



SFMTA
Municipal
Transportation
Agency

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

MINUTES

**Tuesday, February 9, 2016
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**

ORDER OF BUSINESS

1. Call to Order

Chairman Ballew called the meeting to order at 3:41 p.m.

2. Roll Call

OCSC members present at Roll Call: Mark Ballew

OCSC members absent: Joan Downey (without notification)

OCSC members absent at Roll: Daniel Murphy

SFMTA CAC members not on this committee also present: Steve Taber

Chairman Ballew appointed Steve Taber to serve as a "Pro Tem" committee member

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

The acting CAC Secretary made the announcement.

4. Approval of Minutes

No public comment.

- November 10, 2015

This item was continued to the next meeting.

5. Report of the Chairman (For discussion only)

None

6. Public Comment

None

REGULAR CALENDAR

7. Presentation, discussion and possible action regarding the Muni Customer Satisfaction Survey. (Candace Sue, Director, Communications)

Candace Sue discussed the findings in the Muni Customer Satisfaction Survey. The survey was conducted via telephone and only included current adult residents who have used Muni in the past six months. Interviews were done in English, Spanish and Cantonese. Overall satisfaction is good at 54% and trending upwards.

Member Murphy arrived at 3:50 p.m.

Frequent riders are less satisfied than once a week riders. The aspects of Muni that survey respondents would most like to see improved are more frequent service, cleanliness, overcrowding and better on time performance.

The less frequent Muni users visit our website most. Only 51% understand the responsibilities of the SFMTA. Over 70% said that most passengers are considerate of one another.

No public comment.

Motion 160209.01

The SFMTA CAC recommends that the SFMTA create a survey of people who don't ride Muni to be done at the same time as the Muni customer satisfaction survey.

On motion to approve:

ADOPTED: AYES – Mark Ballew, Daniel Murphy, and Steve Taber
ABSENT – Joan Downey

8. Presentation, discussion and possible action regarding the following motion:

The SFMTA CAC urges that, in the future, proposals for temporary street closures for major events, especially for private parties such as the SuperBowl150, be subjected to greater scrutiny and necessitate approval by the SFMTA Board of Directors and other policy making bodies and in particular, such event should be subject to environmental review. (Meryl Klein, Program Manager, Temporary Street Closures)

Meryl Klein, Program Manager, Temporary Street Closures, discussed the evaluation process for street closure which includes the policy making body of the Interdepartmental Staff Committee on Traffic and Transportation (ISCOTT). Each ISCOTT agenda item is reviewed by planning and has specific California Environmental Quality Act (CEQA) language. Temporary street closures are considered categorically exempt.

Motion 160209.02

The SFMTA CAC urges that, in the future, proposals for temporary street closures for major events over 72 hours, especially for private parties such as the SuperBowl150, be subjected to greater scrutiny and necessitate approval by the SFMTA Board of Directors and other policy making bodies and in particular, such events should be subject to more thorough environmental review. The SFMTA CAC urges that the SFMTA be involved in the siting of major events to minimize disruption of Muni service.

On motion to approve:

ADOPTED: AYES – Mark Ballew, Steve Taber, and Daniel Murphy
ABSENT – Joan Downey

9. Presentation, discussion and possible action regarding the 20 year Capital Plan and the weighting/rating application used for projects and how the SFMTA evaluates quality of life, the efficient movement of goods and the economic health of businesses when the agency plans a project. (Darton Ito, Manager, Planning)

Darton Ito discussed the role of the 20 year Capital Plan, the weighting and evaluations process, and the development for the timeline of the next Capital Plan update. The basis of prioritizing comes from the strategic plan and it is updated every two years. The Capital Plan purpose, methodology and plan application were reviewed.

The 2017 Capital Plan update schedule was presented. Subject matter experts rated the projects and completed the process last fall. Staff will make a presentation at the Engineering, Maintenance and Safety Committee in May and to the full Citizens' Advisory Council in July. The next Capital Plan update will be first of next year.

No public comment.

Motion 160209.03

The SFMTA CAC recommends that the SFMTA Capital Plan prioritization criteria give a substantially greater weight to reduction in travel time, and that travel time be measured as total passenger travel time and not as vehicle speed.

On motion to approve:

ADOPTED: AYES – Mark Ballew, Daniel Murphy and Steve Taber
ABSENT – Downey

10. Presentation, discussion and possible action regarding the 2015 Travel Decision Study. (Darton Ito, Manager, Planning)

Darton Ito discussed the 2015 Travel Decision Study. The Strategic Plan objective is to maintain 50% private auto trips and non-private auto trips for all travel. A telephone survey was conducted and considered all trips taken, not just work commutes. Key findings of the survey concluded that the goal of 50% of all trips made by private autos continues to be met.

The 2016 Survey timeline anticipates contract negotiation in May, conducting the survey in late summer and compiling the results by the end of 2016.

No public comment.

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


Mark Ballew requested staff discuss Geary Bus Rapid Transit and Rail Capacity at a future meeting. The Engineering, Maintenance and Safety Committee may be more appropriate.

Steve Taber would like to know how many people were called for the survey but said they didn't ride Muni and therefore couldn't participate in the survey.

Next regular meeting: Tuesday, April 12, 2016 at 3:30 p.m.
1 South Van Ness Avenue, 7th Floor, Noe Valley Conference Room #7075

ADJOURN- The meeting was adjourned at 5:36 p.m.

Submitted by:


Caroline Celaya
SFMTA CAC Acting Secretary

