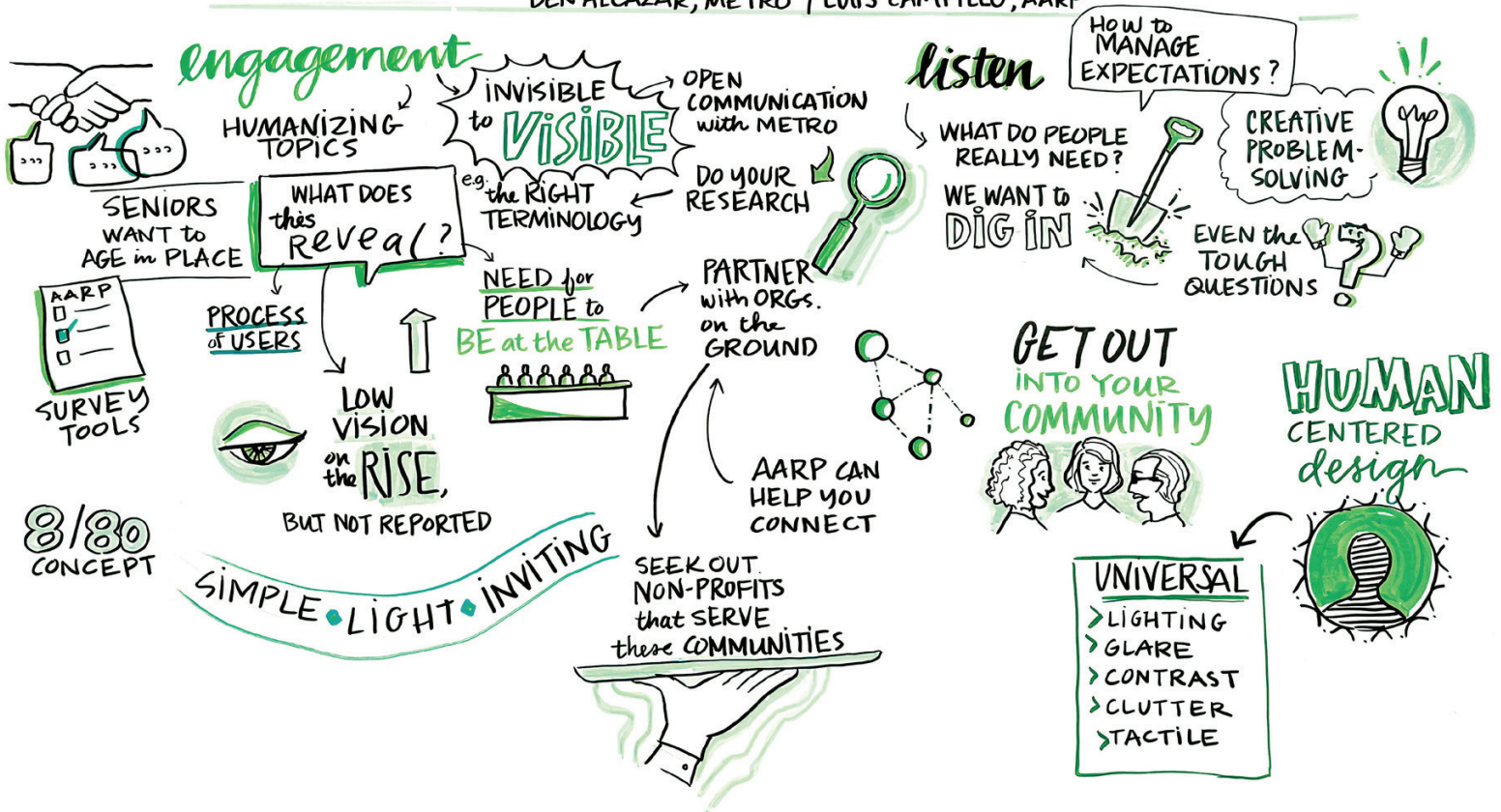


# Los Angeles County Regional Bus Stop Improvements 2025 Post-Summit Action Report

BETTER BUS STOPS = BETTER COMMUNITIES

## Why **PEOPLE MATTER** in **BUS STOP PLANNING**

CYNDE SOTO, ADTN | ASHLEY MERCADO, DAYONE | KAREN ESQUIVEL, BRAILLE INSTITUTE  
BEN ALCAZAR, METRO | LUIS CAMPILLO, AARP



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TRANZITO / VECTOR

Welcome

LA COUNTY  
REGIONAL BUS STOP  
IMPROVEMENTS SUMMIT

BETTER BUS STOPS - BETTER COMMUNITIES

Eliasson



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*Bus Stop Summit attendees learn about bus stop design best practices at the Summit bus stop shelter demonstration.*

