

Operations and Customer Service Committee March 13, 2012, Minutes

City and County of San Francisco Municipal Transportation Agency Citizens' Advisory Council

Operations and Customer Service Committee

**Tuesday, March 13, 2012, at 3:00 p.m.
1 South Van Ness Avenue, Room 3075
San Francisco, California**

MINUTES

1. Call to Order

Chairman Downey called the meeting to order at 3:19 p.m.

- **Roll Call**

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

OCSC members absent at Roll Call: Daniel Murphy

OCSC members absent:

SFMTA CAC members not on this committee, but also present: None

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

The CAC Secretary made the announcement.

4. Approval of Minutes:

Public Comment:

Edward Mason stated that his comment in the November 8, 2011 under item #8 be reworded to read, “Edward Mason stated service animals signage on Muni was clearly posted over a decade ago. The published timetable booklets explained all regulations and fare instruments.

On motion to approve the minutes of November 8, 2011 and January 10, 2012: Approve as amended

Ayes – Ballew, Burns, Downey, and Murphy

Nayes – None

Absent - None

5. Report of the chairman (For discussion only):

None

6. Public Comment:

None

7. Presentation, discussion and possible action regarding the daily operations report. (John Haley, Director, Transit Services Division)

John Haley discussed the status of the daily operations report and stated that staff who was in charge of processing the report has taken a leave of absence. In the interim, staff replacement is welcoming feedback to information contained in improving the daily operations report, including adding missed runs. Mr. Haley stated he would obtain the council member’s email for distribution of the daily operations report.

Chairman Downed stated that the daily operations report used to arrive in the morning of each day, but are now being sent in the afternoon. Committee member Ballew stated he is not receiving any report.

Public Comment:

Edward Mason commented that years ago, after a Carnival event, did Muni conduct a “lessons learned” afterwards. Mr. Mason stated he attended following year meetings and inquired about benefits or lessons learned from previous years, such as putting the 14 Mission bus line on Guerrero Street to speed up service.

8. Presentation, discussion and possible action regarding UCSF’s traffic management plan. (Jerry Robbins, Transportation Planning Manager, Sustainable Streets)

Jerry Robbins discussed UCSF's traffic management plans and discussion with UCSF staff. UCSF has a conceptual idea to widen the northern sidewalk to 15 feet which would take away parking on both sides of Parnassus Street. Mr. Robbins stated that UCSF does not have funding for this and they need to work closely with the SFMTA and other City agencies to make sure their plan is feasible.

Public Comment:

None

9. Presentation, discussion and possible action regarding sidewalk parking. (Joy Houlihan, Deputy Director, Enforcement Division, Safety, Training, Security & Enforcement)

Joy Houlihan discussed sidewalk parking issues and stated that staff has stepped up on enforcement. Ms. Houlihan stated that six Parking Control Officers were hired since December.

Public Comment:

xEdward Mason commented that he attended a land use meeting and comments were made by residents who got aced out of their parking on the street and then received tickets for parking in their driveway.

10. Presentation, discussion and possible action regarding RPP temporary passes. (Diana Hammons, Senior Manager, Revenue Collection & Sales, Finance & Information Technology)

Diana Hammons discussed the Residential Parking Program (RPP) and stated that staff is working on a prototype of pre-purchasing RPP passes. Ms. Hammons stated that staff is working on an amendment to the transportation code to set requirements for the new parking pass program.

Public Comment:

Aaron Bialick inquired if the price for regular RPP regulated by State law.

(Ms. Hammons responded affirmative to a cost recovery fee and that the fees were set years ago. Ms. Hammons stated temporary RPPs are good for short term visitors and/or last minute guests.)

11. Presentation, discussion and possible action regarding the No Parking temporary signs. (Steve Lee, Manager of Financial Contracts & Services, Finance & Information Technology)

Steve Lee discussed the policy of the S.F.P.D. issuing temporary "No Parking" signs which cost \$160. Mr. Lee stated that staff is currently in negotiations to transition to a private company issuing the signs rather than the SFPD. Mr. Lee stated the new provider will allow for staff to create a database to keep track of all sign postings.

Public Comment:

Edward Mason commented on the tree trimming the City used to provide through the Department of Public Works and who will be financially responsible for trimming trees on homeowners' property. Mr. Mason stated that the City is renegeing on the care of City trees by dumping the cost to property owners.

12. Committee members' requests for information. (For discussion only)

- Mark Ballew would like a copy of the training guide for fare inspectors.
- Mark Ballew would like a follow-up on audio records, audio and video recorders, and the Clipper tap machines on buses.

Public Comment:

Edward Mason inquired from staff what to tell customers on boarding vehicles and where the Clipper card readers are, when all door boarding begins.

13. Schedule upcoming Meeting and Agenda Items. (For discussion only)

Next regular meeting: Tuesday, May 8, 2012 at 3:00 p.m.
1 South Van Ness Avenue, 3rd Floor (Conference Room 3075)

ADJORN: The meeting was adjourned at 5:03 p.m.

Respectfully submitted by:
Yvette Torres
SFMTA – CAC Secretary