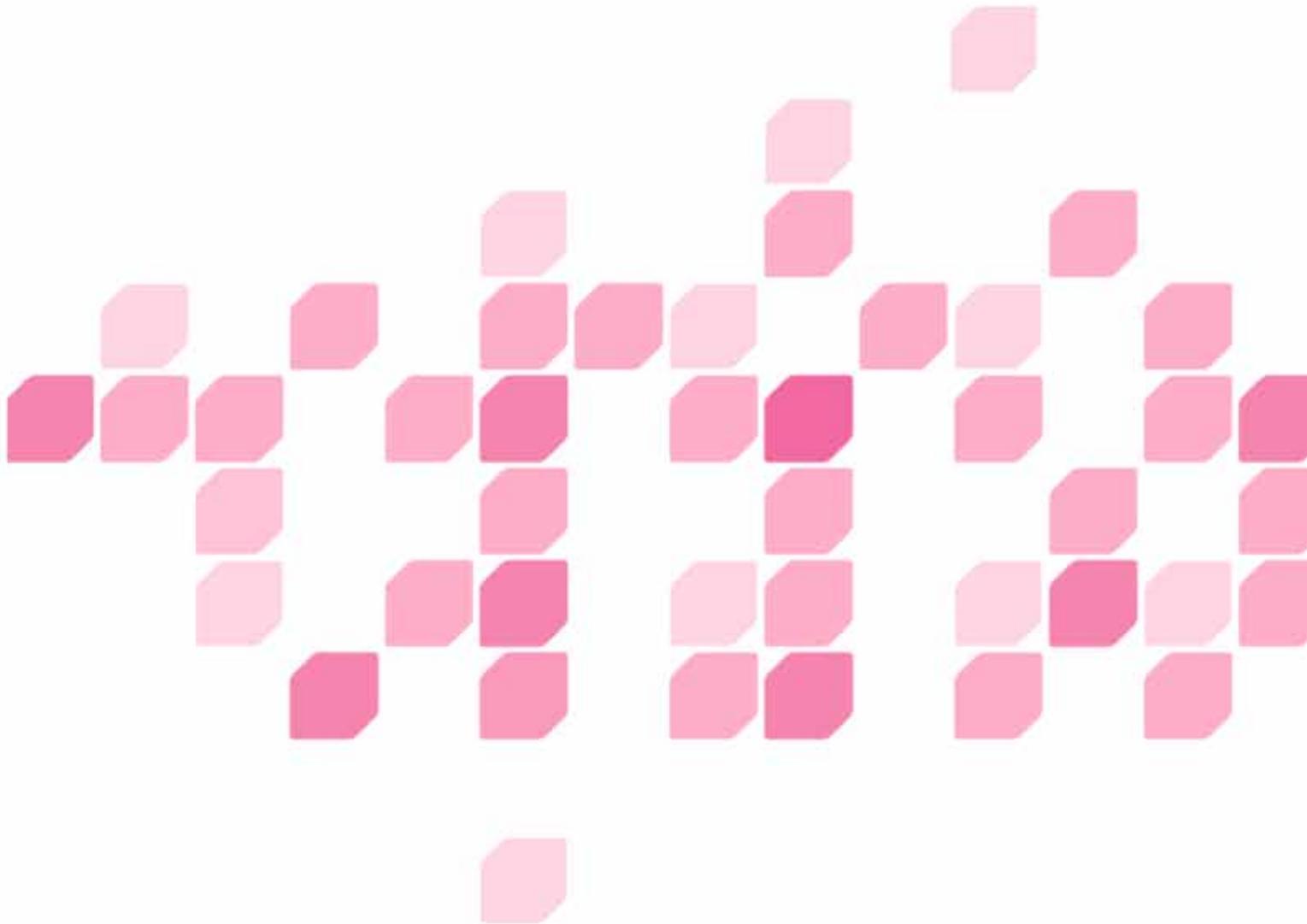




The impact of shared surface streets and shared use pedestrian/cycle paths on the mobility and independence of blind and partially sighted people

TNS-BMRB Report JN:197369 March 2010



TNS would like to extend their thanks to the National Association of Local Societies for Visually Impaired People (NALSVI), the Royal National Institute of Blind People (RNIB), the National Federation of the Blind (NFB) and the Northern Ireland PCT for their help in distributing to their members the advert to recruit participants for this research.

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1. Executive Summary

Introduction

TNS-Social (now TNS-BMRB) was commissioned by The Guide Dogs for the Blind Association (Guide Dogs) to conduct a survey examining the impact of shared surface streets and shared use pedestrian/cycle paths on the safety, mobility and independence of blind and partially sighted people in the UK. Telephone interviews took place between 21st July and 1st November 2009. In total 500 interviews were achieved with blind and partially sighted respondents from around the UK and on average the telephone interviews lasted around 15 minutes.

Shared surface streets are associated with implementation of the shared space concept which aims to create shared areas for all users. A shared surface street has a level surface shared by pedestrians and traffic. Shared use pedestrian/cycle paths are paths designed to be shared by pedestrians and cyclists. The sections for pedestrians and cyclists may be divided, for instance by a tactile surface, or a painted white line, or they may be non-segregated so the full space is shared by both groups.

Impact of shared surface streets on independence and mobility

This survey has found that the vast majority (91%) of blind and partially sighted people interviewed had concerns about using shared surface streets.

Most respondents were able to provide specific explanations as to how shared surface streets affected their independence and mobility.

These areas were seen by many as stressful and dangerous. The difficulty of orientation, lack of boundaries such as kerbs or crossings and tactile signage in these shared surface streets were commonly given as reasons behind reduced levels of confidence and higher levels of anxiety. Being unaware of approaching traffic and difficulty crossing the street were also highlighted as problems.

In many cases people's experiences of, or feelings toward, shared surface streets had a direct practical impact on independence and mobility, as people said they would seek alternative routes and actively avoid shared surface streets (44%) or were very reluctant to use them (18%).

Impact of shared use pedestrian/cycle paths on independence and mobility

The majority of respondents (86%) had concerns about using shared use pedestrian/cycle paths.

Most respondents were able to provide specific explanations as to how their experiences of, or their feelings towards, shared use pedestrian/cycle paths have affected their independence and mobility. One of the factors mentioned is that they felt less confident and less safe, in regards to shared use pedestrian/cycle paths and that they caused wariness, anxiety or stress.

28% of respondents said they would go out of their way to avoid using shared use pedestrian/cycle paths.

Accidents and near misses on shared surface streets

In terms of accidents and near misses, relatively small numbers of respondents with experience of shared surfaces had actually had an accident on shared surface streets (7%). However 42% of respondents had had a near miss – meaning that around half of the respondents who had experience of shared surface streets had had an accident or a near miss on one.

15% of these accidents/near misses were reported, 5% required medical attention. The vast majority of those who had had an accident or a near miss on a shared surface street (85%) felt it had affected their confidence to some degree.

Accidents and near misses with cyclists

65% of all respondents had had a collision or a near miss with a cyclist at some point. This comprises 20% of all respondents who have had a collision with a cyclist and a further 45% who have experienced a near miss with a cyclist. 88% of these accidents and near misses had not been reported: nearly 9 out of 10.

Over half of the incidents described occurred on pedestrian only paths or pavements where cyclists were thought to be riding illegally. 38% of incidents with cyclists occurred on shared use pedestrian/cycle paths where there was no segregation or only a white line; while only 3%

were on paths where the pedestrian and cyclist segments were clearly separated.

The majority, 74% of blind and partially sighted respondents who had been involved in an incident with a cyclist said their confidence had been affected.

Key findings about shared surface streets

- 6 out of 10 respondents (61%) had experience of a shared surface street.
- 9 out of 10 blind and partially sighted people interviewed (91%) had concerns about using shared surface streets.
- 8 out of 10 respondents (81%) with experience of shared surface streets described how their independence and mobility had been negatively affected.
- 6 out of 10 of all respondents would go out of their way to avoid shared surface streets (44%) or were very reluctant to use them (18%).
- Half of those who had experience of shared surface streets had had an accident (7%) or a near miss (42%) on at least one occasion.
- Only 15% of these incidents were reported.
- 85% of those who had had an accident or a near miss felt it had affected their confidence to some degree.

Key findings about shared use pedestrian/cycle paths

- 6 out of 10 respondents (58%) had experience of using shared use pedestrian/cycle paths.
- Almost 9 out of 10 (86%) had concerns about using shared use pedestrian/cycle paths.
- Half the respondents would go out of their way to avoid a shared use pedestrian/cycle path (28%) or were very reluctant to use them (22%).
- More than 6 out of 10 of all respondents have experienced a collision with a cyclist (20%) or a near miss (45%).
- 9 out of 10 of these incidents had not been reported (88%).
- 38% of incidents with cyclists occurred on shared use pedestrian/cycle paths where there was no segregation or only a white line; while only 3% were on paths where the pedestrian and cyclist segments were clearly separated.
- Over half of the incidents (52%) occurred on pedestrian only paths or pavements where cyclists were thought to be riding illegally.
- 74% of those who have had a collision or near miss with a cyclist feel it has affected their confidence.

Conclusion

These research findings reveal that both shared surface streets and shared use pedestrian/cycle paths affect the independence and mobility of blind and partially sighted people. These pedestrian environments are seen to be difficult and stressful for blind and partially sighted people to use and navigate.

Many respondents reported that they would try to avoid shared surface streets and shared use pedestrian/cycle paths. Therefore there is a danger that these areas will become 'no-go' areas for blind and partially sighted people in towns and cities across the UK.

In order to make streets and pedestrian environments safer and more inclusive, it is important that the concerns which blind and partially sighted people have revealed in this research report are addressed. The requirements and experiences of all people, including those who are blind and partially sighted, need to be considered by those responsible for their design, development and management; and in government policy and guidance which influences this.

2. Introduction

TNS Social (now TNS-BMRB) was commissioned by Guide Dogs to conduct a survey examining the impact of shared surface streets and shared use pedestrian/cycle paths on the safety, mobility and independence of blind and partially sighted people in the UK.

2.1 Shared surface streets

Shared surface streets are often associated with implementation of the shared space concept which aims to create shared social areas for all users, reduce the dominance of vehicles, make streets more people friendly and create a more aesthetically pleasing streetscape. These are frequently implemented through the creation of a shared surface for pedestrians, cyclists and drivers of all or certain types of vehicles.

