

# COMMUNITY STREET REVIEW HOW TO GUIDE

## Part 2: Arranging, Undertaking and Participant Forms

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# 1 INTRODUCTION

## A Brave New World

- 1.1 Welcome to the brave new world of Walkability. This is a new world with new terms, new procedures and new viewpoints. This new world requires new practitioner tools and this guide is the result of a year long study commissioned by the Health Sponsorship Council to develop a tool that would allow the measurement of the built environment from the perspective of walking. This new tool is a **Community Street Review**. A Community Street Review is a nationally recognised standard for measuring Walkability.

## How the Guide is Structured

- 1.2 The guide is separated into three parts; each part will be of more or less interest depending on the reader's purpose.

1. Part 1 of the guide provides information about development of Community Streets Reviews and their objective.
- 2. Part 2 of the guide provides information about the process of undertaking a Community Street Review.**
3. Part 3 of the guide provides the mechanism for assessing the results of a Community Street Review and disseminating results.

- 1.3 Overall the guide is a friendly 'how to', it sometimes includes clichés and informal language to express points of view or describe how something is undertaken or done. It is written to be an easy read and this part, **Part 2 provides information about:**

- **Arranging a Community Street Review: This section includes all the things to have to consider when arranging a Community Street Review including finding the Participants, required materials and information, organising the forms and having a base.**
- **Undertaking a Community Street Review: This section includes all the things you have to consider when undertaking the Community Street Review survey. It includes information about what to do on the day, how to lead the team and how the Community Street Review process works.**
- **Participant Forms: This section details the Participant forms and provides commentary for what terms means, the extent that a question may reach and everything in between.**

- 1.4 There are a number of technical reports that have been prepared as part of this project but these are not required to understand, arrange or assess the results of a Community Street Review. Quotations taken from other references are noted in the text and are "*italicised*". Important or especially relevant sections of quotations are **bold**. Special terms used that are specific to this guide are noted as nouns and are included in **Part 1 Appendix A**.

## Getting Better

- 1.5 Community Street Reviews facilitate better walking environments by identifying, in a systematic manner, problem areas and potential improvements. In similar vein the Community Street Review methodology is a continual improvement process. It is expected this guide will be modified from time to time to reflect the growing knowledge of Walkability issues; this is the first edition of this guide.

1.6 The current learning on Walkability matters and the measurement of the built environment can be found at:

- [www.landtransport.govt.nz](http://www.landtransport.govt.nz)
- [www.livingstreets.org.nz](http://www.livingstreets.org.nz)

1.7 This guide and the store of previous Community Street Review surveys can be found at [www.levelofservice.com](http://www.levelofservice.com). Further research work on the collection of physical and operational variables is being undertaken to add to the tools available to practitioners in this brave new world.

1.8 If you have suggestions for improving this guide, the Community Street Review methodology or if you would like to submit Community Street Review data to the national database please contact:

Tim Hughes  
Senior Engineer, Walking and Cycling Guidelines  
New Zealand Transport Agency  
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#### **About the Authors**

1.9 Community Street Reviews have been developed by 'Living Streets Aotearoa' and 'Abley Transportation Consultants Limited' with funding from Land Transport New Zealand via the HSC (formally the Health Sponsorship Council).

1.10 The HSC is a New Zealand government agency tasked with promoting health and healthy lifestyles. Living Streets Aotearoa is a non profit incorporated society that works to advocate for and develop walking friendly communities throughout New Zealand. Living Street Aotearoa takes a leadership role promoting the social, environmental and economic benefits of walking as a means of transport and recreation. Abley Transportation Consultants Limited is a private consultancy that offers transportation advice to central, regional and local government and private clients.

1.11 The authoring team is specifically:

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1.13 **Living Streets Aotearoa provides training for Community Street Reviews and undertakes Community Street Reviews on behalf of communities, regional and local government.**

## **Acknowledgement**

- 1.14 The Health Sponsorship Council and authors wish to sincerely thank the people of Wellington who participated in the development of the Community Street Review methodology. We also want to express our sincere thanks to the members of the steering group who provided valuable feedback and ongoing commentary for the duration of the project.
- 1.15 The members of the Steering Group included:
- |                     |   |
|---------------------|---|
| Christopher Carroll | Ministry of Health, Wellington                                  |
| Bruce Conaghan      | Manukau City Council, Manukau                                   |
| Tim Hughes          | New Zealand Transport Agency, Christchurch                      |
| Glen Koorey         | University of Canterbury, Christchurch                          |
| Jason Morgan        | Sport and Recreation Council of New Zealand (SPARC), Wellington |
| Brent Skinnon       | HSC, Wellington (client officer)                                |
- 1.16 Finally, the authors and Steering Group want to thank the Auckland Regional Transport Authority (ARTA) who provided feedback and technical assistance during the project. Specific thanks go to Tricia Allen and Maude Richard.

