

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

BAME

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Prepared by SPA Future Thinking

# Black, Asian and minority ethnic (BAME) people

### Key findings

- 35% of Londoners are from black, Asian and minority ethnic (BAME) groups. The profile of BAME communities in London is much younger than that of white communities. Higher proportions of BAME people live in deprived areas of London
- BAME Londoners are more likely to express concerns over safety and security (particularly after dark) than white Londoners
- Overcrowding, cost, unreliable services, and slow journey times are particular barriers to increased public transport use amongst BAME groups
- In general BAME Londoners give slightly lower overall satisfaction ratings than white Londoners for various transport modes. This pattern exists even when age is taken into account
- For Londoners who do not have English as their first language, ethnic minority community media and pictorial information are thought to assist people in planning and completing unfamiliar journeys

### Summary

35% of Londoners belong to a black, Asian and minority ethnic (BAME) group[2]. The profile of BAME communities is different to that of the wider London population. Most notably, BAME communities in London have a much younger age profile than white communities (42% of BAME Londoners are aged 24 and under, compared to 28% of white Londoners) [2]. BAME Londoners are also more likely to be living in deprived areas of London [11].

### Transport use

The bus is the most common mode of public transport used amongst ethnic minority communities (in particular amongst black communities and less so amongst Asian communities). Sixty nine per cent of BAME Londoners use the bus at least once a week compared to 56% of white Londoners[2].

- Buses are considered cheaper with more comprehensive route networks than other modes of transport. For some, being able to see their surroundings and become familiar with the route encourages them to use the bus more often[12]
- The use of cars is higher amongst Asian Londoners compared to other minority ethnic groups (38% of Asian Londoners drive a car at least once a week compared to 25% of black Londoners). The use of cars amongst all ethnic minority groups is lower than for white Londoners[2]

- A greater proportion of cyclists in London are white rather than BAME. Asian Londoners in particular are the least likely to cycle. The ethnic profile of cyclists in London is reflected in the (predominantly white) users of Barclays Cycle Hire and Barclays Cycle Superhighways. Of the Londoners who have used Barclays Cycle Hire, 88% are white [23]

### Safety and security

While most Londoners of all ethnic backgrounds feel safe using public transport during the day, BAME Londoners are less likely to feel safe than white Londoners (and particularly so after dark). Around half of BAME Londoners feel safe walking after dark, compared to around two thirds of white Londoners[14].

- BAME Londoners are more likely to mention concerns about anti-social behaviour, fear of crime (both on and around the public transport network) and fear of terrorism than white Londoners [14]
- Some BAME Londoners, particularly Asian people, consider themselves more likely to be the victims of racist abuse and to be stereotyped as potential terrorists[12]
- Higher rates of road and pedestrian injuries are experienced by BAME groups compared to white Londoners, and these rates are particularly high for young black men [15,16]

### Barriers

The cost of public transport is a particular barrier to increased public transport use amongst BAME Londoners. Sixty per cent of BAME Londoners say cost is a barrier compared to 38% of white Londoners. However, there is little evidence that BAME Londoners are not aware of, or are not taking up, the opportunities for reduced fares through Oyster or the Freedom Pass [2,14].

- Alongside cost, the barriers to greater public transport use most commonly mentioned (by both white and BAME groups) are overcrowding, unreliable services, slow journey times and concerns about anti-social behaviour[14]
- Compared to white Londoners, a higher proportion of BAME Londoners mention potential barriers that prevent them from increasing their use of public transport [14]
- In general, BAME Londoners give lower overall satisfaction ratings for transport modes in London compared to white Londoners, even after their younger age profile is taken into account[6]

### Public transport needs

BAME groups express broadly the same public transport needs as the rest of the London population. These needs relate to safety, reliability, respect, customer service and access to information.

- The needs of newer BAME communities do not differ substantially to the needs of other ethnic minority groups in London[17]
- While 82% of BAME Londoners who were born in England have English as their first language, this decreases to 39% for BAME Londoners born outside of the UK. Age and gender also influence languages spoken, meaning that older BAME women are much less likely to speak English as their first language than the wider London

population. For this group, the provision of information in a variety of languages, with an emphasis on pictures and symbols is helpful[12,18]

## 1. Introduction

London is one of the most ethnically and culturally diverse cities in the world with black, Asian and minority ethnic (BAME) communities making up 35% of the city's population [2]. More than 300 languages are spoken and around 14 faiths are practised in the Capital [11]. The age structure of BAME communities tends to be much younger than white communities, and it is estimated that by 2031, over half of the Capital's 15-19 year olds will belong to a BAME group [11].

Eliminating discrimination and promoting equality between ethnic groups is a key focus of Transport for London (TfL)'s Race Equality Scheme (2008-2011) [12]. Accordingly, TfL is working to ensure transport is more affordable for all, the transport network is safer and feels more secure to users, and that communities are engaged in discussions to address local concerns [12].

This chapter focuses on transport issues relevant to the minority ethnic groups in London. For the purposes of this chapter, the minority ethnic groups of interest are as shown below.

### Breakdown of ethnic groups

Ethnic groups		
White British	White	White
White Irish		
White other		
Black Caribbean	Black	Black, Asian and minority ethnic (BAME)
Black African		
Black other		
Asian Indian	Asian	
Asian Pakistani		
Asian Bangladeshi		
Asian other		
Mixed white and black Caribbean	Mixed	
Mixed white and black African		
Mixed white and Asian		
Mixed other		
Chinese	Other	
Other		

It should be noted that the differences highlighted between minority ethnic groups in this chapter may well be influenced by a number of other factors alongside ethnicity, 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

In total, 35% of Londoners belong to a BAME group [2]. This has increased from 2001 when the comparative figure was 29% [19] and is predicted to increase further with time.

