



Pedestrian Countdown at Traffic Signal Junctions (PCaTS) - Road Trial

Appendix B - Questionnaires

B.1 Perception Questionnaire



Interviewer no:

Interviewer name:

Location:

Wave:

Weather

Introduction

Good morning/afternoon/evening. My name is from Accent and I am carrying out research for TRL and TfL into people's views of pedestrian crossings. Can you spare a few minutes to take part in our survey? It will last no longer than 5 minutes and any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society. You do not have to answer questions you do not wish to and you can terminate the interview at any point.

INTLOC

Please enter location

A201 Blackfriars Road - B300 The Cut - B300 Union Street (Southwark)

Finsbury Square - Finsbury Pavement - Chiswell Street (Islington)

A24 Balham High Road - Chestnut Grove -- Balham Station Road (diagonal) (Wandsworth)

A100 Tower Bridge Road - A200 Tooley Street

A306 Roehampton Lane - Queen Mary's Hospital Main Entrance (Wandsworth)

Old Kent Road - Surrey Square - Penry Street (Southwark)

A4200 Kingsway - A40 High Holborn - A4200 Southampton Row (Camden)

Oxford Street - Regent Street - Oxford Circus (Westminster)

WAVE

Wave One

Wave Two

Wave three

WEATHER

Bright/sunny

Overcast

Light rain

Heavy rain

Main Questionnaire

Q1. **BOTH SURVEYS:** At the crossing you have just used, what does the green man mean to you? Please choose the **ONE** that most closely matches what you think.

Cross the road

Do not cross the road

It is safe to walk

It is not safe to walk

Other

Don't know

Q2. At the crossing you have just used, what does the red man mean to you, if it is showing when you arrive at the crossing? Please choose the **ONE** that most closely matches what you think.

Cross the road

Do not cross the road

It is safe to walk

It is not safe to walk

Other

Don't know

Q3. What does the red man mean to you, if it appears when you are close to half way across the road? Please choose the **ONE** that most closely matches what you think.

Continue crossing the road

Stop crossing – wait on the central island (if there is one) OR return to the pavement

Speed up

Other

Don't know

Q4. **BEFORE ONLY; AFTER GO TO Q7:** What does the 'black out' period mean to you, if it showing when you ARRIVE at the crossing? (Explain: this is when no signal is shown after the green man goes out and before the red man appears.) Please choose the **ONE** that most closely matches what you think.

There is time for me to cross safely

I can start to cross, but the time left is running out

I should not start to cross

I should turn back or stay on the central refuge

Other

Don't know

Q5. What does the 'black out' period mean to you, if it appears while you are on the crossing?
(Explain if necessary: when no signal is shown between the green man and the red man.)
Please choose the **ONE** that most closely matches what you think.

- There is time for me to continue and cross safely
- I can continue to cross, but the time left is running out
- I should turn back or stay on the central refuge
- Other
- Don't know

Q6. If you arrived at the crossing and saw the 'black out' period, what would you do?

- Cross the road confidently
- Cross the road hesitantly
- Cross as quickly as possible
- Not start to cross the road
- Other
- Don't know

Q7. **AFTER ONLY; BEFORE GO TOQ11:** What do you think the Countdown means, if it is showing when you arrive at the crossing? Please choose the **ONE** that most closely matches what you think.

- I can decide whether there is time for me to cross safely
- I can start to cross, but the time left is running out
- I should not start to cross
- Other
- Don't know

Q8. What do you think the Countdown means, if it is appears while you are on the crossing?
Please choose the **ONE** that most closely matches what you think.

- There is time for me to continue and cross safely
- I can continue to cross, but the time left is running out
- I should turn back or stay on the central refuge
- Other
- Don't know

Q9. If you arrived at **THIS** pedestrian crossing and saw the number 10 displayed, what would you do?

- Cross the road confidently
- Cross the road hesitantly
- Cross as quickly as possible
- Not start to cross the road
- Other
- Don't know

Q10. If you arrived at **THIS** pedestrian crossing and saw the number 5 displayed, what would you do?

- Cross the road confidently
- Cross the road hesitantly
- Cross as quickly as possible
- Not start to cross the road
- Other
- Don't know

Q11. **BOTH SURVEYS:** You have just crossed the road. When did you start to cross?

