# Complete Street Policy Template

*Sample*

# **Complete Street Policy Template**

# **Definitions**

**Accessibility**: Facilities offered to people to reach social and economic opportunities, measured in terms of the time, money, comfort, and safety that is associated with reaching such opportunities.

**Bus rapid transit (BRT)**: High quality bus-based mass transit system that delivers fast, comfortable, reliable and cost-effective urban mobility through the provision of segregated right-of-way infrastructure, rapid and frequent operations, and excellence in marketing and customer service.

**Complete streets**: A complete street is one that caters to the needs of all user groups, with equitable allocation of space. It is thus safe, comfortable and convenient for all to use. A complete street can take on a variety of forms, designed depending on factors such as the available right-of-way, traffic volumes, street-side activities, and adjacent land uses.

**Cycle sharing system**: A flexible form of personal public transport (PT) with cycles stored in a closely spaced network of stations. A registered user can check out a cycle from a station and return it to any other station. Typically, usage is free for short duration use.

**Mass rapid transit (MRT)**: A high quality public transport system characterized by high capacity, comfort, overall attractiveness, use of technology in passenger information system, and ensuring reliability using dedicated right of way for transit vehicles (i.e. rail tracks or bus lanes).

**Mobility**: Conditions under which an individual is capable to move in the urban environment.

**Mode share**: The share of total trips carried out by different modes of urban transport including walking, cycling, bus, rail, share auto-rickshaws, private auto, two wheelers and cars.

**Non-motorized transport (NMT)**: Human powered transportation such as walking and cycling.

**On-street parking**: The space occupied by vehicles to park along the edge of the street or carriageway which otherwise could have been used by motorized or non-motorized traffic.

**Public Transport (PT)**: Shared passenger vehicle which is publicly available for multiple users. The term “PT” as used in this document and other toolkits includes city buses, MRT and paratransit.

**Parking management**: Provision of supply-driven parking spaces with demand-pegged pricing to ensure the efficient use of street space, and over time, parking fees.

**Right of Way (ROW):** Measure of the width of the road taken from compound wall/edge to compound wall/edge.

**Sustainable transport modes**: The following modes are categorized as “sustainable modes” of urban transport because when compared with personal motor vehicles, they consume the least amount of road space and fuel per person-km and also cost much less to build the infrastructure: walking, cycling, and public transport (including a regular bus service as well as a MRT systems).

**Traffic calming**: Traffic calming measures ensure pedestrian and vehicle safety by reducing at least speed and potentially also the volume of motor vehicles. Traffic calming slows down vehicles through vertical displacements, horizontal displacement, real or perceived narrowing of carriageway, material/colour changes that signal conflict point, or complete closure of a street.

**Vehicle Kilometres Travelled (VKT):**  Vehicle kilometres travelled by all the personal motor vehicles (in the city) in one day.

# **What is Complete Street?**

A complete street is one that is designed to cater to the needs of all users and uses equitably. Complete Streets include various elements such as safe, shaded, and continuous footpaths, segregated cycle tracks as well as bus lanes where required, safe pedestrian crossings with refuges, uniform carriageway, and organised on-street parking. The designs integrate bus stops, street vending, trees, seating, children’s play zones and all other street furniture as well as service utilities as appropriate to the street typology. Each  
element is located carefully such that they do not hinder the experience of any user group while still adding life to the street.

A network of complete streets carefully balances the needs of mobility and liveability without compromising one another

### **Principles of Complete Street**

In order to guide the process of creating complete streets - from policy through planning  
up to implementation - cities must adopt certain key principles. These principles form the  
foundation for all subsequent steps.

|  |  |  |
| --- | --- | --- |
| **Efficient Mobility** | A complete street ensures efficient mobility by offering multiple modes of travel, especially high-quality facilities for public and nonmotorised transport. With greater capacity, a complete street moves more people by allocating space equitably for all users, and not prioritising only the private motor vehicles. |  |
| **Safety** | A complete street is safe for all user groups by providing segregated spaces for each and incorporating traffic calming measures. A complete street ensures personal safety as well, with good lighting and ‘eyes on the street’ through active edges and vending. |  |
| **Universal Accessibility** | A complete street should be accessible by all, including the differently-abled. Continuous and even-surfaced footpaths, table-top crossings and ramps and tactile pavers wherever level differences occur are some measures to ensure universal accessibility. |  |
| **Liveability** | A complete street is full of life, with elements that improve activity. Improved liveability improves conditions for existing users, attracts more users, increases retail activity and transforms the street into a vital public space. |  |
| **Sensitivity to local context** | A complete street is designed to suit the local context, factoring in local street activities, patterns of pedestrian movement, nearby land uses and the needs of the people. Design interventions can range from elements added to the street to street-level interventions like shared or pedestrianised streets. |  |
| **Environmental sustainability** | A complete street promotes sustainable modes of transport and has the scope to improve local climatic conditions. Trees and plants on streets help absorb pollutants and reducing heat. Well-designed complete streets also help properly capture and channel rainwater. |  |

