The Safer Tram Stop Award

Contents

1. Introduction

1.1. The Safer Tram Award is aimed at those tram operated fixed rail systems which now operate throughout the United Kingdom. It is one of a number of Secured by Design awards, the details of which can be found at www.securedbydesign.com

1.2. Its aim is to reduce the opportunities for criminal and anti-social behaviour from taking place at tram stops and requires the operators of the system to take cognisance of crime patterns at, and the environment of the stop, passengers' perceptions of security and the management practices adopted by the operator.

1.3. The award aligns itself with the Secure Stations' Award[1] (a DfT and British Transport Police (BTP) initiative for heavy rail, London Underground and Docklands' Light Railway), and the Secured by Design (SBD)[2] Award administered by ACPO SBD.

1.4. It aims to: -

1.4.1. Reduce crime and the fear of crime at tram stops;

1.4.2. Provide guidance to tram operators on how to create safe environments, and maintain that environment;

1.4.3. Raise awareness within designers and architects and provide them with a design framework for new and redeveloped stops.

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[1] http://www.dft.gov.uk/pgr/crime/sss/
[2] www.securedbydesign.com

2. Responsibilities

2.1. The following organisations have the following key responsibilities: -
    2.1.1.   The operator of the system is responsible for the application and for having the required passenger survey carried out (see section 6).
    2.1.2.   ACPO SBD is responsible for overseeing the award, its structure and its applicability. They will also be responsible for allocating an independent assessor should an appeal be lodged against the refusal of granting an award
    2.1.3.   The Police Service with responsibility for policing the system is also responsible for allocating a member of staff (the assessor) to assess a tram stop put forward by the operator for accreditation (see also paragraph 2.2 & 2.3)
    2.1.4.   Passenger Transport Executives are responsible for regulating the operation of the tram system within their area of responsibility

2.2. All Police Forces in England, Scotland and Wales have specially trained Crime Prevention Officers (CPO), as well as Crime Prevention Design Advisors (CPDA) or Architectural Liaison Officers (ALO) who are specialists in the principles of Crime Prevention through Environmental Design (CPTED). One of these will be the assessor for the force which polices the tram system. Due to their role they are also able to advise on all issues of risk analysis and security for the stop, suggesting potential solutions should the need arise.

2.3. Should there be a disagreement as to whether a tram stop is suitable for the Safer Tram Stop Award (STSA) then that decision rests with the assessor.

3. How to apply (see also Appendix A)

3.1. Once an operator decides that they want to apply for the award they approach the relevant Force Crime Prevention Unit who will appoint an advisor and provide them with the annual passenger count at the stop from which a risk assessment can be based on the crime levels recorded by the police.

3.2. The advisor will make enquiries as to the crime levels at the stop (and in the surrounding area) and if satisfied that they do not preclude the granting of the award will inform the operator of this fact. The advisor will determine if the crime levels are acceptable based on local factors such as surrounding crime rates, numbers of passengers using the stop, frequency of service etc.

3.3. Once the advisor is satisfied that the crime levels are acceptable they will discuss with the operator the management practices in place at the stop. If these are deemed acceptable then a passenger perception survey should be carried out by the operator followed by a formal assessment of the design and layout of the stop can take place.

3.4. Once satisfied that the stop is a low crime environment, has good management practices, has a favourable passenger perception survey and is of a design conducive to preventing crime the stop may be put forward for formal assessment by the Force Assessor for the STSA. As

part of the formal assessment process, the force assessor may visit the stops unannounced to ensure compliance with the requirements of the award.

3.5. If after the visit the stop achieves the required standards the stop is granted the award; if it fails and remedial action is required the assessor will inform the operator who may carry this work out.

3.6. If after the remedial work is carried out the stop achieves the required standard the stop can be granted the award.

3.7. Whenever a stop fails to achieve the standards required by the assessor the operator may appeal to ACPO SBD if they feel that the stop should be granted the award.