Local authorities in the UK are increasingly using the shared space concept in the redesign of town centres and high streets and many involve a shared surface. A TNS Social survey¹ of 123 local authorities in 2008 found that 83% had at least one shared surface scheme, with some having over fifty. 31% of the local authorities interviewed had one or more shared surface scheme in the planning or construction phase, and 28% had proposed schemes.

Shared space schemes often have little or no demarcation between the pedestrian and

trafficked areas. They rely on users making eye contact to acknowledge the presence of other users in a shared space, negotiate priority and navigate safely. Blind and partially sighted people cannot use eye contact to negotiate who has right of way and usually use kerbs and other tactile demarcations as orientation clues when they are out and about. Therefore one of the aims of this study was to investigate blind and partially sighted people's use of shared environments and their ability to use shared surface streets safely and independently.

2.2 Shared use pedestrian/cycle paths

Shared use pedestrian/cycle paths are those that are used by both pedestrians and cyclists – they may be non-segregated so the full space is shared by both groups – or segregated where the different users are allocated designated areas of the path. These areas may be demarcated by a physical kerb or verge, a combination of tactile surfaces, or simply by a painted white line.

Over recent years the number of footways and footpaths designed to be shared by pedestrians and cyclists has increased substantially due to policies aimed at encouraging walking and cycling as part of environmental, health and economic strategies.

¹ 'Local Authority Shared Surfaces Survey', TNS for Guide Dogs (unpublished) 2008.

Research by the Cycling Touring Club (2000)² highlighted concerns among the general public, with half of the pedestrians and cyclists surveyed fearing crashes on shared use paths. Cyclists can be quiet and fast, therefore where there is no clear definition between the two sides of a shared use path, or if these are not adhered to, accidents between cyclists and pedestrians may occur. The TNS research aimed to discover the experiences of blind and partially sighted people with these shared use pedestrian/cycle paths.

In order to discover blind and partially sighted people's experiences and interactions with cyclists not only on shared use paths, but on pedestrian-only paths as well, this study also investigated the frequency of incidents involving blind and partially sighted people and cyclists on all types of footways and footpaths.

2.3 Research objectives

Key objective 1: Build on in-depth research undertaken by Guide Dogs in 2006³.

- The aim of this survey was to build on this previous research by gathering the views of a larger number of blind and partially sighted people, over a wider geographical area.
- Respondents interviewed were from all over the UK, from areas which may or may not have shared surface schemes.

Key objective 2: To investigate people's usage and opinions towards shared surface streets and shared use pedestrian/cycle paths.

- Investigate the impact of safety concerns on independence and mobility.
- Assess the extent to which blind or partially sighted people have been involved in accidents or near misses when out and about and how many are reported.

²'Cyclists and Pedestrians - attitudes to shared-use facilities', CTC (Cycling Touring Club), 2000.

³'Shared surface street design research project. The issues: report of focus groups', Guide Dogs, 2006.

2.4 Survey methodology

The survey consisted of a structured telephone questionnaire with a mixture of closed and open questions asking for blind and partially sighted people's views and experiences, firstly of shared surface streets and secondly of shared use pedestrian/cycle paths. The survey included some open questions in order to capture greater depth of response.

Guide Dogs provided a database of 816 guide dog owners who had previously agreed to take part in research and other blind and partially sighted were recruited by distributing an 'advert' for the research among members of various organisations of/for blind and partially sighted people throughout the UK.

The advert was distributed over a period of 4 months and asked people to respond by telephone or email if they were interested in sharing their views and leave their details, so we could call them back to conduct the interview. 163 people left their contact details. This method of asking eligible volunteers to come forward and provide their contact details was not a pure random sampling method and may therefore be subject to some bias. However, although we asked specifically for blind and partially sighted people who considered themselves to be independently mobile, we did not specify that they had to have had experience of shared surface streets and/or shared use pedestrian/cycle paths. This not only helped to avoid bias but also

included those who had experience of shared areas, those who did not and those who might specifically avoid these areas.

The resulting sample was dialled by a small team of fully trained CATI (Computer Assisted Telephone Interviewing) interviewers in TNS's Wembley call centre during the period between 21st July and 1st November 2009. On average the interviews lasted around 15 minutes, but this depended on the respondent's experiences of shared surface streets and shared use pedestrian/cycle paths. In total 500 interviews were achieved, this comprised 360 from the sample provided by Guide Dogs and 140 respondents who responded to requests to take part in this research.

Results which are based on 500 respondents are accurate to around +/- 4%. Responses may total more than 100% where more than one response was allowed and due to rounding, percentages on charts may add up to 1% either side of 100%.

Respondents came from across the UK, (interviews were completed with people from England, Wales, Scotland and Northern Ireland). Given the population distribution across the UK the majority of respondents were, not surprisingly, from England, therefore where results from the other countries have been referred to, they are based on less than 60 respondents and so should be treated as indicative only.

3. Sample breakdown - Demographics

3.1 Demographics

The advert was distributed all across the UK as it was important that this research included the views of blind and partially sighted people from as many different areas as possible.

The Guide Dogs sample also included people from a variety of geographical regions. 74% of the achieved sample was from England (368 respondents); 6% from Northern Ireland (32 respondents); 12% of respondents from Scotland (58 respondents); and 8% from Wales (42 respondents).

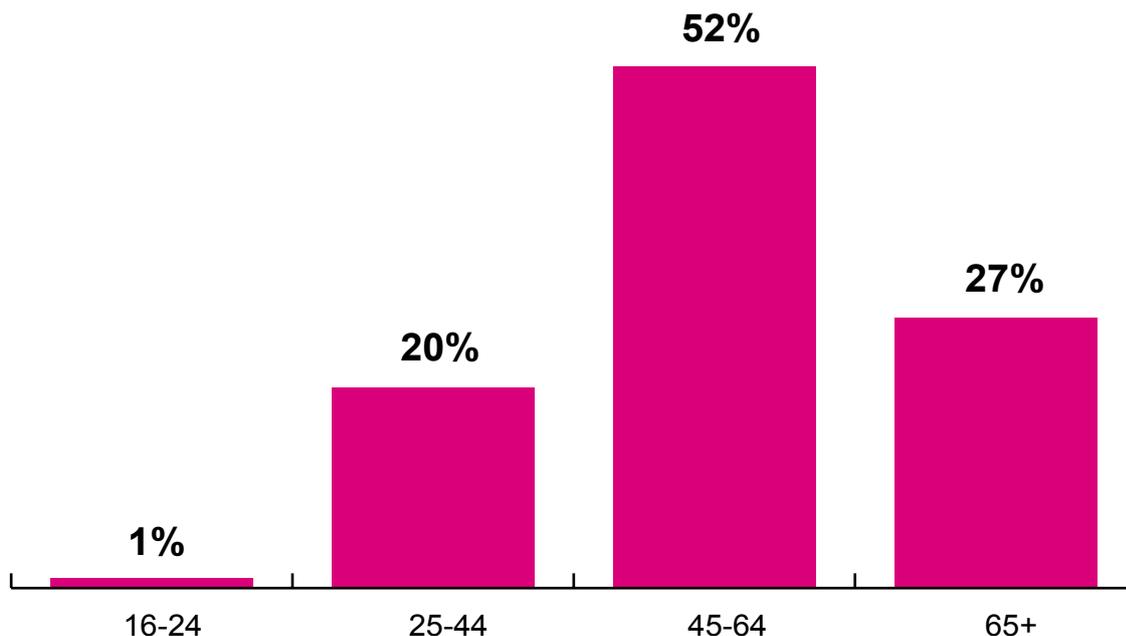
The achieved sample was 47% male and 53% female. In terms of age, half of the respondents were between 45 and 64 years old (52%), just over a quarter were of the

oldest age group over 65 years (27%) and a fifth were between 25 and 44 years old. Just 1% of respondents were between 16 and 25 years old.

Respondents were asked if they regularly used a mobility aid, 76% of respondents used a guide dog, 43% of people used a long cane and 26% used a visibility aid such as a symbol cane. Other mobility aids were mentioned by a minority of respondents, such as reflective clothing, a walking stick and a magnifier. Respondents could mention more than one mobility aid. 92% of respondents were registered blind, 7% were registered as partially sighted (a further 1% were either not registered or did not know).

Chart 1

Breakdown of sample by age



Source: Q4 Base: All respondents (500)

