

PQN Glossary of terms

3 P's or Triple P	Triple P stands for: People, Planet and Prosperity.
5 C's	The 5 C's regarding pedestrian requirements are: Connected, Convivial, Conspicuous, Comfortable, Convenient (Gardner et al, 1996).
Ability	Ability refers to operational quality of a person of being able and having the power to perform, whether physical, moral, intellectual, conventional, or legal. Ability depends on intrinsic competences, task capabilities and concrete task demands. A schematic representation of determinants for abilities, based on ideas of Fuller (2005), is provided by Wegman e.a., 2006.
Accessibility	<p>Accessibility is a general term used to describe the degree to which a person can reach and enter a public space. It is not to be confused with usability which is used to describe how easily a thing can be used by any type of user.</p> <p>Accessibility is strongly related to Universal Design or Design for All. This is about making things accessible to as many people as possible, regardless of age, ability or personal situation.</p>
Accident	In general an accident is an unfortunate event which occurs unexpectedly and unintentionally. In the PQN project an accident is an incident where a pedestrian is <i>injured or killed</i> , in principle unintentionally; incidents where a pedestrian is injured or killed by a careless or aggressive road user in PQN are seen as accidents as well. If there is no injury, but only material damage it will be seen as an incident.
Affects	<p>Affect is the scientific term used to describe a subject's <i>externally</i> displayed mood. This external display is not necessarily the same as the actual mood of a person.</p> <p>In philosophy affect is defined as an empowerment, and not a simple change or modification. Affects are not simple affections, as they are independent from their subject. Artists create affects and percepts, "blocks of space-time", whereas science works with functions and philosophy creates concepts.</p>
Ageing	In PQN Ageing is defined as the demographic process in which the proportion of the elderly increases. The elderly normally are defined as people of 65 and older. With regard to walking elderly people of 80 years and older is a much more functional definition. Generally speaking the generation between 65 and 80 do not have serious trouble walking, except when they have one or more handicaps. One has to bear in mind that among the 80+ there are many that have an excellent condition, are able to walk quite fast and do not have any serious handicap walking. They are however more fragile than younger generations.

There is some empirical evidence that there is a 'fear factor' from speed of cars by people of over 65, that might be explained by uneasiness facing the acceleration of life in general. As a perceived risk it needs to be addressed.

Amenity	Amenities are non-monetary benefits enticing prospective pedestrians to use public space. These amenities may be in the form of tangible benefits e.g. parks, swimming pools, health-club facilities, party rooms, bike paths, community centres, doorman, garage, pet-friendly home, etc. Intangible benefits are "pleasant view", "sun-lit living room" etc. which add to the living comforts.
Assessment	Assessment is the process of documenting, preferably in measurable terms of specific qualities for the pedestrian, with regard to the person himself (including knowledge, skills, attitudes and beliefs), the social and physical environment and/or the transportation system.
Attitude	Attitudes are positive, negative or neutral views of a person or groups of persons. People can also be "ambivalent" towards a target, meaning that they have mixed feelings.
Attractiveness	Attractiveness means the capability of giving rise to confluences in most pedestrian users through appeal based on intermediate spaces configuration (form, use and structure of spaces) (definition by PROMPT)
Audit	An audit is an evaluation of an organisation, system, process, project or product. Audits are performed to ascertain the validity of a strategy, policy or policy measure and/or the functionality and safety of a current or future situation.
Barrier	Barrier is used in two meanings: <ul style="list-style-type: none"> • in the sense of physical obstacle that makes, e.g., walking at a certain place more difficult or impossible • in the more general sense, where a barrier makes a certain type of behaviour - walking in our case - unattractive, which could be to such a degree that that behaviour - walking - is avoided
Behaviour	Behaviour refers to the actions or reactions of a person or group of persons in relation to their environment. Behaviour can be conscious or unconscious, overt or covert, and voluntary or involuntary. It can also be common, unusual, acceptable, or unacceptable. People evaluate the acceptability of behaviour using social norms and regulate behaviour by means of social control. Behaviour only gets meaning if it is directed at other people or objects. Social behaviour is behaviour that is specifically directed at other people.
Captive walkers	Pedestrians that have no choice but to walk as opposed to persons who have a choice concerning the mode to use.

