

A Fairer Transport Network

Easy Read Version: Part I

Our plans to make travel in London more accessible, safe and inclusive.



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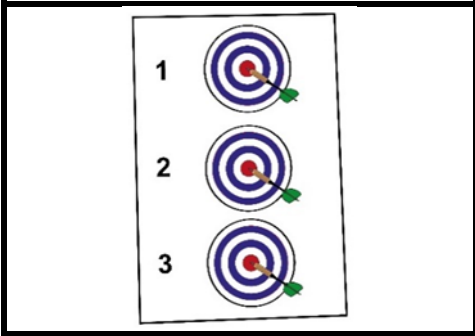


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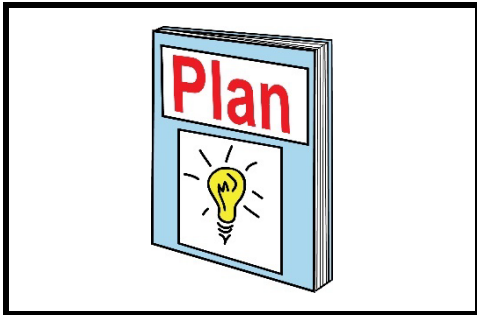
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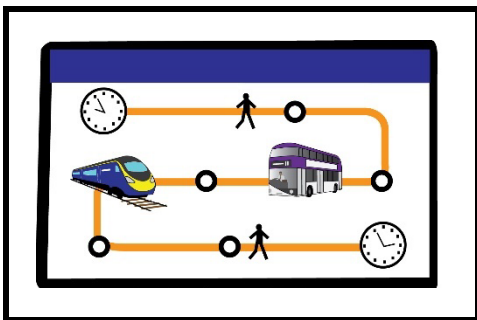
I. Introduction



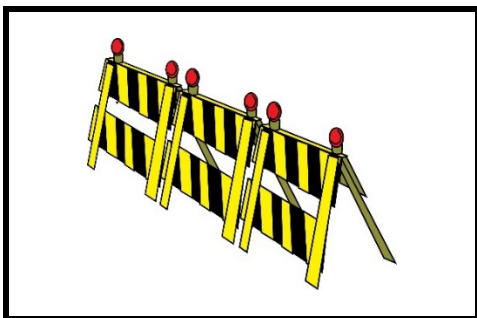
About our plans

We want all **Londoners** to be able to travel safely. We want them to travel in a way that is accessible.

Londoners: this means people living in London.



We want them to be able to travel without having to plan far in advance. It should be easy for customers to get from their front door to where they want to go.



Barriers make it harder for some Londoners to use public transport. Some groups of people are also less likely to walk, wheel or cycle.

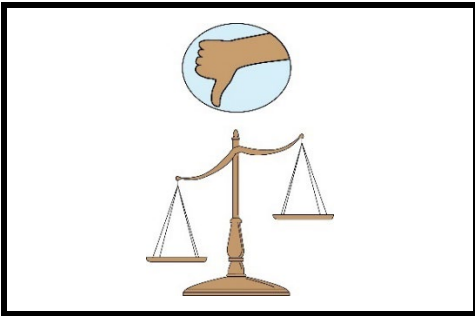
Barriers: in this document, this means things that stop people from travelling easily.



These things affect some people in a worse way than others:

- Bad air quality
- Road danger
- **Climate change**

Climate change: this means extreme changes in weather across the world. These changes are happening because we are burning too much coal, oil and gas.

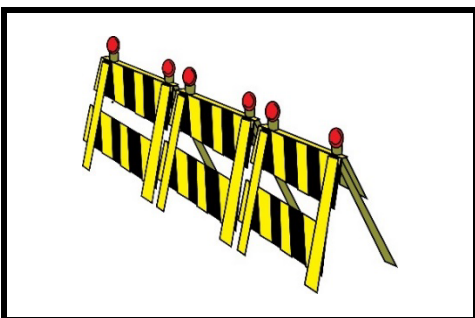


The problems mentioned above are inequalities. They are unfair. In a lot of cases, they can be avoided.



We need to make sure everyone can:

- Use the same services
- Take part in the same activities

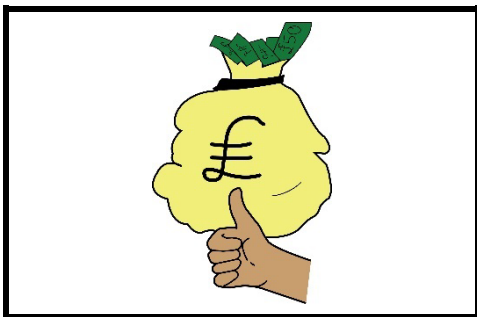


To do this, we must deal with barriers and unfair differences between groups of people. These barriers stop Londoners using our network.



This plan sets out the steps we are taking to make sure:

- Everyone travelling on our network has a better experience
- People are fairly connected to public transport

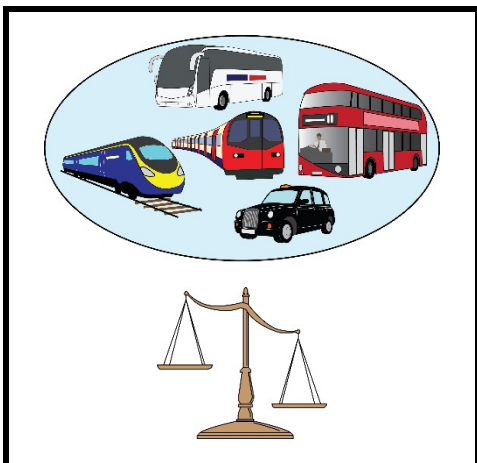


- People can afford our services



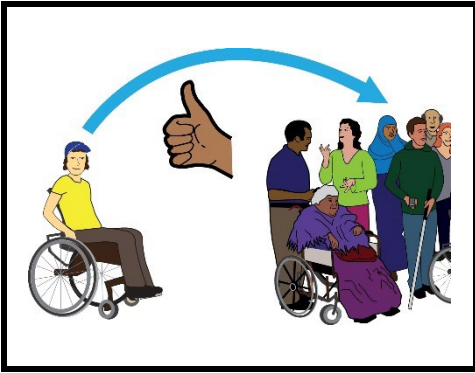
- People aren't unfairly affected by these things:

