

# Understanding the travel needs of London's diverse communities

Older People

April 2012

TfL number: 10038



### Confidentiality

Please note that the copyright in the attached report is owned by TfL and the provision of information under Freedom of Information Act does not give the recipient a right to re-use the information in a way that would infringe copyright (for example, by publishing and issuing copies to the public).

Brief extracts of the material may be reproduced under the fair dealing provisions of the Copyright, Designs and Patents Act 1988 for the purposes of research for non-commercial purposes, private study, criticism, review and news reporting.

Details of the arrangements for reusing the material owned by TfL for any other purpose can be obtained by contacting us at [enquire@tfl.gov.uk](mailto:enquire@tfl.gov.uk).

Report prepared by SPA Future Thinking.

# 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 free bus passes or free train/Tube passes
- 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 (56% vs. 51%), white (80% vs. 65%), retired (88% vs. 16%), on an annual household income of <£20,000 (77% vs. 44%) and have an impairment or health issue (40% vs. 10%)[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 mode of transport for those aged 65+ with 63% saying they use the bus at least once a week (compared to 61% of all Londoners). With the exception of buses and trams, 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 39%, and a passenger 42%) [2]
- The proportion of 80+ year olds driving at least once a week falls to 16%, though the proportion using the car as a passenger remains steady at 40% [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]
- 53% of weekday journeys made by 65+ year olds are for shopping/personal business, a further 28% 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 43% of all Londoners but only 24% of those aged 65+. This is most likely linked to journey purpose, with a fewer older people making work related trips [2,14].

- The single greatest barrier to increased public transport use amongst older Londoners is concern about anti-social behaviour (45%) [14]
- The cost of public transport is considered a barrier to increased use by only 10% of older people [14]. Public transport is made more affordable by the passes available to older people [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+, 52% 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 71%. These concerns decrease with increasing age (even when modal use is taken into account) [14].

- 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 less likely to feel safe travelling after dark compared to all Londoners [14]

### Seeking travel information online

Use of the TfL website declines with age – 49% of those aged 65+ access the website compared to 78% 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 (11% per cent) compared to all Londoners (58%), which limits the proportion of older Londoners accessing travel information through their smartphone [10].

## 1. Introduction

Older Londoners are a distinct group within the Capital. For many, the transition from working to retirement changes the way they use public transport in London. Journey purposes shift away from the focus of work, towards more leisurely pursuits, and journeys tend to be made less frequently.

The focus of this chapter is predominantly on those in London aged 65 and older. Where possible, data are shown for the age bands of 65-69, 70-79 and 80+ though other similar age brackets are used where data are not available in the preferred breakdown.

It should be noted that the transport behaviour, attitudes and barriers in this chapter may well be influenced by a number of factors other than age, with disability, gender, income and education all affecting perceptions towards travel in London.

Any unfamiliar terminology can be found in the glossary at the end of this report.

## 2. Characteristics

The majority of Londoners (86%) are aged between 16 and 64. The proportion of younger residents aged 15 and under (20%) outweighs those aged 65+ (12%). Only three per cent of the London population is aged 81 and over [2].

### Age profile of Londoners (2010/11) [2]

%	LTDS (2010/11)
0-10	15
11-15	5
16-24	12
25-59	52
60-64	4
65-70	5
71-80	4
81+	3

Base size not shown as data taken from London Travel Demand Survey (LTDS)  
Where percentages do not sum to 100, this is due to rounding