*On the cover: Graphic Recording of the “Why People Matter” panel.*

# Summit Purpose and Overview

## Summit Purpose

The LA County Regional Bus Stop Improvements Summit was convened to bring together public agency partners, community-based organizations, transit advocates and Metro staff to:

- > Center the rider experience in bus stop planning, design and maintenance
- > Identify shared regional challenges and solutions
- > Highlight data, tools and resources that support equity-driven improvements
- > Foster interagency collaboration for future partnership and investment

## Event Date & Time

- > Thursday, May 29, 2025
- > 8:15 AM – 3:00 PM

## Location

- > Japanese American National Museum (JANM)  
100 N Central Ave, Los Angeles, CA 90012
- > Main Ballroom, Lobby and Outdoor Garden areas were used for programming, food service and a bus stop demonstration shelter

## Metro Lead

- > Desarae Jones  
Deputy Executive Officer  
Customer Experience

## Attendees

- > Approximately 130 participants representing at least half of LA County jurisdictions
- > Attendees included city agencies, Metro departments, elected officials, CBO partners and Board staff



Speakers Erin Bergren from the Los Angeles Regional Collaborative for Climate Action and Sustainability (LARC) and Madeline Brozen from the UCLA Lewis Center for Regional Policy Studies during the “Why Design and Climate Matter” panel at the Bus Stop Summit.

## Agenda and Speakers

- > Check-In, Breakfast and Networking
- > Welcome: Emcee John Bwarie
- > Morning Keynote: Stephanie N. Wiggins, CEO, Metro
- > Remarks: Jacquelyn Dupont-Walker, Metro Board of Directors
- > Why Bus Stops Matter Panel:
  - Jennifer Vides, Chief Customer Experience Officer, Metro
  - Scott Eckersall, Eckersall Associates
- > Why Design & Climate Matter Panel:
  - Erin Bergren, LA Regional Collaborative for Climate Action & Sustainability
  - Madeline Brozen, UCLA Lewis Center for Regional Policy Studies
- > Why People Matter in Bus Stop Planning Panel:
  - Luis Campillo, Metro Aging and Disability Transportation Network
  - Cynde Soto, Metro Aging and Disability Transportation Network
  - Karen Esquivel-Mayes, Braille Institute of America
  - Ashley Mercado, Day One
  - Benjamin Alcazar, Metro Civil Rights Programs
- > Networking Lunch
- > Small Group Workshops
  - Focus on attendee-determined challenges and brainstorming solutions
  - Group report outs to full audience

- > Best Practices for Bus Stop Planning, Design and Maintenance Panel:
  - Kenneth Tang, City of LA/Streets LA
  - David Daniels, Metro Stops and Zones
  - Joseph Santiago II, City of Santa Monica/Big Blue Bus
  - Moshik Mah, Metro Countywide Planning & Development
  - Fred Wong, LA County Public Works
- > Funding Bus Stop Improvements Panel:
  - Warren Whiteaker, Southern California Association of Governments (SCAG)
  - Shea Northfield, Metro Countywide Planning & Development
  - Patricia Chen, Metro Countywide Planning & Development
- > Closing Remarks: Conan Cheung, Chief Operations Officer, Metro

## CBO Engagement and Contributions

- > Leading up to the Summit, Metro collaborated with several community-based organizations (CBOs) on planning and outreach efforts: Strategic Actions for a Just Economy (SAJE), Day One and Breathe SoCal.
- > CBO input helped shape session topics, accessibility considerations and community-centered discussions.
- > Several CBO representatives participated in the event as speakers and attendees, sharing on-the-ground perspectives.
- > The “Why People Matter in Bus Stop Planning” panel prominently featured voices from CBOs and advocacy groups.
- > CBO involvement ensured that equity, lived experience and accessibility remained central to the event’s conversations and outcomes.