- Start of green man
- During green man
- During black out **BEFORE ONLY**
- During Countdown **AFTER ONLY**
- During red man
- Don't know

Q12. Did you wait at the pedestrian island?

- Yes
- No
- Not applicable

Q13. Did you feel that you had long enough to cross the road?

Yes, plenty of time

Yes, enough time

No, not quite

No, nowhere sufficient

Don't know

Q14. How long do you think it took you to cross the road?

0-5 seconds

5-10 seconds

10-15 seconds

15-20 seconds

20-30 seconds

Don't know

Q15. What is the last time when you should start crossing?

While the green man is showing

As the green man goes off

Shortly after the start of the black out **BEFORE ONLY**

Part way through the black out **BEFORE ONLY**

At the end of the black out **BEFORE ONLY**

Shortly after the start of the Countdown **AFTER ONLY**

Part way through the Countdown **AFTER ONLY**

At the end of the Countdown **AFTER ONLY**

During the red man

Don't know

Q16. How safe do you feel when using this crossing?

Very safe

Safe

Neither

Unsafe

Very unsafe

Q17. Did you feel at all rushed when crossing the road?

Yes – definitely rushed

Yes – a little rushed

Neither

No – not really

No – definitely not

Q18. How often do you use this crossing?

5 or more days a week

at least 2 -4 days a week

at least once a week

at least once a fortnight

at least once a month

Less often

This is the first time

Q19. **AFTER ONLY: BEFORE GO TO Q20:** Overall, to what extent do you like having a pedestrian countdown at the crossing?

Very much like

Like

Neither / no difference

Dislike

Very much dislike

Classification Questions

I am now going to ask you some questions about yourself. These are for analysis purposes only and, as I said, any information you give me will be completely confidential.

Q20. What is your **MAIN** reason for being in this area today?

- Shopping
- Work here
- Attend education here
- Live locally
- Entertainment (eg cinema, theatre)
- Drinking/dining/eating out
- Tourism/sight-seeing
- Meeting friends/relatives
- Passing through
- Other

Q21. Are you doing any other activities while you are here today? **MULTI**

- No, none
- Shopping
- Work here
- Attend education here
- Live locally
- Entertainment (eg cinema, theatre)
- Drinking/dining/eating out
- Tourism/sight-seeing
- Meeting friends/relatives
- Passing through
- Other

Q22. Record gender

- Male
- Female

Q23. Which of these age groups do you fall into?

16 – 30

31 – 40

41 – 60

60 +

Q24. Record if:

Pushing pram or buggy

Carrying one or more large bags

Wheeling a shopping trolley/luggage

Pushing a cycle

Not encumbered

Q25. Do you have any problems that affect your mobility or ability to go about your daily business, including problems caused by age?

None

Mobility impairment

Hearing impairment

Visual impairment

Learning difficulties

Other

Thank you. That was the last question. This research was conducted under the terms of the MRS Code of Conduct and is completely confidential. If you would like to confirm my credentials or those of Accent, please call the MRS freephone on 0500 396999.

Contact details for quality control

Hand over thank you slip.

Interviewer declaration.

End interview.

B.2 Mobility impaired perception questionnaire



Mobility Trial

Participant Name: _____

Participant Ref: _____

Main Questionnaire

Q1. At the crossings you have just used, what does the green man mean to you?
*Please choose the **ONE** that most closely matches what you think.*

- Cross the road
- Do not cross the road
- It is safe to walk
- It is not safe to walk
- Other
- Don't know

Q2. At the crossings you have just used, what does the red man mean to you, if it is showing when you **arrive** at the crossing?
*Please choose the **ONE** that most closely matches what you think.*

- Cross the road
- Do not cross the road
- It is safe to walk
- It is not safe to walk
- Other
- Don't know

Q3. What does the red man mean to you, if it appears when you are **close to half way** across the road?
*Please choose the **ONE** that most closely matches what you think.*

- Continue crossing the road
- Stop crossing – wait on the central island (if there is one) OR return to the pavement
- Speed up
- Other
- Don't know

Q4. What does the 'black out' period mean to you, if it is showing when you **arrive** at the crossing?

*Please choose the **ONE** that most closely matches what you think.*

- There is time for me to cross safely
- I can start to cross, but the time left is running out
- I should not start to cross
- I should turn back or stay on the central island
- Other
- Don't know

***NOTE:** The blackout is when the green man goes out and nothing is displayed before the red man appears.*

Q5. What does the 'black out' period mean to you, if it appears while you are **on** the crossing?