## Older people

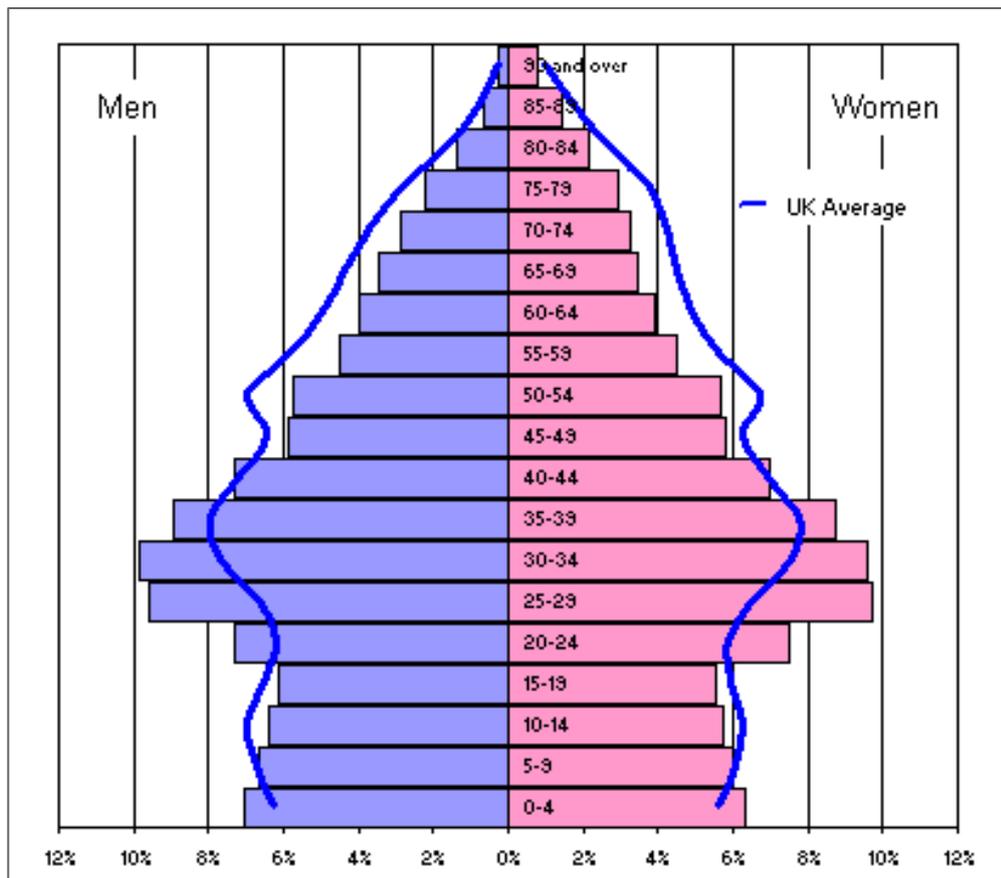
The age distribution of Londoners has changed over time, with a decreasing proportion of the population aged 65+. This is offset by an increase in the proportion of younger people.

Percentage change in population of London (1971 – 2007) [20]

% change	1971 - 1981	1981 - 1991	1991 - 2001	2001 - 2007
All ages	-10%	0%	+7%	+3%
0-14	-22%	+2%	+8%	0%
15-63	-8%	+2%	+10%	+5%
65+	+4%	-8%	-7%	-2%

Whilst soon to be updated with the latest Census figures, the population pyramid below shows how, in comparison to the UK average, London has smaller proportions of those aged 65+ and greater proportions of those in the economically active age-bracket.

London population pyramid (2001) [44]



Those aged 65 and over are more likely to be women (56%) compared to the total London population (51%). This is particularly notable in the 80+ age category where

62% of the population are women, reflecting the longer life expectancies of women in comparison to men [2].

Black, Asian and minority ethnic (BAME) groups in London tend to have a younger age profile. This can be observed with 20% of those aged 65+ in London belonging to a BAME group compared to 35% of the total London population. Again, the widest differences with the general London population are observed for the 80+ age bracket where only twelve per cent are from a BAME group [2].

Unsurprisingly, with each progressive age group, the proportion of retired Londoners increases. Of all Londoners aged 65+, 88% are retired. This has an impact on average household incomes with 45% of those aged 65+ having an annual household income of less than £10,000 compared to 23% of all Londoners. Of those aged 65-69, 17% are working either full- or part-time and 30% are in the lowest household income bracket of less than £10,000. With increasing age, the proportion of Londoners working decreases and therefore a shift occurs towards increasing proportions in the lower bands for household income [2]. It should be noted that household income does not always reflect household wealth.

Of all Londoners aged 65 and over, 40% claim to have a long-term physical or mental disability or health issue that limits their daily activities or the work they can do (compared to eleven per cent of all Londoners). The proportion of Londoners aged 65+ who feel they are disabled or have a health issue that limits their ability to travel and get about is also 40% [2]. With increasing age, disability (and impairments which limits travel) increases such that 62% of those aged 80+ consider themselves to be disabled [2].

