

# **Accessibility by Design: Real-World Examples of Bus Stop Design**

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## **Abstract**

The bus stop is the first point of contact between the passenger and the transit service. The spacing, location, design, and operation of bus stops also have major impacts on transit vehicle and system performance. Thus, bus stop location and design are critical elements in the passengers' perception of transit service as a whole. Under the Americans with Disabilities Act (ADA) the idea of accessibility has been singled out for particular attention.

A recently completed Transit Cooperative Research Program (TCRP) project addressed bus stop design and accessibility. Based on a mail-out survey of 360 transit authorities (125 responses) and follow-up phone interviews (33 transit authorities), an interdisciplinary team made on-site inspections of over 270 bus stops in three states. Transit agency operations staff were also interviewed.

From this extensive data collection and field work, this presentation highlights real-world examples (as opposed to abstract dimensions and specifications) of a wide range of currently in-use design strategies for providing bus stop accessibility for the general public, as well as under the mandates of ADA. Examples include positive (successful) designs and treatments, as well as less successful designs. Common elements of successful designs and treatments are identified and discussed.

The examples and solutions illustrated are particularly relevant for anybody responsible for bus stop design and accessibility, including but not limited to ADA compliance.