



A fairer transport network

How we're making travel in London more accessible, safe and inclusive

Issue 2



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Introduction

We are committed to providing a transport network that serves all of London's diverse communities fairly

We want all Londoners to be able to travel safely, accessibly and spontaneously, from their front door to their destination, with ease.

But barriers to travel mean it's harder for some Londoners to use public transport than it is for others. Some groups are also less likely to walk, wheel or cycle.

The negative impacts of poor air quality, road danger and climate change are greater for some than others.

These are inequalities. They are unfair and, in many cases, avoidable.

We need to make sure everyone can use the same services, take part in the same activities, and enjoy the same quality of life, experiences and opportunities. To do this, we need to address the barriers and disparities that prevent Londoners using our network and streets.

This plan sets out the steps we are taking to:

- Improve the experience of everyone travelling on our network
- Make sure people are fairly connected to public transport
- Ensure our services are affordable
- Make sure people aren't unfairly impacted by poor air quality, road danger and climate change

Understanding equity

Our plan is based on equity rather than equality. This means instead of treating everybody the same, we are focusing on the unfair and avoidable differences some customers experience when travelling in London. We are taking specific steps to address the barriers, disparities and disadvantages that create these differences so that more people can access all the opportunities London has to offer.

Delivering the Mayor's Transport Strategy

This plan 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 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.

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.

About this document

This document is a summary of our comprehensive strategy, 'Equity in Motion: our journey to creating a fairer transport network'. This summary has been used as the basis for a British Sign Language captioned video and an Easy Read format, which are available to download from the [Transport for London website](#).



We want to improve the travel experience for all Londoners

Our progress

Here are some of the ways we have made progress since 2016

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 roads within the London Congestion Charge zone



40k

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



£200

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



97%

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



5m

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



10%

improvement in bus journey times in 2022 compared with 2015



20 mins

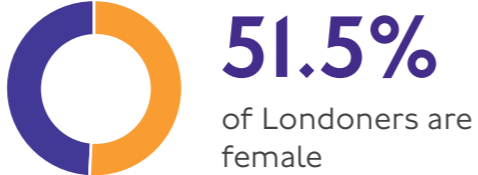
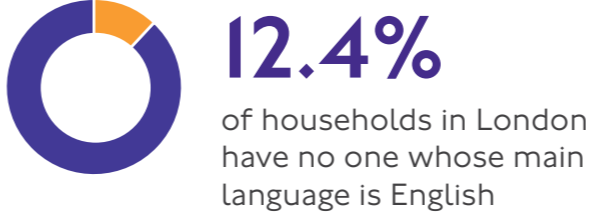
average reduction in night-time journeys thanks to launch of the Night Tube



We're working constantly to make stations more accessible

Representing London's diversity

Our aim is to serve the capital's population in all its diversity. To achieve this, we must understand who Londoners are



London is one of the world's most diverse cities

Areas for improvement

We are focusing 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

16-30 

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

5.76 

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

2 

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

76% 

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

29.3% 

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

38% 

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

12.5% 

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

13% 

higher levels of nitrogen dioxide concentrations in the most deprived areas

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](#)

Addressing barriers

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

Accessibility

- Are there physical, attitudinal or communication barriers?
- Can people travel with luggage, shopping or children?
- Is it easy to understand?
- Do customers need a digital device or internet?

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?
- Does it operate at times that fit in with people's lives?
- Is it easy to find out about the service and when it operates?
- Are there alternative options?
- Is it easy to change in between types of transport?
- Is there parking nearby?

Affordability

- Is pricing simple, clear and consistent?
- Are price increases kept to a minimum?
- Is it easy to find the best-value option?
- Do customers need to purchase equipment, like a helmet, to use the service?
- Are different payment options offered, including cash?
- Is help available to mitigate costs?

Acceptability

- Is it convenient, welcoming, clean, comfortable and attractive?
- Does it afford dignity and respect?
- Is help available if needed?
- Is it safe and secure? Does it feel safe and secure?
- Is it crowded? Are customers considerate of each other?
- Are journey times reasonable?
- Do communications reflect diversity and avoid stereotypes?

