

**Understanding the  
travel needs of  
London's diverse  
communities**

People on Low Incomes

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Report prepared by SPA Future Thinking.

# People on low incomes

### Key findings

- 41% of Londoners have an annual household income of less than £20,000 (excluding those aged 5 or below). 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, particularly on the Underground.

### 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 2012, 41% of Londoners can be classed as having a low annual household income of below £20,000<sup>1</sup>[2]. Approximately 30% of Londoners are classified as living in households of DE social grade<sup>2</sup> (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, 56% are women compared to 51% of all Londoners, 41% are black, Asian and minority ethnic (BAME) (35% of all Londoners), 17% are aged 65+ (9% of all Londoners), 29% are retired (16% of all Londoners) and 19% are disabled (11% 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.

### Transport use

<sup>1</sup> The cut-off point of £20,000 is used here since data are typically collected using this income bracket

<sup>2</sup> DE social grade refers to households where the chief income earner works (or worked) in a semi/unskilled manual profession, is (or was) a casual worker or is unemployed with state benefits

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, 69% of people with household incomes <£20,000 do so (and this rises to 73% 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, bicycle, 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 77% of those in the lowest household income bracket (<£5,000) do not have access to a car compared to 36% 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 (43%) of those with a household income of <£20,000 have an Oyster card (compared to 54% of all Londoners), though this is counterbalanced by a higher proportion (35%) possessing a pass or card which entitles them to free travel or reduced fares (compared to 26% of all Londoners) [2]
- Londoners in lower household income brackets tend to be less engaged with cycling as a mode of transport. Thirteen per cent of Londoners sometimes use a bike to get around London in the summer – this declines to 9% 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 lower proportions of Londoners in DE households (40%) than all Londoners (45%) [14]. 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) [14].

- Higher proportions of people in DE households state concern about anti-social behaviour, 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 [14]. 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 walking after dark, 56% of those in DE households feel safe compared to 63% 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 [14]

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- Travel frequency on the Underground during the day is affected by these concerns for a higher proportion of those in DE households (31%) compared to all Londoners (23%) [14]
- 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 (49%) of those in DE households access the TfL website compared to 78% of all Londoners. Similarly, those in DE households are less likely to use smartphones (31% do so in comparison to 58% of all Londoners) [10].

## 1. Introduction

What constitutes a 'low household income' is difficult to define as the concept is inherently relative. Household wealth depends not only on household income but also on household size – a family of four require a higher income to meet the same standards of living as a single-person household.

The unequivalised median gross household income for London in 2010 was £33,441. This fell to £30,168 when equivalised (when the size and composition of households to achieve an equivalent standard of living are taken into account) [75]. The median gross household income in London (both unequivalised and equivalised) is higher than in the rest of Great Britain [75].

As defined by the Government, a household is thought to have a 'low income' if it earns less than 60% of the median UK household income [77]. For London, this cut-off point is approximately £21,000 [75].

Consequently, the main categories in this chapter are all Londoners and Londoners with an annual household income of <£20,000<sup>3</sup>. Additionally the following sub-categories of household income are referenced to provide further understanding of how low income can affect travel attitudes and behaviours:

- <£5,000
- £5-9,999
- £10-14,999
- £15-19,999
- £20-24,999

Where data are not available for household incomes, the classification of DE social grade is used as a proxy for low income instead. Social grades are determined through a series of questions on the occupation of the chief income earner in the household. Social grade D refers to semi- and un-skilled manual workers, and E refers to state pensioners, casual or lowest grade workers and the unemployed. Approximately 30% of the London population can be classified as DE [76].

It is important to be aware that low household income is associated with other variables (such as age, gender and disability), and this may affect the travel attitudes and behaviours of those classified as living in households with low incomes.

It should be noted that throughout this chapter, all mentions of household income refer to *annual* household income.

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

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<sup>3</sup> The cut-off point of £20,00 is used here since data are typically collected using this income bracket

## 2. Characteristics

Using an annual household income of below £20,000 as the definition of 'low income', 41% of Londoners (as of 2011) have an annual household income under this threshold [2]. This excludes Londoners aged under five years.

### Profile of annual household income for all Londoners (2010/11) [2]

%	LTDS (2010/11)
<£5,000	8
£5,000 - £9,999	13
£10,000 - £14,999	11
£15,000 - £19,999	9
£20,000 - £24,999	8
£25,000 - £34,999	12
£35,000 - £49,999	14
£50,000+	25

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

Note that household income does not include any benefits people may receive (many of which are unpaid benefits). Household income also makes no reference to the wealth of households which may not bear relation to earned income.

