




**CI-0106**      **TAB 1: GUIDING PRINCIPLES**  
Level of Service (LOS)

**PARKING**

[Per Rail Line Stations Level of Service Policy - February 2011]

- ✓ Located to provide direct and easy pedestrian access to/from the station building 
- ✓ Maximize the safety and comfort of waiting passengers
- ✓ Provide information and resources needed to support trip planning
- ✓ Allow for related operational requirements

Key Performance Indicator (KPI) (◆ The station design will include...)	KPI Measure (□Mandatory for next level) Ref. Standards documents for dimensions and details)	Level of Service (LOS)			
		A	B	C	F
Redundant parking lot access points	Minimum 2 ingress/egress points	◆	80% LOS A plus mandatory KPIs	65% LOS A plus mandatory KPIs	40% or less LOS A plus mandatory KPIs
Vehicular egress/exit times	Maximum 5 minute peak time exit time Maximum 2 minute off peak exit time	□			
Priority access points	Signalized egress at municipal roads	□			
Minimize walking distances from parking to service areas	Maximum 30m from barrier-free parking to elevator	□			
	Maximum (on average) 400m from median parking to station plaza and/or bus loop	□			
Drop off/pick up area	Minimum of 1 seating area with bench for every 10 car spaces	◆			
Segregated pedestrian and bicycle traffic flow	Minimum 3m wide, curbed, hard surfaced	□			
Accessible from municipal roads	Direct, barrier-free access from street Accessible path	□			



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Key Performance Indicator (KPI) (◆ The station design will include...)	KPI Measure (□Mandatory for next level) Ref. Standards documents for dimensions and details)	Level of Service (LOS)			
		A	B	C	F
	protected from elements Covered canopies and accessible				
Bicycle parking	Minimum 1 bicycle shelter or locker	◆			
Motorcycle / scooter parking	Minimum 2 motorcycle/scooter parking spaces	□			
Barrier-free parking	Minimum 1% for 1000 or more of total parking capacity.	□			
Snow removal strategy	Dedicated area for snow piling/removal	□			
Energy efficient illumination	Minimum 2 Fc (20 LUX) in parking lot, passenger drop ff and access road	◆			