

Understanding the travel needs of London's diverse communities

Women

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Report prepared by SPA Future Thinking.

Women

Key findings

- Half (51%) of Londoners are women. This figure increases with age due to the longer life expectancies of women
- Women are more likely to be the primary carer at home which contributes to a lower employment rate amongst women compared to men
- Women tend to complete more trips per weekday than men, though these trips are often shorter and have consecutive purposes (known as trip-chaining)
- When travelling, women are more likely than men to be travelling with buggies and/or shopping. This can affect mode choice
- Personal safety after dark is a concern for women (more so than for men) but during the day, these concerns are in line with those of men

Summary

Inline with the rest of England and the UK, 51% of Londoners are women [2]. There is some variation across the London boroughs in terms of the split between genders, with the greatest imbalance seen in the City of London where 45% of the population are women [33]. The key demographic differences between men and women are employment status and the presence or absence of children in the household. Twenty-four per cent of women are not working at present, with a further 13% employed part-time (compared to twelve per cent and six per cent of men respectively) [2]. Women are also more likely to be the primary carer at home [4]. Both of these factors appear to influence the travel behaviour and attitudes of women in London.

Transport use

Women make a greater number of journeys per weekday compared to men. The presence of school-aged children increases the average number of journeys made by women by 23% [4]. The trips made by women tend to be shorter and completed using different transport modes to men.

- Women are less likely to drive (35% of women drive at least once a week compared to 45% of men) and are therefore more likely to be a car passenger (52% compared to 40% of men) [2]
- Women are also more likely to use the bus (64% of women do so at least once a week compared to 57% of men) and are less likely to cycle or travel by train, Tube or motorbike [2]
- 54% of journeys completed wholly on foot are made by women [29]
- Reflecting employment patterns, women are less likely to travel for the purposes of work compared to men. Instead, a higher proportion of journeys are made for personal business, shopping and accompanying children [2]

- Slightly larger proportions of women use Oyster pay as you go to travel (56% compared to 52% of men)[22]

Engagement with cycling as a mode of transport is lower amongst women. A smaller proportion of women cycle around London in the summer (9% compared to 15% of men), they are also less likely to be aware of Barclays Cycle Hire and Barclays Cycle Superhighway. Also 26% of women who have not yet used Barclays Cycle Hire say they are likely to do so compared to 35% of men. However, 19% say they are likely to use Barclays Cycle Superhighway in the future [13].

Safety and security

Personal safety is a concern for women and this affects their travel behaviour (particularly after dark). Concerns over crime and anti-social behaviour affect the frequency of travel 'a lot/a little' after dark for 65% of women compared to 45% of men [14].

- Women are less likely to feel safe when travelling after dark. Feelings of safety from crime and anti-social behaviour are lower for women when considering daytime and night time travel [14]
- The difference between how safe men and women feel is most apparent for walking after dark with 49% of women claiming they feel safe doing so compared to 73% of men [14]
- Women (of all ages) are less likely to use unbooked minicabs with 15% claiming they are likely to do so in future compared to 32% of men [30]

Seeking travel information online

The same proportion of men and women use the TfL website (78% each) [10].

Women are more likely to visit the TfL website to use Journey Planner whilst men make greater use of the website for live travel updates and information on planned works and closures [34].

1. Introduction

Women make up 51% of the London population [2]. They have slightly different transport needs from men, with the travel behaviours and attitudes of women being affected predominantly by employment status and life-stage.

This chapter focuses upon the transport issues relevant to women in London.

It should be noted that the differences highlighted between genders in this chapter may well be influenced by a number of factors other than sex, with age, 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

Half (51%) of Londoners are women[2]. This is in line with the gender split in both England and the United Kingdom [33].

The proportion of men and women in London has remained constant over time though it is predicted that by 2021, 52% of Londoners will be women [35].

Gender profile of Londoners (2010/11) [2]

%	LTDS (2010/11)
Men	49
Women	51

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

Some differences in the proportion of men and women are found across London boroughs. Where the proportion of women is either lower than 50%, the borough is listed below (note that for no boroughs is the proportion of women higher than 52%) [33].

