A report produced in the Centre for Transport Studies at University College London as part of the research programme of the AUNT-SUE (Accessibility and User Needs for Sustainable Urban Environments) Consortium (http://www.aunt-sue.info/) funded by the Engineering and Physical Sciences Research Council (EPSRC).

February 2010
1. Introduction

This document is a report on a consultation exercise about access for people with disabilities and older people. It has been carried out as part of the research programme of the AUNT SUE (Accessibility and User Needs for Sustainable Urban Environments) Consortium being funded by the Engineering and Physical Sciences Research Council (EPSRC). This work has been carried out in the Centre for Transport Studies at University College London as its contribution to the work of the consortium. Part of the research has involved the development of a software tool called AMELIA (A Methodology to Enhance Life by Increasing Accessibility). AMELIA embodies a number of assumptions about accessibility by different groups in society, so it seemed appropriate to assess the validity of the assumptions, and to see how useful AMELIA is as a focus of consultation exercises with the public.

St Albans in Hertfordshire was selected for this exercise because it offered an interesting mix of characteristics, including being an important local centre with a good mix of shops and a street market, and having important historic buildings, which means that it attracts tourists. It is a pleasant place to live in, but has some problems with anti-social elements. These features, plus its compact nature, make it an ideal environment for studying accessibility.

2. The organisation of the consultation

In order to set up the discussion group, the St Albans District Access Group was contacted. It is a voluntary group of individuals interested in access matters. Many of its members are also representatives of other disability organisations. A number of its members agreed to join in the exercise. This involved four meetings over the period June 2009 to January 2010, held in the St Albans Civic Centre. A meeting of the group is shown in Figure 1.

The group consisted of six people with various disabilities, plus one carer and an observer from the Disability Information Service for Hertfordshire (DISH). The disabilities of members of the group included visual impairment, being in a wheelchair, communication difficulties and hearing impairment.

The meetings consisted of a mixture of presentations, discussions and synthesis of views. These included:

- General discussion about accessibility problems in St Albans and elsewhere;
- Discussion about barriers to movement in specific situations, such as crossing the road and making a rail journey;
- Identification of views about priorities for actions that the local authority could take to improve access;
- Discussion about the role of information;
- Discussion about access to healthcare facilities;
- Identification of the key elements of a map and a website that would show how to access various parts of St Albans for those with different disabilities;
- Three imaginary journeys were taken by the group to St Albans Abbey, St Albans City railway station and St Albans City Hospital from the Civic Centre, using photographs taken by the researchers linked to a projected image of a map of the centre of St Albans to stimulate discussion about the obstacles
along the routes; the views were collected by using some hardware that enabled the researchers to ‘write’ descriptions of the barriers to access onto the projected map;

- The information about the barriers to movement collected from these exercises was input into AMELIA to see how much access would be increased if the barriers were removed.

![Figure 1 A meeting of the consultation group](image)

This report is a summary of the views of the group. They have been through the contents of it and are happy for it to be presented as the outcome of the exercise. The report includes quotations from members of the group to illustrate specific points.

In the next section of the document various barriers to movement are identified. The role of information in making a journey and ways of presenting better information are discussed. Some of the improvements to access suggested by the group were tested using AMELIA. These are described in Section 5. The report concludes with a series of recommendations that came out of the discussions.

3. **Barriers to movement**

Many of the barriers to movements in the centre of St Albans are shown in Figure 2, which summarises some of the knowledge collected from the group.
3.1 Crossing the road

Whilst there are many dropped kerbs to facilitate crossing the road for those in wheelchairs and those who find steps difficult, some of them are at unusual angles to the road and others are too steep. A major problem is cars parked in front of dropped kerbs or the tactile paving where it meets the kerb. An example cited is in Chiswell Green:

“….. you often find car drivers parked right by the tactile paving: it happens in Chiswell Green regularly”.

Wheelchair users have difficulty crossing the road for the following reasons:
- The green time for crossing is too short;
- There is not enough room on the pavement for people to pass by when a wheelchair user is waiting to cross the road;
- Traffic signals with the pedestrian light at wheelchair height are a problem as the wheelchair has to be turned to see the pedestrian signal, then has to be turned again in order to cross the road.

