



# Equity in Motion

Our journey to creating a fair, accessible and inclusive transport network

Issue 2



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# Mayor's foreword

This plan sets out how Transport for London is unlocking opportunity for Londoners by breaking down unfair barriers to travel

London's transport network is the foundation upon which our diverse and multicultural city flourishes. It enables us to see family and friends, connects Londoners with healthcare, education and work and brings us closer to our vibrant arts and cultural scenes. It also helps to reinforce a sense of community and is a catalyst for economic growth – unlocking development, new jobs and housing, including much-needed affordable housing.

However, too often barriers and inequalities exclude Londoners from the full use of London's streets and transport network – diminishing not only their mobility, but their prospects, too. Indeed, poor environments, high costs and limited public transport options can prevent people from achieving their dreams and realising their potential.

That's why since I became Mayor of London in 2016, I've been working hard with Transport for London (TfL) to make London's transport services more equitable, accessible and inclusive. Keeping transport fares as affordable as possible has always been one of my priorities, which is why I introduced the 'Hopper' fare, froze TfL fares between 2016 and 2020 and protected all transport concessions. Addressing inequality in public transport

access is vital to improving fairness and opportunity. It's why we've also worked to enhance connectivity and accessibility in our city through the transformational Elizabeth line, the Superloop orbital bus service and step-free access improvements.

Progress has been made – but it's crucial that we keep moving and continue to tear down barriers to enable more people to travel spontaneously, seamlessly and easily.

**'Equity in Motion will put us on the path to making London socially and economically inclusive and environmentally sustainable'**

Equity in Motion sets out an ambitious new plan to drive forward progress. At its heart is the creation of an Inclusive Design Centre of Excellence to embed inclusive design across TfL. This will help create services, products, environments and experiences that are usable by everyone, without the need for adaptation. We need a renewed focus to close the connectivity gaps, particularly in outer London, and will be addressing the disproportionate

impacts of poor public transport access on the most excluded Londoners. Work is already under way to develop a new access measurement tool to inform this work.

Now more than ever, in a cost-of-living crisis, concessions are keeping travel accessible for many of the most vulnerable in society – including older people, young people in education, and apprentices. I'm delighted that we will be introducing a new travel concession entitling care leavers to half-price bus and tram travel in early 2024.

I want London to be socially and economically inclusive and environmentally sustainable – a place where everyone, no matter their background or personal circumstances, can seize all of the opportunities afforded by this incredible city. This plan will put us on the right track to get there and is fundamental to our ambition of delivering a better, fairer, safer, greener, more prosperous and more affordable city for everyone.



A handwritten signature in black ink, reading 'Sadiq Khan'.

**Sadiq Khan**  
Mayor of London  
(Pronouns: he/him)



# A more equitable transport network

Delivering a transport network that is accessible, safe and fair for all our customers is key to our vision of being a strong, green heartbeat for London

Transport is vital to London – to our lives and communities, and to the capital and the whole country’s prosperity. For London’s economy and population to thrive, we need a transport network that is safe, green, connected, affordable and accessible to all.

Unfortunately, some of those who live in or visit the capital are unable to access these benefits equally. Barriers to transport still restrict some people’s ability to move around the city, limiting their access to opportunities and impacting their daily lives. Poor street environments, toxic air, the impacts of climate change and road danger hit some communities harder than others.

In one of the world’s most diverse cities, we must do everything we can to ensure everyone can travel easily, safely and with confidence. This is fundamental to our vision of being a strong, green heartbeat for London – and key to our ability to deliver the Mayor’s Transport Strategy.

We are proud of what we have achieved but we know there are still shortcomings in the service we provide Londoners. To drive forward change, we are prioritising the areas customers tell us they want to improve – security, lifts, toilets, and consistency of customer experience across all modes of transport. We are addressing gaps in

training to equip our people with the skills to address these issues. In doing so, we hope to bring more customers to the network and increase revenue, which we invest back into our services. This will enable us to make further improvements and realise the economic, social and environmental benefits of a properly funded transport network for London and the whole country.

We have come a long way already, launching the Elizabeth line to improve connectivity across the city; increasing step-free access at stations; enhancing access to high-quality cycle routes; and launching campaigns to tackle sexual harassment and hate crime. But to maximise the positive impact of our work on Londoners’ future, we must do more and adapt our approach on how we view and think about inclusive travel.

**‘This plan is about taking action. Making a difference. Accelerating the pace of what we’re doing. And doing more’**

Equity in Motion sets out an ambitious plan to help us improve the experience of everyone using our services; to ensure the city is more fairly connected to public

transport; to ensure that services remain affordable in a cost-of-living crisis, and to tackle health inequalities. While many of the initiatives within this plan are funded, it will only be possible to deliver our bigger, longer-term ambitions by securing TfL’s financial future.

To achieve our goals, we need to improve at collecting and using evidence to make decisions that better address inequality, identifying and addressing the groups who are most impacted or disadvantaged by our work. We can only do this by collaborating with the people who live and work in the capital to inform any changes we make. And we must embrace an ‘inclusive design’ philosophy in everything we do – from designing uniforms to creating stations.

Central to achieving these ambitions is harnessing the power of a diverse and representative workforce. Alongside this document, we have published a companion workplace inclusion plan, to put the same values at the heart of our workplaces.

In delivering these plans, we will help to ensure that London is equitable: safe, green, connected, affordable and accessible to all; a place where everyone can take advantage of all the opportunities this brilliant city has to offer.



A handwritten signature in black ink, appearing to read 'Andy Lord', with a stylized flourish at the end.

**Andy Lord**  
Commissioner  
(Pronouns: he/him)





## Background

Supporting the ambitions of the Mayor's Transport Strategy to make travel in London better for everyone



# Our purpose

Our purpose is to move London forward safely, inclusively and sustainably. We are committed to providing our customers an accessible and affordable transport network that serves all of London's diverse communities fairly

Transport for London (TfL) is the integrated transport authority responsible for delivering the Mayor's aims for transport. We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a fairer, greener, healthier and more prosperous city by moving London forward safely, inclusively and sustainably. We are constantly working to improve the city for everyone by taking steps to address the greatest disparities or inequalities in outcome.

We run most of London's public transport, including London Underground, London Buses, DLR, London Overground, Elizabeth line, London Trams, London River Services, Victoria Coach Station, Santander Cycles and IFS Cloud Cable Car. We are responsible for licensing and regulating London's taxi (black cab) and private hire services and operating Dial-a-Ride, a free-to-use service providing free travel for older and disabled Londoners. The quality of these services is fundamental to Londoners' quality of life.

**'By focusing on those who experience the most significant barriers or disadvantages, we can make people's lives easier and increase the appeal of sustainable travel over private car use'**

We are moving ahead with many of London's most significant infrastructure projects, using transport to unlock growth that works for London's diverse communities; that is socially responsible, economically inclusive and environmentally sustainable; and that supports London's rich, multicultural heritage, neighbourhoods and places.

Addressing inequality means ensuring our services are affordable through fares and concessions. We reinvest every penny of our income to improve transport networks for the people who use them every day.

We manage the city's red route road network and collaborate with London boroughs to shape the character of the city's streets. These are the places where Londoners travel, work, shop and socialise.

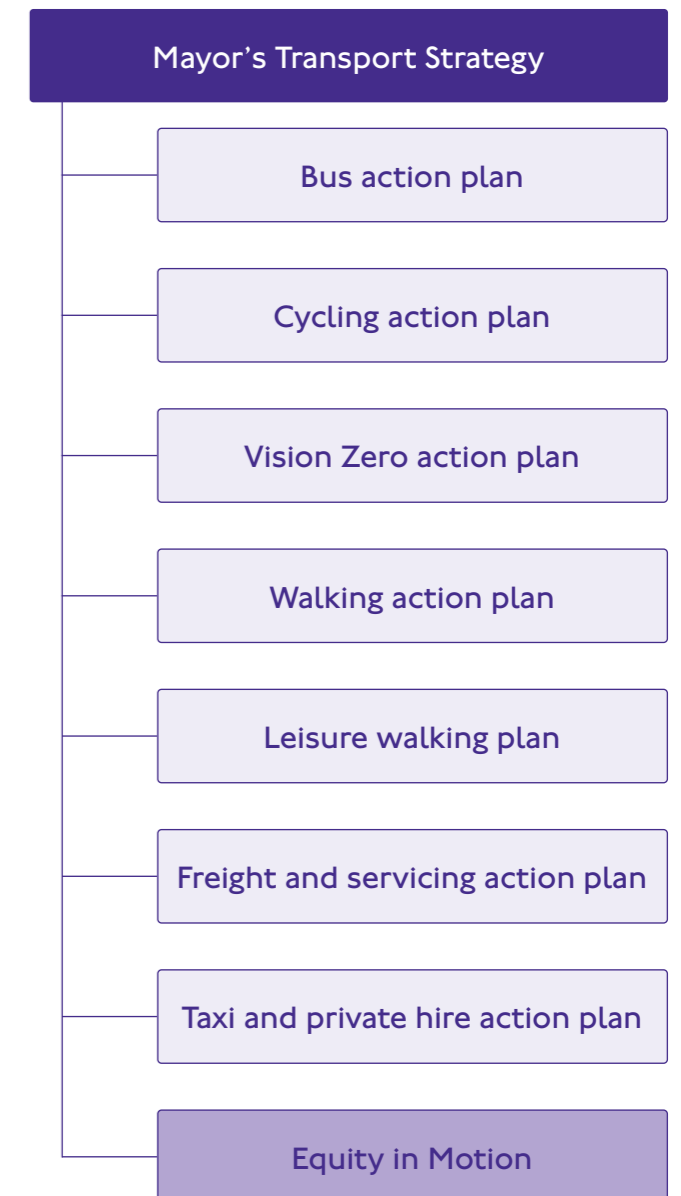
Making them inclusive and safe places for people to walk, cycle and spend time will reduce car dependency and improve air quality, revitalise town centres, boost businesses and connect communities.

None of this would be possible without the support of boroughs, communities, stakeholders and other partners. We all need to pull together to deliver the Mayor's Transport Strategy, to create a fairer, more inclusive city as London grows and changes.

## Delivering the Mayor's Transport Strategy

Equity in Motion is part of a coordinated approach to achieving the ambitions of the [Mayor's Transport Strategy](#) that encompasses a range of action plans. It does not duplicate existing plans but complements and underpins them by setting out additional actions and a new approach to addressing inequality, looking at the potential of key actions in other plans to improve equity.

This will deliver significant improvements, ensuring more people can use our network, streets and highways and all forms of public transport, and access all the opportunities London has to offer.





## Representing London's diversity

4.2%

of Londoners identify as lesbian, gay, bisexual or other minority sexual orientations



12.4%

of households in London have no one whose main language is English



46%

of Londoners are Black, Asian or minority ethnic



13.2%

of Londoners are disabled



22%

of Londoners have a minority faith or belief

### Poverty



28%

of Londoners live in poverty



39%

of children in the capital live in poverty



12%

of Londoners are aged 65 or over



51.5%

of Londoners are female



Our aim is to serve London's population in all its diversity

Sources: [Nomis official census and labour market statistics](#), [Trust for London](#)



# Our objectives

Our focus is on understanding how issues related to fairness and inequality play out on our transport network and streets, and making changes to improve opportunities for all

We have built Equity in Motion around four pillars that are central to delivering this ambition, and have identified several key areas where we expect to see improvement through implementing this plan.

## An equitable customer experience

- Some of our customers feel we don't provide a good service, especially when things go wrong
- Some groups feel less safe when travelling on our network

To improve feelings of safety, comfort and reassurance, and increase confidence to travel, we will ensure frontline staff have the training and tools they need to help customers; provide better live, personalised travel information; and make vehicle and infrastructure design more inclusive and accessible.



## Protecting and enhancing connectivity

- Some Londoners don't have fair access to public transport

We are taking steps to remove barriers, adapt services and improve equity, including targeting areas of London which have typically been less well-served such as outer London suburbs, with a focus on buses, walking and cycling.



## Keeping travel affordable

- Some groups believe our service is unaffordable or does not provide good value

A transparent pricing structure and clearly communicated fares, concessions and discounts make our transport network affordable. We continue to offer a range of free and discounted travel options targeting those most in need of support.



## Reducing health inequalities

- Some groups do not or cannot take part in more active travel
- Some groups are more at risk from road danger, air pollution and the impacts of climate change

We are making it easier for customers to make healthier, more sustainable travel choices, making our services net-zero carbon by 2030 and embedding sustainability in everything we do. We are targeting infrastructure investment and education campaigns to reduce road-safety inequalities.



## Understanding barriers to travel

The issue of barriers to travel is complex and the effects of specific barriers may be much more significant for some Londoners than others. Some Londoners may experience multiple layers of barriers when using a particular service, compounding inequality. These are some of the questions we must address to ensure our network is more equitable.\*

### Accessibility

- Are there physical, attitudinal or communication barriers to using a service, such as steps, lack of seating and toilets, or lack of alternative information formats?
- Does it accommodate 'encumbered' travel, such as carrying shopping or travelling with children?
- Is it easy to understand? Does it require skills such as digital literacy, numeracy or fluency in English? Do you need training or confidence-building to use it?
- Do customers need a digital device or internet connection?
- Is there anything that makes it harder to change between modes – for example, street clutter, lack of dropped kerbs, poor wayfinding?

### Availability

- Is it within easy reach of where customers live and where they want to go?
- Does it support the different ways people make journeys, such as trip chaining (for example, using a single journey to combine shopping with your commute)?
- Does it operate at times that fit in with working, social and family life?
- Is it easy to find out about the service and when it operates? Is real-time information available?
- Are there alternative options?
- How well is it integrated with other modes of transport?
- Is there parking or electric vehicle charging nearby?

### Affordability

- Is pricing simple, clear and consistent?
- Are price increases kept to a minimum and are prices capped?
- Is it easy to find the best-value option? What are the barriers to accessing the best deals – for example, is there a large up-front cost or a digital-only discount?
- Do customers need to purchase equipment to use the service, such as a cycling helmet?
- Are different payment options offered, including cash and contactless? Are concessions readily available? Is a bank account needed?
- Is help available to mitigate costs – for example, grants, scrappage scheme or hire schemes?

### Acceptability

- Is it convenient, welcoming, clean, comfortable and attractive?
- Does it afford dignity and respect to everyone who uses it?
- Is help available if needed?
- Is it safe and secure? And does it feel safe and secure?
- Is it crowded?
- Are customers considerate of each other?
- Are journey times reasonable?
- Do communications reflect diversity, avoid stereotypes and make customers feel the service is 'for them'?

\*Source: [Arup Equitable future mobility report](#)

## Understanding the language of inclusivity

### Accessible

Easy to reach, enter or use.

### Connectivity

A way of describing how easy it is for people to get to places, jobs, homes and services. Good connectivity comes from a wide range of actions, such as policies and infrastructure to support walking and cycling, as well as public transport systems.

### Digital exclusion

Unequal access to digital technology, including smartphones, tablets, laptops and the internet, creating inequality around access to information and resources.