- City of London (45% are women)
- Ealing (49%)
- Haringey (49%)
- Hounslow (49%)
- Lambeth (48%)
- Newham (49%)
- Southwark (49%)
- Tower Hamlets (49%)
- Westminster (49%)

Typically, younger age groups have a slightly higher proportion of men but this reverses with age as a result of the longer life expectancies for women. This pattern can be observed in London though it should be noted that London has a much younger age profile than both England and the UK with 50% of the London population aged under 34, compared to 44% in England/the UK [33]. This younger age profile therefore changes the proportions of men and women in each age category in comparison to England and the UK.

Age profile of men and women in London, England and the UK (2010) [33]

Age groups	% of total London/England/UK population		
	All	Men	Women
London			
0-34	50	25	25
35-54	29	15	14
55+	20	9	11
England			
0-34	44	22	21
35-54	28	14	14
55+	28	13	15
UK			
0-34	44	22	21
35-54	28	14	14
55+	28	13	15

Base size not shown as data are based on all of London, England and the UK

A marginally higher proportion of women are disabled compared to men and this may reflect the slightly higher proportion of older women in London. Similarly, 18% of women are retired compared to 13% of men [2].

The proportion of Londoners who are white or black, Asian and minority ethnic (BAME) are very similar for men and women. However, looking at specific ethnic groups in London, there are some differences by gender – 51% of white Londoners are women compared to 56% of black Londoners [2].

Differences also exist between men and women in terms of employment and household income. Higher proportions of women say they are employed part-time or are not working compared to men. Similar proportions of men and women have a household income of £10,000 - £19,999 though women are more likely to have a household income less than this, and men are more likely to have a household income higher than this [2].

Demographic profile of men and women in London (2010/11) [2]

%	Men	Women
Age		
0-10	15	15
11-15	6	5
16-24	12	11
25-59	52	52
60-64	5	4
65-70	4	5
71-80	4	5
81+	2	3
Ethnicity		
White	65	63
BAME	35	36
Household income		
<£9,999	21	25
£10,000 - £19,999	20	22
£20,000 - £34,999	19	18
£35,000 - £49,999	14	11
£50,000 - £74,999	12	11
£75,000+	14	12
Working status		
Working full-time	58	36
Working part-time	6	13
Student	11	10
Retired	13	18
Not working	12	24
Disabled		
Yes	10	11
No	90	89
Impairment affects travel		
Yes	10	11
No	90	89

Base size not shown as data taken from LTDS

Note that LTDS data on gender includes under 5s

The employment rate of women is affected by child dependency. Employment rates decline steadily from 78% of women with no dependent children to 22% of women with four or more dependent children [5]. These family commitments change the way women use public transport, affecting their travel patterns and behaviour.

3. Travel behaviour

Time spent travelling

Women make a slightly greater number of trips per weekday (2.56) compared to men (2.34) [2]. Despite this they travel for approximately ten minutes less every day [36]. For both genders, those of the economically active age travel for longer on an average daily basis than those under the age of 17 and over 65 [36].

Mean daily time (in minutes) spent travelling by gender and age (2006/07) [36]

Mean number of minutes	Men	Women
Base	-	-
All ages	84	74
Age group		
<17	54	55
17-24	82	79
25-44	100	87
45-64	95	78
65-74	61	61
75-84	55	46
85+	31	24

The presence of school-age children in the household adds 23% more journeys to the total number of trips for a woman compared to a man in the same situation [4].

Women are 25% more likely to trip-chain than men [4]. Trip-chaining refers to consecutive journeys that have particular purposes which are linked (such as taking a child to school before going on to work).