## Older people

Demographic profile of older people in London (2010/11) [2]

%	All	65+	65-69	70-79	80+
<b>Gender</b>					
Men	49	44	48	45	38
Women	51	56	52	55	62
<b>Ethnicity</b>					
White	65	80	76	78	88
BAME	35	20	24	22	12
<b>Household income</b>					
<£9,999	23	45	30	44	64
£10,000 - £19,999	21	32	37	34	24
£20,000 - £34,999	18	12	16	14	6
£35,000 - £49,999	13	4	5	5	2
£50,000 - £74,999	12	3	4	3	2
£75,000+	13	3	7	1	2
<b>Working status</b>					
Working full-time	46	3	8	2	<1
Working part-time	10	5	9	4	<1
Student	10	0	<1	0	0
Retired	16	88	76	91	97
Not working	18	4	7	3	3
<b>Disabled</b>					
Yes	11	40	26	34	62
No	89	60	74	66	38
<b>Impairment affects travel</b>					
Yes	10	40	26	34	64
No	90	60	74	66	36

Base size not shown as data taken from LTDS

Note that LTDS data on older people excludes under 5s

## 3. Travel behaviour

Londoners make an average of 2.43 trips per person per day [2]. The average number of trips per day is highest amongst those of a working age and declines with age following the cessation of work [20]. Those aged 65-69 make an average of 2.53 trips per weekday whilst those aged 80+ make an average of 1.38 trips [2].

### Access to vehicles

Half (50%) of Londoners aged over 65 hold a full car driving licence, slightly below the total London population (54%) [2].

#### Proportion of Londoners with a full car driving licence (2010/11) [2]

%	All	65+	65-69	70-79	80+
Holds a full car driving licence	54	50	65	55	25
Does not hold a full car driving licence	46	50	35	45	75

Base size not shown as data taken from LTDS

Household access to a car diminishes with age so that 35% of those aged 65-69 do not have access to a car, increasing to 70% of those aged 80+. Overall, of those aged 65 and over, 42% have access to at least one car [2].

#### Proportion of Londoners in a household with access to a car (2010/11) [2]

%	All	65+	65-69	70-79	80+
0 cars	36	46	35	37	70
1 car	44	42	46	50	26
2+ cars	20	12	20	13	4

Base size not shown as data taken from LTDS

Up until the age of about 80, older drivers are thought to be as safe as middle-aged drivers. However, after the age of 80, older people tend to drive less frequently and consequently the average number of accidents per mile increases [86].

Other risk factors for older drivers include poorer vision, slower reaction times, decreased attention levels and out-dated knowledge on rules of the road [45]. If involved in a car accident, older people are more likely to be killed or injured due to an increasingly fragile state of health [86]. Despite all this, research looking at driving amongst older Londoners has shown this demographic group are often reluctant to give up driving as mode of travel [45].

*‘When I relinquish my car it will be like my snail shell on my back is being taken away.’*  
(Driver aged 65+) [45]

## Older people

Driving can provide a sense of self-worth through independence and equality with other Londoners, freedom through greater accessibility and convenience, and enjoyment of the act itself. Thus the cessation of driving is an important and emotional event [45]. For those who are aware of their own risks, greater support and advice is sought on how to manage personal risk and keep them updated on legislation. For those oblivious of their own risk, greater support is needed to help friends and family intervene where appropriate [45].

Of those aged 60 and over who do not drive<sup>1</sup>, the most common reasons for not doing so are a lack of interest (47%), availability of friends and family to drive them instead (40%) and a focus on feeling too old/having impairments and being concerned about safety [38].

### Reasons for not driving by age (Great Britain) (2010) [38]

%	All 17+	60+
Base	(3,413)	(1,245)
Family/friends drive me when necessary	33	40
Not interested in driving	31	47
Cost of learning to drive	30	9
Cost of buying a car	21	9
Other forms of transport available	20	16
Safety concerns/nervous about driving	19	21
Cost of insurance	18	5
Too old	10	28
Physical difficulties/health impairments	10	12
Other general motoring costs	10	4
Too busy to learn	8	2
Busy/congested roads	7	7
Put off by theory/practical test	5	3
Environmental reasons	3	1
Other	5	3

Based on individuals aged 17 and over who do not hold a full driving licence and are not currently learning to drive

<sup>1</sup> Note these data are for Great Britain not London specifically

## Use of transport modes

The main mode of mechanised transport used by older Londoners is the bus, with 63% using this transport mode at least once a week. Use of the bus at least once a week is similar amongst those aged 70-79 (67%) to those aged 65-69 (68%) and lower for those 80+ (49%). For all other transport modes except as a passenger in a car, the data are either flat across the older age bands or decline with increasing age [2].

By the time people reach 80 years of age, the predominant modes of transport used are the bus, the car (mainly as a passenger) and walking. The use of cars (as drivers), National Rail, the Underground and walking all decline steadily with increasing age [2].

Compared to the total London population, a smaller proportion of those aged 65+ use every mode of transport, with the exception of the bus [2].

