



Transit Shelter Design Project: Public Input Summary, January/February 2020

I. Background

Tempe is working with a consultant team, guided by a Steering Committee, to develop new shelter designs that encourage increased ridership by improving the waiting environment and provide a new iconic Tempe identity for the transit system.

Currently, there are approximately 800 transit stops in Tempe; 40% have shelters. Tempe is committed to working with all stakeholders to develop a new shelter that is sustainable, comfortable, and adapts to a variety of locations.

II. Outreach

Postcards inviting the public to attend the meetings or to comment online were mailed to 3853 households. The mailing was targeted to households surrounding bus stops with the highest ridership. Public meetings were held:

- Jan. 18, 2020 (7 attendees)
- Jan. 21, 2020 (4 attendees)

The topic was **posted online** from Jan. 18 – Feb. 18, 2020 through Tempe Forum.

An **additional meeting** was held at Broadway Apartments (February 10, 2020 – 7 attendees) since a significant number of residents with disabilities that use transit reside at the complex. Staff surveyed transit users at bus stops on four separate days (February 11-14, 2020).

Presentations were also made to:

- Commission on Disability Concerns: December 2, 2019
- Sustainability Commission: January 13, 2020
- Transportation Commission: January 14, 2020
- Neighborhood Advisory Commission: February 5, 2020
- Residents of the Broadway Apartments: February 10, 2020
- Development Review Commission: February 25, 2020
- Valley Metro Accessibility Advisory Group: February 27, 2020

Below is a summary of additional **outreach tools** that were used to provide information to the public regarding the meetings, project, and opportunities for input:

FACEBOOK

1/3/20 – public meetings. Reach/Impressions: 1980 | Engagement: 227

1/16/20 – public meeting reminder. Reach/Impressions: 2130 | Engagement: 684

2/12/20 – online input reminder. Reach/Impressions: 1328 | Engagement: 141

TWITTER

1/3/20 – public meetings. Reach/Impressions: 4373 | Engagement: 36

1/16/20 – public meeting reminder. Reach/Impressions: 2535 | Engagement: 697

2/12/20 – online input reminder. Reach/Impressions: 1662 | Engagement: 24

NEXTDOOR

1/3/20 – public meetings. Reach/Impressions: 3109 | Engagement: 2

2/12/20 – online input reminder. Reach/Impressions: 2557 | Engagement: 9

PANDORA

1/15 – 1/21/20 – public meetings. Reach/Impressions: 89,092 | Engagement: 28

1/22- 1/31/20 – online input. Reach/Impressions: 32,259 | Engagement: 15

2/1 – 2/19/20 – online input reminder. Reach/Impressions: xx | Engagement: xx

DIGITAL DISPLAY

1/15 – 1/21/20 – public meetings. Reach/Impressions: 184,461 | Engagement: 254

1/22- 1/31/20 – online input. Reach/Impressions: 34,092 | Engagement: 53

2/1 – 2/18/20 – online input reminder. Reach/Impressions: xx | Engagement: xx

PRESS RELEASE

1/3/20 – public meetings. 1397 emails sent | 26.1% open rate

1/24/20 – “Tempe This Week.” 3769 emails sent | 34.1% open rate

III. Survey Results

A total of 163 unduplicated survey responses were received.

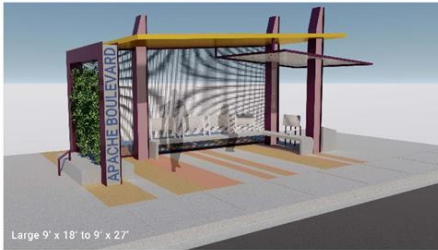
Respondents were asked to rate each concept on a scale of 1 to 10 (with one being poor design and 10 being an excellent design). The following are the average scores.



Regular - 5'-6" x 16'-6"



Large 9' x 18' to 9' x 27'



Concept A
Score: 7.33



Regular - 5'-6" x 16'-6"



Large 9' x 18' to 9' x 27'



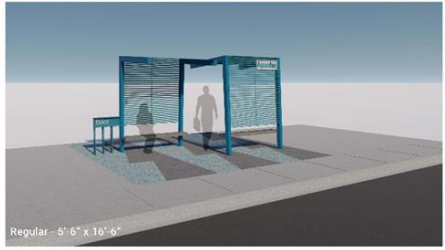
Concept B
Score: 7.03



Regular - 5'-6" x 16'-6"



Large 9' x 18' to 9' x 27'



Concept C
Score: 4.94

Respondents were then asked to comment on what he or she would change relative to each concept to make it score higher. Comments below.

Concept A: 80 responses

Seven respondents replied “nothing”

Twenty comments were related to shade:

1. Make sure that it is shaded at all times of day/year.
2. put a side shade overhang on micro and compact
3. More overhead shelter from the sun and would have shade available during the day. Drinking fountains.
4. more shade
5. More shade from the front
6. Shade from both directions as sun crosses sky.
7. I would include some type of screen/shade wall on a portion of the front facing the street.
8. If I knew that the second roof angle would be adjusted to maximize the amount of shade, then I would give A the highest rating.
9. Better shade coverage
10. Does not seem to be enough shade. The colors scheme is bad -- maroon and yellow... seems like someone was trying too hard to make ASU feel important. The green wall elements in the larger two versions are nice.
11. Make sure that the design delivers maximum shade and safety. Color is important too.
12. I would like concept A to have a bit more shade for the micro transit shelter
13. Very pretty but no functionality. Shade needs to work for low sun times especially pm west-facing, am. east-facing. Curve the roof or extend it.
14. even the largest bus stop leaves passengers exposed to the sun, especially at south facing locations. at least partial shade should be used to help provide relief and protection from the sun. this design seems to have the fewest seats and a moderate amount of shade.
15. Love the extra shade panel. Two bottom pictures. The more shade the better.
16. add shade panels where needed to provide east/west shade
17. add shade panels where needed to provide east/west shade
18. Maximize the shade, tiltable shade screens on all. Love the greenery on the side for shade
19. more shade
20. Looks like it provide the most shade with seats facing towards street. Plants seem impractical and the large seems a little visually busy.
21. More shade. Does not need the fancy design on sidewalk to save money. It'll just get very dirty and require more upkeep

