

Understanding the travel needs of London's diverse communities

A summary of existing research

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Preface

A key objective for Transport for London (TfL) is ensuring that the Mayor's 'Equal Life Chances for All' strategy is reflected in our policies and implementation. Our goal is to dramatically improve the experience of travelling in London for everyone, as captured in the Mayor's transport vision and strategy¹.

Many Londoners face multiple and complex barriers to travelling, ranging from price, to lack of information, concern about security or physical infrastructure. TfL needs to work towards removing all types of barriers, not simply the physical ones.

Seven groups of Londoners typically face increased barriers to transport use:

- Black, Asian and minority ethnic (BAME) people
- Women
- Older people
- Younger people
- Disabled people
- People on low incomes
- The lesbian, gay or bisexual (LGB) community

This report will therefore focus on these groups, among whom there is considerable overlap.

Access to transport is key to improving people's life chances as transport is a means to access many fundamental services such as health services, education, food, shopping and entertainment. By improving our understanding of the needs and barriers faced by these groups, TfL can develop a transport system that equips people with choices and enables them to make the door-to-door journeys that they need, and want, to make.

¹ http://www.london.gov.uk/sites/default/files/MTS_Executive_Summary_with_extra_photos.pdf

Summary

Introduction

Accessible transport is important in ensuring people are not excluded from reaching places of employment and health, education and leisure services. Transport therefore plays a key role, alongside other factors, in ensuring equal life opportunities for all of London's diverse communities.

For transport to be fully accessible, people should be able to travel irrespective of physical abilities or perceived barriers [1]. Transport for London (TfL) is committed to providing accessible transport for Londoners and those visiting the Capital.

As part of this commitment, TfL has identified seven groups of Londoners who typically face increased barriers to public transport use. These groups are shown below [2,3].

BAME	34% of Londoners are black, Asian and minority ethnic (BAME)
Women	51% of Londoners are women
Older people	12% of Londoners are aged 65 and over (and three per cent are aged over 80)
Younger people	32% of Londoners are under the age of 25
Disabled people	Nine per cent of Londoners consider themselves to be disabled ²
People on low incomes	39% of Londoners have a household income below £20,000
LGB	Two per cent of Londoners are lesbian, gay or bisexual (LGB) ³

This report draws together research previously carried out on the travel attitudes and behaviours of each equality group. This chapter is designed to act as a stand-alone document, summarising the key themes. Much greater detail is provided in the subsequent chapters.

² Estimates of the disabled population in London range up to 24%. The data here are taken from The London Travel Demand Survey (LTDS) [2]

³ Again estimates vary between two and ten per cent. These data are taken from the Office for National Statistics (ONS) Integrated Household Survey and are based on sexual identity and not necessarily sexual behaviour [3]

Key findings across all equality groups

- Barriers to public transport are experienced by all of the equality groups in London
- With the exception of women (who make a greater number of short trips), all equality groups tend to travel less than Londoners in general
- Apart from disabled Londoners, the other equality groups travel more by bus compared to all Londoners
- The greatest barrier to public transport use across all equality groups, as for all Londoners, is overcrowding. For many, cost is also a significant barrier. The extent to which cost is a barrier depends on whether people own a pass or card that entitles them to free or discounted travel
- These and other barriers are more likely to affect BAME and younger Londoners. This is shown by higher proportions within these groups citing various barriers in comparison to white, older and all Londoners
- Alongside BAME and younger Londoners, higher proportions of women and those on low incomes mention crime and anti-social behaviour as barriers to increased public transport use
- Disabled Londoners are more likely to experience barriers relating to physical accessibility than other Londoners
- BAME and younger Londoners tend to give lower overall satisfaction ratings for various modes of public transport
- Londoners in all equality groups express concerns over safety and security. These concerns are most notable for BAME and younger Londoners. Women are more likely (than men) to be concerned about their personal security when using public transport, particularly when considering travel after dark



The overlap of equality groups

While this report discusses each equality group in a separate chapter, it is important to recognise that there is significant overlap between the different groups. For example, older Londoners are also more likely to be white, disabled, women and living on a low income.

This overlapping of characteristics means that it is difficult to isolate some factors involved in the attitudinal and behavioural differences between equality groups. This is important to bear in mind when reading this report.

Basic characteristics of the equality groups

- **BAME** Londoners have a younger age profile than white Londoners and are more likely to live in low income households [2]
- **Women** are more likely to be the primary carer at home compared to men [4]. This means they are less likely to be in full-time employment [5]
- **Older Londoners** are more likely to be retired than all Londoners [2]. This may explain why a higher proportion of older Londoners live on low household incomes. They are also more likely to be white and/or disabled [2]
- **Younger Londoners** are less likely to be disabled compared to all Londoners. Higher proportions of younger Londoners are from a BAME community compared to all Londoners, reflecting the younger age profile of BAME communities in London [2]
- **Disabled Londoners** tend to be older than all Londoners. They are also more likely to be white and to be women (with women typically living longer than men), and are more likely to be retired. Due to increased age, and reduced levels of employment, disabled Londoners are more likely to live on low household incomes than Londoners in general [2]
- **Londoners on low incomes**. Women, older, BAME and disabled people and those not in full- or part-time work are more likely to live on low household incomes (compared to all Londoners) [2]. Mostly, this reflects working status, though the causes of low income are tied to education, qualifications, health and, in some cases, transport
- The **LGB** community has a higher proportion of men compared to the heterosexual population. LGB Londoners also tend to be younger than those who identify themselves as being heterosexual [3]

The key characteristics of each equality group can be found in the table on page vi of this summary chapter.

Travel behaviour

On average, Londoners make 2.53 trips per weekday. However for the equality groups covered in this report, the average number of trips is lower with, for example, those on low household incomes making 2.07 trips per weekday. The exception to this is women who make a greater number (2.85) of short trips per weekday on average [2].

The bus is the most commonly used mode of public transport for Londoners in all equality groups. It is particularly important for women, BAME Londoners, those on low incomes, younger and older Londoners [2]. For some people, the cost of public

transport may encourage higher bus use, alongside the availability of alternative modes of public transport where they live, and travel to or from.

Half of Londoners possess an Oyster card, although this figure is lower amongst younger, older, low-income and/or disabled Londoners. These groups may be more likely to have a pass or card entitling them to free travel or discounted fares [2].

