



SFMTA
Municipal
Transportation
Agency

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

MINUTES

Tuesday, May 12, 2015

1 South Van Ness Avenue, 7th Floor,
Potrero Hill Conference Room #7040

REGULAR MEETING
3:00 P.M.

COMMITTEE MEMBERS
Mark Ballew, Chairman
Joan Downey
Daniel Murphy

COUNCIL LIAISON
Roberta Boomer

COUNCIL SECRETARY
Yvette Torres

1. Call to Order

Chairman Ballew called the meeting to order at 3:06 p.m.

2. Roll Call

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

OCSC members absent at Roll Call: None

OCSC members absent: Daniel Murphy

SFMTA CAC members not on this committee, but also present: Steve Ferrario, Roland Wong, and Frank Zepeda

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

The CAC Secretary made the announcement.

4. Approval of Minutes:

On motion to approve the minutes of January 13, 2015 and March 10, 2015:

ADOPTED: AYES – Mark Ballew and Joan Downey

NAYES – None

ABSENT – Daniel Murphy

5. Report of the Chairman (For discussion only)

Chairman Ballew thanked Joan Downey for her commitment in serving as Chairman for the OCSC. Chairman Ballew also commented on the accident involving a young child that happened earlier in the day.

6. Public Comment

Edward Mason commented on pigeon droppings at the West Portal station.

Regular Calendar

7. Presentation, discussion and possible action regarding Passenger Service Reports. (Travis Fox, Chief Information Officer)

Travis Fox provided an overview of the Passenger Service Reports (PSRs), including how information is collected and categorized; efforts to improve how they are handled; and improving customer follow-up.

Public Comment:

Edward Mason commented on the process when he called 311 to report on commuter shuttle bus congestion.

8. Presentation, discussion and possible action regarding Cable Car performance. (Ed Cobean, Senior Operations Manager, Cable Car Division)

Ed Cobean discussed monitoring of cable car service; cable car headways and turnarounds at cable car terminals; bus substitution and signage when a cable car line is down; and improvements to cable car service.

Chairman Ballew suggested that Mr. Cobean return in six months to provide an update on cable car service improvements.

Public Comment:

Edward Mason commented on what the tourists see when they ride on a cable car.

9. Presentation, discussion and possible action regarding the placement of ADA ramps. (Annette Williams, Manager, Accessible Services)

Annette Williams discussed the design and installation of an ADA ramp at 5th and Irving Street and future ADA ramp installations.

No public comment:

Motion 150512.01

The SFMTA CAC recommends that the Capital Projects and Construction staff spend engineering time to address the challenges of the Muni key stops at 9th and Judah (inbound) so that historic streetcars can pass and improve wheelchair access on the ramp.

On motion to approve:

ADOPTED: AYES – Mark Ballew and Joan Downey
NAYES – None
ABSENT – Daniel Murphy

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

Joan Downey would like to know what the SFMTA is doing about the pigeon droppings at the West Portal station.

Mark Ballew would like a report on the not-outs for the 30-day period between April 24 and May 31 after the recent increase in service.

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

Next special meeting: Tuesday, August 11, 2015 at 3:30 p.m.
1 South Van Ness Avenue, 7th Floor, Potrero Hill Conference Room #7040

ADJOURN - The meeting was adjourned at 5:00 p.m.

Submitted by:



Yvette Torres
SFMTA CAC – Secretary