### Ethnic groups in London (2010/11) [2]

%	LTDS (2010/11)
White	64
BAME	35
Black	13
Asian	16
Mixed/Other	6

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

BAME communities in London have a particularly youthful age structure with 42% aged 24 and under, compared to 28% of white communities[2]. Age therefore impacts upon the travel behaviours and patterns seen for BAME communities.

Differences exist between BAME and white people in the profile of annual household income. Higher proportions of BAME Londoners have an annual household income of below £20,000 (55%) compared to white Londoners (39%). BAME Londoners are over-represented in the most deprived areas of London [11]. In the least deprived areas<sup>1</sup>, only two per cent of the population is black and seven per cent is Asian. This rises to 23% and 16% respectively in the most deprived areas [15].

BAME Londoners are generally less likely to be employed than white Londoners and, where they are employed, are more likely to be in low-paid occupations. In the year 2008/09, the unemployment rate for BAME Londoners aged 16 and over in London was 13%, more than twice as high as for white groups [11].

<sup>1</sup> Areas referred to are Super Output Areas (a set of geographical areas developed for Census collection)

## Black, Asian and minority ethnic (BAME) people

### Demographic profile of ethnic groups in London (2010/11)[2]

%	All	White	BAME	Black	Asian	Mixed/ other
<b>Gender</b>						
Men	49	49	48	44	51	49
Women	51	51	52	56	49	51
<b>Age</b>						
0-10	15	12	21	22	17	25
11-15	5	5	7	8	6	8
16-24	12	11	14	13	13	16
25-59	52	54	50	47	54	45
60-64	4	5	3	2	3	2
65-70	5	5	3	3	3	2
71-80	4	5	3	3	3	1
81+	3	4	1	1	1	<1
<b>Household income</b>						
<£9,999	23	20	29	34	24	30
£10,000 - £19,999	21	19	26	30	23	24
£20,000 - £34,999	18	18	20	18	20	23
£35,000 - £49,999	13	13	11	9	14	9
£50,000 - £74,999	12	13	8	5	11	8
£75,000+	13	17	5	2	8	5
<b>Working status</b>						
Working full-time	46	48	42	40	44	38
Working part-time	10	10	9	10	8	11
Student	10	7	17	17	15	22
Retired	16	18	10	12	10	7
Not working	18	16	23	22	23	23
<b>Disabled</b>						
Yes	11	12	8	9	8	9
No	89	88	92	91	92	91
<b>Impairment affects travel</b>						
Yes	10	12	8	9	8	9
No	90	88	92	91	92	91

Base size not shown as data taken from LTDS

Note that LTDS data on ethnicity includes under 5s



### Languages spoken

Among BAME Londoners who were born in England, 82% have English as their first language. This reduces to 39% for BAME Londoners who were not born in England [18].

Compared to other minority ethnic groups, the Asian population of London is the most likely to speak English as a second language. Ninety per cent of Bangladeshi-Londoners, 74% of Pakistani-Londoners and 53% of Indian-Londoners speak English as a second language compared to 43% of black African-Londoners [18].

Age (and in some cases gender) can influence how well English is spoken by members of ethnic minority communities. For example, among Pakistani-Londoners under the age of 45, 47% of women speak English 'very well' compared to 81% of men. For Pakistani-Londoners aged over 45, these figures decline to 28% for women and 56% for men [18].

## 3. Travel behaviour

The average number of trips completed per weekday varies slightly according to ethnicity. White Londoners make an average of 2.56 trips per weekday. This tends to be lower for BAME groups, with black Londoners making 2.21 trips on average, and Asian Londoners making 2.26 trips [2].

### Access to vehicles

A greater proportion of white Londoners hold a driving licence (60%) compared to BAME Londoners (41%). Asian Londoners are more likely than other BAME groups to hold a driving licence and this is reflected in their more frequent use of cars as a travel mode [2].

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

%	All	White	BAME	Black	Asian	Mixed/other
Holds a full car driving licence	54	60	41	36	46	39
Does not hold a full car driving licence	46	40	59	64	54	61

Base size not shown as data taken from LTDS

As a whole, BAME Londoners are less likely to own a car compared to white Londoners. However, car ownership amongst Asian Londoners is in line with that of white Londoners.

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

%	All	White	BAME	Black	Asian	Mixed/other
0 cars	36	33	41	54	29	43
1 car	45	46	43	36	48	45
2+ cars	19	21	16	11	23	12

Base size not shown as data taken from LTDS

### Use of transport modes

Walking at least once a week is almost universal across all ethnic groups. Alongside walking, the most used modes of transport for all Londoners are buses, cars (as both drivers and passengers) and the Underground [2].

However, the proportions using particular transport modes at least once a week vary according to ethnicity. BAME Londoners are more likely to use the bus than white Londoners. In contrast, higher proportions of white Londoners travel by bike, car, black

cab, National Rail and motorbike than BAME Londoners. Few differences are seen between white and BAME people for the use of minicabs, the Overground, trams and the Underground [2].

Looking specifically at the differences between ethnic minority groups, the use of buses is particularly high amongst black Londoners with 79% using this mode of transport at least once a week compared to 69% of all BAME Londoners (and 56% of white Londoners) [2]. Amongst BAME communities, buses are thought to be cheaper and have more comprehensive route networks compared to other transport modes [12]. Higher proportions of black Londoners are in low income groups compared to white and Asian Londoners which may explain the increased use of buses amongst this group of Londoners.

The use of cars tends to be higher amongst Asian Londoners than other minority ethnic groups. Particularly within the Indian and Pakistani communities, there are high levels of car use coupled with relatively low levels of bus use [20].

