Audit on Light Rail Transit stations

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |
| Terrible / Dangerous | Bad / Unsafe | Ok / Neutral | Great / Safe | Excellent / Very safe |

Please circle the number, or Yes/No/None option, that, to your knowledge, best answers the questions. If you think your answer needs more clarification, please add a comment. The questions are in an order that should follow your logical progression through the station. Thank you for your participation!

YOUR STATION OF ENTRANCE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- | --- | --- |
| BEFORE ENTERING THE STATION | | COMMENTS |
| How well-lit are pick-up or drop-off areas adjacent to the station? | 1 2 3 4 5 |  |
| How well-lit are paths (pedestrian or cyclist) connecting to the station? | 1 2 3 4 5 |  |
| As a pedestrian, how **safe** is it for you to enter the station? | 1 2 3 4 5 |  |
| How **convenient** and **effective** is it to transfer from a bus to the train transit system? | 1 2 3 4 5 |  |
| As a transit user, how satisfying is the frequency of bus route connections to the station? | 1 2 3 4 5 |  |
| How **easy** is it for you to move from the bus stop to the train station? | 1 2 3 4 5 |  |
| In your opinion, is there sufficient bike parking at the station? | 1 2 3 4 5 |  |
| As a cyclist, how **safe** is it for you to enter the station? | 1 2 3 4 5 |  |
| As a cyclist, how **convenient** is it for you to enter the station? | 1 2 3 4 5 |  |
| There is enough clear signage and maps indicating where you are and where you want to go. | 1 2 3 4 5 |  |
| There are “way-finding” announcements for visual and hearing impaired. | 1 2 3 4 5 |  |
| Are the specific infrastructures for people with mobility challenges well-designed? (e.g. practicality for mobility scooters & wheelchairs) | 1 2 3 4 5 |  |
| The walkways are smooth and even, and free of hazards. | 1 2 3 4 5 |  |
| Is there a safe and accessible ParaTranspo drop-off area at the station? | Yes No |  |
| *For the visually impaired*: Are there enough tactile pedestrian crossings (detectable warning surfaces) to access the station? | 1 2 3 4 5 |  |
| *For the visually impaired:* Are there enough translations in braille to enter the station? | 1 2 3 4 5 |  |
| *For the hearing impaired:* Are there enough visual signs to enter the station? | 1 2 3 4 5 |  |
| What is the quality of shelter from rain and snow? | 1 2 3 4 5 |  |
| What is the quality of shelter from the cold? | 1 2 3 4 5 |  |
| To what extent is the station integrated with the surrounding community? (e.g. proximity to neighborhoods, pedestrian and cycling infrastructures, shops, grocery stores, etc.) | 1 2 3 4 5 |  |
| Upon arriving to the station, how connected to green space does the surrounding city planning make you feel? | 1 2 3 4 5 |  |
| Does the station make use of any green infrastructure? (permeable sidewalks or parking lots, solar panels, storm water storage, gardens, etc.) | 1 2 3 4 5 |  |

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| IN THE STATION | | COMMENTS |
| How well-lit is the station? | 1 2 3 4 5 |  |
| How **easy** is it for users to bring bikes onto trains? | 1 2 3 4 5 |  |
| Are there enough emergency call units present? | Yes No None |  |
| There are enough garbage /recycling bins. | Yes No None |  |
| Are there accessible toilets and drinking fountains in this station? | Yes No None |  |
| Is there an easy-to-use ticket machine to buy or upgrade a Presto card? | Yes No |  |
| *For the visually impaired*: Are there enough audio announcements at the station  (e.g. for next train coming)? | Yes No None |  |
| Are the specific infrastructures for people with mobility challenges well-designed? (e.g. practicality for mobility scooters & wheelchairs) | 1 2 3 4 5 |  |
| The timing of the train door opening and closing is long enough for wheelchairs/walkers to enter and exit safely. | 1 2 3 4 5 |  |
| The walkways are smooth and even, and free of hazards. | 1 2 3 4 5 |  |
| *For the visually impaired*: Are there enough tactile pedestrian crossings (detectable warning surfaces) in the station? | Yes No None |  |
| *For the visually impaired:* Are there enough translations in braille in the station? | Yes No None |  |
| *For the hearing impaired:* Are there enough visual signs in the station? | Yes No None |  |

THE STATION OF YOUR EXIT: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| UPON EXITING THE STATION | | COMMENTS |
| How well-lit are pick-up or drop-off areas adjacent to the station? | 1 2 3 4 5 |  |
| How well-lit are paths (pedestrian or cyclist) connecting to the station? | 1 2 3 4 5 |  |
| As a pedestrian, how **safe** is it for you to leave the station? | 1 2 3 4 5 |  |
| How easy is it for you to move from the train station to the train stop? | 1 2 3 4 5 |  |
| As a cyclist, how **safe** is it for you to leave the station? | 1 2 3 4 5 |  |
| As a cyclist, how **convenient** is it for you to leave the station? | 1 2 3 4 5 |  |
| In your opinion, is there sufficient bike parking at the station? | 1 2 3 4 5 |  |
| There is enough clear signage and maps telling where you are and where you want to go. | 1 2 3 4 5 |  |
| Are the specific infrastructures for people with mobility challenges well-designed? (e.g. practicality for mobility scooters & wheelchairs) | 1 2 3 4 5 |  |
| The walkways are smooth and even, and free of hazards. | 1 2 3 4 5 |  |
| Is there a safe and accessible ParaTranspo drop-off area at the station? | Yes No |  |
| *For the visually impaired*: Are there enough tactile pedestrian crossings (detectable warning surfaces) to exit the station? | Yes No None |  |
| *For the visually impaired:* Are there enough translations in braille to exit the station? | Yes No None |  |
| *For the hearing impaired:* Are there enough visual signs upon exiting the station? | Yes No None |  |
| What is the quality of shelter from rain and snow? | 1 2 3 4 5 |  |
| What is the quality of shelter from the cold? | 1 2 3 4 5 |  |
| To what extent is the station integrated with the surrounding community? (e.g. proximity to neighborhoods, pedestrian and cycling infrastructures, shops, grocery stores, etc.) | 1 2 3 4 5 |  |
| Upon exiting the station, how connected to green space does the surrounding city planning make you feel? | 1 2 3 4 5 |  |
| Does the station make use of any green infrastructure surrounding the station? (permeable sidewalks or parking lots, solar panels, storm water storage, gardens, etc.) | 1 2 3 4 5 |  |
| How convenient and effective is it to transfer between train and bus transit systems? | 1 2 3 4 5 |  |
| As a transit user, how many transfers are normally required to get you to or from the station to your final destination? | (Please write #)  \_\_\_ |  |
| As a transit user, is the frequency of local bus route connections to the station satisfying? | Yes No |  |