

HUB REVIEW FINDINGS - FAIRFIELD TRANSPORTATION CENTER

Date of Hub Review:

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Participants:

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Existing Hub Conditions:

The Fairfield Transportation Center is located on Cadenasso Drive at the West Texas Street off-ramp of the I-80 freeway in Fairfield. Completed in 2001, the Transportation Center features ten sheltered bus bays, three passenger shelters for casual carpools, a 400 space parking structure and 200 space parking lot, 28 bicycle lockers, bicycle racks and the Transit Store ticket office which is open during commute hours for transit information and ticket purchase. The adjacent office building houses the Transit Office (offices of Fairfield/Suisun Transit). Transit information and tickets are available in the Transit Office when the Transit Store is closed. The bus operators who currently serve this facility are Fairfield/Suisun Transit System (FTS), Baylink Express (Vallejo Transit) and Rio Vista Transit (Delta Breeze). Due to its central location between the Bay Area and Sacramento, the Transportation Center offers bus service to both Pleasant Hill and El Cerrito BART Stations and to downtown Davis and Sacramento. The City is currently seeking funding to expand the Transportation Center's parking and commercial offerings. They are planning to add about 400 parking spaces and redesign the I-80 off-ramp to permit direct access for buses into the bus loading area, improving express bus service and schedule reliability.

CORRECTIVE ACTIONS

Wayfinding:

Although the signs in this center are new, they do not sufficiently guide passengers between the bus stops, Transit Store, parking structure and the Transit Office.

The following corrective actions would improve connectivity of this hub's elements and increase rider efficiency:

Identification of station or transit operator

- Install pathfinder signs on I-80, at freeway off-ramps on West Texas Street, on Beck Avenue, and on Cadenasso Drive directing passengers to the transit center (see checklist question #1, photo #1);
- Add entrance sign and transit center name to the front of the parking structure (see checklist question #2);
- Add logos for Fairfield/Suisun Transit System (FTS), BayLink, and Delta Breeze at the transit center entrance on Cadenasso Drive (see checklist questions #3, 5, photo #1);

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Moving around or entering or exiting the station

- Install signs at all decision points in the hub which direct passengers between bus stops, casual carpool area, the Transit Store, parking structure, bicycle parking and the Transit Office; signage should also delineate the accessible pathway throughout the hub facility (see checklist questions #8 - 10,). Replace existing signs with more visible format (photos #4-8, 10);
- Use a consistent set of graphics, fonts, and colors for directional signs (see checklist questions #8, 14);
- Use a bold arrow design at all decision points and on all wayfinding signs (see checklist question #16);
- Install a new sign for the Transit Store so it can be seen from the bus platforms (see checklist question #8, photos #5-7);
- Add international icons and symbols where appropriate;
- MTC will work with a transit operator who will take the lead on the development of a consistent wayfinding program, including providing funding for program development and P S & E costs.

Identification of where to board or wait for transit

- Existing hub layout map (photo #3) does not specify the bus bay for specific routes. This map refers to bays A-G as does the directional signage in the loading area (photo #4). However, there is no identification of A-G at the bus bays themselves. In reality the bus bays could be identified on the map and signage by route number only without the need for an additional reference system. Install revised hub layout map at a central location on the bus platform, at the Transit Store and the Transit Office (see checklist question #28 - 30);
- Bus stop flags and overhead signage is visible. However, agency logos are not included on the bus stop flags; in addition, this signage should be kept up-to-date (see checklist questions #19, 21, 23; photos #11-14);
- Add bus schedules at bus stops/shelters in the bus loading area (see checklist question #20, 25);
- Install more visible signage for casual carpool area (photo #9).

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Customer Information:

Transit information is provided for operators at the facility, but no local vicinity information is included. Customer information displays should be coordinated with wayfinding sign program at key locations within the facility. The new program would address, but not be limited to, the following customer information elements:

Regional Transit Information (RTIC)

No RTIC currently exists at the Fairfield Transportation Center.

- An RTIC installation would include
 1. The regional 511.org transit map; and
 2. Subregional or system map for local operators.
- Install two RTICs: 1) at the Transit Store and 2) on the bus platform (see checklist questions #26, 29, 30);
- RTIC should be located with local information wherever possible.

Local Transit Information

- Local transit information would include (see checklist question #8):
 1. Subregional or system map for local operators;
 2. Schedules and service hours;
 3. Fares and specific system information;
 4. Hub layout map; and
 5. Local vicinity map.
- Local transit information should be posted at the Transit Store and on the bus platform. Coordinate with locations of the RTICs (see checklist questions 28-30);
- Install consistent Braille signs on all bus stop poles and/or shelters (see checklist question #20).

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Real-Time Signage:

Existing Real-Time Signage

Currently, the center is not served by real-time signage. However, collaborative efforts between the City of Fairfield and MTC's regional real-time development process propose to install real-time signs at the bus platforms in the future in conjunction with the installation of an AVL system (see checklist question #38);

Future Real-Time Signage Installation

The need for real-time signs at this station needs becomes more apparent as more transit agencies begin to offer connecting service. As such, the following actions are recommended.