Women are more likely to be in low household income bands than men. Of those with a household income under £5,000 and between £5-9,999, 57% are women compared to 51% of all Londoners [2]. Women are more likely to work part-time or not work at all in comparison to men and this may explain in part the association with lower household incomes.

With increasing household income, the proportion of people in the working age bracket of 16-64 also increases. Lower household income bands tend to have higher proportions of older people. This is linked to the reduced household income secured in retirement with 33% of those with a household income of <£5,000 being retired compared to 16% of all Londoners [2].

Lower household incomes are also associated with higher levels of disability. Of those in the lowest band of household income (<£5,000), 26% classified themselves as being disabled, compared to 11% of all Londoners [2].

## People on low incomes

### Demographic profile of people on low incomes in London (2010/11) [2]

%	All	All less than £20,000	<£5,000	£5,000 - £9,999	£10,000 - £14,999	£15,000 - £19,999	£20,000 - £24,999
<b>Gender</b>							
Men	49	44	44	42	45	48	50
Women	51	56	56	58	55	52	50
<b>Age</b>							
5-10	15	16	13	17	18	15	14
11-15	5	8	8	7	8	7	6
16-24	12	13	14	12	12	15	15
25-59	52	41	39	37	41	49	56
60-64	4	5	4	5	7	4	3
65-70	5	7	9	8	7	5	3
71-80	4	7	10	9	6	4	3
81+	3	3	4	4	2	1	1
<b>Ethnicity</b>							
White	64	58	57	60	58	59	61
BAME	35	41	42	39	42	40	38
<b>Working status</b>							
Working full-time	46	18	3	7	20	42	50
Working part-time	10	10	6	9	12	12	11
Student	10	14	19	15	15	9	10
Retired	16	29	33	34	28	18	13
Not working	18	29	39	34	26	19	16
<b>Disabled</b>							
Yes	11	19	26	23	17	9	8
No	89	81	74	77	83	91	92
<b>Impairment affects travel</b>							
Yes	10	19	26	23	16	9	8
No	90	81	74	77	84	91	92

Base size not shown as data taken from LTDS

Note that LTDS data on people on low incomes excludes under 5s

Transport can be a significant barrier to accessing employment. Two out of five jobseekers say that a lack of transport acts as a barrier to getting work, and one in four say that the cost of transport presents a problem in getting to interviews [1].



## 3. Travel behaviour

The average number of trips made per weekday rises with increasing household income. For those with an annual household income below £5,000, the average number of trips made per weekday is 2.33. This rises progressively to 2.43 for those with an annual household income of £20,000-£24,999 [2].

According to the Customer Touchpoints typology, people with lower household incomes often fall into the categories of ‘travel shy’ or ‘reassurance seeker’ [37]. Both groups tend to lack confidence in using the public transport network. For those classified as ‘travel shy’, familiar routes and modes appeal more than making unfamiliar journeys. For those classified as being ‘reassurance seekers’, they will conduct their journeys seeking advice en route from staff and members of the public [37].

### Access to vehicles

Of those Londoners with household incomes less than £20,000, 38% have a full car driving licence – lower than the 54% of all Londoners [2].

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

%	All	All less than £20,000	<£5,000	£5,000 - £9,999	£10,000 - £14,999	£15,000 - £19,999	£20,000 - £24,999
Holds a full car driving licence	54	38	30	32	40	51	55
Does not hold a full car driving licence	46	62	70	68	60	49	45

Base size not shown as data taken from LTDS

Over half (57%) of Londoners with a household income of <£20,000 do not have access to a car. This rises to 77% amongst those in the lowest bracket of household income (<£5,000). Amongst all Londoners, a lower proportion (36%) are without household access to a car [2].

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

%	All	All less than £20,000	<£5,000	£5,000 - £9,999	£10,000 - £14,999	£15,000 - £19,999	£20,000 - £24,999
0 cars	36	57	77	63	50	40	35
1 car	44	37	22	35	42	46	51
2+ cars	20	6	1	2	8	15	15

Base size not shown as data taken from LTDS

### Use of transport modes

Buses are a key mode of transport for Londoners living on lower household incomes. Of those with household incomes <£5,000, 73% use a bus at least once a week. This decreases progressively with increasing household income bands so that 62% of households with an income of £20-24,999 use a bus at least once a week –in line with all Londoners [2].

