

## 2015 Draft Amendments to *Connect Spokane: A Comprehensive Plan for Public Transportation*

The following new strategy is proposed to be added to the *High Performance Transit Connect Strategies* (pg. 25):

### High Performance Transit Network Facility Design and Service Communications Standards

#### **Develop standard guidelines for facility design and service branding communications for the HPT Network.**

Nested within STA's overall branding strategy, distinctive facilities and branding for the HPT Network communicate its unique attributes to customers and those developing the built environment.

*System Infrastructure Policies, SI-3.0 – Passenger Interface Components* (pgs. 60-61) are proposed to be amended as follows:

### **SI-3.0 – Passenger Interface Components**

#### **3.1 Stops**

**All STA bus stops shall feature signs mounted in a uniform manner to identify the area as a stop and provide with readable and accurate information.**

Transit stops are one of the most important pieces of the transit network and should be treated accordingly. They determine the access for the customers, so their placement, type, and branding should be carefully considered.

#### **3.2 Benches**

**STA shall work with local authorities to ensure that bus benches are placed properly, designed adequately, and serve the needs of customers sufficiently.**

Benches provide comfort for all types of passengers. Although local jurisdictions are responsible for the operations and maintenance of bus benches, coordination with STA increases the likelihood that everyone's needs are being met. Generally, STA recommends bench locations which meet one of the following criteria:

- 1) 10 or more weekday average boardings
- 2) Transfer point between two or more routes
- 3) Adjacent to ridership generator with a high proportion—percentage of riders with limited mobility

### **3.3 Shelters and Awnings**

***The placement and maintenance of shelters or other weather cover for passenger waiting areas where appropriate shall be encouraged.***

STA shall work with local and regional jurisdictions to position bus shelters, awnings and other weather protection as funding allows and consistent with Title VI requirements. Shelters and awnings which can encourage ridership by protecting waiting patrons from adverse weather elements. Shelters also provide an appropriate location for posting important ridership information. Stops with new shelters will comply with the Americans with Disabilities Act. Stops to have shelters funded by STA must meet at least one of the following criteria:

- 1) 25 or more weekday average boardings
- 2) Transfer point between two or more routes
- 3) Adjacent to a ridership generator with a high proportion percentage of riders with limited mobility

### **3.4 Lighting**

***Stops, benches, and shelters shall have pedestrian-scale lighting whenever possible.***

While any lighting enhances the safety and security of transit stops, System Infrastructure benches, and shelters, lighting designed specifically to illuminate the path of a pedestrian can do a better job than general street lights.

### **3.6 Pedestrian Infrastructure**

***As funding allows, Spokane Transit may partner with local jurisdictions to improve pedestrian infrastructure in locations where there is a direct and tangible benefit to customers accessing a transit stop or other transit facility.***

The vast majority of STA's transit customers use public sidewalks to access transit stops. By allowing people to safely and efficiently reach their destination, pedestrian infrastructure plays a significant role in completing the transit network. STA supports efforts to improve and enhance pedestrian connections to its facilities. Financial contributions to such infrastructure should maximize transit benefit and grant opportunities and should be directly determined by Spokane Transit, and other jurisdictions or agencies.

### **3.7 Accessibility**

**When making improvements and/or designing bus stops, STA shall partner with local and regional jurisdictions to assure that bus stops promote usability for all passengers, including passengers who use mobility devices.**

Inaccessible bus stops can effectively prevent the use of fixed-route bus service by people with disabilities, thus limiting their mobility and potentially leading to increased paratransit costs. Accessibility improvements for people with disabilities can enhance the usability of the transit system for all riders.

### 3.8 HPT Stations and Stops

**The permanence of the HPT Corridor shall be expressed to customers and those developing the built environment with distinctive amenities at HPT stations and stops.**

Enhancements that distinguish stations in High Performance Transit (HPT) Corridors from other types of transit stops are a critical part of the High Performance Transit principles.

*System Infrastructure Connect Strategies* (pg. 62) are proposed to be amended as follows:

#### **System Infrastructure Connect Strategies**

##### Design Standards for Bus Stop Areas

**Coordinate with local and regional jurisdictions to establish, maintain and implement uniform design standards for the bus stop environment.**

Standardization of the elements that make up the bus stop area results in less confusion for coach operators, passengers and other users of the street right-of-way. Established, agreed-upon standards can also streamline the design of street improvements and the review of private development proposals.

##### ADA Transition Plan

**Develop a plan to systematically address obstacles to accessibility at bus stops.**

Many more barriers to accessibility at STA bus stops exist than possibly be can be addressed all at once with available resources. STA must coordinate with local and regional jurisdictions to identify barriers, prioritize addressing them and to outline funding and a timeline to do so.

##### Periodic Review of Conditions

**Conduct a periodic review of bus stop area conditions.**

Implement procedures to periodically review the location and condition of bus stop areas and bus stop amenities. Compile a report of the findings at minimum every 5 years and make it available to the public and decision-makers to inform subsequent bus stop area investments.

***All other System Infrastructure Connect Strategies will be/are housed in the Capital Improvement Program.***

Annex 2, Spokane Transit's Title VI Policy, System-wide Transit Amenities Services Policy is proposed to be amended as follows:

**System-wide Transit Amenities Service Policy**

***Installation of transit amenities along bus routes are based on the number of passenger boardings at stops and stations along those routes and the High Performance Transit facility standards with variances from this policy to support connectivity of routes and riders with limited mobility.***

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