
Alameda-Contra Costa Transit District

Administrative Regulation No. 501A: Bus Stops

Issuing Officer: General Manager
Date of Adoption: 9/10/19
Most Recent Amendment: N/A
See Also: 501

Subject Category: Section 500, Planning and Service Development
Subsection: Bus Stops
Control Department(s): Planning and Service Development

I. PURPOSE

The purpose of this Administrative Regulation is to provide District staff, with the necessary information and process for making bus stop changes. This includes Adding or Moving Bus Stops, Notification and Outreach Process for Bus Stops, Implementing Bus Stops, and Removing Bus Stops. This procedure is provided as a supplement to *Board Policy No. 501: Bus Stop Guidelines*.

The District does not own, control or maintain the bus stop areas. The ultimate decision for placement of the bus stop at a particular location rests with the city or jurisdiction in which the stop is located.

II. PERSONS AFFECTED

Service Planning Staff, Traffic Engineer, ADA Services Team, Legislative Affairs and Community Relations, Marketing and Communications, Scheduling, Safety Team, Pole Crew.

III. DEFINITIONS

“Bus Stop” means a place where a bus regularly stops to allow passengers on or off. This includes, but is not limited to standard bus stops, bus boarding islands, bus bulbs, bus stop parklets, bus rapid transit platforms, and bus stop layovers.

“Bus Stop Request” (Request) means any solicitation to the District that will affect a Bus Stop for more than three months.

“Temporary Detour” means any change that will affect a Bus Stop for less than three months. Temporary closures can be due to, but not limited to, construction, local events (such as marathons, festivals, neighborhood block parties), or emergencies.

IV. REGULATION

A. Bus Stop Changes

The process for requests to add or move a bus stop is as follows:

1. Request Intake:

Bus stop Requests (Requests) can be made by District's Board of Directors, City Council Members, District staff, a local jurisdiction's staff, or members of the public. Please note that Temporary Detours—where the change will affect a Bus Stop for less than three months—should be forwarded to Operations Control Center via the Detours email listserv. If a Request will be in place for longer than three months, then the Request should be emailed to the Transportation Planner and Assistant Transportation Planner whose area the bus stop falls under. Requests must include:

- a. What is requested (add or move bus stop)
- b. Location of the bus stop including the cross streets
- c. 511 Stop ID and/or Hastus ID (this can be found on Google Maps or on the bottom of the bus stop flag)
- d. Reason for proposed change
- e. Duration of proposed change (i.e. 2 – 3 months or permanently)

2. Review:

Requests go through three levels of review by the Service Development and Planning staff, Bus Stop Advisory Committee, and then Local Jurisdictional Staff.

a. Service Planning and Development Department Review:

The Transportation Planner whose area is affected, the Assistant Transportation Planner responsible for managing bus stops, and the Traffic Engineer are the first staff that receive and evaluate Requests. Because there are often many Requests, these staff determine Request priorities and help with the initial field work, data collection, and analysis of bus stop placement (as set forth in *Board Policy 501: Bus Stops*).

- i. Evaluation: The Transportation Planner, Assistant Transportation Planner, and/or Engineer will evaluate the Request by visiting the site to take measurements and field observations and looking at ridership data. They will then use their findings in the field and compare it to the guidelines in *Board Policy 501: Bus Stop Guidelines* to determine what improvements, if any, may be needed at the Bus Stop.
- ii. Decision: The Transportation Planner will write down the options for improvements or adjustments and will email the appropriate information to the Assistant Transportation Planner to be included on the Bus Stop Advisory Committee's next meeting agenda.

b. Bus Stop Advisory Committee:

The Bus Stop Advisory Committee (Committee) brings together departments that are affected by bus stop changes. These departments include staff from the Service Development and Planning, Operations and Detours, Pole Crew, Scheduling, Safety and Training, Legislative Affairs and Community Relations, and Marketing & Communications departments. The purpose of the Committee is to review and advise a course of action

for Requests and to update District staff who are directly involved in bus stop changes of current and upcoming projects. The Committee meets twice per month. The Assistant Transportation Planner helps compile Requests for the Committee's agenda, facilitates the Committee's discussion, and records the Committee meetings.

i. Evaluation: The Committee will evaluate the Request based on *Board Policy 501: Bus Stop Guidelines*, the information obtained from the *Service Planning and Development Department Review*, and other factors recommended below:

- a) Safety
- b) Topography (hills)
- c) Limited access areas (bridges, airports)
- d) Nearby land uses, such as grocery stores, libraries, high density housing, care homes, schools, etc.
- e) Transfer points
- f) Ridership
- g) Lane width
- h) The curve of the road
- i) Block Length
- j) Timepoints
- k) Vehicle Speed
- l) Bus Turning Movements
- m) Location of street furniture, trees, sign posts, and infrastructure
- n) Number of buses serving and/or laying over at the stop
- o) Volume of Traffic
- p) Public comment and/or customer concerns¹

ii. Decision: Based on the above evaluation, the Committee will decide upon a course of action in response to the Request. The Assistant Transportation Planner will record this decision in the meeting agenda notes and convey the results to the Transportation Planner whose area the Request(s) fall under.

c. Local Jurisdictional Review:

In the final stage of review, the Transportation Planner, Assistant Transportation Planner, and Legislative Affairs and Community Relations (LA/CR) representative for the area will take the request to staff from the Local Jurisdiction for final review and approval of the changes. The District does not own, control or maintain the bus stop areas. The ultimate decision for placement of the bus stop at a particular location is made by the city or jurisdiction in which the stop is located. Thus, it is crucial for District staff to coordinate with staff from the Local Jurisdiction to ensure that the Local Jurisdiction

¹ For more information on the above factors, please see *Designing with Transit: Making Transit Integral to East Bay Communities* and the *2018 Multimodal Corridor Guidelines*.

gives written approval of any Requests and implements any changes that are needed in the right-of-way to make the Request feasible.

- i. Evaluation: The Transportation Planner should check-in with the Local Jurisdiction to see how they coordinate bus stop changes. This varies by jurisdiction and can be through monthly coordination meetings, phone calls, or one-off meetings. District staff should bring the following information to the Local Jurisdiction's staff:
 - a) The Request, including information outlined in *1. Request Intake (i-v)* and the recommendations made by Bus Stop Advisory Committee.
 - b) Changes to the Right-of-Way: During the meeting, the Transportation Planner and Assistant Transportation Planner should also coordinate with the Local Jurisdiction on any changes needed in the right-of-way so that the bus stop area meets the guidelines detailed in *Board Policy 501: Bus Stop Guidelines*. The Transportation Planner should secure in writing the agreed upon list of changes and a timeline for needed changes.
 - c) Notification and Outreach: The Transportation Planner and LA/CR representative should coordinate with the local jurisdiction on the outreach and notification of bus stops. Guidance for a Local Jurisdiction's notification and outreach process can be found in **Attachment A**. The Assistant Transportation Planner will work to implement the notification and outreach requirements of the Local Jurisdiction. Where no procedure, policies or process are in place, the LA/CR representative will notify the Assistant Transportation Planner who will send out notification letters within a 200' radius of the existing and proposed Bus Stop(s) in question. Once feedback has been received, the Transportation Planner and LA/CR representative will contact the local jurisdiction to determine whether the stop location is acceptable or try and find an alternative location.
- ii. Decision: The Transportation Planner will work with the Local Jurisdiction's staff to obtain written approval of the Request, including written approval and a timeline for changes in the right-of-way.

3. Implementation:

Implementing a Request requires staff in the Service Planning Department, Scheduling Department, Marketing and Communications Department, Transportation Department, and Pole Crew. As mentioned above, Temporary Detours—where the change will affect a Bus Stop for less than three months—should be forwarded to Operations Control Center via the Detours email listserv. For more information on this process, including mid-signup changes, refer to **Attachment B**. Quarterly sign-up changes should refer to the process below:

The following are for bus stops that align with quarterly signups:

- a. Changes to the Right of Way (ROW):

- b. The Local Jurisdiction implements changes to the right-of-way (i.e. filling in planter strips, painting red curb, painting crosswalks, etc.). The Assistant Transportation Planner will make sure changes have been coordinated and implemented as agreed upon.
- c. Underground Service Alert (USA) Pole Placement:

The Assistant Transportation Planner goes out in the field to mark the bus stop pole location. Markings should be in white spray paint and read "USA ACT" to indicate the pole location for the Pole Crew.

