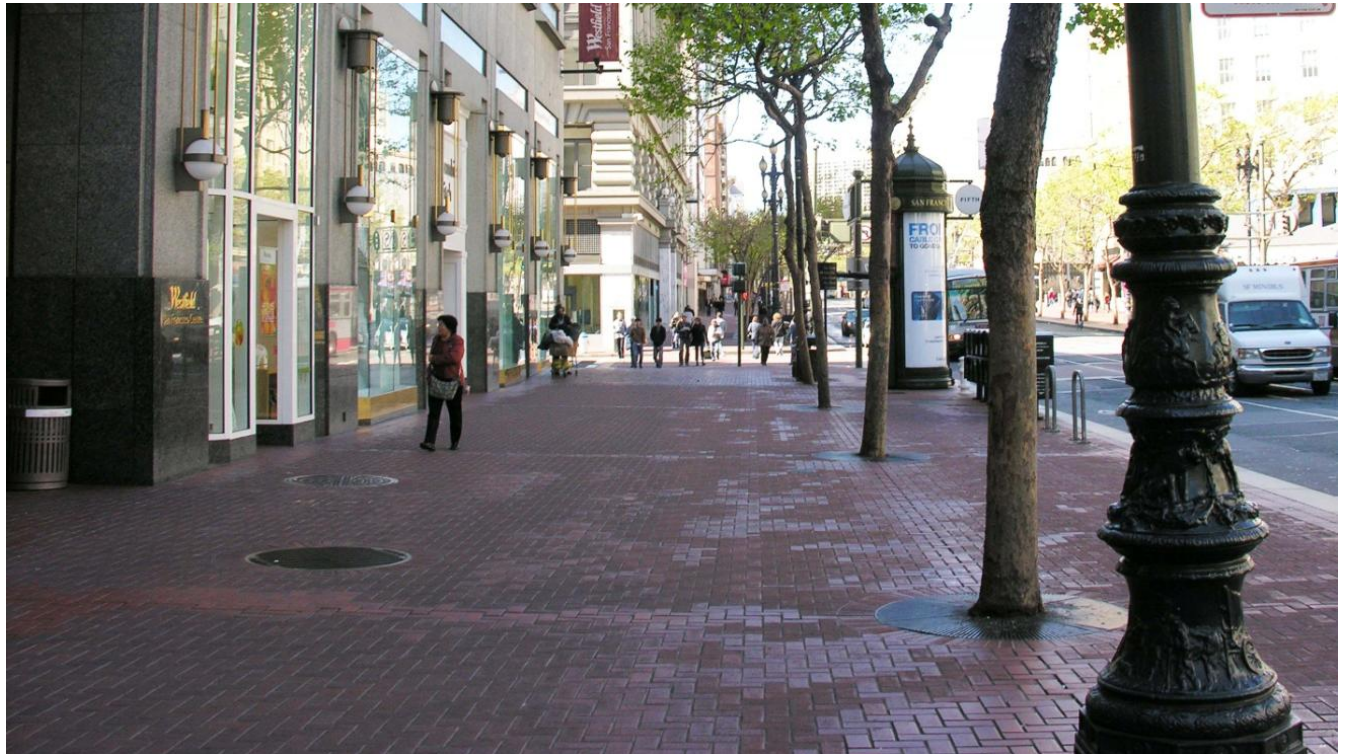


Better Market Street Pedestrian Realm Focus Group

September 2013



[photo of Market Street sidewalk showing brick paving]

Report by:



Mayor's Office



On Disability

Department of Public Works, Better Market Street project and Mayor's Office on Disability

Report issued November 6, 2013

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Alternative formats for individuals with disabilities can be made available upon request. Please contact Frank W. Lee at the San Francisco Department of Public Works at phone number: (415) 554-6993, TDD: (415) 554-690.

Section A. Overview

The Better Market Street project aims to rejuvenate Market Street from Octavia Boulevard to The Embarcadero. It calls for reestablishing the street as the premier cultural, civic and economic center of San Francisco and the Bay Area – a vibrant destination where people want to live, work and visit -- and to make it easier and safer for them to get around. Construction on Market Street is scheduled to break ground in 2017.

The Better Market Street project is led by the Department of Public Works in collaboration with City Planning, the Municipal Transportation Agency, the San Francisco County Transportation Authority, the San Francisco Public Utilities Commission, and the City's Office of Economic and Workforce Development.

More information can be found at www.bettermarketstreetsf.org.

The Better Market Street Pedestrian Realm Focus Group (BMS Focus Group) project was a collaboration between the Better Market Street (BMS) project team, the Mayor's Office on Disability (MOD) and the Independent Living Resource Center of San Francisco (ILRCSF).

The goal of the BMS Focus Group project was to capture observations and opinions from people with disabilities on issues that will affect future planning for the Better Market Street project. The specific focus was on paving materials in the Market Street pedestrian realm with the intention of receiving subject matter expert feedback from people with disabilities on the functionality, safety, aesthetics, accessibility, and durability of paving materials and recording recommendations and design parameters for Market Street paving. The existing sidewalks on Market Street are currently paved with brick adjacent to granite curbs; a design which dates back to the 1970's. The questions to consider were whether or not the Better Market Street project should repair the existing brick sidewalks, replace the brick sidewalks with new brick paving, or consider replacing the sidewalks with a new paving material entirely or in part.

Prior to convening a focus group, the BMS project team and MOD discussed the challenges that individuals with disability may have fully participating in the traditional Better Market Street public outreach and community engagement process. Both the BMS project team and MOD recognized that a focus group would be an opportunity to facilitate public participation directly from representatives of the disability community. Seeing the value in a focused participation, the DPW BMS team and MOD agreed to collaborate, and engage an independent consultant to serve as focus group facilitator and host for the workshops.

The MOD selected ILRCSF to host the focus group and to assemble its participants. MOD developed a Request for Proposal (RFP) with ILRCSF which included recommendations for demographic cross representation of people with different kinds of mobility, sensory, and cognitive disabilities. The focus group included:

- Advocates for people with disabilities,
- People with a passion for accessibility issues in the built environment,
- Representatives who use manual and electric wheelchairs for mobility,
- Representatives who use other mobility assistive devices such as canes, walkers, crutches, etc.,
- People who are blind or have low vision, and
- Those who may have any combination of these skill sets.

The focus group members were viewed as subject matter experts in their advocacy and skill sets for navigating the built environment. In consideration and appreciation for their participation in two weekend workshops, the members were compensated for their time with a modest stipend, morning refreshments and afternoon lunch.

Workshops

All focus group members attended two workshops held in September 2013 at ILRCSF Mission Street Office. Materials were provided to the participants in alternate formats, including large print, Braille, and Real Time Captioning during the meetings.

