



# BUS STOP WALKABILITY AUDIT

## A TOOLKIT

This project was supported by an Active Travel Grant from Transport Scotland



# INTRODUCTION

This resource draws on the learning from Living Streets' Bus Connectivity Project, where a new walking audit approach was developed and tested. This Scottish Government funded project worked in 20 locations across Scotland, to determine what the barriers are to walking to local bus stops and for interchange between bus stops and train stations. In addition, the project came up with solutions to overcome these barriers, and support walking to local bus stops and for interchange.

The project worked in locations where bus stop and bus/train interchange had been highlighted as an issue, due to lower than expected patronage or knowledge of access issues to these bus stops or interchanges.



## STRUCTURE OF THE RESOURCE

This resource is designed as an interactive pdf, which contains relevant information in a short and easily digestible format. Links to information and resources from the Bus Connectivity Project are provided, as well as links to external resources and partner websites.

It is recommended that this toolkit is used at the beginning of a project, as a project delivery tool.

## ACKNOWLEDGEMENTS

Living Streets would like to thank the Scottish Government for funding this project pilot, and all of the associates, local authorities, bus operating companies and staff involved in the Bus Connectivity project, which was the test-bed for the approach and activities shown in this toolkit. We thank you all.

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# PURPOSE OF THE RESOURCE



This resource aims to support those with an interest in reviewing and improving walking routes to and from and between bus stops; whether they are local authority officers, elected members, community groups or activists, or staff in partner organisations. The purpose of this resource and supporting materials found at [www.livingstreets.org.uk](http://www.livingstreets.org.uk) is:

## 1. HOW TO DEVELOP A WALKABILITY AUDIT

## 2. WHO TO INVOLVE IN A WALKABILITY AUDIT

## 3. REPORTING ON AUDIT FINDINGS AND DEVELOPING PARTNERSHIPS

## 4. SIGNPOSTING TO FUNDING FOR WALKABILITY AUDIT FINDINGS



## BUS CONNECTIVITY PROJECT – WHAT WE LEARNED

The Bus Connectivity project worked in 20 locations across Scotland over a four-month period, with a focus on dedicated bus stops or interchange between a set of bus stops and other bus stops or a rail station. These locations were put forward by contacts within public transport operators or the local authority.

To guide and support work in the chosen locations, a literature review of current practice in bus accessibility was undertaken. The review included looking at policy, legislation and trends associated with bus use in Scotland, as well as factors influencing bus patronage and accessing buses, including the impact of the walking environment on bus use. The literature review can be found on the Living Streets website ([www.livingstreets.org.uk](http://www.livingstreets.org.uk)). Case studies highlighting what we learnt can be found in the appendices of this toolkit.



# THE KEY LEARNING FROM THE PROJECT CAN BE ENCAPSULATED AS:

## LOCAL KNOWLEDGE IS KEY TO UNDERSTANDING WHAT CAN AND SHOULD BE CHANGED

You cannot conduct an audit without local knowledge. This applies at each stage of the audit, preparing the route (which should be based on local knowledge), conducting the audit (where local residents and politicians should be invited along) and sharing the results (where a report is sent to groups, politicians and partners).

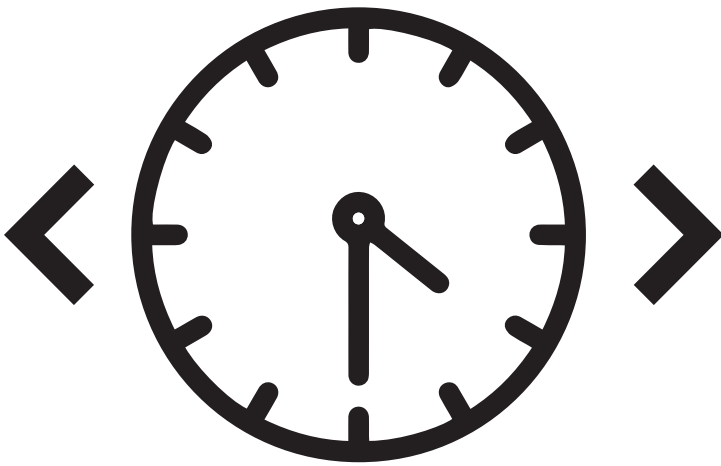
## PARTNERSHIPS ARE MORE LIKELY TO LEAD TO SUCCESS

It is vital that local partnerships are established to get as much relevant input as possible when creating a walkability audit route, as well as building support and getting people to come along on the audit. Partnerships will also mean that the audit will have more influence and a louder voice to enable change.

## SMALL MEASURES CAN MAKE A BIG DIFFERENCE

There are many audiences who are impacted by a poor walking environment to bus stops, including older adults (who are among the largest audience for bus use), families with buggies, and disabled people (who may not be able to drive). Installing a dropped kerb, creating a new, more direct path to public transport, adding lighting or removing graffiti can make a big difference in actual and perceived safety of bus users.





### **OTHER FACTORS CAN ALSO INFLUENCE BUS USE AND SHOULD BE SHARED**

Although the walking environment plays a part in accessing buses and public transport, it isn't the only factor. The audit will shine a light on other factors, such as the bad siting of a bus stop, issues around fare cost or indirectness of bus journeys – this information should be shared with the relevant partner, such as bus operators or the local authority.

### **TIMING OF THE AUDIT IS KEY**

Holding the walkability audit at different times of day will mean that different people will attend. During the day, retired people and council employees may attend as well as schoolchildren, whereas at weekends non-retired people or those in further education may attend. It is worth considering carefully which audiences you want to engage and hold the audit and book the venue, accordingly.

### **ADVANCE NOTICE AND PROMOTION INFLUENCES ATTENDANCE**

Giving as much notice as possible, in order to book a venue and to ensure that target audiences can attend is very important. The more advance notice, the more likely news of the audit will spread, and the right people will be able to attend. The same goes for local promotion, where local communication channels and those of partners should be used to spread the word as early as possible.



# WHY CONDUCT A WALKABILITY AUDIT TO BUS STOPS?

Conducting a walkability audit to bus stops or at an interchange can be a tool that can contribute to realising a range of outcomes, rather than an end in itself. These wider outcomes can include, but are not limited to:



- › **Placemaking or supporting people to consider how they want to access public transport in their community and how the walking environment can support this;**
- › **Enhance the ‘liveability’ and quality of streets and paths in their local area;**
- › **Increase access for all, to opportunities and journeys outside of the local area without relying on the car;**
- › **Building a coalition between local community, council and public transport operators, with an aim to increase bus use;**
- › **Reduce congestion on local roads by supporting active travel;**
- › **Provide evidence that is community-led and access funding to make a local difference to the walking environment and public transport access.**

# APPROACH FOR WALKABILITY AUDIT

## DECIDE ON LOCATION, AND SETTING UP OF THE WALKABILITY AUDIT

You may already have a location in mind for where an audit can take place, but it is worth justifying the audit location and ensuring that it will work for an audit. It is best to focus on a small number of bus stop/interchange locations, to ensure that the audit is not too large or long – in many cases the focus can be on one or two bus stops and a number of walking stages between these, or for an interchange, can be a Bus Hub and a train station, or another set of bus stops and the walking route between these locations.