Satisfaction with public transport

There are few differences in satisfaction with public transport amongst the equality groups. However, younger people are generally less satisfied than older people, while BAME Londoners are slightly less likely to be satisfied than white Londoners even when age is taken into account) [6]. This may relate to the greater level of concern about personal security that exists amongst younger and BAME Londoners.

The greatest drivers of satisfaction with public transport are journey time and time spent waiting – this applies across all equality groups. Not as important, though still contributing to overall satisfaction, are the extent of overcrowding and issues of safety and security [6].

For BAME, older and/or disabled Londoners, there is a slightly stronger correlation between overall satisfaction and the availability of information (maps, signs, audio announcements and the presence of staff) than for other equality groups. For younger and/or BAME groups, overall satisfaction is more strongly linked to personal safety [6].

Barriers to increased public transport use

People from all equalities groups are more likely to say overcrowding is a barrier to increased public transport use than any other single issue (similar to all Londoners). For young and BAME Londoners, cost is also a significant factor. Women are more likely than men to cite fear of crime, concern about anti-social behaviour, and fear of terrorist attacks as issues which limit their public transport use, whilst those with mobility impairments are more likely to mention physical accessibility issues [7].

Safety and security

Concerns about crime and anti-social behaviour tend to affect the travel behaviour of women, BAME Londoners, younger people and/or those on lower incomes more so than other groups (this is particularly evident for BAME and younger Londoners). For women, concerns about crime and anti-social behaviour are more apparent after dark – however during the day they are no more likely to be affected by these concerns than men [7].

Information

To make public transport accessible for all, TfL needs to provide information to Londoners in appropriate formats. In the vast majority of cases this is already happening, with just 12% of Londoners reporting that information provision is a barrier to them using public transport more often [7].

However, some people feel there is insufficient information to help them make full use of the network – this is particularly true amongst BAME Londoners, those on low incomes and/or disabled people [7]. There is evidence to suggest a low awareness of the information tools produced by TfL. Publicising the materials available (for example, information in foreign languages) may help people use public transport more effectively [1,8].

As the internet is being used more and more for communication and information provision, it should be noted that some equality groups are less likely to make use of the internet – these typically being older people, disabled people and/or those on low incomes [9].

Demographic profile of equality groups (2009/10) [2]

%	All	Men	Women	White	BAME	Aged 24 & under	65+	80+	Less than £20,000	Disabled	Non-disabled
Gender											
Men	49	-	-	49	48	49	42	38	43	44	49
Women	51	-	-	51	52	51	58	62	57	56	51
Age											
0-10/5-10	7	15	14	12	19	-	-	-	9	2	8
11-15	7	6	6	5	7	-	-	-	7	2	7
16-24	13	12	11	10	14	-	-	-	13	3	13
25-59	56	52	52	53	50	-	-	-	42	36	58
60-64	5	5	5	5	3	-	-	-	6	9	5
65-70	4	4	4	5	2	-	-	-	7	10	4
71-80	5	4	5	6	3	-	-	-	10	19	4
81+	3	2	3	4	1	-	-	-	6	19	1
Ethnicity											
White	66	66	65	-	-	56	83	92	59	75	66
BAME	33	34	35	-	-	44	17	8	40	25	34
Household income											
<£9,999	20	17	23	18	24	23	42	55	-	50	16
£10,000 - £19,999	20	19	20	17	25	21	30	26	-	25	19
£20,000 - £34,999	21	22	20	21	22	20	16	10	-	12	22
£35,000 - £49,999	15	15	14	16	13	13	6	6	-	6	16
£50,000 - £74,999	12	13	11	13	9	11	3	1	-	4	13
£75,000+	13	14	11	15	8	12	4	1	-	3	13
Working status											
Working full-time	41	51	32	44	35	12	3	0	15	6	45
Working part-time	8	4	11	8	7	3	4	1	8	3	8
Student	22	23	22	18	31	78	0	0	26	6	24
Retired	14	12	16	17	8	0	89	95	25	51	10
Not working	15	10	20	13	19	7	4	4	25	34	13
Disabled											
Yes	9	8	10	10	7	2	35	59	17	-	-

Base size not shown as data taken from London Travel Demand Survey (LTDS)

Note that figures for men/women and white/BAME include under 5s. Under 5s are excluded for all other equality strands

Data not available for the LGB community

Proportion of Londoners using modes of transport at least once a week (2009/10) [2]

%	All	Men	Women	White	BAME	Aged 24 & under	65+	80+	All less than £20,000	Disabled	Non-disabled
Bus	61	57	64	56	70	70	65	51	70	56	61
Bicycle	13	17	9	15	8	18	3	1	10	3	14
Car (as a driver)	41	47	35	45	32	9	38	21	27	23	43
Car (as a passenger)	48	41	55	49	46	65	43	44	42	47	48
DLR	3	4	3	3	5	3	1	1	3	1	4
London taxi/black cab	4	5	4	6	2	2	3	4	2	4	5
National Rail	16	18	14	17	14	11	10	3	10	6	17
Motorbike	1	2	0	2	<1	0	0	0	1	0	1
Other taxi/minicab (PHV)	6	6	6	6	6	5	6	9	6	8	5
Overground	4	4	3	4	4	3	1	0	3	3	4
Tram (Croydon Tramlink)	2	2	2	2	2	2	2	1	2	1	2
Underground	35	38	32	35	35	28	20	9	26	15	37
Walking	96	96	95	95	97	98	86	69	94	76	97

Base size not shown as data taken from LTDS

At least 2% higher than all Londoners
 At least 2% lower than all Londoners

Proportion of Londoners with a full car driving licence and without access to a household car (2009/10) [2]

%	All	Men	Women	White	BAME	16-24	65+	80+	All less than £20,000	Disabled	Non-disabled
Holds full car driving licence	53	60	47	59	41	29	50	29	37	35	55
No household access to a car	34	32	37	31	41	41	44	63	55	55	32

Base size not shown as data taken from LTDS

- At least 2% higher than all Londoners
- At least 2% lower than all Londoners

Possession of Oyster card and passes/cards for free travel/reduced fares (2009/10) [2]


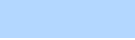
%	All	Men	Women	White	BAME	Aged 24 & under	65+	80+	All less than £20,000	Disabled	Non-disabled
Oyster card	50	48	51	49	51	28	3	2	38	15	53
Pass/card for free travel/reduced fares	33	32	34	34	31	46	94	86	46	70	30

Base size not shown as data taken from LTDS

- At least 2% higher than all Londoners
- At least 2% lower than all Londoners

Barriers to using public transport more often (prompted) (2011) [7]

