



RESEARCH SYMPOSIUM

Dear Reader

This is the latest AUNT-SUE Newsletter. It contains updates on our research project, the aim of which is "to develop and test sustainable policies and practices that will deliver effective socially inclusive design and operation in transport and the associated public realm."

Kind Regards

The AUNT-SUE Team

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EPSRC

Engineering and Physical Sciences
Research Council



A one-day research symposium and drink reception organised by AUNT-SUE with the support of the EPSRC.

Date: Wednesday, January 13th 2010

Time: 9.30am for 10am —6.30pm

Venue: Old Refectory, Wilkins Building, UCL, Gower Street, WC1E 6BT

AUNT-SUE looks back at seven years of developing tools and resources to help practitioners reduce transport related exclusion.

We have learned some valuable lessons about engaging and consulting the users of transport and the public realm, including those that public agencies regard as 'hard to reach' and in various ways 'excluded'. Their diverse perspectives and local knowledge can be very useful to those who are responsible for delivering more inclusive solutions from the macro-scale of urban areas down to the micro-scale of street design and passenger facilities.

We would like to share these insights with you and would value your feedback.

The detailed programme and booking form are available on www.aunt-sue.info

For more information, please contact Antje on 020 7133 -3932/5188 or email her on a.witting@londonmet.ac.uk

Picture 1: Nigel Dotchin (Accessibility & Equalities Unit -DfT) speaks at the 2008 AUNT-SUE event



Contributors include:

Heather J Cruickshank
University of Cambridge - Chair

Philippa Hemmings
EPSRC -Sustainable Urban Environments (SUE)

John Clarkson
Cambridge Engineering Design Centre

Trevor Mason
Hertfordshire County Council

Graeme Evans will represent the AUNT-SUE consortium in his function as Principal Investigator. He will formally introduce presentations of his AUNT-SUE colleagues.

AUNT-SUE NETWORK EVENING EVENT

Please contact us immediately, if you haven't received your invitation as yet!

Please join us for drinks and canapés to celebrate SEVEN YEARS OF AUNT-SUE RESEARCH AND BEYOND. We would like to take this opportunity to thank you for supporting AUNT-SUE.

Every network member should have received an invitation via post by now. This invitation is not transferable, but you may bring one guest.

Request your invitation or **RSVP Antje** by the 8th of January 2010

T: 020 7133—5188 or 3932
E: a.witting@londonmet.ac.uk

Date: Wednesday, January 13th 2010

Time: Doors open at 7pm and close at 9pm

Venue: Cubic Theatre at the London Transport Museum, Covent Garden, London WC2E 7BB



Pictures: 2008 Reception in Somerstown

HADRIAN: GETTING REAL

Validation Findings Show HADRIAN Tool to be a Good Predictor of Accessibility

HADRIAN has been undergoing validation of its task analysis capability. The validation has been performed in two phases.

The **first phase** included a three-way comparative study of the accessibility of two automated teller machines (ATM). The study compared the accessibility of an existing ATM with a new design currently being rolled out worldwide. Accessibility was assessed: virtually using HADRIAN and its database of 100 people, by an expert ergonomist using the digital human modelling system SAMMIE together with a sample of HADRIAN data, and finally using 10 real people with a variety of size, shape and capability together with a physical rig of the actual ATMs. Early results show HADRIAN to be a good predictor of accessibility with very similar results to the two other studies. However, the validation also showed areas for improvement particularly for wheelchair users within the database.

HADRIAN's prediction of approach orientation to the interaction point was not as reliable as it might be and work is currently undergoing to improve this area.

The **second phase** of validation attempts to simulate a short journey. The journey consists of buying a ticket and accessing a train at the DLR station in Greenwich. Again HADRIAN is being compared to a real user trial to understand the degree of reliability an assessment in HADRIAN can provide. The results are currently being processed and should be available before the end of the year.

