

TO: Chairman and Board of Trustees

FROM: Administrator

Adoption of Resolution Establishing a Revised Bus Stop Policy

**Background** In the Transit System Analysis completed by Nelson\Nygaard Consulting Associates (Nelson/Nygaard), the consultants indicated that the short spacing that previously existed between COTPA's bus stops was frequently cited by passengers as an undesirable characteristic of the system. The consultants further pointed out that previous bus stop spacing slowed buses and negatively impacted reliability.

In response to the recommendations provided by Nelson\Nygaard for improved bus system reliability and frequency, the board approved a Bus Stop Policy on December 19, 2013. The policy provides guidelines for ensuring ample, convenient and safe locations for passengers to board and alight buses while spacing bus stops at a distance that enables the bus system to operate in an efficient and reliable manner.

Staff has prepared a revised policy that expands the provisions of the existing policy. The revised policy continues to include the guidelines for spacing, location and special considerations included in the existing policy, but will also specify the level of amenities associated with bus stops based primarily on the amount of customer activity (boardings and alightings) at each stop. The revised policy will serve as guidance for staff, local jurisdictions and municipalities when determining whether a bus stop should include a sign, sign and bench or covered shelter and will allow EMBARK to implement a more standardized approach to bus stop management and a more thorough response to customer inquiries regarding bus stop amenities.

LFR Issue Community Relations

Review Public Transportation and Parking Department and Municipal Counselor's Office

Recommendation: Adopt the resolution



Jason Ferbrache  
Administrator



# POLICY & PROCEDURE

All Division

Policy # 300.1-1

Revision #

Implementation Date 1/6/17

Last Reviewed/Update Date 1/6/17

**Bus Stop Policy**

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**Owner:** Scheduling

**Approval:** Board of Trustees

## Purpose:

The purpose of this policy is to provide staff, local jurisdictions and municipalities within the Central Oklahoma Transportation and Parking Authority (COTPA) service area a consistent set of guidelines for designing comfortable and convenient high quality facilities at bus stop locations, while considering the operational needs of the Authority, the requirements of the Americans with Disabilities Act (ADA) and public safety. While the focus of this document is on bus stops, many of the elements addressed here may also apply to other transit modes.

The Central Oklahoma Transportation and Parking Authority (COTPA) has established a bus stop policy to provide guidelines to help balance providing ample, convenient and safe locations for passengers to board and alight buses while spacing bus stops at a distance that allows the bus system to operate in an efficient and reliable manner. Nothing in this policy is intended to suggest that the placement of each bus stop will not be evaluated on an individual basis. Under this policy, buses do not stop at a location that is not designated as a bus stop unless there is a need to serve a person with a disability or address a reasonable accommodation request. Moreover, this policy shall provide guidelines for the level of customer amenities provided at bus stops based on the amount of customer activity. Prior to this policy street furniture, primarily bus benches, has been placed in a manner that is inconsistent with the provisions of this policy. These benches and shelters that do not conform to the new standard have been "grandfathered" into the transit system until upgrades to the stop locations consistent with this policy are made.

## Policy Statement:

Bus stops will be spaced far enough apart so that the travel speed of bus routes will support system reliability. Bus stops will be located where passengers can conveniently walk to the stop, but far enough from adjacent stops on the same route so that travel times are consistent with the schedule. Bus stop spacing will also be impacted by topography, limited access areas and surrounding attractors such as popular retailers, medical facilities and transfer points.



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Safety of passengers and bus operators shall be the number one concern in determining the location of bus stops. Bus stops will be placed primarily on the far side of intersections. Far side stops reduce conflict between right turning vehicles and stopped buses and encourage pedestrians to cross the street at the rear of the bus. Bus stop locations will be chosen such that, to the maximum extent practical, they will comply with ADA guidelines. Stops at the near side of intersections will be used only when a far side stop is deemed unsafe or not practical. Stops in the middle of the block will be considered in some cases. Each location where a bus will stop for a passenger boarding or alighting will be clearly identified with a bus stop sign.

This policy will be implemented in a manner consistent with Title VI to ensure the addition of shelters and benches within the EMBARK system does not create a disparate impact or disproportionate burden.

## **Procedures or Definitions:**

To promote a structured and consistent approach to placement of bus stops and amenities at bus stops, staff will follow the guidelines below. The guidelines have been developed to ensure the safety of operators, customers and pedestrians, while supporting on-time performance of the bus system and further customer satisfaction.

### Bus Stop Placement

- Points of interest
  - Retail development
  - Hotel
  - School
  - University
  - Social service agency
  - Medical facility
  - Public buildings
  - Multifamily housing
- Locations with ADA or senior customers in a concentrated area
- Places where customers can transfer to other routes or modes
- Facilities that generate large amounts of pedestrian traffic
- Park-and-Ride facilities



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## Bus Stop Policy

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- Transit oriented development
- Locations with physical barriers such as high curbs, drainage structures and steep grades will be omitted from bus stop placement consideration

### Bus Stop Sign Placement

- Bus stop signs will be placed at all bus stops. The signage suite will consist of an EMBARK bus stop identifier, route information sign, unique stop ID sign and customer information panel.

### Bus Bench Placement

- Bus stops that average multiple boardings during the day
- Bench placement location must meet ADA requirements

### Bus Shelter Placement

- Bus stops that average at least ten (10) boardings during the day
- Shelter will include bench, trash receptacle and security lighting
- Shelter and placement must be constructed to meet ADA requirements

### Shopping Cart Corrals

- Placed at shelter locations abutting grocery stores and shopping centers that average at least twenty (20) boardings during the day

### Electronic Bus Arrival Signage

- Placed at shelter locations where boardings average 100 during the day
- Can only be placed when access to electricity is readily accessible

### Trash Receptacles

- Placed at all shelter locations
- Placed at bench locations at the discretion of staff based on boardings and density of transit stops

**RESOLUTION ESTABLISHING A REVISED BUS STOP POLICY**

**WHEREAS**, in response to the recommendations provided by Nelson\Nygaard for improved bus system reliability and frequency, the board approved a Bus Stop Policy on December 19, 2013; and

**WHEREAS**, the policy provides guidelines for ensuring ample, convenient and safe locations for passengers to board and alight buses while spacing bus stops at a distance that enables the bus system to operate in an efficient and reliable manner; and

**WHEREAS**, staff has prepared a revised policy that expands the provisions of the existing policy; and

**WHEREAS**, the revised policy continues to include the guidelines for spacing, location and special considerations included in the existing policy, but will also specify the level of amenities associated with bus stops based primarily on the amount of customer activity (boardings and alightings) at each stop; and

**WHEREAS**, the revised policy will serve as guidance for staff, local jurisdictions and municipalities when determining whether a bus stop should include a sign, sign and bench or covered shelter and will allow EMBARK to implement a more standardized approach to bus stop management.

**NOW, THEREFORE, BE IT RESOLVED** that the Chairman and Board of Trustees hereby approve the revised bus stop policy.

**ADOPTED** by the Trustees and **SIGNED** by the Chairman this 6 day of January, 2017



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**CHAIRMAN**

**ATTEST:** (seal)

\_\_\_\_\_  
Secretary

**REVIEWED** as to form and legality.

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Assistant Municipal Counselor