Actions at a glance

We are making targeted changes now that will help us make big improvements quickly. More complicated changes will take time and are dependent on our financial future

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

Improving customer experience

We are improving feelings of safety, comfort and reassurance, and increasing confidence to travel

Help from staff

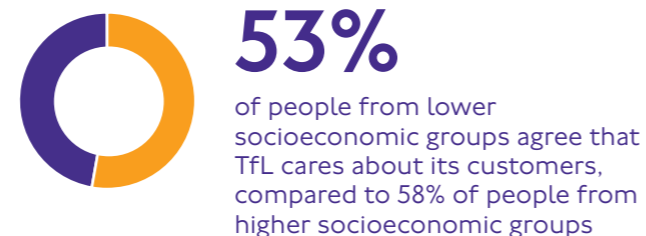
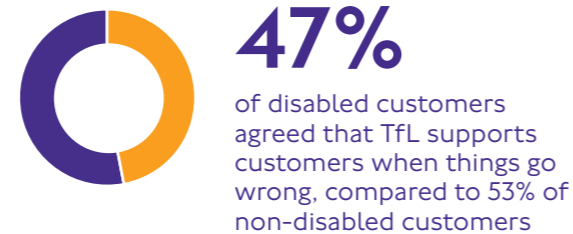
We're committed to ensuring frontline colleagues are available, visible and easily identifiable across the network and have training and information to help all customers.

Colleagues have received disability equality training since 2017. We are taking steps to make our training standards more consistent.

Our turn up and go service means customers on the London Underground, London Overground and Elizabeth line can be accompanied on and off the train without the need to book. We are investing in technology to keep the service running as reliably as possible, and reviewing how it is performing.

On the DLR and Trams, customers who need assistance 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 empower colleagues through training and ensure high quality complaints mechanisms are in place to support customers when things go wrong.



Source: TfL customer care survey

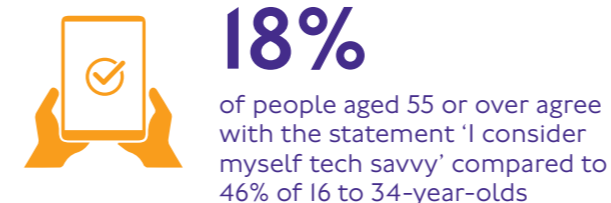
Customer information

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

Detailed and timely information 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.

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 improving the provision of live, personalised travel information, in a range of digital and offline formats.



Source: TfL customer care surveys

We continue to innovate in areas such as signage, audio-visual and journey planning information. Examples include:

- Trialling information about quieter and busier times, and interchange distances
- Improving live information about disruption, including lift status and unplanned bus diversions
- Improving integration of data into digital products, including our TfL Go app
- Improving real-time information on crowding
- Improving the efficiency of our Dial-a-Ride booking service
- Naming the six lines on the London Overground to give them distinct identities and improve wayfinding





We offer assistance to any customer who needs it

Safety and security

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.

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 priorities are:

- Safeguarding our most vulnerable customers when using or seeking refuge on our networks
- Tackling violence against women and girls
- Tackling crime and incidents motivated by hate
- Preventing serious violence and keeping knives off the network
- Addressing work-related violence and aggression which affects our staff

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 to work with the communities most impacted by harmful behaviour, as well as our policing partners, to develop solutions which span prevention activity, staff training, better data, inclusive design, operational interventions, communications, and enforcement.



68%

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



63%

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

Source: TfL customer care survey

Preventing slips, trips and falls

We constantly seek to reduce customer injuries on our network.

Our Bus safety programme targets those at highest risk to reduce customer injuries. On the Tube, escalators have been identified as the most common hotspot. We use targeted information aimed at raising awareness of those most at risk.

We are running innovation challenges and carrying out further research to understand and address customer injuries.

Inclusive vehicles, spaces and places

Designing for inclusivity helps us create services, products, environments and experiences that are usable by everyone, without the need for adaptation.

We are establishing an Inclusive Design Centre of Excellence to help us drive forward the change needed to embed inclusive design across our organisation. This will provide organisational leadership, research and best practice, project support and appraisals, training and mentoring, and process reviews.

Step-free access

Continuing to improve step-free access is a key priority. Considerable progress has been made in making the network step-free. 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 will continue to work towards the ambition set out in the Mayor's Transport Strategy of reducing this differential by 50 per cent by 2041.

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.

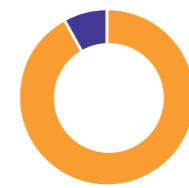
We have a long way to go, delivering improvements to our network using our funding as efficiently as possible.

In 2022 we published our public consultation into what people thought about how we prioritise London Underground step-free access.

Respondents also told us about the

importance of plugging the gaps where there are large areas with no step-free stations.

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.



92%

of customers surveyed said that using a lift improved or would improve their journey, rising to 97% among disabled customers



95%

of bus stops and 33.8% of London Underground stations are step-free



51%

of our rail network is step-free. 41 step-free stations added to our rail network with the opening of the Elizabeth line in 2022, including 10 new stations

Source: TfL customer care survey

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.