Certainty	Certainty means the provision of a place to let people know where they are and where to go. It is often used as the third aspect in the triad with safety and security and closely linked to place legibility. See also Place legibility, Safety, Security.
City centre	In general the city centre is the older central area in a city, where shopping and public services are to be found. It is the showpiece of the city. Typically city centres are compact and easy to walk.
Comfort / Comfortable	<p>Comfort or Comfortable is one of the 5C's regarding to public space requirements for pedestrian. It relates to the extent to which walking is accommodated to competences and abilities of all types of pedestrians. In 'objective' functional terms comfort refers to observable usability, where pedestrians can use spaces or facilities without the apparent need to strain oneself.</p> <p>Comfort is primarily associated with positive feelings. It can however also be seen as 'no negative feelings'. Therefore, facilities are usually seen as comfortable if one does not notice anything negative (see definition in PROMPT).</p> <p>In 'subjective' terms Comfort is a state of mind, a feeling of usability without stress, uneasiness or pain.</p>
Communication (interpersonal)	Interpersonal Communication is social interaction where at least two interacting agents share a common set of signs (words, thoughts, ideas, other information) and a common set of rules to handle the exchange of those. Communication is ideally – but not necessarily - based on the respect, promises and the want for social improvement.
Competences	Competences refer to the ability to perform certain tasks. Competences are intrinsic abilities, which sometimes can be enhanced by training.
Connected / Connectivity	Connected or Connectivity is one of the 5 C's regarding public space requirements for pedestrians. It refers to the property of the infrastructure network that links trip origins to desired destinations, thus making it possible for persons to get where they want to go, as well as the extent of linkages between different routes and network.
Conspicuous	Conspicuous is one of the 5C's regarding to public space requirements for pedestrian. Conspicuous relates the measure to which an object or a facility is noticeable or eye-catching in terms of clear and legible routs, signing and information.
Constraints	A constraint is anything that prevents the system and/or the pedestrian from achieving a higher performance relative to its goal.
Convenient / Convenience	Convenient or Convenience is one of the 5C's regarding to public space requirements for pedestrian. Convenience relates to the measure to which public space or a facility suits the pedestrians' special needs, i.e. that is saves time or frustration.

	<p>"Convenience" is a very relative term and its meaning tends to change over time. What was once a convenience (a zebra crossing) is today regarded as a normal part of life. Likewise today's luxuries will probably be perceived in the same way in the future.</p>
Convivial	<p>Convivial is one of the 5C's regarding to public space requirements for pedestrian. Convivial connects two qualities: 'liveable' and 'together'. Convivial public space means that its design and facilities support an agreeable sojourn, that it is liveable, enduring, tolerable. Convivial public space feels safe and inviting for pedestrians, mainly because (most of the times) there are other human beings.</p>
COST	<p>COST is an intergovernmental European framework for international co-operation between nationally funded research activities. COST creates scientific networks and enables scientists to collaborate in a wide spectrum of activities in research and technology. COST activities are administered by the COST Office. Website: http://www.cost.esf.org</p>
COST358	<p>The Pedestrians' Quality Needs project is a so called COST Action. Its number is 358.</p>
Country Report	<p>In the Pedestrians' Quality Needs project a Country Report is a report in which the state of affairs in a country with regard to pedestrian quality and knowledge, data, information and attitudes about it are described.</p>
Danger	<p>Danger refers to being at risk, meaning that events or conditions may occur that have a harmful or negative effect.</p> <p>Danger and Risk are related concepts. The difference is best illustrated by looking at the meaning of 'greater danger' and 'greater risk'. A greater danger implicates a larger chance on greater disaster; a greater risk points to a larger chance on a particular type of disaster.</p>
Design for All = D4A	<p>Design for All (= Universal design = Inclusive Design) is an approach to the design of products, services and environments to be usable by as many people as possible regardless of age, ability or situation. It strives to be a broad-spectrum solution that helps everyone, not just people with disabilities. It also recognizes the importance of how things look and appeal to a wide range of potential users.</p>
Determinants	<p>A determinant factor is a factor that causes a (specified) effect with a certain probability.</p>
Dimension	<p>The word Dimension can have three meanings:</p> <ol style="list-style-type: none"> 1. size or extent of an (physical) object 2. an aspect, characteristic or quality of an concept, for example the concept of Quality of Life has an number of dimensions (such as economic, social, political, security, comfort dimensions)

3. mathematical concept: one dimensional: a line; 2 dimensional: a square or other matters that have a width and height; 3 dimensional: a cube or other objects that have width, height and depth.