### Discrimination

Treating someone unfairly because of who they are, or their personal characteristics.

### Equality

Equality is about ensuring every individual has an equal opportunity to make the most of their lives and talents. It is also the belief that no one should have poorer life chances because of their characteristics.

### Equity

Distinct from equality, this refers to fairness and justice. Equity means recognising we do not all start from the same place and must acknowledge and make adjustments to imbalances.

### Hate crime

Any criminal offence perceived to be motivated by hostility or prejudice based on a person's protected characteristics, whether actual or perceived, including race, religion, sexual orientation and disability.

### Health inequalities

Unfair, avoidable and systemic differences in health between different groups. These include how long people are likely to live, the health conditions they may experience and the conditions in which people are born, grow, live, work and age.

### Healthy Streets approach

A system of policies and strategies to deliver a healthier, more accessible and inclusive city where people choose to walk, cycle and use public transport and inequalities are reduced.

### Harassment

Unwanted conduct that violates someone's dignity or creates an offensive, intimidating, hostile or humiliating environment. It may be persistent or an isolated incident, and can be physical, verbal or non-verbal.

### Inclusion

The idea that everyone should be able to use the same facilities, take part in the same activities, and enjoy the same experiences.

### Income inequality

How unevenly income is distributed throughout a population.

### Intersectionality

An analytical tool to show the distinct forms of harm, abuse, discrimination and disadvantage experienced by people when multiple categories of social identity interact with each other.

### Protected characteristic

Under the Equality Act 2010, the protected characteristics are: age, disability, gender

reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. Everyone has a right not to be treated less favourably, or subjected to an unfair disadvantage, by reason of any of these characteristics.

### Social justice

The fair and equitable division of resources, opportunities and privileges in society.

### Social model of disability

An approach that focuses on removing the barriers that prevent a person fully taking part in society, rather than looking at the disabled person as a problem to be solved.

### Turn up and go

A service on the Tube, London Overground and Elizabeth line whereby staff will provide assistance to customers without the need to book, including accompanying them to and from the train.

### Victimisation

Being treated badly because you complain about discrimination or help someone who has experienced discrimination.

### Violence against women and girls

Violence or abuse that disproportionately affects women and girls, including rape and other sexual offences, domestic abuse, stalking, 'honour' killings and other offences. This term refers to all victims of any of these offences, including men and boys.

### Wheeling

A term encompassing use of pushchairs, scooters, wheelchairs, mobility scooters and other mobility or carrying aids.

## Understanding equity

Our ambition is to create an equitable transport network where all our customers feel safe and confident to travel. Rather than treating everybody in the same way, we will consider unfair and avoidable differences in the way customers experience our network and streets, and take specific steps to address these barriers, disparity and disadvantage to ensure more people can access all the opportunities London has to offer.

### Equality



### Equity





# Our progress

This plan builds on the significant and substantial improvements we have already achieved to increase opportunities and improve safety for our customers. Some milestones since 2016 include:

**13** stations with better signage to help customers find lifts and wide-aisle gates



**3.7m** downloads of the TfL Go app, which provides live information on step-free stations

Over **100** Low Traffic Neighbourhoods, providing a safer environment for residents to walk, wheel and cycle




**600** docked e-bikes introduced to the Santander Cycles hire scheme




**5m** more Londoners benefit from cleaner air thanks to the expansion of the Ultra Low Emission Zone to Outer London




**44** junction improvement schemes completed as part of our Safer Junctions programme




**1,001km** of trial cycle lanes and extended footways delivered during the coronavirus pandemic



**24** additional step-free Tube stations, including both upgraded and new stations; over 33% of Tube stations are now step-free



**20mph** speed limit introduced on 215km of the TfL Road Network, including all TfL roads within the London Congestion Charge zone




**78k** Londoners have benefited from the Walking and Cycling Grants London programme to date



**97%** of London's population lives within 400 metres of a bus stop



**20 mins** average reduction in night-time journeys thanks to launch of the Night Tube



We're working constantly to make stations more accessible





We're giving customers the confidence to travel


  
**971**  
London schools accredited to the TfL Travel for Life programme to educate young people on road safety and sustainable travel


**40k**  
Londoners with long-term disabilities or those aged 85 and over benefit from vital door-to-door transport service Dial-a-Ride 

Up to **15k**  
care leavers aged 18-25 living in London to benefit from half-price bus and tram travel from 2024 

More than **260km**  
of new Cycleways launched since 2019, bringing the total to more than 350km in 2023 

**£210m**  
funding announced for the ULEZ scrappage scheme, offering financial support to all Londoners to scrap eligible non-ULEZ compliant vehicles


 **£6m** funding provided by the Mayor for outer London bus service improvements

**13**  
new stations added to our network with the opening of the Northern line extension, London Overground Barking Riverside extension and Elizabeth line, improving connectivity in London 

**£700m**  
invested in upgrading Bank station, delivering step-free access on the Northern line and improved step-free access to the DLR 

More than **1,300**  
zero-emission buses in service in our fleet; more than 50% of all black cabs in London capable of producing zero emissions at their exhausts 

**100,000**  
free 'Please offer me a seat' badges given out in the first five years of the scheme

**52%**  
of roads across London have a 20mph speed limit, significantly reducing the number of collisions resulting in death or serious injury 

**10%**  
improvement in bus journey times in 2022 compared with 2015

**2bn**  
bus journeys made using pay as you go with a contactless device since the technology was introduced 

**£200**  
average saving per household over four years through freezing our fares at 2016 levels until 2020 

Around **5,000**  
e-scooters made available to hire in the UK's largest trial of its kind, improving access to sustainable travel options 

## Areas for improvement

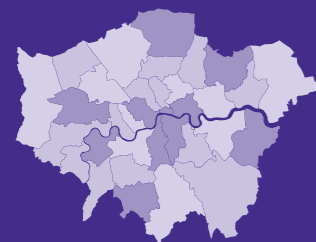
While we have already made good progress towards making our network more inclusive, we know there is still much more we can do.

To provide a solid foundation for our Equity in Motion plan, that will inform and guide our actions now and in the future, we have reviewed the available evidence to identify the areas of our operations where the need for action is greatest.

**‘We will focus our efforts on these areas to make the most meaningful changes with the greatest impact’**

**50%↑**

higher exposure to climate risk in areas with mainly Black, Asian and minority ethnic populations



**19%** 

of disabled customers do not feel supported when things go wrong

**5.76** 

minutes longer per journey on average for customers requiring step-free access

**76%** 

of Londoners don't live within 400 metres of the strategic cycle network

**38%** 

of people cycling in London are women; 24% are Black, Asian or minority ethnic

**13%** 

higher levels of nitrogen dioxide concentrations in the most deprived areas

**16-30** 

age group has the highest road casualty rate, followed by the 31-59 age group

**2** 

times the number of road casualties in the most deprived 30% of London compared to the least deprived 30%

**29.3%** 

of customers from lower socioeconomic groups don't think TfL provides good value for money

**12.5%** 

of disabled people and 11.3% of women don't feel TfL provides a safe service

**97%** 

of women aged 18-24 have experienced sexual harassment in public

Sources: [TfL Travel in London report](#), [GLA Air Pollution and Inequalities in London \(2019\)](#), [Joseph Rowntree Foundation: Climate change and social justice](#), [Intergovernmental Panel on Climate Change](#), [TfL Understanding London's diverse communities](#), [UN Women UK: Safe Spaces Now](#)



## Making Equity in Motion work

To ensure we implement the plan successfully, we need to:

- Improve how we monitor, measure and evaluate, by improving how we collect and use data and research
- Collaborate with partners, stakeholders, customers and communities
- Become leaders in inclusive design
- Hardwire equity into our organisational systems and culture

This document sets out the approach we are taking. In delivering this plan, we expect London's transport network and streets to be measurably more inclusive by 2030.

## Funding the plan

Many of the short-term initiatives set out in this plan are funded through our business planning process. The delivery of our longer-term ambitions is dependent on securing long-term funding.

We recently secured £250m Government funding for capital expenditure in 2024/25. However, we do not have funding certainty beyond this.

An agreed long-term funding package to 2030 would mean, pending consultation and approvals, we can continue to work towards the longer-term ambitions set out in this plan, as well as our 2041 targets, including:

- A new signalling system for the Piccadilly line, increasing capacity and supporting population growth, bringing more people closer to the public transport network
- Expansion of the bus network, improving access to affordable public transport in poorly connected parts of outer London
- New trains for the Bakerloo, Central and Waterloo & City lines, with enhanced comfort and accessibility features such as an increased number of dedicated spaces for wheelchair users and buggies
- Starting work on the next generation of step-free stations

- New, high-quality walking and cycling routes linking outer London, so more Londoners can choose to walk, cycle or use public transport, taking more cars off the road and reducing carbon emissions
- Improvements to the strategic road network, making London's streets safer, more accessible and efficient, particularly in the most deprived areas

## Our equality objectives

In November 2021, we published our equality objectives setting out our commitments to promoting equality for our customers in compliance with the Public Sector Equality Duty, section 149 of the Equality Act 2010. Throughout this report, we have used icons to signpost which of these objectives each of our initiatives is designed to help us achieve.



Customer service



Customer information



Inclusive infrastructure



Safety



Health of all Londoners



Inclusive decisions, accountable leaders



Inclusive partners, suppliers and industry



Affordability



Stakeholder and community engagement

# Actions at a glance

Our plan is ambitious and spans several years of delivery, from targeted changes that will make big improvements quickly, to more involved changes that will take time and are dependent on securing TfL's financial future

We have already begun work to deliver many of our longer-term actions, including improving HGV safety standards, launching new cycle lanes and improving road safety in the most deprived areas of London, and are already making good progress towards achieving our ambitious targets.

## Short term (2024-2026)

### Creating a more equitable transport network

#### Accessible travel for all

Addressing the barriers that make travel harder for some customers



Review accessibility of toilets on our network



Review interchanges and wayfinding from an inclusivity perspective

#### Understanding customers

Improving how we consider London's diversity



New research to better understand Londoners' needs and experiences



Greater community engagement in the design process

#### More affordable travel

Assisting those most impacted by the cost of travel



Raise awareness of concessions and making it easier to apply



Consider concessionary cycle hire fares for lower-income Londoners

#### Keeping customers safe

Protecting the most vulnerable customers from harm when travelling on our network



Train frontline staff in disability equality, tackling sexual violence and hate crime



Launch innovation challenges looking at safety on buses and escalators

#### Inclusive information

Making the information we provide more accessible and inclusive



Provide more real-time service information at bus stops



Review the inclusivity of our core customer information



Enhance accessibility features of TfL Go

#### Connecting Londoners

Addressing inequalities in access to public transport, walking and cycling



Conduct inclusivity audits of stations to identify where improvements are most needed



Expand availability of electric cycle hire, particularly in areas of high deprivation

## Medium to long term (2026-2030)

### Embedding equity for the future

#### Satisfied customers

Removing barriers to travel



Make interchanges easier to navigate, with better signposting for accessible routes



Reduce additional journey time for customers needing step-free access



Make further improvements to toilets across our network, ensuring they are accessible



Make more of our stations step-free



Improve inclusivity and accessibility of customer information on and off network

#### Innovation and technology

Using technology to help customers feel confident and safe



Implement self-reporting technology in lifts to provide live status updates



Continue to improve direct and indirect vision in HGVs over 12 tonnes to better protect vulnerable road users

#### Leaders in inclusive design

Ensuring equity is considered at every stage of planning



Establish a new inclusive design centre of excellence



Use a design for the mind approach to support neurodivergent customers

#### Healthier Londoners

Addressing health inequalities on our network



Target road safety improvements to those at greatest risk



Provide more cycle lanes and road safety measures in areas of high deprivation



Introduce new greening measures across our estate, especially in areas of high deprivation



We're making more stations step-free

## We are on a journey...

Equity in Motion is an ambitious long-term plan. Changes will be made incrementally and we will review and update the plan over its lifetime. By 2030, we will have achieved the ambitions set out in this plan.



### Data and insights

Reflect on data, research and insight from varied sources to inform our plan



### Deliver actions

Start to deliver meaningful, visible and measurable change



### Secure funding

Enable long-term change by securing the funding in our Business Plan



### Annual review

Update and evolve the plan based on data, insight and stakeholder learning



### Learn from stakeholders

Reflect on previous engagement with groups representing Londoners and have new conversations



### Launch Equity in Motion

Set out our objectives and outline our plans for addressing inequality



### Embed Equity in Motion

Review and update policies, strategies and decision-making processes from an inclusivity perspective



### Measure progress

Determine the success of our actions through analysis and engagement



### A more equitable network

We will have delivered on the ambitions set out in this plan

Pre-2024

2024

2024 onwards

2030

Building the plan

Launch Equity in Motion

Customers benefit from an increasingly equitable transport network





## An equitable customer experience

Improving our service, infrastructure and vehicles to give all customers confidence to travel on our network



# Help from staff

The link between staff presence and customers feeling supported, confident and safe is clear

Our customer care survey data shows that while 96 per cent of customers said they didn't need assistance on their most recent journey, among those who completed their intended journey those who did need assistance were more likely to be:

- Between the ages of 16 and 44
- Disabled
- Within the lower economic groups
- Black, Asian or minority ethnic

The most common forms of assistance needed are help with route planning (37 per cent), information about services (23 per cent), directions within stations (14 per cent), disruption on the network (12 per cent) and help with buying or using an Oyster card, contactless card or ticket (11 per cent).

**'We're committed to ensuring frontline colleagues are available, visible and easily identifiable across the network and have training and information to help all customers'**

Since 2017, frontline colleagues have received disability equality training, while professional services staff have access to ongoing training, including an introduction to non-visible disabilities and neurodiversity.

Colleagues across the rest of the network, including our contact centre and our bus drivers receive training in diversity, equality and inclusion. We are taking steps to make standards in training more consistent and diversify how we offer training.

Our station staff can accompany customers needing assistance between the ticket hall and platform and help them get on and off the train. Known as 'turn up and go', this industry-leading service helps people to make journeys from London Underground, London Overground and most Elizabeth line stations without the need to book. On the DLR and Trams, customers can find a member of staff on board. Staff are available at Victoria Coach Station, IFS Cloud Cable Car terminals and on piers and boats.

We continue to invest in technology to keep the service running as reliably as possible, review how services such as turn up and go are performing, empower colleagues through training and ensure high quality complaints mechanisms are in place to support customers when things go wrong.



We offer assistance to any customer who needs it





**47%**

of disabled customers agreed that TfL supports customers when things go wrong, compared to 53% of non-disabled customers



**53%**

of people from lower socioeconomic groups agree that TfL cares about its customers, compared to 58% of people from higher socioeconomic groups

Source: TfL customer care survey

### Actions

- In 2024, conduct a pan-TfL review of the effectiveness of the travel assistance we provide for customers with additional access requirements, including disabled customers, parents and people travelling with children, and older Londoners
- In 2024, use our newly recruited research panel of disabled Londoners, 'All aboard', to understand how we can better support disabled customers when things go wrong, in order to inform our investment priorities
- By 2025, review our complaints processes and develop more accessible ways to register a complaint when things go wrong
- By 2026, 80 per cent of all our employees and operational colleagues in frontline roles to have completed disability equality training



### Case study: Travel mentoring

Our travel mentoring service empowers disabled and vulnerable Londoners to travel, and helps them develop their confidence to travel independently, with advice by telephone or email including route-planning suggestions and clarification when required.

