

The logo features the word "WATA" in a bold, white, sans-serif font. To the right of the text is a stylized chevron symbol consisting of two parallel lines that meet at a point on the right. This logo is centered within a large, dark red chevron shape that points to the right. The background of the entire slide is a solid, vibrant red.

**WATA** »

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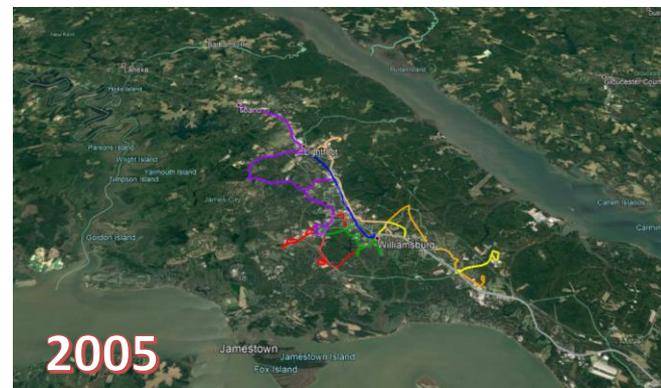
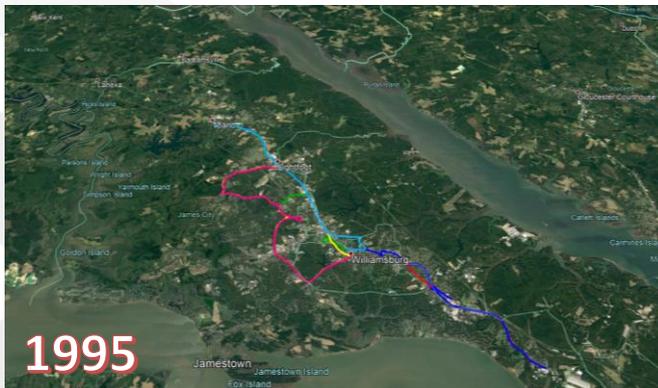
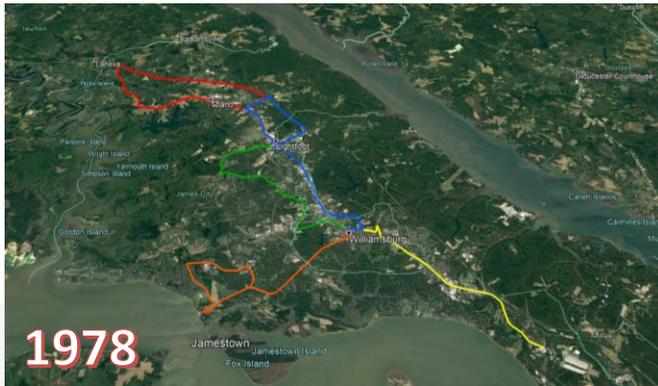
# Strategic Progress

December 7<sup>th</sup>, 2017

# Statistics

- How many stops, routes, and areas does WATA currently service?
  - ~300 unique stops, 12 individual routes across several areas to include, James City County, Williamsburg, Surry, York County, and Newport News
- What kind of assets are currently offered and in use throughout the areas serviced?
  - 38 stops have a shelter, while 58 have trash cans. This does not count amenities we are not responsible for.
- Where do we fall short?
  - 7-23 of the 2015 TDP defines an improvement project needing a “full bus stop inventory and analysis”.
  - Data driven decision making remains a sore spot for planning.

# WATA Through the Ages



# TDP Recommended Changes

- About 30 changes were recommended, all but 4 were implemented.
  - Routes haven't significantly changes over the course of WATA's history
  - More development is occurring further out, stretching the running time limits of the routes
- Most of the remaining changes deal with more esoteric route options such as interlining or increasing the service frequency
- Changes have been generally accepted as positive by customers due to better on-time performance
  - Most of the route changes were for on-time performance and to reduce the strain on the drivers as the routes didn't allow for breaks

# Stop Analysis

- Using the web-based program Airtable to create a database for our stops and amenities
- Tracking items such as:
  - Amenities
  - Stop Category
  - Routes Serviced
  - X and Y Coordinates
  - Stop numbers
  - Amenities- Date purchased
  - Amenities- funding source
- Introducing a classification system for bus stops to help create a system wide set of standards.

