# ADA Bus Stop Accessibility Study

**Frequently Asked Questions (FAQ’s)**

**Focus:** SunTran – Regional Fixed Route Transit System  
**Updated:** December 2011

## What is the purpose of the study?
- To develop an inventory of the bus stops within the SunTran Regional Fixed Route Transit System in coordination with SunTran
- Identify the accessibility of the bus stops
- Prioritize improvements related to the ADA accessibility and connectivity
- Create an Action Plan to implement improvements needed at the bus stops

## What are the proposed goals (What are we trying to accomplish)?
- Improve mobility independence for transit users (disabled and non-disabled)
- Remove environmental barriers for the disabled community
- Improve connectivity throughout the entire fixed route system
- Improve bus stop comfort and safety
- Improve coordination between the local jurisdictions, their internal departments (i.e.: Transportation and Development Services), and SunTran in regards to projects that may affect transit accessibility

## What is the definition of an ADA-accessible bus stop?
- An accessible bus stop uses the ADA guidelines, which includes a minimum lift area of 60” wide x 96” deep. In addition, the stop should have continuous sidewalks from curb to curb and accessible curb cuts. Bus shelter accessibility was also evaluated if a shelter was present.

As part of the inventory, we qualified and quantified these areas to give a maximum score of 5 points (or 5 stars). 1 point was assessed for the concrete level lift area, 1 point for a curb cut in each direction (maximum 2 points), and 1 point for continuous sidewalk in each direction (maximum 2 points) with a total score of five

## Were bus stops inventoried for any additional features?
- Yes, other features that may be desirable at a bus stop were inventoried. These additional amenities include lighting, trashcans, bike racks, and route map display cases. These amenities were also scored as part of the overall quality of the bus stop, if all the scores were added together (both accessibility and other amenities) an ideal bus stop would score 10 points.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Score</th>
<th>Change from December 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many bus stops have lighting?</td>
<td>518</td>
<td>add 16</td>
</tr>
<tr>
<td>How many bus stops have trashcans?</td>
<td>1105</td>
<td>add 81</td>
</tr>
<tr>
<td>How many bus stops have bike racks?</td>
<td>35</td>
<td>add 14</td>
</tr>
<tr>
<td>How many bus stops have route maps</td>
<td>453</td>
<td>add 41</td>
</tr>
</tbody>
</table>
How was the inventory conducted?
- Using a variety of tools:
  - TDOT (Tucson Department of Transportation) website maps, “Virtual Ride” (ARAN Van –07)
  - SunTran bus stop photos in their database
  - Google Maps – Street View
  - Field site visits after reviewing remotely

How many SunTran bus stops are there in the region?
- approximately 2234 active bus stops including the transit centers
  Change from December 2008 ... decrease 37

How many bus stops are accessible from the nearest street intersection?
- from one direction only        258
  Change from December 2008 ... add 97
- from both directions          1063
  Change from December 2008 ... add 96

Overall 59% of the bus stops are accessible from one direction, 48% from both directions
(includes both designated and alternative lift areas)

How many bus stops have an ADA-accessible lift area (wheelchair loading pad)?
- 1203
  Change from December 2008 ... add 123
- 140
  Change from December 2008 ... decrease 17
  have an alternative lift area such as a driveway cut with a firm, stable, non-slip surface

Overall 60% of the bus stops have a lift area

How many bus stops have shelters with an ADA-accessible wheelchair bay?
- 838
  (87% include ADA-accessible wheelchair bay)
  Change from December 2008 ... add 87

How many bus shelters do not have an ADA-accessible wheelchair bay*?
- 123
  (13% do not have ADA-accessible wheelchair bay)
  Change from December 2008 ... decrease 30

How many bus stops have shelters in the region? Where are they located?
- Total # 956
  Change from December 2008 ... add 81 new shelters
- City of Tucson                   882
- Pima County (Unincorporated)     40
- South Tucson                     17
- Pascua Yaqui                     8
- Marana                          7
- Tohono O’Odam                    1
- Oro Valley                       1
- Pueblo Gardens NA                7
- Tohono O’Odam                    2
- Oro Valley                       1
- Private                         1

Who owns the shelters*?
- City of Tucson                   587
- Pima County                      17
- ATA – advertising shelter        350
- Pueblo Gardens NA                7
- University of Arizona            3
- Tohono O’Odam                    2
- South Tucson                     9
- Oro Valley                       1
- Pascua Yaqui                     8
- Private                         1

* A number of stops have more than one bus shelter (985 shelters system-wide)
How many bus stops have shade?

- Shade is not an ADA requirement. However, shade is very important in the desert. Shade types were qualified and ranked based on amount of shade available for example a shelter received a higher score than a young tree.

  - Shelters: 956
    Change from December 2008 ... add 81
  - Trees: 364
    Change from December 2008 ... decrease 14
  - Other: 34
    Change from December 2008 ... decrease 35
  - Total: 1354
    Change from December 2008 ... add 32 overall

Approximately 61% of the bus stops have some type of shade

How many bus stop benches are there in the region?

- 698
  Change from December 2008 ... add 62

Some benches are provided through a private advertising contractor and others are owned by the local jurisdictions

Of the bus stops that have the highest number of boardings (riders-on), how many are ADA-accessible?

- 200 + 50 of 56 (89%)
  (includes 30 transit center stops)
  Change from December 2008–April 2010 ... increase boardings 200 + 22 of 26 (85%)
- 100 – 199 60 of 100 (60%)
  (includes 2 transit center stops)
  Change from December 2008–April 2010 ... increase boardings 100 – 199 53 of 97 (55%)
- 75 – 99 49 of 78 (63%)
  Change from December 2008–April 2010 ... increase boardings 75 – 99 40 of 66 (61%)
- 50 – 74 84 of 152 (55%)
  Change from December 2008–April 2010 ... decrease boardings 50 – 74 88 of 153 (58%)
- 25 – 49 153 of 320 (48%)
  Change from December 2008–April 2010 ... increase boardings 20 – 49 138 of 320 (43%)

What is the plan of action?

- Identify and improve bus stop accessibility needs and priorities based on the analysis of the inventory using ADA recommended guidelines (35 stops currently identified and planned for improvement).
  (87 stops improved for accessibility, 7 currently planned with an additional 18 identified for improvement).
- Identify bus stop amenity needs (i.e. shelters, shade, benches, lighting, etc.)
- Secure additional funding sources to improve bus stops
- Coordinate improvements with SunTran, TDOT Engineering, ATA, other jurisdictions, and RTA

For more information Contact:
TDOT Transit Administration
520-791-5883

---

1 ADA stands for the American Disabilities Act, a law prohibiting discrimination against persons with disabilities in the areas of employment, public accommodations, and public services such as transportation. The ADA considers regular city bus service (SunTran) to be “the primary mode of public transportation for everyone.” For these reasons cities with regular bus service must make that service ‘accessible’ to (usable by) individuals with disabilities.