

## **Livable Delaware Activity**

Activity/Policy/Program name: DTC Bus Stop Policy

Contact person: John Sisson

Purpose: Provide convenient, comfortable and safe access to the bus system. Locate bus stops so we can run the bus service efficiently to meet the demands of customers.

### Enabling Laws:

- The Bus Stop Program is implemented through internal policy and subject to the limits of the annual capital budget.
- 2 Del C. §1309 (28) (General Authority concerning routes).

Policies: DTC Bus Stop and Passenger Facilities Standards Policy (Policy # 048.01).

History: The need for a statewide bus stop improvement policy was originally driven by the accessibility requirements mandated under the Americans with Disabilities Act (ADA). The Policy was implemented in November 1999 to insure all bus stops in the fixed route system were made accessible and to establish standards for the location of bus stops as well as the installation of passenger amenities at each stop location. As a result, existing bus stops are being evaluated under ridership and accessibility criteria. Upgrades are being installed and new stops are being constructed in accordance with standards helping to ensure safety, accessibility, and uniformity.

Current Situation: DTC has 2760 bus stops throughout the state. All new stops and passenger amenities are being developed in accordance with policy standards. Approximately 50% of the stops have been evaluated against the policy standards and approximately 31% of the stops have been upgraded. New passenger shelter designs, lighting, signage and benches are all being installed consistent with this policy. These actions increase transit's visibility while improving customer comfort and safety, and attracting new riders. Stops installed or upgraded as a result of being included in project-specific investment programs instituted by the Highway Department, are built at or modified to standards consistent with the bus stop improvement policy.

Revisions/Action Needed: Implementation of this program statewide is scheduled for 4 years (FY'00-04). Progress to date is on schedule. No additional actions are needed at this time.

Resources needed to create/revise: This policy was developed by several staff over a 6-month period. Approximately 100 staff hours were devoted to develop this policy. Management of program requires 1 full time FTE overseeing contractors and contracts for the purchase and installation of bus stop amenities. Two part time FTEs (600 annual hrs each) are required for bus stop evaluations and approximately 80-100% of an additional full time FTE is required to research and address Right of Way issues until completion of the program in FY 04. Afterward, this responsibility would become a part time requirement. Right of Way research, identification and acquisition has been the project's critical path and biggest impediment to date. DTC has since entered into an agreement with the Department's Real Estate Section to pay the salary of an existing employee using capital funds, to address this issue.

Process for creation/revision: This program was established through internal policy. Implementation is dependent on annual capital and operating funds and associated staff resources.

Schedule: Established in FY'99, the program will evaluate all 2760 bus stops statewide within 4 years and ensure that all subsequent stops are established and compliant with our policy standards.

Measures to guide progress:

- Measure the number of passengers that use each bus stop over a period of time.
- Customer satisfaction with bus stop conveniences, safety, and access.

Interactions or inter-relationships with other agencies or units of government: Establishment and upgrade of bus stops involves interaction with public and private sector property owners, compliance with local government requirements, and coordination with surrounding infrastructure. Currently, the requisite level of coordination between DTC and local and county governments prevails. This process is expected to become more structured and it's mandates more apparent, as municipalities are required by legislation to support anti-sprawl/Livable Delaware Initiatives.