



SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
CITIZENS' ADVISORY COUNCIL

ADMINISTRATION, OPERATIONS, AND CUSTOMER SERVICE COMMITTEE

NOTICE OF MEETING AND CALENDAR

Thursday, March 18, 2021

WATCH: (link can be found online at <https://www.sfmta.com/calendar/administration-operations-and-customer-service-committee-aocsc-regular-meeting-march-18>)

PUBLIC COMMENT CALL-IN: (415) 915-0757 | Conference ID: 649 668 25#

REGULAR MEETING
4 P.M.

COMMITTEE MEMBERS

Aaron Leifer, Chair
Chris Arvin
John Lisovsky
Daniel Murphy
Karim Salgado
Sue Vaughan

COUNCIL LIAISON
Christine Silva

COUNCIL SECRETARY
Keka Robinson-Luqman

Due to the COVID-19 health emergency and to protect our Council Members, SFMTA staff, and members of the public, the SFMTA Meeting Room (Noe Valley Conference Room) is closed.

Members of the public are encouraged to participate remotely. If you want to ensure your comment on any item on the agenda is received by the Council in advance of the meeting, please send an email to CAC@sfmta.com by 5pm on Wednesday, March 17th, or call (415) 646-2388.

ORDER OF BUSINESS

1. Call to Order
2. Roll Call
3. Announcement of prohibition of sound producing devices during the meeting.
4. Approval of Minutes
 - January 21, 2021
5. Report of the Chair (For discussion only)
6. Public Comment

Members of the public may address the Administration, Operations, and Customer Service Committee on matters that are within the AOCSC's jurisdiction and are not on today's calendar.

REGULAR CALENDAR

7. Presentation, discussion, and possible action regarding Council member recommendation. (Michael Chen, District 2 Representative, Citizens' Advisory Council. No explanatory documents.)

The SFMTA CAC recommends that the SFMTA permanently eliminate poverty tows for unpaid parking tickets, expired registration, or leaving a vehicle parked for longer than 72 hours. These types of tows can severely harm people in poverty and are not cost-effective.

8. Presentation, discussion, and possible action regarding the role of fare inspectors during the pandemic. (Kimberly Burrus, Chief Security Officer, Security & Investigations. Explanatory documents include a slide presentation.)
9. Committee Members' request for information. (For discussion only)

ADJOURN

Next regular meeting: Thursday, May 20th at 4 p.m. | Online via Microsoft Teams

ACCESSIBLE MEETING POLICY

The San Francisco Municipal Transportation Agency Citizens' Advisory Council meeting will be held virtually due to the public health emergency.

To obtain a disability-related accommodation, including auxiliary aids or services, or to obtain meeting materials in alternative format, please contact Keka Robinson-Luqman at (415) 646-2388. 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 online at www.sfmta.com/cac. 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 Chair 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.

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“ช่วยเหลือท“ภ“ย“โดยไมเส“ค่าใช้จ่ย / Libreng tulong para sa wikang Tagalog



415.646.2388: For free interpretation services, please submit your request 48 hours in advance of meeting./ 如果需要免費口語翻譯, 請於會議之前 48 小時提出要求。/ Para servicios de interpretación gratuitos, por favor haga su petición 48 horas antes de la reunión. Para sa libreng serbisyo sa interpretasyon, kailangan mag-request 48 oras bago ang miting.

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, by mail to Sunshine Ordinance Task Force, 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 sof@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>.