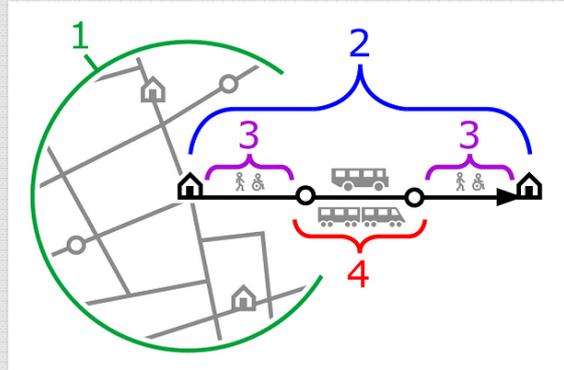
Contact: Russ Marshall (Lboro) R.Marshall@lboro.ac.uk

Selection of Related Publications and Conference Papers:

Marshall, R., 2009. **Supporting design for the ageing population**. IMechE conference on Engineering for an Ageing Population: Challenges & Opportunities, 10-11 Nov, 2009.

Day, P., Riley, C., Rohan, C., Summerskill, S. and Marshall, R., 2010. **Use of human modelling software in a commercial design environment: a SAMMIE CAD case study**. Contemporary Ergonomics 2010, The Annual conference of the Ergonomics Society, 2010.

Marshall, R., Case, K., Summerskill, S.J., Sims, R.E., Gyi, D.E., and Davis, P.M. 2009. **Virtual Task Simulation for Inclusive Design**. In: Duffy, V. (ed) Proceedings of the Second ICDHM 2009, Held as Part of HCI International 2009 San Diego, CA, USA, July 19-24, Digital Human Modelling, Springer, ISBN: 978-3-642-02808-3.



Picture: Journey Wizard - integrating policy, design and operations throughout the whole journey environment.

Background: There is not just ONE way to think about accessibility policies and plans! Our AUNT-SUE research team has developed a conceptual framework that logically links accessibility policy & planning activities and as such encourages everyone involved to 'think outside the box'.

The framework comprises four scenarios:

Scenario 1: Accessibility/access of services and facilities throughout an urban area—Considering both physical and perceptual barriers.

Scenario 2: Accessibility/access of specific journeys—Considering the whole journey environment (door to door, from home to activity destination and back to home) that includes various stages/modes of transport.

Scenario 3: Accessibility/access of a particular or whole stretch of street, such as high street or streets that lead to prime destinations and transport access points. Considering barriers that are both physical and perceptual.

Scenario 4: Accessibility/access of public transport infrastructures. Considering physical and perceptual barriers.

CAPTURING LOCAL INSIGHTS

Mapwalks helping Crime Reduction in Camden

Somerstown is a densely populated and disadvantaged neighbourhood between Euston and King's Cross-St Pancras International stations. Recognizing that 'more people are dependent on getting around on foot', LB Camden has upgraded its public realm, especially by traffic calming. Nevertheless, a range of factors still deter residents from walking, and thus from visiting people and places that matter to them.

Hitherto, it has not been easy to pinpoint the problems they experience, but working closely with Camden, Steve Shaw and his colleagues have piloted community mapping techniques to capture the valuable local knowledge and insights of residents that the Council considers 'hard-to-reach', e.g. by questionnaire surveys and public meetings. Parents with young children, young Asian men, young women and others have participated in 'Mapwalks and Panels': an approach pioneered in the 'InSITU' scoping study 2005-7.

Following a wide-ranging panel discussion, each group highlighted priority issues and agreed a walking route that they would survey together. Equipped with maps and pencils to annotate, participants found that they could observe and record detailed points concerning access, road safety, legibility, personal security and other deterrents. Reconvening as a panel, they compared notes and discussed possible solutions in a calm, constructive way. Participants' maps and findings are being discussed with Camden and can be viewed on our website www.aunt-sue.info/visit.html

Contact: Steve Shaw (LMet) s.shaw@londonmet.ac.uk or visit www.aunt-sue.info/visit.html

Selection of Related Publications and Conference Papers:

Shaw, S., 2009. **Mapping the inconspicuous consumption practices of disadvantaged groups: The implications for urban design.** Annual International Conference of the Royal Geographical Society. Manchester.