Bad air quality, road danger and climate change

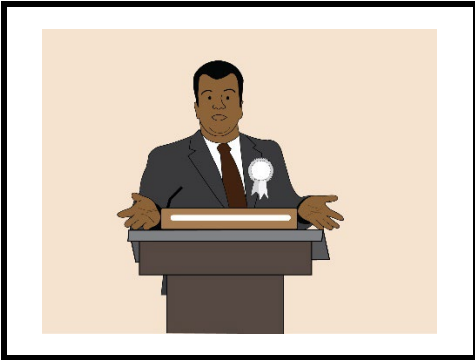


Understanding Equity

Our plan is based on equity. Equity does not mean treating everyone the same. It means dealing with unfair differences. People have different experiences of using our networks.



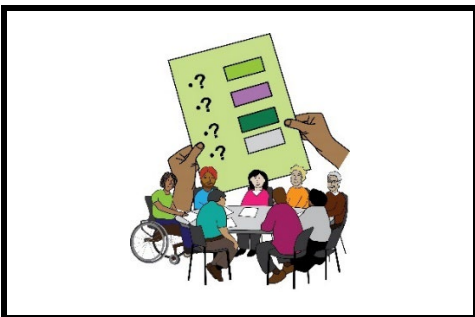
We are taking steps to deal with barriers. We are taking steps to deal with unfair differences and disadvantages. This is so that more people can access opportunities in London.



Working on the Mayor's Transport **Strategy**

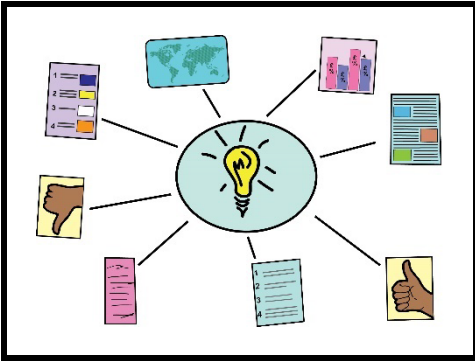
The Mayor's strategy sets out the Mayor's plan for transport across London.

Strategy: this means a big-picture plan.



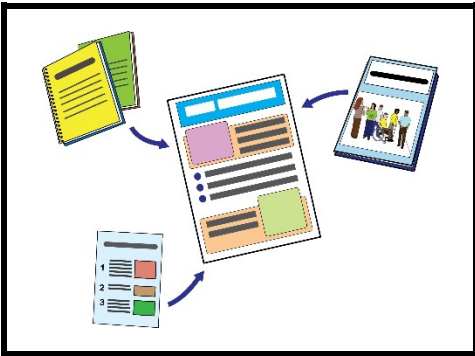
This plan is part of the work we are doing together with the Mayor. The strategy has lots of different **action plans**. This plan is called Equity in Motion.

Action plan: this means setting out the steps that must be taken to reach a goal.

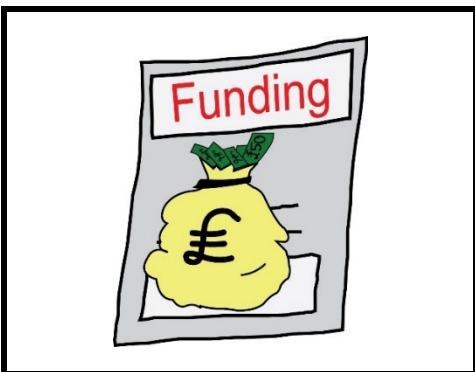


This plan works alongside other plans to:

- Set out extra actions
- Set out a new way to deal with inequalities



- Look at important actions in other plans. Look at how these actions could help to push for better equity.



We have **funding** for a lot of the ideas in this plan. But, we want to make our bigger, longer-term goals a reality. This will only be possible if we can get enough funding for the future.

Funding: this means money that can be used to run our services and make our services better.

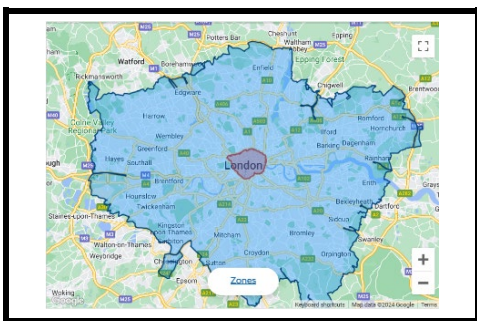
2. Our progress – this means steps forward



Here are some ways we have made progress since 2016:

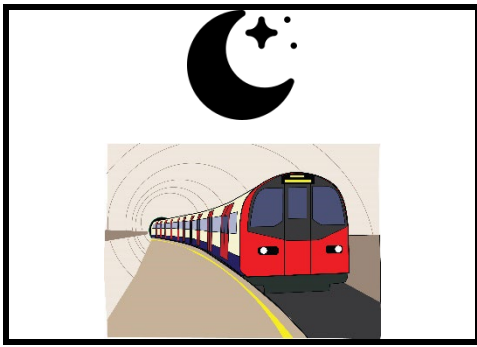
We have brought in a 20 miles per hour speed limit on 215 kilometres of our roads. This is on all our roads in the **Central London Congestion Charge zone**.

Central London Congestion Charge zone: this zone covers certain areas of London. You must pay to drive in this zone during certain times.

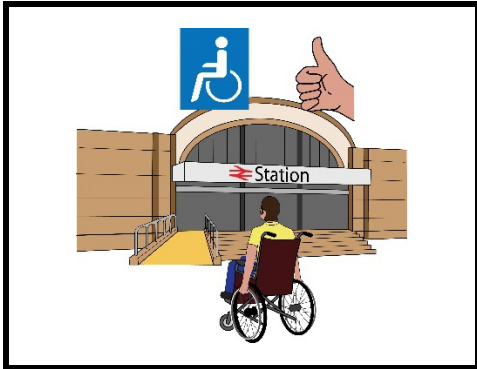


5 million more Londoners now have cleaner air. This is because we made the **Ultra Low Emission Zone** bigger. The zone now stretches to outer London.