For many transport modes, smaller proportions of those with low household incomes use them (at least once a week) compared to all Londoners. Most notably, this includes driving (26% of those with a household income <£20,000 do this at least once a week compared to 40% of all Londoners), travelling as a car passenger (41% vs. 46%), on National Rail (11%vs. 16%) and the Underground (31% vs. 36%). The use of bikes to get around London in the summer increases with higher bands of household income [2].

Similar levels of use are seen across household income bands for the DLR, motorbikes, minicabs and trams [2].

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

%	All	All less than £20,000	<£5,000	£5,000 - £9,999	£10,000 - £14,999	£15,000 - £19,999	£20,000 - £24,999
Bus	61	69	73	71	68	63	62
Bicycle- summer	13	9	7	9	9	10	13
Bicycle- winter	4	3	4	3	2	3	3
Car (as a driver)	40	26	16	21	29	37	39
Car (as a passenger)	46	41	34	40	44	44	43
DLR	4	3	4	4	2	2	4
London taxi/black cab	5	3	4	2	5	3	4
National Rail	16	11	9	10	13	13	18
Motorbike	1	<1	<1	<1	1	1	1
Other taxi/minicab (PHV)	6	7	9	7	6	7	4
Overground	5	5	5	5	5	5	5
Tram (Croydon Tramlink)	2	2	2	2	2	1	2
Underground	36	31	30	28	32	34	36
Walking	96	94	91	93	94	97	97

Base size not shown as data taken from LTDS

## People on low incomes

Looking at the use of various transport modes over the past 12 months by household income reveals similar patterns. Those who have cycled, used the DLR, taken a taxi (black cab or minicab) or used the Overground within the last 12 months are all more likely to have higher household incomes [2].

### Mode users according to household income (2010/11) [2]

%	<£20,000	£20,000 - £34,999	£35,000 - £49,999	£50,000+
<b>All Londoners</b>	41	20	14	25
Bus users	41	20	14	25
Car (drivers or passengers)	39	20	14	26
Cyclists	28	20	16	36
DLR users	33	21	16	30
London taxi/black cab users	29	20	15	36
Pedestrians	40	20	14	26
Other taxi/minicab (PHV) users	37	20	14	29
Overground users	36	20	14	30
National Rail	36	21	15	28
Tram users	39	21	15	25
Underground users	37	21	15	27

Users are defined as having used the mode in question within the last 12 months  
Base size not shown as data taken from LTDS

Given the lower levels of employment amongst those with low household incomes, 14% of Londoners with a household income of <£20,000 travel for the purposes of work (getting to usual workplace / other work related combined) compared to 28% of all Londoners [2].

Instead, a greater proportion of journeys are completed for the purposes of shopping and personal business (37% of those with a household income of <£20,000 compared to 28% of all Londoners) [2].

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

%	All	All less than £20,000	<£5,000	£5,000 - £9,999	£10,000 - £14,999	£15,000 - £19,999	£20,000 - £24,999
Shopping/personal business	28	37	42	43	33	31	27
Usual workplace	20	10	2	5	11	20	22
Leisure	20	21	22	21	22	18	19
Education	11	14	16	14	15	10	10
Other work related	8	4	4	2	4	7	10
Other	14	15	14	15	15	15	12

Base size not shown as data taken from LTDS

### Ticket types

Using the DE social grade as a proxy for low household income, Oyster pay as you go is used by smaller proportions of those with low household incomes compared to all Londoners. This remains true across travel on buses, trains and the Tube [22].

Instead, Londoners in DE households are more likely to travel using a Freedom Pass than all Londoners. Taking bus travel as an example, 54% of those in DE households use the Freedom Pass compared to 23% of all Londoners [22].

People in DE households are less likely to use Travelcards than all Londoners though the use of cash and singles/returns are comparable between those with lower household incomes and all Londoners [22].