Nine comments were related to the color

1. Change the color scheme and make it less bulky.
2. Probably the color scheme. It reminds me of ASU and I think the city of Tempe should set itself apart
3. Probably the color scheme. It reminds me of ASU and I think the city of Tempe should set itself apart
4. change the color scheme to something more similar to Concept B
5. Prefer a cool color scheme
6. I would use the color scheme in Concept C, Perhaps add climbing vines to the back and top to increase light / heat protection (depending on watering needs) , Add water fountains

7. Make the color all teal!!! Like the concept though
8. I like the pop of yellow color, the prominent signage (where you are) the roofs
9. Looks retro 80's. Would either take some of the angles out or make the color scheme more modern.

Seven comments were related to seating:

1. Remove the seat dividers.
2. Have to make sure homeless cannot sleep on benches.
3. add more seating, water fountain
4. To me, A is the prettiest, but looks quite comfortable to lay down and sleep in.
5. more seats
6. more seats
7. seats instead of stool

Remaining comments:

1. too busy looking
2. Cool shade, trash bin, security bike storage, rest rooms, pet friendly water fountain.
3. In these examples, I don't like the asymmetrical design. They don't provide enough protection from the elements.
4. this is the best choice
5. It looks like it will become dated, although the slanted top allows for heat escape.
6. Not sure
7. It is highest
8. Too extravagant a design. No need to waste money.
9. Adding in some art-like design elements. Overall I like this design best though.
10. Get rid of all plants. Extra work to maintain. Larger coverings for sun/rain protection. Regular size design is preferred.
11. If vines actually did grow on one of the sides (and it's not clear to me how they would; since that would require water to the stops) they would obscure the view in one direction. I think just a screen would make it better. You want to be able to see the bus, traffic, and people coming while still having shade. I would also remove the dividers in the seating areas on the Regular & Large versions.
12. Remove the foliage as it will require water to maintain its appearance. Given that water is such an issue of concern in Arizona, I don't think transit stops should require water to maintain foliage for aesthetic purposes. It looks nice, but it's too much maintenance.
13. I think every shelter, whether micro or large, should include a trash can.
14. Simplify or eliminate the green wall.
15. I don't understand at all what the thing hanging in the air is for the Regular and Large shelters. It appears that a plant is located at the side of the regular and large shelters, which I think adds unnecessarily to the cost of the shelter without adding much value.
16. Lights, more renewable energy
17. I like this concept the best for its simplicity and architectural design. Expands nicely while maintaining the same configuration and adds sunshield.
18. I don't like the solid screening on the side or the posts going through the roof line.
19. Bike rack at all. Trash can at all. East AND west shading on all.
20. Eliminate the right side vine as it is another thing for landscape to need to take care of and it is a potential blind area for people sitting and waiting -

- potential safety issue. It could be replaced with a shade screen if that was the purpose of the vine.
21. Extra angled panel for micro and compact
 22. the roof protrusions are a bit much. I like this but it's rather busy. If that is steel, the sidewalk will get all rusty like on Hardy Dr.
 23. As many plants as possible & drinking fountains and solar for lighting
 24. Panels on the sides with vines or art. This would give you more shelter from sun and wind.
 25. Well personally I'd say to NOT make them any larger than to enclose 3 to 5 people (in Tempe) but that's only my input
 26. visually impaired person
 27. I'd add more art components to all examples of them
 28. bike station needs to be more secure if done correctly bikes will not be able to be stolen when left buy only removing to or one bolts with a wrench need to be safety bolts like on the post office boxes
 29. make it look better for cooling options
 30. I would add a wall or barrier in the other direction to allow for variations in the wind. This is my favorite of the 3 and I am a regular bus rider with a lot of complaints, especially about the stop I use at Broadway and Country Club Way.
 31. Looks expensive. Shelter may prevent bus drivers visibility to see passengers at night
 32. Maybe do solar on too
 33. I like the sizing of it
 34. I would change the railings
 35. I would put lights along the pillars or roof
 36. I would put lights along the pillars or roof

Concept B: 80 responses

Six respondents replied “nothing” /no change/not sure:

1. It's already a 10.
2. It's good. I liked A better due to the angled roof, so it may provide more shade area
3. Not sure
4. Nothing -2
5. it looks awesome

Twenty-one comments were related to shade:

1. Make sure that it is shaded at all times of day/year.
2. More shade coverage and drinking fountains. Assume these all have garbage containers?
3. Cool shade, trash bin, security bike storage, rest rooms, pet friendly water fountain..
4. put a side shade on micro and some greenery like in A
5. side shading on the micro shelter
6. Include a real-time transit signage/ screen to publicize the wait time. This can be done by using vehicle location data (similar to what Uber and Lyft uses). Also, include some desert trees like Palo Verde to help with the shade and highlight our unique desert plants
7. Shade from both directions as sun crosses sky.
8. From the concept drawing it doesn't look like the Micro and Compact versions would actually provide much shade with the roof angled up, unless the angles are site-specific. Not sure what kind of revision could fix that though.

