being installed.	Lisa Walton	Complete	<p>We did investigate designing and mfg. protectors for the signs. In fact, we began some design work. However, the costs (design, mfg. of all the sign brackets for the different types of signs) became cost prohibitive and the length of time became a problem for the overall implementation. It was also not a guaranteed complete protection.</p> <p>We have only lost 5 signs versus the 480 signs out there for the past 18 mos. The cost of replacement does vary based on type of sign, etc. The cost of the implemented signs, is about 4K and then there would be the retrofit costs as well.</p> <p>We will continue to monitor vandalism. But, at this time we have determined that the associated costs (and timing) for the additional protection is not warranted at this time.</p> <p>Note that the signs themselves are quite rugged and are made to sustain the weather elements (in areas like Chicago – where these same sign types are also installed) as well as</p>



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					sustained force.
230602.01 (Email)	Sue Vaughan	What did Jackie Chan Recreation Center say about the legal left turns, pedestrian safety, and their loading needs?	Liz Brisson	Complete	The project team met with staff from the Jackie Chan Senior Center in Spring of 2021. Staff had no concerns with the proposed conversion of angled parking to parallel parking. They requested that one of the two green zones along Geary Boulevard become a yellow commercial loading zone to support the commercial vehicles that do meal pick-up and drop-off for the senior center. This request is reflected in the project proposals. No feedback regarding left turns or pedestrian safety was provided. Note that additional information about how outreach informed the proposed left-turn restrictions can be found in the <a href="#">“Project Changes in Response to Feedback, Fall 2022” document</a> .
230602.02 (Email)	Chris Arvin	Are there plans to install temporary bulb-outs between now and the final installation in 2027?	Liz Brisson	Complete	While the SFMTA sometimes includes temporary bulb-outs as a part of a project’s Quick-Build phase to provide improvements prior to full project construction, the Geary Boulevard Improvement Project is not a good candidate for the treatment because SFPUC water and sewer main construction is anticipated to begin by 2025 and would require removal of temporary bulbs to complete their work. The short timeframe the temporary bulbs would be available (<18 months) causes the costs (about \$30,000 per bulb to install plus additional costs for maintenance) to outweigh the benefits (as compared to a project where there may be 2-3 years of duration between Quick Build and full project



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					construction).
230602.03 (Email)	Robert Jaques	Are leading pedestrian signals installed on Geary Boulevard in the project area currently? If they are not installed, and if they plan to be installed, what is their timeline?	Liz Brisson	Complete	Out of the 41 Geary signals west of Masonic, 18 currently provide a Leading Pedestrian Interval for pedestrians crossing Geary. The remaining 23 signals will have Leading Pedestrian Intervals crossing Geary installed by the end of the year as a part of the project's Quick Build phase and in coordination with an additional traffic safety grant (Highway Safety Improvement Program) making safety improvements across a broader area of San Francisco.
230602.04 (Email)	John Lisovsky	Have staff looked at treatments like hardened center lines and turning wedges?	Liz Brisson	Complete	The project's plans to install enhanced median refuges provides a similar benefit to centerline hardening by constructing a concrete thumbnail that effectively extends the center median further into the intersection. Slow left turn wedges can only be installed at locations with specific geometries so they are not in regular opposing traffic's path (e.g. between a one-way and a two-way or another one-way road), which is not relevant to the geometry of any of the Geary project area intersections.
230606.01 (Email)	Michael Chen	On May 16 at about 5:47pm, my friend taking the northbound 49 Mission/Van Ness to the North Point Street terminal saw that the bus stopped for minutes at Lombard Street, one stop before. The operator told my friend that they did not want to arrive at the terminal before	Sean Kennedy	Pending	