# **Introduction**

## **Background**

[XYZ] Municipal Corporation (hereafter referred to as MC) through this policy on ‘Complete Streets’ aims to ensure that people of all age groups, gender, ability and socioeconomic and cultural backgrounds have access to good walking and cycling infrastructure. MC will aim to create a policy environment that supports increased accessibility by prioritizing the use of walking, cycling, and public transport. Too often, transport planning has concentrated on infrastructure, traffic, costs, and benefits, with environmental factors limited to engineering consideration. However, mobility planning now focuses on the movement of “people, not vehicles’, a goal clearly expressed in the 2006 National Urban Transport Policy (NUTP)[[1]](#footnote-1).

In harmony with the focus on moving people, the MC will develop a network of safe, convenient and accessible footpaths and cycle tracks, improve intersections and pedestrian crossings and integrate intermodal facilities to meet the NMT needs of the city.

## **City Overview**

The following subsections may be used to talk about the city. For example, is it known as an educational / industry hub? Add a map to show the city’s location w.r.t. the state. Describe any peculiarities of the city. Did the city see development of a particular industry in the last 10 years? Describe its strategic location with respect to other surrounding cities. What about airport, sea port?

What are the city’s pain points and main issues with today’s transportation? What does the city anticipate, dream of?

Please note that the following sections only provide a suggestion and the city may choose a different structure.

## **City overview**

[Location, largest / Nth largest city of your state, what is the city known for etc…]

## **Demographic information**

[Population, rate of population growth, M/F ratio, is it mainly a young population?, disabled population, population projection for 2031, prominent sources of employment etc.. You may make a comment like “It is necessary to visualize the transportation needs of this population and start planning for it from today.”]

## **Administrative setup**

[About the ULB, how is transportation planned etc...]

## **Transportation network**

[You may provide some skeletal info here, e.g. whether there is a railway station, port, airport etc.

## **The path to NMT-PT-based transportation**

A good transport system connects people and boosts a city’s economy. It should be sustainable—socially, economically, and environmentally. In [XYZ] city, like all Indian cities, citizens aspire to the convenience, status, and comfort of private motorized travel, which translates into rapid motorisation and significant urban problems. Motorisation fuels spatial decentralisation and sprawl, which decreases general accessibility to economic and social opportunities for those who cannot afford PMVs. This in turn creates demand for more motorisation, which is a fundamental driving force behind increase in air pollution, transport related global greenhouse gas emissions, pressures for conversion of land to urban uses, dependency on petroleum and demands for expanded infrastructure.

When planning transport infrastructure and services, it is important to differentiate between mobility and accessibility. *Mobility,* which represents an individual’s capability to move, is measured in terms of “how far do we go?” and “how quickly do we get there?” *Accessibility* describes the ability to reach social and economic opportunities, and is often measured in terms of the time, money, discomfort and risk that is required to reach such opportunities.

For example, in cities with high levels of congestion, citizens who travel by automobile may experience relatively poor levels of mobility (slow travel speed, low individual travel mileage). However, the cities themselves may be economically successful due to their accessibility (cumulative number of opportunities, activities that are clustered together, many travel options, overall low cost of travel). Transport systems exist to provide economic and social connections—travel is rarely an end in itself. Thus, a “good” transport system provides more accessibility per unit of mobility.