## Participant Feedback Snapshot

- > Post-Summit survey results indicated strong participant satisfaction with the event, with 94% of respondents rating their experience as a 4 or 5 out of 5.
- > Key participant takeaways and reflections from the Summit included insights into customer experience, innovative ideas like “Adopt a Stop” and interagency collaboration.
- > Participants appreciated the diversity of panelists, especially voices from community organizations and accessibility advocates.
- > Attendees highlighted the value of real-world examples, opportunities to network with peers and actionable funding information.

# Key Takeaways: Six Strategies for Bus Stop Improvements

## 1. People first: Riders emphasized the need for comfort, safety, cleanliness and shade at bus stops.

- > Riders consistently emphasized that the physical environment at bus stops plays a major role in whether they feel safe, respected and encouraged to use transit.
- > Lack of basic amenities like shade, seating and lighting were cited as barriers to ridership, particularly for older adults, people with disabilities and families.
- > Participants also noted that comfort and safety are interconnected. Discomfort at stops can heighten perceptions of danger or neglect.

### Key Actions & Examples

- > Provide shade structures and seating to address rider-identified barriers and mitigate against extreme heat.
- > Improve cleanliness and lighting to enhance dignity and comfort across a range of neighborhoods.
- > Address safety through thoughtful design features that emphasize visibility, lighting and strategic placement of amenities, not solely through policing.

### Post Event Survey

- > Nearly all respondents emphasized the importance of shade structures and seating, reinforcing the need to prioritize comfort and dignity at bus stops.
- > Several responses also highlighted lighting and cleanliness as critical to making waiting areas feel welcoming and safe.

### CBO Voices

- > CBOs noted the importance of shaded seating for seniors and individuals with mobility devices.
- > CBOs emphasized how long wait times amplify discomfort at stops lacking shade or cleanliness.

Comfort and safety aren't optional. They're essential.

– Shared sentiment from Summit survey and workshop participants



Speakers during the “Why People Matter in Bus Stop Planning” panel at the Bus Stop Summit. From left to right: Ashley Mercado from Day One, Benjamin Alcazar from Metro Civil Rights Programs, Karen Esquivel-Mayes from the Braille Institute of America, Luis Campillo from the Metro Aging and Disability Transportation Network and Cynde Soto from the Metro Aging and Disability Transportation Network.

## 2. Equity in action: Prioritization tools are helping drive investment in underserved communities.

- > Participants emphasized that equity-focused planning tools are vital for identifying and addressing transit infrastructure gaps, especially in historically underserved neighborhoods.
- > Presenters showcased how overlays of historical redlining, income and health data can guide investments toward communities impacted by systemic disinvestment.
- > Workshop discussions underscored the value of using consistent, regionally aligned tools that smaller jurisdictions can access and apply to local planning efforts.

### Key Actions and Examples

- > Use GIS equity tools to map community needs and prioritize investments in underserved areas.
- > Include historical redlining overlays to identify communities harmed by past disinvestment.
- > Apply demographic data (e.g., income, accessibility) to inform siting decisions and design.

### Post Event Survey

- > Respondents highlighted a shared need for better data access and support in smaller cities, reinforcing the importance of regional tools and equity mapping.
- > Attendees requested ongoing training on how to apply prioritization tools in their jurisdictions.

Data helps tell the story, but we need the tools and support to act on it.

– Shared sentiment from Summit panelists and survey feedback

### CBO Voices

- > CBOs advocated for using equity data not just in planning, but also in how funds are distributed.
- > CBOs called for Metro to support capacity building so smaller cities and CBOs can better engage in data-driven processes.

### 3. Design with climate in mind: Extreme heat, lack of shelter and inaccessible sidewalks are top barriers to safe ridership.

- > Extreme heat, unshaded waiting areas and narrow or obstructed sidewalks were consistently identified as core barriers to ridership.
- > Participants discussed how climate-resilient design intersects with safety, gender equity and public health, especially for seniors and transit-dependent riders.
- > Multiple speakers highlighted the need to scale solutions that work in limited-space environments or low-resource communities.

Simple designs can go a long way.

– Takeaway from Design & Climate workshop

#### Key Actions & Examples

- > Prioritize shade (trees and shelters) as health interventions, not just amenities.
- > Incorporate heat resilience and gender-sensitive design in early planning.
- > Highlight scalable models like LA's STAP for rapid deployment.

#### Post Event Survey

- > Respondents cited the importance of scalable solutions for constrained spaces and expressed interest in learning about shelter designs used internationally and in rural contexts.
- > Several comments reinforced the idea that simple, well-placed elements (e.g., shade, lighting, seating) can make a significant difference in perceived safety and comfort.