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

%	All	DE
<b>Bus</b>		
Base (all who use the bus)	(883)	(207)
Oyster pay as you go (PAYG)	61	39
Freedom Pass (OAP/blind/disabled)	23	54
Cash/single/return	2	2
Any Travelcard	12	1
Any bus pass	5	5
Other	1	-
<b>Train</b>		
Base (all who use the train)	(726)	(151)
Oyster PAYG	47	28
Freedom Pass (OAP/blind/disabled)	21	53
Cash/single/return	12	9
Any Travelcard	24	10
Other	1	-
<b>Underground</b>		
Base (all who use the Underground)	(859)	(172)
Oyster PAYG	59	41
Freedom Pass (OAP/blind/disabled)	21	52
Cash/single/return	3	1
Any Travelcard	18	5
Other	1	-
<b>DLR</b>		
Base (all who use the DLR)	(376)	(76)
Oyster PAYG	57	39
Freedom Pass (OAP/blind/disabled)	20	50
Cash/single/return	4	3
Any Travelcard	18	9
Other	-	-

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

### Oyster card

Over half (57%) of those in households with an income of <£20,000 do not have an Oyster card compared to half (46%) of all Londoners [2]. Lower levels of Oyster card possession amongst people in households with low income are likely to reflect higher levels of possession for passes designed to limit the cost of public transport (such as the Freedom Pass).

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

%	All	All less than £20,000	<£5,000	£5,000 - £9,999	£10,000 - £14,999	£15,000 - £19,999	£20,000 - £24,999
Have an Oyster card	54	43	40	40	43	51	56
Do not have an Oyster card	46	57	60	60	57	49	44

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 a pass/card for free travel or reduced fares increases with decreasing household income. 40% of those with a household income of <£5,000 possess such a pass/card compared to 24% of those in a household with an income of £20-24,999 have passes [2].

18% of those with a household income of less than £20,000 possess a free tube/rail pass compared to 12% of all Londoners. This is as expected given the older age profile of those living in households with low incomes [2].

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

%	All	All less than £20,000	<£5,000	£5,000 - £9,999	£10,000 - £14,999	£15,000 - £19,999	£20,000 - £24,999
<b>Access to passes</b>							
No Passes held	74	65	60	61	65	73	76
Free bus pass	21	29	29	32	29	22	20
Free tube/rail pass	12	18	20	20	19	13	10
Reduced bus pass	3	5	8	5	4	3	3
Reduced tube/rail pass	6	7	9	7	6	6	4

Base size not shown as data taken from LTDS

In 2007, the Bus and Tram Discount card was introduced for those claiming Income Support. In 2009, the eligibility criteria for the discount card were expanded to also include those claiming Jobseeker's Allowance or Employment and Support Allowance. The card entitles users to half price Oyster fares on buses and trams [78,79].

## People on low incomes

As of 2007, two-fifths (41%) of those entitled to the discount card were aware of it, though the uptake was relatively small (seven per cent of those entitled were in possession of the card). Of those with the discount card, all said the scheme had helped them at least 'quite a lot' and for most it had helped them 'very much'. Around half had recommended the scheme to other people [80].

Of those aware of the scheme but had not yet applied for the card, half (48%) cited apathy as the reason (having 'not got round to it'). A handful of people said they were not eligible for the scheme or did not know how to apply for the card [80].

### Cycling

Londoners in DE households are less likely to sometimes use a bike to get around London (7% do so compared to 20% of all Londoners) [13].

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

%	All	DE
Base	(1,000)	(244)
Cyclist (sometimes uses a bike to get around London)	20	7
Non-cyclist (never uses a bike to get around London)	80	93

Four-fifths of all Londoners (82%) who do not ride a bike ever are able to ride a bike. The proportion of those in DE households that can ride a bike is lower at 74% [13].

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

%	All	DE
Base (those who didn't mention they use a bike)	(778)	(222)
Can ride a bike	82	74
Cannot ride a bike	17	25

## People on low incomes

Compared to 22% of all Londoners, 19% of those in low income households are 'primed' to the idea of taking up cycling. This means they are 'thinking about taking up cycling', 'have decided to take up cycling' or have taken up cycling 'and am finding it difficult or easy'[13].

However, the greatest proportion of those in low income households (79%) are 'pre-primed' meaning they 'would not consider/have never thought about taking up cycling', they have thought about, but decided against, taking up cycling or 'had taken up cycling but couldn't stick to it'[13].

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

%	All	DE
<b>Base (all non-cyclists)</b>	(824)	(228)
<b><u>Pre-primed</u></b>		
- 'Would not consider taking up cycling'		
- 'Have never thought about taking up cycling'	77	79
- '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'	22	19
- '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	1

### **Cycling schemes**

Compared to all Londoners, those from lower income households are less likely to be aware of Barclays Cycle Hire. Seventy-six per cent of all Londoners are aware, compared to 66% of those in DE households [13].