Picture: Mapwalks and Panels helped participants pinpoint problems and discuss solutions constructively.

Background: The 'Map-walk' is derived from the InSITU project (2005-7), a recent collaboration between AUNT-SUE, the Stockholm Environment Institute and DISTILLATE—another EPSRC/SUE research consortium. Details on: www.insitu.org.uk

AMELIA: CONSULTATION AND TRANSFERABILITY

Work began to test the transferability of AMELIA to other local authority areas. AMELIA was used to assess access to local facilities such as post offices, GP surgeries and libraries in London Borough of Tower Hamlets; similar work has been carried out in the county of Hertfordshire. We have continued to expand the range of policy actions that can be assessed using AMELIA.

Work is underway using AMELIA in the ConSEPT (Consulting Socially Excluded People about Transport) process. This involves engaging with people who are socially excluded, asking about the barriers to accessibility that they perceive and how well AMELIA represents ways of overcoming them. A number of focus groups have been held in St Albans with people with disabilities.

Participatory geographical information systems (PGIS) techniques were used in conjunction with AMELIA to capture information on barriers to movement that the members of the group had experienced. AMELIA was then used to analyse accessibility to various services and facilities in St Albans based on the new inputs provided by the group.

A prototype web-based map of St Albans city centre for people with mobility difficulties is also being produced using the inputs from the group.

Contact:

Roger Mackett (UCL) rlm@transport.ucl.ac.uk
or his colleague
Helena Titheridge h.titheridge@ucl.ac.uk

Selection of Related Publications and Conference Papers:

Titheridge,H., Mackett,R.L., Achuthan,K. (2009). **From footway design to the street environment: removing the barriers to walking.** Paper presented at the 10th International Conference on Walking and Liveable Communities, New York, 7-9 October 2009

Mackett,R.L., Titheridge,H., Achuthan,K. (2009). **How AMELIA helps to design more inclusive urban areas.** Include conference 2009, Royal College of Art, London UK, 5 to 8 April 2009

Achuthan,K., Mackett,R.L., Titheridge,H. (2009). **Measuring accessibility changes experienced by socially excluded groups of people.** UK-Ireland Planning Research Conference, 1-3 April 2009, Newcastle Uni.



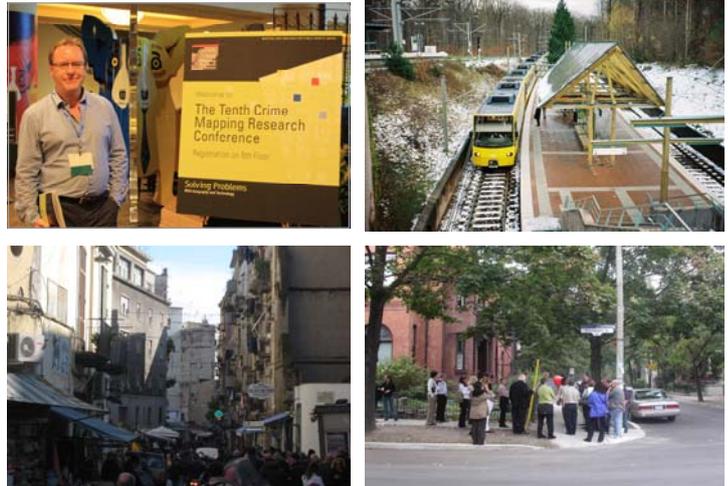
Picture: Using PGIS in conjunction with AMELIA in St Albans

AUNT-SUE - A GLOBAL NETWORK

Disseminating our Knowledge at a Global Level

In the past seven years several consortium members have crossed oceans and mountains to disseminate our findings with experts from Turkey, Germany, Italy, Netherlands, Ireland, Island, China, India, Canada, Brazil, South Africa and so on. In fact 30 per cent of titles on our list of publications and conference papers addressed an international audience. We were asked to send our project video to colleagues in New Zealand and Australia. In fact, since last year we maintained a virtual link to Monash (Australia) from which www.sortclearinghouse.info is being managed.