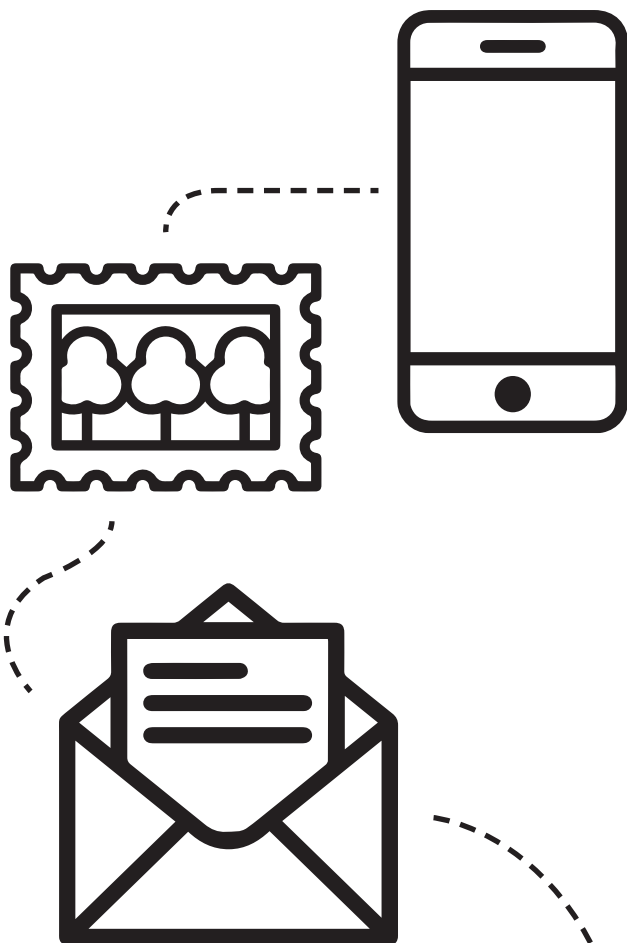
Once a location is decided upon, book a venue as close to the audit location as possible. Venues can be Community Centres, Church Halls, Sports Centres, Hotel Conference Rooms, Social Clubs or Function Rooms. Think carefully about your budget; hotels are likely to be more expensive and charge by the day, whereas a community room may be charged by the hour. You are likely to need 3.5 hours booked to allow time for set up, going out for the audit, discussion and packing up at the end. Try to organise the venue with as much notice as possible, to allow people time to book the date in their diary, and for word to spread in the local community.





# PROMOTING THE WALKABILITY AUDIT TO THE LOCAL COMMUNITY

The audit works well with a group of between six and ten people attending. To promote the audit to local residents and other partners, once you have booked your venue, Living Streets recommend contacting the following audiences. This is vital to ensure the correct people can attend your audit.



Bus stop walkability audit

## > CONTACT THE LOCAL COMMUNITY COUNCIL

There are many across Scotland, and they have lots of local contacts that they can invite along. Where possible, try and attend a monthly meeting to promote the audit to attendees, who can then spread the word locally, through social media. A directory for Community Councils can be found here: <https://bit.ly/2Z6ypRu>

## > CONTACT THE LOCAL AUTHORITY

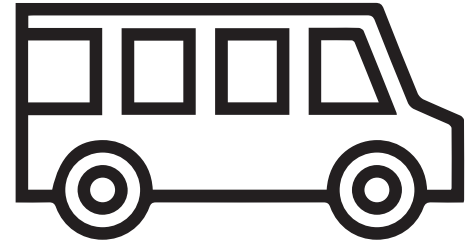
They will have dedicated teams and officers who will be interested in the audit or who may have local contacts who can be invited along, including: Public Transport, Active Travel, Transport Planning and Communities teams. A directory for local authorities based on a postcode finder can be found here – <https://bit.ly/2r7CDGv>

## > CONTACT LOCAL POLITICIANS

These include local councillors, MPs and MSPs, who can raise the profile of the audit, contribute their local knowledge and influence discussions and outcomes within the local authority and area. The relevant information for each politician can be found here using a postcode search <https://bit.ly/2KICubg>

## > CONTACT LOCAL CHARITIES AND BUSINESSES WHO HAVE AN INTEREST IN ENVIRONMENTAL, NEIGHBOURHOOD OR TRANSPORT ISSUES

There may be charities who look after neighbourhoods who have an environmental or community ethos. They will be interested in the audit and should be invited or asked to promote the audit through their own communication channels.



### > CONTACT LOCAL BUSINESSES OR BODIES REPRESENTING BUSINESS WHO ARE CLOSE TO THE AUDIT ROUTE AND MAY BE AFFECTED BY ACCESS TO BUSES

It is good practice to invite local businesses to contribute to the audit. This will be the case where there are large businesses whose employees could be using the buses, such as in a business park or industrial area, and where there is a known issue. If the audit is in a town centre or business area, there may be a BID (Business Improvement District) who will be interested in the audit outcomes. A directory of Scottish BIDs can be found here: <https://bit.ly/2GnnXwD>

### > CONTACT LOCAL SCHOOLS

It is beneficial to get children's' point of view for audits, as they often have a different walking experience to adults. Contact the headteacher to invite children (usually from the School Council) to attend the audit, and give as much notice as possible, allowing schools to organise staff to accompany the children, and to get parental permission.

