



We're bringing you  
a better bus experience.



San Fernando Valley COG

April 2021

# Better Bus Program

Creating a better bus experience.



## Speed

- Securing approvals for new 2-3 bus lanes
- Transit signal priority on all Tier I corridors
- Bus Rapid Transit projects



## Ease

- Improved bus arrival time predictions on Transit App
- SMS/text-based service alert system
- Bus route-by-route performance scorecard\*



## Safety & Comfort

- Flexible dispatch and transit ambassadors
- Pilot tests of new features at bus stops
- Accelerate vinyl seat installs on buses

# Bus Stops

## Minimum requirements:

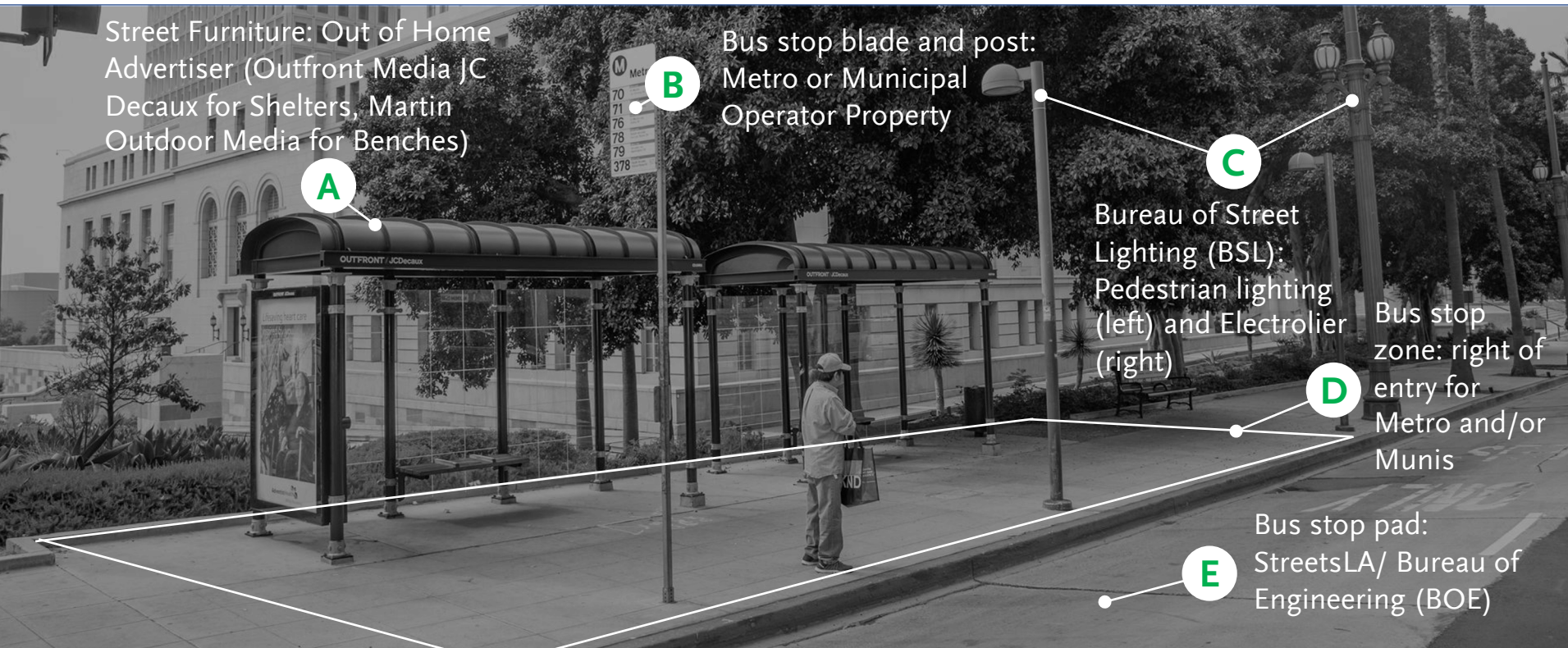
- Bus stop sign/blade (with post or mounted to existing infrastructure)
- Bus stop zone designating right of entry (min. 90' – 150')
- Sidewalk (required ADA landing pad, 5' by 8')\*
- Curb cut/access ramp\*
- Pedestrian lighting\*\*

\*"Safe Harbor" applies if the stop was code compliant at the time installed, and no alterations have been made since original installation. Thus, some bus stops served by Metro and other Munis are not ADA accessible

\*\*now required along with new shelters (within the City of LA)



# Jurisdictional Structure Example: City of LA



Simplified depiction of roles and responsibilities. Photo credit: StreetsLA



# What are cities' current roles at bus stops?

- Owner of the right of way – final approval of bus stop/zone locations
- Maintenance and repair of streets and sidewalks
- Providing and maintaining street furniture and bus stop amenities, often through advertising contracts:
  - Benches, trash receptacles, transit shelters, kiosks
- Street/pedestrian lighting
- Street trees and landscaping
- Various street signs, red curbing
- Public art, etc.



