



Pedestrian Comfort Guidance for London

Guidance Document



Undertaking a comfort assessment

Pedestrian Comfort Levels classify the level of comfort based on the level of crowding a pedestrian experiences on the street. Guidance is provided for different area types and times of day.

Pedestrian crowding is measured in pedestrians per metre of clear footway width per minute. This is calculated from data on pedestrian activity and the street environment.

This Pedestrian Comfort Level Guidance caters for both footways and pedestrian crossing points to ensure that the full pedestrian environment is assessed and reviewed. Figure 1 summarises this assessment and review process which is detailed on the following pages.

Although use of this tool for internal reviews during the design cycle is encouraged, it is assumed that some schemes will be subject to an external review from a reviewing authority. This is likely to be the planning or highway authority responsible for the site. The scope of the assessment and any assumptions should be agreed with the reviewing authority before the process begins.

Step 1 Assess Footway Comfort

- 1.1 Select site, visit site and select locations
- 1.2 Categorise area type
- 1.3 Collect activity data required
- 1.4 Collect measurements
- 1.5 Spreadsheet Assessment
- 1.6 Review and interpret results

Step 2 Assess Crossing Comfort

- 2.1 Select site, visit site and select locations
- 2.2 Collect data required
- 2.3 Collect activity data required
- 2.4 Collect measurements
- 2.5 Spreadsheet Assessment
- 2.6 Review and interpret results

Step 3 Review Impact on Scheme

Figure 1 Pedestrian Comfort Level Assessment and Review Process