Proportion of Londoners using modes of transport at least once a week (2010/11) [2]

%	All	65+	65-69	70-79	80+
Bus	61	63	68	67	49
Bicycle- summer	13	2	3	3	1
Bicycle- winter	4	1	1	1	0
Car (as a driver)	40	39	51	46	16
Car (as a passenger)	47	42	41	44	40
DLR	4	2	2	1	1
London taxi/black cab	5	3	4	3	4
National Rail	16	9	13	9	4
Motorbike	1	<1	<1	<1	<1
Other taxi/minicab (PHV)	6	5	4	5	6
Overground	5	2	4	2	1
Tram (Croydon Tramlink)	2	2	3	3	1
Underground	36	21	29	22	9
Walking	96	86	93	89	72

Base size not shown as data taken from LTDS

Whilst those aged 65+ use the bus most frequently of all mechanised transport modes, only six per cent of day bus users are 65+ [21]. This is due to the younger age profile of Londoners and a relatively small proportion of the population being aged 65 and over.

## Older people

The purpose of journeys made during the week are distinctly different for those aged 65+ compared to the wider London population. Whilst 28% of journeys are work-related for the total population (travelling to/from usual workplace, or 'other work related' travel), only 4% of journeys for those aged 65+ are for this purpose. Instead, the majority (53%) of journeys are for the purposes of shopping and personal business. Leisure is also a common journey purpose with 28% of the weekday journeys made by those aged 65 and over being for this reason [2].

### Weekday journey purpose (2010/11) [2]

%	All	65+	65-69	70-79	80+
Shopping/personal business	28	53	53	57	65
Usual workplace	20	2	4	2	<1
Leisure	20	28	29	27	28
Education	11	<1	<1	1	0
Other work related	8	2	5	1	<1
Other	14	9	9	12	6

Base size not shown as data taken from LTDS

## Older people

### Ticket types

Use of the Freedom Pass is high amongst those aged 65+, varying between 94-97% on the bus, train and Tube, with a slightly lower proportion using this pass on the DLR [22].

Since very high proportions make use of the Freedom Pass, only a small percentage of those aged 65+ use other tickets such as Oyster pay as you go or Travelcards.

#### Tickets and passes used on public transport (2012) [22]

%	All	65+	65-69	70-79	80+
<b>Bus</b>					
Base (all who use the bus)	(883)	(207)	(82)	(89)	(36)*
Oyster pay as you go (PAYG)	61	1	2	1	-
Freedom Pass (OAP/blind/disabled)	23	97	97	98	-
Cash/single/return	2	1	1	0	-
Any Travelcard	12	-	-	0	-
Any bus pass	5	1	2	0	-
<b>DLR</b>					
Base (all who use the DLR)	(376)	(83)	(37)*	(34)*	(12)*
Oyster PAYG	57	2	-	-	-
Freedom Pass (OAP/blind/disabled)	20	94	-	-	-
Cash/single/return	4	1	-	-	-
Any Travelcard	18	4	-	-	-
<b>Train</b>					
Base (all who use the train)	(726)	(157)	(64)	(65)	(28)*
Oyster PAYG	47	1	3	0	-
Freedom Pass (OAP/blind/disabled)	21	95	99	93	-
Cash/single/return	12	3	5	1	-
Any Travelcard	24	3	1	4	-
<b>Underground</b>					
Base (all who use the Underground)	(859)	(177)	(73)	(79)	(25)*
Oyster PAYG	59	1	0	1	-
Freedom Pass (OAP/blind/disabled)	21	97	98	98	-
Cash/single/return	4	-	0	0	-
Any Travelcard	18	1	0	0	-

\* denotes small base size (percentages not shown in this report for base sizes of less than 50)

### Oyster card

It logically follows that only a minority (three per cent) of those aged 65+ have an Oyster card (one per cent for those aged 80 and over) [2].

#### Possession of an Oyster card (2010/11) [2]

%	All	65+	65-69	70-79	80+
Have an Oyster card	54	3	5	3	1
Do not have an Oyster card	46	97	95	97	99

Base size not shown as data taken from LTDS

Note that Oyster card ownership excludes Freedom Passes, Oyster photocards and Zip cards

### Free travel and reduced fares

Instead, the majority (67%) of Londoners aged 65+ possess a pass or card which entitles them to free travel or reduced fares. Those Londoners in the oldest age group of 80+ are less likely to possess a pass or card (62%) compared to those in the lower age brackets. This may be because people aged 80+ travel less frequently on modes that require a ticket or pass. Half (49%) of people aged 80+ use the bus at least once a week but the other most common transport modes are driving, being a car passenger, and walking [2].

Sixty-five per cent of Londoners aged 65+ possess a free bus pass and 55% have a free tube/rail pass. These figures rise to 68% and 58% respectively for 70-79 year olds but again decline for the oldest age group (61% and 48% for 80+ year olds ).

