

Age Friendly Check In: Give us your input



Transport

Older people in Bristol have access to transport and are confident in getting around the city.

Bristol Ageing Better has been working with the City Council and partners to get Bristol recognised as an Age Friendly City by the World Health Organisation.

To gain status as an Age Friendly City, we have been building up an action plan that will demonstrate what Bristol is currently doing as a city to help older people, and also what needs to change in the city to make it even better for older people in the future.

This draft document is one part of the action plan and focuses on the transport domain. We have created this based on conversations and involvement from older people and partners. This draft document contains some examples of age friendly work that is happening in the city, however more examples can be found on the age friendly website here: <http://agefriendlybristol.org.uk/>

We would like to invite you to take a look at this draft document and give your input before we submit it to the World Health Organisation.

When you are looking through this draft action plan please consider the following questions:

- 1) **Do you think that the “what do older people think” section reflects opinion in the city?**
- 2) **Do you think we have identified the right factors affecting transport? Would you want to include anything else?**
- 3) **Do you agree with the outcomes?**
 - i. **What actions do you think are needed?**
 - ii. **What can you do to help?**
- 4) **What other age friendly examples are you aware of for the transport domain?**

If you would like to give your input please fill out the online form here:

<https://www.surveymonkey.co.uk/r/R2PFHWG>

Please do this by 5:00pm on 24th July.

Transport

Older people in Bristol have access to transport and are confident in getting around the city.



Older people commonly experience difficulties in getting around the city whether it be through availability and regularity, physical barriers or knowing what is available. For transport to be age friendly, older people in Bristol need to have good access to transport and feel confident when it comes to getting around the city.

When it comes to defining what the different modes transport will be that we will be looking at, certainly cars, buses and taxis fit under this category, while walking is another mode of transport that can sometimes be overlooked. Bristol has built a name for itself as being a cycling city with over 26 million trips made by bike in Bristol during 2017. In our conversations with older people, cycling is a given often given as both a good example of getting around and keeping fitting, and a common obstacle for older people trying to navigate the city

In June 2018 Bristol Ageing Better held the event 'Age Friendly Transport: Are We There Yet'. The purpose of this event was to hear the views and experiences of people in Bristol and together learn about the barriers to Age Friendly transport and the possible short-term and long-term solutions. Much of the learning from this event has informed the actions below.

What do older people think about Transport?

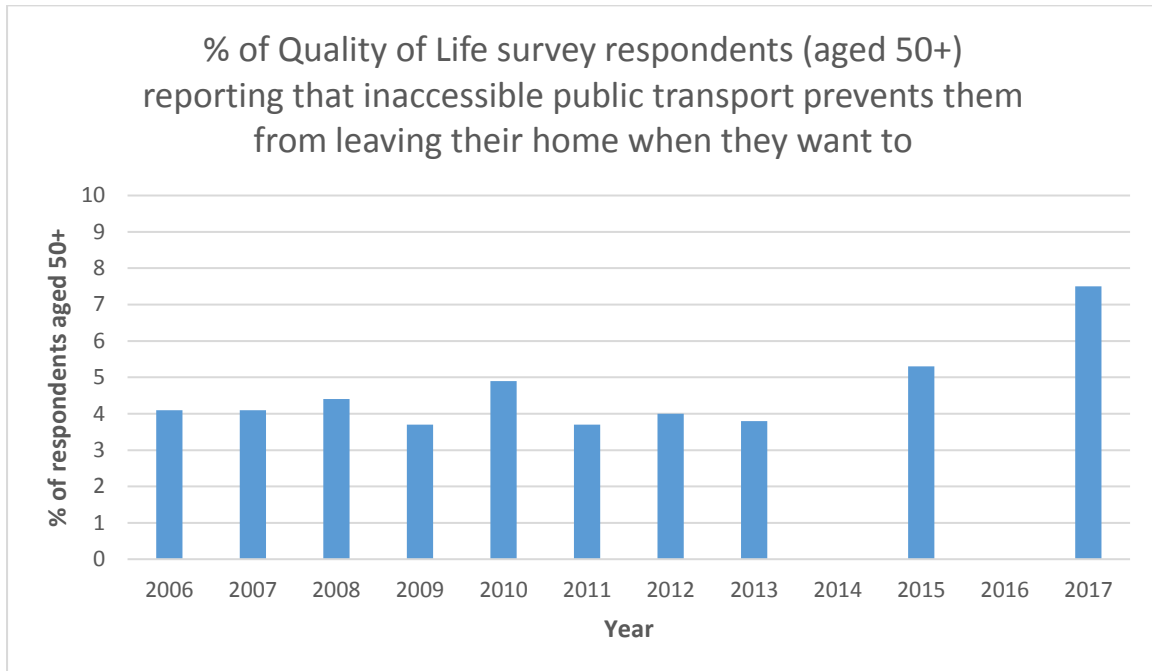
In the 2017 Quality of Life survey, 80% of respondents aged 50+ felt it was convenient and safe to **walk** in their neighbourhood, which is in line with the average for all ages in Bristol. This increased to 85% of respondents aged 65 and over. While in recent years there has been no data about how often people walk, the Quality of Life survey in 2010 indicated that approximately 20% of respondents aged 50+ travelled for shopping or leisure by walking.

