



Transport and Social Inclusion: Have we made the connections in our cities?

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Introduction



This presentation will look at:

- What poverty and social exclusion is from a mobility point of view
- How we can tackle poverty and social exclusion in our cities through public transport that is **available**, **accessible**, **affordable** and **acceptable** for all

About pteg

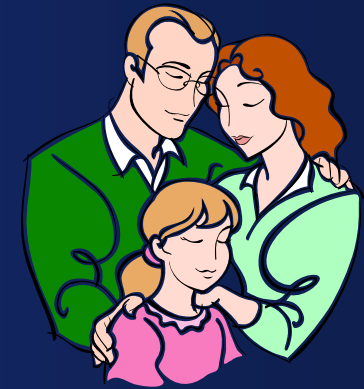


Representing the 6 **Passenger Transport Executives (PTEs)** who plan, procure and promote public transport in some of the largest English city regions outside of London.

Aim to provide integrated public transport networks, accessible to all.



What is social exclusion?



To be cut off from
opportunity

What role does transport play?



Public transport can prevent people from accessing opportunity if:

- it doesn't run to the places people live
- it doesn't go to the places people want/need to go
- it doesn't run at times and frequencies that match patterns of life and work
- people don't know about it
- it's difficult/impossible to use
- it's expensive
- it's seen as unpleasant, inconvenient or unsafe

Who is at risk of exclusion?



People with few alternatives but to use public transport

- people without a car
- people on a low income
- people living on isolated housing estates or deprived areas
- disabled people
- older people
- children and young people

*What does a social inclusive
transport network look like?*



1. Available

2. Accessible

3. Affordable

4. Acceptable

...to all

1. Available



Commercial bus operators are cutting unprofitable routes to poorer areas:

- Vehicle kilometres fell an average of 16% over 10 years in our city regions
- In one area, the bus network shrunk by 34%
- PTEs must decide whether to step in and provide a service to keep people connected but this can be costly

1. Available – case study



MetroLocal – West Yorkshire

- Operates in areas where there are no commercial bus services
- Connects people to employment, health and leisure opportunities locally
- Uses school transport vehicles which would otherwise stay in the garage for large parts of the day
- Making best use of limited resources



1. Available



% households who can get to local facilities on foot or by public transport in...

...15 minutes or less



Grocery shop

93%



Doctors surgery

79%



Primary school

90%

...30 minutes or less



Hospital

59%



Shopping centre

88%



College

85%

1. Available



But...many car-less householders still say they find it difficult to get to key services

% people finding it difficult to get to:



Doctor/hospital

44%



Corner shop/
supermarket

23%



Post office

18%

1. Available – case study



Journey to the GEM Centre

- Partnership between the West Midlands PTE, Wolverhampton Primary Care Trust and Wolverhampton Community Transport
- Flagship centre for children with special needs or disabilities
- Isolated location with limited bus service
- Developed a transport support service to connect to deprived neighbourhoods
- Reduced non-attendance by 60%



1. Available



- Available public transport does not always run at times and frequencies that suit changing life and work patterns
- Commercial operators have been slow to respond to the move away from 9-5 working hours
- People can find it difficult to access jobs outside of 'normal' hours

1. Available – Case studies



Airport Local Night Link

- Deprived area of Manchester
- High unemployment
- Jobs available at Manchester Airport but involve early/late shifts
- Airport bus link connects the community to these opportunities

2. Accessible



A legal framework for accessibility...

...fleets fully accessible by:



2017



2010



2020

...providers of rail stations, bus stations and stops have a duty not to discriminate against disabled people and to make 'reasonable adjustments'

2. Accessible – case study



London – Walking Audits

- Docklands Light Railway (DLR)
- Knew a lot about their passengers but not the people living near their stations
- Did research with non-users – 67% were women, 30% were Muslim and 22% were Bangladeshi
- Poor walking routes into stations was one of the key reasons for not using DLR
- Conducted walking audits of key routes into their stations and made improvements (e.g. dropping kerbs, improving lighting)

2. Accessible



Getting people to make the most of public transport as it becomes more accessible:

- Removing uncertainty
- Equipping people with the information they need to plan their journeys (e.g. Access Guides, presenting information in a range of formats)
- Tools to make travel easier
- Travel training and buddying to build confidence



3. Affordability



Bus fares in PTE areas have gone up

95% in real terms since buses were
deregulated in the mid 1980s

3. Affordability



Hits low income households hardest...

People in the **lowest** income quintile make:

- **58%** fewer trips as a car driver
- **75%** fewer trips by rail
- **206%** more trips by bus and coach

...compared to people in the **highest** income quintile

3. Affordability



Even seemingly small fare rises can make a big difference to families on a low income...

