

A Fairer Transport Network

Easy Read Version: Part 2

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

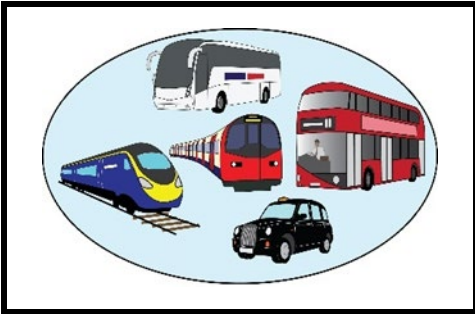


Contents



7. A better customer experience

Page 3



8. A better connected network

Page 24

7. A better customer experience



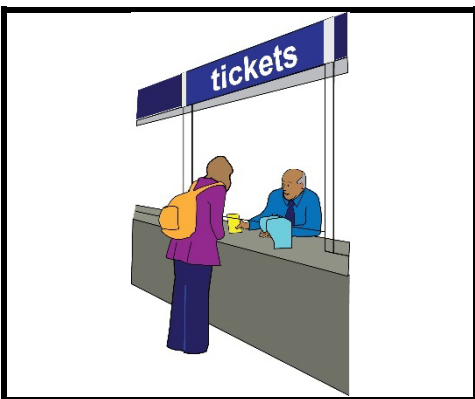
We want to make these things better for our customers:

- Feelings of safety
- Comfort and reassurance
- Confidence to travel



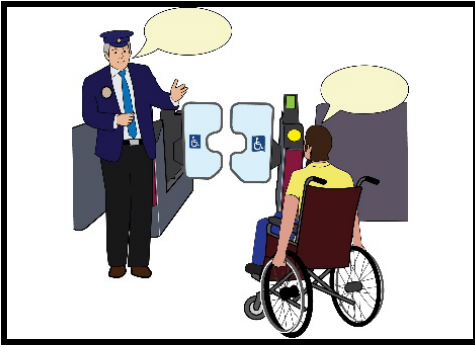
Help from staff

47 in 100 disabled customers agree that we support customers when things go wrong. This is compared to 53 in 100 non-disabled customers



We asked people if they think we care about our customers. 53 in 100 customers from lower **socioeconomic groups** agreed. 58 in 100 people from higher socioeconomic groups agreed.

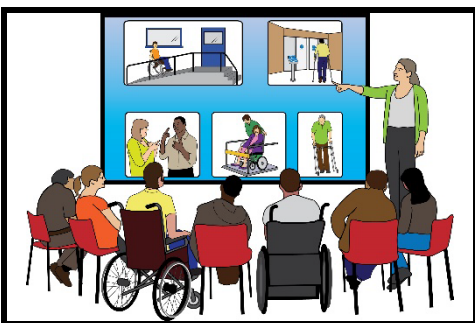
Socioeconomic groups: this means looking at people's backgrounds based on their income, job and living conditions.



We want to make sure that we have staff available. We want customers to see and recognise our staff. We want this to happen across the network.



We want staff to have the training and information they need. This is so they can help all our customers.



We have given our staff disability equality training since 2017. We are taking steps to make sure that our training is more consistent

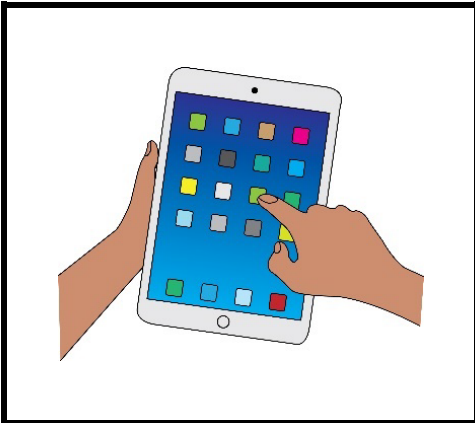


We are running our turn up and go service. This is a service where staff can assist customers to get on and off the train. The customer does not need to book this service.



The turn up and go service runs on these networks:

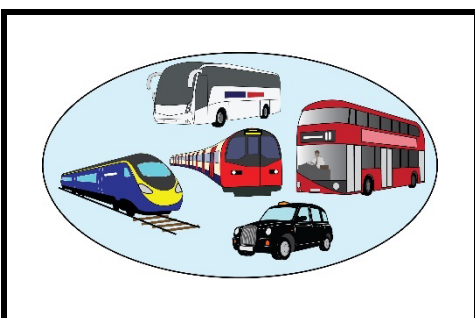
- London Underground
- London Overground
- Elizabeth line



We are putting time and money into technology. This is to keep the service running in the most reliable way. We are using this technology to see what is going well with the service and what we can do better.