Local transport policies play an important role in influencing aspirations for PMVs, and moderating the demand for motorised travel. The [XYZ] MC recognizes walking, cycling and the use of public transport as important modes to enhance accessibility and improve mobility. Thus, it is necessary to develop programs and infrastructure designed to support and grow these modes - hence this policy. The Policy focuses on street design and management and making optimal use of its resources by:

* **Emphasising on making walking and cycling safe and attractive**. NMT provides basic mobility, affordable transport, access to public transport, as well as health and recreation benefits. Improving conditions for NMT reduces the demand for travel by PMVs. Such improvements increase the convenience, comfort and safety of walking and cycling and therefore benefit existing users as well as encourage new users.
* **Providing high quality public transport**. High quality buses with ITMS, supported with terminals and depots makes public transport attractive even to personal vehicle users. To support the demand for PT, cities should also strive to provide mass rapid transit (MRT).
* **Stabilising and/or reducing the use of PMVs**. Stabilising the use of PMVs at today’s level can be achieved through various mechanisms like reducing parking supply, charging for parking according to demand and employing several other appropriate including congestion charging. As the city provides attractive alternatives to PMVs, in the form of high quality NMT and PT facilities, people shift to these alternatives.

## **Use of NMT-PT modes in the city**

[The city should elaborate on modal share of the city with focus on share of pedestrians and cyclists. Talk about business-as-usual scenario if the current trend is continued vs sustainable transport scenario for the city through bar-graphs/pie charts. The city may comment on the problems which are arising due to the current focus on private motor vehicles and how a shift towards sustainable transport may help solve various problems like congestions, pollution etc.]

To promote more NMT users and reduce traffic congestion and vehicular pollution, MC proposes to adopt and implement Complete Street policy that encourages the use of sustainable transportation by providing better and safe NMT facilities. Managing and regulating parking is another aspect of this approach that ensures that available street space it put to effective use for movement and parking of vehicles- motorised as well as non-motorised. Complete Streets helps in better management of road, along with transferring more people in a safe and sustainable manner. High quality streets make a city truly liveable and also become places for people to meet, interact, do business, and have fun.

[In order to achieve those goals the city should talk about the projects and programmes already undertaken/proposed by the ULB to support walking and cycling.]

## **Role of Complete Street Policy**

Walking and cycling account for X% of urban trips in XY city. However, the streets in city do not cater to this vast majority of the population. This is evident in the increasing number of fatalities of pedestrians and cyclists - X% between 2014 and 2017. Lack of infrastructure pushes these mode users to shift to private motor vehicles, which increases pollution and congestion. Keeping this situation in check, and further improving conditions, requires progressive programs and infrastructure designed to support and encourage sustainable modes like walking and cycling. It requires complete streets. A Complete Streets policy ensures that this creation of complete streets is sustained and long-term, by setting the necessary targets for the city to achieve.

A Complete Streets Policy (or Non-Motorised Transport Policy) prioritises the creation of walking and cycling infrastructure in the city while simultaneously redressing the focus from private motor vehicle infrastructure by:

* Setting out a vision for the city, prioritising and encouraging walking and cycling.
* Acting as a catalyst for the provision of safe infrastructure for pedestrians and cyclists.
* Institutionalising a forum for all stakeholders to discuss how to provide for all users of the street.
* Prioritising investment for walking and cycling infrastructure in the government’s financial planning.
* Ensuring accountability and creating an institutional framework for implementation

# **Vision**

The city will have a general sense of well-being through the development of quality and dignified environment where people are encouraged to walk, cycle, and use public transport; there is equitable allocation of public space, infrastructure, and funds; and access to opportunities and mobility for all people.

# **Goals**

* 1. The ULB aims to increase the use of walking, cycling, and public transport by creating a safe and pleasant network of footpaths, cycle tracks, greenways, and other facilities to serve all citizens in the metropolitan area. It will strive to meet the following desirable outcomes by designing streets consistent with principles of Complete Streets, and incorporating appropriate environmental planning and water management techniques. The ULB also urges other concerned agencies to take complementary actions to realise these goals.

*Table 1 Outcome*

|  |  |  |
| --- | --- | --- |
| **S. No** | **Outcome** | **Indicator** |
| 1 | The city will enhance its environmental-friendliness by increasing the mode share of walking and cycling by providing equitable distribution of street space | Mode Share (disaggregated by walk, cycle, bus rail, metro, taxi, IPT, personal two-wheeler and personal four-wheeler) |
| 2 | The city will increase the mode share of different users like children, women, elderly, disabled etc. by providing accessible, comfortable and safe streets | Mode Share (disaggregated by gender, age, ability and income) |
| Perception surveys (disaggregated by gender, age, ability and income) on   * access, * comfort * personal safety * security * satisfaction |
| 3 | The city will aim to reduce deaths from road traffic accidents by 50% | Road accident fatalities per lakh population (disaggregated by mode of travel and cause) |
| 4 | The city will improve the ambient air quality as per Central Pollution Control Board Ambient Air Quality Standards | Air Quality Level at street level:   * CO2 * NOx * SOX * PM10 * PM2.5 |

* 1. The ULB will make investments in, and manage well, walking, cycling, public transport infrastructure, and PMV use to meet the following output goals that contribute to achieving the desired outcomes listed above. Output goals are determined for a 15 year planning horizon. The ULB also urges other concerned agencies to take complementary actions to realise these goals.

