Metro Transfers Design Guide
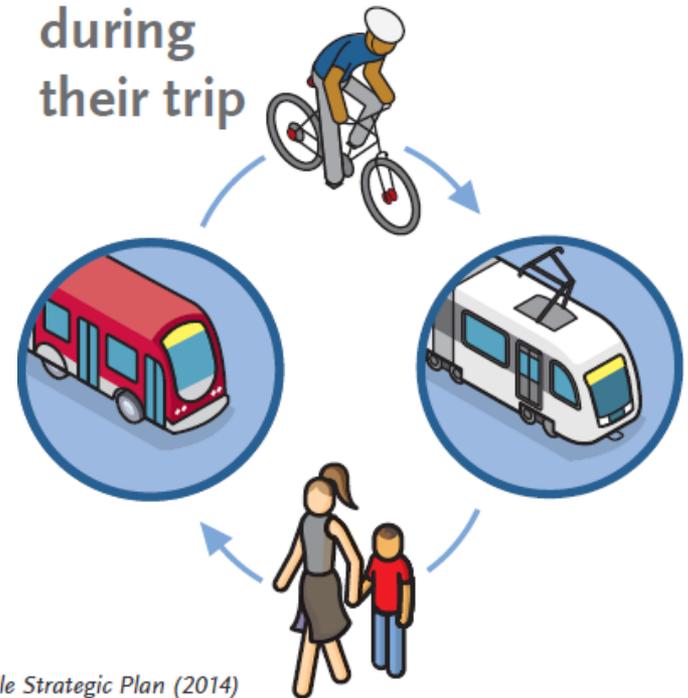
Improving Connections for a Seamless Trip

MAY 2018

Why Focus on Transfers?

1. Expanding transit network

2. Changing mobility patterns

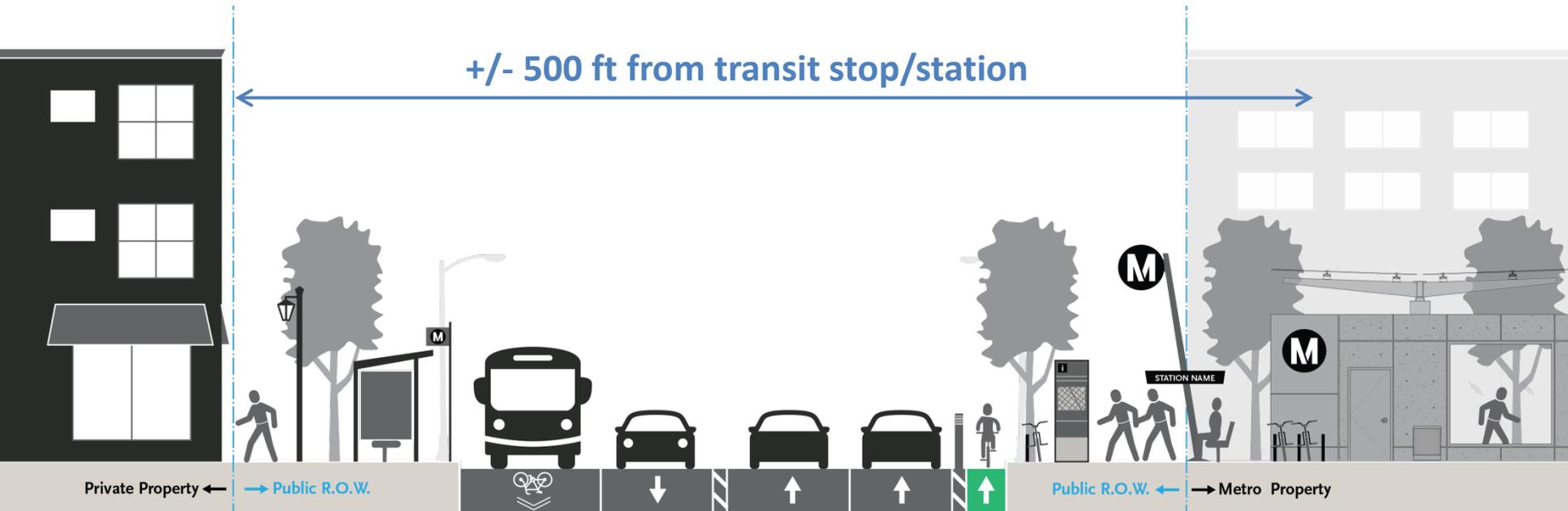3. Need for guidance to address connectivity in Metro standards

64% of Metro riders **TRANSFER** at least **ONCE** during their trip

Source:
First/Last Mile Strategic Plan (2014)

Transfer Zone

+/- 500 ft from transit stop/station

Private Property ← | → Public R.O.W.

