

A Fairer Transport Network

Easy Read Version: Part 4

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



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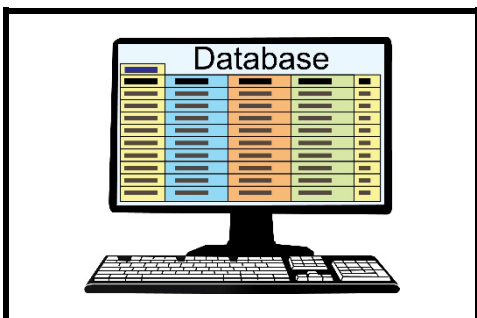
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II. Making the plan work



To make our plan work we need to look carefully at our actions. This is to see what is working well and what we can do better.

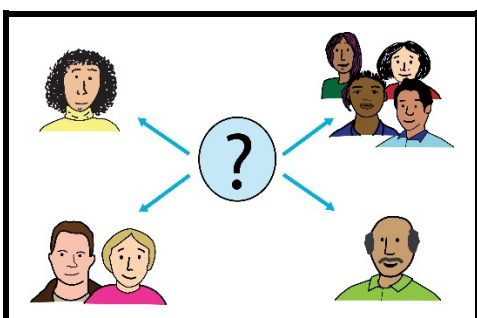


We must collect and use data in a better way. Data is information about our customers and services. This will help us to carry out better research.

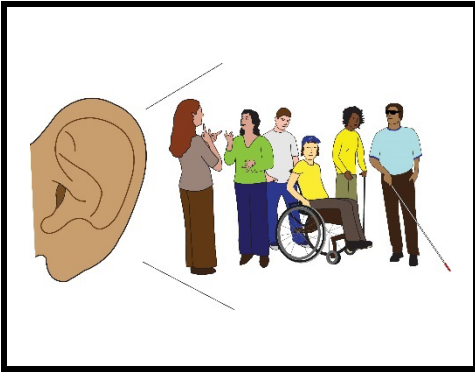


We must work in a better way with:

- Partners, this means people and businesses who work with us
- Stakeholders, this means people who help make decisions about our services



- Customers
- Communities



This also means working to reach groups whose voices are not usually heard. We must spend time building up relationships with communities that last for a long time.



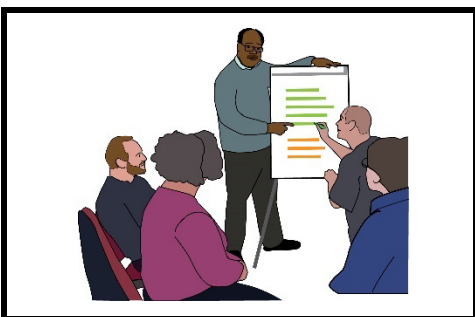
We must make **equity** part of everything we do. We must build it into our systems and culture. We will set aims within our organisation to push for equity.

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



We want the best possible:

- Governance, this means decision-making at the top



- Processes, this means ways of working
- Training for our staff

12. Our ambitions – this means what success looks like



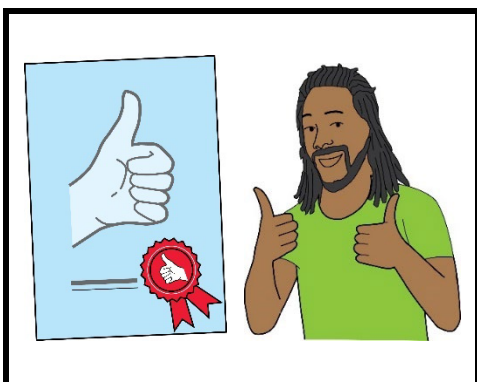
We have set out what success will look like in 2030. If we carry out the actions in this plan, we will make this success a reality.



An inclusive customer experience

We want changes to be made so that all customers will be confident when travelling on our network.

Inclusive or inclusion: this means making sure everyone can use our service easily, no matter what their background is.

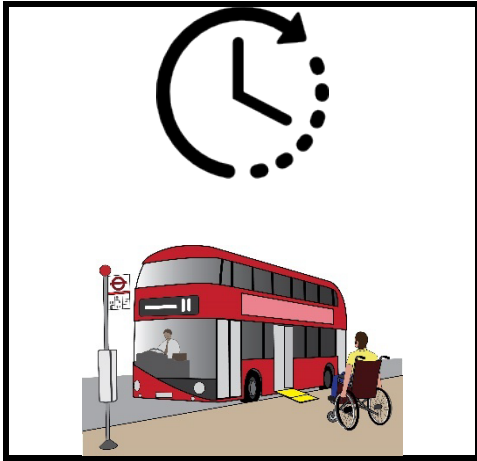


By 2030, we want to:

Become a top organisation in the UK for caring about customers.

We want at least 2 in 3 **Londoners** to agree that we care about them.

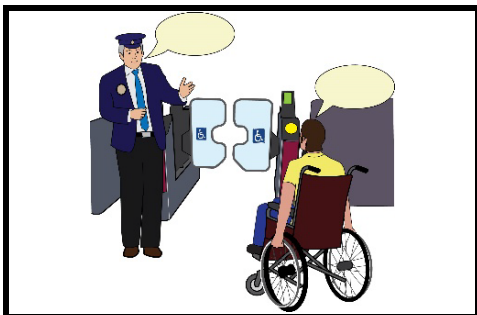
Londoners: this means people living in London.



We want to cut down on the extra journey time for customers who need step-free access. We want to cut the time in half. This goal is set out in the **Mayor's Transport Strategy**.

The Mayor's Transport Strategy: this sets out the Mayor's plan for transport across London. He wants to change London's streets and make transport better.

Strategy: this means a big-picture plan.

