Bus stops were evaluated using a qualitative assessment scale focused on four fundamental questions that must be answered to ride the bus. Each aspect is graded on an A–F scale in which A is best and F is worst. Poor grades mean information is inadequate or vague, while high grades mean it is specific and useful. The overall grade of a bus stop's information is the lowest grade of all four questions.

### 1. Where does the bus go?
- **F** No route information
- **D** Listing of route(s)
- **B** Listing of destination(s)
- **A** Route map

### 2. How soon is the next bus?
- **F** No schedule information
- **C** Hours of operation or headway
- **B** Timetable
- **A** Real-time information

### 3. What does it cost?
- No change
- No fare information
- Add “+” Fare indicated

### 4. Is the bus stop design usable for everyone?
- **F** Stop does not have visible signage
- **C** Neglect of limited vision or literacy
- **A** Usable regardless of limited vision and literacy

Different levels of information are appropriate for different contexts. More information is needed at stops with higher ridership or special circumstances generating information demand.