



# Bus Stop Improvement Plan (BSIP)



Citizens Advisory Committee - March 27, 2024

Daniel Shockley, Principal Planner

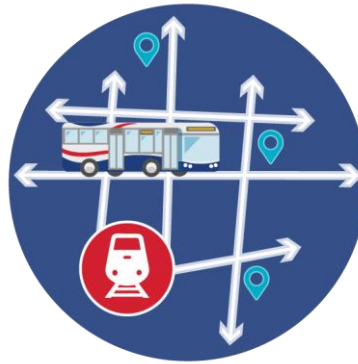
# Agenda

- Project Overview
- Public Outreach and Stakeholder Engagement
- BSIP Recommendations
  - Process Overview
  - Bus Stop Design Guidelines
  - Systemwide Amenity Needs
  - Near-Term Prioritization
  - Near-Term Funding Mechanisms
- Strategy for Longer-Term Improvements
- Next Steps

# Project Overview

# Project Objectives

- Provide a comfortable, convenient and dignified experience for passengers at bus stops
- BSIP builds on *Reimagine SamTrans*:
  - Improve the transit experience in equity priority areas
  - Address community requests for bus stop improvements





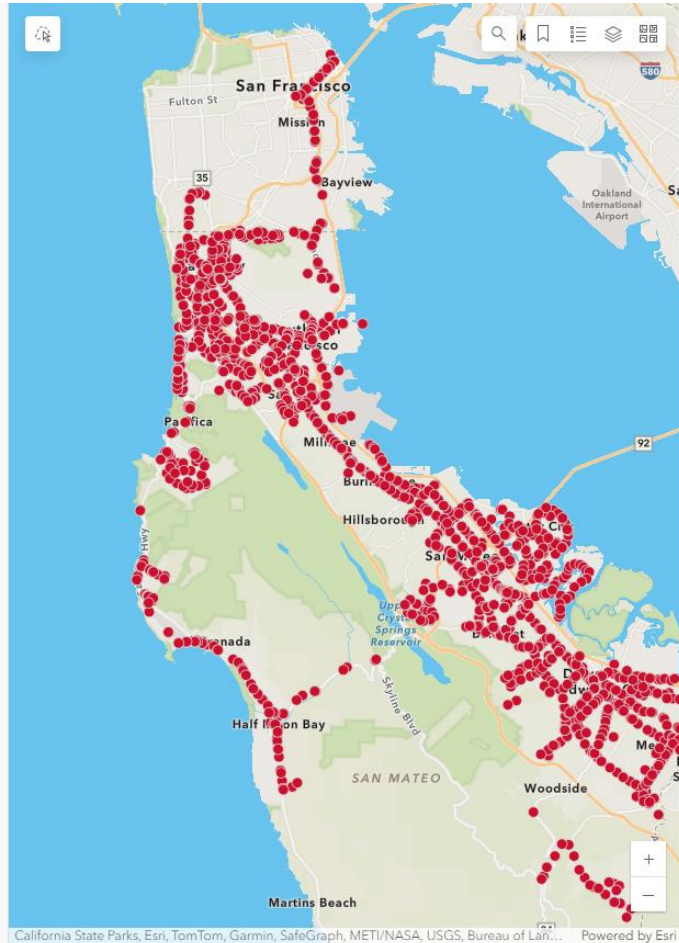
# BSIP: A Landmark Project

This is a milestone customer experience project for SamTrans

- Study conducted 2022-2024
- Systemwide needs analysis of over 1,800 stops
- Updated Bus Stop Design Guidelines
- Recommends near-term bus stop improvements valued at **\$53 million** to be funded with local funds along with competitive grants over the next 3-5 years.