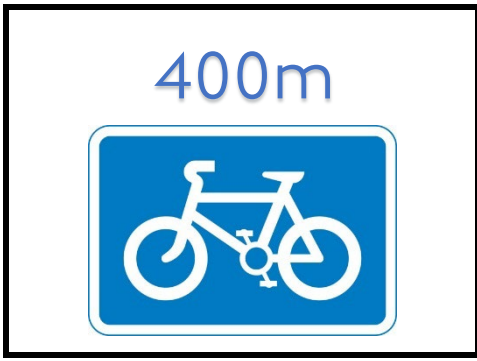


We want more disabled customers to agree that Transport for London cares about its customers.



Being better connected:

We must take steps to make sure all Londoners have fair access to public transport. Everyone must have access to really good walking and cycling routes.

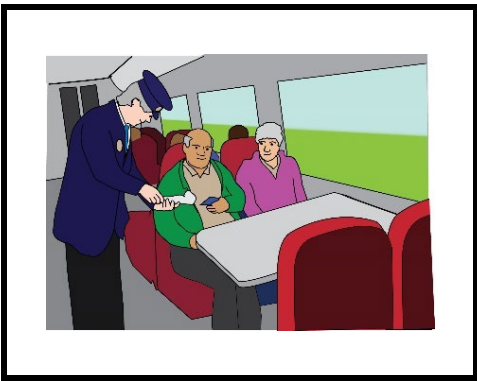


By 2030, we aim to:

- Make the Cycleway network bigger. We want 4 in 10 Londoners to live within 400 metres of a cycling route



- Bring in the Superloop London orbital service. This is a network of 10 bus routes. It links to town centres in outer London



- Get further along in our plans for the DLR and Bakerloo line. We want the DLR to reach Thamesmead. We want the Bakerloo line to reach New Cross

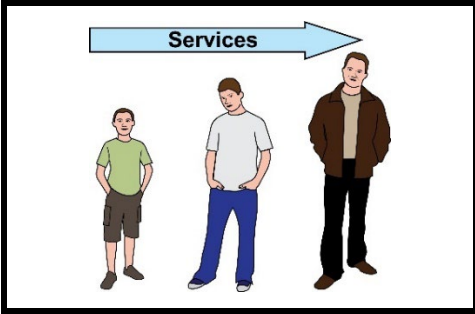


- Make the most dangerous road junctions safer. For example, we will bring in new pedestrian crossings



Affording travel

By 2030, we will have made sure that cost is not a barrier to travel for anybody.

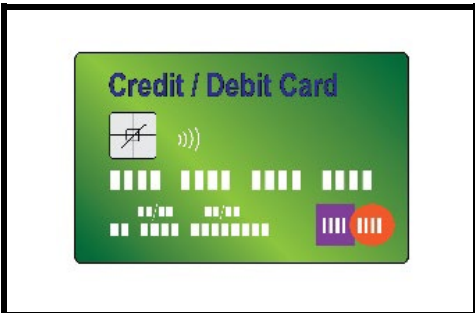


We aim to:

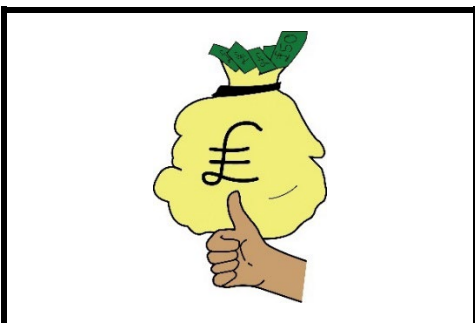
- Bring in **concessions for care leavers.**

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

Care leaver: this means any adult who has spent time in care as a child.

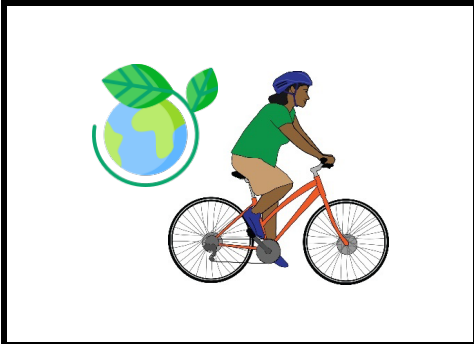


- Bring in contactless payment to 233 more stations. This will be across the southeast of England.



- Make sure that more customers think we offer good value for money. Especially people from lower **socioeconomic groups.**

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

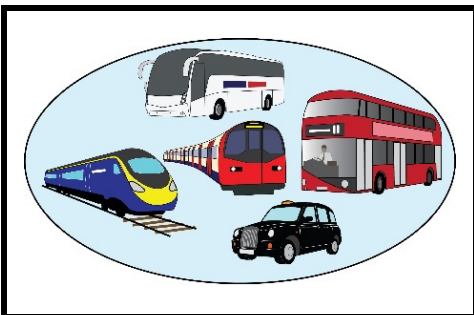


Dealing with health inequalities

We want to bring in measures to make transport healthier, safer and more **sustainable**. We want this to be for all Londoners.

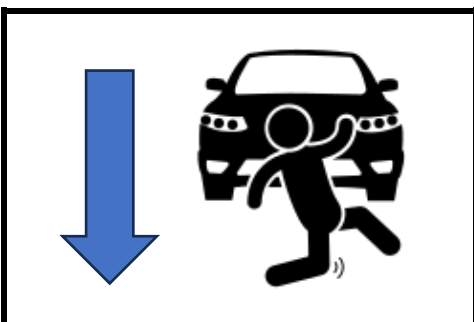
Health inequalities: this means unfair differences in health across different groups.

Sustainable: this means treating the environment in a way that makes sure we leave enough resources for future generations.



By 2030, we want:

- More trips in London to be made by walking, cycling or using public transport.
- Less people to be killed or seriously injured on London's roads. We want to bring the number of deaths and injuries down by 70 per cent.





- Report how the **Ultra Low Emission Zone** has changed London.

Ultra Low Emission Zone: this is an area where some people have to pay a charge to drive their car or van. This charge is for cars and vans that make the most pollution.

12. List of Actions



Here is a list of all the steps we will take to make sure we reach our ambitions for the future.



Help from staff

Look at how we help customers who need assistance.