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## 2 ARRANGING

### Finding Participants and Helpers

- 2.1 Other than defining the User Group and the minimum age of participation being 13, everyone else is a potential Participant for a Community Street Review. Remember not to inadvertently skew the Participant list by only asking friends, who may all be the same age, or work colleagues who may all have the same Walkability perceptions or the same sports group, who may all have the same activity level. Variability within the specified User Group is very important.
- 2.2 As a guide, community groups, residents associations, local community centres and the Citizens Advice Bureau may be a source of finding a pool of people who may want to participate in a CSR. Walking groups, Parent Teacher Associations, kindergartens, schools, a local constable, senior citizens groups, local councillors, ward members, businesses, clubs etc are also good sources of potential participants. Additionally Council engineers, planners, urban designers and alike may take particular interest in the Community Street Review process, or they may have initiated the Community Street Review itself. Regardless of the reason, they too are welcome to become a Participant.
- 2.3 When trying to attract the widest group of Participants it is a good idea to create a poster to place in the community such as the places listed above as well as in the general area that the Community Street Review will take place. This will also have the benefit of advising when, where, and what a Community Street Review achieves. It is often worthwhile promoting the 'get together' of Community Street Reviews including the personal and social aspects as well as the benefit to the community. Make sure the poster contains thorough contact details for the Team Leader including name, postal address, telephone, mobile phone and email address.
- 2.4 Significant encouragement or inducement for Participants is not always required as people are often willing to give their time for free to help their community. That said a Participant's time is valuable and the organisation by the Team Leader and Deputy Team Leaders should be precise. Sometimes though, remuneration for Participants might be required but this raises issues such as taxable income and therefore thank you gifts may be a better idea such as book tokens, vouchers, etc.
- 2.5 Sometimes it will be necessary to employ experts as Participants and this will be especially relevant for sight or mobility impaired Participants. Mobility Instructors or other members of the community that have special skills such as those from the Royal New Zealand Foundation for the Blind, Vision Impaired Women, Barrier Free Trust, City Communities, Disability Reference Group and advocacy groups are a good source of expert advice.
- 2.6 When finding Participants it is important to keep a good record of prospective Participants contact details, their age, sight, mobility and familiarity with walking. As people respond, develop a list so an information confirmation can be sent to people advising them of any changes in plans or postponements on the day. Ask people where and how they learnt about the Community Street Review to aid recruitment in the future.
- 2.7 It is worthwhile noting that even though the minimum size for a Community Street Review is 5 Participants, it is advisable to invite at least 6 just in case a Participant drops out on the day. It would be disappointing, let alone annoying, to have to undertake the Community Street Review again, just because the minimum number of Participants were not available on the day. Also, advise participants to dress appropriately for the weather including a coat if it is cold or a hat and sunscreen if it is hot.

- 2.8 When undertaking Community Street Reviews for mobility or sight impaired User Groups the use of Helpers is essential. Helpers can read the questions for sight impaired Participants or carry the clipboard holding the forms for mobility impaired Participants, or both. It may be that the Deputy Team leader is also a Helper. Helpers could be people who have indicated an interest in being a Participant for an earlier Community Street Review as these people already have a good understanding of the Community Street Review process. Alternatively tertiary students also make good Helpers because they have flexible timetables. It is recommended an extra Helper is identified and if a planned Helper is unavailable, they would provide that role.

### **Information for Participants**

- 2.9 Community Street Reviews are undertaken on roads under normal traffic conditions. All roads are 'open' and there are no special traffic controls or road closures. There are hazards when walking, as there are hazards when travelling in a motorised vehicle; the Community Street Review Team needs to understand the CSR process does not insulate or isolate Participants from harm, no matter how improbable.
- 2.10 It is expected that walking hazards will be very similar between Routes although there maybe a special circumstance, such as undertaking a night time Community Street Review where security issues may be more prominent. To assist, a sample hazard register is included in **Appendix A** and the Team Leader is encouraged to read the hazard register, consider if there are any additional special hazards that Participants might be exposed to and eliminate, isolate or mitigate all hazards. Chances are Participants will not be exposed to any new hazards they would normally be exposed to or experience.
- 2.11 Participants should have a full understanding of how to undertake a Community Street Review **before** arriving at the Route and understand how the Community Street Review will proceed. An introductory letter is included in **Appendix B** and this can be amended and sent to Participants in advance of the Community Street Review. The introductory letter included instructions on what to wear, information about the Community Street Review process, where to meet, the Route and potential hazards.

### **Required Equipment**

- 2.12 There is very little physical equipment required to undertake a Community Street Review. The most obvious requirement is the appropriate number of Path Length and Road Crossing forms. Copies of the forms are included in **Appendix C**. Other required equipment includes:
- Clipboards: to hold the forms when walking and to act as a writing surface. One clipboard will be required for each Participant.
  - Pens: attached to the clipboards with string or similar. One pen will be required for each clipboard.
  - Name badges: some Participants may not know each other at the start of the CSR are able to recognise who is on the Team. The name badges may simply be the sticky 'Hello my name is...' type, one is required per Participant.
- 2.13 It is also useful for either the Team Leader or at least one of the Deputy Team Leaders to carry a:
- Camera: for recording items of special interest.
  - Mobile phone: for emergencies.

### **Arranging the Forms**

- 2.14 There are a number of forms that have to be completed as part of a Community Street Review. Through experience it has been found most straightforward to organise the forms into the relevant Sections i.e. either Path Lengths or Road Crossings, and attach them to the Participants' clipboards before undertaking the Community Street Review.
- 2.15 To make the process as simple as possible it is advisable to prepare a master copy of the Path Length and Road Crossing Forms and insert the date and Section number on each form. Depending on the experience of the Participants, the first form can be a dummy form to 'tune the eye' and can be either a Road Crossing or Path Length. This dummy Section allows Participants to undertake their first Community Street Review Section without potentially providing irregular or inappropriate answers on the first "real" Section. The last form in the master copy is the Participant Detail form that the Participant completes at the end of the Community Street Review.
- 2.16 Photo Copying the master copy replaces the need to insert the date and Section number on every form, which is time consuming. It also aids collation of each Participant's forms and insertion on the clipboards. In this manner the Participant simply fills in the form relevant to the particular Section and does not have to struggle with swapping, or finding the specific Road Crossing or the Path Length form. This process does require good pre planning on behalf of the Team Leader or Deputy Team Leader.

### **Having a Base**

- 2.17 Immediately before the Community Street Review commences it is important to undertake a Participant Briefing, the Briefing is lead by the Team Leader. If the Community Street Review Team is small it might be possible for the Briefing to take place on street. For larger groups the Briefing will almost certainly require a larger environment where Participants will not be distracted by surrounding on street activity. Consequently it probably necessitates a meeting room. An example of a briefing taking place in Wellington is shown in **Figure 2.1**.