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

%	All	White	BAME	Black	Asian	Mixed /other
Bus	61	56	69	79	61	69
Bicycle- summer	12	14	8	9	7	9
Bicycle-winter	3	4	2	3	1	3
Car (as a driver)	40	44	32	25	38	27
Car (as a passenger)	46	46	47	39	52	47
DLR	4	3	4	4	5	3
London taxi/black cab	5	6	3	2	3	5
National Rail	16	17	14	15	13	12
Motorbike	1	2	1	1	<1	1
Other taxi/minicab (PHV)	6	7	6	7	3	9
Overground	5	5	6	7	5	4
Tram (Croydon Tramlink)	2	2	2	2	2	2
Underground	36	36	37	36	36	40
Walking	96	95	97	98	97	97

Base size not shown as data taken from LTDS

The greater use of buses by BAME groups is also shown by comparing data from the Bus User Survey (2008) against the proportion of ethnic groups in London (also in 2008). Bus passengers (both during the day and at night) are less likely to be white than Londoners in general. Forty-nine per cent of day bus users, and 45% of night bus users, are from a BAME group compared to 31% of the total London population. The use of buses by Asian Londoners is more in line with the proportions expected based on the total London population [21].

### Comparison of day and night bus users with London population (2008)[21]

%	White	BAME	Black	Asian	Mixed/ other
Base	-	-	-	-	-
All Londoners (2008)	69	31	11	13	7
Day bus users	51	49	19	13	16
Night bus users	55	45	13	12	20

BAME passengers are as likely as white passengers to take the bus to or from work during the day. However, BAME Londoners are more likely to travel to/from work at night with 52% of BAME Londoners using the bus for this purpose compared to 44% of white Londoners. Conversely, a higher proportion of white Londoners (31%) travel by bus at night for leisure purposes compared to 15% of BAME Londoners.

BAME Londoners are more likely than white Londoners to use the bus for travel to or from school/education both during the day and at night[21].

### Purpose of bus journey by ethnic group and time of day (2008)[21]

%	During the day		At night	
	White	BAME	White	BAME
Base (weighted)	(20,892)	(17,180)	(4,158)	(2,685)
To/from work	49	49	44	52
To/from school/education	10	19	3	8
To/from shopping	14	10	1	2
Visiting friends/relatives	9	10	12	16
Leisure	9	4	31	15
Other purpose	9	9	7	8

## Black, Asian and minority ethnic (BAME) people

The purpose of journeys made by public transport during the week varies slightly according to ethnicity. BAME Londoners are more likely than white Londoners to travel by public transport for reasons relating to education and 'other' (which includes worship and accompanying a child). Conversely, white Londoners are more likely to use public transport during the week for leisure purposes and shopping/personal business [2].

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

%	All	White	BAME	Black	Asian	Mixed /other
Shopping/personal business	28	29	26	30	23	26
Usual workplace	20	20	19	16	24	15
Leisure	20	22	16	16	15	22
Education	11	8	16	17	14	16
Other work related	8	9	6	6	5	7
Other	14	12	17	16	20	14

Base size not shown as data taken from LTDS

## Ticket type

Small proportions of Londoners use cash and single/return tickets on the bus, DLR and the Underground, with higher proportions of Londoners using this ticket payment/type on the train. The use of cash and single/return tickets does not vary greatly between ethnic groups [22].

Differences in ticket holding between ethnic groups can be seen when looking at the use of Freedom Passes and Oyster cards. However, these differences are strongly linked to the younger age profile of BAME communities in London. The use of Freedom Passes and Oyster cards is comparable between white and BAME communities when looking at similar age groups like-for-like.

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

%	All	White	BAME	Black	Asian
<b>Bus</b>					
Base (all who use the bus)	(883)	(630)	(223)	(87)	(89)
Oyster pay as you go (PAYG)	61	55	75	72	76
Freedom Pass (OAP/blind/disabled)	23	29	9	15	6
Cash/single/return	2	2	2	1	2
Any Travelcard	12	12	11	13	11
Any bus pass	5	5	5	4	7
Other	1	1	1	2	2
<b>DLR</b>					
Base (all who use the DLR)	(376)	(288)	(77)	(27)*	(34)*
Oyster PAYG	57	54	68	-	-
Freedom Pass (OAP/blind/disabled)	20	22	8	-	-
Cash/single/return	4	4	4	-	-
Any Travelcard	18	17	22	-	-
Other	1	-	2	-	-
<b>Train</b>					
Base (all who use the train)	(726)	(533)	(171)	(67)	(63)
Oyster PAYG	47	42	59	58	62
Freedom Pass (OAP/blind/disabled)	21	26	7	12	6
Cash/single/return	12	10	17	15	14
Any Travelcard	24	25	21	23	22
Other	1	1	1	1	2
<b>Underground</b>					
Base (all who use the Underground)	(859)	(625)	(207)	(77)	(79)
Oyster PAYG	59	54	73	70	72
Freedom Pass (OAP/blind/disabled)	21	26	8	13	6
Cash/single/return	3	3	4	3	3
Any Travelcard	18	18	18	18	22
Other	1	1	2	2	2

