

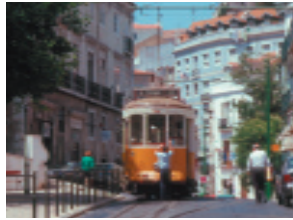
# T W E

Transit Waiting Environments



An Ideabook for **RTA** making better Bus Stops





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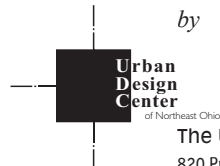
An Ideabook for making better Bus Stops

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# FOREWORD

Communities across the country are searching for ways to reduce dependence on the private automobile and increase the use of public transit. The kind of development that supports transit use involves building at higher densities, mixing uses, providing attractive, walkable streets and focusing growth around transit stops. But development patterns alone will not entice people to give up their cars. The transit system has to offer safe, efficient, comfortable, affordable service, and an important part of this service is the experience of waiting for the bus or train.

According to the Transportation Research Board, “The quality of the customer experience while waiting for transit vehicles is a crucial determinant of both overall satisfaction and general community attitudes towards transit.” The design of attractive stations has been an integral component of much of the recent investment in commuter rail and rapid transit systems around the country. The design of bus stops, however, has generally not received the same attention, despite the fact that an overwhelming number of transit users ride the bus. In the Cleveland area, for example, the Greater Cleveland Regional Transit Authority (GCRTA) system supported an annual ridership in 2003 of approximately 53 million passenger trips, of which over 85% were by bus.

There are 8,492 bus stops in the GCRTA system, but less than 20% of them have a shelter and many of the rest are equipped with little more than a transit sign fixed to a convenient utility pole. On the other hand, there is simply not enough space for a shelter or other amenities at many stops, nor can any transit authority be expected to install and maintain almost 8,500 fully appointed bus stops.

Improving the quality of bus stops, therefore, is both a physical and financial challenge, and one which the transit authority cannot solve alone. By sponsoring the preparation of this ideabook for better bus stops, GCRTA is recognizing the need to improve the waiting experience for its customers, but at the same time, acknowledging that it needs help from the communities it serves. Local communities need to be involved in the process of deciding which amenities should be provided at each stop, making design choices, contributing to the maintenance of the waiting areas, providing safe, attractive access to transit stops, and encouraging private development that enhances the waiting environments and supports transit use in the larger context.

Taking care of bus stops is part of taking care of the community. For many people, bus stops are neighborhood “gateways,” shaping first impressions of the

area and the quality of life it offers. As part of the visible public infrastructure of a street, transit stops communicate the quality of public transportation services available in the community, and the value residents place on passenger comfort and convenience. The design character of stops also contributes to the image of the transit authority in the region and its standards of customer care.



Transforming Cuyahoga County into a transit-friendly environment is a responsibility that GCRTA shares with county and municipal government, as well as the 1.4 million residents who have a stake in the quality and convenience of life in the Greater Cleveland area. We hope this handbook will help to generate discussion about how to make better transit stops, and promote the kind of collaboration that is needed to make waiting for the bus a safe, comfortable –even enjoyable– part of everyday life.

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# EXECUTIVE SUMMARY

This handbook has been prepared to promote the importance of the transit waiting environments of Cuyahoga County and to encourage communities to play a more active role in their improvement. It is intended for use by elected officials, planning agencies, community development organizations, businesses, developers and citizens interested in supporting transit use and enhancing the quality of life available in their communities.

Based on review of the extensive literature on the operation and design of transit systems, seven central principles were adopted as a basis for suggested improvements:

- Waiting for the bus should be a comfortable, safe experience.
- Waiting for the bus should be a predictable experience.
- Waiting for the bus should be a convenient part of everyday life.
- Bus stops must be easily identified.
- Bus stops are a community responsibility.
- Amenities should be provided at stops serving the greatest number of potential riders.
- Areas around bus stops should be developed in transit-oriented patterns.

The types of amenities suggested for different kinds of bus stops were determined by a survey of 746 people from throughout the county, representing both regular and infrequent transit riders. A copy of the survey form and detailed results are included in the Appendix. The most important amenities, in order of priority, were:

- information on bus arrival and the frequency of service
- lighting
- shelter
- seating
- heating in bus shelters
- a paved waiting surface
- trash cans
- area maps
- bike racks, and
- landscaping.

The survey also confirmed that the clear majority of respondents (over 70%) supported the use of advertising to fund stop improvements.

Guidelines for the design and installation of these and other bus stop amenities are provided, along with a suggested system for deciding how amenities should be

distributed amongst different types of stops. This system is based on an analysis of land use and density patterns throughout the RTA service area. From the analysis, a hierarchy of five types of stops was developed, with increasing levels of amenity assigned to each type:

**Type 1:** Basic stops

*(48% of the total or approx. 4,040 locations)*

Suggested amenities include stop and route identification signs, basic service information where possible, lighting, paved waiting pad and a trash can.

**Type 2:** Stops with seating near moderate densities of development and/or schools

*(26% of the total or approx. 2,230 locations)*

Improvements include the amenities of Type 1, plus a bench, landscape enhancements and a bike rack, where appropriate.

**Type 3:** Stops with shelters near higher densities of development and/or hospitals

*(20% of the total or approx. 1,700 locations)*

Improvements include the amenities of Types 1 and 2, plus a bus shelter with on-demand heating, designated pole and information sleeve with more detailed schedule information, additional casual seating, and strategies to encourage transit-oriented development within the surrounding area.

**Type 4:** Community destination stops at key community destinations or near major historic or cultural attractions

*(6% of the total or approx. 500 locations)*

Improvements include the amenities of Types 1, 2 and 3, plus real-time bus arrival display, public art, and a transit system map and information on local attractions.

**Type 5:** Regional portals at high profile regional destinations such as Public Square, Gund Arena, University Circle and the MetroParks Zoo

*(less than 1% of the total)*

These special stops include all the suggested amenities, with uniquely designed elements to create a welcoming gateway for visitors and passengers from throughout the region.

A table showing the number of stops of each type in each of the municipalities of the RTA system is included on page 30.

The handbook concludes with a discussion of implementation strategies which are divided into two kinds:

Procedural suggestions:

- dissemination of this ideabook to stimulate community interest in investing in their bus stops;
- coordination with streetscape improvement projects;
- incorporation of stop improvements in all new development and revitalization projects; and
- streamlining the approvals process for stop enhancements.

Potential funding sources:

- adopt-a-stop programs, which encourage local businesses and residents to assume responsibility for specific stops;
- developer contributions, which ensure transit stop improvements are included in all private development initiatives;
- city contributions, as part of a municipality's regular capital and maintenance budgets;
- NOACA (Northeast Ohio Areawide Coordinating Agency) streetscape enhancement funding; and
- advertising revenues.





# INTRODUCTION

## **Purpose**

Waiting for the bus or train is a significant part of the transit experience. Transit stops that are convenient, safe, and comfortable places to wait increase the satisfaction of existing transit riders, encourage novices to try public transportation, and enhance the likelihood that they will become regular passengers.

This handbook has been developed to focus attention on the importance of well designed transit stops. Although the scope of the study is limited to the service area of the Greater Cleveland Rapid Transit Authority (RTA), the principles, approach and design ideas presented in this manual are applicable to any transit system. We have also focused specifically on the design of bus stops because they have traditionally received relatively little attention as components of the transit experience, but the concepts presented in this handbook are equally applicable to any kind of transit waiting environment.

The primary purpose of this handbook is to engage communities in a productive conversation with RTA about the location and design of bus stops so that together, RTA and local communities can continue improving public transportation as an attractive option in Cuyahoga County. The “target audience” includes elected officials and planning agencies of the municipalities within the

RTA system, community development organizations, businesses, developers and citizens who are interested not only in the quality of transit services, but also in the overall improvement of their neighborhoods and the adoption of more sustainable patterns of development throughout the region.

The guidelines presented in the following chapters outline the “ideal” components and design characteristics of bus stops. In the real world, however, stop locations and their environs are defined and constrained by a variety of complicating factors and conflicting needs. The contents of this handbook therefore should be viewed as ideas for consideration in the design of new or improvement of existing stops, not as absolute requirements that must be followed by a community or the transit agency.

## **Process**

This project was championed by the RTA management, in partnership with RTA’s Citizens Advisory Board (CAB) which meets regularly with the leadership and staff of the transit authority to promote high quality transportation programs and services on behalf of transit users and the general public. RTA commissioned Kent State University’s Urban Design Center of Northeast Ohio (UDC) to undertake the development of these guide-

lines, with technical assistance from EcoCity Cleveland, a non-profit advocate for smart growth. The study was conducted under the guidance of a Transit Waiting Environments Advisory Committee which included representatives of the municipalities in the RTA system, CAB members and senior staff of RTA.

The study developed around two parallel themes: (1) identifying the types of amenities that improve the waiting experience for transit riders; and (2) determining how these amenities should be distributed amongst the almost 8,500 stops of the RTA system. Both issues were informed by the results of a community survey which was circulated on the internet and in hard copy on transit vehicles and at key community locations. A copy of the survey instrument and details of the survey results are included in Appendix A.

To identify the types of amenities that should be considered, the project team conducted field surveys of the character of existing bus stops in the RTA system and reviewed examples of best practices in other systems in the United States and Europe. From this research and the priorities recorded in the community survey, a list of desirable amenities for bus stops was prepared, along with examples of different types and styles of available products and guidelines for their installation.

The second theme addressing the assignment of amenities to stops of different types was developed through an analysis of the location and context of stops throughout the RTA system. With almost 8,500 transit stops in the system, it is necessary to make strategic investments in stop improvements that will achieve the greatest benefit to the overall system. The stops, therefore, need to be classified according to their importance in terms of the number of passengers served, and hence, the level of recommended improvements.

This classification was based on a comprehensive analysis of the nature of development within walking

distance of each stop. The analysis was based on county-wide Geographic Information System (GIS) data on land use, density and employment, and extensive work previously completed by Ryan McKenzie of EcoCity Cleveland in mapping the area within a quarter-mile's walk, or "pedsheds", around each stop. Amenities assigned according to the nature of likely riders at each type of stop and information on priorities and preferences gathered in the community survey.

### **Organization of this handbook**

The chapters that follow summarize the findings and recommendations relating to both themes of the project outlined above. First, however, the handbook offers a series of *Guiding Principles* that informed discussions throughout the study. These are followed by a chapter on *Context* which reviews the "external" factors affecting the character of bus stops –factors a community cannot do much about, such as the location and operational design of a stop, and the customer preferences revealed in the community survey.

The following chapter: *Amenities*, presents an array of possible improvements for bus stops, along with general guidelines for their implementation. The selection of amenities is informed by both the community survey and ideas collected from systems elsewhere, producing a general inventory of possible amenities, rather than one that is limited to specific recommendations for particular stops of the RTA system.

In the next chapter: *Distribution*, the approach to classifying the stops of the RTA system is presented, along with recommended amenities for each type of stop and examples of their application to specific stops.

The final chapter: *Implementation*, reviews approaches to improving the process of bus stop design and implementation, and identifies several possible funding sources to support proposed improvements.





# GUIDING PRINCIPLES

From the results of the community survey, literature research and best practices in transit stop design, the following seven propositions are put forward as guiding principles for the design of satisfactory bus stops:

1. **Waiting for the bus should be a comfortable, safe experience.**

All bus stops should be clean and well lit, and provide a comfortable, sheltered place to sit or stand while waiting for the bus. For many reasons, a traditional bus shelter is not always feasible, but coordination with adjacent development and landscape elements can provide a degree of shelter from the most extreme weather conditions.

2. **Waiting for the bus should be a predictable experience.**

Enough information should be provided at every bus stop to give riders an accurate indication of how long they will be waiting for a bus and where it will go. Where possible, additional information such as real-time bus tracking displays, detailed schedules, clocks and route maps should also be provided.

3. **Waiting for the bus should be a convenient part of everyday life.**

Bus stops should be located and designed in coordination with community activities and services, and incorporated harmoniously into the streetscape of the neighborhood. Where possible, the walk to the bus stop should be combined with other essential activities, like mailing a letter or dropping off the dry cleaning, and waiting for the bus should be an opportunity for connection with the community, through activities like chatting with a neighbor, watching children at play, or learning about the history and cultural traditions of the neighborhood.

4. **Bus stops must be easily identified.**

Although they are the infrastructure of a regional system, bus stops are gateways to different communities and should reflect their individual differences and cultural character, while still maintaining system identity and RTA branding concepts. Stop identification elements such as the RTA logo and route information signs should be consistent throughout the system, but communities are encouraged to consider other amenities that reflect the aesthetic values of the community.

**5. Bus stops are a community responsibility.**

RTA is responsible for installing and maintaining a standard stop identification sign and where warranted, appropriate service information and a standard shelter selected from available sizes according to the volume of ridership at a stop and the space available. Under its current service policy, RTA provides shelters where physically feasible at stops with 50 or more daily boardings, with exceptions made for special circumstances such as transferring passengers, senior or disabled customers, or the lack of any other shelter in the area. Typically, shelters at stops that do not meet this criterion and other amenities are provided and maintained by the local municipality, nearby businesses, developers or community development and arts organizations.

**6. Amenities should be provided at stops serving the greatest number of potential riders.**

To increase the number of people who choose transit as an alternative to the private automobile, the quality of the transit experience needs to be advertised to those who are not yet regular riders. Typically, RTA provides service information and shelters based on the volume of existing ridership. Equal priority, however, should be given to stops that are near concentrations of potential riders, such as dense residential areas, employment locations, retail centers and important community destinations.

**7. Areas around bus stops should be developed in transit-oriented patterns.**

The principles of development that supports transit use include building at higher densities, mixing land uses, and creating pedestrian-friendly streetscapes. The areas within walking distance of bus stops should be developed in these patterns to maximize the advantage of proximity to transit and to allow more citizens to access transit as a convenient transportation choice.



*Mixed use, density and pedestrian-friendly streets are key components of transit-oriented development*

# CONTEXT



As communities consider bus stops as part of new development or streetscape improvements, the possibility of relocating or adding new stops may become an issue. The following information on operational requirements and the factors that influence location decisions is provided to encourage an informed discussion on the location of new transit stops and the feasibility of moving existing ones.

Since community preferences also contribute to the context for making decisions about how stops should be improved, this chapter concludes with a summary of the results of the community survey.

## **Location of Stops**

Determining the location and spacing of bus stops is a function of network design and scheduling objectives, as well as specific conditions of the local context such as traffic volume and speed, block patterns, development density, right-of-way width, visibility and lighting.

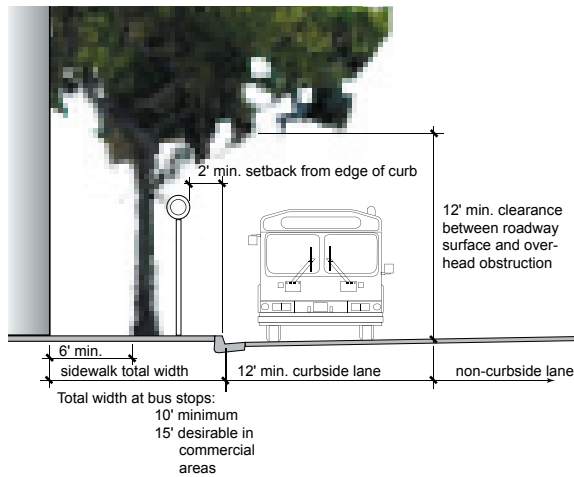
RTA Service Policy requires that bus stops are located in proximity to known passenger activity centers, such as hospitals, apartments and office buildings, on the basis of general spacing guidelines rather than fixed distances. RTA stops are spaced at approximately 8 per

mile (or 600 to 700 feet apart), except in low density areas or on bus rapid transit routes where the spacing is increased to 4 per mile (or approximately 1350 feet apart). RTA also offers “flag stops” (or on-request stops) where warranted by local conditions and type of service. Increasing the number of stops with less space between them can lead to increased travel times. Other considerations affecting the location of stops include:

### ***Relationship to intersections:***

Stops should be located as close as possible to intersections, while maintaining safe clearances for pedestrian crossings and turning traffic. There are three possible locations for a bus stop relative to an intersection: far-side, near-side and mid-block, each with particular advantages and disadvantages. The stop location, however, is generally dictated by local street and geographic conditions.

Far-side stops are required where buses make a left turn at the intersection. They minimize conflicts with vehicles turning right, and facilitate the re-entry of buses into traffic because of gaps created by traffic signals or stop signs at the intersection. Disadvantages include pedestrians crossing behind the bus and the possibility of having to stop twice, on either side of the intersection.



Near-side stops allow pedestrians to cross in front of the bus, avoid stopping twice, are closer to crosswalks, and allow boarding and alighting while the bus is stopped at a red light or stop sign. On the other hand, they interrupt traffic turning right and create hazards for traffic that may be turning in front of the bus as it pulls away from the stop. Near-side stops should be located at least 5 feet from intersection crosswalks to ensure pedestrian visibility.

Mid-block stops are provided as an alternative to a stop at a T-intersection, or when blocks are very long, or when there is a major generator of ridership located near the center of the block. Mid-block locations are generally less congested than intersections, but where possible, a crosswalk should be provided to allow safe pedestrian access to the bus stop from both sides of the street.

**Required space:**

A standard bus is 40 feet long, up to 11.5 feet high, and approximately 9 feet wide. Most stops are 50 feet in length, with an additional 50 feet of clearance to parked cars either before or after the stop proper, depending on its location relative to an intersection.

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On streets with parking, a bump-out or “bus bulb” may be used to expand the stop area out to the bus’s travel lane. This approach reduces the number of parking spaces removed for a bus stop, avoids delays when buses have to merge with traffic, and provides a comfortable waiting area out of the flow of pedestrians on the sidewalk. It also serves as a traffic calming measure and is particularly suitable for stops on pedestrian-oriented streets.

In terms of horizontal and vertical clearance, a 2-foot minimum lateral clearance must be maintained between the curb and any signs or other obstructions along the curb, and a vertical clearance of at least 12 feet is required.

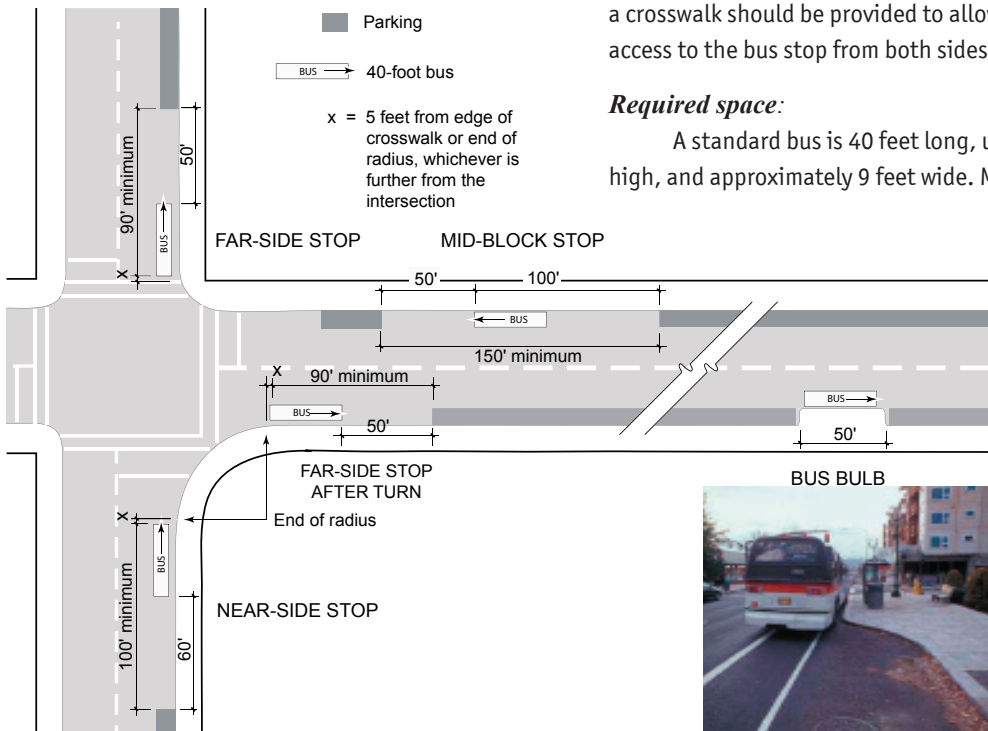
Ideally, stops should be located where there is sufficient space for a comfortable, well appointed waiting environment. Where the width of the public right-of-way does not allow enough space for a shelter or other amenities, adjacent property owners should be approached about the possibility of negotiating an easement to provide a well designed stop.

**Stop pairing and route coordination:**

Stops should be located at the same intersection as the stop for the return trip, and should serve as many routes as possible.

**Driveways:**

Where possible, bus stops should not be located near high volume driveways, nor should passengers have to wait for the bus in a driveway. Where a stop is next to a driveway, it should be located on the far side of the drive to maximize visibility for exiting vehicles and passing traffic.



**Bus stop dimensions**

Source: New York Metropolitan Transportation Council Bus Service Guidelines



***Pedestrian access:***

Transit stops should be located near entries to important destinations, but also near gateways into the surrounding neighborhood, off-street pedestrian paths and key connecting streets, particularly where there are enhanced pedestrian crossings.

***Universal access:***

Stops should be located where wheelchair access is possible, particularly near pedestrian crossings with properly designed curb ramps.

***Lighting:***

Stops should be located in well-lit areas. The recommended illumination level in the area around a transit stop is 1.5 to 2 foot candles which is typically achieved by an overhead fixture attached to a nearby utility pole. It is also possible to achieve this illumination level by lighting within a shelter. In addition to adequate lighting of the stop itself, the sidewalks leading to the stop should also be well lit, providing a comfortable sense of security for people making their way to bus or train stops at night.

***Streetscape amenities:***

The location and design of transit stops should be coordinated with other streetscape amenities such as trees, flower beds, benches, mailboxes, public phones, informational kiosks and seating walls.

***Adjacent development:***

Stops should be located where existing development adds to the comfort and convenience of the waiting experience, for example, near a coffee shop, dry cleaner or drug store. In addition to offering transit riders nearby services and conveniences, commercial uses promote activity around the stop which increase the sense of safety and provides a more enjoyable wait. Adjacent buildings also offer some shelter from the elements

and a recessed entry or storefront awning can serve the function of a transit shelter where space is limited. Vacant buildings and vacant lots, on the other hand, are poor neighbors for a transit stop, creating feelings of insecurity, desolation or exposure.

***Community input:***

Local community members, including transit riders, residents, property owners and commercial tenants, should participate in the process of locating transit stops. The location and character of stops and their associated amenities should be considered in neighborhood planning processes and streetscape improvement projects.

**Community Preferences**

A survey of current and potential riders was conducted to provide information on the qualities of transit waiting environments that are most important to the community. Survey forms (see Appendix A) were available on the web sites of RTA, EcoCity Cleveland and the Urban Design Center, and hard copies were distributed on buses, at bus stops and at key community locations.

After approximately three months, 746 survey responses were returned, including 484 on line and 262 in paper form. Respondents were from 91 different zip codes across the county, with over 80% riding the bus at least twice a week. An analysis of the statistical significance of the responses was made by RTA, showing that the sample size supports a confidence level of 95% for all but two of the available choices on the survey form. Key findings are summarized below, with the detailed results of the survey included in Appendix A.

With the focus of this study on increasing levels of transit ridership, one of the first questions in the survey asked what would encourage people to ride the



*Stops should be located as close as possible to intersections, and near commercial services*



*Stops should be located where there is ample room for appropriate amenities*



*Landscaping can improve the setting when there are no other adjacent amenities*

bus more often. While the speed of the journey ranked highest, monetary savings and better schedule information tied for second place, indicating the importance of information as an incentive for using transit. In the next question about what types of information were most important, the highest scoring answer was the general frequency of service (e.g. “bus runs every 20 minutes”) closely followed by an electronic display showing when the next bus will arrive, and complete schedule information on the arrival time of all buses at the stop.

The value of knowing when the next bus arrives was reinforced in the following question of the survey which asked about the relative importance of various amenities at stops with shelters on busy streets. The highest ranked amenity was an electronic display of the

arrival time for the next bus, followed by special lighting of the stop and surroundings, heating of the shelter and additional seating outside the shelter. A similar question about stops without a shelter on quiet streets returned the highest score for some form of shelter from the elements, followed by special lighting, a bench and a paved surface to stand on while waiting.

The conclusion from these results is that scheduling information is a critical priority at bus stops, closely followed by a sheltered place to sit and the sense of security provided by adequate lighting. These priorities were also generally reinforced in the space provided for open-ended comments after each question on the survey.



# AMENITIES



The design of transit stops is a combination of essential items –stop identification and service signage– and a wide variety of elective components that support the comfort and convenience of waiting passengers. In addition, the quality of a transit stop is also a function of the character of the surrounding environment and the nature of the experience getting to the stop. In this chapter, we review possibilities for each of these three segments of the transit waiting environment, starting with the essential operational elements, followed by desirable amenities that improve the waiting experience, and finally, ideas for improving the surrounding context.

