



# Happier Customers, Better Results, Less Cost

## Lean Design in Vancouver, BC

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# Lean Transportation Principles Applied:

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Large or small, clearly  
define the problem  
(there are plenty in  
transportation)



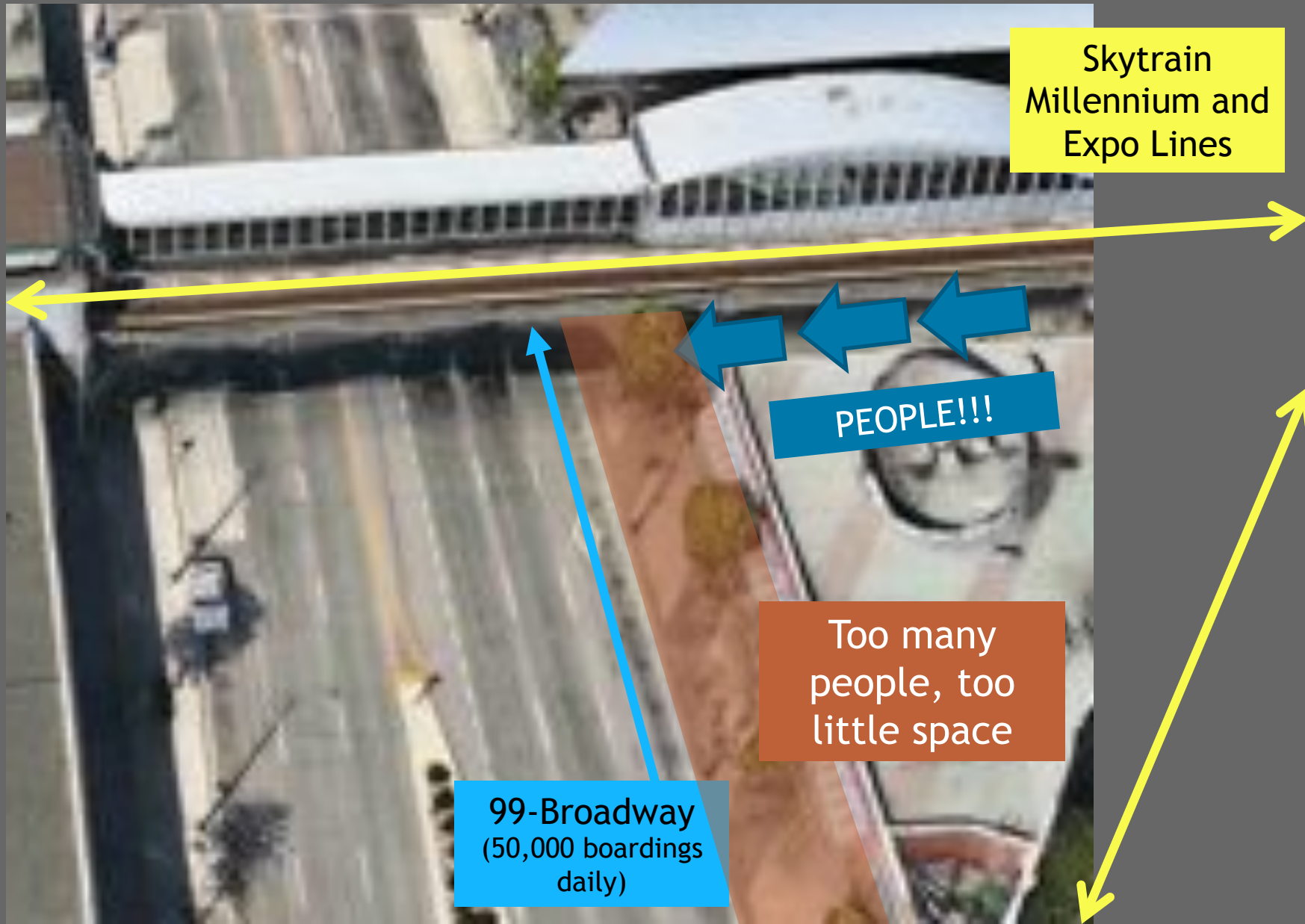
Provide flexibility in  
materials



Iterate and improve



# The problem:



# The problem:

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# Past solutions

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Oh, they'll love it!