**Figure 2.1 Participant Briefing**



2.18 The location of the meeting room is dependant on how the Team Leader has arranged the Community Street Review to commence. For example if Participants have planned to meet on street then the meeting room should be in close proximity to the initial Route. Alternatively if the Participants have planned to meet at the meeting room and there is some distance between the meeting room and the first Section, then transport to and from the meeting room might have to be provided.

2.19 Provision for a meeting room, although not a necessity does provide additional benefits. It provides a place where Participants can leave cycles and personal belongings and provides a place where the Team Leader can leave spare forms and clipboards. If a meeting room is being arranged it is worthwhile checking that it is lockable, and if it will be available when the Community Street Review is completed. If possible it is always a good idea to have toilets, tea and coffee facilities available as these items make the Community Street Review process more pleasant.

### **Informing Others**

2.20 When undertaking a Community Street Review, it is always a good idea to inform the road controlling authority and local authority, this may spark the interest of Council engineers, planners, or urban designers to become involved. It is a good idea to advise the Police you are undertaking a Community Street Review because, in the unlikely event a member of the public enquires, the Police will be able to tell them what is taking place.

## 3 UNDERTAKING

### Having Fun

- 3.1 Although the Community Street Review process is formal and has a serious objective; from the Participants point of view the process should be well arranged, simple and fun. If the process is fun and enjoyable the results are expected to be uniform, the Route will be travelled quite quickly and many Participants will want to partake in a Community Street Review in the future.

### The Start of the Day

- 3.2 Because the Team Leader or Deputy Team Leaders have arranged the Community Street Review properly the day's activities will proceed smoothly. Consequently participants will already know:

- where to meet,
- how they will be contacted and if the weather was inclement by what time the Community Street Review would be postponed,
- what clothing to wear,
- if they can leave personal belongings at the meeting point,
- how long the Community Street Review will probably take,
- the procedure of the Community Street Review.

- 3.3 The Team Leader or Deputy Team Leaders will need to bring the equipment to the meeting place. Leaders may also need to bring along any thank you gifts or have made arrangements to send these to the Participants after the Community Street Review. Additionally Leaders may provide (recommended) tea, coffee and milk etc if these facilities are available.

- 3.4 If the Community Street Review includes a large number of Participants it may be worthwhile placing Section markers along the Route. These will indicate where a Section begins and ends, although if Participant numbers are small, the start and finish of each Section can probably be explained on street. If Section markers are to be used, the simplest technique is for the Section number printed or clearly written on A4 paper and placed inside a clear plastic slip that is then taped onto lampposts, fences etc. It is worthwhile asking for permission before sticking anything onto private or commercial property. Likewise it is worthwhile asking Council permission to stick things on public property. When asking for permission explain that the section number will be removed at the end of the CSR.

- 3.5 An alternative to Section markers is a detailed map for each Deputy Team Leader that clearly explains where each Section starts and finishes. Detailed maps or aerial photography might be obtainable from the local authority and is provided free of charge. This would assist the Team Leader when disseminating the results of the Community Street Review and negate the need for Section markers that are subject to weather and vandalism.

- 3.6 It is also useful to provide the survey participants with a copy of the map, as they too can see where sections start and finish.

### The Briefing

- 3.7 All the Participants should attend the Briefing regardless of previous Community Street Review experience. The quality of the briefing affects the Participants responses; it is therefore important that the Briefing is undertaken to a very high standard. A Briefing for new Participants will probably take half an hour and Briefings for experienced Participants will probably take quarter of an hour as they will only require a refresher.

3.8 Before the briefing is undertaken Participants should have been issued with a name badge and have been assigned a Participant number. The Team Leader should speak clearly and with authority and the following items should be noted in this order:

- Advise the Participants that the Briefing is about to take place.
- Gather the Participants together facing you and hold their attention.
- Welcome the Participants, introduce yourself as the Team Leader and name the Deputy Team Leaders and Helpers while handing out the clip boards.
- Ask the Participants to quickly introduce themselves and when applicable, their organisation.
- Outline the programme i.e. the time now, the time the briefing will take, where the Route starts, where the Route finishes and expected completion time. This will be information that the Participant should already be familiar with, having been sent this information as part of the preliminary information.
- Discuss the Route and explain that the Team Leader or Deputy Team Leaders will lead each group through the Route. Explain that the Route is broken down into a number of Sections and when walking through a Section Participants should walk at their normal walking speed and note things they would normally note. Explain that CSR's are undertaken from **THEIR** perspective, **NOT** the perspective of anyone else. Explain that there are no right or wrong answers, only the Participants opinion.
- Explain that Sections are either Path Lengths or Road Crossings. Discuss the Path Length or Road Crossing forms, how they differ, and that the forms on the clipboards are in order for this particular Route. Explain that the forms are to be filled in at the end of each Section.
- Reiterate that the forms ask the Participant to consider how **THEY** personally feel about the environment as it is **NOW** and what changes they think could make the environment more walking friendly. Reinforce that the Participants comments are very important and encourage them to write their comments.

3.9 At this point in the Briefing the Team Leader may 'role play' a Section in front of the Participants and fill in a dummy form to allow Participants to understand and ask questions in a controlled environment. It is advisable the Briefing takes place indoors; this is especially useful because the meeting room will probably be quiet and will not have the distractions of being on street. Remember to prompt the Participants often e.g. *"Is there anything you're confused about..."*, *"do you understand how to..."*, *"Did you understand what I said when..."* Finally, finish with these few points:

- Ask the Participants to remain courteous to other walkers. Let the public pass and try not to let the Team block the footpath. Discuss any potential hazards and advise Participants to adhere to road rules. Indicate to Participants where they can leave personal items during the CSR and the location of available toilets. An example of a Community Street Review being undertaken, with participants blocking the footpath is shown **Figure 3.1**. It is important to try and avoid this situation from occurring.
- Finally, encourage Participants to enjoy the Community Street Review experience, reiterate that their personal views are important and to have fun.

