



# Action on Equality: TfL's commitments to 2020

MAYOR OF LONDON



Transport  
for London

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# What does Transport for London (TfL) do?

We run all the transport services in London:



- Docklands Light Railway
- Emirates Air Line.
- London Buses
- London Dial-a-Ride
- London River Services
- London Overground
- London Trams
- London Underground
- TfL Rail
- Hire bikes
- Victoria Coach Station



Our big goal is to keep London working and growing and to make life better for everyone in London. We also:



- run the **Congestion Charge** scheme

The **Congestion Charge** is money drivers pay Monday to Friday to drive into central London - the charge is to reduce traffic.



- manage London's Red Route – a network of 580km (360 miles) of major roads. That's longer than the journey from London to Glasgow!

- operate all the 6,200 traffic signals across London

- provide the rules for taxis and mini-cabs
- make it safe for people who walk and cyclists.







We have been doing a lot of work on public transport in London, such as:

- building **Crossrail** – **Crossrail** is a new railway running from London to areas outside London
- updating many tube services and stations
- making roads better and safer for road users, especially for people who walk and cyclists.



We are leading the way with tickets:

- one ticket for one trip
- Oyster is the world's most popular smartcard
- Contactless payment is making it much easier to travel.



And we are leading the way in travel information:

- travellers can get up-to-date information
- we have shared information with other organisations to help them develop apps and other services.

An **app** is a small piece of software that you can use on your smartphone, such as Spotify or Google Maps.



Better transport in London is good for the **economy**, for jobs and for housing across the UK.

The **economy** is all the goods and services that are produced, sold, and bought in the UK.

## A message from Mike Brown, TfL Commissioner



Welcome to the Easy Read version of 'Action on equality'.

This document explains what TfL is going to do to make its organisation and its services more equal from 2016 to 2020.



The work in our Single Equality Scheme 2012-2015 has already made things better:

- it's easier to travel around London
- TfL is a more equal organisation
- 85 out of 100 bus stops are accessible
- there is up-to-date information about buses at every bus stop.



- there are 'Legible London' maps in nearly every London borough
- there is less crime on public transport
- there are more senior managers who are women and BAME (Black, Asian and Minority Ethnic) people
- half of every London Overground station is **step-free**.



At a **step-free station** you do not have to walk up or down steps to board the train or get to or from the platform.

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Here's a few examples of how we are making our services and our organisation more equal:

- we are working with Metropolitan Police Service (The Met) and British Transport Police (BTP) to tackle sexual harassment
- a new design for tube stations will show everyone how new stations should look and feel, and how easy they will be to use.



- staff training will make sure all customers and staff are treated equally.



Every year we will tell you how we are doing against the equality goals in this report.

We spoke to a lot of groups and organisations to write 'Action on Equality' and we used the research we have carried out about equality in London.



I am sure that 'Action on Equality' will help us to make every person matter and to keep London working and growing.

**Mike Brown MVO**

Commissioner, Transport for London



## About this document



'Action on Equality 2016-2020' tells you how we are going to promote equality for customers, staff, groups and organisations interested in TfL.



It also tells you how we are working towards the Equality Act 2010

- end discrimination, harassment and hate crime
- give opportunities to people in different equality groups
- support equality groups to get on well with everyone else



'Action on Equality' replaces the Single Equality Scheme (SES) 2012-15 and continues our work on equality.

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## What are the issues?



In 'Action on Equality' we want to tackle some big equality issues over the next 4 years.

We chose these big issues after research and after speaking to a lot of groups and organisations.

## Research



We used these 3 documents in our research:

- 'Travel in London: Understanding the travel needs of London's Diverse Communities', which came out in 2012 and was updated in 2015
- our annual Workforce Monitoring Report, which includes information about our staff including their age, gender and ethnicity.
- the Single Equality Scheme 2012-2015.

## Working with our staff



We worked closely with TfL and with our Staff Network Groups to write this document. The groups include:

- BAME Network
- Carers' Network
- Staff Network Group for Disability
- Faith and Wellbeing Network
- Women's Network
- OUTbound – our lesbian, gay men, bisexual and trans people, plus (**LGBT+**) Network



**LGBT+** stands for Lesbian, Gay, Bisexual, Transgender and other groups of sexual and gender minorities.





**Transgender** describes people who feel the sex they have been raised as does not match how they feel inside.



Since 2013, we have carried out a staff survey and made checks every 6 months.

The survey helps us to find issues that affect equality groups.

## Working with customers, groups and organisations

We work with a number of groups to help make services more equal, including:

- Youth Panel
- Schools' Challenge
- Valuing People Group – a group for people with learning difficulties
- London sub-regional mobility forums



We have worked with the Independent Disability Advisory Group (IDAG) since 2007 to make services easier for disabled people to use.

IDAG has 6 members and a new team was chosen in 2015. Team members change every year.

IDAG is an important group as it helps us to:

- work towards equality for disabled and deaf people
- work to the Equality Act 2010, especially on disability discrimination.



We have already done a lot to make it easier for everyone to get around London. But we still have to do more work.

## Who lives in London?

London's population is changing so London's transport will need to change too.

For example, by 2040 nearly half of London's population will be BAME people.



A lot of young people live in London, and the number of older people is increasing too.



By 2020 more than 1 in 8 Londoners will be over 65, so more people will need to take accessible trips because:

- older people are more likely to have a disability or a mobility problem
- there will be more families with young children as London's population grows.



For more information read 'Travel in London: Understanding the travel needs of London's Diverse Communities 2015'

Search for 'Equality Inclusion Publications' at [www.tfl.gov.uk](http://www.tfl.gov.uk)

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## What we have done since 2012?



Here are some of the things we have achieved from our Single Equality Scheme 2012-2015.

### Information for our customers, better customer service



- We have better signs about accessible trips in stations. We adapted the popular pink signs that we used during the London 2012 Olympics and Paralympics.



- We have 'Legible London' maps in nearly every London borough.



- We have up-to-date information available at every bus stop, on smartphones and by text too.



- We held 'All Aboard' training for all bus drivers - the training was created by working with disabled and older people's organisations.

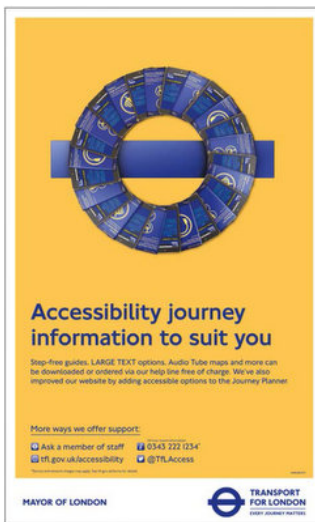






- We held our first accessible transport exhibition and conference ‘Access all Areas’ at London’s ExCeL for over 1,500 people.

## Working with groups and organisations



- Our ‘Come on Board’ campaign advertised information about accessible trips to 2000 people from small groups of older and disabled people.

We will start the campaign again in 2016.

- We worked with over 50 groups supporting older, disabled, young people and women on:
  - different campaigns
  - how services could be better.



- We worked with the Met and women’s groups on **Project Guardian** - a campaign to get women to report unwanted sexual behaviour on public transport.

New research tells us that almost 9 in 10 people feel safe when they travel on public transport.



- Whizz-Kidz’s ‘Get on Board’ campaign helped us to get transport companies to support disabled people to use public transport more often.

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- We held a ‘Youth Participation Day’ for more than 50 young people, where they learned new things about public transport in London.

## Transport planning



- The number of step-free stations on London Overground increased from 34 to 56 stations.

Half of all Overground stations are step free.



- 85 out of every 100 bus stops are accessible, so it is easy to board the bus from the pavement.

- ‘Your Accessible Transport Network’ came out and was updated every year.

## Keeping everyone safe



- Crime on London’s transport has fallen to 7 incidents for every 1 million journeys.
- Our Project Guardian ‘Report It to Stop It’ campaign led to a lot more sexual assaults reported.
- We carried on with our Safer Travel at Night campaigns
- More equality groups felt safe to travel because fear of crime on transport has fallen.