Until they didn't...

# Our task

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Develop a design recommendation that:

- Manages the bus queue
- Ensures pedestrian circulation
- Reduces cost
- Provides predictability
- Guides future bus stop investment in this location

# Our approach

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Spent two mornings (6AM-9AM) and tested designs in real-time with a typical queue

- Recorded activity with time-lapse video
- Various concepts tested using easy-to-access materials (stanchions, yellow tape, sidewalk chalk)



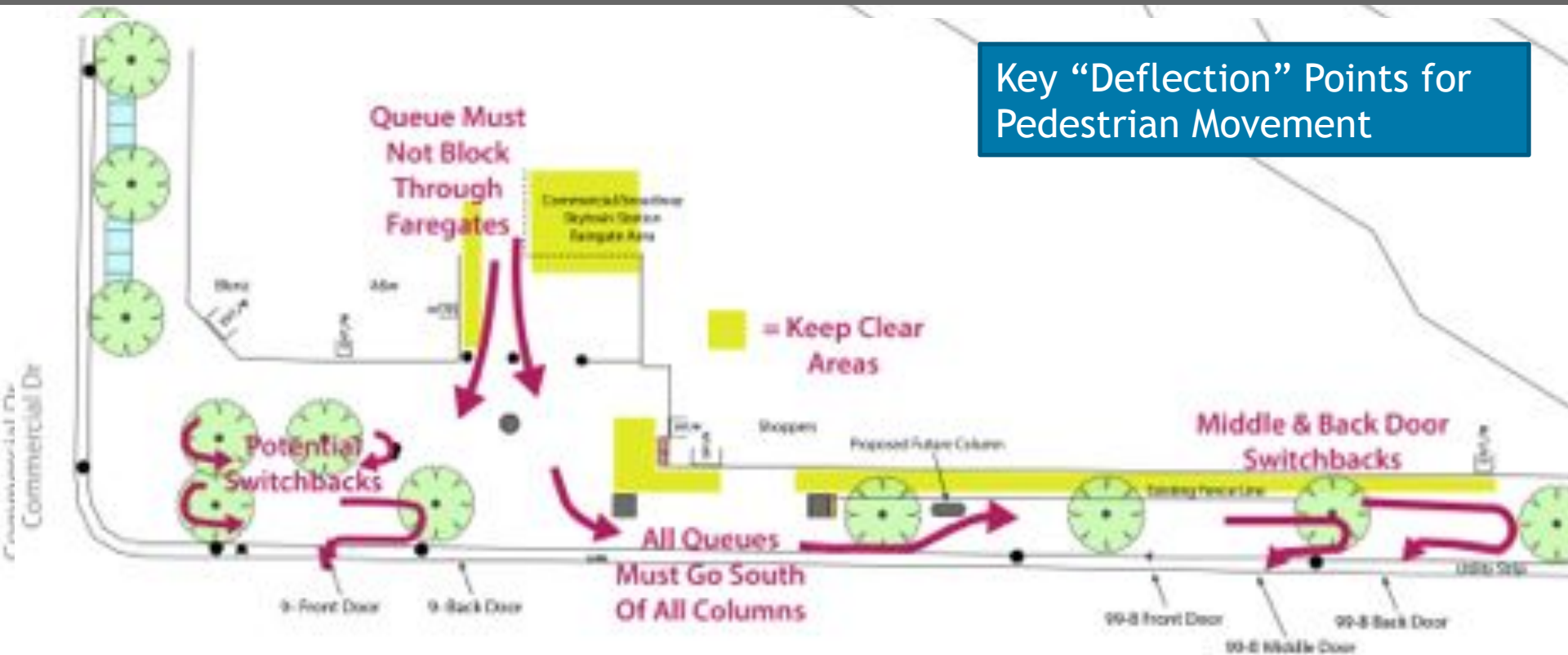
Full video: The Atlantic Cities (now Citylab)

