

To: Operations and Scheduling Committee

Date: 3/22/2019

From: Ruby Horta, Director of Planning & Marketing

Reviewed by: *WC.*

SUBJECT: Walnut Creek Transit Center Opening

Background:

County Connection has been working with BART since 2002 on the Walnut Creek Transit Village project at Walnut Creek BART. The transit center at Walnut Creek BART is a major hub for County Connection, LAVTA, SolTrans, and various private shuttles. County Connection operates ten (10) local routes, four (4) express routes, two (2) school routes and paratransit service out of the Walnut Creek Transit Center.

On March 12th, County Connection staff was informed that the buses would be relocated to the new transit center, starting March 23rd and the new South Garage would open for private automobiles on March 29th.

New Bus Transit Center

During a walk-through of the transit center on February 14th, County Connection staff noted a number of safety concerns associated with pedestrian access in and out of the transit center and the connection to the BART gates. Additionally, County Connection staff made recommendations regarding potential points of conflict between buses and vehicles accessing the transit center and the new South Garage off of Pringle Ave. The contractor and BART acknowledged the concerns and took remedial actions by striping the road to minimize vehicular conflicts and adding a barrier to discourage pedestrians from traveling through the bus bays. BART will continue to monitor accessibility and evaluate the need for additional features.

Prior to the relocation, County Connection's staff conducted a few tests with our buses and it was evident that the bus bays with the inductive chargers for Routes 4 and 5 were not adequate. The charging plates were placed in the incorrect location, which prevented the bus to properly align the charging equipment. The developer has been working on making the necessary adjustments and we expect the charging equipment to be available starting April 10th. In the meantime, Routes 4 and 5 were assigned to other bays and diesel buses have been covering this service.

County Connection's staff completed a final test run through the new transit center on March 22nd. All service to Walnut Creek BART shifted to the new transit center on March 23rd.

Passenger Outreach

County Connection deployed supervisors, customer service representatives and planning staff from March 23rd through March 29th to educate passengers on the new transit center layout. Despite significant in-person efforts by County Connection staff and BART's signage throughout the BART station and old transit center, several County Connection passengers inadvertently waited at the old bus bays and missed their normal connections in the first few days. However, it appears most passengers are now aware of the new transit center and the complaints have decreased. Given the various Spring Break schedules, County Connection will continue to deploy staff, as needed.

Recommendation:

None at this time. This item is informational only.

Financial Implications:

None.