

Connect Spokane Policy Related to the Bus Stop Environment

HP 7. Permanence

HPT features permanence of investments.

Regardless of mode, HPT should express to the customer through wayfinding, tactile enhancements at stations, or alignments that it will be available in the future. This permanence and definitiveness is also critical in directing those developing the built environment to focus new growth around transit.

SI 1. Support

Successful infrastructure investments align with the mission, long-term goals, and long-range plan of a transit agency.

To ensure that infrastructure investments are cost-effective, useful, and efficient, capital projects must support long-term agency objectives. Infrastructure built with the support of the transit agency's coordinated long-range vision is more likely to succeed than infrastructure built independent from system-wide goals.

SI 4. Strategic Opportunism

Transit agencies faced with free or low-cost capital opportunities should consider the long-term operating expenses to prevent those investments from becoming liabilities.

On the surface, any free or inexpensive land/facility offered to the transit agency may seem too good to pass up. However, if it is not part of a long-range plan or a strategic opportunity to improve service, seemingly excellent development opportunities can become burdensome investments. Refusing donated/inexpensive capital may seem foolish, but it may prevent those projects from becoming an unnecessary strain on the transit agency's network and finances.

SI-1.0 – Capital Investment Considerations

Use the following list of considerations to help evaluate the benefits of proposed capital projects.

Capital projects are required as a part of an assortment of services which are provided. STA does not have the resources to complete all of the capital projects identified. However, the following list of considerations help STA evaluate the benefits of each project. These considerations are in addition to the other policies in this plan.

- ***Impact to Operations***

Consider the impacts on operational cost, STA staff requirements, speed and reliability of service, and how the project supports the transit network and system.

- ***Impact to the Customer Experience***

Consider the impacts on ridership, customer comfort and usability of the system.

- **Value Engineering/ Expected Lifetime**

Consider options which may increase durability, reduce maintenance needs and add value relative to the cost. Also consider the expected useful life span of the capital investment.

- **Impact to Safety and the Environment**

Consider the safety, environmental and other impacts related to how the project will impact the surroundings of employees and customers.

SI-3.0 – Passenger Interface Components

3.1 Stops

All STA bus stops shall feature signs 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 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 which can encourage ridership by protecting waiting patrons from adverse weather elements. Shelters also provide an appropriate location for posting important ridership information. 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 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.

RF-1.3 Advertising

STA shall pursue and permit advertising as a revenue opportunity consistent with jurisdictional and community standards.

Advertising provides an important source of income for STA. However, the negative impacts of advertising on STA riders and other community members can be notable. STA should recognize this and ensure that the attempt to secure revenue does not negatively impact public perception or ridership.

SU-1.4 Capital Projects

Integrate sustainability into facility design, construction, and demolition.

The physical plant that supports the agency has a long term effect on the agency’s ability to operate efficiently and represents an opportunity to conserve natural and financial resources.

- Anticipate emerging requirements e.g., ADA.
- Integrate sustainable design criteria into facility design and construction decisions.
- Strive to achieve the Leadership in Energy and Environmental Design (LEED) Silver standard for facilities.
- Construct facilities to the highest defined energy conservation standard justified by net present value analysis of capital and forecast energy costs of at least 30 years.
- Maximize use of recycled building materials.
- Incorporate recycling (deconstruction practices) into the demolition of obsolete STA facilities.

Title VI Compliance 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 with variances from this policy to support connectivity of routes and riders with limited mobility.