



# Service Standards & Design Guidelines for Passenger Facilities

CITT Municipal Workshop  
July 24, 2014

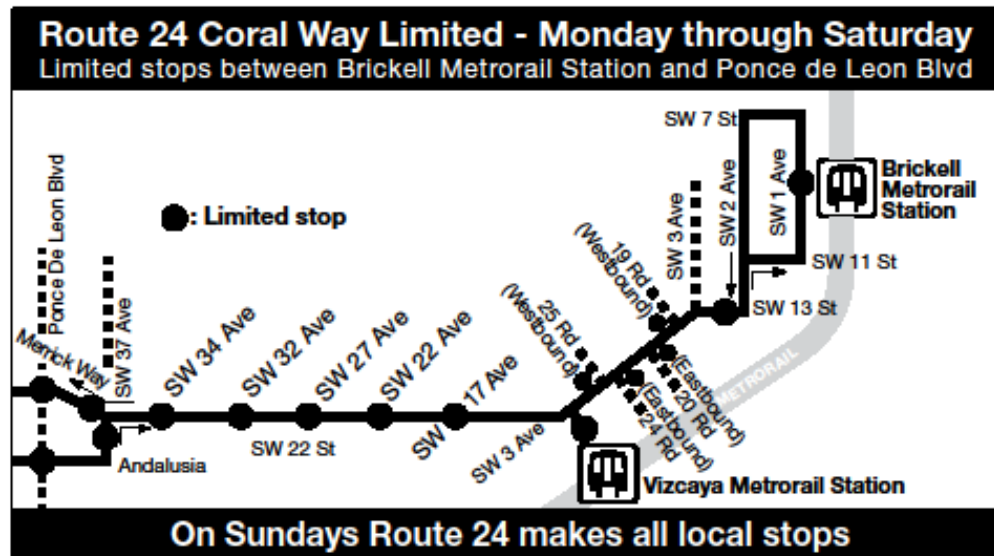
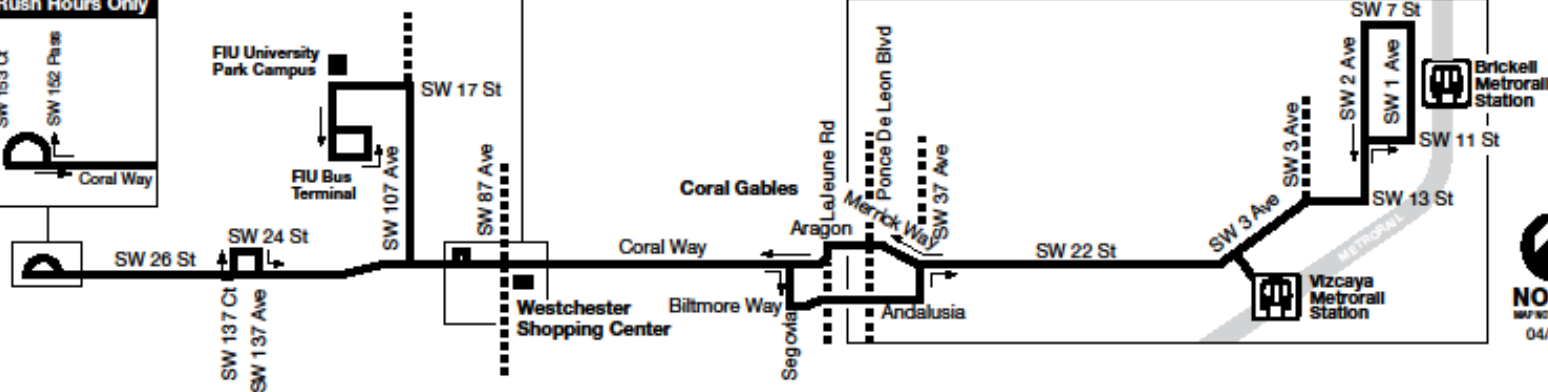
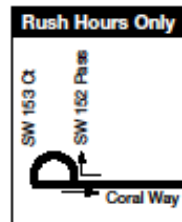
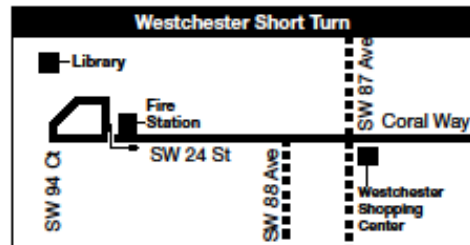
# Overview

- Coordination
- Service Standards Objectives
- Existing Service Standards
- Service Types and Service Families
- Frequent Transit Network
- Facility Design Guidelines
- System Maps
- Service Change Process
- Survey