%	All	Men	Women	White	BAME	16-24	65+	DE	Disabled	Non-disabled
Base	(1,000)	(423)	(577)	(726)	(228)	(98)	(185)	(171)	(108)	(892)
Overcrowded services	60	60	61	57	69	65	42	65	61	60
Cost of tickets	48	47	49	40	69	66	13	47	33	50
Unreliable services	45	44	45	41	52	53	25	42	37	45
Slow journey times	41	42	39	36	54	48	19	34	29	42
Concern about anti-social behaviour	38	32	44	34	51	43	32	46	38	38
Dirty environment on the bus/train	30	28	33	25	43	41	15	33	26	31
Concern about knife crime	30	27	32	25	45	31	26	44	37	29
Fear of crime on the bus/train	28	25	31	22	43	39	18	39	33	27
Fear of crime getting to the bus/train	25	21	28	20	40	31	19	32	26	25
Dirty environment getting to the bus/train	20	18	22	15	34	30	11	19	19	20
Fear of terrorist attacks	20	15	25	16	31	26	16	31	23	20
Lack of info on how to use public transport	12	13	12	9	21	11	12	18	14	12
Risk of accidents	11	9	14	9	18	18	8	19	19	11
Don't understand how to buy bus tickets	5	5	5	5	7	5	3	7	7	5
None of these	14	17	12	18	5	8	28	14	16	14

 At least 2% higher than all Londoners
 At least 2% lower than all Londoners

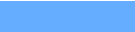
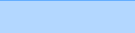
Proportion of Londoners for whom concerns over crime/anti-social behaviour affect the frequency of their public transport use 'a lot/a little' (2011) [7]

%	All	Men	Women	White	BAME	16-24	65+	DE	Disabled	Non-disabled
Base	(1,000)	(423)	(577)	(726)	(228)	(98)	(185)	(171)	(108)	(892)
Underground/buses/National Rail										
Overall: During the day/after dark	58	51	64	52	75	76	45	64	49	59
During the day	34	32	35	26	55	56	28	48	37	33
After dark	51	45	57	47	64	71	32	50	33	53

At least 2% higher than all Londoners
 At least 2% lower than all Londoners

Factors most likely to make people worry about personal security on public transport (unprompted) (2011) [7]

%	All	Men	Women	White	BAME	16-24	65+	DE	Disabled	Non-disabled
Base	(1,000)	(423)	(577)	(726)	(228)	(98)	(185)	(171)	(108)	(892)
Large groups of schoolchildren/youths	16	17	16	18	15	13	16	16	14	17
Threatening behaviour of other passengers	15	14	15	13	19	20	12	15	14	15
Mugging/being mugged/pick-pocketed	14	12	16	12	18	13	18	18	22	13
Drunken passengers	8	8	8	9	8	4	6	7	7	8
Lack of staff presence on the bus/train or at stations	7	5	10	8	7	4	6	10	5	8
Bomb scares	6	6	6	7	4	6	3	6	5	6
Overcrowding	5	5	4	6	3	3	5	5	10	4
Anti-social behaviour	4	3	4	3	5	3	3	2	2	4
Lack of police presence on the bus/train or at stations	3	3	3	3	4	4	3	3	2	3
Nothing – feel safe	24	28	19	24	22	23	29	21	23	24

 At least 2% higher than all Londoners
 At least 2% lower than all Londoners

It should be noted that these data are taken from the research regularly conducted for TfL into safety and security within the Capital. These data are based on 1,000 interviews conducted over the telephone with Londoners aged 16 and over. Caution should be taken when interpreting these data due to the methodology used and the relatively small base sizes for certain sub-groups.

Use of TfL website/smartphone (2011) [10]

%	All	Men	Women	White	BAME	16-24	65+	DE	Disabled	Non-disabled
Base	(890)	(354)	(536)	(621)	(250)	(99)	(138)	(115)	(78)	(809)
Uses TfL website	82	83	81	81	83	89	51	60	54	84
Base	(1,002)	(395)	(607)	(716)	(265)	(100)	(215)	(148)	(121)	(876)
Uses a smartphone	43	48	39	37	58	61	4	26	22	46

At least 2% higher than all Londoners
 At least 2% lower than all Londoners

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Black, Asian and minority ethnic (BAME) people

Key findings

- A third (33%) of Londoners are from black, Asian and minority ethnic (BAME) groups. The profile of BAME communities in London is much younger than that of white communities. Higher proportions of BAME people live in deprived areas of London
- BAME Londoners are more likely to express concerns over safety and security (particularly after dark) than white Londoners
- Cost is a particular barrier to increased public transport use amongst BAME groups
- In general BAME Londoners give lower overall satisfaction ratings than white Londoners for various transport modes. This pattern exists even when age is taken into account
- For Londoners who do not have English as their first language, ethnic minority community media and pictorial information are thought to assist people in planning and completing unfamiliar journeys

Summary

A third (33%) of Londoners belong to a black, Asian and minority ethnic (BAME) group [2]. The profile of BAME communities is different to that of the wider London population. Most notably, BAME communities in London have a much younger age profile than white communities (41% of BAME Londoners are aged 24 and under, compared to 27% of white Londoners) [2]. BAME Londoners are also more likely to be living in deprived areas of London [11].

Transport use

The bus is the most common mode of public transport used amongst ethnic minority communities (in particular amongst black communities and less so amongst Asian communities). Seventy per cent of BAME Londoners use the bus at least once a week compared to 56% of white Londoners [2].

- Buses are considered cheaper with more comprehensive route networks than other modes of transport. For some, being able to see their surroundings and become familiar with the route encourages them to use the bus more often [12]
- The use of cars is higher amongst Asian Londoners compared to other minority ethnic groups (38% of Asian Londoners drive a car at least once a week compared to 27% of black Londoners). The use of cars amongst all ethnic minority groups is lower than for white Londoners [2]

Black, Asian and minority ethnic (BAME) people

- A greater proportion of cyclists in London are white rather than BAME. Asian Londoners in particular are the least likely to cycle. The ethnic profile of cyclists in London is reflected in the (predominantly white) users of Barclays Cycle Hire and Barclays Cycle Superhighways. Of the Londoners who have used Barclays Cycle Hire, 88% are white [23]

Safety and security

While most Londoners of all ethnic backgrounds feel safe using public transport during the day, BAME Londoners are less likely to feel safe than white Londoners (and particularly so after dark). Around half of BAME Londoners feel safe using the bus or walking after dark, compared to around three-quarters of white Londoners [14].

