

Policy interventions to make travel more inclusive for people with mental health conditions

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Mental health conditions

These include:

- **Anxiety** – makes decision-making more difficult, causes forgetfulness.
- **Depression** – can make thinking and concentration difficult.
- **Post-traumatic stress disorder (PTSD)** – can cause avoidance behavior.
- **Agoraphobia** – causes fear of not being able to escape or obtain help.

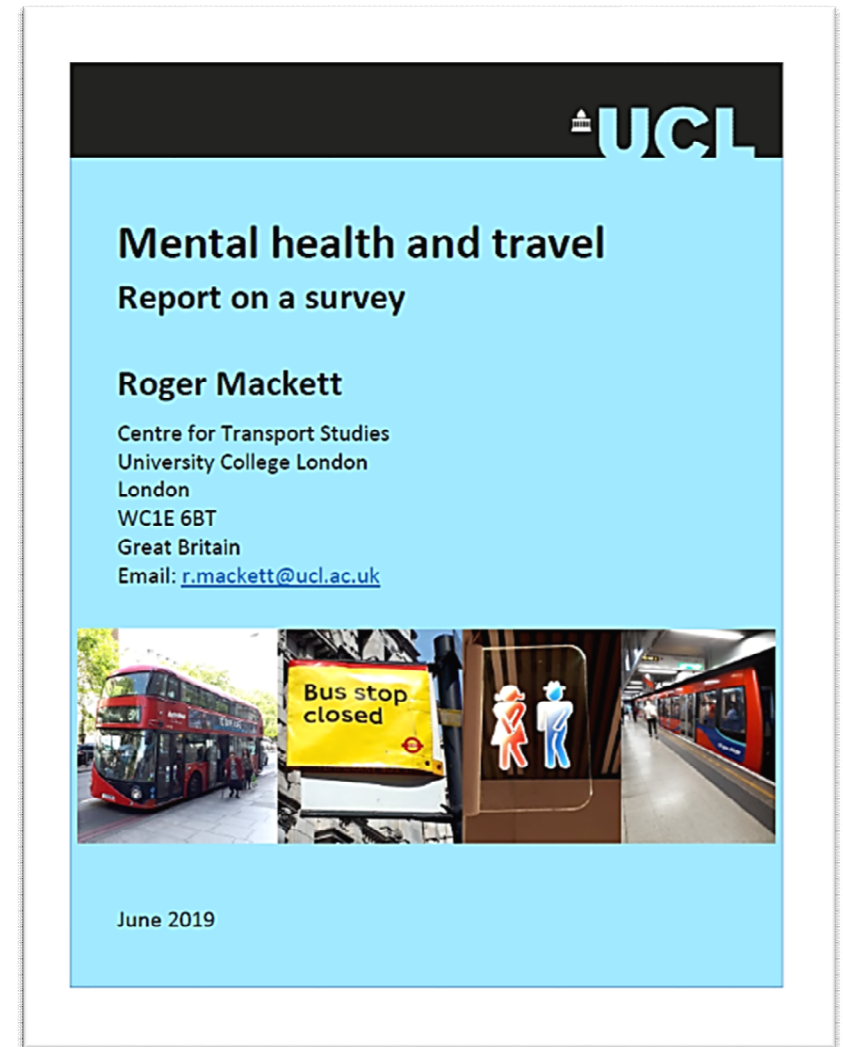
These symptoms can affect wayfinding and travel.

Mental illness is a big issue, and it's growing

- A fifth of the population have a mental illness. In the US, 21% of adults aged 18+ had a mental illness in 2020.
- The number of cases is increasing. In 2008, the overall figure was 18%, and in 2019, it was 21%.
- More women are affected than men. In the US, 16% of men and 26% of women.
- One quarter of the population have a mental illness during their lifetime. In England, 26% of all adults have been diagnosed with one or more mental illnesses during their lifetimes.
- Many more have not had a formal diagnosis. A further 18% say they have experienced a mental illness without being diagnosed.

The survey

- On-line survey of people with mental health conditions carried out in Great Britain in 2018.
- 363 responses used here.
- Weighted linear regression of dependent variables against gender, age and type of area was carried out using SPSS.
- The weights were applied so that the sample matched the age and gender profile of similar people in the Adult Psychiatric Morbidity Survey (APMS).



