From Portals to PLACES

Thinking beyond Stops and Stations
to Community Mobility Hubs

The Goal

Our Portals to PLACES program focuses on creating transit facilities that support communities. These transit stops and stations are well integrated into the communities they serve at the local and regional level, meet the needs of passengers through useful amenities, and serve as accessible, active, sociable and comfortable public spaces.

The Audience

The program will provide city officials, decision-makers, and transit facility owners and managers with tools to deploy the program’s approach to improve upon the transit areas under their purview. Thought leadership and resources under the program will also support community leaders and transit advocates in their work.

Ultimately, the beneficiaries of the program will be people in communities who use public transit out of necessity and for their leisure. Specific emphasis will be placed on transit stops and stations serving low-income or otherwise marginalized populations who rely most heavily on public transit and where ancillary services and adequate passenger amenities are lacking.

Hi! My name is Amia and this is my daughter Lili. We love that we can get so much done around our neighborhood bus stop every day.

- **8:00AM / 4:30PM**: Drop off / Pick up Lili
- **8:10AM**: Dryclean
- **8:15AM**: Morning
- **8:30AM**: Off to Work
- **4:45PM**: Shop for Dinner
- **5:00PM**: Play break & then off to home!
Portals to PLACES

Strategies

Thought leadership and knowledge sharing.

Our team will create and share resources on a dedicated program page on the Project for Public Spaces website including case studies, slideshows, reports and publications; station typologies and specific recommendations for each; and an ongoing blog feed.

Community outreach.

We will deploy wide-ranging community surveys to target transit riders beginning in New York City, and replicate this strategy in other cities and transit-dependent communities. A synthesis of these findings will inform the program and shared with our target audiences through online and in-person engagements in other cities.

Toolkits and trainings.

We will create resources to help our audiences improve transit stations and stops in their own communities. Online resources, such as how-to guides and toolkits, will ensure that our knowledge is accessible, digestible, and implementable. Training for targeted audience groups will provide specialized instruction on how to transform transit stops into great places.

Strategic Project Development.

PPS will also be available for on-site technical assistance, including conducting station audits and working with individuals and community organizations to improve public life in and around targeted transit stops. Projects will be chosen in areas that have the following characteristics:

1. Residents rely heavily on public transit, often spending an hour or more in transit each day;

2. The median income for the neighborhood served by a stop is below the median income for the city or the neighborhood is a majority-minority community;

3. Nearby daily destinations lack connectivity on foot.

Needs

The program will actively address the ongoing crisis of lack of sense of place—a lack of community gathering places and a related lack of trust, belonging, and pride—in our communities by highlighting the largely overlooked opportunity of transit stops as public spaces.

The program will improve last-mile connectivity and reduce the need for short auto trips by creating a density of everyday destinations in and around stations and stops.

The program will also aim to alter perceptions of public transit usage, often laden with a social-economic bias that inhibits mode shift and lasting investment in these systems.

The program will advocate for an increase in funding for adequate passenger amenities at public transit stops.

Illustrations by Jiayi Cheng

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