Customer, Sustainability and Operations Panel

Date: **4 December 2025**

Item: **Equity in Motion**

This paper will be considered in public

1 Summary

1.1 This paper provides the Panel with an update on the Equity in Motion (EiM) programme since the last update to the Panel in March 2025. This paper provides a progress summary for financial year 2025/26 to date and an overview of work that is in progress.

1.2 EiM was launched in February 2024, with over 80 actions to build a fairer, more inclusive transport network. Since then, 41 actions have been completed, and 15 have become part of our everyday operations (labelled as continuous in our progress reporting), including turn up and go, travel mentoring and equality impact assessments.

1.3 Removing barriers and addressing inequality is a priority for the Mayor and TfL, and EiM is central to that mission. EiM continues to grow, shaped by research, reviews and feedback. We now have 109 actions, with 90 per cent of our 2025/26 actions either completed, continuous or in-progress. The full status descriptions are set out at Appendix 1.

2 Recommendation

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

3 Background

3.1 EiM aims to ensure more people can use our capital's transport network by removing barriers, tackling disproportionate impacts, and embedding more inclusive approaches to the development of services in the future.

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 2025/26 EiM Overview

4.1 Of the current 109 total actions, 43 actions are due for completion in 2025/26 and 15 are continuous actions that take place every year.

4.2 To date, 90 per cent of actions for 2025/26 are completed, continuous or in-progress.

4.3 Sections 5 and 6 highlight some completed and in-progress actions. The full list of 2025/26 actions are included at Appendix 2.

5 Completed EiM Actions for 2025/26

Self-reporting lifts (Phase 1)

5.1 Self-reporting lifts will improve the speed and accuracy of information about lift service status. Following a short trial, Phase 1 went live in October 2025 with 93 lifts across 28 stations. These lifts now provide live information directly to TfL Go, Journey Planner and third-party apps. More lifts will be added during Phase 1, with the aim to reach around 140 lifts (the full list is set out at Appendix 3).

5.2 Phase 2 lifts will require additional technology to be fitted to the lifts. Survey work has started to scope the feasibility and costs of lifts identified for this phase.

Step-free Access

5.3 Step-free access was provided at Knightsbridge station in April 2025. In early October 2025, a new step-free entrance opened at Battersea Power Station London Underground (LU) station. The entrance provides a second step-free entry/exit to the station and direct access to the new pedestrianised Electric Boulevard high street.

5.4 Colindale is on-track to be the next step-free station, expected to open by the end of 2025. Step-free access between the street and the train is planned to be completed at Surrey Quays by summer 2026. Construction continues at Leyton, Northolt and Hither Green stations. The works at Hither Green are being funded by the Department for Transport (DfT) through its Access for All programme. Detailed design work continues for Burnt Oak.

5.5 A recommendation of our shortlist for the next 17 LU stations to move into feasibility was announced in September 2025. These stations were selected based on the criteria developed through public consultation and stakeholder feedback. These stations are:

(a) Becontree;
(b) Blackhorse Road;
(c) Canons Park;
(d) Dagenham East;
(e) East Putney;
(f) Edgware Road (Hammersmith & City);
(g) Hatton Cross;
(h) Hornchurch;
(i) Kentish Town;
(j) Plaistow;
(k) Putney Bridge;
(l) Ruislip;
(j) Snaresbrook;
(k) South Harrow;
(l) Upton Park;
(m) Willesden Green; and
(n) Wood Green.

Improving Toilet Provision

5.6 New accessible toilets at White Hart Lane, Seven Sisters and Clapton stations have opened to customers, and works are underway at Morden and Amersham stations. We have completed optioneering work for Stratford and Woodford stations to inform construction and we are now looking at options for Green Park and Stockwell stations and at New Cross Gate and Acton Central on London Overground (LO).

5.7 Detailed designs have been completed for the first phase of mid-life renewals. We have completed LED lighting conversions at 36 locations.

