

# BETTER BUS STOPS 2016 highlights



**Transportation Committee, November 28, 2016**

Berry Farrington, Paul Lamb, Barrett Clausen & Caitlin Schwartz

Engineering & Facilities and Customer Services & Marketing

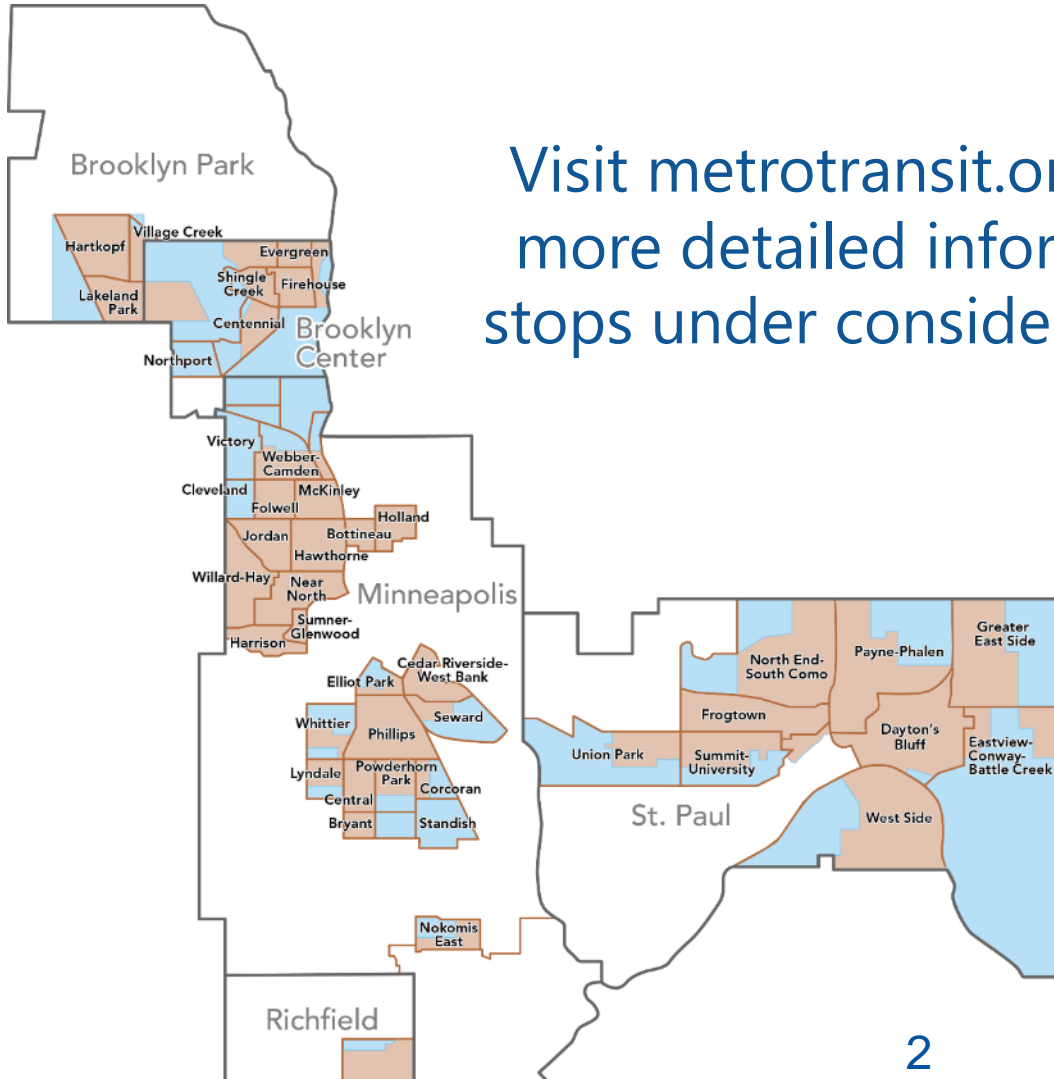
# Better Bus Stops Project Goals



- 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](http://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