4. The safer tram stop award

4.1. The Award has been created to allow for fixed rail transport systems which do not fit in with the audit process for the DfT / BTP Secure Stations Award to gain recognition for adopting good practice in terms of security and good management. The current list of systems where this is likely to be applied (June 2010) is: -
  - Croydon Tramlink (policed by BTP)
  - Manchester Metrolink (policed by Greater Manchester Police)
  - Midland Metro (policed by BTP)
  - Nottingham Express Tram (policed by Nottinghamshire Police)
  - Sheffield Supertram (policed by South Yorkshire Police)
  - Tyne and Wear Metro (policed by BTP and Northumbria Police)

  It is accepted that this list will change over time and it may also be that policing responsibilities for the systems change.

4.2. The Safer Tram Stop Award (STSA) will be initially awarded for 1 year after which there will be a reassessment – both of these will be carried out by the relevant assessor. The reaccreditation period will be at the discretion of the assessor but will either be for one, two or three years dependant on the local area, crime levels and any other influences the assessor sees fit.

4.3. At any point during the 2 year accreditation the assessor has the right to re-visit the stop should any cause for concern be raised. This may be as a result of a series of incidents or complaints from members of the public for example.

4.4. When consideration is being given to applying for the STSA it is also good practice to ensure that all relevant parties (e.g. the operator, the police and the Local Authority) are aware of the issues. It may therefore be prudent to set up a Management Group to oversee the process.

5. Crime recording and statistics

5.1. The operator should be aware of details of crime and other incidents taking place on their property. It is acknowledged that most, if not all, crime will be reported to police as opposed to the operator. There needs to be therefore, regular liaison meetings between the police (be it at senior level or with a local Neighbourhood Policing Team) to discuss current and emerging crime trends. A request may also be made for police recorded crime figures to be regularly sent to the operator.

5.2. In addition there needs to be regular liaison meetings with the local Crime Reduction Officer to highlight crime reduction measures should there be an increase in crime and a need to implement crime reduction activity.

5.3. It is understood that it impossible to prevent all crime from taking place but operators should be aware of the levels of crime and take steps to try and reduce the levels of crime, and also the fear of crime. Each location will vary in what measures are suitable as the crime profile will differ from location to location. The overarching requirement is for the assessor to consider the likelihood of members of the public using the stop becoming victims of crime. All crimes which take place at the stop (including any car park managed by the operator) will be considered.

5.4. Whilst there will be no formal benchmark crime to passenger throughput ratio the assessor will require formal notification of the numbers of passengers who use the stop. This will give the assessor an idea of the likelihood of becoming a victim of crime at the location.

5.5. The assessor will, if they see fit, also take into account crime which takes place within the vicinity of the stop for the purposes of the risk assessment process.

5.6. The assessor can also take into account crime which takes place due to police operations or event driven where a spike of crime takes place and if needs be discount it from the formal crime risk assessment.

6. Passenger perception survey

6.1. It is important that the operator is fully aware of how safe their passengers feel when using their network. This can be achieved by carrying out a survey of a meaningful number of passengers. The requirements for the survey in order to comply with the scheme are as follows: -

    6.1.1. There will be a minimum of 100 respondents to the survey

    6.1.2. Of those responses, an identifiable 25% will be from people using the stop after 1900hrs

6.2. The survey will consist of the following one question and 5 answers: -

    6.2.1.   How do you rate the station in terms of personal security whilst using it?

- Very Good
- Fairly Good
- Neither Good nor Poor
- Fairly Poor
- Very Poor

    6.2.2.   If the answer to the question given is either fairly poor or very poor the reason for those answers will be asked for. The operator will then gain an idea of where and what improvements are needed in terms of passenger security.

    6.2.3.   It is also good practice, though not a requirement of the scheme, to note the age and gender of each respondent.

6.3. In order to satisfy the requirements of the scheme no more than 15% of people surveyed for the award will feel unsafe or very unsafe.

