

Operations and Customer Service Committee January 10, 2012, Minutes

# **City and County of San Francisco Municipal Transportation Agency Citizens' Advisory Council**

## **Operations and Customer Service Committee**

**Tuesday, January 10, 2012, at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California**

### **MINUTES**

#### **1. Call to Order**

The CAC Secretary called the meeting to order at 3:15 p.m.

#### **2. Roll Call**

OCSC members present at Roll Call: Mark Ballew, Mary Burns, and Daniel Murphy

OCSC members absent at Roll Call: None

OCSC members absent: Joan Downey

SFMTA CAC members not on this committee, but also present: None

The Committee nominated Daniel Murphy to serve as Pro Tem Chairman

On motion to approve Daniel Murphy as Pro Tem Chairman

Ayes – Ballew and Burns

Nayes – None

Absent – Downey

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

The CAC Secretary made the announcement.

### **4. Approval of Minutes:**

Chairman Downey continued approval of the November 8, 2011 minutes to the next meeting.

### **5. Report of the chairman (For discussion only):**

None

### **6. Public Comment:**

None

### **7. Presentation, discussion and possible action regarding operator training.** (Reginald Mason, Director, and Ken Anderson, Manager of Training Assessment, Safety, Training & Enforcement Division)

Ken Anderson discussed an overview in operating training and requirements needed for newly hired bus operators. After the hiring process, new candidates receive eight weeks of training in the Training Department. Operator training includes eight hours of customer service training, in addition to state-mandated training, which is training about the physical operation of a vehicle.

#### **Public Comment:**

Edward Mason commented that when vehicles are in the subway, the operators are slouching and sometimes eat over the master controller. He inquired if there are thoughts to using a simulator to reduce cost in training. Mr. Mason mentioned an article he read in the *Mass Transit* that described operators getting to know their line and making sure passengers see them.

David Pilpel commented on the General Sign-Up (GSU) and mode training. He stated staff has gotten better in terms of metro training and rail mode certification, but not good at F Line training. Mr. Pilpel is concerned and believes there is time to train and qualify for PCC training; keep up-to-date on hiring new operators; and have GSU every two or three years.

### **8. Presentation, discussion and possible action regarding the 29 Sunset bus stop relocation at Golden Gate Park.** (Julie Kirschbaum, Transit Service Planning Manager, and Tony Young, Engineer, Sustainable Streets)

Julie Kirschbaum discussed the project relocation of the 29 Sunset bus stop at 19th & Lincoln Avenue and the improvements that will be made. Ms. Kirschbaum stated that the relocation will save travel time on the line. The 29 Sunset going eastbound will have a dedicated signal to allow

the bus to turn left at 19th & Lincoln. Ms. Kirschbaum described the new bus stop and safety improvements that will be relocated in front of the Golden Gate Park entrance.

**Public Comment:**

Edward Mason inquired if the hockey puck would be for the bus or the pavement. He commented that two hockey pucks can be installed and programmed to space out the bus, like something similar at Howard & Main for the 5 Fulton.

Roland Wong inquired on the size of the path that will be designed for people with disabilities. Mr. Wong commented on the control of traffic at the new bus stop.

**Motion 120110.01**

The SFMTA CAC recommends that the agency adopt the plan to move the northbound 29-Sunset and 28-19th Avenue stop from 19th Avenue and Lincoln Way to Crossover Drive and Martin Luther King Drive. The SFMTA CAC recommends the agency consider supplementary lighting in order to enhance the nighttime safety of the proposed stop.

On motion to approve Motion 120110.01: Approved

Ayes – Ballew, Burns, and Murphy

Nayes – None

Absent – Downey

**9. Discussion and possible action regarding operations data availability on the SFMTA website.** (Murray Bond, Deputy Director, Administration)

Murray Bond discussed the availability and accessibility of data provided on the website. Mr. Bond stated that staff is in the process of hiring customer communications staff to work in Central Control to focus on reporting incidents. Mr. Bond stated that the website will be redesigned and attention will be paid to navigate the system easier.

**Public Comment:**

David Longh commented that the Dallas metro website sends scheduling updates to email directly.

Roland Wong stated that he is concerned about elevator outages and would like notification when the elevators are not working.

**10. Committee members' requests for information.** (For discussion only)

None

**11. Schedule upcoming Meeting and Agenda Items.** (For discussion only)

Next regular meeting: Tuesday, March 13, 2012 at 3:00 p.m.  
1 South Van Ness Avenue, 3rd Floor (Conference Room 3075)

**ADJORN:** The meeting was adjourned at 5:30 p.m.

*Respectfully submitted by:*

*Yvette Torres*

*SFMTA – CAC Secretary*