Compared to men, women are thought to be more cautious in their travel behaviours [37]. The Customer Touchpoints typology suggests that women are more likely to fit into the categories of ‘travel shy’, ‘reassurance seeker’ and ‘cautious planner’. For all three categories, levels of confidence using the public transport network are relatively low (particularly so for those who are ‘travel shy’). As a result, people may choose to complete familiar journeys where possible or will seek advice and information to help them plan and complete their journeys [37].

Access to vehicles

A smaller proportion of women (47%) hold a driving licence compared to men (60%) [2].

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

%	Men	Women
Holds a full car driving licence	60	47
Does not hold a full car driving licence	40	53

Base size not shown as data taken from LTDS

In connection to this, a greater proportion of women do not have household access to a car (38%) compared to men (34%) [2]. Of those women who do have access to a household car, fewer cars are available for them to use compared to men.

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

%	Men	Women
0 cars	34	38
1 car	45	45
2+ cars	21	18

Base size not shown as data taken from LTDS

Use of transport modes

Given the levels of driving licence ownership and access to cars, women are less likely to drive a car, and are more likely to be a car passenger at least once a week, than men. Other differences exist between genders in their use of transport modes. Women are more likely to use the bus at least once a week (64%) than men (57%) [2]. This may be as a consequence of lower access to household cars though it may also reflect a greater preference or convenience of using the bus compared to other transport modes. Using a bike at least once a week is less common amongst women than men. The same is true for the use of National Rail, motorbikes and the Tube [2].

Similar usage (at least once a week) between men and women exist for the DLR, taxis (both black cabs and minicabs), the Overground, trams and walking [2].

For women, the three most common transport modes used at least once a week are walking, bus and car (as a passenger) [2].

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

%	Men	Women
Bus	57	64
Bicycle- summer	15	9
Bicycle- winter	5	2
Car (as a driver)	45	35
Car (as a passenger)	40	52
DLR	4	3
London taxi/black cab	6	5
National Rail	18	14
Motorbike	2	<1
Other taxi/minicab (PHV)	6	7
Overground	6	5
Tram (Croydon Tramlink)	2	2
Underground	39	34
Walking	96	95

Base size not shown as data taken from LTDS

Age of children can influence women's travelling patterns. Women with younger children are more likely to walk and less likely to drive than women with older children [4].

Whilst the bus is a common mode of transport for women, they are less likely to use night buses than men. Of those who use day buses, 54% are women compared to 35% of those who use night buses [21].

Comparison of day and night bus users (2008) [21]

%	Men	Women
Base	-	-
Day bus users	46	54
Night bus users	65	35

Given the lower levels of employment amongst women, men are more likely to be travelling by bus (both during the day and at night) for the purpose of work [21].

Of the women travelling by bus during the day, 16% are travelling to or from school or another education establishment (this compares to 14% of men). Women are also more likely than men to travel by bus during the day for the purposes of shopping, and travel by night for the purposes of leisure [21].

Purpose of bus journey by gender and time of day (2008) [21]

%	During the day		At night	
	Men	Women	Men	Women
Base	(18,924)	(22,551)	(5,142)	(2,731)
To/from work	54	46	51	40
To/from school/education	14	16	6	6
To/from shopping	8	14	1	2
Visiting friends/relatives	9	9	13	13
Leisure	7	6	21	29
Other purpose	7	9	7	9

Similar patterns can be observed for the purposes of weekday travel across all modes. Twenty-four per cent of weekday journeys by men are in relation to work compared to 16% of journeys by women. Instead, a greater proportion of journeys by women are for the purposes of shopping/personal business (32% of weekday journeys) and 'other' journeys which include accompanying a child (18%) [2].

Weekday journey purpose (2010/11) [2]

%	Men	Women
Shopping/personal business	24	32
Usual workplace	24	16
Leisure	21	20
Education	12	10
Other work related	11	5
Other	9	18

Base size not shown as data taken from LTDS

Ticket types

Similar proportions of men and women pay using cash across modes. Women are more likely to use Oyster pay as you go (PAYG) when travelling on the bus, train and Underground and less likely to use it than men on the DLR.[22]

For the DLR a higher proportion of women use Travelcards than men [22].

