

BETTER BUS STOPS 2016 highlights



Transportation Accessibility Advisory Committee, January 4, 2017

Berry Farrington, Paul Lamb, Barrett Clausen & Caitlin Schwartz

Engineering & Facilities and Customer Services & Marketing

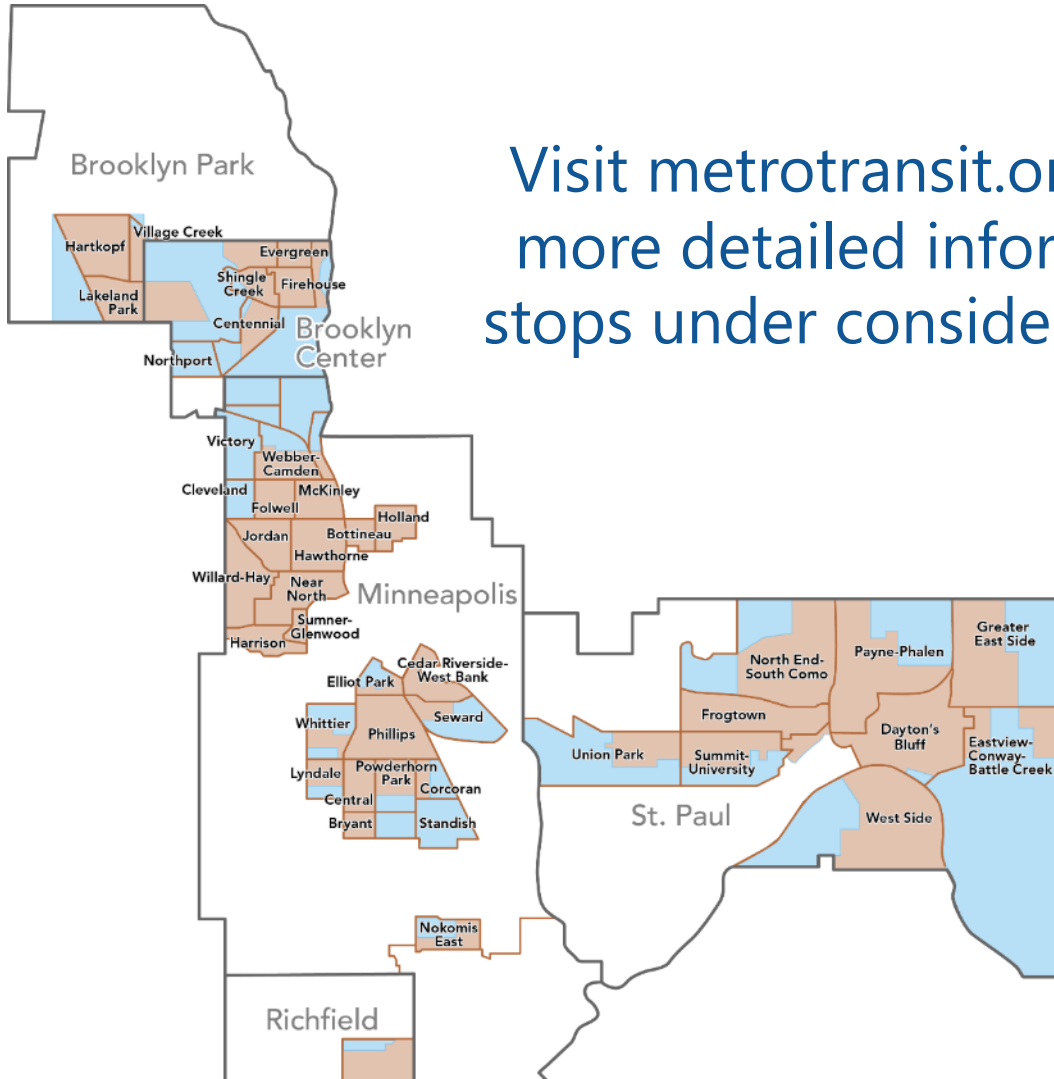
Better Bus Stops Project Goals

- Improve bus stops that enhance access to employment, education, and opportunity
 - Add up to 150 new shelters
 - Add light and in some cases, heat at up to 75 existing shelters
- Community engagement
 - Influence the criteria Metro Transit uses to prioritize improvements
 - Engage with communities around bus stop improvements



Better Bus Stops Geographic Focus Area

Visit metrotransit.org/better-bus-stops for more detailed information on specific bus stops under consideration for improvement.



- Neighborhoods being considered for bus stop improvements
- Specific areas within neighborhoods as priority areas for investment (ACP50)

Bus Stop Improvement Progress

Improvement Type	2014-2015	2016	Subtotal	Project Goal
New Bus Shelters	48	26	74	150
New Light Installations	8	7	15	144
New Heat Installations	0	3	3	43
Existing Shelter Improvements (Heat or Light)	Light 32	Light 9	Light 41	75
	Heat 0	Heat 14	Heat 14	
Advertising Shelters Replacement	59	1	60	75-100

