



SFMTA
Municipal
Transportation
Agency

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

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

NOTICE OF MEETING AND CALENDAR

**Tuesday, February 13, 2018
1 South Van Ness Avenue, 7th 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**

**COUNCIL SECRETARY
Keka Robinson-Luqman**

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 7, 2017
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 Etiquette Campaign. (Kristin Smith, Marketing Manager. Explanatory Documents include a slide presentation.)
8. Committee Members' request for information. (For discussion only)

ADJOURN

Next regular meeting: Tuesday, April 10th at 3:30 p.m.
1 South Van Ness Avenue, 7th 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. 7th 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 Keka Robinson-Luqman at 415.646.2388. 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. 7th Floor during regular business hours and are available on-line at 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 sof@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“งภ“ษ“โดยไมเส“ข่ำใช้จ่ำย / Libreng tulong para sa wikang Tagalog