## Health for all



- More women aged between 30 and 54 years-old took more walking trips.
- 'Improving the health of Londoners: Transport Action Plan' came out - the first plan of its kind in the world.

Use this link to read the plan

<http://content.tfl.gov.uk/improving-the-health-of-londoners-transport-action-plan.pdf>

## Buying services



Our 'Race for Opportunity' scheme led to new apprenticeships for BAME people.

- In 2012 it won the Race for Opportunity Youth Partnership and Apprenticeship Award
- In 2013 it won the 'Collaboration and Partnership' award.

**Collaboration** means everyone working together.

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## Our staff



- We have more women and BAME senior managers than in 2012
- We got an award at the 2015 Excellence in Diversity Awards.



- Our 100 years of Women in Transport celebrations helped to increase the number of women who work in transport.
- Our Staff Network Groups celebrated their 10<sup>th</sup> birthday
- A new scheme is helping staff to find another member of staff to share their job



University Technical College®  
ROYAL BOROUGH OF GREENWICH

- We worked with Greenwich University Technical College to get young people from **under-represented groups** to become apprentices



**Under-represented groups** are groups of people whose numbers are low when you compare them to other groups.

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The Staff Network Group for Disability set up a group for staff with a mental health condition and for staff who wanted to offer support. Their work included:

- useful articles
- promoting mental health wellbeing
- training Mental Health First Aiders.

## ‘Every person matters’



Our big goal for ‘Action on Equality’ is: ‘every person matters to keep London working and growing’.

We have said ‘Every journey matters’ for a long time. Now we are saying ‘Every person matters’ too.



If we support every Londoner’s transport needs we can help everyone to lead happy and healthy lives.

This will help London to keep working and growing and it will make life in London better too.



The idea for our big ‘Every person matters’ goal came after speaking to lots of TfL staff and groups, including:

- IDAG members
- Staff Network Groups
- Staff Senior managers.

## Our equality goals



We spoke to TfL staff and other groups and organisations and wrote 11 equality goals for 2016 to 2020.



1. “We will make our services easier for more people to use, and provide a very good customer service for everyone”

2. “We will make sure more customers have the information they need to help them get around London”



3. “We will make London’s transport easier for everyone to use so that more people get the most out of London”



4. “We will make travel safer and support more young people, women and BAME people to travel on public transport”





5. “We will have fares that are value for money and easy to understand”

6. “We will make sure that public transport makes the health of Londoners better”



7. “We will have a workforce that closely reflects London’s population”

8. “We will make sure new and current staff can make the most of their skills and talents”



9. “TfL will be an organisation where all staff feel included and they enjoy working”



10. “We will support more businesses to welcome diversity”

11. “We will support more groups and organisations to get involved in our work”

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## Equality goal 1: Customer Service

“We will make our services easier for more people to use, and provide a very good customer service for everyone”



A trip starts when a customer thinks about travelling. A trip could mean walking, cycling or driving on London’s roads.



We want our customers to

- travel on high quality transport that’s easy for most of them to use.
- easily find information about TfL services and policies.
- comment on service knowing that this will make services better.



Research tell us

- Both disabled people and non-disabled people get around by walking, using the bus or the car.
- Older and disabled people travel less often than non-disabled people because it can be difficult to find information about accessible trips.
- Older or disabled customers are more likely to travel again if they have a good experience.



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Most customers are happy with our service, but we know it could be better.

For example, disabled and older people do not travel as often as non-disabled Londoners.

## 6 action areas for Customer Service

We have 6 action areas to make customer services better.

### 1. Buses

A lot of mobility impaired customers complain about bus drivers because:

- they do not help to sort out problems between buggy users and wheelchair users
- they do not put the ramp out properly
- they drive off before everyone is seated.

There are 2 issues:

1. A lot of different bus companies operate in London so customer service can be different from bus to bus
2. A lot of bus drivers do not stay in their job for long.

We can improve customer service by:

- giving bus drivers more training
- good communication
- hiring new bus drivers.







## 2. Priority seating

Many customers need a seat when they travel, such as:

- disabled people
- older people
- pregnant women
- people with a child 3 years old or younger
- people with conditions and illnesses that can't be seen, such as diabetes



A lot of our customers, especially those who travel on buses, know about priority seating.

But 3 out of 10 people have told us that when they needed a priority seat a customer would not give up their seat.

We want to change things so that anyone who needs a seat can get one.



## 3. Taxi and mini-cabs

We know that it can be difficult for

- wheelchair users to hail a taxi
- customers with assistance dogs to get a taxi or mini-cab.



It is against the law to refuse a service to a person with an assistance dog or a wheelchair user, or anyone from an equality group in the Equality Act.

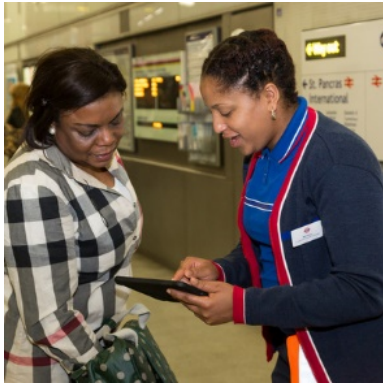
The equality group that are most unhappy with the taxi service is disabled people.



#### 4. Manual ramps

Ramps enable wheelchair users to board tube trains. To provide a good ramp service:

- there should be more staff that can support customers – our **Fit for the Future** programme will make this happen.
- it should be easy for staff at different stations to speak to each other.



**Fit for the Future** starts on 3 April 2016 and it will mean:

- safer travel
- modern trains and tracks
- more stations, like the new Crossrail stations
- better customer service.



A good ramp service means our customers will be certain they can complete their journey.

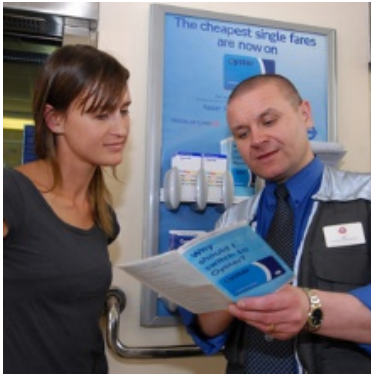
#### 5. Door-to-door transport

Disabled customers have told us

- they cannot get help from taxi and mini-cab drivers when they need it
- that sometimes they cannot use Dial-a-Ride for the trips they want to take.



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## 6. Customer complaints

We want to provide a good service for all our customers and carry on making our complaints service better.

A complaint tells us when something goes wrong, so we can learn from our complaints and make our services better



When an organisation checked our complaints service they told us:

- we are working hard to make the service better
- we always put the customer first.
- different ways to make our complaints service better. They are listed on Page 26.

## What do we need to do?



### Buses

- We will hold training for bus drivers about
  - disability awareness
  - the way that TfL works.
- 25,000 London Buses staff will go on a training course about customer service between April 2016 and March 2018.



- We will support London Buses to provide a better service for its customers
- We will offer a new qualification for all bus drivers, with a big section on better customer service
- We will work out how staff and bus drivers can work together to provide a better customer service.





## Priority seating

- We will have the same signs about priority seating in all public transport. Priority seating will include people with ‘hidden disabilities’ such as a brain injury or diabetes.

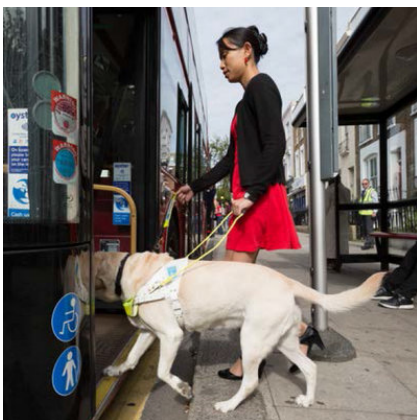


- We will have a spoken or recorded message about priority seating, especially when customers get on board.
- We may bring in a card or badge for people who need priority seating.