Ultra Low Emission Zone: this is a zone that aims to keep London's air clean. If your car, van or bike doesn't meet certain standards, you have to pay to drive in the zone.



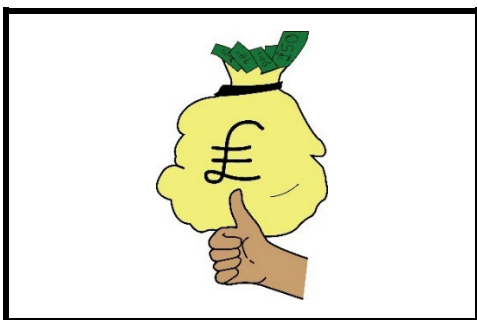
On average, night-time journeys now take 20 minutes less. This is because we brought in the Night Tube.



There are now 24 more step-free Tube stations. This includes new stations. It includes stations that have been upgraded. More than 1 in 3 Tube stations are now step-free.

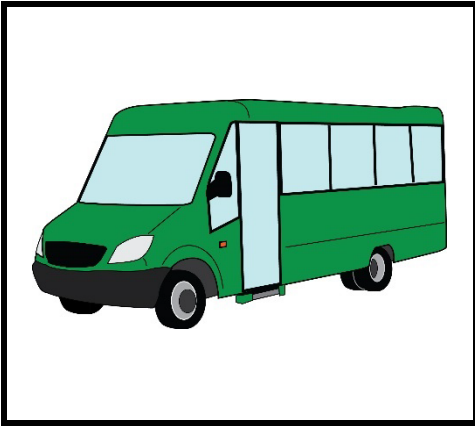


Over 9 in 10 Londoners now live within 400 metres of a bus stop. Bus journey times were 10 per cent better in 2022. This was compared with 2015.



The average household saved over £200. This was over a period of 4 years. This was because we didn't put up our **fares** between 2016 and 2020.

Fare: this means money paid for a journey on public transport.



40 thousand Londoners now use Dial-a-Ride. This service is for people with long-term disabilities. Or, people who are aged 85 and over. It is an important door-to-door transport service.

3. Representing London's diversity

Diversity: this means people from all different backgrounds living together in communities in London.



Our aim is to serve the diverse communities in London. To make this aim a reality, we must understand who Londoners are.



28 in 100 Londoners live in **poverty**
39 in 100 children live in poverty

Poverty: this is not having enough money for the basic things we need to live, like clothes, food and rent.

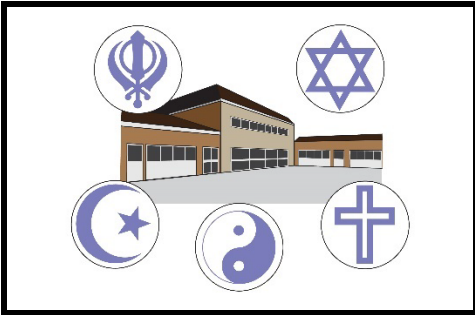


46 in 100 Londoners are **Black, Asian or other minority ethnic**. This means people living in the UK who are not from white British backgrounds.



12 in 100 Londoners are aged 65 or over

Over 51 in 100 Londoners are female



22 in 100 Londoners have a faith or belief which is a minority.



Over 12 in 100 households in London have nobody whose main language is English



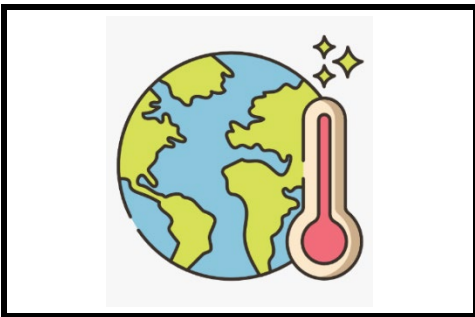
Over 4 in 100 Londoners are lesbian, gay, bisexual or other minority sexual orientation.

Lesbian, gay, bisexual or other minority sexual orientation: this means people who don't meet traditional roles around sexualities and genders. They often face barriers because of who they are and who they love.

4. Areas for improvements



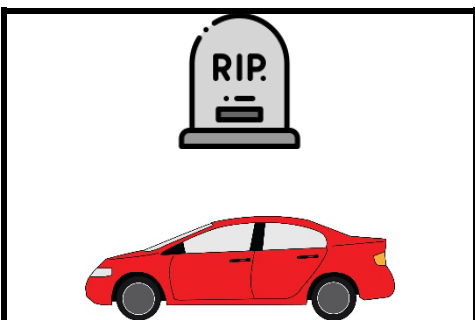
We are putting lots of effort into these areas. This is so we can make the most meaningful changes. We want to affect people's lives in the best way possible.



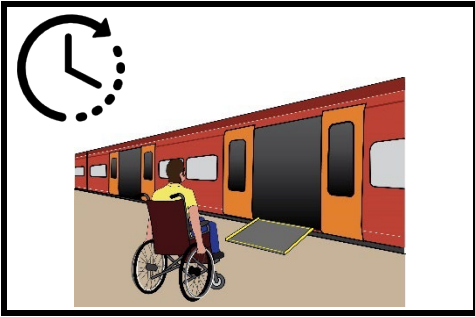
People who are Black, Asian or other minority ethnic are 50 per cent more likely to face risks caused by climate change.



