



**SFMTA**  
Municipal  
Transportation  
Agency

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

NOTICE OF MEETING AND CALENDAR

Tuesday, November 12, 2013  
1 South Van Ness Avenue, 6<sup>th</sup> Floor  
Candlestick Conference Room, #6053

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mark Ballew  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

## ORDER OF BUSINESS

1. Call to Order 3:00
2. Roll Call 3:01
3. Announcement of prohibition of sound producing devices during the meeting. 3:02
4. Approval of Minutes 3:03
  - June 11, 2013
  - September 10, 2013
5. Report of the Chairman (For discussion only) 3:06
6. Public Comment 3:10

Members of the public may address the Operations and Customer Service Committee on matters that are within the OCSC's jurisdiction and are not on today's calendar.

## REGULAR CALENDAR

7. Presentation, discussion and possible action regarding the processing of information to NextBus display signs. (Jeffrey Flynn, Acting Operations Planning & Scheduling Manager, Transit Services) 3:15
8. Presentation, discussion and possible action regarding Passenger Service Reports (PSRs). (Mary Travis-Allen, Senior Operations Manager of Transit Management, Transit Services) 3:40
9. Presentation, discussion and possible action regarding plan to double-berth LRVs in the metro. (John Haley, Director, Transit Services) 4:00

(This item was continued from the last meeting)
10. Presentation, discussion and possible action regarding cable car service. (John Haley, Director, Transit Services) 4:20
11. Presentation, discussion and possible action regarding the homeless in Muni stations. (John Haley, Director, Transit Services) 4:35
12. Committee Members' requests for information. (For discussion only) 4:50
13. Schedule upcoming calendar items. (For discussion only) 4:55

Next regular meeting: Tuesday, January 14, 2014 at 3 p.m.  
1 South Van Ness Avenue, 6<sup>th</sup> Floor, Conference Room #6053

14. ADJOURN

5:00

Accessible meeting policy – One South Van Ness Avenue



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