

BETTER **BUS** STOPS 2017 highlights



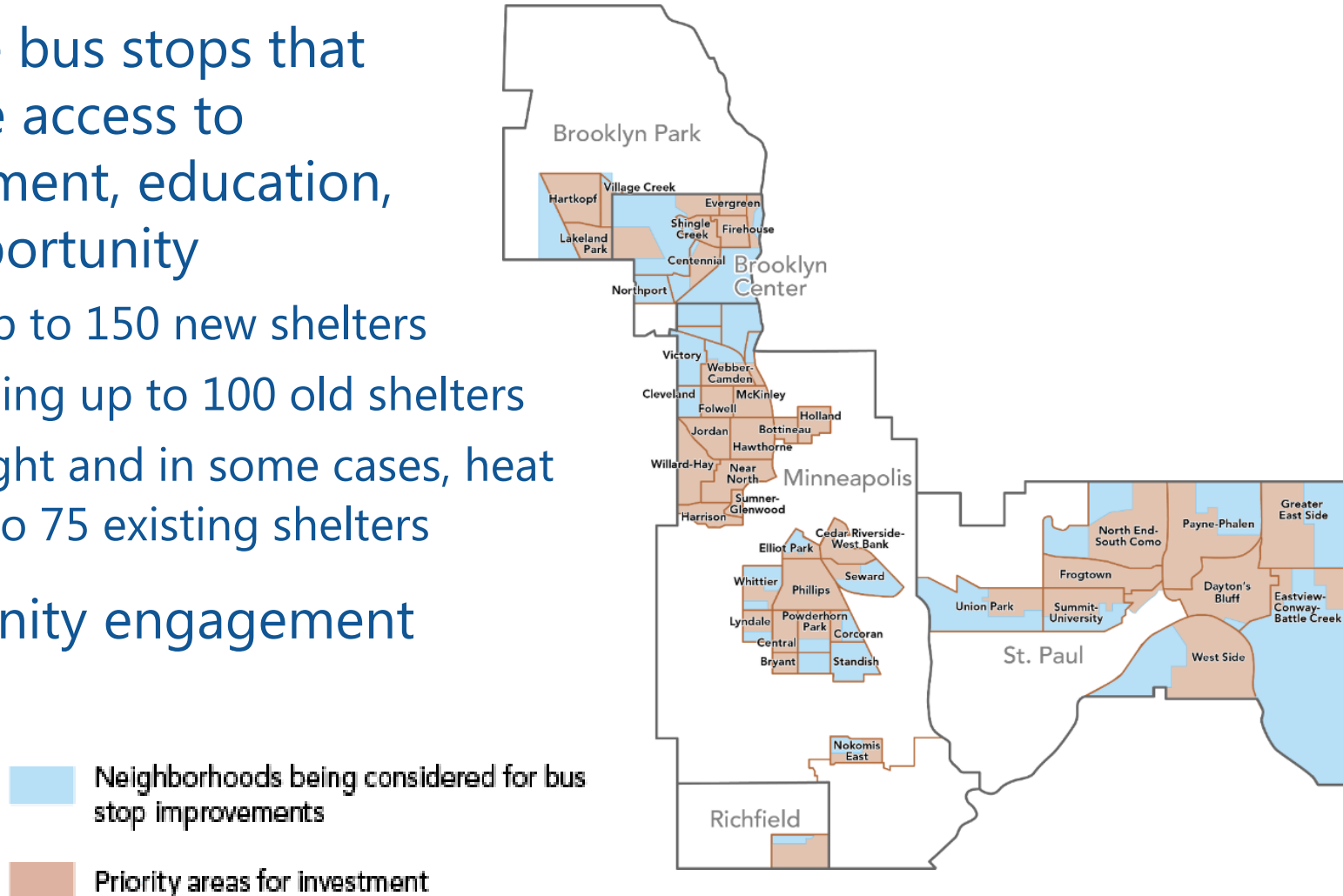
Transportation Committee, November 27, 2017

Paul Lamb, Barrett Clausen, and Berry Farrington

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
 - Replacing up to 100 old shelters
 - Add light and in some cases, heat at up to 75 existing shelters
- Community engagement



Bus Stop Improvement Progress

Improvement Type	2014-2016	2017	Subtotal	Project Goal
New Bus Shelters	74	28	102	150
- w/ Lights	15	0	15	
- w/ Heater	3	0	3	
Existing Shelter Improvements (Heat or Light)	Light 41 Heat 14	Light 2 Heat 2	Light 43 Heat 16	75
Advertising Shelter Replacements	60	14	74	75-100
Bus Stops Improved	175	44	219	300

