



Introducing **BETTER** **BUS** STOPS

Five years from project to program

Transportation Committee
January 13, 2020

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Topics today

- Customer experience at the bus stop
- Creation of Better Bus Stops
- Accomplishments

Customer Experience at the Bus Stop



Why customer experience at the bus stop matters

- Community and transit customers value their bus stop
- The presence of quality information or shelter makes the wait seem shorter
- First impression to customers



A good bus stop

- Information at the bus stop
- Accessibility
- Shelter - at priority bus stops



Context

Bus maps? Seriously, Twin Cities, where are they?

Maybe if the bus system were user-friendly, more people would ride it.

By SAM ROCKWELL | SEPTEMBER 26, 2013 — 7:32PM

Hundreds of metro bus stops have thousands seeking shelters

A Star Tribune analysis of Metro Transit data shows many exposed stops are the most used.

By Eric Roper Star Tribune | SEPTEMBER 25, 2014 — 10:39AM

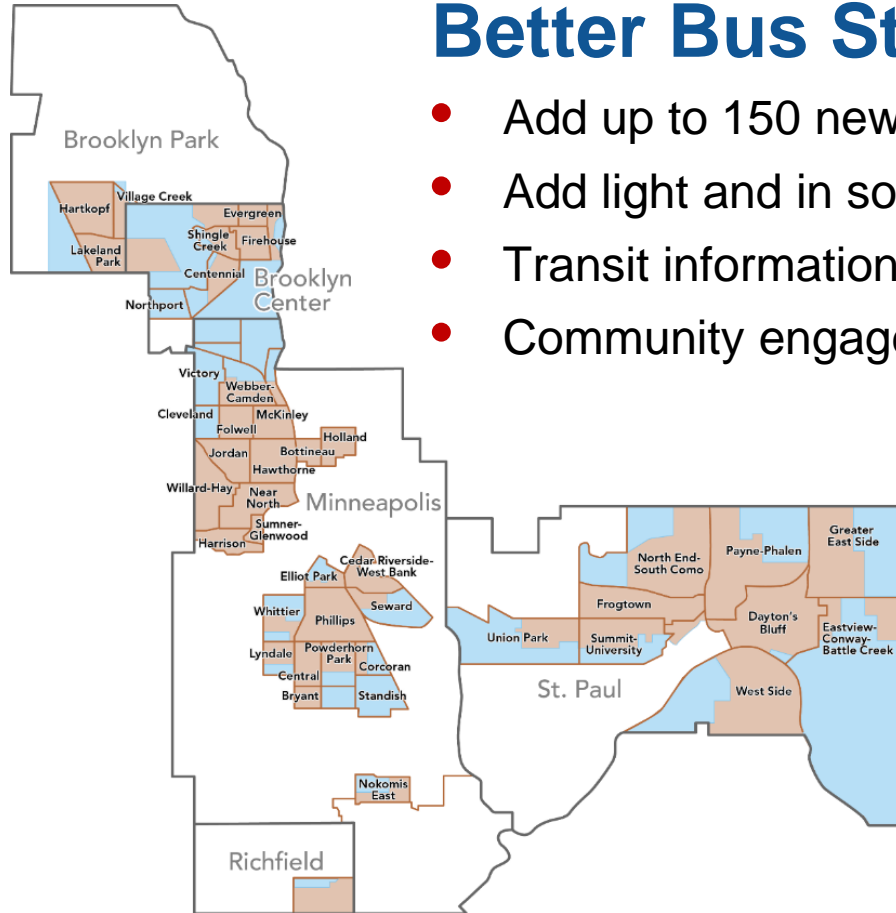


Creating Better Bus Stops



Better Bus Stops Project

- Add up to 150 new shelters
- Add light and in some cases heat at up to 75 existing shelters
- Transit information improvements
- Community engagement



Project focus area

- Neighborhoods
- Priority areas for investment (ACP50 in 2014)

Community Engagement

- 11 contracts with local community organizations
- Focused on engaging with traditionally under-represented communities
- Build partnerships to connect and learn about bus stop priorities
- ~ 7,000 people participated



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

Shelter placement guidelines update

- One standard for urban and suburban bus stops
- 30+ boardings and community-identified factors are used to prioritize shelter locations

Shelter Improvement	Criteria
Consider adding a shelter: <i>highest priority</i>	100+ daily boardings and priority location*
Consider adding a shelter: <i>high priority</i>	100+ daily boardings
Consider adding a shelter: <i>medium priority</i>	30+ daily boardings and priority location
Consider adding a shelter: <i>lower priority</i>	30+ daily boardings
Replace shelter	At least 15 daily boardings
Remove shelter	Fewer than 15 daily boardings
Consider adding light to shelter	Not a standard shelter feature. Prioritized based on boardings from sunset to sunrise, personal security concerns, and site factors
Consider adding heat to shelter	Not a standard shelter feature. Considered where there are 100+ daily boardings

metrotransit.org/shelter-guidelines

**Priority locations* include areas where more households do not have cars, near hospitals, healthcare clinics, social service providers, housing for people with disabilities or older adults, and major transit transfer points.

