

4. BUS STOP POLICIES

4.1 Requests for Changes in Bus Stops

Potential local bus stop locations or concerns regarding existing stops may originate from city staff, Omnitrans staff, passengers or the general public. These requests include issues such as requests to add, move, or remove bus stops or bus service; add, move, or remove amenities at existing bus stops; and operational or safety/security issues related to the stop location.

Requests for changes in bus stops should be sent to:

BusStops@Omnitrans.org

The following process will be followed:

- Both Omnitrans and local jurisdiction (city or county) staff will review the request and will jointly determine if a stop should be changed, relocated, or removed; if amenities should be removed or added; or if the stop in question raises any safety or operational challenges.
- If the issue affects the safety and security of Omnitrans passengers, both Omnitrans and the local jurisdiction will perform an analysis of the site to identify options to reduce the dangerous condition. Careful consideration should be taken to determine whether removal of the stop may have a direct impact on persons that utilize the stop on a daily basis.
- Omnitrans and the local jurisdiction will confirm in writing, the work to be completed by each agency.
- The jurisdiction will notify adjacent property owners if necessary.

4.2 Community Planning and Project Development

When a local jurisdiction (city or county) begins the process to create or update a general plan, specific plan, or roadway project, or to review a development proposal, there is an opportunity to incorporate transit into the planning process.

Omnitrans shall be provided the opportunity to review and respond to all proposed plan changes before and during the public review process. Any amendments to these plans that will have a direct impact on the location of stops should be forwarded to Omnitrans for review and comment.

Communications should include the name of the contact person at the jurisdiction, and the name and contact information of the contact person of the developer. Omnitrans will review the plans and consult with the jurisdiction or others as necessary to properly comment on the plans. Omnitrans will provide written comments on the plans to the jurisdiction. Revised plans should be returned to Omnitrans along with prior comments for subsequent reviews.

Meeting invitations, notices, scoping letters, and copies of plans should be sent to:

Planning@Omnitrans.org

Or mailed to:

Planning Department, Omnitrans
1700 W. Fifth St.
San Bernardino, CA 92411

Local jurisdictions should also consider the following suggestions:

- It is recommended to include a transit element in community general plans, with information such as

proposed bus routes, transit centers, and planned sbX BRT corridors.

- It is recommended that local jurisdictions require contractors and property developers to coordinate with Omnitrans. Below is some sample language that can be used in development conditions of approval:

Contact and coordinate with the public transportation agency, Omnitrans, on bus stop design prior to final building permits of any bus stop being constructed as part of this development. Additional guidance for bus stop construction specifications can be found in Omnitrans Bus Stop Design Guidelines document.

- Some cities also require property developers to construct and maintain bus turnouts or shelters in conjunction with private development. The following is sample language that can be used in general plans to integrate transit into community design:

1.1: Continue to consult with regional transit operators to maintain and improve the coverage and frequency of transit service in the City.

1.2: Consult with Omnitrans to establish and maintain transit hubs at key locations throughout city, both existing and planned.

1.3: In addition to requiring private development to provide transit amenities, consult with regional transit operators to provide attractive and convenient bus stops, including shade/weather protection, seats, transit information, and bus shelters as appropriate.

1.5: Continue to require that the siting and architectural design of new development, infill or redevelopment projects promotes safety, pedestrian-friendly design, and access to transit facilities.

1.6: Enhance pedestrian and bicycle access to local and regional transit, including facilitating connections to transit.

1.7: Continue to design and operate arterials and intersections for the safe operation of all modes of transportation, including transit, bicyclists, and pedestrians.

1.8: Continue to require that new development participates in the cost of transportation mitigation and improvements necessitated by new development, including non-automobile solutions.

1.9: Require that new and substantially renovated office, retail, industrial, and multi-family developments implement transit amenities, including bus turnouts, transit shelters, and other streetscape elements, as appropriate.

1.10: Require the future development of community-wide serving facilities to be sited in transit-ready areas that can be served and made accessible by public transit. Conversely, plan (and coordinate with other transit agencies to plan) future transit routes to serve existing community facilities.

Sources: The Ontario Plan and City of Rancho Cucamonga General Plan

- Development and roadway improvement plans received by jurisdictions will be evaluated for potential impacts on current or future transit operations using the following criteria. Plans which meet one or more of the following criteria should be sent to Omnitrans for review:
 - Identified transit streets in General or Specific Plans;
 - Existing streets with transit routes;

- Major streets;
- Projects that affect streets serving high density residential, commercial, industrial areas or educational or medical institutions;
- Streets that would logically connect existing or planned transit routes or connecting areas which have or are planned to have transit service; and
- Any other project that in the jurisdiction's opinion should be assessed for current or future transit needs.