Bus Stop Improvement Construction



Bus Stop Sign Updates

- Project is 90% complete
- By end of 2017, new bus stop signs at all 12,000+ bus stops
- Maintenance procedures and guidelines in place
 - Ongoing review and development
- Piloting new ways to provide customer information using these signs

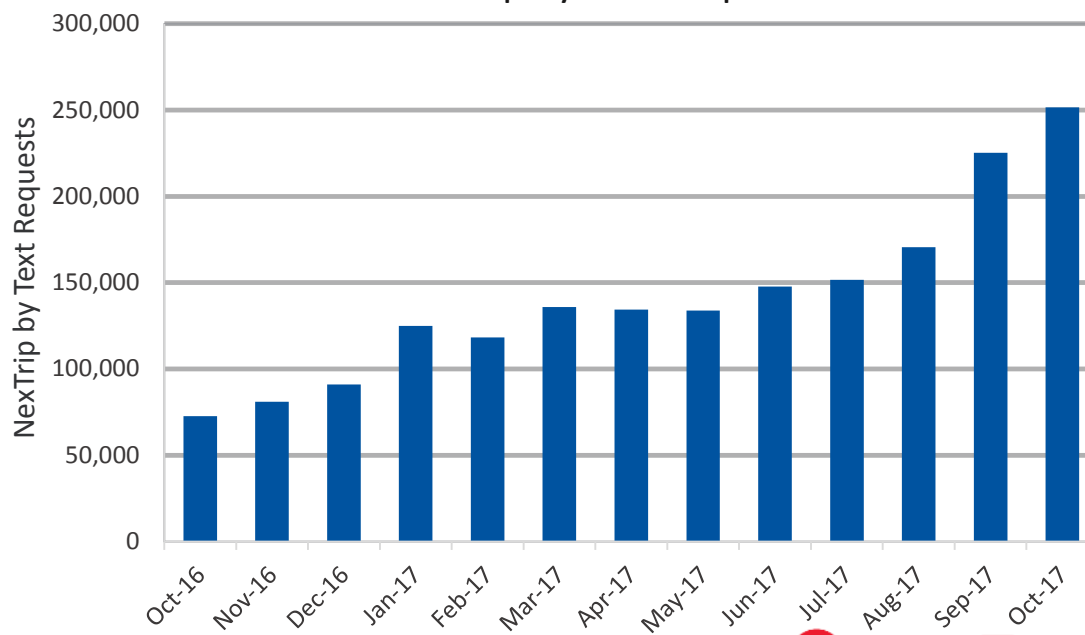


Bus Stop Sign Updates

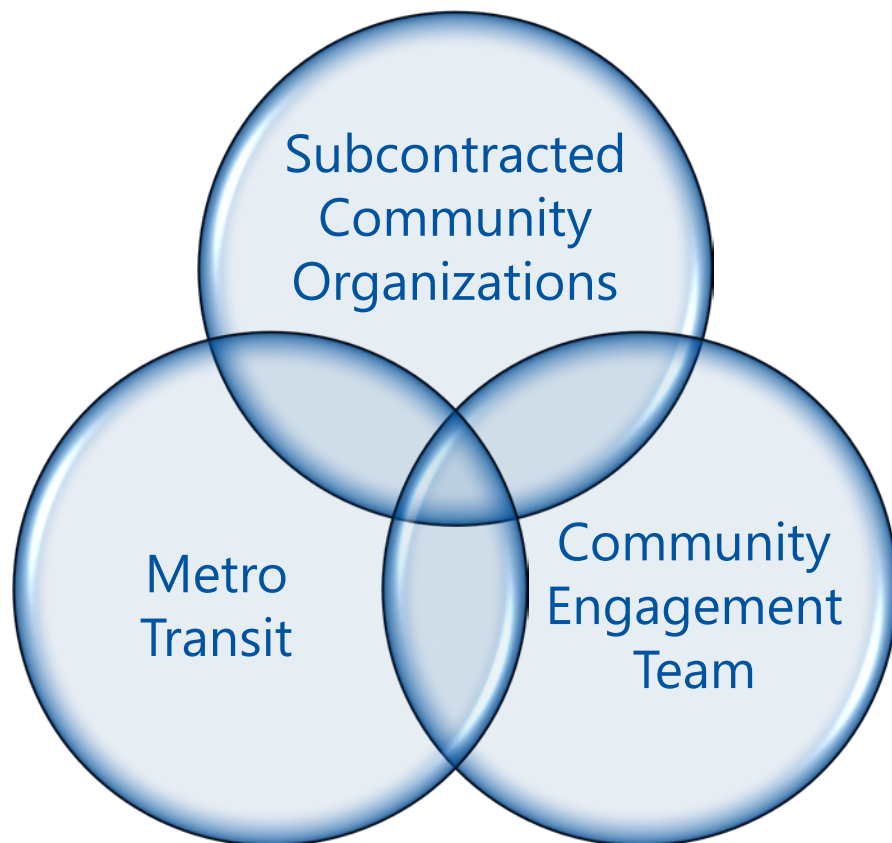
- Conducted customer satisfaction survey
 - Positive feedback
- NexTrip by Text use continues to grow



NexTrip by Text Requests



Community Engagement



“We have closer relationships with individuals from Metro Transit itself, the Metropolitan Council, and from various neighborhood groups...” – Subcontractor

What Did We Learn?