6.4. The above survey requirements will also apply to the on-going reaccreditations under the scheme.

6.5. At any time the Assessor can request that the carrying out of this survey is done independently from the operator to ensure that its integrity is assured. Any costs for surveys undertaken will be met by the operator.

7. Management practices (see appendix b)

7.1. The operator should have in place an overarching Security Policy which sets the parameters for managing security network wide. From this policy will come further policies and Operating Procedures (which will be displayed on the stops) which should be regularly reviewed so that all procedures and systems are in place for the safe operation and control of the tram stops. Should there be any changes required these will take place only after any staff who will be affected have been correctly briefed. It is important that the records of these briefings (and other aspects of this section) are kept by the operator in a "living document" which allows for regular enquiries by all relevant staff.

7.2. There should be adequate risk assessments in place for all front-line staff. These should be role specific and not generic and will include, for example, cash handling and ticket checking amongst other things.

7.3. Even though many of the stops will not be staffed it is important that any relevant information on recent incidents is available to all staff who may, in the course of their duties, visit the locations. This information should be

recorded by any control room with responsibility for staff and stop security that should ensure that staff are made aware.

7.4. At stops where staff are located they should be contactable and readily available to any member of the public requiring assistance.

7.5. When stops are unstaffed there should be a suitable method of ensuring that members of the public are able to request assistance if needed. This will be achieved through use of help-points, direct dial telephones and where CCTV is monitored constantly by staff. There should also be a suitable call-out system in place for staff to attend these locations in a reasonable time should assistance be required by a member of the public.

7.6. Staff induction and on-going refresher training should contain a range of inputs aimed at assisting themselves as well as the traveller. They should be able to: -

    7.6.1. Deal effectively with conflict and aggression to reduce the risk of being assaulted;

    7.6.2. Deal effectively with members of the public who have become victims of crime, or have become disorientated for some reason through their journey. This maybe because they are a victim of crime, they have lost something or that they have become ill;

    7.6.3. Know how to react should they become a target for a robbery if they are involved in any form cash handling within the environment.

7.7. Dependent on their role any security company employed by the operator should conform to the Security Industry Authority's regulations or be accredited under the Community Safety Accreditation Scheme (CSAS) or the Railway Safety Accreditation Scheme (RSAS).

7.8. Measures should be in place for regular checks to be carried out at each stop. These Planned General Inspections (PGI's) should be documented and take place at intervals determined by the risks associated with there being a fault. The items that should be checked include: -

- Is the lighting in good order providing the levels required?
- Is all relevant signage present and in good order?
- Are timetables current and up-to-date and where most people want them?
- Is the CCTV operational, does it conform to the CCTV Codes of Practice and are there Data Protection Act signs advertising its use?
- Are help-points signed and in good working order?
- Are emergency alarms signed and in good working order?
- Is the station in good decorative order, free from graffiti and litter?
- Does the operator meet regularly with the police to discuss crime figures for the location and do they receive the figures from the police?
- Does the operator meet regularly with their neighbours e.g. other businesses, the Local Authority etc?
- Is any landscaping at the stop well maintained so as not to obstruct lighting, CCTV or lines of sight? Certain planting can also aid crime prevention e.g. ivy trained up a wall can prevent graffiti and prickly shrubs prevent concealment.

- Where needed has the operator got in place relevant contracts with their suppliers so that any faults picked up either by PGI's or reported to them by staff or public are rectified in the shortest possible time?
- Are there audit trails in place to provide the ability to follow up maintenance needs?

7.9. Do you display or distribute advice to passengers on crime reduction measures so they can reduce the likelihood of succumbing to criminal activity?

8. Design issues (See Appendix C)

8.1. The design of a location can affect the perceptions of passengers using the stop, can either deter or encourage crime and thus will also affect the management response to any crime or incident taking place.

8.2. As well as design the use of anti-vandal fixtures and fittings can prevent a stop from deteriorating in quality which can heighten people's fear of crime.

