Travel mobility and accessibility

Planning better for older people

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With thanks to Dr Mima Cattan
Key questions

• What type of transport system do older people want?
• What are the impacts/coping strategies?
• To what extent is need met today?
• What will the customer of the future want?
• What are the policy interventions to assist?
Focus Group Findings

• Wide range of mobility:
  – From physically fit to extremely frail
  – Conditions included; visual impairments, mental health problems, osteoarthritis, Parkinson’s

• Wide range of activity levels:
  – From travelling “all over” to “the sitting brigade”
  – The ability to “just get out of the 4 walls and see people” more important than specific activities
  – Shopping serves many purposes; functional, gives structure to the week and an activity in itself "it's a day out, it's a social thing"
3 Key Barriers

• Physical Ability
  – Gradual process of decline

• Individual Characteristics
  – Lack of control
  – Varying degrees of engagement

• Physical Environment
  – Feeling of being “pushed out” or “out of step” with the environment
  – Disruption
Physical Ability

- The accessibility / acceptability of Public Transport affects:
  - How long people wish to remain driving
  - When they start needing assisted transport

![Diagram showing the relationship between physical ability and transport accessibility/acceptability.]

- Declining physical ability:
  - Less acceptable: Independent - Able to use Public Transport - Require assisted transport
  - More acceptable: Independent - Able to use Public Transport - Require assisted transport
Individual Characteristics

• Feeling of a lack of control over transport provision
• Ill thought out decisions particularly irritating

• Three typographies:

1. The Resigned Acceptors
   “we can’t change the bus route, we can’t change the fact we can’t walk as well as we did, we just have to accept is as best we can”

2. The Frustrated Acceptors
   Frustrated but aren’t aware of how / feel unable to influence

3. The involved. “Fighters!”
   Actively trying to influence decisions at a local or city level
Physical Environment

• Difficulties **CROSSING ROADS** is the dominant issue
  – Everybody said something about this

• Issues with other people’s use of pavement space

• Issues with condition of pavements
Crossing Roads: informal crossing

- Lines of sight (angle of junction)
- Number of roads joining a junction
- Crossing width
Public Transport

• Many examples of bad falls - many “don’t dare” to use

• Caused by:
  – Drivers setting off before older people are seated
  – Having to get up before the bus stop
  – No grab rail and front tipping seats
  – General rough driving

• Getting on and off significant problem – “kneeling” inconsistent

• Great variability of drivers
Public transport

• For the more mobile:
  – Extensive use
  – Concessionary fare popular

• Issues for the less mobile / more frail:
  – Unreliability meaning long waits
  – Buses not entering estates
  – Bus stops in city centre a long way from desired locations

• Re-scheduling unsettling
• Security at bus stops problem for all
Taxis

• Critical for some “I’d be lost without them”
• Fills gaps in public transport service

But..

• Concerns about driver behaviour
• Security concerns
• Expense / fear of over-charging
  - particularly for rural residents and during holidays
What type of system do older people want?

• One that they can use independently
• One which is safe and accessible
• One which is ‘stable’
• Benefits are
  – Retaining independence longer
  – Inclusion
  – Better (mental) health and well-being
To what extent is need met today?
What will the older person of the future want?

- Influence of driving licence holding
- Drive for longer
- Who will make transition to non-driving?
- When will they make the transition?
- How will this impact on choice and independence?
What are the policy options to assist?

- **Technology?**
  - Some fit today – some in the future
    - Texting for bus arrivals O
    - Oystercard ✓

- **Service mix?**
  - Public transport includes taxis…
  - Dedicated ‘inflexible’ flexible services???
  - Community transport, liftshare…
  - Scooters, cycles + feet!!!
Where next?

• Research Bid Submitted
  – What are the key contextual changes?
  – Why do older people travel how they do?
  – How does this relate to how they have always travelled?
  – (How) is the next generation planning for travel?
  – How are expectations conditioned?