Users of Barclays Cycle Hire tend to have higher household incomes. Six in ten users have a household income greater than £50,000 per year (compared to 25% of all Londoners). Only five per cent of Barclays Cycle Hire users have an annual household income of less than £20,000 (compared to 39% of all Londoners) [23].

## People on low incomes

Members of DE households are less likely to use Barclays Cycle Hire in the future (17% claim they are likely to do so compared to 31% of all Londoners yet to hire a bicycle) [13].

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

%	All	DE
Base (all who have not hired a bicycle yet)	(950)	(242)
Yes	31	17
No	66	79
Don't know	3	3

A similar pattern of awareness is found for Barclays Cycle Superhighways as for Barclays Cycle Hire. Those living in DE households are less likely to be aware of Barclays Cycle Superhighways (32% aware) compared to all Londoners (42% aware) [13].

Again, cyclists using Barclays Cycle Superhighways are more likely to have higher household incomes than the wider London population. The income profile of users differs slightly according to the Cycle Superhighway in question. Cyclists on CS7 (from Merton to the City) have a higher household income (54% with an annual household income over £50,000) compared to those on CS3 (from Barking to Tower Gateway), 41% of whom have the equivalent household income. Both these figures exceed the 25% of all Londoners with annual household incomes over £50,000 [23].

Predicted future use of Barclays Cycle Superhighways for members of DE households (7%) is lower than that for all Londoners (21%) [13].

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

%	All	DE
Base (all who are aware of Superhighways but who have not used a Superhighway)	(365)	(73)
Yes	21	7
No	75	91
Don't know	4	2



### Walking

There is no difference between all Londoners and those in DE households in the proportion of people who walk<sup>4</sup> at least once a week [24].

When other purposes for walking are examined, some differences appear between all Londoners and those with lower household incomes. Londoners in DE households are less likely than all Londoners to walk in order to visit social places (40% vs. 48%) and get to work/school/college (34% vs. 51%) [24].

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

<b>% who walk at least once a week</b>	<b>All</b>	<b>DE</b>
Base	(1,014)	(208)
Walk at least once a week	89	87
<b>Walk...</b>		
To complete small errands such as getting a newspaper or posting a letter	87	86
As part of a longer journey	76	72
To visit pubs/restaurants/cinemas and other social places	48	40
To visit friends and relatives	48	52
To get to work/school/college	51	34
To take a child to school	17	19

<sup>4</sup> 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). Satisfaction levels are very similar for those living in DE households and all Londoners [6].

For bus services, people in DE households give a mean satisfaction rating of 81, on par with the mean score of 80 given by all Londoners. Similarly, for the Underground, people in DE households give a similar satisfaction mean rating of 80 compared to the 79 given by all Londoners [6].

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

Mean rating (0-100)	All	DE
<b>Bus services</b>		
Base	(9,600)	(1,995)
Mean satisfaction	80	81
<b>Bus stations</b>		
Base	(3,552)	(627)
Mean satisfaction	73	77
<b>Minicabs (PHV)*</b>		
Base	-	-
Mean satisfaction	-	-
<b>Night buses</b>		
Base	(864)	(188)
Mean satisfaction	77	76
<b>Trams</b>		
Base	(918)	(246)
Mean satisfaction	85	87
<b>Underground</b>		
Base	(14,857)	(1,591)
Mean satisfaction	79	80
<b>Victoria Coach Station</b>		
Base	(1,129)	(217)
Mean satisfaction	78	79

Satisfaction not shown for Dial-a-Ride, DLR, London River Services, minicabs (PHV), Overground, Taxis and Woolwich Ferry due to small base sizes

\*Data unavailable in 2010/11

## People on low incomes

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

Satisfaction with the streets and pavement on their last walking and driving journeys was similar among those in DE households to that of all Londoners. Data is not available for cycling journeys for this group as the base size is too small to be meaningful.