- Concerns about crime and anti-social behaviour are more likely to affect how often BAME Londoners use public transport compared to other groups. Seventy-five per cent of BAME Londoners say their travel frequency is affected at least 'a little' compared to 52% of white Londoners [7]
- BAME Londoners are more likely to mention concerns about anti-social behaviour, fear of crime (both on and around the public transport network) and fear of terrorism than white Londoners [7]
- Some BAME Londoners, particularly Asian people, consider themselves more likely to be the victims of racist abuse and to be stereotyped as potential terrorists [12]
- Higher rates of road and pedestrian injuries are experienced by BAME groups compared to white Londoners, and these rates are particularly high for young black men [15,16]

Barriers

The cost of public transport is a particular barrier to increased public transport use amongst BAME Londoners. Sixty-nine per cent of BAME Londoners say cost is a barrier compared to 40% of white Londoners. However, there is little evidence that BAME Londoners are not aware of, or are not taking up, the opportunities for reduced fares through Oyster or the Freedom Pass [2,7].

- Alongside cost, the barriers to greater public transport use most commonly mentioned (by both white and BAME groups) are overcrowding, unreliable services, slow journey times and concerns about anti-social behaviour [7]
- Compared to white Londoners, a higher proportion of BAME Londoners mention potential barriers that prevent them from increasing their use of public transport [7]
- In general, BAME Londoners give lower overall satisfaction ratings for transport modes in London compared to white Londoners, even after their younger age profile is taken into account [6]

Public transport needs

BAME groups express broadly the same public transport needs as the rest of the London population. These needs relate to safety, reliability, respect, customer service and access to information.

- The needs of newer BAME communities do not differ substantially to the needs of other ethnic minority groups in London [17]

Black, Asian and minority ethnic (BAME) people

- While 82% of BAME Londoners who were born in England have English as their first language, this decreases to 39% for BAME Londoners born outside of the UK. Age and gender also influence languages spoken, meaning that older BAME women are much less likely to speak English as their first language than the wider London population. For this group, the provision of information in a variety of languages, with an emphasis on pictures and symbols is helpful [12,18]

Women

Key findings

- Half (51%) of Londoners are women. This figure increases with age due to the longer life expectancies of women
- Women are more likely to be the primary carer at home which contributes to a lower employment rate amongst women compared to men
- Women tend to complete more trips per weekday than men, though these trips are often shorter and have consecutive purposes (known as trip-chaining)
- When travelling, women are more likely than men to be travelling with buggies and/or shopping. This can affect mode choice
- Personal safety after dark is a concern for women (more so than for men) but during the day, these concerns are in line with those of men

Summary

In line with the rest of England and the UK, 51% of Londoners are women [2]. There is some variation across the London boroughs in terms of the split between genders, with the greatest imbalance seen in the City of London where 45% of the population are women [33]. The key demographic differences between men and women are employment status and the presence or absence of children in the household. Twenty per cent of women are not working at present, with a further 11% employed part-time (compared to ten per cent and four per cent of men respectively) [2]. Women are also more likely to be the primary carer at home [4]. Both of these factors appear to influence the travel behaviour and attitudes of women in London.

Transport use

Women make a greater number of journeys per weekday compared to men. The presence of school-aged children increases the average number of journeys made by women by 23% [4]. The trips made by women tend to be shorter and completed using different transport modes to men.

- Women are less likely to drive (35% of women drive at least once a week compared to 47% of men) and are therefore more likely to be a car passenger (55% compared to 41% of men) [2]
- Women are also more likely to use the bus (64% of women do so at least once a week compared to 57% of men) and are less likely to cycle or travel by train, Tube or motorbike [2]
- 54% of journeys completed wholly on foot are made by women [29]

- Reflecting employment patterns, women are less likely to travel for the purposes of work compared to men. Instead, a higher proportion of journeys are made for personal business, shopping and accompanying children [2]
- Similar proportions of men and women use Oyster pay as you go to travel though Travelcards are used by a higher proportion of women [22]

Engagement with cycling as a mode of transport is lower amongst women. A smaller proportion of women cycle around London (13% compared to 27% of men), they are also less likely to be aware of Barclays Cycle Hire and Barclays Cycle Superhighway. However, reflecting similar levels to men, 20% of women who have not yet used Barclays Cycle Hire say they are likely to do so, with a further 16% saying they are likely to use Barclays Cycle Superhighway in the future [13].

Safety and security

Personal safety is a concern for women and this affects their travel behaviour (particularly after dark). Concerns over crime and anti-social behaviour affect the frequency of travel 'a lot/a little' after dark for 57% of women compared to 45% of men [7].

- Women are less likely to feel safe when travelling after dark. Feelings of safety from crime and anti-social behaviour are similar for men and women when considering daytime travel [14]
- The difference between how safe men and women feel is most apparent for walking after dark with 54% of women claiming they feel safe doing so compared to 78% of men [14]
- Whereas 28% of men say there are no factors that make them worry about personal security on public transport, this figure falls to 19% for women [7]
- Women (of all ages) are less likely to use unbooked minicabs with 14% claiming they are likely to do so in future compared to 30% of men [30]

Seeking travel information online

Similar proportions of men and women use the TfL website (81% of women use the site compared to 83% of men) [10].

Women are more likely to visit the TfL website to use Journey Planner whilst men make greater use of the website for live travel updates and information on planned works and closures [34].

Older people

Key findings

- Twelve per cent of the London population is aged 65 and over (three per cent are aged over 80). With increasing age, the likelihood of being a woman, white, retired, disabled and/or on a lower income also increases
- With increasing age, people tend to make fewer journeys by public transport
- Concerns over safety and security are less acute amongst older Londoners compared to younger people
- The possession of passes/cards to reduce transport costs is high amongst older Londoners – especially possession of the older person's Freedom Pass (91% of those aged 65+ possess one)
- Older people tend to give higher overall satisfaction ratings for various transport modes compared to younger people. Satisfaction with the Dial-a-Ride service is particularly high

Summary

Those aged 65 and over make up 12% of the London population. Older Londoners have a different demographic profile to the total London population in a number of ways. Compared to all Londoners, those aged 65 and older are more likely to be women (58% vs. 51%), white (83% vs. 66%), retired (89% vs. 14%), on an annual household income of <£20,000 (52% vs. 40%) and have an impairment or health issue (35% vs. nine per cent) [2]. These factors affect the travel behaviour and attitudes of older people in London.

