Bus Stop Usability Study

TranSystems

EXPERIENCE | Transportation

Key Team Members

- Irving N. Taylor, Project Manager
- Doug Lynch, GIS & QA/QC
- Greg Curtin, BSMS Application Development
- John Taylor, BSMS Application Development
- Chester Britt, Outreach
- Mike Han, Bus Stop Standards
- Saul Melara, Data/Application Design

Improving the Quality of Bus Service in LA County

- Transit planning
- ADA compliance
- Construction management
- Condition assessments
- Security
- Simulation modeling
- Stakeholder consensus

Helping Metro Achieve its Objectives

- Ensure usable Bus Stop Management System (BSMS)
- Direct Metro participation
- Stakeholder participation
- Inter-operator usability
- Inter-departmental usability
- Quantify existing conditions

BSMS Usability Features

- Device independent
- Extensible
- Ease of Use
- Adaptable
- Supports Metro objectives

Putting It All into Practice

- **Prioritize Bus Stops**
- **Complete Needs Assessment**
  - Lock-in Metro BSMS requirements
  - Identify Other Stakeholder Requirements
- **Refine Project Methodology**
- **Validation Process**
  - Initial Bus Stop Sample (1%)
    - Test process/systems/usability
    - Metro acceptance
  - Second Test Sample (5%)
    - Test process/systems/usability
    - Metro acceptance

Bus Stop Passenger Usability Elements

- Develop precise measurements: sidewalks, curb ramps, etc.
- Identify existing amenities: shelters, benches, signage, etc.
- Develop unique geo-location data for each stop
- Identify any existing barriers at a bus stop

Potential Results

- Identify ADA factors
- Identify improvement opportunities
- Improved capacity to provide customer information
- Ability to monitor physical changes over time
- Improved coordination between operators based on common data and stop identifiers
- Improvement in quality of bus service experience

Preparing for the Inventory Process

- Recruit and train project personnel
- Field test equipment
- Initiate stakeholder engagement
- Identify key project participants
- Develop work schedules

Completion of Field Survey

- **Following sample surveys**
  - Complete bus stop inventory
    - Phase 1 – 30%
    - Phase 2 – 32% Stops
    - Phase 3 – 32% Stops
- **Roll-out to Metro**
- **Metro acceptance**
- **Project completion**

Model Outcomes