Mentors also carry out one-to-one mentoring, group mentoring schemes and transport workshops. We want to raise awareness of the service we provide, and get back to pre-pandemic levels of service.

#### Progress made

- In 2022, we completed 209 referrals, including one-to-one mentoring, mobility aid and wheelchair

mentoring, Taxicards (subsidised taxi travel) and Dial-a-Ride appeals

- We held 36 'bus days', allowing those with physical and learning disabilities to experience independent travel in the safe and controlled environment of a bus garage, and seven transport workshops to promote the service

#### What's next?

- We will provide more group activities such as bus days, starting with activities for year six (age 10) children
- We will work with council officers, disability groups, schools and colleges, and other agencies to promote the service



# Customer information

Providing up to date and accurate information is essential to giving customers confidence when travelling on our network

Accurate and timely information is key to improving customer confidence and can be especially critical for customers with specific accessibility requirements. Information such as lift status is especially important for customers who need to use these services. It also gives people confidence to travel more generally; for example, at night.

We recognise that language and literacy can be a significant barrier for some of our customers, and not all people will have access to digital communications.

We are taking steps to develop customer information systems to improve live, personalised and accessible information, in a range of digital and offline formats, and take steps to provide more detailed information where possible.

We continue to innovate in areas such as signage and audio-visual information; for example, helping customers tailor their journeys by trialling information about quieter and busier times, and interchange distances; or by improving live information about disruption, including lift status and unplanned bus diversions and we're working hard to improve integration of data into digital products, including TfL Go.

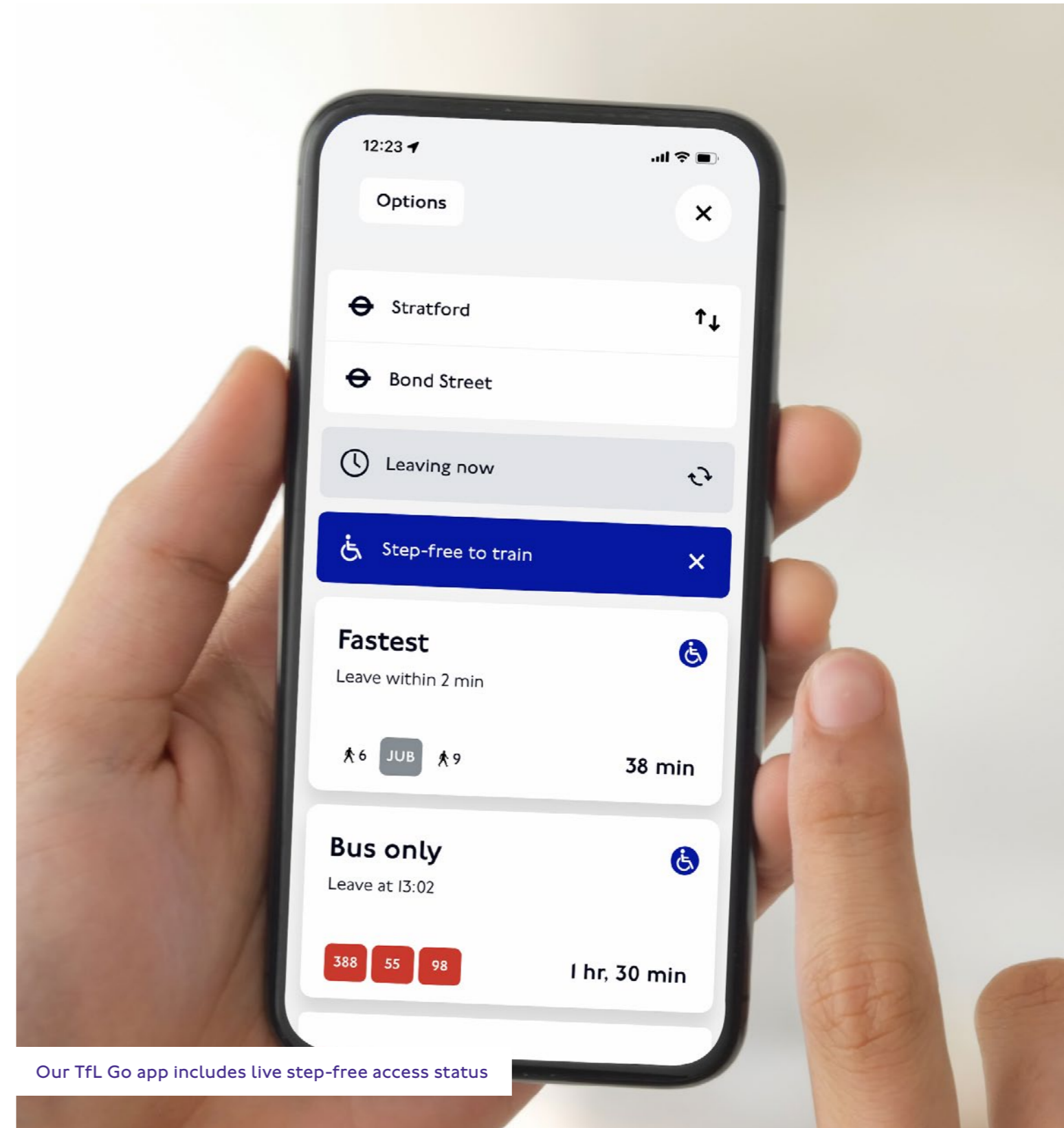
Information on crowding has been a focus of recent innovation challenges. TfL Go currently provides live information on crowding for Tube stations. Now we are working towards the provision of crowding information on buses, with the aim of providing real-time crowding information from 2025, including the ambition to provide information about the availability of priority wheelchair spaces.

## Dial-a-Ride

We are improving the efficiency of Dial-a-Ride, our free door-to-door service for older and disabled people, by introducing a new booking service which will enable customers to book trips online. We remain committed to also keeping telephone booking available for customers.

## London Overground naming

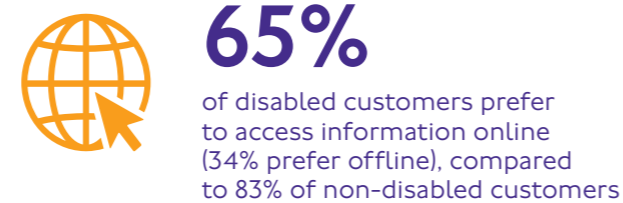
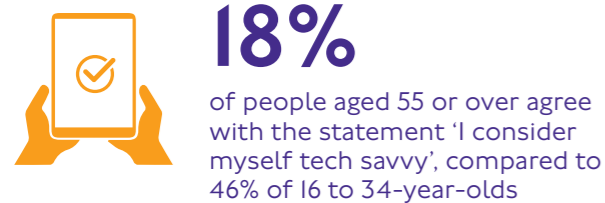
We are naming the six lines on the London Overground to give them distinct identities. This will improve wayfinding, make the network easier to navigate and ensure the capital's transport system reflects its rich and diverse history. We aim to make the changes by the end of 2024.



Our TfL Go app includes live step-free access status

### Actions

- In 2024, introduce Dial-a-Ride self-service to enable booking, amendment and cancellation of trips
- In 2024, work with the Commission for Diversity in the Public Realm to name the London Overground lines and simplify how they are represented in customer information products
- In 2024, launch an innovation challenge aimed at improving travel for disabled people, making it easier for customers to contact staff during their journey and access information on crowding, accessibility and disruption
- By 2025, conduct a complex interchange review, investigating options for improved wayfinding
- By 2025, review our approach to translating communications into different languages, including British Sign Language
- By 2026, complete installation of 'self-reporting' technology in our lifts, to enable automatic notification of faults and their live status
- By 2026, add virtual tools to the TfL Go app and our website to help customers better understand the accessibility of the transport network
- By 2026, review core customer information (on and off network) to ensure availability in a wider range of accessible and inclusive formats
- By 2026, complete feasibility assessment of a 'virtual help point' app



Source: TfL customer care surveys



### Case study: Improving signage and wayfinding

London Underground stations can be complex and customers need to navigate lengthy routes and multiple access points.

#### Progress made

- Improved signage installed at 13 stations, making it easier to find wide-aisle gates and lifts
- Introduced lift maps that show the accessible route through a station, highlighting where in stations boarding ramps are used
- Introduced more extensive digital journey planning information, such as live lift and escalator issues, provided to staff and customers

- Improved collaboration with other rail providers to enable a more consistent experience

#### What's next?

- We are working with Google to deliver Street View in stations, to provide digital wayfinding. This will begin with a pilot in approximately 30 London Underground stations. If successful, the trial will be rolled out across the network
- We are also working with GoMedia to trial the NaviLens app to provide wayfinding for blind and partially sighted customers, at four DLR stations for six months



# Safety and security

We play a vital role in ensuring that all our customers get home safely and don't face crime or antisocial behaviour while travelling in London

Everyone should be safe, and feel safe and secure, however they travel. Crime and antisocial behaviour, and the fear of it, can have a disproportionate impact on some of our customers, including women and girls, and people who may be victims of discrimination, harassment or crime due to their personal characteristics or how they are perceived. It affects their travel choices, their confidence to travel and their access to opportunities. The safety and security barriers that exist for some Londoners using public transport are even more acute on the street and in other public spaces.

We have been leading the way for many years on tackling high harm offences on the transport network with long-established programmes and partnerships working with the police to tackle sexual offending on public transport and in taxis and private hire vehicles, and hate crime.

Our role, working with our police partners, is to make the transport system a hostile environment for those intent on causing harm, and a welcoming and inclusive place for everyone else. We will continue our work to build a zero-tolerance culture to this behaviour.

Our priorities are:

- Safeguarding our most vulnerable customers when using or seeking refuge on our networks. This includes how we deal with the behaviour and safe travel of young people, reduce the risk of suicide and support customers in mental health crisis; tackle rough sleeping and reduce harm through exploitation.
- Tackling violence against women and girls including sexual offences and harassment which disproportionately impacts them on public transport and in other public spaces
- Tackling crime and incidents motivated by hate because of someone's race, religion, disability, sexual orientation or transgender identity
- Preventing serious violence and keeping knives off the network
- Addressing work-related violence and aggression which affects our staff



**68%**

of women agree that we provide a safe service, compared to 72% of men



**64%**

of customers aged 55 to 64 agree that we provide a safe service, the lowest of all age groups



**63%**

of disabled customers agree that we provide a safe service, compared to 73% of non-disabled customers

Source: TfL customer care survey



Our campaigns target unacceptable behaviour



We are committed to working with the communities most impacted by harmful behaviour on the transport system and meaningfully involving them in developing solutions which span prevention activity, staff training, better data, inclusive design, operational interventions, communications and policing and enforcement.

### A collaborative approach

Safety and security is the bedrock of a successful transport system and is at the core of what we do. Our approach builds on a strong foundation of safety and security measures and partnership working to keep all our staff, our customers and our infrastructure safe and secure. We have a number of long-term programmes and strategies targeting key areas of safety and security for our customers and employees.

We will implement these by working with our partners, such as the GLA, transport police, local authorities and charities; and engaging with stakeholders and community groups who are affected by the issues.

We make a significant investment in dedicated policing for London's public transport and road networks through our partnerships with the British Transport

Police and the Metropolitan Police Roads and Transport Policing Command. Together, we are focused on the issues that matter most to the transport community and protecting the most vulnerable from harm.

It is imperative that enforcement, whether undertaken by our enforcement teams or our police partners is fair, proportionate and responsive to the diverse needs of London's transport community and that we are accountable for our actions.

#### How we keep Londoners secure

- Thousands of frontline staff trained to support our customers
- Around 3,000 police and police community support officers dedicated to policing our network
- Over 500 TfL enforcement officers
- An extensive network of CCTV and body-worn video cameras
- TfL and police control rooms operating 24 hours a day

### Actions

- Continue customer information campaigns focusing on unacceptable behaviour and giving advice on how to intervene to support fellow passengers who are victims of sexual harassment and hate crime
- Use safety audits to gather data to inform how we design public spaces to improve the safety of women, girls and gender-diverse people, starting with five locations in early 2024
- Make greater use of technology to prevent and investigate transport crime, implementing trials on buses in 2024
- In 2024, expand our outreach activity to support rough sleepers in London
- Expand our Project Guardian school sessions on sexual harassment to reach 28,000 year 9 students in 2024 (increased from 6,000 in 2023)
- By 2026, undertake focussed research and engagement to better understand the experiences of disabled customers, women and girls, and LGBTQ+ people and their concerns about safety and security
- By 2027, provide our frontline staff with training, guidance and tools to support victims of sexual violence and harassment, and hate crime

#### Beneficial actions in other plans

- By 2025, enhance our neighbourhood policing capability to better understand the needs of customers, staff and local communities
- By 2026, make it easier for customers to report crime, antisocial behaviour and safety concerns, including adding reporting to our website and TfL Go app





## Case study: Tackling violence against women and girls

To tackle sexual harassment, we've partnered with the police and the Rail Delivery Group, adapting their national campaign for all our transport networks, calling out the most common forms of sexual harassment and encouraging reporting.