- d. Recording Stops in the Data:

The Planning Data Administrator will go out in the field to record the stop in the data, so it shows up in Google Maps, Hastus, Clever and other systems (also known as "shooting the stop" for GPS coordinates). The Assistant Transportation Planner should make sure the Planning Data Administrator knows the locations of all stops, but only the Planning Data Administrator needs to be in the field to shoot the stops. After the Planning Data Administrator is finished shooting the stop, they will add the stop to the scheduling database for the next sign-up provided the booking is still open. If not, the change will be deferred to the following sign-up .

- e. 811 Stops:

After the pole has been marked, the location must be checked for underground utility conflicts before the Pole Crew installs the pole. The Assistant Transportation Planner will provide the Senior Administrative Clerk the following information:

- i. 511 Stop ID (this can be found on Google Maps or on the bottom of the bus stop flag); If it is a new stop with no Stop ID, provide the latitude and longitude of the stop.
- ii. Location of the bus stop including the cross street, near-side/far-side/mid-block, and any additional information (i.e. nearest address information).

The Senior Administrative Clerk submits an 811 ticket to the 811 Dig Website within three days of receiving the information. The ticket should be submitted to the email: USARESPONSE@ACTRANSIT.ORG.

- f. 811 Ticket:

The Assistant Transportation Planner will check the ticket to ensure the stop is safe to install. If there are utilities at the site, the Assistant Transportation Planner can either mark a new location nearby and repeat step iii and call 811, or request that a surface mount be installed. The Assistant Planner will then submit a work order in Work Log (<https://apps.actransit.org/WorkLog/>), the District's bus stop work request system, and to the District's Marketing and Communications team to notify riders of the changes.

g. Pole Installation:

The Pole Crew Foreman receives work orders from Assistant Transportation Planner and assigns it to someone in the crew. The pole crew worker then records all necessary information on installations using Work Log.

h. Scheduling:

The Scheduling Department will add the new stop to the line/variant and export to the Communications team and other entities, including the District's Computer-aided Dispatch/Automatic Vehicle Locator system. Public notification of stops that change as part of the quarterly service change are triggered by this export. Public notification for changes outside of a normal sign-up are triggered when Planning staff notifies Communications staff that the change is happening.

i. Stop Noticing:

The Marketing & Communications team will develop information for the public notifying them of stop changes and generate work orders with all stop changes and notices. For information, refer to **Attachment B**.

B. Removing Bus Stops

The process for Requests to remove a bus stop is as follows:

1. Request Intake:

Bus stop Requests (Requests) can be made by District's Board of Directors, City Council Members, District staff, local jurisdiction's staff, and members of the public. Requests must include:

- a. What is requested (remove a bus stop)
- b. Location of the bus stop including the cross streets
- c. 511 Stop ID and/or Hastus ID (this can be found on Google Maps or on the bottom of the bus stop flag)
- d. Reason for proposed change
- e. Duration of proposed change (i.e. 2 – 3 months or permanently)

2. Review:

Requests go through two levels of review by the Service Planning staff and the Bus Stop Advisory Committee.

a. Service Planning Department Review:

The Transportation Planner, Assistant Transportation Planner, and Traffic Engineer are the first staff that receive and evaluate Requests. Because there are often many Requests, these staff determine Request priorities and help with the initial field work, data collection, and analysis of bus stop changes (as set forth in *Board Policy 501: Bus Stop Guidelines*).

- i. Evaluation: The Transportation Planner, Assistant Transportation Planner, and/or Traffic Engineer will evaluate the Request by visiting the site to take measurements and field observations and looking at ridership data. They will then use their findings in the field to confirm that a Request meets the guidelines of *Board Policy 501: Bus Stop Guidelines*.
 - ii. Decision: If the decision is made to remove a bus stop based on the above evaluation performed by the Service Planning Department, the Transportation Planner should email the Request recommendation to remove the bus stop to the Assistant Transportation Planner who will add it to the Bus Stop Advisory Committee's next meeting agenda.
- b. Bus Stop Advisory Committee:

The Bus Stop Advisory Committee (Committee) brings together departments that deal with bus stop changes. These departments include: Service Planning, Operations and Detours, Pole Crew, Scheduling, Safety and Training, Legislative Affairs and Community Relations, and Marketing & Communications staff. The purpose of the Committee is to review and advise a course of action for Requests and to update District staff who are directly involved in bus stop changes of current and upcoming projects. The Committee meets twice a month. The Assistant Transportation Planner helps compile Requests for the Committee's agenda, facilitates the Committee's discussion, and records the Committee meetings.