*Table 2 Output*

|  |  |
| --- | --- |
| **S. No** | **Output** |
| **I** | **Infrastructure Outputs** |
| 1 | All streets have continuous, safe, accessible, secure and comfortable walking environment |
|
|
|
|
|
|
|
|
|
| 2 | The entire city is accessible through a continuous, safe, secure and comfortable cycle network with minimum detours |
|
|
|
|
|
|
| 3 | Improve access to mass transit, public transit and intermediate public transit |
|
|
|
|
|
|
|
| 4 | The city will ensure that its resources are used efficiently, specially resources being used for parking |
| **II** | **Management and Monitoring Outputs** |
| 5 | The city will ensure coordination among the different street-related stakeholders/ departments |
| **III** | **Financing Outputs** |
| 7 | The city will ensure that adequate financial capital is allocated for implementation and monitoring of the projects. |
|
|
|
| **IV** | **Capacity Building Outputs** |
| 8 | The city will ensure that the ULB has the capacity to implement and monitor the projects |
| **V** | **Communication and Outreach Outputs** |
| 9 | The city will take initiatives to communicate the benefits of Complete Streets projects, increase awareness and get the support of the public |
|

The detailed indicators and service level benchmarks for the outputs have been given in ‘Volume VI of CS Framework toolkit- Complete Streets Monitoring and Evaluation Matrices.’

The 15-year planning horizon is long enough to ensure that all goals that are set are attainable. However, cities should aim to implement projects within the 10-year planning horizon as it may take a few years for some initiatives to show results. The last five years would focus on maintaining projects, and upgrading as needed.

# **Street Planning**

* 1. To guide implementation of this Policy, the ULB will develop a 15-year CS Master plan and update it. The CS Master Plan will be adaptable and flexible. It will include reporting on the existing scenario, evaluation of the past and current initiatives, examining available funding resources, and explaining future efforts.
  2. In accordance with this Policy, the ULB will create street design guidelines, known as the “Street Design Manual” (SDM) (refer to CS Framework Kit- Volume IV). The SDM will be based on this Policy, as well as the Street Design Standards detailed in the CS Master Plan (refer to CS Framework Kit- Volume III: ‘Developing Complete Street Master Plan.’)
     1. The SDM will include standards and design guidelines for footpaths, cycle tracks, carriageway, BRT, and other street elements.
     2. The SDM will detail out various street typologies in accordance with CS Master Plan and shall include design templates for various street types based on land use, traffic characteristics, ROW and other criteria.
     3. The SDM will include standards and design guidelines for intersections.
     4. The SDM will include guidelines on materials to be used for various elements.
     5. The SDM will include signage and road marking guidelines so that NMT elements are consistently branded to make the network of NMT facilities legible to all users.
  3. The ULB will also adopt Execution guidelines with construction details, along with other details required for successful implementation of the project on ground. (Refer to CS Framework Kit Volume V: ‘Complete Streets Execution Guidelines’)
  4. The ULB urges concerned agencies at the city-and state-level, such as Highways Department, Urban Development Authority, transit agencies, and others, to adopt street design standards consistent with the provisions of this Policy.
  5. The ULB will coordinate various decisions regarding the planning, design, and use of public right-of-ways in accordance with this policy. These actions will be coordinated through an approval or decision concerning any public and private project that impacts, or is adjacent to a publicly accessible right-of-way.
  6. All designs shall comply with the street design guidelines as adopted by the ULB.
  7. Where there are conflicting standards in guidance provided by agencies such as the Indian Roads Congress[[2]](#footnote-2), the ULB will prioritise NMT modes in the allocation of street space, the design of street design elements, and street management.
  8. The ULB will urge that all transport-related planning, plans, and studies (including surveys, plans, forecasts and models, and implementation plans undertaken by professional staff, consultants and / or international agencies) consider the impact of proposed interventions on NMT users and the ULB’s ability to meet the provisions of this Policy.
  9. The ULB will facilitate annual collection of data related to NMT users and user behaviour including but not limited to:
     1. Gender, age, ability and income profiles of pedestrians and cyclists,
     2. Cordon counts of pedestrian and cycle volumes.
     3. Mapping of crashes involving pedestrians and cyclists to aid in the identification of black spots.
  10. The ULB will assure that the transport mode share data are periodically updated, that all NMT modes are included in all studies of urban transport systems, that all transport investment proposals to assess the impact on NMT users, and that such studies are freely available for public scrutiny.
  11. The ULB will prioritise known black spots for NMT improvements.
  12. The ULB will ensure (and urge where appropriate) that new developments, both public and private, often include the rebuilding of portions of the public right-of-ways and shall serve as models for implementation of the Complete Street Policy. Great efforts shall be made that new ULB developments lead by example.
  13. The ULB will require, where possible, that NMT user participation is included in transport-related planning processes.
  14. The ULB will provide regular updates and seek input on such NMT projects and programs from stakeholders through appropriate frameworks, as outlined in Section 12- Public Awareness.