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

%	Men	Women
Bus		
Base (all who use the bus)	(366)	(517)
Oyster pay as you go (PAYG)	59	62
Freedom Pass (OAP/blind/disabled)	24	23
Cash/single/return	2	2
Any Travelcard	13	11
Any bus pass	5	5
DLR		
Base (all who use the DLR)	(168)	(208)
Oyster PAYG	62	52
Freedom Pass (OAP/blind/disabled)	17	23
Cash/single/return	4	4
Any Travelcard	16	20
Train		
Base (all who use the train)	(312)	(414)
Oyster PAYG	44	49
Freedom Pass (OAP/blind/disabled)	22	20
Cash/single/return	11	12
Any Travelcard	25	23
Underground		
Base (all who use the Underground)	(371)	(488)
Oyster PAYG	57	62
Freedom Pass (OAP/blind/disabled)	23	19
Cash/single/return	3	4
Any Travelcard	20	17

Oyster card

Compared to 52% of men, 56% of women possess an Oyster card [2].

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

%	Men	Women
Have an Oyster card	52	56
Do not have an Oyster card	48	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

Approximately one quarter of both men and women possess a pass or card that entitles them to free travel or reduced fares. Similar proportions of men and women have access to free passes and reduced passes[2].

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

%	Men	Women
Pass/card		
No access to free pass	74	73
Free bus pass	21	22
Free tube/rail pass	12	13
Reduced bus pass	3	3
Reduced tube/rail pass	6	6

Base size not shown as data taken from LTDS

Cycling

Thirteen per cent of women sometimes use a bike to get around London with the remaining 87% never cycling as a mode of transport around London. The percentage of men who sometimes cycle to get around London is higher at 27% [13].

Proportion of Londoners who cycle (2012) [13]

%	Men	Women
Base	(395)	(605)
Cyclist (sometimes uses a bike to get around London)	27	13
Non-cyclist (never uses a bike to get around London)	73	87

Of those who do not mention ever using a bike to get around London, just over three-quarters (76%) of women in London are able to ride a bike. This compares to 91% of men [13].

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

%	Men	Women
Base (all those who don't mention using a bike)	(270)	(508)
Can ride a bike	91	76
Cannot ride a bike	9	23

Lower levels of cycling amongst women is reflected in the behaviour change model for non-cyclists. Of women in London who do not cycle, the majority (82%) are 'pre-primed' meaning they would not consider/have not considered taking up cycling or have thought about it but decided against the idea. The comparative figure for non-cycling men is 71% [13].

However, 17% of women are 'primed' to take up cycling in London who, with encouragement and support, may progress further through the behaviour change model.

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

%	Men	Women
Base (all non-cyclists)	(295)	(529)
<u>Pre-primed</u>		
- 'Would not consider taking up cycling'		
- 'Have never thought about taking up cycling'		
- 'Have given taking up cycling some thought but am not going to do so'	71	82
- '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'		
- 'I have already taken up cycling and will continue to do so'	28	17
- '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

Cycling schemes

Approximately 2.5 million cycle trips have been made using the Barclays Cycle Hire scheme [38]. The typical profile of a cyclist in London is that of men who are white, young professionals. The use of Barclays Cycle Hire reflects this profile with 75% of users being men [23].

Awareness of Barclays Cycle Hire is higher amongst men (78%) than women (74%) [13].

Of those who have not yet used Barclays Cycle Hire, 26% of women are likely to use it in the future, compared with 35% of men [13].

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

%	Men	Women
Base (all who have not hired a bicycle yet)	(368)	(582)
Yes	35	26
No	62	70
Don't know	3	4

For both men and women, awareness of Barclays Cycle Superhighways is lower than levels of awareness for Barclays Cycle Hire. As of March 2012, 40% of women are aware of Barclays Cycle Superhighways compared to 45% of men [13].

Again, a higher proportion of Barclays Cycle Superhighways users are men (77%).

