BUS STOP DESIGN AND ACCESSIBILITY GUIDELINES

Memphis Urban Area MPO and Memphis Area Transit Authority

OUTLINE

1. context
2. the future
3. the present
4. goals
5. process
6. outreach
7. guidelines
8. strategic investment
9. recommendations
10. next steps

CONTEXT

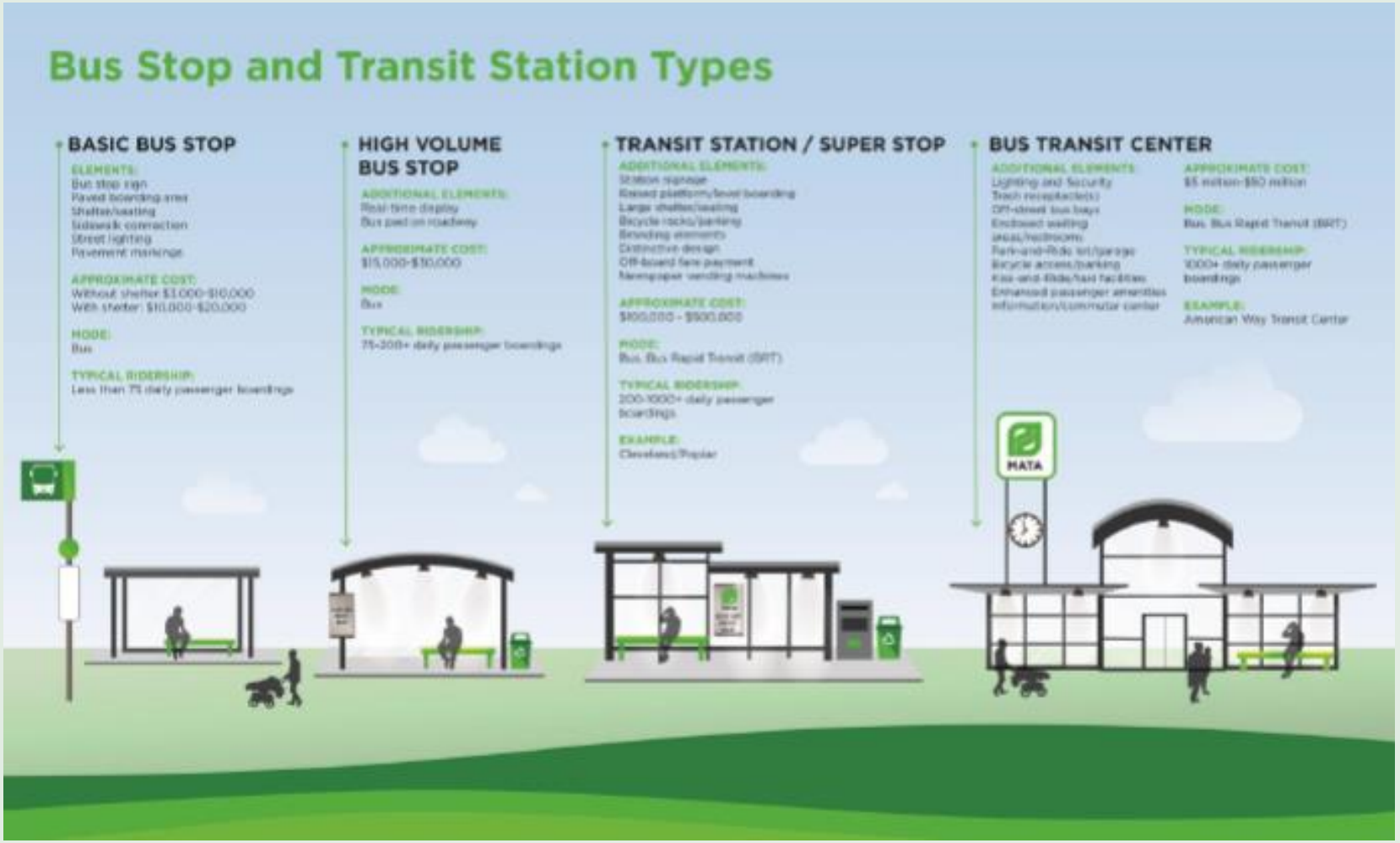
- public interest
- regional planning capability of MPO
- MPO access to regional partners
- continuation of MATA SRTP