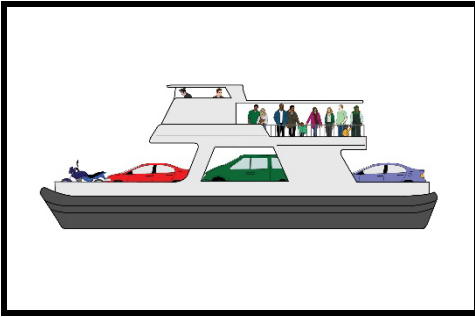


We also give customers assistance on DLR and trams. Customers who need assistance can find a member of staff on board.

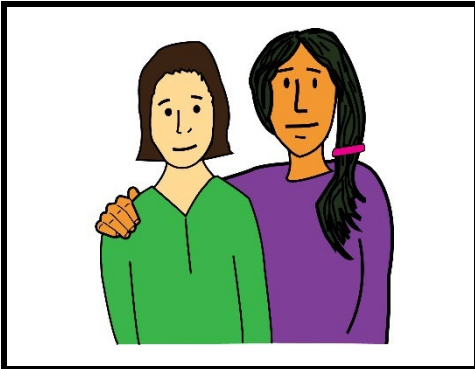


You can find staff:

- At Victoria Coach Station
- On buses, trams and DLR
- At Tube and train stations



- IFS Cloud Cable Car terminals
- On piers and boats
- In visitor centres



We will carry on empowering our staff to support customers when things go wrong. We will do this by running training. We will make sure there are good practices in place to deal with complaints.

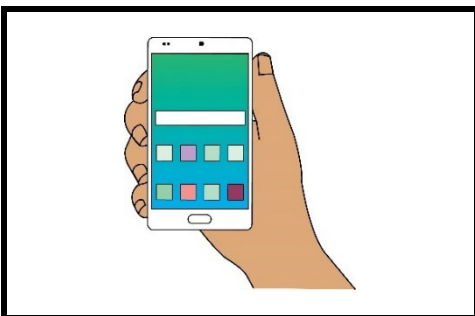


Customer information

We asked people if they agree with this statement:

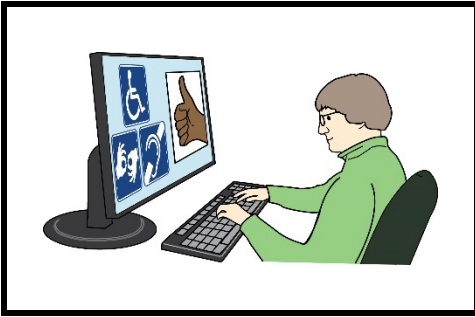
I am **tech savvy**.

Tech savvy: this means being confident when using technology.



18 in 100 older people agreed. This was people over 55.

46 in 100 younger people agreed. This was people aged 16 to 34.



65 in 100 disabled customers prefer to access information online. This is compared to 83 in 100 non-disabled customers.



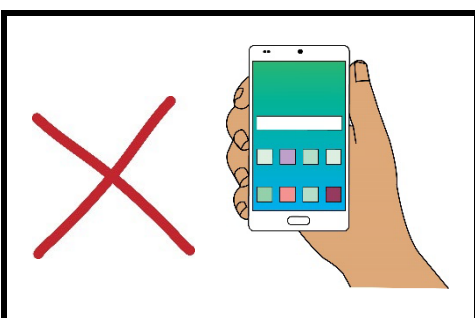
It is really important to give information that is accurate and up to date. Having the right information makes customers confident to travel.



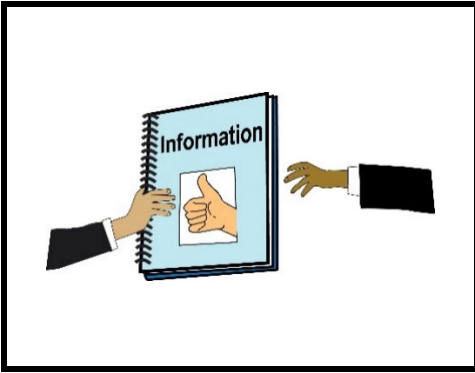
Information should be detailed. It should be shared on time. This can be especially important for customers with access needs. For example, information about lifts in stations is really important.



