



Welcome!

Thank you for joining us.

LA County
Regional Bus Stop
Improvements Summit
May 29, 2025



Metro

Housekeeping

WIFI: busstopsummit
Password: wifi_2025!

Connect and post your highlights on
Linkedin and Social:

#betterbusstopsforLA
#busstopsummit25
#Lalovesbusstops
#thinkoutsidethebus



Get creative! And tag @metrolosangeles

Agenda



Scan for
Online Agenda

8:15 - 9:00 am	Check-In and Networking
9:00 - 9:10 am	Welcome
9:10 - 9:20 am	Morning Keynote – Stephanie N. Wiggins, Metro
9:20 - 9:25 am	Remarks – Jacquelyn Dupont-Walker, Metro Board of Directors
9:30 - 10:00 am	Why Bus Stops Matter – Examining How Metro Considers Customer Feedback Data; How Cities Can Prioritize Bus Stop Improvements Using GIS Data
10:05 - 10:55 am	Why Design and Climate Matter – Examining Public Health Impacts of Heat at Bus Stops and Understanding Bus Riders' Needs
11:00 - 11:30 am	Why People Matter in Bus Stop Planning – People-Centered Strategies for Addressing Accessibility Issues and Finding Ways to Partner with Organizations for Community Engagement
11:30 am - 12:15 pm	Networking Lunch
12:15 - 1:20 pm	Workshop – Finding Solutions and Addressing Challenges for Bus Stop Improvements. Sharing Challenges and Solutions to How Your Jurisdiction Approaches: Equity and Prioritization, Design and Amenities, Interagency Coordination, Funding and Maintenance
1:20 - 2:05 pm	Best Practices for Bus Stop Planning, Design and Maintenance – Rapid-fire Peer-led Panel of Experts Share Key Insights for Implementing Best Practices in Your Jurisdiction
2:05 - 2:10 pm	Break
2:15 - 2:40 pm	Funding Bus Stop Improvements – Identifying Current Grant Opportunities and Technical Guidance for Winning Grants to Fund Your Bus Stop Improvements
2:40 - 2:45 pm	Closing Remarks
2:45 - 3:00 pm	Wrap Up and Key Takeaways

Morning Keynote



Stephanie Wiggins
Metro Chief Executive Officer





Metro

Why Bus Stops Matter

Examining How Metro Considers Customer Feedback Data; How Cities Can Prioritize Bus Stop Improvements Using GIS Data



Why Bus Stops Matter



Jennifer Vides

*Metro Chief Customer Experience
Officer*



Scott Eckersall

Eckersall Associates



Why Bus Stops Matter

Excerpt from Metro's Journey Mapping Study



Journey Mapping *Objectives*

To deepen our understanding of Metro riders and how they experience Metro so we can:

+ Improve the **customer experience** at each stage of the transit rider's journey

Journey Mapping *Objectives*

To deepen our understanding of Metro riders and how they experience Metro so we can:

+ Improve the **customer experience** at each stage of the transit rider's journey

Why we're sharing it *today*

- Emphasize the **importance of bus stops** in the overall transit riding experience
- Illustrate **what riders need from bus stops** and their current experience (i.e. what we can do together to make it better)

What is **Journey Mapping**?

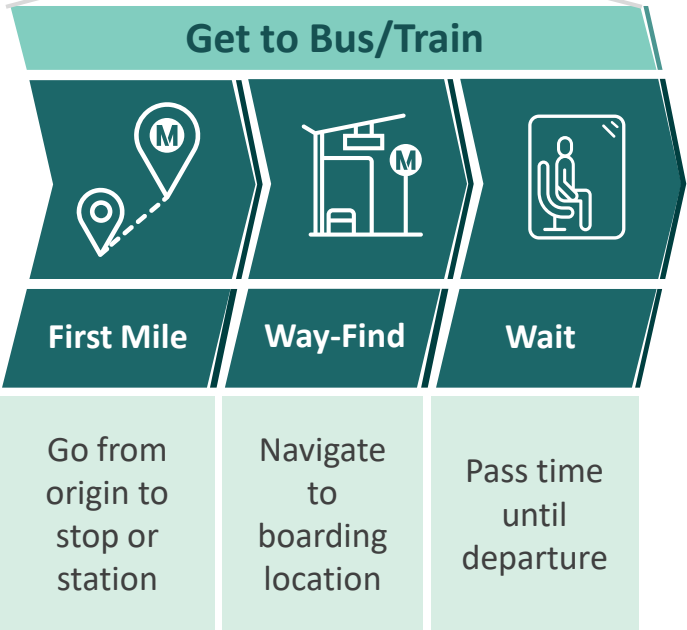
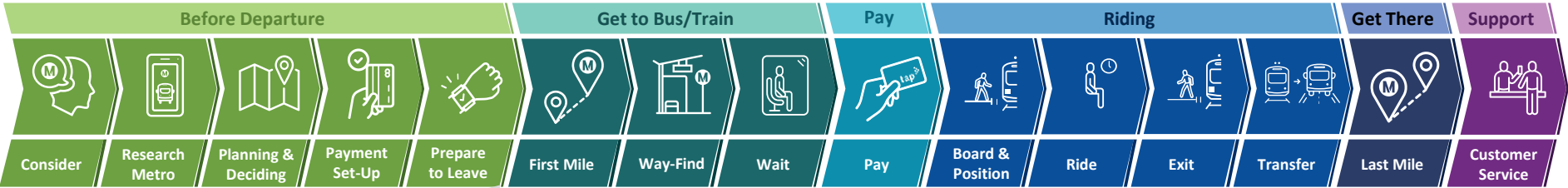
A visual representation of customers' processes, needs, and perceptions throughout their interactions and relationship with an organization. It helps you **understand the steps customers take – the ones you see, and don't** – when they interact with your business.

Qualtrics

You **can only match customer expectations by understanding** the journey your customers go on in order to get there, **what they're thinking and needing from you at that time**. Developing a customer journey map **puts you in their shoes** so you can understand them better than ever before.

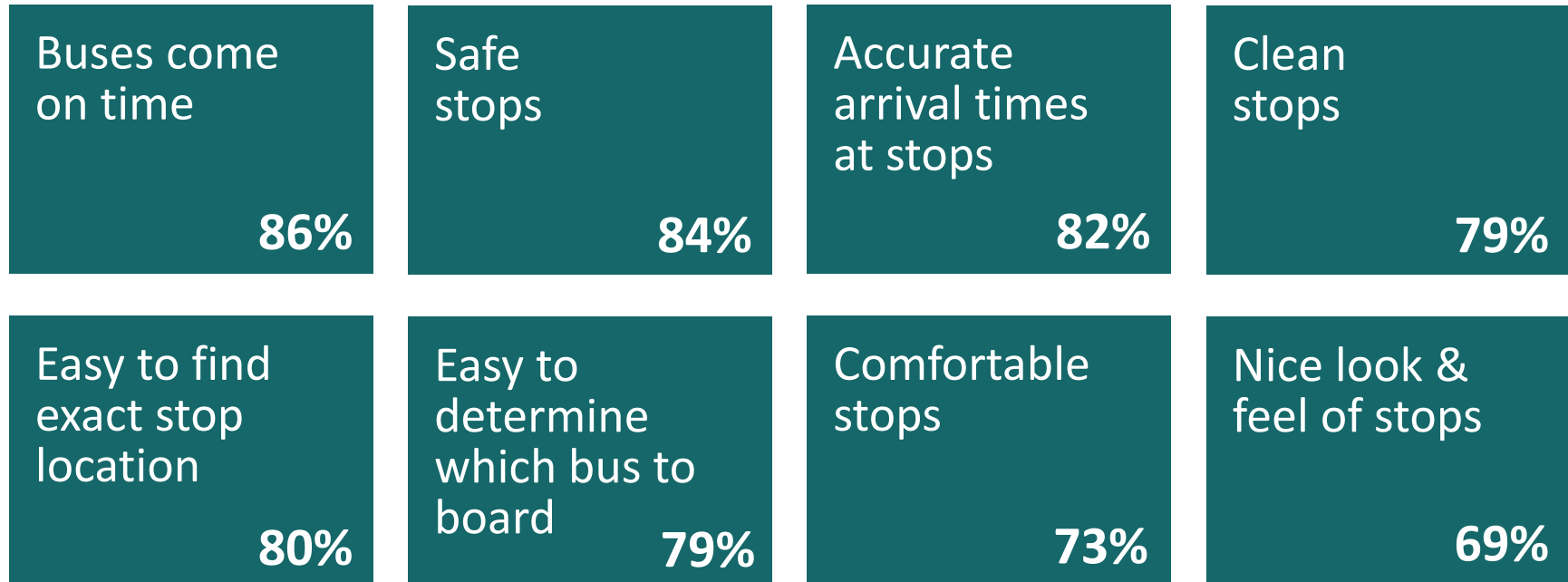
Qualtrics

LA Metro *Rider Journey Map*



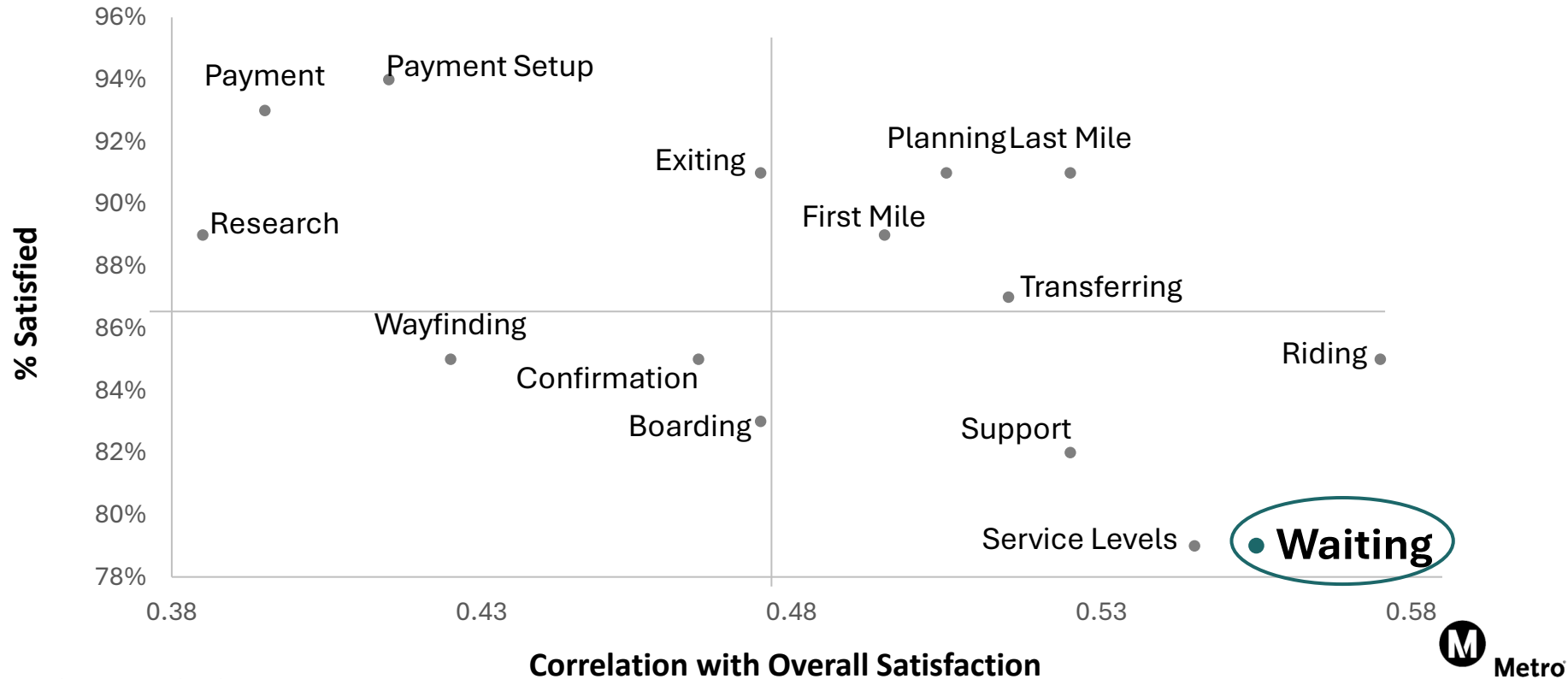
Elements of the **Waiting** stage are among the most important things riders need

% of Riders Who Find Each Item Extremely/Very Important



The **Waiting** stage is among the most important to a good customer experience and has the most room for improvement.

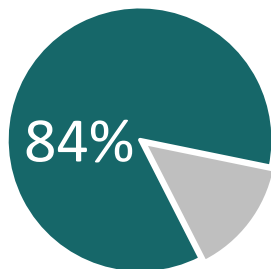
Overall satisfaction with Waiting is **low**.



Key Need: Safety while waiting

Needs

Safe waiting area

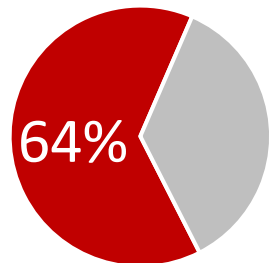


I wish there were some sort of **security officer at the bus stops for late at night** when people are sitting down as a safety precaution.

Spanish Dominant

Pain Points

Unsafe waiting area



Some **homeless insult you, others try to hit you**, but you have to dodge them.

Woman w Child

For the times I do [wait] alone, it's kind of **nerve-wracking and upsetting**

HS Student

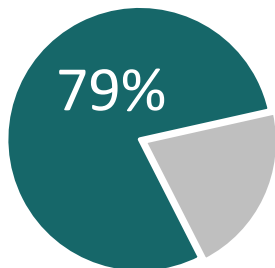


Metro

Key Need: Clean waiting areas

Needs

Clean waiting area



Compelling them to invest in **keeping the stops clean is really important** because there's a lot of staining on the sidewalk from trash and fluid.

Shift Worker

I'm using that term 'dumped off' because **the door will open and you'll just see a bunch of trash.**

Shift Worker

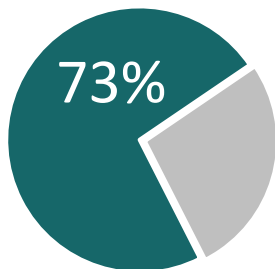
There's a few [bus stops] around that the **garbage is over piling in at the bus stops.** Some people will leave their rubbish on the bench.

Senior

Key Need: Comfort

Needs

Comfort at the bus stop



For stops where it takes a long time for the bus to come, it would be **nice to have a cover** or at the **very least chairs** and, **just more frequent service**

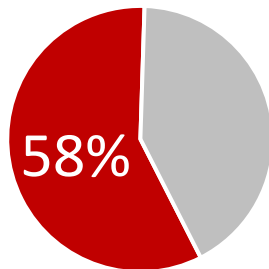
9-5 Commuter

I wish there were more benches and maybe a roof/waiting space...I think having more trash bins would be good.

Shift Worker

Pain Points

No shade at bus stop



Sometimes when you're waiting...that **sun is just blaring at you right in your face.**

Senior

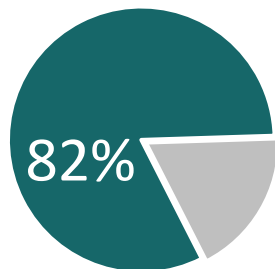
Sometimes **I couldn't sit here.** The homeless were here.

Senior

Key Need: Being informed

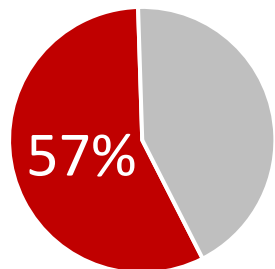
Needs

Accurate arrival times on digital screens



Pain Points

No arrival time info



It would be nice to have some kind of real time [info]... Some of the bus stops have next trip [info] and you know when the next one's coming.

Shift Worker

If you don't have the app it can be hard to know when the bus will arrive.

Spanish-Dominant

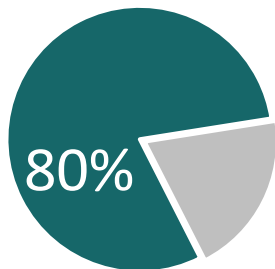
But the fact that **some run really late and some arrive really early and they don't announce that right away** can be a really big inconvenience.