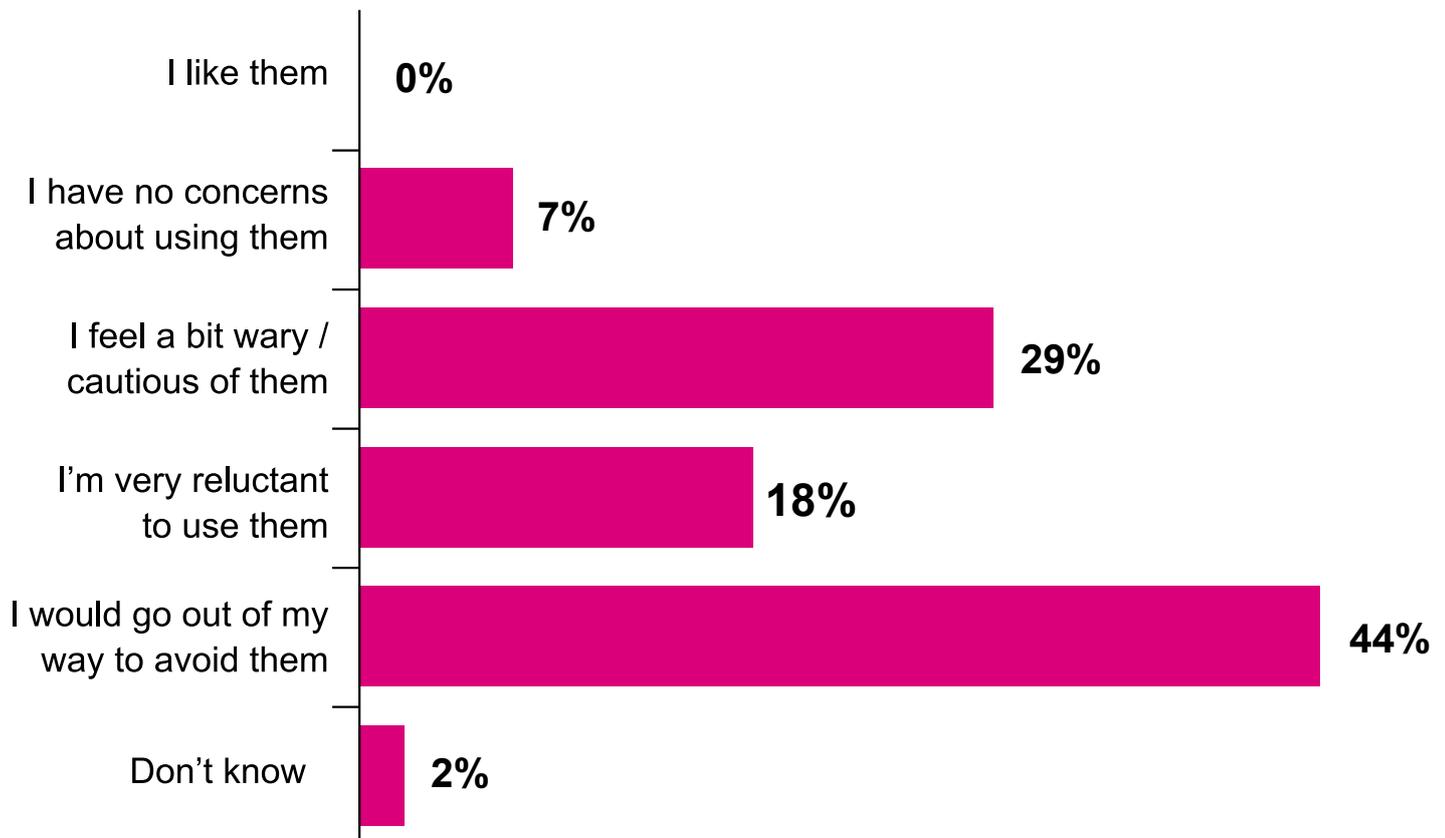
4. Blind and partially sighted people's perceptions of shared surface streets

Shared surface streets provide a level surface shared by both pedestrians and traffic with little or no demarcation between pedestrian and trafficked areas. 61% of blind and partially sighted people interviewed (304 respondents) had experience of using shared surface streets.

Respondents were asked about their views of using shared surface streets. Only 2 individuals indicated that they liked shared surface streets (less than 0.5%). 7% of respondents said they had no concerns about using them, whilst 29% felt a bit wary or cautious of using them. 18% said they were very reluctant to use them and the largest proportion of respondents, 44%, said they would go out of their way to avoid shared surface streets. Just 2% had no opinion.

Chart 2

Which of the following is closest to your view of shared surface streets?



Source: Q6 Base: All respondents (500)

When comparing responses to this question by respondents from the different countries of the UK, the results varied very little.

Those without experience of shared surface streets were more likely to choose the option 'I would go out of my way to avoid them' (57%) compared to those with personal experience of shared surface streets (36%).

This may suggest that respondents are less likely to avoid them, once they have experienced them. However the findings might also suggest that fear about safety or concerns about being able to navigate the area has already affected non-users' independence, as they already consider such areas as 'no-go'.

There were no significant differences between those who were blind compared to those who are partially sighted, nor any by age or gender.

Respondents were also asked whether or not they had encountered or thought they would encounter problems on shared surface streets. At this question, there was little difference between the respondents speaking from experience about problems and those imagining the problems that they would be likely to encounter on a shared surface street.

When examining the list of potential issues we asked them to consider, 'crossing the street' and 'being unaware of approaching traffic' in shared surface streets were seen

as problems by the vast majority of blind and partially sighted respondents (each mentioned by over 80%, whether they were speaking from experience or not). Three-quarters of respondents agreed that 'it is difficult to know when you have entered or left a shared surface street' and the same number had problems 'knowing where they were in the street'. Again a high proportion of respondents (71%) felt that 'following a route along a shared surface street' was problematic.

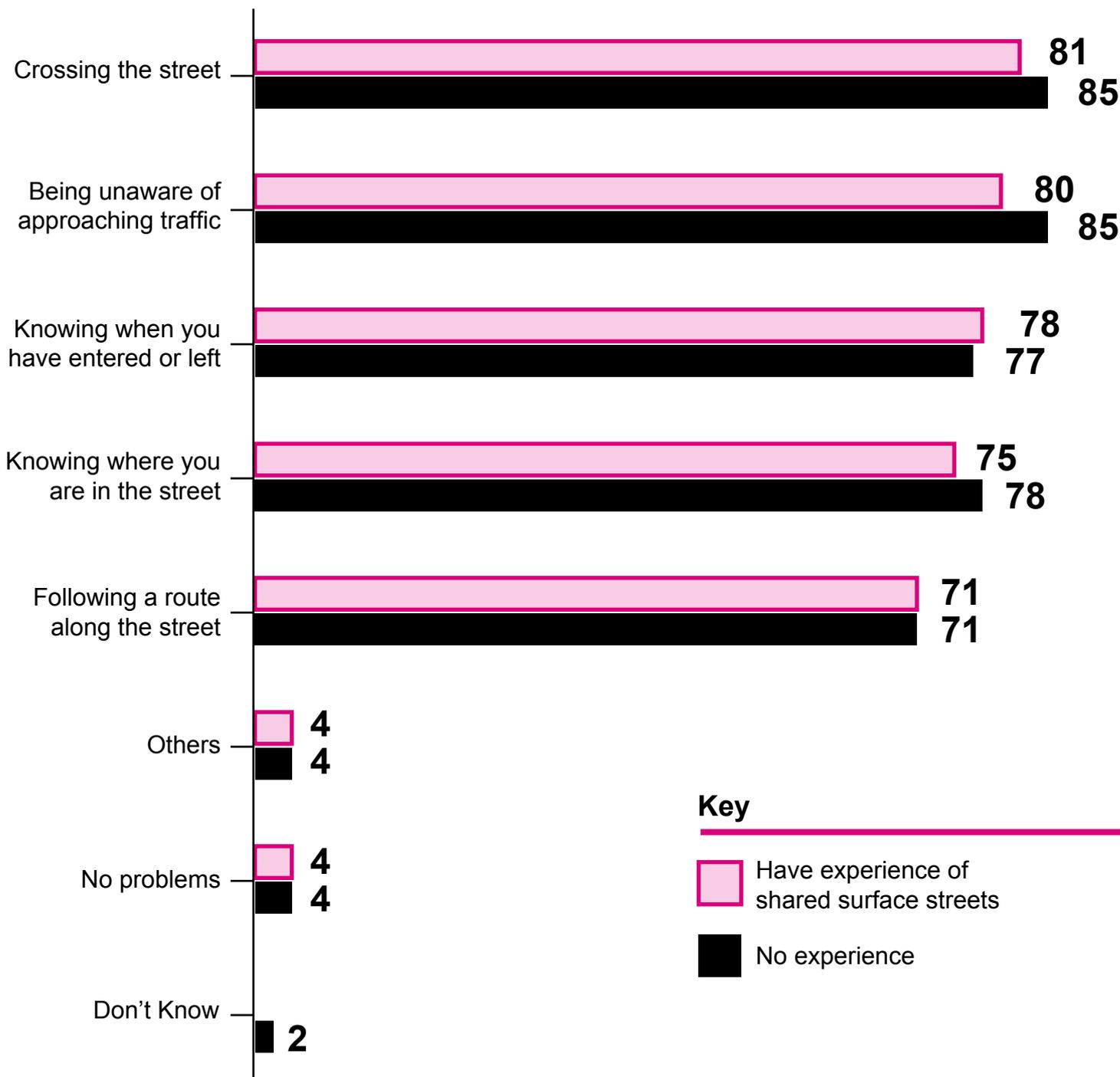
Some of the other problems mentioned at this question, which are included in the 4% others, were obstacles in the street, such as bollards, parked cars or delivery vehicles and the fact that when there are no boundaries or kerbs then guide dogs can get confused and disorientated too.

Only a handful (4%) did not encounter or anticipate encountering any problems when using a shared surface street.

There were no significant differences in these results either, according to country, degree of vision loss of respondents, age or gender.

Chart 3

Problems people have encountered or think they would encounter on shared surface streets



Source: Q6a & 6b
Base: All respondents who have had experience of shared surface streets (304), all those who have not (196)
Figures are percentages. As respondents could give more than one answer, figures total more than 100%

Respondents were asked to describe in a more qualitative way how their experiences of, or feelings about, shared surface streets have affected their independence or mobility. Key themes were pulled out from the answers and grouped together into different codes in order to provide the data in numerical form.

