Transfer Points

**Project Goal:** Develop Recommendations to Improve Transfer Points

When using Metro transit...

Most (64%) riders make a transfer

Getting to rapid transit:

91% walk, roll or bus To Rail or BRT

Only 9% Drive

Source: First/Last Mile Strategic Plan
LA County Metro & SCAG, 2013
Measure R Funded Transfer Points
12 Additional Tier 2 & 3 under construction

LEGEND

Metro HRT/LRT/BRT Line (Existing)

Metrolink Track
Future Metro Transit Line (Under Construction)

Funded Metro Transit Line (Under Study)

Metro Transfer Points

Tier 1
Tier 2
Tier 3
Future Tier 2
Future Tier 3
Coordination is Critical

To improve **transfer points** for:

- Passengers
- Operations
- Maintenance

Partnership is needed.
Transfer zone requires coordination among many parties.
- Metro to provide all facilities on Metro property.
- Metro provides bus stop signage within public ROW.
- Jurisdiction provides all other amenities within public ROW.
Project Deliverables

- Design Recommendations to Improve Transfers at Metro Facilities
- Implementation Strategy

Final Study will be a design tool, not a mandate or requirement for funding.
Types of Transfers

Ridership levels and transfer activities differ according to type of transit stop or station within the Metro system.

<table>
<thead>
<tr>
<th>TIER 1</th>
<th>TIER 2</th>
<th>TIER 3</th>
</tr>
</thead>
</table>
Guiding Principles

At transfer points, how can we improve:

- Efficiency
- Clarity
- Access
- Comfort
**Project Timeline**

**Spring/Summer**
- Gather Feedback from Metro Staff and TAC members
- Complete 4 Focus Groups
- Meet with City Staff

**Summer/Fall**
- Develop Recommendations
- Prepare & Circulate Draft Study for Review

**Winter**
- Finalize Study with Recommendations
- Host Workshop for Local Jurisdictions

*we are here*
**Metro Stakeholders**

**Clarity**
Real-time transit info
Pictograms
Too much signage
Better wayfinding

**Access**
Eliminate sidewalk clutter

**Comfort**
Lighting Seating
Shelters/shade
Cleaner sidewalks
Public restroom

**Efficiency**
Reduce pedestrian crossings (rail to bus)
Vertical pathways (Bike to rail)
Proximity (Rail to parking)

**Maintenance**
Durable equipment
Resources

*30 Staff from variety of Metro departments*
Focus Group Input

4 Focus Groups: Metro HQ, Pacoima, South LA

Clarity
Real-time info
Signage - Larger letters and icons

Access
Bicycle amenities (lockers, racks, racks on buses)

Comfort
Lighting
Seating
Security Presence

Efficiency
Coordinated payment system between operators

Maintenance
Keep spaces clean
Local Input
Provide opportunity for local agencies to review draft recommendations

Agency Neutral
Recommendations should be applicable across county
Accommodate local and Metro operators at new facilities

Funding & Implementation
Should not be held as criteria for grant funding
Should not favor urban over rural areas

Regional Real Time Transit Info
Lead effort to coordinate transit info across County

Sharing Ridership Data
Lead effort to share ridership data between transit agencies

Design Guidance Needed
Would like best practices guide for local operators.
Help Us Prioritize Improvements

Metro is developing design considerations for transfer points and we would like your input. The table below provides a preliminary set of potential improvements and amenities at transfer points. Please:
1. Add (or delete) amenities and/or improvements to be included in the list, and
2. Rank the elements in their respective categories.

<table>
<thead>
<tr>
<th>Tier (Type of Transfer Point)</th>
<th>Types of Improvements at Transfer Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarity</td>
<td>Access</td>
</tr>
<tr>
<td>Tier 1: Bus-to-Bus</td>
<td>Metro signage</td>
</tr>
<tr>
<td>Intersections (Public ROW)</td>
<td>Bus-to-bus transfer signage</td>
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<tr>
<td></td>
<td>Real time arrival info</td>
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<td></td>
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</tr>
<tr>
<td>Tier 2: Bus-to-Rail</td>
<td>Tier 1 Improvements +</td>
</tr>
<tr>
<td>Mid-line Rail Stations (Metro</td>
<td>Station ID signage</td>
</tr>
<tr>
<td>Owned)</td>
<td>Bus-to-rail transfer signage</td>
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<td></td>
<td>Neighborhood wayfinding</td>
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<td></td>
<td></td>
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<tr>
<td>Tier 3: Rail-to-Rail and/or</td>
<td>Tier 2 Improvements +</td>
</tr>
<tr>
<td>Bus Terminus and Interchange</td>
<td>Bike share</td>
</tr>
<tr>
<td>Rail Stations (Metro Owned)</td>
<td>Ride share</td>
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<tr>
<td></td>
<td>Kiss and Ride</td>
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<tr>
<td></td>
<td>Park and Ride</td>
</tr>
<tr>
<td>Additional Comments</td>
<td>Tier 2 Improvements +</td>
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<tr>
<td>(particularly with regard to</td>
<td>Customer service kiosk</td>
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<tr>
<td>Efficiency)</td>
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Questions?

- Design Recommendations to Improve Transfers at Metro Facilities
- Implementation Strategy

Long Beach Transit Mall