Photo Credit: StreetsLA

# What is Metro's current role at bus stops?

- Metro has a **right of entry** at bus stops and zones that are served by our buses.
- Metro is responsible for maintaining the bus stop sign/blade in the public ROW as well as maintaining bus stops and other facilities on Metro property.
- Metro alerts cities of Customer Care Complaints and issues that arise from our crew's line checks, surveys, etc.





# Current Customer Experience

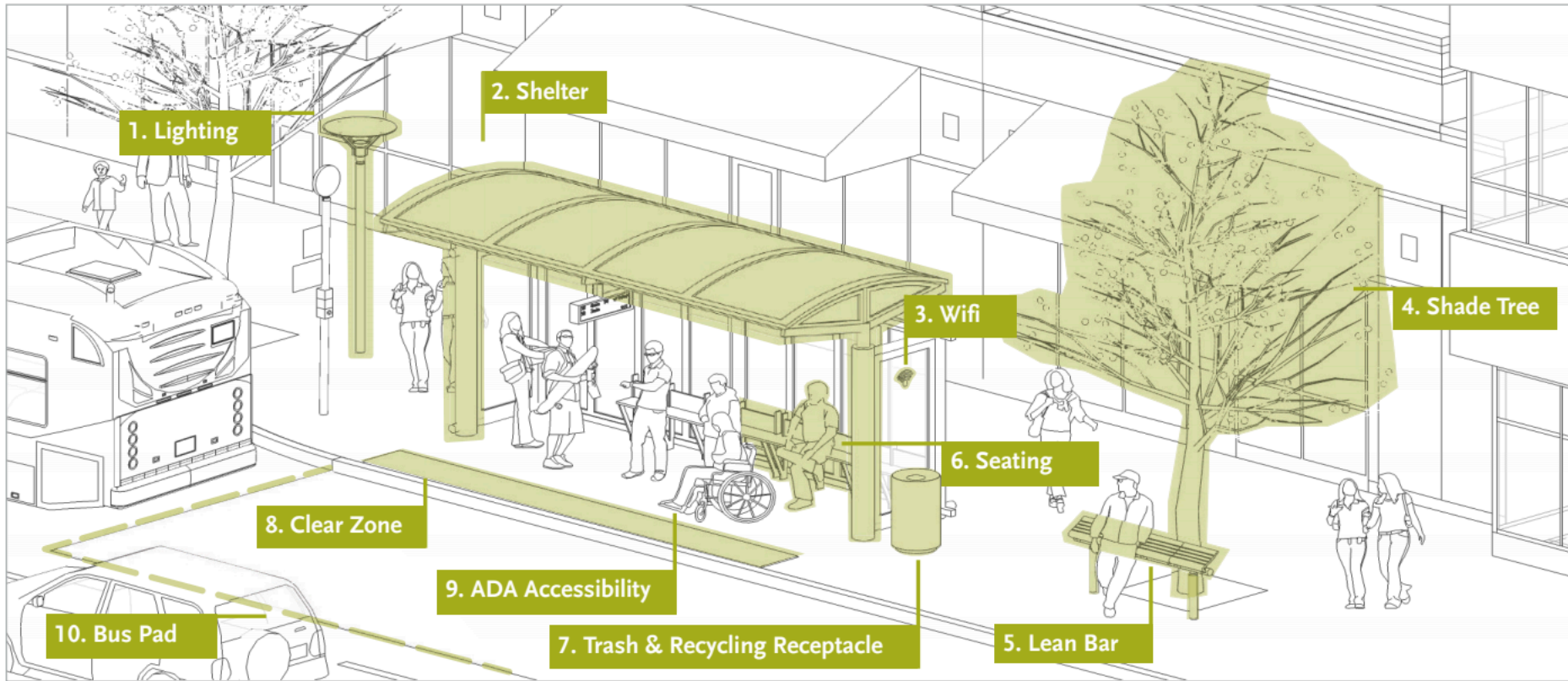
- A lack of shade and seating is a major pain point for current and lapsed Metro riders
- Lighting and security at bus stops is a key issue we heard during NextGen outreach
- Currently only 24% of bus stops served by Metro have a transit shelter system-wide, 28% in SFV have shelter (17% of all municipal stops in SFV)



Photo credit: Grist



# Metro's vision



## Metro's Transfers Design Guide

# Benefits of bus stop investments

- Addresses transit inequities particularly among communities of color
- Addresses rising heat (climate/health crisis)
- Increases transit ridership
- Reduces pollution
- Reduces perceived wait time
- Amenities increase visibility of bus stops
- Increases mobility for persons with disabilities



