



PUBLIC LIFE STREET ASSESSMENT

TOLLCROSS FULL REPORT

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HERE+NOW is an Edinburgh-based landscape architecture studio specialised in co-design and user-centred urban research.

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(Tollcross, Gorgie/Dalry, Corstorphine)

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INTRODUCTION

INTRODUCTION

This report comprises part of a series of studies investigating the public life of eight town centres and streets in Edinburgh. This research and report has been compiled by HERE+NOW on behalf of The City of Edinburgh Council. The report presented here relates specifically to the Tollcross town centre. Additional reports are available for; Leith Walk/Great Junction St, Bruntsfield/Morningside, Portobello, Stockbridge, Nicolson St/Clerk St, Gorgie/Dalry and Corstorphine.

These Public Life Street Assessment studies include a mix of **direct observation methodologies, user interviews and more focussed substudies such as facade, land use and activity studies**. Together this mix of research methods helps reveal how each town centre and street environment currently functions in terms of pedestrian/cyclist movement and as a place. In-depth analysis of data collected as part of this methodology enables identification of trends present in the way people currently use the street environment. This in turn, helps inform and develop suggested opportunities for improvement.

Consistent methodologies, techniques and research team were used for each of the eight town centre studies to date. This enables comparable research findings between the different Edinburgh town centre street environments. This consistent and thorough research methodology provides an excellent baseline set of data, giving a clear picture of how each town centre is used at present and its current level and diversity of public life. The strength of using a defined established research methodology is that this **can be repeated in the future following any improvement works, piloting or other changes to the area to give a follow-up post-evaluation study for comparison**.

These Public Life Street Assessments deliberately focus on and integrate **the user experience of each street environment**, rather than an audit of just 'what's there' in terms of infrastructure. This approach uses a mix of user interviews and direct observation studies (including behavioural mapping, demographic mapping, pedestrian counts, tracing studies and test walks) to enable valuable in-depth analysis and suggestions of opportunities to improve each town centre from a user perspective. This user-centred design approach helps identify common frustrations for pedestrians and cyclists in each street environment, and **common aspirations for improvement**. This approach **helps indicate the street design improvements that might be most effective, and deliver most positive impact** from a pedestrian or cyclist user perspective.

This research has been compiled by the HERE+NOW team of Landscape Architects and Urban Designers. We are pleased to have been involved in these Public Life Street Assessments that reveal the potential for increased public life in these town centres. Our method involves our senior Landscape Architect and Urban Designer team conducting all the 'on-the-ground' research and rigorous data analysis to enable us to have the fullest understanding of how the street functions and how users experience this. This **ensures that no information is lost along the way**, and means that the suggested design opportunities for improvement that result are grounded in extensive research and 'on the ground' understanding of each Edinburgh town centre. We feel this **comprehensive approach undertaken by one consistent team of Landscape Architects and Urban Designers** ensures the richest capturing and analysis of data, and the transformation of this detailed information into the identification of key

opportunities and potential design responses for these complex and interesting places.

We recognise that these Public Life Street Assessments present an **exciting opportunity to supplement the Council's existing knowledge** about how these town centres function at present. We hope these studies can add value and insight, offering local contextualisation for the Edinburgh Street Design Guidance and providing opportunity for further monitoring and improvement of the public life of Edinburgh's streets. These assessments are intended to build on the existing thinking and work to date, including the Local Development Plan, Town Centre First policy, Town Centre Toolkit and Edinburgh Street Design Guidance, to help realise these important public spaces as hubs for their neighbourhood, and which promote a pedestrian friendly environment conducive to social interaction, economic vitality and quality of life.

These Public Life Street Assessments are important in providing valuable information, analysis and identification of possible opportunities that can help ensure the **maximisation of public life across Edinburgh town centres in the future**. We hope this research study will be useful in informing positive change to these street environments. We believe **the best design decisions are based on a solid grounding of thorough research findings**, and hope that the key priorities and responses that have come out of this research will help stimulate discussions about the possible ways to improve each town centre.



EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

This report is one of a series of Public Life Street Assessments. It includes the methodology, analysis of data and design responses proposed for the town centre of Tollcross.

This assessment has included analysis of the movement and place function of this town centre using a standardised methodology. This consistent methodology enables comparison with the other seven town centres completed 2015-2017 on behalf of City of Edinburgh Council. It also provides opportunity for future assessment using the same methodology to evaluate any changes made at these locations such as public realm improvements, or the impact of any pilots.

These Public Life Street Assessments are just a starting point in the process of improving a street - giving robust data about its current usage, user opinions and aspirations, and key findings about both its existing condition and potential for improvement. As such, the opportunities suggested have been put forward with an aim to inspire and catalyse further design development, ideas and discussion to improve these town centres for public life and pedestrian movement.

METHODOLOGY

A range of **direct observation techniques** were used in combination with **qualitative semi-structured user interviews** and the expertise and observations of the HERE+NOW research team of **landscape architects and urban designers**. Together this mixed method approach enabled a large amount of useful data and analysis to be collected in terms of the existing public life, user experience, and movement and place functions of the Tollcross town centre.

Research took place during February 2017 on **both a weekday and weekend day** (Wednesday, Saturday), and at **four different times of day** (8am, 12pm, 5pm, 7pm) and across 4 locations within the town centre to ensure the **maximum diversity of different usage patterns** was captured.

At **each timeslot and location** within the town centre, research techniques included:

- user interviews
- pedestrian counts
- tracing studies
- behavioural mapping
- researcher diaries
- demographic mapping.

In addition **overall test walks** of the entire town centre were conducted, looking at:

- waiting points
- obstacles
- pinch points
- surfaces and material quality
- walking speeds
- general pedestrian experience.

These were combined with a series of **sub-studies** and further assessment by the research team, including:

- land use studies
- activity studies
- facade studies
- user interviews with specific user groups

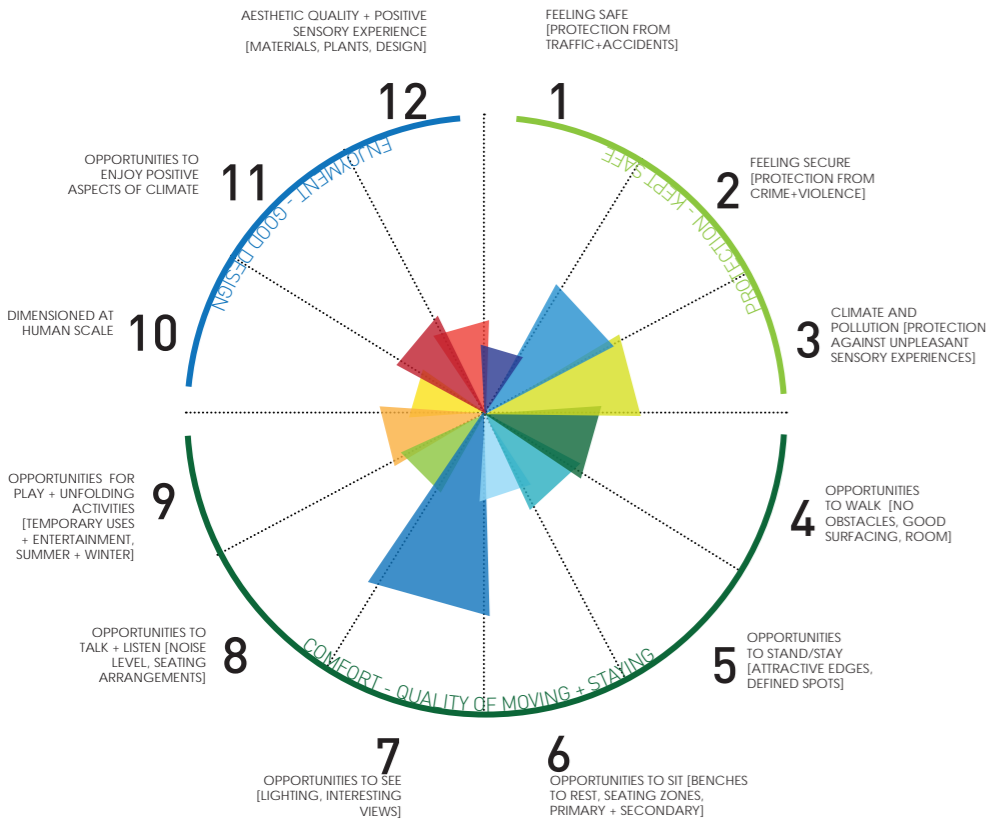
PLACE FUNCTION

Place function for Tollcross was established by synthesising research findings from this mixed method approach, and assessing these against Gehl's 12 Quality Criteria.

Tollcross **scored favourably for opportunities to see (views, vistas, footfall and vibrancy enabling people-watching), and moderately well for feeling secure from crime and protection from climate and unpleasant sensory experiences**. However it scored less well for qualities including feeling safe from traffic, dimensioned at human scale and opportunities to sit. These were seen as the biggest factors hindering public life at present.

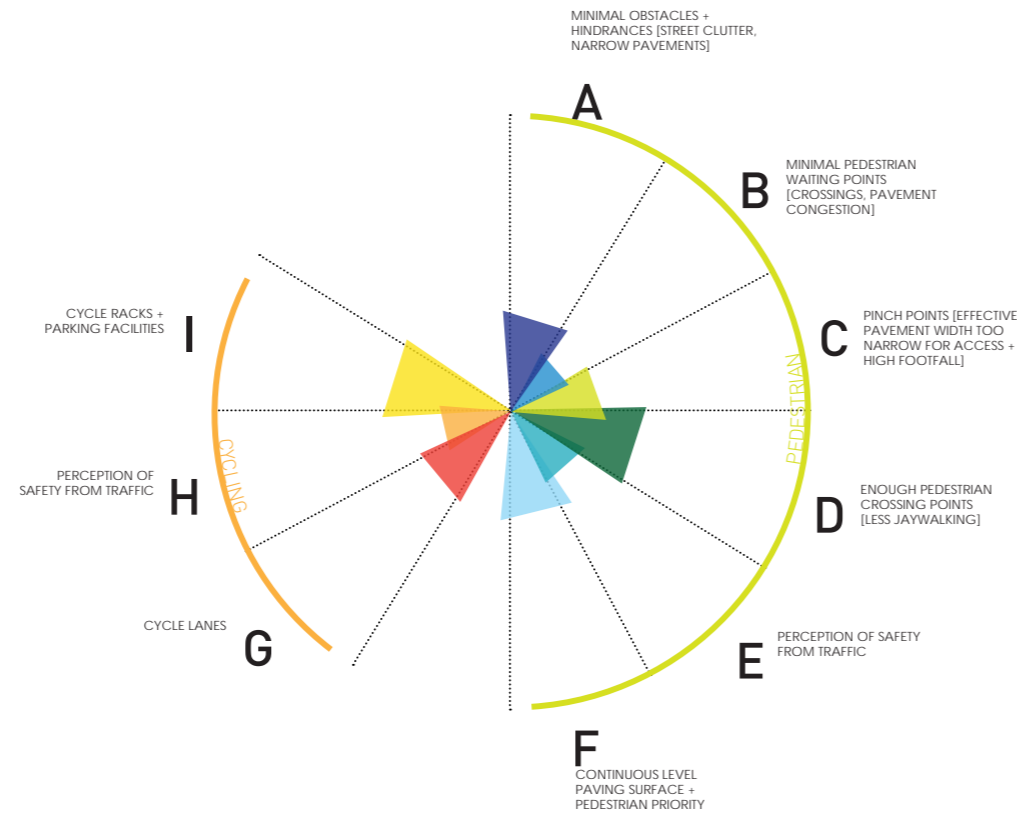
PLACE FUNCTION

ASSESSED AGAINST GEHL'S 12 QUALITY CRITERIA



MOVEMENT FUNCTION

BASED ON DIRECT OBSERVATION TECHNIQUES + USER INTERVIEWS



MOVEMENT FUNCTION

In terms of movement function, Tollcross scored moderately for 'enough pedestrian crossing points', with a few exceptions where additional crossings would be beneficial (notably across Earl Grey St near Fountainbridge, and on Leven St near Valleyfield St).

Tollcross scored less well for pedestrian waiting points, particularly given the multi-stage crossings with long wait times at the Tollcross junction and elsewhere. Additionally, users did not feel safe from traffic here - either on foot or by bike - hindering active travel at this location, particularly near the Tollcross junction. Lower scores were also found for pinch points, with obstacles present throughout much of the street environment, sometimes seriously impeding pedestrian flows and experience (e.g. near Costa on Earl Grey St). The exception being High Riggs and the elevated platform at RBS adjacent, which were seen much more favourably and whose pedestrian-friendly approach and design could be expanded.

These results for place and movement function highlight some of the strengths and key issues found in the town centre, and were used to inform the opportunities for improvement suggested.

CURRENT USAGE

The most common user activities across the whole town centre included going to/from work, catching the bus, going to/from the shops, and being en route to a nearby cafe, bar, cinema or other indoors destination.

These show the street environment is currently used for more 'necessary' activities that involve being en route to another destination, thereby primarily using the Tollcross town centre as a movement route. It is encouraging that whilst the street environment is currently only seen as a thoroughfare to these places, that a significant number of people in the street were en route to attractions or destinations within the Tollcross centre itself - notably its cafes, bars and Cameo cinema. This highlights the importance of these 'indoors' destinations in adding to the external vibrancy of the street environment, by increasing foot traffic and therefore also 'eyes on the street' as natural surveillance.

More recreational and optional activities could be encouraged by building on the high footfall throughout the Tollcross town centre to catalyse public life outside. For example providing those at work with somewhere outside to spend their lunch breaks, or encouraging additional outdoor seating for bars, cafes and the Cameo cinema, or widening pavements to better facilitate window shopping (currently restricted due to narrow pavements and pinch points meaning pedestrians cannot always stop or pause without causing congestion on the pavement).

OPPORTUNITIES + NEXT STEPS

Research findings were combined with HERE+NOW's 12 Design Principles for Healthy Public Spaces and inspiration from international precedents, to give a series of suggested opportunities for improvement.

An overview of a select number of opportunities for improvement are presented overleaf. These include more information and visual representation of the selected opportunities considered 'key moves' that would have most impact. Please see the full report for more detail on the full, wider range of potential opportunities identified.

These opportunities for improvement have been suggested based on the findings of this contained research sub-study. We would recommend a follow-on stage to this report including facilitated internal Council workshops to establish which opportunities would have value in being further developed or implemented, ways to deliver these including cross-department working as necessary, and to agree a plan of action enabling opportunities to be refined and taken forward as relevant. This would allow incorporation of the existing knowledge within Council teams, who could together agree which of these 'basic', 'standard' and 'innovative' opportunities (categorised according to the Edinburgh Street Design Guidance) might fit within existing Council plans and initiatives.

We would like to thank City of Edinburgh Council for asking us to undertake these Public Life Street Assessments, and hope they will be of use in further improving these important local town centre spaces.

OPPORTUNITIES: OVERVIEW

BASIC:

- Enhance existing pedestrian public realm with more trees/seating at High Riggs / Lauriston Place.
- Add street trees on wider corners.
- Remove confusing traffic light at Lauriston Place.
- Add raised tables to prioritise pedestrian flows.
- Add crossing over Leven St near Valleyfield St
- Trees on Home St/Lochrin Pl street corners.
- Additional bike racks on Home St and Lauriston Pl
- Lochrin Place: wider pavements, add seating, street trees and designated bin areas.
- Widen Kings Theatre junction corners.
- Add pedestrian crossing over Earl Grey St
- Interactive crossing games/junction artwork
- General street declutter.

STANDARD:

- Prioritise wider pavement, public life and pedestrians/cyclists to create walkable, vibrant, green Leven St
- Shared space/pedestrianised Lochrin Place with outdoor seating, street trees, link to canal.
- Create safer more walkable route to school + pleasant entrance environment for Tollcross Primary.

INNOVATIVE:

- Re-imagine Tollcross junction

PILOTS

- Pilot enhancement of existing pedestrian public realm with raised planters/trees and temporary seating at High Riggs.
- Pilot interactive crossing games/junction artwork and trial reclamation of junction 'dead zones' with planters/artwork.
- Pilot pedestrian priority along Lochrin Place with temporary closure one weekend, add astroturf, temporary outdoor seating, raised planters and trial designated bin areas. Monitor impact on public life and test positioning of trees/seating.
- Create pleasant wider stopping spot at Fountainbridge/Lothian Road (trees, seating, wider pavement)

OPPORTUNITIES: KEY MOVES

Re-imagine Tollcross junction

Rationalise lanes and better utilise 'dead space' within junction carriageway to create more efficient and pedestrian-priority layout. Includes creation of two wider 'plaza' spaces to the east adjacent to active frontages (cafes, shops) on Lauriston Place and Home St, suitable for outdoor public and cafe seating, and street trees partially screening traffic. As a first step ahead of larger layout redesign, a mural artwork could be designed to enliven the junction carriageway and/or traffic islands. This could be developed as a participatory project with ECA students, Tollcross Primary School, and local residents. This could help 'reclaim' the junction space for local people, and create a more child-friendly environment short-term.



Prioritise wider pavement, public life and pedestrians/cyclists to create walkable, vibrant, green Leven St

Existing bus lane is currently not an efficient use of road carriageway - typically blocked by car parking rendering it ineffective for both buses and cyclists the majority of the day. Prioritise pedestrians, cyclists and public life at all times of day with widened pavements along Leven St (particularly west side), segregated or dedicated on-street bike paths, room for trees lining the street and seating. Bus bulbs replace bus lane. This means buses stopping to pick up passengers hold back other traffic. This better prioritises the street in order of pedestrians, cyclists, buses, cars.



Create pleasant wider stopping spot at Fountainbridge/Lothian Road

Better use the corner space on Fountainbridge/Lothian Road and its sunny south-facing microclimate for a nodal rest spot along the town centre length. Remove existing poorly used phone boxes, widen pavement along north edge of Fountainbridge, add street trees to partially screen busy Earl Grey St/Lothian Road and add sensory human-scale interest, add seating to create south-facing place to sit outside to eat lunch in good weather.

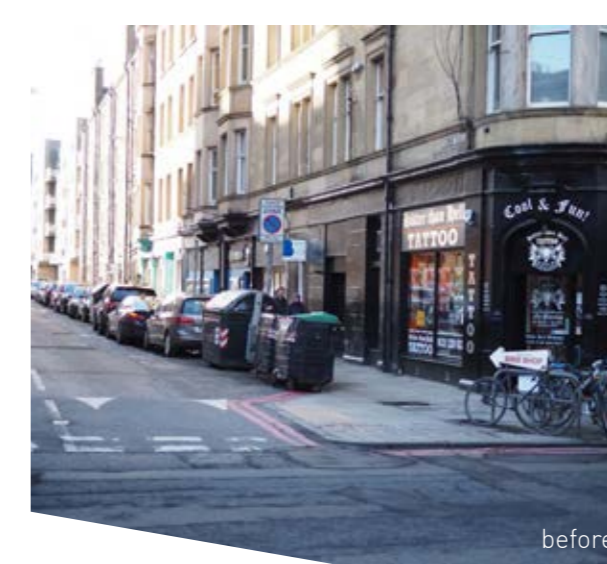
Could be piloted with astroturf, temporary seating and raised planters/trees to test the impact on public life and make any tweaks or amendments to design or positioning of these elements prior to full implementation.

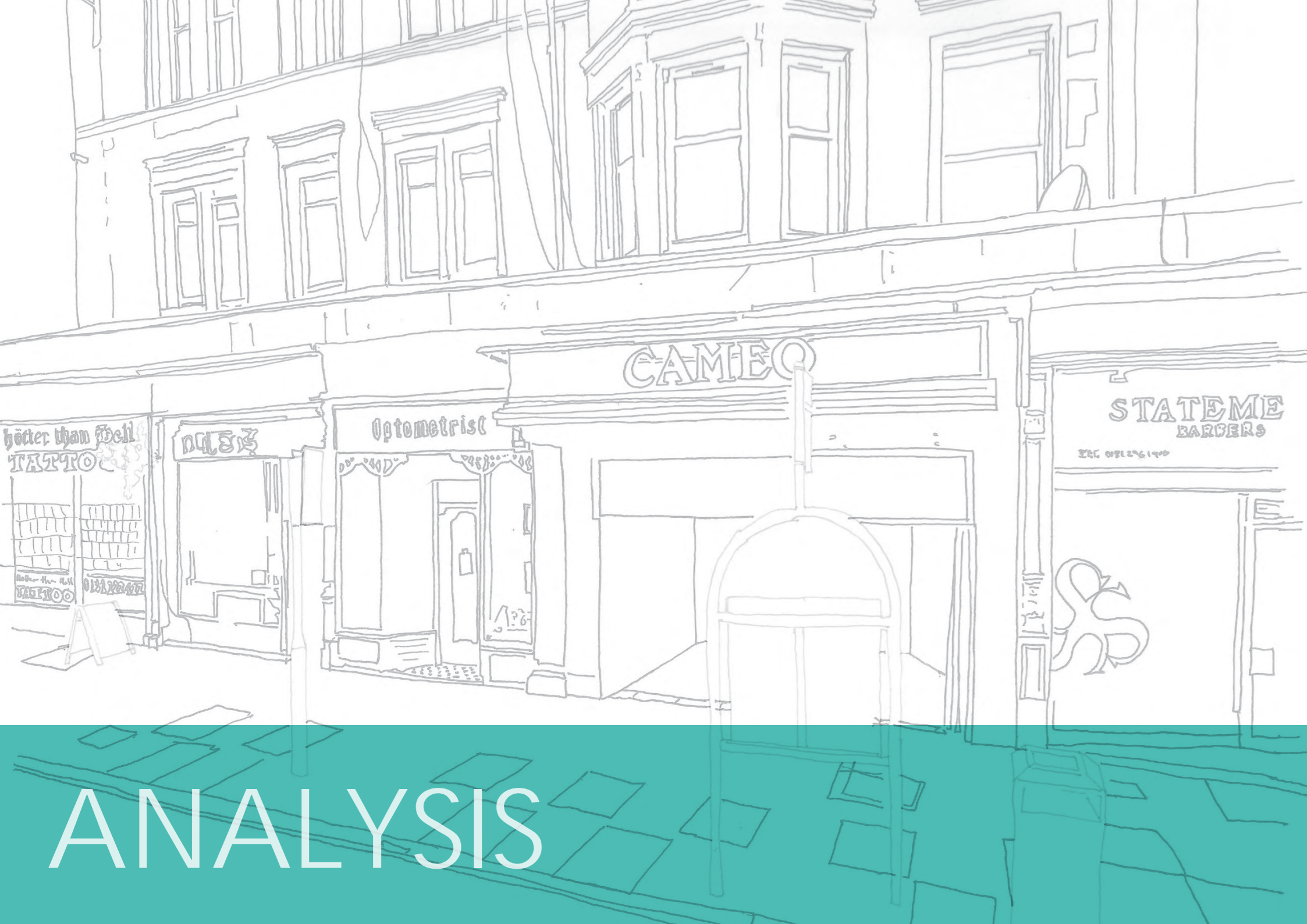


Improve pedestrian priority along Lochrin Place, widening pavements, outdoor seating, adding street trees and designated bin areas.

→Minimum: widen existing pavements on Lochrin Place. Combine with street trees and seating, particularly near Home St corners. This will allow easier pedestrian movement, and opportunities for outdoor seating building on the Cameo's adjacent existing active frontage and as a refuge from the busy car-dominated town centre.

→Recommended: take this approach further. Fully-raised table/shared space along either all Lochrin Place or to level of Lochrin Terrace. Pedestrian/cycle route only between Lochrin Garage and Home St, with shared space closer to the canal allowing limited car access to Lochrin Garage/homes via West Tollcross. Improves connection to canal and cycle/pedestrian-oriented public realm for increased public life.





ANALYSIS

ANALYSIS

This section details the results and analysis of all data collected within the Tollcross town centre.

This includes summary and analysis of data from:

- pedestrian counts
- behavioural mapping
- demographic mapping
- tracing studies
- researcher diary entries and observations
- 'freeze frame' photo analysis
- overall test walks of the town centre
- timed test walks
- mapping of obstacles and waiting points
- user interviews
- additional in-depth interviews and walkabout workshops with specific user groups.

Together this gives a holistic understanding of the current condition of the town centre and its street environment in terms of both **movement** and **place function**. It also reveals user perspectives of the existing street condition and the current level and potential for public life.

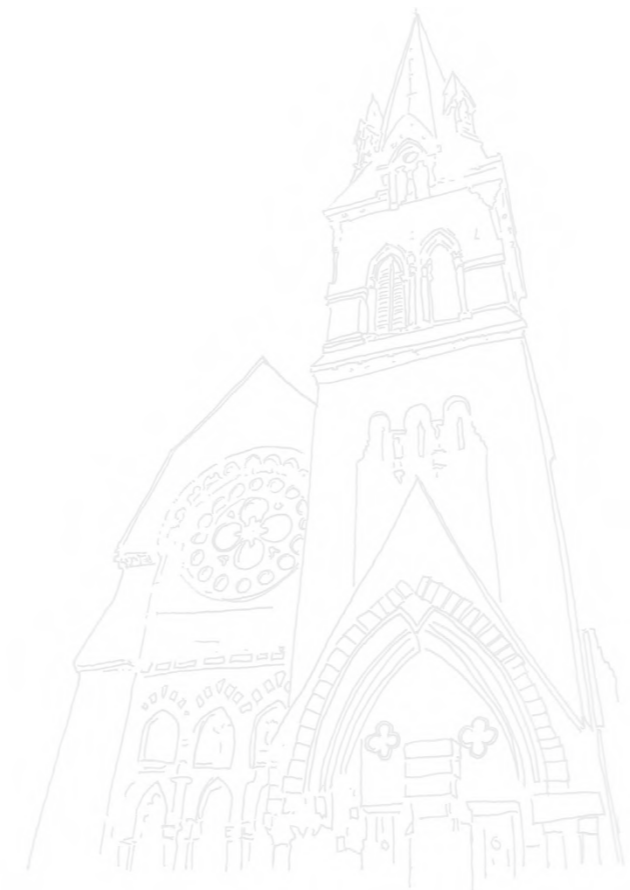
This analysis section of the report is split into first an **'overview'** sub-section, synthesising information gathered for the town centre as a whole, followed by further breakdown of analysis and findings from each of the **four key locations** studied in more detail.

As part of the 'overview', analysis of each of the composite research techniques and data has been brought together to graphically show the overall results for the town centre's movement and place

function. This is shown in summary via the **two graphic 'wheel' diagrams** for the town centre. The first assesses the town centre's place function against the Gehl 12 Quality Criteria, and the second graphic gives an overview of the town's movement function in terms of conditions and experiences for pedestrians and cyclists. These diagrammatic overviews build on all the data analysis completed for each town centre, in addition to a SWOT analysis compiled by the research team during a post-assessment workshop to build on their combined experience of these town centres.

The analysis then breaks down the research into more detail, showing summary results for each of the **four key locations** throughout the town centre. This brings an additional level of detail to analyse the street environment in more depth. These four locations were chosen at key points throughout the town centre, where there is either greatest potential for public life, or where 'typical' street characteristics exist from which research findings can inform improvement of other similar parts of the town centre.

The research analysis undertaken reveals a number of emerging opportunities for improvement to public life and the movement and place function of the town centre. These are further outlined in the subsequent 'Opportunities' section of this report.



OVERVIEW

TOLLCROSS

The overall analysis is summarised here in a 'SWOT' analysis of the town centre and its existing and potential for public life.

This overview is the combination of data analysis results from the direct observation methodology used on the ground, together with more qualitative researcher observations and user interview techniques. This mixed method approach has been synthesised and combined by the professional urban design and landscape architect team who were also the researchers 'on-the-ground'. Their insights have been collected and incorporated into the research findings.

This SWOT Analysis is followed by an overall analysis diagram and two graphic summaries of the overall movement and place function of the town centre. These are based on a combination of the data analysis from research days and qualitative observations by researchers. Together, this SWOT Analysis, overall analysis diagram, and movement and place function graphics summarise an overview of analysis findings from this research.

SWOT ANALYSIS

STRENGTHS

- **Small-scale active independent shops**, cafes, and mostly active street frontages.
- A sense that the town centre is an **interesting, vibrant, and flourishing** place.
- **Proximity to larger green spaces** (The Meadows and Bruntsfield Links) **and the canal** at Fountainbridge, as leisure destinations and pleasant linked walking routes.
- **High footfall** due to the location of Tollcross and its proximity to Edinburgh city centre, destination open space, and as a thoroughfare from many directions. Tollcross forms a central linking point for many different neighbourhoods, as well as providing destination amenities (cinema, theatre, cultural hubs).
- **Pedestrianised wider area incorporating police box cafe, lighting and planting** connecting High Riggs and the Grassmarket with the area to the south.
- **Vibrant young, diverse and multi-cultural community** - close to ECA, art shops, Cameo, bars, cafes, Forest Cafe.
- Covered areas at Forest Cafe, Kings Theatre, and Cameo cinema provide **some shelter**.

WEAKNESSES

- **Lack of planting and street trees**.
- **Large junction**, with high traffic volume and noise.
- **Perceived level of crime**, particularly bike theft and drink/drugs related.
- **Poor pedestrian priority and crossings** - long waiting times, short crossing times, often multi-stage crossings with traffic islands that can be intimidating for pedestrians. Lack of crossings in places (Leven St near Valleyfield St, and Earl Grey St near Fountainbridge junction).
- **Car traffic lights unclear at main Tollcross junction** (Lauriston Place heading south), leading to frequent beeping and driver frustration.
- **Larger scale car-dominant character along Earl Grey St** near Tesco and Co-op.
- **Obstructive scaffolding and abandoned black bin bags** on the pavement create a hostile and sometimes inaccessible environment on Earl Grey St.
- **Large bins and insufficient bike parking**, particularly on Lochrin Place.
- **Betting shops and pub frontages can feel threatening** with people outside at night.
- **Uneven pavement surfaces and potholed roads** create puddles that splash pedestrians, reduce walking accessibility and create hazards that deter cyclists e.g. corner of Valleyfield Street, pedestrian crossing near Bank of Scotland building at Tollcross junction, pothole due to buses on Home St near Cameo.
- **Pinch points** created for pedestrians due to bus stops on Home Street and Leven Street.
- **Lack of seating** throughout public space despite opportunities with wider pavement and sunny microclimates. Only seating available is on raised private land at Bank of Scotland which not all users feel eligible to use.
- **Poorly maintained planters** give atmosphere of neglect.

OPPORTUNITIES

- **Enhance the pedestrian and cycle connection between Tollcross town centre, the Meadows, and the canal**. This is a popular route for those walking, cycling, and running.
- **Addition of seating and street trees for pause points on key existing wider sections of pavement** (e.g. west side of Lothian Road, and on corners (e.g. in place of phone boxes on corner of Fountainbridge/Lothian Road, on corner of East Fountainbridge/Earl Grey St at Lloyds bank) to improve accessibility for older pedestrians.
- **Widen narrow pavements and de-clutter to allow addition of trees/seating** at key places with potential for more public life e.g. Leven St, Lochrin Place, Lauriston Place, Home St.
- Investigate **smaller scale junction tweaks to better use redundant space for wider pavements/planting**.
- **Improve waiting experience** at pedestrian crossings with interactive games and/or junction surface artwork.
- **Junction plaza** - consider removal of left-turn car lane from Lauriston Place to create wider pavement space for public life/activity, using active shop and cafe frontages and covered walkway as catalyst for public life. Add outdoor seating, trees, bike racks.
- **Investigate opportunities for holistic redesign of Tollcross junction** - giving better priority to pedestrians, increasing street trees to create a buffer to traffic and reduce its visual impact (including pollution filtering species), and using road space more efficiently to allow room for public plazas and wider pavements with outdoor seating and that give active frontages and shops/cafes a better context.
- **Widen narrow pavements and decrease corner radii throughout** the town centre to give more room for pedestrians. Consider rationalisation of multiple traffic lanes in certain locations to achieve this e.g. Earl Grey St. Where there are bus lanes blocked with cars/coaches most of the day, consider if instead this space could be better used for wider pavements with seating/planting/bike racks/bus bulbs instead.
- **Improve gateway entrance and walking route to Tollcross Primary** - potential for improvement to Thornybauk/Lochrin Terrace/West Tollcross to create a friendlier pedestrian environment for parents and children walking to school, waiting outside, or large school groups.

THREATS

- **Presence of street clutter** such as A-frames and poles.
- **Road potholes and uneven pavements** - a hazard for pedestrians and cyclists that deters active travel and reduces accessibility.
- **Traffic volume at Tollcross junction** and throughout the town centre. The town centre is part of the arterial route to the South/North as well as connecting other destinations.
- **Pedestrians frequently unaware cars are turning into minor roads** they are crossing. Particularly all minor junctions to west side of town centre.
- **Pedestrian crossing times too short, and waits too long** - threat to pedestrians who can't make it across in time or choose to jaywalk rather than wait.
- **Intimidating environmental elements for children**, including those attending Tollcross Primary School daily (e.g. swear word graffiti, cigarettes on bins at child eye-height, 'scary' posters, pubs with people drinking outside).
- **Lack of safe, easy walking routes to school** from north/east of Tollcross Primary to main entrance on Lochrin Terrace. Traffic a particular threat.
- **Perceptions of crime/neglect** in certain parts of the town centre (e.g. at vacant retail unit previously RBS on Home St/Lochrin Terrace), particularly where there are blank or vacant facades and shop fronts, pubs spilling out onto the street and tattoo shops. These were found to be intimidating by some users.
- **Some anti-social behaviour** perceived by users, particularly near Kings Theatre and Scotmid on Leven Street.
- **Buses and cars drive very close to junction corners** and traffic islands where pedestrians are waiting - particularly on Lochrin Buildings / Home St corner. This is intimidating.
- **Puddles and poor maintenance** - water puddles after rainfall on junction corners and near pedestrian crossings, splashing pedestrians when vehicles pass. Temporary tarmac patches still leave uneven edges and quickly further deteriorate.



OVERVIEW

TOLLCROSS

This analysis diagram summarises the overarching research observations of the current condition of the town centre. It has been compiled based on a synthesis of researcher observations and diaries, sub-studies by the research team and analysis of the data collected from test walks and direct observation at each key location.















This analysis diagram presents a holistic spatial understanding of the town centre, its current movement and place function, and key opportunities and strategies to enhance the street environment both as a place for public life and easier movement on foot or by bike. It also shows the four locations (A, B, C, D) that research was focussed on during research days.

The analysis diagram reveals the potential for **rationalising vehicular traffic lanes, reducing corner radii, and reclaiming various large areas of road carriageway** that are currently inefficiently used at Tollcross junction, and instead harnessing these spaces as catalysts for public life, as well as enhancing the pedestrian and cycle movement experience. The additional wider pavement and plaza spaces created would also help provide - via the addition of **street trees, public realm seating and outdoor cafe seating** - a more pleasant street environment in which to spend time, enhancing public life.

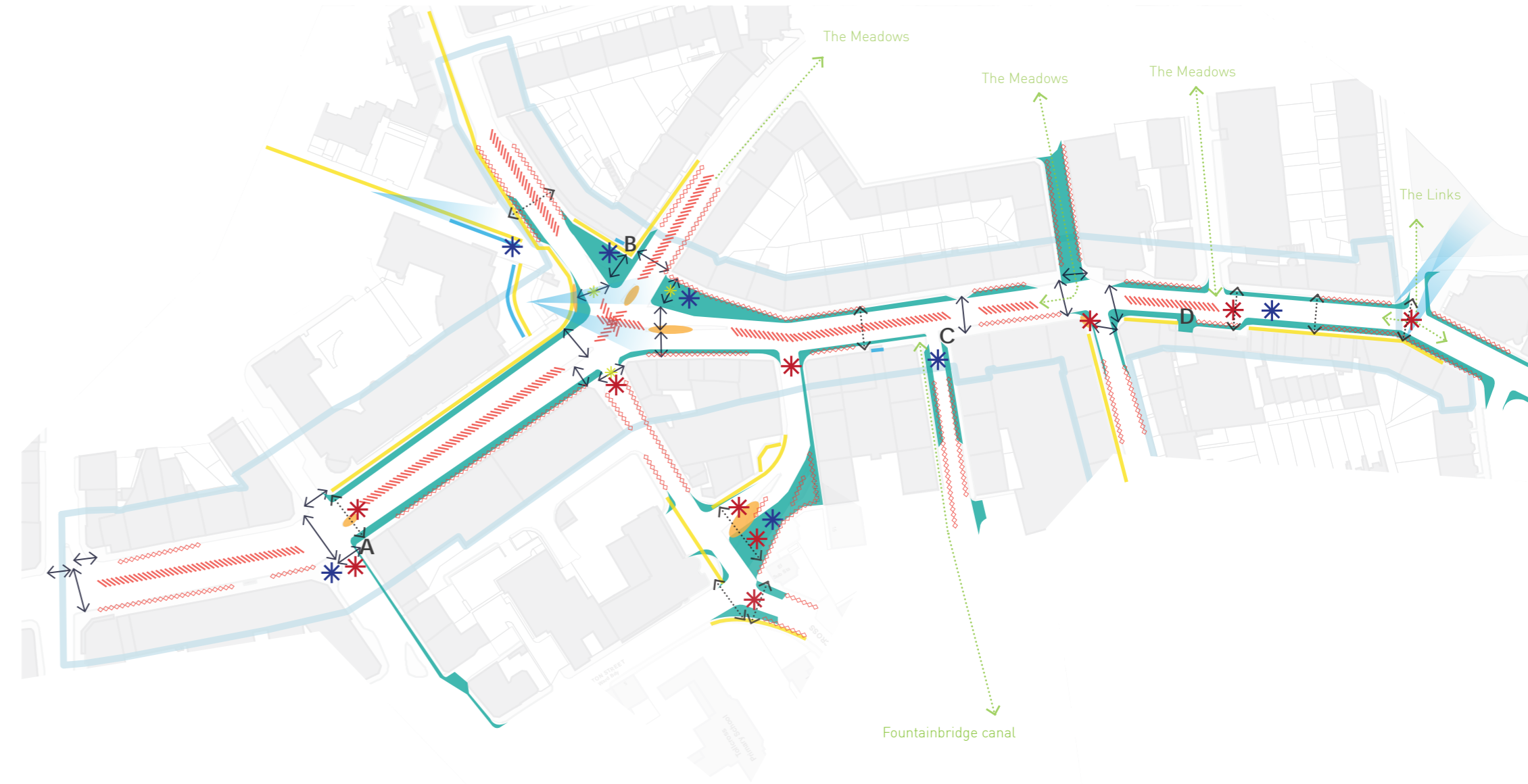
The diagram also highlights where there are particularly favourable sunny south-facing microclimates, or other key opportunities to enhance public life. For example at the Home St end of Lochrin Place for pedestrian/cycle priority and outdoor seating, along Leven St to build upon the sensory interest, character and active frontages of the street, around the police box cafe at High Riggs, near Tollcross Primary school on Thornybauk/Lochrin Terrace/West Tollcross to create an improved pedestrian (and child) friendly context to the school entrance, or on the sunny wider corner of Fountainbridge/Lothian Road. More detail about these opportunities is available in the 'Opportunities' section of this report.

The analysis diagram also shows where current conflict is occurring between pedestrians and vehicles. This should be a priority to address.

MAP KEY

-  Key areas of conflict between pedestrians and traffic. Where pedestrians are trying to move freely between different parts of the town centre or cross the street but traffic or parked cars are proving a hazard or barrier.
-  Favourable microclimate (sun, mostly sheltered from wind)
-  Key positive views
-  Existing pedestrian crossings.
-  Town centre boundary.
-  Existing public life - primarily relating to active shop fronts, bus stops, parks, benches or other gathering places conducive to staying activities.
-  Key walking / cycling connections to nearby green spaces and canal.
-  Road carriageway that could be used instead for wider pavement to better prioritise pedestrian experience e.g. addition of raised tables, reduced corner radii, increased pavement width, improved drop kerbs.
-  Barrier to urban connectivity e.g. road with multiple lanes
-  Places cars or coaches regularly park, including loading bays and single yellow lines, as well as unofficial locations cars/coaches/taxis observed stopping regardless of legality. This creates a barrier restricting pedestrian visual and movement connection with the opposite side of the road, and effectively prioritises car parking over bus lane, cycle route or wider pavement for pedestrians.
-  Increase visual and walkable connection between both sides of the road / possible new pedestrian crossing.
- A** Key location at which research was conducted [labelled A to D].
-  Potential opportunity for key improvement for public life
-  Particularly long waiting times for pedestrian crossings.
-  Locations pedestrians particularly vulnerable [lack of protection from vehicles on traffic islands, narrow corners]

OVERALL ANALYSIS MAP



PLACE FUNCTION

ASSESSED AGAINST GEHL'S 12 QUALITY CRITERIA

To assess the place function of a town centre we used the **12 Quality Criteria advocated by Gehl Architects**. This gave us 12 categories against which we assessed the component elements of these places.

From this assessment we created a **'place function' graphic** as a visual representation of all the data collected and analysis relating to these 12 qualities. These scores are based on qualitative data primarily gathered from semi-structured user interviews. However other data collected as part of the methodology also fed into the analysis. For example; tracing studies, behavioural studies, demographic mapping, and pedestrian counts, as well as researcher observations.

Overall, the Tollcross town centre - the area within the blue boundary on the previous page - has a **mix of place function scores**.

For example the town centre **scored highly** as a place in terms of opportunities to see. This was due to the positive views to the east from Leven St toward the Meadows, several interesting architectural characteristics, as well as the potential for people-watching due to the high footfall combined with the pedestrianised area at the elevated platform outside Bank of Scotland near High Riggs.

Medium place scores were found for the town centre for criteria such as feeling secure from crime, and protection from climate, pollution and unpleasant sensory experiences. These elements varied considerably throughout the town centre. For example some users interviewed felt very safe due to the area being busy at all times of day and

evening, whereas others cited problems relating to drinking, drugs and anti-social behaviour, particular at locations near bars and clubs. Equally, protection from climate, pollution and unpleasant sensory experiences varied considerably dependent on location.

The town centre **scored less favourably** as a place in terms of feeling safe from traffic, being dimensioned at human-scale and opportunities to sit in particular. These low scores were significantly affected by the car dominance of the environment, particularly the Tollcross junction and wide multi-lane larger-scale environment on Earl Grey St/Lothian Road. Narrow pavements and frustrating pedestrian crossings also result from this prioritisation of vehicles in the street. The only seats in the town centre are on private property on the raised platform outside Bank of Scotland near High Riggs.

HIGH PLACE SCORE

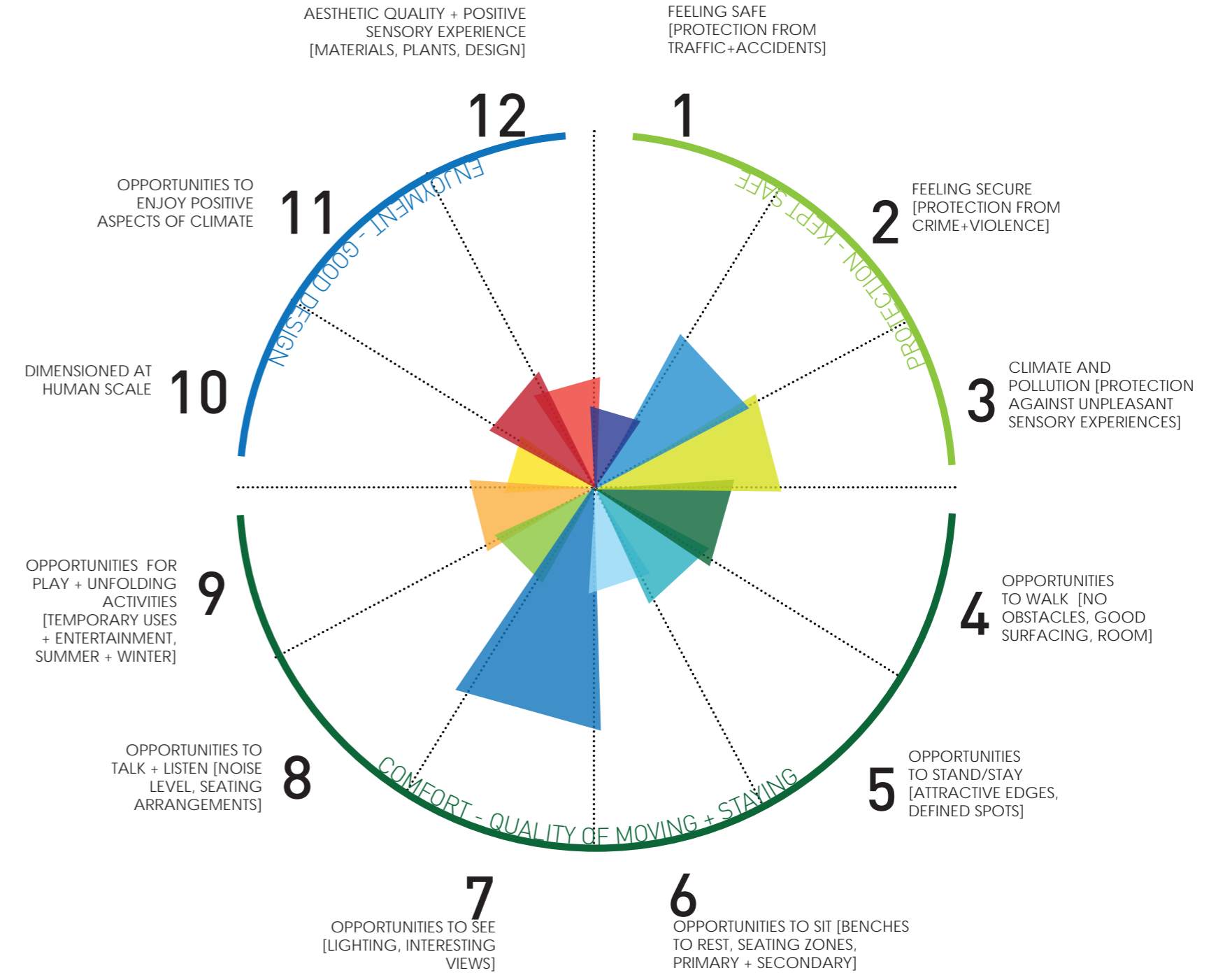
- Opportunities to see (lighting, views, opportunities to people-watch)

MEDIUM

- Feeling secure (protection from crime)
- Climate and pollution (protection from unpleasant sensory elements)

LOW

- Feeling safe (protection from traffic)
- Dimensioned at human scale
- Opportunities to walk
- Opportunities to stand/stay
- Opportunities to sit
- Opportunities to talk/listen
- Opportunities for play and unfolding activities.
- Opportunities to enjoy positive aspects of climate.
- Aesthetic quality and positive sensory experience



MOVEMENT FUNCTION

PEDESTRIAN AND CYCLISTS | BASED ON DIRECT OBSERVATION TECHNIQUES + USER INTERVIEWS

The movement function of the Tollcross town centre has been assessed against those key aspects of both **pedestrian and cycling movement** recorded through our data collection and analysis methodology. This helps identify the strength of the town centre for both pedestrians and cyclists as well as highlighting any disparity between conditions for both forms of active transit.

Overall the Tollcross town centre could be improved in terms of pedestrian and cycling movement function. At present the town centre **favours cars and buses over and above pedestrian and cycling infrastructure and experience**. The Tollcross junction is particularly significant, and the multi-lane large scale of Earl Grey St and Lothian Road, which create a large hostile scale and environment for those on foot or cycling. Many users commented on the busy traffic, large junction areas, frustrating long waiting periods at multi-stage and single stage pedestrian crossings throughout the town centre (particularly at Tollcross junction, the junction of

Earl Grey St/Fountainbridge, and Kings Theatre junction). Additionally many pedestrians mentioned issues with uneven pavements, pinch points, and street clutter restricting their ability to walk freely, and feeling threatened on narrow junction corners or at minor roads with fast turning traffic. User interviews revealed many people choosing to take alternative longer routes on foot or by bike rather than 'braving' Tollcross junction. Cyclists were concerned about hazards from traffic and potholes, confusing navigation, lack of segregated lanes and not enough bike racks.

As a result **pedestrian movement function** scored averagely only for 'enough pedestrian crossing points'. Whilst informal crossings and jaywalking did occur throughout the town centre, it was focussed in particular at only three locations (Leven St near Valleyfield St, Lauriston Place, Earl Grey St near Fountainbridge/East Fountainbridge). However, whilst there is mostly not a lack of pedestrian crossings, many of these involve long waits or

multi-stage crossings, resulting in a 'low' score for pedestrian waiting points. Frequent pedestrian congestion was observed due to high footfall plus narrow pavements and/or street clutter.

In terms of **cycle movement function**, test cycle rides along the town centre length revealed several key threats. These included potholes causing cyclists to swerve dangerously, cars parked in the bus/cycle lane which cyclists have to pass in the 'door zone', confusing navigation through Tollcross junction and heading east along Earl Grey St with difficulties crossing multiple lanes, and issues turning right out of several minor roads onto Home St/Leven St. The lack of dedicated separated cycle path sheltered from traffic creates a threatening atmosphere for cyclists. Many users, especially older residents, stated this deterred them from cycling. There are some cycle racks and bike hoops, however these do not meet demand. This is particularly visible at the Cameo cinema, and east side of Lauriston Place and Home St.

HIGH MOVEMENT SCORE

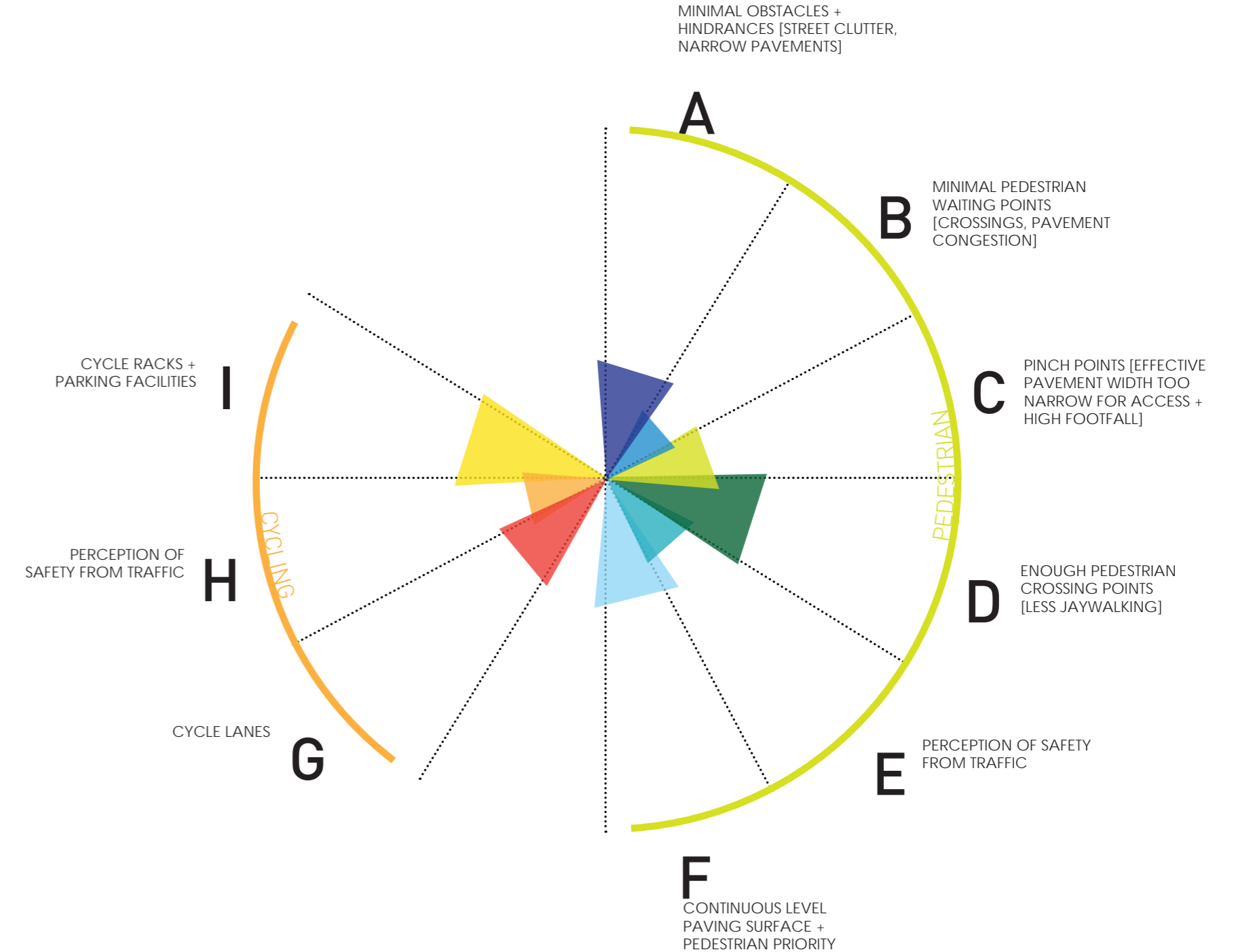
- None observed from research results.

MEDIUM

- Pedestrians - enough pedestrian crossing points.

LOW

- Pedestrians - continuous level paving surface and pedestrian priority.
- Pedestrians - perception of safety from traffic.
- Pedestrians - pinch points.
- Pedestrians - minimal pedestrian waiting points.
- Cyclists - perception of safety from traffic.
- Cyclists - cycle lanes.
- Pedestrians - minimal obstacles and hindrances.
- Cyclists - cycle racks, parking facilities.



LAND USE

OVERVIEW OF TOWN CENTRE

A land use study was conducted at Tollcross town centre to research the mix of shops, professional services, eating related, assembly and leisure, vacant, residential and other uses that exist in the town centre at present. This is useful to help give insight into the potential for public life to build on existing land uses and identify areas where vacant buildings or those that do not promote public life are located.

The largest proportion of land use was recorded to be within the 'shops' category with a larger concentration of smaller units in the south section of the town centre. The second highest recorded category was 'eating'. A significantly larger concentration of 'eating' land use categories (notably cafes and restaurants) were also noted in the south section of the town centre.

The majority of the shop units in the south section of the town centre were observed to be small in scale and mostly independent whereas the units in the north section of the town centre included larger scale units, most of which are chains/franchises with a character of land use more affiliated with the

city centre. The south section of the town centre offers a more neighbourhood feel to the shops and services offered.

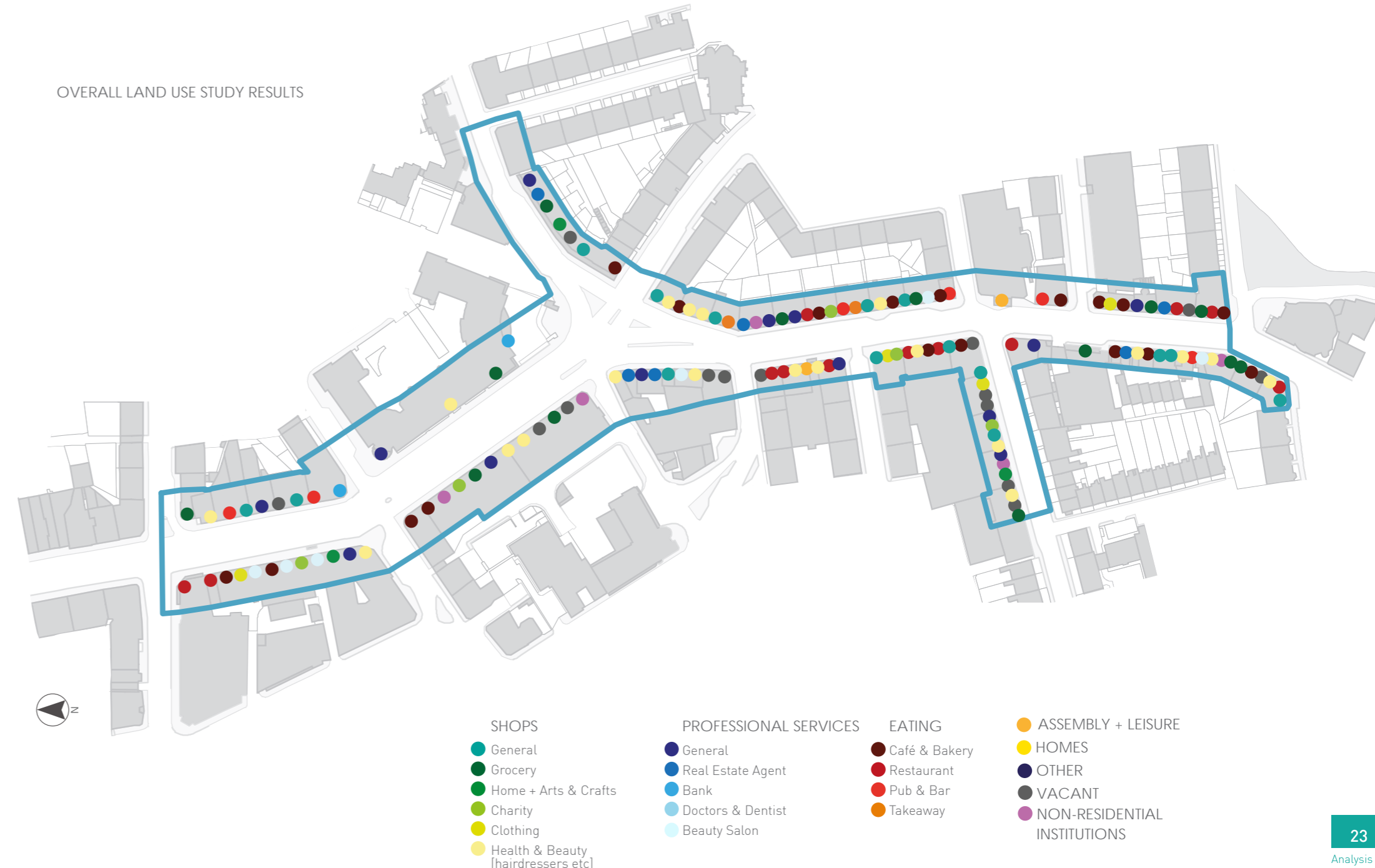
Along with this local more neighbourhood quality to the land use, this southern section of the town centre along Leven St and Home St also offers itself as a city-wide destination with both a popular theatre (King's Theatre) and Cameo cinema (both categorised as 'other') located within high density small scale units. The presence of these city-wide cultural destinations along Home St and Leven St add to the variation of activity of public life within this town centre, particularly to the south.

Despite several vacant units, predominantly noted to be on the western side of the town centre, overall there is a feeling of a healthy local economy. Nonetheless, there is evidence of small scale independent shops competing with the larger chain/franchises/supermarkets.

The land use study also reveals the reduction in number and variety of land uses along Earl Grey St and the north side of the junction, where those

uses present are part of larger scale frontages. This relates to the facade and activity studies, which the facades particularly along the northern side of Earl Grey St and north side of the junction are also less active due to their larger scale and less diverse due to their limited number. These features have a negative impact on public life at these locations, in contrast to the rest of the town centre.

OVERALL LAND USE STUDY RESULTS





SHOPS

- General
- Grocery
- Home + Arts & Crafts
- Charity
- Clothing
- Health & Beauty [hairdressers, pharmacy etc]



● ASSEMBLY + LEISURE



EATING

- Café & Bakery
- Restaurant
- Pub & Bar
- Takeaway



● HOMES



PROFESSIONAL SERVICES

- General
- Real Estate Agent
- Bank
- Doctors & Dentist
- Beauty Salon



● OTHER



● VACANT



● NON-RESIDENTIAL INSTITUTIONS

FACADE STUDY

OVERVIEW OF TOLLCROSS TOWN CENTRE

A facade study was completed for the Tollcross town centre to gain insight into how these various frontages onto the street vary throughout. These were **categorised** dependant on how active these frontages onto the street were. Categories were 'active' (small units, visually interesting and diverse with many doors/windows), 'friendly' (small units, some diversity in function), 'boring' (often larger, more passive units with few doors/windows), or 'inactive' (often larger units, passive frontage, few if any doors/windows, little or no visual interest). These category names and criteria have been defined in accordance with Jan Gehl's 'How to Study Public Life'.

There is a clear difference in façade types between the north/west and south/east sections of the Tollcross town centre. The north/west section of the town centre (Lothian Road, Earl Grey St, west

side of Home St near Tollcross junction) shows a mix of boring (3) and friendly (2) façades, as well as some inactive (4) frontages. This correlates with the land use study which shows larger, mostly chains/franchises and supermarkets here. These larger facades typically present less engaging frontages with windows covered with vinyl signs to allow additional internal shop storage space rather than views from/to the street. This produces a less interesting frontage with little variation to façades. Vacant uses were found primarily to the west side of the town centre, creating several 'inactive' frontages.

Predominantly active (1) and friendly (2) façades were recorded in the south section of Tollcross town centre. This correlates with the land use data which showed a higher concentration of small scale independent shops in this part of the town centre.

These offer a larger variation of function and character in façade relief - such as details within window displays, outdoor plants, signs and canopies. They provide a more interactive, engaging streetscape for public life along Leven St and south Home St..

A number of **corner units at street junctions in the south section of Tollcross were recorded as inactive (4) or boring (3).** This was due to presence of either betting offices (which tend to have blocked out façades) or vacant units.

The presence of the **King's Theatre and the Cameo Cinema** in the south section of the town centre offer large open canopies, ideal for sheltering from weather, meeting people and providing a friendly waiting space.



1: Active façade. Small units, lots of doors with large variation of function. Lots of character in façade relief. Good details and materials.

2: Friendly façades. Relatively small units, some variation in function, few blind and passive units. Façade relief variation and range of details.

3: Boring façades. Large units, few doors. Almost no variation, uninteresting units, few or no details.

4: Inactive façades. Large units, few or no doors, no variation in function. Blind or passive units. Uniform façades, no details, nothing interesting to look at.

OVERALL FACADE STUDY RESULTS



- Active
- Friendly
- Boring
- Inactive



ACTIVITY STUDY

OVERVIEW OF TOLLCROSS TOWN CENTRE

An activity study was also carried out to gain a deeper understanding of the times of day that these active and more passive frontages were actually in use and, therefore, having a positive impact on public life.

As the land use study has shown, Tollcross town centre has a range of land uses including a **high proportion of shops and eating places**. These are primarily open between 9am and 6pm with many cafés providing for people commuting to work opening earlier in the morning (7am-9am).

Many of the **takeaways, pubs and restaurants are open later in the day** and stay open later in the evening (10pm-late), providing an extension to the activity of the town centre. These later hours of activity also help to provide natural surveillance and 'eyes on the street' that can increase perceptions of safety into the evening.

In the south section of the town centre, the **King's Theatre and Cameo cinema were shown to extend the evening activity of the street** in response to the schedule of performances offered. These city-wide cultural destinations already contribute to creating a vibrant public realm by increasing footfall into the evening, but there may be further opportunities to build upon their adjacent outdoor street spaces to further encourage public life.

The activity study of Tollcross shows a **daily rhythm of activity ranging from 7am until late**. It also highlights a weekly rhythm with several shops closed on Mondays (mostly in the south section of the town centre). Shops in the north section were generally open most week days.



PLACES OPEN 7AM - 9AM



PLACES OPEN 9AM - 12PM



PLACES OPEN 12PM - 6PM



PLACES OPEN 6PM - 10PM



PLACES OPEN 10PM - LATE

DEMOGRAPHIC ANALYSIS

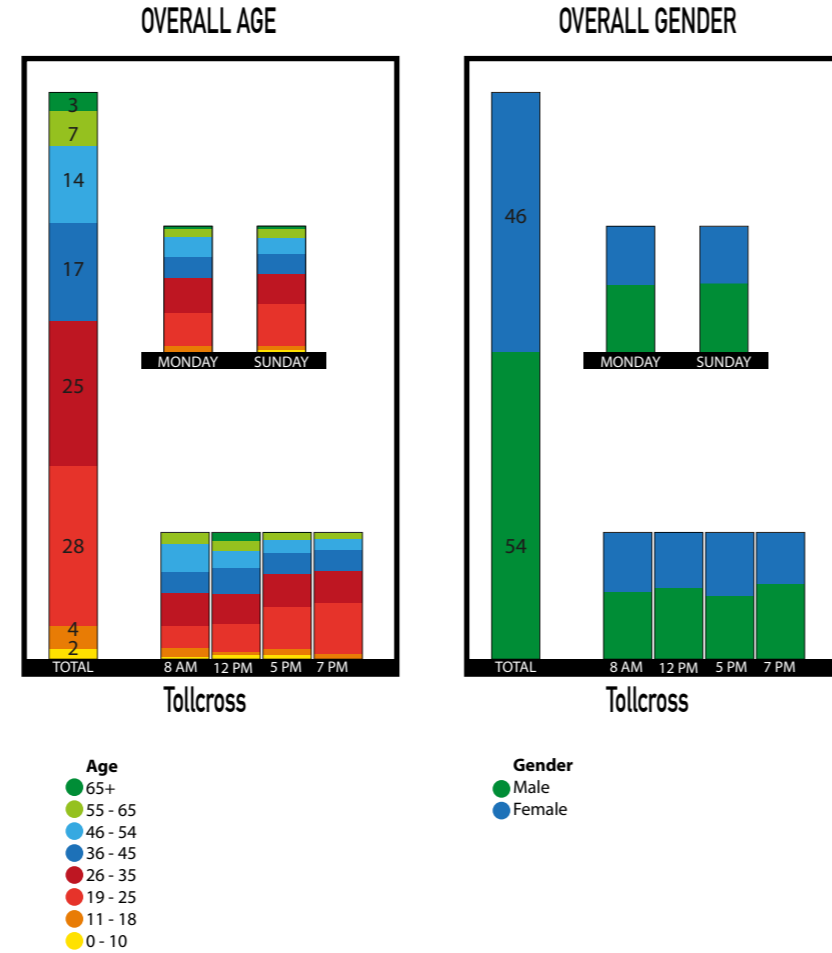
TOLLCROSS

The ten-minute demographic mapping exercise gives a good indication of the proportion of male to females occupying the space, and different age groups.

Overall men were marginally more highly represented than women, representing 54% of the population observed compared with 46% women. The most significant difference in male to female ratios was observed at 7pm, where 59% of those observed were men compared with 41% women. This may indicate a perception amongst women of a lack of safety in this street environment, particularly surrounding evening use of the Tollcross town centre.

Regarding age, 19-25 year olds were found to be the most dominant group observed in the street, making up 28% of all users across the town centre. This group was followed closely by 26-35 year olds who made up 25% of people visually represented in Tollcross town centre. This was followed by 36-45 year olds who made up 17% of the overall age groups observed.

Both the oldest and youngest demographic age groups were much less well represented overall. Over 65s made up 3% of the age groups observed, and 11-18 year olds and 0-10 year olds accounted for 4% and 2% respectively. This may imply a lack of activities, amenities or accessible street environment available to certain age groups. This was supported by user interviews where some older residents mentioned how they or their friends would move from Tollcross when they became older. The largest users being students and the young working population.



LOCATION A

The proportion of males to females observed fluctuated only slightly during the week. However, at the weekend a large proportion of men were observed at 8am (71%) on the Sunday followed by fairly even representation from both groups for the remainder of the day.

During the weekend, the most dominant groups (19-25 and 26-35 year olds) remained relatively constant and highly represented all day. However during the week, the 19-25 year old age group were much less visible during the morning and day time, but increased to dominate the visible demographic age groups observed into the evening. For example, at 7pm on the weekday, 19-25 year olds made up 52% of those visible in Tollcross town centre.

The representation of both 0-10 year olds, and 11-18 year olds remained low during both the weekday and weekend. However 4 prams were observed during the 5pm time slot on a Sunday highlighting the importance of facilities and an accessible street environment for these users. Those aged 46-54 remained visible throughout the weekday and weekend, with a particularly visible presence at 8am during the week (37%). Those aged 55-54 also were fairly visible throughout the day, but with visibility tending to decline by the evenings. Some people in the 65+ age group were observed, however the low numbers could infer either a lack of older local residents, and/or a general lack of accessible and pleasant street environment reducing visible presence of these users in the Tollcross town centre. For example, provision of frequent seating opportunities (ideally every 100m) has been shown

to promote accessibility of the street environment for older users. These facilities are not currently present and may contribute to accessibility challenges for older residents of using the street environment, even for necessary tasks such as going to the shops.

LOCATION B

At Location B, the proportion of females and males fluctuated throughout the day and week. Women were most visible at both 8am and 5pm during the week and at the weekend, with a lower proportion represented at 12pm and 7pm at both times of the week.

Similar to other locations, a high number of young people were observed (19-25 and 26-35 year olds) throughout the week. The representation of 10-18 year olds was also much higher at this location during the week, particularly around 8am when 17% of those observed fell into this age group, likely those en route to school nearby. Those aged over 65 were also more visible at this location during the week, making up 10% at 8am and 12% at 12pm on the weekday.

LOCATION C

Both females and males were fairly equally represented at Location C during the week. However, the proportion of females visible during the weekend was slightly lower and decreased to a low of just 17% on Sunday night at 7pm. This in particular may indicate a lack of perceived safety in this area amongst women during weekend

evenings. The reputation of this town centre for its 'adult entertainment' offering may also account for the particularly high proportion of males present during the weekend here.

During the week, all age groups were evenly represented at Location C, although those in the 65+ category were only present at 12pm on Monday. Researchers noted the majority of people at 8am on weekdays seemed to be heading toward the city for work. At the weekend, at 5pm and 7pm, there was a significant increase in the proportion of 19-25 year olds compared with their visibility during the morning and afternoon. Generally speaking this coincided with the reduction of age groups over 36, although a slight increase in the 55-65 and 65+ age groups was observed at 7pm.

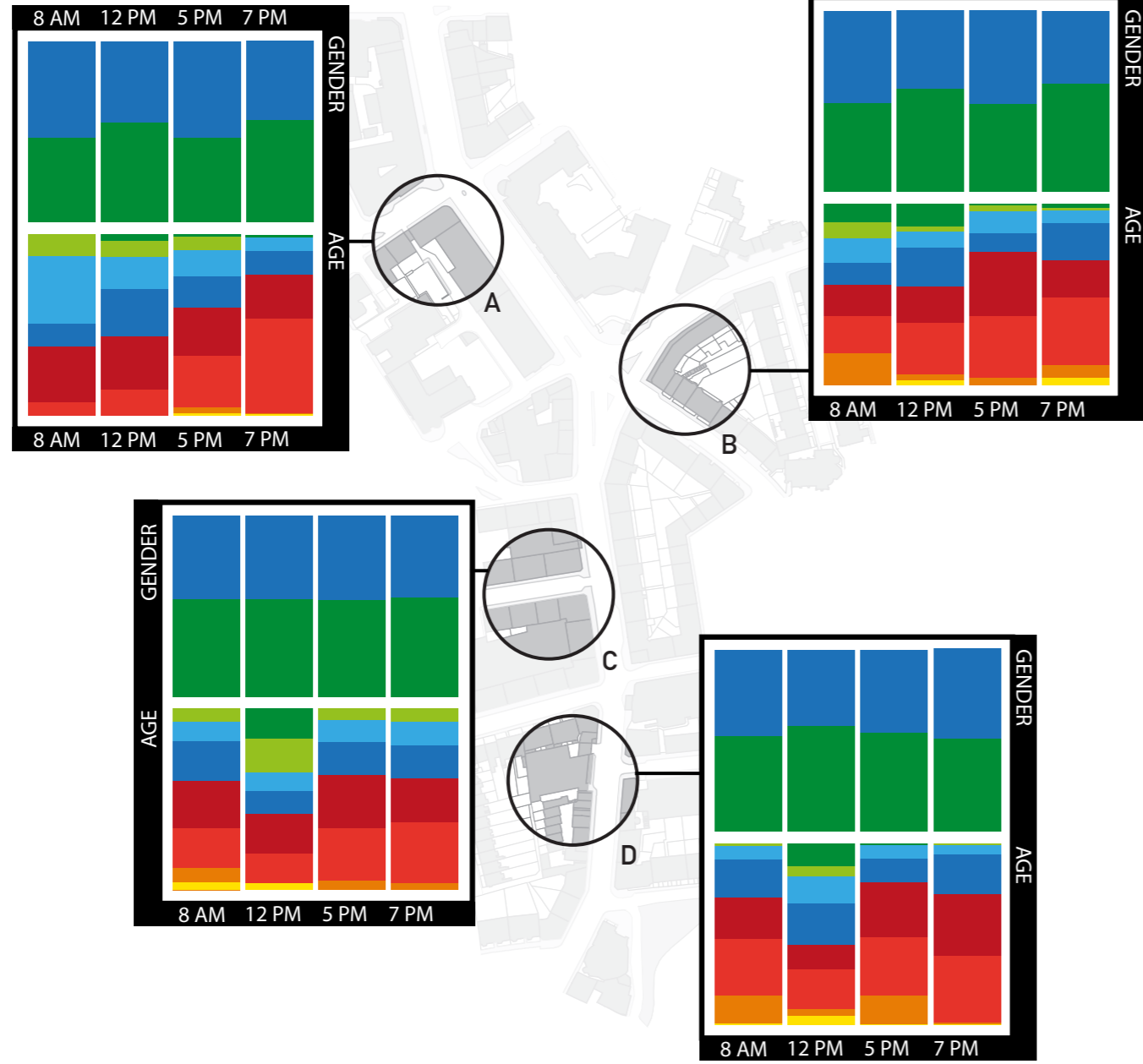
LOCATION D

Both females and males were fairly equally visible during the week at Location D, whereas at the weekend, the proportion of male users far outweighed the female demographic, with 93% males visible at 8am on Sunday and 77% males observed in the evening at 7pm.

The proportion of 11-18 year olds was noted as particularly high at both 8am and 5pm during the week (15%). This coincides with journeys to and from school. Location D demonstrated a similar pattern to other locations at the weekend, with rising numbers of young adults visible in the Tollcross town centre throughout the day, and a decrease in the representation of older age groups.

MONDAY 27 APRIL

DEMOGRAPHIC ANALYSIS
TOLLCROSS

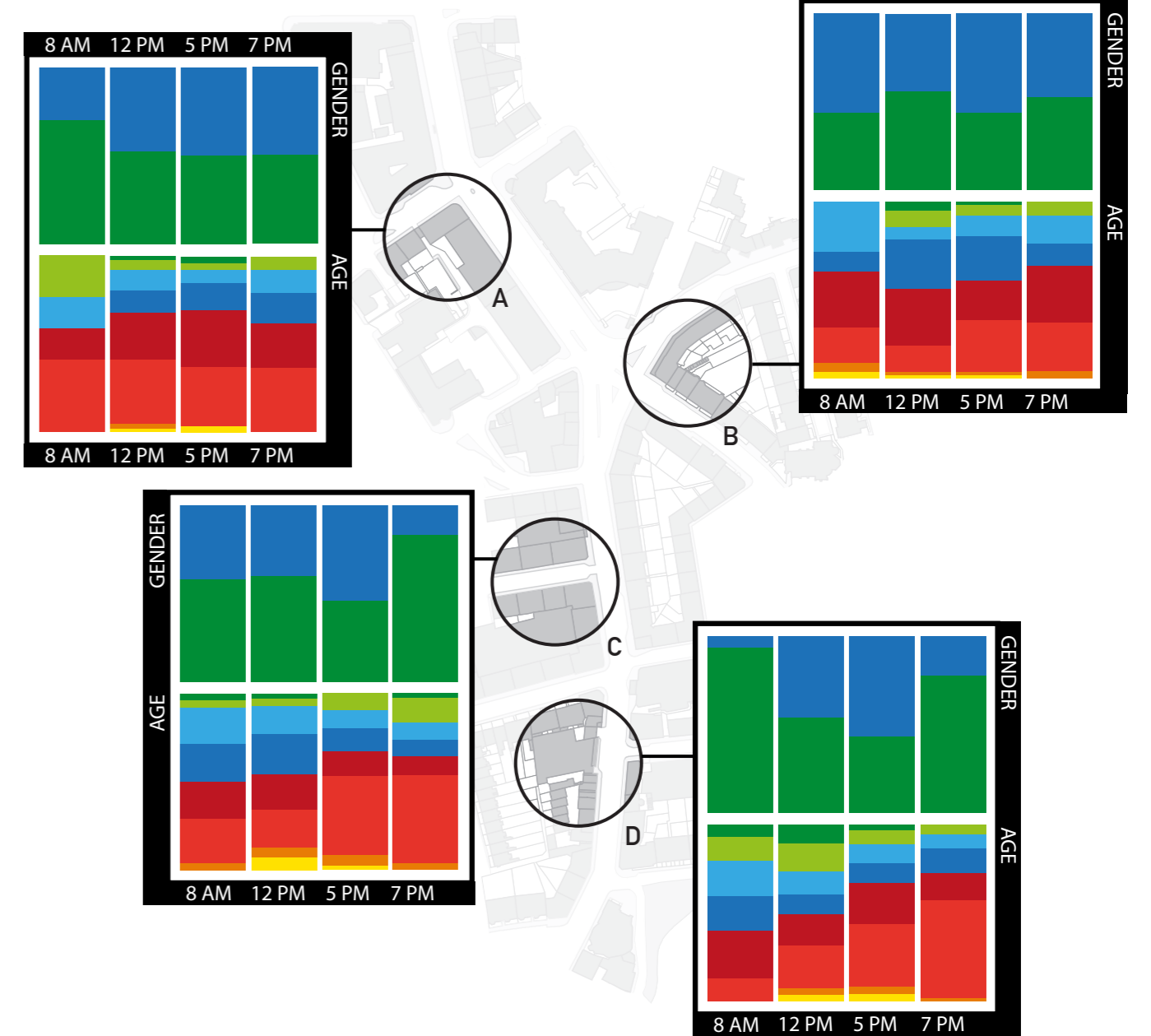


- Age**
- 65+
 - 55 - 65
 - 46 - 54
 - 36 - 45
 - 26 - 35
 - 19 - 25
 - 11 - 18
 - 0 - 10

- Gender**
- Male
 - Female

SUNDAY 5 MARCH

DEMOGRAPHIC ANALYSIS
TOLLCROSS



- Age**
- 65+
 - 55 - 65
 - 46 - 54
 - 36 - 45
 - 26 - 35
 - 19 - 25
 - 11 - 18
 - 0 - 10

- Gender**
- Male
 - Female

PEDESTRIAN ANALYSIS

TOLLCROSS

Researchers conducted pedestrian counts for a timed 10 minutes at four locations in the town centre, at four time slots on two research days. By registering how many people are passing by each location on foot, it is possible to get a picture of the daily rhythm of the town centre.

