

PUBLIC TRANSPORTATION COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

RESOLUTION No. 98 - 039

WHEREAS, the Public Transportation Commission is committed to improving information services provided to MUNI customers; and

WHEREAS, increasing the staffing levels and hours of operation of both the Telephone Information Center and the Passenger Services Unit will increase the availability of information services provided to MUNI customers, allow riders and other citizens to more easily report complaints and commendations, and allow staff to respond to and resolve complaints in a more timely manner; and

WHEREAS, the Communications Section has determined that the addition of nine positions will significantly increase the information services provided over the current level; and

WHEREAS, PTC Budget staff have estimated the cost of this service increase for two months in FY98 to be \$72,439; and

WHEREAS, A supplemental appropriation is necessary to appropriate funding from any available General Fund reserves; now, THEREFORE, BE IT

RESOLVED, That this Commission hereby approves a supplemental appropriation request in the amount of \$72,439 from any legally available funds for the purposes of hiring nine additional positions and related fringes, premium pay, and holiday pay in order to extend the hours of operation of both MUNI's Telephone Information Center and Passenger Services Unit effective May 1998.

I hereby certify that the Public Transportation Commission adopted the foregoing resolution at its meeting of APR 14 1998.



Secretary, Public Transportation Commission