



San Francisco Municipal Transportation Agency Citizens' Advisory Council

Administration, Operations, & Customer Service Committee

NOTICE OF MEETING AND CALENDAR • Meeting Date: May 18, 2023

REGULAR MEETING

4 p.m.

1 South Van Ness Avenue, 7th Floor
Room 7075, Noe Valley Conference Room

SFMTA CITIZENS' ADVISORY COUNCIL MEMBERS

Chris Arvin, Chair
John Lisovsky
Susan Vaughan

COUNCIL LIAISON

Christine Silva

COUNCIL SECRETARY

Keka Robinson-Luqman



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:
 - March 16, 2023
5. Report of the Chair (For discussion only)
6. Public Comment

Members of the public may address the Citizens' Advisory Council on matters that are within the CAC's jurisdiction and are not on today's calendar.

REGULAR CALENDAR

7. Presentation, discussion, and possible action regarding Next Generation Customer Information System update. (Jason lee, Project Manager, Customer Information System. Explanatory documents include a slide presentation.)
8. Council Member Information and Agenda Item Requests. (For discussion only)

ADJOURN

Next regular meeting: Thursday, July 20th at 4 p.m. | Noe Valley Conference Room



ACCESSIBLE MEETING POLICY

The Municipal Transportation Agency Citizens' Advisory Council will meet in the Union Square Conference Room at One 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, 21-Hayes; 9-San Bruno; 7R-Haight-Noriega Rapid; 9R-San Bruno Rapid; and 7-Haight-Noriega. For information about MUNI accessible services call 701.4485.

Members of the Council will attend this meeting in-person. Members of the public are invited to observe the meeting in-person or remotely online as described below. Members of the public attending the meeting in person will have an opportunity to provide public comment on every item.

In addition to in-person public comment, the Council will hear up to ten minutes of remote public comment on each agenda item. The Council will hear remote public comment on each item in the order that commenters add themselves to the queue to comment on the item. Because of the 10-minute time limit, it is possible that not every person in the queue will have an opportunity to provide remote public comment. Remote public comment from people who have received an accommodation due to disability (as described below) will not count toward the 10-minute limit.

Union Square Conference Room is wheelchair accessible. Remote public participation is available upon request for individuals who cannot attend in person due to disability. Making a request to participate remotely no later than one (1) hour prior to the start of the meeting helps ensure availability of the meeting link. Sign Language Interpretation is also available upon request. Captions can be enabled if participating remotely.

If requesting remote Sign Language Interpretation, please submit an accommodation request a minimum of 4 business hours prior to the start of the meeting. Allowing a minimum of 48 business hours for all other accommodation requests (for example, for other auxiliary aids and services) helps ensure availability. To request accommodation, please contact CAC Secretary Keka Robinson-Luqman by email at CAC@SFMTA.com or by phone at 415.646.2388.

To access the meeting remotely as an accommodation, please use [this link](#) or call 415.523.2709 and use conference ID 263 633 334#.

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.

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 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 / คำ“ช่วยเหลือ”งก“ข”โดยไมเส’ยค่าใช้จ่าย / 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.