Durability	Durability is not a synonym for Sustainability. Durability relates to the life cycle, the wear & tear and functionality of materials, interventions, policy programs. Conversely Sustainability refers to the absence of negative consequences for future generations from decisions taken at this moment. See also: Sustainability.
Effectiveness	An effective measure or policy is one that significantly helps to improve the situation, getting things done. Effectiveness of a measure of policy always relates to the goals that were set in advance. If no goals were set, no statement regarding the effectiveness can be given. See also: Efficacy, Efficiency.
Efficacy	Efficacy is about doing the right things to get desired results, regardless of the resources spent. See also: Effectiveness, Efficiency.
Efficiency	An efficient measure or policy is one that helps achieving goals at a minimum of resources spent. It is about doing things right.
Emotions	<p>Emotion is an intense mental state that arises autonomically in the nervous system rather than through conscious effort, and evokes either a positive or negative psychological response. An emotion is often differentiated from a feeling (Wikipedia, 2007).</p> <p>An emotion is usually experienced as a distinctive type of mental state, sometimes accompanied or followed by bodily changes, expressions or actions.</p> <p>An emotion is caused by a person consciously or unconsciously evaluating an object or event as relevant for a personally important concern.</p> <p>The core of an emotion is readiness to act and the prompting of plans (Oatley and Jenkins, 1996).</p> <p>see also Motivation</p>
Engineer	An Engineer is a professional who, given a problem and a specific set of goals and constraints, finds a technical solution to the problem that satisfies those goals within those constraints.
Everyday walking	In PQN Everyday walking is defined as walking in public space within the urban area, done for common reasons (going to school, to work, leisure, social reasons, shopping).
Existential level decisions	Decisions that precondition strategic decisions with regard to travelling in the PQN project are called 'existential'. Examples of such decisions are decisions to go live at a certain place, to accept a job, to marry and have children, to buy a year ticket for railway services, to move to a home near a train station etc.

Exposure (to risk)	Exposure is measured in terms of time spent in traffic, number of trips, total distance covered, the number of streets to cross. Exposure defines risk, which can be expressed in quantitative terms as the ratio between accidents and exposure.
Facilities	A Facility is a building, a structure, a utility, a usefully designed environment that supports doing something one needs and wants to do (i.e. talking to people, work, crossing the street).
Forecasting	Forecasting is the process of estimation of unknown (future) situations. Prediction is a similar, but more general term. Forecasting usually refers to the estimation of time series (statistical trends) see also: Foresight, Future prospects, Trends
Foresight	Foresight is a form of forecasting, but includes also events that cannot be predicted by time series (statistical trends), like radical changes of attitudes regarding walking, new technologies etc. see also: Forecasting, Future prospects, trends
Fraternal review	Review of a text by other participants in the project
Future prospects	In the PQN project the assessment of Future prospects includes foresight, which includes foreseen radical changes in attitudes or technical, political or organisational innovations. See also: Forecasting, Foresight, Trends
Gender	Gender refers to the sexual distinction between male and female.
Health	In the PQN project it specifically refers to physical fitness and stress management in relation to the tasks a pedestrian needs to perform and the health benefits of transport related physical activity like walking or cycling. See also: Competences.
HOTEL	HOTEL – How to analyse quality of life – is an accompanying measure in the key Action “Improving the socio-economic knowledge base” of the EC Fifth Framework Programme.
ICTCT	International Co-operation on Theories and Concepts in Traffic Safety (the organisation that took the initiative to this project; many of the participants of the PQN project are affiliated with ICTCT); website: http://www.ictct.org
Impact assessment	Impact assessment (IA) is "a process aimed at structuring and supporting the development of policies. It identifies and assesses the problem at stake and the objectives pursued. It identifies the main options for achieving the objective and analyses their likely impacts in the economic, environmental and social fields. It outlines advantages and disadvantages of each option and examines possible synergies and trade-offs" [Source: European commission on: http://ec.europa.eu/governance/impact/index_en.htm]
Indicator	An indicator represents a synthesis of data. It is a way to represent and simplify a more complex system or knowledge.