9. More shading for when the sun is pointing at the person sitting in the shelter.
10. The two small ones don't really seem like they would provide that much shade during the summer... I like how seating faces multiple ways so you can probably sit in shade at any time of day. But visibility by bus drivers might be an issue? The color could be better. Maybe a nice blue.
11. Concept B needs better signage and more shade. Functionality. This shade roof works great for 12:00 noon on June 21 only. Add a solar-powered fan and curve the roof down on all sides except north.
12. I think concept B has the best combination providing full shade and a significant amount of space for sitting. the compact's L shape gives this design an advantage in shade over the others. the regular and the large are the only bus stop designs that provide full shade during all times and at all locations.
13. Clean-looking- needs shaded side panels. Make sure the seating is not hot. The lighting is awesome- and solar- yes! Love the (___?___) look.
14. Side shading on the smaller structures
15. Panels on both sides would give more protection from sun and wind- rain. Concrete might be cold in winter
16. Tiltable shade screens- boring
17. more shade, make bigger
18. More shade. Does not need the fancy design on sidewalk to save money. It'll just get very dirty and require more upkeep.
19. shade both directions
20. has more shade in summer (2)

Six comments were related to seating:

1. Have to make sure homeless cannot sleep on benches.
2. Individual seating instead of flat bench. Make roof lines more funky and modern
3. The seat surfaces look very thick. Without knowing what the materials are, I would guess that those thick seat slabs will store heat and stay warm/hot long after the sun has moved off of them
4. To me, B still allows for complete recline sleeping, but it additionally has more escape routes if transit shelter visitors become menacing.
5. more seats (2)

Five comments were related to color:

1. Make it in different blue tones like Concept C. Tempe Town Lake is surrounded by buildings that are blue in tone to reflect the lake. Tempe should run with that idea and incorporate the same color motif in the rest of the city designs.
2. change color to cooler green or blue, add water fountain
3. Make the color all teal!!! Like the concept though.
4. Alter so none of the seats are facing away from street on large shelters. Really enjoy color scheme. Simple and sleek
5. Maybe make it more natural in color to native flora and minerals. I.e. agave green instead of teal. Copper or stone colors instead of the pink and bare concrete.

Remaining comments:

1. I like the clean lines
2. I think the regular and large give the most protection from heat, cold and rain the others don't provide. I like it.
3. Add potential for greenery on side.
4. The enclosed design. Those get hot in summer and vandalized and
5. More style
6. Looks very functional, but a bit boring when compared to A.

7. Add live greenery, like Concept A has. Also, replace the poles with something more visually appealing.
8. I like it. Simple, easily built, and expandable.
9. Incorporate native plants somehow
10. I don't like that the top overhangs the sides, and I just think the design is more basic than concept A.
11. "For regular size design change from concrete seating to metal mesh (Thermoplastic coated)
12. Attach 2ft metal mesh hanging down from all edges of roof. (extra protection from sun)
13. Other size designs are either too small or too large."
14. For the micro stop, have a side bar/wall
15. I like Concept B the most out of the three. I am from Chicago and used public transit to get around almost everywhere. The focus in Chicago was more on shelters providing warmth during the frigid winter months. Here in Tempe, the focus needs to be on shelter from the extreme heat of the summer months and this concept seems to provide the best shade of the three designs. I like the trash cans off to the side and agree with another commenter that a water fountain, if possible, would be a very welcome addition to refill your water bottle while waiting for a bus.
16. Some greenery would make it more inviting.
17. The visibility of the bus by the rider is impeded by the structure. It needs to have the screen removed or raised to allow unimpeded visibility. I also don't like the way the riders are somewhat hidden inside of the screened in structures.
18. I really like the screen with the plants growing on it in Concept A. I would like Concept B more if it had a plant wall.
19. More plants, more renewable energy
20. It seems to be boxy and straight.
21. Side panel to micro
22. This one is easy to expand however the larger version seems entrapping. I could imagine someone in a corner being panhandled and feeling compelled to give.
23. Side walls to block wind
24. Needs more interest in all aspects.
25. Break up the feeling that you're sitting in a box.
26. Bike rack at all. Trash can at all. East AND west shading on all. Live plants.
27. Make the signage larger like Concept A. I like the openness of the design with the middle area. Add a shade screen for the West side sun.
28. Interchangeable perforated screen designs.
29. Too low to the ground. Paper and trash would collect under elevated concrete. Looks good, but looks costly. Needs side shade on micro.
30. Functional but (??) at boxing. Doesn't have the site /depth for signage.
31. fans, bollards to protect riders from car crashes
32. I would make them all totally enclosed for security purposes.
33. protect riders with bollards. fans
34. This design looks less disabled friendly to me
35. visually impaired person
36. I would add a live plant feature to Concept B.
37. They look plain on contrast with concept A
38. bike station needs to be more secure same as above comment
39. It is actually pretty good and way better than the stop I use which has no shelter period. I would just make sure that there was ample protection from extreme weather.
40. this shelter clusters body stench in the summer can be very unappealing
41. Be more eco friendly with plants.
42. I like how there's more space if there's multiple people
43. it doesn't strike my interest

Concept C: 78 responses

Twenty-three comments related to shade:

1. side shades on all and some more design, seems very plain
2. Cool shade, trash bin, security bike storage, rest rooms, pet friendly water fountain.
3. more shade (3)
4. Add live greenery, like Concept A has. Add more awnings or roof cover for better sun and rain protection.
5. Too bare bones. Does not provide enough shade.
6. More shade, incorporate native plants
7. Larger roof coverings for sun/rain protection for the regular design. Larger size design is not needed. Micro & Compact sizes are too small.
8. Add another shade wall or two to the sides. I actually like this best visibility-wise, but not shade wise.
9. Bike rack at all. Trash can at all. East AND west shading on all. More seating. Live plants.
10. Curve the roof down for shade or lower it for better coverage. A new roof design could maximize shade potential (extend or widen it)
11. concept C provides the least protection and the roof should be solid to protect passengers from rain. it's too easy for the sun to penetrate this bus stop and at best can only provide partial shade at any point in the day. while the large ranks highest in the amount of seating, the amount of shade is a disqualifying factor.
12. Side shade with angled side panel.
13. Doesn't offer enough shade which is why we are putting up transit shelters, right? Love the color. Needs more bench seating.
14. Side shading, more overhead shading, more use of color
15. Tiltable shade screens, maximize shade
16. I would make the shade more substantial, the feeling more cozy, the design more interesting.
17. More shade. Does not need the fancy design on sidewalk to save money. It'll just get very dirty and require more upkeep.
18. lots of shade
19. too much sun
20. more sunblocking walls