# **Street Management, Maintenance and Enforcement**

* 1. The ULB will ensure that all projects involving construction of new streets or retrofitting of existing streets improve safety and convenience for NMT users as per the Street Design Guidelines.
  2. The ULB will urge the Traffic Police to manage intersections with a focus on pedestrian and cyclist mobility and safety:
     1. Signal phases shall include adequate time for pedestrians.
     2. Green phases shall be timed to facilitate cycle and public transport movement.
     3. Motor vehicle users will give the right-of-way to pedestrians and cyclists.
  3. The ULB will manage vending as follows, in accordance with the provisions of the national Street Vendors (Protection of Livelihood and Regulation of Street Vending) Act 2014 and relevant state rules:
     1. The ULB will identify locations where there is existing and potential demand for goods and services of street vendors.
     2. The ULB will enhance and preserve existing culturally significant street vending markets and will accommodate street vendors in on-street locations at mass rapid transit stations, railway stations, market areas, commercial centres, and other key destinations
     3. The ULB will provide supportive infrastructure such as cooperatively managed water taps, electricity points, waste bins, and public toilets.
     4. The ULB will regulate street vending by providing vendor infrastructure in locations that ensure the continuity of footpaths and cycle tracks.
  4. The ULB will institute a repair and maintenance programme to keep all footpaths and cycle tracks in a good state of repair and cleanliness.
  5. The ULB will provide designated spaces for trash collection so that trash containers and trash collection activities do not hinder the use of NMT facilities.
  6. The ULB will adopt a zero-tolerance approach for managing encroachments on footpaths. The ULB will remove all temporary and permanent obstructions that force pedestrians to walk on the carriageway. The ULB will relocate vendors as per the provisions of Section 7.3.
  7. During construction projects that compromise the use of NMT infrastructure, the ULB will provide alternative means for pedestrians and cyclists to circulate.
  8. The ULB will implement and maintain street furniture for NMT users as follows:
     1. The ULB will provide street furniture, such as benches, waste bins, tables, public way-finding signage, shelter, water taps, and other amenities to make streets an attractive place to spend time, promote sanitary conditions, and to function as traffic calming elements.
     2. The ULB will locate street furniture in appropriate locations that receive proper shade, and maintain 3m clear width path of travel so that they do not obstruct through movement of pedestrians and cyclists, and avoid unnecessary clutter.
     3. The ULB will coordinate the placement of street furniture with other user amenities (especially advertising panels and utility boxes) to maintain a 2m clear width path of travel to not obstruct through movement of pedestrians and cyclists.
     4. The ULB will scale the quantity of street furniture to meet demand, adjacent land uses and street activity (e.g. larger quantities will be provided at key destinations, public facilities, commercial hubs, etc.). Refuse collection furniture / waste bins will be provided at frequent intervals (e.g. every 20 m) on streets with large numbers of pedestrians and commercial activity.
     5. The ULB will conduct maintenance, replacement, and cleaning to ensure that all street furniture elements (especially waste bins) remain in usable and sanitary condition.
  9. The ULB will manage advertising and hoardings in public ROWs as follows:
     1. The ULB will coordinate the placement of advertising panels with other user amenities (especially utility boxes) to maintain an unobstructed 2m wide, 2m high clear path of travel to facilitate movement of pedestrians and cyclists, as well as avoid unnecessary clutter and protruding objects.
  10. The ULB will manage service utility providers to ensure that access points for stormwater, sewage, electricity, telecommunications, and other services meet the following standards:
      1. Access points for underground and overground utilities will be designed in such a way that they do not conflict with NMT user movements. Manhole covers will be level with footpaths, cycle tracks, and the surfaces of other NMT facilities. Utility access points will be designed to minimise disruption during maintenance.
      2. Storm water systems will be designed so that storm water drains off of NMT infrastructure into appropriate channels and catch pits. At no point will footpaths, cycle tracks, or other NMT facilities lie at the lowest level in the street cross section, except in the case of NMT-only streets. Stormwater facilities will be maintained regularly to prevent flooding of NMT infrastructure.

