

Understanding the travel needs of London's diverse communities

Younger People

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Report prepared by SPA Future Thinking

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 33% 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 (49% of Londoners aged 0-10 are from a BAME group, compared to 36% of all Londoners) [2]. Lower levels of disability exist amongst younger people (three per cent of those under the age of 25 are disabled compared to eleven per cent of all Londoners and 62% 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. Those under the age of 16 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 (42% of people aged under 16 walk to school, and this rises to 53% 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 (1.76 vs. 2.45) [2]
- The bus is an important transport mode for younger Londoners. Of those aged 11-15, 78% 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]
- 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]

Younger people

- 42% of journeys made by those under 25 are for education. Once people reach the age bracket of 16-24, the proportions travelling for work reasons are only slightly lower than 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 (33% compared to 24%). This is particularly high for 11-15 year olds (82% of whom possess such a pass or card).

Barriers

Cost is mentioned by 57% 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 (45%) despite the ownership and use of a number of passes and cards designed to reduced travel costs [14].

Other barriers to increased public transport use are mentioned by higher proportions of younger people compared to all Londoners. The exception to this is concern about anti-social behaviour among 16-24 year olds [14]. While this is the case in general, concern about specific types of crime is higher among those 16-24 year olds. In particular, this age group has a higher concern about fear of crime getting to the bus/train (40% vs. 29%).

- While similar proportions of younger people cite concerns over crime and anti-social behaviour as a general barrier to greater use of public transport as all Londoners, they are more likely to 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) (71% for 16-24 year olds compared to 61% of all Londoners)[14]
- 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, 67% 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 78%). This compares to 4% of Londoners aged 70 and over (and 58% of all Londoners) [10]. Compared to 20% 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 11% of Londoners under the age of 25 say the same [34].

1. Introduction

Younger people are likely to perceive travel differently to their older counterparts. For many young teens, travel represents a gateway to adulthood, enabling independence, socialisation and a recognition of maturity [47]. This, combined with different reasons for using public transport with a greater focus on the need to access education establishments, means the travel patterns and behaviours of younger people differ from the wider London population.

Throughout this chapter, a focus is placed on Londoners under the age of 25. Where possible, age bands are broken down to reveal differences by 0-10, 11-15 and 16-24 year olds. In some cases, data are not available to provide this breakdown and therefore age groups are shown as close to this breakdown as possible.

It should be noted that the differences highlighted between young people in this chapter may well be influenced by a number of factors other than age, with gender, income and education all affecting perceptions towards travel in London and travel behaviour.

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

2. Characteristics

A third (32%) of the London population is aged under 25 [2]. This is in line with the proportion seen for the UK (31%) [33]. The differences in age profile between London and the UK are more apparent for older age groups with 56% of Londoners aged 25-64 and the remaining 12% aged 65+ (compared to 53% and 17% respectively for the UK) [2,35].

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

Whilst for older age groups there is a higher proportion of women compared to men, the younger age groups are in line with that of all Londoners with 49% being women and 51% being men.

Younger people

Younger people are marginally more likely to have lower household income than all Londoners (though not to the same extreme as older Londoners). Of those under 25, 51% have a household income less than £20,000, compared to 44% of all Londoners. The main differences between all Londoners and those of younger age groups are ethnicity, working status and disability levels. As seen in the earlier chapter on ethnicity, younger age groups in London have a higher proportion of BAME Londoners. Of those aged under 25, 46% are from a BAME group compared to 35% of all Londoners [2]. With each progressively younger age group, the proportion of BAME Londoners increases.

Unsurprisingly, a much higher proportion of people aged less than 25 (55%) are students compared to the wider London population (10%). Of those above the compulsory school-age of 16, 30% are working either full- or part-time [2].

Whilst eleven per cent of all Londoners consider themselves to be disabled, only three per cent of Londoners aged 24 and under are disabled [2].