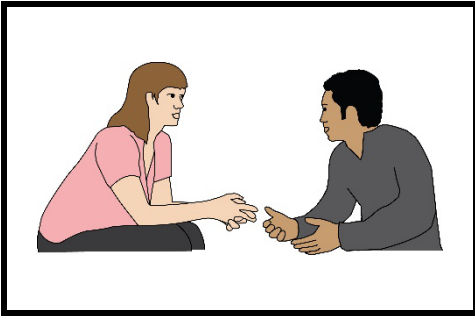


This includes:

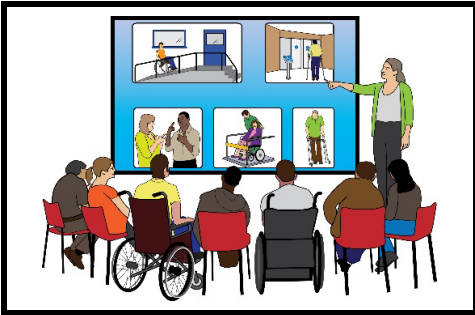
- Disabled customers
- Older customers
- Customers travelling with children



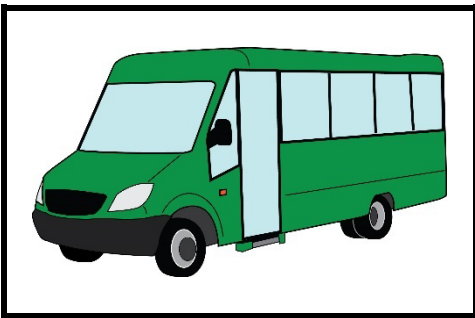
Talk to disabled Londoners to find out how we can support them better.



Deal with complaints in a better way.

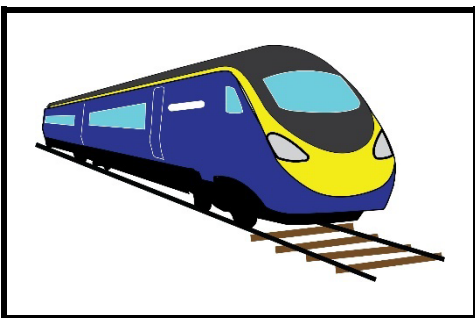


Make sure 8 in 10 of our staff are trained to help disabled customers.



Customer information

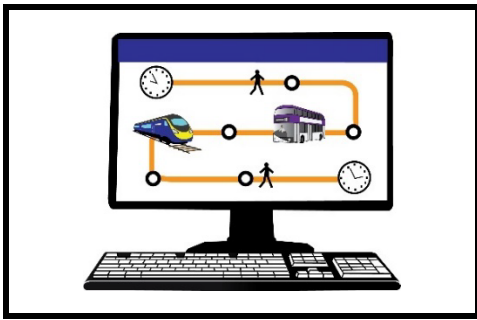
Make it easier to book Dial-a-Ride trips



Name the London Overground lines to make them easier to navigate.



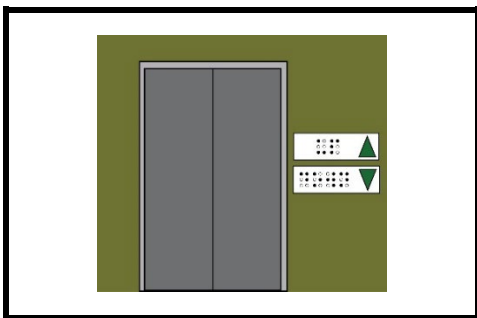
Make it easier for disabled customers to get help from staff during their journey.



Better signs in stations. This will make it easier for customers to follow routes.



Make information available in more languages. This includes British Sign Language. It includes other accessible formats too.



Use technology to help us find out sooner if there are problems with lifts.



Offer more ways to find information about accessible travel options.

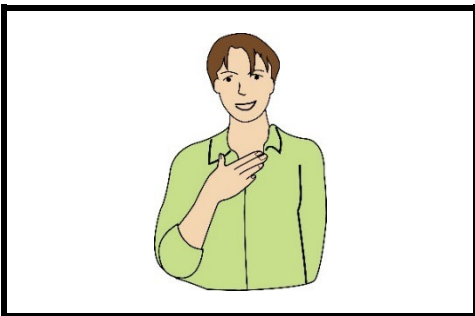


Safety and security

Give customers advice about how to support other customers who have been affected by **hate crime** and **sexual harassment**.

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.

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



Make our public spaces safer for women, girls and **gender-diverse people**.

Gender-diverse people: this means people who don't meet traditional roles around gender.



Use technology to look at and deal with crime on transport.



Offer more support for people sleeping rough in London. This means people who do not have a place to stay indoors at night.



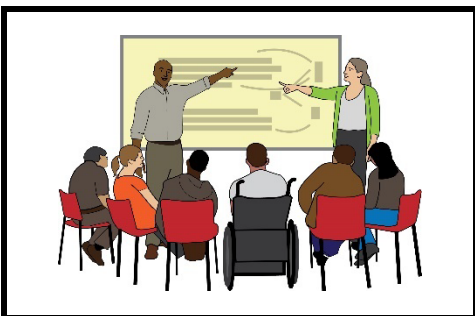
Visit more schools to talk to young people about sexual harassment on public transport.



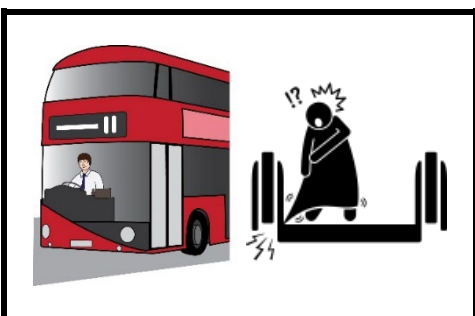
Talk to these customers to find out how we can make them feel safer:

- Disabled people
- Women and girls
- **LGBTQ+** people

LGBTQ+ or Lesbian, gay, bisexual, trans, queer+: 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.



Give staff better training to support these people.