New Disability Equality Training (DET) Launched for LU Frontline Colleagues

5.8 At the end of April 2025, we launched a new DET internal online course for frontline LU colleagues. Developed with training experts with lived experience of disability, this entirely new online course provides practical guidance to frontline LU colleagues. Around one in five customer-facing colleagues have already completed the course, with additional communications planned to drive uptake.

Access DLR Made Permanent

5.9 Following a successful trial and positive customer feedback, Access DLR – a free travel assistance service for anyone aged 18 or older who needs extra support from trained staff – has been made a permanent service offering.

New Priority Seat Design

5.10 Following an EiM action to review the most effective interventions for priority seating, we have taken on-board feedback that a more visually distinct priority seat design would help all customers to identify priority seating. We have also added a 'This is a priority seat' badge to the new design.

5.11 Customers will see the new design strategy on new DLR and Piccadilly line trains, as well as on refurbished Central, Waterloo & City line and Elizabeth line trains.

5.12 This new design was launched as part of Priority Seat Week in April 2025, which included announcements on trains, trials of new signage on the DLR, and a campaign raising awareness of people with non-visible disabilities requiring a seat.

Accessibility Signage

5.13 Completed on 30 July 2025, Wembley Park is the latest station to install our accessibility signage standard, which provides a "breadcrumb trail" for the accessible route through a station and onto the train.

5.14 We continue to update our accessibility signage based on feedback from disabled customers and stakeholders. We received feedback that sometimes lifts can be hard to identify and have therefore installed new lift wrap signage as a trial in Paddington station. Feedback has been positive, and we are looking to continue the trial at Westminster station.

Lift and Escalator Design Standards Review

5.15 The lift design standards set minimum car and door opening dimensions for lifts at stations where the lifts are in addition to stairs or escalators (i.e. it does not include stations that only have lifts, such as Covent Garden, which have larger lift sizes). We have updated our standards to increase our minimum requirement for all new lifts from Type 2 car lifts to larger Type 3 car lifts. This allows us to increase capacity in our lifts and recognise the increasing prevalence of larger wheelchairs. This standard also requires a "through lift", meaning wheelchair users are not required to reverse in/out of a lift or turn within the lift. There is a rigorous process for exemptions to this requirement, for example when a new lift is being replaced within an existing lift shaft.

5.16 On escalators, we have introduced safety initiatives, such as speed reduction to support safer boarding and alighting, and additional safety switches to help prevent entrapment. For the proposed Bakerloo Line Extension, we plan to install escalators at a 26.3 degree incline instead of the standard 30 degrees. This adjustment is intended to make the rise of steps more like fixed stairs, helping to

reduce slips, trips, and falls – which can be more prevalent among vulnerable customers.

Translation Review

5.17 We have completed a review to examine how we translate customer-facing communications into other languages, including British Sign Language. Drawing on insights from over 30 customer-facing teams, desk research and external benchmarking, the review highlighted gaps in consistency, prioritisation, and planning when it comes to decisions around translation. The review found our approach can be fragmented and reactive, with no clear framework guiding when or how it should be applied. Teams sometimes lack up-to-date data, consistent decision-making processes, and access to reliable translation suppliers. Digital tools are utilised on an ad-hoc and limited basis without quality assurance. Translation costs are often excluded from budgets. Inconsistent provision of accessible formats, in particular Easy Read, further hinder communication. Overall teams would benefit from more support.

5.18 The review recommends:

(a) the development of a central translation framework and local plans;

(b) good practice guidance on high-quality, ethical use of translation technology;

(c) the co-design of effective solutions with frontline staff and decision-makers;

(d) improved awareness of and access to up-to-date insight on language diversity, literacy, and communication barriers; and

(e) improvement of our approach to use of Easy Read formats.