<http://www.citylab.com/cityfixer/2014/03/watch-real-time-transit-planning-helps-north-americas-busiest-bus-line/8725/>

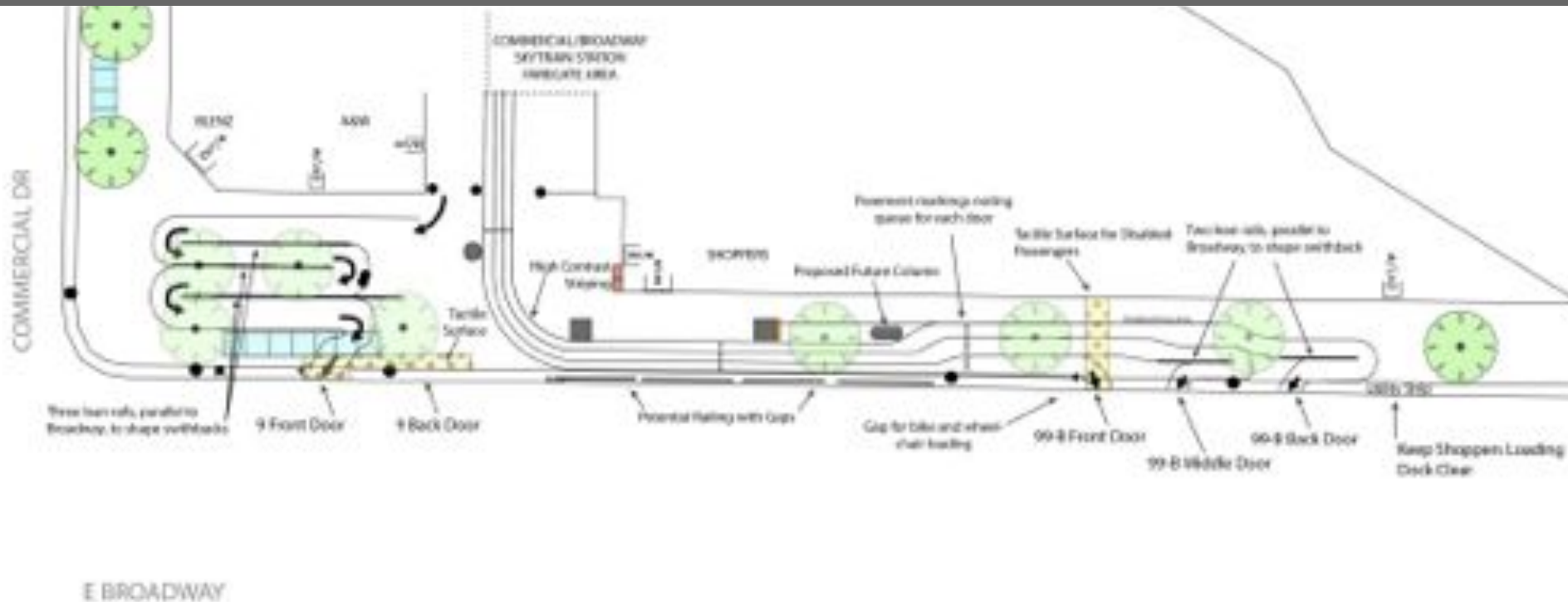


# Outcomes

Key “Deflection” Points for Pedestrian Movement



# Recommended Design



# Key Takeaways

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## **Take a test drive.**

Testing leads to a better design and investment and no predictive model will get it 100% right.

## **Iteration is necessary!**

3<sup>rd</sup> time is a charm.

## **Understand Your Audience.**

A picture equals 1000 words. A video is a an entire report and can prove concept in-real time.



