

# Station Site Audit Form

A station site audit is designed to capture key characteristics and data relating to the facilities and services available within the lease area of the Train Operating Company (TOC). This includes providing an overview of the current access to the station with the purpose for determining barriers to sustainable mobility. This process will help to develop a clear picture of alternatives that are available and to identify improvements required to encourage use of sustainable modes.

Railway Station:

Station Address:

Local Authority:

Station Manager:

## Practical Advice

- Attempting to complete the form below from memory may lead to misrepresenting the situations and scenarios that were initially observed and impact on the reliability and the accuracy of the feedback.
- It is crucial, when conducting an audit, to consider how visitors would interpret the station or local area visiting the area. Taking pictures and using different media streams can help to add value to the auditing process and illustrate particular nuances.
- The information sourced 'whilst in the field' can complement and supplement data that can be gleaned via the National Rail Enquires website, which provides an overview of facilities in a static presentation format.

**N.B. – This document was originally produced by West Midlands Trains and has been adapted by ACoRP for use within this toolkit.**

Bus Services (Local)	Objective	Description / Observation
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Bus stops	Describe locations of bus stops within 500m radius of the site and ease of access, visibility and signage from site building. Note bus patronage levels	
Bus services	Describe locations served by these bus stops and the frequency of services during peak times. Who are the operators?	
Bus stop facilities	Are there shelters, lighting, seats and information and are the locations well maintained? Are they accessibility compliant and suitably proportioned?	

<b>Cycling</b>	<b>Objective</b>	<b>Description / Observation</b>
Cycle parking	Describe location of cycle parking, indicating whether it is on-site or on the highway	
Cycle parking facilities	Describe the number and type of stands available and whether they are sheltered, covered by CCTV and in good condition	
Fly parking facilities	Are bicycles regularly chained to railings, posts and how many, roughly, are parking informally? Are these hindering access / causing obstruction?	
Cycle access	Is the general area accessible and suitable for cycling? Are there any particular access challenges around the site?	
Cycle paths	Describe cycle paths within the immediate vicinity, their condition, locations in which they serve and the quality of signage en-route	
General road conditions	How well suited to cycling are the surrounding roads? Are there any toucan crossings for cyclists? Is there designated road-based provision?	
Signage and cycling facilities	Consider signing from the surrounding area into the site and from the site to key attractors in the area	

<b>Pedestrians</b>	<b>Objective</b>	<b>Description / Observation</b>
Pedestrian routes	Are pavements in the local area in good condition, well-lit and signposted and how attractive is the environment for walking?	

Pedestrian access to the site	Are pedestrians able to access the site without taking detours and are there crossings located nearby that follow desire lines through the area?	
Safety and security	Are there any personal safety concerns for pedestrians and is CCTV present on-site? Is there evidence of anti-social behaviour or a lack of informal surveillance?	
Access for disabled users	Does the site have step free access, provision for wheelchair users and infrastructure to cater for those with some form of impairment?	
Pedestrian signing	Are key local attractors / destinations clearly and appropriately signed with an intelligible and user-friendly format?	
Pedestrian crossing facilities	Are these provided on key desire lines reflecting pedestrian volume and timed appropriately? Is the type appropriate for the road and footfall levels?	

<b>Vehicular Access</b>	<b>Objective</b>	<b>Description / Observation</b>
Roads near site	List roads in the immediate vicinity of the site and also links to the wider highway network. Please state whether the roads are dual or single carriageway	
Traffic conditions	Include description of vehicle types using the roads and volume of traffic at peak and off-peak periods. Refer to particular driving behaviours and attitudes witnessed	
Passenger drop off / pick up points	Describe drop-off facilities, ease of pedestrian access to the site in addition to waiting restrictions. Note the condition of bays and related signage	
Parking facilities	Cost of parking, details on visitor spaces, disabled spaces and parking signage / legibility. Record any differences in pricing and ticketing options	
Deliveries	How do lorries and vans access the site and is this clearly signposted and formalised?	
Access to car park	Are motorists finding car parking 'first time' with no confusion, how long are dwell times and can people find spaces in general?	
Blue badge holders	Are parking bays in suitable locations adjacent to station access points and well signposted? Are the proportions correct? How are they being utilised?	

Car share	Does the site have designated car-sharing bays and where are these located? Is there a formal scheme in place (barriers) or informal (stickers)?	
Motorcyclists	How are motorcyclists catered for by the layout and is there sufficient signage and information to find spaces? Are there racks or just an empty space?	
Community transport (minibus)	Is there capacity to support minibus and community transport provision on site? Is this clear with good provision to support step free access and lift facilities?	
Taxi Rank	Is there a designated rank for taxis and is this well-placed and visible to users? Can access be made by the rear or the side of the vehicle?	
Other comments on vehicular access	Additional noteworthy observations on movements through the station area and the traffic destination or origin point. Note the durations of delays if possible	