

Government of the District of Columbia

Bus Stop Change Request Criteria

The bus stop is a critical element in a transit system's provision of safe, timely, and convenient transportation. The District Department of Transportation (DDOT) will accept requests for new bus stops, bus stop removals, bus stop relocations, and other bus stop improvement requests at stops within the District of Columbia. DDOT will also accept bus shelter change requests through this form, including requests for new bus shelters and reports of damage to existing bus shelters.

Please allow 15 days for DDOT to investigate and respond to your request. DDOT reserves the right to deny your request if it poses a safety hazard, impedes travel, is not feasible given current scheduling or vehicle routing, or negatively impacts other riders. If the change is approved, it will be implemented within 90 days as part of the regularly scheduled route change process.

DDOT, along with the Washington Area Metropolitan Transit Authority (WMATA), will consider the unique circumstances of the location you indicate in your bus stop change request, including the following safety and operations criteria.

Safety and security. Safety of bus passengers and drivers, pedestrians, motorists, and cyclists is a critical component of bus stop placement. DDOT and WMATA will review your request for:

- Pedestrian safety and access to the stop, including the presence of:
 - Sidewalks and curb ramps,
 - Signalized or stop-controlled intersections or crosswalks,
 - Pedestrian separation and protection from traffic,
 - Minimized conflicts between pedestrians and other activities in the right-of-way,
 - Bus stop visibility from the road and by adjacent land uses,
 - Appropriate street lighting,
 - An all-weather surface for boarding and alighting,
 - Appropriate site conditions and sidewalk grade, and
 - Walking distance to the stop.
- Traffic safety, including:
 - Minimized conflicts between buses, other vehicles, and pedestrians,
 - Appropriate bus stop siting given volumes and turning movements of traffic, and
 - Appropriate sight distances.
- Compliance with the Americans with Disabilities Act (ADA) accessibility standards, including:
 - The availability of adequate right-of-way,
 - Access at the stop and to the stop, and
 - Access to stop amenities.

Operational effectiveness. Efficient operation of the District's transit system is essential to its usability and functionality. DDOT and WMATA will review your request for:

- Bus stop demand characteristics, including:
 - Proximity of the bus stop to major trip generators (e.g. employment centers, shopping centers, hospitals, etc.) and/or population density of surrounding residential area,
 - Transfer potential to other routes,
 - Stop spacing/proximity to other stops (in same direction and in opposite direction), and
 - Number of boardings and alightings at the stop.
- Vehicle and road issues, including:
 - If the road is a WMATA Priority Corridor,
 - Current bus routing patterns,
 - Available curb space to allow the number of buses expected at any one time,
 - Ease of bus re-entry into the travel lane,

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- Relation of the stop to the nearest intersection and available traffic signal controls,
- Volumes and turning movements of other traffic,
- Proximity and traffic volumes of nearby driveways,
- Impacts to parking and truck delivery zones,
- Impacts to adjacent property owners,
- Proximity to bus layover area,
- Bus dwell time at the stop and bus travel time along the entire route, and
- Impacts to other riders, especially transit-dependent populations.

Although DDOT and WMATA will use these factors to evaluate your bus stop change request, because of the number of factors involved and unique circumstance of each bus stop, each request must be examined on a case-by-case basis.

Once the form is completed, please submit it to Yohannes Bennehoff via email: Yohannes.bennehoff@dc.gov, or mail it to 55 M Street SE, Suite 500, Attention: Yohannes Bennehoff, Washington, DC 20003.