Indicators can be tools:

- to evaluate the existing walking environment and to give suggestions for policy and strategies to apply;
- to guide stakeholders (including planners, designers and policymakers) for making interventions where the requirements for pedestrians are not met.

Every indicator can be described to specify its characteristics, its objectives, how to apply it, transversal relations, the way to measure it, the thresholds, minimum or maximum values etc.

Incident	An incident is an occurrence or event. In the PQN project the word Incident will be used as an potentially harmful event i.e. a near-accident (conflict without physical damage). Incidents can be have emotional effects.
Injured pedestrian	In the PQN project an injured pedestrian is any pedestrian that needs medical attention (at least Emergency Rescue services). Severely injured is defined as an injured person that needs to be hospitalised for at least one day and night (24 hours).
Intention	An intention is a course of action a person or organisation intends to follow in the (immediate) future, given enough perceived behavioural control and as soon as the opportunity arises.
Intended state	Intended state, desired or ideal state of the system refers to qualities of the system that people feel are needed or wanted. The intended state is generally not quantifiable.
Intervention	An intervention is a deliberate action that interferes with the course of events. In general an intervention is aimed at changing an undesired process. Intervention is rather similar to Measure; an intervention however can be unplanned, whilst a measure is always planned.
Intrinsic quality	An Intrinsic quality is an essential quality that a product or service has from itself.
Item	An item is a subject in a discussion, an entry in a list, or one object in a collection of objects. For example items in a requirement program of a PQN project are points that have to show up at a minimum, standard, maximum or optimal level.
Killed pedestrian	A killed pedestrian is a pedestrian that was involved in an accident and died within 30 days of that accident.
Life quality	Quality of life is a term that can be defined in many different ways: referred to material supply, to non-material values, in terms of objective living conditions and their determinants (Scandinavian approach), or in subjective terms as an individuals' subjective experience of their lives (American Approach).
Life style	A lifestyle refers to the way a person (or a group) lives. This includes patterns of social relations, consumption, entertainment, and dress. A lifestyle typically also reflects an

	individual's attitudes, values or worldview. Having a specific "lifestyle" implies a conscious or subconscious choice between one set of behaviours and some other sets of behaviours.
Maintenance	Maintenance is fixing any sort of device, facility, service or policy should it get out of order, broken or dysfunctional as well as performing the routine actions which keep the device etc. in working order or prevent trouble from arising (preventive maintenance).
MASTER	MASTER stands for Managing Speeds of Traffic on European Roads and was a European mobility research project, in which needs and wishes expressed by pedestrians were compared to the needs and wishes of car drivers.
Measure	A measure is a deliberate and planned action that interferes with a course of events. See also: Intervention.
Mental map	A Mental map refers to the image a person has of his world: what his environment looks like, where elements (i.e. homes, shops, parks, friends) are placed, how they can be reached and how the elements are valued.
Mental representation	Mental representation refers to how something (external) is represented in one's mind. A mental model is an explanation in someone's thought process for how something works in the real world. It is a kind of internal symbol or representation of external reality, hypothesised to play a major part in cognition.
Mobility	Mobility is the ability and willingness to move or change house or work. In PQN this wide definition is used, contrary to common use in transport sciences and transport policy, where it is mainly seen in terms of distances covered. For a pedestrian mobility can depend on motor skills; mobility aids may be needed such as a walking stick, walker, mobile standing frame, power operated vehicle/scooter, wheelchair or white cane for visual impairment. In relation to disability, mobility refers to safety in movement and the prevention of accidents. People are able to be more mobile with vehicles and uncongested roads, public transport. Mobility with regard to one's home depends on availability of houses and being bound to an area because of a job or school, etc. Mobility with regard to one's job depends on availability of jobs (depending on the general job market and on one's versatility, quality, etc.), mobility with regard to one's home, etc.
Model / modelling	A model is a simplified representation of a real world system or (chain of) events. Modelling is the activity of simplifying and schematizes reality to a measure that it can be (more) easily understood or used for forecasting.
Motivation	Motivation is having the desire and willingness to do something. It refers to the initiation, direction, intensity and persistence of behaviour. Motivation is a temporal and