Note that none of the ideas included here has been adopted by any of the communities of the RTA system, nor has RTA agreed to any of the suggested changes. The purpose of this chapter is to promote discussion about the kinds of improvements that could be considered and to stimulate creative thinking about the opportunities of different locations.

## Stop Identification

To encourage people to use transit, the first step is to make it obvious where the bus stops, and easy to recognize stop locations throughout the system. The RTA logo is simple, powerful and universally recognized throughout Cuyahoga County as the symbol of transit

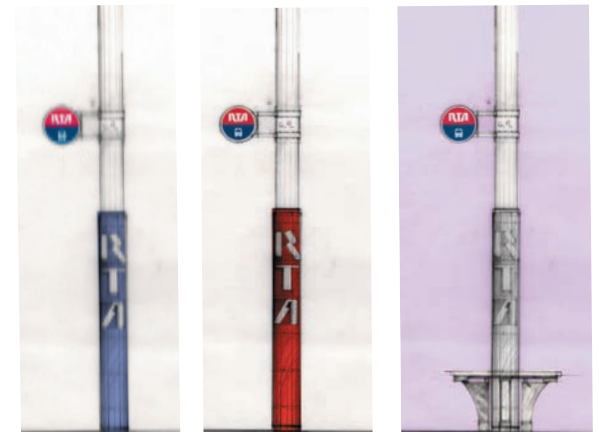
service. It marks every stop in the system, preferably attached to a utility pole, or where there is no suitable existing support, mounted to a perforated steel post.



The presence of a shelter also helps to identify the location of bus stops. Without a shelter, however, the location is only marked by the RTA logo sign which is often obscured by the chaos of overhead wires, traffic signs and other street clutter. Approaches to making the location of stops more visible include:

### *Decorating existing poles:*

Where identification signs are attached to existing utility poles, the presence of a bus stop can be made more visible by special treatment of the pole to make it stand out from others on the street; for example, by painting the pole with additional transit signage, adding banners above the logo sign, or wrapping the lower part of the pole with a different material such as sheet metal or recycled rubber. Treatments of this type, however, impose an additional maintenance burden and must be approved by the utility company.



*Examples of decorated utility poles*

### ***Using a consistent pole:***

Adopting a uniquely designed mounting pole as an integral part of the identification signage package would help to make stops more recognizable. Although inevitably more expensive than RTA's current perforated steel post, a standard pole can be relatively simple, with additional design detail provided through the method of attachment of the logo sign, integral lighting and information sleeves (see below). Adopting a consistent pole for stop identification adds another element to the streetscape which can be problematic in areas that are already cluttered with utility poles and traffic signs.

The advantages, however, in terms of integrated signage and lighting and visual consistency throughout the RTA system recommend this approach as a way to address several important issues at once.

### ***Lighting:***

Lighting was clearly an important factor to the survey respondents who rated it second in importance at stops on both busy and quiet streets. Special lighting with a consistent fixture that attaches either to an RTA

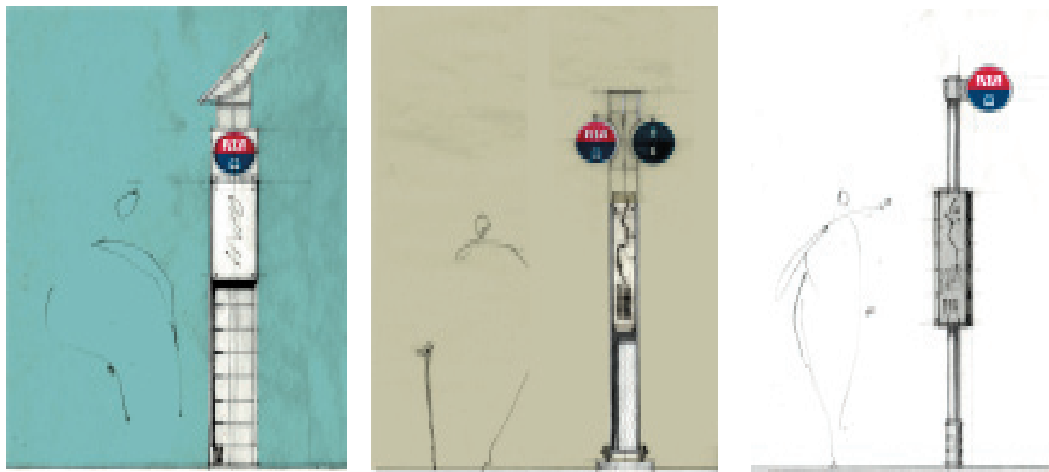
supplied support or an existing utility pole can increase the visibility of the stop, at the same time as improving the security of the area. Solar fixtures, which avoid the need for connection to a power source, are now available in a wide range of styles and illumination qualities. The type, size and placement of a lighting fixture should be designed to minimize glare on signs and provide a uniform illumination level of 1.5 to 2 foot candles over the bus stop area.

RTA is currently testing a multi-purpose pole which is capped by a solar light that improves the ambient lighting of the stop area. It also includes a solar-lit information panel and a strobe light to signal the bus driver that there are waiting passengers.

### **Service information**

In the community survey, better schedule information tied for second place in the list of improvements that might encourage people to choose transit more often. Of the types of information preferred, general frequency of service, arrival time of the next bus, and first and last bus arrival times were rated the most important, followed by a complete schedule of all buses serving a stop.

RTA currently maintains complete schedule information for its 88 bus routes and 11 Community Circulator services on-line, and next bus arrival times are available for all stops by phone. Wide distribution of this kind of information in hard copy, however, is problematic because schedules change frequently and maintaining current information at approximately 8,500 bus stops is a costly challenge. The schedule for most routes also changes throughout the day, as well as on weekends and public holidays. It is therefore difficult to summarize bus frequency, except in gross generalities that could be more misleading than helpful.



*Examples of custom designed poles, with solar light fixtures and integral information sleeves*

Information can be provided at bus stops in various ways, including

- real time displays,
- fixed data signs,
- information sleeves,
- information kiosks, and
- fixed map panels.

**Real time displays:**

New technologies in bus tracking and data display offer the best solutions to providing passengers with information, but at a significant cost. Real time displays that indicate the time of the next departure are regularly installed in major train stations and high volume bus terminals. There are also various programmable digital displays available which provide more comprehensive information on demand, including route maps and destination information. RTA has already installed 50 real-time displays at transit centers and key stops throughout the system.



*Real time signs mounted inside shelters*

Clearly, digital information systems are the wave of the future and RTA is closely monitoring the development of new products and their applicability to the Cuyahoga County system. While it is impractical to expect such sophisticated information displays at all bus stops, they are being considered for the highest volume stops in the system. For other stops, the alternatives remain fixed data signs and changeable information sleeves.

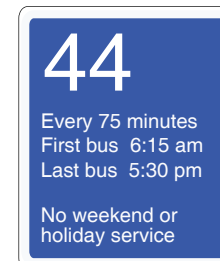
**Fixed data signs:**

Because they are relatively permanent, these traditional sign panels should not contain information likely to change with any frequency, but are suitable for displaying route numbers. To meet the requirements of the Americans with Disabilities Act (ADA), the minimum size of characters on these signs is 3 inches in height.

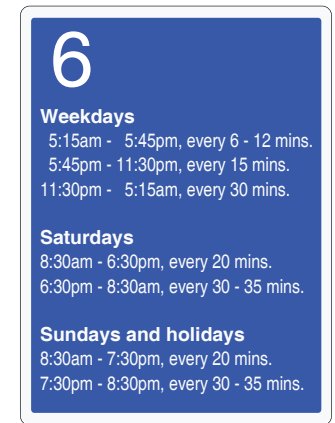
For certain stops on relatively fixed routes, it may also be possible to include more detailed information. For example, at the Parmatown Mall stop on Route 44, a fixed sign could include: "First bus: 6:15am, Last bus: 5:30pm/Bus runs every 75 minutes/No weekend or holiday service." ADA regulations make an exception for bus schedules, timetables and maps, so the lettering for this kind of information can be smaller than 3 inches. Whether such information can be practically displayed on a fixed data sign must be determined stop by stop, according to the complexity of the schedule and its likelihood to change.

**Information sleeves:**

A more flexible alternative for displaying information is available in information sleeves designed to accept changeable printed data sheets. These sleeves attach to a stop identification pole and while some types have adjustable attachment mechanisms, the degree of flexibility is limited and unable to accommodate timber



approx. 11"x 13.25"



approx. 16.7"x 22"

*Fixed data signs for the Parmatown Mall and a stop on Euclid Avenue, which is RTA's highest volume route.*



*Different styles of information sleeves*



*Solar light and information panel at East 81st and Euclid Avenue*



*Information kiosks at Public Square and Mill Creek*

utility poles. The use of an information sleeve, therefore, demands the use of a designated transit sign pole. Complete schedules, route maps and area information can be included in these sleeves, depending on the design which may be tubular or multi-sided.

As noted above, RTA is currently testing a solar powered information sleeve at two stops in the system. It is a single panel design, displaying schedule information at a comfortable reading height, with push-button lighting to illuminate the printed data. The fixture also includes an overhead solar light which increases the ambient light level around the stop, and an on-demand strobe light to signal the bus driver that there are waiting passengers.

Although information sleeves provide an effective way to display changeable data, replacing schedules in a timely manner remains a significant issue. To reduce the system-wide burden, RTA could contract with local municipalities or Community Development Corporations to assume responsibility for maintaining the information sleeves, with new schedule data transmitted electronically for local printing and installation.

**Information kiosks:**

These offer a larger display area than information sleeves and can show more comprehensive information, at a scale that is easier to read. The City of Cleveland has recently installed a number of these kiosks in downtown and at key tourist locations such as Mill Creek.

**Fixed map panels:**

From the community survey, the most important type of information requested, after frequency and schedule data, were maps of routes serving a particular stop and of the entire RTA system. Because of limited display area, information sleeves, kiosks and schedule brochures frequently only provide abstract route dia-

grams, rather than to-scale maps. At key transfer points and tourist destinations, it may be helpful to provide large, geographically accurate maps that position the stop relative to major landmarks and attractions, and highlight connecting transit routes and transfer points throughout the area.

These maps could be displayed in the glass panels of a shelter, under glass against a blank wall or unarticulated facade of an adjacent building, or where the sidewalk is wide enough, in a freestanding display that can be viewed from both sides. Depending on the size of the exhibit, the maps could include information about the history of the area, its cultural traditions and key community leaders.



*Route maps and detailed schedule information in fixed display panels*

## Comforts and Conveniences

For stops with a shelter on busy streets, the most important amenities, besides better information and lighting, according to the community survey, were on-demand heating, additional seating, and trash cans. Clocks, public restrooms, pay phones and local area maps with information on attractions and services were the next highest scoring items, but at a considerably lower level of importance. For unsheltered stops on quiet streets, some form of shelter was a clear priority, followed by lighting, somewhere to sit, and a paved surface to stand on while waiting. Trash cans, bicycle racks and trees followed, with significantly lower scores.

The type of amenities appropriate to any stop depends on its location, the nature of the surrounding context and the habits of current and potential riders, which are likely to change over time. A stop on a quiet residential street, for example, may serve a significant number of bike riders for a year or two and therefore warrant a bike rack. But as the population using the stop changes, the bike rack may fall –or rise– in value. It is important therefore to engage the community in deciding what types of amenities will be most appreciated and to solicit their input on the design of specific elements. From the survey, however, there are a number of clear priorities.

### *Shelters:*

RTA currently maintains 1,500 bus shelters, of a handsome and serviceable design that has proven durable and easy to maintain. From the community survey, the only complaint about the existing shelter design was that it is open at the ground, allowing cold winds to chill waiting passengers in winter. On-demand heating was also one of the highest scoring amenities in the survey for stops with shelters. Although there are significant challenges to providing heat in shelters, the results of

the survey suggest that further study of this issue may be warranted.

Typically, shelters are installed where physically feasible at stops with 50 or more daily boardings. This criterion is relaxed for circumstances such as a high proportion of senior or disabled passengers, or the lack of any other type of shelter in the area such as a building overhang or canopy. A community may install additional shelters at its own expense, or may select a different size of the standard shelter if it is willing to bear the differential cost. In some cities, advertising companies have installed shelters at no cost to the community in exchange for advertising revenues –an approach that was strongly supported by the results of the community survey. Advertising should not obscure the view of approaching buses and standards for the content, placement and maintenance of advertising panels should be specified in contracts with shelter suppliers.

Manufactured shelters are available in a wide range of styles and sizes, suitable for different types of locations and sidewalk conditions. Custom designed shelters can enhance the identity of a neighborhood and add distinction to special locations. They also offer opportunities for better coordination with the design of adjacent buildings and streetscape features, and can



*Standard RTA shelter*



*Custom designed shelters in Arizona and California that relate to the colors and materials of local architecture*



*Contemporary style shelters with advertising and information panels*

showcase the work of local designers and artists. Capital and maintenance costs must be carefully considered, however, because RTA cannot provide or maintain custom shelters. All shelters must also meet applicable setback and zoning requirements.

Shelters are usually located against the curb, opening to the sidewalk with the back of the shelter towards the street. The structure should be set back 2 feet from the line of the curb to avoid damage from passing vehicles. In tight urban locations, the shelter may be located against an adjacent building facade, leaving a clear sidewalk dimension of at least 5 feet between the shelter and the curb. Shelters should be located to allow clear views to oncoming buses, pedestrians and adjacent development to maximize the degree of informal surveillance of the area around the stop.

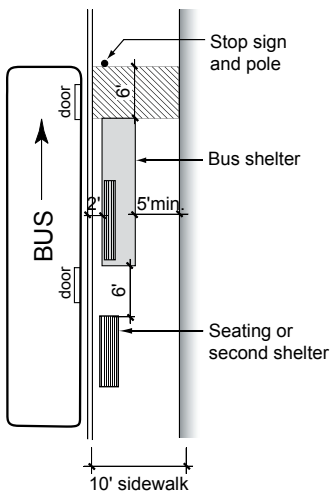
Where a shelter is not warranted or the sidewalk dimension makes installation infeasible, adjacent development in commercial areas should be encouraged to install awnings or provide covered recesses where passengers can wait in relative comfort. In residential or suburban areas, trees and shrubs can be planted around the stop to help control sun, wind and snow. Landscaping at bus stops, however, must be carefully designed, and regularly maintained by local stakeholders to avoid overgrowth that obscures the visibility of the stop or leads to safety concerns.

**Paving:**

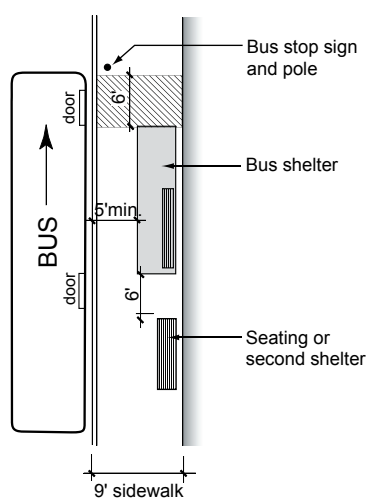
Most sidewalks are constructed of broom-finished concrete which provides a consistent, even surface and is cost effective, easy to install, and relatively maintenance-free. The waiting area can be differentiated from the sidewalk at minimal additional cost by changing the scoring pattern of the concrete, or using a tinted or stamped concrete. In special locations, another material, such as brick or modular pavers, can add distinction to the waiting area and separate it perceptually from passing pedestrian traffic.

Where the bus stop is located in a tree lawn, a paved waiting pad of at least 7 feet by 6.5 feet should be provided. This dimension is necessary to accommodate

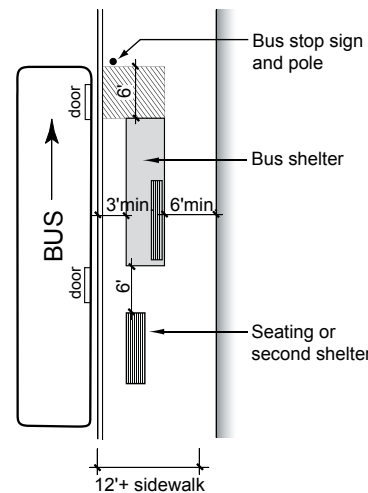
Standard bus stop with shelter



On sidewalks less than 10 feet wide

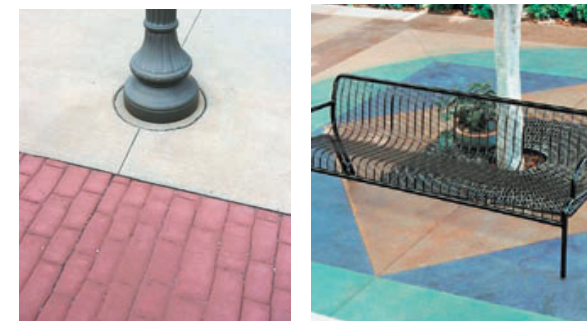


On sidewalks more than 12 feet wide



**Bus stop shelter placement**

Source: New York Metropolitan Transportation Council  
Bus Service Guidelines



Stamped or colored concrete are low cost techniques for differentiating the bus stop waiting area



wheelchair ramp deployment from the bus and to allow for wheelchair movement after clearing the ramp. A paved connection of at least 5 feet in width should be provided between the waiting pad and the sidewalk. This connection can be an adjacent driveway, provided there is no change in level between the waiting pad and the drive, or a paved ramp at a maximum slope of 8% (1:12) is provided.

**Seating:**

Seating is usually incorporated into shelters but at high volume stops, or stops without a shelter, freestanding benches or low seating walls should be provided. Ideally, seating should be 18 to 20 inches from finished grade and at a uniform height, with a minimum seat depth of 15 inches. Armrests of 7 to 10 inches above seat height are desirable because they provide leverage points to assist elderly and disabled people in lowering and raising themselves. Where possible, seats should be located at least 2 feet from walkways so that legs do not protrude into pedestrian traffic.

Benches come in a wide variety of styles and sizes, and an appropriate bench should be selected to complement the design of the bus shelter and other street furnishings. In high-traffic urban areas, opportunities for informal sitting and leaning, against projecting building elements or planters, should be exploited. Where space is too limited for a bench, a railing attached to an adjacent building or separating the waiting area from the sidewalk can provide a convenient place to lean or set down packages while waiting for the bus. A comfortable height for such a railing is between 24 and 30 inches.

In quiet, suburban locations, garden walls or artfully placed boulders or slabs of cut stone can provide bus stop seating that compliments the character of the streetscape more effectively than a traditional bench.

**Trash receptacles:**

Bus stop cleanliness is a high priority for most transit riders and trash cans scored relatively high in the community survey, in both shelter and non-shelter scenarios. There are numerous types of trash receptacles, ranging from the large, concrete top-loading cans familiar to Clevelanders, to lighter metal cans and “historic” styles. Trash cans should be selected to coordinate with other street furnishings, with consideration of factors such as how easy it is to empty, how frequently it will be emptied, and the wind conditions in the area which will affect the choice of an open or covered design. RTA cannot provide trash collection and encourages municipalities, local businesses and civic groups to assume this responsibility for the public spaces of their community.

Where provided, trash cans should be located within easy reach of people boarding and alighting from a bus, such as adjacent to a shelter or an exterior bench. They must not obstruct the sidewalk, or access to and from the doors of a loading bus. Where people are walking between the trash can and some other fixed element of the streetscape, there should be at least 5 feet of clearance.



*Trash receptacles can help to differentiate the design of transit environments between communities*



*Seating can be integrated into landscape elements of bus stops, or other functional items like bollards and fences*



*Inventive bike racks add interest to the sidewalk.*



*Where space is limited, bike racks can be part of other street elements.*



*At key biking locations, lockers and water fountains could be considered.*

***Bike racks:***

The design of bike racks has received considerable attention over the last few years and there are now many innovative and space-saving styles available. In addition to providing an important convenience for cyclists, bike racks can add visual interest to the transit waiting environment and offer an opportunity for engaging local artists and craftsmen in improving the transit waiting environment.

Bike racks should be located clear of other elements of the waiting area, and with ample room on all sides to accommodate locking and unlocking.

***Public art:***

A famous public art installation is Jack Mackie’s celebrated “Dance Steps on Broadway” in Seattle. Bronze shoe prints are inlaid into the sidewalk at eight locations along the corridor, inviting waiting transit passengers to learn the steps of ballroom dances. Twenty years later, they still delight Seattle’s transit riders and people have been known to miss the bus rather than interrupt their impromptu dance lesson.

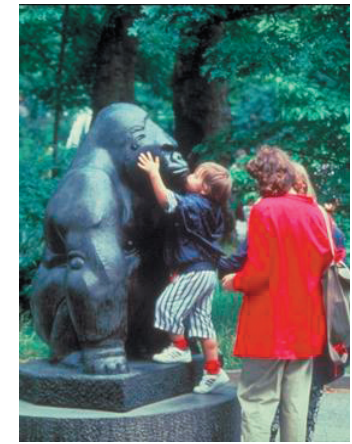
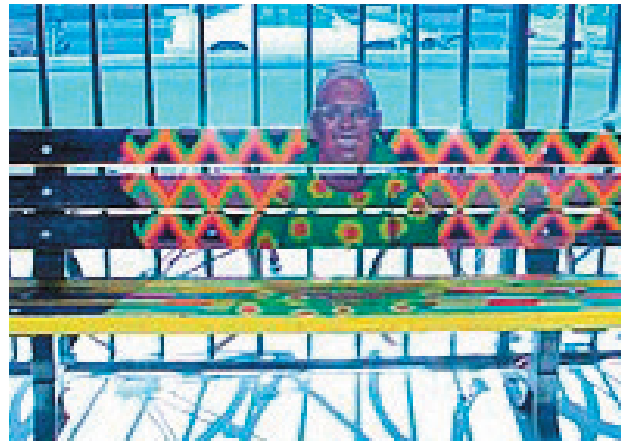
Public art that invites active participation like this can make any wait melt into insignificance. Art opportunities at transit stops, however, can be as simple as painted benches or an interesting fence, like the recent installation at Cleveland’s Orchard School by Brinsley Tyrrell.

***Historic and cultural information:***

Stories of local civic leaders, the cultural traditions of the community or the historical development of the neighborhood can be told in interpretive plaques and posters mounted in bus shelters or inlaid in the paving of waiting areas. Local historical societies and cultural organizations should be engaged in developing changing exhibits or permanent commemorative installations at key bus stops that highlight the unique characteristics of the neighborhood and its residents.

***Community notice boards:***

Bus stops are an ideal place to display information about community events, apartments for rent, garage sales or other public messages. To avoid the shabby appearance of poorly displayed and out-of-date notices,



*Art can be integrated into the design of common transit waiting elements, like shelters, railings and benches.*

*Freestanding art pieces can make waiting for the bus entertaining.*

these kinds of community message boards should be managed and maintained by a municipal representative or a responsible community organization.

**Advertising:**

When there is nothing to do but wait, advertising can be an entertaining diversion. Participants in the community survey were strongly in favor of generating advertising revenues to support transit stop improvements, with general caveats about propriety and good taste. Advertising contracts should be developed in partnership with community stakeholders, with explicit agreements about the content and graphic quality of all display materials.

**Surrounding development**

Transit systems are part of the public infrastructure that makes up a community and bus stops both contribute to, and are supported by, the quality of the public realm. A transit rider’s journey begins and ends at home, work or elsewhere in the community, and his or her experience includes the environments around the stops at either end of his ride and the routes to and from these stops. The quality of the context, therefore, is just as important as the quality of the transit waiting environment itself.

RTA is willing to work with municipalities to locate transit stops to support community nodes and new development centers. The municipalities, however, should also work to ensure quality pedestrian environments around transit stops, and to concentrate development within walking distance of bus or train stops, through transit-oriented planning and zoning regulations. Municipalities can improve the character of the context by adhering to the following general guidelines for development around transit stops.

**Mixed use and density:**

Wherever possible, the area within walking distance of a transit stop –an area of about a quarter of a mile radius, or 15 minutes’ walk– should be developed with mixed uses, at a moderate to high density. Together, mixed use and density support both transit use and personal safety. A mix of uses is important because it produces a variety of people coming and going around-the-clock, seven days a week, and the higher the density, the greater the amount of activity. The presence of people is critical because they provide “eyes on the street” which deters crime and increases perceptions of security. Deserted or sparsely populated areas, on the other hand, feel dangerous and intimidating.

**Circulation patterns:**

Transit stops should be connected by safe, attractive pedestrian paths and bikeways to major activity centers, such as concentrations of employment and households, shopping areas, major public buildings and institutions, and parks and common open spaces. Sidewalks should be well lit and attractively landscaped. Clearly marked crosswalks should be provided at all intersections and mid-block crossings, preferably constructed with paving of a distinctive color and texture.

**Building character:**

Development should be designed to define and shelter pedestrian paths, with buildings of a similar scale and massing maintaining a consistent setback from the street. Development should encourage informal surveillance of pedestrian paths and other public spaces by maximizing sight lines between the public and private realms. All buildings facing pedestrian routes should include active uses on the ground floor, with generous areas of glazing and clearly defined entries. Buildings should be compatible but not consistent in design and



*Density and a mix of uses*



*Well marked pedestrian paths and crosswalks*



*Active uses at ground level*



*On-street parking provides convenience, slows traffic, and protects pedestrians from moving traffic.*



*Artful signage adds interest and excitement to the street.*

detailing, and should be constructed of quality exterior materials that offer a sense of durability and permanence.

