



SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
CITIZENS' ADVISORY COUNCIL

ADMINISTRATION, OPERATIONS, AND CUSTOMER SERVICE COMMITTEE

MINUTES

Thursday, November 19, 2020

WATCH: (link can be found online at <https://www.sfmta.com/calendar/administration-operations-customer-service-committee-aocsc-regular-meeting-november-19-2020>)

PUBLIC COMMENT CALL-IN: (415) 915-0757 | Conference ID: 511 869 264#

REGULAR MEETING
4 P.M.

COMMITTEE MEMBERS

Aaron Leifer, Chair
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, November 18th, or call (415) 646-2388.

ORDER OF BUSINESS

1. Call to Order

Chair Leifer called the meeting to order at 4:04 p.m.

2. Roll Call

AOCSC members present at Roll Call: Aaron Leifer, Daniel Murphy, Karim Salgado, and Sue Vaughan

AOCSC members absent at Roll Call: John Lisovsky

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

No announcement was made.

4. Approval of Minutes

PUBLIC COMMENT:

David Pilpel pointed out an unnecessary 'and' in the minutes.

On motion to approve the minutes of September 17, 2020:

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

5. Report of the Chair (For discussion only)

No report.

6. Public Comment

Edward Mason asked if it is at the Operators discretion whether they turn on the heat or if there is a policy regarding heat in the vehicles. It is the winter season and all the windows are open. They should be able to put on a little heat to take the chill out. There is a Get Around vehicle with an expired license plate as of February 2020. Mr. Mason called 311 and the vehicle is still there. Maybe the virus is causing a slowdown with enforcing.

David Pilpel suggested that the AOCSC make recommendations on both items on the agenda, as they are quite timely.

REGULAR CALENDAR

7. Presentation, discussion, and possible action regarding the role of fare inspectors during the pandemic. (Kathleen Zierolf, Manager, Proof of Payment (POP). Explanatory documents include a slide presentation.)

This Item was removed at the request of staff.

8. Presentation, discussion, and possible action regarding traffic control during the pandemic. (Shawn McCormick, Director, Parking Enforcement. No explanatory documents.)

Shawn McCormick, Director, Parking Enforcement stated that there are no budgeted positions that have been lost within the Parking Enforcement department, though there are vacancies that were there pre-COVID. There are challenges with staffing, as many employees with children must take time off due to virtual learning. The SFMTA is fortunate to not have had many COVID-19 infections. In general, staffing is stable. Employees that were assigned to traffic control activities for the Chase Center and AT&T Park have been reassigned. Nearly 10,000 sidewalk parking tickets have been issued so far in 2020.

PUBLIC COMMENT:

Edward Mason stated that there was a discussion of hiring additional PCOs in the last budget cycle. He inquired how much revenue loss there has been because of so many restaurants using curb space where parking meters are and PCOs not being able to cite people for expired meters.

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

None.

ADJOURN- The meeting was adjourned at 4:59 p.m.

Submitted by:



Keka Robinson-Luqman
SFMTA CAC – Secretary

Next regular meeting: Thursday, January 21st at 4 p.m. | Online via Microsoft Teams