Look at how we can make buses and escalators safer.



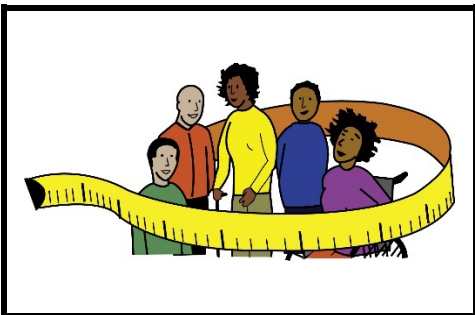
Being inclusive – vehicles, spaces and places

Set up a centre of excellence. This is so we can be leaders in **inclusive design**. We will start an inclusive design programme for graduates and apprentices.

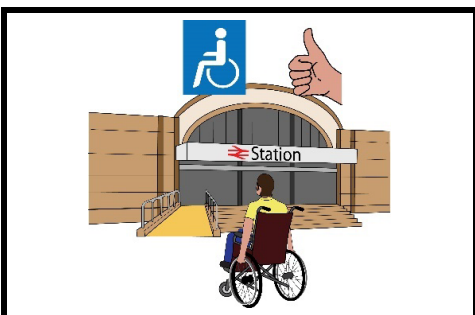
Inclusive design: this means designing vehicles, spaces and places so that as many different people as possible can use them.



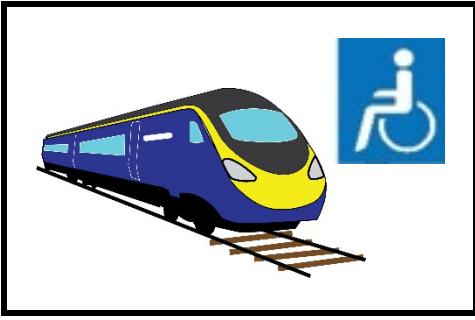
Design our lifts and escalators to be as accessible as possible.



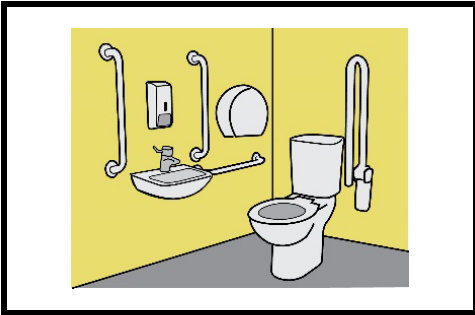
Make sure all the new spaces and places we work on meet the needs of younger and older people.



Carry on making stations step-free.



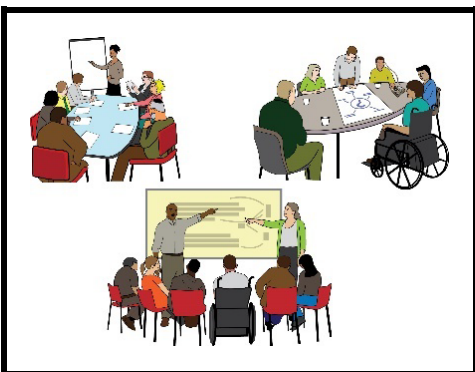
Bring in new DLR trains. Bring in new Piccadilly line trains. These trains will be more accessible.



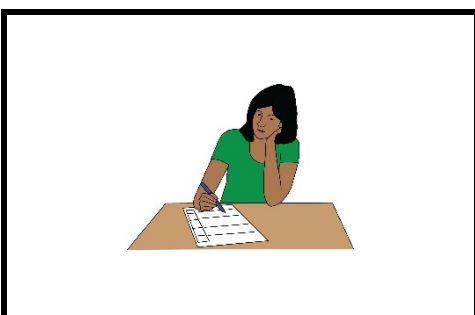
Make sure there are more toilets on our network. Make our toilets better.



Talk to disabled Londoners. Find out how we can make priority seating better. This is on buses and trains.

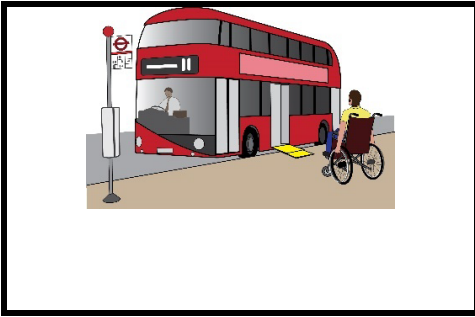


Look at spaces on our network that aren't being used. Look at using these spaces in inclusive ways. For example, as community spaces for people whose voices are not usually heard.



Making sure our network is as connected as possible

Give out surveys to customers who use buses. This will give us a



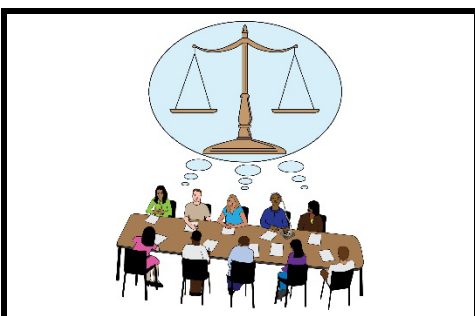
better picture of how our customers are affected by changes.



Get a better picture about the travel experiences of certain groups. For example, people with **protected characteristics**. Or, people on a low **income**.

Protected characteristics: the law says that people must not be treated unfairly because of things like their age, disability, race, religion and sex.

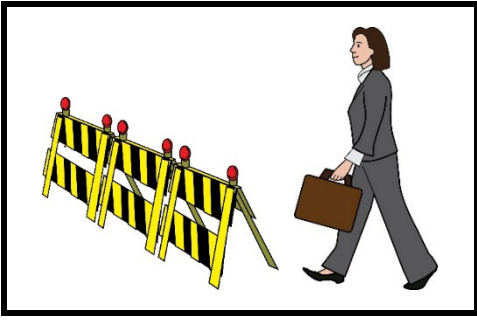
Income: this means all the money coming into a person's account.