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

%	All	Aged 24 & under	0-10	11-15	16-24
Gender					
Men	49	51	50	52	51
Women	51	49	50	48	49
Ethnicity					
White	64	54	50	54	58
BAME	35	46	49	46	42
Household income					
<£9,999	23	26	27	23	27
£10,000 - £19,999	21	25	26	25	24
£20,000 - £34,999	18	17	15	19	20
£35,000 - £49,999	13	11	9	12	12
£50,000 - £74,999	12	10	11	11	9
£75,000+	13	11	13	11	8
Working status					
Working full-time	46	24	0	0	24
Working part-time	10	6	0	0	6
Student	10	55	100	100	55
Retired	16	0	0	0	0
Not working	18	15	0	0	15
Disabled					
Yes	11	3	2	4	4
No	89	97	98	96	96
Impairment affects travel					
Yes	10	3	2	3	4
No	90	97	98	97	96

Base size not shown as data taken from LTDS

Note that LTDS data on younger people excludes under 5s

3. Travel behaviour

On average, Londoners make 2.45 trips per weekday. Those aged 24 and under tend to make fewer trips per weekday, with an average of 1.76 trips. This rises to 2.30 for those aged 16-24, and 2.28 for those aged 11-15. Those aged 0-10 seem to be making fewer trips on average per weekday than the older age groups (1.16 trips) [2].

Access to vehicles

Three in ten (30%) Londoners aged 16-24 hold a full driving licence. This compares to 54% of all Londoners. Note that people over the age of 16 can learn to drive but they must be 17 to pass their test and possess a full driving licence [2].

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

%	All	16-24
Holds a full car driving licence	54	30
Does not hold a full car driving licence	46	70

Base size not shown as data taken from LTDS

Younger people are less likely to live in a household with access to a car compared to all Londoners. A third (36%) of all Londoners do not have household access to a car, this rises to 43% of 16-24 year olds [2].

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

%	All	16-24
0 cars	36	43
1 car	45	33
2+ cars	19	24

Base size not shown as data taken from LTDS

Travel to/from school

The most common form of transport to and from school for those aged under 16 is walking with 42% of school journeys made in this way. This proportion rises to 53% for children aged 10 or under and falls to 27% for those slightly older (aged 11-15) [2].

Other common modes of transport to/from school are the bus and car (as a passenger). Travelling to/from school by car is higher (29%) for those aged 10 or under, compared to 18% of 11-15 year olds. Conversely, older children (11-15 year olds) are more likely to travel to/from school by bus with almost half (45%) doing so compared to 15% of those aged 10 and under [2].

Main mode of travel to school (2010/11) [2]

%	<16	0-10	11-15
Bicycle	1	2	1
Bus	27	15	45
Car (as a passenger)	24	29	18
National Rail/Overground	1	1	2
Underground	2	1	3
Walking	42	53	27

Base size not shown as data taken from LTDS

With increasing age, the average length of journey to school increases from 1.5 miles (5-10 year olds) to 2.9 miles (11-16 year olds) [48].

Average length of journey to/from school for Londoners (2008/09) [48]

Miles	5-10	11-16
Average length of trip	1.5	2.9

Use of transport modes

After walking, travelling by bus is the most common mode of transport for all Londoners and for those aged under 25 (61% and 69% travel by bus at least once a week respectively). This figure rises further to 78% for Londoners aged 16-24 demonstrating the importance of this transport mode for younger people in London [2].

Given driving licences cannot be held before the age of 17, it is not surprising to see a lower proportion (nine per cent) of those aged under 25 driving at least once a week compared to 40% of all Londoners. This is counterbalanced by 64% of those aged under 25 travelling as a car passenger at least once a week (compared to 46% for all Londoners) [2].

For both National Rail and the Underground, higher proportions of 16-24 year olds use these modes at least once a week compared to all Londoners (and more so than age groups younger than 16). For National Rail, 16% of all Londoners use it at least once a week, rising to 20% for those aged 16-24. For the Underground, 36% of all Londoners use it at least once a week. This increases to half (50%) of Londoners aged 16-24 [2].

The use of bicycles at least once a week in the summer peaks at 28% for 11-15 year olds before declining to 12% for those aged 16-24 (in line with 12% of all Londoners) [2].

Levels of walking (at least once a week) are high across all age groups shown.

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

%	All	Aged 24 & under	0-10	11-15	16-24
Bus	61	69	49	78	78
Bicycle-summer	12	14	12	28	12
Bicycle-winter	3	3	2	7	3
Car (as a driver)	40	9	0	0	19
Car (as a passenger)	46	64	76	73	52
DLR	4	3	1	1	5
London taxi/black cab	5	3	1	<1	5
National Rail	16	11	2	4	20
Motorbike	1	<1	<1	0	1
Other taxi/minicab (PHV)	6	6	2	3	10
Overground	5	5	2	2	8
Tram (Croydon Tramlink)	2	2	1	2	3
Underground	36	31	11	16	50
Walking	96	98	98	99	98

Base size not shown as data taken from LTDS

Younger people

For some young people in London, the bus offers a more social form of transport (whilst not being as expensive as other social transport modes) [47].

