

Age Friendly Transport

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Are we getting there?



Age-Friendly Transport in GM -



Transport service options for older people need to be **mapped at GM, local and neighbourhood levels**. Populations not well served by public transport should be identified and **assessed for potential social isolation and bespoke solutions planned and executed**.



When **transport services are cut or changed**, an **equalities impact assessment** should be carried out, looking specifically at **how older people would be affected**. For example, if and when the bus service is reregulated this should be done in consultation with older people to ensure that it becomes as age-friendly as possible.



Smaller bespoke bus services should be considered, encouraging **social links as well as meeting transportation needs**. Investment in **community transport** should be included as a strategic aim across GM.



Transport services need to be **designed according to age-friendly principles and consider the range of potential challenges for older people**. Older people's services need to be designed to take account of transport needs and provide integrated solutions where required.



Information on service options should be better publicised and offered in a variety of accessible formats. This information needs to be given at relevant times when an older person's needs may be changing, such as at the point of surrendering a driver's licence or meeting with a sensory assessment team. At the same time, a **wider education campaign should raise public awareness of the potential needs of older passengers**, particularly regarding 'invisible' disabilities.

Our 10 Recommendations



Transport maps should include more, and accessible, information such as proximity to hospitals and health centres, public toilets and seating areas which would support journey planning.



Action should be taken to **empower older people to voice concerns and to influence change**. Opportunities need to be established and supported to **ensure that older people can be involved in design, planning and decision making**. Clearer mechanisms need to be developed, with designated officers to **support people to resolve their transport issues**.



Volunteer car lift schemes should be included in overall GM strategy with **proper support and training offered around insurance**.

(Note - this should not be seen as any kind of alternative to an efficient and effective community transport system)



Providers and authorities should work in partnership with the GM Older People's Network to develop an agreed standard for **awareness training**. Training should be provided for all drivers and transport providers, including taxi-drivers. **Existing good practice should be identified and clearly publicised** to encourage providers and individual drivers to prioritise age-friendly standards.



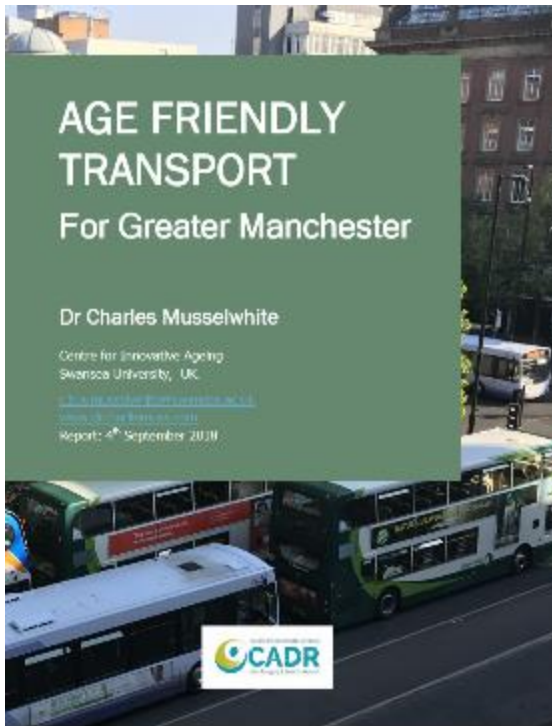
Older people should be **offered training and support to access digital services** which could **make their travel easier and more economical**.

Progress in 2018





Age Friendly Study



Recommendations:

1. Staff working in transport to be trained in older people's issues.
2. Getting more older people involved in transport planning and design.
3. That other sectors help manage transport demand better.
4. Community resources and support.
5. Demonstrator communities.



Disability Design Reference Group

- Group established in 2008
- Role expanded to all infrastructure including the new Wigan Bus Station
- Also involved in the design of the new TfGM website





Rail Station Accessibility

- Access for All fund
- Government fund to make railway stations more accessible, including through step-free access.
- TfGM submitted a bid for 10 stations (c£30m)





Concessionary Travel

- Continue to extend national concessionary bus pass to tram and train travel
- Introduced women's concessionary pass in April 2018 for women most affected by pension changes





Please Offer Me A Seat

- Launched in September 2018
- Badge system for passengers with disabilities, injuries or hidden conditions to indicate to fellow passengers they need to sit down.





Dementia Awareness

- All 170 bus station, interchange and Travelshop staff dementia aware
- Support Guardian Angel Scheme
- Dementia Friendly Walks
- Alzheimer's Society - TfGM nominated charity





Age-Friendly Bus Guide

This guide has been co-designed with older Bolton residents to promote good practice and support you to provide an age-friendly bus journey.