	dynamic state that should not be confused with personality or emotion. A motivated person can be reaching for a long-term goal such as becoming a professional writer or a more short-term goal like learning how to spell a particular word. As opposed to motivation, emotion refers to temporal states that do not immediately link to behaviour (e.g., anger, grief, happiness) See also http://en.wikipedia.org/wiki/Motivation .
Motive	In the PQN project the concept Motive refers to the reason why a person travels, walks or sojourns in public space: to go to work, shopping, visiting family, friends and acquaintances, to recreate etcetera. The word is also used as synonym for motivation.
Needs	<p>A Need is a human feature that arouses a human being to action toward a goal and the reason for action, giving purpose and direction to behaviour. There are needs on several 'levels': homeostatic (existence), psychological, social and political spheres.</p> <p>A need refers to a desired state of the system; it does not matter how that desired state is achieved.</p> <p>A need exists irrespective of satisfaction of the need.</p> <p>In the PQN project the word Needs will only be used as an individuals' or group of individuals' needs (demand-oriented) and refer to necessary qualities of the system, 'need to have'. Wants refer to qualities, services and objects that are not absolutely necessary, but 'nice to have'. A requirement is the necessity for a product or service to have one or several specified qualities (to fulfil the needs or wants of pedestrians) and is a (scientific) translation.</p> <p>See also; Requirements.</p>
NOA model	A model on Needs, Opportunities and Abilities presented by Steg & Vlek (see Steg & Vlek, 2009).
Objective quality	Objective quality, which is defined by measurable characteristics of an object or service, which can be observed by instruments like cameras, counters etc. The parameters must not be internal ones (i.e. subject to interpretation, like 'strain'). Subjective quality in turn is an individual's personal assessment and valuation of the objective quality.
Objective risk	Objective risk = (probability of an accident per exposure) x (losses per accident).
Operational behaviour	Operational behaviour relates to the pedestrians' decisions on the operational level: taken on the spot and generally highly automated; operational decisions are seldom conscious decisions. Examples are: place on the road, reaction to traffic and other persons in the environment, pushing the pedestrian light button, step aside.
Opportunity	Opportunities represent a favourable condition to execute a purpose. It is a chance of advancement. To be relevant, the opportunity has to be recognised as such. What is an opportunity is subjective. If a situation offers a favourable

	circumstance, communication and education can help to recognise such opportunities.
Paradigm	A Paradigm is a set of practises at a certain time. Practises may include methods, theories, concepts and connected activities. The term is mostly used as Paradigm Shift, meaning that the common practises need to be changed to (better) cope with the problems. Systems Approach means a Paradigm Shift from reactive to proactive policy making.
Parameter	In general terms a parameter is a measurable characteristic, variable, constant or quantity of a system. In the PQN project parameter is used for simple (not composite) characteristics, whilst indicator is used for complex characteristics (a measure made up from complex data)
Pavement	See under Sidewalk. In British English it means both sidewalk and surface (asphalt, stones, ...) of the street/road.
Pedestrian	A pedestrian is any person that walks or passively sojourns in public space, not having special demands with regard to facilities because of extra ordinary walking motives, like joggers, marathon walkers and wandering outside the urban area (i.e. the mountains or woods). Also included are children using toy transportation modes and handicapped persons using walking aids like walking stick, crutches, a wheelchair or 3 or 4 wheeled electric scooters. Persons using scooters, steps, Segways or other 'aids' and transportation tools 'for fun' are excluded.
Pedestrian quality	Pedestrian (walking & sojourning) quality is defined by the measure to which a pedestrian can fulfil his needs: to be as free as possible in his strategic, tactical and operational decisions regarding mobility, travelling, walking and sojourning in public space.
PEP	PEP is the acronym for the pan-European programme on transport, health and environment (THE PEP). It is a WHO related program.
Perception	Perception is the end result of an individual interpretation of observations. It includes observation via all senses, processing of this information and the images and impressions. It refers to the personal filtering process (see also Representation: 'unfiltered' visual information)
Peri-urban	Peri-urban areas are areas that are relatively close to the urban area of a city. It involves environments where people to some extent depend on the city, but where non-urban land use like agriculture is dominant. See also: Sub-urban.
Performance	Performance is defined as the extent to which a requirement is met in relation to its use.
Pizza-Model	The Pizza model is a descriptive model of clues for options with regard to interventions in transport policy. Essentially the Pizza-model is a checklist for the assessment of the extent to which all options with regard to interventions are covered. It highlights the four main components road user, social