The first workshop was on September 7, 2013, from 10 a.m. to 2 p.m., and included:

1. An introduction and welcome from ILRCSF, expressing the importance of community advocacy and public participation in San Francisco's planning and policy projects
2. An overview of the Focus Group process
3. A presentation on the Better Market Street project by its project team
4. Focus group break-out session for an informal discussion of issues related to a future Better Market Street, the pedestrian realm and pedestrian area pavement materials
5. Full group meeting to discuss a general summary of opinions
6. Home-work assignment for participants to go visit and engage their favorite places on Market Street to specifically experience paving materials and the pedestrian realm

The second workshop was on September 21, 2013, from 10 a.m. to 2 p.m., and included:

A presentation by the BMS project team and MOD to provide their understanding of the summary and big-picture points made by the group at the last meeting

1. A walking and rolling tour of areas within the vicinity of ILRCSF including portions of Market Street to view a variety of paving materials, including brick and granite

2. Dividing the focus group into two tour groups, each with a cross section for individuals with differing mobility skill sets. Each group had a separate tour path
3. Rejoining the Focus Group at ILRCSF's offices for a roundtable discussion of each tour groups' observations and findings, while focusing on five questions posed by the project team and MOD
4. Request that Focus Group members providing feedback on their opinions about the value of the Focus Group program, and opinions on what the project team could have done better to manage and enhance the process
5. Requests that both the project team and the Focus Group members continue to engage in a dialogue and attend public meetings on the Better Market Street project – that their advocacy be heard and continue to be shared with the City family of agencies involved with the project

Public Review of this Report

MOD and the BMS project team prepared this report and distributed the findings to ILRCSF for review and comments. The DRAFT report was discussed at the October 11, 2013 publicly noticed meeting of the Mayor's Disability Council's Physical Access Committee held at the Mayor's Office on Disability at 1155 Market Street, First Floor, San Francisco CA 94103. ILRCSF and the BMS project team made a presentation of the focus group's observations and opinions at the publicly noticed meeting of the Mayor's Disability Council, on October 18, 2013 at City Hall Room 400, 1 Dr Carlton B Goodlet, San Francisco, CA 94102.

This final report will become part of the Better Market Street project's research, and public outreach and will inform the policy decision regarding paving on Market Street and guide the BMS design team in the selection of paving materials.

[“... Market Street is the heart of San Francisco and of course I'd like it to grow and be updated.”](#)



[Photo of walk and roll tour]

Section B. Participants

Independent Living Resource Center of San Francisco, Focus Group program managers and hosts

Jessie Lorenz, Executive Director

Peter Mendoza, Systems Change Coordinator / Community Organizer

Derek Zarda, Assistive Technology Educator

Focus Group Members:

Alberto Castillio Abello

Beth Berenson

Ricky Chapman

Pedro Faison

Daniel Hume

Donald Mark

Marcus Mclanahan

Bob Planthold

Jane Redmond

Roland Wong

Department of Public Works, Better Market Street project team

Simon Bertrang, Project Manager

Kelli Rudnick, Assistant Project Manager

Mayor's Office on Disability, Focus Group project sponsors

Carla Johnson, CBO, CASp, Interim Director

John Paul Scott, AIA CASp, Deputy Director, Physical Access

Heather Kittel, ADA Grievance & Intake Coordinator

Section C. Summary of Better Market Street Pedestrian Realm Focus Group's Observations and Comments

The Focus Group was assembled to be subject matter experts on the experience of mobility through the public realm from the viewpoint of an individual with a disability(s). The Independent Living Resource Center of San Francisco recruited the individuals to participate in the Focus Group. The group included ten individuals who are: motorized wheelchair users, manual wheelchair users, mobility assistive device users, blind or low vision, or any combination thereof.

“..I found out about this focus group through a little friend of mine who volunteers for all kinds of different committees and I felt that I could help out... I have walked with a walker for a couple of years as part of my therapy. And I just want to be a part of something. Whatever I can do I want to help, to better Market Street. ... I think Market Street is one of the best streets in the city.”

“Market Street is two blocks from where I live. I walk it every day and sometimes at night. And it's really hard now with a vision impairment to get around I've done some [advocacy] work with BART so this is important to me. It's my neighborhood. I live there and I just want to be a part of it.”

The agenda for the first work shop session on September 7 included: 1) introduction to the Focus Group's goals and objectives 2) a presentation of the Better Market Street project 3) a break-out into two groups to conduct a brain-storming session on what is and could be the goals of a Better Market Street pedestrian realm, and 4) small group reports and discussion with the full group, and then 5) requesting the Focus Group conduct a homework assignment to be very observant about the materials in their pedestrian environment, make observations and take notes.

The agenda for the second session on September 21 included the following instructions by Carla Johnson:

“Our plan today is to go out and do a field trip. We're going to be breaking up into two groups and traveling down Mission Street towards Market Street itself and along that path there are a variety of different pavement options that we want you to take a look at, everything from really slick surfaces like terrazzo to concrete to brick with joints that are good, to brick with joints that have scallops in them that might cause vibration based on age and wear and maintenance.

“You're going to see some of the “sparkly sidewalk” conditions and see some locations where we have changes in pavement between concrete and other types of border materials that provide nice visual cues that you're moving into a different kind of space. And also see some different what we call paver options which tend to be smaller stones or bricks that are used sometimes to create a look, maybe a European look of interest.”

“And in experiencing all these different pavement surfaces, we want you to be looking at them. We want you to be feeling them with your feet. We want you to be touching them with your canes and feel what kind of vibrations or sensations you feel as you roll over them. And we'll be asking you to actually comment on each individual paving material that you find. This will be structured and you'll have some safety orientation that John Paul Scott will give us before we go out. You'll have some facilitators in each group to help ask the right questions and photographs of the different paving to reference back to, and you can take notes on those different photos if you want to.”

“And then when we come back to this room. We'll all talk about it together. What was your favorite? What was your least favorite? What were the issues that you saw? And so there will be a large group discussion taking place after lunch, after we've done that walk.”

“It is a raining little bit more right now so we are going to get wet!”

Focus Group summary of findings

The Focus Group emphasized the need for the Better Market Street project to embrace the concepts of Universal Design and maintenance of accessible features. Universal Design is design for accessibility that meets the needs of all users, promotes ease of use and intuitive use, and promotes safety. The design of a Better Market Street must inherently promote durability and be supported with a proactive maintenance program.



[Photo of focus group at conference table]

The Focus Group found that the Market Street brick is aesthetically pleasing but it does not meet the Universal Design goals of the BMS project. Additionally, current Market Street paving, tree wells and surface utility hatches are wearing out and require a high level of maintenance for safe travel.

There are other paving materials that meet the goal of inclusivity for all pedestrians, specifically those with mobility disabilities and visual and sensory disabilities. Brushed concrete or concrete with coarse aggregate provides the highest level of accessibility, traction, durability and safety. Different surface colors and textures act as visual, audible and tactile indicators of edge of curb, pedestrian path of travel, furnishing zone and building edge zone.

Focus Group design recommendations

- Specify slip resistant paving, including utility covers
- Install paving joints less than 1/8", preventing canes or crutches from catching
- Distinguish pedestrian thoroughway from other use zones by using different paving textures and colors as visual, audible and tactile clues
- Use quality materials that are easy to maintain
- Design consistent paving along the corridor to create a predictable language, promoting ease of use
- The design of a Better Market Street must inherently promote durability and be supported with a proactive maintenance program.