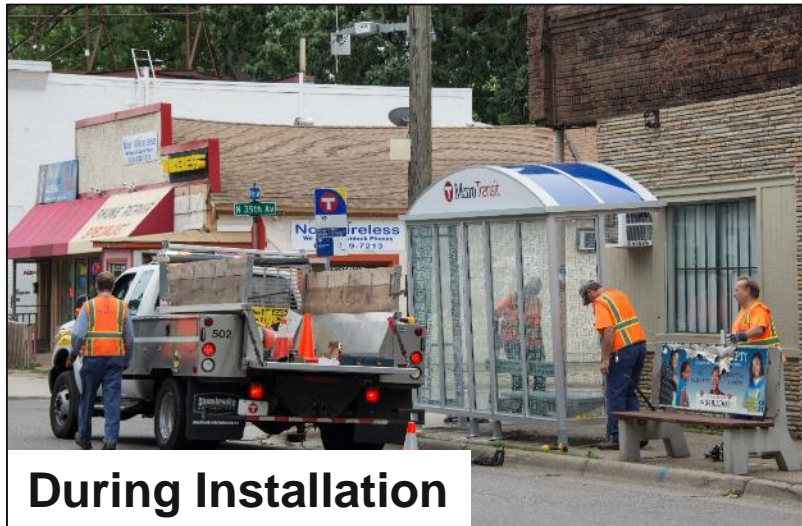
Improvement Type	2014-2015	2016	Subtotal	Project Goal
New Bus Shelters	48	26	74	150
New Light Installations	8	7	15	144
New Heat Installations	0	3	3	43
Existing Shelter Improvements (Heat or Light)	Light 32	Light 9	Light 41	75
	Heat 0	Heat 14	Heat 14	
Advertising Shelters Replacement	59	1	60	75-100

# New Slim Shelter

- Penn & 35<sup>th</sup> Ave N



Before



During Installation

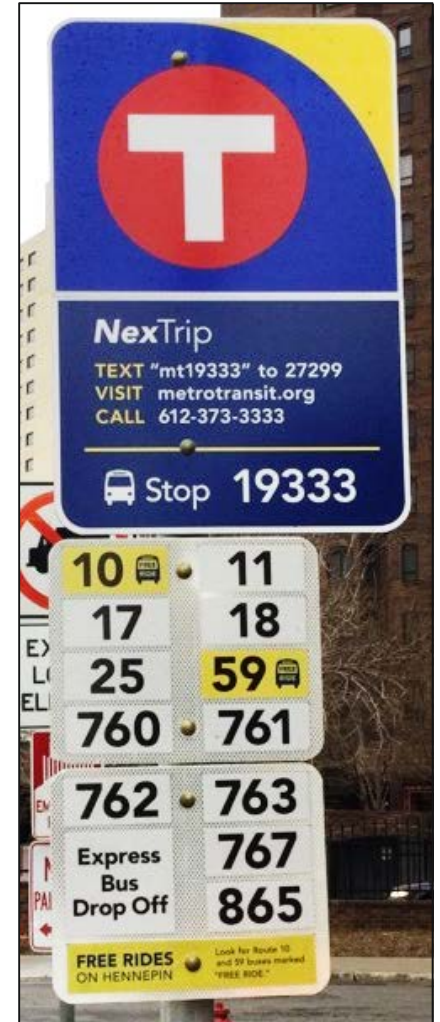
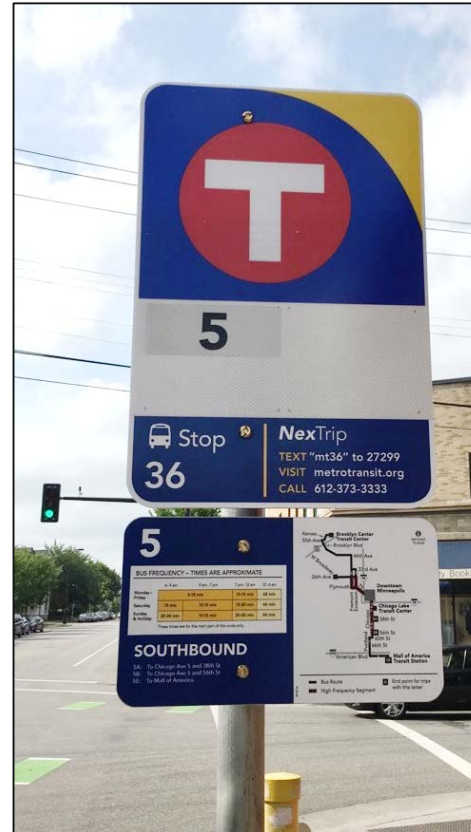