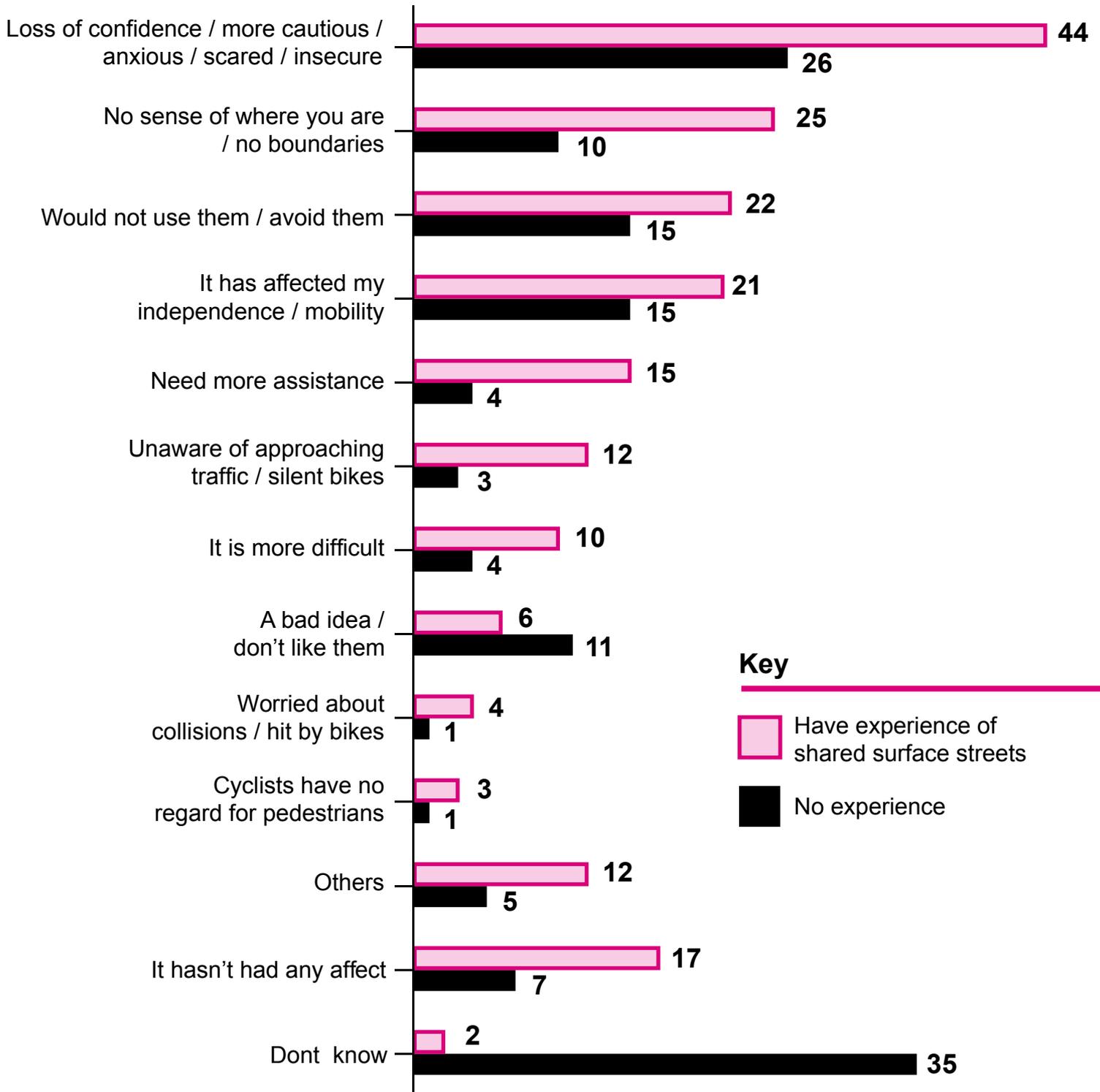
In the most part each theme was, perhaps not surprisingly, mentioned by significantly more of those respondents who had experience of shared surface streets than those who had not. Those people who had used shared surface streets were also more detailed in their description of their experiences and so often mentioned multiple ways in which their mobility and/or independence had been affected. Respondents who had not had any experience of shared surface streets were significantly more likely to simply say in general that they were a bad idea or that they didn't like them (11%) and in addition 35% of those who had not had any experience of shared surfaces chose to answer 'don't know'.

A breakdown of the percentage of respondents who mentioned each code is depicted in Chart 4 for both those with experience of shared surface streets and those without.

To summarise, among the 61% of all respondents who had experienced shared surface streets, 81% of these respondents mentioned at least one negative example or reason. The most commonly mentioned issue was: 'loss of confidence/more cautious/anxious/scared/insecure' (mentioned by 44%). This was followed by 'no sense of where you are' (mentioned by 25%). Specific mentions included there being no boundaries, such as kerbs or crossings to help with orientation. Being unaware of approaching traffic or silent bikes was mentioned by 12%. Some respondents gave general themes such as 'would not use them/would avoid going there' (22%), 'it has affected my independence or mobility' (21%) or 'need more assistance' (15%). Other reasons or examples given were mentioned significantly less.

Chart 4

How have shared surface streets affected people's independence or mobility?



Source: Q7a & 7b

Base: All respondents who have had experience of shared surface streets (304), all those who have not (196)

Figures are percentages. As respondents could give more than one answer, figures total more than 100%

Examples of comments that show loss of confidence/ more cautious/anxious/scared/insecure

Some comments from respondents which highlight these themes are shown below. They include those with and without experience of shared surface streets.

““ If I know I am going to a shared surface I am always very worried and reluctant before I even get there. They frighten me. I just don’t like them. ””

Partially sighted, long cane user, England, with experience of shared surfaces.

““ It can knock your confidence a little bit and it’s just unnerving, you don’t feel so safe. You just can’t relax. You just feel vulnerable. ””

Blind guide dog owner, England, with experience of shared surfaces.

““ It ruins my confidence. I just do not like them. To be honest I am quite frightened of the whole experience. ””

Blind guide dog owner, Scotland, with experience of shared surfaces.

““ The very thought of them fills me with horror and I would drastically reduce my trips out if I had to encounter them. ””

Blind guide dog owner, Northern Ireland, no experience of shared surfaces.

Source: Q7a&b Base: All Respondents (500)

Examples of comments that show people are affected by having no sense of where you are/no boundaries on shared surface streets

“ Well it’s made me more wary now, the broad, wider streets are more difficult, there’s more traffic. I don’t expect it and with no kerbs you can get lost, there’s more people about, they cut across you, with kerb edge people walk up and down, bikes are a big problem, they zoom around you, people go higgledy-piggledy. ”

Blind guide dog owner, Northern Ireland, with experience of shared surfaces.

“ You just get the traffic coming through and there is no set area where you cross. It just gives you the feeling that you’re on a vast area, like a field and then you’re trying to find where the buildings are because there are no lines to indicate, you’re just walking, there is no tactile area to let you know when to cross. ”

Blind guide dog owner, Northern Ireland, with experience of shared surfaces.

“ Orientation is one of the main things. Traffic approaching when it’s not really expected and I could be in the middle or the side and it’s difficult to get out of its way. ”

Blind guide dog owner, England, with experience of shared surfaces.

Source: Q7a&b Base: All Respondents (500)

Examples of comments from people who actively avoid shared surface streets

“ I won't go along a shared surface unaccompanied. They are very dangerous and very frightening, reduces my independence. ”

Long cane user, England, with experience of shared surfaces.

“ I can't cope with them. I would avoid them at any cost to be honest. I would only use them if I had a sighted guide. ”

Blind guide dog owner, England, with experience of shared surfaces.

“ It will affect me when I go to town where I live. It will probably create a no go area, it will increase a sense of isolation. ”

Blind guide dog owner, England, no experience of shared surfaces.

“ In familiar areas I avoid them and if I am aware of them somewhere I will be going, possibly on holiday, I will decide not to go there. ”

Partially sighted symbol cane user, England, with experience of shared surfaces.

“ Well basically I avoid them so if I can find alternative route I will. ”

Blind guide dog owner, Wales, with experience of shared surfaces.

Source: Q7a&b Base: All Respondents (500)

17% of those who had used shared surface streets said their own independence and mobility had not been negatively affected or gave positive examples:

Examples of comments of people who say shared surface streets have *not* affected their independence or mobility.

“ I don't think it's affected it to any great extent. Number of shared streets I have to negotiate are limited, don't encounter any problems on shared surfaces really. ”

Blind respondent, England, with experience of shared surfaces.

“ I wouldn't say that it's really affected my mobility. It wouldn't really put me off using them. I just kind of take these things in my stride, make best of it. ”

Blind guide dog owner, Scotland, with experience of shared surfaces.

“ I am beginning to like shared surfaces because of colour differences which help, whereas on traditional pavements there are undulating surfaces and some tricky difficult kerbs. ”

Partially sighted respondent, England, with experience of shared surfaces.

“ It hasn't affected it much because since I had eyesight before, I have been able to have a map in my head on how the town looks and how when they add bits on, like when they do construction, I can build that into my map. ”

Blind guide dog owner, Northern Ireland, with experience of shared surfaces.

Source: Q7a&b Base: All Respondents (500)

Of the more positive comments raised about shared surface streets the differentiation of areas by colour on shared surface streets was seen as useful for those who are partially sighted. Others mentioned they were not affected because they were already familiar with the area and that being familiar with the layout of the shared surface is helpful for negotiation. Other reasons included a mention that it helps everyone be more aware of their surroundings and of other pedestrians. There were also one or two mentions that respondents have not been affected because they are good at coping with challenges and/or the shared surface streets are not that common/challenging in themselves.

However, these 17% people were in the minority. Indeed, in total, 81% of those blind and partially sighted respondents who had been on shared surface streets felt their experience had negatively affected their independence and mobility in some way and were able to give a spontaneous example or reason, as already reported.

Furthermore, in the results for this open question, the majority (59%) of those who had no experience of shared surface streets were still able to explain reasons why their feelings towards shared surface streets affects their independence and mobility (for example in terms of wishing to avoid these shared surface streets and the feeling that this in itself can increase the anxiety or fear of getting out and about).

4.1 Accidents and near misses on shared surface streets

Those respondents who had experience of shared surface streets were asked if they had ever had an accident on them. 4% had had an accident more than once and 3% had had one accident only.

The remaining respondents who had experience of shared surface streets but had not had an accident were asked if they had had a near miss on a shared surface street. 42% of blind and partially sighted respondents who have used shared surface streets had had at least one near miss, of which 26% had had a near miss on more than one occasion. Therefore of those interviewed who have used shared surface streets, 7% have experienced an accident, and a further 42% have narrowly avoided having a collision or an accident on a shared surface street on one or more occasion. 5% of these incidents were so serious the blind/partially sighted person involved required medical attention.

Very few respondents who have been involved in an accident or a 'near miss' on a shared surface actually reported the incident. If they did report it, they reported it to one or more authorities; 5% of incidents were reported to the police, 6% to the local authority and 7% were also reported to another organisation such as Guide Dogs, a political party or local MP or the bus company. However, 85% of accidents and near misses that occurred on shared surface streets were not reported.

The 49% of respondents with experience of shared surface streets, who had either had an accident or a near miss were asked to describe their accidents. Each and every story was individual therefore these will not be depicted numerically. However, the comments below show a selection of experiences which highlight the variety of incidents.

Some respondents had been in accidents or near misses with cars, others had been hit by or narrowly missed by people on bikes or scooters, other respondents described incidents which involved buses or vans.

How did your accident or near miss occur?

“ As I came out of a shop, a car literally was right there coming down on my right and I just wasn't expecting it. You kind of feel intimidated. ”

Blind guide dog owner, England, with experience of shared surfaces.

“ If I remember right there was a vehicle parked, I think it was delivering and a youngster came along on a scooter and he came around to avoid the vehicle and you know it fell into the dog, the boy on the scooter and I panicked and tripped over the dog. I do not know what I tripped over. Some people helped me up and I was OK. ”

Blind guide dog owner, Scotland, with experience of shared surface streets.

