Maps

Rank	Ranking Criteria
1	Shows entire system on one system-wide map (if scale of map allows) Bus routes are shown in different colors for easy readability Entire street grid of city is shown (if scale of map allows) Most streets and landmarks are labeled in addition to the street where the bus route is located Location of bus stops are indicated on map (if scale of map allows) Design of map allows reader to easily decipher where transfers can be made (can see where routes overlap or where one bus stop serves several routes)
2	Shows entire system but bus routes are not in different colors, will only be labeled by route number, which makes it more difficult to read Entire street grid is shown but not all streets are labeled or the street grid is only shown for those streets where the bus route runs, which makes it difficult for riders to locate themselves relative to bus route Only a few streets labeled Only a few bust stops or time reference points are labeled, which makes it difficult to figure out where bus stop is, if not a major stop More difficult to decipher where transfers can be made
3	No system-wide map (for some transit agencies this is understandable as they provide services for multiple smaller cities, but it can be helpful for a rider to see a system-wide map to see where possible connections/transfers in system can be made) Only shows street grid for where route is located Does not show where bus stops are located Does not label streets even for streets where bus route is located Impossible to decipher where transfers can be made or how the system is integrated with the surrounding city

Schedules

Rank	Ranking Criteria
1	Shows time for bus arrival at each stop for each run Can download schedule
2	Shows time for bus arrival for a few stops only (time reference points)

Languages

Rank	Ranking Criteria
1	Website and downloadable materials displayed in more than one language
2	Important materials displayed in English only but website can be translated into other languages via Google Translate button
3	Important material and website displayed in English only