

## **Helena Citizens' Council**

Date: February 24, 2021

To: Mayor Collins, the Helena City Commission, and City Manager Harlow-Schalk

From: Helena Citizens' Council (HCC)

Subject: Advisement Regarding Signage and Information at Capital Transit Bus Stops in Helena, MT

### **Introduction**

The Helena Citizens' Council recommends that additional information and signage be provided at the Bus Stops along all Capital Transit fixed routes. These recommendations are to enable citizens and visitors to make informed decisions about their means of travel around Helena. The stops should denote not only that it is a bus stop but also what the fares and schedules are along with the destinations that the client should expect to reach on the specified routes.

### **Summary**

The Helena Citizen's Council advises the Mayor and City Commissioners that the following proactive choices be made in respect to Helena's Public Transportation System managed by Capital Transit to make for a more user-friendly transit system. To supplement the information that is available digitally, these recommendations would also help to maximize usage of the Capital Transit service for Helena citizens and people visiting Helena.

- Currently bus stops are only identified by a sign that shows a large 'T' (which is the standard transit system logo) in a circle with the name Capital Transit surrounding the circle which is not readily recognized by people unfamiliar with this designation.
- Most stops do not have other information that provides route maps, fares, and schedules along with destinations for specific route buses.

### **Recommendations**

- Place a small sign directly below the large 'T' sign that reads 'Bus Stop' for citizens who don't understand the standard logo.
- Realizing ongoing vandalism, place a permanent sign at primary stops (if not all stops) that shows the designated 'Red' and 'Blue' routes along with pickup stops on those routes.
- Provide schedules, fare information, and destinations at each bus stop.
- Provide additional stops on residential streets such as Helena Avenue, 6<sup>th</sup> Avenue and Winne Avenue.