

October 5, 2012

The Honorable Katherine Feinstein
Presiding Judge, Superior Court
City and County of San Francisco
400 McAllister Street, Room 008
San Francisco, CA 94102-4512

Edwin M. Lee | Mayor

Tom Nolan | Chairman

Cheryl Brinkman | Vice-Chairman

Leona Bridges | Director

Malcolm Heinicke | Director

Jerry Lee | Director

Joél Ramos | Director

Cristina Rubke | Director

Edward D. Reiskin | Director of Transportation

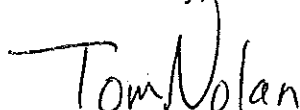
Re: Response to "Better Muni Service Needed, Without Switchbacks"

Dear Judge Feinstein,

On Monday, August 7, 2012, the SFMTA Board of Directors received the Civil Grand Jury's report "Better Muni Service Needed, Without Switchbacks". We have reviewed the report as well as the SFMTA's response. We fully concur with the response to the recommendations and findings as provided to you by the SFMTA's Director of Transportation.

Managing a public transportation system in a city such as San Francisco is quite challenging and requires the SFMTA to balance multiple and competing needs. Joining the SFMTA Board with extensive backgrounds with other transit agencies and modes, it still took time to recognize all of the nuances that go into managing this unique system. The Civil Grand Jury report, recommendations and findings reveal how tough it is to get a good understanding of the system and unfortunately results in a report that is superficial at best.

Sincerely,



Tom Nolan
Chairman, Board of Directors



Cheryl Brinkman
Vice Chairman, Board of Directors

cc: SFMTA Board of Directors
Ed Reiskin
Mario Choi