'We like to get the bus because you can catch up and have a good chat.'
(Young girl, 15 years old) [47]

'We just like hanging out with our friends on the back of the bus.'
(Young boy, 15 years old) [47]

Age has a substantial bearing on journey purpose, particularly in relation to journeys made for education. While only eleven per cent of all Londoners' journeys are made for this reason, for those under 25 this figure rises to 42%.

The proportion of journeys made for work reasons are similar for all Londoners and younger Londoners by the time they reach 16-24. However, as an overall category, people aged under 25 are less likely to travel for the purposes of work (11% of their journeys are related to work) compared to all Londoners (28%).

Weekday journey purpose (2010/11) [2]

%	All	Aged 24 & under	0-10	11-15	16-24
Shopping/personal business	28	19	15	16	22
Usual workplace	20	8	0	0	16
Leisure	20	23	20	19	26
Education	11	42	59	58	24
Other work related	8	3	0	1	6
Other	14	6	6	6	6

Base size not shown as data taken from LTDS

Ticket types

Londoners aged 16-24 are more likely than all Londoners to use a travelcard when travelling on the train and the Tube, and are less likely to use a Freedom Pass.

The proportion of younger people and all Londoners who use other ticket types (Oyster pay as you go (PAYG), cash and bus passes) are not significantly different, though younger people are more likely to use Oyster PAYG on bus, train and Tube.

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

%	All	16-24
Bus		
Base (all who use the bus)	(883)	(86)
Oyster pay as you go (PAYG)	61	87
Freedom Pass (OAP/blind/disabled)	23	-
Cash/single/return	2	-
Any Travelcard	12	10
Any bus pass	5	11
Train		
Base (all who use the train)	(726)	(67)
Oyster PAYG	47	68
Freedom Pass (OAP/blind/disabled)	21	-
Cash/single/return	12	14
Any Travelcard	24	28
Underground		
Base (all who use the Underground)	(859)	(79)
Oyster PAYG	59	79
Freedom Pass (OAP/blind/disabled)	21	-
Cash/single/return	3	7
Any Travelcard	18	22

Tickets and passes not shown for DLR due to small base sizes

Oyster card

The proportion of 16-24 year olds with an Oyster card is 65% - above that of all Londoners (of whom 54% have an Oyster card) [2]. Those under the age of 16 are considerably less likely to have an Oyster card (just twelve per cent of 11-15 year olds do), reflecting the greater opportunities for free or reduced travel for this age group [2].

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

%	All	Aged 24 & under	0-10	11-15	16-24
Have an Oyster card	54	34	1	12	65
Do not have an Oyster card	46	66	99	88	35

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

Possession of passes/cards entitling the holder to free or reduced travel is higher amongst under 25 year olds (33%) than for all Londoners (24%). It is particularly elevated for the age group of 11-15 year olds with 82% in possession of a pass or card for free/reduced travel [2]. Four-fifths of 11-15 year olds have a free bus pass. One quarter (26%) have a reduced tube/rail pass, as do those aged 16-24 (22%).

It is also worth noting that these data reflect possession, rather than use, of passes/cards for free or reduced travel.

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

%	All	Aged 24 & under	0-10	11-15	16-24
Pass/card					
No passes held	76	67	91	18	61
Free bus pass	20	26	9	78	22
Free tube/rail pass	11	5	4	10	3
Reduced bus pass	3	5	0	3	12
Reduced tube/rail pass	6	13	0	26	22

Base size not shown as data taken from LTDS

Younger people

The 18+ Student Oyster photocard reduces the price of various tickets by 30% for owners. To possess a card, owners must be aged 18 or over and enrolled in an education establishment. Amongst full-time students who use public transport five or more days a week, 48% own (and use) an 18+ Student Oyster photocard. It is more common for owners to use the photocard for period tickets than for pay as you go travel [49].

Students who travel at least five days a week by public transport are more likely than all students to own and use the photocard (48% compared to 31% respectively) [49].

Just under a third (31%) of all students are unaware of the 18+ Student Oyster photocard and a further 24% are aware of it but have never owned one [49].