## Taxis and mini-cabs

- We will have new duties for taxi drivers to say they will put their customers first
- We will have new signs for legal mini-cabs so that there are less illegal drivers
- We will bring out a guide book on customer service for taxi drivers.



- We will start campaigns to tell mini-cab drivers and customers about the law on
  - wheelchair users
  - customers with guide dogs

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We will also:

- hold disability equality training for mini-cab drivers
- look at the equality training course for taxi drivers
- decide on the best way to tackle min-cab drivers who refuse to take wheelchair users or customers with assistance dogs
- look at each complaint made about taxi and mini-cabs.



### London Underground and Rail

We will carry on with our 'Fit For the Future' programme which will lead to:

- better customer service
- more staff to help customers in all stations.



### Door-to-door transport

We will look at the local journeys made by Dial-a-Ride.

We will have better customer information about the choices for door-to-door transport, including Dial-a-Ride and Taxicard.

We will start a disability equality **e-learning** course for taxi, mini-cab and community transport drivers.



**E-learning** is a training course you can do on a computer.



## Customer complaints

In 2015 we got a company to write a report on the way we deal with customer complaints.

As a result of this report we will:

- make it easier for customers to find out what we did to put things right when a customer complained
- look at the issues a lot of people complain about and make sure we put those things right
- make sure that TfL staff feel they can sort out any complaints the first time they happen
- make sure there's a good service across all public transport in London, and that customers know how to take a complaint to the next stage.



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## How will we know we have reached Equality Goal 1?

**Questions**

1. What do you think about it?

Good

Bad

Not sure



- We will use information from different travel surveys:
  - Customer Satisfaction Survey
  - Mystery Traveller Survey
  - Accessibility Mystery Traveller Survey



And we will look at the numbers of:

- older and disabled people using public transport
- customers who tell us they can get a priority seat
- customers who know about accessible trips
- complaints from customers with guide dogs. We will look at every complaint.
- complaints about taxi and mini-cab services
- taxi or mini-cab drivers who lose their licence
- taxi and mini-cab customers who are happy with the service.



## Equality Goal 2: Customer information



“We will make sure more customers have the information they need to help them get around London”



Customers need good quality information to take accessible trips on public transport, and make the most of the time they spend in London.

An accessible trip could start at home or the office – before a customer gets to a bus stop or station.



A lot of customers and TfL staff did not know

- there was a lot of information on accessible trips
- or where they could find the information.

They said we should make more information available in print.



A lot of BAME people told us they did not know about London’s hire bike scheme or the Cycle Superhighways (pictured).

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## What do we need to do?



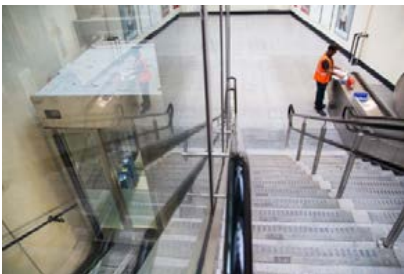
We will provide more information about accessible trips on the TfL Journey Planner.

We will work out how we can make information about accessible trips better.



We will look into new ways to provide information:

- on accessible trips
- that matches our customer's individual needs.



We will make it easier for customers:

- to take step-free trips because there are better signs and information.
- to find out how they can take accessible trips on the tube.



We will start a course, with a qualification, about travel mentoring in London.

Get people from more local travel mentoring schemes around London to take up the course.



We will advertise our hire bikes and get more BAME people to take up cycling.



We will provide a better door-to-door transport service across London and:

- work closely with London Councils (a group that represents all of the London boroughs) and all the 33 London boroughs
- make sure disabled Londoners know the transport choices they can make.



By April 2017 we will advertise these assisted transport services:

- Dial-a-Ride
- Taxicard
- Travel Mentoring Service.



In 2016 we will run a big advertising campaign about information on accessible trips with:

- printed adverts in magazine and on the tube, on posters and on the radio to get the message out to people who do not use the internet.
- adverts on the TfL website and on the internet
- stories from disabled people about travelling on the network.



By spring 2016 we will find out:

- how information about accessible trips is used by our customers
- if we need new information.

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## How will we know we have reached Equality Goal 2?



- We will use the requests for information about accessible trips. For example:
  - orders for posters
  - calls to the helpline
  - downloads from the TfL website.



- We will use information from surveys such as the TfL Customer Satisfaction Survey.



- We will look at comments from customers and other groups and organisations.



- We will use information about the ethnicity of people taking up cycling and using hire bikes.



- We will find out how many customers know about our apps and other travel information.

## Equality Goal 3: Making services easier to use



“We will make London’s transport easier for everyone to use so that more people get the most out of London”



Step-free travel makes it easier for many people to use transport, including:

- wheelchair users
- people with a physical disability
- customers with buggies and heavy luggage.



We want it to be easy to make any trip around London, such as:

- walking around the streets
- using a bus stop
- using stations or
- travelling in a vehicle.

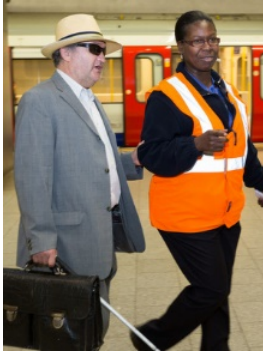


When pavements are easy to walk on and stations are easy to get to, it:

- improves the local area
- means more people will walk
- means more people will use public transport.

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For more people to take accessible trips there needs to be:

- good quality information
- staff that are easy to find and have had training on accessible trips
- better routes between step-free stations and accessible bus stops.



London may have one of the world's most accessible transport systems, but it still is not accessible for everyone:

- 67 out of 260 tube stations are step-free
- 56 out of 111 Overground stations are step-free
- 55 tube stations have manual boarding ramps
- 50 tube stations have platform ramps.



We are working on a new boarding ramp that can be used on smaller platforms and in more stations.



In the last year we know that:

- 8 out of 10 disabled Londoners used the bus
- 9 out of 10 non-disabled Londoners used the bus.



Nearly all bus stops are accessible.

We will carry on making bus shelters better with new seats.



We have more work to do, to make stations and vehicles more accessible. For example, wide-aisle ticket gates are useful for:

- wheelchair users
- people with buggies
- people with large luggage.



We are also working on mobile technology that will enable visually impaired people to travel through stations on their own.

## What do we need to do?



We will have a policy on making more accessible trips around London. For example, which stations should we make step-free next?



We will get more people to travel in ways to make the roads less busy. They could:

- cycle
- walk
- avoid traveling during rush hour.

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## London Underground and Overground

We will have more step-free stations – there will be 15 new tube stations and 9 new Overground stations by 2020.

All new stations will be step-free.



There will be 93 more wide-aisle gates at 60 more stations.

There will be more manual boarding ramps and more platform humps at tube stations.



We will start a number of projects to make London's roads less busy:

- build better stations
- more trains and buses
- better design of streets and stations.

  
Department  
for Transport



We will make sure our stations and the areas around them are accessible and follow our new rules. We will work with the Department for Transport to make sure:

- there are more accessible rail stations in London
- that staff are available from the first train to the last train.

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## Buses

We will update 650 bus stops every year. So far 3,100 bus stops have had new seats and arm-rests.

In early 2016 we will try out an arm-rest that will fit onto the seats of older bus stops.



By the end of 2016 we will make 95 out of every 100 bus stops fully accessible.

## Streets

We will follow the rules in 'Streetscape Guidance' (2016) to make sure London's streets are well designed.

We will give money to the 33 London boroughs from April 2016 to March 2017 to pay for local transport projects.

We will improve local areas with safer roads and better public spaces that are good for people who walk and cyclists.

## Taxis and mini-cabs

We will check all taxi ranks across London to make sure they are fully accessible. There will be more taxi ranks by 2020.