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

## Black, Asian and minority ethnic (BAME) people

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

%	White			BAME		
	16-34	35-54	55+	16-34	35-54	55+
<b>Bus</b>						
Base (all who use the bus)	(104)	(212)	(314)	(84)	(91)	(48)*
Oyster PAYG	76	72	15	85	79	14
Freedom Pass (OAP/blind/disabled)	2	5	81	-	4	76
Cash/single/return	-	4	1	1	2	2
Any Travelcard	16	17	3	14	9	3
Any bus pass	8	5	2	5	6	5
Other	2	-	-	-	-	-
<b>DLR</b>						
Base (all who use the DLR)	(50)	(109)	(129)	(26)*	(32)*	(19)*
Oyster PAYG	70	70	16	80	70	8
Freedom Pass (OAP/blind/disabled)	-	3	73	-	3	64
Cash/single/return	3	5	4	4	-	14
Any Travelcard	22	20	5	24	22	21
Other	-	-	-	-	-	-
<b>Train</b>						
Base (all who use the train)	(87)	(194)	(252)	(64)	(70)	(37)*
Oyster PAYG	58	54	12	71	53	13
Freedom Pass (OAP/blind/disabled)	2	5	76	-	3	62
Cash/single/return	12	14	4	13	24	16
Any Travelcard	31	34	9	22	23	14
Other	-	-	-	-	-	-
<b>Underground</b>						
Base (all who use the Underground)	(108)	(223)	(294)	(77)	(89)	(41)*
Oyster PAYG	73	68	17	81	77	12
Freedom Pass (OAP/blind/disabled)	2	4	77	-	4	68
Cash/single/return	3	5	1	4	4	6
Any Travelcard	24	24	5	22	16	8
Other	-	-	-	-	-	-

\* denotes small base size (figures shown here to demonstrate effect of age on ticket holding)

## Oyster card

The possession of Oyster cards is fairly even across ethnic groups with the exception of Asian Londoners – 57% of whom possess an Oyster card compared to 54% in the wider London population [2].

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

%	All	White	BAME	Black	Asian	Mixed/ other
Have an Oyster card	54	53	56	55	57	55
Do not have an Oyster card	46	47	44	45	43	45

Base size not shown as data taken from LTDS

Note that Oyster card ownership excludes Freedom Passes, Oyster photocards and Zip cards

The Oyster card is well known across all ethnic groups[12]. However, there is some suggestion that those with limited English are less likely to take advantage of the cheaper fares available through the Oyster card due to a lack of information about it in a language they understand[12]. It is also thought that some may misunderstand what is needed to apply for an Oyster pay as you go (PAYG) card. The (incorrect) belief that people must supply personal information such as address and age may put some individuals off from applying for an Oyster PAYG card[12].

## Free travel and reduced fares

Slightly greater proportions of white Londoners have access to free passes than BAME Londoners; to free tube/rail passes in particular (14% of white Londoners compared to 9% of BAME Londoners). BAME Londoners on the other hand, have slightly greater access to reduced bus and tube/rail passes [2].

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

%	All	White	BAME	Black	Asian	Mixed/ other
<b>Pass/card</b>						
No access to free pass	74	74	73	71	75	72
Free bus pass	21	22	20	22	19	21
Free tube/rail pass	12	14	9	11	9	6
Reduced bus pass	3	2	5	5	5	5
Reduced tube/rail pass	6	5	8	8	8	9

Base size not shown as data taken from LTDS



## Congestion Charging

Some BAME Londoners have expressed a concern that the Congestion Charge has a disproportionate impact on ethnic minority groups, believing BAME Londoners use their cars more for work than other groups[12].

## Cycling

White Londoners are more likely to cycle than those from ethnic minority groups. 23% of white Londoners cycle at least sometimes compared to 13% of BAME Londoners [13].

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

%	All	White	BAME
Base	(1,000)	(763)	(220)
Cyclist (sometimes uses a bike to get around London)	20	23	13
Non-cyclist (never uses a bike to get around London)	80	77	87

Of those Londoners who did not mention ever cycling, the ability to cycle is only slightly lower among BAME Londoners[13].

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

%	All	White	BAME
Base	(778)	(575)	(189)
Can ride a bike	82	83	80
Cannot ride a bike	17	16	19

According to the behavioural model of non-cyclists developed by TfL, BAME Londoners are more likely to be 'primed' to the idea of taking up cycling than white Londoners. The attitudinal statements associated with these terms are shown in the table below [13].

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

%	All	White	BAME
<b>Base (all non-cyclists)</b>	(824)	(611)	(197)
<b><u>Pre-primed</u></b>			
- 'Would not consider taking up cycling'			
- 'Have never thought about taking up cycling'	77	77	76
- 'Have given taking up cycling some thought but am not going to do so'			
- 'Were cycling but couldn't stick to it'			
<b><u>Primed</u></b>			
- 'Am thinking about taking up cycling'			
- 'Have decided to take up cycling'			
- 'I took up cycling but couldn't stick to it'			
- 'I have already taken up cycling and will continue to do so'	22	21	24
- '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	1

## Cycling schemes

Awareness of Barclays Cycle Hire is relatively high across all ethnic groups (78% of white Londoners are aware of the scheme compared to 72% of BAME Londoners) [13].

Reflecting the typical profile of a cyclist in London, Barclays Cycle Hire users tend to be men who are white, young professionals. Of those who have used the scheme, 88% are white [23].

Of those who have not yet hired a bicycle through the scheme, 39% of BAME Londoners claim they are likely to do so in the future compared to 27% of white Londoners[13].

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

%	All	White	BAME
Base (all who have not hired a bicycle yet)	(950)	(768)	(206)
Expect to use BCH	31	27	39
Do not expect to use BCH	66	69	57
Don't know	3	3	4

Across all ethnic groups, awareness of Barclays Cycle Superhighways is lower than for Barclays Cycle Hire. In particular, BAME Londoners are less likely to be aware of the Superhighways (38% are aware) compared to white Londoners (44%) [13].

Similar to the users of Barclays Cycle Hire, users of Barclays Cycle Superhighways are typically men who are white, young professionals [23]. The profile of cyclists changes slightly depending on the Barclays Cycle Superhighway in question. Eighty-nine per cent of cyclists on the CS7 (which runs along the A24 from Merton to the City) are white, compared to 84% on the CS3 (which runs along the A13 from Barking to Tower Gateway) [23].

BAME Londoners are again more likely than white Londoners to say they will use the Superhighways in the future if they have not already done so.