There is an inconsistent approach to the use of information beeps for visually impaired people. Some signals have audible signals in the form of beeps, while others have tactile cones underneath the pedestrian signal control box.
3.2 Proceeding along the pavement
Narrow pavements are a major problem in the centre of St Albans. Wheelchair users have to use the roads where the pavement is particularly narrow, and often find the state of the roads is unusable. Cars blocking the pavement by parking on it are a significant issue for wheelchair users. Steep cambers in some places are also a problem for wheelchair users.

For those with visual impairment there are a number of obstacles to movement in the centre of St Albans

- A-boards;
- Bollards in inappropriate places;
- Tables and chairs outside coffee shops, for example, Market Place and French Row;
- Market stalls blocking the pavement, for example the plant stall outside Barclays Bank in St Peters Street at the weekend;
- Market goods stacked on the pavement;
- Shared surfaces between cars and pedestrians, for example at the north end of French Row;
- Uneven surfaces;
- Steps without colour-contrasting edging;
- Cars parking on the pavement:

"They park their cars, completely blocking the pavement, all four wheels.....I am really frustrated along busy roads in particular...and if I get parked vehicles I don’t go in the road: I fear for my life”.

3.3 Travelling by public transport
Confidence in making a public transport journey is a key issue: complete information about accessibility at all points on the journey is essential. It is essential to know that all elements will be in place and functioning – knowing, for example, that a member of staff will be on the station platform with a ramp so that a wheelchair user can board and alight from a train; knowing that the lifts at the station to make it possible to cross from one platform to another will be working; knowing that the bus or taxi will turn up. Reliability is a key issue, for example, being confident that St Albans station is staffed late in the evening so that the lifts are operating. Reliability and frequency of bus services are major issues:

"Buses…they don’t turn up”.

"It is essential that you are confident that you can make a journey”.

Wheel-chair friendly buses are not usable by wheel-chair users travelling on their own, particularly, the buses to rural areas as they tend to be smaller. People with visual impairment cannot use buses without a companion even though bus passes are available for them, so they prefer to use taxis. However, taxi vouchers are not available for bus pass holders (This policy is understood to be under review).

Bus drivers need more awareness training. They should wait for the elderly person to sit down before setting off. People with visual impairment cannot see an approaching
bus and so cannot indicate that they want the bus to stop. Bus drivers should stop at a stop if they see a potential passenger carrying a white stick.

3.4 Making a car journey
There are not enough disabled car parking spaces.

“Very rarely do we find a disabled car park space in the centre”

Where they are provided there is often not enough space for off-loading wheelchairs. Some users require wider spaces to allow the opening of doors, while some need space at the rear. Car parks should contain both longer and wider spaces for those with disabilities. There should be enforcement of the regulations to prevent the use of disabled parting spaces by drivers who are not entitled to use them.

3.5 General problems of access
The attitudes of people towards those with disabilities and their willingness to give help and support is a major problem.

More and better maintained public conveniences are required, particularly with disabled access including adult changing facilities. These should be accessible at all times without a RADAR key.

More seating should be provided in shops.

For many people, the centre of St Albans is a ‘no go’ area during the evenings at the weekends because of antisocial behaviour. Better street lighting is required.

Hospital services are spread out across the whole county and people with mobility problems have problems in accessing them.

Access is required to post offices and the current programme of closures may cause difficulties.

4. The role of information

A key issue is having access to the right level of information in the right format at the right time. ‘Traveline’ provides good information but there are issues about the level of knowledge required to access the information via the internet. The web interface gives too many choices and options and the route options it returns are very sensitive to the choices selected. Accessing ‘Traveline’ by phone overcomes some of these problems but the user does not receive a print-out of the preferred route. In addition the user needs to have confidence in the information given. A particular example is whether or not a walking route is suitable for people with specific disabilities. It is also important to know things like when a station is staffed, whether the ticket office is open, and which platform to use.

Another issue is to obtain information about where to go for travel information. It is not clear how many people know about ‘Traveline’. In particular, the telephone number for the service may not be widely known. The information is available at bus stops but those who do not use the bus may not be aware of the phone number.
This is not a very useful way of distributing information to people with visual impairments. One of the big problems is that users do not go looking for information until they need to use it.