By October 2016 all taxis will be able to make card payments, including **contactless** payments.

We will work with companies that build taxis on:

- new taxis that do not pollute. Pollute could mean exhaust fumes and other chemicals.
- new taxis that are more accessible, for example, wheelchair positions that face forward.





## How will we know we have reached Equality Goal 3?



- We will have more stations with step-free access.
- We will have made improvements to make trips around London more accessible.



- We will have a policy that says
  - which stations should be step-free next
  - how we should make trips more accessible.



- There will be more disabled people using public transport.



- We will look at information from customer surveys.

## Equality Goal 4: Safe travel



“We will make travel safer and support more young people, women and BAME people to travel on public transport”



Equality groups have different experiences when they travel around London.

Young people, women and Black, Asian and Minority Ethnic (BAME) people are more worried about safety.



Women, BAME people and young people are more worried about crime at night on buses and the tube.



Antisocial behaviour can stop older and disabled people from travelling on public transport.

Young people are more likely to experience an event that worries them when they travel.

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BAME people and women are more worried about antisocial behaviour.

Research tell us that disabled and non-disabled people travel less because they are worried about crime and antisocial behaviour.



Women and young people are more likely to experience unwanted sexual behaviour in the day or evening.

Often these incidents are not reported, so this is a difficult issue to tackle.



Some groups experience hate crime when travelling in London.

A large number of hate crimes on public transport are not reported, so it is difficult to tackle this issue.

Disabled people worry more about safety and crime during the day. Everyone worries about safety at night.



Children, older people and BAME people are more likely to be involved in a traffic incident.



Safer roads keep everyone safe and secure when they travel. About 8 out of 10 people 'Killed or Seriously Injured' (KSI) are:

- people who walk
- cyclists
- motorcyclists.



A person is more likely to be KSI due to their age, gender, disability, ethnicity or income.

We will focus on groups or places where there could be a high number of KSIs.

For example, a walker with a low income is twice as likely to be injured as someone with a high income.

## What do we need to do?



### Safety, security and night travel

We will have LED lights at every bus stop. We have already fitted LED lights at 2,500 bus stops.

LED light bulb definition

We will make bus passengers feel safer by having more police, trained staff, CCTV, lighting and better signs on buses and at bus stops.



We will listen to the concerns that local people have about crime and antisocial behaviour.

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We will support 95,000 Year 6 students to be safe on public transport by showing them the TfL Safety and Citizenship Scheme presentation.

Support student groups in 50 secondary schools to provide safety and citizenship projects.

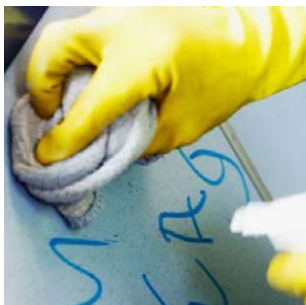


We will reduce local people's concerns about crime and safety by working with:

- the Met and British Transport Police to reduce crime
- local groups and schools to advertise safe travel
- the Met's Cabs Enforcement Unit and City of London Police to make it safer to travel in taxis and mini-cabs and on all types of transport at night.



We will work with every London borough to clear signs and clutter from pavements.



We will provide a graffiti cleaning service to remove graffiti from bus stops each year.



We will tackle illegal cabs that pose a big risk to the public, especially women.



### Road safety

We will make dangerous roads safer for road users.

We will make the roads safer on the Transport for London Road Network (TLRN).

We will have a number of projects in places where a lot of BAME people and people on low income live.



We will provide road safety training for schoolchildren by working with:

- Children's Traffic Club and
- Youth/Junior Travel Ambassador schemes.



We will have 20mph zones in 10 places to make it safer for people who walk and cyclists.

We will build pedestrian safety projects in Peckham and Tooting town centres where there is a high number of BAME people and high risk of pedestrian accidents.



We will launch a campaign to change behaviour and reduce traffic accidents.

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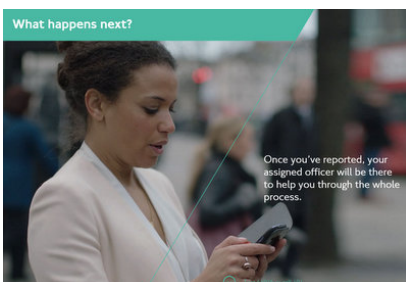
We will launch a new 'Safe Drive Stay Alive' project to change the behaviour of 18,000 young drivers, who are more likely to have a serious accident.



We will start a one-to-one training scheme for motorcycle or scooter riders.



We will start the Children's Traffic Club again for more than 100,000 young people.



### Unwanted sexual behaviour

We will carry on advertising 'Report it to Stop it'

Find out more about the project at

<http://report-it.tumblr.com>



We will visit London schools to provide training about unwanted sexual behaviour.



We will work closely with the police and bus companies to make sure incidents are quickly looked into.

We will support customers to feel safe on buses by having more police and trained TfL staff on board.



We will carry on working with the police to advertise 'Project Guardian'- a project that tackles unwanted sexual behaviour on public transport.



#### [Hate crime and vulnerable adults and children](#)

We will advertise ways that people can report hate crime to help the police.

We will make it easier for customers to report concerns about hate crime.

We will protect vulnerable customers so that cases can be reported quickly.

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We will train frontline staff to better understand hate crime so that they know when to take action.



We will work closely with the Met and safeguarding boards of local councils.

## How will we know we have reached Equality Goal 4?

We will use the information we get about:



- crime, especially night-time crime, and road safety
- public awareness of unacceptable behaviour.



We will use the information we get about the number of:

- staff trained on customer safety
- safeguarding cases
- night bus customers that are female.
- people using public transport because they are not worried about crime and antisocial behaviour, especially at night.
- young people who experience 'worrying events' on public transport.





We will use the information we get on the:

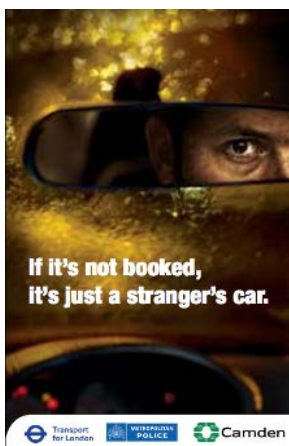
- scores in 2016/17 for 'illumination' and 'personal safety and security' in our Customer Satisfaction Surveys for bus stops and shelters
- scores in 2016/16 for 'illumination and lighting' and 'freedom from graffiti score' in our Mystery Traveller Surveys.



We will have shown 95,000 Year 6 students a presentation on safe and independent travel.



We will look at the success of our behaviour change projects, for example 'Safe Drive Stay Alive'



We will look at the success of our Safer Travel at Night (STAN) campaign.

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## Equality Goal 5: Travel for all



“We will have fares that are value for money and easy to understand”



Travel in London needs to be ‘value for money’ so that everyone can make the most of their life in London.

‘Value for money’ means a good service at a cost people can afford.

It is not ‘value for money’ if trains or buses are late, or transport is overcrowded or dirty.



A person’s income could stop them from using public transport. Some groups do not know what they have to pay to travel.



We want travel in London to be ‘value for money’ for everyone. At the moment travel is free for:

- children under 11
- wheelchair users
- all Londoners aged 60 and over.



Bus and tram travel is free for Londoners in full-time education aged up to 18. They also pay less to travel on other services.



All UK residents who get a state pension can travel for free on London buses.



Free or lower fares are available to:

- Londoners in full-time education, or on work experience
- London apprentices
- some unemployed people
- some people who fought in the war.



Night workers on a low income may have to pay more to travel on the Night Bus service.



When the Night Tube starts, if less people use Night Buses it could affect the cost of the bus fare.



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The cost of housing has a big impact on what people can pay for. And the price of housing in London has increased a lot over the last few years.

However, good transport links give people better access to new and more housing that is value for money.

## What do we need to do?



- We will provide clear information on fares and payment types
- We will answer the question: 'What is 'value for money'?
- We will find out if there is a link between the cost of transport and inequality in London.



