

Date: 2 October 2024

Item 5: Equity in Motion

This paper will be considered in public

1 Summary

- 1.1 This paper provides an update on the Equity in Motion (EiM) programme.
- 1.2 EiM is our inclusive transport strategy which sets out over 80 actions and a new approach to creating a fairer, more accessible and inclusive transport network over the period up to 2030. It complements the Mayor's Transport Strategy and other plans, without duplicating existing work. The Mayor's inclusive transport commitments will be delivered through the EiM programme.

2 Recommendation

- 2.1 **The Panel is asked to note the paper.**

3 Background

- 3.1 EiM aims to address disproportionate impacts and inequality by setting out additional actions and a new approach to addressing inequality and removing barriers to ensure more people can use our capital's transport network. Removing barriers to travel and addressing inequality is a key priority for the Mayor and TfL.
- 3.2 EiM has four key pillars:
 - (a) an equitable customer experience;
 - (b) protecting and enhancing connectivity;
 - (c) keeping travel affordable; and
 - (d) reducing health inequalities.
- 3.3 These are underpinned by work to:
 - (a) improve our evidence and monitoring activity;
 - (b) collaborate more effectively with stakeholders, customers and communities;
 - (c) hardwire inclusion in processes; and
 - (d) measure our progress.

4 Progress

- 4.1 Since its launch in February 2024, there has been considerable progress towards delivering the actions set out in EiM. The complete list of 2024/25 actions is included in Appendix 1.
- 4.2 Fifty-eight per cent of actions scheduled for delivery in 2024 are either complete or well-scoped and on-track. Forty-nine per cent actions are due for completion in 2024. A further 37 per cent of actions are subject to further scoping activity at the moment.
- 4.3 Examples of actions delivered include: a new concession entitling care leavers to half-price bus and tram travel; the provision of direct step-free access to the Bakerloo line at Paddington station; the roll-out of mini-ramps on London Underground; research deep-dive into priority seating requirements; the introduction of Dial-a-Ride self-service tools to enable booking, amendments, and cancellation of trips; campaign launched to encourage new people into cycling, including those from under-represented groups; and the NaviLens trial on the DLR.
- 4.4 Examples of in-progress 2024 actions include: suppliers chosen for a trial of real-time automated alerts of VAWG on buses using artificial intelligence analytics of CCTV; installed CCTV at five bus shelters with a direct feed into the Metropolitan Police Service's Safer Transport team's hand-held devices for the purpose of monitoring and responding to incidents (with 15 more due for installation); a Disability Equality elearning training course in development; and scoping underway for pan-TfL review of travel assistance.
- 4.5 Upcoming 2024/25 actions with the potential for stakeholder/customer interests are: renaming the London Overground lines and simplifying how they are represented in customer information products; the trial of Google Street View in 30 stations; establishing an inclusive design centre for excellence; safety audits to inform design of public spaces to improve the safety of women, girls and gender-diverse people; a innovation challenge aimed at improving travel for disabled people, making it easier for customers to contact staff during their journey and access information on crowding, accessibility and disruption; completing installation of 'self-reporting' technology in our lifts to enable automatic notification of faults and live status (due 2025); and step-free access at Knightsbridge station (due 2025).

5 Next Steps

- 5.1 Developing a measurement framework to determine the impact of EiM is a key activity for 2024/25 and good progress is being made. Work is also underway to embed the requirements of the EiM programme into TfL's business planning process.
- 5.2 We are also completing delivery of in-progress 2024 actions and finalising remaining scoping activity (e.g. methodology for the pan-TfL review of travel assistance) and will begin scoping of 2025-2030 actions.

List of appendices to this report:

Appendix 1: Equity in Motion Update

List of Background Papers:

None

Contact Officer: Emma Strain, Director of Customer
Email: EmmaStrain@tfl.gov.uk