**Parking:**

On-street parking should be provided wherever possible to reduce the apparent width of the street and to shelter pedestrians from passing vehicles. Off-street parking facilities should be designed to be as unobtrusive as possible, with surface lots and garages located to the side or rear of buildings. Curb cuts and driveways crossing pedestrian paths should be minimal in number and width, and where possible, off-street parking areas should be accessed from rear alleys or side streets. All surface lots fronting a pedestrian path should be screened by a solid hedge or screen planting of at least 3 feet, but no more than 3 feet 6 inches, in height. This planting may be combined with a wrought iron, or wrought iron and brick pier fence, rising to a maximum height of 6 feet. Trees should be used extensively throughout parking areas to provide shade and break up the expanse of paving.

**Lighting:**

Street lighting should be supplemented by pedestrian-scale lighting along all pedestrian routes and bike-ways. Where possible, utilities should be underground, or contained in rear alleys.

**Signage:**

Signs visible from pedestrian paths should be of high quality design and materials, and scaled to the pedestrian. Facade mounted signage is preferred and should complement the character of the building to which it is attached. No pole signs, roof-mounted signs, signs with moving or flashing lights, or signs with exposed electrical equipment should be approved. All internally illuminated and neon signs must be maintained in full working order at all times and no temporary signage should be permitted.

**Landscaping:**

Landscape elements such as trees, shrubs and ground covers, planters, hanging baskets, lighting, public art and other street furniture should be coordinated to create an integrated streetscape which adds comfort and interest to pedestrian paths. Street trees should be planted at an average of 25 feet on-center along both sides of a street. The use of trees and other plantings with special characteristics such as spring flowers and strong fall color should be encouraged, particularly along major pedestrian routes. The creative use of plant materials such as climbing vines and trellises is encouraged, along with flowering beds, shrubs, hanging baskets and other decorative plantings. Planters that double as seating should be used to enliven commercial streets and major pedestrian paths.



*Where space is limited, floral planters and hanging baskets can soften streets and sidewalks.*

For further information on transit-oriented development patterns, see [www.ctod.org](http://www.ctod.org), [www.cnu.edu](http://www.cnu.edu), [www.todadvocate.com](http://www.todadvocate.com), [www.transitorienteddevelopment.org](http://www.transitorienteddevelopment.org), [www.rtd-denver.com](http://www.rtd-denver.com), [www.reconnectingamerica.org](http://www.reconnectingamerica.org) and similar web sites.

# DISTRIBUTION



Which bus stops deserve the most investment? And which stops should get a shelter, or a system map? Currently, RTA prioritizes its investment in bus stops according to the volume of existing passengers, with 50 boardings a day qualifying a stop for a shelter. To make stop investments more proactive in encouraging new users to select transit, the relative importance of stops should be measured by potential ridership as well as current boardings.

## Heirarchy of stops

Potential demand for service can be measured by the proximity of stops to concentrations of residential and commercial development and key area destinations such as hospitals and major cultural and recreation venues. The theory adopted in this study is that stops in areas with high residential or employment density, and stops near key community destinations, have the potential to attract a higher number of riders, and therefore warrant investment in the kinds of improvements that would encourage people to ride the bus more often.

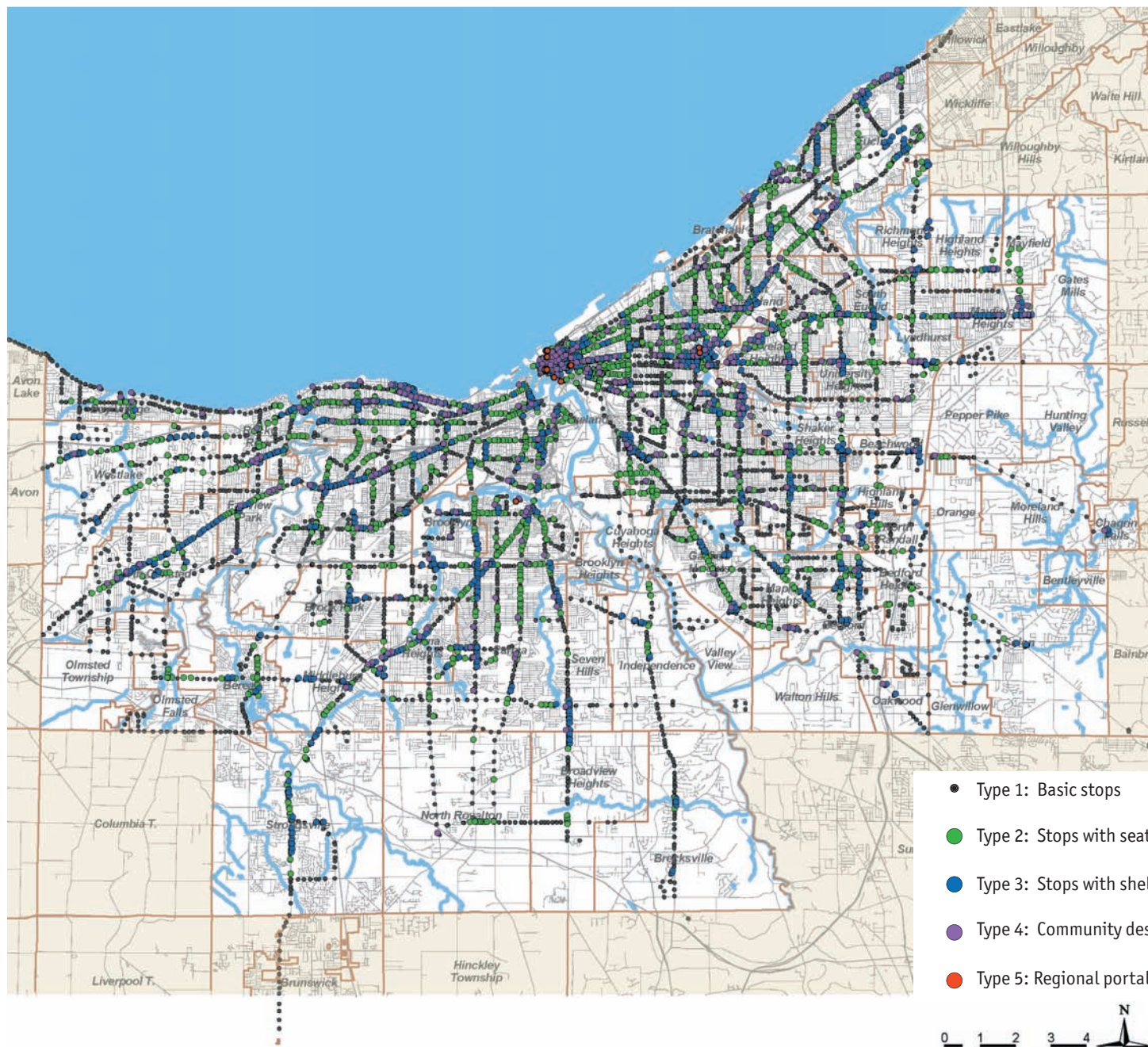
Passengers can be expected to walk up to a quarter of a mile to a bus stop. A “pedshed” is the area falling within a quarter-mile distance from a bus stop, measured along the street network rather than as the

crow flies. Pedsheds for all the RTA stops were mapped using ESRI’s Network Analyst, a GIS (Geographic Information System) program which calculates the actual walking distance around each stop. The boundaries of pedsheds were then overlaid on GIS maps of residential, retail and employment density to determine a “context rating” for each stop in the system. Residential information was derived from census block data of the 2000 census. Retail data was retrieved from a study conducted by the Cuyahoga County Planning Commission in 2000, and employment density was based on employment zone census data requested from NOACA (Northeast Ohio Areawide Coordinating Agency).

From this analysis, the 8,492 stops of the system were classified in a hierarchy of five stop types, ranging from Basic Stops (Type 1) with no particular ridership-generating factors in their context, to Portal Stops (Type 5) at high profile regional destinations such as Public Square in downtown Cleveland and the Metroparks Zoo. Criteria for the definition of each stop type are detailed below, and a map of the distribution of stop types throughout the RTA system is included on the following page.



*Existing stop at Severance Town Center  
in Cleveland Heights*



**TYPE 1: *Basic stops***

4,040 stops, approximately 48% of the total, make up this category which has little potential to generate additional ridership.

**TYPE 2: *Stops with seating***

These are stops which do not warrant a shelter, but deserve a level of increased amenity because they are near moderate densities of development or schools. 2,231 stops, approximately 26% of the total, are assigned to this category based on proximity to:

- Residential density of 10-20 households/acre
- Employment areas with 20-50 employees/acre
- Middle schools and high schools

**Type 3: *Stops with shelters***

These are stops that warrant a shelter and additional amenities because they are near hospitals and/or higher densities of development. 1,712 stops, approximately 20% of the total, are assigned to this category based on proximity to:

- Residential density of greater than 20 households/acre
- Retail/service uses of greater than 150,000 sq. ft.
- Employment areas with more than 50 employees/acre
- Hospitals

**TYPE 4: *Community Destinations***

These stops are located at key community destinations or near major historic or cultural attractions. They serve as gateways to towns and neighborhoods and passengers should be able to access extensive information about transit services as well as information about the local community and its various attractions. 503 stops,

approximately 6% of the total, are assigned to this category, based on proximity to destinations such as:

- Parks
- Museums
- Libraries
- Town halls
- Mixed use town centers

**TYPE 5: *Regional portals***

These stops, which account for less than 1% of the total, are located at high profile regional destinations, such as Public Square in downtown Cleveland, Gund Arena, University Circle, and the Metroparks Zoo. These stops should be individually designed to create a unique waiting environment that welcomes passengers from around the region.

**Assignment of amenities**

The suggested improvements appropriate to each type of stop are summarized in the table on the following page. The physical conditions at any particular stop, however, may make the suggested improvements infeasible, or funding commitments by the local community may either expand or contract the treatments recommended for a specific stop. The value of this assignment of amenities is as a general guide to the level of improvements warranted system-wide and for each municipality.

The suggested treatments are cumulative, with each category of stops including the improvements of the previous level, together with some additional amenities. For example, the components of Type 1: ***Basic Stops*** are provided at every stop of the system; Type 2: ***Stops with Seating*** include all the improvements of Type 1, plus a bench, landscape enhancements

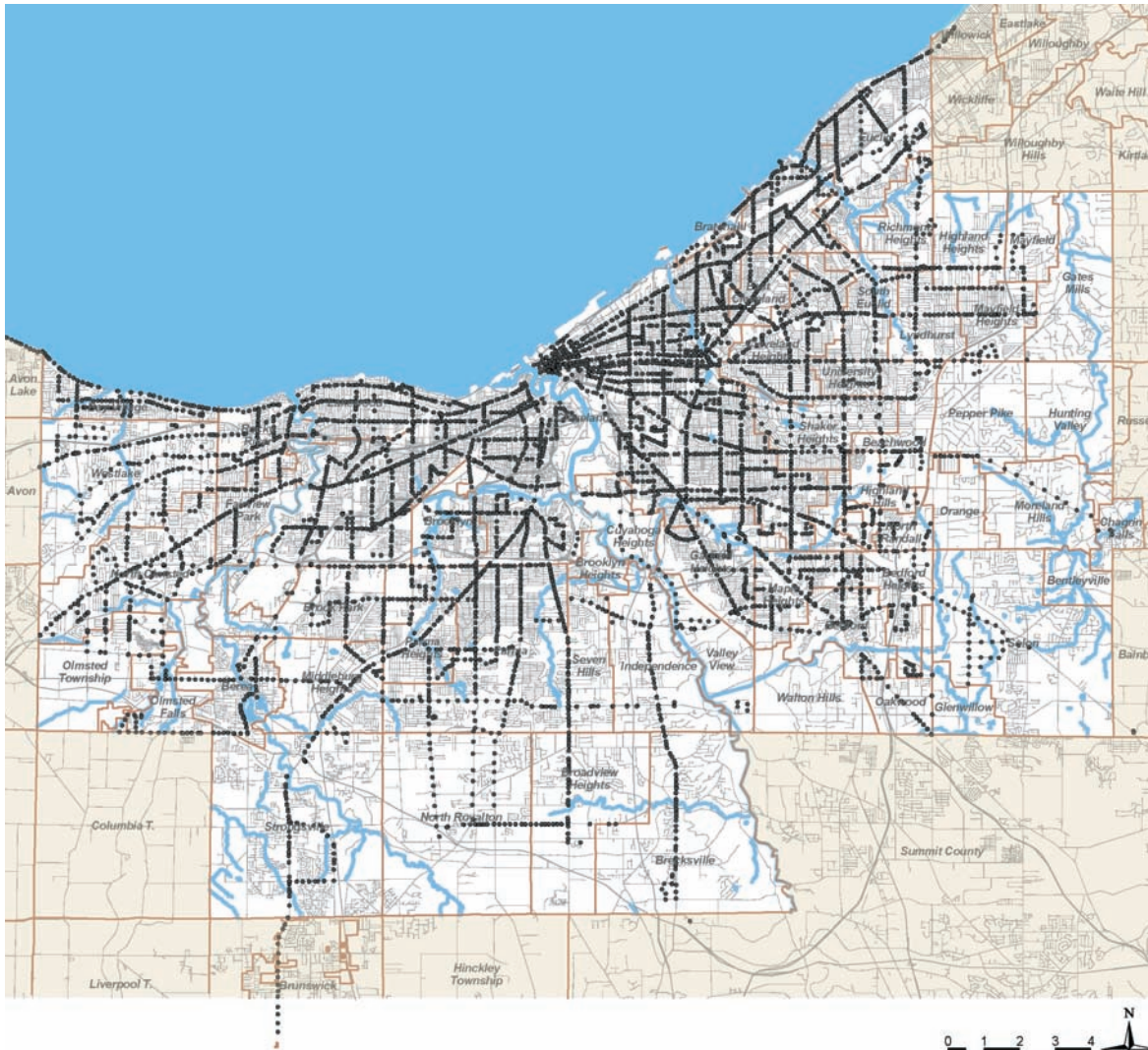
	TYPE 1	TYPE 2	TYPE 3	TYPE 4	TYPE 5	TOTAL
	Basic stops	Stops with seating	Stops with a shelter	Community destinations	High profile regional destinations	
RTA Logo sign with phone number and web address for detailed schedule information	4,040	2,231	1,712	503	6	<b>8,492</b>
Existing utility pole or perforated metal post	4,040	2,231				<b>6,271</b>
Route identification sign	4,040	2,231				<b>6,271</b>
Basic service information, as possible	4,040	2,231				<b>6,271</b>
Lighting	4,040	2,231	1,712	503	6	<b>8,492</b>
Paved waiting pad	4,040	2,231	1,712	503	6	<b>8,492</b>
Trash can	4,040	2,231	1,712	503	6	<b>8,492</b>
Bench		2,231	1,712	503	6	<b>4,452</b>
Landscape enhancements		2,231	1,712	503	6	<b>4,452</b>
Bike rack, where appropriate		2,231	1,712	503	6	<b>4,452</b>
Bus shelter			1,712	503	6	<b>2,221</b>
Designated RTA pole and information sleeve with comprehensive schedule information			1,712	503	6	<b>2,221</b>
Push-button heating in shelter			1,712	503	6	<b>2,221</b>
Casual seating outside shelter			1,712	503	6	<b>2,221</b>
Development strategies to encourage transit-oriented design			1,712	503	6	<b>2,221</b>
Real-time vehicle arrival display				503	6	<b>509</b>
Transit system map				503	6	<b>509</b>
Public art				503	6	<b>509</b>
Local information and attractions map				503	6	<b>509</b>
Uniquely designed elements					6	<b>6</b>

and where appropriate, a bike rack; Type 3: *Stops with a shelter* include all the components of Types 1 and 2, plus a shelter, designated pole and information sleeve, .....; and so on. Early items of Type 1 and 2 stops, including the use of existing utility poles, route identification signs and basic service information, drop out of the hierarchy as they are superseded by more sophisticated sign supports and information systems in Type 3 stops.

Maps showing the distribution of each of the five types of stops are included on the following pages, including an example of how a typical stop of each type will change with implementation of the suggested improvements. It is important to note, however, that each stop will offer opportunities and constraints that may suggest a different package of improvements from the hierarchy presented here. This classification system is only a way to begin to understand the magnitude of the bus stop improvement task and to develop a preliminary outline of priority investments.

A table summarizing the types of stops in each municipality is included on page 30. Again, this is only a preliminary inventory derived from the computer analysis described above. Each municipality needs to review the stops of its jurisdiction to confirm the designation of types and develop a specific plan for implementing improvements.





**Type 1: Basic stops**

St. Clair Avenue

BEFORE



AFTER



RTA sign and route number, decorated pole, paved waiting pad, trash can

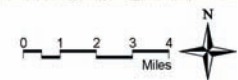
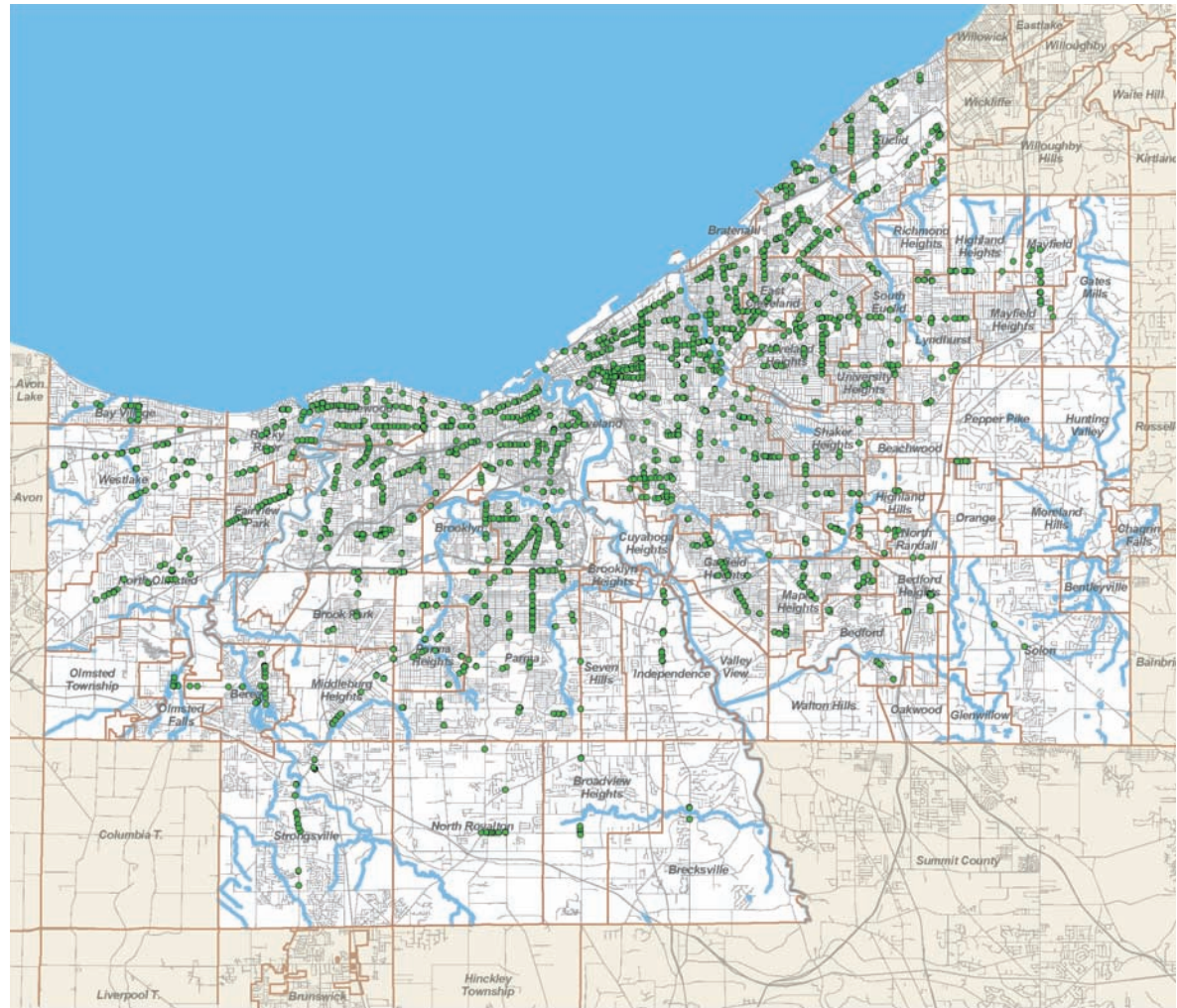
St. Clair Avenue  
BEFORE



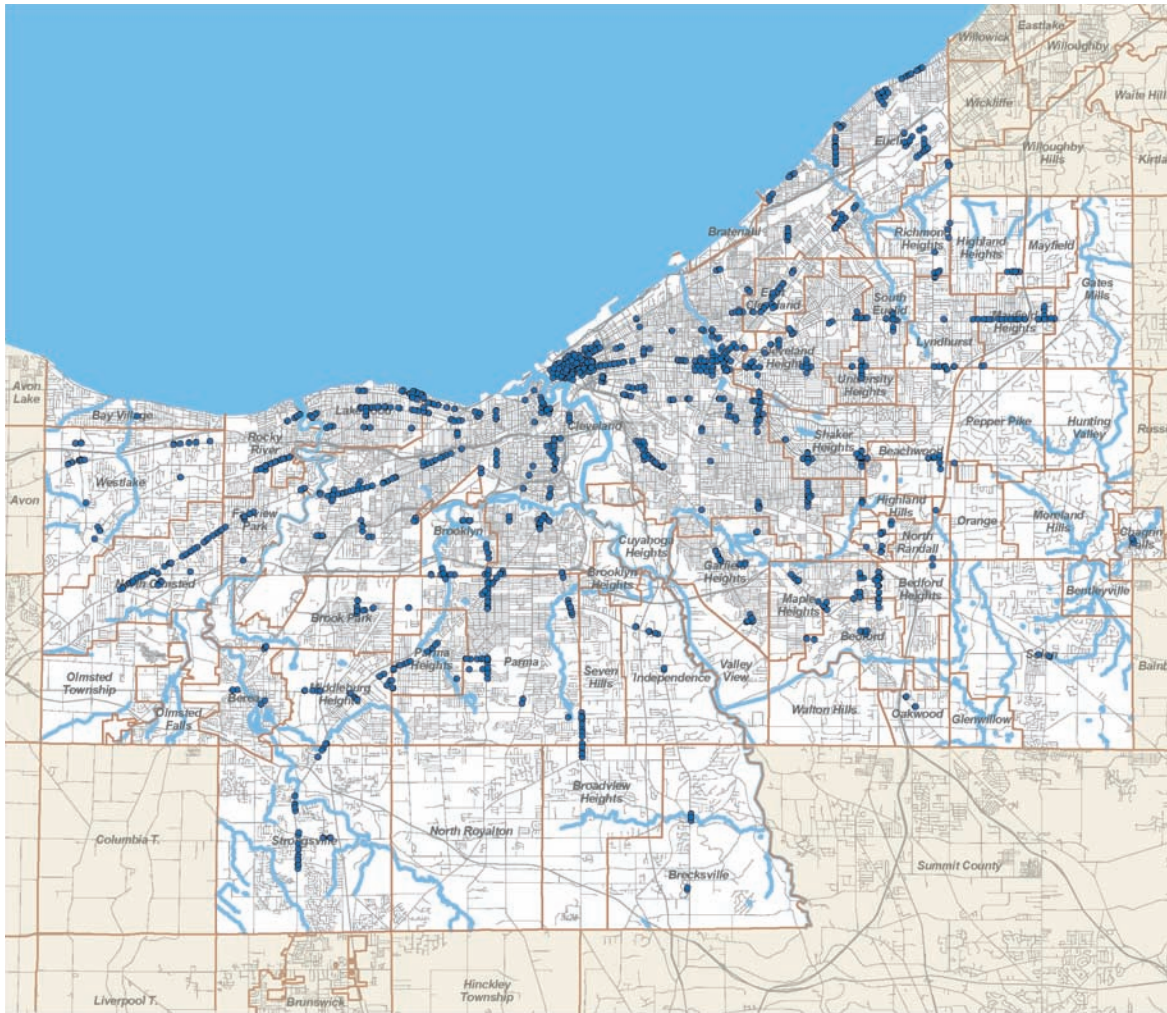
AFTER



**TYPE 2:** Stops with seating



RTA sign, basic service information, special paving of waiting pad, trash can, benches, landscaping