### > CONTACT PRIVATE LANDOWNERS

If the audit route crosses private land (not owned by the local council) then the landowner or their representative should be invited along. This can occur where there is new housing, a supermarket or at a railway or bus station

### > CONTACT PUBLIC TRANSPORT PROVIDERS

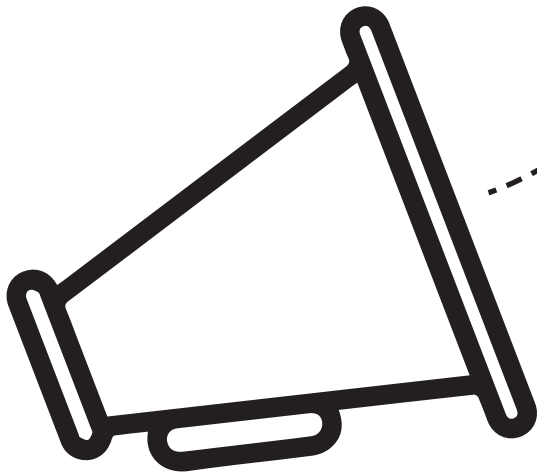
Invite bus operators who serve the bus stops that are part of the audit, as well as train or tram operators where there is a transport interchange. Providers will have a wealth of local knowledge around accessing bus stops through driver knowledge or complaints from users and local residents, which could be useful

### > CONTACT THE LOCAL ACCESS PANEL

These are groups of volunteers who have an interest in accessibility and social inclusion. They will also be able to spread the word about the audit. They will also know people you can invite who may have access needs, such as those in wheelchairs or people with visual impairments, who can add an extra element to the audit and should be included. A directory of Access Panels in Scotland can be found here: <http://accesspanelnetwork.org.uk/directory-panels/>

# PROMOTION

Promotion is vital to ensure that the audit attracts attendees and the right people are being reached. Always ask interested people to contact you if they are interested in attending the audit, so that you have an idea of numbers (to help with planning room size, refreshments, clipboards) and you're not surprised by numbers on the day.



## > PROMOTE USING LOCAL COMMUNITY INFORMATION BOARDS

These are usually found near Community Centres and libraries. Prepare a poster promoting the audit venue, date and time with enough notice to allow attendees to plan their diary and attend. Get permission from whoever looks after the Community Information Board to display the information – which is usually clearly stated on the information board.

## > USE SOCIAL MEDIA TO PROMOTE THE AUDIT

Local residents often use social media to find out what is happening in their area. Many neighbourhoods now have a dedicated Facebook group page. Where this exists, ask permission from the group page owner to promote the audit date, time and location on their page, by sending them a message. Using Twitter may also get local interest. Encourage partners to tweet about the audit in advance, as well as just beforehand to remind their followers.

## > CONTACT LOCAL POLITICIANS

These include local councillors, MPs and MSPs, who can raise the profile of the audit, contribute their local knowledge and influence discussions and outcomes within the local authority and area. The relevant information for each politician can be found here using a postcode search <https://bit.ly/2KICubg>

## > PROMOTION THROUGH PARTNER COMMUNICATION CHANNELS

As advised in the previous section, ask as many partners as possible: community organisations, politicians and partner organisations, such as local charities, to promote on your behalf. This is a great way to spread the word about the audit, from trusted local sources, and invite anyone they think should be there. You can provide text about the audit, with the organiser's contact details, that can be adapted and shared. Anyone responding to partner communications can be invited to ask any questions prior to the audit taking place, as well as confirming attendance.

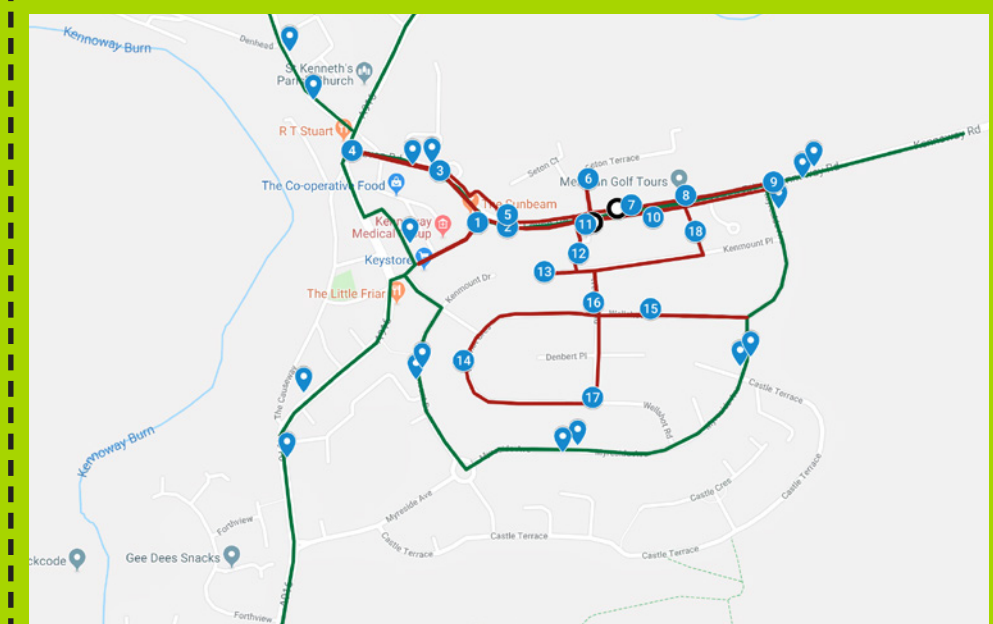
# DEVELOPING THE WALKABILITY AUDIT ROUTE

Use Google Street View or other online mapping software to help create a map showing the route you would like to walk for the walkability audit. The walking routes should be either:

- Routes radiating out from the bus stop for up to 10 minutes walk along key walking routes
- Show possible walking routes between interchange points (e.g. bus stop and rail station).

**If you have a Google account**, the walkability audit map can be created by simply using Google My Maps <https://www.google.com/mymaps> (a video guide can be found here – <https://www.youtube.com/watch?v=Bz2Ohi16ED8>).

**If you don't have a Google account**, create a walking map using Google Maps or any other map provider such as Bing or Ordnance Survey Online, and use a snipping tool (info can be found here <http://bit.ly/2H6jujg>). Print off a couple of copies, and add walking routes using a colour pen. Street names can be written underneath the printed map, to aid in following the correct route. We would recommend scanning and saving your map, if you have drawn information on it.





**Living Streets advises considering the following for developing and conducting a walkabout 'recce' of audit route, prior to the walkability audit:**

Make sure that both sides of main or wide roads should be covered, especially where access from both sides of the road to the bus stop makes sense. Where only one side of the road has a pavement, only focus on that side of the road.

Split the routes into stages, to make it easier to walk around and to help identify stopping points at the end of a walking stage of the audit. Ideally, the whole walked route should be a loop, allowing both sides of the road to be covered in the easiest way possible, but this isn't always possible.

Living Streets has developed a **Comments Form**, which allows you to note any issues identified on the recce. This can be found in the appendices.

Familiarise yourself with the **Bus Stop Form** and **Walking Stage Form**, both of which will be used on the final audit, and are a good prompt for knowing what to look for on the recce. These forms can be found in the appendices.





