



SFMTA
Municipal
Transportation
Agency

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS
POLICY AND GOVERNANCE COMMITTEE**

NOTICE OF MEETING AND CALENDAR

Friday, November 17, 2017
1 South Van Ness Ave. 7th Floor
Union Square Conference Room

**REGULAR MEETING
9:00 A.M.**

COMMITTEE
Joél Ramos, Chairman
Gwyneth Borden
Lee Hsu

Edward D. Reiskin
DIRECTOR OF TRANSPORTATION

Roberta Boomer
BOARD SECRETARY

ORDER OF BUSINESS

1. Call to Order
2. Roll Call
3. Approval of Minutes

- September 15, 2017 Regular Meeting

4. Public Comment

Members of the public may address the Committee on matters that are within the Committee's jurisdiction and are not on today's calendar.

5. Presentation, discussion and possible action regarding Controller's Presentation on the SFMTA Customer Service Process Improvement. (Explanatory documents include a slide presentation.)
6. Presentation, discussion and possible action regarding revising the SFMTA's Contract Policy. (No explanatory documents.)
7. Presentation, discussion and possible action regarding key metrics and actions for SFMTA Strategic Plan Goals including safety, operations and finance. (Explanatory documents include a slide presentation and a report.)

ADJOURN

The Ethics Commission of the City and County of San Francisco has asked us to remind individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [S.F. Campaign and Governmental Conduct Code section 2.100 et seq.] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the Ethics Commission at 415-581-2300; fax: 415-581-2317; 25 Van Ness Ave., Suite 220,, SF, CA 94102-6027 or the web site: sfgov.org/ethics.

ACCESSIBLE MEETING POLICY

The San Francisco Municipal Transportation Agency Policy and Governance Committee will meet at 1 South Van Ness Ave. 7th Floor, San Francisco, CA. The closest accessible BART station is the Civic Center Station at United Nations Plaza and Market Street. Accessible MUNI lines serving this location are: Muni Metro Lines J-Church, K-Ingleside, L-Taraval, M- Ocean View, N-Judah and T-Third at Van Ness and Civic Center Stations; F Market-Wharves; 47-Van Ness; 49-Mission-Van Ness; 6 Haight-Parnassus, 7 Haight-Noriega 7R Haight-Noriega Rapid 21-Hayes; 9-San Bruno; and 9R San Bruno Rapid. For information about MUNI accessible services call 701.4485.

The meeting room is wheelchair accessible. There is accessible parking available within the Civic Center Underground Parking Garage at the corner of McAllister and Polk Streets, and within the Performing Arts Parking Garage at Grove and Franklin Streets.

To obtain a disability-related accommodation, including auxiliary aids or services, or to obtain meeting materials in alternative format, please contact Roberta Boomer at 415.701.4505. Providing at least 72 hours notice will help to ensure availability. Written reports or background materials for calendar items are available for public inspection and copying at 1 South Van Ness Ave. 7th Floor during regular business hours and are available on-line at www.sfmta.com/mtab. Public comment will be taken on each item before or during consideration of the item.

To assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City to accommodate these individuals.

The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chairman may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact Administrator, Sunshine Ordinance Task Force, by mail to 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco CA 94102-4689; by phone at 415 554.7724; by fax at 415 554.7854; or by email at sotf@sfgov.org.

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at <http://www.sfgov.org>.

LANGUAGE ASSISTANCE



311 Free language assistance / 免費語言協助 / Ayuda gratuita con el idioma / Бесплатная помощь переводчиков / Trợ giúp Thông dịch Miễn phí / Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 / ทว“มช่วยเหลือท“งก“ม“โดยไมเส“ยค่าใช้จ่าย / Libreng tulong para sa wikang Tagalog