Whilst slightly lower levels of Londoners agree they are likely to use Barclays Cycle Superhighways in the future compared to Barclays Cycle Hire, 19% of women and 23% of men say they are likely to use them [13].

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

%	Men	Women
Base (all who are aware of Superhighways but have not used a Superhighway)	(146)	(219)
Yes	23	19
No	73	78
Don't know	4	3

Walking

The overall propensity to walk¹ is similar between men and women. Consequently, 54% of walking trips (trips made wholly on foot) are made by women [29]. In particular, women aged 25-34 are the most likely to make a walking trip [29].

Compared to men, women are more likely to walk to take a child to school (22% compared to 12% of men), and they are more likely to walk to get to work/school/college (53% compared to 49% of men) [24].

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

% who walk at least once a week	Men	Women
Base	(402)	(612)
Walk at least once a week	89	88
Walk...		
To complete small errands such as getting a newspaper or posting a letter	88	87
As part of a longer journey	76	76
To visit pubs/restaurants/cinemas and other social places	48	47
To visit friends and relatives	47	50
To get to work/school/college	49	53
To take a child to school	12	22

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

Dial-a-Ride (DaR) membership

Of all disabled people living in London, 54% are women and 46% men [2]. DaR members are more likely to be women with 74% of all members being women [25].

DaR membership by gender (2010/11) [2,25]

Gender	All disabled Londoners (%)	DaR members (%)
Base (excludes unknown data)	-	(43,442)
Men	46	26
Women	54	74

The proportion of members who are women increases with age. This is in part due to the fact that women tend to live longer than men.

The 2001 Census data show that the proportion of women for all disabled Londoners increases with age. However, it does not do so to the same extent as the pattern seen for all DaR members. This suggests that the greater proportion of female DaR members is not solely an effect of age.

DaR membership by age and gender (2001/10) [25,39]

Age	All disabled London residents (%)		All DaR members (%)	
	Women	Men	Women	Men
Base	-	-	-	-
Under 18	42	58	46	54
18-34	51	49	54	46
35-49	52	48	61	39
50-64	53	47	65	35
65-79	55	45	72	28
80-89	66	34	78	22
90+	77	23	80	20

Of the DaR members who have joined since 1 April 2009, 31% are men.

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 evenly matched for men and women. No significant differences are observed across various transport modes for men and women.

Across both genders, satisfaction is highest with DaR, London River Services and trams, and lowest for Woolwich Ferry and bus stations.

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

Mean rating (0-100)	Men	Women
Bus services		
Base	(4,386)	(5,214)
Mean satisfaction	80	80
Bus stations		
Base	(1,542)	(2,010)
Mean satisfaction	73	74
Dial-a-Ride		
Base	(376)	(2,185)
Mean satisfaction	87	91
DLR		
Base	(2,108)	(1,319)
Mean satisfaction	81	82
London River Services		
Base	(564)	(450)
Mean satisfaction	87	87
Minicabs (PHV)**		
Base	-	-
Mean satisfaction	-	-
Night buses		
Base	(630)	(234)
Mean satisfaction	77	76

Table continued overleaf

Mean rating (0-100)	Men	Women
Overground		
Base	(3,057)	(2,188)
Mean satisfaction	80	82
Taxis**		
Base	-	-
Mean satisfaction	-	-
Trams		
Base	(469)	(449)
Mean satisfaction	86	85
Underground		
Base	(7,707)	(7,150)
Mean satisfaction	79	80
Victoria Coach Station		
Base	(614)	(515)
Mean satisfaction	78	78
Woolwich Ferry		
Base	(979)	(427)
Mean satisfaction	71	71

**data not asked in 2010/11

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

Overall satisfaction with streets

While there are no significant differences in the satisfaction levels of men and women with various modes of transport, women are less likely to be satisfied with the streets and pavement after their last walking journey (65% of women were satisfied compared to 71% of men). Women are more likely to be satisfied with the streets and pavement after their last car journey. Similar proportions of men and women are satisfied with the quality of the streets and pavements on their last cycling trip (55% and 56% respectively).