Inclusive Design Centre for Excellence

5.19 Our recently established Inclusive Design Centre for Excellence is our central hub for embedding inclusive design across all our projects, policies and services. Through the Centre we empower colleagues with the knowledge and skills to ensure transport works for everyone, by offering expert guidance, tools, training and providing space for collaboration. Progress continues at pace. Since our last update we have:

(a) provided advice to numerous projects, including Step-free Access Programme, Interchange Best Practice Guidance refresh, Customer Toilets Good Practice Guidance, TfL25 customer marketing campaign and Elizabeth line digital advertising corridor wrap;

(b) delivered webinars to over 150 colleagues across the organisation on topics including customer toilets and Changing Places, wayfinding and signage, designing for neurodiversity, designing for mental health and wellbeing, inclusive external environments and inclusive engagement;

(c) developed a benefits management strategy for the Centre, intended to provide a structured framework to identify, capture, monitor, measure and report anticipated benefits. This will help to ensure the Centre's deliverables give value to the business, and the appropriate return on investment;

(d) launched a call for evidence with external organisations, communities, and boroughs to help us understand their expectations and develop future plans geared towards achieving them; and

(e) established a Community of Practice within the Investment Planning directorate, aimed at upskilling sponsors and project managers in inclusive design best practice.

Measurements Framework

5.20 There is an EiM action to create a new measurement framework, setting targets over time, and to report performance and progress to the TfL Board and through the Travel in London report. A set of 10 metrics aligned to the pillars and themes in EiM has been created and was published on 14 November 2025. Full details are set out in Appendix 4. Tracked to 2030, these will measure overall performance and progress towards closing the gap among customers with protected characteristics. We plan to publish findings from new research and analysis in Travel in London focus reports. We will continually review the framework, making changes if needed to ensure it is as useful as possible.

Safety and Security Research with Disabled People

5.21 We completed a dedicated piece of research exploring how disabled customers feel about safety and security when travelling. For the majority of disabled customers feeling safe is not just preferable, it is central to whether a journey feels accessible. Safety is described as a baseline requirement that shapes their ability to use public transport confidently and independently.

5.22 Those with physical impairments, including mobility and visual impairments, are the most likely to experience a significant risk of slips trips and falls. Key risk points are boarding/alighting trains or buses, moving through stations, and when buses pull away or stop abruptly.

5.23 From a security point of view, disabled customers feel especially exposed when travelling on the network. Women within the sample also spoke about harassment more than the men. Disabled customers had concerns about reporting security complaints and whether their reports would be acted upon.

5.24 We are working through the recommendations from this research, understanding where projects are already in progress, being scoped or any new requirements we need to explore.

Bystander Marketing Campaign

5.25 As part of our ongoing action to tackle hate crime and harassment, a new campaign was launched during National Hate Crime Awareness Week. The campaign encourages passengers to support those experiencing abuse by acting

as an active bystander engaging with the targeted person as they would a friend, if safe to do so.

5.26 It features real stories of Londoners who helped defuse incidents and was displayed in cinemas, on ITVX and social channels. Posters across the network share additional examples and conversation starters. We have also expanded the free active bystander training sessions for the public.

5.27 This work supports wider safety initiatives, including a new police taskforce focused on sexual offences, violence against women and girls, and hate crime part of the Mayor's commitment to improving safety and confidence for all passengers, especially those disproportionately affected.

6 EiM Actions In-progress

Supporting Londoners on low incomes

6.1 We have begun to scope out work for the action: Work with the Greater London Authority's (GLA) Financial Hardship team to connect Londoners on low incomes with information about financial support. While in the early stages, we expect this work will involve engaging with key stakeholder groups from the outset and building on the knowledge and understanding we already have about this particular group, as well as how they intersect with other vulnerable groups in London.

New DLR Trains Update

6.2 Following the introduction of three B23 trains in September 2025, we had to temporarily withdraw them from service as a precautionary measure following an issue with braking performance during wet weather that was identified on one of the trains. Safety is our top priority so, although there has only been one isolated incident with a single train, all three new trains have been temporarily withdrawn from customer service. We are currently undertaking an investigation to fully understand the cause and return the trains to service as quickly as possible.

