TRANSIT STOPS & ACCESS

1. Transit waiting area in the curb lane
2. Asphalt transit boarding platform
3. New asphalt or temporary curb ramp

Provide sufficient waiting area for transit passengers and allow rear-door/all-door boarding to reduce queuing and boarding time.

CONTEXT
• Transit stops with high daily boardings or boardings concentrated at specific times of day.
• Transit stops on sidewalks that are too busy or too narrow for physically distant waiting.

KEY STEPS
• Deploy platforms with interim materials, such as curbs plus asphalt and modular islands
• Install ramps, crosswalks, and safety islands to access mid-block stops.
• Ease rear boarding via mobile ticketing, on-board contactless payment, and off-board fare collection.

TIMELINE: Days to weeks to plan, hours to weeks to implement.

DURATION: Months to years.

Kigali, Rwanda

Rwandan authorities have installed hand washing stations at bus stops in the capital city of Kigali.

Credit: Reuters/Maggie Andresen
Planning

• Empower a working group of city and transit agency staff, including network planning, speed and reliability, service planning, and operators.
• Prioritize stops with ongoing ridership or areas with high COVID-19 cases.
• Implement at locations where both needs and feasibility are high, then expand the program to more challenging sites.
• Coordinate with bike, public space, or sidewalk programs to determine whether a bulbout or island is appropriate.
• Focus on rear-/all-door boarding and offer online/offboard payment options.

Engagement

• Provide opportunities for transit riders, civic groups, associations for disabled passengers, businesses, and medical/service employee unions to nominate sites for boarding improvements.
• Post flyers at stops ahead of implementation to solicit rider feedback. Promote online feedback, in-vehicle and at stops.
• Announce shortlist of sites, along with abbreviated planning process for more locations.

Design + Implementation

• Maintain accessible boarding via platform flush with existing curb or within accessible slope tolerances.
• Support rear boarding with platforms at least 30’ long.
• Provide access across bikeways by ramping bikeway up, using asphalt or modular ramps.
• Convert parking stall(s) to parklet or sidewalk extension. Maintain access to curb at existing stop.
• Mark queue lines/circles 6’ / 2 m apart.
• Include wooden platforms for short term use and modular boarding bulbs or concrete curbing with asphalt filling for more durability.

Monitoring

• Key criteria: minimal rider queueing, adequate physical distancing.
• Check modular or interim boarding platforms for integrity days after implementation and/or if operators report platform friction.
• Invite feedback on design from operators, supervisors, and dispatchers.

Rome, Italy

Rome implemented new temporary bus stops and a new parking protected bike lane on a major street.

Miami, FL, USA

Miami marked appropriate spacing for physical distancing at public transit stations.

Credit: Miami-Dade Transportation & Public Works
Credit: @Fab_Benvenuti