- We will make sure that staff give clear information about fares
- We will have better customer service on all services, especially buses
- We will build new homes on TfL land and build transport links to reach new housing schemes.

## How will we know we have reached Equality Goal 5?

There will be more people from equality groups and on low incomes use public transport.



We will compare TfL's customer service and quality of service with other large transport systems around the world.



We will get 'good' customer service scores in our Customer Satisfaction Survey.

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## Equality Goal 6: Healthy London

“We will make sure that public transport makes the health of Londoners better”

### Active travel



Londoners face health problems – more people have diabetes, obesity and heart disease.

Many Londoners are ill or dying early because they are not active.



Transport can help people to be active and healthier:

- when people use public transport half of them also walk
- Londoners cycle more and cycle longer each day than they did 10 years ago.
- Londoners are walking shorter distances than they did 10 years ago.



Different groups cycle and walk:

- Older and disabled people are less likely to walk or cycle
- BAME people are less likely to cycle.

We have given grants of up to £10,000 have been given to 31 local groups to get more people to cycle.



### Who walks in London once a week?

- Nearly all Londoners
- Over 8 out of 10 older people
- Over 7 out of 10 disabled people
- Nearly all BAME people.



### Who cycles in London once a week?

- 1 out of 7 of all Londoners
- 1 out of 16 of older people
- 1 out of 25 disabled people
- 1 out of 12 women
- 1 out of 14 BAME people



In 2013/14 there were a lot more obese children in London than the rest of England.

By making London easy and interesting to travel around we can help to make Londoners healthier.

## Air quality



Transport, such as cars, motorbikes, lorries and buses, can cause a lot of air pollution that makes Londoners ill.

But some transport, such as cycles and electric cars, can help to make areas around London healthier.

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In 2010, 9,000 people died early due to nitrogen dioxide (NO<sub>2</sub>) pollution and the quality of the air.

NO<sub>2</sub> mostly comes from diesel vehicles.

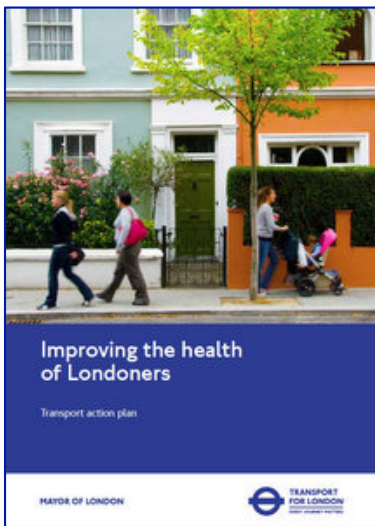
Some equality groups are more likely to live in areas where air pollution is high.



Children, older people, and people with serious health problems are more likely to be affected by air pollution.

People living in London's poorest areas are more likely to have poor air quality than people living in other areas.

## What do we need to do?



### Active travel

Use the ideas from our 'Transport Action Plan – Improving the Health of Londoners' to make London's streets better for people who walk and cyclists and better for everyone's health.

Work with the 33 London boroughs to improve:

- the design of streets and footpaths
- street signs.



We will use money from TfL's 'Future Streets Incubator Fund' to pay for projects to make London's streets better.

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## Cycling

We will have better roads and paths for cyclists, and make it safer for cyclists in London.

We will get older people, disabled people, BAME people and women to cycle more and use our hire bikes.

Make sure that cycling and walking projects work with more disabled people.



We will work with the police on projects that make cyclists safer:

- to reduce the number of cyclists killed or seriously injured on London's roads
- to reduce cycle theft in public places.



We will work with the 33 London boroughs to get more hard-to-reach groups to use hire bikes.

## Walking

We will carry out more safety checks to reduce the number of TfL projects and roadworks that do not meet safety standards.



We will design road junctions so that they are easier for vulnerable people who walk to use.



We will make pavements safer and more accessible, especially for visually impaired and disabled people, by removing obstacles.



There will be more Pedestrian Countdown crossings:

- 600 by the end of 2016
- 800 by the end of 2018.



We will improve:

- pavements
- the gradient of roads so that they are less steep
- seating areas
- accessible routes – and have one very good example of an accessible route.



### Air quality

In 2020 we will bring in the Ultra Low Emission Zone (ULEZ) and charge vehicles that do not meet its standards.

The ULEZ should halve the number of people living in areas where the NO<sub>2</sub> level is currently above the EU legal limit.

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We will take 900 old Euro III buses off the road, replace them with Euro VI buses which do not pollute as much as the Euro III buses.

We will make sure that all construction vehicles comply with Euro 6 standard.

In 2016 we will try out 5 electric double-decker buses.



By 2020, all double-decker buses – nearly half of all London buses - will be electric or hydrogen.



We will take the oldest, most polluting taxis off the roads and bring in more zero-emissions taxis.

**Zero emissions** is used to describe an engine or motor that does not throw out any products that could pollute the environment.



From 2018 we will bring in a rule that says all new taxis should be zero emission. We will offer grants to taxi drivers to buy these type of taxi.





We will work with freight and fleet operators so that there are more low-emission commercial vehicles.

And more low-emission vehicles in the TfL fleet.

We will provide more charging points and 'rapid-charging stations' so that:



- more drivers can use electric vehicles
- there are more vehicles in London that do not throw out Nitrogen Oxide (NOx).



We will spend money on projects to get more people to walk and cycle and use other transport that does not pollute.



We will make sure all new housing is 'air quality neutral'.

This means that companies building new houses must do all they can to reduce pollution.



We will reduce pollution on building sites around London.



A new £20m Mayor's Air Quality Fund will support new projects around London to reduce air pollution. Funding has already supported over 40 projects.

From 2016 to 2019, £8m will go to the 33 London boroughs.

£2m will pay for 2 low-emission neighbourhoods and work will start by June 2016.

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## How will we know we have reached Equality Goal 6?



We will use information about

- the number of women, older, disabled and BAME people who walk, cycle and use our hire bikes.
- the number of people who use the Cycle Superhighways.



We will use information about:

- the amount of Nitrogen Oxide emissions from all buses and from all transport
- the number of hybrid buses and Euro III buses on the road
- the number of vulnerable people living in areas with high Nitrogen Oxide levels.



- the Emissions from contractors' vehicles.
- the number of vehicles that emit Nitrogen Oxide. At the moment this is 6 out of 10 vehicles.



- the number of people using electric vehicles, and ultra-low emission vehicles.
- the number of charging points for electric vehicles.
- the number of electric car club members.



We will use information from

- Climate Change Mitigation and Energy Strategy
- The Greater London Authority's London Energy and Greenhouse Gas Emissions Inventory.



We will use the information that tells us who is using hire bikes.

At the moment, of all the people who hire bikes

- 1 out of 4 are female
- 1 out of 8 are non-white
- 1 out of 20 are 60 years and over.



We will use information about

- the number of complaints about footway problems
- the number of obstacles on the pavement in certain location.

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## Equality Goal 7: Make TfL a more diverse organisation



“We will have a workforce that closely reflects London’s population”

We provide a world-class service and we want

- Londoners to choose to work for TfL.
- a workforce that reflects the London population, led by leaders who believe in equality
- good managers who support their staff and enjoy working for TfL.

At the moment our workforce does not reflect the London population.

- 50 out of 100 people in London are women
- 45 out of 100 people in London are women who work
- but only 24 out of 100 people working for TfL are women.



- 45 out of 100 people in London are BAME people
- 32 out of 100 people in London are BAME people who work
- but only 27 out of 100 people working for TfL are BAME people.



- 24 out of 100 senior managers working for TfL are women
- 10 out of 100 senior managers working for TfL are BAME people.



- A small number of TfL staff say they are disabled.



The operational part of TfL has 14,355 employees, which is 57 out of 100 staff. Their jobs include:

- customer service assistants
- train operators
- station supervisors
- revenue inspectors, who check tickets
- Dial-a-Ride drivers
- network controllers.