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		schedule. My friend got off in order to make the last stop before the bus. This was a bad experience for my friend. I thought that the 49 scheduling was headway-based. Is it policy for buses to idle one stop before the terminal?			
230706.01	John Lisovsky	I request a presentation on the bike lane project progress on Valencia Street.	Kimberly Leung	Complete	This topic is scheduled for the October 5 <sup>th</sup> CAC meeting.
230706.02	John Lisovsky	Please furnish the CAC with a list of all lines organized by average boardings per revenue hour.	Sean Kennedy	Pending	
230706.03	Sue Vaughan	What is the cost to operate the Central Subway and what is the impact on the rest of the system?	Julie Kirschbaum	Complete	This would be a huge effort to quantify. Bottom line, we are not compromising any maintenance of the system for Central Subway.
230706.04	Karim Salgado	What was the fare evasion percentage before clipper compared to now?	Diana Hammons	Complete	There has not been a formal study on fare evasion for 5+ years.
230706.05	Sue Vaughan	Requested a presentation on autonomous vehicles.	Julia Friedlander	Complete	This topic is scheduled for the October 5 <sup>th</sup> CAC meeting.
230720.01	Yensing Sihapanya	Requested a presentation on the commuter shuttle bus program.	Philip Cranna	Pending	
230720.02	Yensing Sihapanya	Who is responsible for signal boxes and their beautification?	Nilesh Ram	Complete	Signal Shop maintains the cabinet. Public Works helps with any graffiti abatement related issues.
230803.01	Sue Vaughan	To what extent is the SFMTA depending on overtime to fill transit runs and how	Julie Kirschbaum	Complete	In 2007, Transit Operator overtime rate was extremely high. We use three types of overtime for operators:

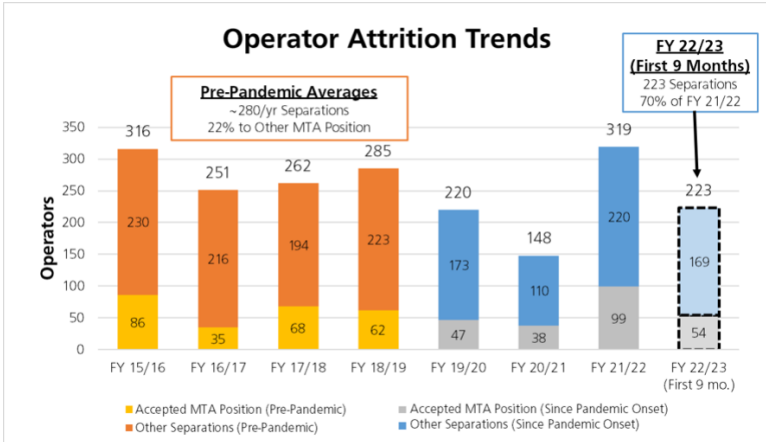


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		has it changed over time? What is the target number of Transit Operator needed to cover service? What is the target number of Transit Operators to be hired each year? What is the number to be fully staffed?			<p>1) Many of the Operator shifts have built in overtime because it is often more cost effective to have two Operator shifts with some overtime rather than paying for a third shift. For example, if a bus is needed in service from 6 am to midnight, we would prefer to pay for two 9-hour Operator shifts rather than three 8-hour shifts.</p> <p>2) We pay Operators to come in on their day off if we do not have enough Operators to cover all the service or if there is a big special event.</p> <p>3) We pay operators to stay longer than their scheduled shift to cover unexpected delays, certain types of special events, etc.</p> <p>We are currently using approximately 25-30 shifts of day off overtime per day and an additional 35-40 hours of unscheduled overtime in the form of shift extensions. This fluctuates based on overall staffing levels, intensity of special events, etc.</p> <p>Given our current fiscal uncertainty, our FY24 operator hiring plan focuses on hiring to cover attrition and maintaining current service levels. Our current service plan requires approximately 2530 operators. At this time,</p>