Too many transport information leaflets ignore guidelines on minimum font size and level of colour contrast. Part of the problem is that the leaflet size makes it difficult to use large fonts and include all the necessary information. Leaflets provided by local authorities devote a lot of space informing readers about how to obtain copies in other languages but nothing about how to access the information if you have a disability.

Two ways of providing better information about access for those with disabilities would be a website and a paper map derived from it. The following characteristics are required:

- Large symbols;
- Access at different times of day.

The following places should be shown (amongst others):

- Post offices
- Leisure facilities
- Libraries
- Restaurants

The following facilities should be included:

- Public conveniences (including wheelchair access, need for a RADAR key and availability of changing facilities for adults with disabilities)
- Post boxes
- Telephones
- Seats
- Car parks including the number of disabled car parking spaces
- Availability of wheelchair accessible taxis
- Buildings with level access

The following information should be included about streets:

- Type of road crossing
- Dropped kerbs
- Narrow pavements
- Steep pavements
- Obstructions
- Street numbers of buildings.

The website should have functionality so that it can display specific information when required, such as information about crossings or accessible footpaths or particular types of destinations. See Appendix 1 and 2 for the prototype website with snapshots showing the required capabilities and a draft paper map derived from it.

Information also needs to be available in Braille.
It should be recognised that care is required in presenting the information because a map of the barriers to movement in St Albans might discourage people with disabilities from visiting it. Hence the emphasis should be on positive aspects, showing the places and routes that are accessible.

5. Testing possible improvements with AMELIA

A major objective of the consultation exercise was to use the information collected with AMELIA to see the likely outcomes of actions to overcome the barriers to movement identified in the discussions.

The following actions have been examined using AMELIA:
- The effects of removing obstacles on the street for people in wheelchairs and people with visual impairment;
- Providing more disabled parking spaces in car parks;
- Providing more public conveniences with facilities for people with disabilities;
- Providing level access to buildings;
- The effects of the Post Office Closure Programme.

5.1 Improving access to the city centre for people with visual impairment

In order to examine the impacts of policy actions using AMELIA it is necessary to identify a suitable output criterion. For this part of the analysis, the criterion selected by the group was the number of shops in the city centre that could be reached. These have been identified by distance bands of 100, 200 and 300 metres from car parks with disabled spaces, reflecting the fact that people have different abilities to travel along the street. Table 1 shows the number of shops that can currently be reached by people with a visual impairment within the distance bands from the car parks.

Table 1 Number of shops in the centre of St Albans accessible from car parks with disabled spaces for different walk distances

<table>
<thead>
<tr>
<th></th>
<th>100m</th>
<th>200m</th>
<th>300m</th>
</tr>
</thead>
<tbody>
<tr>
<td>shops</td>
<td>7</td>
<td>43</td>
<td>98</td>
</tr>
</tbody>
</table>

There are several ways to overcome the problems of obstacles hindering access from car parks to shops: to remove the obstacles or to provide more car parks with disabled spaces, so that different routes to the shops can be chosen (of course, both can be done, but it is useful to know which is likely to be more effective). It was assumed that the various obstacles of A-signs, tables, bins and bollards prevented people with visual impairment from using some routes, so the first policy action involved the removal of these (see Figure 3). The second policy action was implemented by adding more disabled parking spaces. There are a number of car parks in the centre of St Albans, so various strategies could have been adopted. Two examples have been chosen here:
- Option 1 – provide disabled spaces in the car parks with the largest capacity that do not currently have disabled spaces;
- Option 2 – provide disabled spaces in the car parks that are closest to the shops not currently served conveniently by a car park with disabled spaces.
Figure 3. Proposed sections of footways cleared of obstacles for people with visual impairment and pavements widened for people in wheelchairs.
In each case four car parks were used (See Figure 4). Table 2 shows the increase in the number of shops that can be reached by people with a visual impairment as a result of the policy actions.