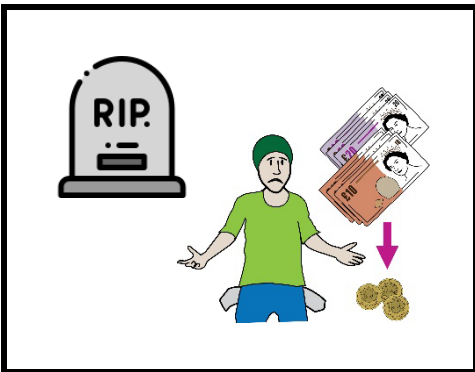
19 in 100 disabled customers don't feel supported when things go wrong.



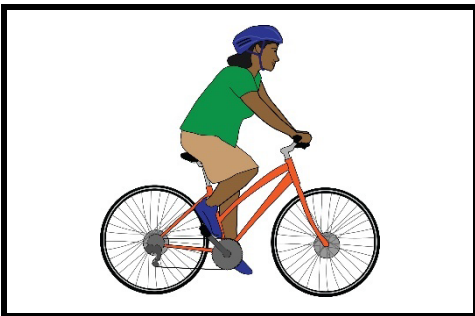
The 16-30 age group has the highest number of deaths from driving. The 31-59 age group has the second highest number.



On average, the journey of customers who need step-free access is 5.76 minutes longer than other customers' journeys.

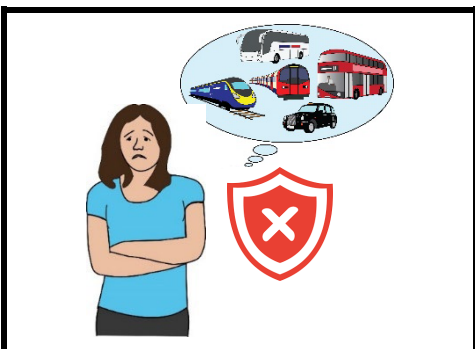


There are 2 times the number of deaths and injuries from driving in the poorest areas of London. This is compared to the richest areas of London. This includes people walking and cycling.



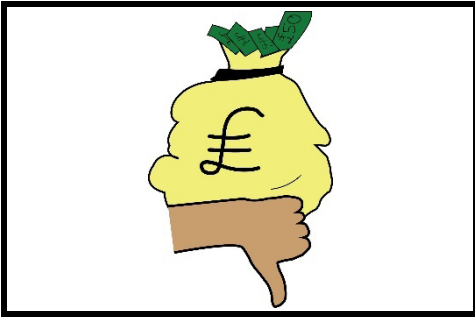
38 in 100 people cycling in London are women.

24 in 100 people cycling are Black, Asian or minority ethnic.



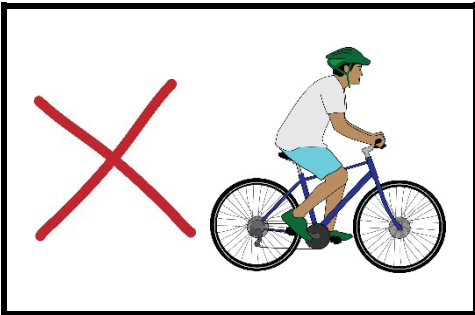
Over 12 in 100 disabled people don't think that we offer a safe transport service.

Over 11 in 100 women don't think we offer a safe transport service.

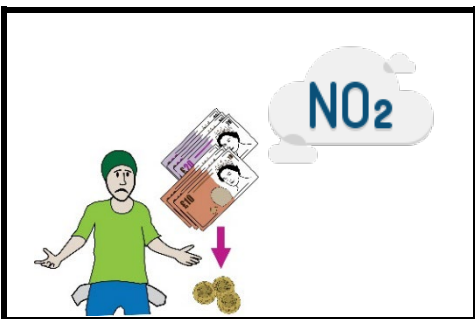


Not everyone thinks that we offer good value for money. Over 29 in 100 customers from lower **socioeconomic groups** don't think we do.

Socioeconomic groups: this means looking at people's backgrounds based on their income, job and living conditions.



76 in 100 Londoners don't live within 400 metres of the cycle network.



The air has 13% more nitrogen dioxide in the poorest areas of London. This is a harmful gas that is let out when burning gas, oil and coal.



97 in 100 women aged 18-24 have faced **sexual harassment** in public. This is sexual behaviour that causes distress such as sexual jokes or unwanted touching.

Sexual harassment: this means sexual behaviour which causes distress or harm to someone. For example, sexual jokes or unwanted touching.

5. Dealing with barriers



Some people are more affected by barriers to travel than others. We must ask the right questions to make sure we take the right actions.

Here are the questions we must ask:



Access to transport

What type of barriers do people face?

Are there physical barriers?

Are attitudes towards certain groups putting up barriers?

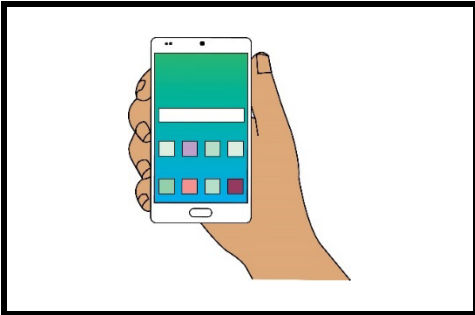
Does the way we communicate put up any barriers?



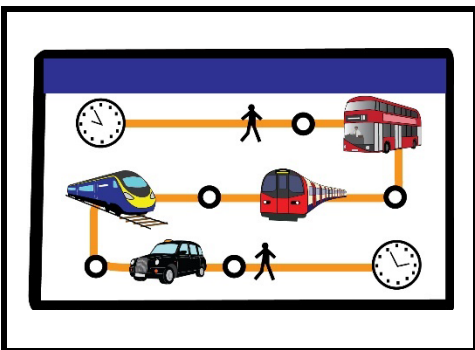
Can people travel with luggage, shopping or children?



Is it easy to understand how to use transport?

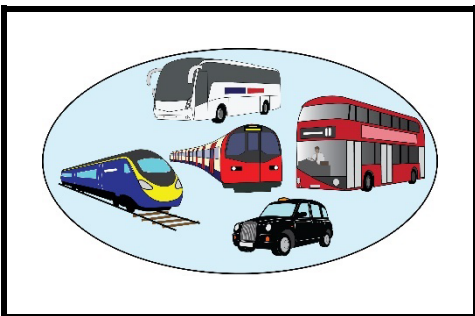


Do customers need a digital device to access transport? For example, a smart phone? Do customers need the internet to access transport?