Tollcross is a busy town centre with high footfall. It was found to be most active on weekdays, with about **50% more pedestrians recorded overall on the Monday versus the Sunday research day.** This is likely due to the impact of large numbers of people commuting on foot to work during the week given the town centre's central location. Tollcross town centre was active with pedestrian movement at all times of day, with flows peaking at 5pm. Overall, the town centre was less active with pedestrian movement earlier in the day (8am) and in the evening (7pm). However very different pedestrian flow counts were observed for weekday mornings compared to weekend mornings, with the weekday 8am time slot significantly busier than at the weekend, likely due to people commuting to work.

Overall, Location A at the corner of Fountainbridge and Lothian Road/Earl Grey St was found to be the most active. This is unsurprising given its connections as a major artery to the west of Edinburgh city centre, including Haymarket station. Pedestrian movement peaked at 12pm here during the week, with high pedestrian numbers also recorded at 5pm on both weekend and weekdays. Researchers observed many workers on lunch breaks at 12pm, and that these busy periods coincide with nearby shop opening hours. The number of people counted was also fairly high at Location B - at the Tollcross junction near Lauriston Place/Brougham St, particularly around 5pm, indicating that pedestrian

activity is positioned north of the town centre during the week, and has a strong correlation with 'rush hour' when many people are walking home from work. Generally, pedestrian movement was reduced across all locations at the weekend, with weekend mornings particularly quiet, and pedestrian flows then more consistent throughout the day, decreasing again in the evenings.

LOCATION A

At Location A - the corner of Fountainbridge and Earl Grey St/Lothian Road, pedestrian flow remains high throughout the day during the week, peaking at 12pm, and with high flows also at 5pm. During the weekend, pedestrian flow is significantly reduced, with activity peaking at 5pm. These peaks at 12pm and 5pm through the week coincide with both typical shop opening hours nearby, as well as typical times people are walking to/from work or on their lunch breaks. Location A is the busiest location in terms of pedestrian activity, although weekend mornings remain quiet as is consistent across all 4 locations. This is likely, in part, due to shop opening hours typically meaning there are little/no active frontages and facades at 8am. At the weekends in particular, the majority of those recorded as standing were waiting to cross the road, one of several busy junctions in the town centre.

LOCATION B

Location B - at Tollcross junction on the corner of Lauriston Place/Brougham St - showed less pedestrian flow in general compared with Location A. However, flows were particularly high at 5pm during the week when people would have been returning from work. Whilst pedestrian activity is reduced at

the weekend this is still an active junction. The crossing here remains busy, with all the 24 people recorded as 'standing' waiting to cross the road, indicating potential issues with pedestrian congestion on pavements/traffic islands, and a need to reduce wait times and increase pedestrian priority.

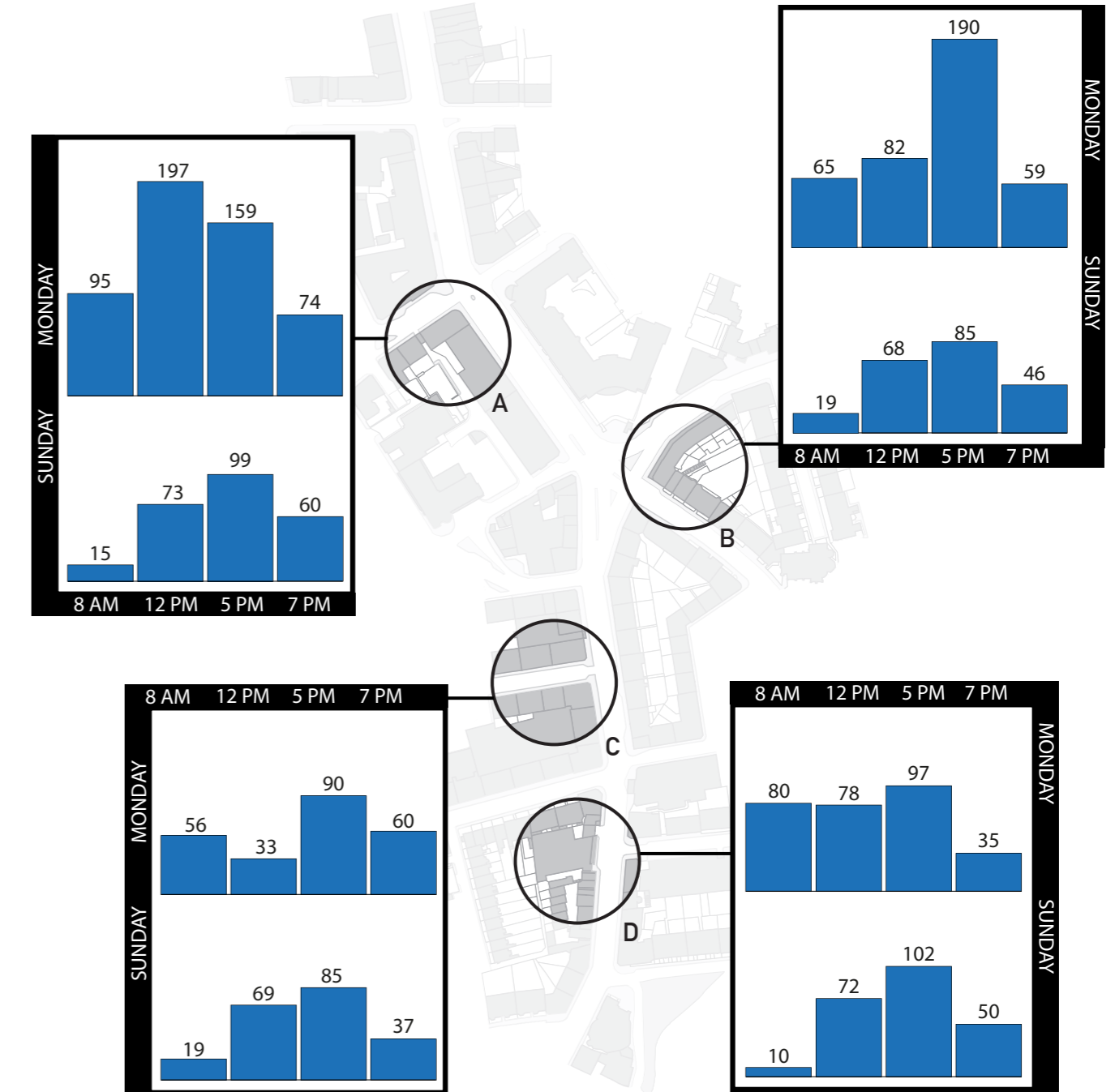
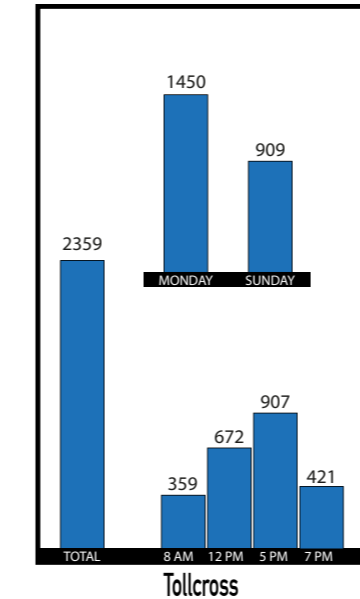
LOCATION C

The pattern of activity at Location C - corner of Lochrin Place/Home St - generally demonstrates reduced pedestrian flow compared with Locations A and B. Peak flows are again recorded at 8am and 5pm during the week, with quieter mornings and evenings recorded for the 8am and 7pm slots at the weekend. More people pursuing sport activities were recorded here (likely to be because this location is in closer proximity to the Meadows) with people running, skateboarding and occasionally cycling on the pavement at this location throughout the day during both the week and weekend. Cyclists using the pavement may indicate a need for improved cycle infrastructure, in particular between the Meadows, Canal and Edinburgh city centre.

LOCATION D

Location D near Valleyfield street has fairly consistently and busy pedestrian flows throughout day time during the week, with a decline in pedestrian activity at 7pm. Around 12pm a high number of people in particular were recorded standing at Scotmid, waiting to cross the road indicating a need for a better crossing point at this location. Weekend mornings are particularly quiet, with flows peaking at 5pm at Location D, consistent with pedestrian activity patterns recorded at other locations in the Tollcross town centre.

OVERALL PEDESTRIAN COUNT



OVERALL TEST WALKS

TOLLCROSS

On both research days, four researchers would conduct a 'test walk' down the entire length of the town centre. On the first day, the researchers walked this length as if they were any other user, noting down any obstacles, hindrances, waiting points, or other frustrations or sensory experiences they encountered. On the second research day the researchers each focussed on a different element of the street environment, its existing condition and opportunity for improvement. Themes included seating, bins, street clutter, poles and bollards, awnings and street furniture, trees and soft landscape, surfaces materials and condition, waiting points and experience, and signal crossings, pinch points, cycle racks and bus stops.

The map opposite gives an overview of all the findings from the test walks. The following pages show more detailed information relating to each specific theme.

This is one of the closest town centres to the city centre in which research was carried out, as such a recognisable difference between the two ends of the town centre was observed. The north end of the town centre has a much more city-feel with larger scale, more high street chain shops with wider pavements with higher quality of paving materials. The Tollcross town centre has a number of features which differ from some of the other town centres studied across Edinburgh. The Tollcross town centre includes a large road junction ('Tollcross junction') which incorporates ten signalled pedestrian crossings. This junction forms the centre of the

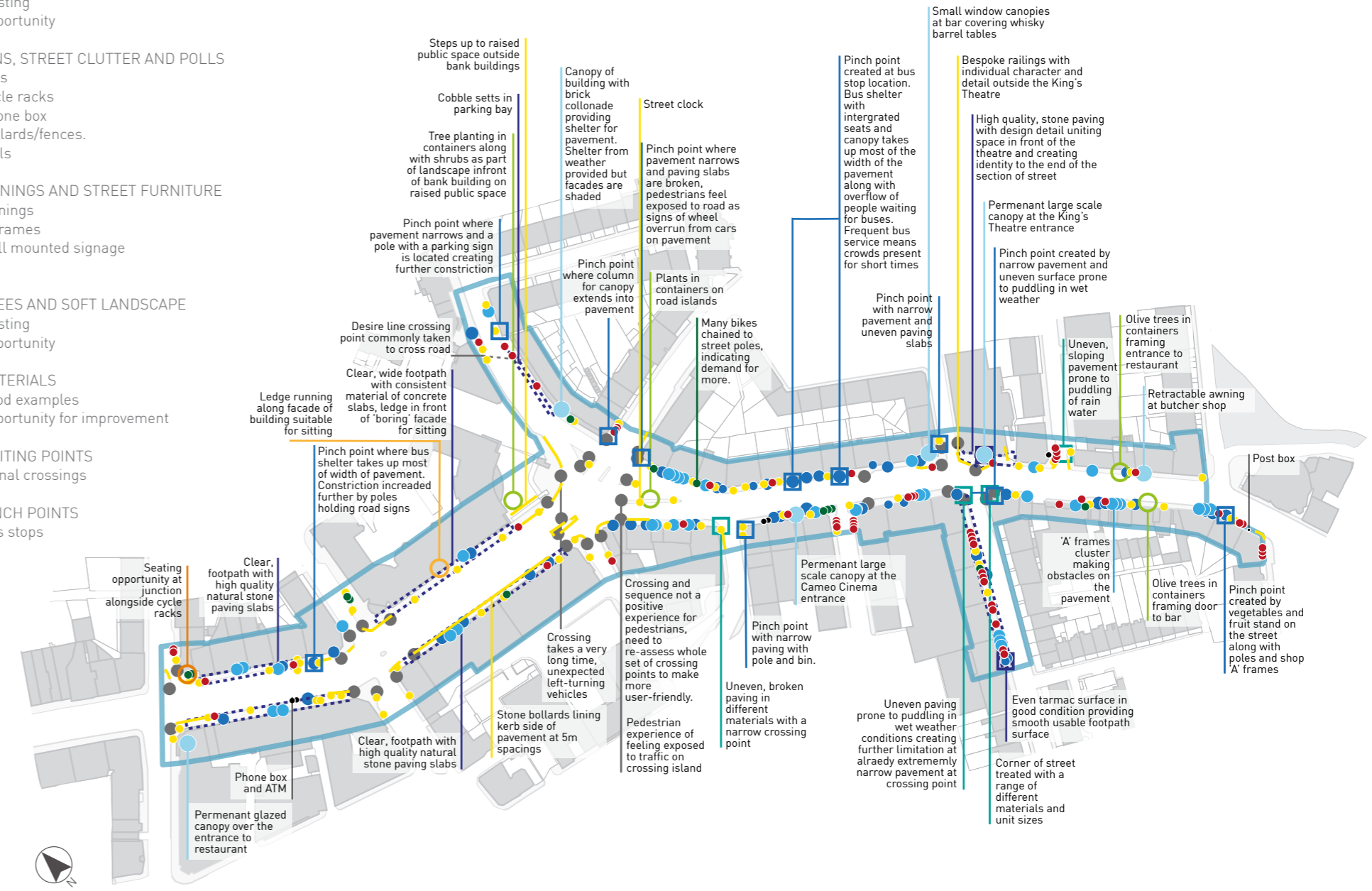
Tollcross town centre and as such has a large impact on users and pedestrian flow through the streets, giving a vehicle dominated feel to the central area and forming a large part of its identity as a place. Tollcross also accommodates two popular city-wide leisure destinations in the Cameo cinema and King's Theatre, located in the south end of the town centre.

Overall, the Tollcross town centre has a bustling, thriving feel to it with an active public street life. Nonetheless researchers observed a lack of places to sit. There was no public seating recorded during the research days which is unusual compared to other town centres investigated. Only a very little private seating was observed - as part of the multi-functional planters on the raised platform overlooking Tollcross junction outside RBS.

The south section of the Tollcross town centre in particular has a number of significant pinch points causing hindrance to pedestrian movement. For example opposite the Cameo and Lochrin Place on Home Street, there are two bus stops set within narrow paving where the bus shelter takes up the width of the pavement along with other obstacles of poles and bins. In addition a significant pinch point was observed in the north-west section of the town centre at the junction of Earl Grey St and Fountainbridge where narrow pavements, combined with popular pedestrian corner waiting points to cross the road, scaffolding outside Costa Coffee and bollards and bins in the street create a serious obstruction and pinch point.

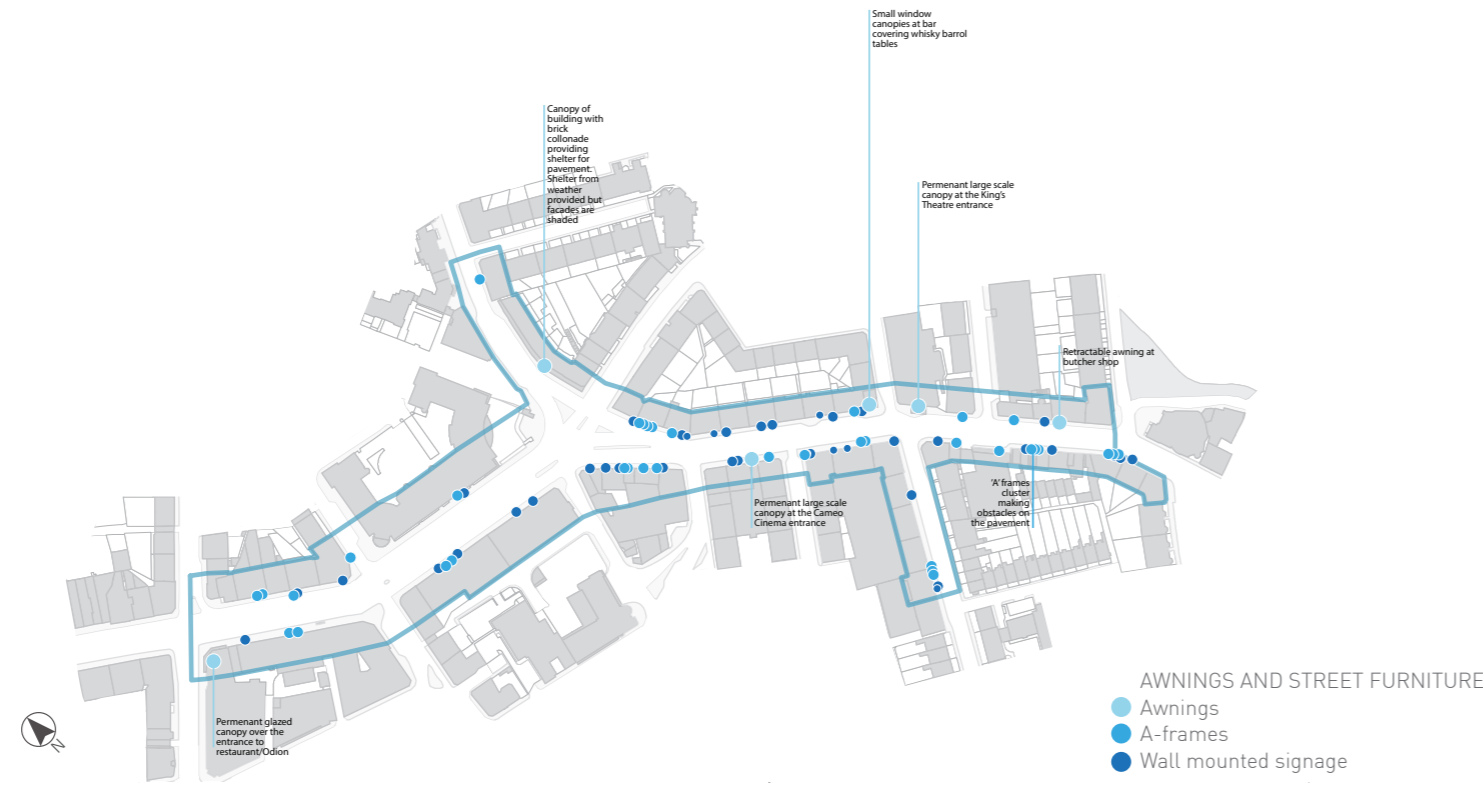
There is a lack of tree and planting present in the Tollcross town centre. The south end of the town centre is very close to the Meadows and Bruntsfield Links, which provide a large open green space along with tree avenues. However, the town centre itself is in stark contrast to this greener space, instead featuring very little planting or street trees. There are some small containers of poorly maintained palm shrubs on the large centre of signalled crossings, however these are surrounded by large scale roads and junction environment so have little impact. There are twelve trees in planters on the raised area in front of the bank on the corner of Lauriston Place, which are the most positive feature and green element within the town centre. These are complemented by the street trees just outside the town centre boundary along High Riggs. This wider section of pavement, including adjacent cafe, police box coffee vendor and raised planted section with seating in the sun forms the most positive area for public life within the town centre at present. This area and its positive existing features and south-facing microclimate could be further built upon with additional planting, seating, shelter and improved adjacent junction area prioritising pedestrians to further enhance the town centre for public life.

- SEATING
 - Existing
 - Opportunity
- BINS, STREET CLUTTER AND POLLS
 - Bins
 - Cycle racks
 - Phone box
 - Bollards/fences.
 - Polls
- AWNINGS AND STREET FURNITURE
 - Awnings
 - A-frames
 - Wall mounted signage
- TREES AND SOFT LANDSCAPE
 - Existing
 - Opportunity
- MATERIALS
 - Good examples
 - Opportunity for improvement
- WAITING POINTS
 - Signal crossings
- PINCH POINTS
 - Bus stops



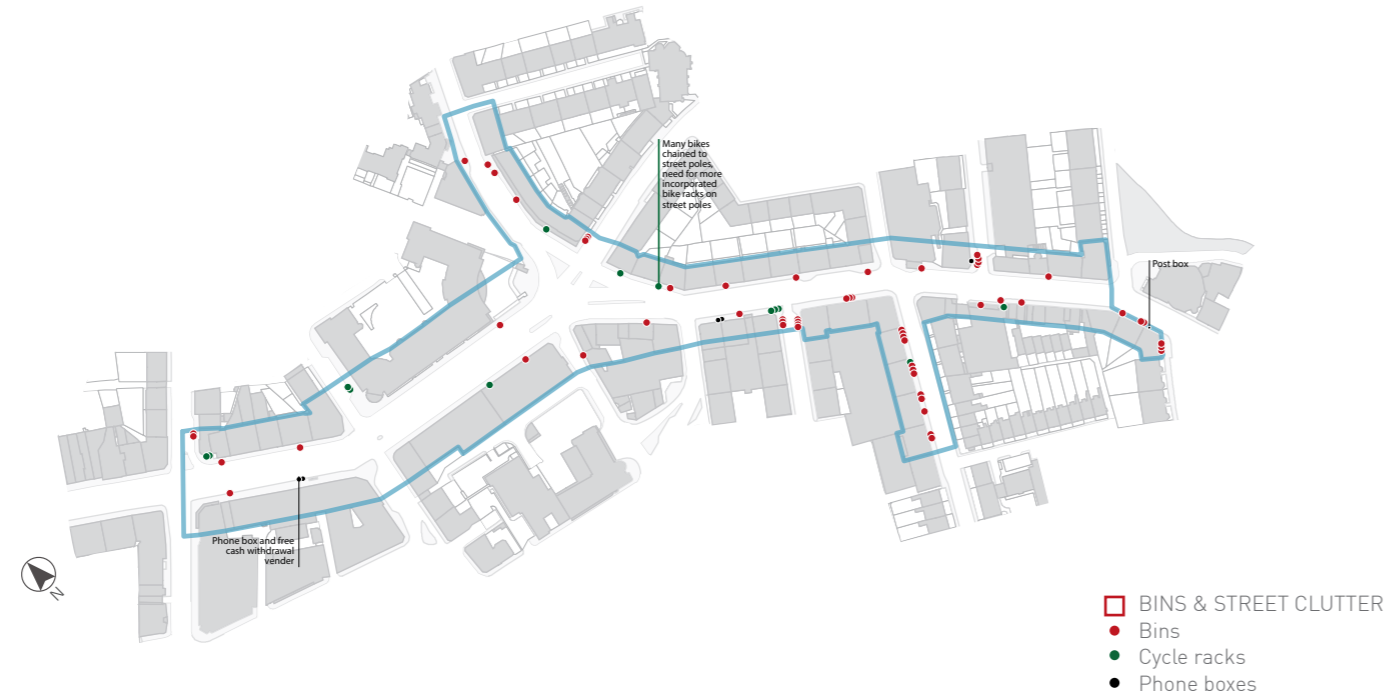
AWNINGS, A-FRAMES AND WALL-MOUNTED SIGNAGE.

Awnings were typically located in close proximity to entertainment buildings. The King's Theatre, the Cameo cinema and the Odeon cinema in the west end all offer canopies to the street. The canopy outside of the Cameo cinema was noted as the most well utilised shelter due to it aligning with a bus stop. The canopy along the shop frontages at Lauriston Place provides a colonnade and shelter across half of the pavement whilst half is open to the elements. This helps provide a dry environment sheltered from the elements in close proximity to the shop frontages.



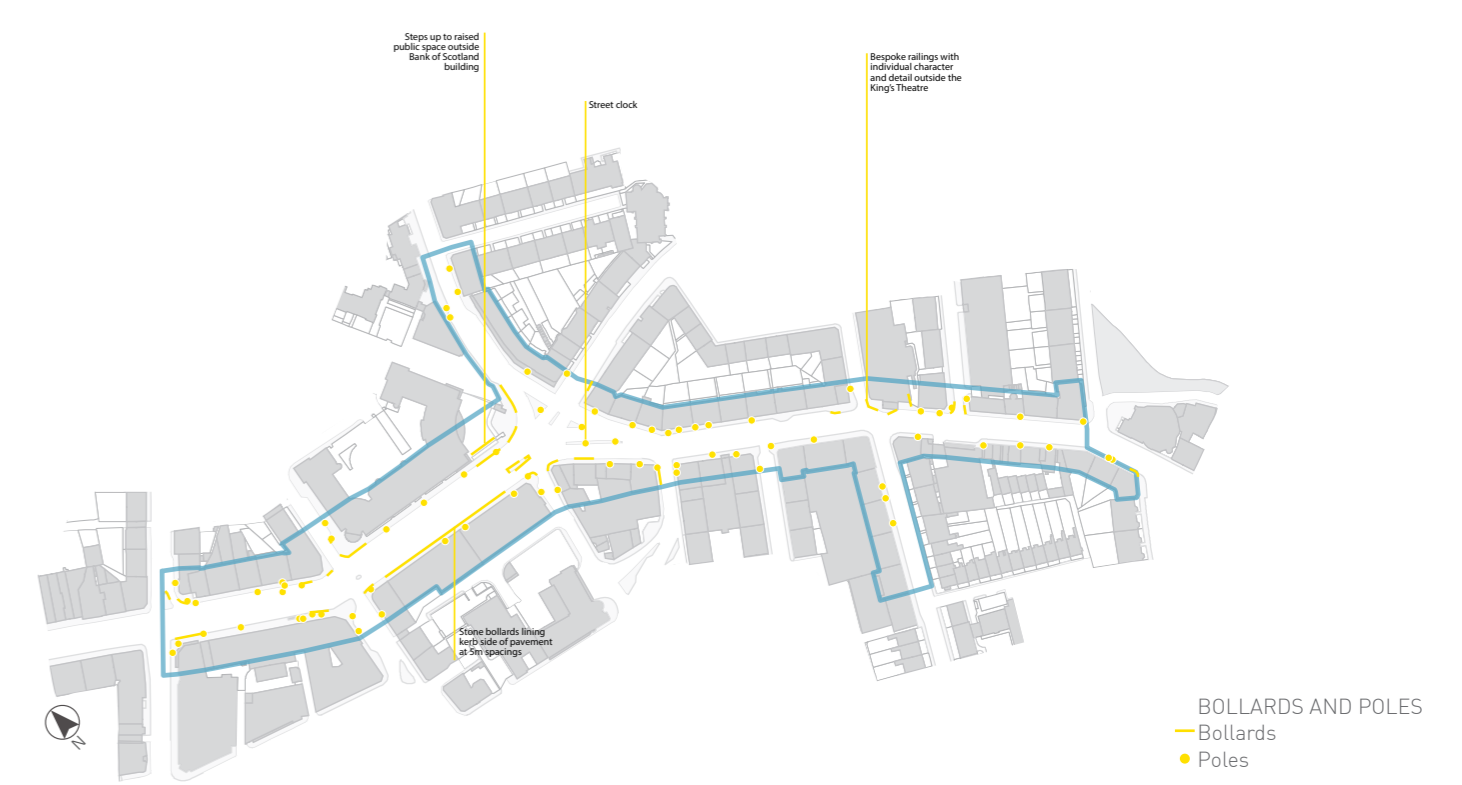
BINS AND STREET CLUTTER.

A fairly even distribution of bins was observed throughout Tollcross town centre with a high concentration of bins in the east end where the streets are narrower. There were a high number of cycle racks recorded compared to other town centres studied, however a number of bikes were observed chained to street poles showing demand for additional. In particular the bike racks at the corner of Lochrin Place/Home St adjacent to the Cameo were full at almost all research time slots and bikes were often locked to poles on the east side of Home St and Lauriston Place. Most of the large black bins were located on side roads, sometimes causing pavement obstructions. Better examples of the bins included those located off the pavement accommodating the road instead of pavement space.



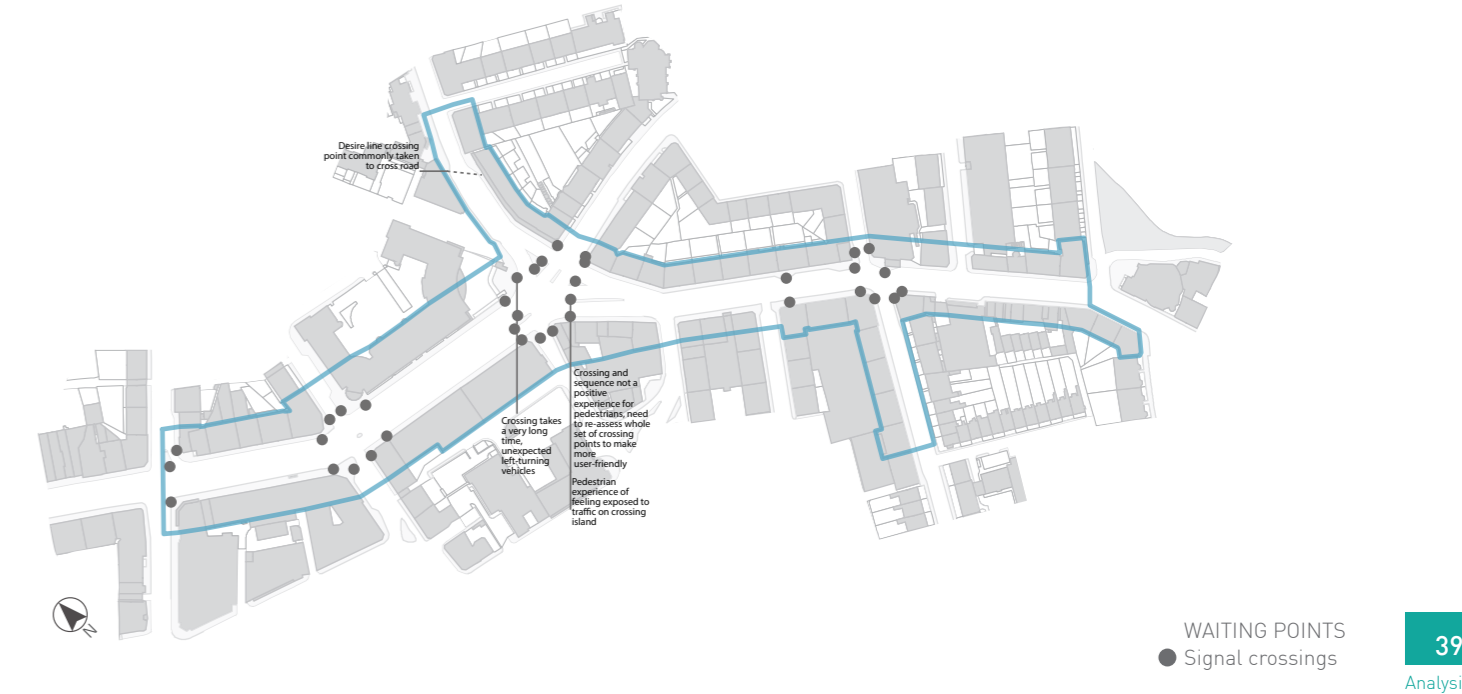
BOLLARDS AND POLES.

A large number and range of bollards, poles and railings were recorded. Railings were typically associated with road junctions. Researchers noted down a large number of bollards, the most significant cluster being a long line of natural stone bollards lining the kerb-line along the south edge of Earl Grey St. These combine with discarded bin bags to reduce the effective width of the pavement. An overall reduction of bollards would be beneficial to reduce obstacles and street clutter.



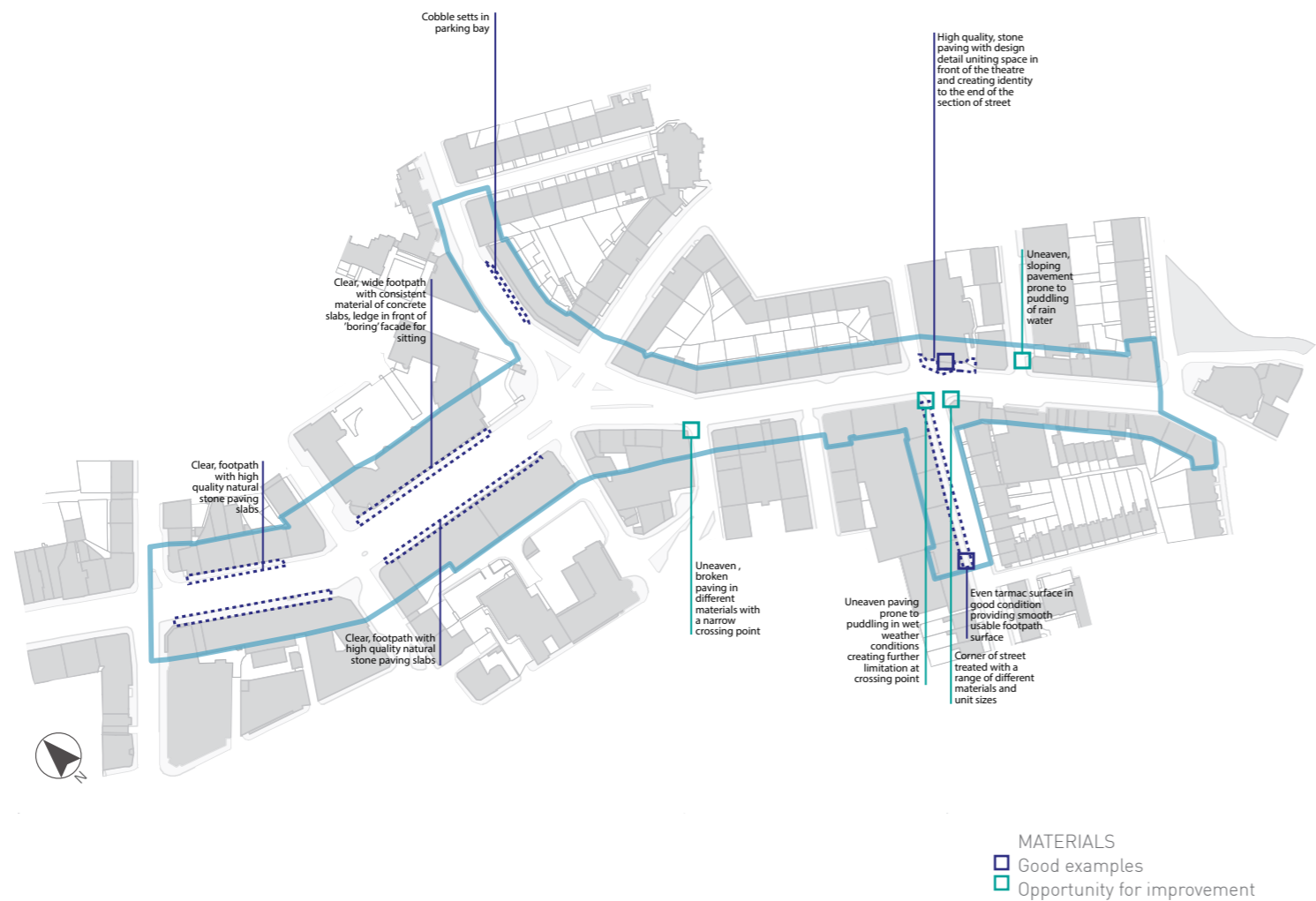
WAITING POINTS.

Tollcross town centre has 19 signalled crossings - the highest number of signalled crossings within the three town centres studied (Tollcross, Gorgie/Dalry, Corstorphine). The large road junction in the centre of Tollcross incorporates ten signalled pedestrian crossings. As this is located in the middle of the town centre, it has a large impact on users and pedestrian flow through the streets, giving a vehicle dominated feel to the central area and a sequence of waiting points for pedestrians crossing through the town centre. This hinders both place and movement function. Several of the crossing points consist of a sequence of crossing points including islands, which add to a crossing experience of feeling exposed to traffic and vulnerable to oncoming traffic.



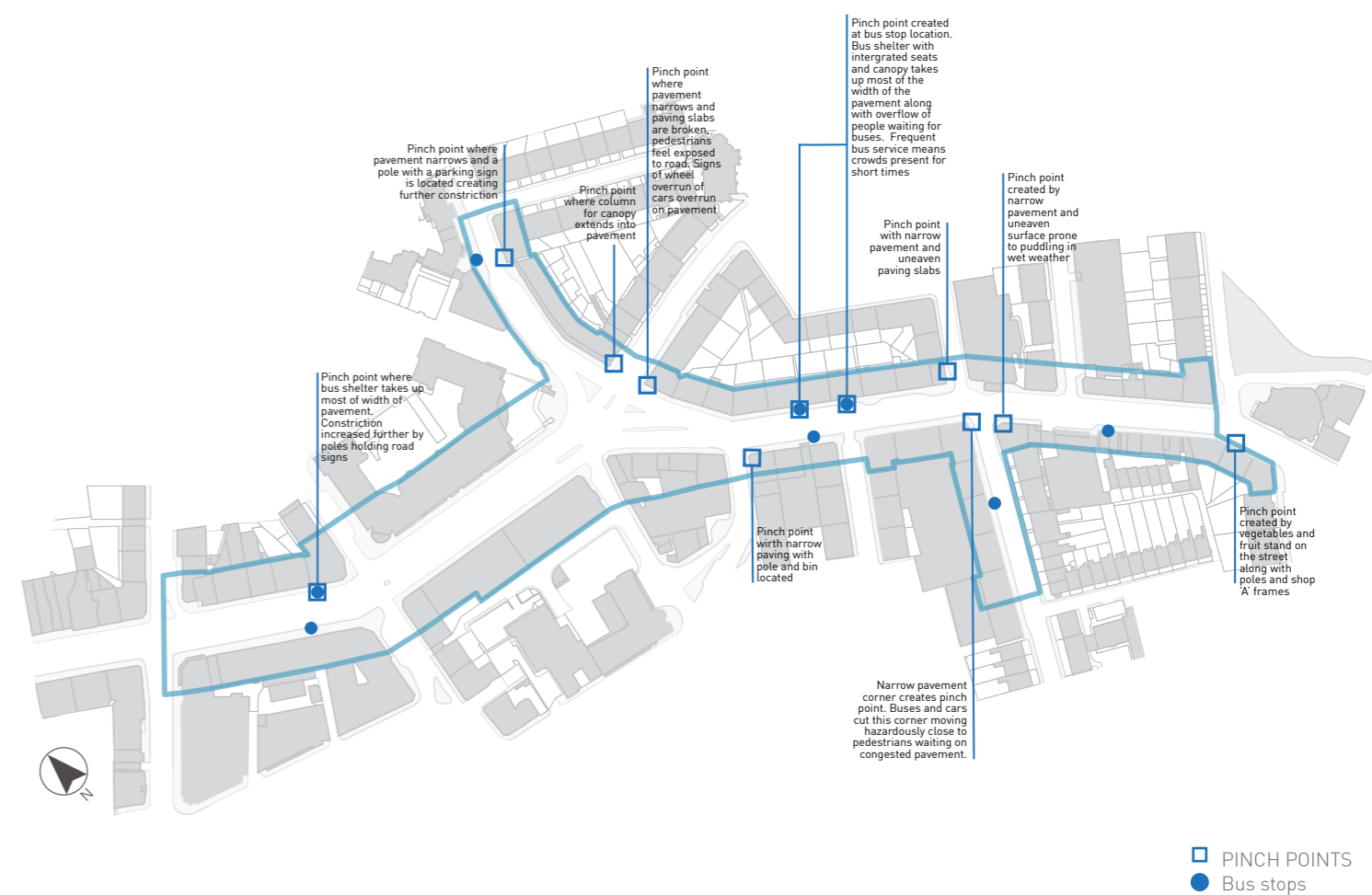
MATERIALS.

The south end of Tollcross town centre has a more village-feel with a higher concentration of smaller scale, more varied independent shops. The pavements are narrower with smaller scale paving units. The researchers recorded good examples of use of materials within the town centre, in particular along the southern length of Lothian Road. Wide pavements with large scale natural stone paving units were recorded. The pavement at Gilmore Place, despite several pinch points, was also noted as a good example of accessible material. Whilst it is a lower quality material - tarmac, it was recorded to be even, well drained and in good condition offering ease of passage to pedestrians. The paving outside the King's Theatre has been highlighted by the researchers as a good example of using materials to create landmarks. In this case making a feature of the entrance to the theatre and the corner of the street through a paving design which features an organic pattern, also reflected in the design of the railings.



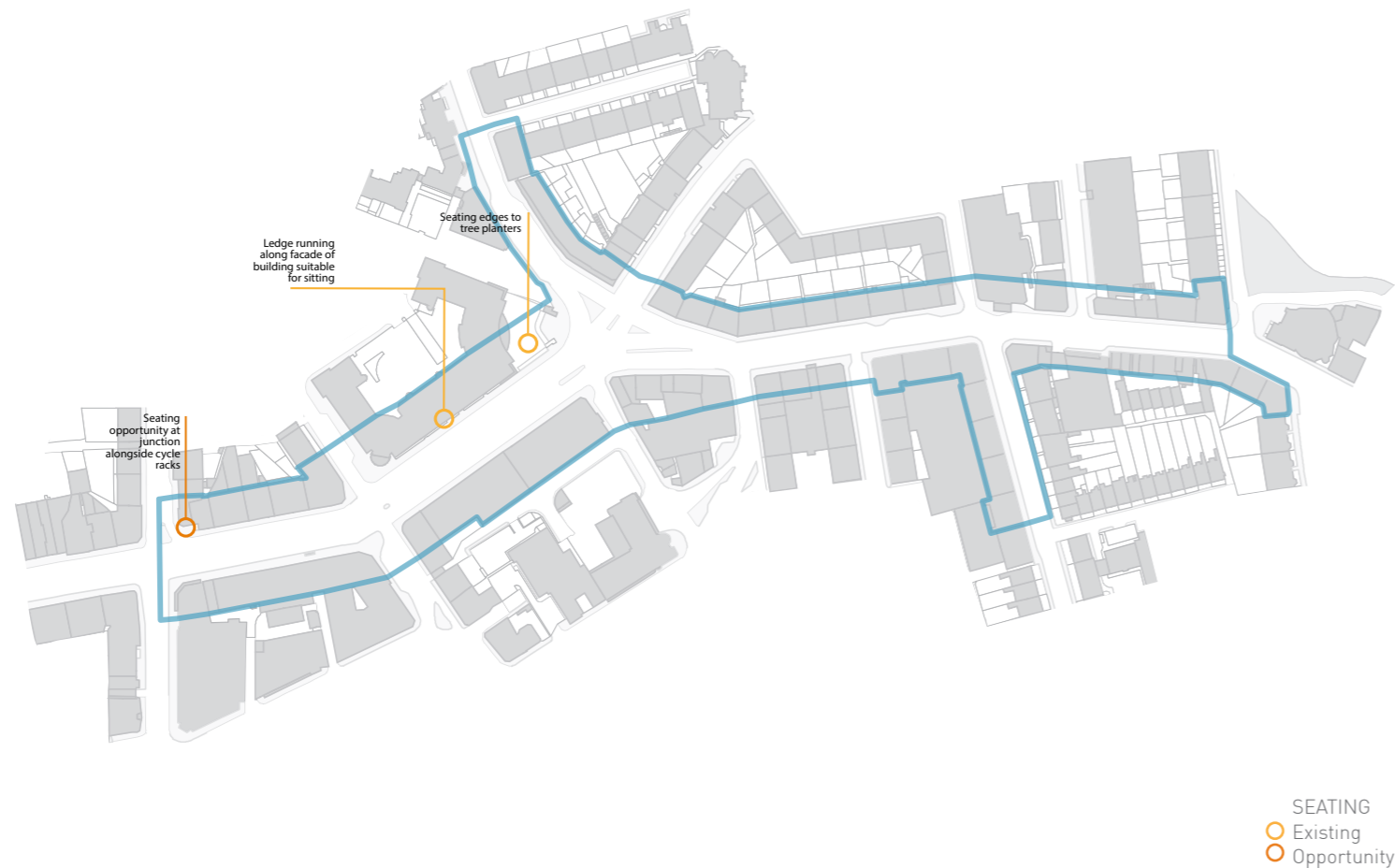
PINCH POINTS.

There were several areas within Tollcross town centre constricted by street clutter and other obstacles, or where the pavement is narrow creating obstructions for pedestrians. These were recorded as pinch points. In this town centre, it was recorded that several pinch points correlated with the position of bus stops and shelter. For example, opposite the Cameo cinema on Home Street where there are located two bus shelters in close proximity to one another with integrated seating. The space between the bus shelters and the building facades is too narrow to allow one person to pass at a time which can be even tighter when a crowd gathers to wait for a bus. These pinch points are further constricted by the presence of poles for the bus timetables along with other signage poles plus bins. In addition on there are a number of other narrow pavements at key junction corners creating pinch points when several pedestrians are waiting, creating congested pavement and difficulties for others to pass.



SEATING.

Something which was observed during the research days is the lack of places to sit in Tollcross town centre. There were no public seats or benches recorded during the research days, which is unusual compared to other town centres studied. A deep ledge at roughly seating height runs along the facade of the buildings which accommodates the Co-op supermarket and the Bank of Scotland building on Earl Grey St. It was observed on the research days that this ledge was not used for sitting for long periods, although it is more actively used as a resting option to perch for short periods. The tree planters on the raised front entrance to the Bank of Scotland provide seating edges. The corner of Lothian at the Bread Street junction, and the corner of Fountainbridge where this meets Lothian Road have been identified as potential seating locations. At the Bread St/Lothian Road corner location a bench could be set back from the pavement against the facade wall, keeping the pavement clear and providing more on street seating/resting points. At the corner of Fountainbridge/Lothian Road the disused phone boxes could be removed and replaced with seating and at least one street tree.



TREES AND SOFT LANDSCAPE.

The research highlighted a significant lack of tree and planting present in Tollcross town centre. The south end of the town centre is very close to the Meadows and Bruntsfield Links, which provide a large open space primarily used as a place destination for leisure and recreation, along with tree avenues experienced whilst moving on foot. However it is still important to increase street trees and planting in the town centre itself to encourage public life by providing a more pleasant environment for sitting/staying in combination with seating, to build on existing everyday necessary activities and high footfall. There are some small containers of palm shrubs within the centre of some signalled crossing islands, however these are poorly maintained and of little impact due to their small scale. There are 12 trees in planters on the raised area in front of the Bank of Scotland building on the corner of Lauriston Place. In the south part of the town centre, two restaurants/bars displayed olive trees in planters on the street to frame the shop entrances. An initiative for shop owners to bring plants/shrubs to their shop fronts could be a good way to bring more nature to the streets whether it be hanging baskets, window boxes or moveable planters. This could further develop the village feel to this stretch of the town centre.



TIMED TEST WALK

MEASURING EASE OF WALKING EXPERIENCE

Tollcross town centre was divided into six equal sections. Each section was studied to investigate the time it took to walk its length and to make observations of what influenced the walking time and quality. Researchers undertook this specific timed test walk on two different days throughout the week (one week day and one weekend day). Average (mean) times were used over the two days for each of the six sections to improve reliability of the data and used to calculate the walking speed of each section as an average across the week.

The map opposite shows the route and direction taken by the researcher, the exact distance of the route in metres and the time it took the researcher to undertake that walk. It also shows the average walking speed taken based on an average of two separate days of carrying out the same test walk route. Observations were also noted about the walking experience of each of the 6 sections.

One of the main observations that emerged from the timed test walks in the town centre of Tollcross was the difference in scale of the town centre between the south (Leven St/Home St) and the north-west end (Tollcross junction, Earl Grey St, Lothian Road). This impacts on the ease and speed of pedestrian movement and waiting times in the test walks. In the south part of the town centre - which has smaller scale independent shops and frequently narrower pavements - a slower walking pace is induced along the pavements due to pinch points with obstacles. This effect may also be contributed to by small-scale shop frontages providing additional interest

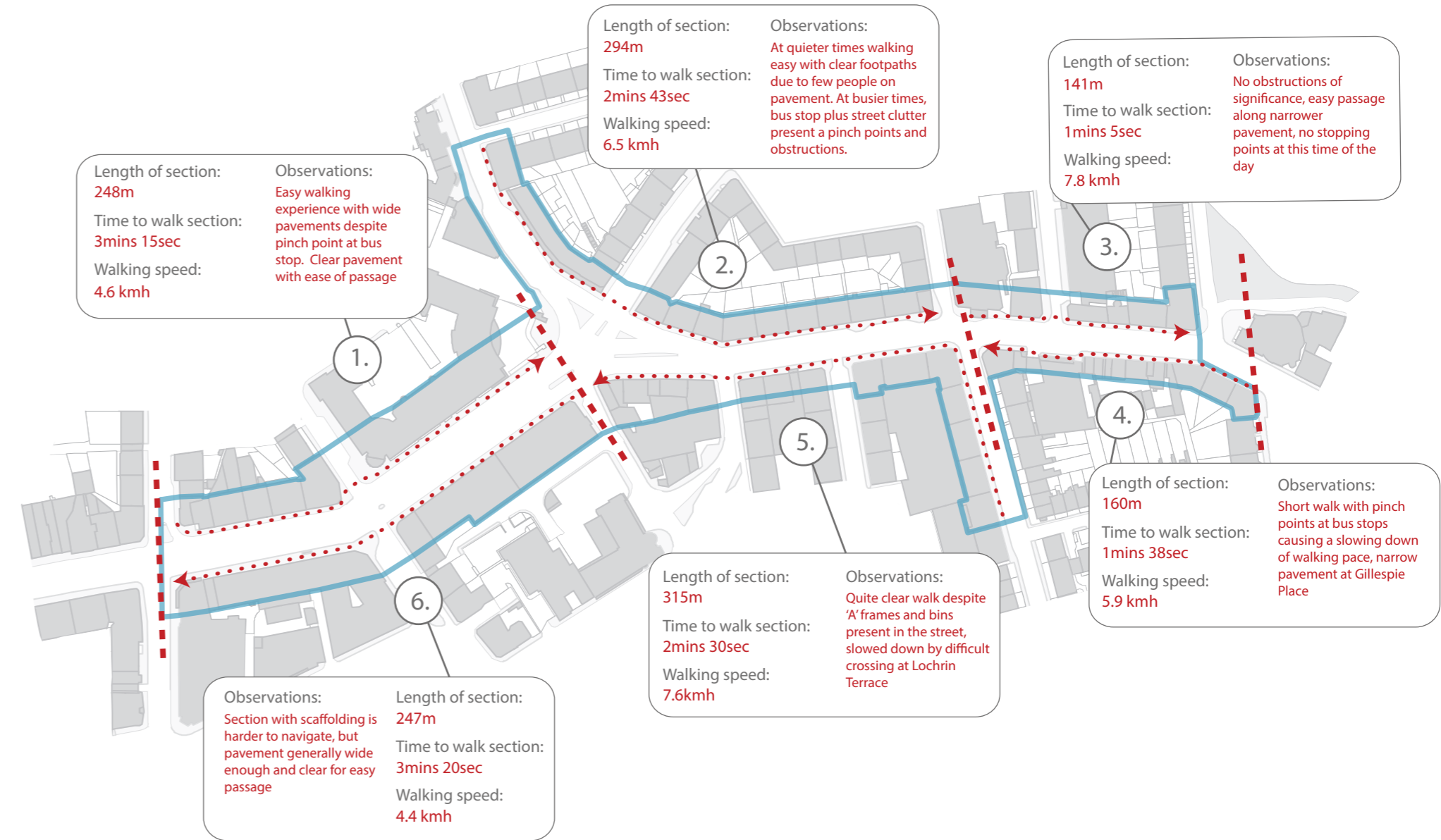
to passers by and potential for window shopping. In the north of the town centre, the pavements generally tend to be wider offering a clearer space for transit, however it is the large junctions with signalled crossing points which slow down the movement adding longer waiting times to transit. There are also a couple of key pinch points to the north - particularly the corner of Fountainbridge/Earl Grey St due to bollards, scaffolding, bins and a narrow pavement corner, however these pinch points occur less regularly than to the south of the town centre.

Sections (1) and (6) were recorded to take the longest to walk out of all the sections of the town centre despite being shorter in length compared to sections 2 and 5. Despite the walking experience being described as 'easy walking with wide pavements', the two road junctions at East Fountainbridge are large roads with signalled crossings. These two crossings were highlighted in the 'timed waiting points' test walks below as having waiting times recorded up to 70 seconds which impacted heavily on the overall walking time of these two sections of the town centre.

Areas (3) and (4) were recorded taking the shortest time to walk, mostly due to them being the shortest sections of the town centre at 141m and 160m, however it was noted in both sections that the walking speed slowed down due to the narrow width of the pavement and the presence of street clutter like 'A' frames, poles and bollards in an already narrow street creating pinch points. There is also

something to be said for the interest in the shop facades, in this area of the town centre being so varied and 'active' in land use, that generally the walking speed of pedestrians might be further slowed down due to attention being drawn to interesting shop facades for window shopping.

Section (2) and (5) are located in the middle of the town centre. Section (2) measures 294m and has an average walking time of 2 minutes 43 seconds over the two research days. The observations made by researchers included a description of this section as 'ease of walking with clear footpaths', however it was also highlighted that the walk was conducted in early afternoon, whereas at busier times of the day there would likely have been an impact on the time taken for the walk due to pinch points from people waiting at the two bus stops on Home Street and pavement congestion due to volumes of pedestrian traffic. Section (5) was measured as 315m in length and has a walking time of 2 minutes, 30 seconds. Again this section was described in the observations as 'quite a clear walk despite A-frames and bins present in the street, slowed down by the crossing at Lochrin Terrace'.



WAITING POINTS

MEASURING WAIT TIME AND EXPERIENCE

A specific waiting points 'test walk' was conducted on both research days. Whenever researchers had to stop and wait for whatever reason, the wait time (in seconds) was timed with a stop watch and the quality/description of the wait was recorded. The colour red represents the results recorded on the week day and the colour turquoise represents the weekend.

Tollcross town centre was recorded as having some of the longest waiting times compared to other town centres studied. The longest waiting time recorded was 2 minutes and 1 second (121 seconds). This was recorded at wait point (d) at the crossing on the junction of Earl Grey Street and Lauriston Place. This waiting point is associated with the large junction of road crossing points in the middle of the town centre and the waiting experience was described as 'Aware of lots of traffic moving through junction during a long wait for lights to change, difficulty seeing oncoming traffic turning left'.

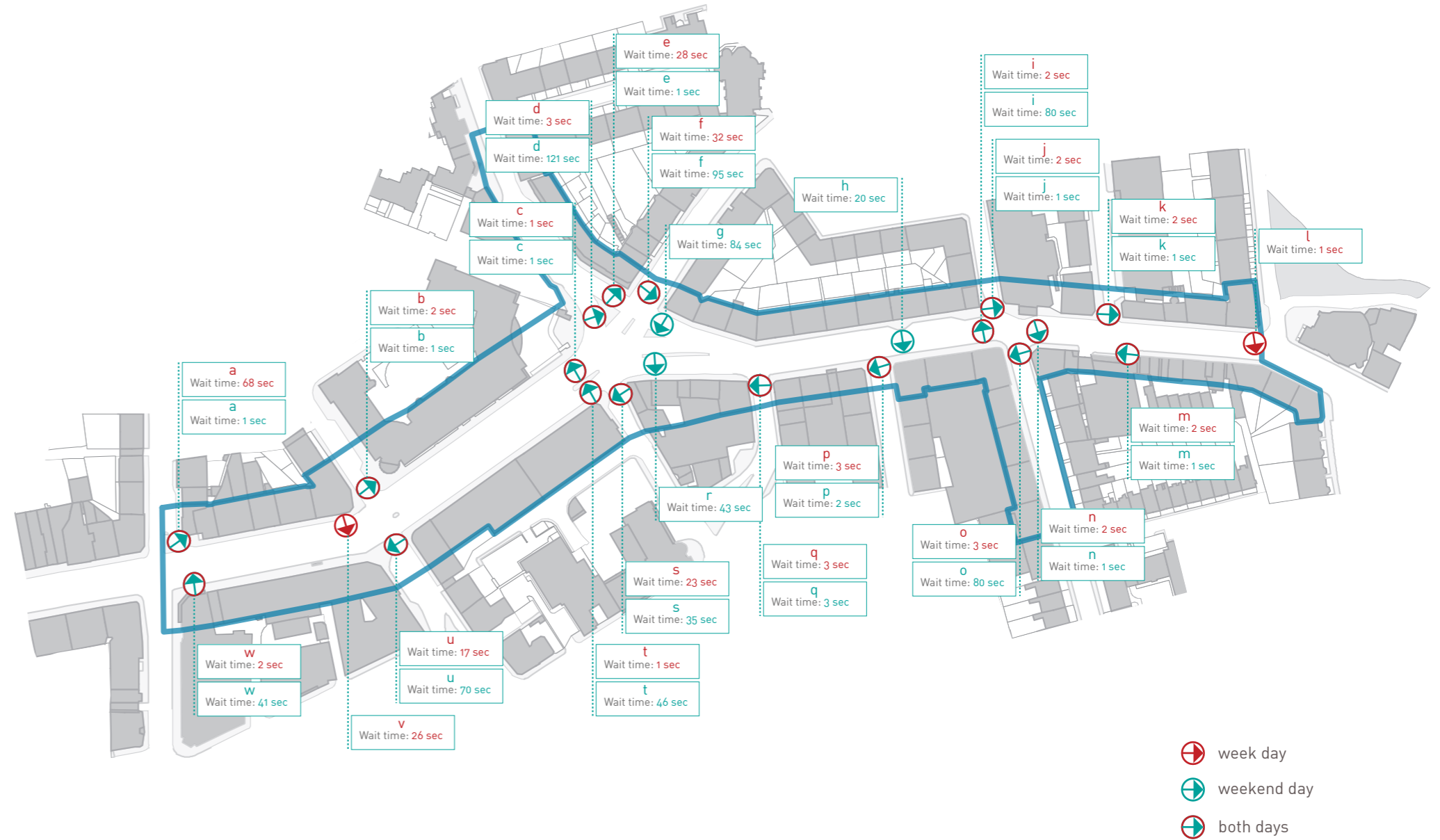
Other long waiting times were recorded at the pedestrian crossings along the town centre. The experiences associated with these long waiting times highlighted issues with pinch points at crossing points giving an uncomfortable waiting time or small areas on road islands giving a waiting experience of feeling exposed and vulnerable to oncoming traffic. There are opportunities along the town centre to both reduce waiting times and improve the waiting experience.

- a. 68 seconds**
Waiting at crossing, bollards/railings feel in the way, materials are in good condition, tarmac on the road at the crossing is uneven
- a. 1 second**
Crossing with good materials, needing to look both ways to check for traffic, radius of junction could be reduced to improve crossing
- b. 2 seconds**
Large waiting area to cross road, materials area in good condition
- b. 1 second**
Ease of crossing with good waiting area
- c. 1 second**
Good, protected waiting space, some broken slabs.
- c. 1 second**
Barrier between road and crossing space, clear passage at crossing
- d. 3 second**
Traffic island in the middle of the road has broken tarmac
- d. 121 seconds**
Aware of lots of traffic moving through junction during long wait for lights to change, difficulty seeing oncoming traffic turning left
- e. 28 seconds**
Crossing with uneven paving, feeling exposed to oncoming traffic
- e. 1 second**
Feeling exposed on the central crossing island, hesitation to look left for traffic
- f. 32 seconds**
Waiting outside Forest Cafe to cross road, fairly long wait, traffic from behind turning left, obscured sight line from covered walkway
- f. 95 seconds**
Crossing with uneven paving, feeling exposed to oncoming traffic.

- g. 84 seconds**
Crossing with uneven paving, feeling exposed to oncoming traffic turning left moving close to waiting point
- h. 20 seconds**
Waiting at signalled crossing point, enough space to wait
- i. 2 seconds**
Hesitation to look both ways as lights are green for pedestrians
- i. 80 seconds**
Waiting for lights to change at crossing, awareness of many cars moving through junction, tarmac at crossing point uneven
- j. 2 seconds**
Hesitation to cross, one way street so there is a temptation to jay walk
- j. 1 second**
Hesitation to cross, damaged tarmac and uneven paving
- k. 2 seconds**
Obstacles including bins and bollards and puddling in the road cause a hesitation at the crossing
- k. 1 second**
Table top creates more ease of crossing side road
- l. 1 second**
Hesitation to consider crossing road at this point as road crossings are far apart, considered too dangerous to attempt wide crossing
- m. 2 seconds**
Corner where Scotmid is set back is a blind corner with a pinch point creating a hesitation
- m. 1 second**
Hesitation at blind corner
- n. 2 seconds**
Lights changed quickly allowing ease of passage without a wait at the crossing

- n. 1 second**
Crossing wait outside of King's Theatre has large waiting space, west side of crossing is cramped with uneven paving and tarmac
- o. 3 seconds**
Cramped waiting space on pavement on south side of crossing
- o. 80 seconds**
Long wait on narrow crossing area on south side with crowd of people waiting feeling a sense of being too close to road and traffic
- p. 3 seconds**
Hesitation to look both ways at side access road crossing
- p. 2 second**
Pause to check for traffic after seeing large construction vehicles turning into side road
- q. 3 seconds**
Pause to check for traffic at crossing, large radius to kerb, waiting points at crossing feel constricted with cracked paving
- q. 3 second**
Feeling that traffic is dominant at this crossing with pinch points at the crossing waiting points
- r. 43 second**
Long wait to cross with part of the wait being on the traffic island, in this case the island is just part of the road with no definition, feeling of being exposed to traffic on all sides
- s. 23 seconds**
Waiting at signalled crossing to cross side road. Well defined waiting area with good quality materials and drop kerb
- s. 35 second**
Feeling of a safe area in which to wait, aware of large traffic junction close by
- t. 1 second**
Hesitation to look both ways at signalled crossing to road island

- t. 46 second**
Long wait to cross road, feeling aware of moving traffic and some air pollution
- u. 17 seconds**
Wait at south side of signalled crossing, pinch point created by scaffolding and group of people waiting to cross, awareness of traffic moving fast
- u. 70 seconds**
Long wait at signalled crossing with crowd, feeling slightly pushed by crowd towards road
- v. 26 seconds**
Waiting to cross at signalled crossing, good sized crossing area with good materials, awareness of traffic and noise
- w. 2 seconds**
Hesitation at signalled crossing outside the Odeon building, large waiting area with central CCTV pole in the centre
- w. 41 seconds**
Waiting at crossing point with space to with a crowd of people, feeling close to large flow of traffic and exposed to oncoming traffic



TEST WALKS: SPECIFIC USER GROUPS

TOLLCROSS

A number of additional workshops, walkabouts and in-depth interviews were also held with targeted individuals or specific user groups in the town centre. This enabled us to gain a better understanding of how the street environment is currently experienced by local people who may have different accessibility needs to those already represented via spot interviews in the street. It also helps reveal issues and opportunities for improvement from their perspective. For example, specific user groups might include young children, elderly people, disabled people or those with particular mobility needs such as using prams, wheelchairs, walking sticks or with guide dogs to aid their navigation.

These additional walkabouts, workshops and in-depth interviews improve our understanding of how the town centre is functioning from the perspective of the widest range of individuals, including more vulnerable groups. It helps to highlight if there are reasons these specific user groups may be under-represented in the street environment at present due to unaddressed accessibility issues causing barriers to their participation in public life or choosing certain routes to get around. This additional insight is invaluable in ensuring the fullest range of issues and opportunities are highlighted in the town centre as part of the street assessment. This helps ensure the street environment is improved for all users - whether aged 8 or 80, and regardless of accessibility need.

The method utilised to engage with these specific user groups varied dependent on each town centre and the time and availability of each organisation,

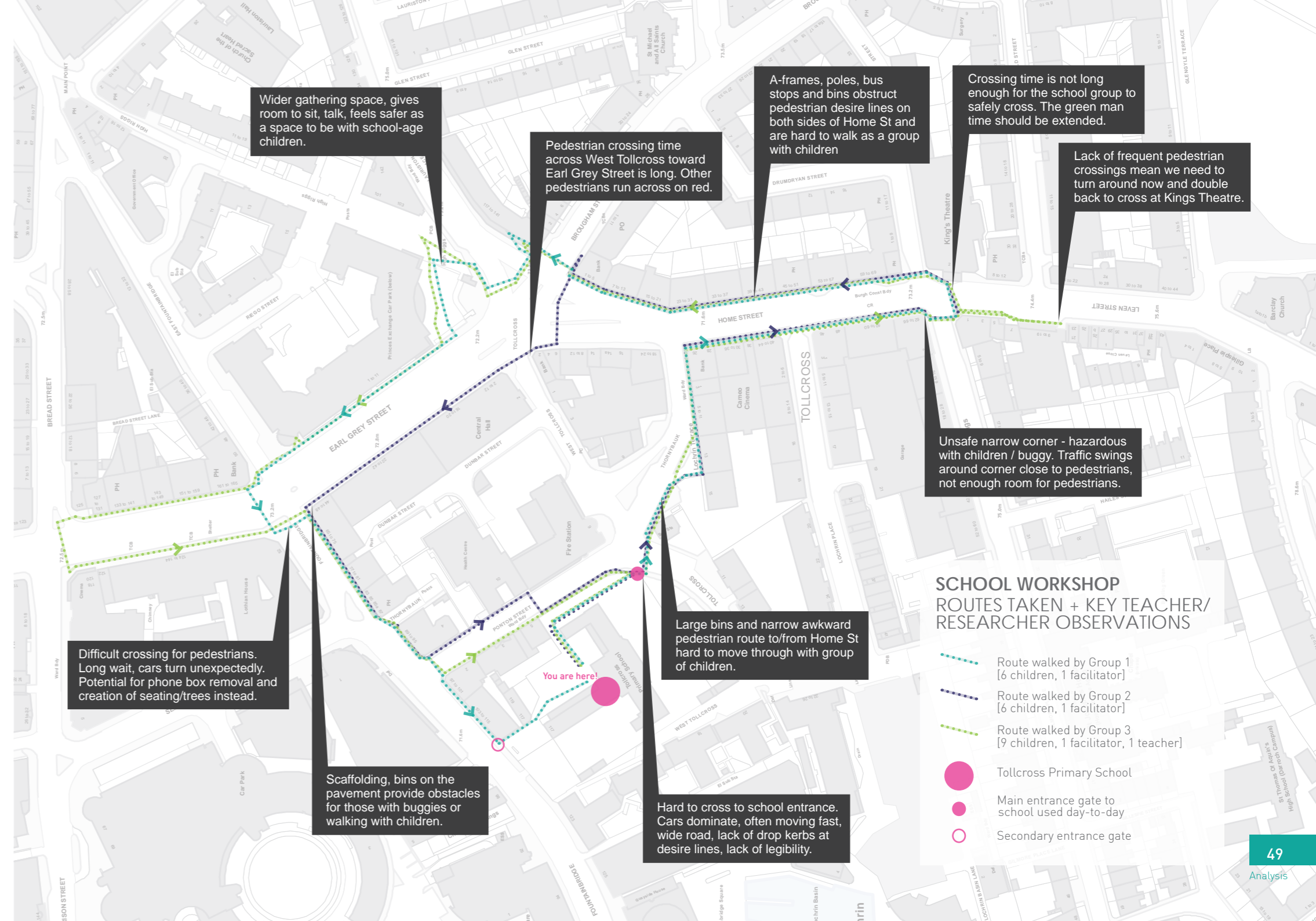
group or individual. Given the proximity of Tollcross Primary School to the main town centre, and our researchers observing a number of potential issues for school-children during research days, we focussed on school-age user groups and their parents as our in-depth user study for the Tollcross town centre.

We conducted an informal morning workshop meeting with three parents from **Tollcross Parent Council** on 10 March 2017. This was invaluable in better understanding key issues parents currently find in walking their children to Tollcross Primary School through the town centre, and where there are issues that need to be addressed, as well as opportunities for improvement.

In addition we delivered a **walkabout workshop with a class of 21 children (P6, aged 9-11 years) and their teacher - Deputy Head of Tollcross Primary School**. With 3 facilitators, we split into three groups for a walk around the Tollcross town centre. As we walked the children highlighted their observations about things they liked or didn't like about the street environment and the reasons why. We stopped frequently in our groups to have a discussion together about key locations. Each facilitator took notes of the insight and key points the children were observing. We also spoke with their teacher and integrated her knowledge and experience of taking classes outside the school through the town centre. After one hour, we returned to the classroom for a round-up discussion of the key points the children had raised, and to identify what their most important priorities were for improvements to the street environment. This was a really useful exercise in

understanding from a primary school age child's perspective what the Tollcross town centre is like to experience on a daily basis. It raised observations and interesting insights that we would otherwise have struggled to pick up on as adults, but which are key to the enjoyment of the street space by all users.

The map adjacent shows the routes walked by all three groups of school children and the researcher/facilitator accompanying them. It summarises the points noticed by the adults moving with the children through the town centre i.e. the researchers/facilitators as well as input from their teacher.



TOLLCROSS PRIMARY SCHOOL P6 CLASS WORKSHOP

Key observations and comments from the class of 20 age 9-11 year old children were noted by researchers/facilitators during the walkabout workshop around Tollcross. These are summarised spatially on the map opposite.

In addition, upon returning to the classroom the children were invited to talk about the general feelings and observations they had made about overall Tollcross town centre. This helped share observations from the three different groups with the whole class. There were a number of key themes that all groups had agreed on. Notably the **noise, smell, pollution and dirty feel to the town centre, a large number of obstacles such as A-frames, poles and bus stops blocking the pavement, and issues crossing the road network for pedestrians** particularly at major junctions. In addition some issues were highlighted that affect primary school age children more than other adult users. These included the presence of cigarette butts on top of permanent black bins on the street which are at head-height for many children and were seen as smelly and dirty. The class also highlights the presence of 'scary' visual phenomenon in the street, such as advertisements for the Edinburgh Dungeon on phone boxes, skulls in tattoo shop windows, and tag graffiti incorporating swearwords. They also mentioned feeling scared needing to walk closely past pubs with drunk persons stood outside on Home St on their route home after school - something which is exacerbated by narrow pavements at these points.

These overall feelings of how Tollcross currently functions as a place, and in terms of movement for children moving around on foot were noted down by researchers and are summarised here:



HOW WOULD YOU SUMMARISE THE OVERALL STREET ENVIRONMENT IN TOLLCROSS?

WHAT IS IT LIKE AS A PLACE?

- There are a lot of bins in the street
- The dog mess should be removed
- You have to wait a long time at all the traffic lights and then they change really quick before you can cross
- There are scary pictures in the tattoo shops of skulls and things
- We'd like the A-frames out of the way when you walk. They could go on the side of the shop building instead.
- It's really noisy and busy
- There aren't many places for elderly people or children to sit.
- There are a lot of A-frames in the way of walking
- It isn't easy to cross the road. There are lots of cars.
- There are a lot of windows blocked off on the big wall up there. It would be a nice place for a picture.
- "You could replace the phone boxes with trees and seats."
- "The phone boxes aren't used and have scary posters in of Edinburgh Dungeon"
- "It's exposed and noisy and busy here."
- "The lights take ages to change to the green man. Then it goes too quick to cross."
- It feels quite dull and grey and dirty
- I don't like the rude words graffiti. Pictures and murals can be nice though.
- We thought there should be more trees in the street
- There are a lot of A-frames all along here - in the way, dangerous.
- "There are no trees or plants."
- "Lots of awkward crossings."
- "There are lots of cigarette butts on the top of bins. They are at head height and smell."
- "Drunk people standing outside pubs can be scary. I have to walk past them going home after school."
- "Very narrow. There are railings in the way."
- "Bins are smelly and dirty. It's not a nice environment."
- "I don't like trying to cross the road here. It's scary."
- There are a lot of A-frames in the way of walking
- It isn't easy to cross the road. There are lots of cars.
- There are scary pictures in the tattoo shops of skulls and things
- We'd like the A-frames out of the way when you walk. They could go on the side of the shop building instead.
- It's really noisy and busy
- There aren't many places for elderly people or children to sit.
- There are a lot of bins in the street
- The dog mess should be removed
- You have to wait a long time at all the traffic lights and then they change really quick before you can cross
- There are scary pictures in the tattoo shops of skulls and things
- We'd like the A-frames out of the way when you walk. They could go on the side of the shop building instead.
- It's really noisy and busy
- There aren't many places for elderly people or children to sit.

**SCHOOL WORKSHOP
KEY OBSERVATIONS FROM CHILDREN**

- Lack of pedestrian space / priority
- Loud / noisy / busy with traffic
- Smelly / dirty / pollution / unpleasant
- Lack of trees / seating / play
- Obstacles / bins / A-frames
- Opportunities
- Positive aspects
- Tollcross Primary School
- Main entrance gate to school used day-to-day
- Secondary entrance gate classes

Map Callouts:

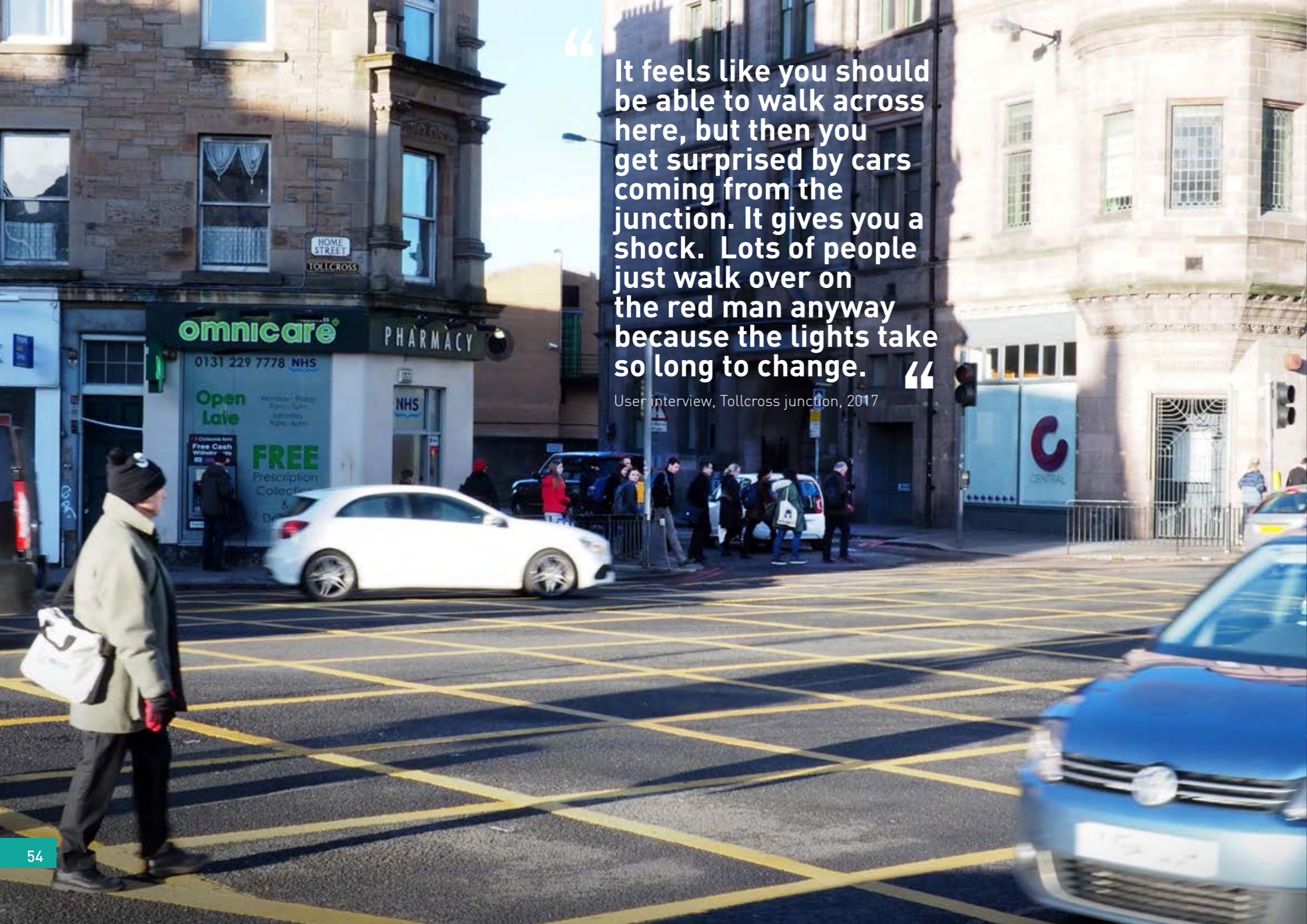
- "There are some electrical boxes and poles in the way in the middle of the pavement."
- "It's nicer here. It's wider and there are only bikes and people walking. The cars are at a distance over there. It's much better, feels safer."
- "The shelter from the building is good here if it rains."
- "I like the clock. It's useful if you don't have a watch."
- "All the plants on the junction look dead and like no-one cares about them. More plants, flowers and trees would be nice."
- "Plants would help with the fumes and pollution."
- "There are bikes on the poles. I think because there's not enough bike racks. They're in the way."
- "It's dangerous for cyclists. Why aren't there cycle lanes?"
- "There could be murals, big pictures of trees here instead."
- "It looks horrible here. Old electric boxes, dirty, narrow. Tags and unkind word graffiti."
- "I like the theatre. It's a nice old building."
- "There's not enough space for people. Just lots of cars."
- "I wish there were plants here, trees and big bunches of flowers. It would take away the fume petrol smell."
- "This corner is too tight for people waiting to cross. It's scary. It slopes down so it feels like you're being pulled into the road. The bus comes onto the pavement and comes really close. It's scary."
- "It's not a nice way to go to school. We avoid this road."
- "The bus stop is hard to get past."
- "Boring, noisy, chewing gum. Smells of petrol."
- "Cars are noisy"
- "A-frames all along here - in the way, dangerous."
- "There are no trees or plants."
- "Lots of awkward crossings."
- "Railings aren't maintained. All rusty. And too long. You can't get through."
- "You have to wait a long time to cross the road here"
- "Loud, noisy. Lots of traffic. Not a nice place."
- "Scaffolding is in the way. It's hard to walk past."
- "Not nice. Dirty. There are lots of bin bags on the street."
- "You could replace the phone boxes with trees and seats."
- "The phone boxes aren't used and have scary posters in of Edinburgh Dungeon"
- "It's exposed and noisy and busy here."
- "The lights take ages to change to the green man. Then it goes too quick to cross."
- "There are lots of cigarette butts on the top of bins. They are at head height and smell."
- "Drunk people standing outside pubs can be scary. I have to walk past them going home after school."
- "Very narrow. There are railings in the way."
- "Bins are smelly and dirty. It's not a nice environment."
- "I don't like trying to cross the road here. It's scary."



