



SFMTA
Municipal
Transportation
Agency

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

MINUTES

**Tuesday, April 10, 2018
1 South Van Ness Avenue, 7th Floor
Noe Valley Conference Room, #7075**

**REGULAR 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 3:32 p.m.

2. Roll Call

OCSC members present at Roll Call: Joan Downey

OCSC members absent: Mark Ballew and Daniel Murphy (with notification)

CAC members present: Dorris Vincent

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.

This item was continued to the next meeting.

5. Report of the Chairman (For discussion only)

Joan Downey reported that she would chair the meeting in Chairman Mark Ballew's absence. She appointed Dorris Vincent a Pro Tem Committee member in order to establish a quorum.

6. Public Comment

Edward Mason provided an update on the commuter shuttle bus program in Noe Valley. Between December 2014 and January 2018, the SFMTA received 2,100 citizen complaints. There were over 5,000 citations issued during the same period of time. Buses are still operating outside of the 6 a.m. to 10 a.m. time of the white zone on 24th and Church streets. There was some concern regarding new construction at Masonic and Geary streets and the signage for relocated bus stops.

Peter Warfield stated that the signage for changes in routes is often atrocious and insulting to the public. No announcement was made on the bus nor signage anywhere on the 44 Masonic line that the stop he wanted had moved. No bus stop had any indication as to where the missing bus stops had gone nor where the next stop was. The 19 Polk signage has no sensible signage and it was either incomprehensible or wrong. There should be a map instead of just words directing the public to go to an arbitrary location.

REGULAR CALENDAR

7. Presentation, discussion, and possible action regarding the Bayview Hunter's Point Mobility Study and the D10 Mobility Study. (Rachel Hiatt, Principal Planner, SFCTA and Warren Logan, Project Lead, SFCTA. Explanatory documents include a slide presentation and fact sheets.)

Rachel Hiatt, Principal Planner, SFCTA and Warren Logan, Project Lead, SFCTA, presented the item.

PUBLIC COMMENT:

Edward Mason stated that there has to be a limit to on demand transportation. These decisions for traveling don't consider the environment. Society has evolved into needing immediacy in everything. He inquired how Muni can counter the attitude to just "tap the app" and go with a Transportatin Network Companies (TNCs) instead of public transportation.

8. Presentation, discussion, and possible action regarding the Hunter's Point Shipyard. (Sarah Jones, Planning Director, Sustainable Streets. Explanatory documents include a slide presentation, transportation plan, and appendix.)

Frank Markowitz, Planner, Sustainable Streets presented the item.

PUBLIC COMMENT:

Edward Mason inquired if there is any thought of developing a company town to reduce the commute. Facebook is doing something similar. He stated that it bothers him that the responsibility of expansion is never placed on the company. He inquired who's going to pay for the overhead lines of the 24 Divisadero line. He also inquired if corporate commuter buses will be a part of the plan. The Transportation Sustainability Fee is totally inadequate. Demand for projects in San Francisco is in the 10 billion dollar range. Growth is not funding growth.

9. Presentation, discussion, and possible action regarding Public Outreach & Engagement Requirements focus group. (Deanna Desedas, Manager, Public Outreach & Engagement. Explanatory documents include a handout.)

Deanna Desedas, Manager, Public Outreach & Engagement presented the item.

PUBLIC COMMENT:

Edward Mason expressed appreciation to Ms. Desedas for her efforts. He stated that the Santa Clara Valley Transportation Agency put their display boards around the room and then they go through the presentation. Questions from the attendees generate more questions. After the collective overall community meetings, the SFMTA should go back to the boards. People that may not have spoken up, would then have an avenue to get their voice heard. The three part meeting seems to be an effective way to do it so that every person gets their voice heard in one form or another.

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

Joan Downey requested the actual numbers from the graph for RFI #180201.03.

Joan Downey asked what Muni is doing to improve temporary stop signage and will maps be considered on the signs. She also asked who is responsible for taking the signs down once the temporary stops are no longer in use.

ADJOURN- The meeting was adjourned at 5:41 p.m.

Submitted by:



Keka Robinson-Luqman
SFMTA CAC – Secretary

Next regular meeting: Tuesday, June 12th at 3:30 p.m.
1 South Van Ness Avenue, 7th Floor, Noe Valley Conference Room #7075