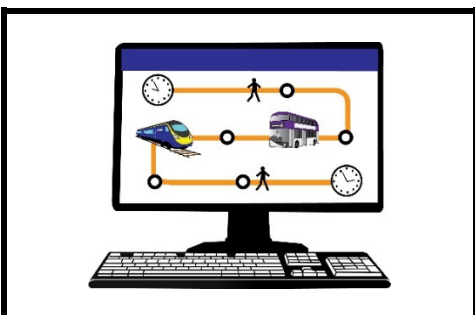


Being available

Do services run in areas where people live? Do services take customers to where they want to go?



Do services support the different ways that people make journeys?



Do services run at times that fit in with people's lives?

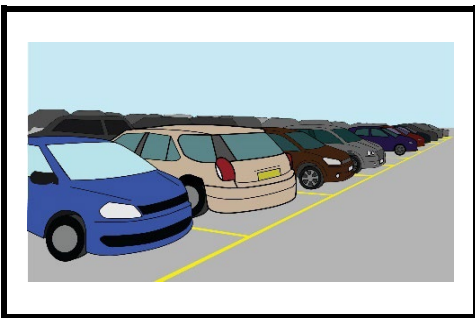
Is it easy to find out about services and when they run?



Does the customer have different options when it comes to travelling?



Is it easy to change in between types of transport?



Is there parking nearby?

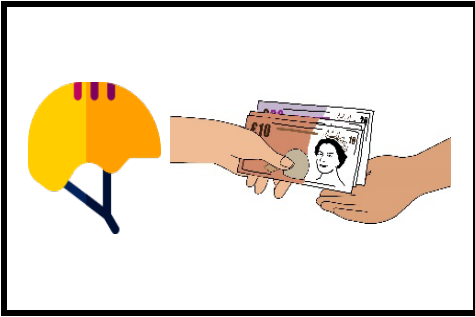


Affording the service

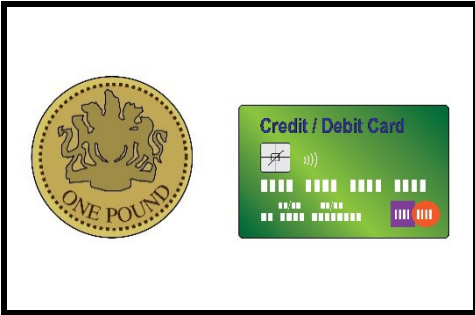
Is pricing simple, clear and consistent?

Are prices kept as low as possible?

Is it easy to find an option that is best value for money?



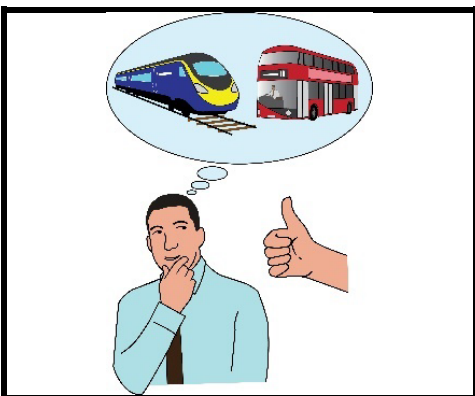
Do customers need to buy equipment to use the service? For example, a cycling helmet.



Are there different ways to pay for the service? Can customers pay with cash?



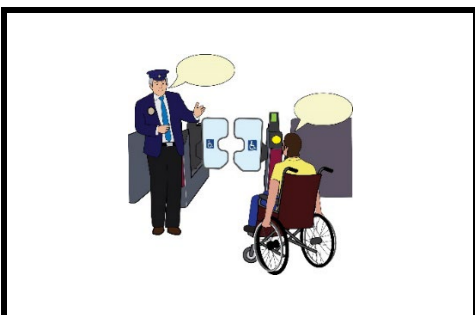
Can customers get help with costs?



Running an acceptable service

Is the service convenient and welcoming?

Is the service clean, comfortable and attractive?



Does the service allow customers to have dignity and respect?

Can customers get help if they need it?

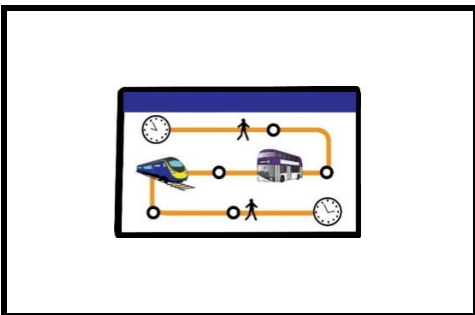


Is the service safe and secure?

Does it feel safe and secure?

Is the service crowded?

Do customers respect the needs of others?



Are journey times reasonable?



Does the way we communicate meet the needs of diverse communities?

Do we stay away from **stereotypes**?

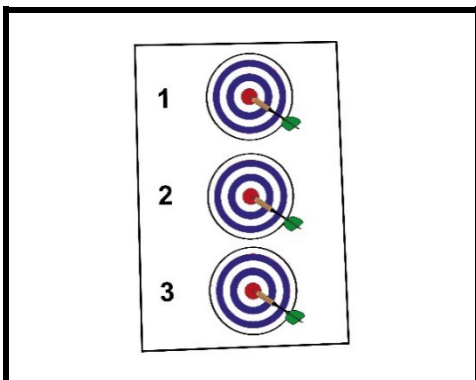
Stereotype: this means an unfair view or belief about a person or a group of people.

6. Actions – taking a quick look

Actions: this means the steps we are taking to make our transport network better.