	environment, physical environment and transportation on three levels: individual level, 'group' level and macroscopic level.
Physical quality	Quality of the physical environment described in functional or material terms
Place legibility	Place legibility refers to the measure to which public space can be 'read' easily: are there unambiguous, distinctive and recognisable cues for orientation and for assessing what one can find there, how safe it is, which behaviour is expected or to be expected etcetera. See also: Certainty
Policy (program)	A policy is a plan or approach (course of action) that is needed to achieve a certain goal. Ideally a policy leads to a coherent set of measures. Policy program is made up of a number of individual policies and measures, cemented together in an integral plan.
Policy maker	A Policy maker is a person (officer) that develops policies. In principle a policy maker does not decide on the implementation of the policy. That task is reserved for the decision maker; in governmental organisations: a politician.
Procedure	A procedure is a method, mode of operation or a routine that should be used to achieve a specified target. Thus a procedure can include steps to be taken. Procedure is different from practice , which is an established way of doing things.
Prognosis	A prognosis is a forecast. The best forecasts use foresight. See also: Forecast.
PROMPT	PROMPT stands for the research project on New means to PROMote Pedestrian Traffic in cities. PROMPT is a joint European research effort funded by the European Commission under the Key Action "The City of Tomorrow and Cultural Heritage" of its Fifth Framework Programme "Energy, Environment and Sustainable Development". The project includes six participating countries: Finland, Italy, Switzerland, Norway, Belgium and France. The duration of the project was 36 months from the beginning of March 2000 to the end of February 2003.
Public space	Space where public authorities have jurisdiction. In principle this is limited to publicly owned space; privately owned property can be public space if there is no clear boundary like a fence, a wall, a door or a gate. Thus a café is not public space, whilst an outdoor café can be, provided it is not fenced off and everyone is free to use the place, for free. In sum: public can be defined in a legal sense and in a de facto sense. In PQN 'public' is used in the de facto sense. Public space should be designed, constructed and maintained in such a fashion that it is accessible for everyone, where no one is excluded and which can be used for free.
Quality	Quality relates to the nature and characteristics of things. Quality is primarily associated with the (subjective) expectations people have with regard to a product or service. Quality can be defined as the measure to which the reaching

	<p>of the goal corresponds with the goal. Thus it can be described or defined in objective, measurable terms.</p> <p>Often quality refers to the positive aspects or characteristics of an object, measure, service etc., meaning 'good quality'.</p> <p>See also: Objective quality, Subjective quality.</p>
Quality control	All measures taken to safeguard the quality of the results of the project, such as fraternal review, external review, judgement by the Management Committee or the Senior management Group
Quality of life	Quality of life is a term that can be defined in many different ways: referred to material supply, to non-material values, in terms of objective living conditions and their determinants (Scandinavian approach), or in subjective terms as an individuals' subjective experience of their lives (American Approach).
Requirements	<p>In the PQN project a requirement is a documented characteristic of what a particular product or service should be or do (supply-oriented). In the PQN project the word Need will only be used for needs that individuals or groups of individuals have (demand-oriented). A requirement defines the desired performance of a system, facility or service. Requirements derive from demands from users.</p> <p>See also: Needs</p>
Requisites	A requisite is synonymous to requirement .
Representation	Representation relates to the visible (photographable) environment, and is not necessarily the same as the perception, since perception is an (individual) interpretation and valuation of what one thinks to see. In the context of Representation 'objective' valuations can be given for certain quality aspects like state of repair, building style, property value.
Risk	<p>Risk = (probability of a negative event) x (losses per event). A negative event may be an accident, but also other negatively valued events. In simple terms: risk = chance x consequence.</p> <p>Danger and Risk are related concepts. The difference is best illustrated by looking at the meaning of 'greater danger' and 'greater risk'. A greater danger implicates a larger chance on greater disaster; a greater risk points to a larger chance on a particular type of disaster.</p>
Road Danger (reduction)	<p>Road danger refers to the threat posed by road (use) characteristics on a persons' physical well-being and the physical integrity.</p> <p>Road danger reduction should aim to diminish the risk for road users e.g. pedestrians by directing at the source of the problem and not, as often is done, by reducing the mobility and freedom of movement of pedestrians.</p>