#### CBO Voices

- > CBOs highlighted how rising heat disproportionately affects unhoused riders and people with chronic illness.
- > One CBO shared that many women feel unsafe at night due to poorly lit stops.

### 4. Community voices matter: Riders consistently express needs for better lighting and cleaner, more comfortable and more dignified stops.

- > Panelists and participants stressed that inclusive, community-led design is essential for creating safe, welcoming transit environments.
- > Older adults, caregivers and people with disabilities shared challenges related to poor lighting, inaccessible infrastructure and lack of seating.
- > Spanish-speaking participants and CBO representatives noted the need for linguistically and culturally relevant outreach.

#### Key Actions & Examples

- > Include CBOs in early design and outreach phases to build trust and gather input.
- > Translate surveys, signage and feedback to increase accessibility and engagement.
- > Acknowledge the lived experience of disabled riders and caregivers in setting design priorities.

#### Post Event Survey

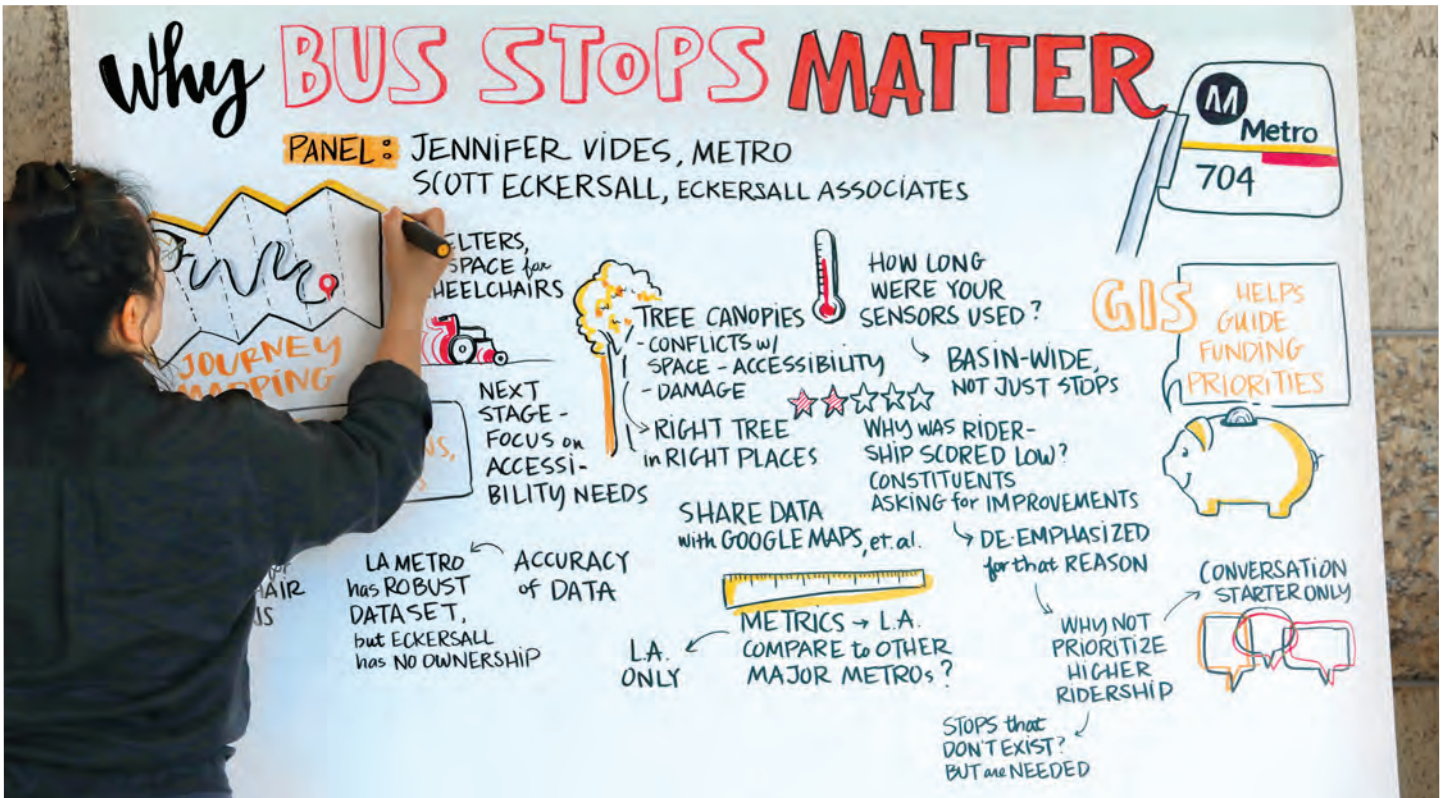
- > Respondents requested more translated materials, resources for rural areas and accessible digital information tools.

