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ASSESSING THE PEDESTRIAN EXPERIENCE IN PUBLIC SPACES

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ASSESSING THE PEDESTRIAN EXPERIENCE IN PUBLIC SPACES

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ABSTRACT

The assessment of the pedestrian experience in public spaces is increasingly becoming an essential constituent of urban street design. This paper first presents a new methodology for evaluating pedestrian environments through on-street surveys, building upon well-established comprehensive pedestrian audit tools, such as PERS and PEDS. The methodology is applied on the South Kensington area of London, in light of recent redevelopments seeing the conversion of the previous car-oriented layout to a more pedestrian-friendly one. The results suggest that the new design is generally perceived positively by pedestrians, but point out that there may be room for improvement in terms of pedestrian comfort. The results are then further analysed statistically in order to draw generic conclusions and investigate the effects of different aspects of the pedestrian environment on each other with respect to the pedestrian experience. By fitting a series of ordered logistic regression models, a number of interdependences are identified and interpreted.

1 INTRODUCTION

Traditionally, street design and traffic engineering have been driven by the concept of segregation of pedestrians and vehicles. As such, the priority has been to allow for quicker access and movement of the vehicular traffic by limiting conflicts and human-dependent decisions and by designing streets according to the desire lines of vehicle drivers. As opposed to that, the desire paths of pedestrians have often been neglected, with structures such as pedestrian subways, bridges, guardrails and walls restricting their movement with the objective of protecting them and preventing their involvement in road accidents. The concept of segregation is set out most lucidly in Buchanan's "Traffic in Towns" report (1) which served as a street design manual in the UK for many decades.

In recent years, however, there has been a trend away from traffic segregation, driven by developments in architecture and urban planning. Segregation has been deemed by some detrimental for urban environments due to its perception as resulting in "the domination of vehicular traffic and associated noise and air pollution alongside street clutter and ugly surroundings" (2). Instead, street design and traffic engineering have seen a shift in focus from vehicles to pedestrians as a means of creating a better environment, mainly through the introduction of single surfaces and the removal of features such as street furniture, signage, delineation and kerbs. Notable examples include the Complete Streets initiative in the USA (3) and the shared space concept in the UK (4).

In light of the increasing importance of catering for pedestrians in urban street design and traffic engineering, the review and assessment of the pedestrian environment is becoming an essential constituent of any new scheme or redevelopment, alongside the conventional assessment of the traffic efficiency, before and after implementation. This is generally carried out using either well-established comprehensive pedestrian audit tools (such as PERS in the UK or PEDS in North America) addressed to small numbers of experts and investigating individual aspects of a design (e.g. the provision of adequate pedestrian crossing facilities), or through shorter purpose-developed general surveys targeting larger numbers of respondents from the general public and thus aiming at broader but statistically significant results.

The present study has two goals: 1) to develop a pedestrian evaluation methodology of the latter category for use in on-street surveys and to apply it to a specific area in order to draw conclusions on the pedestrian environment; and 2) to investigate the effects of different aspects of the

1 pedestrian environment on each other with respect to the pedestrian experience. In particular the
2 second goal aims at investigating the previously unexplored topic of the interrelationships between the
3 factors constituting the pedestrian experience (perception), with the prospect of being used in
4 predictive models in future, in cases with limited data availability or with constraints in the data
5 collection (e.g. survey time).

6 The study focuses on London's South Kensington area, which has recently been redeveloped
7 as part of the Exhibition Road project. The project comprises, among others, the implementation of a
8 single shared surface as a replacement of a conventional dual carriageway, the unravelling of a
9 pedestrian-unfriendly one-way system, and the provision of more pedestrian facilities (Figure 1). The
10 work described has been carried out as part of a traffic monitoring programme of the Exhibition Road
11 project. Other activities conducted within the framework of the monitoring programme include traffic
12 conflicts analyses (5), behavioural studies (6), and generic shared space perception surveys (7,8).
13



14
15 **FIGURE 1** South Kensington before and after the redevelopment
16

17 The paper is structured as follows: Section 2 sets out the background of the study, which
18 includes a review of existing pedestrian evaluation methods. Section 3 describes the survey design
19 methodology and reports on the results obtained. Section 4 then goes on to investigate the
20 interrelationships between the individual aspects of the pedestrian environment and to present the
21 corresponding statistical analysis through a series of regression models. Finally, Section 5 concludes
22 the paper and identifies areas of future research.
23

24 **2 BACKGROUND**

25

26 A variety of methods have been developed with the aim of assessing the street environment from the
27 pedestrians' point of view in order to be able to address their needs. These methods usually involve
28 the conduct of surveys with pedestrians, covering aspects such as the accessibility of the area, the
29 availability of the required street furniture, the availability of the required services, the aesthetic
30 appearance and the cleanliness of the space. Such an approach is adopted, for example, in a study by
31 Jones et al (2), who analyse a street space in London by asking users about their levels of satisfaction
32 when using the space. However, since external environments are subject to users who have different
33 tastes and needs, what is important for one user may be less important for another, thus making it a
34 necessity to find a common standard for the comparison.

35 Previous research has attempted to address the topic of pedestrian environment assessment by
36 identifying the key influencing factors and developing appropriate tools. While attempts have been
37 made to evaluate pedestrian facilities objectively, it has been highlighted in the literature that many of
38 the factors involved are subjective in nature, and as such studies have adopted various approaches (9).

