Bus Stop Environment Industry Best Practices

Overall Bus Stop Environment Considerations

- **Connectivity** - allows directness between origins and destinations

- **Transit System Performance**
- **Customer Comfort**
- **Effect on the Traffic Flow of Other Vehicles**
- **Safety** - freedom from risk & danger
- **Security** - riders feeling of well being
- **Legibility** - info provided is understandable
- **Quality** - well built & well maintained
- **Universal Access**
  - Design stops to meet the needs of all users.
  - ADA compliance where feasible.
- **Crime Prevention Though Environmental Design (CPTED)**
  - Clear lines of sight
  - Graffiti resistant materials
- **Territoriality**
  - Use design to enforce desirable actions
  - Vegetation to define pathways and access areas
  - Changes in pavement denoting bus stop area
  - Benches that deter laying down
- **Safe & Convenient Pedestrian Crossings**

Source: Transit Cooperative Research Program
• **Standardization** - results in less confusion for bus operators, passengers, and motorists.
• **Periodic Review of Bus Stop Conditions** - recommended to ensure the safety of bus passengers.

**Shelters and Benches Industry Best Practices**

**Selection of Shelter Locations Considerations**
- Average daily boardings
- Proximity to major trip generators
- Passenger transfer activity
- Planned neighborhood improvements
- Transit corridor marketing efforts
- Equity among communities
- Proximity of other nearby sheltered areas
- Microclimates
- Customer and community requests
- Pedestrian traffic and demographic information
- Traffic volume and circulation
- Crime rate in area of the bus stop

**Shelter Design Considerations**
- Strength and durability of structure and materials
- Resistance to weather conditions, graffiti, cutting, fire and other forms of vandalism
- Consider potential greenhouse effect
- External or internal lighting
- Appropriateness of design for the neighborhood
- ADA compliance for wheelchair accessibility
- Accommodation of trash can
- Semi-transparent enclosure that allows a coach operator to see inside the shelter

**Bench Design Considerations**
- Installed inside all standard shelters but also independent of shelters.
- Should be placed facing the street
- Materials chosen for strength & durability
- Resistant to weather conditions, graffiti, cutting, fire & other vandalism
- Appropriate design for the neighborhood
- Placed on the back side of the sidewalk with space to allow pedestrians to pass
- Should not conflict with ADA wheelchair accessibility and loading at the bus stop
- Should be anchored to prevent unauthorized movement
- Be easy to relocate to allow for route changes, street improvement projects, etc.
Adjacent On-Street Parking Industry Best Practices

Remove adjacent on-street parking when stop is located or install curb extension or bump-out.

Curb Extension
Source: Transit Cooperative Research Program
Bus Stop Signs Industry Best Practices

Bus Stop Signs

- Clearly indicates the presence of transit service
- Shape, color, reflectiveness should identify the area as a stop from a distance of 300-500 feet
- Mounted on their own pole
- Sign indicates where the front of the bus should be located at the stop

Best Practices Stop Information

- **Minimum**
  - Phone # and website
  - Name or ID # of stop
  - Routes that serve the stop
  - Destinations of routes that serve the stop

- **To Encourage Casual & First-Timers**
  - Fare info
  - Schedule
  - Real-time arrival info
  - Route map