

Navigating the Complete Trip

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Complete Streets as Customer Service



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“Just like an escalator is essential equipment for a rail transit station, and a bench is the most minimal essential equipment for a bus stop, a tree-lined sidewalk is essential for the streets that lead to the transit stop. The transit agencies' role does not stop with rolling stock and operational schedules. It extends to the surrounding streets' designs.”



Rethinking the “First and Last Mile”

Area	Infrastructure & Land Use Needs	Issues	Responsible Agency	Behavior/Human Factors
50-100 feet				
500 feet				
1/4mile				
1/2 mile				
1 mile				