16 out of 100 operational staff are women, which is much lower than the overall number of women who work for TfL.

31 out of 100 operational staff are BAME people, which is higher than the overall number of BAME people in TfL.

There is a low number of operational staff who are disabled, compared to all TfL staff.

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## What do we need to do?



Work with schools to get young people to think about a career in transport or TfL.



We will have more diverse candidates on our Graduate and Apprenticeship schemes by:

- advertising the scheme
- hold skills events
- get current graduates and apprentices to help advertise the schemes.



We will advertise our schemes to Science, Technology, Engineering and Maths (STEM) graduates and work out the best places to advertise each year.

We will get better at recruiting new staff.



We will carry out regular checks on TfL staff pay and take action to reduce gaps in pay.

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We will explain the opportunities and benefits of having a more diverse workforce to our staff.

We will take up the Senior Manager Working Group’s ideas to speed up the promotion of women and BAME people in TfL.



We will get the TfL Leadership Team to include equality on their scorecards and get everyone in TfL to do the same.

We will get more TfL staff to provide equality information in staff surveys.

Share the good things we do with groups and organisations.



**We will carry on...**

With the ‘Maximising Potential’ scheme so that more BAME people and women are senior managers.

Providing opportunities for our middle managers, including

- Springboard Women’s development programme
- Support for managers from other managers
- Support for BAME people.

Providing work experience by working with

- Steps into Work
- Whizz-Kidz
- Scope.



We will also run job schemes for people who were in the armed forces or in prison.



## How will we know we have reached Equality Goal 7?



We will see an increase in these figures:

### All TfL staff

- 24 out of 100 staff are women
- 27 out of 100 staff are BAME people
- 2 out of 100 staff are disabled people.



### Senior staff

- 25 out of 100 senior managers are women
- 10 out of 100 senior managers are BAME people
- 2 out of 100 senior managers are disabled people.



### TfL graduate schemes

- 29 out of 100 people on our graduate scheme are women
- 43 out of 100 people on our graduate scheme are BAME people
- 2 out of 100 people on our graduate scheme are disabled people.



### TfL apprenticeship schemes

- 17 out of 100 people on the apprenticeship scheme are women
- 41 out of 100 people on the apprenticeship scheme are BAME people
- 2 out of 100 people on the apprenticeship scheme are disabled people.



We also want to see:

- more staff stating their equality categories in the staff survey
- less staff ticking the 'prefer not to say' option
- a new equality goal for every member of TfL staff in their daily work.

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## Equality Goal 8: Support new and current staff



“We will make sure new and current staff make the most of their skills and talents”



TfL managers need information and support to manage staff from equality groups, especially disabled people.

We want our managers to treat all staff in a fair and equal way.



All staff can complete a training course on equality.

There is a training course for managers on **unconscious bias** – why we prefer certain people or groups to others.



Disabled staff have told us that changes to the workplace – **reasonable adjustments** – are not carried out in the same way across TfL.

The Staff Network Group for Disability have told us managers play a big part in getting these changes done quickly.

We want **reasonable adjustments** to be done in the same across TfL.



In our annual staff survey we found out that disabled staff do not enjoy working for TfL as much as non- disabled staff.



We want to promote good mental wellbeing because TfL staff often take days off work due to stress.



Being active can help good mental wellbeing and make work more enjoyable.

It can also help to create an organisation everyone enjoys working for.



Our 'Make a Difference' (MAD) awards have 3 levels - Bronze, Silver and Gold – and are for staff who do a good job.

26 out of 100 people with a MAD award were women

28 out of 100 with a Gold MAD award were women

23 out of 100 people who work for TfL are women, so they are getting a high number of awards.

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24 out of 100 people with a MAD award were BAME people.

18 out of 100 people with a Gold MAD award were BAME people

27 out of 100 people who work for TfL are BAME people, which is lower than you would expect.



Only 1 out of 100 awards were given for 'Fair and Consistent' behaviour in 2014/15, which is very low.

We want more staff to get the 'Fair and Consistent' award, as this award shows staff support equality and fairness.

## What do we need to do?



We will improve the way we make changes to the workplace – **reasonable adjustments**

We will report on the changes we have made and advertise this work.



We will promote the benefits of physical activity and good mental wellbeing to all TfL staff

We need to change the way people feel about mental health.

We need to Support staff with health problems and disabilities so that they can do the best work they can do.



We will support staff to understand why they treat people differently and how they can treat their workmates fairly.

We will promote equality training courses and get more staff to go on these courses.



We will get more managers to

- include equality goals in their work.
- complete Valuing People equality training
- complete **Managing Essentials** – a guide to help TfL managers become better managers.



We will get everyone who interviews staff to complete the section in **Managing Essentials** on **unconscious bias**

We will update the guide.



We will recognise the work of our staff and check how many MAD awards are won by staff in different equality groups.

We will promote the 'Fair and Consistent' behaviour award.

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## We will carry on...



Promoting our Valuing People equality training and online learning.

Promoting our **Managing Essentials** guide which includes a section on equality and inclusion.



Checking and updating the information on our company management system that covers:

- the **reasonable adjustments** process
- rules for carers
- rules for transgender staff
- rules on religious practice.



Working closely with IDAG to make sure equality issues are an important part of TfL's work.

## How will we know we have reached Equality Goal 8?



There will be more

- **reasonable adjustments** made every year
- more staff that say they are disabled
- more staff that say they enjoy working for TfL.
- more managers that say they enjoy working for TfL in the staff survey.



There will be a higher score in the TfL staff survey to the question 'I am satisfied with the support available if I experience stress or pressure'.



There will be more staff

- who provide support on health issues to their workmates
- taking part in physical activity
- who go on the equality training course.



There will be more MAD awards for:

- 'Fair and Consistent' behaviour
- BAME staff.

There will be more activities that promote good mental wellbeing.

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## Equality Goal 9: An organisation where everyone feels valued and included

“TfL will be an organisation where all staff feel included and they enjoy working”



We want TfL staff to feel included and enjoy working for TfL. Our staff survey tells us

- some staff groups do not enjoy working for TfL as much as other groups
- some staff groups do not feel included
- 50 out of 100 staff with a disability said they really enjoy working for TfL.
- 62 out of 100 staff with no disability said they really enjoy working for TfL.



Other equality groups such as LGBT staff and some faith groups say they do not enjoy working for TfL as much as other staff.



We would like TfL staff to provide more personal information. At the moment:

- 62 out of 100 staff have not told us their faith or belief
- 61 out of 100 staff have not told us their sexual orientation
- 20 out of 100 staff have not told us their ethnicity.

## What do we need to do?



Write plans that:

- say how we are going to support TfL staff to feel more valued and included.
- help to increase the number of staff who provide personal information.



Change the Staff Network Groups to carry on supporting TfL staff.

Work with the Staff Network Groups to find out why staff from different equality groups feel more negative about TfL than other groups.

Launch a TfL diversity champion and diversity buddy programme.



Include training on equality groups in the new bus drivers' City & Guild's qualification.

Promote the work of IDAG to show how much TfL values disability equality.

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## We will carry on...



Checking that our policies work, telling managers when policies change, and getting comments from staff.

Providing a job share register to support staff to find a workmate to job share with.



Advertising the annual faith and cultural calendar on our intranet – a website for TfL staff

## How will we know we have reached Equality Goal 9?



There will be more staff who say they enjoy working for TfL in our staff survey, especially:

- disabled staff
- carers
- LGBT staff.



There will be more staff who tell us their:

- faith or belief
- sexual orientation
- ethnicity
- disability.



There will be more staff who understand equality issues and the work we are doing in this Action on Equality plan.

This work will start March 2016.

## Equality Goal 10: Working with other businesses

“We will support more businesses to welcome diversity”



There are a low number of women, BAME people and disabled people working in the transport industry.