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

Net Satisfaction (%)	Men	Women
Cycling journey		
Base	(161)	(145)
Net satisfaction	55	56
Walking journey		
Base	(367)	(600)
Net satisfaction	71	65
Car journey		
Base	(344)	(529)
Net satisfaction	60	64

5. Barriers

Barriers to greater public transport use

There are a number of potential barriers that can prevent Londoners from using public transport more often. The most commonly cited barrier for both men and women is overcrowding on transport services.

However, women are more likely to cite barriers that relate to crime and personal safety than men. Higher proportions of women say the following act as barriers to greater public transport use:

- Concern about anti-social behaviour
- Fear of crime on the bus/train and getting to the bus/train
- Fear of terrorist attacks
- Risk of accidents

Women are also more likely to mention the cost of tickets as a barrier to greater public transport.

Consequently, a smaller proportion of women (12%) say that none of the listed barriers affect greater public transport use compared to 15% of men.

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

%	Men	Women
Base	(416)	(584)
Overcrowded services	59	61
Cost of tickets	41	48
Unreliable services	43	44
Slow journey times	42	43
Concern about anti-social behaviour	39	42
Dirty environment on the bus/train	20	31
Concern about knife crime	22	34
Fear of crime on the bus/train	24	33
Fear of crime getting to the bus/train	24	35
Dirty environment getting to the bus/train	16	21
Fear of terrorist attacks	9	16
Lack of info on how to use public transport	11	12
Risk of accidents	7	11
Graffiti	7	10
Don't understand how to buy bus tickets	5	5
None of these	15	12

Responses shown if exceed 1% for women

Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children. For this reason, the car is often seen as a convenient mode of transport – presenting less of a barrier to completing journeys when laden down. However, the cost and stress associated with driving encourages many to use public transport – particularly the bus which is perceived to be more child-friendly and educational than other modes such as the Underground [40].

Travelling with buggies on the bus

Travelling with children and buggies can present a stressful challenge at times [41]. The experience of people travelling with buggies on the bus depends on a number of factors; how frequently they do so, the time of travel (and therefore how crowded the bus is), the bus design, the age of child/children and the number of children travelling within the group[41].

Many passengers have experienced difficulties when travelling with buggies on the bus. These difficulties involve crowding on buses, negative attitudes of other passengers, negotiating getting on and off the bus, and drivers refusing to allow buggies on the bus [41]. Additionally, those travelling with buggies mention practical issues which can be problematic, such as moving the buggy around the pole to reach the specified buggy area, and drivers parking too far away from the kerb [42].

'I feel guilty standing there with the child in the pram. I'm always apologising, getting the pram, pulling it over, let people go past...I just feel like I shouldn't be on [the bus]. I feel like it is a hindrance'
(Woman, buggy user) [41]

Buggy users express some confusion over the rules of taking buggies on buses. They are particularly uncertain about how many buggies are allowed to be unfolded on the bus at any one time. However, permitting buggies to be taken on buses whilst unfolded has been a very well received initiative[41].

Recent research on the issue has added to our understanding. The piece found that inconsistent experiences surrounding the space and driver approaches are the major cause of stress for buggy users and wheelchair users and recommended clarification on 'the rules' for all customers and drivers. Customer communications were found to have potential to produce greater cooperation between customers and the driver, thereby reducing tension. [90]

Barriers to increased Tube usage

Concerns about crime and personal safety amongst women can also be observed for the Underground specifically. The mean score given out of 10 (which is then scaled up to 100) for the Tube being a safe way to travel without fear of accident is 66 for women and 72 for men. Similarly, the mean score given for the Tube being a safe way to travel without fear of crime is 59 for women and 63 for men [28].

Opinions of London Underground (2009) [28]

Mean score (0-100)	Men	Women
Base	(646)	(606)
London Underground...		
Is a safe way to travel without fear of accident	72	66
Is a safe way to travel without fear of crime	63	59

However, the difference in mean scores given by men and women for these two variables appears to be diminishing over time.