Public R.O.W. ← | → Metro Property

| Private Entities	Transit Operators	Local Jurisdictions	Metro
• Property Owners • Building Tenants • Business Improvement Districts (BID) • Advertising Agencies	• Bus Service • Bike Share • Rideshare • Taxi • Van Pool	• Planning • Transportation • Public Works/ Engineering • Street Services • Street Lighting	• Planning & Development • Signage & Environmental Graphic Design • Operations (Rail & Bus) • Program Management • Facilities & Maintenance • Communications

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Challenges to Improving Transfers

- Expansive & Diverse Transit Environment

- Multi-Agency Coordination

- Balancing Operator Needs

- Access Barriers

- Limited Space

- Limited Resources

- Maintenance

Customer Experience
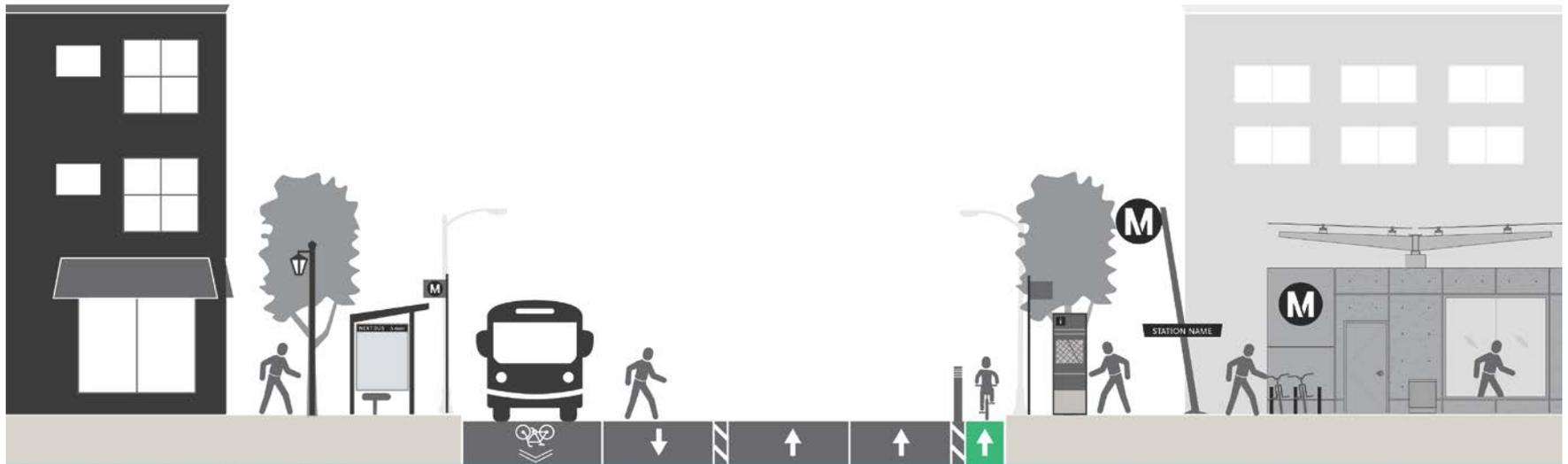
1. MAKING DECISIONS
Where am I going?
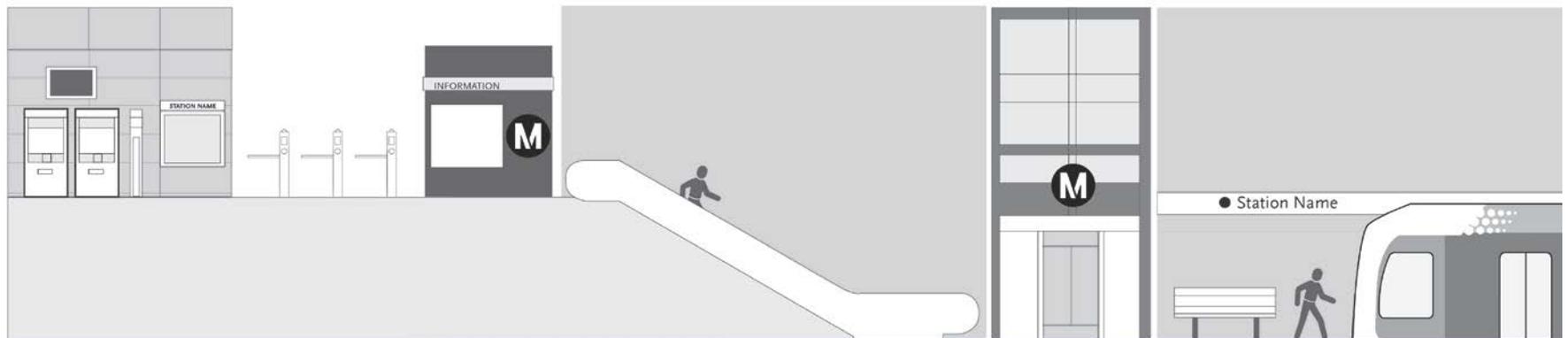Stop ID, Real-time Info, Wayfinding