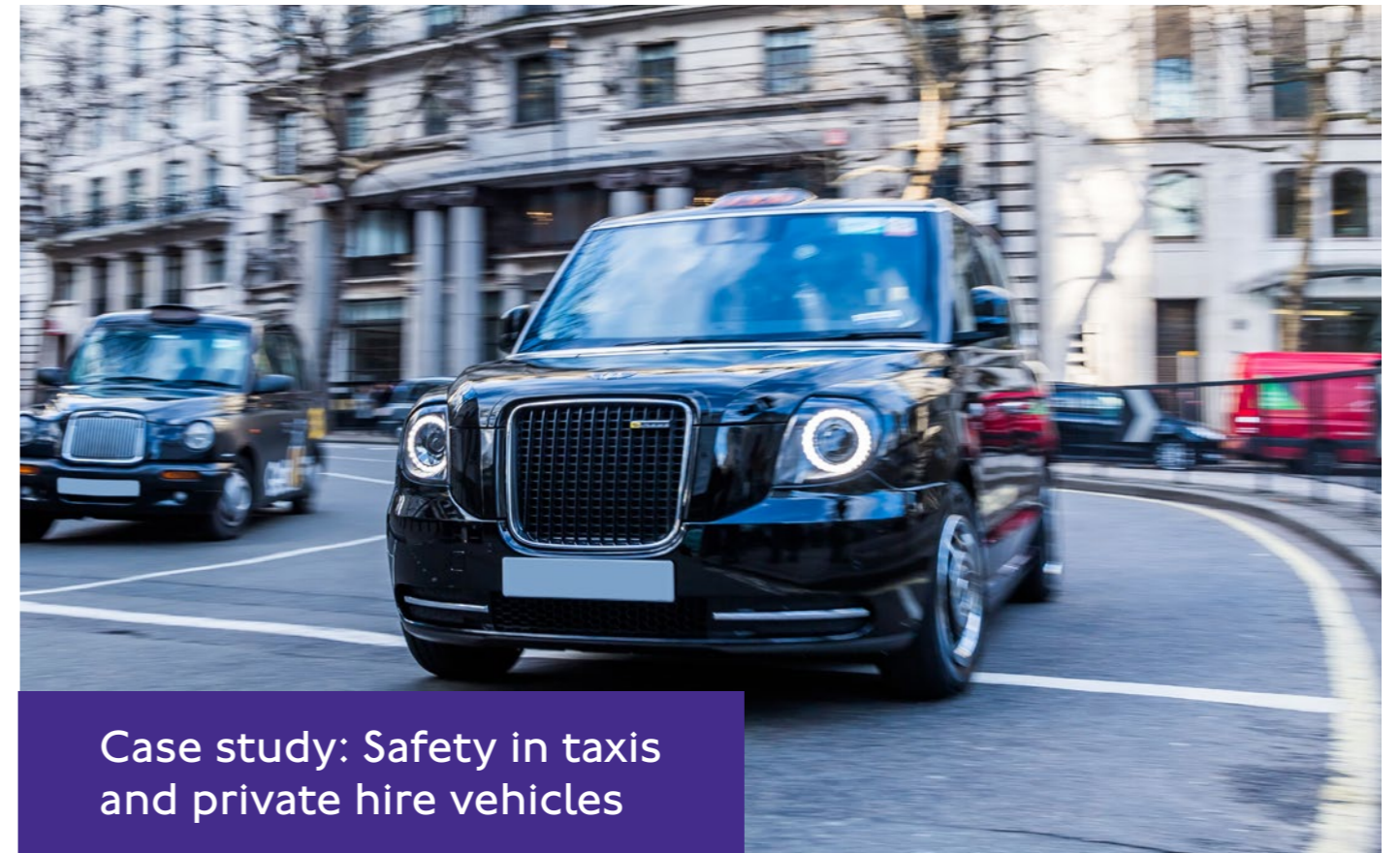
Our Zero Tolerance to Sexual Harassment campaign sends a strong message to offenders and encourages victims to report. We have launched a complementary campaign calling on Londoners to be active bystanders and support their fellow passengers when they witness sexual harassment.

### Progress made

- Since the launch of these campaigns, we have seen a welcome increase in both reporting on the network and an increase in the number of bystanders reporting incidents

### What's next?

- We continue our work with partners to embed a zero-tolerance approach to sexual harassment on our network



## Case study: Safety in taxis and private hire vehicles

We recently consulted on proposals for improving safety for taxi and private hire vehicle (PHV) passengers.

### Progress made

- Listed our proposals for how we will implement the Department for Transport's (DfT) statutory taxi and PHV standards that we are not already compliant with
- Sought views on how we could further improve safety for taxi and PHV passengers
- Proposed changes to licensing requirements for PHV operators

### What's next?

- The consultation has now closed and the consultation report has been published. We've published details of when the new requirements and changes will be introduced
- We are considering additional measures to complement the DfT standards, further enhancing the safety and standards of taxi and PHV users in London, and protecting children and vulnerable adults



## Preventing slips, trips and falls

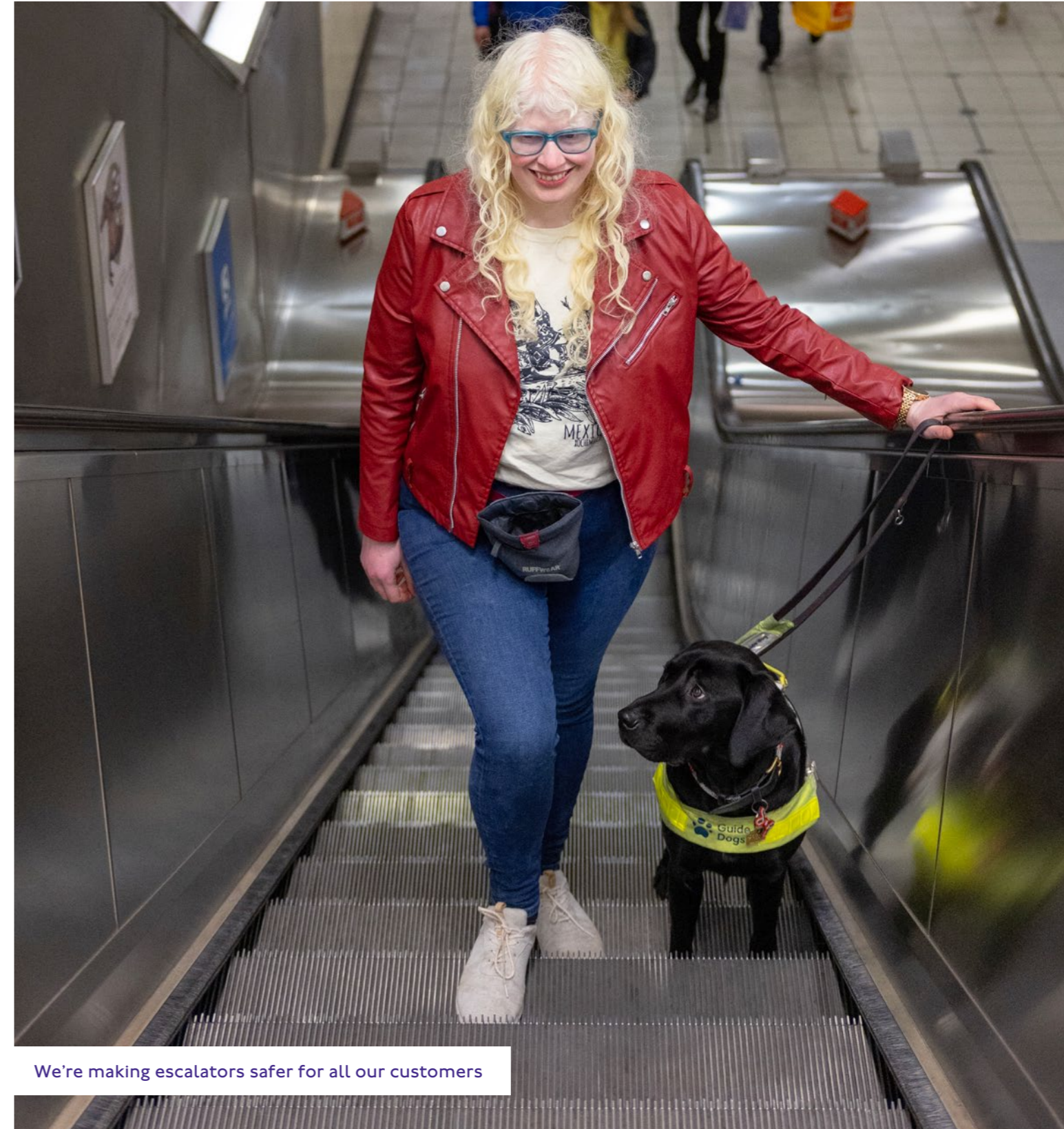
We constantly seek to reduce customer injuries on our network.

When considering risk to bus passengers, research shows that older people and children have a higher risk of experiencing an injury on board a bus. Further research is needed to understand this risk in more detail and to ensure that the benefits arising from our Bus safety programme are suitably targeting the highest-risk groups. This will be looked at as part of our work both on the Bus safety standard and to reduce customer injuries.

On the Tube we monitor trends in slips, trips and falls, in terms of where and who they affect. Escalators have been identified as the most common hotspot, with older people and children the most likely to be injured. We use targeted information aimed at raising awareness among this group, including posters, on-station announcements and stickers handed out to children during the summer holidays.

### Actions

- In 2024, run a bus safety innovation challenge focused on customer injuries, including those at higher risk
- In 2024, launch an innovation challenge looking at entrapment on escalators
- By 2025, carry out further research to understand slip, trip and fall risks in more detail across different protected characteristic groups



We're making escalators safer for all our customers





# Inclusive vehicles, spaces and places

Making our network more inclusive and accessible begins with our approach to design and planning

## Becoming leaders in inclusive design

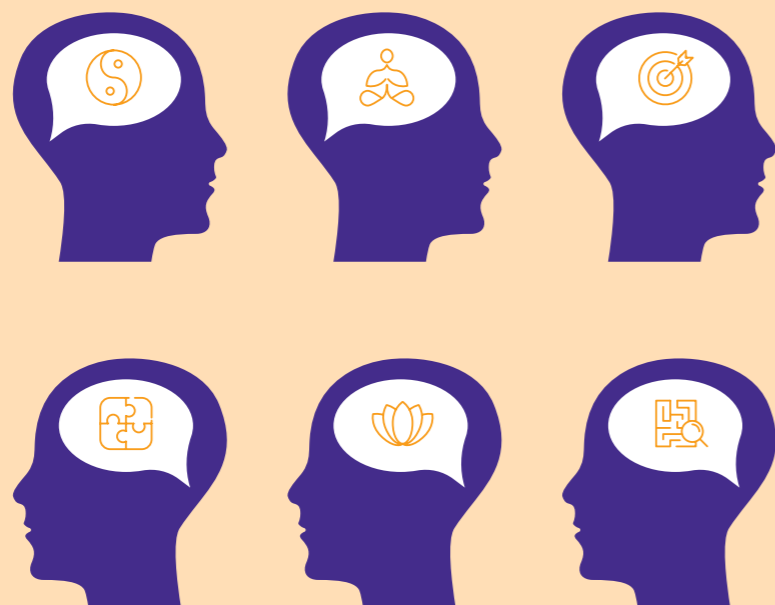
Designing for inclusivity helps us create services, products, environments and experiences that are usable by everyone, without the need for adaptation. An inclusive design philosophy should underpin everything we do, helping us to:

- Put people and their experience at the centre from the very start of the design process
- Recognise the ways in which some people are excluded by design, highlighting opportunities to create solutions and innovate
- Acknowledge bias, diversity and difference in the way we design
- Provide flexibility and offer choice where a single solution is not possible
- Take a holistic approach that considers physical, emotional, and communication needs

We are establishing an Inclusive Design Centre of Excellence to help us drive forward the change needed to embed inclusive design across our organisation. Through the centre we will improve how we use insight and involve current and potential users at all stages of the design process. We will identify processes and ways of working that ensure inclusion has been considered throughout the project lifecycle. The centre will help us to upskill and mentor colleagues, as well as developing guidance and training specific to our organisation.

## Actions

- In 2024, establish an inclusive design centre of excellence, providing organisational leadership, research and best practice, project support and appraisals, training and mentoring, and process reviews
- By 2026, complete a review of lift and escalator design standards and engage with the industry to ensure best practice from an inclusive design perspective
- By 2026, explore an inclusive design development programme for new entrants (higher level apprenticeship or graduate scheme)
- Ensure inclusive design appraisals are in place for all new commercial and residential projects, to identify the main barriers to access and inclusion and consider wider connectivity
- Ensure age-friendly design tools are used to consider the needs and requirements of children, young and older people at every stage of planning and design for new commercial and residential projects



## Case study: Design for the mind

Considering neurological difference at the early stages of design can eliminate or reduce barriers with no additional cost. Concerned at the lack of national guidance in this area, we developed the publicly available specification (PAS) in collaboration with other organisations.

The PAS provides a first step to national guidance. It pulls together existing research and expertise, making the information simpler and clearer. It is aimed at architects, engineers, designers, planners, access consultants, facilities managers, decision-makers and employers and aims to influence

design and management to help provide choice, clarity and control within the environment.

### What's next?

- Use the PAS to inform our built environment decisions and develop a plan to embed the guidance in organisational practice by 2024
- By 2026 complete an audit to identify problematic stations for neurodivergent customers and complete pilot to make improvements based on principles of Design for the mind



## Case study: Making space for girls

Studies show that playspace for children aged eight onwards is four times more likely to be used by boys than girls. As a result, many teenage girls stop participating in sport as teenagers, with far-reaching impacts on their health, wellbeing and independence. It is vital that we consider the barriers to access and inclusion in the design of playspace for our residential developments.

### Progress made

- In spring 2023, we visited Ark Academy in Wembley Park to engage with students, particularly girls, as

part of the planning process for new community green spaces

- We encouraged the students to challenge our designs and we took on board many of their concepts

### What's next?

- We will run further playspace for girls workshops with schools this year to inform designs for other sites
- We are looking at other ways we can better understand women and girls' experiences of our developments, with a focus on safety



## Step-free access

Continuing to improve step-free access is a key priority. This was highlighted by a recent survey of customers using lifts in our stations, with 92 per cent of customers surveyed saying that using a lift improved or would improve their journey, rising to 97 per cent among disabled customers.

The survey found that lift use was rarely spontaneous, with 84 per cent knowing the lift was there before travelling, and 73 per cent having planned to use it. Planned use was especially high among customers travelling with a buggy or child (84 per cent) or with mobility issues (84 per cent), who accounted for 19 per cent and 20 per cent of the total number of lift users surveyed respectively.

Considerable progress has been made in making the network step-free: 95 per cent of bus stops and 33.8 per cent of London Underground stations are step-free. Overall, 51 per cent of our rail network is step-free, which includes Tube, DLR, London Overground, Trams and Elizabeth line services. All our buses and 95 per cent of our bus stops are wheelchair accessible.

Our work to date has reduced the average additional journey time for customers who require step-free access from 9.51 minutes in 2016 to 5.76 minutes in 2022. This is a reduction of 39 per cent. We continue to work towards the ambition set out in the Mayor's Transport Strategy to reduce the difference by 50 per cent by 2041.

Of the 272 London Underground stations, 92 are now fully step-free from street to train, while the opening of the

Elizabeth line last year saw the addition of 41 step-free stations to our network, including 10 new stations.

