



Metro Transfers Design Guide

Improving Connections for a Seamless Trip



July 19, 2018

Operations, Safety & Customer Experience Committee, Item # 35, 2018-0321

Award Winner

Transfers Design Guide

Improving Connections for a Seamless Trip



Metro

MARCH 2018

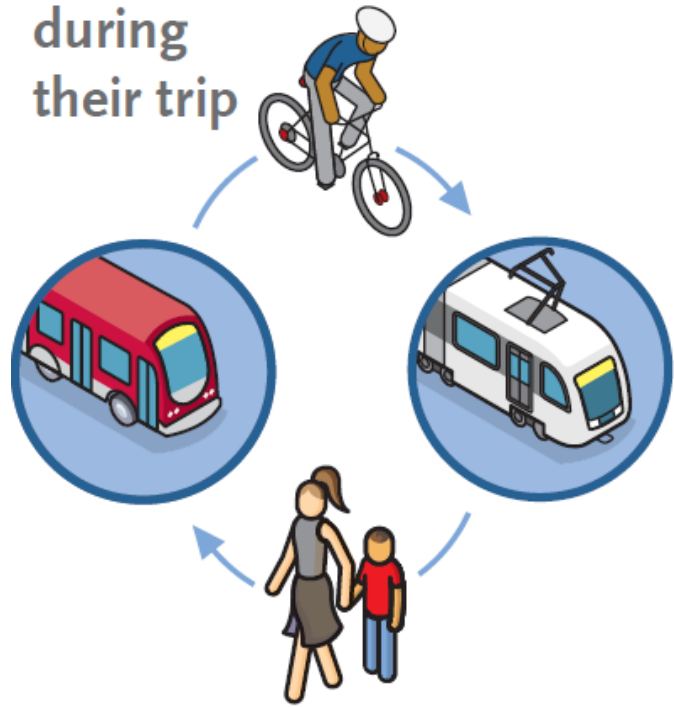
APA Los Angeles Best Practice Planning Award



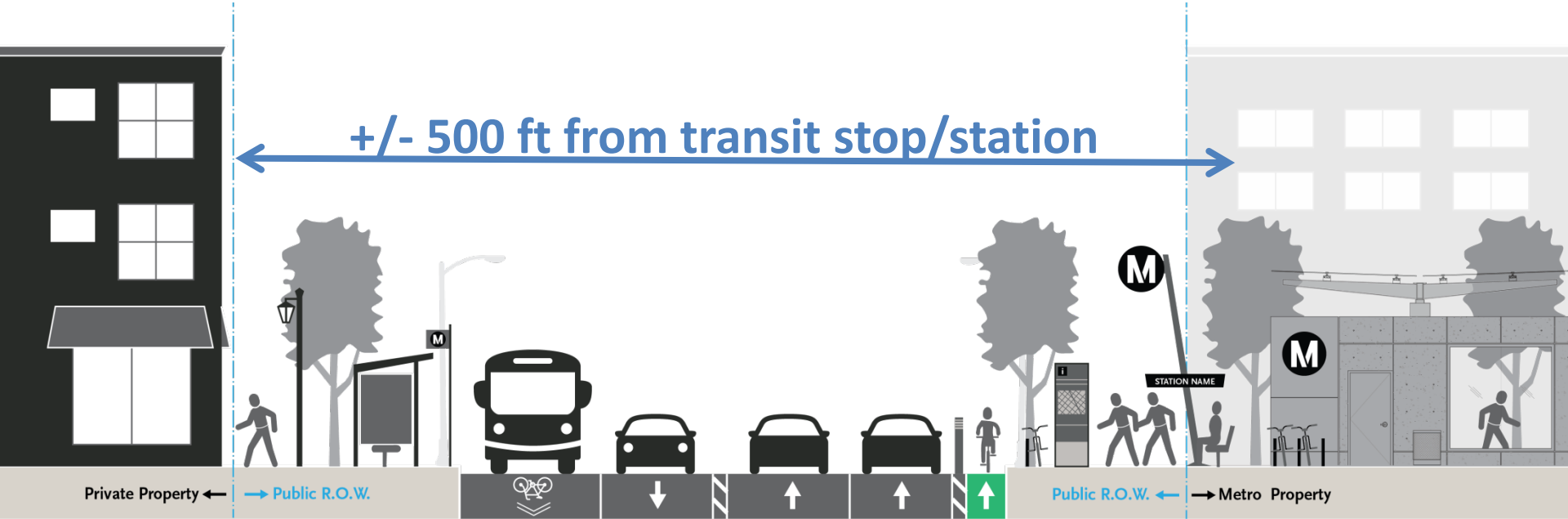
Why Focus on Transfers?

