

## San Francisco Transit Effectiveness Project (SFTEP)

### SUMMARY

#### SFTEP Citizen Advisory Committee (CAC) Meeting

Thursday, November 9, 2006

One South Van Ness, Room 3074 (3<sup>rd</sup> Floor)

Following is a summary of the fifth meeting of the SFTEP Citizen Advisory Committee (CAC) for the Transit Effectiveness Project (TEP). It included an update on activities in progress, the December public open houses, and market and service assessment maps. There was also a presentation on the draft service management review and an update on the early action candidates and process. Questions and comments (C) throughout the presentation are captured below, as well as responses (R) from TEP staff. The meeting concluded with an opportunity for public comment.

#### PARTICIPANTS

CAC Members/Alternates	Public	Project Team
Bert Hill, Bicycle Advisory Committee	Nora Zappas, SFSU Student	<u>MTA</u>
Bob Planthold, Senior Action Network	Grace Franco, SFSU Student	William Lieberman
Daniel Murphy, MTA Citizen Advisory Committee	April Smith, SFSU Student	Paul Bignardi
David Pilpel, Sierra Club	Lana Russell-Hurd, SFSU Student	Peter Straus
Howard Strassner, Pedestrian Safety Advisory Committee	Virginia Balogh-Rosenthal	<u>Controller's Office</u>
Joan Downey, MTA Citizen Advisory Committee		Sally Allen
Jordanna Thigpen, Small Business Commission		Liz Garcia
Norman Rolfe, SF Tomorrow		<u>TEP Consultant Team</u>
Sarah Karlinsky, SPUR		Russ Chisholm
Steve Boland, Rescue Muni		Ryan Potts
Steve Ferrario, MTA Citizen Advisory Committee		Jay Primus
Tom Radulovich, Livable City		Julie Ortiz
		Julia Salinas

#### I. **ACTIVITIES IN PROGRESS**

MTA staff provided the following update on TEP activities in progress:

- The TEP committee visioning process is complete. MTA Board's strategic planning process will be considering the TEP vision process and outcome. The draft vision will be shared at the December public open houses.
- Telephone surveying as part of market research is complete and analysis of results is underway.
- As part of service ridership analysis, the automatic passenger counters are currently collecting data, which will continue through January, ( not during holidays).

- As part of service analysis, TMD is briefing operational staff on the TEP.
- The early action plan is in progress

## II. DECEMBER PUBLIC OPEN HOUSES

A first round of open houses to provide people the opportunity to learn about the TEP, preliminary data findings, and to give input are scheduled for Dec 9, 11, 12. Subsequent rounds will be held next year to share and solicit input on more detailed findings and the draft plan. The December open houses are being noticed through a variety of methods: self-mailers, notices and car cards on Muni vehicles, email notices, newspaper ads, website announcement, and press releases. Notification materials are in English, Cantonese, and Spanish.

**C:** How will people know if there is appropriate translation?

**R:** There is a phone number people can call to make the arrangements (provided on all meeting announcements). Spanish and Chinese speaking team members will be at the open houses.

**C:** Many people on the committee are interested in integrating environmental sustainability into the TEP, such as the UIPT benchmark and ISO 1401 process. This interest has been raised but is not being reflected by the project team.

**R:** Please send this information to the team.

**C:** Specific ideas and examples of what could happen out of the TEP should be presented at the public meetings, not only general information. It can be emphasized that they are just examples and not what the TEP will necessarily do. People want to see provocative ideas to make it worthwhile to attend.

**C:** How do the public workshops and community organization meetings relate? Do you get public input at the community organization meetings as well, or only the public meeting?

**R:** The community organization contacts us to give a presentation to their membership. We get their input at the end of the presentation during Q&A; however we are often given little time to do this since we are one item on the organization's agenda. Input provided at community briefing sessions is equally as valuable as the input provided at the public open houses.

**C:** Will the next round of public meetings be at the same locations?

**R:** We do not know at this time.

## III. MARKET AND SERVICE ASSESSMENT MAPS

TMD staff presented a series of maps compiled from several data sources, including the U.S. Census, the San Francisco County Travel Demand

Forecasting Model, and the On-board Survey of Muni Riders, to provide a pictorial overview of where people travel within the City using public transit. The following maps were presented:

**Q:** Are you looking at land use issues and trip generation? Need to make accommodations for future land use issues. It would be interesting to put this together with origin/destination data.

**R:** Yes, we are speaking with various people about land use changes. We hope to provide more specifics at subsequent CAC meetings.