“ I was actually passed by a single decker bus which stroked my arm. ”

Partially sighted respondent, England, with experience of shared surfaces.

“ Someone riding a bicycle towards me and I was walking towards them. Rode into me and I cut both my arms on the handlebars. ”

Blind long cane user, Wales, with experience of shared surfaces.

Source: Q11

Base: Respondents who have been involved in an accident or a near miss on a shared surface street (150)

85% of those who were involved in an accident or had had a near miss on a shared surface street said that the incident had affected their confidence to some extent. 22% said the incident had affected their confidence a great deal, a further 32% said it

had affected their confidence quite a bit and a similar proportion at 31% said having an accident or near miss on a shared surface street had affected their confidence a little. Only 15% said the incident had had no affect at all on their confidence.

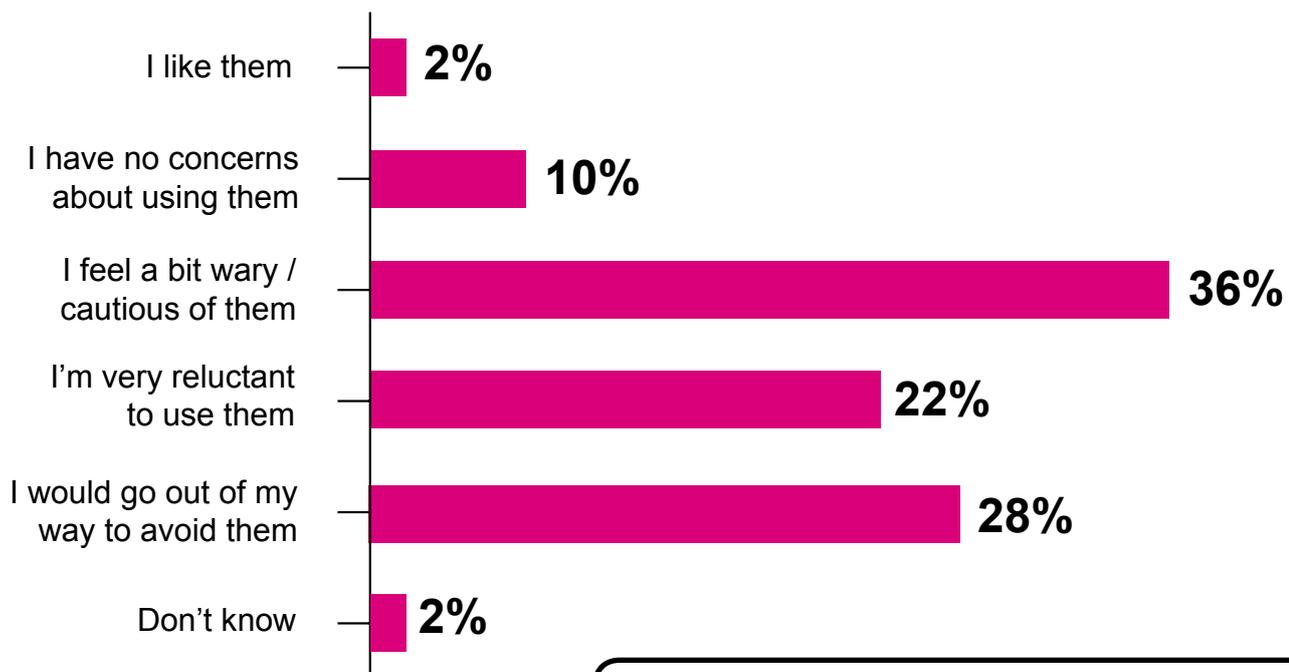
5. Blind and partially sighted people's perceptions of shared use pedestrian/cycle paths

Shared use pedestrian/cycle paths are designed to be used by both pedestrians and cyclists. These paths sometimes have a tactile surface and/or a painted white line to divide the two sections, and sometimes they are non-segregated so the full space is shared by both groups. 58% of blind and partially sighted respondents interviewed said they did have some experience of using a shared use pedestrian/cycle path.

When asked about their views of shared use pedestrian/cycle paths, just 2% said they liked them. One in ten respondents said they had no concerns about using them. The largest proportion of respondents, 36%, felt a bit wary or cautious of using these shared use pedestrian/cycle paths. A further 22% said they were very reluctant to use them and 28% of blind and partially sighted respondents said they would go out of their way to avoid them. Thus the majority of respondents, 86% did have concerns about shared use pedestrian/cycle paths.

Chart 5

Which of the following is closest to your view of shared use pedestrian/cyclist paths?



Source: Q13

Base: All respondents (500)

Those who had experience of shared use pedestrian/cycle paths were significantly less likely to choose the answer 'I would go out of my way to avoid them' (18%), compared to those respondents who had no experience of the shared use pedestrian/cycle paths of which 42% said they would go out of their way to avoid them.

This may suggest that respondents are less likely to avoid them, once they have experienced them. However the findings might also suggest that fear about safety or concerns about being able to navigate these paths has already affected non-users' independence, as they already consider such areas as 'no-go'.

There were no significant differences between those who were blind compared to those who are partially sighted. There were no significant differences across age, however significantly more women (32%) said they would go out of their way to avoid shared use pedestrian/cycle paths than men (23%).

5.1 Impact of shared use pedestrian/cycle paths on respondents' mobility and independence

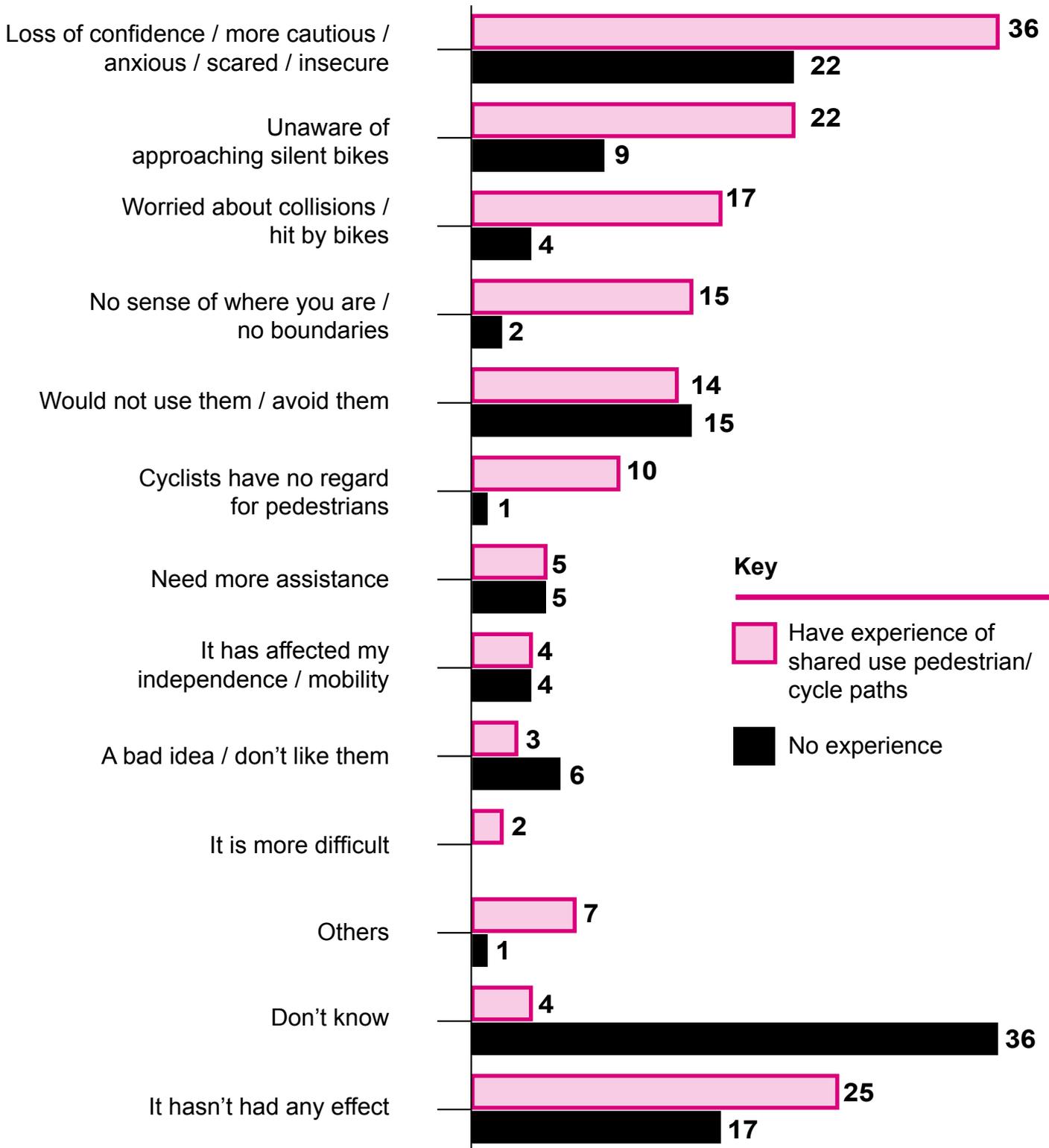
Respondents were asked to describe how their experiences or feelings about shared use pedestrian/cycle paths have affected their independence or mobility. Once again these open ended answers were analysed and key themes were pulled out and grouped together into different codes, in order to provide numerical data as well as illustrative verbatim comments.

Similar to those with experience of shared surface streets, those with experience of shared use pedestrian/cycle paths were more detailed in their descriptions and so more likely to mention multiple ways in which their mobility and/or independence had been affected. Therefore most themes were mentioned by significantly more of those respondents with experience. Again, over a third of respondents (36%) who had not had any experience of shared use pedestrian/cycle paths chose the 'don't know' option.

A breakdown of the percentage of respondents who mentioned each code is given, in order to compare those with experience of shared use pedestrian/cycle paths and those without.

Chart 6

How have shared use pedestrian/cycle paths affected people's independence or mobility?