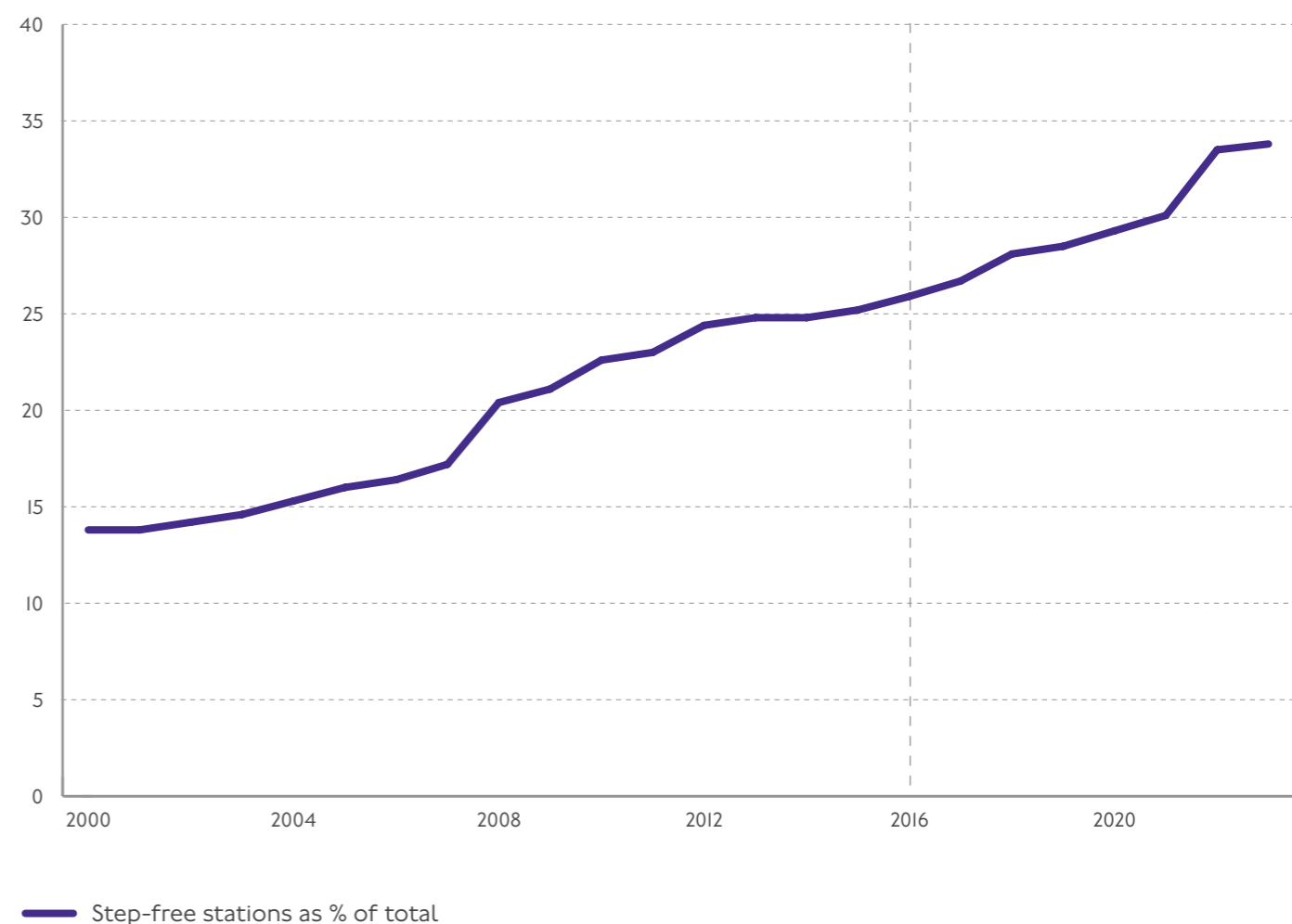
The graph shows how we are continually improving step-free access, with 24 stations made step-free or opened as new step-free stations since 2016:

- 2022: Harrow-on-the-Hill, Moorgate
- 2021: Amersham, Debden, Ealing Broadway, Ickenham, Whitechapel, Wimbledon Park, Battersea Power Station, Nine Elms, Osterley, Sudbury Hill
- 2020: Mill Hill East, Cockfosters
- 2019: Finsbury Park, South Woodford
- 2018: Bromley By Bow, Buckhurst Hill, Victoria, Newbury Park
- 2017: Tottenham Court Road, Bond Street
- 2016: Tower Hill, Vauxhall

The Bank station upgrade, completed in 2023, added step-free access to the Northern line. Ongoing work to make Knightsbridge fully step-free is due for completion by mid-2024. Step-free access work is due to start in 2024 at Leyton and Colindale London Underground stations, and at Seven Sisters station on the London Overground.

We are progressing plans to improve step-free access on the southern section of the Northern line and exploring the feasibility of starting step-free access work at stations in other areas of London in 2024 and 2025.

## Fully step-free stations on London Underground (%)



**‘Since 2016, an additional 24 Tube stations have been made step-free or opened as new step-free stations, bringing the total to 92’**



**41**

step-free stations added to our rail network with the opening of the Elizabeth line in 2022, including 10 new stations



We know we still have a long way to go, delivering improvements to our network using our funding as efficiently as possible.

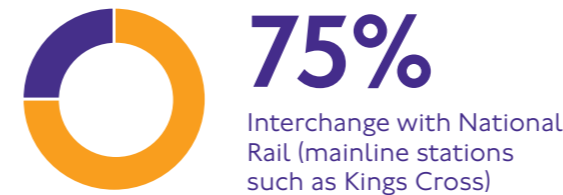
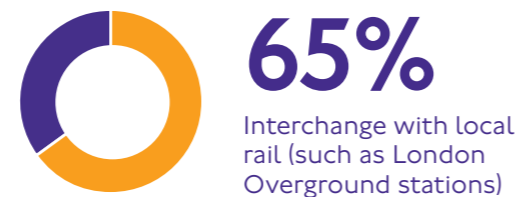
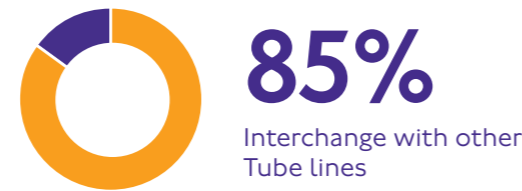
In 2022 we published our public consultation into what people thought about London Underground step-free access. The consultation asked ‘What’s important in a step-free Tube station?’ rather than ‘Which stations shall we make step-free?’ These priorities can be applied fairly across London and give a deeper understanding of people’s need than asking them to ‘vote’ for a list of stations.

To inform prioritisation we have assessed:

- Deliverability, considering aspects like whether it was a deep-level station, the minimum number of lifts required and available land
- Benefits, considering aspects like journey time savings and social benefit
- Availability of funding – we identified locations with existing external funding opportunities using our knowledge of boroughs and commercial property developers. This lets us identify sites where we can make our money go further by combining it with funding from others

We weighted our benefit score with the things the consultation told us were important.

We asked ‘Should we prioritise making stations step-free if they already have...’ The things people said were most important were:



Respondents also told us about the importance of plugging the gaps where there are large areas with no step-free stations. We included this in our scoring, prioritising stations which do not have a neighbouring step-free station.

We now have a confirmed business plan position to enable us to prioritise against the available budget. With limited funding in 2023/24 the focus will be on feasibility studies to refine our understanding of costs, disruption during construction and benefits. This will inform which projects are taken into delivery in future years.

### Actions

- In 2024, commence step-free access works at Leyton and Colindale London Underground stations; and Seven Sisters London Overground station
- Begin next phase of London Underground step-free access programme based on the prioritisation model by 2024
- Open lifts and new station entrance at Surrey Quays Overground Station in 2026
- From 2024, introduce new DLR trains with improved accessibility
- Introduce a new fleet of trains on the Piccadilly line from 2025 with improved step-free access between train and platform



## Improving toilets

Making our toilets more inclusive, available and pleasant is vital to improving confidence in customers and improving working conditions for our staff.

We are developing plans to improve and increase toilet provision and will be taking forward a programme of work to improve the accessibility, availability and acceptability of toilets across the network.

### Actions

- In early 2024, complete a feasibility study of toilet provision across our network
- Between 2024 and 2030 develop and deliver a programme to improve and increase toilet facilities (new and existing) across our estate

## Priority seating

Priority seats give customers confidence and improve feelings of comfort and safety. They are found on all London Underground, London Overground, DLR and Elizabeth line trains, and on Trams and Buses.

In 2019 we launched distinctive priority seat designs on the Jubilee line, with messages including 'Please offer this seat' and 'Not all disabilities are visible'. And in 2022 we introduced new buses on route 63, King's Cross to Honor Oak, which feature contrasting priority seat moquettes and

'This is a priority seat' badging. We have already installed this in 447 of our 1,000 New Routemaster buses and aim to have it installed in all 1,000 by 2025. We are also working with bus operators to expand the scheme to the wider bus fleet.

In 2023 we held our fourth Priority Seating Week, which aims to encourage positive behaviour and to shine a light on non-visible disabilities, short-term needs and pregnancy. The activity coincided with the fifth anniversary of our free 'Please offer me a seat' badge. So far, we have issued more than 100,000 badges.

Our new vehicle design standard, will mandate priority seat demarcation on all new vehicles, and existing vehicles when they are refurbished.

### Actions

- In 2024, use our disabled Londoners panel to conduct a deep-dive into priority seating, to update the research carried out in 2015 when developing the Please offer me a seat badge
- Install priority seating moquettes in all our 1,000 Routemaster buses by 2025



We're improving priority seating moquettes on trains and buses



## Celebrating diversity and improving representation in public space

Representation in public space is key to people feeling welcome, included, safe and that they belong.

We use our network and estate all year round to reflect diverse stories, voices and experiences through our advertising, Art on the Underground programme, and important celebrations and awareness days such as Pride month and International Women's Day.

As one of London's biggest landowners we work with communities to make use of empty buildings and spaces until they are redeveloped into something more permanent or brought back into commercial use. We are exploring how we can broaden the use of these spaces, and other spaces on our network, to intentionally address specific inequalities experienced by some groups – for example, the closure of spaces for LGBTQ+ people in London – and better meet specific needs.



### Case study: Mini ramp pilot

#### Action

- In 2025 complete a feasibility study assessing the use of unused spaces on our network for inclusivity purposes, such as exploring calm rooms and LGBTQ+ community spaces

We have developed a bridging device for stations which are designated step-free from street to train but where the small gap that persists between train and platform is still a barrier to some customers.

The device can be deployed by station staff, in a similar way to the boarding ramps we already use at many stations with a larger step and gap between the train and the platform.

#### Progress made

- We trialled the device at Stratford, Canning Town, North Greenwich, Canary Wharf, Canada Water, Bermondsey, London Bridge and Green Park

#### What's next?

- We will roll out the device across the network by March 2024
- We'll explore and pilot further innovations and solutions to improve step-free access across the network





## Protecting and enhancing connectivity

Addressing inequality in access to public transport and high-quality cycling and walking routes



# Closing the gaps in connectivity

We are prioritising addressing the impacts of poor public transport access on the most excluded Londoners

Connectivity is key to ensuring that all Londoners and visitors have access to vital services and opportunities like employment, education, and healthcare. Our approach prioritises addressing the disproportionate impacts of inadequate public transport access, which can exacerbate inequalities, including health disparities.

The [Mayor's Transport Strategy](#), alongside our Bus, Cycling and Walking action plans, set out how we will improve the connectivity of our network, working within the limitations of our funding and geographical constraints.

Our efforts are centred on under-served areas, including outer London; maintaining the frequency of services and ensuring they are reliable, including at night; adapting services to changing needs; expanding the availability of the most accessible and affordable options; effective signposting and promotion of new and existing services; and implementing measures which benefit a wide range of people.



We're targeting accessibility gaps on our network





## Buses

Buses are the most affordable, accessible and widely available mode of public transportation in the city. London's bus network covers the widest area of any public transport mode, with over 96 per cent of residents living within 400 metres of a bus stop, ensuring almost all Londoners are connected to their local area. Younger and older people, those on lower incomes, women and disabled people rely heavily on buses. Our extensive Night Bus network also supports those working during the night.

Our Bus Action Plan sets out how we will improve the connectivity of the bus network particularly in areas with limited rail alternatives.

## Rail

Improving rail connectivity in areas of high deprivation through station upgrades, new stations and line extensions will shorten commutes, as well as making routes simpler and more accessible.

The Elizabeth line and the Barking Riverside Overground extension have opened up new areas of London, and the Northern line extension has been key to the development of the Vauxhall Nine Elms Battersea opportunity area. We have safeguarded the route for the Bakerloo line extension to Lewisham, which would transform connectivity in southeast London.

## Walking and cycling

Transforming our streets to support walking and cycling means more people have access to healthy, low-cost ways of moving around the city. We are expanding the high-quality Cycleway network and the Santander Cycles hire scheme to make cycling a part of daily routines for more people, including in areas of high deprivation. Improving the accessibility of our walking and cycling infrastructure and promoting inclusive street design through collaboration with London boroughs is a crucial part of our plans.

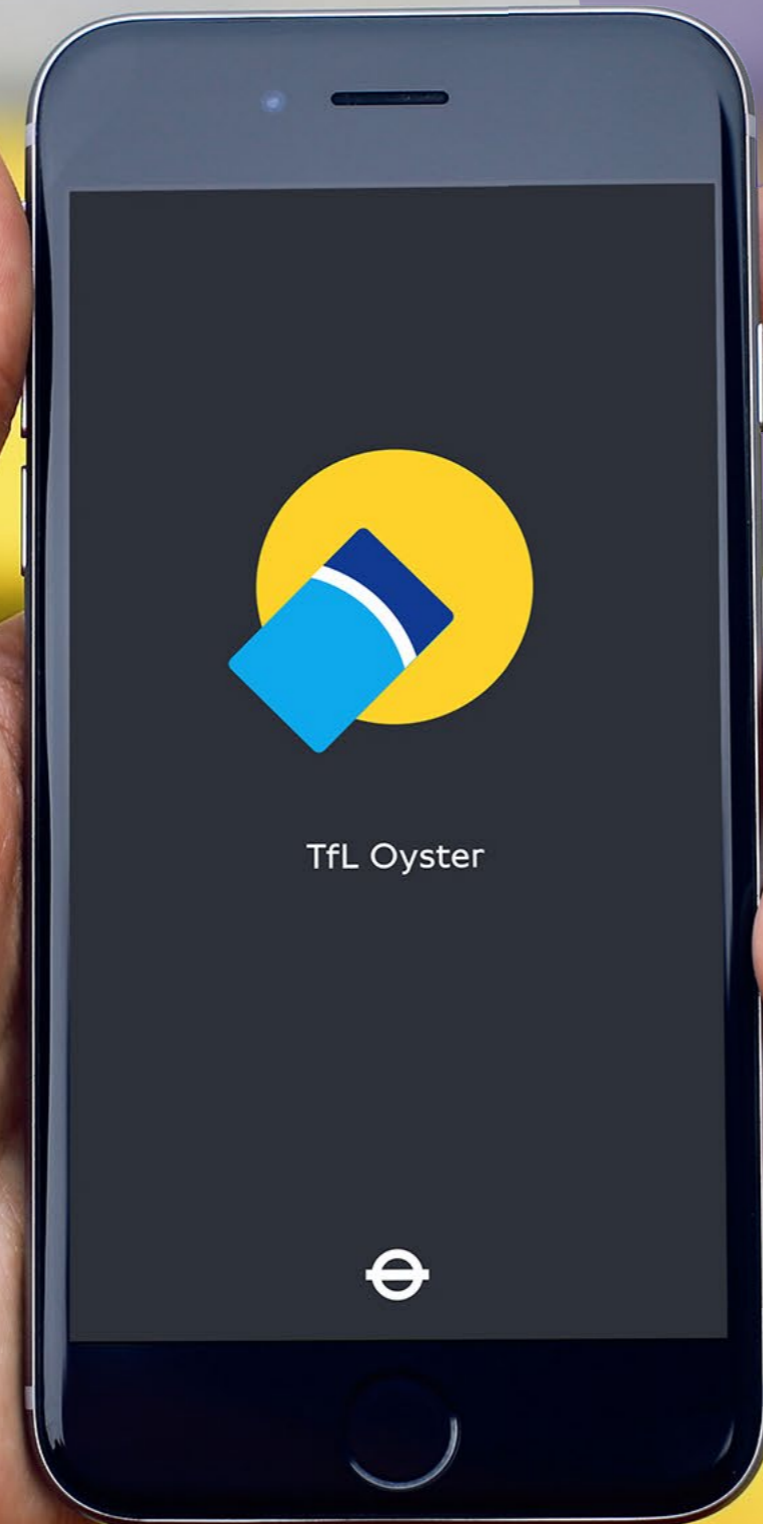
Collectively, these efforts aim to create a more interconnected transport network that effectively addresses inequality and enhances the quality of life all Londoners.

