

To: Operations and Scheduling Committee

Date: 6/03/2019

From: William Churchill, Asst. General Manager of Admin. *WC.*

Reviewed by: *RCh*

SUBJECT: Walnut Creek Transit Center Update

Background:

The Walnut Creek BART station has been designated by the Metropolitan Transportation Commission (MTC) as a regional transit hub. As a major transportation hub, County Connection, Livermore Amador Valley Transit Authority (LAVTA), Solano County Transit (SolTrans), and at least four separate private transportation entities use the facility. County Connection operates ten (10) local routes, four (4) express routes, two (2) school routes and paratransit services out of the facility.

The first stage of the new Transit Village has been completed which includes a parking garage for the general public and a host of bus bays for the previously mentioned transit operators. As County Connection began operating in the new garage staff discovered a number of problems to be resolved. The issues ranged from passenger confusion in locating their bus stops to the Wave inductive charging bays having been incorrectly constructed. The committee requested staff provide updates as issues are resolved or if others are discovered. This memo outlines the status of these various issues.

Current Status:

While confusion regarding bus stop locations still persist, the volume has dropped considerably with the efforts staff have made to communicate through signage and on ground interaction with the public. The developer has reconstructed the inductive charging vaults allowing the Wave system to be installed and are now functioning allowing the electric buses to operate on Routes 4 and 5.

Although County Connection staff was informed all bus bays within the facility would be 40' long, apparently there is variation among some of the bays. Two bays are only 36' long, one is 43' long and another while it is 40' long it is situated adjacent to a major support pier such that only 37' is usable. While the issue is not critical it has created a need to reshuffle some of the bus stop locations, primarily driven by SolTrans that was assigned a bay that is 36' long for their 42' long bus.

Shortly after the opening of the new parking garage buses were having difficulty entering the transit facility due to a large volume of cars entering the garage from Ygnacio Valley Road. Staff

contacted BART police for support and traffic control but was informed that the Walnut Creek police now have jurisdiction over the new garage and bus bays. This represents a significant departure in staff's understanding of how to manage potential issues at Walnut Creek BART. Staff will work with the Walnut Creek police department to manage enforcement within the facility for ongoing issues. An example of an ongoing issue at many BART stations are private cars, including UBER and Lyft drivers operating through the designated bus facility. This mixing of private vehicles, buses and pedestrians creates a challenging environment to operate in.

The overall concern at this point is gaining a complete perspective of who controls what components of the BART station, including the bus bays, and where to turn for support when significant issues arise. To that end, County Connection Legal Counsel is reviewing applicable documents related to what BART controls verses what the developer controls as it relates to County Connection's use of the bus bays. As staff receives more information, updates will be provided to the committee.

Financial Implications:

Unknown

Recommendation:

Staff respectfully requests the committee forward this report to the full board for a brief discussion.