



SFMTA
Municipal
Transportation
Agency

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
CITIZENS' ADVISORY COUNCIL**

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

MINUTES

**Tuesday, November 7, 2017
1 South Van Ness Avenue, 7th Floor
Noe Valley Conference Room, #7075**

**SPECIAL MEETING
3:30 P.M.**

**COMMITTEE MEMBERS
Mark Ballew, Chairman
Joan Downey
Daniel Murphy**

**COUNCIL LIAISON
Roberta Boomer**

**COUNCIL SECRETARY
Keka Robinson-Luqman**

ORDER OF BUSINESS

1. Call to Order

Chairman Ballew called the meeting to order at 3:30 p.m.

2. Roll Call

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

OCSC members absent: Daniel Murphy (with notification)

CAC members present: Stephen Cornell

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

CAC Secretary Robinson-Luqman made the announcement.

4. Approval of Minutes

No public comment.

On motion to approve the minutes of September 12, 2017:

ADOPTED: AYES – Mark Ballew and Joan Downey

ABSENT – Daniel Murphy

5. Report of the Chairman (For discussion only)

Chairman Ballew reported that he would call item eight before item seven.

6. Public Comment

Edward Mason provided an update on commuter shuttles operating on three-ton weight restricted streets. SFO Airporter vehicles continue to operate on Cesar Chavez Street between Church and Sanchez streets. Chariot operates on 25th and 26th streets between Church and Sanchez streets. J Church line service has a serious bunching and gapping issue. He encountered three unfolded strollers on a crowded 48 Quintara line bus. The policy regarding unfolded strollers on Muni needs to be evaluated. It's a safety hazard for seniors.

REGULAR CALENDAR

7. Presentation, discussion, and possible action regarding an update on the Muni Service Equity Strategy and the M Ocean View Improvements Project. (Kelley McCoy, Public Information Officer and Adrienne Heim, Public Information Officer. Explanatory documents include a slide presentation.)

Tracey Lin and Kelley McCoy presented the item.

PUBLIC COMMENT:

Jerry Cauthen stated that two years ago, the San Francisco County Transportation Authority (SFCTA) and the SFMTA were talking about something more ambitious. He inquired if this is just the first phase of more or if this is it. He stated that the plan doesn't address the Saint Francis Circle interchange and the Holloway Avenue stop in front of San Francisco State University, which are two problem areas that need to be addressed.

Edward Mason expressed concern that the SFMTA has not invested in rail crossing arms or signal preemption at Saint Francis Circle. Muni is supposed to be "transit first" but when patrons are sitting on the K or M lines, its transit second.

8. Presentation, discussion, and possible action regarding camera data on buses and light rail vehicles. (Kevin Keck, Transit Planner. Explanatory documents include a slide presentation and report evaluation.)

Kevin Keck and Shawn McCormick presented the item.

PUBLIC COMMENT:

Josh Freivogel inquired what the cost of the Transit Only Lane Enforcement (TOLE) program is and how much revenue the SFMTA generates from it on a yearly basis.

Edward Mason expressed support for the TOLE program. He asked if Mission Street is enforceable within the TOLE program. Lolinda Restaurant between 21st and 22nd streets always has private vehicles dropping off in the transit-only lanes. He sees constant obstruction of the lane while riding the 14 Mission line.

9. Presentation, discussion, and possible action regarding update on NextMuni and similar travel info and signage. (Jason Lee, Project Manager, Customer Information System. Explanatory documents include a slide presentation.)

Jason Lee presented the item.

Member Downey left at 5:27 p.m.

Chairman Ballew appointed Stephen Cornell as a pro-tem committee member in order to maintain the quorum.

PUBLIC COMMENT:

Edward Mason inquired if there will be any regional capability within Nextbus. Based on the statistics of the income level of Muni patrons, a day pass should be available to them.

10. Presentation, discussion, and possible action regarding Central Subway wayfinding signage. (Jane Wang, Program Manager, Project Delivery. Explanatory documents include a slide presentation.)

PUBLIC COMMENT:

Edward Mason inquired if the black signs will be backlit. The Valley Transportation Authority (VTA) includes a transit pass as part of the convention fee. The SFMTA should look into doing something similar.

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

Stephen Cornell requested the list of community and faith-based organizations that SFMTA reached out to in regards to the Muni Service Equity Strategy.

Mark Ballew requested to know why there is no signal preemption at Saint Francis Circle.

Mark Ballew asked why the agency decided not to install crossing arms at Eucalyptus in front of Mercy High School.

Mark Ballew requested a presentation on price capping for Muni passes at an FAC meeting.

Public comment:

Edward Mason showed a photo of Get Around service vehicles parked on the sidewalk. He inquired why they are not being cited.

ADJOURN - The meeting was adjourned at 5:56 p.m.

Submitted by:



Keka Robinson-Luqman
SFMTA CAC – Secretary

Next regular meeting: Tuesday, February 13, 2018, at 3:30 p.m.
1 South Van Ness Avenue, 7th Floor, Noe Valley Conference Room #7075

