Value of Bus Stop Guidelines - Design

• Transit needs are taken into account early in design of roadway projects
• Investments can more easily be made by private developers
• Prioritizing transit agency investments as stand-alone projects
• Cost estimates for improvements
Value of Bus Stop Guidelines – ADA/Pedestrian/Bike

• Satisfy ADA and other requirements for federal funding

• Improve accessibility for those with disabilities

• Integrate transit with pedestrians/bicycles
Value of Bus Stop Guidelines - Branding

- Unify branding
- Standardize designs
Value of Bus Stop Guidelines – Service/Operations

• Improve amenities
• Enhance customer experience
• Attract transit ridership – bus stops are “front door” of transit system

• Improve transit operations
  – Stop spacing
  – Location
  – Length
Examples: Kansas City KCATA

- Established a hierarchy of amenities based on passenger activity
- Defined overarching design principles:
  - Safety and comfort
  - Branding
  - Passenger Information
  - Accessibility

<table>
<thead>
<tr>
<th>Amenities</th>
<th>MAX</th>
<th>Connex</th>
<th>Local Bus</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Full</td>
<td>Intermediate</td>
<td>Full</td>
</tr>
<tr>
<td>Avg. Weekday Boardings</td>
<td>&gt;100</td>
<td>&lt;100</td>
<td>&gt;100</td>
</tr>
<tr>
<td>Bus Stop Signs</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Paved/Accessible Areas</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Lighting</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Trash Cans</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Seating</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Shelters</td>
<td>●</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Bike Racks</td>
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<td>●</td>
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<tr>
<td>Passenger Information</td>
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<td></td>
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<tr>
<td>Corner Schedules</td>
<td>●</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Information Kiosks/Max Marker</td>
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<tr>
<td>Area Maps</td>
<td>●</td>
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<td>●</td>
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<tr>
<td>Real-time Signs</td>
<td>●</td>
<td>●</td>
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</tr>
</tbody>
</table>

* Amenity levels reflect the primary factor (daily boardings) with full black circles.
* Amenities without circles are based on secondary factors (available sidewalk, transfer points, and adjacent land use). As noted above, several secondary factors play an auxiliary role in determining appropriate amenities for a particular stop and may necessitate the need for additional amenities.
Examples: NACTO
Work Plan

• Memphis MPO-led project
  • Strong collaboration with MATA
• Started in April 2016
• Completion by end of 2016
• Nelson\Nygaard as lead consultant
  • HDR
  • ACOT Associates
Outreach Efforts

- Public sector stakeholder meetings
- Private sector stakeholder meetings
- General public outreach
  - Online and paper survey
  - One-on-one interviews with current riders
  - Build a Bus Stop Game
Outreach Efforts
Early Survey Results

Selected Amenities by Percentage of Respondents

- Trash Can: 70%
- Lighting: 60%
- Shelter with Seating: 50%
- Schedule: 40%
- Bench: 30%
- Real-Time Information Display: 20%
- Neighborhood Map: 10%
- Landscaping: 8%
- MATA Network Map: 6%
- Bike Rack: 4%
- Food/Drink Options: 3%
- Ticket Vending Machine: 2%
- Shelter: 1%
Remaining Milestones

- **August** → Field surveys begin
- **October** → Draft manual due
- **December** → Final draft completed