

Operations and Customer Service Committee July 10, 2012, Minutes

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

Operations and Customer Service Committee

**Tuesday, July 10, 2012, at 3:00 p.m.
1 South Van Ness Avenue, 6th Floor, Candlestick Conference Room
San Francisco, California**

MINUTES

1. Call to Order

Chairman Downey called the meeting to order at 3:02 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

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

The CAC Secretary made the announcement.

4. Approval of Minutes:

Chairman Downey continued approval of the May 8, 2012 minutes to the next meeting.

Public Comment:

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)

John Haley discussed the daily operations report and improvements that will be made to the report. Mr. Haley discussed staffing situations that will be made to improve quality control of the reports. Mr. Haley also discussed the shortage in operators that affect service daily.

Motion 120710.01

The SFMTA CAC recommends offering an abbreviated commercial bus driver's training program to get additional rail service drivers faster.

On motion to approve Motion 120710.01: Approved

Ayes – Ballew and Downey

Nayes – None

Absent – Murphy

Public Comment:

David Pilpel commented on the daily operations report.

8. Presentation, discussion and possible action regarding dogs on Muni. (John Haley, Director, Transit Services)

This item was continued to the next meeting.

Public Comment:

None

9. Presentation, discussion and possible action regarding planning and outreach for special event services. (John Haley, Director, Transit Services and Deanna Desedas, Marketing Manager, Administration, Safety & Training)

Janis Yuen, Community Relations Manager, discussed outreach planning to customers for special service events. Ms. Yuen stated that communications staff meets weekly with Transit Operations to plan ahead for special events. Staff puts out alert information in English, Spanish and free language assistance in various other languages. Ms. Yuen stated that staff puts out twitters and tweets to provide real-time changes that occur during special events.

Public Comment:

Edward Mason commented that he does not tweet or use social media, but Santa Clara Valley uses it in their signage and all of their vehicles are wi-fi equipped. Mr. Mason recommended that the SFMTA see what they are doing.

Motion 120710.02

The SFMTA CAC recommends that Muni needs to be especially sensitive when construction projects take place overnight. Notices for all affected addresses need to get out early enough so that residents can make plans to be away. Notices need to be email, on doorsteps, on the web, and applicable social media.

On motion to approve Motion 120710.02: Approved

Ayes – Ballew and Downey

Nayes – None

Absent – Murphy

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

- Mark Ballew would like to know which department is in charge of the bus marquees. He would like to know the process for requirements for signs and who decides what message to be displayed.

Public Comment:

Edward Mason commented that he saw a bus that displayed “Muni at 100” and that bus was out of service.

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

Next regular meeting: Tuesday, September 11, 2012 at 3:00 p.m.
1 South Van Ness Avenue, 6th Floor, Candlestick Conference Room #6053

ADJORN: The meeting was adjourned at 5:07 p.m.

Respectfully submitted by:

Yvette Torres

SFMTA – CAC Secretary