- 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)



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 & Development
- Signage & Environmental Graphic Design
- Operations (Rail & Bus)
- Program Management
- Facilities & Maintenance
- Communications



Metro

Challenges to Improve Transfers

- Expansive & Diverse Transit Environment
- Multi-Agency Coordination
- Balancing Operator Needs
- Access Barriers
- Limited Space
- Limited Resources
- Maintenance



Metro Customers

Focus Groups

My perfect transfer experience...

Metro Staff

Multi-Department Discussion

“is that I know exactly which way to go when getting off my train”

Stakeholder/Advisors

Accessibility Advisory Committee

COGs

LA County Staff

Local Jurisdiction Staff

Local & Regional Transit Providers

Metro Technical Advisory

Committee & Subcommittees

“buses are on time and I don't have to wait any longer than ten minutes for my transfer”

Making Decisions

Easy and intuitive



Waiting to Board

Clean, comfortable, secure



Moving

Safe, direct, accessible



Planning for Future

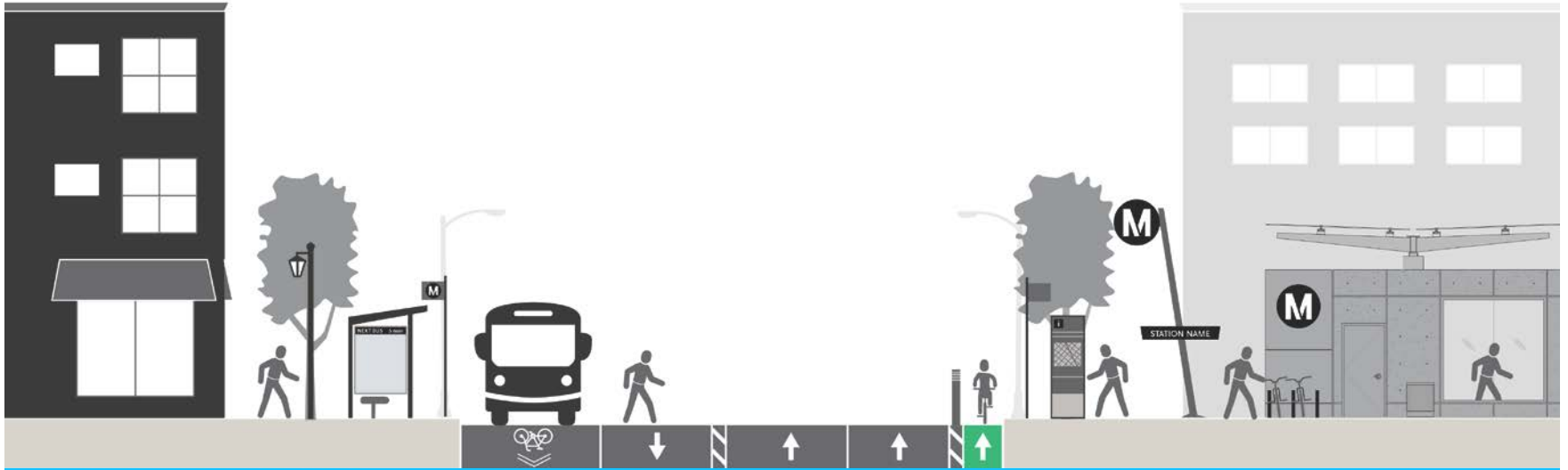
Durable, adaptable,



Guiding Principles

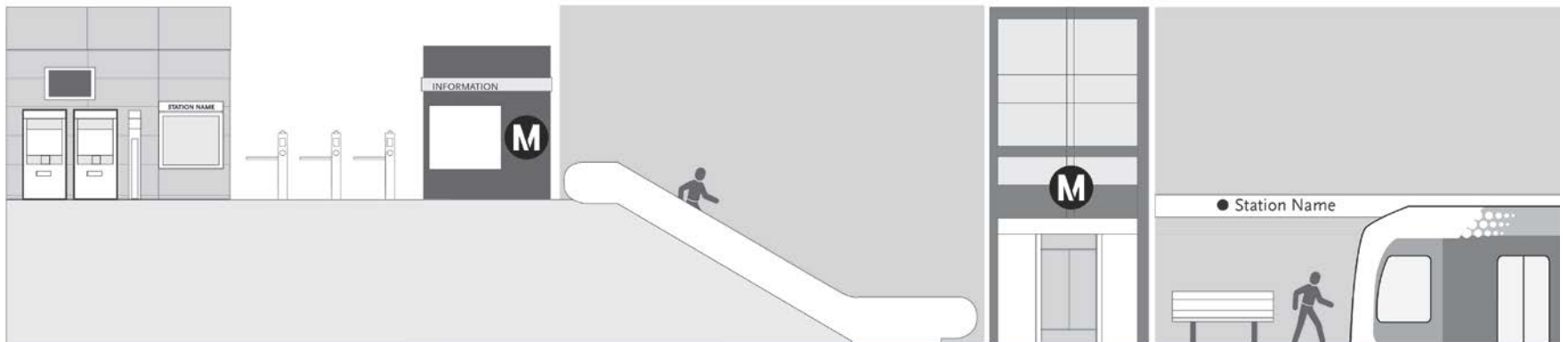
- Safety & Security
- Accessibility
- Efficiency
- Clarity
- Comfort
- Consistency





Making Decisions

Moving to the Station/Stop



Waiting to Board

Sidewalk Stops



- Within public right-of-way
- Small footprint
- Purview of local jurisdictions
- Served by multiple operators

Stations



- Property owned and maintained by Metro
- Large footprint
- Multiple platforms
- Connect to sidewalk stops



1
Design Checklist
Planning process to set priorities and inform decision-making



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

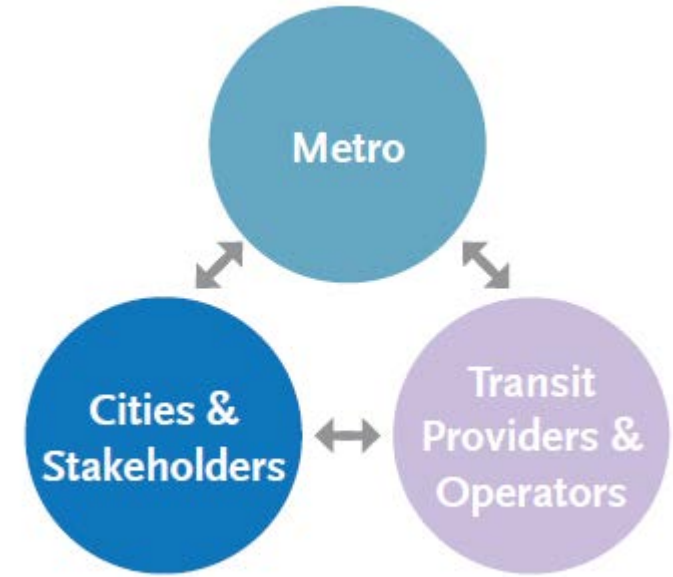


3
Application Strategies

- Measure M projects
- Strategic plans
- Ideas for local partners

Stakeholders

- Operations Committee
- Metro Technical Advisory Committee
- Accessibility Advisory Committee
- Service Councils
- Local jurisdictions
- COGs
- SCAG
- Development community
- General Public



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