You will need to prepare the following to ensure that the recce is effective:

- **A clipboard with pen** and blank **Comments Form**, to allow notes to be taken about identified issues and routes walked
- **A camera or videocamera** to take photos or video issues found on the recce and which can be used when presenting to audit attendees;
- If using Google My Maps, photos can be added to locations on your map
- **A copy of your map with proposed walking routes** and which can be marked to correspond with locations where issues are identified;
- A copy of the **Bus Stop Form** and **Walking Stage Form** to remind you what issues to look for on the recce (blank version located in the appendices);
- A blank **Risk Assessment Form**, to allow identification of any risks to audit attendees  
**Please note: blank versions of all forms can be found in the appendices of this toolkit**



# CONDUCTING AUDIT RECCE AND PREPARATION FOR AUDIT

The following is recommended when conducting your recce:

Remind yourself of what you should be looking for on the recce, by reviewing the **Bus Stop Form** and **Walking Stage Form**, which include specific examples or prompts.

Using your map, walk the proposed route, taking pictures or videos of issues and taking notes of issues using your **Comments Form**. Ensure that you mark the location on issues on your map and on the comments form to allow cross-referencing.

Identify locations where each stage of the audit can finish and the group can stop, have a rest, and see examples of bad practice (and one or two examples of good practice, if possible). This will be where audit attendees can make comments using the **Walking Stage Form**. Usually three or four walking stages works well and should assist in keeping to time for the audit – it is recommended that the walking route take no longer than 90 minutes. If your existing route takes longer, do shorten it, prioritising the key walking routes immediately around the bus stop or interchange locations.

**Please note: blank versions of all forms can be found in the appendices of this toolkit**





Take photos for each stopping location (or use film stills from video) and key issues you find. These can be added to the introductory presentation, where relevant, or used to prompt discussion, when the audit attendees are back at the venue.

After the recce, use your **Risk Assessment Form** to ensure that you are considering any risks that you and audit attendees may face while out walking, and mitigate for these where possible. If there are any dangerous parts of the route, these should be avoided where possible (e.g. crossing a trunk road with fast traffic).

Type up your **Comments Form**, cross-reference with any photos or videos you have taken, and make any required amendments to your Google My Maps map or your saved map, finalising the walking route and stopping locations for completing the Walking Stage. Also add any photos you have created to any maps you have created Google My Maps.

Finally, add the locations on to your master map, to show where audit attendees will stop and make comment (as advised there should be no more than four stages to allow the audit to be completed within 90 minutes).

**Please note: blank versions of all forms can be found in the appendices of this toolkit**







You will need the following for the audit:

- An updated version of the **audit presentation** (if you have access to audiovisual equipment), which includes photos of key issues and /or locations. A basic version of this can be downloaded from here <https://bit.ly/2VCoRvr> (this url needs updating)
- A completed **Audit Prompt Sheet** outlining what you need to cover, where audiovisual equipment is not available or not working (a blank and completed version can be found in the appendix)
- A **finalised route map**, showing the route to be walked, stopping locations, bus stops (and interchange, where relevant)
- Enough forms for each location; copies of the **Bus Stop form, Walking Stage Form** and **Interchange Form** (if relevant) so that each audit attendee can have the required number (copies of all forms can be found in the appendices)
- **Clipboards and pens** for attendees
- A **Registration Form** and **Photo Permission Forms** for attendees (copies of all forms can be found in the appendices)
- **A4 route maps** (one for each attendee) and a large **A3 route map**, with **sticky dots and Post-It notes** – if you do not have access to an A3 printer, you may need to use a local library or printing shop who will be able to help for a small fee.



# AUDIT DAY

## SET UP

- › Ensure that if you are using audiovisual equipment, that it is working. If not please use the **Audit Prompt Sheet** (a blank version can be found in the appendices)
- › Ensure that tables and chairs are set up for attendees
- › Make sure you know where fire exits and toilets are so you can advise attendees
- › Ensure that refreshments are ordered and available, preferably before after returning from walking the audit route
- › Get all **Audit Forms** ready, so that each clipboard has the required number attached, or attendees can pick up forms when they arrive.



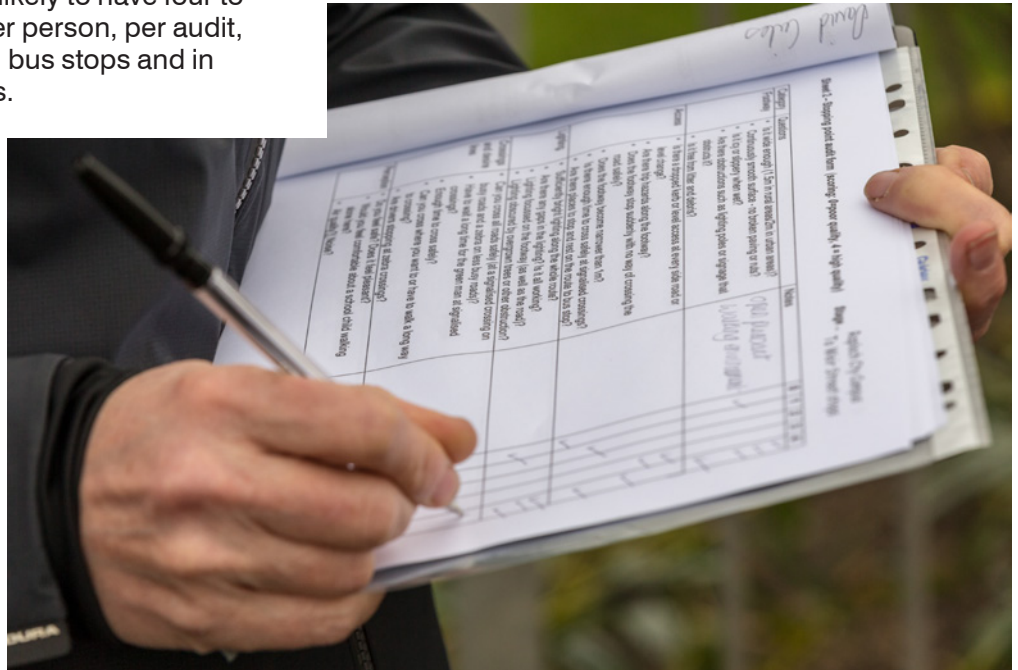
## WELCOME AND INTRODUCTION

- › When attendees arrive, invite them to help themselves to refreshments and ask them to complete the **Registration Form** and **Photo Permission Form**
- › When everyone has arrived, go through housekeeping and give the **audit presentation**, ask everyone to introduce themselves, outline the walking route, forms/maps, audit process, and risks
- › Make it clear that everyone is responsible for their own safety and to stay with the group when out walking the audit route
- › Double-check that everyone has a clipboard and all the forms that they need, before leaving the venue.