Opinions of London Underground (2006/09) [28]

Mean score (0-100)		2006	2007	2008	2009
Base		-	-	-	-
London Underground...					
Is a safe way to travel without fear of accident	Men	66	69	70	72
	Women	59	62	63	66
	Difference	-7	-7	-7	-6
London Underground...					
Is a safe way to travel without fear of crime	Men	59	61	61	63
	Women	52	56	56	59
	Difference	-7	-5	-5	-4

Presently only a small number of trips are made on the Underground with buggies – it is supposed that people are put-off from taking buggies on the Tube due to accessibility issues [1].

6. Safety and security

Travel patterns can be affected by a perceived lack of safety when considering the risks of crime or anti-social behaviour. Similar proportions of men and women say they feel safe travelling during the daytime by bus, car, train and when walking. A slight difference exists between feelings of safety during the day when travelling by Tube with women feeling slightly less safe than men.

Perceptions of safety on transport modes differ between genders when considering travel after dark. For the bus, car, train, Tube and walking, women feel less safe than men. The difference is less marked for driving a car and particularly stark for walking after dark with 49% of women claiming they feel safe to do this compared to 73% of men [14].

For both men and women, walking after dark and using the bus after dark feel the least safe compared to other transport options.

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

%	Men	Women
Bus		
Base (regular users in the daytime)	(284)	(421)
Feel safe in the daytime	95	94
Base (regular users after dark)	(138)	(174)
Feel safe after dark	79	62
Driving a car		
Base (regular users in the daytime)	(213)	(270)
Feel safe in the daytime	98	95
Base (regular users after dark)	(165)	(213)
Feel safe after dark	96	93
National Rail		
Base (regular users in the daytime)	(197)	(235)
Feel safe in the daytime	98	97
Base (regular users after dark)	(120)	(116)
Feel safe after dark	86	67
Underground		
Base (regular users in the daytime)	(268)	(325)
Feel safe in the daytime	98	93
Base (regular users after dark)	(166)	(177)
Feel safe after dark	88	71
Walking		
Base (regular users in the daytime)	(368)	(504)
Feel safe in the daytime	97	94
Base (regular users after dark)	(226)	(222)
Feel safe after dark	73	49

Modes shown where base size allows sub-group comparison

Both men and women feel their frequency of travelling by Tube and bus is affected to a greater extent than travel by National Rail. Equally, higher proportions of both men and women say their travel frequency is affected at least a little after dark rather than during the day.

As seen previously, concerns about crime and anti-social behaviour are higher amongst women when considering travel after dark. Sixty-five per cent of women say their concerns affect their use of the Tube, bus and train 'a lot/a little' after dark, compared to 45% of men [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]

%	Men	Women
Base	(416)	(584)
Overall: During the day/after dark		
Underground/buses/National Rail	50	72
During the day		
Underground/buses/National Rail	27	39
Underground	17	30
Buses	20	30
National Rail	15	22
After dark		
Underground/buses/National Rail	45	65
Underground	33	58
Buses	43	60
National Rail	28	47

The use of illegal (unbooked) minicabs

The Safer Travel at Night (STaN) initiative aims to reduce the use of illegal (unbooked) minicabs. Communication campaigns are particularly targeted at young women, aged between 16 and 34 [30]².

The use of unbooked minicabs has declined over time. Amongst women aged 16-34, three per cent used an unbooked minicab to reach their onward destination during the research fieldwork. In August 2003, this figure stood significantly higher at 19% [30].

Men and women are differently predisposed to using unbooked minicabs. Whilst 32% of men claim they are likely to use an illegal minicab in future, this figure is much lower at 15% of all women (and 24% for women aged 16-34) [30].

Women are more likely than men to recall adverts used in the STaN campaign (79% compared to 74% of men). The communications appear to have a greater effect amongst women and the target audience compared to men. As a result of seeing communications which draw attention to the dangers of using unbooked minicabs, 84% of women (of all ages) claim they are likely to consider alternative modes of transport to unbooked minicabs (compared to 70% of men) [30].