1 Examples include: a method presented by Sarkar (10), which defines a level of service measure for
2 pedestrian movement based on safety, security, comfort and convenience, continuity, system
3 coherence, and attractiveness; a study by Pikora et al (11), evaluating the quality of walking as a
4 function of four criteria (functional, safety, aesthetic and destinations); and the works of Emery et al
5 (12) and Day et al (13), which assess features such as the condition of pavements and sidewalks,
6 safety, lighting, aesthetics, and public transport facilities. Further methods and tools are presented and
7 appraised in a study by Vernez-Moudon and Lee (14).

8 An important contribution to the field has been made by Clifton et al (15) through the
9 development of the “Pedestrian Environment Data Scan” (PEDS) tool, which is currently one of the
10 most widely-used tools in the USA. Focussing on individual streets rather than districts or areas,
11 PEDS consists of a single review sheet containing three sections. The first section aims at defining the
12 street to be reviewed, which is down to the discretion of the reviewer but is typically the pavement
13 segment between two junctions; the second section allows for a small number of subjective scores to
14 be given (assessing attractiveness and perceived safety); and the third section, which is the main part
15 of the form, requires quantitative scores input to four sets of questions covering the categories of
16 environment, pedestrian facility, road attributes and walking/cycling environment. In total 40
17 questions are included, and to ensure the integrity of the respondents, a two-day training is required
18 prior to using the tool.

19 Equivalently to PEDS, the “Pedestrian Environment Review System” (PERS) has been
20 developed in the UK by the Transport Research Laboratory (TRL) (16). Implementing a three-tier
21 system, where each level offers a more detailed assessment of the previous level (Tier 1: Public space
22 -> Tier 2: Route -> Tier 3: Link, Crossing), PERS is based on the completion of a series of separate
23 independent review forms. A wide range of parameters are covered by the review framework, relating
24 to different aspects of urban design features, such as safety, legibility of space, user conflicts, and
25 walking surface quality. Respondents are required to assign scores between -3 and +3 to each of the
26 parameters, which can be subsequently weighted according to their importance (17) in the
27 pedestrians’ perceived utility. Overlaying the results from PERS on a map enables their visualisation,
28 which offers a quick insight into the street space under analysis.

29 While PEDS and PERS are fairly comprehensive analysis tools for pedestrian environments
30 and offer standardised methods of measuring pedestrian views, they are mainly intended for
31 comprehensive interviews with experts. In fact, the completion of the numerous review forms in the
32 case of PERS and the previous training required for the respondents of PEDS are both time-
33 consuming procedures and are not suited for the conduct of on-street surveys with pedestrians. What
34 is more, both tools require very detailed information from the respondents about all parameters, which
35 is mostly not noticed by “ordinary” pedestrians. Conversely, a more general assessment of the
36 pedestrian perceptions of a space through a shorter purpose-developed on-street questionnaire is often
37 the preferred approach, as it enables interviewing larger numbers of respondents and thus collecting
38 less-detailed but statistically-significant data.

39 An example of a study of that category is a 2007 assessment of the pedestrian perceptions at
40 London’s Oxford Circus site. For the purposes of the study an on-site questionnaire was designed and
41 implemented with the prospect of identifying the issues relating to movement within and around the
42 space. Surveys were held on two different study days: one during a specially organised pedestrianised
43 day (called Very Important Pedestrians (VIP) day, held on 1 December 2007), on which vehicles were
44 severely limited from passing through the area; and one on a “normal” day, held a week later, so as to
45 compare the results with everyday conditions. The study was commissioned by Transport for London
46 and was carried out by Atkins Intelligent Space (18). The surveys enquired visitors to the area about
47 their perception of public transport services, way-finding into and around the area, the ease of moving
48 around the space and their perceived safety. A demographic dataset describing the respondents was
49 also collated in the process. The study eventually helped clarify important problems relating to the
50 pedestrian environment, in light of the subsequent redevelopment of the space in 2010, and was also

1 coupled with an after-study using a similar questionnaire, which demonstrated improvements in the
2 aspects identified (19).

3 A similar evaluation is described in the next section, where a new questionnaire has been
4 developed and tested on the South Kensington site.
5

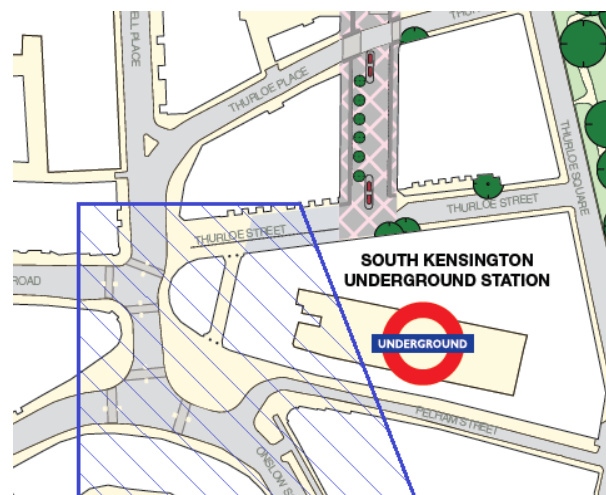
6 3 SURVEY DESIGN AND RESULTS 7

8 In order to evaluate the pedestrian experience in the South Kensington area following the
9 redevelopments within the framework of the Exhibition Road project, a purpose-developed short on-
10 street questionnaire was developed and was applied on a large sample of respondents. The study area
11 is briefly described first, followed by the questionnaire development and the discussion of the results.
12

13 3.1 The study area

14 South Kensington station is one of the busiest underground stations in London with around 30 million
15 users every year (20), as it is the gateway to Exhibition Road, which is home to a number of London's
16 museums, academic institutions and events venues. Before the redevelopment of the immediate
17 surrounding area, traffic congestion, overcrowding and high numbers of pedestrian-vehicle conflicts
18 were significant problems affecting the pedestrian environment. As part of the Exhibition Road
19 project, the road layout was radically altered, with many of the previous one-way roads becoming
20 two-way and with additional pedestrian crossings being introduced. The phasing of traffic signals has
21 also been improved, and large open pedestrian spaces have been provided to the North and South of
22 the station. These spaces have been designed to provide a more attractive and comfortable
23 environment for pedestrians to interact and relax, rather than a busy traffic intersection where
24 pedestrians would rush through.