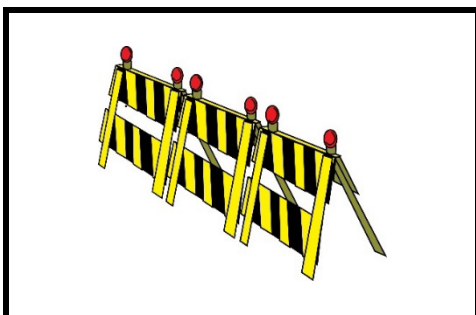
We are making changes now, that will help us to make our transport network better. More complicated changes will take time and depend on what money is available.



Short term actions

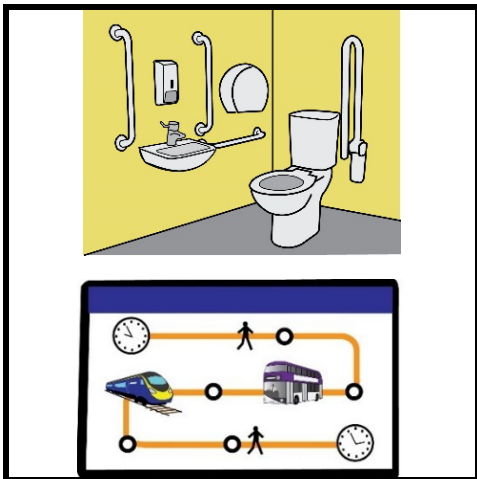
More equity on our transport network

These actions will be carried out from 2024-2026:



Accessible travel for all

We will look at the barriers that make travel harder for some customers.



This includes:

- Looking at how accessible our toilets are
- Looking at **interchanges** and **wayfinding**. Looking at how inclusive these things are.

Interchanges: this means areas with different types of transport. Customers can change from one type of transport to another.

Wayfinding: this means planning and finding a route to travel.



Understanding customers

We will think about London's diversity in a better way.



We will think about diversity by:

- Carrying out research to understand Londoners' needs and experiences in a better way

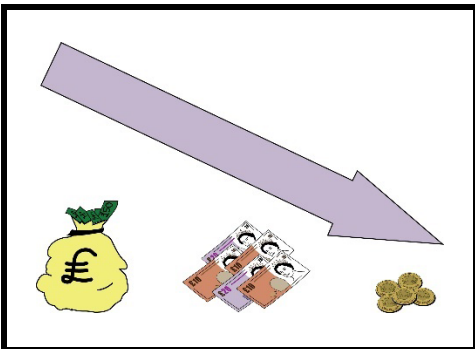


- Making sure we work with customers in a better way. We want to work with customers to design the network.



More travel that people can afford

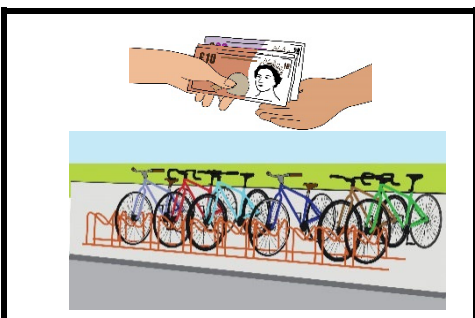
We will help customers who are affected the most by the cost of travel.



This includes:

Making sure that customers know about **concessions**. Making it easier for them to apply for concessions.

Concessions: this means when fares are offered at a lower price to certain groups.

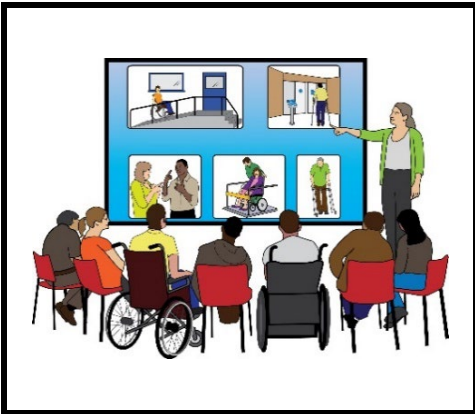


Thinking about offering concessions to customers who hire bikes. This would be for Londoners who have less money coming in.



Keeping customers safe

We will look at our most vulnerable customers. We will keep them safe from harm when travelling on our network.



We will:

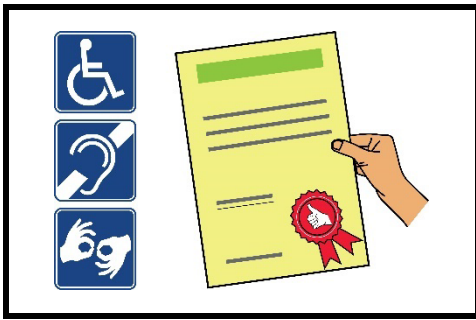
- Train **frontline staff** in disability equality
- Train them to deal with sexual violence and **hate crime**

Frontline staff: this means staff who work face to face with customers

Hate crime: this means when somebody commits a crime against a person because of a reason that makes them seem different. For example, their sex, gender, disability or race.



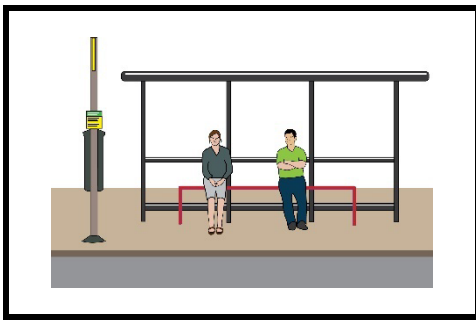
- We will also spend time and energy looking at safety on buses and escalators.



Making information inclusive

We will make our information accessible and **inclusive**.

Inclusive or inclusion: this means taking steps to make sure everyone can enjoy our services in the best way possible, no matter what their background.