Transport use

People tend to travel less frequently as they get older. The bus is a key form of transport for those aged 65+ with 65% saying they use the bus at least once a week (compared to 61% of all Londoners). With the exception of buses, older Londoners use all forms of transport less frequently than the total London population [2].

- Important transport modes for older people, alongside the bus, are walking (86% of those aged 65+ walk at least once a week) and the car (both as a driver 38%, and a passenger 43%) [2]
- The proportion of 80+ year olds driving at least once a week falls to 21%, though the proportion using the car as a passenger remains steady at 44% [2]
- Older people can be reluctant to give up driving as a mode of transport. Those aged 80+ tend to drive less frequently which can affect levels of safety on the road [45]
- Those aged 65+ show little engagement with cycling as a mode of transport [2]

- 58% of weekday journeys made by 65+ year olds are for shopping/personal business, a further 29% are for leisure purposes [2]

Barriers

Many of the barriers to greater public transport use that affect all Londoners have less of an impact on those aged 65+. For example, slow journey times are seen as a barrier for 41% of all Londoners but only 19% of those aged 65+. This is most likely linked to journey purpose, with a fewer older people making work related trips [2,7].

- The single greatest barrier to increased public transport use amongst older Londoners is overcrowded services (42%) though this is still far below the proportion of all Londoners consider overcrowding to be a barrier (60%) (possibly as a result of the time of day journeys typically completed) [7]
- The cost of public transport is considered a barrier to increased use by only 13% of older people [7]. Public transport is made more affordable by the older person's Freedom Pass (owned by 91% of 65+ year olds) and other passes and cards such as the Taxicard [2]
- Older people give higher satisfaction scores for various transport modes compared to all Londoners [6]

Safety and security

Concerns over crime and anti-social behaviour are less acute for people aged 65+ compared to younger Londoners. For those aged 65+, 45% say their concerns over crime and anti-social behaviour affect the frequency with which they use the Tube/bus/train 'a lot/a little'. For 16-24 year olds, this figure is 76%. These concerns decrease with increasing age (even when modal use is taken into account) [7].

- The factors most likely to make older people concerned about their personal security are the same as for all Londoners (large groups of school children/youths, threatening behaviour from other passengers and mugging/pick-pocketing) [7]
- The proportions of those aged 65+ who feel safe travelling by various modes during the day are similar to all Londoners. However, older Londoners are more likely to feel safe travelling after dark compared to all Londoners [14]

Seeking travel information online

Use of the TfL website declines with age – 51% of those aged 65+ access the website compared to 82% of all Londoners [10]. Those that do visit the website do so less frequently than all Londoners [34].

Similarly, a much lower proportion of those aged 65+ use a smartphone (four per cent) compared to all Londoners (43%), which limits the proportion of older Londoners accessing travel information through their smartphone [10].

Younger people

Key findings

- A third (32%) of Londoners are under the age of 25. Younger Londoners are more likely to be from a black, Asian and minority ethnic (BAME) community, and are less likely than the general population to be disabled
- Even though 46% of younger Londoners possess a pass or card entitling them to reduced travel, cost is still considered a barrier to increased public transport use amongst younger people
- Concerns over crime and anti-social behaviour are higher amongst younger people compared to all Londoners

Summary

A third (32%) of the London population is aged under 25 [2]. BAME Londoners have a younger age profile than white Londoners (47% of Londoners aged 0-10 are from a BAME group, compared to 33% of all Londoners) [2]. Lower levels of disability exist amongst younger people (two per cent of those under the age of 25 are disabled compared to nine per cent of all Londoners and 59% of Londoners aged 80 and over). Younger people are also less likely to be in full- or part-time employment compared to all Londoners [2].

This chapter focuses on Londoners under the age of 25. However, travel patterns and priorities vary considerably within this age group. Under 16 year olds often associate travel with independence and fun, whilst slightly older people (16-24 year olds) tend to focus more on the practicalities of travel [47].

Transport use

The most common way to travel to school is to walk (41% of people aged under 16 walk to school, and this rises to 51% for those aged 10 and under) [2]. Younger age groups tend to live closer to school, with 5-10 year olds travelling 1.5 miles on average to reach school compared to 2.9 miles for 11-16 year olds [48]. After walking bus and car (as a passenger) are the most common modes of travelling to school.

- Younger people tend to make fewer trips on average per weekday than all Londoners (2.23 vs. 2.53) [2]
- The bus is an important transport mode for younger Londoners. Of those aged 11-24, 80% use the bus at least once a week (far higher than 61% of all Londoners) [2]
- Travelling as a car passenger is also an important mode of transport for younger Londoners [2]

Younger people

- Overall, people under the age of 25 are less likely to use the Underground and National Rail compared to all Londoners, however 16-24 year olds are more likely to use these modes compared to all Londoners [2]
- 44% of journeys made by those under 16 are for education. Once people reach the age bracket of 16-24, the proportions travelling for work reasons are in line with that of all Londoners [2]
- Younger Londoners are much more likely than all Londoners to possess a pass or card which entitles them to free or reduced travel (46% compared to 33%). This is particularly high for 11-15 year olds (83% of whom possess such a pass or card). The most common pass owned by younger Londoners is the under 16 Oyster card [2]

Barriers

Cost is mentioned by 66% of 16-24 year olds as a barrier to increased public transport use. This is higher than the proportion of all Londoners who say cost is a barrier (48%) despite the ownership and use of a number of passes and cards designed to reduced travel costs [7].

Other barriers to increased public transport use are mentioned by similar proportions of younger people compared to all Londoners. The exception to this is fear of crime and dirty environments which is higher amongst those aged 16-24 [7].

- Concerns over crime and anti-social behaviour are particularly high amongst younger people. Of all Londoners, 58% say the frequency of their public transport use is affected 'a lot/a little' by these concerns (for both during the day and after dark). This proportion rises to 76% for 16-24 year olds [7]
- Whilst concerns are more acute amongst younger people, the reasons for concern are the same as for all Londoners. These concerns centre around large groups of school children/youths, threatening behaviour of other passengers and the possibility of being mugged [7]
- Younger people are at a higher risk of road accidents than those in older age brackets [52]

Seeking travel information online

Use of the TfL website is higher amongst younger Londoners compared to all Londoners. Of those under the age of 25, 65% use it at least once a week – higher than the 58% of all Londoners [34].