- › When approaching a bus stop, slow down and be ready to stop if you see a passenger – they may not see or hear you approaching
- › Lower the step to the curb for easy access, offering to put out a ramp if needed
- › Give plenty of time for passengers to get on and take their seat
- › When boarding speak to passengers clearly, making eye contact
- › When the bell rings, don't assume it was a mistake if nobody is standing to alight
- › Show courtesy and respect to all passengers
- › Avoid sharp turns and sharp brakes even if passengers are seated – in case of an emergency brake, take time to check your passengers are okay
- › If the bus has a 'talking stop' make sure it is in use, this is especially important for those with visual impairments
- › Keep the disabled seating area free from obstructions with clear signage for appropriate use

project delivered by:



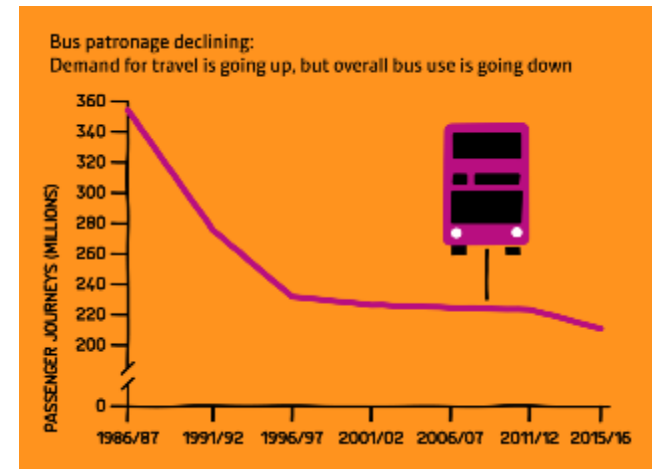
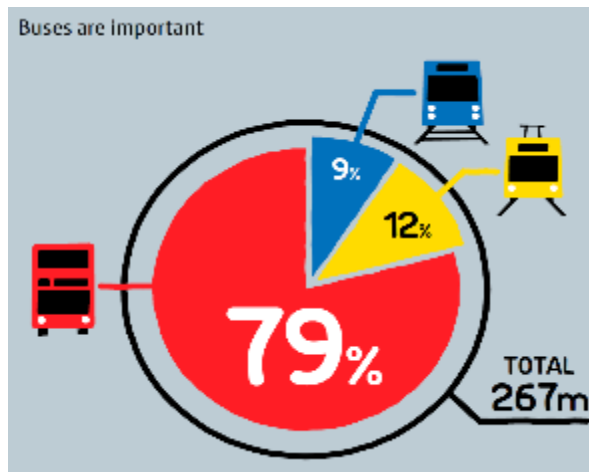
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Bus Reform

- TfGM is exploring new powers to reform the bus market
- Potential for greater local control over buses including fares, ticketing, routes, frequencies, vehicles and quality standards





Ring and Ride

- Ring & Ride is for people who have difficulty accessing the mainstream bus network
- 11,000 registered users.
- Approximately 550,000 journeys are undertaken across GM in a year
- Investing in new vehicles





Safer Driving for Longer

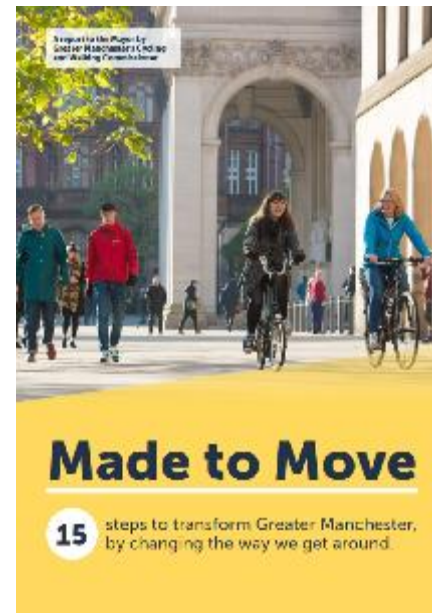
- Free course for older drivers
- Pilot currently running in Stockport only by Drive Safe initiative
- Aim is to reflect on their own driving, increase confidence in their ability and also to consider efficient alternatives to driving





Made to Move

- 15-step plan to transform Greater Manchester by changing the way we get around
- Vision of cycling and walking network covering over 1000 miles in GM
- £160m allocated so far





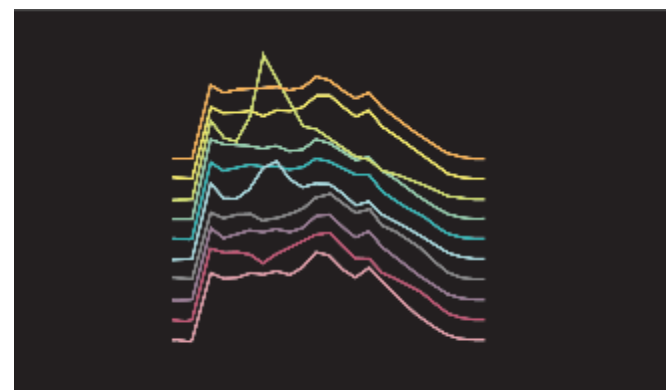
What next?





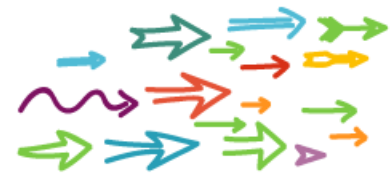
Age Friendly Transport Draft Action Plan

- 1) Involving Older People
- 2) Improving and Promoting Transport Accessibility
- 3) Concessionary Travel
- 4) Working with the Health Sector
- 5) Age Friendly Transport Staff
- 6) Age Friendly Buses
- 7) Ring & Ride Review
- 8) Supporting Older Drivers
- 9) Age Friendly Crossings
- 10) Take a Seat and Community Toilet Schemes



GMCA
Greater Manchester
Age-friendly Strategy

Greater Manchester
Age-friendly Strategy



Thank you

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