**Type 3: Stops with a shelter**

Euclid Avenue

BEFORE



AFTER



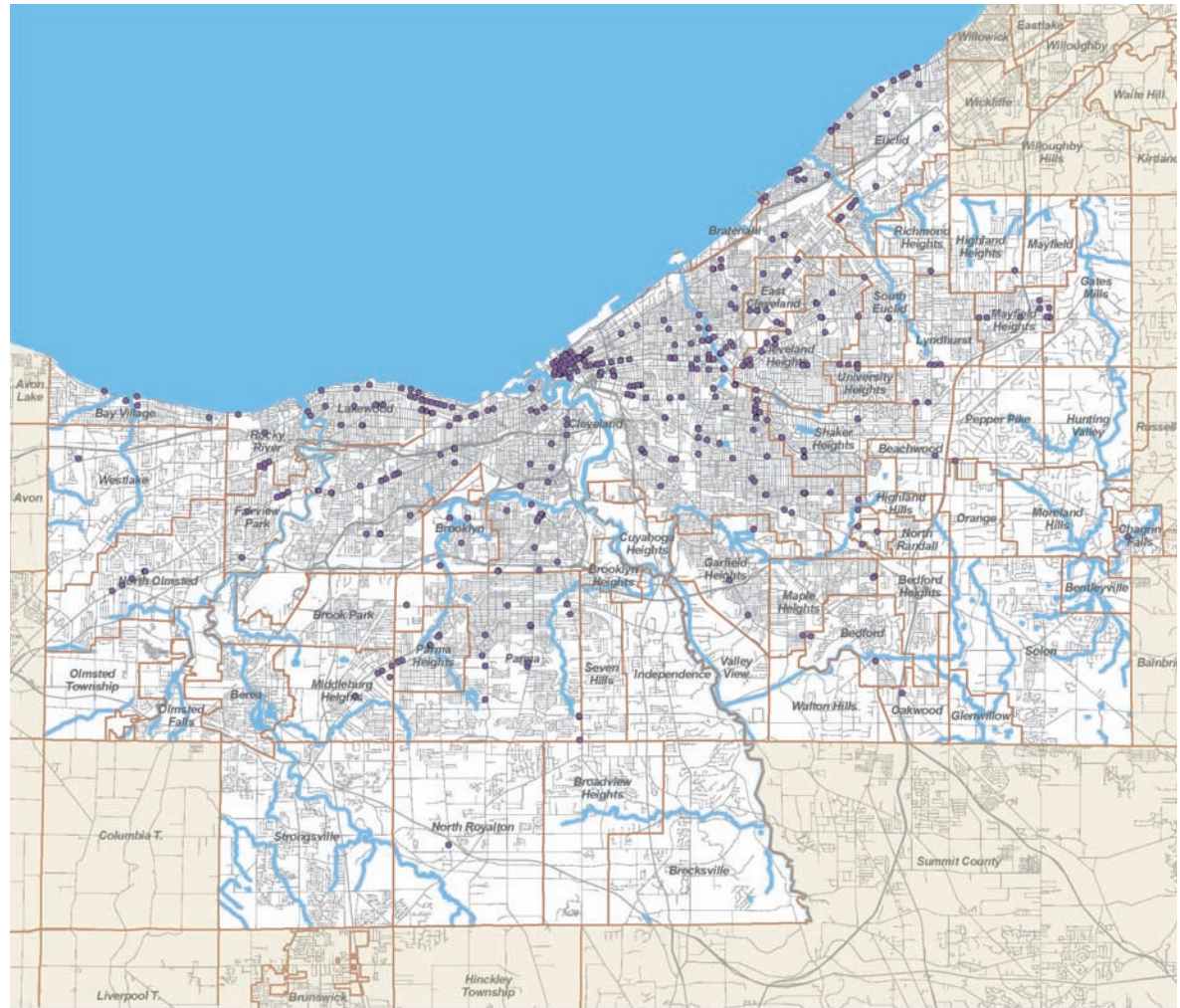
Designated RTA pole and information sleeve, lighting, casual seating outside shelter, trash can, special paving of waiting area, crosswalk in concrete pavers, landscape enhancements

**Type 4: Community destinations**

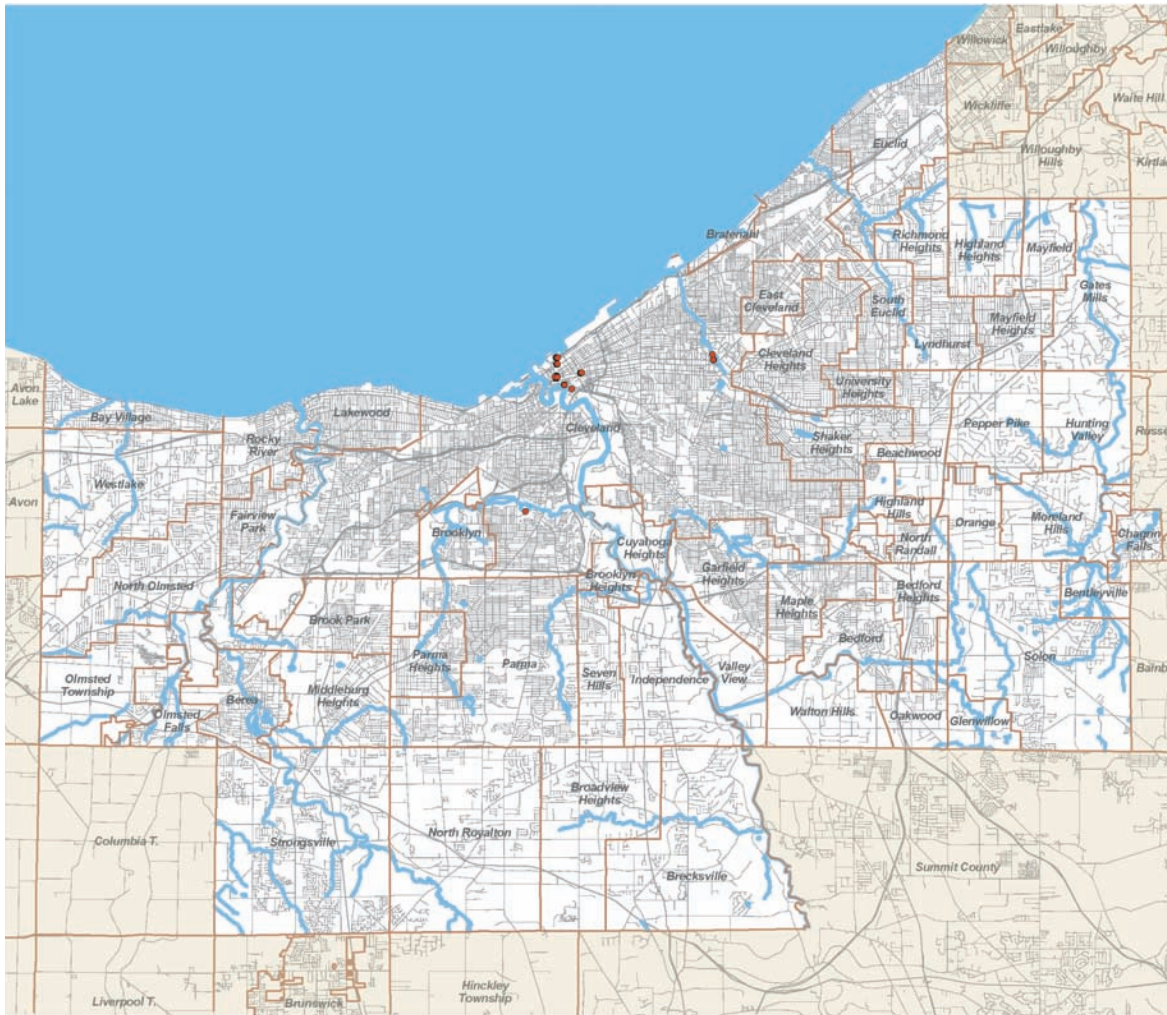
Kinsman Avenue  
BEFORE



AFTER



RTA signage, real time bus arrival display, special shelter with system map, comprehensive schedule information and advertising, trash can, bike rack, paved waiting pad and crosswalk, benches, landscape enhancements, public art



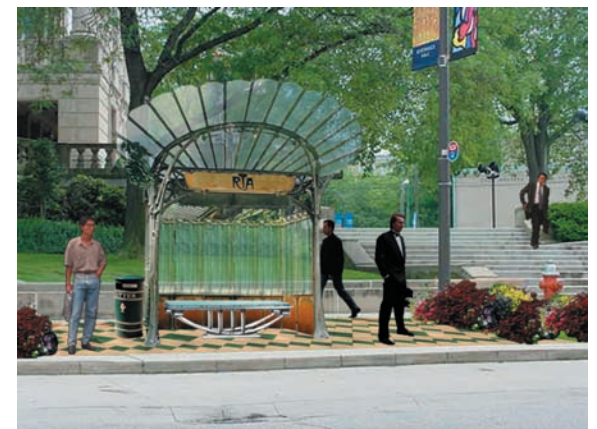
**Type 5: Regional portals**

Severance Hall in University Circle

BEFORE



AFTER



“Art” shelter and bench, real time display, schedule information and map in sides of shelter, special paving, trash can, lighting and landscaping

	Type 1	Type 2	Type 3	Type 4	Type 5	Total
Unclassified	130	31	312	9		482
Avon	1					1
Avon Lake	50					50
Bainbridge	4					4
Bay Village	117	7	4	5		133
Beachwood	50	12	11	4		77
Bedford	67	8	15	3		93
Bedford Heights	57	13	6	1		77
Berea	41	27				68
Bratenahl	28					28
Brecksville	64	8				72
Broadview	48	7	5	1		61
Brookpark	53	16	4			73
Brooklyn	50	15	23	5		93
Brunswick	17					17
Chagrin Falls		3		1		4
Cleveland	1,271	1,109	789	305	6	3,480
Cleveland Heights	111	99	50	25		285
Columbia	8					8
Cuyahoga	13					13
East Cleveland	46	46	21	12		125
Euclid	130	48	45	18		241
Fairview Heights	57	25	24	10		116
Garfield	117	44	5	3		169
Gates Mills			1			1
Glenwillow	3					3
Highland Hills	40	3	5	2		50
Independence	42	19	3			64
Lakewood	24	108	78	25		235
Linndale	3	2				5

Lyndhurst	46	22	3	2		73
Maple Heights	113	38	14	1		166
Mayfield	11	19	33	8		71
Middleburg	45	18	20	5		88
Moreland	8					8
Newburgh	15	6	1			22
North Olmstead	135	68	19	5		227
North Randall	5	1	9	3		18
North Royalton	58		1	1		60
Oakwood Village	20	2	2	1		25
Olmsted Falls	43					43
Olmsted Township	46					46
Orange Village	2		1			3
Parma	228	109	44	14		395
Parma Hts	23	32	14	7		76
Pepper Pike	5					5
Richmond	31	22	8	1		62
Rocky River	66	71	20	1		158
Seven Hills	26	4	2	1		33
Shaker Hts	78	26	48	10		162
Solon	33	3	1			37
South Euclid	50	25	16	7		98
Strongsville	58	30	10			98
University Heights		21	6	3		30
Valley View	18					18
Walton Hills	1					1
Warrensville	99	8	5	2		114
Westlake	120	53	34	1		208
Willowick	11					11
Woodmere	4	3		1		8
<b>TOTAL</b>	<b>4,040</b>	<b>2,231</b>	<b>1,712</b>	<b>503</b>	<b>6</b>	<b>8,492</b>



# IMPLEMENTATION

This final chapter offers approaches to implementing the ideas contained in previous sections. It is divided into two parts: first, four procedural suggestions that will help to focus attention on the design of bus stops as part of the community development process; and then five potential funding sources to offset the costs of acquisition, installation and maintenance of bus stop amenities.

## **Procedural suggestions**

### **1. *Dissemination of this ideabook to stimulate community interest in investing in their bus stops:***

Copies of the completed document will be distributed to municipalities and Community Development Corporations throughout the county, and the contents will be available in downloadable form on the RTA and EcoCity Cleveland web sites.

In addition to distributing the document, RTA and the UDC will look for opportunities to present the ideas to influential groups, such as the Mayors and Managers Association and the members and staff of key planning, implementation and regulatory agencies, such as NOACA, the First Suburbs Consortium and the City of Cleveland's Streetscape Advisory and Design Review committees. The objective is to make the design of comfortable transit

waiting environments a generally accepted component of community development.

### **2. *Coordination with streetscape improvement projects:***

Many important streetscape improvement projects are underway and being planned throughout the county, typically without specific reference to the characteristics of bus stops and their immediate surroundings. The sponsors and implementation agencies responsible for these projects –planning agencies, community development corporations, review authorities, engineers and streetscape design consultants– need to be aware of the opportunities to build transit waiting improvements into these project, often at no additional cost when they are integrated into the overall streetscape concept from the outset.

### **3. *Incorporation of stop improvements in new development and revitalization projects:***

Similarly, recognition of the impact of adjacent private development on the quality of transit waiting environments needs to be integrated into the planning and design of new construction and rehabilitation projects. Developers and private property owners should be encouraged to consider appropriate design responses

to a nearby bus stop, such as articulation of the building facade or attachment of an awning to provide a sheltered place to wait, or the placement of trash cans, bike racks or landscaping to serve transit riders as well as adjacent uses.

#### 4. *Streamlining the approvals process for stop enhancements:*

At present, implementing even simple, well-defined changes to the transit waiting environment involves a burdensome process. Securing permission from local authorities to install a single shelter or sign post often takes several months and requires many hours of staff time. One approach to streamlining the often cumbersome approvals process would be to secure a Memorandum of Understanding between RTA and the municipalities in the service area that conceptually approves all transit waiting environment improvements that fall within defined guidelines.

The goal is to expedite formal review processes for implementation of improvements at individual sites with pre-negotiated agreements on the style, dimension, installation requirements and maintenance schedule of various bus stop components, from information signage to public art amenities. The guidelines developed for the MOU could also be adopted as part of the municipality's zoning code, as elements of a Pedestrian Overlay District, for example, or as recommended components of more general streetscape and development guidelines.

#### **Potential funding sources**

##### 1. *Adopt-a-stop programs:*

These are community participation programs which encourage local businesses and residents to assume responsibility for specific stops. In the Portland Metro area, for example, volunteers have adopted over

800 stops throughout the area served by the Tri-Met Transit Authority. The initial volunteer commitment is for one year and is automatically renewed as long as the volunteer maintains the stop. Responsibilities include emptying the trash can, picking up litter, and reporting problems such as broken shelter glass and excessive graffiti, in return for which the volunteer receives a limited number of free transit tickets. Tri-Met reports that this has made the program particularly valuable to youth volunteers whose support of transit has been strengthened by their active involvement in stop maintenance.

Additional incentives, such as name plates, recognition programs, special event tickets and property tax deductions, could be offered for more significant commitments including the purchase and installation of amenities. Adopt-a-stop programs should be individually designed by interested communities, with input from residents and businesses on the levels of responsibility and types of incentives likely to attract volunteers.

##### 2. *Developer contributions:*

Municipalities may require developers to install and maintain bus stop improvements in all projects on transit routes, designed to complement building characteristics and other streetscape components. Alternatively, developers may be required to contribute to a general transit waiting environments improvement fund, calculated as a percentage of the investment in any project, similar to "percent-for-art" programs. The key to acceptance of these kinds of approaches is to convince developers that attractive transit options strengthen the market for commercial and residential development.

##### 3. *City contributions:*

Municipalities may also set aside a percentage of their annual capital and operating budgets, specifi-



cally for transit waiting environment improvements and maintenance. This approach ensures consistency in the quality and character of bus stop elements and can achieve significant savings in bulk purchasing of components and community-wide installation and maintenance contracts.

#### **4. *State and Federal funding:***

NOACA (Northeast Ohio Areawide Coordinating Agency) distributes state and federal funding for various transportation enhancement projects as part of its regional Transportation Improvement Program (TIP). The purpose of enhancement funds is to visually enhance and beautify transportation improvements throughout northeast Ohio and special attention is paid to projects that support transit and bicycle use and improve the pedestrian environment. Enhancement funding, however, is highly competitive and typically, priority is given to projects that are an integral part of comprehensive community development initiatives.

#### **5. *Advertising revenues:***

Perhaps the most direct and reliable source of funding for waiting environment improvements is revenues from advertising, in bus shelters or special information kiosks, on benches or other components of the stop, or incorporated into buildings or fences in the general vicinity of bus stops. Respondents to the community survey conducted as part of this study were strongly in support of this approach to raising funds for improvements, with general caveats about controlling the design quality and message content of advertisements.

In many cases, suppliers will install and maintain components such as shelters, kiosks or benches, in return for the advertising revenues, or a negotiated percentage thereof. Alternatively, municipalities (or an assigned community development or arts organization) may manage the advertising program directly, achieving a continuing revenue stream for investments in other stops, under a phased program of transit waiting environment improvements throughout the community. In either case, advertising contracts should be developed in partnership with community stakeholders, with explicit agreements about the content and graphic quality of all display materials.

An effective approach to implementing transit waiting environment improvements needs to be crafted by each municipality in the RTA service area, responding to the financial capacity and specific regulatory approaches of each community, and the input of its citizens. In some cases, innovative implementation mechanisms may be available through collaborative organizations like the First Suburbs Consortium, or inter-municipal agreements that are already in place between some of the smaller communities of Cuyahoga County. RTA encourages all of its constituent communities to consider the options outlined above and suggest additional approaches and ideas which will be exchanged in the continuing process of improving transit options in Cuyahoga County.







# APPENDIX

- Community survey form
- Results of the survey and transcription of comments



# Bus Stop Quality Survey



Please help your community improve the appearance and quality of its bus stops by completing this survey. Thank you!

1. My zip code is: \_\_\_\_\_

2. I ride the bus:

- Regularly (almost every day)                       Frequently (2 or more times a week)  
 Rarely (a few times a year)                               Never

3. What would encourage you to ride the bus more often?

	Probably Not		Maybe		Definitely
a. If riding the bus saved me a significant amount of money	1	2	3	4	5
b. If riding the bus were almost as fast as driving	1	2	3	4	5
c. If it were easier to find out how to get where I want to go on the bus	1	2	3	4	5
d. If there were better schedule information at the bus stop	1	2	3	4	5
e. If riding the bus felt safer and more comfortable	1	2	3	4	5
f. If riding the bus seemed more socially acceptable	1	2	3	4	5
g. Nothing would encourage me to ride the bus more often	1	2	3	4	5
h. Other _____					

4. How important are the following types of information at bus stops?

	Not Important		Somewhat Important		Very Important
a. General frequency of service (for example, “bus runs every 20 minutes”)	1	2	3	4	5
b. First and last bus arrival times (for example, “operates from 6:00am to 11:00pm)	1	2	3	4	5
c. Complete schedule showing when all buses arrive at this stop	1	2	3	4	5
d. Phone number to call for real-time information on when the next bus will arrive, based on satellite tracking of each bus	1	2	3	4	5
e. Map(s) showing the route(s) of buses stopping at this particular stop	1	2	3	4	5
f. Map of the RTA system highlighting the route(s) stopping at this stop and showing transfer points.	1	2	3	4	5

- |           |   |   |   |   |   |   |
|-----------|---|---|---|---|---|---|
| <i>g.</i> | Fare information, including transfer rules  | 1 | 2 | 3 | 4 | 5 |
| <i>h.</i> | Information on how to take a bike on the bus  | 1 | 2 | 3 | 4 | 5 |
| <i>i.</i> | Information on provisions for passengers with disabilities  | 1 | 2 | 3 | 4 | 5 |
| <i>j.</i> | Electronic display showing when the next bus will arrive, based on satellite tracking of each bus | 1 | 2 | 3 | 4 | 5 |
| <i>k.</i> | Map of the local area with information on nearby attractions and services                         | 1 | 2 | 3 | 4 | 5 |
| <i>l.</i> | Other _____   |   |   |   |   |   |

5. Which two items in question 4 are most important? \_\_\_\_\_  
give letters

6. Imagine you are waiting *at a bus shelter on a busy street*. How important are the following?

	Not Important		Very Important				Not Important		Very Important		
<b>Comfort</b>						<i>m.</i>	1	2	3	4	5
<i>a.</i>	1	2	3	4	5	Public restroom	1	2	3	4	5
<i>b.</i>	1	2	3	4	5	<i>n.</i>	1	2	3	4	5
<i>c.</i>	1	2	3	4	5	<b>Beautification</b>					
<i>d.</i>	1	2	3	4	5	<i>o.</i>	1	2	3	4	5
<i>e.</i>	1	2	3	4	5	<i>p.</i>	1	2	3	4	5
<i>f.</i>	1	2	3	4	5	Attractive landscaping around stop	1	2	3	4	5
<b>Convenience</b>						<i>q.</i>	1	2	3	4	5
<i>g.</i>	1	2	3	4	5	Artwork/public art elements	1	2	3	4	5
<i>h.</i>	1	2	3	4	5	<b>Information</b>					
<i>i.</i>	1	2	3	4	5	<i>r.</i>	1	2	3	4	5
<i>j.</i>	1	2	3	4	5	Map of local area with information on attractions and services	1	2	3	4	5
<i>k.</i>	1	2	3	4	5	<i>s.</i>	1	2	3	4	5
<i>l.</i>	1	2	3	4	5	Community notice board	1	2	3	4	5
						<i>t.</i>	1	2	3	4	5
						Electronic display telling when next bus will arrive, based on satellite tracking of each bus	1	2	3	4	5
						<i>u.</i>					
						Other _____					

7. Which two items in question 6 are most important? \_\_\_\_\_  
give letters

8. Imagine you are waiting *at a bus stop without a shelter on a quiet street*. How important are the following?

	Not Important					Very Important											
<b>Comfort</b>											<b>Beautification</b>						
a. Paved surface to stand on while you're waiting	1	2	3	4	5						g. Tree(s)	1	2	3	4	5	
b. Bench to sit on		1	2	3	4	5						b. Attractive landscaping around stop	1	2	3	4	5
c. Some form of shelter from sun, rain and wind	1	2	3	4	5						i. An attractive pole just for the RTA sign	1	2	3	4	5	
d. Special lighting of stop and surroundings		1	2	3	4	5						j. Decoration of the existing pole that holds the RTA sign (for example, by adding banners or by painting or wrapping the pole to make it stand out)	1	2	3	4	5
<b>Convenience</b>																	
e. Trash can		1	2	3	4	5											
f. Bicycle rack		1	2	3	4	5											

9. Which two items in question 8 are most important? \_\_\_\_\_  
give letters

10. How would you feel about advertising at bus stops if the revenue were used to provide improvements to them?

- I think it's great       I think it's terrible       I don't care

Comments?

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11. Any other comments on how bus stops can be improved?

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12. Would you be interested in talking more about bus stops in a focus group of:

- Youth       Seniors       Disabled riders  
 Frequent riders       Infrequent riders

If so, please provide : Name \_\_\_\_\_ Phone \_\_\_\_\_

## SURVEY RESULTS

A total of 746 survey forms were returned, including 262 paper forms and 484 online forms. The results of the survey are summarized below.

**Question 1** asked for the zip code of the respondent. The survey respondents represented 91 different zip codes.

**Question 2** asked how often respondents rode the bus.

More than half ride the bus almost every day, and over 80% ride the bus at least twice a week.

2. I ride the bus:

15%	26	Regularly (almost every day)
46%	80	Frequently (2 or more times a week)
35%	62	Rarely (a few times a year)
4%	7	Never

**Question 3** asks about what would encourage people to ride the bus more often. Survey takers ranked each incentive from 1 to 5. A score of 1 meant that the incentive would probably not be a factor in encouraging the respondent to ride the bus more often, and a score of 5 signified that the incentive would definitely influence the decision to ride the bus. The incentive with the highest average score was the speed of the bus journey. Monetary savings and better schedule information tied for the second ranking. These results indicate that having schedule information at bus stops may be as important as cost savings in encouraging bus ridership.

3. What would encourage you to ride the bus more often?

5 = *Definitely*, 1 = *Probably Not*

- 4.3 If riding the bus were almost as fast as driving
- 4.1 If riding the bus saved me a significant amount of money

- 4.1 If there were better schedule information at the bus stop
- 3.9 If it were easier to find out how to get where I want to go on the bus
- 3.8 If riding the bus felt safer and more comfortable
- 3.0 If riding the bus seemed more socially acceptable
- 2.0 Nothing would encourage me to ride the bus more often

**Questions 4 and 5** ask what type of information is important to bus riders. Question 4 asked survey takers to rate each type of information from 1 to 5, with 1 meaning least important and 5 meaning most important. Question 5 asked respondents to pick the two most important types of information. The results of questions 4 and 5 were fairly consistent. The most important types of information are:

- General frequency of service (for example, “bus runs every 20 minutes”). This type of information had the highest rating and was selected as one of the two most important types of information by the most respondents.
- First and last bus arrival times (for example, “operates from 6:00am to 11:00pm”)
- Complete schedule showing when all buses arrive at this stop
- Electronic display showing when the next bus will arrive, based on satellite tracking of each bus.

Maps of RTA routes were the next highest rated type of information, followed by a phone number to call for real-time information on when the next bus will arrive, based on satellite tracking of each bus. All of the above types of information received an average score of 4 or above and were selected as most important by at least 10% of the respondents.