[Photo of breakout group]

1. **Current Market Street brick and granite material scheme.** The Focus Group acknowledges that Market Street is iconic, the City's "main living room", and is an important destination for shopping, employment, recreation and tourism. The Focus Group acknowledged the brick and granite scheme evokes an historic aesthetic but did not view it as an imperative reason for keeping the current material, patching it for another 30 years or replacing it in kind. Members of the group pointed out the following hazards that currently exist in places along Market Street: the brick material is wearing out and some areas are haphazardly patched; expansion joints have expanded and/or lost their mortar; tree grates are popping; utility cover plates are missing. The smooth granite curbs are viewed as not safe for traction and slip resistance. All members of the Focus Group recommended another material replace the brick, in light of the lack of adequate slip resistance and the current materials state of wear.
2. **Favorite pedestrian paving materials.** Broom or brush finished concrete received the strongest support (9 ½ votes out of 10). Many members liked the integrally colored gray concrete with silica carbide sparkles ("sparkle" sidewalks), for its slip resistance, good traction in inclement weather, and its aesthetics. Many members liked concrete finishes with exposed course aggregates like those found at Jessie Plaza and the concrete paving tiles at Market Street Plaza at Ecker Place. Several members recommended that their favorite paving material be used in the primary public thoroughway zone, and that another material be used in the furniture zone and along the face of building edges, clearly distinguishing pedestrian thoroughway through paving textures and colors as visual, audible and tactile clues. Some Focus Group members said that material or color banding or

trims are acceptable when the material is equally as slip resistant as the adjacent and primary paving, such as those seen in areas of Jessie Street and Yerba Buena Lane.

3. **Most important characteristic for paving materials.** Safety, reliability, predictability, and maintainability were the most important characteristics mentioned by Focus Group members. The key qualities mentioned supporting these were texture, for slip resistance, and color, for visual cues. Many members had difficulty separating the focus on paving materials from the whole of the design and character of the pedestrian realm and its relation to the whole street, its use, function, transportation and the like.
4. **Least favorite pedestrian paving materials.** Polished or smooth finished stone or terrazzo was uniformly cited as too slippery in both wet and dry conditions, and was experienced as an unsafe paving material. These materials were seen on private property adjacent to the public right of way sidewalks. Brick paving, especially those without filled joints, uniformly garnered poor reviews. The patches of new brick on Market Street received poor reviews, in that some of the material is partially glazed and more slippery than the older material. Burnished flame-finish and milled finish stones received mixed reviews. Stainless steel polished and semi-smooth tree and drain grates, and trims were uniformly criticized for their lack of slip resistance and the extreme surface texture they had when adjacent to a material that had good traction and slip resistance. The brick paving on portions of Ecker Alley received poor reviews due to its settlement, deterioration and steep grade and pooling water.
5. **Paving material performance when wet.** As it rained during our entire site tour, the Focus Group experienced a good opportunity to walk and roll over wet paving materials, and to kick and scuff them with their wheelchair wheels, canes and soles of their feet. They tested the following materials under rainy conditions: Market Street brick and its smooth granite curbs; polished or burnished milled stone; smooth or sanded troweled concrete; and certain surface applied, sidewalk waterproofing membranes. All performed poorly when wet and with sheeting rain. Brushed finish concrete and concrete with coarse ornamental aggregates performed best for both slip resistance and traction. Several members noted that some of the stone and brick patches on Market Street “looked” slippery when wet and they would intentionally avoid these based on concern that they might slip and fall. Another member with low vision noted that many materials become darker when wet, and thus the difference between visual cues are lessened.
6. **Visual indicators.** Many Focus Group members felt that visual indicators in the pedestrian realm are important for safe navigation of the sidewalk. The Better Market Street project and the Better Streets Plan divides the pedestrian realm into three zones: 1) street furniture zone along the street curb; 2) straight pedestrian throughway zone for pedestrian circulation, where obstacles are minimized; and 3) a building edge zone which may incorporate the step backs of building facades or

entries, and sidewalk café table or retail displays which can be allowed in some neighborhoods as approved by permit applications. Many in the group felt that a change in paving material color and texture could be used to define the change from pedestrian throughway zone and the furniture zone. Secondly, several members with low vision noted that some materials became significantly darker during the inclement weather and changes in color or contrast was reduced. One person noted that this same condition would likely occur in change from day to dusk to night lighting – and that to maintain the material color and contrast was still an important visual indication of changes in the pedestrian realm.

7. **Audible cues.** Focus Group members noted that they rely on audible environmental cues when using their canes for wayfinding. Materials with stronger textures provide better sound assistance in wayfinding. Consistent use of the same material in a pedestrian route is important, and changes of material texture to the sides can provide cues that the adjacent area is something different, and maybe not a pedestrian through-way. It was noted that rain dampened the audible cues.
8. **Concluding findings on the Market Street brick paving material.** The Focus Group concluded that the Market Street brick is aesthetically pleasing but it does not meet the goals of Universal Design for the BMS project. The group strongly expressed opinions that other paving materials and design schemes would provide greater Universal Design for accessibility, usability, safety, durability and maintainability, specifically those with mobility disabilities and visual and sensory disabilities. The group also stated strong opinions about current Market Street design patterns, especially location, size and misalignment of curb ramps. The group noted use of certain materials, such as the smooth granite used in street curbs and crosswalk trim, which were in conflict with good design for accessibility, safety and maintainability.

“As far as Market Street goes - yeah the bricks can wear out people who use any kind of (mobility assistive) device. People can trip on it and for people using wheelchairs it is really hard on the person's body because of all of the bumps and everything. And also the (wheelchair clear path is) weaving into the intersections and darts within the crowd to get to route to the curb ramps. I'd really like to see ... the redesign of the intersections so it will be more streamlined.”

Section D. Focus Group comments

1. **Market Street brick paving.** The group made note of the following characteristics of Market Street's brick paving:
 - a. The street is "showing its age" with excessive amounts of patching, wear and tear and deteriorating maintenance. Concern was expressed as to the viability of keeping the brick schema for the next 50 years, when it has the current deteriorated appearance after the first 40 years of its current condition.
 - b. Excessive wear and tear resulting in patches of brick where the material did not match existing, including some brick materials with glazed slips, where the original or older materials was exposed, and high fired clay body. New brick replacement areas are slippery in comparison with older brick and create a surprising change in material that is hazardous.
 - c. Areas of original brick are showing deterioration where the top, high-fired surface is worn off, the interior clay body is exposed and the surface of the brick is "cupped" in a concave shape, where brick edges and mortar joints at a higher elevation. This becomes more apparent in rainy conditions. (The group's walk and roll tour occurred during light to heavy rain and significant blowing wind).
 - d. The brick was slippery during inclement conditions and when the sidewalk street cleaning machines spray the walking surface. The slippery condition is exacerbated where patching brick did not match original or older patches of brick.
 - e. The granite curbs had little slip resistance under inclement conditions. The granite should not be used at the bottom of curb ramps.
 - f. Market Street brick joints are 1/4" to 3/8" wide and joints are cement mortar in a shallow concave fill. Most Focus Group members did not feel that the brick joints were an obstruction or inhibited access.
 - i. Wheelchair users did not identify the Market Street brick pattern as causing uncomfortable vibrations in their chairs.
 - ii. One motorized wheelchair user noted he senses the vibration when moving very fast down the sidewalk.
 - iii. Two blind or low vision cane users noted that the brick joints enhanced their acoustical and wayfinding environment, and when their cane leaves the patterned surface to a smooth surface, this provides a signal of change in the environment.
 - g. Curb ramps. The brick is laid in the long length direction to the running slope of curb ramps. The brick layout and granite exacerbated the slip resistance conditions at existing curb ramps.
 - h. Other elements that affect the safety and comfort of the sidewalk experience:
 - i. Large expansion joints where the filler material is not provided or may be missing
 - ii. Missing sewer cover plates
 - iii. Tree grate uplifts, and/or lack of fill in gap between tree trunk and grate