Unsurprisingly, the use of smartphones amongst Londoners under the age of 25 is high (at 61%). This compares to four per cent of Londoners aged 65 and over (and 43% of all Londoners) [10]. Compared to 23% of all Londoners who say they do not use a mobile device or phone (such as an iPhone or BlackBerry) to access the TfL website, only 15% of Londoners under the age of 25 say the same [34].

Disabled people

Key findings

- Nine per cent of Londoners say they are disabled – mobility impairment is the most frequently mentioned impairment
- Disabled people travel less frequently than non-disabled people
- In general, similar barriers exist to increased public transport use between disabled and non-disabled people. The exceptions to this are cost (since the use of passes/cards for reduced fares by disabled Londoners limits this as a barrier), and physical accessibility (particularly for those with mobility impairments)
- Concerns over safety and security are similar between disabled and non-disabled people
- Many disabled Londoners claim that a greater (or more obvious) provision of accessible travel information would encourage them to use public transport more

Summary

Nine per cent of Londoners consider themselves to be disabled. Estimates of the proportion of Londoners who are disabled range up to 24% though nine per cent is taken from the LTDS and is used here for consistency with other data shown. Disability increases with age with 48% of disabled people in London aged 65+, compared to nine per cent of non-disabled people. Due to the longer life expectancies of women, a higher proportion (56%) of disabled people are women compared to non-disabled people (51%). Disabled people are also more likely to be retired and on lower household incomes than non-disabled people. Disabled Londoners of working-age are less likely to be employed, and those that are, are more likely to be working part-time than non-disabled people [2].

Sixty-five per cent of all disabled Londoners say they are mobility impaired (compared to six per cent of all Londoners). Disabled people have a variety of impairments, some of which include mental health conditions and visual/hearing impairments, and some of which are as a result of long-term illnesses. In some cases, disabled people have multiple impairments. The vast majority (98%) of disabled people say their impairments limit their ability to travel and get about [2].

Transport use

Disabled Londoners travel less frequently than non-disabled Londoners. The main transport modes used by disabled people are the same as non-disabled people – namely walking, the bus, and the car (both as a driver and a passenger). However, lower proportions of disabled people use each of these modes at least once a week (with the exception of being driven as a passenger) [2].

Disabled people

- Lower proportions of disabled people travel by bike, National Rail and Tube compared to non-disabled people [2]
- Disabled Londoners are most likely to use public transport for the purposes of shopping, personal business and leisure. They are considerably less likely to commute than non-disabled Londoners due to lower rates of employment (partly due to the older age profile of disabled people) [2]
- Members of Dial-a-Ride (DaR) tend to be older than the average disabled Londoner – 81% of DaR members are 65 or over, compared to 39% of all disabled Londoners [25]

Barriers

The barriers to increased public transport use faced by disabled people depend somewhat on their particular impairment. For many, physical accessibility is an important driver of public transport use [55]. Issues of physical accessibility are often exacerbated at peak travel times when passenger numbers are higher. Overcrowding is therefore the most frequently mentioned barrier by disabled people [7].

- Since 70% of disabled Londoners own a pass or card which gives them reduced fares/free travel [2], cost is mentioned by a smaller proportion (33%) of disabled people as a barrier, compared to non-disabled people (50%) [7]
- Disabled Londoners are also less likely to mention the potential barriers of unreliable services and slow journey times since they are less likely to commute than non-disabled Londoners [7]
- Instead, barriers which affect a greater proportion of disabled people include prompted concerns over knife crime (37% of disabled people mention this vs. 29% of non-disabled people), risk of accidents (19% vs. 11%), and unprompted fears of mugging/pick-pocketing (22% vs. 13%) [7]
- However, in general, fears over personal security do not affect disabled people to a greater extent than non-disabled people. A quarter (23%) of disabled Londoners say nothing makes them worry about their personal security on public transport (in line with 24% of non-disabled Londoners). Fewer disabled people claim that fears over crime and anti-social behaviour affect their use of public transport ‘a lot/a little’ after dark compared to non-disabled people [7]
- The attitudes and behaviour of staff and fellow passengers can affect the journey experience for disabled people. Helpful and supportive staff contribute positively to the journey experience though it is acknowledged that impairments can be ‘hidden’ and not immediately obviously to staff and other passengers [55]

Information seeking

Also important in improving the travel experience of disabled passengers is accessibility of information. For both pre-journey planning and journey completion, it seems information sources are under-used.

Disabled people

- Even amongst Londoners with access to the internet, disabled people are less likely to use the TfL website (54% do so) compared to non-disabled people (84%). They also visit the website less frequently than non-disabled people. This may result from the older age profile of disabled Londoners (with older people engaging less with online technology compared to younger people) [10]
- As of 2007, eight per cent of all Londoners have looked for or used travel information in an alternative format (the most common being electronic and large print) [56]
- 2002 research revealed 40% of disabled Londoners felt they would use public transport more often if it were easier to obtain travel information – 13% said they did not find it easy to obtain information on travel services [57]
- Awareness of London Underground information products (specifically designed to help disabled people) tends to be low though these products are well received [8]
- The ease of accessing information at bus stops, on platforms and using maps and signs as part of the Legible London scheme depends on the type of impairment. Disabled people acknowledge the difficulty of positioning information and ensuring it is legible across a diverse spectrum of impairments [58].

People on low incomes

Key findings

- 39% of Londoners have an annual household income of less than £20,000. This group of people are more likely to be either women, older, retired, from a minority ethnic group and/or disabled
- The bus is a key mode of public transport for those on low incomes, this may be in part due to cost and partly because some areas are better served by buses compared to other travel modes
- The burden of travel costs for some people on low household incomes is alleviated somewhat by the possession of passes/cards which reduce travel costs
- Concerns over crime and safety are slightly more evident for those on with low household incomes compared to all Londoners – these concerns are more acute when travelling after dark

Summary

The definition of 'low income' is imprecise since it is a relative concept in which household wealth depends on household size. A broad definition of low household income, as suggested by the Government, applies to annual earnings less than 60% of the median UK household income. For London, this cut-off point is approximately £21,000 [75]. As of 2011, 39% of Londoners can be classed as having a low annual household income of below £20,000³ [2]. Approximately 30% of Londoners are classified as living in households of DE social grade⁴ (used as a proxy for low household income) [76].

Londoners in low income households are more likely to be women, from a minority ethnic group, older, retired and/or disabled compared to all Londoners and those in higher income households. Of those in households with an annual income of less than £20,000, 57% are women compared to 51% of all Londoners, 40% are black, Asian and minority ethnic (BAME) (33% of all Londoners), 23% are aged 65+ (12% of all Londoners), 25% are retired (14% of all Londoners) and 17% are disabled (nine per cent of all Londoners) [2].