#### Possession of pass/card entitling free travel/reduced fares (2010/11) [2]

%	All	65+	65-69	70-79	80+
No access to free pass	74	33	32	29	38
Free bus pass	21	65	65	68	61
Free tube/rail pass	12	55	56	58	48
Reduced bus pass	3	0	0	0	0
Reduced tube/rail pass	6	2	2	4	1

Base size not shown as data taken from LTDS

### Cycling

Six per cent of Londoners aged 65 and over sometimes use a bike to get around London [13]. Note that data are not available to analyse this age group further.

#### Proportion of Londoners who cycle (2012) [13]

%	All	65+
Base	(1,000)	(231)
Cyclist (sometimes uses a bike to get around London)	20	6
Non-cyclist (never uses a bike to get around London)	80	94

Of those who do not ride a bike, the proportion of Londoners aged 65+ who can ride a bike (70%) is lower than the total population of Londoners (82%) [13].

#### Proportion of Londoners able to ride a bike (2012) [13]

%	All	65+
Base (all who don't mention they use a bike)	(778)	(215)
Can ride a bike	82	70
Cannot ride a bike	17	28

## Older people

A substantial majority(91%) of the older population in London (who are non-cyclists) are classified as being ‘pre-primed’ to the idea of taking up cycling, compared to 77% of all Londoners. This means they would not consider/have never thought about cycling or have given the idea some thought but decided against it or took up cycling but were not able to stick to it. A small proportion of 65+ year olds are ‘primed’ to the concept of taking up cycling (7%)[13]. This suggests some resistance to getting 65+ year olds to cycle when they are not already doing so.

### Behaviour model of non-cyclists (2012) [13]

%	All	65+
<b>Base (all non-cyclists)</b>	(824)	(218)
<b><u>Pre-primed</u></b>		
- ‘Would not consider taking up cycling’		
- ‘Have never thought about taking up cycling’	77	91
- ‘Have given taking up cycling some thought but am not going to do so’		
- ‘Had taken up cycling but couldn’t stick to it’		
<b><u>Primed</u></b>		
- ‘Am thinking about taking up cycling’		
- ‘Have decided to take up cycling’		
- ‘I have already taken up cycling and will continue to do so’	22	7
- ‘Have started to take up cycling but am finding it difficult’		
- ‘Have started to take up cycling and am finding it easy’		
<b><u>Preparation</u></b>		
- ‘Am setting things in place to take up cycling’	1	-

## Cycling schemes

Awareness of Barclays Cycle Hire is highest amongst those aged 16-43. Awareness amongst those aged 65+ is 70% (lower than awareness amongst all Londoners which stands at 76%) [13].

Of those who use Barclays Cycle Hire, 68% are aged 25-44 [23]. The stated future likelihood of hiring a Barclays Cycle Hire bike is low amongst 65+ year olds (seven per cent) compared to 31% of the total London population [13].

### Expected use of Barclays Cycle Hire in the future (2012) [13]

%	All	65+
Base (all who have not hired a bicycle yet)	(950)	(229)
Yes	31	7
No	66	93
Don't know	3	-

Of those aged 65 and over, a third (33%) are aware of Barclays Cycle Superhighway – lower than the figure for all Londoners (42%). Compared to Barclays Cycle Hire, an even greater proportion (80%) of Barclays Cycle Superhighway users are aged 25-44 [23].

Levels of future use amongst 65+ year olds of Barclays Cycle Superhighways is slightly higher than the expected use of Barclays Cycle Hire (9%) [13].

### Expected use of Barclays Cycle Superhighways (2012) [13]

%	All	65+
Base (all aware of Superhighway but have not used a Superhighway)	(365)	(78)
Yes	21	9
No	75	89
Don't know	4	1

## Walking

Compared to 89% of all Londoners, 83% of those aged 65 and over walk<sup>2</sup> at least once a week. The proportion of 65+ year olds who walk at least once a week to complete small errands (85%) is in line with the 88% of total Londoners who walk for this purpose. However, smaller proportions of 65+ year olds walk for the other purposes listed compared to the total London population.

### Walking at least once a week by purpose of journey (2012) [24]

% who walk at least once a week	All	65+
Base	(1,014)	(226)
Walk at least once a week	89	83
<b>Walk...</b>		
To complete small errands such as getting a newspaper or posting a letter	88	85
As part of a longer journey	76	66
To visit pubs/restaurants/cinemas and other social places	48	32
To visit friends and relatives	48	36
To get to work/school/college	51	10
To take a child to school	17	5

<sup>2</sup> Defined as walking as a mode of transport for 5+ minutes or going for a walk to get exercise or fresh air

### Dial-a-Ride (DaR) membership

DaR members tend to be older than the average disabled Londoner – 81% of DaR members are 65 or over, compared with 39% of all disabled Londoners [25].