Ten comments related to color:

1. I don't like the double sided screens. I love how light weight it looks and the colors used.
2. color, paving, and layout of the large shelter to look more like A or B
3. Maybe the colors. I like it as well, but the lines of concept A I like better.
4. I don't like the color scheme, I think it looks too simple and outdated in style.
5. This minimalist approach does not seem to fit with other infrastructures in Tempe. The color is too bold and so are the letters.
6. I don't like the split up sections of Concept C. Especially the split roof.
7. It would be better if you added a side wall with plants growing on it, like in Concept A. I do like the blue color.
8. The color seems a little too industrial.
9. I would give it a 10 plus if you guys use either A or B w/ all the teal.
10. Color options and public art additions

Five comments related to seating:

1. More seating. More overhead shade
2. Add more seating area

3. Alter so none of the seats are facing away from buses on large shelters. Add visual flair. Feels like the budget option.
4. More seats (2)
5. Limited visibility from bus driver. Metal Bars can create uncomfortable seating. Attracts the homeless

Remaining comments:

1. I don't think the interior of the bus stop should be hidden or covered from street view.
2. I don't care for this one
3. Start over, really don't like the simplicity, blah nothingness.
4. Not sure. It looks a bit skeleton
5. It's too open.
6. Change the whole look.
7. style, creativity
8. Not attractive.
9. More style
10. Just too boring - Tempe is a fun city ;)
11. Side bars/walls, not a fan of the metal mesh
12. It's not very attractive. If it was redesigned to something more like Concept B, it would look much nicer.
13. Add more art
14. Similar to Concept B, I don't like having the screens street side. I feel that it could make it less safe for a rider as the visibility of passing cars is impeded by the screens.
15. Same as B
16. Shelter looks flimsy.
17. More plants, more renewable energy
18. Side panels
19. I like the openness and low mass of C. I would not change it.
20. This one does the job with simplicity but is rather stark.
21. Side wind block
22. The large two versions seem to have a much larger footprint than the two large versions of the other designs. The new bus stations shouldn't stand out too much... only enough that people see that its a bus station and that its well designed.
23. I don't understand the roof, but I'm not an engineer. It does, however, look like it's got the best way for riders to be most separated from transit shelter residents.
24. Only total redesign would improve this barebones approach.
25. Make it Concept A
26. very simple, which is ok but would be hot sitting on one side or the other with it split, signage could be better.
27. Concept C needs more vegetation
28. More interesting screens, less blocky.
29. The top two are ok, the bottom two not so much.
30. Not very nice looking. Needs more side protection from sun, rain, wind
31. the lower right bus stop is far too long and the top two are pretty much the right size
32. Looks confusing and not disabled person friendly
33. put a trash can near it
34. Looks like a cage. Not sure it can be fixed.
35. i like this one it seems the bikes can be hooked up more to shelter than off to the side.
36. I don't really care for the open air concept, but it is spacious for an area where there are a lot of people who also use bikes or have wheelchairs.
37. Have more plants.
38. remove all the extra spaces

39. it's very familiar
40. I would change the walls

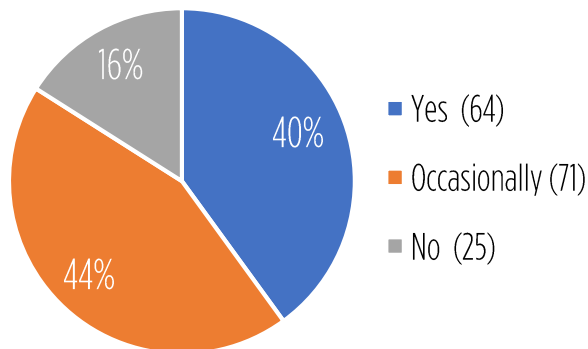
2. Please share any comments you have related to the design of Tempee™s transit shelters.

1. I really like concept A. It looks like they have like greenery on 2 versions for shade. Without the seat dividers this would be my first choice.
2. Water fountains, natural shade (greenery), bike racks and garbage cans would be great
3. It would be nice to have digital reader boards that will give you the time of the next bus.
4. Cool shade, trash bin, security bike storage, rest rooms, pet friendly water fountain.
5. Make sure they provide shade from the sun and are well lit at night. Put trash cans at every stop.
6. The integration of vegetation looks nice
7. Whichever concept you choose, I think it is important to incorporate a real-time transit data system. The biggest hurdle to get people to take public transit is the convenience factor and real-time transit data can combat this challenge. Riders will know in real time when the Orbit will pass and they can make plans to leave home/work at a specific time and not have to wait not knowing when the shuttle will pass by.
8. I have clients that use transit daily. I am concerned for their safety and exposure to weather.
9. Will they have lighting? If so, solar powered?
10. Good idea - we need shading; add water fountain
11. They are needed
12. Chance to have style in public makes @A
13. The more steel the better it will look.
14. Good job providing 3 viable candidates for us to consider.
15. The regular size designs are more appropriate. No concrete benches to with metal mesh covered with thermoplastic. No plants, (too much upkeep to make them practical).
16. Great work, love the signage additions.
17. I like the idea of the stops being labeled, but they should be labeled with the cross streets, not (presumably) the main street of the route. Also it would be helpful as a rider to be able to see those as you are coming down the street on the bus so you can tell if it's your stop or not ahead of time. The label designs included all seem to mostly be visible once you are already at the stop. If water is going to be at the stops, drinking fountains should be included too. Plus trash cans.
18. It should be aesthetically pleasing but practical in providing necessary shade. I feel that Concept B provides both far better than the other two concepts.
19. I feel that the shelters should have open visibility to the cars passing by to make them safer for the riders. I felt that Concept A really nailed the combination of shade and rider safety.
20. Individual seating is better than flat benches as it will help from people camping out and sleeping across the bench. Keep the walls as open and transparent as possible for riders safety. A fresh modern design with some roof elements are nice.
21. They should be functional, but don't overspend to make something too elaborate.