Source: Q14a & 14b

Base: All respondents who have had experience of shared use pedestrian/cycle paths (290), all those who have not (210)

Figures are percentages. As respondents could give more than one answer, figures total more than 100%

22% of all respondents felt shared use pedestrian/cycle paths had had no effect on their independence or mobility. The proportion was slightly higher among those who have had experience of these kind of shared paths: a quarter of respondents who had experience of shared use pedestrian/cycle paths felt that

they were not an issue and had had no effect on their independence or mobility, compared to 17% of those who had not experienced them who felt the same way. Here are some examples of reasons as to why these respondents felt they had not been affected.

Examples of comments of people who say shared use pedestrian/cycle paths have not affected their independence or mobility

“ It hasn't really affected it at all. I tend to be a fairly independent person. ”

Blind respondent, England, with experience of shared use paths.

“ It hasn't affected it at all. I walk on a shared pedestrian cycle track every day, I enjoy it. The motors are on the road which is separated by a grass verge which is very broad, about 6 feet wide and anybody can walk on it. Then there is the cycle track and the promenade. ”

Partially sighted respondent, England, with experience of shared use paths.

“ In certain areas I found them very useful because they've been well thought out and planned. The tactile surfaces have been really useful for clear markings so I know where I am going so I use them regularly. We also have community policemen who regularly police these areas, to make sure they are used properly. ”

Blind long cane user, Wales, with experience of shared use paths.

Source: Q14a&b

Base: All Respondents (500)

Therefore some blind and partially sighted pedestrians do not feel that their independence and mobility has been affected detrimentally. People mentioned feeling confident on shared use paths knowing that they had an allocated side of the path that was just for pedestrians. Others mentioned the fact that they were away from the motorised traffic as a positive.

Some shared use pedestrian/cycle paths seem to have successfully incorporated tactile surfaces and clear markings so that some blind and partially sighted respondents felt they could navigate the path easily. The importance of people, both cyclists and pedestrians, using the paths properly in order to instil confidence was mentioned by some as an issue, but it seems to work well in some towns where community policemen are used to regulate these areas.

However these blind and partially sighted people who were not affected by shared use pedestrian/cycle paths were in the minority, 61% of all respondents gave reasons and explanations as to how their independence or mobility had been affected. 71% of those respondents who had experience of shared

use pedestrian/cycle paths gave explanations as to how their mobility and independence had been affected. 48% of those who had not used the shared paths were able to explain how their mobility and independence had been affected. 36% said “don’t know”.

One of the most mentioned ways in which shared-use paths had impinged on people’s independence and mobility was through lowering confidence of blind and partially sighted people, causing anxiety, stress and fear. 36% of those who had used the shared use pedestrian/cycle paths mentioned this and 22% of those who had not used them were also worried and scared of them. These feelings of insecurity, anxiety and stress clearly may have a negative impact upon many blind and partially sighted people’s independence and mobility and as such their quality of life.

Examples of comments that show loss of confidence/more cautious/anxious/scared/insecure

““ Again I am very cautious about walking into places with cyclists. This increases the level of stress, cyclists seem not to be very considerate to blind people. ””

Blind long cane user, England, with experience of shared use paths.

““ It makes you feel very uncertain about walking and don't feel safe all the time because I'm worried bikes will ride into me. ””

Blind respondent, England, with experience of shared use paths.

““ I feel less confident at times and also it affects your confidence when a cycle whizzes past and you feel the speed of the bicycle quite near you sometimes. ””

Blind guide dog owner, Wales, with experience of shared use paths.

““ I think it dents your confidence. It makes for a most unpleasant experience. They are very, very frustrating and it is exhausting work. ””

Blind long cane user, Wales, with experience of shared use paths.

Source: Q14a&b

Base: All Respondents (500)

Another common concern of blind and partially sighted respondents mentioned by 22% of those with experience of shared use pedestrian/cycle paths, and 9% of those without, was that bikes are so quiet that people were unaware of cyclists approaching and so they were often shocked by their presence. 6% of all respondents (30 people) spontaneously mentioned that cyclists no longer use their bells and that they would feel more comfortable

using shared use pedestrian/cycle paths if cyclists used their bells. According to some of these respondents, in turn, this lack of awareness makes it more difficult to avoid bikes and predict the behaviour of cyclists. 17% of those with experience of shared use pedestrian/cycle paths said they were worried about a collision. Below are examples of comments which illustrate these points.

Examples of comments that show people are unaware of approaching cyclists and are worried about being hit by bikes

“ I have got nothing against cyclists and blind people using shared cycle tracks. I used to be a cyclist before I lost my sight. It’s just the fact they don’t slow down and they don’t use the bells either. They don’t give us any warning that they are coming behind us or in front of us. ”

Blind guide dog owner, Wales, with experience of shared use paths.

“ I’m very nervous of bikes around me and I’d say bikes are more difficult than cars because you can’t hear them. ”

Blind long cane user, England, with experience of shared use paths.

“ When I go on the paths I am not happy because the cyclists do not ring their bell, they just rush past you and frighten you. You just jump because you cannot hear them. ”

Blind guide dog owner, Northern Ireland, with experience of shared use paths.

“ It affects my mobility because cycles are very silent. They can be on top of you or hit you and you have no way of stepping out of their way. This is the reason why shared cycle paths and footpaths should not be allowed. Cyclists should be made to go on the road and keep our pathways for pedestrians. ”

Blind guide dog owner, England, with experience of shared use paths.

Source: Q14a&b

Base: All Respondents (500)

15% of people who had experience of shared use pedestrian/cycle paths mentioned having no real sense of where they are on a shared use pedestrian/cycle path, and so could lose their sense of direction or orientation. Many said they found it difficult to know which side of the path they were on or

which side they should be. Some mentioned that simply a white line was not enough and called for more tactile surface differences or more of a raised separation. Here is a selection of these comments from respondents.

Examples of comments that show people have no sense of where they are or boundaries on shared use pedestrian/cycle paths

“ I don't go near them. In the case of a blind person ours have no tactile areas at all. I understand that they do have white lines and green paving but when you are blind you don't know that. ”

Blind long cane user, England, with experience of shared use paths.

“ If I could avoid them I would. It is not clear what the situation is, plain footpath, no white line, tactile surface, you do get cyclists, don't know if they're legal, just don't feel quite as confident. ”

Blind guide dog owner, England, no experience of shared use paths.

“ It's made me wary of using shared cycle and paving areas because I can't tell which side of the line to walk and the signage is very poor. We've got areas that are shared for bikes and pedestrians but there is no lineation as to where we should go. It is just a shared space, just pot luck where you go. ”

Blind guide dog owner, Wales, with experience of shared use paths.

Source: Q14a&b

Base: All Respondents (500)

Examples of comments where people avoid or would not use shared use pedestrian/cycle paths

“ It takes away my confidence. It makes me afraid to use them. I do avoid them. ”

Blind long cane user, England, with experience of shared use paths.

“ I try to avoid them and it's made me very uncomfortable, apprehensive. ”

Blind long cane user, Wales, with experience of shared use paths.

“ I would say that I find shared pavement and cycle ways very dangerous and it would make me think twice about undertaking a journey which involves these without a sighted guide. ”

Blind guide dog owner, England, no experience of shared use paths.

“ I think they're dangerous, I would go out of my way not to use it. ”

Partially sighted respondent, England, with experience of shared use paths.

“ Yeah, I suppose I avoid areas where they are, can't go to places you like to go, or walk a long way around to miss dangerous part, longer route, it restricts you, it affects your independence. ”

Blind guide dog owner, Wales, with experience of shared use paths.

Source: Q14a&b

Base: All Respondents (500)

5.2 Accidents involving cyclists on any type of path or pavement

All respondents were asked if they had ever had an accident with a cyclist – regardless of what type of path it occurred on. 20% (one in five) of the blind and partially sighted people interviewed have been involved in a collision with a cyclist on a pavement or path. One in ten people had had one accident, but the same proportion again had had an accident with a cyclist more than once.

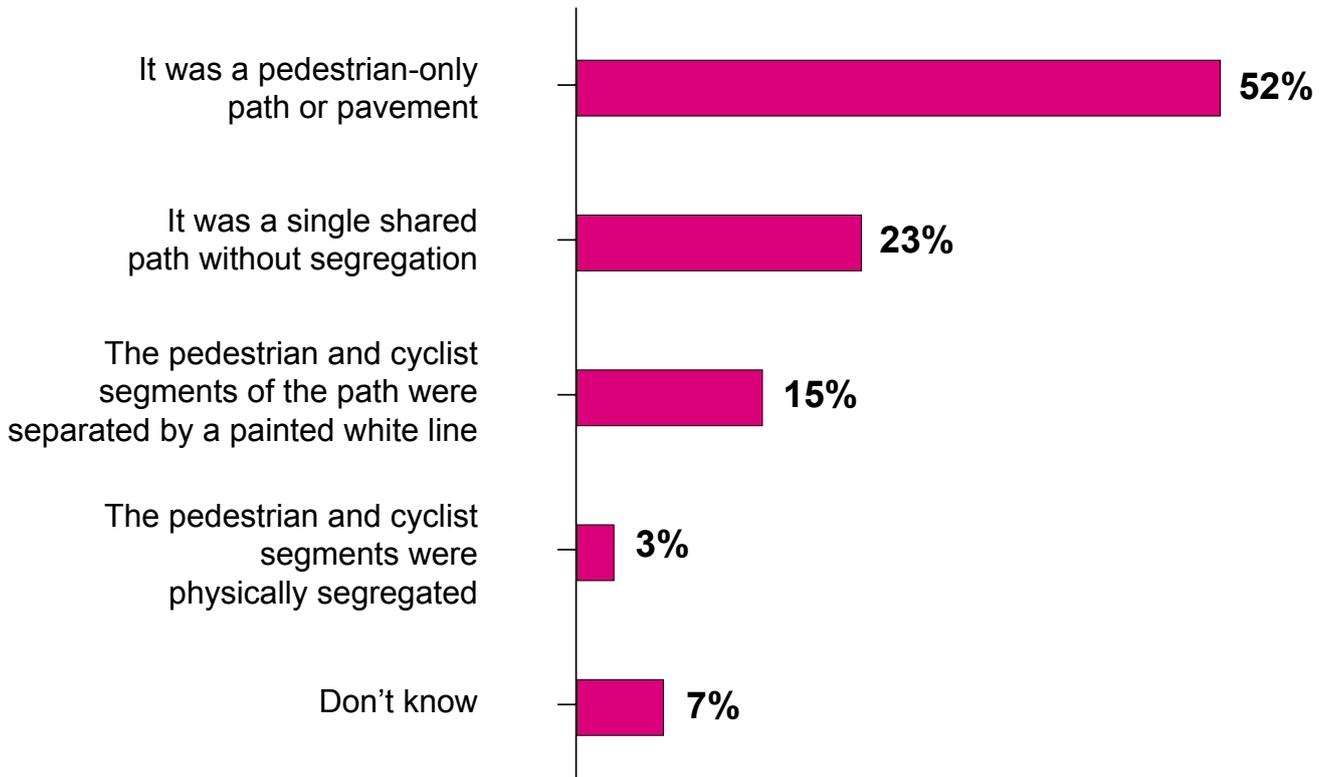
In addition a further 45% have narrowly avoided colliding with a cyclist whilst walking on a pavement or pathway, (12% once and 33% on more than one occasion). Thus 65% of respondents had had an accident or a near miss involving a cyclist.