# OUT ON THE AUDIT

- Work your way around the planned walking route, stopping at the end of each stage. Ask attendees to complete a **Walking Stage Form** on what they have seen at your planned stopping point
- At bus stops, ask attendees to complete a **Bus Stop Form**, focusing on what they can see around them and the bus stop
- At an interchange (such as a bus station or a train station) ask attendees to complete an **Interchange Form**, focusing on what they can see around them
- Give everyone about five minutes to complete each form and advise that the questions on the forms are a prompt to aid thinking and don't all need an answer. You are likely to have four to eight forms completed per person, per audit, including walking stages, bus stops and in some cases interchanges.

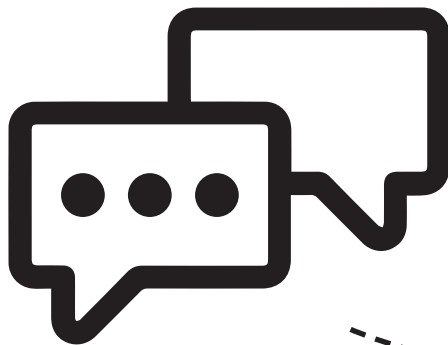
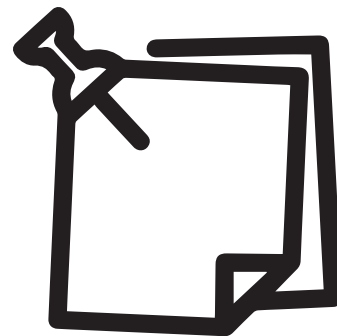


# AFTER THE AUDIT

- Invite everyone to have a refreshment and to take their seats when you arrive back at the venue
- Invite initial comments about what attendees saw on the audit, including key issues, concerns, and also any good examples supporting walking
- Undertake the **Barriers activity** (see box for more details)
- Thank everyone for attending and advise that you will be in touch once the audit has been written up

## BARRIERS ACTIVITY

- Place your A3 map on the wall or on the table
- Ask attendees to write down on three post-it notes, their top three issues and where the issue is located
- Invite them to place a sticky dot on the A3 map for that location.
- Ask them to suggest potential solutions, and write these on the other side of the Post-It note
- Collect all this information together and add to the audit forms you have collected



# WRITING UP AND SHARING RESULTS

A report including all findings from the audit is vital to allow action to be taken, which can be based on the collation, review and analysis of audit and recce forms.

Collating and reviewing of the forms will allow analysis and conclusions to be drawn from the audit. A clear format should be used to advise key audiences, such as local authorities (who are responsible for most roads and pathways, and also may have funds to tackle issues or realise solutions outlined in the audit report). In addition, the report could be used for funding bids or as a starting point for larger work around neighbourhood regeneration and placemaking.



The following format is recommended for an audit report:

- › **Front page** with a photo showing a key issue or the audit location
- › **Contents page**
- › **Executive Summary** – a one pager that outlines the reason for the audit, the process and recommendations
- › **Introduction and background** – why and where the audit is taking place, including maps, venue information and who attended
- › **Methodology** – outline of the audit approach (including recce)
- › **Results and findings** – analysis of comments and findings from the audit and recce. Advise any issues identified
- › **Recommendations/Solutions** – list of recommendations to resolve identified issues
- › **Appendices** – any additional documents that are relevant to the audit. This could include forms (blank or completed example), additional maps, local transport map of bus routes etc.

If there isn't enough time to write up the above format, a **simple list of issues** and **suggested solutions as recommendations** can suffice, and will cover off what is required to allow solutions to be considered, planned, and actioned.

Examples of the reports for the 20 locations where the pilot of the Bus Connectivity project took place are saved on the Living Streets website and can be found here: <https://www.livingstreets.org.uk/communities#c>

# REALISING AUDIT RECOMMENDATIONS AND MOVING FORWARD

The audit report is written, and you now have a set of recommendations that can be actioned and will help resolve issues identified through the audit. To enable this, discussions will need to take place with key partners, such as the local authority, any private landowners or organisations that own any infrastructure, such as bus companies, to understand their interest and see if they can provide financial support.

Share the audit report with all the relevant partners and invite them to attend a meeting to discuss findings and the audit recommendations. The main outcome from the meeting should be; to determine if they are supportive, if there are any existing plans to make changes that this audit verifies, as well as if there are local funds that can be used. Living Streets advise getting written confirmation of support from partners, so that this can be used as part of any funding bids that need to be made. Don't forget to share the final report with any of the audit attendees who advised that they wanted to see it.



# FUNDING AND INFRASTRUCTURE COSTS

If there is no money available and partners are supportive, you can start looking for other funding pots.

If this is the case, it is worth knowing the costs for any infrastructure changes, including the cost for dropped kerbs, new paths, cutting back undergrowth, so that you can create a shopping list. A list of costs has been provided in the appendix of this toolkit.

Regarding funding, within Scotland there are several sources to cover the cost of recommendations identified within the audit. Often these funds are not available to all audiences; with some available to community groups, charities and local authorities.

For information on national, regional and local funding pots please visit the Funding Scotland website: <https://fundingscotland.com/>

## KEY OUTCOMES FOR SUCCESSFUL IMPLEMENTATION

The desired outcomes for an audit may be long-term and not immediate (e.g. installation of requested infrastructure changes when funds are available). However, pilots have demonstrated success around these types of activities can also be understood in terms of the realisation of:

- › Partnerships established with the local authority, bus companies, local community groups or individuals, and others who can support any future work around accessibility to public transport and improving the walking environment
- › Identification of issues that may not be known by strategic partners and which can support accessibility to public transport, and which could make a difference.



# APPENDICES CONTENTS

- **Case Studies** **25**  
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- **Audit Forms** **29**  
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- **Audit prompt sheet (completed version)** **38**  
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- **Infrastructure Costs table** **40**  
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# CASE STUDIES

The following two case studies were developed following the Bus Connectivity pilot, and highlight two different types of location; an audit focusing around bus stops, as well as an audit focusing on interchange between bus stops and a rail station.

## SEAFAR CASE STUDY

### Background:

Seafar Road bus stops (Fleming and Lennox Road stops) were one of 14 across Scotland highlighted as locations that could benefit from an audit of the walking routes to the bus stop. This was to see if improvements could support higher bus use and better bus stop access. This location was suggested by Stagecoach buses, who advised that bus patronage numbers were lower than expected. They suggested that buses were restricted to main roads, due to the design of the area, and as the area is hilly, that there may be accessibility issues for older and disabled people, who are more likely to have to use buses to get around.

### What happened:

An initial walkabout of the Seafar took place on 2 March, 2019 to understand the local walking environment and issues, leading to a final audit route and map being created – an online version of the map and issues is available at <https://bit.ly/2JKtTTI>. An audit was booked in for 11 March and local politicians, charity groups, and residents were invited to attend and contribute to the walkability audit.

On the walkability audit day, local residents who attended used special audit forms within Living Streets' Bus Stop Walkability Audit to give comments and grade the walking routes, and Seafar bus stops.