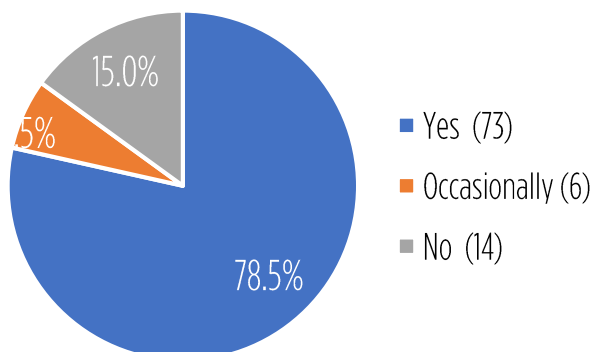
22. I used to be a daily transit rider when working in downtown Phoenix. I found that the transit shelters at park-and-rides were not large enough to afford protection during popular/busy commute times.
23. I attended the meeting at the Pyle Center on Jan. 21. Didn't want to comment online. Hope this gets to you. It's a good endeavor. I'm sure appreciated by riders. Also like cool aspect of under seat lighting.
24. I like the green plants on A
25. Generally, these are all pretty bad. They could be really innovative... but these are just blah. Incorporate some green features. solar panels for nighttime lights, and plenty of shade no matter where the sun is located or the time of year. And make sure the seats don't get so hot you can't even sit on them.... Yes, I've been burned before by the seats at a bus stop. And all stops do need seats. I'd love to see part of the new "design" of its bus shelters include actual trees... which provide shade and look nice... A lot of existing bus shelters would be perfectly OK if only for more shade... perhaps from some trees.
26. I really haven't ridden the bus since before I had a driver's license, except when visiting other cities by plane, at which time my primary concerns at a bus stop are safety from other riders and/or people living in the transit shelter, having a sheltered place to wait with some separation from cigarette smoke, clear information about using the transit system, and cleanliness of the shelter. I'm guessing very little of that has to do with the shelter other than not designing shelters that allow for full-grown men to recline completely on a length of bench. Living in Tempe, I want for shelters to be safe and comfortable for riders who respect the property and dispose of their trash in the receptacles provided.
27. It does not appear to provide very much shade.
28. Shade please
29. Shade, Windbreak, Place to sit, Rain shelter, Visible from blocks away, lighting at night. Would be my priorities.
30. Placement should be such that the shelters truly provide shelter to the hot afternoon and evening sun.
31. They appear to favor art/appearance over comfort. The shade is totally inadequate. Some stops would be well-served by planting a nice shade TREE on two on the side. (lots more shade)
32. I would like the bus stop to have blue lights to provide a calm and inviting atmosphere and to act as traffic calming in the area. colors that match the Orbits and the city logo and that highlight bus stop locations in the area. a way to easily identify a bus stop on the street from a regular light.
33. Concept A has interesting active angles creating a more distinctive and dynamic design. Good placement and lettering for street names.
34. I like concepts A & B but I like all the teal coloring.
35. C: I like the simplicity, but this is too spare. B: I love the mid-century style- reflects Tempe well- the night lighting is great! A: Great angles and shading. CHOOSE B!
36. I like A best
37. Well when I use the bus the ones in Tempe are just right (the way they are!) (P.S. but the buses could come faster! And I doubt you can do much about that!)
38. Visually impaired person, Things are ok as is.
39. Tempe is setting the way in introducing their own bus stops. This will show other cities in the region how way finding and infrastructure can unite and give individuality to each city. Hopefully, other cities will follow Tempe's example into tackling infrastructure and public transit and bring it to more aesthetic ways
40. Great project, shade is desperately needed!
41. The design looks modern and nice.

- 42. Hopefully the existing shelters will be kept to save money. I love the copper roofs and need to be kept. They can be painted to match the new shelters.
- 43. as Tempe grows you need to keep people with bikes in mind we are one of the biggest biking communities in the valley and I would love to see more secure options for bikes
- 44. I love option B
- 45. I think the City of Tempe should add commuter crosswalks that can be activated with a button so I don't have to jaywalk with the rest of the people who get off at the stop at Broadway and Country Club Way. Another bad spot is on Rural if I want to go to Fry's. I am in my 60's and I don't like to go out of my way to walk to the crosswalk at Southern. Put in crosswalks so I can get home using the bus stop that makes sense without risking my life.
- 46. No metal seats. Get seats that won't heat up please in the summer. Also water fountains at every transit shelter that work would be beautiful please
- 47. in the afternoon the sun is often blinding and uncomfortable

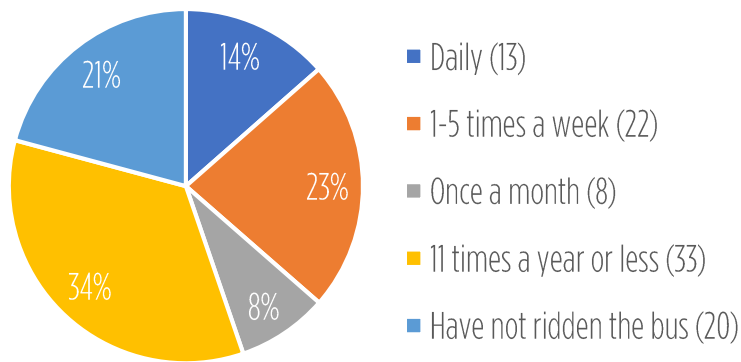
3. Are you a transit rider? (105 responses)