The proportion of DaR members aged 65-79 (27%) is in line with the demographic profile of all disabled Londoners. The differences become more apparent in the older age groups with 38% of DaR members being 80-89 and 16% being 90+, compared to 11% and two per cent respectively for all disabled Londoners [25].

#### DaR membership by older people (2010) [25]

Age	All disabled Londoners (%)	DaR members (%)
Base	(1,028,500)	(43,758)
Under 18	6	1
18-34	11	2
35-49	18	5
50-64	25	10
65-79	26	27
80-89	11	38
90+	2	16

## 4. Satisfaction with public transport

Overall satisfaction with various transport modes in London is measured on an 11-point scale, with 10 representing extremely satisfied and 0 representing extremely dissatisfied (this is then scaled up to 100). Older Londoners who use the DaR service rate it very highly, giving the service an overall satisfaction mean score of 92. Satisfaction levels increase slightly with age such that the mean score given by 90+ years olds is 93, compared to 65-69 year olds who give the service a mean score of 87[6].

### Overall satisfaction with DaR (2010/11) [6]

Mean rating (0-100)	All	65+	65-69	70-79	80-89	90+
Base	(2,565)	(2,160)	(157)	(657)	(1,121)	(225)
Mean satisfaction	90	92	87	90	93	93

Mean rating	Level of satisfaction
Under 50	Very low/weak/poor
50-54	Low/weak/poor
55-64	Fairly/relatively/quite low/weak/poor
65-69	Fair/reasonable
70-79	Fairly/relatively/quite good
80-84	Good or fairly high
85-90	Very good or high
90+	Excellent or very high

## Older people

For all of the transport modes listed below, Londoners aged 65+ give higher overall satisfaction mean scores than all Londoners. The services which rate particularly highly amongst those aged 65+ are trams (mean score of 92) and the DLR (90) [6].

### Overall satisfaction with transport modes (2010/11) [6]

Mean rating (0-100)	All	65+
<b>Bus services</b>		
Base	(9,600)	(540)
Mean satisfaction	80	86
<b>Bus stations</b>		
Base	(3,552)	(392)
Mean satisfaction	73	82
<b>DLR</b>		
Base	(3,478)	(62)
Mean satisfaction	81	90
<b>Overground</b>		
Base	(5,239)	(166)
Mean satisfaction	80	86
<b>Taxis*</b>		
Base	-	-
Mean satisfaction	-	-
<b>Trams</b>		
Base	(918)	(130)
Mean satisfaction	85	92
<b>Underground</b>		
Base	(14,857)	(759)
Mean satisfaction	79	86
<b>Victoria Coach Station</b>		
Base	(1,129)	(98)
Mean satisfaction	78	83

Satisfaction not shown for London River Services, minicabs (PHV), Night buses and Woolwich Ferry due to small base sizes

\*Data not available on this item in 2010/11

## Satisfaction with streets

Although older Londoners give higher satisfaction ratings than all Londoners on the various modes of transport, they are less satisfied when it comes to walking. Just over half (53%) of Londoners aged 65+ were satisfied with the streets and pavement after their last journey compared to two thirds (65%) of all Londoners, likely due to an increased propensity to have mobility issues. This is less of a concern in a car and similar proportions of older Londoners were satisfied with the streets and pavements on their last car journey than all Londoners (63% compared to 61% respectively).

### Overall satisfaction with streets and pavement after last journey (2012) [88]

Net Satisfaction (%)	All	65+
<b>Walking journey</b>		
Base	(967)	(189)
Net satisfaction	65	53
<b>Car journey</b>		
Base	(873)	(154)
Net satisfaction	61	63

Note: Base sizes too small to include data on cycling journeys

### 5. Barriers

With increasing age, lifestyles typically become less active [46]. As a result of declining health status, reduced income, and caring for (or the loss of) partner and friends, elderly people typically carry out activities (such as shopping) less frequently and/or closer to home. Reduced activity levels are often connected to changing expectations and confidence levels. Accessible transport can help people maintain a more active lifestyle [46].