In Greater Manchester, child fares had to rise by **20 pence**:



65% of parents said this had an impact on their disposable income

16% of parents said this had affected their ability to pay for essentials

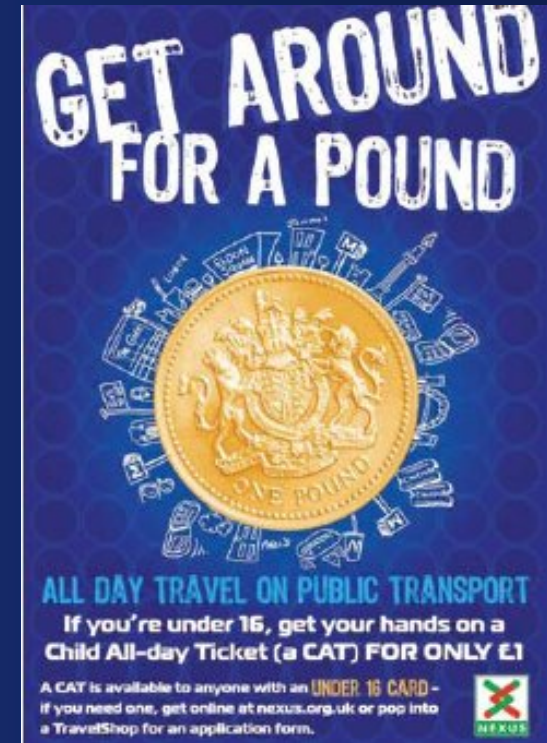
75% of parents found cost to be a barrier to their children using public transport

3. Affordability – case study



Child All-Day Ticket (CAT) - Tyne and Wear

- £1 for unlimited travel all day on bus and Metro
- Significant saving as a commercial fare can be as much as 80p one way
- 1 million extra journeys in first 6 months



3. Affordability



40% of jobseekers say that their **job search** has been **limited because of costs** involved – for the majority, travelling to interviews is the biggest cost

Over a year, transport problems have:

Prevented
13%

of people from applying for a particular job



Rising to 18% in low income areas



Meant
5%

turned down a job offer

Rising to 10% in low income areas

3. Affordability – case study



WorkWise – various PTEs

- Remove travel barriers to work
- Free travel on bus, tram and rail to get to interviews and for the first weeks/months of a new job
- Travel advice and journey planning
- Can also include other things like cheap bike hire or travel training
- 80% say they would have struggled to get to new jobs or interviews without WorkWise

I have no other means of transport and have relied on the bus passes available...without this assistance I would not have been able to attend interviews and ultimately obtain a job.

The free bus pass was great, I catch 4 buses a day and am paid monthly, so it really helped until first pay day.

4. Acceptability



- Pleasant, welcoming environment on vehicles and in waiting areas
- Reliable service
- Feeling of safety

4. Acceptability



4. Acceptability



Improving reliability:

- Bus passengers give reliability a score of 68 out of 100
- Bus priority measures can help
- Real-time information can reduce waiting time:

“Real time information would be an improvement here. They have it in some places and it helps you feel safer. Just knowing how long you have to wait and you can decide whether to go or stay.”

4. Acceptability



Bus passenger satisfaction score for...

Safety and security

85

100

4. Acceptability – case study



Greater Manchester – Patrol and Response Unit

- Responded to 260+ incidents the first 9 months
- Board 100 vehicles a week
- Spend 50+ hours a week patrolling bus stations
- Crime and anti-social behaviour have halved

4. Acceptability – case study



But...

Women

Ethnic minorities

People with disabilities or mental health conditions

...are still more likely than the rest of the population to feel unsafe using public transport

Conclusion

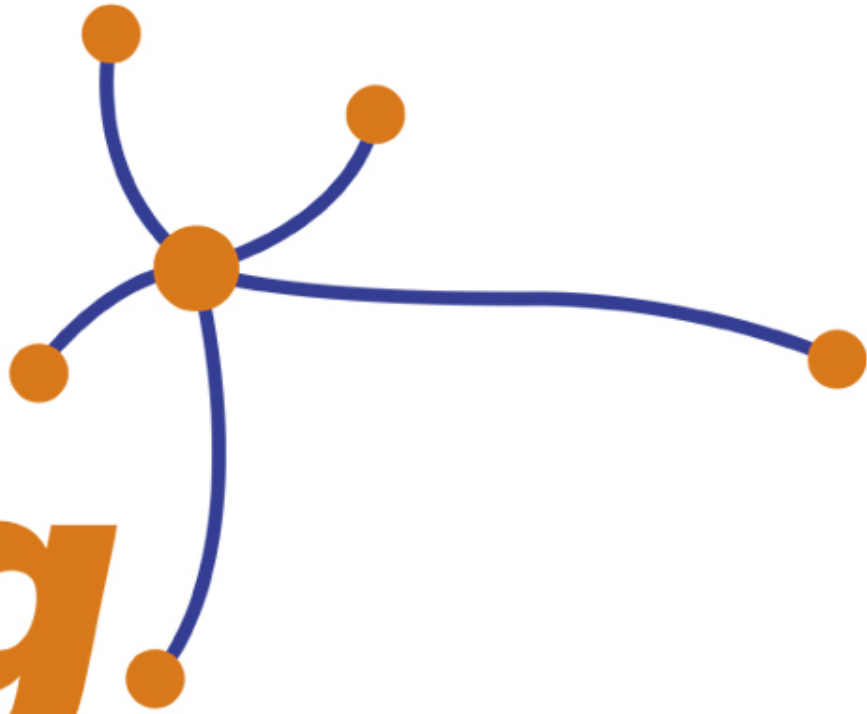


- **Poverty, from a mobility point of view, is to be cut off from opportunities because of a lack of available, accessible, affordable and acceptable public transport**
- **PTEs have been involved in many successful and innovative activities to try and combat this in our cities – but we still have a way to go.**
- **Need for a new direction and renewed momentum on this issue.**

Signposts



- Read our report – ‘Transport and Social Inclusion: Have we made the connections in our cities?’ available to download from:
<http://www.pteg.net/Publications/Reports/Reports.htm>
- Email me – rebecca.handley@pteg.net
- Ask me a question!



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