25 The study area analysed here is shown in Figure 2, and consists of the immediately adjacent
26 space of South Kensington station, including five pedestrian crossings and two pedestrian spaces
27 surrounding the station entrance.
28




29
30 **FIGURE 2** Study area
31

32 3.2 Questionnaire development

33 The design of the questionnaire used in the on-street survey was an important task, as careful thought
34 needed to go into the selection of the attributes examined and the formulation of the questions. As the
35 number of questions directly influences the amount of information gained but also the time taken to
36 complete the questionnaire, a trade-off between brevity and level of detail was required. Naturally,
37 respondents may become restless and frustrated with an overlong questionnaire, while too few

questions would limit the amount of information that could be obtained. Looking at previous on-street questionnaires, it was decided in this study that 10 questions were required.



**Study of South Kensington Station
area improvements**

1. **Age:** Under 21 21 – 30 31 – 40 41 – 50 51 – 60 60+

2. **Gender:** Male Female

3. **How often do you visit the South Kensington Station area?**
 first visit infrequently at least once a month
 at least once a week at least 5 times a week

4. **How do you rate the visual environment of the area? (street furniture, paving, cleanliness, etc)**
 -3 -2 -1 0 +1 +2 +3
 Comments: _____

5. **How easy do you find moving around in the area? (obstructions, congestion, signage, etc)**
 -3 -2 -1 0 +1 +2 +3
 Comments: _____

6. **How do you rate the comfort of the area? (noise, seating, shelter, etc)**
 -3 -2 -1 0 +1 +2 +3
 Comments: _____

7. **How do you rate the safety of the area?**
 -3 -2 -1 0 +1 +2 +3
 Comments: _____

8. **How do you rate the positioning of the pedestrian crossings? (are they out of your way? would you rather cross elsewhere?)**
 -3 -2 -1 0 +1 +2 +3
 Comments: _____

9. **How do you rate the waiting times of the crossings?**
 -3 -2 -1 0 +1 +2 +3
 Comments: _____

10. **How do you rate the capacity of the crossings? (width, congestion, obstructions, etc)**
 -3 -2 -1 0 +1 +2 +3
 Comments: _____

FIGURE 3 Questionnaire

The first three questions reviewed the respondent's age, gender and frequency of visit to the area, in order to collect some demographical data of the sample so as to allow for the examination of any possible correlation between demographics and pedestrian perceptions. The remaining questions

1 were then formulated in a way that would allow for the most useful conclusions to be drawn, and
2 given the nature of the area, it was decided that focus would be given to the assessment of the
3 pedestrian crossings and the public spaces, following the structure of the PERS software. An
4 important feature that was also added was the provision of space for the recording of additional
5 comments that respondents would state. This would enable subsequent qualitative analysis so as to
6 investigate the causes behind specific ratings.

7 The concept of the PERS software was also followed in the rating scale implemented, as
8 respondents were asked to give a rating between -3 and +3 to each of the attributes examined, with -3
9 implying “very bad”, 0 implying “neutral” and +3 implying “excellent”. Indeed, it was deemed useful
10 that respondents were able to give negative/neutral/positive ratings to aspects towards which they felt
11 negative/indifferent/positive, as such a rating scale resulted in better clarity of the questions and hence
12 more confident and honest answers.

13 The complete questionnaire is shown in Figure 3. Prior to the conduct of the actual survey the
14 questionnaire was piloted in the field to identify potential shortcomings and need for improvements,
15 particularly with respect to the interview length and the formulation of the questions (e.g. the
16 existence of ambiguous statements, leading to the confusion of the respondents). 30 responses were
17 collected in the pilot test and it was found that the time to complete the questionnaire was less than
18 two minutes, and no signs of restlessness or frustration were shown by any of the respondents. Also,
19 the respondents seemed to understand the questions fairly well and gave confident responses, in line
20 with what was expected. It was hence decided that no modifications to the survey were required.

21 3.3 Survey results

22 Surveys were carried out in several two-hour periods between January and June 2011, and the total
23 number of responses obtained was 202. Looking at the demographics, there were 97 male respondents
24 (48%) and 105 female ones (52%), resulting in a fairly well-balanced sample in terms of gender.
25 Considering age, the following distribution was obtained: 4 respondents were under 21 years old (2%);
26 55 were 21-30 (27%); 46 were 31-40 (23%); 42 were 41-50 (21%); 35 were 51-60 (17%); and 20
27 were over 60 (10%). As such, the sample was well-balanced in terms of age, with the exception of the
28 under 21 category, whose small number of responses could give statistically insignificant results in
29 the analysis if considered on its own. With respect to the frequency of visit to the area, the following
30 distribution was obtained: 25 respondents stated that it was their first visit to the area (12%); 48 said
31 that they were infrequent visitors, i.e. less than once a month (24%); 51 visited the area at least once a
32 month (25%); 50 visited the area at least once a week (25%); and 28 were daily visitors to the site,
33 visiting it at least 5 times per week (14%). Consequently, a well-balanced sample was achieved.