THE FUTURE

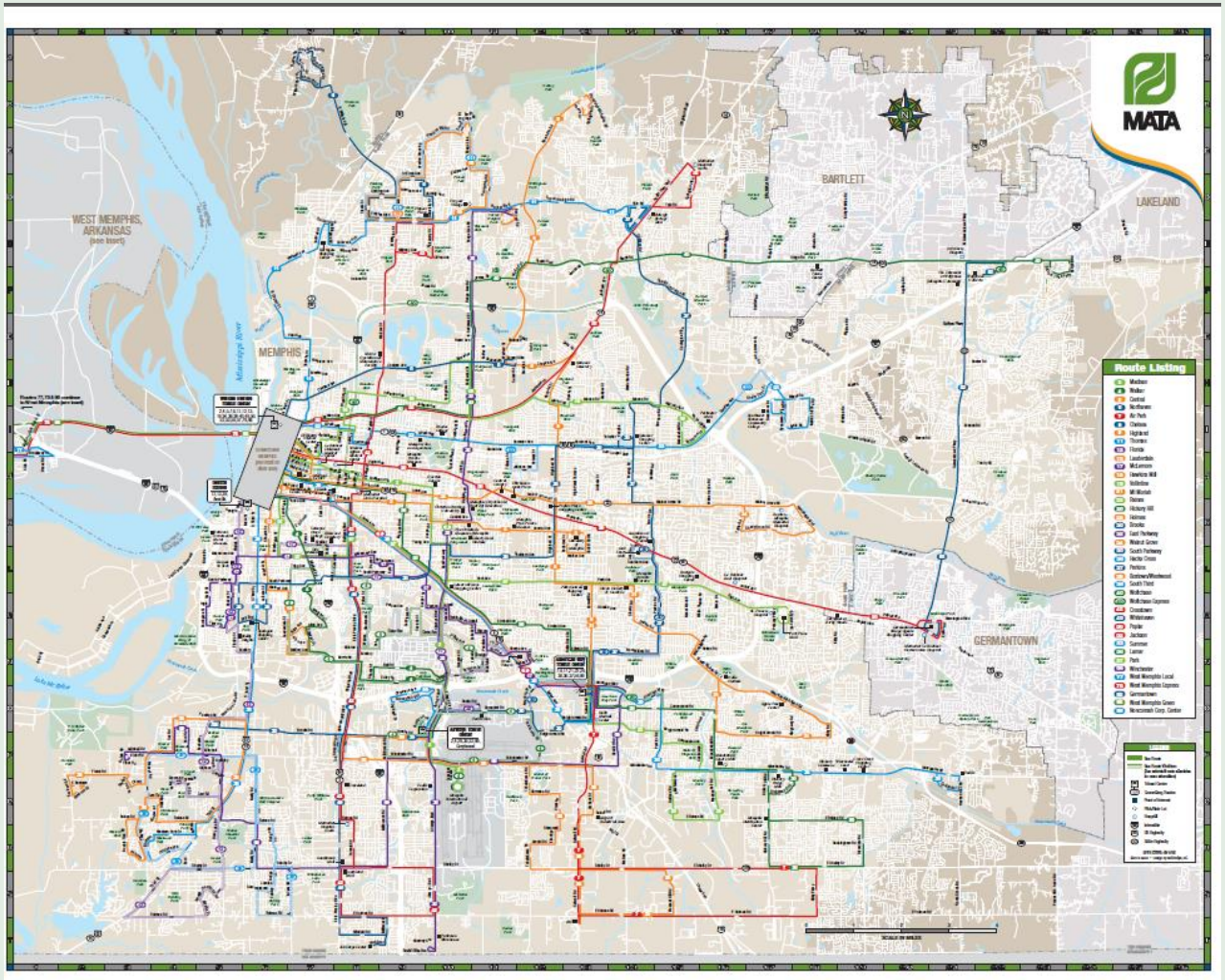
UNION STATION
UNION STATION
UNION STATION
UNION STATION

MTA
Nostrand Avenue
& Church Avenue
B44

THE FUTURE


Bus Stop and Transit Station Types
BASIC BUS STOP
ELEMENTS:
Bus stop sign
Paved boarding area
Shelter/seating
Sidewalk connection
Street lighting
Pavement markings
APPROXIMATE COST:
Without shelter $1,000-$10,000
With shelter: $10,000-$20,000
MODE:
Bus
TYPICAL RIDERSHIP:
Less than 75 daily passenger boardings
HIGH VOLUME BUS STOP
ADDITIONAL ELEMENTS:
Real-time display
Bus pad on roadway
APPROXIMATE COST:
$15,000-$30,000
MODE:
Bus
TYPICAL RIDERSHIP:
75-200+ daily passenger boardings
TRANSIT STATION / SUPER STOP
ADDITIONAL ELEMENTS:
Station signage
Raised platform/level boarding
Large shelter/seating
Bicycle racks/parking
Branding elements
Distinctive design
Off-board fare payment
Newspaper vending machines
APPROXIMATE COST:
$100,000 - $500,000
MODE:
Bus, Bus Rapid Transit (BRT)
TYPICAL RIDERSHIP:
200-1000+ daily passenger boardings
EXAMPLE:
Cleveland/Poplar
BUS TRANSIT CENTER
ADDITIONAL ELEMENTS:
Lighting and Security
Trash receptacle(s)
Off-street bus bays
Enclosed waiting areas/restrooms
Park-and-Ride lot/garage
Bicycle access/parking
Kiss-and-Ride/taxi facilities
Enhanced passenger amenities
Information/commuter center
APPROXIMATE COST:
$5 million-$50 million
MODE:
Bus, Bus Rapid Transit (BRT)
TYPICAL RIDERSHIP:
1000+ daily passenger boardings
EXAMPLE:
Jukebox Way Transit Center
HATA

THE PRESENT


MATA
WEST MEMPHIS, ARKANSAS
MEMPHIS
BARTLETT
LAKELAND
GERMANTOWN
Route Listing

THE PRESENT

GOALS

- strategic planning
- process efficiency
- accessibility
- branding and service
- transit operations

