UTA Bus Stop Improvement Efforts

CUSTOMER EXPERIENCE
BUS STOP IMPROVEMENT PROGRAM

UTA 2030 Strategic Plan

Exceeding Customer Expectations

"UTA puts its customers first by providing an easy, enjoyable and accessible transit experience where customers feel engaged, safe and cared about."

Local Advisory Council
8/27/2025

UTA

Elements of the Program

- **Bus Stop Master Plan**
- **Public Information Efforts**
  - Quarterly Dashboard - Progress Tracking
  - Neighborhood outreach
  - Location notifications and postings
  - Bus stop construction page
- **UTA-led Bus Stop Improvements Efforts**
  - Capital Investment
- **City Bus Stop Improvement Partnership Efforts**
  - Salt Lake City Capital Investment ILA partnership
  - Ogden City Investment
  - Lindon Capital Investment
- **Adopt A Stop**
  - Community Maintenance & Stewardship

Bus stops are ranked and prioritized annually

- Prioritization includes assessing points for scoring and ranking
- Top points are assigned to those stops that are not currently ADA compliant
- Scoring also includes:

Compliance	Near a transfer point	Safety - • Parking allowed • Obstacles • Lighting not present • Sidewalk not level
Total daily stop activity (boardings and alightings)	Education adjacent	
Total annual bus ramp deployments	Library adjacent	

Bus stops assessed for warranted amenities

- Stops are assigned "levels"
  - Level I through Level VII
- Level assignment is based on boardings and route headways

Stop Level	Headway	Avg. Daily Boardings	Amenities	
LEVEL I	< 15 min	0-9	• ADA Pad • Pole	• Sign
LEVEL I I	< 15 min	10 -39	• ADA Pad • Pole	• Sign • Bench • Trash can
Etc.				

Bus Stop Placement Evaluation

- Bus stop plan guides the technical evaluation and direction for bus stops in the service area.

- Spacing may vary from around one per block to one every two to three blocks.

- Stop location based on walkability, and density near destinations, as well as connections to other routes.

394 E Gentile, Layton

Agenda Item 9. a.

Technical Considerations for Bus Stops

» Grade of 2% or less
» 5' X 8' landing zone
» Proximity to transfer points

» Stop spacing

» Drive access conflicts

» Preference for far side after intersection

» Proximity to major destinations

» Compatibility with surrounding land uses (urban, suburban, rural)