#### CBO Voices

- > CBOs urged Metro to translate materials into additional languages beyond Spanish and noted the importance of oral feedback options.
- > CBOs noted community trust increases when residents see their input reflected in design outcomes.



Bus Stop Summit speakers Jennifer Vides, Metro Chief Customer Experience Officer, and Scott Eckersall of Eckersall Associates presenting during the “Why Bus Stops Matter” panel.



Graphic Recorder Judy Chang illustrates insight from the Why Bus Stops Matter panel discussion.

## 5. Simple, scalable solutions: Programs like Santa Monica's adopt-a-stop initiative demonstrate low-cost, high-impact interventions.

- > Participants highlighted the need for cost-effective, quickly deployable improvements that don't require major capital projects.
- > Examples like Santa Monica's Big Blue Bus Adopt-a-Stop programs were praised for their ability to deliver shade, visibility and community pride with minimal infrastructure.
- > Cities expressed interest in toolkits, design templates or maintenance partnerships that could accelerate implementation of these types of interventions.

### Key Actions & Examples

- > Implement modular shade elements in space-limited environments.
- > Deploy Adopt-a-Stop or community-driven programs for operations and maintenance challenges.
- > Apply "low-cost, high impact" lens to lighting, signage and seating upgrades.

### Post Event Survey

- > Attendees called for more examples of interventions that could be scaled across neighborhoods without large capital investments.

### CBO Voices

- > CBOs expressed enthusiasm for Adopt-a-Stop programs, especially when tied to community ownership and youth engagement.
- > CBOs encouraged Metro to pilot shade solutions in areas with limited sidewalk space, based on firsthand experience.

It was helpful to see real examples we could actually implement.

– Post-event survey respondent

## 6. Momentum for collaboration: Jurisdictions expressed interest in regional partnerships, shared grant applications and working groups.

- > Cities and agencies expressed enthusiasm for continued collaboration through working groups, shared toolkits and joint funding opportunities.
- > Participants noted that regional alignment can reduce duplication, strengthen grant proposals and help stretch limited resources.
- > There was strong interest in creating ongoing opportunities for peer learning, particularly for smaller jurisdictions with fewer internal resources.
- > Workshops brought peers together to brainstorm real-world solutions to common challenges. The interactive sessions reflected a wide range of cross-jurisdictional ideas and energy.

We need more spaces to share what's working and learn from each other.

– Verbal feedback from Day One's outreach



Metro Chief Executive Officer Stephanie Wiggins welcomes attendees to the Bus Stop Summit.



Metro Chief Operations Officer Conan Cheung provides closing remarks during the Bus Stop Summit.

### Key Actions & Examples

- > Form regional working groups to coordinate investments and applications.
- > Provide technical assistance for grant writing.
- > Explore communication channels like newsletters or digital communities.

### Post Event Survey

- > 56% of respondents said they were able to connect and network, with others recommending more structured networking opportunities or contact lists to support continued collaboration.

### CBO Voices

- > CBOs expressed interest in future working groups and recommended inclusive meeting formats.
- > One CBO recommended that Metro co-develop toolkits with community organizations, not just agencies.

# Why DESIGN & CLIMATE MATTER

ERIN BERGREN  
UCLA

MADLINE BROZEN  
UCLA

HEAT INEVITABLY DISTRIBUTED

126 HEAT DAYS in the MIDDLE of LOS ANGELES

WILL LAST LONGER → MORE DEATHS

HEAT AMPLIFIES HEALTH ISSUES

transportation is PART of the SOLUTION

SHOULD be PART of

URBAN LIFE

AMENITY, NOT JUST PIT STOP  
JoyFUL

NEED to MAKE investments



WILL SAVE \$ in the LONG RUN

NOT JUST TEMPERATURE

LOW COST HEAT MITIGATION



PRIORITIZE SHADE

CAN'T PROVIDE ENOUGH ROADS & PARKING

URBAN & HUMAN HEALTH

SHOPPING, HEALTH CARE, etc. GET YOUR STEPS in!  
ECOSYSTEM of SHADE

IMPROVES PERCEPTION of... → WAIT TIMES

SAFETY → GENDER EQUITY

PEOPLE ARE LOOKING for this → UNIVERSAL

How WIDE for SHADE to BE EFFECTIVE?