Of these incidents with cyclists 2% of the blind or partially sighted people involved required medical attention following the incident. 88% of all these incidents went unreported, therefore nearly 9 out of 10 accidents or near misses involving blind or partially

sighted people interviewed and cyclists went unreported.

Only 12% have reported such an incident with a cyclist to one or more authorities – 7% of incidents were reported to the police, 6% to the local authority and 2% to another authority such as their local MP or councillor, the shop or school involved or an organisation of/for visually impaired people.

Over half (52%) of these incidents occurred on a pedestrian only path or pavement where the cyclist was thought to be riding illegally. Almost a quarter, (23%) were on a non-segregated shared path and a further 15% occurred on a shared path segregated by a single white line. Only 3% occurred where the segments for pedestrians and cyclists were physically separated, perhaps suggesting that clear segregation is beneficial.



Source: Q16
Base: Respondents who have had a collision or a near miss with a cyclist (323)

Those who had had an accident or a near miss with a cyclist on any kind of path were asked to briefly explain how the incident occurred. Everyone’s experience was different; however there were a few key themes that came up repeatedly.

One such theme was that often it seemed cyclists were riding where they shouldn’t have been, both on the pavement illegally or on the wrong side of shared use paths. Some blind or partially sighted respondents also said that they were unaware when they were walking on the cyclist side of the shared use

pedestrian/cycle path and/or were unaware if it was shared at all.

Some incidents also occurred when blind or partially sighted people crossed the road, either because they could not hear the bike approaching or because the cyclist was going through a crossing when they shouldn’t have been. Respondents who were explaining incidents with bikes often mentioned that bikes travel at quite a speed and this may have contributed to their concern. A selection of quotes to describe incidents between blind and partially sighted respondents and cyclists follow.

How did your accident or near miss occur?

“ The cycle track was on the outer segment of the pavement. I was on the inner segment and did not hear the cycle which was on the wrong side of the divide approaching from the rear. He swerved and missed me narrowly. ”

Blind guide dog owner, Northern Ireland, with experience of shared use paths.

“ I approached the corner the cyclist was coming from the opposite way and collided. I told them that they should be on the road and not on the pavement and he just fired abuse back at me. ”

Blind guide dog owner, Northern Ireland, with experience of shared use paths.

“ I was moving about on the shared space, didn't hear the bicycle, next thing I knew it went in front of me and it was right close, felt pull of air, near miss, nearly hit me. ”

Partially sighted respondent, England, with experience of shared use paths.

“ It was actually on a zebra crossing, I pressed the button, waited for the zebra crossing to tell me to cross, I stepped out on to the zebra crossing, the traffic had stopped, cars, but the person on the bicycle didn't, and rode into me and the dog. He caught his handle bar on my hip. ”

Blind guide dog owner, Wales, with experience of shared use paths.

Source: Q16

Base: Respondents who have had a collision or a near miss with a cyclist (323)

(Note: The respondent who described an incident with a cyclist as occurring on a zebra crossing may have meant a signal controlled pedestrian crossing, as pressing a button is mentioned.)

Three quarters of those who had had an accident with a cyclist or narrowly missed having one said the incident had affected their confidence to some extent. 39% said

an incident with a cyclist had affected their confidence a little, a further 23% quite a bit. 12% of respondents felt their incident had affected their confidence a great deal.

6. Differences by country

The survey included respondents from England, Wales, Scotland and Northern Ireland; 74% from England, (368 respondents); 8% from Wales (42 respondents) 12% from Scotland (58 respondents); and 6% from Northern Ireland (32 respondents). As base sizes are relatively small in Scotland, Wales and Northern Ireland, there are only a few indicative differences to note below:

6.1 England

Respondents from England (67%) were significantly more likely than those people from Northern Ireland and Scotland (around 45%) to have had a near miss or an accident with a cyclist on a pavement or path.

For all other questions indications are that responses of English respondents are broadly in line with the main findings.

6.2 Wales

The data suggests that there are a number of significant differences between answers from respondents in Wales and those from the other countries. Significantly more respondents in Wales (76%, 32 respondents

out of 42) had had experience of shared surface streets. Significantly more Welsh respondents reported feeling that their mobility and independence had been affected by shared surface streets (86%, 36 people out of 42) compared to respondents from Northern Ireland (66%, 21 respondents out of 32).

Compared to the other countries significantly more Welsh respondents, had experience of using shared use pedestrian/cycle paths (74%, 31 out of 42 respondents). They were also significantly less likely to have no concerns about them. The vast majority of respondents in Wales (83%) had had an accident or a near miss involving a cyclist on a pavement or path, compared to 67% in England, 47% of respondents in Northern Ireland and 43% of respondents in Scotland.

However the majority of respondents in Wales responded to the adverts to take part in the research (a much lower proportion were from the Guide Dogs database) and it is possible that as a result of this, they were both more likely to have experiences of shared surfaces and shared cycle paths and eager to share their concerns.

6.3 Scotland

52% of respondents from Scotland had had experience of using shared surface streets, significantly less than the number of people that had experience of them in Wales, but in line with other regions.

36% of the respondents from Scotland had experience of using shared use pedestrian/cycle paths which was significantly lower than the average overall at 58% of all respondents.

Those who had had an accident on a shared surface street were more likely than those from the other countries to have had just one. Similarly, significantly fewer respondents from Scotland had had a near miss on shared surface streets on multiple occasions than in other regions.

Significantly fewer too (24%) had had a near miss involving a cyclist on a pavement or path than the average (45%).

For all other questions indications are that responses of respondents from Scotland are broadly in line with the main findings.

6.4 Northern Ireland

Respondents from Northern Ireland who had had an accident on a shared surface street were more likely than those from the other countries to have had more than one.

For all other questions indications are that responses from respondents in Northern Ireland are broadly in line with the main findings.

7. Conclusion

In conclusion, the majority of blind and partially sighted people interviewed had concerns about using shared surface streets and shared use pedestrian/cycle paths.

Shared surface streets

Over 90% of blind or partially sighted people interviewed had concerns about using shared surface streets. Most respondents were able to give specific reasons as to how shared surface streets had affected their independence and mobility. The lack of boundaries such as kerbs and crossings, and traditional tactile signage, makes orientation much more difficult in these areas for those who are blind or partially sighted. This inability to identify where you were in a shared surface street was stated as a key reason for reducing respondent's levels of confidence and comfort in negotiating their way through these areas. Being unaware of approaching traffic and difficulty crossing the street were also highlighted as problems.

In terms of accidents and near misses, relatively small numbers of respondents had actually had an accident on shared surface streets (7%) however 42% of respondents had had a near miss – meaning that half of respondents who had experience of using a shared surface street had had an accident or a near miss on a shared surface street. In almost half (44%) of cases people's

concerns about shared surface streets had such a direct practical impact on their independence and mobility that they would go out of their way to avoid shared surface streets. In addition others were very reluctant to use them (18%) or a bit wary of them (29%).

Shared use pedestrian/cycle paths

Almost nine out of ten respondents (86%) had concerns about using shared use pedestrian/cycle paths.

A key theme that emerged from the explanations as to how these shared use pedestrian/cycle paths had affected respondents' mobility and independence was that because bikes are so quiet it was very difficult for blind or partially sighted people to be aware of them until too late, or to be able to judge where they were or move to avoid them.

65% of all respondents had had a collision or a near miss with a cyclist at some point on any type of path. As a result of these incidents the majority (74%) of blind and partially sighted respondents involved said their confidence had been affected.

Over half of the incidents occurred on pedestrian only paths or pavements where cyclists were thought to be riding illegally. 38% of incidents with cyclists occurred on shared use pedestrian/cycle paths where there was no segregation or only a white line; while only 3% were on paths where the pedestrian and cyclist segments were clearly separated.

The need for clear separation between pedestrian and cyclist segments of these paths was mentioned by respondents, and for this to be managed and enforced.

Improving facilities

The small number of respondents who had positive comments about shared surface streets and shared use pedestrian/cycle paths mentioned clear differentiation of areas through colours and tactile delineation. They also mentioned the value of being told about and getting to know the layout of the area in question and the importance of it being used and policed properly.

Recommendation

This survey has demonstrated the substantial impact that shared surface streets and shared use pedestrian/cycle paths have had on the confidence, mobility and independence of the blind and partially sighted people interviewed.

Therefore in order to make our streets and pedestrian environments safer for all and more inclusive, it is important that the requirements and experiences of all people, including those who are blind and partially sighted, are considered by those responsible for their design, development and management; and in government policy and guidance which influences this.

8. Appendix 1 - Questionnaire

INTRO

Good morning/afternoon. My name is..... and I'm calling from TNS. We're one of the leading global market research companies. We are conducting a survey of blind and partially sighted people **IF GDBA SAMPLE:** <on behalf of Guide Dogs> about shared surface streets and shared use pedestrian/cycle paths.

IF GDBA SAMPLE:

<We have been passed your contact details by Guide Dogs as you have previously given permission to be contacted for research purposes>

IF ADVERT SAMPLE:

<I am contacting you as you kindly gave us your contact details in response to an advert about the research.>

I would like to ask you some questions about your experiences of shared surface streets and shared use pedestrian/cycle paths – this should take no longer than 20 minutes. Would you be willing to take part in an interview over the telephone now or at another time convenient to you?

