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### WORKING INSTRUCTION ROADSIDE INTERVIEWS

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#### References:

- A: Volume 5, Assessment and Preparation of Road Schemes, TA 11/81 RSI's.  
B: Chapter 8, Traffic Signs Manual – Survey Layout Numbers, 38- 42.

## 1 Introduction

- 1.1 This Work Instruction (WI) describes the processes involved in the planning and execution of Roadside Interviews (RSI's).

## 2 Responsibility

- 2.1 The Manual Survey Manager is ultimately responsible for ensuring that the above mentioned External References are regularly reviewed for their status prior to use. Additionally, Managers and Supervisors are to ensure this WI is adhered to on every occasion that an RSI takes place, and for the regular reviewing of this WI for its effectiveness.
- 2.2 Feedback from staff is a valuable tool in this review process. Once changes to the WI have been agreed on, the HSEQ Manager will effect the relevant changes and issue them accordingly.

## 3 General

- 3.1 Undertaking an RSI is more onerous than most types of survey and requires a higher degree of planning, briefing and training for both Supervisors and site staff. The primary purpose of RSI's is usually to obtain information on the trip patterns of drivers. That is, where have they come from (Origin), where are they going to (Destination) and why they are making the trip (Trip Purpose). In addition, supplementary information is often recorded on vehicle type and number of occupants.
- 3.2 In addition to the interviews, there may be a continuous Manual Classified Count undertaken in conjunction with the RSI. This provides the basis for determining the sample interview rate achieved and how this varies between vehicle classes.

## 4 Office Preparation

- 4.1 Due to the complexity of RSI's, it is vitally important that the following preparations are made:
- A complete understanding of the survey requirements.
  - A thorough system of preparing all survey documentation and in particular the Interview Postcards.
  - Supervisors to plan how they are going to conduct the Supervisors Sample Rate and to ensure that the documentation is practical and effective.
  - Preparation of an informative and effective brief for the survey staff, including safety, and the specific conduct of the survey, such as how much detail is to be recorded.

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## 5 Safety

5.1 At RSI's, Safety is a fundamental issue covering both site staff and other road users. The following points are to be considered:

- The design of the survey location layout and associated traffic management requirements are shown in the Technical Documentation at References A and B. This is to ensure maximise safety for all parties.
- Discussions shall be held in advance of the survey with the relevant District Police and Road Authorities to obtain agreement on the site location and design of the traffic management.
- The survey may only proceed when the police have agreed the traffic management layout.
- Survey staff may be working in the vicinity of high speed and high volume traffic. Staff must be briefed on all of the hazards, and they must pay attention to the written Safety Brief on the reverse of their Time Sheets.
- Survey staff must be provided with the correct PPE.
- Supervisors are to pay careful and constant attention to the site staff activities throughout the period of the RSI.
- On the day of the count, before counting starts, the nominated Supervisor is to walk the site and check that the in place Traffic Management signage meets the requirements stipulated in the agreed Traffic Management plan, giving due consideration to the following:
  - The correct positioning of signage.
  - Type of signs used, correct spelling etc.

Any discrepancies between the TM plan and the signage in place is to be brought to the attention of the Project Manager, before the RSI commences.

## 6 The Role of the Police

- 6.1 In addition to overall responsibility for safety, the police are primarily required on site to stop motorists for interview. Only the police have the power to require a driver to stop. If for any reason there is no police presence, the interviews will have to be suspended until the police arrive.
- 6.2 The number of police required at the survey location will depend on the location layout and the potential traffic volume and consequent disruptions.
- 6.3 Prior to the commencement of the survey the supervisor should advise the police of the number of vehicles that will be interviewed at a time and any specific sampling methodology to be used. Vehicles excluded from the interviews should also be explained. For example: Buses, Funeral cars etc.
- 6.4 If there is under representation of a particular class of vehicles, the police should be requested to specifically target this group,
- 6.5 Ensure that any police new arrivals are made aware of the interview requirements.

## 7 Survey Location Briefing

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7.1 If the Manager and or Supervisors have produced an appropriate briefing pack the following points will be addressed:

- Description of and the reasons why the survey is being conducted.
- Safety Brief and validation in the form of survey staff signing the briefing sheet.
- The presence of the Police and their relationship between the police and the staff.
- Explanation of the documentation to be used and how to complete the forms. The content of an RSI form may vary from project to project. It is vitally important to the success of the RSI that Supervisors are clear as to the exact requirements and that this information is clearly briefed to the interview staff. Supervisors are to regularly check that the interviews are being conducted properly and the forms filled in correctly, completely and legibly.
- How the survey staff are to conduct themselves during the survey.

7.2 There are to be no shortcuts when briefing the staff. Supervisors should plan for adequate time to deliver an effective brief and to be able to commence the survey on time. Important - The success of the survey will rest largely on the effectiveness of the brief.

## 8 Conduct of Survey Staff

8.1 Supervisors should pay particular attention to the following points:

- Effective liaison is maintained with the police throughout the whole period of the RSI.
- Survey staff are fully briefed on all safety aspects, the requirements of the RSI, their conduct and polite behaviour towards interviewees, the actions required in the event of receiving verbal or physical abuse from interviewees and finally to be aware that when in doubt – ASK.

## 9 Post Survey activity

9.1 The successful completion of the survey is only the first stage of the process. The following activities should follow:

### 9.1.1 Supervisors De-Brief

It is vital to the accurate and satisfactory completion of data entry and production of a client's report that all of the survey raw data is complete, in a logical order and is legible. Therefore, Supervisors should complete a full check of all raw data and provide a de-brief to the Project Manager and Data analysis team, for it is they who will be responsible for the next stage in the process.

### 9.1.2 Data Entry/Report

Once again, due to the complexity and volume of raw data, it is imperative that data analysis staff maintain an electronic log, which records the name of each file and the amount of work completed at the end of each day.

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When a number of Data analysis staff are being used to input large amounts of raw data, it is important to remember that regular supervision is required to check on the accuracy and validity of the data and to coordinate the whole process.

**10 Summary**

- 10.1 RSI's require careful planning and a complete understanding of requirements. It is therefore important that: detailed planning, discussion and preparation are undertaken. Effective survey staff briefs are required. Meaningful liaison with local authorities and police is paramount. Constant supervision to ensure safety and the technical aspects of the survey are being maintained.
- 10.2 When the survey is complete checks are to be made of all raw data and the delivery of an effective de-brief to the office staff. Record keeping of inputted data and supervision of data entry and report generation would ensure a quality product.