

Government of the District of Columbia

Bus Stop Change Request Form



Please read the “Bus Stop Change Request Criteria” available on the DDOT website prior to filling out this form. Please submit your completed form to DDOT’s bus shelter coordinator by one of three ways: email it to ddot@dc.gov, fax it to (202) 673-1734, or mail it to DDOT, PTSA-Mass Transit Division, 55 M Street SE, 5th Floor, Washington, DC 20003 | Attention: Bus Shelter Coordinator.

STEP 1: Please check one of the following requests below:

- Install a new bus stop (go directly to page 2)
- Remove an existing bus stop (go directly to page 3)
- Relocate an existing bus stop (go directly to page 4)
- Place an amenity at an existing bus stop, including a bus shelter (go directly to page 5)
- Report a problem with an existing bus stop or bus shelter (go directly to page 6)

Please complete only the appropriate pages of this form pertinent to your bus stop change request. Also be sure to complete the contact information section (page 7) so that DDOT can follow up with you.

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STEP 2: Request Installation of a New Bus Stop

Please fill out the fields below to detail where and why you would like a new bus stop added.

Address for requested new bus stop (including street and quadrant). If street address is not available, please provide a landmark such as a business name: _____

Closest cross street: _____

Is this stop before or after the cross street (select one)?

Before

After

On which side of the street is this requested bus stop located (select one)?

Northbound

Southbound

Westbound

Eastbound

Bus route(s) affected: _____

Reason for new stop: _____

Please turn to page 7 to complete your contact information now.

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STEP 2: Request Removal of an Existing Bus Stop

Please fill out the fields below to detail where and why you would like an existing bus stop removed.

Address of bus stop requested to be removed (including street and quadrant). If street address is not available, please provide a landmark such as a business name: _____

Bus stop number (if known): _____

Closest cross street: _____

Is this stop before or after the cross street (select one)?

Before

After

On which side of the street is this bus stop located (select one)?

Northbound

Southbound

Westbound

Eastbound

Is there a bus shelter at this bus stop?

Yes

No

Bus route(s) affected: _____

Reason for stop removal: _____

Please turn to page 7 to complete your contact information now.

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STEP 2: Request Relocation of an Existing Bus Stop

Please fill out the fields below to detail where and why you would like an existing bus stop relocated.

Present bus stop information:

Address of existing bus stop to be relocated (including street and quadrant). If street address is not available, please provide a landmark such as a business name: _____

Bus stop number (if known): _____

Closest cross street: _____

Is this stop before or after the cross street (select one)?

Before

After

On which side of the street is this bus stop located (select one)?

Northbound

Southbound

Westbound

Eastbound

Is there a bus shelter at this bus stop?

Yes

No

Bus route(s) affected: _____

Reason for bus stop relocation: _____

Proposed bus stop information:

Address for proposed new bus stop (including street and quadrant). If street address is not available, please provide a landmark such as a business name: _____

Closest cross street: _____

Is this stop before or after the cross street (select one)?

Before

After

On which side of the street is this bus stop located (select one)?

Northbound

Southbound

Westbound

Eastbound

Distance between present and proposed bus stop in blocks, feet, or miles: _____

Please turn to page 7 to complete your contact information now.

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STEP 2: Request Placement of an Amenity at an Existing Bus Stop

Please fill out the fields below to detail where and why you would like an amenity added to an existing bus stop. Please note that DDOT will not install standalone benches without a shelter and that newspaper boxes and trash receptacles fall outside of the scope of this change request. Please call 311 if you would like to request a trash receptacle. If you submit a change request for these items using the form below, DDOT will not be able to investigate your request.

Address for requested amenity (including street and quadrant). If street address is not available, please provide a landmark such as a business name: _____

Bus stop number (if known): _____

Closest cross street: _____

Is this stop before or after the cross street (select one)?

- Before After

On which side of the street is this bus stop located (select one)?

- Northbound Southbound Westbound Eastbound

Bus route(s) affected: _____

Amenities requested:

- Bus shelter
- Sidewalk improvement
- New bus stop pole
- New bus stop sign
- New NextBus sign

Please provide any additional details that will assist DDOT with investigating your request: _____

Reason for amenity: _____

Please turn to page 7 to complete your contact information now.

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STEP 2: Report a Problem with an Existing Bus Stop

Please fill out the fields below to report a problem with an existing bus stop or bus shelter.

Address of bus stop with problem (including street and quadrant). If street address is not available, please provide a landmark such as a business name: _____

Bus stop number (if known): _____

Closest cross street: _____

Is this stop before or after the cross street (select one)?

- Before After

On which side of the street is this bus stop located (select one)?

- Northbound Southbound Westbound Eastbound

Bus route(s) affected: _____

Problem being reported:

- Lighting problem
- Problem with or damage to bus landing pad (where passengers board and alight bus)
- No sidewalk connection to bus stop
- No curb ramps to bus stop
- Amenities at stop not ADA accessible
- Trash or other debris
- Snow removal request
- Damage to bus shelter such as broken glass, graffiti, missing ad boxes, defective or missing signs, map problems, or other damage to the bench or shelter

Description of problem: _____

Date issue was observed: _____

Please turn to page 7 to complete your contact information now.

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STEP 3: Your Contact Information

The contact information provided below will be used to contact you within 15 days of receipt of this request.

Title:

- Mr. Mrs. Ms. Miss. Dr.

First name: _____

Last name: _____

Street Address: _____

City, State, Zipcode: _____

Date: _____

Phone number (home, work, or cell): _____

Email address: _____

Preferred method of communication:

- Phone Email

Thank you!

Thank you for submitting your bus stop change request. DDOT will investigate your request and contact you within 15 days.