- A real-time sign should be installed in the parking structure near the transit store (see checklist question #38);
- An electrical conduit has been provided in the current design of the transit center for real-time signs. A conduit will also be installed in the next phase of development at the center.

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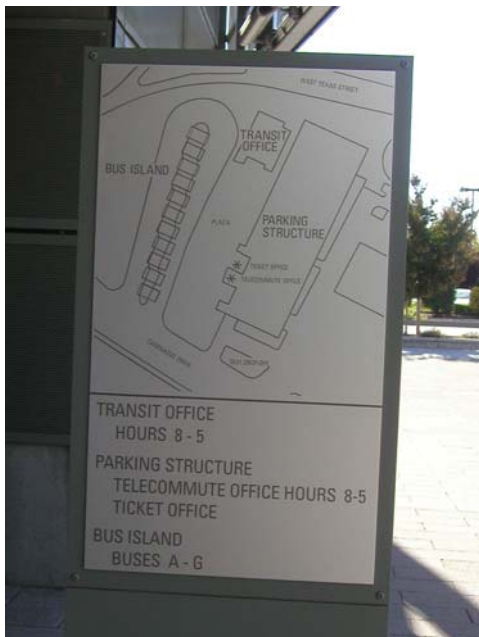
STATION PHOTOGRAPHS



1. Main station entrance.



2. Casual carpool loading area.



3. Station Layout Diagram. Note lack of bus stop notation by route number or agency.



4. Stark directional signage. Note lack of agency identification and non-standard bus route notation.

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5. View from bus bays to Transit Store and parking structure.



6. Transit Store at far right. Note lack of identifying signage.



7. Transit Store ticket office



8. Casual carpool loading area.



9. Directional signage for casual carpool.



10. Lack of identification of Transit Office.

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11. Route identification at bus stops.



12. Closeup of route flags.



13. Overhead route identification.



14. Route listing is outdated.



15. Existing information display case. Could be improved with increased regional information.

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Hub Review Checklist Summary			
WAYFINDING			
Yes	No	N/A	
			Identification of station or transit operator
2	4		<p>1. The hub is clearly identified, visible from surrounding roadways by vehicular and pedestrian traffic.</p> <ul style="list-style-type: none"> Needs freeway pathfinder signs from I-80 to the Transit Center. Use a consistent pathfinder sign as part of a uniform wayfinding sign program. Encourage collaboration between the City of Fairfield and Caltrans to install signs.
4	1		<p>2. Entrances into the hub are clearly identified, visible from approaches by vehicular and pedestrian traffic.</p> <ul style="list-style-type: none"> Good visibility at street entrance, but additional entry signs for the parking structure should be added.
2	3		<p>3. Transit operators serving the hub are clearly identified at the entrances with their logo and name.</p> <ul style="list-style-type: none"> No operator logos at entrance. Each bus stop is clearly marked with its respective operator.
5	0		<p>4. Station identification reinforces information on printed maps and schedules.</p> <ul style="list-style-type: none"> Although stops themselves are well-marked, additional information (schedules, etc) would be beneficial at passenger platforms and shelters.
4	2		<p>5. Station name is identified on the entrance sign along with agency logo.</p> <ul style="list-style-type: none"> There is a good monument sign at the entrance, but it lacks operator logos.
			Moving around or entering or exiting the station
Yes	No	N/A	
2	2	1	<p>6. Agency logos are included with names on directional signs within the facility.</p> <ul style="list-style-type: none"> FTS Wants to work with MTC for STA funds to make this improvement.
0	1	2	<p>7. Turnstile level street exit directional signs also include connection agency names and logs.</p>
2	2	1	<p>8. Vital connections information is grouped together on signs.</p> <ul style="list-style-type: none"> No central information at the bus platform or at the transit store. Need additional signs for the transit store and the office building.
0	4		<p>9. Connection directions are provided at each decision point and there are no gaps in the connection directional information flow.</p> <ul style="list-style-type: none"> Need static signs on platforms and directional signs to casual carpool area.