Awareness/usage of the 18+ Student Oyster photocard (2008) [49]

%	All students	Full-time students using public transport 5+ days a week
Base	(496)	(225)
Net: own and use an 18+ Student Oyster photocard	31	48
Own and use (period tickets)	25	40
Own and use (PAYG only)	6	8
Own but don't use	7	3
Used to own but don't use now	7	9
Aware but never owned	24	21
Not aware	31	19

Younger people

A variety of reasons are given to explain why some students have not applied for an 18+ Student Oyster photocard. The most common reasons are 'not got round to it' (17%) and it is a 'hassle to apply' (17%). Other reasons stated relate to a preference for other modes and/or a perceived lack of need [49].

Reasons given by students for not applying for an 18+ Student Oyster photocard (2008) [49]

%	Students
Base (aware of card but do not use)	(496)
Not got around to it	17
Hassle to apply	17
Don't use it enough	10
Prefer to use car	2
Prefer to walk/cycle	2
No particular reason	14
Don't know/no answer	15

The majority (85%) of students agree that the 18+ Student Oyster photocard is helpful to students. Only four per cent disagree with this statement (the rest do not express an opinion either way) [49].

Agreement with statements about the 18+ Student Oyster photocard scheme (2008) [49]

%	Students	
Base	(496)	
	Agree	Disagree
The scheme is helpful to students	85	4
Not enough students make use of the scheme	36	25
The scheme is not flexible enough to be helpful to all students	35	26

Cycling

Children (aged 10-15) are more likely than their parents to cycle, have had cycle training, feel positively disposed towards cycling and be willing to consider cycling more [50]. The most common reason for cycling amongst this age group is for sport/leisure and/or exercise [50].

One quarter(24%) of 16-24 year olds sometimes use a bicycle to get around London (in line with all Londoners) [13].

The use of bicycles is higher amongst Londoners 11-15 years old – 28% use a bicycle to get around London at least once a week in the summer compared to 12% of 16-24 year olds [2].

Proportion of Londoners who cycle (2012) [13]

%	All	16-24
Base	(1,000)	(105)
Cyclist (sometimes uses a bike to get around London)	20	24
Non-cyclist (never uses a bike to get around London)	80	76

Of those who do not mention riding a bike, a higher proportion of younger Londoners aged 16-24 (89%) are able to ride a bicycle compared to all Londoners (82%) [13].

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

%	All	16-24
Base (those who don't mention they ride a bike)	(778)	(81)
Can ride a bike	82	89
Cannot ride a bike	17	11

Younger people

For children aged 10-15, cycling is the second most appealing mode of transport (after walking). Cycling appeals more to children than to adults with children giving cycling a mean score of 3.9 (where 5 is very appealing and 1 is very unappealing) compared to a mean score of 3.0 by adults [50].

Appeal of travel modes – mean scores (very appealing = 5, very unappealing = 1) (2008) [50]

Mean score (1-5)	Adults	10-15
Base	(1,002)	(57)
Walking	4.2	4.0
Car	3.4	3.8
Train	3.5	3.7
Bus	3.2	3.4
Tube	2.9	3.2
Cycling	3.0	3.9

A higher proportion of 16-24 year olds (32%) are classed as ‘primed’ in the behaviour model of non-cyclists compared to 22% of all Londoners. This means they are more likely to be thinking about taking up cycling, have decided to take up cycling, or did take it up but couldn’t stick to it [13]. They are correspondingly less likely to be categorised as ‘pre-primed’.

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

%	All	16-24
Base (all non-cyclists)	(824)	(84)
<u>Pre-primed</u>		
- ‘Would not consider taking up cycling’		
- ‘Have never thought about taking up cycling’	77	67
- ‘Have given taking up cycling some thought but am not going to do so’		
- ‘Had taken up cycling but couldn’t stick to it’		
<u>Primed</u>		
- ‘Am thinking about taking up cycling’		
- ‘Have decided to take up cycling’	22	32
- ‘I took up cycling but couldn’t stick to it’		
- ‘Have started to take up cycling but am finding it difficult’		
- ‘Have started to take up cycling and am finding it easy’		
<u>Preparation</u>		
- ‘Am setting things in place to take up cycling’	1	1

Younger people

Amongst younger people who do not cycle, there are a number of perceived barriers to this mode of transport. For some 16-19 year olds, cycling is strongly associated with childhood and therefore they are keen to distance themselves from the youthful association. For others, using a bike to travel can limit spontaneity and is less social than other transport modes such as the bus. Other possible barriers focus on the cost of buying and maintaining a bike, and the possibility of getting dirty/messing up clothing and hair through cycling [51].