Role	A role is a set of interconnected behaviours, rights obligations and commitments as conveyed by actors. A role can be defined as expected behaviour in a given situation.
Safety	<p>Safety is generally defined by the absence of risk or - less strict - the absence of accidents and potentially harmful incidents. One has to bear in mind however that absolute safety is not possible.</p> <p>The safety of pedestrians should always be seen within the context of mobility and accessibility. In the past safety was often achieved by excluding pedestrians and/or making places inaccessible for them.</p> <p>See also Certainty, Perception, Risk, Road danger reduction, Security, Subjective risk.</p>
Satisfaction	Satisfaction is a state of mind related to the fulfilment of one's wishes, expectations, or needs and it reflects the pleasure derived from this. In this sense, factors that are positively related to the satisfaction of needs are rewarding factors and vice versa.
Security	<p>Security is a condition, where one is protected against danger from the outside. The dangers are usually related to criminal activity, harassments, threats.</p> <p>The difference with safety is that safety does not focus on treats from the outside: a person can act unsafe himself.</p> <p>See also: Safety, Certainty, Risk.</p>
Severely injured	Severely injured is defined as an injured person that needs to be hospitalised for at least one day and night (24 hours). See also: Injured pedestrian.
Sidewalk	A sidewalk is a footpath that alongside a street or road, to be used for walking. In British English a sidewalk is also called <i>pavement</i> . 'Pavement' can be a confusing term because it also means 'surface of the street/road': the asphalt or stones used for paving the road.
Social role	A social role is a set of interconnected behaviours, rights obligations and commitments as conveyed by actors in a social situation. A social role can be defined as expected behaviour in a given situation by an individual having a specific social status and social position.
Sojourn area	A sojourn area is any public space where traffic has no primacy. This can be a residential area, a park, other recreational areas, but also a shopping or an office district.
Stakeholder	A stakeholder is any person or organisation that has an interest in a specified matter or is able to influence the situation either negatively or positively.
Standard	<p>A standard is a reference norm, a required, agreed level of quality. A technical standard is a norm that defines uniform engineering methods, processes and practices.</p> <p>A standard specification is a set of requirements for an object,</p>