34 The average score for each of the questions of the survey across the whole sample of
35 respondents is shown in Figure 4a. As an overall conclusion about the area, the respondents rated
36 most examined pedestrian experience aspects positively, with the exception of comfort. In particular
37 the visual environment and the perceived safety were rated strongly positive, with the average ratings
38 being above 1; comfort, on the other hand, scored clearly lower than the other aspects, with a rating of
39 zero, indicating that the respondents were indifferent towards it. When looking at some of the
40 respondents’ comments, it seems that the lack of seating and the high levels of noise were the
41 explanations behind that score.

42 Considering the results of the survey in conjunction with the demographics of the sample, i.e.
43 the demographical categories’ distributions of the responses to each question, interesting inferences
44 can be drawn. Namely, it can be seen in Figure 4b that responses from males and females were similar,
45 suggesting that gender did not affect the response to each of the questions, and that men and women
46 perceived the public space in a similar way. On the other hand, looking at the responses of the
47 different age groups in Figure 4c, it can be seen that ratings seem to decrease with increasing age in
48 most questions, such that older pedestrians appeared to be more critical towards public space
49 perception parameters. Finally, as concerns the frequency of visit, results suggest that this did not
50 affect public space perception in general (Figure 4d). However, a notable finding is that people who
51

visited the area at least five times per week seemed to have rated safety slightly higher than others, whilst rating ease of movement, positioning of crossings and waiting times of crossings slightly lower. This might suggest that increased familiarity with the area resulted in noticing more negative aspects.

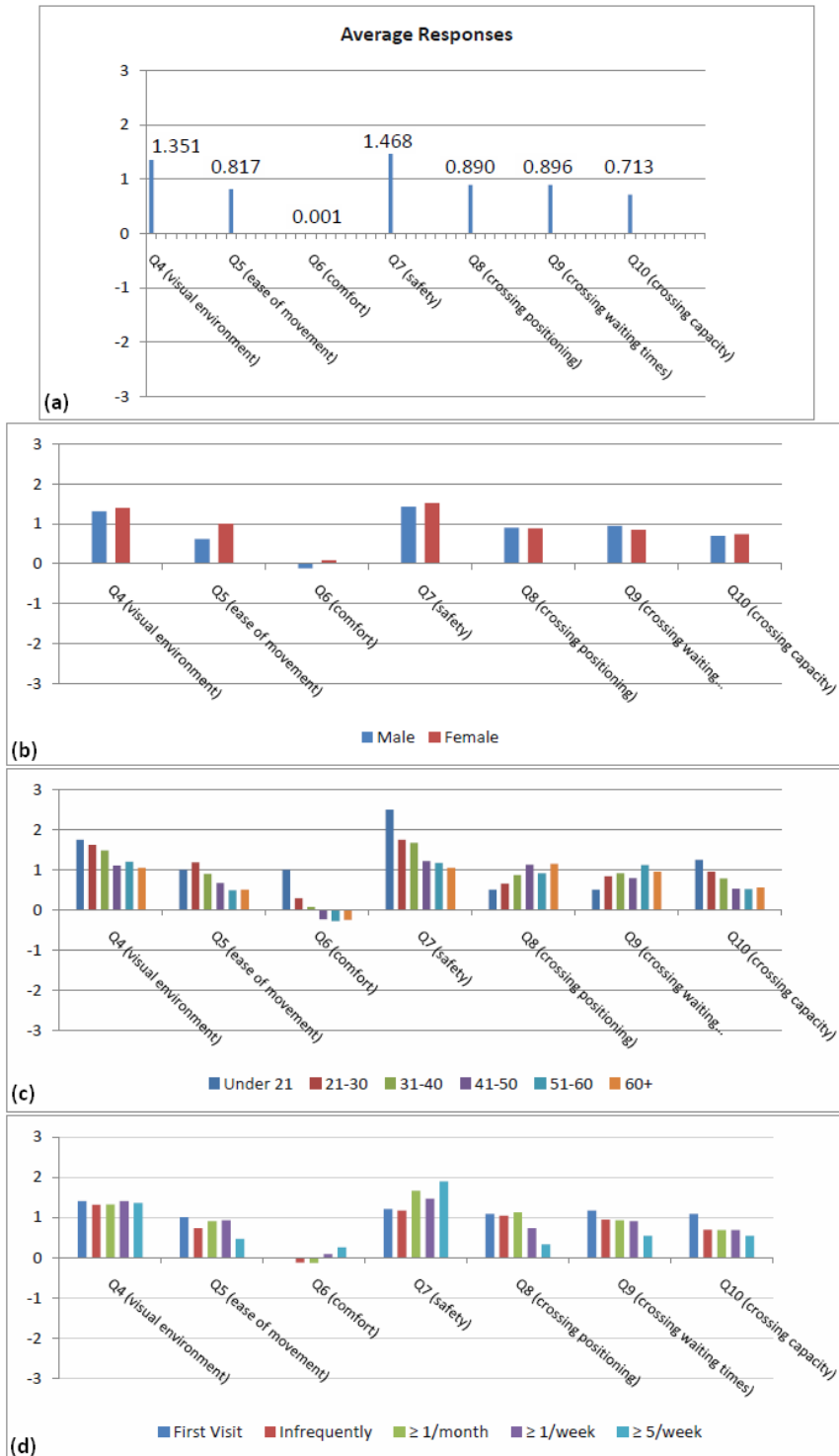


FIGURE 4 Average response ratings to each question

The effects of the demographics on the perceptions of pedestrians, as well as the

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interrelationships of the parameters making up pedestrian perceptions, are investigated in more detail by means of statistical analysis in the next section.

