

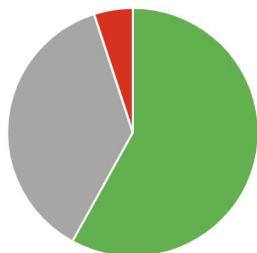
Equity in Motion (EiM) Update

Appendix I

2024 EiM Actions Status

49 actions due for completion in 2024

(See appendix for full list)



- 58% actions are complete or on-track
- 37% actions in further scoping
- 5% actions delayed

- There are no specific targets for the EiM-related customer metrics shown below
- Developing a measurement framework to determine impact is a key EiM activity for 2024/25

	Freq.	FY 23/24	Latest	vs LY	YTD	vs LY
TfL is making it easier for disabled Londoners to get around [disabled Londoners] (%agree)	P	61%	60% P5	-1	61%	-
TfL provides affordable ways to get around London [C2DE] (% agree)	P	56%	60% P5	+4	60%	+4
TfL supports customers when things go wrong [disabled customers] (% agree)	P	47%	50% P5	+3	50%	+3
TfL makes me feel confident to travel around London [disabled Londoners] (% agree)	P	71%	64% P5	-7	68%	-3

Red = behind LY Amber = same as LY Green = ahead LY

Equity in Motion 2024/25 Actions

Action – Equity in Motion Pillar: Equitable Customer Experience	Timescale
Disability Equality Training - 80% of all employees and operational frontline colleagues to have completed the training by 2026	2026
Conduct a pan-TfL review of the effectiveness of the travel assistance we provide for customers with additional access requirements, including disabled customers, parents and people travelling with children, and older Londoners	2024
Use our newly recruited research panel of disabled Londoners, 'All aboard', to understand how we can better support disabled customers when things go wrong, in order to inform our investment priorities	2024
Review our complaints processes and develop more accessible ways to register a complaint when things go wrong	2024
Live crowding information, including an ambition to include priority seating availability	2025
Introduce Dial-a-Ride self-service to enable booking, amendment and cancellation of trips	2024
Work with the Commission for Diversity in the Urban Realm to name the London Overground lines and simplify how they are represented in customer information products	2024
Launch an 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	2024
Conduct a complex interchange review, investigating options for improved wayfinding	2024
Complete installation of 'self-reporting' technology in our lifts to enable automatic notification of faults and live status	2025

Equity in Motion 2024/25 Actions

Action – Equity in Motion Pillar: Equitable Customer Experience	Timescale
Add virtual tools to the TfL Go app and our website to help customers better understand the accessibility of the transport network	2025
Review our approach to translating communications into different languages, including British Sign Language	2024
Review core customer information (on and off network) to ensure availability in a wider range of accessible and inclusive formats	2025
Complete feasibility assessment of a ‘virtual help point’ app	2025
Trial of Google Streetview at 30 stations	2024
NaviLens trial on DLR	2024
Use safety audits to gather data to inform how we design public spaces to improve the safety of women, girls and gender-diverse people, starting with five locations in early 2024	2024
Make greater use of technology to prevent and investigate transport crime, implementing trials on buses	2024
Expand our outreach activity to support rough sleepers in London	2024
Expand our Project Guardian school sessions on sexual harassment to reach 28,000 Year 9 students	2024
Undertake focused research and engagement to better understand the experiences of disabled customers, women and girls, and LGBTQ+ people and their concerns about safety and security	2025

Equity in Motion 2024/25 Actions

Action – Equity in Motion Pillar: Equitable Customer Experience	Timescale
Enhance neighbourhood policing capability	2024
Publish report of recommendations into safety in taxis and private hire vehicles	2025
Run a bus safety innovation challenge focused on customer injuries, including those at higher risk	2024
Launch innovation challenge on entrapment on escalators	2024
Carry out further research to understand slip, trip and fall risks in more detail across different protected characteristic groups	2024
Establish an inclusive design centre of excellence, providing organisational leadership, research and best practice, project support and appraisals, training and mentoring, and process reviews	2024
Complete a review of lift and escalator design standards and engage with the industry to ensure best practice from an inclusive design perspective	2024
Embed Design for the Mind PAS into organisation practices	2024
Playspace for girls workshops	2024
Commence step-free access works at: Leyton and Colindale London Underground stations; Seven Sisters London Overground station	2024
Begin next phase of London Underground step-free access programme based on the prioritisation model	2024