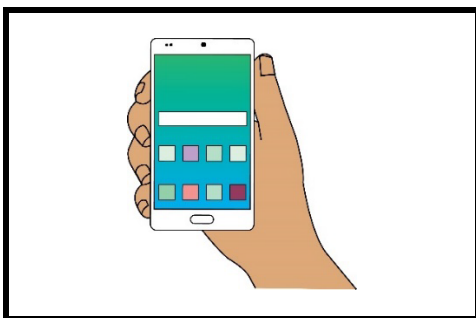


We will:

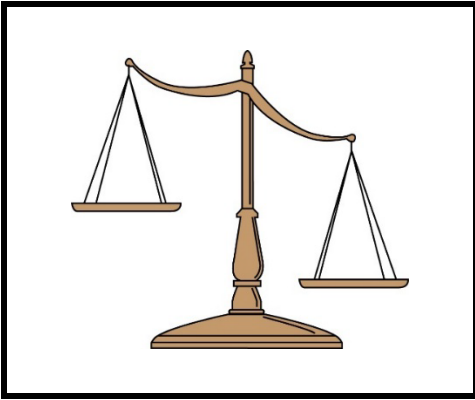
- Give live information about services at bus stops



- Look at how inclusive our customer information is



- Make sure our app has more accessibility features. Our app is called TfL Go



Connecting Londoners

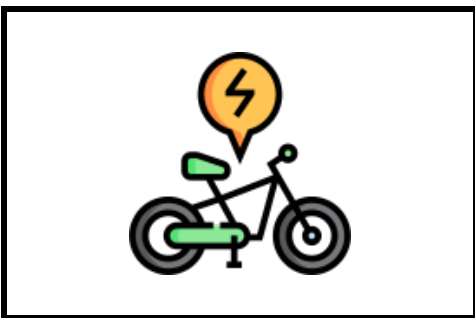
We will deal with inequalities in:

- Transport
- Walking
- Cycling



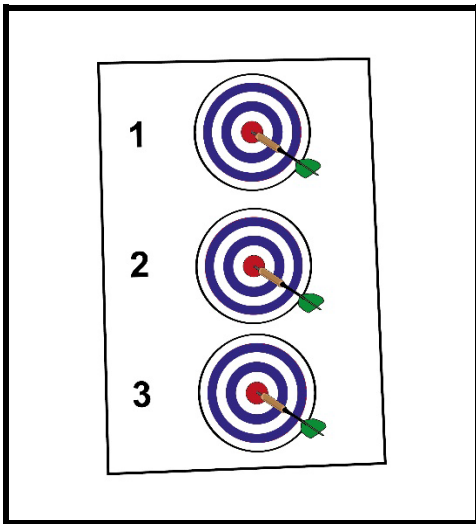
We will:

- Look at inclusion in different stations. This is to see which stations need the most work to push for inclusion.



- Make sure there are more electric bikes available to hire. This is especially important in areas of high **deprivation**.

Deprivation: this means not having access to opportunities in life because of your background and where you live.

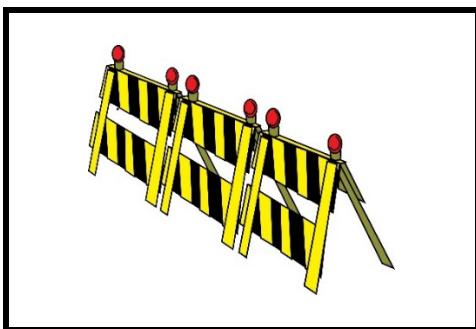


Longer-term actions

Making sure equity is part of everything we do in the future

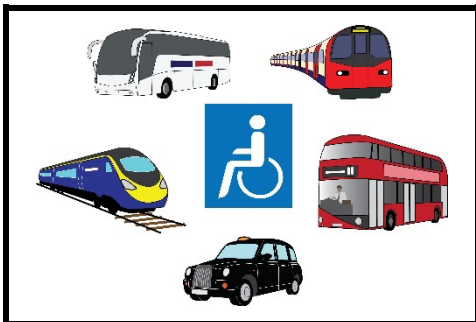
Here are our medium to long-term actions.

These actions will happen from 2026-2030:

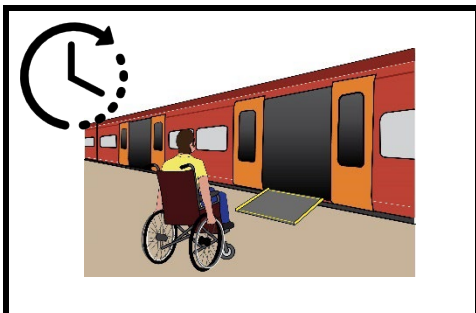


Satisfied customers

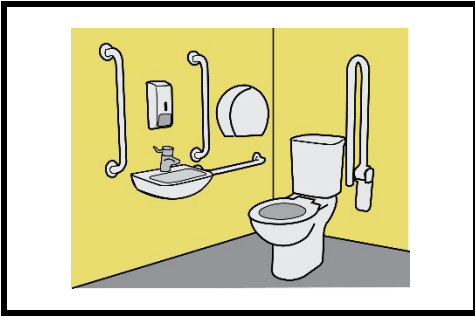
We will work to get rid of barriers to travel. This includes:



- Making it easier for customers to find their way around interchanges. Having better signposting for accessible routes



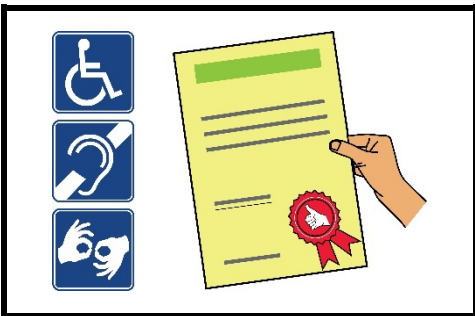
- Making sure there is less extra journey time for customers who need step-free access



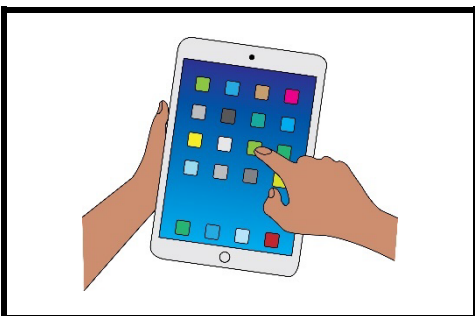
- Making toilets better across our network. Making sure they are accessible



- Making more of our stations step-free

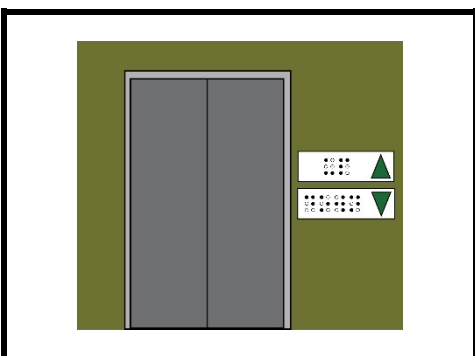


- Making customer information more inclusive and accessible. This means on and off our network.