CAN DO SHADE STUDIES, but ANYTHING WILL BE GOOD.

there is a COST ARGUMENT for INVESTMENT  
+ ALSO PUBLIC HEALTH NEED

Exciting Moment for SHELTERS



POP-UP STEPPING-STONE TOWARDS LEGACY

RESOURCE ALLOCATION



SEE WHAT NEIGHBORING CITIES are DOING

SEATING with ARM RESTS for SENIORS & OTHERS with MOBILITY ISSUES

SIMPLE DESIGNS



CAN IMPROVE LOOK of a COMMUNITY

INSTALLATION - HOW CAN YOUR CITY MAKE this EASIER



CREATIVE PARTNERSHIPS

ACCESSIBILITY



BUILDING SHADE?

PEOPLE HAVE to MOVE AWAY from the STOP

Moves DURING the DAY

SOLAR EMBEDDED is possible

MISTERS & H2O FILLERS

TRICKY - CONNECT to UTILITIES

OBSCURE from OPERATOR

SEIZE OPPORTUNITIES, E.G. NEW BUILDS, CONSTRUCTION

Graphic Recording of the "Why Design and Climate Matter" panel.

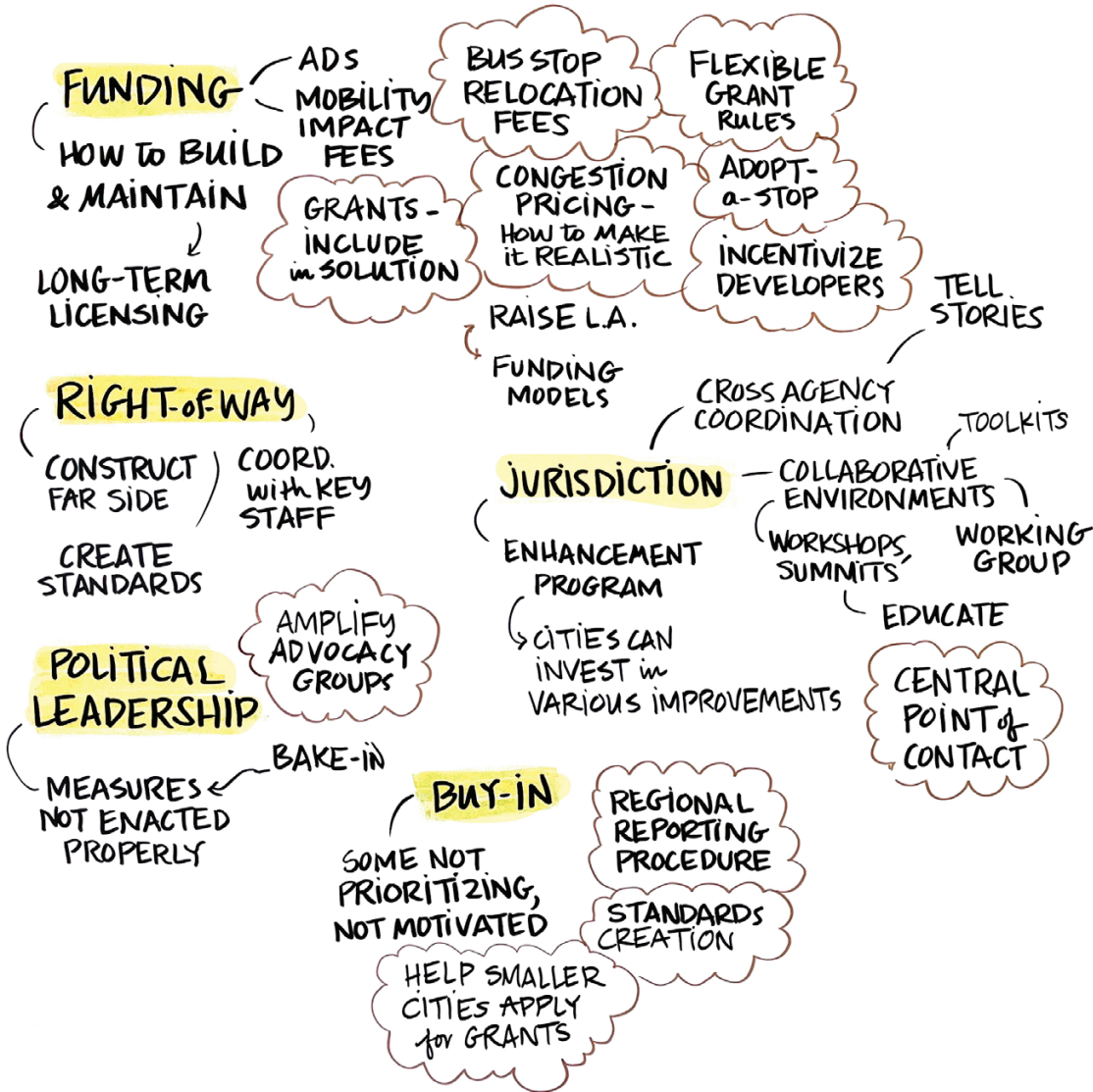
# Why PEOPLE MATTER in BUS STOP PLANNING