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Analyzing the effects of mental illness on travel

- The respondents were asked if their mental health condition prevented them from walking, traveling by bus or traveling by train.
- Then the respondents were given lists of factors that might encourage them to use each mode of travel more, and asked to say which applied to them.
- The tables show percentages who indicated each type of transport or who indicated each factor.
- Regression analysis was used to establish significant differences by gender (M/F) and age (Increasing or decreasing with age, shown by ↑ or ↓). Scale of statistical significance is indicated by the number of stars, from * meaning significant at the 10% level, ** (5%) and *** (1%).
- Examples of interventions that would increase usage are suggested.

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Inability to use various forms of transport because of a mental health condition

% of respondents saying that a they are not able to use each mode

Mode	% of respondents	Gender	Age
Bus	30	F**	-
Train	29	F**	-
Walking	10	-	↑**

Factors to encourage more bus travel

% of respondents saying that a factor would encourage them to travel by bus more

Factor	%	Gender	Age	Policy interventions
Better behavior by other people	50	-	-	Publicity campaigns
Clearer information on board the bus about the route and the next stop	48	F***	-	Install audio-visual screens on-board
Clearer bus timetables and maps	45	-	-	Design clear bus timetables and maps
Better trained bus drivers	32	-	-	Staff training
Clearer websites	30	-	-	Design clearer websites
More toilet facilities	28	-	-	Install more toilet facilities
Something else	12	-	↑*	

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Factors to encourage more rail travel

% of respondents saying that a factor would encourage them to travel by rail more

Factor	%	Gender	Age	Policy interventions
Better behavior by other people	48	-	-	Publicity campaigns
Being able to contact a member of staff in person when on the train	42	F***	↑***	More staff on board trains; ability to contact staff by cell phone
Better trained station and on-board staff	41	-	-	Staff training
Clearer information on board the train about the route and the next stop	33	F**	-	Install audio-visual screens on-board
Clearer rail timetables and maps	36	-	-	Design clear rail timetables and maps
More toilet facilities	37	M*	↑***	Install more toilet facilities
Clearer websites	25	-	↑**	Design clearer websites
Something else	13	-	-	

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Factors to encourage more walking

% of respondents saying that a factor would encourage them to walk more

Factor	%	Gender	Age	Policy interventions
Better behavior by other people	44	-	↑**	Publicity campaigns
Less noise	37	-	-	Quiet routes
Less traffic	34	-	↓**	Traffic reductions measures
More toilet facilities	29	-	↑***	Provide more toilet facilities
Better sidewalks	28	-	-	Improve the state of sidewalks
Less clutter on the street	21	M***	-	Implement and enforce local regulations
Better signposting on the street	21	-	-	Install clear signposting
More places to ask for help	18	-	-	Implement more assistance points and 'safe places'
Something else	13	-	↑**	

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Some examples of policy interventions

- Campaigns to encourage better behavior by other people
- Places to ask for help
- Quiet streets
- Clear signposting
- Clear information on board buses and trains



Campaigns to encourage better behavior by other people

'It's everyone's journey' is a campaign by the British Government to encourage members of the public to show consideration towards other travelers.

It is claimed that it has been successful.



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Places to ask for help

‘Safe places’ provide spaces where a person who needs help can go, confident that a trained member of staff will provide support.

In extreme situations, it is possible to telephone ‘Samaritans’ who provide support to people considering taking their own lives.



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Quiet streets

London Living Streets has developed Central London Footways, a network of quiet and interesting streets for walking in central London, available on-line and on paper.



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Clear signposting

'Legible London' is a scheme to provide clear signs on the streets of London.

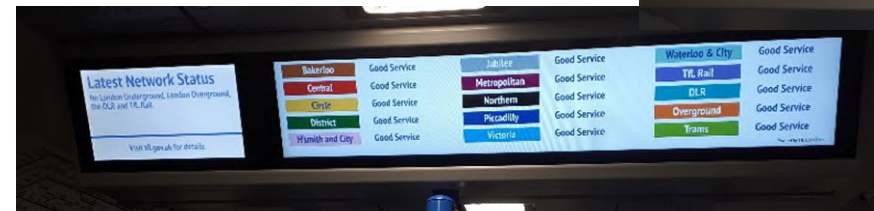


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Clear information can be presented on board trains

For example

- Next station
- Final destination
- Location on the train
- Train loadings (showing the less crowded part of the train)
- State of service on London Underground lines



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... and on buses

Showing

- Route number
- Final destination
- Next stop
- Indication that the bus is stopping



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Addressing the problems

These interventions all help to increase the confidence to travel by providing reassurance by

- Providing clear and timely information
- Showing ways to travel that are quieter
- Encouraging other travelers to be more considerate
- Offering assistance when required.

They would also make travel better for everyone and so increase ridership.

Further information

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