Yes – start interview

Yes – appointment screen

No

Before we go to the first question I just need to reassure you that all of your answers are completely confidential and your rights under the Data Protection Act as well as The Market Research Society's Code of Conduct will be fully observed, including not answering and choosing to end the interview. For quality control and training purposes this interview may be monitored or recorded.

DEMOGRAPHICS

Q.1 Gender

INTERVIEWER TO CODE

- Male
- Female

Q.2 Are you...?

PLEASE READ OUT AND CODE ONE ANSWER

- Blind – registered
- Blind – not registered
- Partially sighted – registered
- Partially sighted – not registered
- DK

Q.3 Do you regularly use a mobility aid such as a...?

PLEASE READ OUT AND CODE AS MANY AS APPLY

- Guide dog
- Long cane
- A visibility aid such as a symbol cane
- Other mobility aid (please specify) TEXT BOX
- None
- DK

Q.4a Can I ask your age?

PLEASE COLLECT EXACT AGE

OPEN TEXT BOX

Refused

IF REF, ASK Q.4B

Q.4b Alternatively, please can you tell me which age band you fall in?

PLEASE READ OUT AND CODE ONE ANSWER

- 16 – 24
- 25 – 44
- 45 – 64
- 65+
- REF

SECTION 1

PLEASE READ OUT THE FOLLOWING INSTRUCTIONS

I'd now like to ask you some questions about shared surface streets. These are streets open to traffic where there are no pavements and kerbs, and a level surface is shared by pedestrians and traffic. I will be asking you specifically about shared use pedestrian/cycle paths after these questions.

Q.5 Do you have any experiences of using shared surface streets?

PLEASE CODE ONE ANSWER

- Yes
- No
- DK

Q.6 Which of the following is closest to your view of shared surface streets?

PLEASE READ OUT AND CODE ONE ANSWER

- I like them
- I have no concerns about using them
- I feel a bit wary/cautious of them
- I'm very reluctant to use them
- I would go out of my way to avoid them
- DK

IF 'YES' AT Q5 ASK Q.6A

Q.6a Which of these problems, if any, do you encounter on shared surface streets?

PLEASE READ OUT – AND CODE AS MANY ANSWERS AS APPLY

- Being unaware of approaching traffic
- Knowing where you are in the street
- Following a route along the street
- Crossing the street
- Knowing when you have entered or left a shared surface street
- No problems **SINGLE CODE**
- Other - please specify **TEXT BOX**

IF 'NO' Or 'DK' AT Q5 ASK Q.6B

Q.6b Which of these problems, if any, do you think you would encounter on shared surface streets?

PLEASE READ OUT AND CODE AS MANY ANSWERS AS APPLY

- Being unaware of approaching traffic
- Knowing where you are in the street
- Following a route along the street

- Crossing the street
- Knowing when you have entered or left a shared surface street
- No problems **SINGLE CODE**
- Other - please specify **TEXT BOX**

IF 'YES' AT Q5 ASK Q.7A

Q.7a How has your experience of shared surface streets affected your independence or your mobility?

OPEN RESPONSE

IF 'NO' OR 'DK' AT Q.5 ASK Q.7B

Q.7b How have your feelings about shared surface streets affected your independence or your mobility?

OPEN RESPONSE

ASK Q.8A IF 'YES' AT Q.5

Q.8a Have you ever been involved in an accident specifically on a shared surface street?

PLEASE CODE ONE ANSWER

- Yes, on more than one occasion
- Yes, only once
- No
- DK

IF NO OR DK AT Q.8A, ASK Q.8B

Q.8b Or have you ever had a 'near miss' (i.e. narrowly avoided an accident) on a shared surface street?

PLEASE CODE ONE ANSWER

- Yes, on more than one occasion
- Yes, only once
- No
- DK

ASK Q.9 – Q.11B IF 'YES' AT Q.8A OR Q.8B, OTHERS SKIP TO SECTION 2

Q.9 Did you report the incident?

NOTE TO APPEAR ON SCREEN IF 'YES, ON MORE THAN ONE OCCASION' AT Q.8A OR Q.8B

INT: IF RESPONDENT HAS HAD MORE THAN ONE ACCIDENT/NEAR MISS, PLEASE ASK THEM TO REFER TO THE MOST SERIOUS INCIDENT FOR QUESTIONS Q.9 TO Q.12

'YES' MULTI-CODES POSSIBLE

- Yes, to the police
- Yes, to the Local Authority
- Yes, other (specify) **TEXT BOX**
- No
- DK
- REF

Q.10 Did you require medical attention following the incident?

- Yes
- No
- DK
- REF

Q.11 Can you briefly describe how the incident occurred?

OPEN RESPONSE

Q.11B To what extent has this incident affected your confidence?

PLEASE READ OUT AND CODE ONE ANSWER

- Not at all
- A little
- Quite a bit
- A great deal
- DK
- REF

SECTION 2

PLEASE READ OUT THE FOLLOWING INSTRUCTIONS

I'd now like to ask you some questions about shared use pedestrian/cycle paths. By this we mean paths designed to be shared by pedestrians and cyclists. These paths sometimes have a tactile surface or a painted white line to divide the two sections, and sometimes they have nothing at all

Q.12 Do you have any experiences of using shared use pedestrian/cycle paths?

- Yes
- No
- DK

Q.13 Which of the following is closest to your view of shared use pedestrian/cycle paths?

PLEASE READ OUT AND CODE ONE ANSWER

- I like them
- I have no concerns about using them
- I feel a bit wary / cautious of them
- I'm very reluctant to use them
- I would go out of my way to avoid them
- DK

IF 'YES' AT Q12 ASK Q.14A

Q.14a How has your experience of shared use pedestrian/cycle paths affected your independence or your mobility?

OPEN RESPONSE

IF 'NO' OR 'DK' AT Q12 ASK Q.14B

Q.14b How have your feelings about shared use pedestrian/cycle paths affected your independence or your mobility?

OPEN RESPONSE

ASK Q.15A TO ALL

Q.15a Have you ever had a collision with a cyclist, regardless of whether the pavement or path was designed to be shared with cyclists or not?

PLEASE CODE ONE ANSWER

- Yes, on more than one occasion
- Yes, only once
- No
- DK

IF NO OR DK AT Q.15A, ASK Q.15B

Q.15b Have you ever had a 'near miss' involving a cyclist on a pavement or path (i.e. narrowly avoided a collision with a cyclist)?

PLEASE CODE ONE ANSWER

- Yes, on more than one occasion
- Yes, only once
- No
- DK

IF YES AT Q.15A OR Q.15B, ASK Q.16-Q.20, OTHERWISE SKIP TO POSTCODE QUESTION

Q.16 On what type of path did the incident occur?

PLEASE READ OUT AND CODE ONE ANSWER

NOTE TO APPEAR ON SCREEN IF 'YES, ON MORE THAN ONE OCCASION' AT Q.15A OR Q.15B

INT: IF RESPONDENT HAS HAD MORE THAN ONE ACCIDENT/NEAR MISS INVOLVING A CYCLIST, PLEASE ASK THEM TO REFER TO THE MOST SERIOUS INCIDENT FOR Q.16 – Q.20

- The pedestrian and cyclist segments were physically segregated
- The pedestrian and cyclist segments of the path were separated by a painted white line
- It was a single shared path without segregation
- It was a pedestrian-only path or pavement
- DK

Q.17 Did you report the incident?

POSSIBLE TO HAVE YES MULTICODES 'YES' MULTI-CODES POSSIBLE

- Yes, to the police
- Yes, to the Local Authority
- Yes, other (specify) TEXT BOX
- No
- DK
- REF

Q.18 Did you require medical attention following the incident?

- Yes
- No
- DK
- REF

Q.19 Can you briefly describe how the incident occurred?

OPEN RESPONSE

Q.20 To what extent has this incident affected your confidence?

PLEASE READ OUT AND CODE ONE ANSWER

- Not at all
- A little
- Quite a bit
- A great deal
- DK
- REF

Q.21 Finally, for analysis purposes, please can you give me your postcode?

PLEASE TYPE IN FULL

OPEN TEXT BOX

- DK
- REF

ASK Q.22 IF DK OR REF AT Q.21

Q.22 Alternatively, please can you tell me what County you live in?

OPEN TEXT BOX

That's the end of the interview so thank you very much for your time. Once again my name is **<name of interviewer>** from TNS. Should you have any questions about the validity of the survey or my company you can call either the Project Manager responsible for this survey at TNS or call free of charge The Market Research Society who will be able to reassure you about the bona fide nature of this call. Would you like to make a note of the telephone numbers?

9. Technical Appendix

Client	<ul style="list-style-type: none"> • The Guide Dogs for the Blind Association
Conducted by	<ul style="list-style-type: none"> • TNS-BMRB, TNS UK Ltd
Objectives	<ul style="list-style-type: none"> • Assess the impact of shared surface areas on blind and partially sighted people's independence and mobility.
Universe	<ul style="list-style-type: none"> • Blind and partially sighted people in the UK
Sample size	<ul style="list-style-type: none"> • 500
Fieldwork period	<ul style="list-style-type: none"> • 21st July – 1st November
Sampling method	<ul style="list-style-type: none"> • Member sample supplied by Guide Dogs and supplemented by volunteers that responded to advert for research.
Data collection	<ul style="list-style-type: none"> • Structured CATI telephone interview
Interviewers	<ul style="list-style-type: none"> • 4 interviewers
Interviewer validation	<p>Telephone validation</p> <ul style="list-style-type: none"> • Validation is conducted on a minimum of 5% of all telephone interviews, monitoring from the introduction through to the close, i.e. a full interview. We attempt to monitor every interviewer on each project.
Questionnaire	<ul style="list-style-type: none"> • See appendix 1
Analysis	<ul style="list-style-type: none"> • Open ended data has been analysed and thematically grouped into codes so that numerical frequencies of each topic can be calculated. • The results have been provided on data tables and a number of breaks are included on country, mobility aid, experience on shared surfaces and levels of accidents. • These subgroups have only been commented on where there are over 60 respondents to ensure that percentages are not misleading.



This report can be downloaded from www.guidedogs.org.uk/sharedstreets

Copies of the report in print, large print, audio CD,

Braille and electronic format can be obtained from

Guide Dogs please phone: **0845 241 2178**

or email: campaigns@guidedogs.org.uk