	material, system or service.
	A standard procedure (or standard practice) is a set of instructions for carrying out acts, operations or functions.
State of Art	The state of the art is the highest level of development achieved at a certain moment in time.
Strategic behaviour	Strategic travel behaviour relates to decisions taken before a person goes on route. There are two types of strategic decisions: initial long term choices like where to live and where to work and day-to-day travel related decisions like to go or not to go, where to go, when and which mode. Travel motives are a key issue on this level; the travel motive determines to a large extent whether the decisions are taken consciously or that they are predominantly habitual.
Stress	Stress relate to the degree to which there is disparity between real or imagined personal experiences and personal expectations. Stress is a response that includes both physical (i.e. a ruptured tendon) and mental components (anxiety, duress, withdrawal).
Subjective quality	In principle quality is always subjective, but the term may be used as contrast to Objective quality, which is defined by the measure to which a situation is usable without strain.
Subjective risk	Subjective risk refers to a perceived risk. In general perceived risks are not expressed in mathematical, but relative terms. See also: Risk, Safety, Perception.
Subjective well being	Subjective well being refers to the degree in which a person generally feels good considering physical and/or mental conditions of life.
Suburban	Suburbs are populated areas located at the periphery of a town or city, within its formal the boundaries. Suburbs have some autonomy, where the density of habitation is usually lower than in an inner city area.
Sustainability	Sustainability refers to the absence of negative consequences for future generations from decisions taken at this moment (see also: Durability).
SWOT (-analysis)	Analysis of Strengths, Weaknesses, Opportunities, Threats of an (potential) activity: projects, proposal, intervention, measure, policy program etcetera
Systems approach	A Systems Approach is based on Systems thinking, meaning that the welfare of the system is the principal goal. The aim is to plan and provide an optimal (and possibly flawless) system, where traffic can move as freely and safely as possible. Thus the focus is <i>not</i> on fighting accidents, but on influencing risk factors within the process. The work is aimed at optimizing the process and reaching multiple targets: safe, healthy, agreeable mobility for all, 'ageing in place', community development etc. Knowing the potential users' needs is a prerequisite for an effective approach.

Tactical behaviour	Tactical pedestrians' behaviour is typified by decisions taken just before or in traffic and concern the route to be taken, walking speed, level of attention (combination with other tasks, like shopping, listening to the radio or iPod), where to cross the road, where to rest. Many of these decisions are automated and are taken unconsciously.
Technical mobility	Technical mobility refers to the 'objective' ability to be mobile. A person may be technically mobile, but unable to move because he or she <i>perceives</i> it impossible to move.
Transport system	The Transport System is made up of three kinds of elements: vehicles, infrastructure and users. The system is presumed to be devised to facilitate travelling and moving goods from A to B.
Transportation	Transportation has two meanings: <ul style="list-style-type: none"> - the means (i.e. vehicles) to transport persons and/or good from A to B. - the activity of transporting persons and/or goods from A to B.
Travel accident	A travel accident is any accident that happens during travelling from A to B. This definition is wider than a traffic accident, being an accident in which at least one vehicle is involved.
Travel motive	The travel motive is defined by the activity that one wants to undertake at the destination location. If the travel motive is 'residential', than the activity of the origin location applies.
Trends	Trends can mean two things: <ul style="list-style-type: none"> - a time series (i.e. mathematical function represented by linear, logarithmical, exponential trend lines) - an form of fashion, culture, relations, proportions, attitudes or needs for a certain length of time like they are being 'observed' by trend watchers. <p>Thus not all trends can be expressed in mathematical terms.</p> <p>see also: Forecasting, Foresight, Future Prospects</p>
Universal Design	Universal Design (= Design for All = Inclusive Design) is an approach to the design of products, services and environments to be usable by as many people as possible regardless of age, ability or situation. It strives to be a broad-spectrum solution that helps everyone, not just people with disabilities. It also recognizes the importance of how things look and appeal to a wide range of potential users.
Victim	In the PQN project a victim is an unfairly treated, aggrieved, hindered, injured, or even killed person. When related to road traffic or public safety, a victim is someone that is either injured or killed.
Vision	Vision can mean two things: <ul style="list-style-type: none"> - inspirational renderings with regard to reaching a specified goal

- the quality of a persons visual system (visual detection and resulting perceived image)

WALCYNG	Acronym for WALKing and CycliNG, a 4 th Framework (1996-1997) Programme research project on How to enhance WALKing and CycliNG instead of shorter car trips and to make these modes safer.
WALK21	Walk21 exists to champion the development of healthy sustainable and efficient communities where people choose to walk. WALK21 features a website (www.walk21.com) and yearly conferences.
Wants	<p>A Want indicates an existing need, which is not yet satisfied. A want is something desired, distinct from a need. It is said that people have unlimited wants, but limited supplied resources.</p> <p>Wants refer to qualities of the system, services or objects that are 'nice to have' and are felt to be less necessary than Needs, which are 'need to have'. A Requirement is a documented characteristic (scientific translation) of what a particular product or service should be or do (supply-oriented).</p>
WHO	World Health Organisation