*Please choose the **ONE** that most closely matches what you think.*

- There is time for me to continue and cross safely
- I can continue to cross, but the time left is running out
- I should turn back or stay on the central refuge
- Other
- Don't know

Q6. If you arrived at the crossing and saw the 'black out' period, what would you do?

*Please choose the **ONE** that most closely matches what you think.*

- Cross the road confidently
- Cross the road hesitantly
- Cross as quickly as possible
- Not start to cross the road
- Other
- Don't know

Q7. What do you think the Countdown means, if it is showing when you arrive at the crossing?

*Please choose the **ONE** that most closely matches what you think.*

- I can decide whether there is time for me to cross safely
- I can start to cross, but the time left is running out
- I should not start to cross
- Other
- Don't know

Q8. What do you think the Countdown means, if it is appears while you are on the crossing?

*Please choose the **ONE** that most closely matches what you think.*

- There is time for me to continue and cross safely
- I can continue to cross, but the time left is running out
- I should turn back or stay on the central refuge
- Other
- Don't know

Q9. If you arrived at a crossing **like you've used today** and saw the number **10** displayed, what would you do?

*Please choose the **ONE** that most closely matches what you think.*

- Cross the road confidently
- Cross the road hesitantly
- Cross as quickly as possible
- Not start to cross the road
- Other
- Don't know

Q10. If you arrived at a crossing **like you've used today** and saw the number **5** displayed, what would you do?

*Choose the **ONE** that most closely matches what you think.*

- Cross the road confidently
- Cross the road hesitantly
- Cross as quickly as possible
- Not start to cross the road
- Other
- Don't know

Thinking about the crossings without a countdown display...

Q11. You have just crossed the road *twice* **without** a countdown display. When did you decide to start crossing (tick all that apply)?

- Start of green man
- During green man
- During black out
- During red man
- Don't know

Q12. Did you wait at the pedestrian island?

- Twice
- Once
- Never
- Don't Know

Q13. Did you feel that you had long enough to cross the road?

Choose **ONE** of these

OR

TWO of these

- | | |
|--|---|
| • Yes, always had plenty of time | • Yes, sometimes had plenty of time |
| • Yes, always had enough time | • Yes, sometimes had enough time |
| • No, always had not quite enough time | • No, sometimes had not quite enough time |
| • No, always had nowhere sufficient time | • No, sometimes had nowhere sufficient time |
| • Don't know | |

Q14. How long do you think it took you to cross the road?

- 0-5 seconds
- 5-10 seconds
- 10-15 seconds
- 15-20 seconds
- 20-30 seconds
- Don't know

Q15. What is the last time when you should start crossing?

- While the green man is showing
- As the green man goes off
- Shortly after the start of the black out
- Part way through the black out
- At the end of the black out
- During the red man
- Don't know

Q16. How safe did you feel when using this crossing?

- Very safe
- Safe
- Neither
- Unsafe
- Very unsafe

Q17. Did you feel at all rushed when crossing the road?

Choose **ONE** of these

OR

TWO of these

- | | |
|--------------------------|--|
| • Yes, definitely rushed | • Yes, sometimes felt definitely rushed |
| • Yes, a little rushed | • Yes, sometimes felt a little rushed |
| • Neither | • Sometimes felt neither |
| • No – not really | • No, sometimes felt not really rushed |
| • No – definitely not | • No, sometimes felt definitely not rushed |
| • Don't know | |

Q18. How often do you **normally** use this type of crossing?

- 5 or more days a week
- At least 2 -4 days a week
- At least once a week
- At least once a fortnight
- At least once a month
- Less often
- This is the first time

Thinking about the crossings with countdown display...

Q19. You have just crossed the road *twice* **with** a countdown display. When did you decide to start crossing (tick all that apply)?

- Start of green man
- During green man
- During Countdown
- During red man
- Don't know

Q20. Did you wait at the pedestrian island?

- Twice
- Once
- Never
- Don't Know
-

Q21. Did you feel that you had long enough to cross the road?