# **Parking Management**

* 1. The ULB will effectively manage the use of PMVs by implementing a formal parking management program:
     1. The ULB will develop a robust management system that improves the enforcement of no-parking zones and keeps PMVs from obstructing NMT facilities.
     2. The ULB will clearly demarcate parking and no-parking zones. Footpaths, cycle tracks, and other NMT facilities will be designated as no-parking zones.
     3. The ULB will urge Traffic Police to ensure that footpaths, cycle tracks, and other NMT facilities remain free of encroachment by parked vehicles.
     4. The ULB will utilize all revenue collected from the parking management program to fund public transport and NMT improvements that support meeting the goals listed in this policy

# **Built Environment Regulation**

* 1. The ULB will apply the following built environment regulations to ensure that the pedestrian realm is active and vibrant in all of its own buildings and properties. The ULB will also urge concerned agencies, such as the Urban Development Authority and others, to adopt and include these regulations in documents such as the Master Plan, Detailed Development Plans, and Development Control Regulations. The ULB will work with concerned agencies to:
     1. Ensure that at least 90 per cent of buildings have visually active frontages[[3]](#footnote-3) to create a pedestrian realm that is active, vibrant, and safe. These could be in the form of actual openings and/or transparent frontages (windows/patios) that are visually penetrable and provide a means of passive surveillance.
     2. Prioritize physically permeable frontage[[4]](#footnote-4) abutting public walkways. This can include entrances to restaurants and cafes, storefronts, and residential housing that contribute to a vibrant public realm. The average number of shops and building entrances per 100m of street frontage shall be at least 5.
     3. Adopt minimum build-to lines to ensure that private buildings are oriented towards the streets rather than towards internal plots and thus provide “eyes on the street.”
     4. Ensure that front setbacks, where present, are not used for motor vehicular parking, but instead become an extension of the pedestrian environment.
     5. Ensure that for residential buildings, compound walls are transparent above a height of 300mm.
     6. Ensure that for plots with frontage on more than one street, the main vehicle access, i.e. driveways, shall be provided from the secondary street. To reduce pedestrian-vehicular conflicts, average number of driveways intersecting pedestrian walkways will be limited to 2 or less per 100m of block frontage.
     7. Provide a diverse mix of uses, including employment, housing, regional attractions and public spaces to create a high-quality urban environment, especially near mass rapid transit stations.
     8. Encourage compact urban development by creating high density developments at, and around, MRT stations. Such developments shall be integrated with the surrounding community through walking, cycling, and public transport.

