CUSTOMER FACILITIES BRANCH, BPLN

RAC MEETING - BUS STOP ENHANCEMENTS
Purpose

• Follow-up of February 2, 2012 Meeting/Freedom Grant
  – Responsibility for stop construction
  – Responsibility for stop maintenance
  – Challenges facing Metro
  – Criteria for selecting stops for improvement

• Action items
  – Increase your understanding
Background

- BPLN - 2009
- Customer Facilities
- Bus Service Planning
- Performance Analysis
What is our Role in BPLN?

Raise profile/attention devoted to bus customer infrastructure

- Ensure bus stop accessibility
- Safe and attractive bus stops
- Provide customer information
- Manage bus station enhancement & access
Contact Information

• Bus Stop Complaints: David Brlansky, 202-962-1937, dbrlansky@wmata.com

• Maps, Omar Johnson: 202-962-7777, ojohnson1@wmata.com

• Project construction, Detours, Mark Browning, 202-962-1405, mbrowning@wmata.com

• Planning studies, Concept design review, Special projects, Al Himes, 202-962-2645, ahimes@wmata.com

• Bus Stop Maintenance, Potholes, tree limbs, Scottie Borders, 202-962-2405, sxborders@wmata.com
Summary of Program

Customer Facilities Branch

• Sign and Shelter Crew
• Information Case and Map
• Project review/development
• Safety and Coordination
• Development, Utility and Project Coordination
• Stop Access and Coordination
Summary of Stops and Shelters

Metrobus stop coordination involves 12 local & state agencies in addition to adjacent property owners.

15 separate local & state agencies and numerous private entities own shelters benefitting Metrobus riders.

<table>
<thead>
<tr>
<th>Summary of Metrobus Stop Program</th>
<th>Bus Stops</th>
<th>Bus Stop Information Cases</th>
<th>Bus Stop Shelter Maps</th>
<th>Bus Stop Shelters</th>
</tr>
</thead>
<tbody>
<tr>
<td>DC</td>
<td>3,426</td>
<td>4,995</td>
<td>688</td>
<td>663</td>
</tr>
<tr>
<td>Maryland</td>
<td>4,772</td>
<td>1,575</td>
<td>68</td>
<td>1,035</td>
</tr>
<tr>
<td>Virginia</td>
<td>3,292</td>
<td>855</td>
<td>50</td>
<td>700</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,490</strong></td>
<td><strong>7,425</strong></td>
<td><strong>806</strong></td>
<td><strong>2,398</strong></td>
</tr>
</tbody>
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| Metro-Owned Shelters            | 597       |
| Bus/Rail Stations               | 412       |
| On-Street Shelters              | 185       |
| **Non-Metro Shelters**          | **1,801** |
Challenges Improving Bus Stops

- Resources
- Size of service area
- Number of stops
- Jurisdictional differences
- Coordination
- Legacies
- Newness of Program

- Requested by Metro Access Customer
- Near a Metro Access origin or destination
- Conc. of Moderate/Low Income persons
- People with Disabilities residing nearby
- Conc. of residents without personal auto
- On a Bus Priority Corridor Network
- Ridership at stop
- Missing accessible path/available ROW
- Jurisdictional support for Permitting Process
Question and answer