- iv. Broken bricks
 - v. Specific locations on Market Street where sidewalk, curb ramps, existing driveways and street architecture (hydrants, lamp posts, fire pull stations) are in conflict with one another.
2. **Concrete paving material.** During the walk and roll site tour, the Focus Group examined several different types of concrete paving materials. The weather was inclement, with light to heavy rains and strong blowing wind.
- a. Smoothed or sand floated finish (multiple locations along Mission Street).
 - i. Many felt these became slippery during the rain.
 - b. Troweled smooth, integrally colored gray concrete with silica carbide sparkles (nicknamed “sparkle” for its appearance in sunlight) (Multiple locations on Mission and Second streets).
 - i. Many liked the aesthetic look of the material in dry conditions, and several expressed the opinion that the grits’ “sparkle” aided in visual clarity between walking surfaces and other surfaces
 - ii. All felt the material had good slip resistance in both dry and wet conditions.
 - iii. Some pavement conditions were observed where the grit had been worn off the concrete surface. A question about durability was raised.
 - c. Brushed finish (a light and a medium brushed finish were examined) (Market Street and 3rd Street corner).
 - i. Most participants preferred the material in both dry and wet conditions, and over other concrete finishes. It received 9 ½ positive votes out of 10.
 - d. Exposed course aggregate, two examples with uniformly large, and then, small stones (Jessie Plaza and Yerba Buena Lane).
 - i. Many liked the large cracked aggregate finish. It was viewed in wet conditions.
 - ii. Several noted that they had experienced polished pebble in exposed aggregate concrete.
 - e. Exposed aggregate concrete tile pavers with combinations of coarse exposed and coated aggregates (Market Street Plaza at Ecker Place).
 - i. Most noted that this aggregate surface provided good traction and the texture would be ideally used to indicate another pedestrian zone other than the pedestrian throughway zone.
3. **Stone, terrazzo, asphalt and tile.** The walk and roll tour included visits to several sites with different types of stone finishes and one location with terrazzo (a polished cement, polymer material with embedded stone and other decorative pieces). The tour did not include a location with exterior grade tile or asphalt.
- a. Milled or heavily flamed-finish stones were viewed as having a fairly good slip resistance and traction. The examples seen in Jessie Plaza were trim and accent lines that were mixed with concrete paving with exposed and course aggregate. The members of the Jessie Plaza group felt

these forms of stone accents were acceptable, if limited in width to one pace or where one would tend to have their shoe at rest on both it and the adjacent concrete material.

- b. Yerba Buena Lane contained some areas of stone paving that was a medium flamed- finished, but then burnished. The group members who viewed this considered it too slippery in the inclement weather conditions, and that the rain made the material look even more slippery.
- c. Polished finish stone or terrazzo paving received considerable negative reviews for their slipperiness and lack of traction. The polished paving materials that were seen on the tour were actually on private property setbacks adjacent to public right of way sidewalk paving. The group members who viewed this condition recommended that the same standards for slip resistance on public right of way pedestrian paving be extended onto private property paving that adjoins the public right of way.

Section E. September 7, 2013 Workshop Agenda

AGENDA: BETTER MARKET STREET PEDESTRIAN REALM FOCUS GROUP

WELCOME - Jessie Lorenz, ILRCSF Executive Director

ILRCSF facilities

What is the topic of this focus group, and why a focus group?

INTRODUCTIONS-Peter Mendoza, ILRCSF Community Organizer & Systems Change Coordinator

City of San Francisco and ILRCSF Project Sponsors

Focus Group Members

How the Focus Group Works

BETTER MARKET STREET PEDESTRIAN REALM FOCUS GROUP GOALS AND OBJECTIVES

Carla Johnson and Simon Bertrang

Process: What we will be doing during the two sessions

Goal: Your personal and collective observations, feedback and opinions.

Objectives: What are your observations and opinions about the best combination of materials for pedestrian sidewalks and plazas on Market Street?

15 minute BREAK – QUESTIONS? Jessie, Peter, Simon and Carla

BETTER MARKET STREET AN INTRODUCTION – Simon Bertrang

General overview of the Better Market Street

Market Street Pedestrian Paving Issues

LUNCH BREAK

GROUP DISCUSSION - TOPICS –

Break- out (20 minutes)

Re-Group – Specific Topic Roundtable

WRAP UP! City Staff Summary

Next Meeting – Saturday September 21, 2013, 10:00 a.m. at ILRCSF offices

THANK YOU FOR PARTICIPATING!

Section F. Better Market Street Project's Presentation

Presentation Slides (7 slides total)




Better Market Street


ILRC Focus Group
September 7, 2013



BMS Schedule



Phase	Timeline
Visioning, Planning Concept Design	2011-2013
Environmental Review	2013-2015
Design	2015-2017
Construction	2017
Follow on Initiatives	



Goals: An enduring, flexible street for people



Pedestrian Improvements



- Simplifying north side intersections to make it easier and safer to cross



- Eliminating two-stage crossings
- Shortening crossing distance
- Changing cross streets to right angles
- Extending sidewalks to shorten crossings (i.e. bulb outs)
- Realigning and reconstructing crosswalks
- New curb ramps including at transit islands
- APS and Countdown signals throughout
- Minimum 15' wide pedestrian through-way everywhere
- Replacing bricks in pedestrian through-way to improve traction and eliminate wide joints
- Create "Streetlife" zones to allow people to use Market Street as a public space – seating, plantings, activities, kiosks, etc.



Transit Improvements



- Wider and longer transit boarding islands for more customer and bus capacity (minimum 8' by 175' providing room for 2 or 3 buses to stop)



- ADA accessible curb ramps and streetcar access ramps (mini-highs) at all boarding islands



- Bus fleet upgrades to low-floor buses
- Upgraded transit shelters
- Red transit-only lanes in center of street
- Intersection and traffic signal improvements
- Consolidated and relocated stops to improve transit efficiency
- Automobile restrictions to reduce conflicts with buses



Bicycling Improvements



- Safer and more legible cycling facility along length of the corridor in two conceptual designs:

- Market Street raised cycletrack
- Market Street improved shared lane



- Intersection and traffic signal improvements including bicycle signals



- New paving and striping clearly defining bike area
- Clearly marked pedestrian crossings
- Special paving surface at heavy pedestrian crossings to slow bicycles
- More appealing cycle facility to decrease desire to ride on the sidewalk
- The cyclist is more engaged in and aware of pedestrians and "Streetlife"



Market Street Sidewalk Paving



Two design proposals:

- Repair existing brick paving
- Replace with new paving system
 - Monolithic pavement (i.e. concrete sidewalk)
 - Pavers



Outline of content presented

Slide 1: Better Market Street, ILRC Focus Group, September 7, 2013

[photo of cyclists]

[BMS logo]

[photo of chess players]

[photo of café tables]

[photo of Market Street sign]

[City of SF seal]

[SFDPW logo]

[San Francisco Planning Department logo]

[SFMTA logo]

[SFCTA logo]

[OEWD logo]

Slide 2: BMS Schedule

[Graphic of an arrow showing the schedule from left to right]

6. Visioning, Planning, Concept Design: 2011-2013

7. Environmental Review: 2013-2015

8. Design: 2015-2017

- 9. Construction: 2017
 - 10. Follow on Initiatives
- [BMS logo]

Slide 3: Goals: An enduring, flexible street for people

- More Inviting [photo of people sitting at benches]
 - More Inclusive [photo of people of all ages sitting at tables]
 - More Livable [photo of people getting on transit and lingering outside cafes]
- [BMS logo]

Slide 4: Pedestrian Improvements

- Simplifying north side intersections to make it easier and safer to cross
 - Eliminating two-stage crossings
 - Shortening crossing distance
 - Changing cross streets to right angles
- Extending sidewalks to shorten crossings (i.e. bulb outs)
- Realigning and reconstructing crosswalks
- New curb ramps including at transit islands
- APS and Countdown signals throughout
- Minimum 15' wide pedestrian through-way everywhere
- Replacing bricks in pedestrian through-way to improve traction and eliminate wide joints
- Create "Streetlife" zones to allow people to use Market Street as a public space – seating, plantings, activities, kiosks, etc.

