

Transport strategies for an ageing society - What will be the challenges for the railways?

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Our societies are
ageing

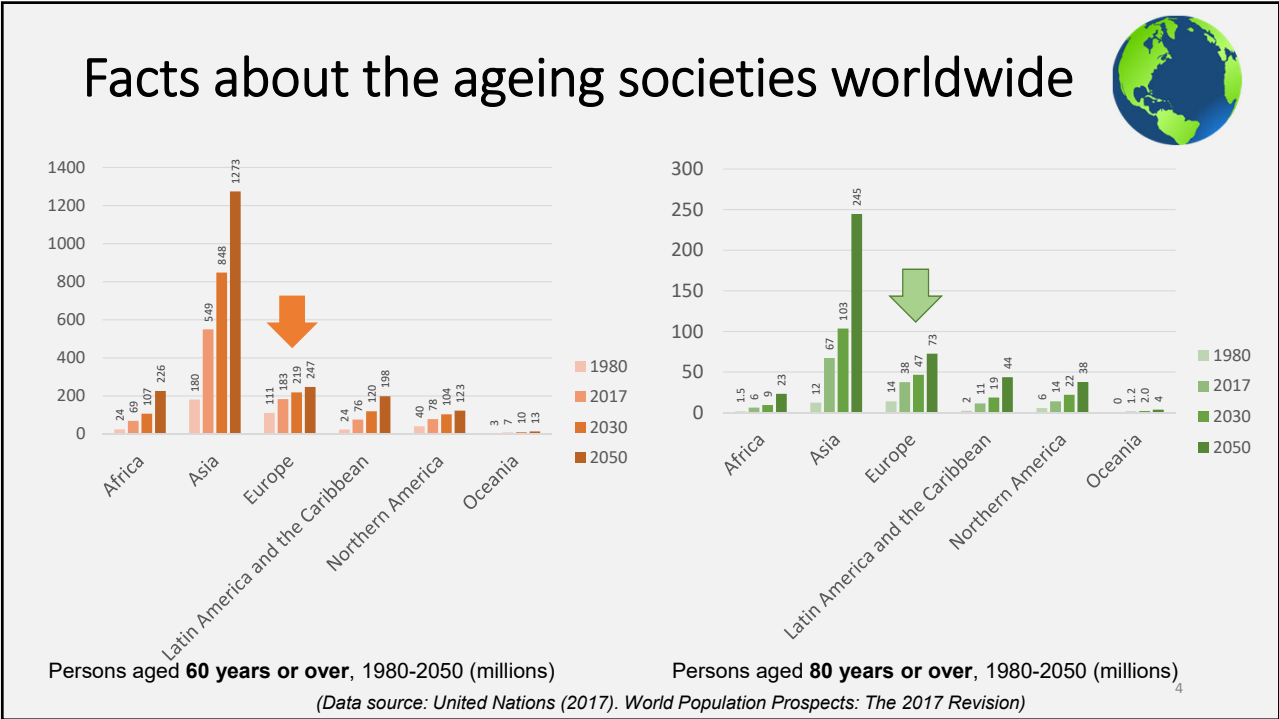


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Our societies are getting older, but...

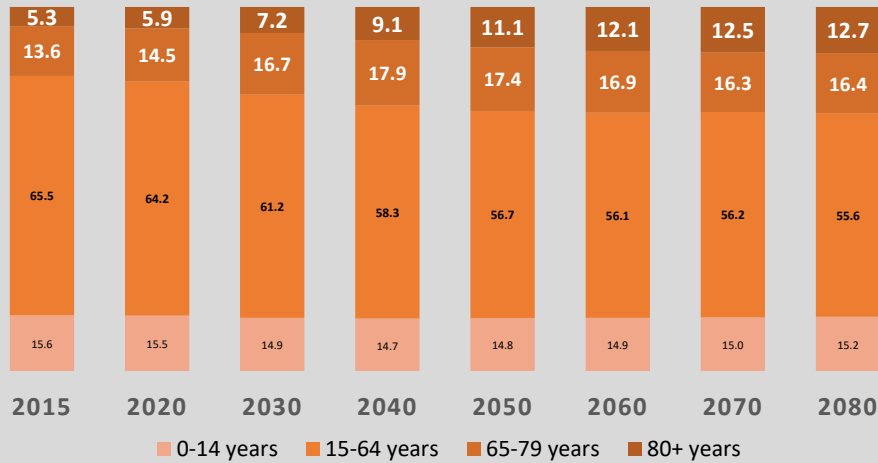
- Over the past 30 years, travel has undergone a revolution
- Travel became one important parameter of our lifestyle
- people becoming older want to travel more, be better connected, and have greater variety of personalised travel services and destinations
- ...Travel is good for older people and it has to be facilitated.