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

Net satisfaction (%)	All	DE
<b>Cycling journey</b>		
Base	(306)	(37)*
Net satisfaction	54	-
<b>Walking journey</b>		
Base	(967)	(187)
Net satisfaction	65	66
<b>Car journey</b>		
Base	(873)	(148)
Net satisfaction	61	68

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

### 5. Barriers

#### Barriers to greater public transport use

The most common barrier to increased public transport use, mentioned by 53% of those in DE households is overcrowding. While it is the most mentioned barrier among those from DE households, it is lower than the 60% of all Londoners who mentioned it. This is followed by a concern about anti-social behaviour, another barrier they are significantly more likely to cite than all Londoners (48% vs. 40%). The next is cost of travelling by public transport though there is a smaller difference between Londoners with low household incomes and all Londoners on this issue. Cost is mentioned by 40% of those in DE households as a barrier to increased public transport use (and 45% for all Londoners) [14]. This may reflect the higher proportion (35%) of people with an annual household income <£20,000 that possess a pass or card entitling them to free or reduced travel (compared to 26% of all Londoners) [2].

Differences are evident between all Londoners and those on lower household incomes for a number of factors relating to crime and safety. Those in DE households are more likely to perceive concern over anti-social behaviour as a barrier to using public transport more often (48% say this is a barrier compared to 40% of all Londoners). Similarly those in DE households are also more likely to mention certain types of criminal activity as a barrier:

- 34% say knife crime (compared to 28% of all Londoners)
- 32% say fear of crime getting to the bus/train (compared to 29% of all Londoners)
- 32% say fear of crime on the bus/train (compared to 29% of all Londoners)
- 16% state fear of terrorist attacks (12% for all Londoners)

In addition, 14% perceive risk of accidents as a barrier (9% for all Londoners) [14]. These perceived barriers may be associated with the areas of London in which people on low household incomes often live and/or work.

## People on low incomes

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

%	All	DE
Base	(1,000)	(247)
Overcrowded services	60	53
Cost of tickets	45	40
Unreliable services	44	32
Slow journey times	43	36
Concern about anti-social behaviour	40	48
Fear of crime getting to the bus/train	29	32
Fear of crime on the bus/train	29	32
Fear about knife crime	28	34
Dirty environment on the bus/train	26	29
Dirty environment getting to the bus/train	18	18
Fear of terrorist attacks	12	16
Lack of info on how to use public transport	11	12
Risk of accidents	9	14
Graffiti	9	11
Don't understand how to buy bus tickets	6	7
None of these	13	14

Responses shown if exceed 2% for DE individuals

The barriers mentioned by higher proportions of those in DE households compared to all Londoners may be influenced by other demographic variables besides from just household income. Those with lower household incomes are more likely to be women, older, disabled and/or BAME. Taking 'fear of crime on the bus/train' as an example, this barrier is more likely to be mentioned by women (than men), BAME Londoners (than white Londoners) and disabled (as opposed to non-disabled) people. The barriers perceived to affect those in DE households more than all Londoners do not seem to be associated with the older age profile of DE households as older people are more likely to say no barriers affect their frequency of travel.

### 6. Safety and security

Perceptions of safety on various modes during the daytime are similar for all Londoners and those living in DE households [14]. When thinking about walking after dark, 56% of those in DE households feel safe 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	DE
<b>Bus</b>		
Base (regular users in the daytime)	(705)	(189)
Feel safe in the daytime	94	95
Base (regular users after dark)	(312)	(63)
Feel safe after dark	70	73
<b>Driving a car</b>		
Base (regular users in the daytime)	(483)	(102)
Feel safe in the daytime	97	96
Base (regular users after dark)	(378)	(65)
Feel safe after dark	94	93
<b>National Rail</b>		
Base (regular users in the daytime)	(432)	(62)
Feel safe in the daytime	98	99
Base (regular users after dark)	(236)	(25)*
Feel safe after dark	78	-
<b>Underground</b>		
Base (regular users in the daytime)	(593)	(108)
Feel safe in the daytime	95	95
Base (regular users after dark)	(343)	(44)*
Feel safe after dark	80	-
<b>Walking</b>		
Base (regular users in the daytime)	(872)	(201)
Feel safe in the daytime	95	95
Base (regular users after dark)	(448)	(74)
Feel safe after dark	63	56

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)

## People on low incomes

Concerns over crime and anti-social behaviour, both during the day and after dark, affect the frequency of public transport use 'a lot/a little' to a similar extent for people in DE households (66%) and all Londoners (61%) [14].

For both those in DE households and all Londoners, concerns affect the frequency of public transport use to a greater extent after dark compared to during the day. 56% of all Londoners and 58% of those from DE households say their frequency of using the Tube/bus/train is affected 'a lot/a little' after dark. Concerns about crime and anti-social behaviour on the Tube after dark are more pronounced for those from DE households than all Londoners [14].