[pedestrian icon]

[café table icon]

[BMS logo]

Slide 5: Transit Improvements

- Wider and longer transit boarding islands for more customer and bus capacity (minimum 8' by 175' providing room for 2 or 3 buses to stop)
- ADA accessible curb ramps and streetcar access ramps (mini-highs) at all boarding islands
- Bus fleet upgrades to low-floor buses
- Upgraded transit shelters
- Red transit-only lanes in center of street
- Intersection and traffic signal improvements
- Consolidated and relocated stops to improve transit efficiency
- Automobile restrictions to reduce conflicts with buses

[bus icon]

[pedestrian icon]

["no cars" icon]

[BMS logo]

Slide 6: Bicycling Improvements

- Safer and more legible cycling facility along length of the corridor in two conceptual designs:
 - Market Street raised cycletrack
 - Market Street improved shared lane
- Intersection and traffic signal improvements including bicycle signals
- New paving and striping clearly defining bike area
- Clearly marked pedestrian crossings
- Special paving surface at heavy pedestrian crossings to slow bicycles
- More appealing cycle facility to decrease desire to ride on the sidewalk
- The cyclist is more engaged in and aware of pedestrians and "Streetlife"

[bicycle icon]

[pedestrian icon]

[café table icon]

[BMS logo]

Slide 7: Market Street Sidewalk Paving

[photo of people walking on brick sidewalk on Market Street]

[artist rendering of a new paving system on Market Street]

Two design proposals:

- Repair existing brick paving
- Replace with new paving system
 - Monolithic pavement (i.e. concrete sidewalk)
 - Pavers

Section G. Notes from September 7, 2013 Workshop

1. Better Market Street and the Focus Group process

- This is an opportunity for people with disabilities to be heard.
- It is exciting to learn about better Market Street, and to be a part of the process of making it accessible
- Provide actual samples of proposed pavers, and various textures, actual materials for future public workshops. Test materials when both wet and dry. Bring sand to test ground surface.
- Have more public workshops like this. “This was the best workshop I have participated in”
- The workshop should have been filmed for training City Staff
- Include this material in future design decisions.
- Too much information was given at the September 7, 2013 workshop.
- September 7, 2013 workshop – Today, very interactive!
- How can we be more effective to get what we want? Political involvement, Advocacy. Promote aspects of public safety.

Better Market Street possibilities

- Focus on Universal Design – the design that meets the needs of people with disabilities should meet the needs of all users as well.
- Market Street should be beautiful as well as functional. This is the City’s living room and Main Street. It is a shopping, employment, recreation and tourist designation. Each use has common and different needs.
- Market Street should be exciting! Positive + Exciting! More festive, rides, recreation, more music!
- Don’t make it boring!
- Be equally concerned about all users on Markets St.
- Design should be easy to maintain.
- Better inspection and citation from DPW to keep sidewalks clear of a-frame signs and ad-hoc retailer’s stuff.
- The new low floor bus fleet works well. It will be an improvement to see more of them on Market Street.
- Bikes on Mission – not on Market Street.
- All designs, including cycle tracks, allow for accessible and commercial loading.
- Maintenance programs are critical for keep a Better Market Street better.
- Gratifying to hear about the intersections modifications to simplify crossings for people who are blind and low vision.
- Sidewalk material design should include visual cues to identify pedestrian throughway zones verses the furniture zone, activity zones or face-of-building zones. This can be contrasting paving colors or different materials. Consider new tech materials or ideas, such as LED lights.
- Some locations on Market Street are simply too congested and need rethinking (4th and Market for example).
- Need better bigger crossing signals, they can be better coordinated. All with Audible Pedestrian Signals with uniform messaging styles.

Current Market Street – Focus Group comments

- North side of Market Street needs much improvement
- Unsafe bricks, hate them, canes get caught in joints, bricks when wet, are slippery.
- The existing bricks are attractive. It has a historical reference to the past. The problems are with maintenance and miss-matched patching.
- Pavers at Halide Plaza unsafe, broken, missing (some are at Market St.).
- Brick is okay, make it smoother. We can save the historic character, but make it safe.
- Bricks cause vibrations and canes can catch on deep joints.
- When there are missing bricks and holes in the bricks people who are blind get their canes caught in the sidewalk and people who use wheelchairs get their wheels caught.
- Bricks are a “little rough ride” for people who use wheelchairs; there is tare on the wheels; do not like missing bricks/dangerous bricks.
- Is there any way to save the current bricks and make them safe? There is a financial impact to these decisions.
- There are many slippery surfaces now including grates and utility cover plates. Something needs to be done.
- There are missing unity covers that create a hazard for pedestrians.
- Don’t like water holes: areas that have excessive ponding during rain; pooled water in curb ramp gutters.
- There should be better drainage and maintenance system for water that collects on the sidewalk.
- Like joints in newer sidewalks; they are not unsafe.
- Some curb ramps have bricks or granite that are slippery (e.g., 7th and Market).
- Curb ramps at Market Street crossings are not aligned to one another. I must weave in and about people to get to the other ramp. Better alignment of curb ramps.
- Do not like curb ramps that do not have tactile domes. These curb ramps are slippery and dangerous.
- Some curb ramps are too steep for people who use wheelchairs. There should not be drains or storm drains at the bottom of a curb ramp.
- Placement of plants and trees are not consistent on City Streets.
- There should be better enforcement to maintain a clear path-of-travel in the pedestrian zone (e.g. vendors blocking the sidewalk with booths, tables, chairs signs, etc.).
- Remove or replace slippery, metal grates and plates on sidewalks. In new construction, relocate them out of pedestrian throughway zone.
- The crossing over F-Line tracks must be made better. There is pavement damage at tracks near crosswalks.

A Better Market Street pedestrian paving areas

- The sidewalk material must be slip resistant. Good foot traction. Avoid missing good and poor slip resistant materials together (such as the smooth granite curbs trims with Market St brick)
- Sidewalk materials used in the pedestrian zone should be the same material along the whole path.
- “Sparkle” concrete (silicon carbide grit finish) and similar materials seemed to be preferred by many.
- No more large cracks in sidewalks. People trip and wheelchair wheels get caught.