# Existing Conditions

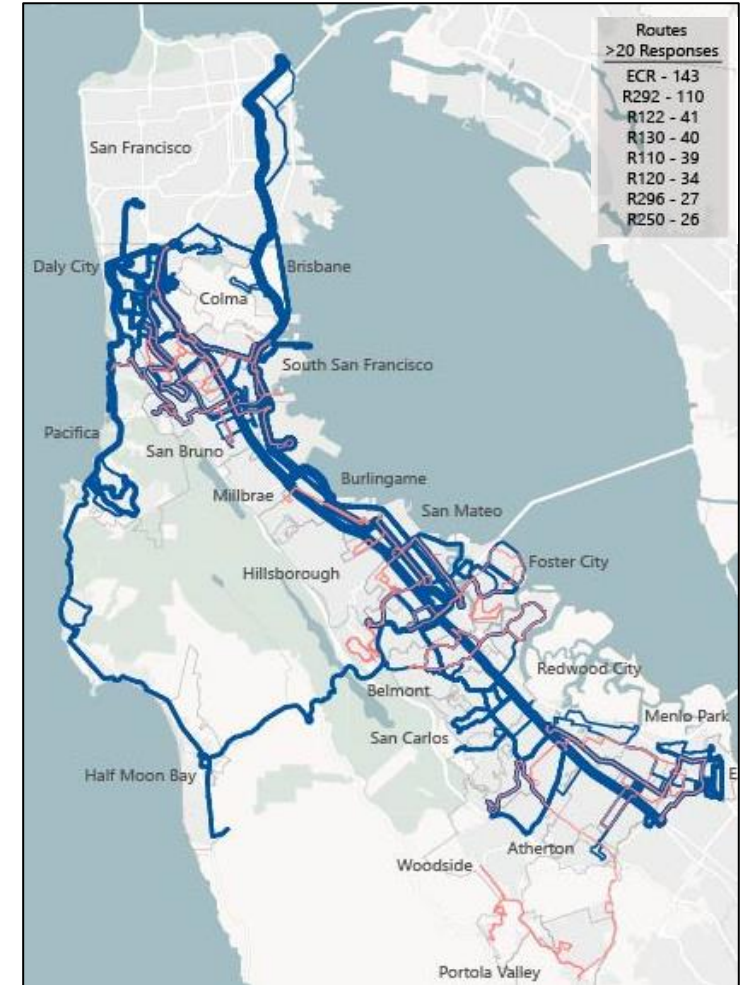


- Systemwide bus stop inventory of existing conditions to inform amenity needs analysis
- BSIP Dashboard
  - Internal tool with up-to-date inventory of bus stop amenities and contextual factors (crosswalks, red curb, etc)
  - Public version (coming soon!): Easy-to-use tool to quickly identify bus stop category and recommended amenities

# Public & Stakeholder Outreach

# Rider Outreach

- Survey open **6 weeks** (March-April 2023); **684 responses**
- Languages: Simplified Chinese, Traditional Chinese, and Spanish
- Promoted online, on buses, at bus stops, and with SamTrans ambassadors
- Survey respondents were:
  - 88% English speaking
  - 48% riding at least five days per week
  - 64% riding for 3 years or more
- Supplemented by 31 **listening sessions** with riders from under-represented groups.





# Key Outreach Findings

1. Participants ranked the **most important amenities** as: shelters, seating, lighting, and real-time information.
2. These amenities are equally important at stops with **less frequent evening service** and stops **without nearby businesses**.
3. Protection from **direct sun, rain and wind** were also important due to increasing extreme weather conditions.
4. Presence of **real-time information** and **lighting** are important for **personal safety**, particularly at stops with limited evening service.

