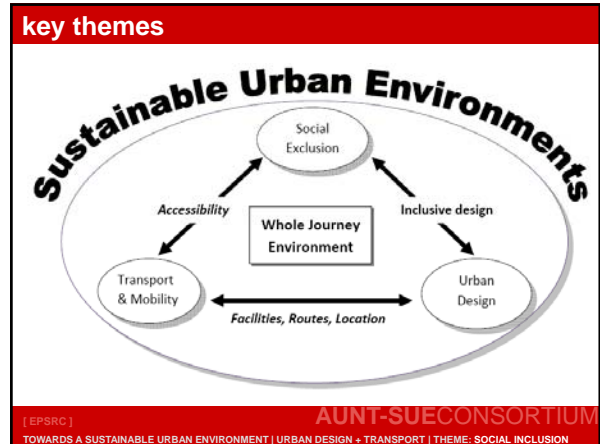




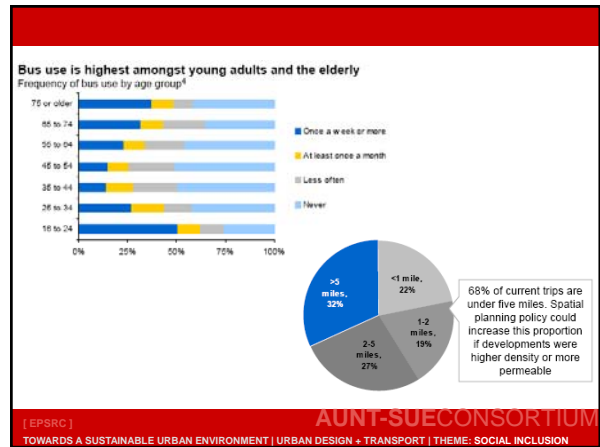
**AUNT-SUE** Accessibility and User Needs in Transport for Sustainable Urban Environments  
Whole Journey Environment  
Prof Graeme Evans, PI



### Whole Journey Environment

- Every journey starts or finishes with a walk or a cycle - the concept of the *whole journey environment* is therefore concerned with the journey from origin, i.e. home to destination, e.g. work, as well as spaces and facilities in between
- In making their travel decisions, passengers do not differentiate between the elements of the journey but on their perception of the whole journey.
- A *broken paving stone under a failed street lamp is a deterrent to walking it is of no use to say "as much as" or "more than" or "less than" fear of attack; if the environment stops someone from walking, it is not a matter of degree* (Stafford,1999)

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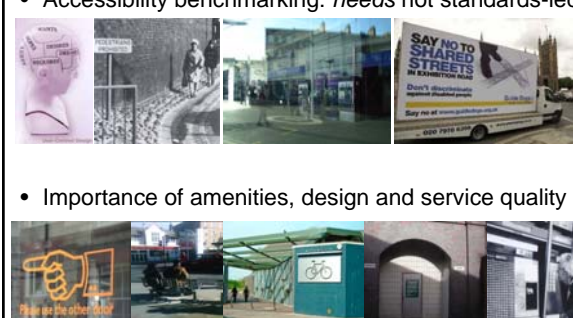
### Consultation, Engagement and Communication

- Inclusive consultation: include *hard to reach* groups
- Combining participatory design, visualisation & consultation works
- Local knowledge* counts - use it
- Triangulation** is crucial to an effective evidence base for decision-making, evaluation and governance:
  - Macro - Meso - Micro** scales of accessibility and mobility
  - Catchment/Impact area - Neighbourhood - Individual** levels
  - Socio-Cultural - Environmental - Design** factors

