

Chicago 2006

Livable Communities: Pedestrians and Transit

Don't Forget the Customer!

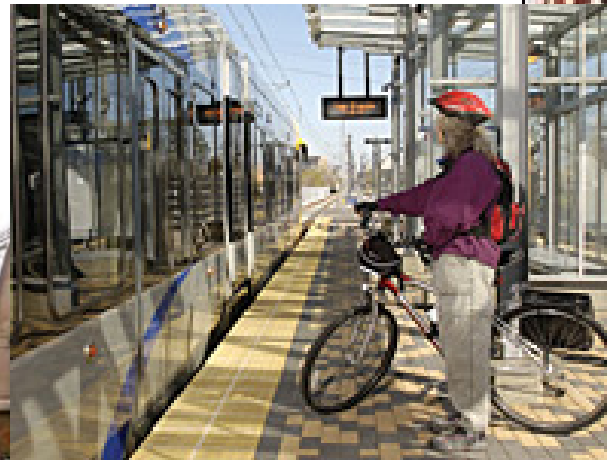
Understanding the Customer

- All transit users **start out** as pedestrians and **end up** as pedestrians.



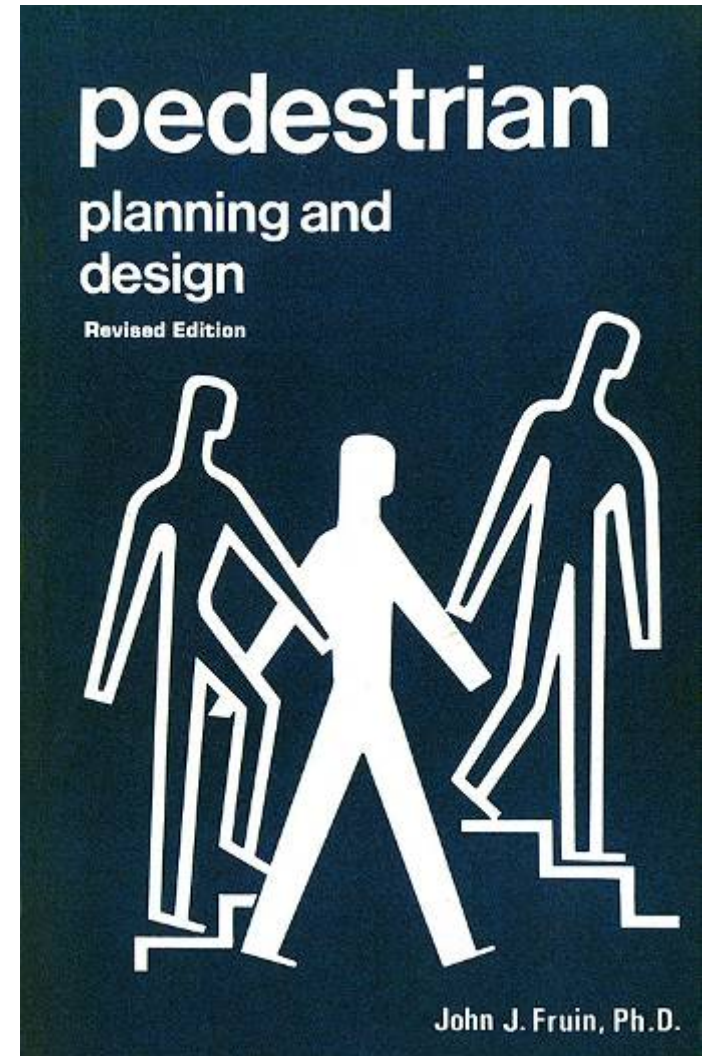
So what does this mean?

- Anticipate the needs of your customers.