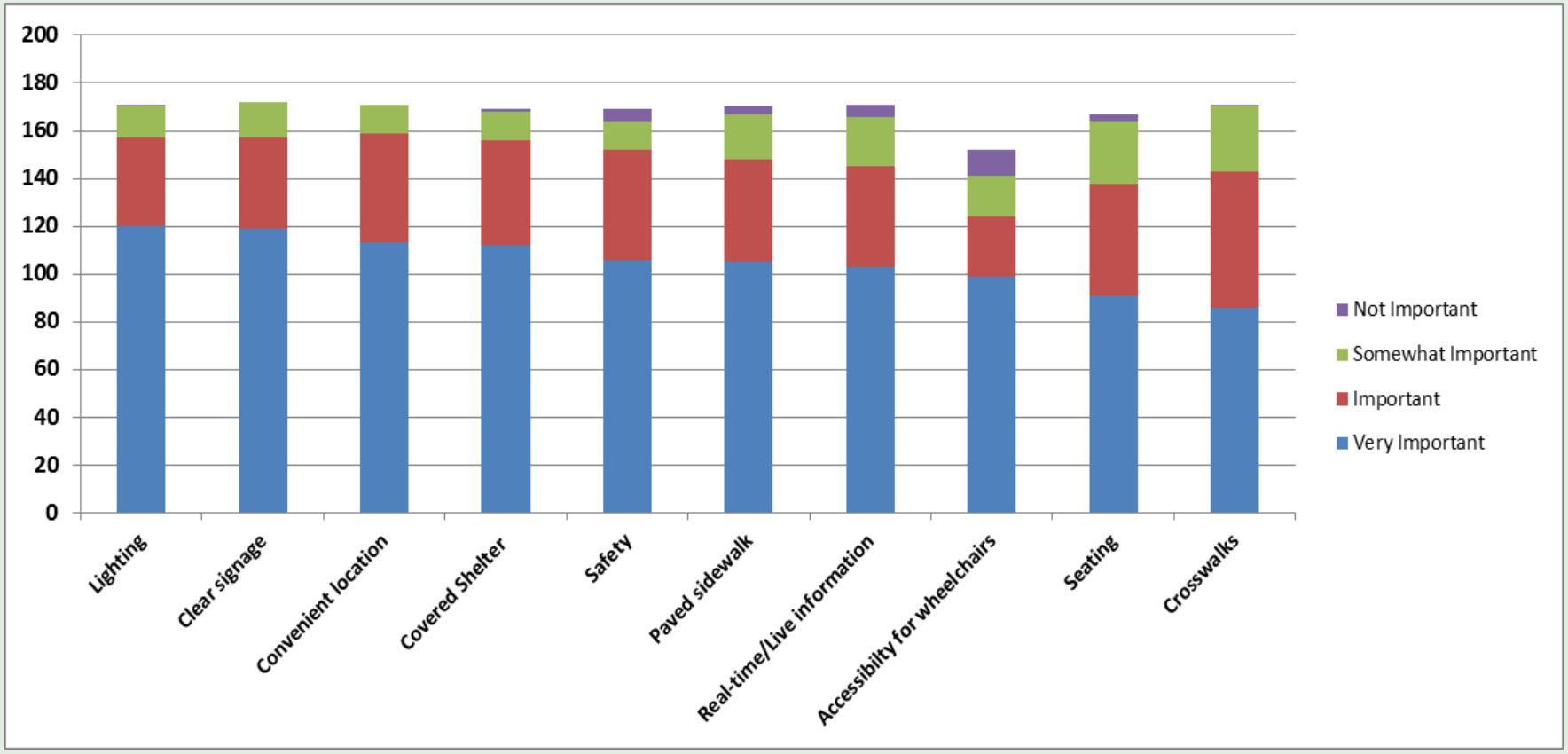
PROCESS

- reviewed: **8** local plans and studies
- surveyed (on-site): existing bus stops and conditions
- classified: **4,463** MATA bus stops
  - Trip Volume
  - Land Use
  - Type of Bus Route served
  - Roadway Characteristics
  - Transfer Activity
- produced:
  - best practices/design guidelines
  - implementation plan &cost estimation
  - conceptual site plans and diagrams for each stop type

OUTREACH

#Bette
sStop
MATA
Build a Bus Sto
Do you want to help us design bette
The feedback collected through this ga
Here's how to play:
1. You get to build a bus stop, but you can't "spe
2. Assume that the bus stop has a clear, accessible
ADA requirements are met.
3. Select the bus stop features most important to yo
not to spend more than $100. We'll help you track yo
Lighting
Landscaping

PLEASE RATE THE FOLLOWING FEATURES ACCORDING TO THEIR IMPORTANCE (TOP 10)



OUTREACH FINDINGS

- Build a Bus Stop Game
  - Trash Cans
  - Lighting
  - Shelters

- MCIL Meeting
  - Lighting
  - Clear Signage
    - Standard Sign Poles
    - Standard MATA Signs

- Bus Stop Public Survey
  - Shelters
  - Lighting
  - Clear Signage
  - Benches/Seating
  - Trash Cans

- Stakeholder Meeting
  - Defined Standards
  - Bus Stop Database
  - Conceptual Level Drawings
  - Multiple Bus Stop Types

GUIDELINES: EXAMPLE SECTION

Lighting

Adequate lighting is important for passenger comfort and security as well as for visibility of waiting passengers to the bus and other oncoming traffic, particularly at night and during inclement weather. Almost all bus stops are served after dark and should be located where they will be illuminated at night, preferably from an overhead street light. If that is not possible, lighting should be installed at the stop, either via mounted lights or within shelters (Figure 4-14). When possible, efforts should be made to reduce the presence of shadows and dark enclosures in and around the bus stop.

Figure 4-14 Examples of Bus Stop Lighting (Fairfax, VA and Unknown)