8.3. The following sections (9 to 14) highlight the design issues that need to be considered.

9. Parking facilities including cycles and motorcycles

9.1. At those locations where there is parking it is recommended that the Park Mark® Safer Parking Scheme (SPS) is applied for. The scheme run by The British Parking Association is aimed at "preventing criminal behaviour in the parking environment" (taken from the Safer Parking Scheme Assessment Guidelines paragraph 1.2).

9.2. If the operator does not apply for the Safer Parking Award (SPA) it is good practice to adopt the theory as laid down in the scheme to reduce the likelihood of offending within the facility. Issues looked at under the SPS are: -
- Crime levels
- Management of the facility
- Boundaries and perimeters
- Vehicle access
- Pedestrian access
- Parking areas
- Surveillance
- Lighting
- Signage

9.3. Further details can be obtained from the Police CPDA / ALO or from http://www.britishparking.co.uk/info_page.php?id=73&info_id=20

9.4. If provided cycle storage facilities should provide secure parking for passengers' bikes and motorbikes. This may be achieved, for example through CCTV surveillance, natural surveillance or other method.

Boundaries and perimeters

9.5. The stop should have a defined boundary or perimeter that signifies the limit of ownership of it. This boundary may be an actual physical barrier such as a fence or a symbolic barrier such as a change of paving colour or surface.

9.6. Any physical barrier used should not obstruct any natural surveillance on to the stop, i.e. if a fence is to be used there should be the ability to see through it from the outside. This will also ensure that users can see onto the stop before going on to see if there is a threat (see Section 11 – Surveillance).

9.7. It will be for the assessor to decide whether a stop put forward for accreditation under this scheme is sufficiently distinguishable from the surrounding footways as it is recognised that some tram stops are no more than raised extensions of the streetscape. There must be a defined physical boundary separating the stop from the surrounding streetscape and any stop which is merely an extension of the footway without such a boundary will not be eligible for the award.

9.8. Where fencing is deemed to be needed it should conform to British Standard (BS) 1722 (relevant part) or LPS 1175.

9.9. Should it be deemed appropriate and dense shrubbery is used as a boundary it should be slow growing with no actual foliage above 1.0m and if tall shrubs / trees are used there should be no foliage between 1.0m and 2.5m off ground level (see Section 11 – Surveillance).

9.10. All boundary treatments should be graffiti resistant through use of a treatment on any blank façades. Use of a climbing shrub e.g. ivy could also be considered.

10. Surveillance

10.1. Surveillance can take a number of forms: -
- Natural Surveillance
- Staff Surveillance
- Technological Surveillance (CCTV)

Natural Surveillance

10.2. Natural surveillance is considered to be the most effective type of surveillance but can be affected by incorrect placement of advertising boards, solid walls or fences which obstruct natural lines of sight. For this reason the use of open style fencing e.g. weldmesh is recommended. Any shelters provided for customers should be made of a transparent material (which should be vandal resistant).

10.3. If shrubbery is to be used as a boundary treatment it should be slow growing and when fully mature must not have foliage between 1.0m and 2.5m as this gap allows for unobstructed views through. Use of foliage can provide an added bonus because when it needs maintaining staff have to attend the stop and provide added staff surveillance.

Staff Surveillance

10.4. It is understood that most tram stops will not be staffed, but when staff do visit the stops they will provide a valuable source of surveillance to passengers travelling.

10.5. Whenever staff do attend the stop for any reason they should do in high visibility clothing so that they are easily recognisable to passengers and other members of staff. (NB. Whenever staff are required to attend a stop for cash collection purposes this should be done in pairs).

Technological Surveillance (CCTV)

10.6. Where installed CCTV systems must comply with the Data Protection Act 1998 and be registered with the Information Commissioner if covering public space.

10.7. Ideally any CCTV system installed should be monitored within a control room, but in any case if emergency alarms are present on the stop upon activation of one of these alarms the images from that stop should be available to the operator answering the call. This may allow the operator to determine the level of response needed whilst taking details from the caller.