- i. Evaluation: The Committee will evaluate the Request based on *Board Policy 501: Bus Stop Guidelines* and other factors recommend below:
 - a) Safety
 - b) Topography (hills)
 - c) Limited access areas (bridges, airports)
 - d) Nearby land uses, such as grocery stores, libraries, high density housing, care homes, schools, etc.
 - e) Transfer points
 - f) Ridership
 - g) Lane width
 - h) The curve of the road
 - i) Block Length
 - j) Timepoints
 - k) Vehicle Speed

- l) Bus Turning Movements
- m) Location of street furniture, trees, sign posts, and infrastructure
- n) Number of buses serving and/or laying over at the stop
- q) Public comment and/or customer concerns²

- ii. Decision: If the Committee approves removal based on the above evaluation, the Assistant Transportation Planner will record this decision in the meeting agenda notes and convey the results to the Transportation Planner whose area the Request(s) fall under.

3. Implementation:

The following are for bus stops that align with quarterly signups.

a. Removal Notice:

Upon its approval, the Assistant Transportation Planner email the Pole Crew, Detours, Marketing and Communications Staff, the Planning Data Administrator, and the Scheduler associated with the bus stop area asking them to remove the stop and provide them with the following information:

- i. What is requested (remove a bus stop)
- ii. Location of the bus stop including the cross streets
- iii. 511 Stop ID and/or Hastus ID (this can be found on Google Maps or on the bottom of the bus stop flag)
- iv. Reason for proposed change
- v. Duration of proposed change (i.e. 2 – 3 months or permanently)

b. Stop Noticing:

The Marketing and Communications team will develop information for the public notifying them of the Request to remove the bus stop and generate work orders with all stop changes and notices. For information, refer to **Attachment B**.

c. Removal of the pole from the Field:

The Pole Crew Foreman receives work orders from Marketing and Communications team to remove the bus stop and assigns it to someone in the crew. The Pole Crew worker then records all necessary information on installations using Work Log.

² For more information on the above factors, please see *Designing with Transit: Making Transit Integral to East Bay Communities* and the *2018 Multimodal Corridor Guidelines*.

V. ATTACHMENTS

Attachment A: Bus Stop Outreach Process

Attachment B: Service Disruption Tree

Approved by:



Michael A. Hursh, General Manager
Alameda-Contra Costa Transit District

Attachment A: Bus Stop Outreach Process

Service Area	Local Jurisdiction	Outreach Process
Northern Alameda County	Emeryville	City staff will reach out to local business, resident, or property owner adjacent to the bus stop(s) via public meetings, notices, etc.; City will contact District and notify if a bus stop has been approved.
	Berkeley	City staff in transportation, economic development, and DT association will coordinate outreach to affected businesses and residents via public meetings, flyers, and door to door conversation; District coordinates with City to ensure that outreach is consistent. District notifies its riders of changes via Marketing and Communications.
	Albany	Staff may bring to the Transportation Commission for public comment; the Transportation Commission will then decide if the move is approved
Western Contra Costa County	Richmond	City staff will reach out to local business, resident, or property owner adjacent to the bus stop(s) via public meetings, notices, etc.; City will contact District and notify if a bus stop has been approved.
	San Pablo (City)	Draft letter to residents, including specific locations that are affected; send draft to City staff for review. City will provide mailing addresses for residents and property owners within a 200' radius. District sends letters and receives feedback for two weeks. Circle back with City with any feedback from the public and decide on course of action.
	El Cerrito	City staff will reach out to local business, resident, or property owner adjacent to the bus stop(s) via outreach letter; City will contact District and notify if a bus stop has been approved.
Central Alameda County	Oakland	"Draft letter to residents, including specific locations that are affected; send draft to City staff for review. City will provide mailing addresses for residents and property owners within a 200' radius. District sends letters and receives feedback for two weeks. Circle back with City with any feedback from the public and decide on course of action"