4 ANALYSIS AND MODELLING

The statistical analysis of the results is carried out by fitting a series of regression models to the data, each time taking a different attribute as the dependent variable.

4.1 Analysis methodology

As most variables/attributes had categorical outcomes ordered from low to high (-3 to +3), ordered logistic regression is used. Ordered logit models take the form $Y^* = X\beta + \varepsilon$, where Y^* is the unobserved dependent variable, X is the vector of independent variables, β is the vector of regression coefficients to be estimated, and ε is a random disturbance term following a logistic distribution. The observed ordinal variable Y is a function of Y^* , which has various category thresholds. For example,

$$\begin{aligned} Y_i &= 1 \text{ if } Y_i^* < \mu_1 \\ Y_i &= 2 \text{ if } \mu_1 \leq Y_i^* \leq \mu_2 \\ Y_i &= 3 \text{ if } Y_i^* > \mu_3 \end{aligned}$$

The ordered logit technique uses the observations on Y to determine the parameter vector β and the threshold values μ_1 , μ_2 , and μ_3 so as to be able to subsequently estimate Y^* and predict Y for specific configurations of X .

In order to ensure that enough responses have been given to each response category of each attribute so that statistically significant coefficients can be obtained, responses to the perception-related questions (4 to 10) are aggregated into three categories: “negative” (-3 to -1), “neutral” (0) and “positive” (+1 to +3). As concerns the demographic attributes, the age and frequency of visit parameters are grouped into three categories: “under 30”, “31-50” and “over 51”, and “rarely” (less than once a month), “intermittently” (once a month) and “regularly” (at least once a week), respectively. No further grouping has been done to the responses to the gender question, as this is binary. As such, the parameters used in the statistical analysis, with their respective categories, are:

- the seven perception-related parameters, i.e. visual environment (VisEnv), ease of moving around (MovAround), comfort (Comf), safety (Saf), crossing positioning (CrossPos), crossing waiting time (WaitTime), and crossing capacity (CrossCap), each one having three categories (1=negative, 2=neutral, 3=positive);
- and the three demographic parameters, namely respondent’s age (Age, 1=under 30, 2=30-50, 3=over 50), respondent’s gender (Gen, 1=male, 2=female) and frequency of visit (Freq, 1=rarely, 2=intermittently, 3=regularly).

Regression is carried out by taking each one of the seven perception-related attributes as the dependent variable and fitting a model with the remaining perception-related and the three demographic parameters as independent variables. No models are fit with the demographic attributes as dependent variables, as these may be considered constant and can thus only be analysed as causes and not as consequences.

It should be noted that while the attributes are used as ordinal variables in the left hand side of each model, it has been decided that only binary variables (zero-one) be used as independent variables in the right hand side to ensure better readability of the effects. Namely, if ordinal variables were included in the right hand side, then the effect of an independent variable on the dependent one would not only be expressed by the coefficient, but would also depend on the value of the independent variable itself (such that a value of “2” would mean that the effect would be doubled). Zero-one

variables on the other hand ensure that the effect only depends on the value of the coefficient, as the effect is zero if the variable is zero, and is equal to the coefficient if the variable is one.

In order to meet this condition, each ordinal variable is replaced by a series of binary ones in the right hand side of each model, depending on the number of categories of the corresponding attribute. Considering the fact that the number of variables coming into a model for each attribute should be $n-1$, where n is the number of categories of the attribute, two variables are introduced for each perception-related parameter, another two each for “Age” and for “Freq”, and another one for “Gen”. With respect to the notation, the postfixes (₂, ₃) denote the cases where the respective attributes take the value indicated (e.g. the `_VisEnv_2` zero-one variable denotes the `VisEnv=2` category). The attributes considered and the respective variables used in the models are listed in Table 1.

TABLE 1 Attributes and variables

Attribute	Ordinal var.	Categories	Binary independent var.
Visual environment	VisEnv	1=negative 2=neutral 3=positive	<code>_VisEnv_2</code> <code>_VisEnv_3</code>
Ease of moving around	MovAround	1=negative 2=neutral 3=positive	<code>_MovAround_2</code> <code>_MovAround_3</code>
Comfort	Comf	1=negative 2=neutral 3=positive	<code>_Comf_2</code> <code>_Comf_3</code>
Safety	Saf	1=negative 2=neutral 3=positive	<code>_Saf_2</code> <code>_Saf_3</code>
Crossing positioning	CrossPos	1=negative 2=neutral 3=positive	<code>_CrossPos_2</code> <code>_CrossPos_3</code>
Crossing waiting time	WaitTime	1=negative 2=neutral 3=positive	<code>_WaitTime_2</code> <code>_WaitTime_3</code>
Crossing capacity	CrossCap	1=negative 2=neutral 3=positive	<code>_CrossCap_2</code> <code>_CrossCap_3</code>
Respondent's age	Age	1=under 30 2=30-50 3=over 50	<code>_Age_2</code> <code>_Age_3</code>
Respondent's gender	Gen	1=male 2=female	<code>_Gen_2</code>
Frequency of visit	Freq	1=rarely 2=intermittently 3=regularly	<code>_Freq_2</code> <code>_Freq_3</code>