10.8. When any CCTV installation is planned an Operational Requirement (OR)[3] outlining all the stakeholders' needs should be written as this will inform the design of the system. Stakeholders for a CCTV system will include: -

- The operator
- The police who may need to use the CCTV as evidence
- The Local Authority as they may already have CCTV in the area and an operational link might be established
- Any other organisation with an interest in the tram system and staff and passenger security

10.9. The levels of CCTV coverage will be defined by the OR but the following should be considered: -

- At entrances and exits images should provide identification[4] standard images of people entering and leaving
- The number-plate of vehicles entering and leaving any car park should be clearly visible and identifiable (consideration may also be given here to installing Automatic Number-Plate Recognition (ANPR) systems at these locations)
- All images must be time and date stamped and this should not obstruct any views of either individual faces or vehicle number-plates
- All images should be capable of been downloaded into a viewable format that police can use as evidence

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[3] The Home Office Scientific Development Branch (HOSDB) produces guidance on writing a CCTV OR. Details can be found at
http://scienceandresearch.homeoffice.gov.uk/hosdb/publications/cctv-publications/28_09_CCTV_OR_Manual.pdf?view=Binary

[4] See HOSDB OR Manual for definitions of image quality
http://scienceandresearch.homeoffice.gov.uk/hosdb/publications/cctv-publications/28_09_CCTV_OR_Manual.pdf?view=Binary

- The CCTV system on the stop needs to be supported by the lighting used (see Section 13 – Lighting)
- The CCTV should cover any emergency and information help points
- Landscaping, tree planting and signage should not conflict with the CCTV system.

11. Signage

11.1. All signage should be clearly visible and be read under natural or artificial lighting. The following items need to be considered when designing the signage strategy: -

- Way finding signs (e.g. way out) need to be clearly visible from all parts of the stop (it needs to be borne in mind that strangers to the area will use the stop in addition to regular users)
- Contact details of the operator of the system for customer services etc.
- Other local transport (e.g. buses, taxis) information needs to be available to the users of the stop so that they can continue their journey easily
- A map of the local area should be located near to all the exits so information for journeys to be continued on foot is available
- Details of frequency of service or timetables should be prominently displayed
- Live and up-to-date tram running information should be provided through a customer information system
- Data Protection Act compliant CCTV signs must be displayed at the stop if CCTV is in operation
- If emergency and information help points are in operation at the station they should be clearly indicated and there should also be a notice near-by of when to operate the information point and the emergency point, and what will happen once activated.

11.2. All signage should be in the corporate style so that customers know what they are looking for at different stops.

12. Lighting

12.1. Good lighting in dark areas can enhance one's feeling of safety, and thus deter the criminal from committing offences.

12.2. The lighting should ideally conform to BS 5489-1:2003 though it is understood for operational reasons this may not be possible. Whatever standard of lighting the following should be adhered to[5]: -

- The Overall Uniformity of light for is expected to achieve a rating of 0.4Uo and should never fall below 0.25Uo
- The Colour Rendering qualities of lamps used should achieve a minimum of at least 60Ra (60%) on the Colour Rendering Index
- Light Pollution must be minimised
- Landscaping, tree planting and lighting schemes shall not be in conflict with each other

12.3. The assessor may require the operator to provide a lighting certificate to confirm that the above standards are being complied with. If there is no certificate forthcoming the assessor can use their judgement based on crime levels and whether the levels of lighting is fit for purpose (e.g. it supports the CCTV system).

12.4. All fixtures, fittings and wiring associated with the lighting system should be protected from damage, whether deliberate or accidental.

12.5. The lighting columns should not allow for climbing onto any other structure present on the stop and should not be used for the mounting of CCTV cameras as they do not provide a sturdy enough base for CCTV.