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# SamTrans Service Plan Pilot Services

SPUR Lean Transportation Planning

June 3, 2014

# Agenda

samTrans

- SSP Background
- New Pilot Services
  - Planning
  - Implementation
  - Performance
- Next Steps



## Planning/outreach process

- 14 new routes
- Frequency changes to 12 routes
- Alignment changes to 12 routes
- Elimination of 5 routes
- Two new pilot services
- Adjustments of some kind to every route

**“More of what works, less of what doesn’ t, try new things”**

## Key element of the SSP

- **Pacifica and San Carlos**
- **New way of delivering service**
- **Look beyond 40-foot bus**
- **Tailored to meet community needs**
- **Flexible, demand-based service**
- **Evaluate to determine if appropriate for other communities**



# Pilot Service Planning

samTrans

## Community-based planning effort

- Meetings with city leaders
- Leverage CBOs
- Survey employers
- Community meetings

## Identify:

- Priorities
- Key destinations
- Travel patterns



## Opportunities

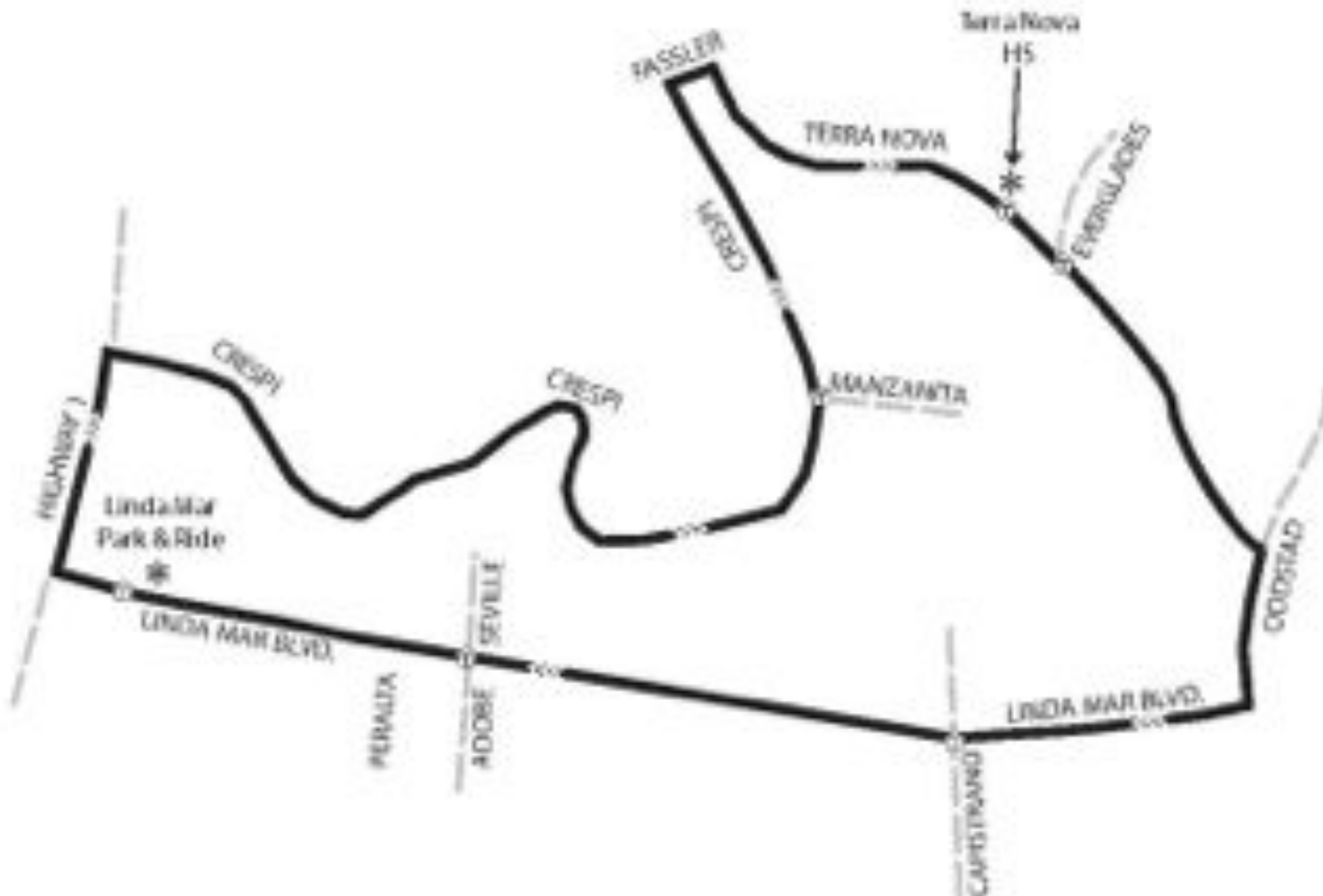
- **Separate branding**
- **Contract-operated service**
- **Leverage existing stops**