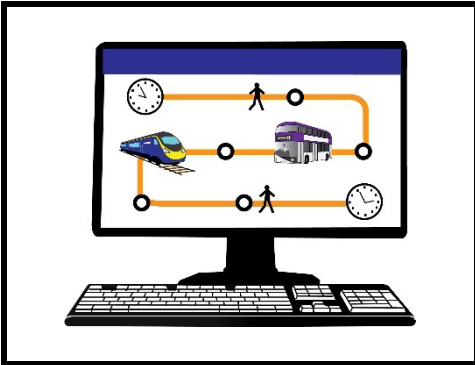
We know that language and reading can be a big barrier for some of our customers.



Not everyone has access to the internet or technology.



We are trying to share travel information in a better way. We want to give live information that is tailored to the customer. We want to offer online and offline information.



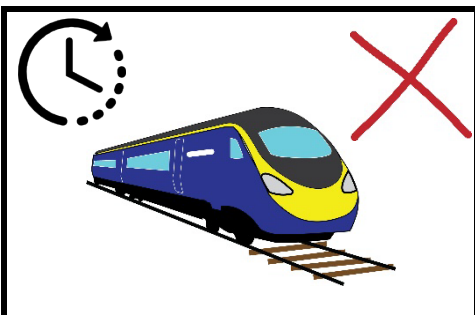
We are working on making these areas better:

- Signs
- **Audio-visual information**
- Journey planning information

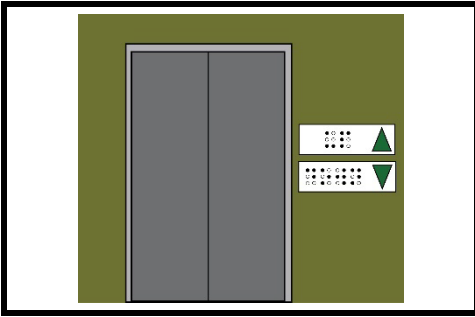
Audio-visual information: this means information that customers can see and hear.



For example, we are working on:
Giving information about how far you have to travel during interchanges



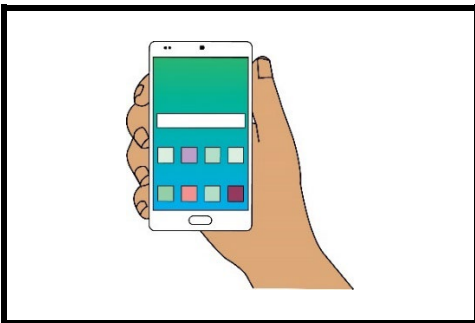
- Giving better live information about delays or cancelled journeys.



- Giving information about lifts



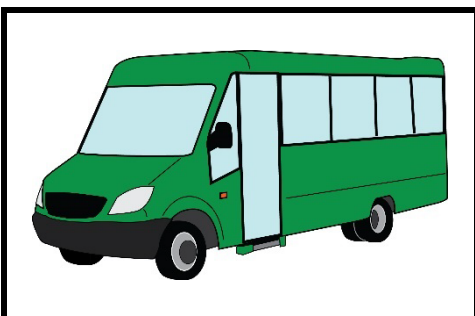
- Giving information about buses and changes of routes.



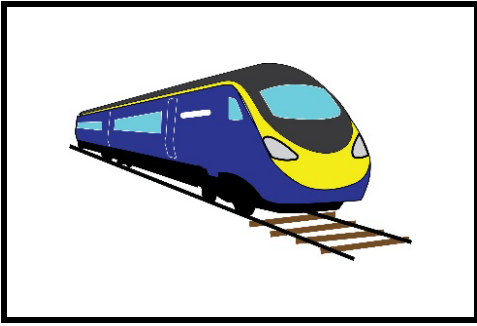
- Using data in a better way, when thinking about our digital products. For example, for our app. Our app is called TfL Go.



- Giving information about when our services are quiet or busy
- Better live information about crowds on our services



- Making our Dial-a-Ride booking service better



- Naming the 6 lines on the London Overground. This is to give them their own identities. It will make **wayfinding** better

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



Safety and Security

68 in 100 women agree that our service is safe for them. This is compared to 72 in 100 men.



63 in 100 disabled customers agree that we offer a safe service. This is compared to 73 in 100 non-disabled customers.

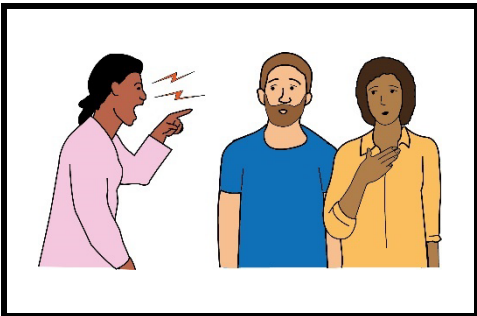


Everyone should be safe.
Everyone should feel safe and secure when they travel.