“This corner is too tight for people waiting to cross. It’s scary. It slopes down so it feels like you’re being pulled into the road. The bus comes onto the pavement and comes really close. It’s scary.”

Child in P6, Tollcross Primary School, during walkabout workshop around Tollcross





“ It feels like you should be able to walk across here, but then you get surprised by cars coming from the junction. It gives you a shock. Lots of people just walk over on the red man anyway because the lights take so long to change. ”

User interview, Tollcross junction, 2017



“ This area feels safer. Away from the traffic. There’s more space just for people walking or cycling. And more trees and plants. It’s much nicer. ”

Child in P6, Tollcross Primary School, during walkabout workshop around Tollcross

HOW ARE PEOPLE USING THE STREET?

ANALYSING THE BALANCE OF NECESSARY, OPTIONAL AND RECREATIONAL ACTIVITIES

User interviews are useful to get an idea of the balance of necessary, optional and recreational uses present (an indication of quality of place and presence of public life), as well as more detailed information about the reasons for people currently being present in the town centre. During data analysis recorded uses were coded to reveal these layers of information about how people are currently using the town centre.

User interviews were conducted at each town centre. Five or more users were typically interviewed at each of the four research locations, at each of the four time slots and on two different days of the week, typically giving a sample size of between 160 - 320 interviews per town centre.

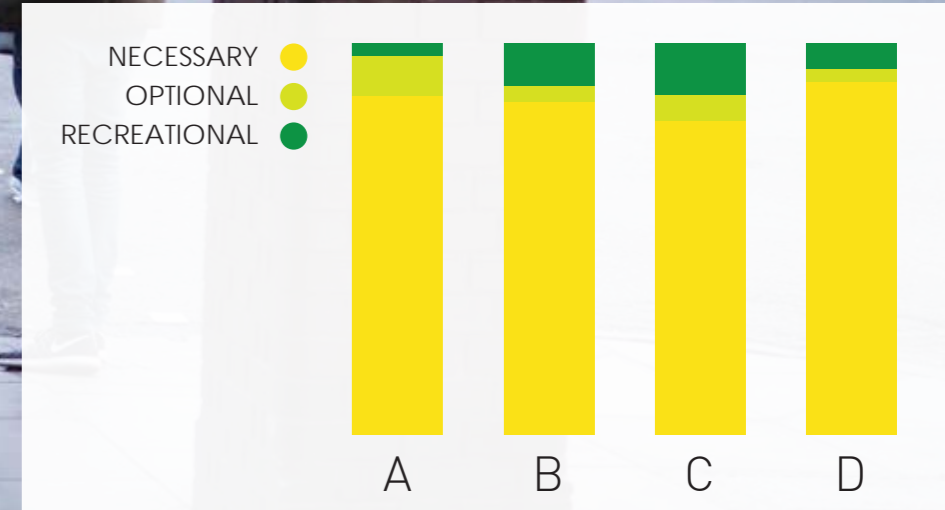
NECESSARY, OPTIONAL OR RECREATIONAL?

Users in the Tollcross town centre were primarily in the public realm for **necessary activities**. These are considered to be those **activities that would happen regardless of the conditions of the public realm**, such as going to work, catching the bus, going home or to the shops for groceries. Necessary activities dominated across all four locations research was conducted in the town centre.

A smaller number of users told us they were outside for reasons considered **'optional' activities**. These are **activities that involve choosing to spend more time in the public realm than needed, for example window shopping, walking their dog or stopping to take a seat to rest**. Location A (corner of Earl Grey St/Lothian Road and Fountainbridge), had the largest amount of optional activities, primarily relating to people outside walking the dog. Many of these users were en route to other nearby green/blue spaces such as the Fountainbridge canal and the Meadows however, which may indicate it is the high quality of these more pleasant places to walk the dog that are the drawing factor, rather than the quality of the street environment at Location A specifically. Locations B (Tollcross junction), C (corner of Home St/Lochrin Place), and D (Leven St near Kings Theatre junction) also showed some optional activities. These primarily related to dog walking too, with many users citing they were en route to the Meadows in particular. At Location C some users were also window shopping, indicating the positive character and public life the small-scale retail at this location brings.

Very few **recreational or 'social' activities** were found. These **activities involve the presence of others, for example a user making an active choice to spend additional time in the public realm to stop and have a conversation with others, sightseeing, children playing or those sat people-watching**. Presence of these activities indicates a public space that acts as a meeting point. Whilst some small numbers of recreational activities were noted, almost all of these related to tourists who were sightseeing (most of whom had come to Tollcross via High Riggs or the Meadows), or those who were running for exercise to/from the nearby Meadows. There were higher numbers of recreational activities at Location B (Tollcross junction) and C (Lochrin Place/Home St) because of the pattern of movement of these two groups - tourists and runners - both of which require a pedestrian connection between the Meadows, Fountainbridge canal, and (for those sightseeing) the city centre.

Currently the Tollcross town centre is **dominated by necessary activities**. It acts primarily as a movement route to/from necessary destinations (going to the shops, city centre or work). The town centre currently prioritises vehicles and thereby restricting room for pedestrians and cyclists. Narrow congested pavements and junction corners, long confusing multi-stage crossings, poor material qualities (especially potholes and uneven pavements), busy loud traffic and few wider more generous spaces mean the environment is generally not conducive to sitting or spending time activities and provides hindrances for active travel movement. Public realm improvements could create an environment more conducive to public life that would help catalyse recreational or optional activities.



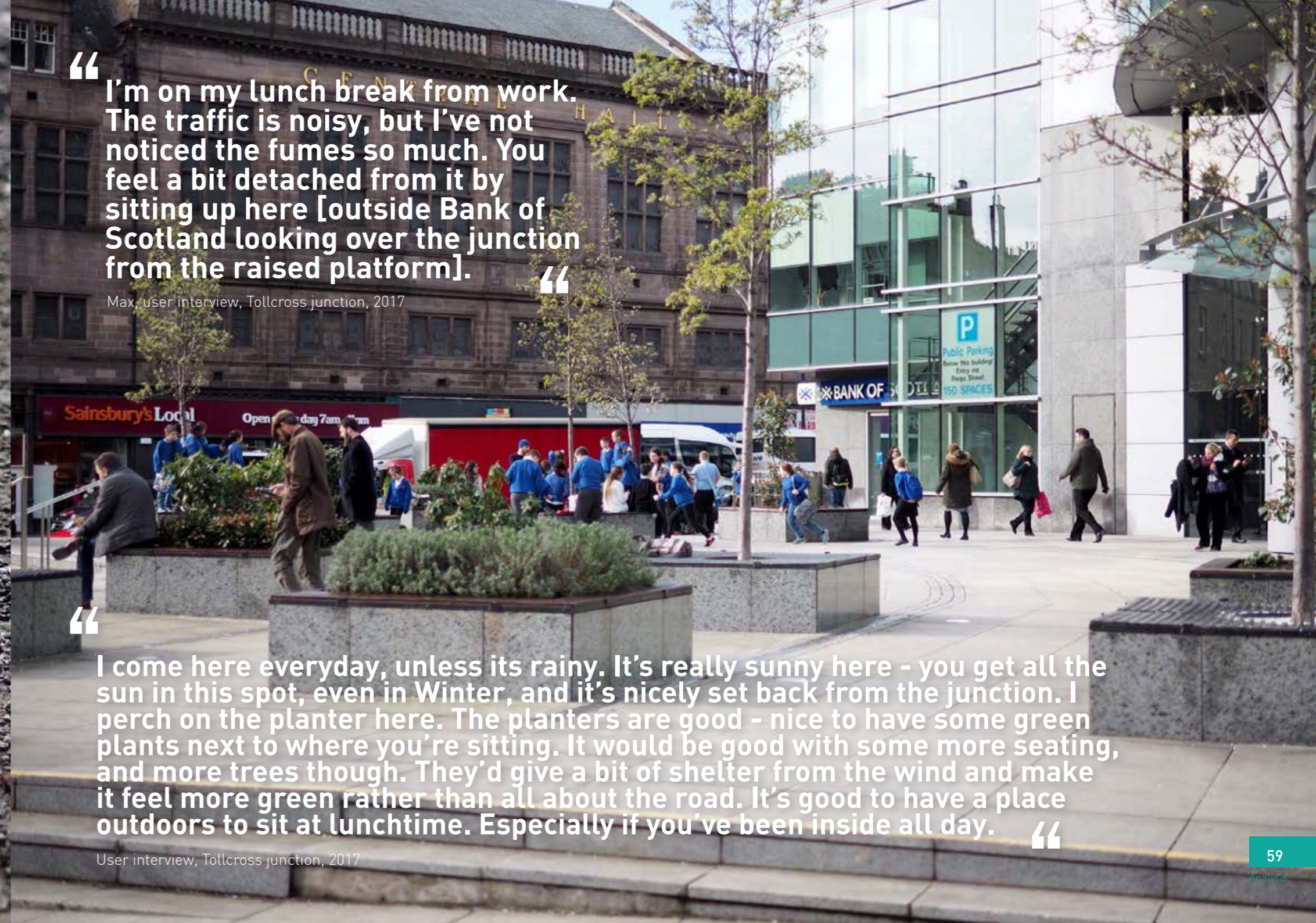


“ There are a lot of potholes and uneven surfaces across the Tollcross junction. It’s the same across the whole of Edinburgh. It makes it really hazardous for cyclists and is a big disincentive to cycling. People don’t feel safe. ”

Chris, Tollcross, 2017

“ The potholes near here, and on Fountainbridge are a real issue for both people walking and cycling. It’s a key link to the canal but it’s really dangerous and hazardous if you’re walking or on a bike. ”

58 Remploy staff member, Tollcross, 2017



“ I’m on my lunch break from work. The traffic is noisy, but I’ve not noticed the fumes so much. You feel a bit detached from it by sitting up here [outside Bank of Scotland looking over the junction from the raised platform]. ”

Max, user interview, Tollcross junction, 2017

“ I come here everyday, unless its rainy. It’s really sunny here - you get all the sun in this spot, even in Winter, and it’s nicely set back from the junction. I perch on the planter here. The planters are good - nice to have some green plants next to where you’re sitting. It would be good with some more seating, and more trees though. They’d give a bit of shelter from the wind and make it feel more green rather than all about the road. It’s good to have a place outdoors to sit at lunchtime. Especially if you’ve been inside all day. ”

User interview, Tollcross junction, 2017

HOW ARE PEOPLE USING THE STREET?

ANALYSING SPECIFIC USER-REPORTED ACTIVITIES IN TOLLCROSS

In addition to the balance of necessary, optional and recreational activities, user interviews were also coded to give a breakdown of the specific types of activities users were engaged in along the town centre.

The most common user activities across the whole town centre included **going to/from work, catching the bus, going to/from the shops, and being en route to a nearby cafe, bar, cinema or other indoors destination**. These show the street environment is currently used for more 'necessary' activities that involve being en route to another destination, thereby primarily using the Tollcross town centre as a movement route. It is encouraging that whilst the street environment is currently only seen as a thoroughfare to these places, that a significant number of people in the street were en route to attractions or destinations within the Tollcross centre itself - notably its cafes, bars and Cameo cinema. This highlights the importance of these 'indoors' destinations in adding to the external vibrancy of the street environment, by increasing foot traffic and therefore also 'eyes on the street' as natural surveillance. Nonetheless it would be beneficial to further build on the busy footfall in the Tollcross town centre due to those en route to work, taking the bus or heading to nearby cafes, shops, cinema, and bars, and see if there are ways these can be built on to catalyse and increase in public life outside too. For example providing those at work with somewhere outside to spend their lunch breaks, or encouraging additional outdoor seating for bars, cafes and the Cameo cinema, or widening pavements to better facilitate window shopping (currently restricted due to narrow pavements and pinch points meaning pedestrians cannot stop or pause without causing pavement congestion).

USER ACTIVITIES BY LOCATION

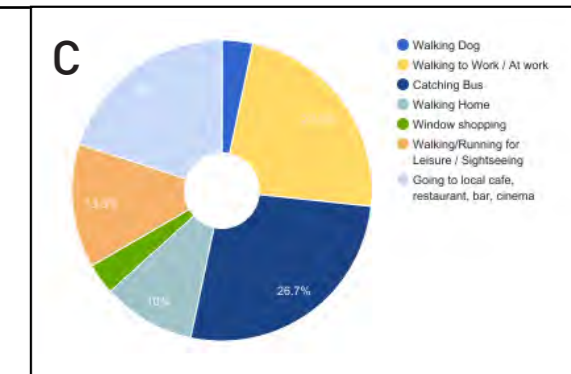
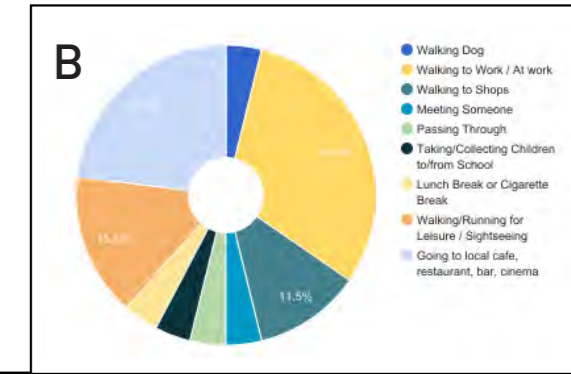
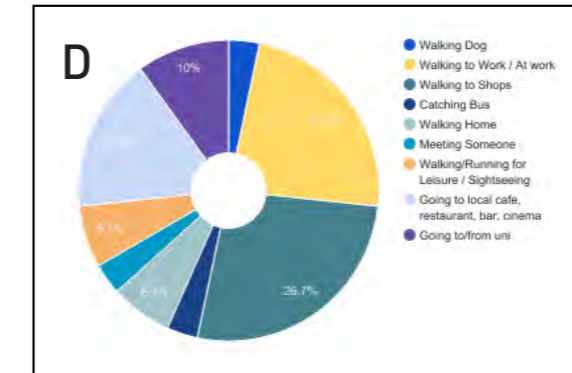
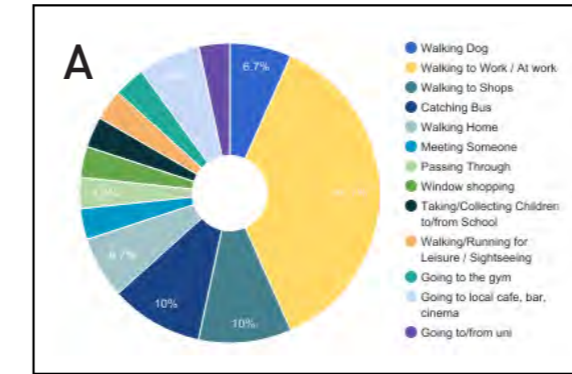
Users interviewed at **Location A** - the corner of Earl Grey St/Lothian Road and Fountainbridge, were primarily en route to/from work, or worked nearby. This agrees with researcher observations that noted high volumes of footfall due to commuters moving to/from the city and area along Lothian Road/Earl Grey St, particularly at the 8am and 5pm slots at this location. Providing a more pleasant outdoor environment and seating for workers on lunch breaks may be particularly effective at enhancing public life here.

At **Location B** - the Tollcross junction near Lauriston Place/Brougham St, the most dominant uses were those going to/from work, those en route to local cafes, bars, and the Meadows, and those either running for exercise between the Meadows and canal, or tourists sightseeing, having walked through High Riggs from Grassmarket. There were also a considerable number of users interviewed that were on their lunch breaks or smoking outside. These existing uses could be better facilitated by a re-think of the Tollcross junction to provide wider pavement or plaza spaces (particularly outside Forest Cafe on Lauriston Place), to create a sunny outdoor location with additional trees, seating, bike racks and more pedestrian feel, partially screened by street trees from the junction, and in which the existing adjacent cafes could have outdoor seating. This would build on the existing more pedestrian-friendly character over the road at High Riggs and the raised platform outside Bank of Scotland to create a more pedestrian priority realm to the north and east of the junction, that would better facilitate pedestrian movement and priority, whilst also providing a more pleasant environment to spend

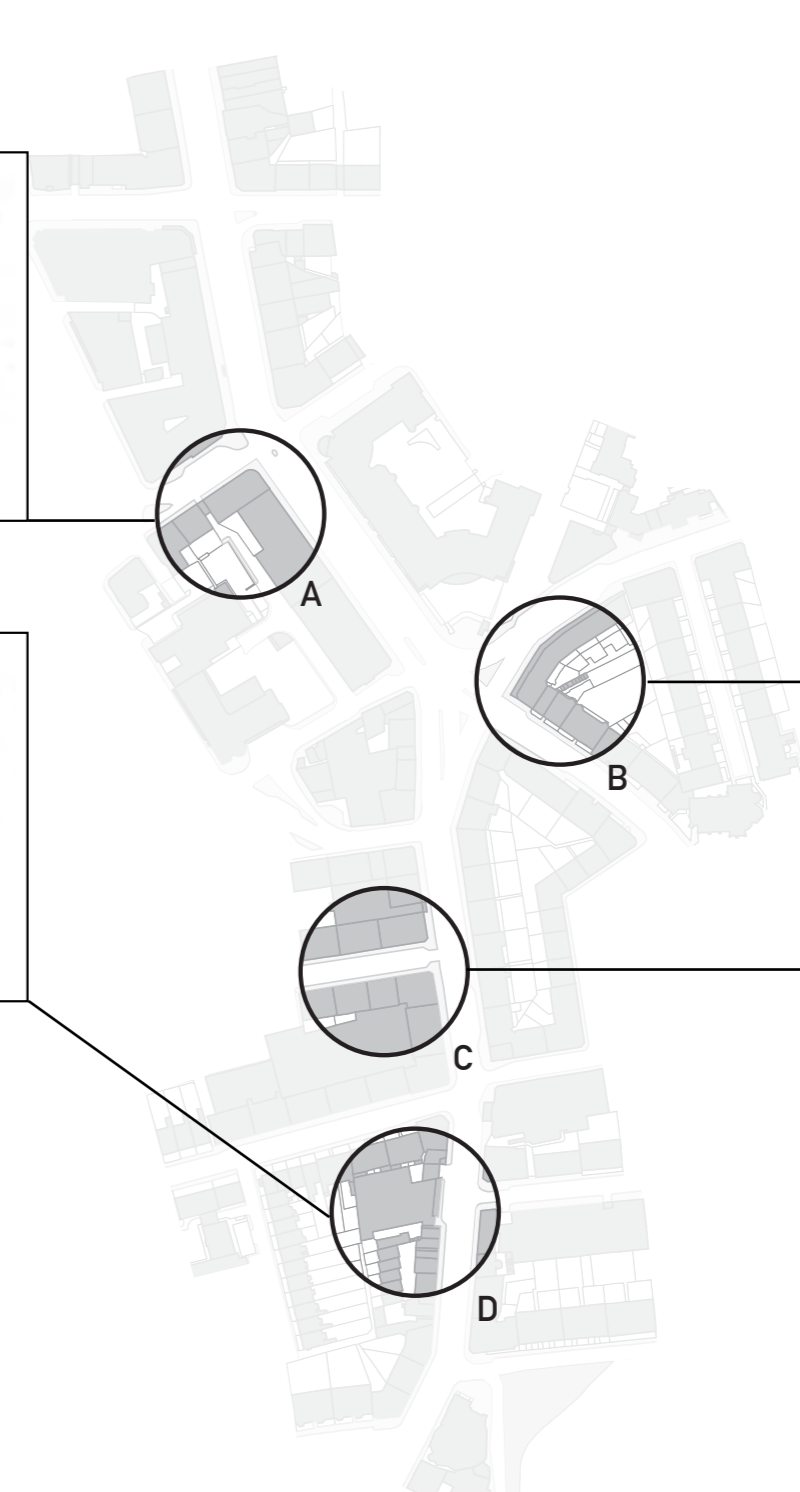
time outside.

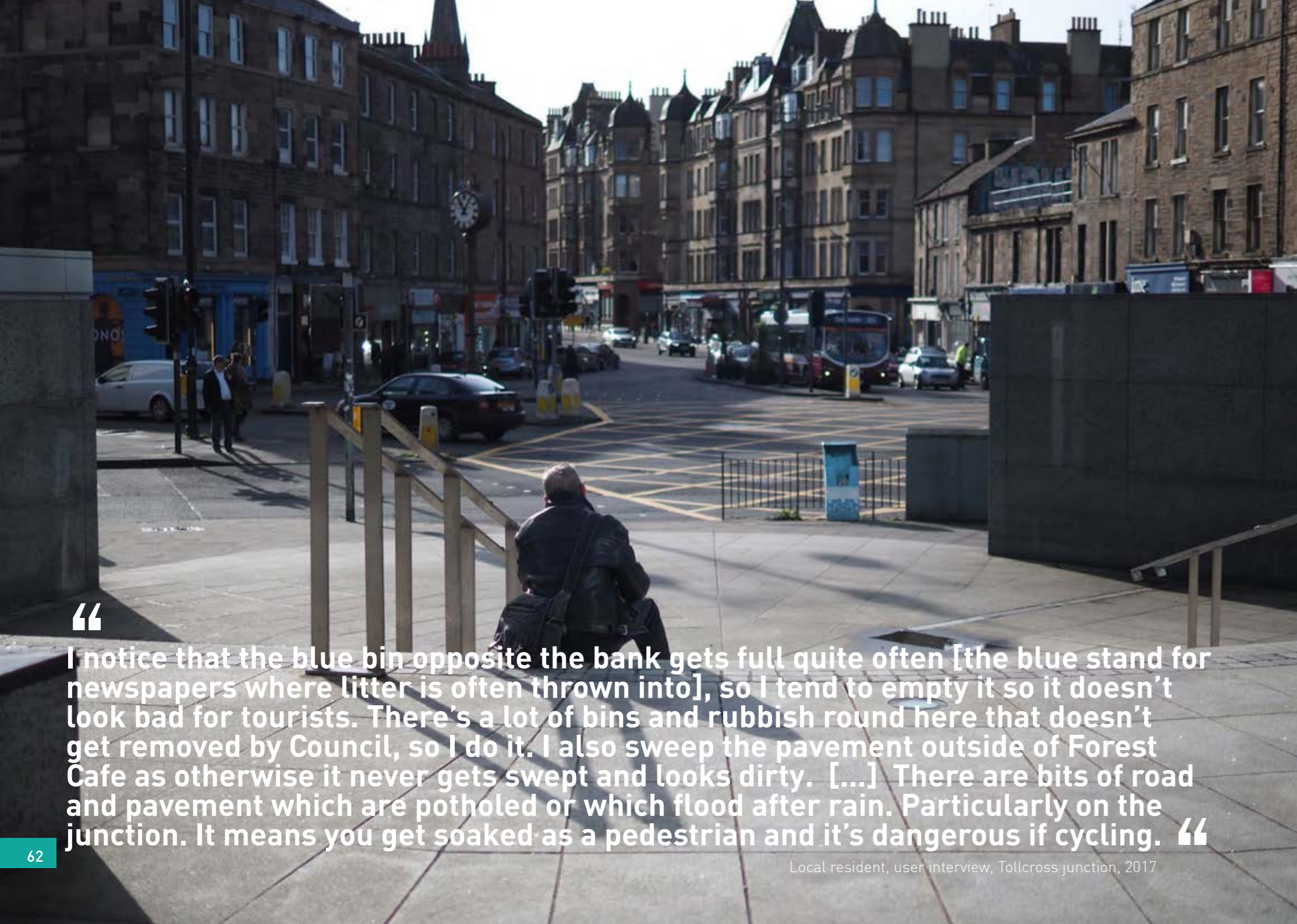
Location C was situated at the junction of Lochrin Place and Home St. The most significant uses of the street here, were to catch the bus, visit the Cameo cinema or other nearby cafes/bars, and to go to/from work on foot. This correlates with researcher observations of the heavy use of the bus stop in front of the Cameo on Home St, the large footfall that the Cameo cinema draws from beyond Tollcross itself, and the importance of the Tollcross town centre as a pedestrian route to/from the major employment centre in Edinburgh city centre. Improving the pedestrian movement experience by widening pavements, incorporating bus bulbs, and ensuring a continuous pedestrian-priority surface along the west side of Home St (over Thornybauk, West Tollcross, Fountainbridge) toward the city would be beneficial (whilst mindful of vehicular traffic requirements). Building on the existing draw of the Cameo and local cafes/bars to provide wider pavements, seating and street trees to create a more pleasant environment for outdoor seating, and ensuring the licence process for this is easy and achievable would be a positive step forward.

Location D, on Leven St near the Kings Theatre junction, Scotmid and Valleyfield St, showed the most common use as those walking to/from work and walking to the shops (notably Scotmid). A considerable number of users were also visiting local bars and cafes, and going to/from uni. This highlights the popularity of Tollcross as a student area, the positive character and attraction of particularly the south end of Tollcross for cafes, bars, proximity to the Meadows, and small-scale retail, but also the significance of Scotmid as a key destination in this area.



- Walking to/at work
- Walking for leisure/running /sightseeing
- Walking the dog
- Catching the bus
- Walking to the shops
- Walking home
- Meeting someone
- Passing through
- Window shopping
- Going to the gym
- Taking kids to school/nursery
- Going to local bar/cafe/cinema
- Going to/from uni





“ I notice that the blue bin opposite the bank gets full quite often [the blue stand for newspapers where litter is often thrown into], so I tend to empty it so it doesn't look bad for tourists. There's a lot of bins and rubbish round here that doesn't get removed by Council, so I do it. I also sweep the pavement outside of Forest Cafe as otherwise it never gets swept and looks dirty. [...] There are bits of road and pavement which are potholed or which flood after rain. Particularly on the junction. It means you get soaked as a pedestrian and it's dangerous if cycling. ”

Local resident, user interview, Tollcross junction, 2017



“ I like the link to the canal from here. Without such a big junction and lots of crossings in the way! And some outside space to sit at the Cameo. ”

Employee at police box cafe, user interview, Tollcross junction, 2017

“ It's really busy with traffic here. You often see people running across all the lanes over Earl Grey St. It's like the human version of Frogger! It's really dangerous. ”

Local resident, user interview, Tollcross junction, 2017

WHAT DO USERS FEEL IS LACKING?

OVERVIEW OF TOLLCROSS TOWN CENTRE

User interviews were also coded for people's responses when asked what they felt was lacking at each location along the Nicolson St/Clerk St town centre. The results for each location are shown opposite.

Whilst results varied dependent on location within the town centre, some common patterns emerged. The **most frequently mentioned aspects perceived as lacking by users overall, included a desire for less traffic, greater pedestrian priority, improved pavement materials and surfaces, wider pavements, increased cycling infrastructure in terms of segregated cycle lanes, bike racks, and fewer potholes, and more opportunities for nodal gathering points with seating and trees to spend time outside in sunny or particularly active spots.** For example, the corner of Fountainbridge/Lothian Road, at the Home St end of Lochrin Place near the Cameo, and through the creation of wider plaza style spaces on the west side of Tollcross junction enabled by its redesign and existing active facades.

By starting to look in detail at the spatial trends, some additional findings are revealed. For example, **at all locations a significant numbers of users cited improved pedestrian priority and less traffic as the core change** they would like to see. The addition of seating, and trees and planting, also featured prominently throughout all locations within the Tollcross town centre, particularly at locations C and D in the southern end on Home St and Leven St. Better cycle facilities, lanes and infrastructure was also stated by many users at each location, but was particularly important at location D. This may be due to Valleyfield St and the junction at Kings Theatre currently being a popular route for cyclists, but

with issues relating to poor road surfacing causing potholes, and a lack of easy and clear navigation and lane infrastructure for cyclists in this area to facilitate this movement from the Meadows to/from Tollcross town centre, the canal and Edinburgh city centre.

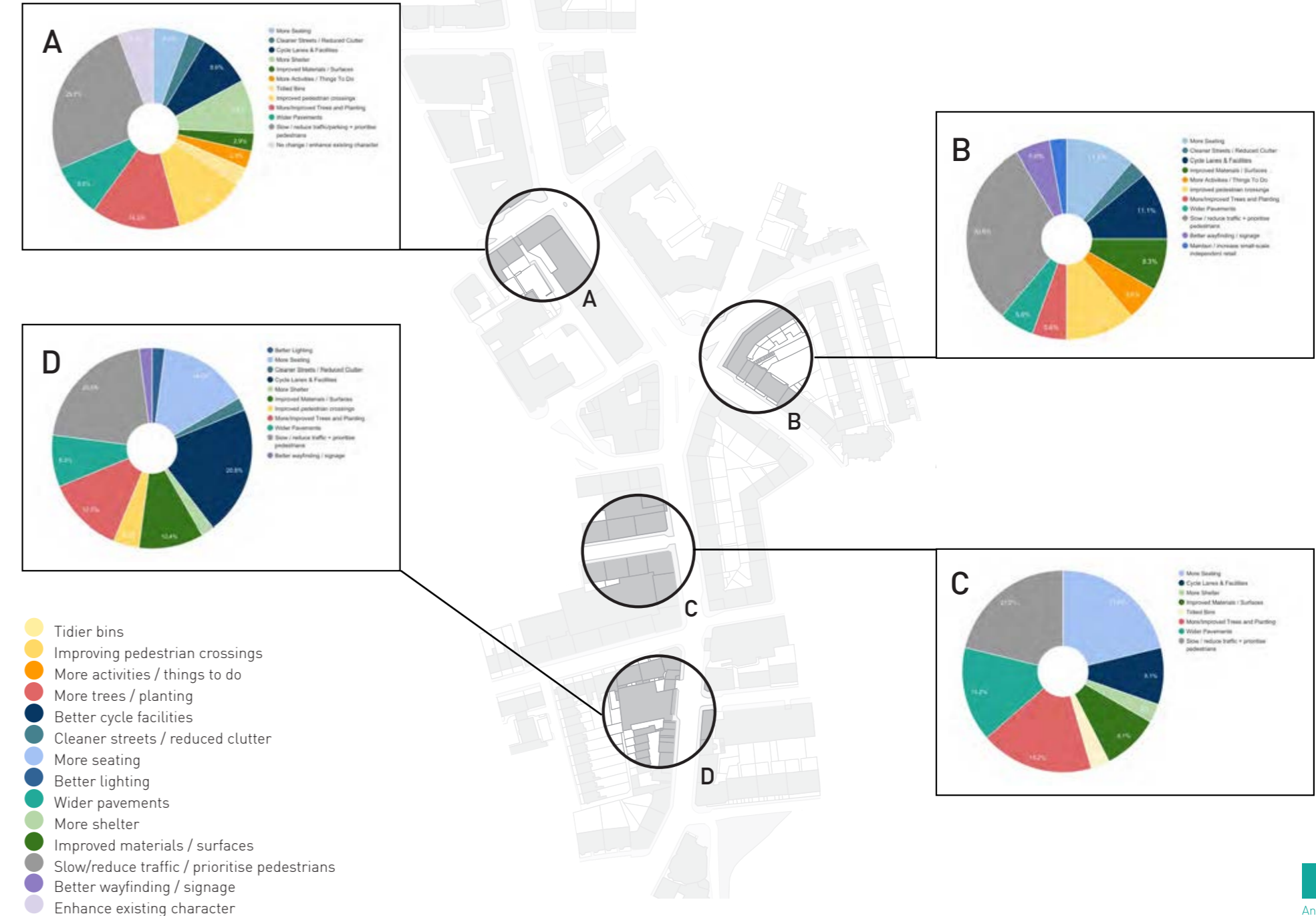
Location A, situated at the junction of Earl Grey St/Lothian Road, and Fountainbridge/East Fountainbridge revealed 25.7% of users interviewed stating they feel increased pedestrian priority and less traffic is the change they would like to see here. Increased trees and planting (14.3%), improved pedestrian crossings - particularly over Earl Grey St near the junction, and shorter waiting times over Fountainbridge (11.4%), more shelter (8.6%), wider pavements (8.6%), and better cycle infrastructure (8.6%) were also significant.

Location B, situated at Tollcross junction near Brougham St/Lauriston Place, revealed increased pedestrian priority and less traffic as the dominant wish for this location, with 30.6% of respondents naming this. Improved pedestrians crossings - particularly reducing multi-stage crossings with long wait points (11.1%), improved cycle infrastructure - in terms of safer less potholed road surface, segregated cycle lanes and increased bike racks on this corner (11.1%) and more seating - particularly if pavements are widened on the east of Lauriston Place and Home St near the junction (11.1%) were also significant, and named by large numbers of users interviewed as lacking at present.

At **Location C**, situated at the junction of Lochrin Place and Home St near the Cameo cinema, users cited more pedestrian spaces and priority with less traffic

(21.2%), more seating - particularly at the end of Lochrin Place via widened pavements (21.2%), more trees and planting (18.2%), and wider pavements (15.2%) as the key themes and changes they would like to see here. Improved cycle infrastructure (9.1%) and improved materials and surfaces (9.1%) were also important. This corresponds with researcher observations and recommendations that Lochrin Place be further pedestrianised - particularly closest to Home St, with the addition of shared space/widened pavements, trees, seating, bike racks and segregated cycle lanes to improve public life and better connect to the canal.

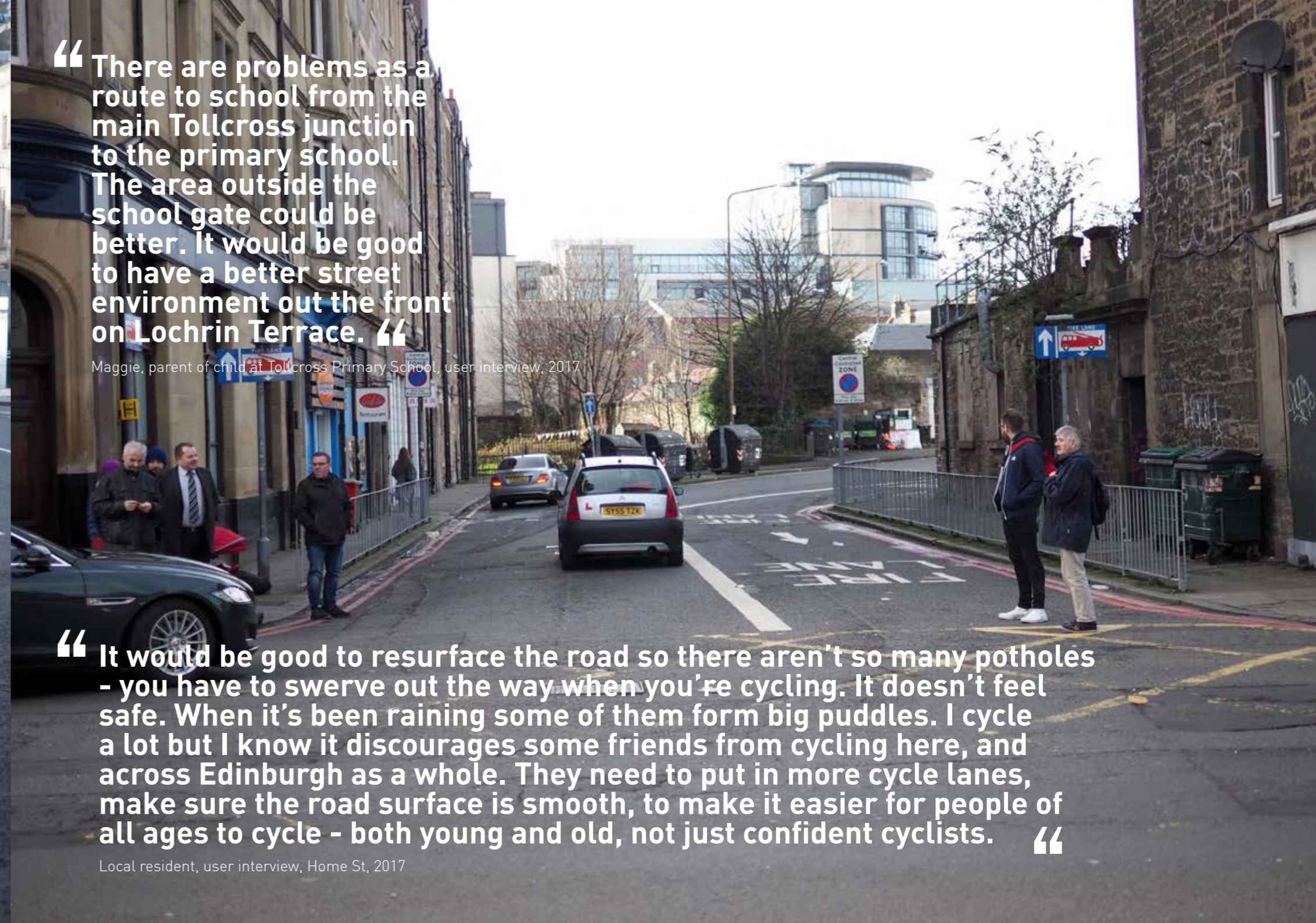
At **Location D**, on Leven St near the Kings Theatre junction, Scotmid and Valleyfield St, the two most important changes stated by users were to increase pedestrian space and priority, and lessen traffic (20.2%) and improve cycle infrastructure and lanes (20.2%). Other common themes included a desire for more seating (14.8%), more trees and planting (12.5%), improved materials and surfaces - particularly in terms of reducing potholes for cyclists and adding a raised table over the driveway at Scotmid (10.4%), and wider pavements - particularly at junction corners and on the west side of Leven St where these can become congested with pedestrians at busy times (8.3%). Improved pedestrian crossings were also suggested by 4.2% of users interviewed, specifically relating to a demand for an improved crossing between Scotmid and Valleyfield St, and longer crossing times (and shorter waiting periods) at the Kings Theatre junction.





“It would be really good to have seating outside the Forest Cafe corner to make an extension of the cafe for everyone to sit. That would be great.”

Local resident, user interview, Tollcross junction, 2017



“There are problems as a route to school from the main Tollcross junction to the primary school. The area outside the school gate could be better. It would be good to have a better street environment out the front on Lochrin Terrace.”

Maggie, parent of child at Tollcross Primary School, user interview, 2017

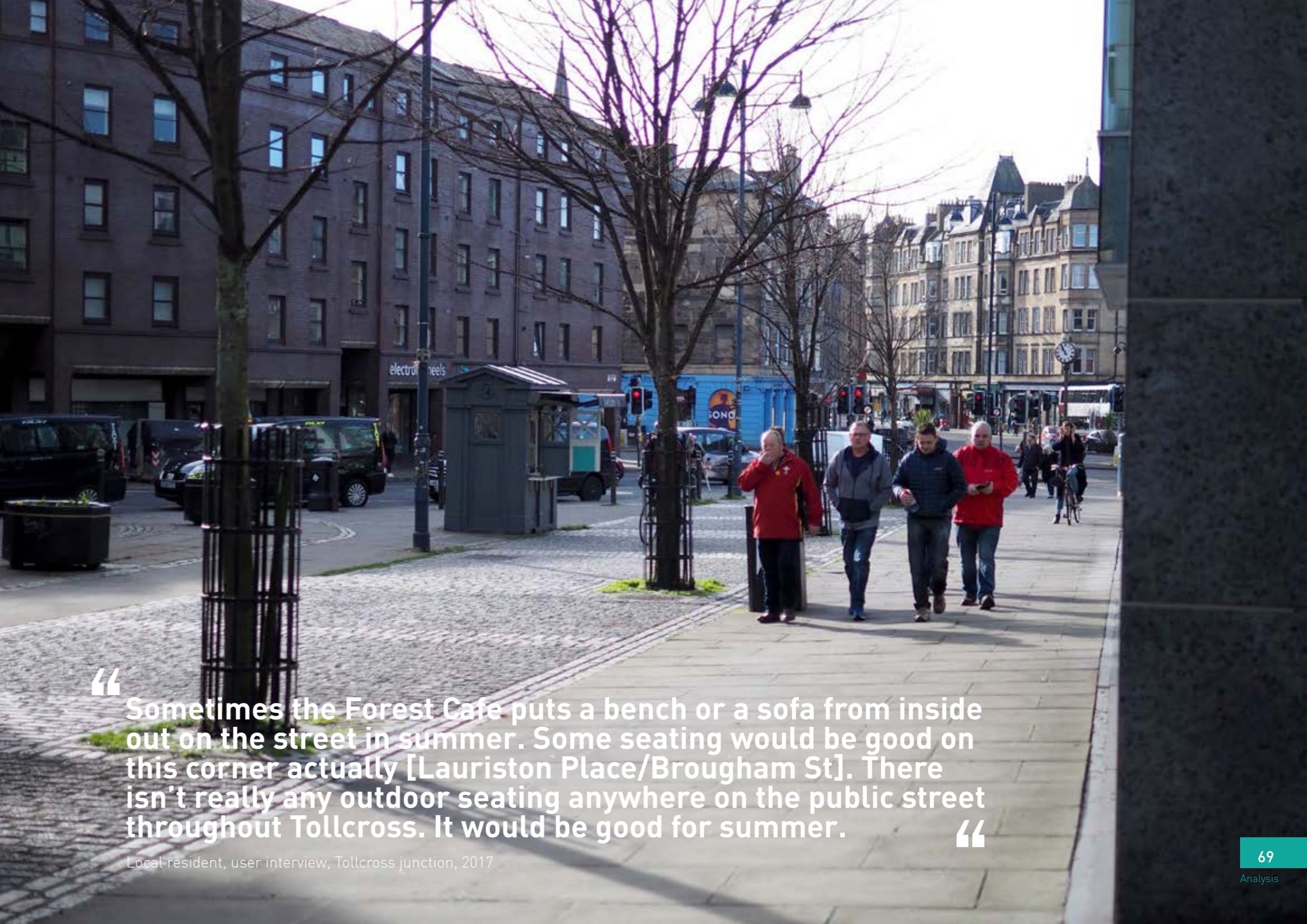
“It would be good to resurface the road so there aren't so many potholes - you have to swerve out the way when you're cycling. It doesn't feel safe. When it's been raining some of them form big puddles. I cycle a lot but I know it discourages some friends from cycling here, and across Edinburgh as a whole. They need to put in more cycle lanes, make sure the road surface is smooth, to make it easier for people of all ages to cycle - both young and old, not just confident cyclists.”

Local resident, user interview, Home St, 2017



“ I mainly use this part of Tollcross to get to other parts of the city on foot or go into town or to the shops. [...] This main junction can take me ages to get across when I'm walking. [...] I'm always tempted to jaywalk across here [Lauriston Place] but it feels a bit risky. ”

Local resident, user interview, Tollcross junction, 2017

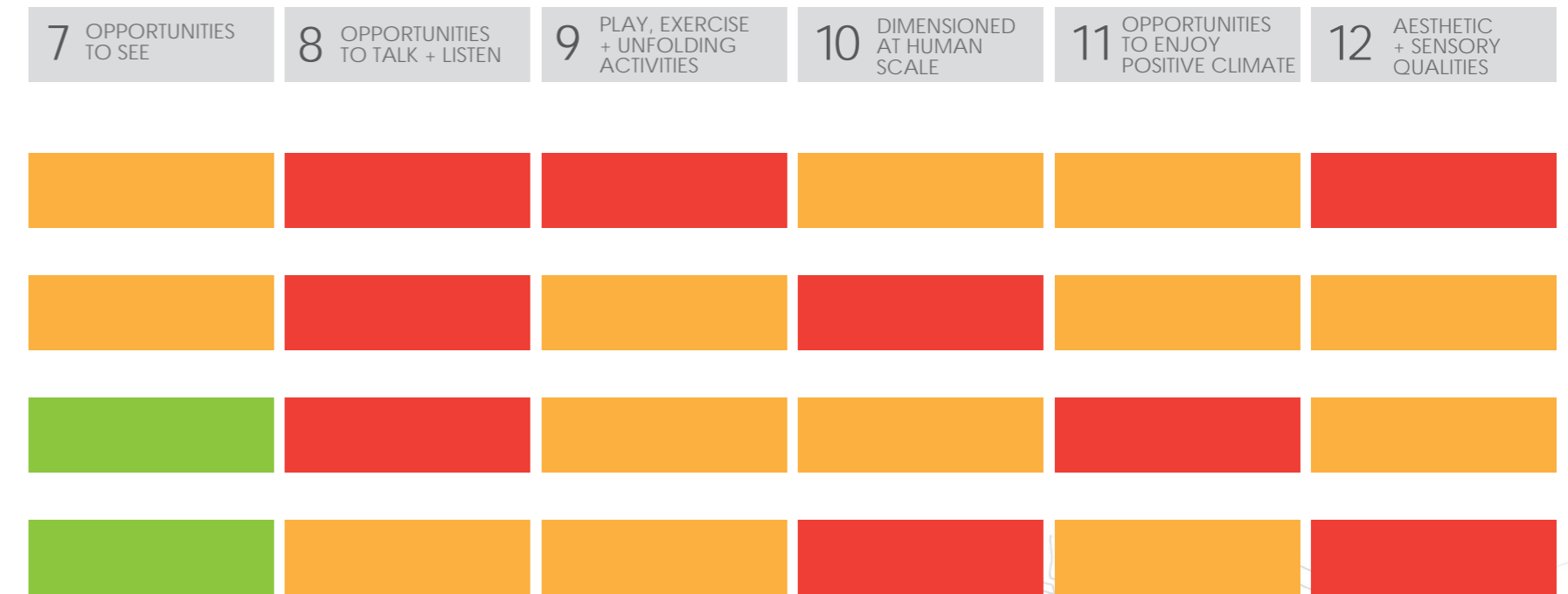
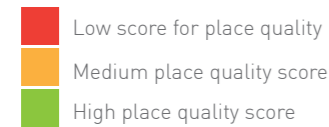


“ Sometimes the Forest Cafe puts a bench or a sofa from inside out on the street in summer. Some seating would be good on this corner actually [Lauriston Place/Brougham St]. There isn't really any outdoor seating anywhere on the public street throughout Tollcross. It would be good for summer. ”

Local resident, user interview, Tollcross junction, 2017

OVERVIEW: PLACE QUALITY BY LOCATION

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION
 ASSESSED AGAINST EACH OF GEHL'S 12 PLACE QUALITY CRITERIA





KEY LOCATIONS

DETAILED RESEARCH FINDINGS BY KEY LOCATION

A: JUNCTION AT FOUNTAINBRIDGE / EARL GREY ST / LOTHIAN ROAD



Key observations:

- Frequent consistent informal crossing over Earl Grey St between Fountainbridge and East Fountainbridge indicates desire for pedestrian crossing lights.
- Lack of seating and places to spend time outside.
- Considerable footfall at peak times with commuters walking to/from work, and on lunch breaks.
- Opportunity for seating/trees on wider corner at Fountainbridge/Lothian Road to harness footfall and sunny microclimate for public life.
- South side of Earl Grey St has considerable obstructions to walking - scaffolding, bollards, bins.
- Junction corners become congested with pedestrians. Shorter waiting times would be beneficial.

A: BEHAVIOURAL MAPPING

JUNCTION OF FOUNTAINBRIDGE / EARL GREY ST / LOTHIAN ROAD

Location A was at the junction of Lothian Road/Earl Grey Street with Fountainbridge. The **primary stationary activity taking place in the area was standing waiting at the main pavement corners at the junction, where large volumes of individuals create pavement congestion.** This was seen particularly at the daytime weekday research slots (8am, 12am, 5pm) and correlates with when pedestrian counts revealed highest footfall.

This pavement congestion is symptomatic of long waiting times to cross the road, high footfall, and insufficient pavement space. Researchers noted when **junction corners became busy with pedestrians waiting to cross, other pedestrians struggled to pass, with some stepping into traffic to pass or running across the road on the red man.** This highlights the threat to accessibility, walkability, and personal safety the current junction layout and timings present. Behavioural mapping composite graphics show the **north-east, north-west and south-west corners are most visibly overcrowded,** with the south-west corner at Costa already particularly narrow but with this exacerbated by scaffolding, bollards and bins.

Waiting crowds on both the east and (especially) west side of the junction were observed frequently **crossing at the signalised lights when the 'red man' was still showing.** Lower traffic volumes appeared to result in feelings of increased safety to cross the junction informally with less hazard of being hit by a car, and therefore more frequent jaywalking to reduce waiting times. In busier traffic periods, pedestrians tended to need to wait for the green man to cross due to high vehicle volumes and little opportunity to crossing informally with safety, resulting in longer waiting times reliant on the crossing lights.



MONDAY 27 FEBRUARY

Additionally, **standing waiting was also visible on the traffic island to the south of the junction,** despite railings on both sides of Earl Grey Street, discouraging jaywalking. Researchers observed this was used as an informal 'fourth' crossing route across the junction by significant numbers of pedestrians throughout the day. Formalising the crossing would help facilitate this movement.

Standing waiting was also observed adjacent to both bus stops on Lothian Road, as well as occasional instances of sitting (perched on bus stop seats). Sitting behaviours were limited at this location due to lack of benches/opportunity. More seating may help catalyse longer staying behaviours, building on existing high footfall, workers on lunch breaks or waiting for the bus, whilst also providing those with



SUNDAY 5 MARCH

mobility issues a place to rest or pause. This would help increase public life and natural surveillance.

Secondary stationary behaviours included **standing smoking and making phone calls** on both sides of Lothian Road and under the sheltered overhang near the west bus stop on Lothian Road. Researchers noted coaches parked along the west side of Lothian Road/Earl Grey St, with drivers often waiting outside on the phone/smoking. No long term stationary or leisure activities were observed.

Wider circulation surfaces on all junction corners would better prioritise pedestrians, plus a safer crossing across the south of the junction. Seating and shelter incorporating street trees would help build on high footfall to translate this into public life, particularly on the north-west and south-east junction corners.



Significant pinch points from scaffolding, railings, bins, bollards and poles obstruct pedestrian flow.

Long waiting periods for pedestrians across Fountainbridge

Road lane currently closed to building works, but traffic still flows freely. This may indicate suitability of this lane to instead be used for wider pavement space, that could incorporate seating and trees.

Pedestrians frequently cross the south side of the junction informally, taking refuge on the small central traffic island.

Shop facades on this corner would benefit public life by being more active and human-scale, opening on to the pavement at this corner.

Large scale road with considerable lanes dominates this place.



Edinburgh's historic buildings
er homes, better lives

Significant pinch points from scaffolding, railings, bins, bollards and poles obstruct pedestrian flow and further narrow pavement.

Railings create barrier to free pedestrian movement with desire lines.

Pedestrians frequently cross the south side of the junction informally, taking refuge on the small central traffic island.



A-frames causes obstructions to pedestrians. Would benefit from wall-mounted signage instead.

Bus stops, poles and A-frames effectively narrow otherwise wide pavement causing pinch points for pedestrians in groups.

Multiple traffic lanes, bus lanes, loading areas create vehicle-dominated street environment.

Patches, potholes, deformation of road surface from buses create hazards for cyclists.

A: TRACING STUDY - MONDAY 27 FEB

JUNCTION OF FOUNTAINBRIDGE / EARL GREY ST / LOTHIAN ROAD



8AM



12NOON



5PM



7PM

- Heavy foot fall across the junction.
- Primary route is north-south along west side of Earl Grey St/Lothian Road.
- West and north junction crossings are most used.
- NW, NE and SW junction corners are particularly congested with pedestrian flows.
- Desire lines reveal significant informal crossing on the south side of the junction.
- Additional desire lines show braiding to/from junction corners on Fountainbridge and over Lothian Road
- Particularly intense volume of pedestrian traffic across the whole area.
- Primary footfall along a south-north axis on west side of Lothian Rd.
- Secondary yet still intense traffic along east side of Lothian Rd/Earl Grey St.
- More minor, but still significant flows along both sides of Fountainbridge and East Fountainbridge along an east-west axis and connecting with Lothian Road/Earl Grey St.
- North, east and west junction crossings all heavily used, with significant informal crossing over Earl Grey St at the south edge of the junction.
- Intense primary foot traffic along both sides of Lothian Road/Earl Grey St along a north-south axis, and along the north side of the junction and Fountainbridge to/from the west of the junction.
- Secondary traffic along an east-west axis on south side of Fountainbridge/East Fountainbridge.
- Desire lines visible on all corners in proximity to the junction with flows to bus stops on Lothian Rd.
- Milder flows of informal crossing across the south side of the junction than at earlier time slots, but still frequent.
- Primary foot traffic along both sides of Lothian Rd/Earl Grey St along a north-south axis (to/from Tollcross junction and Edinburgh city centre), and on north side of Fountainbridge to/from west of the junction and over north junction crossing.
- Secondary movement on south side of Fountainbridge/East Fountainbridge, and north side of East Fountainbridge.
- Desire lines visible to north of junction to/from Lothian road to bus stops.
- NW and SW corners of junction particularly crowded with intense pedestrian flows constrained by narrow pavement and pinch points, particularly on SW corner.
- Some braiding of pedestrian flows on Fountainbridge around roadworks.

LOCATION A, MONDAY 27 FEBRUARY

Throughout the day, the junction of Earl Grey St/Lothian Road and Fountainbridge/ East Fountainbridge presents a very intense level of foot traffic, with fast and high volume movement being observed at almost all research times, particularly during day-time hours.

Both sides of Lothian Rd/Earl Grey St were observed to be **heavily trafficked primary routes along a south-north axis**, in the direction of/from Tollcross junction and Edinburgh city centre. Peaks of activity were observed particularly on the north crossing of the junction and on the north-east, north-west and south-west corners of the junction, where pedestrian congestion often occurred as a result of waiting points at these corners. Researchers noted increased pedestrian space on pavements at these locations would be beneficial, in combination with reduced pedestrian waiting times to cross at the lights, and an opportunity to build on this high footfall, particularly at the north-west junction corner with additional seating and street trees, facilitated by the removal of the poorly used phone boxes and reallocation of the currently closed traffic lane for pedestrian/cycle infrastructure. The temporary closure of this lane has effectively piloted the impact this would have on traffic, and this seems to flow without problem regardless. This space **could better be used for pedestrian activity and public life**.

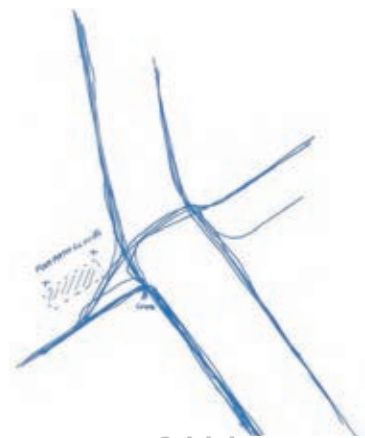
Footfall along Fountainbridge/East Fountainbridge along an east-west axis wavers during the day with peaks at 8am on weekdays. This is likely in part due to those commuting to work feeding in to Lothian Road from these side roads to/from the city centre.

Activity to/from all corners of the junction is particularly intense. A large number of braided desire lines are visible on the north-west corner (across the wider pavement and around roadworks), crossing Lothian Road to the north of the junction (to/from junction corners and popular bus stops), and over Fountainbridge to the west of the junction (where traffic volume is often limited). Notably, a large flow of desire lines is visible across the south of the junction, where no formalised pedestrian crossing is currently available. Researchers observed pedestrians using the small central traffic island to perch hazardously in between flows of cars over the large numbers of lanes either side. A more formalised crossing here would better accommodate this behaviour. Researchers also observed constant traffic noise, the perception of which could be reduced by street trees partially screening the source of the noise (moving traffic) whilst providing a pleasant green environment (plus seating) for the large numbers of workers observed in the street space at 12pm. Researchers noted the area would benefit from a more visible slow-movement-based public realm, with green, seating and shelter, especially on the north-west corner with its south-facing aspect for workers and all pedestrians to use and boost public life.



A: TRACING STUDY - SUNDAY 5 MARCH

JUNCTION OF FOUNTAINBRIDGE / EARL GREY ST / LOTHIAN ROAD



8AM

- Primary traffic along the west side of Lothian Rd/Earl Grey St and on the south side of Fountainbridge.
- Container and bollards on the north side of Fountainbridge disrupts and re-directs foot traffic.
- Secondary foot traffic on east side of Lothian Rd/Earl Grey St and north side of East Fountainbridge.
- Desire lines visible across Fountainbridge and NW corner of junction.
- SW corner is crowded with pinch points due to the current scaffolding.



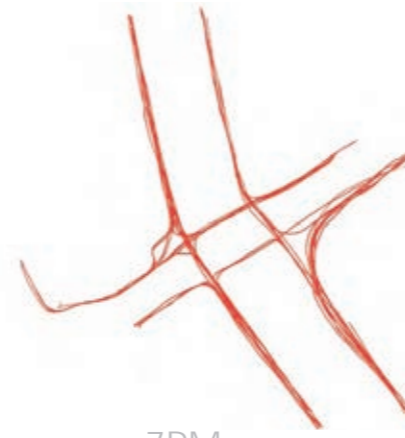
12NOON

- Primary footfall on both sides of Lothian Rd/Earl Grey St with a slight predominance for the west side. Fountainbridge also shows significant flows to/from the west of the junction.
- Secondary traffic on the north side of East Fountainbridge, to the east of the junction.
- Minor flows on the south side of East Fountainbridge.
- NW, SW and NE corners of the junction are particularly busy.
- Desire lines across NW corner at the wider section of pavement and re-directing around the current building works.
- Smaller instances of desire lines over south of junction.



5PM

- Primary foot traffic on both sides of Lothian Rd/Earl Grey St and north side of East Fountainbridge and south side of Fountainbridge.
- Secondary footfall on the north side of Fountainbridge and south side of East Fountainbridge with jaywalking across the south of the junction.
- Desire lines visible across Fountainbridge to/from the west side of Lothian Road to/from the south side of Fountainbridge.



7PM

- Moderate footfall overall, with primary foot traffic on west side of Lothian Rd/Earl Grey St and SE corner of the junction between the south side of East Fountainbridge and east side of Earl Grey St.
- Secondary traffic on east side of Lothian Rd, and west side of the junction along Fountainbridge.
- Desire lines visible including informal crossing over the south side of the junction.
- NW corner of junction shows variety of desire lines as pedestrians move around building construction obstacles within car lane.

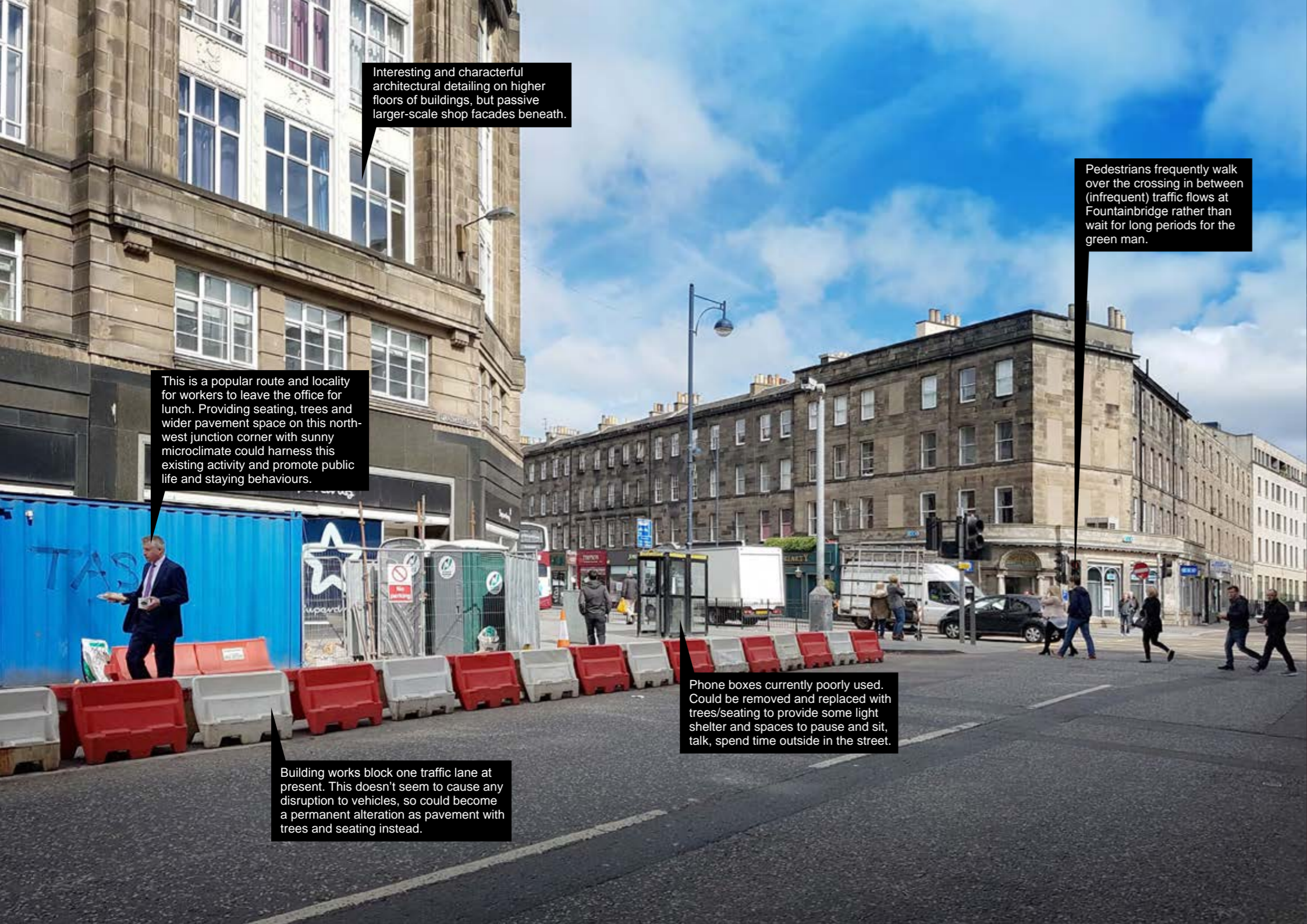


LOCATION A,
SUNDAY 5 MARCH

Perhaps the most significant observation from the weekend tracing study was the reduction in pedestrian flow intensity and foot traffic on the weekend compared to the weekday. This may indicate the significance of pedestrian commuters to visible presence in the public realm and public life.

Tracing studies show that **primary foot traffic occurs on west side of Lothian Rd/Earl Grey St along a north-south axis, and along the north side of East Fountainbridge and south side of Fountainbridge.** Notable pedestrian flows were observed to the west of the junction, though these became more braided and dispersed due to the current road works and building construction going ahead which resulted in a number of formal diversions and informal crossing points and routes for pedestrians. Researchers noted that despite one lane on Fountainbridge being taken up for these works, there seemed to be no negative impact on traffic flows and congestion, meaning this lane could perhaps be more permanently used for increased pedestrian, or cycle infrastructure that would better benefit public life. Secondary - yet almost equally intense - footfall was noted along the east side of Lothian Rd/Earl Grey St along a north-south axis (like to/from the city centre/neighbourhoods to the south-east). Pedestrian flows were less to the east of the junction, along the south side of East Fountainbridge, with many users 'cutting the corner' with their desire lines between the south side of East Fountainbridge and east side of Earl Grey St. The north side of East Fountainbridge was considerably busier with pedestrians, perhaps due to a combination of its south-facing aspect, smaller-scale residential frontages and more continuous pavement surface.

Crossing in the area takes place mainly via the designated crossing points to the west, north and east of the junction. A notable phenomenon was **informal crossing over the south of the junction**, where, despite the lack of formalised crossing, pedestrians frequently move between the SW and SE junction corners. Jaywalking and scattered desire lines were also present due to the container, traffic cones and other building works at Fountainbridge. Unused phone boxes on the NW junction corner further contributed to scattered pedestrian flows. Researchers observed a large number of cyclists on the road, with some using the pavement due to confusion with lanes or hazards relating to turning. Researchers noted distress among cyclists due to the volume of traffic and number of lanes. Cyclists would benefit from a safer layout and segregated cycle lanes. Pedestrians would benefit from the addition of street trees and seating opportunities on the NW junction corner, with wider pavements and trees buffering pedestrians from noise and traffic.



Interesting and characterful architectural detailing on higher floors of buildings, but passive larger-scale shop facades beneath.

This is a popular route and locality for workers to leave the office for lunch. Providing seating, trees and wider pavement space on this north-west junction corner with sunny microclimate could harness this existing activity and promote public life and staying behaviours.

Pedestrians frequently walk over the crossing in between (infrequent) traffic flows at Fountainbridge rather than wait for long periods for the green man.

Phone boxes currently poorly used. Could be removed and replaced with trees/seating to provide some light shelter and spaces to pause and sit, talk, spend time outside in the street.

Building works block one traffic lane at present. This doesn't seem to cause any disruption to vehicles, so could become a permanent alteration as pavement with trees and seating instead.



Bins, temporary signs, poles, bus stops and other street clutter creates obstacles to pedestrian movement.

Large numbers of confusing lanes. Cyclists particularly experience difficulties.

Patches and wear and tear to road carriageway presents hazards to cyclists.

Wide pavements in good condition, but made narrower by obstacles.

A: GEHL 12 QUALITY CRITERIA

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION



1. FEELING SAFE / TRAFFIC

Almost all users interviewed cited **traffic as a major problem** at both this location, and the nearby Tollcross junction. Particular issues were highlighted in terms of **traffic noise, pollution, volume of cars, large numbers of lanes, lack of pedestrian crossings, and long wait times**, meaning the street felt dominated by cars rather than being a place for people or walking.

Researchers observed issues at the **junction of Fountainbridge and the west side of Earl Grey St/Lothian Road**. Fountainbridge is a relatively narrow and quiet road to the west of the road junction. Researchers noted pedestrians frequently continuing their desire lines walking north-south along the main thoroughfare on the west side of Earl Grey St/Lothian Road, often walking over Fountainbridge road without looking or stopping for cars as they anticipate they have priority as pedestrians. This causes conflict, and potential accidents when pedestrians are surprised by cars turning unexpectedly down Fountainbridge (taking a right turn from the direction of Lothian Road) or traffic coming straight across from Fountainbridge East and continuing down Fountainbridge road. **Removing the right-hand turn lane from Lothian Road into Fountainbridge would increase available carriageway space for pavement on Lothian Road, and help reduce this hazard**. Only those with children or other mobility issues tended to wait to cross with the green man, but this required often long waiting periods whilst the majority jaywalked, causing frustration.

Another problem spot was observed at **the corner of Fountainbridge/Earl Grey St (outside Costa) to/from the corner at East Fountainbridge/Earl Grey St** (the Lloyds building) which is a **common unofficial crossing point** for pedestrians who are happy to risk multiple lanes of traffic to cross via a small midway traffic island. This can be hazardous. Drivers were observed beeping at pedestrians doing this.

2. FEELING SECURE / CRIME

Many users felt there were **issues with crime** at this location and in the general Tollcross town centre area.

Whilst no-one had directly experienced violence or personal attack themselves, several users had experienced **bike theft** in particular. There was a common perception of **drug abuse and problems** in the area, and the presence of **drunken people** in the street - particularly at the weekend and at night, and larger numbers of homeless people on the street here, were seen by some users interviewed as indications that the area was not safe. A number of users mentioned and researchers also observed, that those leaving nearby bars or smoking outside (for example Moriarty's Bar) were seen as being a potential threat in terms of fights, anti-social behaviour and/or violence in the street.

Some users commented on the **difference in perceptions of safety in daytime compared to night-time**, when many of these issues were seen as worse. Others highlighted the positive impact that natural surveillance in terms of the high footfall and busy nature of the street had, with these **'eyes on the street'** reducing their concerns about crime, even into the evening.

3. CLIMATE + POLLUTION

Most user interviews highlighted that there was **little shelter or cover from rain** and inclement weather at this location, or elsewhere throughout Tollcross town centre. However, this did not generally alter their behaviour, as they were typically undertaking necessary tasks or en route to other places in the public street space here rather than spending time. The lack of shelter did disincentivise some users from walking through the town centre, instead preferring to take the bus.

Some users highlighted the **negative impact of high volumes of traffic** at this location - emphasising noise and pollution, which discouraged them from seeing this as a pleasant space to spend time.

Some less mobile users, such as those with crutches or walking aids, highlighted issues with rain causing slippery pavement surfaces and making it harder to get around on foot. **Potholes and puddles** causing splashing of pedestrians walking, and **uneven walking surfaces** were also highlighted as unpleasant sensory experiences that discouraged walking through the town centre. Due to this location being **seen as a thoroughfare, unpleasant, noisy, polluted, car-dominated and with little shelter or pleasant places for pedestrians to have a positive sensory experience**, most users were undertaking necessary activities here such as catching the bus or en route to other destinations.

These unpleasant sensory experiences would need to be mitigated and the street environment **improved with seating, planting, street trees, wider pavements and respite spaces from the traffic** in favourable microclimatic spots, for this high footfall to be harnessed for more staying activities. Researchers observed that the addition of street trees would help filter pollution and provide some shelter to those walking. There is an opportunity for this on the corner of Fountainbridge/Lothian Road outside Superdrug.

4. OPPORTUNITIES TO WALK

Most users interviewed only see this location as a place to walk through en route to other destinations rather somewhere to spend time. As such movement function here is particularly important. User interviews showed pedestrians found the wider sections of pavement on Lothian Road easier to walk through. However, Comments were made that the pavement could be slippery after rain, with trip hazards where this was uneven. Users felt that whilst there were some good wide pavements, there were still pinch points in places, particularly at corners, with narrow sections of pavement that would benefit from widening. An example of this is on the south side of Earl Grey St where the pavement on the corner is not wide enough to accommodate the pedestrians wishing to use it. The current scaffolding exacerbating this problem. Widening pavements - e.g. along the south side of Earl Grey St and Fountainbridge, and increasing junction corner pavements, would also help accommodate busy high footfall periods and pedestrian congestion.

User interviews also revealed some **frustration with obstacles** on the pavement, such as the scaffolding, bins, bollards and other street clutter, and long waiting times at pedestrian crossings (particularly over Fountainbridge). Researchers also observed a problem spot at the Fountainbridge crossing, with few pedestrians waiting for the 'green man' when crossing between Costa and Superdrug, instead darting across between cars. This is perhaps because this a narrow section of road to cross with few cars typically turning down this one way street, except when the flowing with the green light from East Fountainbridge. Additionally, cyclists were observed struggling to cross the 3 lanes of traffic on the east side of Lothian Road to turn right into Fountainbridge, often giving up and dismounting to cross at the pedestrian lights instead, or struggling then not making the turn.

The **lack of pedestrian crossing** from Costa (corner of Earl Grey St/Fountainbridge) to East Fountainbridge was also highlighted in user interviews as problematic, with narrow traffic islands the only way to cross many lanes of traffic. Researchers noted this route is regularly used as an informal pedestrian crossing point, with pedestrians often stopping perilously on the middle traffic island then jogging across. The addition of a formalised crossing over Earl Grey St at this point would be beneficial.

The **scaffolding adjacent to Costa** on the corner of Earl Grey St and Fountainbridge was both commented on by users, and observed by researchers, to be highly obstructive to the general flow of pedestrians, in particular users with additional mobility needs. Many pedestrians were observed walking with suitcases, creating an additional user group who may struggle with uneven surfaces, street clutter and obstacles, and kerbs. Researchers observed that many people walking past on weekdays had bought lunch on their lunch breaks from work. There may be an opportunity to harness these pedestrians and encourage more public life and staying activities by **providing seating and planting, and wider pavement space** where needed to accommodate this. For example at the corner of Fountainbridge/Lothian Road, and providing additional trees/seating on the wide corner at East Fountainbridge/Earl Grey St.

5. OPPORTUNITIES TO STAND/STAY

User interviews unanimously revealed that those interviewed **did not feel this was a location to spend time outside** at all. Most commented that they would go to the nearby **Meadows or Links instead**, with a smaller number mentioning the canal basin and Harrison Park. Some users commented this was **because of the traffic, noise, pollution, and lack of seating and shelter** at this location and throughout Tollcross.

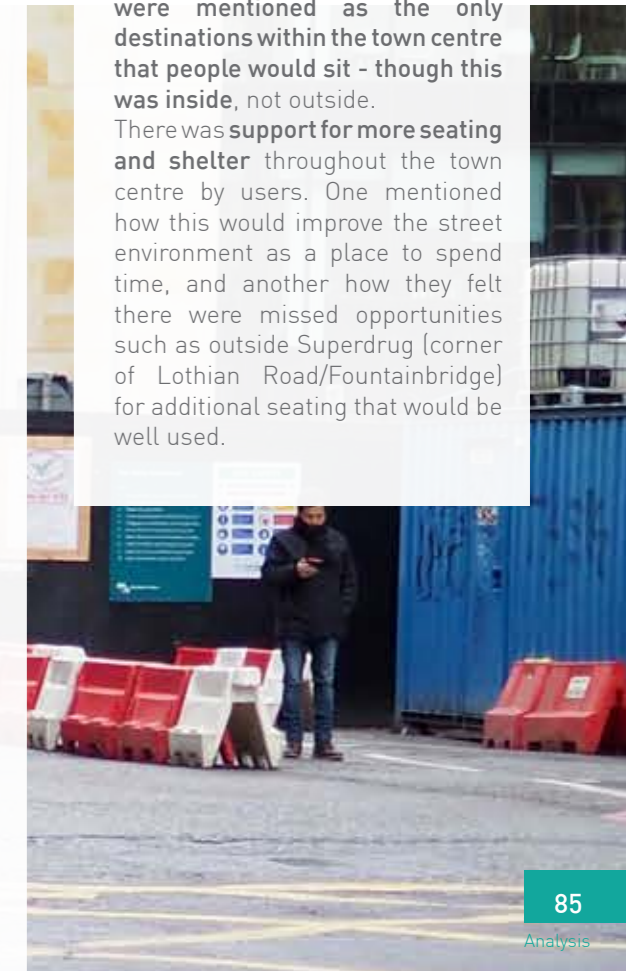
Some users highlighted the shops as a drawing factor, and that **when they did spend time near this location it was due to the diversity of shops**, and to a lesser extent the cafes and cinema, with the street environment simply a means to get to these destinations. Researchers noted some **coach drivers** standing waiting for their passengers to return, and using adjacent bike racks on Lothian as places to perch whilst they waited.

Researchers also observed that the space taken up by the construction work/container on Fountainbridge near Superdrug could be better utilised for public life. The Fountainbridge road was noted to operate well without this road space - temporarily out of action due to construction on during research days, demonstrating it is not needed everyday for cars. This area **could be better used as a catalyst for outdoor public life, building on take-outs from the nearby cafe at Costa and providing an outdoor space for public seating, trees and planting on a wider section of pavement, and in a favourable sunny position**. This may be popular with the large numbers of workers observed walking past this location on weekdays with their lunch, who may instead choose to spend time outside here if street trees and seating were provided to facilitate this and create a sense of being screened from traffic.

6. OPPORTUNITIES TO SIT

Users interviewed all expressed that they **did not currently spend any time sitting outdoors at this location** or within the Tollcross town centre. This was cited as due to a lack of opportunity i.e. lack of seating, and dominance of traffic. However, the Meadows, the Links, canal were frequently mentioned as alternative nearby places they would go to as a destination green/blue space to spend time sitting outside. The **cafes within Tollcross were mentioned as the only destinations within the town centre that people would sit - though this was inside**, not outside.

There was **support for more seating and shelter** throughout the town centre by users. One mentioned how this would improve the street environment as a place to spend time, and another how they felt there were missed opportunities such as outside Superdrug (corner of Lothian Road/Fountainbridge) for additional seating that would be well used.



A: GEHL 12 QUALITY CRITERIA

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION



7. OPPORTUNITY TO SEE

The range of people interviewed held **both positive and negative** opinions of opportunities to see at this location. Some felt it was busy with traffic, with **too little pavement space and seating from which to be able to people-watch or observe surroundings**. This included some users mentioning specific attractive architectural characteristics of the buildings higher up storeys at this location, but noting that no-one ever noticed these due to a lack of opportunity to 'pause and look up'. Many felt this location was **just a 'passing through' place rather than somewhere attractive** or with particularly positive views.

