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January 11, 2019

Roger Clugston  
Deputy Director  
Safety and Enforcement Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

Subject: CPUC Citation # RTSB 1807001

Dear Mr. Clugston:

We are in receipt of CPUC Citation # RTSB 1807001, in which the CPUC cited the SFMTA for violating provisions of General Order (GO) 172. We accept this citation as we continue to move decisively in addressing these GO 172 violations by implementing several corrective actions to address this issue.

As SFMTA received notice of these violations, we took appropriate disciplinary actions, communicated to CPUC staff regarding our actions, and implemented systematic corrective actions to curb Personal Electronic Device (PED) violations.

SFMTA has developed the following corrective actions to address the PED violations:

- Re-issued SFMTA's PED Zero Tolerance Policy (General Notice 2019-GN-002) which explicitly states discipline.
- Instituted a PED Action Plan that included an outreach campaign throughout the summer and fall of 2018 reminding operators of our PED Policy; and to answer possible questions and provide clarifications on SFMTA's PED Policy and GO 172.
- Implemented targeted PED Blitzes reiterating SFMTA's PED Policy with flyers reminding operators that their PED must be turned off, out of sight, out of reach, and off their body.
- Installed additional PED signage within the Yards and Terminals reminding staff of not to use PEDs in track zones.
- Upgraded removable sticker PED warnings in rail cabs to non-removable riveted metal PED warnings.
- Briefed rail maintenance personnel during shift safety meetings on the use of PEDs.
- Commenced the regular issuance of the Rule of the Week, which frequently references SFMTA's PED Zero Tolerance Policy as the "Rule of the Week" while continually mentioning PED's as part of "our Focus on the Five Campaign."
- Instituting a dedicated exam regarding PEDs and GO 172 to Operators as part of Rail Training Program.



Please find enclosed the Citation Compliance Agreement related to Citation RTSB 1807001 along with the \$120,000 penalty payment.

Sincerely,

A handwritten signature in black ink, appearing to read 'Edward Reiskin'.

Edward Reiskin  
Director of Transportation

cc: Melvyn Henry, Director of System Safety  
Julie Kirschbaum, Acting Director of Transit  
Susan Cleveland-Knowles, Deputy City Attorney  
Stephanie Stuart, Deputy City Attorney