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

18" BODY DEPTH

24" SHOULDER BREADTH
Levels of Service

LEVEL OF SERVICE ILLUSTRATIONS FOR WALKWAYS

Level of Service A

Level of Service B

Level of Service C

Level of Service D

Level of Service E

Level of Service F
Building Livable Communities with Transit

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!

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