An example of a shelter constructed by a private developer in the City of Rancho Cucamonga

The following is a checklist that can be used to review development plans, to ensure that the design is conducive to transit access:

- Pedestrian routes to bus stops should be designed to meet the needs of all users (including disabled, elderly, and children);

- The pedestrian system should provide convenient connections between destinations including residential areas, schools, shopping centers, public services and institutions, recreation, and transit;
- Provide a dedicated sidewalk and/or bike paths through new development that are safe and direct to the nearest bus stop or transit center;
- Minimize the distance between buildings and the bus stop through proximity and orientation. This can be encouraged by including transit accessibility concerns in zoning policies, setback guidelines, building orientation guidelines, and parking requirements to encourage transit-oriented development;
- Buildings should be located with entrances from sidewalks, wherever possible;
- Minimize the use of elements that restrict pedestrian movement such as meandering sidewalks, walled communities, and expansive parking lots.
- Pathways should be designed so pedestrians traverse a straight, direct path wherever possible;
- Eliminate barriers to pedestrian activity. This includes sound walls, landscaping, berms, or fences which impede pedestrian access or visibility. If there is restricted access, gates should be installed at access points;
- Pave pedestrian pathways and ensure they are accessible to everyone. Provide accessible circulation routes that include curb cuts, ramps, visual guides, signage (visual and Braille) and railings where needed. Place ADA compliant curb ramps at each corner of intersections;
- Adequate drainage should be provided to avoid pooling and muddy conditions; and

- Provide street lighting along bus stop access routes and safety lighting at intersections to promote safety and security for transit patrons. Ideally bus stops should be illuminated by nearby street lighting, if not; consider installation of lighting at the bus stop.

4.3 Construction Impacts

Public Works and private development construction activities often impact bus operations and bus stops. The following information attempts to reduce construction conflicts, provide information for the contractor, and guide local jurisdiction staff coordinating both design and construction work with the private development community. Omnitrans considers construction coordination a local function, but is available to provide assistance if requested. Omnitrans will participate in any decisions on construction that requires temporary stop closures, relocations, or route disruptions.

Construction coordination information should be directed to:

Detours@Omnitrans.org

Construction impacts caused by private development or public projects can be minimized through conditions of approval applied to the development, such as the following two examples:

Provide the public transportation agency, Omnitrans, a written notification five (5) days prior to any construction that will impede on nearby bus stop or service.

Provide written notification to Omnitrans five (5) day prior to any road closures and/or construction detours that will impact a bus stop or service as a result of this development.

Plans and specifications usually contain language requiring contractors to maintain pedestrian access and signage, etc. Notes

on the construction plans provide instructions to contractors and construction inspectors.

Typical standard plans and specifications may include the following notes:

A minimum four (4) feet wide walkway shall be provided to maintain passenger access to and from bus stops during construction.

Temporary access to bus stop zones during construction shall be approved by Omnitrans in advance of construction activities.

The contractor shall notify Omnitrans at least 5 work days in advance for all street closures affecting transit operations regardless of the duration of the closure. This will allow Omnitrans sufficient time to plan detours and notify the general public.

The contractor shall work with Omnitrans to establish an approved temporary bus stop location.

Omnitrans will provide and post the appropriate temporary bus sign signage.

The contractor shall notify Omnitrans at least 5 days in advance of construction completion so that permanent bus stop signs can be re-installed by Omnitrans.

Recommended construction plan notes include:

Contact Omnitrans for coordination and review requirements.

Contractor may not remove any bus stop signs without prior authorization from Omnitrans.

All work shall conform to the requirements of the Americans with Disabilities Act (ADA) including provisions for temporary access to and from bus stops.

Temporary access to bus stop zones during construction shall be approved by Omnitrans at least 5 days in advance of construction activities.

The contractor is responsible for all costs incurred for loss or damage to bus stop signs, hardware, and street furniture. Project acceptance will be delayed at the request of the local jurisdiction for any damaged street furniture or non-payment of costs.

Temporary removal of street furniture to avoid damage and conflict during construction requires a 30 day advance notice to both the city and the owner of the street furniture.

The contractor is responsible for construction of the passenger boarding pad on which street furniture will be placed. The pad must be designed and located in conformance with local jurisdiction standard details. Any necessary deviations from standard details require the written approval of the local jurisdiction.

The contractor shall receive approval from the local jurisdiction for the location of street furniture placement prior to construction of the passenger boarding area.

Prior to final acceptance or release of certificate of occupancy, the local jurisdiction must be notified to inspect and approve all bus stop related improvements.

A minimum of 48 hours advance notice to local jurisdiction and Omnitrans for final inspections is required.

In addition, the construction plans need to show existing and proposed bus stop locations. The following special provisions may be included in the permitting process, the inspection process, pre-construction conferences, or wherever it is most appropriate:

Contractor shall provide Omnitrans with the name and telephone number of the contractor's construction manager prior to the

commencement of all construction projects involving bus stops or bus route detours.

Contractors shall make every effort to schedule their work to minimize impacts and the duration of impacts to transit operations and the general public.

The contractor is responsible for the construction of the passenger boarding area.

A representative of Omnitrans should be invited to the project's pre-construction conference.

4.4 Resolution of Conflicts between Omnitrans and Jurisdictions

The decision on the location of bus stops is the responsibility of the local jurisdiction, who considers the recommendations made by Omnitrans prior to making a final decision. Jurisdictions have the authority to remove bus stops in cases where safety and security issues exist. When jurisdictions remove stops for safety and security concerns, they shall notify, and work in conjunction with Omnitrans in an effort to solve the safety and security problem and reopen or relocate the stop in a timely manner.

If situations occur where the staff of Omnitrans and that of the jurisdiction are unable to agree on proposed plans, bus stop locations, or other issues, the issue is to be raised to higher levels. Normally a meeting will be held at the director level in an attempt to resolve issues. If the issue remains unresolved, an additional meeting will be held at the CEO/General Manager and City Manager level. If the issue is still unresolved, the jurisdiction's representative may address the issue to the Omnitrans Board of Directors at the next regular meeting.

The appropriate points of contact at each agency are listed in Appendix D.

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