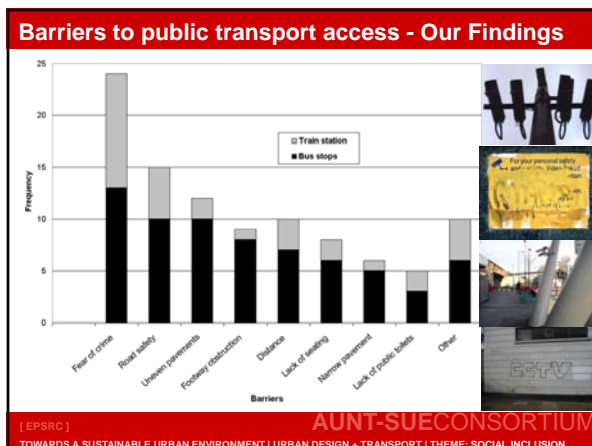
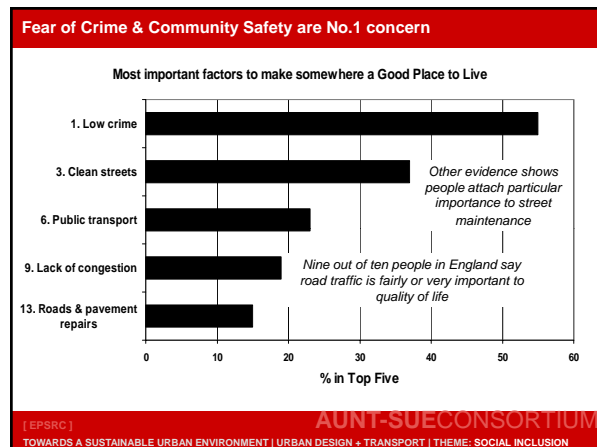
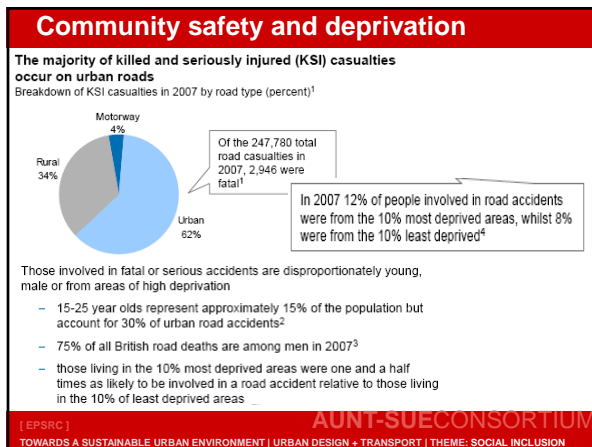
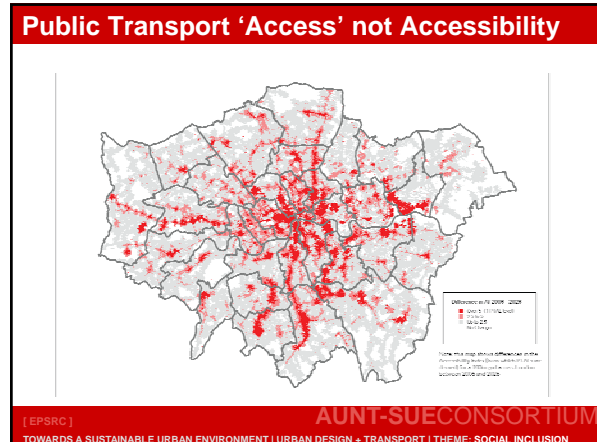
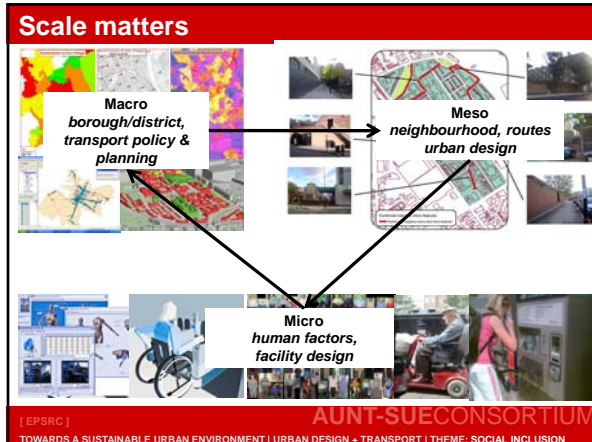
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### Key findings

- Accessibility benchmarking: *needs* not standards-led
- Importance of amenities, design and service quality



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User  
Needs in  
Transport for  
Sustainable  
Urban  
Environments