Make sure we think about equity when we are planning our network.



Find out where we most need better access on our networks. Find out where we need step-free stations.



Get a better understanding of the barriers that stop people walking. Look at this for people with protected characteristics.



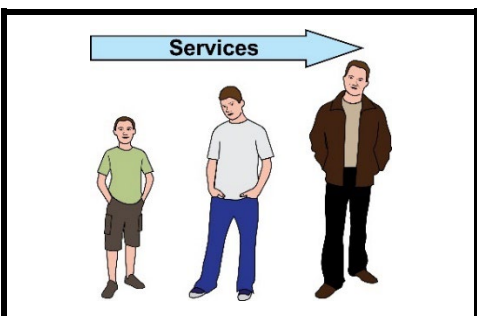
Making sure customers can keep on affording travel

Get a better understanding of how travel costs affect people with protected characteristics.

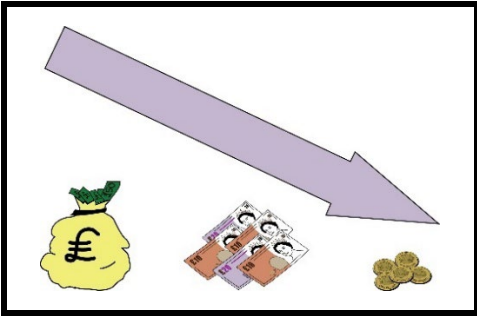


Make sure people on low incomes know about **fares** they can afford. Make sure they know about concessions.

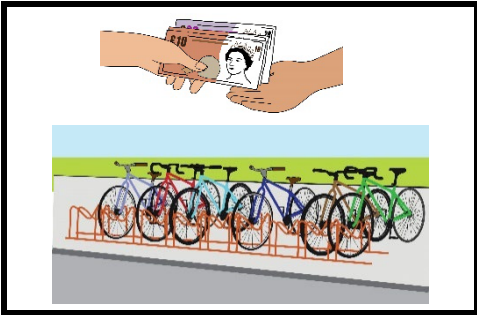
Fare: this means money paid for a journey on public transport.



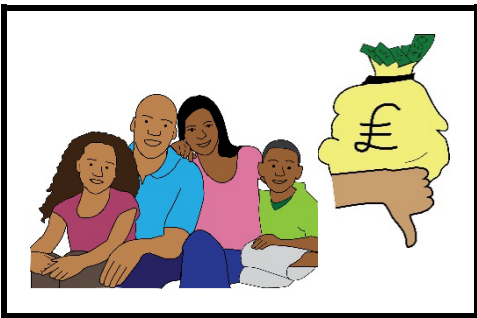
Bring in half price travel for care leavers. This is on buses and trams.



Make it easier to apply for concessions. Make it more accessible to apply.



Look at bringing in concessions for hiring bikes. This is for Londoners who face disadvantages.



Find out if fares and concessions are supporting households on a lower income.



Work with the Greater London Authority. Work to give better information about support with finances. This is for Londoners on a lower income.

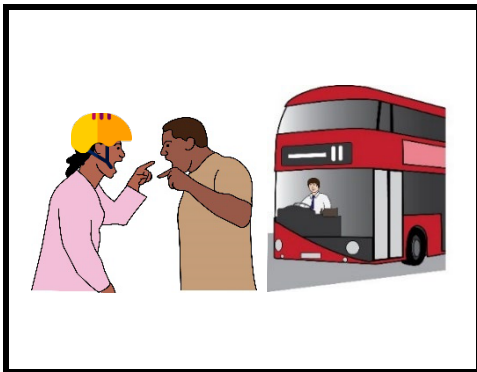


Less health inequalities

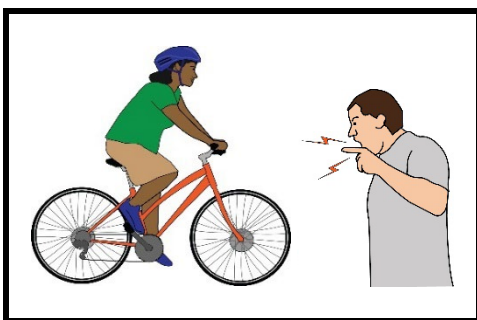
Active travel

Spread awareness about cycling to groups who have face more barriers to cycling. For example, people from **minority ethnic communities**.

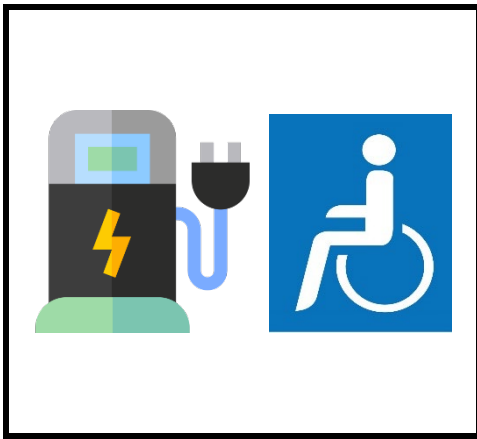
Minority ethnic communities: this means people living in the UK who are from non-white communities.



Look at how we design streets. This is to lower the number of conflicts between different groups. For example, conflicts between cyclists and people using buses.



Look at what we can do to deal with harassment when cycling. This is mainly faced by women, disabled people, and minority ethnic communities.



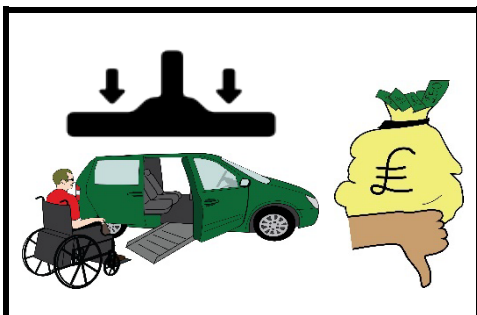
Dealing with air pollution

Make sure charging points for electric vehicles are inclusive. 1 in 6 charging points must be in an accessible space.