Accomplishments



Bus Stop Signs

- Peer transit agency review and customer input informed design
- Survey, outreach at bus stops, focus groups, usability testing
- What types of information do customers value at the bus stop?
 - Route numbers
 - Service frequency
 - Route maps



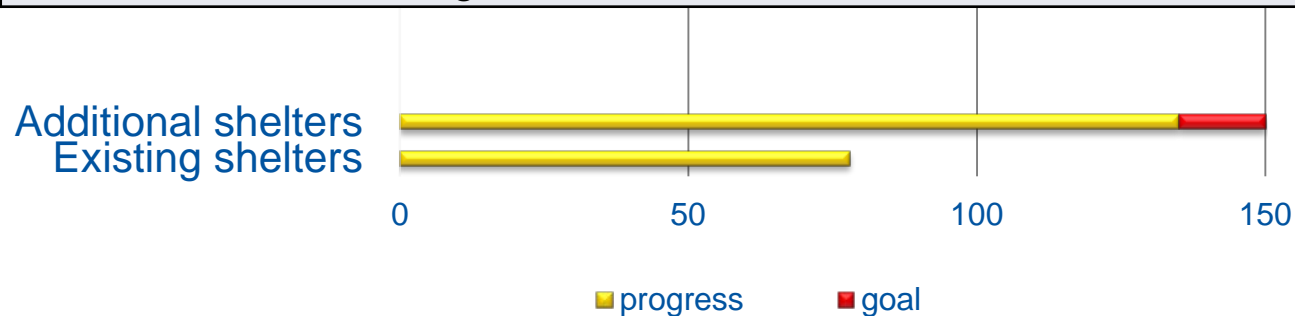
Bus Stop Sign Accomplishments

- All 12,000+ stops updated with new signs between 2015-2018
- All signs have routes serving the stop, a unique stop number and contact information
- Stops with 10+ daily boardings have additional information:
 - Route map
 - Service frequency
 - Route direction
 - Route destinations



Shelter Accomplishments

Improvement	2014-2018	2019	Subtotal	Project Goal
Shelters Added	125	10	135	150
- w/ Light			26	
- w/ Heat and Light			11	
Existing Shelters Improved	64	14	78	75
- w/ Light			33	
- w/ Heat and Light			45	



Shelters and Design Considerations

- Accessibility
- Sightlines for traffic
- Neighboring buildings
- Property line
- Direction of wind
- Visibility for personal safety
- Plans for roadway or property changes