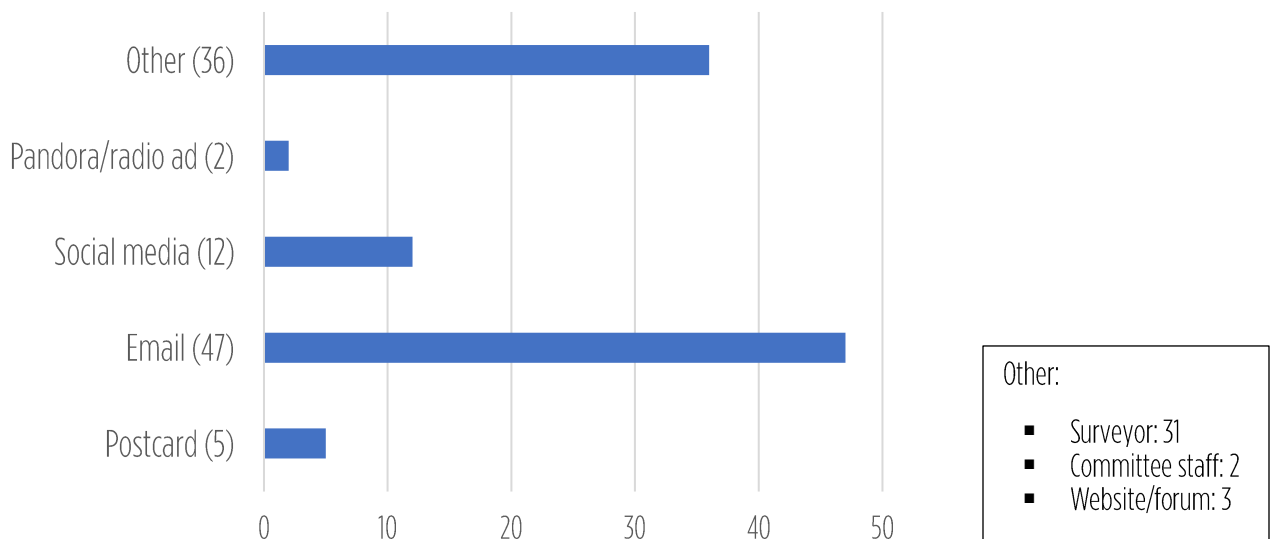
4. Do you own or have access to a vehicle? (93 responses)



5. How often do you ride the bus? (96 responses)

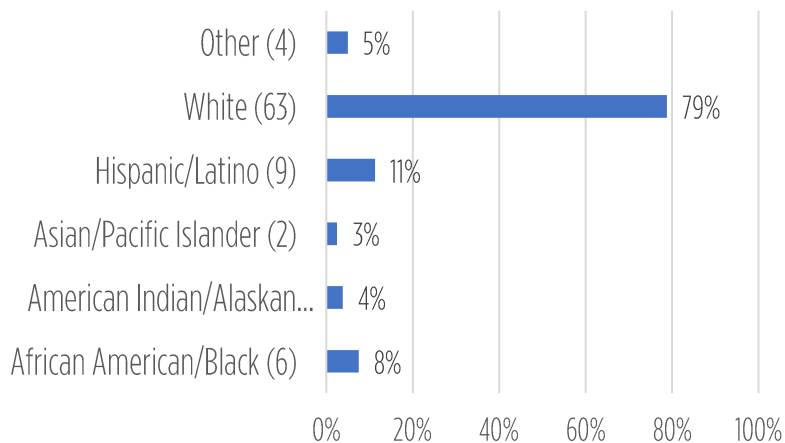


6. How did you find out about the transit shelter design project? (103 responses)



IV. Demographic Information

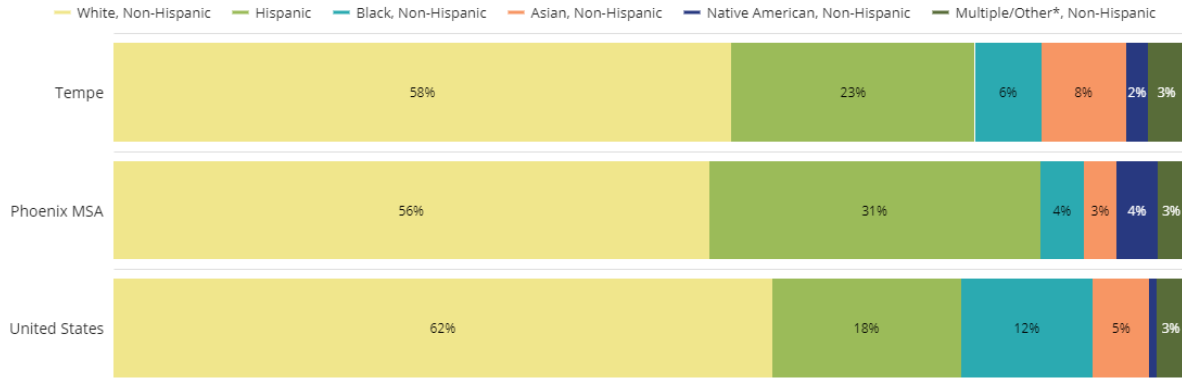
Respondents were asked to choose all that apply (87 responses; some checked more than one)



Since Tempe has bus routes throughout the entire city, the project area is the city limits.