Many users highlighted other nearby places as better for pleasant views, in particular the Meadows. It is interesting the Meadows was the most commonly cited pleasant outdoor space to spend time in user interviews, instead of the nearby canal. This may indicate **better connections and wayfinding toward the canal would be beneficial** to highlight this as a nearby pleasant outdoor location in close proximity to the Tollcross town centre.

Some users did appreciate some views at this location, particularly older architectural features within the town centre - such as Lothian House, and the character of some of the independent shops nearby (on Home St/Leven St). It was generally felt by users that there is a **need for increased planting and trees, cleaner streets, and more seating and places from which to people-watch** at this location (ideally with wider pavements to increase the distance from traffic) to improve the visual condition.

8. OPPORTUNITY TO TALK + LISTEN

The street environment at this location was felt to be **too busy and noisy with traffic for talking and listening** activities.

Traffic was considered the biggest issue, and its proximity to pavement spaces where otherwise it was felt conversations could be had. **Decreasing the number of traffic lanes** along Earl Grey St/Lothian Road in order to widen pavements and thereby **increase the distance from vehicle noise** and decrease traffic volume would be supported to help address the current noise issues that stem from traffic, and instead promote a more conducive environment for conversations and public life. These measures would also provide **additional pavement space for seating, shelter, trees and planting** which would further enhance the street environment to better set the scene for these public life activities.

9. OPPORTUNITY FOR PLAY + UNFOLDING ACTIVITIES

No users interviewed mentioned any known opportunities for play or exercise at this location or within the Tollcross town centre. A small number of users were **walking their dogs** through this location, but only en route to other green space destinations, primarily the Meadows. User interviews showed that the majority of people see this location as a **thoroughfare rather than a place for unfolding activities**.

Positive aspects of the town centre, including **cafes, diverse independent shops and bars** were cited as good to 'explore', however traffic and the restrictive nature of the Tollcross junction to pedestrian movement routes, and the busy nature of the road at Lothian Road/Earl Grey St were seen as **hampering the ability to explore on foot or discover** and experience unfolding activities.

Researchers noted **opportunity to create small pockets of improved public life near this location**, and throughout the town centre that might help install places to enjoy the street environment outside and unfolding activities rather than this being seen as purely a movement route. For example, the opportunity to harness high footfall, including workers on lunch breaks picking up sandwiches, to provide **seating and trees on the corner of Fountainbridge/Lothian Road** on the sunny side of the street (in place of the existing phone boxes).

10. DIMENSIONED AT HUMAN SCALE

The Tollcross area as a whole was seen as **diverse and interesting, with human scale independent shops and cafes** as a positive attribute. However, the **large scale of the road network**, in particular at the Tollcross junction, but also at this location with the 6 lanes of traffic at Earl Grey St, and multi-lane Lothian Road, combined with large building scales at New Uberior House (Bank of Scotland and Lloyds building) on Earl Grey St were seen as negative.

This location was also seen by users as **less full of character than other areas of the Tollcross town centre** such as Home St and Leven St where there are more human scale independent shops with small shop-fronts, and fewer lanes of traffic. Researchers felt that the dominance and scale of the road surface created a large scale at this location, with 6 lane traffic and adjacent buildings also designed at a large scale with minimal active frontages on the East side of Earl Grey St in particular.

11. OPPORTUNITIES TO ENJOY POSITIVE ASPECTS OF CLIMATE

This location was **seen by users interviewed as a busy thoroughfare, lacking seating or a conducive environment to spend time** and enjoy the positive aspects of climate.

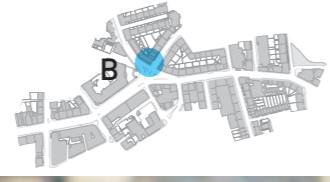
Users commonly cited the Meadows as the place they would go to enjoy favourable weather. Users felt there was little opportunity at this location to spend time outside in good weather, **due to the noise and volume of traffic in close proximity to pedestrians, and a lack of seating** or places to sit outside even where the microclimate is favourable. For example, the corner of Lothian Road and Fountainbridge enjoys a favourable microclimate in sunny weather, with wide pavement, but no seating, planting or screening of the traffic, or shelter. **Re-design of this south-facing Fountainbridge corner and street space, including seating, street trees** to provide some shelter and screening of the main road, to reduce the scale down to a more human level with more sensory interest, with seating allowing more people to enjoy favourable aspects of climate at this location.

12. AESTHETIC QUALITY + POSITIVE SENSORY ACTIVITIES

In interviews, users cited positive aesthetic qualities and sensory experiences in other parts of the town centre - such as the diversity of interesting vibrant independent shops on Home St and Leven St, and the Meadows nearby. **This location was felt to have less positive aesthetic qualities** in comparison.

Users spoke of **potholes creating trip hazards** for pedestrians and cyclists, a number of **vacant shop fronts** nearby, and **obstacles and hazards** resulting from pinch points where scaffolding, bins, bollards, and other street clutter **restricted their movement and enjoyable experience of the area**. Researchers observed that use of planting and trees would help reduce the impact and dominance of road and traffic aesthetic.

B: TOLLCROSS JUNCTION AT LAURISTON PLACE / BROUGHAM ST



- Key observations:**
- Pedestrians frustrated by indirect multi-stage crossings at Tollcross junction with long waiting times.
 - Confusing car traffic lights heading south from Lauriston Place causes frequent beeping that adds to existing traffic noise.
 - Higher elevated platform outside RBS and High Riggs provide welcome refuge from busy traffic and the only opportunity to sit in the town centre.
 - Junction corners and traffic islands become congested with heavy footfall.
 - Cyclists concerned by potholes and busy traffic.
 - Popular school route to Tollcross Primary but environment is hostile for children.

B: BEHAVIOURAL MAPPING

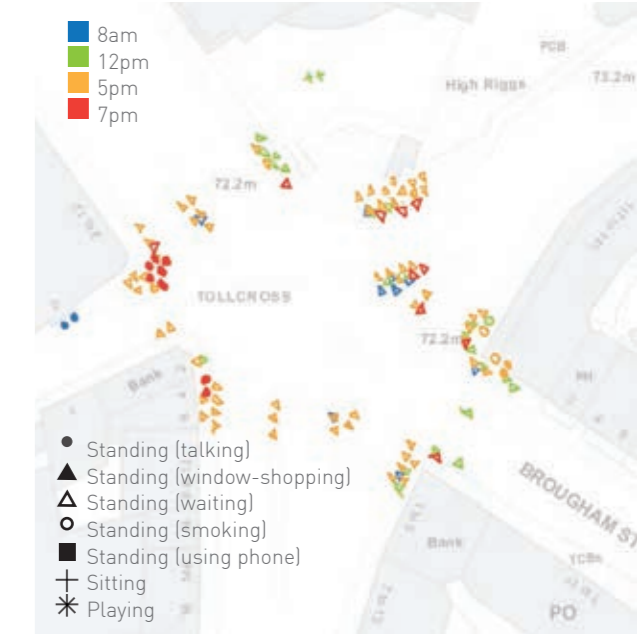
TOLLCROSS JUNCTION AT CORNER OF LAURISTON PLACE / BROUGHAM STREET

Location B is a particularly complex location and converging point of five major thoroughfares with multiple crossing points aided by traffic islands. Overall, more behavioural activities were noted during weekdays than at the weekend. These activities occurred across the junction and nearby pedestrian areas, with particular focus on standing waiting on junction corners and more varied activities on the raised platform near High Riggs.

The main stationary activity on both weekdays and weekends, was standing waiting. This was concentrated at the junction's nodal crossing points from Earl Grey Street, West Tollcross, Home Street, Brougham Street and Lauriston Place. Whilst waiting pedestrians are visible at all crossing points at the junction edges, the traffic islands in the middle also play a major role. These multi-stage pedestrian crossings and their associated traffic islands form a considerable part of the pedestrian thoroughfare and experience of the area. These frequent stopping points for pedestrians moving through Tollcross mean that large amounts of time are spent simply standing waiting within narrow pavements or on traffic islands at this busy junction, close to traffic noise and pollution. These fragmented crossing opportunities are amplified by traffic light sequencing currently favouring efficient car movement rather than pedestrian movement. In particular crossings such as over Lauriston Place from the direction of High Riggs were noted to result in long waits for pedestrians. During peak times, traffic islands not intended for pedestrian crossing points were used. This included the Tollcross clock traffic island, which several people were observed waiting on to informally cross in between moving cars throughout the day. User interviews supported this observed phenomenon, with several users



MONDAY 27 FEBRUARY



SUNDAY 5 MARCH

stating they 'knew the sequence of the lights' and so when it was safe to cross as no cars would be heading in their direction. There are obvious hazards to pedestrian safety as a result.

Other stationary activities in the area included standing talking, those on the phone, and smoking. These secondary behaviours primarily occurred within sheltered locations, such as the colonnade to the south of Lauriston Place, and the elevated area west of High Riggs. Frequent stationary activities occurred at 12pm on weekdays, with sitting a frequent activity on this raised platform by those on lunch breaks, taking advantage of the sunny south-facing microclimate, availability of seating and set-back location distanced from the junction.

Tollcross junction would benefit from higher prioritisation of pedestrian experience. This could be achieved by shortening wait times and crossing distances at the junction, increased protection from traffic on traffic islands, or preferably a more holistic re-think of the junction to better use this wide large junction space more efficiently, freeing up space for public life, wider pavements and pedestrian oriented public realm building on the existing active frontages nearby.

The existing pedestrian friendly nature of High Riggs and its elevated area could be further expanded across particularly the north-east side of the junction with seating, wide pedestrian plaza, and street trees, rationalising existing lanes.



Junction corners become congested with pedestrians waiting at the junction, making it hard for pedestrians to pass.

Pedestrians frustrated by long waiting times try to cross the junction informally.

Small-scale independent shops and cafes create an active frontage onto this space. This gives potential for public life building on high footfall and active building uses including outdoor cafe seating. To do this lanes would need to be rationalised at the junction to give wider pavement.

Pedestrians sometimes informally cross, pausing on this central traffic island.



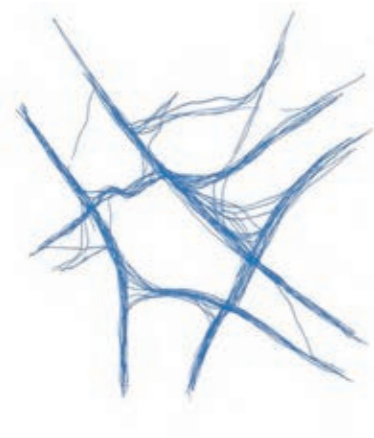
Heavy traffic and multiple lanes creating large-scale feel along Earl Grey St.

Elevated section used as a cut-through for some pedestrians, and to sit at lunchtime.

Long waiting times were experienced by pedestrians at this crossing in particular.

B: TRACING STUDY - MONDAY 27 FEB

TOLLCROSS JUNCTION AT CORNER OF LAURISTON PLACE / BROUGHAM STREET



8AM



12NOON



5PM



7PM



- Intense foot traffic on all pavements at the junction.
- Less intense traffic flows on south side of West Tollcross and along High Riggs.
- Desire lines at crossings with peaks across Home St and Lauriston Pl.
- All corners were observed as over-congested with frequent informal crossings noted.
- Researchers noted most pedestrians were moving toward the north-west at this time, likely commuting toward the city centre.

- Intense foot traffic visible along all pavements at the junction.
- Slightly less intense, yet still considerable footfall along Brougham St and south side of West Tollcross.
- Visible use of traffic island with clock at centre of junction as an unmarked crossing point.
- Clusters of desire lines very visible along West Tollcross, Lauriston Pl, Home St and Brougham St.
- Heavy use of High Riggs and elevated pedestrian area to the north of the junction, both as a cut through, to reach the building entrance, and for sitting in the sun..

- Primary footfall along all pavements at the junction with slightly less intense footfall along the north side of Lauriston Pl, south side of West Tollcross and south side of Brougham St.
- Researchers noted most pedestrians were moving in the direction of the south-east at this time.
- Braided pedestrian flows visible across West Tollcross, Home St, Lauriston Pl and Brougham St indicating pedestrians trying to follow their desire lines rather than use the formalised crossings.
- Use of the traffic island with clock as unmarked crossing.
- High Riggs a popular pedestrian route, with some cutting across the elevation section to the west.

- Primary footfall along the both sides of Earl Grey St and Brougham St, as well as along the north pavement of West Tollcross and the east side of Home St.
- Secondary traffic along all other pavements, still considerable in intensity.
- Desire lines across elevated area to the north of the junction and High Riggs.
- Desire lines at junction across West Tollcross, Home St and Brougham St.
- Pedestrians moving between the north side of Earl Grey St and High Riggs use elevated section as a cut-through.

LOCATION B,
MONDAY 27 FEBRUARY

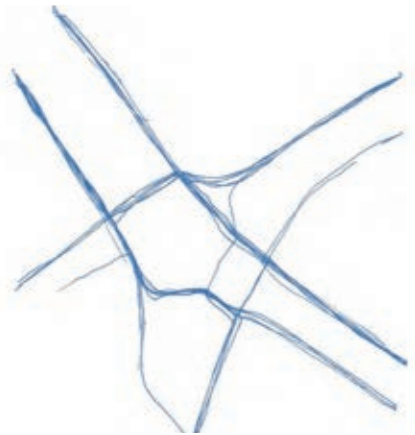
The Tollcross junction is particularly intense in terms of footfall, with constant heavy use of pavements throughout. Researchers described the pavement spaces as 'overcongested', particularly at corner points and traffic islands that act as waiting points, causing pedestrians to build up and then obstruct the pavement. All pavements exhibited extremely high and intense pedestrian flows throughout the day, particularly at the 12pm and 5pm time slots. The only visible pavements in the area with slightly lower pedestrian volumes were the south side of West Tollcross, and the pedestrian route through High Riggs, though these were still considerable.

Braided pedestrian flows, indicating people moving according to their desire lines rather than prescribed formal pavement/crossing routes, were a prominent feature in the area. These were particularly prevalent outwith the central junction space, along West Tollcross, in the middle section of Earl Grey St, on Lauriston Place, Home St and Brougham St. Additionally, the central traffic island where the Tollcross clock stands, is used as an unmarked crossing point. This was the only informal crossing through the central junction space itself, likely due to the confusing multiple lanes making it clearly unsafe for pedestrian to attempt to cross unaided. The prevalence of desire lines also indicates a frustration not just with the current pavements/crossings not aligning with most direct routes pedestrians would like to take to their destination, but may also indicate a frustration with long crossing times and the multi-stage crossings present that present a series of barriers to pedestrian movement. **Researchers noted pedestrian frustration and frequent subsequent jaywalking resulting in conflict between vehicular and pedestrian traffic.** This was particularly severe at the crossing over West Tollcross, which pedestrians frequently do not perceive as a main busy road or part of the main Tollcross junction, and as such often cross on the red man without looking or realising they need to be aware of turning cars or those coming straight across at speed from Lauriston Place.

It would be beneficial to tighten up the road carriageway at the junction to reduce/rationalise multi-lane traffic and replace the existing multi-stage pedestrian crossings with shorter simpler crossing distances. This would enable wider pavement space - giving intense pedestrian flows more space and helping to prevent congestion - as well as better aligning with pedestrian desire lines. Creating wider plaza-like pedestrian spaces, for example to the east of the junction on Lauriston Place and Home St adjacent to active building frontages would improve the pedestrian movement experience whilst enhancing public life.

B: TRACING STUDY - SUNDAY 5 MAR

TOLLCROSS JUNCTION AT CORNER OF LAURISTON PLACE / BROUGHAM STREET



8AM

- Primary foot traffic observed on the north side of Brougham St, and along the west side of Earl Grey St continuing towards the corner between Home St and Brougham St.
- Secondary footfall along all other thoroughfares with peaks on east side of Earl Grey St and north side of Lauriston Pl.
- Crossing mainly at the lights with occasional desire lines visible along Home St and through the traffic island with the Tollcross clock.



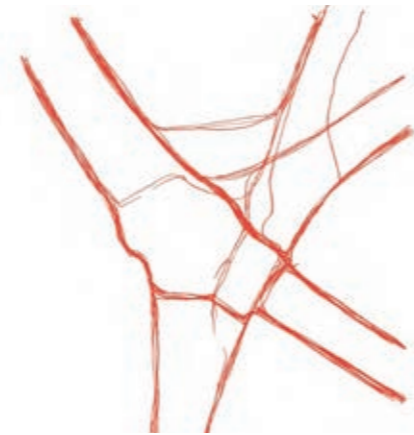
12NOON

- More intense pedestrian traffic in the area with primary footfall along both sides of Earl Grey St to/ from the south-east, along both sides of Home St. Equally intense pedestrian flows along the north side of Brougham St.
- Secondary less intense traffic along West Tollcross, Lauriston Place and High Riggs and the south side of Brougham St. The south side of Lauriston Place was observed to be busier than the north on this weekend day - perhaps due to weekend day users favouring the active shop-edge on this side, whereas those on the weekday were moving faster to commute.
- Desire lines visible across Lauriston Pl, Brougham St and occasionally the centre of the junction.



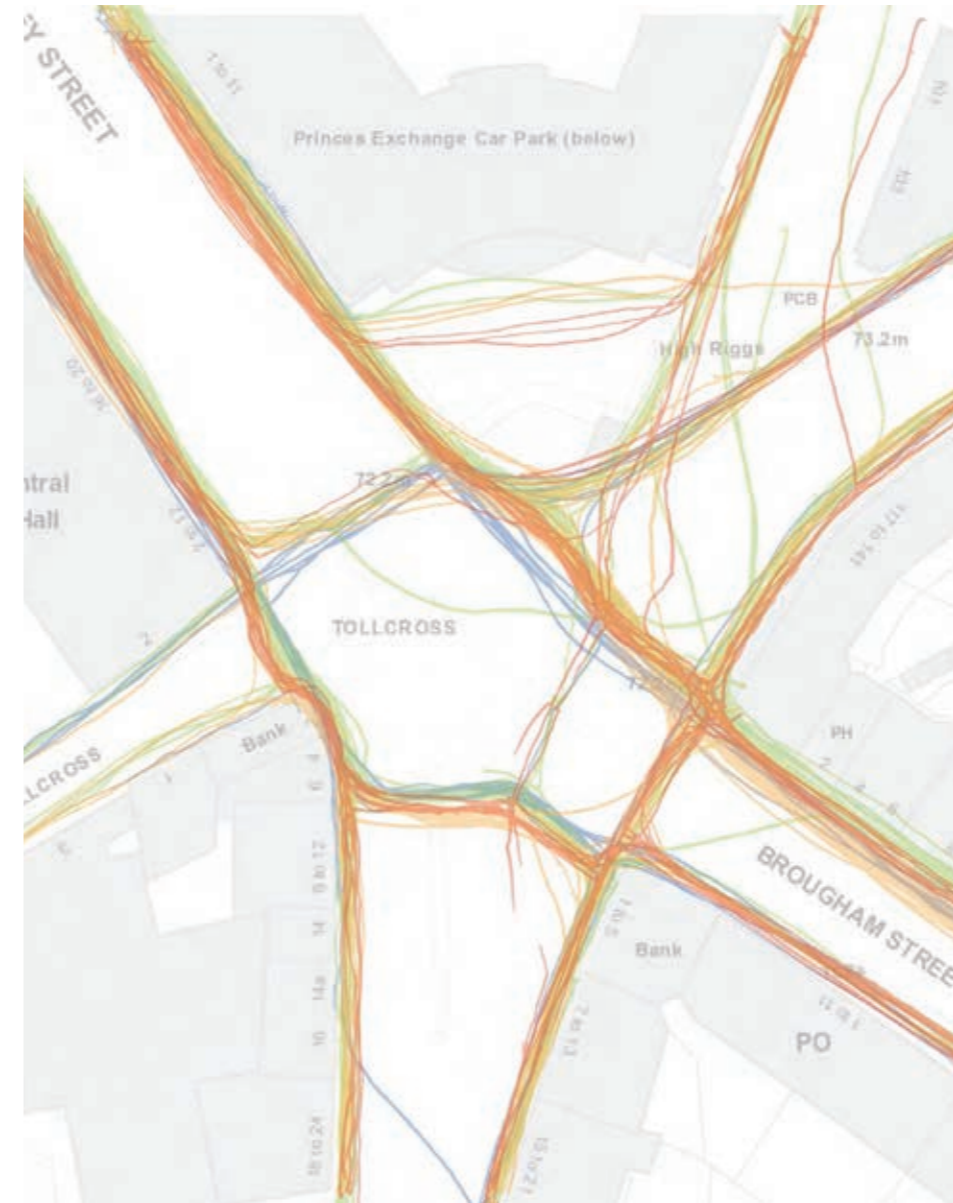
5PM

- Primary footfall along the east side of Earl Grey St and continuing along the north-east side of Brougham St.
- Secondary foot traffic along the west side of the junction and Lauriston Place. In particular flows are visible along the west side of Earl Grey St, across the junction and then to the south via the east side of Home St.
- Desire lines visible in close proximity to the junction and through existing pedestrian areas of High Riggs and elevated seating area.



7PM

- Primary pedestrian traffic along both sides of Earl Grey St continuing along both sides on Brougham St.
- Slightly less intense flows along the east side of Lauriston Place and west side of Home St.
- Secondary more minor pedestrian flows along the west/north side of Lauriston Pl and Home St.
- Desire lines to and from High Riggs continuing across Lauriston Pl and across the junction through the Tollcross clock.



LOCATION B, SUNDAY 5 MARCH

Tracing studies on the Sunday research day at Tollcross junction show visibly intense foot traffic throughout the day. Primary pedestrian routes can be seen on both sides of Earl Grey St and Brougham St. This is not just a busy route for pedestrians, but also cars, with pedestrian flows constrained within the available pavement widths hugging the edges of these streets. Additionally, the lack of any visible desire lines or braided flows at all across Earl Grey St in particular, reveals the large-scale and expanse of road space in between available accessible pedestrian routes due to the multiple traffic lanes and busy traffic on this street. Busy pedestrian flows were also noted along both sides of Home St and particularly the south side of Lauriston Place. Secondary more minor pedestrian traffic was noted along West Tollcross and High Riggs.

Considerable footfall is visible on the pedestrian-focused area to the north of the junction, with High Riggs proving to be a popular thoroughfare. The elevated seating area to the east of Earl Grey St at the front of the Bank of Scotland building was used by some pedestrians as a cut-through between Earl Grey St and High Riggs. Researchers noted that this used for seating on weekdays in particular, but some public life was observed here at the weekend too - with many users observed with takeaway coffee cups from the nearby police box cafe on High Riggs.

Crossing at the junction was heavier across Lauriston Pl, Home St and West Tollcross, with a milder yet constant flows across Brougham St and Earl Grey St. The researcher noted poor drainage and poor conditions of the traffic islands along Home St and on the corner of Lauriston Pl and Earl Grey St negatively affecting the pedestrian experience. Researchers also noted that crossing the junction is typically broken down into multi-stage segments, which does not facilitate easy convenient pedestrian crossing and movement flows. Significantly, the busiest crossing point was observed to be over Lauriston Place, yet researchers noted this has the longest single crossing time as well as issues with the traffic lights for cars heading south. This would benefit from focussed improvement.

The pedestrian experience at Tollcross junction could be generally improved by re-prioritising pedestrians and cyclists over vehicular traffic. For example, a more immediate step might involve re-sequencing the traffic lights to allow a smoother pedestrian flow and shorter waiting times for pedestrians. Additionally, facilitating safer crossing of the junction with improved traffic islands, wider pavement corners with reduced corner radii and trees/planting as a buffer between pedestrians and vehicles, and improvements to the road surface to reduce potholes affecting cyclists and puddles splashing pedestrians. A longer term but important priority will be tightening up the junction to reduce wasted junction space, realigning and rationalising the number and width of vehicle lanes to provide additional space for pedestrians and public life, including provision of wider pavements, outdoor seating and street trees, and potentially a plaza space on the east side of the junction adjacent to the active shop/cafe frontages on Home St and Lauriston Place.



Active cafe and shop frontages could be built upon through wider pavement/plaza area allowing their activity to spill further into the street.

Pedestrians waiting to cross build up on junction corners, even in quiet periods.

No pedestrian crossing light on this traffic island despite pedestrians frequently walking across to this mid-point. Feels vulnerable.

Pedestrians often cross on the red man whenever they can in between traffic rather than having to wait for multiple crossing stages and long wait times that prioritise cars over people walking.

Multi-stage crossings are frustrating and time-consuming for pedestrians.

Uneven road surface with potholes, patches and disintegrating materials cause hazards to cyclists and accessibility issues for pedestrians at crossings



On weekdays in particular, workers use this elevated section with it's planters and seating edges to sit in the sun at lunch time.

Potential for increased outdoor seating and more active frontage when this restaurant is open.

Police box takeaway coffee shop has potential to act as catalyst for public life in this space if more seating added plus other public realm improvements.

Colonnade provides shelter in poor weather to pedestrians on Lauriston Place. Can be dark with less active facades in this corner though.

Sunny south-facing microclimate makes this a pleasant place to sit, with views across the junction.

B: GEHL 12 QUALITY CRITERIA

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION



1. FEELING SAFE / TRAFFIC

Users interviewed at Location B, were **unanimous in their opinion that the Tollcross junction and traffic was a big issue**. This was cited as a hindrance to being able to easily walk through the area, with many users mentioning issues with crossing the large surface and multiple lanes that the junction comprises. Wherever it came up in conversation, **all users interviewed were supportive of re-addressing the balance of road carriageway so that pedestrians and cyclists have more space**, and traffic volume reduced. This was - in combination with **resurfacing to reduce potholes** - seen by users as a key move to make the junction more pedestrian and cyclist friendly, rather than prioritising cars.

Users frequently commented on the **large number of traffic islands and frustration with multi-stage crossings** to get across the road. Many pedestrians reported **feeling vulnerable and 'stranded'** whilst waiting at crossing mid points or traffic islands. Users also mentioned they would, or had seen others, **run across the road on the 'red man' out of frustration at waiting times**. Some users reported tactics of 'learning the lights' so they knew when they could dart in between traffic rather than waiting for the lights at two and three stage crossings. Some pedestrians were observed **using informal crossing points such as the traffic island with the Tollcross clock**, to follow their desire lines and in an attempt to hasten crossing the junction. Researchers frequently observed these behaviours, which led to some **close calls with traffic**, and further demonstrates frustration with long waiting times for those on foot. Researchers also noticed, and users interviewed also commented, that the **pedestrian crossing lights from the Bank of Scotland building toward Forest Cafe (crossing Lauriston Place) take a long time for the green man to appear**, and give little time to cross when it is on. Researchers also noticed **pedestrians crossing West Tollcross were often caught unawares** by cars coming from the junction, resulting in a few near miss accidents.

Other concerns raised by users in interviews related to the **lack of trees and planting** at the junction (and throughout Tollcross), and a desire for reduced traffic volume, noise and pollution, combined with **additional priority for pedestrians, including places for seating and trees particularly outside Forest Cafe**.

Researchers observed that during peak walking times - notably weekday 8am and 5pm time slots - the junction pavements are busy with pedestrians, causing congestion particularly at junction corners. Some pedestrians were observed stepping back from the edge of the pavement and traffic islands as cars or large vehicles such as buses veer dangerously close to them whilst turning. The **large volume of pedestrians and lack of enough pavement space to accommodate them indicates a need for additional prioritisation of existing road carriageway space to pedestrians**. Reducing corner radii at key junction corners to slow cars down, and **widening pavements** to allow sufficient room for the pedestrians observed trying to use the space would be beneficial.

Researchers observed that **many drivers find the set of lights heading south from Lauriston Place confusing**. There are three lanes at this point - two lanes moving south to Home St, and one right turn lane, however 4 sets of traffic lights. The middle lane [going south to Home St] has 2 sets of traffic lights, and drivers frequently assume the furthest right of these 2 central traffic lights is for the right turn lane not the straight ahead [middle] lane. This results in frequent beeping from the driver behind to indicate that it is green for them to go. This was cited by many shop owners and residents in the buildings adjacent on Lauriston Place as being a constant issue and auditory nuisance. **Removing the left-most of the double set of traffic lights for the middle/central lane** could resolve this issue.

2. FEELING SECURE / CRIME

User interviews showed that people feel the Tollcross area, and near Location B, is **relatively safe from crime**, particularly in the last 10 years. However, some issues were raised in terms of **high levels of bike theft nearby, as well as some drink and drug issues** particularly at night relating to nearby bars and clubs. This was also seen to cause noise issues and some anti-social behaviour.

Researchers noted that in the evenings the **Forest Cafe brings activity and natural surveillance** to the corner of Brougham St and Lauriston Place. This evening activity and surveillance could be built upon to increase public life through creation of a more pleasant outdoor environment at this corner. For example **pavement widening through rationalisation of junction lanes, introduction of street trees with high canopies to create a semi-permeable green screen that partially restricts views of the junction and provides a sense of buffer from traffic whilst keeping sight lines open**.

Researchers observed few elderly pedestrians or young children at the 7pm slot. This correlates with the responses from users that they sometimes felt unsafe in the evening in Tollcross due to people leaving bars, and reputed problems with drinking and drugs.

3. CLIMATE + POLLUTION

Users interviewed **most commonly cited unpleasant sensory experiences as being pollution and noise from traffic, litter, and puddles** forming in the road after rain which subsequently splash them whilst they wait to cross the road.

One user reported that they felt the street was so dirty with **litter** that they felt they needed to take action, and now regularly sweep the pavements and collect up and dispose of litter. Researchers also noted large volumes of litter, and particularly on **Earl Grey St bin bags** and other rubbish piling up on the South side of the street. This is both unattractive and presents an obstacles to those walking. It also gives a sense that the area is not cared for. Additional litter and broken glass was noted in particular on West Tollcross near the nightclub.

However, the **raised platform outside Bank of Scotland**, whilst not public realm, is open and accessible for all users and provides a **welcome refuge from traffic noise and pollution**. **High Riggs performs the same function**, but would benefit from additional seating set back from the road.

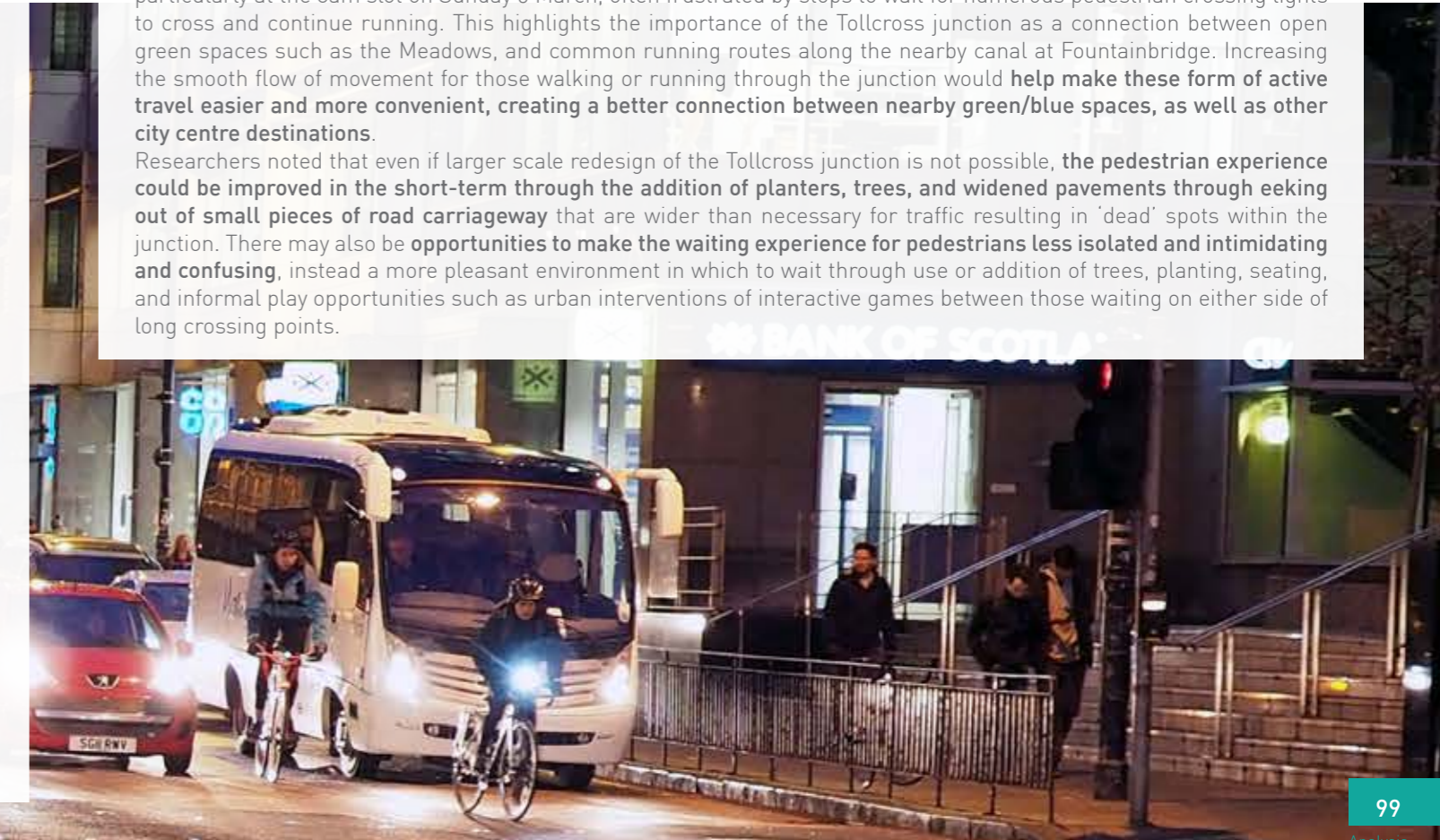
Researchers observed that for a period after rainfall, a **large puddle forms at the junction corner in front of the steps down from the Bank of Scotland building** on the road edge adjacent to where pedestrians wait at the pedestrian crossing to cross the road. This results in them getting splashed by cars and other vehicles turning from Earl Grey St left toward Lauriston Place. The pedestrian crossing lights at this corner (for pedestrians going east from this corner across Lauriston Place toward Brougham St) can take long period to change, and during that time pedestrians are splashed by cars.

4. OPPORTUNITIES TO WALK

Users interviewed felt that the junction was **busy, loud, and confusing for pedestrians**. Many commented that it made it **hard to walk through the area, and with multiple crossings there was no clear path to get to where they wanted to go, and hazards in the form of traffic, uneven pavements and trip hazards**. Some users raised issues of trying to navigate the junction with children, including those aiming for the Meadows or nearby schools and nurseries, where traffic was seen as a threat and routes unclear and intimidating for children.

Most users commented they were primarily walking through the junction and Tollcross area rather than spending time outside here, and found the environment **very car-dominated, with little priority for cyclists or pedestrians**. Some users commented that they **would like a clearer, more easily walkable or cycling route through the junction to connect up with the canal, Meadows and other nearby destinations**. Researchers also noted pedestrians trying to work out the fastest route across the junction, confused by the large number of crossing points and traffic islands. At present many users feel the lack of space and priority for pedestrians, complex crossing points and potholed roads with few cycle lanes and provisions make this difficult. Researchers observed a large proportion of runners moving through the junction, particularly at the 8am slot on Sunday 5 March, often frustrated by stops to wait for numerous pedestrian crossing lights to cross and continue running. This highlights the importance of the Tollcross junction as a connection between open green spaces such as the Meadows, and common running routes along the nearby canal at Fountainbridge. Increasing the smooth flow of movement for those walking or running through the junction would **help make these form of active travel easier and more convenient, creating a better connection between nearby green/blue spaces, as well as other city centre destinations**.

Researchers noted that even if larger scale redesign of the Tollcross junction is not possible, **the pedestrian experience could be improved in the short-term through the addition of planters, trees, and widened pavements through eeking out of small pieces of road carriageway** that are wider than necessary for traffic resulting in 'dead' spots within the junction. There may also be **opportunities to make the waiting experience for pedestrians less isolated and intimidating and confusing**, instead a more pleasant environment in which to wait through use or addition of trees, planting, seating, and informal play opportunities such as urban interventions of interactive games between those waiting on either side of long crossing points.



B: GEHL 12 QUALITY CRITERIA

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION



5. OPPORTUNITIES TO STAND/STAY

Most users interviewed **did not view the junction area of Tollcross as a place to spend time outside**. Those that came here to spend leisure time had indoor destinations such as cafes and bars nearby. Most other users interviewed were **only passing through this location on foot en route to other places**, such as walking to work, or heading to the Meadows for a run or to walk their dog. Users interviewed mentioned that they felt there were **few opportunities at present to spend time outside near the junction - mostly as this was seen as a place for cars, not people**.

Researchers also noticed there were **no cafes with outdoor seating present** on either research day. Some users did say they would spend time on the **raised platform in the sun at the planters outside the RBS building overlooking the junction** - typically those who worked inside but would sit outside at lunchtime. Aside from this location (privately owned) there are no current seating or pleasant opportunities to sit or spend time outside nearby. Some users identified **a demand exists for more opportunities to spend time outside here - if facilitated by widened pavements, and use of additional seating, trees and planting nearby to existing cafe uses and frontages to create a more pleasant environment that felt slightly distant from the nearby car traffic**. Researchers noted this could be particularly effective on the existing pedestrianised street at High Riggs where this meets the junction - adding further street trees, additional planting and seating to build on the opportunity for public life presented by the police box cafe there and Bruno's Diner on the corner. Some users also stated they would be keen to see a **widened pavement outside Forest Cafe to allow more outdoor seating in the sunny favourable microclimate** here. Users noted, and researchers observed, the building overhang at this point on Lauriston Place provides some shelter during rain and is frequently used by those outside smoking, stopping to talk, or waiting to meet others. The expansion of the pavement at this point would build on this, and the active frontages adjacent to create opportunity for increased public life. This should be supported by additional bike racks which researchers noted - and user interviews supported - there is a significant lack of at present to meet demand.



6. OPPORTUNITIES TO SIT

User interviews showed that currently only the Meadows (in good weather) and the raised platform outside RBS on the corner of High Riggs/Earl Grey St are seen as locations for sitting nearby. Users identified **a desire for more seating opportunities, particularly outside Forest Cafe in combination with pavement widening and street trees, and outside the Cameo on Lochrin Place**. Both these locations enjoy favourable south-facing microclimates with sun through much of the day (particularly outside Forest Cafe where building shadow is less of an issue). If any new seating in these locations were to be successful, users identified that they feel **adding trees, planting and wider pavements to enable seating further from passing traffic**, and reducing the perception and actuality of pollution would be beneficial.

Researchers observed that there are currently few seating opportunities for less mobile users who may require rest stops if walking longer distances on foot. In addition to these targeted improved seating/planting/wider pavement nodes for public life, **it would be beneficial to integrate more frequent benches or other seating throughout the town centre** and at the junction.

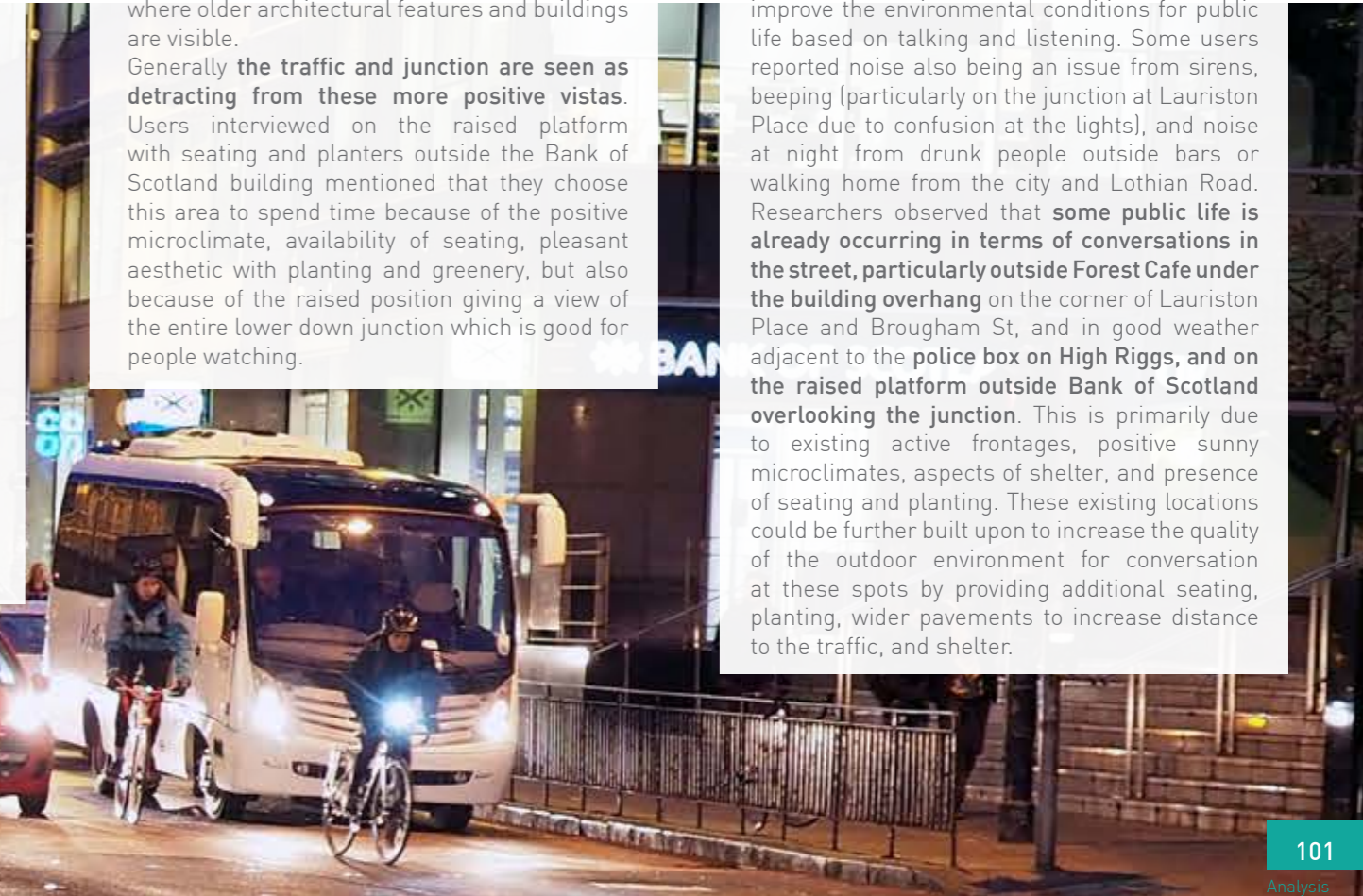
7. OPPORTUNITY TO SEE

Users interviewed at this location listed favourable views from Tollcross junction as the **diversity of nearby shops, cafes and facades** - particularly the smaller independent shops which were seen to give the area character, as well as views in each direction from the Tollcross junction - particularly toward the Meadows and where older architectural features and buildings are visible.

Generally **the traffic and junction are seen as detracting from these more positive vistas**. Users interviewed on the raised platform with seating and planters outside the Bank of Scotland building mentioned that they choose this area to spend time because of the positive microclimate, availability of seating, pleasant aesthetic with planting and greenery, but also because of the raised position giving a view of the entire lower down junction which is good for people watching.

8. OPPORTUNITY TO TALK + LISTEN

User interviews revealed that many users feel that the **traffic is a significant cause of noise and disruption, and is loud and busy**. This reduces the suitability of the public spaces close to traffic for comfortable talking and conversations. Reducing this noise, through a reduction in traffic volume, speed and proximity to public life would help improve the environmental conditions for public life based on talking and listening. Some users reported noise also being an issue from sirens, beeping (particularly on the junction at Lauriston Place due to confusion at the lights), and noise at night from drunk people outside bars or walking home from the city and Lothian Road. Researchers observed that **some public life is already occurring in terms of conversations in the street, particularly outside Forest Cafe under the building overhang** on the corner of Lauriston Place and Brougham St, and in good weather adjacent to the **police box on High Riggs, and on the raised platform outside Bank of Scotland overlooking the junction**. This is primarily due to existing active frontages, positive sunny microclimates, aspects of shelter, and presence of seating and planting. These existing locations could be further built upon to increase the quality of the outdoor environment for conversation at these spots by providing additional seating, planting, wider pavements to increase distance to the traffic, and shelter.



B: GEHL 12 QUALITY CRITERIA

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION



9. OPPORTUNITY FOR PLAY + UNFOLDING ACTIVITIES

Users interviewed felt that there are **currently few opportunities for unfolding activities, play or exercise at this location** at the Tollcross junction or nearby.

Many users cited the shops, cafes and bars as the destinations they are heading to nearby, with unfolding activities primarily relating to [window] shopping or spending time indoors in these locations. Users found the environment **hostile to children, and researchers noted there are no opportunities to play** in the town centre itself. The Meadows was given as a nearby location for leisure, and researchers noted some pedestrians walking dogs or running to/from this destination.

Researchers noted that by **creating a more pedestrian friendly environment, with additional places to gather and spend time outdoors, the increased public life and presence of staying activities in the street environment may lead to increased chance meetings in the street, and unfolding activities**. Better routes for exercise linking the Meadows and the canal via Tollcross junction for pedestrians and cyclists would also be beneficial.

10. DIMENSIONED AT HUMAN SCALE

Researchers noted that the **large scale of Tollcross junction, with multi-lane traffic creating wide, multi-stage, confusing crossing points and poor legibility for pedestrians**. The junction area of the town centre is very car dominated and designed at vehicle scale. This has an inevitable effect on the pedestrian and cyclist experience, with **many users feeling intimidated, avoiding the junction on foot or by bike as a result**. Users commented on the large lanes and road widths, particularly on Earl Grey St, as well as the "sea of tarmac" that many pedestrians mentioned feeling "stranded" in the middle of when "perched precariously" on traffic islands trying to cross.

The junction area **would benefit from a rationalisation of whether all lanes are needed, narrowing of the carriageway where possible to give more room for pedestrians, pavement width and public life, and addition of smaller scale and more pleasant sensory elements at a human scale such as planting and trees**. Some users commented that the independent shops, their diversity and small scale were a positive element. The character of this location could be enhanced by widening pavements and reducing car lanes to give more "breathing room" to these facades and frontages and allow the positive features of small-scale shops to be built upon.

11. OPPORTUNITIES TO ENJOY POSITIVE ASPECTS OF CLIMATE

Users interviewed mentioned the **raised platform area with planters outside the Bank of Scotland building as the only location they felt there were currently opportunities to enjoy positive aspects of climate**. They frequently mentioned the positive sunny aspect that this area has - south-facing with no buildings shadowing it - as well as the planters and seating providing them an opportunity to sit outside and enjoy sunny days. Other users felt there were few if any opportunities to enjoy the positive aspects of climate near the Tollcross junction - with some unaware that the planters on the raised platform outside Bank of Scotland doubled as seating. Whilst **many users felt there were currently no opportunities to enjoy warmer drier days outside here at present due to a lack of seating or opportunity**, they did highlight that this is something they would support if opportunity was provided in the form of seating, planting, protection from traffic, and in a sunny spot. A number of **users mentioned the pavement outside Forest Cafe, and adjacent to the police box cafe on High Riggs as areas where simple additions such as seating and planting would instantly improve the opportunity for public life at these locations**.

12. AESTHETIC QUALITY + POSITIVE SENSORY ACTIVITIES

Researchers noted, and user interviews agreed, there is room for improvement in terms of aesthetic quality and sensory experience at the Tollcross junction. This is primarily due to poor quality **uneven or patched pavements** which give an uncared for aesthetic as well as creating some accessibility issues. In addition the **noise, visual impact, pollution from, and proximity of the traffic creates a poor overall aesthetic, with road vehicle infrastructure and multiple confusing traffic lights, poles and signals dominating the aesthetic** of the location. Users commented on **poor road conditions for cyclists**, in terms of lack of protection from cars and multiple potholes as reasons they avoid the junction. Equally pedestrians noted the visual impact, auditory impact and perceived threat to personal safety from traffic as key to their dislike of the junction space and detracting from any positive sensory experience.

Those user interviews that did mention positive sensory experience at this location were entirely related to the **positive microclimate and distance and elevation from traffic with planting and seating provided outside the RBS building**. This was seen as a 'safe' sunny spot further from the junction traffic. Equally the **pedestrianised area adjacent to this and the police box on High Riggs were seen more positively**, and the shelter offered by the building overhang at Forest Cafe - though to a lesser extent.

Some users mentioned **street clutter, bins and litter as issues that detracted from the aesthetic**. Equally, **a lack of cycle racks** was seen to cause issues with bikes locked to any available pole or drainage pipe nearby to Forest Cafe and Electron Bikes on Lauriston Place. These cause additional obstacles to pedestrians, and means those with bikes have to lock these up some distance from the shops they are visiting. User interviews with shop owners and customers showed additional bike racks would be supported and help avoid this issue.





High Riggs is a popular pedestrian through-route to/from Earl Grey St. Additional seating would benefit public life to harness this footfall, pedestrian area and build on adjacent police box cafe.

Police box coffee takeaway acts as a catalyst for public life along this pedestrian route.

Large numbers of bollards appear to be unnecessary and should be removed to de-clutter this space.

Very large junction corner radii that could be reduced with junction re-design to give more room for pavements.

Users interviewed described traffic island planting as poorly maintained and small, out of scale with the junction.



Light A. This light is for the left-turn lane. This light should be retained, but Light B (also for the left turn, but which drivers assume is on red for going straight forward), should be removed to avoid the current confusion that occurs.

Light B. This a second light is for drivers turning left (in addition to Light A). When it is on red, drivers in the straight-ahead lane assume this light indicates red for the straight-forward lane i.e. they cannot 'go', even if Light C (actually for straight ahead) is on green.

Light C. This light confuses drivers. When it turns to green drivers in the straight ahead lane assume it is for the right hand turn lane instead as the adjacent light B is still red. This results in the car behind beeping to let them know to go. This causes continuous beeping throughout the day that user interviews revealed is annoying for residents and local shop owners.

Lack of available bike racks mean cyclists lock, or double up their bikes on available poles.

Additional bike racks parallel to the street in between alternate pillars would help meet demand for additional bike racks.



Reduce parking spaces to increase pavement width, allowing easier pedestrian movement and opportunity for some outside seating for adjacent cafe.

Poles, bins, bus stop all add street clutter that is hard to navigate around and creates pinch points.



Beautiful architectural buildings and character but poorly appreciated from street level due to pedestrian congestion, fast paced movement, and distracting busy traffic that dominates the junction.

Cyclists frequently walk over the junction with their bikes rather than cycle due to perceptions of a lack of safety from traffic and confusing multiple lanes.

Large-scale shop frontages, often chain shops, with less frequent entrances and less active frontages.

Earl Grey St has a total of 6 lanes and a central reservation. This could be rationalised to allow widening of pavements instead (particularly the west side) and addition of street trees, smaller human-scale details including street trees and seating.

C: CORNER OF LOCHRIN PLACE AND HOME ST



Key observations:

- Currently nowhere to sit or spend time outside.
- Cameo cinema has potential to act as a catalyst for natural surveillance in the day and evening, if space created for outdoor seating through increasing pedestrian priority/shared space on Lochrin Place.
- Opportunity to enhance pedestrian and cycle route to the canal via Lochrin Place.
- Demand for additional bike racks near Cameo on Home St and Lochrin Place.
- Pinch points from bus stops and street clutter cause pedestrian congestion and effectively narrow pavements.
- Small-scale independent retail a positive asset.

C: BEHAVIOURAL MAPPING

CORNER OF LOCHRIN PLACE AND HOME ST

Location C is situated at the junction of Home Street and Lochrin Place. This location shows a range of stationary behaviours taking place with a higher frequency on the weekend.

The most observed type of behaviour was standing waiting, registered exclusively along Home Street. Pedestrians engaging in standing waiting behaviour were mostly noted close to both bus stops (one on either side of the Home St thoroughfare), and taking shelter under the overhang of the Cameo Cinema. Standing waiting was also observed at the pedestrian crossing lights near Lochrin Place over Home St. These crossing lights were frequently used, by both pedestrians and cyclists struggling to turn right out of Lochrin Place. The often long waiting times resulted in the standing waiting behaviours observed. Researchers also noted frequent informal crossing of Home St near the Cameo cinema. This was particularly evident to and from the bus stop, but also between the shops on either side of the street.

Standing smoking was the second most frequent activity registered on weekend and weekdays. This was observed by researchers to be due to the presence of public houses and betting shops, which people would stand outside smoking. As researchers observed, this phenomenon contributes to a sense of natural surveillance within the area.

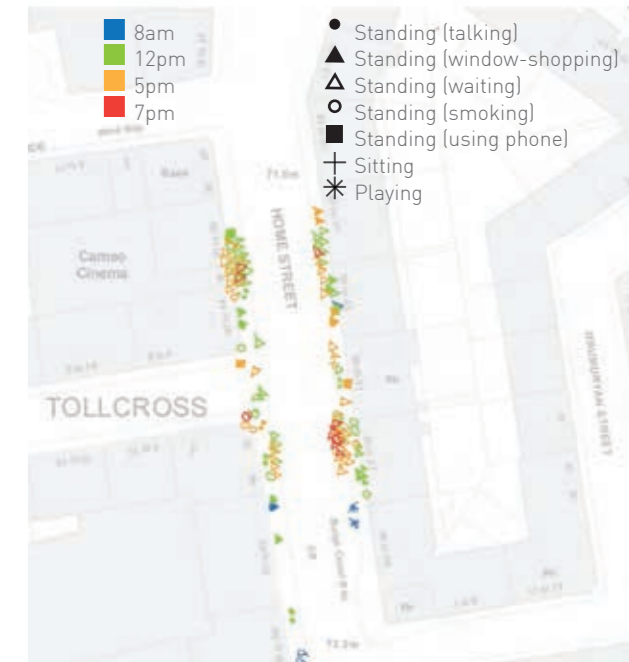
Window shopping and 'standing talking' also occurred with considerable frequency along both sides of Home Street. This behaviour peaked at the weekend, supported by the active facades and small-scale independent shops in the southern section of the town centre. Those pedestrians stopping and talking were particularly noticeable adjacent to



MONDAY 27 FEBRUARY

these active building facades, on wider pavement corners, and outside the Cameo. This behaviour could be built upon to further encourage public life, by providing wider pavement spaces adjacent to particularly active frontages, for example Home St shops and the Cameo.

With the exception of occasional perching within the bus shelter, no sitting was visible in the area. Researchers noted this was likely due to the lack of any available seating opportunities - either formal or informal in the public realm. Many users require frequent pauses and to sit down as part of walks to the shops, as such for reasons of both public life and to make the town centre more accessible



SUNDAY 5 MARCH

- particularly for older users, it is recommend to increase provision of seating.

Researchers noted Lochrin Place experiences very limited vehicular traffic, and is a key cycle link to and from the Union Canal from the Tollcross town centre and easterly neighbourhoods. Considering the existing range of stationary behaviours, natural surveillance, active frontages and destinations such as the Cameo, the nodal corners of Lochrin Place/Home Street have the potential to become a richer opportunity for public life, increasing opportunities to sit, with high canopy street trees providing a green aesthetic and shelter, to encourage more vibrant, pedestrian-focussed street life.



Frequent parking creates a visual barrier between shops on both sides of the street, creating a sense of disconnect rather than holistic town centre street space.

This bus stop is very busy. Frequent buses cause quick wearing of the road surface and potholes / distorted asphalt which then puddles in rain and splashes pedestrians.

Bins left on the street look messy and give an uncared for aesthetic.

Wall mounted signage is preferable to A-frames as it does not obstruct walking.

Pedestrian congestion due to people waiting for busy bus stop.

A-frames, poles, poorly used phone boxes, clutter the pavement.

Standing behaviours were observed at the ATMs.



Awning at Cameo provides shelter for those waiting for bus and acts as a place to meet and for conversation.

Pedestrians find this junction at Thornybauk hazardous and difficult to cross, with cars often turning unexpectedly and assuming they have priority, even if pedestrians are already halfway across.

Bus stop creates pinch point. Would benefit from bus bulb giving more room to passing pedestrians.

Uneven road surface and potholes puddle after rain, splashing pedestrians and hazardous for cyclists.

Taxis and other cars frequently park on double red lines at bus stops.

Uneven pavements with trip hazards.

C: TRACING STUDY - MONDAY 27 FEB

CORNER OF LOCHRIN PLACE AND HOME ST



8AM

- Primary footfall visible on the west side of Home St. Researchers observed most pedestrians moving north toward Tollcross junction and the city at this time, likely commuters.
- Secondary less intense footfall on the east side of Home St and along both sides of Lochrin Place.
- Use of crossing lights south of the junction visible as the main crossing point on Home St.
- Desire lines visible close to the junction on Lochrin Place.



12NOON

- Less intense footfall than at 8am.
- Primary traffic along the west side of Home St, and the east side to the south of the pedestrian crossing.
- Secondary traffic on east side of Home St and particularly the south side of Lochrin Place.
- Crossing mainly at the designated formal crossing point on Home St.
- Movement visible along a north-south axis along the west side of Home St, and along a west-south axis from the south side of Lochrin Place to/from the south along both sides of Home St (particularly the east side).
- Desire lines visible and braided along Lochrin Pl.



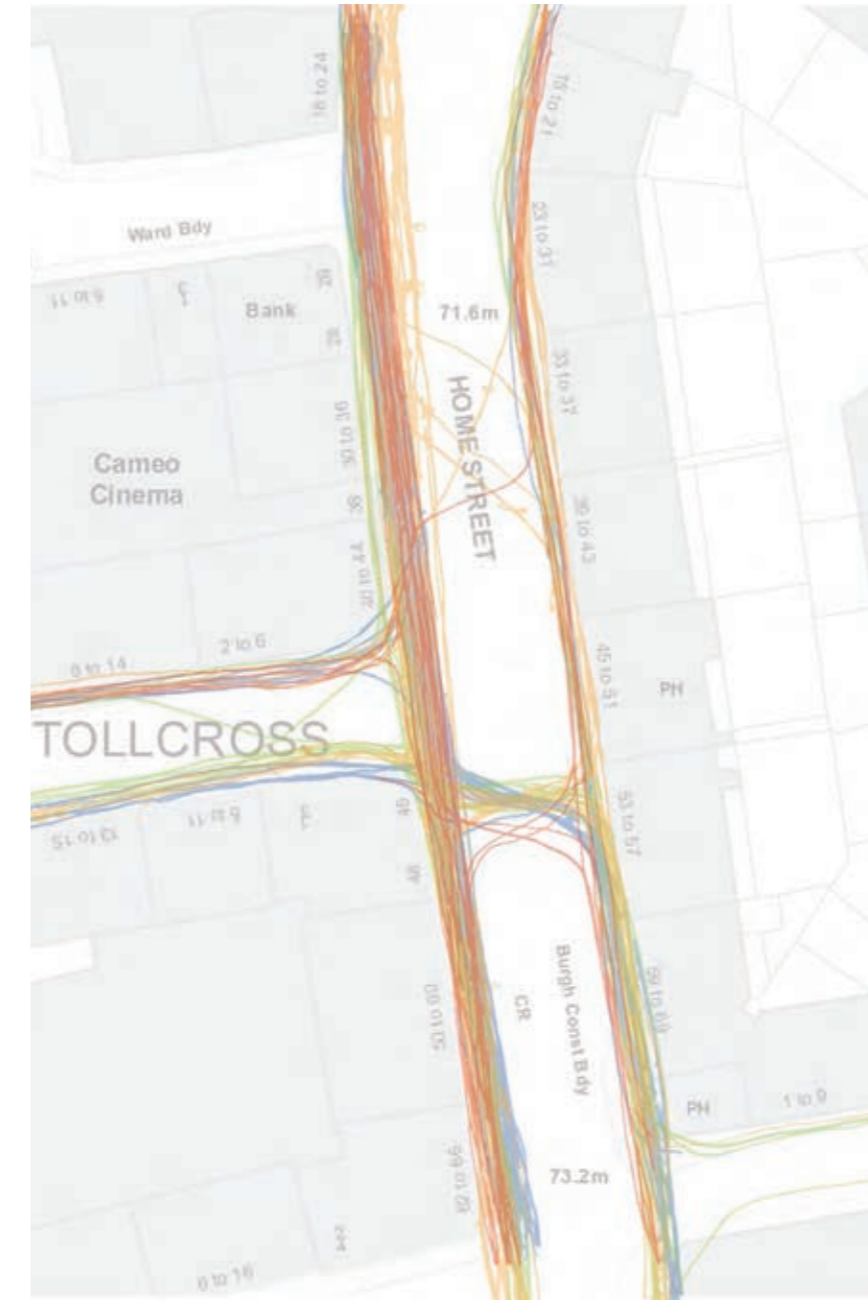
5PM

- Primary foot traffic on the west side of Home St. Researchers noted this was primarily in a north-south direction, likely commuters returning home from work in the city.
- Secondary foot traffic along the east side of Home St and along Lochrin Pl.
- Crossing at the designated lights on Home St.
- Visible desire lines with jaywalking to the north of Home St, often to/from the bus stop.



7PM

- Foot fall primarily on the west side of Home St.
- Secondary traffic on the east side of Home St and on the north side of Lochrin Pl.
- Crossing mainly at the signalled crossing point on Home St with individual instances of crossing informally closer to the Cameo.



LOCATION C, MONDAY 27 FEBRUARY

Tracing studies reveal that primary weekday foot traffic at Location C occurs on the west side of Home St. This was noted to be mainly in the direction of the city to the north in the morning, and predominantly back in a south/east direction at 5pm. This is likely due to those commuting on foot to/from the city for work. Secondary footfall is visible on the west side of Home St and on both sides of Lochrin Place. The south side of Lochrin Place was favoured during the day, and the north side in the evening, possibly due to the Cameo cinema entrance on this side of the street.

Crossing in the area takes place primarily via the crossing lights to the south of Lochrin Place on Home St. Large numbers of desire lines are visible in close proximity to the pedestrian crossing point, where people have cut across the road to shorten the distance walked. Desire lines were also visible to a lesser extent across Lochrin Place. These cover considerable lengths along the street, perhaps indicative of the lesser traffic volumes on Lochrin Place making walking in the road less hazardous. Some desire lines are visible across Home St near the Cameo cinema and bus stops, demonstrating this as an informal crossing point, particularly in the late afternoon and evening.

Researchers noted conflict between pedestrian, vehicular and cycle traffic at the junction of Home St and Lochrin Place. Pedestrians would often fail to predict vehicles turning from Home St into Lochrin Place, resulting in beeping, aggression and near misses. Additionally, cyclists were seen cycling on the pavement over corners when turning from Home Street into Lochrin Place. Cyclists would also often get off their bikes to walk over the pedestrian crossing at Home St rather than attempt a right turn from Lochrin Place into Home St toward the south. These behaviours cause conflict with pedestrians, and indicates the current cycling infrastructure is not adequate to easily and safely facilitate cycling movement, particularly for cyclists moving between Lochrin Place and the canal, and Home St.

The crossing hazard for pedestrians walking north-south along Home St over the junction with Lochrin Place could be minimised by creating a wider raised table and shared surface area along Lochrin Place between Lochrin Terrace and Home St. This would further prioritise pedestrian movement. Street trees and seating could be included in this wider pedestrian-focussed public realm to add to its character and provide spill-out places for public life from the Cameo and other nearby destinations. The issues for cyclists relating to difficulties turning out of Lochrin Place right onto Home St, and general lack of adequate cycle infrastructure could be improved with segregated cycle lanes from the canal along Lochrin Place, connecting via Home St to the Meadows. Additional bike racks outside both entrances to the Cameo, facilitated by widened pavements would help accommodate the existing demand for more cycle parking.

C: TRACING STUDY - SUNDAY 5 MAR

CORNER OF HOME ST / LOCHRIN PLACE



8AM



12NOON



5PM



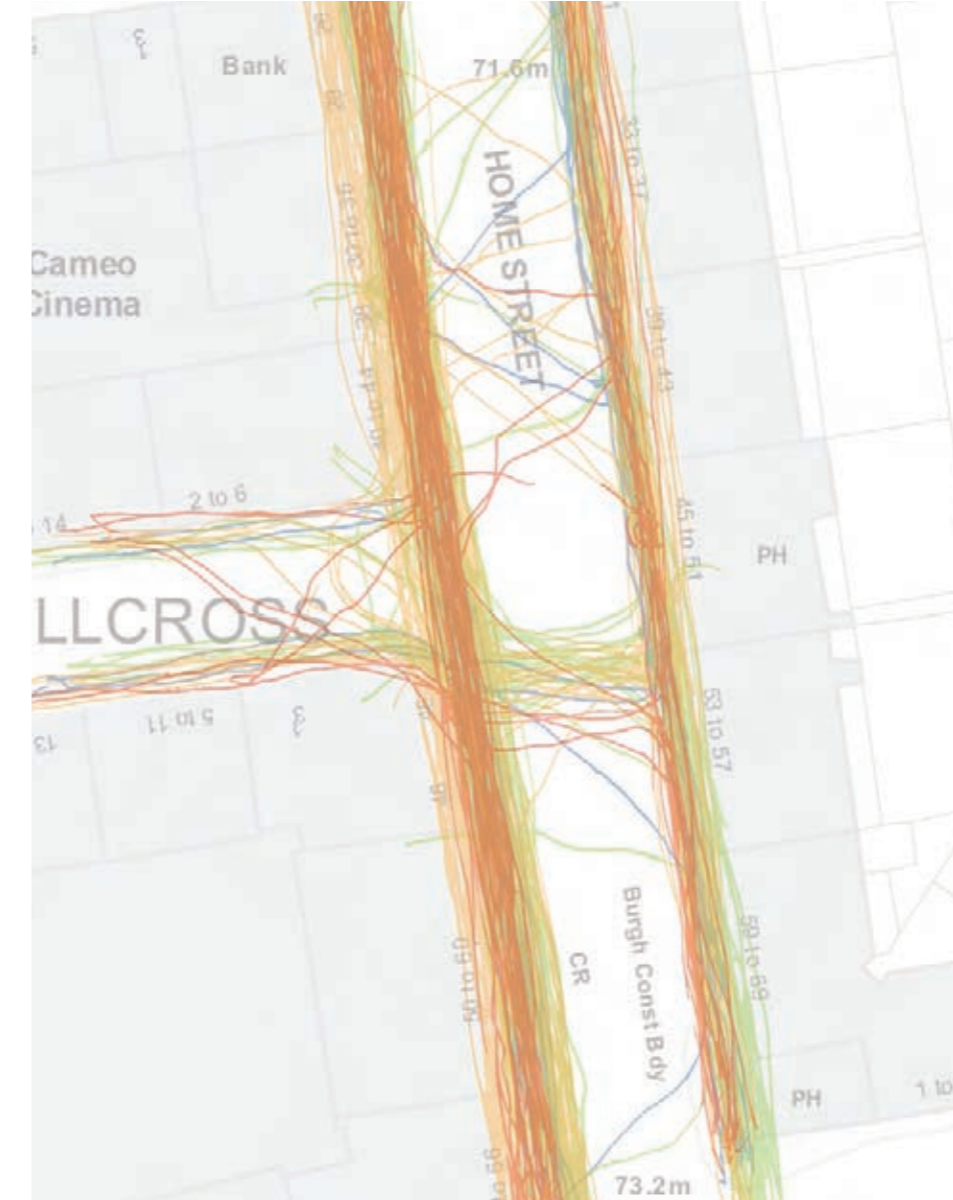
7PM

- Primary foot traffic visible along Home St with a slight predominance for its west side.
- Secondary traffic along both sides of Lochrin Place.
- Jaywalking visible across Home St with minimal use of crossing lights over Home St near Lochrin Place. This may be indicative of low traffic volumes at this time of day.

- Intense footfall in the area with primary traffic on the west side of Home St, mainly heading north.
- Secondary traffic on the east side of Home St and on both sides of Lochrin Place.
- Crossing mainly at traffic lights to the south of the junction.
- Desire lines visible across the length of Home St, between both sides of the road and its shop frontages and bus stops.

- Intense foot traffic along the area, primarily on the west side of Home St.
- Secondary traffic on east side of Home St and along both sides of Lochrin Place.
- Crossing lights used as main crossing point.
- Additional desire lines visible along Lochrin Place and Home St with large numbers of pedestrians informally crossing to take the shortest route to their destination.

- More moderate foot traffic with primary foot fall along the west side of Home St.
- Secondary traffic on east side of Home St and along Lochrin Pl.
- Desire lines covering considerable distances along Lochrin Place, indicating low traffic levels.
- Pedestrian crossing rarely used, instead individuals tend to cross Home St with their desire lines.



LOCATION C,
SUNDAY 5 MARCH

Tracing studies reveal that footfall at Location C occurs primarily along the west side of Home St. This may be due to this side of the pavement being the shortest way through the Tollcross junction to get to the city via Earl Grey St. It may also be due to the wider footpaths, and less frequent pinch points due to bus stops and other obstacles on this side of the pavement. The west side of Home St is also where many pedestrians were observed to head to in the evening, to go the Cameo cinema, which may have increased the 7pm time slot foot traffic on the west side of the street near this destination.

Secondary traffic was less intense but still considerable, along the east side of Home St. More moderate flows were observed along Lochrin Place, with a slight predominance for its south pavement.

Pedestrian road crossing takes place primarily at the crossing lights on Home St with desire lines diagonally crossing in close proximity. Desire lines are also visible along Home St to the north of Lochrin Place, with many of these coinciding with bus stop locations and the Cameo cinema main entrance. Informal crossing in this way occurred at all time slots, but with longer diagonal desire lines visible when lower levels of vehicular traffic were observed, and shorter more direct crossings in busier traffic conditions.

Of particular interest at this location is the way in which the minor junction at Lochrin Place, creates hazardous situations and conflict between cars, pedestrians and cyclists. In particular, the corners of the junction are often cut by both cyclists and vehicles, creating potential danger for pedestrians. Equally cyclists were observed struggling to turn right out of Lochrin Place to head south on Home St, this resulted in many cyclists either dismounting or cycling over the south pavement corner at Lochrin Place to reach the pedestrian crossing to cross to the east side of Home St with instead. Pedestrians walking north-south along Home St over the junction with Lochrin Place were also particularly surprised by fast-turning cars entering Lochrin Place from Home St, as they felt they had priority, resulting in some near misses. **A raised table and shared surface along Lochrin Place that more clearly prioritises pedestrians and indicates this to drivers by pedestrian path materiality, street trees and small scale street design with seating, planting and human-scale interest, would rebalance the current relationship between traffic and pedestrians and make Lochrin Place more visibly a cycling and walking artery between Tollcross town centre and the nearby canal.**



Small-scale independent shops on Home St add character and interest, and contributed to staying activities including window shopping.

This inactive facade on a key corner of Lochrin Place and Home St (currently a Ladbrokes) would benefit from more sensory interest, views inside, and a more active frontage.

Potholes, patches, and wear and tear from cars and buses create an uneven hazardous road condition for cyclists - who frequently have to swerve to avoid potholes, and pedestrians, some of whom struggle to cross at the pedestrian crossing with uneven surfaces causing trip hazards. Tarmac patches are only a very temporary fix and often still leave raised edges.



Informal crossing of Home St between east and west pavements.

Small-scale, mostly independent retail adds character, but needs wider pavement space.

Using street space for pedestrians and cyclists rather than car parking would better promote public life.

Railings and other unnecessary street clutter should be removed.

Potholes and patches hazardous for cyclists. Segregated cycle lanes would be beneficial.

C: GEHL 12 QUALITY CRITERIA

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION



1. FEELING SAFE / TRAFFIC

Users interviewed were in **consensus that traffic was felt to be too much in volume and should be reduced**. Some users mentioned that they felt traffic was too close in proximity to pavements, which were felt to be narrow compared to the road widths for cars. This shows **support to further prioritise space for pedestrians in the existing road carriageway and street environment** to enhance feelings of safety and pedestrian comfort.

Users interviewed also mentioned that whilst car traffic was felt to be too heavy, many of them regularly use the buses that stop on Home St, and see the **bus stop outside the Cameo as a key public transport node**, connecting them to the rest of the city.

Some users mentioned the **importance of also prioritising cycling infrastructure, including more cycle lanes, and ensuring there are no potholes on road surfaces to help encourage a wider diversity and number of people to cycle**. In particular some users commented that they themselves or others they knew were discouraged from cycling in the Tollcross area (and sometimes across Edinburgh as a whole) because of the poor road condition in terms of potholes, and lack of suitable cycling infrastructure. Several users commented that to encourage people to continue cycling into their old age, improved provision for cyclists is needed, as currently the traffic focussed environment is intimidating and discourages more vulnerable users and less confident cyclists from using the street environment for walking or cycling.

Researchers observed **a large number of cyclists struggling to cycle across the road from Lochrin Place turning right onto Home Street**. Many cycled onto the pavement or walked with their bikes to wait for the pedestrian crossing as they found it hard to get cross the street otherwise. A number of cyclists were observed struggling to avoid a large number of potholes, often having to swerve at the last minute out the way of these - particularly on the stretch of road where buses break on approaching the Cameo bus stop as they come from the south. This appeared to sometimes put these cyclists in danger with other vehicles. Some **pedestrians with buggies, wheelchairs or other mobility issues were observed needing to navigate around potholes** to cross at the pedestrian crossing near Lochrin Place on Home St.

Ensuring **a smooth surface for cyclists and pedestrians along Home St, and an easier connection for cyclists going to/from the direction of Home St (south) and Tarvit St to/from Lochrin Place would be beneficial as this route is popular at all times of day with cyclists**. Equally, ensuring safer cycling infrastructure that includes dedicated segregated lanes for bicycles away from traffic, and wider pavements with frequent seating opportunities that allow frequent rest spots and less chance of being jostled in peak times, may help promote more cycling and walking behaviours in all ages in the street environment, and not exclude older or younger users due to the intimidating atmosphere at present from traffic and the current street design and car priority.

2. FEELING SECURE / CRIME

Most users interviewed felt the Tollcross area and this particular location on Home St were **relatively safe**. They were aware of some issues locally relating to **drugs and/or bike theft** in particular, but **mostly felt safe due to the high levels of natural surveillance** here due to busy bus stops, and other people on the street or leaving the Cameo at later hours.

Nonetheless **some users did feel vulnerable** in the evenings at this location, with some saying they would avoid walking alone at night here. Researchers also noted that the street at this location on Home St remains busy with people walking, buses, people smoking outside, people coming/going from pubs and betting offices and the Cameo, and with frequent buses into the evening. This **natural surveillance on the street into the evening is good for perceptions of safety**. During the day the street is even more busy with people, including those window shopping and coming/going from cafes and other shops nearby which add to the natural surveillance and feelings of activity at this location.

3. CLIMATE + POLLUTION

In terms of protection from unpleasant sensory experiences, user interviews revealed the **importance of the building overhang at the Cameo (and similarly King's Theatre)**. This provides shelter from rain for those waiting for the bus, or waiting to meet friends. However, aside from this **there are few other sheltered spots** along this stretch of the town centre. The **addition of high canopied evergreen street trees would provide some protection from light rain in Winter and could be beneficial** to address this.

The other negative sensory experience frequently mentioned in user interviews was the **uneven paving along this street of street, and several narrow pinch points which were tricky to navigate** - particularly for those using wheelchairs who sometimes cannot get past due to uneven surfaces and/or narrow points. Researchers observed that there are a large number of potholes and patches on the road tarmac along Home St. These are particularly bad where buses slow down on Home St near the Cameo bus stop (close to the end of Lochrin Place) where this has caused large undulations that are both hazardous for cyclists and those crossing the road. In periods after rainfall these become **large puddles, which when buses pull into the bus stop, cause water to be splashed right across the pavement**, hitting adjacent shop windows and pedestrians walking on the pavement. On the second research day observed, some potholes were patched by a road repair team. Nonetheless, even after patching a series of undulating uneven surfaces were left - a patchwork mix of different tarmac surfaces - and that still pose a hazard to cyclists and those who require a smooth surface to cross the road.

4. OPPORTUNITIES TO WALK

User interviews revealed a feeling that **the west side of Home St is felt to be mostly wide enough to walk comfortably, however the east side is too narrow**. Particularly where there are bus stops or other street clutter such as railings, poles or A-boards that restrict the effective width of the pavement. This causes particular issues for users with wheelchairs who highlighted that they sometimes need to ask people to move out the way at bus stops in order to pass.

Additionally some users commented that they were **concerned about pollution and uneven pavements** when walking through this section of Tollcross. Several users also commented that they **would be able to better walk through this area if rest spots were provided in the form of seating at frequent points** throughout the length of Home St / the Tollcross junction and toward Lothian Road. This would be **particularly beneficial for older users, who also commented that they would benefit from wider pavements to avoid the perceived risk of being jostled and knocked by other pedestrians** during busy peak walking times. Researchers noted that particularly on weekday mornings at the 8am time slot the pavements are extremely congested due to the volume of pedestrians walking, particularly toward the city centre down Home St. At the 5pm weekday slot, the pavements were similarly congested but in the direction of Bruntsfield from the city centre. Researchers noted there were often three people walking abreast, and that those walking in groups found it hard to navigate through pinch points (such as at bus stops, A-frames, poles etc) due to the number of other pedestrians present on the pavement.

Researchers observed that **pedestrians moving along Home St on the west side of the street feel they have right of way over the minor junction with Lochrin Place due to the raised table and relatively small number of cars** typically turning down this street. This leads to many people walking across without looking for cars or cyclists turning from Home St. This was observed to **result in some near collisions**, frustrated beeping from cars and bell ringing from cyclists to alert pedestrians walking across the junction. One solution might be to further emphasise the pedestrian priority nature of this end of Lochrin Place and continuation of the pavement footpath along Home St on this side of the street, with a material palette that further emphasises the priority of pedestrians crossing, and that bikes and cars turning down this street need to give way to those on foot. At present whilst there is a raised table but the road markings and materiality still imply to many drivers that cars have priority.