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

%	All	White	BAME
Base (all aware of Superhighway but have not used a Superhighway)	(365)	(284)	(74)
Yes	21	21	25
No	75	75	73
Don't know	4	4	2

## Walking

The propensity to walk is similar amongst ethnic groups. Ninety per cent of white Londoners walk<sup>2</sup> at least once a week compared to 86% of BAME Londoners [24].

However, the journey purpose of walking trips varies between white and BAME people. BAME Londoners are more likely to walk (at least once a week) to get to/from an education establishment (64% do so) or to take a child to school (24% do so), compared to white Londoners [24]. This results from the younger age profile of BAME communities in London.

White Londoners are more likely than BAME Londoners to walk (at least once a week) for the purpose of completing small errands and to visit social places [24].

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

% who walk at least once a week	All	White	BAME
Base	(1,014)	(758)	(256)
Walk at least once a week	89	90	86
<b>Walk...</b>			
To complete small errands such as getting a newspaper or posting a letter	87	89	82
As part of a longer journey	76	75	77
To visit pubs/restaurants/cinemas and other social places	48	50	41
To visit friends and relatives	48	49	45
To get to work/school/college	51	46	64
To take a child to school	17	14	24

<sup>2</sup>Defined 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

Seventy-nine per cent of DaR members are white; broadly in line with the proportion of white disabled Londoners. The profile of DaR members has changed over time. In 2003, 91% of DaR members were white [25].

BAME groups in London have a younger age profile and this may be reflected in the ethnic profile of DaR members.

#### DaR membership by ethnicity (2002/10) [25,26]

<b>Ethnicity</b>	<b>All disabled Londoners (%)</b>	<b>DaR members (%)</b>
Base (excludes unknown data)	-	(38,151)
White	72	79
BAME	28	21

English is spoken by 94% of DaR members. Gujarati and Punjabi are the most common languages spoken by non-English speaking members [25].

## 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). All the transport modes receive fairly good/high overall satisfaction mean scores, and this is true across all ethnic groups.

However, in general, BAME Londoners give lower overall satisfaction ratings compared to white Londoners. Though older Londoners tend to be more satisfied with public transport, this does not appear to explain the lower satisfaction levels amongst BAME Londoners (who typically have a younger age profile) since the differences between BAME and white Londoners persist across all age bands.

In particular, BAME Londoners rate buses (both services and stations), DaR and the Underground less highly [6].

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

Mean rating (0-100)	All	White	BAME	Black	Asian	Mixed /other
<b>Bus services</b>						
Base	(9,600)	(5,219)	(3,936)	(1,549)	(1,820)	(431)
Mean satisfaction	80	81	78	79	78	79
<b>Bus stations</b>						
Base	(3,552)	(1,454)	(976)	(404)	(458)	(114)
Mean satisfaction	73	75	72	71	72	72
<b>Dial-a-Ride</b>						
Base	(2,562)	(2,076)	(422)	(173)	(195)	(54)
Mean satisfaction	91	92	86	87	85	83
<b>DLR</b>						
Base	(3,478)	(1,839)	(1,288)	(418)	(670)	(199)
Mean satisfaction	81	83	80	80	79	81
<b>London River Services</b>						
Base	(1,014)	(695)	(90)	(16)*	(43)*	(30)*
Mean satisfaction	87	87	84	-	-	-
<b>Minicabs (PHV)**</b>						
Base	-	-	-	-	-	-
Mean satisfaction	-	-	-	-	-	-
<b>Night buses</b>						
Base	(864)	(337)	(332)	(154)	(128)	(51)
Mean satisfaction	77	78	75	77	77	68

Table continued overleaf

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

\*\* Item was not asked in 2010/11

## Black, Asian and minority ethnic (BAME) people

Mean rating (0-100)	All	White	BAME	Black	Asian	Mixed /other
<b>Overground</b>						
Base	(5,239)	(2,777)	(1,608)	(599)	(804)	(206)
Mean satisfaction	80	82	79	78	78	80
<b>Taxis**</b>						
Base	-	-	-	-	-	-
Mean satisfaction	-	-	-	-	-	-
<b>Trams</b>						
Base	(918)	(557)	(277)	(124)	(118)	(35)*
Mean satisfaction	85	86	84	83	83	-
<b>Underground</b>						
Base	(14,857)	(9,975)	(4,144)	(1,089)	(2,183)	(871)
Mean satisfaction	79	80	77	77	78	77
<b>Victoria Coach Station</b>						
Base	(1,129)	(744)	(381)	(118)	(192)	(71)
Mean satisfaction	78	79	77	75	78	80
<b>Woolwich Ferry</b>						
Base	(1,608)	(828)	(670)	(437)	(166)	(67)
Mean satisfaction	72	73	71	72	68	67

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

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

For BAME Londoners, there is a slightly stronger correlation between satisfaction with various transport modes and the availability of information (than for white Londoners) [6]. Sources of information comprise maps, signs, audio announcements and the presence of staff. Overall satisfaction is also more closely tied to personal safety for BAME people compared to white people [6].

## Satisfaction with streets

BAME Londoners have consistently higher levels of satisfaction with the streets and pavements on their last journeys by bike, on foot and in a car. In particular, three-quarters of BAME Londoners (77%) report being satisfied with the pavements and streets on their last walking journey, compared to 65% of white Londoners.

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

Mean rating (0-100)	All	White	BAME
<b>Cycle journey</b>			
Base	(306)	(237)	(61)
Net satisfied	55	54	62
<b>Walking journey</b>			
Base	(967)	(711)	(227)
Net satisfied	68	65	77
<b>Car journey</b>			
Base	(873)	(634)	(217)
Net satisfied	62	60	68



## Barriers

### Barriers to greater public transport use

The barriers to greater public transport use most commonly mentioned by both white and BAME groups are overcrowded services, cost of tickets, unreliable services, slow journey times and concerns about anti-social behaviour [7].