9-5 Commuter

Key Need: Ease of finding stop/boarding location

Needs

Easy to find exact stop

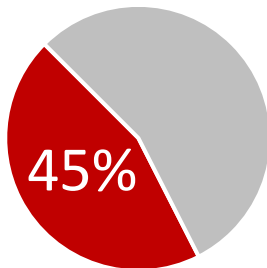


The physical signage that give the routes... needs to be more accurate and better displayed.

9-5 Commuter

Pain Points

Hard to find right bus



It's a little bit **confusing** because there's **like two different little stops that are right next** to each other

Shift Worker

From **Insights** to **Action**

at **Metro**

Journey Mapping Findings

Activation Workshops

Priority Assessment

Alignment on CX Action Items

Regionally (Today & Beyond)

- **Today:** Collaborative workshop to solve challenges that are keeping us from delivering the Waiting experience transit riders need
- **Ongoing:**
 - Given our shared rider base, keep this data in mind as you make changes to bus stops in your area
 - Consider ways you build upon the Journey Mapping research to understand your riders' needs and experiences even better

Prioritizing Bus Stop Improvements

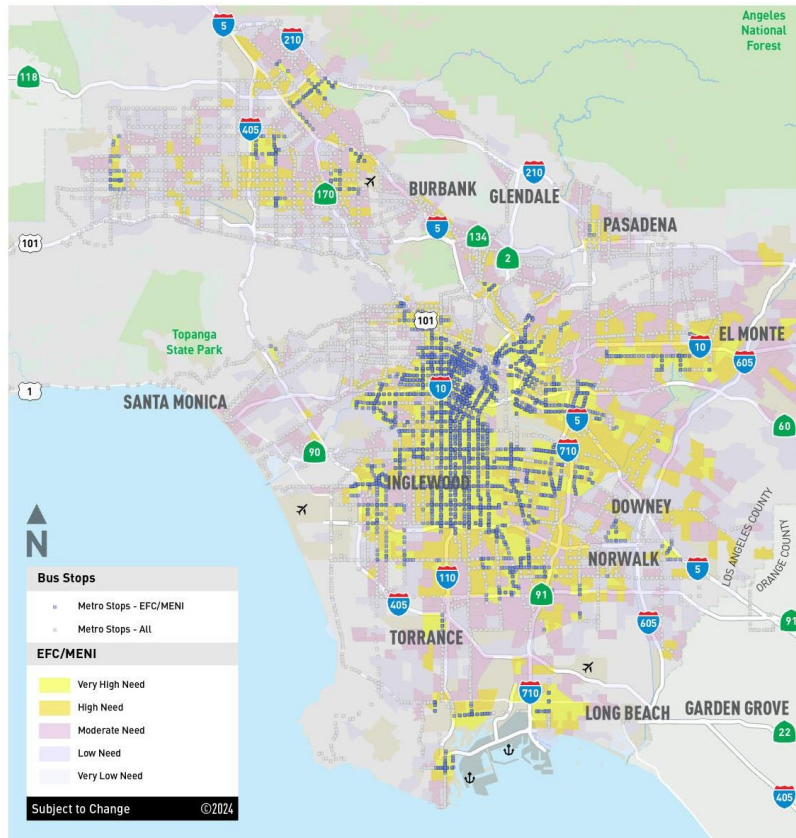
GIS was used to overlay stops with the following data. Points were assigned for each, up to the maximums shown below. Points were added, for a total of 0 – 100:

- > EFC/MENI (10)
- > SB535 DAC (10)
- > Tree canopy (15)
- > Historical redlining (10 if in EFC/MENI areas)
- > High Injury Network (15)
- > Urban Heat Island (15)
- > Air pollution related cancer risk (10)
- > Ridership (5)
- > Vulnerable Populations (10)

Prioritizing Bus Stop Improvements

GIS was used to assign points as follows:

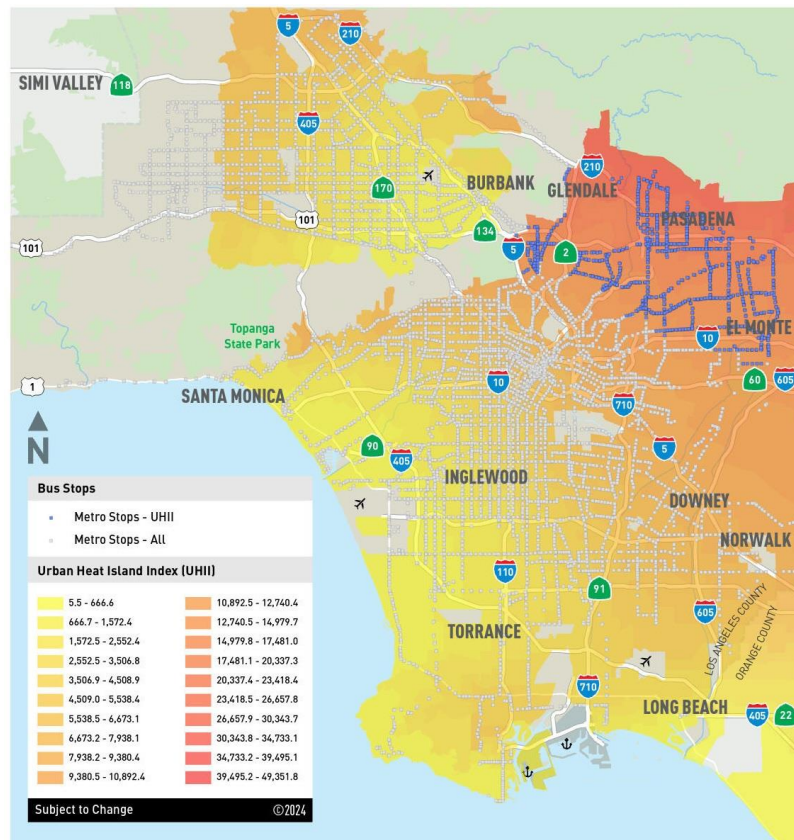
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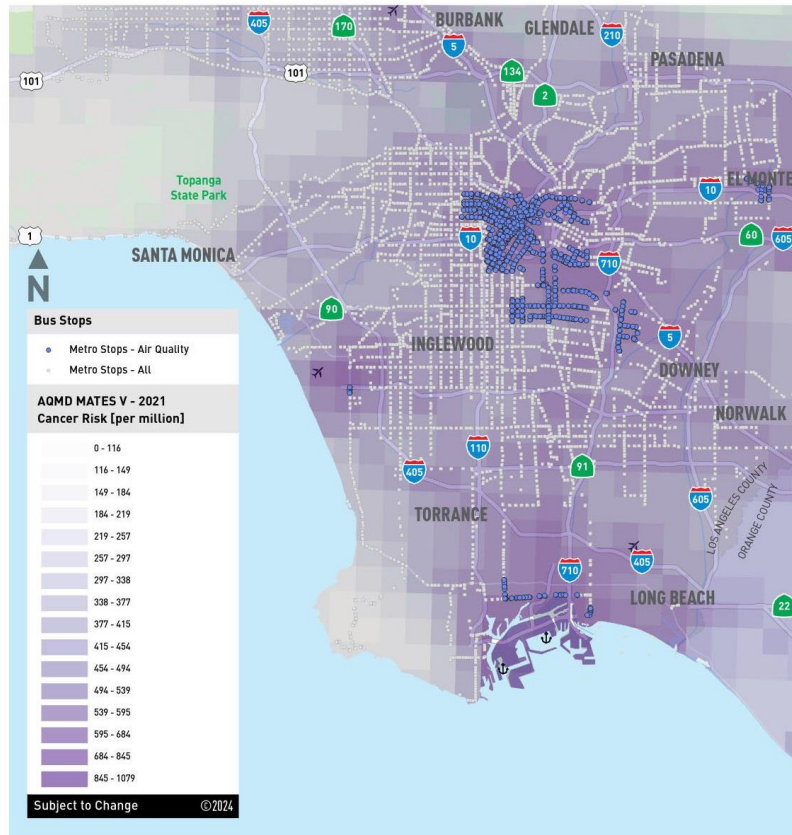
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- > **Air pollution (10)**
- > Ridership (5)
- > Vulnerable Pop.(10)



Prioritizing Bus Stop Improvements

Visit the Metro Bus Stop Resource Hub

<https://busstophub.metro.net>

to learn more about

- Funding
- Best Practices
- Resources



Why Design and Climate Matter

Examining Public Health Impacts of Heat at Bus Stops
and Understanding Bus Riders' Needs



Why Design and Climate Matter



Erin Bergren

*Los Angeles Regional Collaborative for
Climate Action and Sustainability*



Madeline Brozen

*UCLA Lewis Center for Regional
Policy Studies*



Los Angeles Regional Collaborative
for Climate Action and Sustainability

Extreme Heat Risk and Transit Systems: Bus Stops and Beyond

May 29, 2025

Erin C. Bergren, PhD



Los Angeles Regional Collaborative for Climate Action and Sustainability (LARC)

Housed at UCLA, LARC is a **network** that supports climate action and adaptation planning across the LA region.

LARC helps cities & agencies:

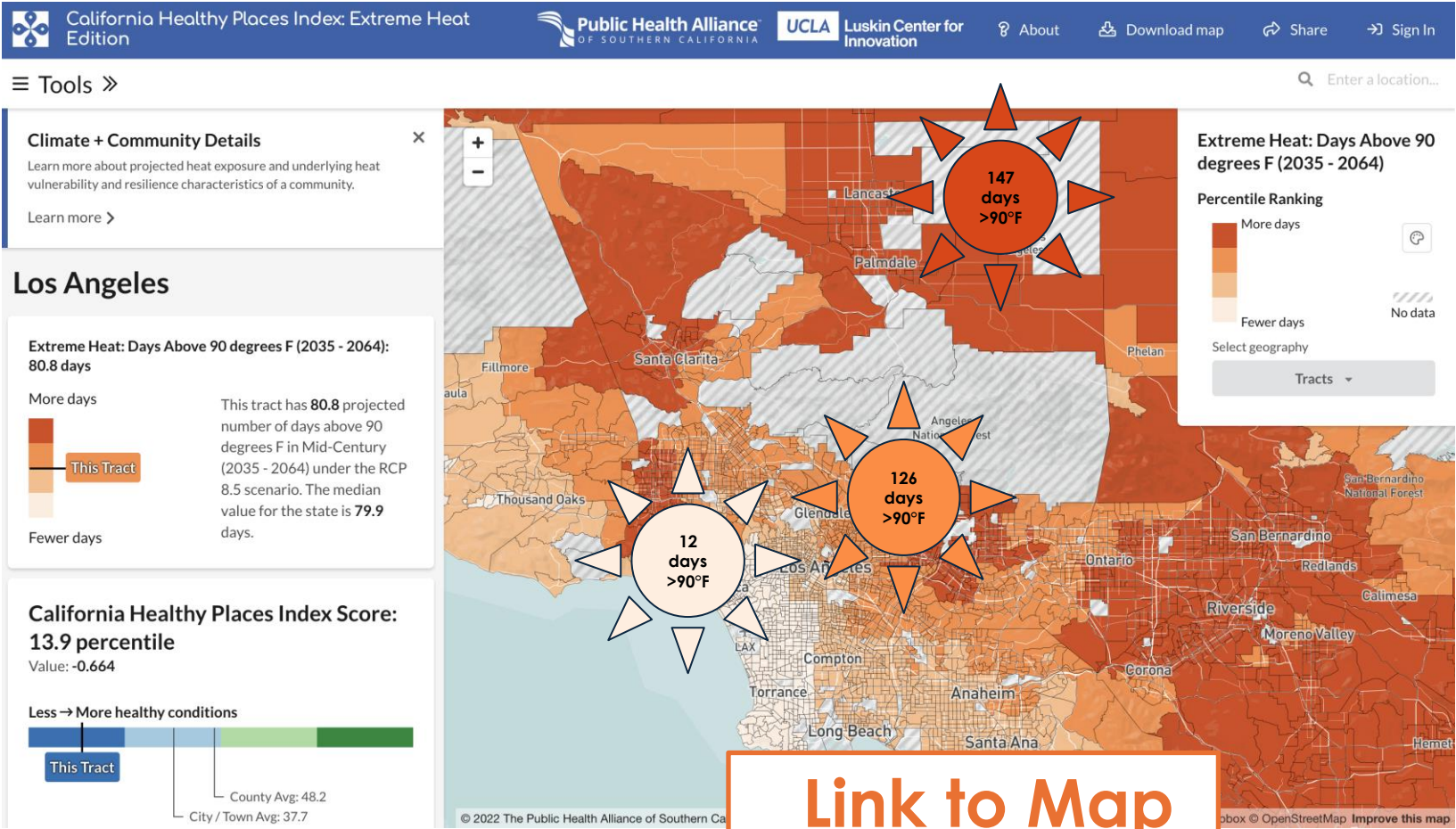
- Maximize limited resources
- Identify funding opportunities
- Access locally-relevant research
- Engage in state climate policy
- Advance local climate planning



Learn more about LARC at
www.laregionalcollaborative.com

Heat Risk in Los Angeles County

LA County likely to see 10x as many heat waves per year by 2035-2046



Extreme Heat is Deadly

...and we need to take it seriously



1995, Chicago

- July 12-16
- At least 700 deaths

2003, Europe

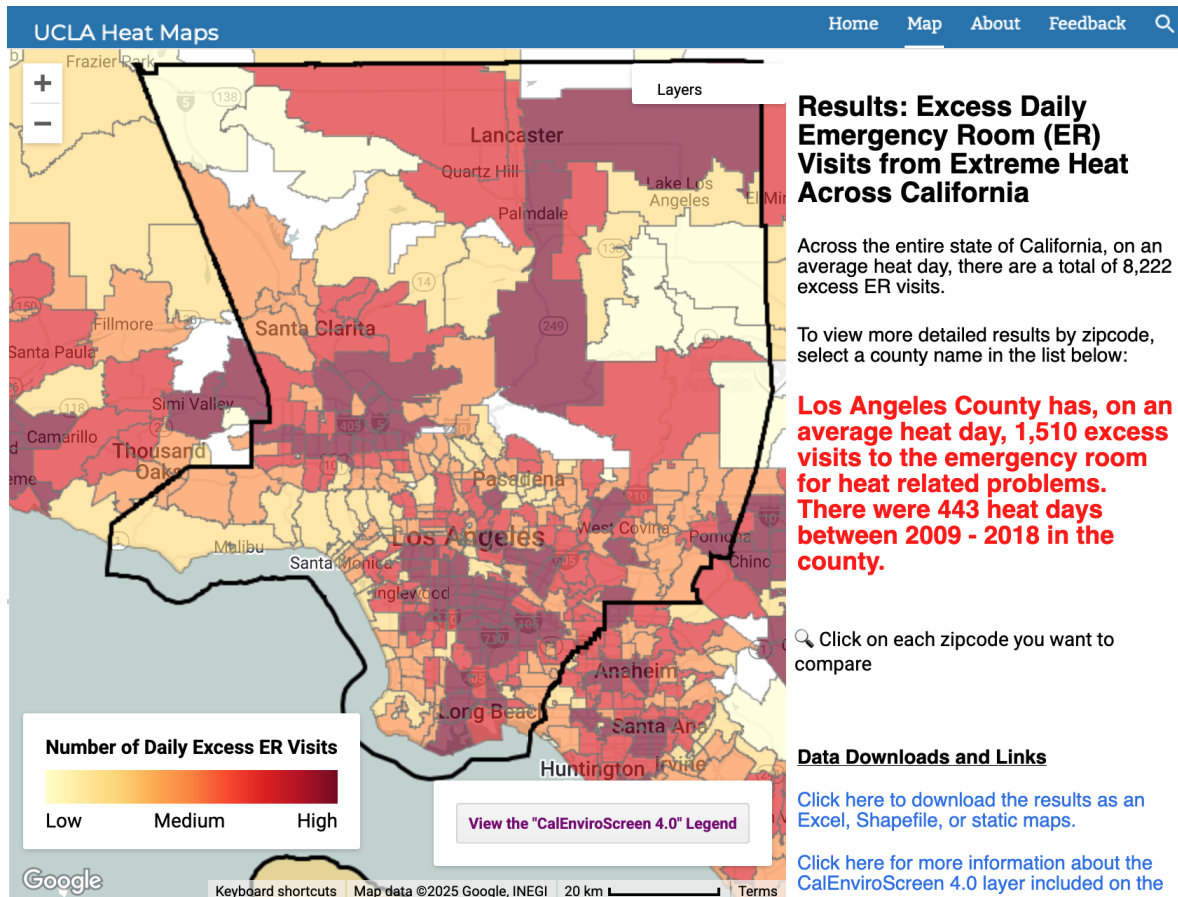
- Deaths even in countries known for heat
- Est. deaths: 72,000

2024, Saudi Arabia

- Heat Wave during hajj pilgrimage
- At least 1300 dead

Health Impacts of Extreme Heat

LA County has
1,510 excess
emergency
room visits for
every heat day.