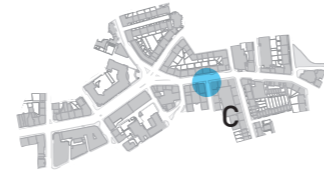
Researchers also observed **opportunities to pedestrianise Lochrin Place, particularly the section closest to Home St and the Cameo cinema**. This is a popular walking route that could be further emphasised to help improve the walkability of this part of the town centre, promote walking links to the canal, as well as support additional potential for public life building on the existing Cameo bar and cafe which could start to incorporate outdoor seating. Researchers also noted that some **large trucks and vehicles currently park on the double red lines at the end of Lochrin Place** where this meets Home St, frequently obstructing pedestrian desire lines as they walk along Home St, and **multiple large bins giving an unpleasant aesthetic**. These issues could be solved by creation of a pedestrianised section of Lochrin Place, and designated bin area further down the street.

Researchers also noted that many **pedestrians cut across Home Street following their desire lines** (rather than at the pedestrian crossing). At some time slots the relatively little traffic makes this easy for people to do with little risk of accident, but it was observed at all times of day to some extent and may indicate a need for an additional crossing point outside the Cameo on Home St.



C: GEHL 12 QUALITY CRITERIA

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION



5. OPPORTUNITIES TO STAND/STAY

Of all those users interviewed, **none currently choose to spend recreational time outside at this location**. Typically those in the street here are **en route to a destination** - mostly this was either the Cameo, waiting at the bus stop to go elsewhere in the city, or in good weather - heading to other places nearby that are seen as more favourable to spend time outside - such as the Meadows, or the canal.

Some users commented that **they would like to see more places to spend time outside here - particularly in relation to the Cameo cafe/bar which many people mentioned as having potential for an outdoor seating space on Lochrin Place, or outside of other cafes or restaurants** where there could be room found to accommodate this outside. Researchers also noted that the microclimate outside of the Cameo bar is south-facing, often sunny in summer, and along a key walking and cycling route toward the canal that could - through pavement widening and the necessary permissions - provide a significant 'hook' for public life along Lochrin Place through provision of outdoor seating and street trees. This could be **combined with improved pedestrian and cycling route connections to the canal**, and taking advantage of the small amount of traffic (and typically no through traffic) on this street.

Researchers observed several points adjacent to ground floor frontages on Home St that were frequently used as **smoking spots** outside. These included outside the Kings Arms pub at 45 Home St, outside the William Hill betting office at 53 Home St, and outside the Ladbrokes on the corner of Lochrin Place and Home St.

Researchers also noted the **importance of the shelter at the Cameo cinema formed by the building overhang**. This was frequently used for those waiting for the bus to shelter whilst waiting, and also as a general gathering and meeting point outside for those meeting friends or going to the cinema. Prior to popular films starting it was noted that the queue sometimes leads out onto the street from this point. Researchers observed that there is **an opportunity to widen the pavement at this point to create a more natural gathering space at the Cameo entrance**. This would provide more room for those waiting at the bus stop, and would ease the walking experience for those trying to pass this point walking along Home St when there are either a large number of people waiting at the bus stop or waiting at the Cameo entrance which can otherwise create a pinch point.



6. OPPORTUNITIES TO SIT

Two key themes emerged from user interviews at this location in relation to seating. Firstly, that **more frequent seating is needed both at and near this location, and throughout the Tollcross town centre for all ages** - particularly older users. This was cited by one user as a reason a lot of his older friends had moved away - a feeling that the street environment was hostile to an aging population due to a lack of seating and rest points along the street length, and the fast pace of traffic and congested pavements with fast moving other pedestrians that caused concerns about being knocked.

Secondly, **many users highlighted a desire for more seating at key public life 'nodes' - places where existing activity or active frontages could be built upon to create places to spend time sitting outside** with friends or as part of recreational social activity. The key spots mentioned included **outside the Cameo bar area on Lochrin Place** (taking advantage of this existing active use, quiet road, and pleasant sheltered south-facing microclimate), and **outside other cafes on Home St if the pavement could be widened**. Researchers noted that an opportunity for this might also be on the East side of Home St where this meets the Tollcross junction, should rationalisation of the main junction lanes enable significant widening of the pavement at this point and ideally introduction of street trees/seating. This could be a mix of public seating beneath high canopy street trees to create a semi-permeable buffer to traffic at the junction, in addition to enabling cafes fronting on to this space to provide outdoor seating.

7. OPPORTUNITY TO SEE

Most users interviewed **mentioned destinations such as the Meadows and canal as being the most pleasant views and vistas nearby**. However, a number of users also mentioned the **importance of the local independent and small scale shops on Home St and that this offered window shopping opportunities and an interesting character** to the street. One user mentioned that whilst waiting for friends at the Cameo they would walk up and down Home St window shopping to pass the time. Though they did add that this was because of a lack of anywhere to sit or otherwise spend time outside here.

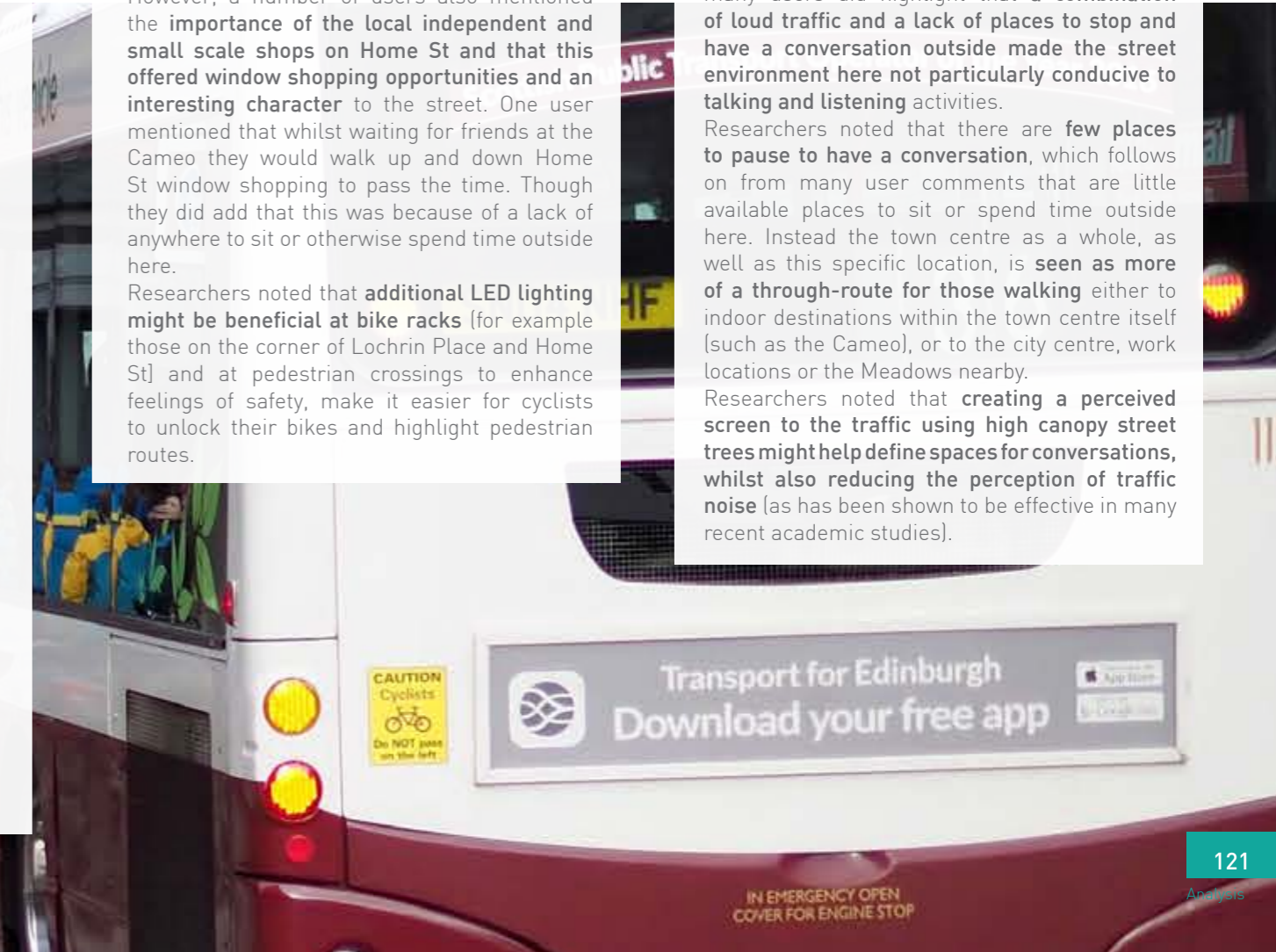
Researchers noted that **additional LED lighting might be beneficial at bike racks** (for example those on the corner of Lochrin Place and Home St) and at pedestrian crossings to enhance feelings of safety, make it easier for cyclists to unlock their bikes and highlight pedestrian routes.

8. OPPORTUNITY TO TALK + LISTEN

Whilst users interviewed at this location did not mention the impact of traffic noise as much as those interviewed at the Tollcross junction, many users did highlight that **a combination of loud traffic and a lack of places to stop and have a conversation outside made the street environment here not particularly conducive to talking and listening activities**.

Researchers noted that there are **few places to pause to have a conversation**, which follows on from many user comments that are little available places to sit or spend time outside here. Instead the town centre as a whole, as well as this specific location, is **seen as more of a through-route for those walking** either to indoor destinations within the town centre itself (such as the Cameo), or to the city centre, work locations or the Meadows nearby.

Researchers noted that **creating a perceived screen to the traffic using high canopy street trees might help define spaces for conversations, whilst also reducing the perception of traffic noise** (as has been shown to be effective in many recent academic studies).



C: GEHL 12 QUALITY CRITERIA

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION



9. OPPORTUNITY FOR PLAY + UNFOLDING ACTIVITIES

User interviews highlighted the importance of this section of the Tollcross town centre as a **connecting movement route for those walking with dogs or running for exercise, who often connect up the canal and the Meadows on their route.** By widening pavements where possible, ensuring there are no uneven surfaces, and better connecting the canal and the Meadows through this area, these exercise and play related activities will be promoted.

Many users also mentioned, or were observed by researchers, using this stretch of the street as a destination to cycle to - mostly for the Cameo cinema or to go to the shops. Ensuring a **conductive environment for cycling is also important** here. Researchers noted that at all time slots and throughout the day and evening (8am until 8pm) all bike racks on the corner of Lochrin Place and Home Street were full, with many cyclists needed to lock their bikes on poles or other items of street furniture often quite a distance from their destination (commonly the Cameo bar/cinema). Additional bike racks are therefore also recommended.

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10. DIMENSIONED AT HUMAN SCALE

Users interviewed tended to mention three different things relating to human scale at this location on Home St.

- There are **some sections of pavement that are too narrow - creating pinch points at bus stops and difficulties for those using wheelchairs.**
- That **the variety of shops at ground floor fronting onto the street were a positive feature** of the street and were at a pleasant human scale.
- That Home St, and the nearby Tollcross junction, confusing pedestrian crossings and multiple lanes for cars created an unpleasant environment for pedestrians, and made the street environment feel at a **car-dominated larger scale.**

By building on the positive human-scale attributes of the existing shops and facades, but creating more priority for pedestrians in the street environment (rather than maintaining this as a multi-lane car dominated space), the town centre would function much better for pedestrian and cycling movement, but also as a place for public life and to spend time due to the **opportunities presented by increasing pavement widths and adding more human-scale features such as trees, planting and seating.**



11. OPPORTUNITIES TO ENJOY POSITIVE ASPECTS OF CLIMATE

User interviews revealed that at present this location on Home St is **not seen as somewhere with any opportunities to spend time outside enjoying the positive aspects of climate.**

Some users were appreciative of the building overhang at the Cameo. However, this was so they could shelter from rain whilst waiting for a bus or friends, rather than as a place to actively enjoy spending time outside in favourable weather.

Some users mentioned that **they would support the idea of widening pavements to enable outdoor seating and places to spend time outside the Cameo bar on Lochrin Place.** Researchers also noted the **potential for cafe outdoor seating along the east side of Home St toward the main junction** based on the existing cafe uses and should the pavement be significantly widened here through junction lane rationalisation. Both these areas have favourable microclimates that would support such uses.

12. AESTHETIC QUALITY + POSITIVE SENSORY ACTIVITIES

User interviews highlighted some key issues that affect the aesthetic and sensory experience at this location. These include the **large bins where Lochrin Place meets Home St and a lack of enough cycle parking** resulting in bikes locked to all nearby suitable street furniture.

These issues, in combination with **narrow pavements at these points and poor lighting,** were felt to give a bad aesthetic at this end of Lochrin Place which could be **improved through pavement widening, relocation of the bins further down this street** (or potentially screened with a bin store structure), **and the provision of additional cycle racks** near this corner to meet current high demand.

Other aesthetic and sensory concerns included **narrow pavements on the eastern side of Home St, pollution and noise from the traffic, and issues with the quality of paving and road materials resulting in potholes and uneven pavement surfaces.**



Currently vacant. Would benefit from being occupied, preferably with a more active frontage.

Conflict between pedestrians and cars turning. Pedestrians struggle to cross the road safely between cars given the large crossing distance and large corner radii.

Reducing corner radii and widening pavement and corners would help ease pedestrian movement.



Vacant shop but with large glass frontage. Would benefit from being occupied to provide natural surveillance, sensory interest, and encourage public life. Uses including cafes or restaurants that have potential to spill into the street with outdoor seating may be particularly beneficial to public life, or that enable views through the windows to indoor seating/activity.



Large scale road signs give impression this is dual carriageway scale road, not town centre.

Activity around bus stop with those waiting for the bus or friends at Cameo. Bus bulb would give more pavement space to passers by.

Bike racks were observed to almost always be over-capacity on this corner. More recommended.

Potholes develop where buses slow down for the bus stop, exactly in line with cyclist road position.

Despite raised table, drivers turning into Lochrin Place still assume priority of movement over pedestrians, whereas pedestrians assume they have priority, resulting in near misses. Expanding raised table to include wider pavements/shared space along Lochrin Place with street trees on corner and seating would help demarcate pedestrian priority zone.

D: LEVEN STREET NEAR VALLEYFIELD ST + KINGS THEATRE JUNCTION



Key observations:

- Frequent informal crossing between Scotmid and east side of Leven St near Valleyfield St indicates desire for pedestrian crossing here.
- Uneven pavement and road surfaces reduce accessibility for pedestrians and make cycling hazardous.
- Small-scale retail an asset and potential catalyst for public life, but narrow cluttered pavements restrict ability to window shop, and make outdoor seating difficult at present.
- Enhancing pedestrian and cycle connection between the Meadows and the canal would be beneficial.
- At a more human-scale than the north/east parts of the town centre.



D: BEHAVIOURAL MAPPING

LEVEN STREET NEAR VALLEYFIELD ST + KINGS THEATRE JUNCTION

Behavioural mapping showed that the most dominant stationary activity at Location D was **standing waiting**. This occurred primarily at the junction of Leven St/Lochrin Buildings/Tarvit St/Home St, on the junction corners where pedestrians waited to cross the road. Standing waiting also occurred along the length of Leven Street, at pavement edges, along the middle of the road and outside Scotmid, where pedestrians would pause in the road waiting for gaps in traffic to cross Leven St to/from Valleyfield St in particular. The bus stops on both sides of Level Street were also observed as locations that standing waiting would occur.

More people were observed standing waiting on the corners of the Home Street, Tarvit Street, Leven Street and Lochrin Buildings/Gilmore Place junction on weekdays than at the weekend. Standing waiting was primarily observed on the western junction corners where Lochrin Buildings/Gilmore Place meets Leven St, and Home St. These corners are particularly narrow, causing pedestrian congestion at busy times. Researchers noted large vehicles including buses cutting over the corner of Home St/Lochrin Buildings (the north-west junction corner), which was particularly hazardous to pedestrians waiting on this corner.

Researchers observed large amounts of informal crossing taking place across Leven St during the weekend slot, with many pedestrians pausing in the centre of the road to cross in two stages. This behaviour occurs despite no traffic islands to facilitate this action, leaving pedestrians vulnerable and with no buffer to passing traffic in the middle of the road.



MONDAY 27 FEBRUARY

Other stationary activities present within the area included **smoking under sheltered areas** such as the building overhangs at Scotmid and Kings Theatre. Talking, waiting and phoning also took place here. Window shopping was observed along active frontages on Leven St, particularly to the south of Valleyfield St and north of Glengyle Terrace.

Very few people were observed sitting in the area. This was limited to the northern corner of Valleyfield St where this meets Leven St (there is an informal seating opportunity on the shop window), and on bike racks (for perching) and pavement in front of Scotmid (where a homeless man was sitting).



SUNDAY 5 MARCH

Given the existing stationary behaviour, the small-scale active frontages and character of this section of the Tollcross town centre, there is potential to build on these positive attributes to further encourage public life. A more **pedestrian-friendly street-scape with wider pavements at the junction and along Leven St (plus bus bulbs), traffic islands incorporating avenue trees, or a formalised crossing over Leven Street plus wider pavements accommodating avenue street trees would create a more conducive environment for window shopping, stationary activities and also aid pedestrian movement.**



There is no formal seating in the area, with those perched on bike racks in this dark corner, or sat on the pavement some of the only seated activities taking place. Wider pavements along Leven St would better accommodate pedestrian movement, window shopping and space for trees and seating.

Pinch points at narrow pavement corner.

A-frames and poles further narrow the pavement.



Small-scale mostly independent retail add character and promotes public life.

Busy bus stops cause pedestrian congestion on pavement.

Pedestrians cross over Leven St in between cars waiting at the light.

Potholes and patches create dangerous surface for cyclists and pedestrians with mobility issues.

Narrow corners cause congestion and pedestrians to wait in the road.

D: TRACING STUDY - MONDAY 27 FEB

LEVEN STREET NEAR VALLEYFIELD ST + KINGS THEATRE JUNCTION



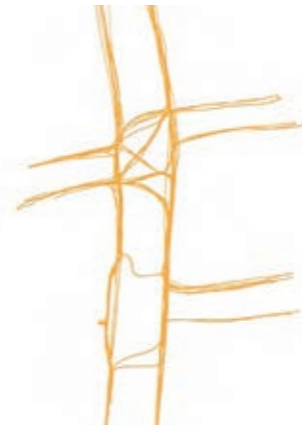
8AM

- Primary foot traffic visible along west side of Home St, south side of Lochrin Buildings/Gilmore Pl, east side of Level St and north side of Valleyfield St.
- Secondary less intense foot traffic visible on east side of Home St, Tarvit St, west side of Leven St and south side of Valleyfield St.
- Pedestrians crossed the Kings Theatre junction on all sides including diagonally during single phase.
- Desire lines visible across Leven St, particularly to/from bus stops.



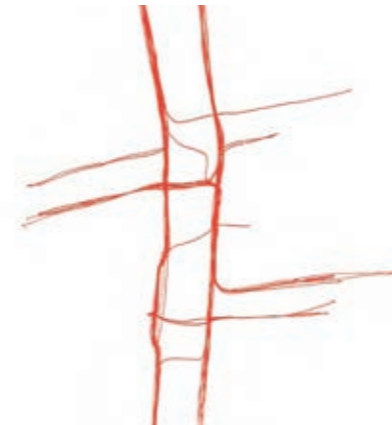
12NOON

- Uniformly dispersed foot traffic along both sides of Home St, Leven St, Lochrin Buildings/Gilmore Pl, Tarvit St and north side of Valleyfield St.
- Secondary less intense foot traffic on south side of Valleyfield St.
- Pedestrians cross the Kings Theatre junction on all sides and diagonally.
- Cluster of desire lines visible across Leven St to and from north side of Valleyfield St to west side of Leven St near Scotmid.



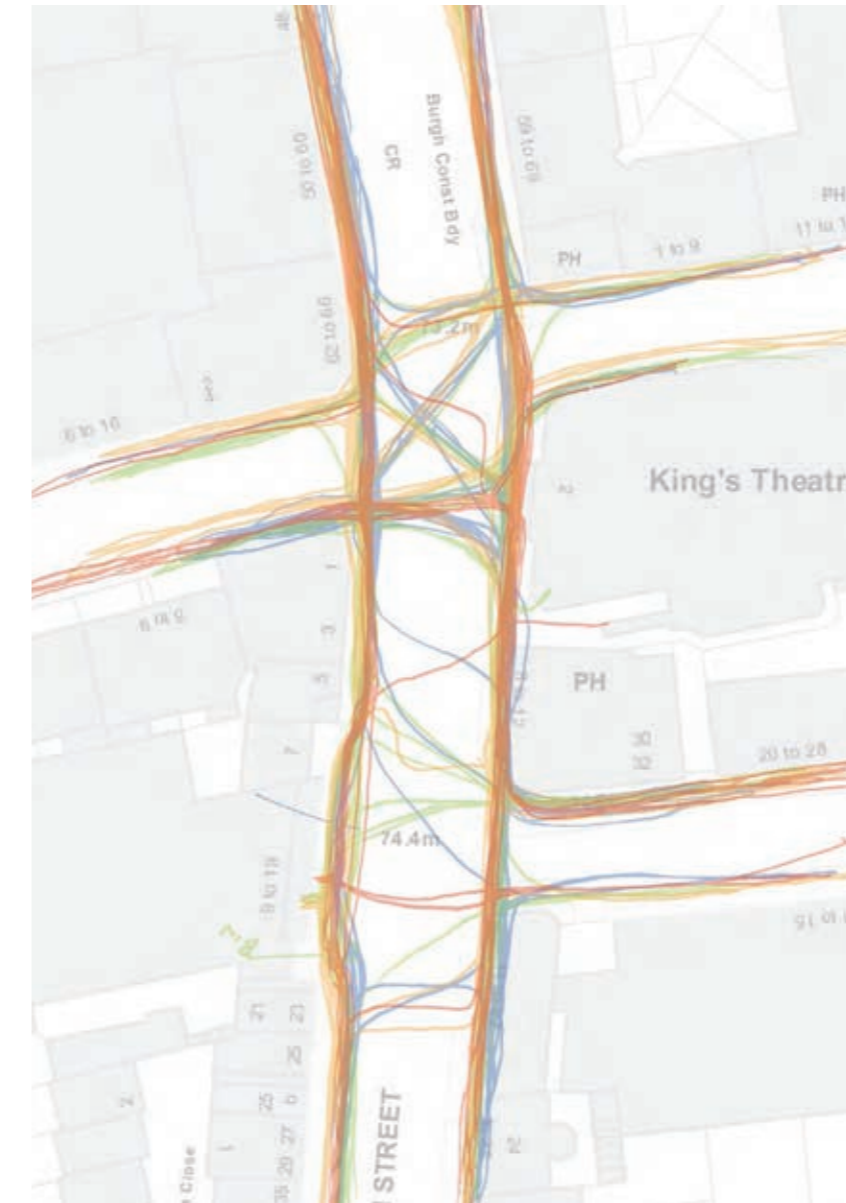
5PM

- Uniform primary foot fall on both sides of Home St and Leven St, Lochrin Buildings/Gilmore Pl and north side of Valleyfield St.
- Secondary less intense foot traffic along Tarvit St and south side of Valleyfield St.
- Diagonal crossing visible at the Kings Theatre junction.
- Desire lines visible from south-west corner of Kings Theatre junction to/from the east side of Leven St.
- Informal crossing over Leven St.
- Pedestrians walk around the outside of the loading bay at Scotmid into the road.



7PM

- Primary pedestrian traffic along both sides of Home St and Leven St, and the south side of Lochrin Buildings/Gilmore Pl.
- Secondary pedestrian traffic visible on north side of Lochrin Buildings/Gilmore Place, and along Valleyfield St.
- Minimal diagonal crossing at Kings Theatre junction.
- Informal crossing visible across Leven St, particularly between Scotmid's loading bay and Valleyfield St.



LOCATION D,
MONDAY 27 FEBRUARY

Tracing studies show that at Location D primarily footfall is along a north-south axis, along both sides of Home St and Leven St, as well as east-west along the south side of Lochrin Buildings/Gilmore Place and the north side of Valleyfield St. Secondary, yet still intense pedestrian flows were observed along north side of Lochrin Buildings/Gilmore Place, Tarvit St and the south side of Valleyfield St.

The main crossing point in the area is the junction at Kings Theatre. Diagonal crossing was noticeable, facilitated by the single phase lights. Researchers did however, note that the pedestrian crossing lights change too quickly to allow a safe crossing over the whole road junction for some pedestrians. This resulted in some more vulnerable pedestrians being beeped at by frustrated drivers, and a hostile pedestrian experience for these users. Location D would benefit from a revision of timing at the Kings Theatre junction traffic lights to increase the time the 'green man' is showing, to allow safer crossing for all users. Shortening pedestrian wait times would also be beneficial.

Informal crossing was frequent along Leven St, particularly close to Scotmid and Valleyfield St. There is no formal crossing despite this being a popular desire line for pedestrians. It would increase pedestrian safety if a more formalised crossing - for example a zebra crossing - was present at this location to facilitate this existing (and currently hazardous) behaviour. Alternatively widening pavements would create the effect of narrowing the road carriageway, reducing the distance (and time) pedestrians need to cross.

Researchers observed a high number of cyclists in the area. Many cyclists were observed using Valleyfield St as a route between the Meadows and Lochrin Buildings/Gilmore Place, and Home St. Cyclists were observed struggling to cross from Valleyfield St to the right (north). Additionally the patches and potholes along Leven St and at the Kings Theatre junction were observed to be hazardous for cyclists, with many swerving at the last minute out of the way of particularly deep potholes filled with water. **Improving cycle infrastructure would be beneficial, for example introducing segregated dedicated bike lanes and a clearer, safer route between the Meadows and Gilmore Place/Home St and the canal.**

D: TRACING STUDY - SUNDAY 5 MAR

LEVEN STREET NEAR VALLEYFIELD ST + KINGS THEATRE JUNCTION



8AM

- Low footfall overall.
- Primary pedestrian flows on a north-south axis, along west side of Home St and Level St. South side of Gilmore Place almost as intense.
- Secondary footfall on east side of Home St, and to a lesser extent, Leven St.
- Informal crossings according to desire lines across Leven St and Home St covering considerable distances. This may indicate low traffic volumes and/or speed at this time of day.



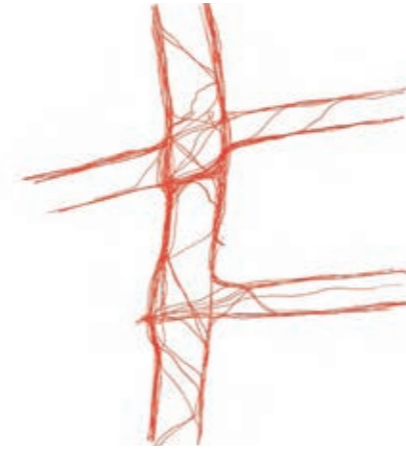
12NOON

- Visibly heavier footfall with primary traffic along both sides of Home St and Leven St, particularly the west side.
- Secondary traffic along Lochrin Buildings/Gilmore Place, Tarvit St and Valleyfield St.
- Crossing visible at the Kings Theatre junction using formal crossing lights that support single phase diagonal crossing.
- Heavy presence of informal crossing over all thoroughfares, particularly over Leven St between the south-west side of this street and the Scotmid.
- Braided flows over Valleyfield St show pedestrians walking with their desire lines, aided by low traffic volumes.



5PM

- Primary footfall along both sides of Level St and Home St and on north side of Lochrin Buildings/Gilmore Place and Tarvit St.
- Secondary less intense traffic on south side of Lochrin Buildings/Gilmore Place, Tarvit St and along Valleyfield St.
- Significant pedestrian flows crossing the Kings Theatre junction at the traffic lights, including use of single phase diagonal crossing. Researchers noted not all pedestrians can cross the junction in the time allowed.
- Informal crossing visible, revealing desire lines primarily along Leven St, particularly near the Scotmid and Valleyfield St.



7PM

- Primary foot traffic along both east and west sides of Home St, east side of Leven St, and over the south junction crossing to/from Kings Theatre.
- Secondary foot traffic on west side of Leven St, and along Tarvit St and Valleyfield St.
- Diagonal crossing visible at the Kings Theatre junction.
- Informal crossing common over Home St, Tarvit St, and especially Leven St. Desire lines cluster between Scotmid and Valleyfield St.



LOCATION D, SUNDAY 5 MARCH

Tracing studies at Location D reveal intense pedestrian flows particularly at the 12pm, 5pm and 7pm time slots on the Sunday research day. The 8am slot was considerably quieter, perhaps due to the usually active frontage along Leven St and nearby being mostly closed at this time on a Sunday. Primary footfall was observed along both sides of Home St and Leven St and the north side of Lochrin Buildings/Gilmore Place. However, the west side of Leven St was busier than the east side. This may be due to the Scotmid on this side of the street, which many pedestrian desire lines led to from various directions within this area. Secondary less intense foot traffic was located on the south side of Lochrin Buildings/Gilmore Place, Tarvit St and Valleyfield St. However, these side roads are still important smaller tributaries to the main north-south thoroughfare. Researchers noted pinch points and uneven surfacing near Scotmid, where the pavement momentarily stops. This caused accessibility issues for some users. Cyclists were observed swerving around potholes on Leven St.

The main official points of crossing in the area are at the Kings Theatre junction where pedestrian crossing is available on all four sides of the junction and diagonally via single phase lights. All corners of the junction appear crowded with flows of waiting pedestrians blocking the pavement at peak times, constricting pedestrian movement flows. At busy times, pedestrians can be seen to have stepped into the road on the west side of Leven St between the junction and Scotmid due to congestion and obstacles on the pavement at this point. Sometimes this behaviour extended further south, with pedestrians walking in the road around cars parked in the loading bay outside Scotmid to better follow their desire lines.

Informal crossing is evident throughout Location D. Tracing studies show, and researchers also noted pedestrians informally crossing the roads of Lochrin Buildings/Gilmore Pl, Tarvit St, Valleyfield St and especially Level St, in between passing cars and traffic. Sometimes pedestrians would pause halfway across Leven St until they could cross the whole road width. This resulted in a few near misses observed. A cluster of desire lines are visible from Valleyfield St and the south-east side of Leven St to/from Scotmid.

Location D would benefit from wider pavement corners at the Kings Theatre junction to accommodate the large volume of pedestrians, particular on the west corners at Lochrin Buildings/Gilmore Place. A raised table over the driveway adjacent to Scotmid would better prioritise pedestrian movement where the pavement currently stops. Replacement of the existing bus lane (often used for car parking), with bus bulbs, wider pavements, segregated cycle lanes, seating and avenue style high canopy large street trees would provide a more vibrant, pleasant and conducive street environment for public life, prioritising pedestrians and cyclists over vehicles. This would also narrow the width of Leven St, making it easier for pedestrians to cross. Alternatively a pedestrian crossing near Valleyfield St would be beneficial.



Narrow pavement corners and long waiting times result in pedestrian congestion. Smaller corner radii and wider pavement on junction corners would be beneficial.

Narrow pavement continues along Lochrin Buildings.

Gilmore Place to/ from Valleyfield St is a popular cycle route but cyclists currently struggle with potholes, patches, and tricky right turns. Dedicated segregated cycle lanes would be beneficial.



A-frames and poles further narrow the pavement.

Informal crossing occurs frequently over Leven St.

Deep potholes cause hazards to cyclists.

Informal crossing toward Valleyfield St

Informal seating - perching point on corner of Jeelie Piece

Small-scale independent shops add character and human-scale interest.

D: GEHL 12 QUALITY CRITERIA

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION



1. FEELING SAFE / TRAFFIC

Almost all users highlighted **traffic as the biggest threat or nuisance in the street environment**. Users interviewed at this location described busy traffic, and the noise and pollution this causes. Some users spoke of a **perceived hierarchy for the street, with vehicular traffic - particularly vans and larger trucks - at the top, and pedestrians and cyclists beneath this. This current status quo was seen as a negative and something to be addressed.**

There were many comments relating to **poor road surface quality**, and in particular the impact this has for cyclists, who have to swerve dangerously to avoid potholes (which fill with water during rain). Many users spoke about the need to better prioritise cycling over driving throughout the town centre, and there was **strong support for better cycling facilities and infrastructure, including more bike racks, segregated cycle lanes and more space on the road**. Researchers also observed large numbers of cyclists using the junction at Kings Theatre (more than 100 between 8am and 9am on a weekday). These cyclists were primarily going from Lochrin Buildings/Gilmore Place then turning right at the junction and then left down Valleyfield St toward the Meadows or vice versa. There were also significant numbers of cyclists coming from either Leven St or Tarvit St and going to the north toward the city centre along Home St or going straight across the junction from Tarvit St to Lochrin Buildings and presumably down to the canal. Some of these **cyclists struggled with the uneven surface of the junction and needed to swerve to avoid potholes**, putting themselves at risk with passing traffic. Some cyclists dismounted rather than trying to cycle over the junction. This highlights the importance and frequent use of this part of the town centre as a bike route, and indicates any improvements to cycling and road infrastructure here, such as improved dedicated bike lanes and smoother surfacing would benefit a large number of users.

Many users spoke about **frustration at the long waits and short pedestrian crossing times at the Kings Theatre junction**, and how they would instead run across the road darting between traffic outside Scotmid and other locations on Leven St, aided by the slower moving traffic and frequent tail backs at the traffic lights.

Researchers noted that the loading bay outside Scotmid, and outside Benet's Bar/King's Theatre are **rarely used for their intended loading purpose**. The majority of the time these spaces were observed to be used by cars and small vans as a temporary parking spot. Only one user mentioned a desire for an increase in space given to cars within the road carriageway - specifically requesting more parking on Leven St as he presumed this would increase the numbers of customers coming into his shop. This can be a common presumption of local business owners, however a number of recent studies actually demonstrate this assumption to be false - with additional room for pedestrians and cyclists (rather than parking spaces) having been shown to increase business trade. The fact this assumption that parking spaces equal more customers still prevails shows where there may need to be careful communication with local retail owners if giving more space to pedestrians/cyclists rather than cars, and the positive impact this can have for their trade.

2. FEELING SECURE / CRIME

User interviews revealed that **most users interviewed at Location D feel generally very safe** in Tollcross.

They often mentioned how busy the area is, even into the evening, and **natural surveillance** in the form of 'eyes on the street' as reasons for their perceptions of safety. However, on further questioning, some did reveal **concerns about anti-social behaviour** relating to students or those out drinking at night, particularly near Cavendish nightclub, and the potential for this to cause fights in the street.

Some users did also mention concerns coming from a **lack of adequate lighting at night**. One user specifically mentioned Lochrin Place near the Cameo as a dark spot in need of better lighting, and where they worried about bike theft.



3. CLIMATE + POLLUTION

The majority of users interviewed felt that the **weather did not affect their experience of the Tollcross town centre** or this location in particular. Many mentioned this was because they would **never spend time outdoors here - even in favourable weather conditions**.

This was seen as primarily **due to lack of opportunity to sit or spend time outside** in the town centre to enjoy nicer weather. The only way users mentioned weather affecting them was in relation to their choice of how to get to work or other necessary destinations nearby. In poor weather when it was raining, many people would take the bus to avoid getting wet. This indicates there may be a **lack of sheltered walking routes, such as awnings or similar, making it unpleasant to walk in rainy weather**. Interestingly some users also mentioned that when weather was sunny, they would to work, but often avoiding the Tollcross town centre to walk through the Meadows instead - which was seen as more pleasant.

Many users also mentioned **concerns relating to traffic, which included pollution**. The addition of carefully chosen street trees specified to help filter pollution may help both visually to reduce perceptions of pollution, and in actuality. Other unpleasant sensory experiences mentioned by users included **uneven pavement surfaces, potholed road surfaces (which caused splashing and puddling in rainy weather), and congestion on the pavements** due to these being too narrow to cope with peak pedestrian flows.

4. OPPORTUNITIES TO WALK

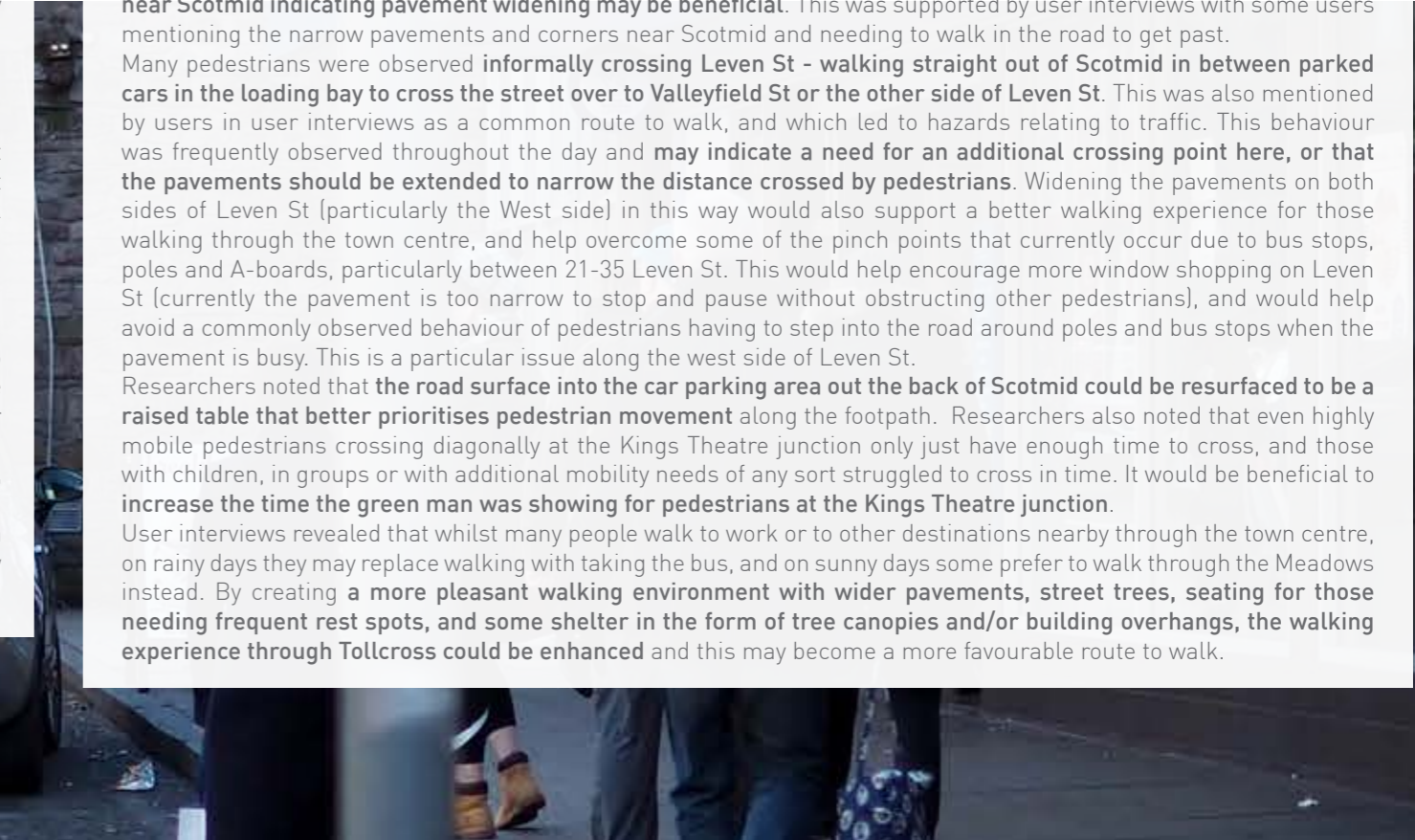
Most users interviewed said that on the whole the town centre was okay to walk through, however they had **concerns relating to the narrow sections of pavements - particularly near Scotmid on the west side of Leven St** at this location, and elsewhere throughout the town centre (such as outside the Costa on Earl Grey St where scaffolding and bins restrict pedestrian movement). Many users mentioned issues at peak times of day, when **pavements become particularly congested**. Researchers also observed that on weekday mornings, there are large numbers of pedestrians moving along Leven St and Home St, particularly on the West side of Leven St moving toward the city centre, presumably commuting on foot to work.

Researchers noted the **impact that the loading bay outside Scotmid has on the desire lines of pedestrians**. Many pedestrians walk around the outside (road side) of cars parked in the loading bay to better follow their desire lines if walking straight down Leven St. This was particularly true in peak walking periods when congestion on the pavement and at pinch points where the pavement turns a corner to accommodate the loading bay caused further obstruction to walking. Pedestrians were also **observed walking in the road when the pavement became congested along Leven St near Scotmid indicating pavement widening may be beneficial**. This was supported by user interviews with some users mentioning the narrow pavements and corners near Scotmid and needing to walk in the road to get past.

Many pedestrians were observed **informally crossing Leven St - walking straight out of Scotmid in between parked cars in the loading bay to cross the street over to Valleyfield St or the other side of Leven St**. This was also mentioned by users in user interviews as a common route to walk, and which led to hazards relating to traffic. This behaviour was frequently observed throughout the day and **may indicate a need for an additional crossing point here, or that the pavements should be extended to narrow the distance crossed by pedestrians**. Widening the pavements on both sides of Leven St (particularly the West side) in this way would also support a better walking experience for those walking through the town centre, and help overcome some of the pinch points that currently occur due to bus stops, poles and A-boards, particularly between 21-35 Leven St. This would help encourage more window shopping on Leven St (currently the pavement is too narrow to stop and pause without obstructing other pedestrians), and would help avoid a commonly observed behaviour of pedestrians having to step into the road around poles and bus stops when the pavement is busy. This is a particular issue along the west side of Leven St.

Researchers noted that **the road surface into the car parking area out the back of Scotmid could be resurfaced to be a raised table that better prioritises pedestrian movement** along the footpath. Researchers also noted that even highly mobile pedestrians crossing diagonally at the Kings Theatre junction only just have enough time to cross, and those with children, in groups or with additional mobility needs of any sort struggled to cross in time. It would be beneficial to **increase the time the green man was showing for pedestrians at the Kings Theatre junction**.

User interviews revealed that whilst many people walk to work or to other destinations nearby through the town centre, on rainy days they may replace walking with taking the bus, and on sunny days some prefer to walk through the Meadows instead. By creating a **more pleasant walking environment with wider pavements, street trees, seating for those needing frequent rest spots, and some shelter in the form of tree canopies and/or building overhangs, the walking experience through Tollcross could be enhanced** and this may become a more favourable route to walk.



D: GEHL 12 QUALITY CRITERIA

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION



5. OPPORTUNITIES TO STAND/STAY

When asked whether they enjoy spending time outside at this location of the town centre, **most users struggled to think of anywhere they could spend time if they wanted to**. Users interviewed commonly mentioned indoor destinations - such as the Cameo and Benet's Bar - as the only places they would spend time in Tollcross, and when pushed for outdoor locations could only think of the Meadows nearby. Many users seemed baffled trying to think where they could spend time outside in the street environment along Home St and Leven St, primarily due to a **lack of perceived opportunities**.

The only users who mentioned outdoor locations they would spend time that were within the town centre boundary itself, related to the beer garden at Blackbird restaurant and pub, their private garden, or smoking outside the Cuckoo's Nest. This indicates a **lack of available perceived opportunities to spend time outdoors here**, something which **could be improved through creation of more pleasant, generous nodal gathering spots located where favourable microclimates and active frontages present opportunities for public life**. For example, researchers observed a number of people perched on the side of the shop front where Valleyfield St meets Leven St - trying to enjoy the sunny Sunday afternoon and stop for a chat. There may be **an opportunity to smooth out issues with poor pavement materials, and uneven surfacing here, and the large amount of obstructive street clutter present, and in so doing also add a street tree combined with bench on this south-facing corner**. Through pavement widening along Leven St, there may also be opportunities to encourage more window shopping staying activities - currently restricted as these would block the already congested pavement - and create more opportunities to stop for a conversation, pause to rest, or enjoy the local independent shops at this destination.

Simultaneously, **widening the pavement and narrowing the road carriageway here would also narrow the distance pedestrians informally cross from Scotmid to the other side of the road, give opportunities for street trees (providing shelter from rain, species chosen to help filter pollution, provide biodiversity value, and some screening from the road), and creating a more conducive environment for spending time. If combined with additional space for cyclists these suggestions would fulfil most of the aspirations and comments made by users** in terms of what they feel is currently lacking in the current street environment at this location (trees, seating, wider pavements, cycle lanes), whilst helping to mitigate those aspects users stated were negative (traffic, pollution, hard to cross the road).

To achieve this would require a **re-prioritisation of the road carriageway, to put public life (and increased retail opportunity for local businesses), pedestrians, and cyclists first, followed by bus transit and then cars**. This may require losing a lane, or combining the bus lane with the main traffic lane in each direction. It is a matter of choosing which to prioritise. Based on the user interviews conducted, better prioritisation of space for pedestrians and cyclists over cars and buses would be supported.

6. OPPORTUNITIES TO SIT

User interviews revealed **strong support for additional outdoor seating near this location**. Most users felt that at present there are no opportunities to sit outside in the public realm in good weather. The only existing outdoor seating opportunities mentioned were the private commercial beer garden at Blackbird, and outdoor keg standing tables for smoking customers at Cuckoo's Nest. Otherwise people referred to the Meadows and the Links as the locations they would sit outside, and **could think of no existing seating available in the street in Tollcross. This was seen as a negative, and something to be rectified to create a more enjoyable and accessible street environment**.

Many users expressed a desire for more outdoor seating opportunities - both for customers of cafes, bars and restaurants - such as the Cameo - to sit outside, but also in more public and inclusive spaces for anyone to take a seat without needing to buy something - such as along wider sections of pavement, or on certain corners with favourable microclimates, combined with more trees and planting.

Researchers noted that during sunny weekend afternoons **people would stop and perch on the slanted corner of 'Jeelie Piece' on the corner of Valleyfield St and Leven St**. This was frequently used as a place to wait, meet people, and sit in the sunshine. There was further evidence this is common practice, as shown by a note put in the adjacent window asking people to please not sit on their shopfront as it was causing damage. **Creating a more formalised seating opportunity on this corner, or deliberate more informal seating edges could be beneficial** and based on the evidence gathered are likely to be well used. Particularly given the favourable microclimate at this location and lack of other available seating nearby.

Researchers also noticed that homeless people often sit or lie on the steps at Kings Theatre, outside Scotmid, and also at Barclay Viewforth Church. These are **sheltered spots due to the building overhangs and offer a rare chance to take refuge from bad weather**. There are no other sheltered spots near this location of the town centre.

7. OPPORTUNITY TO SEE

Many users interviewed felt that the **local independent shops, and views to the nearby Meadows were particularly pleasant** and assets of the south part of Tollcross town centre. Some users highlighted that this location being busy with people at all times of day, combined with the range of different destinations (bars, restaurants, cafes, cinema, theatre) led to plentiful **natural surveillance and people watching**.

User interviews did however show that many people feel there is a **lack of seating (which would enable more public life) and sufficient lighting in the street space**. Many users described the street as 'dark' or 'dingy', and associated this with increased risk of crime, particularly bike theft, as well as near misses with traffic (not seeing pedestrians). Some users highlighted the dark area underneath the building awning at Scotmid, and the end of Lochrin Place with large bins near the Cameo (where this meets Home St), as particularly troublesome spots that could be better lit.

A number of users also mentioned the **Scotmid building on Leven St, and described this as unattractive**, and out of keeping with the adjacent buildings. This was felt to be a blight on the otherwise more pleasant architectural aesthetic at this location.

Generally **users felt that the Meadows was a more pleasant place to walk through and more attractive**. Rather than trying to replicate the positive aesthetic and sensory qualities of the Meadows in the Tollcross town centre, it will be more beneficial to build upon the existing character, high footfall and central location, local independent human scale shops, and cultural assets such as the Cameo, Kings Theatre, and Forest Cafe (amongst others) to help **activate the street spaces outside their frontages through widened pavements, addition of street trees and seating and a more pedestrian and cycling oriented public realm. This will enhance the views and aesthetic sensory experience of the street environment** at this location, whilst building on its existing positive and attractive character.

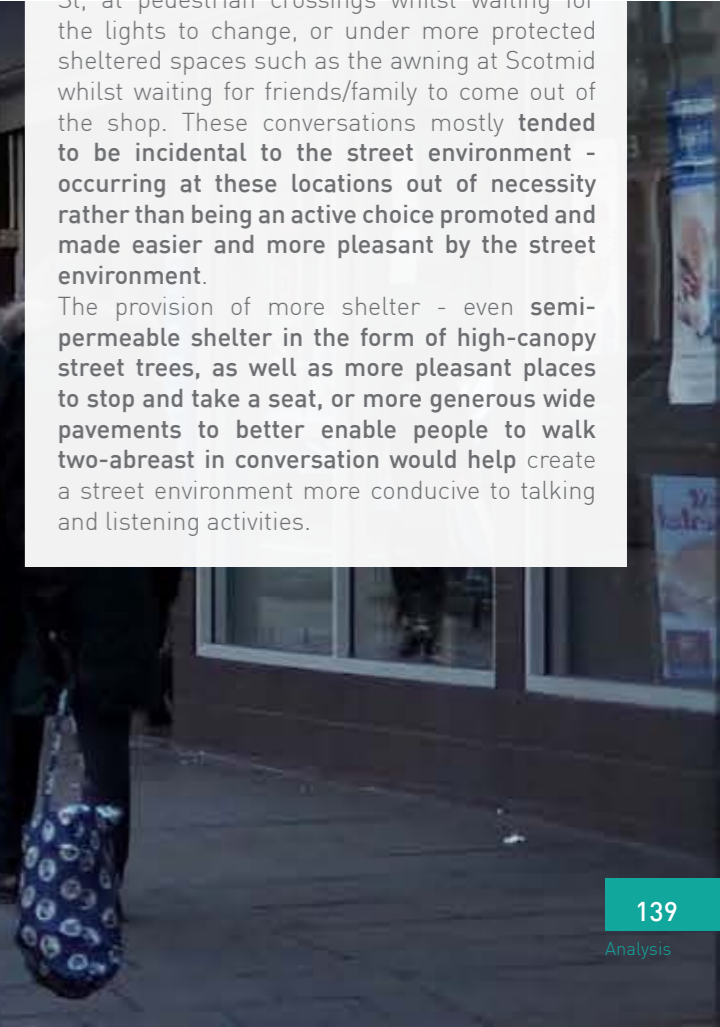


8. OPPORTUNITY TO TALK + LISTEN

Most users interviewed highlighted that the **traffic was noisy and loud. This can hinder the ability to easily have conversations in the public realm**, and can detract from more pleasant sensory experiences.

Most conversations in the street environment were observed by researchers to be between those smoking outside pubs (Cuckoo Nest and Benet's Bar), waiting at bus stops on Leven St, between homeless people sitting on the steps at Kings Theatre, friends perched for a drink in the sunshine on the corner of Valleyfield St, at pedestrian crossings whilst waiting for the lights to change, or under more protected sheltered spaces such as the awning at Scotmid whilst waiting for friends/family to come out of the shop. These conversations mostly **tended to be incidental to the street environment - occurring at these locations out of necessity rather than being an active choice promoted and made easier and more pleasant by the street environment**.

The provision of more shelter - even **semi-permeable shelter in the form of high-canopy street trees, as well as more pleasant places to stop and take a seat, or more generous wide pavements to better enable people to walk two-abreast in conversation would help** create a street environment more conducive to talking and listening activities.



D: GEHL 12 QUALITY CRITERIA

BASED ON QUALITATIVE DATA FROM USER INTERVIEWS + RESEARCHER OBSERVATION



9. OPPORTUNITY FOR PLAY + UNFOLDING ACTIVITIES

Researchers **did not observe any incidents of play** occurring at this location. Many people **exercising** were noted - primarily those running toward/from the Meadows, and those cycling through the town centre.

Some **cyclists were observed wheeling their bikes across the junction** at Kings Theatre, or coming out of Valleyfield St to rejoin the road on the Scotmid side of Leven St to head toward Home St. This may indicate that the **current provision for cyclists is not adequate**, resulting in less confident cyclists getting off to wheel through the area. Some users mentioned cyclists on the pavement as a hazard. This may indicate they do not feel safe on the road. Researchers noted **the popularity of this street as a cut through to the Meadows, and the opportunity to better link this with the canal at Fountainbridge**.

There was some evidence of unfolding activities in the form of people bumping into friends outside Scotmid, and taking the opportunity to spontaneously perch on the corner of Valleyfield St in the sunshine. However, the **narrow pavement spaces and lack of seating or obvious places to spend time outside in the street environment restricting the potential for unfolding activities** more generally.

10. DIMENSIONED AT HUMAN SCALE

User interviews revealed two key trends relating to human scale.

- Users mentioned **positive human-scale aspects of the street environment as relating to primarily the range, diversity, and small-scale of local independent shops along Leven Street**. These were seen as full of character and a positive attribute to the town centre.
- However, many other users felt the busy traffic and large road surfaces, both at this location but also even more exaggerated at the Tollcross junction, meant that there are aspects of the street environment here that are not at human scale. The **large traffic volumes and design of the street for vehicle scales was seen as 'smothering' the potential of the smaller scale shops**, which could not be appreciated to their full potential because of the narrow pavements and large road thoroughfare.

By **widening pavements to a reasonable human scale, and reducing the road carriageway width for cars, as well as adding in more human-scale sensory elements such as trees and planting, the human scale of this stretch of the town centre could be improved**. Many users mentioned a desire for more trees and greenery in the town centre, which was felt to be absent at present.



11. OPPORTUNITIES TO ENJOY POSITIVE ASPECTS OF CLIMATE

Most users interviewed felt that at present there are **few opportunities to enjoy positive aspects of climate** at this location.

Some users mentioned **a desire for easier and cheaper licences for outdoor seating for pubs and cafes**, which they currently find to be difficult and expensive, putting them off taking this step to introduce outdoor seating.

Others mentioned **a need for wider pavements to enable more outdoor seating opportunities**. Many users mentioned the canal, the Meadows and the Links as being the destinations they would head to for recreation and leisure outside in good weather and to enjoy sunny days. Creating **better walking and cycling connections to these nearby outdoor space destinations would be beneficial** to facilitate this and routes to these popular outdoor green/blue spaces.

In addition, improving the experience of the street environment in sunny weather, so that **older users can pause to take a seat and enjoy the sunshine, rest, or people-watch, would be beneficial to increase the accessibility and experience of the town centre in pleasant weather** for those going about necessary activities such as going to the shops.

12. AESTHETIC QUALITY + POSITIVE SENSORY ACTIVITIES

Users interviewed identified several factors that they felt would help improve the aesthetic quality and positive sensory experience of this location of the town centre. This included **frequent mention of a need for more trees, greenery, flowers, and 'colour', fewer potholes, more even, wide pavements (less congested), more seating, less litter and better lighting**.

Some users also mentioned that the Scotmid building itself and loading area immediately outside were an eyesore, with its **bins, parked cars, uneven patched surfaces, pinch points and congested pavements, which were found to give an uncared for aesthetic**.

Researchers observed that more pleasant sensory experiences were present during sunny periods on the **south-facing corner of Valleyfield St - which has views of the Meadows, a ledge to perch on, and wider pavement**, though there are some issues around street clutter, sloping uneven pavement and lack of formal seating here too. The **wider pavement space at King's Theatre** was observed by researchers to give more plentiful room to pedestrians when compared with the western junction corners on Lochrin Buildings/Gilmore Place where **narrow junction corners resulted in frequent pedestrian congestion, near misses with turning buses and large vehicles and an intimidating environment** for people waiting to cross the road.



Frequent informal crossing point between Scotmid and Valleyfield St.

Cars use loading bay for long-term parking.

Pavement is uneven and puddles after rain.

Raised table aids pedestrian movement and priority.

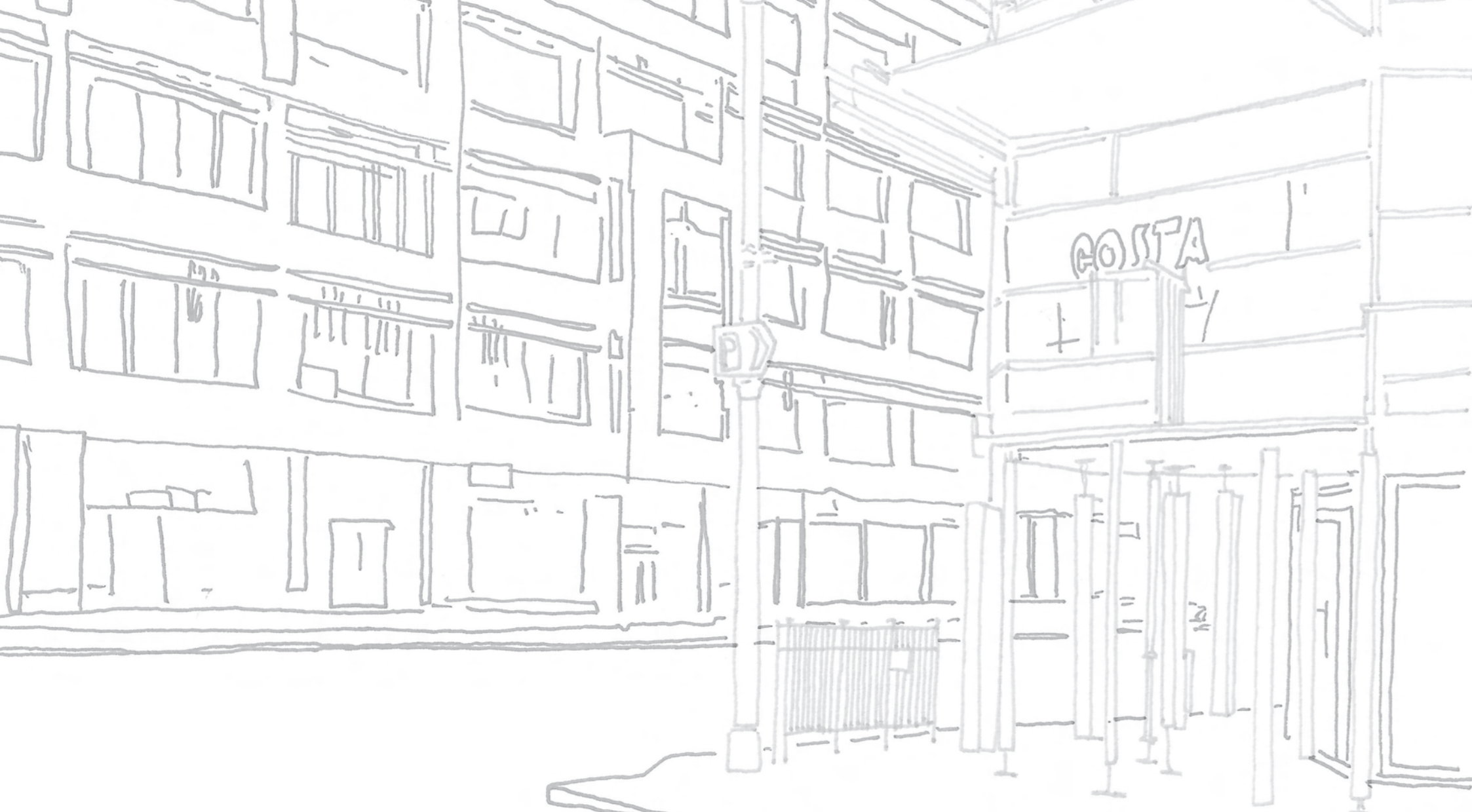


Narrow pavements and obstacles along Tarvit St.

Cyclists dismount due to difficulties crossing the junction.

Little room for pedestrians on narrow corners.

Potholes and uneven surface to junction.



OPPORTUNITIES

OPPORTUNITIES FOR IMPROVEMENT

An overview of the opportunities for improvement suggested based on the findings of this Public Life Street Assessment research are presented in this section. These are intended as possible solutions to enhance public life throughout the town centre.

These possible opportunities for improvement have been based on the key issues and opportunities revealed in this research study. They have been chosen for their ability to have the biggest impact on public life by responding to the findings from this research. They are **categorised as 'Basic', 'Standard', or 'Innovative' according to the Edinburgh Street Design Guidance report.**

It is worth noting there are various ways in which the issues identified in these Public Life Street Assessments could be addressed. The opportunities put forward here are just intended as a starting point in the process of improving a street. These opportunities have been included with an **aim to inspire and catalyse further design development and ideas rather than being finalised design solutions.** We would recommend all suggested opportunities for improvement put forward are further refined by the relevant Council teams to integrate their knowledge and expertise prior to any potential implementation.

Whilst integrated street layout redesign across the whole town centre, and in particular the Tollcross junction, would allow a more holistic and cohesive improvement to the Tollcross town centre, we recognise that for resource reasons opportunities for improvement will need to be prioritised. As such we present in this section an **'overview map'**

showing a range of important opportunities for improvement throughout the town centre, as well as a smaller number of **'key moves'** that would deliver most impact. We have also noted where opportunities could be **piloted** to trial or test certain aspects before implementation or to **'tweak'** proposals to ensure the biggest impact on public life or improving place or movement function.

This range of opportunities, from 'Basic' to 'Innovative', demonstrates that even on small budgets and short timescales it is possible to have a positive impact on public life in the town centre. Regardless of the scale of intervention that might go ahead, we would **recommend monitoring and evaluation to study the impact that this has on public life and measure its success or learn from its failings.** This can be particularly beneficial for pilots, to help inform whether these should be transformed into longer term public realm improvements and to integrate any lessons learned into longer term decision making.

The opportunities put forward in this section of the report not only build on the analysis of data collected but also incorporate the **12 Design Principles for Healthy Public Spaces** as developed by HERE+NOW. These 12 Design Principles summarise the wealth of contemporary academic research to date in terms of best practice ways to create more healthy public spaces, and synthesise the agreed recommendations down into 12 design principles endorsed by public space research to improve health, well-being and public life through public space design. These 12 best practice Design Principles are presented on the following page.

When creating opportunities for the Tollcross town centre, a combination of both the site-specific data analysis unique to this place in addition to these 12 guiding design principles were utilised. Together, this helps ensure the design responses put forward not only respond to the **specific context of each locality, but also adhere to international best practice** in public space design.

For this same reason, reference is also made to **precedents** which help exemplify similar, and already implemented, good quality public space design internationally. Those precedents included used techniques, strategies or designs similar to those opportunities identified here for Tollcross, to demonstrate how these opportunities can be implemented successfully in practice.

We hope these opportunities are **useful to catalyse further conversations within Council** about the ways the Tollcross town centre can maximise its potential for public life in both the short, medium and long term.

It is worth noting these are just possible opportunities created as part of this self-contained research sub-study. To more fully develop these opportunities, it would be recommended for a **next phase** to follow this report. This might consist of facilitated internal Council workshops to learn from existing knowledge within Council teams to help refine which possible opportunities are worth investigating further, and how they might fit within existing Council plans and initiatives.

WHAT ARE WE AIMING FOR?

HERE+NOW'S 12 BEST PRACTICE DESIGN PRINCIPLES FOR HEALTHY PUBLIC SPACES



01

Plant selection to include those with colour, touchable texture, scent and both seasonal and year-round interest. Consider textural qualities of materials, patterns created by shadows, human-scale interest and fine detailing. Design areas for passive social interaction with maximum dimensions of 25m and larger spaces no more than 100m.

SENSORY RICH



02

Urban public places should be flexible and adaptable to different uses both now and in the future. Adaptable, flexible places provide space for temporary events such as markets or 'pop ups' which benefit well-being through social interaction. They also ensure places are best used by different users, for different activities at different times.

FLEXIBLE SPACES



03

Design public places with pedestrians as priority. Urban public places should be barrier-free, human-scale, with appealing pedestrian and cycling routes which link into the wider urban network. The walking surface should be at least 2.0m wide, bicycle lanes a minimum of 1.75m, and slopes with a maximum gradient of 1:20.

WALKABLE



04

Places to play should be located in local parks within 400m of a young persons home, and larger publicly accessible sports facilities should be located within 1.2km. Natural play outdoors has been shown to be beneficial to children's neurological development and in promoting physical activity.

PLACES FOR PLAY



05

Create a series of different 'rooms' in urban public places which allow for different environmental conditions which appeal to different users. These clusters of space should include a range of public and more private spaces, enabling a choice of activity and degree of social interaction.

VARIETY OF SPACES



06

Design of urban public places should consider and respect the local context and unique features and character that already exist, whilst also creating new distinctive features and landmarks. Create a sense of discovery with vistas, glimpses of views and activities. This helps create a sense of place and with way-finding and navigation.

DISTINCTIVE



07

Create spaces suitable for differing size events and activities such as markets, concerts, and pop-up cultural and artistic projects. Encourage educational and community activities and events with dedicated areas maintained and managed by local groups. This promotes social interaction and encourages use of public urban green spaces.

EVENTS + ACTIVITIES



08

Ensure easy wayfinding for all but especially to benefit those who are older or experiencing psychological impairment. Design should include clear destinations and routes, distinctive landmarks such as large trees or distinctive features, active frontages onto the urban public space, and clear differentiation between types of space.

EASILY NAVIGATED



09

Create inclusive spaces by considering the needs of all users. Provide seating every 100m for those unable to walk long distances, ensure gates and public toilet doors have a maximum pressure of 2kg, ensure surfaces are level and wheelchair accessible, provide alternative quiet routes away from crowds, provide acoustic barriers with planting, and mitigate uncomfortable microclimatic factors through provision of shade, wind protection and vegetation to reduce urban heat by up to 3°C.

INCLUSIVE + ACCESSIBLE



10

Provide a variety of trees, shrubs, perennials and other vegetation, as well as water, to create soothing stress reducing effects and the sense of a whole other world and 'getting away' from urban environments. Maintenance should be minimal to give a wild, yet cared for, aesthetic, and extend and integrate this approach throughout the city.

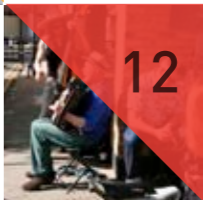
GREEN + RESTORATIVE



11

Provide cafes, toilets, and play areas and ensure a park is within 400m of homes to provide for the widest range of users. Larger sports or outdoor gym facilities should be within 1.2km of homes. Seating should be provided every 100-125m. Ensure bike paths are a minimum width of 1.75m and footpaths are at least 2.0m wide to make more appealing pedestrian and biking routes.

EXCELLENT FACILITIES



12

Create safe and secure feeling public places to encourage increased users. Light spaces at night and ensure natural surveillance through building frontages facing onto the public space and providing a mixture of uses and therefore people using the spaces at all times of days.

SAFE + SECURE

OPPORTUNITIES: OVERVIEW

TOLLCROSS

These potential opportunities are intended as a starting point for discussion. They show a range of approaches that could benefit public life in the Tollcross town centre. These range in complexity and time frame for any implementation. Opportunities have been categorised as such, according to the Edinburgh Street Design Guidance 'Levels of Intervention' i.e. Basic, Standard or Innovative.

Key opportunities include decluttering and addressing more individual trouble spots, as well as smaller scale additions of more nodal rest points or pleasant places to spend time outside, particularly in sunny microclimates or where the addition of seating, street trees and wider pavement would create the setting for public life. They also include more strategic 'standard' or 'innovative' suggestions that would better prioritise pedestrian and cyclist movement in the town centre, whilst creating more welcoming and distinct gathering spots and street environments for public life.

BASIC:

Small scale maintenance and renewals projects that are based on periodic inspections and/or reports and requests from third parties e.g. single pothole repairs, isolated footway repairs <25m in length, single (tactile or drop kerb installations, new single signs, new crossovers for single buildings.

- **Tidy up** - Get rid of unnecessary street furniture that is easy to remove, combine or relocate (bins, signs, seats).
- **Declutter** - Do not retain street furniture and road sign/markings unless there is a clear case for retention.

Small scale capital (carriageway and footway) renewal schemes and other small scale capital schemes including road safety projects, new crossings, traffic calming schemes incorporating physical measures, junction refurbishments, bus stops including build outs, and road cycle schemes.

- **Improve** - Improve standards of streets with smaller budget and limited specs so that they are accessible for all and support street uses/activities.

STANDARD:

Medium to large scale capital (carriageway and footway) renewal schemes and other medium to large scale capital schemes such as large traffic management, bus priority and cycle priority schemes.

- **Rethink and Redesign** - Apply basic principles but also aim for significant street re-design and roadspace allocation.

INNOVATIVE:

This level should be considered for street / area based public realm or economic development projects. For example, High Street, Leith Walk and Grassmarket public realm schemes where whole street layout is reconfigured from building to building.

- **Consider innovative approaches to create new streets or reconstruct existing streets** - Apply basic and standard design principles but also aim for innovative construction / full reconstruction of the street from building to building.

KEY

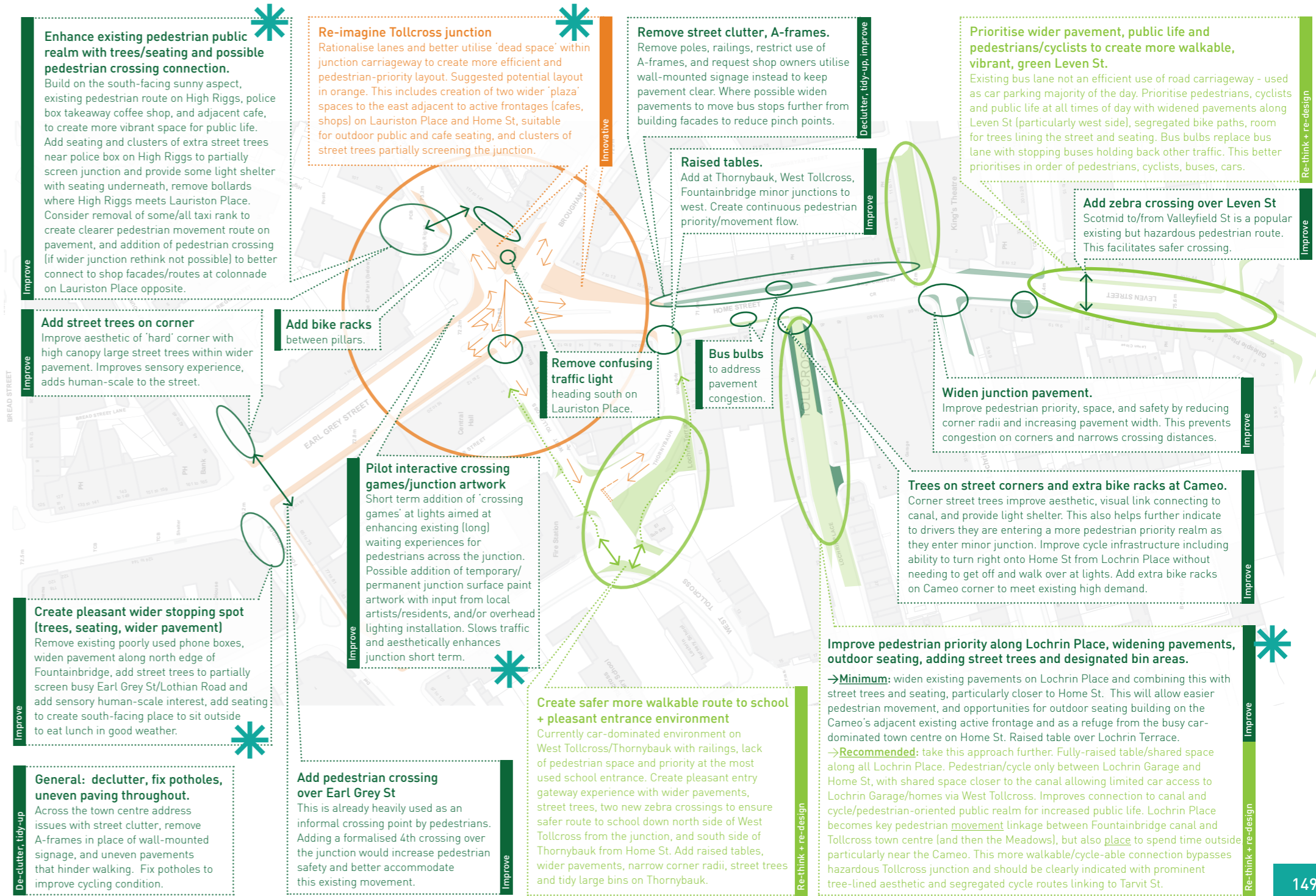
✳ Could be piloted

■ Pavement extended

■ Short-term - 'basic interventions' according to Edinburgh Street Design Guidance

■ Medium-term - 'standard interventions' according to Edinburgh Street Design Guidance

■ Long-term - 'innovative interventions' according to Edinburgh Street Design Guidance



OPPORTUNITIES: OVERVIEW

TOLLCROSS

This page summarises the potential opportunities for improvement identified based on the research as part of the Public Life Street Assessment.

We acknowledge that these suggestions are based purely on the research analysis completed as part of this self-contained sub-study and the research team's insight based on this. As such any opportunities identified here would benefit from further discussion, input and refinement internally by Council officers and teams, as well as discussions with any particular private or public stakeholders related to each opportunity.

Where pilots have been identified, these offer an chance to test the potential impact on public life of one of the opportunities suggested, prior to committing to full implementation. Pilots also enable further refinement of opportunities for improvement, and should be monitored and evaluated to measure the impact the pilot has on public life, to enable tweaking and further refinement prior to the eventual intervention or public realm improvement.

BASIC [tidy up, declutter, improve]

- **Enhance existing pedestrian public realm with trees/seating and possible pedestrian crossing connection at High Riggs / Lauriston Place.** Build on the south-facing sunny aspect, existing pedestrian route on High Riggs, police box takeaway coffee shop, and adjacent cafe, to create more vibrant space for public life. Add seating and clusters of extra street trees near police box on High Riggs to partially screen junction and provide some light shelter with seating underneath, remove bollards where High Riggs meets Lauriston Place. Consider removal of some/all taxi rank to create clearer pedestrian movement route on pavement, and addition of pedestrian crossing (if wider junction rethink not possible) to better connect to shop facades/routes at colonnade on Lauriston Place opposite. Introduction of seating outside the Forest cafe beneath the colonnade offering shelter from rain.
- **Add street trees on wider corners** - Improve aesthetic of 'hard' corners with high canopy large street trees set within wider pavement. Improves sensory experience, adds human-scale to the street. Trees with seating could be introduced to the corners of East Fountainbridge/Earl Grey St, Fountainbridge/Lothian Road, Lochrin Place/Home St, and Valleyfield St/Leven St.
- **Remove confusing traffic light** heading south on Lauriston Place. This results in significant beeping throughout the day, which frustrates those spending time in the area (residents, shop/cafe employees/visitors).
- **Add raised tables to prioritise pedestrian flows.** Add at Thornybauk, West Tollcross, Fountainbridge minor junctions to west. Creates continuous pedestrian priority/movement flow and reduces waiting points.
- **Add crossing over Leven St** - Scotmid to/from Valleyfield St is a popular existing but hazardous pedestrian route. A zebra crossing or similar would facilitate safer crossing.
- **Trees on street corners and extra bike racks at Cameo.** Corner street trees improve aesthetic, visual link connecting to canal, and provide light shelter. This also helps further indicate to drivers they are entering a more pedestrian priority realm as they enter minor junction. Improve cycle infrastructure including ability to turn right onto Home St from Lochrin Place without needing to get off and walk over at lights. Add extra bike racks on Cameo corner to meet existing high demand.
- **Add bike racks** between pillars of the covered walkway outside the Forest Cafe. There is significant demand, with bikes currently 'double parked' on nearby poles and drainpipes.
- **Improve pedestrian priority along Lochrin Place, widening pavements, outdoor seating, adding street trees and designated bin areas.** At a minimum, widen existing pavements on Lochrin Place and combining this with street trees and seating, particularly closer to Home St. This will allow easier pedestrian movement, and opportunities for outdoor seating building on the Cameo's adjacent existing active frontage and as a refuge from the busy car-dominated town centre on Home St. Raised table over Lochrin Terrace.
- **Widen junction pavement at Lochrin Buildings/Gilmore Place corners.** - Improve pedestrian priority, space, and safety by reducing corner radii and increasing pavement width. This prevents congestion on corners, helps prohibit cars/buses over-running the pavement, and narrows crossing distances.
- **Add pedestrian crossing over Earl Grey St** - This is already heavily used as an informal crossing point by pedestrians. Adding a formalised 4th crossing over the junction would increase pedestrian safety and better accommodate this existing movement.
- **Interactive crossing games/junction artwork** - Short term addition of 'crossing games' at lights aimed at enhancing existing (long) waiting experiences for pedestrians across the junction. Possible addition of temporary/permanent junction surface paint artwork with input from local artists/residents, and/or overhead lighting installation to add 'ceiling' to junction that reduces large scale and adds human-scale sensory interest. Slows traffic and aesthetically enhances junction short term.
- **Create pleasant wider stopping spot (trees, seating, wider pavement) at Fountainbridge/Lothian Road corner.** Remove existing poorly used phone boxes, widen pavement along north edge of Fountainbridge, add street trees to partially screen busy Earl Grey St/Lothian Road and add sensory human-scale interest, add seating to create south-facing place to sit outside to eat lunch in good weather.
- **Remove street clutter, A-frames.** Remove poles, railings, restrict use of A-frames, and request shop owners utilise wall-mounted signage instead to keep pavement clear. Where possible widen pavements to move bus stops further from building facades to reduce pinch points.
- **General: declutter, fix potholes, uneven paving throughout.** Across the town centre address issues with street clutter, remove A-frames in place of wall-mounted signage, and uneven pavements that hinder walking. Particularly on corner of Bread St, Valleyfield St, and Lauriston Place. Fix potholes to improve cycling condition.