**Figure 3.1 CSR Participants Blocking Footpath**



#### **How to Lead the Team**

- 3.10 Although the Team Leader can be a Participant, it is often better that the roles are separated so the Team Leader can concentrate on organising and leading the Team on the day. This is especially relevant when Community Street Reviews include a large number of Participants.
- 3.11 Additionally, large groups can be daunting to Participants and potentially affect the Participants perception and experience, hence a potential perception of the Section. To try and reduce the influence of the group on the Community Street Review process. Deputy Team Leaders should not commence walking a Section until the section is clear of any earlier Teams, this will limit Participant congestion.
- 3.12 Regardless if a 'role play' has been undertaken as part of the briefing, it is a good idea that a dummy Section is created just before the first real Section, to "tune the eye". This dummy Section allows Participants an initial experience of completing a Section
- 3.13 In a similar way to all the other Road Crossings or Path Lengths ask the Participants to walk through the Dummy Section at their normal walking speed and take an interest in things they would normally. At the end of the Section ask the Participants to turn, look back at the Section, and answer the questions relevant to the Path Length or Road Crossing. When complete the Team Leader or Deputy Team Leader should check the quality of the completed forms and ask questions of the Participants to confirm they understand the prompts and questions. When complete, the group starts the first Section and if appropriate, another group would then start the Dummy Section. The process continues until the entire Route is completed.

#### **The Public**

- 3.14 The public will naturally be curious of Participants with clip boards descending upon their community. They might find it interesting, amusing or slightly threatening and their response might be to ask questions or in extreme cases

complain to either the local Council, road controlling authority or maybe even the Police.

3.15 As members of the public all the Participants are allowed on public property. Another member of the public cannot legally halt a Community Street Review and although it is very unlikely, if a member of the public became abusive or threatening the Community Street Review should be halted and the situation diffused. In very extreme cases the Team Leader would make an emergency telephone call to the Police.

3.16 Generally the public will simply want to know what is going on. As such Participants should say a Community Street Review is in progress and refer any questions to the Deputy Team Leader or Team Leader.

#### **The End of The Day**

3.17 At the conclusion of the Community Street Review the Participants should be thanked for their contribution and have explained to them what will happen next. Other than the assessment of Level of Service for the Sections and Route the Participants may also be interested in knowing what the Level of Service will be used for and this will be specific as to why the Community Street Review was originally commissioned.

3.18 Before departing the clip boards and pens should be collected and the Path Length and Road Crossing forms confirmed as being completed for each Participant. It is also important to check that the last form on the clip board, the Participant Detail form, is completed in full. Remove any Section markers if these were used.

3.19 Now is the best time to arrange payment for any employed Deputy Team Leaders, Helpers or Participants. If appropriate, this is the time to present Participants with a thank you gift.

## 4 PARTICIPANT FORMS

### Introduction

- 4.1 There are a number of forms to complete when undertaking a Community Street Review. To assist, the Path Length and Road Crossing forms are discussed in detail and included in Appendix C.

### Path Length

- 4.2 The Path Length form is used to measure a Participant's perception in the walking environment. The Path Length form is used on a section of footpath that is a uniform environment. An example of CSR participants reviewing a path length is shown in **Figure 4.1**.

**Figure 4.1** Participant reviewing Path Length



- 4.3 Step one of the form details information about the Participant, their name or Participant number, the date and Section being considered. When considering a Section, it is quicker to fill in the Participant number rather than for the Participant to write their name on each form. From the Team Leaders perspective the

Participant's name is not required, rather only the linkage with the Participant Detail form described later which can be done through Participant number alone. In this way Participant form filling should be simple and quick. Participants are assigned a number before the Briefing.

4.4 Step two is the first rating component of the form. This part of the form considers the Section the way it is today as viewed from the Participants perspective. Options vary between 'Very Bad' to 'Very Good' with a median or 'have no opinion' being 'Neutral'. The opinions requested include:

- Walkable: (and Walkability) is the extent that the built environment is walking friendly. Walking friendly includes all of the below characteristics and is of personal opinion to the Participant. Walkable cannot be defined any further as friendliness is whatever the Participant considers meets their perception. Participants answer the prompt "*I feel this Path Length is walking friendly*" by ticking the option that most represents how they felt.
- Safe from Traffic: is the feeling of being safe from the potential impact of vehicular traffic including cyclists, skateboarders and alike but excluding wheelchairs. Safety is an important component of Walkability because the perception of safety can influence if a Participant is 'on edge', primed to take evasive action, or rather is relaxed and comfortable unaware of any safety issues with surrounding traffic. Traffic can also include vehicles entering and exiting access ways and driveways. Participants answer the prompt "*I feel safe from traffic danger*" by ticking the option that most represents how they felt.
- Safe from Falling: is the feeling of being unaware of where you are travelling and being unconcerned with the condition of the footpath. Items that might degrade a Participants opinion of Safe from Falling could include trips, steps, excessive cross fall or cracked paving stones. Participants answer the prompt "*I feel safe from trips, slips and falls*" by ticking the option that most represents how they felt.
- Obstacle Free: is the feeling of being unaware of where you are travelling and being unconcerned regarding the path you take. Items that might degrade a Participants opinion of Obstacle Free could include sandwich boards, flags protruding from buildings, lampposts, steps or tree branches. Participants answer the prompt "*I was able to move around unhindered by physical features*" by ticking the option that most represents how they felt.
- Secure: is the feeling of being unconcerned for personal safety and unaware of surrounding people. Security is an important consideration as people will not venture into areas where they feel personal security may be at risk. Secure could include such items as light, areas where a prowler or person could hide in wait, and may be influenced by the provision of closed circuit television and active policing. Participants answer the prompt "*I feel safe from intimidation of physical attack*" by ticking the option that most represents how they felt.
- Efficient: is the feeling of being able to journey the Section at the Participants own pace, without having to dodge approaching pedestrians or being able to overtake slow pedestrians as and when wanted. Efficiency is especially important for commuters and is influenced by the number of people lingering in an area that also provides for movement of people. Participants answer the prompt "*I was not impeded by others*" by ticking the option that most represents how they felt.