Cost is seen as a particular barrier to increased public transport usage for BAME Londoners. Sixty per cent of BAME Londoners cite this as a barrier compared to 38% of white Londoners [7].

For all other potential barriers (including concerns about anti-social behaviour, fear of crime and a lack of information on how to use public transport), a greater proportion of BAME Londoners (compared to white Londoners) cite them as potentially preventing increased public transport use. The difference between white and BAME Londoners is particularly marked for concerns about knife crime, and fear of crime getting to/on buses and trains [7].

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

%	All	White	BAME	Black	Asian
Base	(1,000)	(706)	(274)	(107)	(116)
Overcrowded services	60	58	65	62	67
Cost of tickets	45	38	60	63	63
Unreliable services	44	39	54	54	54
Slow journey times	43	38	53	51	60
Concern about anti-social behaviour	40	39	43	39	48
Fear of crime getting to the bus/train	29	26	38	34	40
Fear of crime on the bus/train	29	26	35	34	41
Fear about knife crime	28	25	35	37	34
Dirty environment on the bus/train	26	21	37	42	37
Dirty environment getting to the bus/train	18	12	33	35	35
Fear of terrorist attacks	12	10	18	18	21
Lack of info on how to use public transport	11	9	15	14	19
Risk of accidents	9	7	15	10	19
Graffiti	9	7	12	9	13
Don't understand how to buy bus tickets	6	5	8	6	11
None of these	13	15	9	10	9

Responses shown if exceed 1% for all Londoners

## Barriers to increased Tube usage

Without being prompted, only a minority of white and BAME Londoners cite barriers that prevent them from using the Tube more often [27].

When read options for a list, a number of barriers are mentioned but none exist solely for BAME Londoners. However, some barriers are shown to affect a greater proportion of BAME Londoners than white Londoners.

BAME Londoners are more likely than white Londoners to say that issues such as the cost of tickets, concerns about anti-social behaviour and unreliable services act as barriers to increased Tube usage. The most marked difference between BAME and white Londoners is seen for the cost of Tube tickets.

### Barriers to using the Tube more often amongst white and BAME Londoners aged 35-59 (prompted)<sup>3</sup> (2006) [27]

%	Aged 35-59	
	White	BAME
Base	-	-
Cost of tickets	34	53
Concern about anti-social behaviour	30	41
Unreliable services	25	36
Fear of crime on the Tube	23	36
Fear of crime getting to Tube	18	30
Dirty environment getting to Tube	18	25
Fear of terrorist attacks	20	30
Risk of accidents	10	21

Looking again at people aged 35-59, BAME Londoners are more likely than white Londoners to say they, 'feel excluded from the Tube' (nine per cent compared to four per cent). This figure rises to 15% for Muslims. However, in contrast, BAME Londoners are also more likely than white Londoners (aged 35-59) to 'strongly agree' they feel welcome on the Tube (31% compared to 21%). This suggests some degree of polarisation regarding feelings of being excluded or welcomed [27].

Factors which would encourage greater Tube usage (amongst all Londoners) are:

- Cheaper fares (24% of all respondents)
- More reliable services (14%)
- Improved security (9%)
- Cleaner/nicer environment (9%)

<sup>3</sup> Data presented for 35-59 years olds so a comparison between white and BAME groups can be made without age affecting the patterns seen

‘Cheaper fares’ is the only factor to encourage greater Tube use that differs between ethnic groups with 31% of BAME Londoners citing this compared to 21% of white Londoners. This may reflect differences in household income with BAME Londoners tending to have lower household incomes than white Londoners[27].

There is little difference between BAME and white Londoners in terms of familiarity, favourability and advocacy towards the Tube [28]. Differences do exist for other attitudinal factors and BAME Londoners are more likely to give higher ratings than white Londoners concerning issues such as involvement in local communities, accessibility and inclusion.

### Opinions of London Underground (2009) [28]

Mean score (0-100)	White	BAME
Base	(807)	(440)
<b>London Underground...</b>		
Is involved in local communities	46	55
Is easily accessible to everyone	57	65
Is a service for everyone	61	67
Makes me feel valued as a customer	59	65
Is a well-managed organisation	57	63

### 5. Safety and security

Travel choices can be affected by the perceived likelihood of being a victim of crime or anti-social behaviour [29]. BAME Londoners tend to be more fearful of crime than white Londoners.

All Londoners are less likely to feel safe when travelling at night than during the day (particularly when walking and/or using the bus) [14].

BAME Londoners feel less safe travelling at night than white Londoners when using the train, Underground and when walking. In particular, BAME Londoners are much less likely to say they feel safe when walking after dark than white Londoners (52% compared to 67%)[14].

Feelings of safety when travelling by various modes during the day are generally very high, and similar for white and BAME Londoners. However, BAME Londoners tend to feel less safe when walking and, using the Tube and using the bus during the day [14].

Concerns about crime and anti-social behaviour are more acute for the bus than other transport modes (excluding walking). The upper deck can feel dangerous and intimidating, particularly for older people and women[12]. As a result, many people will choose to sit downstairs and/or close to the driver. Waiting at quiet bus stops, particularly late at night, also provide cause for concern. The electronic Countdown information system at bus stops is thought to increase the perception of safety since it helps people decide how to travel.