STANDARD [rethink+redesign]

- **Prioritise wider pavement, public life and pedestrians/cyclists to create more walkable, vibrant, green Leven St.** Existing bus lane not an efficient use of road carriageway - used as car parking majority of the day which blocks both buses and cyclists. Prioritise pedestrians, cyclists and public life at all times of day with widened pavements along Leven St (particularly west side), segregated bike paths, room for trees lining the street and seating. Bus bulbs replace bus lane with stopping buses holding back other traffic. This better prioritises in order of pedestrians, cyclists, buses, cars.
- **Improve pedestrian priority along Lochrin Place, widening pavements, outdoor seating, adding street trees and designated bin areas.** Fully-raised table/shared space along all Lochrin Place. Pedestrian/cycle only between Lochrin Garage and Home St, with shared space closer to the canal allowing limited car access to Lochrin Garage/homes via West Tollcross. Improves connection to canal and cycle/pedestrian-oriented public realm for increased public life. Lochrin Place becomes key pedestrian movement linkage between Fountainbridge canal and Tollcross town centre (and then the Meadows), but also place to spend time outside, particularly near the Cameo. This more walkable/cycle-able connection bypasses hazardous Tollcross junction and should be clearly indicated with prominent tree-lined aesthetic and segregated cycle routes linking to Tarvit St.
- **Create safer more walkable route to school + pleasant entrance environment.** Currently car-dominated environment on West Tollcross/Thornybauk with railings, lack of pedestrian space and priority at the most used school entrance. Create pleasant entry gateway experience with wider pavements, street trees, two new zebra crossings to ensure safer route to school down north side of West Tollcross from the junction, and south side of Thornybauk from Home St. Add raised tables, wider pavements, narrow corner radii, street trees and tidy large bins on Thornybauk.

INNOVATIVE

- **Re-imagine Tollcross junction** - Rationalise lanes and better utilise 'dead space' within junction carriageway to create more efficient and pedestrian-priority layout. Includes creation of two wider 'plaza' spaces to the east adjacent to active frontages (cafes, shops) on Lauriston Place and Home St, suitable for outdoor public and cafe seating, and clusters of street trees partially screening the junction. Suggested potential layout is shown in orange on the 'opportunities map' on the previous page. As a first step ahead of any larger junction layout or redesign a mural artwork could be designed to enliven the junction carriageway and/or traffic islands. This could be developed as a participatory project with ECA students, creatives at Forest Cafe, Tollcross Primary School, and local residents. This could help 'reclaim' the junction space for local people, create a more child-friendly environment in the short-term prior to any larger junction redesign.

PILOTS



- **Enhance existing pedestrian public realm with trees/seating at High Riggs and pedestrian crossing** - first pilot this with temporary seating and raised trees/planters at the Lauriston Place end of High Riggs. Observe the impact on public life, and if these are taken up by workers on lunch breaks and those visiting the police box cafe. A colourful temporary mural art style crossing over Lauriston Place following on from High Riggs could be trialled to act as a zebra crossing to better facilitate the existing informal crossing behaviours by pedestrians here, and the impact on traffic/public life noted. This should be closely monitored, with precautions in place to ensure pedestrian safety if issues become apparent.
- **Pilot interactive crossing games/junction artwork and re-imagine Tollcross junction** - pilot reclamation of 'dead zones' within the junction, including addition of raised planters/trees and mural art in these awkward shaped slices of road carriageway (where cars never travel and so are currently not used for cars or people) to enhance public life. This could be combined with trial 'crossing games' to enhance the waiting experience at each traffic island/crossing point. Possible participatory design artwork in collaboration with Tollcross Primary to reimagine the street environment along a more child-friendly theme, for example, using temporary chalk paint to create a different 'desert island' or 'pirate ship' on traffic islands and 'sharks' within the road, to encourage safer crossing and for children to stay within the pedestrian areas, not stepping into the road. Pilots should be monitored to measure impact on both vehicle speeds (likely to reduce), pedestrian satisfaction with the junction and waiting points, and impact on broader public life.
- **Improve pedestrian priority along Lochrin Place, widening pavements, outdoor seating, adding street trees and designated bin areas** - temporary closure of Lochrin Place to cars, with astroturf, temporary outdoor seating for the Cameo Bar and other nearby cafes, raised planters, and relocation of the bins further from Home St to pilot and monitor the impact of this intervention.
- **Create pleasant wider stopping spot at Fountainbridge/Lothian Road (trees, seating, wider pavement)** - pilot using addition of temporary outdoor seating, and raised planters/trees positioned to screen and create a buffer from the road. Observe and monitor its use. Vary seating positions throughout the day and gain user feedback.

PRECEDENTS

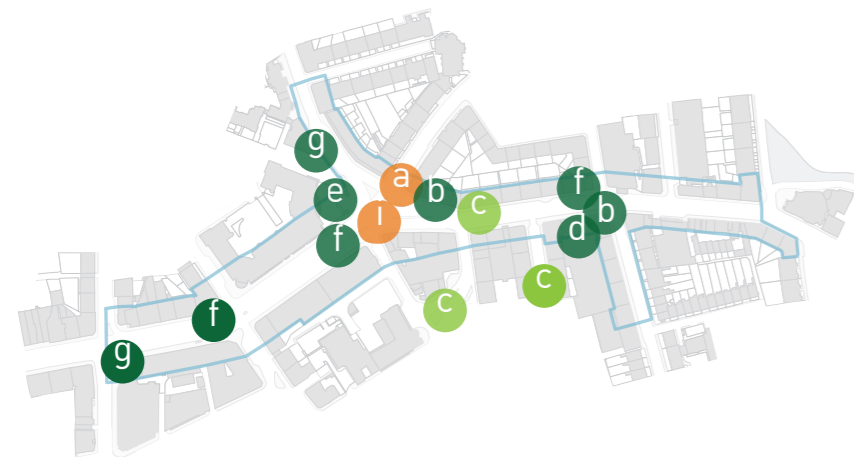
EXAMPLE PROJECTS AND PLACES ENLIVENING PUBLIC LIFE WITH GOOD PUBLIC SPACE DESIGN

The following **precedents** are good examples of places displaying the qualities advocated by the HERE+NOW 12 Design Principles for Healthy Public Spaces and relevant to the Tollcross town centre.

These precedents show **what can be achieved, whether as shorter term more basic interventions, pilots to test impact on public life, or longer term more innovative or complex solutions.** These precedents have been selected due to their inclusive and accessible design enhancing both walking and cycling experiences, their use of high sensory interest and green and restorative qualities to create attractive spaces to sit and spend time, or their use of other innovative or piloted solutions ahead of

longer term change. Inspiration can be taken from many of these initiatives, where approaches similar to some of the opportunities put forward in this report have been shown and already proven to have a large positive impact on public life.

Each precedent has been given a letter, with the map below showing where they might be relevant to the Tollcross town centre and the opportunities highlighted.



INTERIM PUBLIC PLAZA, NEW YORK CITY, U.S.A.

The New York City Plaza Program is a capital program of the New York City Department of Transportation. It converts underutilised roadway space into neighbourhood amenities through partnerships with local non-profit organizations and communities. The program, launched in 2008, has accepted six rounds of applications and has realized 22 new public spaces for New Yorkers, including Putnam Plaza, Brooklyn (shown above).

The Plaza Program is driven by a community-driven model, accepting proposals from not-for-profit organizations to create neighbourhood plazas through an annual competitive application process. Priority is given to plazas in neighbourhoods previously lacking open space, where there is strong community initiative, and where the plaza integrates well into the existing community context. Plazas are best suited to areas with excessive street space that is underused, unnecessary, or confusing for motorists, and along active pedestrian corridors with nearby retail or other complementary uses. The Plaza Program funding was secured through PlaNYC 2030, which set a goal to ensure all New Yorkers live within a ten-minute walk of a park. The Plaza Program helps fulfil that goal. The Plaza Program is situated within the NYC DOT Public Spaces unit and is led by a four-person team.



PEDESTRIAN CROSSING ART

Road crossings being transformed in to artwork is something which has been seen internationally. In India, the painting of three dimensional crossings has been used as a way of slowing down traffic presenting an illusion of the pedestrian crossing being raised off the road surface, having an instant effect of slowing vehicular speeds at the painted crossing points. In Caracas, Venezuela, principal streets have bright coloured painted crossings to bring awareness to vehicular drivers and also bring fun and brightness to the streets for pedestrians, bringing playfulness and pedestrian ownership over junctions rather than car-dominance.



NORIEGA ST PARKLET, SAN FRANCISCO

Noriega Street Parklet, San Francisco was designed by Matarozzi Pelsinger Design+Build. Three were built to date, each replacing one parking space. Sharply angular, the design creates a small space to rest, a mini sanctuary to relax in without blocking out the sights and sounds of the city around. Wooden benches with mini built-in gardens, these tiny public parks offer a high degree of amenity value and enhance public life in place of only one car's parking spot.



PARKLET CURB EXTENSION PILOT ADDING BIKE RACKS, PHILADELPHIA

Bike corrals can transform one parking space into a useful cycling facility that enables large numbers of cyclists to easily leave their bikes. These can be used as an immediate way to better use the street environment to benefit a larger number of active transit users in place of one car parking space. Particularly suitable where there is a demand for more cycle facilities and a surplus of parking. Bicycle corrals are permitted by the City of Philadelphia through its Streets Department. Any organisation, residents group or local business with the capacity to clean and maintain a bicycle corral can apply for a permit to convert one standard on-street parking space into an on-street bicycle parking corral that will hold up to 12 bicycles.



NØRREBROGADE, COPENHAGEN, DENMARK

Nørrebro is a city centre neighbourhood in Copenhagen, Denmark. The municipality here renewed the street layout on a busy section of Nørrebrogade - a main movement route to/from the city. They aimed to improve the environment for pedestrians, cyclists and bus users in this section of the main street. For a trial period of three months, a section of the street was closed to all vehicles beside buses and loading trucks, which only were allowed a few hours a day. The street layout was adapted by changing the level of the cycle path, so it was level higher than the street but lower than the pavement. The pavement and cycle path were adjacent along the street and 'bus stop islands' were created so pedestrians cross the cycle path to get to the bus stop. This made the street safer for both pedestrians and cyclists, with cyclists stopping for pedestrians when a bus approaches. To show the change in the street layout, big red dots was painted on the street along with signs at both ends. The pavement was widened to include a 'flex-zone', which is an area that can be used for coffee tables, bicycle parking or store displays. After the trial period, the council decided to make the new design of the street permanent.



LEONARD CIRCUS, LONDON

Leonard Circus in Hackney recently won an Urban Transport Design Award for its Dutch-inspired design which prioritises pedestrians and cyclists over vehicles. Hackney Council's reimagining of Leonard Circus, Shoreditch, transformed a tired, car-orientated junction into an attractive reused yorkstone and granite public place at the junction of Leonard Street and Paul Street. It features new trees, removal of kerbs and road markings, and traffic signs minimised to deprioritise vehicles. Since implementation public life has boomed, with workers now coming to sit and eat their lunch, and more sitting and staying activities here. The junction has become a place that is not only attractive to spend time but which is now accessible to a broader range of users. This has all been achieved whilst still enabling vehicles to pass through this shared space in the heart of bustling London, adjacent to a major vehicle trafficked arterial road.



STREET TREE INITIATIVE, LONDON

The Mayor's Street Tree scheme in London was established between 2012 and 2015 initiating the planting of a record number of 20,000 trees along London's roads. The scheme was a partnership with the Forestry Commission and Groundwork London delivered in partnership with the Greater London Authority, the scheme supported community driven projects aiming to plant trees or promote trees and woodlands in London with tangible community benefits and local engagement.

The grant was open to all London boroughs and other organisations that owned or managed public realm (including businesses, registered social landlords etc). It was also open to civil society organisations and community groups working with or on behalf of boroughs and private landowners.

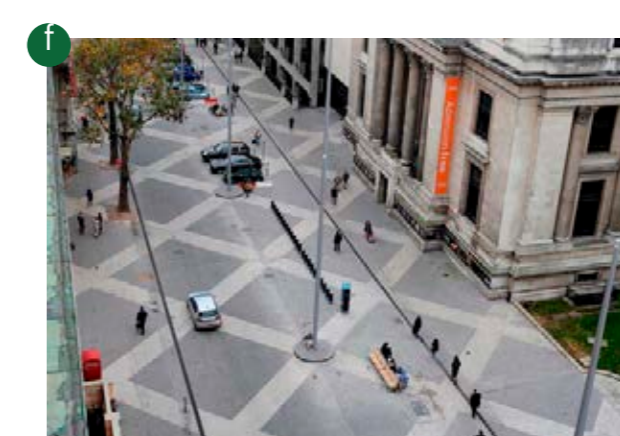
The scheme aimed at enhancing congested high roads and streets and improving the environment and air quality through the planting of a variety of trees such as birch and oak across London boroughs, considering the right tree for the right place.



STREET PONG, HILDESHEIM

StreetPong is a concept about playful urban interactions. The project was inspired by the problem of waiting for a long time at pedestrian traffic lights. StreetPong is a digital game incorporated into the pedestrian lights crossing button mounted to the traffic light pole. It can be played during the red phase at traffic lights on a touchscreen display. The opponent can be anyone on the other side of the street who is also waiting to cross the street. The game itself is based on the classic arcade game 'Pong' published in 1972. Due to its high popularity this game is very well suited to be understood and played in a short period of time. Looking at each other across the street and engaging in a game creates contact. StreetPong provides a platform for communication and interaction among people of all ages and cultural backgrounds bringing a sense of playfulness and interaction to the street.

These would be particularly effective at the Tollcross junction to help improve the waiting experience at long or multi-stage pedestrian crossings if it is not possible in the short term to think about a junction re-design.



EXHIBITION ROAD, SOUTH KENSINGTON

The Exhibition Road Commission is an initiative of the Exhibition Road Cultural Group, a partnership of the leading cultural and educational institutions in South Kensington, London.

The scheme harnesses the Dutch-derived concept that when street and road signage are removed, vehicle drivers adopt a personal responsibility for their own actions and drive more attentively, making more eye contact with pedestrians. Exhibition Road is the longest 'clutter-free' street, opened in 2012 with the aim of making cars and people co-exist harmoniously. The scheme has removed street clutter including protective barriers, poles, signs and kerbs defining the road from the pavements, resulting on a continuous shared space for cars and pedestrians.



STREET SEATS, NYC

'Street Seats' is a New York City wide program where local partners apply to transform underused street spaces into vibrant, social public places during the warm weather months. Street Seats are installed in the parking bays along the curb line to create a quality setting for eating, reading, working, meeting a friend or taking a rest.

The applying partner selects and installs a design and maintains the Street Seat themselves. The NYC Department of Transportation (DOT) provides operational support such as signage, wheel stop bars, striping on the parking lane, and/or temporary plastic bollards. The Street Seats are prolific in the city, initiated by a range of different local partnerships bringing a sense of ownership to the street.

g



YELLOW 'CHATTY' BENCH, 31 CRIGHTON PLACE, LEITH

Edinburgh's Crighton Place has already set a successful precedent for a yellow 'chatty bench' in the city. An opportunity for people to take a rest along the long linear thoroughfare of Leith Walk, and also to engage in conversation with other citizens, and connect with strangers. Whilst first conceived of by Ronan Harrington, a consultant who shared a five-hour bus trip to a music festival where he got talking to a complete stranger, the 'yellow chatty bench' idea has since spread - first being implemented by Dublin City Council, and now further afield across the UK. These yellow 'chatty benches' have been shown to improve public life, target loneliness, provide a legitimised way to spend time in public space, and build a sense of community. All whilst providing a place to rest along a long linear street which many users need. Benches and resting points are not only crucial in helping older people or those who can only walk short distances get out and about, but have also been found to have significant positive mental health outcomes - a way to be 'alone together' and partake in the social life of the city without having to occupy commercialised 'paid for' space such as outdoor cafe/restaurant seating. See film *'Alone Together - the social life of benches'*.

h



COMMUNITY STREET ART, PHILADELPHIA

The Mural Arts Program (MAP), Philadelphia organizes individual street art projects, which are made up of a team of muralists and community groups. The program began with Jane Golden, an iconic artist and mural painter, whose success with the project has won her much acclaim. MAP has encouraged further community program that inspire education and understanding of the arts, in addition to creating jobs for artists and ex-graffiti artists who have been prosecuted. The program creates around 100 murals per year, and continues to be the driving force behind the arts in Philadelphia. MAP murals deal with complex issues that affect members of the community on a range of levels, using the public street art to engage with communities and for people to connect with their neighbourhood environment.



'BIN IT FOR GOOD' PILOT SCHEME, BIRMINGHAM + OTHER LOCATIONS, ENGLAND

A 3 month anti-litter pilot in the main shopping areas of Birmingham city centre reduced litter by half. Birmingham was one of 7 local authorities across England that took part in pilots of the 'Bin it for Good' initiative in 2015, supported by Keep Britain Tidy, The Wrigley Company and Retail Birmingham Business Improvement District (BID). The amount of litter placed in 48 bins in Birmingham was monitored September to November 2015. 'Bin it for Good' stickers placed on participating residual waste bins informed the public that the more litter deposited in the bins, the more money would be donated to charity. An organisation supporting local good causes - LoveBrum - benefitted, which received £1,350 from the initiative due to the percentage of litter placed in bins rising from 89.95 to 95.06% of overall waste over the 3 month trial. This means that the amount of litter picked up from the streets within the BID more than halved over the same time. Councillor Lisa Trickett, Cabinet Member for Sustainability, said: "Given we spend £13 million annually on street cleaning, we are delighted with the results from this pilot project. This type of pilot could be easily transferable to Edinburgh to benefit local causes whilst reducing litter on the street."



'VOTE WITH YOUR BUTT', DESIGN BY HUBBUB, LONDON, UK

As part of the UK environmental nonprofit's Neat Streets campaign, Hubbub installed these 'Vote With Your Butt' rubbish receptacles in the London borough of Westminster. For example, outside Embankment Tube, central London, Hubbub installed a series of these 'voting ashtrays', with smokers voting on different sports questions every week with their cigarette butts. Who's the best football player in the world, Ronaldo or Messi? What would you rather watch; The Italian Grand Prix or Tennis US Open? Hubbub asked people vote with their butt on Villiers Street to keep the street litter free. With over 89 percent of smokers tossing their butts on the street, according to Neat Streets this provides an interesting and innovative solution to both engage the public and reduce litter on the street. This simple idea could be brought to Edinburgh, with questions either sticking to the more divisive sports-related questions or even about local issues as an interesting tactic for increasing participation.



KEY MOVES

TOLLCROSS

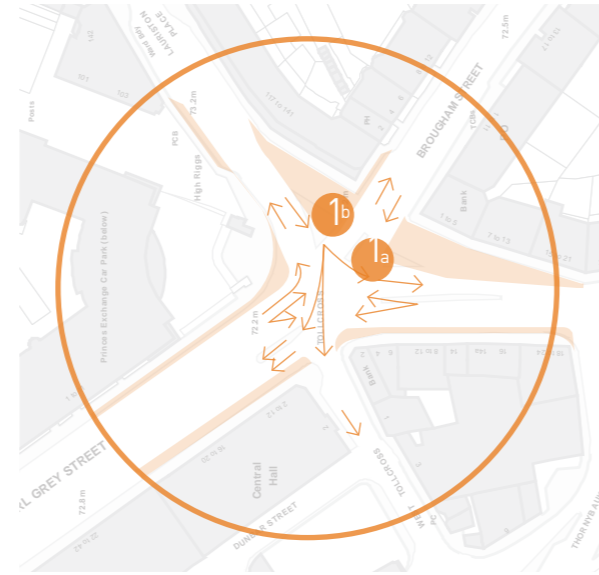
1 Re-imagine Tollcross junction

Rationalise lanes to create a more efficient junction design to create more efficient and pedestrian-priority layout. Suggested potential layout in orange. This includes creation of two wider 'plaza' spaces to the east adjacent to active frontages (cafes, shops) on Lauriston Place and Home St, suitable for outdoor public and cafe seating, and clusters of street trees partially screening the junction. This is particularly important to help promote the junction's function as both a popular movement route to/from Edinburgh city centre, but also be better create a 'place' and heart to the Tollcross town centre and reduce the domination of cars in the environment.

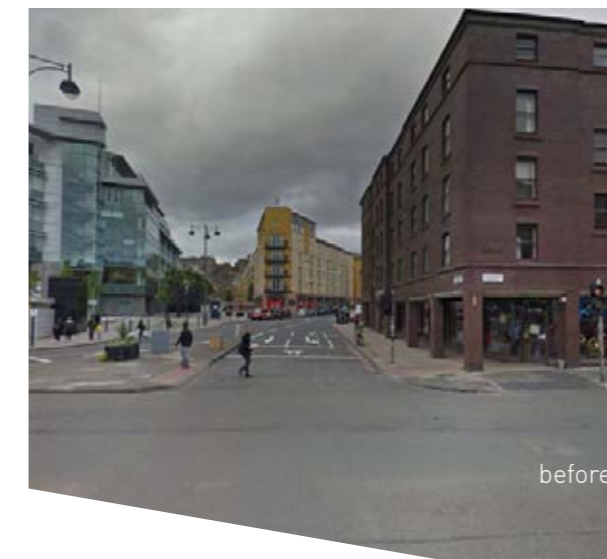
- **Reduce multi-stage crossings and long waiting times, by providing more direct crossing routes over narrower lanes and road carriageway.** This improves the pedestrian experience, widens pavements, and gives room for more public life activities. For example, there are 3 lanes and 4 traffic lights just in the south direction from Lauriston Place to Home St, removing the left-turn lane alone would create space for a wider pavement and small plaza space outside Forest Cafe. This could be piloted with temporary seating, astroturf and planters to test the impact this would have on both traffic and public life. A suggestion of how more space could be reclaimed for pedestrians and public life is shown in one suggestion for a new, more efficient junction layout adjacent. More investigation would need to be done to ascertain the specific details of

how the junction might be best improved whilst reducing lanes.

- **Smaller steps:** If re-thinking the junction is not possible, there are still some smaller steps that would make a short term impact. For example, considering where 'dead spaces' (i.e. not used by pedestrians or cars) are within the existing junction layout, and improve with widened pavements or plants/trees to screen traffic. Equally, removing the left hand light of the two central traffic lights in the south direction lane from Lauriston Place so cars in the central lane know which is theirs. This would reduce beeping and enhance the experience of existing staying activities near Forest Cafe. There is also opportunity to improve the traffic island waiting experience at present with improved trees and planting, artwork murals and crossing games to engage socially with people on the other side of the pedestrian crossing.



Re-imagine Tollcross junction



KEY MOVES

TOLLCROSS



2



2

after



2 Prioritise wider pavement, public life and pedestrians/cyclists to create more walkable, vibrant, green Leven St

Prioritise pedestrians, cyclists and public life at all times of day with widened pavements along Leven St (particularly west side), segregated or dedicated on-street bike paths, room for trees lining the street and seating.

Existing bus lane is currently not an efficient use of road carriageway - typically blocked by car parking rendering it ineffective for both buses and cyclists the majority of the day. Bus bulbs replace bus lane. This means buses stopping to pick up passengers hold back other traffic. This better prioritises the street in order of pedestrians, cyclists, buses, cars.

Rethink + redesign



3

before



3

after



3 Create pleasant wider stopping spot at Fountainbridge/Lothian Road



Better use the corner space on Fountainbridge/Lothian road and its sunny south-facing microclimate for a nodal rest spot along the town centre length.

Remove existing poorly used phone boxes, widen pavement along north edge of Fountainbridge, add street trees to partially screen busy Earl Grey St/Lothian Road and add sensory human-scale interest, add seating to create south-facing place to sit outside to eat lunch in good weather.

Could be piloted with astroturf, temporary seating and raised planters/trees to test the impact on public life and make any tweaks or amendments to design or positioning of these elements prior to full implementation.

Improve

KEY MOVES

TOLLCROSS

4_a Trees on street corners and extra bike racks at Cameo

Corner street trees improve aesthetic, visual link connecting to canal, and provide light shelter. This also helps further indicate to drivers they are entering a more pedestrian priority realm as they enter minor junction. Improve cycle infrastructure including ability to turn right onto Home St from Lochrin Place without needing to get off and walk over at lights. Add extra bike racks on Cameo corner to meet existing high demand.

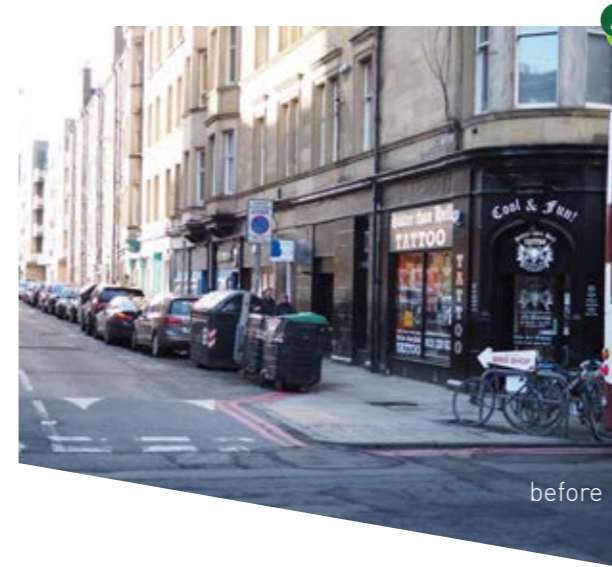
→**Basic:** as a minimum recommendation we would suggest **widening the existing pavements on both sides of Lochrin Place (to the level of Lochrin Terrace)**. We suggest combining this with street trees and seating, particularly closer to Home St. This will allow easier pedestrian movement, and opportunities for outdoor seating building on the Cameo's adjacent existing active frontage and as a refuge from the busy car-dominated town centre on Home St. We suggest bins are re-positioned further down Lochrin Place (away from the Home St corner) and in a defined bin tidy area, possibly with screening.

4_b Improve pedestrian priority along Lochrin Place, widening pavements, outdoor seating, adding street trees and designated bin areas.

→**Recommended:** take this approach further to achieve more positive impact on public life, and walking and cycling movement.

We would suggest creation of a **fully-raised table/shared space along either all of Lochrin Place or to the level of Lochrin Terrace**. Fully pedestrianised pedestrian/cycle route only between Lochrin Garage/Lochrin Terrace and Home St, with wider pavements/shared space and continuation of segregated cycle routes closer along Lochrin Place to the canal allowing limited car access to Lochrin Garage/homes via West Tollcross. Opportunity would be created for outdoor seating within a fully pedestrianised area at the Home St end of Lochrin Place, particularly on the north side of the street where the microclimate is more favourable and sunny. This would enable the Cameo Bar, or other nearby cafes/bars to use the public realm outside for seating, increasing natural surveillance during both the day and into the evening.

This would improve the connection to the canal and create a cycle/pedestrian-oriented public realm for increased public life. Lochrin Place becomes **key pedestrian movement linkage between Fountainbridge canal and Tollcross town centre (and then the Meadows), but also place to spend time outside**, particularly near the Cameo. This more walkable/cycle-able connection bypasses hazardous Tollcross junction and should be clearly indicated with prominent tree-lined aesthetic and segregated cycle routes linking to Tarvit St.



before



after

Rethink + redesign

Improve



CONCLUSION

CONCLUSION

Through these Public Life Street Assessments, a large amount of useful data and analysis has been generated regarding the **existing public life and user experience, movement and place functions** of the town centres of:

- Corstorphine
- Tollcross
- Gorgie/Dalry
- Bruntsfield/Morningside
- Stockbridge
- Portobello
- Nicolson St/Clerk St
- Leith Walk/Great Junction Street

This research used **direct observation methodologies** combined with **user interviews** and the **expertise of using a research team comprising of landscape architects and urban designers** to collect this robust mix of qualitative and quantitative data, conduct extensive data analysis, and synthesise the findings in terms of possible design solutions.

Collection of this data, its analysis and interpretation, was combined with **HERE+NOW's 12 Design Principles for Healthy Public Spaces** and researcher observations, to present a holistic series of possible design responses and key overall strategies aimed at enhancing public life within the town centres. These were presented in the extended version of this report as **opportunities for improvement structured around the Edinburgh**

Street Design Guidance design approach 'levels of design intervention'. These opportunities present possible solutions to some of the issues highlighted by the research evidence base, and are intended as a starting point for further discussion and refinement.

These Public Life Street Assessments have used a **consistent methodology to assess each town centre**. The methodology has identified the various factors contributing to the overall movement and place function for each place - using a graphic wheel to concisely communicate these findings. This consistent methodology and research team throughout this process for the five town centres studied helps create more reliable data, enabling easy comparison between their movement and place function. Graphics summarising both the movement and place function for each of the town centres studied as part of this series of research are presented on the following pages.

Whilst comparisons with other town centres can be useful, this report has specifically focussed on **public life including movement and place function in the Tollcross town centre**.

During research, user interviews and direct observation methodologies revealed **strengths** of the town centre as including its high footfall, location close to the Fountainbridge canal, the Meadows green space, and Edinburgh city centre, as well as the small-scale independent shops and cafes to the south end of the town centre along Home St

and Leven St. Local destinations such as Tollcross Primary School, the Cameo, Forest Cafe, and King's Theatre featured prominently in interviews and draw people on foot or by bike to the area beyond local residents en route to work or the shops. There is a potential to harness the pedestrian and cycle through traffic to/from the Meadows, canal, and city centre, as well as build on popular local destinations and active frontages to increase public life. To do that a more conducive setting is needed, including more space for pedestrian movement and staying activities, trees and seating as well as a buffer from busy sections of road.

Key **issues** found included the lack of seating and trees/planting currently in the town centre, and in particular the prevalence of heavy traffic, particularly at the Tollcross junction and along Earl Grey St/Lothian Road. There were also some issues noted in terms of long pedestrian waiting times to cross busy roads, potholes and a lack of cycle infrastructure, and narrow pavements and pinch points created by obstacles.

Opportunities were identified including addition of a new pedestrian crossing over Earl Grey St near Fountainbridge, and over Leven St near Valleyfield St. There is also the potential to rationalise the Tollcross junction to carve out more space for pedestrians and cyclists. This could result in wider pavement 'plaza' areas to the east side of the junction that build on the existing active frontages and cafes to create a venue for public life, buffered from traffic

by trees and set within a sunny microclimate. Other opportunities related to various nodal spots along the length of the town centre where trees, seating and wider pavements would be beneficial to create 'hooks' for public life at key locations.

Place function for the Tollcross town centre was established by synthesising the mix of data and results from the suite of qualitative and quantitative research methods used to assess the town centre, and analysing these findings against Gehl's 12 Quality Criteria. In doing so, this research found the Tollcross town centre was particularly strong in terms of opportunities to see - with high footfall adding visual interest throughout the day, some interesting architectural features, pleasant vistas from the raised platform near High Riggs and small-scale shops giving a pleasant character to the south of the town centre. Tollcross also scored moderately for protection from climate in pollution, particularly referring to the sheltered spots along the town centre length, such as the building overhangs at the Cameo, King's Theatre and Scotmid, and colonnade on Lauriston Place. However it scored less favourably as a place in terms of protection from traffic in particular, with the dominance of cars and vehicles, as well as potholes in the road, a concern for both pedestrians and cyclists.

In terms of **movement function**, Tollcross town centre scored moderately for cycle racks and facilities, and enough pedestrian waiting points. Pedestrian waiting points were present in sufficient

number, with only two additional required based on the research (at Leven St/Valleyfield St, and Earl Grey St). However problems related more to pedestrian waiting times due to the multi-stage crossings at Tollcross junction in particular. In addition there were concerns regarding pedestrian movement on narrow sections of pavement or where obstacles pushed pedestrians out into the road (Leven St, Earl Grey St near Costa). Equally user interviews revealed significant demand from cyclists for improved segregated lanes, and in particular a fixing of potholes in the street which are seen as very hazardous at present. Improving the pedestrian and cycling connection with the canal and the Meadows would be beneficial.

FINAL REMARKS

Overall we feel this series of Public Life Street Assessments have been very successful in identifying the key strengths, weaknesses, opportunities and threats at each location within the Corstorphine, Gorgie/Dalry, Tollcross, Leith Walk/Great Junction St, Portobello, Stockbridge, Nicolson St/Clerk St, and Morningside/Bruntsfield town centres. They have built on a solid methodology of research and analysis to examine the **baseline condition of how pedestrians and cyclists are currently experiencing these town centre street spaces,**

in terms of movement and as a place with public life, to develop targeted opportunities for their improvement that respond to this evidence.

We hope that this research is useful to both feed into the ongoing existing work that City of Edinburgh Council is doing in these town centres, in addition to inspiring some new ideas for ways these places might be improved in terms of movement and place function. We hope that our suggested opportunities for improvement in the extended version of this report help stimulate more conversations and positive action to address the ways that these town centres can be **improved for pedestrians and cyclists, to create higher quality public spaces and which enhance public life** in these settings.

We have found this project particularly inspiring to work on and thank The City of Edinburgh Council for this opportunity. At HERE+NOW we strongly believe in the importance of making evidence based built environment design decisions following research into the user experience of places - valuing the opinions and thoughts of those who live locally - and so are proud to have been a part of this project and process.

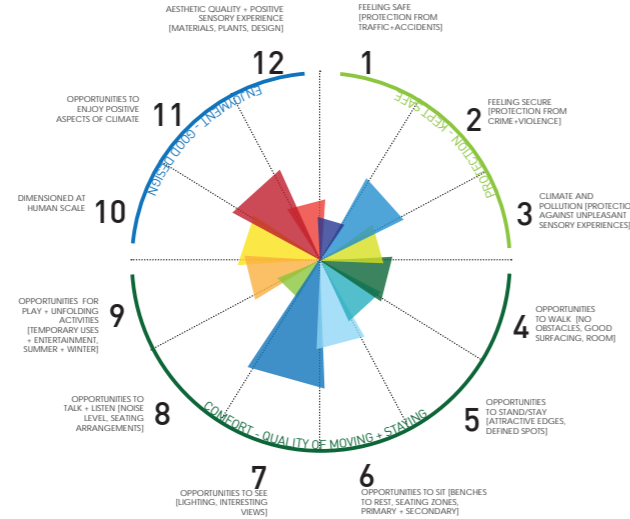


COMPARISON: PLACE FUNCTION

These Public Life Street Assessments have - to date - been carried out using this same methodology, team, research techniques and time slots at eight Edinburgh town centres. This consistent methodology allows easy comparison for place function between town centres.

The place function for the Tollcross, Gorgie/Dalry, Corstorphine, Nicolson St and Clerk St, Leith Walk and Great Junction St, Stockbridge, Bruntsfield and Morningside, and Portobello town centres are presented here for easy comparison.

NICOLSON ST + CLERK ST



LEITH WALK + GREAT JUNCTION ST



STOCKBRIDGE



GORGIE/DALRY



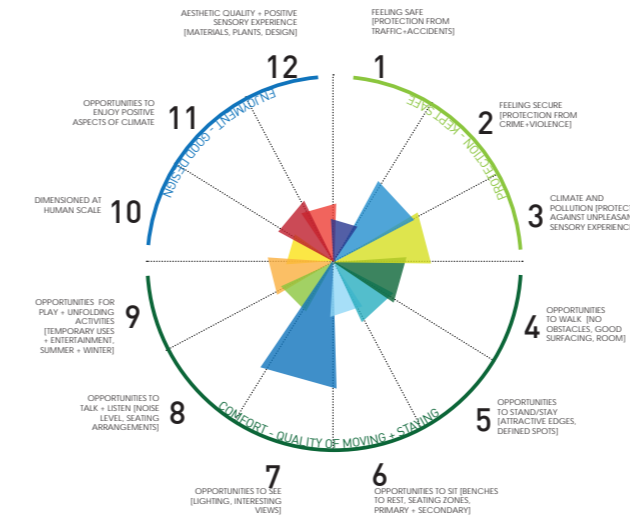
BRUNTSFIELD + MORNINGSIDE



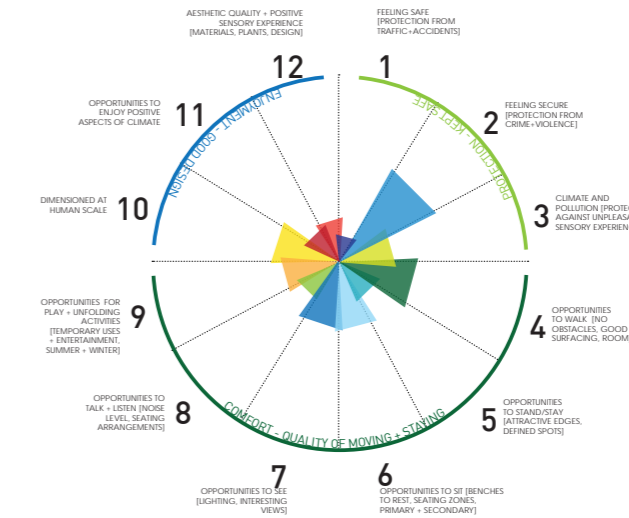
PORTOBELLO



TOLLCROSS



CORSTORPHINE

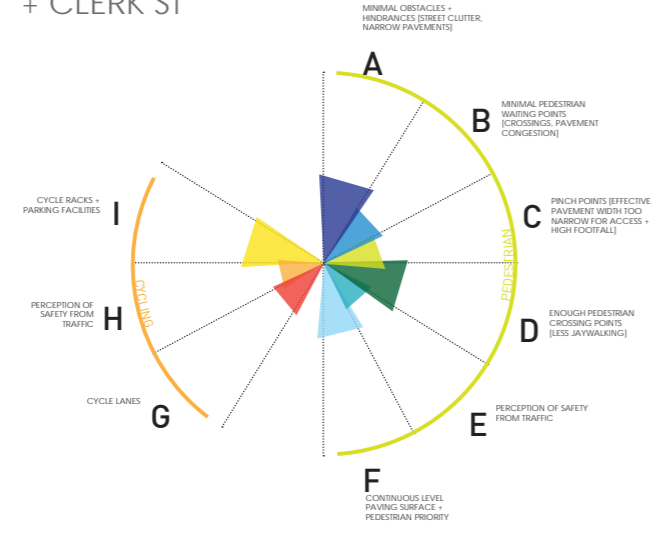


COMPARISON: MOVEMENT FUNCTION

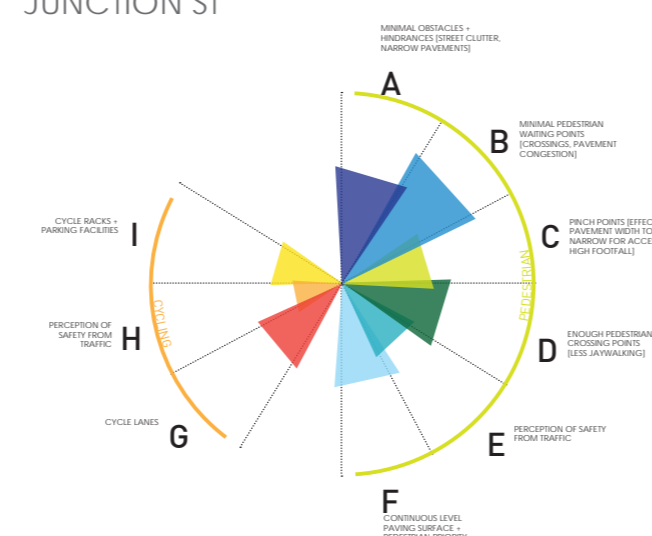
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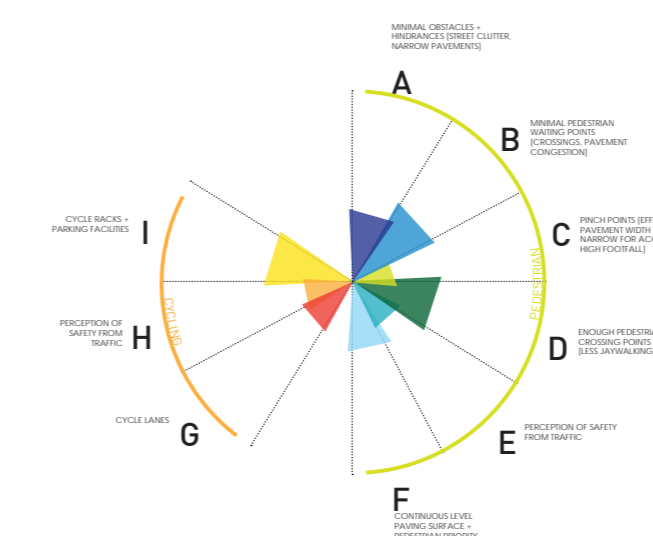
NICOLSON ST + CLERK ST



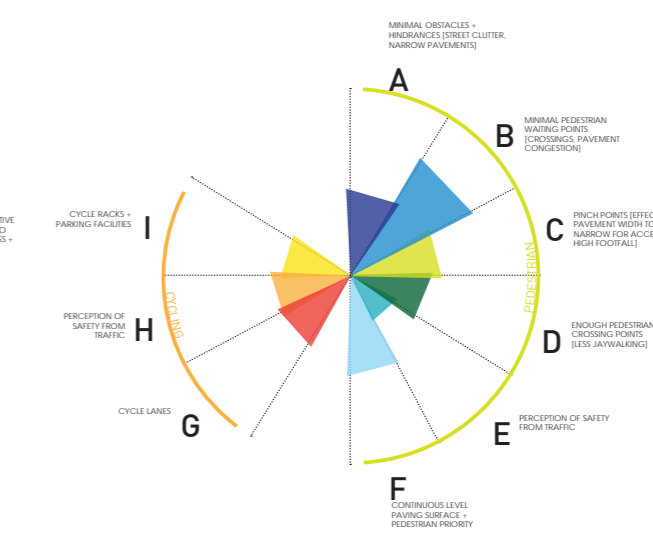
LEITH WALK + GREAT JUNCTION ST



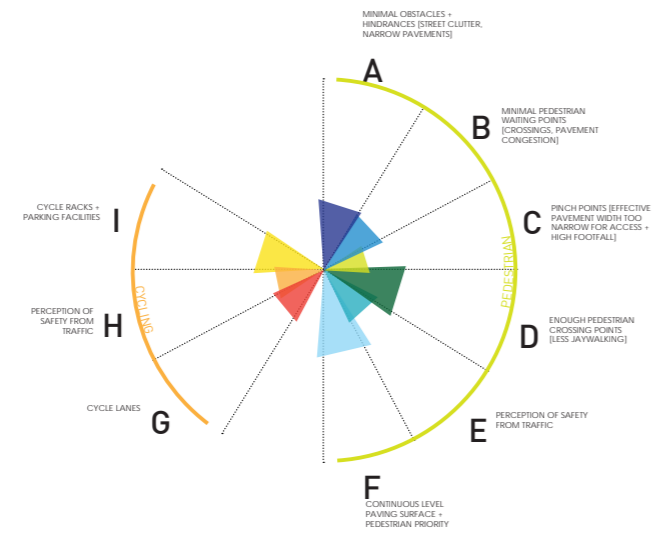
STOCKBRIDGE



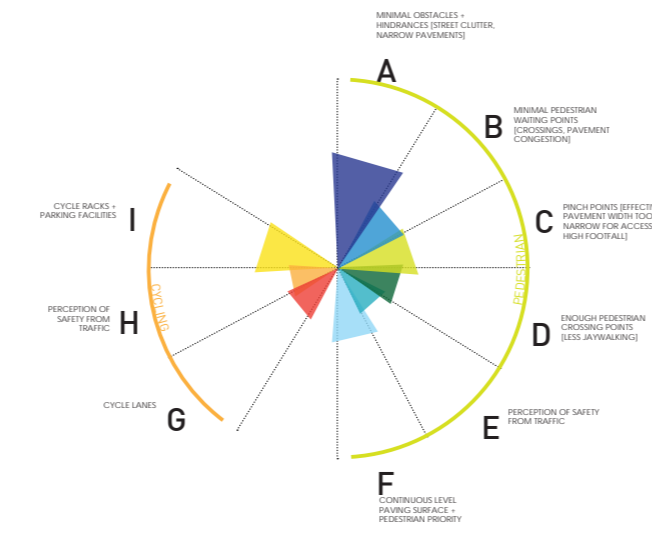
GORGIE/DALRY



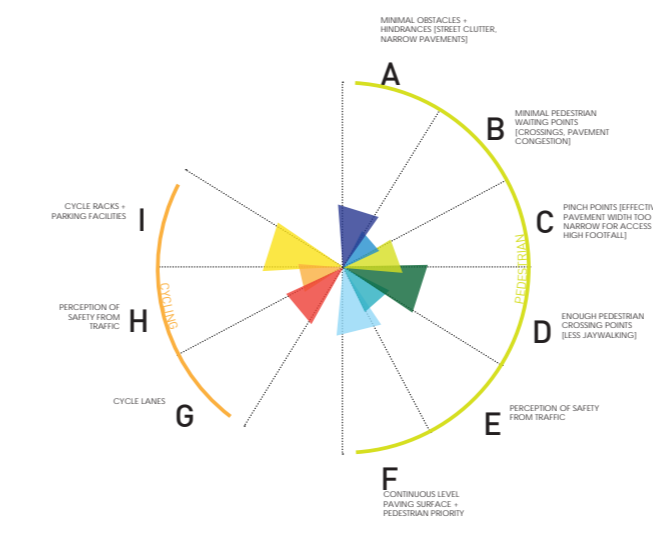
BRUNTSFIELD + MORNINGSIDE



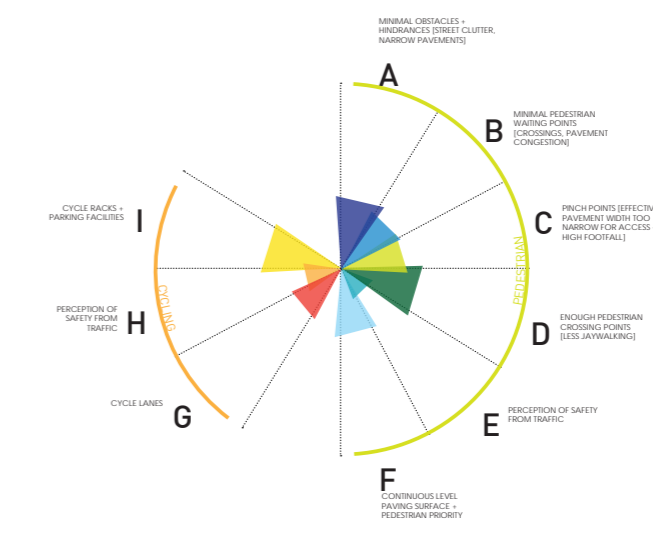
PORTOBELLO



TOLLCROSS



CORSTORPHINE





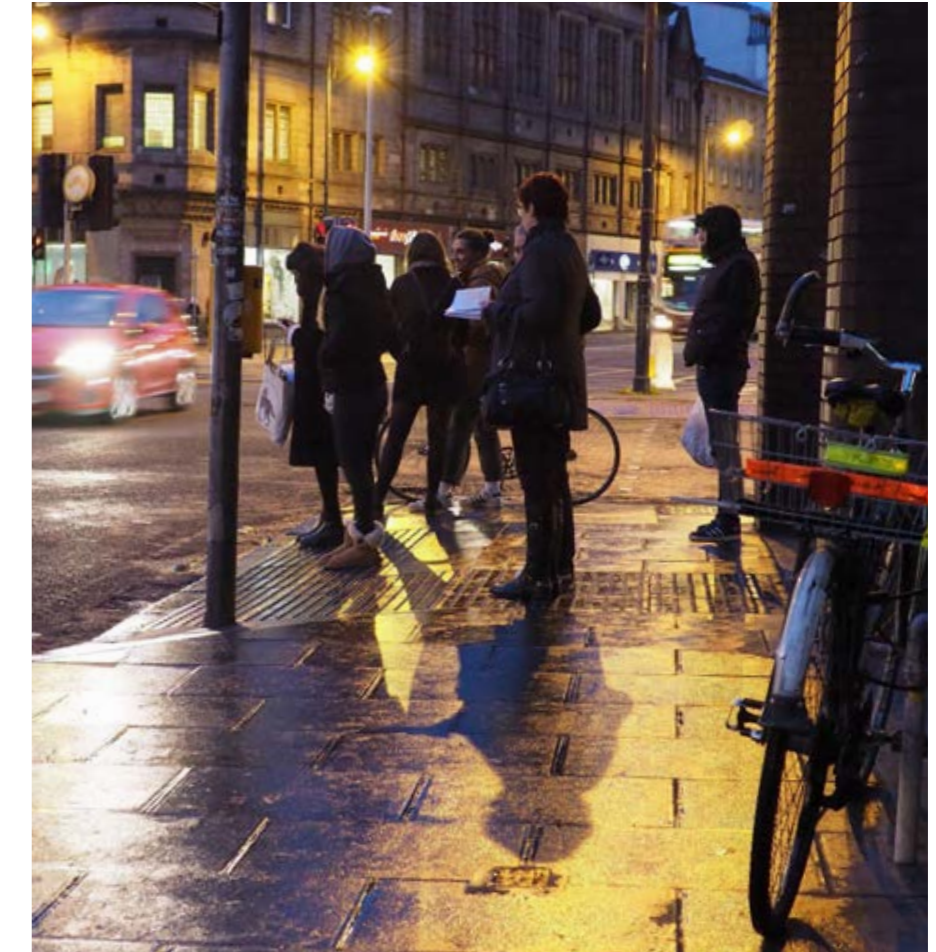
APPENDIX

APPENDIX

The appendix contains more detail including the synthesised raw collated data from the various direct observation studies as well as coded tables of complete user interview data including original quotes and comments. It also details additional information on the methodology used to conduct this research study and climatic conditions on research days.

This data was synthesised from 32 original researcher packs at each of the time slots at each key location as well as 8 packs for overall test walks on each research day. This resulted in a total of 40 research packs for each town centre, each comprised of a set of multiple sub-studies such as pedestrian counts, behavioural mapping, user interviews etc. The information for each of these studies was gathered during research days on the street within each town centre.

The individual scanned original research packs including data in as-recorded raw form are also available should they be of use, however given the volume of information and several hundred pages they each contain per town centre we have here instead presented the summary diagrams of this information collated during data analysis.



Research location B, Tollcross junction, 7pm time slot



METHODOLOGY

METHODOLOGY

OVERVIEW

The HERE+NOW team utilised a thorough and systematic methodology to assess both the place function of each town centre and the movement function it provides at present. This included use of recognised tools and techniques based on a direct observation approach - as advocated by Jan Gehl amongst others. These direct observational techniques were used in combination with additional sub studies to examine existing land use, facades and hours of activity to help interpret and analyse the data collected.

Direct observation techniques used included pedestrian counts, spatially mapping different users activities (behavioural mapping) and tracing studies to explore each town centre's movement function, with a particular focus on walkability and pedestrian usage. Additional demographic mapping gave insight into the age and gender of those using the space (giving an indication of feelings of safety and accessibility) and more qualitative methods such as user interviews were utilised to add depth and detail based on user experience to supplement the movement data already collected, and enable assessment of the place function of each street.

A standardised set of tools and techniques was used in combination with data collected at a consistent set of times of day and days of the week by a team of 4 researchers in key locations across each town centre. This consistent method makes it easy to

compare results. This enabled analysis of each town centre's movement and place function as well as how this varies at 4 key locations within it, and how factors such as time of day, day of week, and weather conditions affect the public life in these places.

Whilst this methodology has provided a wealth of data relating to the existing movement and place function and public life of these places, it is worth noting that there were a few limitations that exist in the data collected. Due to the time of year, it was necessary to go ahead with research on days where there might be intermittent rain showers or very cold conditions. Whilst these conditions are not conducive to the highest level and variety of public life, they did also provide an important insight into the limitations adverse weather conditions place on public life in these spaces. As such they provided valuable information about those areas particularly exposed - something which enriched our analysis and design responses to help promote the full range of public life throughout the year. In addition, whilst the data collected is of sufficient quality and quantity to give a good understanding of the place and movement function of the town centre, by repeating similar research studies in summer weather or more in-depth follow up engagement workshops with local groups and Council officers afterwards would be beneficial.

The methodology used has enabled a robust analysis of the street assessment data collected. The learnings from this analysis has fed into and

informed the identification of where there are particular opportunities present in each town centre to maximise the potential for public life.

Having now completed this standardised methodology for 8 town centres across Edinburgh using the same research team, methods and approach, comparison of data and movement and place function to compare these places can be achieved. Similarly, repeating this methodology in additional key public realm locations across Edinburgh, or following changes to the street environment would allow further comparative results to start to build a clear picture of Edinburgh's existing public life, how this could be improved, and how significant public works have had an impact on promoting more walkable places and street environments or public realm spaces that are pleasant to spend time outside. This comparable 'before and after' data can help measure the impact of spending on the street environment and public realm as well as target budgets for maximum impact on the place and/or walkable movement function of the city.

WHEN DID ASSESSMENTS OCCUR?

This series of 3 public life street assessments were required by the client to be complete by May 2017, with a start date of early February 2017. Given this timescale, we completed all assessments and all raw data collection during February and early March to give enough time to conduct high quality, thorough and robust interpretation and analysis of these findings and report write-up prior to May.

Research days were:

- Corstorphine - Wednesday 15 Feb 2017
- Corstorphine - Saturday 18 Feb 2017
- Gorgie/Dalry - Wednesday 22 Feb 2017
- Gorgie/Dalry - Saturday 25 Feb 2017
- Tollcross - Monday 27 Feb 2017
- Tollcross - Sunday 5 March 2017

The public life street assessments include this series of research days with a team of researchers in situ within each town centre for a minimum 12 hour period each day from 8am to 8pm for raw data collection using direct observation, qualitative and quantitative methodologies. On each research day, a series of consistent research techniques and studies were carried out at four different specified times of day (8am, 12noon, 5pm, 7pm), and on both a weekend and weekday. This allowed recording of data during both morning and evening rush hours, at lunchtime, and later into the evening, to show different usage patterns at these different key


times of day. It also allows us to better understand how pedestrian use of the town centre varies on weekend and weekdays, to ensure the widest range of uses, users, and activity patterns are captured for each town centre. Care was taken to select suitable research days without heavy or extreme rain or wind - using a system of two alternative back-up days should the initial day suggested be forecast as unsuitable.

Assessing these public spaces at four times throughout the day, on different days of the week, and in favourable weather conditions for the time of year enabled data gathering of the widest range of uses and public street life that currently exists in these public urban spaces and town centres. This gives a robust and reliable data set using both quantitative and qualitative methods (described later) from which analysis can be conducted and a design brief and recommendations made. The findings were be interpreted against Gehl's 12 Quality Criteria.

These times and this method complement and build on those used for the first 5 Public Life Street Assessments conducted by HERE+NOW for City of Edinburgh Council in 2015 and 2016, thereby allowing easy comparison of results and monitoring of public life across Edinburgh's town centres, whilst integrating learnings from last time and

incorporating feedback to ensure even better and more useful assessments and reports.

In addition, overall mapping and assessments - such as test walks, obstacle mapping and waiting point mapping - were carried out in between the timed studies on each research day, in addition to land use, facade and hours of activity studies, to give an overview of the whole town centre.



“Since good weather provides the best conditions for outdoor public life, registrations are usually made on days with good weather for the time of year. The weather is particularly relevant for registering stays, because even if inclement weather clears up, people do not sit on wet benches, and if it feels like rain, most people are reluctant to find a seat.” Jan Gehl, *How to Study Public Life*, 2013

PROGRAMME OF RESEARCH

Based on our methodology and approach, the following timings and programme was undertaken by each of the 4 researchers for each town centre:

- **Research days programme:** 2 days of on-street research per town centre (one weekday, one weekend day), at 4 times (8am, 12noon, 5pm, 7pm), with detailed focus and studies at both the 4 key locations, and more holistic overview studies of the whole town centre such as test walks completed by researchers to complement these.
- **Additional studies:** In addition to research days, a land use, facade and activity study for the entire of each of the 3 town centres was conducted, as well as additional workshops with a minimum of 3-5 in-depth user interviews with particular targeted user groups (such as with disabled, elderly people, or those with mobility issues) to help add detail and contextualise the research day findings relating to place and movement function.

Research Days: At each of the 4 key locations per town centre:

At each of the 4 time slots on each of the 2 research days (weekday, weekend), for each town centre, and at each of the 4 key locations, each researcher collected the following data based on a mix of direct observation and spot user interviews with residents, workers and visitors. This gives a total of 32 time-based data sets of the following information for each of the 3 town centres, which include:

- Pedestrian Movement Counts (10mins)
- Behavioural Mapping (10mins)
- Demographic Mapping (10mins)
- Tracing Study (10mins)
- 'Freeze Frame' photographs + Diary Entry (10mins)
- 5+ User Interviews (30-45mins)

Research Days: Across the whole of each town centre:

In addition, the following research techniques were done once each assessment day, and were conducted by each researcher across the whole town centre:

- Timed Test Walks of town centre length (timed logical sections, observing experience)
- Map Obstacles (pinch points, conditions, opportunities to improve)
- Map Waiting Points (times, locations, conditions)

Additional Studies / Research:

- Land use study
- Facade study
- Hours of activity study
- Walkabout workshops / in-depth interview with specific user groups (disabled/elderly people), typically 3-5 users invited to participate in one workshop per town centre.

A land use, facade, and activity study were also completed for each town centre to contextualise and add detail to the analysis.

In addition a minimum of 3-5 in-depth interviews were organised on an alternate day with local disabled or elderly people or those with additional mobility or specific needs, such as young children or prams, to gain a deeper understanding of how they experience the public realm. This typically included a walkabout workshop around the town centre (if they were able and had time), including using the 12 Quality Criteria as prompts for points to discuss and gain insight on in particular.

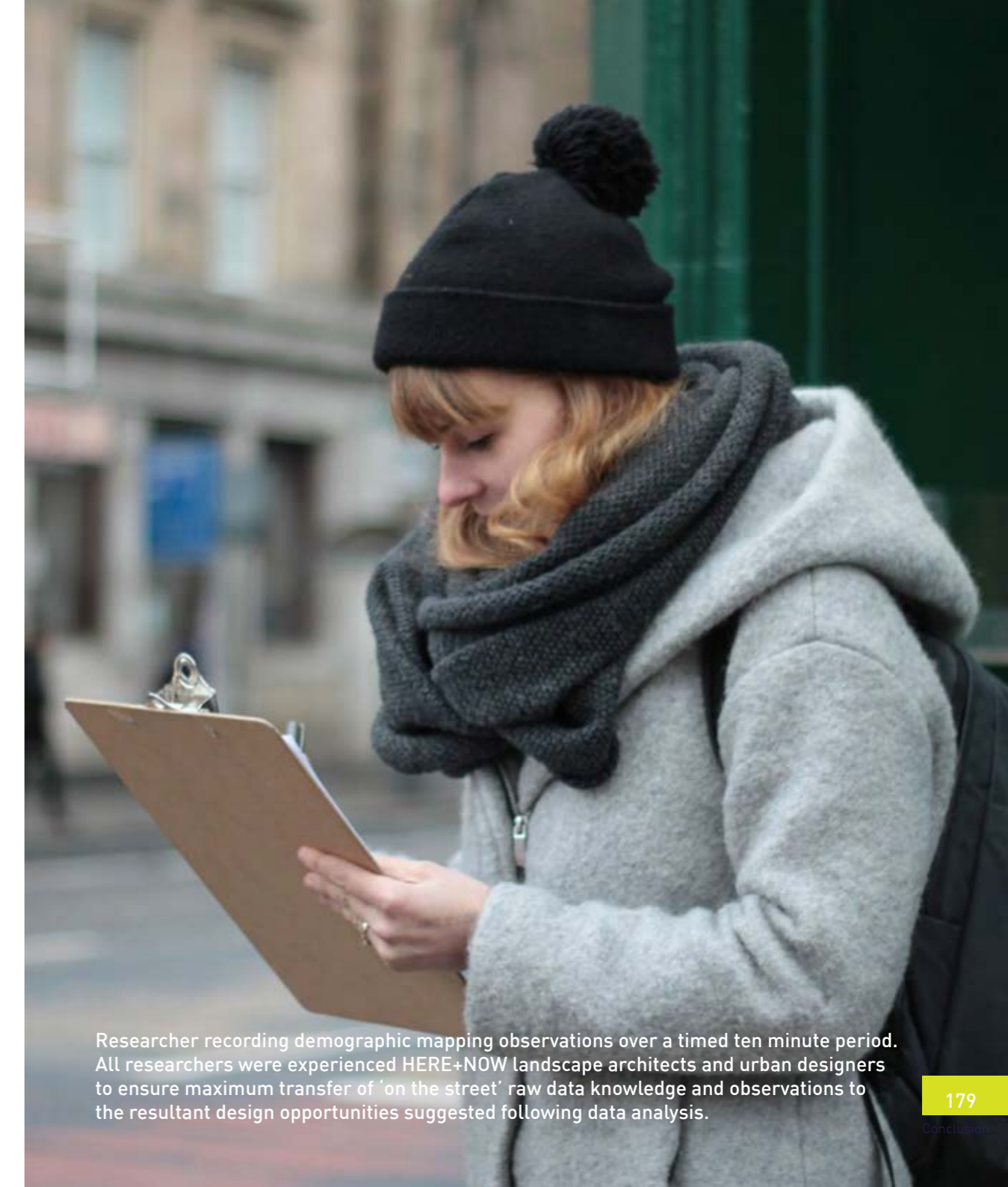
In addition, we referred to other relevant previous studies, such as prior street audits as applicable. Where possible, we fed the learnings from these into our thinking about this research and analysis.

Materials used for research programme:

We created 32 standardised sets of 'researcher packs' ahead of each research day for each of the 3 town centres (96 packs total, comprising 6 sub-studies). to allow consistent recording of data. In addition an extra 8 sets were created for each town centre to collect overview information from each researcher as part of the 'test walks'. These packs included:

- Base map of each town centre area with key locations marked
- Base map of each of the 4 key locations, one for each researcher
- Tracing paper for each layer of data to be recorded, and reference points to allow accurate translation of data during analysis
- Ped counters x5
- Standard key symbols for behavioural mapping
- Standard pen colours/sizes for each layer
- Cameras x5
- Timer / watch with second hand for timing during test walks

In between each of the four research times each day, all researchers met up at a central point within the town centre to debrief, check everyone was adhering to the same methodology and answer any queries or concerns. This was also important for reasons of personal safety for all researchers, and was supplemented by additional safety procedures.



Researcher recording demographic mapping observations over a timed ten minute period. All researchers were experienced HERE+NOW landscape architects and urban designers to ensure maximum transfer of 'on the street' raw data knowledge and observations to the resultant design opportunities suggested following data analysis.

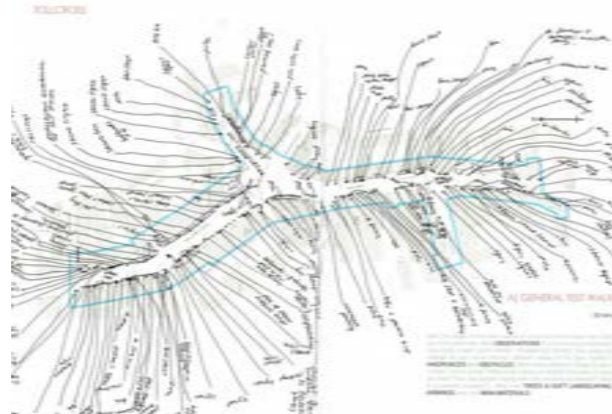
ASSESSING MOVEMENT FUNCTION

To explore how these public spaces and town centres are currently functioning as a movement route for pedestrians, the HERE+NOW research team used a carefully considered mix of 'direct observation' tools and techniques as advocated by Jan Gehl.

This systematic and consistent recording of direct observation data using human registration, can yield far more nuanced and informative data and analysis than other more automated techniques for assessing movement function. As such was appropriate here in combination with our other methods proposed to give a deeper understanding of the movement function of the three Edinburgh town centres forming this study. The information gathered also fed into assessing place function.

When using direct observation techniques the researcher must reflect on everything they observe, using all their senses, whilst remaining as impartial and reflexive as possible, or as Gehl contends 'as neutral as the proverbial fly on the wall' (Jan Gehl, *How To Study Public Life*, 2013). This enables comparison of results from different locations and by different researchers to hold meaning and be easily compared whilst gaining insight and a more detailed qualitative understanding of each of these key locations within the town centre.

The techniques and tools used to do this provide a wealth of information that gave great insight into these three Edinburgh town centres' function as a pedestrian movement routes, as well as feeding into the analysis of their place function.



TEST WALKS

On each day of research, each researcher takes a test walk down the length of the town centre, noting down any obstacles, hindrances, observations or experiences. This forms the first 'general' test walk - relating to the user experience of walking through the town centre based on personal observations as well as professional expertise. All observations are written down, using information from all the researchers senses (cold windy spots, unpleasant smells or sensory experiences etc as well as visual cues), and taking note of the time taken to walk different logical sections of the route. In addition, a number of specialised test walks are then carried out by each researcher to focus on observations relating to certain themes - such as trees/planting, material choices, bins, bollards, awnings and street clutter.



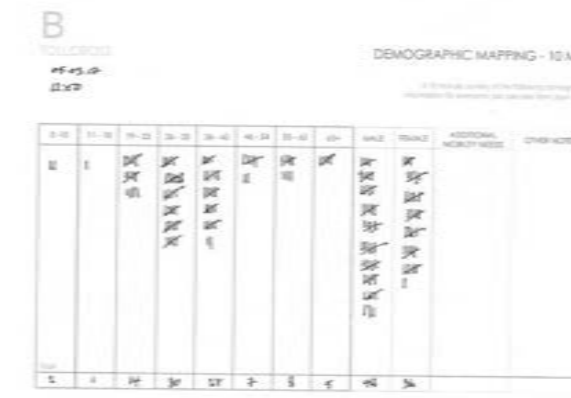
MAPPING OBSTACLES

Having completed test walks in each town centre at varying times of day and day of week, the researcher spatially locates and annotates onto a map of the town centre where obstacles occurred on the route, timings and any other experiential information gathered (windy locations, pinch points, places that felt intimidating, frustrating sections where the route enforced by the built environment contradicted desire lines, crossing without drop-kerbs etc).



NOTING WAITING POINTS, TIME + EXPERIENCE

Where waiting was necessary along the test walks (for example to cross the road, at a pedestrian crossing etc) these waiting points are spatially mapped and annotated as an additional map layer by each researcher. Details are added regarding the waiting experience, environment and infrastructure (time waiting, whether there was adequate space for multiple pedestrians waiting, where street infrastructure facilitated the waiting). One researcher in particular then follows this up with an additional test walk that looks purely at waiting point times and experience, using a variety of routes through the town centre and in both directions.



DEMOGRAPHIC COUNTING

Following the pedestrian movement count, each researcher at each key location within the town centre conducts a further 10 minute demographic study. They note down using a simple table the age bracket and gender balance of those people visible from that location, and the number of people utilising the space with mobility difficulties. The balance of women to men is often used to indicate the perceived safety of a space, and the number of older people and those with mobility difficulties is gives an indication of how accessible the space is. During analysis this information will be reviewed alongside any other available data relating to traffic counts, accidents and pollution.



BEHAVIOUR MAPPING

The researcher at each key location in each town centre, spatially locates different users' behaviour utilising a system of different symbols for various types of sitting, standing, and playing activities at each of the 4 times of day (8am, 12noon, 5pm, 7pm). If there is a vantage point this is a useful location from which the researcher can get an overview, or alternatively for larger areas they might walk through the space noting down where people are stationary as they go. The researcher annotates this with the length of stay where possible. This can later be used to analyse the mix of necessary, optional and recreational activities.



PHOTOGRAPHY, DIARY + OBSERVATIONS

Each researcher at each of the 4 key locations for each town centres, takes a photograph to capture the 4 times of day their results have come from (8am, 12noon, 5pm, 7pm). They also keep a diary noting down any particular conditions or observations at that time on that day that may influence the results (weather, any special events occurring, other environmental factors). Together, the diary and photograph help set the context for later analysis of the data, and 'freeze' the scene and supply additional context for more detailed analysis later. A location map is also provided to researchers to note down any particular spatial observations at each time slot.

TOLLROSS

PEDESTRIAN COUNT - 10 Mins

Stand with your back against a wall in your allocated location and count the number of people walking past an imaginary line in front of you over a 10 minute period. In addition, and for comparison, you will also do a 'staying' count simultaneously - note down the number of people sitting, standing, sitting in the immediate vicinity during that same period.

DATE: 05.03.17
TIME: 12:00

WALKING:

WALKING:	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	Total
	1	1	1	1	1	1	1	1	1	1	10

STANDING:

STANDING:	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	Total
	1	1	1	1	1	1	1	1	1	1	10



TRACING

At each of the four key locations at each town centre, a tracing study is conducted to show the lines of movement within the space. This involves the researcher visually observing passing users and marking their route onto a plan of that area of the town centre. By tracing multiple users over a 10 minute period the pattern of dominant movement routes and desire lines can be seen. Following the tracing study notes should be made about any observations revealing points where the street infrastructure does not facilitate the desired movement.



ASSESSING PLACE FUNCTION

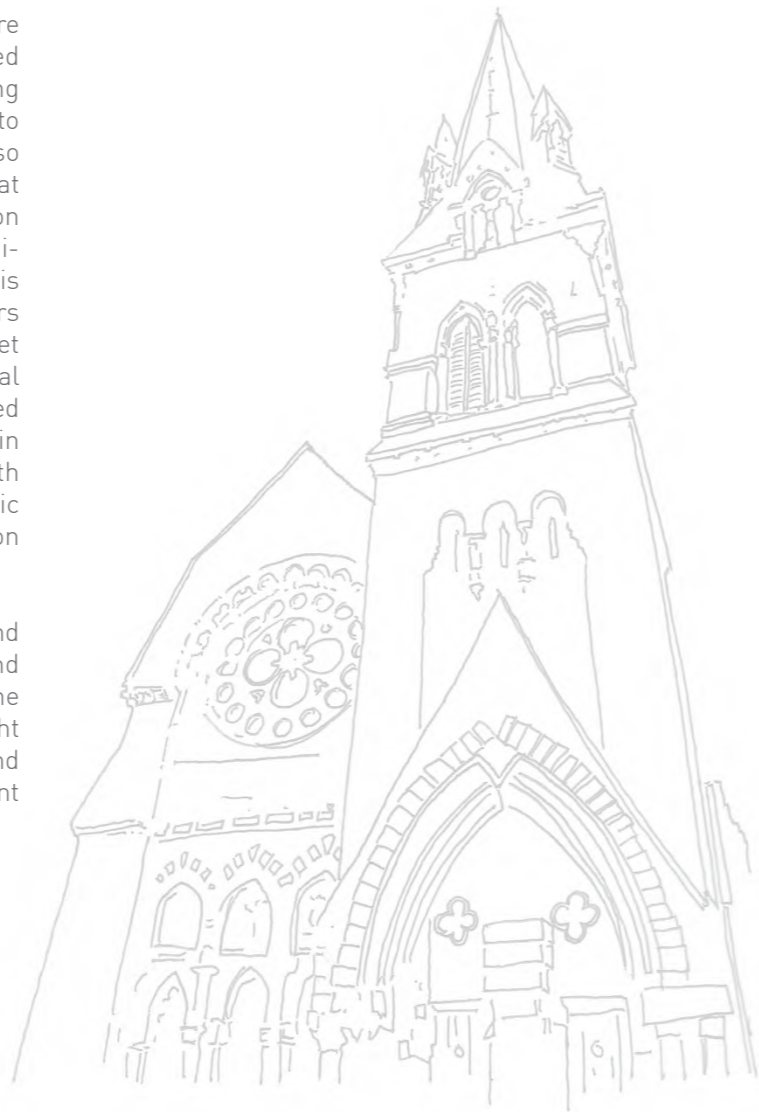
The place function of each of the town centres was assessed against the 12 key Quality Criteria for creating high quality public places as advocated by Jan Gehl. Each location, and the town centre as a whole was compared to these ideal criteria and conditions for quality public spaces to assess its current condition. In combination with the knowledge gained from test walks, user interviews, and movement recording techniques, assessment against these 12 Quality Criteria helps reveal what and where opportunities may be for improvement within each town centre in terms of public life.

The 12 key criteria advocated by Jan Gehl are:

1. Protection against traffic and accidents – feeling safe
2. Protection against crime and violence – feeling secure
3. Protection against unpleasant sensory experiences – climate and pollution
4. Opportunities to walk
5. Opportunities to stand/stay
6. Opportunities to sit
7. Opportunities to see
8. Opportunities to talk and listen
9. Opportunities for play and exercise
10. Dimensioned at the human scale
11. Opportunities to enjoy the positive aspects of climate
12. Aesthetic qualities and positive sensory experience

To assess the place function of each town centre according to this criteria framework, a mixed method approach was used. Data collected using those techniques and tools detailed previously to assess the movement function of the space also give great insight into the place function of that same area. As such this data was used in addition to a qualitative methodology of randomised semi-structured interviews with users in the street. This ensured the capturing of a mix of residents, workers and visitors already highly represented in the street environment, as well as gathering additional information and user experiences from targeted in-depth interviews and workshops with certain groups (e.g. elderly or disabled people, those with young children). Together this gives a more holistic understanding of the place function of each location and the town centre as a whole.

In addition, the overall town centre background studies looking at types of facade, land use and times of activity also supplement and fed into the place function analysis. These gave additional insight and contextualisation to all research findings, and helped to input into the place function assessment in addition.



In addition to the other tools and techniques, semi-structured user interviews were carried out by researchers in each location using a random sampling technique to get a representative mix of responses from different users utilising the space at that time of day and in that location. These are supplemented by user interviews with specific user groups.

ASSESSING PLACE FUNCTION

Semi-structured interviews

Each researcher conducted 5+ user interviews (where possible) at each of the 4 key locations at each town centre and at each of the 4 research time slots (8am, 12noon, 5pm, 7pm) and on both a weekday and weekend day, using a random sampling technique.

These spot-interviews with people that actually use the town centre public space, allowed us to gain more qualitative and detailed insight into user experience of the town centre at these points. Spot user interviews were conducted using random sampling to gain a representative sample of residents, workers, and visitors using the town centre at each of the key locations. They are an invaluable tool to better understand how different users with different needs experience the town centre street environment.

These interviews included questions structured around the 12 Quality Criteria, and will subsequently be analysed and 'coded' according to the 12 Quality Criteria to feed into assessment of the place and movement function of each town centre.

User interviews give a more qualitative assessment of how people feel about a place. Rather than just

directly observing how people move about or use the space as an impartial invisible person, instead user interviews allow the researcher to interact with the people using the space to give added depth and insight about why people are behaving the way they are. As the Town Centre Toolkit advocates, talking to local people who are regular users of a town centre space gives a greater depth to understanding of any issues and the way that space is currently used. Speaking to older people or those who may find mobility difficult will highlight particular issues that may not otherwise be picked up.

By interviewing a diversity of users we learned a range of information about different aspects of the public space based on individuals' own experience and perspective. To ensure selection of interviewees was random and representative of the users occupying that location at that time, researchers selected every 3rd person walking past to invite to take part in an interview, until they had successfully interviewed a minimum of 5 people for each time of day. The only time this number was not achieved was where there were insufficient numbers of people in the street to ask, researchers did not feel safe approaching people for whatever reason, or another mitigating factor prevented this.

In-depth interviews and walkabout workshops with particular user groups

To supplement the randomised spot user interviews, and to gain a more in-depth understanding of end user experience of the town centre street environment from the perspective of specific user groups e.g. local disabled and/or elderly people, we also conducted a minimum 3-5 in-depth user interviews with disabled/elderly people or those with young children based on 12 Quality Criteria as part of walking workshops (as appropriate) around the whole town centre. These included questionnaires based on the 12 Quality Criteria and allowed for more in-depth discussion with, and practical understanding of the common themes that emerge among these user groups in terms of the way they experience their local town centre.

Responses from all interviewees (spot interviews in the street and specific in-depth interviews) were coded to draw out key themes for each public space at the different times of day/week and priorities for action or design recommendations identified as a result. Each interviewee was asked questions relating to the 12 Quality Criteria to draw out responses relating to consistent standardised questions, but with the flexibility to allow them to diverge into the points and opinions important to them. Part of the researchers job is to ask 'Why is that?' after each question (as much as appropriate) to really get to the heart of their motivations and feelings for their answers.



“Direct observation is the primary tool of public life studies [...] As a general rule, users are not actively involved in the sense of being questioned, rather they are observed, their activities and behaviour mapped in order to better understand the needs of users and how city spaces are used.”
Jan Gehl, How to Study Public Life, 2013

KEY LOCATIONS IN EACH TOWN CENTRE

The Public Life Street Assessments included assessment and spatial analysis of their current function and usage at four carefully selected key locations along their length. This allowed a more detailed understanding of both their movement function and place function at key areas along these often linear and large town centre areas whilst also providing a more holistic overview through this spread of diverse locations in combination with test walks of the whole town length.

Researchers were positioned at these strategically chosen key points within each town centre to ensure the most thorough and representative data was collected.