Cycling schemes

Londoners aged 16-24 are more likely to be aware of Barclays Cycle Hire than all Londoners (with 79% aware compared to 76% of all Londoners) [13]. It is known that 68% of users of the scheme are aged between 25-44 and that relatively few younger people use it compared to the profile of cyclists across London [23].

Almost half of those aged 16-24 (47%) who have not yet hired a bicycle as part of Barclays Cycle Hire say they are likely to do so in the future. This compares to 31% of all Londoners.

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

%	All	16-24
Base (all who have not hired a bicycle yet)	(950)	(94)
Yes	31	47
No	66	48
Don't know	3	5

Awareness of Barclays Cycle Superhighways is 42% amongst all Londoners. Of all age groups examined, those aged 16-24 are the least likely to be aware of the Superhighways with 34% aware [13]. The majority of Superhighway users (80%) are aged between 25 and 44 (across both CS3 from Barking to Tower Gateway, and CS7 from Merton to the City) [23].

Expected future use of Barclays Cycle Superhighways higher for those aged 16-24 – 42% of those yet to use them say they are likely to do so in the future compared to 21% of all Londoners.

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

%	All	16-24
Base (all who are aware of the Superhighways but who have not used a Superhighway)	(1,043)	(119)
Yes	21	42
No	75	58
Don't know	4	-

Younger people

As of 2008, 42% of children aged 10-15 had ever received cycle training – much higher than the proportion of adults (28%) [50].

Walking

The proportion of 16-24 year olds in London who walk¹ at least once a week stands at 90% - on par with 89% all Londoners [24]. Across all age groups, similarly high proportions say they walk at least once a week to complete small errands such as getting a newspaper. The differences emerge in walking patterns as a result of age when looking at other journey purposes for walking.

A very high proportion (84%) of Londoners aged 16-24 walk at least once a week as part of a longer journey. This compares to 76% for all Londoners (and reaches a low of 66% for those aged 65+). Additionally, higher proportions of younger Londoners (compared to all Londoners) walk to visit friends and relatives and to reach work/school or college [24].

The proportion of Londoners who walk at least once a week to take a child to school is 17% for all Londoners and 18% for those aged 16-24. This proportion reaches a peak of 38% for those slightly older between the ages of 35 and 44 [24].

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

% who walk at least once a week	All	16-24
Base	(1,014)	(104)
Walk at least once a week	89	90
Walk...		
To complete small errands such as getting a newspaper or posting a letter	87	80
As part of a longer journey	76	84
To visit pubs/restaurants/cinemas and other social places	48	50
To visit friends and relatives	48	64
To get to work/school/college	51	78
To take a child to school	17	18

¹ Defined as walking as a mode of transport for 5+ minutes or going for a walk to get exercise or fresh air

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). In general, it has been shown that older people tend to report higher levels of satisfaction with public transport. Whilst this is true, the difference between younger Londoners and the total population is not as stark as one might expect.

Londoners aged 16-19 report marginally lower mean satisfaction ratings (across various transport modes) compared to 20-24 year olds. The levels of satisfaction for 20-24 year olds are in line with that of all Londoners.

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

Mean rating (0-100)	All	16-24	16-19	20-24
Bus services				
Base	(9,600)	(2,498)	(1,015)	(1,482)
Mean satisfaction	80	78	77	79
Bus stations				
Base	(3,552)	(996)	(427)	(569)
Mean satisfaction	73	74	73	75
DLR				
Base	(3,478)	(765)	(148)	(617)
Mean satisfaction	81	81	78	82
Night buses				
Base	(864)	(260)	(59)	(202)
Mean satisfaction	77	74	72	75
Overground				
Base	(5,239)	(1024)	(222)	(802)
Mean satisfaction	80	79	79	80
Trams				
Base	(918)	(135)	(57)	(78)
Mean satisfaction	85	80	79	81
Underground				
Base	(14,857)	(2,852)	(684)	(2,169)
Mean satisfaction	79	79	79	79
Victoria Coach Station				
Base	(1,129)	(419)	(113)	(306)
Mean satisfaction	78	79	79	79

* denotes small base size (percentages not shown in this report for base sizes of less than 50)
Satisfaction not shown for Dial-a-Ride, London River Services, minicabs, taxis and Woolwich ferry due to small base sizes

Younger people

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

Satisfaction with streets

As is the case with BAME Londoners, younger Londoners report consistently higher levels of satisfaction with streets and pavements after journeys. The starkest contrast in satisfaction was among cyclists. 78% of those aged 16-24 were satisfied with the streets and pavement after their last journey compared to 54% of all London cyclists.