Priorities for **Shelter Placement Guidelines:**

- Where many people wait for the bus
- Near hospitals, social service centers, housing for older adults or people with disabilities, schools
- Where residents don't have a car and rely on transit



"Bus shelters with lighting, heat, benches and maps are extremely helpful to those of us who rely on transit."

– Survey Participant

Shelter Placement Guidelines Update

Current Guidelines

- **Boardings:**
 - Minneapolis/St. Paul: at least 40 boardings per day
 - Suburban: at least 25 boardings per day

Draft Guidelines

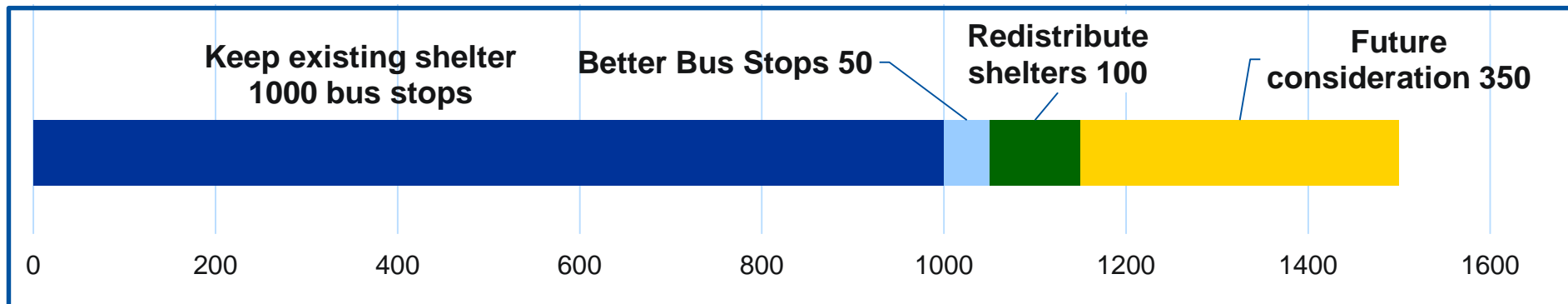
- **Boardings:** at least 30 boardings per day for Metro Transit's service area
- **Priority locations:**
 - to serve customers who may especially benefit from a transit shelter, including near hospitals, clinics, housing for people with disabilities
 - to serve transit customers who rely on transit
 - to improve the transit customer waiting experience at major transit transfer points.
- **Heaters:** 100+ boardings
- **Lighting:** prioritize based on boardings sunset - sunrise

Shelter Placement Guidelines Update

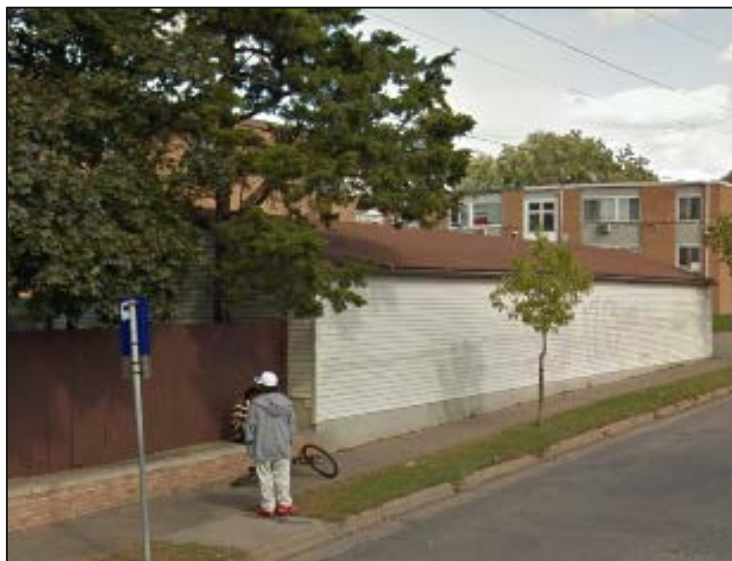
Next steps

- Reviewing and finalizing the draft
- www.metrotransit.org/shelter-guidelines
- Guidelines implementation

Planning for the future – bus stops with 30 or more boardings:



BETTER BUS STOPS



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Nokomis East Neighborhood Association

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