

Fact Sheet Spring 2019

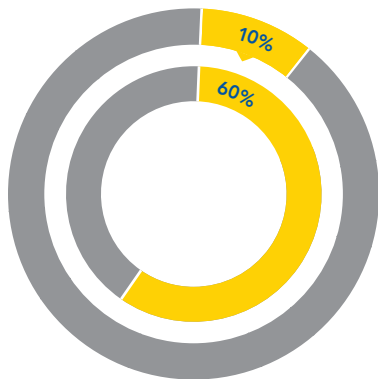
Work to Date

The Better Bus Stops program began in 2014 with a goal of enhancing access to opportunity through focused investment in neighborhoods where most residents are people of color and households are experiencing lower incomes. The program set out to add 150 shelters at high ridership bus stops, and to add heat, light, or both at 75 existing shelters - due to be achieved in 2019.

Shelter Improvement	2014-2018	Project Goal
Additional shelters	125	150
Existing Shelter Improvements (Heat or Light)	64	75

Metro Transit used information gathered by community partners in 2016-2017 to revise its guidelines on how shelter installations are prioritized. Along with the busiest bus stops, the new guidelines say shelters should be considered at other key locations, including major transfer points, near hospitals and in areas where people are unlikely to own a vehicle. metrotransit.org/shelter-guidelines

Systemwide, Metro Transit replaced all 12,000+ bus stop signs and upgraded all shelter posters to improve information for customers, replaced aged advertising shelters and focused on improving agency business processes for maintenance.



10% of Metro Transit's 12,000 bus stops have shelters. 60% of customer boardings occur where shelter is available.



2019 Work Plan

- Achieve goals for 150 additional shelters, improve 75 existing shelters
- Make transit shelters available for more customers by moving shelters from low ridership bus stops to high ridership bus stops
- Make enhancements at high ridership bus stops in downtown St. Paul and Minneapolis
- Replace older shelters
- Make more bus stops ADA-compliant (Americans with Disabilities Act)

For More Information:

metrotransit.org/better-bus-stops