



SFMTA
Municipal
Transportation
Agency

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

MINUTES

**Tuesday, July 11, 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 3:32 p.m

2. Roll Call

OCSC members present at Roll Call: Mark Ballew and Joan Downey

OCSC members absent at Roll Call: Daniel Murphy

CAC members present: Dorris Vincent and Sue Vaughn

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

CAC Acting Secretary Celaya made the announcement.

4. Approval of Minutes

No public comment.

- On motion to approve the minutes of May 9, 2017:

ADOPTED: AYES – Mark Ballew, Joan Downey,

ABSENT – Murphy

5. Report of the Chairman (For discussion only)

Chairman Ballew announced that Item 9 would be presented first then items 7 and 8.

6. Public Comment

Edward Mason discussed commuter shuttle violations including operating without a blue permit sticker and without California license plates, idling, stopping in Muni bus zones, parking in meter spaces without paying meter. A disabled patron was denied wheelchair boarding because the red zone was occupied by a commuter bus. The 15 minute wait for the next bus is unacceptable. He is working with SFMTA staff to correct some of these issues but questioned where SFMTA enforcement is. With Facebook, Apple and Google expanding and hiring additional employees there will be a significant impact on the streets.

REGULAR CALENDAR

7. Presentation, discussion and possible action regarding current public outreach efforts. (Kelley McCoy, Public Relations Officer and Jay Lu, Public Relations Officer. Explanatory documents include slide presentation.)

Jay Lu discussed the public outreach efforts for the Inner Sunset Streetscape Improvement Project including presentations at community groups, workshops, surveys, neighborhood

walks and participation in street fairs. Staff worked with the community on their suggestions such as installing street-scaping where parking is removed. Open house took place in June with a large turnout and will continue communicating with public through various channels.

Cathal Hennessey, Project Manager, discussed the proposed changes to the area including widening sidewalks, installing transit bulbs and new boarding islands.

PUBLIC COMMENT:

Edward Mason stated that tree maintenance will be an issue when the tree roots cause buckling of the sidewalks. He questioned if the first train of a three car train would stop at the platform. He inquired if there would be cameras to show the operator the third car. Heavy fog could be an issue for driver visibility.

8. Presentation, discussion and possible action regarding regulation of private transit vehicles. (Alex Jonlin, Transportation Planner. Explanatory documents include slide presentation.)

Alex Jonlin discussed the goals of the program which include addressing resident complaints, accessibility, and the impact on public transit. The proposal reinstates local regulations, permitting, and compliance. Key permit conditions include stops and routes that complement Muni service, licensing and insurance, vehicle regulations, driver training, and accessibility.

CAC member Sue Vaughn asked how the SFMTA will enforce the regulations including wheelchair accessibility and driver training requirements. She suggested the SFMTA obtain as much information as possible from the private transit companies.

PUBLIC COMMENT:

Edward Mason stated that staging would be a problem like it is in Noe Valley. Also double parking, idling, blocking crosswalks, using red zone and two yellow zones and operating on weight restricted streets. At the SFMTA Policy and Governance Committee meeting, Chariot had users comment that they save them time. He inquired why the SFMTA was grandfathering in the current routes. Chariot should have asked first.

OCSC Motion 170711.02

The SFMTA CAC recommends that the SFMTA hire staff for effective enforcement of regulation of new areas of agency jurisdiction, such as private transit vehicles.

On motion to approve:

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

9. Presentation, discussion and possible action regarding inequalities in transit fare evasion citation distribution. (Chris Grabarkiewctz, Chief Security Officer and Kathleen Zierolf, Manager, Proof of Payment. No explanatory documents.)

Chris Grabarkiewctz discussed the Proof of Payment (POP) unit and the process of assigning locations for officers. Bus lines with high crime incidents have a greater POP officer presence. POP officers use public transit to get to each line and they are required to start their shifts from OSVN. This is why these lines have greater number of citations. We have some strategies by partnering with SFPD to check for fare compliance. Agency absolutely supports Mayors position. This is a sanctuary city and we promote and protect that concept. No data that there is higher committing of crimes of undocumented immigrants.

3:55pm Member Murphy arrived.

Public Comment:

Edward Mason discussed his experience with receiving a Proof of Payment citation and the protest process. The issue was a broken fare box and this situation needs to be addressed with the new fare boxes.

OCSC Motion 170711.01

The SFMTA CAC recommends that the SFMTA increase the number of POP inspectors, as the current number is inadequate to the size and scope of the Muni system, both to prevent fare evasion and to provide additional visibility for the safety and security of passengers and employees.

On motion to approve:

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

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

Sue Vaughn asked for copies of all SFMTA staff meeting minutes with Chariot.

ADJOURN- The meeting was adjourned at 6:00 p.m.

Submitted by:

Caroline Celaya

Caroline Celaya
SFMTA CAC – Acting Secretary

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

