



**SFMTA**  
Municipal  
Transportation  
Agency

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

MINUTES

Tuesday, March 10, 2015

1 South Van Ness Avenue, 7<sup>th</sup> Floor,  
Potrero Hill Conference Room #7040  
and  
Transportation Management Center  
1445 Market Street, 7<sup>th</sup> Floor

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mark Ballew  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

1. Call to Order

Chairman Downey called the meeting to order at 3:05 p.m.

2. Roll Call

OCSC members present at Roll Call: Joan Downey and Steve Ferrario

OCSC members absent at Roll Call: Daniel Murphy

OCSC members absent: Mark Ballew

SFMTA CAC members not on this committee, but also present: Steve Ferrario and Frank Zepeda

Chairman Downey appointed Steve Ferrario to serve as a pro tem member of the committee.

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

CAC Secretary Torres made the announcement.

4. Approval of Minutes:

This item was continued to the next meeting.

5. Report of the Chairman (For discussion only)

None

6. Public Comment

None

Daniel Murphy arrived at 3:14 p.m.

7. Tour of the Transportation Management Center located at 1445 Market Street. (Jim Kelly, Deputy Director, Transit Operations)

Davide Puglisi, Senior Operations Manager provided a tour of the Transportation Management Center. The Transportation Management Center is a new integrated control center designed to unite complimentary mobility control functions including transit, maintenance, infrastructure, traffic control, and parking. It will use state of the art integrated technology to replace the individual control centers for each mobility department providing centralized and coordinated mobility management.

Mr. Puglisi guided the Committee through various offices of the Transportation Management Center, such as of the Department Operation Center; the Contractor Security office; and the Parking Control Officer's Dispatch office and explained their functions.

Committee Member Murphy suggested that the CAC be invited to an exercise training drill with Scarlett Lam, Emergency Manager at the Transportation Management Center.

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

None

9. Schedule upcoming calendar items. (For discussion only)

Next regular meeting: Tuesday, May 12, 2015 at 3:00 p.m.

1 South Van Ness Avenue, 7<sup>th</sup> Floor, Potrero Hill Conference Room #7040

ADJOURN - The meeting was adjourned at 5:10 p.m.

Submitted by:

A handwritten signature in blue ink, appearing to read 'Yvette Torres', is written over the printed name.

Yvette Torres

SFMTA CAC – Secretary