The key locations in each town centre shown on the following pages were chosen in discussion with The City of Edinburgh Council and based on the following considerations:

- To give a good spread of data through the whole town centre
- Locations with most potential to invigorate public life
- Emphasis on key problem spots currently prohibiting or stifling the potential for public life.

- Those existing spaces where there is currently most public life - such as squares, greenspaces, active shop frontages.
- Locations where the existing or potential qualities for a 'human scale' street are high
- Key movement nodes such as traffic junctions and intersections.



"Usually quite a number of counts have to be made in order to compare different times of day, different days and different seasons. A number on its own is seldom of interest. It is important that results can be compared. Factual conditions like weather and time of day must also be noted consistently and precisely." Jan Gehl, *How to Study Public Life*, 2013



RESEARCH LOCATIONS



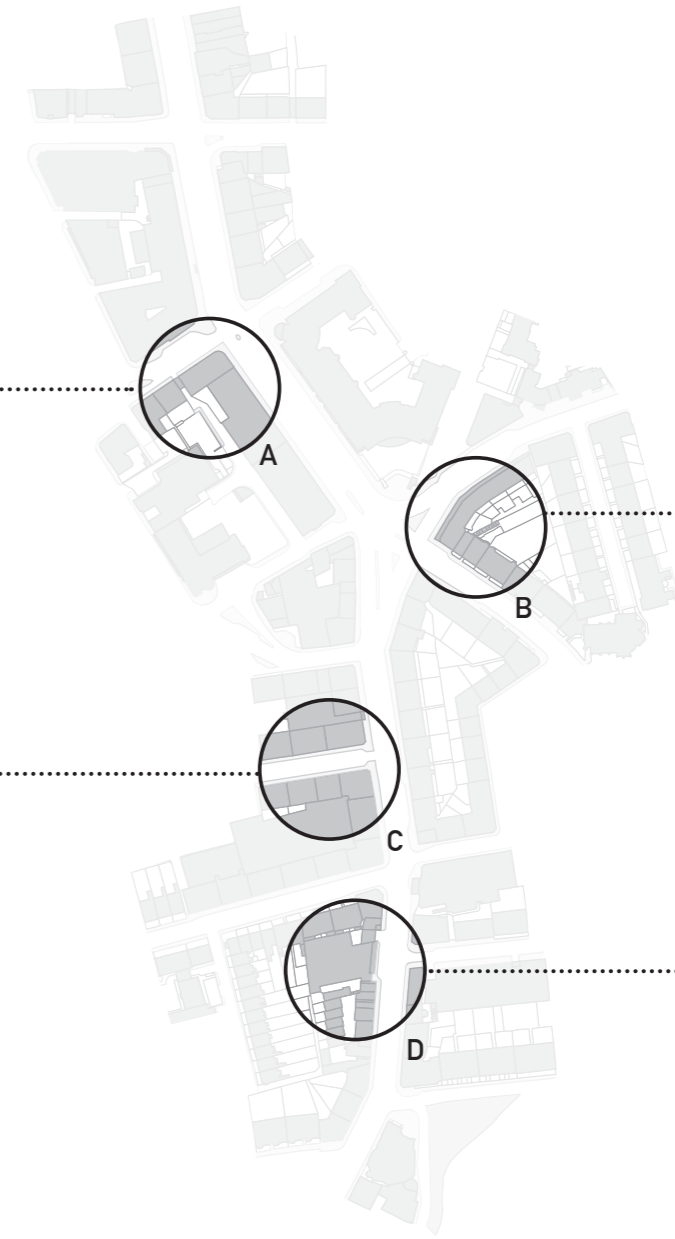
**CORNER OF LOTHIAN ROAD/
FOUNTAINBRIDGE, AT COSTA**

Narrow pavement at junction across busy pedestrian flow. Current cafe use of corner retail unit (Costa) - observe if additional outdoor spill-out space could be accommodated to boost public life within street layout whilst facilitating pedestrian movement flows, or change of use of Superdrug. Key junction with potential for more public life.



CORNER OF HOME ST/LOCHRIN PLACE

Adjacent to human-scale shop frontages currently divided by busy road. New pedestrian/cycle link to Fountainbridge. Busy location at bus stop / Cameo outflow / road crossing.



**TOLLCROSS JUNCTION AT
CORNER OF BROUGHAM STREET**

Adjacent cafe use of ground floor and potential for increased public life. Key pedestrian movement route in need of improvement. Tracing studies will also pick up broader traffic junction dynamics.



**LEVEN ST AT SCOTMID NEAR
JUNCTION + VALLEYFIELD STREET**

Observation of impact of: poor pavement condition/layout outside Scotmid and at junction, and cycle/pedestrian connection to/from Meadows along Valleyfield St. Tracing studies may reveal need for pedestrian crossing. Currently two human-scale rows of shopfronts on opposite sides of road - look in detail how these could become more cohesive place.



ADDITIONAL DATA

CLIMATIC CONDITIONS

TOLLCROSS

Varying weather conditions on each research day may impact the public life patterns observed. As such, the conditions research was undertaken in are expressed here.

A consistent methodology has been used through each research day in the town centre and at the five time slots research was recorded. However this record of weather may explain any anomalous results.

Whilst rain and snow was avoided where possible, due to the time of year cold conditions were inevitable and unexpected rain showers were occasionally experienced for short periods during some time slots. However, where possible and as much as could be predicted, rain/snow free days were chosen based on the weather forecast 24 hours before each planned research day.

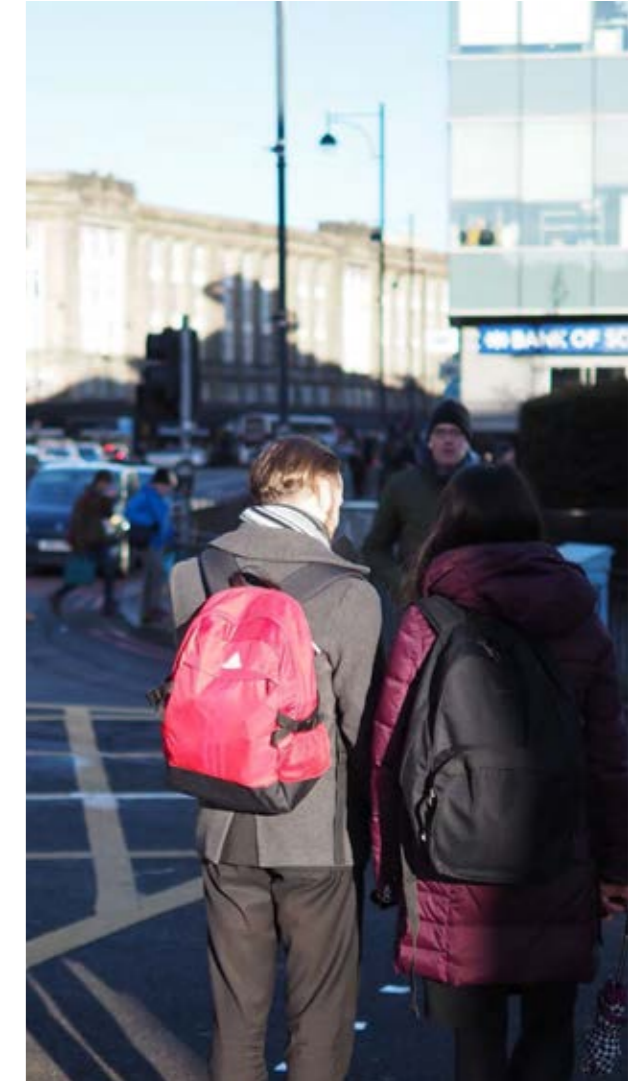
Whilst temperatures were always cold - unavoidable at this time of year - a mix of sunny, cloudy and occasionally rain showers were observed. These gave excellent research results for this time of year - showing the diversity of conditions present in Winter months and how these impact on public life.

MONDAY 27 FEBRUARY 2017

8am - Cold (2°C), sunny, dry, clear skies.
12pm - Cold (4°C), sunny, clear skies.
5pm - Cold (2°C), overcast, occasional very light rain/snow showers.
7pm - Cold (4°C), overcast, dark [after sunset].

SUNDAY 5 MARCH 2017

8am - Cold (3°C), dry, light cloud.
12pm - Cold (4°C), overcast, dry but with occasional spots of light rain.
5pm - Cold (4°C), sunny, clear skies, dry.
7pm - Cold (3°C), dry, dark [after sunset].



USER INTERVIEWS:

LOCATION A / JUNCTION OF FOUNTAINBRIDGE / EARL GREY ST / LOTHIAN ROAD

TOWN CENTRE: TOLLCROSS			PROTECTION - How to minimize unpleasant experiences. It expresses our need to be kept safe from accident, insecurity and discomfort.	COMFORT - the quality of walking and staying in a place. It involves walking, standing and sitting as well as the possibility for seeing, hearing and talking. Playing or relaxing in natural.			
Key Location	Date	Time	1 - Feeling safe - protection against traffic and accidents	2 - Feeling secure - protection against crime and violence	3 - Climate and pollution - protection against unpleasant sensory experiences	4 - Opportunities to Walk	5 - Opportunities to stand/stay
A	27.02.2017	08.00	The traffic is really fumey. It's not nice.	9 or 10 out of 10 safe from crime, even at night.	The weather doesn't impact how I use the street - I'm mostly just here for the bus. I interchange buses here on my way to work in Leith.		I wouldn't really sit outside here or spend more time here in summer.
A	27.02.2017	08.00	Traffic is the biggest threat here. It is a pain.	I feel 9 or 10 out of 10 safe, though there was a murder a few years ago.	8 out of 10 as a place to spend time outdoors. I lived here for a few years - the Meadows is really nice and close by.	I just pass through here.	I'm just passing through.
A	27.02.2017	08.00	The biggest nuisance here is traffic.	I feel 10 out of 10 safe. Crime isn't a problem I've noticed - people are nice here.	9 out of 10 as a place to spend time outdoors. It's sunny today so I'm lucky! The work needs to be done whatever the weather though.	The biggest nuisance here is traffic.	8 out of 10 as a place to spend time outdoors. I lived here for a few years - the Meadows is really nice and close by.
A	27.02.2017	12.00	The biggest nuisance is probably traffic. There's generally wide pavements though, so it seems relatively easy to walk through.	I feel 10 out of 10 safe here. I don't worry about crime.		The biggest nuisance is probably traffic. There's generally wide pavements though, so it seems relatively easy to walk through.	I work for a charity on the street. I'm only here to do a targeted campaign every so often.
A	27.02.2017	12.00	The traffic is quite intense. I drove here.	We've had windows smashed a couple of times but otherwise its okay.	The weather doesn't really affect how I use the space.	It's easy to walk through. But the timings of the lights is a problem. You have to wait a long time.	We're paid to be here today as we're working, but yes, it's a place I'd spend time outside of work too. Mostly the Meadows though.
A	27.02.2017	12.00	Traffic is the biggest threat here. Cars from the street always cut through the lights.	7 out of 10 safe. I don't worry about crime.			I like the Meadows around the corner, you can pop there with a packed lunch.
A	27.02.2017	12.00	The biggest nuisance here is the traffic.				
A	27.02.2017	12.00	The amount of traffic and the traffic noise is a big problem. [...] There's an issue with the traffic lights for cars coming from Lauriston Place, the cars never notice the street light on the right and then drivers get angry and beep. Also, emergency vehicles use Tollcross as a route - their sirens can be loud - but that's unavoidable I guess.	10 out of 10 safe. Drug abuse can be an issue, but as long as you don't bother them they don't bother you.	The weather doesn't affect how I use the street much. Generally I'm coming to work. The shop has an overhang here though. It would be good to have more shelter around here. There's not much shelter on the street itself.	I like Tollcross. Diverse shops, all affordable, and a good community. [...] I'd spend time outside in the Meadows, plus the cafes are affordable so I'd spend time there.	
A	27.02.2017	12.00	Traffic is the biggest nuisance or threat here. I can cross the road okay, but it takes a while. There are problems on narrow corners at some of the junctions, and narrow traffic islands though.	10 out of 10 safe. I don't worry about crime here.	Yes, the weather does affect how easy it is for me to walk here now I have crutches. Particularly if it's raining, it makes it harder to get around.	Yes, the weather does affect how easy it is for me to walk here now I have crutches. Particularly if it's raining, it makes it harder to get around.	It's nice to spend time outside here - but at the Meadows, not on the main street in Tollcross. [...] I'd sit or spend time at ECA, but not at the junction - there isn't anywhere to sit and just buy.
A	27.02.2017	17.00	The biggest threat here is traffic, and druggies, and bike stealing. I have to cycle through Tollcross junction but I don't like it.	8 out of 10 safe. Yes, I feel safe at a personal level, but not from burglaries. My fatmate's bike got stolen twice in 2 weeks from our stailwell. [...] The biggest threat here is traffic, and druggies, and bike stealing.		I have to cycle through Tollcross junction, but I don't like it. It's okay to walk - the pavements are okay mostly.	I would spend time but not here - but in the Meadows. Absolutely not at this junction.
A	27.02.2017	17.00	There's too much traffic.	4 out of 10 safe - there are drug problems around here quite a bit. That's the only crime we worry about. Now it's getting dark you start to see shady characters.	We are usually getting around by bus, so the weather doesn't impact us much.	It's okay to walk through.	Yes, we spend more time outside in summer.
A	27.02.2017	17.00		I feel 10 out of 10 safe here.	It gets unpleasant here in bad weather because there is no shelter.		It gets unpleasant here in bad weather because there is no shelter.
A	27.02.2017	17.00	There's too much much, but it's more tolerable than other areas of the city. I used to live on Easter Road and that was bad.	Crime is the biggest nuisance or threat here now. Nothing has happened to me but you are aware of thefts, aggression etc. I feel 10 out of 10 safe here during the day, but only 5 out of 10 at night. Things have got particularly bad in terms of crime in the last 5 years or so. There are people loitering sleeping next to the shop fronts, you don't feel safe.	The Tollcross junction is really poor - I'd never spend time outside here. The weather doesn't impact how I use the street - I'm not spending time here, just going places.	The Tollcross junction is really poor - it's okay to walk through but I'd never spend time outside here. The weather doesn't impact how I use the street - I'm not spending time here, just going places.	I don't come here that often, but there are lots of good pubs I'd spend time in. [...] 2 out of 10 as a place to spend time outdoors. It's a very potholed, polluted street, dirty and noisy. I don't find it a nice outdoor area at all to spend time. [...] If it's raining I'm more likely to take a bus. The pavements get slippery and you get splashed by buses. [...] The biggest threat here is the cars. There's lots of traffic, it's horrible to try and walk through Tollcross junction - it's a maze, horrible to navigate, especially on a bike.
A	27.02.2017	19.00	The biggest threat here is the cars. There's lots of traffic, it's horrible to try and walk through Tollcross junction - it's a maze, horrible to navigate, especially on a bike.	7 out of 10 safe. I'm a man in dark clothes so don't feel threatened. But around the Cameo it feels a bit dodgy.	It's a very potholed, polluted street, dirty and noisy. [...] If it's raining I'm more likely to take a bus. The pavements get slippery and you get splashed by buses. [...] The biggest threat here is the cars. There's lots of traffic, it's horrible to try and walk through Tollcross junction - it's a maze, horrible to navigate, especially on a bike.	2 out of 10 as a place to spend time outdoors. It's a very potholed, polluted street, dirty and noisy. I don't find it a nice outdoor area at all to spend time.	More greenery here would be nice. There is a lot of empty street fronts and the pavements could be cleaner.
A	05.03.2017	08.00	I don't like how busy it gets in the morning on weekdays - between 8 and 9am - with lots of cars but also too many people for the pavements to take.	I mostly feel safe during the day, but at night - especially on weekends - there can be a lot of drunk people.	There's not much reason to be outside here, it's too busy and especially when the Meadows is so close. [...] I'd only go outside when necessary in bad weather.	I don't like how busy it gets in the morning on weekdays - between 8 and 9am - with lots of cars but also too many people for the pavements to take.	I like the cafes and the Cameo here, and how close it is to the Meadows and town.
A	05.03.2017	08.00	Traffic is the biggest problem here. The junction works fine, but less cars would be better.	I feel 7 out of 10 safe here.	I take the bus if it's rainy, walk if it's sunny	I take the bus if it's rainy, walk if it's sunny	Perhaps if Costa (at corner of Fountainbridge and Earl Grey St) had outdoor seating I'd spend time outside here.
A	05.03.2017	08.00		Drunk people at weekends is the biggest threat here.		I often walk this but it's not especially somewhere I'd like to spend time.	I often walk this but it's not especially somewhere I'd like to spend time here specifically. I'd go to the Meadows.
A	05.03.2017	12.00	9 out of 10 safe. The traffic is busy but slow moving. Traffic is the biggest nuisance though, and the noise/pollution is produces.		It's a nice area, but the weather is rarely nice enough to sit outside here. The weather doesn't affect my behaviour here, I'm just walking around. [...] Traffic is the biggest nuisance though, and the noise/pollution is produces.	My wife enjoys shopping here, but I just enjoy the walking! If I was going to spend time round here it would be much more likely I'd go to a park or somewhere quieter rather than spending time here. It's too loud with all the traffic. [...] Traffic is the biggest nuisance though, and the noise/pollution is produces.	My wife enjoys shopping here, but I just enjoy the walking! The scaffolding is an issue but I guess that won't be there long. It needs something to break up the street though - it's too long.

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A	05.03.2017	08.00	I don't like how busy it gets in the morning on weekdays - between 8 and 9am - with lots of cars but also too many people for the pavements to take.	I mostly feel safe during the day, but at night - especially on weekends - there can be a lot of drunk people.	There's not much reason to be outside here, it's too busy and especially when the Meadows is so close. [...] I'd only go outside when necessary in bad weather.	I don't like how busy it gets in the morning on weekdays - between 8 and 9am - with lots of cars but also too many people for the pavements to take.	I like the cafes and the Cameo here, and how close it is to the Meadows and town.
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ENJOYMENT - Enjoyment covers the human scale, enjoying the positive aspects of the climate and the sensory experience of the place, including design and the quality of materials used. It is vital to create city spaces on a human scale, with fine details, good materials and good street furniture.

7 - Opportunities to see 8 - Opportunities to talk and listen 9 - Opportunities for play, exercise and unfolding activities 10 - Dimensioned at the human scale 11 - Opportunities to enjoy the positive aspects of climate 12 - Aesthetic qualities and positive sensory experience

What are you doing here today? Necessary / optional / recreational activity? What is this place lacking?

												Man in his 20s - taking the bus to Leith. I'm just here for the bus interchange on the way to work. Woman in her 50s - I'm walking to Marchmont		Character.
I like the bottom of Tollcross (Leven St) for shops.								I like the bottom of Tollcross (Leven St) for shops.	I like the bottom of Tollcross (Leven St) for shops.					Less traffic.
8 out of 10 as a place to spend time outdoors. I lived here for a few years - the Meadows is really nice and close by.								8 out of 10 as a place to spend time outdoors. I lived here for a few years - the Meadows is really nice and close by.	8 out of 10 as a place to spend time outdoors. I lived here for a few years - the Meadows is really nice and close by.					Less traffic.
There's a good choice of cafes. I don't know the area too well, but seems good the variety.								It's sunny today so I'm lucky!	It's sunny today so I'm lucky!					Something for youths to do.
I like the pubs and cafe culture here.								I like the pubs and cafe culture here.	If the weather is nice I'd go to the Meadows instead					Not sure
I like the Meadows around the corner, you can pop there with a packed lunch. [...] I like the Meadows, and having lots of ECA students around makes it vibrant.								It's a lovely community, really diverse. [...] I like the Meadows, and having lots of ECA students around makes it vibrant.	I like the Meadows.					Fix timing of the traffic lights at the main junction so its easier to walk.
I like the shops and cafes, the green areas nearby at the Meadows and the canal.								I like the shops and cafes, the green areas nearby at the Meadows and the canal.	I like the shops and cafes, the green areas nearby at the Meadows and the canal.					Mother and children playing in a phone box - playing with the children just now then we're out for lunch
I like Tollcross. Diverse shops, all affordable, the cinema, and a good community.								The amount of traffic and the traffic noise is a big problem. [...] There's an issue with the traffic lights for cars coming from Lauriston Place, the cars never notice the street light on the right and then drivers get angry and beep. Also, emergency vehicles use Tollcross as a route - their sirens can be loud - but that's unavoidable I guess.	I'd spend time outside in the Meadows, plus the cafes are affordable so I'd spend time there.					More shelter. Fix the traffic lights so people have more time to cross at the main junction, and make the traffic light on Lauriston Place so cars know when it goes green.
I like Tollcross. Diverse shops, all affordable, the cinema, and a good community.								I'd spend time outside in the Meadows, plus the cafes are affordable so I'd spend time there.	I like Tollcross. Diverse shops, all affordable, and a good community.					Man in art shop - working
I like the student atmosphere and the Meadows.								It's nice to spend time outside here - but at the Meadows, not on the main street in Tollcross.	It's nice to spend time outside here - but at the Meadows, not on the main street in Tollcross.					Woman in her 20s walking with crutches - I'm an ECA student going to uni, I live here.
I like the cafes here and the Polish bakery. There's lots to do.								It's too noisy here - all the traffic.	I like the cafes here and the Polish bakery. There's lots to do.					Wider pavements, smoother walking surface, more pedestrian priority.
I like the variety of shops here.									I like the variety of shops here.					Marietta (in her 20s) - I live and study here, I'm coming back from work.
														Make it less noisy.
														Shelter
														It gets unpleasant here in bad weather because there is no shelter.
Tollcross has got a nice character and cafes.								Tollcross has got a nice character and cafes.	I've lived here all my life. I don't see it as somewhere to spend time outdoors. I'd go to the canal or Harrison Park instead.					Tollcross has got a nice character and cafes.
More greenery here would be nice. There is a lot of empty street fronts and the pavements could be cleaner.								It's a very potholed street, dirty and noisy.	There's not much reason to be outside here, it's too busy and especially when the Meadows is so close.					Jojoye - I work in the Grassmarket - I'm coming home after work.
														Less traffic, more green!
														Green! More greenery here would be nice. There is a lot of empty street fronts and the pavements could be cleaner.
														Rory - walking home from work.
														Better for bikes
														More plants. Perhaps if Costa (at corner of Fountainbridge and Earl Grey St) had outdoor seating I'd spend time outside here.
														Sandra (female 35-45yrs) - going in to town to shop.
														Male (18-25yrs) - going to the gym at Fountainbridge Park
														Male (55-60yrs) - exploring town
I like the old art deco building (Lothian House). Nice architecture in places.														It needs something to break up the street - it's too long.

USER INTERVIEWS:

LOCATION A CONTINUED / JUNCTION OF FOUNTAINBRIDGE / EARL GREY ST / LOTHIAN ROAD

TOWN CENTRE: TOLLCROSS			PROTECTION - How to minimize unpleasant experiences. It expresses our need to be kept safe from accident, insecurity and discomfort.	COMFORT - the quality of walking and staying in a place. It involves walking, standing and sitting as well as the possibility for seeing, hearing and talking. Playing and the quality of materials used. It is vital to create city spaces on a human scale, with fine details, good materials and good street furniture.	ENJOYMENT - Enjoyment covers the human scale, enjoying the positive aspects of the climate and the sensory experience of the place, including design and the quality of materials used. It is vital to create city spaces on a human scale, with fine details, good materials and good street furniture.				
Key Location	Date	Time	1 - Feeling safe - protection against traffic and accidents	2 - Feeling secure - protection against crime and violence	3 - Climate and pollution - protection against unpleasant sensory experiences	4 - Opportunities to Walk	5 - Opportunities to stand/stay		
A	05.03.2017	12.00	9 out of 10 safe. The traffic is busy but slow moving. Traffic is the biggest nuisance though, and the noise/pollution is produces.		It's a nice area, but the weather is rarely nice enough to sit outside here. The weather doesn't affect my behaviour here, I'm just walking around. [...] Traffic is the biggest nuisance though, and the noise/pollution is produces.	My wife enjoys shopping here, but I just enjoy the walking! The scaffolding is an issue but I guess that won't be there long. It needs something to break up the street though - it's too long.	My wife enjoys shopping here, but I just enjoy the walking! If I was going to spend time round here it would be much more likely I'd go to a park or somewhere quieter rather than spending time here. It's too loud with all the traffic.		
A	05.03.2017	12.00	I'd like a crossing from Costa to the RBS offices - you have to run across the street.	I feel 5 out of 10 safe at night, and 10 out of 10 safe during the day here. It's much safer than it used to be, but you still get a lot of drunk people at the weekend which can be intimidating.	I have my own garden, and go to the Meadows. It's too exposed on the main streets here. [...] We go for shorter walks (with the dog) when it's raining.	We go for shorter walks (with the dog) when it's raining. [...] I'd like a crossing from Costa to the RBS offices - you have to run across the street.	I live and shop here, but otherwise don't spend much time here.		
A	05.03.2017	12.00	The noise from traffic is the biggest nuisance here.	8 out of 10 safe. I don't worry about crime.	The noise from traffic is the biggest nuisance here.	I come into town most weekends to go shopping and meet friends - I walk through this way to get there. There are good bus routes here too.	There's nowhere to sit outside, and I don't like Costa. I go to the Meadows or the Links in the summer.		
A	05.03.2017	12.00	Traffic is bad. I don't like the amount of lanes, crossing from inside to the outside lane can be scary when you're on a bike. I find the commercial vans are the worst. Buses often don't see me when I'm cycling on my bike, but I've not been hurt...yet!	I don't worry about crime here.			I'd be more inclined to go to the canal basin or Meadows than spend time here. It's too close to the road and there's nowhere good to sit and people watch.		
A	05.03.2017	12.00	Traffic is a nuisance.	I feel 7.5 out of 10 safe here. I know the area well, but I have had my bike stolen before.	I don't like the big RBS building - it blocks all the light.	I like how close it is to the Meadows and to university, and exploring the shops.	I often sit in Costa, but I'd never sit outside - it's too cold. Maybe in summer, but I'm not sure where? I go to the Meadows in summer to study.		
A	05.03.2017	17.00	Traffic and pollution are the biggest threats here. And there needs to be more shelter from the weather.	7 out of 10 safe. It's busy at night on the weekend, there's lots of people and police so you don't feel too unsafe.	The weather doesn't impact how I use the space. [...] Traffic and pollution are the biggest threats here. And there needs to be more shelter from the weather.	This is just my route walking home, I wouldn't hang about here. [...] The pavement is really narrow in some spots, which makes it hard to walk two-abreast.	This is just my route walking home. I wouldn't hang about here. I'd go to the Meadows to spend time instead.		
A	05.03.2017	17.00	I'd never spend much time out here - it's too noisy and there's too much traffic.	I don't worry about crime - I don't live here, just pass through.	I'm less likely to go outside if it's bad weather. I'd never spend much time out here - it's too noisy and there's too much traffic.	I just pass through.	The weather is never good enough to spend much time outside, but when it is, the Meadows is better than here. [...] I'd never spend much time out here - it's too noisy and there's too much traffic.		
A	05.03.2017	17.00	The cars coming from the Grassmarket come through (across Earl Grey St down Fountainbridge) very fast.		I wouldn't come out if it were raining or windy. [...] It's fairly easy to walk through here. Though the road surface at the crossings can be bad - I'm scared I might trip on it.	It's fairly easy to walk through here. Though the road surface at the crossings can be bad - I'm scared I might trip on it. There's a lot of obstacles. Scaffolding, bins, bollards. It's not nice to walk around here.	I enjoy the Meadows on a nice day, I'm not so bothered about the shops here.		
A	05.03.2017	17.00	The biggest threat here is the traffic - the volume of cars. There are too many cars on the road.	10 out of 10 safe. It's well populated and watched here. I don't worry about crime.	I'm more likely to walk in nice weather - through the Links. In bad weather I take the bus.	I'm more likely to walk in nice weather - through the Links. In bad weather I take the bus. [...] It's a passing through space - not much to make you stop.	I use the pitch and putt on the Links in the summer, but don't spend time here on the street. [...] It's a passing through space - not much to make you stop.		
A	05.03.2017	17.00	There could be more parking. There's not many places to park and its expensive.	No, I don't worry about crime much here. I've seen fights in the pub - drunks. But I'm not worried about crime. 7 out of 10 safe. Tollcross has improved safety wise recently, but its lost its charm.	I drive everywhere - the weather doesn't really affect me.				
A	05.03.2017	19.00	Traffic's what it is.		I bring my umbrella if it's raining, but it doesn't stop me.	I don't like the delivery cyclists here - they sometimes go on the pavement because of all the traffic or don't have places to leave their bikes so they're in the way when you're walking.			
A	05.03.2017	19.00	Traffic needs to be reduced. You see pedestrians running across the road a lot here. They should have a proper crossing, or less traffic. It's dangerous.	I've heard of crime happening round here, but I've never seen it.	I don't like the lighting and the scaffolding [outside Costa], it feels very claustrophobic.	You see pedestrians running across the road a lot here. They should have a proper crossing, or less traffic. It's dangerous.			
A	05.03.2017	19.00		I feel 5 out of 10 safe here.		I wouldn't spend time here, I just walk through here to walk the dog in the Meadows.			
RESEARCH DIARY OBSERVATIONS			Many pedestrians were observed running across Fountainbridge road where this meets Earl Grey St/Lothian Road. This narrow road is not used by cars the majority of the time, and so people walk across anticipating that they have priority as pedestrians. This causes conflict, and potential accidents when cars either turn unexpectedly down Fountainbridge (right turn as coming from Lothian Road) or come across straight from Fountainbridge East, to the surprise of pedestrians. [...] Drivers observed beeping at pedestrians jaywalking across Earl Grey St / Lothian Road, particularly at the informal crossing from Costa to Loydys building on corner of East Fountainbridge.	Smokers and sometimes drunken groups gather outside Moriarty's Bar. This may be intimidating for some users.	Trees would help filter pollution and provide some shelter to those walking. There is an opportunity for this on the corner of Fountainbridge/Lothian Road outside Superdrug.	Few pedestrians wait for the lights when crossing from Costa to Superdrug, instead walking across whenever there are no cars coming. The scaffolding adjacent to Costa on the corner of Earl Grey St and Fountainbridge is highly obstructive to the general flow of pedestrians, in particular users with additional mobility needs. [...] Cyclists find it hard to cross the 3 lanes of traffic on the East side of Lothian Road / Earl Grey Street and often give up and go straight or step onto the pavement to walk across instead. [...] There are lots of cyclists at the 5pm slot - many of whom are delivery services. [...] A lot of people are walking with suitcases. Many people jaywalk across the road from Costa (corner of Fountainbridge/Earl Grey St) to/from East Fountainbridge. This is regularly used as a crossing point by many pedestrians, despite the lack of suitable crossing facilities, just one small crossing island. [...] 12pm on Monday 27 Feb - many people walking past have bought lunch on their lunch breaks from work. There may be an opportunity to harness these pedestrians and encourage more public life and staying activities by providing seating and planting, and wider pavement space where needed to accommodate this. For example at the corner of Fountainbridge/Lothian Road, and providing additional trees/seating on the wide corner at East Fountainbridge/Earl Grey St.	The current space taken up by the construction work and container on Fountainbridge near the Costa could be better utilised for space for planting and seating. The road operates well without this space so it is not needed for cars, and could be better utilised to harness the potential for outdoor public life building on the cafe use of the nearby retail at Costa.	Opportunity to harness workers on lunch breaks picking up sandwiches, to provide seating / trees on corner of Fountainbridge/Lothian Road on the sunny side of the street.	Opportunity to harness workers on lunch breaks picking up sandwiches, to provide seating / trees on corner of Fountainbridge/Lothian Road on the sunny side of the street.

7 - Opportunities to see	8 - Opportunities to talk and listen	9 - Opportunities for play, exercise and unfolding activities	10 - Dimensioned at the human scale	11 - Opportunities to enjoy the positive aspects of climate	12 - Aesthetic qualities and positive sensory experience	What are you doing here today? Necessary / optional / recreational activity?	What is this place lacking?
I like the old art deco building (Lothian House). Nice architecture in places.	If I was going to spend time round here it would be much more likely I'd go to a park or somewhere quieter rather than spending time here. It's too loud with all the traffic. [...] Traffic is the biggest nuisance though, and the noise/pollution is produces.					Male (55-60yrs) - exploring town	It needs something to break up the street - it's too long.
		I have my own garden, and go to the Meadows if I'm walking the dog. It's too exposed on the main streets here.		I have my own garden, and go to the Meadows. It's too exposed on the main streets here.	I have my own garden, and go to the Meadows. It's too exposed on the main streets here.	Female (35-45yrs) - I'm walking the dog to the Meadows.	I'd like a crossing from Costa to the RBS offices - you have to run across the street. Wider pavements, particularly near Costa.
	The noise from traffic is the biggest nuisance here.					Female (18-25yrs) - going shopping in town. I come into town most weekends to go shopping and meet friends - I walk through this way to get there.	Trams. They should come up to Bruntsfield.
I like the bars and the bike shop here.			I like the bars and the bike shop here.			Male (25-35yrs) - going to the bike shop [Evans].	Better for bikes.
I don't like the big RBS building - it blocks all the light.		I like exploring the shops here.				Dean (19-25yrs) - I'm going into town to meet friends.	More plants and greenery. More shelter from the weather. Get rid of the phone box on the corner here [Fountainbridge/Earl Grey St corner next to Superdrug], and pedestrianise Fountainbridge street.
It's not a great people-watching spot here. I just walk through on my way home.						Thomas (25-35yrs) - I'm going home.	
	I'd never spend much time out here - it's too noisy and there's too much traffic.			The weather is never good enough to spend much time outside, but when it is, the Meadows is better than here.	I'd never spend much time out here - it's too noisy and there's too much traffic.	Anna (25-35yrs) - I'm going to work.	More seating, more shelter, access to Lothian House.
This spot is nothing special. I often go to the Cameo but not much else in this area. [...] I don't like the strip clubs in this area. [...] It's a passing through space - not much to make you stop.		I enjoy the Meadows on a nice day, I'm not so bothered about the shops here.			This spot is nothing special. [...] It's fairly easy to walk through here. Though the road surface at the crossings can be bad - I'm scared I might trip on it. There's a lot of obstacles. Scaffolding, bins, bollards. It's not nice to walk around here.	Male (65+) - I was in the Links / Meadows, on my way home via the bus stop.	Smoother road surfaces so it's easier to walk.
						Male (45-55yrs) - on way home from town.	Less cars. Better for pedestrians. Better Christmas tree outside the RBS office. More greenery.
						Male (55-65yrs) - going home. I was just in town for the afternoon.	
Tollcross has improved safety wise recently, but its lost its charm.		Tollcross has improved safety wise recently, but its lost its charm.			The street gets good light in the evening.	Male (65+) - I was at Moriarty's Bar - it's my local.	Wider pavements, more bike racks, better for walking/cycling.
I don't like the lighting and the scaffolding [outside Costa], it feels very claustrophobic.			I don't like the lighting and the scaffolding [outside Costa], it feels very claustrophobic.		I don't like the lighting and the scaffolding [outside Costa], it feels very claustrophobic.	Male (35-45yrs) - going home.	I'd like more buildings to be built like Lothian House. Reduce the traffic.
						Female (25-35yrs) - walking the dog.	
		Opportunity to harness workers on lunch breaks picking up sandwiches, to provide seating / trees on corner of Fountainbridge/Lothian Road on the sunny side of the street.		Opportunity to harness workers on lunch breaks picking up sandwiches, to provide seating / trees on corner of Fountainbridge/Lothian Road on the sunny side of the street.	Use of planting and trees would help reduce the impact and dominance of road and traffic aesthetic.	Necessary - ? Optional - ? Recreational - ?	

USER INTERVIEWS:

LOCATION B / TOLLGROSS JUNCTION AT CORNER OF LAURISTON PLACE / BROUGHAM STREET

TOWN CENTRE: TOLLGROSS			PROTECTION - How to minimize unpleasant experiences. It expresses our need to be kept safe from accident, insecurity and discomfort.	COMFORT - the quality of walking and staying in a place. It involves walking, standing and sitting as well as the possibility for seeing, hearing and talking. Playing at conditions. Pedestrians need to				
Key Location	Date	Time	1 - Feeling safe - protection against traffic and accidents	2 - Feeling secure - protection against crime and violence	3 - Climate and pollution - protection against unpleasant sensory experiences	4 - Opportunities to Walk	5 - Opportunities to standstay	
B	27.02.2017	08.00	The junction is the biggest threat here. All the traffic. It's really busy. [...] It needs less cars.	I feel 7 out of 10 safe. I don't worry about crime here.	The weather doesn't affect how I use the space. I'm just walking through on my way to work.	The weather doesn't affect how I use the space. I'm just walking through on my way to work. [...] It's alright to walk through here. The junction is really busy though.	I'm just going to work. I wouldn't spend time here. 0 out of 10 as a place to sit or spend time outside. It's just a junction with lots of traffic and there's nowhere nice to sit. I'd go to the Meadows instead. [...] I like the shops and bars in Tollcross. But there's nothing outside to see or do, or anywhere to spend time.	
B	27.02.2017	08.00	The traffic is bad. It stops me running. I have to stop to try and cross the road. There are lots of traffic islands. You have to wait on each of them, or risk running between cars. You feel quite precarious, even when you're waiting on a proper island. Like you're in a sea of tarmac with cars coming at you from all angles.	I don't worry about crime here. It's pretty busy most times of day.			I don't spend time here. I just run through. I do a (running) loop via the canal and the Meadows. I wouldn't rate this junction as a place to spend time, but nearby there are places that good to spend time - the Meadows and the canal. [...] There's no space to spend time outside here at the moment. I'd like to see that happen.	
B	27.02.2017	08.00	The junction is busy. Lots of reckless drivers.	I don't worry about crime here. There are people around and its busy even in the evening.		I just walk through on my way to work. I'd like it if the street was more readable for pedestrians - particularly at the junction. It's quite confusing to walk around and know which way to go to get over the junction quickest.	I just walk through on my way to work.	
B	27.02.2017	08.00	I walk my son to nursery through here. The junction is terrible, really dangerous. The junction is a nightmare! All the traffic. Busy, loud, dangerous. It's not easy to walk through. I don't like anything about the junction. It's not safe, hard to walk through, especially with children.			I walk my son to nursery through here. The junction is a nightmare! All the traffic. It's not easy to walk through. I don't like anything about the junction. It's not safe, hard to walk through, especially with children.	I walk my son to nursery through here. The junction is a nightmare! All the traffic. Busy, loud, dangerous. It's not easy to walk through. I don't like anything about the junction. It's not safe, hard to walk through, especially with children.	
B	27.02.2017	12.00	The traffic is noisy, but I've not noticed the fumes so much. You feel a bit detached from it by sitting up here [outside RBS looking over the junction from the raised platform]. The traffic is heavy though. It's time consuming to cross the road. [...] The biggest threats here are the drunk people, especially at night, and the noise from all the traffic.		The biggest threats here are the drunk people, especially at night, and the noise from all the traffic.	It's easy enough for me to walk through here. But not for others - if you have a pram the steps would be hard, or if you used a wheelchair.	I come here everyday if it's sunny [sat on lunch break on raised seating and planter area outside RBS]. I'd give it 7 out of 10 as a place to spend time. It's really sunny here - you get all the sun, and it's nice it's set back from the junction. I perch on the planter here. It would be nice if there was more seating. I come out here everyday. Unless it's raining! Even in the winter - the sun is really nice. Especially if you've been inside all day.	
B	27.02.2017	12.00	The traffic is really busy. It's a really busy road. It takes time to cross.	I don't worry about crime here.	I wouldn't spend time outside here at the moment - it's wintery and cold. But in summer. You often see a lot of people sat up there on the planters - they get a lot of sun. I'd usually go into town instead of spending time here though. Or to the Cameo, but not really anywhere outside. It would be good to have some outside space for the Cameo.	I like the link to the canal from here. It's an up and coming area. It would be nice if you could get to the canal easier from here. Without such a big junction and lots of crossings in the way!	I wouldn't spend time outside here at the moment - it's wintery and cold. But in summer. You often see a lot of people sat up there on the planters - they get a lot of sun. I'd usually go into town instead of spending time here though. Or to the Cameo, but not really anywhere outside. It would be good to have some outside space for the Cameo.	
B	27.02.2017	17.00	It's really busy with traffic here. You often see people running across all the lanes over the road here [Earl Grey St] to get across without having to go up to the junction. It's like the human version of Frogger! It's really dangerous.		The potholes near here, and on Fountainbridge are a real issue for both people walking and cycling. It's a key link to the canal but it's really dangerous and hazardous if you're walking or on a bike. [...] The biggest challenges to walking are the scaffolding, poles and bins in the way on the street. [...] It's really busy with traffic here. You often see people running across all the lanes over the road here [Earl Grey St] to get across without having to go up to the junction. It's like the human version of Frogger! It's really dangerous.			
B	27.02.2017	17.00	There are a lot of potholes and uneven surfaces across the Tollcross junction. It's the same across the whole of Edinburgh. It makes it really hazardous for cyclists and is a big disincentive to cycling. People don't feel safe. [...] Last Friday or Saturday [24 or 25 Feb 2017] the lights for the whole junction went down for a good 10 minutes or so. It was chaos. It was a private contractor I think, working on the services boxes on the traffic island outside here [Lauriston Place]. [...] The traffic lights are confusing just here [Lauriston Place heading toward Home St]. It results in a lot of beeping, all day long! There are three lanes in this direction - two going straight over and one turning right, but 4 traffic lights. People in the middle lane have 2 sets to look at, but the left hand one is actually for the left lane, and the right of the two is for their lane. They don't really and assume the light on the right of their two is actually for the lane turning right... so when it goes green for them, they're still looking at the red light on the left side of the two central lights [actually for the left lane] and think they can't go. You get a lot of beeping because of that! The left light of the two lights in the central lane should be got rid of, it's actually for the left hand lane so confuses people.	I don't think crime is too bad here. You get some bike theft but not too much. We've only had one occasion of shoplifting in the shop [Electron Bikes].				There's not really anywhere outside here you can sit. We need more bike racks near the police box and outside the shop here [Electron Bikes on Lauriston Place] so it's easier to stop and go to places near here.

in a variety of activities and experience the surroundings rest on how city space is designed to facilitate basic human activities under good natural.		ENJOYMENT - Enjoyment covers the human scale, enjoying the positive aspects of the climate and the sensory experience of the place, including design and the quality of materials used. It is vital to create city spaces on a human scale, with fine details, good materials and good street furniture.					What are you doing here today? Necessary / optional / recreational activity?		What is this place lacking?	
7 - Opportunities to see	8 - Opportunities to talk and listen	9 - Opportunities for play, exercise and unfolding activities	10 - Dimensioned at the human scale	11 - Opportunities to enjoy the positive aspects of climate	12 - Aesthetic qualities and positive sensory experience					
I like the shops and bars in Tollcross. But there's nothing outside to see or do, or anywhere to spend time.	I like the shops and bars in Tollcross. But there's nothing outside to see or do, or anywhere to spend time.	I like the shops and bars in Tollcross. But there's nothing outside to see or do, or anywhere to spend time.	I like the shops and bars in Tollcross. But there's nothing outside to see or do, or anywhere to spend time.			Matt - I'm going to work	Less cars.			
						Anon - running to the Meadows	More space to spend time outside here at the junction. Less traffic!			
						Ben - going to work.	Make the junction less confusing!			
	I walk my son to nursery through here. The junction is terrible, really dangerous. The junction is a nightmare! All the traffic. Busy, loud, dangerous. It's not easy to walk through. I don't like anything about the junction. It's not safe, hard to walk through, especially with children.	I walk my son to nursery through here. The junction is terrible, really dangerous. The junction is a nightmare! All the traffic. Busy, loud, dangerous. It's not easy to walk through. I don't like anything about the junction. It's not safe, hard to walk through, especially with children.				Julie - taking son to nursery	Less traffic, redesign the junction, make it a place for people and that children are safer!			
				I come here everyday if it's sunny [sat on lunch break on raised seating and planter area outside RBS]. I'd give it 7 out of 10 as a place to spend time. It's really sunny here - you get all the sun in this spot, even in Winter, and it's nice it's set back from the junction. I perch on the planter here. It would be nice if there was more seating. I come out here everyday. Unless it's raining! Even in the winter - the sun is really nice. Especially if you've been inside all day. The planters are good - nice to have some green plants next to where you're sitting. It would be good with some more trees though. They'd give a bit of shelter from the wind and make it feel more green rather than all about the road. It's good to have a place outdoors to sit at lunchtime. It would be good with some extra seating though. Not just up here [outside RBS].	I come here everyday if it's sunny [sat on lunch break on raised seating and planter area outside RBS]. I'd give it 7 out of 10 as a place to spend time. It's really sunny here - you get all the sun in this spot, even in Winter, and it's nice it's set back from the junction. I perch on the planter here. It would be nice if there was more seating. I come out here everyday. Unless it's raining! Even in the winter - the sun is really nice. Especially if you've been inside all day. The planters are good - nice to have some green plants next to where you're sitting. It would be good with some more trees though. They'd give a bit of shelter from the wind and make it feel more green rather than all about the road. It's good to have a place outdoors to sit at lunchtime. It would be good with some extra seating though. Not just up here [outside RBS].	Max - I'm sat on my lunch break from work [on raised section outside RBS building].	More trees, planting, green things! And more seating. Less traffic and noise.			
				I wouldn't spend time outside here at the moment - it's wintery and cold. But in summer. You often see a lot of people sat up there on the planters - they get a lot of sun. I'd usually go into town instead of spending time here though. Or to the Cameo, but not really anywhere outside. It would be good to have some outside space for the Cameo.		Woman (in her 20s) - I'm working in the police box coffee shop.	More trees and flowers, particularly for Spring to cheer the place up. More colourful planting. Make it more inviting where the seats are outside RBS - not everyone knows they are seats on the planters. More seating generally! Just here [outside the police box on High Riggs near the junction] would be good too. It's really sunny here and people want somewhere to sit.			
I like the restaurants here. And the plants on the raised platform up there.		There are good shops and restaurants here, it's close to town. I'd come here for the shops, cafes, restaurants, and the Cameo.	There are good shops and restaurants here, it's close to town. I'd come here for the shops, cafes, restaurants, and the Cameo.	It's really busy with traffic here. You often see people running across all the lanes over the road here [Earl Grey St] to get across without having to go up to the junction. It's like the human version of Frogger! It's really dangerous.		Remploy staff member - at work	Easier for people to cross Earl Grey St without so many car lanes. Less potholes that make it hard to cycle.			
						Christopher Doonan - Electron Bikes employee/manager [shop fronts on to Lauriston Place at the junction]. At work.	Remove the confusing traffic light going South at Lauriston Place [left light of the two for the central lane, actually for the left lane]. Add more bike racks - there's nowhere to leave bikes here so they stack up on the poles. Fix pot holes - they're a real hazard for cyclists.			

USER INTERVIEWS:

LOCATION B CONTINUED / TOLLCROSS JUNCTION AT CORNER OF LAURISTON PLACE / BROUGHAM STREET

TOWN CENTRE: TOLLCROSS			PROTECTION - How to minimize unpleasant experiences. It expresses our need to be kept safe from accident, insecurity and discomfort.	COMFORT - the quality of walking and staying in a place. It involves walking, standing and sitting as well as the possibility for seeing, hearing and talking. Playing at conditions. Pedestrians need to			
Key Location	Date	Time	1 - Feeling safe - protection against traffic and accidents	2 - Feeling secure - protection against crime and violence	3 - Climate and pollution - protection against unpleasant sensory experiences	4 - Opportunities to Walk	5 - Opportunities to stand/sit
B	27.02.2017	17.00	The sirens, beeping, and noise from traffic is quite bad here. It's really noisy from traffic. It's a busy junction. You can get to all corners of the city from here. The biggest threats here are the noise from traffic, drunk people coming from the club around the corner [Cavendish], and traffic. There are only short intervals for people to cross the road on foot - they have to either run across or wait for ages. [...] Sometimes you see drivers get confused. They don't realise they can't turn left outside the cafe to go down Brougham St. Especially tourists I guess or if you're not familiar with this junction. There's also a lot of beeping from people confused at the traffic lights here - they think the red light is for them [in the central lane], but actually it's the green light next to it. Clearer signals would reduce the noise from cars beeping all the time. It's confusing for drivers, cyclists, people on foot, everyone!! You don't feel safe. Perhaps it would be clearer to navigate if you got rid of all the traffic islands and painted lanes instead or something. It needs something doing! I'm not sure what.	9 out of 10 safe from crime. There's a lot of bike theft here, stolen bikes. There's some other crime - mainly connected to the local clubs, bars etc. People coming out of the clubs and bars drunk. That can be a bit intimidating in the evening.	This junction is one of the worst places to try and walk through. It's the way you come to go to the Meadows or to/from town and Haymarket. It's really hard to walk through, and quite frustrating. After it's rained you get sprayed by cars on the corner outside Bank of Scotland too. It's annoying.	It's not great, but it's a big junction. There are only short intervals for people to cross the road on foot - they have to either run across or wait for ages. There are lots of traffic islands and lights you have to wait for to cross the road. [...] [The junction is] confusing for drivers, cyclists, people on foot, everyone!! You don't feel safe. [...] There's a lot of footfall here which is good for local businesses.	
B	05.03.2017	08.00	This junction is one of the worst places to try and walk through. It's the way you come to go to the Meadows or to/from town and Haymarket. It's really hard to walk through, and quite frustrating. After it's rained you get sprayed by cars on the corner outside Bank of Scotland too. It's annoying.	I absolutely feel safe here. I moved to Tollcross 10 years ago from Spain. When I first moved here there was a reputation for crime here, but now it's much better.		This junction is one of the worst places to try and walk through. It's the way you come to go to the Meadows or to/from town and Haymarket. It's really hard to walk through, and quite frustrating. After it's rained you get sprayed by cars on the corner outside Bank of Scotland too. It's annoying.	People use the steps outside RBS quite a lot. It's a nice spot to sit, but generally it's more of a route than a place to stay outside anywhere.
B	05.03.2017	08.00	I feel 8 out of 10 safe here. I don't worry about crime, it's more traffic at the junction that worries me.			I spend a lot of time coming and hanging out here at the Forest Cafe, but not outside. It's more of a through-route than somewhere you'd stop and spend time outside.	
B	05.03.2017	12.00			I notice that the blue bin opposite the bank gets full quite often [the blue stand for newspapers where litter is often thrown into], so I tend to empty it so it doesn't look bad for tourists. There's a lot of bins and rubbish round here that doesn't get removed by Council, so I do it. I also sweep the pavement outside of Forest Cafe as otherwise it never gets swept and looks dirty. [...] There are bits of road and pavement which are potholed or which flood after rain.	I mainly use this part of Tollcross [the junction and streets adjacent] to get to other parts of the city on foot or go into town or to the shops. I wouldn't spend time here. [...] This main junction takes me ages to get across when I'm walking sometimes. Other times the lights mean I can get straight across. I'm always tempted to jaywalk across here [Lauriston Place] but it feels a bit risky.	I spent time outside at home in the garden. I mainly use this part of Tollcross [the junction and streets adjacent] to get to other parts of the city on foot or go into town or to the shops. I wouldn't spend time here. I'd go to the Meadows instead - somewhere that I enjoy being near the trees, open space, and away from traffic.
B	05.03.2017	12.00	I've lived here for a long time. I know the junction really well, so I know all the shortcuts to walk across the junction without having to wait so long. I often cut diagonally across to reduce the waiting time. It makes it much quicker, but you have to know the right time to cut across between the cars or you're in trouble!	Mostly I feel safe here. It's just drinking and drugs that can be a problem. Generally it's okay though.	Particularly on the junction. It means you get soaked as a pedestrian and it's dangerous if cycling.	I've lived here for a long time. I know the junction really well, so I know all the shortcuts to walk across the junction without having to wait so long. I often cut diagonally across to reduce the waiting time. It makes it much quicker, but you have to know the right time to cut across between the cars or you're in trouble!	
B	05.03.2017	12.00		No, I don't worry too much. I'm not out in the evening often.	I look out the window and wait for the weather to pass before I go outside.	I use this area at the junction to get to other parts of the city and to go to the shops, that's about it.	
B	05.03.2017	12.00	There could be more trees and planting, it's just a big traffic junction, not very friendly to people walking.			There could be more trees and planting, it's just a big traffic junction, not very friendly to people walking.	
B	05.03.2017	12.00	The traffic can be quite heavy in this area, but generally it's not too polluted.	Maybe ten years ago I would have felt a little uneasy walking around Tollcross. I'm aware there are issues with drugs and alcohol but I generally feel very safe. There are a lot of people around generally in the street which is reassuring.		It would be really good to have seating outside the Forest Cafe on the street corner to make an extension of the cafe for everyone to sit. That would be great.	
B	05.03.2017	17.00	The traffic is busy, but nothing can be done about that I imagine!	I've lived here for ten years and seen Tollcross change for the better. A couple of times I have been confronted by people asking for cigarettes or money, but I don't think there is a lot of crime compared to other areas.			I pass through here on my way walking to the New Town. Sometimes I go for dinner in a restaurant here but generally I'm just walking through.
B	05.03.2017	17.00					I pass through here on my way walking to the New Town. Sometimes I go for dinner in a restaurant here but generally I'm just walking through.
B	05.03.2017	17.00					I'm sharing a flat on Brougham Place. It's a really good location to live because it's close to the university buildings, city centre and the Meadows.

in a variety of activities and experience the surroundings rest on how city space is designed to facilitate basic human activities under good natural.		ENJOYMENT - Enjoyment covers the human scale, enjoying the positive aspects of the climate and the sensory experience of the place, including design and the quality of materials used. It is vital to create city spaces on a human scale, with fine details, good materials and good street furniture.					What are you doing here today? Necessary / optional / recreational activity?		What is this place lacking?
7 - Opportunities to see	8 - Opportunities to talk and listen	9 - Opportunities for play, exercise and unfolding activities	10 - Dimensioned at the human scale	11 - Opportunities to enjoy the positive aspects of climate	12 - Aesthetic qualities and positive sensory experience				
I like the historic buildings, it's close to the canal and the Meadows.	The sirens, beeping, and noise from traffic is quite bad here. It's really noisy from traffic. It's a busy junction. You can get to all corners of the city from here. The biggest threats here are the noise from traffic, drunk people coming from the club around the corner [Cavendish], and traffic.		It's important to design the junction and the streets for tourists, film trucks, visitors, anyone who doesn't necessarily live here. Make it easy to navigate around. Make it clearer how to get through the junction. At the moment it's all just big lanes and confusing. It's a historic route, but it's become dominated by cars.					Male (20s) - Forest Cafe staff member	Longer pedestrian crossing times. Less traffic and noise. More trees, greenery, planters on the road and the pavement. Clearer signals for cars to reduce beeping [going south from Lauriston Place to Home St]. Clearer navigation at the junction for cars, pedestrians and cyclists.
		People use the steps outside RBS quite a lot. It's a nice spot to sit, but generally it's more of a route than a place to stay outside anywhere.		People use the steps outside RBS quite a lot. It's a nice spot to sit, but generally it's more of a route than a place to stay outside anywhere.				Man (40s) - Meadows marathon runner.	Make the junction easier to walk through. Make sure you don't get puddles that splash pedestrians when cars go past and they're waiting for the lights. Make it more of a place to stay rather than just walk through.
								Forest Cafe volunteer (30s) - I'm coming to do a volunteer shift at Forest Cafe	Less traffic. Make it safer for pedestrians.
I spent time outside at home in the garden. I mainly use this part of Tollcross [the junction and streets adjacent] to get to other parts of the city on foot or go into town or to the shops. I wouldn't spend time here. I'd go to the Meadows instead - somewhere that I enjoy being near the trees, open space, and away from traffic.								Woman (local resident, lives on the Meadows) - I'm going to the shop at Sainsburys to get some breakfast - baguettes!	
					I notice that the blue bin opposite the bank gets full quite often [the blue stand for newspapers where litter is often thrown into], so I tend to empty it so it doesn't look bad for tourists. There's a lot of bins and rubbish round here that doesn't get removed by Council, so I do it. I also sweep the pavement outside of Forest Cafe as otherwise it never gets swept and looks dirty.			Local resident who frequents the Forest Cafe on Lauriston Place - I'm going to the cafe.	
								Betty - I live at 22 Lauriston Place - I've lived here all my life.	Nothing - it's great. I've lived here all my life.
We love Edinburgh, but there could be more trees and planting in this area.								2no. tourists from Germany - we're walking around to explore Edinburgh. We're staying in a hostel in Grassmarket, we're walking around looking for good coffee.	More trees and greenery in this area.
								Man (20s) - smoking outside Forest Cafe. I'm meeting friends for lunch in Forest Cafe.	It would be really good to have seating outside the Forest Cafe on the street corner to make an extension of the cafe for everyone to sit. That would be great.
								Woman (70s/80s) walking to her daughter's house in the New Town.	Less traffic please.
								Man (50s) - smoking outside the Forest Cafe. I've lived here for ten years and seen Tollcross change for the better.	One thing I would change is to have more small retail and diverse shops in the area.
One thing I would change is to have more small retail and diverse shops in the area.								Student (early 20s) - I'm sharing a flat on Brougham Place, just going to the shops.	

USER INTERVIEWS:

LOCATION B CONTINUED / TOLLCROSS JUNCTION AT CORNER OF LAURISTON PLACE / BROUGHAM STREET

TOWN CENTRE: TOLLCROSS			PROTECTION - How to minimize unpleasant experiences. It expresses our need to be kept safe from accident, insecurity and discomfort.	COMFORT - the quality of walking and staying in a place. It involves walking, standing and sitting as well as the possibility for seeing, hearing and talking. Playing at conditions. Pedestrians need to			
Key Location	Date	Time	1 - Feeling safe - protection against traffic and accidents	2 - Feeling secure - protection against crime and violence	3 - Climate and pollution - protection against unpleasant sensory experiences	4 - Opportunities to Walk	5 - Opportunities to standstay
B	05.03.2017	17.00	The junction is bad - the pollution there is known to be at a high level. Too much traffic. It's not good.	I feel 9 out of 10 safe here - I don't worry about crime.	The junction is bad - the pollution there is known to be at a high level. Too much traffic. It's not good.	I'm on my way walking back from the Meadows with my dog.	I wouldn't sit outside near the junction, I'd go to the Meadows instead. The pollution is too high and too much traffic.
B	05.03.2017	17.00	I like Tollcross in general - there are lots of good cafes, cinema etc. I'd like to see less cars on the roads and more people using public transport, but this is a city wide issue!				The main thing that could be improved is the pavement for people walking - repairing it properly so it's not all patches and uneven, and fixing all the potholes so it's not dangerous to cycle.
B	05.03.2017	19.00		I wouldn't walk around here at night. Here or in Glasgow. There are some sheltered homes near here which I think bring with them a lot of drink and drug problems. I worry about my daughter living here.	I'm just on my way to visit my daughter, the weather doesn't affect me.	I wouldn't walk around here at night. Here or in Glasgow. There are some sheltered homes near here which I think bring with them a lot of drink and drug problems. I worry about my daughter living here.	
B	05.03.2017	19.00	Using more of the road space for pedestrians and cyclists, and less for cars would be good. You often see single drivers on Home St parking on the side of the road in the way of the bikes. It's not very considerate.			Using more of the road space for pedestrians and cyclists, and less for cars would be good. You often see single drivers on Home St parking on the side of the road in the way of the bikes. It's not very considerate.	We were having a group drumming practice in the Meadows, now we're in the cafe to have dinner together. I spend time outside in the Meadows, not at this junction. Instead I go to Forest Cafe or other places inside. Sometimes the Forest Cafe puts a bench or a sofa from inside out on the street in summer. Some seating would be good on this corner actually. There isn't really any outdoor seating anywhere on the public street throughout Tollcross. It would be good for summer.
B	05.03.2017	19.00		Sometimes it can be quite active on the street at night - if you have a window onto the street life there can be a lot of noise on the streets at night - especially on Saturday night when people are heading back from town.		This area is really good for students. We know lots of people living in this area in shared flats. [...] Sometimes it can be quite active on the street at night - if you have a window onto the street life there can be a lot of noise on the streets at night - especially on Saturday night when people are heading back from town.	Sometimes it can be quite active on the street at night - if you have a window onto the street life there can be a lot of noise on the streets at night - especially on Saturday night when people are heading back from town.
RESEARCH DIARY OBSERVATIONS			During the 8am weekday time slot, the junction is busy with pedestrians, who mostly appear to be on their way to work. The pavements are congested, particularly on junction corners where large groups of pedestrians gather whilst waiting to cross the junction roads. The large volume of pedestrians and lack of enough pavement space to accommodate them indicates a need for additional prioritisation of existing road carriageway space to pedestrians rather than road lane widths or number. Key junction corners would benefit from having their radii reduced to slow cars down, and with the addition of widened pavements at these points to allow sufficient room for the numbers of pedestrians observed trying to use the space. Some pedestrians were observed stepping back from the edge of the pavement and traffic islands in shock as cars or large vehicles such as buses veer dangerously close to them whilst turning. [...] It was frequently observed that pedestrians try to dart across the numerous crossings at the junction whenever there is a gap in the traffic, rather than waiting for the green man at two or three stage pedestrian crossings. This led to some close calls with traffic and demonstrates frustration with waiting times for those on foot trying to move through the town centre. Some pedestrians were observed using informal crossing points such as the traffic island with the Tollcross clock on, to follow their desire lines and in an attempt to hasten the crossing experience through the junction. This led to some near accidents with cars. [...] Researchers noticed that the pedestrian crossing lights from the RBS building toward Forest Cafe (crossing Lauriston Place) take a long time for the green man to appear, and gives little time to cross when it is on. This results in many pedestrians crossing on the red man to avoid long waiting times. Researchers also noticed pedestrians crossing West Tollcross were often caught unawares by cars coming from the junction, resulting in a few near miss accidents and presumably feelings of intimidation for those pedestrians who were almost hit. [...] Researchers observed that many drivers find the set of lights heading South from Lauriston Place confusing. There are three lanes at this point - two lanes moving South to Home St, and one right turn lane at this point, however 4 sets of traffic lights. The middle lane [going South to Home St] has 2 sets of traffic lights, and drivers frequently assume the furthest right of these 2 central traffic lights is for the right hand lane not the straight ahead [middle] lane. This results in frequent beeping from drivers with the behind to indicate for the driver who has misunderstood that it is green for them to go. This was cited by many shop owners and residents in the buildings adjacent on Lauriston Place as being a constant issue and large nuisance due to the additional noise of regular beeping. Removing one of this double set of traffic lights for the middle lane would resolve this issue.	Researchers noted that in the evenings the Forest Cafe brings activity and natural surveillance to the corner of Brougham St and Lauriston Place. This evening activity and surveillance could be built upon to increase public life through creation of a more pleasant outdoor environment at this corner. For example pavement widening through rationalisation of junction lanes. Introduction of street trees with high canopies to create a semi-permeable green screen that partially restricts views of the junction and provides a sense of buffer from traffic whilst keeping sight lines open. Researchers observed few elderly pedestrians or young children at the junction crossing lights at the corner (for pedestrians going East from this corner across Lauriston Place toward Brougham St) can take long period to change, and during that time pedestrians are splashed by cars.	Researchers observed a large proportion of runners moving through the junction, particularly at the 8am slot on Sunday 5 March, often frustrated by stops to wait for numerous pedestrian crossing lights to cross and continue running. The number of runners noticed on 5 March 2017 may have been higher than usual due to the Meadows running race the same day. Nonetheless this highlights the importance of the Tollcross junction as a connection between open green spaces such as the Meadows, and common running routes along the nearby canal at Fountainbridge. Increasing the smooth flow of movement for those walking or running through the junction would help make these form of active travel easier and more convenient, creating a better connection between nearby green/blue spaces, as well as other city centre destinations. [...] 12noon on Sunday 5 March 2017 - Researchers noted the street seemed quite busy with pedestrians, many of whom appeared to be tourists with large wheeled suitcases. Researchers also noted that even if larger scale redesign of the Tollcross junction is not possible, the pedestrian experience could be improved through the addition of planters, trees, and widened pavements and eeking out of small pieces of road carriageway where the current road carriageway is wider than necessary for traffic resulting in 'dead' spots which are road surface but not needed for cars. There may be opportunities to make the waiting experience for pedestrians less isolated and intimidating and confusing, instead a more pleasant environment in which to wait through use or addition of trees, planting, seating, and informal play opportunities such as urban interventions of interactive games between those waiting on either side of long crossing points. [...] Researchers also noted apparent confusion of some pedestrians trying to work out the fastest route across the junction, confused by the large number of crossing points and traffic islands.		

ENJOYMENT - Enjoyment covers the human scale, enjoying the positive aspects of the climate and the sensory experience of the place, including design and the quality of materials used. It is vital to create city spaces on a human scale, with fine details, good materials and good street furniture.		What are you doing here today? Necessary / optional / recreational activity?		What is this place lacking?	
7 - Opportunities to see	8 - Opportunities to talk and listen	9 - Opportunities for play, exercise and unfolding activities	10 - Dimensioned at the human scale	11 - Opportunities to enjoy the positive aspects of climate	12 - Aesthetic qualities and positive sensory experience
I like Tollcross in general - there are lots of good cafes, cinema etc. I'd like to see less cars on the roads and more people using public transport, but this is a city wide issue!					I like Tollcross in general - there are lots of good cafes, cinema etc. I'd like to see less cars on the roads and more people using public transport, but this is a city wide issue! [...] The main thing that could be improved is the pavement for people walking - repairing it properly so it's not all patches and uneven, and fixing all the potholes so it's not dangerous to cycle.
				We were having a group drumming practice in the Meadows, now we're in the cafe to have dinner together. I spend time outside in the Meadows, not at this junction. Instead I go to Forest Cafe or other places inside. Sometimes the Forest Cafe puts a bench or a sofa from inside out on the street in summer. Some seating would be good on this corner actually. There isn't really any outdoor seating anywhere on the public street throughout Tollcross. It would be good for summer.	
					Man (30s) - I'm just leaving the Forest Cafe - we were having a group drumming practice in the Meadows, now we're in the cafe to have dinner together.
					Two students (early 20s) going to the pub.

USER INTERVIEWS:

LOCATION C / CORNER OF LOCHRIN PLACE AND HOME ST

TOWN CENTRE: TOLLCROSS			PROTECTION - How to minimize unpleasant experiences. It expresses our need to be kept safe from accident, insecurity and discomfort.	COMFORT - the quality of walking and staying in a place. It involves walking, standing and sitting as well as the possibility for seeing, hearing and talking. Playing at conditions. Pedestrians need to			
Key Location	Date	Time	1 - Feeling safe - protection against traffic and accidents	2 - Feeling secure - protection against crime and violence	3 - Climate and pollution - protection against unpleasant sensory experiences	4 - Opportunities to Walk	5 - Opportunities to standstay
C	27.02.2017	08.00	The pollution is quite a big problem here - and the traffic. I usually cycle through here - the roads are really dangerous, particularly at the junction. Sometimes I just feel like not bothering to cycle because I don't want to have to worry about the traffic hitting me. That's why I'm taking the bus today. [...] The traffic is the main issue - I think there should be a policy for restricting single person drivers of cars to encourage individuals to use public transport or walk/cycle instead.	I don't worry about crime here - this is really the city centre, so it feels bustling and busy. I feel 8 out of 10 safe.	The pollution is quite a big problem here - and the traffic.	Typically I just come here to catch the bus into work, but sometimes I'll walk this way into the city centre. [...] There are some narrow sections of the street.	Typically I just come here to catch the bus into work, but sometimes I'll walk this way into the city centre.
C	27.02.2017	08.00	Tollcross isn't the best place for elderly people - because of the pace, lots of people walking quickly past, and there's nowhere to sit. Most elderly people I used to know have moved away from here because of that.	I feel 9 out of 10 safe. I've lived here for a long time and feel safe on the street because it's so busy with other people. In 20 years I have experienced only two incidents of crime - one was a break-in to my flat, and once to the stairwell.	It's quite fortunate - some of these shop overhangs, canopies. Like at the Cameo. It's good shelter when the weather isn't great.	The pavement is wide enough on the West side of the street (Home St), but the East side pavement is narrower. It can sometimes be a bit of a squeeze to get past people waiting at the bus stop.	It's quite fortunate - some of these shop overhangs, canopies. Like at the Cameo. It's good shelter when the weather isn't great.
C	27.02.2017	12.00	There are great transport links across the city from here. However it takes more than 40 minutes to get to Portobello from here - I wish the whole city was better connected.	I think if I felt safer I would stay out later on the street, but I like to come in before dark. I have some friends who have experienced crime here.	It's very handy having a bus stop which gets shelter from the Cameo overhang. Stops you getting wet in the rain.	There are no seats or places to sit near here. Though I don't know where you'd put them...the pavement is quite narrow here.	I think if I felt safer I would stay out later on the street, but I like to come in before dark. I have some friends who have experienced crime here.
C	27.02.2017	12.00	There are some issues at the moment on Lochrin Place with all the construction vehicles coming down. They frequently cause tail backs and obstruct the way for pedestrians. There's a garage down there too and so sometimes you get cars going there for that, but otherwise it's a no-through-road which confuses some drivers.		The main nuisance for me here is trying to avoid all the uneven paving slabs. There are large areas of standing water too, and areas where the pavement is too narrow for my wheelchair to pass.	I'd like to see better repairs of the paving slabs and more even surfaces. It's hard to get about with a wheelchair here. [...] The main nuisance for me here is trying to avoid all the uneven paving slabs. There are large areas of standing water too, and areas where the pavement is too narrow for my wheelchair to pass. Some lengths of pavement are wide enough, but there are some small sections, sometimes at bus stops where I have to ask people to step aside so that I can pass.	
C	27.02.2017	12.00	There are some issues at the moment on Lochrin Place with all the construction vehicles coming down. They frequently cause tail backs and obstruct the way for pedestrians. There's a garage down there too and so sometimes you get cars going there for that, but otherwise it's a no-through-road which confuses some drivers.			There are some issues at the moment on Lochrin Place with all the construction vehicles coming down. They frequently cause tail backs and obstruct the way for pedestrians. There's a garage down there too and so sometimes you get cars going there for that, but otherwise it's a no-through-road which confuses some drivers.	
C	27.02.2017	17.00	I only use this street for the buses now. Occasionally I'm visiting a friend or going to the cinema. I used to cycle here but not any more. The traffic is growing in volume - it makes it unsafe to walk or cycle here, and it's really polluted if you're on the road cycling. I don't know what the solution is, but doing more for cyclists is important. I'd like to see more bike lanes to make cycling more accessible to all ages here, especially older people.		I only use this street for the buses now. Occasionally I'm visiting a friend or going to the cinema. I used to cycle here but not any more. The traffic is growing in volume - it makes it unsafe to walk or cycle here, and it's really polluted if you're on the road cycling. I'd like to see more bike lanes to make cycling more accessible to all ages here, especially older people.	I only use this street for the buses now. Occasionally I'm visiting a friend or going to the cinema. I used to cycle here but not any more. The traffic is growing in volume - it makes it unsafe to walk or cycle here, and it's really polluted if you're on the road cycling. I'd like to see more bike lanes to make cycling more accessible to all ages here, especially older people.	
C	27.02.2017	17.00			I'm coming out of seeing a film with my wife [at the Cameo]. We're always coming to see films together here. It's also a good spot to wait if there's a rain shower. You can wait until it passes. Similarly at the King's Theatre.	[The building overhang at Cameo is] a good spot to wait if there's a rain shower. You can wait until it passes. Similarly at the King's Theatre.	I'm coming out of seeing a film with my wife [at the Cameo]. We're always coming to see films together here. It's also a good spot to wait if there's a rain shower. You can wait until it passes. Similarly at the King's Theatre.
C	27.02.2017	17.00	This is a busy bus stop which makes it feel safer in the evening.	9 out of 10 safe. I feel pretty safe here at this time [5pm] because the Cameo stays open late with lots of people coming and going. Also this is a busy bus stop which makes it feel safer in the evening. I know there are some issues with crime at night here so I would avoid being out alone at night if I can.			9 out of 10 safe. I feel pretty safe here at this time [5pm] because the Cameo stays open late with lots of people coming and going. Also this is a busy bus stop which makes it feel safer in the evening. I know there are some issues with crime at night here so I would avoid being out alone at night if I can.
C	27.02.2017	19.00	Traffic is really busy.	I've been warned by my managers [at the Cameo] that there can be trouble around here. Sometimes you get drug addicts who come in to use the bathrooms.	There's uneven paving around here. It's not great for walking.	There's uneven paving around here. It's not great for walking.	
C	27.02.2017	19.00				It feels like quite a long way to walk from Tollcross to Lothian Road. I'd like some places to rest on the way.	I love being so close to all the city has to offer. It feels like quite a long way to walk from Tollcross to Lothian Road. I'd like some places to rest on the way.
C	05.03.2017	08.00	There's not enough buses on a Sunday morning. I missed mine and now I have to wait for 20mins.	I worry about crime at night here. I feel 10 out of 10 safe. I used to live in Leith where it's worse. I don't worry about crime here.	The weather doesn't affect me much. The weather definitely affects me. We need more sun! Otherwise I don't spend much time outside.		The Meadows is a good place to spend time outside near here. Not here on the street.
C	05.03.2017	08.00	Traffic is the biggest threat here.	I feel 6 out of 10 safe. There's the place on the corner where people go to get methadone shots in the morning. They look like zombies.	It's not great as a place to spend time outside - particularly at the junction - there's just lots of traffic and not really anywhere if you're just wanting to sit outside on a sunny day. There don't seem to be any cafes with outdoor seating or similar. The weather doesn't really affect me because I'm just going to places indoors.	It's pretty easy to walk through.	It's not great as a place to spend time outside - particularly at the junction - there's just lots of traffic and not really anywhere if you're just wanting to sit outside on a sunny day. There don't seem to be any cafes with outdoor seating or similar.
C	05.03.2017	12.00					It's not great as a place to spend time outside - particularly at the junction - there's just lots of traffic and not really anywhere if you're just wanting to sit outside on a sunny day. There don't seem to be any cafes with outdoor seating or similar.

in a variety of activities and experience the surroundings rest on how city space is designed to facilitate basic human activities under good natural.		ENJOYMENT - Enjoyment covers the human scale, enjoying the positive aspects of the climate and the sensory experience of the place, including design and the quality of materials used. It is vital to create city spaces on a human scale, with fine details, good materials and good street furniture.		What are you doing here today? Necessary / optional / recreational activity?		What is this place lacking?	
7 - Opportunities to see	8 - Opportunities to talk and listen	9 - Opportunities for play, exercise and unfolding activities	10 - Dimensioned at the human scale	11 - Opportunities to enjoy the positive aspects of climate	12 - Aesthetic qualities and positive sensory experiences		
			There are some narrow sections of the street.	The pollution is quite a big problem here - and the traffic.	The pollution is quite a big problem here - and the traffic.	Woman (50s) - getting the bus to work	Wider pavements. Less pollution and traffic.
			The pavement is wide enough on the West side of the street (Home St), but the East side pavement is narrower. It can sometimes be a bit of a squeeze to get past people waiting at the bus stop.			Man - I'm usually a cyclist, but today I'm taking the bus to work.	I'd like to see more people cycling and on the buses, less traffic. Better cycle infrastructure, and wider pavements so it's easier to walk.
				Tollcross isn't the best place for elderly people - because of the pace, lots of people walking quickly past, and there's nowhere to sit. Most elderly people I used to know have moved away from here because of that.		Woman (60s) - I'm taking the bus to work. I've lived in Tollcross for 20 years now.	More places to sit for elderly people. More room on the pavement so you don't worry about getting knocked.
						Woman - getting on bus	Places to sit. Wider pavements.
			There are large areas of standing water too, and areas where the pavement is too narrow for my wheelchair to pass. Some lengths of pavement are wide enough, but there are some small sections, sometimes at bus stops where I have to ask people to step aside so that I can pass.			Elderly man in automatic wheelchair - I'm just spending the day here in Tollcross. I got a taxi here from the city centre.	I'd like to see better repairs of the paving slabs and more even surfaces. It's hard to get about with a wheelchair here.
						Man (30s) - working in the tattoo shop on corner of Lochrin Place/Home St.	I'd like the bins to be further down the street on Lochrin Place - they're right where everyone walks and don't look great.
				I only use this street for the buses now. Occasionally I'm visiting a friend or going to the cinema. I used to cycle here but not any more. The traffic is growing in volume - it makes it unsafe to walk or cycle here, and it's really polluted if you're on the road cycling. I'd like to see more bike lanes to make cycling more accessible to all ages here, especially older people.		Man (50s) - waiting at the bus stop. I'm taking a bus to the other side of town after watching a film at the Cameo.	I'd like to see more bike lanes to make cycling more accessible to all ages here, especially older people.
						Elderly man outside the Cameo - I'm coming out of seeing a film with my wife. We're always coming to see films together here. I live in Tollcross, I'm on Merchiston Community Council.	
						Teenage girl at bus stop - I'm waiting for the bus.	
						Man (20s) - I'm working at the Cameo. I'm sweeping outside the front of the Cameo at the moment.	Even paving.
	I love being so close to all the city has to offer.					Elderly man (80s) - I'm walking home after a film with a friend on Lothian Road.	More seating.
						Woman - waiting for bus - I'm going to the other side of town, but live in Tollcross.	More frequent buses.
	I like the shops and cinema and cafes here.					Woman (20s) - I'm walking back home from a party last night with my friend	More trees and plants would be good.
	The shops are good round here. I've never actually been into the cinema. We live on the canal so that's lovely along there.					Woman (20s) - I'm walking back home from a party last night with my friend	The area needs a lot more green.
				It's not great as a place to spend time outside - particularly at the junction - there's just lots of traffic and not really anywhere if you're just wanting to sit outside on a sunny day. There don't seem to be any cafes with outdoor seating or similar.		Shop worker	Make some nicer places outside to sit and spend time. Reduce the traffic.

