

Operations and Customer Service Committee November 13, 2012, Agenda

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

NOTICE OF MEETING AND CALENDAR

Tuesday, November 13, 2012

1 South Van Ness Avenue, 6th Floor  
Candlestick Conference Room, #6053

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman

Mark Ballew  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

ORDER OF BUSINESS

•	Call to Order	3:00
•	Roll Call	3:01
•	Announcement of prohibition of sound producing devices during the meeting.	3:02

•	<p>Approval of Minutes</p> <ul style="list-style-type: none"> <li>• May 8, 2012</li> <li>• July 10, 2012</li> <li>• September 11, 2012</li> </ul>	3:03
•	Report of the Chairman (For discussion only)	3:10
•	<p>Public Comment</p> <p>Members of the public may address the Operations and Customer Service Committee on matters that are within the OCSC's jurisdiction and are not on today's calendar.</p>	3:15
REGULAR CALENDAR		
•	<p>Presentation, discussion and possible action regarding special event planning/coordination. (Lea Militello, Manager, Security, Investigations &amp; Enforcement, Sustainable Streets)</p>	3:30
•	<p>Presentation, discussion and possible action regarding service standards. (Jason Lee, Performance Manager, Technology &amp; Performance, Finance &amp; Information Technology)</p>	3:50
•	<p>Presentation, discussion and possible action regarding dogs on Muni. (John Haley, Director, Transit Services)</p>	4:20
•	<p>Committee Members' requests for information. (For discussion only)</p>	4:40
•	<p>Schedule upcoming calendar items. (For discussion only) Next regular meeting: Tuesday, January 8, 2013, at 3 p.m.</p>	4:50

	1 South Van Ness Avenue, 6th Floor, Conference Room #6053	
<b><i>ADJOURN</i></b>		5:00