4. How important are the following types of information at bus stops?

5 = *Very Important*, 1 = *Not Important*

- 4.5 General frequency of service (for example, “bus runs every 20 minutes”)
- 4.4 First and last bus arrival times (for example, “operates from 6:00am to 11:00 pm”)
- 4.3 Complete schedule showing when all buses arrive at this stop
- 4.2 Electronic display showing when the next bus will arrive, based on satellite tracking of each bus
- 4.2 Map(s) showing the route(s) of buses stopping at this particular stop
- 4.1 Map of the RTA system highlighting the route(s) stopping at this stop and showing transfer points
- 4.0 Phone number to call for real-time information on when the next bus will arrive, based on satellite tracking of each bus
- 3.5 Fare information, including transfer rules
- 3.3 Map of the local area with information on nearby attractions and services
- 3.1 Information on provisions for passengers with disabilities
- 2.7 Information on how to take a bike on the bus

5. What two items in question 4 are most important?

Percent of respondents choosing	Times selected	
37.1%	277	General frequency of service (for example, “bus runs every 20 minutes”)
35.3%	263	Electronic display showing when the next bus will arrive, based on satellite tracking of each bus
29.4%	219	Complete schedule showing when all buses arrive at this stop
15.8%	118	First and last bus arrival times (for example, “operates from 6:00am to 11:00 pm”)

10.9%	81	Map(s) showing the route(s) of buses stopping at this particular stop
10.2%	76	Map of the RTA system highlighting the route(s) stopping at this stop and showing transfer points
9.9%	74	Phone number to call for real-time information on when the next bus will arrive, based on satellite tracking of each bus
4.3%	32	Fare information, including transfer rules
1.9%	14	Information on provisions for passengers with disabilities
1.1%	8	Map of the local area with information on nearby attractions and services
0.9%	7	Information on how to take a bike on the bus
0.9%	7	Other

**Questions 6 and 7** ask about the waiting experience at a bus shelter on a busy street. The amenities rated as most important were:

- Special lighting of stop and surroundings
- Electronic display telling when the next bus will arrive, based on satellite tracking of each bus
- Trash can
- On-demand shelter heating

The high ranking of the electronic display, the only “information amenity” on the list, shows the importance of information about when the bus will come compared to other types of amenities. A public pay phone, clock, and a map of the local area were also ranked highly. A drinking fountain, bicycle rack, and wireless internet connection were rated as relatively less important. The following amenities were selected as one of the two most

important by at least 10% of the respondents:

- Electronic display telling when the next bus will arrive, based on satellite tracking of each bus
- Special lighting of stop and surroundings
- On-demand shelter heating
- Additional bench outside shelter
- Trash can

6. Imagine you are waiting at a bus shelter on a busy street. How important are the following?

5 = *Very Important*, 1 = *Not Important*

- |     |   |       |     |
|-----|---|-------|-----|
| 4.4 | Special lighting of stop and surroundings   | 25.9% | 193 |
| 4.4 | Electronic display telling when next bus will arrive, based on satellite tracking of each bus | 16.9% | 126 |
| 4.2 | Trash can   | 12.2% | 91  |
| 3.9 | On-demand shelter heating   | 11.4% | 85  |
| 3.7 | Public pay phone  | 8.8%  | 66  |
| 3.7 | Clock   | 8.2%  | 61  |
| 3.7 | Map of local area with information on attractions and services                                | 7.9%  | 59  |
| 3.5 | Additional bench outside shelter  | 5.5%  | 41  |
| 3.5 | Something to rest packages on   | 2.7%  | 20  |
| 3.4 | Attractive landscaping  | 2.7%  | 20  |
| 3.3 | Public restroom   | 2.5%  | 19  |
| 3.2 | Trees   | 1.9%  | 14  |
| 3.1 | A long, low wall to sit on  | 1.6%  | 12  |
| 3.1 | Something to lean against   | 1.6%  | 12  |
| 3.1 | Community notice board  | 1.6%  | 12  |
| 3.0 | Artwork   | 1.6%  | 12  |
| 3.0 | Newspaper boxes   | 1.2%  | 9   |
| 2.6 | Drinking fountain   | 0.9%  | 7   |
| 2.5 | Bicycle rack  | 0.8%  | 6   |
| 2.2 | Wireless internet connection  | 0.7%  | 5   |
| 2.2 | Wireless internet connection  | 0.5%  | 4   |

7. What two items in question 6 are most important?

Percent of respondents choosing	Times selected	Item
33.9%	253	Electronic display telling when next bus will arrive, based on satellite tracking of each bus

bus will arrive, based on satellite tracking of each bus

- Special lighting of stop and surroundings
- On-demand shelter heating
- Additional bench outside shelter
- Trash can
- Clock
- Public restroom
- Public pay phone
- Map of local area with information on attractions and services
- Attractive landscaping
- Something to rest packages on
- A long, low wall to sit on
- Something to lean against
- Trees
- Other
- Bicycle rack
- Artwork
- Drinking fountain
- Wireless internet connection
- Community notice board
- Newspaper boxes

**Questions 8 and 9** ask about the waiting experience at a bus stop without a shelter on a quiet street. The results of questions 8 and 9 were very consistent. The most important amenities, in order, were:

- Some form of shelter
  - Lighting
  - Bench to sit on
  - Paved surface to stand on
  - Trash can
8. Imagine you are waiting at a bus stop without a shelter on a quiet street. How important are the following?



5 = Very Important, 1 = Not Important

- 4.7 Some form of shelter from sun, rain and wind
- 4.5 Special lighting of stop and surroundings
- 4.4 Bench to sit on
- 4.0 Paved surface to stand on while you're waiting
- 3.9 Trash can
- 3.2 Attractive landscaping around stop
- 3.1 Tree(s)
- 2.8 An attractive pole just for the RTA sign
- 2.8 Decoration of the existing pole that holds the RTA sign (for example, by adding banners or by painting or wrapping the pole to make it stand out)
- 2.4 Bicycle rack

9. What two items in question 8 are most important?

Percent of respondents choosing	Times selected	
50.7%	378	Some form of shelter from sun, rain and wind
29.9%	223	Special lighting of stop and surroundings
26.4%	197	Bench to sit on
14.9%	111	Paved surface to stand on while you're waiting
8.7%	65	Trash can
5.2%	39	Bicycle rack
4.4%	33	Tree(s)
2.5%	19	Attractive landscaping around stop
3.2%	24	An attractive pole just for the RTA sign
1.9%	14	Decoration of the existing pole that holds the RTA sign (for example, by adding banners or by painting or wrapping the pole to make it stand out)
1.5%	11	Other

**Question 10** asks about advertising at bus stops. Most respondents felt that advertising at bus stops was great, if revenues were used for improvements.

10. How would you feel about advertising at bus stops if the revenue were used to provide improvements to them?

Percent of respondents choosing	Times selected	
70.4%	319	I think it's great
5.5%	25	I think it's terrible
24.1%	109	I don't care

**COMMENTS**

For several questions on the survey, respondents were asked to give additional comments. These are included below, roughly categorized by subject.

**Question 3:** What would encourage you to ride the bus more often?

**Security/safety**

- 1. cameras
- 2. video camera box
- 3. better policing on platforms when kids travel on trains
- 4. safety & discipline on bus. Some too rowdy !
- 5. Brighter street lights
- 6. Less crazy people on them
- 7. safety on the bus
- 8. better security
- 9. also a video camera in each bus for security
- 10. busses not crashing red lights
- 11. police officers at all rapid stops
- 12. safety on the bus

**Drivers**

- 1. Improve attitude drivers 2) need education people skills
- 2. Driver attitude
- 3. habitually late drivers should be monitored; passengers late for work; daycare pickup; etc.
- 4. I'm handicapped, 5'2". Arthritis. To get on I have to find something to hold on too. Most drivers say they are doing me a favor. I don't look handicapped, also deaf, this is not there damn business as long as I have my handicapped pass
- 5. If bus drivers were not rude !!! Very rude. Please improve attitudes.
- 6. Polite respectful drivers.
- 7. Please teach courtesy.
- 8. If customers were treated better
- 9. Courteous drivers
- 10. Drivers who don't corner too fast or stop too abruptly
- 11. More courtesy
- 12. Drivers that are nicer
- 13. More polite bus drivers
- 14. More courteous drivers
- 15. If drivers were more courteous
- 16. More courteous drivers
- 17. Stops clearly being called
- 18. Drivers were more courteous
- 19. Drivers answer ?s on service
- 20. Courteous drivers
- 21. drivers brake too hard
- 22. if bus driver were not hate full
- 23. teaching drivers to brake more smoothly

**Cleanliness**

- 1. people don't respect the no eating & drinking signs.
- 2. cleaner buses.
- 3. cleaner, no eating by passengers
- 4. if the bus did not smell like urine
- 5. if it didn't smell

6. bus cleanliness
7. cleaner
8. cleaner bus
9. Cleanliness of bus stops

### ***Schedule***

1. more frequent circulators during rush hours
2. if the busses came & went more frequently
3. busses on time
4. more frequent busses
5. if buses were on time and didn't run 2 & 3 together than none for the next 25 min.
6. if it would arrive on time
7. if buses ran more in certain areas
8. the schedule were adhered to!
9. more buses in Berea not 1 every hour!
10. why are so many buses stopping at Woodhill garage, and less #10 buses
11. being on time !!
12. if the buses were more reliable time wise
13. frequency & punctuality
14. more frequent buses
15. better on-time schedules
16. greater frequency of buses
17. available seats; more frequency of available buses between 7 am - 8:30 am
18. if I didn't have to wait 2 hrs in the cold
19. ability to reliably make connections between lines, particularly on weekends
20. buses coming on time!
21. if bus and rapid times synched
22. If busses were in time
23. More service on the 98 route.
24. More Flyer Bus Routes
25. if the buses were on time
26. REGULAR AND DECENT BUS SERVICE
27. Bus comes more than once an hr
28. After 6 PM frequency
29. on time is most important

30. If the buses were on time
31. if the bus was on time
32. Bus 41 sticking to schedule
33. if they KEPT a time schedule
34. If the bus was on time
35. If the busses come on time.
36. Bus came on time
37. frequent runs on weekends
38. buses came more frequently
39. Frequency, keeping to schedule
40. Time fr TwrCity 2destinat dwtm
41. more frequent service
42. Timely service
43. convenient times of operation
44. adherence to the schedule
45. be on time stick to schedule
46. Ran more frequently
47. more frequent busses
48. if the bus was on time (#14)
49. frequency of routes
50. If they were on time
51. if busses actually ran on schedule
52. short waiting for connections
53. If the buses ran more often.
54. More buses on the #81 line
55. more frequent service
56. if the bus came more frequently
57. buses kept to schedule better
58. connecting bus were timed better
59. More buses more frequently
60. more reliable, frequent
61. later service out of downtown
62. Busses need to be on time more
63. 2 Buses to come on a route
64. If the bus ran more often.
65. If the bus ran on Sunday
66. buses keeping to schedule

### ***Fares***

1. if a scan system would be used to take the fares rather than exact change. Who carries cash any-more?
2. cheaper or more discounts for regular users
3. lower fare or transfers
4. discounts on bus fare for regular commuters
5. for regular riders to receive a discount or free bus passes occasionally (by saved old passes)
6. cheaper fares
7. cheaper fares
8. cheaper fare
9. Lower fare
10. Lower fare for short trips
11. If the fare was cheaper
12. special discounts

### ***Rude passengers***

1. if there weren't so many school kids screaming obscenities
2. if the school kids weren't on the people cannot enjoy their rides
3. if school kids would go to the back of the bus more often
4. CELL PHONE WERE BARRED ON TRAIN
5. don't have people on bus drinking

### ***Equipment***

1. not leaking in the rain, smoother ride, working ac.
2. getting better buses than the latest model!
3. better shock absorbers
4. bicycle racks
5. If buses were dry when raining
6. newer buses on 135 route, heat
7. how about historic trolleys?
8. heat on the bus would be nice
9. switch to bio-diesel buses
10. get newspaper holder off seats
11. get rid of older buses!

12. More new NABI buses.

### ***Comfort and convenience***

1. better seats
2. I am 5/2", 130 lbs. The seats are too narrow even for me!!
3. comfortable ride
4. more comfortable seats
5. Easy transfer between routes
6. wider seats and more legroom

### ***Shelters and stops***

1. put pay phone in or near bus shelter
2. bus shelters at every stop
3. more bus shelters
4. A place to sit while waiting
5. bus shelter at my bus stop
6. Solon needs more RTA bus stops
7. A bus shelter available
8. Better shelters w/ schedules
9. replace removed shelters
10. if there were more bus shelter
11. BUS SHELTERS WOULD BE NICE
12. need to have bus shelters at my stop of South Blvd. and Waterbury Ave
13. more bus shelters in outlying areas

### ***Routes and geography***

1. not have to walk so far to bus stops
2. to go downtown
3. if there were routes to parts of the city not currently served or infrequently served
4. If I worked downtown
5. If I could get to work via bus
6. If I didn't have to drive 1<sup>st</sup>
7. Not having 451 go to Park-n-ride
8. If buses ran where we need to go
9. Priority bus lanes

10. if it went more places
11. transferring busses is a hassle
12. more direct service
13. More light rail
14. Bus stop closer to where I live
15. Not walk a mile to a stop
16. better routes throughout city
17. going where I needed to go
18. if I could ride one loop bus to work
19. an easy way to go to some places WITHOUT traveling downtown THEN backwards on another line

### ***Technology and information***

1. seriously make it easier to get route information more easily - online too
2. Clock showing when next bus
3. if connecting lines were clear
4. Get smart cards
5. customer service give right directions
6. maps

### ***Nothing***

1. I ride the bus everyday
2. no car, I have to take the bus
3. no car
4. unless my car broke down
5. I don't drive
6. I work out of my van
7. If I'm a daily rider, why ask?
8. it is cheaper for me to drive
9. I ride daily.
10. rta would get its act together
11. i ride the 263 every day
12. Don't need extra encouragement
13. Already ride daily
14. I'll always ride the bus
15. must use RTA - medical reason

16. I need to go, if there is no car at home
17. I only ride the bus to work M-F
18. I ride it practically everywhere

### ***Other***

1. reduce pollution & car usage (especially downtown). Promote bus riding incentives that will increase ridership. Help us frequent riders to encourage our colleagues & friends to ride the bus/RTA
2. positive change/ less attitudes that are negative
3. walking
4. transportation
5. helping environment
6. work place support
7. less depressing overall
8. No worry for parking fee
9. Subway system is needed
10. handicapped seating (accessible)
11. I want trains, and streetcars
12. Various other stuff

**Question 4:** How important are the following types of information?

### ***Information at bus stops***

1. posting of schedules at stops
2. display of what bus stops at the location on the RTA sign
3. need to know if bus is here, there or where
4. quick reference manual with phone no's to attractions and services
5. route number on sign
6. Boston has new signs with great maps and description of routes
7. Generally a timetable at every station is a must. If the busses serving the bus stop are generally late general and run very frequent (less than every 20 min) information on operation hours and bus frequency at low frequented stops and electronic real-time information displays are more important.

8. Realistically, a posting of the bus schedule shows times for the bus, route map & RTA information number. This is all that might be needed. An electronic display is probably cost-prohibitive and would only work a short time before it's vandalized or crashes it's data.
9. Buses, when next bus will be there.  
Or way to signal that you are there.
10. Next bus information is key.  
Consistent schedules are also important.  
Light rail lines would be BEST.
11. Satellite tracking of each bus would be an awesome idea. The buses in the Washington D.C. area where I lived just recently had this. It helps soooooo much!
12. I wouldn't rely on info AT the bus stop. We need to be able to plan ahead to know when to be out there. Readable schedules and routes detailing stops are much more important for someone to plan with.
13. If you're taking the bus to get back and forth to work, you're already going to know the basic time schedule for the buses. It's just a matter if they show up on time or not.
14. Accessibility in signage and displays
15. How about a web site showing when the bus will arrive at my stop via the satellite tracking? That way I could leave home/work closer to the time it would arrive. Like j. in number 4 (GPS tracking), just web based.
16. When waiting for a bus and calling the answer line I have to wait through menu selections when a stop number would be so much easier
17. posting schedules at shelters; also map of local info, route info signs lower to ground.
18. First off, in most places, a copy of the bus schedule is on display at all shelters. Second, WHAT IS THE POINT OF NUMBERING SHELTERS WHEN THE NUMBERS DON'T CORRESPOND TO THE INFO LINE!!!!!!! All the shelters I encounter are 3 digit, yet the info line requires 4. Also, you need door-to-door scheduling info online. Check out COTA in Columbus... it works like mapquest, you enter to, from, and time and gives you the exact routing. I am new to Cleveland and I have no clue where half of the lines go and I know I take a ridiculously long route sometimes because I don't know any better.
19. d (phone # to call) & j (electronic) real-time telling of where the bus is and how to wait. (1) Off-vehicle (honor) fare system (2) a schedule that shows ARRIVAL times at other stops
20. K. (map of area attractions/services) is a great idea. Cleveland has so much to offer!
21. Interconnection of routes info. Maps. Next bus info
22. These are attractive ideas! Need also info on frequency in rush hr vs. nonrush hrs. (BTW I take rapid more than bus; would take rapid more if bus connections to destination were fast—ala Euclid Corridor.
23. I choose a. (general freq. of service) as one of my "most important" items. a. is only useful if paired with b. (1<sup>st</sup> & last bus arrival times) - if you're not going to have both, a complete schedule (c) would be important
24. Electronic info if bus is temporarily rerouted and won't be stopping there and where to pick it up.
25. jt would be a waste of money
26. Time of the next bus scheduled to arrive would be excellent. The map of local information and attractions isn't a bad idea either if it won't raise the fare prices.
27. Information on whether to pay while entering or leaving train. Tourists (along with numerous residents) find this confusing/frustrating. Train can be a tourist's first exposure to Cleveland living (Red line - airport - critical).
28. At multiple route stops, a showing of the next bus on EACH of the routes serving the stop.
29. Frequency of buses
30. ALL great ideas
31. More information display for routes, something like 246 westbound, 55CX eastbound, 808 southeast bound, etc. Also Community Circulator route number should be displayed at bus stop signs, too. Sometimes, I have trouble with that if I lost timetable.
32. An electronic display showing when the next bus arrives would be EXTREMELY helpful. Also some method for communicating with RTA if a person has been waiting a long time with no bus
33. the wayfinding and arrival information are great ideas...though not necessary at all stops, at hubs, these would be integral.
34. What about "what's going on in Cleveland" info; or signs with public messages, like shaking babies, smoking, substance abuse help, etc.; what about art at the shelters? What about the shelters as works of art?
35. If the bus actually arrived the other night at 11:50pm. I ended up walking home at 1:30am, 10 Buses went pass going to the garage and out of all of them buses wasn't a running bus. My husband walked me home and had to wait for a bus coming the opposite way, and he said he seen one coming the way we wanted to go in the first place at 2:01am, I have one question how did the bus from the opposite way come without coming past us to get there unless that bus driver turned his sign on the garage sign passing us.
36. would be great to know what types of shops, coffee, bookstores, drycleaners or other amenities are within the proximity of stops in case I wanted to get off and explore my city
37. Instead of headlines @ The Tower City Stop why not put arrivals and departures cause you can barely hear the announcements!!!!
38. Frequency of service and availability of schedules
39. I notice that at my bus stop, there is a clock but it is off by a few hours. At the rapid stations they tell you how many minutes the next train will come, this would be extremely nice to know with regard to bus stops.
40. Have information at a lower level so visually impaired people can see it. I cannot see the signs

posted on poles, etc., as to what bus lines run at a stop. They are out of my visual range.

41. bus signs closer to ground
42. Signs lower to ground so easier to see
43. handicapped accessible seating
44. Put schedules at bus shelters
45. Schedules, maps

### **Security/safety**

1. A police call-box in less-safe neighborhoods
2. presence of security or RTA police

### **Drivers**

1. drivers call out stop
2. bus drivers to be more informative about questions us riders have
3. if buses suppose to connect, why do some drivers leave
4. good customer service skills !!!
5. nicer drivers, allowing passengers on the bus during bad weather on lay overs. being fair to males as well as the females. (picking up female between stops, but passing up male flagging down the bus)
6. consistency...no free rides.. i hate paying for my fare then seeing the guy behind me give some SOB story and get on free.
7. have people track time drivers at stops i haven't seen that in 3 years! just spot check 'em for 90 days each route
8. if when the bus left the stop (downtown) it didn't pull into the middle lane. I guess the idea is to not have to pick-up any passengers who are running to catch the bus! All bus drivers should be encouraged to be courteous enough to realize that they are part of a service organization and the people they are serving want to get home. Pulling into the middle lane and looking the other way IS NOT what a service organization should do!
9. More courteous Drivers
10. The drivers should get to and leave bus stops at scheduled times! Please!!! Some drivers leave stops

as much as five minutes early. Some go fast then rest at a stop for a long time 'cos they were going too fast, by so doing customers miss their buses.

11. Have "all" bus drivers uses a microphone to call the streets

### **Cleanliness**

1. clean shelter stop & surroundings
2. Our bus stop is a mess - getting them cleaned up on a regular basis would help.
3. Cleanliness. The buses in the black neighborhoods are deplorable and I CAN'T WAIT to get my car up and running. It is utterly disgusting. I've been told "We don't complain". Well, here I am . . . complaining.

### **Shelters**

1. shelters at more stops
2. shelters on each side every quarter mile or less
3. bus shelters at every stop
4. a shelter at Pearl and I-71 since I can no longer take the 451 from Laurel Square because the ride is now an hour or longer, and the first 8am bus was cancelled.
5. PROVIDE BUS SHELTERS! I take the #75 and there is no bus shelter at Triskett & Berea Roads.
6. Bus shelter at St. Clair and East Ninth
7. phones at the shelters or real close, extending shelters in areas that need them.
8. shelters at every stop!! often have to wait in the street because the bus stop is on grass that is not plowed — or worse the plowed snow is piled up where I am supposed to wait for the bus.
9. Please put a shelter at Green & Chagrin N.E. corner
10. Shelters at every intersection with transfer points. There are very few shelters as it is.
11. replacing bus shelters that have been removed. I find RTA is removing convenience rather than maintaining it, in my Zip code.

### **Schedule**

1. schedules rarely followed. Seen folks run too many

times because trains late

2. instead of satellite tracking, why not more buses
3. have buses on time!
4. 804 circulator should run later
5. The Bus stop information really isn't that important as far as I'm concerned. It would be nice if the bus was one time or close to being on time, (give or take 5 minutes) with exceptions being inclement weather (rain, snow, etc). That's it.
6. on time service. I know delays are sometimes a fact of life. But sometimes the drivers are parked and drinking coffee instead of providing service.
7. Rush hours should run from 4:30am until 7:00pm whereby more buses on heavily-traveled routes and at least 2 or more cars attached to the rapid thus really moving people comfortably!!
8. Many of the buses are not on time, esp 20B in both the morning and evening. The bus is normally packed and there needs to be additional buses added to the route, esp around 4 and 5 pm
9. Running more frequently, especially 41 and 32 on weekends.
10. Satellite tracking is only visible once you're at the stop. The ideal situation would be for busses to strictly adhere to arrival and departure times for each stop (they do this in most other countries, why not here?), so that I could save time by arriving at the station exactly when I needed to.
11. Frequency, adherence to schedule are the most important things. I wish we had more extensive train service!
12. adherence to the published schedule
13. BIGGER BUSES FOR THE ROUTES THAT HAVE A TON OF PEOPLE - THE FARE BOX COUNTS HOW MANY BODIES ARE ON A BUS 76F
14. We host visitors from other countries, who are not allowed to drive in the US. In Bay Village, it is impossible to get them home to our house on weekends or outside the commute period during the week. This seems unfriendly. I suggest that

there should be "some" way to get to Bay Village after hours and on weekends, even if only one or two buses.

15. The 15F only runs every 1/2 hr. and stops running @ 8:00 AM and again @ 6:15 PM. If it ran every 15 minutes and continued until 8:30 AM it would be helpful. The 6:15 PM is fine.
16. more buses to Tri-C East, or if the Green Road bus 34 could swing through there 2 or 3 times a day
17. Buses that run on time. The 32 bus is rarely on schedule.
18. later bus service out of downtown to suburbs. with events at Gund arena & Jacobs field I have a hard time finding affordable parking in downtown cuz i work until after 5pm (7 & 8pm). the #9 bus stops running out of downtown at 5:40pm, thus i drive 10 miles to take the #39 bus. I have taken the #1 but do not feel safe at the Euclid park & ride after dark.
19. having buses not come more than 2 min. early at stop
20. Buses that arrive on time. Not having to wait 49 minutes because a scheduled bus does not arrive.

#### **Route/service**

1. extend #35 line over bridge at night!
2. More service on the 98 route
3. More frequent service, especially on Cedar Rd. Also, bus service on Richmond Road between Chagrin and Cedar
4. If I had service for Wilson Mills Rd. not just during so-called rush hour
5. Solon needs more RTA bus stops in it's downtown area! It would be nicer not to have to walk as far to reach the stop at TOPS.
6. more friendly drivers. more buses that run (at least til 9pm in the suburbs), more co-operation with other bus systems (like the akron line). Working in conjunction with temporary services so more people can get to the job locations provided. less confusing schedules.
7. Could bus routes be identified by their destinations

more so than a route number? e.g. I imagine many non-riders are intimidated trying to sort out a 55 schedule with 4 distinct destinations sharing the same route number. Perhaps a bus route called the Downtown/Bay Village Flyer would give residents a better connection to or "ownership" of the route ("my bus"). This might be coupled with renewed attention to the core commuter rider such as service enhanced by omitting morning pick-ups and evening drop-offs in "through" suburbs.