<p>Central Alameda County</p>	<p>Alameda</p>	<p>"Draft letter to residents, including specific locations that are affected; send draft to City staff for review. City will provide mailing addresses and logo to include on the letter; City will send out letter to residents Circle back with City with any feedback from the public and decide on course of action"</p>
<p>Southern Alameda County</p>	<p>San Leandro</p>	<p>"Draft letter to residents, including specific locations that are affected; send draft to City staff for review. City will provide mailing addresses for residents and property owners within a 200' radius. District sends letters and receives feedback for two weeks. Circle back with City with any feedback from the public and decide on course of action"</p>
	<p>Alameda County Unincorporated</p>	<p>"Draft letter to residents, including specific locations that are affected; send draft to City staff for review. Staff usually only require letters to be sent to the immediate resident/property owner near the location; District determines addresses and sends letters and receives feedback for two weeks. Changes to the right of way (such as painting red curb) must go through their Board for approval. Circle back with City with any feedback from the public and decide on course of action"</p>
	<p>Hayward</p>	<p>"Coordinate with City staff on outreach and ROW changes; Draft letter to residents, including specific locations that are affected; send draft to City staff for review. Staff usually only require letters to be sent to the immediate resident/property owner near the location; District determines addresses and sends letters and receives feedback for two weeks. Circle back with City with any feedback from the public and decide on course of action"</p>
	<p>Union City</p>	<p>City staff will reach out to local business, resident, or property owner adjacent to the bus stop(s) via outreach letter; City will contact District and notify if a bus stop has been approved.</p>
	<p>Fremont</p>	<p>City staff will reach out to local business, resident, or property owner adjacent to the bus stop(s) via outreach letter; City will contact District and notify if a bus stop has been approved.</p>
	<p>Newark</p>	<p>City staff will reach out to local business, resident, or property owner adjacent to the bus stop(s) via outreach letter; City will contact District and notify if a bus stop has been approved.</p>

Attachment A (continued)

Bus Stop Outreach Process – Sample Letter



Alameda-Contra Costa Transit District

January 17, 2019

Dear Resident, Business Owner, or Property Owner,

AC Transit is always looking to improve the safety, accessibility, and comfort of bus stops for our riders in the Bay Area. The City is will be re-paving and re-striping Foothill Boulevard and East 15th Street in your neighborhood in the coming months. As part of the City's project, AC Transit will be moving and improving some bus stops in the area to improve mobility and safety for you and your neighbors.

Why are you receiving this letter?

You are receiving this notice as this address is identified to be located within 300 feet of the Foothill and E. 15th Striping project (From 15th Ave to 23rd Ave) which will be carried out by the City of Oakland from February 1st to the end of April.

What transit-related changes will take place with this project?

AC Transit will put in place detours to accommodate construction and ensure access to transit service for you and your neighbors during construction. Information on specific bus stops will be on www.actransit.org ahead of the start of the project.

Following completion of the striping project, you will notice changes to bus stops in your area. This includes moving, eliminating, and adding new stops. A full list of bus stop changes is provided on the following page.

We welcome your questions and comments on this bus stop adjustment:

You can reach AC Transit staff in the following ways

- Give us a call at 510-891-4845
- Email us at planning@actransit.org

(510) 891-5470 / Free language assistance / Asistencia gratis en su idioma / 免費語言協助 / Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / 무료 언어 지원 / मुफ्त भाषा सहायता / کسک های زبان رایگان / 無料の言語支援 / مساعدة لغوية مجانية / Assistência linguagem livre / Բնօրինակ օգնություն / Бесплатная помощь переводчиков / 免費語言協助 / 1600 Franklin Street • Oakland, CA 94612 • actransit.org

1600 Franklin Street • Oakland, CA 94612 • actransit.org



Alameda-Contra Costa Transit District

Bus Stop Changes on Foothill Boulevard

Stop List	Proposed Change
Foothill Blvd and 13th Av	AC Transit Bus Stop standard requires this bus to have 120 feet of red curb, there will be an extension of 60 ft of red curb. Note this may affect parking in the area
Foothill Blvd and 11th Av	AC Transit Bus Stop standard requires this bus to have 120 feet of red curb, there will be an extension of 20 ft of red curb. Note this may affect parking in the area
Foothill Blvd and 9th Av	A new stop will be implemented with 80 feet of red curb painted. Note this may affect parking in the area
Foothill Blvd and 8th Av	This stop will be removed
Foothill Blvd and 6th Av	Relocate to up the street and with 80' red curb painted. Note this may affect parking in the area
Foothill Blvd and 5th Av	This stop will be removed
Foothill Blvd and 3rd Av	Relocate to far side. 80' red curb needed.
Foothill Blvd and 2nd Av	This stop will be removed
E 15th St and 3rd Av	This stop requires 120 feet of red curb. The red curb will be extended 60 feet. Note this may affect parking
E 15th and 5th Av	This stop requires 120 feet of red curb. The red curb will be extended 60 feet. Note this may affect parking
E 15th and 11th Av	This stop requires 120 feet of red curb. The red curb will be extended 60 feet. Note this may affect parking
E 15th and 13th AV	This stop requires 120 feet of red curb. The red curb will be extended 60 feet. Note this may affect parking