Priority seating

Priority seats give customers confidence and improve feelings of comfort and safety.

We have launched distinctive priority seat designs on buses and trains. 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. We have issued more than 100,000 'Please offer me a seat' badges.

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

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 programmes, and activations in support of awareness-raising initiatives.

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 others on our network.

A better connected network

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, rail, walking and cycling.

Our efforts are centred on 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, including in areas of high deprivation; effective signposting and promotion of new and existing services; and implementing measures which benefit a wide range of people.

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.

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



We're targeting accessibility gaps on our network

Affordable travel

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



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

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.

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.

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

From early 2024, care leavers aged 18 to 25 will be eligible for half-price bus and tram travel. We are also exploring the potential of discounted fares for our Santander Cycles hire scheme for the most disadvantaged Londoners.

We offer a wide range of concessions and discounts but not everyone who is eligible is aware of them. Highlighting the financial support on offer, particularly to those most at risk of missing out, and ensuring application processes are easy to use and understand will give more people access to the support they need.

Maintaining the ability to pay with cash

Many of our customers rely on using cash for a variety of reasons.

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: TfL customer care surveys

Source: TfL customer care surveys

Reducing health inequalities

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 danger. We are building on our existing plans to help address the most acute inequalities.

Understanding health inequalities

Health inequalities are 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.

Enabling 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.

To make progress, we need to break down the barriers to cycling and walking, including addressing concerns over road danger, inaccessible street environments, 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.

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.

Addressing air pollution

The Ultra Low Emission Zone (ULEZ) is helping to tackle the public health emergency caused by toxic air pollution. It has already helped to reduce 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. 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.

We also need to make it easier for people to switch to clean alternatives. 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.

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.



16-27%

higher nitrogen dioxide concentrations in areas where Black, Asian and minority ethnic people are most likely to live

Source: TfL customer care surveys



We are committed to reducing air pollution



Reducing road danger

Our 'Inequalities in road danger' research report shows that deprivation, sex, age and mode of transport have a significant impact on casualty risk rate and casualty location rate in London.

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.

Considering equity 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, such as focusing our road safety communications, training and physical infrastructure investment on groups and areas experiencing the greatest disparity in outcome.

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

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 people may experience more transport disruption due to income and health inequalities.

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.

By ensuring equity is a guiding principle in our existing plans we can ensure that we are maximising the positive impact of our investment; and ensure that climate change adaptation measures across our network and estate do not create additional barriers or inequalities.

Making the plan 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.
- Improve how we collaborate with partners, stakeholders, customers and communities, including putting 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.
- Hardwire equity into our organisational systems and culture by setting internal objectives for our colleagues at every level and ensuring we have the most effective internal governance, processes and training in place



Engaging with communities helps us understand London's needs

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 the London-wide expansion



Action plan summary

How we will achieve a more equitable transport network

Improving customer experience

Help from staff

- Review how we help customers who need assistance, including disabled customers, people travelling with children, and older Londoners
- Talk to disabled Londoners to find out how we can support them better
- Improve how we deal with complaints when things go wrong
- Make sure the majority of our staff are trained to help disabled customers

Customer information

- Make it easier to book Dial-a-Ride trips
- Name the London Overground lines to make them easier to navigate
- Make it easier for disabled customers to get help during their journey
- Improve signage in stations to make it easier to find your way around

- Make information available in more languages, including British Sign Language, and accessible formats
- Use technology to help us find out sooner when lifts have faults
- Provide more ways for customers to find information about accessible travel options

Safety and security

- Give customers advice on how to support fellow passengers who are victims of sexual harassment and hate crime
- Make our public spaces safer for women, girls and gender-diverse people
- Use technology to help us investigate and prevent transport crime
- Provide more support for rough sleepers in London
- Visit more schools to educate young people about sexual harassment on public transport

- Talk to disabled customers, women and girls, and LGBTQ+ people to find out how we can make them feel safer when travelling; and improve how we train our staff to help them
- Look into how we can make buses and escalators safer for customers

Inclusive vehicles, spaces and places

- Establish a centre of excellence so we can be leaders in inclusive design, and start an inclusive design programme for graduates and apprentices
- Ensure our lifts and escalators are designed to be as accessible as possible
- Ensure all new property developments are suitable for young and older people
- Continue to make more stations on our network step-free
- Launch new DLR and Piccadilly line trains with improved accessibility features
- Improve and increase the number of toilets on our network