In addition, to the walkability audit, market research was commissioned to better understand local bus use and see if other factors were influencing bus use at the bus stops on Seafar Road.



# CASE STUDIES

## SEAFAR CASE STUDY continued...

### Results:

Results from the walkability audit and market research were analysed and a special report was created. Recommendations within the audit report included:

- Clear leaf litter and moss across the area to make walking safer for pedestrians heading to the bus stop
- Install dropped kerbs and railings across the area to allow older adults, disabled people and families with buggies to get up to paths and cross roads more easily
- Refurbish and remove slopes on existing pavements and build new pavements to provide a more seamless walking journey towards the bus stop where these are missing
- Refurbish lighting and remove graffiti from underpasses joining the north and south of Seafar under Seafar Road.
- Investigate reducing the speed limit, and adding a crossing point on Seafar Road to allow crossing of road as the access to underpasses is steep
- Clean up bus stops and add timetable information where it is missing

### What happens next?

The recommendations have been sent to stakeholders, including North Lanarkshire Council, Seafar and Ravenswood Community Council and Stagecoach Buses, to advise what can be done to improve accessibility to the Seafar Road bus stops and Living Streets hope to see that recommendations have been acted upon. Living Streets has also conducted research to identify funding pots that could provide funds to cover the cost of recommendations and these have been shared with stakeholders.



# CASE STUDIES

## ESKBANK CASE STUDY

### Background:

Eskbank rail station and the bus stop at Tesco's Hardengreen, together with Edinburgh College and Midlothian Hospital and other local bus stops, offered an interchange location for evaluation through Living Streets' Bus Connectivity project. This location was suggested by Midlothian Council, as a significant number of walking and public transport journeys are able to take place at this location, and there are known accessibility issues here for a number of audiences, including students, shoppers and older residents.

### What happened:

An initial walkabout of the Eskbank area took place on 11th March, 2019 to understand the local walking environment and issues, leading to a final audit route and map being created – an online version of the map and issues is available at <https://bit.ly/2JKtTT1>. An audit was booked in for 18 March and local politicians, residents and groups were invited to attend and contribute to the walkability audit.

On the walkability audit day, local residents who attended used special audit forms within Living Streets' Bus Stop Walkability Audit to give comments and grade the walking routes, bus stops and Eskbank station.

In addition to the walkability audit, an independent Accessibility Audit was commissioned, which looked at the audit routes, from the perspective of those with accessibility issues and advised potential changes and ideas to improve the walking environment.



# CASE STUDIES

## ESKBANK CASE STUDY continued...

### Results:

Results from the walkability audit and Accessibility audit were analysed and a special report was created. Recommendations within the audit report included:

- Creating pathway missing links between existing paths around and between Tesco's Hardengreen, Bonnyrigg Road, Eskbank station and Dalkeith – Penicuik railway path to allow more seamless walking journeys, allowing interchange
- Advise Tesco that the bus stop outside Hardengreen store needs updating, and to look at providing new seating under Tesco's canopy behind the existing stop, together with onward journey information
- Investigate adding railings and benches on steep parts of pathways between Tesco's and Bonnyrigg Road, Eskbank station and Community Hospital
- Improve signage on Tesco's property and at end of railway path to advise pedestrians of local destinations and routes
- Replace or refurbish Muirpark bus shelter (southbound) as it is in a poor state
- Investigate if a bus service can be introduced which can take Edinburgh College students to key locations (e.g. Dalkeith, Bonnyrigg, and Edinburgh)
- Add a new path from Tesco's to alleyway on boundary with Coach yard (on way to station), following contour of the land for flatter access to Eskbank station from Tesco's as wheelchair users and less able may struggle to use the current path



### What happens next?

The recommendations have been sent to stakeholders, including Midlothian Council, Lothian Buses, Tesco's, Scotrail and local community groups to advise what can be done to improve accessibility in Eskbank and Living Streets hope to see that recommendations have been acted upon. Living Streets has also conducted research to identify funding pots that could provide funds to cover the cost of recommendations.

# AUDIT FORMS

The following forms were created by Living Streets to support groups in conducting a walkability audit, with a focus on bus stops or bus interchange.

- › **Bus Stop Form**
- › **Walking Stage Form**
- › **Interchange Form**
- › **Risk Assessment Form**
- › **Registration Form**
- › **Recce Observations Form**
- › **Audit Prompt Sheet (blank)**
- › **Audit Prompt Sheet (completed example)**
- › **Image Consent Form**

**Sheet 01 – Bus stop audit form**  
(scoring: 0=poor quality, 4 = high quality)

Bus stop name: \_\_\_\_\_ Direction of bus stop: \_\_\_\_\_

Does the bus stop have...	Very Bad	0	1	2	3	4	Very Good	Notes
A shelter offering protection	No shelter						High quality, weatherproof shelter	
Seating	No seating						Adequate seating with arm rests	
Lighting	No lighting						Bright lighting in bus shelter/at stop	
Bin (emptied)	No bin						Bin not overflowing	
(If bus shelter present) enough space in shelter for the number of passengers using it	Insufficient space						Ample space	
(If no bus shelter) enough space on footway for waiting passengers	Passengers blocking path/ waiting in road						Enough space for people to walk by	
Evidence of graffiti or vandalism	Severe graffiti or vandalism						None	
Real time information available?	No RTI						Fully functioning RTI	
Map of local area showing walking routes and public transport interchange	No ongoing journey information						Legible map showing walking routes and public transport stops	
A formal crossing facility at or near the bus stop	No crossing						Zebra or signalised crossing at or within 30m of bus stop	
Does it feel safe waiting here at night?	Completely unsafe						Completely safe	
Noisy/unpleasant or quiet/pleasant	Noisy						Quiet	

Category	Prompts	Notes	0	1	2	3	4
Footway	<ul style="list-style-type: none"> <li>› Is it wide enough (1.5m in rural areas/2m in urban areas)?</li> <li>› Continuously smooth surface – no broken paving or ruts?</li> <li>› Is it icy or slippery when wet?</li> <li>› Are there obstructions such as lighting poles or signage that obstructs it?</li> <li>› Is it free from litter and debris?</li> </ul>						
Access	<ul style="list-style-type: none"> <li>› Is there a dropped kerb or level access at every side road or level change?</li> <li>› Are there trip hazards along the footway?</li> <li>› Does the footway stop suddenly with no way of crossing the road safely?</li> <li>› Does the footway become narrower than 1m?</li> <li>› Is there enough time to cross safely at signalised crossings?</li> <li>› Are there places to stop and rest on the route to bus stop?</li> </ul>						
Lighting	<ul style="list-style-type: none"> <li>› Sufficiently bright lighting along the whole route?</li> <li>› Are there any gaps in the lighting? Is it all working?</li> <li>› Lighting focussed on the footway (as well as the road)?</li> <li>› Lighting obscured by overgrown trees or other obstruction?</li> </ul>						
Crossings and desire lines	<ul style="list-style-type: none"> <li>› Can you cross all roads safely (at a signalised crossing on busy roads and a zebra on less busy roads)?</li> <li>› Have to wait a long time for the green man at signalised crossings?</li> <li>› Enough time to cross safely?</li> <li>› Can you cross where you want to or have to walk a long way to crossing?</li> <li>› Are drivers stopping at zebra crossings?</li> </ul>						
Perception	<ul style="list-style-type: none"> <li>› Do you feel safe? Does it feel pleasant?</li> <li>› Would you feel comfortable about a school child walking alone here?</li> <li>› Air quality?/ Noise?</li> </ul>						

