IMPROVING CONNECTIONS FOR A SEAMLESS TRIP

TRANSFERS

Metro

BRIEFING | NOVEMBER 2017
Why Transfers Matter

64% of Metro riders TRANSFER at least ONCE during their trip

My perfect transfer experience...

“is that I know exactly which way to go when getting off my train”

“little wait time between transfers, and room for my bike on the front of the bus”

“buses are on time and I don’t have to wait any longer than ten minutes for my transfer”

– Quotes from focus group interviews
Expanding Transit System

Critical time to update planning and design practices
Resource for...

**Metro**
Planning, design, and installation for new transit facilities and retrofits

**Local Jurisdictions**
Capital projects along public right-of-way and design review of projects near transit

**Local Transit Providers**
Decisions on service planning and facilities maintenance

**Developers and/Property Owners**
Design of public realm near transit

**Transit Riders**
Transfer Zone
MULTIPLE STAKEHOLDERS

+/- 500 ft from transit stop/station

Private Property ← Public R.O.W. ← Metro Property

Private Entities
• Property Owners
• Building Tenants
• Business Improvement Districts (BID)
• Advertising Agencies

Transit Operators
• Bus Service
• Bike Share
• Rideshare
• Taxi
• Van Pool

Local Jurisdictions
• Planning
• Transportation
• Public Works/ Engineering
• Street Services
• Street Lighting

Metro
• Planning
• Rail Operations
• Bus Operations
• Active Transportation
• Facilities & Maintenance
• Joint Development
• Communications
• Signage & Environmental Graphic Design
Project Challenges

- Expansive & Diverse Transit Environment
- Multi-Agency Coordination
- Balancing Operator Needs
- Non-ADA compliant sidewalks, curb cuts, etc
- Limited Space
- Limited Funding
- Maintenance
Guiding Principles

• Efficiency
• Accessibility
• Clarity
• Comfort
+ Consistency
Developing the Guide

1. Literature Review
2. Best Practices
3. Ridership Data Analysis
4. Collisions Data Analysis
5. Site Visits
6. Interviews, Focus Groups, Briefings
What We Heard
MEETINGS, INTERVIEWS & FOCUS GROUPS

Efficiency
Fewer crossings
Shorter distances
Easy vertical circulation
Timed transfers

Clarity
Real-time Info
Pictograms
Wayfinding
Tactile, audio information

Accessibility
ADA access
Clear boarding zone

Comfort
Shade
Seating
Lighting
Restrooms
Wifi
Ambassadors/security
Cleanliness

Equipment/Design
Durable
Adaptable
Engage Local Agencies/Jurisdictions & Accessibility Community
Gathered input from cities via presentations, conference calls, and email
Received recommendations from Accessibility Advisory Committee

Establish Hierarchy for Curb Space
Prioritize transit vehicles curb space, then other modes
Encourage enforcement to avoid private vehicles blocking bus stops

Prototypical Cost of Improvements
Could be addressed through demonstration project(s)
Transfer Locations

Sidewalk Stops

- Located in public right of way
- Owned and maintained by local jurisdictions
- Served by multiple operators
- Small footprint

Stations

- Owned, operated, and maintained by Metro*
- Large footprint
- May require vertical circulation
- Connect to sidewalk stops

*Stations could be owned by other transit provider or local jurisdiction (e.g. Metrolink)
Transfer Experience

MAKING DECISIONS > CLARITY

1. Schedule & Maps
2. Station Identifier
3. Decision Point
4. Wayfinding
5. Sidewalk Stop Pole
6. Station Entrance

Transit Info
Wayfinding
Decision Points
Transfer Experience

MOVING > EFFICIENCY + ACCESSIBILITY

Shortest / most direct path
Safe crossings
Special access needs
Transfer Experience

WAITING TO BOARD > COMFORT

1. Lighting
2. Shelter
3. Wifi
4. Shade Tree
5. Lean Bar
6. Seating
7. Trash & Recycling Receptacle
8. Clear Zone
9. ADA Accessibility
10. Bus Pad

Amenities
Cleanliness
Safety
1. Design Checklist
   Process to Design & Implement Improvements

2. Design Toolbox
   Adaptable Set of Design Tools & Amenities

3. Action Plan
   Leverage Existing Programs & Identify Demonstration Projects
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