



## Transit Shelter Design Project: Public Input Summary, March 2022

### 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 777 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. Prior to this round of input:

- 6 public meetings (September 2019, January 2020, and July 2020, January 2022)
- 4 steering committee meetings
- Meeting with residents of Broadway Apartments
- Meeting with Valley Metro Accessibility Advisory Group
- Meeting with ASU professors regarding materials
- 5 Pop ups to survey transit riders at bus stops
- 8 presentations to commissions

### II. Outreach

Below is a summary of outreach tools that were used for the last round of public input. Residents were invited to attend the transportation open house that featured full scale prototypes of the shelters for residents to view and provide their feedback.

#### FACEBOOK

1/21/22 – Open house. Reach/Impressions: 356 | Engagement: 14  
1/27/22 – Open house reminder. Reach/Impressions: 6887 | Engagement: 182  
1/29/22 – Day of open house. Reach/Impressions: 3776 | Engagement: 110  
3/3/22 – Input Reminder. Reach/Impressions: 66 | Engagement: 9

#### TWITTER

1/21/22 – Open house. Reach/Impressions: 565 | Engagement: 5  
1/27/22 – Open house reminder. Reach/Impressions: 5044 | Engagement: 116  
1/29/22 – Day of open house. Reach/Impressions: 5203 | Engagement: 94  
3/3/22 – Input reminder. Reach/Impressions: 863 | Engagement: 34

#### NEXTDOR

1/21/22 – Open house. Reach/Impressions: 1107 | Engagement: 5  
1/27/22 – Open house reminder. Reach/Impressions: 1291 | Engagement: 4  
3/3/22 – Input reminder. Reach/Impressions: ? | Engagement: 14

## Instagram

1/25/22 – Open house reminder. Reach/Impressions: 2172, engagement: 172

1/29/22 – IG Story. Reach/Impressions: 506, engagement: 5

## PRESS RELEASE

1/20/22 – Open house. 3266 emails sent, 34% open rate, 2.8% click rate

2/24/22 – Provide input. 3253 emails sent, 33% open rate, 1.9% click rate

2/7/22 – Coronavirus newsletter. 7114 emails sent, 39.9% open rate, 2.9% click rate

### III. Survey Results

A total of 33 unduplicated survey responses were received.

Respondents were asked to share their input regarding the prototypes:

1. It would be nice if there was a link to pictures or pictures of them on the Tempe Forum
2. I love the transit stop art!
3. I love the new designs! The fold-down seats are a great versatile option, and the solar arrays/lights on top are awesome. Love the color schemes as well.
4. I like the solar panels and lighting. The micro seems too small, the large one is an awesome use of space and the medium has great spacing on the seats
5. They are great. I would like the color to be green though.
6. Really cool and community friendly
7. All the designs look great and seems well thought out with shade available in every direction. The blue color scheme is nice and matches well with the Orbit buses. Solar powered lights were flickering on the display...hope that gets worked out! Maybe you could add a solar powered fan too?
8. These designs are ugly and look like miniature prisons. They don't allow for larger people, families, mothers holding children, etc to have room while waiting. I don't think it's a good design at all.
9. If bars are put in place to prevent homeless from resting at the shelters, will a different shelter be implemented for homeless to rest in? We shouldn't forget about this community.
10. I think it would be helpful to label the bus stop on the shelter
11. "city of Tempe" wording very "official" (in trouble, uninviting). Consider wording that is fun, wayfinding, welcoming, enjoyable
12. opportunity- have playful, distinctive word on the bus stops. low- ditch the loud officious "city of Tempe" - looks UNinviting
13. I like the biggest shelter because no one has to stand if they don't want
14. Love the new design! It would be great to include LED display that gives real time updates on bus arrivals
15. Southeast corner of Southern/Rural - removed 2 seats from bus shelter- no need for the space to be dedicated for wheelchairs. Took away benches too.

16. Consider adding USB slots to allow folks to charge while they wait for the bus.
17. Insulation (isolation of steel members) within the roof (rigid) to eliminate heat transfer
18. I wish the seating was not metal, especially in the summer. I would like more artful designs done at certain bus stops and a study should be done to see how many people use each stop as some seating could be larger.
19. Install them at all stops without shade.
20. They look great! With the limited r/w this design does a great job maximizing shade and versatility of space. Definitely an improvement to what's out there now. I hope that these can be placed in areas with high ridership and not determined by the spatial constraints. The priority should be high use stops and acquiring right of way to place a larger shelter at these stops should be considered.
21. I think they are brilliant. They are a perfect blend of form and function.
22. Having shade in summer is so VERY important. I like the designs, but hope the materials used will be "cool" when in summer sun. Deeper overhangs are important.
23. It's a balance with seating styles -- no dividers means the shelters can become sleeping spots for people (which isn't great for anyone else waiting for a bus or light rail & who needs a seat). Dividers between seats assumes everyone is sized to fit the space - but it does give individuals a spacial divider between strangers.
24. Will any of these designs keep homeless people from turning them into filthy encampments?
25. I think the designs with the horizontal bars will not age well as the bars may get bent
26. Overall, looks solid. Nice blue elements, but suggests a police substation - maybe incorporate more elements of City of Tempe color scheme, less institutional and more amicable. The blue and gray also has a nautical vibe, not a desert community vibe. Like the open feel of the shelters, fold down seats work really well. Possibly incorporate color elements on roof panel so its clearly visible in Google Maps. Keep up the great work!!
27. I like the overall design profile. Functional considerations:
  - Ensure use of cool materials and surface coverage materials
  - Ensure shade structure provides effective shade throughout the day
  - add an inter-seat vertical barrier between the fold down seats (was present on most of the static seats)
  - If feasible, consider adding solar powered fans to provide local cooling effect for those waiting in the shelters
28. I inspected the 3 designs set up near the library. The medium size provided the most ADA compatible design in that there was an open (yet shaded) area for wheelchairs, mobility scooters, or just standing. I liked both the small and medium designs as they provide sun shade no matter the orientation of the shelter whether north south east or west facing. Tempe bus stop stands have been nearly all been woefully inadequate for shade. Why was the 4th design not exhibited or at least described or portrayed? Please respond with a description.
29. They are distinctive and seem modern. I am not sure about the text "CITY OF TEMPE" on the shelter. It seems confusing. It is a bus shelter, not a City.
30. The micro one seems hardly worth the effort. Will there be seating in the shade at all times of the day? That would be important now.

31. Of the three designs, the mid-size one works better for most of the smaller areas. The second design gives more room for ADA needs and could be useful for some of the busier stops. One question though, is the "City of Tempe" graphic really needed? It looks a little over the top and removing that would save a some money . Last comment, not really crazy about the blue color, that may be the color in the city logo but it is going to stick out like a bald head on a sunny day. Something a bit more Southwest in color might not be such an eye-sore.

#### IV. Emailed comment

From:

Sent: Saturday, January 29, 2022 10:35 AM

To: Richardson, Bonnie <bonnie\_richardson@tempe.gov>

Subject: Re: Transportation Open House: new transit shelter prototypes on display

Hi, Bonnie,

I'm unable to come by the transit event today. I did stop at the library yesterday and got to see the bus shelter prototypes. They are wonderful! The designs of all three sizes and possibilities for orientation to take advantage of shade are very efficient. I look forward to learning more about the materials incorporated into the shelters.

Kudos to you and everyone involved! I hope the response today is enthusiastic.  
Regards,