Table 2 Increase in the number of shops that can be reached from car parks with disabled spaces for different walk distances

<table>
<thead>
<tr>
<th>Policy action</th>
<th>Walk distance</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100m</td>
<td>200m</td>
<td>300m</td>
<td></td>
</tr>
<tr>
<td>Removing obstacles</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Providing more disabled car park spaces - Option 1</td>
<td>1</td>
<td>28</td>
<td>67</td>
<td></td>
</tr>
<tr>
<td>Providing more disabled car park spaces - Option 2</td>
<td>25</td>
<td>105</td>
<td>93</td>
<td></td>
</tr>
</tbody>
</table>

It can be seen that providing more disabled spaces in car parks which serve shops that are not currently served by car parks with such spaces would give the greatest increase in the number of shops that can be reached, followed by the other car park option. Of course, this would only assist those who travel by car, so there is a case for a combination of actions.

5.2 Improving access to the city centre for people in wheelchairs

The analysis shown in Section 5.1 has been carried out to see the most effective way to improve access for those in wheelchairs. In this case the removal of obstacles on the pavement involved widening the pavement (see Figure 3). Table 3 shows the number of shops that can currently be reached by people in wheelchairs and within the distance bands from the car parks. Table 4 shows the increase in the number of shops that can be reached by people in wheelchairs as a result of the policy actions.

Table 3 Number of shops in the centre of St Albans accessible from car parks with disabled spaces for different walk distances

<table>
<thead>
<tr>
<th></th>
<th>100m</th>
<th>200m</th>
<th>300m</th>
</tr>
</thead>
<tbody>
<tr>
<td>100m</td>
<td>7</td>
<td>42</td>
<td>98</td>
</tr>
</tbody>
</table>

Table 4 Increase in the number of shops that can be reached from car parks with disabled spaces for different walk distances

<table>
<thead>
<tr>
<th>Policy action</th>
<th>Walk distance</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100m</td>
<td>200m</td>
<td>300m</td>
<td></td>
</tr>
<tr>
<td>Widening the pavement</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Providing more disabled car park spaces - Option 1</td>
<td>2</td>
<td>36</td>
<td>64</td>
<td></td>
</tr>
<tr>
<td>Providing more disabled car park spaces - Option 2</td>
<td>49</td>
<td>117</td>
<td>90</td>
<td></td>
</tr>
</tbody>
</table>

It can be seen that the second car parking option would increase the number of shops that can be reached, followed by the first car parking option.
Figure 4 Location of existing and proposed car parks
5.3 Providing more public conveniences with facilities for people with disabilities

The group took the view that none of the public conveniences in the centre of St Albans provided adequate facilities for people with disabilities. The current public conveniences could be brought up to a suitable standard. Alternatively, new public conveniences could be built.

The following options have been considered:

- Improving existing public conveniences with disabled facilities so that they are accessible;
- Retrofitting existing public conveniences currently without disabled facilities, plus improving the existing public conveniences so that they are accessible;
- Providing new public conveniences (in addition to improving the existing public conveniences and retrofitting those currently without disabled facilities):
  - Option 1 – a new public convenience along the High Street near the junction with Holywell Hill;
  - Option 2 - a new public convenience at the north end of St Peters Street near the junction with Catherine Street;
  - Option 3 – Provide new public conveniences at both locations (Option 1 and Option 2).

See Figure 5 for the locations of the public conveniences. Table 5 shows the results from the analysis. It can be seen that retrofitting existing facilities with disabled facilities would mean that public conveniences could be reached from more shops. In the case of providing new public conveniences, Option 1 is marginally better than Option 2. The combination of the two options would offer even more, particularly within a short distance, but, again, the difference is not huge.

Table 5  Number of shops that public conveniences with disabled facilities could be reached from as a result of new and improved facilities.

