

## San Francisco Transit Effectiveness Project (SFTEP)

### SUMMARY

SFTEP Citizen Advisory Committee June 22, 2006 Meeting  
One South Van Ness Avenue, 3rd Floor, Room 3074

Following is a summary of the first meeting of the SFTEP Citizen Advisory Committee (CAC). The CAC is one of three advisory bodies established to provide stakeholder input and review during development of the Transit Effectiveness Project (TEP). The CAC will be meeting throughout the project. This first meeting helped to kick off the “visioning” phase – an early step to broadly define big picture goals before developing proposed service changes.

### PARTICIPANTS

<p><i>CAC Members and Alternates</i> Steve Boland, Rescue Muni (Alt) Becky Evans, Sierra Club Bert Hill, SF Bicycle Advisory Committee (Alternate) Sarah Karlinsky, SPUR (Alt) Helen Kwan, Pedestrian Safety Advisory Committee (Alt) Lauralee Markus, Chamber of Commerce (Alt) Kim Martinson, Downtown Transportation Management Association Casey Mills, Coalition for Transit Justice Daniel Murphy, Chair, MTA Citizen Advisory Council Bruce Oka, MTA Accessibility Advisory Committee</p>	<p><i>CAC Continued</i> Bob Planthold, Senior Action Network Tom Radulovich, Livable City Norman Rolfe, San Francisco Tomorrow Howard Strassner, Pedestrian Safety Advisory Committee Jordanna Thigpen, Small Business Commission</p> <p><i>Public</i> Roger Bazeley, SF PTA John Lowell, Walk SF &amp; Senior Action Network Emily Drennan, Walk San Francisco David Pilpel, Sierra Club</p>	<p><i>MTA</i> Bill Lieberman Peter Straus Peter Albert</p> <p><i>Controller's Office</i> Sally Allen</p> <p><i>TEP Consultant Team</i> Russ Chisholm, TMD Bonnie Nelson, Nelson Nygaard Jay Primus, Nelson Nygaard Ben Strumwasser, CirclePoint Julie Ortiz, CirclePoint</p>
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### OVERVIEW

Approximately 16 CAC members, including alternates, several members of the public, and representatives from MTA, the Controller’s Office, and the TEP consultant team attended the two-hour meeting.

Ben Strumwasser with the TEP consultant team served as facilitator and reviewed the format for meetings and the CAC’s role as an advisory body, explaining that ultimate approval of any proposed plan rests with the MTA Board and possibly the Board of Supervisors. The group agreed with his recommendation to seek consensus where possible and avoid more formal voting. He also emphasized that all viewpoints will be documented.

MTA Planning Director Bill Lieberman provided some opening remarks, noting how the TEP represents a unique opportunity to step back and re-think how Muni provides service. The study will look at travel patterns citywide and compare these with the existing transit network to see where more service is needed or duplication exists. Peter Straus, MTA Planning, provided an overview of the purpose and need for the TEP, what the study includes, who is involved, and the anticipated schedule. He

indicated the project will look at how Muni provides service as much as what service includes. Bonnie Nelson reviewed the TEP briefing book provided CAC members as a resource. The book includes data on Muni's performance and travel patterns, data from other transit operations for comparison purposes, summaries of recent interviews with stakeholders, and text from Proposition E. (See [www.sftepc.com](http://www.sftepc.com) /Available Documents for the overview presentation and briefing book).

CAC members were then asked to summarize their organization's interest in the project (see Key Points section, starting on page 3 of this summary). A number of people requested the TEP take a "curb to curb" approach and address traffic and parking policy, as well as pedestrian, bicycle, paratransit, and land use issues. MTA responded that while the TEP is primarily a study of fixed route transit services, these items will be addressed to the extent they affect Muni's service. The Controller's Office added that transit service planning is the highest priority through Measure C, and assessing all of MTA's operations, including parking and traffic would be too large to effectively handle at one time.

Other key points by CAC representatives and members of the public included the need for budget sustainability, participation of unions and operations management in the planning process, diverse rider input, and specific targets for speed and reliability. Several people asked that the study consider the impact/relationship other related projects have on Muni service.

Following are more details. Please note this is summary and not a verbatim transcript.

### QUESTIONS/RESPONSES

How are unions participating in this process? Why aren't they here?

A: Representatives from unions were among those interviewed as part of early stakeholder interviews and are on the Policy Advisory Group. They have been and will continue to be very involved in the TEP.