6.3 Once the new trains are re-introduced, they will bring significant benefits to customers, featuring walk-through carriages, air conditioning, mobile charging points, and step-free access. Accessibility has been a priority from the start, with enhancements such as larger wheelchair spaces, open multi-use areas, priority seats with armrests, double doors throughout, and standout moquette patterns for priority seats. Vertical handrails and spacious carriages help manage crowding, while larger onboard displays provide live accessibility and service updates. Additional features include door lighting strips, improved audio with induction loops, and clear external signage for accessible areas. The B23 trains will improve service frequency and reliability, especially in areas like the Royal Docks and Isle of Dogs where the DLR is the main transport option.

Step-free Access Look Ahead

6.4 We will be completing concept design for step-free access at eight stations (including South Kensington, and a potential new station at Surrey Canal) and assessing feasibility for 17 more stations on the LU network. This creates a pipeline of projects that can be taken forwards into construction subject to available funding. Surrey Canal is a new station proposed to serve housing development on the Windrush line.

6.5 Design work at Brondesbury and Seven Sisters (LO served platforms only) stations is substantively complete. A decision on funding for the delivery of step-free access at these stations is awaited from the DfT. Detailed design work continues at Wandsworth Town station, funded again by the DfT.

6.6 Funding is being sought from the DfT to complete a revised design for step-free access at Hackney Downs station.

6.7 The status of the four stations on the LO network that were added to the Access for All programme in May 2024 (Bushey, Dalston Kingsland, Gunnersbury and Upminster stations) remains uncertain. The progression of design work at these stations requires the award of funding from the DfT.

Toilet Programme Look Ahead

6.8 Feasibility works are underway at New Cross Gate and Acton Central stations, and we are exploring delivery for Highbury and Islington and Blackhorse Road stations in partnership with Network Rail. Non-GLA funded works are on site or in planning at Colindale, West Ham, Leyton, Northolt, Gospel Oak and Surrey Quays stations.

6.9 Following an antisocial behaviour workshop, there will be a trial of suggested interventions at Upminster Bridge, Dagenham and Upney stations. We are carrying out data validation of toilet real-time information, before going live to customers, and evaluating a cleaning attendant trial at Stratford, Farringdon and Baker Street stations.

6.10 We are also setting up a bus station toilet working group to widen the toilet programme.

EiM Communication and Engagement

6.11 Following the successful first year of EiM we are scoping a communications plan that can amplify the impact of EiM throughout 2026. This was previously referred to as a 'Year of Inclusivity' in EiM.

6.12 This will be an organisation-wide initiative to advocate for a greater focus on inclusion across every part of our operations and network, running from January to December 2026.

6.13 This workstream will consist of spotlighting and amplifying internal and external facing inclusivity initiatives, events and activities.

Travel Assistance Review

6.14 This is 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.

6.15 It has been carried out with oversight from a member of our Independent Disability Advisory Group (IDAG), to ensure that lived experience is central.

6.16 We have reviewed existing insight including surveys, complaints, formal challenges and staff feedback. We have also gathered new evidence from the 'All Aboard' customer insight panel, TfL experts, and stakeholder groups. Work is now underway to draft recommendations.

New Equality Impact Assessment (EqIA) Awareness Surgeries

6.17 We have launched focused one-to-one sessions designed to support colleagues who need help with completing EqIAs. This is part of wider work to improve the quality of EqIAs over time.

Innovation

6.18 We continue to explore innovative solutions which can support and improve customer experience including:

(a) WeAssist – an external video call service for visually impaired people which connects them to an assistant to help them navigate. We are looking at how this service, and others like it, could work on our network; and

(b) Waymap Indoor Navigation – this allows a customer to navigate indoors, using sensors in a phone to pinpoint the customer's position within a station.