Choose **ONE** of these

OR

TWO of these

- | | |
|--|---|
| • Yes, always had plenty of time | • Yes, sometimes had plenty of time |
| • Yes, always had enough time | • Yes, sometimes had enough time |
| • No, always had not quite enough time | • No, sometimes had not quite enough time |
| • No, always had nowhere sufficient time | • No, sometimes had nowhere sufficient time |
| • Don't know | |

Q22. How long do you think it took you to cross the road?

- 0-5 seconds
- 5-10 seconds
- 10-15 seconds
- 15-20 seconds
- 20-30 seconds
- Don't know

Q23. What is the last time when you should start crossing?

- While the green man is showing
- As the green man goes off
- Shortly after the start of the Countdown
- Part way through the Countdown
- At the end of the Countdown
- During the red man
- Don't know

Q24. How safe did you feel when using this crossing?

- Very safe
- Safe
- Neither
- Unsafe
- Very unsafe

Q25. Did you feel at all rushed when crossing the road?

Choose **ONE** of these

OR

TWO of these

- | | |
|--------------------------|--|
| • Yes, definitely rushed | • Yes, sometimes felt definitely rushed |
| • Yes, a little rushed | • Yes, sometimes felt a little rushed |
| • Neither | • Sometimes felt neither |
| • No – not really | • No, sometimes felt not really rushed |
| • No – definitely not | • No, sometimes felt definitely not rushed |
| • Don't know | |

Thinking about both types of crossing...

Q26. Overall, to what extent do you like having a pedestrian countdown at the crossing?

- Very much like
- Like
- Neither / no difference
- Dislike
- Very much dislike

Q27. Did you feel that you were more likely to have long enough to cross the road at...?

- The standard crossing
- Neither
- The crossing with countdown
- Don't Know

Q28. Did you feel safer did you feel when crossing the road at...?

- The standard crossing
- Neither
- The crossing with countdown
- Don't Know

Q29. Did you feel **less** rushed when crossing the road at?

- The standard crossing
- Neither
- The crossing with countdown
- Don't Know

Q30. Overall, which crossing did you like more?

- The standard crossing
- Neither
- The crossing with countdown
- Don't Know

About You

Q31. Are you:

- Male
 - Female
-

Q32. Which of these age groups do you fall into?

- 16 – 30
 - 31 – 40
 - 41 – 60
 - 60 +
-

Q33. Do you have any problems that affect your mobility or ability to go about your daily business, including problems caused by age?

- None
 - Mobility impairment
 - Hearing impairment
 - Visual impairment
 - Learning difficulties
 - Other
-

Q34. Please complete the following statement (tick all that apply)

I have difficulty or need help...

- Walking around indoors
 - Going up or down stairs
 - Getting in or out of a chair
 - Transferring to and from a wheelchair
-

Q35. How far can you normally walk (including short stops) before you feel severe discomfort?

By severe discomfort, we mean things like shortness of breath, pain, extreme tiredness or muscle spasms.

_____ yards OR _____ metres

Q36. How long can you normally walk (including short stops) before you feel severe discomfort?

By severe discomfort, we mean things like shortness of breath, pain, extreme tiredness or muscle spasms.

_____ minutes

Q37. Do you ever use mobility aids to help you walk?

- One Stick
- Two Sticks
- One crutch
- Two crutches
- Frame
- Wheelchair
- Scooter
- Other

Q38. Did you use an aid to help you today?

- One Stick
- Two Sticks
- One crutch
- Two crutches
- Frame
- Wheelchair
- Scooter
- Other

**Thank you. That was the last question.
This research is completely confidential.**

B.3 Child perception questionnaire

Children's Trial

Yellow Group

Name: _____

You have just crossed the road 8 times!

4 times were with the **current** signals:



4 times were with a **new** type:



Did **you** spot the difference?

Questions on Current Signals

Q1: What does the green man mean to you?

Cross

Do not cross

It is safe to walk

It is not safe to walk

It is not safe to walk.....

Something else.....

Don't know



Q2: What does the red man mean to you?

Cross

Do not cross

It is safe to walk

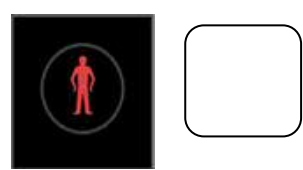
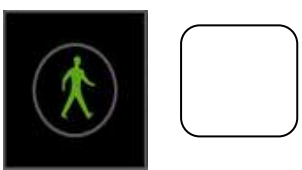
It is not safe to walk.....

Something else.....

