

**To:** Operations & Scheduling Committee

**Date:** 11/11/2021

**From:** Ruby Horta, Director of Planning, Marketing & Innovation

**Reviewed by:** WC.

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**SUBJECT: Bus Stops and Amenities**

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### Background

The Operations and Scheduling Committee (O&S) requested information about County Connection's bus stops and amenities. Fixed-route buses typically serve corridors connecting residential areas with those that feature employment, shopping, education, or medical services, as well as municipal and government offices, and often link up to transit hubs and other transportation centers. The spacing of bus stops is not consistent across our service area, but traditionally, on a local bus route, should be within a convenient distance of each other – about a quarter mile. Neighborhood preference, geography, right-of-way and accessibility are some of the factors that determine bus stop locations.

County Connection does not have purview over the public right-of-way and works with cities and the County via the encroachment permit process to install, remove or relocate bus stops, as needed. The County and cities in County Connection's service area approve bus stop locations and have bus shelter agreements with Outdoor Media – an ad agency.

### Private Sector Amenities

County Connection serves over 1,200 stops. All stop locations include at minimum, a bus stop pole and flag. In addition, over 100 locations include a bench and approximately 160 locations include a shelter with seating area (see Attachment 1).

In 2014 County Connection was awarded a federal grant to improve access to transit. Since then, County Connection staff has worked with various cities to replace and/or relocate shelters. Existing shelters can be relocated but must be approved by Outdoor Media and the respective jurisdiction. Per the ad agency's contract with the various jurisdictions, the total shelter count does not change, unless specifically outlined in the agreement. Existing agreements require the ad agency to provide all maintenance, which includes cleaning, trash removal and graffiti removal and repairing any damage. County Connection does not receive any revenue from bus shelters advertising. All proceeds go to the respective jurisdiction.

Recent shelter replacement/relocation projects focused on stops with the highest boardings. For example, the City of Concord requested the relocation of a shelter from a location with minimal boardings, to another area that is close to senior housing, shops, and businesses.

In other cases, shelter installation has not been feasible due to limited public right-of-way, resistance from private property owners near the bus stop, and/or accessibility improvements being cost prohibitive.

**Public Sector Amenities**

Once a bus stop location is approved by the City/County, County Connection can install information panels on the bus stop pole or in the shelter. Information panels include schedule information for each route that services that stop. Stops that are only served by one route do not have an information panel, due to maintenance staff constraints. Staff is working to enhance information available at the bus stops as part of the larger regional mapping and wayfinding efforts aimed at streamlining service.

In addition to bus stops managed by cities/county, stops at BART stations are assigned and maintained by BART or the developer within each station. Finally, County Connection collaborates with other transit agencies when serving bus stops out of County Connection’s service area to minimize conflict and ensure adequate information is available.

As new developments and requests for bus stops come up, County Connection staff works with developers and city/county staff to ensure adequate access is incorporated in the design.

**Financial Implications:**

None.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachment:**

Attachment 1 – Bus Stop Amenities

# Attachment 1 – Bus Stop Amenities

**Legend**

**Bus Stop Amenities**

- Station/Hub
- Shelter
- Bench only
- No Bench or Shelter
- Bus Route

