

Operations and Customer Service Committee (OCSC) September 11, 2012, Minutes

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

Operations and Customer Service Committee

Tuesday, September 11, 2012, at 3:00 p.m.

1 South Van Ness Avenue, 6th Floor, Candlestick Conference Room
San Francisco, California

MINUTES

1. Call to Order

Chairman Downey called the meeting to order at 3:12 p.m.

2. Roll Call

OCSC members present at Roll Call: Mark Ballew and Joan Downey

OCSC members absent at Roll Call: Daniel Murphy

OCSC members absent: None

SFMTA CAC members not on this committee, but also present: Roland Wong

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

The CAC Secretary made the announcement.

4. Approval of Minutes:

- May 8, 2012

- July 10, 2012

This Item is continued to the next meeting.

Public Comment:

None

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

Chairman Downey commented on vehicles continuing to block Muni tracks and causing delays in the daily operation reports.

6. Public Comment:

Edward Mason commented on commuter shuttle buses.

7. Presentation, discussion and possible action regarding sidewalk parking. (Lea Militello, Director, Security Investigations and Enforcement)

Lea Militello gave feedback to an article that discussed sidewalk parking. Ms. Militello stated that there have been many complaints to sidewalk parking in the Bayview neighborhood. Ms. Militello stated that Parking Control Officers (PCOs) take action to address 311 sidewalk complaints.

Motion 120911.01

The SFMTA CAC recommends that sidewalk parking laws be enforced not just against cars that leave less than four feet of direct-line travel room for pedestrians, but additionally against any car being more than one foot into the sidewalk.

On motion to approve Motion 120911.01: Approved

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

Public Comment:

None

8. Presentation, discussion and possible action regarding training and operator availability. (Warren Cole, Organizational Development and Training Manager, Human Resources)

Warren Cole discussed the process for training and operator availability. Mr. Cole stated that part

of the challenge is they are hiring part-time operators at this time and that they lose at least eleven operators through attrition. Part-time operators work five hours a day, five days a week. From a training perspective, they would like to have more instructors to train operators.

Public Comment:

Edward Mason commented on regional simulator training.

Motion 120911.02

The SFMTA CAC recommends that the Agency expand its operator training capacity in order to meet the long-term operator needs of the Agency, even to the understood short-term detriment to service that might result from shifting personnel from operator to trainer positions. The SFMTA CAC also recommends the Agency make adoption of policies and systems to decrease trainee washout rates a higher priority. The SFMTA CAC recommends the Agency investigate whether simulator training would be cost-effective, and whether purchasing simulator equipment in conjunction with other regional transit agencies would make sense. The SFMTA CAC recommends that operators receive more hands-on training in boarding and de-boarding disabled passengers, using actual disabled passengers.

On motion to approve Motion 120911.02: Approved

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

9. Presentation, discussion and possible action regarding electronic head sign and public service messages. (John Haley, Director, Transit Services)

Neal Popp, Deputy Director, Bus Maintenance, discussed displaying special message information on vehicles. Mr. Popp stated that broadcasting messages are done through new technology.

Public Comment:

Edward Mason commented on a head sign message that he saw, but did not understand.

10. Presentation, discussion and possible action regarding graffiti at Muni stops. (Neal Popp, Transit Services)

Committee member Ballew discussed graffiti in the Sunset tunnel and stated that the graffiti removal takes a long time to remove and if it could be streamlined. Mr. Ballew believes graffiti should be removed in three days.

Neal Popp stated that in order to go into the trackway or the tunnel, there is a narrow window for

track clearance in order to do maintenance work in Muni tunnels.

Public Comment:

Edward Mason commented on graffiti on Muni property located in the Dolores Park area and inquired if operators are required to report graffiti they see.

Motion 120911.03

The SFMTA CAC that graffiti on Muni tunnels and property be removed within 72 hours of being reported, the same standard applied to private property owners in the City.

On motion to approve Motion 120911.03: Approved

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

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

- Daniel Murphy would like a copy of the private shuttles presentation power point that will be discussed at the September 14 PAG meeting.
- Mark Ballew would like statistics of crime on the 8AX line. Mr. Ballew stated that in the daily operations report, it appears that passengers are robbed of either their iPad or iPhone and then the bus they are on is taken out of service and this happens every one or two days.

Public Comment:

Edward Mason commented that he saw a bus that displayed “Muni at 100” and that bus was out of service.

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

Next regular meeting: Tuesday, November 13, 2012 at 3:00 p.m.

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

ADJORN: The meeting was adjourned at 5:12 p.m.

Respectfully submitted by:

Yvette Torres

SFMTA – CAC Secretary