Future tfl.gov.uk

6.19 A new TfL website is being designed, aimed at being easier to use and better able to support our diverse customers, including:

(a) improved 'findability' to make it quicker and easier to find planning tools and information;

(b) a focus on customer facing language, removing TfL jargon;

(c) making it easier to contact TfL; and

(d) a new 'accessibility' hub to make it easier for customers to find information and station facilities.

7 Next Steps

7.1 EiM continues to evolve with new commitments already added. The end of financial year 2025/26 marks the end of the ‘short term’ phase described in EiM, which included a number of reviews and strategic research. During 2026/27, we will take stock of the findings of these reviews and research to update EiM commitments and create new ones where needed. This will involve consultation with TfL’s IDAG and external stakeholders.

7.2 The Panel will be provided with a further update in six months.

List of appendices to this report:

Appendix 1: Equity in Motion action status explained
Appendix 2: Equity in Motion 2025/26 Actions Update
Appendix 3: Self-Reporting Lifts
Appendix 4: Measurements Framework

List of Background Papers:

None

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Appendix 1: Equity in Motion (EiM) action status explained

(a) Continuous – an action we have identified as not having a definitive endpoint, which is part of our everyday operations.

(b) Completed – the action has been fully completed and is closed.

(c) In progress – actions currently underway.

(d) Scoping – actions being defined, ready to move to ‘in progress’ when agreed.

(e) In pipeline – actions scheduled for future scoping.

(f) New – a new action that we believe to be part of EiM, even if not originally identified. This allows us to be flexible and adapt to the changes around us, and the feedback we receive.

Appendix 2: Equity in Motion 2025/26 Actions Update

15 Continuous
• Providing Turn Up and Go and Passenger Assist • Travel Mentoring - provide mentoring, schools programme and greater promotion • Pan-TfL installation of accessibility signage standard • Marketing campaigns related to hate crime and sexual harassment, and bystander campaigns • Step-free access (SFA) works at: Leyton and Colindale London Underground stations; Seven Sisters London Overground station • London Underground SFA programme based on prioritisation model • Improve toilet provision and toilet facilities • Implement inclusive design strategies in new development projects considering the needs of e.g. children, older people, women, girls and gender diverse people, people with accessibility needs • Maintaining cash acceptance • Work with organisations representing low-income Londoners to share information on affordable fares and concessions • Continue to engage with stakeholders to review and assess how we manage inclusion conflicts in streetscape design schemes, including bus infrastructure conflicts such as bus stop bypasses • Ensure climate change adaptation measures across our network and estate do not create additional barriers or inequalities • Deliver a new Equality Impact Assessment (EqIA) awareness and training programme • Develop a portfolio of role-specific customer and community inclusion training and guidance products • Continue to review the standard demographic questions we use in our customer research to ensure we have correct and consistent definitions and all protected characteristic groupings are included

4 Completed
• Review approach to translating communications into different languages, including British Sign Language • Review lift and escalator design standards • Undertake a study to better understand how cost affects the travel of people with protected characteristics, to inform our investment priorities • Undertake a study into harassment experienced disproportionately by women, minority ethnic communities and disabled people when cycling, to identify behaviour change interventions