- Pleasant: is the feeling of niceness, wanting and being invited to stay in the Section longer. It may include various activates that encouraged the Participant to look around or the provision of information for available activities in the area. It can also include simple items such as cleanliness, attractive paving or flowers. Participants answer the prompt *“I enjoyed being in this place, to interact with others and it wasn’t just for movement”* by ticking the option that most represents how they felt.

4.5 Some examples illustrating what to look out for, for both path lengths and road crossings are shown in **Figure 4.2** to **Figure 4.7**.

**Figure 4.2 Vehicle Parking Intruding onto Road Crossing & Possible Tripping Hazard**



**Figure 4.3 Road Crossing – Possible Tripping Hazard**



**Figure 4.4 Obstacles – Furniture and Sandwich Boards on Path Length**



**Figure 4.5 Obstacles on Path Length**



**Figure 4.6 Unpleasant Path Length – Vandalism and Litter**



**Figure 4.7 Pleasant Path Length**



- 4.6 Step three is the first commentary component of the form. This part of the form allows Participants to note why they gave the Section the opinions they ticked in Step two. Commentary may be positive e.g. "I particularly liked...", or alternatively it could be negative e.g. "I gave 'Secure' a low opinion because..." Participants should be strongly encouraged to provide commentary, Comments are very important because they provide practitioners with reasons to why a Section may have provided a particularly low measured Walkability.
- 4.7 Step four is the second rating component of the form. This part of the form considers the Section and items that could improve the Section's Walkability by listing a number of standard variables. Options vary for the variable making no improvement i.e. 'None', to the variable providing some improvement i.e. 'A little', to providing significant improvement i.e. 'a lot'. Not all of the variables will be applicable or indeed sensible for each Section, Participants should not concern themselves with the practicality of implementing each variable. The opinions requested include:
- 4.8 Traffic Variables:
- More priority over motor vehicles: for example, removing the number of vehicle access ways.
  - More separation from roadway: for example moving vehicles further away from the walking area by narrowing the carriageway or removing parking.
  - Fewer cyclists or skateboarders etc: for example instigating a bylaw making these activities illegal in this Section or policing an existing by law.
  - Better view of vehicles crossing path: for example low fences or chamfered buildings or parking restrictions.
  - Less Traffic: for example, less traffic, less heavy vehicle traffic, less noisy traffic.
- 4.9 Engineering Variables:
- More direct route: for example the current route may not be particularly direct from point A to point B requiring the Participant to undertake an unnecessary detour.
  - Gentler slide slope across path: for example the slide slope might be so severe it makes walking difficult.
  - Gentler slope along path and or no steps: for example the path slope might be so steep that it is either very difficult to climb or difficult to 'brake'.
  - More or better tactile and visual aids: for example aids to point out potential conflict areas or community facilities. This will normally only be relevant to visual or mobility impaired Participants.
  - Better street lighting: for example because an area is dark and provides attackers an opportunity to hide in the shadows. This will normally only be relevant when undertaking a Community Street Review at night.
  - Smoother and more even surface quality: for example if there are a number of trips, bumps and cracks. This item can be used for footpath maintenance issues.

- Wider path: for example if pedestrian congestion is a problem or there are a number of obstructions or constrictions.

4.10 Environment Variables:

- Better streetscape of public art: for example if an area is sterile of life. This variable will not be relevant in all environments.
- Better landscaping or more greenery: for example the provision of a landscape strip in a residential area or maybe hanging plants or planters in a shopping area.
- Cleaner: less 'tagging', gum, or litter.
- Fewer footpath obstructions: for example less table and chairs in the through path or less sandwich boards.
- More seats, drinking fountains etc: for example items that physically assist the walking journey such as those mentioned.
- More street activity and natural surveillance: for example, active shopping, children playing, music or residential living.

4.11 Step five is the second commentary component of the form. This part of the form provides the Participant to note opportunities for the Section in addition to those they ticked in Step four. Participant commentary could include items such as "I think a such and such would be a good idea here..." or maybe "if such and such was not here this Section would be fine". Comments are very important because they provide practitioners with ways a Section may be improved.

## Road Crossing

- 4.12 The Road Crossing form is used when crossing traffic lanes and is from one side of the road to the other. An example of CSR participants reviewing a road crossing is shown in **Figure 4.8**.

**Figure 4.8** Participant reviewing Road Crossing



- 4.13 Step one of the form details information about the Participant, their name or Participant number, the date and Section being considered. When considering a Section using the Road Crossing form it is quicker to fill in the Participant number then for the Participant to write their name on each form. From the Team Leaders perspective the Participant's name is not required, rather only the linkage with the Participant Detail form described later, which can be done through the Participant number alone. In this way Participant form filling is hopefully as simple and quick as possible. Participants are assigned a Participant number before the Briefing.

- 4.14 Step two is the first rating component of the form. This part of the form considers the Section the way it is today as viewed from the Participants own perspective. Options vary between 'Very Bad' to 'Very Good' with a median or 'have no opinion' being 'Neutral'. The opinions requested include:

- Walkable: (and Walkability) is the extent that the built environment is walking friendly. Walking friendly is all of the below characteristics and is personal to the Participant. Walkable cannot be defined any further because friendliness is whatever the Participant considers meets their perception. Participants answer the prompt "*I feel this Road Crossing is walking friendly*" by ticking the option that most represents how they felt.
- Safe from Traffic: is the feeling of being safe from the potential impact of vehicular traffic including cars, trucks, cyclists and alike but

excluding wheelchairs. Safety is an important component of Walkability because the perception of safety can influence if a Participant is 'on edge', primed to take evasive action, or rather is relaxed and comfortable unaware of any safety issues with surrounding traffic. Participants answer the prompt "*I feel safe from vehicle danger*" by ticking the option that most represents how they felt.