Some people are affected by crime and **anti-social behaviour**. Some people are scared about this. Crime and anti-social behaviour affects some customers a lot more than others.

Anti-social behaviour: this means any type of behaviour that upsets or scares people in public spaces. For example, being aggressive or damaging things.



We have been working hard to deal with crimes that cause harm on the transport network. We have been dealing with this for lots of years.



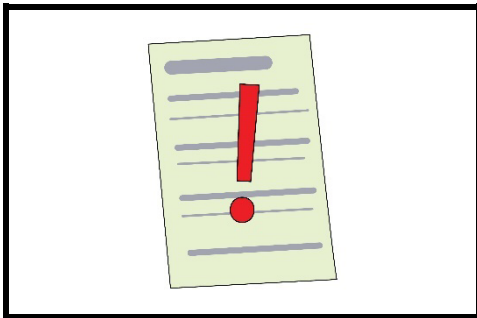
We have been working with the police to deal with **sexual harassment**. This has been on public transport. And in taxis and hire cars.

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



We have also been working with the police to deal with **hate crime**.

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 have set out our priorities. This means the most important areas we need to work on, to make our network safer and more secure.



Our priorities:

Safeguarding our most vulnerable customers. We want to support customers to use our network safely. We want to support them if they are trying to reach safety on our network.

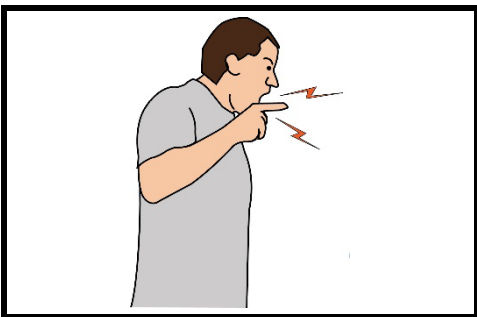
Safeguarding: this means having policies in place to keep people safe.



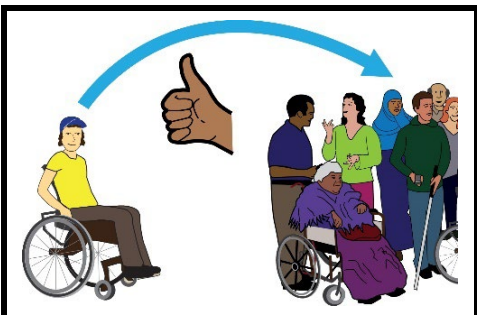
- Dealing with violence against women and girls
- Dealing with crime and incidents that happen because of hate



- Stopping serious violence and keeping knives off the network.



- Dealing with violence in our workplace. Dealing with aggressive behaviour which affects all our staff.



Our role is to make sure people know they must not harm others on our transport system. It must be a welcoming and **inclusive** place for everybody else.

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 carry on working with police partners. We will work with communities who are most affected by harmful behaviour.

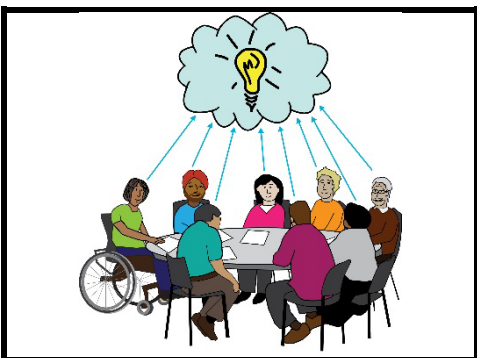


We will keep on working on solutions such as:

- Stopping hate from happening



- Staff training
- Better data



- Inclusive design

Inclusive design: this means designing vehicles, spaces and places so that as many different people as possible can use them.



- Making decisions about how we run our service and making changes when needed



- Communicating
- Making sure that the rules we put in place are followed in reality.



Stopping slips, trips and falls

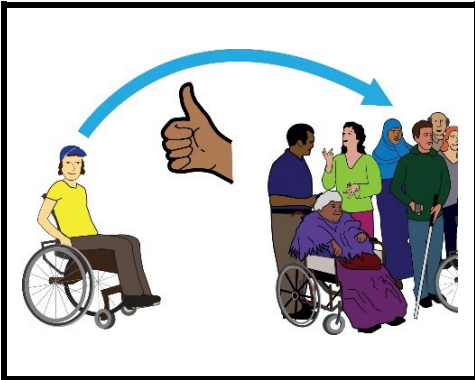
We are always working to make sure the number of injuries on our network is as low as possible.