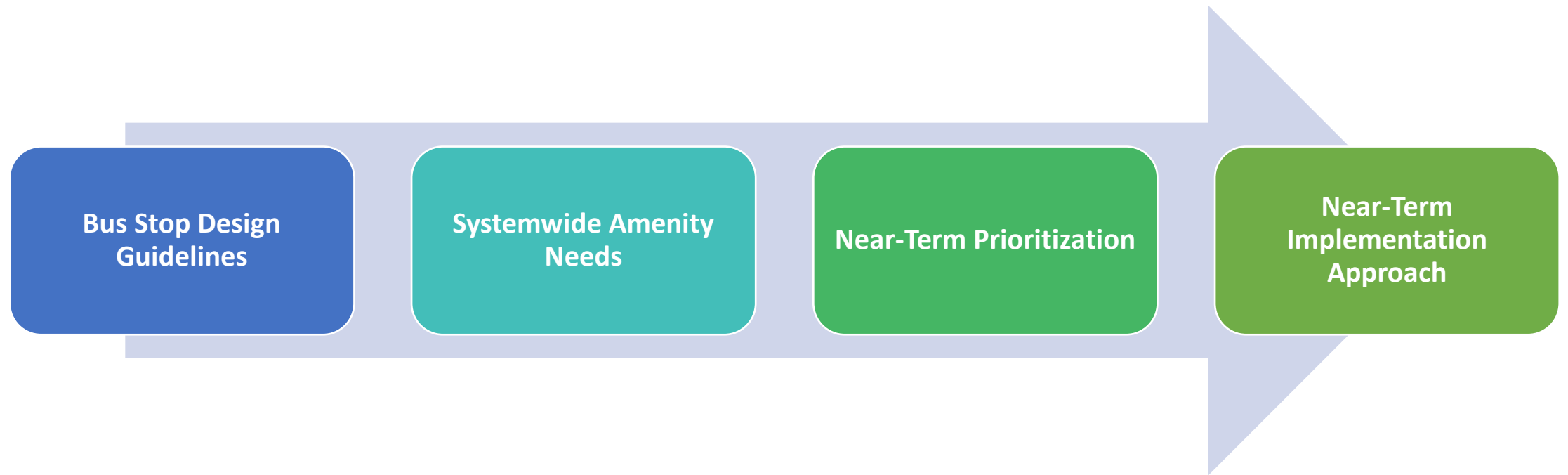
# Stakeholder Engagement Summary



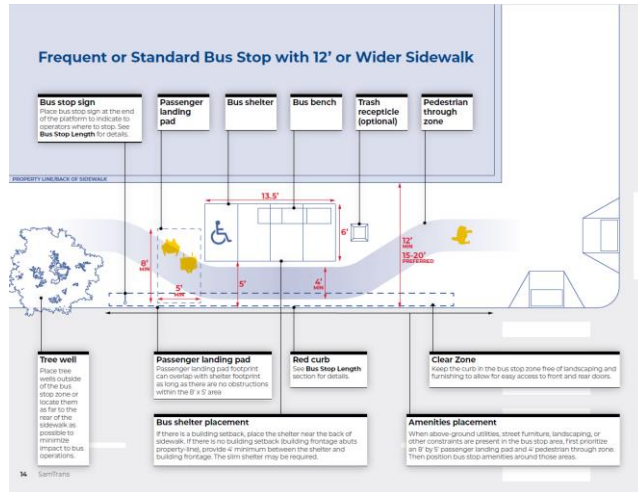
- 22 meetings to various external committees
- Public Agency Working Group
  - Staff representatives from cities and county
  - Engaged for feedback at three critical points throughout the project: initiation, before draft design guidelines and after implementation approach