No matter where we met colleagues, they responded with interest and praise. This is not to say that we did not listen and learned. In fact, these global contacts forced us to think outside the box, and ask: would our approach to urban design and crime help police and planners to reduce crime figures in New Orleans, or help the Mayor of New York to reduce their obesity figures; would Nordic Engineers listen to what HADRIAN has to say; or does AMELIA offer an alternative to universal cost-benefit models when designing crossings in Canada or the U.S.? So, please continue to contact us directly with comments, questions or calls for abstracts, conference or journal papers.



Pictures (clockwise from top-left): 1) Crime Mapping conf., New Orleans 2009, G. Evans, 2) Case study, Stuttgart 2008, S.Shaw; 3) Accessibility Audit, Naples, 2009, G. Evans; 4) Walk21 conf., Toronto 2007, H. Titheridge, K. Achuthan and R. Mackett

Individual contact details are available on www.aunt-sue.info. From 13th of January 2010 you can also add your details to the AUNT-SUE network and receive our bi-annual newsletter - no matter where in the world you are.

LAUNCH: WEB-BASED RESOURCE

AUNT-SUE Legacy Beyond 2010

The EPSRC/SUE funded AUNT-SUE project has reached its final stage. We are currently developing a web-resource, which goes live on January the 13th 2010. It will replace the existing AUNT-SUE website and is accessible via www.aunt-sue.info.

This web-resource will feature detailed information about individual aspects of our work on accessibility and user needs in transport, such as in-depth user guides, project reports, our project video, but also a list of AUNT-SUE related publications and papers.

All AUNT-SUE consortium members will be given editorial access rights to the site, and agreed to report about any new insights or developments that derive from the AUNT-SUE research project (2003-2010).

Everyone, who may miss the launch on January the 13th 2010 is invited to visit www.aunt-sue.info - You are welcome at any time that suits your plans.

NEWSLETTER OF THE AUNT-SUE CONSORTIUM

Contact: London Met. University, 277-281 Holloway Rd, London N7 8HN, E: trac@londonmet.ac.uk

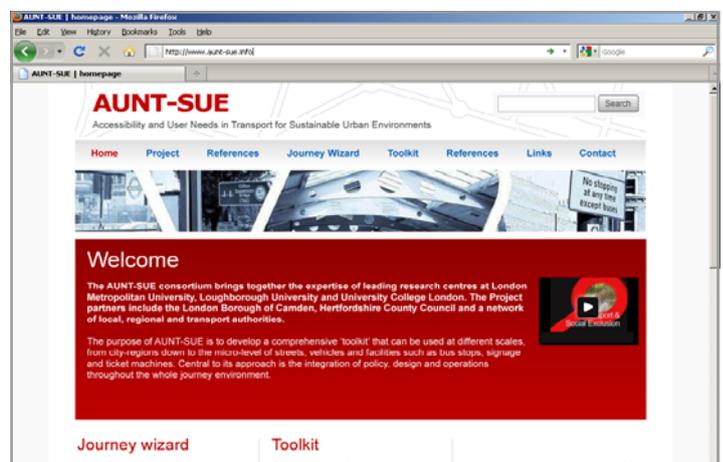
Glossary: Lboro: Loughborough Uni.; LMet: London Metropolitan Uni., UCL: University College London

The web-resource will be launched at the aforementioned AUNT-SUE network evening event:

Date: Wednesday, January 13th 2010

Time: Doors open at 7pm and close at 9pm

Venue: Cubic Theatre at the London Transport Museum, Covent Garden, London WC2E 7BB



Pictures: Screenshot of web-resource homepage