- Paving surface must be stable over time – we will not be changing this again for another 50 to 100 years.
- Surface around plants should be even.
- Like pavement to be sparkly. The sparkles make it easier to see the ground in the dark.
- Like rough texture for ground surface (e.g., rough concrete).
- Wants consistent texture for ground (good for people with low vision).
- Pavement should not settle; there needs to be a regular sidewalk inspection and it needs to be maintained.
- Grades of curb are accessible. Don't have curb ramps where drains are.
- Create a sidewalk so water does not collect in puddles.
- All grates in sidewalk need to be ADA compliant so a wheelchair does not fall in.
- Street corners should have better visual cues that wrap all the way around the corner and not just at curb ramps.
- All curb ramps should have truncated domes with color contrast. Be consistent.

Better Market Street transit, vehicular traffic and bicycles

- Bikes on Mission and not on Market St.
- Need for better enforcement of vehicles blocking intersections. Need for enforcement – use of officers to control both the flow of traffic, bicyclists and pedestrians. Traffic Cameras?
- More accessible wider, boarding platforms with curb ramps will help address a large gap in the transportation system.
- Longer boarding platforms capable of queuing three busses will need some kind of audible cue for blind and low vision people so they will know which busses have arrived.
- Boarding platforms need better visual cues to identify hazardous drop offs. A continuous yellow strip could help.
- There should be visual cues for people who are blind to know where to cross to get to a bus platform and where to board the bus.
- More transit stops on street – not less. Lingering doubts about stop consolidation, and the distances people will need to travel to catch a bus.
- Surface bus transit should be local service with adequate number of stops.
- Same pedestrian way material should be used at transit stops/platforms.
- Platforms should have tactile domes; there should not be brick used.
- Yellow edging where the street edge is/transit edge – this is good for people who have low vision.
- Go to a complex intersection with a large amount of pedestrian traffic require special attention to design for usability and safety (e.g., Market, Geary).
- If restrictions on autos are imposed, make sure that not only para-transit and taxis retain access to passenger drop off rights on Market Street, but also for private vehicles dropping off friends and family
- Lots of high rises with residential units going in. Lots of existing Single Resident Occupancy (SRO) buildings in the Mid Market- Tenderloin and Mid-SOMA area. This means more transit riders.

Section H. September 21, 2013 Workshop Agenda:

AGENDA: BETTER MARKET STREET PEDESTRIAN REALM FOCUS GROUP

WELCOME BACK- Jessie Lorenz, ILRCSF Executive Director

ILRCSF facilities Recap

What is the topic of this focus group, and why a focus group?

Re-INTRODUCTIONS- Peter Mendoza - ILRCSF Community Organizer & Systems Change Coordinator,

ILRCSF Project Sponsors

City of San Francisco Better Market Street Project and Mayor's Office on Disability Focus Group Members

MARKET STREET WALKING TOUR -Carla Johnson and Simon Bertrang

Purpose: To examine and experience different paving materials in the pedestrian realm

Goal: Your personal and collective observations, feedback and opinions.

Objectives: What are your observations and opinions about the best combination of materials for pedestrian sidewalks and plazas on Market Street? Is Market Street brick a good idea or not?

15 minute BREAK – QUESTIONS? -Jessie, Peter, Simon, Carla and John Paul
LET'S GO WALK, ROLL & STROLL – Simon Bertrang and Carla Johnson

SAFETY LECTURE – John Paul Scott

We break into two groups.

Group A – Lead by Simon, John Paul, and Heather, heads south west through Yerba Buena Lane by St Patrick's Church. The group meets at Market Street and Annie Plaza before heading back to ILRCSF for lunch and group discussion.

Group B – Lead by Carla, Kelli, Jesse and Peter heads north east through Mission Street and Market Street Plazas. The group moves up Ecker Places and meets at Market Street Plaza before heading back to ILRCSF for lunch and group discussion.

LUNCH BREAK

GROUP DISCUSSION - TOPICS – Carla Johnson and Simon Bertrang

YOUR HOMEWORK ASSIGNMENT - Let's go around the room and have focus group members quickly tell about any urban experiences that they had since our last meeting.

OUR MARKET STREET TOUR- What did you find and observe about the paving materials you encountered?

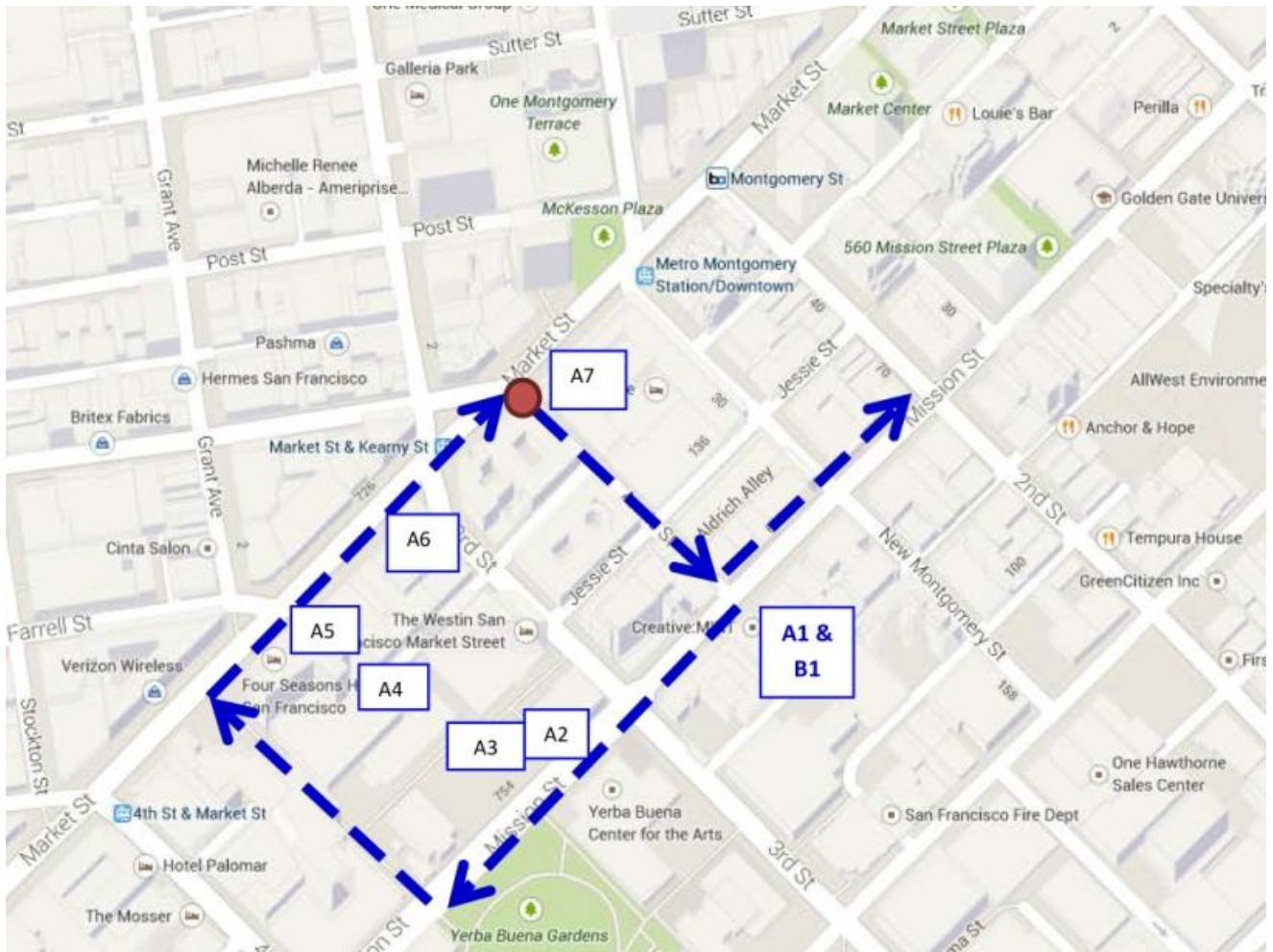
WRAP UP! City Staff Summary

THANK YOU FOR PARTICIPATING!