CYNDE SOTO, ADTN | ASHLEY MERCADO, DAYONE | KAREN ESQUIVEL, BRAILLE INSTITUTE  
BEN ALCAZAR, METRO | LUIS CAMPILLO, AARP



Graphic Recording of the “Why People Matter” panel.

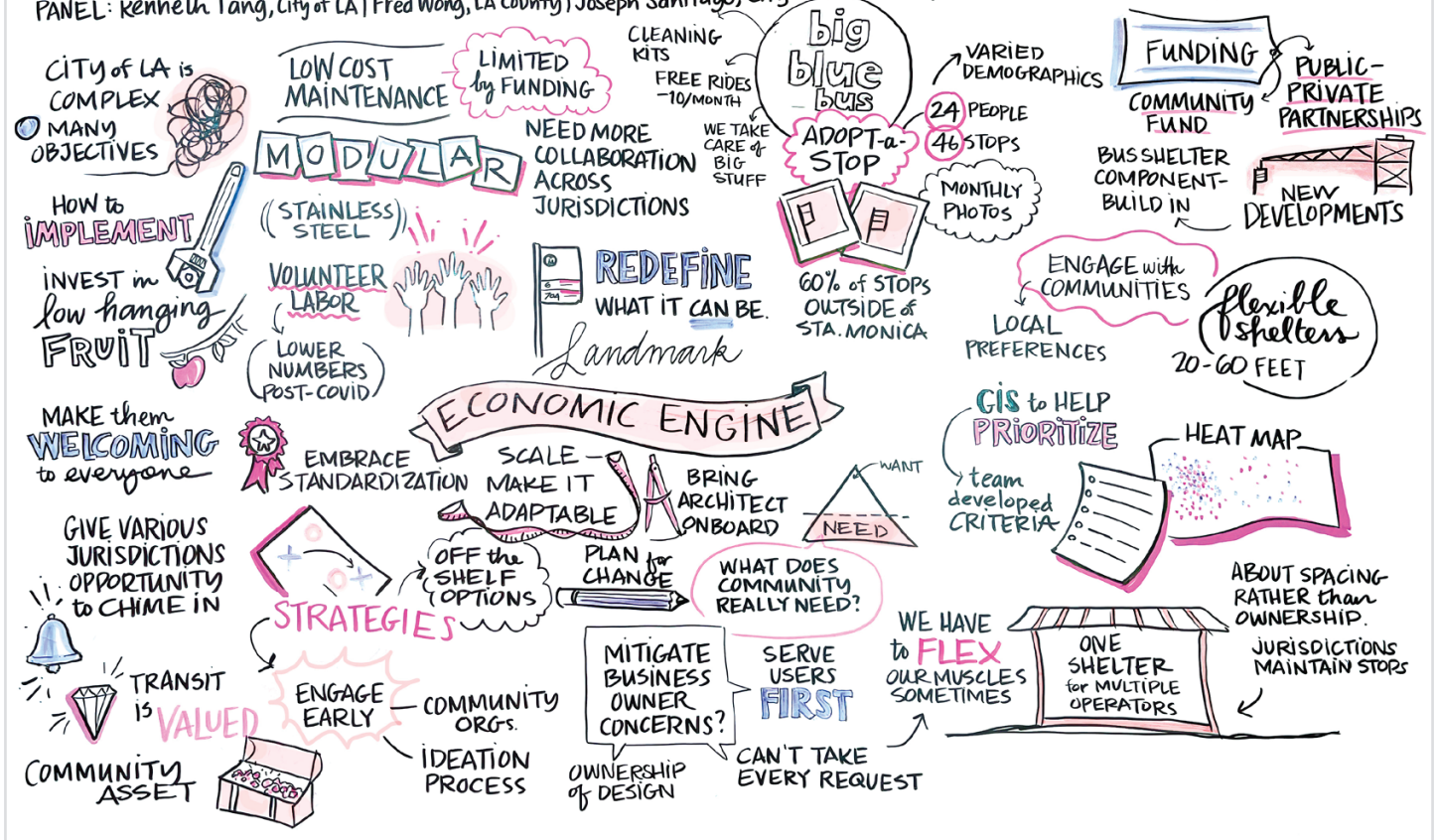
# INTERACTIVE SESSION



Graphic Recording of the Summit's interactive session.

# BEST PRACTICES for BUS STOP PLANNING, DESIGN, MAINTENANCE

PANEL: Kenneth Tang, City of LA | Fred Wong, LA County | Joseph Santiago, City of Sta. Monica | David Daniels, Moshik Ma, Metro



Graphic Recording of the "Best Practices for Bus Stop Planning, Design and Maintenance" panel.

# CLOSING remarks



Graphic Recording of the Summit's closing remarks.

# Next Steps

## **Immediate Actions Identified During the Summit**

- > Finalize and share this Post-Summit Report
- > Follow up with interested jurisdictions on potential regional working groups, workshops, or implementation pilots
- > Share key takeaways and tools highlighted during the event via the Bus Stop Hub
- > Coordinate with Operations/Stops & Zones team to continue leading technical assistance and partnership-building

## **Opportunities on the Horizon**

- > Explore annual convening or digital newsletter to maintain momentum
- > Strengthen integration of community-collected data in planning decisions
- > Align future Metro programs (e.g., Clean Bus Shelters, Safety Ambassadors) with rider-expressed needs
- > Identify collective funding opportunities (state/federal) for stop improvements
- > Assess feasibility of coordinating a County-wide bus stop assessment

## **Post Survey Respondent Suggestions for Future Events**

- > Offer more breakout time and extended networking
- > Include grant and procurement deep-dives
- > Share contact lists and funding pathways
- > Explore localized case studies, including rural and constrained urban sites