In June 2015, 23 out of 100 people who work in the transport industry are women.



We want TfL to be an organisation that welcomes diversity and gets other transport organisations to do the same too.

We have been told that our rules for the businesses we work with need to be changed.



There is a low number of **diverse businesses** working for TfL.

A **diverse business** is run, for example, for BAME people, disabled people or women.



18 out of 100 small business in the UK are run by women.

7 out of 100 small business are run by BAME people.

62 out of 100 small businesses have more than one director or partner - of these businesses 8 out of 100 have partners or directors with a disability or long term condition.

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Our annual budget is £11bn.

TfL can give small and diverse businesses an opportunity to share in London's success.



We require many of our contractors to have:

- an Equality and Inclusion Policy
- Equality and Inclusion training.

And we want to make sure that small and diverse businesses have an equal chance to work with TfL.

## What do we need to do?



We will support businesses who work for TfL to give under-represented groups more opportunities.

We will work with local groups to give more under-represented groups access to training and jobs on TfL projects.



In our contracts with other businesses we will:

- add a section on equality
- add a section that says apprentices and out-of-work people should be hired from the local area.

Include equality and accessibility issues in all our work with businesses.

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We will advertise the good things about diversity and equality to businesses we work with through our website, videos, roadshows and training courses.

We will carry on supporting the Accessibility Champions programme.

## How will we know we have reached Equality Goal 10?



We will look at the diversity of businesses registered with **CompeteFor**.

**CompeteFor** is a website that enables businesses to find new work with organisations like TfL and Crossrail.

We will look at the diversity of businesses working for TfL.



We will find out how many new staff have completed equality training.

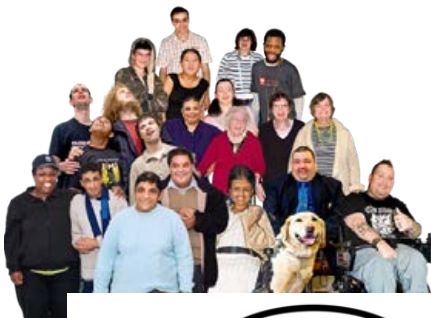
**Transportforall**  
Accessible transport is our right

We will work with advocacy groups including IDAG and Transport for All. We will look at the number of complaints taken to the highest stage.



We will make sure there are clear rules on equality in all TfL contracts.

## Equality Goal 11: Working with groups and organisations



“We will support more groups and organisations to get involved in our work”



At the moment we work with a wide range of groups that speak up for our customers and users, including

- older and disabled people’s organisations
- transport campaigning groups
- youth organisations
- women’s groups.



Other than TfL very few transport organisations around the world work with equality groups and involve them in decision-making.



Over half of the groups are happy about the way we work with them.

However, we would like to work with more LGBT+, BAME and faith groups and:

- talk to more people about transport in their daily life. explain what we do and how we make decisions
- support groups and organisations to reach their goals
- work with more groups to support more people.



## What do we need to do?

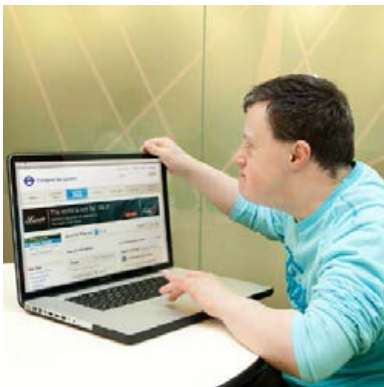


We will appoint an Account Manager to work closely with

- BAME groups
- Faith groups
- LGBT+ groups
- charities
- community groups.



We will tell people, groups and organisations about our work a long time before it starts.



We will find new ways to work closely with different groups. For example, our work with

- Royal London Society for Blind People
- Scope
- Whizz-Kidz

This work gave young disabled people the chance to work at our head offices.

Whizz  
-kidz

We will support the campaigns of groups we work closely with. For example, the Whizz-Kidz Travel Alliance and working with transport companies and disabled people to make the services easier to use.



We will host the next 'Access all Areas' - the exhibition and conference with TfL staff, TfL contractors and other transport companies.

At the event older and disabled people can

- try out public transport
- speak to senior leaders
- get involved in planning new services.

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## How do we know we have reached our goal?



We will use information from surveys to find out if we are doing good work with different groups and organisations, especially:

- BAME groups
- Faith groups and
- LGBT+ groups.

## Action on equality – in brief



Every year we will let you know if we have reached our 11 equality goals.

We want Action on Equality to be a useful document from now until 2020.



The 2016/17 Action Plan on pages 87 to 97 tells you what we are planning to do from April 2016 to March 2017.

Here is a summary of our 'Action on equality':

### 1: Customer service

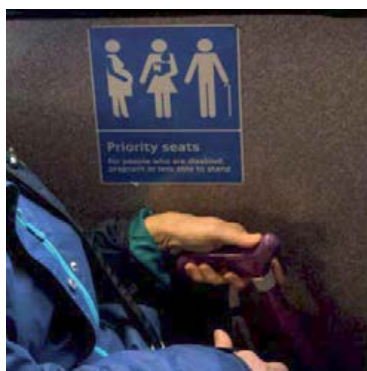


We will make sure more people can use our services, provide a very good customer service for everyone.



#### What will this look like?

- Older and disabled people will think customer service is much better on buses, door-to-door services and all transport in London.



- There will be less problems with priority seating and better support from staff.

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## 2: Customer information



We will make sure that more customers can find information to make the most of travel in London.

### What will this look like?

There will be clear customer information that is:

- simple and more personal
- high quality information about accessibility
- available in different formats.

## 3: Transport that's easy to use



We will make public transport easier for everyone to use so that more people can get more out of their time in London

## 4: Safe travel



We will make travel safer and support more young people, women and BAME people to travel on public transport.

### What will this look like?

- There will be less crime and road accidents
- Everyone will want to travel on public transport at any time of the day or night.

## 5: Travel that everyone can pay for



We will have fares that are value for money and easy to understand.

### What will this look like?

- Everyone will understand our fares
- Customer service will very good and people will feel they are getting 'value for money'.

## 6: Healthy London



We will make sure that public transport makes the health of Londoners better.



### What will this look like?

- There will be better quality streets that support a healthy life - Cycle Superhighways, **Quietways** and safer junctions will help to make this happen

To find out more about **Quietways** click on this link:

<https://tfl.gov.uk/travel-information/improvements-and-projects/quietways>



- There will be better air quality and more people will want to walk and cycle around London.

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## 7: A diverse workforce



We will have a workforce that closely reflects London's population.

### What will this look like?

There will be a more diverse range of people with the right skills working for TfL.



There will be more senior managers and staff who get promoted will be from different equality groups.



There will be more disabled people working for TfL. They will want to carry on working with us because:

- the workplace will be changed to enable more disabled staff to work at TfL
- they feel supported by their managers and TfL.

## 8: Support for new and current staff

We will make sure new and current staff make the most of their skills and talents

### What will this look like?

TfL will understand the barriers that some groups face and give them better support.

Staff will understand:

- the link between activity and good mental health
- the positive benefits of a diverse workforce.



## 9: An organisation where everyone is valued and included



TfL will be an organisation where staff feel included and are happy to work.



### What will this look like?

Senior managers will tackle issues that affect equality groups.

Staff will be happy to share personal equality information and share ideas about equality.

## 10: Working with other businesses



We will support more businesses to have a diverse workforce

### What will this look like?

Our business partners will employ more women, BAME and disabled people, including apprentices.

## 11: Working with groups and organisations



We will support more groups and organisations to get involved in our work

### What will this look like?

We will work closely with local people, groups and organisations so that they:

- can speak to senior staff
- change the things TfL does.

# Our action plan 2016/17



This action plan is about the work we are doing from April 2016 to March 2017.

## 1: Customer service



### On the Buses

Between April 2016 and March 2018 25,000 London Buses staff will go on a customer service training course.