## Challenges

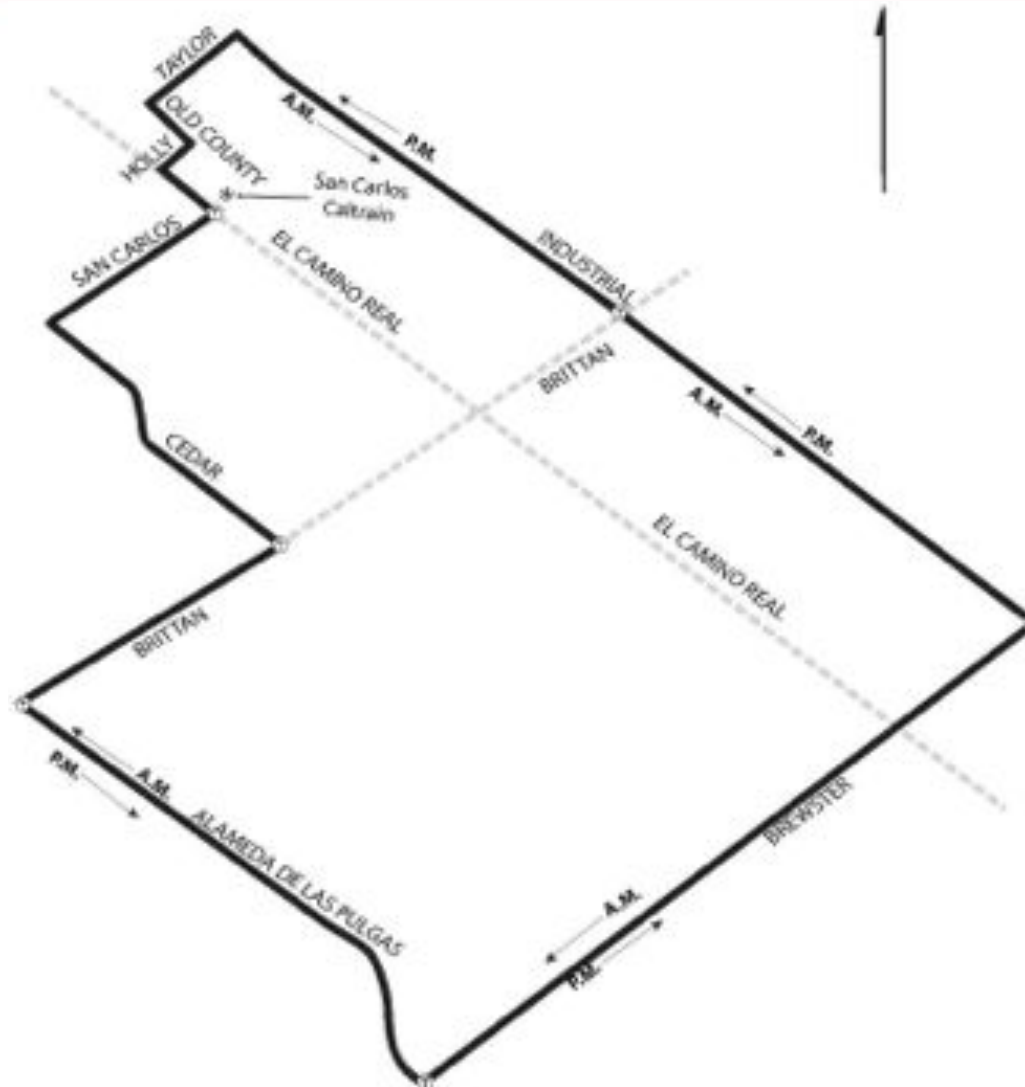
- **Lack of familiarity with new model**
- **Lag installing new stops**
- **Training hiccups**