In terms of **cycling**, 14% of 2017 Quality of Life survey respondents aged 50 and over reported riding a bicycle at least once a week. This is approximately 1 in 7 respondents aged 50+. Amongst respondents aged 65+, 11% rode a bicycle at least once a week. These figures are, however, below the average for all ages in Bristol (on average 28% of respondents rode a bicycle at least once a week).

In the most recent Quality of Life survey, only 48% of respondents aged 50+ said that they were **satisfied with the bus service**. This is the lowest level of satisfaction reported in this survey since 2006, although direct comparisons may be affected by changes in survey methodology in 2017. It is worth noting that satisfaction this year was slightly higher among those aged 65 and over (59% satisfied). This satisfaction is also higher than the average for all ages in Bristol (40%). Key issues raised by the survey respondents of all ages in relation to bus satisfaction were the need for extra bus routes, extra times added to the existing bus schedules, more reliable time keeping and cheaper fares.

Only 46% of respondents aged 50+ were satisfied with the **information about local bus services**. Again, this is the lowest level of satisfaction in recent years, with a 10% decrease since 2015. 7.5% of

respondents aged 50+ reported that inaccessible public transport prevented them from leaving their home when they wanted to. As demonstrated in the graph below, this is a large increase from previous years:



Difficulties with public transport also emerged as a factor preventing involvement in the community in the 2018 Bristol Older People's Forum (BOPF) survey. When asked what they feel prevents them from contributing to their community or doing as much as they would like to, 4% of the respondents who answered this question said public transport.

Furthermore, 73% of respondents aged 50+ believed that traffic congestion was a problem locally. This figure has remained reasonably stable since 2008 and is in line with the average for all ages in Bristol (74%). Traffic congestion has implications for all forms of transport, including driving, public transport, community transport and walking. Key areas of concern raised by respondents of all ages in relation to traffic congestion was the impact on journey times and the impact on air quality.

Factors affecting Transport in Bristol

What should we feel positive about?

There are a large amount of **bus routes** in the city centre, which work well for those who live nearby or who do not have any mobility difficulties. For those who are able to use public transport, the city is well connected to many other locations, enabling some people to travel beyond Bristol fairly easily. However for those who do not live near the city centre or who want to travel from one area of the city to another without changing buses, the routes can become more of a barrier as there are fewer routes and lower frequencies as you get further from the city centre.

There have been some recent improvements to the **cycling** infrastructure in the city, for example there are now more cycle racks available and more traffic-free cycle routes. The council is encouraging cycling as a form of transport by continuing to invest in it. The 20mph speed limits have

also made cycling a safer activity. Similarly, there has been an increase in the number of electric bikes which make cycling more accessible for older people.