After

# Transit Information

## Bus Stop Sign Installation Progress

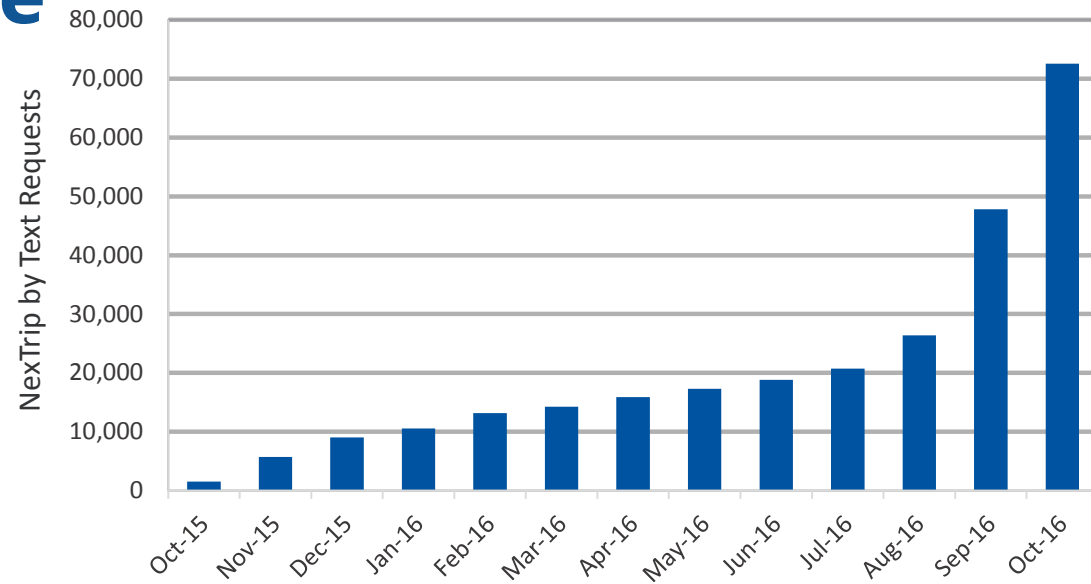
- Installation is 50% complete (~6,000 of ~12,000 stops)
- By end of 2016:
  - 7,400 signs installed
  - 1,900 stops with additional route information signs



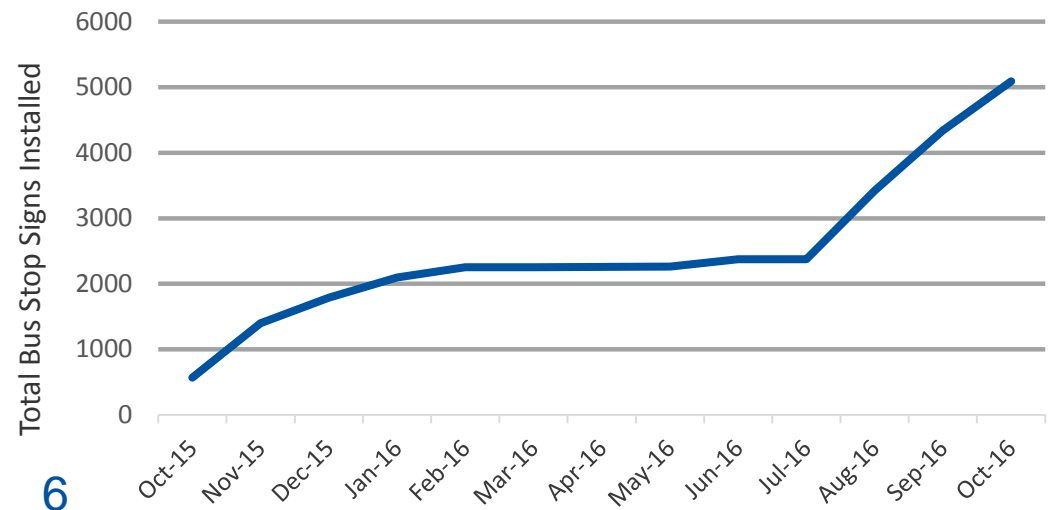
# NexTrip Text Usage



## 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
  - Metro Transit internal stakeholders
  - Draft updated shelter placement guidelines for public review
  - Finalize guidelines

# BETTER STOPS

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