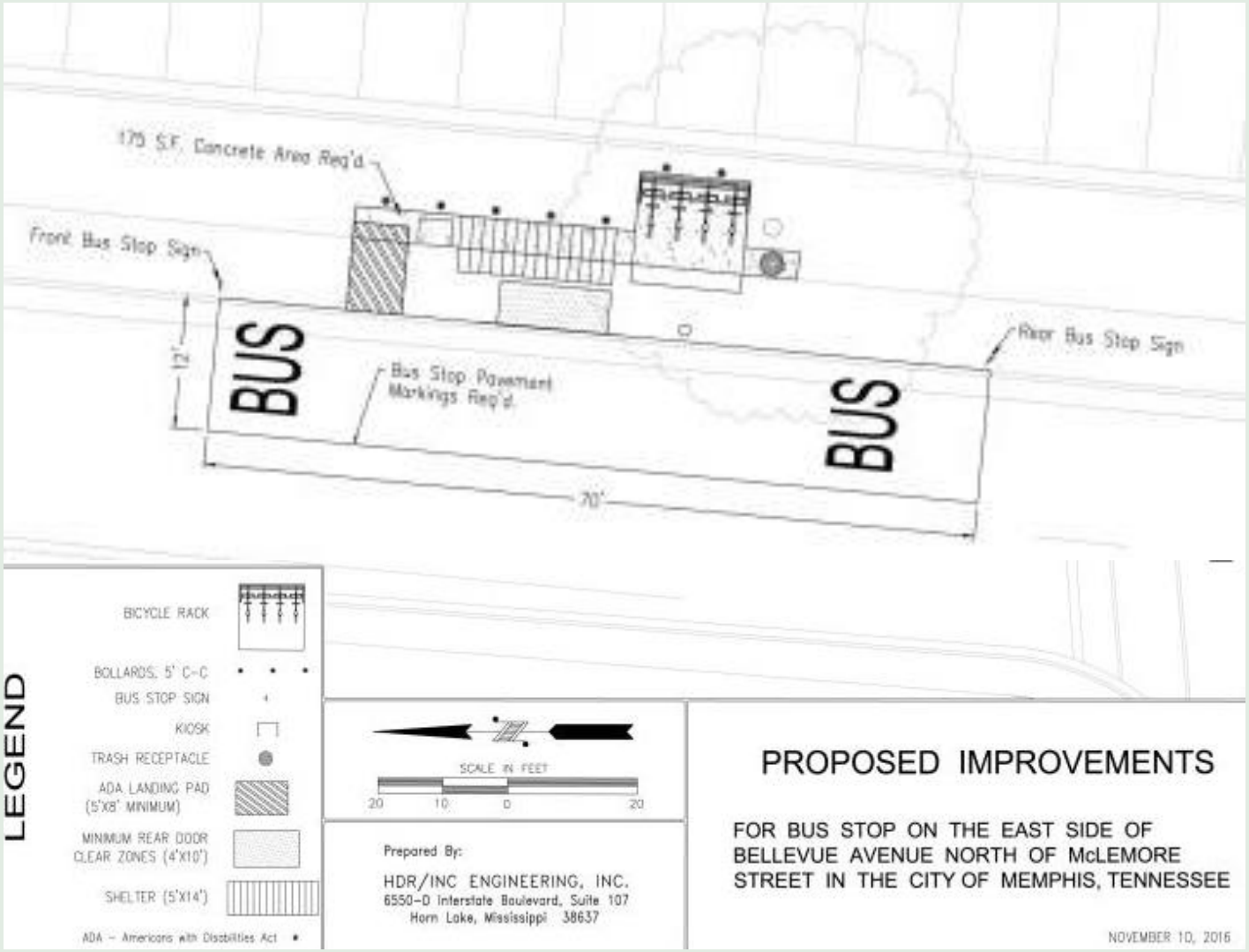
Once bus stop lighting is installed, it is important to ensure that all bus stop lights work. Since customers may not always report lighting issues, MATA should conduct an evening audit of bus stops at least annually to ensure that bus stop lights are working properly. This can be done with a quick drive-by inspection and reporting of problem stops.

Bicycle Parking and Repair

Bicycle racks help provide an additional way for passengers to access bus service (Figure 4-15). Bike racks can range from basic designs to complex shapes that act as a type of public art.

GUIDELINES

CONCEPTUAL PLANS



STRATEGIC INVESTMENT

Figure 6-1 Recommended Scoring System for Basic Bus Stop Upgrade

Criteria for Basic Bus Stop Upgrade	Points Awarded
Passenger Activity – Sum of Weekday Boardings and Alightings	40 points if sum is greater than 50 30 points if sum is between 25-50
Existing Conditions	20 points if rated as 1 (Very Poor) 15 points if rated as 2 (Poor) 10 points if rated as 3 (Fair)
Significant Transfer Point	10 points
Minority and/or Low-Income Population	10 points if either minority or low-income population in the surrounding census block groups is greater than MATA service area average
Near Medical Facility or Significant Civic Building or Educational Institution (1/4 mile)	10 points
Part of corridor or neighborhood initiative to strengthen identity	10 points
MAXIMUM POSSIBLE:	100 POINTS

BUS STOP ELEMENT RECOMMENDATIONS

	Landing Pad (5' W x 8' D)	Pavement Markings	Shelter	Basic Sign	Lighting	Bus Pad in Roadway	Info Screen or Kiosk	Fare Machine	Charging Station	Trash Receptacle	Protective Bollards	Art	Bicycle Parking
For all bus stops	X	X	X	X	X								
High-volume stops only (> 75 daily boardings)						X	X	X	X				
As needed										X	X	X	X

RECOMMENDATIONS

- full bus stop inventory
- remove problematic stops
- stop consolidation
- long-term phased stop improvement program **($67 million)**

NEXT STEPS

- incorporate guidelines across agencies
- make improvements as funds are available based on the prioritization criteria
- MPO support the initiative and use the study to guide future RTPs and TIPs

For more information, please contact: Jordan Smith jordan.smith@memphistn.gov 901-576-7130