## Actions

- In 2024, launch a bus user survey to enhance our understanding of who uses buses and how they are impacted by changes
- By 2025, undertake analysis to fill gaps in understanding regarding the travel patterns and experience of customers from protected characteristic groups and other groups such as low-income and homeless to inform our investment priorities
- Develop our range of connectivity assessment techniques to better consider equity in how we plan our network
- Carry out audits near developments to identify where improvements are needed to the accessibility and inclusivity of stations, and seek developer contributions
- Address connectivity gaps where there are large areas with no step-free stations through our step-free access programme
- Undertake research to build our understanding of barriers to walking across protected characteristic groups
- In 2024, implement our fast, affordable Superloop orbital bus service linking outer London town centres
- In 2024/25, begin implementation of hundreds of new real-time information displays for bus stops and shelters
- Raise awareness of our guidance on removing access barriers, encouraging its use with transport planners, designers and engineers to ensure barriers to using pavements, parks and paths are removed
- Grow and densify the strategic cycle network, targeting investment at areas of greatest need and potential
- Work with boroughs to reduce car traffic dominance in residential neighbourhoods and near schools to support active travel, including in areas of higher deprivation
- Subject to funding, expand, modernise and electrify the Santander Cycles hire scheme to support growth in cycling, prioritising areas with the greatest potential to increase levels of cycling and areas of higher deprivation

### Beneficial actions in other plans

- Implement our Bus, Cycling, Walking and Leisure walking action plans



## Keeping travel affordable

Ensuring cost of travel isn't a barrier to inclusion



# Targeted support

Ensuring we provide assistance to those who most need help accessing public transport

Public transport must be affordable as possible, with a transparent pricing structure and clearly communicated fares, concessions and discounts. Fare increases have a huge impact on Londoners, particularly those on low incomes for whom travel costs represent a tenth of their outgoings.

Between 2016 and 2021 the Mayor froze all TfL fares and launched the Hopper bus fare, allowing unlimited bus and tram journeys within one hour. If fares had increased in line with inflation over this period, the bus fare in 2023 would be £1.90 in March 2023, rather than £1.75, and a Zone 1-6 peak Tube fare would be £6.50 rather than £5.60.

While we are committed to keeping fares as affordable as possible, the strict conditions of our funding agreement with Government mean the Mayor has had to make changes to some fares to raise £80 million per year:

- In September 2022, we introduced all-day peak fares for journeys to and from Heathrow via Zone 1; and increased the cost of a new Oyster card from £5 to £7
- In January 2023, temporary travel time restrictions on the 60+ London Oyster photocard and older person's Freedom Pass, introduced due to Government conditions, became permanent

The Mayor has confirmed that some concessions will be retained:

- GLA funding will be used to protect the 60+ London Oyster photocard, preventing the need to raise the age eligibility
- Free or discounted travel on Tube, Buses and rail services for under-18s and those with a 60+ London Oyster photocard or Freedom Pass
- The Day Travelcard, giving unlimited travel in one day

The rising cost of living is putting undue pressure on Londoners. We need to do more to build our understanding of how cost impacts people's ability to travel.

We offer a wide range of concessions and discounts but not everyone who is eligible is aware of them. Those most at risk of missing out include disabled Londoners, migrants, refugees and asylum seekers, young people, people who are digitally excluded and people who speak English as a second language.

Highlighting the financial support on offer, particularly to these groups, and ensuring application processes are easy to use and understand will give more people access to the support they need.

## Support for care leavers

Children who grow up in care are three times less likely to be in education, training or employment than their peers. Costs – including travel costs – of remaining in education, seeking a job or apprenticeship can be higher for care leavers.

From early 2024, care leavers aged 18 to 25 will be eligible for half-price bus and tram travel. This will give more young people a vital helping hand as they transition to independent living.

## Affordable cycle hire

Our commitment to making travel in London more affordable encompasses all modes of travel. Our recently published Cycling action plan 2 sets out our plans to explore the potential of discounted fares for our Santander Cycles hire scheme for the most disadvantaged Londoners.



**45%**

of people within lower socioeconomic groups think we provide a service that is good value for money, compared to 51% of those in higher socioeconomic groups



**44%**

of women think we provide a service that is good value for money, compared to 53% of men

Source: TfL customer care surveys

## Maintaining the ability to pay with cash

Many of our customers rely on using cash for a variety of reasons including managing their budget, domestic abuse, poor physical or mental health, and being paid in cash. Others who rely on cash as a payment method include over-70s and people without a bank account, including children. Recent research by consumer group Which? suggests the number will increase due to the cost of living crisis.

Our own research shows seven to 10 per cent of people feel they would be unable to travel without cash, 11 per cent would be uncertain if they could continue to travel and 44 per cent say it would cause some difficulty when travelling.

Our research also reasserted that we are seen as an essential service, with many holding us to public service expectations.

We are committed to maintaining the ability to pay with cash, alongside card and digital payment methods.



**17%**

of UK adults would struggle to cope in a cashless society

Source: London Travel Watch

### Actions

- In 2024, undertake a study to better understand how cost affects the travel of people with protected characteristics, to inform our investment priorities
- Beginning in 2024, work with organisations representing low-income Londoners to share information about affordable fare options and concessions
- Implement a new concession entitling care leavers to half-price bus and tram travel in 2024
- Collaborate with boroughs and stakeholders to assess eligibility vs take-up of concessionary fares by customer groups, developing and delivering plans to ensure entitlements are used by 2025
- By 2025, work with stakeholders to review the concession application process to ensure it is simple to understand and accessible to all, and identify ways to improve the clarity and availability of information about the cost of travel
- Explore the potential of concessionary cycle hire fares for disadvantaged Londoners
- By 2026, carry out a review of the effectiveness of concessions and fare structures supporting lower-income households
- Work with the GLA's Financial Hardship team to connect Londoners on low incomes with information about financial support

#### Beneficial actions in other plans

- Work with the Department for Transport to roll out contactless payment to a further 233 stations in southeast England by 2024
- Explore further ways to support people with the costs associated with cycling

**‘We are committed to maintaining the ability to use cash to pay for travel on our network, alongside card and digital payment methods’**





## Case study: Integrating new affordable housing with our network

Now more than ever, it is vital to use our land to help tackle the housing crisis by providing high-quality homes. Our sites are also creating thousands of jobs and delivering improvements to the transport network.

### Progress made

- Working with our partners, delivered 350 new homes at Blackhorse View, of which 50 per cent were affordable, with a range of improvements delivered for the local community including a new cycle hub

- More than 300 new homes on track for delivery in 2024 at Kidbrooke in Greenwich, with 50 per cent affordable housing, as part of a wider development and placemaking activity in the area
- Taking forward a number of schemes with our residential landlord partner as part of Connected Living London, focused on delivering hundreds of 'Build to rent' homes at sites in Southall, Nine Elms, Montford Place and Arnos Grove

- Work started with our partners at Wembley Park Tube station to deliver 450 new homes; and at Barkingside Tube station to deliver 98 new affordable homes
- Formed a strategic partnership with Network Rail to accelerate delivery of regeneration and development activity across London, including provision of new affordable homes, as well as supporting the wider economic growth of the capital

### What's next?

- Places for London, our wholly owned commercial property company, has identified capacity on its land for 20,000 homes, with the ambition to start work on all of these by 2031
- Places for London is targeting 50 per cent affordable housing on average across its developments





## Reducing health inequalities

Building on our existing plans to help address the most acute inequalities





# Enabling active travel

## Focusing our efforts to address the greatest barriers to participation in active travel

Empowering Londoners to make more sustainable and healthy choices in their travel is key to meeting the Mayor’s target of 20 minutes of active travel per day.

However, there are wide inequalities in participation in physical activity. People on low incomes, people living in the most deprived areas of London, Black, Asian and minority ethnic people, disabled people and older adults are disproportionately less likely to achieve this target.

Our research suggests people from Black, Asian and minority ethnic groups are significantly more likely to be considering taking up cycling than white Londoners. Women and low-income groups showed a broadly similar interest in cycling to men and higher earners. However, to realise this potential, we must break down the barriers to cycling these groups face, including concerns over road danger, the cost of equipment, harassment, the lack of cycle parking at home, or perceiving cycling as not being for ‘people like me’.

Our [cycling and walking action plans](#) set out how we will make walking, wheeling and cycling a genuine option for all.

Our investment in Healthy streets prioritises reducing road danger and improving street use and design to transform our streets to support people walking, wheeling and cycling, including better crossing facilities and less-cluttered footways, including prioritising funding in areas of high deprivation. Our marketing and behaviour change programmes, including cycle training, school engagement and the Walking and cycling grant London programme are geared towards improving access to walking and cycling to a wider range of Londoners.

In considering equity as we deliver these action plans, we can direct focus towards addressing the greatest inequalities, allocate existing funds where they will have the greatest impact, and identify areas requiring greater attention in future years.

### Actions

- In 2024, launch a campaign aimed at encouraging new people into cycling, including under-represented groups, such as Black, Asian and minority ethnic communities, women, older people and disabled people
- Continue to engage with stakeholders to review and assess how we manage inclusion conflicts in streetscape design schemes, including bus infrastructure conflicts such as bus stop bypasses
- Undertake a study into harassment experienced disproportionately by women, minority ethnic communities and disabled people when cycling, to identify behaviour change interventions

### Beneficial actions in other plans

- Support micromobility options such as e-bikes and e-scooter rental to reduce the barriers some people face in switching away from car use and provide more sustainable travel options
- Through our Cycling action plan, address the barriers disproportionately deterring under-represented groups from taking up cycling
- Work with micromobility operators and local authorities to optimise e-bike and e-scooter rental schemes to enhance sustainable transport options while minimising impacts on people walking



**27%**

fewer sick days taken by employees who are physically active compared to those who aren't



**£1.7bn**

savings to the NHS in treatment costs over 25 years if every Londoner walked 20 minutes a day

Source: British Heart Foundation, Sport England



## Case study: Improving diversity and inclusion in cycling

Despite sustained growth in cycle journeys over the past 20 years, the cycling population lacked the diversity of London's communities. The demographic disparities between people already cycling and those who could take up cycling did not significantly change between 2010 and 2019. This suggests that the growth in cycling was driven by similar demographic groups, rather than new segments of the population taking up cycling. It also highlights the huge potential for growth through broadening the appeal of cycling to traditionally under-represented groups.

### Progress made

- During the pandemic, a broader range of people took up cycling and our latest data indicates that participation continues to increase across all demographic groups, including in groups where there had been little increase or a decline in cycling in previous years. This includes more people cycling among low-income groups, unemployed Londoners, women, and Black, Asian and other ethnicity groups
- In 2021, we held a Diversifying Cycling Summit, engaging with a wide range

of pan-London and community-level cycling stakeholders to discuss opportunities for encouraging and enabling cycling among these groups

- These insights, alongside our latest customer research, were instrumental in developing our strategy to increase cycling levels and increase participation across all demographic groups so that everyone has the opportunity to enjoy the health and economic benefits of cycling

### What's next?

Our new [Cycling action plan 2](#) (June 2023) sets out how we aim to broaden the appeal of cycling to a wider range of Londoners, from the type of intervention we will deliver to the way we prioritise investment. Its ambitious core targets are:

- By 2030, increase cycling levels by a third to 1.6 million daily cycle journeys
- Expand the Cycleway network so that 40 per cent of Londoners live within 400 metres of the network by 2030



# Addressing air pollution

Targeting our actions to make cleaner air a priority for those Londoners most affected by air pollution

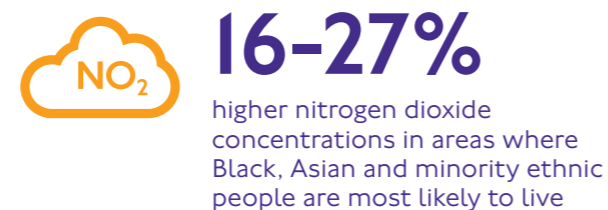
Areas with higher levels of deprivation, or a higher proportion of ethnic minorities, are more likely to be exposed to higher levels of air pollution. Additionally, certain groups are more impacted by air pollution, including older people, children and those with underlying conditions.

The Ultra Low Emission Zone (ULEZ) is helping to tackle the public health emergency caused by toxic air pollution, and has already reduced harmful roadside nitrogen dioxide concentrations by 46 per cent in central London and 21 per cent in inner London, compared to a scenario without the ULEZ. However, many areas of London still exceed legal and safe levels of air pollution. The Mayor has expanded the ULEZ across all London boroughs to tackle the triple challenges of air pollution, the climate emergency and congestion, and ensure five million more Londoners can breathe cleaner air. One month after the London-wide expansion of ULEZ, 95 per cent of vehicles seen in the zone are compliant with ULEZ emissions standards and there has been a 45 per cent reduction in non-compliant vehicles on an average day.

To assist ULEZ expansion, in January 2023 the Mayor launched a scrappage scheme to support thousands of Londoners, including those on lower incomes and disabled

Londoners, to scrap non-compliant vehicles. The total fund is currently £160m with an additional £50m recently announced by the Mayor. In August 2023, ahead of the ULEZ expansion, a number of changes were made to the scrappage scheme that expanded eligibility and increased scrappage payment amounts. A number of grace periods are available to support disabled people, which were informed by engagement with disability stakeholders and consultation feedback.

By ensuring fairness and equity are core guiding principles in the way we design and implement air quality schemes, we can ensure interventions mitigate the most pronounced inequalities and maximize positive impacts for the greatest number of people.



## Actions

- Work with industry to ensure electric vehicle charge points and vehicles consider inclusivity in their design
- Continue to support all Londoners, including those on low incomes and with disabilities, through the scrappage scheme
- Monitor uptake of the scrappage scheme and publish an evaluation report
- Ensure one in six electric vehicle charging points across our estate is a dedicated accessible space



Source: GLA Air Pollution and Inequalities in London, Health burden of air pollution in London



We are committed to reducing air pollution

# Reducing road danger

Building safety into the infrastructure of London's streets, making vehicles safer and encouraging safer driving

We are committed to Vision Zero for road danger in London and the elimination of all death and serious injuries on the transport network by 2041. This takes a 'safe system' approach, built around five pillars of action: safe speeds; safe streets; safe vehicles, safe behaviours and the post-collision response.