It is important to remember that whilst people may live on 'low' household incomes, this variable does not take into account the wealth of households. People could be relatively well-off despite having a low household income.

³ The cut-off point of £20,000 is used here since data are typically collected using this income bracket

⁴ DE social grade refers to households where the chief income earner works in a semi/unskilled manual profession, is a casual worker or is unemployed with state benefits

Transport use

The bus is a key transport mode for people living on lower household incomes. Compared to 61% of all Londoners using the bus at least once a week, 70% of people with household incomes <£20,000 do so (and this rises to 77% amongst the lowest household income bracket of <£5,000) [2].

- Londoners with lower household incomes are less likely to use the car (both as a driver and passenger), train and Tube than all Londoners [2]
- The proportion of Londoners with access to at least one household car declines with decreasing household income so that 82% of those in the lowest household income bracket (<£5,000) do not have access to a car compared to 35% of all Londoners [2]
- People with low household incomes are less likely to use Oyster pay as you go to travel and instead higher proportions use Freedom Passes to get around London (this is a result of disabled and older Londoners being more likely to have low household incomes). A lower proportion (38%) of those with a household income of <£20,000 have an Oyster card (compared to 50% of all Londoners), though this is counterbalanced by a higher proportion (46%) possessing a pass or card which entitles them to free travel or reduced fares (compared to 33% of all Londoners) [2]
- Londoners in lower household income brackets tend to be less engaged with cycling as a mode of transport. One in five Londoners sometimes use a bike to get around London – this declines to 13% amongst Londoners in DE households. Awareness of Barclays Cycle Hire and Barclays Cycle Superhighways is lower amongst DE households compared to all Londoners, and the user profile of both these schemes is skewed towards those with higher household incomes [13]

Barriers

Cost is mentioned as a barrier to increased public transport use by similar proportions of Londoners in DE households (47%) and all Londoners (48%) [7]. The possession of passes and cards designed to assist those on lower incomes may help alleviate the burden of travel costs, and may also reflect a greater reliance on travelling by cheaper modes such as the bus. People with lower household incomes are more likely than all Londoners to cite barriers to increased public transport use that relate to crime and safety (though these differences are not as acute as those seen amongst other equality groups) [7].

- Higher proportions of people in DE households state knife crime, crime on buses and trains, terrorist attacks and risk of accidents as potential barriers to increased public transport use compared to all Londoners [7]. This may be connected to the areas in which people live and/or work
- Londoners in DE households are less likely to feel safe when travelling after dark (when travelling by bus after dark, 56% of those in DE households feel safe compared to 70% of all Londoners) [14]
- However, concerns over crime and anti-social behaviour affect frequency of travel on the bus/train/Tube after dark to the same extent for all Londoners and those with lower household incomes [7]

People on low incomes

- Travel frequency on the Underground during the day is affected 'by these concerns for a higher proportion of those in DE households (34%) compared to all Londoners (24%) [7]
- Very similar proportions of those in DE households and all Londoners mention factors which make them worry about their personal security on public transport, such as groups of schoolchildren, and threatening behaviour of other passengers [7]
- The highest rates of pedestrian injuries occur in areas with the lowest levels of deprivation [81]

Seeking travel information online

Even when unequal access to the internet is taken into account, a smaller proportion (60%) of those in DE households access the TfL website compared to 82% of all Londoners. Similarly, those in DE households are less likely to use smartphones (26% do so in comparison to 43% of all Londoners) [10].

The Lesbian, Gay and Bisexual (LGB) community

Key findings

- 2.2% of Londoners classify themselves as being lesbian, gay or bisexual (LGB). Other reported figures tend to be higher (up to 10%) though an exact figure is difficult to source due to the sensitivity of the subject area and the variety of definitions used
- A higher proportion of the LGB population are men compared to the heterosexual population. The LGB community tends to also have a younger age profile
- Similar proportions of lesbian, gay, bisexual and transgendered (LGBT) people and all Londoners mention concerns over crime and anti-social behaviour as potential barriers to increased Tube use. LGBT Londoners are more likely to mention issues of overcrowding, cost and unreliability (potentially due to a greater proportion being of working-age and therefore more likely to be commuting through London)
- For some LGBT people, fears over intimidation and/or abuse affect travel behaviour

Summary

A small proportion (2.2%) of Londoners identifies themselves as being lesbian, gay or bisexual (LGB)⁵ [3]. This is marginally higher than in the UK where 1.5% of people identify themselves as LGB. Note that approximately five per cent of people interviewed did not give a response to this question. The majority of Londoners (92.3%) claim to be heterosexual with the equivalent figure for the UK being 94.8% [3]. Other figures for the proportion of people in London who are LGB tend to be higher (at about ten per cent) though these figures are approximated and reflect the broader definition of sexual orientation (how people act) as opposed to how they define their own identity [82].

Demographics

- 55% of the LGB (UK)⁶ population are men compared to 49% of the heterosexual population [3]
- The age profile of the LGB community in the UK is younger than the heterosexual population [3]
- LGB people are more likely to be in managerial and professional occupations compared to heterosexual people [3]

⁵ Note that in this survey, 'transgender' was not listed as a pre-coded answer

⁶ Figure is unknown for London

The Lesbian, Gay and Bisexual (LGB) community

Barriers

Very few differences exist between heterosexual and lesbian, gay, bisexual and transgendered (LGBT)⁷ people regarding spontaneously mentioned barriers to increased Tube use. Some differences exist when people are prompted with a list of potential barriers. LGBT people are more likely to cite overcrowded services (73% compared to 60% of all Londoners), the cost of tickets (54% vs. 43%) and unreliable services (50% vs. 33%) as potential barriers to increased Tube use [83].

Fears of intimidation and/or abuse are sometimes mentioned by people from LGBT communities. The extent to which these fears affect travel behaviour depends on peoples' personalities, previous experiences and the degree to which they perceive themselves as being visibly LGBT [84].

Much of the research conducted by TfL and other organisations does not ask about an individual's sexual orientation so this chapter is largely based on the Office for National Statistics (ONS) Integrated Household Survey and TfL's own research into barriers to increased Tube use.