33 In-progress

- 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
- Live crowding information, including an ambition to include priority seating availability
- Conduct a complex interchange review, investigating options for improved wayfinding
- Complete installation of 'self-reporting' technology in our lifts to enable automatic notification of faults and live status
- Virtual tools to TfL Go and website to better understand the accessibility of the network
- Improve information on the TfL website to better understand the accessibility of the TfL network
- Review core customer information (on and off network) to ensure availability in a wider range of accessible and inclusive formats
- Feasibility assessment of a virtual help point app
- Use of technology for investigating and reporting crime, starting with trial on buses
- Add reporting of hate crime, antisocial behaviour and safety concerns to TfL Go and website
- Inclusive design appraisals for new commercial and residential projects
- Ensure age-friendly design tools are used to consider the needs and requirements of children, young and older people at every stage of planning and design for new commercial and residential projects
- Complete an audit to identify problematic stations for neurodivergent customers and complete pilot to make improvements based on principles of Design for the mind
- Open lifts and new station entrance at Surrey Quays London Overground Station
- Introduce new DLR trains with improved accessibility
- Rollout of new Piccadilly line trains with improved step-free access between platform and train
- 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
- Mini ramp rollout on Elizabeth line and London Overground
- Develop further connectivity assessment techniques, including Webchat tool, to consider equity in transport planning
- 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
- 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
- Explore concessionary cycle hire fares for disadvantaged Londoners
- Engage with Equality, Diversity and Inclusion stakeholders to understand the impact of the London-wide Ultra Low Emission Zone on protected characteristic groups
- Focus road safety communications and training on groups and areas experiencing the greatest disparity in outcome
- Establish a road inequalities alliance with boroughs, public health professionals and others to develop new approaches, including pilots, trials, community co-design and innovation
- Assess TfL's incident reporting systems for the data they hold on the impact of severe weather on incidents
- Identify and prioritise the incident reporting system/s to amend to best enable quantitative climate risk assessment.
- Priorities new greening measures such as green roofs and planting for TfL and Places for London in deprived areas
- Conduct a review of our customer and stakeholder engagement approach to assure inclusion of more diverse views
- 80 per cent of senior managers to have completed Disability Equality Training Band 4
- Review organisational governance around EqIAs and set training targets for colleagues
- Champion a Year of Inclusivity delivering engaging internal and external programming, including a substantial innovation bursary (subject to funding) to support trials and delivery
- Update Understanding London's Diverse Communities evidence base

4 Scoping
• 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 • Carry out a review of the effectiveness of concessions and fare structures supporting lower-income households • Ensure one in six electric vehicle charging points across our estate is a dedicated accessible space • Identify the potential biases, and address them, in our data using the Government Data Ethics Framework

2 In Pipeline
• Enhance neighbourhood policing capability • Work with the Greater London Authority's Financial Hardship team to connect Londoners on low incomes with information about financial support

Appendix 3: Self-Reporting Lifts

143 lifts included within Phase 1 for Self-Reporting Lifts. This list is subject to change as testing is currently underway:

1-4	Bank Lift 8, 9, 10 and 11
5-8	Battersea Lift 1, 4, 2 and 5
9-10	Borough Lift 1 and 2
11-12	Kennington Lift 1 and 2
13-14	Sudbury Hill Lift 2 and 1
15-17	Belsize Park Lift 2, 3 and 4
18-19	Caledonian Road Lift 3 and 4
20-21	Chalk Farm Lift 1 and 2
22	Cockfosters Lift 1
23-24	Finsbury Park Lift 1 and 3
25-30	Green Park Lift 1, 2, 3, 4, 5 and 6
31-34	Hampstead LCU01, LCU02, LCU03 and LCU04
35	Mill Hill East LCU01
36-37	Osterley Lift 1 and 2
38	Kilburn Lift 1
39-40	Nine Elms Lift 1 and 2
41-42	Tufnell Park Lift 1 and 2
43-46	Wembley Park Lift 1, 2, 4 and 5
47-48	Edgeware Lift 1 and 2
49-50	Finchley Central Lift 1 and 2
51-54	Goodge Street Lift 1, 2, 3 and 4
55	Mornington Crescent Lift 2
56-58	Russell Square Lift 1, 2 and 3
59-60	Acton Town Lift 1 and 2
61-68	Bond Street Lift 1, 2, 3, 4, 5, 6, 7 and 8
69-74	Stratford Lift 4, 5, 6, 7, 16 and 17
75-86	Tottenham Court Road Lift 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 and 12
87-96	King’s Cross Lift 1, 2, 3, 5, 6, 7, 8, 9, 10 and 11
97	Canada Water Lift 1
98-100	Canary Wharf Lift 1, 2 and 3
101-103	Canning Town Lift 1, 2 and 3
104-112	Farringdon Lift 1, 2, 3, 4, 5, 6, 7, 8 and 9
113-115	London Bridge Lift 2, 3 and 4
116-124	Moorgate Lift 1, 2, 3, 4, 5, 6, 7, 8 and 9
125-127	North Greenwich Lift 1, 2 and 4
128-129	Southwark Lift 1 and 2
130	Waterloo Lift 2
131-132	West Ham Lift 2 and 4
133-135	Westminster Lift 2, 3 and 4
136-137	Morden Lift 1 and 2
138-141	Covent Garden Lift 1, 2, 3 and 4
142-143	Kingsbury Lift 1 and 2

