

2023-2026

BUS STOP AMENITY GUIDELINES



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WHY HAVE THESE GUIDELINES?



Purpose

The public's first impression of People Mover and its services is the bus stop. It is important that bus stops are safe, accessible, and comfortable places to wait for the bus. The purpose of this document is to establish guidelines for the placement of bus stop amenities and to describe the public process for requesting additional amenities.

Intent

These guidelines provide a framework for when new or existing bus stops are being considered for development, or when public requests for additional amenities are filed with the Public Transportation Department (PTD).

ADA COMPLIANCE

Bus stops that are not compliant with the Americans with Disabilities Act (ADA) must be brought into compliance before additional amenities can be installed. The PTD is working to bring all stops into compliance, but the additional costs and Right-of-Way impacts may delay compliance of some stops which impacts what amenities can be installed where.

The ADA standards for bus boarding and alighting areas are posted online at www.access-board.gov/ada/#ada-810_1.

ADDITIONAL CONSIDERATIONS

It is important to recognize that the expense of developing a bus stop is not limited to the purchase of the amenities but includes the installation costs and long-term maintenance needs. Bus stops require routine maintenance to ensure continued functionality and public safety. This includes updating signs, trash collection, ice and snow removal, landscaping, and repairs due to vandalism and vehicular crashes.

Please note: the useful life expectancy of bus stop shelter facilities depends on the life expectancy identified by the manufacturer and agreed upon in the funding source. The most recent manufacturer of PTD bus stop shelters has identified a useful life expectancy of ten (10) years for those facilities.

CITIZEN REQUEST PROCESS



A request can be submitted using the PTD's Bus Stop Amenity Request Form. This form can be completed and submitted online, or hardcopies can be made available at Customer Service. If an individual is unable to submit a request on their own, an explanation must be given as to why a request is being submitted on the behalf of another.

The request shall be legible and identify the individual's name, contact information, bus stop number or location of stop, and the amenity they would like installed at the site. Justification for amenity placement must be clearly identified in the request.

All requests are routed through each PTD division (Planning, Customer Service, Operations, and Capital Projects/Maintenance) for review and recommendation. The PTD Director will review the divisions' recommendations and make the final decision on each request.





REASONABLE ACCOMMODATION REQUEST

An amenity request can also be achieved through a reasonable accommodation request. A reasonable modification is a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to programs, services, and activities. Reasonable modifications must always be related to the individual's disability. Reasonable accommodation forms are found online and hardcopies can be made available at Customer Service if requested.

People with disabilities and senior citizen requests receive priority for bus stop amenities. PTD staff will work to ensure that if applicable, a reasonable accommodation can be made to satisfy the needs stated in the request.

To further advance agency equity goals and better align with Executive Order 12898, special consideration may be given to low-income and minority populations.

AMENITY DISTRIBUTION CRITERIA

Excluding the nine (9) busiest stops in the system (which include transit centers, hubs, and major transfer points), the average boarding per stop across the People Mover system in 2021 was 5.7. To be consistent with current design standards, PTD staff will consult the Municipality’s “Design Criteria Manual, Chapter 7 – Public Transportation;” to determine if current boarding numbers, and the location of the bus stop qualify the site for consideration of certain amenities. The MOA’s “Design Criteria Manual, Chapter 7 – Public Transportation;” identifies three zones for bus stop spacing; major commercial, urban, and rural.

In addition, the following boarding numbers in tables 1a and 1b will be used as a guideline if a determination is made to place amenities based on stop use.

Table 1a

Use Class	Average Boardings	Bus Stop Location	Amenities Which May Be Considered
Class 1	1 - 15	Major Commercial District	Lighting, ADA Boarding Pad
Class 2	16 - 40	Major Commercial District	Lighting, ADA Boarding Pad, Trash Receptacle, Bench or Leaner Rail
Class 3	41 - 75	Major Commercial District	Lighting, ADA Boarding Pad, Trash Receptacle, Bench or Leaner Rail, Shelter
Class 4	76+	Major Commercial District	Lighting, ADA Boarding Pad, Trash Receptacle, Bench or Leaner Rail, Shelter, Heated Sidewalks and Waiting Areas, Electronic Signs

Table 1b

Use Class	Average Boardings	Bus Stop Location	Amenities Which May Be Considered
Class 1	1 - 10	Urban/Rural	Lighting, ADA Boarding Pad
Class 2	11 - 25	Urban/Rural	Lighting, ADA Boarding Pad, Trash Receptacle, Bench or Leaner Rail
Class 3	26 - 45	Urban/Rural	Lighting, ADA Boarding Pad, Trash Receptacle, Bench, Shelter
Class 4	46+	Urban/Rural	Lighting, ADA Boarding Pad, Trash Receptacle, Bench, Shelter, Heated Sidewalks and Waiting Areas, Electronic Signs

Lastly, the number of bus riders using a stop and the number of routes serving a stop are important elements in the consideration of amenity installation. While these factors are important, they are not conclusive. Other elements need to be considered to ensure a suitable decision can be made. PTD staff reserves the right to determine how bus stop amenities are distributed and to revise these guidelines as needed.

EQUITY & ENVIRONMENTAL JUSTICE FACTORS

The remaining 604 system-wide stops can qualify for additional amenities through written request and approval through environmental justice/equity concerns. The United States Environmental Protection Agency's (EPA) "Environmental Justice Screening and Mapping Tool (Version 2.1)" offers a detailed spatial analysis of the Municipality of Anchorage. Census block groups are divided into seven socio-economic indicator groupings based on a percentile ranking against nationwide data (the higher the percentile ranking, the less equitable the community is). These indicators include: people of color, low-income households, area unemployment rates, limited English speaking populations, high school diploma holders, and concentrations of populations under age 5 or over age 64.

The following formula can be used to gain additional consideration based on environmental justice concerns:

- 95-100 Percentile: Average boarding requirement per class (Figure 1a or 1b)*.5 = New Boarding Requirement
- 90-95 Percentile: Average boarding requirement per class *.6 = New Boarding Requirement
- 80-90 Percentile: Average boarding requirement per class *.7 = New Boarding Requirement
- 70-80 Percentile: Average boarding requirement per class *.8 = New Boarding Requirement
- 60-70 Percentile: Average boarding requirement per class *.9 = New Boarding Requirement



Environmental Justice Screening by Census Block



Stop Removal: PTD Bus Stop Amenity Guidelines primarily address criteria that may qualify a bus stop for additional amenities, however other factors may be considered when adding or removing an amenity. While PTD strives to improve each stop to meet these established guidelines, some stops may see amenities removed. Occasionally, community concerns about bus stops arise regarding safety, crime, loitering, and aged/faulty equipment that may result in amenities being removed or modified. This is not an exhaustive list of qualifying examples. PTD staff will examine each unique situation as presented and decide on a proper course of action with input from all relevant PTD divisions. The final decision to remove an amenity rests solely with the Department Director.

DOCUMENT REVIEW & UPDATE

It is recommended that this document be reviewed and updated **every 3 years**. This should align with the update of PTD's transit development plan. It should also be reviewed and updated when changes are made to the MOA's Design Criteria Manual. Proposed changes shall be reviewed and approved by the PTD Director.



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Contact

For any questions, concerns, or inquiries, please contact Transit Planning: 907-343-8213 or by email: transitplanning@ci.anchorage.ak.us