Based on in-depth interviews (which included accompanied journeys<sup>3</sup>) completed in 2009, there are three categories of barriers to transport use faced by older people [46]. These are:

- Physical barriers – examples of such include long distances to bus stops and connection points, presence of many steps, speed of closing doors on public transport, and jerky movement on buses
- Emotional barriers – examples include overcrowding, loud or disruptive passengers, adverse weather conditions and the fear of crime
- Information barriers – many people restrict their journeys to ones they know well, have reduced expectations that public transport can cater for their needs, and are unaware of supported travel options such as DaR

---

<sup>3</sup> Accompanied journeys refers to journeys made when interviewers travel with respondents to observe and ask questions about their journey experience

### Barriers to greater public transport use

When presented with a number of possible barriers to using public transport more often, the greatest barrier, cited by 45% of 65+ year olds are concerns about anti-social behaviour. The second most cited concern was overcrowded services (40%, 60% for all Londoners). Subsequently the greatest perceived barriers are concerns about knife crime (27%) and fear of crime on the bus/train (26%) [14].

However, a relatively high proportion of those aged 65+ (28%) say 'none of these' possible barriers deter them from greater public transport use (13% for all Londoners). Equally, with the exception of a 'graffiti' and 'risk of accidents', for every potential barrier mentioned, a smaller proportion of those aged 65+ feel it is a barrier compared to the total London population [14]. With age, Londoners use public transport less frequently [2]. In which case, potential barriers to greater public transport use are less relevant if people do not wish to travel due to reduced activity levels and/or other external factors.

The cost of tickets is mentioned by 45% of all Londoners as a barrier to greater public transport use. As a result of the concessionary fares available to older Londoners, this barrier is cited by only 10% of those aged 65+ [14].

### Barriers to using public transport more often (prompted) [14]

%	All	65+
Base	(1,000)	(219)
Overcrowded services	60	40
Cost of tickets	45	10
Unreliable services	44	21
Slow journey times	43	24
Concern about anti-social behaviour	40	45
Fear of crime getting to the bus/train	29	22
Fear of crime on the bus/train	29	26
Fear about knife crime	28	27
Dirty environment on the bus/train	26	23
Dirty environment getting to the bus/train	18	13
Fear of terrorist attacks	12	10
Lack of info on how to use public transport	11	8
Risk of accidents	9	11
Graffiti	8	11
Don't understand how to buy bus tickets	6	5
None of these	13	28

Responses shown if exceed 1% for those aged 65+

## 6. Safety and security

Perceived levels of safety from crime or anti-social behaviour is similar for Londoners aged 65+ and all Londoners when considering travel during the daytime.

Proportion who feel safe from crime or anti-social behaviour when travelling on specific modes during the day and after dark(2011) [14]

%	All	65+
<b>Bus</b>		
Base (regular users in the daytime)	(705)	(163)
Feel safe in the daytime	94	98
Base (regular users after dark)	(312)	(45*)
Feel safe after dark	70	-
<b>Driving a car</b>		
Base (regular users in the daytime)	(483)	(103)
Feel safe in the daytime	97	98
Base (regular users after dark)	(378)	(60)
Feel safe after dark	94	87
<b>National Rail</b>		
Base (regular users in the daytime)	(432)	(73)
Feel safe in the daytime	98	98
Base (regular users after dark)	(236)	(39*)
Feel safe after dark	78	-
<b>Underground</b>		
Base (regular users in the daytime)	(593)	(103)
Feel safe in the daytime	95	97
Base (regular users after dark)	(343)	(51)
Feel safe after dark	80	89
<b>Walking</b>		
Base (regular users in the daytime)	(872)	(166)
Feel safe in the daytime	95	96
Base (regular users after dark)	(448)	(64)
Feel safe after dark	63	71

Modes shown where base size allows sub-group comparison

\* denotes small base size (percentages not shown in this report for base sizes of less than 50)

Fifty-two per cent of Londoners aged 65+ claim the frequency with which they use the Tube, bus and train is affected 'a lot/a little' by concerns over crime and anti-social behaviour. This is lower than the comparative proportion of all Londoners (61%) [14].

For older Londoners, the proportions claiming their travel frequency is affected 'a lot/a little' for Tube/bus/train are quite different during the day (28%) compared to after dark (41%) as is the case for all Londoners.

## Older people

Proportion of Londoners for whom concerns over crime/anti-social behaviour affect the frequency of their public transport use 'a lot/a little' (2011) [14]

%	All	65+
<b>Base</b>	(1,000)	(219)
<b>Overall: During the day/after dark</b>		
<b>Underground/buses/National Rail</b>	61	52
<b>During the day</b>		
<b>Underground/buses/National Rail</b>	33	28
Underground	23	19
Buses	25	19
National Rail	18	13
<b>After dark</b>		
<b>Underground/buses/National Rail</b>	56	41
Underground	46	36
Buses	52	35
National Rail	38	25

Looking more closely at the effect of concerns over crime and anti-social behaviour by age, it is apparent that concerns affect the behaviour of younger Londoners to the greatest extent. Of those aged 16-24, 71% claim their travel (both during the day and after dark) on the Tube, buses and trains is affected 'a lot/a little' by concerns over crime and anti-social behaviour. This proportion declines progressively to 47% of 75+ year olds.