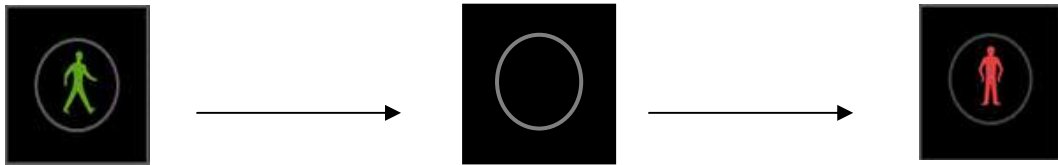
Don't know



Q3: Before you cross the road, would you wait for...?



Q4: When the green man vanishes, did you spot that nothing is shown for a while before the red man appears?



Yes.....

No...

Q5: What do you think it means when you can't see anything?

Tick all you agree with and if there is anything extra, use the big box:

- If I have started crossing I can continue safely.....
- I can't start to cross.....
- I can start to cross.....
- I am not sure.....
- Something else.....
- Don't Know.....



This is what I think it means:

Q6: If you arrived at a crossing where nothing was showing would you cross the road?

Yes..... No... Don't Know...



Q7: If you were already crossing the road and the green man disappeared before you reached the other side, what would you do?

Continue to cross to the other side.....

Continue to cross to the other side and speed up.....

Stop at the central island.....

Turn back.....

Something else.....

Don't Know.....

Q8: When is the last time you think you should start crossing the road?

- When it shows the green man.....
- When the green man disappears.....
- When nothing is showing.....
- When the red man appears.....
- Don't know.....

Questions on New Signals

Q9: If you were crossing and the green man was replaced by the counting numbers would you...?

- Continue to cross to the other side.....
- Continue to cross to the other side and speed up.....
- Stop at the central island.....
- Turn back.....
- Something else.....



Q10: Would you start to cross the road if you saw these numbers at the crossing...?

15	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Yes..... No... Don't Know...

10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Yes..... No... Don't Know...

5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Yes..... No... Don't Know...

Q11: When is the last time you think you should start crossing the road?

When it shows the green man.....

When the green man disappears.....

When the counting numbers appear.....

When the counting numbers disappear.....

When the red man is showing.....

Don't know.....

Relative Preference

Q12. Did you like seeing the counting numbers at the crossing?



Yes.....

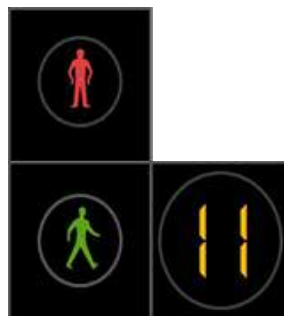
No...

WHY?:

Q13. Which crossing did you like more?



OR



OR

LIKED
BOTH
AS
MUCH



Q14. Overall, would you find it helpful to have the numbers showing at the crossing?

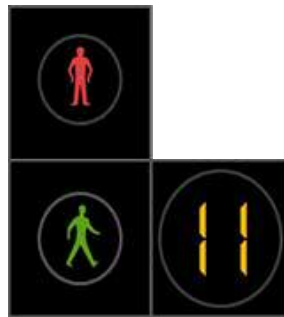
Yes.. No... Don't Know...



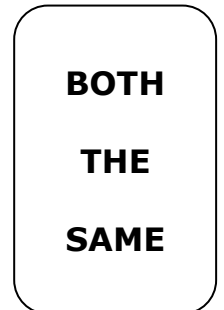
Q15. Did you feel safer using...?



OR



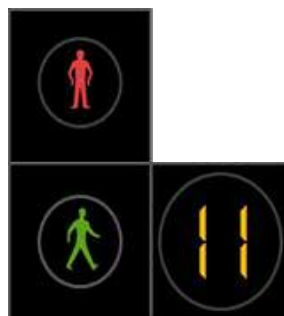
OR



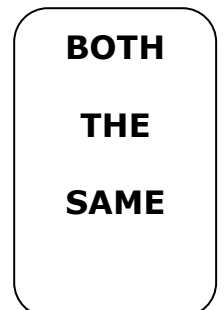
Q16. Did you feel you had more time to cross when using...?



OR



OR



Past Experience

Q17: Do you use a crossing where you have to press a button and the lights change?

Yes..... No...



About You

Q18. Are you?

Boy..... Girl.....

