



# DRAFT MINUTES

## CITIZENS ADVISORY COMMITTEE

Wednesday, May 23, 2018

### 1. Committee Meeting Call to Order

Chair Larson called the meeting to order at 6:01 p.m.

CAC members present: Myla Ablog, Kian Alavi, Hala Hijazi, Becky Hogue, John Larson, Peter Tannen, Chris Waddling and Shannon Wells-Mongiovi (8)

CAC Members Absent: Brian Larkin, Peter Sachs and Hala Hijazi (entered during item 2) (3)

Transportation Authority staff members present were Tilly Chang, Amber Crabbe, Cynthia Fong, Maria Lombardo, Mike Pickford, Paige Miller, Alberto Quintanilla, Steve Rehn, Aprile Smith and Mike Tan.

### 2. Chair's Report – INFORMATION

Chair Larson reported that the CAC received a 3-minute online survey that would be used to inform the Prop K 5-Year Prioritization Program or 5YPP update. He said the survey could be accessed through the home page of the Transportation Authority's website and that the survey would close on June 1, 2018. He polled the CAC to see if they would be interested in an early June CAC meeting to provide input on the 5YPP project lists before project sponsors turn in draft lists to the Transportation Authority for review. He said Alberto Quintanilla, Clerk of the Board, would circulate a sign-up sheet to see if there was interest in hosting an additional meeting. He announced that a survey would be sent to the CAC asking for ideas and topics of interest to cover at the July CAC meeting. He said the July CAC meeting would provide an opportunity to agendaize topics that had not yet been presented this year since it precedes Board recess.

There was no public comment.

### Consent Agenda

3. **Approve the Minutes of the April 25, 2018 Meeting – ACTION**
4. **Execute Contract Renewals and Options for Various Annual Professional Services in an Amount Not to Exceed \$385,933 – ACTION**
5. **Adopt a Motion of Support Authorizing the Executive Director to Increase the Funding Agreement with the Metropolitan Transportation Commission (MTC) by \$150,000, to a Total Amount Not to Exceed \$200,000, for Transportation Network Company Data Collection – ACTION**
6. **Citizens Advisory Committee Appointment – INFORMATION**
7. **State and Federal Legislation Update – INFORMATION**

Shannon Wells-Mongiovi noted a grammatical error in the April CAC minutes and requested that the typo be amended.

There was no public comment on the Consent Agenda.

Becky Hogue moved to approve the Consent Agenda, seconded by Kian Alavi.

The Consent Agenda was approved by the following vote:

Ayes: CAC Members Ablog, Alavi, Hijazi, Hogue, Larson, Tannen, Waddling and Wells-Mongioli (8)

Absent: CAC Members Larkin and Sachs (2)

### **End of Consent Agenda**

#### **8. Update on the San Francisco Municipal Transportation Agency's (SFMTA) Muni Metro Operational and Performance Issues – INFORMATION**

Ed Reiskin, Director of Transportation of the San Francisco Municipal Transportation Agency (SFMTA) and John Haley, Director of Transit for the SFMTA, presented the item.

Chair Larson said the CAC received an update on Muni Metro operational and performance issues about a year ago and were told that a change in supervisor authority would enable more dynamic rerouting of trains, but that was not happening routinely. He asked what authority train operators had to respond to performance challenges and if the change in supervisor authority was working.

Director Reiskin said that the SFMTA had been focused on improvements to the rail service and there were various dimensions to the service which including operator availability, vehicle reliability and infrastructure or state of good repair issues. He said the good news was there were lots of new vehicles coming into service, but the bad news is a lot of older vehicles will remain in service while the fleet turns over, and the older vehicles cause the reliability issues. He said there were infrastructure issues that impacted performance and that the SFMTA was working to get the system into a state of good repair. He said the Twin Peaks project would address a big part of the infrastructure issues. He said the rerailing of a main railyard was also responsible for system wide performance issues over the past year, but that work is now done.

Director Haley said the presentation given to the CAC was done by the former SFMTA Chief Transportation Officer and discussed the concept of dynamic supervision. He said since the presentation, the SFMTA had gone through a series of trainings and retraining to improve trouble shooting and anticipation of future delays. He said an emphasis had been placed on cross qualifying supervisors (e.g. for bus and rail) and training them to proactively tend to operational and performance issues. He said the SFMTA was in the final stages of moving to a modern radio communications systems and consolidating all the relevant central control and communications systems in the new transportation management center. Mr. Haley said the new integrated system would give the SFMTA more tools to manage service. He said the California Public Utilities Commission (CPUC) had certified the next batch of new light rail vehicles (LRVs) and that SFMTA anticipated being able to run two-car trains starting June 5, 2018. He said there were currently 20 vehicles that were ready for service and that the SFMTA was continuing to resolve issues with individual trains to ensure that they properly integrated with the system once in full service and that this was standard procedure with new vehicles. He said there was an emphasis on training staff on how to leverage technology and that the SFMTA was continuing to work with Siemens to improve any LRV engineering and operating issues.