New Slim Shelter

- Penn & 35th Ave N



Before



During Installation



After

Transit Information

Bus Stop Sign Installation Progress

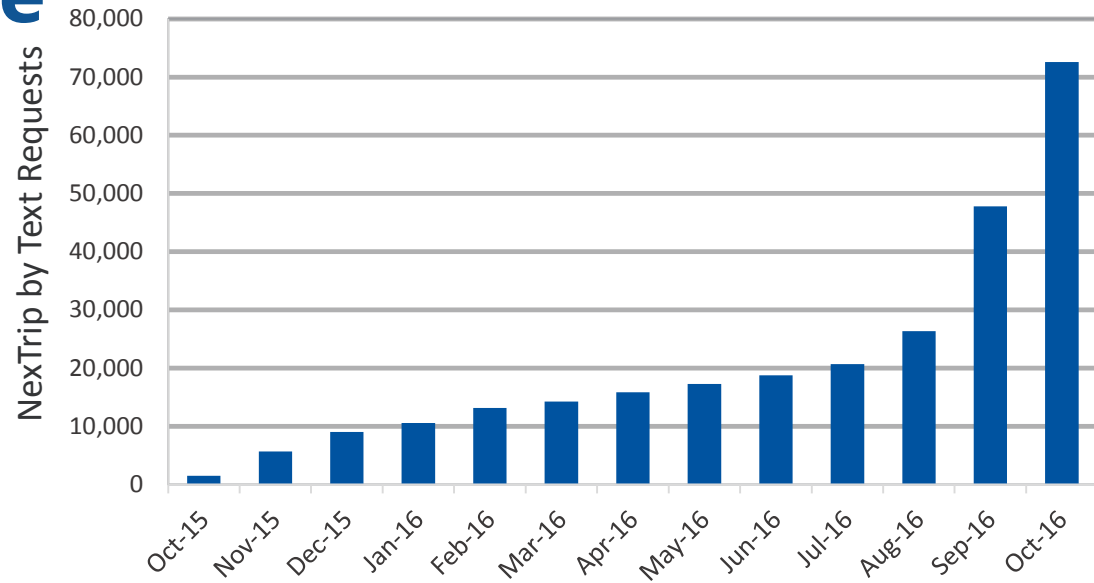
- Installation is over halfway complete
- 2016 installation prioritized by highest ridership routes
- At the end of 2016:
 - 7,400 signs installed
 - 1,900 stops with additional route information signs



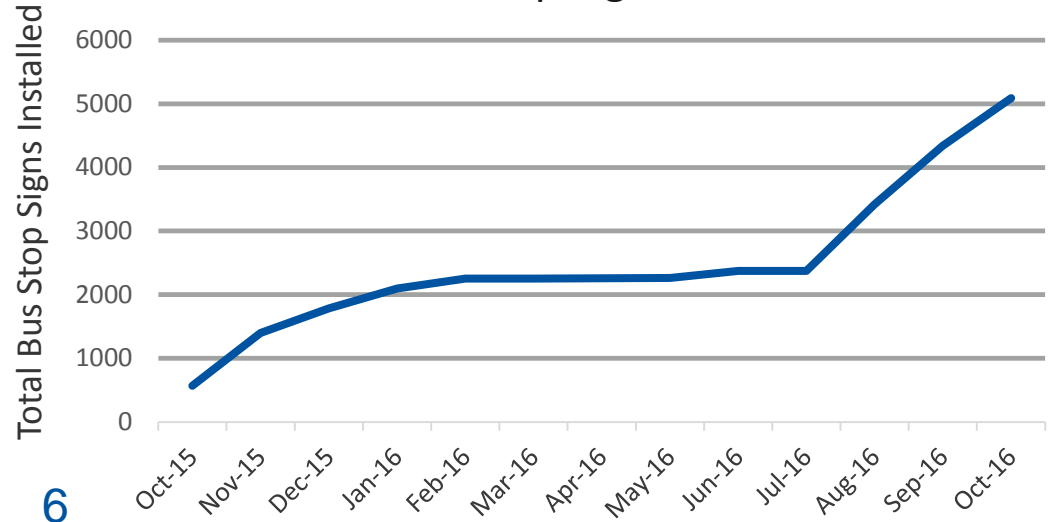
NexTrip Text Usage



NexTrip by Text Requests



Total Bus Stop Signs Installed



Community Engagement

- Partnership with Community Engagement Team
 - 11 contracts with community organizations
 - Engagement in 22 neighborhoods
- Metro Transit Public Engagement Plan
 - 1,963 surveys
 - 12 presentations to neighborhoods
 - 12 Transit center & busy bus stop pop-up engagement
 - 150+ property owner communications/notifications
 - Outreach and coordination with city, county, agency partners
 - Engagement in focus neighborhoods and broader service area





Shelter Placement Guidelines Update

Current Guidelines:

- Minneapolis/St. Paul: at least **40** average weekday boardings
- Suburban: at least **25** average weekday boardings

2017 Guidelines Update:

- Based on input from transit riders, community organizations, and broader public
- Ability to prioritize bus stops using factors other than minimum boardings



Upcoming in 2017

- Shelter Improvements
 - Continue to add and improve shelters towards established goals
 - Add solar panels to shelter roofs
- Transit Information
 - Bus stop sign installation complete – new signs at ~12,000 locations
 - Develop customer satisfaction metrics for on-street signage
- Community engagement and guidelines update
 - Celebrate and lessons-learned from this community engagement model
 - Draft updated shelter placement guidelines for public review
 - Finalize guidelines

BETTER STOPS

Engineering & Facilities

- Gayle Gartner (612) 349-7426
- Berry Farrington (612) 349-7378
- Paul Lamb (612) 349-7653

Transit Information

- Barrett Clausen (612) 349-7115

Community Outreach & Engagement

- Caitlin Schwartz (612) 349-7395