## Black, Asian and minority ethnic (BAME) people

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

%	All	White	BAME	Black	Asian
<b>Bus</b>					
Base (regular users in the daytime)	(708)	(483)	(210)	(80)	(77)
Feel safe in the daytime	94	96	92	92	91
Base (regular users after dark)	(340)	(228)	(103)	(44)*	(30)*
Feel safe after dark	70	70	70	-	-
<b>Driving a car</b>					
Base (regular users in the daytime)	(479)	(353)	(118)	(54)	(36)*
Feel safe in the daytime	97	97	96	93	-
Base (regular users after dark)	(385)	(269)	(105)	(40)*	(40)*
Feel safe after dark	94	94	94	-	-
<b>National Rail</b>					
Base (regular users in the daytime)	(457)	(326)	(125)	(45)*	(44)*
Feel safe in the daytime	98	99	95		
Base (regular users after dark)	(260)	(202)	(51)	(19)*	(16)*
Feel safe after dark	78	81	66	-	-
<b>Underground</b>					
Base (regular users in the daytime)	(619)	(417)	(187)	(57)	(78)
Feel safe in the daytime	95	97	92	95	92
Base (regular users after dark)	(382)	(274)	(98)	(31)*	(38)*
Feel safe after dark	80	86	70	-	-
<b>Walking</b>					
Base (regular users in the daytime)	(885)	(604)	(264)	(94)	(110)
Feel safe in the daytime	95	97	94	95	92
Base (regular users after dark)	(490)	(357)	(122)	(37)*	(47)*
Feel safe after dark	63	67	52	-	-

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)

Some BAME Londoners believe TfL could do more to ensure good standards of behaviour from other passengers [12]. They think that TfL's policy on anti-social behaviour should be communicated more widely and strongly to the general public.

How far these concerns about crime and/or anti-social behaviour affect the frequency of public transport use depends on the transport mode and time of day. Frequency of travel being affected 'a lot/a little' due to concerns over crime/anti-social behaviour happens more so at night than during the day. This is true for all ethnic groups. Equally, amongst all ethnic groups there is less concern about crime and anti-social behaviour on National Rail than on the Underground and bus [14].

For buses in particular, 40% of BAME Londoners claim their frequency of use is affected 'a lot/a little' by crime/anti-social behaviour during the day (compared to 19% of white Londoners). These figures rise to 62% of BAME Londoners and 47% of white Londoners who claim the frequency of bus use is affected 'a lot/a little' after dark [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]

%	All	White	BAME	Black	Asian
Base	(1,000)	(706)	(274)	(107)	(116)
<b>Overall: During the day/after dark</b>					
<b>Underground/buses/National Rail</b>	61	57	71	70	78
<b>During the day</b>					
<b>Underground/buses/National Rail</b>	33	27	47	43	55
Underground	23	19	37	31	44
Buses	25	19	40	35	48
National Rail	18	14	28	26	34
<b>After dark</b>					
<b>Underground/buses/National Rail</b>	56	52	64	63	69
Underground	46	41	55	56	62
Buses	52	47	62	59	66
National Rail	38	35	43	44	45

Research has shown young BAME Londoners to feel particularly stigmatised by the media leading fellow passengers to view them less favourably. Young, black men in particular say there is almost an expectation that they will cause trouble upon boarding a bus [12].

BAME passengers tend not to report incidents of racism because they feel they will not be supported or taken seriously. Some BAME Londoners say that, when in need of help, they will only speak to TfL staff members of the same racial background to avoid any potential conflict [12].

## The impact of terrorism

Some BAME Londoners believe they are at greater risk of receiving racist abuse since the July 2005 terrorist bombings in London[12]. This is most often mentioned by Asian Londoners, with some Muslims feeling they are stereotyped as potential terrorists. Those wearing traditional Asian clothing (such as headscarves, turbans and saris) and speaking an Asian language can feel particularly vulnerable.

## The use of illegal (unbooked) minicabs

The use of illegal (unbooked) minicabs in London has declined over time. Working to reduce the use further is the Safer Travel at Night (STaN) initiative which consists of communication campaigns (targeted particularly at women aged 16-34) [30]<sup>4</sup>.

Unlike in the previous year, BAME Londoners are now more likely than white Londoners to say they would be likely to use an illegal minicab in the future (29% BAME Londoners compared to 21% of white Londoners) [30].

BAME Londoners are less likely to have seen a STaN advert and their future propensity to use an illegal minicab is slightly less affected by the advertising [30].

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

%	All	White	BAME
<b>Use of illegal minicabs</b>			
Base	(724)	(556)	(163)
Used an illegal minicab to reach onward destination on night of interview	2	2	4
Likely to use illegal minicab in future	23	21	29
Unlikely to use illegal minicab in future	76	78	70
<b>STaN adverts</b>			
Base	(724)	(556)	(163)
Recognised at least one of the STaN adverts	77	79	68
Base (all who have seen any STaN adverts or other communications to do with getting home safely at night)	(591)	(468)	(120)
Likely to consider different mode of transport (to illegal minicabs) after seeing STaN adverts/other communications	78	78	74
Unlikely to consider different mode of transport (to illegal minicabs) after seeing STaN adverts/other communications	9	8	11

<sup>4</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

Differences exist between ethnic groups in injury rates from road traffic[15]. This refers to injuries sustained by any road users (so includes pedestrians, cyclists and car occupants). For both children and adults, road traffic injury rates are higher amongst black Londoners compared to white and Asian Londoners. Black adults are 1.29 times more likely to be injured on the roads than white adults, and 1.47 times more likely to be injured than Asian adults. A similar pattern is seen for children.

Average annual injury rates per 100,000 for all transportation modes (1996-2006) [15]

Average rate/100,000 people	White	Black	Asian
Adults	479	617	421
Children	234	305	175

There is some uncertainty as to why these differences in injury rates exist. Some of the variation is thought to be explained by the association between injury rates and deprivation. However, this explanation is not thought to account for all of the variation seen and other suggested influences include lifestyle/behavioural factors as well as differences in exposure to traffic.