Our approach is set out in our Vision Zero action plan, including lowering speed limits on more roads; delivering our [bus safety strategy](#); and the continued enforcement of our Direct Vision standard, designed to improve direct and indirect vision in HGVs over 12 tonnes by raising the standards in October 2024.

Equity in Motion doesn't duplicate existing work, but considering disparity in outcome in the context of Vision Zero will help guide and target action to address the most acute inequality, channel funding where it will have most impact and identify new streams of work.

Our research report [Inequalities in road danger](#) shows that deprivation, sex, age and mode of transport have a significant impact on casualty risk rate and casualty location rate in London. Twice as many people were killed or seriously injured per kilometre of road network in the most deprived

30 per cent of London, compared to the 30 per cent in the least deprived areas.

To address these inequalities we need to consider where the greatest impacts are and on what particular groups; perceptions of road danger; the levels of danger associated with different types of travel, and how this affects different people's willingness to walk, wheel or cycle.

We are developing a programme to target our physical infrastructure investment in locations with the greatest disparity in road safety outcomes. We are reviewing how our road safety communications and training can focus on the highest risk groups and areas. We are also looking at broader activity which can help us address disparities for example how we work with the grocery and meal delivery sector or carrying out a review of how we enforce.

We need to work with partners to address these inequalities, so we will be putting mechanisms in place to codesign solutions and innovations with stakeholders and third parties.

## Actions

- From 2024, focus our road safety communications and training on groups and areas experiencing the greatest disparity in outcome
- Consider areas of deprivation when reviewing pedestrian crossing waiting times in our signal timing review programme
- Address inequality by reviewing processes to ensure physical infrastructure investment prioritises locations with the greatest disparity in road safety outcomes by 2025
- Improve direct vision in HGVs by raising the minimum star rating from one to three on 28 October 2024
- Establish a road inequalities alliance with boroughs, public health professionals and others to develop new approaches, including pilots, trials, community co-design and innovation by 2026

### Beneficial actions from other plans

- Deliver our bus safety strategy

## 2 times

as many people killed or seriously injured on the road in the most deprived 30% of London compared to the least deprived 30%





# Tackling the climate and ecological crisis

Supporting the most vulnerable Londoners by enhancing protection from extreme weather events, improving access to nature and more sustainable travel options

Creating an environmentally sustainable and inclusive transport network to support London meeting its environmental targets is essential in creating a low-carbon, nature-rich city that is resilient and well adapted to climate change.

Adverse impacts of climate change are predicted to disproportionately impact the very young, older people and those living in poor-quality accommodation. People in deprived areas are more likely to feel the impact of flooding and heatwaves and have less access to cool green spaces.

During severe weather events, such as flooding, vulnerable people may experience more transport disruption due to income and health inequalities that affect access to alternatives modes to public transport. Additionally, many people cannot afford to protect their properties and adequately respond to extreme weather events. Data shows that areas of London with Black, Asian and minority ethnic populations of more than 50 per cent are more likely to face the highest climate risk in London.

Our [Corporate environment plan](#) includes policies and proposals on air quality, carbon emissions, green infrastructure, climate change adaptation, waste and noise. It sets out our approach to supporting the Mayor's ambition of making London net-zero carbon by 2030, and delivering our existing environmental commitments, as set out in the [Mayor's Transport Strategy](#) and [London Environment Strategy](#). It also looks at how we will embed environmental sustainability into everything we do.

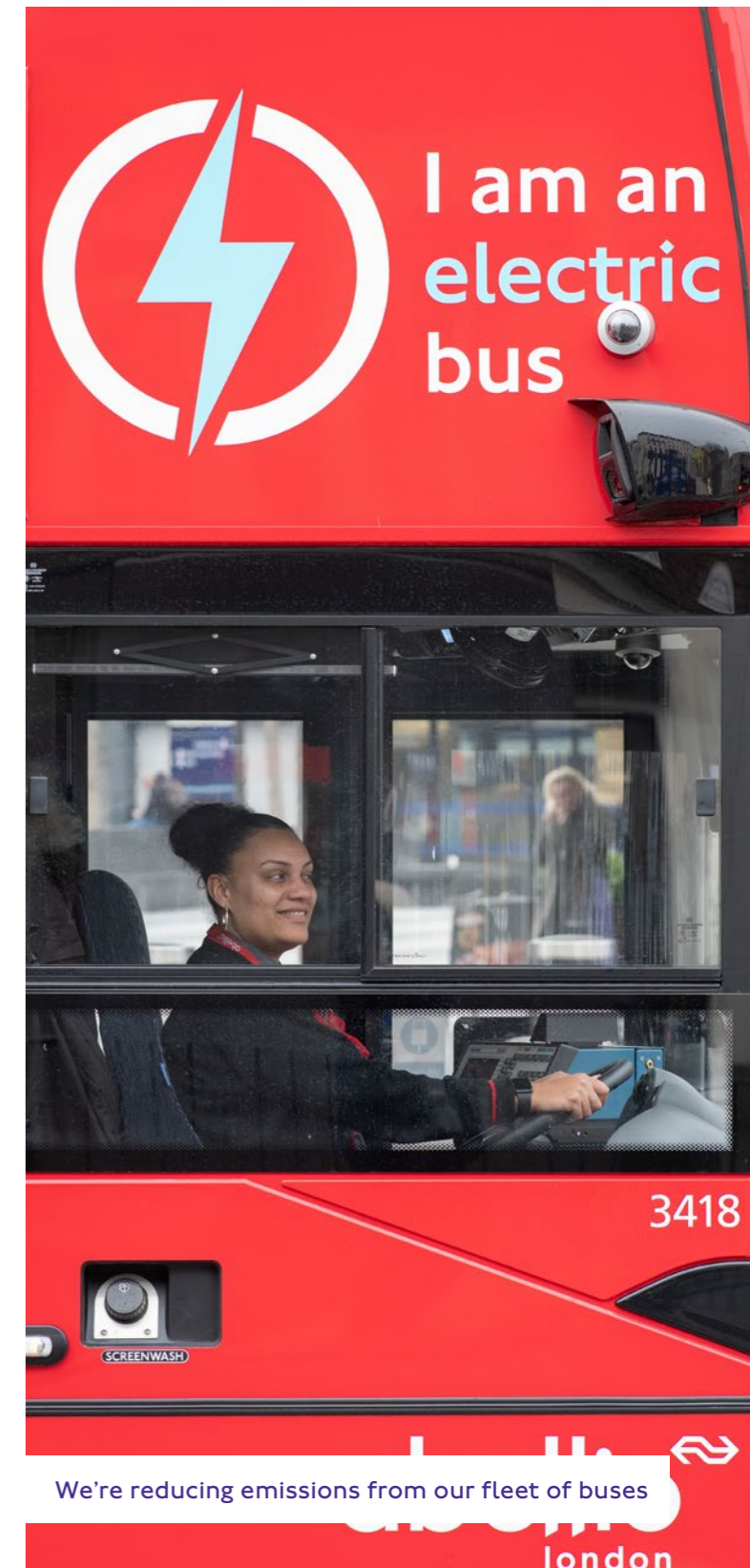
By ensuring equity is a guiding principle in our existing plans we can ensure we are maximizing the positive impact of our investment.

## Actions

- In future, ensure climate change adaptation measures across our network and estate do not create additional barriers or inequalities
- By 2025, identify the impact of extreme weather events on different transport users and neighbouring communities and develop interventions to support those most severely affected

## Beneficial actions from other plans

- Prioritise new greening measures, such as green roofs and planting, for TfL and Places for London developments in deprived areas
- Apply our Sustainable Development Framework to ensure all developments across our estate respond to the environmental impacts of a changing climate







## Making the plan work

Our systems-based approach to embedding inclusive culture and practice within our organisation



# Understanding our customers and monitoring our impact

We collect and hold a huge amount of data and insight. To get value from it, we must turn it into useful information and act on it effectively

Effective use of high-quality data is essential to helping us identify and understand the barriers and inequalities people face when using our services. We can then design our services to be more inclusive and channel our funding where it is most needed to address the key issues.

Currently, the data we analyse is often used only in limited areas and not collated consistently. This makes it difficult to meaningfully understand the wider impact of our work and take the steps needed to address disparity.

We are taking action to plug gaps in our knowledge. This includes improving our understanding of:

- How well-connected different areas are and how connectivity impacts different groups
- Who is making trips and who isn't, and how these trips are made
- Differences in awareness or uptake of, or satisfaction with, a range of activities

- The impact of our plans on customers and Londoners once they've been implemented

We are also starting to make better use of the information we already hold and how we share it.

We are using the published [Government Data Ethics Framework](#) as a guide to assess our data methodologies. Our aim is to identify and address potential biases in our data, and emphasise the importance of fairness and ethical practice in the way we collect and use data for decision-making, including investment decisions.

## Actions

- In future, identify and address potential biases in our data using the Government Data Ethics Framework
- In 2024, commission research to understand the travel needs and barriers for LGBTQ+ people
- By 2025, review the standard demographic questions we use in our customer research surveys to ensure we have correct and consistent definitions, and all protected characteristic groups are included
- By 2026, update our Understanding London's diverse communities evidence base



Understanding the needs of customers is vital



# Collaborating with partners, stakeholders, customers and communities

The best way to find out what Londoners really need is through active engagement, with a focus on under-represented groups

Great services are created when they involve the people that use them. We have enormous passion and expertise within our business, but we don't have all the answers. Londoners know their city best and understand what their communities need to thrive and succeed.

We want to build a high-engagement culture, to encourage more public conversation about the future of transport, streets and neighbourhoods, bringing together engineers, planners and innovators with a diverse range of Londoners, to support the design of projects throughout their whole lifecycle – from the initial idea to implementation.

In particular, we need to put significantly more energy and resources into reaching under-represented groups. We also need to invest more time into establishing healthy long-term relationships with communities, to generate confidence and trust, and ensure everyone has the opportunity to have a say in issues that concern them.

The delivery of Equity in Motion isn't possible without the support of our stakeholders, including the London boroughs.



Engaging with communities helps us understand London's needs



## Actions

- Conduct a review of our customer and stakeholder engagement approach to assure inclusion of more diverse views by 2025
- Offer free equality training to borough transport officers covering disability equality, equality impact assessments, inclusive design, and relevant legislation including the Equality Act 2010



## Case study: Our youth panel

Over a third of London's population, about 2.8 million people, are under 25. Our youth panel is a group of volunteers aged 16-25 who draw on their lived experience to propose ambitious solutions to improve how our transport network serves young Londoners.

Last year, the panel began an exploration of the intersection of equality, diversity and inclusion and environmental sustainability. This included interviews with leading voices on the issues being explored, formal hearings, written submissions, discussion groups and engagement on social media. The exploration was supported by a partnership of TfL colleagues and volunteer consultants.

### Progress made

- The panel launched their report in autumn 2023. It set out nine recommendations across four themes: community outreach; inclusive decisions; embracing opportunity; equitable futures.
- Many of the panel's recommendations have been considered in the development of Equity in Motion

### What's next?

- Following the launch of the report, we provided an initial response to the panel. We will respond in full at a later date



# Hardwiring inclusion

Addressing inequality by hardwiring inclusion into everything we do

To meet our ambitions we need to drive forward change in our culture and behaviours. To achieve this we need to ensure our leaders remain accountable for delivering on our commitments and we have the appropriate governance, processes and training in place at every level.

The equality impact assessment (EqIA) process is a tool we use to assess the impact of our work. In 2023 we rolled out new EqIA training to give colleagues the knowledge and confidence to effectively consider the impact of their plans on different groups and communities.

We must also use EqIAs, new research and good practice to inform and update our policies, standards and guidelines, and ensure our strategies and plans have a strong focus on inclusion, prioritising funding by focusing our investment where people experience the greatest transport barriers or gaps in outcomes. We can achieve this by ensuring decisions are based on the best available data, insight and evidence from multiple sources.

A culture that embraces inclusion is central to driving forward successful change. Building in accountability at all levels, as well as improving the way we engage with and empower colleagues will enable us to deliver more equitable customer outcomes.

## Actions

- Require all chief officers to have a SMART and visible customer inclusion-related performance objective by 2024
- In 2024, deliver a new EqIA awareness and training programme
- By 2025, 80 per cent of senior managers to have completed disability equality training
- By 2025, review our organisational governance around EqIAs and set training targets for colleagues
- Develop a portfolio of role-specific customer and community inclusion training and guidance products by 2025
- Champion a 'Year of Inclusivity' to begin by 2026, delivering engaging internal and external programming, including a substantial innovation bursary (subject to funding) to support trials and delivery



We use equality impact assessments to inform our planning



# Measuring our progress

To ensure we stay on track to achieve our long-term ambitions, we must track our progress

We are developing a measurement framework to track our progress, monitor our performance and inform investment decisions.

During 2024, we will agree targets for the period to 2030. These will include:

- Measures of how services are changing, such as improved bus journey times or step-free access
- Measures of customer satisfaction among different demographic groups

We will also collect evidence to understand how road danger, poor air quality and other issues are experienced differently by different groups or in different parts of London.

We will keep the measurement framework under review, to ensure it is fit for purpose.

We will report on our progress in our [Travel in London report](#) and to the TfL board.

## Actions

- By 2024 finalise a new measurement framework, setting targets over time, and report performance and progress to the TfL board and through the Travel in London report



We will report regularly on the progress of our plan



# Our ambitions

We have set out what success will look like in 2030 if we deliver on the actions outlined in this plan

## An equitable customer experience

Changes we will have made to enable all customers to travel on our network with confidence:

- Become a top UK organisation for customer focus, with at least two thirds of Londoners actively agreeing we care about them by 2030
- Halved additional time for step-free journeys by 2030 compared to 2016, to achieve our Mayor's Transport Strategy goal 10 years early
- Reduced the gap between the percentage of disabled and non-disabled customers agreeing with the statement 'TfL cares about its customers'



## Protecting and enhancing connectivity

Steps we will have taken to ensure all Londoners have fair access to public transport and high-quality walking and cycling routes:

- Expanded the Cycleway network so 40 per cent of Londoners live within 400 metres of a route
- Implemented the bus Superloop London orbital service
- Progressed our plans to extend the DLR to Thamesmead and the Bakerloo line to New Cross
- Improved the safety of the most dangerous junctions by, for example, installing new signalised pedestrian crossings at junctions where these are not currently in place



## Keeping travel affordable

How we will have ensured cost is not a barrier to travel for any of our customers:

- Introduced fare concessions for care leavers
- Rolled out contactless payment to a further 233 stations across the southeast
- Reduced the gap of customers from lower socioeconomic groups who don't think TfL provides good value for money



## Reducing health inequalities

Practical measures we will have implemented to make transport healthier, more sustainable and safer for all Londoners:

- By 2030, be on track for 80 per cent of all trips in London to be made on foot, by cycle or using public transport by 2041
- Reduced the number of people killed or seriously injured on London's roads by 70 per cent, compared to a 2010-2014 baseline
- Publish the six and 12 month ULEZ reports to show the impact of London-wide expansion





# Next steps

## Establishing the right framework and conditions to put our long-term plan into practice effectively and efficiently

This plan sets out how we will make changes to our transport network and streets both through our own activity and by working in partnership. In doing so, we believe we can make a real difference to the people who live and work here.