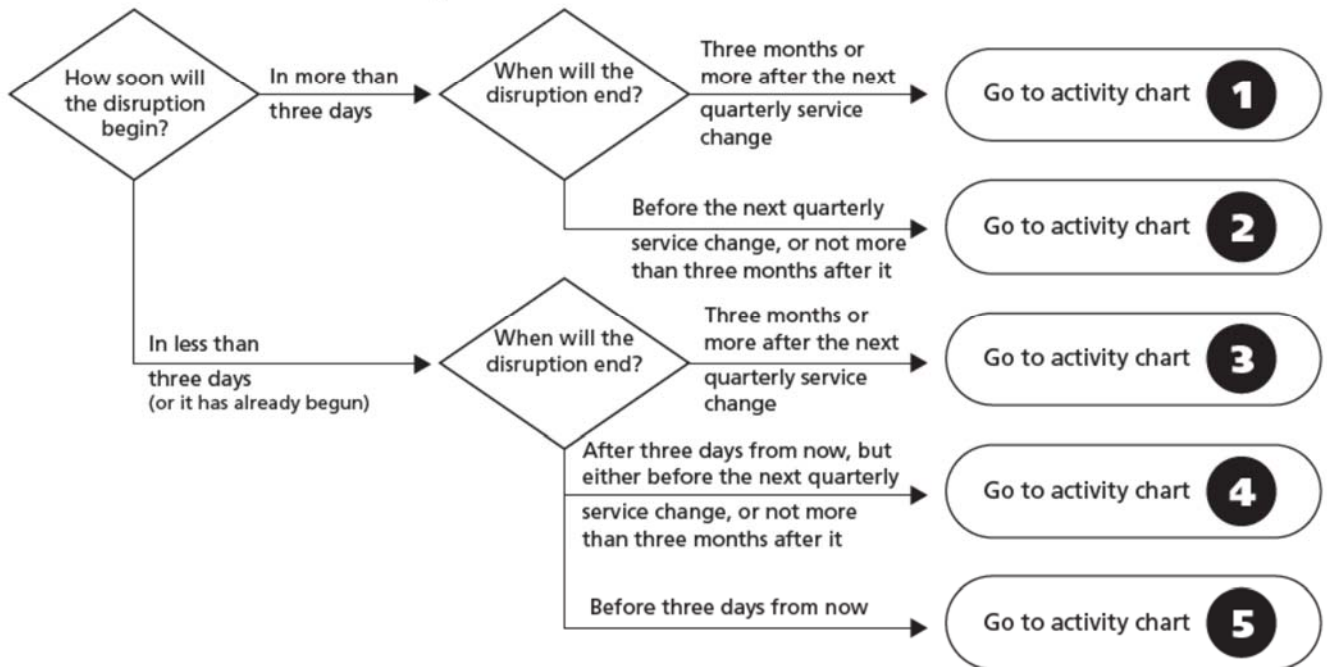
1600 Franklin Street • Oakland, CA 94612 • actransit.org

**Attachment B:
Service Disruption Tree**

SERVICE DISRUPTION DECISION TREE

Members of the public send information about disruptions to AC Transit.
They use email or the web site form; both methods result in an email to detours@actransit.org.