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

Net Satisfaction (%)	All	16-24
Cycling journey		
Base	(306)	(48)*
Net satisfaction	54	78
Walking journey		
Base	(967)	(106)
Net satisfaction	65	79
Car journey		
Base	(873)	(100)
Net satisfaction	61	70

5. Barriers

Barriers to greater public transport use

Whilst overcrowding remains one of the most commonly mentioned barriers to increased public transport use for younger Londoners, cost is also cited by a high proportion (57% compared to 45% of all Londoners) [14]. This is mentioned despite 33% of 16-24 year olds possessing a pass or card which entitles them to free travel or reduced fares [2].

Young people are more likely to cite all barriers as deterrents to using public transport more often, with the exception of lack of info on how to use public transport and graffiti.

Compared to all Londoners (of whom 13% claim nothing acts a barrier to their increased public transport use), only 4% of younger Londoners claim the same [14].

Barriers to using public transport more often (prompted)(2011) [14]

%	All	16-24
Base	(1,000)	(94)
Overcrowded services	60	74
Cost of tickets	45	57
Unreliable services	44	55
Slow journey times	43	56
Concern about anti-social behaviour	40	41
Fear of crime getting to the bus/train	29	40
Fear of crime on the bus/train	29	34
Fear about knife crime	28	38
Dirty environment on the bus/train	26	33
Dirty environment getting to the bus/train	18	29
Fear of terrorist attacks	12	18
Lack of info on how to use public transport	11	9
Risk of accidents	9	16
Graffiti	9	5
Don't understand how to buy bus tickets	6	9
None of these	13	4

Responses shown if exceed 4% for those aged 16-24

Younger people

In a survey looking at the barriers to public transport use particularly amongst students, cost is again the number one reason with 43% of students mentioning this [49], though this proportion is lower than the 57% of Londoners aged 16-24 mentioning cost.

Barriers to using public transport more often (prompted) for students (2008) [49]

%	Students
Base	(496)
Cost of tickets	43
Overcrowded services	32
Unreliable services	26
Slow journey times	24
Concern about anti-social behaviour	23
Feeling unsafe	17
Prefer using a car	14
Poor/dirty environment	13
Prefer walking/cycling	9
Lack of information	6
Risk of accidents	4
Other	1
None of these	14

For those under the age of 11, the Tube can be a daunting experience. Younger Londoners can be more fearful of getting lost and/or missing their station than older Londoners. These fears modify with increasing age and slightly older children are often more afraid of muggings and intimidation [1].

Travel choices are thought to change through two key stages in younger people's lives. The first transition occurs with the shift from primary to secondary education. Key determinants of travel choices at this stage are to do with independence and peer influence. For many young teens, travel enables independence, socialisation and a recognition of maturity. Young Londoners aged between 11 and 15 increasingly travel independently though they may have limited knowledge of public transport [47].

When people reach 16-18, travel becomes less orientated around having fun and is perceived as a means to an end. In which case, practicalities (such as cost and speed of journey) become more important in determining travel choices [47].

6. Safety and security

When using the bus, Underground or when walking (during the day), a similar proportion of 16-24 year olds say they feel safe from crime or anti-social behaviour compared to all Londoners [14].

The data do not allow robust sub-group analysis due to small base sizes, though there is some suggestion that younger people feel less safe walking after dark than all Londoners. Of those aged 16-24, 44% say they feel safe walking after dark compared to 63% of all Londoners [14].

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

%	All	16-24
Bus		
Base (regular users in the daytime)	(705)	(77)
Feel safe in the daytime	94	92
Base (regular users after dark)	(312)	(45)*
Feel safe after dark	70	-
Underground		
Base (regular users in the daytime)	(593)	(68)
Feel safe in the daytime	95	94
Base (regular users after dark)	(343)	(44)*
Feel safe after dark	80	-
Walking		
Base (regular users in the daytime)	(872)	(88)
Feel safe in the daytime	95	92
Base (regular users after dark)	(448)	(61)
Feel safe after dark	63	44

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)

Younger people

Younger Londoners are more likely to say that concerns over crime and anti-social behaviour affect the frequency of their public transport use 'a lot/a little' than all Londoners. Considering travel both during the day and after dark, on the Tube, bus and train, 71% of 16-24 year olds say their use is affected 'a lot/a little' compared to 61% of all Londoners [14].

