From Sorry to Superb: Everything you need to know about great bus stops

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TransitCenter works to improve transit so that cities become more socially just & environmentally sustainable — through research, advocacy, technical assistance, & grant-making.
Why bus stops?

50% of transit rides in U.S. are by bus (4.6 billion/year)

Bus serves larger area than other fixed route modes

Economically, racially & ethnically, bus riders are more diverse
What riders said would make buses better in 2016:

- Higher frequency
- Faster travel time on bus
- Lower fare
- Real-time info at stop, app
- Shelter at bus stop
- Eliminate transfer
- More fare payment options
- More available seating
- Better on-time performance
- Bus stop closer to home
- Trees + sidewalks en route to stop
- Power outlets + Wi-Fi on bus

Source: Who's on Board 2016, TransitCenter
### What riders said would make buses better in 2018:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td>35%</td>
</tr>
<tr>
<td>Crowding</td>
<td>30%</td>
</tr>
<tr>
<td>Safety at/near bus stop</td>
<td>25%</td>
</tr>
<tr>
<td>Reliability</td>
<td>25%</td>
</tr>
<tr>
<td>Safety on the bus</td>
<td>20%</td>
</tr>
<tr>
<td>Access to places</td>
<td>20%</td>
</tr>
<tr>
<td>Departure info</td>
<td>15%</td>
</tr>
<tr>
<td>Fares</td>
<td>15%</td>
</tr>
<tr>
<td>Facilities near bus stop</td>
<td>15%</td>
</tr>
<tr>
<td>Delays/Traffic</td>
<td>10%</td>
</tr>
<tr>
<td>Service disruptions</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
</tr>
</tbody>
</table>

Source: Who's on Board 2019, TransitCenter
Why bus stops?
Bus stops are underfunded

<table>
<thead>
<tr>
<th></th>
<th>2016 Station &amp; Stop Spending</th>
<th>% of Agency Station &amp; Stop Spending</th>
<th>2016 Ridership (Unlinked Passenger Trips)</th>
<th>2016 Station &amp; Stop Spending per Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>$135,844,820</td>
<td>6.2%</td>
<td>3,078,446,303</td>
<td>$0.04</td>
</tr>
<tr>
<td>Rail</td>
<td>$2,064,271,579</td>
<td>93.6%</td>
<td>4,418,393,707</td>
<td>$0.47</td>
</tr>
<tr>
<td>Other (Ferry, Inclined Plane)</td>
<td>$4,496,461</td>
<td>0.2%</td>
<td>2,998,782</td>
<td>$1.50</td>
</tr>
</tbody>
</table>

Source: National Transit Database, 2016
Bus stops are stuck in bureaucratic limbo

Responsibility for LA Metro bus stops:

**Local stops in the City**
- LA Metro: Placing the sign, info on the sign, Choose bus stop location
- City of LA: Ad

**Local stops outside the city**
- LA Metro: Bus shelter location (or local jurisdiction)
- Private Sector: Placing the sign, info on the sign, Choosing bus stop location
- Local Jurisdiction: Bus shelter location (and maybe private advertising company), Maintenance of bus stop (or private company)
- LA Metro: Trash can, Sidewalk
- Private Sector: Sidewalk, Crosswalk
- Local Jurisdiction: Sidewalk, Crosswalk

**Rapid Ride bus stops**
- LA Metro: Bus shelter location and attached seating
- City of LA: Sidewalk, Crosswalk
- Private Sector: Trash can, Sidewalk, Crosswalk
Bus stops are too close together

- Points of Interest: Hospitals, Schools, Shopping Centers, Senior Centers, Apartment Buildings, and so on...
- Intersecting Bus Routes: Maintaining the ability to transfer
- Highly Utilized Stops: Particularly those serving high proportions of seniors and persons with disabilities
- Stops with Low Utilization: Spaced One Block Apart
- Stops with accessibility and pedestrian safety issues

Source: Maryland Transit Administration
How can agencies & cities make great bus stops?

- Be an expert on your bus stops
- Formalize plan to prioritize stop improvements
- Increase budget & create on-going program for stops
- Establish ground rules for collaborating
The stop has at least 30 average daily boardings per day.

**Ridership Considerations**
- Very high ridership (100+ daily boardings)
- Ridership of people with disabilities
- Ridership of older people
- Share of no-car households nearby
- Major transfer points nearby

**Physical Considerations**
- Concrete surface or possible to install pad
- Shelter doesn’t obstruct sidewalk clearance for pedestrians
- Shelter doesn’t obstruct road clearance
- Shelter doesn’t block traffic and building sightlines
- Site is/can be made ADA compliant
- Site is not on private property

Metro Transit Bus Stop Guidelines
TriMet - Portland, OR
VIA – San Antonio, TX
Thanks!

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