Although not held by TfL, there are a number of reports available on more generic research issues concerning sexual orientation published by Stonewall. These can be found at http://www.stonewall.org.uk/what_we_do/research_and_policy/default.asp

⁷ Data in this survey is based on the broader definition of LGBT rather than LGB, and looks specifically at barriers to Tube travel rather than travel on public transport in general

Glossary

16+ Oyster photocard	Entitles those aged 16-18 to reduced travel fares
18+ Student Oyster photocard	Entitles those aged 18+ and in full-time education to a 30% reduction in various ticket costs
Accompanied journeys	Journeys made for the purposes of market research where a respondent and interviewer travel together
Barclays Cycle Hire	A public bicycle sharing scheme launched in London in 2011
Barclays Cycle Superhighway	Cycle routes that run between central London and outer London
BlackBerry	Another type of smartphone
Bus Pass	A ticket valid for a specified time giving unlimited travel on London bus services
Congestion Charge	A pricing system which charges drivers for entering a defined zone within specific time periods, aimed to reduce traffic congestion
DaR (Dial-a-Ride)	Is a door-to-door transport service for disabled people who are unable (or almost unable) to use public transport services
DE social grade	Refers to households where the chief income earner works in a semi/unskilled manual profession, is a casual worker or is unemployed with state benefits
Deprivation	Is calculated by combining a number of indicators (which cover economic, social, environmental, housing, crime, education and health issues) to give an understanding of quality of life
Deprivation deciles	Areas of divided into tenths based on the severity of deprivation
Disabled person's Freedom Pass	A Freedom Pass specifically for disabled people
DLR (Docklands Light Railway)	A light rail system in London
Door-to-door service	Provide disabled people with transport from the exact journey origin to the exact destination

Equivalised household income	A measure of household income that takes household size and composition into account. It is used to compare real levels of income per person
Ethnicity: Asian	Includes Asian Indian, Asian Pakistani, Asian Bangladeshi and Asian other
Ethnicity: BAME (Black, Asian and minority ethnic)	Includes black Caribbean, black African, black other, Asian Indian, Asian Pakistani, Asian Bangladeshi, Asian other, mixed white and black Caribbean, mixed white and black African, mixed white and Asian, mixed other, Chinese and other ethnic groups
Ethnicity: Black	Includes black Caribbean, black African and black other
Ethnicity: Mixed	Includes mixed white and black Caribbean, mixed white and black African, mixed white and Asian and mixed other
Ethnicity: Other	Includes Chinese and other ethnic groups
Ethnicity: White	Includes white British, white Irish and white other
Freedom Pass	Concessionary pass issued free by local authorities to London residents aged 60 and over, and to disabled people, which gives unlimited travel within Greater London by National Rail, DLR, London Tramlink, buses and Underground
Full car driving licence	A licence which permits the holder to drive cars (excludes provisional driving licence)
iPad	A tablet computer designed by Apple
iPhone	A popular smartphone designed by Apple
Journey Planner	TfL's electronic search engine that allows users to plan their journeys in advance of making them
Journey purpose	The reason for travelling
Journey purpose: Education	Travel as a pupil or student to or from school, college or university. Or travel to accompany a child to or from school
Journey purpose: Leisure	Travel to or from entertainment, sport or social activities
Journey purpose: Other	All travel purposes not otherwise classified, including accompanying or meeting another person, and travelling to or from a place of worship

Journey purpose: Other work related	Travel in the course of work, or to a location that is not the traveller's usual workplace
Journey purpose: Shopping and personal business	Travel for shopping and use of services such as hairdressers, dry-cleaners, doctors, dentists, banks, solicitors etc.
Journey purpose: Usual workplace	Travel to or from the traveller's usual place of work
Laptop	A portable computer, small enough to be used on a person's lap
LGB (Lesbian, gay and bisexual)	Describes the community of lesbian, gay and bisexual people
LGBT (Lesbian, gay, bisexual and transgendered)	Describes the community of lesbian, gay, bisexual and transgender people
London taxi/black cab	Taxis available in London of the distinctive Hackney carriage style. These taxis are available to flag down on the street
Londoners	People who live in one of the London boroughs
LTDS (London Travel Demand Survey)	TfL's major annual survey of c.8,000 London residents and their travel behaviour
Netbook	Similar to a laptop but smaller
Older person's Freedom Pass	A Freedom Pass specifically for those aged 60 and over
Oyster card	A 'smartcard' that can be used as a season ticket (e.g. for bus passes and Travelcards) or to pay for travel on a 'pay as you go' basis using credit held on the card
Oyster PAYG (pay as you go)	Oyster cards can hold electronic funds of money. With each use, this fund decreases until the users loads more money onto their card
Priority seating	Seats available on public transport for those less able to stand
Public transport	Any of the following transport modes: bus, tram, London Underground, DLR, London Overground, rail, taxis and minicabs
Senior/Disabled Person's Railcard	Senior Railcard entitles those aged 60 and over to a third off rail travel across Britain. The Disabled Person's Railcard offers a third off rail travel across Britain for disabled people
Smartphone	An advanced mobile phone that combines the functions of traditional mobile phones alongside more advanced computerised functions

STaN (Safer Travel at Night)	An initiative to reduce the use of illegal (unbooked) minicabs in London, specifically targeted at women aged 16-34
Tablet computer	A hand-held, flat, touch-screen computer
Taxi/minicab (PHV: Private Hire Vehicle)	Other forms of taxi which are not London taxis/black cabs. These taxis should be booked in advance
Taxicard	Provides subsidised door-to-door transport in taxis and private hire vehicles for disabled people
Transport mode	The travel method used e.g. car, bus, walk, cycle
Travelcard	A ticket valid for unlimited travel on National Rail, buses, DLR, London Tramlink and Underground, subject to certain conditions within specific fare zones and for a specified time period
Trip	A complete door-to-door movement by an individual to achieve a specific purpose (e.g. to go from home to work)
Trip-chaining	Journeys which have separate stages for consecutive purposes. Taking a child to school and then completing personal business is an example of trip-chaining
Trip rate	The number of trips made per person per day
Under 16 Oyster photocard	Entitles children under the age of 16 to free travel on buses and trams, and reduced travel on the Tube, DLR, Overground and some National Rail services
Unequalised household income	A measure of household income that does not take household size and composition into account
Working full-time	People in paid employment normally working for more than 30 hours a week
Working part-time	People in paid employment working for not more than 30 hours a week
Young Person's Railcard (16-25 Railcard)	Entitles those aged 16-25 to a third off rail travel across Britain
Zip card	Refers to Oyster photocards which entitle young people to travel at a free or discounted rate

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