- Talk to disabled Londoners to find out how we can improve priority seating on buses and trains
- Find out how unused spaces on our network can be used in inclusive ways, such as community spaces for under-represented groups

A better connected network

- Survey bus users to better understand how they are affected by change
- Improve our understanding of the travel experiences of people with protected characteristics, and other groups such as low-income Londoners
- Develop how we plan our network to better consider equity
- Find out where we most need to improve accessibility and inclusivity on our network, and where we need more step-free stations
- Build our understanding of the barriers to walking for people from different protected characteristic groups

Affordable travel

- Improve our understanding of how travel costs affect people in different protected characteristic groups
- Make sure low-income Londoners know about the affordable fare options and concessions available to them; and that more people are using the concessionary fares they are entitled to
- Implement half-price bus and tram travel for care leavers
- Make applying for concessions easier and more accessible
- Look into concessionary cycle hire fares for disadvantaged Londoners
- Find out if our fare structures and concessions are effective at supporting lower-income households
- Work with the GLA to improve information about financial support for lower-income Londoners

Reducing health inequalities

Enabling active travel

- Promote cycling to under-represented groups, such as minority ethnic communities and women
- Review how we design streets to reduce conflicts between different groups such as cyclists and bus customers

- Identify what we can do to reduce the harassment experienced disproportionately by women, minority ethnic communities and disabled people when cycling

Addressing air pollution

- Ensure electric vehicle charging points are designed to be inclusive; and that one in six charging points across our estate is a dedicated accessible space
- Continue to support Londoners through the scrappage scheme
- Monitor uptake of the scrappage scheme and evaluate its impact

Reducing road danger

- Focus our road safety communications and training on groups and areas experiencing the greatest disparity in outcomes
- Prioritise improvements in infrastructure in locations with the greatest disparity in road safety outcomes
- Work with boroughs, public health professionals and others to develop new approaches to improving road safety
- Consider areas of deprivation when reviewing waiting times at pedestrian crossings
- Improve the direct vision standard for HGVs

Tackling the climate and ecological crisis

- Ensure that new measures to adapt to climate change don't create additional barriers to travel
- Identify which transport users and communities in London are most affected by extreme weather events and develop interventions to support them

Making the plan work

Evidence and monitoring

- Identify and address potential biases in our data
- Commission research to understand travel needs and barriers for LGBTQ+ people
- Ensure our customer research surveys use consistent definitions and consider all protected characteristic groups
- Update our 'Understanding London's diverse communities' evidence base

Collaborating with partners, stakeholders, customers and communities

- Review how we engage with customers and stakeholders to ensure we include more diverse views
- Offer free equality training to borough transport officers, covering disability equality, equality impact assessments, inclusive design and equality legislation

Hardwiring inclusion

- Require all TfL chief officers to have customer inclusion-related performance objectives
- Deliver equality impact assessment training and set training targets for our colleagues
- Ensure at least 80 per cent of senior managers have completed disability equality training
- Develop new customer and community inclusion training and guidance products
- Champion a 'Year of inclusivity', delivering engaging internal and external programming, including a substantial bursary to support trials and delivery

Measuring our progress

- Establish a new measurement framework, setting targets over time, and regularly report performance and progress

Beneficial actions from other plans

This strategy does not duplicate existing work but builds on and develops actions from other plans, including:

- Enhance our neighbourhood policing capability to better understand the needs of customers, staff and local communities
 - Make it easier for customers to report crime, antisocial behaviour and safety concerns on our network
 - Implement our bus, cycling, walking and leisure walking action plans
 - Implement our Superloop bus service linking outer London town centres
 - Roll out hundreds of new real-time information displays at bus stops
 - Improve awareness among transport planners, designers and engineers of our guidance on removing access barriers from pavements, parks and paths
 - Expand and modernise our cycle hire scheme to support more cycling, especially in the most deprived areas
- Work with the Department for Transport to roll out contactless payment to a further 233 stations in southeast England
 - Explore further ways to support people with the costs of cycling
 - Support micromobility options such as e-bikes and e-scooter rental schemes to make it easier for people to switch away from car use
 - Address the barriers disproportionately deterring under-represented groups from cycling
 - Work with operators and local authorities to improve e-bike and e-scooter hire schemes while minimising their impact on people walking
 - Deliver our bus safety strategy
 - Prioritise new greening measures such as green roofs across our network and properties in deprived areas
 - Ensure all our new property developments respond to the environmental impacts of a changing climate



We will report regularly on the progress of our plan

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.