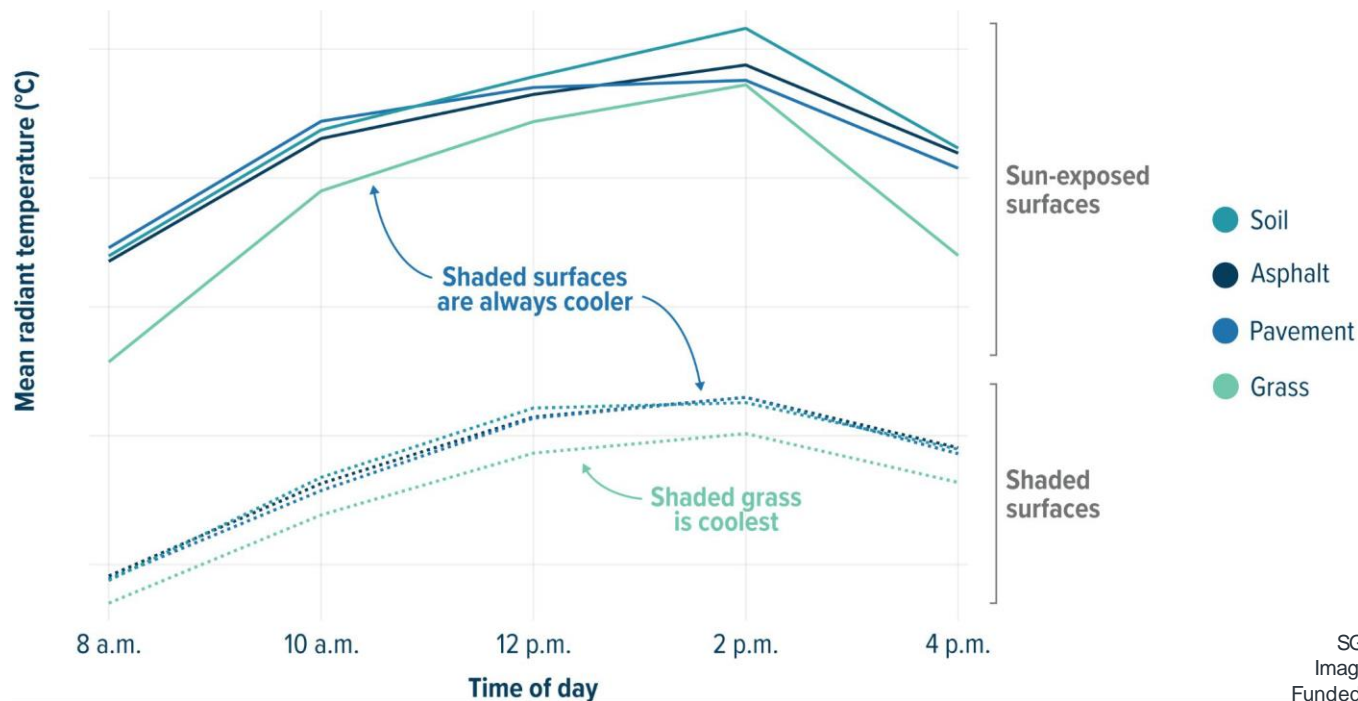
Map Access: <https://uclaheatmaps.org/>

Extreme heat is the
number one
weather-related **killer**
in the U.S.

Building for Heat

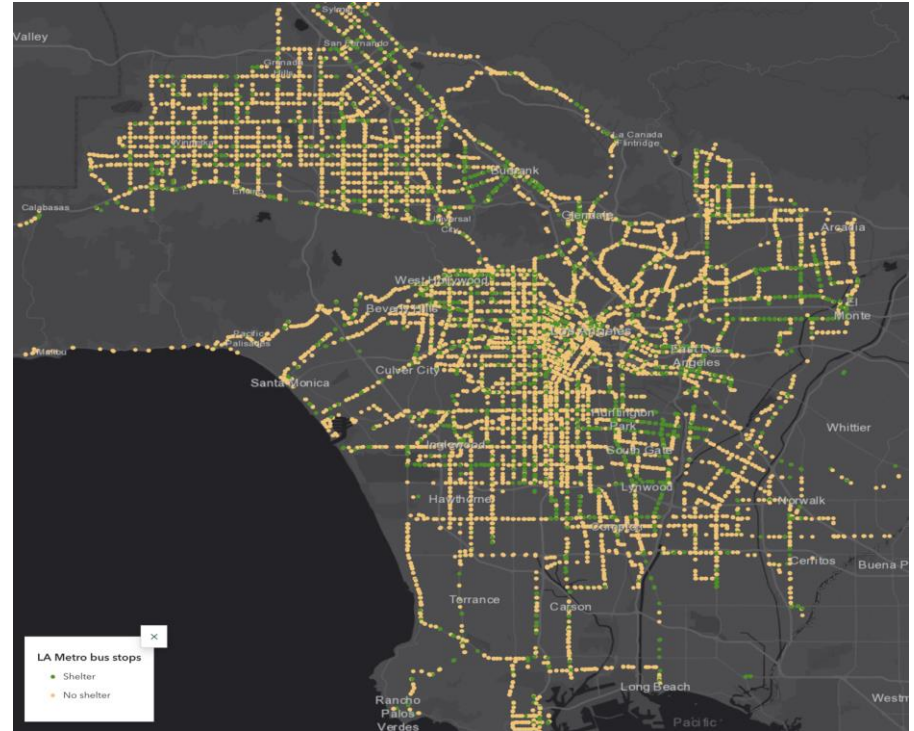
—

Transit Riders Need Shade



How much shade do we need?

Only 26% of LA Metro bus stops currently have shelters.



UCLA

Lewis Center
for Regional Policy Studies

Where do we need shade?

Prioritize shade installation where bus ridership is high and there is limited existing shade.

Bus shelter placement based on shelter ad revenue generation is ineffective and inequitable.



Transit riders waiting in shade of tree and gas station sign.

Transit as an Urban Amenity

Cooper-Hewitt Museum Concept

Bus Interchange as Social Hub (Christchurch, NZ)

CONNECTION STOP

This design transforms bus stops into spaces of connection. Turning the everyday act of waiting into an opportunity to engage with your community, break the cycle of familiar strangers—the people you see every day but never truly know—and create moments of companionship through simple, natural, and fun interactions.

Game Display

Recreating the joy of a childhood recess break, the rotating game display invites spontaneous interaction through simple, universal games. Designed to transcend language barriers and engage all ages, these quick challenges spark genuine fun and allow for community bonding. Its dynamic format ensures fresh, engaging interactions daily.



Community Wall

The changing community wall allows conversation and cultural exchange. It features daily prompts, highlights local achievements and events, and showcases a "Word of the Day" in the community's many spoken languages. This dynamic space turns waiting time into an engaging hub for dialogue, connection, and even neighborhood pride.





Hi! My name is Amia and this is my daughter Lili. We love that we can get so much done around our neighborhood bus stop every day.



8:10AM
Dryclean



8:00AM / 4:30PM
Drop off / Pick up Lili



8:30AM
Off to Work



8:15AM
Morning Coffee



4:45PM
Shop for Dinner



5:00PM
Play break &
then off to home!



Project for Public Spaces

Transit is key to a healthy future



Who do you want to partner with?

[LA Metro Bus Stop Resource Hub](#)

Improving Heat Risk Awareness

#HeatSafeLA Campaign Resources

Partnerships & Campaign Outputs



1. **Social Media** – graphics for 17 posts; partnerships with local influencers on video content; 117 distribution partners



2. **Printable Materials** - Co-produced flyers, hats, water bottles, door hangers for distribution at public events and by community health workers



3. **Bus Advertising** - LA Metro ran Extreme Heat PSA on 2,300 buses from August-September.



Social Media Campaign

117 Distribution Partners registered
194 unique users created more than 700 posts in 2024



See #HeatSafeLA content:
www.laregionalcollaborative.com/heat

Bus Public Service Announcements

2024 Design



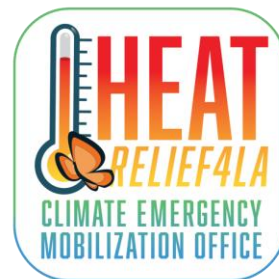
2023 Design



Bus Shelter Ads



LA City's Climate
Emergency
Mobilization Office
(CEMO) placed PSAs
on bus shelters in 2024



THANK YOU

Learn more:

www.laregionalcollaborative.com/heat

Erin C. Bergren, PhD

erinbergren@ucla.edu





What cities can do to support bus riders needs

Madeline Brozen

LA County Regional Bus Stop Summit

Presentation Overview

- Bus shelters and the rider experience
- Los Angeles County context
- Simple approaches and process changes
- Useful collaborations
- How UCLA can help

Three key takeaways

Bus shelters
improve perceptions
of **safety** for women
and **reduce**
perceived **waiting**
times

Shelter design can
be **simple** and
processes **can**
change

Leverage contacts
across Los Angeles
County to find new
approaches

Why care about bus shelters?

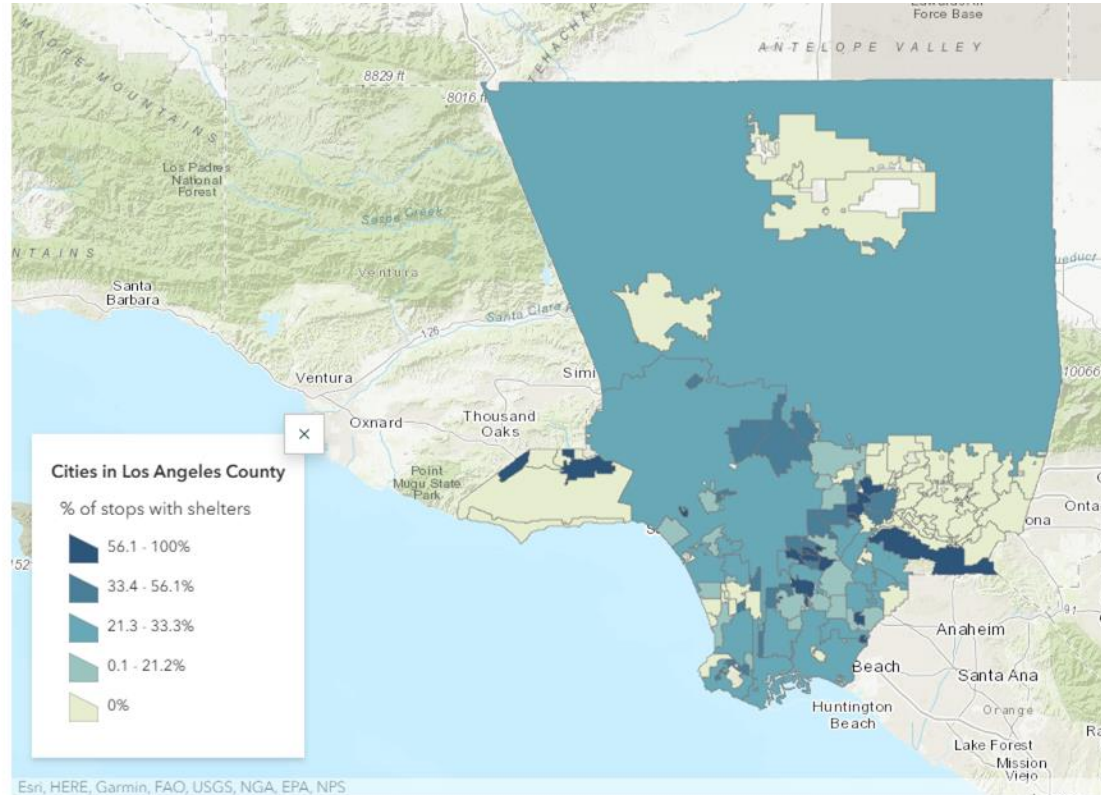
- Provide **protection from heat** because extreme heat kills more Americans each year than any other natural disaster
- Improves **women's perceptions of safety** at stops, the areas with the highest safety concerns during the transit journey
- **Decreases** perceived **wait times** for all passengers
- **Bus shelters are a greater amenity** to riders than benches and trash cans, however, don't skip on seating with **armrests for older adults**

Bus riders across LA are often searching for shade

- Only 1 in 4 LA Metro bus stops have a bus shelter available
- Bus stops are the responsibility of local jurisdictions that struggle to fund shelters and other sidewalk amenities



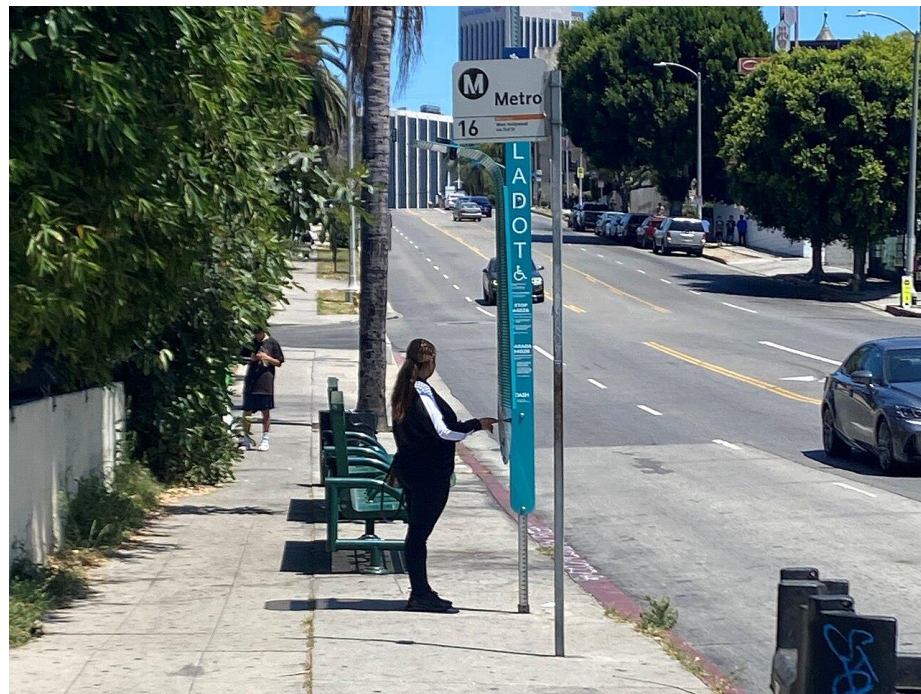
Wide variation in percent of stops with shelters by city



- City of Bell: 47 stops, 89% sheltered
- Lynwood: 60 stops, 75% sheltered
- Burbank: 180 stops, 56% sheltered

The notoriously simple approach: La sombrita

- Demonstration of what could be done quickly without requiring a permit and using a standard flagpole
- Part of a prototype within the LADOT Gender Equity Action Plan, funded by the Robert Wood Johnson Foundation
- *“As far as design solutions go, the shade is better than nothing”* - Carolina Miranda, LA Times, March 25, 2023
- Consider communications approach for simple improvements



Think about improving bus shelter criteria and process

What's unchangeable?

- Maintaining a 3-4' clear path of travel
 - 3' mandated by ADA, most jurisdictions set standards at 4'

What could change?