» Maintain pedestrian pathways

» Visibility of riders to approaching vehicles & operators
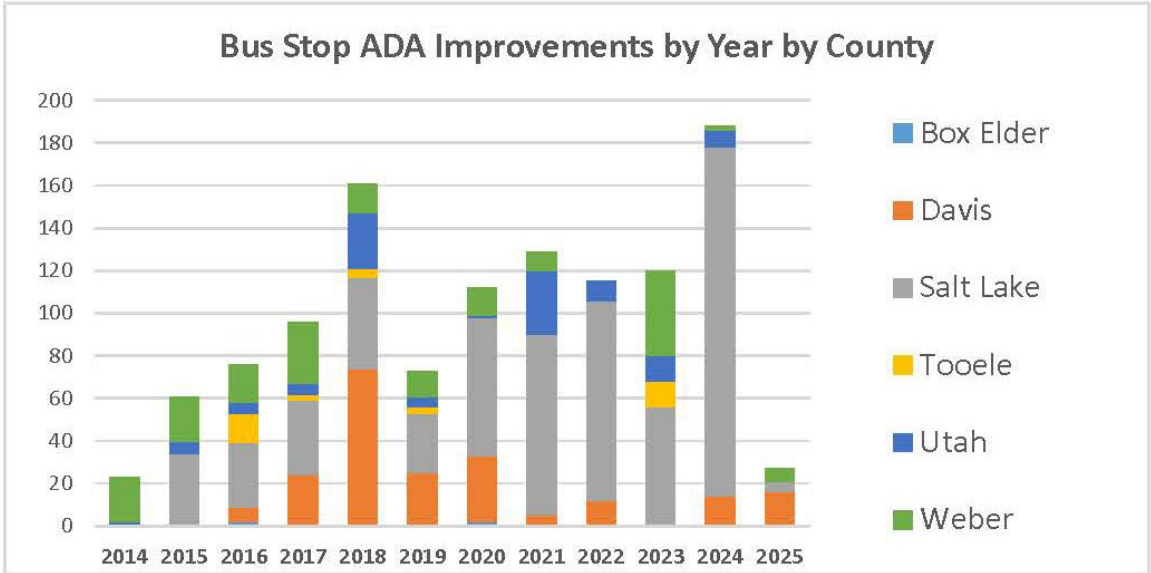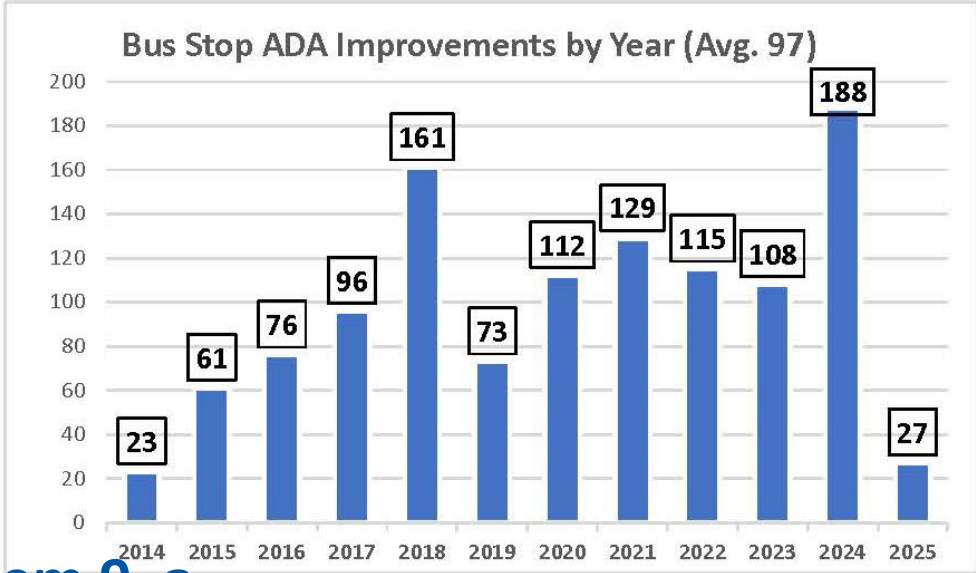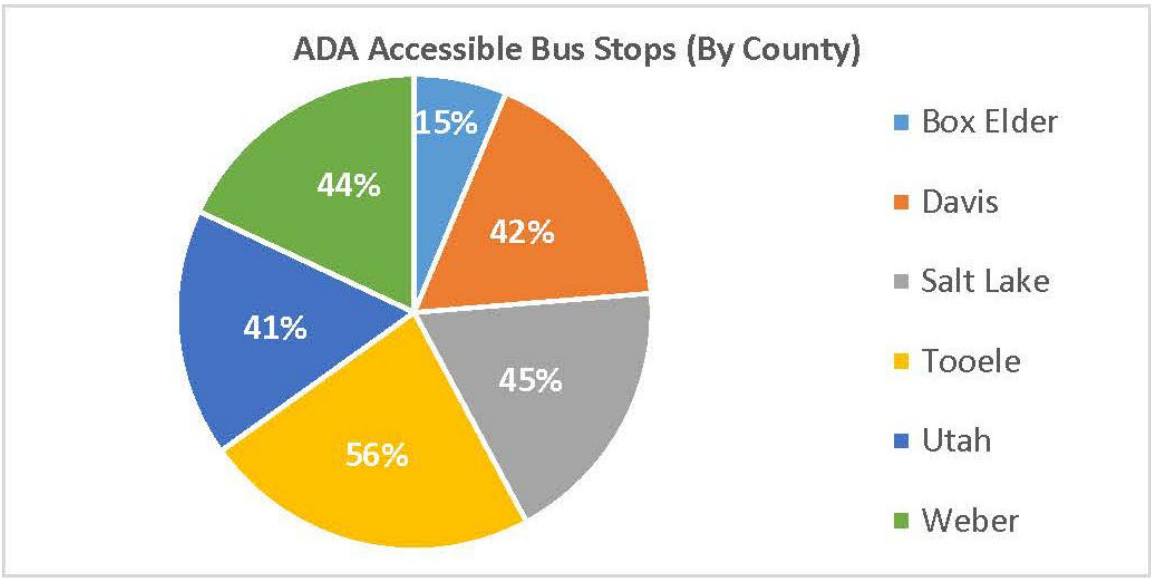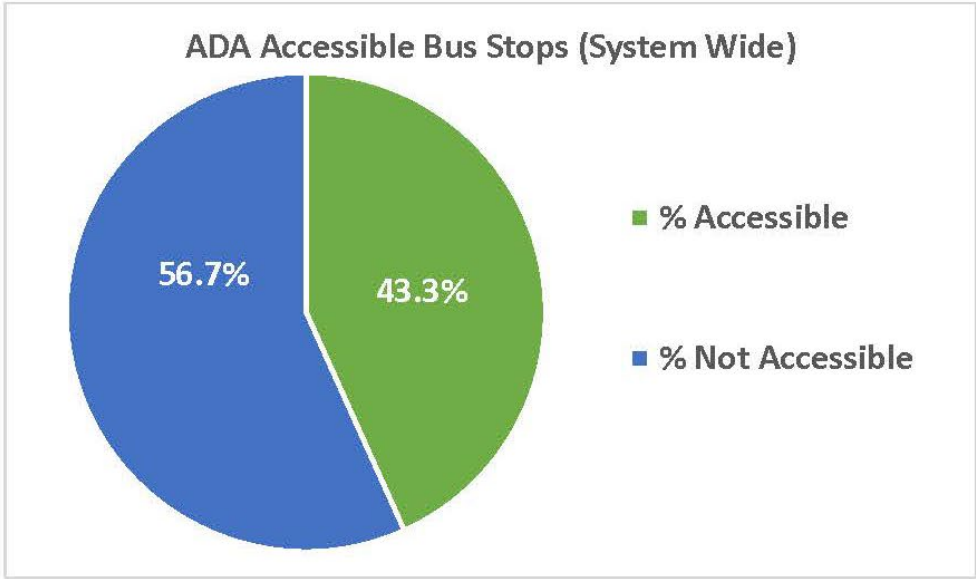