Recipients of that email use this decision tree:

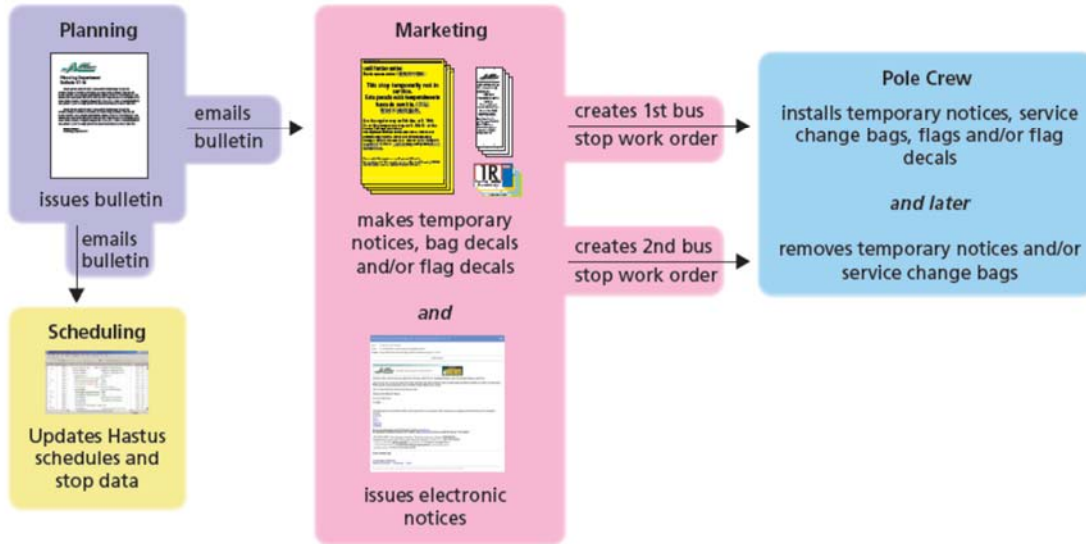


**ACTIVITY
CHART**

1

How soon will the disruption start: In more than three days

When will the disruption end: Three months or more after the next quarterly service change



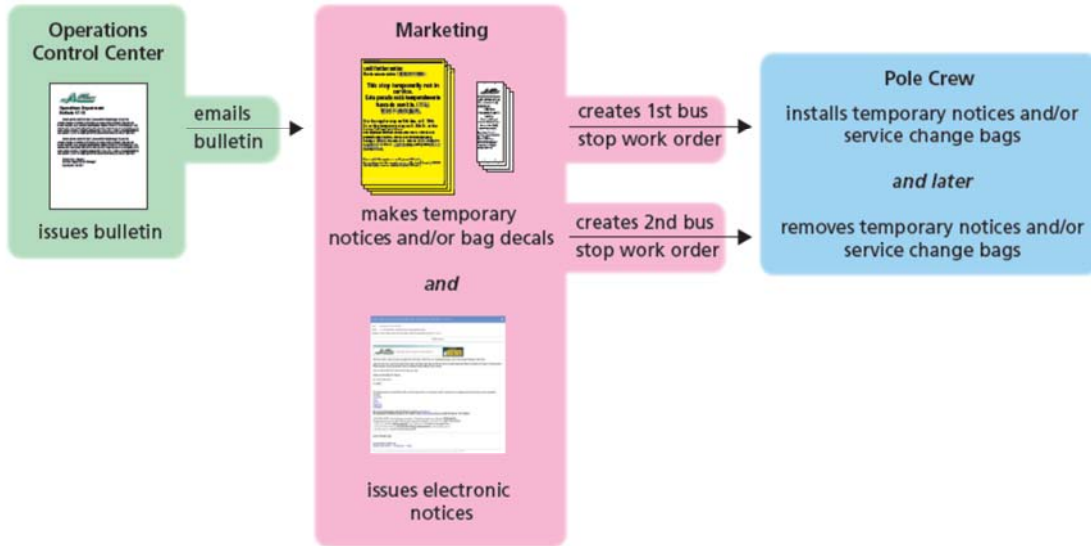
All public materials will be translated into English, Spanish, and Chinese and carry the Free Language Assistance text.