Slim Shelter



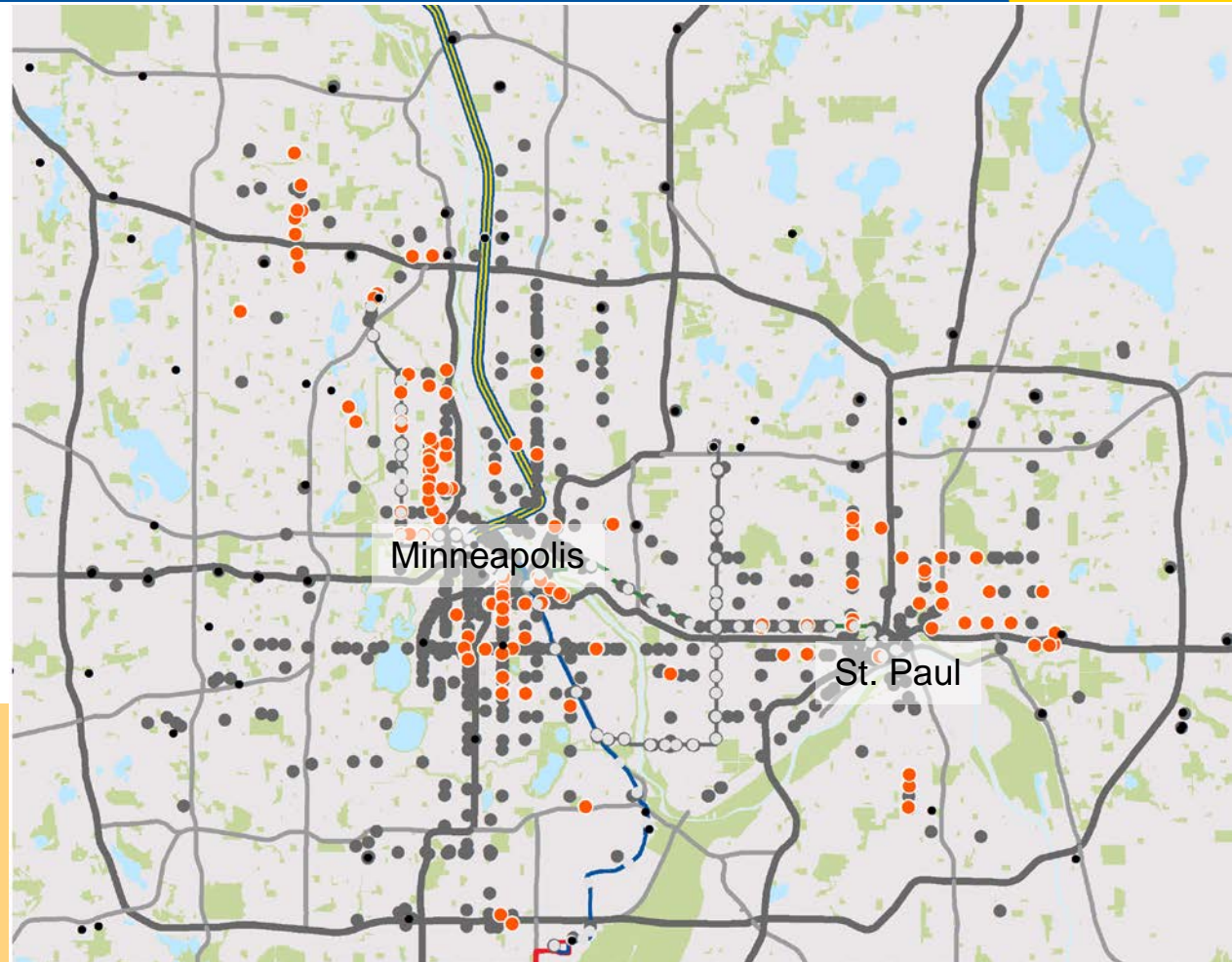
Shelter light or heat

- Added light or heat to over 75 existing shelters in the Better Bus Stops project area
- Capital costs and maintenance considerations



System map

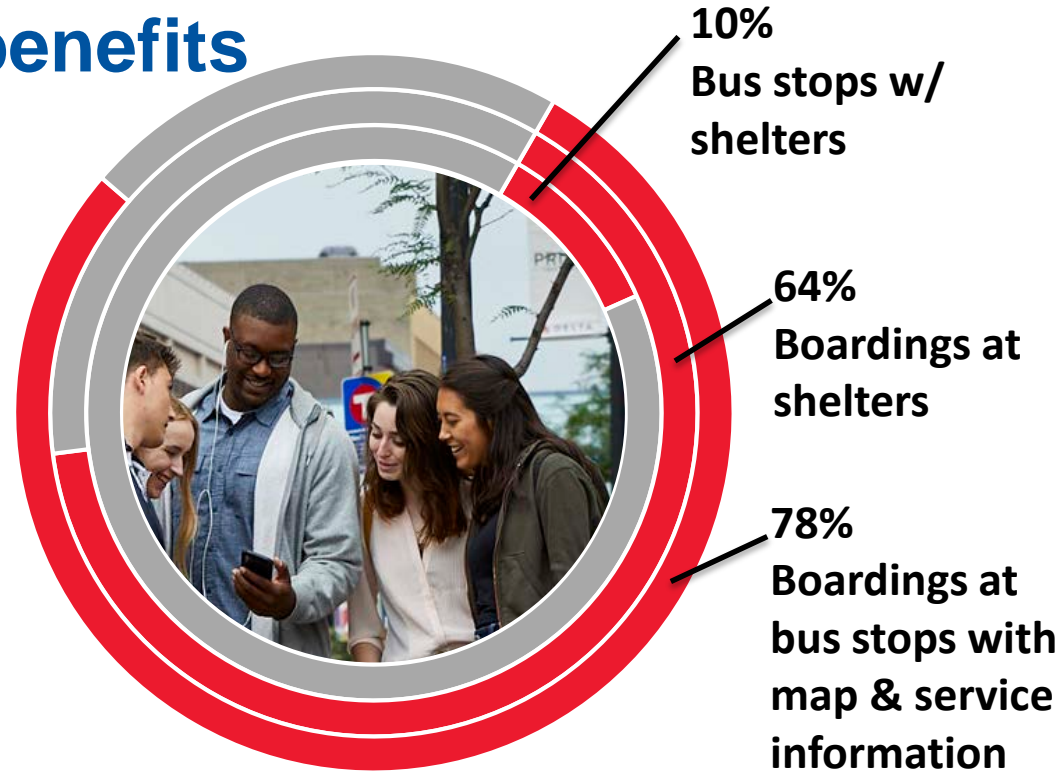
- Metro Transit has ~950 shelters at bus stops systemwide



- New Shelters
- Existing Shelters
- Transit Centers and Park-and-Rides
- Metro Stations

Customer experience benefits

- Shelters are available for more riders
- All bus stops have bus route information



"New bus shelters really change how an area looks, for the better."

"Up-to-date bus schedules in large enough type for older eyes are appreciated."

Future work

- Network Next – facilities to support future service
- 5-year bus stop capital plan – scoping shelter and pedestrian accessibility investments
- Transit information pilot projects for accessibility, added information, and community identity

www.metrotransit.org/words-on-a-line-a-poetry-partnership

WORDS ON A LINE PUBLIC ART IN TRANSIT



826MSP.ORG

Remember the time at dawn 'cause
that's where darkness fades.

Remember the time of nightfall 'cause
that's where the sun fades.

Remember all your mistakes 'cause that's
what helps you.

Remember me and everything good I've
done and the smile that's always on my face.

Remember my slam dunks and
all my threes.

Remember
everything I did.

This poem was created as a part of
826MSP's free creative writing programming.

Remember
Ali | Grade 5

Thank you

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