

Discussion Guide for Mobility Impaired Participants

1 At the start of the route (before commencing the journey)

Understanding participant perception

- Can I just check do you have multiple disabilities? [If yes, please specify]
- Tell me what you can see?
- Tell me what you can hear?
- Is there anything that you have immediately noticed that may have an effect on how you make your journey?
- [READ OUT] We'll now start the journey. As we move along the route I'd like you to give me a running commentary of what you're thinking about, what you're experiencing, how you're feeling including any particular emotions you may experience and anything else that may come to mind. Let me know how well or not you are coping, or how comfortable/uncomfortable, safe/unsafe you feel, etc.

2 During the journey (Where applicable, ask each section in both the Shared Space and the control area)

General navigation questions

- What are you aware of?
 - What you can see?
 - What can you hear?
 - What does that tell you?
 - Are you experiencing anything else?
 - What do you think the purpose of this street is? (eg who might use it/ what for)
[Interviewer: After the participant has said what they think the purpose of the street is, give them an explanation of the actual street purpose eg shopping street, so that they can understand the environment]
- Why are you positioning yourself where you are?
- How do you feel as we travel through this street? (eg comfortable/ safe/ at ease/ scared/ nervous/ cautious/ etc)
[For each emotion identified, ask:]
 - On scale of 1-5 (where 1 is very 'emotion' and 5 is very 'opposite emotion'), to what extent do you feel 'emotion'/'opposite emotion' travelling through this street?
- Are you enjoying/not enjoying being in this street environment?
 - On scale of 1-5 (where 1 is very enjoyable and 5 is very un-enjoyable), to what extent do you enjoy/not enjoy travelling through this street?
 - Do you think you might like to visit this street again or would you prefer not to?

Navigating Kerbs

- On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to navigate the kerb?
 - Did you experience any discomfort?
 - Are you concerned/ unconcerned about tripping on kerbs?
- What height do you think this kerb is?

[Interviewer: make a note of actual kerb height _____]

 - Do you think it would have been easier/ more difficult to navigate the kerb if it were half the height it is?
 - What would your preferred kerb height be?
- What does the kerb tell you?
 - On a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless do you find this information?
 - How are you using the kerb?
 - What would you do if there were no kerbs in this area?
- Do you like or dislike having a kerb here?

Navigating Flush Paving

- Did you notice any change in surfaces just now?
 - Did you experience any discomfort?
 - Are you concerned/ unconcerned about tripping here?
 - [If did notice/experience discomfort] On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to navigate this change in surface?
- Where are you now in relation to everything else?

[Interviewer: if participant does not know that they have moved into the road, explain the situation before asking the following:]

 - On scale of 1-5 (where 1 is very comfortable and 5 is very uncomfortable), to what extent did you feel comfortable/uncomfortable while navigating this change in surface?
- What are you going to do next?
 - How?
 - Why?
- Do you like or dislike not having a kerb here?

Navigating Obstacles (eg bollards/ A-boards/ lampposts/ bins/ etc)

- On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to navigate that [obstacle]?
 - Did you experience any discomfort?

- Are you concerned/ unconcerned about tripping here?
- Do you consider this feature to be a hazard or a safety aid? (Or both or neither)
- Do you like or dislike having [obstacles] here?

Navigating Vehicles (eg moving/ parked vehicles/ cycle racks/ loading bays)

- On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to navigate that [obstacle]?
 - Did you experience any discomfort?
 - Are you concerned/ unconcerned about tripping here?
 - Do you consider this feature to be a hazard or a safety aid? (Or both or neither)
- Do you like or dislike having [obstacles] here?

Navigating Tonal contrast

- Did you notice the colour/tone contrast there?
[Interviewer: If participant did not notice, point it out to them]
- What do you think it means?
 - On a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless do you find this information?
- How are you using it?
 - Did the change in colour/ tone contrast make you act any differently?
 - How?
 - Why?
- Do you like or dislike having different colours/tones here?

Navigating tactile paving

- On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to navigate the tactile paving?
 - Did you experience any discomfort?
 - Are you concerned/ unconcerned about tripping here?
 - Do you consider this feature to be a hazard or a safety aid? (Or both or neither)
- What does the tactile paving tell you?
 - Do you know what the tactile pattern is supposed to indicate?
[Interviewer: If participant does not know what it indicates/gives the wrong answer, then tell them what it indicates before asking the next questions]
 - On a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless do you find this information?
- How are you using the tactile paving?
 - How?

- Why?
- Do you like or dislike having tactile paving here?

Crossing the road

- How did you feel while crossing the road?
 - Probe for emotions, and for each:
 - Ask to rate on a 5 point scale (where 1 is very 'emotion' and 5 is very 'opposite emotion')
 - On scale of 1-5 (where 1 is very comfortable and 5 is very uncomfortable), to what extent did you feel comfortable/uncomfortable crossing the road?
- [If applicable] Why did you stop/ slow down/ wait before crossing?
- Why did you cross the road at the place you did?
- Would you have preferred to cross somewhere else?
 - Where?
 - Why?

3 At the end of the route

Corduroy awareness test

[Interviewer: When you reach the end of the route, explain to the participant that we want them to do one more task before going back to the café. Position them at a 90 degree angle to the corduroy paving and ask them to travel forward until they have just passed the corduroy and then stop (alternate between doing the 90 degree angle test first and the 45 degree angle test first and randomly change the distance away from the corduroy at which you position participants and note down the approximate distance).]

- Interviewer: Note down approximate distance from corduroy _____ and the angle at which you positioned them _____
- On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to pass over the corduroy?
 - Did you experience any discomfort?
 - Are you concerned/ unconcerned about tripping here?
- What does corduroy normally mean/ indicate to you?

[Interviewer: Explain that it indicates a potential hazard and in this case, it shows the boundary between the virtual carriageway and the virtual footway.]

- [Now that you understand the context corduroy is being used in here], how useful do you think it is?

[Interviewer: Reposition the participant at a 45 degree angle to the corduroy paving and again ask them to travel forward until they have just passed the corduroy and then stop (alternate between doing the 90 degree angle test first and the 45 degree angle test first and randomly change the distance away from the corduroy at which you position participants and note down the approximate distance).]

■ Interviewer: Note down approximate distance from corduroy _____
and the angle at which you positioned them _____

■ On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it
to pass over the corduroy?

■ Would you prefer it if the corduroy was wider than this or narrower than this? (Or not
there at all)

[Interviewer note down the actual width of the corduroy _____]