<table>
<thead>
<tr>
<th>Policy action</th>
<th>Walk distance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100m</td>
</tr>
<tr>
<td>Improving existing public conveniences with disabled facilities</td>
<td>0</td>
</tr>
<tr>
<td>Retrofitting existing public conveniences with disabled facilities</td>
<td>26</td>
</tr>
</tbody>
</table>
| Providing new public conveniences with disabled facilities
  - Option 1                                           | 52    | 165  | 192  |
| Providing new public conveniences with disabled facilities
  - Option 2                                           | 31    | 151  | 193  |
| Providing new public conveniences with disabled facilities
  - Both Option 1 and Option 2                          | 57    | 181  | 199  |

5.4 Providing level access to buildings

Data have been collected about the number of steps into each building accessed by the public in the centre of St Albans. Table 6 shows the number of buildings with public access within different distances of car parks.
Figure 5 Location of existing and proposed public conveniences
Table 6: Number of buildings with public access within different distances of car parks

<table>
<thead>
<tr>
<th>Distance</th>
<th>100m</th>
<th>200m</th>
<th>300m</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7</td>
<td>42</td>
<td>98</td>
</tr>
</tbody>
</table>

Figure 6 shows the buildings accessed by the public classified by number of steps to access them. Table 7 shows the increase in the number of such buildings that could be accessed if alternatives to steps were provided (ramps or lifts, as appropriate).

Table 7: Increase in number of buildings accessible from car parks by providing alternatives to steps for different walk distances

<table>
<thead>
<tr>
<th>Policy action</th>
<th>Walk distance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100m</td>
</tr>
<tr>
<td>----------------</td>
<td>------</td>
</tr>
<tr>
<td>Provide level access to buildings that have one step</td>
<td>36</td>
</tr>
<tr>
<td>Provide level access to buildings that have one or two steps</td>
<td>45</td>
</tr>
<tr>
<td>Provide level access to buildings that have steps</td>
<td>54</td>
</tr>
</tbody>
</table>

It can be seen that there would be significant increases in the numbers of buildings that could be accessed. Overcoming the barrier of one step would have most effect.

5.5 Improving access to post offices

In accordance with the Network Change Programme for post offices, 6 post offices have been closed in St Albans district (see Figure 7). Table 8 shows that 20% of the population in the area lost their nearest post office. Of the population group considered here, the sick or disabled suffered more than average with 22% losing their nearest post office.

Table 8 - Number of people (or households) in St Albans who lose their nearest post office as a result of the Post Office Closure Programme.

<table>
<thead>
<tr>
<th>All</th>
<th>Retired</th>
<th>Sick or disabled</th>
<th>Limiting long term illness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Numbers</td>
<td>26141</td>
<td>2269</td>
<td>587</td>
</tr>
<tr>
<td>%</td>
<td>20</td>
<td>19</td>
<td>22</td>
</tr>
</tbody>
</table>

Table 9 - Percentages of people (or households) in St Albans living within one mile (1.6 km) of their nearest post office before and after the Post Office Closure Programme.

<table>
<thead>
<tr>
<th>All</th>
<th>Retired</th>
<th>Sick or disabled</th>
<th>Limiting long term illness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before</td>
<td>90</td>
<td>88</td>
<td>89</td>
</tr>
<tr>
<td>After</td>
<td>84</td>
<td>82</td>
<td>81</td>
</tr>
</tbody>
</table>

From Table 9, it can be seen that St Albans just met the threshold set by the network change programme (90% of population to be within 1 mile of a post office) prior to the closure programme. After the closure, it reduced to 84% and for the people who are sick or disabled it went from 89% before the closures to 81%.
Figure 6 Access to buildings open to the public
Figure 7 Location of post offices in and adjacent to St Albans district after the closure programme
Table 10 shows the changes in the percentages of the population living within various walking times of a post office. It can be seen that there was a small decrease from 6% to 4% in the number of people living within five minutes of a post office. There were larger decreases in the numbers within 10 and 15 minutes walk, from 31% to 24% and 57% to 47% respectively. The group that seems to have suffered more than average is the sick or disabled.

6. Recommendations

Some recommendations have been developed from the discussions and analysis.

**Crossing the road:**
Highway authorities should:
- Put drop kerbs at sensible angles to the roads;
- Reduce the gradient on dropped kerbs where they are too steep;
- Extend the green time for pedestrians at signal-controlled crossings;
- Ensure that there is sufficient space for wheelchairs to be manoeuvred and to let others pass by at signal-controlled crossings;
- Revert to having pedestrian lights on the opposite side of the road, rather than on the same side as the user.