Our Bus safety programme looks at customers with the highest risk of injury. It looks at having the least number of injuries possible.



On the Tube, escalators are the most common place for injuries. We use the information we have to raise awareness for people who are most at risk of injury.



Inclusive vehicles, spaces and places

We design our networks to be inclusive.

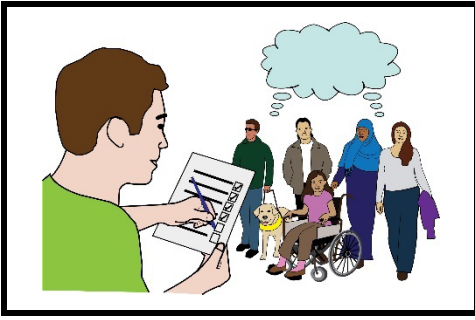


This helps us to make sure everyone can use these things:

- Services
- Products
- Environments
- Experiences



We are setting up an Inclusive Design Centre of Excellence. This is to help us make sure that inclusive design happens across our organisation.

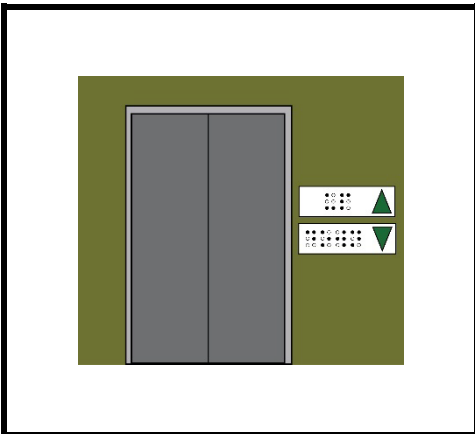


We want inclusive design to be part of:

- Leadership
- Research and best practice

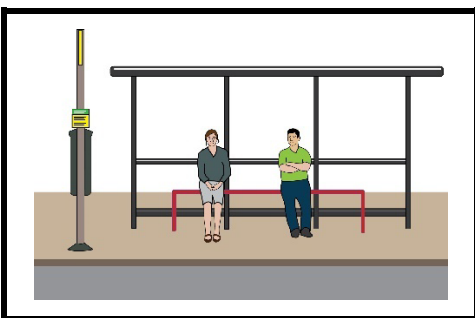


- Project support
- Training and mentoring
- Reviewing our processes, this means our ways of working.



Step-free access

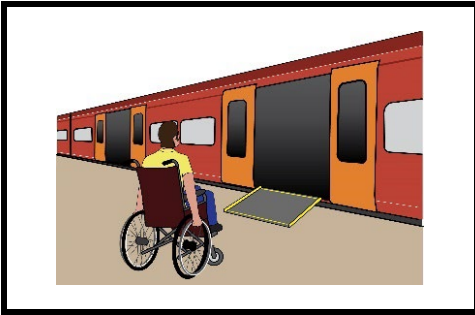
92 in 100 non-disabled customers said that using a lift makes their journey better. This is compared to 97 in 100 disabled customers.



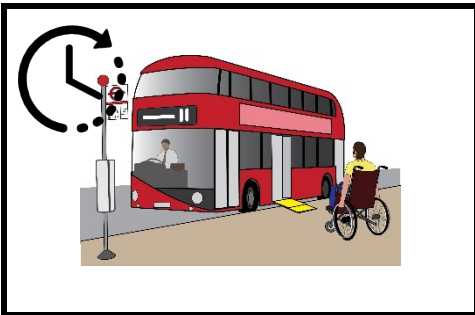
95 in 100 bus stops are step-free. Nearly 34 in 100 London Undergrounds stations are step-free.



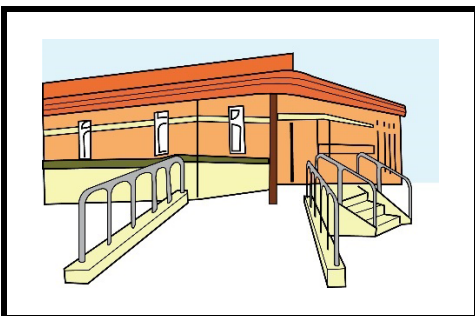
51 in 100 rail networks are step-free. 41 step-free stations have been added with the opening of the Elizabeth line. This includes 10 new stations.