- Safe from Falling: is the feeling of being unaware of where you are travelling and being unconcerned regarding the condition of the footpath. Items that might degrade a Participant's opinion of Safe from Falling could include trips, steps, the gutter's approach/exit angle when entering/leaving the crossing, excessive cross fall or a bumpy pavement. Participants answer the prompt "*I feel safe from trips, slips and falls*" by ticking the option that most represents how they felt.
- Delay: is the feeling of being comfortable with the delay the Participant probably experienced when crossing the road. All crossing facilities have some level of delay, even zebra crossings where a Participant has to confirm that an approaching motorist is about to stop. It also includes delay when having to negotiate around or through approaching pedestrians. Participants answer the prompt "*I crossed without having to wait for lights, traffic or others*" by ticking the option that most represents how they felt.
- Direct: is the feeling of having travelled the best route possible when crossing the road. Sometimes road crossings require Participants to take large detours around traffic islands or similar that have been installed to aid traffic movement and little thought is given to pedestrians. For less able users direct can mean having enough visual prompts to help direct where the Section starts and finishes. Participants answer the prompt "*I did not have to detour to use this crossing*" by ticking the option that most represents how they felt.
- Obstacle Free: is the feeling of being able to journey the Section on the route the Participant chooses. Sometimes road crossings include obstacles for 'safety' reasons that inhibit movement such as post and chain fences, these can be an obstacle for some users. Additionally it is not uncommon to find an inappropriately placed traffic signal, irregular placed kerb or lamp column that would require a Participant to move around such objects. Participants answer the prompt "*I was easily able to enter the crossing and crossed unhindered by physical features*" by ticking the option that most represents how they felt.

4.15 Step three is the first commentary component of the form. This part of the form allows the Participant to comment on why they gave the Section the opinions they ticked in Step two. Commentary may be positive e.g. "I particularly liked...", or alternatively it could be negative e.g. "I gave Secure a low opinion because..." Comments are very important because they provide practitioners with reasons to why a Section may have provided a particularly low measured Walkability.

4.16 Step four is the second rating component of the form. This part of the form considers the Section and items that could improve the Section's Walkability by listing a number of standard variables. Options vary for the variable making no improvement i.e. 'None', to the variable providing some improvement i.e. 'A little', to providing significant improvement i.e. 'a lot'. Not all of the variables will be applicable or indeed sensible for each Section, Participants should not concern themselves with the practicality of implementing each variable. The opinions requested include:

#### 4.17 Traffic Variables:

- More priority over motor vehicles: for example, providing signalised road crossing or zebra crossing.
- Slower traffic: for example, the installation of a slower speed limit, installing traffic management features such as speed bumps or upstream traffic signals.
- Less Traffic: for example, less traffic, less heavy vehicle traffic, less noisy traffic.
- Better view of approaching traffic: for example low fences, moving street furniture or parking restrictions.

#### 4.18 Engineering Variables:

- More direct route: for example the current route may not be particularly direct from point A to point B requiring the Participant to undertake an unnecessary detour.
- Narrower roadway: for example reducing the number of traffic lanes, removing parking or installing kerb extensions.
- Gentler slope of kerb crossing approach/exit: for example, the gutter's approach/exit angle when entering/leaving the crossing may be excessive.
- More or better tactile and visual aids: for example aids to point out potential conflict areas or community facilities. This will normally only be relevant to visual or mobility impaired Participants.
- Better street lighting: for example because the crossing area is dark Participants might not be visible to approaching motorists. This will normally only be relevant when undertaking a Community Street Review at night.
- Smoother and more even surface quality: for example if there are a number of trips, bumps and cracks. This item can be used for footpath maintenance issues.
- Wider kerb/gutter crossing: for example often the crossing width will be constricted at the gutter.
- Advance 'walk' signal before motor vehicles: for example the 'walk' or 'green man' lights before motor vehicles are allowed to turn across the Participant's path.
- Longer 'walk' signal time: for example being given more time to cross the road with out the need to hurry.
- Audible 'walk' signal: for example a beep and tactile signal that the traffic signal is showing a 'walk' or 'green man' signal. This will normally only be relevant to visual or mobility impaired Participants.
- Add traffic island: for example to provide an opportunity to wait at the centre in comfort or propose amendments to an existing traffic island.
- Less delay waiting to cross: for example with the provision of kerb extensions, traffic island, zebra crossing or traffic signals.

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# COMMUNITY STREET REVIEW HOW TO GUIDE

Appendix A

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# CSR Hazard Register

- Residential
- Suburban Shopping
- Commercial Retail

Street:

Location:

Hazards	Describe Harm that could occur	Is it a Significant Hazard? (Yes / No)	Eliminate? Isolate? Minimise? Advise ?	Control Action

Signed \_\_\_\_\_

Date \_\_\_\_\_

Completed example

**CSR Hazard Register**

- Residential   
 Suburban Shopping   
 Commercial Retail

Street: *Rongotai Road, Kilbirnie*

Route description: *Begin outside the post stop on Bay Road, majority of Route on Rongotai road*