**Sheet 03 – Interchange Form** (large bus stations and rail stations) (scoring: 0=poor quality, 4 = high quality)

Name of interchange/transport hub \_\_\_\_\_

Theme		0	1	2	3	4		Notes
Is the onward journey information clearly displayed and obvious?	No information or information not obvious						Information displayed obviously	
Is the information up to date?	No information or information out of date						Up to date and date of renewal displayed	
Is there a comprehensive map of local walking routes with indicative walking times?	No maps displayed						Comprehensive local route map provided with walking times	
Are the local bus stops clearly signed in the interchange station?	No signage to indicate bus stop location						Clear signage to local bus stops	
Is there further signage outside the interchange and in the local area indicating directions to bus stops?	No wayfinding apparent						Comprehensive wayfinding outside transport hub and along audit route	
Are there facilities such as toilets and a waiting room?	No facilities available						Free facilities readily available and accessible	



Sheet 04 – Risk assessment form

Event:			Event Venue Details – Meeting and briefing location: Finishing and debriefing location:								
DATE OF EVENT:			DATE OF ASSESSMENT:				ASSESSORS NAME:				
Area	Hazard / Threat	People at Risk:		Uncontrolled Risk: Severity x Likelihood = Risk rating			Minimise risk by:	Residual risk: Severity x Likelihood = Risk rating			Further action needed:
				S	L	R		S	L	R	

**IMPORTANT:** If Your Risk Rating is 10 or over after you have assessed the Residual Risk, please highlight this with your Regional Manager immediately to discuss further action needed to reduce these risks. See final page for risk rating key.

If the assessment is related to a specific event then the organiser should sign to state that all controls detailed in the assessment are in place prior to the event taking place.

Risk Assessors Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Event Organiser Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Sheet 04 – Risk assessment form

			Hazard Severity				
			Very Severe (5)	Severe (4)	Serious (3)	Minor (2)	Negligible (1)
			Multiple deaths, casualties, severe health effects	Death, severe injury/ health effects	Serious injury, Over 3 day injury	First aid treatment, minor health effects	No visible effects, minor injury e.g. bruise
Likelihood	Very Likely (5)	100% Chance of occurrence	Extremely High Risk (25)	Extremely High Risk (20)	High Risk (15)	High Risk (10)	Low Risk (5)
	Likely (4)	Sooner rather than later	Extremely High Risk (20)	Extremely High Risk (16)	High Risk (12)	Medium (8)	Low Risk (4)
	Possible (3)	Foreseeable under normal circumstances	High Risk (15)	High Risk (12)	Medium (9)	Medium (6)	Low Risk (3)
	Unlikely (2)	Unless other factors precipitate	High Risk (10)	Medium (8)	Medium (6)	Low Risk (4)	Very Low Risk (2)
	Very Unlikely (1)	Freak conditions or circumstances required	Low Risk (5)	Low Risk (4)	Low Risk (3)	Very Low Risk (2)	Very Low Risk (1)



Observations from Recce at \_\_\_\_\_ On date \_\_\_\_\_

By (person) \_\_\_\_\_

Road/area	Description	Observations

NB: please add additional pages, as required

**Notes and general observations:**

# Bus Connectivity Audit

fill in any missing information to personalise the audit and to help you remember

Activity start	Mins	Time	
			<b>Briefing</b>
			<ul style="list-style-type: none"> <li>› Welcome and thank you</li> <li>› Fire alarm action</li> <li>› Introductions</li> </ul>
			<b>Living Streets:</b>
			UK charity for everyday walking (1929); streets fit for walking; zebra crossings & speed limits; 'walk to school' campaign
			<b>Why we're here today:</b>
			<b>What we're going to do (map):</b>
			<b>How we're going to do it:</b>
			<b>What to look out for (sheet 2):</b>
			eqpt: clipboard, map, forms, paper, pens infrastructure, feelings/perceptions mobility: disabled, buggy, child, elderly anything that is a barrier to walking
			<b>Risks</b>
			<ul style="list-style-type: none"> <li>› be vigilant: take care crossing roads</li> <li>› keep together; inform if leaving</li> <li>› weather/air quality forecast (if reqd)</li> <li>› footwear/clothing (if reqd)</li> </ul>
			<b>Image permission forms</b>
			(if taking photos)
			<b>Questions and comments (venting)</b>
			<b>Finish at about</b>
			x

## Debriefing

- › Collect in comments/forms
- › Invite attendees to speak  
what did they think?  
what did they feel?  
what were the barriers?
- › Conduct Barriers activity  
(put sticky dots on map showing locations where there are issues, with post-it notes)
- › Invite any final comments on potential solutions from attendees

## Living Streets Bus Connectivity Audit Stirling University

Activity	Mins	Time
Start		13:00
Briefing	15	13:15
Walk to Alexander Court	15	13:30
Walk to Logie WB Bus Stop	10	13:40
Review Route	4	13:44
Review Logie WB Bus Stop	4	13:48
Cross Road	2	13:50
<b>Review Logie EB Bus Stop</b>	<b>4</b>	<b>13:54</b>
Walk to Scion House	20	14:14
Walk to Univ WB Bus Stop	7	14:21
Review Route	4	14:25
Review Univ WB Bus Stop	4	14:29
Cross Road	2	14:31
<b>Review Univ EB Bus Stop</b>	<b>5</b>	<b>14:36</b>
Walk to Scion House	4	14:40
Debriefing	15	14:55
Contingency	5	15:00