- Land use restrictions like not allowing shelters in single-family zones or particular commercial areas
- Requiring permission from adjacent property owners
- Approval process with elected official offices
- Choosing shelters with or without ad panels
- Placement of a stop (far side, mid-block, nearside)
- Reliance on advertising revenue for capital costs versus operations and maintenance

Look for a middle ground between a prototype and a gold standard



Look for a middle ground between a prototype and a gold standard

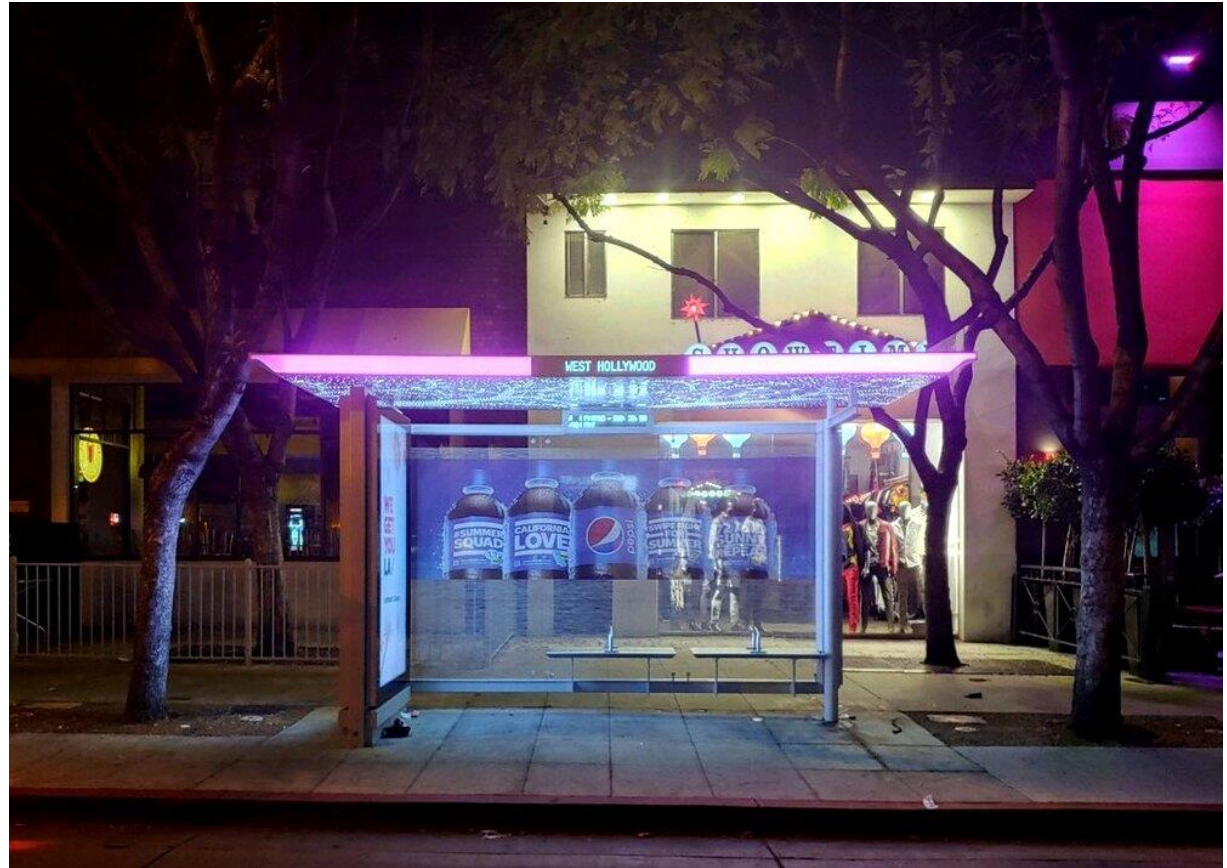


Credit: Los Angeles County Department of Public Works

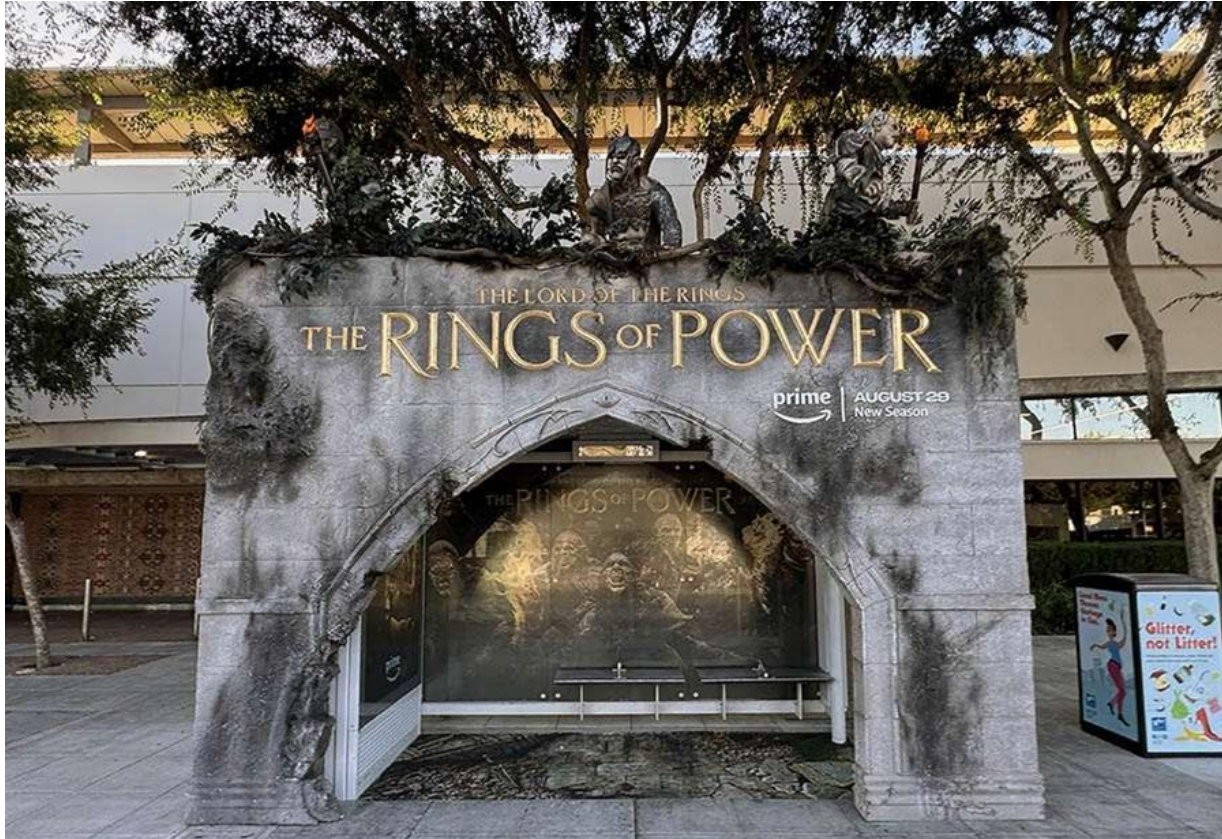
New shelters in City of Los Angeles



New shelters
in West
Hollywood
with added
lighting

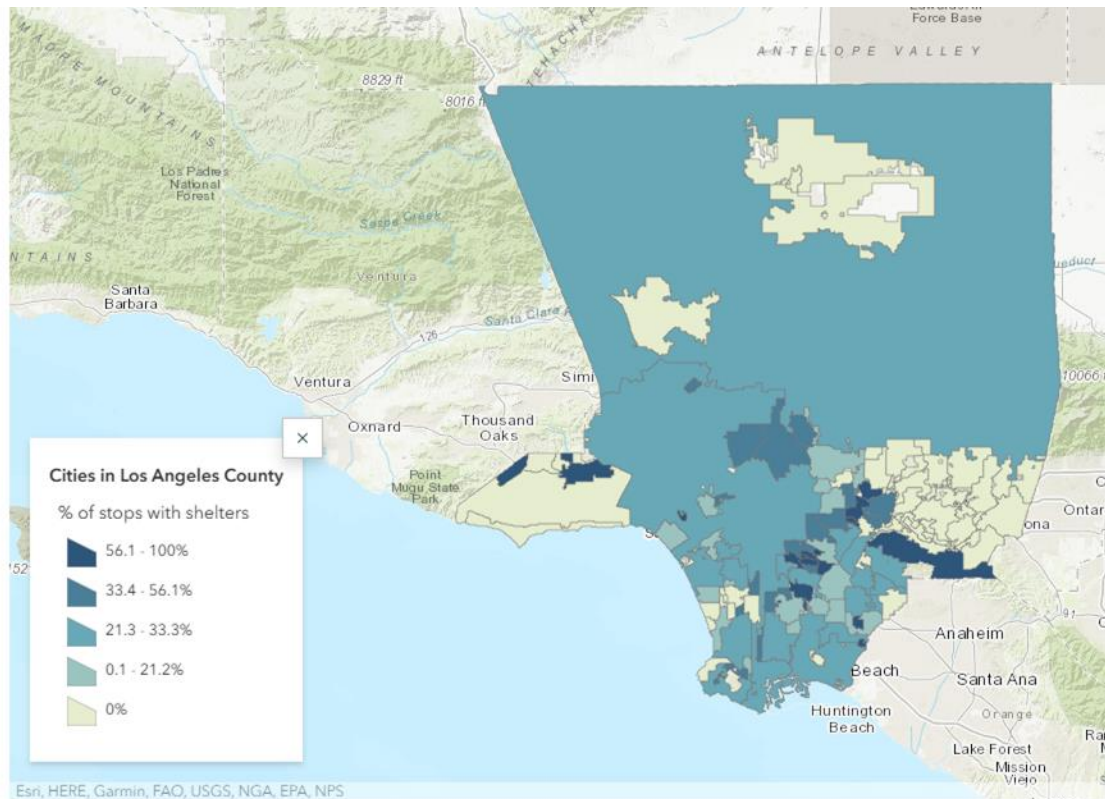


Bus shelters as opportunities for creative partnerships?



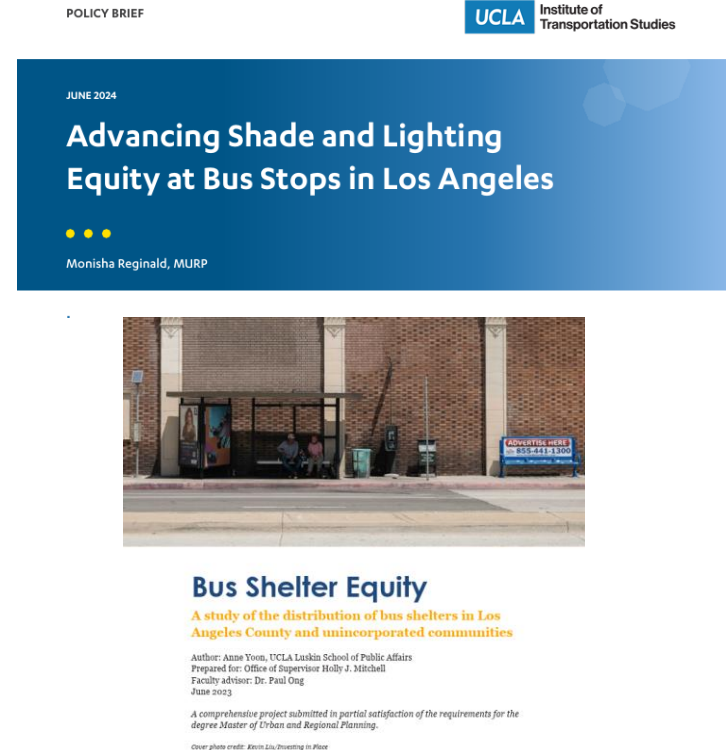
Opportunities for local partnerships

- Engage and meet with other local cities in the LA region
- Collaborate with municipal transit operators
- Connect with public health departments



Reach out to university partners

- UCLA Lewis Center provides expertise and acts as a convener
- UCLA Urban Planning graduate student capstone opportunities
- UCLA Luskin Undergraduate Experiential Learning Capstone



Wrapping up + takeaways

- Bus shelters help the transit rider experience in objective and subjective ways
- Find opportunities for improvements to city processes and regulations to increase the ability to install shelters - get out of your own way!
- Don't let perfect be the enemy of good
- Connect with regional partners to find out what's worked
- Reach out to UCLA for expertise and technical assistance

Thank you

Madeline Brozen

MBrozen@ucla.edu



Metro

Why People Matter in Bus Stop Planning

People-Centered Strategies for Addressing
Accessibility Issues and Finding Ways to Partner
with Organizations for Community Engagement

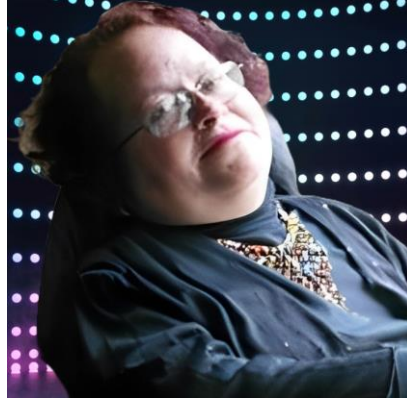


Why People Matter in Bus Stop Planning



Luis Campillo

*Metro Aging and Disability
Transportation Network*



Cynde Soto

*Metro Aging and Disability
Transportation Network*



Ashley Mercado

Day One



Benjamin Alcazar

Metro Civil Rights Programs





Metro

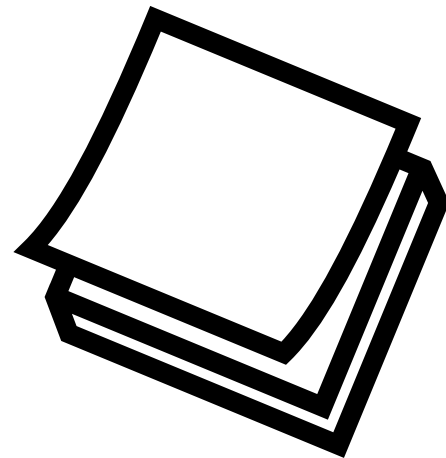
Workshop

Solving Bus Stop Improvement Challenges



To Do: Capture Challenges on Post-Its

- **Envision.** Think about the ideal bus stop experience you want to provide transit riders in your area.
- **Document.** Write down the two biggest challenges you face in bringing the ideal bus stops to fruition.
 - One challenge per post-note.
 - Try to write legibly—so anyone could understand
 - Challenges could be related to funding, interagency communication, maintenance & operations, design & amenities, stop placement, equity & accessibility, other...
 - If you're not a jurisdiction responsible for bus stops, you could share a challenge you face as a rider or that riders encounter.