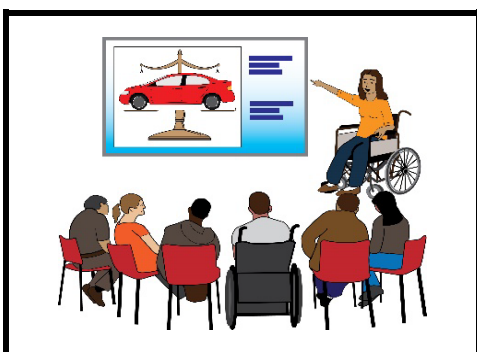
Air pollution: this means when gas, dust or smoke gets into the air and makes it dirty.



Help more people in London with the scrappage scheme.

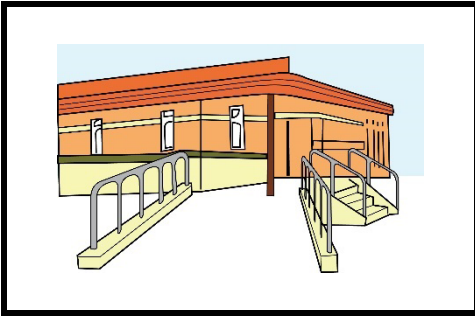


Look at the scrappage scheme. See how many people are taking part. Find out how it is helping people.



Making roads safer

Look at our communications and training around road safety. Aim to reach out to groups and areas who face the most inequalities.

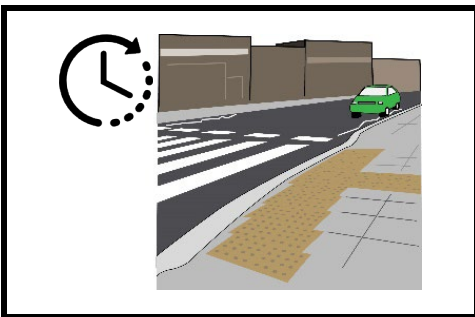


Look at how we can make **infrastructure** better. Look at places where people face the most inequalities.

Infrastructure: this means any physical spaces, such as roads, railways and station buildings.

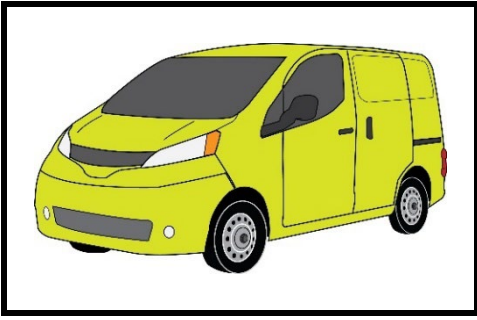


Work with boroughs, public health professionals and others. Work with them to find new ways of making roads safer.



Look at waiting times at pedestrian crossings. Look at this in areas of high **deprivation**.

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



Make new rules about the design of vans and trucks. This is to make sure drivers can see other road users better



Dealing with the climate and **ecological crisis**.

Look at the measures we are bringing in to adapt to **climate change**.

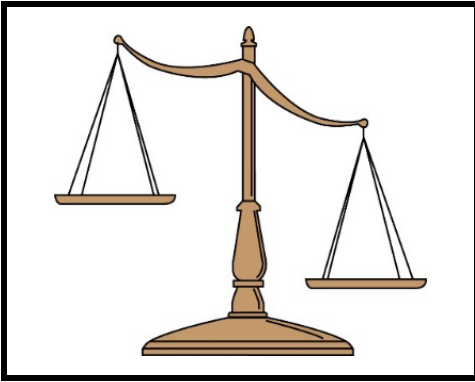
Make sure these measures don't put up extra barriers to travel.

Ecological crisis: this means extreme changes to the environment. These changes cause danger to people, animals and plants.

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.



Look at which groups are most affected by extreme weather events. Work on ways to support these groups.



Making the plan work

Evidence and monitoring

Look at anything that might be unfair in the way we collect and present data.



Carry out research to understand the travel needs and barriers for LGBTQ+ people.

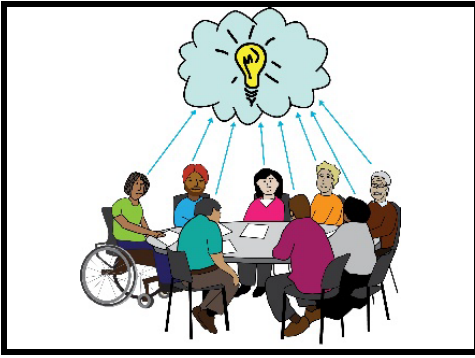


Make sure our surveys for customers have definitions that are easy to understand.



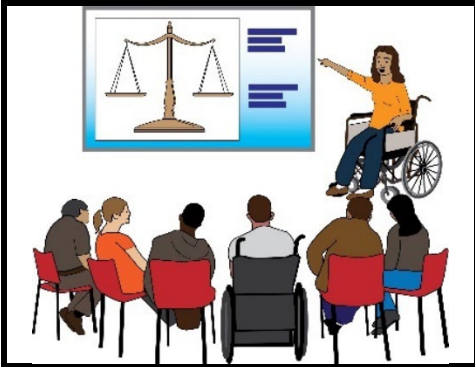
Make sure we think about all protected characteristics. Update our evidence around London's **diversity**.

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



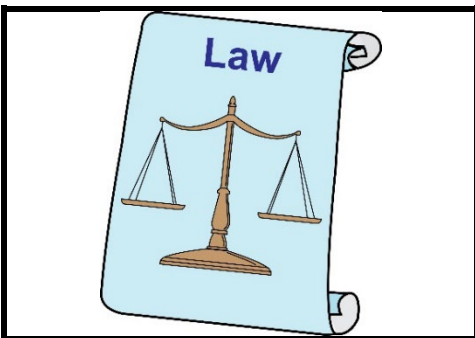
Working with partners, stakeholders, customers and communities

We want to hear lots of different views.