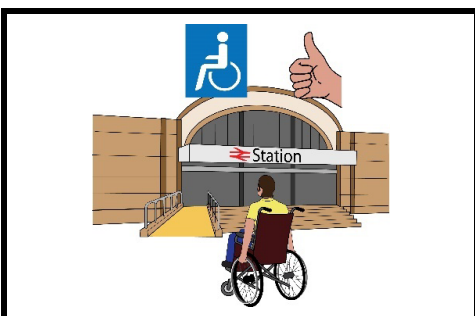
We will carry on making more stations step-free. This is an important priority. We have made lots of progress in this area.



Our work has cut down the extra journey time for customers who need step-free access. It has made journeys faster by 4 minutes.



There is ongoing work to make Knightsbridge station fully step-free. This work should be finished by the middle of 2024.



We will start work in 2024 to make these stations step-free:

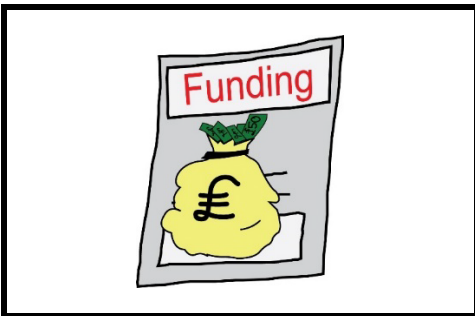
- Leyton and Colindale London Underground stations



- Seven Sisters station on the London Overground

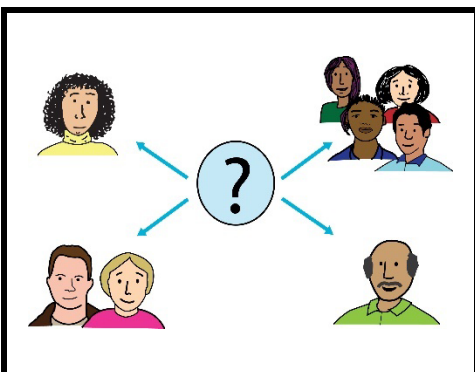


We are making more stations step-free on the southern section of the Northern line. We want to carry out work at stations in other areas of London. This will be in 2024 and 2015.



We have a long way to go. We want to use **funding** in the best way possible. We want to use it to make our network better.

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



In 2022, we published our **consultation** with the public. People told us it is important to carry out work in large areas of London where there are no step-free stations.

Consultation: this is when people who might be affected by a decision are asked for information about how it will affect them.



We now have a business plan. This means we can make priorities based on our **budget**. We don't have a lot of funding for 2023-2024

Budget: this means a plan of all the money we have, and how we will spend it.

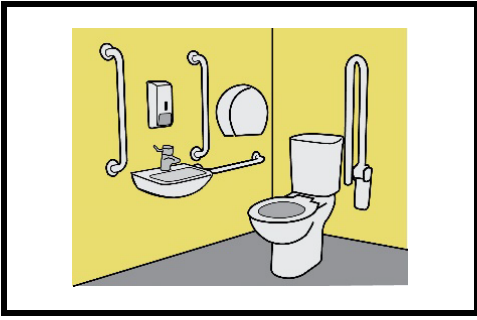


We will use our funding to carry out studies. We will look at:

- Our understanding of costs
- Delays caused by building work
- Benefits



These studies will help us to decide which projects to take forward in the future.



Making toilets better

We are working on plans to make our toilets more inclusive and pleasant.



- This will make our customers more confident to travel. It will make working conditions better for our staff too.



We will take forward a programme to make sure toilets are:

- Accessible
- Open more of the time
- In good condition

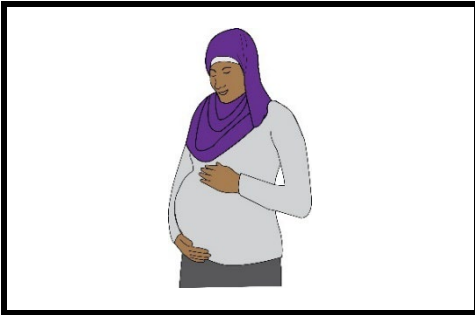


Priority seating

Priority seats make customers feel confident. It makes them more comfortable and safer.



We have brought in priority seats on buses and trains. In 2023, we held our 4th Priority Seating Week.