Race and Ethnicity

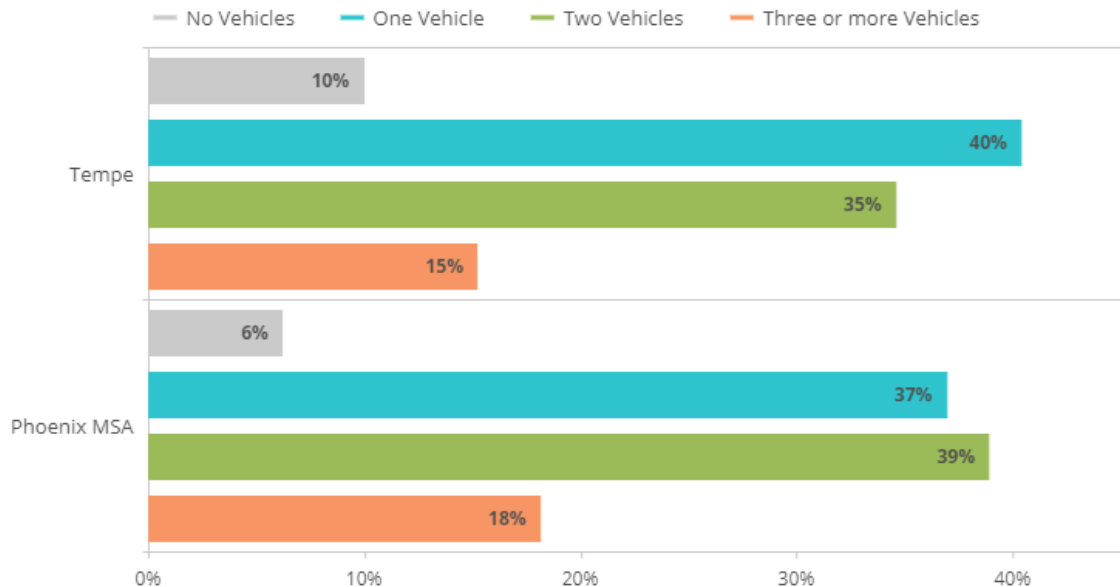
In Tempe, 42% of the population are part of a minority race or ethnic group.
The largest percent of the population is **White (58%)**.