Appendix 4: Measurements Framework

Equity in Motion (EiM) Pillars:

An equitable customer experience

Metric 1 - Step-free journey time differential
- Additional journey time by step-free routes
- Several relevant EiM actions on step-free access which, when delivered, may directly impact this metric

Metric 2 - Rail crowding
- Proportion of travelled km on TfL's rail services in crowding above two person per square metre
- Crowding has a disproportionate impact on older, disabled, pregnant and people with young children
- Links to several relevant (over)crowding actions in the Mayor's Transport Strategy

Metric 3 - Public engagement in consultations
- Compares participation in TfL consultations (e.g. Have Your Say) by protected characteristic group against the demographic profile of Londoners

Protecting and enhancing connectivity

Metric 1 - Public Transport Accessibility Levels (PTALs) in deprived areas
- PTAL scores in the most deprived areas (bottom 30 per cent most deprived Lower Super Output Areas)
- To improve accessibility and inclusion we want to improve PTAL scores everywhere but especially in deprived areas which tend to have lower PTAL scores and lower car ownership
- Links to bus connectivity action in the Customer Strategy and some relevant actions in EiM which may indirectly impact this metric

Metric 2 - Bus Customer Journey Times
- Pan London weighted customer journey times.
- Different groups use the bus more frequently than the London average, e.g. those under 25, in households with an annual income of less than £20,000, women and Black, Asian and minority ethnic Londoners. After walking, disabled Londoners use the bus more than any other mode.
- Agreed in Bus Action Plan and links to action on bus journey time in the Customer Strategy

Metric 3 - Londoners within 400m of strategic cycle network vs in deprived areas
- The demographic make-up of cyclists in London does not reflect the city's diversity. This is partly because cycle route provision varies
- Agreed in Cycling Action Plan - relevant action on expanding the cycleway network so that 40 per cent of Londoners live within 400m of the network by 2030

Keeping travel affordable

Metric 1 - Fare affordability ratio
- Tracking the affordability of travel in London by highlighting how many hours / minutes worked to afford the cost of daily travel
- The selected wage focuses on lower income Londoners and is linked to earnings
- Several relevant EiM actions on affordability which, when delivered, may directly and indirectly impact this metric

Reducing health inequalities

Metric 1 - Per cent of Londoners completing 20 mins of active travel per day

- Per cent of various subgroups completing 20 minutes of active travel per day.
- Active travel shows some variance between different groups including ethnicity, age, those with a disability, income profile and we want to reduce these inequalities
- Agreed in Cycling & Walking Action Plans and several relevant EiM actions on which may indirectly impact this metric

Metric 2 - Casualty and collision rate

- Annual number of collisions taking place in the most deprived areas (bottom 30 per cent most deprived Lower Super Output Areas)
- People from more deprived areas, some ethnic minorities, disabled people, children and older people are disproportionately affected by road danger
- Several relevant EiM actions on affordability which, when delivered, may indirectly impact this metric

Metric 3 - Air quality inequalities

- NO2 and PM2.5 levels in most deprived areas (bottom 30 per cent Lower Super Output Areas)
- Communities with higher levels of deprivation or a higher proportion of people from ethnic minorities are more likely to be exposed to air pollution while being more vulnerable to its effects
- Several relevant EiM actions on affordability which, when delivered, may indirectly impact this metric