



SFMTA
Municipal
Transportation
Agency

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

MINUTES

**Tuesday, January 10, 2017
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 3:39 p.m.

2. Roll Call

OCSC members present at Roll Call: Mark Ballew and Daniel Murphy

OCSC members absent: Joan Downey (without notification)

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 October 11, 2016:

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

ABSENT – Joan Downey

5. Report of the Chairman (For discussion only)

Chairman Ballew reported that he will not be at the March CAC meeting, as he will be out of town, but this should not affect his attendance at the next OCSC meeting.

6. Public Comment

Edward Mason provided an update on commuter shuttle bus violations. Muni patrons continue to board in the streets due to Muni bus stops being occupied by commuter shuttle buses.

Written 150-Word Public Testimony by Edward Mason for Minutes of SFMTA Operations & Customer Service Committee Regular Meeting January 10, 2017: Agenda Item 6, Public Comment:

MTA CAC-OCSC Tu Jan. 16, 2017. E. Mason. SFO 609 and 610 continue to operate without California license plates or blue placards since December 2016. Bauer 17314 California License 5374041 displays Gilead decal and operates in designated stops without a blue placard. Lux 296 California License 23504U1 was observed November 21 and 29, cited November 28, 2016 and observed Jan 9, 2017 lacking a blue placard while occupying designate stop zones. Muni patrons continue to board in the street at commuter bus occupied designated bus stops.

REGULAR CALENDAR

7. Presentation, discussion, and possible action regarding FAC Motion 160309.10 (Julie Kirschbaum, Deputy Director of Operations Support. No explanatory documents.)

To help address the FY17 and FY18 budget shortfall, the SFMTA CAC recommends that the SFMTA eliminate the 83x line.

Julie Kirschbaum stated that the 83x line is an underutilized, peak-period-only service. The 83x line only has about 15 people at its most crowded. SFMTA Staff agrees that the line should be eliminated. It is a major service change, so the SFMTA will be doing outreach to let riders and businesses know that the route will be eliminated. Before it is eliminated, the line will have a Title IX analysis and will go to the SFMTA Board for approval. If there is no public opposition, the route will be eliminated in the spring.

OCSC Motion 170110.01

To help address the FY17 and FY18 budget shortfall, the SFMTA CAC recommends that the SFMTA eliminate the 83x line.

On motion to approve:

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

8. Presentation, discussion, and possible action regarding customer operations and system safety. (Lisa Walton, Chief Technology Officer, and Chris Grabarkiewctz, Director of Security, Investigations, & Enforcement. No explanatory documents.)

Chris Grabarkiewctz stated that after the virus incident in November, the SFMTA reached out to Homeland Security as well as the FBI cyber-crimes unit. The investigation is ongoing. There are currently five FBI agents investigating the incident. The SFMTA was not hacked and did not lose any kind of financial information. They stopped collecting fares in the subway as a precaution, but no critical systems were affected. All SFMTA operations were in place and frontline staff was able to continue to perform their duties.

Lisa Walton stated that the incident was due to Employee error and laptops and employee workstations were the hardest hit. Although the type of ransomware used spreads quickly, the SFMTA segments their network and has different layers of protection. The fare machines are an entirely separate network. The SFMTA closed them down because they didn't want to risk the virus capturing any customer information. Cash boxes on Muni vehicles and Clipper were working fine.

PUBLIC COMMENT:

Edward Mason stated that Nextbus signs right now simply say that they don't work. The SFMTA needs to put a preamble that says system upgrades are causing the discrepancies. He reported that while standing on the Civic Center station platform, there is a suspension sign for the exit that blocks the new Muni sign. The signs are not operational yet but he wanted to point that out. He stated that he hopes that there is no consequence of any future malware getting into the automatic train control system.

9. Presentation, discussion, and possible action regarding current public outreach efforts. (Lulu Feliciano, Public Outreach and Engagement. Explanatory documents include slide presentations.)

Sean Cronin, Public Relations Assistant for the Van Ness improvement project, presented an update on the project.

Adrienne Heim, Public Information Officer for the Mission Bay Loop project, presented an update on the project.

PUBLIC COMMENT:

Edward Mason inquired if the SFMTA had any lessons learned from the Valley Transportation Authority BRT project where the contractor defaulted. They used coupons in the VTA quarterly notification encouraging the patrons to utilize the businesses that were directly impacted by it. He also inquired how business deliveries will be impacted.

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

None.

ADJOURN- The meeting was adjourned at 5:23 p.m.

Submitted by:



Keka Robinson-Luqman
SFMTA CAC – Secretary

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