Peter Tannen asked if supervisors had authority to change the route of trains to avoid causing service gaps.

Director Haley replied in the affirmative and said there was constant communications between staff in the field and the control center. He said the SFMTA was emphasizing training supervisors

to exercise initiative but understood that it was a common complaint about the system.

Shannon Wells-Mongiovi asked how long drivers were required to stay at Muni once they had received driver training.

Director Reiskin said there was no requirement and drivers were free to resign their position at any time. He said civil service rules did not allow a requirement to keep someone in a job. He said during training around 20% - 30% of bus driver trainees did not make it through the process. He said retention of transit operators was generally high once they completed and passed the training.

Director Haley said that at various times – e.g. during a process called general sign-up, operators could put in a transfer such as to drive a new type of Muni vehicle. He said that operators did at times change their mind during training and could return to their old positions without penalty.

Chris Waddling asked about the operation of the T Third Street line and noted that it had been in revenue service for the past 11 years. Still, he said the perception in District 11 was that the 15 Third Street bus route was a better option and that Board of Supervisor candidates for District 11 had expressed outrage over turn backs and operation of the T Third Street line. He asked what the SFMTA had done to change perception of the T Third Street line if, in fact, the service was actually better now than it had been in the past.

Director Reiskin said there were several steps the SFMTA had taken to address issues since he had joined the SFMTA. He said one issue was the signaling system not being properly maintained and not providing the signal priority that was designed into the T Third Street line. He said the SFMTA had been systematically working on 3<sup>rd</sup> Street and The Embarcadero to optimize signal priority for transit and shave off time. He said the ideal goal was to have the trains stop only to allow passengers to board or disembark. He said other issues included vehicle reliability, operator availability and the perception that trains heading to Muni Metro East and going out of service, which stopped serving passengers at 23<sup>rd</sup> Street, were instead trains meant to service Sunnydale. He said service had been improving but further work was needed to change negative perceptions. He said that there would be two-car trains and an increase in service starting summer 2018.

Director Haley said the biggest complaint was the travel time. He said in response to community input, the SFMTA had changed its service plans from a focus on service to/from the ballpark to one that prioritized community/neighborhood service on game days. He noted that all five lines go through one subway system and that any issue in the subway could cause system wide delays and that announcements and signage were key to keep riders informed.

Myla Ablog said she was a daily rider of the 38 Geary bus line and noted how crowded the bus line was, observing that she often had to let several buses pass by before she could board. She asked as new coaches came online if there would be more relief for lines that were currently over crowded.

Director Reiskin said service was increased by 10 percent during the past 2-3 years, aided by additional state funds made available by Senate Bill 1. He said service increases were largely concentrated on the lines that had the most crowding. He said crowding relief was dependent on operating budget capacity and that this year's constrained budget would be focused on rail service to accommodate the new LRV cars. Director Reiskin noted that Bus Rapid Transit (BRT) on Geary would help with crowding. He said the Geary BRT project would receive approval from the federal government in the next several weeks and then legislation for the eastern portion of the Geary BRT from Stanyan to Market would be brought to the SFMTA Board in the late summer 2018 with the goal of starting construction in Fall 2018. He said changes to the eastern portion hopefully would help save travel time and improve reliability and result in less bunching to spread out crowds throughout the entire corridor.

Director Haley stated that Muni was 70-80 buses away from retiring all old buses and said the mechanical reliability of the new fleet would have positive impact on service.

Hala Hijazi asked if the increase in ride share companies had impacted ridership on Muni or the on-time reliability of the buses.

Director Reiskin said the short answer was yes. He observed that unlike many transit agencies, SFMTA was not experiencing declining ridership, but it wasn't growing as fast as previously. He said that the increase in overall traffic likely had a greater impact on Muni service, much of which operates in mixed traffic (i.e., not in its own right-of-way). He said that Transportation Network Companies or TNCs were likely siphoning off some ridership, as well. He said the Transportation Authority had documented the increase in traffic in high congestion areas due to TNCs, noting over 25% of SOMA vehicles were TNCs.

Chair Larson said his observations were that District 7 had mostly older 30-foot buses and referred to the 35 Eureka, 37 Corbett and 36 Teresita bus lines. He said the bus lines were less reliable and had more and bigger gaps in service.

