

From Portals  
to PLACES :

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# Reimagining Transit Hubs and Transfer Points

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An initiative of —





BEFORE



Perhaps you're  
used to  
seeing this...

Most transit hubs are merely a *portal* to another place,  
a space where one waits for their journey to begin.



AFTER



...But imagine  
if it could be more  
like this!

A transit hub can be an exciting, useful *place* to take care of your errands, access businesses and services, meet your community, and enjoy your day.

**We can expect more from our transit hubs.** Our transit hubs—where multiple transportation modes meet—can be much more than mere portals to other, better places. They can be the places in their own right where our daily lives naturally happen and where our communities connect..

### Five Fundamentals —

Transit Hubs go from Portals to Places when ...

- 1 They provide essential amenities, both for comfort and safety;
- 2 They encourage routine and spontaneous activities and cluster key destinations within a short walking distance;
- 3 They boost access for all users;
- 4 They incorporate placemaking that comes from true community ownership; and
- 5 They support access, amenities, activities, and destinations through programming and management.

## Amenity Ideas\*

- Informational signage (static and real-time)
- Seating
- Fare payment options
- Shade and shelter
- Waste and recycling bins
- Wayfinding
- Multimodal accommodations
- Safe pedestrian crossings
- Sidewalks
- Adequate lighting
- Accessibility features
- Public art
- Plants and trees
- Information kiosk or attendants
- Flexible spaces
- Emergency services
- Public wi-fi

\* These are just a few examples. Work with your community to decide on the right amenities, activities, and destinations for your hub.

## Activity and Destination Ideas\*

- Areas to stand for chatting
- Outdoor seating for enjoying a moment of rest
- A grocery store or market for picking up tonight's dinner ingredients
- A bank for managing money
- Grab-and-go shops for picking up quick bites and conveniences
- A daycare or school for young people to learn
- An office complex
- A post office or post box for sending mail to loved ones
- A pharmacy or healthcare clinic for keeping us healthy + thriving
- Restaurants and cafés for eating meals and getting together
- Flexible areas for play and spontaneous gatherings, activities, and events
- Institutions, like libraries and recreation centers, for personal and communal enjoyment
- Parks and plazas for accessing open space and larger gatherings
- Vendor booths for adaptable markets
- Local retail and pop-up / flexible storefronts for shopping options
- Galleries or museums for creative displays
- Convenient pathways for accessing additional mobility options or continued journeys
- ... or any other fun and useful destinations and activities that make sense for your transit hub!

# Five Benefits of Making Transit Hubs into *Places*:

- 1 Multi-Use Destinations —**  
The creation of new community destinations that foster commerce, social gathering, community, and a sense of place, and make station areas more desirable as places to live, work, learn, and play.
- 2 Health and Sustainability —**  
Reduced need for short trips to access daily destinations, and reduced dependence on automobiles.
- 3 Smart Growth —**  
Reintegration of public transit systems as backbones of the built environment, with stations serving as anchors for new and existing local businesses and institutions.
- 4 Service Improvement —**  
Increased ridership by direct improvement to the overall experience prior to boarding and upon arrival. Transit investments and assets are leveraged to achieve community benefits such as parks, affordable housing, and jobs.
- 5 Civic Engagement —**  
Communities that are engaged and invested in a vision for neighborhood progress.