# FLX Pacifica Map



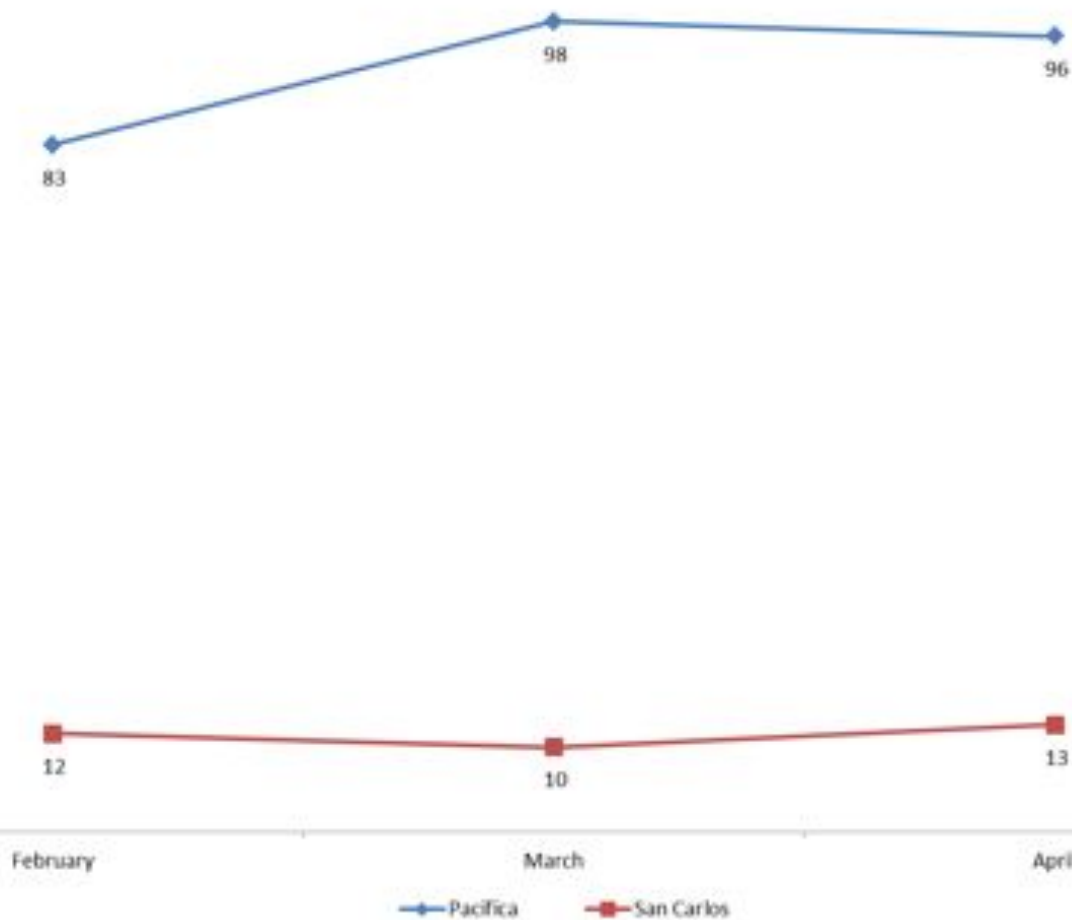
# FLX San Carlos Map





# Pilot Service Performance

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## Service changes June 15

- FLX Pacifica will start one hour earlier, end one hour later
- FLX San Carlos will serve RWC Caltrain, add stops along Industrial in San Carlos

## Outreach and promotion

- Increase awareness among local businesses
- Targeted marketing efforts

## Future efforts

- Identify other communities as candidates for flexible service models.