4.2 Modelling results

The STATA 10 statistical software package is used to perform the series of regressions and estimate the coefficients of the resulting ordered logit models. The results are shown in Table 2, where in each of the sub-tables the dependent ordinal variable is shown at the top-left cell. It should be noted that the tables of the two regressions using the `VisEnv` and `Saf` attributes as the dependent variables have not been included in Table 2, as the models did not converge. The two attributes have not been included in the other models as independent variables either, as they have either resulted in non-convergence, or in statistically insignificant models as whole. The reason behind this is that almost all respondents gave positive ratings to both visual environment and safety (hence the higher average ratings shown in

Figure 4a) regardless of their responses to the other questions, thus making an estimation of their interrelationships with the other attributes impossible. While from a purely statistical perspective this implies that visual environment and safety have no effect on the other attributes, this conclusion cannot be accepted from a logical perspective, as several interrelationships can be identified in practice (e.g. crossing capacity and safety, safety and age, visual environment and comfort, etc). The occurrence in question has thus been attributed to potential lack of clarity in the questions' formulation, or to the absence of benchmarks as to what constitutes a pleasant and safe environment, which can be established through comparison with a different site.

Looking at the other five models in Table 2, it can be seen that they are statistically significant as whole, as the null hypothesis for each model that all its coefficients are equal to zero is rejected at the 5% level in all models (Prob<chi2 smaller than 0.05). For the interpretation, the values of the coefficients (Coef. column) and their statistical significance to the 5% level through their p-values (P>|z| column) are examined.

TABLE 2 Ordered logistic regression models

(a)						
Ordered logistic regression				Number of obs = 202		
				LR chi2(13) = 70.14		
				Prob > chi2 = 0.0000		
Log likelihood = -144.61498				Pseudo R2 = 0.1952		
MovAround	Coef.	Std. Err.	z	P> z	[95% Conf. Interval]	
_Comf_2	1.249796	.4153594	3.01	0.003	.435707	2.063886
_Comf_3	2.03011	.4639469	4.38	0.000	1.120791	2.939429
_CrossPos_2	1.795007	.6092461	2.95	0.003	.6009071	2.989108
_CrossPos_3	2.065914	.5748088	3.59	0.000	.9393097	3.192519
_WaitTime_2	-.4637023	.8038814	-0.58	0.564	-2.039281	1.111876
_WaitTime_3	.0637535	.7910835	0.08	0.936	-1.486742	1.614249
_CrossCap_2	-.1401532	.5212457	-0.27	0.788	-1.161776	.8814697
_CrossCap_3	.4390324	.5146418	0.85	0.394	-.569647	1.447712
_Age_2	-1.013645	.4731191	-2.14	0.032	-1.940941	-.0863483
_Age_3	-1.270391	.5493713	-2.31	0.021	-2.347139	-.193643
_Gen_2	.4088403	.3291786	1.24	0.214	-.2363379	1.054018
_Freq_2	.4815159	.4458645	1.08	0.280	-.3923625	1.355394
_Freq_3	-.5226736	.4202032	-1.24	0.214	-1.346257	.3009096
/cut1	-.1268073	.8104771			-1.715313	1.461699
/cut2	1.532585	.8221726			-.0788434	3.144014
(b)						
Ordered logistic regression				Number of obs = 202		
				LR chi2(13) = 58.15		
				Prob > chi2 = 0.0000		
Log likelihood = -191.77096				Pseudo R2 = 0.1316		
Comf	Coef.	Std. Err.	z	P> z	[95% Conf. Interval]	
_MovAround_2	1.338678	.5628555	2.38	0.017	.2355013	2.441854
_MovAround_3	2.284736	.5344686	4.27	0.000	1.237197	3.332275
_CrossPos_2	.1107058	.577844	0.19	0.848	-1.021848	1.243259
_CrossPos_3	.0031667	.5391777	0.01	0.995	-1.053602	1.059936
_WaitTime_2	-.4521513	.7937637	-0.57	0.569	-2.0079	1.103597
_WaitTime_3	-.1338138	.7836143	-0.17	0.864	-1.66967	1.402042
_CrossCap_2	.7374347	.5303857	1.39	0.164	-.3021022	1.776972
_CrossCap_3	1.157451	.4858179	2.38	0.017	.2052652	2.109636
_Age_2	-.579616	.3491055	-1.66	0.097	-1.26385	.1046181
_Age_3	-.6192661	.4184308	-1.48	0.139	-1.439375	.2008432
_Gen_2	.3131166	.2833993	1.10	0.269	-.2423357	.8685689
_Freq_2	-.3101735	.3707309	-0.84	0.403	-1.036793	.4164458
_Freq_3	.4552166	.3502757	1.30	0.194	-.2313111	1.141744
/cut1	1.715227	.9096525			-.0676593	3.498113
/cut2	3.23071	.9301734			1.407603	5.053816

TABLE 2 (continued)