*“Best Practices for Bus Stop Planning, Design and Maintenance” panel at the Bus Stop Summit. From left to right: Moshik Mah from Metro Countywide Planning and Development, Kenneth Tang from City of LA/ Streets LA, Joseph Santiago II with the City of Santa Monica/Big Blue Bus, David Daniels from Metro Stops and Zones and Fred Wong with County of Los Angeles Department of Public Works.*



*“Funding Bus Stop Improvements” panel at the Bus Stop Summit. From left to right: Patricia Chen with Metro Countywide Planning and Development, Warren Whiteaker and Shea Northfield, both with Southern California Association of Governments.*

### **Additional Resources**

- > Presentations from the Summit: Please email [busstophub@metro.net](mailto:busstophub@metro.net) if you would like the Summit presentation deck sent to you
- > Bus Stop Resource Hub: [busstophub.metro.net](http://busstophub.metro.net)

### **Contact**

- > Regional Bus Stop Improvements Initiative  
Desarae Jones  
Deputy Executive Officer, Customer Experience, LA Metro  
[jonesde@metro.net](mailto:jonesde@metro.net)

### Attendee Commitments to Improve Bus Stops in Their Jurisdictions

collaboration on procurement regionally

**follow up with UCLA about shade metrics**

consider riders with special needs/disabilities

**consider college students for data collection**

start adopt a stop program

shade

look at modular design for stops

**grants and alternative funding**

**Improve LA County Bus Stops**

consider community outreach

Bus Stop Working Group

**innovative maintenance**

**bus stop assessment in my city**

maintenance is a priority

**better bus stops**

**shelter inventory**

**creative funding**

*At right: attendees brainstorm solutions to bus stop improvement challenges during the workshop session at the Bus Stop Summit.*



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