**Comments/Questions?**

# Latham Square – Iconic Intersection

- › Intersection of prominent corridors
- › Historic architecture
  - *Cathedral Building*
  - *Rotunda Building*
- › Gateway to Uptown





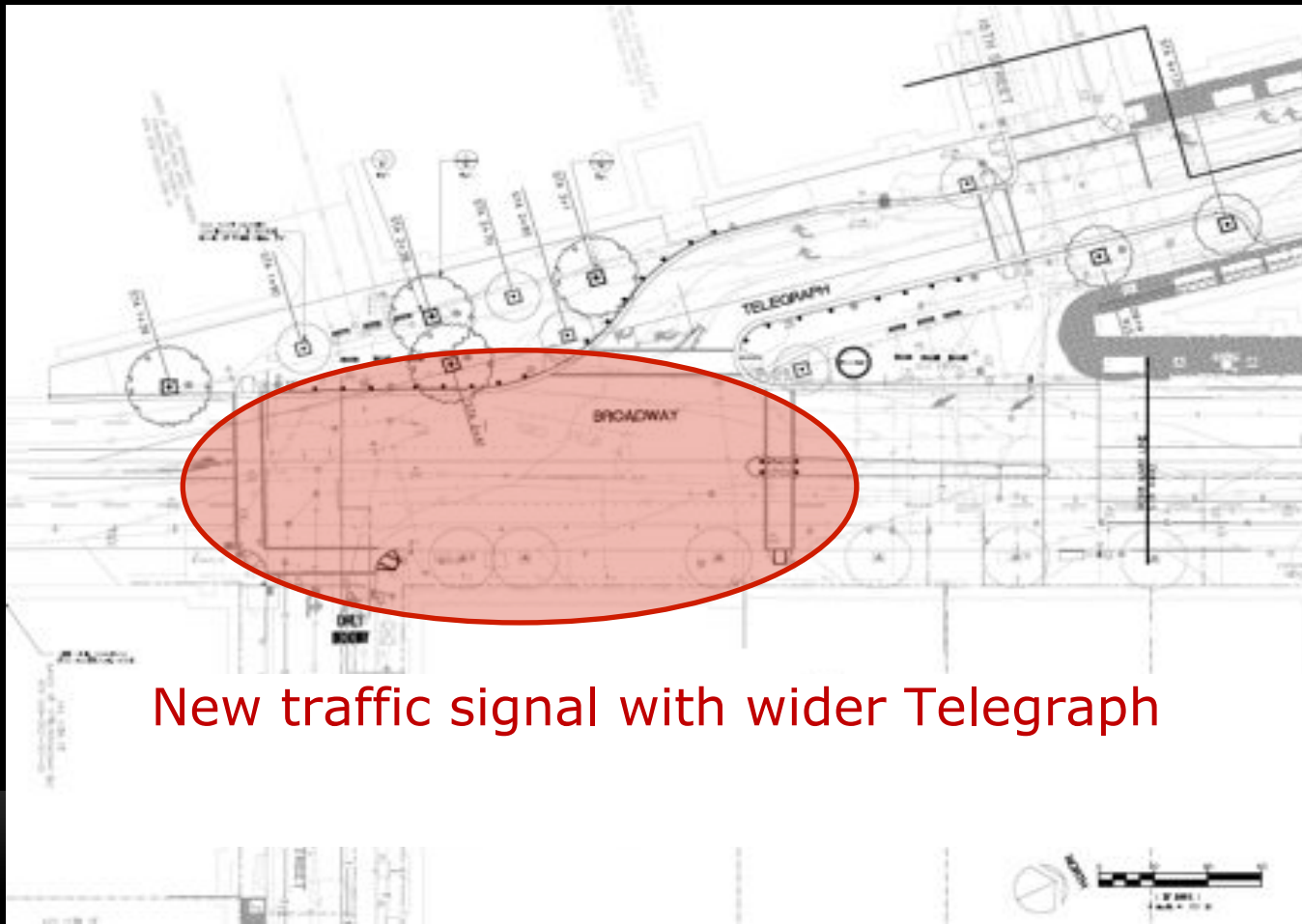
# Latham Square – Confusing Intersection

- › Complex turning movements
- › Poor pedestrian connectivity
- › Usable pedestrian space limited



# Latham Square Project Development

- › Project design began in 2004
  - *Continued through 2012*
  - *Many compromises along the way*



New traffic signal with wider Telegraph



# Latham Square – Re-Imagined





# New Process, Re-used Materials





# Lifeless to Lively (and Back Again)





Questions?