**Pavements:**
Highway authorities should:
- Ensure that all pavements are wide enough for wheelchair users;
- Remove steep cambers on pavements where these cause difficulties for wheelchair users;
- Control the use of the pavement by temporary obstructions such as A-signs and tables and chairs, so that there is clear access for those with visual impairment and wheelchair users.

**Car parking:**
Authorities responsible for managing parking should:
- Provide more disabled car parking spaces. Good locations in the centre of St Albans would be near the Market Place, Cross Street and Verulam Road;
- Provide more long and wide disabled parking bays to enable loading and unloading of wheelchairs;
- Enforce parking regulations so that disabled parking spaces are not taken by drivers who are not entitled to use them;
- Enforce laws forbidding motorists from parking on the pavement;
- Prevent motorists from parking on crossings in front of dropped kerbs.

**Public transport:**

Public transport operators should
- Pay more attention to ensuring reliability of public transport services;
- Provide better real-time information about public transport services;
- Improve bus driver awareness training so that they wait for elderly people to sit down on the bus and always stop at stops where a potential passenger with a white stick is waiting.

Rail operating companies should:
- Ensure lifts at stations are operating at all times that transport are serving the stations.

Local authorities should:
- Ensure all buses are low floor;
- Ensure taxi vouchers are available to those who hold bus passes.

**Facilities:**

- **Public conveniences:** Local authorities should provide more public conveniences, particularly with disabled access and adult changing facilities. These should be accessible at all times without a RADAR key. In St Albans retrofitting public conveniences with disabled access (or locating a new toilet adjoining them) near the Old Town Hall and near Romeland Hill would considerably increase the public conveniences that could be accessed from the shops. Furthermore, if a new one were located along the High Street near to Holywell Hill junction such facilities could be accessed from many more shops.
- **All public buildings:** Level access should be provided to public buildings that have a single step.
- **Shops:** Retailers should provide more seating in their shops.
- **Streets:** The local authority should provide better street lighting and the police should prevent antisocial behaviour so that the city centre is not a ‘no-go’ area in the evening.
- **Hospitals:** When planning hospital services, health authorities should ensure that the mobility needs and characteristics of people with disabilities are taken into account.
- **Post offices:** The Post Office should reconsider its closure programme to ensure that the criteria are being met, particularly so that those with disabilities can reach a post office easily.

**Information**

- An interactive website should be produced, along the lines of that outlined in Appendix 1. From this, a paper-based map should be produced, similar to that in Appendix 2.
7. Conclusions

This report has described the outcomes from a consultation process carried out in St Albans to identify ways to overcome some of the barriers to access, particularly for people with disabilities. Various methods were used to elucidate the information. The most innovative was the use of virtual walks, made by identifying important destinations, defining the possible routes, and then discussing hazards along the routes, using photographs to stimulate discussion. Data on the location and nature of the hazards was collected using modern hardware and software linking the projected image seen by the group directly to the information system underpinning the software tool AMELIA. The discussions and exercise produced a number of findings which have formed the basis of a set of recommendations, outlined in Section 6. These should be implemented as far as possible.

The software tool AMELIA was used to test some of the policy actions, and see which would be most effective. From this analysis the following conclusions can be drawn:

- Providing more disabled parking spaces near the city centre would provide significant benefits.
- More disabled public conveniences are required, including adult changing facilities. Of the various options, making the existing facilities suitable for use by people with disabilities would probably be most effective.
- Many more shops could be made accessible if the single step into them was replaced by a ramp.
- The Post Office closure programme has had a significant adverse impact in St Albans and should be reviewed.

Overall, this seems to have been a successful exercise which enabled significant amounts of useful information to be collected and to demonstrate that AMELIA can be used as an effective consultation tool.

Acknowledgements

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APPENDIX 1

1. The prototype website showing specific information as required by the user
   a. Map showing only places of interest

   ![Map showing only places of interest](image1)

   ![Map showing only facilities](image2)

   b. Map showing only facilities
c. Map showing the footways and crossings with their characteristics

5. Clicking a particular feature will provide detailed information about it.

a. Map listing details of a particular car park
b. Map showing details of a footway with obstacles

6. Photos are linked to the maps and hence clicking them will enable user to view the actual location or obstacle
Appendix 2

Draft paper map of St Albans city centre