Hazards	Describe Harm that could occur	Is it a Significant Hazard? (Yes / No)	Eliminate? Isolate? Minimise? Advise ?	Control Action
<i>Weather including heat, sun and cold</i>	<i>Sunburn Dehydration Hyperthermia/Hypothermia</i>	Yes	<i>Minimise Advise</i>	<i>Drink plenty of water Cover up and wear a hat / sunscreen / sunglasses Plan review for cooler part of the day Wear clothing appropriate for weather</i>
<i>Uneven surfaces Rough footpath</i>	<i>Injury due to falling</i>	Yes	<i>Minimise Advise</i>	<i>Identify problem areas and advise review team Mark all major obstructions on review map</i>
<i>Vehicles</i>	<i>Injury due to impact</i>	Yes	<i>Minimise advise</i>	<i>Review team to be advised to be cautious and not obstruct pathways or roadways. Obey traffic rules and regulations</i>
<i>Noise Fumes</i>	<i>Hearing damage Smoke inhalation</i>	No	<i>Advise</i>	<i>Advise participants of the risk involved.</i>
<i>Cyclists skateboarders</i>	<i>Injury due to impact</i>	Yes	<i>Advise</i>	<i>Review team to be advised to be cautious and not obstruct pathways or roadways. Obey traffic rules and regulations</i>
<i>Security</i>	<i>Intimidation or physical threats</i>	Yes	<i>Minimise Advise</i>	<i>Travel as group Team Leader will have mobile phone for emergency</i>

Signed \_\_\_\_\_ *Signature* \_\_\_\_\_

Date *15 July 2007*

# COMMUNITY STREET REVIEW HOW TO GUIDE

Appendix B

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# Community Street Review User Instructions

Dear \_\_\_\_\_

Thank you for agreeing to participate in a Community Street Review.

## Introduction

A Community Street Review tests the walking environment using a group of people to offer commentary regarding good and bad street design. Different commentary is recorded that allows for street improvements to be identified, considered and later prioritised for possible implementation.

The Community Street Review is innovative in that it doesn't just consider the physical aspects; it embraces a holistic approach, including wider social factors.

It is essential that you answer the question forms as honestly as possible, remembering that there is no right or wrong answers, the forms are designed to capture your perception of the walking environment that you are reviewing.

[You can learn more about the Community Street Review process at www.levelofservice.com.](http://www.levelofservice.com)

## Important Information

<b>Who is invited:</b>	You. We are interested in the views of all people that use footpaths, including male and female, old and young. You do not need to be a regular user - opinions of less experienced users are equally valuable.
<b>When it takes place:</b>	_____
<b>Where we are initially meeting:</b>	_____
<b>When it will finish:</b>	_____
<b>Postponement:</b>	If the weather is inclement and we consider that weather would adversely affect the safety of participants or the survey results, the Community Street Review will be postponed. We will contact you by _____ before _____ on the day of the survey to let you know of a postponement.
<b>What to bring:</b>	Clothing appropriate for the weather and comfortable walking shoes.

## **On the Day**

### *Before*

Before commencing the survey we will issue you with everything you need to undertake the Community Street Review. A health and safety briefing will be undertaken as well as a brief review of these instructions.

Although we are progressing our way through a length of street environment as a group, the responses that you give on the survey questionnaire are yours. Please do not discuss your responses with anyone unless you are requiring the assistance of a reader-writer who is helping document your answers.

### *During*

We will walk a section of the Community Street Review which will either be a 'path length' or a 'road crossing'. We will consider the questions in the Community Street Review survey forms. The questions for path lengths and road crossings vary slightly.

Depending if the section being considered is a path length or a road crossing will determine which form type is completed. When all users have completed a section we will proceed to the next section and so on. Once all the questions are answered for a particular section, please turn the sheet over to start a new form for the next section of the survey. All together we will assess about 600m of street environment per day including path lengths and road crossings. The assessment will probably take about 2 hours.

### *After*

Immediately after the assessment you will be presented with a Participant Details form that needs to be completed and handed to team leader before leaving. All other materials have to be returned at the same time.

## **Guidance**

The Community Street Review is being run on roads under normal traffic conditions. All roads are open and there are no special traffic controls or road closures. Consequently, all traffic rules and regulations must be obeyed.

There is a level of hazard when walking and being a Participant of a Community Street Review does not exclude you from these everyday risks. You can withdraw from the Community Street Review at any stage.

If you are under the age of 18, you have the permission of your Parent or Guardian to participate in the Community Street Review.

## **In Case of Emergency**

The Team Leader and a number of Participants will have mobile phones that can be used in an emergency. A first aid kit will be available on site although in case of emergency call 111.

Finally, have fun, be careful and thanks for participating.

Regards...

# COMMUNITY STREET REVIEW HOW TO GUIDE

Appendix C

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# COMMUNITY STREET REVIEW

## Path Length

### Step one:

Your name: \_\_\_\_\_ Participant number: \_\_\_\_\_  
 Date: \_\_\_\_\_ Section number: \_\_\_\_\_

### Step two:

What is your opinion of the Section? (tick box)

		Very Bad	Bad	Slightly Bad	Neutral	Slightly Good	Good	Very Good
		☹			☺			☺
<b>Overall</b>								
<b>Walkable</b>	"I feel this Path Length is walking friendly"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Characteristics</b>								
<b>Safe from traffic</b>	"I feel safe from traffic danger"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Safe from falling</b>	"I feel safe from trips, slips, and falls"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Obstacle free</b>	"I was able to move around unhindered by physical features"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Secure</b>	"I feel safe from intimidation or physical attack"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Efficient</b>	"I was not impeded by others"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pleasant</b>	"I enjoyed being in this place, to interact with others and it wasn't just for movement"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Step three:

What problems did you identify? (write comment)

### Step four:

How much would your 'Walkable' opinion change if the following variable was improved? (tick box)

		None	A little	A lot
<b>Traffic Variables:</b>	More priority over motor vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	More separation from roadway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fewer cyclists or skateboarders etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Better view of vehicles crossing path	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Less traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Engineering Variables:</b>	More direct route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gentler side slope across path	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gentler slope along path and or no steps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	More or better tactile and visual aids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Better street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Smoother and more even surface quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Wider path	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Environment Variables:</b>	Better streetscape or public art	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Better landscaping or more greenery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cleaner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fewer footpath obstructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	More seats, drinking fountains etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	More street activity and natural surveillance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Step five:

What opportunities did you identify? (write comment)