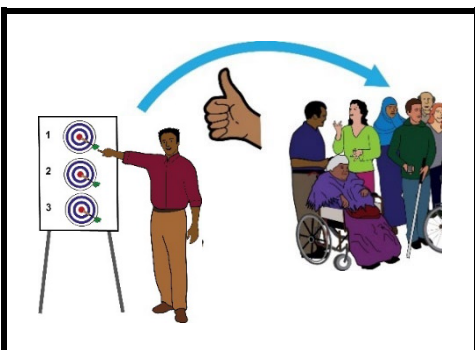


Offer free equality training to all our borough transport officers. The training should look at:

- Disability equality
- Inclusive design

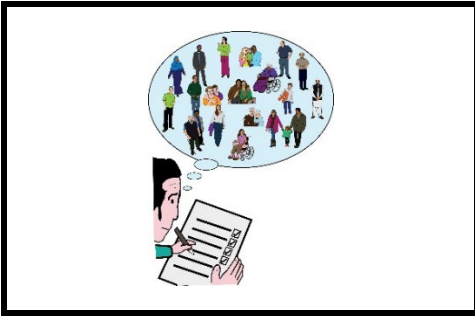


- Equality impact assessments, this means looking at how our measures around equality have affected people's lives
- Laws around equality

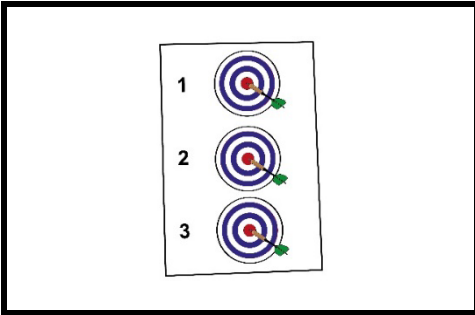


Making inclusion part of everything we do

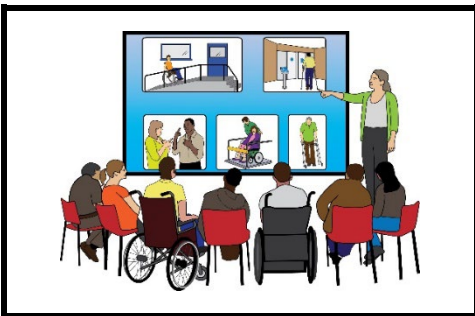
Make it a rule that all our chief officers must meet targets around inclusion.



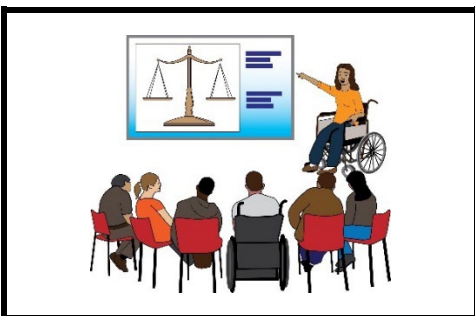
Run training about equality impact assessment.



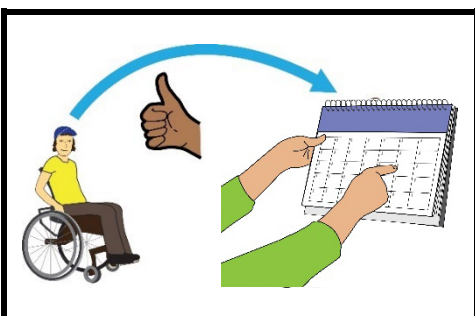
Set training targets for our staff. This is so they understand how to be more inclusive.



Make sure that at least 80 in 100 senior managers have had disability equality training.



Work on new inclusion training for staff who work with customers and in the community.

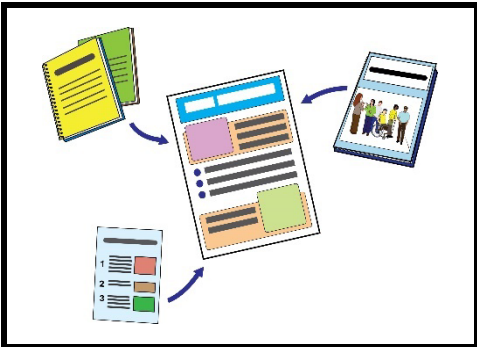


Push for a year of inclusivity. This includes running programmes inside and outside our organisation. Bring in funding to support this programme.



Measuring our progress

Bring in a new way of measuring our progress. Set targets over time. Report about our progress often.



Bringing in actions from other plans

This plan builds on actions in other plans. Here are some actions that we are building on:



Having better policing in the neighbourhood. This is to understand the needs of customers, staff and communities.



Make it easier for customers to report crime and **anti-social behaviour** – anything that makes them feel unsafe on our network.

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



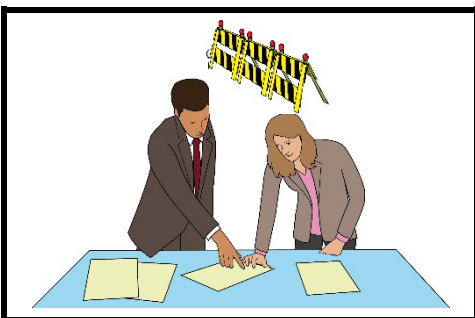
Bring in action plans around buses, cycling and walking.



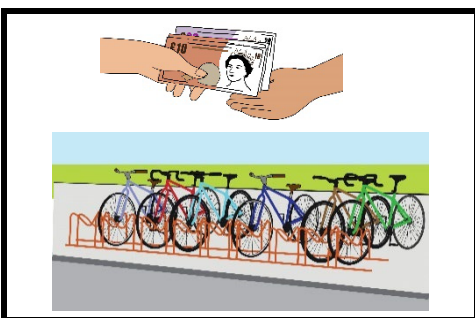
Bring in our Superloop bus service.