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

%	Men	Women (all ages)	Women (16-34)
Use of illegal minicabs			
Base	(328)	(394)	(612)
Used an illegal minicab to reach onward destination on night of interview	2	3	3
Likely to use illegal minicab in future	32	15	24
Unlikely to use illegal minicab in future	67	84	76
STaN adverts			
Base	(328)	(394)	(334)
Recognised at least one of the STaN adverts	74	79	79
Base (all who have seen any STaN adverts or other communications to do with getting home safely at night)	(264)	(326)	(499)
Likely to consider different mode of transport (to illegal minicabs) after seeing STaN adverts/other communications	70	84	77
Unlikely to consider different mode of transport (to illegal minicabs) after seeing STaN adverts/other communications	15	4	9

Research into the communications needed to dissuade young women (in particular) from using unbooked minicabs shows that the mentality of, ‘it will never happen to me’ needs to be overcome. Effective communications need to show that the risks of unbooked minicabs apply to people themselves (not just to others) and key to this effectiveness is the use of shock [43].

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

7. Access to travel information (online)

Access to the internet

No differences exist between men and women concerning access to the internet – 88% of women access the internet compared to 88% of men [10].

Use of the internet and the TfL website

The same proportions of men and women (with access to the internet) make use of the TfL website. Only one in five do not use the TfL website (22% each) [10].

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

%	Men	Women
Base (all who use the internet)	(393)	(519)
Uses TfL website	78	78
Does not use TfL website	22	22

Over half (57%) of women who use the TfL website visit it at least once week – a slightly smaller proportion than the 58% of men who do so [34].

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

%	Men	Women
Base	(18,772)	(24,554)
Net: At least once a week	58	57
Net: Less often than once a week	38	39
Every day/more than once a day	14	11
Several times a week	33	35
Once a week	11	11
Several times a month	26	28
Less than once a month	12	11
This is the first time	4	4

Women who use the TfL website are more likely than men who do to visit it to use Journey Planner (74% of women claimed this to be their main purpose of visiting the website on the day of survey completion, compared to 65% of men). Men are more likely to visit the website for live travel updates and information on planned works and closures. The fact that men are more likely to be commuting may explain the elevated interest in travel updates.

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

%	Men	Women
Base	(18,654)	(24,418)
Using Journey Planner to plan a route	65	74
Finding out live travel information	38	33
Finding out about planned works or closures	30	28
Doing something related to Oyster cards or other tickets	21	19
Finding a map	20	18
Doing something related to Congestion Charge	5	4
Finding out about cycling	6	3
Finding out about roads or driving	4	2
Other	5	3

Users of the TfL website rate it highly with approximately nine in ten users claiming it is above average/very good or excellent. Women are marginally more likely to give a positive rating of the website (92% giving it a net rating of 'good' compared to 89% of men) [34].

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

%	Men	Women
Base	(18,772)	(24554)
Net: Good	89	92
Net: Poor	11	8
Excellent	12	11
Very good	47	51
Above average	29	29
Below average	6	5
Poor	3	2
Very poor	2	1

The use of smartphones differs between men and women. Sixty-one per cent of men use a smartphone compared to 55% of women [10].

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

%	Men	Women
Base	(421)	(579)
Uses a smartphone	61	55

Slightly higher proportions of men access the TfL website through their iPhones, iPads (or other tablet computers) and other smartphones. Women are more likely to use their laptop/netbook or BlackBerry.

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

%	Men	Women
Base	(18,351)	(24,028)
Laptop or Netbook	49	51
iPhone	23	24
Android phone	21	17
Tablet computer (eg iPad)	14	11
Blackberry	12	14
Other Smartphone (eg Windows phone)	6	4
Standard mobile phone	6	5
Other portable device that CANNOT be used as a phone	2	2
None of the above	20	20