8. HAVE ALL BUSES GOING TO THE SAME BUILDING STOP AT THE SAME STOP (example: Federal Building)

#### **Other**

1. please discontinue bike racks. What purpose? Either bike or ride bus!
2. when getting off, I have to jump down
3. no restroom at Brookpark Station!
4. have lost & found for articles at closer places
5. specials on fares in the summer to prevent smog, like 50 or 75 cents for june thru sept.
6. I travel between Akron and Cleveland I would like to see LRV or HRV between the VA Clinic and Tower City
7. Schedule maps should have markings for stops in between the ones marked on the schedule so people don't have to guess what the closest stop is.
8. Something needs to be done about the number 15. There need to be more buses on that route or talk to the Board of Education about putting the school kids back on school buses. I've had to wait for a half hour on two separate occasions for the number 15 when I shouldn't have to. It was ridiculous. The number 15 is a potential deathtrap, because the driver's pile so many people that we become packed like sardines and if it crashes many people will die because there won't be any room to get out of the bus.
9. RTA keeps on cutting services and routes; buses don't show up and then they cant figure out why people don't ride. you people are incompetent. put someone in charge who knows what they are doing.
10. Are all the buses now hooked up with GPS? How are

you using the information from GPS to make the buses more efficient? Can you please stop using those flimsy passes that run through the reader three times before coming out? What are you doing to make each bus complete its route faster? Lower floor buses, for instance, should help a bus move along the route faster. When you can make the buses move along the route faster, you should update the schedules. It is so irritating to be on a bus and have the driver go S0000000 SLOW just to make sure he/she is not a second early. I watched something on cable tv where Detroit is doing everything they can do just to get their buses to complete a route safely a couple minutes faster. Time makes a difference!

11. RTA responding to e-mail suggestions and complaints.
12. Would like to have Bike racks/lockers installed at all Park N' Ride and train locations.
13. I often bring a bike and have learned that the front racks are easy to use. It shortens the trip and allows me to ride one way when I want to.
14. I think what RTA will find is most people will vote "5" on all of these - probably not practical. I think the rigorous "promotion" of how and where to get information, and making that experience very tuned in to the customer would provide a better return on the dollar.
15. Emergency event service van to pick up and shuttle passengers to correct bus/rail stop during special event re-routes—reroute stops are often several blocks away and poorly indicated on maps/directions...I have seen elderly patrons inconvenienced by reroutes
16. Public restrooms at rapid transit stops
17. CUSTOMER SERVICE!!!!!!
18. customer service give you correct connection to bus line and not take the passengers out their way or have walk a 3 mile to reach there destination.
19. it would be helpful if local establishments, say restaurants along Larchmere blvd, had real-time

information regarding the next bus/train arrival. this way i would know when i had to leave to catch the next arrival. the worst part of the bus is waiting for it to arrive. put a bit more knowledge in people's pockets and i believe ridership will increase dramatically

20. The new buses for North Olmsted are very nice and comfortable. It makes riding the bus a treat.
21. I'd like it better if the fares were a little lower. Other cities I have been to like Boston for instance keep low fares for high ridership. Their reg. bus fare is 75 cents, and express \$ 1.00, the train is \$1.00, and the commuter rail fares vary to which zone you are going to. I have never seen better service since then. They also have the paper transfers, you can pay 75cents and transfer a long ways, in comparison from Cleveland Heights to Akron or more! Also the trains there are safer I feel and they electronically tell you when you are approaching the next stop and show it on a screen in the train.
22. basically I just thought I would be able to order schedules from this web site.
23. As a New Yorker, I can appreciate the fact that baby strollers have to be folded up. Your drivers are scared to say anything, but if someone falls over a stroller, RTA will be responsible.
24. stop making public transit a welfare project. most people who ride get it like half off or don't really have to pay. Get connex to privatize it. if the fare has to be 3 dollars, fine, but let a private company take some pride in it. make it competitive. and to keep costs down, stop paying your bus drivers so much money, there are college graduates who don't make as much as they do. PRIVATIZE!!!!!!!!!!!!!!!!!!!!!!

**Question 6:** While waiting at a stop with a shelter on a busy street, how important are the following types of information?

**Information at bus stops**

1. bus schedules
2. basic bus schedule info
3. reroute notices must be given
4. have routes schedules taped to shelter to show times by runs
5. route number on sign
6. schedules of routes at shelter
7. Accessible signage stating the route numbers that stop at the stop
8. No smoking sign
9. I don't know how (t) (electronic arrival display) would be useful if the bus coming isn't what a customer needs. Is it cheaper to post all schedules is the issue.
10. A way to figure out when bus will come to smaller stops that are not on the general schedule. I.e, Coventry/Myafield...it's anyone's guess when that bus is supposed to come.
11. posting of schedules at bus stops & more shelters, west side
12. rider's alert for routes that serves the stop.

**Security/safety**

1. security
2. emergency hook up to summon RTA police
3. emergency call button to police
4. security around area when it gets dark
5. a direct emergency phone line (free)
6. scrutiny by Transit Police
7. Security - good visibility and some patrols in target areas
8. One-touch telephone for contacting the police
9. Transit Police call box.
10. Safe safe safe conditions
11. police call-box

12. phone to safety forces, regular patrol by rta or city safety forces
13. be on time and put up more shelters with lighting
14. BIGGER BUSES THAN THE PLAY BUSES FOR ROUTES THAT HAVE A TON OF PEOPLE 76F
15. Enforcement of loitering rules (street person occasionally resides on one of the benches - westbound).
16. Emergency call box
17. My stop is dangerous in the wintertime. There is no shelter, the little blacktop pad is covered up by the snow plow. I have to stand in the middle of a two lane street and flag the bus down when it shows up. In the summer the trees hang over and the drivers cannot see the stop nor the riders

**Shelters/stops**

1. heated shelters w/ lights & schedules
2. there should be more bus shelters. There are so few on the 25W & 25B
3. cleaner shelters
4. a covered train shelter at Brookpark. This should be finished before other locations even started
5. more shelter
6. more outside shelters w/heating for winter
7. warming of shelters
8. how about 1 shelter at the bus stop?
9. this survey seems biased - many stops have no shelter or benches. That should be a priority before more amenities
10. more bus shelters in Lakewood
11. Non-smoking bus stop shelters would be WONDERFUL!
12. some heat or protection in winter
13. I chose (e) (on-demand heating) below. Especially on the weekends when the buses come less frequently and maybe a bus doesn't show up, it would be good to have the heat.
14. the heating of the shelter is a good idea, but in the summer they need cooling, some shelters are like ovens

15. bench inside shelter
16. actually having a shelter at Pearl and I-71
17. There are so few shelters. Unless you are planning on putting them at every stop, this is irrelevant.
18. Shelter to keep you dry.
19. lighting, seating, and posted information are the most important factors to me while waiting for a bus. If you run it correctly art and amenities won't matter because I won't be at the bus stop for too long.
20. Don't care about attractiveness. More interested in shelter.
21. bus shelters!
22. Even though not socially acceptable an ash tray should be at shelters
23. Protection from rain/snow—overhead and side wall protection
24. every stop should have a shelter
25. How about a BIGGER shelter at the Strongsville park and ride instead of three regular ones. We only use one and it's way to small the morning people who have to wait for the bus. Lets see 45 people on the bus, shelter holds 10/12 riders (standing) maybe.
26. Expansion of enclosed shelter space
27. Ashtrays for the smokers [even though I don't advocate smoking.] - A chalkboard, for kids to draw upon [despite the fact that it will be vandalized very easily\quickly.] The shelters should be constructed so that a person sitting in a shelter can easily see out.
28. You forget to ask about wind protection! I want to keep my feet warm. Eliminate the openings under the current shelters. Shouldn't waiting be a comfortable event? How can you encourage interaction among the waiting public? Could a bus shelter serve other purposes besides waiting for a bus? Ideally waiting for a bus should be inside a heated space with a window to the outside. I often wait inside the BP building for the 55CX bus, but it is still hard to see the bus coming and you end up having to run to

make sure you do not miss it. Here people strike up conversations while waiting. A bus stop should not have the same "culture" as an elevator: everyone silent; staring straight ahead.

29. any bus shelter would be nice, theres none on may-field at bayard or harvard at green, waiting a long time at harvard for the 14 to tri-c
30. Area around the shelter not blocked by newsboxes, telephones or kiosks. Non-leaking shelters. Shelters with dry and flat floors.
31. We need shelters that accommodate more than just a few people.
32. actually having a shelter at all is a great amenity
33. Beautification (art and greening) would be great! What if you had a public design competition open to artists and anyone else, and, within a budget, people got to design new shelters. A bunch of the best designs would be selected and built throughout Cleveland
34. More bus shelters... there are many stops without shelters... the wind gets very cold in the winter
35. larger shelters. also the open bottoms in current shelters put one's feet at risk of car/bus splashes
36. Bus shelters at all locations where buses meet rapid transfer points
37. More enclosed and roomier shelters, as well as, monitored for safety reasons
38. How about no smoking in shelters?
39. handicapped seating
40. shelter for all bus stops

### **Drivers**

1. "How about a bus driver who would not lie about his destination stops. I had 23 students on a field trip on Friday, Nov 14. We were waiting at the E.6-Lake-side stop for the 79 at 1:22pm. When the bus pulled up, I asked the driver to verify that he stopped at Tri-C West (York & Independence Blvd.), which is indicated on the schedule I printed off the internet yesterday. He said NO he turned around at Par-matown—which according to the schedule is a lie!

When the next bus came at 1:43, that driver was very courteous and explained that he could not help me because his route was on Ridge Road only and would not return us to Valley Forge High School. He told me that the previous driver's route did in fact stop at Tri-C West. I had 23 students who were an hour late for work. They each paid \$3 for an all day pass and because of your driver's incompetence they lost an average of \$10 each. Since I waited on the phone for 10 minutes to attempt to talk to a customer service representative and then was cut off, I have very little faith that anyone will response to the TERRIBLE SERVICE I have experienced with RTA today. As a high school teacher, I have had my students pay their way on at least 2 field trips per year. Believe me, I'm questioning whether I should ever ride your busses again. Call Linda Bebenroth, Business Education Department Chairperson, Valley Forge High School, at 440-885-8440 to further discuss this matter Thank you." (this comment forwarded to Cust. Svc., Tel. Info, Harvard Dispatcher on 3/5/04)

2. nice bus drivers
3. Having the bus stop and let me know which one he is. I am visually impaired.
4. If you are going to have schedule information at the bus stops or even if you are going to continue to print schedules, I think it would be nice if the busses ran according to that schedule. People depend on those busses to be on time!!! We as people also have a schedule to keep and it would be nice if management would get on the drivers about their timeliness and make them understand that it is important to be on time, it would be very much appreciated

### **Cleanliness**

1. cleanliness
2. clean buses
3. free of graffitti
4. Keep it clean, many shelters are filthy
5. I think that trashcans are a very important element around bus stops, as I frequently find empty food



containers and general litter in and around bus stops

6. Keep shelters clean. Keep trash cans emptied
7. Keeping the bus shelters clean!!
8. trash and recycling containers. think how much junk is in people's automobiles.....transit users are always carrying reading material and disposable containers of some sort. in chicago, the CTA has a partnership with the chicago tribune to provide blue newspaper recycling boxes at all train stops.
9. A thoroughly clean bus/rapid stop
10. sanitation of the shelters

### ***Schedule/service***

1. buses actually arriving on time
2. what about old fashioned enough buses
3. circulator on Monroe, Chatam, Lorain, Fulton & 25 St. area
4. Rather than adding all these conveniences use the money to improve frequency of bus service
5. None of the above should be necessary if the bus is running on schedule.
6. More frequent buses.
7. later service out of downtown, quicker service on the #9 (1hr ride) and safe, lighted, and secure bus stop
8. an area that is efficiently fixed for a bus stop!!

### ***Amenities***

1. extra lighting, telephone, & clock
2. hot dog and coffee stand at a number of busy stops
3. LIGHTED AREAS ESPECIALLY AT TRANSFER POINTS
4. I RIDE THE BUS TWICE A MONTH, YOUR DESCRIPTION OF RARELY AS A FEW TIMES A YEAR DOESNT REALLY FIT
5. How about ashtrays? People still smoke, whether some people like it or not.
6. Why are the colors so drab? we need brighter colors in this city in general
7. Farecard vending machine for popular stops, if possible.

8. Machine that would give change, if RTA continues to require exact change. Or, a machine similar to those on subways that would allow you to purchase an all day pass or a token or card for one ride, etc.
9. The lighting and pay phone are essential and tied with shelter from weather - this is Northeast Ohio and our weather is not always predictable. Perhaps there can be larger space for more frequently routed/ride areas and smaller for those not as many riders attend - but all stops should have some form of shelter nearby.
10. Honor system fare vending machines
11. replacing bus stops when a construction crew remove previous bus stops to do construction projects buses won't stop when they don't see a bus stop at it previous or existing location.
12. Shade. Perhaps one non-transparent wall to shelter to provide shade during the summer. This is the added advantage of trees, also.

### ***Other***

1. put in more trains would be a big help and new tracks north, east, south, west
2. no smoking in shelters. It forces non-smokers out
3. lower steps on the bus
4. Give away a free "one week worth of bus fare" to radio listener prizes, people who are stuck in commute drive times. Have one day of free bus service for anybody - to get people to try it.
5. From inside the bus readable name sign of the bus stop.
6. More route info on maps
7. None
8. you're not getting it- we just want the buses to come on time, and stop cutting our routes!! you have lost so many riders, and dont ever listen to complaints. morons!!!!!!!!!!!!
9. Roof over my head, and ample space to sit or stand in.
10. No smoking in shelters!

11. A map on the bus showing ALL of its stops.
12. public phones and public rest rooms here and there
13. Q: What do you consider "busy"? A passenger's comfort isn't about a busy or quiet street. It's about the perceived safety of the neighborhood. Quiet street could mean Rocky River and quiet could mean Broadway at 9:00 at night.
14. cleaner, newer buses with HEAT!!!
15. Routine landscaping maintenance of major bus stops, especially Lee Road station along the Van Aken Blue Line.
16. Shelter to protect from rain and snow
17. put bus stops at corners instead of middle of the block.
18. long low wall to sit on that is public art
19. the feel that the RTA stop is connected to the surrounding neighborhood
20. Get some better buses. Why would anybody purchases those real low riding buses in the FRONT of the bus? This eats up seats on the buses. Besides, the buses right before these where ADA compatible, right? Pop / juice machines
21. For those with certain disabilities, I am shocked to think that RTA does NOT have ANY restroom facilities at Rapid Transit and park & ride lots — especially when waiting a long time for a bus/train, in "off-hours" times!!!
22. Make sure you have concrete AT ALL stops. I hate having to step in MUD.
23. try electric busses, because they impact the visual environment even when the bus isint there. If people see the overhead wires they will be attracted. and make a special median in the center of big roads for the trains, and electric busses. Separated from traffic by a curb or something. This way you can run them full throttle, and they will be fast.
24. A lot of patrons would probably destroy anything nice like landscaping
25. to have surveys on the buses

**Question 8:** While waiting at a bus stop without a shelter on a quiet street, how important are the following?

### **Information**

1. # of a bus on route. No bus # on RTA signs
2. clock, electronic display of next bus
3. basic bus schedule info
4. indication of when buses will arrive - schedule info
5. larger signs in full view
6. have large signs with route # lower to ground
7. route number on sign
8. schedule
9. Bus stops would be to have stickers of routes in blue or yellow. Blue for local, green for crosstown, yellow for express service, pink for circulators.
10. Accessible signage that designates the area as a bus stop, preferably with route numbers.
11. A sign with the number of the bus that makes stops at that location should be at all stops, regardless of the traffic on the street. All too often "quieter" streets only have a small round sign to denote that a bus stops there, but it is discouraging when a bus flies by that stop because it does not make a stop there.
12. The small RTA signs can be hard to see as you approach them.
13. pay phones, bus route signs lower, schedules taped to shelters or displayed at them.
14. Schedule of how often the bus runs.
15. Bus schedule information is just as important on quiet streets as busy streets, I'm surprised it's not listed!!! Why isn't it?
16. More poles marking where the bus stops are in the suburban areas.
17. The electronic tracking info.
18. Schedule information.
19. large sign w/1st & last times & route #s
20. to have more bus schedules on the buses like the #75 buses with the envelopes for bus schedules

21. make signs more visible

### **Security/Safety**

1. emergency hook up to summon RTA police
2. bus/ rapid monitor/ cameras/ "for when trouble starts on public transportation"
3. we need shelters! Good lighting for women who are alone at night!
4. One-touch telephone for contacting the police. Transit Police call box.
5. safe safe safe conditions
6. The stop needs to be visible and lit for safety reasons!
7. Women should feel safe waiting alone, there are a lot of spots that exist now that no woman should be alone at!
8. emergency button/phone
9. Safety
10. Security
11. safety....phone to safety forces, pay phone; regular patrol by rta and city safety forces
12. safety & convenience

### **Shelters/Stops**

1. clear area to stand so the bus driver can see you
2. a properly hung RTA sign
3. Consistent design of stops/shelters—the low wall concept is a great idea because it provide a surface for artwork/mosaic and would not be easy to vandalize (except graffiti, which might add to the urban thing)
4. a shelter like we could use one on Ontario south of prospect on the west side so when your a driver doesn't show or is late or runs early we can have some comfort from clevelands winter weather
5. A dedicated walk across the street linked to the bus stop. Make that a "raised" dedicated walk across the street. Make cars slow down. Ask better questions here to make buses "pedestrian friendly." People get to bus stops principally by walking. How is the walk

from the house to the bus stop? Sometimes, in the winter, I have to walk in the street because people have not shoveled their sidewalks. What else needs to be changed? Think more broadly about this, please.

6. ive really gotten drenched waiting for the bus along cedar when it passes through cle-hts. it would be nice if there were a way to integrate minimalist and/or landscaped shelters. trees would of course provide shade and some shelter from the elements. why do some of the current shelter face towards the sidewalk instead of towards the street? this orientation makes it really difficult to see the approaching bus as my neck is not fluidly capable of 100+ degree rotations!
7. The lighting and pay phone are essential and tied with shelter from weather - this is Northeast Ohio and our weather is not always predictable. Perhaps there can be larger space for more frequently routed/ride areas and smaller for those not as many riders attend - but all stops should have some form of shelter nearby.
8. Enforced no parking in front of stop and clean space in winter.
9. Anyone who catches the bus in Northeast Ohio would tell you THEY WANT SHELTER FROM THE ELEMENTS!!!!!!!!
10. A rain proof shelter and emergency call box
11. If these out of the way stops were located next to convenience stores, or even coffee shops or restaurants, it would be easier to pick up something to eat or some essential item before or after riding the bus. When you are driving your car you are able to make these stops - bus riders deserve the same flexibility.
12. in the dark hard for driver to see stops and people, a way to light the stop that shows someone is waiting and signals driver.
13. No, poles. We need shelters, it's dangerous out here, dirty (buses and cars slosh water, debris on standersby
14. proper drainage of a paved surface is important,

also designed to allow bus to pull up to a curb  
- (raised platform)

15. Make sure there is concrete around the waiting area, I HATE stepping in MUD.
16. your shelters are signs of the poor. white folk wont be caught dead in those things. like some kids design them from the nearest school. They should be substantial, with a light, clock, not just that darkened plastic. Just a suggestion.

### **Drivers**

1. RTA signs get covered up by other signs on the pole and the drivers blow by the stops "cuz they don't see it listed"
2. Get the drivers to stop making the buses from jerking by accelerating/stopping to fast. More on time buses/rapids. Going around the bottleneck on the Innerbelt by going down the fourth lane with entrances/exits to West 25TH/Fulton, by using West 14TH - most people want to get there on time and NOT be worried about being off route.

### **Cleanliness**

1. clean-up of trash at stop!
2. important that snow & ice is removed from stop, shelters, stay cleaned out, smoking & non-smoking section of stop
3. to keep bus stops cleaned up from glass of sidewalk & dirt of sept
4. Forget the frills. Let's just keep it clean. (GET it clean).
5. Ongoing maintenance is the key. Don't let stops get in the deplorable condition of the Puritas Rapid Stop or the old W. 65 stop.
6. Get the graffiti off the walls and windows of the stops.
7. A trash can is more of a beautification element. You seem to hold that people will just hold onto their garbage until they find a receptacle, which is not the case, people will just throw it on the ground if there is no waste receptacle.

### **Amenities**

1. Clocks
2. Banners wouldn't fare well in the Cleveland weather. Painting the pole a certain color I think would be a better solution. Bicycle rack is a good idea for those who have to travel a lengthy distance to reach the bus stop.
3. Rest Rooms?
4. Heated shelter on-demand
5. heat in winter would be nice
6. handicapped seating

### **Other**

1. don't waste my money on gee gaws, provide good service, not window dressing
2. some form of shelter at Brookpark train station - just an accident waiting to happen
3. more important is respect and application of God's creation
4. what happened to no shelter on busy street?? W 25th!
5. circulator on Monroe, Chatam, Lorain, Fulton & 25 St. area
6. stop focusing on trivial matters, and restore routes and times; then maybe i'll ride again, me and the 50 other people who you inconvenienced!!!!!!!
7. RTA needs to stop trying to win architectural awards and start providing more efficient transportation services.
8. Again, why are you focusing on how it looks rather than running on a timely fashion. Nobody should be spending that much time at a bus stop.
9. You keep asking the same questions over and over.
10. All of the above are great ideas. I really do not know among these what will drive more traffic. Hopefully, we can learn from other systems what works best.
11. replacing rta signs at superior shopping center, where construction remove them to update the sidewalk project. thank you
12. Get rid, please, of all your OLD, rickety buses on the

North Olmsted park & ride route and also give rest-room access for those with "disabilities" who require them!!

**Question 10:** How would you feel about advertising at bus stops if the revenue were used to improve them?

### **Positive**

1. the money needs to come from somewhere. Why not advertise?
2. it works in NYC
3. it would be great only if the money earned was used to improve stops
4. excellent way to maintain/improve services without cost fo riders/taxpayer
5. I think its very resourceful
6. advertising is fine - where is the \$1.25 (\$125?) per bus going ??
7. as long as the revenue goes toward the care & up-keep of the bus stop/buses
8. anything for improvement
9. good idea
10. as long as the money would go for improvements, I see no harm in advertising
11. I think its fine to generate revenue this way
12. as long as advertisements remained well maintained & updated, they'd be a very good, positive element at RTA stops
13. RTA needs all the revenue it can get.
14. good way to raise funds without raising fares
15. Anything that will bring in money to improve service is a good thing
16. Advertising at bus stops is completely acceptable to me, I have no preference either way
17. i like the adot a shelter program maybe it could be expanded and advetisments would better them
18. I think RTA needs to find funds to make improvements wherever they can find them. Many of the

things that have been suggested above are wonderful. Please keep an update on the web-site to how these improvements are coming along and the status of fundraising.

19. RTA must develop outside revenue sources such as advertising just to survive.
20. Mass-Advertisement to pay for Wi-Fi Access, garbage cans, etc.? IT's a small price to pay for those amenities
21. get all the money you can!!
22. Why not?
23. Advertising at bus stops is okay, especially if the revenue would improve the comfort of the bus stop. Reading the ads will make the wait go by faster.
24. This is an excellent idea! It would improve visibility and the image of the stops, and also provide funding.
25. revenue to be used for improvement
26. do it!
27. I'm not a big fan of advertising, but I am a big fan of public transit, and I think it would help the public transit 'cause' I'd also like to see some public notice space available at the stops.
28. chicago signed a contract with JCDecaux to provide "high end" bus shelters with advertisements. its supposed to bring in upwards of 300 million to the city over 20 years. sounds like a good investment to me. although i generally despise advertisements, i think these seem to bring a street level vitality that is sorely missing in cleveland. anything to enhance the pedestrian experience is welcomed in my opinion.
29. I also think that you should advertise inside the buses along the top where you have the RTA signs. Great advertising for restaurants and area attractions.
30. In my opinion bus stop advertising is great because people waiting for the bus will read it, people on the bus when it passes by will read it and just in general it can be creative and fun.