# **Multi-modal Integration**

* 1. The ULB will design streets and public spaces that are integrated with and supportive of public transport services. Where it has the power to do so, it will develop accessible multi-modal interchanges (MMIs) at intercity transit station, public transport stations and bus stops.
     1. The ULB will provide bus shelters and/or rapid transit stations at key destinations[[5]](#footnote-5), and at frequent intervals. Bus stops will be located in the furniture zone or on bulb-outs in the parking lane, leaving clear space for pedestrian movement behind and allowing bus passengers to board without waiting and/or stepping into the carriageway.
     2. Bus bays inconveniences and slowdowns the movement of bus services. Therefore, they will not be constructed except in cases where they provide improved intermodal access to intercity railway and bus stations, rapid transit stations, or other key destinations.
     3. The ULB will create clear, direct, and short transfers between rail systems, bus stops, and paratransit stops that minimise horizontal and vertical displacement. These pathways shall comply with disability access guidelines and shall offer consistency and clarity in station entrances and interfaces, spaces, layout, and visual cues. The ULB will prioritise at-grade access to BRT stations.
     4. The ULB will provide paratransit stands at key destinations, and at frequent intervals.
     5. The ULB will provide protection from rain and sun inside stations and stops and along connections between modes.
     6. The ULB will coordinate feeder service schedules and routes with schedules of trunk services to minimise customer wait times.
     7. The ULB will adopt priority measures to ensure the efficient movement of surface public transport modes, such as buses and rickshaws, to and from the station area.
     8. The ULB will provide clear and consistent wayfinding and signage to support efficient navigation to public transport stations in station areas. The ULB will provide static information such as route maps, route destinations, and transfer opportunities.
     9. The ULB will provide for safe and efficient movement of pedestrians and cyclists in the influence areas around public transport stops and stations.
     10. The ULB will provide an attractive pedestrian environment on all approach streets within one km radius of MRT stations, particularly on routes serving major destinations. All pedestrian links will provide a high level of priority and safety and shall be compliant with this Policy.
     11. The ULB will provide clearly marked and protected access for pedestrians and cyclists at station areas to minimise conflicts, particularly at passenger pick-up and drop-offs, bus facilities, and parking access points.
     12. The ULB will provide secure and plentiful bicycle parking at station entrances with additional cycling amenities at high volume locations.
  2. The ULB will provide last mile connectivity to mass rapid transit stations via innovative programs such as cycle sharing. Cycle sharing systems refer to the shared use of a common cycle fleet. The principle is simple: Individuals use the cycles on an “as needed” basis and return the cycles to a network of closely spaced cycle stations. With a smart card or other form of identification, a user can check out a cycle from a station and return it to any other station. These systems imply short-term cycle access and provide users with an environmentally friendly and low-cost form of public transport. The ULB will implement cycle sharing systems that employ the following best practice features:
     1. A dense network of stations across the coverage area, with spacing of approximately 300m between stations.
     2. A fully automated locking system at stations that allows users to check cycles in or out without the need for staffing at the station
     3. Radio frequency identification devices to track where a cycle is picked up, where it is returned, and the identity of the user
     4. Real-time monitoring of station occupancy rates through general packet radio service (GPRS), used to guide the redistribution of cycles
     5. Real-time user information provided through various platforms, including the web, mobile phones, and/or on-site terminals
     6. Pricing structures that incentivise short trips, helping to maximise the number of trips per cycle per day.
     7. Cycles with specially designed parts and sizes to discourage theft and sale as whole or for parts.

# **City Leadership**

* 1. The ULB will provide the necessary leadership by emphasising a paradigm shift from current urban transport planning methods to the new focus on NMT and public transport.
  2. The ULB will proclaim NMT as priority modes and will issue policy guidelines and instructions to professionals regarding priorities in the design of transport facilities.
  3. The ULB will conduct extensive training and outreach to the ULB engineers, administrators, and elected officials on NMT user needs, design principles, and promotion strategies.
  4. The ULB will encourage and provide incentives for its own employees to walk, cycle, and use public transport as part of their daily commuting.
  5. The ULB will urge other institutions to prioritise non-motorised modes in physical designs, regulations, management practices, and investment plans for transport systems.

# **Public Awareness**

* 1. Working with the Traffic Police, the ULB will carry out a diverse public information campaign to generate widespread support and publicize the individual and social benefits of transport by NMT modes. The ULB will also coordinate NMT advocacy and planning through national organisations. While policy impacts are local, interfacing with national bodies can help coordinate local groups with national efforts to fund and promote India-wide NMT initiatives.
  2. The ULB will explore alternative programs with the local business community to promote and encourage NMT use. For example, the ULB may reduce the business taxes / fees, or waive enforcement of parking requirements, or utilise other financial incentives to reward businesses or organisations that facilitate employees, customers, or the general public traveling by NMT modes. Recognised NMT-supporting amenities include, but are not limited to the following:
* Provide incentives for employees to commute by NMT modes (or public transport).
* Disincentivize use of PMVs by removing subsidies, such as free parking, and levying fees and taxes that reflect the true costs of PMV ownership and use.
* Provide secure bicycle parking.
* Provide fleet of well-maintained cycles for employees to use for short errands or trips from the office.
* Provide on-site employee changing rooms with showers.
* Provide cycle repair station, maintenance supplies such as tools, pumps and tubes, or a dedicated cycle maintenance staff at the company premises.
* Provide employees with cycle-related training, such as finding safe cycle routes to work, safe riding skills, bicycle maintenance, driver training (share the road with bicyclists), or other related topics.
* Utilise local logistics and courier services that are NMT-based.
* Organise cycle rallies or other cycle-related events for employees.
* Sponsor a local riding club or cycle racing team (e.g., employee, local, youth, professional).
* Sponsor individual employees who participate in local charity cycle rides or events.
* Sponsor or directly improve (with ULB review and approval) existing street furniture, municipal footpaths, cycle tracks, or bus shelters.
  1. The ULB will support efforts to appreciate the city’s history and traditions through neighbourhood walking and cycle tours. The ULB will specifically create wayfinding signage and network maps to guide participants.