Greater differences between all Londoners and those in DE households are seen for travel during the day. These differences persist even if people who do not use the transport mode are excluded in the analysis. Two in five (41%) of people from DE households claim their concerns over crime/anti-social behaviour affect the frequency they use the Tube/bus/train 'a lot/a little' during the day compared to 33% of all Londoners. The extent of concerns during the day are similar for all Londoners and those of DE households for the use of buses and trains but, for the Underground, a higher proportion (31%) of those from DE households say their travel frequency is affected 'a lot/a little' than all Londoners (23%) [14]. Concerns over crime and anti-social behaviour may reflect perceptions of safety in the areas people travel to and from.

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	DE
<b>Base</b>	(1,000)	(247)
<b>Overall: During the day/after dark</b>		
<b>Underground/buses/National Rail</b>	61	66
<b>During the day</b>		
<b>Underground/buses/National Rail</b>	33	41
Underground	23	31
Buses	25	29
National Rail	18	21
<b>After dark</b>		
<b>Underground/buses/National Rail</b>	56	58
Underground	46	52
Buses	52	51
National Rail	38	38

### The use of illegal (unbooked) minicabs

The use of unbooked (and therefore illegal) minicabs is a concern for TfL. As part of the programme to reduce unbooked minicab use, the Safer Travel at Night (STaN) initiative runs advertising campaigns (aimed particularly at the target audience of women 16-34) to warn people of the dangers of using unbooked minicabs.

On the night of interviewing, two per cent of all those surveyed used an unbooked minicab to reach their onward destination (two per cent of people from DE households did so)<sup>5</sup>. The use of unbooked minicabs has declined significantly over the past decade though there is still some suggestion that people will use unbooked minicabs in the future. People from DE households are marginally less likely to say they will use unbooked minicabs in the future (21% claiming they are likely to do so) compared to 23% of all Londoners [30].

Recall of STaN advertising is equivalent for all Londoners and those on lower household incomes at 77% and 76% respectively, although those with lower household incomes say they are more likely to consider using a different mode of transport after seeing STaN adverts/other communications [30].

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

%	All	DE
<b>Use of illegal minicabs</b>		
Base	(724)	(68)
Used an illegal minicab to reach onward destination on night of interview	2	2
Likely to use illegal minicab in future	23	21
Unlikely to use illegal minicab in future	76	78
<b>STaN adverts</b>		
Base	(724)	(68)
Recognised at least one of the STaN adverts	77	76
Base (all who have seen any STaN adverts or other communications to do with getting home safely at night)	(591)	(54)
Likely to consider different mode of transport (to illegal minicabs) after seeing STaN adverts/other communications	78	83
Unlikely to consider different mode of transport (to illegal minicabs) after seeing STaN adverts/other communications	9	7

<sup>5</sup> 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

A correlation exists between pedestrian injuries and socio-economic deprivation, with the highest rates of pedestrian injuries being observed in the most deprived areas.

The pedestrian rate per 100,000 is 125 in the least deprived areas, compared to 360 in the most deprived areas [81].

Calculating levels of deprivation involves combining a number of indicators (which cover economic, social, environmental, housing, crime, education and health issues) to provide an overall score of deprivation. These scores are calculated for numerous areas in London and then divided into deciles (tenths) [81].

The link between deprivation and adult pedestrian injuries (1994-2004) [81]

	<b>Pedestrian injury rate per 100,000</b>
<b>Deprivation deciles</b>	
1 (least deprived)	125
2	168
3	175
4	212
5	227
6	258
7	289
8	291
9	325
10 (most deprived)	360

## 7. Access to travel information (online)

### Access to the internet

People on low household incomes are less likely to have access to the internet compared to all Londoners – 61% of people from DE households have access compared to 88% of all Londoners [10].

### Use of the internet and the TfL website

A smaller proportion of people from DE households (49%) access the TfL website compared to 78% of all Londoners [10]. These figures account for the fact that access to the internet may be uneven between socio-demographic groups.

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

%	All	DE
Base (all who use the internet)	(912)	(182)
Uses TfL website	78	49
Does not use TfL website	22	51

58% of all Londoners presently use a smartphone such as an iPhone or BlackBerry. The proportion of those in DE households using smartphone is much lower at 31% [10].

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

%	All	DE
Base	(1,000)	(236)
Uses a smartphone	58	31