### For Priority Seating

We will start an 'offer a seat' campaign.

There will be more spoken and recorded messages about priority seating, especially when customers get on board.

We will introduce a card or badge for people who need priority seating.



### Taxis and mini-cabs

In early 2016 we will start a campaign about customers with assistance dogs.

By the end of 2016 we will begin a campaign about wheelchair refusals by taxis.

By summer 2016 we will update the rules on assistance dogs and wheelchair refusals.

By spring 2016 we will start disability equality training for mini-cab drivers.



### Underground and Rail

There will be better customer service with more staff available to help customers. This is a big part of our Fit for the Future programme.



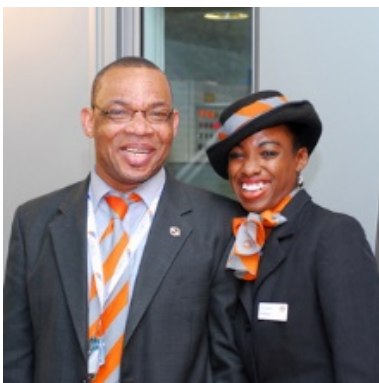
### Door-to-door Transport

Door-to-door transport will be changed so that it has better links with other transport services.



### Customer Complaints

We will find out which issues cause the most complaints.



We will make sure that staff can sort out problems the first time.

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## 2: Customer information



In 2016 we will advertise the information we provide to customers:

- in print, on posters and on the radio – this will help us to get our messages to people who do not use the internet.
- on our website.



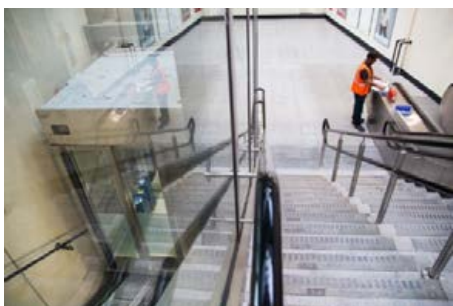
By spring 2016 we will find out how our customers use information and if we need to produce any new information.

We will make more information about accessible trips available on the TfL Journey Planner.



We will set up a course, with a qualification, about travel mentoring in London, and get more local travel mentoring schemes to take up the course.

## 3: Transport that's easy to use



### Underground and Rail

All new stations will be step-free.

We will work out how to make the best decisions about accessibility around London, and take into account London's growing population.

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We will make sure our stations and the areas around the stations are accessible and follow the 'London Underground Design Idiom' rules.



### Buses

We will update 650 more shelters every year. 3,100 bus shelters already have new seats and arm-rests.

In early 2016 we will try out an arm-rest for older bus shelters.

By the end of 2016, 95 out of 100 bus stops will be fully accessible.



### Cycling and walking

We will follow the 'Streetscape Guidance' (2016) to make sure all new streets around London are well designed.



In June 2016 an example of a well-designed street will be shown at the 'Access all Areas' event.

From April 2016 to March 2017 we will carry on supporting London boroughs to help them pay for local transport projects.

Local areas will see safer roads and better public spaces that are safer and easier for people who walk and cyclists.



### Taxis and mini-cabs

By October 2016 all taxis will have to make card payments, including 'contactless' payments.

## 4: Safe travel



### Safety and Night Travel

We will continue our fast service that removes over 30,000 examples of graffiti from bus stops each year.



We will support student groups in at least 50 secondary schools to run safety and citizenship projects.

We will support Year 6 students to be safe on public transport using the TfL Safety and Citizenship scheme presentation.



### Road Safety

We will have 20mph zones in 10 places to make it safer for people who walk and cyclists.

We will build safety projects for people who walk in Peckham and Tooting town centres. In both areas there is a high number of BAME people and a high risk of people who walk having an accident.

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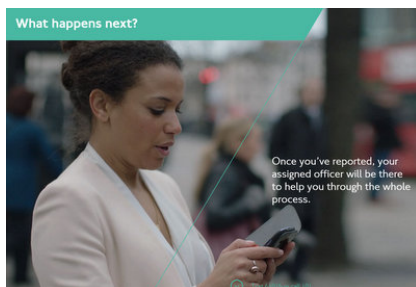
We will launch a new 'Safe Drive Stay Alive' scheme to change the behaviour of 18,000 young drivers, who are more likely to have a serious accident.



We will start a one-to-one training scheme for motorcycle or scooter riders.



We will restart the Children's Traffic Club for more than 100,000 young people.



### Unwanted Sexual Behaviour

We will carry on advertising 'Report it to Stop it' on different media channels.

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We will visit schools in London to deliver a course on unwanted sexual behaviour.



We will carry on working with the police to advertise 'Project Guardian'- a project that tackles unwanted sexual behaviour on public transport.



### Hate Crime

We will carry on advertising how to report hate crime and make it easier for customers to report concerns about hate crime.

We will protect our vulnerable customers, make sure cases can be reported right away.



We will hold training for frontline staff so that they understand hate crime and take action when they need to.

We will work closely with the Met and the safeguarding boards of local councils.

## 5: Travel that everyone can pay for



We will provide clear information on fares and how to pay, including information for groups that do not travel regularly.

## 6: Healthy Londoners



### Active Travel

We will use TfL's Future Streets Incubator Fund to pay for new ideas that will make London's streets better.



We will get older people, disabled people, BAME people and women to cycle more and use our hire bikes.



By the end of 2016 there will be 600 crossings with Pedestrian Countdown

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From autumn 2016 new projects with London boroughs and local groups will get more women, older people and BAME people to use our hire bikes.



We will work with some London boroughs to get more BAME pre-school children to join the TfL Children's Traffic Club London scheme.



### Air Quality

In 2016 we will try out 5 five electric double-decker buses and update all London buses:

- at the moment 1,700 hybrid buses are in use, including 600 new Routemaster buses
- 900 buses will be updated
- about 900 of our oldest buses will be taken off the road and replaced with ultra-low emission buses
- the cleanest buses will run on the routes with the most pollution.



We will work on the first 2 low-emission neighbourhoods will start in June 2016.

## 7: Make TfL a more diverse workforce



We will work with schools to get young people to think about a career in transport and TfL.

We will advertise our schemes to Science, Technology, Engineering and Maths (STEM) graduates. Work out the best way to advertise the schemes every year.

We will advertise the benefits of a diverse workforce to all TfL staff.

## 8: Support for new and current staff



We will write a plan that helps staff:

- to value equality issues
- understand equality affects their personal and professional life.

## 9: Make TfL a place where everyone wants to work



We will get better at making changes to the workplace – **reasonable adjustments**. We will report on the changes we make and promote this work.

We will continue to write a plan, started by the Working Group on Disabled staff and Carers, that says how TfL staff can feel more valued and included.

We will change the Staff Network Groups so that they can carry on supporting TfL staff.

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## 10: Working with business



We will work with local groups to support under-represented groups to go on training and get more jobs on TfL projects.



In our contracts with other businesses we will:

- add an equality section
- add a section saying apprentices and out-of-work people should be hired from the local area.

## 11: Working with groups and organisations



We will appoint an Account Manager to work closely with:

- BAME groups
- Faith groups
- LGBT+ groups
- charities
- community groups.

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## Find out more



To read the long version of Action on Equality go to [www.tfl.gov.uk](http://www.tfl.gov.uk) and search for 'Equality Inclusion'.



If you would like to find out more about TfL's work on equality you can:

Call: 020 3054 7146



Email: [tflaccessibility@tfl.gov.uk](mailto:tflaccessibility@tfl.gov.uk)

Go to [www.tfl.gov.uk](http://www.tfl.gov.uk) and search for 'equality and inclusion.'



## Useful reading

For more information about TfL's work here are some recent Easy Read documents that we've produced:



Single Equality Scheme 2012-2015  
Final Progress Report



Your Accessible Transport Network  
March 2015 update



Fit for the Future



What would most Crossrail 2 stations look like?



Improving London Underground