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Facts about the ageing society in the EU



Source: EUROSTAT: demographic balances and indicators

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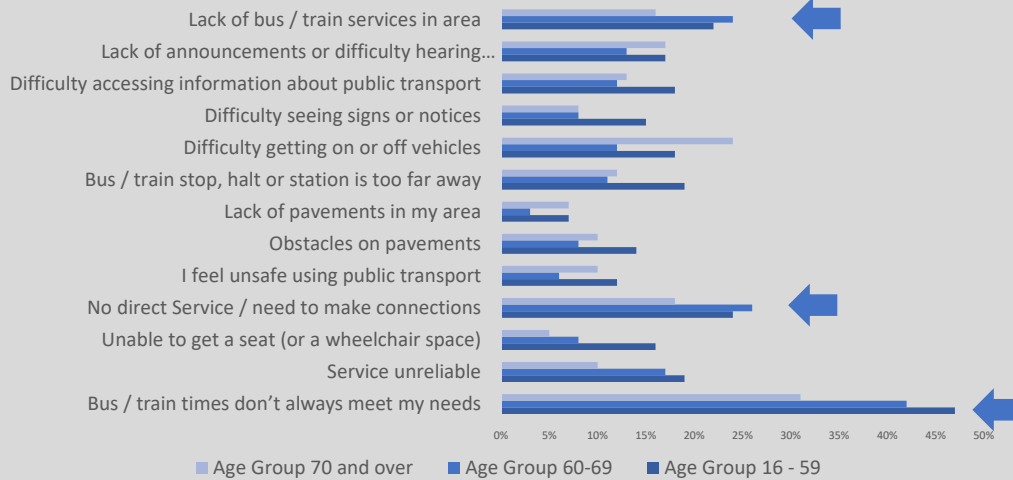


The Mobility of Older People

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Difficulty factors - age group 60-69 years

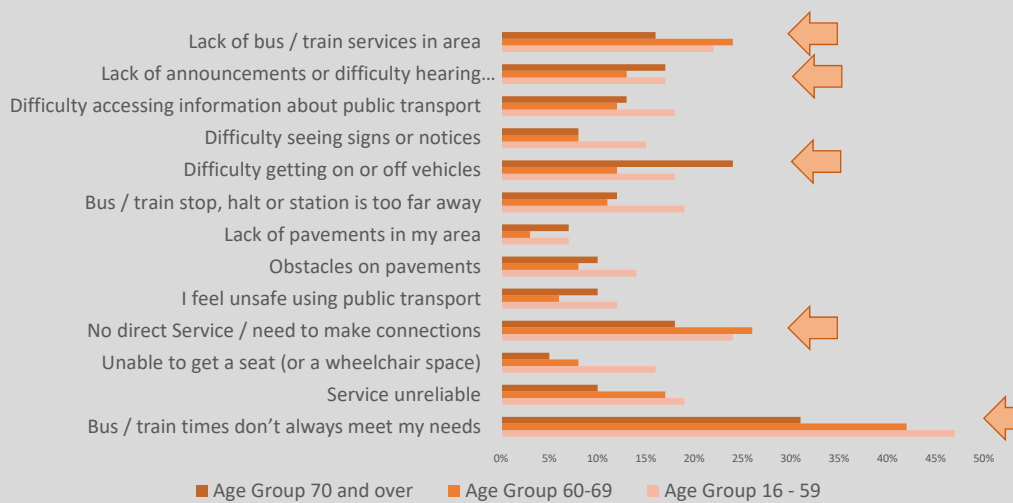


Factors making it difficult to or preventing the use of public transport
(Source: UK – Department for Regional Development)

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Difficulty factors - age group 70 years and over



Factors making it difficult to or preventing the use of public transport
(Source: UK – Department for Regional Development)

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Physical constraints to be considered

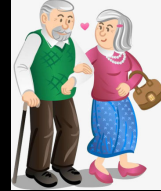
Difficulty lifting >4,5 kg



Difficulty standing > 15 min



Difficulty walking



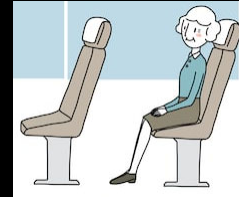
Difficulty standing up after sitting



Difficulty lifting luggage to overhead racks



Difficulty sitting for 1 hour



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Other constraints

- **Sensory**
- **Cognitive and psychological constraints**
- **Slowing down** of movements, senses, cognition, reaction, decisions.



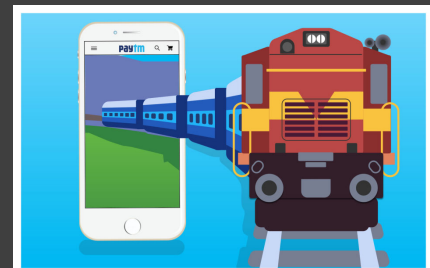
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What are the challenges for the railways to serve an ageing society?