(c)						
Ordered logistic regression				Number of obs = 202		
Log likelihood = -141.24843				LR chi2(13) = 41.32		
				Prob > chi2 = 0.0001		
				Pseudo R2 = 0.1276		
CrossPos	Coef.	Std. Err.	z	P> z	[95% Conf. Interval]	
_MovAround_2	.0690453	.5223259	0.13	0.895	-.9546947	1.092785
_MovAround_3	1.187012	.5198409	2.28	0.022	.1681427	2.205882
_Comf_2	-.4973046	.425519	-1.17	0.243	-1.331307	.3366973
_Comf_3	.0286856	.4671069	0.06	0.951	-.8868271	.9441983
_WaitTime_2	1.575098	.7554797	2.08	0.037	.0943854	3.055811
_WaitTime_3	2.108894	.7431241	2.84	0.005	.6523974	3.56539
_CrossCap_2	.2004185	.5579143	0.36	0.719	-.8930734	1.29391
_CrossCap_3	-.1375428	.5342588	-0.26	0.797	-1.184671	.9095851
_Age_2	.7152615	.4002679	1.79	0.074	-.0692492	1.499772
_Age_3	.444675	.4978483	0.89	0.372	-.5310897	1.42044
_Gen_2	-.080589	.338662	-0.24	0.812	-.7443543	.5831762
_Freq_2	-.0896156	.4653678	-0.19	0.847	-1.00172	.8224886
_Freq_3	-1.07301	.4072423	-2.63	0.008	-1.87119	-.2748296
/cut1	-.319948	.7919441			-1.87213	1.232234
/cut2	1.506265	.8077501			-.0768956	3.089427

(d)						
Ordered logistic regression				Number of obs = 202		
Log likelihood = -130.08093				LR chi2(13) = 52.74		
				Prob > chi2 = 0.0000		
				Pseudo R2 = 0.1686		
WaitTime	Coef.	Std. Err.	z	P> z	[95% Conf. Interval]	
_MovAround_2	-.0431655	.5349036	-0.08	0.936	-1.091557	1.005226
_MovAround_3	.4344871	.537156	0.81	0.419	-.6183193	1.487294
_Comf_2	.456753	.4485614	1.02	0.309	-.4224111	1.335917
_Comf_3	.1335155	.4470725	0.30	0.765	-.7427306	1.009761
_CrossPos_2	.5080314	.6296382	0.81	0.420	-.7260368	1.7421
_CrossPos_3	1.33566	.5987142	2.23	0.026	.1622018	2.509118
_CrossCap_2	.1729429	.4814151	0.36	0.719	-.7706134	1.116499
_CrossCap_3	1.998022	.4864742	4.11	0.000	1.04455	2.951494
_Age_2	.3880264	.4234662	0.92	0.360	-.4419522	1.218005
_Age_3	1.34842	.5272417	2.56	0.011	.3150455	2.381795
_Gen_2	-.3013085	.3441275	-0.88	0.381	-.975786	.3731691
_Freq_2	-.258104	.4239173	-0.61	0.543	-1.088967	.5727586
_Freq_3	.2362618	.4328494	0.55	0.585	-.6121075	1.084631
/cut1	-.3757227	.7801506			-1.90479	1.153344
/cut2	2.248294	.8072543			.6661049	3.830484

(e)						
Ordered logistic regression				Number of obs = 202		
Log likelihood = -154.24334				LR chi2(13) = 62.04		
				Prob > chi2 = 0.0000		
				Pseudo R2 = 0.1674		
CrossCap	Coef.	Std. Err.	z	P> z	[95% Conf. Interval]	
_MovAround_2	.3051491	.4901582	0.62	0.534	-.6555433	1.265842
_MovAround_3	.6235698	.5004164	1.25	0.213	-.3572283	1.604368
_Comf_2	.7990072	.4148936	1.93	0.054	-.0141693	1.612184
_Comf_3	.9886653	.4403051	2.25	0.025	.1256832	1.851647
_CrossPos_2	.2361271	.654404	0.36	0.718	-1.046481	1.518735
_CrossPos_3	-.0631554	.6099978	-0.10	0.918	-1.258729	1.132418
_WaitTime_2	2.340458	.7571467	3.09	0.002	.8564781	3.824438
_WaitTime_3	3.399866	.7450346	4.56	0.000	1.939625	4.860107
_Age_2	-.5829074	.4438523	-1.31	0.189	-1.452842	.2870271
_Age_3	-1.340833	.5024737	-2.67	0.008	-2.325663	-.3560025
_Gen_2	.1118427	.3249769	0.34	0.731	-.5251003	.7487857
_Freq_2	-.2523768	.4118915	-0.61	0.540	-1.059669	.5549156
_Freq_3	-.6968797	.4055348	-1.72	0.086	-1.491713	.097954
/cut1	.7740028	.8600934			-.9117492	2.459755
/cut2	2.466093	.8831564			.7351382	4.197048

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2 Table 2a shows the resulting model with the ease of moving around attribute (MoveAround)
3 as the dependent variable. As can be seen, the coefficients of the variables _Comf_2, _Comf_3,
4 _CrossPos_2, _CrossPos_3, _Age_2 and _Age_3 are found to be statistically significant (<0.05) and
5 are all positive. With respect to the first four, this implies that the attributes of comfort and positioning
6 of crossings have positive effects on the ease of moving around the area, such that pedestrians who
7 rate the comfort and the positioning of crossings in a street space positively are also likely to find it
8 easy to move around. It is additionally noteworthy that the effects increase with higher ratings of both
9 attributes, and that while the effect of the crossings positioning is higher than that of the comfort in
10 neutral ratings, it is roughly equal in the case where both attributes are rated positively. On the other
11 hand, the negative coefficients of _Age_2 and _Age_3 indicate an inverse relationship between age
12 and the ease of moving around. In fact, it seems that the ease of moving around is likely to be looked
13 at less favourably by older people, as already suggested by the histogram of Figure 4c.