12.6. It is likely that the levels of lighting at the stop will be informed by the levels of street lighting in the public realm around the stop. However it must be borne in mind that due to operational and safety reasons the lighting levels at the stop may need to be greater than the streets surrounding the stop.

12.7. Consideration needs to be given to the sustainability of the tram system and use of low wattage lighting e.g. LED's should be considered. Indeed out of hours the turning off of lighting may be deemed appropriate but if used it must still support CCTV and may be activated by passive infra-red (PIR) detectors.

13. The whole journey

13.1. Problems experienced by a Tram Operator will be no different to those which are suffered by the local community e.g. anti-social behaviour by youths, drunkenness in a city centre setting – it is therefore vital that consultation takes place with local organisations.

13.2. There are many and varied organisations and committees which operate in the local community with whom the operator should consult, some of which are:

- The Local Authority which might include, Youth Services, Housing Services, Planning Department, Leisure Services, Education Department

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[5] Adapted from Secured by Design New Homes 2009

- The local Police Force and / or British Transport Police
- Other transport operators e.g. bus, heavy rail
- Passenger interest groups
- Local businesses
- Local Neighbourhood Watch Groups
- The Crime and Disorder Reduction or Community Safety Partnership.

13.3. By working closely with some of the organisations listed in 14.2 above do you actively seek to apply for Anti-Social Behaviour Orders (ASBO's) or Banning Orders preventing people bent on disorder from being on the tram stops?
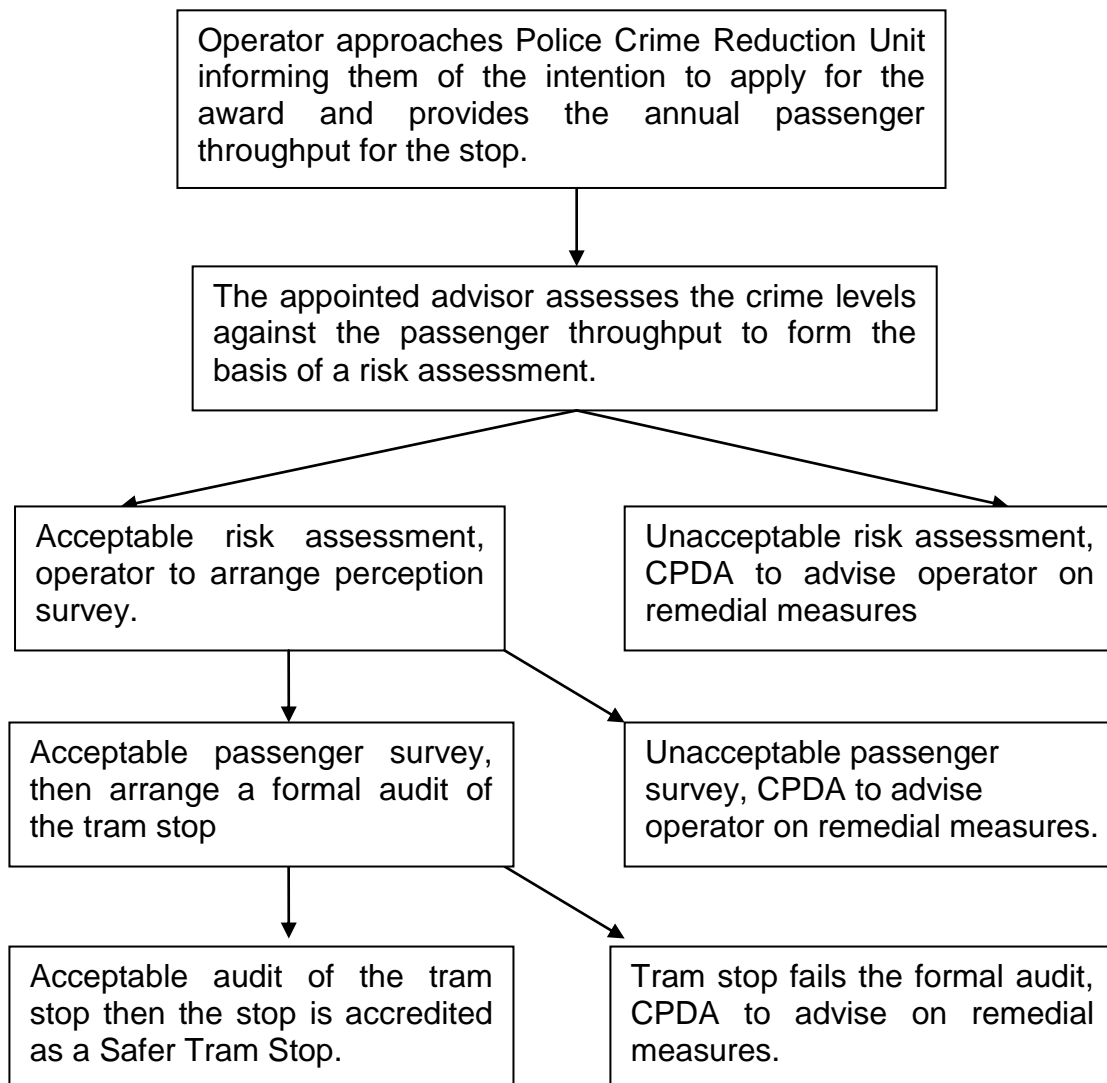
14. Special considerations