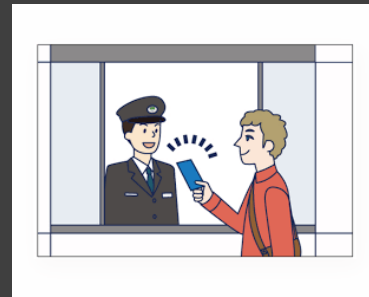
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- The following parameters should be considered to meet the needs of older people:
 - *Day-to-day trips*
 - *Advancing Technology and Infrastructure*



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- *New service models*
- *Front line staff*



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- It is and will always be important to ensure that ***older people can actively participate in society and continue to carry out necessary everyday activities***
- *Ageing population is expected to try to maintain their lifestyle and mobility levels.*
- *Physical and other constraints are a basic consideration*

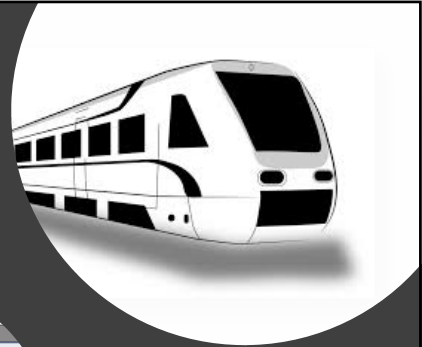


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Planning the future...

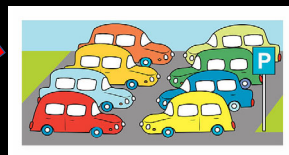
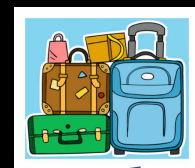
- We can distinguish five areas to be examined:

1. Preparing the journey by rail
2. The railway stations
3. The rolling stock (passenger coaches)
4. The staff
5. The passenger



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Planning/organizing the journey



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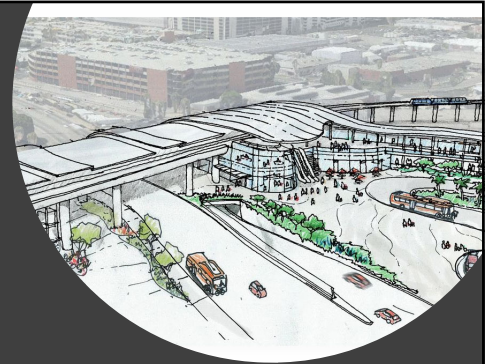
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The railway stations (stations to be “made user friendly”)

- As the customer base ages, stations and other facilities will need to be reassessed. The following topics need particular attention when designing a railway station:

- ***Access to the railway station***

- ***Navigation in the railway station***



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- ***Information***

- Information should be easily accessible and clear and easy to find and read
- Changing technology should be continuously adapted to meet the needs of older people

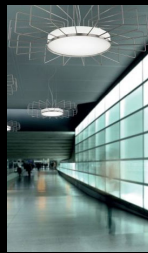


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- **Station Staff**

- **Facilities:**

- Station toilet facilities
- The gap between the platform and the train
- Good lighting
- Signposted routes



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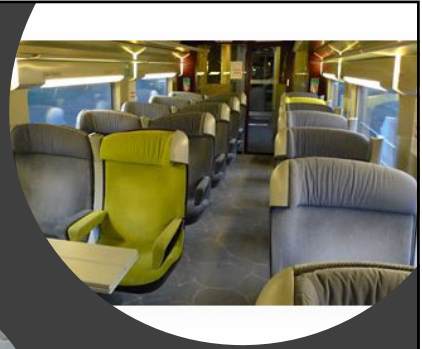
- **Announcements**
- **Safety**
- **Comfort**



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The rolling stock (passenger coaches)

- Following topics need attention:
 - **Toilet facilities**
 - **Mobility**
 - **Announcements**
 - **Comfort**



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The Staff – a necessary
helping hand



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The passengers

- There are many issues to be considered to train travel by older passengers and ways to manage them need to be defined:
 - *Security*
 - *Safety*
 - *Behaviour of fellow passengers*
 - *Late running trains*
 - *Having to make changes*
 - *Passengers' behaviour*



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Conclusion

- The world's population is ageing, and older people around the world want to travel more, be **better connected**; they wish to **maintain their lifestyle** and **mobility levels** as when they were younger.
- **The demographic time bomb** is ticking and already the impact on pension funds and an healthcare systems are becoming clear.
- The **railways also have to respond** to this challenge, by considering how to meet the needs of the ageing population.
- The **preparation of the journey** by rail needs to be rethought, the **railway stations** and **rolling stock** need to be redesigned, the **front-line staff** needs to be retrained and finally the needs of the **passengers themselves** needs to be considered.

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