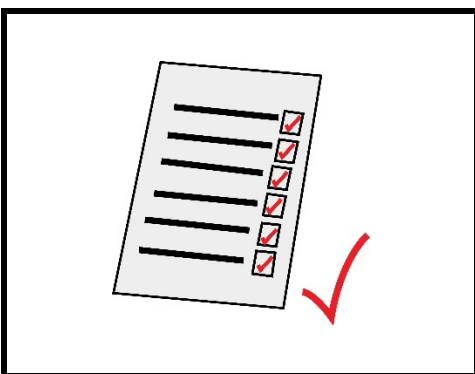


This week aims to shine a light on:

- Disabilities that can't be seen
- Short-term needs like injuries
- Pregnancy



We have given out more than 100 thousand 'Please offer me a seat' badges. These are badges that tell other customers when a person needs to use priority seating.

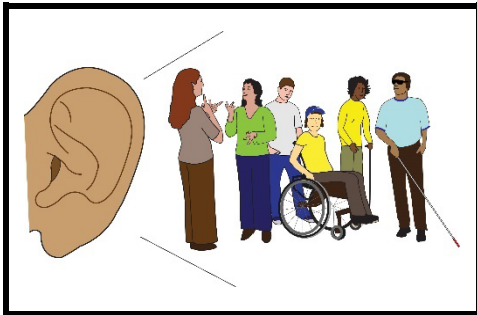


We have new standards when designing new trains and buses. The standards say that priority seating must be marked out in a certain way. This is to make it clear.



Celebrating **diversity** and representing all groups in a better way.

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

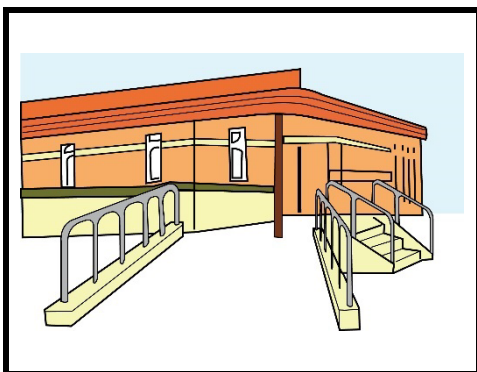


We use our network to shine a light on diverse stories, voices and experiences. We do this all year round.

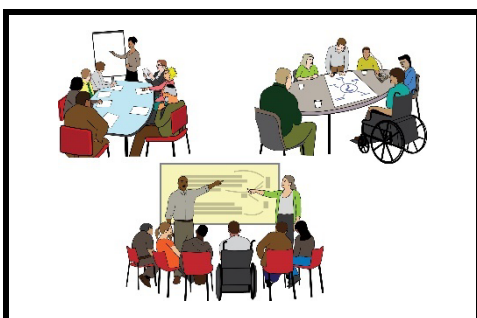


We do this through our:

- Advertising
- Art programmes
- Activities to raise awareness

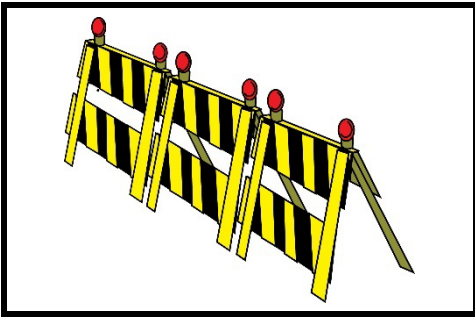


We work with communities to make use of empty buildings and spaces. This is until they are built into something more permanent. Or, until they are brought back to be used as spaces for customers.



We are looking at how we can use these spaces more widely. We are looking at using other spaces on our network too.

8. A better connected network

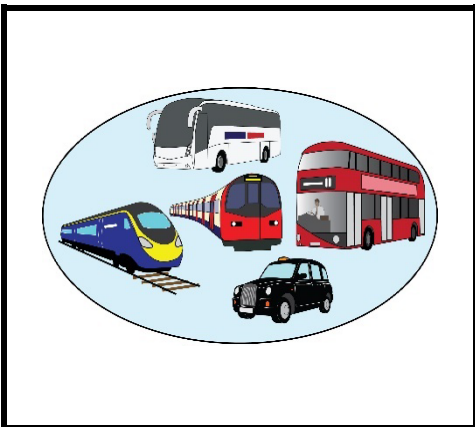


We are taking steps to get rid of barriers. We are making changes to services. This is to push for **equity**.

Equity: here, this means getting rid of unfair differences that some customers face when travelling.