2. MOVING
What is the best path to take?
Crosswalks, Curb Ramps, Signal Timing

3. ENTERING THE STATION
Where is the station?
Station ID, Canopy, Bike Parking, System Map

4. TICKETING
Where do I purchase tickets?
Customer Information, Ticket Machines, Fare Gates

5. VERTICAL CIRCULATION
How do I access the platform?
Escalators, Stairs, Elevator

6. WAITING TO BOARD
When is my train arriving?
Real-time Info, Seating, Audio Announcements

Gathering Input

Metro Customers
Focus Groups

Metro Staff
Multi-Department Discussion

Stakeholder/Advisors
Accessibility Advisory Committee
COGs
LA County Staff
Local Jurisdiction Staff
Local & Regional Transit Providers
Metro Technical Advisory Committee
and Subcommittees

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

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Common Themes

Making Decisions
Easy and intuitive

Waiting to Board
Clean, comfortable, secure

Moving
Safe, direct, accessible

Planning for Future
Durable, adaptable, innovative

Guiding Principles

- Safety & Security

- Accessibility

- Efficiency

- Clarity

- Comfort

- Consistency

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

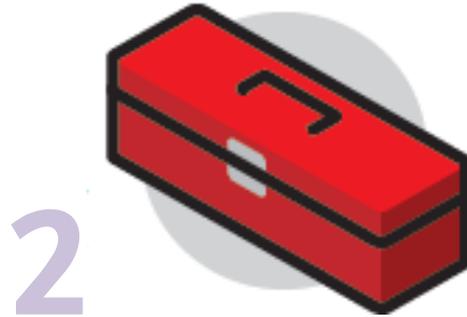- May require vertical circulation

- Connect to sidewalk stops

*Stations could be owned by other transit provider or local jurisdiction (e.g. Metrolink)

How to Use the Guide

1
Design Checklist
Guides planning process to help **prioritize** and make decisions

2
Design Toolbox
Identify elements to improve the transfer zone that are **adaptable** to local conditions

3
Application Strategies
Apply guiding principles and design thinking to Measure M projects, strategic planning efforts, and ideas for local partners

Planned Outreach

Stakeholder Groups

Customer Experience Committee

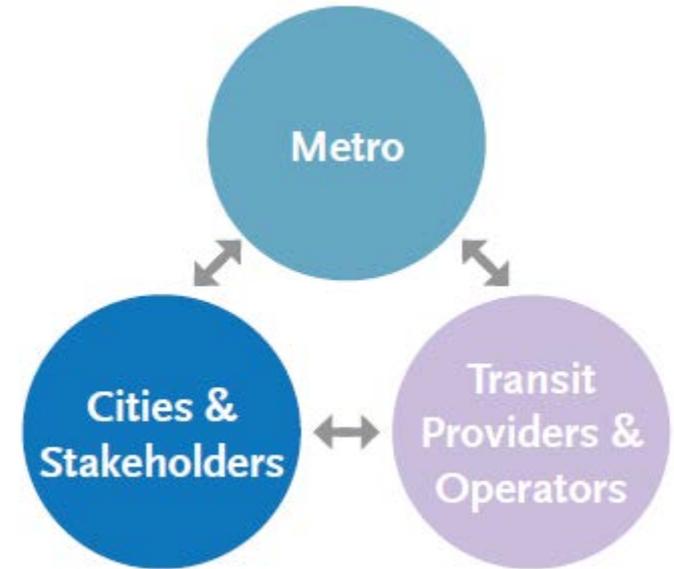Citizens Advisory Committee

Development community

Local jurisdictions & COGs

Metro Technical Advisory Committee

Service Councils

General Public (metro.net & The Source)

Award Winner

APA Los Angeles
Best Practice
Planning Award

★★★★★

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