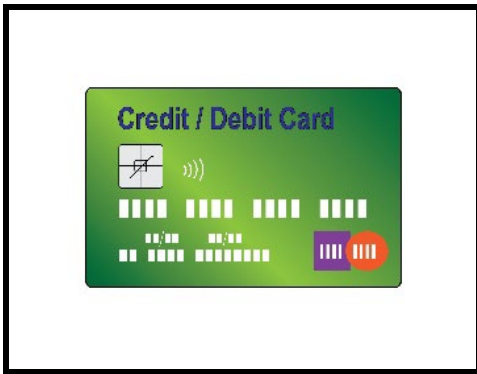
Bring in information displays at hundreds of bus stops. These give live information about buses.



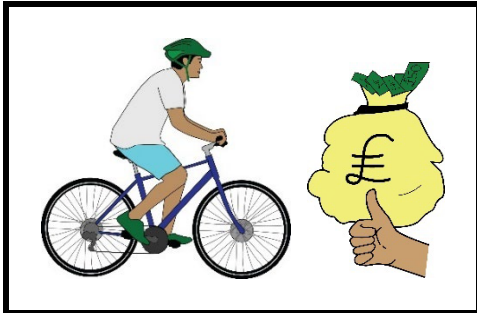
Work with people who plan, design and build our services. Make sure they know about getting rid of barriers from pavements, paths and parks.



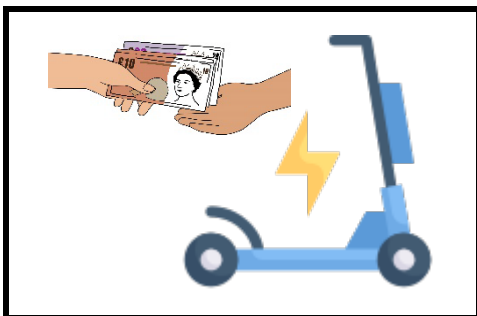
Make our cycle hire scheme bigger. Make it more modern. This is to support cycling in areas where there is a lot of deprivation.



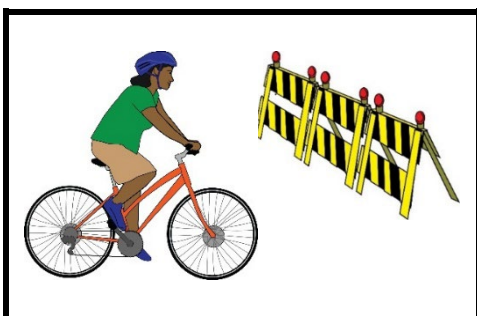
Work with the Department for Transport. Work with them to push for contactless payment. We want contactless payments in 223 more stations in southeast England.



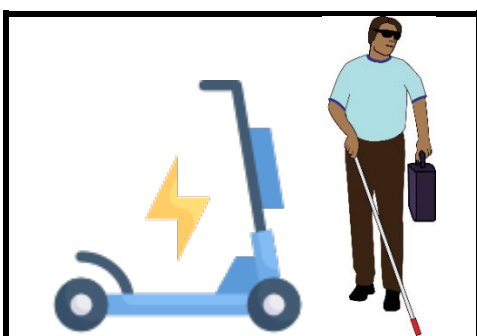
Look at more ways to support people with the costs of cycling.



Support people to rent e-bikes and e-scooters. This will make it easier for people to switch away from using cars.



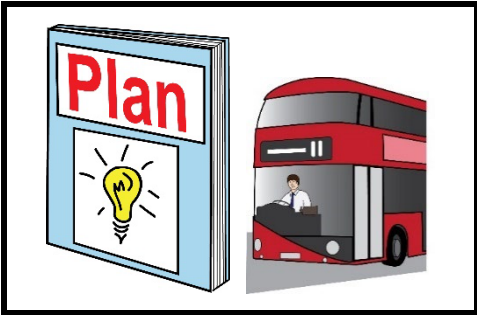
Deal with barriers that stop certain groups from cycling.



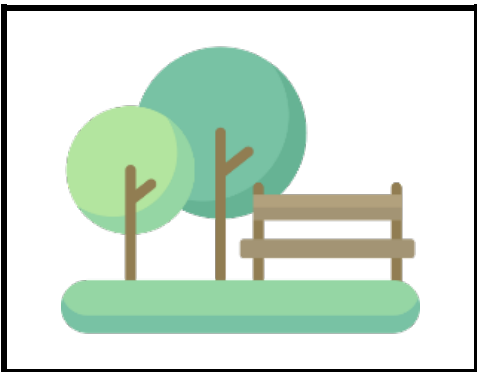
Work with local authorities and companies that run e-scooter and e-bike hires. Work to make these services better. Work to make sure e-bikes and e-scooters don't



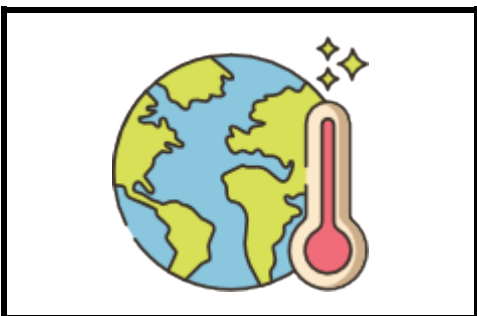
cause problems for people walking.



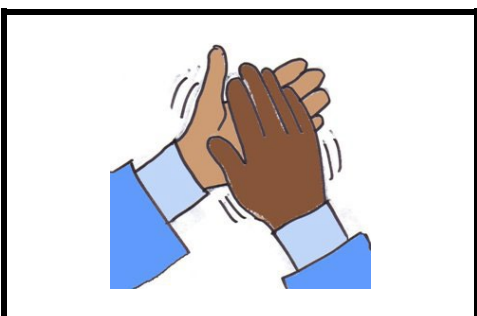
Make our bus safety strategy a reality.



Bring in new measures to have more green spaces across our network. For example, building green areas on roofs. Bring these in for areas with high levels of deprivation.



Make sure the new things we build respond to climate change and its effects.



This is the end of the document.
Thanks for reading.

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