# Coordination

- Leverage municipal service
  - Complement not compete
- MDT can provide service for municipality

## Route 24



# Objectives

- Strengthen transit image, identity and integration
- Create and define service types
- Create a clear process to monitor and improve transit services
- Create Design Guidelines for Passenger Facilities

# Service Standards

- Existing (2009) – one size does not fit all
  - Trunk Routes
  - Feeder Routes
  - Circulator
  - Limited
  - Busway
  - Express
  - Special Transportation Service (STS)

# Existing Service Types

- Existing System
  - Mix of services, many with similar functions
    - Circulators, Connections and Shuttles
    - MAX, KAT, Cruiser and Limited
    - Express Bus and Flyer
- Simplify Service to improve understanding, identity and function

# Redefining Service Types

- Determine Right Types for MDT
  - **Community** – Access over speed
    - Shuttle or circulators serving shorter distance trips, providing first and last mile feeder connections
  - **Local** – Balance of access and speed
    - Feeder service, grid network, fix route
  - **Express** – Speed over access
    - Limited, Express or Regional Express
  - **Bus Rapid Transit** – Speed over access
    - BRT Lite (EBS), BRT Full (Dedicated Lanes)



# Frequent Transit Network

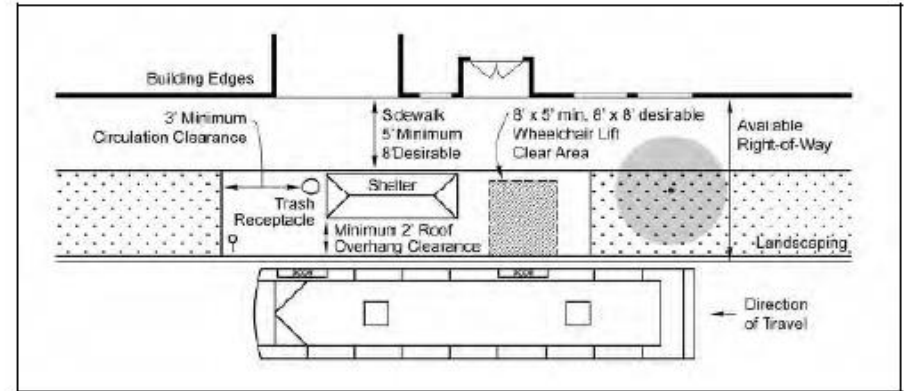
- More Convenient and Reliable
  - All-day service
  - 15-minute frequency or better
  - No need to memorize schedules
- Simplified Maps



# Review of Best Practices

- Review of agencies' standards and guidelines
- Identify best examples and incorporate into new chapter of MDT's Compendium of Design Criteria

Figure 6: General Site Layout with Minimum and Suggested Clearances

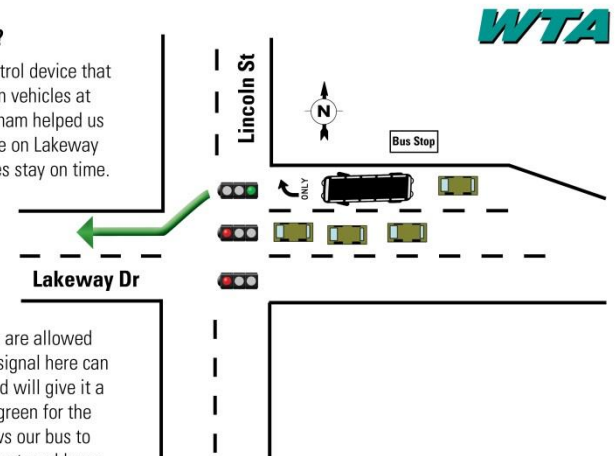


## What's a Queue Jump Lane?

A queue jump lane is a traffic control device that gives special preference to certain vehicles at intersections. The City of Bellingham helped us out with a transit queue jump lane on Lakeway at Lincoln Street, to help our buses stay on time.

## Here's how it works:

At the stoplight westbound on Lakeway, there's a Turn Only Lane on the right. Though it is Turn Only for motorists, our buses are allowed to go straight. A specially timed signal here can detect the presence of our bus and will give it a green light before the lights turn green for the other lanes. This head start allows our bus to "jump the queue," and to reach the travel lanes in advance of the waiting cars.



# Survey

- Provide contact information before you leave
- Do you currently have service standards?
- Do you have or plan to provide real-time bus tracking?
- Would you consider bus stop sign integration to improve integration and user friendliness?
- Are you considering implementing a fare?

# QUESTIONS