#### **IV. DRAFT SERVICE MANAGEMENT REVIEW**

TMD staff gave a presentation on the draft service management review, conducted by interviewing key Muni service management to identify issues affecting daily operations and service. The service management process is broken into four key stages.

**1. Division Pull-Outs:** Operator and vehicle availability shortfalls prevent full pull-out of daily service

**C:** What are the figures for operator availability? **R:** We only have preliminary data at this time.

**C:** Will recommendations on vehicle availability be made? **R:** Yes.

**C:** Is mechanic availability looked at? **R:** Yes.

**2. Terminal Departures and Line Operations:** Vehicle reliability and missing service affecting daily service operation and principal reasons for non-attainment of Prop E goals

**C:** Are door failures tracked? How do labor rules impact terminal departure?

**C:** Are there statistics on how many late arrivals are due to wheelchair users? Bus drivers sometimes claim they are late due to wheelchair users.

**R:** Door-open times can be tracked to see where long stops are made.

**3. Incident response and service recovery:** MTA/Muni staff largely focused on addressing the impacts of the missing service

**4. Infrastructure Support:** MTA/Muni infrastructure shortcomings affect ability to manage service operations

**C:** Providing laptops in inspector trucks would be beneficial.

**C:** To address switchback problems, is pavement degrading being considered?

**R:** No. We are not identifying solutions until we finish identifying the problems.

## V. UPDATE ON EARLY ACTION CANDIDATES AND PROCESS

TMD provided an update on the process to determine early action items. Candidate improvements will be determined in early 2007.

**C:** Can the CAC get a list of the primary and secondary action items before the December open houses occur?

**C:** Will early action items involve enforcement by the Department of Parking and Traffic? **R:** Yes, enforcement is an issue.

**C:** Will re-spacing of bus stops be an early action item?

**R:** Probably not because we want to focus more on global changes instead of give one area preference. Instead we will make this a recommendation. Also, we want early action items that are non-controversial and have widespread support.

**C:** To what extent are early action items just a matter of increasing resources toward certain things, such as the Mayor's 1-California program?

**R:** Early action items, as well as the 1-California program, is about improving existing techniques to create a model that can be applied to other transit lines.

## VI. COMMUNICATION ITEMS

**C:** The difference between PWG and PAG needs to be clarified for people. The document that explains this should be referenced.

**C:** Can you put the PowerPoint presentation on the website?

**C:** Can you add a link to the Supervisor's meeting on the website?

**C:** Who can CAC members contact to see technical results from studies?

**C:** It would help to have an organization chart showing everyone and their roles and responsibilities. We don't necessarily know who to contact about different issues. **R:** Call the number advertised on the website or the Controller's office. We will put you in touch with the right person.

**C:** Can the CAC get a report on staffing at the next meeting since there will be a lot of staffing changes in April due to Third Street, etc.?

## VII. PUBLIC COMMENT

**C:** Muni is not family friendly by not allowing strollers on buses. Other countries are stroller-friendly. Muni should see babies as potential future riders. Also,

many parents don't take Muni and instead drive their kids to school out of concern that Muni isn't safe for children. **R:** Operators ask parents to close strollers on board, because they could otherwise tip and become dangerous. As part of the TEP, we are coordinating with the City's Department of Children, Youth and Their Families and the Youth Commission to help address issues such as the ones you've raised and others important to this population. Representatives from the Youth Commission also serve on the CAC.

**C:** Please make available to the CAC the Youth Empowerment Project's presentation to the MTA CAC and its survey results on how youth experience riding Muni. **R:** We will post this on the website.

**C:** One area for process improvement should be within the maintenance organization, such as when a supervisor starts his/her shift and manually writes up what cars are out of service, which is very time consuming. Does the TEP get down to that level of detail? At one point an ISO process had been in the budget and was removed. It has now been 8 years since this discussion about how to get down to that level of detail to streamline business processes across all the divisions, implement new technology, and get information electronically. **R:** The TEP is the first step in moving forward towards this level of improvement, however this is more detail than what it will cover. The TE, however, will support changes that affect this level of detail.

**C:** As a rider, I do not have sufficient bus information, such as arrival times. NextBus is not always accurate. The Muni website has notifications on it that are 6 months old. How is the public supposed to develop confidence in Muni if it operates like a black box? **R:** The TEP hopes to change this and regain the confidence of the public.

## **VIII. NEXT MEETING**

The next CAC meeting is tentatively scheduled for the second Thursday in January 2007. The group will receive confirmation of this date in advance.