



**City and County of San Francisco
Municipal Transportation Agency
Citizen's Advisory Council**

OPERATIONS & CUSTOMER SERVICE COMMITTEE
Tuesday, September 9, 2014, 3:00 p.m.
1 South Van Ness Avenue, 6th Floor, Candlestick Conference room

MINUTES

1. Call to Order

Chairman Downey called the meeting to order at 3:03 p.m.

2. Roll Call

OSCS members present at Roll Call: Joan Downey

OSCS members absent at Roll Call: Dan Murphy

OSCS members absent: Mark Ballew

Chairman Downey appointed Roland Wong to serve as Pro Tem

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

The Acting CAC Secretary made the announcement.

4. Approval of Minutes:

- May 13, 2014

PUBLIC COMMENT:

None

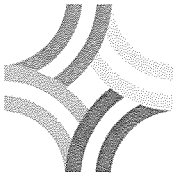
On motion to approve (with clerical correction):

Ayes – Downey, Murphy and Wong

Nayes - none

Absent – Ballew





5. Report of the Chairman (For discussion only)

None

6. Public Comment:

None

7. Presentation, discussion and possible action regarding the hiring process for transit operators and maintenance employees. (Derek Kim Operations Manager, Human Resources)

Dan Murphy arrived at 3:07pm

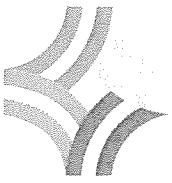
Derek Kim provided information on the Transit Operators requirements and statistics. As of March 2014, there were 2,389 applicants with 800 of them taking the test and 680 on the eligible list. The orientation process can take up to 12 weeks. There have been ten training classes in 2014 with a total class size of 270. The number of trainees hired is estimated to be 262 with a graduation rate of 209.

Currently there are 2185 full time operators and the upcoming classes will add 160 more. There is a new requirement that all city employees must clear a background check. There are various reasons for failing the medical test including having a high body mass index. Most applicants are turned away for poor driving records.

There are 678 permanent civil service maintenance employees. There are 53 new positions expected by January 2015. We have an 88% fill rate and 72 vacancies are in the process of being filled. There is an increased number of examinations both completed and in progress. Fifteen class based examinations were completed in 2014. The exams are given about once a year.

PUBLIC COMMENT:

Edward Mason asked if the SFMTA maintained statistics on the average age of the workforce in order to project eligibility for retirement. He also asked if the SFMTA had statistics on what caused the reduction from 2300 applicants to only 800 taking the exam. He inquired about the type of questions on the test for operators and if there is a personality test. He asked if the SFMTA partnered with trade schools.



8. Presentation, discussion and possible action regarding operator training. (Kenneth Anderson, Manager, Training & Instruction)

Kenneth Anderson, Manager, Training & Instruction, stated that the City Controller's office conducted an audit on operator training. A steering committee was formed to work on the issues identified in the audit.

We have one instructor per three students for driver training. The audit recommended that we increase the number of students per instructor to four. Class size would be increased to 56 with 45 expected to graduate. We need 48-50 rail operators. Temporary-exempt employees have been brought in to provide training.

One of the main issues with training on rail lines is not having enough equipment. Most light rail vehicles need to be in service to meet the service demand. Equipment is released for training every four weeks. The new plan is to start a class every six weeks, move everyone to training with cars that are not on the line and give the trainee basic training. Trainees then receive advance line training with rail operators.

Training on coaches has improved. We just started classes of 40 and are ready to hold classes every four weeks. We are looking for a permanent training ground which may take a few years to find.

PUBLIC COMMENT:

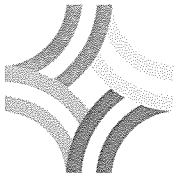
Edward Mason asked if operators who become trainers received training and if there is a mentorship program in place for new operators.

9. Presentation, discussion and possible action regarding fare evasion. (Chris Grabarkiewctz, Manager)

Chris Grabarkiewctz, Director, Security, Investigations and Enforcement stated that the fare evasion study (last done in 2009) was concluded in May. The analysis is complete and staff is in the review process. Our 2009 citation rate of 9% dropped to around 8%. We've increased the number of fare inspectors to 55 and another seven are funded.

We are in partnership with SFPD and utilizing the Surge Program. We are assuming that the 1% decline in citations is largely due to SFPD. When they issue a ticket, a warrant can be put out whereas that's not the case with fare inspectors. This is not the intention with the Surge Program. We've advised SFPD to focus on crime then fare inspector can focus on fare evasion.

We've seen misuse of discount clipper cards and are looking for solutions.



The deployment of fare inspectors was based on police districts but now we rotate based on bus lines and place inspectors at high evasion locations.

Motion 140909.1:

The SFMTA CAC recommends that the SFMTA work with the Metropolitan Transportation Commission to produce Clipper cards of a different color for passes issued under the Free Muni for Youth program, and that if it's not possible to produce such cards, that the SFMTA issue the cards with a sticker indicating they are youth cards, so that adult household members don't inadvertently use them, and so that when adults are caught using such cards, they cannot claim that they didn't know they were using a youth card unlawfully.

On motion to approve 140909.1:

Ayes: Downey, Murphy and Wong

Absent: Ballew

Approved

PUBLIC COMMENT:

Edward Mason shared his experience with a fare box that was not working. He received a citation and had an administrative hearing. He had to go through a lengthy process to get the citation dismissed.

10. Committee member requests for information. (For discussion only)

Daniel Murphy asked for a copy of the fare evasion report and for the number of Free Muni for Youth Program cards that have been confiscated.

Joan Downey asked for Carli Paine's contact information to send a picture of a Google bus that was illegally parked at Carl Street.

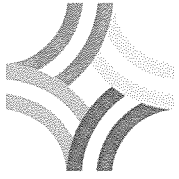
PUBLIC COMMENT:

Edward Mason asked for an update on the new revision to the Clipper Card. The Metropolitan Transportation Commission is developing a regional payment process and the system with Cubic is going away in about three years.


11. Schedule upcoming calendar items. (For discussion only)

Next meeting: Tuesday, November 11, 2014 at 3:00 p.m.

1 South Van Ness Avenue, 6th Floor, Candlestick Conference Room #6053



ADJOURN: The meeting was adjourned at 5:32 p.m.

Respectfully submitted by: 
Caroline Celaya
SFMTA – Acting CAC Secretary