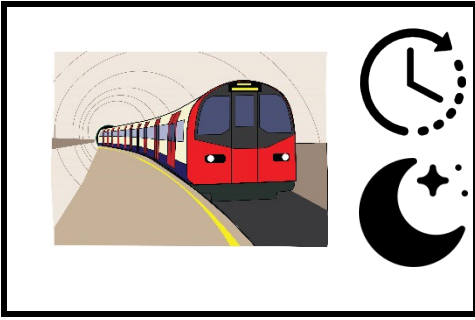


We are looking at areas of London which have not always had access to great services. For example, we are looking at outer London suburbs.

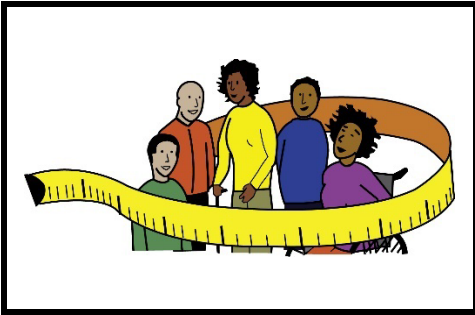


In these suburbs, we are looking at:

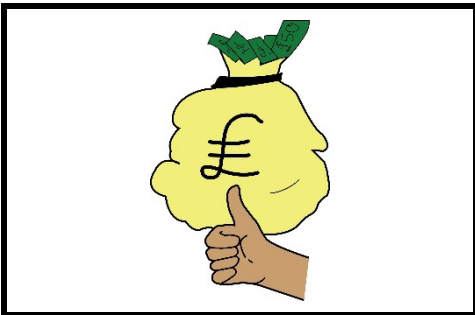
- Buses
- Rail
- Walking
- Cycling



We are working to make sure that trains and buses turn up often. We are working to make sure that services are reliable. This means night services too.



We are changing services to meet the changing needs of our customers.

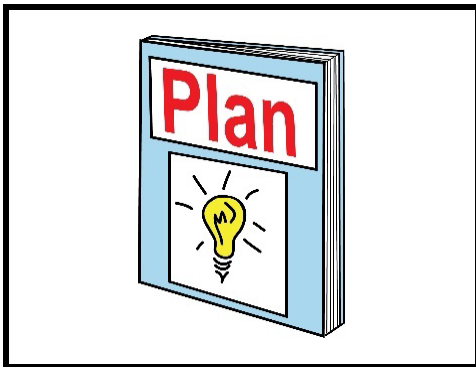


We are working to make sure people can afford and access services. This also means services in areas of high **deprivation**.

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



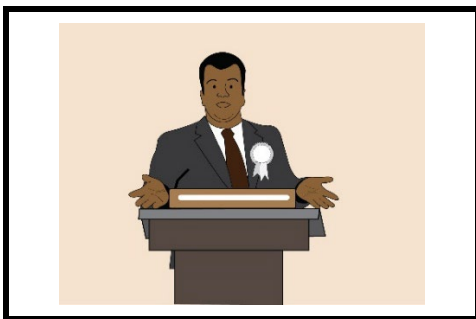
We want to make sure that people know about new services. We want them to know about services that already exist. We want to bring in actions that lead to better lives for lots of people.



We have set out **action plans** to make these things better:

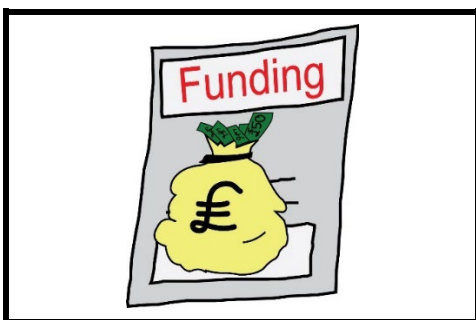
- Buses
- Cycling
- Walking

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



Our plan is running alongside 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

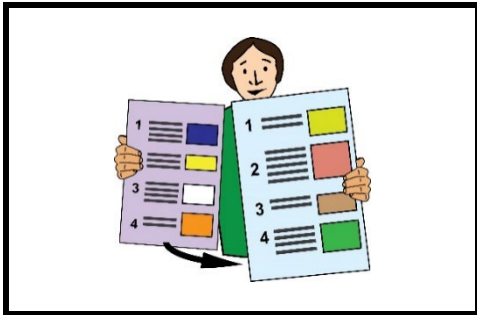


Our plan sets out how we will make our network better connected. It sets out how we will use our funding to do this. It looks at barriers around geography.



All of this work aims for a network which builds equity. We want our network to lead to a better quality of life for all **Londoners**.

Londoners: this means people living in London.



**This is the end of Part 2.
Please go to Part 3 now.**

© Transport for London

January 2024

tfl.gov.uk