Meadowbrook Expwy @ 720 W, South Salt Lake

Technical considerations for Bus Stops - continued

» Pedestrian accessibility

» Bike loading access

» Avoid parking conflicts

» Avoid tree conflicts

» Proximity to trees/shade

» Proximity to street lighting

» Clear and unobstructed zone, at least 10 feet clear distance from crosswalk or curb return

» Compatibility with stop in the opposite direction

» Avoid utility infrastructure conflicts

» Conveniently and safely serves riders

716 N Main St, Farmington

ADA Accessible Bus Stop Dashboard: 2025 Q2

ADA Accessible Bus Stops (System Wide)
- % Accessible: 43.3%
- % Not Accessible: 56.7%

ADA Accessible Bus Stops (By County)
- Box Elder: 15%
- Davis: 42%
- Salt Lake: 45%
- Tooele: 56%
- Utah: 41%
- Weber: 44%

Bus Stop ADA Improvements by Year (Avg. 97)
- 2014: 23
- 2015: 61
- 2016: 76
- 2017: 96
- 2018: 161
- 2019: 73
- 2020: 112
- 2021: 129
- 2022: 115
- 2023: 108
- 2024: 188
- 2025: 27

Bus Stop ADA Improvements by Year by County
(Box Elder, Davis, Salt Lake, Tooele, Utah, Weber)

Agenda Item 9. a.

Questions?

Bus Improvement Program - https://www.rideuta.com/Current-Projects/Bus-Stop-Improvement-Efforts
Bus Stop Construction page - https://www.rideuta.com/Current-Projects/UTA-Bus-Stop-Construction

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