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Sustainable Accessible Future Environments

T 2.2

Interviewing users of services
of selected urban areas



SAFE

SUSTAINABLE, ACCESSIBLE FUTURE ENVIRONMENTS

The course is a collaboration between five European Universities

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T2.1 Mapping accessibility of services in selected urban areas

T2.2 Interviewing users of services of selected urban areas

Interviews are one of the six activity tasks in Work Package 2 whose main result is the development of a digital toolkit for SAFE Accessibility to help make communities more accessible and inclusive. As all the activities in Work Package 2 also interviews have a multidisciplinary approach to raise awareness of the issues faced by people belonging to vulnerable groups and to develop a toolkit to tackle these issues. Impact and target groups are students, teachers, residents, visitors, business managers and employees, associate partners, and public authorities responsible for urban areas. Interviews are developed by partners and tested in different activities and studies during the project by stakeholder representatives and students. Based on testing, the results provide information on how useful the interviews and the whole toolkit is. With the help of the interviews all project target groups, including vulnerable people, locals, and visitors, can benefit from greater awareness and knowledge of the primary issues in terms of accessibility and safety. Also, Managers, employees, and public authorities can benefit, because it helps them self-assess their position on the accessibility and safety they offer to vulnerable groups. Interviewing users of services in selected urban areas with a focus on the analysis of the open spaces helps to understand and research the movement of people, especially related to issues of accessibility, safety, and inclusion. With qualitative interviews in the local communities, many impacts can be measured. They can also offer a deeper understanding of the behavior and needs of users of services, especially diverse specific target groups which ensures that the gained insight will be transferable. With the help of interviews, one can critically understand the meaning of the functionality of urban areas and spaces.

SAFE team, in all countries, interviewed users of services of selected urban areas with the focus on analysis of the open spaces. Data from interviews conducted with customer target groups are share in open access repository Zenodo.

Thege, B. (2024). Interviewing users of services of selected urban areas (Kiel) [Data set]. Zenodo. <https://doi.org/10.5281/zenodo.10658940>

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URBAN PUBLIC SPACE

Time of the interview (date, time), place:

Name of interviewer:

I. set of questions: QUESTIONS ABOUT CHARACTERISTICS OF THE AREA

1. Why do you visit this area? (main purposes)

2. What are the pleasant things in this area for you?

3. And what do you not like so much/not at all?

4. What are the elements by which you recognize the area? (for example, places of worship, shops, bars, public program, schools, university, monuments, parks, other)

5. How would you rate the orderliness of the area on a scale of 1-5?

- ☐ 1 very untidy
- ☐ 2 untidy
- ☐ 3 neutral
- ☐ 4 tidy
- ☐ 5 very tidy

6. What elements of urban space do you think are missing in the area (green spaces, footpaths, urban equipment...)?

- ☐ greenery, trees
- ☐ footpath
- ☐ urban equipment (bench, sport facilities, public toilet)
- ☐ wifi
- ☐ other, please specify

7. Do you usually stop in the area or is it just on your way to another destination?

- ☐ yes, I stop
☐ the area is merely on the way
☐ other

II. set of questions: **SAFETY**

8. How safe do you feel in this area?

- ☐ 1 very unsafe
☐ 2 unsafe
☐ 3 neutral
☐ 4 safe
☐ 5 very safe

9. Why? (both negative and positive reasons)

10. Are there differences in this feeling with regard to the time of day? If so, which ones?

11. How does traffic impact your experience and your feeling of safety in this area?
(accident risk, awareness of potential help because of other people)

12. Are there some certain places in this area where you feel unsafe? If yes, can you mention the reason why?

13. Have you ever witnessed any kind of disturbances, harassment, or criminality in this area? If yes, can you describe what happened?

14. Have you ever witnessed any kind of disturbances, harassment, or criminality in this area? If yes, can you describe what happened?

III. set of questions: ACCESSIBILITY

15. Have you used some services in this area? (any services, public, private..)

16. If yes, have there been some kind of hindrances for you in accessing these services? Could you describe these?

17. How easy is it to navigate in that area for example (the visibility and readability of the signs, etc).

- ☐ 1 very difficult
- ☐ 2 difficult
- ☐ 3 neutral
- ☐ 4 easy
- ☐ 5 very easy

18. Are there enough car parking possibilities

- ☐ 1 none
- ☐ 2 not enough
- ☐ 3 neutral
- ☐ 4 fairly enough
- ☐ 5 enough

19. How easy it is to reach this area by public transport

- ☐ 1 very difficult
- ☐ 2 difficult
- ☐ 3 neutral
- ☐ 4 easy
- ☐ 5 very easy

20. How do you experience the walkability of the area (even with wheelchair)
(how easy it is to walk around, to get inside etc.)

- ☐ 1 very poor
- ☐ 2 poor
- ☐ 3 fair
- ☐ 4 good
- ☐ 5 excellent

IV. set of questions: FUTURE - DEVELOPMENT

21. What wishes do you have for a redesign or for changes the area (according to inclusiveness, accessibility, safety)

22. What are ways to improve the quality of life in the area in your opinion?

23. How connected do you feel to other people in this area?

24. Do you think people care about this area?

25. How do you see the area in 2030?

V. set of questions: BASIC INFORMATION ABOUT THE RESPONDENT

26. Gender

- ☐ male
- ☐ female
- ☐ non-Binary/other
- ☐ prefer not to disclose

27. Age

- ☐ male
- ☐ female
- ☐ non-Binary/other
- ☐ prefer not to disclose

28. Do you have any issues that might affect you when going outside your home?

For example, health: any disability, physical or mental, age-related, accident-related temporary problems etc. and/or treatment due to the external features (racism), need to manage children and to carry shopping and bags at the same time (pram etc.)

29. Do you intend to use the outdoor public space during this visit?

- ☐ yes
☐ no

30. Participant's status

- ☐ local
☐ the visitor (from a town nearby)
☐ tourist (domestic)
☐ tourist (abroad)
☐ work-related visit

31. The way of passing the area today

- ☐ pedestrian
☐ cyclist
☐ car
☐ bus
☐ other

32. How often do you come to this area/place?

- ☐ daily
☐ weekly
☐ monthly
☐ irregularly



T2.2 Interviewing users of services of selected urban areas