Not all changes within the plan are funded at the moment but there are many things which can be done quickly and at relatively low cost, such as improving training, customer information and stakeholder engagement.

Some of this will take time and be more expensive, for example improving infrastructure or enhancing our datasets. Within the next five years, we want to ensure an inclusive design philosophy underpins all future projects and everything we do. We will ensure appropriate resource and funding is available to deliver this change. We also need to make sure our colleagues have the skills and understanding to confidently take forward the actions we have set out, so we will put the necessary training and development in place to achieve this.

We will develop a new governance, monitoring and evaluation framework which we commit to publishing. We will report on our progress regularly to our colleagues, customers, external stakeholders, our Commissioner, Executive Committee and Board.

We are grateful to the many stakeholders who have shared ideas and feedback with us as we have developed this plan. As we deliver the actions set out in this plan, we will bring stakeholders together to help us inform our work and review progress. Our Inclusive Transport forum, Youth Panel and Independent Disability Advisory Group are critical in the delivery of this work.

We will also work with equality groups; walking, cycling, environmental, public transport user and road safety organisations; London boroughs; local communities; and the private sector. All of these groups have a part to play, to harness new ideas and deliver our ambitions for an inclusive London.



Our plan will embed inclusion in every area of our network





# Appendix



# Action plan summary

Action	Indicative timescale	
	Short term (2024-26)	Medium to long term (2026-2030)
<b>An equitable customer experience</b>		
<b>Help from staff</b>		
In 2024, conduct a pan-TfL review of the effectiveness of the travel assistance we provide for customers with additional access requirements, including disabled customers, parents and people travelling with children, and older Londoners	●	
In 2024, use our newly recruited research panel of disabled Londoners, 'All aboard', to understand how we can better support disabled customers when things go wrong, in order to inform our investment priorities	●	
By 2025, review our complaints processes and develop more accessible ways to register a complaint when things go wrong	●	
By 2026, 80 per cent of all our employees and operational colleagues in frontline roles to have completed disability equality training		●
<b>Customer information</b>		
In 2024, introduce Dial-a-Ride self-service to enable booking, amendment and cancellation of trips	●	
In 2024, work with the Commission for Diversity in the Urban Realm to name the London Overground lines and simplify how they are represented in customer information products	●	
In 2024, launch an innovation challenge aimed at improving travel for disabled people, making it easier for customers to contact staff during their journey and access information on crowding, accessibility and disruption	●	
By 2025, conduct a complex interchange review, investigating options for improved wayfinding	●	
By 2025, review our approach to translating communications into different languages, including British Sign Language	●	
By 2026, complete installation of 'self-reporting' technology in our lifts to enable automatic notification of faults and live status		●
By 2026, add virtual tools to the TfL Go app and our website to help customers better understand the accessibility of the transport network		●
By 2026, review core customer information (on and off network) to ensure availability in a wider range of accessible and inclusive formats		●
By 2026, complete feasibility assessment of a 'virtual help point' app		●
<b>Safety and security</b>		
Continue customer information campaigns focusing on unacceptable behaviour and giving advice on how to support fellow passengers who are victims of sexual harassment and hate crime	●	
Use safety audits to gather data to inform how we design public spaces to improve the safety of women, girls and gender-diverse people, starting with five locations in early 2024	●	
Make greater use of technology to prevent and investigate transport crime, implementing trials on buses in 2024	●	
In 2024, expand our outreach activity to support rough sleepers in London	●	
Expand our Project Guardian school sessions on sexual harassment to reach 28,000 year 9 students in 2024 (increased from 6,000 in 2023)	●	
By 2026, undertake focussed research and engagement to better understand the experiences of disabled customers, women and girls, and LGBTQ+ people and their concerns about safety and security		●



Action	Indicative timescale	
	Short term (2024-26)	Medium to long term (2026-2030)
By 2027, provide our frontline staff with training, guidance and tools to support victims of sexual violence and harassment, and hate crime		●
In 2024, run a bus safety innovation challenge focused on customer injuries, including those at higher risk	●	
In 2024, launch an innovation challenge looking at entrapment on escalators	●	
By 2025, carry out further research to understand slip, trip and fall risks in more detail across different protected characteristic groups	●	
<b>Inclusive vehicles, spaces and places</b>		
In 2024, establish an inclusive design centre of excellence, providing organisational leadership, research and best practice, project support and appraisals, training and mentoring, and process reviews	●	
By 2026, complete a review of lift and escalator design standards and engage with the industry to ensure best practice from an inclusive design perspective		●
By 2026, explore an inclusive design development programme for new entrants (higher level apprenticeship or graduate scheme)		●
Ensure inclusive design appraisals are in place for all new commercial and residential projects, to identify the main barriers to access and inclusion and consider wider connectivity	●	
Ensure age-friendly design tools are used to consider the needs and requirements of children, young and older people at every stage of planning and design for new commercial and residential projects	●	
In 2024, commence step-free access works at: Leyton and Colindale London Underground stations; Seven Sisters London Overground station		●
Begin next phase of London Underground step-free access programme based on the prioritisation model by 2024	●	
Open lifts and new station entrance at Surrey Quays Overground Station in 2026		●
From 2024, introduce new DLR trains with improved accessibility	●	
Introduce a new fleet of trains on the Piccadilly line from 2025 with improved step-free access between train and platform	●	
In early 2024, complete a feasibility study of toilet provision across our network	●	
Between 2024 and 2030 develop and deliver a programme to improve toilet facilities (new and existing) across our estate		●
In 2024, use our new disabled Londoners panel to conduct a deep-dive into priority seating, to update the research carried out in 2015 when developing the Please offer me a seat badge	●	
Install priority seating moquettes in all our 1,000 Routemaster buses by 2025	●	
In 2025 complete a feasibility study assessing the use of unused spaces on our network for inclusivity purposes, such as exploring calm rooms and LGBTQ+ community spaces	●	
<b>Protecting and enhancing connectivity</b>		
<b>Closing gaps in connectivity</b>		
In 2024, launch a bus user survey to enhance our understanding of who uses buses and how they are impacted by changes	●	
By 2025, undertake analysis to fill gaps in understanding regarding the travel patterns and experience of customers from protected characteristic groups and other groups such as low-income and homeless to inform our investment priorities	●	
Develop our range of connectivity assessment techniques to better consider equity in how we plan our network	●	
Carry out audits near developments to identify where improvements are needed to the accessibility and inclusivity of stations, and seek developer contributions		●
Address connectivity gaps where there are large areas with no step-free stations through our step-free access programme		●
Undertake research to build our understanding of barriers to walking across protected characteristic groups	●	

Action	Indicative timescale	
	Short term (2024-26)	Medium to long term (2026-2030)
<b>Keeping travel affordable</b>		
<b>Targeted support</b>		
In 2024, undertake a study to better understand how cost affects the travel of people with protected characteristics, to inform our investment priorities	●	
Beginning in 2024, work with organisations representing low-income Londoners to share information about affordable fare options and concessions	●	
Implement a new concession entitling care leavers to half-price bus and tram travel in 2024	●	
Collaborate with boroughs and stakeholders to assess eligibility vs take-up of concessionary fares by customer groups, developing and delivering plans to ensure entitlements are used by 2025	●	
By 2025, work with stakeholders to review the concession application process to ensure it is simple to understand and accessible to all, and identify ways to improve the clarity and availability of information about the cost of travel	●	
Explore the potential of concessionary cycle hire fares for disadvantaged Londoners	●	
By 2026, carry out a review of the effectiveness of concessions and fare structures supporting lower-income households	●	
Work with the GLA's Financial Hardship team to connect Londoners on low incomes with information about financial support	●	
<b>Reducing health inequalities</b>		
<b>Enabling active travel</b>		
In 2024, launch a campaign aimed at encouraging new people into cycling, including those from under-represented groups, such as Black, Asian and minority ethnic communities, women, older people and disabled people	●	
Continue to engage with stakeholders to review and assess how we manage inclusion conflicts in streetscape design schemes, including bus infrastructure conflicts such as bus stop bypasses	●	
Undertake a study into harassment experienced disproportionately by women, minority ethnic communities and disabled people when cycling, to identify behaviour change interventions	●	
<b>Addressing air pollution</b>		
Work with industry to ensure electric vehicle charge points and vehicles consider inclusivity in their design		●
Continue to support all Londoners, including those on low incomes and with disabilities, through the scrappage scheme	●	
Monitor uptake of the scrappage scheme and publish an evaluation report	●	
Ensure one in six electric vehicle charging points across our estate is a dedicated accessible space	●	
<b>Reducing road danger</b>		
From 2024, focus our road safety communications and training on groups and areas experiencing the greatest disparity in outcome by 2024	●	
Address inequality by reviewing processes to ensure physical infrastructure investment prioritises locations with the greatest disparity in road safety outcomes by 2025	●	
Establish a road inequalities alliance with boroughs, public health professionals and others to develop new approaches, including pilots, trials, community co-design and innovation by 2026		●
Consider areas of deprivation when reviewing pedestrian crossing waiting times as part of our signal timing review programme		●
Improve direct vision in HGVs by raising the minimum star rating from one to three on 28 October 2024	●	
<b>Tackling the climate and ecological crisis</b>		
In future, ensure climate change adaptation measures across our network and estate do not create additional barriers or inequalities	●	
By 2025, identify the impact extreme weather events will have on different transport users and neighbouring communities and develop interventions to support those most severely affected	●	



Action	Indicative timescale	
	Short term (2024-26)	Medium to long term (2026-2030)
<b>Making the plan work</b>		
<b>Evidence and monitoring</b>		
In future, identify and address potential biases in our data using the Government Data Ethics Framework	●	
In 2024, commission research to understand the travel needs and barriers for LGBTQ+ people	●	
By 2025, review the standard demographic questions we use in our customer research surveys to ensure we have correct and consistent definitions, and all protected characteristic groups are included	●	
By 2026, update our Understanding London's diverse communities evidence base		●
<b>Collaborating with partners, stakeholders, customers and communities</b>		
Conduct a review of our customer and stakeholder engagement approach to assure inclusion of more diverse views by 2025	●	
Offer free equality training to borough transport officers covering disability equality, equality impact assessments, inclusive design, and relevant legislation including the Equality Act 2010		●
<b>Hardwiring inclusion</b>		
Require all chief officers to have a SMART and visible customer inclusion-related performance objective by 2024	●	
In 2024, deliver a new EqlA awareness and training programme	●	
By 2025, 80 per cent of senior managers to have completed disability equality training	●	
By 2025, review our organisational governance around EqlAs and set training targets for colleagues	●	
Develop a portfolio of role-specific customer and community inclusion training and guidance products by 2025	●	
Champion a 'Year of Inclusivity' to begin by 2026, delivering engaging internal and external programming, including a substantial innovation bursary (subject to funding) to support trials and delivery		●
<b>Measuring our progress</b>		
By 2024 finalise a new measurement framework, setting targets over time, and report performance and progress to the TfL board and through the Travel in London report	●	

# Beneficial actions from other plans

Equity in Motion does not duplicate existing work but we have highlighted some actions from other plans that will benefit all Londoners by improving accessibility and inclusivity

Action	Indicative timescale	
	Short term (2024-26)	Medium to long term (2026-2030)
By 2025, enhance our neighbourhood policing capability to better understand the needs of customers, staff and local communities	●	
By 2026, make it easier for customers to report crime, antisocial behaviour and safety concerns, including adding reporting to our website and TfL Go app		●
Implement our Bus, Cycling, Walking and Leisure walking action plans	●	●
In 2024, implement our fast, affordable Superloop orbital bus service linking outer London town centres	●	
In 2024/25, begin implementation of hundreds of new real-time information displays for bus stops and shelters	●	
Raise awareness of our guidance on removing access barriers, encouraging its use with transport planners, designers and engineers to ensure barriers to using pavements, parks and paths are removed	●	
Grow and densify the strategic cycle network, targeting investment at areas of greatest need and potential		●
Work with boroughs to reduce car traffic dominance in residential neighbourhoods and near schools to support active travel, including in areas of higher deprivation		●
Subject to funding, expand, modernise and electrify the Santander Cycles hire scheme to support growth in cycling, prioritising areas with the greatest potential to increase levels of cycling and areas of higher deprivation		●
Work with the Department for Transport to roll out contactless payment to a further 233 stations in southeast England by 2024	●	
Explore further ways to support people with the costs associated with cycling	●	
Support micromobility options such as e-bikes and e-scooter rental to reduce the barriers some people face in switching away from car use and provide more sustainable travel options		●
Through our Cycling action plan, address the barriers disproportionately deterring under-represented groups from taking up cycling	●	
Work with micromobility operators and local authorities to optimise e-bike and e-scooter rental schemes to enhance sustainable transport options while minimising impact on people walking		●
Deliver our bus safety strategy		●
Prioritise new greening measures such as green roofs and planting, for TfL and Places for London developments in deprived areas		●
Apply our Sustainable Development Framework to ensure all developments across our estate respond to the environmental impacts of a changing climate	●	



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## About us

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport. We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners' and helping to create a safer, fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made by walking, cycling or using public transport by 2041. To make this a reality, we prioritise safety, sustainability, health and the quality of people's experience in everything we do.

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the IFS Cloud Cable Car.

We manage the city's red route strategic roads and are responsible for the maintenance, management and operation of more than 6,000 sets of traffic lights across the capital. The London boroughs are responsible for all the remaining roads within their boundaries. The experience, reliability and accessibility of our services are fundamental to Londoners' quality of life. Safety remains our number one priority and we continue to work tirelessly to improve safety across the network for both colleagues and customers.

Our vision is to be a strong, green heartbeat for London. We are investing in green infrastructure, improving walking and cycling, reducing carbon emissions, and making the city's air cleaner. The Ultra Low Emission Zone, and fleets of increasingly environmentally friendly and zero-emission buses, are helping to tackle London's toxic air. We are also improving public transport options, particularly in outer London, to ensure that more people can choose public transport or active travel over using their vehicles.

That is why we are introducing the outer London Superloop bus network, providing express bus routes circling the entire capital, connecting outer London town centres, railway stations, hospitals and transport hubs.

We have constructed many of London's most significant infrastructure projects in recent years, using transport to unlock economic growth and improve connectivity. This includes major projects like the extension of the Northern line to Battersea Power Station and Nine Elms in south London, as well as the completion of the London Overground extension to Barking Riverside and the Bank station upgrade.

Most notably, the opening of the Elizabeth line has quickly become one of the country's most popular railways, adding 10 per cent to central London's rail capacity and supporting new jobs, homes and economic growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means using information, data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible and safe to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day. None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. By working together, we are creating brighter journeys and a better city.