Community transport services are a major part of the lives of many customers, and can often be the only time some older people leave the house or have a conversation with others. In this way, community transport plays a role in reducing loneliness and isolation. They also allow customers to maintain independence, for example being able to choose their own food from the supermarket instead of having meals brought in to them.

How can we make transport more age friendly?

There is currently a lack of **clear, accessible information** regarding all forms of transport. This includes timetables and routes of public transport, the process of requesting community transport and a lack of clarity about who to ask if any further information is needed. Information is often available online, but it can be difficult for those who are not confident using the internet or do not have internet access to know where to go for this information or how they can speak to somebody face-to-face.

For those with mobility difficulties or who feel unsteady on their feet, **walking** around the local area can be a barrier to getting other forms of transport. For example uneven pavements, cars parked on the pavement and a lack of dropped curbs can make it difficult to walk to the bus stop, particularly if it is not nearby. We have heard from a lot of older people that the presence of cyclists on pavements and on roads can often be an unsettling barrier to feeling steady and getting around.

On the other hand, people report that some key **cycling routes** in the city centre are unsafe, for example the St James Barton roundabout (the Bearpit) and the Jacob Wells Road. Other routes are safe for cyclists, but people are unaware of them. People often automatically cycle the same route that they would take in a car and are unaware of alternative routes which are safer and more appropriate for cyclists.

There are currently a large number of **community transport** providers – 45 in the West of England Combined Authority area – with different geographical remits. This patchwork of providers creates difficulties when an individual wants to travel between certain areas of Bristol using community transport, as it may not fall within the remit of any one provider and may be difficult to accommodate. Furthermore, many community transport providers are at maximum capacity and find it difficult to meet the increasing demand for their services.

Some older people can experience **negative public attitudes** towards them as a barrier to travel and transport. For example, other customers might not offer them a seat on the bus or the driver might start the bus before they have sat down. Other difficulties arise from people using disabled spaces even when they may not have a disability, and from pavements being obstructed by rubbish bins. Some of these difficulties may come from negative attitudes towards older people, while others may come from a lack of understanding and awareness.

Actions

Building on from the charter and the above exercise, these actions will reflect that and set out some goals over the next 3 years.

<i>Outcome</i>	<i>Actions</i>	<i>Guidance Indicator</i>
Older people can access information to help them make the most of the transport that is available	Improve the availability and awareness of safe journey cards	
Service Providers consider the needs of older people in the design and development of transport services.	Age Friendly training for those who interact with customers. Improving Joined up working among transport providers. Maximise the use of minibuses Introduce an age friendly standard for taxi companies	
Older people feel confident to cycle in Bristol	Improve the cycling infrastructure further Introductions to cycling classes.	
There are reduced barriers to walking around the city.	Improve the accessibility of pavements	

What is Bristol already doing to be Age Friendly?

Dial-a-Ride services

For older people and people with a disability who find it difficult to use public transport. This door-to-door service is free for people with either an Older Person's or Disabled Person's bus pass, and enables people to go shopping, attended social and leisure activities, meet family and friends, or attend health appointments.

Bristol Community Transport is a social enterprise providing a range of transport services for the communities of Bristol. We aim to connect individuals and communities, promote social inclusion and tackle social isolation.

Bristol Walking Alliance

This Consortium of organisations and individuals campaign to improve Bristol's walking environment. The Alliance regularly comments on planning applications and transport scheme proposals as well as contributing to draft council strategies, policies, plans and design guidance. It is currently working on a pavement parking campaign, to prevent cars parking on the pavement.

Hartcliffe and Withywood Community Partnership

This is a community transport scheme that provides bus transport that is fully accessible and caters for people wheelchairs or with mobility needs. Areas around South Bristol are covered.

Over 55s Group Cycle Rides

The Over 55s project is one of Life Cycle's inclusive cycle ride groups and has been around for eight years. Over that time, there has been hundreds of rides and introduced many people to the numerous cycle routes in, around and beyond Bristol – all our rides use the cycle path network and quiet roads.

Life Cycle UK is a Bristol based registered charity that has been transforming lives through cycling since 1999.