14.1. There will be some locations on tram systems which abut locations which may already have the DfT / BTP Secure Stations Award, or where the heavy rail station is looking to achieve that award (and *vice versa)*. Where this is the case consultation will need to take place with that station's operator with a view to a future joint application. There will also need to be cooperation between the relevant police forces (if within two force areas).

14.2. Further locations where a tram stop abuts other transport interchanges may also be encountered. As with 15.1 above joint consultation will be needed with the management of that location to ensuring a joined up approach to the security of the whole site. Current sites where this might be the case include Meadowhall, near Sheffield.

14.3. Additionally there will be some locations where the tram stop is little more than a raised part of the footpath where it may be difficult to define the actual boundary. In these cases the assessor will decide if the stop is sufficiently defined to merit the award (also see paragraph 10.3).

14.4. Where cash is still used to buy tickets from ticket vending machines at tram stops there must be an adequate risk assessment in place for those staff who collect the cash (e.g. no less than two people to do the collections, vary the collection route). If the cash is then taken to a central cash handling facility then consideration to the security of that location must also be taken.

15. References

- ACPO Secured by Design (2009) New Homes 2009 http://www.securedbydesign.com/pdfs/newHomes2009.pdf
- British Parking Association (2007) Safer Parking Assessment Guidelines
- Department for Transport (2005) Guidelines on the Secure Stations Scheme http://www.dft.gov.uk/pgr/crime/sss/
- HOSDB (2009) CCTV Operational Requirements Manual 2009 Publication 28/09 http://scienceandresearch.homeoffice.gov.uk/hosdb/publications/cctv-publications/28_09_CCTV_OR_Manual.pdf?view=Binary

APPENDIX A – Application process

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┌─────────────────────────────────────────┐
│ Operator approaches Police Crime         │
│ Reduction Unit informing them of the     │
│ intention to apply for the award and     │
│ provides the annual passenger throughput │
│ for the stop.                            │
└─────────────────────────────────────────┘
                    │
                    ▼
┌─────────────────────────────────────────┐
│ The appointed advisor assesses the crime │
│ levels against the passenger throughput  │
│ to form the basis of a risk assessment.  │
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Acceptable risk assessment, operator to arrange perception survey.	Unacceptable risk assessment, CPDA to advise operator on remedial measures
Acceptable passenger survey, then arrange a formal audit of the tram stop	Unacceptable passenger survey, CPDA to advise operator on remedial measures.
Acceptable audit of the tram stop then the stop is accredited as a Safer Tram Stop.	Tram stop fails the formal audit, CPDA to advise on remedial measures.