# Stop Analysis

## Bus Shelter Placement and Amenities

Bus shelter placement and amenities should be considered for placement based on ridership, and surroundings. Amenities may include anything from trash receptacles, bike racks, lights, etc. Any and all modifications and new stops should fall within the ADA restrictions. Any bus stop meeting the specified criteria may still be excluded from consideration pending the best judgement of WATA representatives.

The following chart is a summary of the classifications for consideration of passenger amenities. Stops should meet greater than 60% of the requirements to be considered for each class. Class 5 bus stops will be considered stand-alone stops. These are stops which will consume substantial resources to modify within ADA constraints and regulations set forth by this document.

	Class 1	Class 2	Class 3	Class 4	Class 5
<b>Boarding/Alighting</b>	25+	20+	10+	5+	0-5
<b>Routes Served</b>	2 or more	2 or more	2	1	1
<b>Transit Hub</b>	Yes	Yes	No	No	No
<b>Sidewalks</b>	On site	On Site	<15 ft	>15 ft	>50 ft
<b>ADA</b>	Yes	Yes	Yes	No	No
<b>Urban/Rural</b>	Urban	Urban	Rural	Rural	Rural
<b>Public Utilities</b>	None	Nearby	Nearby	On-site	On-site

A shelter may be considered at any stop location meeting at least 3 of the following criteria:

- If ridership per route at this location exceeds 15 persons boarding or alighting per day.
- If ridership on the total routes serviced exceeds 20 persons boarding or alighting per day.
- If there are no surrounding amenities that can be used for shelter without removing the rider from the drivers line of sight.
- If a stop is served by more than 2 routes.
- If a stop is in front a government building, or a transit hub.
- If the land owner is willing to pay for the shelter, WATA will aid in the installation of the amenity.
- WATA must have access to the right-of-way, and any other necessary permits
- If the next shelter along any serviced route is greater than .7 miles
- No stop below a class 3 should be considered for a shelter

A bench may be considered for any stop meeting at least 2 of the following criteria:

- By the end of calendar year 2017 we will be proposing a motion to the board to approve a series of regulations in regards to WATA stop amenities.
- Tables 5-2 and 5-3 from the TDP have provided data to aid in the creation of a classification system that will be applied to all stops within the system, and will aid in the evaluation of potential future sites.

# System-Wide Guidelines



- The next set of guidelines will include reference to the following:
  - Bus Stop Spacing
  - Acceptable length and conditions for a pull-off
  - Considerations for near side vs far side stops
  - Considerations for urban vs. rural areas
  - Different types of pull-off options
- Once this section is completed WATA will have the groundwork for justification of every choice for amenities or stop locations.
- This can then be distributed to assist with permitting and design.

# Software and Hardware

- RouteMatch has been implemented for our paratransit operations
  - It is simplified the work for operators and dispatchers as well as ensuring that we are not missing customer trips and info
  - It will eventually be integrated with the One-Call Center's RouteMatch database
  - New phone system simplified paratransit customer calls reducing call volume for staff
  - ADA trips have roughly doubled in the last three years
  - Expanded routes such as Jamestown and Lackey have increased our service area
- Interactive Planning Platforms
  - WATA has been looking at several interactive planning platforms such as Remix
  - This would allow staff to quickly evaluate proposals and respond to requests from customers and localities as well as help WATA to make informed decisions regarding the effects of route changes on customers
- Automatic Passenger Counters to help implement better data driven planning functions
- Review and modernization of our Automatic Vehicle Locator system to bring it up to modern standards and reduce the back-office tasks that are required of staff to implement changes

# Upcoming Activities

- WATA will be transitioning away from a color based naming convention for its routes to a number based one
  - This process will occur gradually over the next several months, with a full transition in July 2018
- WATA is examining a comprehensive route redesign study which may occur in the next couple of years. This would allow WATA to “start from the ground up” and examine all of our routes to ensure that they are the best designed for WATA.
- Increasing focus on facilities such as a new Operations and Maintenance Facility, a Northside Transfer Facility (tentatively located on Opportunity Way), and examining the redevelopment of the transfer point for WATA and HRT located at Lee Hall