Director Reiskin concurred with Mr. Larson's observations. With respect to Next Bus, he said that the technology is old and aging and that SFMTA would issue a request for proposals (RFPs) for the next generation of the technology. He said the old technology had its limits especially when close to a terminal because it made predictions based on bus schedule and not bus location. Director Reiskin continued by noting that the 30-foot buses were the only ones in SFMTA's fleet that did not have a contract to be replaced. SFMTA had issued a RFP previously, but did not receive any bids. He said that SFMTA was in the midst of another RFP process for the 30-foot buses, but in the meantime it would be up to the SFMTA maintenance staff to keep the buses running on time.

Becky Hogue said she was a frequent paratransit rider and asked if drivers were given driving routes. She said that in her experience the drivers sometimes did not follow efficient travel routes, taking her all over the city before she arrives at her destination.

Director Reiskin said it was his first-time hearing about the issue and said work had been done to improve the paratransit fleet and wait time issues. He said he would talk to SFMTA staff to investigate the issue.

Hala Hijazi asked for a status update on the Central Subway Project.

Director Reiskin said the budget and schedule was set in 2008-2009 and was just under \$1.6 million. He said there was a healthy contingency left that would most likely be used, but that the SFMTA expected the baseline budget to hold despite being set some 10 years ago. He said that the original schedule for revenue service was January 2019 but as of now was trending toward December 2019. He said there were outstanding issues and challenges which could cause the opening to spill into early 2020. He said tunneling was done ahead of time and station excavation for all three stations was complete. He felt the project was generally in good shape.

During public comment Ed Mason asked if SFMTA has the top ten reasons for delays. He gave several examples of Muni Metro delays noting he sometimes had to wait 45 minutes for a K at the Embarcadero, especially after 10 p.m. He asked what the reasons were for delays on the J, K and M Muni lines and what was being done to manage gaps in service. He said the delays were still occurring after work on the railyard was completed.

Roland Lebrun said increased ridership would not be possible without the implementation of 3 car trains. He said he would go to the Metropolitan Transportation Commission (MTC) to advocate on behalf of the SFMTA.

Dana Powers said he frequently rode the subway and felt the operators were top notch and did a fantastic job. He said it was difficult to put into context the delays to newer riders and that it would be useful to have operational issues communicated in real time to passengers instead of leaving them wondering. He mentioned the subway capacity constrains and suggested bifurcating above and below ground trains.

Jackie Sachs opposed Uber's plans to place a loading zone on Irving Street near the 9 Judah stop and on Clement Street near the 44 Shaughnessy stop. She said the electric bus schedule screens at bus stops were outdated and would turn off every 2 – 3 hours. She said that she had spoken to a lot of drivers and they were in favor of bringing back paper fast passes and paper bus route schedules.

After public comment Director Reiskin said there were no plans to bring back paper schedules and that the NextBus system was outdated. He acknowledged the delays on Muni lines and said all delays were tracked. He said the SFMTA was working on increasing capacity by increasing the number of cars on trains even without bifurcating service. He said in terms of information on delays and other issues, riders could access real time information every day of the week by signing up for mobile or email alerts.

Chair Larson asked why the new Muni vehicles did not have the new SFMTA color scheme.

Director Reiskin said the consensus was to not change the Muni color scheme. He said Muni service at the Salesforce Transit center would start on June 16, 2018 and full service at the transit center was set to open August 12, 2018.

## 9. **Major Capital Projects Update – Van Ness Bus Rapid Transit – INFORMATION**

Peter Gabancho, SFMTA Project Manager for the Van Ness Bus Rapid Transit project, presented the item.

Hala Hijazi asked for the top 3 reasons for current delays and whether the contractor or subcontractor was responsible for the delays. She asked why evening work had only recently begun.

Mr. Gabancho said the major reason for the delays had been unknown or unclaimed utilities that had been uncovered when the utility work started. He said it had been taking time to identify the owners of the utilities and determine if they were active or not. He said in general terms it had taken 2 – 3 times longer to get through a section of intersection than what was originally scheduled. He said Walsh Construction was the prime contractor and in terms of the field crew, the primary subcontractor working on the utility work was Ranger Pipe.

Peter Tannen asked what was meant by “assets” in the staff memorandum.

Mr. Gabancho said assets was a catch-all phrase for other infrastructure. As an example, he said the project team unexpectedly found a retaining wall that had been installed underground when an adjacent building was originally constructed. He explained that the project team had to identify whether the wall was still in use, who were the original engineers and what process could be used to get around or through the wall. He said ultimately the sewer line was moved to avoid conflict with the structure.

Peter Tannen asked if the project had slipped by a calendar quarter.

Mr. Gabancho said that the project had not slipped that much but was losing between 5-10 days per month

Peter Tannen asked why the project team used the phrase “encouraging the contractor” as opposed to requiring the contractor to fulfill a request.