Amongst those aged 16-24, concerns over crime and anti-social behaviour are highest on different modes depending on the time of day. During the day, 35% of 16-24 year olds say their travel frequency on the underground is affected 'a lot/a little' (compared to 23% of all Londoners). After dark, 64% of Londoners aged 16-24 say their travel frequency is affected on the bus (and 52% for all Londoners) [14].

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	16-24
Base	(1,000)	(151)
Overall: During the day/after dark		
Underground/buses/National Rail	61	71
During the day		
Underground/buses/National Rail	33	43
Underground	23	34
Buses	25	30
National Rail	18	25
After dark		
Underground/buses/National Rail	56	68
Underground	46	57
Buses	52	64
National Rail	38	41

The use of illegal (unbooked) minicabs

Four per cent of those aged 16-24 used an illegal (unbooked) minicab to reach their onward destination on the night of interviewing as part of the Safer Travel at Night (STaN) survey. This is higher than all Londoners interviewed²[30].

Future likelihood of using an unbooked minicab stands at 24% for 16-24 year olds. This rises for 20-24 year olds (31%) compared to 9% of 16-19 year olds [30].

Recognition of STaN advertising is highest among the 16-19 year old age group, and they have the lowest proportion that say they are unlikely to consider an alternative mode of transport to unbooked mini cabs. However, the same proportion of each age group say they are likely to consider alternative modes of transport other than unbooked minicabs after seeing the STaN adverts.

The use of illegal (unbooked) minicabs and effect of STaN advertising (2012) [30]

%	All	16-24	16-19	20-24
Use of illegal minicabs				
Base	(724)	(329)	(93)	(236)
Used an illegal minicab to reach onward destination on night of interview	2	4	3	4
Likely to use illegal minicab in future	23	24	9	31
Unlikely to use illegal minicab in future	76	75	90	69
STaN adverts				
Base	(724)	(329)	(93)	(236)
Recognised at least one of the STaN adverts	77	76	84	73
Base (all who have seen any STaN adverts or other communications to do with getting home safely at night)	(591)	(271)	(80)	(191)
Likely to consider different mode of transport (to illegal minicabs) after seeing STaN adverts/other communications	78	80	80	80
Unlikely to consider different mode of transport (to illegal minicabs) after seeing STaN adverts/other communications	9	7	4	8

As shown previously in the chapter on women, differences exist in the use of unbooked minicabs between men and women. These differences persist even at young age groups. For men aged 16-24, 29% are likely to use a minicab in the future whilst for young women the figure is 15% [30].

² The sample for this study comprises Londoners recruited in the queues of popular London late night venues, and is therefore not necessarily reflective of the London population as a whole

Road traffic injuries

Younger people are more likely than older people to be involved in road accidents. However, the number of children reported killed or seriously injured in London has declined over time (from 541 in 2003 to 263 in 2009) [52].

Number of reported killed or seriously injured child road casualties in London (2003/09)
[52]

	Number
2009	263
2008	310
2007	331
2006	389
2005	345
2004	481
2003	541

TfL has run a number of successful Teen Road Safety campaigns where recall and awareness of the communications is high. However, the campaigns appear to be impacting more on knowledge than on actual behaviour [53]. Nearly all (98%) of 11-15 year olds recognise that, 'it's important to take care when crossing the road' and yet there are some residual attitudes amongst young Londoners which reveal a less than safe approach to road safety [54]. Four in ten (40%) agree they take no notice of road safety and a quarter (25%) say they are always/usually distracted when crossing the road [54]. This is confirmed in other research which suggests young people can often be distracted by their friends and their belongings (such as phones and iPods) when crossing the road [53].

The proportion of 11-15 year olds who agree they are careful when crossing the road with friends stands at 38% suggesting that the presence of friends can reduce the attention paid to road safety. Furthermore, 40% say they always/usually just follow their friends when they are out and about [54].

Attitudes and behaviour towards road safety amongst 11-15 year olds (2010) [54]

% agreement	11-15
Base	(300)
It's important to take care when crossing the road	98
I (always/usually) look both ways before starting to cross the road	94
I'm careful not to step off the pavement when out and about with friends	80
I'm sometimes nervous about crossing the road	75
I'm (always) careful when crossing the road with friends	38
I (always) look out for my friends' safety	25
I (always/usually) just follow my friends when we are out and about	40
I take no notice about road safety	40
I (always/usually) run across the road	27
I'm (always/usually) distracted when crossing the road	25

To encourage safer behaviour amongst teens when crossing roads, communications need an emotional motivator alongside a directional reminder [53]. Friendship is considered a strong emotional motivator, and directional reminders focus on road safety lessons from children (e.g. stop, listen, look, think) [53].