## Child pedestrian injuries

Children from ethnic minority backgrounds, especially those from black African and black Caribbean backgrounds, are more likely than white children to be injured or killed in road accidents in London[16]. Black boys in particular have higher pedestrian injury rates than black girls[15].

Average annual pedestrian injury rates in London per 100,000 people (1996-2006) [15]

Average rate/100,000 people	Gender	White	Black	Asian
<b>Age group</b>				
0-4	Men	45	95	68
	Women	29	52	41
5-9	Men	125	235	141
	Women	72	135	69
10-14	Men	254	313	136
	Women	179	255	97
15-24	Men	144	164	84
	Women	122	148	69

The factors contributing to higher injury rates amongst BAME children are not yet proven. However, there is some suggestion that the poor maintenance of local areas can play a role. Issues such as broken traffic lights, poor street lighting and uneven roads and pavements often contribute to higher injury rates [16].



## 6. Access to travel information

### Access to the internet

A higher proportion of BAME Londoners have access to the internet (92%) compared to 87% of white Londoners. This may reflect the older age profile of white Londoners since access to the internet (either at home, at work, on the move or elsewhere) decreases with age [10].

### Use of the internet and the TfL website

The proportion of BAME Londoners (72%) who use the TfL website is slightly lower than the proportion of white Londoners who do (74%). When looking only at people who have access to the internet, the BAME Londoners are less likely to use the TfL website than white Londoners (80% and 75% respectively) [10].

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

%	All	White	BAME	Black	Asian	Mixed/ other
Base (all who use the internet)	(912)	(654)	(229)	(81)	(96)	(52)
Uses TfL website	78	80	75	61	86	74
Does not use TfL website	22	20	25	39	14	26

BAME Londoners are more likely than white Londoners to use smartphones (71% compared to 53%). Again, the younger age profile of BAME communities in London may contribute to this finding. Of those who access the internet via a mobile device such as an iPhone or BlackBerry, 56% of white Londoners use their device to view the TfL website, and now similar proportions of BAME Londoners do as well (57%, an increase from 49% in the previous year)[10].

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

%	All	White	BAME	Black	Asian	Mixed/ other
Base	(1,000)	(721)	(246)	(91)	(97)	(58)
Uses a smartphone	58	53	71	70	71	70

### Information needs

Language can be a significant barrier to public transport use for some BAME Londoners [12], especially those who were not born in London. Whilst this is less of an issue for familiar journeys, it can limit the extent to which people make unknown journeys. Buses are again shown to be a popular choice amongst those with limited English since they allow passengers to see their surroundings and become familiar with an unknown area.

Specific ethnic minority community media is thought to be an appropriate channel to reach BAME Londoners [12]. This includes radio, TV, the internet, magazines and newspapers. It is also suggested that maps and leaflets could be made more pictorial (with an emphasis on London's landmarks to help navigation) [12].

### 7. Understanding the transport needs of newer BAME communities

In 2007, research was undertaken to understand the transport needs of newer BAME communities in London [17]. A focus was placed on the needs of Turkish/Turkish Cypriot, Kurdish, Albania, Somali, Latin American and Irish Traveller communities.

Level of integration (defined as the degree to which people have assimilated or interacted with mainstream society) was found to be a key factor impacting upon travel patterns. Less integrated participants (often older people) concentrate their travel 'close to home', affecting the mode of transport used. These people rely heavily on buses, even to complete longer journeys, with alternative transport modes seen as being 'confusing' and 'difficult to use' due to language barriers and a lack of confidence [17].

*'As I said, I generally use the bus, I hardly use the Tube. I fear that I may get lost because of not being able to read English.'*  
(Kurdish, older woman) [17]

A lack of good English skills makes it harder to understand public transport services and makes travel information and assistance appear less accessible. This can contribute to a sense of vulnerability and insecurity. Buses are deemed to be less complicated and more familiar, thus many of the participants tend to depend heavily on this mode of transport [17].

Issues of racism were raised by participants. Some felt they were more likely to experience discrimination when in traditional dress and/or speaking in their mother tongue. Incidents were thought to arise more often late at night and to be instigated by young passengers and/or those under the influence of alcohol [17].

Safety concerns were expressed in relation to all public transport services. Participants expressed concern for both their own personal safety and for the safety of their property. Generally buses were thought to be less safe than London Underground, the Overground and the DLR, with a sense that anti-social behaviour was more likely to take place on this mode [17].

The cost of public transport appeared to confuse many, with a lack of understanding of how best to save money. Transportation in London was perceived to be more expensive than participants' countries of origin and elsewhere in Europe [17].

Overcoming some of the difficulties experienced by newer BAME communities in London, and other similarly affected groups, could focus on providing greater language assistance, communicating a zero-tolerance policy on racism, creating safer travel environments (through actions such as increased staffing, enhanced lighting and more

CCTV surveillance) and better communicating the relative costs of transport modes and tickets available [17].

Other transportation needs expressed by these groups are similar to the rest of London. These concern the need for efficiency, good customer service and good standards of behaviour from members of the public [17].

For non-users of public transport amongst these groups, the car allows them to seek personal control over their journeys. Older, male, Irish Travellers in particular expressed the need for freedom and control over going where they wanted and when. Public transport was seen as unable to provide this freedom [17].

### Religion and beliefs

Over half of London's population identify themselves as Christian [11]. Almost one in ten are Muslim with smaller proportions of the population being Hindu, Jewish, Buddhist and Sikh. Sixteen per cent do not identify themselves with a religion.

- Christian 58%
  - Muslim 8%
  - Hindu 4%
  - Jewish 2%
  - Buddhist 1%
  - Sikh 1%
  - (No religion 16%)
  - (Not stated 9%)
- [31]

One per cent of White Londoners are Muslim. This rises to one in six mixed-race Londoners, one in eight black Londoners and one in ten Chinese Londoners [32].