Mr. Gabancho said the phrase was used because the project team preferred to work with the contractor. He said the SFMTA was managing the project on behalf of the city and SFMTA engineers were heavily involved in the design of the project. He said the contractors had the hands-on experience and felt it was not the place of the managing agency to tell the contractors how to do their jobs. He said that the city would want to make sure every other option had been exhausted before making demands.

There was no public comment.

**10. Adopt a Motion of Support for the Allocation of \$9,564,076 in Prop K Sales Tax Funds for Seven Requests, with Conditions, and Appropriation \$137,000 in Prop K Funds for Two Requests – ACTION**

Steve Rehn, Senior Transportation Planner, and Linda Meckel, Senior Transportation Planner, presented the item per the staff memorandum.

Chris Waddling asked if Public Works could help explain how the empty tree basin map was prioritized in terms of tree basins being filled and whether there was an equity strategy.

Carla Short, Superintendent of the Bureau of Urban Forestry, said there was a strategy when choosing where to plant trees and noted that Proposition E did not allocate funding for planting. She said the street tree census identified existing trees and potential planting locations and in addition the Urban Forest master plan included a canopy analysis. She said a combination of both studies was being used to identify the neighborhoods that were in most need of trees based on existing empty tree well and canopy coverage. She said for the most part there was a focus on existing empty basins and that Public Works was seeking funding to plant additional tree. She said some locations, like the Bayview, would be getting new trees next year.

Chair Larson noted that the Twin Peaks tunnel closure was starting June 25, 2018 for two months and yet he did not recall seeing notices. He said it caught him by surprise.

Philip Pierce, SFMTA Public Relations Officer, said there would be a closure this weekend to test the system before the two-month tunnel closure. He said there was a robust program to outreach to the public and that SFMTA ambassadors would instruct transit passengers how to get around during the closure. He said during the closure all the lines would still be running but would be motorized.

During public comment Ed Mason said regarding repair for sidewalk cracks that appeared in new projects, he would send photos to Transportation Authority staff. He said every time a new disabled ramp was placed it quickly developed cracks. He said Proposition E said it was just for maintenance, but transportation was funding tree planting. He asked what the true cost was for trees. He also asked what the mercury tradeoff was to produce cement.

Chris Waddling moved to approve the item, seconded by Becky Hogue.

The item was approved by the following vote:

Ayes: CAC Members Ablog, Alavi, Hijazi, Hogue, Larson, Tannen, Waddling and Wells-Mongiovi (8)

Absent: CAC Members Larkin and Sachs (2)

**Chair Larson called Item 11 before Item 6.**

**11. Adopt a Motion of Support for the Proposed Fiscal Year 2018/19 Budget and Work Program – ACTION**

Cynthia Fong, Deputy Director for Finance and Administration, presented the item per the staff

memorandum.

There was no public comment.

Chris Waddling moved to approve the item, seconded by Shannon Wells-Mongiovi.

The item was approved by the following vote:

Ayes: CAC Members Ablog, Alavi, Hijazi, Hogue, Larson, Tannen, Waddling and Wells-Mongiovi (8)

Absent: CAC Members Larkin and Sachs (2)

**12. Caltrain Downtown Extension Operations Peer Review and Tunnel Options Study Update – INFORMATION**

Luis Zurinaga, consultant, presented the item per the staff memorandum.

During public comment Roland Lebrun said that he did not believe that two tunnels were needed and recommended that both projects (the extension and the Pennsylvania underground segment) be merged. He said the reason for the three-track alignment was to kill the 7<sup>th</sup> street alignment and stated that the design was causing Caltrain to run at lower than average speeds when departing from the platform.

**Chair Larson called Item 13 before Item 6.**

**13. Introduction of New Business – INFORMATION**

Chair Larson requested an update on the undergrounding of the Muni M Ocean View expansion project.

Shannon Wells-Mongiovi requested an update on the SFMTA's Central Subway.

Becky Hogue requested an update from the Treasure Island Mobility Management Agency.

Hala Hijazi requested an update on projects impacting the Marina, Van Ness Avenue and Broadway Tunnel

Shannon Wells-Mongiovi asked if there were projected start dates for bus service and retail at the Transbay Terminal.

Kian Alavi requested information on what was being done as a result of scooters being left on city sidewalks and causing Americans with Disabilities Act (ADA) accessibility issues.

Chris Waddling requested an update on the SFMTA's permit with Jump Bikes and an update Quint Street Connector Road Project.

There was no public comment.

**14. Public Comment**

During public comment Roland Lebrun said that Caltrain might one day need a station near the Cesar Chavez area.

Ed Mason said there were still issues with commuter buses operating on 3-ton street requirements in Noe Valley and asked what other violations commuter buses were committing throughout the city. He said management of commuter buses was lacking and oversight was needed.

**15. Adjournment**

The meeting was adjourned at 8:04 p.m.