



**SFMTA**  
Municipal  
Transportation  
Agency

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

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF MEETING AND CALENDAR**

**Tuesday, February 9, 2016  
1 South Van Ness Avenue, 7<sup>th</sup> 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**

## ORDER OF BUSINESS

1. Call to Order
2. Roll Call
3. Announcement of prohibition of sound producing devices during the meeting.
4. Approval of Minutes
  - November 10, 2015
5. Report of the Chairman (For discussion only)
6. Public Comment

Members of the public may address the Operations and Customer Service Committee on matters that are within the OCSC's jurisdiction and are not on today's calendar.

## REGULAR CALENDAR

7. Presentation, discussion and possible action regarding the Muni Customer Satisfaction Survey. (Candace Sue, Director, Communications)
8. Presentation, discussion and possible action regarding the following motion:

The SFMTA CAC urges that, in the future, proposals for temporary street closures for major events, especially for private parties such as the SuperBowl50, be subjected to greater scrutiny and necessitate approval by the SFMTA Board of Directors and other policy making bodies and in particular, such event should be subject to environmental review. (Meryl Klein, Program Manager, Temporary Street Closures)
9. Presentation, discussion and possible action regarding the 20 year Capital Plan and the weighting/rating application used for projects and how the SFMTA evaluates quality of life, the efficient movement of goods and the economic health of businesses when the agency plans a project. (Darton Ito, Manager, Planning)
10. Presentation, discussion and possible action regarding the 2015 Travel Decision Study. (Darton Ito, Manager, Planning)
11. Committee Members' request for information. (For discussion only)

## ADJOURN

Next regular meeting: Tuesday, April 12, 2015 at 3:30 p.m.  
1 South Van Ness Avenue, 7<sup>th</sup> Floor, Noe Valley Conference Room #7075



## ACCESSIBLE MEETING POLICY

The SFMTA's Citizens' Advisory Council Operations and Customer Service Committee will meet in the Noe Valley Conference Room at One South Van Ness Ave. 7<sup>th</sup> Floor, San Francisco, CA The closest accessible BART station is the Civic Center Station at United Nations Plaza and Market Street. Accessible MUNI lines serving this location are: Muni Metro Lines J-Church, K-Ingleside, L-Taraval, M-Ocean View, N-Judah and T-Third at Van Ness and Civic Center Stations; F-Market; 47-Van Ness; 49-Mission-Van Ness; 6-Parnassus, 21-Hayes; 9-San Bruno; and 71-Haight Noriega. For information about MUNI accessible services call 701.4485.

The meeting room is wheelchair accessible. There is accessible parking available within the Civic Center Underground Parking Garage at the corner of McAllister and Polk Streets, and within the Performing Arts Parking Garage at Grove and Franklin Streets.

To obtain a disability-related accommodation, including auxiliary aids or services, or to obtain meeting materials in alternative format, please contact Roberta Boomer at 415.701.4505. Providing at least 72 hours notice will help to ensure availability. Written reports or background materials for calendar items are available for public inspection and copying at 1 South Van Ness Ave. 7<sup>th</sup> Floor during regular business hours and are available on-line at [www.sfmta.com/cac](http://www.sfmta.com/cac). Public comment will be taken on each item before or during consideration of the item.

To assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City to accommodate these individuals.

The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chairman may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

## KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact Administrator, by mail to Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco CA 94102.4689; by phone at 415 554.7724; by fax at 415 554.7854; or by email at [sotf@sfgov.org](mailto:sotf@sfgov.org).

Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library and on the City's website at <http://www.sfgov.org>.

## LANGUAGE ASSISTANCE



**311 Free language assistance** / 免費語言協助 / Ayuda gratuita con el idioma / Бесплатная помощь переводчиков / Trợ giúp Thông dịch Miễn phí / Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 / ทว“มช่วยเหลือท“งก“ษ“โดยไมศ“ค่าใช้จ่ย / Libreng tulong para sa wikang Tagalog