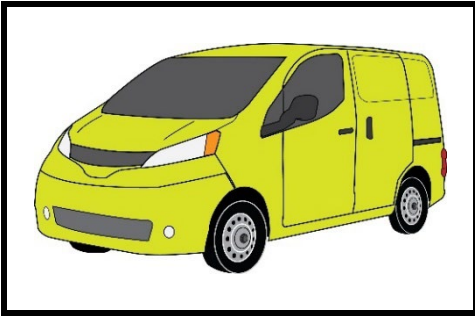
New ideas and technology

We will use technology to help customers feel confident and safe.

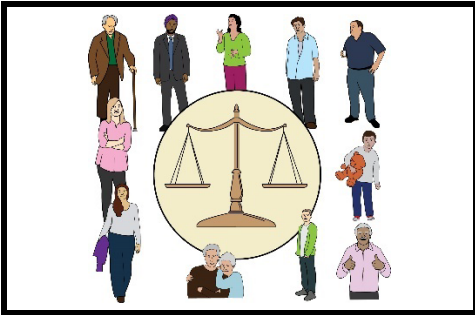


We will:

- Bring in technology in lifts. This technology will give reports and live updates about the status of lifts.



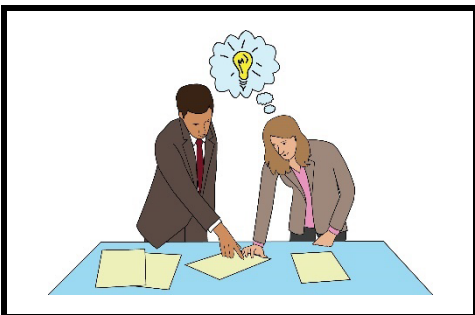
- Make the design of large trucks and vans better. This is to protect vulnerable road users.



Leaders in inclusive design

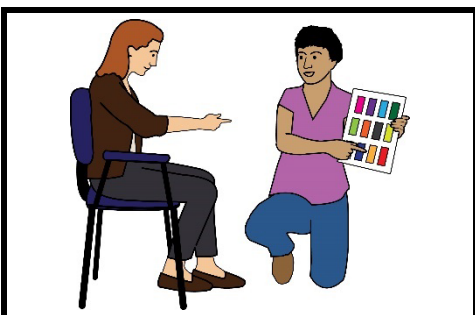
We will make sure we think about equity at every stage of planning.

Inclusive design: this means designing services so that as many different people as possible can use them.



We will:

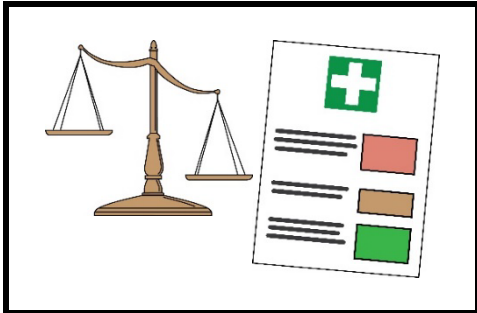
- Set up a new inclusive design centre of excellence



- Use a **design for the mind** way of working. This is to support customers who are **neurodivergent**.

Design for the mind: this means designing spaces so that they can be used by neurodivergent people.

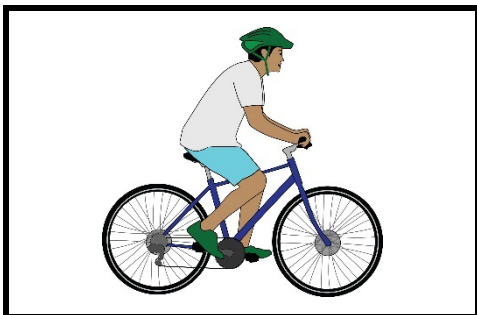
Neurodivergent: this means having a brain that works differently from the average person's brain.



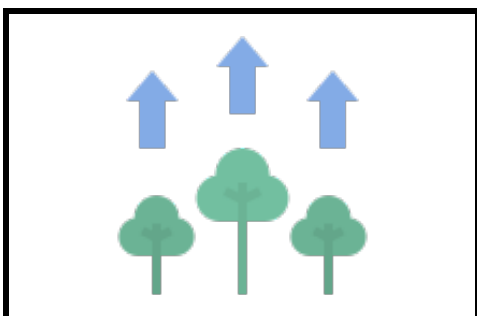
Healthier Londoners

We will deal with **health inequalities** on our network.

Health inequalities: this means unfair differences in health across different groups.

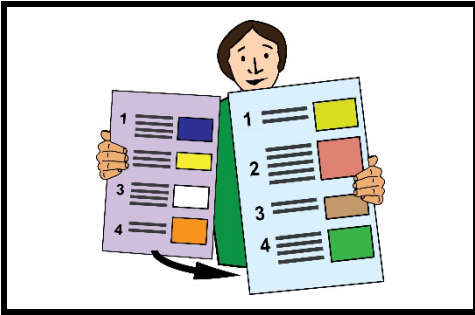


- Bring in more cycle lanes. Bring in more road safety measures. This will be in areas of high deprivation.



- Bring in new measures around **greening**. This will be across our estate, especially in areas of high deprivation.

Greening: this means bringing in more open spaces across our network. It means bringing in more spaces with trees and plants.



This is the end of Part 1.
Please go to Part 2 now.

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