



**City and County of San Francisco
Municipal Transportation Agency
Citizen's Advisory Council**

OPERATIONS & CUSTOMER SERVICE COMMITTEE

Tuesday, May 13, 2014, 3:00 p.m.
1 South Van Ness Avenue, 6th Floor, Candlestick Conference room

MINUTES

1. Call to Order

Chairman Downey called the meeting to order at 3:09 p.m.

2. Roll Call

OSCS members present at Roll Call: Joan Downey, Mark Ballew
OSCS member absent at Roll Call: Daniel Murphy

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

The Acting CAC Secretary made the announcement.

4. Approval of Minutes:

- January 14, 2014

This item was 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 parking enforcement staffing and policies. (Chris Grabarkiewctz, Deputy Director, Enforcement)

Chris Grabarkiewctz presented the report and discussed an upcoming grant application for \$1.9 million. The funding will be used to pay for additional SFPD service on vehicles. The Enforcement Division has been focusing on the top ten lines for crime and is hiring another 14 PCO's in September 2014.

Daniel Murphy arrived at 3:20 p.m.

SFMTA staff met with Commander Ali and Lieutenant Mahoney to discuss the issue of tour buses and asked SFPD to make enforcement of tour bus violations a priority.

PUBLIC COMMENT:

Edward Mason commented on corporate commuter buses double parking at Clipper and 26th Streets at 7:30 a.m. Nothing is being done by the SFPD. The double parking at crosswalks is dangerous for pedestrians. He inquired who is responsible for ticketing double parked vehicles.

8. Presentation, discussion, and possible action regarding communication alerts. (Paul Rose, Manager, Media Relations)

Paul Rose, Manager, Media Relations provided a report on communication alerts. He advised that there are two customer information officers on duty from 5:00 a.m. until 9:00 p.m. to cover daily service. The officers obtain information from radios, Central Control and from inspectors in real time. They work very closely with Central Control to get the information out as soon as possible. There will be a new radio delivery system installed next year so information within the tunnels will be available.

Media Relations staff also uses twitter which has 21,000 followers and the GovDelivery system which is growing fast and currently has 28,000 profiles/ approximately 7,000 individuals.

PUBLIC COMMENT:

Eric Scott stated that 511 carries transit alerts but inquired as to where they get their information.

Edward Mason stated that the 511 system is valuable and provides timely information.



9. Presentation, discussion, and possible action special event service on Saint Patrick's Day and April 20 and the impact of special events on public transit. (Miguel Espinoza, Superintendent, Special Events)

Miguel Espinoza, Superintendent of Special Events stated that staff had met with SFPD, SFFD and Chris Grabarkiewctz regarding enforcement at this event. PCO's and other staff kept traffic moving. Any time traffic is re-routed off of Market Street, Mission Street is impacted. Staff meets after each event to review lessons learned.

April 20 was an unplanned event in that there were no event organizers but staff did meet with other city agencies in preparation for the large crowds anticipated. Re-routes were scheduled to begin mid-afternoon but SFPD closed Haight Street to Muni traffic sooner than planned due to safety concerns which caused greater delays than expected.

Planned events such as Bay to Breakers (B2B) are much easier to prepare for. B2B has 16 ambassadors at busy intersections and signs are posted in advance.

Joan Downey requested information about which events are "cost recovery."

PUBLIC COMMENT:

Edward Mason stated that the St. Patrick's Day parade had less congestion on Mission Street than the previous year.

10. Committee member requests for information. (For discussion only)

Joan Downey would like to know why there is a deterioration of service on the 10 and 12 lines.

Mark Ballew wants a monthly update on the status of driver training. He would like to know why there is a delay on the E-line.

Dan Murphy inquired about the status of the fare evasion study.

PUBLIC COMMENT:

Edward Mason suggested the topic of fare evasion for the next meeting.

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

Next meeting: Tuesday, July 8, 2014 at 3:00 p.m.

1 South Van Ness Avenue, 6th Floor, Candlestick Conference Room #6052



ADJOURN: The meeting was adjourned at 4:52 p.m.

Caroline Celaya

Respectfully submitted by:

Caroline Celaya

SFMTA – Acting CAC Secretary