Proportion of Londoners by age for whom concerns over crime/anti-social behaviour affect the frequency of their public transport use 'a lot/a little' (2011) [14]

%	16-24	25-34	35-44	45-54	55-64	65-74	75+
<b>Base</b>	151	243	200	145	106	151	81
<b>During the day/after dark</b>							
<b>Underground/buses/National Rail</b>	71	62	61	65	57	71	47

One possible explanation is that older Londoners use public transport less frequently than younger people. However, this pattern remains even when people who do not use the travel modes are excluded from the base size.

## 7. Access to travel information (online)

### Access to the internet

Nine out of ten Londoners access the internet. This falls to half (54%) of people aged 65 and over [10].

### Use of the internet and the TfL website

Use of the TfL website is lower amongst older Londoners. Of all Londoners with access to the internet, 78% use [www.tfl.gov.uk](http://www.tfl.gov.uk). This figure falls to 52% for those aged 65-69 and 27% for those aged 70 and over [10].

Proportion of Londoners with access to the internet who use [www.tfl.gov.uk](http://www.tfl.gov.uk) (2011) [10]

%	All	65+	65-69	70+
Base (all who use the internet)	(912)	(167)	(87)	(136)
Uses TfL website	78	49	52	27
Does not use TfL website	22	51	48	73

In keeping with the lower use of the TfL website amongst older Londoners, users aged 65+ tend to visit the website less frequently than all users. Of those aged 65 and over, 34% visit the website at least once a week compared to 58% of all users[34].

Frequency of visiting the TfL website (2012) [34]

%	All	65+
Base	(43,327)	(2,315)
<b>Net: At least once a week</b>	58	34
<b>Net: Less often than once a week</b>	38	54
Every day/more than once a day	13	6
Several times a week	34	19
Once a week	11	9
Several times a month	27	31
Less than once a month	11	23
This is the first time	4	12

## Older people

Website users aged 65 and over are less likely than all users to use the TfL website to plan a journey (this may be because they make more familiar journeys), do something in relation to Oyster cards and find out about cycling. However, the three most common reasons to visit the TfL website remain the same for all users and those aged 65+, these being to plan a journey (65% of those aged 65+), find out live travel information (37%), and to find out about planned works or closures (36%) [34].

### Main purpose of today's visit to the TfL website (2012) [34]

%	All	65+
Base	(43,074)	(2,290)
Using Journey Planner to plan a route	70	65
Finding out live travel information	35	37
Finding out about planned works or closures	29	36
Doing something related to Oyster cards or other tickets	20	13
Finding a map	19	19
Doing something related to Congestion Charge	4	5
Finding out about cycling	4	2
Finding out about roads or driving	3	5
Other	4	5

Whilst the TfL website still receives high ratings amongst 65+ year olds, the proportion rating it as above average/very good/excellent is only slightly lower (87%) compared to all users (90%) [34].

### Rating of experience of TfL website overall (2012) [34]

%	All	65+
Base	(43,327)	(2,315)
<b>Net: Good</b>	90	87
<b>Net: Poor</b>	10	13
Excellent	12	10
Very good	50	48
Above average	29	29
Below average	6	6
Poor	2	4
Very poor	2	3

## Older people

Only 11% of Londoners aged 65+ use a smartphone compared to 58% of all Londoners [10].

Proportion of Londoners who use a smartphone (iPhone, BlackBerry, other) (2012) [10]

%	All	65+	65-69	70+
Base	(1,000)	(223)	(87)	(136)
Uses a smartphone	58	11	21	4

Half (50%) of Londoners aged 65 and over do not access the TfL website through a mobile phone or mobile device (compared to 20% of all Londoners) [34].

Mobile phones or mobile devices used to access www.tfl.gov.uk (2012) [34]

%	All	65+
Base	(42,380)	(2,250)
Laptop or Netbook	50	27
iPhone	24	7
Android phone	19	5
Blackberry	13	4
Tablet computer (egiPad)	12	7
Standard mobile phone	6	12
Other Smartphone (eg Windows phone)	5	2
Other portable device that CANNOT be used as a phone	2	2
None of the above	20	50

