

# Operations and Customer Service Committee

Tuesday, November 13, 2012, at 3:00 p.m.  
1 South Van Ness Avenue, 6<sup>th</sup> Floor, Candlestick Conference Room

## MINUTES

### 1. Call to Order

Chairman Downey called the meeting to order at 3:02 p.m.

### 2. Roll Call

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

OCSC members absent at Roll Call: None

OCSC members absent: Daniel Murphy

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

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

The CAC Secretary made the announcement.

### 4. Approval of Minutes:

Public Comment:

None

On motion to approve the minutes of May 8, 2012 and July 10, 2012: Approved

Ayes – Ballew and Downey

Nayes – None

Absent – Murphy

- September 11, 2012

Approval of September 11, 2012 minutes is continued to the next meeting.

**Public Comment:**

None

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

None

**6. Public Comment:**

None

**7. Presentation, discussion and possible action regarding special event**

**planning/coordination.** (Lea Militello, Director, Security Investigations and Enforcement)

Lea Militello gave an overview of coordination and planning for special events. Ms. Militello distributed an action plan that was provided for Fleet Week events. Ms. Militello stated that after special events, staff meets and discuss lessons learned.

**Public Comment:**

Edward Mason commented on lessons learned for special events; security breaches at Muni bus yard facilities; and events that rely on heavy transportation needs.

**Motion 121113.01**

The SFMTA CAC recommends that the SFMTA use existing street level platforms to board able-bodied passengers and use the center platform exclusively for people with disabilities for boarding at the end of special events at the ballpark.

On motion to approve Motion 121113.01: Approved

Ayes – Ballew and Downey

Nayes – None

Absent – Daniel Murphy

**Motion 121113.02**

The SFMTA CAC recommends that the Recreation & Park Department collect a transit fee for special-permitted events to defray the cost of providing extra transportation service.

On motion to approve Motion 121113.02: Approved

Ayes – Ballew and Downey

Nayes – None

Absent – Daniel Murphy

**8. Presentation, discussion and possible action regarding service standards.** (Jason Lee, Performance Manager, Technology & Performance, Finance & Information Technology)

Jason Lee gave an overview of information that is gathered for service standards reporting.

**Public Comment:**

None

**9. Presentation, discussion and possible action regarding dogs on Muni.** (John Haley, Director, Transit Services)

John Haley discussed the Operations bulletin that discussed pets and service animals that are allowed on Muni.

**Public Comment:**

None

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

- Joan Downey stated that the sidewalk by the wayside ramp on 2<sup>nd</sup> & Irving Street, which was painted red, had construction work performed by it. After the construction work was completed, that portion of the sidewalk was not re-painted red and cars can park there. Ms. Downey would like to know if that portion of the sidewalk will be re-painted red again.
- Mark Ballew stated that the weekly missed run reports are not being delivered and that the Daily Operations Report on the website has not been updated since February

**Public Comment:**

Edward Mason inquired how Muni is doing on their Centennial events and if outreach is being done.

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

Next regular meeting: Tuesday, January 8, 2013 at 3:00 p.m.

1 South Van Ness Avenue, 6<sup>th</sup> Floor, Candlestick Conference Room #6053

**ADJORN:** The meeting was adjourned at 5:07 p.m.

*Respectfully submitted by:*

*Yvette Torres*

*SFMTA – CAC Secretary*