Section I. September 21, 2013 Walk and Roll Tour Map and Locations

Route for Group A [description of map shown below]

1. ILRCSF 649 Mission. Focus: Review three different paving materials outside this facility, including polished marble.
2. Travel southward on south side of Mission Street. Focus: new concrete paving and “sparkle” paving.
3. Cross street to Jessie Street Substation Plaza. Focus: review several stone finishes (san or milled). Discuss crosswalk materials.
4. Travel up Yerba Buena Lane. Focus: several different milled stone finishes. Perform scuff & wet test.
5. Travel up south side of Market Street, northward. Focus: review brick paving and perform scuff and wet test.
6. Meet at Annie Street & Market Street Plaza – This is the stop and convene location. Discuss observations.
7. Return to ILRCSF down Annie and Mission Street, cross at Second Street.



Route A Locations



Route A Stop 1 649 Mission Street

The materials:

- Polished Terrazzo
- Dark Gray Waterproofing with application of topping application (note to group that this is a frequent waterproofing patch for sub sidewalk basements and not a material selection for Market Street).
- Smooth gray waterproofing

Conduct scuff tests.



Route A Stop 2 706 – 7089 Mission adjacent to Rochester Big and Tall

The materials:

- Smooth troweled, plain concrete
- Smooth troweled integrally colored gray concrete with silica carbide sparkles (“sparkle finish”)

Conduct scuff tests.



Route A Stop 3 Jessie Plaza

The materials:

- Machine milled stone
- Course ornamental gravel embedded in concrete

Conduct scuff tests.



**Route A
Stop 4
Yerba Buena Lane**

The materials:

- Medium-Fine ornamental gravel embedded in concrete
- Burnished, light-flame finish granite
- Smooth stainless steel drain grate

Conduct scuff tests.



**Route A
Stop 5
Market and Yerba Buena Lane**

- Market Street brick – slip- finish new brick patches and original worn brick
- Burnished, light-flamed stone (the dark gray stone)
- Sand smooth finished stone
- Look at polished stone curb at street

Conduct a wet test.



**Route A
Stop 6
Market and Third Street Corner**

- Market Street brick – slip- finish new brick patches and original worn brick
- Smooth finish concrete
- Light broom-finish concrete (darker concrete)

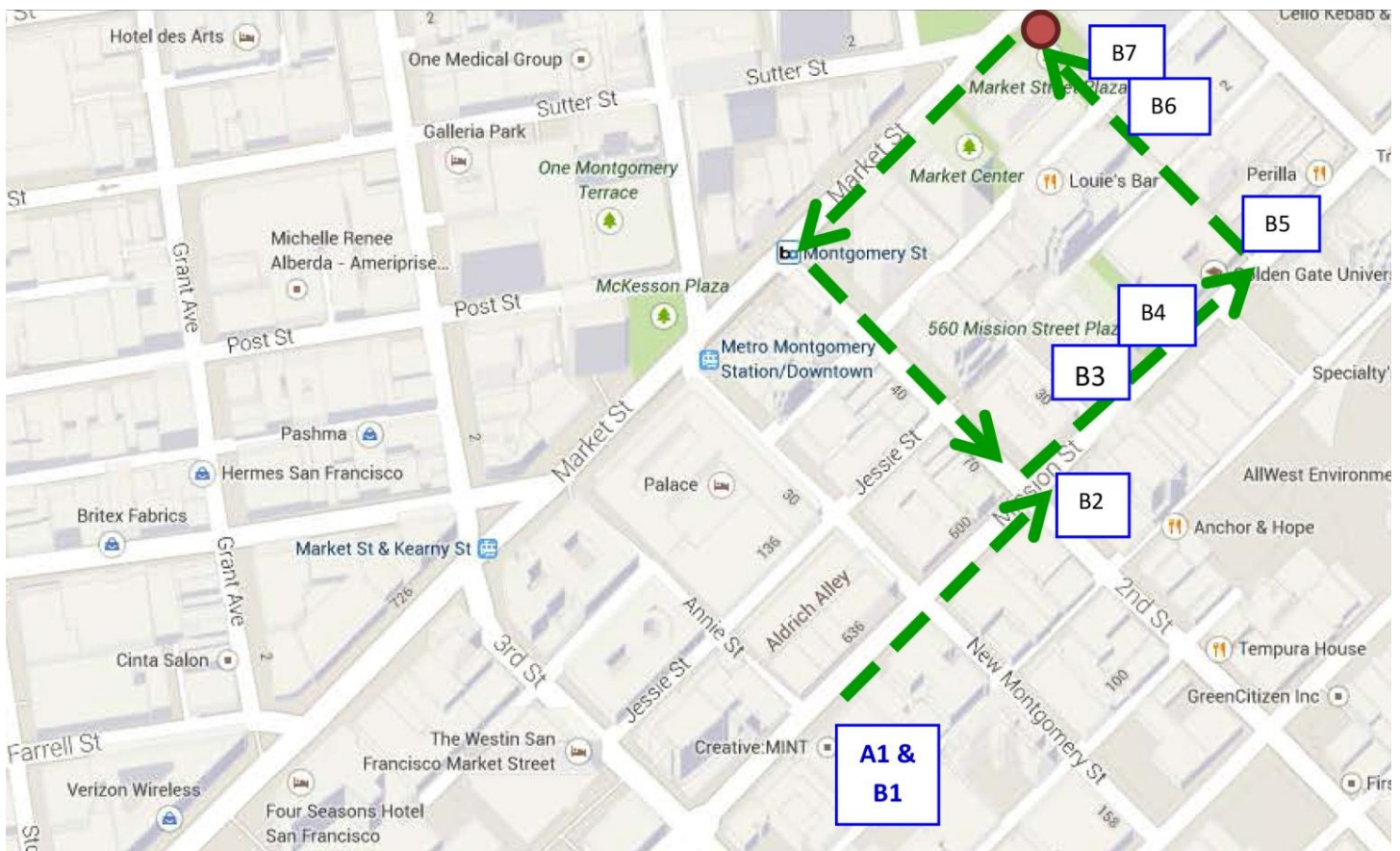


**Route A
Stop 7**

**Meet and convene site – Market and Annie Street
Plaza**

Route for Group B [description of map shown below]

1. ILRCSF 649 Mission. Focus: Review three different paving materials outside this facility, including polished marble.
2. Travel northward on south side of Mission Street. Cross Second Street to north side of Mission. Focus: new concrete paving and “sparkle” paving.
3. Travel up Mission street and turn into 560 Mission St Plaza. Focus: various types of milled and flamed finish paving stone.
4. Turn into left into Ecker Place to the plaza on Market Street. Two stops. Conduct scuff and wet test.
5. Meet at Market Street Plaza at head of Esker Place. This is the stop and convene location. Discuss use of cobbles as a warning surface. Conduct scuff and wet test. Compare to Market Street brick. Discuss observations.
6. Travel southward on Market Street to Second Street and Stevenson Street. Focus: review old and new brick paving. Is there a detectable different? Conduct scuff and wet test.
7. Return to ILRC southward on Second Street and Mission.