# COMMUNITY STREET REVIEW

## Road Crossing

### Step one:

Your name: \_\_\_\_\_ Participant number: \_\_\_\_\_  
 Date: \_\_\_\_\_ Section number: \_\_\_\_\_

### Step two:

What is your opinion of the Road Crossing? (tick box)

		Very Bad	Bad	Slightly Bad	Neutral	Slightly Good	Good	Very Good
		☹			☺			☺
<b>Overall</b>								
<b>Walkable</b>	"I feel this Road Crossing is walking friendly"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Characteristics</b>								
<b>Safe from traffic</b>	"I feel safe from vehicle danger"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Safe from falling</b>	"I feel safe from trips, slips, and falls"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Delay</b>	"I crossed without having to wait for lights, traffic or others"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Direct</b>	"I did not have to detour to use this crossing"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Obstacle free</b>	"I was easily able to enter the crossing and crossed unhindered by physical features"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Step three:

What problems did you identify? (write comment)

### Step four:

How much would your 'Walkable' opinion change if the following variable was improved? (tick box)

		None	A little	A lot
<b>Traffic Variables:</b>	More priority over motor vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Slower traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Less traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Better view of approaching traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Engineering Variables:</b>	More direct route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Narrow roadway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gentler slope of kerb crossing approach/exit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	More or better tactile and visual aids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Better street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Smoother and more even surface quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Wider kerb/gutter crossing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Advance 'walk' signal before motor vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Longer 'walk' signal time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Audible 'walk' signal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Add traffic island	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less delay waiting to cross	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Step five:

What opportunities did you identify? (write comment)

# COMMUNITY STREET REVIEW

## Characteristics Guide

Very Bad ☹️	Bad	Slightly Bad	Neutral 😐	Slightly Good	Good	Very Good 😊
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### Path Length

<b>Safe from traffic</b> "I feel safe from road vehicle danger"	I felt very unsafe in this environment. I was fortunate not to be injured by traffic.	I felt neither safe or unsafe.	I felt very safe in this environment. I did not feel at risk of injury from traffic.
<b>Safe from falling</b> "I feel safe from trips, slips, and falls"	I felt very unsafe in this environment. I felt I was lucky not to be injured from falling.	I felt neither safe or unsafe.	I felt very safe in this environment. I did not feel at risk of injury from falling.
<b>Obstacle free</b> "I was able to move around unhindered by physical features"	My movement was severely restricted. I often had to negotiate obstacles.	I felt neither hindered or unhindered.	My movement was totally unrestricted I never had to negotiate obstacles.
<b>Secure</b> "I feel safe from intimidation or physical attack"	I felt very threatened in this environment. My personal well being was at risk.	I felt neither secure or insecure.	I felt very relaxed in this environment. My personal well being was not at risk.
<b>Pleasant</b> "I enjoyed being in this place, to interact with others and it wasn't just for movement"	I felt the environment was only functional. I could not linger in this environment.	I felt neither welcome or unwelcome.	I felt the environment was very inviting. I wanted to linger in this environment.
<b>Efficient</b> "I was not impeded by others and the section was direct"	I felt I was excessively delayed or directed away from my destination.	I felt my travel was neither efficient or inefficient.	I felt I was able to travel at the pace I wanted or go where I wanted.

### Road Crossing

<b>Safe from traffic</b> "I feel safe from road vehicle"	I felt very unsafe in this environment. I was fortunate not to be injured by traffic.	I felt neither safe or unsafe.	I felt very safe in this environment. I did not feel at risk of injury from traffic.
<b>Safe from falling</b> "I feel safe from trips, slips, falls"	I felt very unsafe in this environment. I felt I was lucky not to be injured from falling.	I felt neither safe or unsafe.	I felt very safe in this environment. I did not feel at risk of injury from falling.
<b>Obstacle free</b> "I was easily able to enter the crossing and crossed unhindered by physical features"	I felt my movement was severely restricted. I often had to negotiate obstacles.	I felt neither hindered or unhindered.	I felt my movement was totally unrestricted I never had to negotiate obstacles.
<b>Delay</b> "I crossed without having to wait for lights, traffic or others"	I felt I was excessively delayed at the road crossing.	I felt the time waiting to cross the road was neither too long or too short.	I felt I was not delayed using the road crossing.
<b>Direct</b> "I did not have to detour to use this crossing"	I felt my route was indirect. I was directed away from my destination when crossing the road.	I felt my route was neither direct or indirect.	My route was direct to my destination. I was directed towards my destination when crossing the road.

# COMMUNITY STREET REVIEW

## Participant Details

### About you:

Your name: \_\_\_\_\_ Participant number: \_\_\_\_\_  
Your age:  <18     18-29     30-39     40-49     50-59     60-69     ≥70  
Your gender:  Male     Female

### Your vision:

What was your vision when undertaking the survey?  
 Unable to see (blind)     Some vision     Corrective lenses or unaided vision (good vision)

### Your mobility:

What was your level of mobility when undertaking the survey?  
 Unable to walk unaided (wheelchair, walking stick/s)     Walk unaided but with difficulty (shuffle and/or balance problems)  
 Walk unaided but can not run     Can run but only for a very short distance  
 Good mobility (Can walk and run up to 2km)     Very mobile (can run further than 2km)

### Your experience:

How often do you normally walk on footpaths per day?  
 Not at all     A little     A lot

How familiar were you with the study area before undertaking the survey?  
 Not at all     A little     A lot

How much time do you spend walking on footpaths per day?  
\_\_\_\_\_ Minutes

Are you used to walking in this sort of environment?  
 Not at all     A little     A lot

### Your impression:

	Very Bad ☹	Bad	Slightly Bad	Neutral 😊	Slightly Good	Good	Very Good ☺
Overall, how would you rate today's Route?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how would you rate the organisation of the surveys?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how well do you consider the briefing was undertaken?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Comments:

Any other