7. Access to travel information (online)

Access to the internet

Younger people are more likely to access the internet than older people. Of those aged 16-24, 97% can access the internet somewhere, be it at home or school [10].

Use of the internet and the TfL website

Younger Londoners are more likely than all Londoners to use the TfL website with 83% doing so (compared to 78% of all Londoners) [10].

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

%	All	16-24
Base (all who use the internet)	(912)	(89)
Uses TfL website	78	83
Does not use TfL website	22	17

Younger users of the TfL website (aged 16-24) are more likely to visit the site at least once a week compared to all users. Of those aged 16-24, 67% visit www.tfl.gov.uk at least once a week compared to 58% of all users [34].

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

%	All	Aged 24 & under	<16	16-24
Base	(43,327)	(6,907)	(540)	(6,367)
Net: At least once a week	58	66	51	67
Net: Less often than once a week	38	30	39	30
Every day/more than once a day	13	16	18	15
Several times a week	34	39	22	40
Once a week	11	12	11	12
Several times a month	27	23	29	23
Less than once a month	11	7	10	7
This is the first time	4	4	9	3

Younger people

Higher proportions of Londoners aged 16-24 (compared to all Londoners) visit the TfL website to use Journey Planner (79% vs. 70%), find out about live travel information (39% vs. 35%) and to find out about planned works or closures (34% vs. 29%) [34]. This active involvement in planning journeys and assessing live travel information amongst younger Londoners may suggest an unfamiliarity with journeys made, or a greater acceptance and use of technological self-serve information channels.

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

%	All	Aged 24 & under	<16	16-24
Base	(43,074)	(6,864)	(531)	(6,333)
Using Journey Planner to plan a route	70	77	60	79
Finding out live travel information	35	40	46	39
Finding out about planned works or closures	29	34	33	34
Doing something related to Oyster cards or other tickets	20	22	18	23
Finding a map	19	22	27	22
Doing something related to Congestion Charge	4	2	3	2
Finding out about cycling	4	3	5	3
Finding out about roads or driving	3	3	7	3
Other	4	4	9	3

Overall, users of TfL's website under the age of 25 rate the site as highly as all users (93% rate it as 'above average' vs. 90% of all users). Younger users however are more likely to give the highest ratings (with for example, 16% rating the website as 'excellent') compared to all users who tend to be less emphatic about their experience of using the TfL website (12% rate it as being 'excellent') [34].

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

%	All	Aged 24 & under	<16	16-24
Base	(43,327)	(6,907)	(540)	(6,367)
Net: Good	90	93	93	93
Net: Poor	10	7	7	7
Excellent	12	16	27	16
Very good	50	50	43	50
Above average	29	26	22	27
Below average	6	5	3	5
Poor	2	2	2	2
Very poor	2	1	2	1

Younger people

Over three-quarters (78%) of 16-24 year olds say they use a smartphone – higher than the proportion of all Londoners which stands at 58% [10].

Proportion of Londoners who use a smartphone (iPhone, BlackBerry, other) (2011) [10]

%	All	16-24
Base	(1,000)	(90)
Uses a smartphone	58	78

Of those who use the TfL website, younger people were more likely to use a mobile phone or mobile device to do so than the overall user population. Only 11% of those aged 16-24 do not use such a device to access the website (compared to 20% of all TfL website users). The proportion of website users under the age of 16 who do not use a mobile phone/device to access the TfL website (16%) is in line with that of all website users [34].

The use of the iPhone to access www.tfl.gov.uk is in line across the sub-groups shown below with 24% of all website users and 26% of those aged under 25 using this device to access the TfL website. Website users aged 16-24 are more likely than all Londoners to access the TfL website through a laptop/netbook, iPhone and through a BlackBerry.

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

%	All	Aged 24 & under	<16	16-24
Base	(42,380)	(6,731)	(519)	(6,212)
Laptop or Netbook	50	58	51	58
iPhone	24	26	25	27
Android phone	19	22	20	22
Blackberry	13	20	28	20
Tablet computer (egiPad)	12	10	18	9
Standard mobile phone	6	6	9	5
Other Smartphone (eg Windows phone)	5	5	9	5
Other portable device that CANNOT be used as a phone	2	4	10	4
None of the above	20	11	16	11