Parking and traffic side of MTA's operations need to be addressed. If not now, when? A: The most urgent need is to fix Muni, which is a huge task. Tackling all of this now wouldn't be productive, so we are phasing the work. For example, we have already begun efforts to prepare a pedestrian master plan and bicycle master plan. We also have Transit Preferential treatments that are most directly related.

Why doesn't the briefing book include data comparing Muni's reliability with other agencies? A: No standards exist nationally on how reliability data is reported and what is considered on time varies considerably.

Is data available comparing Muni to European cities? A: Data is not collected the same way in Europe, so we can't compare with U.S. data.

## KEY POINTS FROM CAC MEMBERS

SPUR notes the TEP should focus on transit service, while also considering other modes since Muni doesn't operate in a vacuum. The TEP should address the budget deficit and provide a target for speed as a means to attract more riders. Increase revenues without fare hikes.

The Bicycle Advisory Committee is interested in improving intermodal connections such as bicycles on Light Rail Vehicles (LRV).

The Chamber of Commerce is concerned about the potential downtown congestion fee and projects such as closure of JFK Drive would have on businesses without an excellent transit system in place.

The Sierra Club agrees parking and traffic have a major impact on Muni and should be addressed. The club supports a downtown congestion fee, high speed rail, Transbay Terminal connections, and Bus Rapid Transit (BRT).

Rescue Muni notes that speed is critical. Muni appears to compare well with other transit agencies except for speed. Way finding also needs to be improved to make the system more comprehensible to riders. Look at specific measures such as smaller buses, community circulators, short runs on the 38 Line that turn back at Van Ness, and loop circulators in the Tenderloin.

San Francisco Tomorrow highlights the importance of regional transit coordination and connectivity. Expanding Caltrain ridership and connections downtown is critical, as well as better coordination and scheduling within Muni. Also need to better connect transportation and land use planning to foster transit oriented development and address issues like the parking needs of new residential units south of Market Street. Providing parking worsens congestion.

The MTA Accessibility Advisory Committee notes that for people with disabilities and wheelchairs, Muni is better than any transit system in the nation. The main concern among the disabled community is on time service.

The Coalition for Transit Justice is concerned about potential fare hikes and service cuts and their disproportionate impact on low income riders. Muni's deficit is critical, too, and MTA should boldly seek new revenue sources. Mode share should increase for pedestrian, bicycle and transit.

MTA's Citizens Advisory Council notes budget sustainability should be a major focus of the TEP. Service reliability, speed, and attraction and retention of more riders who have cars and others choices are critical. Unlike cities where only the poor ride the bus, riders here with multiple mode choices carry political weight, which in turns generates support for more revenue. Also need to address the connection between Muni service and traffic and parking policy.

Liveable City promotes enhanced public service and parking reform to reduce congestion, “complete streets” designed for all users, and completion of pedestrian, bicycle, and streetscape master plans, car-free living, green streets, linear parks, greenway networks, BRT, and consideration of the environmental justice impacts of traffic on major thoroughfares.

The Pedestrian Safety Advisory Committee notes that any evaluation of Muni should also address pedestrian safety. Increased parking taxes and special surtaxes for peak hours should be used to combat congestion.

## PUBLIC COMMENT

Transit trips start and end with pedestrian experiences and Muni has not paid sufficient attention to this. Reducing pedestrian deaths and injuries should be a top priority, as well as transit accessibility and usability.

Need more diversity, neighborhood, and rider representation on the CAC, as well as broad outreach to these communities.

Pedestrian safety is a major issue.

Need to improve reliability to attract more riders. Also need to improve marketing and customer relations, or other measures won't work. How people perceive waiting time is psychological and depends on the quality of customer service.

Need to validate rider data. Test operating strategies through trials over the next few years.

Involve mid level operations management in TEP, given they historically are disconnected with public policy and planning side of things.

Pursue bold ideas through the TEP and consider measures such as extending the cable line to Japan Town, closing Flynn Division at night for operator savings.

Improve Muni's succession planning to prepare for retirement of key staff that will occur over the next 5 to 7 years.

## ACTION ITEMS

- TEP team to brief the CAC on planned public participation and market research activities at the next meeting
- TEP team to provide a glossary of technical terms such as “headway”
- CAC to choose second delegate for Policy Advisory Group at next meeting

## NEXT MEETING

- Thursday, July 20, 2006, 5 to 7 pm at One South Van Ness, 3<sup>rd</sup> Floor Conference Room #3074