Primary

To solve key challenges keeping us from delivering the optimal bus stop experience for transit riders in Los Angeles County

Additional Benefits

- Build relationships among peers working on similar issues
- Capture practical solutions and innovative strategies already in use
- Help inform a post-summit summary report and next-step actions

Workshop Overview

Break into Groups:

- Find a numbered spot along the back wall where you don't know many people

Group Challenge-Solving

- Introduce ourselves & share our biggest challenge in bringing the ideal bus stops to fruition
- As a team, pick two challenges to discuss and solve
- Ideate potential solutions
 - Challenge holder explains challenge in more detail
 - Other group members ask questions & offer up ideas based on their experience

Share Out

- Each group shares one of their challenges and the potential solutions discussed



Best Practices for Bus Stop Planning, Design and Maintenance

Rapid-fire Peer-led Panel of Experts Share Key Insights
for Implementing Best Practices in Your Jurisdiction



Best Practices for Bus Stop Planning, Design and Maintenance



Kenneth Tang
City of LA/Streets LA



Moshik Mah
*Metro Countywide
Planning and
Development*



Joseph Santiago II
*City of Santa
Monica/Big Blue Bus
(BBB)*



David Daniels
Metro Stops and Zones



Fred Wong
*County of Los Angeles
Public Works*



Sidewalk and Transit Amenities Program (STAP)

Transforming Transit Infrastructure

TRANSFORMING TRANSIT INFRASTRUCTURE

80

INSTALLING BUS SHELTERS WHERE THEY'RE NEEDED MOST



Bus stops are prioritized based on five criteria:

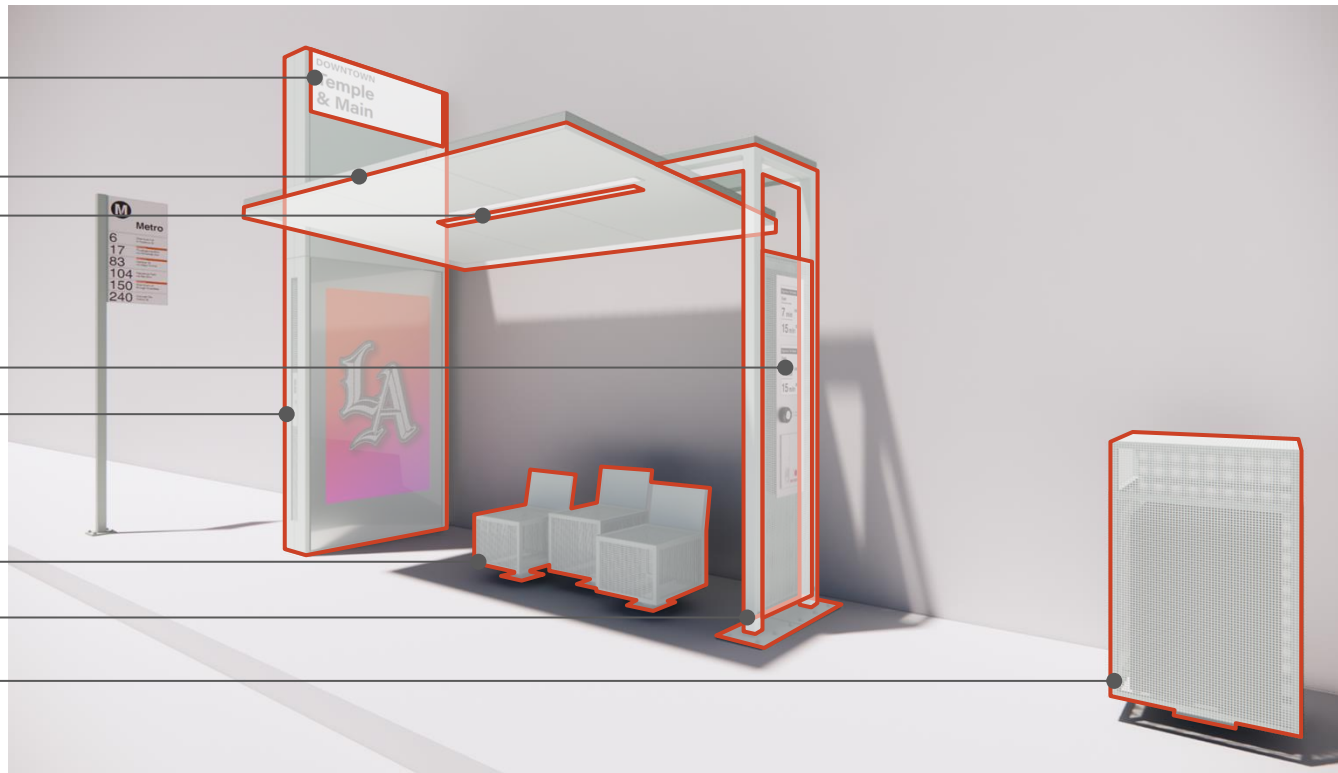
- 1) Transit Ridership
- 2) Heat Index
- 3) Equity Focused Community
- 4) Key Destinations
- 5) Long Wait Times

TRANSFORMING TRANSIT INFRASTRUCTURE

DESIGN APPROACH | KIT OF PARTS

81

Lightbox
Canopy
Functional Light
Side Panel
Digital Display Panel
Modular Seating
Structural Frame
Trash Receptacle



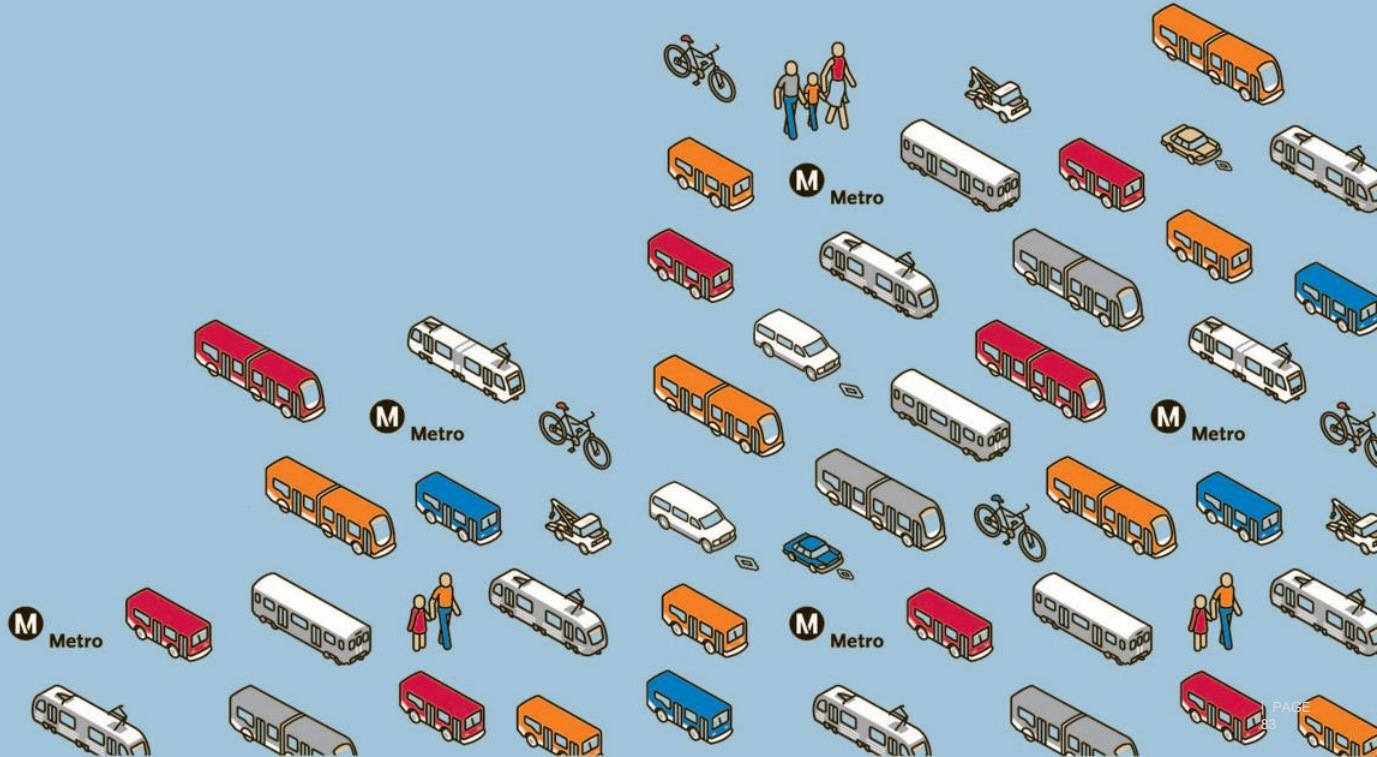
Enhance the Quality of Life for All





Bus Stop Design Strategies

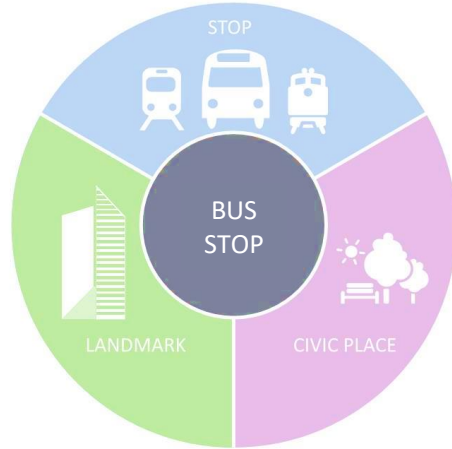
Moshik 'Mo' Mah, DEO Transportation Architecture



What *is* a bus stop, really?



One stop, many roles...



STOP

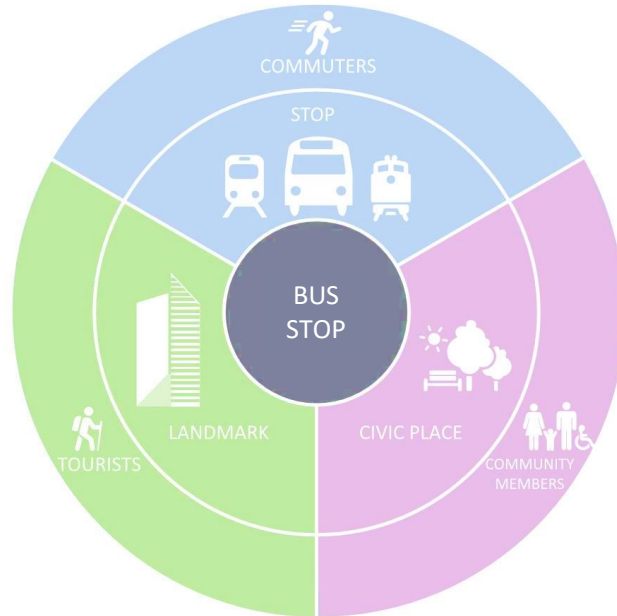


CIVIC PLACE

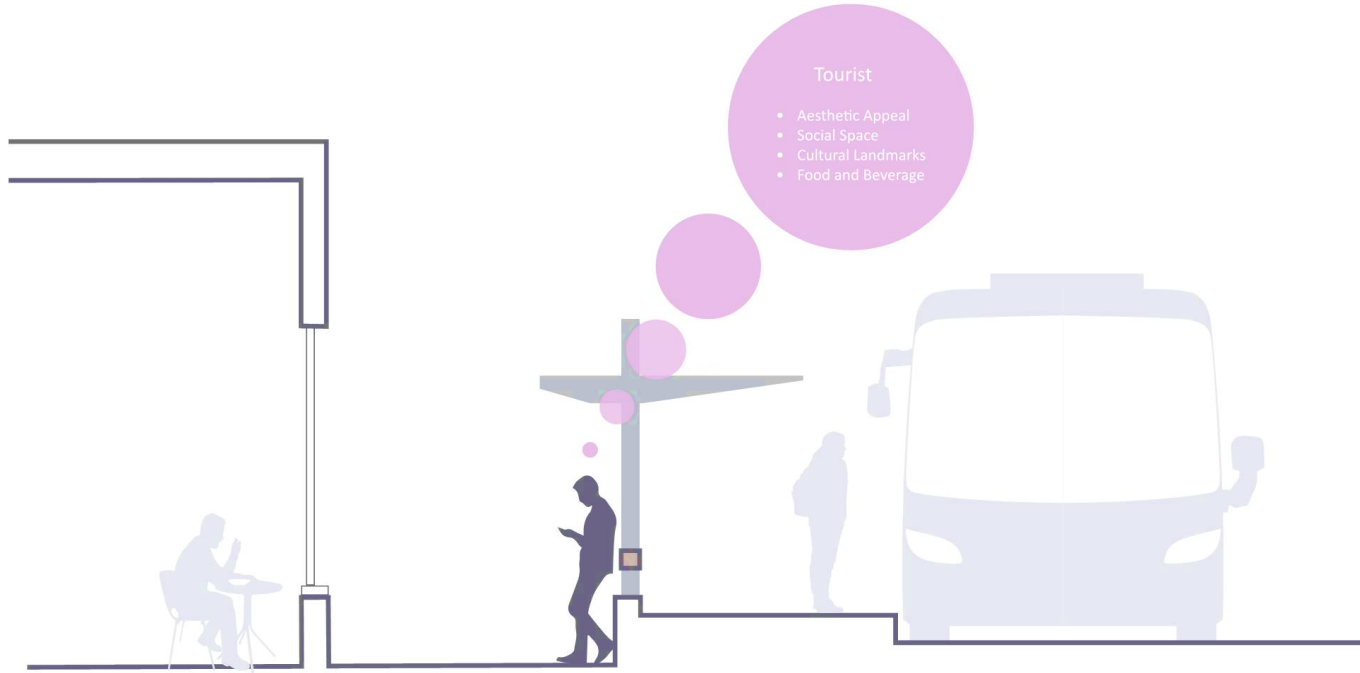


LANDMARK

One stop, many users...





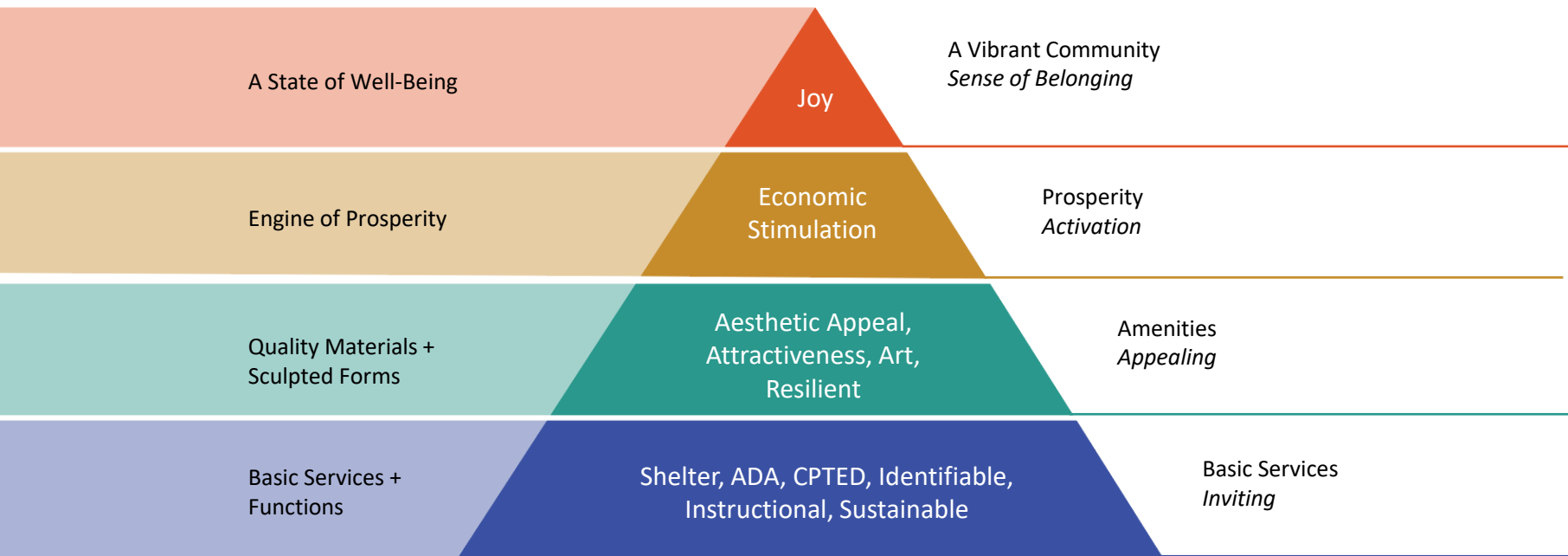






- Asking the right questions:
 - How can the stop reflect the local context of today and tomorrow?