Photo Credit: Investing in Place



# Challenges & Opportunities

- Communication and coordination
- Bus stops can be an afterthought
- Unmet needs at bus stops:
  - ADA access, seating, shade are key ones
  - Inequities in investments
- Shared infrastructure – i.e. ZEB charging equipment
- Safety/Security concerns
- Homelessness
- Red Curb/Intrusions



Photo Credit: flickr



# How can we work toward shared goals?

## Metro and Municipal Operators:

- Add more customer amenities on the bus stop post, consolidate infrastructure
- Metro is available to provide guidance and technical support in bus stop/zone improvement projects



Photo Credit: Mass Transit Magazine

# How can we work toward shared goals?

## Cities:

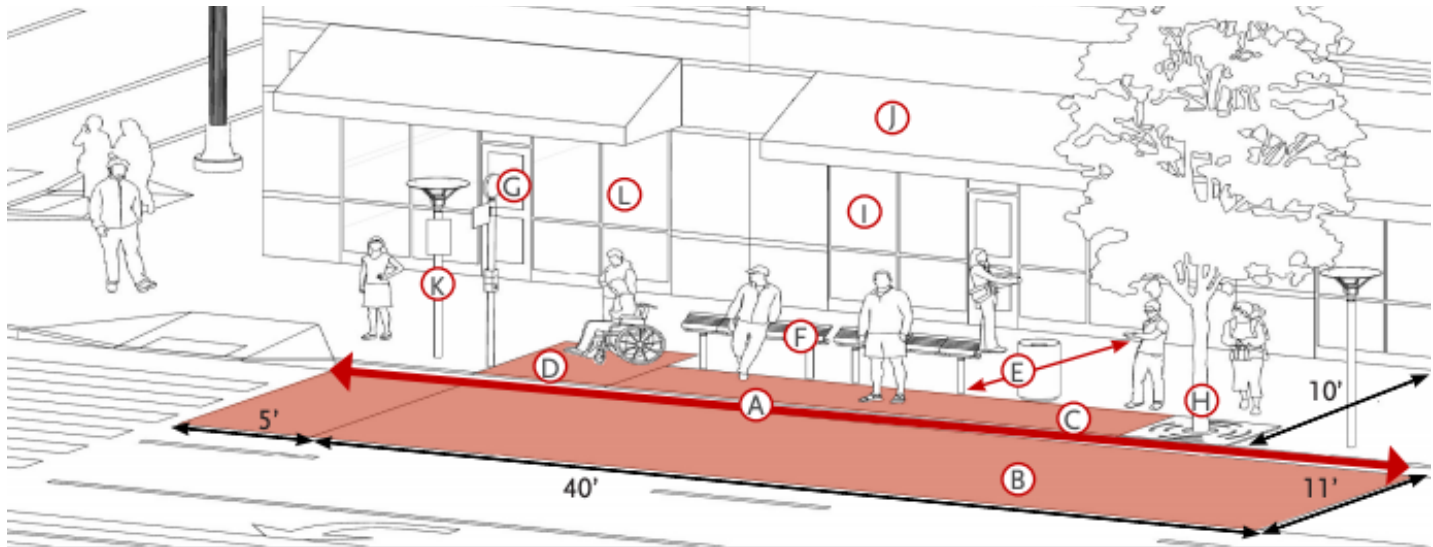
- Expand shelter and street furniture programs
- Streamline permitting processes
- For stops that cannot accommodate traditional shelters, cities can plant trees, test new shade structure options, develop narrower shelters for space-constrained sidewalks



# How can we work toward shared goals?

## Partnership between cities and operators:

- Work with third parties, city/private developers, and engineering depts to establish a proper bus stop zone and proper ADA landing pad
- Jointly seek/inform state and federal funding opportunities





# Best Practices & New Models

## **New City-led projects/programs that will include bus stop improvements:**

- Connecting Canoga Park through Safety and Urban Cooling Project (ATP Grant)
- Mission Mile: Sepulveda Visioning for a Safe and Active Community

## **Ongoing collaboration:**

- StreetsLA led Agency Coordination for Bus Stops and Zones Implementation (Jan. 2020)
- Continued coordination between Metro and cities on NextGen stop placement, stop specific improvements aligned with capital projects



Alta Planning Report: Urban Cooling in Canoga Park

# Key Takeaways

1. Existing bus stop multi-jurisdictional structure is not conducive to providing seamless trip experiences and equitable outcomes for your constituents and our riders
2. However, new partnership models provide a path forward to improving bus stops
3. Particularly in San Fernando Valley, lack of shade is a big issue for riders, only 28% of bus stops served by Metro have a shelter (17% of all municipal stops)



# Thank you.