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0	4	1	<p>10. Exiting directional signs list a hierarchy of the popular destinations and connecting services to reach these destinations.</p> <ul style="list-style-type: none"> No directional signs.
2	1	2	<p>11. Where connecting transit service is not within the station, clear directional signage (including walking distance) is provided to these services. All sign placement complies with 2004 ADAAG guidelines.</p>
0	0	4	<p>12. In stations with multiple track/gate or train/ferry service, confirmation of agency, destination, and real-time departure is associated with those services.</p>
5	0		<p>13. Clear sightlines are maintained to signs and all sign placement complies with 2004 ADAAG guidelines.</p> <ul style="list-style-type: none"> Center was constructed in 2001. Met all ADAAG in effect at the time. Not aware of any accessibility issues or complaints.
0	4	1	<p>14. Exiting connection information is color-coded to emphasize and make it easier to find directions and connections.</p> <ul style="list-style-type: none"> No color coding. May not be necessary if operator logos are installed. Fairfield is assessing the need for color coded directions.
5	0		<p>15. Signs are legible with adequate message size appropriate for viewing distance, proper contrast ratios, and illumination levels.</p> <ul style="list-style-type: none"> Easy to see and clear to read. Add operator logos on yard arms at each bus stop.
1	3	1	<p>16. Arrows are of consistent design and are bold in visual balance with text and are closely associated with their messages.</p> <ul style="list-style-type: none"> No arrows in transit center; should be added as part of a wayfinding sign program.
			Identification of where to board or wait for transit
Yes	No	N/A	
4	1		<p>17. Transit boarding platforms are clearly and boldly identified.</p> <ul style="list-style-type: none"> Only one set of boarding platforms.
3	0	2	<p>18. Where a particular transit route utilizes different boarding points for opposite directions of travel, directional signage is provided to the different boarding point including platform route number, name, and route terminus (a place name).</p>
5	1		<p>19. At commuter rail, ferry terminals or bus stations, the boarding area identification number is large and bold with service agency, destination, number, and "real-time" departure is provided.</p> <ul style="list-style-type: none"> No real-time currently; install in the future once AVL is available on buses.
0	5		<p>20. Schedule frequency and last departure information are provided at transit boarding platforms and are consistent with 2004 ADAAG guidelines.</p> <ul style="list-style-type: none"> Currently provided at breezeway in parking structure Static schedules should be added at bus stop shelters Include Braille signs at all bus stop poles/shelters

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5	0		<p>21. Bus stop signs have agency logos large and bold.</p> <ul style="list-style-type: none"> Should be added to bus stop poles.
2	1	1	<p>22. Bus stop signs have accessibility and parking restrictions as auxiliary signs below the basic bus stop signs.</p>
4	0		<p>23. Bus route identification on bus stop signs comply with 2004 ADAAG Guidelines - minimum 2" route number character height.</p>
4	0		<p>24. Bus stop sign faces are visible from each approach direction.</p>
1	4		<p>25. Bus shelters have associated bus stop signs which are consistent with the design guidelines described in this checklist.</p> <ul style="list-style-type: none"> No schedules. Add these to each bus shelter.
			CUSTOMER INFORMATION
Yes	No	N/A	
			Regional Transit Information (RTIC)
0	4	1	<p>26. Transit information in Regional Transit Information Display Cases is accurate and easy to read.</p> <ul style="list-style-type: none"> No RTIC here. Need to install one or two RTIC panels.
0	3	1	<p>27. Transit operator and route maps for the nine-county San Francisco Bay Area are posted in the Regional Transit Information Display Cases.</p> <ul style="list-style-type: none"> None presently.
1	4		<p>28. Hub specific information is provided in a case adjacent to the Regional Transit Information Display Case and at other critical locations at the hub.</p> <ul style="list-style-type: none"> No hub-specific information.
1	4		<p>29. Hub layout maps are provided in the hub information display case.</p> <ul style="list-style-type: none"> Currently one at transit store. Need to add a hub layout map at bus platform.
0	5		<p>30. Map of hub vicinity with landmarks and attractions is posted in the hub information case.</p> <ul style="list-style-type: none"> None presently; should be added.
2	2		<p>31. Posted transit information (i.e. maps, schedules) is well maintained, accurate, and easy to find.</p>
0	5		<p>32. Schedules, fare, transfer information and hub layout maps are located near bus stops and loading platforms.</p> <ul style="list-style-type: none"> The existing information panel is located next to the transit store and parking structure exit. Should consider adding a similar panel to a bus platform.
3	3		<p>33. Printed schedules and maps distributed at the hub contain accurate information and are consistent with the information provided in the Regional Transit Information Display Cases.</p> <ul style="list-style-type: none"> No RTICs at this hub. Printed information is at the transit store and in the office building.

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			REAL-TIME SIGNAGE
Yes	No	N/A	
			Existing Real-Time Signage
0	4		34. Real-time signage is provided at the hub. <ul style="list-style-type: none"> • None here.
			35. Location of signs (indicate on station diagram).
			36. Description and photo of signage types.
			37. Identification of transit services included on real-time signage (Include operator and mode).
			Future Real-Time Signage Installations
			38. Describe location(s) for future real-time signage locations (indicate on station diagram). Refer to Appendix A Real-Time Technology Guidelines page A-24 <ul style="list-style-type: none"> • Real-time signage will be added in the future with the addition of AVL systems to the buses. • Signs would be available at each bus stop. • Add a real-time sign at the transit store/parking structure breezeway
			39. Describe transit services that would be included in real-time signage displays. Refer to Appendix A pages A-24-26. <ul style="list-style-type: none"> • Include next bus, delay, time, date, customer information and safety messages.