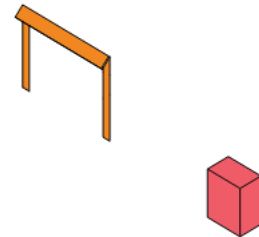
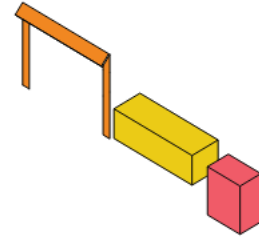
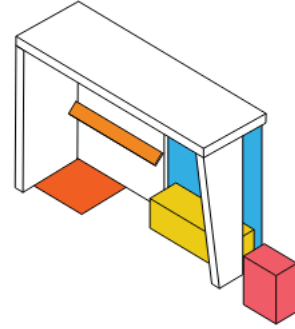


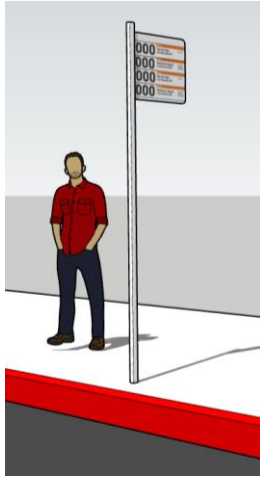
Stop Design Hierarchy of
Needs

Stop Kit-of-Parts

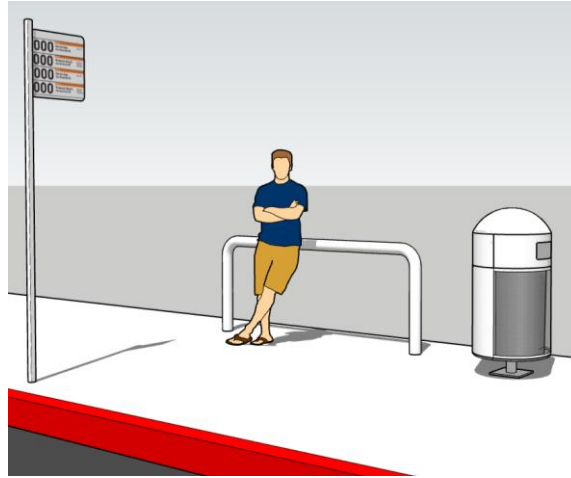
design criteria

- Shelter (3 sizes)
- Bench
- Leaning Bar
- Stop Marker
- VMS
- Trash Receptacle
- Art
- ADA

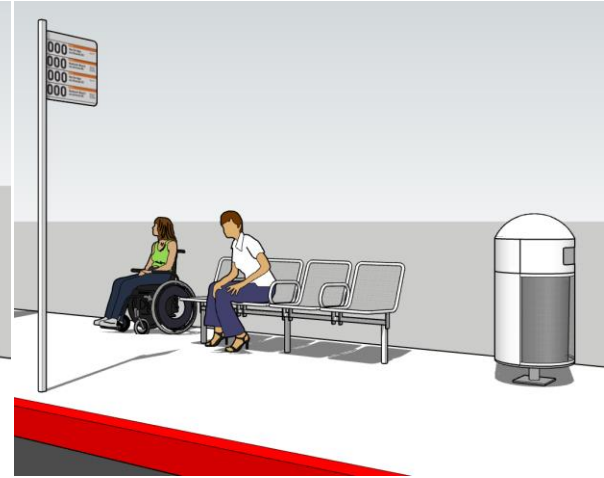




Bus stop flag



Bus stop flag
+ Lean rail
+ Trash
receptacle



Bus stop flag
+ Bench
+ Trash receptacle



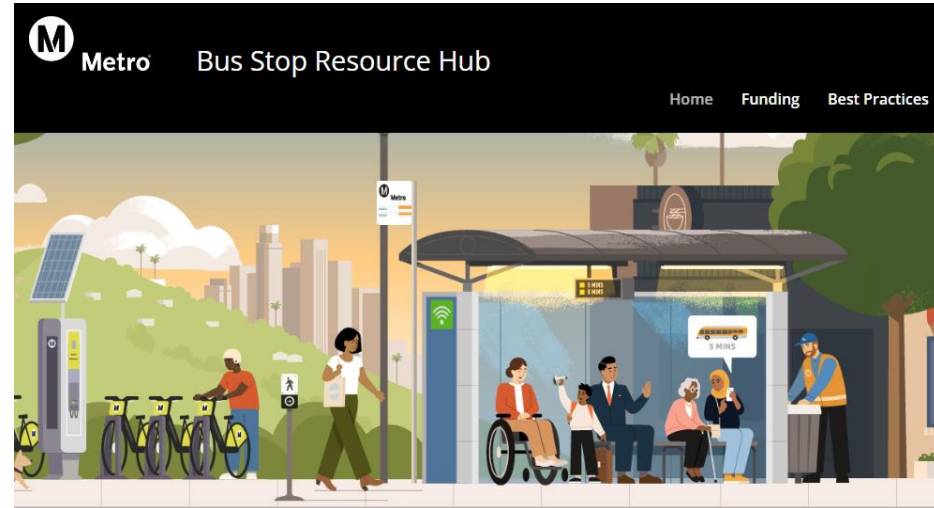
- Bus stop flag
- + Bench
- + Trash receptacle
- + Canopy shelter



- Bus stop flag
- + Bench
- + Trash receptacle
- + Canopy shelter
- + Variable message signage
- + Display panel (electronic or paper)

More things to consider...

1. Design and Implementation
 - a. Onboard an architect (*transit experience ideal*)
 - b. Know your site and community
 - c. Optioneering: Custom design or off-the-shelf?
 - d. Collaborate with your community, bus operators, and maintenance personnel
 - e. Develop a brand identity
 - f. Plan for change!
2. Cost management
 - a. Understand wants versus needs (*remember the pyramid*)
 - b. Embrace standardization
 - c. Adopt scalable design (*kit-of-parts*)
 - d. Estimate lifecycle costs

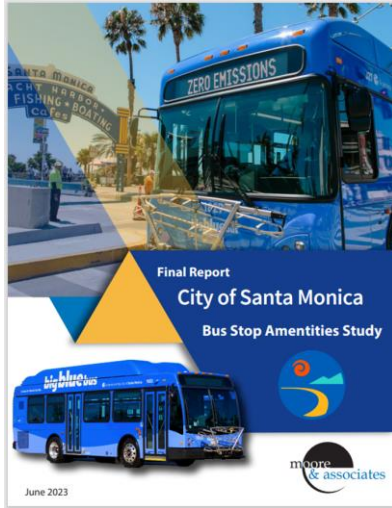


ADOPT-A-STOP

Joseph Santiago II



BACKGROUND



Completed June 2023



Began August 2023
Current Phase:
Installation



Soft Launch: July 2024
Full launch: April 2025

SURVEY RESULTS

Amenity	Rank
Real Time Info	1
Better Lighting	2
Seating	3
Shelters	4
Sidewalk repairs	5
Shade trees	6
Trash cans	7
Other	8
"Other" included: Emergency button, cleanliness, WIFI, artwork, homeless concerns	

big blue bus

1. Please rank the amenities below from 1 to 8 in order of importance to you. (with 1 being the most important)

- ☐ Better lighting
- ☐ Fixed or widened side-walks
- ☐ Real-time information screens
- ☐ Seating
- ☐ Shelters
- ☐ Trash cans
- ☐ Tree shade
- ☐ Other (please explain): _____

2. List **three** stops you would like to see improved. Include stop name, Route, destination, and one amenity.

Example: Sepulveda and Exposition, Route 17, UCLA, Tree Shade

1. _____
2. _____
3. _____

3. What are your overall feelings regarding bus stop amenities when you ride Big Blue Bus? Please circle.



Better Blue Bus Stop Survey

Date: _____
Name: _____
Email: _____

4. Please provide any additional feedback on bus stops and stop amenities here.

Demographic questions (Optional)

How do you identify?

- ☐ Male
- ☐ Female
- ☐ Nonbinary
- ☐ Prefer not to say

What is your age?

- ☐ Under 18
- ☐ 18 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 - 54
- ☐ 55 - 64
- ☐ 65+

What is your race/ethnicity?
Choose all that apply.

- ☐ African American / Black
- ☐ Asian / Pacific Islander
- ☐ Caucasian / White
- ☐ Hispanic / Latino / Latina
- ☐ Native American / Alaskan Native
- ☐ Other

What was your total annual household income last year?

- ☐ Less than \$25,000
- ☐ \$25,000 - \$34,999
- ☐ \$35,000 - \$47,999
- ☐ \$50,000 - \$74,999
- ☐ \$75,000 - \$99,999
- ☐ More than \$100,000
- ☐ Decline to answer



- 1085 Surveys were collected during the outreach period.
- **421 out of a possible 928 active stops** were referred to in the survey.

The Better Blue Bus Stops Survey was available at **five** in person events and during **two** intercept survey sessions.

"Overall, what are your feelings towards current BBB bus stop amenities?" Avg score: 3.4"



Why Adopt-A –Stop?

- **Engaging riders**
 - Sense of purpose and involvement
- **Assets and Opportunities**
 - Keeping track of... Benches, Shelters, Lighting, Map cases, Real-Time Information signs
- **Cleanliness**
 - Customer feedback regarding cleanliness
 - Available staff
 - In-house maintenance crew (4 employees, 930+ stops)
 - Contracted support visit stops, once per month in SM, once every two-to-four months outside of SM



Adopt-A-Stop volunteer, Christopher



ADOPT-A-STOP

- 24 Adopters
- 46 stops adopted (to date)
- Goal: 50 stops
- Ridership Impact
 - 2,770 Average Weekday Boardings at Adopted stops
 - 9.4% of all Weekday Boardings
- Monthly photos
 - Provides informative insights on current conditions



FEEDBACK

- “Joseph, I want to thank you, **adopting these stops has given me purpose.** I clean them twice daily and keep their areas tidy. An excellent use of my OCD!
Dean@30th”
- “Adopt-A-Stop: picked up some trash and **now it looks spotless** 🌟”
- “Despite the May Gray **the stop is looking nice and I've been cleaning up trash regularly.** Thanks!”



Adopt-A-Stop volunteer, Caro

David Daniels, Metro Stops and Zones





Public Works

LOS ANGELES COUNTY

Speaker:

**Fred Wong, Transit Program
Specialist**




Bus Stop Amenity Program

May 29, 2025

Works
LOS ANGELES COUNTY

Bus Stop Amenity Program Overview

2,100 bus stops in Unincorporated County areas

- 270 Advertising bus shelters
- 370 non-advertising solar powered bus shelters
- 640 bus stops (30.5%) have shelters
- Goal  coverage to 42% within the next 3 years

Other bus stop amenities

- 470 advertising benches, 230 non-adv benches,
- 960 trash receptacles
- Annual Maintenance Cost: \$1.78M

Funding Sources

- Proposition A LR Fund, Proposition C – Road Fund
- Grants – SB1, Affordable Housing Sustainable Community, FTA
Federal Earmark, Metro Southeast LA
- Streetscape Improvement Project
- Private development / Property owner



Various Designs of Bus Shelters in County Unincorporated Areas



Photo courtesy of

Our next shelters

Small footprints
Flexible to relocate or remove
Surface mounted
Capable for add-on e.g. real-time display



Expanding Shelters with Equity

County is prioritizing bus stop shelter improvements using an equity lens

Recommended indicators:

- Concentrated Disadvantage Index: Poverty, Public Assistance, Female HH, Unemployment, and people under 18 of age

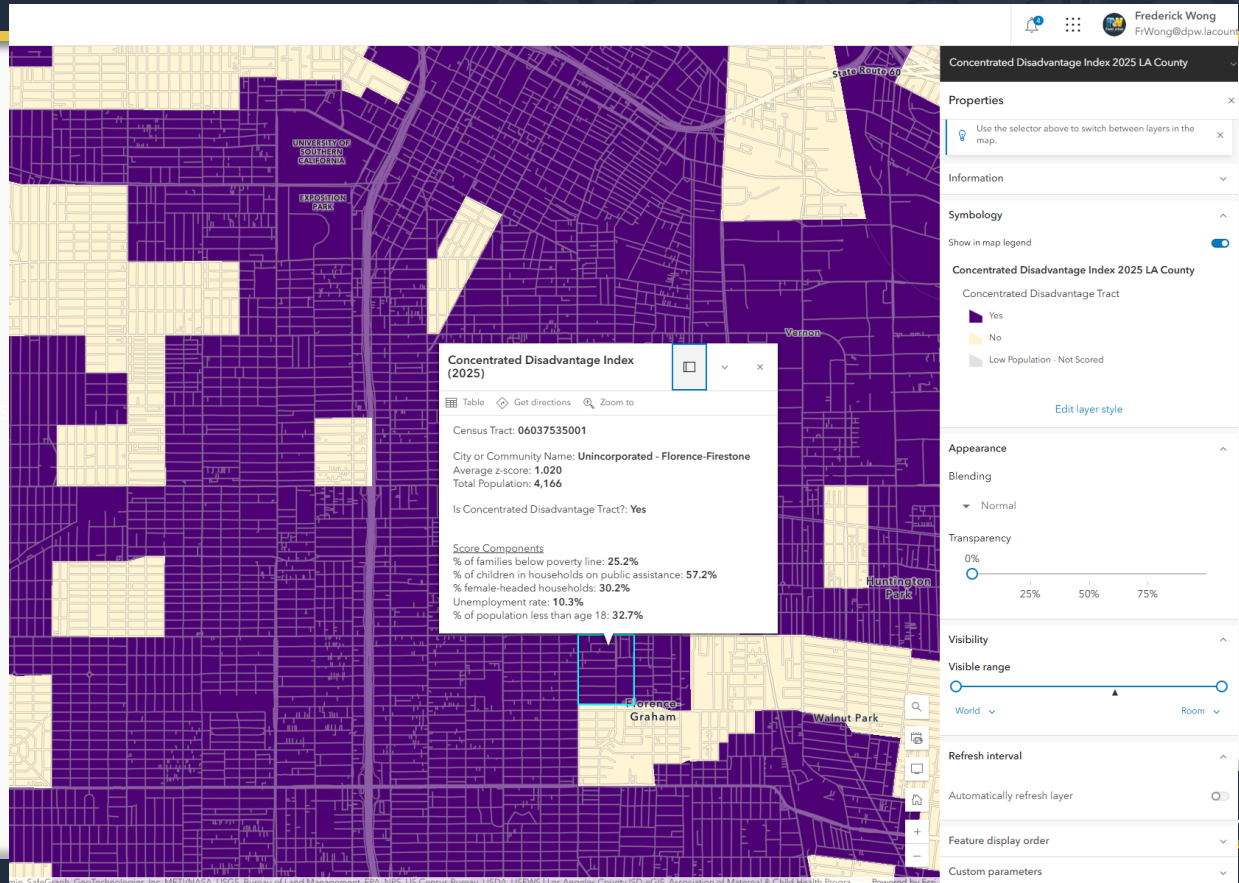
Download the raw data [here](#) or review the data in this [dashboard](#)

- Home without car/houses without a vehicle (ACS): https://equity-lacounty.hub.arcgis.com/datasets/8f1a0d1808db44f8b3fefaaa5f456efd_0/explore
- Ridership
- Heat index (based on Excess ER visits):
<https://lacounty.maps.arcgis.com/home/item.html?id=fefe544f3ddb413a82ebb11e2a42f974>
[UCLA Heat Maps - Map](#)

Other available indicators

- [Low income](#)
- [Los Angeles County Climate Vulnerability Assessment - Web Tool](#)

Concentrated Disadvantage Index



<https://sites.google.com/g.ucla.edu/uclaheatmaps/map>

<https://sites.google.com/g.ucla.edu/uclaheatmaps/map>

How Heat Harms Health in Your Community

Public Beta Version (Open for Public Feedback)

The map shows the daily excess number of emergency room (ER) visits and rate of excess ER visits (number of visits per 10,000 persons per day) due to extreme heat across the state. Select below to view the data at the county or zipcode level.

[Click here for project methodology](#)

Select to View the Rate or Number of ER Visits:

Rate is adjusted for the population and provides the number of visits per 10,000 persons per day; the total number is not adjusted for population.

Number of Daily Excess ER Visits

Optional

To view more detailed outcomes by zipcode, select a county of interest below.

Los Angeles

Number of Daily Excess ER Visits

Low Medium High

[View the CalEnviroScreen 4.0 Legend](#)

Results: Excess Daily Emergency Room (ER) Visits from Extreme Heat Across California

Across the entire state of California, on an average heat day, there are a total of 8,222 excess ER visits.

To view more detailed results by zipcode, select a county name in the list below:

Los Angeles County has, on an average heat day, 1,510 excess visits to the emergency room for heat related problems. There were 443 heat days between 2009 - 2018 in the county.