# BSIP Recommendations

# Process Overview



# Bus Stop Design Guidelines



## Bus Stop Design Guidelines



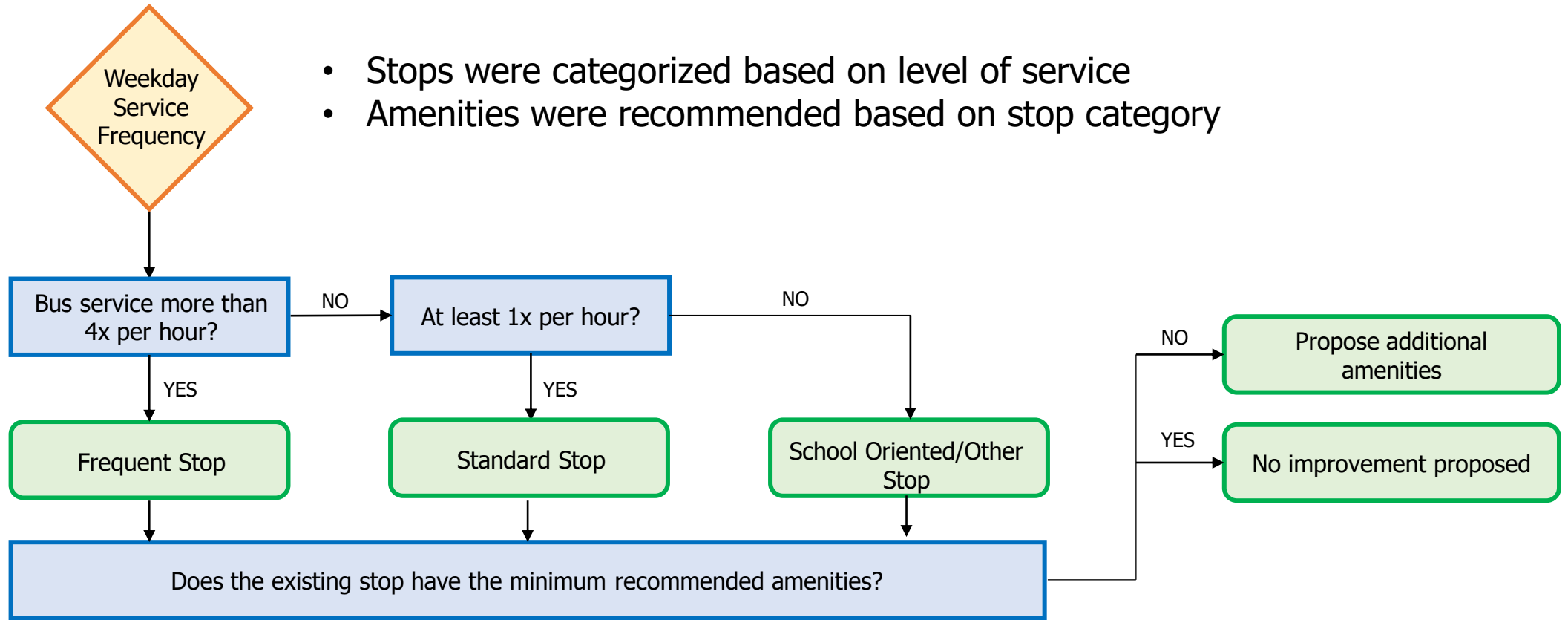
February 2024

- Easy-to-use guidance for stakeholders, including:
  - Bus stop categories (frequent, standard, school/other) and amenities
  - Operational improvements
  - Complete streets design principles
- Distributed to local engineers and planners. Already in use! Examples:
  - Used to standardize red curb lengths countywide along ECR
  - Developer's planning application: Design of bus boarding island next to protected bike lane



# Stop Category & Amenity Selection

- Stops were categorized based on level of service
- Amenities were recommended based on stop category



# Frequent Stop Amenities



Frequent shelters have weekday bus service at least 4 times per hour

Amenities include:

- Shelter w/seating and lighting<sup>1</sup>
- Map and schedule
- Bus boarding island or bus bulb
- Real time information
- Standard pole and sign

<sup>1</sup> Shelter design and model has yet to be determined

# Standard Stop Amenities



Standard stops have weekday bus service at least once per hour

Amenities include:

- Alternative shade structure w/seating and lighting
- Map and schedule
- Real time information<sup>1</sup>
- Standard pole and sign

<sup>1</sup> Real time information sign design and model has yet to be determined

# School Oriented/Other Stop Amenities



School-oriented or other stops are served only a few times per day by school-oriented routes or express service

Amenities include:

- Real time information (w/QR code)
- Standard pole and sign

# Systemwide Amenity Needs



**330**

New shelters across the system, **double** compared to existing

**650**

New shade structures

**580**

New benches or simme-seats

**1,200**

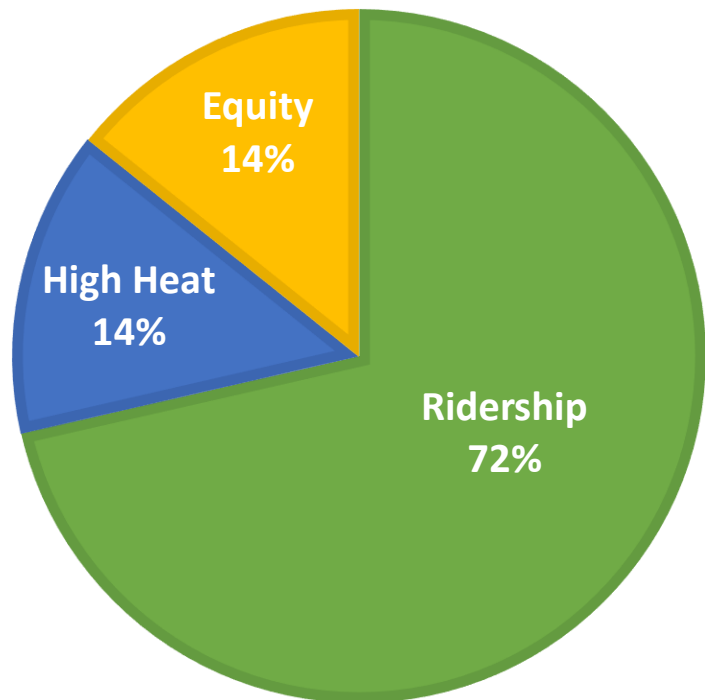
New service maps And schedules

**1,200**

New real-time Information signs



# Near-Term Prioritization Framework



Stops are prioritized based on scoring criteria of ridership, high heat and location in equity priority community

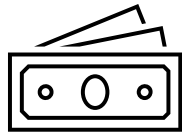
Stops are deprioritized based on indicators of non-feasibility or a lack of immediate need, including lack of sidewalks or existing amenities.

# Near-Term Capital Investment

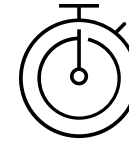
*The recommendation of BSIP is to move this near-term package of amenities into the site-specific engineering review phase, including:*



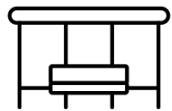
**220+**  
Stops



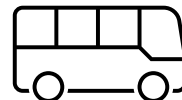
**\$50M+**  
Value



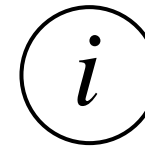
**3-5 Years**  
Plan Delivery Goal



Up to  
**170+**  
New shelters



Up to **75+**  
New bus bulbs/  
boarding islands



Up to **195+**  
New digital real-time  
information signage

*The near-term plan includes mostly high-priority stops, with a smaller amount of locally important stops.*

# Near-Term Improvement Funding Mechanisms

- Near-term improvements to be primarily funded by SamTrans
  - e.g., Measure W, local sales tax
- Staff will actively seek opportunities to reduce cost to the District:
  - Competitive grants (C/CAG, MTC, TIRCP, Clean California Transit Programs, RAISE, FTA)
  - City- and Caltrans-led street projects
  - Developer-funded improvements

# Near-Term Implementation Approach



**SamTrans leads** with some requests to partner on grant applications

**SamTrans conducts** engineering feasibility checks in collaboration with external partners

**Local jurisdictions provide support** on permitting processes

**SamTrans leads** with City inspectors/staff participation

# Near-Term Implementation Approach

- Near-term stops will advance to the engineering feasibility phase
- Recommendations include full package of stop amenities appropriate for the stop category
- SamTrans will lead engineering-level site review, checking for:
  - Availability of utilities (e.g., power for large real-time signage)
  - Precise measurement of sidewalk width
  - Presence/absence of obstructions (e.g., poles, trees, driveways)
  - Others
- Site review may require changes to some recommendations, SamTrans will work with the cities to identify preferred path forward



# Strategy to Implement Longer-Term Improvements

After delivering near-term improvements, SamTrans will prioritize the next package of bus stop improvements.

Longer-term improvements can be implemented sooner through:

- **City- and Caltrans-led street projects**
- **Developer-funded improvements**
- **Other partnerships and grant opportunities**

# Next Steps





# Thank You



Please email [shockleyd@samtrans.com](mailto:shockleyd@samtrans.com) with any questions.