ACTIVITY CHART

2

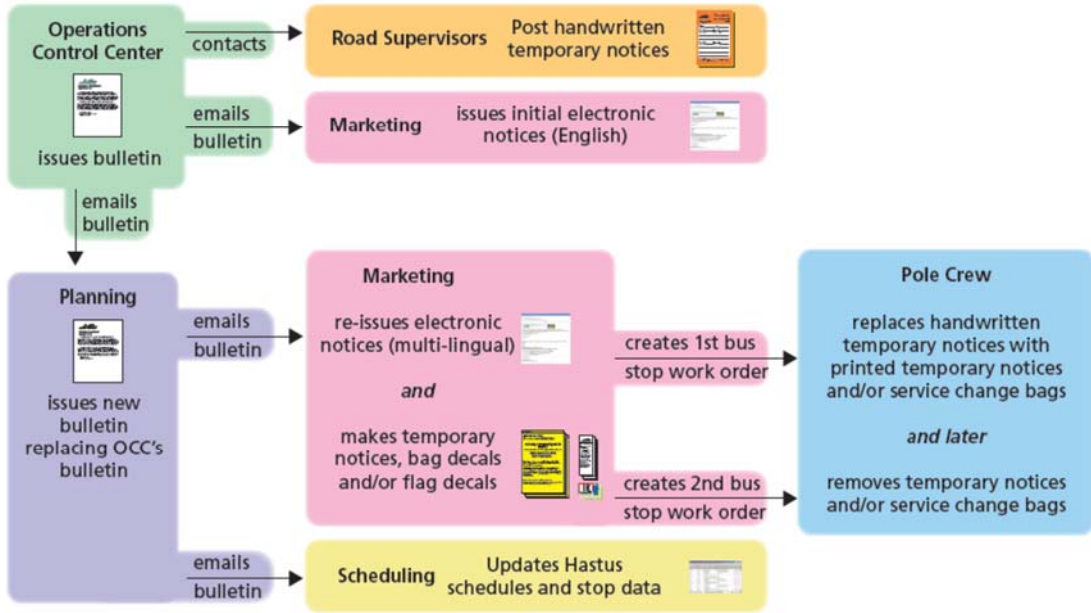
How soon will the disruption start: In more than three days

When will the disruption end: Before the next quarterly service change, or not more than three months after it



All public materials will be translated into English, Spanish, and Chinese and carry the Free Language Assistance text.

ACTIVITY CHART **3** **How soon will the disruption start:** In less than three days (or it has already begun)
When will the disruption end: Three months or more after the next quarterly service change



Initial electronic notices will be in English and carry the Free Language Assistance text; they will be replaced with versions including Spanish and Chinese. Preprinted text on handwritten temporary notices will be in English, Spanish, and Chinese and carry the Free Language Assistance text; handwritten information on them will be in English. All other public materials will be translated into English, Spanish, and Chinese and carry the Free Language Assistance text.

ACTIVITY CHART

4

How soon will the disruption start: In less than three days (or it has already begun)
When will the disruption end: After three days from now, but either before the next quarterly service change, or not more than three months after it

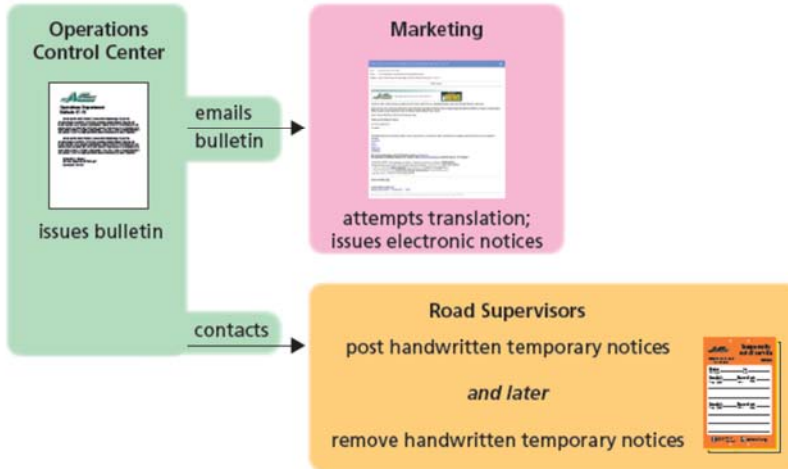


Initial electronic notices will be in English and carry the Free Language Assistance text; they will be replaced with versions including Spanish and Chinese. Preprinted text on handwritten temporary notices will be in English, Spanish, and Chinese and carry the Free Language Assistance text; handwritten information on them will be in English. All other public materials will be translated into English, Spanish, and Chinese and carry the Free Language Assistance text.

ACTIVITY CHART

5

How soon will the disruption start: In less than three days (or it has already begun)
When will the disruption end: Before three days from now



Electronic notices will be in English and carry the Free Language Assistance text. Preprinted text on handwritten temporary notices will be in English, Spanish, and Chinese and carry the Free Language Assistance text; handwritten information on them will be in English.