Transportation in Tempe

Vehicles Available

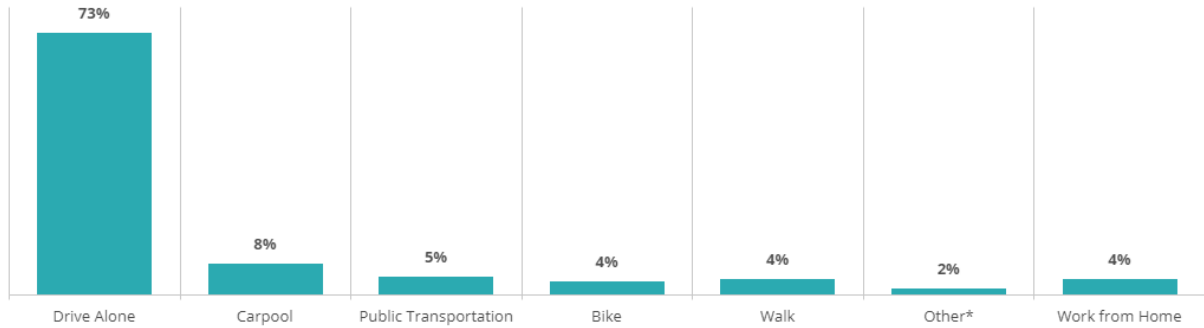
Universe: Total Occupied Housing Units





Means of Transportation to Work

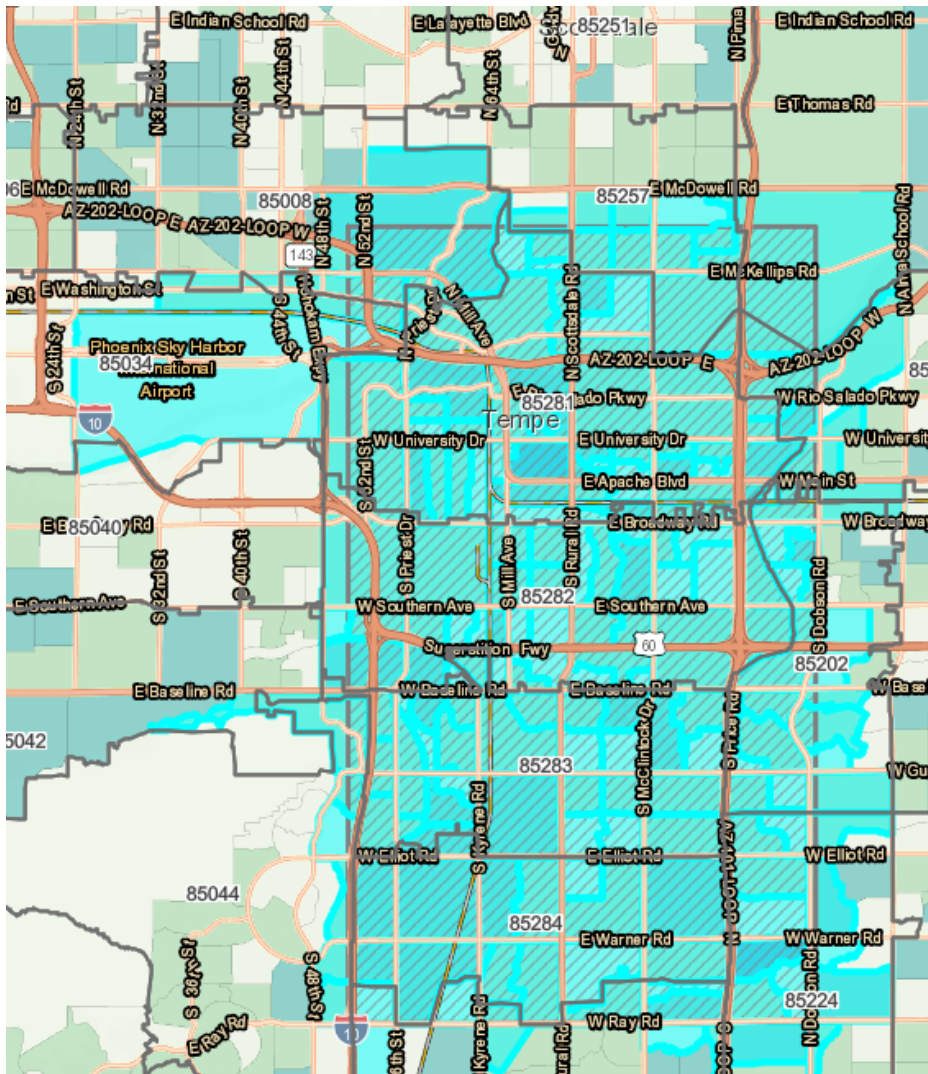
Universe: Total Workers, Age 16+



*"Other" includes Taxicab and Motorcycle

Source: U.S. Census Bureau, 2017 American Community Survey (ACS) 5-Year Estimates

The data that follows is based on census tract data that includes the area in turquoise below.



Selected Block Groups ACS 2012-2016 ACS 5-Year Estimates

Topic	Estimate	Percent
Total Population	45,191	
Race and Ethnicity		
Hispanic	9,169	20.3%
Non-Hispanic		
White, Non-Hispanic	27,256	60.3%
Black, Non-Hispanic	3,189	7.1%
Native American, Non-Hispanic	1,127	2.5%
Asian, Non-Hispanic	2,602	5.8%
Pacific Islander, Non-Hispanic	451	1.0%
Other, Non-Hispanic	22	0.0%
Two or More, Non-Hispanic	1,375	3.0%
Minority (1)	17,935	39.7%
Ability to Speak English		
Population 5 years and over	42,869	-
Speak Only English	33,072	77.1%
Speak Other Languages	9,797	22.9%
Speak English "very well"	7,198	-
Persons with Limited English Proficiency (LEP)	2,599	-
Speak English "well"	1,716	-
Speak English "not well"	725	-
Speak English "not at all"	158	-
Households		
Total Households	18,021	-
Family Households (Families)	8,430	46.8%
Married-couple family	4,997	-
Female Householder, no husband present	2,138	-
with own children under 18 years	906	-
Nonfamily Households	9,591	53.2%
Householder living alone	5,919	-
Household Income (in 2016 inflation-adjusted dollars)		
Total Households	18,021	-
Less than \$10,000	2,041	11.3%
\$10,000 to \$14,999	1,104	6.1%
\$15,000 to \$24,999	1,990	11.0%
\$25,000 to \$34,999	1,811	10.0%
\$35,000 to 49,999	2,701	15.0%
\$50,000 to \$74,999	2,851	15.8%
\$75,000 to \$99,999	2,652	14.7%
\$100,000 to \$149,999	1,800	10.0%
\$150,000 to \$199,999	638	3.5%
\$200,000 or more	433	2.4%
with related children under 18 years	101	-
Female householder, no husband present	671	-
with related children under 18 years	612	-
Male householder, no wife present	206	-
with related children under 18 years	145	-
Commuting to Work		
Workers 16 years and over	25,946	-
Car or Truck - drive alone	18,570	71.6%
Car or Truck - carpool	2,381	9.2%
Public Transportation	1,227	4.7%
Bicycle	1,543	5.9%
Walked	545	2.1%
Other means (taxicab, motorcycle, etc.)	619	2.4%
Work at home	1,061	4.1%
Vehicles Available		
Occupied Housing Units	18,021	-
No vehicle available	1,946	10.8%
1 vehicle available	7,362	40.9%
2 vehicles available	6,100	33.8%
3 or more vehicles available	2,613	14.5%
Area		
Total Area in Acres	6,816.2	-
Total Area in Square Miles	10.7	-

Source: United States Census Bureau, American Community Survey 2012-2016 5yr Estimates

Source: U.S. Census Bureau, 2012-2016 American Community Survey (ACS) 5-Year Estimates. ACS data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate is represented through the use of a margin of error (MOE). In addition to sampling variability, the ACS estimates are subject to nonsampling error. The MOE and effect of nonsampling error is not represented in these tables. Supporting documentation on subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website (www.census.gov/acs) in the Data and Documentation section. Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website (www.census.gov/acs) in the Methodology section. The MOE for individual data elements can be found on the American FactFinder website (factfinder2.census.gov). Note: Although the ACS produces population, demographic and housing unit estimates, the 2010 Census provides the official counts of the population and housing units for the nation, states, counties, cities and towns. Prepared by: Maricopa Association of Governments, www.azmag.gov, (602) 254-6300

V. Emailed comments

Sent: January 15, 2020

We didn't talk at the transportation commission meeting and I wanted to share the e-mail I sent to Bonnie with you as well.

I was looking at the transit shelters and I have a really good feeling about concept B. It's a simple yet attractive design and looks fairly easy to maintain. It provides a lot of seating and shade and is a shelter the city could be proud of.

I read some cities have used blue lights as traffic calming and to reduce crime / vandalism. That would be an interesting way to design the shelter in a way to nudge good behavior. I like the idea of the shelter standing out and promoting a safer environment. Either way blue matches the Orbits and the city logo.

Sent: January 15, 2020

Thanks!

I love Concepts B and C.

Also, I disagree with the new commissioner's comment about using the standard bike rack design. There are plenty of nicer designs that are just as functional as the inverted U!

Great project for Tempe.