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					<p>operator staffing levels match service needs - the exact staffing levels fluctuate monthly but recently ranged from 2480 to 2550.</p> <p>Operator attrition (which includes promotions) also fluctuates but is approximately 20-30 operators per month. Please see chart below for annual attrition trends. To account for this attrition rate, our operator hiring plan for FY24 aims to graduate approximately 300 operators from the new operator training program.</p>  <table border="1"><caption>Operator Attrition Trends Data</caption><thead><tr><th>Fiscal Year</th><th>Accepted MTA Position (Pre-Pandemic)</th><th>Other Separations (Pre-Pandemic)</th><th>Accepted MTA Position (Since Pandemic Onset)</th><th>Other Separations (Since Pandemic Onset)</th><th>Total</th></tr></thead><tbody><tr><td>FY 15/16</td><td>86</td><td>230</td><td></td><td></td><td>316</td></tr><tr><td>FY 16/17</td><td>35</td><td>216</td><td></td><td></td><td>251</td></tr><tr><td>FY 17/18</td><td>68</td><td>194</td><td></td><td></td><td>262</td></tr><tr><td>FY 18/19</td><td>62</td><td>223</td><td></td><td></td><td>285</td></tr><tr><td>FY 19/20</td><td></td><td></td><td>47</td><td>173</td><td>220</td></tr><tr><td>FY 20/21</td><td></td><td></td><td>38</td><td>110</td><td>148</td></tr><tr><td>FY 21/22</td><td></td><td></td><td>99</td><td>220</td><td>319</td></tr><tr><td>FY 22/23 (First 9 Months)</td><td></td><td></td><td>54</td><td>169</td><td>223</td></tr></tbody></table>	Fiscal Year	Accepted MTA Position (Pre-Pandemic)	Other Separations (Pre-Pandemic)	Accepted MTA Position (Since Pandemic Onset)	Other Separations (Since Pandemic Onset)	Total	FY 15/16	86	230			316	FY 16/17	35	216			251	FY 17/18	68	194			262	FY 18/19	62	223			285	FY 19/20			47	173	220	FY 20/21			38	110	148	FY 21/22			99	220	319	FY 22/23 (First 9 Months)			54	169	223
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230809.01	Connor	What is the status of the curb cut that	Jamie Parks	Pending																																																							



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(Email)	Skelly	<p>connects the St Charles Bike Path to Brotherhood Way? See the <a href="#">google maps location here</a> and a <a href="#">photo of the problematic curb here</a>.</p> <p>This path is also part of an established city bike route, which connects OMI to Daly City BART and Oceanview village/HMart. This is unsafe, especially for people with mobility issues, for parents who are biking with kids on the back of their bike, etc.</p>			
230825.01 (Email)	John Lisovsky	At the 4th and King vigil for the 4-year-old who was killed by dangerous driving, MTA said it would take three weeks to implement a quick build to improve road safety. What are the tasks that require three weeks to implement? Could an emergency declaration on unsafe streets speed up this process?	Alvin Lam	Complete	<p>In order to implement the proposed improvements at the intersection of 4<sup>th</sup> and King Streets, we needed to engineer new designs for the roadway and striping, as well as engineer new signal timing and signal changes. I am happy to report that the roadway changes were implemented ahead of schedule on Friday 8/25. Meanwhile, the signal changes are actively being tested in preparation for implementation since the intersection of 4<sup>th</sup> and King Streets is highly complex with many train movements.</p> <p>Since no legislation was required for these types of changes, an emergency declaration would not have resulted in even swifter implementation.</p>



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230831.01 (Email)	Michael Chen	Are there any updates to the 2021 ConnectSF rail expansion plan? Of the projects (DTX, PAX, Central Subway extension, Geary/19th Ave, Bayview Caltrain, transbay crossing), which of the projects is the agency actively working on for planning?	Kimberly Ng	Pending	
230831.01 (Email)	Michael Chen	Is the schedule for cell service in the Muni underground between Embarcadero and West Portal stations still targeting early 2024?	Lisa Walton	Pending	
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