

**Worksheet 1      Environment: Journey Ambience**

Factor	Sub-factor	Better	Neutral	Worse
Traveller Care	Cleanliness		X	
	Facilities	X		
	Information	X		
	Environment	X		
Travellers' Views	-	X		
Traveller Stress	Frustration	X		
	Fear of potential accidents	X		
	Route uncertainty		X	

Reference Source(s):

**WebTag 3.3.13**

Summary assessment score: **Moderate Beneficial**

Qualitative comments:

**Bus passengers benefit from new bus plug facility (shelter + increase in route information).**

**Fear of potential accidents will fall for both car users and pedestrian/cyclists as a consequence of pedestrianisation of High Street.**

**Environment enhanced on High Street for pedestrians/cyclists**

**Traveller stress reduced for car users because they are no longer delayed on High Street.**