[Click on each zipcode you want to compare](#)

Data Downloads and Links

[Click here to download the results as an Excel, Shapefile, or static maps.](#)

Key Takeaways

Continue to rely on private-public partnership

County builds, private sector maintains

Prioritize bus stops

Following sites are publicly available:

<https://data.lacounty.gov/>

<https://equity-lacounty.hub.arcgis.com/>

Build small and build dynamic

Thank you

LA County Public Works:

Fred Wong

frwong@dpw.lacounty.gov

Q & A



Metro

Funding Bus Stop Improvements

Identifying Current Grant Opportunities and
Technical Guidance for Winning Grants to Fund
Your Bus Stop Improvements



Funding Bus Stop Improvements



Warren Whiteaker
*Southern California Association
of Governments*



Shea Northfield
*Southern California Association
of Governments*



Patricia Chen
*Metro Countywide
Planning and Development*



Leveraging Federal Funding Opportunities for Bus Stop Infrastructure Projects

May 29th, 2025

WWW.SCAG.CA.GOV

About SCAG

- The Southern California Association of Governments (SCAG) is the designated metropolitan planning organization for Southern California
- Primary responsibilities include:
 - [Regional Transportation Plan/Sustainable Communities Strategy \(Connect SoCal\)](#)
 - [Federal Transportation Improvement Program \(FTIP\)](#)
 - Project selection for Surface Transportation Block Grant (STBG) and Congestion Mitigation and Air Quality Improvement (CMAQ) program funds as of July 1, 2023

6
COUNTIES

16
TRIBAL
GOVERNMENTS

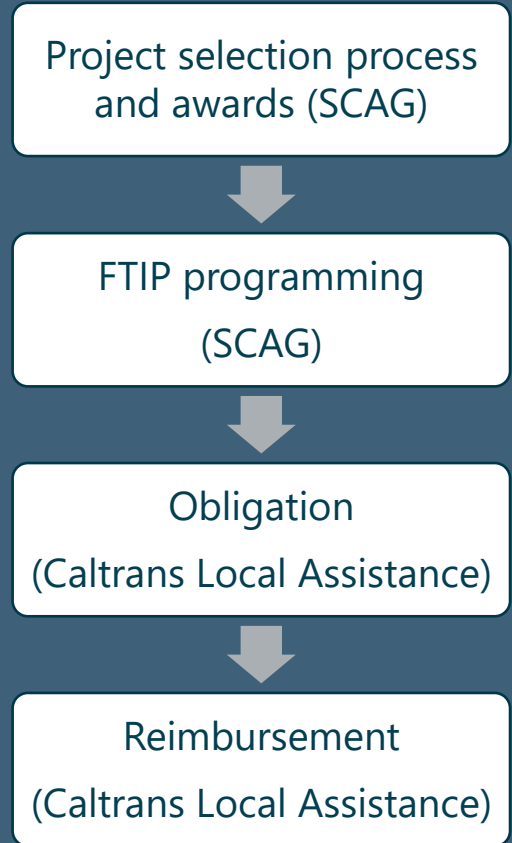
191
CITIES

18.7M
RESIDENTS



Overview

- The STBG and CMAQ programs are federal transportation fund sources from the [Federal Highway Administration \(FHWA\)](#).
- This workshop will provide information on the STBG/CMAQ call for project nominations and project selection process.
- Once projects are selected and awarded funding, they must be programmed in the FTIP.
- Implementing agencies will then need to work directly with their California Department of Transportation (Caltrans) Local Assistance District in order to obligate funding and process reimbursement requests.



Three Initial Considerations when Approaching Funding Opportunities



Is my organization an eligible applicant?



Is my project eligible?

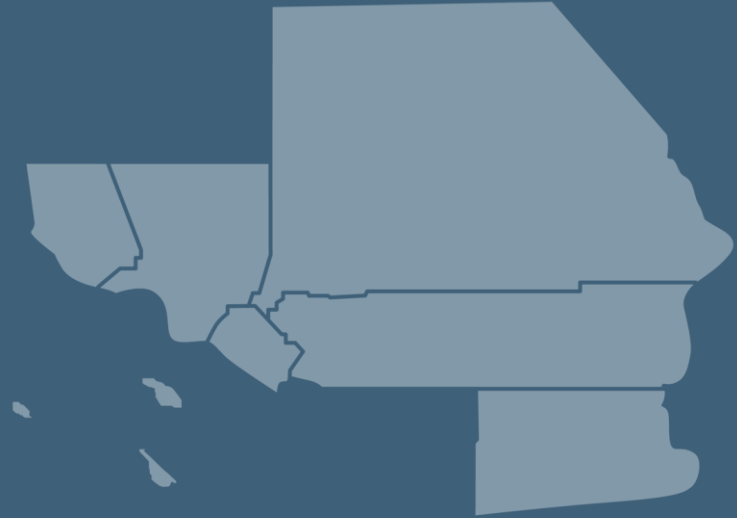


Does my agency have the technical capacity to meet the program requirements, manage, and deliver a federal-aid project?

General Eligibility for Federal Funding

In general:

- Cities in the SCAG region
- Counties in the SCAG region
- Transit agencies
- Federally recognized Tribal Governments
- County transportation commissions



All applicants should have, or be eligible to enter in to, a federal-aid master agreement with Caltrans. Transit projects should coordinate with their county transportation commissions on Federal Transit Administration roles and responsibilities prior to submittal.

For more information on federal-aid master agreements, please visit Caltrans Local Assistance Procedures Manual [Chapter 4 Agreements](#), [Exhibit 4-B Local Agency Agreement Execution Checklist](#), and [Exhibit 4-C Federal-Aid Master Agreement](#)

Eligibility- STBG Projects/Activities



The STBG program is a federal funding source that may be used for projects to **preserve and improve the conditions and performance** of highways, bridges, and public roads; pedestrian and bicycle infrastructure; and transit capital projects.

Eligible activities must meet statutory eligibility requirements within 23 USC 133. Please refer to [STBG Program Implementation Guidance](#) for more information on eligibility.

Ineligibility: In general, STBG projects may not be undertaken on a road functionally classified as a local road or a rural minor collector unless the road was on a federal-aid highway system on January 1, 1991.



For more information on roadway classification, please visit [Caltrans' Functional Classification website](#).

Eligibility- CMAQ Projects/Activities



The CMAQ program was established to help fund transportation projects and programs that contribute to the attainment or maintenance of the [National Ambient Air Quality Standards](#).

Eligible activities must meet statutory eligibility requirements within 23 USC 149. Please refer to the [CMAQ Program Interim Guidance](#) for more information on eligibility.

Common CMAQ ineligible projects/activities:

- Projects that add new capacity for single occupancy vehicles
- Routine maintenance and rehabilitation projects
- Utility relocations, landscaping, stormwater mitigation
- Recreational trails
- Americans with Disabilities Act retrofits and barrier removal

Foundations of CMAQ Eligibility

1. Transportation project
2. Emissions reductions
 - NOx, VOCs, CO, Particulate Matter (PM) 2.5 or PM10
3. Nonattainment or maintenance area
 - All of SCAG region

Eligibility- CRP Projects/Activities

Projects must be on FHWA's eligible list [23 USC 175] AND aligned with the State's Carbon Reduction Strategy:



ZERO EMISSION VEHICLES & INFRASTRUCTURE



RAIL & TRANSIT



ACTIVE TRANSPORTATION & MICROMOBILITY



CONVERSION OF EXISTING LANES TO PRICED MANAGED LANES

Is My Agency Ready for Federal Funding?

Administration in coordination with Caltrans Local Assistance and subject to Caltrans **Local Assistance Procedures Manual** (LAPM) which describes the procedures required to process Federal and State funded local transportation projects.

This includes:

- Federal regulations related to **environmental assessments**, where environmental reviews may require securing resource agency permits or additional technical reports.
- Labor compliance - Projects funded with federal dollars must adhere to Davis-Bacon wage requirements, which mandate that workers are paid prevailing wages.
- **Disadvantaged Business Enterprise (DBE) participation**.
- Risk assessment and management plans must be in place to mitigate potential issues, and strict quality control and assurance measures are required.

Is My Agency Ready for Federal Funding? (Continued)

- Additional design standards prompted by federal funds.
- Federal regulations required for right-of-way.
- Consultant selection requirements.
- Federal funding is not guaranteed to cover cost increases.
- Match requirements.

Important consideration:

Project delivery will generally require more time and more resources than a locally funded project.



SCAG Call for Projects

Current Call

Federal Fiscal Year 2026-2027 and 2027-2028 STBG/CMAQ funding cycle closed May 16.

Award recommendations will be presented to the SCAG Regional Council by **December 2025**.

Future Call

Anticipate holding future call for projects every odd year (2027, 2029, etc.) pending funding availability.

References and Resources

- [SCAG FFY 2026-27 & FFY 2027-28 STBG/CMAQ Guidelines](#)
- [Factors to Consider Before Applying for Federal Funds](#)
- [STBG Program Implementation Guidance](#)
- [CMAQ Program Interim Guidance](#)
- [Caltrans Local Assistance Procedures Manual](#)
- [Connect SoCal 2024 "Performance Monitoring Technical Report"](#)
- [Connect SoCal 2024 "Equity Analysis Technical Report"](#)
- [Caltrans' Functional Classification website](#)
- [FHWA CMAQ Toolkit](#)
- [Federal Transportation Improvement Program](#)



THANK YOU!

QUESTIONS/FEEDBACK:

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Integrated Planning and Programming
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Warren Whiteaker
SCAG Department Manager
Integrated Planning and Programming
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Preparing a Successful Grant

May 29, 2025

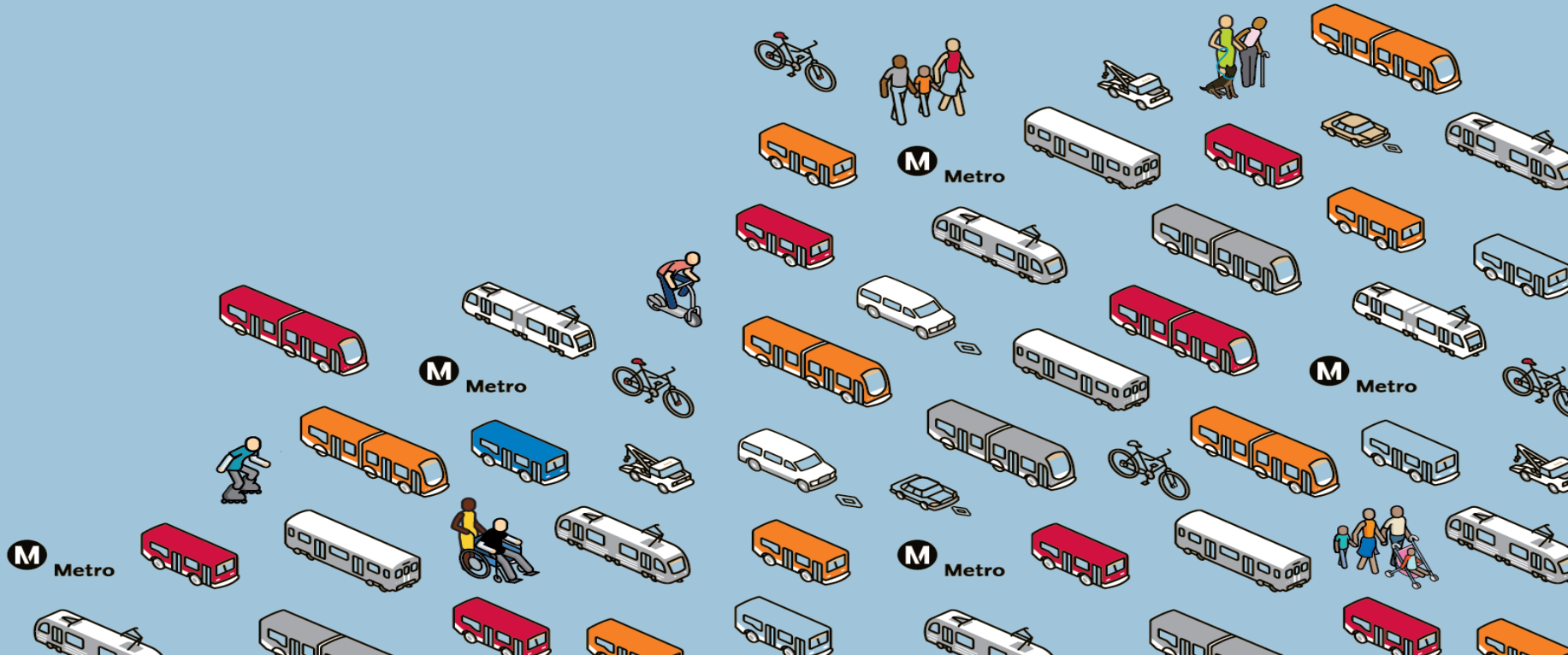
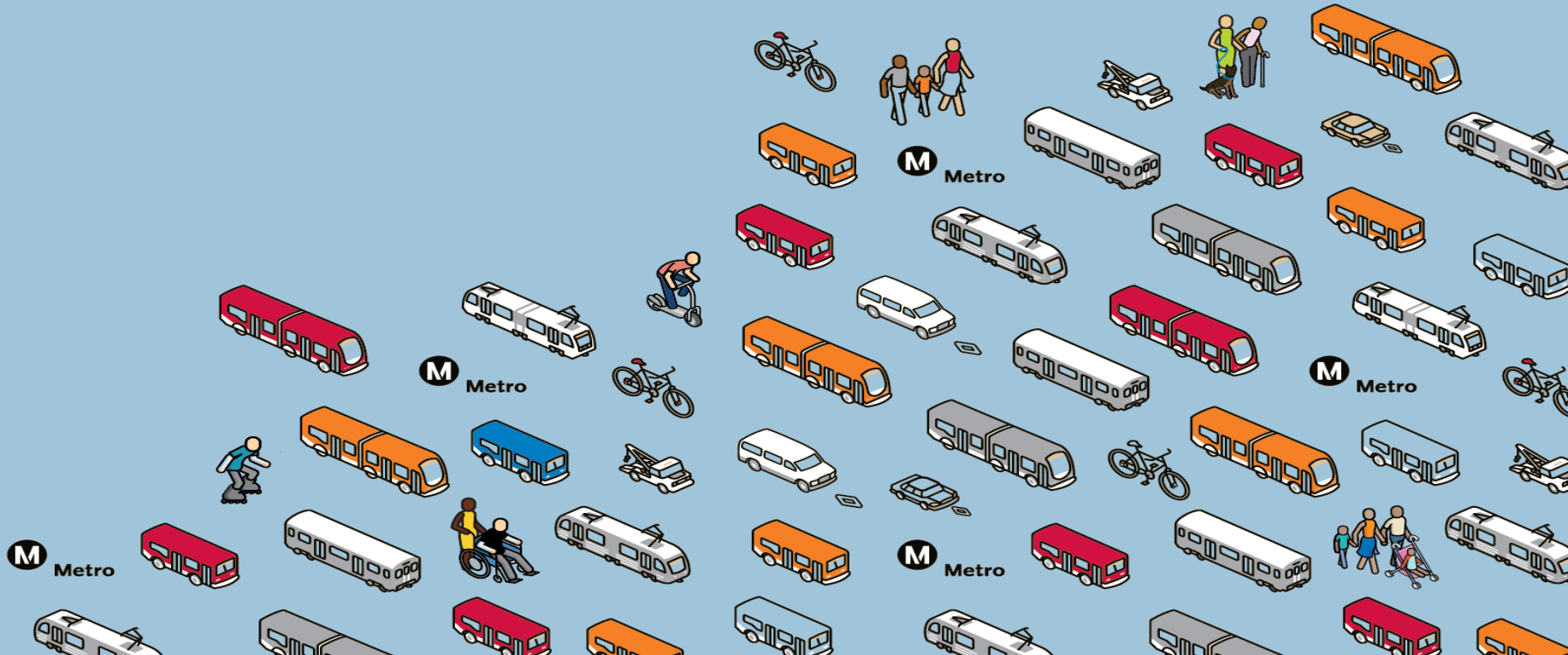


Table of Contents

- What World Are We In?
- Planning for a Ready-to-Go Project
- Addressing Priorities
- Tips and Tricks



What World Are We In?



What World Are We In?

Check in with public works or the other department responsible for constructing and maintaining bus stops and connecting pedestrian infrastructure.