31. Why hasn't this advertising idea been implemented previously to construct, improve, and maintain shelters?
32. Advertising is ok; why not shift the costs to the advertisers, they have more money than I.
33. Raise money however you can if it improves the quality of service!
34. We see advertising everywhere already, adding it to bus stops would make little difference (especially since when the bus pulls up it will have advertising on it). Initial revenue for improvements is important, and advertising could be removed as ridership increased.
35. I don't like the idea of public service institutions getting in bed with corporations, but then again, a heated stop would be worth the added irritation.
36. it would be great considering that there are plenty of stops without benches that do have shelters... I would even do without the benches if the shelters were more enclosed instead of open, in the winter months the open shelters do little good.
37. affordable advertising at bus stop or on busses would be a great idea
38. do that, y'all need to make money
39. because this way the advertisements actually help ridership
40. use the revenue to improve shelters

#### *Negative*

1. I think advertising should be kept on the bus
2. bill boards on RTA property, ads on platforms are all ugly and destroy the aesthetics of the surroundings
3. it would be just one more reason to NOT ride the bus! I have enough to think about or just want to relax without being visually attacked by garish advertisements
4. I'm tired of being marketed every place I go. I'm very unhappy riding buses that are engulfed by advertising that goes over the windows. I can foresee the same happening to the shelter. I like the clean & clear glass.

5. it would just distract from the attractiveness of a nice clean bus stop location and some advertisements may not be "family friendly"
6. there is WAY too much advertising in this world. It's esthetically ugly
7. problem with this is controlling its use (others using it to post signs, graffiti, etc.)
8. I just hate the way our society is becoming advertising saturated. Please don't cave into adding more marketing to our lives - especially to our children.
9. busses are only one link in a network of public transportation. I do not support corporations owning everything. I believe that gov't should support improving Amtrak & other public transportation
10. I feel that rather than put up advertisements, there should be bus shelters put up. Most stops do not have them. Seniors who are capable of riding RTA need a comfy place to sit while they wait
11. The shelters should not be billboards. They become magnets for other postings and lose their transparency.
12. too much advertising. The revenues would be a pittance
13. If you're going to provide reading material, there are better things to read than ads.
14. Advertising is a slippery slope. I understand revenue is needed, though I don't enjoy being bombarded with thousands of adverts or messages every day. There should be more relevant information [maps, schedules, etc.] than ad's on the shelter wall. Most importantly, I don't want to live in a corporate society.
15. NO
16. Advertising makes stops look trashy and ugly...terrible idea!
17. leave the ad's on the buses. I am more interested in security & them arriving & departing on time w/a courteous driver w/safe driving ability
18. advertisements don't have to be at the bus stop

## **Reservations**

1. keep the advertisements in scale — not overwhelming or overbearing in quiet residential areas
2. of course I would prefer it to be tasteful. I don't think ads for underwear or which communicate sex are appropriate for safety reasons. I definitely would NOT like flashing signs or noise of any sort. I'd rather have an RTA public address safety monitor that works if any communication is needed with RTA headquarters. They have it on the PATH trains in New Jersey.
3. something inspiring would be a wonderful idea community news items - related to the particular areas
4. signs only, tasteful signs, no ads for cigarettes or alcohol, no tv ads with noise or voice
5. RTA has shown a lack of discernment with advertising by allowing companies such as "Hooters" and "Penthouse Key Club," which are destructive to the communities RTA serves, advertise on RTA property. Also most advertising does not add to the beautification of neighborhoods.
6. only if the revenue went toward bus stop improvements. Not for RTA profits! Neighborhood are important!
7. depends on what is advertised. No alcohol, no cigarettes
8. I wouldn't mind one or two "billboards" or advertising signs but I am on marketing overload and resent even the ads that are on many toll booth receipts. I don't want in-my-face advertising but I am ok (I accept) with some in a public spot
9. we have that in newspapers not on the glass of the bus stop but in newspaper boxes is ok. To do that please understand
10. advertising is a good idea only if there is updated information and keep the signs weather damage & other damage
11. it's a good thing if it were to take place as long as people wouldn't harass, sexually offend, or anything else that involves a criminal offense
12. but make sure ads are acceptable for all ages
13. as long as there's no provocative pictures, using drugs, alcohol, tobacco, etc. Only positive images should be present and displaying family to me is essential [male/ female, boys/ girls] true families
14. no smoke, no beer, no sex, no cell phones
15. appropriate advertising only - no alcohol ads
16. some sort of bulletin board would be nice. The public could use it for garage sales, concert announcements, businesses, etc.
17. as long as it doesn't interfere with "sight lines" for bus arrival and security
18. advertisements should be maintained & updated continually
19. this may be a good idea, I'd have to actually see the format to form a better opinion
20. As long as it was tasteful and not offensive to whatever neighbors there may be, whether residential, businesses, etc.
21. The current adelphia signs are way too big & obscure my view of the approaching bus. Seeing the bus is MORE important than the advertisement. Also, can't something be done about people and businesses who post their own messages. If RTA isn't getting any monetary backing from them, can't something be done about their advertising, other than ripping them down? The fitness center at Fulton-Memphis was a constant source of this unwanted advertising
22. Please no alcohol or tobacco advertisements... maybe offer ad space to local merchants near the bus stop
23. We are overadvertised to death. IF it really were used to add restrooms or electronic signs of next buses, I'd think it was okay.
24. only tasteful advertising
25. As long as it isn't generally offensive. for example i wouldn't want to be forced to stare at an ad of a baby with a cigarette in its mouth, as some of your recent ads show
26. It's a great idea, but the signage should be placed so that it doesn't block vision of the street/approaching bus.
27. It depends on the aesthetics of the advertising - will it blend in with the community standards of where the stop is? banners and electronic signs are one thing, a plaque saying "this stop is sponsored by..." is another.
28. BY ALL MEANS. However, I think since it's a social venue there has to be some control over the types of advertising. No cigarette or alcohol ads.
29. Advertising dollars make great funding resources. As long as the support is for a progressive lifestyle, then all the better for our safety at bus stops.
30. Moderation is the key here. Don't we have enough visual clutter in cities? If it were community advertisements then I don't mind as much.
31. AS LONG AS NOT OFFENSIVE IE HOOTERS ADS OR GENTLEMAN CLUBS
32. Depends on the type of advertising - could be great, could be terrible. How about artwork, with a "sponsored by" tagline?
33. great idea as long as the ads are somewhat minimal/non-intrusive. small banners or posters. no lights/sounds
34. As long as it isn't for "vice" type products (cigarettes and liquor, for example) and has some artistic merit.
35. But presented in a pleasing format /way.
36. Important to maintain sufficient see-thru area on shelter enclosure for security. Keep advertising at modest scale so they do not dominate or clutter the setting
37. Important to maintain sufficient see-thru area on shelter enclosure for security. Keep advertising at modest scale so they do not dominate or clutter the setting
38. Don't advertise tobacco, alcohol, etc because so many kids ride buses
39. Advertising should be tasteful - no contraceptives, Viagra or other prescription drugs or record albums with half-naked people on them.

40. I would use caution, though, because some ads can be very offensive.
41. if it would keep fares down
42. Only if done with professionalism and with a concern for the passerby. I imagine a digital "snake" of advertising that I can look at or not, like downtown. It might actually encourage talking among the people waiting.
43. Only if its tasteful and unobtrusive. NO VIDEO or AUDIO!!!
44. Advertising can be a volatile fund raising endeavor, and the powers that be will see advertising to maintain stops as an excuse for decreasing, possibly, the RTA's budget. Advertise at bus stops, but don't allocate the revenue to one specific project.
45. As long as the ads were non-offensive, unlike the x-treme radio "perk up" bus ads. I thought those were in poor taste.
46. Only if it can support community
47. As long as it provides room for both paid advertising AND unpaid public service or community announcements.
48. Only if it was community based advertising. Advertise small business in the immediate area.
49. If tasteful
50. As long as the advertising was not morally objectionable (hard to do in this day and age), and coupled with a map of the vicinity around the bus stop. My wife and I went to Paris three years ago, and we were never lost riding on the Paris metro. The maps were wonderful (even though neither of us were versed in French) and the system, although 100 years old, was in great physical condition
51. Include PSA's and access for unpaid ads for community events as well though.
52. In moderation it would be okay.
53. As long as the advertising is updated on a regular basis, I think it is a good idea. Some of the buses are still advertising events from last summer, and I think that this gives area visitors a negative image of the city.

54. no advertising for alcohol, cigarettes or scantily clad models
55. tasteful ads
56. only FAMILY-oriented. It's a public bus stop, not a place for junk you don't want an 8 yr old to stare at!
57. please keep it in good taste and family oriented, no skimpily clad women or men

#### **Other**

1. if possible, a security guard or police officer at high crime areas. For the winter the bus shelter doors reach or touch the ground and the door should be able to close for warmth but also be removed for the summer for coolness
2. what is the problem with the #6 bus early Sunday morning & Sunday afternoon, all way runs early & too often comes not at all
3. need to have handles on the bus on the sides, when you first step on, all buses
4. lowered down for short older handicapped person
5. when the bus gets to a park-n-ride early, let the people get on so they don't have to wait out in the weather
6. RTA bus stops need to be water proof and warm in the winter or cool in the summer
7. that's how I got this one. I appreciate the opportunity to voice my opinion . . .
8. it would be great if things could be done in all neighborhoods and not just special neighborhoods
9. I have e-mailed you several times regarding the placing of a stop at my apartment complex - heading west bound (1939 Green Rd - Greenridge). Our shelter at the top of the hill was removed and never replaced. Why don't you respond?
10. I would like to participate in helping RTA in any way I could or can
11. you need special buses to pick up seniors, disabled & special needs customers at the door to door situations. You pick them up, and let them know that within 5 hours later the bus will come back. Then,

let us schedule are plans and activities around those hours

12. they need the community ccirculator to Brookpark on weekends and holidays. My job requires me to work from 7 to 3:30
13. I am neutral about this; none of the above choices apply. (1) larger signs for bus numbers (2) cleanliness (3) no smoking in shelter (4) no graffiti

**Question 11:** Any other comments on how bus stops can be improved?

#### **Placement of stops/Shelters**

1. need more shelters-winter & rain-specially for seniors & children
2. put them at every street corner
3. make less of them, some buses stop every 100 yards and it take forever to get downtown. The 97x should only stop at major intersections because people could use the 90, 88, 76, etc. for local pickups. This would make the 97x a true express bus.
4. safety & information are most important. It takes too much effort to understand RTA system and schedules. It should be possible today to do much better using technology.
5. if a bus stop is located across the street from a high traffic public building and the closest traffic light or crosswalk is a block or more away, then place a crosswalk or yellow warning light at that bus stop location. If this isn't possible, then remove that bus stop to avoid a hazardous situation.
6. bus stops should be paired -for every Eastbound stop there should be a Westbound stop (likewise for north and south). Facilities in the two directions should be comparable. Downtown public square is caos. Buses should leave from the same location day and night 7 days a week. Bus schedules are not clear as to bus stop locations. We need directional signs to #9, #7, #52
7. there should be a shelter at every bus stop and adequate seating. All bus stops/areas should be well

- lighted. Trash should be removed more than once a week
8. Too many bus stops don't have shelters. Also improving the pedestrian environment surrounding the stop is very important
  9. possible benches or some kind of shelter in both directions of route
  10. There needs to be a lot more shelters at stops, for example, on Euclid in the Tower City vicinity - it really sucks having to stand out in the snow and cold in the winter, or melting in the summer sun with no shade at all!
  11. Even in instances or areas where a shelter is not viable, benches or other seating should be considered
  12. Shelters during Cleveland winters are probably the 1st thing I would like to see added to all stops — or at least to the vast majority of stops.
  13. More shelter
  14. Just that there should be more of them.
  15. More shelters. How about a vending machine for tickets since you won't give transfers with good old American cash?
  16. shelter!
  17. I notice that there are only shelters on one side of the street most of the time. Can you put shelters at every other stop at least, and on both sides of the street.
  18. RTA should be conscientious when deciding where to place stops. Stops should be located in places where there is adequate room and facilities for riders to wait, even at peak times. If there is not adequate room, they should pay for sidewalk improvements if they wish to locate a stop there. While stops should be located NEAR businesses, RTA should not put a large shelter directly in front of the door of a business. Also - RTA needs to take some responsibility for the litter often found at their stations. The city can't clean it up, obviously the riders aren't willing to (at this time), and it contributes to the perception that RTA is unclean.
  19. There needs to be more than 1 shelter at every other bus stop, such as on the #6, #7X, and #9 ALL stops, as to those bus stops are where the majority of the people stand. Also, there needs to be more than 1 bus that comes on each route at one point in time, like two #6 should run along each other because the amount of people that get on sometimes causes others to have to wait until the arrival of the next bus.
  20. I think there should be more bus shelters. There are a lot of bus stops where there is no place to sit. If someone has to wait 30-60 for the next bus to come and there is no where to sit it's pretty bad.
  21. need more bus shelters
  22. I wish there could be better shelters/stops at shopping centers, I.e. Severance & Richmond. I feel so sorry for the people waiting in foul weather. No provisions for people with packages, etc.
- Information at stops**
1. large signs to see route numbers
  2. Go to San Francisco, and copy everything they do. Every stop I used there had a shelter with a bench, and a map showing every bus route, complete schedule and transfer information
  3. put large bus route signs lower to ground so it's easier to see. Put route schedules at shelters so they can be read. Tape them or in a case. Heat in some shelters
  4. old signs had bus route numbers which told you which buses stopped and picked up at each stop. Many times have been in car and wanted to come back to a place but didn't know how because I didn't know which bus # to use
  5. vending machines. Information on each bus and it would really help if I knew EXACTLY WHEN EACH BUS WILL ARRIVE !!!
  6. RTA is great for those who use it - but almost impossible for 1st timers. Information on routes & times must be at each stop to make it more user-friendly. Simple maps, even would be amazingly helpful
  7. The electronic displays using real-time arrival info would be a godsend.
  8. Better information about the route and transfers at the stops.
  9. BIGGER signs. The signs are too small. How a sign that says BUS STOP. Visitors do not know what RTA is.
  10. Just knowing when the bus will actually arrive would be very nice. It's often 20 mins late.
  11. Your web-site could provide realtime bus schedules along with estimates based upon past running time for stops up to three hours in advance
  12. at stations with trash cans, empty them regularly. schedules. schedules, schedules.
  13. Adding route planning functionality to the web-site would be huge!! Other major cities have this. Ex. Type in start and destination; it comes back with fastest route.
  14. I very much appreciate the public transportation system in Cleveland because I don't have a car, and the bus is the only way I have to get around town. I understand that sometimes due to circumstances beyond our control, the bus runs late. However, it would be awesome if it was possible to know how late the bus is running (this suggestion of an electronic display is exciting to me) because sometimes I need to be places and I show up late and people get mad.
  15. I ride the bus every day, and I'm really pretty content with the stops I use (Tremont, Collinwood, Tower City, Windemere, and W.25 rapid, primarily). My biggest frustrations are sorting out new routes (the hotline and website both help a great deal with that, although I'd really like to see more detail on the maps online, and maybe some search functions), and frequency of buses in the late evening hours. I'd like to be able to party on weekends and get home via RTA.
  16. Clear fare information, attractive landscaping at stops (especially Lee station along Blue Line), and general maintenance are critical. Let's feel great about taking public transit (a Euro approach).
  17. If the bus drivers were on time, if there were signs

stating the arrival and departure of the buses.

18. lights telling which bus passengers are waiting for. communicating to the driver which stops have passengers waiting.
19. Bus Stops need to be set back off the road a little distance. Shaker square RTA rail stop is a nice design if reduced in scale provides an element in the community not just a dark brown plexiglass box - too confining. Bus shelters need to feel open and allow people to have personal space.
20. All shelters should have the bus schedule board in which schedules can be placed inside (like NOMBL have around Lorain Ave., in N. Olmsted).
21. design them so that passengers who never rode before can figure out how to ride at that stop and get where they are going. It's a simple concept, really, and this survey will probably not pick it up, since people who never rode before will probably not fill out the survey either.
22. For the stops without a shelter, maybe a way to light the RTA sign if there is a passenger waiting.
23. have schedules in each shelter say E. 19 & Euclid or E. 105 St. Clair & Superior, etc.
24. schedules, fare information, seating and shelter are extremely important, especially to the elderly such as myself. Telephones for emergencies are also needed. But you don't want to make the stops too comfortable because it will attract undesirables

### **Safety**

1. the more security the better. The better for senior citizens
2. security & safety first - lighting/shelter from elements
3. bus shelters are very often sites of drug deals or stopping/waiting points for drug dealers or hookers  
2) band shelters in historic districts w/district name
4. more police
5. "safety" bright lights, emergency phones, some form of security whether be cameras installed unnoticeable to vandalism and/or security guards/police

patrols/ policemen on foot at every major intersection corner bus stops

6. Since most bus riders are women, an emergency phone should be provided
7. as long as they are under the continual surveillance of transit police, & well lit, they will be utilized by those who are riding on the Cleveland metropolitan areas public transportation system, & not vagrants
8. I am all for bus stops being well lit. This hopefully should make real early morning commuters such as myself feel safer
9. Safety is a big concern for me. Perhaps police cooperation can be enhanced to patrol stops, especially in quiet, dark areas.
10. Better lighting=safier
11. ABSOLUTELY. A-Number-1 issue is security. The bus stops I use in the morning feel dangerous. There is little or no lighting around the bus stop. Not a comfortable feeling. Also, the trash surrounding at least one of the stops is DISGUSTING. There is an old rusted trash can, but not many seem to notice. There must be 10,000 cigarette butts laying on the ground in addition to candy (and other wrappers), bottles, cans, food scraps. It looks like the pits. Next thing I expect to see are rodents! Location: PARMA
12. I believe that attempting a 'non-smoking inside the stop' policy is essential. it doesn't make sense that those with breathing difficulties/ and or children be forced outside the stop by smokers.
13. Make them safe.
14. Improve the shelters, have someone watching, especially downtown, people, leave garbage and smoke in a lot of the shelters making it difficult for others to feel comfortable.
15. It would be nice if someone could control the loitering around the bus stops. I know it is difficult to determine who is and isn't catching the bus, but it really looks bad and also makes customers uncomfortable.

16. more lighting, better weather protection
17. number 1: safety number 2: clean area and bus stop number 3: frequency number 4: bus stops with bench to seat on
18. more plain clothes transit police
19. Emergency or panic phones at bus stops.
20. I think a clock is a fantastic idea! My main concern is bus stop safety. It would be wonderful to have emergency call boxes at more stops and better lighting is absolutely necessary in many places.
21. more shelters, better lighting
22. Monitoring. Cameras in neighborhoods at great risk
23. Lighting and more shelters are the two main concerns I have when taking the bus, particularly at night.
24. by giving RTA police more presence in the known hotspots

### **Cleanliness**

1. I am a car driver, but I take the bus to work. I do enjoy taking the bus. Bus stops need more seating and more shelter! Trash cans are always a plus. I rather see a trash can in a bus stop than see trash all over the ground.
2. please have trash regularly picked up. Ex: #15 downtown (westbound) at E. 93rd & Union - has been littered for weeks now! People at stop don't even want to touch/sit in shelter for the trash!
3. clean, but shelters inside and out
4. keep all bus stop clean & well maintained thruout the city
5. cleaner glass and fix the damage to them
6. cleaner & better lighting
7. trash cans to deter littering at bus stops
8. you have shelters and seating at most stops. The important thing is to keep them cleaner especially where young people frequent the stops !
9. trash removal and fines for people defacing or littering shelter
10. keep them free of trash and graffiti. Wash windows.



Use simple low maintenance materials

11. clean
12. keep the gutters cleared to reduce the amount of standing water that can be splashed by passing vehicles. Clear away snow as quickly as possible.
13. garbage cans are very important to the bus stop. A garbage free bus stop is a beautiful bus stop. Landscape is an unnecessary waste of money. I think this survey is a great idea, but how many people are going to take part if they can't see them. Try getting them "out there"
14. weekly emptying of trash containers
15. better sheltering from the elements
16. trash cans and trash pick up every 3 days
17. cleaner, too much trash, deplorable at some bus stops
18. I appreciate their general cleanliness - but having trash cans which are regularly emptied would help a lot. Having more shelter would be a good thing too!
19. they need to be cleaned on a regular basis - the bus stops in outlying areas are often very disgusting - w/vomit & urine, eggs, etc.
20. Clean the areas around the bus stops more frequently
21. Cleanliness, Cleanliness, Cleanliness and more trash receptacles.
22. The bus stops in mt area need to be cleaned more than just once a month. It is just disguising how filthy they are?
23. they should be kept clean and in good repair
24. clean up the stops.. most of the shelters in the cleveland area smell horrid. It does not take much to take a water pressure hose and wash the shelters out.
25. i feel that RTA needs to address the issue of garbage that is at or surrounds the bus stops. The bus stops @ Kamms' Corner are disgusting. I have walked a couple of blocks out of my way to avoid waiting in bus shelters around this area. Thank You.
26. more cleaning or trash cans

27. Empty trash and clean more often.
28. Make sure there is a crew responsible for keeping them clean in all areas.
29. My number one complaint over the years has been that bus stops are not clean. They need to be scrubbed regularly, graffiti removed, and trash picked up. Everything else except lighting for safety is optional.
30. Remove all graffiti immediately and work with nearby businesses to do the same. RTA can't do it alone but graffiti is ugly and makes people feel unsafe in area.
31. clean them more often.
32. Keep them CLEANER!!!!
33. When the cleaning crews are working at the shelters, they should park the vehicle on a side street or in a parking lot. They park the vehicle right in the curb lane.
34. Bus shelters should be cleaned frequently. The windows are filthy and the shelters are strewn with garbage. The shelter on York Rd. & Pearl Rd. in Parma Hts. (northbound travel), had chicken bones rotting on the ground for several months, and recently someone had vomited in the shelter). Please keep the shelters clean and safe!
35. need regular cleaning & snow removal
36. Cleaning and maintenance. Some shelters are just plain filthy, and they stay uncleaned for days ...
37. keep them and the area right around them CLEAN and reasonably repaired - glass cleaned occasionally (or replaced when too dirty/scratched, etc.
38. Think clean, clean, clean. Would you want your mother to be subject to the kind of stops say along the #6, or the #4/#38 to name a few? I could go on and on.
39. Trash cans at every bus stop would reduce litter. Trash cans painted with a mural could help beautify the neighborhood
40. stay on top of maintenance & upkeep. Regular trash pickups. Make sure facilities and equipment work

41. keep them clean and repaired
42. trash can near by larger shelters for high populated area

### **Shelters**

1. to be kept cleaner 2) well lighted with heat with the wait times longer & longer
2. more seats, better lights, neater surroundings, more clocks, accessible steps, more polite and caring and concerned bus drivers, their attitudes suck, very few good ones
3. having some kind of heating system, and at some bus stops especially on Denison
4. yes. It would be nice if the bus stops were enclosed from top to bottom in order to be sheltered from the wind. Sometimes we are waiting a 1/2 hr or longer on a bus, and with the bottom open, our feet are not sheltered
5. no smoking at stops!!!
6. seating areas at all stops/shelters, more buses than run on Detroit other than 3 & 6
7. putting seat in the bus stop
8. enclose the BOTTOM EDGE - in the winter, the wind sweeps up underneath & it's very gusty & cold, also, lets water through if near a wet street
9. at some stops where there are many people waiting, esp. during rush hour, it would be great to expand the stop/shelter, so that people can get into there
10. larger bus shelters and the availability to purchase the variety of bus passes at Tower City (I.e. 5-10 pass local or express, monthly pass, etc)
11. clean door and heater
12. make more seating room - more shelters in Lakewood. There are hardly any
13. Their design is okay but could be more contextual.
14. The real time tracking would be an incredible improvement. There are many times i end up standing in the rain and snow for a half hour or more because the bus is late but i am afraid to take shelter and possibly miss the bus. Garbage cans should be pro-

vided and maybe maintained as a goodwill gesture by the companies near the bus stop. My #35 bus stop at Orchardview and Broadview is filthy from litter. I have repeatedly watched a Wendy's employee come around and clean up all around the bus stop but refuses to step inside the bus stop even if the trash inside is Wendy's wrappers! There's nothing worse on a windy morning than having a sandwich wrapper with ketchup and mustard residue blow onto my slacks.

15. Please do not use money for special poles or decoration. There are already so many signs and other visual noise/pollution around town. I like the small round signs attached to ordinary telephone poles. They do the job. They are easily found and consistently marked.
16. This has nothing to do with bus stops, but it seems a lot of older buses have problems with keeping the rain out. On a recent morning, less than half the seats were usable because water was leaking onto the other ones.
17. I don't really care about the stops as long as their clean and safe.
18. Cleaner and safer.
19. Better protection from the elements. At some shelters water from the road splashes in as cars go by when raining.
20. Bus stops need to be clean and safe in the best location. Bus information is important, accessibility is important. Art and amenities should be handled by RTA now. You don't need a survey about improving stops. You need to deliver a service that is accurate and reliable, cost efficient, safe and clean. People don't ride RTA because it costs too much, is difficult to connect and takes too long. Get me from my home in North Olmsted to my job in University Circle in about the same time as it takes me to drive and then you have obtained a new rider. By the way this survey is poorly written - how do you choose between safety (lighting) and comfort (seating) as the top two priorities? Why can't any design include both,

after all these are mostly public dollars being spent - why does the customer have to make that choice. This is another reason RTA is not full. If you are in the business of transportation then you consider all the aspects of a successful transportation system as equally important to the customer. Good luck on the effort.

