

VTA's BART Silicon Valley Phase II Extension Project

Alum Rock Community Working Group

June 14, 2017



Agenda

- BART Silicon Valley Phase I Tour and Lessons Learned
- Next Steps



BART Silicon Valley Phase I Tour


Phase I Team, VTA

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Lessons Learned: Alum Rock Bus Rapid Transit






Lessons Learned

What Went Wrong?

- Major safety issues
- Delayed construction work meant no work for long periods at a time
- Impactful, lengthy street closures
- Untimely and inconsistent/lack of information
- No single point person for the community


Takeaways

- Include contract requirements thru community lens
 - Analyze business operations, major planned events to inform the construction schedule, duration, etc.
 - Include penalties in contract for failure to perform
- Build community knowledge prior to construction
 - Provide clear understanding of impactful work
- Dedicate a project office and liaison(s)
- Track conversations & input from your stakeholders
- Report to active advisory board, stakeholder group

 *Solutions that move you* 5

Best Practices in Public Engagement

- Build good relationships
 - Communicate early, often and before you need to
 - Get to know stakeholders and their needs
- Become part of the fabric
 - Project office, field hours, 24/7 hotline
 - Regularly attend other stakeholder's meetings (business/neighborhood associations)
- Manage expectations
 - Be honest up front and responsive, even if a solution has not yet presented itself

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Lessons Learned: BART Phase I



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Lessons Learned: Stakeholder Accommodations

- Engaged public early re: construction duration during environmental/design phases to inform contract
 - Shorter (full road closure) vs. longer (partial road closure) construction duration
 - Imposed liquidated damages on contractor if duration is exceeded
- Planned for temporary business access (i.e. temporary driveway built when 1 of 2 entrances were closed)
- Considered business operations & worked with stakeholders on alternatives (deliveries, trash pick-up, etc.)
- Required contractor to provide porta potties & water during utility shutdowns
- Offered customized business signage as part of traffic control program



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Lessons Learned: Utility, Developer and City Coordination

- Partnered with third party utilities in outreaching to communities
- Coordinated schedules and designated a utility coordinator and support team in the delivery structure
- Coordinated with developers on construction activities and traffic control plans especially when work was impacting city streets, business operations, access, etc.
- Involved the City and community early in the design of areas/facilities within view of public spaces (fences, soundwalls, etc.) to result in aesthetically pleasing design
- Engaged the City and community in construction sequencing and design options that required long-term construction staging



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Lessons Learned: Noise and Vibration

- Maintained prior and ongoing communications with stakeholders re: impacts, provided data showing actual vibration levels vs. approved thresholds
- Installed sound curtains during demolition phase and included requirements in contract for monitoring and reporting
- Set expectations early, provided single point of contact and tracked/monitored work of contractor
- Established the Residential Noise Insulation Program (installation of triple-paned windows for homes that qualified)



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Lessons Learned: Project Wide

- Community Relations Officer
 - Defined qualifications and work scope for community relations coordinator provided by contractor
- Truck Haul Routes
 - Worked with the City to identify best routes
 - Required contractor signage and designated staging areas
- Traffic Control Plans
 - Considered staging needs, business access, custom signage, duration of detours
- Construction Staging Areas
 - Communicated directly with owners/tenants affected by staging areas



Lessons Learned: Project Wide

- Graffiti Prevention
 - Applied anti-graffiti coatings to applicable areas
- Parking
 - Defined process and funding sources for permit parking programs during design
- Multimodal Access
 - Conducted access planning prior to final design



Next Steps

Eileen Goodwin, Facilitator



Next Steps

- Next CWG meeting: Wednesday, September 13, 2017~BYOB
 - Diridon Transportation Facilities Master Plan Update
 - BART Phase I fare setting process
 - VTA's process for station naming
 - VTA Board Selection of Project Description
 - Design and Aesthetics of BART structures
 - BART Phase I Update
- Action Items