<b>Briefing</b>	<ul style="list-style-type: none"> <li>› Welcome and thank you</li> <li>› Fire alarm action</li> <li>› Introductions</li> </ul>
<b>Living Streets:</b>	UK charity for everyday walking (1929); streets fit for walking; zebra crossings & speed limits; 'walk to school' campaign
<b>Why we're here today:</b>	Scottish Government project to investigate barriers to walking to/from bus stops; 20 locations
<b>What we're going to do (map):</b>	Alexander Court to Logie Cemetery bs Queens Court to Univ Rear Entrance bs
<b>How we're going to do it:</b>	walk to AC then to Logie C bs / walk back to QC then to Univ RE bs complete audit forms at stopping points / paper for comments en route / about 3 miles/90 minutes
<b>What to look out for (sheet 2):</b>	eqpt: clipboard, map, forms, paper, pens infrastructure, feelings/perceptions mobility: disabled, buggy, child, elderly anything that is a barrier to walking
<b>Risks</b>	<ul style="list-style-type: none"> <li>› esp Hillfoots Road</li> <li>› uneven kerbs; dog mess</li> <li>› keep together; inform if leaving</li> <li>› weather/air quality forecast (if reqd)</li> <li>› footwear/clothing (if reqd)</li> </ul>
<b>Image permission forms</b>	(if taking photos)
<b>Questions and comments (venting)</b>	
<b>Finish at about</b>	15.00

### Debriefing

- › Collect in comments/forms
- › Invite attendees to speak
  - what did they think?
  - what did they feel?
  - what were the barriers?
- › Conduct barriers activity (put sticky dots on map showing locations where there are issues)
- › Invite any final comments on potential solutions from attendees

# SAMPLE IMAGE CONSENT FORM

Photos of participants will be taken during the completion of this audit. These images could be used in future reports or in the promotion of the audit findings. Images maybe shared with relevant organisations concerned with the audit or related projects. The future use of images may include publications, websites and social media. For legal reasons we need your permission to store these images and use them in future.

<b>Organisation leading the audit</b>	
<b>Event name / description</b>	
<b>Date</b>	

<b>Name</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Email</b>	
<b>Signed</b>	<b>Date</b>

To comply with the law, the organiser needs parent or guardian permission before photographs or any recordings of a child (under 18 years of age) can be taken.

<b>Parent / guardian name</b> <i>(if applicable)</i>	<b>Date</b>
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## Data protection statement

The information you provide will only be used to contact you about these images. We will not pass the details recorded on this form on to any other organization without your permission. Images will be held for no longer than 5 years from the date of consent. A copy of our full data protection policy is available on request.

**Thank you for your cooperation**

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<b>FOR INTERNAL USE ONLY</b>	
Name and location of photo shoot	
Date	
Staff name	

# INFRASTRUCTURE COSTS

The following list shows the estimated cost of infrastructure changes that could take place following walkability audit recommendations. Further information can be found as a downloadable pdf called **Estimating price guide for path projects**, by Paths for All and can be found at <https://bit.ly/2Gpd4LP>

Please note: all costs are indicative

## Infrastructure Costs List



### Public path and road infrastructure

<b>New path</b> – unbound surface	For the construction of a new path with unbound rolled surface (whinstone / granite dust), with full tray excavation, or half tray and geotextile.	<b>£18.20</b> / square metre
<b>New path</b> – semi-bound surface	For the construction of a new path with semi-bound or semi-sealed surface, of semi-binding materials (e.g. recycled semi-binding materials like road planings, crushed concrete, Ultitrec or equivalent), with full tray excavation or half tray and geotextile.	<b>£28.15</b> / square metre
<b>Upgrade to an existing path</b>	For the scraping of an existing constructed footpath and re-construction of a fresh sub-base, with path surfacing of rolled whinstone / granite dust.	<b>£6.20</b> / square metre
<b>Dropped Kerb</b>	To create a dropped kerb over a public pathway	<b>£1000</b> per 2m of kerb
<b>Path bridge</b>	To provide a path bridge, in accordance with the 'Path Bridges' guide.	<b>£1,100</b> / square metre of clear user deck
<b>Pavement resurfacing</b>	to resurface paving which needs repair	<b>£23</b> per sqm
<b>Road resurfacing</b>	to repair for potholes or road surfaces that are wearing away	<b>£20</b> per sqm



## Infrastructure Costs List

Continued...

<b>Gabion basket retaining wall for path</b>	Construction of metal mesh stone-filled gabion baskets to create revetments for the purpose of stabilising new or upgraded paths.	<b>£100</b> / cubic metre
<b>Boardwalk</b>	For a wooden or recycled plastic boardwalk with edge rails, giving a clear user width of at least 1.2 metres.	<b>£91</b> / square metre of clear user deck
<b>Timber board and aggregate steps</b>	For the installation of steps, only in exceptional situations where the terrain naturally restricts access, and a ramped path cannot reasonably be provided without exceeding ramp gradient limits of 1:12.	<b>£150</b> / metre
<b>Drainage ditch</b>	For drainage in conjunction with the path construction or upgrading, as an open machine-dug V or U ditch, 200 to 300 millimetres deep with stable angled sides.	<b>£1.88</b> / metre
<b>Seats and signs</b>		
<b>Perch seat</b>	For a timber perch seat alongside a new or upgraded path.	<b>£200</b> / each
<b>Timber bench</b>	For a bench without a backrest on a level and surfaced area close to a new or upgraded path.	<b>£350</b> / each
<b>Timber picnic table</b>	For a wooden picnic table with easy-access bench seats without backrests, on a level and surfaced area close to a new or upgraded path.	<b>£700</b> / each
<b>Fingerpost</b>	For a finger post to indicate the path direction / destination / distance, with hollow steel post and aluminium finger blades.	<b>£150</b> / each
<b>Waymarker post</b>	For a treated and routed timber waymarker post, including disc / arrow as needed.	<b>£29</b> / each
<b>A3 on-site information panel</b>	For a laminated A3 panel sign mounted on wooden post(s), to provide path grading and route information to national standard.	<b>£262</b> / each
<b>Entrance sign</b>	For a timber roadside entrance sign, with painted background and routed and painted lettering.	<b>£270</b> / each

## Infrastructure Costs List

Continued...

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<b>Stock fence / stock gate</b>	For a stock fence alongside a new or upgraded path, with a minimum of six line wires or two line wires with woven wire netting, and any barbed or electrified wire on the stock side protected by a plain wire on the path side. Stock gates three metres wide may be included in the stock fence where justified, but only if alongside (i.e. not across) the new or upgraded path.	<b>£170</b> each <b>/£5.50</b> per m
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### Tree and hedge safety

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<b>Make safe hazardous mature trees</b>	For the labour and machinery required for the removal of trees, deadwood and other dangerous tree features identified in the tree safety survey as posing a significant risk to users of the new or upgraded path.	<b>£113</b> / tree
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<b>Manual brashing</b>	For the works required to remove the lower branches of trees in areas of high use along both sides of new or upgraded paths.	<b>£1.09</b> / metre
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<b>Hedge trimming</b>	Cutting back of overgrown hedges	<b>£1.50</b> / metre
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