USER INTERVIEWS:

LOCATION C CONTINUED / CORNER OF LOCHRIN PLACE AND HOME ST

TOWN CENTRE: TOLLCROSS			PROTECTION - How to minimize unpleasant experiences. It expresses our need to be kept safe from accident, insecurity and discomfort.	COMFORT - the quality of walking and staying in a place. It involves walking, standing and sitting as well as the possibility for seeing, hearing and talking. Playing at conditions. Pedestrians need to m			
Key Location	Date	Time	1 - Feeling safe - protection against traffic and accidents	2 - Feeling secure - protection against crime and violence	3 - Climate and pollution - protection against unpleasant sensory experiences	4 - Opportunities to Walk	5 - Opportunities to stand/sit
C	05.03.2017	12.00		I don't worry too much about crime here. Just theft from the shop but I've not seen that much.	The weather doesn't really affect me - I'm generally indoors here - I don't spend time outdoors.	It's okay to walk through I guess.	I don't really spend time outside here ever - I just come to work at the shop.
C	05.03.2017	12.00	Traffic is the biggest threat here. We also don't know where to walk - it's confusing all the crossings at the junction near here and knowing which side of the street is best to walk on to avoid all the crossings. It feels very traffic focussed as an area.	I feel 10 out of 10 safe.	The weather doesn't affect us. We're walking to a destination.	Traffic is the biggest threat here. We also don't know where to walk - it's confusing all the crossings at the junction near here and knowing which side of the street is best to walk on to avoid all the crossings.	We're staying in an AirBnB near here so walking home after exploring at the National Museum of Scotland.
C	05.03.2017	12.00	Traffic is the biggest nuisance here. It's useful for buses, but there's a bit too much overall.	I feel 10 out of 10 safe. I don't worry about crime here.		Yup, it's okay to walk through here.	I come to the Cameo most weeks with friends. [...] I sometimes window shop outside here, but I don't sit anywhere. There isn't really anywhere to sit. I'm mainly here for the Cameo - it would be good to have somewhere outside you could spend time before going to a film in summer. Sometimes when I'm waiting for friends I walk up and down the street here and look in the shop windows whilst I wait for them to arrive.
C	05.03.2017	12.00		8 out of 10 safe. I don't feel safe at night.		I like spending time in this area, but I'm not typically outside except to get to somewhere like the Cameo, the shops or work.	
C	05.03.2017	17.00	Traffic is bad. It's too close to where you're walking. It's a bit better now with the lower speed limit.	10 out of 10 safe. It's a good area. I don't worry about crime.	The weather doesn't impact me. I'm mostly indoors.	Traffic is bad. It's too close to where you're walking. It's a bit better now with the lower speed limit. [...] Tollcross is well connected though. You can get to all the other parts of town.	I wouldn't sit or spend time outside here. Other places maybe. Like the Meadows.
C	05.03.2017	17.00	I take the bus most days. There's a lot of traffic and some crime here. You do see sketchy individuals a fair bit.	I feel 9 out of 10 safe here. There's a lot of traffic and some crime here. You do see sketchy individuals a fair bit.			
C	05.03.2017	17.00	Traffic is the worst thing here.	We feel 8 out of 10 safe. It doesn't seem like a crime-filled area.	It's always windy here. There's no shelter.	Tollcross is just one big junction. We wouldn't spend any time outside here.	
C	05.03.2017	19.00	It's hard to cycle through here. There are lots of potholes, and it's tricky coming from the Meadows direction to get to the Cameo. The traffic is busy and there are no good cycle routes to get to the canal or Lochrin Place. We often come down Valleyfield St, then get off our bikes and walk to the Cameo from the Scotmid. It would be good to reduce the space for cars and have proper cycle lanes so you can get about.	I don't worry about crime too much here. Maybe just my bike getting stolen from outside the Cameo. There's never enough room on those cycle racks so I often have to lock it to a pole near the big bins on Lochrin Place - it's dark down there and doesn't feel like a safe spot.	They need to put in more cycle lanes, make sure the road surface is smooth, and make it easier for people of all ages to cycle - both young and old, not just confident cyclists.	It would be good to resurface the road so there aren't so many potholes - you have to swerve out the way when you're cycling. It doesn't feel safe. When it's been raining some of them form big puddles too. I cycle a lot but I know it discourages some friends from cycling here, and across Edinburgh as a whole.	It would be good to resurface the road so there aren't so many potholes - you have to swerve out the way when you're cycling. It doesn't feel safe. When it's been raining some of them form big puddles too. I cycle a lot but I know it discourages some friends from cycling here, and across Edinburgh as a whole. They need to put in more cycle lanes, make sure the road surface is smooth, and make it easier for people of all ages to cycle - both young and old, not just confident cyclists.
RESEARCH DIARY OBSERVATIONS			Researchers observed a large number of cyclists struggling to cycle across the road from Lochrin Place turning right onto Home Street. Many cycled onto the pavement or walked with their bikes to wait for the pedestrian crossing as they found it hard to get across the street otherwise. A number of cyclists were observed struggling to avoid a large number of potholes, often having to swerve at the last minute out the way of these - particularly on the stretch of road where buses break on approaching the Cameo bus stop as they come from the South. This appeared to sometimes put these cyclists in danger with other vehicles. Some pedestrians with buggies, wheelchairs or other mobility issues were observed needing to navigate around potholes to cross at the pedestrian crossing near Lochrin Place on Home St. Ensuring a smooth surface for cyclists and pedestrians along Home St, and an easier connection for cyclists going to/from the direction of Home St (South) and Tavitt St to/from Lochrin Place would be beneficial as this route is popular at all times of day with cyclists. Equally, ensuring safer cycling infrastructure that includes dedicated segregated lanes for bicycles away from traffic, and wider pavements with frequent seating opportunities that allow frequent rest spots and less chance of being jostled in peak times, may help promote more cycling and walking behaviours in all ages in the street environment, and not exclude older or younger users due to the intimidating atmosphere at present from traffic and the current street design and car priority.	Researchers noted that the street at this location on Home St remains busy with people walking, buses, people smoking outside, people coming/going from pubs and betting offices and the Cameo, and with frequent buses into the evening. This natural surveillance on the street into the evening is good for perceptions of safety. During the day the street is even more busy with people, including those window shopping and coming/going from cafes and other shops nearby which add to the natural surveillance and feelings of activity at this location.	Researchers observed that there are a large number of potholes and patches on the road tarmac along Home St. These are particularly bad where buses slow down on Home St near the Cameo bus stop (close to the end of Lochrin Place) where this has caused large undulations that are both hazardous for cyclists and those crossing the road. In periods after rainfall these become large puddles, which when buses pull into the bus stop, cause water to be splashed right across the pavement, hitting adjacent shop windows and pedestrians walking on the pavement. On the second research day observed, some potholes were patched by a road repair team. Nonetheless, even after patching a series of undulating uneven surfaces were left - a patchwork mix of different tarmac surfaces - and that still pose a hazard to cyclists and those who require a smooth surface to cross the road.	Researchers noted that particularly on weekday mornings at the 8am time slot the pavements are extremely congested due to the volume of pedestrians walking, particularly toward the city centre down Home St. At the 5pm weekday slot, the pavements were similarly congested but in the direction of Bruntsfield from the city centre. Researchers noted there were often three people walking abreast, and that those walking in groups found it hard to navigate through pinch points (such as at bus stops, A-frames, poles etc) due to the number of other pedestrians present on the pavement. Researchers also observed opportunities to pedestrianise Lochrin Place, particularly the section closest to Home St and the Cameo cinema. This is a popular walking route that could be further emphasised to help improve the walkability of this part of the town centre, promote walking links to the canal, as well as support additional potential for public life building on the existing Cameo bar and cafe which could start to incorporate outdoor seating. Researchers observed that pedestrians moving along Home St on the West side of the street feel they have right of way over the minor junction with Lochrin Place due to the raised table and relatively small number of cars typically turning down this street. This leads to many people walking across the raised table at Lochrin Place without looking for cars or cyclists turning from Home St. This was observed to result in some near collisions, frustrated beeping from cars and bell ringing from cyclists to alert pedestrians walking across the junction. One solution might be to further emphasise the pedestrian priority nature of this end of Lochrin Place and continuation of the pavement footpath along Home St on this side of the street, with a material palette that further emphasises the priority of pedestrians crossing, and that bikes and cars turning down this street need to give way to those on foot. At present whilst there is a raised table the road markings and materiality still imply to many drivers that cars have priority. Researchers also noted that some large trucks and vehicles currently park on the double red lines at the end of Lochrin Place where this meets Home St, frequently obstructing pedestrian desire lines as they walk along Home St. Researchers also noted that many pedestrians cut across Home Street following their desire lines (not at or waiting for the pedestrian crossing). At some time slots the relatively little traffic makes this easy for people to do with little risk of accident, but it was observed at all times of day to some extent and may indicate a need for an additional crossing point outside the Cameo on Home St.	Researchers observed several points adjacent to ground floor frontages on Home St that were frequently used smoking spots outside. These included outside the Kings Arms pub at 45 Home St, outside the William Hill betting office at 53 Home St, and outside the Ladbrokes on the corner of Lochrin Place and Home St. Researchers also noted the importance of the shelter at the Cameo cinema formed by the building overhang. This was frequently used for those waiting for the bus to shelter whilst waiting, and also as a general gathering and meeting point outside for those meeting friends or going to the cinema. Prior to popular films starting it was noted that the queue sometimes leads out onto the street from this point. Researchers observed that there is an opportunity to widen the pavement at this point to create a more natural gathering space at the Cameo entrance. This would provide more room for those waiting at the bus stop, and would ease the walking experience for those trying to pass this point walking along Home St when there are either a large number of people waiting at the bus stop or waiting at the Cameo entrance which can otherwise create a pinch point.

In a variety of activities and experience the surroundings rest on how city space is designed to facilitate basic human activities under good natural.		ENJOYMENT - Enjoyment covers the human scale, enjoying the positive aspects of the climate and the sensory experience of the place, including design and the quality of materials used. It is vital to create city spaces on a human scale, with fine details, good materials and good street furniture.					What are you doing here today? Necessary / optional / recreational activity?	What is this place lacking?
7 - Opportunities to see	8 - Opportunities to talk and listen	9 - Opportunities for play, exercise and unfolding activities	10 - Dimensioned at the human scale	11 - Opportunities to enjoy the positive aspects of climate	12 - Aesthetic qualities and positive sensory experience			
			Traffic is the biggest threat here. We also don't know where to walk - it's confusing all the crossings at the junction near here and knowing which side of the street is best to walk on to avoid all the crossings.			I'm working at the shop here.	More places to be outside here that are nice, with some shelter.	
I sometimes window shop outside here, but I don't sit anywhere. There isn't really anywhere to sit. I'm mainly here for the Cameo - it would be good to have somewhere outside you could spend time before going to a film in summer. Sometimes when I'm waiting for friends I walk up and down the street here and look in the shop windows whilst I wait for them to arrive.	I sometimes window shop outside here, but I don't sit anywhere. There isn't really anywhere to sit. I'm mainly here for the Cameo - it would be good to have somewhere outside you could spend time before going to a film in summer. Sometimes when I'm waiting for friends I walk up and down the street here and look in the shop windows whilst I wait for them to arrive.	I sometimes window shop outside here, but I don't sit anywhere. There isn't really anywhere to sit. I'm mainly here for the Cameo - it would be good to have somewhere outside you could spend time before going to a film in summer.	I sometimes window shop outside here, but I don't sit anywhere. There isn't really anywhere to sit. I'm mainly here for the Cameo - it would be good to have somewhere outside you could spend time before going to a film in summer.	I sometimes window shop outside here, but I don't sit anywhere. There isn't really anywhere to sit. I'm mainly here for the Cameo - it would be good to have somewhere outside you could spend time before going to a film in summer.		Group - tourists en route home from National Museum of Scotland.	Less traffic.	
			It would be good if there were more green areas. I've got a dog and there's only really the garden and the Meadows. Some greenery in the streets with trees and things.			Man (20s) - going to Cameo cafe to meet a friend	There isn't really anywhere to sit. I'm mainly here for the Cameo - it would be good to have somewhere outside you could spend time before going to a film in summer.	
I like the shops here, and it's close to the Meadows and the canal.						Man (30s) - I live in Tollcross, I'm just going to the Cameo	More trees and plants in the street on Home St and at the junction.	
I like all the food places here.						Man (50s) - leaving the bookies. I've been there all day. I live in a B&B down the road.	Less traffic.	
I like the Cameo and there are plenty of shops. We're staying down Lochrin Buildings way. It seems like a nice area. Close to the canal and the Meadows as well as Princes St and the castle.						Toni - getting the bus Italian couple - we're here for a long weekend holiday. We're walking home to where we're staying.	Less traffic. Less traffic.	
I'm normally just going to the Cameo, there's not really anywhere to spend time outside here. Sometimes I window shop but that's about it.		I used to live nearby and would go for runs along the canal and then through to the Meadows. Making that a better connection for people running would be good.	The junction nearby is huge. I've heard it's bigger than a football pitch. There must be a better way to design it so it's not so huge and scary to cycle through, and disorienting for pedestrians. You never know which way to try and cross it - there are so many crossing points.	I wish the Cameo bar had an outdoor seating space for summer.		Woman (30s) - going to the Cameo and stopping at the take-out place beforehand.	More street trees. Wider pavements. Places to sit outside in the Cameo	
Researchers noted that additional LED lighting might be beneficial at bike racks (for example those on the corner of Lochrin Place and Home St) and at pedestrian crossings to enhance feelings of safety, make it easier for cyclists to unlock their bikes and highlight pedestrian routes.	Researchers noted that at all time slots and throughout the day and evening (8am until 8pm) all bike racks on the corner of Lochrin Place and Home Street were full, with many cyclists needed to lock their bikes on poles or other items of street furniture often quite a distance from their destination (commonly the Cameo bar/cinema).							

USER INTERVIEWS:

LOCATION D / LEVEN ST NEAR JUNCTION WITH VALLEYFIELD ST + KINGS THEATRE JUNCTION

TOWN CENTRE: TOLLCROSS			PROTECTION - How to minimize unpleasant experiences. It expresses our need to be kept safe from accident, insecurity and discomfort.			COMFORT - the quality of walking and staying in a place. It involves walking, standing and sitting as well as the possibility for seeing, hearing and talking. Playing at conditions. Pedestrians need to		
Key Location	Date	Time	1 - Feeling safe - protection against traffic and accidents	2 - Feeling secure - protection against crime and violence	3 - Climate and pollution - protection against unpleasant sensory experiences	4 - Opportunities to Walk	5 - Opportunities to standstay	
D	27.02.2017	08.00	Traffic is the biggest threat here.	I feel 8 out of 10 safe. I don't worry about crime.	If the weather is good I walk through the street here and the Links. If it's bad, I take the bus.	It's okay to walk through.	I'm often here for the cafes and bars in Tollcross. I would be more inclined to spend time outside at the Meadows or Links though.	
D	27.02.2017	08.00	The traffic and the noise is the biggest nuisance here.	I don't worry about crime here - it's too posh!	The weather doesn't affect how I use this street.		I'd spend more time outside here if there was somewhere to sit. I'd give this street a 5 out of 10 at the moment as a place to spend time outdoors. [...] I'd like easier, cheaper licences for having tables on the street. It's really hard to organise at the moment and expensive.	
D	27.02.2017	08.00	Noise from traffic is the biggest threat here.	I feel 7 out of 10 safe here. Friday nights can be a bit busy with students going out but I don't generally feel unsafe.	The weather doesn't affect how I use the space. I'd be more likely to hang out here in summer though. It's too cold in winter.	I like walking through the Meadows. Not here so much.		
D	27.02.2017	12.00	Noise and pollution from the cars is the biggest nuisance here. It's not the worst junction here (Kings Theatre), but it could definitely be better.	I feel 10 out of 10 safe here. It's a well-to-do neighbourhood with little crime. I don't worry too much about crime. But I've heard about fights on the street here - especially outside Cav.	The weather doesn't affect me, I'm only here getting transport or going to the shop.	I like how close you are to walk to the Meadows and the Links from here. There need to be better bike facilities though.	I wouldn't spend time outdoors here. It's so close to the Meadows and it's noisy with the traffic - I'd go to the Meadows instead. The only reason I'm outside here is to smoke outside the Cuckoo's Nest. I think there's potential here as a people watching spot. Especially in summer.	
D	27.02.2017	12.00			I always take the bus, the weather doesn't affect me.	It's okay to walk through. I don't like some of the shops though. This area is okay but could be better.	0 out of 10 as a place to spend time outside. There's nowhere worthwhile to sit. I might spend time at the Cuckoo's Nest, but that's about it.	
D	27.02.2017	12.00	Traffic is the biggest annoyance here. It's tricky to park, and it's too busy.			It's hard to walk, especially near the Costa on Lothian Road. The pavement is narrow and there are bins and scaffolding in the way.	It's just the way I walk to get home, not somewhere to spend time.	
D	27.02.2017	12.00	The biggest threat here is traffic. Plus bikes on the pavement near the lights. It would be better if there were less cars.	I feel 7 out of 10 safe here. I don't worry about crime.		I like walking through here. There are no chain shops really which is good. The pavement could be wider near Scotmid though. It's hard to get past and sometimes you have to walk in the road.		
D	27.02.2017	12.00		I feel 7 out of 10 safe. I don't worry about crime.	Too many pedestrians on the pavement! It's hard to get past when you're walking.	Too many pedestrians on the pavement! It's hard to get past when you're walking. I don't like the Scotmid building. It looks out of place and it's ugly. The pavement is hard to get past there too.	I wouldn't spend time outside here. I live a few doors down so I wouldn't bother sitting outside or spending time here in the street. If anything I'd go to the Meadows. It's much nicer as a place to spend time outdoors than on this street with all the traffic and no greenery!	
D	27.02.2017	17.00	The biggest threat here is the traffic. I don't drive to work because I find the junction at Tollcross difficult. Buses and vans rule the road!	10 out of 10 safe. It's a busy public area so it feels safe. I don't worry about crime.	This area needs more trees and shelter so it feels wind.	I live in Morningside and I enjoy the walk home from Tollcross. It can get really busy on the pavements in peak times (morning and evening rush hours on weekdays) though. I cycle in the summertime, and on a nice day sometimes go out for lunch and sit in the Meadows.	On a nice day sometimes go out for lunch and sit in the Meadows.	
D	27.02.2017	17.00	Traffic is the biggest threat here. Particularly the spot outside Scotmid. People cut across the road between the cars. The road surface is quite poor too. It needs complete resurfacing not just the patches they keep doing.	I feel 10 out of 10 safe here. I know the area.	On a bad weather day I'd take the bus instead of walking.	On a bad weather day I'd take the bus instead of walking. Traffic is the biggest threat here. Particularly the spot outside Scotmid. People cut across the road between the cars.	I would only give this area 1 out of 10 as a place to spend time outside. There's nowhere and no reason to stop. I wouldn't spend time outdoors in the street here. Even in summer.	
D	27.02.2017	17.00	A lot of people walk out in front of the cars at Scotmid. The lorries that unload can be in the way too when you're trying to walk. There should be tighter restrictions on cars here.	I feel 8 out of 10 safe. I don't worry about crime.	Sometimes I do worry about crime here. It's only natural. I don't like the rough sleepers near the Church. They can be drunk sometimes which can be a bit intimidating.	A lot of people walk out in front of the cars at Scotmid. The lorries that unload can be in the way too when you're trying to walk.	I don't really like spending time outside here. It's just that Scotmid is my local shop. I'd only give this street 1 out of 10 as a place to spend time outside. Especially with the Meadows so close. I'd go there instead.	
D	27.02.2017	17.00	I feel 6 out of 10 safe here. It's a busy road and there's poor lighting that's led to some near misses with the traffic.			There should be wider pavements. Particularly near TukTuk on the corner where Leven St meets Lochrin Buildings at the junction.	If there was more seating here I'd spend more time outside. At the moment there's no opportunity to sit or spend time, even when the sun shines.	
D	27.02.2017	17.00	The traffic junction is easy to navigate if you're driving, and know how it works.	I feel 8 out of 10 safe. I don't worry about crime, but I have seen people vandalising the area in the past.	I take the bus when it's raining. When it's sunny I take a detour and walk through the Meadows instead - not along this street.	I wouldn't spend time here. I'm just walking home from work. I wouldn't stop or come here in my spare time. [...] I take the bus when it's raining. When it's sunny I take a detour and walk through the Meadows instead - not along this street.	I wouldn't spend time here. I'm just walking home from work. I wouldn't stop or come here in my spare time. I'd go to the Meadows instead.	
D	27.02.2017	19.00	I think they should pedestrianise Tarvit Street - it could be better used for people walking and cycling. Cars often park in the bus lane too. That pushes you out into the main traffic as a bike, particularly on Leven St and Home St, and isn't good for cycling. The buses can go down the bus lane, and the cyclists can't either. It's just the parked cars that get the benefit. The biggest nuisance is the road surface for bikes here. Also trying to cross the junction from Gilmore Place toward King's Theatre. It's really tricky on a bike.		The biggest nuisances here are the cars and a lack of shelter. Tollcross becomes a wind tunnel on windy days. The junction here [Kings Theatre] takes a while for the lights to turn to green for pedestrians too. And then the lights change again really quick.	It's okay to walk through at the moment. But I think they should pedestrianise Tarvit Street - it could be better used for people walking and cycling. Cars often park in the bus lane too. That pushes you out into the main traffic as a bike, particularly on Leven St and Home St, and isn't good for cycling. The buses can go down the bus lane, and the cyclists can't either. It's just the parked cars that get the benefit. The biggest nuisance is the road surface for bikes here. Also trying to cross the junction from Gilmore Place toward King's Theatre. It's really tricky on a bike.	I'm often here to spend time - going to the Cameo and the Cuckoo's Nest. Not outside though. There aren't really any places to sit outside though in the street. I'd only give this street 4 out of 10 as a place to spend time outdoors. I might spend more time outdoors here on a sunny day if there was more seating.	
D	27.02.2017	19.00	The biggest nuisances here are the cars and a lack of shelter. Tollcross becomes a wind tunnel on windy days. The junction here [Kings Theatre] takes a while for the lights to turn to green for pedestrians too. And then the lights change again really quick.	8 out of 10 safe. I feel pretty safe here.		I don't really spend time outside here. It's really only a walking route through to the Meadows. [...] The junction [Kings Theatre] takes a while for the lights to turn to green for pedestrians too. And then the lights change again really quick.	I don't really spend time outside here. It's really only a walking route through to the Meadows. I'd only give it a 1 out of 10 as a place to spend time outdoors - it's too noisy and there's too much traffic.	

ENJOYMENT - Enjoyment covers the human scale, enjoying the positive aspects of the climate and the sensory experience of the place, including design and the quality of materials used. It is vital to create city spaces on a human scale, with fine details, good materials and good street furniture.			What are you doing here today? Necessary / optional / recreational activity?			What is this place lacking?		
7 - Opportunities to see	8 - Opportunities to talk and listen	9 - Opportunities for play, exercise and unfolding activities	10 - Dimensioned at the human scale	11 - Opportunities to enjoy the positive aspects of climate	12 - Aesthetic qualities and positive sensory experience			
I don't like the Scotmid building. It's ugly and doesn't match the buildings either side. It's annoying with the loading bay at the front too - it doesn't look good.		I wish there were better bike facilities here. A better road surface to cycle on, proper cycle lanes, and more bike racks.		If the weather is good I walk through the street here and the Links. If it's bad, I take the bus. I'd like easier, cheaper licences for having tables on the street. It's really hard to organise at the moment and expensive.		Male (18-25yrs) - I'm on my way to university.		I wish there were better bike facilities here. A better road surface to cycle on, proper cycle lanes, and more bike racks. I'd like easier, cheaper licences for having tables on the street. It's really hard to organise at the moment and expensive.
I like walking through the Meadows. Not here so much.	Noise from traffic is the biggest threat here.				I like walking through the Meadows. Not here so much.	Female (18-25yrs) - going to work.		More benches, flowers and trees!
I like this area - I'm often here visiting my friend at the bar (Cuckoo's Nest). [...] I wouldn't spend time outdoors here. It's so close to the Meadows and it's noisy with the traffic - I'd go to the Meadows instead. The only reason I'm outside here is to smoke outside the Cuckoo's Nest. I think there's potential here as a people watching spot. Especially in summer.		I wouldn't spend time outdoors here. It's so close to the Meadows and it's noisy with the traffic - I'd go to the Meadows instead. The only reason I'm outside here is to smoke outside the Cuckoo's Nest. I think there's potential here as a people watching spot. Especially in summer.			I wouldn't spend time outdoors here. It's so close to the Meadows - I'd go there instead. The only reason I'm outside here is to smoke outside the Cuckoo's Nest. I think there's potential here as a people watching spot. Especially in summer.	Carrie (18-25yrs) - going to Cuckoo's Nest		Better bike facilities. A dedicated bike route and resurfaced road.
It's an ugly busy area. I only come here to visit my friend. [...] I'd say the biggest threat here is poverty?!						Jessie (19yrs) - I'm visiting friends and going home.		More flowers.
						Kelsie (25-35yrs) - going to the pub.		More colour, greenery, trees, seating.
			There are no chain shops really which is good. The pavement could be wider near Scotmid though. It's hard to get past and sometimes you have to walk in the road.			Ruth (25-35yrs) - walking home from uni		Widen the pavement at Scotmid.
I don't like the Scotmid building. It looks out of place and it's ugly. The pavement is hard to get past there too.					I don't like the Scotmid building. It looks out of place and it's ugly. The pavement is hard to get past there too.	Louise - going to the shop (Scotmid)		More trees!
I like how close it is to town.			This area needs more trees and shelter from the rain/wind.			Male (35-45yrs) - on my way home from work at an office in Tollcross		This area needs more trees and shelter from the rain/wind.
There should be better lighting in the street.		I like this area but I rarely explore it.			This street needs better lighting. Less traffic, and better road surfacing - it's quite poor.	Male (55-65yrs) - on my way home.		This street needs better lighting. Less traffic, and better road surfacing - it's quite poor.
						Female (35-45yrs) - I'm going to Scotmid.		Tighter restrictions on cars. A better crossing point for pedestrians outside Scotmid.
I feel 6 out of 10 safe here. It's a busy road and there's poor lighting that's led to some near misses with the traffic.			It's a busy road and big through-route.		I feel 6 out of 10 safe here. It's a busy road and there's poor lighting that's led to some near misses with the traffic.	Lucinda (35-45yrs) - going to the shop and then home. I often do my shopping as I walk home, it's more convenient.		Wider pavements. Particularly near TukTuk on the corner where Leven St meets Lochrin Buildings at the junction.
						Male (25-35yrs) - on my way home from work		Seating.
		I think they should pedestrianise Tarvit Street - it could be better used for people walking and cycling. Cars often park in the bus lane too. That pushes you out into the main traffic as a bike, particularly on Leven St and Home St, and isn't good for cycling. The buses can go down the bus lane, and the cyclists can't either. It's just the parked cars that get the benefit. The biggest nuisance is the road surface for bikes here. Also trying to cross the junction from Gilmore Place toward King's Theatre. It's really tricky on a bike.				Jack (20s) - I'm going to get the bus.		More seating is needed. I think they should pedestrianise Tarvit Street - it could be better used for people walking and cycling.
The Meadows is lovely. I'd go there to spend time instead.						Amanda (20s) - I'm walking the dog to the Meadows.		Less traffic and noise.

USER INTERVIEWS:

LOCATION D CONTINUED / LEVEN ST NEAR JUNCTION WITH VALLEYFIELD ST + KINGS THEATRE JUNCTION

TOWN CENTRE: TOLLCROSS			PROTECTION - How to minimize unpleasant experiences. It expresses our need to be kept safe from accident, insecurity and discomfort.	COMFORT - the quality of walking and staying in a place. It involves walking, standing and sitting as well as the possibility for seeing, hearing and talking. Playing at conditions. Pedestrians need to			
Key Location	Date	Time	1 - Feeling safe - protection against traffic and accidents	2 - Feeling secure - protection against crime and violence	3 - Climate and pollution - protection against unpleasant sensory experiences	4 - Opportunities to Walk	5 - Opportunities to stand/sit
D	27.02.2017	19.00	The biggest nuisances here are the cars and a lack of shelter. Tollcross becomes a wind tunnel on windy days. The junction here [Kings Theatre] takes a while for the lights to turn to green for pedestrians too. And then the lights change again really quick.	8 out of 10 safe. I feel pretty safe here. I don't worry about crime here. I feel 10 out of 10 safe.	The biggest nuisances here are the cars and a lack of shelter. Tollcross becomes a wind tunnel on windy days. The junction here [Kings Theatre] takes a while for the lights to turn to green for pedestrians too. And then the lights change again really quick.	I don't really spend time outside here. It's really only a walking route through to the Meadows. [...] The junction here [Kings Theatre] takes a while for the lights to turn to green for pedestrians too. And then the lights change again really quick.	I don't really spend time outside here. It's really only a walking route through to the Meadows. I'd only give it a 1 out of 10 as a place to spend time outdoors - it's too noisy and there's too much traffic.
D	27.02.2017	19.00	I wish there were less cars.	I feel 10 out of 10 safe.	The weather doesn't affect me.		
D	05.03.2017	19.00	Traffic is okay. The loading bay is really useful for our deliveries [to Scotmid].	I feel really safe. 10 out of 10. There's a lot of shoplifting though.	The weather doesn't affect me. I drive to work so the weather doesn't affect me.	It's okay to walk through.	I don't really like to spend time here. I'm just here to visit friends.
D	05.03.2017	08.00	There's no stress here, it's great.	It's the safest place. 10 out of 10. I don't worry about crime.	It could be cleaner. There are problems with the bins and litter.	It's easy to walk through here. The junction is close by [at Kings Theatre].	I'd spend time in the Meadows not here.
D	05.03.2017	08.00	I wouldn't spend time here in summer because of the fast cars - it's too busy. I'd worry about the cars and the dodgy people you see on the street. The traffic is okay but it's pretty fast. It can be hard to cross the road when the traffic is busy. Like when I'm walking to school, it can take ages to cross the road.	I wouldn't spend time here in summer because of the fast cars - it's too busy. I'd worry about the cars and the dodgy people you see on the street. I don't worry much about crime though.	The weather doesn't impact how I use the street.	The traffic is okay but it's pretty fast. It can be hard to cross the road when the traffic is busy. Like when I'm walking to school, it can take ages to cross the road.	I wouldn't spend time here in summer because of the fast cars - it's too busy. I'd worry about the cars and the dodgy people you see on the street.
D	05.03.2017	12.00	Traffic is the biggest nuisance here. It's busy and there's not much space left for pedestrians. It feels like cars have priority here and the street belongs to them.	7 out of 10 safe. There are some dodgy characters but mostly it's okay.	The potholes in the road make it unpleasant to cycle after rain. You get splashed and it's dangerous.	Traffic is the biggest nuisance here. It's busy and there's not much space left for pedestrians. It feels like cars have priority here and the street belongs to them.	I come here to go to Cameo, Cloisters, Benet's Bar. I don't spend time outside. Unless the Meadows counts? I'd give this stretch of street a 0 out of 10 as a place to spend time outside.
D	05.03.2017	12.00	The volume of traffic and the street design is poor. Look at other European cities - they do it so much better. Why is it so difficult to do here? It shouldn't be. This street has so much potential but it is smothered by all this traffic. There should be better priority for pedestrians, more space for bikes, and more greenery and trees. It's possible! You can see it other places. We are from Switzerland and there are some good examples there and other European cities.			Pedestrian waiting times are too long. It makes it frustrating to walk. The volume of traffic and the street design is poor. Look at other European cities - they do it so much better. Why is it so difficult to do here? It shouldn't be. This street has so much potential but it is smothered by all this traffic. There should be better priority for pedestrians, more space for bikes, and more greenery and trees. It's possible! You can see it other places. We are from Switzerland and there are some good examples there and other European cities.	
D	05.03.2017	17.00	This area needs less cars, more bike lanes, less pollution. It's so much better for everyone if you have more bikes than cars.	9 out of 10 safe. I don't worry about crime here.		It takes too long to cross the road as a pedestrian. The lights at King's Theatre take ages, and there isn't even a crossing where everyone walks across the street outside Scotmid.	I'd spend time outside in the Blackbird beer garden. That's the only place on this street I know of that you can really sit and spend time outside.
D	05.03.2017	17.00	It's a nice area, peaceful, nice shops, lovely people, but the cars make it bad, unpleasant. Make it better to cycle than drive! Shorter crossing times for pedestrians. Less traffic. You don't realise you're in the heart of a city until rush hour. Then it's really busy. Too much traffic. It's quite stressful in the morning.			Make it better to cycle than drive! Shorter crossing times for pedestrians. Less traffic.	
D	05.03.2017	19.00	The biggest threat here is definitely the potholes whilst cycling. It's not easy to cycle through this bit of Tollcross, the road is really uneven with loads of potholes, and there are always cars parked in the bus and cycle lane. The main junction at Tollcross is really busy and confusing on a bike. I always struggle trying to cross from Brougham St toward Lothian Road - you don't know which lane to be in and it feels intimidating with all the car traffic. That junction is huge. Really big and scary. The rest of the traffic is busy through here [Leven St], but it's a bit better now it's a 20mph limit. Thought lots of drivers are ignoring that I think! It is less noisy and intimidating though, and I have more of an opportunity to try and cross the road, you can almost keep up with the cars as a cyclist. [...] It can be really hard to get from one side of the road to the other. You have to wait to run between cars. I often run over the road here [outside Scotmid] and at the main junction I've got used to checking where all the lanes are coming from and then run across whenever I can. The wait for the green man is too long otherwise and it's frustrating waiting at all the traffic island watching all the cars go past and breathing in their fumes.	I feel 6 out of 10 safe here. It's quite dingy and dark, particularly on Lochrin Place near the Cameo. And there aren't enough bike racks or places to lock your bike. I worry about bike theft here. [...] When it rains there are lots of puddles, particularly at the end of Valleyfield St, it's not pleasant for cycling either - the potholes all fill up with water and it makes it hazardous to cycle and not pleasant at all. [...] There are a lot of narrow bits of pavement, and sections where there are a lot of bus stops bang in the middle of the pavement, poles and A-frames and other things that make it hard to get past. I don't know how you'd be able to get through if you used a wheelchair. It can be really hard to get from one side of the road to the other. You have to wait to run between cars. I often run over the road here [outside Scotmid] and at the main junction I've got used to checking where all the lanes are coming from and then run across whenever I can. The wait for the green man is too long otherwise and it's frustrating waiting at all the traffic island watching all the cars go past and breathing in their fumes.	I wouldn't spend time outside here. It feels busy, dingy. Busy with traffic, not with people. Too many cars. It's a low quality people space - there's nothing to make you want to stay around and spend time outside. Bad pavements for walking, no focal point, no seating. [...] When it rains there are lots of puddles, particularly at the end of Valleyfield St, it's not pleasant for cycling either - the potholes all fill up with water and it makes it hazardous to cycle and not pleasant at all. [...] There are a lot of narrow bits of pavement, and sections where there are a lot of bus stops bang in the middle of the pavement, poles and A-frames and other things that make it hard to get past. I don't know how you'd be able to get through if you used a wheelchair. It can be really hard to get from one side of the road to the other. You have to wait to run between cars. I often run over the road here [outside Scotmid] and at the main junction I've got used to checking where all the lanes are coming from and then run across whenever I can. The wait for the green man is too long otherwise and it's frustrating waiting at all the traffic island watching all the cars go past and breathing in their fumes.	I wouldn't spend time outside here. It feels busy, dingy. Busy with traffic, not with people. Too many cars. It's a low quality people space - there's nothing to make you want to stay around and spend time outside. Bad pavements for walking, no focal point, no seating.	
<p>Researchers observed that on weekday mornings, there are large numbers of pedestrians moving along Leven St and Home St, particularly on the West side of Leven St moving toward the city centre, presumably commuting on foot to work. Researchers noted the impact that the loading bay outside Scotmid has on the desire lines of pedestrians. Many pedestrians walk around the outside (road side) of cars parked in the loading bay to better follow their desire lines if walking straight down Leven St. This was particularly true in peak walking periods when congestion on the pavement and at pinch points where the pavement turns a corner to accommodate the loading bay caused further obstruction to walking. Pedestrians were also observed walking in the road when the pavement became congested along Leven St near Scotmid indicating pavement widening may be beneficial. This was supported by user interviews with some users mentioning the narrow pavements and corners near Scotmid and needing to walk in the road to get past. Many pedestrians were observed walking straight out of Scotmid inbetween parked cars in the loading bay to cross the street over to Valleyfield St or the other side of Leven St. This was also mentioned by users in user interviews as a common route to walk, and which led to hazards relating to traffic. This behaviour was frequently observed throughout the day and may indicate a need for an additional crossing point here, or that the pavements should be extended to narrow the distance crossed by pedestrians. Widening the pavements on both sides of Leven St (particularly the West side) in this way would also support a better walking experience for those walking through the town centre, and hereby reduce some of the current issues along the West side of Leven St. Researchers also noted that the road surface into the car parking area out the back of Scotmid could be resurfaced to be a raised table that better prioritises pedestrian movement along the footpath. Researchers also noted that able-bodied highly mobile pedestrians crossing diagonally at the Kings Theatre junction only just have enough time to cross, and those with children, in groups or with additional mobility needs of any sort struggled to cross in time.</p>							

ENJOYMENT - Enjoyment covers the human scale, enjoying the positive aspects of the climate and the sensory experience of the place, including design and the quality of materials used. It is vital to create city spaces on a human scale, with fine details, good materials and good street furniture.						What are you doing here today? Necessary / optional / recreational activity?	What is this place lacking?
7 - Opportunities to see	8 - Opportunities to talk and listen	9 - Opportunities for play, exercise and unfolding activities	10 - Dimensioned at the human scale	11 - Opportunities to enjoy the positive aspects of climate	12 - Aesthetic qualities and positive sensory experience		
The Meadows is lovely. I'd go there to spend time instead.				The biggest nuisances here are the cars and a lack of shelter. Tollcross becomes a wind tunnel on windy days.		Amanda (20s) - I'm walking the dog to the Meadows.	Less traffic and noise.
						Male (25-35yrs) - on way to Scotmid	Less cars.
						Sam (20s) - going home.	Seating.
				I'd spend time in the Meadows not here.		Man (40s) - working at Scotmid	More parking along Home St for our customers.
I love Tollcross. It's why I moved here 22 years ago. I live just around the corner. You have everything you need here. Theatre, pubs, cinema, the Meadows. It's nice to go for a walk. It's calm, cosmopolitan, walking distance to everything. I love it.					It could be cleaner. There are problems with the bins and litter.	Man (50s) - going to the shop. I ran out of bread and I live right around the corner.	Cleaner, less litter.
There are lots of shops and places to go.						Robbie (late teens) - I'm doing my paper round. Just going to Scotmid to pick up the papers. I live round the corner.	Make it easier to cross the road.
				It needs more places to sit and spend time outside. Outdoor seating.		Jan - I'm going to work	More places to sit and spend time outside. Outdoor seating.
			The volume of traffic and the street design is poor. Look at other European cities - they do it so much better. Why is it so difficult to do here? It shouldn't be. This street has so much potential but it is smothered by all this traffic. There should be better priority for pedestrians, more space for bikes, and more greenery and trees. It's possible! You can see it other places. We are from Switzerland and there are some good examples there and other European cities.				Better quality more even pavements that are more accessible, and not slippy in the rain. More space for bikes. Better street design. There should be better priority for pedestrians, more space for bikes, and more greenery and trees.
The Meadows is pretty.	It's busy and loud here.					Male (40s) - going to the restaurant with my family.	This area needs less cars, more bike lanes, less pollution. It's so much better for everyone if you have more bikes than cars.
I like all the original independent shops and the nice people round here.			I like all the original independent shops and the nice people round here.			Marie-Ann - I'm going to the shop at Scotmid	Make it better to cycle than drive! Shorter crossing times for pedestrians. Less traffic.
	The cars are really noisy. Really loud. The sound is annoying.					Laura (20s) - going to the shop	Make it better to cycle than drive! Shorter crossing times for pedestrians. Less traffic.
It's quite dingy and dark, particularly on Lochrin Place near the Cameo. And there aren't enough bike racks or places to lock your bike. I worry about bike theft here. I always bring my bigger second lock with me if I'm leaving my bike here. I've had one stolen before near here. More bike racks would be good, and I'm sure very well used. [...] It's quite dingy and dark. The quality of lighting is really poor along here.		Tollcross need a heart. A central meeting point or plaza or something. At the moment it's defined by the junction, and the other things that it's near. Not the neighbourhood itself. And it's got a lot going for it - the bars, cinema, cafes, theatre, cinema, restaurants, park nearby. It's got a lot of good features, it's just the big roads inbetween!	The main Tollcross junction is huge. Really big and scary. [...] There's a big diversity of independent shops - but you can't appreciate those because all you can see is traffic everywhere!		I wouldn't spend time outside here. It feels busy, dingy. Busy with traffic, not with people. Too many cars. It's a low quality people space - there's nothing to make you want to stay around and spend time outside. Bad pavements for walking, no focal point, no seating.	Male (40s) - going to the Cameo	Better cycle lanes. Outdoor plaza or 'hearts' i.e. central meeting place outside. Less potholes and traffic. Wider pavements. More pedestrian and cycling friendly. Better lighting. [...] I would like more trees and more outdoor seating here for cafes. Spaces to sit outside. Wider pavements to allow for more outdoor dining in summertime.

USER INTERVIEWS:

ADDITIONAL INTERVIEWS WITH SPECIFIC USER GROUPS

TOWN CENTRE: TOLLGROSS			PROTECTION - How to minimize unpleasant experiences. It expresses our need to be kept safe from accident, insecurity and discomfort.	COMFORT - the quality of walking and staying in a place. It involves walking, standing and sitting as well as the possibility for seeing, hearing and talking. Playing at and relaxing in the place.			
Key Location	Date	Time	1 - Feeling safe - protection against traffic and accidents	2 - Feeling secure - protection against crime and violence	3 - Climate and pollution - protection against unpleasant sensory experiences	4 - Opportunities to Walk	5 - Opportunities to stand/stay
Name	Organisation						
Walk participant	Health All Round, Tuesday Striders' Group, starting Tynecastle High School but resident to Tollcross			No. I never worry about crime, I've never felt unsafe in Tollcross. I feel 10 out of 10 safe.		The worst bit of trying to walk is trying to cross the big junction. Particularly going from the RBS toward Forest Cafe. The wait there if you're trying to walk is really long. And then when the green man goes you don't even have enough time to cross. It's a pest.	
Maggie Page (Chair), plus 2 additional parents (Fiona, anon)	Tollcross Primary School Parent Council [quotations paraphrased from notes taken during interviews]		The main traffic junction has 12 lanes, it's really busy and difficult to cross, particularly with children and buggies. It feels very hazardous. [...] With the new Broughton Square flats - there are 180 new flats off Lauriston Place - there will be 30 more kids coming to school through the junction. It's going to be a real problem for them as a route to school. [...] There are lots of potholes on Home Street. There's another parent here whose three-wheeled buggy went over - toddler in and all - on Home Street recently because of a pothole near the pedestrian crossing there. They can be quite hazardous and should be better maintained. [...] Even though its 20mph now, none of the cars are doing it - they go really fast and often turn quickly down the side streets near the school like West Tollcross - where it's a blind left turn for cars coming from Home St. - and down Thornybauk / Lochrin Terrace - it's really hard to cross safely with the kids. [...] People often have to take risks to cross the road over Fountainbridge outside Costa's, and over West Tollcross, as the lights take so long to change to the green man. People just risk it and run across. Sometimes it looks like there aren't cars coming but then they whizz round the corner really fast and you're not expecting it. It can be dangerous. I've seen some near misses. [...] The route from the canal up Lochrin Place is used a lot by bikes. There needs to be a better way to make sure that pedestrians, especially parents with children feel safe walking too, otherwise you worry they will be hit by bikes.	There can be problems as a route to school from the main Tollcross junction to the primary school. You have 'Cav' the club just there, and there can be a lot of detritus left from nights out on the street. Bras in trees, broken vodka bottles on the pavement, vomit, litter. It's not a great environment for the kids. [...] There's a real difference between Lothian Road and Earl Grey St, and then the junction and Home Street. It feels much dirtier and less cared about from the junction Home St. The pavements are less good. It feels less cared about. I think once people see a place isn't cared about with litter or whatnot it can mean that then more of that behaviour happens. It's not a great place for the kids to walk through sometimes. [...] There are lots of potholes on Home Street. There's another parent here whose three-wheeled buggy went over - toddler in and all - on Home Street recently because of a pothole near the pedestrian crossing there. They can be quite hazardous and should be better maintained. [...] The bins and pavement just here [corner of Thornybauk / Lochrin Terrace Road] really need to be sorted out. It's really hard to get by with a buggy, they are always overspilling - especially the clothing bank - and they need to be looked in place. There were troubles recently with homeless people camping out behind them who had to be moved on. With a bit of careful design they could be much better - a blocked or defined position for the bins, better pavement and route to school, you could probably even get an extra couple parking spaces in there! It's really badly designed at present and its one of the main ways people get to the school every day. [...] The area around Thornybauk / Lochrin Terrace and West Tollcross where it meets Lochrin Place toward the canal is really bad. Lots of dog poo, there's a lot of student housing so drunk behaviour, noise and bottles left in the street. It's not great as a route to walk, and it puts people off Tollcross Primary School or the nursery here.	The noise of the traffic can be really bad. Though I have noticed an improvement outside the Cameo on Home Street where there are more electric buses now instead of the old ones. It would be good if all the buses could be electric buses to the noise levels. [...] There can be problems as a route to school from the main Tollcross junction to the primary school. You have 'Cav' the club just there, and there can be a lot of detritus left from nights out on the street. Bras in trees, broken vodka bottles on the pavement, vomit, litter. It's not a great environment for the kids. It can feel quite dirty and seedy, here and on Home Street too. [...] There's a real difference between Lothian Road and Earl Grey St, and then the junction and Home Street. It feels much dirtier and less cared about from the junction Home St. The pavements are less good. It feels less cared about. I think once people see a place isn't cared about with litter or whatnot it can mean that then more of that behaviour happens. It's not a great place for the kids to walk through sometimes. [...] There are lots of potholes on Home Street. There's another parent here whose three-wheeled buggy went over - toddler in and all - on Home Street recently because of a pothole near the pedestrian crossing there. They can be quite hazardous and should be better maintained. [...] The roads just in front of the school [Thornybauk / Lochrin Terrace and West Tollcross] and the main Tollcross junction are all really hard to get around with a buggy. There are lots of high kerbs or potholes that if you know where they are you're okay but if you're not familiar with the area or distracted with something else the buggy gets really stuck in. It's a big problem. Also just trying to cross the junction is a huge problem. There are really long waiting times for the green man, and then not enough time to cross. The lights could really use being resequenced to better prioritise pedestrians not cars. [...] The scaffolding at Earl Grey St next to the Costa is a big issue. It's been there for more than a year now and it's really narrow - you can't get by with a buggy, I know it's temporary, but if scaffolding is going up for that long they should have to make sure that the pavement width is still enough to get by with a buggy. If you've got a double buggy you've got no chance! [...] A better crossing point for the school is essential. Improving the area immediately outside the front of the school here [Thornybauk / Lochrin Terrace / West Tollcross]. It would benefit everyone walking their kids to school from the East / South / North. [...] There's one parent who uses an electric wheelchair. She has to go a really long convoluted route to be able to get to the front of the school on West Tollcross. It's really not convenient and means she has to navigate a complex long route just to be able to avoid all the kerbs, potholes and other hazards. [...] There's a really tight corner and bit of pavement down Thornybauk / Lochrin Terrace toward the school with railing down the side. It's really hard to walk and it's a route the school classes use a lot as big groups - hard to manage, and difficult to walk as a parent with children too. [...] Typically we walk on the West side of Lauriston Place, then down to the crossing over the junction outside RBS toward West Tollcross, then onto the pharmacy side of the road to the school - it's the safest way and with the least waiting at lots of sets of lights to cross. It's also wider on that bit of Lauriston Place near the police box where it widens out with the cobbles - it gives the kids more freedom and feels safer away from traffic.	This area outside the school gate could be better. Some parents drop kids off in cars, but others come through here and it can get quick busy. It would be good to have a better street environment out the front here.	
Deputy Head Lynn Brand's P6 class (20 children aged 9-11 years from local Tollcross Primary School)	Tollcross Primary School P6 class (20 children plus their teacher for a walkabout around the town centre with 3 facilitators/researchers noting comments and their experiences)		It's really busy and noisy here. Smell and dirty. All the cars go fast. They're scary. [...] I don't like the corner here [junction corner where Home St meets Lochrin Buildings] it's really narrow and the cars come really close. It's scary to cross the road here. [...] It feels very yume-y here [at the main Tollcross junction]. I don't like it. There are too many cars and we have to wait for ages to cross the road. It feels all dirty and smelly and like you might get hit by a car.	There are lots of pubs and tattoo places here [Home St]. Sometimes when we come out of school there are drunk people on the pavement. I don't like walking past them. And rude words written on the walls and places. I don't like the rude words - they should paint over it and make a nice again. Or not write rude words but draw nice pictures instead.	There's lots of chewing gum on the pavement. I don't like it. There are too many cars and we have to wait for ages to cross the road. It feels all dirty and smelly and like you might get hit by a car.	There are lots of bikes in the way on the poles. I don't think there are enough places for people to put their bikes. [...] There are too many cars and we have to wait for ages to cross the road. It feels all dirty and smelly and like you might get hit by a car. [...] This corner [corner of Home St and Lochrin Buildings] is really narrow - it's a real worry with the kids, especially when there's a big group. Hard to cross the road and the cars whizz round the corner. It's quite dangerous.	

6 - Opportunities to see	7 - Opportunities to see	8 - Opportunities to talk and listen	9 - Opportunities for play, exercise and unfolding activities	10 - Dimensioned at the human scale	11 - Opportunities to enjoy the positive aspects of climate	12 - Aesthetic qualities and positive sensory experience	What are you doing here today? Necessary / optional / recreational activity?	What is this place lacking?
	Tollcross has changed a lot. The shops have changed, a lot have closed down. I don't like the vacant shops you see.	I like that you see people in the street. I see bump into lots of people from when I was at school as a girl here. I like that.		I like the Kings Theatre. Co-op, some of the little shops - really nice. You've got everything you'd want here.				Tollcross needs a place to go, to take your grandchildren. There's the Fountainbridge Community Centre, but we need something else that's closer. [...] It's lacking affordable housing for all. You get these student flats but they're not for local people. There's no genuinely really actually affordable housing for people in the area.
		The noise of the traffic can be really bad. Though I have noticed an improvement outside the Cameo on Home Street where there are more electric buses now instead of the old ones. It would be good if all the buses could be electric buses. It would make a big positive difference to the noise levels. [...] I really like this community here - it feels like a small friendly community, even though its close to town and busy.	The pavement area with cobbles near the police box and cafe on Lauriston Place is okay to walk through - it's good that it gets wider there and the kids have somewhere to spill out to if they are on a scooter or bike. The other pavements can be really narrow, but that gives them a bit more space away from traffic. [...] There are some real problems in the street environment just outside the school. The Ponton St entrance to the school on the corner is the main entrance, but look - it's not a great place to try and bring kids. Lots of railings blocking the way, the cars come really quick around the corners and past the school too from Thornybauk / Lochrin Terrace and down West Tollcross from the main junction - it makes it hard to cross with the kids and quite dangerous. You see a lot of quite scary near misses with children! [...] When we bring the kids to school down West Tollcross and want to cross the road here [at Thornybauk / Lochrin Terrace], we have to look in the reflection of the old bank window [to the left at corner of Thornybauk / Lochrin Terrace and Home St] to see if there are any cars coming round the corner. It's not safe. [...] Also, a lot of parents and children come from the West along Earl Grey St, and then need to go down West Tollcross to get to the school. That crossing over West Tollcross at the junction takes ages. Even when the light does go green its not green for very long, especially with small children, so if you're behind someone else you sometimes have to wait again for a second green man. It puts people off crossing there and they go down the North edge of West Tollcross street to get to the school instead - but that's not the best way to go. It's really narrow, lots of railings and hard to cross the road at the end. It would be a big improvement if that crossing over West Tollcross at the junction was better. It would mean people could easily get across with the children and then come down the South side of West Tollcross street - it's the safer way to go with the kids. But then there are still a lot of kerbs that can be hard to get across. [...] There's a really bad junction too at Kings Theatre and Lochrin Buildings. The corner where Lochrin Buildings meets Home St is particularly bad. It's really narrow there. If you've got a buggy you block the pavement if you try and cross there over toward Coop - you have to walk further down Lochrin Buildings road then watch for the green man at the junction then rush across the street there just to get to the other side without being in the way of other pedestrians. It's really bad as a crossing point. [...] There's also a point outside Coop on Leven Street where you see lots of people doing dangerous crossings from the Coop over toward Valleyfield Street. There's an older lady / sometimes see who crosses over there and it's quite scary. There was a hit-and-run recently with someone trying to cross over from Blackbird cafe to the other side of Leven St. There really needs to be a better crossing point there - there's only the one at the junction at King Theatre and then there isn't another one until much further up Leven Street - so lots of people just run across the road to cross. [...] There are lots of potholes on Home Street. There's another parent here whose three-wheeled buggy went over - toddler in and all - on Home Street recently because of a pothole near the pedestrian crossing there. They can be quite hazardous and should be better maintained. [...] The roads just in front of the school [Thornybauk / Lochrin Terrace and West Tollcross] and the main Tollcross junction are all really hard to get around with a buggy. There are lots of high kerbs or potholes that if you know where they are you're okay but if you're not familiar with the area or distracted with something else the buggy gets really stuck in. It's a big problem. Also just trying to cross the junction is a huge problem. There are really long waiting times for the green man, and then not enough time to cross. The lights could really use being resequenced to better prioritise pedestrians not cars. [...] The scaffolding at Earl Grey St next to the Costa is a big issue. It's been there for more than a year now and it's really narrow - you can't get by with a buggy, I know it's temporary, but if scaffolding is going up for that long they should have to make sure that the pavement width is still enough to get by with a buggy. If you've got a double buggy you've got no chance! [...] A better crossing point for the school is essential. Improving the area immediately outside the front of the school here [Thornybauk / Lochrin Terrace / West Tollcross]. It would benefit everyone walking their kids to school from the East / South / North. [...] There's one parent who uses an electric wheelchair. She has to go a really long convoluted route to be able to get to the front of the school on West Tollcross. It's really not convenient and means she has to navigate a complex long route just to be able to avoid all the kerbs, potholes and other hazards. [...] There's a really tight corner and bit of pavement down Thornybauk / Lochrin Terrace toward the school with railing down the side. It's really hard to walk and it's a route the school classes use a lot as big groups - hard to manage, and difficult to walk as a parent with children too. [...] Typically we walk on the West side of Lauriston Place, then down to the crossing over the junction outside RBS toward West Tollcross, then onto the pharmacy side of the road to the school - it's the safest way and with the least waiting at lots of sets of lights to cross. It's also wider on that bit of Lauriston Place near the police box where it widens out with the cobbles - it gives the kids more freedom and feels safer away from traffic.	Everything just feels like the cars have been prioritised. They should prioritise pedestrians so that it makes it a nice place, easier to get around, and a better route to school for the kids. It's all traffic, fast cars, a dirty, seedy feel round here and Home St. Make it a place for people not cars!	There's not really anywhere you'd spend time outside here - it's all just cars and traffic.			
	There's a big blank wall here [junction of Lothian Road/Earl Grey St and Fountainbridge above the bank]. Probably the people in there don't have much light. They should open it up as windows again. Or do a big mural there. You could see it all down this street and it would cheer you up.	It's really noisy here [Home St near Cameo]. There is a lot of traffic and its loud. I don't like it here. [General consensus no-one likes it on this street]	I wish there were more places to play at the bus stops. You could have a hoopzoo or something here. It would be much more fun for kids waiting with their parents.			I like this area here [wider section of cobbled pavement adjacent to police box and raised platform with planters outside RBS]. It feels much wider and cleaner. I'd want to sit here. There are lots of nice plants and it feels cared about on this platform [the area outside RBS], whereas down there [the planters on the main junction and adjacent streets] it doesn't feel like anyone cares. No-one is looking after the plants or the smell, or like you might get hit by a car. I think they should have more plants, a big cactus or a big bunch of flowers or trees and other green things. It would make this horrible junction much nicer and then people would be happier if they have to walk across here.		

DEMOGRAPHIC DATA

TOLLCROSS | DATA

Tollcross			DEMOGRAPHIC COUNTS														
Key Location	Date	Time	0 - 10	11-18	19-25	26-35	36-45	46-54	55-65	65+	Male	Female	Additional Mobility Needs	Other notes			
A	05.03.17	08.00	0	0	7	3	0	3	4	0	12	5					
A	05.03.17	12.00	3	3	49	37	17	16	7	3	72	63		1 1 mobility scooter user			
A	05.03.17	17.00	5	0	45	42	21	10	5	4	65	64		4 4 prams			
A	05.03.17	19.00	0	0	29	20	14	10	6	0	35	34					
A	27.02.17	08.00	0	1	16	78	30	90	27	1	88	97					
A	27.02.17	12.00	1	0	30	61	53	38	18	7	110	90					
A	27.02.17	17.00	5	4	52	47	32	27	13	2	89	93		2			
A	27.02.17	19.00	1	1	51	23	13	7	1	1	56	42					

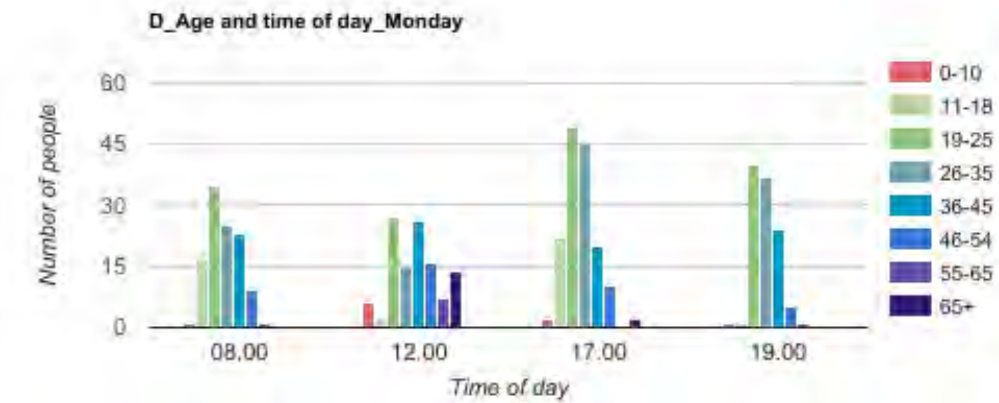
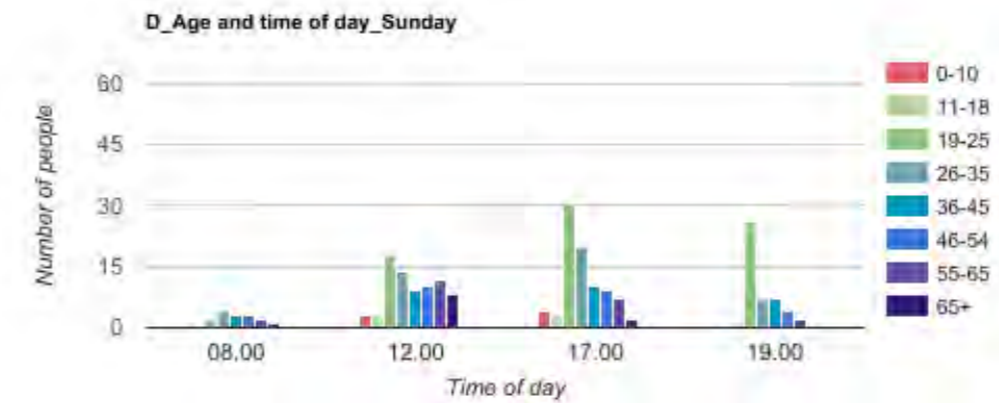
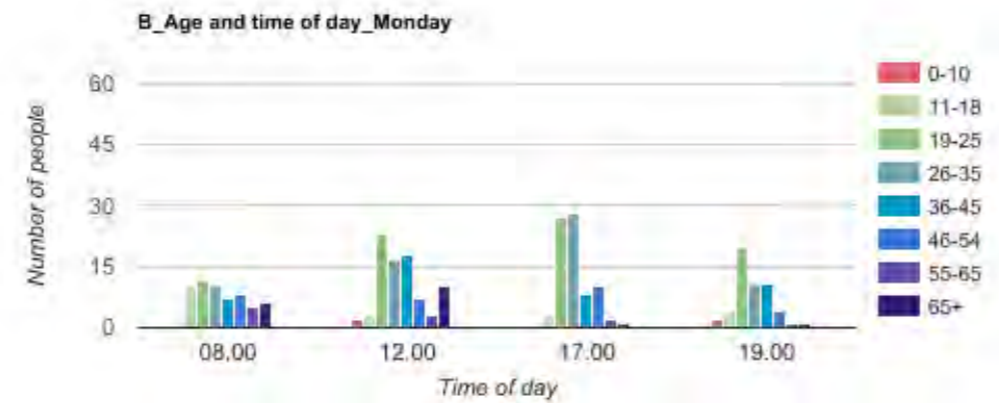
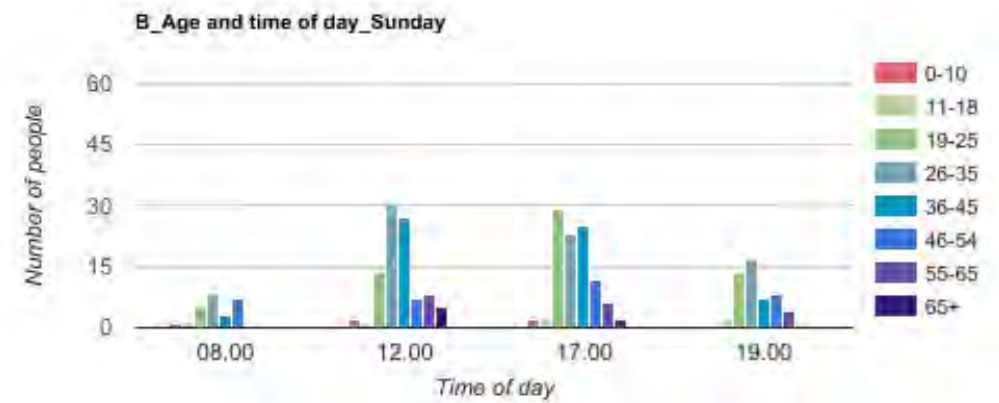
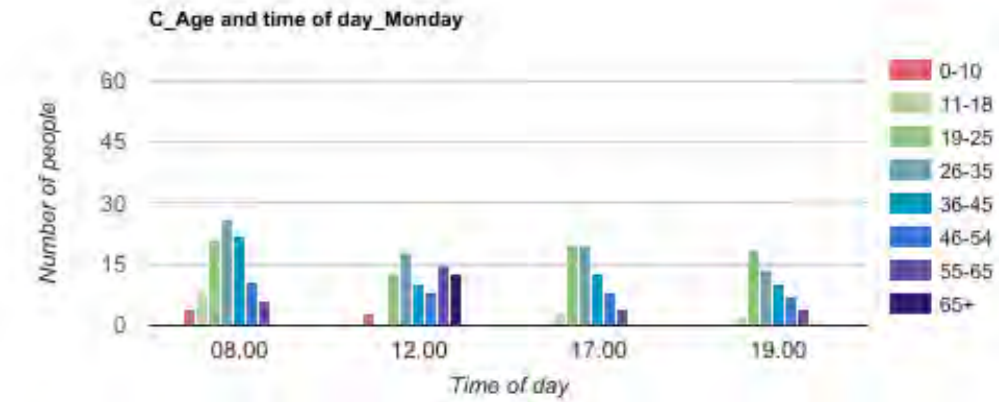
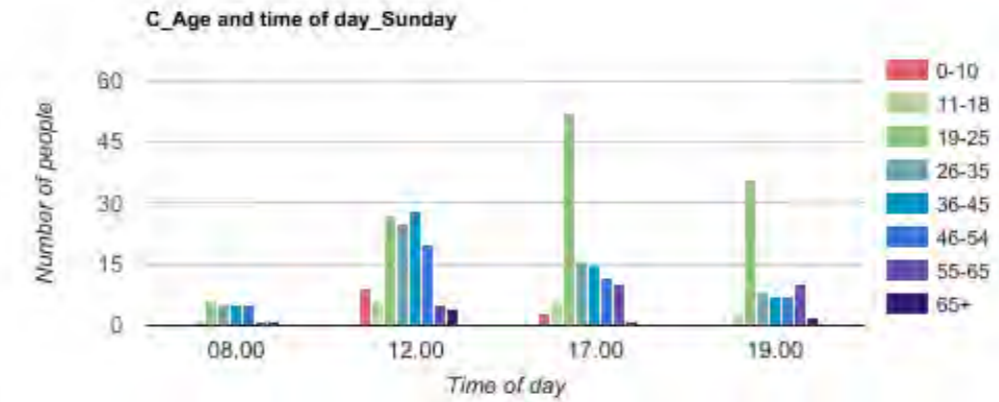
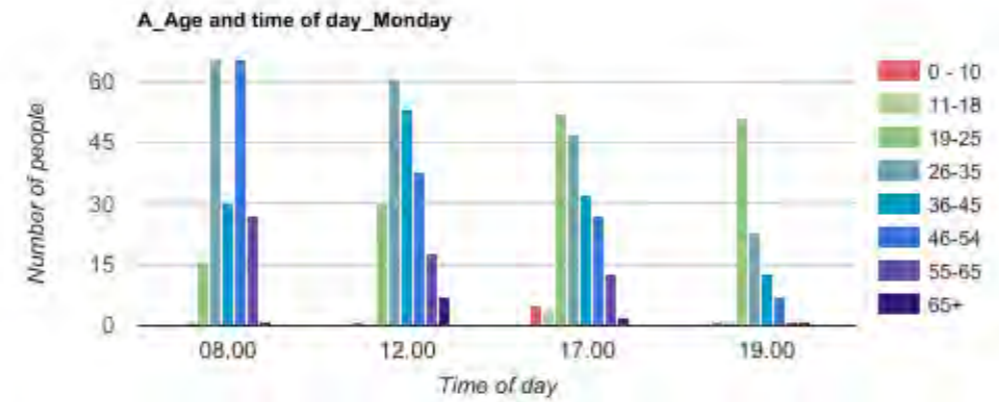
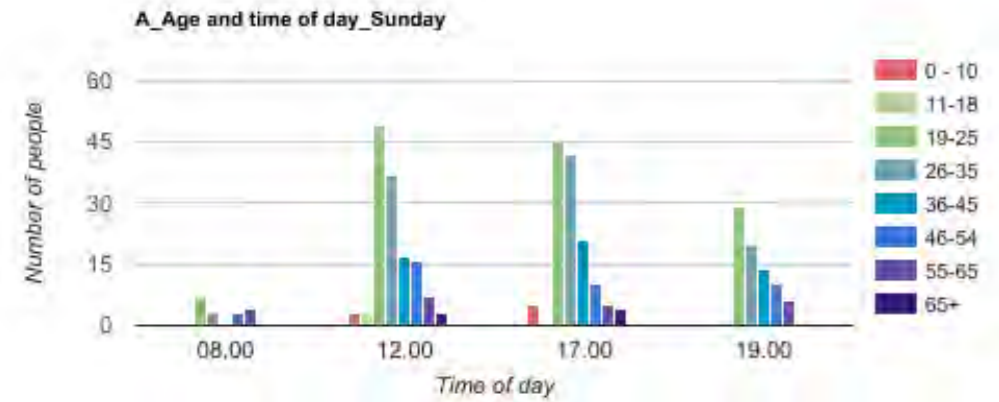
Tollcross			DEMOGRAPHIC COUNTS														
Key Location	Date	Time	0 - 10	11-18	19-25	26-35	36-45	46-54	55-65	65+	Male	Female	Additional Mobility Needs	Other notes			
D	05.03.17	08.00	0	0	2	4	3	3	2	1	13	1					
D	05.03.17	12.00	3	3	18	14	9	10	12	8	40	34		1			
D	05.03.17	17.00	4	3	30	20	10	9	7	2	32	42		2 2 prams			
D	05.03.17	19.00	0	1	26	7	7	4	2	0	34	10					
D	27.02.17	08.00	1	17	35	25	23	9	1	0	57	52					
D	27.02.17	12.00	6	2	27	15	26	16	7	14	72	52					
D	27.02.17	17.00	2	22	49	45	20	10	0	2	70	58		2 2 prams			
D	27.02.17	19.00	1	1	40	37	24	5	1	0	58	55					

Key Location	Date	Time	0-10	11-18	19-25	26-35	36-45	46-54	55-65	65+	Male	Female	Additional Mobility Needs	Other notes
B	05.03.17	08.00	1	1	5	8	3	7	0	0	12	15		1 1 elderly man with walking stick
B	05.03.17	12.00	2	1	14	30	27	7	8	5	48	36		
B	05.03.17	17.00	2	2	29	23	25	12	6	2	45	55		
B	05.03.17	19.00	0	2	14	17	7	8	4	0	27	24		
B	27.02.17	08.00	0	10	12	10	7	8	5	6	23	23		1
B	27.02.17	12.00	2	3	23	17	18	7	3	10	44	33		5
B	27.02.17	17.00	0	3	27	28	8	10	2	1	42	44		0
B	27.02.17	19.00	2	4	20	11	11	4	1	1	29	19		

Key Location	Date	Time	0-10	11-18	19-25	26-35	36-45	46-54	55-65	65+	Male	Female	Additional Mobility Needs	Other notes
C	05.03.17	08.00	0	1	6	5	5	5	1	1	14	10		Some people greeting each other on the street. Also quite a few people doing sport.
C	05.03.17	12.00	9	6	27	25	28	20	5	4	65	43		2
C	05.03.17	17.00	3	6	52	16	15	12	10	1	53	64		4 One man rollerskating.
C	05.03.17	19.00	0	3	36	8	7	7	10	2	43	9		
C	27.02.17	08.00	4	8	21	26	22	11	6	0	53	45		90% of people heading to the city centre
C	27.02.17	12.00	3	0	13	18	10	8	15	13	40	34		
C	27.02.17	17.00	0	3	20	20	13	8	4	0	35	31		
C	27.02.17	19.00	0	2	19	14	10	7	4	0	31	25		

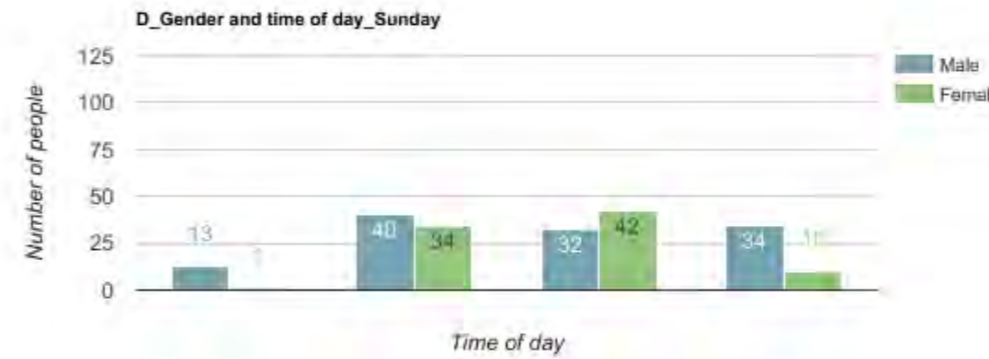
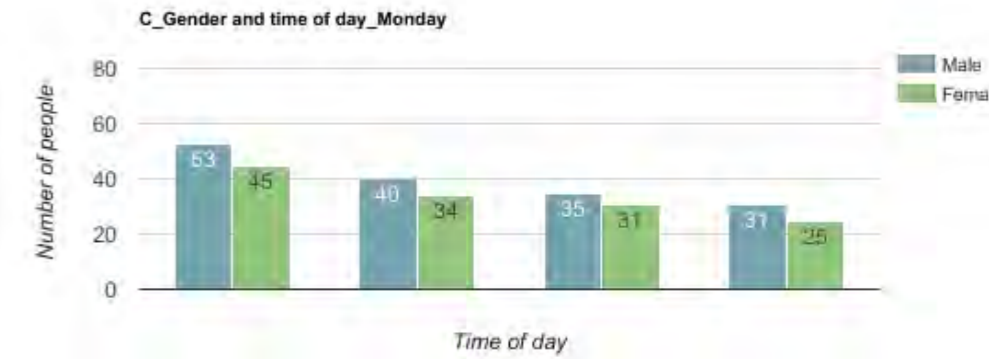
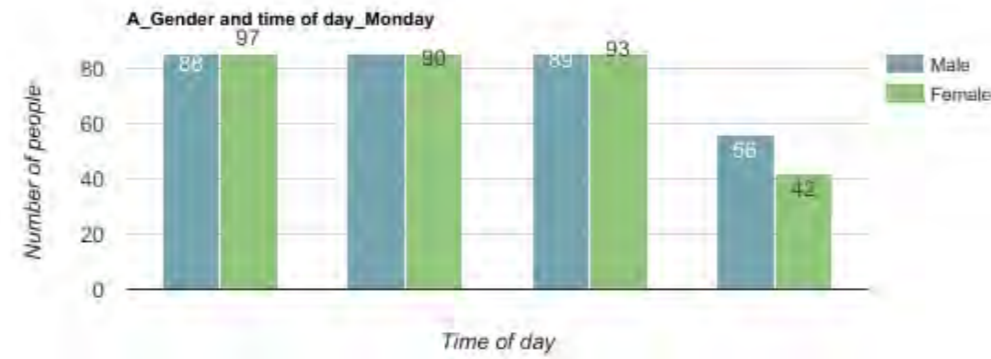
DEMOGRAPHIC DATA

TOLLGROSS | GRAPHS | AGE AND TIME



DEMOGRAPHIC DATA

TOLLCROSS | GRAPHS | GENDER AND TIME



PEDESTRIAN DATA

TOLLGROSS | DATA

Tollcross			PEDESTRIAN COUNT				
Key Location	Date	Time	Walking	Standing	Sitting	Playing	Notes
A	05.03.17	08.00	15	4		1	1 runner.
A	05.03.17	12.00	73	38			
A	05.03.17	17.00	99	38			25 waiting at crossing.
A	05.03.17	19.00	60	12			11 waiting at crossing.
A	27.02.17	08.00	95	29	2		
A	27.02.17	12.00	197	30		4	2 playing in phone box. 2 runners.
A	27.02.17	17.00	159	29			
A	27.02.17	19.00	74	16		2	2 runners.
RESEARCH DIARY OBSERVATIONS							

Key Location	Date	Time	Walking	Standing	Sitting	Playing	Notes
B	05.03.17	08.00	19	2		10	All runners. Meadows race
B	05.03.17	12.00	68	24		2	All standing waiting at crossing.
B	05.03.17	17.00	85	39			
B	05.03.17	19.00	46	16		4	4 skateboarders.
B	27.02.17	08.00	65	8			
B	27.02.17	12.00	82	17			
B	27.02.17	17.00	190				
B	27.02.17	19.00	59				
RESEARCH DIARY OBSERVATIONS							

Key Location	Date	Time	Walking	Standing	Sitting	Playing	Notes
C	05.03.17	08.00	19			1	1 runner. More pedestrians on other side of the road.
C	05.03.17	12.00	69	9			
C	05.03.17	17.00	85	16		2	Cycling on pavement.
C	05.03.17	19.00	37	3		1	1 runner.
C	27.02.17	08.00	56	4		2	1 runner. 1 child on push bike.
C	27.02.17	12.00	33	2	3		
C	27.02.17	17.00	90	16	2	2	1 skateboarder. 1 jogger.
C	27.02.17	19.00	60			1	1 runner.
RESEARCH DIARY OBSERVATIONS							

Tollcross			PEDESTRIAN COUNT				
Key Location	Date	Time	Walking	Standing	Sitting	Playing	Notes
D	05.03.17	08.00	10			3	3 running
D	05.03.17	12.00	72	10			10 standing and waiting to cross in front of Scotmid.
D	05.03.17	17.00	102				
D	05.03.17	19.00	50	3			
D	27.02.17	08.00	80				28 cycling.
D	27.02.17	12.00	78	28			Standing waiting at lights. 11 cyclists.
D	27.02.17	17.00	97	36			35 cycling
D	27.02.17	19.00	35	26			7 cycling.
RESEARCH DIARY OBSERVATIONS							



HERE + NOW

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• **EDINBURGH** •
THE CITY OF EDINBURGH COUNCIL

Client: The City of Edinburgh Council
Project: Public Life Street Assessments
(Tollcross, Gorgie/Dalry, Corstorphine)