21. Protection during rain so when cars pass you don't get soaked. Not have three of the same bus arrive at the same time! Ability to connect with the rapid on schedule.
22. Shelters that protect from the elements. Shelters at every stop. Shelter walls should be to the ground so the elements cannot get in.
23. Snow removal during winter, proper lighting, emergency boxes linked to local police.
24. The design of the stops should be left to professional designers to integrate into the fabric of the neighborhood.... kiosks, the local cop, information, coffee shop, a place of connection in many ways....it needs to bring out a feeling of safety
25. Building like shelters that go all the way down to the ground, with heat and an electrical display saying whether the bus will be here in five minutes or you missed the bus the next one will be here in 20 minutes or perhaps what other bus you can take, when it comes and where you can get it.
26. Some kind of flaps to stop the wind in the winter
27. The existing shelters are depressing. I have seen nicer shelters in Portland, OR, and Pittsburgh, PA. Our brown, dilapidated shelters are not inviting, nor do they make taking the bus attractive.
28. Varied designs/colors of shelter by neighborhood.
29. Build the shelters all the way to the ground. Because of the gap at the bottom, there is often little protection from wind.
30. Where shelters are near businesses, or where ad kiosks, news boxes or telephones are, make those owners help pay for upkeep of the shelters.
31. Shelters should not be open to the street side, as many are allowing passing vehicles to splash

or spray rain water on riders. I have had to stand on the bench to stay dry in some of these poorly designed shelters in inclement weather. In addition, I am a card carrying Paratransit rider. I work at the Board of Elections at 30th and Euclid Ave. The nearest stop to our building is located at 2901 Euclid Avenue, in front of the Intown Apartments. I would like to request a shelter be constructed at that location for the westbound 6 and 247 busses. Also, at times in the evening, usually after 4:30p.m., the #6 is very overcrowded and runs infrequently westbound. Is there any possibility that the #9X could also serve this stop at 2901 Euclid? Flooding on buses and trains are not non-skid in the areas where your feet touch the floor at seats. Many times my feet have slipped when the weather is wet and my bad shins have struck the rear of the seat in front of me causing injury. 3. Signage on buses - Some improvement needs to be made to improve the visibility of these signs. On a sunny day, glare makes them very hard to see.

32. Make them more attractive and modern. Use neutral colors (beige, white, etc) (such as newer buildings and stores, etc)
33. Make them more colorful. Push button heat lamps are a great idea. Who takes ideas about improving buses? Many people I speak to stop taking RTA because the experience is depressing. The bus sucks all energy from you by the end of the day. The lighting is dim, the light guards are yellowing, dirty plastic. It's just a grim experience.
34. Shelters build to block wind all the way to the ground on three sides. Trash can regularly emptied. Payphones. Realtime till next bus. Light over stop. Way to signal driver.
35. Bus stops need to be set back off the road a little distance. Shaker Square RTA rail stop is a nice design if reduced in scale provides an element in the community not just a dark brown plexiglass box - too confining. Bus shelters need to feel open and allow people to have personal space.

36. solar powered for light, phone, and heat.
37. Make them beautiful! The city needs more beauty. Make more shelters with more outside benches.
38. JUST ENOUGH IMPROVEMENTS TO HELP FROM THE ELEMENTS WOULD BE SUFFICIENT.
39. A place to get out of the elements is the most important thing to the bus riders I know. A place to sit is much appreciated.
40. Ban smoking in shelters and post signs.
41. CLOSED IN SHELTER
42. don't have the shelters so close to the street. If people are not waiting for the bus, run them out set back 2' further from road to avoid splashing from cars during storms
43. Yes! I would like it if the bus shelter would be a lot cleaner and if it had a door with a heater to keep us warm for when it rains or snows. Also it should have air conditioner. I would be very grateful if they put a shelter for most of the bus stops
44. need better shelter from wind rain snow & cold
45. cleaned more frequently, more security and lighting

#### **Amenities**

1. the most courteous would be trash can and water fountain
2. Have a coffee vending machine at the stops and pop macines.
3. Clocks, benches, and some form of shelter are a MUST!
4. Bike racks, Bike lockers..encourage more thinks so that cyclists can take buses downtown.
5. Add machines to buy bus passes. shovel/salt snow and ice by stops. Heater in winter would be appreciated. Waiting for a bus in the cold and wet is the worst. Summer is easy.
6. pay phones nearby for emergency and public use some scattered pubic restrooms. portable chemical plastic toilets.
7. For major stops, like Tower City, University Circle, etc., I'd suggest having kiosks: newsstands, coffee,

and snacks. I'd also invite musicians or street vendors to be there; add some local color.

8. Enough benches to sit on and put packages. Good lighting to read by. Electronic signs to show when the next bus is due and to show news items. Heat or A/C where possible. Shelter from rain. Place for emergency communications.
9. air conditioning in the summer. and a door for the bus shelters.
10. phone at shelters. Have bus signs lowers to the ground so you can see them better. More signs with route numbers
11. A public rest room on weekends because the bus time wait is longer and when you have to go, you have to go
12. you might consider having more, smaller parking areas near major intersections for daily bus riders going to work. The Euclid Park-n-Ride on St. Clair near Babbit Rd has a building that protects riders from rain and heat and cold. That is great! But how about making toilet facilities available to riders? And a drinking fountain would be nice.

#### **Drivers**

1. have drivers look in shelters to see if people are waiting. Some speed past without looking to see if people are waiting.
2. bus stops locations should be announced by every bus driver, not only by freshly employed driver
3. have nicer drivers. Find out what teenagers who ride RTA think of the service
4. Explain courtesy to ALL drivers Cleaner buses
5. WE HAVE FAMILY MEMBERS WHO ARE VISUALLY IMPAIRED, AND THE DRIVERS RARELY CALL OUT THE STOPS
6. Get better drivers
7. Consistency with the drivers. Many don't leave on time, and hold up the group for latecomers. Or, they will make stops on the way out from the park and ride to pick up late arrivals. This delays the bus by minutes.

#### **Other**

1. the seats on the bus are hard. It would be nice if there a way of putting springs under the seats
2. how about having a place (area) where smokers can smoke and not bothered those who actually do not smoke and the smoke bothers them
3. I think it's important to keep buses inexpensive for several categories: seniors who can't drive anymore for health reasons, poor people who can't afford a car and poor working who must use public transportation. It's not just about me and my needs. Or car breaks down.
4. more "red" line stops going further south to Strongsville/Medina
5. again, my major complaint is the rude, noisy, obscene school kids. Many of us regular riders dread the winter not because of the weather, but because the kids are back on the buses.
6. Brookpark rail station needs to be finished. Covered shelter, even if only boxed in bus shelters
7. Brookpark Rapid stop needs overhead shelter at platform
8. different subject. I am annoyed that people scrawl their legs across the seat and take up the entire seat meant for two. Teenage noise level, but nearing my 80's, understandable.
9. I really appreciate the concern with bus riders & how I feel about improving bus stop areas. There are a lot of complaints from the riders & myself and if we take the time out and respond to things getting better maybe their will be a big improvement. Take a pole on RTA drivers ATTITUDES!
10. I think the bus is a good way to travel for a routine. "Going to work or other"
11. Tak all that is on this list and do them for the people for without the people there is no need for buses if you don't have people to trust you to have the right accommodations
12. I get ANNOYED when a 246 bus is in line, but it is ahead of the schedule, so we wait in the rain or cold

for the scheduled bus to arrive. Don't let driver smoke (during rest) & fill bus with smoke before customers board the bus!

13. More capacity - for instance, I was waiting for the bus and too many people wanted to get on at that stop so I had to wait for the next bus and was late for work. #6 & #10
14. RTA is doing a pretty good job
15. I work with people without much money. RTA very important. I live close to downtown. RTA important to people close to downtown.
16. Add courtesy signs to encourage smokers to smoke outside the shelters
17. Madison Ave (25) should have stayed the same going to Ontario Ave so people can walk or catch a loop bus to the Justice Center & Courthouse. Going west it should stop at Public Square all the time.
18. needs to be better customer service and more reliable timing of buses
19. we are hoping to get some outside shelter at the temporary Brookpark Rapid. It's ridiculous to have to wait out in the elements in inclement weather. Also, the ramp is very slippery. Any improvements would help.
20. inform drivers of disability PCA rules/ regulations/ privileges
21. smoke free bus shelters at all stops & at University Circle. No cell phones on bus. No swearing children on bus
22. put the #35 bus back across the Lorain-Carnegie Bridge after midnight! Get circulators on Monroe, Chatam, Lorain, Fulton & W25 areas!
23. Please, please tell the drivers to use the HEAT and not the AIR in the winter. I am tired of standing in the cold for 15-20 minutes to board a bus that has the air on pouring down on top of my head. Specifically the #9 (am) and #39F (pm)
24. by putting teens on separate busses so that the seniors and working community can ride safe and have peace after a stressful day
25. You should have inserted this questionnaire in the Sunday Plain Dealer newspaper, so that you could have gotten a huge response to your survey. I was on the 9X, Wednesday, 11-12-03, the 3:10 p.m. never showed and the 3:39 p.m. was so crowded, I wanted to hurl, from all the funky smells and the bus being packed. The newer buses was not made to hold a lot of people.
26. the only 2 rapid stops I've used so far are the W 117th & University Circle Stn. Both of these stations are in poor condition. They smell like urine & are very run down. I'm sure there are more stations in this condition. I'd like to see these improved as well as something to keep vagrants from destroying them.
27. do not put advertising on the buses that cover the windows - it makes it very difficult to see out. This is the one thing that will drive me off the buses
28. best way is to make the last Number 9 leave later from downtown - have a 6:45 or 7:00
29. The bus shelter building at the North Olmsted Park and Ride is wonderful. It is heated, has benches and a bus schedule rack which is always stocked with the bus schedules. There also is a pay phone outside that I have used. The NOMBL drivers are always on time, friendly and with clean buses. Thank You for this facility and the wonderful service on the 263 and 75 routes.
30. in my opinion rta gives a good ride better than some other bus mass transit lines.
31. better connections with akron metro at the VA clinic
32. Cleveland has had a LONG time to improve their Public Transportation system. Unfortunately, I feel that it has become clear that this city is not serious about improving basic services for its people.
33. rta should fire all its managers and replace them with responsible ones who listen to customers; you have done a horrible job in maintaining routes and times.
34. I realize you can not do all the above improvements at every stop, but it would be nice if you could do them at major stops and not just at the transit centers. Thank you for listening.
35. Specifically — the Brookpark rapid station needs proper shelters on the platform for protection from rain, wind, snow, etc. Right now, there is nothing on the platform and if you wait inside the station, you have to run for the train when it arrives. If you need to be in the front car because you can only get off the front car at your stop, it is even more difficult.
36. I have lived in New York, St. Louis, Chicago and San Francisco all without cars. I have a car here (as does my wife for the first time) because it's cheaper than taking the bus. Busses also arrive at stops sporadically. Sometimes I'll wait 5 minutes, sometimes 50 minutes. It's always unknown. Additionally, since transfers were eliminated and the fare went up, it makes little economic sense for us to continue taking the bus considering sometimes LONG wait + commute times (and this time issue compounded by the necessity of transfers to different lines). I can not get to work reliably on time with RTA in Cleveland. My car insurance, maintenance and gas is less than a monthly pass would cost. My stress level is much lower when I take the bus/rapid, but that does not offset the other factors (time and cost).

The only convenient bus service (9) takes forever to get me downtown and has an annoyingly high number of stops. Either add buses on the current route that make significantly less stops or provide a direct-route park-and-ride.

Spend the money you have on the system you have and not for some project years down the road. If you are doing long term investment projects look at what you already have and what the communities use. Extending the waterfront line to the East suburbs. Light rail line to the West and South. You need to look at where people are moving to and living, that commute to Cleveland. I work out at the airport, but have to walk 2 miles in harsh weather to get to work, the bus was never on time always came when we were getting off work and had to wait for an hour for the

next bus or walk 2 miles to the rapid.

It just wasn't worth it out in the cold. So I bought a use truck to get to and from work. I had rode RTA for over 25 years. But when I was treated with disrepect and no care. I charnged all that and started driving. I use RTA once in a blue moon for games downtown or when I fly out of town. You are still the same after 10 years of surveys no change.

37. more seats
38. THE USE OF CELL PHONES OR CELL PHONE ETIQUETTE MUST BE STRESSED!!! SOME OF THE LANGUAGE UTILIZED WHILE ON BUSES/TRAINS IN VERY UNACCEPTABLE!!!
39. rather than cutting and making service to Medina miserable, make it quicker and easier to take. After 26 years of riding rta this is the least happy i've ever been.
40. A formal way of keeping the buses arriving on time.
41. Address loud patrons
42. I really enjoy the new 236 route from the park-and-ride. The buses are very clean, on time and with very friendly drivers. RTA should compliment the NOMBL management and drivers for having a good bus sytem.
43. I ride the 451 or 251 every day, and the biggest improvement would be related to the asthetics at any stop, but to the fact that I could arrive at work on time and not have to stand on a crowded bus going home.
44. I RIDE THE 75X BUS EVERYDAY. THE NORTH OLMSTEAD BUS DRIVERS ARE VERY KIND AND THE BUSES ARE VERY CLEAN. THE BUS IS ALWAYS ON TIME AND I LIKE THAT THERE IS A BUS ABOUT EVERY 22 MINUTES OR SO ON WEEKDAYS TO GET DOWNTOWN AND BACK.
45. no not really compared to our stops down at SARTA Cleveland stops are already advanced, but more advanced would make it nice if budget permits.
46. GET THE BUS THERE ON TIME, NOT EARLY. THERE IS ALWAYS AN EXUSE FOR A LATE BUS BUT NOT AN EARLY ONE
47. I get splashed by passing traffic at the W.54th Puritas Rd. sheltr in bad weather.
48. there should be a stop on or close to the corner of onterio/prospect for #14,8,15, and 25 .there is a long walk to the bus stop when u get off at onterio/prospect
49. Service is questionable - I have had several times when I have been at a stop, and the bus has not stopped to pick me up, but just drove by. This is unacceptable, given that the busses were NOT flyers.
50. I ride the 96F bus everyday day to and from work. I board on Hilliard Blvd. east of Wooster Rd. The North Olmstead buses are the greatest, clean, on time, nice drivers and they have their bus schedules for the area in every bus. Why can't R.T.A. have schedules in their buses also?
51. i live in north olmsted and ride th 263 every day from n.olmsted park-n-ride. i love the service, clean north olmsted buses, nice north olmsted drivers, the shelter building at the park-n-ride is wonderful, clean, well lighted and heated. RTA should be proud of this location.
52. You should do a demographic analysis of job demand and the population that demand to determine optomized bus routing and scheduleing.
53. More frequent buses on 135 route
54. I like the park and ride, particularly for my family and I when we need to get downtown. I recently to the rapid to the air port from green road too. Very convenient.
55. Improve frequency of service
56. I ride the bus every day downtown and back monday through friday and have done so for the past 30 years ! I would love to be in a fouus group for frequent riders.
57. You've thought of everything!
58. more flexibility on drop offs. On both my stops everyone ends up walking back toward were the bus just waited at a light. Have drivers ask if you would like to get off earlier or closer to corner, especially when they are already stopped for a light.

59. BIGGER BUSES THAN TOY BUSES FOR 76 F ROUTE IT IS STANDING ROOM ONLY MORNING AND NITE THE FARE BOXES COUNT BODIES
60. COMMENTS\SUGGESTIONS TO RTA: [How about giving discounted rides on Earth day ?] [Running buses around The Cleveland's bar scene on weekend nights ? Giving a good alternative than the taxi's, better yet - drunk drivers. You can circle around the suburbs and stop around areas like the Flats, Clev. HTS., tremont, etc.]
61. Make them "multi-modal": walk/bus; bike/bus; boat/bus; car/bus; bus/bus. Make them "pretty and comfortable." Give us more information about bus time and site location. What would make me take a later bus in favor of visiting a near-by store or other attraction?

But the stops themselves are not the problem. It is our car culture! We do not like to wait for anything. On a recent trip to Europe, I was struck by the bus schedule posted at the stop sign: Bus arrives every 3-5 minutes! Who cares what the actual schedule is when the bus comes that often. How inviting. Comfortable bus stops are only needed when we have to wait a long time.

Make the information about the location of all buses available on the net so that I can sit in my house and follow the "blip" of the bus' image. I can have an extra cup of coffee while I monitor that "blip" on my home computer and leave just in time to meet the bus because I know "exactly" when it will arrive. Tell me in which areas of the County, where I can expect to walk different distances in order to catch a bus. Where I live, it takes me ten minutes to walk to a bus stop. Good exercise if I am not tired from the workday. (If is is raining or cold I'd rather sit in a nice warm car.)

The thrust of your questions seem to imply that I will have to wait a long time for the next bus. Therefore, make it inviting to do that: wait. But the real problem with public transit is that we do not want to wait. We can afford other alternatives such as our

own car. Create then a “wait-less” environment to encourage bus use. In Europe I did not care what the bus stop looked like (they were no better than RTA’s is now) but I only waited 3-5 minutes. How hard is that to endure? Not hard at all.

My wife is a workaholic and is often finished with her downtown job at 6:30 to 8:00 PM. She is forced to drive because she has no other alternatives. She also works downtown on weekends. No bus service at all in Bay Village on weekends. The bus in Bay Village for our family is a sometime thing.

I am mostly a user of the downtown buses, especially the Loop buses. But here I have found that if I do not actually “see” the bus I want to take, it is then almost as fast to just walk up the street to my destination. Again, why bother waiting for who know how long when I can easily walk the distance in ten minutes or less. I do not like waiting for the Loop bus. I wish I knew exactly when it would arrive. Sometimes I have the alternative to take a more expensive bus that it just pulling up to the curb. Should I wait for the Loop bus or spend some more money? You should make it easy for me to make that decision by providing me with exact information about how long my wait will be or at least where the bus is now.

I also do not like that one Loop bus has two alternative routes to get me to my destination. One takes longer than the other. So either I am early to my appointment or I am late with that bus. In that case, I have chosen to walk the 20 blocks or so, rather then wait at all, since I don’t know which category of Loop bus will arrive next.

During the summer, create special bus stops along the river and instead of buses, use motor boats that follow a set schedule, just like buses (as is done in Europe.) Make these motor boats link to the regular bus routes so a visitor can create a tour of the city with buses. Publish visitor maps with information about interesting stops along the bus route. Make the bus the vehicle of choice for foreign visitors. Ask

them questions about what they expect and follow their recommendations. I expect that they will have better suggestions that we do because they have more experience with superlative bus service in their own cities. Build on the fact that we have direct train service from the airport. Why should a visitor have to have any other form of transportation when visiting Cleveland and environs than the Rapid/bus combination? Especially a foreign visitor, who is expecting and used to public transportation. We are now a “destination city” and not just a “working city” for commuters. Please get cracking to continue to improve our public transportation system.

I am looking forward to the completion of the Euclid Avenue Transportation Project. I hope it meets its hyped expectations and that we will not again be disappointed at the outcome of a public works investment that did not meet its claimed objectives.

62. I ride the north olmsted 263 bus every day to and from work. The north olmsted drivers are the best - rta drivers should be like them. The 263 bus route and the n.olmsted park ride is the greatest. It is getting very crowded and empty parking is almost gone, rta needs a bigger lot.
63. I RIDE THE NEW NORTH OLMSTED 263 ROUTE AND LOVE THE SERVICE, CLEAN BUSES, DRIVERS, ETC. THE NORTH OLMSTED BUS DRIVERS ARE VERY POLITE AND KIND!
64. I live on Lakeshore Bl. by Harbor Crest When the renovations are complete it would be great to have a stop on the south side of the street .
65. make a routine drive arrive to find out if any bus stops need to be replace or if shelter need more security.
66. Either make more direct routes or find a way to get buses running so nobody has to walk a mile to get to the closest bus stop
67. Make certain that the buses run according to schedule. The 32 bus is usually late and sometimes does come at all.
68. I understand the need to focus on seniors and the disabled and I ask that you don’t leave out the single parents with strollers and car seats and/or multiple children. Please arrange special seating/care to meet their needs as well due to contributions to the public transportation system.
69. I like riding the 263 NOMBL bus from the North Olmsted P & R, buses are clean, on time, nice drivers... the lot is getting very full, more space is needed!
70. Time for waiting bus time should not be wasteful at any time. Something needs to be improved in that way.
71. making sure at rush hour times that busses move ahead to allow other busses to pick up passengers at curb, rather than in the middle of the street- this is a major problem at the downtown cleve library stop on the side of the old building.
72. My MPA includes certification in urban economic development. I did a lot of projects on urban mass transit. What I think is lacking in Cleveland’s RTA system is a balance of two things: 1. To provide transport for people without automobiles.
73. To provide a true alternative to driving. I think RTA is doing a fine job on part I. Part II ebbs and flows. For that to work, they need to build on their Park N Ride services. For other lines, they may need to increase service, particularly at rush hours, so that conditions are not crowded. RTA security can also be more visible, both on board and at stations.
74. I recently started to ride the #263 North Olmsted bus from your new Park-and-Ride. What a wonderful bus, nice drivers, clean buses and they are always safe and on time. This is a wonderful idea to build this lot and offer such great service with good drivers that actually greet you with a warm Hello!
75. When getting ready to move a bus stop (as was done recently in Lyndhurst in front of Charles F. Brush High School) notify the residents on the surrounding streets and make sure the shelter is being moved to where it can be sheltered from the elements!
76. go to a smart card system
77. Many buses do not pull close to the curb. It is difficult

to navigate the height of steps when someone has knee problems.

78. Have the bus actually show up on time so people won't be standing there like I did, Have the bus drivers smile more often and quit acting like this service is for our grace and that their checks aren't the real reason they're driving the bus
79. I ride rarely because the bus stops I would most frequently use have no benches, lighting, or protection from the weather and service along the routes is infrequent. I'm not going to freeze my butt off in a Cleveland winter for 45 minutes! Also, there is no service info at these stops. EVERY stop should have complete service schedules for every bus that stops there. This is not a big deal - most other cities have it. There is no need to get fancy - just do the basics. If you MUST get fancy, demand-heat benches would be great. The \$3 all-day pass is not a bargain for me considering that I have to take my child with me and RTA charges for them. Family passes are sorely needed for those of us for whom this is a major expense. I just take my car instead.
80. How about some High Capacity Vehicle Lanes on the Innerbelt instead of adding more lanes. Does anybody think progressively in Ohio. I know that they have them in other states.
81. On Prospect and W. 3rd the stops were recently moved and it now seems very congested and many of the buses cannot be seen coming because of other buses "standing" for periods of time. Also many people there waiting for the 19 or 15 are smoking dope while waiting for the bus.
82. I wonder if buses that were designated routes to/from neighborhoods, suburbs, or particular destinations...the busline "ownership" mentioned earlier... might also inspire communities and/or municipalities to take "ownership" (at least in part) of their busstops. At the risk of seeming segregationist, the above suggestion is intended to create a stronger connection among buses - people - and places.
83. Have fewer busses at each stop, especially downtown, areas get very crowded and sometimes you can't get through the crowd to get to the bus in time for it to make the stop.
84. Get restrooms; Get more frequent buses for the 263 bus line; there are way too many (that go unpopulated) 246 buses during rush hours (coming and going to/from downtown)
85. The trains need to run more often during rush hour. Every 7 - 10 minutes. Busses need to run every 3 - 5 minutes during rush hour. AM rush hours are from 5:30A - 9:30A PM rush hours are from 3P - 6:30P
86. Public transport has got to be made more convenient and comfortable than driving. This means a little more upfront investment in the # of buses to avoid overcrowding, expanding suburban bus/rail coverage, including express trips downtown, plush seating, a restroom accommodation for the rush hour Lake/Lorain/Portage/Summit commuters and more visible security for urban passengers.
87. Washing the seats on the bus more often; most of the time the seats are filthy.
88. take pride.
89. Could you please make the stops and bus times in Solon more than they are now cause I work at a school there and take the 41C and have to walk a good 2 miles to get to the school.
90. Tell the Jehovahs' Witnesses (at their Kingdom Hall) to leave people at the bus stop alone. It's aggravating when they try and convert me to their religion when I'm just trying to wait for my bus in peace.
91. put bus stop
92. get more bus drivers back on the routes. Stop thinking about the money RTA wants to save and think about the RTA - riders - that make money for RTA by being satisfy bus-riders or customers
93. Just try to get from Lakewood to, say, Great Northern Mall. Bus routes are often too downtown-centric
94. I would like to mentioned that I would like to see the bus stops to be improved very much and also I would like to mentioned that I would like to see more handicapped accessible seating because I am still a

handicapped rider very much

95. to let people that have the senior/discount fare care be able to ride paratransit also. To make the rules for paratransit, senior/ discount fare care more understandable for people with comprehension problems
96. a stop close to my apartments - King Kennedy Hi Rise, 59th outhway ??
97. one should put sign up stating all buses on should be routed to tower city, since you suppose on the square after 6:00
98. add bus stop to Cook/Clifton (north side)
99. yes, if you put a stop at King Kennedy Hi Rise. I'm a senior citizen - to far to walk to Woodland. The buildings is in the back on 59th and Outhwy. I will ride everyday.







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