



SFMTA
Municipal
Transportation
Agency

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

MINUTES

**Tuesday, April 12, 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**

**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: Mark Ballew and Joan Downey

OCSC members absent: Daniel Murphy (with notification)

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

CAC Council Liaison Boomer made the announcement.

4. Approval of Minutes

No public comment.

On motion to approve the minutes of November 10, 2015 and February 9, 2016:

ADOPTED: AYES – Mark Ballew and Joan Downey

ABSENT – Daniel Murphy

5. Report of the Chairman (For discussion only)

No report.

6. Public Comment

Edward Mason commented on the corporate commuter bus program. He stated that in one hour at 24th and Church Streets, there are at least two or three instances where the 48 Quintara gets entangled. He stated that there seems to be gaps of management.

David Pilpel stated that the CAC should recommend a better process for taking and processing Commuter Shuttle Bus Program complaints. He stated that appropriate staff should present to the OCSC or the CAC on program changes and how they address complaints.

REGULAR CALENDAR

7. Presentation, discussion and possible action regarding the posting of temporary No-Parking signs. (Gretchen Rude, Manager, SFMTA Temporary Sign Shop. Explanatory documents include a slide presentation.)

Gretchen Rude reported on the SFMTA Temporary Sign Program. The program has been around a little over three years. San Francisco Department of Public Works, the San Francisco Film Commission, and the SFMTA are all responsible for issuing temporary no-parking

signage. Super bowl 50 was the largest event that they ever handled, with 4,500 signs posted over the course of three weeks. Ms. Rude reviewed posting and removal policies.

PUBLIC COMMENT:

David Pilpel inquired if the regulations and permit fees for temporary no parking signage is available online. He also inquired about the coordination there is on policies and procedures. There seems to be variations in practices.

8. Presentation, discussion and possible action regarding current public outreach efforts. (Deanna Desedas, Manager, Public Outreach & Engagement. Explanatory documents include a slide presentation.)

Lulu Feliciano, Outreach Manager, provided an overview of the Balboa Park Station Area and Plaza Improvements project, the Mission Bay Loop project, and the Twin Peaks Tunnel project.

Cristina Padilla, Public Information Officer, provided an update on the Balboa Park Station Area and Plaza Improvements Project. The improvements will include Geneva Avenue sidewalk widening, median island expansion and landscaping, red transit-only lanes, curb ramp upgrades, pedestrian lighting, trolley poll relocation, and flashing beacons at the I-280 off-ramp to warn drivers of pedestrian crossing. Construction on this project began February 29th and is expected to continue until October 2016.

PUBLIC COMMENT:

Edward Mason stated that the rubber inlays on curb ramps are slippery in the rain. He also stated that they peel up.

Adrienne Heim, Public Information Officer, presented an update on the Mission Bay Loop project. The project will include a new sidewalk, new pavement, completing 600 feet of track, new lighting, new overhead lines, sewer improvements, and adding traffic signals at 18th, 19th, and Illinois Streets. There was a temporary stay because residents wanted a full Environmental Impact Report, but the stay has been lifted. Construction should begin in June and continue for about eight months.

PUBLIC COMMENT:

David Pilpel stated that although the temporary stay was lifted, the case is still in the Court of Appeals. The SFMTA is proceeding with the Mission Bay Loop Project at risk of a reversal. He also inquired as to where the historic line trains or light rail vehicles would layover if they were to use the loop and what the traffic impact would be.

Kelley McCoy, Public Information Officer, presented an update on the Twin Peaks Tunnel Project. This is a major maintenance project for the Muni Metro to keep it in a good working order. The project will include the replacement of all track between West Portal and Castro stations, seismic upgrades to the Eureka Valley station, three new crossovers, and repairs and

inspections to the tunnel walls and ceiling. Construction will start in late August and will continue through the fall of 2017.

PUBLIC COMMENT:

Edward Mason stated that operators who are driving off route should have a map in addition to the turn directions so they don't get confused. He stated that the SFMTA needs to make sure that line changes posted online due to construction is in alignment with what is actually happening. He inquired if there will be a crossover software upgrade.

David Pilpel stated that it would be useful to have rail service and not just a bus substitution during construction on the M Ocean View Line during the weekends to St. Francis Circle in order to avoid confusion. He stated that capital projects going to the SFMTA Board should include information about the impact to passengers in the calendar item.

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

Joan Downey requested information on the impact of the Commuter Shuttle Bus Program on the 48 Quintara schedule.

Joan Downey requested information about who made the decision on temporary parking signs and what the decision was based on.

Joan Downey requested to know if the SFMTA is looking into an alternative to the current curb ramp design.

Joan Downey requested to know if the Automatic Train Control System will be upgraded to reflect the new crossovers, what will it cost, and what is the timing.

Joan Downey asked if the historic street cars will be able to run on the new Mission Loop track and if so, where would they layover and what would the traffic impact would be.

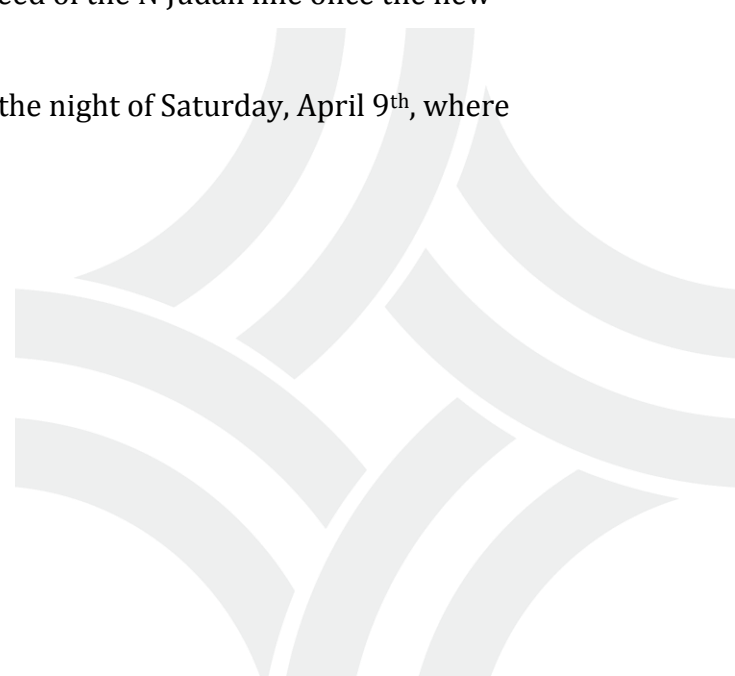
Mark Ballew asked if staff has reached out to PG&E in regards to the Mission Bay Loop project.

Joan Downey requested information regarding the speed of the N Judah line once the new track in the Sunset Tunnel have been installed.

Joan Downey requested the details of the incident on the night of Saturday, April 9th, where there was a vehicle in the Sunset Tunnel.

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

Submitted by:





Keka Robinson-Luqman
SFMTA CAC – Secretary

Next regular meeting: Tuesday, June 14, 2016 at 3:30 p.m.
1 South Van Ness Avenue, 7th Floor, Noe Valley Conference Room #7075

