Transit Accessibility Guide

Background

The success of a transit system depends on functional bus stops and transit centers that can be centers for personal interchange between modes of transportation, as well as serves as a catalyst for surrounding land uses including transit-oriented development. A transit center is more than just a part of fixed-route buses that drop and pick passengers. Safe, efficient accessibility for pedestrians, bicyclists, automobiles, lift/ramp buses and vans, and fixed-route vehicles are all important features of a successful transit center.

The opportunity to continue the improvement of existing facilities as well as the development of new facilities in the future is dependent upon transit providers, urban planners, engineers, architects, and local officials being aware of what patrons’ desire from a transit center. Transit centers are developed with compliance and best practices of the Americans with Disabilities Act (ADA). The following guidelines were developed to exceed ADA measurements and focus on four key areas:

- Safety and security.
- Minimum transfer time and distance.
- Information.
- Comfort.

Regional Vision

The region’s Metropolitan Transportation Plan, Transportation Outlook 2040, and the Mid-America Regional Council’s Smart Moves: Kansas City Regional Transit Vision include policies and strategies that were designed to increase accessibility, support equitable access to opportunities, and deliver a safe, balanced multimodal transportation system throughout the region.

Transit centers are a key component of the Smart Moves concept — linking together urban, commuter and special transportation services. The regional system requires safe, accessible and comfortable centers that are useful to a broad range of people —from students to older adults— who may be traveling in the region.

MARC, through its many transportation committees, works with local elected officials, transportation agencies and advocacy groups to gather ideas and create broad support for building a region-wide transportation network that addresses mobility issues for all persons.
Guidelines

Safety and Security

Illumination – Ensure ample lighting is provided throughout the transit center.

Visibility – Allow for a strong visual connection to surrounding areas.

Surfaces – Include non-slip surfaces and hand railings are present, as well as surfaces consist of materials that are less likely to heave (e.g. concrete slabs over brick pavers).

Pedestrian Safety – Provide maximum protection from traffic accidents. Whenever possible, avoid having pedestrians/bicyclists cross streets and bus lanes to access the transit center. If crossing the street is necessary, install highly, visible/audio crosswalks and traffic calming devices.

Minimize Transfer Times and Distances

Schedule coordination – Make efforts to formally and informally coordinate service schedules.

Proximity – Place drop-off locations or access points for all types of transportation close together, to minimize walking for users.

Vehicle Accommodations – Allow space for all types of vehicles to quickly and easily access the transit center — from four-door sedans to forty foot buses.

Information

Signage – Create signage and present in a format (e.g. braille, audio) that communicates to all patrons and drivers where designated drop-off/pick-up locations are for all types of transit.

Schedules – Ensure bus and transit schedules, departure times and arrival times are easy-to-find and easy-to-read throughout the transit center.

Internet – Ensure that transportation agency websites provide easily accessible fixed-route transit schedules and transit center maps, and are functional for visually challenged persons.

Comfort

Seating/Shelters – Provide all-weather shelters or, at least, benches near transportation drop-off/pick-up points.

Gradient – Ensure the vertical grade (or slope) of the transit center is kept as level as possible.

Storage – Include lockers or racks for cyclists to safely store their bicycles.

Aesthetics – Make efforts to create a pleasant environment.