# **Funding Development and Infrastructure**

* 1. The ULB will provide sufficient budgetary support to build and maintain the necessary NMT infrastructure. Specifically, the ULB will ensure that at least 30 percent of its street infrastructure budget is allocated to NMT infrastructure.
  2. Specific allocations and expenditures in the state and city transport budget should be provided for women’s safety in urban transport.
  3. The ULB will prioritize funding NMT improvements in areas where there is high NMT use.
  4. The ULB will channel foreign loans and investment toward projects that improve conditions for NMT users.
  5. The ULB will channel appropriate funding for the formation and working of the CS cell
  6. The ULB will use all revenue collected from the parking management program to fund public transport and NMT improvements that support meeting the goals listed in section 4.

# **Institutional Framework**

* 1. Successful implementation of complete streets projects will involve cooperation between multiple stakeholders, such as urban local bodies, traffic police, planning agencies, consultants and others, at different stages. The ULB will develop appropriate frameworks to engage with stakeholders, both at the city and zonal levels.
     1. The ULB will help the apex committee to monitor the planning, implementation and monitoring work of complete street plan while overseeing the functioning of the street design cell, zonal committee etc.
     2. The ULB will set up a dedicated Complete Streets Cell to oversee detailed design, construction, and general maintenance of streets. Such a Complete Street Cell shall include dedicated internal staff as well as external specialised consultants to guide the city on specific aspects of street design such as project management, landscaping, engineering works, signages etc.
     3. The ULB will also set up Zonal Committees under Complete Streets Cell to oversee detailed street design at the zonal level. The ULB will convene regular meetings with the Apex Committee to oversee detailed design produced by consultants, construction implementation and monitoring as well as to address inter-agency issues that may arise during this process.
  2. The ULB will also partner with academic institutions and technical organisations to conduct training programs to train officials, engineers and staff in the basics of street design.

# **Performance Measurement**

* 1. The ULB will measure the effectiveness of the Complete Streets Policy based on the outcome and output indicators mentioned in section 4 above, using Monitoring and Evaluation Framework document.
  2. The ULB will create an inventory of footpaths and cycle tracks, conduct surveys of transport system users, and compile other records to measure progress as per the indicators listed above.
  3. The ULB will commission progress reports that indicate compliance with this Policy, performance as per the indicators and progress toward achieving the goals outlined in Section 4. The ULB will make progress reports available for public scrutiny and feedback.
  4. The ULB will ensure that NMT infrastructure designs are reviewed and the re-evaluated as per their contribution to performance indicators.

1. Ministry of Urban Development, Government of India (2006). National Urban Transport Policy. [↑](#footnote-ref-1)
2. Relevant IRC publications include the Guidelines for Pedestrian Facilities (IRC 103-2012), Geometric Design Standards For Urban Roads And Plains (IRC 86-1983), and Guidelines For Capacity Of Urban Roads In Plain Areas (IRC 106-1990). [↑](#footnote-ref-2)
3. Visually active frontage measures the opportunities for visual connection between sidewalks and the interior ground floors of adjacent buildings. Not only shops and restaurants, but also workplaces, residences and all types of premises qualify. [↑](#footnote-ref-3)
4. Physically permeable frontage measures active physical connections through the block frontage via entrances and exits to and from storefronts, building lobbies, courtyard entrances, passageways, and so on. [↑](#footnote-ref-4)
5. Key destinations are the main places that people need to access including: municipal offices, public transport nodes and stations, common workplaces, schools, markets, shops, sites of worship, and recreation areas. [↑](#footnote-ref-5)