Note that at any point if the operator feels there are grounds for appeal against a refusal to grant the award they may appeal to ACPO SBD.

16. APPENDIX B – Checklist for the award – Management

The following checklist highlights points to consider in terms of management of the tram stops: -

○ Does your organisation have a personal security policy in place for staff and customers which is endorsed at Board level?

○ Does your organisation have a designated member of staff with specific responsibility for personal security?

○ Do you have on display at the stop information relating to personal security including your policy and contact details?

○ Do you actively encourage passengers to report criminal incidents? This might be achieved by displaying details of the local Neighbourhood Policing Team, Crimestoppers posters or images of wanted offenders.

○ Do you get monthly crime figures from your local police?

○ Have the crime figures received been monitored so that security problems have been identified and appropriate risk assessment done to address those problems?

○ Do you have a member of staff who is able to attend a stop in response to an emergency at that location (24/7)?

○ Are your staff readily identifiable to passengers and other staff?

○ During your front-line staff selection process is the ability to deal effectively with conflict assessed?

○ Does your induction training for front-line staff contain an element of dealing with public anxiety, conflict and aggression?

○ Are refresher courses offered to front-line staff on dealing with public anxiety, conflict and aggression?

○ If you employ a security company, be it for patrolling or cash collection, does it comply with the Security Industry Authority's regulations?

○ Are security measures for front-line staff based on the assessment of risk, including those who are involved in cash handling?

○ Are staff who handle cash trained what to do in the event of a robbery, or attempted robbery?

○ Are ticket machines emptied of cash on a daily basis?

○ Are your frontline staff trained appropriately to deal with emergencies and passengers, including those who have been a victim of crime?

○ Do you display crime prevention advice to passengers?

○ Do you have contracts in place for maintenance of landscaping, CCTV, lighting, help-points which specify minimum call-out and repair times?

○ Do you regularly check the lighting during hours of darkness?

○ Where CCTV is used is it registered with the Information Commissioner?

○ Is the CCTV monitored, or is there the ability to monitor CCTV live should the need arise?

○ Is there a formal procedure for reporting defects in the CCTV system?

○ Are regular inspections of the stop taken to identify maintenance needs in order to provide a clean, well maintained environment?

○ Is there a contract identifying minimum times for the removal of graffiti?

○ Do you actively participate with local organisations to provide greater security across "The Whole Journey?"

17. APPENDIX C – Checklist for the award – Design

- ○ Do entrances and exits allow visibility both inwards and outwards?
- ○ Does the stop have a defined perimeter through the use of real or symbolic barriers?
- ○ Does the perimeter permit opportunities for informal surveillance?
- ○ Is the stop subject to surveillance from passers-by, local residents or road users etc?
- ○ Are passengers in waiting area visible to others?
- ○ Does the stop use convex security mirrors, open fencing and clear glazing to enhance surveillance?
- ○ Is adequate way-finding signage for exits and other passenger facilities provided where necessary?
- ○ Is there a map of the local area provided at the stop?
- ○ Is there sufficient information relating to local bus routes, taxis and other public transport information?
- ○ Is there adequate detail provided in relation service frequencies, and is it where passengers are most likely to want it?
- ○ Are operational emergency help-points and information help-points provided within scope of CCTV, well lit, well signed and where passengers are most likely to need them?
- ○ Is information provided telling passengers when to use the emergency or information help-point and what will happen when they do?
- ○ Is information and assistance provided for people with visible and invisible disabilities?
- ○ Is the real-time information system in working order?
- ○ Is the public address system at the stop in working order?
- ○ Are there facilities at the stop where passengers can securely leave their bicycles, motorcycles and cars?
- ○ Is the lighting provided of a uniform quality so as not to create pools of intense brightness and areas of shadow?
- ○ Is Data Protection Act compliant signage for CCTV displayed on the stop?
- ○ Is the physical security of cash handling facilities commensurate to the assessment of risk?