Route B Locations



**Route B
Stop 1
649 Mission Street**
The materials:

- Polished Terrazzo
- Dark Gray Waterproofing with application of topping application (note to group that this is a frequent waterproofing patch for sub sidewalk basements and not a material selection for Market Street).
- Smooth gray waterproofing

Conduct scuff tests.



**Route B
Stop 2**
The materials:

- Light broom finish concrete
- Acid wash fine-fine gravel concrete
- Semi-smooth gray stone

The point here is that the concrete with the acid wash very fine gravel has a similar traction as concrete topped with carborunderum
Conduct wet test on the stone and adjacent concrete.



**Route B
Stop 3
660 Mission Street**
The materials:

- Acid washed, troweled concrete
- Fairly smooth finish granite
- Stainless steel tree grates



**Route B
Stop 4
Golden Gate U**

The materials:

- Brick paving
- Smooth troweled plain concrete
- Burnished light-flamed granite

Conduct scuff tests



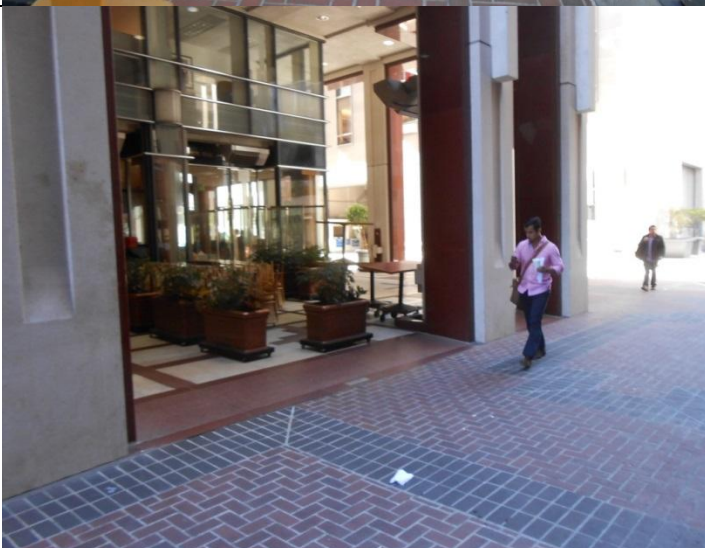
**Route B
Stop 5
Ecker Place**

The materials:

- Brick paving
- Smooth troweled plain concrete

Note – this area has a lot of varying cross slopes and this should not be an issue creating distraction to the topic at hand.

Conduct scuff tests



**Route B
Stop 6
Ecker Place**

The materials:

- Brick paving
- Burnished light-flame finish granite
- Polished granite
- Acid washed, troweled concrete insets

Conduct wet test



Route B
Stop 7 – Meet and convene
Market Street Plaza at Ecker Place
The materials:

- Precast tiles of acid washed coarse gravel embedded into surface of concrete tiles
- Cobblestone paving inside bench area
- Steel grate
- Market Street brick – newer patches and old brick

Conduct scuff tests



Section J. Notes from September 21, 2013 Workshop

1. General pedestrian environment design

- Have level ground or gutter area at the bottom of a curb. Extend the level all around the curb ramp (not just at the curb ramp).
- Have the placement of curb ramps be predictable not located in a zig zag pattern.
- Curb heights should be consistent.
- It is a problem when water builds up on sidewalks. Especially when this happens near a bus stop and a person is trying to get to the bus on time – it can be slippery.
- Have a place for refuge if the street crosswalk is too long or wide.

2. Materials seen on Walk and Roll Tour

- Paving in general
 - Predictability in the pedestrian zone is extremely important and provides reliable cues.
 - Minimize slope conditions and cross slopes at driveways and the like.
 - Texture and foot traction are most important – each blend together
 - Color and contrast are key Universal Design feature to paving in pedestrian zone. Pedestrian thoroughway should have consistent color and texture.
 - Material contrast at the “building face” zone would be desirable.
 - The walk and roll tour of paving materials were conducted under constant rain. Wet conditions made all materials more slippery.
 - Brushed concrete performed very good
 - Concrete with exposed and rough aggregate (Jessie Plaza) performed well.
 - Smooth troweled concrete did not perform well. Concrete with “sparkle” felt more slip resistant and provided better traction than regular concrete.
 - Terrazzo performed terrible and was considered an inappropriate paving material for exterior conditions
- Market Street and other brick paving
 - One participant who is a wheelchair user said that the original brick surface has better grip than the newer brick.
 - Another participant who has low vision said that the original brick surface is worse than the new brick.
 - Participant who is semi-ambulatory said that the old brick is better than the new brick but when there are tree leaves on it the surface is slippery.
 - Older bricks are not good when they are worn down.
 - Participant who is a wheelchair user said that the old bricks are good for friction but it is bumpy. The surface is alright for short distances.
 - A participant with a motorized wheelchair felt vibration on brick from joints, when he drive really fast
 - Brick paving received 3 positive votes out of eight.
- Concrete paving

- Participants like concrete with brush finish. It is not slippery.
- Participants love the sparkly concrete (especially with a carbon grit surface). Participants say they are less likely to slip and fall on this surface. The materials might be more expensive but the City would save money by not having slip and fall lawsuits.
- Participants like the concrete surface with bigger aggregate rocks because the small rocks are too smooth.
- Participants like the concrete surface but do not like the exposed pebbles and the joints.
- If brushed concrete is more expensive, the cost and effort is worth what is gained in the material's traction and slip resistance.
- Brushed concrete received 9 ½ votes out of ten.
- Concrete with exposed aggregate received 4 votes out of 10.
- Stone and terrazzo paving
 - Participants do not like the surface of terrazzo.
 - Participants like granite with hone finish and concrete with granite pebbles. They like the combination of the two surfaces because it makes it less slippery (e.g. near Jewish Museum).
 - Flamed and burnished granite has good traction but looks slippery. Person with low vision says it is slippery and would avoid that surface.
 - Granite is slippery and does not have good traction. Participants do not like it at curb ramps and on the sidewalk.
 - Cobble stone paving surface with extra tight joints are good. It is less slippery when the joints are filled.
 - Milled stone and milled or smooth granite received 3 votes each out of ten (voting system was failing at this point)

3. Other issues

- Tree grates are slippery.
- Participants do not like lights in the middle of the sidewalk. The lights mess with people's night vision.
- Having a grate/drain is alright if it is narrow and has contrasting material around it. Participants say it is fine as long as their foot can get to a stable material.
- Maintenance is very important (e.g. tree leaves on sidewalk can make the surface very slippery and it does not provide enough traction, need to fill sidewalk joints to make surface less slippery, population increase will cause more wear and tear on the sidewalk surface).
- Participants do not like bad joints. The joints cause puddles to buildup and if they are large joints participants say they can get their canes or wheelchairs caught in it.