Thank you!



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**SFMTA**  
Municipal  
Transportation  
Agency

# Tactical Transportation Church Street Red Lanes

June 3, 2014

SPUR

# Project Area





# What's the Problem?

- Average J Church operating speed: 8 mph
- Average speed between 16<sup>th</sup> and Market: 5-6 mph
- Average speed between Market and Duboce: below 5 mph



# Proposed Transit Only Lanes





# Red Lanes Painted



# Accelerated Timeline

## Conventional Path

- February 2014  
Community outreach
- March 2014  
Environmental clearance and legislation

## “Tactical Transportation”

- August 2012  
Community outreach
- September 2012  
Environmental clearance and legislation for 18 month pilot

18 month savings!



# Thank You!



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# Transportation Investments on the Cheap

June 3, 2014 - SPUR Lean Transportation Event

# *Atlanta as a Model for Lean Cities*

- Core city in region of 5.5 million (They love to hate us)
- City population of about 420-430K (Census has trouble counting us)
- Bicycle commuting increased by 386% b/w 2000 & 2009
- Dramatic demographic changes over last decade
- Massive layoffs in 2008-2009 (only three transportation planners)
- No revenue source for transport
- Annual resurfacing budget <\$1.5M

<b>Bike</b>	<b>1%</b>
<b>Walk</b>	<b>4%</b>
<b>Carpool</b>	<b>8%</b>
<b>Transit</b>	<b>12%</b>
<b>Drive Alone</b>	<b>67%</b>



*“Make a business for yourself,  
boy, set some goals. Make a fat  
diamond out of dusty coals.”  
-Outkast*

# *Pause Planning & Start Building*

- What percentage of your plans have been implemented?
- How can more stuff get built?
- Spend staff time on grant writing and partnership maintenance
- Consider in-house resources first to fill gaps
- Follow the money and the public pressure



# *Exploit Partnerships*

- Why do what someone else is already doing?
- Can you influence what they are doing instead?
- Can they do it better than you? (CIDs, PATH Foundation, GDOT, etc.)
- Find out what they need from you (public involvement, permitting, etc.)
- Follow the money and the public pressure



# *Grab the Cabbage*

- Select the project to fit the funding (TAP, CycleAtlanta: Phase 1.0, etc.)
- Own the stuff built through partnerships (demonstrated track record)
- Recognize what you can't do (Memorial Dr project hand-off, etc.)
- Set-up mechanisms to spend the money (streetcar LCI, FTA flex, etc.)





# *Grab the Cabbage*

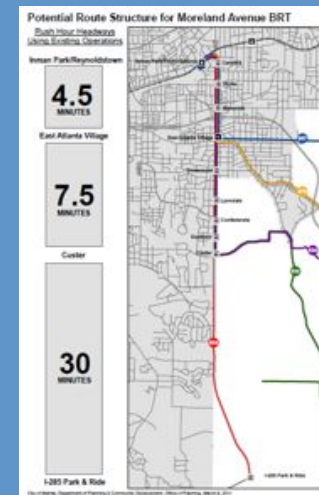
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# *Every Opportunity Counts*

- GDOT safety & DPW resurfacing projects
- CID streetscape projects
- Development review
- MARTA East Atlanta Village service
- Bikes Belong, Green Lane Project, Walkable Communities, etc.





***“Brush the dirt off your jersey then go for the cup  
Or the trophy or the ring, champion no matter what  
Cause when you got the belt and the ring  
People with you popping bottles, taking pictures look around  
As soon as you fall down all the haters pass a judgment  
Surprise, I’m here to show that I’m a rise above this”***

***-T.I.***





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