14 Considering the model with the comfort attribute (Comf) as the dependent variable (Table 2b),
15 the variables _MoveAround_2, _MoveAround_3 and _CrossCap_3 have statistically significant
16 coefficients. In the case of the former two (MoveAround), the finding of the first model can be
17 identified as a two-way effect, as it appears that the ease of moving around has an effect on the
18 pedestrian comfort, with positive coefficients increasing with higher ratings. As concerns the other
19 attributes, the positive coefficient of _CrossCap_3 indicates that highly-rated crossing capacity is
20 likely to also lead to a positive perception of comfort.

21 Taking the positioning of crossings (CrossPos) as the dependent variable (Table 2c), the
22 variables _MoveAround_3, _WaitTime_2, _WaitTime_3 and _Freq_3 have statistically significant
23 coefficients. The positive coefficient of the first variable demonstrates that the positively rated ease of
24 moving around the space is likely to positively affect the rating of the crossings' positioning. The
25 positive coefficients of the next two variables indicate that the waiting time has a similar effect, which
26 in fact becomes stronger with increased positive perception of waiting time (the coefficient of
27 _WaitTime_3 is higher than _WaitTime_2). As such, it appears that pedestrians who find it easy to
28 move to the crossings and do not find that they are waiting too long to cross are also likely to be
29 happy with the positioning of the crossings. On the other hand, the negative coefficient of _Freq_3
30 suggests that the positioning of the crossings is looked at more critically by regular visitors to the area.

31 The interrelationship between the positioning of the crossings and the perceived waiting time
32 is further found to be two-way in the model where waiting time (WaitTime) is the dependent variable
33 (Table 2d), as _CrossPos_3 has a positive statistically significant coefficient. Additional effects on the
34 waiting times that can be identified are that of the crossing capacity, given the positive significant
35 coefficient of _CrossCap_3, and that of the older age, given the also positive coefficient of _Age_3.
36 These indicate that pedestrians may perceive waiting at crossings more favourably if crossings appear
37 well-positioned and of sufficient capacity, or if the pedestrians are over 50 years old.

38 Lastly, interesting conclusions can be drawn from the last model, where the crossing capacity
39 (CrossCap) is the dependent variable (Table 2e), and where the variables _Comf_3, _WaitTime_2,
40 _WaitTime_3 and _Age_3 have statistically significant coefficients. The positive coefficient of
41 _Comf_3 implies that pedestrians who rate comfort positively are likely to look more favourably on
42 crossing capacity, indicating that the interrelationship between the two parameters is two-way. The
43 positive coefficients of the WaitTime variables, in conjunction with the model of Table 2d, show that
44 the interrelationship of the waiting time at crossings and of the perceived capacity of the crossings is
45 also two-way, with higher ratings of the former having a higher effect of the latter. On the other hand,
46 the negative coefficient of _Age_3 suggests that older pedestrians (over 50) perceive the capacity of
47 the crossings less favourably.

48 In summary, the models suggest that there is interdependence between many of the
49 parameters constituting the pedestrians' perception of public spaces. The different relationships are
50 summarised in Table 3, where the nature of each dependence (positive, negative or none) and its
51 magnitude are indicated.

TABLE 3 Interdependence of pedestrian perception parameters

		Dependent variable				
		Ease of movement	Comfort	Crossing positioning	Crossing waiting time	Crossing capacity
Independent variable	Ease of movement		++	+	.	.
	Comfort	++		.	.	+
	Crossing positioning	++	.		+	.
	Crossing waiting time	.	.	++		+++
	Crossing capacity	.	+	.	+	
	Age	-	.	.	+	-
	Gender
	Frequency of visit	.	.	-	.	.

5 CONCLUSIONS

In light of the shift in focus in urban street design, this paper examined the topic of the evaluation of the pedestrian experience in public spaces and presented a new method based on a questionnaire for use in on-street surveys, building on comprehensive pedestrian evaluation systems. Collecting data from respondents in London's South Kensington area, which has recently undergone major redevelopment to a more pedestrian-oriented street design, the study found that the new design generally attracted positive comments, but that there is room for improvement in terms of the pedestrian comfort. Then, the study went on to conduct statistical analysis to the data to investigate the interrelationships between the several aspects constituting the pedestrian experience. By performing a series of ordered logistic regressions, it was found that there are strong positive dependences between comfort and ease of movement, between the perceived positioning of the crossings and the ease of movement, and between the perceived waiting time and the capacity of the crossings. Dependences were also identified between the pedestrian's age and the ease of movement and perceived crossing capacities, and between the frequency of visit to an area and the perceived crossing positioning.

The results highlight the need for putting special attention into the different aspects of public space at the design stage, since the way in which pedestrians perceive a particular aspect may be influenced by altering other aspects rather than just the one in question. For example, if designers were interested in improving the waiting times of crossings, they may want to consider improving the capacity of the crossings instead, since this is likely to improve the perception of the waiting times by pedestrians without the need of modifying the signal programmes.

While the study has thrown some light into the topic of assessing the pedestrian experience, research in this direction continues. Further work will primarily concentrate on collecting data from more sites in order to investigate the effects of the visual environment and safety parameters, but also to observe the performance of the new questionnaire in a more generic context. Additionally, through comparative work with comprehensive pedestrian audit systems, such as PEDS and PERS, predictive models will be derived which will allow for more detailed assessment of the pedestrian experience in situations with limited data availability. Finally, the relationship of the pedestrian experience with the behaviour of other road users, such as vehicle drivers and cyclists, will be investigated.

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