- What plans do they have?
- What projects are they working on
 - ADA ramps
 - Street-crossings
 - Lighting
 - Landscaping/trees



What World Are We In?

Advertising Contracts, if any

- Where does revenue go?
- Who chooses bus stop locations to improve?
- Who chooses the improvement types?



What World Are We In?

- Are there shared bus stops?
- Are there agreements in place?



What World Are We In?

Notices of Funding Availability

- Goals: customer experience, ridership increase, air quality improvement, greenhouse gas reduction, climate resilience,
- Factors: headways, ridership increase, temperature, equity, customer experience

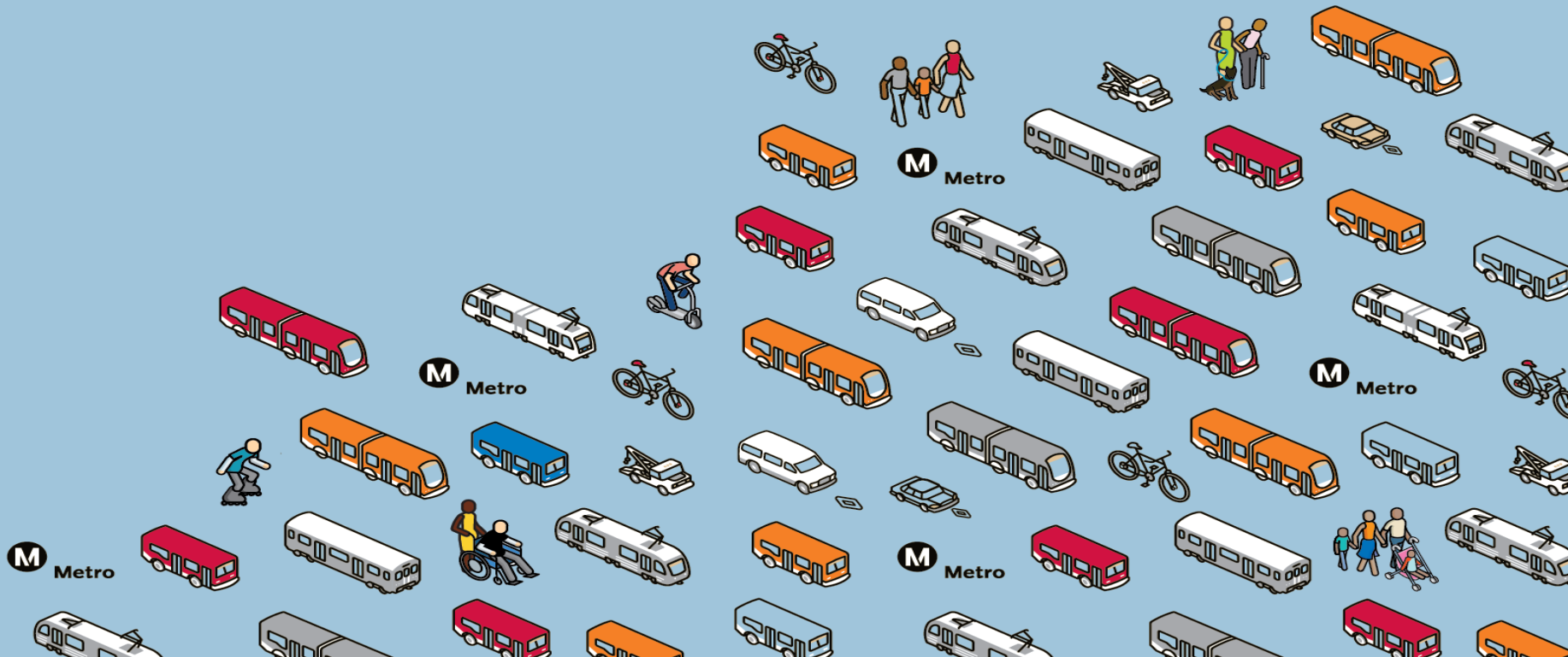


What World Are We In?

State funding sources that may fund some bus stop elements:

- Active Transportation Program (ATP)
- Local Partnership Program – Competitive
 - [Open to cities with a voter-approved or imposed fee dedicated to transportation]
- Local Partnership Program – Formulaic
 - [Open to cities with a voter approved sales tax dedication to transportation]
- Local Streets and Roads Program
- Low Carbon Transit Operations Program
- Urban Greening Program





Planning for a Ready-to-Go Project

Related City Plans

- Transit
- Pedestrian
- Lighting
- Landscaping



Planning for a Ready-to-Go Project

Community input

- Residents
- Business owners



Planning for a Ready-to-Go Project

Have a plan and funding to maintain it

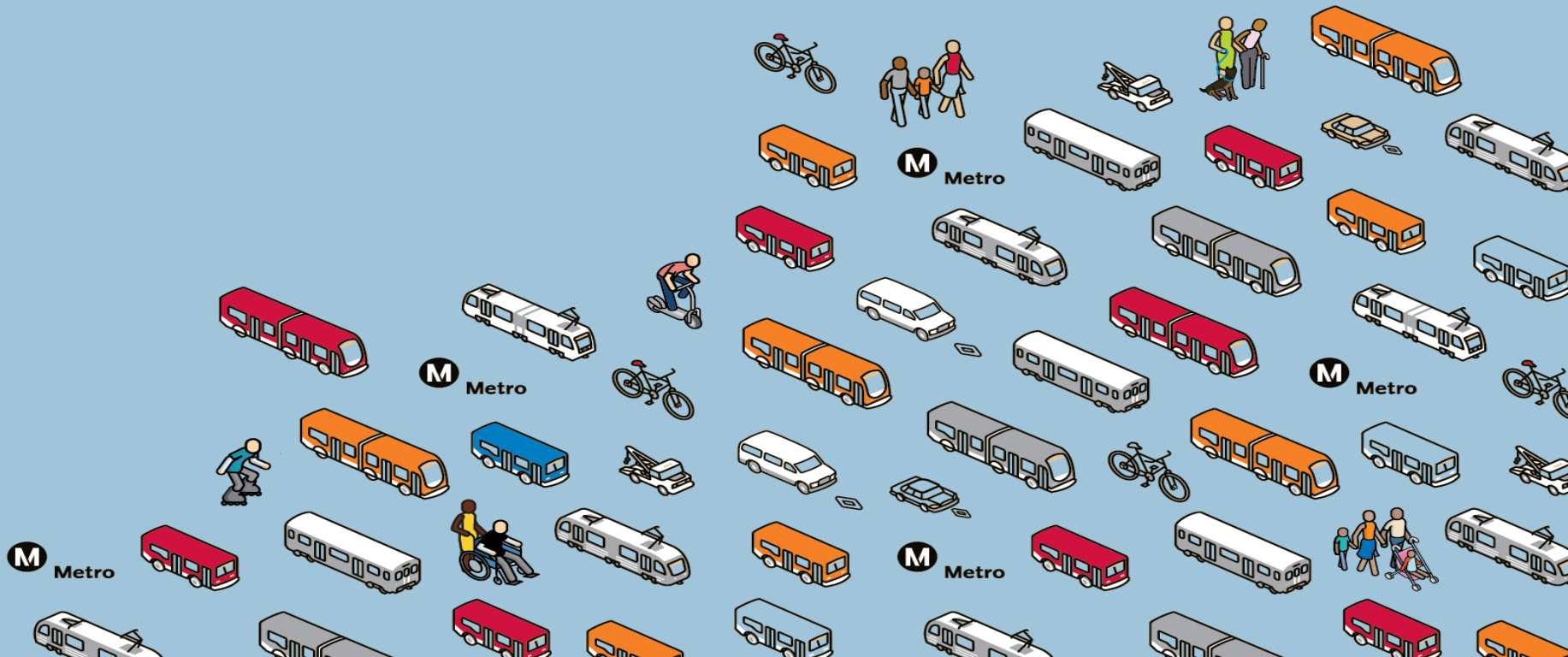
- Number of bus stops
- Locations
- Designs
- Cost



Planning for a Ready-to-Go Project

City council support

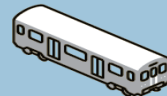




Addressing Priorities

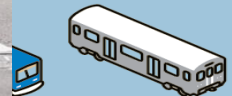
Find statistics linking bus stop amenities to grant goal

- Improve ridership
- Reduce greenhouse gas emissions
- Improve customer experience
- Support equity
- Vulnerable passengers (children, elderly, people with disabilities)



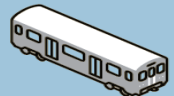
Addressing Priorities

- Split projects into various components to match the components to various appropriate funding sources



Addressing Priorities

Include bus stop amenities in applications for other projects that compete well (ex: bus purchases, active transportation)

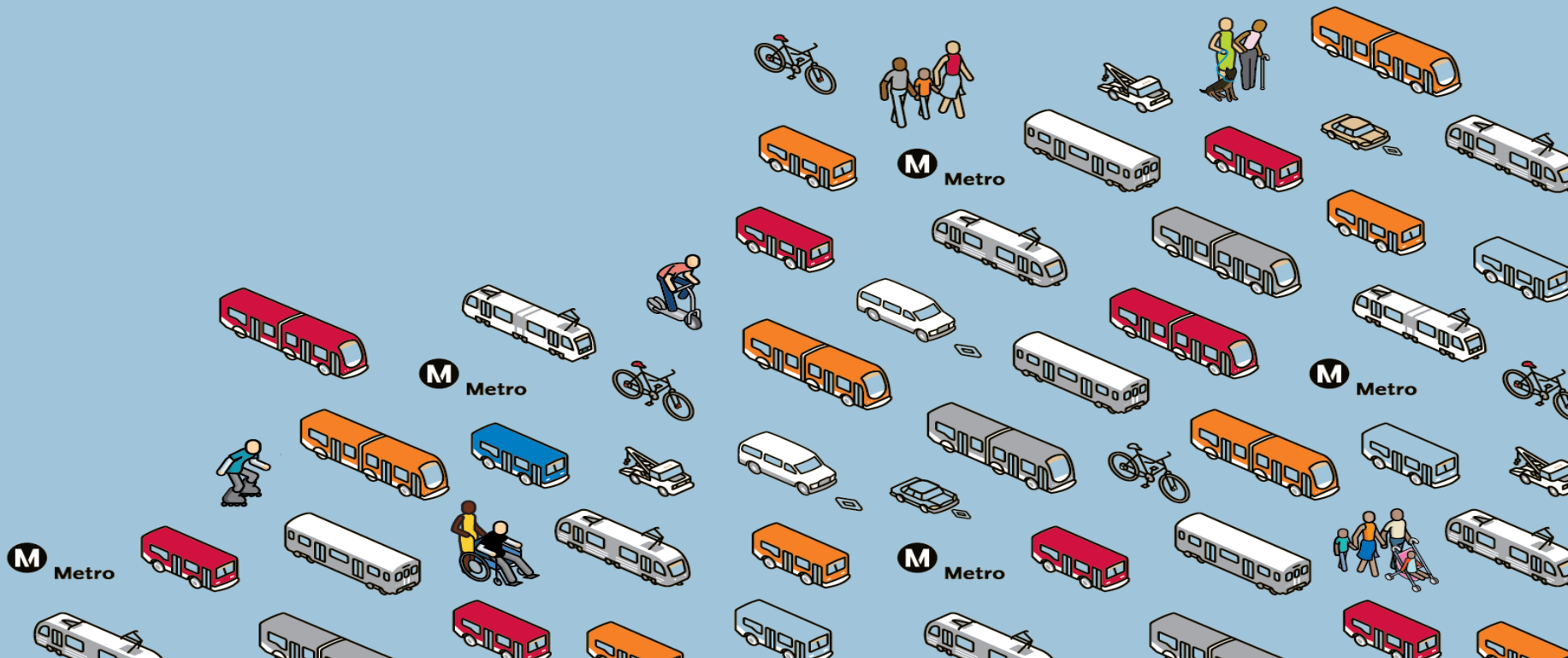


Addressing Priorities

Offer local match

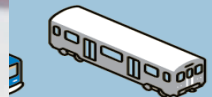


Tips and Tricks



Tips and Tricks

- Address the prompt (application question)
- Coordinate narrative and exhibits
- Ensure internal consistency between:
 - scope, project description
 - cost estimate
 - request
 - maps



Tips and Tricks

- Funding Balances – is there money available because others didn't use it?
 - Grant programs
 - Local Return – inside the agency
- Open Contracts



Tips and Tricks

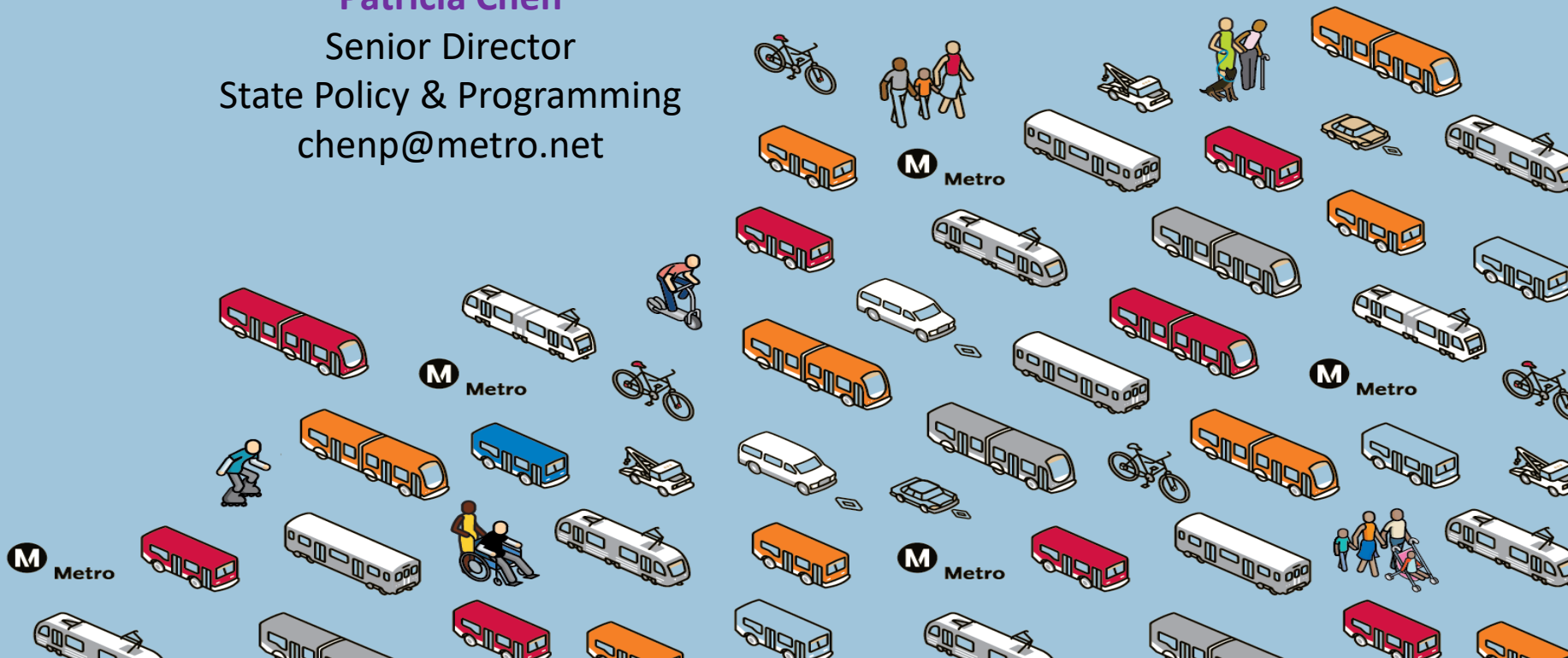
Metro Caltrans Project Delivery Support Workshops:

- Quarterly workshops
- Send a message to mcpds@metro.net to receive invitations. Workshops are quarterly.



Senior Director

chenp@metro.net





Metro

Closing Remarks



Conan Cheung

Metro Chief Operations Officer





Metro

Thank you for joining us



Metro

Stay connected to this project.



Regional Bus Stop Improvements Initiative

Desarae Jones

Deputy Executive Officer

Customer Experience

Metro

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