



SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
CITIZENS' ADVISORY COUNCIL

ADMINISTRATION, OPERATIONS, AND CUSTOMER SERVICE COMMITTEE

MINUTES

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

Chair Leifer called the meeting to order at 4:02 p.m.

2. Roll Call

AOCSC members present at Roll Call: Aaron Leifer, Chris Arvin, and Daniel Murphy
AOCSC members absent at Roll Call: John Lisovsky, Karim Salgado, and Sue Vaughan
CAC members present: Neil Ballard and Michael Chen

3. Announcement of prohibition of sound producing devices during the meeting.

No announcement was made.

4. Approval of Minutes

No public comment.

On motion to approve the minutes of January 21, 2021:

ADOPTED: AYES – Aaron Leifer, Chris Arvin, Daniel Murphy, and Neil Ballard
ABSENT – John Lisovsky, Karim Salgado, and Sue Vaughan

5. Report of the Chair (For discussion only)

Chair Leifer reported that he hoped to have a presentation on service restoration but is happy that the topic will be heard at the May 6th CAC meeting. He also welcomed Council member Arvin to the committee.

6. Public Comment

Edward Mason stated that there needs to be an evaluation and some direction on turning on the heat on the buses on cold mornings. He stated that passengers are having trouble boarding the rear doors of the articulated buses because of the bicycle hoops that are right at the curb. He inquired why they are being placed there.

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.

Diana Hammons, Senior Manager, Revenue Collection & Sales, discussed the SFMTA Tow Policy.

No public comment.

AOCSC Motion 210318.01

The SFMTA CAC recommends that the SFMTA:

- Encourage compliance by design, for example, to implement a text message and physical reminder system which reminds vehicle owners of their unpaid citations or expired registration before being towed.
- Explore increasing the 72-hour parking limit.
- Expand low-income parking citation and towing discounts and fee waivers to include people making 30% of the area median income.

Members of the public expressing support: Flo Kelly, Tori Larson, and Wes Saver

Members of the public expressing neither support nor opposition: Hayden Miller and Edward Mason

On motion to approve:

ADOPTED: AYES – Aaron Leifer, Chris Arvin, Daniel Murphy, Karim Salgado, and Sue Vaughan
ABSENT – John Lisovsky

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.)

Eliska Ferdinand, Supervisor and Investigator, Security, Enforcement, & Investigations and Alan San Martin, Acting Manager, Proof of Payment (POP) presented the item.

No public comment.

AOCSC Motion 210318.02

The SFMTA CAC recommends that the SFMTA collect demographic information about the recipients of fare enforcement citations in order to analyze potential racial impacts of fare enforcement.

Members of the public expressing support: Hayden Miller

On motion to approve:

ADOPTED: AYES – Aaron Leifer, Chris Arvin, Daniel Murphy, Karim Salgado,
and Sue Vaughan
ABSENT – John Lisovsky

9. Committee Members' request for information. (For discussion only)

Sue Vaughan asked how it is decided where bicycle racks are installed.

Sue Vaughan requested the data of cars towed by zip code.

Sue Vaughan asked what the value is of the contract of the private contractors that do the towing.

Sue Vaughan requested a copy of the study *Towed into Debt: How Towing Practices in California Punish Poor People*.

Sue Vaughan asked how many citations are being issued per line.

Daniel Murphy requested a copy of the Fare Inspector Passenger Count Report.

ADJOURN - The meeting was adjourned at 6:47 p.m.

Submitted by:



Keka Robinson-Luqman
SFMTA CAC – Secretary

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