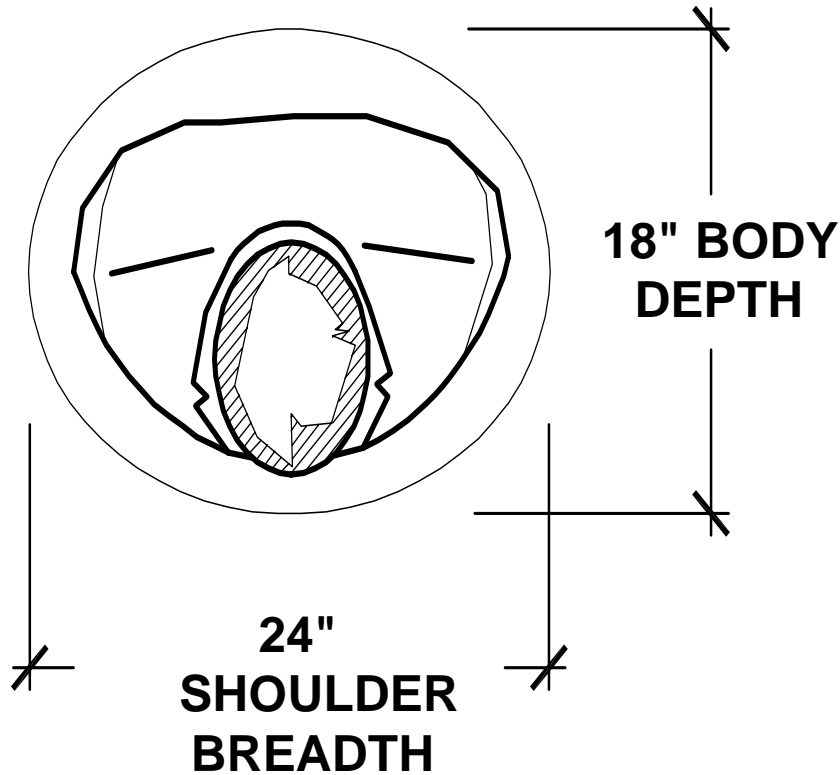


Customer Considerations

- Understanding . . .
 - How pedestrians use spaces
 - How pedestrians move through spaces
 - How space affects pedestrians
 - How to optimize pedestrian and space arrangements

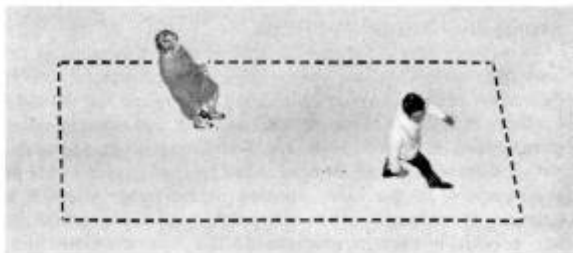


Fruin's Body Ellipse

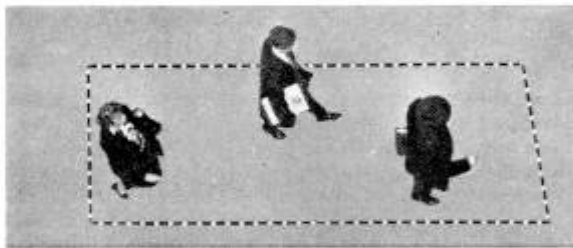


Levels of Service

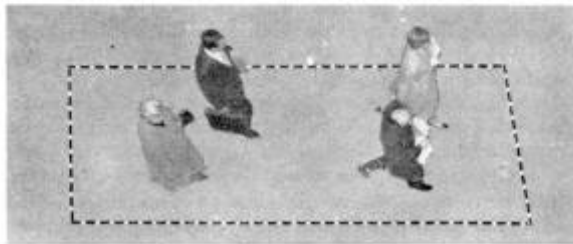
LEVEL OF SERVICE ILLUSTRATIONS FOR WALKWAYS



Level of Service A



Level of Service B



Level of Service C

LEVEL OF SERVICE ILLUSTRATIONS FOR WALKWAYS



Level of Service D



Level of Service E



Level of Service F

Pedestrian Shy Zones

- 18" Rule
 - From Walls
 - From Vertical Elements
 - From obstructions in the travelway



Customer Considerations

- Clear Cues to the Destination



Customer Considerations

- Clear Cues for the Pedestrian



Customer Considerations

- Sense of Security
 - Visibility
 - Lighting
 - Maintenance



Customer Considerations

- Shelter for the Customer



Customer Considerations

- Comfortable Seating



Customer Considerations

- Secure Bicycle Parking



Customer Considerations

- Housekeeping
 - Maintenance and Upkeep



Customer Considerations

- Do greenspace right!



- Appropriate scale
- Proper detailing
- Accommodate level of maintenance

Customer Considerations

- Anticipate the unexpected!



Amenities

- Special Elements
 - Public Art



Finally

- Make your transit patrons feel like valued customers!
- Re-learn how to really see!
- Sweat the details!

Thank You!

Richard C. Hayden, ASLA CLARB
Principal
DLK Civic Design
Chicago, Illinois

