IMPROVING CONNECTIONS FOR A SEAMLESS TRIP

TRANSFERS

Metro

BRIEFING | OCTOBER 2017
Why Transfers Matter

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 system + Growing ridership = Critical time to update design standards
Resource for...

**Metro**
Planning, design, and installation of new transit facilities retrofits, and station/stop improvements

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

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

**Developers and/Property Owners**
Design of public spaces at transit hubs

**Transit Riders**
Transfer Zone

MULTIPLE STAKEHOLDERS

+/- 500 ft from transit stop/station

Private Property ← → Public R.O.W.

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
- Art & Signage
Project Challenges

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

• Efficiency
• Accessibility
• Clarity
• Comfort

+ Consistency

Push button for audio info, Lancaster Transit Center
Bike channel for bike access on stairs, Warm Springs Station, BART
Bus stops located near crosswalks for quick connections, Westwood
Station is clean with natural light ARTIC, Anaheim
Developing the Guide

1. Literature Review
2. Best Practices
3. Ridership Data Analysis
4. Collisions Data Analysis

- Literature Review
- Best Practices
- Ridership Data Analysis
- Collisions Data Analysis

- Site Visits
- Interviews with Metro/agency staff & riders
- Interviews with TAC & Advisory Groups
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
What We Heard

STREETS & FREEWAYS SUBCOMMITTEE

Recommendations
• Real-time routing information
• Designated drop-off zone
• Transit parking
• Integrated transit facilities

Funding?
• Leverage existing resources/efforts
• Define pilot projects for future

Consistent Design
Close coordination needed between Metro and munis for consistency in design and installation of improvements
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)
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
Shortest / most direct path
Safe crossings
Special access needs
Transfer Experience

WAITING TO BOARD > COMFORT

Amenities
Cleanliness
Safety

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
Elements of Design Guide

1. Design Checklist
   Process to Design & Implement Improvements

2. Design Toolbox
   Adaptable Set of Design Tools & Amenities

3. Action Plan
   Seeks to Leverage Existing Programs & Identifies Pilot Projects
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