Equity in Motion 2024/25 Actions

Action – Equity in Motion Pillar: Equitable Customer Experience	Timescale
Introduce new DLR trains with improved accessibility	2024
Introduce a new fleet of trains on the Piccadilly line from 2025 with improved step-free access between train and platform	2025
Complete a feasibility study of toilet provision across our network	2024
Use our new disabled Londoners panel to conduct a deep-dive into priority seating, to update the research carried out in 2015 when developing the Please offer me a seat badge	2024
Install priority seating moquettes in all our 1,000 Routemaster buses	2024
Complete a feasibility study assessing the use of unused spaces on our network for inclusivity purposes, such as exploring calm rooms and LGBTQ+ community spaces	2025
Mini ramp rollout on London Underground	2024
Mini ramp rollout on Elizabeth line and London Overground	2025

Equity in Motion 2024/25 Actions

Action Equity in Motion Pillar: Protecting & Enhancing Connectivity	Timescale
Launch a bus user survey to enhance our understanding of who uses buses and how they are impacted by changes	2024
Undertake analysis to fill gaps in understanding regarding the travel patterns and experience of customers from protected characteristic groups and other groups such as low-income and homeless to inform our investment priorities	2024
Undertake research to build our understanding of barriers to walking across protected characteristic groups	2024



Equity in Motion 2024/25 Actions

Action Equity in Motion Pillar: Keeping travel affordable	Timescale
Undertake a study to better understand how cost affects the travel of people with protected characteristics, to inform our investment priorities	2024
Implement a new concession entitling care leavers to half-price bus and tram travel in 2024	2024
Collaborate with boroughs and stakeholders to assess eligibility vs take-up of concessionary fares by customer groups, developing and delivering plans to ensure entitlements are used by 2025	2024
Work with stakeholders to review the concession application process to ensure it is simple to understand and accessible to all, and identify ways to improve the clarity and availability of information about the cost of travel	2024
Carry out a review of the effectiveness of concessions and fare structures supporting lower-income households	2025

Equity in Motion 2024/25 Actions

Action Equity in Motion Pillar: Reducing Health Inequalities	Timescale
Launch a campaign aimed at encouraging new people into cycling, including those from under-represented groups, such as Black, Asian and minority ethnic communities, women, older people and disabled people	2024
Focus our road safety communications and training on groups and areas experiencing the greatest disparity in outcome	2024
Address inequality by reviewing processes to ensure physical infrastructure investment prioritises locations with the greatest disparity in road safety outcomes	2024
Establish a road inequalities alliance with boroughs, public health professionals and others to develop new approaches, including pilots, trials, community co-design and innovation	2025
Improve direct vision in HGVs by raising the minimum star rating from one to three	2024
Identify the impact extreme weather events will have on different transport users and neighbouring communities and develop interventions to support those most severely affected	2024

Equity in Motion 2024/25 Actions

Action Equity in Motion Pillar: Making the plan work	Timescale
Review the standard demographic questions we use in our customer research surveys to ensure we have correct and consistent definitions, and all protected characteristic groups are included	2024
Update our Understanding London's diverse communities evidence base	2025
Conduct a review of our customer and stakeholder engagement approach to assure inclusion of more diverse views	2024
Require all chief officers to have a SMART and visible customer inclusion-related performance objective	2024
Deliver a new Equality Impact Assessment (EqIA) awareness and training programme	2024

Equity in Motion 2024/25 Actions

Action Equity in Motion Pillar: Making the plan work	Timescale
80% of senior managers to have completed Disability Equality Training	2024
Review our organisational governance around EqlAs and set training targets for colleagues	2024
Develop a portfolio of role-specific customer and community inclusion training and guidance products	2024
Champion a 'Year of Inclusivity' to begin by 2026, delivering engaging internal and external programming, including a substantial innovation bursary (subject to funding) to support trials and delivery	2025
Finalise a new measurement framework, setting targets over time, and report performance and progress to the TfL board and through the Travel in London report	2024